



User Guide

Version 7.0

Contents

Introduction	5
Introduction to the Reservations Tab	9
Making New Reservations	10
Making Changes to Reservations.....	17
The Reservation Card	17
Cancelling Reservations	24
Making Group Reservations.....	26
Changing Group Reservations.....	33
Managing a Group Account	35
Checking-in a Group Reservation.....	37
Checking-out a Group Reservation	38
Cancelling Group Reservations	39
Deposits	40
Confirmations	41
Guest Check-in	45
Undo Check-in.....	47
Move Room.....	48
Group Check-in	49
Add an Additional Person to a Reservation	50
Split Accounts.....	52
Adding Room Charges.....	57
To add a Standard Entry charge to a Room Account:.....	58
To add an Extra Entry charge to a Room Account:	58
To add a Tax Adjustment to a Room Account:	60
Splitting Charges	60
Room Account Payments.....	62
Transfer Charges to Debtor.....	65
Transfer Charges to an Agent	68
Check-out Guests	70
Express Action Menu	73
Out of Service Rooms.....	73

Reservation Plan Control Panel	75
Today At-a-Glance.....	81
To Do List.....	102
Legend.....	103
Holidays and Events	104
Introduction to the Customers Tab	106
Customer Folders.....	107
Emailing Customers	109
Exporting Customers.....	110
Merge/Delete Records.....	110
Customer Statistics	111
Introduction to the Accounts Tab	115
Debtors Summary	115
Non-Residential Accounts Summary.....	115
Non-Residential Account Card	116
Gift Card Management	117
Daily Summary and Payment Summary.....	122
Accounts Folder	123
Debtors.....	124
Debtors Card	125
Current and Past Transactions.....	127
Send Debtors Statements	133
Non-Residential Accounts.....	134
Historic Debtors Balance Report.....	134
Debtors Invoice Report	135
Agent Commission Report	136
Daily Transactions Report	137
View Trial Daily Balance	139
View Previous Daily Balance	140
Property Statistics	141
Introduction to the Management Tab	143
Daily Tasks.....	144
Enter Bulk Charges	145

Extras Report.....	146
Housekeeping	148
Mobile Housekeeping App.....	151
Configuration:	151
Enabling the Mobile Housekeeping App:.....	151
Housekeeping Login:.....	152
Management Login:	154
Shift Change	156
Roll Over.....	156
Deposit Follow Up	162
Gift Cards Expiring.....	163
Send Invoices	164
Print Arrival Forms	165
Review Credit Card Log	166
Review Change Log	168
Reports.....	169
Customer Reports	170
Reservation Reports.....	171
Transaction Reports	173
Set Up.....	174
Standard Rates.....	176
Extras.....	180
Promotions.....	182
Dynamic Rates.....	184
Online Inventory	189
RevenueMaximizer™.....	193
Channels.....	195
Configuration	197
Loyalty Program	198
Corporate Customers.....	201
Create and Manage Users & Rights	209
Email Merge Templates	211
Virtual Rooms.....	214

Additional Clean Types.....	217
Introduction to the Dashboard	218
Occupancy Graph.....	219
Revenue Graph	220
Revenue per Room Type.....	221
Cumulative Revenue Graph	222
RevPAR Graph	223
Booking Source Graph	224
Sales Analyzer	225
Average Occupancy Gauge	226
Average Revenue Per Available Room.....	227
Average Revenue Per Day.....	228
Average Revenue Per Room Used	228
Revenue Statistics	229

Introduction

Welcome to the **GuestPoint®** User Guide. The aim of this document is to explain the features of **GuestPoint®** in a simple to understand way and get you up and running with **GuestPoint®** as quickly as possible.

To start **GuestPoint®**, just click the **GuestPoint®** icon on your desktop or in your Start Menu.



You will now see the **GuestPoint®** Login Screen.



Before you log in, you need to check that you are operating **GuestPoint®** in the correct mode. You can change mode by clicking on the Mode indicator, located in the bottom left corner.



Sync Mode – this is the mode that the main **GuestPoint®** PC at your property should be running in. The PC in Sync Mode will communicate with

the Centium server and download web bookings and update your online inventory and rates. This PC will also automatically back your data up securely to the Centium server. If this PC is not running **GuestPoint®**, your property will not be communicating with the Centium server.



Workstation Mode – this is the mode that the all PCs except the main **GuestPoint®** PC at your property should be running in.



Web Mode – if you have **GuestPoint®** installed on a PC or laptop external to your property, you can run **GuestPoint®** in Web Mode. This will get all of the data directly from your backup data stored on the Centium server. No data is required to be stored locally.



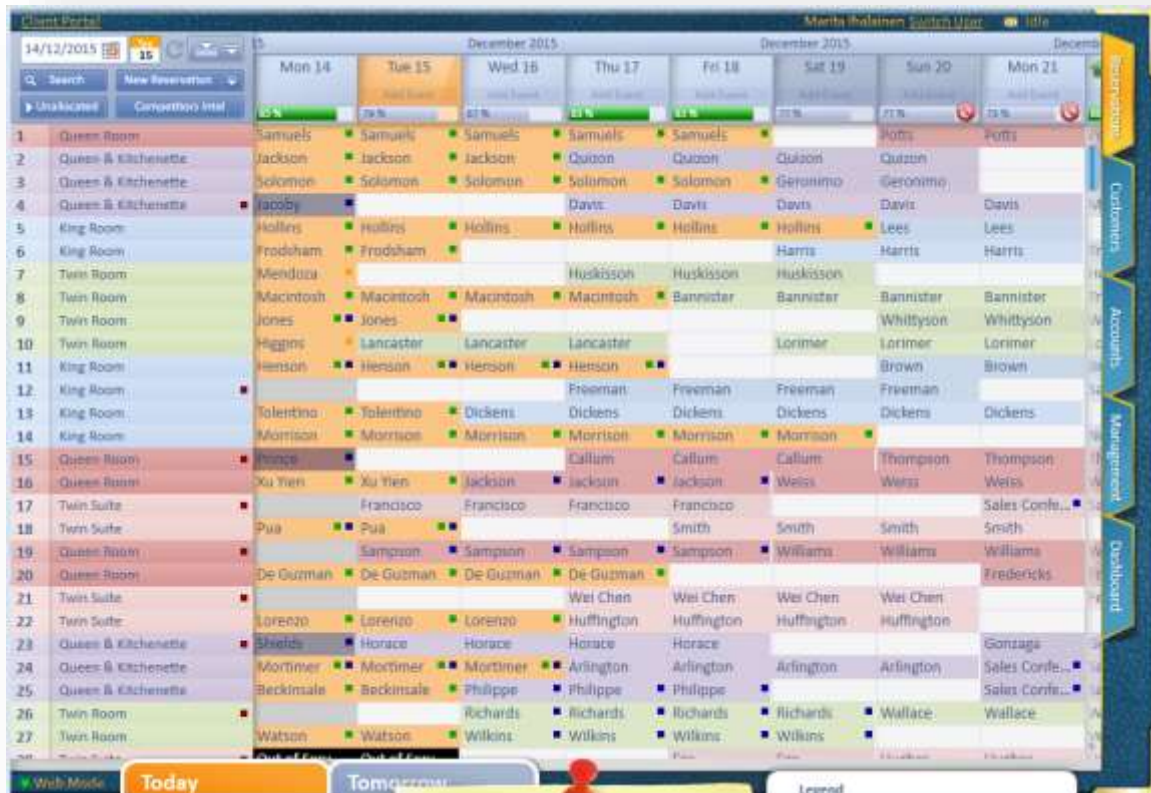
Offline Mode – if you have temporarily lost your Internet connection, **GuestPoint®** will continue to function normally in Offline Mode. You can still perform all day to day activities. If you select Offline Mode when you start **GuestPoint®**, it will remain in Offline Mode. If you are in Sync Mode and you lose your Internet connection, **GuestPoint®** will automatically switch to Offline Mode. When your Internet connection is restored, **GuestPoint®** will automatically return to Sync Mode and download any new web bookings, update your online inventory and update your backup on the Centium server.

Most likely you will be in Sync Mode if your PC is the main PC; or, Workstation Mode if you connect to the main **GuestPoint®** Sync PC.

GuestPoint® will remember the mode you select for the next time you start **GuestPoint®**.

Log in using the user name and password you have been supplied. Do not use the same user name and password on multiple computers at the same time. This will confuse **GuestPoint®**.

GuestPoint® opens on the Reservation Plan.



GuestPoint® is divided into 5 main sections. You can access each of these sections by clicking on the tabs on the right of the screen.

The Reservations tab contains:

Reservation Plan – grid showing all reservations for each room on each day

Today and Tomorrow At-a-Glance – real time key statistics about your reservations

To Do list – check list of tasks

The Customers tab contains:

Customer Statistics – useful information about your customers

Customer Files – contact details, past bookings, email tool

The Accounts tab contains:

Debtors Information – view invoices, send statements, make payments

Non-Residential Accounts – for functions, restaurant etc...

Financial Reports – Daily Balances, statistics

The Management tab contains:

Daily Tasks – bulk charges, housekeeping, roll over, sending invoices

Reports – Reservation, Customer and Transaction based reports

Setup – property setup, standard rates, dynamic rates, Revenue Maximizer™, online channels

The Dashboard tab contains:

Useful Graphs – occupancy, revenue, booking sources, sales analysis

Gauges – average occupancy, daily revenue, RevPAR

GuestPoint® is easy to learn. As you become familiar with **GuestPoint®** you will find it simple to operate.

This User Guide will take you through all of the functionality of each of the 5 tabs in **GuestPoint®**.

RESERVATIONS TAB

14/12/2015		December 2015				December 2015			
		Mon 14	Tue 15	Wed 16	Thu 17	Fri 18	Sat 19	Sun 20	Mon 21
			Add Event	Add Event	Add Event	Add Event	Add Event	Add Event	Add Event
		83 %	79 %	67 %	83 %	83 %	77 %	77 %	73 %
1	Queen Room	Samuels	Samuels	Samuels	Samuels	Samuels		Potts	Potts
2	Queen & Kitchenette	Jackson	Jackson	Jackson	Quizon	Quizon	Quizon	Quizon	
3	Queen & Kitchenette	Solomon	Solomon	Solomon	Solomon	Solomon	Geronimo	Geronimo	
4	Queen & Kitchenette	Jacoby			Davis	Davis	Davis	Davis	Davis
5	King Room	Hollins	Hollins	Hollins	Hollins	Hollins	Hollins	Lees	Lees
6	King Room	Frodsham	Frodsham				Harris	Harris	Harris
7	Twin Room	Mendoza			Huskisson	Huskisson	Huskisson		
8	Twin Room	Macintosh	Macintosh	Macintosh	Macintosh	Bannister	Bannister	Bannister	Bannister
9	Twin Room	Jones	Jones					Whittyson	Whittyson
10	Twin Room	Higgins	Lancaster	Lancaster	Lancaster		Lorimer	Lorimer	Lorimer
11	King Room	Henson	Henson	Henson	Henson			Brown	Brown
12	King Room				Freeman	Freeman	Freeman	Freeman	
13	King Room	Tolentino	Tolentino	Dickens	Dickens	Dickens	Dickens	Dickens	Dickens
14	King Room	Morrison	Morrison	Morrison	Morrison	Morrison	Morrison		
15	Queen Room	Prince			Callum	Callum	Callum	Thompson	Thompson
16	Queen Room	Xu Yien	Xu Yien	Jackson	Jackson	Jackson	Weiss	Weiss	Weiss
17	Twin Suite		Francisco	Francisco	Francisco	Francisco			Sales Confe...
18	Twin Suite	Pua	Pua			Smith	Smith	Smith	Smith
19	Queen Room		Sampson	Sampson	Sampson	Sampson	Williams	Williams	Williams
20	Queen Room	De Guzman	De Guzman	De Guzman	De Guzman				Fredericks
21	Twin Suite				Wei Chen	Wei Chen	Wei Chen	Wei Chen	
22	Twin Suite	Lorenzo	Lorenzo	Lorenzo	Huffington	Huffington	Huffington	Huffington	
23	Queen & Kitchenette	Shields	Horace	Horace	Horace	Horace			Gonzaga
24	Queen & Kitchenette	Mortimer	Mortimer	Mortimer	Arlington	Arlington	Arlington	Arlington	Sales Confe...
25	Queen & Kitchenette	Beckinsale	Beckinsale	Philippe	Philippe	Philippe			Sales Confe...

Introduction to the Reservations Tab

The Reservation Plan is a visual grid showing all of your rooms down the screen and dates across the top. To move around the Reservation Plan, you can:

1. Hold the left mouse button down then move your mouse left or right. The faster you move your mouse, the further the plan will move
2. Click anywhere on the Reservation Plan and use your arrow keys to move around
3. Click anywhere on the Reservation Plan and use your Page Up and Page Down keys to move one week at a time
4. Click into the Date field in the top left corner of the Reservation Plan and select a date. The Reservation Plan will jump to that date.

2/10/2013

5. Click the 'Today' button to jump back to today.

Thu
08

TIP: To quickly access our online **GuestPoint®** training material you can click on Client Portal at the top of any of the main tabs.

Making New Reservations

Making new reservations in **GuestPoint®** is easy. There are a number of ways you can make new bookings. The way you choose depends on your preference and the result will be the same.

To create a New Reservation, either:

- Click 'New Reservation' near the top left corner of the Reservation Plan
- Double click on a cell in a room type on the Reservation Plan
- For multiple nights, hold the Shift Key down then click on the start date and room you want, then drag your mouse across the number of nights

When you do any of these three options, **GuestPoint®** will open a New Reservation Card. Now, just follow the steps to complete the new reservation.

Step 1 – Dates & Room



The screenshot shows a reservation card titled 'Step 1 Dates & Rooms'. It includes a 'Switch To Group Reservation' button in the top right. The main form has fields for 'In' (27/08/2013), 'Out' (28/08/2013), 'Nights' (1), and 'Rooms' (1). There is also a checkbox for 'Tentative Reservation'.

Set the dates your guests will check-in and check-out. For multiple room bookings simply increase the number of rooms. You can also mark this reservation as tentative by selecting 'Tentative Reservation'. Tentative reservations appear with shading on the Reservation Plan.

Step 2 – Room Requirements




Step 2 Room Requirements

Room	Adults	Children	Infant	Room Type	<input type="checkbox"/> Show All	Room Allocation	<input type="checkbox"/> Do Not Move
Room 1	2	0	0	Superior Queen		2	

For each room, enter the number of Adults and Children. If you're using **GuestPoint®** Premium you can also record the number of infants. Please contact **GuestPoint®** Support to enable this feature. If you clicked on the New Reservation button to create your new booking, **GuestPoint®** will automatically list only Room Types that are available during the selected dates. You can see all of your Room Types by selecting 'Show All'. Once you select a Room Type, **GuestPoint®** will show you the 'best fit' Room Allocation. You can easily change this to another room number or set it to 'Unallocated' and allocate a room number later. If you choose 'Do Not Move' this booking will not be able to be moved to a different room (to remove the 'Do Not Move' you will need to come back into the reservation and untick 'Do Not Move').

Step 3 – Guest Details



Step 3 Guest Details

Company Meredith Lines

Room 1 Title Ms First Name Mandy Last Name Jones

If the guest is with a company, put in the details. If the company has stayed before the auto search will give you matches to select from. If this is the first time the company is used **GuestPoint®** will remember the company details for next time. Complete the guest's name, again, auto search will show matches to select from if the guest has stayed previously. You can also press the Search button and find a past guest by phone number, email etc...

Note: When you select a guest or company from the Suggestions list **GuestPoint®** will auto fill the information from that record for you. If the guest or company has stayed before and you do not select it from the list a duplicate record will be created.

Where a reservation has a company recorded on it, **GuestPoint®** will create a split account for charges to be added to the individual or the company.

If the guest has stayed before and provided a credit card, **GuestPoint®** will give you the option of selecting the card to use to secure the new booking.

Step 4 – Rates

Step 4 Rates

Room 1 Ms Mandy Jones - Superior Queen

Rate: Queen Suite Promotion Code:

Extra Charge p/n: Adults: 10.00 Children: 10.00 Apply Discount p/n: ☐ \$ ☐ %

	Tue, Aug 27
Room Charge	120.00
Extra Person	10.00
Discount	0.00
Total	130.00

Inclusions:

Select the pre-set room rate from the drop down list and add a promotion code if relevant.

GuestPoint® will automatically fill in the charges for extra adults and children, based on the rate selected. You can adjust these as required. You can also apply a discount – either a dollar value or percentage – just be sure to click ‘Re-calculate’ to apply the discount. One advantage of applying a discount is this amount will appear on the Room Account, so the guest knows they have received a discount. If you only change the room charge, the discount amount will not display on the Room Account.

GuestPoint® will automatically fill in the nightly Room Charge for you. This is based on the Standard Rate you have selected, unless you have set a Dynamic Rate for any of the nights. Dynamic Rates take precedence. You can easily adjust the rate of any night within the reservation by modifying the rate within the rate grid or you can add a discount.

When operating in Exclusive Tax Mode (as in the US) the subtotal of the room charges, tax and total are displayed below the grid. Clicking on ‘Estimated Tax’ displays the breakdown of the tax amounts. To mark a reservation as tax exempt simply tick the box in Step 7 and select the specific taxes that apply. **GuestPoint®** will automatically mark long term reservations as tax exempt for reservations reaching the designated transient thresholds. These thresholds are entered in Transaction Accounts & Tax in the Setup book on the Management tab.

The Rate, Extra Charges and Promotion Codes are set up within the Management tab.

Step 5 – Future Charges

Step 5 Future Charges

Room 1 ▼

Extras	Amount	Child Amount	Qty	Qty Child	Charge
Sat, Jul 19, 2014					
<input checked="" type="checkbox"/> Internet	10.00	0.00	1		10.00 +
<input type="checkbox"/> Airport Shuttle	12.30	7.50			12.30
<input checked="" type="checkbox"/> Night Tour	55.00	0.00	1		55.00 +
<input type="checkbox"/> Flight	70.00	45.00			70.00
Sun, Jul 20, 2014					
<input checked="" type="checkbox"/> Breakfast	15.00	10.00	1	0	15.00 +
<input checked="" type="checkbox"/> Newspaper	3.00	0.00	1		3.00 +

You can add any Future Charges for the reservation and these will be posted on the relevant day of the guest's stay. Just click Room and the list of optional Extras is displayed, simply select the checkbox for any that apply to this reservation. You can of course add Extras at a later stage from the Future Charges tab once you have saved the reservation.

Extras are set up within the Setup Book on the Management tab.

Step 6 – Additional Information

Step 6 Additional Information

☐ Mandy Jones is not the Booking Contact

Room 1 Mandy Jones

Address 44 Moffat Street

City Ipswich State QLD Postcode 4305 Country Australia

Phone 07 4455 5555 Mobile 0102 020 202

Email m.ihalainen@centiumsoftware.com Fax

ETA 5:00 PM

Housekeeping Notes: Guest Notes: (internal use) Customer Card Notes:

Roll away bed required Prefers ground floor

Complete the company and guest details. If the company or guests are repeat guests, existing information is automatically filled in for you. Any Guest Profile fields you have set up will display and can be completed if they are applicable for this guest. Profile fields are set up within the Setup Book on the Management tab.

Add any Housekeeping notes (e.g. roll away bed required). These will appear on the Housekeeping report the day the guest is checking-in. Customer Card Notes will be added permanently to the customer record, and will automatically display for future stays.

Reservation

Booking Source Telephone

Agent < Please Select >

Reason for Stay Business

Booking Notes:

Quiet room requested

Select your Booking Source (e.g. Telephone or Walk In) and if applicable, select an Agent. Agents are online booking channels (e.g. hotels.com, booking.com) or travel agents (e.g. Corporate Traveller). When a reservation is linked to an Agent, charges can be invoiced directly to the agent.

You can also record any booking notes (e.g. quiet room requested). These notes will appear on the guest confirmation document.

With **GuestPoint®** Premium you have the option of having Profile fields related to the reservation, e.g. Reason for Stay.

Step 6 – Payment Options



Step 7 Payment Options

☐ Prepaid Booking

☐ Non Refundable

☒ Deposit Requested

Deposit Amount: 130.00

Due: 20/08/2013 15

Purchase Order:

Add Additional Deposit

Reservation Guarantee Credit Card

No Credit Card on record

Add Card to Vault

When making a new reservation, **GuestPoint®** offers you 4 ways to secure the booking:

1. Request a deposit and set a due date. You can then use the Deposit Follow Up on the Management tab to keep track of these.
2. You can enter a Purchase Order number which will appear on the Room Account.
3. Add a credit card into the Credit Card Vault by clicking the 'Add Card to Vault' button. This is the Reservation Guarantee Credit Card. **GuestPoint®** also lets to add another credit card when the guest checks-in, in the case where one card is provided to secure the booking, but the guest provides a different card at check-in.
4. Make a payment using the 'Make Payment' button. This payment will be treated as a future deposit until the guest checks in. You can indicate the reservation is a prepaid booking by selecting the Prepaid Booking checkbox. When the guest is checked in all of their room charges will be added to their Room Account.

Non refundable reservations are flagged by selecting the Non Refundable checkbox.

GuestPoint® will prompt you to confirm the refund payment for non refundable reservations if you wish to process a refund for these reservations.

Step 8 – Automatic Charges Policy



Automatic charges are the nightly room charges and any pre-selected Extras (e.g. breakfast).

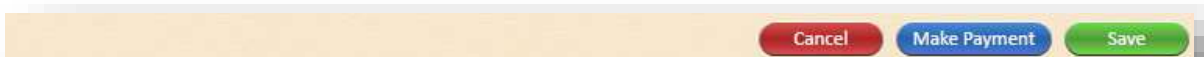
GuestPoint® posts these charges for you. You simply select which account you want the charges sent to by selecting the Automatic Charge Policy for this reservation from the drop down list.

Step 9 – Confirmation



In the final step, select whether you want to print or email the confirmation. If you select email, the Email Services window will pop up. Remember, the guest must have an email address entered for this option to be available.

You can also print an Arrival Form and a Pre-stay Invoice.



Don't forget to click 'Save'. The reservation will then appear in the Reservation Plan.

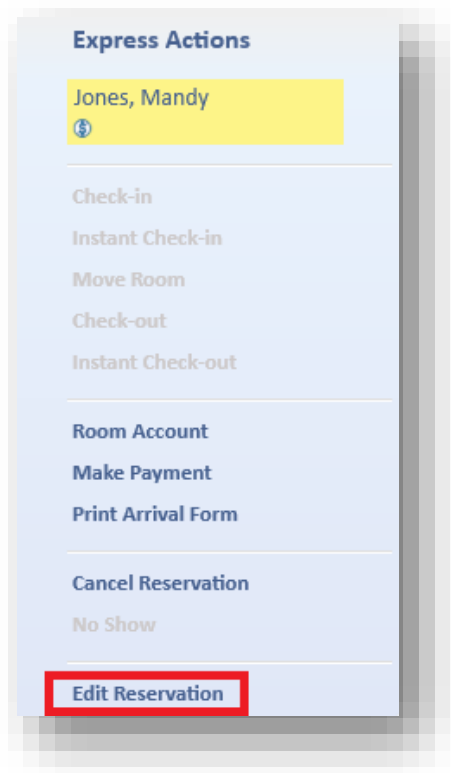
TIP: To make a multi-room reservation hold down the Shift key then click on the rooms and dates you want. When you release the Shift key the Reservation Card will open with the selected rooms. This is ideal for rooms with the same dates. If the dates differ you'll need to select each accordingly, and then simply complete the steps.

Making Changes to Reservations

You can change any of the details of the reservation at any time. The way you choose to open the reservation depends on your preference and the details you need to change.

To change an existing reservation, either:

1. Double click the reservation on the Reservation Plan
2. Right click the reservation and select 'Edit Reservation' from the Express Actions window



Either of these actions will open the Reservation Card so you can make your changes. **GuestPoint®** displays a brief summary of the reservation at the top of each tab on the Reservation Card, for quick and easy reference.

The Reservation Card

The Reservation Card has 5 tabs - Reservation, Contact Details, Room Account, Future Charges, and Linked Rooms.

The screenshot shows the 'Reservation' tab for a guest named Mandy Jones. The reservation is for an 'Executive King - 5' room, reserved for 1 night from Jan 10 to Jan 11. The booking value is \$273.00, the account balance is \$0.00, and the departure balance is \$273.00. The company is Meredith Lines. The reservation number is 3DFE5F818C, and the location is Ipswich, QLD. The check-in date is 10/01/2016. The telephone number is listed as 'All Charges To Guest'. The reservation notes include 'Quiet room requested'.

Reservation	From	Booking Value	Account Balance	Departure Balance
3DFE5F818C	Ipswich, QLD	\$273.00	\$0.00	\$273.00

Company: Meredith Lines

10/01/2016 Telephone All Charges To Guest Quiet room requested Jan 10 → Jan 11 1 Night(s)

The Reservation tab allows you to change the Reservation Details i.e. Check-in, Check-out dates, Room Type and Allocation, Room Rate, Extra Charge per night, Discount per night and Inclusions; Booking Notes, Daily Housekeeping Notes, Guest Notes for internal use, and Customer Card Notes; the Automatic Charges Policy; and, the Payment information from the initial booking.

The screenshot shows the 'Reservation' tab for a guest named Mandy Jones. The reservation is for an 'Executive King - 5' room, reserved for 1 night from Jan 10 to Jan 11. The booking value is \$273.00, the account balance is \$0.00, and the departure balance is \$273.00. The company is Meredith Lines. The reservation number is 3DFE5F818C, and the location is Ipswich, QLD. The check-in date is 10/01/2016. The telephone number is listed as 'All Charges To Guest'. The reservation notes include 'Quiet room requested'.

Reservation Details

Check-in	Check-out	Nights
10/01/2016	11/01/2016	1

Room Type: Executive King Room Allocation: 5

Adults: 1 Children: 0

ETA: 2:00 PM

☐ Do Not Move ☐ Tentative Reservation

Rates

Rate: Executive King Promotion Code:

Extra Charge p/n: Adults: 0.00 Children: 0.00 Apply Discount p/n: \$ % Re-calculate

	Sun, Jan 10
Room Charge	190.00
Extra Person	0.00

Once a guest has checked-in, you cannot edit the Room Type, Room Number or charges already posted. If you have just checked the guest in and you need to move them to a different room, use

the 'Move' button or 'Undo Check-in' button, then change the room. The Undo Check-in button is only available on their day of check-in (i.e. you cannot undo a check-in from 3 days ago).

You can easily move a guest to another room anytime during their stay by using the 'Move Room' button next to the room number in their reservation card. For more information on moving rooms after the day of check-in, see the Move Room section in this User Guide.



At the bottom of this tab you can click 'Print' to print a confirmation or an Arrival Form for this guest. You can easily email the confirmation by clicking 'Email Confirmation'. This opens the Email Services screen. You can also quickly and easily send a text message to the guest directly from their booking by clicking the 'Send Text Msg.' button. You can cancel this reservation, copy this reservation and generate a Pre-stay Invoice. **GuestPoint®** always leaves a record of changes made to a reservation and these can be viewed by clicking 'Change Log'. A log of emails and text messages sent to the guest is recorded in the 'Email and Text Log', and you can easily view these messages from here.

Don't forget to click 'Save' if you have made any changes.

TIP: To enable Automated Pre-Stay Emails and Text Messages, open the Setup Book on the Management Tab.

The second tab on the Reservation Card has the Contact Details and additional booking information for this guest.

The screenshot shows the 'Contact Details' tab for reservation 3DFE5F818C. The guest is Mandy Jones, booking an Executive King - 5 room, reserved for Jan 10 to Jan 11 (1 Night(s)). The booking value is \$273.00, and the account balance is \$0.00. The company is Meredith Lines. The booking source is Telephone, and the agent is '< Please Select >'. The primary guest's address is 44 Moffat Street.

Reservation	From	Booking Value	Account Balance	Departure Balance
3DFE5F818C	Ipswich, QLD	\$273.00	\$0.00	\$273.00

Company: Meredith Lines

10/01/2016 Telephone All Charges To Guest Quiet room requested Jan 10 → Jan 11 1 Night(s)

☐ Add Booking Contact

Company: Meredith Lines [Clear] [Edit]

Licence Plate: []

Booking Source: Telephone [v] Booking Ref #: []

Agent: < Please Select > [v]

☒ Primary Guest

Title: [] First Name: Mandy Last Name: Jones [Clear] [Edit]

Address: 44 Moffat Street

You can edit the Agent and Booking Source from the Contact Details tab, as well as add a company and booking contact. Any changes you make to the contact details of a guest or company will be permanently stored for next time.

GuestPoint® makes it easy to add another person to a reservation by using the 'New Person' button.

The screenshot shows a horizontal bar with three buttons: 'New Person' (blue), 'Cancel' (red), and 'Save' (green).

Click 'Save' if you have made any changes on this tab.

The third tab on the Reservation Card is the Room Account. The Room Account shows all charges and payments. Before check-in, this will usually be empty as no charges have been applied to the

room. If you have received a Deposit payment, this will be shown here.

The screenshot shows the 'Room Account' tab for a reservation made by Mandy Jones. The reservation details include: Reservation ID 3DFE5F818C, From Ipswich, QLD, Booking Value \$273.00, Account Balance \$0.00, and Departure Balance \$273.00. The company is Meredith Lines. The stay is for 1 night from Jan 10 to Jan 11. The room type is Executive King - 5, and the status is Reserved. Below the reservation details, there is a 'Select Account' dropdown menu showing 'Jones, Mandy' and a 'New Split Account' button. The main area of the room account is empty, displaying the message 'No transactions in this account yet'. At the bottom, there is a 'New Entry' section with radio buttons for 'Standard Entry' (selected) and 'Extra Entry'. Below this are fields for 'Charge' (a dropdown menu showing '< Please Select >'), 'Description', 'Print Date' (10/01/2016), and 'Amount' (0.00). There are 'Clear' and 'Add' buttons next to the 'Amount' field. At the very bottom, there are buttons for 'Make Payment', 'Send To Debtor Account', 'Send To Agent Account', 'Transfer Charges', 'Email', 'Print', 'Cancel', and 'Save'.

This is also where you can create a split account and add charges to the room. A split account is where you can add specific charges to individuals sharing the room. You can also make payments, send the charges to a Debtor or Agent account, and email or print the room account. This is explained in more detail in the section on Room Charges, Payments, Transfer Charges to Debtor and Transfer Charges to Agent.

Click 'Save' if you have made any changes on this tab.

TIP: To enable the Send to Debtor Account invoicing option, the company that the guest works for must have the 'Allow Debtor Invoicing' option ticked on their company Customer Card.

The fourth tab on the Reservation Card is for Future Charges. The Future Charges tab is where you can pre-select extras and the charges will post on the relevant day of the guest's stay. Also, if you

have added Optional Extras to your online booking page, they will appear here if a guest selects any extra items.

You can also change the amount you are charging for each extra if applicable.

Extras	Amount	Child Amount	Qty	Qty Child	Account	Charge
Check-in: Sun, Jan 10, 2016						Total: \$65.00
<input checked="" type="checkbox"/> Champagne	65.00	0.00	1		Jones, Mandy	65.00 +
<input type="checkbox"/> Spa Treatment	50.00	0.00			Jones, Mandy	0.00
Check-out: Mon, Jan 11, 2016						Total: \$18.00
<input checked="" type="checkbox"/> Breakfast	15.00	0.00	1		Jones, Mandy	15.00 +
<input checked="" type="checkbox"/> Newspaper	3.00	0.00	1		Jones, Mandy	3.00 +

Click 'Save' if you have made any changes on this tab.

The fifth tab on the Reservation Card shows all other rooms linked to this reservation, these are bookings made on the same reservation number.

Mandy Jones Executive King - 5 Reserved

Reservation	From	Booking Value	Account Balance	Departure Balance
3DFE5F818C	Ipswich, QLD	\$273.00	\$0.00	\$273.00

Company: **Meredith Lines**

10/01/2016 Telephone All Charges To Guest Quiet room requested Jan 10 → Jan 11 1 Night(s)

Linked to this Reservation

Name	Company	Room Type	Check-in	Check-out	Nights	Adults	Child	Room #	
Kelly, David	Meredith Lines	Queen Room	Sun, Jan 10	Mon, Jan 11	1	1	0	1	Open
Giles, Alison	Meredith Lines	Queen Room	Sun, Jan 10	Mon, Jan 11	1	1	0	4	Open

You can open the Reservation Card for these linked rooms by clicking 'Open' for each room.

TIP: The easiest way to extend or shorten a stay is to click once on the Reservation to activate it and then use the arrows to drag the reservation across adjoining cells to extend or shorten the stay.



GuestPoint® will open the Reservation Card and the dates will have automatically updated, all you need to do is to save your changes.

TIP: To easily move your guest to a different room, before they check-in, you can simply drag the reservation to a new room on the Reservation Plan. Click once on the cell to activate it and then click it again and drag it to the new room type or room number.

GuestPoint® will open the Reservation Card and the room details will have automatically updated and all you need to do is to save your changes. If the rate is different for the new room you need to decide whether you want to recalculate the room charges or not. If you choose 'Yes', **GuestPoint®** will adjust the amounts, and you simply need to save the changes.

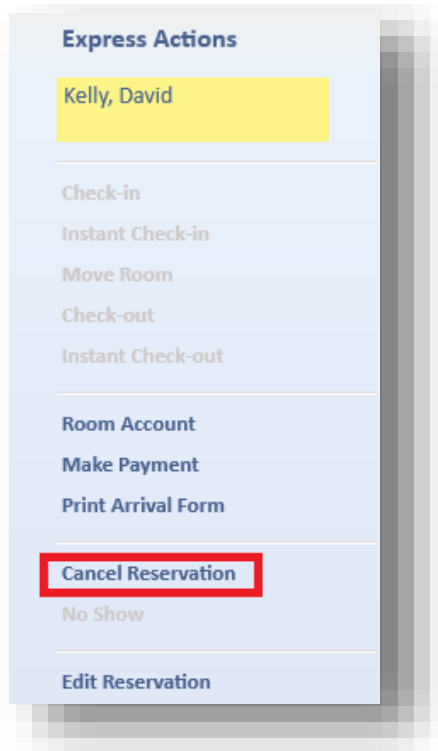
For any other changes, simply open the Reservation Card, make the changes and save.

Note: This option is not available if 'Do Not Move' has been ticked.

Cancelling Reservations

You can cancel a reservation at any time up until a guest checks-in. To cancel a reservation, either:

1. Double click the reservation on the Reservation Plan to open the Reservation Card. At the bottom of the Reservation tab just click 'Cancel Res'
2. Right click the reservation and select 'Cancel Reservation' from the Express Actions window



Once you do either of these actions, **GuestPoint®** will open the Cancel Reservation Card where you enter the reason for the cancellation. It is mandatory to enter a reason for the cancellation.

Cancel Reservation

David Kelly Queen Room - 1 Reserved

Reservation	From	Booking Value	Account Balance	Departure Balance
3DFE5F818C		\$170.00	\$0.00	\$0.00

Company
Meredith Lines

10/01/2016 Telephone All Charges To Guest Quiet room requested Jan 10 → Jan 11 1 Night(s)

Reason for Cancellation

No longer travelling

☐ Send Cancellation Confirmation email

Cancel Cancel Reservation

If you tick 'Send Cancellation Confirmation email', **GuestPoint®** will create a cancellation email for you to send. You can preview the email in the Email Services screen.

Email Services

From Name Wendy Jackson From Email info@goldmarkinn.com

To d.kelly@meredithlines.com Send At Time Now (Please Stay Logged In)

CC BCC

Subject Confirmation of Cancellation at Goldmark Inn

Attached Browse

Preview Email

Message

Dear David,

This email is to confirm your cancellation of your booking. Please see below for all details.

Start Sending

If you are charging a cancellation fee, or you need to refund a deposit, you will need to open the reservation and go into the Room Account tab. To add a Cancellation Fee, simply add a new transaction from the transaction panel at the bottom of the screen. Usually, you would use the Room Charges charge type and change the description to Cancellation Fee. Enter the amount and click 'Add'. You can then click 'Make Payment' to process the payment and bring the Room Account back to zero.



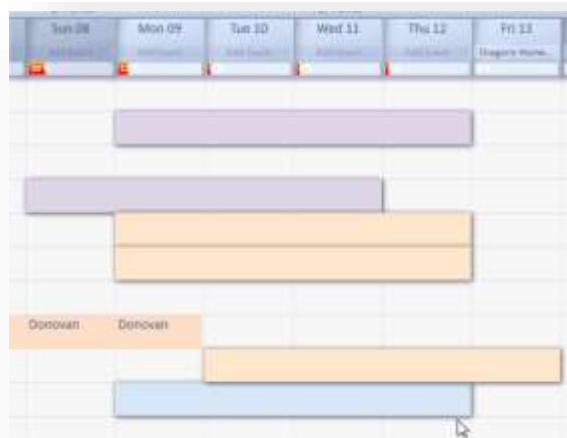
If you need to refund a deposit, click 'Make Payment', select the payment type and enter the refund amount as a negative (e.g. -150.00).

Making Group Reservations

GuestPoint® streamlines the process of managing groups, starting with the creation of a Group Reservation. There are a number of ways you can make new group bookings.

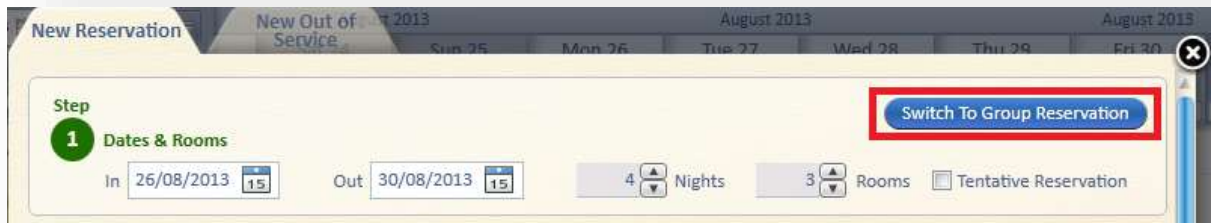
To create a Group Reservation, either:

1. While holding the Shift key down use the mouse to select multiple rooms for the dates required. This is the easiest way because **GuestPoint®** will fill in dates, nights and room types for you allowing you to skip steps later. If the dates are all the same, **GuestPoint®** will think this is just a multi-room booking, not a Group booking, so you will need to click 'Switch To Group Reservation' in the top right hand corner



2. Click 'New Reservation' from the top left of the Reservation Plan, then click 'Switch To Group Reservation' when the Reservation Card opens and set the number of rooms required
3. Double click on a cell in a room type on the Reservation Plan and click 'Switch To Group Reservation' and set the number of rooms required

Once you do any of these options, **GuestPoint®** will open the Group Reservation Card.



Step 1 **Dates & Rooms**

In: 26/08/2013 Out: 30/08/2013 4 Nights 3 Rooms ☐ Tentative Reservation

Switch To Group Reservation

TIP: If the Group Reservation Card does not open, it means **GuestPoint®** does not know you are creating a Group Reservation. Just click 'Switch To Group Reservation' to start your reservation.

Step 1 – Dates & Room



Group Reservation | **Group Account** | **Group Check-in** | **Group Check-out**

Meredith Lines Conference Group

Reservation	Contact	Group Booking Value	Group Balance	Group Departure Balance
F5E65F673E	Kane, Charles	\$2,440.00	\$0.00	\$2,440.00

Company: **Meredith Lines**

10/01/2016 Telephone All Charges To Group Quite rooms requested Jan 11 → Jan 15 3 Room(s) 4 Night(s)

Step 1 **Dates & Rooms**

In: 11/01/2016 Out: 15/01/2016 4 Nights 3 Rooms ☐ Tentative Reservation

For a group, the dates reflect the primary group booking dates, e.g. the first check-in date to the last check-out date; the number of nights and number of rooms. You can mark this group reservation as tentative by selecting 'Tentative Reservation' and this reservation will appear with shading on the Reservation Plan.

Step 2 – Group Contact

Step 2 Group Contact

Group Name

Company

Title First Name Last Name

Position

Put in the Group Contact details. If the company has stayed before the auto search will give you matches to choose from. If this is the first time a guest for this company has stayed **GuestPoint®** will remember the company details for next time.

Complete the contact's name, again auto search will show matches if the contact has been entered previously. You can also click 'Search' and find the contact by name, phone number, email etc...

Step 3 – Rates

Step 3 Rates

Group Discount p/n: ☐ \$ ☐ %

Set Rate Amount:

Room	In	Out	Nights	Type	Rate	Room	Open
Room 1	26/08/2013	30/08/2013	4	Family Suite	Group Bookings -	9	<input type="button" value="Open"/>
Adults	1	Children	0	Infant	0	Extra Person	0.00
Charge	150.00	Discount	0.00	Total Stay	600.00		
Room 2	26/08/2013	30/08/2013	4	Superior Queen	Group Bookings -	10	<input type="button" value="Open"/>
Adults	1	Children	0	Infant	0	Extra Person	0.00
Charge	115.00	Discount	0.00	Total Stay	460.00		
Room 3	26/08/2013	29/08/2013	3	Superior Queen	Group Bookings -	11	<input type="button" value="Open"/>
Adults	1	Children	0	Infant	0	Extra Person	0.00
Charge	115.00	Discount	0.00	Total Stay	345.00		

You can apply a Group Discount, if relevant, to the group. **GuestPoint®** also allows you to apply a discount to individual rooms. If you want to change the charge for each room in the Group

Reservation you can specify an amount to be applied to all of the rooms in the booking by entering the amount and clicking 'Set Rate'.

TIP: You can setup a default Group Rate which **GuestPoint®** will automatically apply to all group bookings you make. Rates are set up within the Setup Book on the Management tab.

Each room has fields available where you can adjust the check-in and check-out dates and allocate the room types and rates if you need to. You can also set the number of Adults and Children in each room. If you know the guest names of the group members you can add them in by clicking the arrow beneath Room 1, Room 2 etc...

If you don't know the names at the time of making the reservation, **GuestPoint®** makes it easy for you to edit the reservation and add them later, the most convenient is using the Group Check-in tab.

Step 4 – Additional Information

Step 4 Additional Information

Company Meredith Lines

Address PO Box 1066

City Ipswich State QLD Post Code 4305 Country Australia

Phone 456 465 454 Mobile 0546 546 546

Email m.ihalainen@centiumsoftware.com Fax 645 645 564

Contact Charles Kane

Address 397 Cross Lane

City Southport State QLD Post Code 4215 Country Australia

Phone 07 3424 3434 Mobile 0102 234 234

Email m.ihalainen@centiumsoftware.com Fax

Complete the company and contact details. If the company or group contact are repeat guests, this information is automatically filled in for you if selected from the list of suggestions.



The screenshot shows a booking form with the following fields:

- Booking Source:** A dropdown menu with 'Telephone' selected.
- Agent:** A dropdown menu with '< Please Select >' selected.
- Reason for Stay:** A dropdown menu with 'Business' selected.
- Booking Notes:** A text area containing the text 'Quiet rooms requested'.

Select your Booking Source (e.g. Telephone or Walk In) and if applicable, select an Agent. Agents are online booking channels (e.g. Wotif, booking.com) or travel agents (e.g. Corporate Traveller). When a reservation is linked to an Agent, charges can be invoiced directly to the agent.

You can also record any booking notes (e.g. quiet rooms requested). These notes will appear on the confirmation document.

With **GuestPoint®** Premium you have the option of having Profile fields related to the reservation, e.g. Reason for Stay.

Step 5 – Automatic Charges Policy



The screenshot shows a form for Step 5, 'Automatic Charges Policy'. It features a green circle with the number '5' and a dropdown menu with 'All Charges To Group' selected.

Automatic charges are the nightly room charge and any pre-selected Extras (e.g. breakfast).

GuestPoint® posts these charges for you and you can select which account you want the charges sent to by selecting the automatic charge policy for this reservation from the drop down list. For Groups, you have additional Charges Policies of All Charges to Group, Room Charges To Group and Room and Meal Charges To Group

Step 6 – Payment

The screenshot shows a web interface for the 'Payment' step of a reservation process. It includes checkboxes for 'Non Refundable' and 'Deposit Requested'. A 'Purchase Order' field contains the value 'R-7584364'. Below this is a section for 'Reservation Guarantee Credit Card' with a Visa logo and the text 'No Credit Card on record'. An 'Add Card to Vault' button is located on the right side of the credit card section.

When making a new group reservation, **GuestPoint®** offers you 4 ways to secure the booking:

1. Request a deposit and a due date. You can then use the Deposit Follow Up on the Management tab to keep track of deposits due
2. You can enter a Purchase Order number which will appear on the Room Account
3. Add a credit card into the Credit Card Vault by clicking 'Add Card to Vault' button
4. Go to the Group Account tab and click 'Make Payment'

Non refundable reservations are flagged by selecting the Non Refundable checkbox. **GuestPoint®** will prompt you to confirm the refund payment for non refundable bookings if you wish to process a refund for these reservations.

The screenshot shows a horizontal bar with five buttons: 'Print Confirmation', 'Email Confirmation', 'Pre-stay Invoice', 'Cancel', and 'Save'. The first three buttons are blue, while 'Cancel' is red and 'Save' is green.

You can print the booking confirmation for this group or easily email the confirmation by clicking 'Email Confirmation', this opens the Email Services screen. You can also create a Pre-Stay Invoice for the group.

Click 'Save' and the group booking is complete.

The screenshot shows a table with three rows and four columns. Each cell contains the text 'Meredith L...' followed by a small blue square in the top-right corner. The first two rows are highlighted in yellow, and the third row is white.

Meredith L...	Meredith L...	Meredith L...	Meredith L...
Meredith L...	Meredith L...	Meredith L...	Meredith L...
Meredith L...	Meredith L...	Meredith L...	

GuestPoint® makes it very easy to identify group bookings. The blue squares in the corners indicate

these reservations belong to a group and these remain visible in the Reservation Plan even after the group members have checked-in.

If you double click on a reservation belonging to a Group Reservation, **GuestPoint®** will display the Group Reservation Card. However, if the guest has checked-in, **GuestPoint®** opens the individual's Reservation Card when you double click on the Reservation. This is very helpful as you may want to access specific guest details once they have checked-in. You can always access the Group Reservation Card by right-clicking on any group member and selecting 'Edit Group Reservation' from the Express Action menu.

TIP: The Linked Rooms tab in the Reservation Card will give you quick access to other group members. You can go into any group member's Room Account tab and access the Group account from the Accounts drop down list.

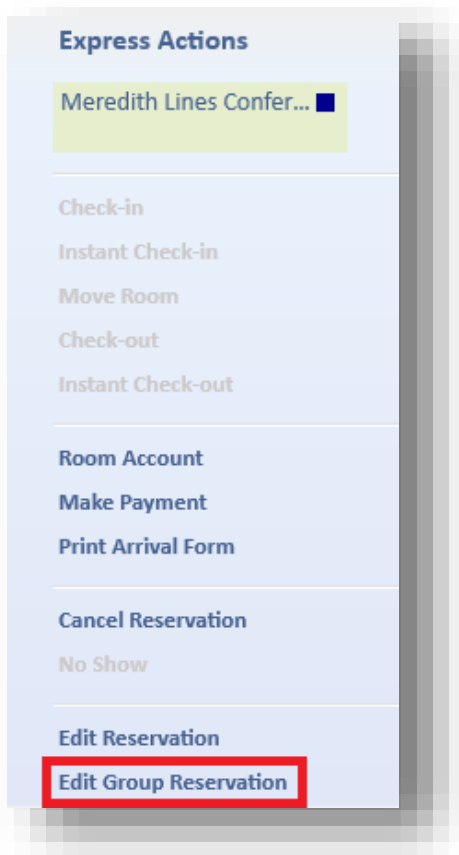
TIP: If you want to see the Group name on the Reservation Plan, change the "View" mode to 'Group/Company'.

Changing Group Reservations

You can easily change any details of group reservations in **GuestPoint®** including adding rooms, removing rooms, making payments and editing guest names.

To change an existing group reservation, either:

1. Double click any reservation within the group on the Reservation Plan and the Group Reservation Card will open (unless the guest has checked-in).
2. Right click any reservation within the group and select 'Edit Group Reservation' from the Express Actions window to open the Group Reservation Card.



Once you do either of these actions, **GuestPoint®** will open the Group Reservation Card so you can make your changes.

Group Reservation		Group Account		Group Check-in		Group Check-out	
Meredith Lines Conference Group							
Reservation	Contact	Group Booking Value	Group Balance	Group Departure Balance			
F5E65F673E	Kane, Charles	\$2,440.00	\$0.00	\$2,440.00			
Company Meredith Lines							
10/01/2016 Telephone All Charges To Group Quite rooms requested				Jan 11 → Jan 15 3 Room(s) 4 Night(s)			

GuestPoint® displays a brief summary of the group reservation at the top of the Group Reservation tab for quick and easy reference.

Step 1
Dates & Rooms

In 26/08/2013 15 Out 30/08/2013 15 4 Nights 3 Rooms ☐ Tentative Reservation

Step 2
Group Contact

Group Name Meredith Lines Conference Group
 Company Meredith Lines
 Title Mr First Name Charles Last Name Kane
 Position Team Leader

Step 3
Rates

Group Discount p/n: % Set Rate Amount:

Room 1

In 26/08/2013 15 Out 30/08/2013 15 Nights 4
 Type Family Suite Rate Group Bookings - Room 9
 Adults 1 Children 0 Infant 0 Extra Person 0.00
 Charge 150.00 Discount 0.00 Total Stay 600.00

You can change any details of the group reservation i.e. Check-in, Check-out dates, number of rooms, Group Contact details, Rates, Additional Information, Automatic Charges Policy and the Payment information from the time of the initial booking. Clicking on the 'Trash Can' next to a room will cancel the room from the Group Booking.

<input type="button" value="Print Arrival Forms"/>	<input type="button" value="Print Confirmation"/>	<input type="button" value="Email Confirmation"/>	<input type="button" value="Cancel Res"/>	<input type="button" value="Pre-stay Invoice"/>	<input type="button" value="Cancel"/>	<input type="button" value="Save"/>
--	---	---	---	---	---------------------------------------	-------------------------------------

From the bottom of the Group Reservation tab you can print Arrival Forms for each member of the group. Also, you can print a group booking confirmation. You can easily email the confirmation to the group contact by clicking 'Email Confirmation' and this opens the Email Services screen.

GuestPoint® will also send the confirmation email to the company if you have entered a company and it has an email address. You can also send a Pre-stay Group Invoice and cancel the group reservation.

TIP: To easily move your guest to a different room before they check-in, you can simply drag the reservation to a new position on the Reservation Plan. Click once on the cell to activate it and then click it again and drag it to the new room type or room number.

GuestPoint® will open the Reservation Card and the room details will have automatically updated and all you need to do is save your changes.

Managing a Group Account

When you make a Group Reservation, **GuestPoint®** will automatically create a Group Account for you. The Group Account tab in the Group Reservation Card shows you all the transactions on the Group Account.

The screenshot shows the 'Group Account' tab for the 'Fremantle Fishing Club'. The interface includes a header with navigation tabs (Group Reservation, Group Account, Group Check-in, Group Check-out) and a date selector for January 2016. Below the header, key account information is displayed: Reservation 963C2C1962, Contact Marsden, Paul, Group Booking Value \$6,860.00, Group Balance \$1,230.00, and Group Departure Balance \$7,230.00. The company is listed as Manoshi Inc. A summary bar shows the dates 8/01/2016 to 14/01/2016, 7 rooms, and 5 nights. A 'Select Account' dropdown is set to 'Fremantle Fishing Club (Group Account)'. A table lists six transactions: three room charges for King and Queen rooms, and two conference charges. Each transaction includes a date, time, room number, description, quantity, and amount, along with action buttons like REV, T/FER, and a currency icon. At the bottom, there is a 'New Entry' section with radio buttons for 'Standard Entry' and 'Extra Entry', a 'Charge' dropdown, a 'Description' field, a 'Print Date' field, and an 'Amount' field. Action buttons at the bottom include 'Make Payment', 'Send To Debtor Account', 'Send To Agent Account', 'Email', 'Print', 'Show Guest Names' (checkbox), 'Cancel', and 'Save'.

#	Date	Time	Room	Charge / Payment	Qty	Child	Description	Print Date	Amount
1	Sun, Jan 10	1:35 PM	12	Room Charge	1		King Room	9/01/2016	\$250.00
2	Sun, Jan 10	1:35 PM	12	Room Charge	1		King Room	10/01/2016	\$250.00
3	Sun, Jan 10	1:35 PM	15	Room Charge	1		Queen Room	9/01/2016	\$180.00
4	Sun, Jan 10	1:35 PM	15	Room Charge	1		Queen Room	10/01/2016	\$180.00
5	Sun, Jan 10	1:36 PM		Conference Room			Conference R	10/01/2016	\$250.00
6	Sun, Jan 10	1:36 PM		Conference Food			Conference F	10/01/2016	\$120.00

Account Balance: \$1,230.00

New Entry: ☒ Standard Entry ☐ Extra Entry

Charge: < Please Select > Description: Print Date: 10/01/2016 Amount: 0.00

Buttons: Make Payment, Send To Debtor Account, Send To Agent Account, Email, Print, Show Guest Names, Cancel, Save

From the Group Account tab, you can also view all other accounts associated with the group, make payments, send to Debtors Account and send to Agent Account, as well as adding new transactions and printing/emailing the account. For more information about using the Room Accounts tab, see Room Accounts.

Checking-in a Group Reservation

Once you have the details of the group members, **GuestPoint®** allows you to easily add them to the group reservation using the Group Check-in tab.

The screenshot shows the 'Group Check-in' tab for a reservation titled 'Fremantle Fishing Club'. The interface includes a summary section with reservation details and a table for guest information.

Reservation Summary:

Reservation	Contact	Group Booking Value	Group Balance	Group Departure Balance
963C2C1962	Marsden, Paul	\$6,860.00	\$1,230.00	\$7,230.00

Company: Manoshi Inc

Check-in Details: 8/01/2016 | Email | All Charges To Group | Jan 09 → Jan 14 | 7 Room(s) | 5 Night(s)

Room	Title	First Name	Last Name	Clear	Edit	Add Card
<input checked="" type="checkbox"/> 1 Queen Room	Adult 1 ▶	Marlon	Manson	Clear	Edit	Add Card
<input checked="" type="checkbox"/> 3 Queen & Kitchen...	Adult 1 ▶	Jimmy	Dean	Clear	Edit	Add Card
<input checked="" type="checkbox"/> 10 Twin Room	Adult 1 ▶	Vera	Lynn	Clear	Edit	Add Card
<input checked="" type="checkbox"/> 11 King Room	Adult 1 ▶	Marilyn	Hayworth	Clear	Edit	Add Card
<input type="checkbox"/> 12 King Room	Adult 1 ▶	Boris	Karloff	Clear	Edit	Add Card
<input checked="" type="checkbox"/> 14 King Room	Adult 1 ▶	Charlie	Chaplin	Clear	Edit	Add Card
<input type="checkbox"/> 15 Queen Room	Adult 1 ▶	Buster	Keaton	Clear	Edit	Add Card

Actions: Multiple Check-in | Multiple Instant Check-in | Print Arrival Forms | Print | Cancel | Save

From the Group Check-in tab, you can enter the names of all the guests and add credit card details, if required. If you click the triangle before the guest's name, you can also enter contact details. You can click 'Print' to get a list of all group members in alphabetical or room number order. If any guests are due to check-in, you can select them and click 'Multiple Check-in' (you will see the Check-in form for each guest), 'Multiple Instant Check-in' (just checks them in with no forms) and 'Print Arrival Forms.'

Checking-out a Group Reservation

When group members are due to check-out, you can quickly process them from the Group Check-out tab on the Group Reservation Card.

The screenshot shows the 'Group Check-out' tab selected in the top navigation bar. The main content area displays the 'Fremantle Fishing Club' reservation details. At the top, there are tabs for 'Group Reservation', 'Group Account', 'Group Check-in', and 'Group Check-out'. Below these, the reservation number '963C2C1962' and contact 'Marsden, Paul' are shown. To the right, summary values are listed: 'Group Booking Value' of \$6,860.00, 'Group Balance' of \$1,230.00, and 'Group Departure Balance' of \$7,230.00. The company is 'Manoshi Inc'. The reservation dates are '8/01/2016' to 'Jan 14', with '7 Room(s)' and '5 Night(s)'. A table lists the rooms and guests: '12 King Room' with 'Adult 1' (Boris Karloff) for \$15.00, and '15 Queen Room' with 'Adult 1' (William Frost) for \$15.00 and 'Adult 2' (Buster Keaton) for \$17.50. Each room has a 'Make Payment' button. A 'Company' section at the bottom shows 'Manoshi Inc (Company Account)' with a 'Make Payment' button. At the bottom of the screen, there are buttons for 'Multiple Check-out', 'Multiple Instant Check-out', and 'Print Room Account'.

Room	Title	First Name	Last Name	Balance	Actions
12 King Room	Adult 1	Boris	Karloff	15.00	Make Payment, Open
15 Queen Room	Adult 1	William	Frost	15.00	Make Payment, Open
	Adult 2	Buster	Keaton	17.50	Make Payment
Company: Manoshi Inc (Company Account)					Make Payment

For each room that is due to check-out, you will see the guest names and account balance. If the balance is not zero, you can click 'Make Payment' and add payment details. If there is a Company Account, it will be repeated under each room and the balance shown is the total balance of the Company Account.

When checking a group out, please remember the following rules:

1. A room cannot be checked out until all guest accounts have a zero balance
2. The last room in a group cannot be checked out until the Group Account and Company Account (if used) have a zero balance

You can see the balance of the Group Account at the top of the Group Reservation Card.

To check a room out, select the room and click 'Multiple Check-out' (you will see the Check-out form for each guest) or 'Multiple Instant Check-out' (just checks them out with no forms and is only

available if they have a zero balance). You can also click 'Print Room Account.' Once a room is checked-out, it will not display on the Group Check-out tab.

TIP: As your group will have already checked in, you will need to right-click on a reservation and access the Group Reservation Card from the Express Action Menu. If you double click on a reservation, **GuestPoint®** will display the guest's Reservation Card, and you can access the Group Reservation from the Linked Rooms tab.

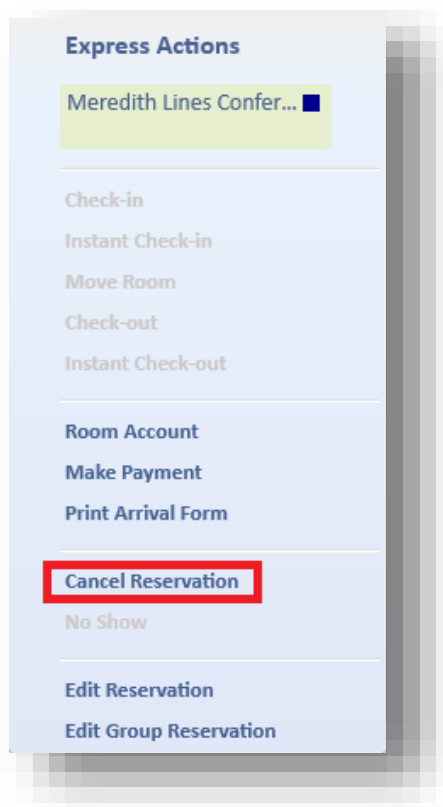
Cancelling Group Reservations

After you have made a Group Reservation, you can easily cancel the entire reservation or a single room within the Group Reservation.

To cancel a Group Reservation, double click the reservation on the Reservation Plan to open the Group Reservation Card. At the bottom of the Group Reservation tab just click 'Cancel Res'.

If you just want to cancel one room from a Group Reservation, you can either:

1. Right click the room of the Group Reservation and select 'Cancel Reservation' from the Express Actions window



2. Double click on any reservation in the group to open the Group Reservation Card then click the 'Trash Can' next to the room to cancel the room no longer required

Once you do either of these actions, **GuestPoint®** will open the Cancel Reservation Card where you are required to enter the reason for the cancellation.

The screenshot shows the 'Cancel Reservation' form. At the top, it says 'Cancel Reservation'. Below that, the reservation details are displayed: 'Jimmy Dean' (Guest Name), 'Queen & Kitchenette - 3' (Room Type), and 'Reserved' (Status). A table shows the following details:

Reservation	Group	Booking Value	Account Balance	Departure Balance
963C2C1962	Fremantle Fishing Club	\$800.00	\$70.00	\$0.00

Below the table, the company is listed as 'Manoshi Inc'. The dates are '8/01/2016' and 'Email: All Charges To Group'. The stay dates are 'Jan 09 → Jan 13' for '4 Night(s)'. A section titled 'Reason for Cancellation' has a text box containing 'No longer travelling'. There is a checkbox for 'Send Cancellation Confirmation email'. At the bottom right, there are two buttons: 'Cancel' (red) and 'Cancel Reservation' (green).

Then click 'Cancel Reservation' and **GuestPoint®** will remove this room from the Group booking.

Deposits

When making a new reservation, **GuestPoint®** offers you the option of requesting a deposit and setting a due date for the payment to secure the booking.

The screenshot shows the 'Step 7 Payment Options' form. It has three checkboxes: 'Prepaid Booking', 'Non Refundable', and 'Deposit Requested' (which is checked). Below these, there is a 'Deposit Amount' field with '120.00' and a 'Due' date field with '17/08/2013'. There is a button 'Add Additional Deposit'. Below this, there is a 'Purchase Order' field. At the bottom, there is a section 'Reservation Guarantee Credit Card' with a Visa logo and the text 'No Credit Card on record'. There is a button 'Add Card to Vault'.

For an individual booking **GuestPoint®** by default sets the deposit amount to one night's stay, for group bookings you can specify the amount required.

If a payment is made at the time of making a booking **GuestPoint®** will treat this payment as a future deposit until the guest checks-in. Simply click 'Make Payment', complete the payment details and click 'Save'.

The screenshot shows the 'Make Payment' interface. At the top, the guest's name 'Alan Nolson' is displayed. To the right, there are two tabs: 'Queen & Kitchenette - 24' (selected) and 'Reserved'. Below this, a table shows reservation details:

Reservation	From	Booking Value	Account Balance	Departure Balance
1606BD9B09	Sydney, NSW	\$190.00	\$0.00	\$190.00

Below the table, the company 'Meredith Lines' is listed. Further down, there are fields for '8/01/2016', 'Email', 'All Charges To Guest', 'Jan 09 → Jan 10', and '1 Night(s)'. The main form area contains dropdown menus for 'Account' (Nolson, Alan (Room 24)) and 'Type' (EFTPOS), a text field for 'Description' (EFTPOS), and a 'Print Date' field (10/01/2016). At the bottom, there are input fields for 'Amount' (90.00) and 'Total' (90.00).

The deposit amount, due date and any payments made will appear on the guest confirmation.

GuestPoint® Premium also allows you set additional deposit due dates and amounts by clicking 'Add Additional Deposit' and entering the deposit amount and due date.

Confirmations

GuestPoint® makes creating confirmations very easy. At the time of making the new booking, if you have entered an email address for the guest, you can simply select the relevant checkbox to print or email the confirmation.

The screenshot shows the 'Step 9 Confirmation' form. It has a green header with 'Step 9 Confirmation'. Below this, there are four checkboxes:

- ☐ Print Confirmation
- ☒ Email Confirmation to Mandy Jones (to: m.ihalainen@centiumsoftware.com)
- ☐ Print Arrival Form
- ☐ Print Pre-stay Invoice

If you select email, the Email Services screen opens and you can further personalise the confirmation, add attachments (such as brochures, maps etc... by clicking Browse) and also add any additional information for the guest by typing in the message field.

The screenshot displays the 'Email Services' window within the GuestPoint software. The window has a title bar with tabs for 'Reservation', 'Contact Details', 'Room Account', 'Future Charges', and 'Linked Rooms'. The 'Email Services' tab is active, indicated by an envelope icon. The form contains the following fields and controls:

- From Name:** GoldMark Inn
- From Email:** info@goldmarkinn.com
- To:** m.ihalainen@centiumsoftware.com
- Send At Time:** Now (with a dropdown arrow and the text '(Please Stay Logged In)')
- CC:** (empty field)
- BCC:** (empty field)
- Subject:** Confirmation from GoldMark Inn
- Attached:** A blue 'Browse' button.
- Template:** A dropdown menu showing 'Confirmation'.
- Preview Email:** A blue button next to the template dropdown.
- Message:** A large text area containing a pre-written email template:

Dear Mandy,

Thank you for choosing GoldMark Inn.

We have pleasure in confirming the following reservation for you.

We look forward to welcoming you on «ArrivalDate».

«FirstName», if we can assist in any way before your arrival, just let us know.

Kind regards,
Jill & Jack
- Start Sending:** A green button at the bottom right of the message field.

You can easily preview the confirmation by clicking 'Preview Email' to see all the booking details.

Email Confirmation Preview

Booking Confirmation

Dear Mandy,

Thank you for choosing GoldMark Inn.

We have pleasure in confirming the following reservation for you.

We look forward to welcoming you on Sunday, August 18, 2013.

Mandy, if we can assist in any way before your arrival, just let us know.

Kind regards,
Jill & Jack

Confirmation number: FC539E9C9A

GoldMark Inn
ABN 40518976211
Aug 18, 2013

Property Details

Property Name: GoldMark Inn
Address: 1000 Dugandan Road
Dugandan QLD 4310
Australia
Phone: 1300 555 555
Fax: 07 9999 6666
Email: kerri.luxton@gmail.com
Web: www.goldmarkinn.com
Check-in: 1pm
Check-out: 10am

Booking Contact Details

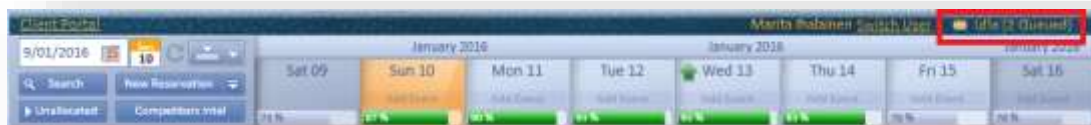
Name: Mandy Jones
Company: Meredith Lines

Booking Details

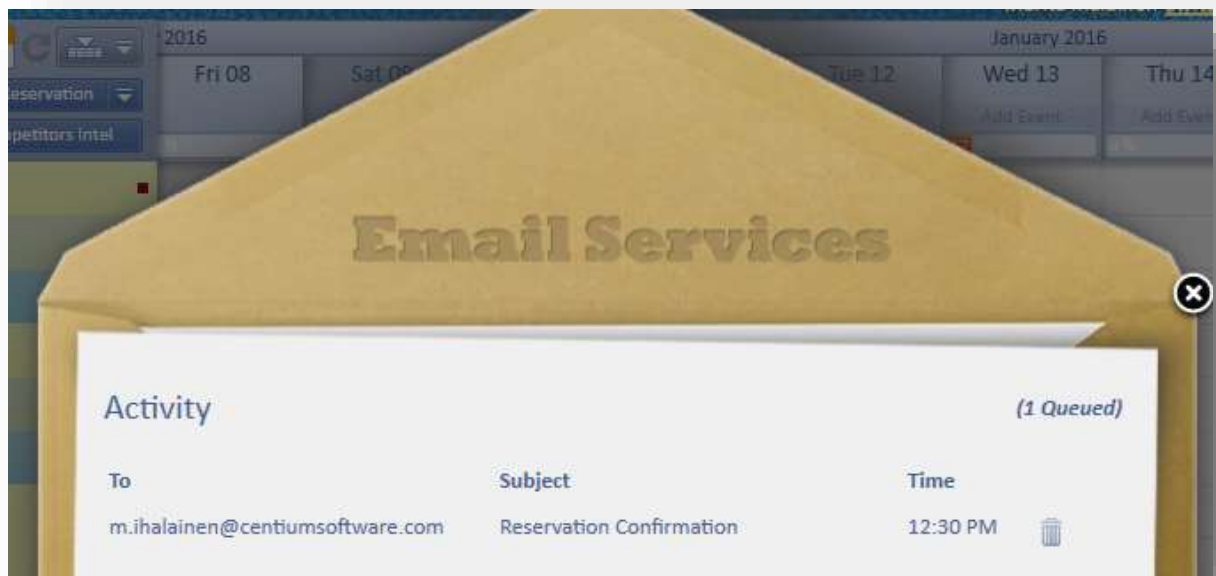
Check-in: Sunday, August 18, 2013

Close

Close the Preview Email screen and click 'Start Sending'. **GuestPoint®** then queues the email and these will be sent automatically within the next 5 minutes. You can see the status of the emails in the top right hand corner of the Reservation Plan.



GuestPoint® lets you see the emails that are waiting to be sent by clicking on this link. Again the Email Services screen opens and you can choose to delete emails by clicking 'Trash' and then 'Save'.



A record of emails sent to the guest is recorded in the Email Log within the Reservation Card and you can see the contents of the email by clicking 'View'.



You can also send an email confirmation, or print a confirmation, at any time by opening the Reservation Card and clicking 'Email Confirmation' or 'Print'... and selecting Print Confirmation.

You can quickly and easily edit the templates used for the emails you send from **GuestPoint®** including Booking Confirmations, Room Accounts, Invoices, Statements etc, from the Email Merge Templates tab. For more information on these templates, see the Email Merge Templates section in this User Guide.

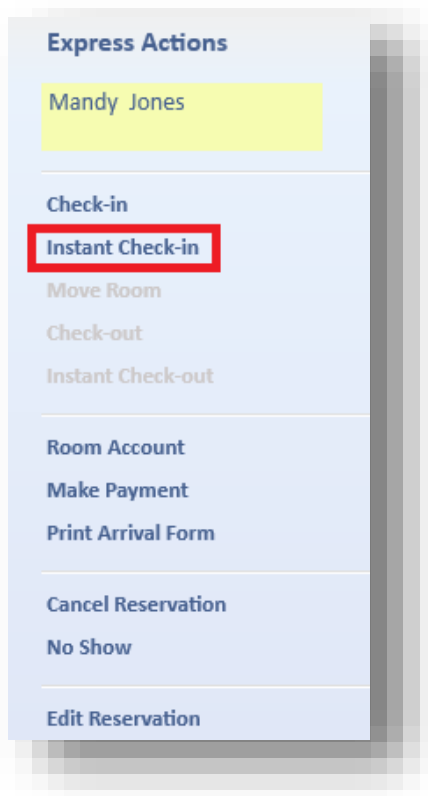
Guest Check-in

Checking-in a reservation is quick and simple using **GuestPoint®** and there are a number of ways to check-in a guest. The way you choose depends totally on your preference.

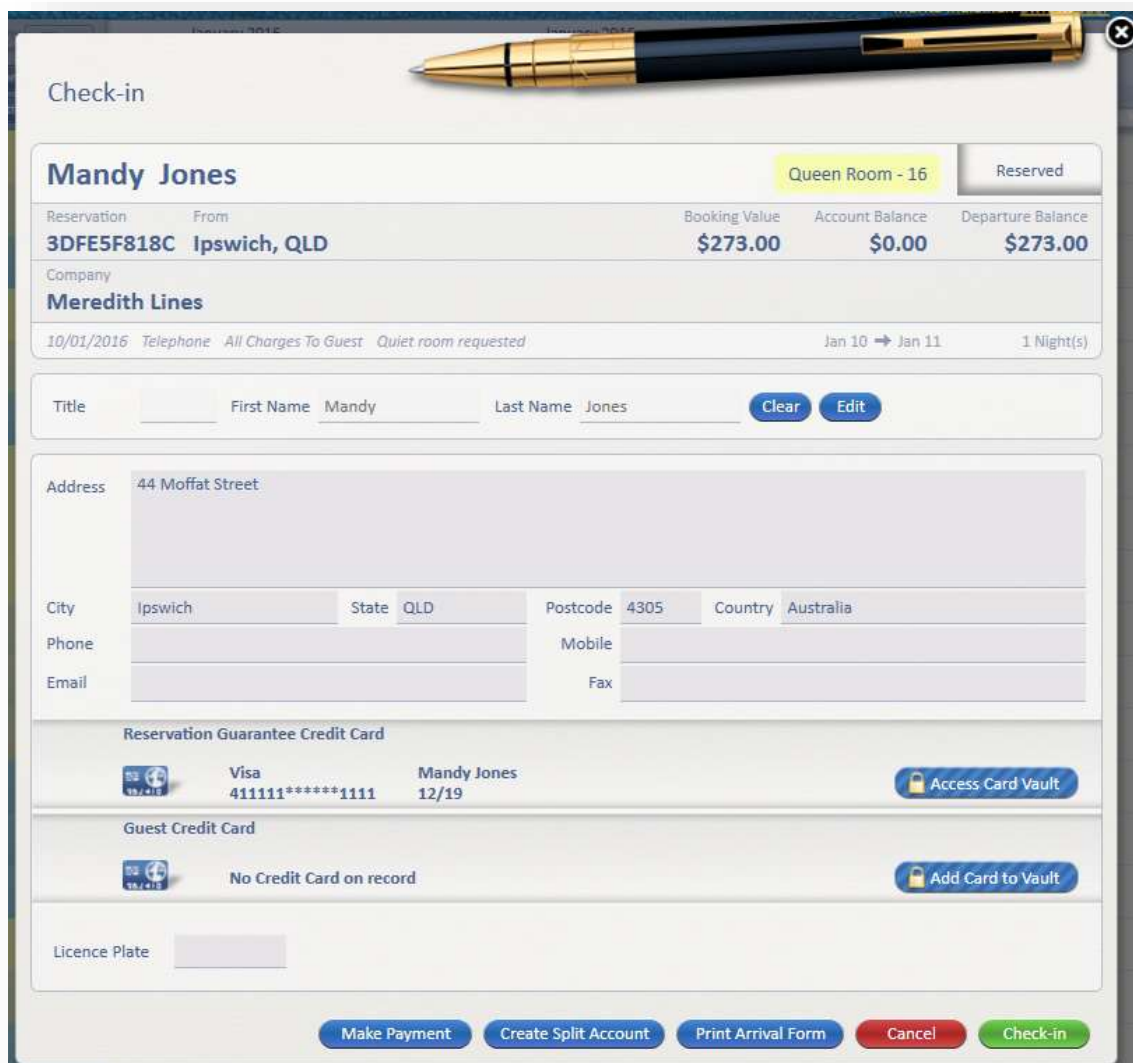
To check-in a guest, either:

- Double click the reservation on the Reservation Plan to open the Reservation Card and click 'Check-in'
- Select 'To Check-in' from the Today At-a-Glance pop up and click 'Check-in' or select multiple guests and click 'Multiple Check-In'
- Right click the reservation and choose Check-in from the Express Actions window
- Right click the reservation and choose Instant Check-in from the Express Actions window

If you select one of the first three options, **GuestPoint®** will open the next screen to let you complete the guest check-in. If you choose Instant Check-in, the guest is checked in and you will not see the Check-in screen.



The Check-in Card opens and you can complete any missing information. You can print the Arrival Form for the guest to sign, record a payment, if required, and then click 'Check-in'.



Check-in

Mandy Jones Queen Room - 16 Reserved

Reservation	From	Booking Value	Account Balance	Departure Balance
3DFE5F818C	Ipswich, QLD	\$273.00	\$0.00	\$273.00

Company
Meredith Lines

10/01/2016 Telephone All Charges To Guest Quiet room requested Jan 10 → Jan 11 1 Night(s)

Title First Name Mandy Last Name Jones Clear Edit


Address 44 Moffat Street

City Ipswich State QLD Postcode 4305 Country Australia


Phone Mobile

Email Fax

Reservation Guarantee Credit Card

 Visa 411111*****1111 Mandy Jones 12/19 Access Card Vault

Guest Credit Card

 No Credit Card on record Add Card to Vault

Licence Plate

Make Payment Create Split Account Print Arrival Form Cancel Check-in

TIP: For walk-in guests, just double click on the room you are allocating to open the Reservation Card, complete the guest details and click 'Check-in' and follow the same process.

TIP: If guests pre-pay their entire stay at check-in, click 'Make Payment' and look at the Booking Value amount for the amount to pay.

Undo Check-in

Using **GuestPoint®** you can easily undo a check-in for any guest that has been checked in on that day. The 'Undo Check-in' button is only available until a Roll Over is done. Once you have run the Roll Over the 'Undo Check-in' button is no longer available.

To undo a check-in, open the guest Reservation Card and click 'Undo Check-in'.

The screenshot displays the GuestPoint software interface for a reservation card. The card is for Mandy Jones, reservation number 3DFE5F818C, from Ipswich, QLD. The reservation is for a Queen Room - 16, checked-in on 10/01/2016. The card shows various details including Booking Value (\$443.00), Account Balance (\$273.00), and Departure Balance (\$443.00). The reservation is for 2 nights, from Jan 10 to Jan 12. The 'Undo Check-in' button is highlighted with a red box. Other buttons include Print, Email Confirmation, Send Text Msg, Copy Res, Pre-stay Invoice, Check-out, Change Log, Email and Text Log, Cancel, and Save.

You will be asked to confirm you want to undo the check-in. When you click 'Proceed' the reservation will revert back to being a booking on the Reservation Plan and the Room Charge will be reversed.

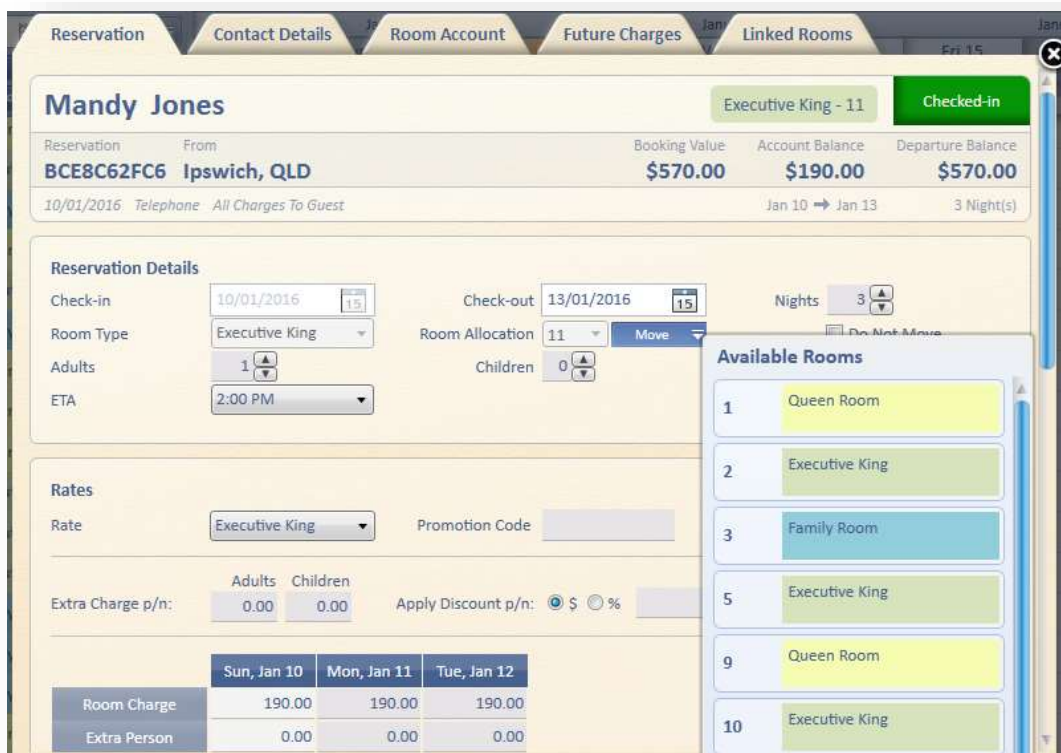
TIP: If you simply need to move the guest to another room, you can click the 'Move Room' button next to the room number, then select an available room.

Move Room

After a guest has checked-in, you may need to move them to another room during their stay. To move them to another room, open the guest Reservation Card and click the 'Move Room' button next to the room number. **GuestPoint®** will display a list of available rooms for you to select from.

When you select a room, **GuestPoint®** will automatically check the guest out of the original room, check them into the new room, and move all their room account transactions to the new room, leaving a note in the Change Log to let you know they were moved.

If the room you select has another guest checking-out but their check-out has not been completed, **GuestPoint®** will still check-out the guest to be moved from their original room, but leave them as un-checked-in for the new room. You will need to check them in manually once the room is available.



Reservation | Contact Details | Room Account | Future Charges | Linked Rooms

Mandy Jones Executive King - 11 Checked-in

Reservation From: BCE8C62FC6 Ipswich, QLD Booking Value: \$570.00 Account Balance: \$190.00 Departure Balance: \$570.00

10/01/2016 Telephone: All Charges To Guest Jan 10 → Jan 13 3 Night(s)

Reservation Details

Check-in: 10/01/2016 Check-out: 13/01/2016 Nights: 3

Room Type: Executive King Room Allocation: 11 Move

Adults: 1 Children: 0

ETA: 2:00 PM

Rates

Rate: Executive King Promotion Code:

Extra Charge p/n: Adults: 0.00 Children: 0.00 Apply Discount p/n: \$ %

	Sun, Jan 10	Mon, Jan 11	Tue, Jan 12
Room Charge	190.00	190.00	190.00
Extra Person	0.00	0.00	0.00

Available Rooms

- 1 Queen Room
- 2 Executive King
- 3 Family Room
- 5 Executive King
- 9 Queen Room
- 10 Executive King

TIP: You can access 'Move Room' by right-clicking on a reservation on the Reservation Plan and selecting 'Move Room' from the Express Action menu.

Group Check-in

Checking-in a group reservation is a very quick process with **GuestPoint®** and there are a number of ways to check-in a guest from a group.

To check-in group guests, either:

- Double click on a room in the group that is not yet checked-in to access the Group Reservation and select the Group Check-in tab, select the room(s) and click Multiple Check-in or Multiple Instant Check-in
- Double click the reservation on the Reservation Plan to open the Reservation Card and click 'Check-in'
- Select 'To Check-in' from the At-a-Glance pop up and click 'Check-in' or tick multiple guests and click 'Multiple Check-in'
- Right click the reservation and choose Check-in or Instant Check-in from the Express Actions window

Once you do any of these options (except Instant Check-in), **GuestPoint®** will open the Check-in Card for each guest (if you have selected multiple guests) to let you complete the guest check-in process.

When the Check-in Card opens, you can complete any missing information. You can print the Arrival Form for the guest to sign, record a payment, if required, and then click 'Check-in'.

The screenshot shows the 'Check-in' card for a guest named Marlon Manson. The card is titled 'Check-in' and features a pen icon at the top. The guest's name is 'Marlon Manson' and the reservation is for a 'Queen Room - 1' which is 'Reserved'. The reservation number is '963C2C1962' and the group is 'Fremantle Fishing Club'. The company is 'Manoshi Inc'. The booking value is '\$900.00', the account balance is '\$70.00', and the departure balance is '\$70.00'. The check-in date is '8/01/2016' and the check-out date is 'Jan 09 - Jan 14' for a duration of '5 Night(s)'. The card includes fields for 'Title', 'First Name' (Marlon), and 'Last Name' (Manson), with 'Clear' and 'Edit' buttons. Below these are fields for 'Address', 'City', 'State', 'Postcode', 'Country', 'Phone', 'Mobile', 'Email', and 'Fax'. There is also a 'Guest Profile' section with 'Domestic' and 'Corporate' checkboxes. At the bottom, there are buttons for 'Make Payment', 'Create Split Account', 'Print Arrival Form', 'Cancel', and 'Check-in'.

Add an Additional Person to a Reservation

Adding another person to an existing reservation in **GuestPoint®** is easy.

Simply open the Reservation Card and go to the Contact Details tab, click 'New Person'.

The screenshot shows the 'Contact Details' tab of a reservation card for Mandy Jones. The card displays reservation details, company information (Meredith Lines), and guest details. The 'New Person' button is highlighted with a red box at the bottom left of the contact details section.

Reservation	From	Booking Value	Account Balance	Departure Balance
3DFE5F818C	Ipswich, QLD	\$443.00	\$0.00	\$443.00

Company: Meredith Lines

10/01/2016 Telephone All Charges To Guest Quiet room requested Jan 10 → Jan 12 2 Night(s)

☐ Add Booking Contact

Company: Meredith Lines

Licence Plate:

Booking Source: Telephone Booking Ref #:

Agent: < Please Select >

☒ Primary Guest

Title: First Name: Mandy Last Name: Jones

Address: 44 Moffat Street

The New Person Card will open for you to add the details of the new person, click 'Save'. This will automatically create a Split Account for the additional guest. You can access the new guest's Room Account by selecting their name in the Account drop down list on the Room Account tab.

New Person

Title First Name Last Name

Guest Details

Address

City State Post Code Country

Phone Mobile

Email Fax

If the new person is the Primary Guest for the room, select Primary Guest and their name will appear on the Reservation Plan.

☒ **Primary Guest**

Title First Name Last Name

Address

City State Post Code Country

Phone Mobile

Email Fax

Split Accounts

GuestPoint® lets you easily create and manage Split Accounts. Split Accounts are used when there are multiple people sharing one room. The way you choose to create a split account is entirely your preference. You can either add a person from the Contact Details tab or click New Split Account from the Room Account tab in the Reservation Card.

The screenshot shows a reservation card for Mandy Jones. At the top, the name 'Mandy Jones' is displayed in a yellow box, followed by 'Queen Room - 16' and a 'Reserved' status. Below this is a table with reservation details:

Reservation	From	Booking Value	Account Balance	Departure Balance
3DFE5F818C	Ipswich, QLD	\$443.00	\$0.00	\$443.00

Below the table, the company 'Meredith Lines' is listed. Further down, the reservation date '10/01/2016' is shown, along with notes 'Telephone All Charges To Guest' and 'Quiet room requested'. The stay dates are 'Jan 10 → Jan 12' for a duration of '2 Night(s)'. At the bottom, there is a 'Select Account:' dropdown menu showing 'Jones, Mandy' and a 'New Split Account' button.

Simply enter the name and details to be used for the new split account and click 'Save'.

The screenshot shows the 'New Split Account' form. It has a title 'New Split Account' at the top. Below the title are input fields for 'Title' (Mr), 'First Name' (Timothy), and 'Last Name' (Evans), with 'Clear' and 'Edit' buttons. Under the 'Guest Details' section, there is a large 'Address' field containing '1866 Arrow Avenue'. Below this are fields for 'City' (North Sydney), 'State' (NSW), 'Post Code' (2055), and 'Country' (Australia). There are also fields for 'Phone' (02 1234 1234), 'Mobile' (0123 123 123), 'Email' (m.ihalainen@centiumsoftware.com), and 'Fax' (02 4321 4321). At the bottom right, there are 'Cancel' and 'Save' buttons.

GuestPoint® makes it easy to add charges to the relevant account. From the Room Account tab simply select the account charges are to be posted to by choosing it from the drop down list.

Mandy Jones Queen Room - 16 Reserved

Reservation	From	Booking Value	Account Balance	Departure Balance
3DFE5F818C	Ipswich, QLD	\$443.00	\$0.00	\$443.00

Company
Meredith Lines

10/01/2016 Telephone All Charges To Guest Quiet room requested Jan 10 → Jan 12 2 Night(s)

Select Account: Jones, Mandy New Split Account

Meredith Lines (Company Account)
Evans, Timothy
Jones, Mandy

If you have posted a charge to an incorrect account you can easily transfer that charge by using the 'T/FER' button next to each transaction item.

Mandy Jones Queen Room - 4 Checked-in

Reservation	From	Booking Value	Account Balance	Departure Balance
3DFE5F818C	Ipswich, QLD	\$340.00	\$222.00	\$392.00

Company
Meredith Lines

10/01/2016 Telephone All Charges To Guest Quiet room requested Jan 10 → Jan 12 2 Night(s)

Select Account: Meredith Lines (Company Account) New Split Account

#	Date	Time	Room	Charge / Payment	Qty	Child	Description	Print Date	Amount		
1	Sun, Jan 10	2:29 PM	4	Room Charge	1		Queen Room	10/01/2016 15	\$170.00	REV	T/FER
2	Sun, Jan 10	2:29 PM	4	Restaurant			Restaurant	10/01/2016 15	\$30.00	REV	T/FER
3	Sun, Jan 10	2:29 PM	4	Bar			Bar	10/01/2016 15	\$22.00	REV	T/FER

Just select where the charge is to be transferred, either an account within the reservation, an account in another reservation, a future reservation or a non-residential account and click 'Apply'.

Transfer Transaction Item of \$22.00

Transfer To Another Account Within This Reservation

Account Jones, Mandy (Room 4)

Cancel Apply

GuestPoint® immediately transfers the transaction item from one account to the other.

Select Account: Jones, Mandy New Split Account

#	Date	Time	Room	Charge / Payment	Qty	Child	Description	Print Date	Amount
1	Sun, Jan 10	2:29 PM	4	Bar			Bar	10/01/2016 15	\$22.00 REV T/FER

TIP: If you add a Company for a guest, **GuestPoint®** automatically creates a Room Account for the company and it can be selected from the Account drop down list.

TIP: If you have a number of charges that have been posted to an incorrect account you can easily transfer them by using the 'Transfer Charges' button.

Reservation: F5E65F673E Group: Merdith Lines Conference Group Booking Value: \$1,080.00 Account Balance: \$652.50 Departure Balance: \$2,482.50

Company: Merdith Lines

10/01/2016 Telephone All Charges To Company Quite rooms requested Jan 10 → Jan 14 4 Night(s)

Select Account: Long, Penny New Split Account

#	Date	Time	Room	Charge / Payment	Qty	Child	Description	Print Date	Amount
1	Sun, Jan 10	3:09 PM	6	Room Charge	1		Family Room	10/01/2016 15	\$270.00 REV T/FER
2	Sun, Jan 10	3:09 PM	6	Room Charge	1		Queen Room	11/01/2016 15	\$170.00 REV T/FER
3	Sun, Jan 10	3:09 PM	6	Room Charge	1		Queen Room	12/01/2016 15	\$170.00 REV T/FER
4	Sun, Jan 10	3:10 PM	6	Breakfast			Breakfast	11/01/2016 15	\$25.00 REV T/FER
5	Sun, Jan 10	3:11 PM	6	Breakfast			Breakfast	12/01/2016 15	\$17.50 REV T/FER

Account Balance: \$652.50 Summarize

New Entry: ☒ Standard Entry ☐ Extra Entry

Charge: < Please Select > Description: Print Date: 10/01/2016 15 Amount: 0.00

Make Payment
Send To Debtor Account
Send To Agent Account
Transfer Charges
Cancel
Save

Simply select the charges you want to transfer, and where the charges are to be transferred, either an account within the reservation, an account in another reservation, a future reservation or a non-residential account and click 'Save'.

Transfer Charges

<input checked="" type="checkbox"/>	Date	Time	Charge / Payment	Description	Print Date	Amount
<input checked="" type="checkbox"/>	Sun, Jan 10	3:09 PM	Room Charge	Family Room	Sun, Jan 10	\$270.00
<input checked="" type="checkbox"/>	Sun, Jan 10	3:09 PM	Room Charge	Queen Room	Mon, Jan 11	\$170.00
<input checked="" type="checkbox"/>	Sun, Jan 10	3:09 PM	Room Charge	Queen Room	Tue, Jan 12	\$170.00
<input checked="" type="checkbox"/>	Sun, Jan 10	3:10 PM	Breakfast	Breakfast	Mon, Jan 11	\$25.00
<input checked="" type="checkbox"/>	Sun, Jan 10	3:11 PM	Breakfast	Breakfast	Tue, Jan 12	\$17.50

Total To Transfer \$652.50

Transfer To: Another Account Within This Reservation ▼

Account: Meredith Lines (Company Account - Room ▼

Cancel Save

GuestPoint® immediately transfers the selected transaction items from one account to the other.

Penny Long
Family Room - 6
Checked-in

Reservation	Group	Booking Value	Account Balance	Departure Balance
F5E65F673E	Meredith Lines Conference Group	\$1,080.00	\$652.50	\$2,482.50

Company
Meredith Lines

10/01/2016 Telephone All Charges To Company Quite rooms requested
 Jan 10 → Jan 14
4 Night(s)

Select Account: Meredith Lines (Company Account)
 New Split Account

#	Date	Time	Room	Charge / Payment	Qty	Child	Description	Print Date	Amount	
1	Sun, Jan 10	3:09 PM	6	Room Charge	1		Family Room	10/01/2016 15	\$270.00	REV T/FER
2	Sun, Jan 10	3:09 PM	6	Room Charge	1		Queen Room	11/01/2016 15	\$170.00	REV T/FER
3	Sun, Jan 10	3:09 PM	6	Room Charge	1		Queen Room	12/01/2016 15	\$170.00	REV T/FER
4	Sun, Jan 10	3:10 PM	6	Breakfast			Breakfast	11/01/2016 15	\$25.00	REV T/FER
5	Sun, Jan 10	3:11 PM	6	Breakfast			Breakfast	12/01/2016 15	\$17.50	REV T/FER

Account Balance: \$652.50
 Summarize

Adding Room Charges

The screenshot displays the 'Room Account' tab for a guest named Camilla Burton. The interface includes a header with navigation tabs (Reservation, Contact Details, Room Account, Future Charges, Linked Rooms) and a sub-header with 'Queen Room - 9' and a 'Checked-in' status. Below this, a summary bar shows the Reservation (F0B62E4993), From (Camp Hill, QLD), Booking Value (\$340.00), Account Balance (\$368.50), and Departure Balance (\$368.50). The stay dates are Jan 09 to Jan 11, 2016, for 2 nights. A 'Select Account' dropdown is set to 'Burton, Camilla', with a 'New Split Account' button. A table lists four charges: two for the Queen Room (\$170.00 each) and two for Breakfast and Newspaper (\$25.00 and \$3.50). Each charge has a 'Print Date' field and a 'REV T/FER' button. At the bottom, there is a 'New Entry' section with 'Standard Entry' selected, a 'Charge' dropdown, a 'Description' field, a 'Print Date' field, and an 'Amount' field. Action buttons at the bottom include 'Make Payment', 'Send To Debtor Account', 'Send To Agent Account', 'Transfer Charges', 'Email', 'Print', 'Check-out', 'Cancel', and 'Save'.

#	Date	Time	Room	Charge / Payment	Qty	Child	Description	Print Date	Amount
1	Sun, Jan 10	3:15 PM	9	Room Charge	1		Queen Room	9/01/2016	\$170.00
2	Sun, Jan 10	3:15 PM	9	Room Charge	1		Queen Room	10/01/2016	\$170.00
3	Sun, Jan 10	3:16 PM	9	Breakfast			Breakfast	10/01/2016	\$25.00
4	Sun, Jan 10	3:16 PM	9	Newspaper			Newspaper	10/01/2016	\$3.50

Account Balance: \$368.50

New Entry: ☒ Standard Entry ☐ Extra Entry

Charge: < Please Select > Description: Print Date: 10/01/2016 Amount: 0.00

Buttons: Make Payment, Send To Debtor Account, Send To Agent Account, Transfer Charges, Email, Print, Check-out, Cancel, Save

You can add charges to a Room Account at any time. You can add them before a guest checks-in, while they are in-house and even after they have checked-out.

It is possible for a guest to have multiple Accounts and it is important to make sure you are adding charges to the correct one. The 'Select Account' drop down list lets you select the correct account. It is possible for a guest to have the following accounts:

1. Personal Room Account in their name e.g. 'Harris, Andrew'. Every room has one of these accounts
2. Additional Persons – if there are multiple people in the room, you can create Split Accounts in each person's name. These will be listed under each name. These accounts are created by clicking 'New Split Account' or 'New Person' on the Contact tab
3. Company Account – if the guest is from a company that has been entered, **GuestPoint®** will automatically create a Company Room Account
4. Group Account – if the guest is part of a Group, **GuestPoint®** will automatically create a Group Account. This Group Account is shared by all members of the Group.

Note: If you add a company or another split account to a reservation after charges have already been posted, you will need to manually transfer the charges to the correct account even if you change the charges policy at the same time. Any new charges will be according to the new policy.

To add a Standard Entry charge to a Room Account:

1. Ensure you have selected the correct account from the drop down box for the charge to post to
2. Select the Charge type (e.g. Breakfast). This is the revenue account you want the income to go into
3. Edit the description, if required (e.g. Buffet Breakfast)
4. Alter the print date, if required. This is the date the guest will see on their room account.
GuestPoint® lets you change this so you can back-date charges on the Room Account print out, if required
5. Enter the Amount
6. Click 'Add'

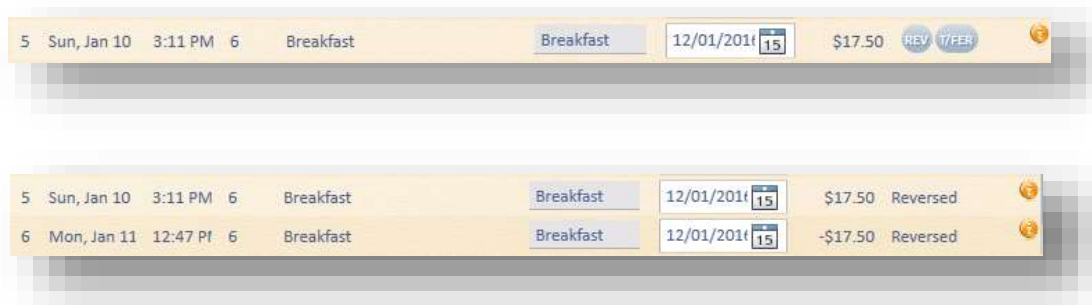
The screenshot shows the 'New Entry' form with the 'Standard Entry' radio button selected. The 'Charge' dropdown is set to 'Breakfast'. The 'Description' field contains 'Buffet Breakfast'. The 'Print Date' is '18/08/2013' with a calendar icon showing the 15th. The 'Amount' field is '15.00'. There are 'Clear' and 'Add' buttons at the bottom right.

To add an Extra Entry charge to a Room Account:

1. Ensure you have selected the correct account from the drop down box for the charge to post to
2. Select the Extra you want to add (e.g. Newspaper)
3. Enter the quantity
4. Edit the description, if required
5. Alter the print date, if required. This is the date the guest will see on their room account.
GuestPoint® lets you change this so you can back-date charges on the Room Account print out if required
6. Edit the Amount if required
7. Click 'Add'

The screenshot shows the 'New Entry' form with the 'Extra Entry' radio button selected. The 'Extra' dropdown is set to 'Newspaper'. The 'Qty' field is '1'. The 'Description' field contains 'Newspaper'. The 'Print Date' is '18/08/2013' with a calendar icon showing the 15th. The 'Amount' field is '3.00'. There are 'Clear' and 'Add' buttons at the bottom right.

If you have accidentally added a charge to a room, you can easily reverse it by clicking 'REV'.



5	Sun, Jan 10	3:11 PM	6	Breakfast	Breakfast	12/01/2016	15	\$17.50	REV	T/FER	
5	Sun, Jan 10	3:11 PM	6	Breakfast	Breakfast	12/01/2016	15	\$17.50	Reversed		
6	Mon, Jan 11	12:47 PM	6	Breakfast	Breakfast	12/01/2016	15	-\$17.50	Reversed		

Reversed charges will not print out on the Room Account.

If you have put a transaction on the wrong account, it is very easy to transfer it to the correct account by clicking 'T/FER'. When you click 'T/FER', **GuestPoint®** will transfer the charge to:

- Another Account Within This Reservation (e.g. phone charges belong to the other Split Account)
- Another Account (e.g. Breakfast was charged to Room 4 instead of 14)
- Future Reservation (e.g. a deposit might need to be moved to another reservation that is not yet checked-in)
- Non-Residential Account (e.g. a disputed restaurant charge might need to be parked in an existing Non-Residential Account until you find who it was for)
- New Non-Residential Account (this will create a new Non-Residential Account)



Transfer Transaction Item of \$22.00

Transfer To: Another Account Within This Reservation

Account: Jones, Mandy (Room 2)

Cancel Apply

The first two transfers are the most commonly used.

Sometimes you will need to consolidate multiple charges into a single line entry on the guest's Room Account print out. If you have multiple charges with the same description and print date, **GuestPoint®** will put these as one item on the Room Account print out, even though they are different revenue accounts.

1	Mon, Jan 11	1:18 PM	1	Restaurant	Restaurant	11/01/2016	\$35.00	REV	T/PER	
2	Mon, Jan 11	1:18 PM	1	Bar	Restaurant	11/01/2016	\$15.00	REV	T/PER	
3	Mon, Jan 11	1:18 PM	1	Mini Bar	Restaurant	11/01/2016	\$11.00	REV	T/PER	

In the above example, there is a restaurant, bar and mini bar charge, but the description is set as Restaurant. The room account will print as Restaurant \$61.00.

Date	Description	Amount
Mon, Jan 11 2016	Restaurant	\$61.00
	Balance	\$61.00
	Includes \$5.54 of GST	

You can easily create a copy of the Room Account by clicking 'Email' or 'Print'.

When operating in Exclusive tax Mode (as in the US):

To add a Tax Adjustment to a Room Account:

1. Ensure you have selected the correct account from the drop down box for the charge to post to
2. Select the Tax type (e.g. Sales, or Occupancy tax), this is the tax account you want the tax adjusted to
3. Edit the description, if required
4. Alter the print date, if required. This is the date the guest will see on their room account
GuestPoint® lets you change this so you can back-date charges on the Room Account print out if required
5. Edit the Amount Click 'Add'

New Entry: <input type="radio"/> Standard Entry <input type="radio"/> Extra Entry <input checked="" type="radio"/> Tax Adjustment			
Tax Type	Description	Print Date	Amount
Room/Occupancy Tax	Room/Occupancy Tax	18/08/2013	4.52
		Clear	Add

Note: If you change a Print Date, it does not change the posting date of the charge

Splitting Charges

Sometimes you will have charges that need to be split so that part can be invoiced to a company, and part paid by a guest, or split between two guests sharing a room.

To split a charge, click 'Split Charges' next to the transaction on the Room Account. When you click this button, you can nominate the split. **GuestPoint®** will then split the charge into two charges. Similarly payments can also be split.



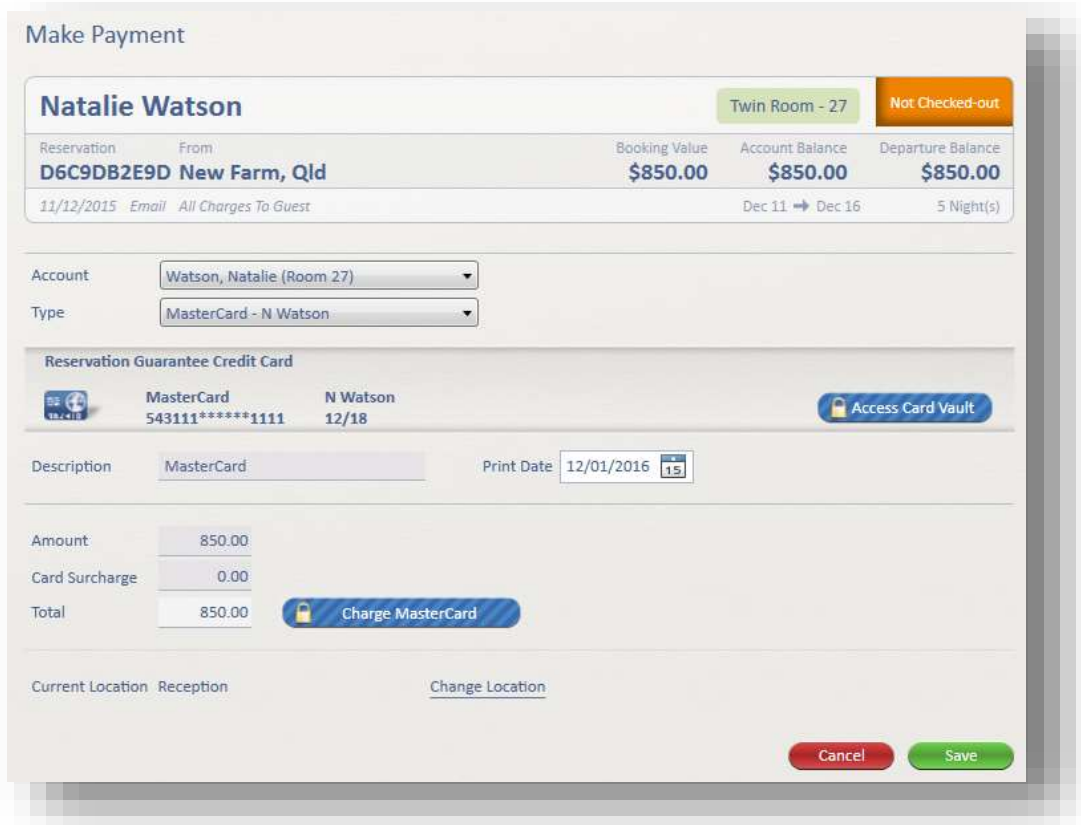
Split Room Charge

Amount 1:	100.00
Amount 2:	70.00
Total:	170.00

CancelSplit

Room Account Payments

To make a Room Account payment, first select the required Room Account on the Room Account tab and click 'Make Payment'.



The 'Make Payment' screen displays the following information:

- Guest Name:** Natalie Watson
- Room:** Twin Room - 27
- Status:** Not Checked-out
- Reservation:** D6C9DB2E9D
- From:** New Farm, Qld
- Booking Value:** \$850.00
- Account Balance:** \$850.00
- Departure Balance:** \$850.00
- Check-in:** 11/12/2015
- Check-out:** Dec 11 → Dec 16
- Duration:** 5 Night(s)
- Account:** Watson, Natalie (Room 27)
- Type:** MasterCard - N Watson
- Reservation Guarantee Credit Card:**
 - MasterCard
 - Card Number: 543111*****1111
 - Cardholder: N Watson
 - Expiry: 12/18
 - [Access Card Vault](#)
- Description:** MasterCard
- Print Date:** 12/01/2016
- Amount:** 850.00
- Card Surcharge:** 0.00
- Total:** 850.00
- [Charge MasterCard](#)
- Current Location:** Reception
- [Change Location](#)
- [Cancel](#)
- [Save](#)

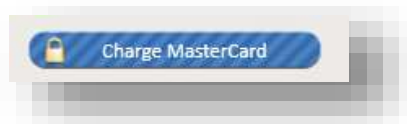
By default, the full amount owing on the selected account will be shown. Select the payment type and alter the amount being paid, if required, then click 'Save'.

You can alter the description and print date. If the payment is by credit card, you can access the credit card number stored in the Credit Card Vault or add a new number to the vault.

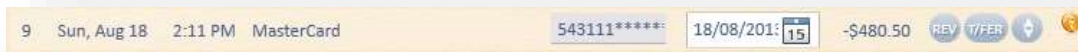
If you are processing a refund, change the description (e.g. "Refund of breakfast charges") and enter the amount of the refund as a negative (e.g. -10.00).

TIP: If you are charging a credit card, you access the Secure Credit Card Vault to retrieve the card details.

If you have a payment gateway integrated with **GuestPoint®** your credit card payments can be processed in real time. When making a payment for a guest, or a debtor from **Guestpoint®** you can charge the card securely by clicking 'Charge (Card Type)' on the 'Make Payment' screen.




The payment will be processed and the funds will go directly into your Merchant Account. The details of the transaction will be recorded in the Description field on the Room Account.



Details of the payment transaction will print on the Room Account.

Date	Description	Amount
Fri, Aug 16 2013	King Suite	\$150.00
Sat, Aug 17 2013	King Suite	\$150.00
Sat, Aug 17 2013	Breakfast	\$25.00
Sat, Aug 17 2013	Newspaper	\$2.50
Sun, Aug 18 2013	King Suite	\$150.00
Sun, Aug 18 2013	Newspaper	\$3.00
Sun, Aug 18 2013	MasterCard - 543111*****1111 Auth Code: 123456 Trans ID: 1970758950	-\$480.50
		Balance \$0.00
		Includes \$43.69 of GST

If your guest is redeeming a Gift Card, simply select Gift Card as the payment type and click the Search button 



Make Payment

Jackie Diaz Twin Room - 10 Reserved

Reservation From Booking Value Account Balance Departure Balance
B91F56EC38 **Eight Mile Plains, Qld** **\$500.00** **\$170.00** **\$670.00**

8/01/2016 Email All Charges To Guest Jan 12 → Jan 15 3 Night(s)

Account Diaz, Jackie (Room 10)

Type **Gift Card** 

Description Gift Card Print Date 12/01/2016 

To select the card, simply search for the correct card and select the card you intend to use.

Gift Card Search

Smart Search (Gift Card, Company, Person, ...)

dia Search

Person	Company	Gift Card	Expiry Date	Credit
Jackie Diaz		390A5CF9A0	11/01/2017	100.00

Select

The details of the card, including the credit balance, is clearly displayed and you can adjust the amount being paid if need be.

Make Payment

Jackie Diaz Twin Room - 10 Reserved

Reservation **B91F56EC38** From **Eight Mile Plains, Qld** Booking Value **\$500.00** Account Balance **\$170.00** Departure Balance **\$670.00**

8/01/2016 Email All Charges To Guest Jan 12 → Jan 15 3 Night(s)

Account Diaz, Jackie (Room 10)

Type Gift Card

Description Gift Card Print Date 12/01/2016 15

Amount 100.00

Total 100.00

Gift Card: 390A5CF9A0
Person: Jackie Diaz
Credit Balance: 100.00 Expiry: 11/01/2017

The Gift Card payment will be applied to the room account.

Jackie Diaz Twin Room - 10 Reserved

Reservation **B91F56EC38** From **Eight Mile Plains, Qld** Booking Value **\$500.00** Account Balance **\$70.00** Departure Balance **\$570.00**

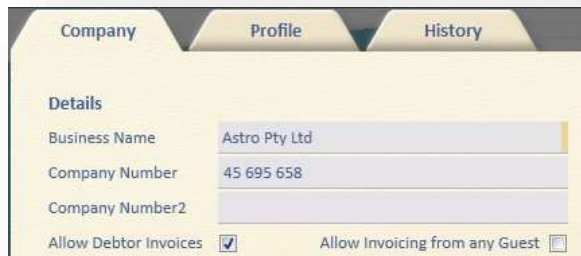
8/01/2016 Email All Charges To Guest Jan 12 → Jan 15 3 Night(s)

Select Account: Diaz, Jackie New Split Account

#	Date	Time	Room	Charge / Payment	Qty	Child	Description	Print Date	Amount
1	Tue, Jan 12	10:10 AM	10	Room Charge			Room Charge	12/01/2016 15	\$170.00
2	Tue, Jan 12	10:10 AM	10	Gift Card			Gift Card-390A5CF9A0	12/01/2016 15	-\$100.00

Transfer Charges to Debtor

If your guest has a company and you want to send the company an invoice, you can send any charges from the guest's Room Account to a Debtors Account. To be able to do this, firstly, the company has to be enabled to 'Allow Debtor Invoices', which is set on the Company Card.



The screenshot shows the 'Company' tab of the GuestPoint interface. Under the 'Details' section, the following information is displayed:

Business Name	Astro Pty Ltd
Company Number	45 695 658
Company Number2	
Allow Debtor Invoices	<input checked="" type="checkbox"/>
Allow Invoicing from any Guest	<input type="checkbox"/>

Secondly, to be able to create an Invoice for this Debtor, the reservation must be linked to the company or the 'Allow Invoicing from any Guest' is ticked.



The screenshot shows the 'Room Account' tab for a reservation. The guest's name is Timothy Evans, and the room is a Queen Room - 16. The reservation number is 3DFESF818C, and the guest is from Sherwood, QLD. The booking value is \$443.00, the account balance is \$443.00, and the departure balance is \$783.00. The company is Astro Pty Ltd. The reservation dates are Jan 10 to Jan 12, for 2 nights. There is a 'No Checked-out' button. At the bottom, there is a 'Send To Debtor Account' button.

If both of these have been set, you will see the 'Send to Debtors' button enabled at the bottom of the Room Account tab.



Send To Debtor Account

Click 'Send to Debtor Account' to transfer charges to a Debtor Invoice.

Send To Debtor Account ☐ Room Charges Only Purchase Order: ACC-987654

<input type="checkbox"/>	Date	Time	Charge	Description	Print Date	Debtor	Amount
<input checked="" type="checkbox"/>	Tue, Jan 12	10:54 AM	Room Charge	Queen Room	Mon, Jan 11	Astro Pty Ltd	\$170.00
<input checked="" type="checkbox"/>	Tue, Jan 12	10:54 AM	Room Charge	Queen Room	Tue, Jan 12	Astro Pty Ltd	\$190.00
<input type="checkbox"/>	Tue, Jan 12	10:54 AM	Newspaper	Newspaper	Wed, Jan 13	Astro Pty Ltd	\$3.00
<input checked="" type="checkbox"/>	Tue, Jan 12	10:54 AM	Breakfast	Breakfast	Wed, Jan 13	Astro Pty Ltd	\$15.00

Total To Send To Debtor Account \$375.00

Tick the charges you want to send to the Debtors Account and click 'Save'.

#	Date	Time	Room	Charge / Payment	Qty	Child	Description	Print Date	Amount	
1	Tue, Jan 12	10:54 AM	16	Room Charge	1		Queen Room	11/01/2014 10:54 AM	\$170.00	Invoiced
2	Tue, Jan 12	10:54 AM	16	Room Charge	1		Queen Room	12/01/2014 10:54 AM	\$190.00	Invoiced
3	Tue, Jan 12	10:54 AM	16	Newspaper	1	0	Newspaper	13/01/2014 10:54 AM	\$3.00	Invoiced
4	Tue, Jan 12	10:54 AM	16	Breakfast	1	0	Breakfast	13/01/2014 10:54 AM	\$15.00	Invoiced

The Room Account now shows these items as 'Invoiced'.

TIP: You can see the details of the invoice by moving your mouse over the information icon at the right of each transaction.



GoldMark Inn
 Dugandan Road
 Dugandan QLD 4310
 Phone: 1300 555 555
 Fax: 07 9999 6666
 Website: www.centiumsoftware.com
 Email: a.lim@centiumsoftware.com
 ABN 40518976211

Invoice To:
Ms Cathy Taylor Astro Pty Ltd PO Box 299 New Farm Qld 4005 Australia

TAX INVOICE
9
 Tue, Jan 12, 2016
 Evans, Timothy
 Room 16
 Reservation # 30FESF818C
 Purchase Order # ACC-987654
 Check-in : Sun, Jan 10, 2016
 Check-out : Tue, Jan 12, 2016

Date	Description	Amount
Mon, Jan 11 2016	Queen Room	\$170.00
Tue, Jan 12 2016	Queen Room	\$190.00
Wed, Jan 13 2016	Breakfast	\$15.00
Total of Invoice including GST		\$375.00
Balance Owning		\$375.00
Includes \$34.08 of GST		

Debtor invoices for US properties will show tax amounts as required.

Date	Description	Amount	Tax	Total
Thu, Aug 15 2013	Queen Room	\$135.00	\$15.12	\$150.12
		Pre-Tax Sub Total		
		\$135.00		
		Room/Occupancy Tax		
		\$2.70		
		Sales Tax		
		\$12.42		
		Total Taxes		
		\$15.12		
		Total of Invoice		
		\$150.12		
		Balance Owning		
		\$150.12		

In the Debtors Card, you will see an invoice has been created. This invoice would typically be printed or emailed during the 'Daily Task – Send Invoices' on the Management tab Clipboard (see Daily Tasks for more information).

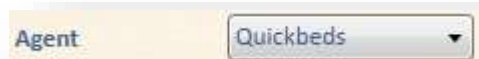


TIP: If the guest has some charges to be invoiced and some charges they are paying for, process the items to be invoiced first. Then, when you click 'Make Payment', it will default to just the amount still owing (i.e. all the items not invoiced).

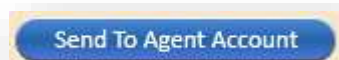
Transfer Charges to an Agent

Agents are debtors that make bookings on behalf of a guest and are invoiced for the guest room charges. Agents are typically online travel sites like Expedia, Wotif, Last Minute or traditional travel agents like American Express Travel. Agents differ from company debtors in that they also receive commissions.

To be able to invoice room charges to an Agent, the reservation needs to be linked to an Agent. This is done when the reservation is made and selecting the Agent.



Once a reservation is linked to an Agent, the 'Send To Agent Account' button is available to use. If the 'Send To Agent Account' is inactive, open the Contact Details tab in the Reservation Card and select the agent.



Let's use the following guest as an example. They have booked through "Quickbeds".

Catherine Lynch Twin Suite - 21 Checked-in

Reservation	From	Booking Value	Account Balance	Departure Balance
9A3343A2F3	Mossman Gorge, Qld	\$575.00	\$590.00	\$590.00

8/01/2016 Quickbeds All Charges To Guest Jan 10 → Jan 13 3 Night(s)

Select Account: Lynch, Catherine New Split Account

#	Date	Time	Room	Charge / Payment	Qty	Child	Description	Print Date	Amount	
1	Tue, Jan 12	11:28 AM	21	Room Charge	1		Twin Room	10/01/2016 15	\$195.00	REV T/PER
2	Tue, Jan 12	11:28 AM	21	Room Charge	1		Twin Room	11/01/2016 15	\$190.00	REV T/PER
3	Tue, Jan 12	11:28 AM	21	Room Charge	1		Twin Room	12/01/2016 15	\$190.00	REV T/PER
4	Tue, Jan 12	11:29 AM	21	Breakfast			Breakfast	12/01/2016 15	\$15.00	REV T/PER

To invoice all the room charges to Quickbeds, click 'Send To Agent Account'.

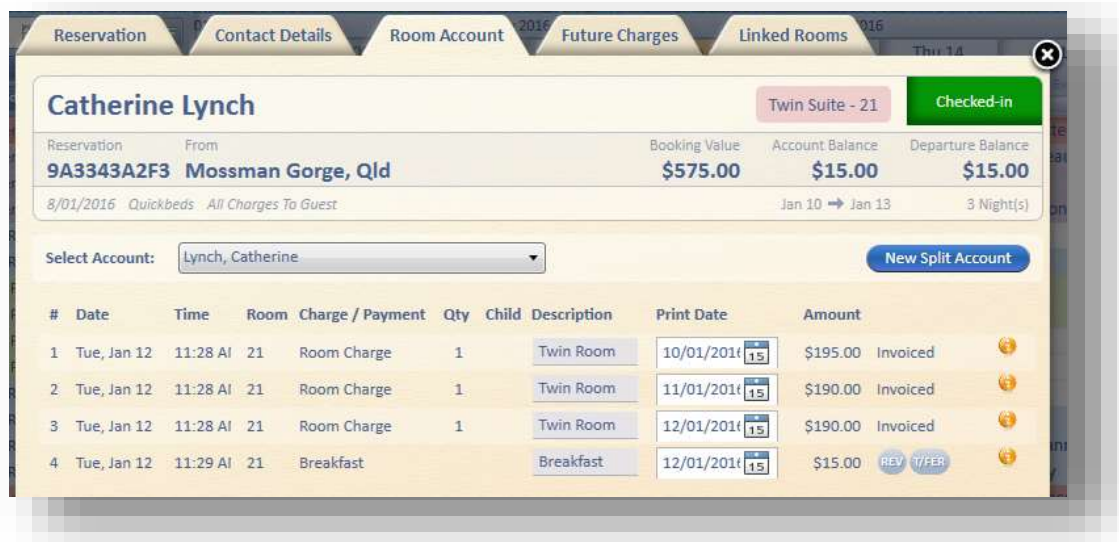
Send To Debtor Account ☒ Room Charges Only Purchase Order:

<input type="checkbox"/>	Date	Time	Charge	Description	Print Date	Debtor	Amount
<input checked="" type="checkbox"/>	Tue, Jan 12	11:28 AM	Room Charge	Twin Room	Sun, Jan 10	Quickbeds	\$195.00
<input checked="" type="checkbox"/>	Tue, Jan 12	11:28 AM	Room Charge	Twin Room	Mon, Jan 11	Quickbeds	\$190.00
<input checked="" type="checkbox"/>	Tue, Jan 12	11:28 AM	Room Charge	Twin Room	Tue, Jan 12	Quickbeds	\$190.00
<input type="checkbox"/>	Tue, Jan 12	11:29 AM	Breakfast	Breakfast	Tue, Jan 12	Quickbeds	\$15.00

Total To Send To Debtor Account **\$575.00**

Cancel Save

Now, select all of the Room Charges and click 'Save'.



#	Date	Time	Room	Charge / Payment	Qty	Child	Description	Print Date	Amount	
1	Tue, Jan 12	11:28 AM	21	Room Charge	1		Twin Room	10/01/2016	\$195.00	Invoiced
2	Tue, Jan 12	11:28 AM	21	Room Charge	1		Twin Room	11/01/2016	\$190.00	Invoiced
3	Tue, Jan 12	11:28 AM	21	Room Charge	1		Twin Room	12/01/2016	\$190.00	Invoiced
4	Tue, Jan 12	11:29 AM	21	Breakfast			Breakfast	12/01/2016	\$15.00	REV T/FER

All of the room charges have now been invoiced. You can now process the payment for the breakfast to bring the room account to zero and complete the check-out.

When you receive payment from the Agent for this invoice, **GuestPoint®** will automatically account for the commission.

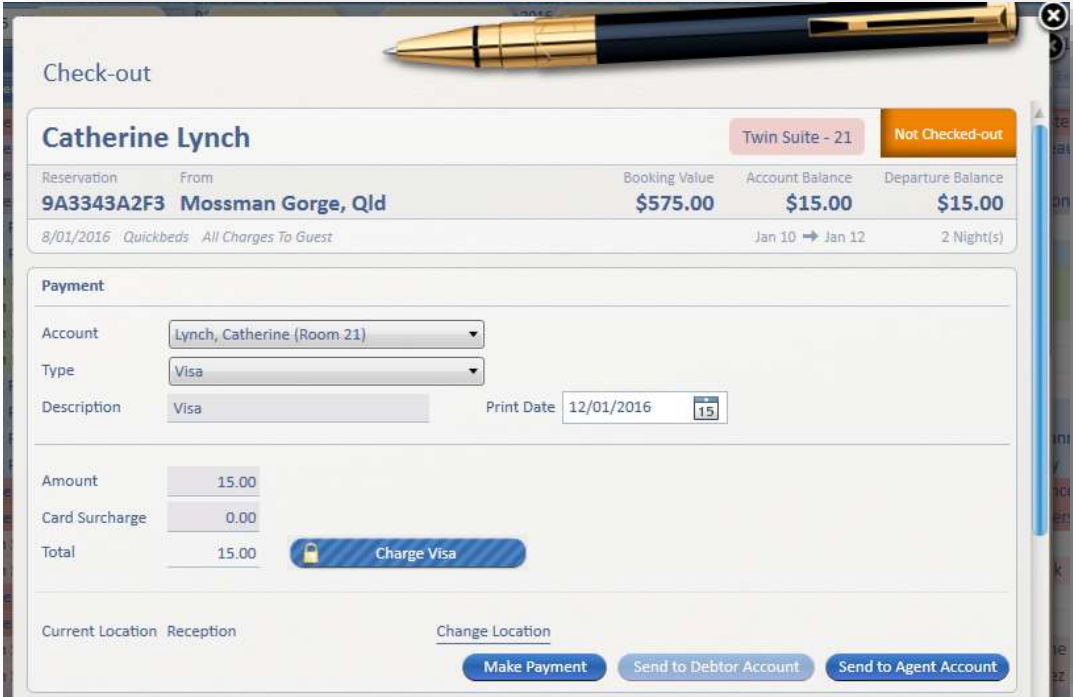
TIP: If the guest needs their room account without the room charges simply invoice the room charges first and then print their room account. The invoiced charges will not appear on their room account.

Check-out Guests

Before you can check out a guest, you must make sure all Room Accounts in their reservation have a zero balance. This includes split accounts and company accounts. Also, if they are the last member of a group to check out, the group account must also have a zero balance.

Once all accounts have a zero balance, to check-out a guest, either:

- Double click the reservation on the Reservation Plan to open the Reservation Card and click 'Check-out'
- Select 'To Check-out' from the Today At-a-Glance and click Check-out or select multiple guests and click 'Multiple Check-Out'
- Right click the reservation and choose 'Check-out' from the Express Actions menu
- Right click the reservation and choose 'Instant Check-out' from the Express Actions menu (this option does not open the Check-out screen)



Check-out

Catherine Lynch Twin Suite - 21 Not Checked-out

Reservation	From	Booking Value	Account Balance	Departure Balance
9A3343A2F3	Mossman Gorge, Qld	\$575.00	\$15.00	\$15.00

8/01/2016 Quickbeds All Charges To Guest Jan 10 → Jan 12 2 Night(s)

Payment

Account:

Type:

Description: Print Date: 12/01/2016

Amount	15.00
Card Surcharge	0.00
Total	15.00

Current Location: Reception

The Check-out Card lets you confirm that you are checking-out the right guest. If you have not brought the balance of the room account back to zero for the guest, you must process payments and send to Debtors and Agent account from the Check-out Card.

Once the guest's account has a zero balance, the payment section will disappear. If there are multiple accounts attached to the reservation, you can access them from the Select Account list.

If this is the last guest from a group to check out, the Group Account will also need to have a zero balance.

Check-out

Catherine Lynch Twin Suite - 21 Not Checked-out

Reservation	From	Booking Value	Account Balance	Departure Balance
9A3343A2F3	Mossman Gorge, Qld	\$575.00	\$0.00	\$0.00

8/01/2016 Quickbeds All Charges To Guest Jan 10 → Jan 12 2 Night(s)

Payment

No further payment required

Room Account

☐ Print Room Account: Lynch, Catherine (Room 21)

☒ Email Room Account: Lynch, Catherine (Room 21)

Send Post-Stay Email (automated)

☒ Catherine Lynch

Next Reservation

No future reservation at this stage New Reservation

Departure Note

Cancel Check-out

You can print and email Room Accounts. If the guest has an email address, and you have enabled Post-Stay emails, you will see that the guest has been selected to receive your Post-Stay email (this is an automated 'thank you for staying' email). You can un-tick this if you don't want the email sent.

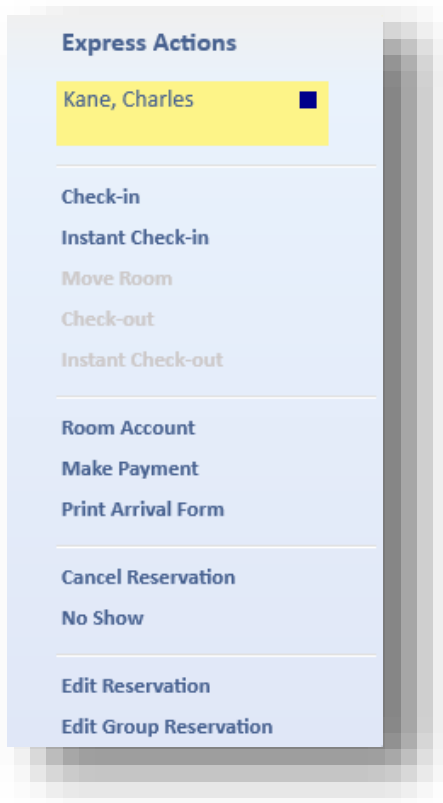
The Check-out Card also includes details of the next reservation (if the guest has one). You can edit this next reservation if there are any changes or create a new reservation by clicking 'New Reservation'.

You can add an optional Departure Note which will be printed on the Departure Note Report.

To check the guest out, click 'Check-out'.

Express Action Menu

The Express Action Menu enables you to perform a number of regular tasks when you select a reservation with your mouse and right-click. Depending on the status of the reservation (checked-in, checked-out etc...) different options are available.



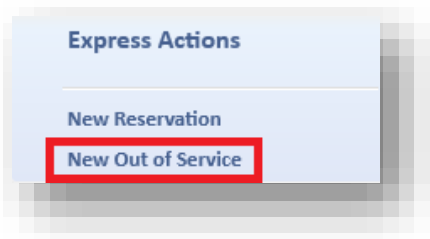
Out of Service Rooms

All properties will have rooms that for one reason or another are not available to house guests and **GuestPoint®** makes it very easy to manage these rooms.

There are a number of ways you can set a room as being out of service. The way you choose depends on your preference and the result will be the same.

To set a room as being out of service, either:

- Click 'New Reservation' near the top left corner of the Reservation Plan and choose the New Out of Service tab
- Double click on a cell in a room type on the Reservation Plan and choose the New Out of Service tab
- Right-click a cell on the reservation plan and choose New Out of Service from the Express Actions Menu



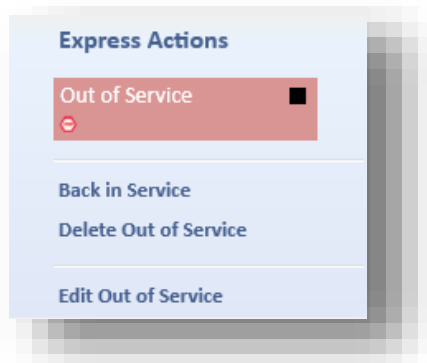
Simply set the dates the room will be out of service and you can enter any relevant details, and then click 'Save'.

 A screenshot of the 'New Out of Service' form. The form has a yellow header with the title 'New Out of Service'. Below the header, there are date pickers for 'Start' (16/09/2013) and 'End' (21/09/2013), a '5' nights counter, and a 'Room Allocation' dropdown set to '16'. A 'Details' text area contains the text 'Complete refurbishment - new paint, tiles and carpet'. The background shows a calendar for September 2013.

On the Reservation Plan the room will be clearly displayed as Out of Service.

14	King Suite	Brown	Simpson	Simpson	Simpson			
15	Queen Room	Barley	Barley	Barley	Barley	Barley	Barley	
16	Queen Room	Out of Serv...	Out of Serv...	Out of Serv...	Out of Serv...	Out of Serv...	Out of Serv...	Out of Serv...
17	Queen Twin Room	Andersen	Andersen	Andersen	Rogers	Rogers	Rogers	Rogers
18	Queen Twin Room	Aarons	Aarons	Aarons	Aarons	Aarons	Aarons	

You can quickly and easily place the room back in service, delete the Out of Service status or Edit the Out of Service room by double clicking the cell or right clicking to open the Express Actions Menu.



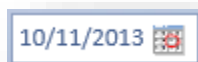
Note: You can only set rooms as Out of Service if your User Account has been activated for this functionality in the Set Rights section.

Reservation Plan Control Panel



The Reservation Plan Control Panel is found in the top left corner of the Reservation Plan and has a number of useful tools.

Date Selector



You can either type in a date or click the calendar to select a date. The Reservation Plan will jump to the selected date.

Today



Click 'Today' and the Reservation Plan will jump back to today.

Refresh



Click 'Refresh' to manually update your Reservation Plan to show changes made by other users. **GuestPoint®** automatically refreshes your Reservation Plan every 30 seconds.

View



Click on 'View' to change the view of the Reservation Plan.

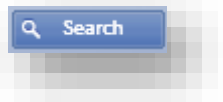
If you have **GuestPoint®** Premium you can also filter the view of the Reservation Plan by selecting Filter View and selecting the Category/Sub-category.



Note that 'Detail' view includes guest's Star Rating, the 'Group/Company' view shows the Group name and guest's Company Name, 'Booking Source' shows the booking source for each reservation and 'Nightly Rates' shows the rate charged for each room, each night.

January 2016				
Tue 12	Wed 13	Thu 14	Fri 15	Sat 16
90 %	90 %	83 %	70 %	77 %
Manson	Manson	Lancaster	Lancaster	Lancaster
Lorimer	Lorimer	Lorimer	Blondeau	Blondeau
Dean	Taylor	Taylor	Taylor	Taylor
Peterson	Peterson	Peterson	Peterson	Designers F...
Ansie	Tolentino	Tolentino	Tobys	Tobys

Search



Click 'Search' to access the Reservation Search screen. This screen uses Smart Search, so you can enter part of a name, company name, email address, reservation reference, online booking site reference (e.g. Expedia booking number) etc... By default, only current and future bookings are searched, however, you can tick the option to 'Also search in the past'.

A screenshot of the 'Reservations Search' window. It features a search bar with a magnifying glass icon, a text input field containing 'will', and a 'Search' button. Below the search bar is a checkbox labeled 'Also search in the past' which is checked. The main area displays a table of search results with columns: Person, Company, Arrive, Depart, Nights, Room, Room Type, and Status. The table contains several rows of reservation data. At the bottom left of the window is a 'Print List' button.

Person	Company	Arrive	Depart	Nights	Room	Room Type	Status
Frost, William	PostCom	Sat, Aug 17, 2013	Tue, Aug 20, 2013	3	9	Family Suite	Checked in
Thomas, Will		Fri, May 25, 2012	Sat, May 26, 2012	1	8	King Suite	Checked Out
Williams, Sam		Sat, Aug 03, 2013	Mon, Aug 05, 2013	2	11	Superior Queen	Canceled
Williams, Sam	XYZ Imaging	Fri, Aug 16, 2013	Mon, Aug 19, 2013	3	12	King Suite	Checked in
Wilson, Paul		Fri, May 25, 2012	Sat, May 26, 2012	1	1	Family Suite	Checked Out
★ Wilson, Paul		Sun, Aug 11, 2013	Mon, Aug 12, 2013	1	12	King Suite	Checked Out
★							

New Reservation



The 'New Reservation' button will open a New Reservation Card.

New Reservation | New Out of Service | August 2017 | August 2017

Step 1: Dates & Rooms | Switch to Group Reservation

In: 18/08/2017 | Out: 20/08/2017 | 3 Nights | 1 Rooms | Tentative Reservation

Step 2: Room Requirements

Room: Room 1 | Adults: 1 | Children: 0 | Infant: 0 | Room Type: | Show All | Room Allocation: <Unallocated> | Do Not Move: ☐

Step 3: Guest Details

Company: | Room 1: | Title: | First Name: | Last Name: |

Last 10 Reservations

Click the down arrow at the end of the 'New Reservation' button, to quickly see the 10 most recently opened reservations.

Recently Opened			
15	Yuan	Jan 20 → Jan 25	# 373D7C276D
14	Oswald	Jan 21 → Jan 24	# F48B50FF1F
28	Santiago	Jan 21 → Jan 24	# BB2C51FF28
27	Williams	Jan 18 → Jan 22	# 5BFA9AB996
5	Tobsy	Jan 15 → Jan 17	# 395E7FB7FF

Unallocated



The 'Unallocated' button gives you access to reservations that do not yet have a room number allocated. If you have unallocated bookings, the 'Unallocated' button is yellow.

A yellow button with a right-pointing triangle and the text 'Unallocated'.















Yellow warning symbols will appear on the Reservation Plan on the dates of any unallocated bookings.



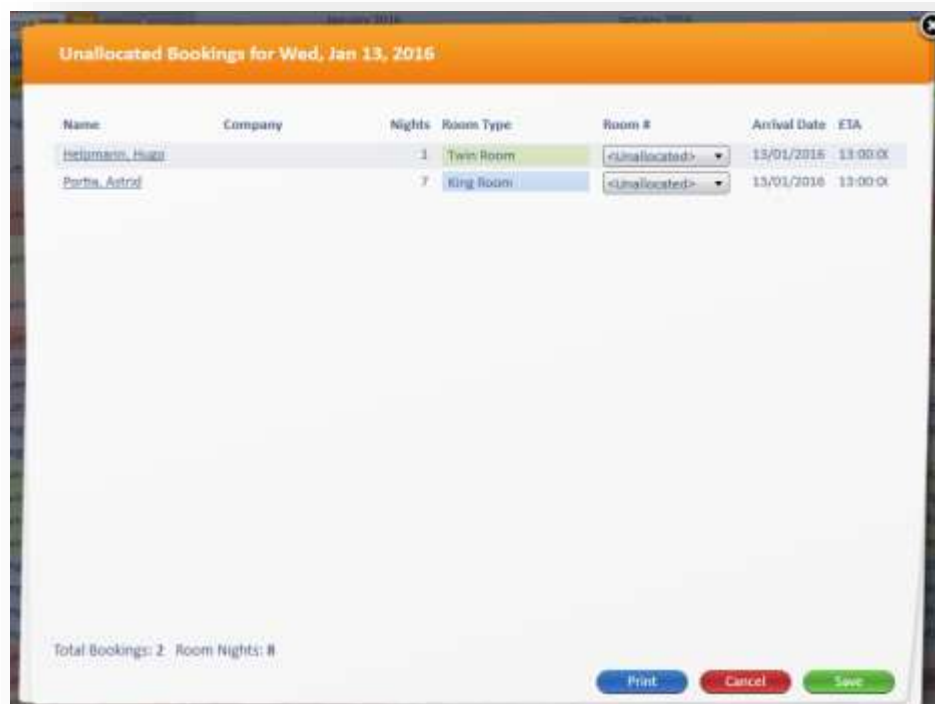
Wed 02	Thu 03	Fri 04	Sat 05
Add Event	Add Event	Add Event	Add Event
25 % 	58 % 	42 % 	33 % 

Clicking the 'Unallocated' button will open a top panel and show all allocated and unallocated rooms per date, per room type. The number of rooms available is shown in the green circle and the number of unallocated rooms is shown in the yellow circle. If you are over-allocated (more bookings than you have rooms), the number is shown in a red circle. If you are over-allocated, the warning triangle also changes to red.



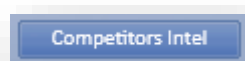
	Tue 12	Wed 13	Thu 14	Fri 15
King Room 3250			 	 
Queen & Kitchenette 2200				
Queen Room 1100				
Twin Rooms 1170				

To allocate an Unallocated Booking to a room, click on the yellow (or red) circle.



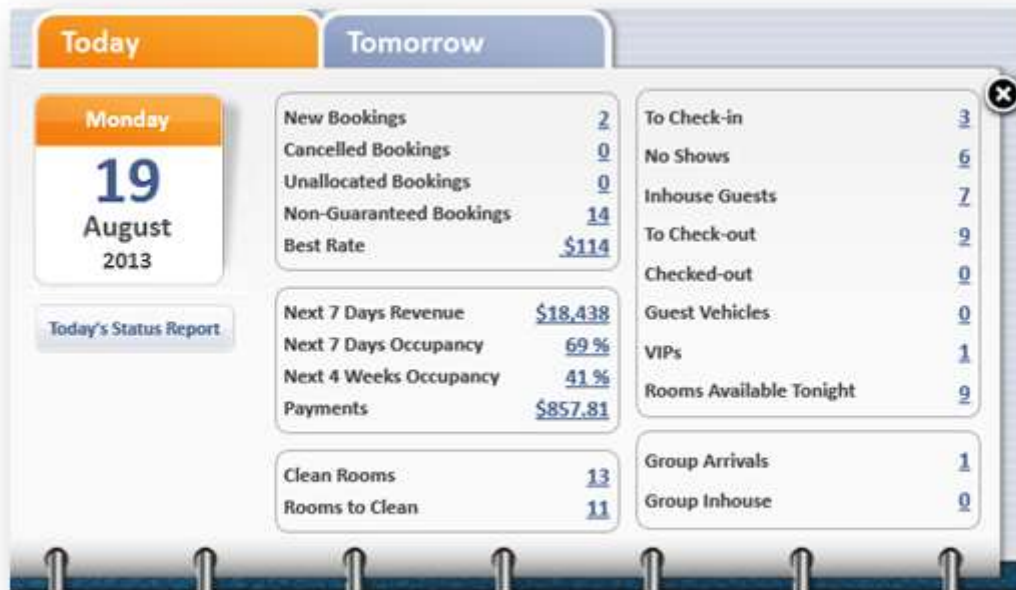
You will now see a list of Unallocated Bookings for the date you selected. Simply select a room number from the list and click 'Save'. You can also click on the guests name to edit the reservation.

Competitor Intel



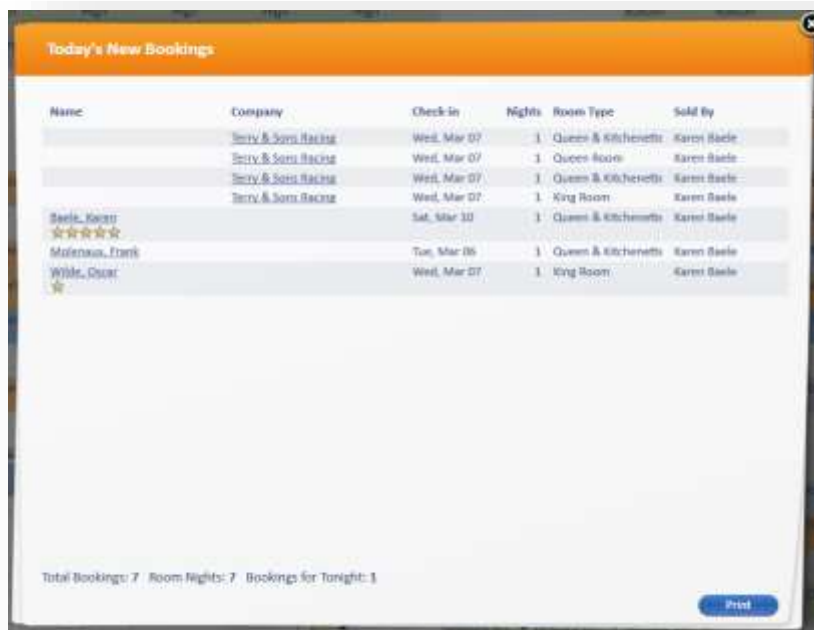
Click 'Competitors Intel' to open your competitors' website or booking page details in your default web browser.

Today At-a-Glance



The Today At-a-Glance pop up at the bottom of the Reservation Plan gives you a wealth of up-to-date information. Just click on the information you want to drill down into.

New Bookings



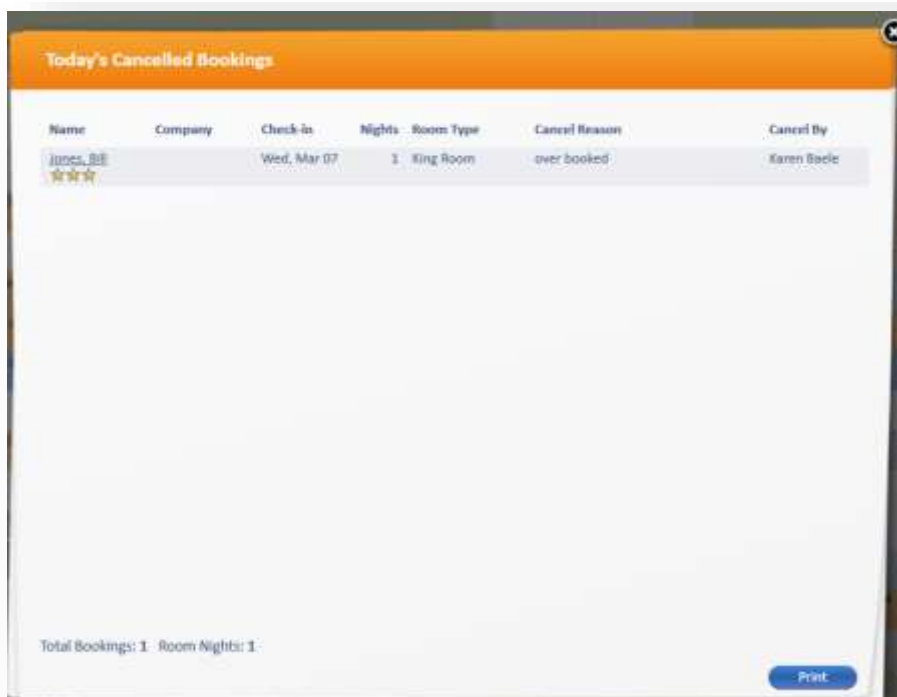
Name	Company	Check-in	Nights	Room Type	Sold By
	Serv & Serv Racing	Wed, Mar 07	1	Queen & Kitchenette	Karen Baile
	Serv & Serv Racing	Wed, Mar 07	1	Queen Room	Karen Baile
	Serv & Serv Racing	Wed, Mar 07	1	Queen & Kitchenette	Karen Baile
	Serv & Serv Racing	Wed, Mar 07	1	King Room	Karen Baile
Baile, Karen ★★★★★		Sat, Mar 10	1	Queen & Kitchenette	Karen Baile
Mulenga, Frank		Tue, Mar 06	1	Queen & Kitchenette	Karen Baile
Wilde, Court ★		Wed, Mar 07	1	King Room	Karen Baile

Total Bookings: 7 Room Nights: 7 Bookings for Tonight: 1

Print

New Bookings shows all new bookings made today. You can click on any name to open the Reservation Card and click 'Print' to print a detailed list of New Bookings.

Cancelled Bookings



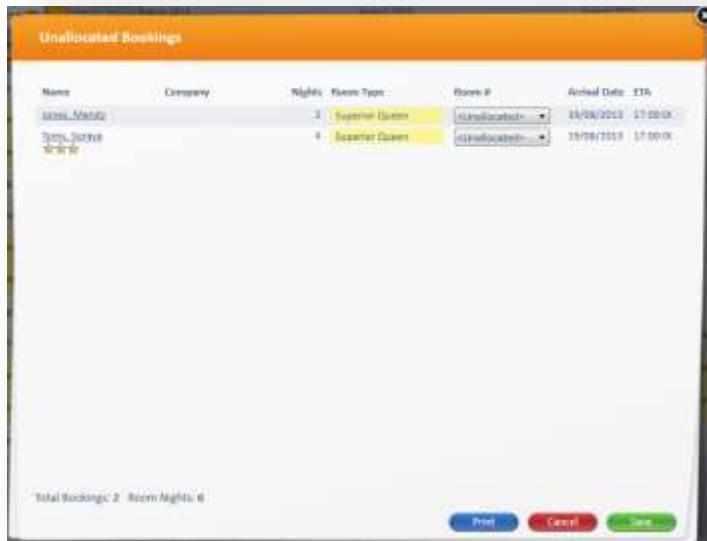
Name	Company	Check-in	Nights	Room Type	Cancel Reason	Cancel By
Jones, Bill ★★★		Wed, Mar 07	1	King Room	over booked	Karen Baile

Total Bookings: 1 Room Nights: 1

Print

Cancelled Bookings shows all bookings cancelled today. You can click on the name to open the Reservation Card and click 'Print' to print a detailed list of Cancelled Bookings.

Unallocated Bookings



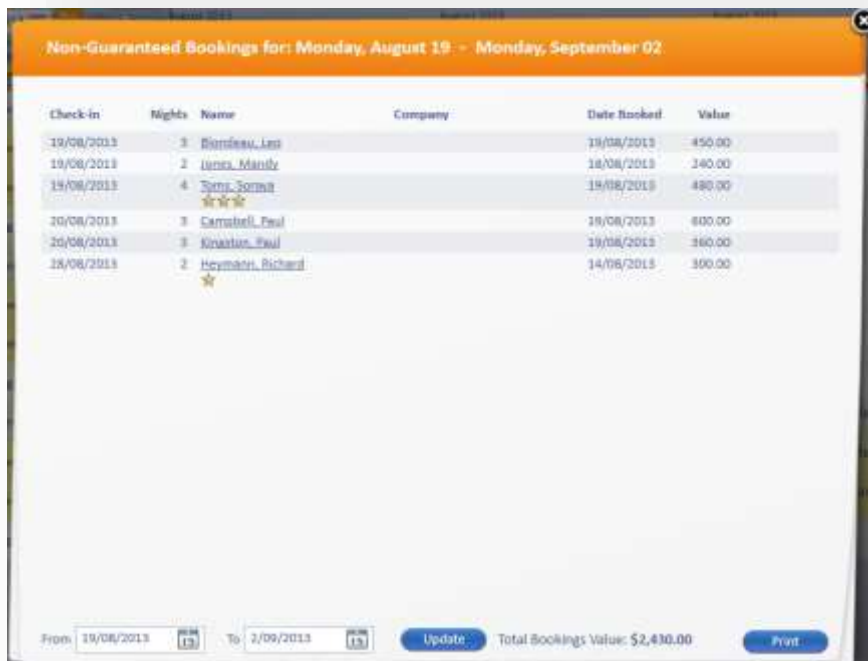
Name	Company	Nights	Room Type	Room #	Arrival Date	ETA
Jessie_McIntosh		2	Superior Queen	unallocated	11/08/2015	17:00:00
Doreen_Tucker		4	Superior Queen	unallocated	11/08/2015	17:00:00

Total Bookings: 2 Room Nights: 6

Print Cancel Save

Unallocated Bookings shows all unallocated bookings in the Reservation Plan. To allocate room numbers you can just select a Room Number and click 'Save' or click on the name to open the Reservation Card. You can also click 'Print' to print a detailed list of all Unallocated Bookings.

Non-Guaranteed Bookings



Non-Guaranteed Bookings for: Monday, August 19 - Monday, September 02

Check-in	Nights	Name	Company	Date Booked	Value
19/08/2013	3	Birdsall, Ltd		19/08/2013	450.00
19/08/2013	2	Jones, Mandy		18/08/2013	340.00
19/08/2013	4	Thompson, Steve		19/08/2013	480.00
20/08/2013	3	Cambridge, Paul		18/08/2013	600.00
20/08/2013	3	Kovacs, Paul		19/08/2013	360.00
28/08/2013	2	Heyman, Richard		14/08/2013	300.00

From: 19/08/2013 To: 02/09/2013 Update Total Bookings Value: \$2,430.00 Print

Non-Guaranteed Bookings are bookings where you do not have any of the following:

1. A paid deposit
2. A credit card number
3. Linked to a company that has a Debtor Account
4. Linked to an Agent (e.g. Expedia)
5. A Purchase Order number

By default, the Non-Guaranteed Bookings screen shows bookings for the next 14 days. You can easily change the date range by clicking in the date fields then clicking 'Update'. You can also click 'Print' to get a detailed list that includes phone numbers.

Best Rate

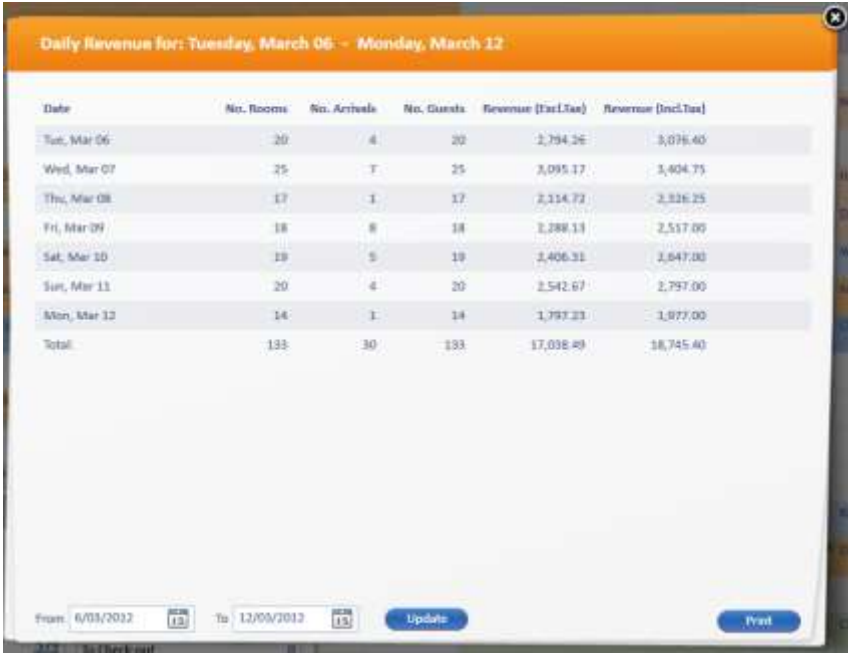
Best Rates	Tue 06 Mar	Wed 07 Mar	Thu 08 Mar	Fri 09 Mar	Sat 10 Mar	Sun 11 Mar	Mon 12 Mar
2 Night Weekend Package \$140	2 100.00		3 450.00	4 450.00	3 450.00	2 450.00	2 450.00
1 2 Night Weekend Package \$180	2 340.00		3 340.00	4 340.00	3 340.00	2 340.00	2 340.00
Extended Stay Queen \$130	1 110.00		1 110.00	1 110.00			3 110.00
Family Suite \$160				1 180.00	1 180.00		1 180.00
Hot Deal Queen Room \$130	1 98.00		1 98.00	1 98.00			3 98.00
1 Family Suite Deluxe Package \$160				1 180.00	1 180.00		1 180.00
King room \$140	2 140.00		3 140.00	4 140.00	3 140.00	2 140.00	2 140.00
King Room Corporate \$140	2 79.00		3 79.00	4 79.00	3 79.00	2 79.00	2 79.00
Queen & \$140	2 140.00		3 140.00	4 140.00	3 140.00	2 140.00	2 140.00

4 Current Available Inventory
 Best Rate

Adjust Room Rates

The amount next to 'Best Rate' on the At-a-Glance screen is tonight's best rate. The Best Rates screen shows rates for the next 7 days and how many of each room type you have available. You can click 'Adjust Room Rates' to quickly access the Dynamics Rates screen to make any changes.

Next 7 Days Revenue



Daily Revenue for: Tuesday, March 06 - Monday, March 12

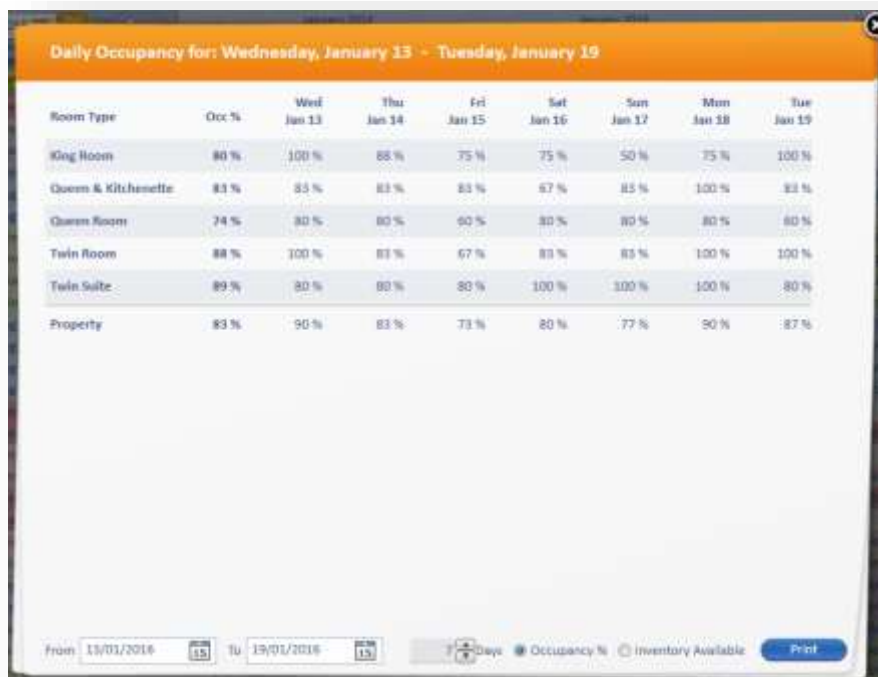
Date	No. Rooms	No. Arrivals	No. Guests	Revenue (Exc.Tax)	Revenue (Incl.Tax)
Tue, Mar 06	20	4	20	2,794.26	3,076.40
Wed, Mar 07	25	7	25	3,095.17	3,404.75
Thu, Mar 08	17	1	17	2,314.72	2,536.25
Fri, Mar 09	18	8	18	2,289.13	2,517.00
Sat, Mar 10	19	5	19	2,406.31	2,647.00
Sun, Mar 11	20	4	20	2,542.67	2,797.00
Mon, Mar 12	14	1	14	1,797.23	1,977.00
Total:	133	30	133	17,038.49	18,745.40

From: 6/03/2012 To: 12/03/2012 Update Print

This shows revenue information for the next 7 days. You can easily change the date range by clicking in the date fields then clicking 'Update'. You can also click 'Print' to get a detailed list.

Note that this information is only visible if your User Account has Dashboard selected in the Set Rights section, as this is sensitive financial information.

Next 7 Days Occupancy

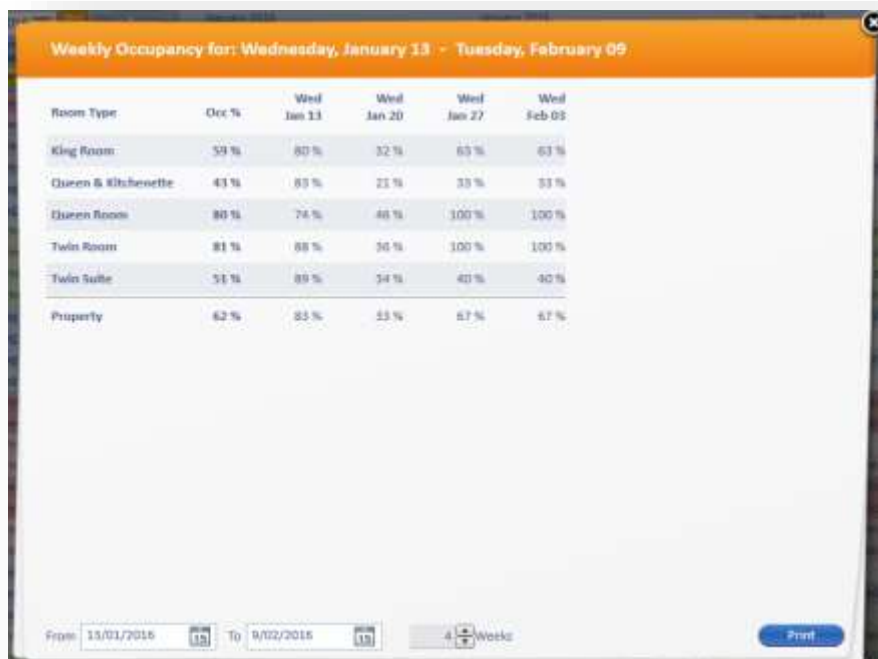


Room Type	Occ %	Wed Jan 13	Thu Jan 14	Fri Jan 15	Sat Jan 16	Sun Jan 17	Mon Jan 18	Tue Jan 19
King Room	80 %	100 %	88 %	75 %	75 %	50 %	75 %	100 %
Queen & Kitchenette	83 %	83 %	83 %	83 %	67 %	85 %	100 %	83 %
Queen Room	74 %	80 %	80 %	60 %	80 %	80 %	80 %	80 %
Twin Room	88 %	100 %	81 %	67 %	83 %	83 %	100 %	100 %
Twin Suite	89 %	80 %	80 %	80 %	100 %	100 %	100 %	80 %
Property	83 %	90 %	83 %	73 %	80 %	77 %	90 %	87 %

Next 7 Days Occupancy shows occupancy information for the next 7 days. You can easily change the date range by clicking in the date fields or increasing the number of 'Days'. You can see your Occupancy % or Inventory Available. You can also click 'Print' to get a detailed list.

Note that this information is only visible if your User Account has Dashboard selected in the Set Rights section, as this is sensitive financial information.

Next 4 Weeks Occupancy



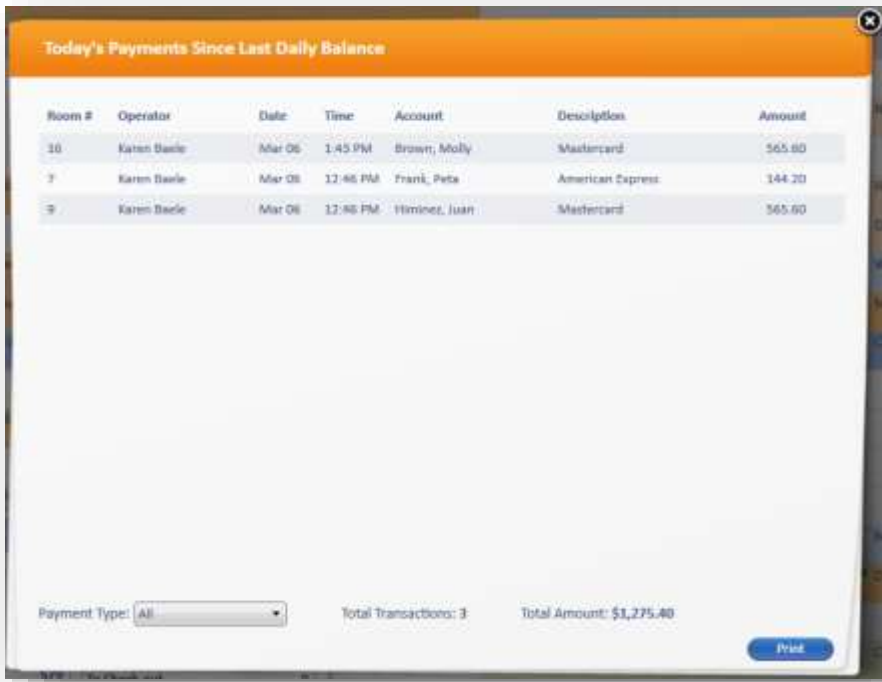
Room Type	Occ %	Wed Jan 13	Wed Jan 20	Wed Jan 27	Wed Feb 03
King Room	59 %	80 %	32 %	63 %	63 %
Queen & Kitchenette	43 %	63 %	23 %	33 %	33 %
Queen Room	80 %	74 %	46 %	100 %	100 %
Twin Room	81 %	88 %	56 %	100 %	100 %
Twin Suite	51 %	89 %	34 %	40 %	40 %
Property	62 %	83 %	53 %	67 %	67 %

From: 13/01/2016 To: 9/02/2016 4 Weeks Print

Next 4 Weeks Occupancy shows information for the next 4 weeks. You can easily change the date range by clicking in the date fields or increasing the number of 'Weeks'. You can also click 'Print' to get a detailed list.

Note that this information is only visible if your User Account has Dashboard selected in the Set Rights section, as this is sensitive financial information.

Payments



Room #	Operator	Date	Time	Account	Description	Amount
10	Karen Basile	Mar 08	1:45 PM	Brown, Molly	Mastercard	565.60
7	Karen Basile	Mar 08	12:46 PM	Frank, Pete	American Express	144.20
9	Karen Basile	Mar 08	12:46 PM	Viminez, Juan	Mastercard	565.60

Payment Type: All Total Transactions: 3 Total Amount: \$1,275.60 Print

Payments shows payments received since the last Roll Over. You can easily change the 'Payment Type' by selecting from the list. You can also click 'Print' to get a detailed list.

Note that this information is only visible if your User Account has Dashboard selected in the Set Rights section, as this is sensitive financial information.

Clean Rooms



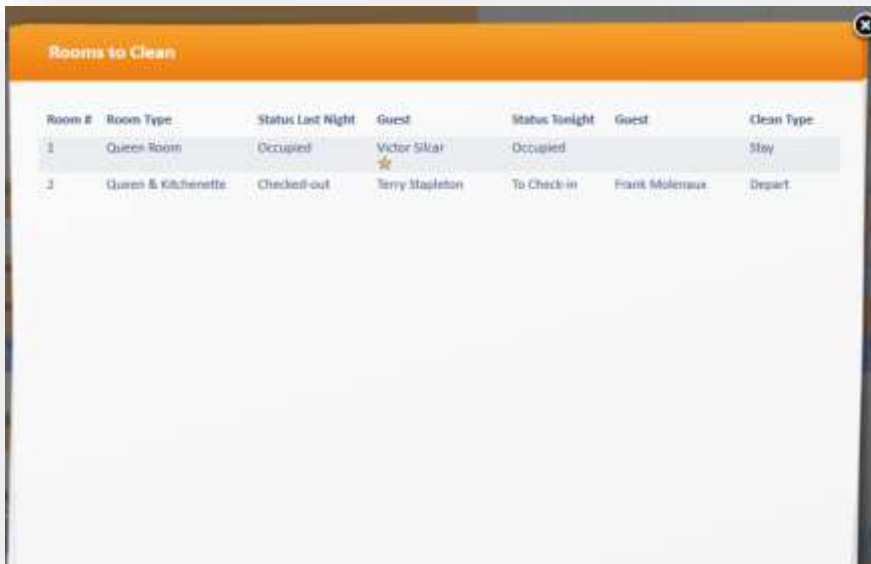
Room #	Room Type	Status Tonight	Name
3	Queen Room	To Check-in	Stuart High
4	Queen & Kitchenette	Available	
5	King Room	Occupied	Barry Graham
6	King Room	Occupied	Weng Nakaragi
7	King Room	Available	
8	King Room	Occupied	Geoff Allins
9	King Room	Available	
10	Twin Suite	Occupied	Mandy Owens
11	Twin Suite	Occupied	Claire Martinique
12	Family Suite	Occupied	Harvey Jones
13	Family Suite	Occupied	Marcus Tibbs
14	Queen & Kitchenette	To Check-in	Marcus Allen
15	Queen & Kitchenette	Available	
16	Queen & Kitchenette	To Check-in	Dorian Seven
17	Twin Suite	Occupied	Billy Pultrinen
18	Twin Suite	Occupied	Brenda Dreameer
19	Family Suite	Occupied	Aaron Bender
20	Queen Room	Available	
21	Queen Room	Occupied	Nancy Springer
22	Queen Room	Occupied	Allen Brando

Number of Rooms: 23

Print

Clean Rooms shows all clean rooms. You can click 'Print' to print a detailed list.

Rooms to Clean

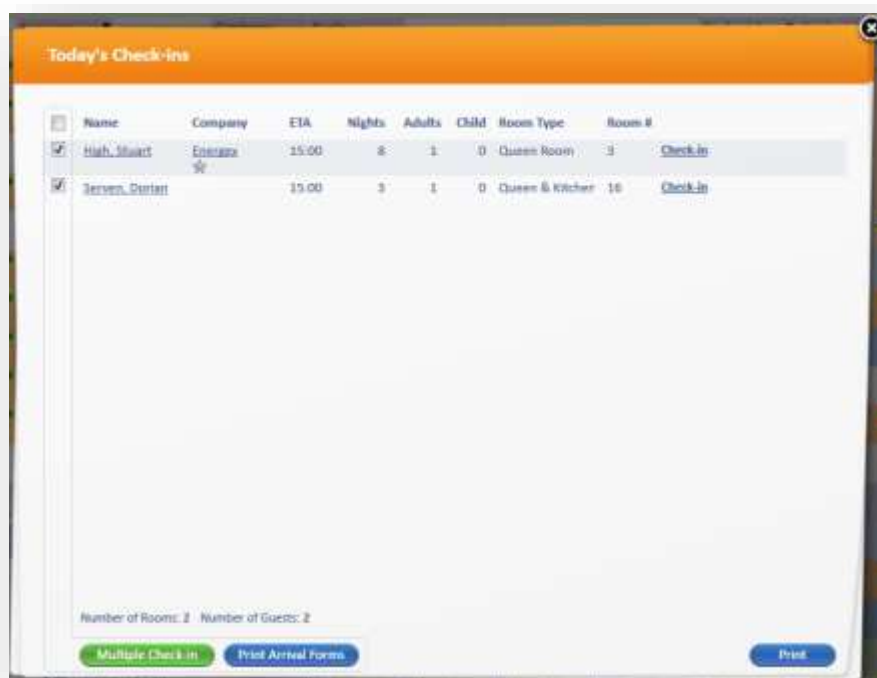


Room #	Room Type	Status Last Night	Guest	Status Tonight	Guest	Clean Type
1	Queen Room	Occupied	Victor Sikar	Occupied		Stay
2	Queen & Kitchenette	Checked-out	Terry Stapleton	To Check-in	Frank Molensaux	Depart

Print

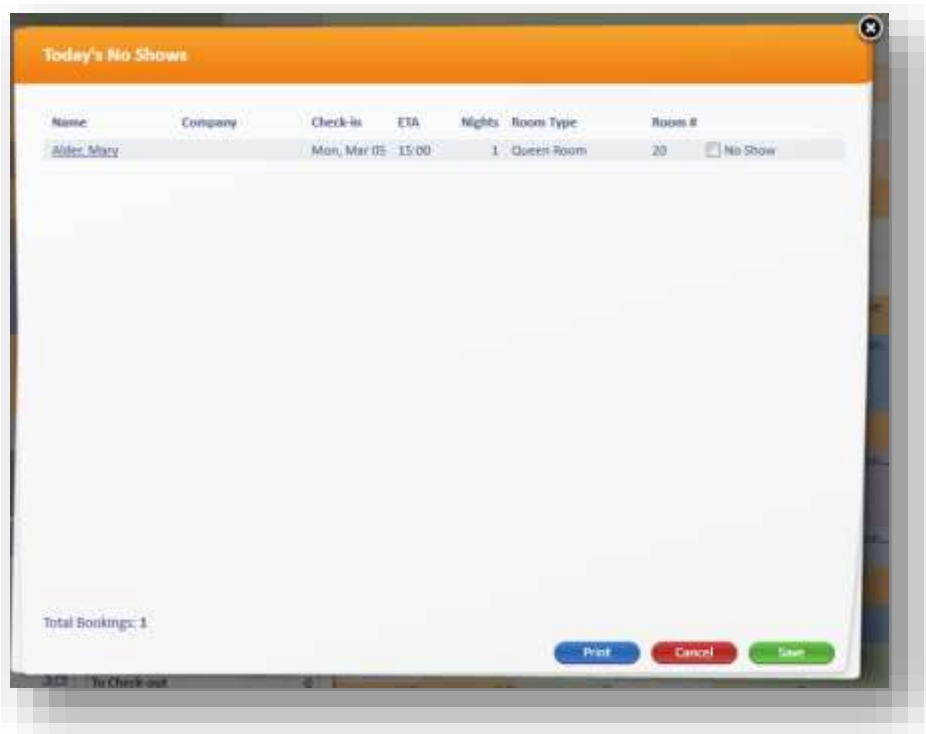
Rooms to Clean shows all rooms that require cleaning and the type of clean required. You can click 'Print' to print a detailed list.

To Check-in




To Check-in is a great place to keep track of how many guests are still to check-in. You can click 'Check-in' to easily check a single guest in, or tick multiple guests and click 'Multiple Check-in' or 'Print Arrival Forms' to process a group of guests. You can also click 'Print' to get a more detailed list either by guest name or room number.

No Shows



If a guest was due to check-in yesterday and they did not show up, you need to either edit or cancel their reservation or mark them as a 'No Show'. From the No Show screen, you can click on the guests name to edit their reservation (cancel them or move them to new dates) or tick 'No Show' and click 'Save' to mark them as a No Shows. You can also click 'Print' to produce a detailed list.

Inhouse Guests



Today's Inhouse Guests

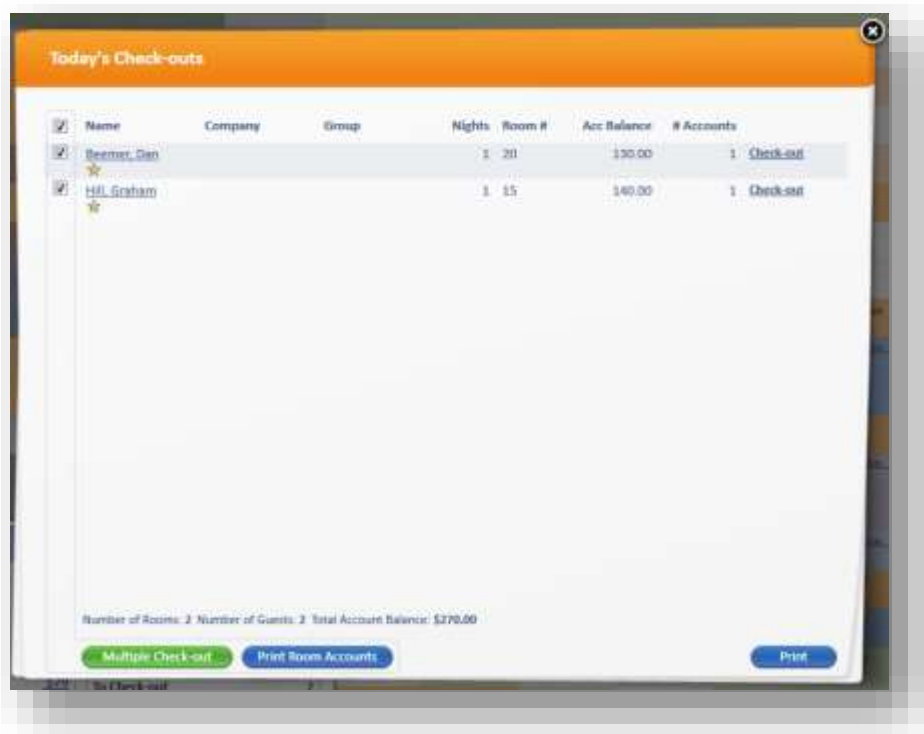
Name	Company	Arrival Date	Depart Date	Nights	Adults	Child	Room #	Acc Balance
Allen, Marcus		Tue, Mar 06	Sat, Mar 17	11	1	0	14	140.00
Atkins, Geoff		Tue, Feb 28	Mon, Mar 12	13	1	0	8	1,129.00
Azario, Mike	Executive Aviation ☆☆☆	Mon, Feb 27	Fri, Mar 09	11	1	0	22	1,170.00
Bender, Aaron		Fri, Mar 02	Sat, Mar 10	8	1	0	18	800.00
Deamer, Brenda		Thu, Feb 23	Fri, Mar 23	29	1	0	18	-550.00
Fuhrman, Billy		Sun, Mar 04	Sun, Mar 11	7	1	0	17	483.00
Graham, Barry		Fri, Mar 02	Fri, Mar 08	7	1	0	5	410.00
Jones, Harold		Fri, Mar 02	Wed, Mar 07	5	1	0	11	800.00
Kline, Bob		Wed, Feb 28	Fri, Mar 06	8	1	0	23	910.00
Martinez, Claire		Mon, Mar 05	Wed, Mar 21	16	1	0	11	900.00
Molinas, Frank		Tue, Mar 06	Wed, Mar 07	1	1	0	2	140.00
Musker, Lily		Thu, Mar 01	Fri, Mar 09	8	1	0	25	780.00
Nekrasov, Weng		Wed, Feb 29	Thu, Mar 09	8	1	0	6	891.00
Nelson, Liam		Mon, Mar 05	Thu, Mar 08	3	1	0	24	260.00
Orams, Manda		Mon, Mar 05	Sun, Mar 11	6	1	0	10	300.00
Sitar, Victor	Executive Aviation ☆☆☆	Wed, Feb 22	Thu, Mar 22	29	1	0	1	1,794.00
Sonnen, Nancy		Sun, Mar 04	Thu, Mar 08	4	1	0	21	390.00

Number of Rooms: 18 Number of Guests: 18 Total Account Balance: \$10,947.00

[Print](#)

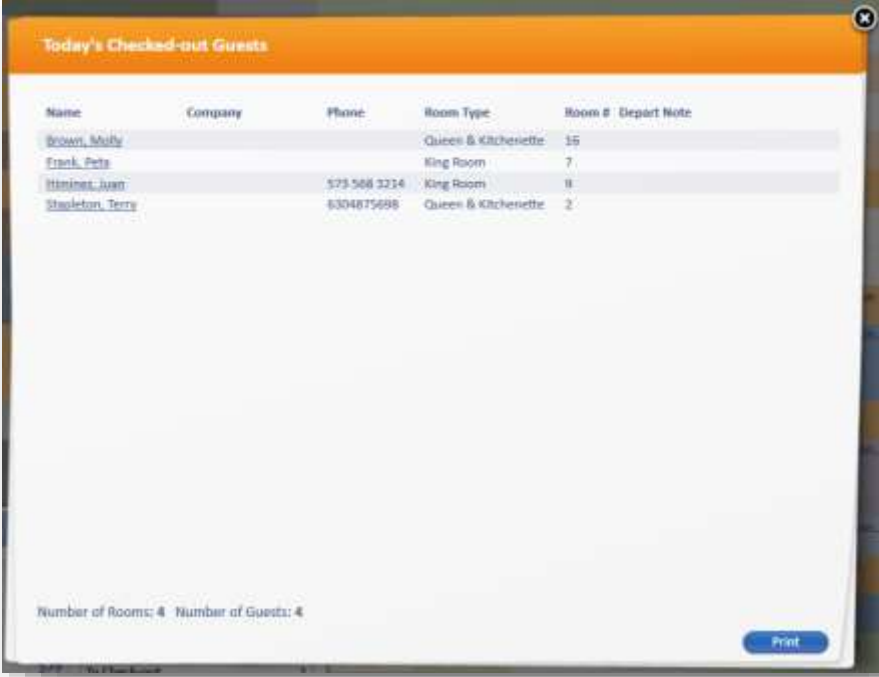
Inhouse Guests shows all guests that have checked-in. You can click on a guest's name to access their Reservation Card and click 'Print' to print a detailed list either by guest name or room number.

To Check-out



To Check-out is an easy place to keep track of how many guests are still to check-out. You can click 'Check-out' to check a single guest out, or tick multiple guests and click 'Multiple Check-out' or 'Print Room Accounts' to process a group of guests. You can also click 'Print' to get a more detailed list either by guest name or room number.

Checked-out



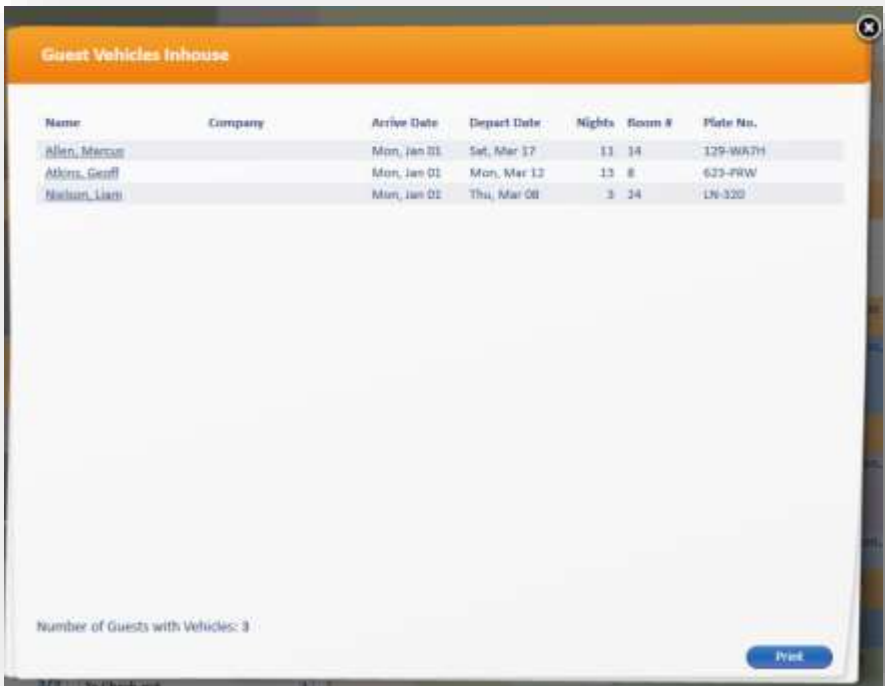
Name	Company	Phone	Room Type	Room #	Depart Note
Brown, Andy			Queen & Kitchenette	15	
Frank, Pete			King Room	7	
Haines, Juan		573-566-3214	King Room	8	
Shadleton, Terry		630-487-5698	Queen & Kitchenette	2	

Number of Rooms: 4 Number of Guests: 4

Print

The Checked-out screen lets you see quickly who has checked out and gives you easy access to their Reservation Card, just click on a name, if you need to post a late charge or email them their Room Account. You can also click 'Print' for a detailed list.

Guest Vehicles



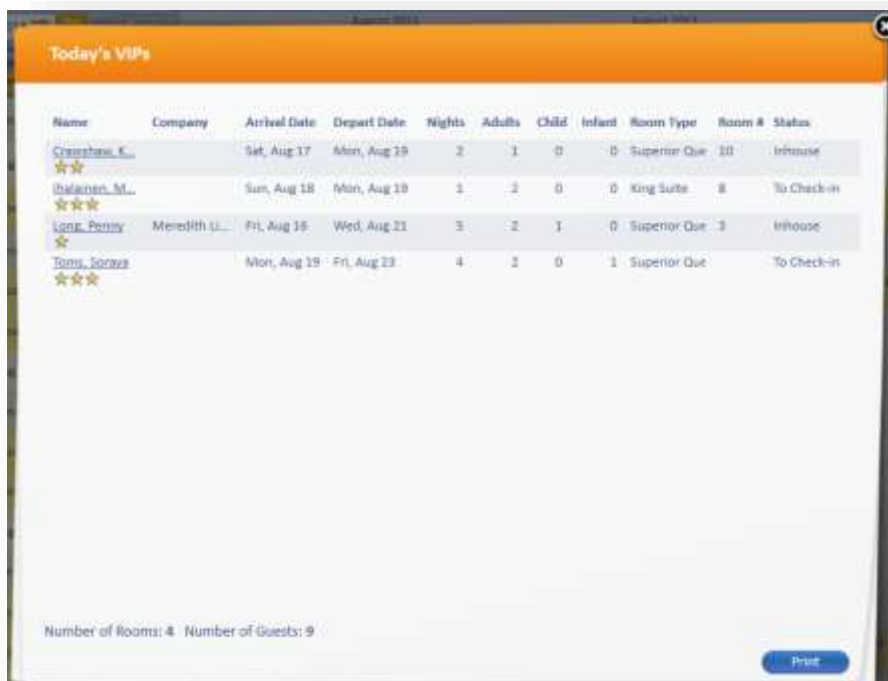
The screenshot shows a software window titled "Guest Vehicles Inhouse". It contains a table with the following data:

Name	Company	Arrive Date	Depart Date	Nights	Room #	Plate No.
Allen, Marcus		Mon, Jan 01	Sat, Mar 17	11	14	129-WA711
Atkins, Geoff		Mon, Jan 01	Mon, Mar 13	13	8	623-PRW
Nichols, Liam		Mon, Jan 01	Thu, Mar 08	3	14	LN-320

At the bottom left of the window, it says "Number of Guests with Vehicles: 3". At the bottom right, there is a blue button labeled "Print".

The Guest Vehicles screen shows all inhouse guest vehicles. You can click on a guests name to access their Reservation Card and click 'Print' to print a detailed list.

VIPs



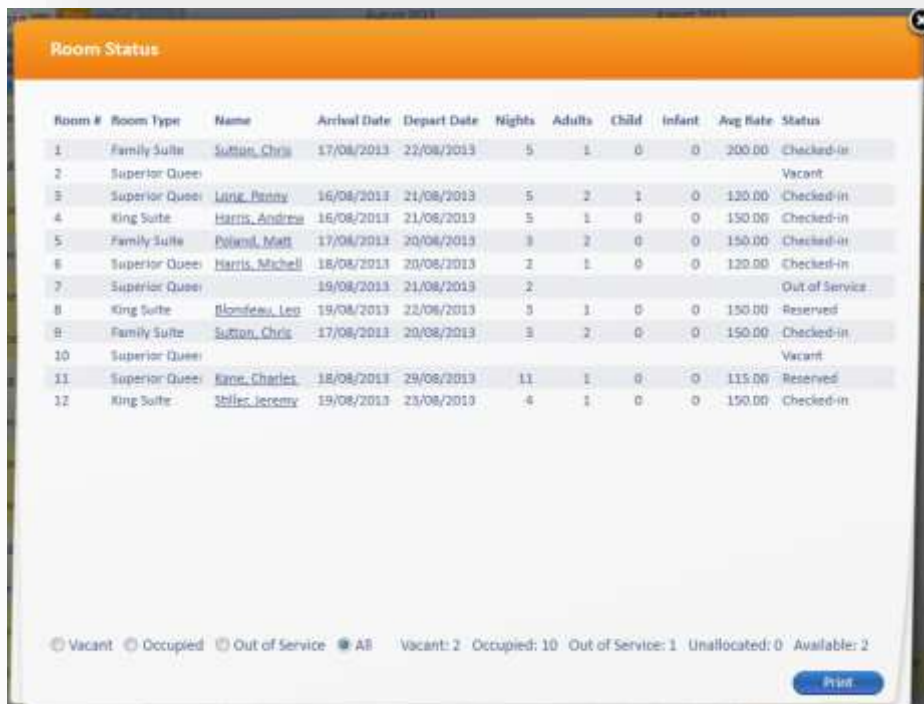
Name	Company	Arrival Date	Depart Date	Nights	Adults	Child	Infant	Room Type	Room #	Status
Crawshaw, K. ☆☆		Sat, Aug 17	Mon, Aug 19	2	1	0	0	Superior Que	10	Inhouse
Belonen, M. ☆☆☆		Sun, Aug 18	Mon, Aug 19	1	2	0	0	King Suite	8	To Check-in
Long, Penny ☆☆	Meredith U...	Fri, Aug 18	Wed, Aug 21	3	2	1	0	Superior Que	3	Inhouse
Toni, Sonja ☆☆☆		Mon, Aug 19	Fri, Aug 23	4	2	0	1	Superior Que		To Check-in

Number of Rooms: 4 · Number of Guests: 9

Print

The VIPs screen shows all inhouse VIP guests. You can click on a guests name to access their Reservation Card and click 'Print' to print a detailed list.

Rooms Available Tonight



Room #	Room Type	Name	Arrival Date	Depart Date	Nights	Adults	Child	Infant	Avg Rate	Status
1	Family Suite	Sutton, Chris	17/08/2013	22/08/2013	5	1	0	0	200.00	Checked-in
2	Superior Queen									Vacant
3	Superior Queen	Linn, Penny	16/08/2013	21/08/2013	5	2	1	0	130.00	Checked-in
4	King Suite	Harris, Andrew	16/08/2013	21/08/2013	5	1	0	0	150.00	Checked-in
5	Family Suite	Poland, Matt	17/08/2013	20/08/2013	3	2	0	0	150.00	Checked-in
6	Superior Queen	Harris, Michelle	18/08/2013	20/08/2013	2	1	0	0	120.00	Checked-in
7	Superior Queen		19/08/2013	21/08/2013	2					Out of Service
8	King Suite	Blomfield, Leo	19/08/2013	22/08/2013	3	1	0	0	150.00	Reserved
9	Family Suite	Sutton, Chris	17/08/2013	20/08/2013	3	2	0	0	150.00	Checked-in
10	Superior Queen									Vacant
11	Superior Queen	Kane, Charles	18/08/2013	29/08/2013	11	1	0	0	115.00	Reserved
12	King Suite	Stiles, Jeremy	19/08/2013	23/08/2013	4	1	0	0	150.00	Checked-in

☐ Vacant
 ☐ Occupied
 ☐ Out of Service
 ☒ All
 Vacant: 2 Occupied: 10 Out of Service: 1 Unallocated: 0 Available: 2

Print

The 'Rooms Available Tonight' shows the status of rooms. You can select 'Vacant', which will just show you rooms available for sale tonight. You can also select 'Occupied', which will show all occupied rooms tonight, including guests that are due to check-in. You can select 'Out of Service' which will show you your rooms that are out of service tonight. Finally, you can select 'All', which shows all rooms and their current status.

You can click 'Print' to print a list of the status of each room.

TIP: If you need a list of all expected in-house guests tonight, you can use the 'Occupied' option.

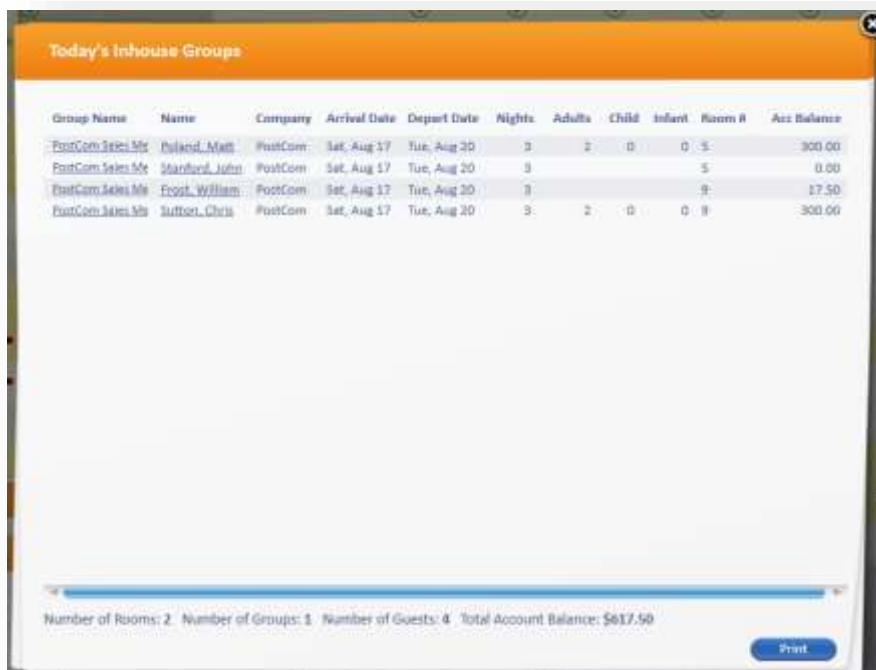
Group Arrivals



This screen helps you keep track of group arrivals. All the guests that are part of a group who have not yet checked-in are listed here. You can click 'Check-in' to check a single guest in, or tick multiple guests and click 'Multiple Check-in' or 'Print Arrival Forms' to process a group of guests. You can also click 'Print' to get a more detailed list either by guest name or room number.

If you click on the Group Name, you can access the Group Reservation Card, where you can also check-in group members.

Inhouse Groups



Group Name	Name	Company	Arrival Date	Depart Date	Nights	Adults	Child	Infant	Room #	Acc Balance
PostCom Sales M	Poland, Matt	PostCom	Sat, Aug 17	Tue, Aug 20	3	2	0	0	5	300.00
PostCom Sales M	Stanford, John	PostCom	Sat, Aug 17	Tue, Aug 20	3				5	0.00
PostCom Sales M	Frost, William	PostCom	Sat, Aug 17	Tue, Aug 20	3				9	17.50
PostCom Sales M	Sutton, Chris	PostCom	Sat, Aug 17	Tue, Aug 20	3	2	0	0	8	300.00

Number of Rooms: 2 Number of Groups: 1 Number of Guests: 4 Total Account Balance: \$617.50

Print

The Inhouse Groups screen shows all group guests that are inhouse. You can click on a Group Name to access the Group Reservation Card or a guest's name to access their Reservation Card, then click 'Print' to print a detailed list.

Today's Status Report



Today's Status Report

Click on 'Today's Status Report' to get a quick overview on the following:

- No Shows
- To Check-in
- Inhouse Guests
- Checked-out Guests
- To Check-out
- And guests who have ordered any Extras (e.g. Breakfast)

GoldMark Inn		Today At A Glance							
		Monday, August 19 2013 11:57 AM							
No Shows									
Name	Company	Room#	Room Type	Adults	Children	Infant	Arrival Date	Departure Date	
Itäläinen, Marja		8	King Suite	2	0	0	Sun, Aug 18 2013	Mon, Aug 19 2013	
Kane, Charles	Meredith Lines	11	Superior Queen	1	0	0	Sun, Aug 18 2013	Thu, Aug 29 2013	
				Total Guests:		3		Total Rooms: 2	
To Check-In									
Name	Company	Room#	Room Type	Adults	Children	Infant	Arrival Date	Departure Date	ETA
Bordeaux, Leo		8	King Suite	1	0	0	Mon, Aug 19 2013	Thu, Aug 22 2013	17:00
Kingston, Paul	Executive Helicopters	2	Superior Queen	2	0	0	Mon, Aug 19 2013	Thu, Aug 22 2013	17:00
Walsh, Simon	Executive Helicopters	10	Superior Queen	2	1	0	Mon, Aug 19 2013	Wed, Aug 21 2013	17:00
				Total Guests:		6		Total Rooms: 3	
In-house Guests									
Name	Company	Room#	Room Type	Adults	Children	Infant	Arrival Date	Departure Date	
Sutton, Chris	Meredith Lines	1	Family Suite	1	0	0	Sat, Aug 17 2013	Thu, Aug 22 2013	
Jones, Mandy	Meredith Lines	2	Superior Queen	1	0	0	Sun, Aug 18 2013	Mon, Aug 19 2013	
Long, Penny	Meredith Lines	3	Superior Queen	2	1	0	Fri, Aug 16 2013	Wed, Aug 21 2013	
Harris, Andrew		4	King Suite	1	0	0	Fri, Aug 16 2013	Wed, Aug 21 2013	
Poland, Matt	PostCom	5	Family Suite	2	0	0	Sat, Aug 17 2013	Tue, Aug 20 2013	

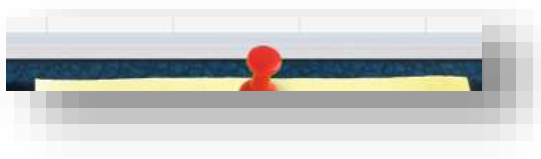
Tomorrow At-a-Glance

Today	Tomorrow	Allens	Campbell
Tuesday 20 August 2013	Best Rate \$139 Rooms to Clean 20	To Check-in 11 To Check-out 13 Inhouse Guests 17 Group Arrivals 2 Groups Inhouse 2	

Just like the Today At-a-Glance, the Tomorrow At-a-Glance gives you key information about what you can expect tomorrow. You can view:

- Best Rate for tomorrow
- Rooms to Clean tomorrow
- Guests Checking-in tomorrow
- Guests Checking-out tomorrow
- Inhouse Guests tomorrow
- Group Arrivals tomorrow
- Groups Inhouse tomorrow

To Do List



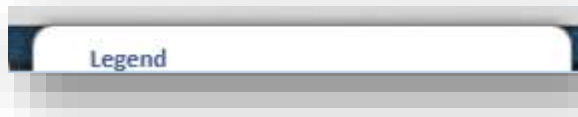
When you see the red pin at the bottom of your Reservation Plan, it means there are tasks to be completed on your To Do list.



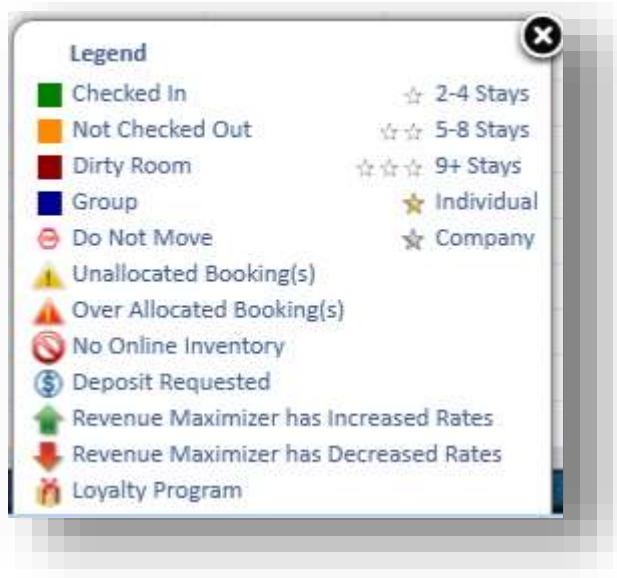
To add a new task, simply click 'Add Task' and type in the details. When a task is complete, tick it. When your next Roll Over is done, all ticked items will be removed. You can also print your To Do list.



Legend



When you see the symbols on the Reservation Plan such as stars and various status boxes and can't recall what they mean you can click the Legend and see what each symbol represents.



Holidays and Events

September 2013		September 2013		September 2013		September 2013	
Thu 05	Fri 06	Sat 07	Sun 08	Mon 09	Tue 10	Wed 11	
Add Event	Rotary Break... (2)	Street Festi...	Add Event	Show Day...	Artist in Re...	Add Event	
1%	1%	1%	1%	1%	1%	1%	

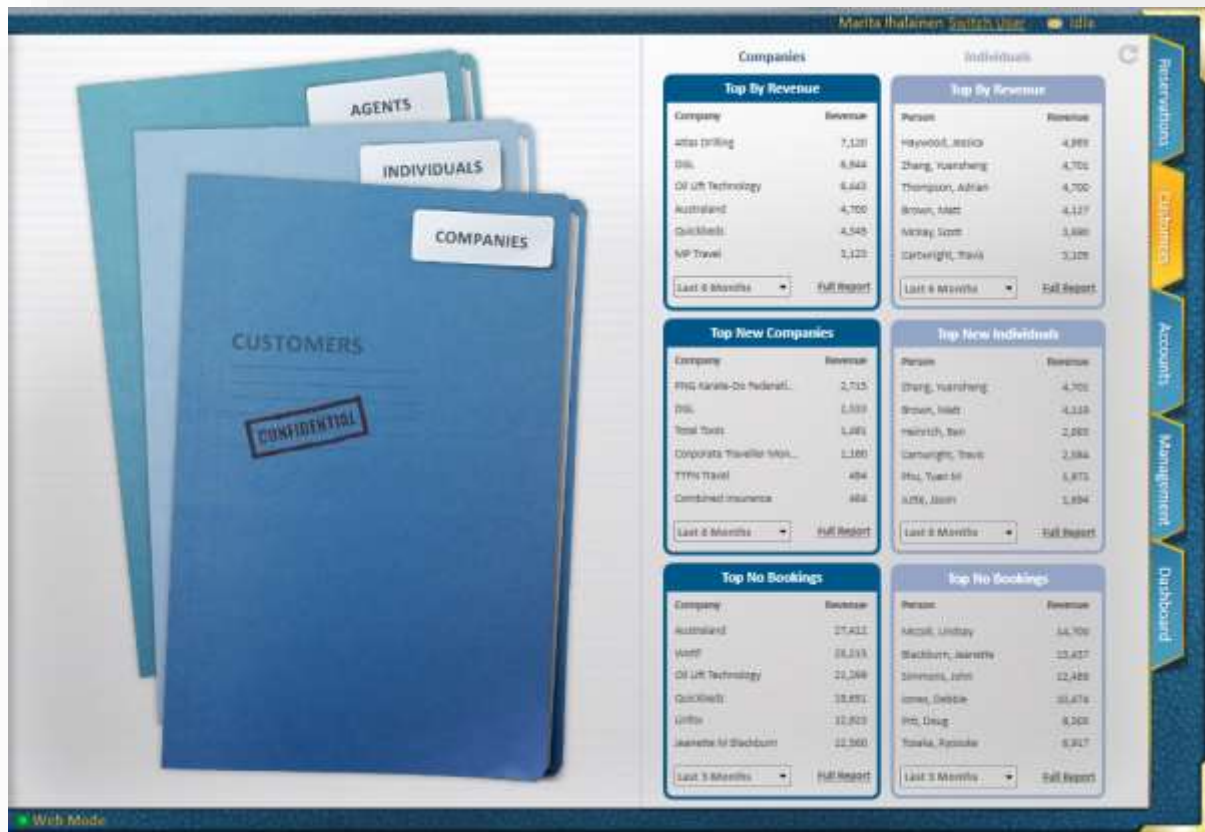
At the top of the Reservation Plan, you can list Holidays and Events that are important to your property. These could be public holidays, local sporting events or functions at your property etc.

To add a new event, click on 'Add Event' on the date you want. This will open the Holidays and Events screen. Click 'New' and add the details. The 'Name' field is what will appear on your Reservation Plan. There is not much room for long names so you may need to abbreviate them. When you have entered all of the information, click 'Save'. You can also click the 'Trash Can' to delete an event.



You can add multiple events per day. If you have multiple events, you will see the number of events in brackets to indicate there are multiple events for that day. Whenever you want to see the details of an event, just click on it and the Holidays & Events screen will open.

CUSTOMERS TAB



Introduction to the Customers Tab

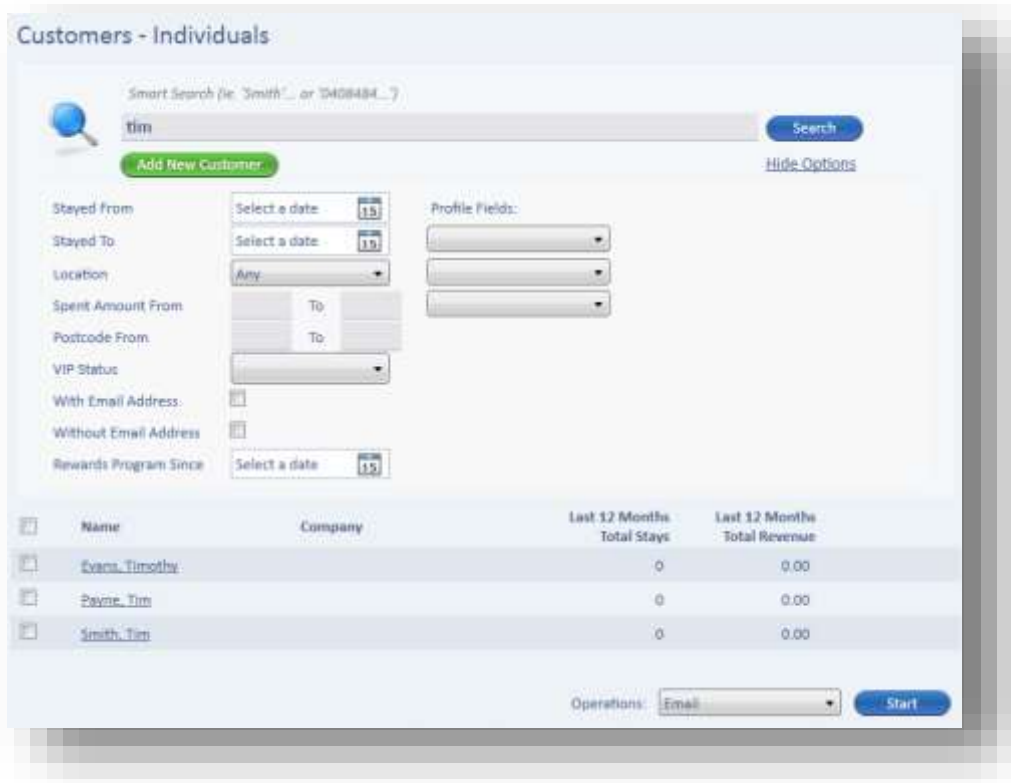
The Customers tab is the place to access information about your customers and communicate with them. You can also deal with any duplicate records. Customers are divided into three groups:

1. Individuals – these are the guests that stay in your property
2. Companies – some individuals will belong to a company and **GuestPoint®** allows you to see all the bookings made by a company and to allow a company to be a Debtor so you can send them invoices (See Accounts Tab for more details). With **GuestPoint®** Premium you can also enable the Corporate Login option for your companies, see Corporate Login for details
3. Agents – these are typically online agents (e.g. Wotif, Expedia) and traditional travel agents (e.g. American Express Travel etc...) These are companies that book a room on behalf of their customer and you need to send them an invoice for the room charges

TIP: Individuals and Companies are automatically added to **GuestPoint®** when you make a new reservation. When you first start using **GuestPoint®**, you should set up all of your agents. You can also add more later.

On the Customers tab, there are two sections: the Customer Files (Agents, Individuals and Companies) and Sales Information about Companies and Individuals.

Customer Folders



Customers - Individuals

Smart Search (ie 'Smith' or '0408484...')

tim [Search](#)

[Add New Customer](#) [Hide Options](#)

Stayed From: Select a date [15]
 Stayed To: Select a date [15]
 Location: Any
 Spent Amount From: To:
 Postcode From: To:
 VIP Status:
 With Email Address: ☐
 Without Email Address: ☐
 Rewards Program Since: Select a date [15]

Profile Fields:

Name	Company	Last 12 Months Total Stays	Last 12 Months Total Revenue
Evans, Timothy		0	0.00
Payne, Tim		0	0.00
Smith, Tim		0	0.00

Operations: Email [Start](#)

Each of the three Customer Files provides the same functionality. To simplify this document, we will focus on the Individuals File, but most options are available in Companies and Agents.

Inside the Individuals folder, you can search for any individual. Just type in part of their name, their phone number, email address etc... and the Smart Search will find all individuals that match. You can also click 'Advanced Search' and put additional search criteria in (e.g. Date Stayed, Amount Spent in last 12 months, VIP Status, With or Without Email Address, Loyalty Program Member Since etc...).

If you have set up Profile Fields (see Setup Book), you can also select on these profiles in the Advanced Search. This is great if you want to target certain types of customers (e.g. guests with birthdays in June).

Once you have a search result, you can click on any customer name to access their record. You can update their information and view their past history.

The screenshot displays the 'Individual' tab of a customer's profile. The interface is divided into several sections:

- Details:** Fields for Title (Mr), First Name (Tim), Last Name (Zydaco), Work Phone (02 4568 4568), Fax, Mobile (0102 456 456), Home Phone, Email (m.ihalainen@centiumsoftware.com), Do Not Email (checkbox), Postal Address, City, State, Post Code, Country, Ignore VIP Status (checkbox), VIP Status (4 stars), Notes, Specific Arrangements / Special Rates, and Default Promotion Code (GSPACK).
- VIP Status:** Shows 4 stars (★★★★).
- Revenue for the last 13 months:** A bar chart showing revenue from August to August. The y-axis ranges from \$0 to \$600. Revenue is approximately \$400 in Nov, \$250 in Jan, \$250 in Mar, and \$550 in Jul.
- Last Reservation:** Check-in Date: 30/07/2013, Nights: 4, Room Type: King Suite, Total Spend: \$400.00.
- Last 12 Months:** # Reservations: 8, # Nights: 17, Total Revenue: \$1,950.00.

Buttons for 'Cancel' and 'Save' are at the bottom right.

TIP: GuestPoint® will automatically keep track of your customers' VIP status based on how often they stay. You can also manually set their VIP status on their Customer Card. If you have a local VIP or a regular customer, you can upgrade their VIP status to 4 or 5 stars. You can also Black List (banned) or Red List (warned) customers on their customer card.

This close-up shows the 'VIP Status' dropdown menu. The options are:

- Set based on Reservations
- ★★★★★
- ★★★★
- ✗ (Black List)
- ✗ (Red List)

TIP: If a customer receives a regular discount or special rate, you can create a Promotion Code (see Setup) and set the 'Default Promotion Code.' Each time you create a new reservation for the customer, GuestPoint® will use the Default Promotion Code.

Emailing Customers



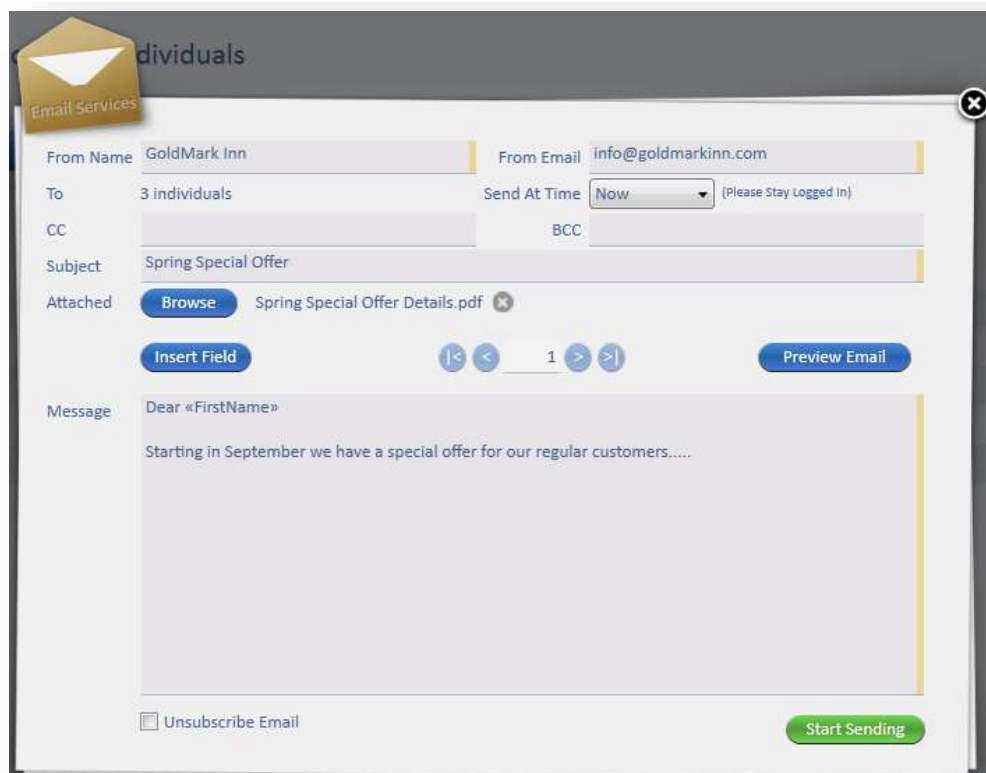
Smart Search (ie. 'Smith'... or '0408484...')

tim [Search](#) [Add New Customer](#) [Advanced Options](#)

<input type="checkbox"/>	Name	Company	Last 12 Months Total Stays	Last 12 Months Total Revenue
<input type="checkbox"/>	Evans, Timothy		2	340.00
<input checked="" type="checkbox"/>	Payne, Tim		1	200.00
<input checked="" type="checkbox"/>	Smith, Tim		0	0.00

Once you have made a selection and can see the results, you can easily email these customers. You can individually select the ones you want to email, or tick the box at the top of the column to select them all.

To start your email to the selected customers, click 'Email' from the Operations list at the bottom of the screen and click 'Start'. This will display the Email Services.



Email Services

From Name GoldMark Inn **From Email** info@goldmarkinn.com

To 3 individuals **Send At Time** Now (Please Stay Logged In)

CC **BCC**

Subject Spring Special Offer

Attached [Browse](#) Spring Special Offer Details.pdf

[Insert Field](#) |< < 1 > >| [Preview Email](#)

Message

Dear «FirstName»

Starting in September we have a special offer for our regular customers.....

☐ Unsubscribe Email [Start Sending](#)

The 'From' details should default from the last email sent, but feel free to change them as required. You cannot adjust the 'To' as you have already selected the customers you want the emails sent to. The number shown is the customers selected with an email address. Any customers without an email address are automatically excluded.

Next, enter your subject and attach a file, if required. In the message section, you will most likely want to personalise each email. You can do this easily by inserting fields into the Message. For example, if you want your email to read “Dear John”, type Dear and a space, then click ‘Insert Field’ and select ‘First Name’. This will put «FirstName» into your message. When **GuestPoint®** sends the messages, it will automatically merge each customer’s first name into their email. You can preview your emails by clicking ‘Preview Email’ and pressing Forward and Backward to see the emails.

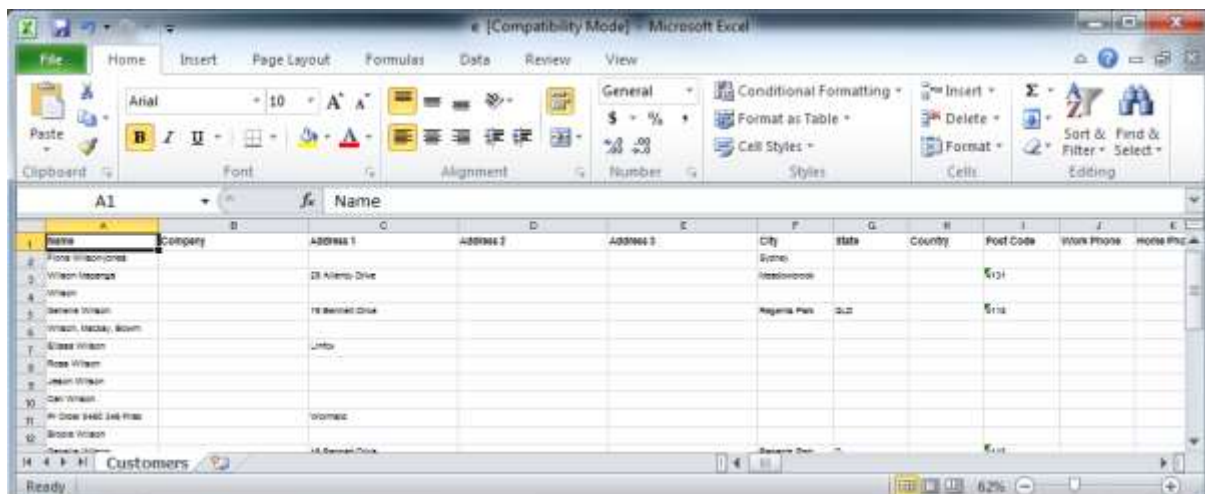
When everything is perfect, click ‘Start Sending’ and **GuestPoint®** will do the rest.

TIP: If you tick ‘Unsubscribe Email’, **GuestPoint®** will put an [Unsubscribe](#) link at the bottom of each email sent. This allows customers to opt out of your future emails. If they click the link, they will be taken to a web page to unsubscribe. If they unsubscribe, the ‘Do Not Email’ field in their Customer Card will be ticked and they will automatically be excluded from future emails.

Exporting Customers

Just like selecting customers to email, you can select them and export their information into Excel® or a Text file. This is useful if you are using another software program to do your marketing. When you have selected the customers you want to export, click ‘Export to Excel’ or ‘Export to Text File’ from the Operations list at the bottom of the screen and click ‘Start’. You will then be prompted for a file name to save the information into.

If you select Excel®, **GuestPoint®** will automatically open Excel® when the export is complete.



Merge/Delete Records

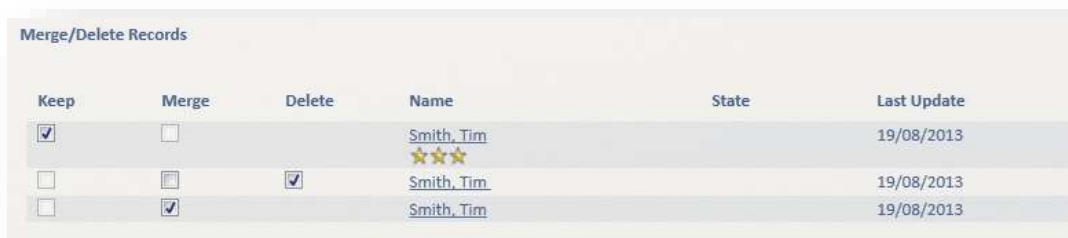
From the Customers tab you can merge and delete duplicate records for Individuals, Companies and Agents.

Search for and select the duplicate records then select ‘Merge/Delete Records’ from the Operations list at the bottom of the screen and click ‘Start’.



You have the option of selecting the record to keep and the one/s to merge. If there have been no reservations attached to some of the records you will be able to delete these records completely.

You can see when each record was last updated and you can click on the name to see the full card for each record. Then click 'Save' to merge and delete the selected records.



The records will be merged and/or deleted based on your selections and the guest's revenue and history details will be merged into the primary record.

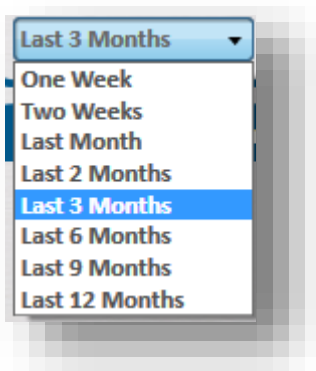
Note: The revenue information will be updated at the next roll over.

Customer Statistics

From the Customers tab, you get instant statistical information about your customers. There are three sets of statistics and these are broken up for Companies and Individuals.

Top By Revenue		Top By Revenue	
Company	Revenue	Person	Revenue
Toyota	15,111	Simmons, John	7,905
B&r Enclosures	7,573	Norris, Kevin	6,340
Australand	7,312	Fukumori, Daisuke	6,073
terrex spatial	6,448	Phillips, Robert	5,705
Linfox	3,452	Bailey, Mark	3,903
Campbell Brothers	3,437	Norris, Kevin	3,714
Last 3 Months ▼ Full Report		Last 3 Months ▼ Full Report	

The 'Top By Revenue' shows how much a customer has spent with you in the period selected. You can easily adjust the period from 1 week to 12 months.



The statistics box only shows the Top 6. If you want to see all customers ranked by how much they spent with you over the period, click 'Full Report' to see all customers. You can also click on a customer's name and open their Customer Card to see all of their past reservations.

Top New Companies		Top New Individuals	
Company	Revenue	Person	Revenue
You Can Teach	1,470	Adamson, John	2,829
JoTAB Pty Ltd	889	Stevens, Kylie	2,318
Merington	876	Krieger, Kevin	2,194
Atherton League	735	Smith, Mary	1,998
Group ABC	655	Andersen, Peter	1,782
Alsion Pty Ltd	258	Jones, Keith	1,533
Last 12 Months ▼		Last 12 Months ▼	
Full Report		Full Report	

The 'Top New Companies' and 'Top New Individuals' only shows customers that became customers in the period selected. Again, you can see all new customers for the period by clicking 'Full Report'.

Top No Bookings		Top No Bookings	
Company	Revenue	Person	Revenue
Meredith Lines	35,261	Jones, Amanda	9,376
Tolly Pty Ltd	26,931	Smity, Tina	7,696
Mereton Brothers	8,307	Evers, David	7,517
The Project	8,010	Brennan, Sandra	7,135
Banders Inc	6,443	Black, Eric	4,005
Merington	5,861	Cooper, John	3,766
Last 3 Months ▼		Last 3 Months ▼	
Full Report		Full Report	

The 'Top No Bookings' shows a list of customers you have potentially lost. These statistics show how much a customer spent in the last 12 months but have not had a booking in the period selected. In the example above, "Tolly Pty Ltd" spent \$26,931 over the last 12 months but nothing in the last 3 months. This very useful statistic can alert you to customers who have not stayed at your property and may be lost business.

TIP: Once a month, click on the customer's name to get their phone number and make a call. Maybe there is a new person booking accommodation and they don't know about you.

ACCOUNTS TAB

Accounts
GoldMark Inn

Debtors

Description	Total	Current	Exp	Exp	Exp
Comptech	1,110.00	900.00	900.00	0.00	0.00
Computer Software	1,110.00	1,100.00	0.00	0.00	0.00
IT Tools	1,110.00	1,110.00	0.00	0.00	0.00
Revenue Lines	900.00	900.00	0.00	0.00	0.00
Printing & Sales	1,110.00	0.00	0.00	0.00	1,110.00
Discounts	100.00	100.00	0.00	0.00	0.00
Gift Imaging	100.00	0.00	100.00	0.00	0.00
Full Report - Total	6,880.00	4,900.00	1,800.00	0.00	1,180.00

Non-Residential Accounts

Description	Current	Balance
Subway Conference	0.00	1,400.00
City Disability Services Staff Meeting	City Disability Services	200.00
Restaurant	1,400.00	0.00
Full Report - Total	1,400.00	1,400.00

Gift Card

Current	Expired	Credit
0	0	100.00

Daily Summary
Monday, August 13, 2013

Revenue	Exp	GST
Internet	10.00	0.00
Convention	10.00	0.00
Credit Card S.	0.00	0.00
Invoice	10.00	0.00
Receipts	10.00	0.00
Revenue	10.00	0.00
Total	10.00	0.00

Payment Summary
Monday, August 13, 2013

Payments	Exp
Internet Expense	10.00
City	10.00
City	10.00
Invoice Card	10.00
Receipts	10.00
Revenue	10.00
Total	10.00

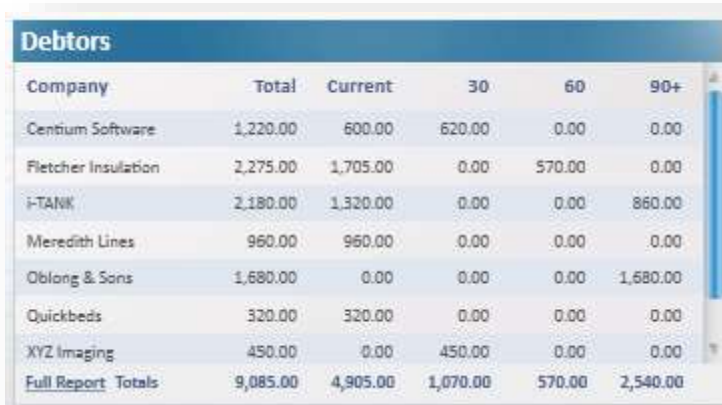
Introduction to the Accounts Tab

The Accounts tab is the place to get financial information and manage your Debtors and Non-Residential Accounts.

On the Accounts tab, there are four sections: the Accounts File, Debtors Summary, Non-Residential Accounts Summary and the Daily Revenue and Payment Summary.

If you have **GuestPoint®** Premium you will have another section, Gift Card Summary, if you have enabled Gift Cards.

Debtors Summary



Debtors					
Company	Total	Current	30	60	90+
Centium Software	1,220.00	600.00	620.00	0.00	0.00
Fletcher Insulation	2,275.00	1,705.00	0.00	570.00	0.00
i-TANK	2,180.00	1,320.00	0.00	0.00	860.00
Meredith Lines	960.00	960.00	0.00	0.00	0.00
Oblong & Sons	1,680.00	0.00	0.00	0.00	1,680.00
Quickbeds	320.00	320.00	0.00	0.00	0.00
XYZ Imaging	450.00	0.00	450.00	0.00	0.00
Full Report Totals	9,085.00	4,905.00	1,070.00	570.00	2,540.00

The Debtors Summary table shows you a complete list of all debtors who owe you money. The total is shown as well as the amounts - 30, 60 and 90+ days old. You can click on 'Full Report' to print a full Aged Debtors Report. You can also click on a Debtor's name to access their Debtor record, where you can view current and past transactions, make payments and write off bad debts. This is covered more fully in the Debtors Card section.

Non-Residential Accounts Summary



Non-Residential Accounts			New
Description	Contact	Balance	
Actuary Conference	CPS Australia	1,832.66	
Conference and Dinner	Fletcher Insulation	770.00	
Cotty Disability Services Staff Briefing	Cotty Disability Service	280.00	
Full Report Total		3,257.66	

Non-Residential Accounts are the way **GuestPoint®** lets you enter charges and payments for customers not staying at your property. This is typically used for functions, weddings, cash sales, restaurant charges for non-guests etc...

From the Non-Residential Account summary, you can click on an account to open it, click 'Full Report' for a print out of all your Non-Residential Accounts and click 'New' to create a new Non-Residential Account.

Non-Residential Account Card

Non-Res Account **Debtors**

Non-Residential Account Account Number: 382E647BD3

Description:

Title: Clear Edit

Company: Clear Edit

#	Date	Time	Charge / Payment	Qty	Child	Description	Print Date	Amount	
1	Wed, Dec 02	4:08 PM	Bar			Bar	2/12/2015 15	\$38.00	REV T/PER
2	Wed, Dec 02	4:12 PM	Restaurant			Restaurant	2/12/2015 15	\$185.00	REV T/PER
3	Wed, Dec 02	4:12 PM	Bar			Bar	2/12/2015 15	\$40.00	REV T/PER

Account Balance: \$263.00 Summarize

New Entry: ☒ Standard Entry ☐ Extra Entry

Charge: Description: Print Date: Amount:

Clear Add

Make Payment Send To Debtor Account Transfer Charges

Email Print Close Account Email Log Cancel Save

When you create or edit a Non-Residential Account, you will see the Non-Residential Account Card. This works just like a Room Account, except you nominate who the account is for at the top of the card. You can add items to the account, make payments, print and email the account and send to Debtors (if the customer is a company and 'Allow Debtor Invoices' has been ticked in the Company Card).

When you bring the account back to a zero balance, you can click 'Close Account'. This will remove it from the Non-Residential Accounts summary. You can also view a log of emails sent for this account.

For more information about adding charges and payments, see Room Accounts.

Gift Card Management

Gift Cards are highly popular and their management is easy with **GuestPoint®** Premium. If you sell gift cards, your guests can also easily redeem them on your **WebPoint®** booking page.

Once you have enabled Gift Card Management you'll see your Gift Card accounts on the Accounts tab.



You'll first need to create a revenue account for your gift card deposits and also one for expired gift cards. Revenue Accounts are created in the Setup book within the Management tab.

Transaction Accounts

Shift Locations

Revenue Accounts

Name	Type	Accounting Code	GST Code	Interface Code	Tax Rate %	
Bar	Other				10.00 %	
Breakfast	Meal				10.00 %	
Cancellation Fee	Room Charge				10.00 %	
Charge Back	Meal				10.00 %	
Extra Cleaning	Other				10.00 %	
Fax/Copy	Other				10.00 %	
Flight	Other				0.00 %	
Internet	Other				10.00 %	
Laundry	Other				10.00 %	
Lunch	Meal				10.00 %	
Mini Bar	Other				10.00 %	
Newspaper	Other				10.00 %	
Restaurant	Meal				10.00 %	
Room Charge	Room Charge				10.00 %	
Gift Card	Other				10.00 %	
Gift Card Expired	Other				10.00 %	

Next scroll down to the Gift Cards section and select 'Enable Gift Cards'. If you'd like your guests to be able to redeem their gift card online select 'Gift Cards can be used online'.

You can change the description of your Gift Card Deposit Account and then select the Gift Card Expired Charge.

Lastly specify the default validity period in days, this can be changed for individual gift cards.

Gift Cards	
<input checked="" type="checkbox"/> Enable Gift Cards	
<input checked="" type="checkbox"/> Gift Cards can be used online	
Gift Card Deposit Account	Gift Card
Gift Card Expired Charge	Gift Card Expired
Gift Card default validity period	365 days

Gift Cards			
	Current	Expired	Credit
View Gift Cards Summary	9	0	1,500.00
Full Report			

From the Gift Cards Summary, you can click on View Gift Card Summary to open it and see a summary of your current Gift Cards, click 'Full Report' for a print out of all your Gift Card Accounts and click 'New' to create a new Gift Card Account.

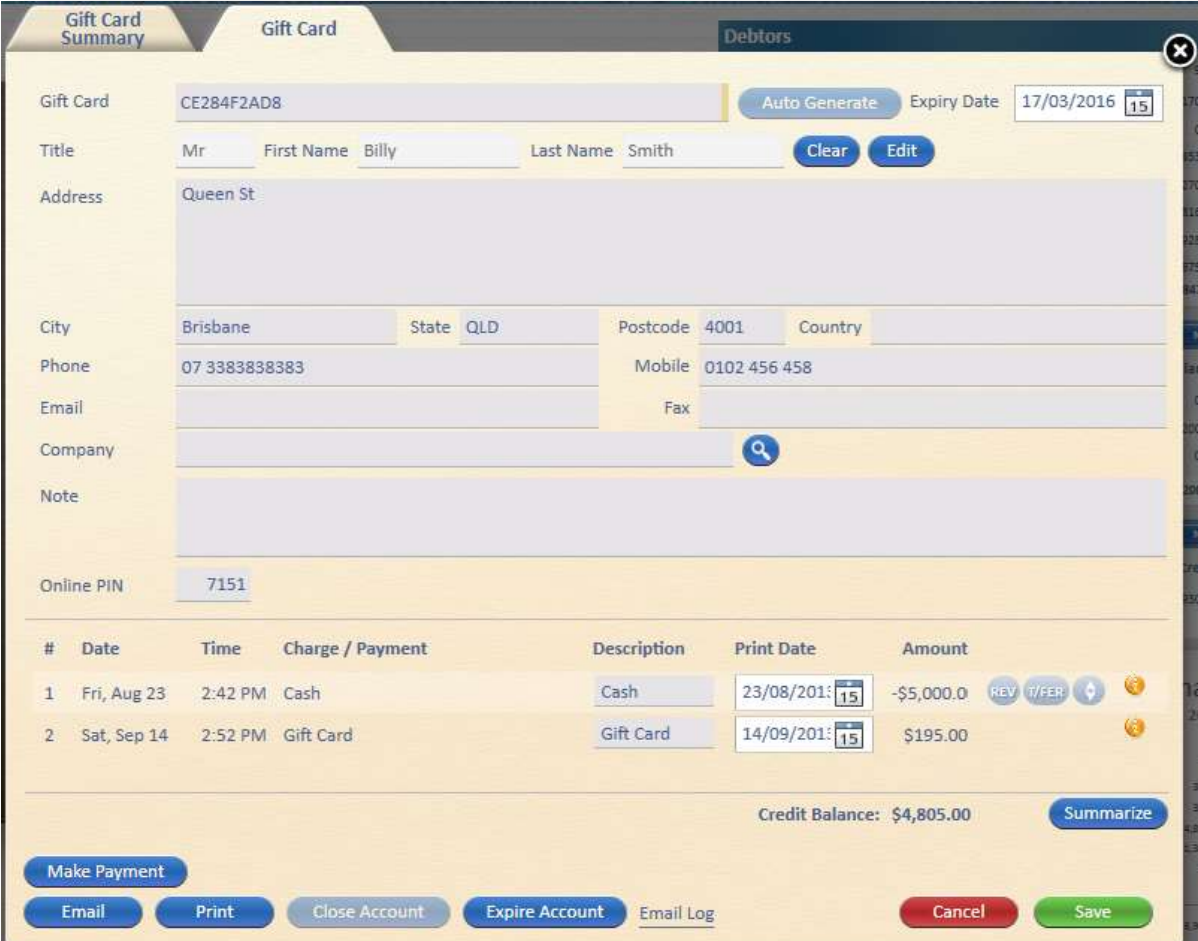
Gift Cards Summary			
Contact	Gift Cards	Expiry Date	Credit
Alison Giles	F7898ED308	10/09/2014	100.00
Cameron Jones	A2E177009F	10/09/2014	75.00
Emma Watson	DCECBA8310	10/09/2014	125.00
Jonathon Maxwell	2AAC52E8B8	1/07/2014	150.00
Kate Smith	2FE954CD40	10/09/2014	150.00
Mark Lydell	97B2B25E9F	14/08/2014	200.00
Matt Spencer	49E1A7058E	2/10/2013	350.00
Sam Williams	4134D1C65A	27/09/2013	200.00
Sandra Foxton	A6C4E3BA77	10/09/2014	150.00
Total Credit Balance:			\$1,500.00

You can click on a Gift Card to see all of the details of the Gift Card account.

TIP: You can click on Advanced Options to easily search for closed accounts, open accounts or those with a credit balance, as well as creation and expiration date ranges.

When you create a Gift Card account you will see the Gift Card Account Card and you can assign a Gift Card number to the account or click 'Auto Generate' and **GuestPoint®** will generate a unique gift

card number. **GuestPoint®** will also set the expiry date based on the default you set as your Gift Card Default Validity Period, you can change this manually for individual gift cards by changing the Expiry Date.



Gift Card Summary | **Gift Card** | Debtors

Gift Card: CE284F2AD8 Auto Generate Expiry Date: 17/03/2016 15

Title: Mr First Name: Billy Last Name: Smith Clear Edit

Address: Queen St

City: Brisbane State: QLD Postcode: 4001 Country:

Phone: 07 338383833 Mobile: 0102 456 458

Email: Fax:

Company:

Note:

Online PIN: 7151

#	Date	Time	Charge / Payment	Description	Print Date	Amount	
1	Fri, Aug 23	2:42 PM	Cash	Cash	23/08/201: 15	-\$5,000.0	REV T/FER
2	Sat, Sep 14	2:52 PM	Gift Card	Gift Card	14/09/201: 15	\$195.00	

Credit Balance: \$4,805.00 Summarize

Make Payment Email Print Close Account Expire Account Email Log Cancel Save

An Online PIN is also generated and this PIN will allow your guests to redeem their Gift Card on your **WebPoint®** booking page.

To record the payment click 'Make Payment' and record the payment details. The transaction information is then visible in the account.

To print your Gift Card receipt, simply click 'Print', or 'Email' to email a copy. You can also view a log of emails sent for this Gift Card.

GoldMark Inn
You are always welcome

Gift Card For:

Sam Williams
60 Brandl Street
Eight Mile Plains QLD 4113
Australia

GoldMark Inn
Dugandan Road
Dugandan QLD 4310
Phone: 1300 555 555
Fax: 07 9999 6666
Website: www.goldmarkinn.com
Email: kerri.luxton@gmail.com
ABN 40518976211

Gift Card
C18B492B29
Expiry Date: Fri, Sep 27, 2013
Online Pin: 6722

Date	Description	Amount
Sat, Sep 14 2013	Visa	-\$200.00
		Credit Balance \$200.00

Thank you for choosing GoldMark Inn!
Your Gift Card can be redeemed online by entering the Gift Card number and Online PIN.

TIP: You can add a footer for your Gift Card from within the Setup book on the Management tab.

Gift Cards are redeemed by selecting Gift Card as the payment type within a reservation or redeemed online using the PIN. For more information about making payments, see Room Account Payments.

TIP: From the Daily Tasks clipboard you can see the Gift Cards that are due to expire, and you can edit the card by clicking on the Gift Card number. See Daily Tasks for more information.

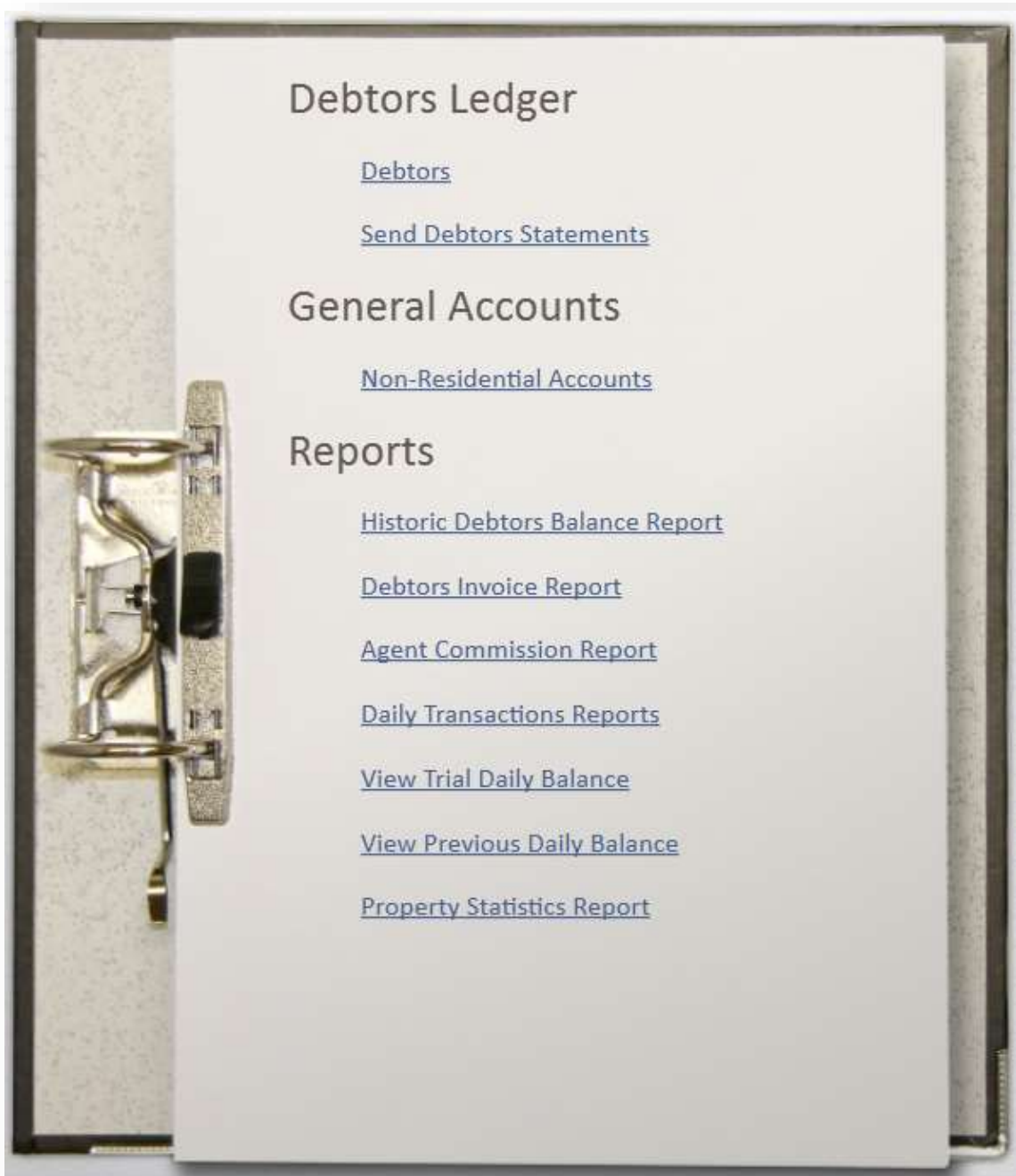
Daily Summary and Payment Summary

Daily Summary			Payment Summary	
Monday, August 19, 2013			Monday, August 19, 2013	
Revenue	Amt	GST	Payments	Amt
Breakfast	77.50	7.05	American Express	173.04
Cancellation...	50.00	4.55	Cash	153.00
Conference...	400.00	36.36	Direct Deposit	1,000.00
Conference F...	670.00	60.91	EFTPOS	455.00
Conference...	450.00	40.91	MasterCard	785.00
Credit Card S...	5.04	0.46	NMI Payment	450.00
Total	7,871.04	715.56	Total	3,971.04

The information listed in this area is a running total since the last Roll Over. This provides useful information breaking down each revenue account and payment type.

TIP: A quick way to see if breakfast charges have been posted is to check the Daily Summary.

Accounts Folder



The Accounts Folder gives you access to accounting related information.

Debtors

Debtors

*Smart Search (Company, Invoice Number, Key Contact, Guest, ...)*

Company	Contact	Balance
Astro Pty Ltd	Cathy Taylor	915.00

From the Debtors search screen, you can use Smart Search to find a debtor and then click on their name to access the account.

Debtors Card

Details	
Business Name	Astro Pty Ltd
Company Number	45 695 658
Company Number2	
Key Contact Details	
Title	Ms
First Name	Cathy
Middle Name	
Last Name	Taylor
Home Phone	
Work Phone	07 3341 8320
Mobile	0102 456 588
Fax	
Email	m.ihalainen@centiumsoftware.com
<input checked="" type="checkbox"/> Do Not Email	
Postal Address	PO Box 299
City	New Farm
State	Qld

VIP Status	
Invoices for the last 13 months	
1/01/2015	
1/02/2015	
1/03/2015	
1/04/2015	
1/05/2015	
1/06/2015	
1/07/2015	
1/08/2015	
1/09/2015	
1/10/2015	
1/11/2015	
1/12/2015	
1/01/2016	

Outstanding Balance	
Current:	375.00
30 Days:	540.00
60 Days:	0.00
90 Days:	0.00

From the Debtors Card you can edit contact details, send a statement and view current and past transactions. To send a statement, click 'Send Statement' and you will see the Send Debtors Statements screen. You can also view a log of emails sent for this debtor.

Send Debtors Statements

Step 1 Select Activity

Start Date: 1/05/2014 15 End Date: 31/05/2014 15

☐ Include Debtors with zero Closing Balance

Step 2 Select Debtors

<input checked="" type="checkbox"/>	Company	Account Balance	Method
<input checked="" type="checkbox"/>	Oblong & Sons	1,030.00	<input checked="" type="radio"/> Email <input type="radio"/> Print

Step 3 Format Cover Email

From Name: GoldMark Inn From Email: info@goldmarkinn.com

To: 1 Companies Send At Time: Now (Please Stay Logged In)

CC: BCC:

Subject: Statement from GoldMark Inn Template: Statement

Message: Please find attached your monthly statement.

Kind regards,
Jill & Jack

Step 4 Send Statements (Emails & Print-out)

Edit Header Cancel Start

By default, this screen will only pick up activity for the last calendar month. You can adjust the dates in Step 1 if you want a different date range. Also, if the balance is zero, a statement will not be generated unless you tick 'Include Debtors with a zero Closing Balance'.

In Step 2, you can select to send the statement by email or to your printer. Once you are ready, click 'Start'.

TIP: You can alter some the information contained on your statement by clicking 'Edit Header'. This is great if you want to put a message on all your statements like "Our Accounts Department will be closed from December 20 to January 5" or "Happy holidays".

Current and Past Transactions

Debtor		Current Transactions	Past Transactions	
Date	Guest	Invoice #	Balance Due	
19/08/2013	Harris, Andrew	93	600.00	
25/07/2013	Designers for Good	69	440.00	REV
13/07/2013	Athletics Australia	41	620.00	REV
21/05/2012	MacKenzie, Jill	31	120.00	REV
21/05/2012	Giles, Alison	30	120.00	REV
16/05/2012	Toms, Soraya	29	240.00	REV
15/05/2012	Smith, Tim	23	120.00	REV
25/04/2012	Heymann, Richard	20	140.00	REV
11/04/2012	Greening Australia Conference	16	720.00	REV
30/03/2012	Smith, Tim	10	120.00	REV
			Totals:	\$3,240.00

The Current Transactions tab lists all unpaid invoices. You can click on the Invoice Number to see the details of an invoice. When the debtor makes a payment, click 'Make Payment' button.

Make Payment

<input type="checkbox"/>	Date	Guest	Invoice #	PO/Ref	Balance Due	Payment
<input checked="" type="checkbox"/>	12/01/2016	Evans, Timothy	9	ACC-987654	375.00	375.00
<input type="checkbox"/>	2/12/2015	Jones, Lyndall	3	789456	540.00	

Totals: \$915.00

Payment Type

Direct Deposit

Direct Deposit

Print Date

13/01/2016

15

SubTotal 1

375.00

- Discount

0.00

Discount

Payable

375.00

Save Payment

Cancel

You can now select the invoices the debtor has paid. By default, **GuestPoint®** will assume the debtor pays the full invoice amount. If they part pay an invoice, adjust the Payment field next to the invoice.

Once you have selected the invoice(s), select the payment type and change the payment type description and print date if required. If any discount is to be applied, you can enter the amount, and if the debtor is paying by credit card and you have set up a surcharge, this will be added. Once you are happy with the payment, click 'Save Payment'. If the invoice was paid in full it will be removed from the Current Transactions screen and be moved to the Past Transactions screen.

TIP: If the Debtor is paying all outstanding invoices in one payment, tick the box at the top of the selection column to select all invoices.

TIP: If you have created a credit invoice (negative balance), you will need to offset this against the original invoice. To do this, simply create a cash payment for zero dollars and tick both the original invoice and credit amount. This will apply the credit towards the invoice and both the credit and the invoice will be removed from the Current Transactions screen.

Write Off

	Date	Invoice #	Guest	Balance Due
<input checked="" type="checkbox"/>	19/08/2013	86	Crawshaw, Karen	320.00

Totals: \$320.00

Reason for Write Off:

If you need to Write Off a bad debt, click 'Write Off' and select the invoices to Write Off. You should also enter a reason for the write off. When finished, click 'Save Write Off' and the invoices will be removed from the Current Transactions screen.

Transfer

	Date	Invoice #	Guest	Balance Due
<input checked="" type="checkbox"/>	19/08/2013	<u>91</u>	Long, Penny	360.00
<input checked="" type="checkbox"/>	19/08/2013	<u>92</u>	Sutton, Chris	600.00

Totals: \$960.00

Transfer to Debtor's Account

If an unpaid invoice was entered against the wrong debtor, you can click 'Transfer', select the invoice(s) to be transferred and select the correct Debtor Account, then click 'Save Transfer'. These invoices will be removed from the Current Transactions screen and appear in the correct Debtor's file.

Invoices to Email

Step 1 Select Invoices to Send

<input checked="" type="checkbox"/>	Date	Invoice #	Guest	Balance Due
<input checked="" type="checkbox"/>	30/03/2012	<u>10</u>	Smith, Tim	120.00
<input checked="" type="checkbox"/>	11/04/2012	<u>16</u>	Greening Australia Conference	720.00
<input checked="" type="checkbox"/>	25/04/2012	<u>20</u>	Heymann, Richard	140.00
<input checked="" type="checkbox"/>	15/05/2012	<u>23</u>	Smith, Tim	120.00
<input checked="" type="checkbox"/>	21/05/2012	<u>30</u>	Giles, Alison	120.00
<input checked="" type="checkbox"/>	16/05/2012	<u>29</u>	Toms, Soraya	240.00
<input checked="" type="checkbox"/>	21/05/2012	<u>31</u>	MacKenzie, Jill	120.00
<input checked="" type="checkbox"/>	13/07/2013	<u>41</u>	Athletics Australia	620.00
<input checked="" type="checkbox"/>	25/07/2013	<u>69</u>	Designers for Good	440.00
<input checked="" type="checkbox"/>	19/08/2013	<u>93</u>	Harris, Andrew	600.00

Step 2 Send Invoices (Emails & Print-out)

[Edit Header](#) [Continue](#) [Cancel](#)

You can easily email invoices from the Current Transactions and Past Transactions tabs. Just click 'Email Invoices' and select the invoice(s) to email. Click 'Continue' to open the Email Services, where you can change the receipting details and personalise the message. The invoices will be attached as PDF documents.

Email Services

From Name: GoldMark Inn

From Email: info@goldmarkinn.com

To: m.ihalainen@centiumsoftware.com

Send At Time: Now (Please Stay Logged In)

CC:

BCC:

Subject: Accommodation Invoice from GoldMark Inn

Attached: [Browse](#) Invoice 16.pdf

Template: Invoice

Preview Email

Message:

Thank you for staying at GoldMark Inn. Please find attached your invoice for your recent stay.

Prompt payment would be appreciated.

Kind regards,
Jill & Jack

GoldMark Inn

Start Sending

If you want a print out of all the current or past transactions, click 'Print List'.

Past Transactions

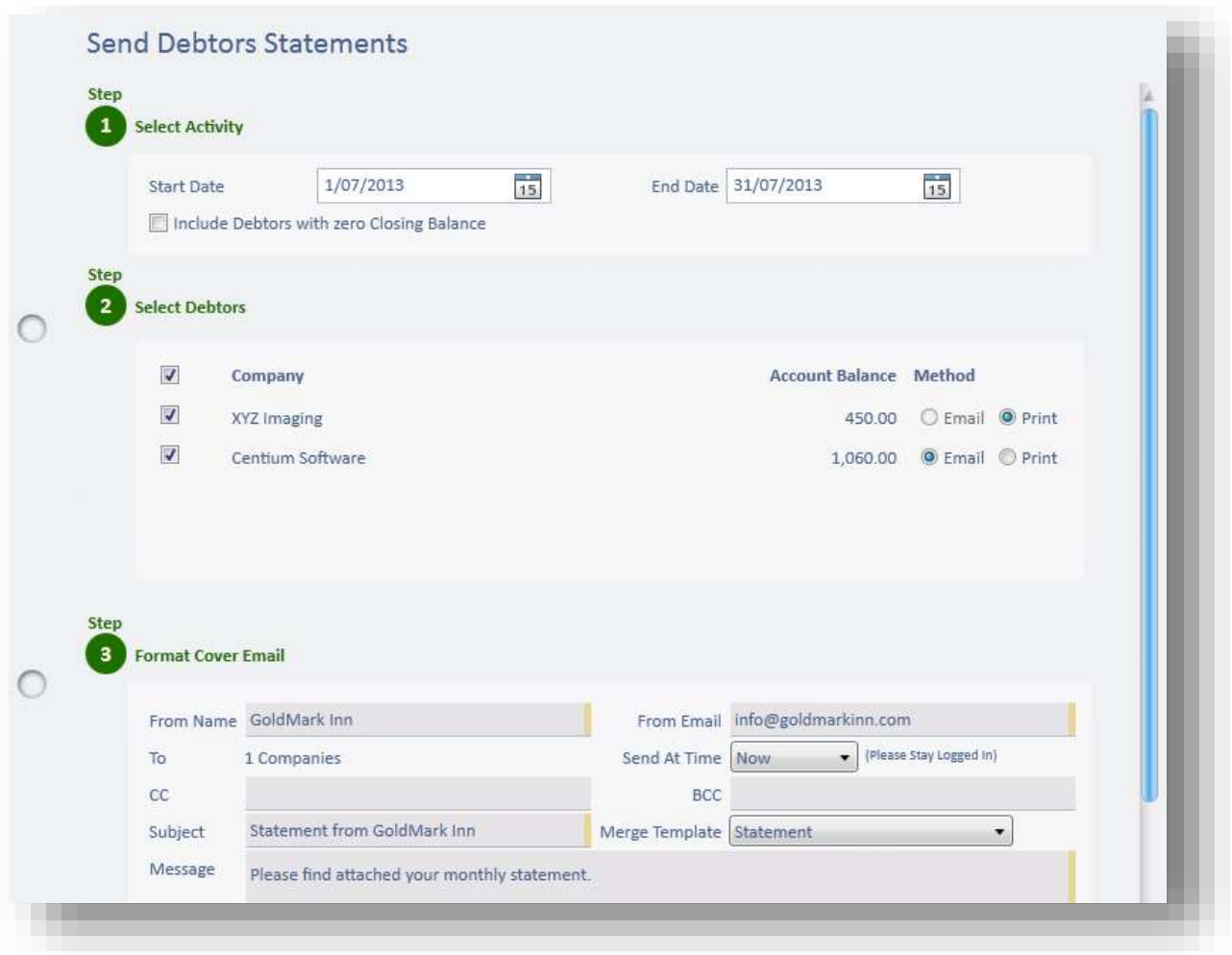
Filter: Date 90 Days

Show: ☒ Invoices ☒ Payments ☒ Write Offs / Reversals

Date	Guest	Reference #	Invoice Amount	Payment
9/08/2013				640.00
6/07/2013				165.00
3/07/2013	Ihalainen, Marita	67	400.00	

The Past Transactions tab allows you to see payments, write-offs and invoices that have been fully paid. You can use the filter at the top of the Past Transactions tab to change how many past transactions are visible.

Send Debtors Statements



Send Debtors Statements

Step 1 Select Activity

Start Date: 1/07/2013 15 End Date: 31/07/2013 15

☐ Include Debtors with zero Closing Balance

Step 2 Select Debtors

<input checked="" type="checkbox"/>	Company	Account Balance	Method	
<input checked="" type="checkbox"/>	XYZ Imaging	450.00	<input type="radio"/> Email	<input checked="" type="radio"/> Print
<input checked="" type="checkbox"/>	Centium Software	1,060.00	<input checked="" type="radio"/> Email	<input type="radio"/> Print

Step 3 Format Cover Email

From Name: GoldMark Inn From Email: info@goldmarkinn.com

To: 1 Companies Send At Time: Now (Please Stay Logged In)

CC: BCC:

Subject: Statement from GoldMark Inn Merge Template: Statement

Message: Please find attached your monthly statement.

To send your monthly statements to debtors, click 'Send Debtors Statements'. Just like the 'Send Statement' button on the Debtors Card, this screen will default to debtors with activity in the last calendar month and only those who still owe you money. You can easily alter this in Step 1.

In Step 2, you can select which debtors you want to send statements to and by what method you want them sent. Note: You can only select the email option if the debtor has an email address.

If you are emailing statements, you can adjust the email in Step 3.

Once you are ready, click 'Start'. **GuestPoint®** will create the email and printed statements for you.

Non-Residential Accounts

Non-Residential Accounts

Smart Search (Account Name, Customer, ...)

conf Search

Add New Account Hide Options

Transaction Date: Select a date 15 to Select a date 15

Transaction Description:

Transaction Type:

Transaction Amount: to

Account Type:

Apply

Date	Account Name	Company	Contact	Balance
16/08/2013	Actuary Conference	CPS Australia		1,832.66
19/08/2013	Conference and Dinner	Fletcher Insulation		1,770.00

Just like on the Accounts Tab, you can access Non-Residential Accounts from the Accounts folder. The only difference in accessing these accounts here is that you can search for a specific account, including closed accounts. To view or add charges to the account, just click on the Account Name.

Historic Debtors Balance Report

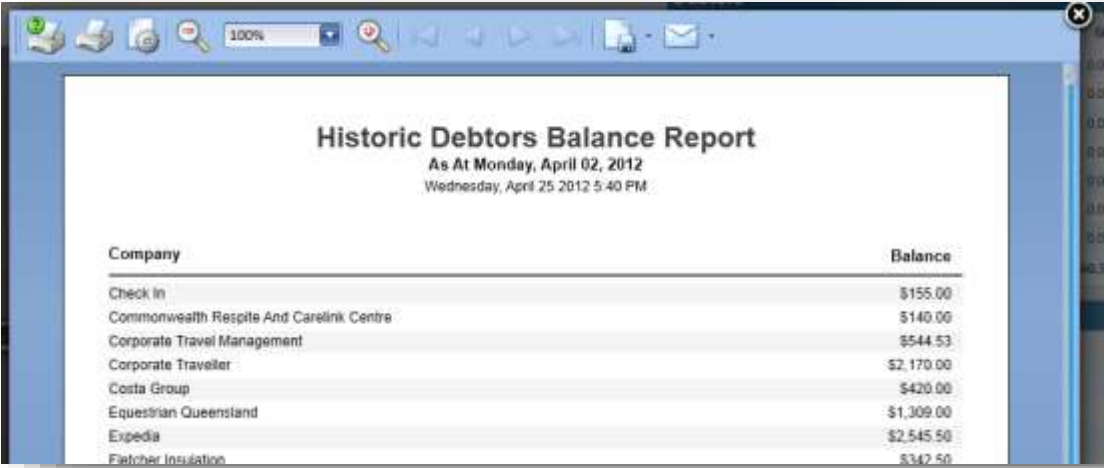
Reports

[Historic Debtors Balance Report](#)

View Historic Debtors Balance

As at: 15

The 'Historic Debtors Balance Report' on the Reports list in the Accounts Folder lets you produce a report showing each debtor's balance as at a specific date. Just select the date and click 'View Historic Debtors'.



Company	Balance
Check In	\$155.00
Commonwealth Respite And Carelink Centre	\$140.00
Corporate Travel Management	\$544.53
Corporate Traveller	\$2,170.00
Costa Group	\$420.00
Equestrian Queensland	\$1,309.00
Expedia	\$2,545.50
Fletcher Insulation	\$342.50

Debtors Invoice Report



Debtors Invoice Report

[View Debtors Invoices](#)

☐ Group By Company ☐ Only Show Outstanding

Start Date: Select a date 15 End Date: Select a date 15

The 'Debtors Invoice Report' shows invoices for a Debtor raised between the Start and End Dates selected. You can optionally have **GuestPoint®** group all invoices for the same company together and also only show invoices that are still outstanding (i.e. not fully paid). Just select the dates and options, and then click 'View Debtors Invoices'.

Date	Invoice #	Company	Guest	Printed On	Amount	Owing
18/01/2012	816	Ausmart Pty Ltd		18/01/2012	-\$14.50	\$0.00
20/01/2012	818	Australand	Simmons, John	20/01/2012	\$824.00	\$0.00
20/01/2012	820	Australand		20/01/2012	\$7.16	\$0.00
20/01/2012	819	Australand		20/01/2012	\$12.36	\$0.00
25/01/2012	826	Australand	Simmons, John	25/01/2012	\$430.50	\$0.00
25/01/2012	827	Australand	Windred, Gary	25/01/2012	\$455.00	\$0.00
25/01/2012	828	Australand		25/01/2012	\$13.28	\$0.00
27/01/2012	832	Australand		27/01/2012	\$24.05	\$0.00
29/01/2012	835	Australian International Traders Pty Ltd		29/01/2012	\$9.30	\$0.00
25/01/2012	823	B & R Enclosures	Cox, Brett	27/01/2012	\$373.50	\$0.00
25/01/2012	825	B & R Enclosures	Seaton, Matthew	27/01/2012	\$107.00	\$0.00

Agent Commission Report

Agent Commission Report

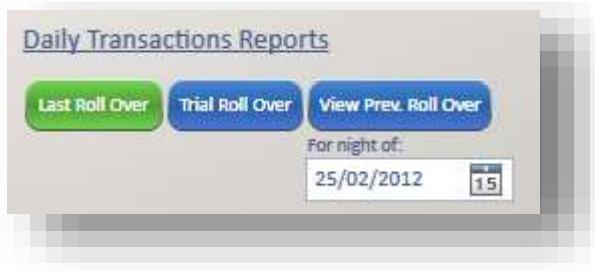
[View Agent Commission Report](#)

Start Date: 1/08/2013 End Date: 27/08/2013

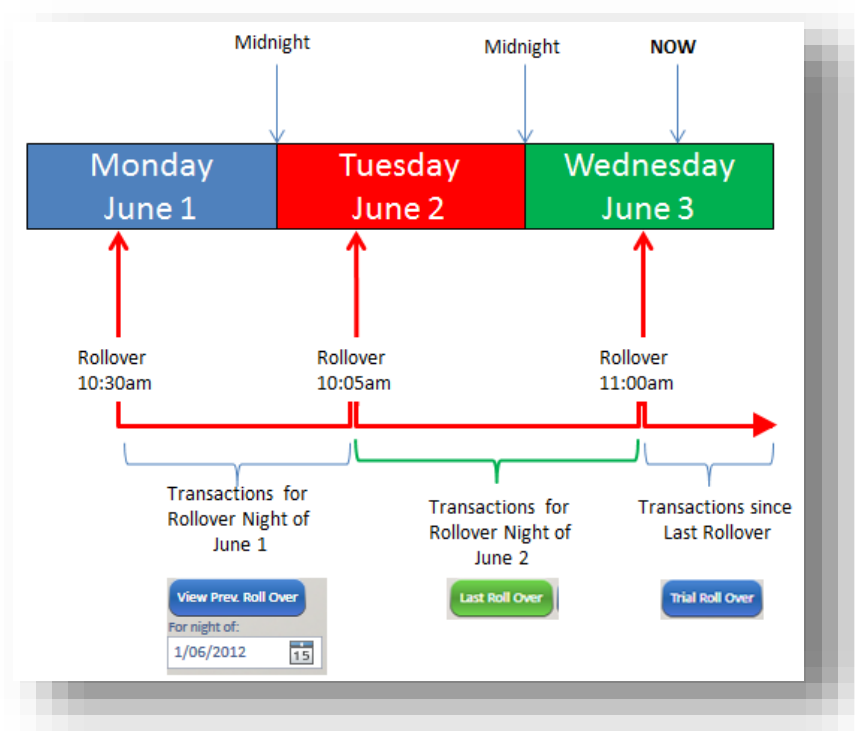
The Agent Commission Report shows the total paid and the commission paid, in the date range specified for each Agent.

Agent	Total Paid	Commission
Wotif.com Pty Ltd	\$1,557.00	\$173.00
Quickbeds	\$216.00	\$24.00
Need It Now	\$127.50	\$22.50
Total:	\$1,900.50	\$219.50

Daily Transactions Report



The Daily Transactions Report lists all transactions (room charges, payments, write offs etc...) that have occurred up to a Roll Over.



In **GuestPoint®**, a “day” is the period of time between Roll Overs. If the date is June 3 at 1pm, **GuestPoint®** will refer to the ‘Last Roll Over’ as all transactions (as shown in the above example), between 10:05am on June 2 and 11:00am on June 3. **GuestPoint®** will refer to this Roll Over as the “Roll Over for the night of June 2”. Accommodation is an unusual business in that we want all the revenue from today to be grouped together but this might include breakfast charges that we will enter tomorrow morning. That’s why **GuestPoint®**’s new day starts when you do a Roll Over, so it can keep track for you of all transactions that belong together, regardless of the calendar date.

Don’t be confused by this. Once you have used **GuestPoint®** for a week or more, it will be second nature.



Daily Transactions Report
Tuesday, August 27, 2013 3:00 PM

Revenue

Rooms Charge

Entered	Guest	Room #	Account	Operator	Description	Qty	Ch Qty	Print Date	Ex Amount	Tax	Inc Amount
18/08/2013 1:12 PM	Long, Penny	3	Long, Penny	Marta Italerne	Queen Suite	1.00		18/08/2013	\$199.00	\$18.81	\$120.00
18/08/2013 1:12 PM	Long, Penny	3	Long, Penny	Marta Italerne	Extra Persons	1.00		18/08/2013	\$15.18	\$1.62	\$20.00
18/08/2013 1:12 PM	Sutton, Chris	8		Marta Italerne	Group Bookings - Family Suite	1.00		18/08/2013	\$136.36	\$13.64	\$150.00
18/08/2013 1:12 PM	Poland, Matt	5		Marta Italerne	Group Bookings - Family Suite	1.00		18/08/2013	\$136.36	\$13.64	\$150.00
18/08/2013 2:08 PM	Smith, Tim	11	Smith, Tim	Marta Italerne	Queen Suite	1.00		18/08/2013	\$199.00	\$18.81	\$120.00
18/08/2013 1:12 PM	Sutton, Chris	1	Sutton, Chris	Marta Italerne	Family Suite	1.00		18/08/2013	\$151.52	\$15.15	\$200.00
18/08/2013 1:12 PM	Harris, Andrew	4	Harris, Andrew	Marta Italerne	King Suite	1.00		18/08/2013	\$130.36	\$13.64	\$150.00
Sub Total:									\$827.26	\$82.74	\$810.00
Revenue Total:									\$827.26	\$82.74	\$810.00

Payments

Visa

Entered	Guest	Room #	Account	Operator	Description	Qty	Ch Qty	Print Date	Ex Amount	Tax	Inc Amount
18/08/2013 2:08 PM	Smith, Tim	11	Smith, Tim	Marta Italerne	Visa			18/08/2013	-\$120.00	\$0.00	-\$120.00

To run your Daily Transactions report, you can:

1. Click 'Last Roll Over' and you will get all transactions included in the last Roll Over
2. Click 'Trial Roll Over' and you will get all transactions entered since the last Roll Over
3. Select a date 'For night of:' and click 'View Previous Roll Over' and you will get all transactions included in that Roll Over

View Trial Daily Balance

[View Trial Daily Balance](#)

At any time, you can produce a Trial Daily Balance. This will include all transactions to be included in your next Roll Over. This will show all room charges, payments and how much has been invoiced.



	Amount (ex Tax)	Tax	Total
Revenue			
Breakfast	\$70.45	\$7.05	\$77.50
Cancellation Fee	\$181.81	\$18.19	\$200.00
Conference Drink	\$363.64	\$36.36	\$400.00
Conference Food	\$609.09	\$60.91	\$670.00
Conference Room	\$409.09	\$40.91	\$450.00
Credit Card Surcharge	\$96.20	\$9.62	\$105.82
Internet	\$27.27	\$2.73	\$30.00
Newspaper	\$11.36	\$1.14	\$12.50
Restaurant	\$378.19	\$37.81	\$416.00
Room Charge	\$7,486.40	\$748.60	\$8,235.00
Sundry	\$227.27	\$22.73	\$250.00
Net Revenue	\$9,860.77	\$986.05	\$10,846.82
Revenue after Sales Expenses	\$9,860.77	\$986.05	\$10,846.82
Payments			
American Express			\$3,513.32
Cash			\$178.00
Direct Deposit			\$0.00

View Previous Daily Balance



At any time you can view the Daily Balance for any previous date. Just select the 'For night of:' date and click 'View Previous Daily Balance'.

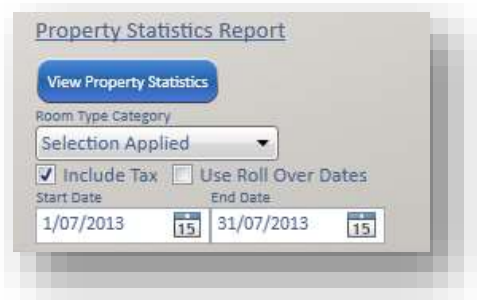
Daily Balance
for night of Oct 23, 2011
Balanced at Monday, October 24 2011 8:39 AM by Fiona Molum

	Amount (ex Tax)	Tax	Total
Revenue			
Room Charge	\$1,699.98	\$170.02	\$1,870.00
Mini Bar	\$4.55	\$0.45	\$5.00
Telephone	\$3.65	\$0.35	\$4.00
Beverage	\$8.18	\$0.82	\$9.00
Breakfast	\$21.36	\$2.14	\$23.50
Sub Total	\$1,737.72	\$173.78	\$1,911.50
Net Revenue	\$1,737.72	\$173.78	\$1,911.50
Payments			
Cash			\$145.00
Visa			\$145.00
Total			\$290.00
Summary			
	Room & Non Res Account	Room Deposits	Debtor
Opening Balance from Yesterday	\$7,173.95	-\$023.10	\$35,289.53
Revenue	\$1,911.50	\$0.00	\$0.00
Payments/(Banking)	-\$290.00	\$0.00	\$0.00

Page: 1 / 1

Zoom: 100%

Property Statistics



The screenshot shows a web-based form titled "Property Statistics Report". At the top is a blue button labeled "View Property Statistics". Below this is a "Room Type Category" section with a dropdown menu currently showing "Selection Applied". Underneath the dropdown are two checkboxes: "Include Tax" (which is checked) and "Use Roll Over Dates" (which is unchecked). At the bottom of the form are two date selection fields. The "Start Date" field shows "1/07/2013" and the "End Date" field shows "31/07/2013". Both date fields have a small calendar icon to their right.

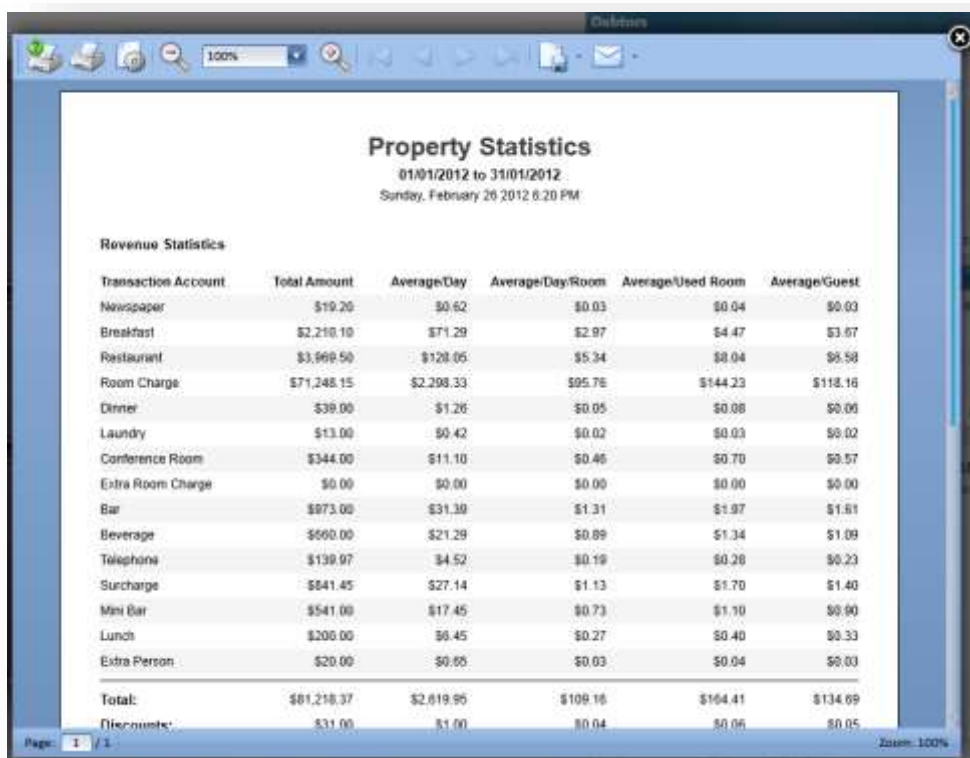
The Property Statistics Report produces valuable information about your property for a given date range. The report includes revenue and occupancy statistics.

Before you produce the report, you can select whether you want tax included in the report and the date range you want to use. You can also indicate whether you want the revenue in the report based on the date the transaction was entered or the date of the Roll Over it was included in. We recommend that you tick the 'Use Roll Over Dates' option.

If you are using **GuestPoint®** Premium you can also filter by Room Type Categories, if you have set up Categories and Sub-categories.

When you have selected your options, just click 'View Property Statistics' and **GuestPoint®** will generate the report for you.

TIP: For Australian properties, this report can be used to complete the ABS Quarterly Report.



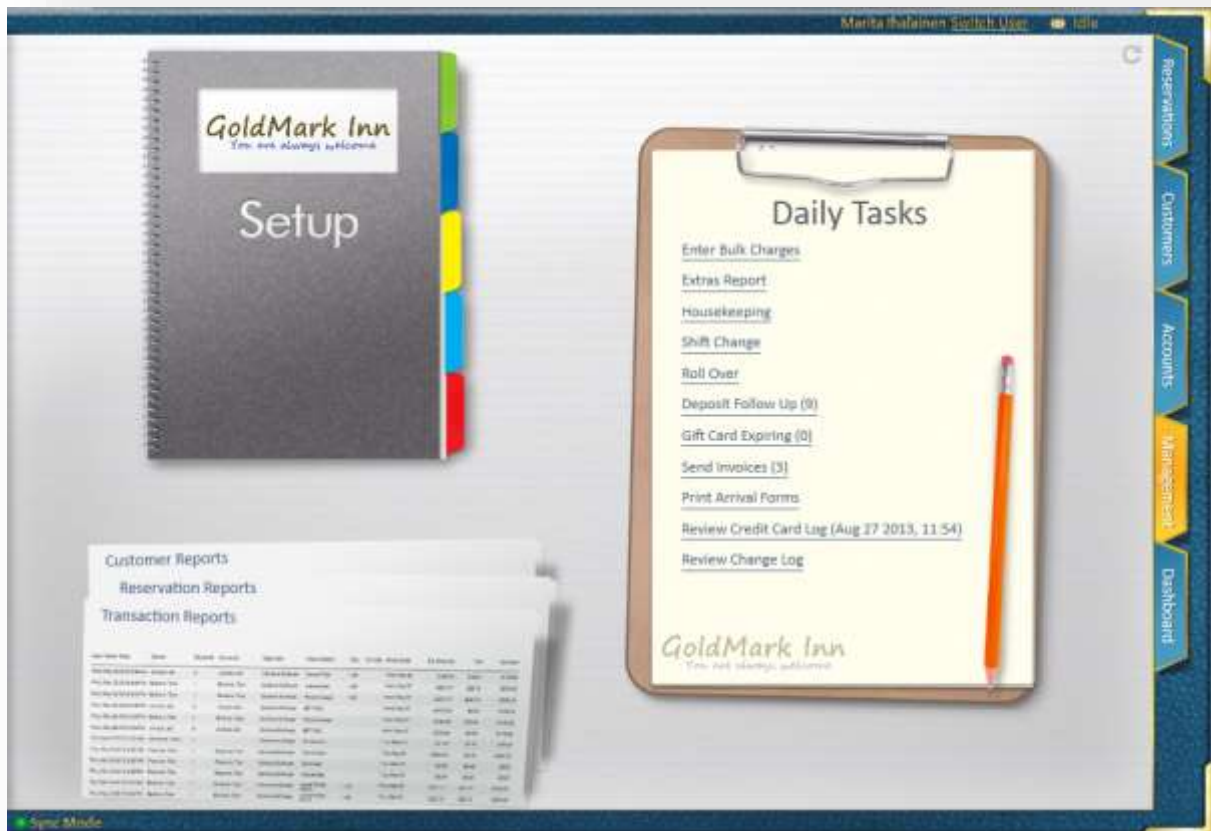
Property Statistics
 01/01/2012 to 31/01/2012
 Sunday, February 26 2012 6:20 PM

Revenue Statistics

Transaction Account	Total Amount	Average/Day	Average/Day/Room	Average/Used Room	Average/Guest
Newspaper	\$19.20	\$0.62	\$0.03	\$0.04	\$0.03
Breakfast	\$2,218.10	\$71.29	\$2.97	\$4.47	\$3.67
Restaurant	\$3,969.50	\$128.05	\$5.34	\$8.04	\$6.58
Room Charge	\$71,248.15	\$2,298.33	\$95.78	\$144.23	\$118.16
Dinner	\$39.00	\$1.26	\$0.05	\$0.08	\$0.06
Laundry	\$13.00	\$0.42	\$0.02	\$0.03	\$0.02
Conference Room	\$344.00	\$11.10	\$0.46	\$0.70	\$0.57
Extra Room Charge	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bar	\$873.00	\$31.39	\$1.31	\$1.97	\$1.61
Beverage	\$660.00	\$21.29	\$0.89	\$1.34	\$1.09
Telephone	\$139.97	\$4.52	\$0.19	\$0.28	\$0.23
Surcharge	\$641.45	\$27.14	\$1.13	\$1.70	\$1.40
Mini Bar	\$541.00	\$17.45	\$0.73	\$1.10	\$0.90
Lunch	\$200.00	\$6.45	\$0.27	\$0.40	\$0.33
Extra Person	\$20.00	\$0.65	\$0.03	\$0.04	\$0.03
Total:	\$81,218.37	\$2,619.95	\$109.16	\$164.41	\$134.69
Discounts:	\$31.00	\$1.00	\$0.04	\$0.06	\$0.05

Page: 1 / 1 Zoom: 100%

MANAGEMENT TAB



Introduction to the Management Tab

The Management Tab contains a collection of useful tools you can use to manage your property. From the Management Tab, you can:

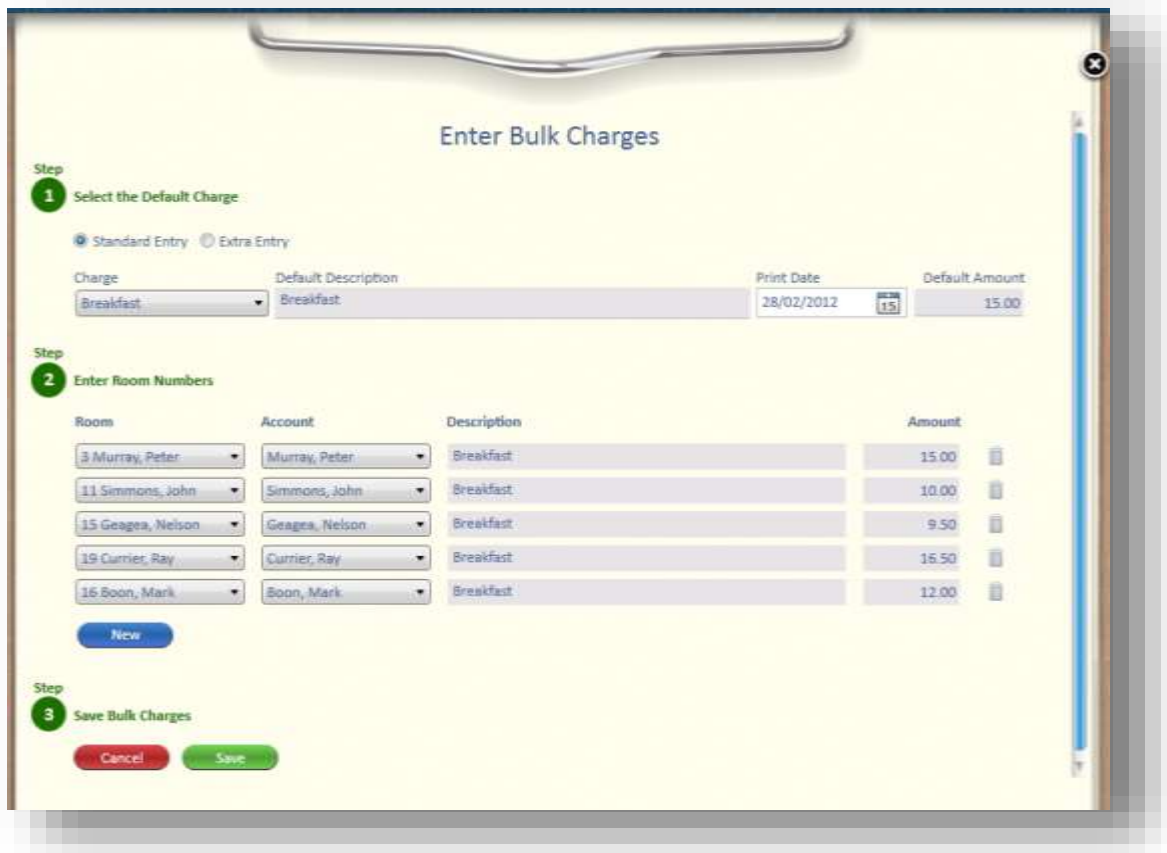
1. Perform a series of Daily Tasks to streamline the management of your property
2. Produce reports based on Customers, Reservations and Financial Transactions
3. Alter the Setup of your property, including rates, property configuration, automated emails etc...

Daily Tasks



The Daily Tasks clipboard lists many of the tasks you need to do each day at your property. Simply click on the task to open and action.

Enter Bulk Charges



Enter Bulk Charges

Step 1: Select the Default Charge

☒ Standard Entry ☐ Extra Entry

Charge:
 Default Description:
 Print Date:
 Default Amount:

Step 2: Enter Room Numbers

Room	Account	Description	Amount
<input type="text" value="3 Murray, Peter"/>	<input type="text" value="Murray, Peter"/>	<input type="text" value="Breakfast"/>	<input type="text" value="15.00"/>
<input type="text" value="11 Simmons, John"/>	<input type="text" value="Simmons, John"/>	<input type="text" value="Breakfast"/>	<input type="text" value="10.00"/>
<input type="text" value="15 Geagea, Nelson"/>	<input type="text" value="Geagea, Nelson"/>	<input type="text" value="Breakfast"/>	<input type="text" value="9.50"/>
<input type="text" value="19 Currier, Ray"/>	<input type="text" value="Currier, Ray"/>	<input type="text" value="Breakfast"/>	<input type="text" value="16.50"/>
<input type="text" value="16 Boon, Mark"/>	<input type="text" value="Boon, Mark"/>	<input type="text" value="Breakfast"/>	<input type="text" value="12.00"/>

Step 3: Save Bulk Charges

If you receive a bundle of dockets from your restaurant for dinner or breakfast charges, you can quickly enter all of these using the Enter Bulk Charges screen.

Step 1: Select the Charge, edit the default description (if required), date and default amount

Step 2: Select the Room Number for the first charge. If the room has more than one account (e.g. a split account, company account or group account) select the Account, edit the description, if required and edit the Amount, if required. If you accidentally add a charge, you can click the 'Trash Can' to remove it

Repeat Step 2 to enter the charge for each person

Step 3: Click 'Save' and **GuestPoint®** will post these charges to each Room Account

Extras Report

The screenshot displays the 'Extras Report' window with a yellow background and a metal clip at the top. It is divided into five steps:

- Step 1: Select Date**
 - Radio buttons for 'Today', 'Tomorrow', and 'Other Date'.
 - Under 'Other Date', there are date pickers for '13/01/2016' and '15'.
 - Under 'Other Date From', there are date pickers for '25/01/2016', '15', and 'To: 31/01/2016', '15'.
- Step 2: Select Extras to include in Report**
 - Checkboxes for 'Select All', 'Breakfast', 'Champagne', 'Newspaper', and 'Spa Treatment'.
- Step 3: Select Notes to include in Report**
 - Checkboxes for 'Booking Notes', 'Customer Card Notes', 'Daily Housekeeping Notes', and 'Guest Notes (internal use)'.
- Step 4: Optional Notes**
 - A large, empty text area for additional notes.
- Step 5: Print Report**
 - 'Cancel' and 'Print' buttons at the bottom.

If you have created Extras, you can run an Extras Report for any given date. This report will list all the guests that have purchased the specific Extra. Extras may include standard price breakfasts, tours, newspapers etc...

To produce an Extras Report:

Step 1: Select the Date/s

Step 2: Select the Extras you want to include in the report

Step 3: Select any Notes you want to include in the report

Step 4: Add an optional note to print on the report

Step 4: Click 'Print' to produce your report

Extras Report For Wednesday, August 28, 2013
Tuesday, August 27 2013 3:58 PM

Breakfast

Room	Guest Name	Description	Adult	Child	Infant	CoastNotes
11	Jones, Mandy	Breakfast	2	0		
11	Jones, Mandy	Newspaper	1	0		
7	Lydel, Mark	Newspaper	1	0		
7	Lydel, Mark	Breakfast	1	0		
Total			5	0		

Housekeeping



The Housekeeping option in **GuestPoint®** helps you schedule the cleaning of rooms and keep track of the cleaning progress. Housekeeping can also be used to manage the cleaning of General Areas such as reception, swimming pool and restaurant. When **GuestPoint®** is setup, three key sets of information are added:

1. Approximately how long a Stay and a Depart clean take for each room type
2. List of General Areas to be cleaned - how long they take to clean and how often they are cleaned
3. The names of your cleaners

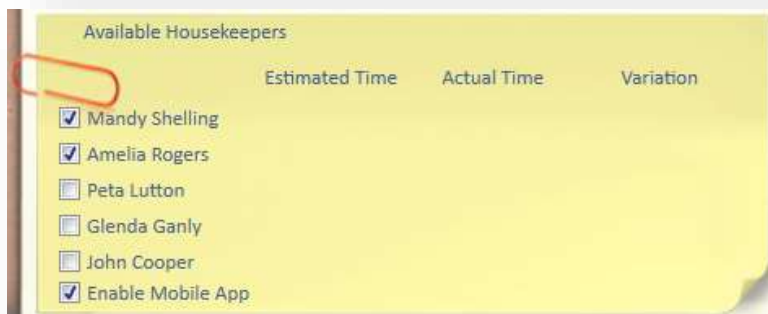
You can alter the setup for Housekeeping at any time via the Setup Book.

To create a Housekeeping Schedule for today, click 'Today's Schedule'. You can also view a past schedule by selecting a date and clicking 'View a Schedule'.



When you click 'Today's Schedule', **GuestPoint®** will check each room and determine what type of clean it needs based on its reservation status. Only rooms that need to be cleaned or have someone checking-in will be listed, the number of incoming guests will display on the schedule and print on the reports. If the current guest is checking out, **GuestPoint®** will select a 'Depart' Clean Type. If the guest is staying in-house, **GuestPoint®** will select a 'Stay' Clean Type. If you have enabled 'Linen Changes' in the Setup, **GuestPoint®** will also check if any rooms are scheduled for a linen change (e.g. mid-week).

To prepare your cleaning schedule, let **GuestPoint®** know which housekeepers are working today. Just tick their names.



For each room that needs cleaning, you can select the Clean Type. **GuestPoint®** will default to a 'Depart' clean if the guest is checking-out today; otherwise the default will be 'Stay' (or 'Linen Change' if you have selected this). You can change the Clean Type by selecting another option from the list. One very useful option is 'Defer to Next Day', which is only available if a guest is checking-out today and there is no-one checking into the same room today. This is commonly used on Sundays to defer the cleaning to Monday (when labour rates are cheaper) if the room is not needed on Sunday night.

You can add a Daily Note to the housekeeping report for a specific room. If there are any Housekeeping Notes in reservations of current or next guests, these will appear in the Daily Notes field.

You can also select the Housekeeper(s) you want to clean the room. As you select each housekeeper, **GuestPoint®** will tally up the estimated cleaning time. You can set a priority clean by ticking the Priority checkbox. This will be highlighted on the report for the housekeepers.

Repeat the process of selecting a clean type, adding a note, if required, selecting the housekeeper(s) and selecting priority for all rooms that need cleaning. You can also add a General Note to appear on the report. This might be general information you want your housekeepers to know (e.g. there is a conference group in today).

If you have set up cleaning for General Areas, you can schedule the cleaning in the same way.

Area	Clean Type	Notes	Time	Housekeepers	Clean?
Reception	Vacuum carpet	please empty trash	Est 15 Act 0	<input checked="" type="checkbox"/> Jean Cummings <input type="checkbox"/> Susie Klippert	<input type="checkbox"/>

GuestPoint® Premium allows for the creation of additional cleaning types and these will also appear on the Cleaning Schedule on the relevant day.

Once you have finished your schedule, you are ready to print it. Click 'Print' and select either the Detailed or Summary Report. The Detailed Report contains information about the guests and prints a schedule for each housekeeper. The Summary Report just prints the list of rooms to be cleaned.

GoldMark Inn
You are always welcome

Cleaning Schedule
Wednesday, January 13 2016

Room	Priority	Guest	Pos In	Nts Out	Car	Next Guest	Pos	Clean Required	Notes	Cleaners	Est. Time	Actual Time
1	No	Marion Manson	1 Jan 09	5 Jan 14					Linen Change		10	
2	No	David Lorrimer	1 Jan 08	7 Jan 15					Stay		15	
3	No	Jimmy Dean	1 Jan 09	4 Jan 13		Roger Taylor	1	Depart	Open interconnecting Requires kitchen box		30	
4	No	William Peterson	1 Jan 10	6 Jan 16					Stay		15	
5	No	Brendan Anse	1 Jan 10	3 Jan 13		Kurt Tolentino	1	Depart			30	
6	No	Colin Crossman	1 Jan 10	3 Jan 13					Depart		30	
7	No	Terrance Romualdez	1 Jan 10	3 Jan 13		Roger Collins	1	Depart			20	
8	No	Parish Pierre	1 Jan 10	3 Jan 13		Lydia Longmore	1	Depart			20	
9	No	Charlie Guizon	1 Jan 10	3 Jan 13					Depart		20	

You can save the Cleaning Schedule at any time and come back to it as rooms are cleaned. To update **GuestPoint®** that a room is clean just tick the 'Clean' check box. You can also update the actual cleaning time if you like and **GuestPoint®** will do a comparison from your total estimate to your total actual cleaning time for each cleaner.

Available Housekeepers

	Estimated Time	Actual Time	Variation
<input checked="" type="checkbox"/> Lyn Morris	30m	35m	-5m
<input checked="" type="checkbox"/> Jane Donaldson	30m	22m	+8m
<input type="checkbox"/> Diane Nicholson			
Total	1h	57m	

TIP: If you just update all rooms once they are clean, click 'All Clean' and **GuestPoint®** will mark them all as clean

TIP: Only rooms that have been occupied, or where the previous clean was deferred or where a guest is checking-in today, will show when you prepare a schedule. Click 'Show All' to see all rooms.

Mobile Housekeeping App

Managing your housekeeping is so easy using the **GuestPoint®** Mobile Housekeeping App.

Using the Mobile Housekeeping App your housekeepers can update their daily Cleaning Schedule from their Smartphone or tablet very easily.

You can manage housekeeping in real time and automatically update your housekeepers when a guest checks-out.

Plus you'll see the dirty room indicator automatically removed from the reservation plan allowing you to sell your rooms sooner. And you can also easily track when a guest requests 'Do not Disturb'.

Configuration:

For your housekeepers to use the Mobile Housekeeping App they need to have their own unique PIN. From the Management tab > Setup book > Housekeeping > Housekeepers tab enter a unique 4 character PIN for each active housekeeper and then click 'Save'.



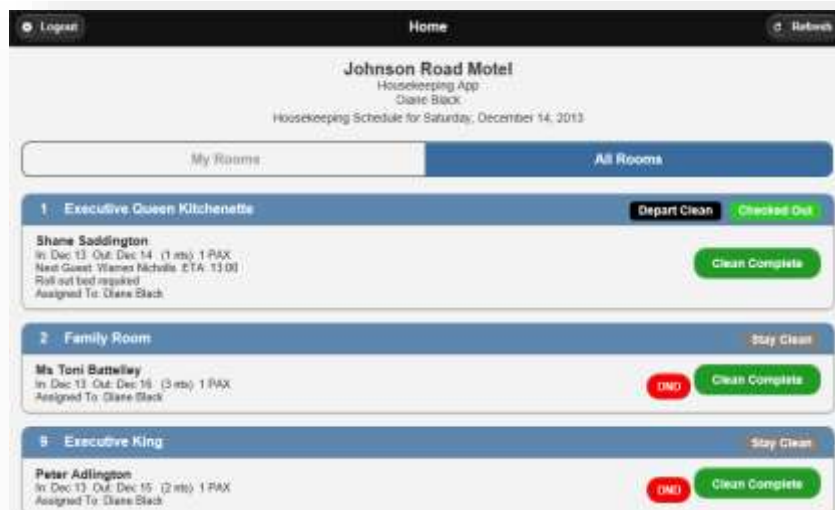
Enabling the Mobile Housekeeping App:

Next you'll need to enable the Mobile Housekeeping App. From the Management tab > Daily Tasks clipboard > Housekeeping > Today's Schedule select your rostered housekeepers and select Enable Mobile App. Next assign your housekeepers to their rooms and general areas and Save your schedule.

Housekeeping Login:

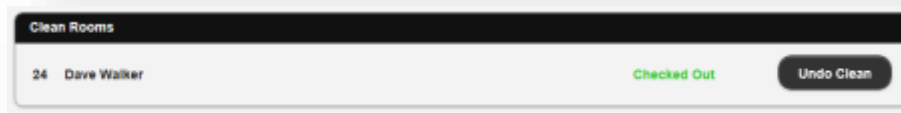
Your housekeepers can then go to <http://guestpoint.centiumsoftware.com/hka> on their Smartphone or tablet and log in to see the rooms and general areas assigned to them for cleaning and the clean type required.

Your housekeepers log in using your **GuestPoint®** Serial Number (this can be found on the **GuestPoint®** Login Screen) and their unique PIN. They can see and update their individual schedule listed in My Rooms and all rooms by clicking All Rooms.

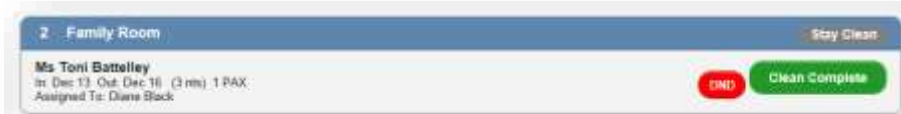


Here they can set the rooms as Clean Complete as they move from room to room. This will mark the rooms as clean on today's housekeeping schedule and also update the reservation plan in **GuestPoint®**.

If a room has been accidentally set as Clean Complete it can be easily set back to Dirty by clicking Undo Clean.



If a guest requests 'Do not Disturb' your housekeepers can select DND.



This adds a note into the guest's reservation and also the daily housekeeping schedule.



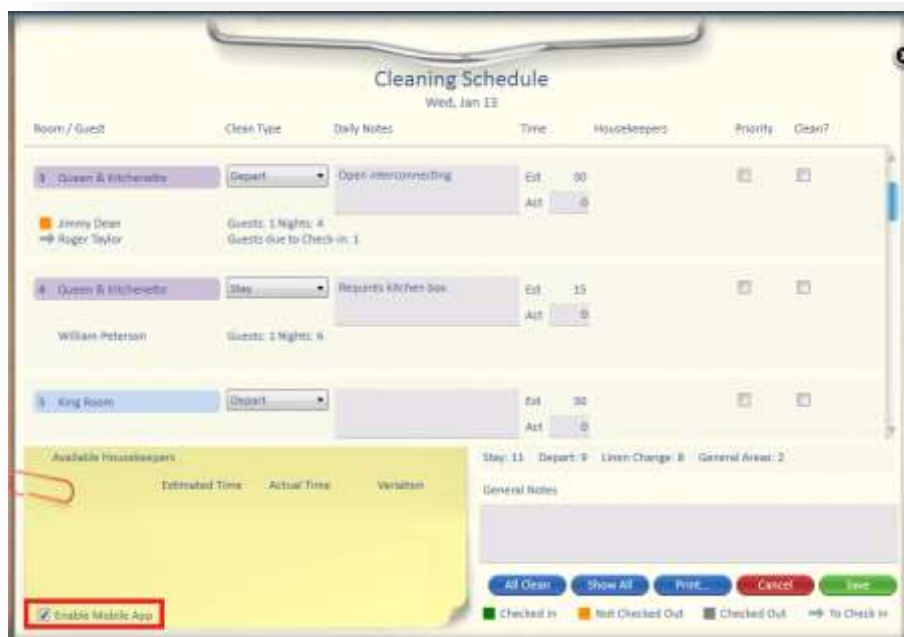
Management Login:

If your **GuestPoint®** User Name has the rights to Manage Housekeeping you can log in with your **GuestPoint®** User Name and Password and see and update the entire schedule and check the cleaning status of your rooms.

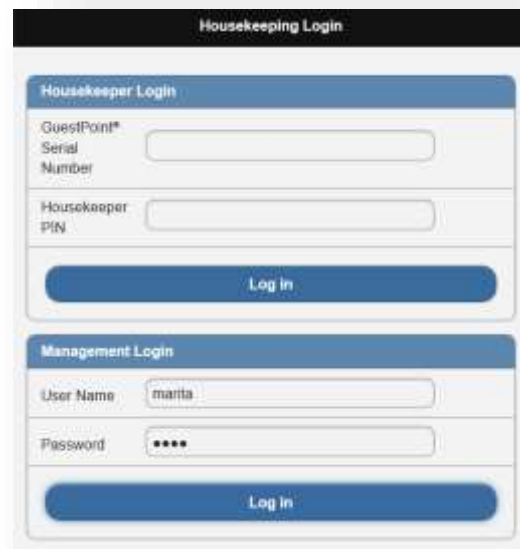


If you don't have separate housekeepers, perhaps you do the cleaning yourself, you can log into the Management Login and action your cleaning in the same way that any housekeeper would.

To do this you'll need to Enable the Mobile Housekeeping App from the Management tab > Daily Tasks clipboard > Housekeeping > Today's Schedule, just tick Enable Mobile App, make any changes if you need to and then Save your schedule.

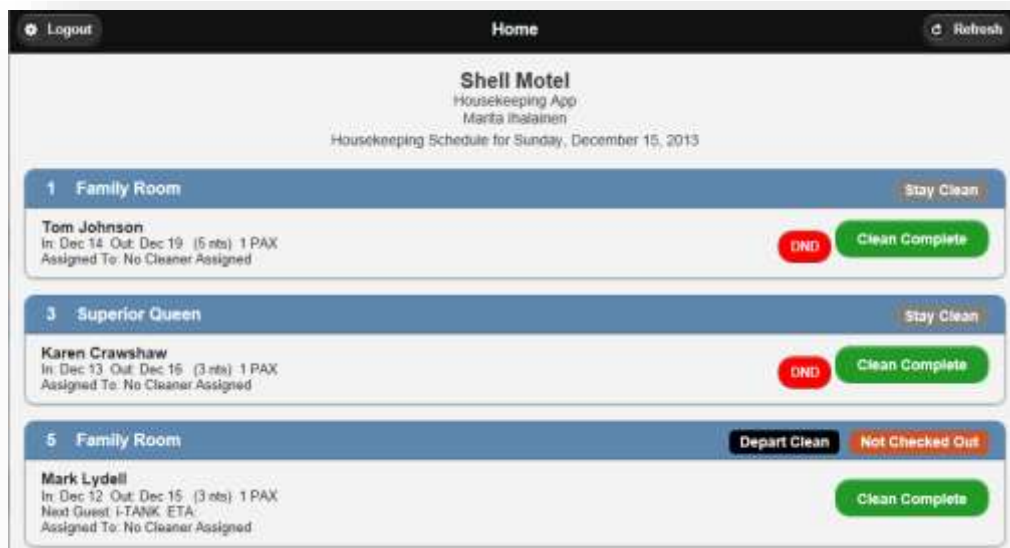


You can then go to <http://guestpoint.centiumsoftware.com/hka> on your Smartphone or tablet and log in with your **GuestPoint®** User Name and Password.



The image shows a mobile application interface for housekeeping login. It has a black header with the text "Housekeeping Login". Below the header, there are two main sections: "Housekeeper Login" and "Management Login". The "Housekeeper Login" section has two input fields: "GuestPoint® Serial Number" and "Housekeeper PIN", followed by a blue "Log In" button. The "Management Login" section has two input fields: "User Name" (containing the text "marita") and "Password" (containing four asterisks "****"), followed by a blue "Log In" button.

You'll see the full schedule and you can update your cleans accordingly knowing **GuestPoint®** will be updated as well.



The image shows the "Home" screen of the "Shell Motel Housekeeping App". At the top, there is a black header with a "Logout" button on the left and a "Refresh" button on the right. Below the header, the text "Shell Motel" is displayed, followed by "Housekeeping App" and "Marita Ihalainen". Below this, it says "Housekeeping Schedule for Sunday, December 15, 2013". The main content area lists three rooms with their respective details and status buttons:

Room Number	Room Type	Guest Name	In/Out Dates	PAX	Assigned To	Status	Action
1	Family Room	Tom Johnson	In: Dec 14 Out: Dec 19	(5 nts) 1 PAX	Assigned To: No Cleaner Assigned	DND	Clean Complete
3	Superior Queen	Karen Crawshaw	In: Dec 13 Out: Dec 16	(3 nts) 1 PAX	Assigned To: No Cleaner Assigned	DND	Clean Complete
5	Family Room	Mark Lydell	In: Dec 12 Out: Dec 15	(3 nts) 1 PAX	Next Guest: I-TANK ETA	Depart Clean	Not Checked Out

TIP: Use the Refresh button in the Housekeeping Login and on the Reservation Plan to be sure you're looking at the latest information.

Shift Change

With **GuestPoint®** Premium we have incorporated the ability to allow for staff shift changes. You can specify the different locations you have at your property where payments are processed into **GuestPoint®**. When a shift changes the total payments received are entered for each location in 'Shift Change' on the Daily Tasks clipboard.



The 'Record Shift Change' form is used to log payments for a specific location and time period. It includes fields for Location, Start Time, and End Time. Below these is a table for recording payments by method. The total amount is calculated at the bottom.

Location:	Reception
Start Time:	28/08/2013 7:00 AM
End Time:	28/08/2013 7:00 PM
Payments:	
American Express	260.00
Cash	575.00
Cheque	1,560.00
Diners Club	260.00
Direct Deposit	1,500.00
EFTPOS	455.00
MasterCard	680.00
Visa	1,850.00
Total:	7,140.00

Buttons: Print, Cancel, Save

Roll Over



The 'Roll Over' form is used to process daily transactions. It features buttons for 'Today's Roll Over' and 'View Prev. Roll Over'. Below these is a date selector for the night of the roll over.

Buttons: Today's Roll Over, View Prev. Roll Over

For night of: 28/02/2012

The Roll Over is a critical daily process in **GuestPoint®**. It **MUST** be run every day. The Roll Over performs the following functions:

1. Posts all Room Charges and selected Future Charges to guest accounts for tonight
2. Sends Pre-Stay Emails
3. Sends Pre-Stay Text Messages
4. Sends Post-Stay Emails
5. Creates Accounts journal export file (if set up)
6. Produces a Daily Balance Report for your records

7. Removes completed tasks on the To Do list

Ideally, the Roll Over should be run after the last check-out and before the first check-in for the day. Most properties run their Roll Over around 10am.

From the Daily Tasks clipboard, click 'Today's Roll Over' to begin the Roll Over process. You can also select a past date and click 'View Previous Roll Over' to see a past Daily Balance report.



At the top of the Daily Balance & Roll Over screen, you can select which mode you want your property to operate in. 'Standard Roll Over' is the most common option and lets you determine what time you want to perform your Roll Over. It also requires you to make sure all payments balance and that there are no Re-opened Accounts (see below for more details). 'Automated Roll Over' allows you to set a time to run the Roll Over and **GuestPoint®** will automatically do the Roll Over and send you a report. This is very useful if you are away for the weekend and have someone managing your property that is not very familiar with **GuestPoint®**.

For the purpose of this User Guide, we will do a Standard Roll Over.

Daily Balance & Roll Over
Wed, Feb 29, 2012

☒ Standard Rollover ☐ Automated Rollover

Step 1 View Trial Daily Balance
[View](#)

Step 2 Confirm Check-outs
Re-opened Room Account: **10** All re-opened Room Accounts must be closed to commence Roll Over.
Check-outs Completed: **3** Guests Not Yet Checked-out: **1** ☐ Allow Roll Over with 1 Guests Not Checked-out
If allowed, final payment will be included in tomorrow's banking

Step 3 Confirm Banking
☐ Visa \$282.80
☐ Mastercard \$424.20
Total Banking: \$707.00

Step 4 Optional Notes

Step 5 Choose Accounting Export Save Location
The current accounting export location is not available on this computer.
[Browse](#)

Step 6 Proceed with Roll Over
[Cancel](#) [Roll Over](#)

To simplify the Daily Balance and Roll Over, **GuestPoint®** has broken the process down into steps.

Step 1 View Trial Daily Balance
[View](#)



Trial Balance for night of Mar 12, 2012

Balanced at Tuesday, March 13 2012 2:38 PM by master1 user1

	Amount (ex Tax)	Tax	Total
Revenue			
Room Charge	\$5,357.12	\$547.88	\$5,905.00
Surcharge	\$53.59	\$5.36	\$58.95
Restaurant	\$138.38	\$13.64	\$150.00
Discount	-\$29.54	-\$2.96	-\$32.50
Newspaper	\$13.82	\$1.38	\$15.00
Breakfast	\$90.92	\$9.08	\$100.00
Internet	\$9.09	\$0.91	\$10.00

Sub Total	\$5,831.16	\$575.29	\$6,206.45
Net Revenue	\$5,831.16	\$575.29	\$6,206.45

Payments	
Visa	\$1,230.85
American Express	\$409.50
Cash	\$150.00
MasterCard	\$123.60
Total	\$1,913.95

Summary			
	Room & Non Res Account	Room Deposits	Debtor
Opening Balance from Yesterday	\$3,130.00	-\$505.00	\$3,833.35
Revenue	\$6,206.45	\$0.00	\$0.00
Payments/(Banking)	-\$1,913.95	\$0.00	\$0.00
Commission Paid	\$0.00	\$0.00	\$0.00
Write Offs	\$0.00	\$0.00	\$0.00
Transfers to Debtors Ledger	\$0.00	\$0.00	\$0.00
Transfers from Room Deposits	\$0.00	\$0.00	\$0.00
Closing Balance Carried Forward	\$7,422.50	-\$505.00	\$3,833.35

Notes

Step 1 is to View a Trial Daily Balance. This includes all the financial information since the last Roll Over. The first section of the report shows all Revenue. This information comes from Room Accounts and Non-Residential Accounts and any Debtor Credit Card Surcharges and Discounts. The Payments section totals up all Payments by payment type (if there are payments). The Invoices section lists all Invoices raised since the last Roll Over (if there are any invoices). The final section is a Summary, which shows the Opening Balances, Transaction Totals for today and Closing Balances.

You should check that this Trial Balance is correct.

The screenshot shows a yellow box titled 'Step 2 Confirm Check-outs'. It contains the following information:

- Re-opened Room Account: **10** (with a red underline). To the right, a red message states: 'All re-opened Room Accounts must be closed to commence Roll Over.'
- Check-outs Completed: **3** (with a green underline).
- Guests Not Yet Checked-out: **1** (with a red underline). To the right, there is a checkbox labeled 'Allow Roll Over with 1 Guests Not Checked-out' and a red note below it: 'If allowed, final payment will be included in tomorrow's banking'.

Step 2 wants you to confirm your Check-outs are completed. Ideally, all guests due to check-out today have done so before the Roll Over. This will ensure any last minute charges and payments are included in the Roll Over about to be completed. Sometimes this is not possible. **GuestPoint®** will tell you how many guests have not checked out. If you tick the 'Allow Roll Over' box, **GuestPoint®** will remove the restriction for all guests to be checked-out before a Roll Over is undertaken. You can click on the number of guests (**1** in the above example) to see the list of guests that have not checked-out so you can confirm this is correct or check them out.

In Step 2, you also may see a message about Re-opened Room Accounts. **GuestPoint®** requires that a room account has a zero balance before you can check a guest out. You can however, go back into a guest Room Account and add more charges. This will automatically re-open the account until a corresponding payment is added. **GuestPoint®** will not let you Roll Over until all old room accounts are closed. If you see this message (it only appears if there are re-opened Room Accounts), you will need to click on the link to see these re-opened accounts and bring them back to a zero balance. You might need to transfer the charges to a new Non-Residential Account if you do not know why it was re-opened.

This might sound a bit confusing, however, most days you will not need to do anything in Step 2. In summary, regarding Step 2:

1. If all your rooms due to check out today have checked out, all you will see is the number of rooms checked-out – nothing for you to do in the step.
2. If you have one or more rooms still to check out, **GuestPoint®** will let you know and if you choose, you can tick 'Allow Roll Over' to enable the Roll Over to proceed on the understanding that any late charges or payments will be included in the next Roll Over.
3. If you have added any charges to a checked-out room account, you will need to bring these back to a zero balance before you can continue with the Roll Over.

The screenshot shows a yellow box titled 'Step 3 Confirm Banking'. It contains the following information:

<input type="checkbox"/> Visa	\$282.80
<input type="checkbox"/> Mastercard	\$424.20
Total Banking:	\$707.00

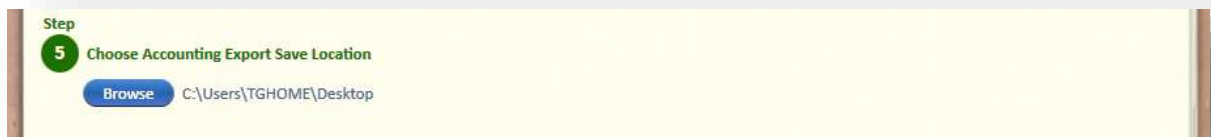
In Step 3, it's time to confirm your banking. If your count agrees with **GuestPoint®**, just tick the boxes. If it is different, you will need to find out why. To help you find any differences, you may need to print an All Transactions Since Last Roll Over report and filter the Transaction Type on the

payment type that is different. This report is found in the Transaction Reports area of the Management Tab.

If you are using Shift Management with **GuestPoint®** Premium you will also see the Shift Total, Overs/Unders and the breakup amounts from each location.



Step 4 allows you to add Optional Notes to your Roll Over. These notes will always be shown if you re-print the Daily Balance in the future. An example may be “Cash Draw \$10 over”.



If you have enabled the option to Export Data to an Accounting System, you will see Step 5 (as above) showing you where the export file will be created. Don't worry if you don't see this as it just means you are not exporting data. If you are not exporting data, your final step will be Step 5 (as below).



If your green Roll Over button is enabled, it means you are ready to start your Roll Over. Click 'Roll Over' to start. This may take a few minutes, depending on how many charges **GuestPoint®** needs to process. Once it finishes, the Daily Balance Report will be created for your records. Along with your normal Daily Balance report, **GuestPoint®** Premium will also generate a Shift Totals Report.

NOTE 1: Roll Over cannot be done from a computer connected to **GuestPoint®** in Workstation Mode. You need to be on your main computer that is running in Sync Mode. Roll Over can also be done in Web Mode, however, it is significantly slower for large properties.

NOTE 2: Never run the Roll Over on two computers at the same time as room charges may be duplicated.

Deposit Follow Up



The screenshot shows a 'Deposit Follow Up' window with a table of deposit requests. The table has columns for Due Date, Name, Company, Telephone, Check-in, Nights, Room Type, Rooms, and Deposit Amount. Three rows are visible, with the first two highlighted in red to indicate overdue status. At the bottom right, a total of \$490.00 is shown, along with 'Cancel' and 'Print' buttons.

Due Date	Name	Company	Telephone	Check-in	Nights	Room Type	Rooms	Deposit Amount
18/01/2012	Bates, Lisa	AMP		Fri, Apr 20	5	Queen & Kitchen	4	\$200.00
27/02/2012	Brown, Molly			Fri, Mar 02	4	Queen & Kitchen	16	\$140.00
09/03/2012	Banks, Harry			Mon, Mar 19	7	Queen & Kitchen	4	\$150.00

\$490.00

Cancel Print

Most guests will secure their booking with a credit card. If you request deposits and follow them up, the Deposit Follow Up screen will save you a lot of time.



The screenshot shows the 'Payment' section of the software interface. It includes a 'Deposit Requested' checkbox which is checked, followed by a text input field containing '150.00'. To the right, there is a 'Due' label, a date input field showing '9/03/2012', and a small calendar icon.

Payment

☒ Deposit Requested 150.00

Due 9/03/2012

When you add a new reservation, you can select the 'Deposit Requested' check box, enter the amount and date due. With **GuestPoint®** Premium you can add as many stages to your deposits as you need and track each with its individual due date. These deposit requests will appear on the Deposit Follow Up screen until the deposit is paid or the request is removed from the reservation.

Any overdue deposits are highlighted in red and you can click on the guest's name to open the Reservation Card.

Gift Cards Expiring

If you are selling Gift Cards using **GuestPoint®** Premium you can easily see the Gift Cards that are due to expire.



Expiry Date	Contact	Gift Cards	Credit
17/09/2013	Sam Williams	4134D1C65A	200.00
2/10/2013	Matt Spencer	49E1A7058E	350.00

\$550.00

Cancel Print

You can edit the card by clicking on the card number.

Send Invoices

Send Invoices

Step 1: Select Invoices to Send

	Company	Guest	Date	Room	Amount	Method to Send
<input checked="" type="checkbox"/>	Meredith Lines	Sutton, Chris	19/08/2013	1	500.00	<input checked="" type="radio"/> Email <input type="radio"/> Print
<input checked="" type="checkbox"/>	Quickbeds	Crawshaw, Karen	19/08/2013	10	320.00	<input checked="" type="radio"/> Email <input type="radio"/> Print
<input checked="" type="checkbox"/>	Fletcher Insulation	Kane, Charles	19/08/2013	7	1,705.00	<input type="radio"/> Email <input checked="" type="radio"/> Print
<input checked="" type="checkbox"/>	Meredith Lines	Long, Penny	19/08/2013	3	360.00	<input checked="" type="radio"/> Email <input type="radio"/> Print
<input checked="" type="checkbox"/>	XYZ Imaging	Harris, Andrew	19/07/2013	12	450.00	<input checked="" type="radio"/> Email <input type="radio"/> Print
<input checked="" type="checkbox"/>	Fletcher Insulation	Kane, Charles	19/06/2013	7	570.00	<input type="radio"/> Email <input checked="" type="radio"/> Print

Step 2: Format Cover Email

From Name: GoldMark Inn From Email: info@goldmarkinn.com

To: 4 Companies Send At Time: Now (Please stay logged in)

CC: BCC:

Subject: Accommodation Invoice from GoldMark Inn Template: Invoice

Message: Please find attached invoices to be paid.
Kind regards,
Jill & Jack

Step 3: Send Invoices

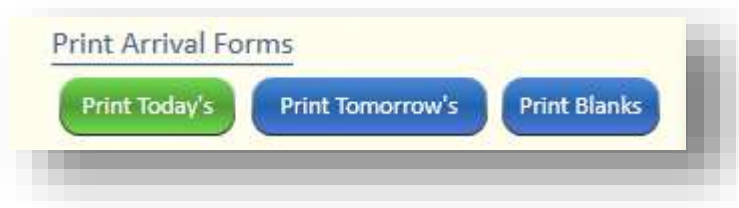
As guests are checking out, you can create invoices for their Room Account charges and send these to the company's Debtor account. Where a guest has booked and paid through an agent, (Wotif, American Express Travel etc...) you can send their room charges to the Agent account. To speed up the check-out process, these invoices are accumulated and can easily be sent via the Send Invoices screen.

In Step 1, the Send Invoices screen lists all invoices that have not yet been sent. You can select the 'Invoices to Send' and the 'Method to Send'. If the company does not have an email address on their Company Card, you will only have the option to 'Print'.

In Step 2, if you are emailing any invoices, you can set the subject and message content. If you have created different templates for your emails using **GuestPoint®** Premium, you can select the template to use.

Now you are ready to send your invoices. Click 'Start' and **GuestPoint®** will create the invoices. If you have a mix of Print and Email, the printed invoices will appear in the preview screen for you to print, and the email invoices will be queued to send.

Print Arrival Forms

A screenshot of a "Guest Arrival Form" for "GoldMark Inn". The form is titled "Guest Details" and shows the following information:
- Room: 11, Time: 5:00 PM
- Date: Wednesday, Aug 28, 2013
- Guest Name: Mandy Jones
- Booking Source: Meredith Lines
- Booking: \$140.00, Deposit Paid: \$70.00, Booked By: Mandy Jones
- Title: Ms, Full Name: Mandy Jones
- Address: 44 Market Street, Ipswich QLD, Post Code: 4305, Country: Australia
- Phone: 07 4452 5555, Mobile: 0182 000 262
- Email: m.jones@meredithlines.com.au, License Plate:
- Company: Meredith Lines, ABN:
- Company Address: PO Box 1088, Ipswich QLD, Post Code: 4305, Country: Australia
- Payment Method: ☐ Cash, ☐ Credit Card, ☐ Account, ☐ Cheque (for arrangement)
- Card Type: , Card Name: ,
- Cash No: , Entry:

To streamline your check-in process, **GuestPoint®** can print Arrivals Forms in advance of the guest's arrival at your property. Click 'Print Today's' for all of today's arrivals, 'Print Tomorrow's' for tomorrow's arrivals either by guest name or room number. You can also 'Print Blanks' to print Arrival Forms with no guest details merged in (ideal for Walk-In guests).

Review Credit Card Log



As part of the daily management of your property, you should review your credit card log, looking for any suspicious access from staff. The Credit Card Log records every time a **GuestPoint®** user has accessed the credit card details stored in the Secure Credit Card Vault. In the course of a day, your staff may access the Secure Credit Card Vault a few times to get the details of a guest's credit card for charging purposes. However, if you detect significant access to the vault, you may need to do further investigation.

To access the Secure Credit Card Vault, use your **GuestPoint®** user name and password.

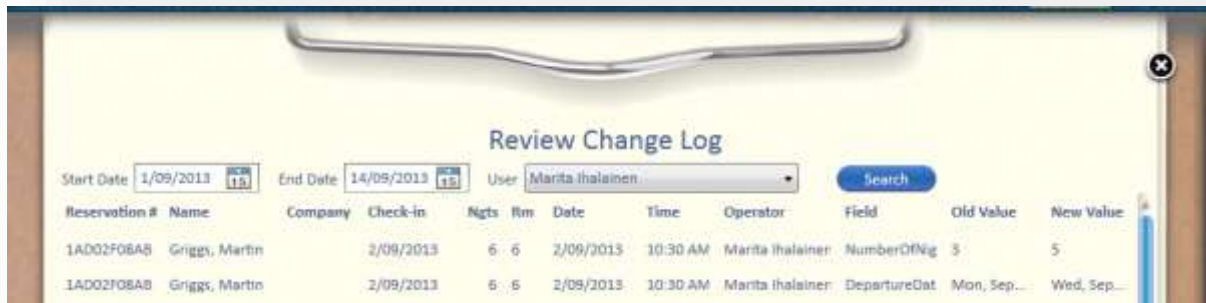


Once you have logged into the vault, you can set a date range and click 'Filter' to view all activity in your Secure Credit Card Vault.

Review Change Log

[Review Change Log](#)

This log shows the changes that have been made to reservations between the Start and End date by the selected **GuestPoint®** user.



The screenshot displays the 'Review Change Log' window. At the top, there are filters for 'Start Date' (1/09/2013), 'End Date' (14/09/2013), and 'User' (Marita Ihalainen), along with a 'Search' button. Below the filters is a table with columns: Reservation #, Name, Company, Check-in, Nghts, Rm, Date, Time, Operator, Field, Old Value, and New Value. Two rows of data are visible, both for reservation 1ADO2F08AB by Griggs, Martin, showing a change in the NumberOfNights field from 3 to 5.

Reservation #	Name	Company	Check-in	Nghts	Rm	Date	Time	Operator	Field	Old Value	New Value
1ADO2F08AB	Griggs, Martin		2/09/2013	6	6	2/09/2013	10:30 AM	Marita Ihalainen	NumberOfNights	3	5
1ADO2F08AB	Griggs, Martin		2/09/2013	6	6	2/09/2013	10:30 AM	Marita Ihalainen	DepartureDate	Mon, Sep...	Wed, Sep...

Customer Reports												
Reservation Reports												
Transaction Reports												
Order Date	Time	Guest	Room #	Account	Operator	Description	Qty	Ch Qty	Print Date	Ex Amount	Tax	Amount
Wed, May 22 2013	9:54 AM	Jensen, Joe	5	Jensen, Joe	Century Software	Queen Twin	1.00		Wed, May 22	\$158.00	\$16.81	\$174.81
Wed, May 22 2013	4:38 PM	Bushat, Tom	1	Bushat, Tom	Century Software	QueenCrd	1.00		Wed, May 22	\$227.27	\$22.73	\$250.00
Wed, May 22 2013	4:37 PM	Bushat, Tom	1	Bushat, Tom	Century Software	QueenCrd	1.00		Wed, May 22	\$227.27	\$22.73	\$250.00
Wed, May 22 2013	4:39 PM	Jensen, Joe	5	Jensen, Joe	Century Software	8PT100			Wed, May 22	\$175.00	\$0.00	\$175.00
Wed, May 22 2013	4:32 PM	Bushat, Tom	4	Bushat, Tom	Century Software	QueenCrd			Wed, May 22	\$158.00	\$16.84	\$174.84
Wed, May 22 2013	4:24 PM	Jensen, Joe	5	Jensen, Joe	Century Software	8PT100			Wed, May 22	\$175.00	\$0.00	\$175.00
Thu, May 23 2013	7:10 AM	Freeman, Tom	7	Freeman, Tom	Century Software	RoomCard			Thu, May 23	\$91.87	\$1.91	\$93.78
Thu, May 23 2013	2:40 PM	Freeman, Tom	7	Freeman, Tom	Century Software	RoomCard			Thu, May 23	\$91.87	\$1.91	\$93.78
Thu, May 23 2013	2:40 PM	Freeman, Tom	7	Freeman, Tom	Century Software	RoomCard			Thu, May 23	\$91.87	\$1.91	\$93.78
Thu, May 23 2013	2:40 PM	Freeman, Tom	7	Freeman, Tom	Century Software	RoomCard			Thu, May 23	\$91.87	\$1.91	\$93.78
Thu, May 23 2013	3:34 PM	Bushat, Tom	1	Bushat, Tom	Century Software	QueenCrd	1.00		Thu, May 23	\$227.27	\$22.73	\$250.00

Customer Reports - these are reports that focus on your customers and include mailing labels, revenue by customer and address/contact details.

Transactions Reports - these are reports that focus on charges and payments in the Room Accounts and room account balances.

Page 169

Customer Reports

Customer Reports

Show

☒ Individuals
 ☐ Companies
 ☐ Agents

Stayed From

26/01/2015 15

Stayed To

22/02/2016 15

Location

QLD

Spent Amount From

250.00

Spent Amount To

1,000.00

Postcode From

Postcode To

VIP Status

★★★★★

With Email Address

☐

Without Email Address

☐

Profile Fields

Industry

Training

Corporate

☒

Send Specials

Easter Special

Clear

[Detailed Customer](#)
[Summary Customer](#)
[Address Labels](#)
[Customer Revenue](#)
[VIP Customers](#)

Customer Reports contain information from the Customer Cards for Individuals, Companies and Agents. Before you create a customer report, you can filter the customers to be included in the report. You can filter on:

Show:	Select Individuals, Companies or Agents
Stayed:	Only includes customers that stayed between the selected dates
Location:	Select all customers from a specific state
Spend Amount:	Only includes customers that spent between the amounts entered
Postcode:	Select all customers from a specific postcode range
VIP Status:	Select all customers with a particular VIP status
With Email Address:	Select all customer with an email address
Without Email Address:	Select all customers without an email address

Profile Fields: If you have created customer profile fields, you can select up to 3

Note: If you enter multiple selections, a guest must match all criteria to be selected.

After you have made a selection, click the Customer Report you want to produce. To remove your filtering criteria, just click Clear.

Reservation Reports

Reservation Reports

Booking Date From: 25/01/2016 15

Check-in Date From: Select a date 15

Check-out Date From: Select a date 15

Inhouse Date From: Select a date 15

Cancellation Date From: Select a date 15

Created By: [Dropdown]

Room Type Category: Selection Applied [Dropdown]

Room Type: Selection Applied [Dropdown]

Rate: Select... [Dropdown]

Group Reservations Only: ☐

Tentative Reservations: ☒

Profile Fields: Corporate [Dropdown] [Dropdown] [Dropdown]

Clear

Booking Date To: 31/01/2016 15

Check-in Date To: Select a date 15

Check-out Date To: Select a date 15

Inhouse Date To: Select a date 15

Cancellation Date To: Select a date 15

Booking Source: [Dropdown]

Agent: [Dropdown]

Status: [Dropdown]

[Cancellations](#)

[No Shows](#)

[Bookings](#)

[Bookings By Booking Source](#)

[Bookings By Company](#)

[Groups](#)

[Departure Note Report](#)

[Booking Statistics Report](#)

[Monthly Occupancy Statistics Report](#)

Reservation Reports contain information from the Reservation Card. Before you create a reservation report, you can filter the reservation to be included in the report. You can filter on:

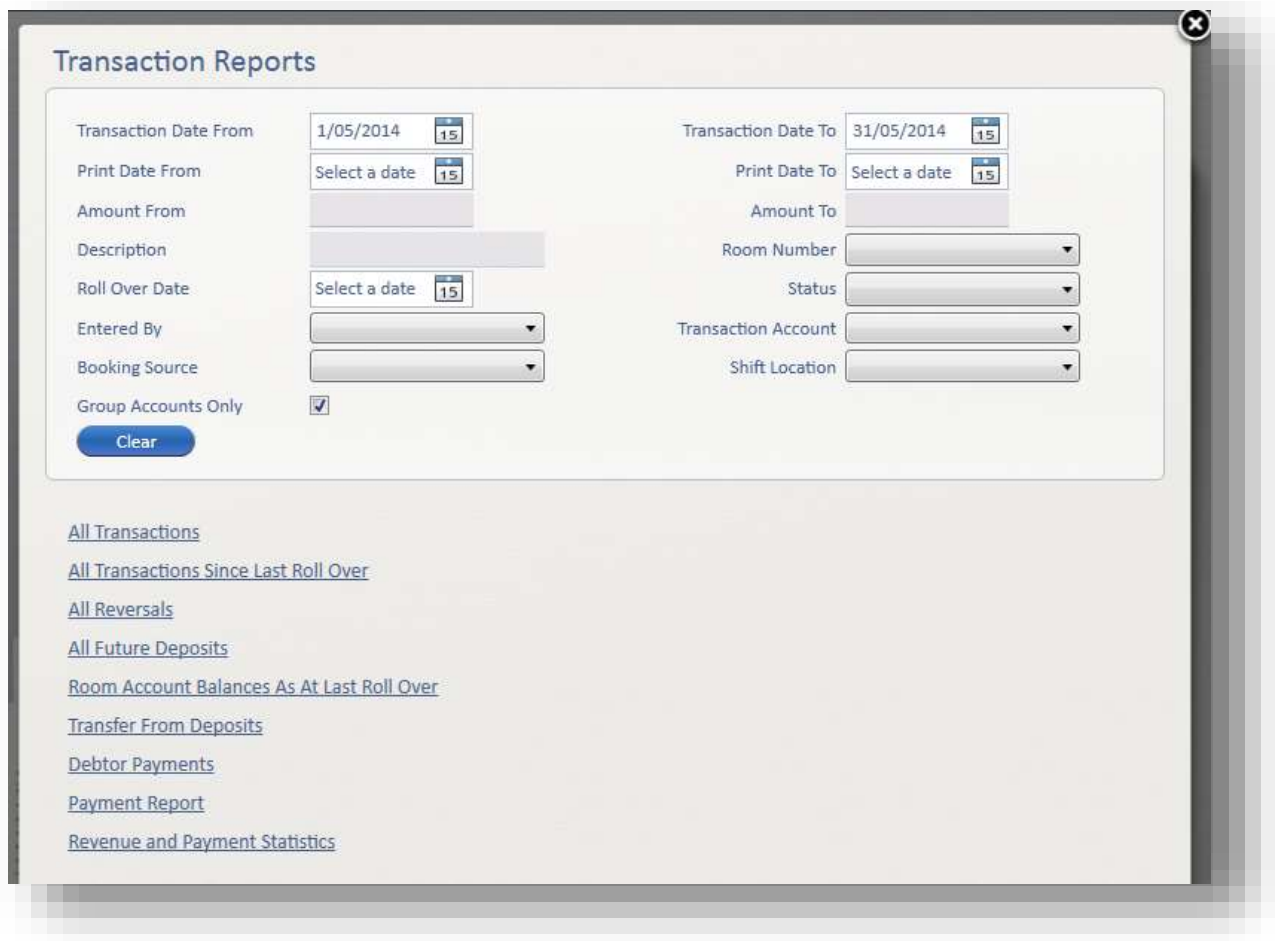
Booking Date: Only includes reservations booked between the selected dates

Check-in Date:	Only includes reservations with a check-in date between the selected dates
Check-out Date:	Only includes reservations with a check-out date between the selected dates
Inhouse Date:	Only includes reservations that are inhouse between the selected dates
Cancellation Date:	Only includes reservations that were cancelled between the selected dates
Created By:	Only includes reservations created by the selected user
Booking Source:	Only includes reservations from the selected booking source
Room Type:	Only includes reservations for the selected room type
Agent:	Only includes reservations linked to the selected agent
Rate:	Only includes reservations for the selected rate
Status:	Only includes reservations for the selected status (e.g. cancelled)
Group Reservation:	Tick to only include group reservations
Tentative Reservations:	Tick to only include tentative reservations
Profile Fields:	If you have created reservation profile fields, you can select up to 3

Note: If you enter multiple selections, a guest must match all criteria to be selected.

After you have made a selection, click on the Reservation Report you want to produce. To remove your filtering criteria, just click Clear.

Transaction Reports



Transaction Reports

Transaction Date From	1/05/2014	Transaction Date To	31/05/2014
Print Date From	Select a date	Print Date To	Select a date
Amount From		Amount To	
Description		Room Number	
Roll Over Date	Select a date	Status	
Entered By		Transaction Account	
Booking Source		Shift Location	
Group Accounts Only	<input checked="" type="checkbox"/>		

[Clear](#)

[All Transactions](#)
[All Transactions Since Last Roll Over](#)
[All Reversals](#)
[All Future Deposits](#)
[Room Account Balances As At Last Roll Over](#)
[Transfer From Deposits](#)
[Debtor Payments](#)
[Payment Report](#)
[Revenue and Payment Statistics](#)

Transaction Reports contain information from the Room Account including charges, discounts, deposits and payments. Before you create a transaction report, you can filter the transactions to be included in the report. You can filter on:

Transaction Date:	Only includes transactions entered between the selected dates
Print Date:	Only includes transactions with a Print Date between the selected dates
Amount From/To:	Only includes transactions within these amounts
Description:	Search for specific transaction descriptions
Roll Over Date:	Only includes transactions included in the selected Roll Over
Room Number:	Only includes transactions for the selected room number
Entered By:	Only includes transactions entered by the selected user
Status:	Only includes transactions where the reservation status is the selected status (e.g. cancelled)

Group Accounts Only: If ticked, only transactions on a group account will be included

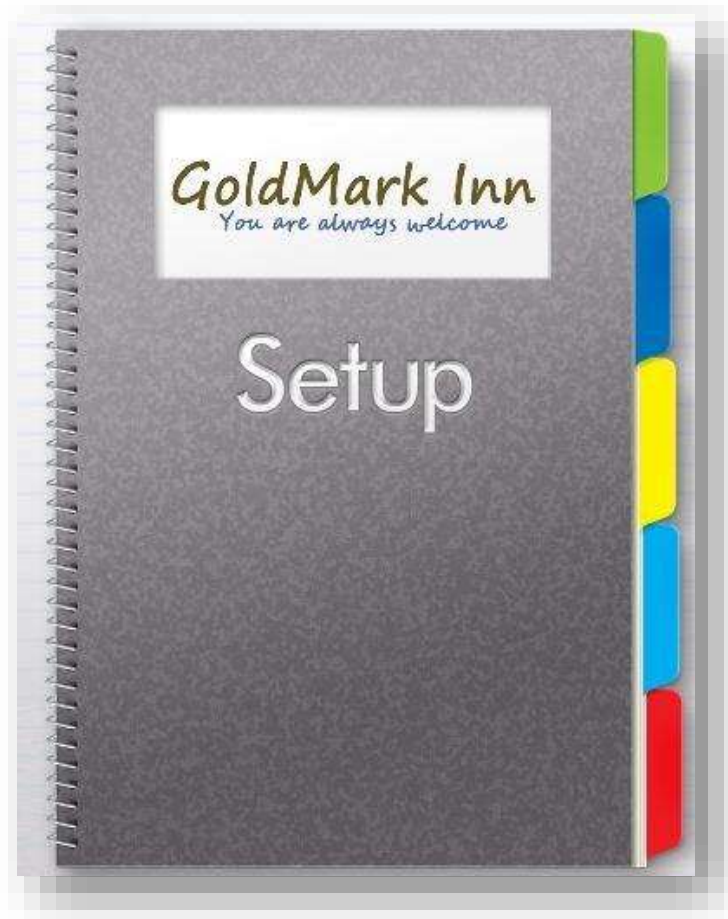
Transaction Account: Only includes transactions for the selected Account

Booking Source: Only includes transactions for reservations with the selected booking source

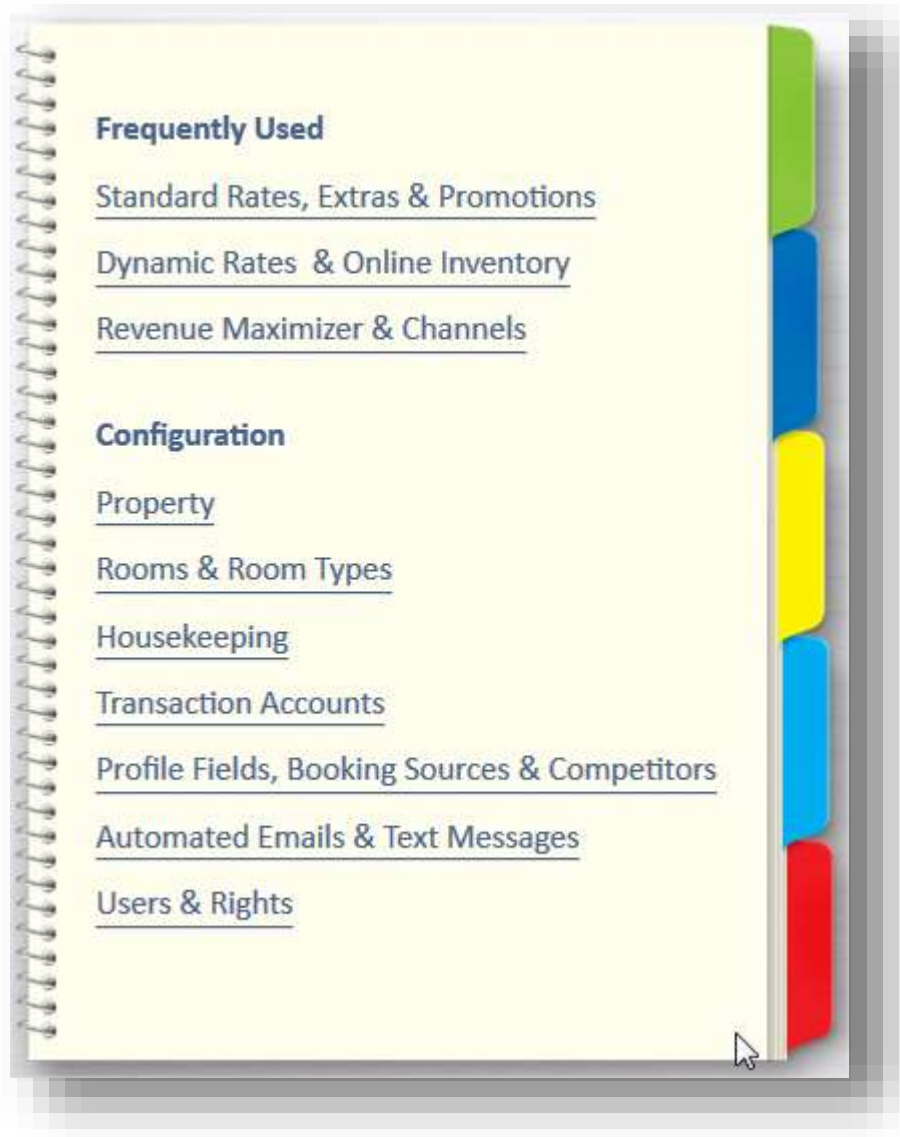
Shift Location: Only includes transactions from the selected Shift Location

After you have made a selection, click on the Transaction Report you want to produce. To remove your filtering criteria, just click Clear.

Set Up

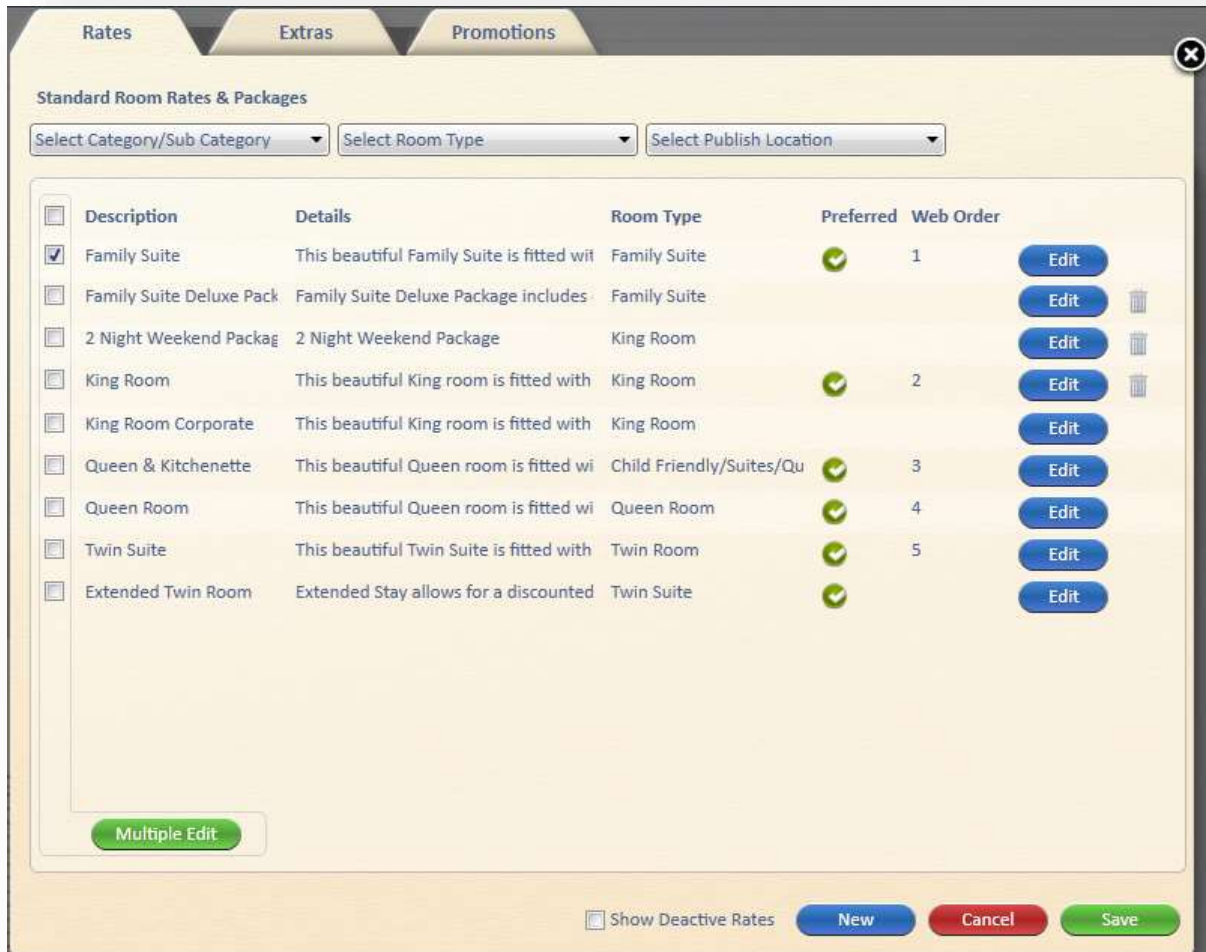


The Setup Book is where you change anything about the way your property is setup in **GuestPoint®**.



The Setup Book is divided into two sections. Under **Frequently Used**, you can edit your Standard Rates, Extras and Promotions as well as modify your Dynamic Rates, Online Inventory, RevenueMaximizer™ and Channels. The **Configuration** section has already been setup for your property, however, you can go into these options to make changes. The options in the Configuration section are covered briefly later.

Standard Rates



The screenshot shows the 'Standard Room Rates & Packages' window. At the top, there are tabs for 'Rates', 'Extras', and 'Promotions'. Below the tabs, there are three dropdown menus: 'Select Category/Sub Category', 'Select Room Type', and 'Select Publish Location'. The main area contains a table with the following columns: Description, Details, Room Type, Preferred, Web Order, and an 'Edit' button. The table lists several room types, including Family Suite, Family Suite Deluxe Pack, 2 Night Weekend Package, King Room, King Room Corporate, Queen & Kitchenette, Queen Room, Twin Suite, and Extended Twin Room. Each row has a checkbox in the 'Description' column, a green checkmark in the 'Preferred' column, and a blue 'Edit' button. A 'Multiple Edit' button is located at the bottom left of the table. At the bottom right, there is a checkbox for 'Show Deactive Rates' and three buttons: 'New', 'Cancel', and 'Save'.

Description	Details	Room Type	Preferred	Web Order	Edit
<input checked="" type="checkbox"/> Family Suite	This beautiful Family Suite is fitted wit	Family Suite	✓	1	Edit
<input type="checkbox"/> Family Suite Deluxe Pack	Family Suite Deluxe Package includes	Family Suite			Edit
<input type="checkbox"/> 2 Night Weekend Package	2 Night Weekend Package	King Room			Edit
<input type="checkbox"/> King Room	This beautiful King room is fitted with	King Room	✓	2	Edit
<input type="checkbox"/> King Room Corporate	This beautiful King room is fitted with	King Room			Edit
<input type="checkbox"/> Queen & Kitchenette	This beautiful Queen room is fitted wi	Child Friendly/Suites/Qu	✓	3	Edit
<input type="checkbox"/> Queen Room	This beautiful Queen room is fitted wi	Queen Room	✓	4	Edit
<input type="checkbox"/> Twin Suite	This beautiful Twin Suite is fitted with	Twin Room	✓	5	Edit
<input type="checkbox"/> Extended Twin Room	Extended Stay allows for a discounted	Twin Suite	✓		Edit

Standard Rates are the ongoing rate for a room type. They may be adjusted for seasonal activity, but they do not vary per night (these are Dynamic Rates). You must have at least one Standard Rate for each room type; however, it is common to have more than one. For example, you may have a Regular Rate of \$150 for your King Room and a Corporate Rate of \$140.

You can edit an existing Standard Rate by clicking 'Edit' and remove it by clicking the 'Trash Can'. If there is no 'Trash Can' visible, this means the Standard Rate is in use and cannot be deleted.

If you want to edit a number of rates you can also just select the rates you wish to edit and click 'Multiple Edit' to have the selected rates displayed on one screen for you to make your amendments. You can also use the 'Room Type' and/or 'Publish Location' drop down lists to filter for the rates you'd like to edit, just apply the filtering, select the applicable rates and click 'Multiple Edit'. **GuestPoint®** Premium customers can also use 'Category/Sub Category' as filtering criteria.

If you have specified a rate is deactive you can select 'Show Deactive Rates' and these rates will also be displayed.

To create a new Standard Rate, click 'New'.

Edit Rate

Extras

Promotions

Description

Family Suite

Web Description

Family Suite

Room Type

Family Suite

Publish To

All

☒ Is the Default Rate for this Room Type

Channel Manager Code

☐ Is the Default Group Rate for this Room Type

☐ This Rate is Deactive

Web Sort Order

1

Details

This beautiful Family Suite is fitted with a comfortable Queen bed and two singles, and provides a quality stay in the lap of mother nature. Our excellent restaurant, efficient room service and vast array of facilities will welcome you back again and again as you enjoy the enchanting views of the surrounding hills.

Min Stay

1

Full Rate

250.00

Override Room Charge Account

< Please Select >

Override Discount Account

< Please Select >

Inclusions

Continental breakfast and newspaper

Guests Included

2

Extra Adult

20.00

Extra Child

10.00

Cancellation Policy

Cancellations within 24 hours incur a cancellation fee of 100% of the first nights rate.

Room Rate Includes

Name	Quantity	Amount	Child Amount	Defaults
<input checked="" type="checkbox"/> Breakfast	1.00	15.00	10.00	Per Person
<input type="checkbox"/> Newspaper		2.50		Per Room Per Night
<input type="checkbox"/> Airport Shuttle - 1	1.00	15.00	15.00	Per Person
<input type="checkbox"/> Airport Shuttle - 1	1.00	15.00	15.00	Per Person
<input type="checkbox"/> Internet		10.00		Per Room

Periods

Start Date	End Date	Room Rate
15/08/2013	No Expiry	200.00

Cancel

Save

To create a new Standard Rate, there are a number of things **GuestPoint®** needs to know. These are:

Description: This description will appear on your Reservation Card and is also used for the room charges description on the guest room account (e.g. King Room Corporate Rate)

Web Description: This description is used for this rate on your **WebPoint®** online booking page. This may be the same as your Description.

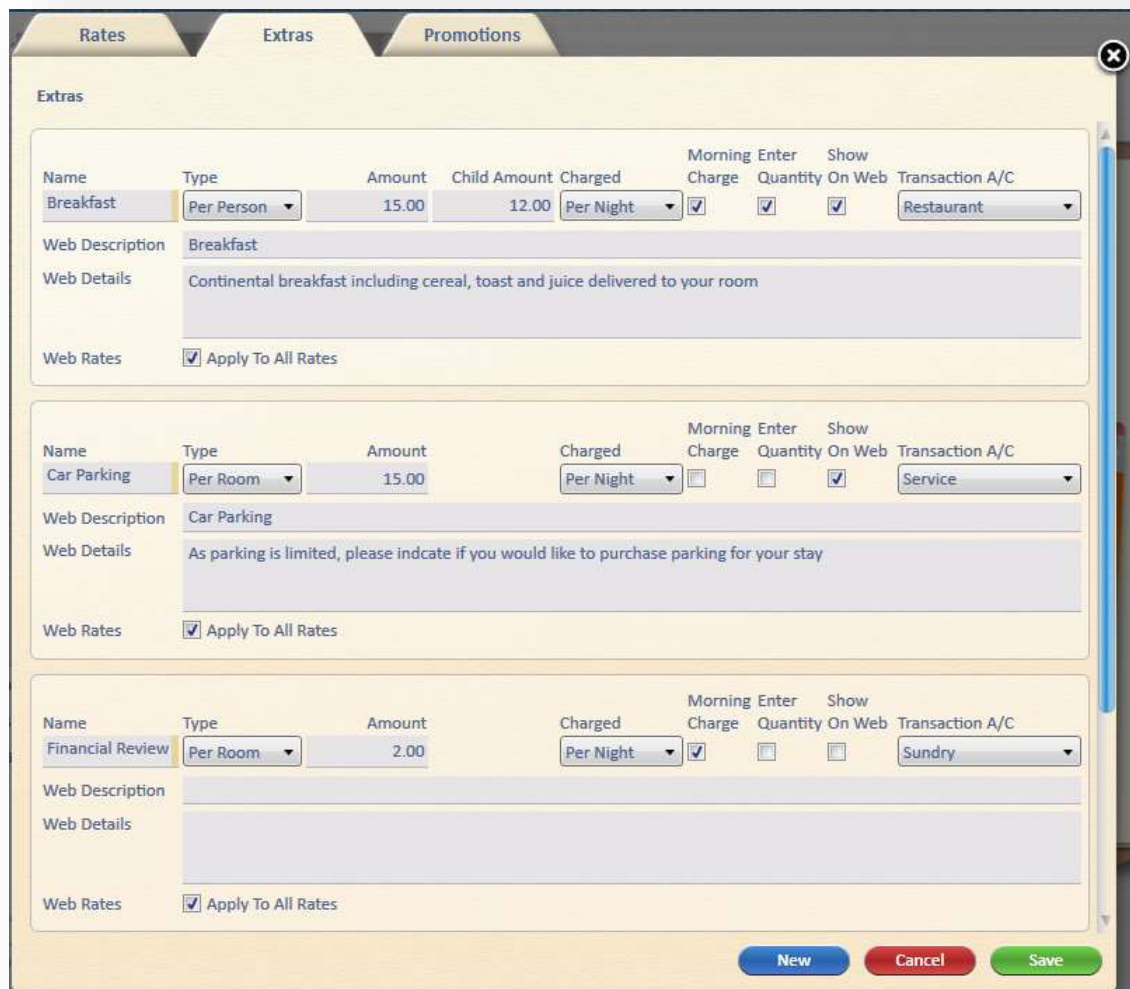
Room Type: Select the room type for this Standard Rate

Publish To:	<p>This field allows you to control where this rate is seen. Your options are:</p> <p>Not Online - will only be available in GuestPoint® and with GuestPoint® Premium can be used for companies using Corporate Login</p> <p>Own Website - will be available on WebPoint®</p> <p>External - will be sent to your Channel Manager</p> <p>All - displayed in WebPoint® and sent to your Channel Manager</p> <p>You may create some rates (e.g. Government Rates) that are set to Not Online. You also may have some specials that are only available on your Own Website. This Publish To option gives you great flexibility.</p>
Default Rate:	<p>You can nominate one Standard Rate for each Room Type to be your Default Rate. This is used when you create a new reservation and select a Room Type, GuestPoint® will default to the Default Rate.</p>
Channel Manager Code:	<p>If you integrate with a channel manager, this is their code for the rate.</p>
Default Group Rate:	<p>You can nominate one Standard Rate for each Room Type to be your Default Group Rate. This is used when you create a new group reservation and select a Room Type, GuestPoint® will default to the Default Group Rate.</p>
Deactive Rate:	<p>You can set a rate to deactive and hide it from the Rates screen.</p>
Web Sort Order:	<p>You can set the order that the rates are displayed on your WebPoint® booking page.</p>
Details:	<p>The details information you enter here is used in a number of places such as confirmation emails, WebPoint® booking page etc. You should take the time to describe the rate and room type.</p>
Minimum Stay:	<p>Enter the minimum number of nights a guest must book.</p>
Full Rate:	<p>Enter the full rack rate for this room. This is displayed on the WebPoint® booking page.</p>
Override Room Charge Account:	<p>By default, GuestPoint® will post all room charges to the Room Charges Transaction Account. You can override this here, although this should be very rarely used.</p>
Override Discount Account:	<p>By default, GuestPoint® will post all room charges to the Discount Transaction Account. You can override this here. This feature is only available in GuestPoint® Premium.</p>

- Inclusions:** If the rate includes any additional benefits (e.g. complimentary breakfast), you can describe these here. This text is included in the confirmation email and displays on your **WebPoint®** page. If you are linked to a compatible Channel Manager, the inclusions text will also be sent there.
- Guests Included:** This is the number of guests included in the rate. Any additional guests will be charged the Extra Adults and/or Extra Child rate.
- Extra Adults:** If the booking has Extra Adults, this is the amount **GuestPoint®** will charge per extra adult.
- Extra Child:** If the booking has an Extra Child/Children, this is the amount **GuestPoint®** will charge per extra child.
- Cancellation Policy:** Enter your Cancellation Policy for this rate here. This text will be included in the email confirmation and displayed on your **WebPoint®** booking page.
- Room Rate Includes:** You can select any Extras that are included in the Standard Rate (see setting up Extras in the next section). For example, if your \$160 rate includes 2 x \$15 breakfasts, you can tick 'Breakfast' and set the quantity and amount you charge. So you can keep your room charge revenue and your breakfast revenue correct, when **GuestPoint®** posts the charges for this room to a guest room account, it will create one \$30 charge for breakfast (2 people) and \$130 as the room charge. This means your revenue reports will be correct.
- As you have sold the room and breakfast as a package you do not want these separated on the room account the guest sees. **GuestPoint®** puts the same description in for each charge (for example "Family Suite"). So, even though the breakfast charge is going to the breakfast revenue account, the description says "Family Suite". When **GuestPoint®** prints the room account, it groups together all transactions for the same day with the same description. This means that the Room Charge "Family Suite" for \$130 and our Breakfast Charge "Family Suite" for \$30 will show on the room account as "Family Suite" \$160.
- This sounds very complicated, but when you start to use it, you will find it is a great way to create packages for guests, but still give you the accounting breakdown you need.
- Periods:** As your rates change over time, or for seasonal rates, you can add new Periods and set the corresponding rate. Note that the End Date for the last rate is always "No Expiry" until you add another period.

When you finish creating or updating your Standard Rate, just click 'Save' and **GuestPoint®** will update this rate in all the places you have elected to publish it.

Extras



Name	Type	Amount	Child Amount	Charged	Morning Charge	Enter Quantity	Show On Web	Transaction A/C
Breakfast	Per Person	15.00	12.00	Per Night	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Restaurant
Web Description: Breakfast Web Details: Continental breakfast including cereal, toast and juice delivered to your room Web Rates: <input checked="" type="checkbox"/> Apply To All Rates								
Car Parking	Per Room	15.00		Per Night	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Service
Web Description: Car Parking Web Details: As parking is limited, please indicate if you would like to purchase parking for your stay Web Rates: <input checked="" type="checkbox"/> Apply To All Rates								
Financial Review	Per Room	2.00		Per Night	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sundry
Web Description: Web Details: Web Rates: <input checked="" type="checkbox"/> Apply To All Rates								

Extras are a list of items that can be charged to guests, all with pre-set charge amounts. They can be adjusted if need be from within a reservation. You would not use an Extra for dinner at your restaurant, because the charge amount would always be different, however, if you have a set price for breakfast, an Extra is perfect.

Extras can be added to a guest Room Account in five ways:

1. They are included in the Standard Rate (see Standard Rate setup) and will be added automatically when the Room Charge is added.
2. They can be selected in the Future Charges tab on the Reservation Card. If they are selected here, they will be automatically added to the Room Account on the selected date. This is great if you ask the question on check-in "Do you want to book for breakfast for the next three days?" Just tick the days they select.
3. When you use Enter Bulk Charges on the Daily Tasks clipboard, you can bulk enter Extras.
4. On the Room Account tab in a Reservation, you can manually add Extras.

5. If you tick the 'Show On Web' option, **GuestPoint®** will add this Extra to the end of the online booking page, allowing guests to pre-order these optional extras.

Before you can add Extras to a Room Account, you need to set them up. On the Extras tab, just click 'New' and a blank line will appear. You need to complete the following information:

Name:	This is the name of the Extra charge and will appear on the Room Account (unless the Extra is included in a Standard Charge)
Type:	You can select: Per Room: This means that the charge is not determined by the number of persons in the room (e.g. Newspaper) Per Person: This will be charged based on the number of persons (e.g. Breakfast)
Amount:	This is the amount to be charged if the Extra is a 'Per Room' charge and is also the amount to be charged for an Adult, if the Extra is a 'Per Person' charge.
Child Amount:	This is the amount to be charged for a Child, if the Extra is a 'Per Person' charge.
Charged:	You can tell GuestPoint® whether the Extra is only charged once 'On Check-In' or charged 'Per Night'. This really only applies to automated charges where Extras are included in the Standard Rate and where the guest has selected future charges.
Morning Charge:	For any Extras that are provided in the morning where the revenue needs to be included in the Roll Over of the previous night, tick 'Morning Charge'. This will always include Breakfast and Newspapers.
Enter Quantity:	If you can vary the quantity of the Extra for each guest, tick the 'Enter Quantity' box. If you don't tick 'Enter Quantity', the quantity is automatically set at 1.
Show on Web:	Tick this option if you want this Extra to appear at the bottom of the online booking form.
Transaction A/C:	Select the Transaction Account you want this revenue posted to.
Web Description:	This is the description that will be used on your online booking page.
Web Details:	This is optional additional information about the Extra, which will appear on the web.
Web Rates:	If you are listing the Extra on the web, you can select to make it available when a guest is booking any rate by ticking the 'Apply to All Rates' or you

can un-tick this option and select the specific rates that this Extra is available with.

When you finish creating your Extras, just click 'Save'. If you have selected 'Show On Web', the Optional Extras will show on your booking page.

Optional Extras			
<input type="checkbox"/>	Breakfast (Adult <input type="text" value="1"/> Children <input type="text" value="0"/>) Continental breakfast including cereal, toast and juice delivered to your room	\$15.00 per adult \$12.00 per child per night	\$0
<input type="checkbox"/>	Car Parking As parking is limited, please indicate if you would like to purchase parking for your stay	\$15.00 per room per night	\$0
			Optional Extras Total: \$0

Promotions

Rates

Extras

Promotions

Promotions

Code

AAA

Book From

16/09/2012

15

Book To

22/09/2013

15

Room Type

Any Room Type

Discount Type

☐ Percentage Off
 ☒ Fixed Amount Off
 ☐ Set Nightly Rate

Apply Discount to

Dynamic Rates

Name

AAA

Staying From

16/09/2012

15

Staying Until

22/09/2013

15

Rates

Any Rate

☐ Percentage Off
 ☒ Fixed Amount Off
 ☐ Set Nightly Rate

10.00

0.00

Web Description

Limit Qty

0 Used

Short URL

<http://save.so/33314/AAA>

Copy Link

Code

CORP

Book From

8/09/2012

15

Book To

30/09/2012

15

Room Type

Executive Queen

Discount Type

☐ Percentage Off
 ☒ Fixed Amount Off
 ☐ Set Nightly Rate

Apply Discount to

Dynamic Rates

Name

Corporate Rate

Staying From

8/09/2012

15

Staying Until

30/09/2012

15

Rates

Any Rate

☐ Percentage Off
 ☒ Fixed Amount Off
 ☐ Set Nightly Rate

0.00

135.00

Web Description

Set Rate of \$135 per night for Executive Queen Rooms

Limit Qty

1 Used

Short URL

<http://save.so/33314/CORP>

Copy Link

Code

LION

Book From

1/06/2012

15

Book To

30/09/2012

15

Room Type

Any Room Type

Discount Type

☒ Percentage Off
 ☐ Fixed Amount Off
 ☐ Set Nightly Rate

Apply Discount to

Dynamic Rates

Name

Lions Club Discount

Staying From

1/10/2012

15

Staying Until

31/10/2012

15

Rates

Any Rate

☒ Percentage Off
 ☐ Fixed Amount Off
 ☐ Set Nightly Rate

15.00 %

0.00

0.00

Web Description

15% off for all bookings for October 2012

Limit Qty

4 Used

Short URL

<http://save.so/33314/LION>

Copy Link

New

Cancel

Save

You can easily create special promotion discounts. These can be discounts (either a percentage off or a fixed amount off the nightly rate) or a set rate. Each promotion has a unique code and is entered when a new reservation is added, so the guest can take advantage of the discount.

Before you can use Promotion Codes on a new reservation, you need to set them up. On the Promotions tab, just click 'New' and a blank line will appear. You need to complete the following information:

Code:	You need to assign your new promotion a code. Typically, these are 4-8 characters (e.g. WINTER51, PROMO32).
Name:	Give your promotion a name so it is easy for you to identify (e.g. Corporate Customer Special May 2014).
Book From/To:	Enter the date range in which a new booking must be made to qualify for this special promotion.
Staying From/To:	Enter the date range in which a guest must stay to qualify for this special promotion.
Room Type:	Select a Room Type that the promotion is applicable to or leave it set to <Any Room Type>.
Rate:	Select a Rate that the promotion is applicable to or leave it set to <Any Rate>.
Discount Type:	Select whether the discount is a percentage or a discount amount or a set nightly rate and enter the value.
Apply Discount To:	Select whether the discount is applied to your Standard Rates or the current Dynamic Rate (note this does not apply to promotions with a discount of a Set Nightly Rate).
Web Description:	If a guest enters the Promotion Code into your online booking page, they will see this description appear. You can use this to describe the promotion and any terms and conditions.
Limit Quantity:	If you want to limit the number of guests that can use the Promotion Code, set a limit here. GuestPoint® will let you know when you reach your limit.
Short URL:	You can copy this short URL and paste it into emails and social media posts. Guests who click on this link will be taken directly to your booking page with the promotion details displayed.

Just click 'Save' to save your new promotion. You can also remove promotions at any time by clicking the 'Trash Can'.

TIP: If you have customers who receive a regular discount, you can set a Default Promotion Code on their Customer Card, and this will be used every time you enter a new reservation for them.

Dynamic Rates

Dynamic Rates

Online Inventory

Step

1 Adjust Room Rates

☒ Set minimum night stay

☒ Show Revenue Maximizer adjustments

Dynamic Rates	Sat 22 Sep	Sun 23 Sep	Mon 24 Sep	Tue 25 Sep	Wed 26 Sep	Thu 27 Sep	Fri 28 Sep
	62%	75%	100%	79%	75%	100%	100%
Revenue Maximizer	9 Active Channels	9 Active Channels	0 Active Channels	9 Active Channels	9 Active Channels	9 Active Channels	9 Active Channels
Disabled Queen							
	+0 140	+0 140	+0 140	+0 140	+0 140	+0 140	+0 140
\$160	Nights 1	Nights 1	Nights 1	Nights 1	Nights 1	Nights 1	Nights 1
Disabled Twin				150	150	150	150
	+0 150	+0 150	+0 150	+15 165	+10 160	-10 140	-10 140
\$175	Nights 1	Nights 1	Nights 1	Nights 1	Nights 1	Nights 1	Nights 1
Executive King	145					145	145
	+15 160	+0 145	+0 145	+0 145	+0 145	-10 135	-10 135
\$165	Nights 1	Nights 1	Nights 1	Nights 1	Nights 1	Nights 1	Nights 1

Dynamic Rates gives you the flexibility to change your rates easily for any given night. There may be a major event nearby, allowing you to increase your rates, or you might be a bit quiet and want to decrease your rates. As soon as you change your rates on the Dynamic Rates screen, everywhere you publish your rates will be updated.

Dynamic Rate	160	Stop Sell
Adjustment	-50% 80	Enable Revenue Maximizer
Nights	1	Minimum Nights

The Dynamic Rates screen, by default, only shows the Dynamic Rate. You can optionally display the Minimum Night Stay and RevenueMaximizer™ adjustment (see RevenueMaximizer™ Setup).

Step 1 Adjust Room Rates ☐ Set minimum night stay ☐ Show Revenue Maximizer adjustments

Dynamic Rates	Mon 17 Dec	Tue 18 Dec	Wed 19 Dec	Thu 20 Dec	Fri 21 Dec	Sat 22 Dec	Sun 23 Dec
Disabled Queen \$160	0% 180	0% 160	0% 160	0% 180	0% 180	0% 200	0% 180

If you want to alter your rate for a specific night (up or down), just type the new rate into the cell. You will notice the cell will change to blue, indicating that a Dynamic Rate is overriding the Standard Rate. You can also 'Stop Sell' a rate on a specific night by clicking the 'Stop Sell' button (white square next to rate). If you Stop Sell a rate, it will appear on your online booking page as "Call" and appear as "Sold" or "Call" on your sales channels (depending on the channel, requires a Channel Manager connection).

Step 1 Adjust Room Rates ☒ Set minimum night stay ☐ Show Revenue Maximizer adjustments

Dynamic Rates	Mon 17 Dec	Tue 18 Dec	Wed 19 Dec	Thu 20 Dec	Fri 21 Dec	Sat 22 Dec	Sun 23 Dec
Disabled Queen \$160	180	180	180	180	180	180	180
	Nights 1	Nights 2	Nights 2	Nights 2	Nights 1	Nights 1	Nights 1

By default, your minimum night stay is set when you create your Standard Rates. If the 'Nights' cell on the Dynamic Rates screen has a white background, this indicates that the Standard Rate Minimum Nights is in use. If you change the nights, the cell will have a blue background, indicating you have adjusted the Minimum Nights for that night.

Step 1 Adjust Room Rates ☐ Set minimum night stay ☒ Show Revenue Maximizer adjustments

Dynamic Rates	Sat 22 Sep	Sun 23 Sep	Mon 24 Sep	Tue 25 Sep	Wed 26 Sep	Thu 27 Sep	Fri 28 Sep
Revenue Maximizer	62%	75%	75%	75%	75%	75%	75%
Revenue Maximizer	9 Active Channels	9 Active Channels	0 Active Channels	9 Active Channels	9 Active Channels	9 Active Channels	9 Active Channels
Disabled Queen \$160	+0 140	+0 140	+0 140	+0 140	+10 150	-10 130	-10 130

If you have RevenueMaximizer™ enabled (see RevenueMaximizer™ setup), you will get useful information and be able to adjust how RevenueMaximizer™ works. The RevenueMaximizer™ heading bar indicates if RevenueMaximizer™ is currently active on a particular day by showing a green arrow indicating rate increases, and a red arrow, indicating rate decreases. This bar also shows how many channels are active. For each rate, per day, you can see how much RevenueMaximizer™ is adjusting the rate (+/-). By default, RevenueMaximizer™ is enabled for each day, for each rate, however, you can click on the green button next to the RevenueMaximizer™ rate and disable RevenueMaximizer™.

To move to different dates, you can click 'Previous 7 Days', 'Next 7 Days' or select a specific date. Also, if a cell is empty, it means there are no rooms left for that night, so you cannot adjust the rate or minimum night's stay.

Bulk Rate Update

Step 1 Select Time Span

From To

Step 2 Select Days Of The Week

☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday

Step 3 Select Room Rates

☒ All

☒ Executive King Room ☒ Family Room ☒ Queen + Family Room ☒ Queen Room

☒ Queen Room 2 Night Special ☒ Twin Room

Step 4 Set New Rate / Minimum Stay

☒ Set Rate

☒ Increase Nightly Rate by \$

☐ Decrease Nightly Rate by \$

☐ Increase Nightly Rate by %

☐ Decrease Nightly Rate by %

☐ Set Nightly Rate to \$

☐ Reset Rate to Standard Rate

☐ Set Minimum Nights

☐ Reset Min Nights to Standard Min Nights

☐ Stop Sell

☐ Revenue Maximizer

If you want to update multiple dates, you can use the Bulk Rate Update screen. This lets you select a date range, days of the week and all rates or specific rates. Once you have made your selection, you can:

Set Rate:

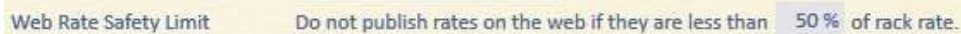
Set to a specific amount, increase/decrease by a fixed amount or increase/decrease by a percentage, reset back to the Standard Rate

Set Minimum Nights:	To a specific value
Reset Minimum Nights:	Back to the Standard Rate's Minimum Nights
Stop Sell:	To turn Stop Sell On or Off
RevenueMaximizer™:	To turn RevenueMaximizer™ On or Off

For example, you could set the minimum stay to 2 nights for every Friday night on your Queen Rooms between 3/3/2014 and 6/6/2014.

Click 'Apply' to update **GuestPoint®**.

TIP: **GuestPoint®** has a Web Rate Safety Limit that protects you against accidentally setting a really low rate (e.g. \$1 instead of \$100). If **GuestPoint®** detects that a rate will be published online at a rate lower than your Web Rate Safety Limit, it will swap the low rate for your safety limit rate (e.g. 50% off rack rate) and send you an email to let you know the Web Rate Safety Limit was reached, so that you can correct it. The Web Rate Safety Limit is set up in the Property Configuration in the Setup book.

A screenshot of a software interface showing the 'Web Rate Safety Limit' configuration. It consists of a yellow header bar with the text 'Web Rate Safety Limit' on the left and 'Do not publish rates on the web if they are less than' followed by a dropdown menu showing '50 %' and the text 'of rack rate.' on the right. Below the header is a greyed-out input area.

Web Rate Safety Limit Do not publish rates on the web if they are less than 50 % of rack rate.

Online Inventory

Dynamic Rates
Online Inventory

Step 1
Adjust Online Inventory Reserve (Number of rooms that are not available for sale online)

Online Inventory	Thu 01 Nov	Fri 02 Nov	Sat 03 Nov	Sun 04 Nov	Mon 05 Nov	Tue 06 Nov	Wed 07 Nov
Executive King	0% 1 4	0% 1 4	0% 1 4	0% 1 4	1% 1 3	1% 1 3	0% 1 4
Executive King Spa	1 1 2	1 1 2	1 1 2	1 1 2	1 1 2	1 1 2	1 1 2
Executive Queen	1 0 1	1 0 1	1 0 1	1 0 1	1 0 1	1 0 1	1 0 1
Executive Queen Kitchenette	5 1 6	5 1 6	5 1 6	5 1 6	5 1 6	5 1 6	5 1 6
Executive Twin Room	4 1 5	4 1 5	4 1 5	4 1 5	4 1 5	4 1 5	4 1 5
Family Room	3 1 4	3 1 4	3 1 4	3 1 4	3 1 4	3 1 4	3 1 4
Total	14 5 22	14 5 22	14 5 22	17 5 22	16 5 21	16 5 21	17 5 22

Previous 7 Days
Next 7 Days
Bulk Inventory Update
1/11/2012
15

Step 2
Update All Online Booking Sites

Cancel
Save

Online Inventory
Adjusted Reserve
No Online Inventory Warning
Stop Sell Button
Total Available

The Online Inventory tab is the only place you need to go to manage your inventory online. The reason you need to manage this is that the Internet is not perfect. If you are using multiple online sales channels (e.g. Expedia, Last Minute, Hotel.com) and you have one room left, it is listed on all sites. It is possible to sell the same room across each site at the same time and end up with an overbooking. The easiest way to overcome this is for you to hold back some rooms from sale online using an Inventory Reserve. This gives you a buffer against over bookings.

For each day and room type, you can adjust the way your inventory is released online by adjusting the Inventory Reserve. The Default Online Inventory Reserve that is used for each room type is setup in the Room Type setup.

Short Description	Queen & Kitchenette
Colour	Purple 
Rack Rate	140
Default Online Inventory Reserve	1 

As the specific date gets closer, you may want to start reducing the reserve. Ultimately, you want to sell all your rooms and have no overbookings. One strategy is to start bringing your cheapest rooms back to a 0 Inventory Reserve first. If you end up with an overbooking in your cheapest room, you can upgrade the guest to a higher category.

To understand how simple managing your Online Inventory is, let's go through an example:

Online Inventory	Fri 09 Mar	
	60%	
Queen & Kitchenette	3	1 4

On March 9 in our Queen & Kitchenette room we have the following:

Total number of Queen & Kitchenette rooms available is 4 (**number in shaded cell**)

The Inventory Reserve is 1 (**number in white cell**) and this comes from our Room Type setup

Therefore the Online Inventory is 3 (4 available – 1 reserve) (**number in circle**)

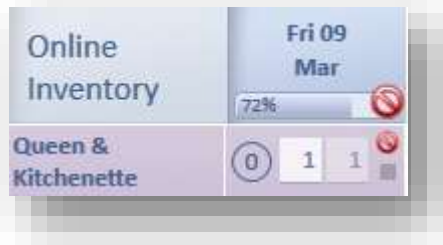
This means that the number of Queen & Kitchenette rooms available across all of our online sites for March 9 is 3 rooms.

Now, we have just taken a new booking for a Queen & Kitchenette Room for 9 March.

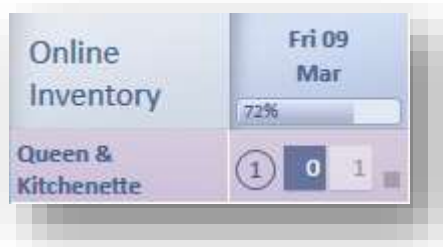
Online Inventory	Fri 09 Mar	
	64%	
Queen & Kitchenette	2	1 3

The number of total number of Rooms Available has automatically dropped to 3, the Inventory Reserve is still 1, and the Online Inventory is now 2. As soon as we took the new booking, **GuestPoint®** updated our entire online inventory.

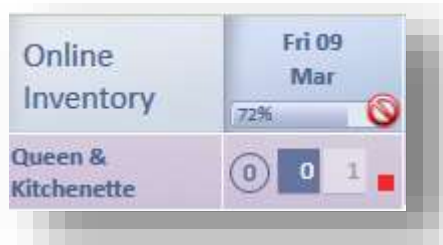
Imagine now, that we take 2 online bookings. How does this affect our Online Inventory?



As you would expect, the total number of Rooms Available has dropped from 3 to 1. Our Inventory Reserve is still 1, which leaves us with no rooms selling online. You will also notice a red warning symbol. This indicates there is still room(s) available at your property, however, it is your Inventory Reserve that is blocking them from being sold online. This warning only appears while you have available rooms at your property, but not available online. Depending on your occupancy, it is quite normal to hold back rooms, and you can just leave this as is. You can also adjust the Inventory Reserve. Let's reduce it to 0.



Now you will see that the Inventory Reserve cell is blue. This indicates that we have adjusted the reserve from the default that is setup in the Room Type setup. The Online Inventory has gone back up to 1.

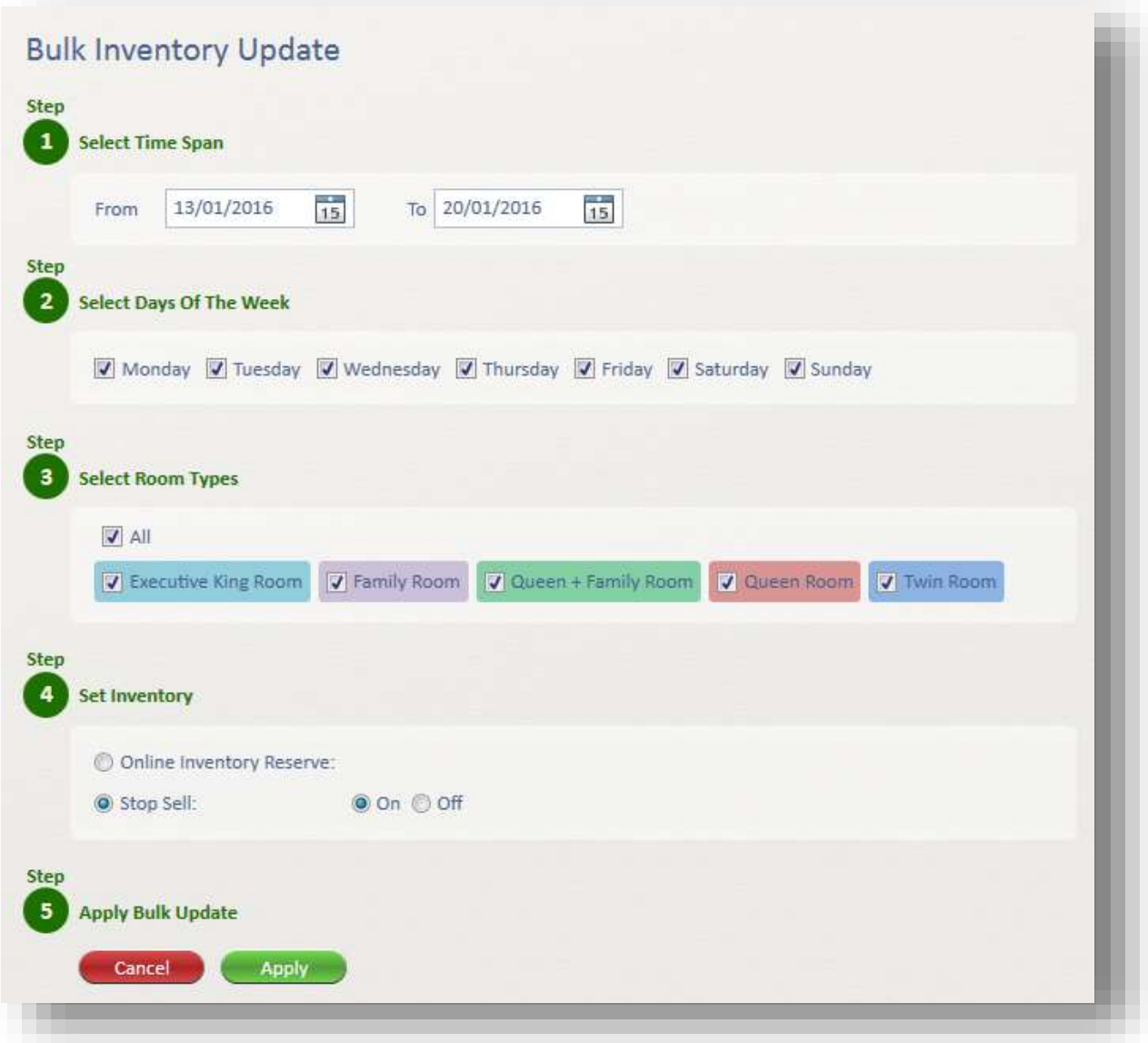


Finally, there will be times that we want to quickly and temporarily remove our Online Inventory. We can simply click 'Stop Sell' (small square on the right of the cell) and all inventory for the Queen & Kitchenette room for March 9 will be removed from being online regardless of how many rooms

are available or what the Inventory Reserve is. You will notice that the Number of Rooms Online is now 0 and the warning re-appears as we do actually have a room available.

Getting the right mix of default online inventory reserve and when to start adjusting will take some trial and error as it varies from property to property.

To move to different dates, you can click 'Previous 7 Days', 'Next 7 Days' or select a specific date. Also, if a cell is empty, it means there are no rooms left for that night, so you cannot adjust the Inventory Reserve.



Bulk Inventory Update

Step 1 Select Time Span

From To

Step 2 Select Days Of The Week

☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday

Step 3 Select Room Types

☒ All

☒ Executive King Room ☒ Family Room ☒ Queen + Family Room ☒ Queen Room ☒ Twin Room

Step 4 Set Inventory

☐ Online Inventory Reserve:

☒ Stop Sell: ☒ On ☐ Off

Step 5 Apply Bulk Update

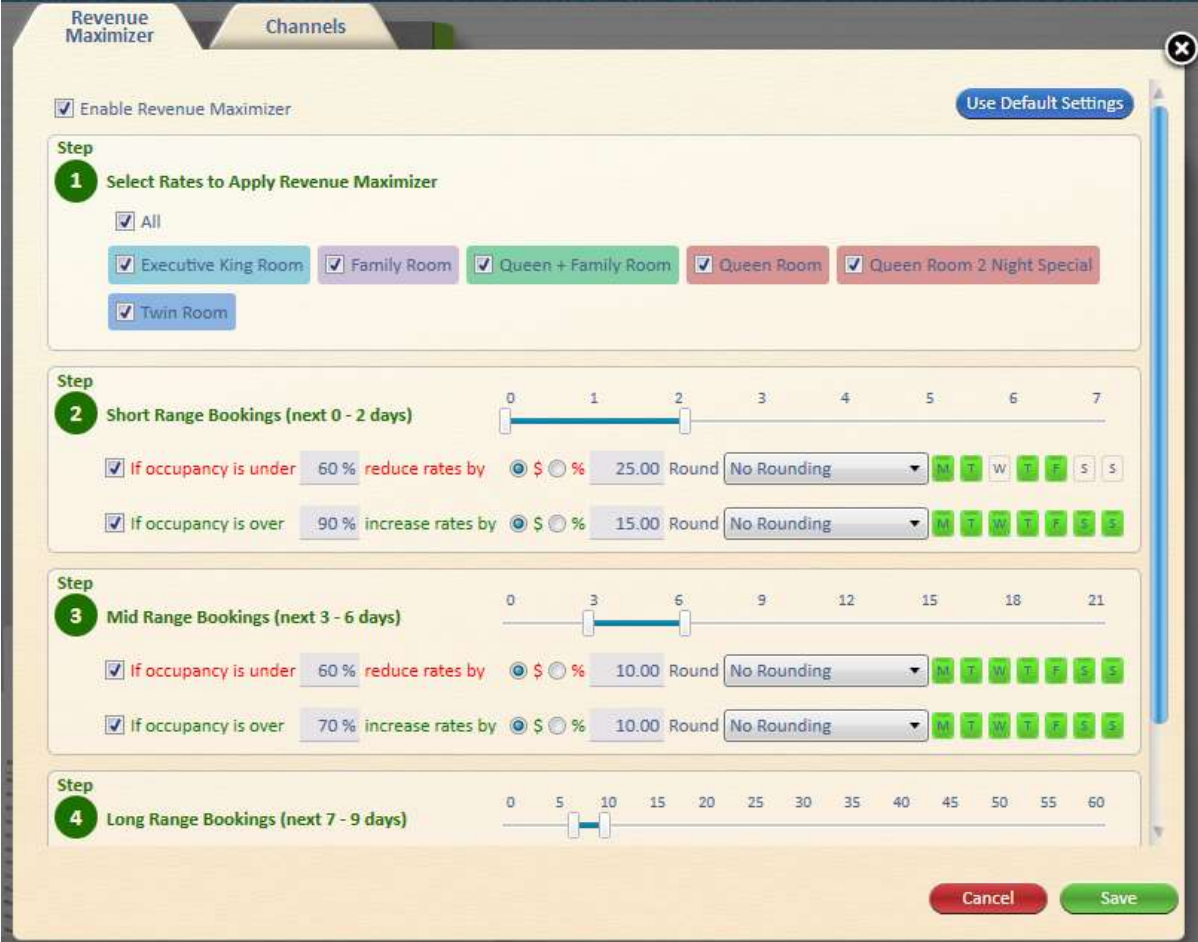
If you want to update multiple of dates, you can use the Bulk Inventory Update screen. This lets you select a date range, days of the week and specific room types. Once you have made your selection, you can:

Set the Inventory Reserve:
Set Stop Sell:

To a specific amount
On or Off

For example, you could set the Inventory Reserve on your Queen Rooms between 3/3/2014 and 6/6/2014 to 3. Click 'Apply' to update **GuestPoint®**.

RevenueMaximizer™



The screenshot shows the 'Revenue Maximizer' configuration window. It has two tabs: 'Revenue Maximizer' (selected) and 'Channels'. A 'Use Default Settings' button is in the top right. The window is divided into four steps:

- Step 1: Select Rates to Apply Revenue Maximizer**
 - ☒ All
 - ☒ Executive King Room
 - ☒ Family Room
 - ☒ Queen + Family Room
 - ☒ Queen Room
 - ☒ Queen Room 2 Night Special
 - ☒ Twin Room
- Step 2: Short Range Bookings (next 0 - 2 days)**
 - Slider: 0 to 7, set at 2.
 - ☒ If occupancy is under 60% reduce rates by \$ 25.00 Round: No Rounding. Days: M, T, W, T, F, S, S.
 - ☒ If occupancy is over 90% increase rates by \$ 15.00 Round: No Rounding. Days: M, T, W, T, F, S, S.
- Step 3: Mid Range Bookings (next 3 - 6 days)**
 - Slider: 0 to 21, set at 6.
 - ☒ If occupancy is under 60% reduce rates by \$ 10.00 Round: No Rounding. Days: M, T, W, T, F, S, S.
 - ☒ If occupancy is over 70% increase rates by \$ 10.00 Round: No Rounding. Days: M, T, W, T, F, S, S.
- Step 4: Long Range Bookings (next 7 - 9 days)**
 - Slider: 0 to 60, set at 10.

At the bottom right are 'Cancel' and 'Save' buttons.

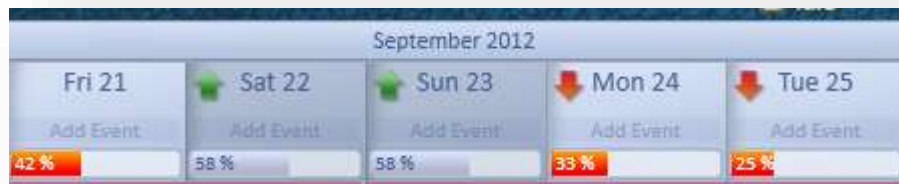
RevenueMaximizer™ is a powerful feature in **GuestPoint®** that constantly monitors your occupancy and adjusts your room rates, based on simple settings you create.

RevenueMaximizer™ can:

- Increase rates by a fixed amount, or percentage, once you reach a pre-set occupancy
- Decrease rates by a fixed amount, or percentage, if you are below pre-set occupancy
- Set the days of the week for **RevenueMaximizer™** to adjust rates
- Set different increases, decreases and occupancy levels for short, medium and long term date ranges
- Specify any rates not to be adjusted

For example, you could set **RevenueMaximizer™** to increase your rates by \$10 once you reach 80% occupancy within the next 5 days, and, decrease rates by \$15 if you have not reached 60% occupancy within the same date range. You could also set **RevenueMaximizer™** to increase rates by \$5 when you reach 70% occupancy between 5 to 15 days out.

GuestPoint® gives you total visibility of what **RevenueMaximizer™** is doing. On the Reservation Plan, you will see if **RevenueMaximizer™** is increasing or decreasing rates.



From the Dynamic Rates screen, you can see which Online Sales Channels are active and the actual adjustments **RevenueMaximizer™** is making to each rate. You can easily disable **RevenueMaximizer™** for a specific rate and specific dates (see Dynamic Rates).

Dynamic Rates	Fri 21 Sep	Sat 22 Sep	Sun 23 Sep	Mon 24 Sep	Tue 25 Sep	Wed 26 Sep	Thu 27 Sep
	42%	58%	58%	33%	25%	15%	2%
Revenue Maximizer	9 Active Channels	9 Active Channels	9 Active Channels	9 Active Channels	9 Active Channels	9 Active Channels	9 Active Channels
Disabled Queen				140	140	140	140
\$160	+0 140	+0 140	+0 140	-10 130	-10 130	-10 130	-10 130
Disabled Twin	150			150	150	150	150
\$175	+0 150	+0 150	+0 150	-10 140	-10 140	-10 140	-10 140
Executive King	145	145	145	145	145	145	145
\$165	+0 145	+10 155	+10 155	-10 135	-10 135	-10 135	-10 135

RevenueMaximizer™ is a very powerful feature, yet, is very easy to setup. In fact, you can simply go to the **RevenueMaximizer™** screen and click 'Use Default Settings'. This will do the following:

In the Short Term Range (next 0 – 3 days):

Increase Rates by \$10 on days where occupancy is over 90%

In the Medium Term Range (next 4 – 10 days):

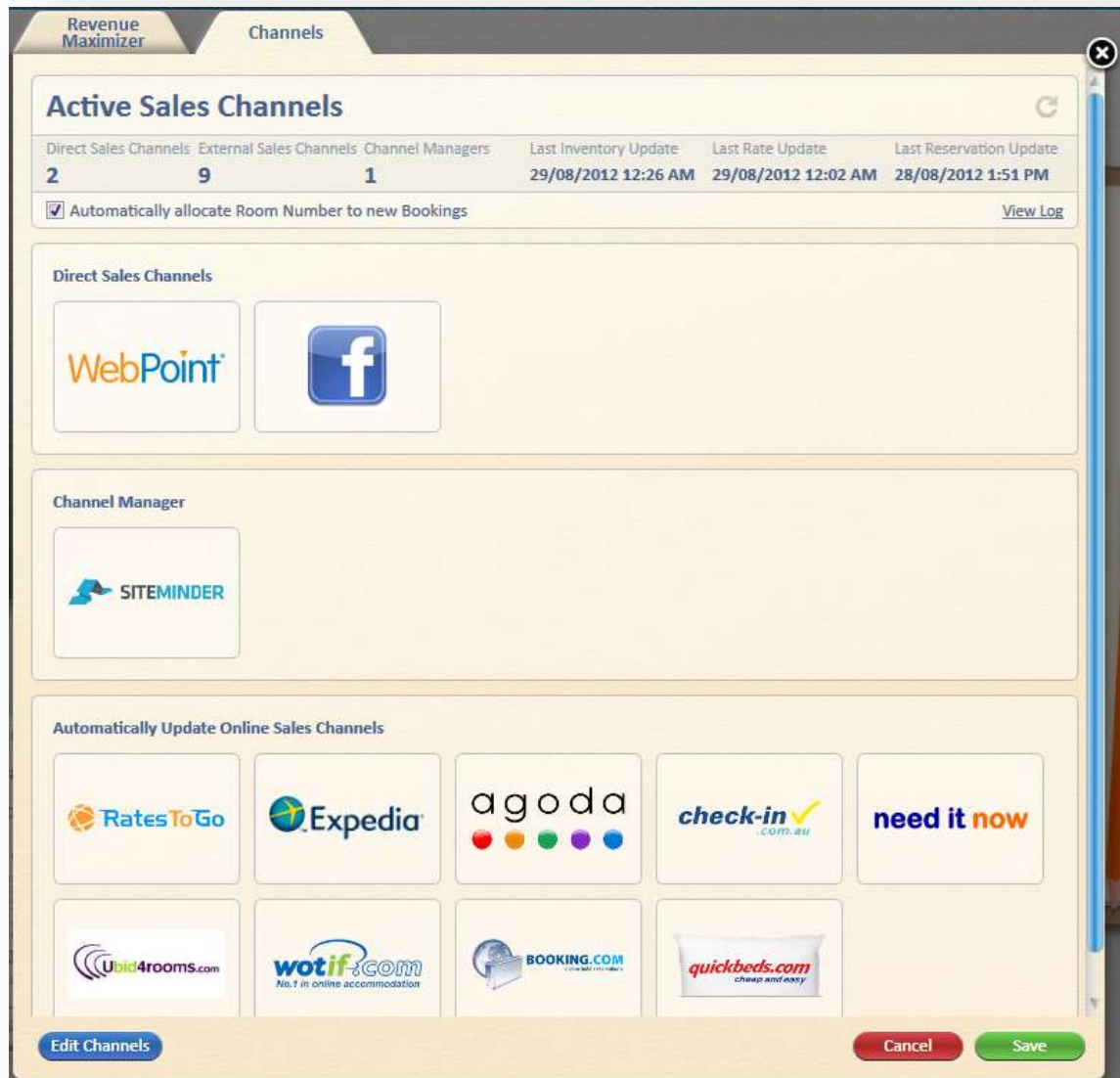
Increase Rates by \$5 on days where occupancy is over 80%

In the Long Term Range (next 11 – 30 days):

Increase Rates by \$10 on days where occupancy is over 70%

You can tweak these defaults to suit your property. You can also change the settings at any time and **GuestPoint®** will automatically update all your online booking sites.

Channels



The Channels tab gives you up to date information about all of the online sales channels you have connected to **GuestPoint®**. There are two ways online bookings will get to you. Firstly, any bookings made via **WebPoint®** and Facebook are instantly added to **GuestPoint®** and inventory is updated instantly. Secondly, bookings made through external sites like Expedia, Hotels.com etc... come into **GuestPoint®** via a Channel Manager. If you need to add more channels or set up a Channel Manager, please contact the Customer Support team.

The top of the Channels tab give you useful information about your channels. You can also click 'View Log' to see your last 3 days of rate and inventory updates sent to your Channel Manager and any reservations retrieved. Every time your inventory changes (a new booking, cancellation, extension etc...), **GuestPoint®** will update your Channel Manager. As **WebPoint®** is connected real-time to **GuestPoint®** and updates are instant, they do not appear in the log.

At the top of the Channels tab you can tick 'Automatically allocate Room Numbers to new Bookings'. This applies to **WebPoint®** and Channel Manager bookings. If you enable this, **GuestPoint®** will pick the best fit room for the new booking. If you do not enable this, the booking is left as unallocated for you to process. If there are unallocated bookings, the Unallocated button on the Reservation Plan is yellow and the yellow warning triangle appears (see Unallocated Bookings in the Reservation Plan section).

8/03/2012 Sun 04		March 2012		
		Fri 09	Sat 10	Sun 11
<input type="text" value="Search"/> <input type="button" value="New Reservation"/> <input type="button" value="Unallocated"/> <input type="button" value="Competitors Rates"/>		Add Event	Add Event	Add Event
		63 %	75 %	29 %
1	Executive Queen Kitchen	Mcdonnell	Mcdonnell	Mcdonnell
2	Family Room			
3	Executive Queen Kitchen	Mudaliar	Mudaliar	

☒ **facebook**

Booking Source: Payment Option:

Increase Dynamic Rate by: ☐ \$ ☐ %

Discount Rates by: ☐ \$ ☐ % Apply to:

GuestPoint® has the ability to have a booking page integrated into your property's Facebook site. Instructions on how to connect **GuestPoint®** to Facebook are contained in the Client Portal. Once you are connected, you can configure how **GuestPoint®** works in Facebook by clicking 'Edit Channels'. The most significant feature is the ability to offer a discount if a Facebook User 'Likes' your property.

Johnson Road Motel Book Now

Like Johnson Road Motel and get a \$10.00 discount

Johnson Road Motel - Hillcrest ★★★★★

Promotions Code

Room Description	Full Rate	Fri 14 Sep	Sat 15 Sep	Sun 16 Sep	Mon 17 Sep	Tue 18 Sep	Wed 19 Sep	Thu 20 Sep
A Family Room <input type="button" value="Book"/>	\$195	135	Call	Sold	Sold	Sold	150	150

Configuration



You should rarely need to go into the configuration section once your property is setup. Below is a brief overview of the options. For further assistance, please contact our Customer Support team.

Property: Configure information about your property such as address, web details (e.g. property description), upload property photographs, property facilities and setup of your invoices and statements. You can also set your Web Rate Safety Limit here, specify if you'd like address fields to display on your **WebPoint®** booking page and specify your Google Analytics, Conversion and Translation Codes. You can also enable your Loyalty Program and set your automated Daily Sales Alerts. You can also configure your Email Merge Templates for your confirmation, cancellation, invoice, room account etc emails. If you are using **GuestPoint®** Premium you can create multiple templates by clicking the 'New' button. Also if you are using **GuestPoint®** Premium you can enable your Corporate Customer login functionality.

Rooms & Room Types: Set up Room Types, list room type facilities and edit information about each room (e.g. telephone extension number). Also you can set up categories and sub-categories if you are using **GuestPoint®** Premium.

Housekeeping: Create your Housekeepers, set cleaning times for each room type and create general areas to be cleaned. If you are using **GuestPoint®** Premium you can also set up additional cleans if required.

Transaction Accounts: Create Revenue and Payments accounts and configure accounting system export. Also you can enable Gift Card management and set up your Shift Locations if you are using **GuestPoint® Premium**.

Profile Fields, Booking

Sources & Competitors: Profile Fields allow you to track information that is useful to you. You can create fields to appear in the Reservation Card and you can use these for targeted marketing. You can also create Booking Sources so you know where your bookings come from, and add competitors, so you can track their current rates.

Automated Emails & Text Messages

Configure pre-stay emails and text messages for guests, and post-stay thank you emails. Note that before you can send text messages, you will need to select a Text Message Gateway and agree to the Text Transmission Terms & Conditions.

Users & Rights

In this option you can create new **GuestPoint®** users and set their rights (what parts of **GuestPoint®** they can access). You can also disable existing users (e.g. if a staff member leaves).

Loyalty Program

With the new **GuestPoint®** Loyalty Program you don't need to create additional rates, all you need to do is enable the Loyalty Program and decide the offer you would like to make.

Any of your rates that you publish to your **WebPoint®** booking page will automatically have your new Loyalty Program rate.

Executive Village Motel - Brisbane ★★★★★

[Customer Login](#)
[Forgot Password](#)

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam ac sagittis ligula. Proin quis viverra augue. Nullam eu turpis tristique, faucibus elit vel, sollicitudin libero. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Sed vulputate ante eget sapien lobortis, non suscipit eros scelerisque. Pellentesque ultrices elementum sagittis. Nunc eget diam in ligula bibendum auctor nec ac leo. Nam vulputate feugiat nisl. Suspendisse potenti. Duisque sagittis leo a orci semper sagittis.

Check-in Date
Jan 13 2016
Check-out Date

Adults 1 Children 0 Rooms 1

Clear Check Availability

Promotion Code
Apply
Next 7 Days

Room Description	Full Rate	Wed 13 Jan	Thu 14 Jan	Fri 15 Jan	Sat 16 Jan	Sun 17 Jan	Mon 18 Jan	Tue 19 Jan	Wed 20 Jan	Thu 21 Jan	Fri 22 Jan	Sat 23 Jan	Sun 24 Jan	Mon 25 Jan	Tue 26 Jan
Executive King Loyalty Pgm	\$105	145	145	145	150	150	150	150	150	150	150	150	150	150	150
Executive King	\$165	150	150	150	155	155	155	155	155	155	155	155	155	155	155
Executive Queen Loyalty Pgm	\$168	140	140	140	145	145	145	145	145	145	145	145	145	145	145
Executive Queen	\$168	145	145	145	150	150	150	150	150	150	150	150	150	150	150
Family Room Loyalty Pgm	\$195	175	175	175	180	180	180	180	180	180	180	180	180	180	180
Family Room	\$195	180	180	180	185	185	185	185	185	185	185	185	185	185	185

Your potential guests can see how much they are saving when they make their booking.

Executive Village Motel - Brisbane ★★★★★

Booking a Room

Number of Rooms: 1

[Search Again](#)

Total: \$145.00

Room Description	Full Rate	Wed 13 Jan	Thu 14 Jan	Fri 15 Jan	Sat 16 Jan	Sun 17 Jan	Mon 18 Jan	Tue 19 Jan	Wed 20 Jan	Thu 21 Jan	Fri 22 Jan	Sat 23 Jan	Sun 24 Jan	Mon 25 Jan	Tue 26 Jan
Executive King	\$165	\$150	\$150	\$150	\$155	\$155	\$155	\$155	\$155	\$155	\$155	\$155	\$155	\$155	\$155
Your Loyalty Pgm	\$165	\$145	\$145	\$145	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150
Saving		\$5	\$5	\$5	\$5	\$5	\$5	\$5	\$5	\$5	\$5	\$5	\$5	\$5	\$5

Once they have made their booking they are instantly recognised as being a Loyalty Program member.

The screenshot shows a reservation summary for Alan Thompson. The reservation number is 40B8469E90, made on 31/05/2014. The room is a King Suite - 4, reserved for 1 night from Jun 04 to Jun 05. The booking value and account balance are both \$130.00. The reservation is associated with a Loyalty Program - New, where all charges are to the guest and the loyalty program rate is given.

Reservation	From	Company	Booking Value	Account Balance
40B8469E90			\$130.00	\$130.00

31/05/2014 Loyalty Program - New All Charges To Guest Loyalty Program Rate given. Jun 04 → Jun 05 1 Night(s)

The first step is to Enable your Loyalty Program and give it a name and rate description.

Next set the discount you would like applied, either a fixed amount or a percentage.

Then specify the Booking Source to be set for new Loyalty Program members and existing Loyalty Program members. Once you Save your settings these rates will automatically appear on your **WebPoint®** booking page.

The screenshot shows the 'Loyalty Program' configuration form. The 'Enable Loyalty Program' checkbox is checked. The 'Loyalty Program Name' is 'Loyalty Program' and the 'Loyalty Rate Description' is 'Loyalty Pgm'. The 'Decrease Rates By' is set to 15.00%. The 'New Member Booking Source' is 'Loyalty Program - New' and the 'Existing Member Booking Source' is 'Loyalty Program - Existin'.

Loyalty Program

Enable Loyalty Program ☒

Loyalty Program Name Loyalty Program

Loyalty Rate Description Loyalty Pgm

Decrease Rates By \$ % 15.00

New Member Booking Source Loyalty Program - New

Existing Member Booking Source Loyalty Program - Existin

You can enhance the appearance of your **WebPoint®** Loyalty Program booking page by adding banners and even link to a document that for example might outline the details of your Loyalty Program that will open when a potential guest clicks on the Loyalty Banner.

Note: The link to the document must be the full URL.

The screenshot shows a configuration panel for the Loyalty Program. It includes four sections: 'Loyalty Banner' with a 'Select Image' button; 'Loyalty Banner Link' with a text input field containing 'https://yourdomain.com/docs/LP.pdf'; 'Banner on Booking Page' with a 'Select Image' button; and 'Congratulations Banner' with a 'Select Image' button. Below these is a 'Facebook' section with a checkbox labeled 'Enable Loyalty Rate in Facebook' which is checked. Each banner section also displays a preview of the banner image.

If you would like your Loyalty Program rates available on your Facebook booking page select the checkbox.

You can also elect to customise the confirmation email that is sent to guests that book and automatically join your Loyalty Program and existing Loyalty Program members, see Email Merge Templates for more details.

Corporate Customers

If you have **GuestPoint®** Premium you can now create unique login credentials for your high-volume corporate clients. They will be able to add, amend and cancel bookings directly via **WebPoint®** based on rules you set for that company.

The screenshot shows a configuration panel for Corporate Customers. It has a title 'Corporate Customers' and two main settings: 'Enable Corporate Customers' with a checked checkbox, and 'Corporate Customer Blurb' with a text input field containing the text: 'Enter your email address and password to create new bookings, edit existing bookings, view historical bookings and retrieve invoices related to those bookings.'.

Simply select Enable Corporate Customers and then enter any explanatory text you would like to appear on the Customer Login page.

The screenshot shows a web page for 'Executive Village Motel - Brisbane' with a 4-star rating. In the top right corner, there are links for 'Customer Login' and 'Forgot Password'. The main content area contains instructions: 'Enter your email address and password to create new bookings, edit existing bookings, view historical bookings and retrieve invoices related to those bookings.' and 'Please click Forgot Password if you need to have your password emailed to you.' Below this is a 'Customer Login' form with two input fields: 'Email Address' (containing 'paulaw@pegasus.com') and 'Password' (containing six asterisks). A red 'Login' button is positioned below the password field. At the bottom of the page, a small copyright notice reads: 'Copyright © 2010 Gentium Software - GuestPoint on behalf of Executive Village Motel. All rights reserved.'

Next from the Customers tab go to a company record and to the Corporate Login tab and Enable Corporate Login and specify the rules to be applied for each company.

Note: The company must have an email address to enable Corporate Login.

The screenshot shows the 'Corporate Login' configuration window in GuestPoint. At the top, there are tabs: Company, Profile, History, Corporate Login (selected), Companies, and Individuals. Below the tabs, the 'Enable Corporate Login' checkbox is checked. The 'Available Rates' section contains a grid of rate type checkboxes: Corporate King, Corporate Queen, Disabled Queen, Disabled Twin, Executive King, Executive King Spa, Executive Queen, Executive Queen Kitchenette, Executive Twin Room, Family Room, and Two Bedroom Apartment. The 'Or Dynamic Rate' checkbox is unchecked. The 'Decrease Rates By' section shows radio buttons for \$ and %, with the \$ option selected and a text input field containing '5.00'. The 'Policy' section has a checkbox for 'Allow changes/cancellations up to' followed by a text input field for 'days', and a 'Charges Policy' dropdown menu set to 'Allow Customer To Select'. The 'Payment Options' section includes checkboxes for 'Invoice All Charges To Company', 'Invoice Room Charges Only To Company', 'Invoice Room And Meal Charges To Company', and 'Credit Card'. At the bottom right are 'Cancel' and 'Save' buttons.

You have the option of using specific rates or Dynamic Rates. You might already have special corporate rates that you do not publish online but these rates can be used for the Corporate Login environment. In this example I want this company, Pegasus Industries, to be able to select from either my Corporate King or Corporate Queen rates, so I only select those two. I'm also giving them a \$5 discount off the Corporate King and Corporate Queen rate.

This close-up screenshot focuses on the 'Available Rates' section of the configuration window. It shows the same grid of rate type checkboxes as the previous image. In this configuration, the 'Corporate King' and 'Corporate Queen' checkboxes are checked, while all other checkboxes are unchecked. Below the grid, the 'Or Dynamic Rate' checkbox is unchecked. The 'Decrease Rates By' section shows the '\$' radio button selected, and the text input field next to it contains the value '5.00'.

For another company, BD Lawrence & Sons, I am going to let them select from my Dynamic Rates and this means that this company can select from any rates that are being published on my **WebPoint®** booking page and I'm also giving them a 5% discount.

The 'Available Rates' form contains a grid of checkboxes for various room types: Corporate King, Corporate Queen, Disabled Queen, Disabled Twin, Executive King, Executive King Spa, Executive Queen, Executive Queen Kitchenette, Executive Twin Room, Family Room, and Two Bedroom Apartment. Below the grid, there is a checkbox for 'Or Dynamic Rate' which is checked. At the bottom, there is a 'Decrease Rates By' section with radio buttons for currency (\$, €, £, %) and a text input field containing '5.00'.

Next you can specify how many days prior to check-in changes and cancellations can be made via the Corporate Login site and also the Charges Policy to apply.

The 'Policy' form has a checkbox for 'Allow changes/cancellations up to' followed by a text input field containing '2' and the word 'days'. Below this is a 'Charges Policy' dropdown menu currently set to 'Allow Customer To Select'.

Then select the Payment Options that will apply for this company. If Credit Card is the only option selected then the customer making the booking will need to enter credit card details to secure the booking, and these will either be stored automatically in the credit card vault in **GuestPoint®** or the payment will be processed via your payment gateway. If multiple options are selected the customer can choose the option to apply when they are making the booking.

The 'Payment Options' form lists four checkboxes: 'Invoice All Charges To Company', 'Invoice Room Charges Only To Company' (checked), 'Invoice Room And Meal Charges To Company', and 'Credit Card' (checked).

Once you save these details the password can be sent to the company.

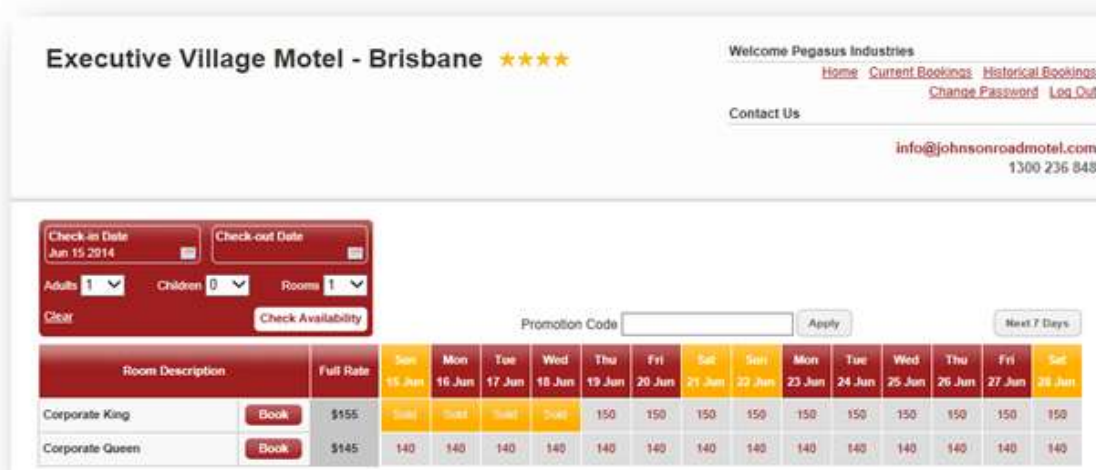
The 'Confirm Action' dialog box features an information icon and a message: 'There is no password setup for Pegasus Industries the password will be emailed to support@centiumsoftware.com'. At the bottom, there are two buttons: 'Yes' and 'No'.

You can elect to have **GuestPoint®** automatically generate a password or create one of your choice.



A dialog box titled "Change Password" with two radio buttons: "Auto-generate Password" (selected) and "Create Password". Below are two text input fields labeled "New Password" and "New Password (again)". At the bottom are "Cancel" and "OK" buttons.

When your corporate customer logs in they will only see the rates applicable to the Corporate Login rules you set for them and they can make their own bookings.



Executive Village Motel - Brisbane ★★★★★

Welcome Pegasus Industries

[Home](#) [Current Bookings](#) [Historical Bookings](#)
[Change Password](#) [Log Out](#)

Contact Us

info@johnsonroadmotel.com
1300 236 848

Check-in Date: Jun 15 2014 | Check-out Date: [calendar icon]
Adults: 1 | Children: 0 | Rooms: 1
Clear | Check Availability

Promotion Code: [input] | Apply | Next 7 Days

Room Description	Full Rate	Sat 15 Jun	Mon 16 Jun	Tue 17 Jun	Wed 18 Jun	Thu 19 Jun	Fri 20 Jun	Sat 21 Jun	Sun 22 Jun	Mon 23 Jun	Tue 24 Jun	Wed 25 Jun	Thu 26 Jun	Fri 27 Jun	Sat 28 Jun
Corporate King Book	\$155	140	140	140	140	140	140	140	140	140	140	140	140	140	140
Corporate Queen Book	\$145	140	140	140	140	140	140	140	140	140	140	140	140	140	140

They can elect to change their password by selecting Change Password and completing the details.

Executive Village Motel - Brisbane ★★★★★

Welcome Pegasus Industries

[Home](#) [Current Bookings](#) [Historical Bookings](#)
[Change Password](#) [Log Out](#)

Contact Us

info@johnsonroadmotel.com
1300 236 848

Change Password

This form allows you to change your password.

Email Address

Password

New Password

Confirm New Password

[Change my password](#)

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If you need to manually reset a password for a corporate customer from **GuestPoint®** you will need to click Change Password on the Corporate Login tab within their company record.

☒ Enable Corporate Login

Available Rates

☒ Corporate King ☒ Corporate Queen ☐ Disabled Queen ☐ Disabled Twin ☐ Executive King ☐ Executive King Spa
☐ Executive Queen ☐ Executive Queen Kitchenette ☐ Executive Twin Room ☐ Family Room ☐ Two Bedroom Apartment

Or Dynamic Rate ☐

Decrease Rates By %

Policy

☒ Allow changes/cancellations up to days

Charges Policy

Payment Options

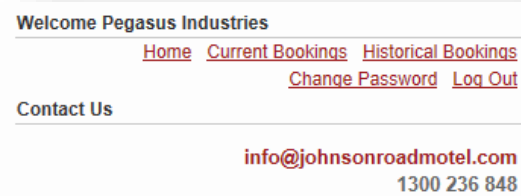
☐ Invoice All Charges To Company
☒ Invoice Room Charges Only To Company
☐ Invoice Room And Meal Charges To Company
☒ Credit Card

[Change Password](#)

The new password can then be sent to the email address within their company record.



Along with making new bookings your corporate customer can also easily access their current bookings and historical bookings. Your contact information is easily seen should they need to get in touch with you.



Current bookings, which includes inhouse guests and future bookings, are listed under Current Bookings and, depending on the rules you set for the company, they can edit or cancel those bookings.

Current Bookings

Booking Reference	Last Name	First Name	Check-in	Check-out	Rate	Total	Action
427E7830B6	Weaver	Ron	Sun, Jun 15, 2014	Thu, Jun 19, 2014	Executive King	\$615.00	
3CE33117D7	Elliott	Carmel	Tue, Jun 17, 2014	Fri, Jun 20, 2014	Corporate Queen	\$435.00	Edit Cancel
492B5A670F	Buckley	Simon	Mon, Jun 23, 2014	Tue, Jun 24, 2014	Corporate Queen	\$145.00	Edit Cancel
492B5A670F	Matthews	Cameron	Mon, Jun 23, 2014	Tue, Jun 24, 2014	Corporate Queen	\$145.00	Edit Cancel
492B5A670F	Burgess	David	Mon, Jun 23, 2014	Tue, Jun 24, 2014	Corporate King	\$155.00	Edit Cancel
492B5A670F	Zammitt	Roger	Mon, Jun 23, 2014	Tue, Jun 24, 2014	Corporate Queen	\$145.00	Edit Cancel
71AF46328B	Caville	Henry	Tue, Jun 24, 2014	Wed, Jun 25, 2014	Executive Queen Kitchenette	\$180.00	Edit Cancel

Amendment and cancellation emails are also sent to you for your records and the details recorded in the Change Log.



The screenshot shows the 'Change Log' tab for a reservation. The reservation is for Carmel Elliott, a Queen Room - 105, reserved for 3 nights from Jan 20 to Jan 23, 2016. The booking value is \$525.00, and the departure balance is \$525.00. The company is Pegasus Industries. The change log table shows three changes made on Wed, Jan 13, 2:11 PM by GuestPoint:

Date	Time	Operator	Field	Old Value	New Value
Wed, Jan 13	2:11 PM	GuestPoint	Departure Date	Fri, Jan 22, 2016	Sat, Jan 23, 2016
Wed, Jan 13	2:11 PM	GuestPoint	ETA	3:00 PM	6:00 PM
Wed, Jan 13	2:11 PM	GuestPoint	Number of Nights	2	3

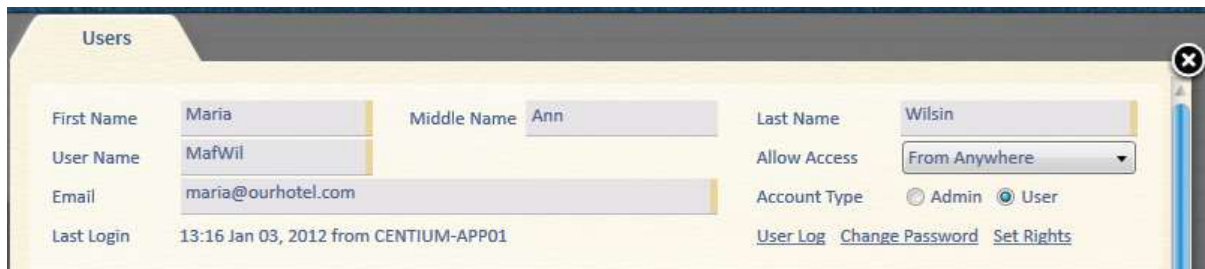
They can also view their Historical Bookings, with options to filter by date ranges and/or include cancelled bookings, and your corporate customer can also email themselves any company account invoices for these bookings.



The screenshot shows the 'Historical Bookings' section with a filter bar and a table of bookings. The filter bar includes 'Filter', 'Check-in Date From' (Apr 15 2014), 'Check-in Date To' (Jun 15 2014), and an 'Include Cancelled Bookings' checkbox. The table lists three bookings for DFA236D995, all for Corporate King or Queen rooms, with a total of \$310.00 each. Each row has an 'Email Invoice' button.

Booking Reference	Last Name	First Name	Check-in	Check-out	Rate	Company Total	Action
DFA236D995	Debattista	Linda	Sat, Jun 14, 2014	Sun, Jun 15, 2014	Corporate King	\$310.00	Email Invoice
DFA236D995	De Costa	Gilbert	Sat, Jun 14, 2014	Sun, Jun 15, 2014	Corporate King	\$310.00	Email Invoice
DFA236D995	De Oliveira	Michael	Sat, Jun 14, 2014	Sun, Jun 15, 2014	Corporate Queen	\$290.00	Email Invoice

Create and Manage Users & Rights



The screenshot shows the 'Users' management interface in GuestPoint. It features a form for creating a new user with the following fields and values:

Field	Value
First Name	Maria
Middle Name	Ann
Last Name	Wilsin
User Name	MafWil
Email	maria@ourhotel.com
Last Login	13:16 Jan 03, 2012 from CENTIUM-APP01
Allow Access	From Anywhere
Account Type	<input type="radio"/> Admin <input checked="" type="radio"/> User

At the bottom right of the form, there are three links: [User Log](#), [Change Password](#), and [Set Rights](#).

From the Setup Book you can select Users & Rights to setup new **GuestPoint®** users, change what rights a user has and deactivate existing users.

To create a new user, click 'New' and complete the information. The User Name will be used by the user to log into **GuestPoint®**. Once the basic information is entered, set the Allow Access to 'From Anywhere' and set the Account Type to 'User'. Next, click 'Change Password' to set the initial password. Finally, click 'Set Rights' and select what areas of **GuestPoint®** the new user can access.

User & Rights

☒ **Reservation Tab**

- ☒ Allow user to Cancel or No Show Reservation
- ☒ Allow user to Reverse or Transfer the Room Account Charges
- ☒ Allow user to Transfer Room Account Charges to Debtor or Agent
- ☒ Allow user to Access Credit Card Vault
- ☒ Allow user to set a Room Out of Service
- ☒ Allow user to Decrease Nightly Rate

☒ **Customers Tab**

- ☒ Allow user to do Email Merge
- ☒ Allow user to do Export Data

☐ **Accounts Tab**

- ☐ Allow user to do Debtor's Invoice Write-Off
- ☐ Allow user to Create Accounting Reports

☒ **Management Tab**

- ☒ Allow user to Edit Standard Rates, Extras and Promotions
- ☒ Allow user to Edit Dynamic Rates, Online Inventory
- ☐ Allow user to Edit Revenue Maximizer and Channels Setup
- ☐ Allow user to Edit Property Configuration
- ☐ Allow user to Edit User and Rights
- ☒ Allow user to Create Reports
- ☒ Allow user to Manage Housekeeping
- ☒ Allow user to Manage Roll Over

☒ **Dashboard Tab and Statistics**

☒ **GuestPoint Remote® Access**

☐ **WebPoint CMS® Access**

Cancel Save

TIP: If you create a new user, don't forget to click 'Set Rights' and tell **GuestPoint®** what areas they can access, otherwise, they will have very limited access.

TIP: If you enable **GuestPoint®** Remote Access on the User Rights card, the user will be able to log into **GuestPoint®** Remote via the Centium Website or iPhone app, where you can edit rates and view statistics via the web.



TIP: Each **GuestPoint®** user must have their own user name. Do not log in to **GuestPoint®** on multiple computers using the same user name at the same time. This will confuse **GuestPoint®**.

Email Merge Templates

You can quickly and easily edit the emails you send from **GuestPoint®** including Booking Confirmations, Loyalty Member WebPoint Confirmations, Room Accounts, Invoices, Statements etc.

Property Details **Property Photos** **Property Facilities** **Property Header & Footer** **Email Merge Templates**

Booking Confirmation New

Description: Confirmation

Default From: ☒ GuestPoint user ☐ Last used ☐ Name Email

Default BCC:

Subject: Confirmation from GoldMark Inn

Body: Thank you for choosing to stay with us for «Nights» nights at the GoldMark Inn.

We have pleasure in confirming the following reservation for you.

We look forward to welcoming you on «ArrivalDate». Should you require an early check-in, please make your request as soon as possible.

«FirstName», if we can assist in any way before your arrival, just let us know.

Kind regards,
Jill & Jack

☒ Make this the default Booking Confirmation email

Description: Confirmation - Manager

Default From: ☐ GuestPoint user ☐ Last used ☒ Name: GoldMark Inn Manager Email: manager@goldmarkinn.com

Default BCC:

Cancel Save

You can also further customise your emails by adding fields which will merge the data you select, do this by clicking 'Insert Field' and select the fields you would like included. The inserted fields will then populate the information for each guest.

Booking Confirmation

Thank you for choosing to stay with us for 4 nights at the GoldMark Inn.

We have pleasure in confirming the following reservation for you.

We look forward to welcoming you on Sunday, September 15, 2013.
Should you require an early check-in, please make your request as soon as possible.

Nick, if we can assist in any way before your arrival, just let us know.

Kind regards,
Jill & Jack

Confirmation number: 03AD80D216

GoldMark Inn
ABN 40518976211
Sep 15, 2013

You can also specify the Default From whether this is the user currently logged into **GuestPoint®**, the "from details" when the email was last sent or a specific name.

If you would like to have separate confirmations for your new and existing Loyalty Program customers click New and create your emails.

New Loyalty Member WebPoint Confirmation

Description New Loyalty Program Member

Subject Johnson Road Motel New Loyalty Program Booking

Body Hi «FirstName»

Thank you for choosing Johnson Road Motel and for joining our Loyalty Program.

We have pleasure in confirming the following reservation for you.

If you find it necessary to cancel this reservation, please inform us no later than 4:00pm the day before your arrival to avoid a charge for one night's room rate.

Insert Field

Existing Loyalty Member WebPoint Confirmation

Description Existing Loyalty Program Member

Subject Johnson Road Motel Loyalty Program Booking

Body Hi «FirstName»

Welcome back! Thank you for choosing Johnson Road Motel and for using our Loyalty Program.

We have pleasure in confirming the following reservation for you.

If you find it necessary to cancel this reservation, please inform us no later than 4:00pm the day before your arrival to avoid a charge for one night's room rate.

Insert Field

When a guest makes their first booking using your Loyalty Program rate they will be sent the New Loyalty Member WebPoint Confirmation and when they make subsequent Loyalty Program bookings they will be sent the Existing Loyalty Member WebPoint Confirmation.

Note: The Existing Loyalty Member WebPoint Confirmation will be sent if the guest makes another booking 24 hours after their initial booking.

With **GuestPoint®** Premium you can also build multiple versions of most of your emails, for example you may want to have different Booking Confirmation emails for different seasons. Simply click the 'New' button and create your new template, you can also specify which template is the default.

Property Details Property Photos Property Facilities Property Header & Footer Email Merge Templates

Booking Confirmation New

Description Confirmation

Default From ☒ GuestPoint user ☐ Last used ☐ Name Email

Default BCC

Subject Confirmation from GoldMark Inn Insert Field

Body

Thank you for choosing to stay with us for «Nights» nights at the GoldMark Inn.

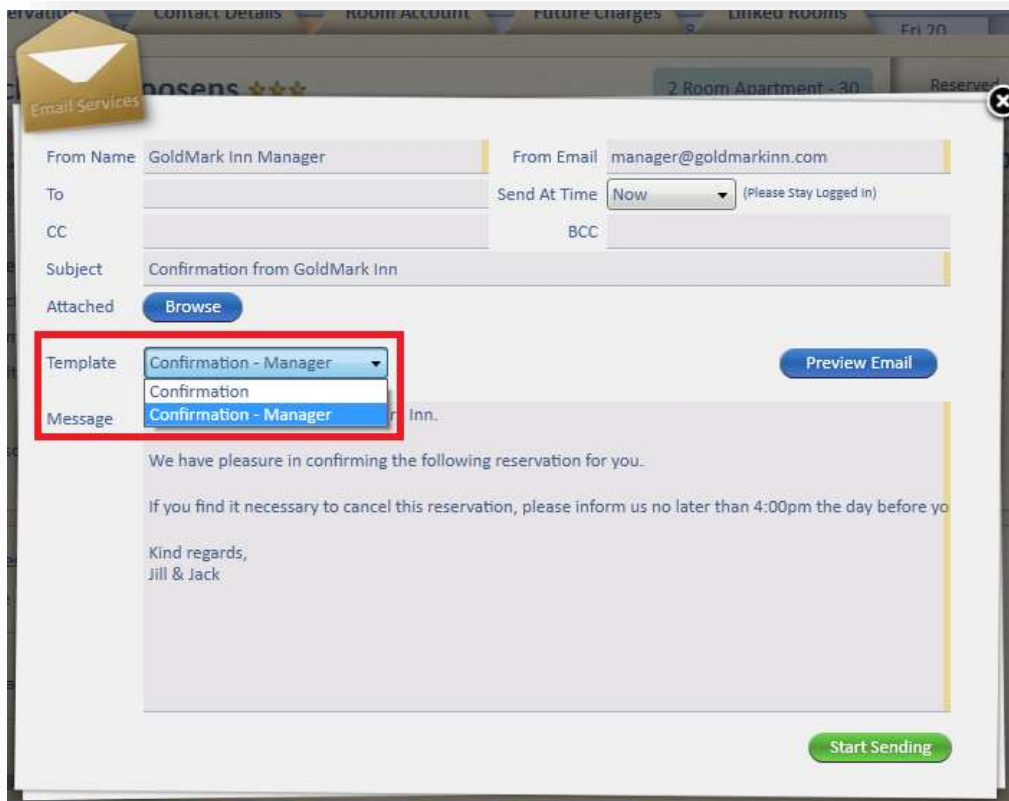
We have pleasure in confirming the following reservation for you.

We look forward to welcoming you on «ArrivalDate». Should you require an early check-in, please make your request as soon as possible.

«FirstName», if we can assist in any way before your arrival, just let us know.

Kind regards,
Jill & Jack

☒ Make this the default Booking Confirmation email



The screenshot shows the 'Email Services' window in the GuestPoint software. The 'From Name' is 'GoldMark Inn Manager' and the 'From Email' is 'manager@goldmarkinn.com'. The 'Subject' is 'Confirmation from GoldMark Inn'. The 'Template' dropdown menu is highlighted with a red box, showing 'Confirmation - Manager' selected. The 'Message' field contains the following text:

We have pleasure in confirming the following reservation for you.

If you find it necessary to cancel this reservation, please inform us no later than 4:00pm the day before you arrive.

Kind regards,
Jill & Jack

Buttons for 'Browse', 'Preview Email', and 'Start Sending' are visible.

When you want to send an email you can choose the template you want to send.

Virtual Rooms

Many properties have adjacent rooms which can be sold separate rooms or as one whole room, with **GuestPoint®** Premium you can easily create and sell these whole rooms, and we refer to these as Virtual Rooms. You can sell your Virtual Rooms online, they will drop into **GuestPoint®** and inventory will be accurately reflected.

To create a Virtual Room you first need to set up a room type and select the Virtual Room Type checkbox. Next select the physical rooms that make up this Virtual Room by clicking 'Add Room Type' and selecting the applicable physical room types and then click 'Save'.

Rooms Room Types Room Type Facilities Categories & Sub-categories

Short Description: Two Room Apartment

Colour: Custom

Rack Rate: 300

Default Online Inventory Reserve: 0

Channel Manager Code:

Full Description: Our beautifully appointed Two Bedroom Apartment is luxurious and stylish as well as versatile and functional. The apartment has

Bedding Configuration Text: Two Room Apartment

Display Bedding Text on WebPoint: ☒

Max No. of Adults: 4

Max No. of Children: 3

Max Total Guests: 4

Max Over Allocation: 0

No. of Single Beds: 0

No. of Double Beds: 2

Category: None

Sub-category: None

☒ Virtual Room Type

Add Room Type

Add a photo

Next create a new room from the Rooms tab and select the new room type you just created and the physical room numbers that will make up this Virtual Room. Then decide the Revenue Split for this Virtual Room and click 'Save'.

Rooms Room Types Room Type Facilities Categories & Sub-categories

Door No.: 100 Floor No.: 1

Room Type: Two Room Apartment

Rack Rate: 300.00

Sequence: 1

☒ Virtual Room

Room Type	Room	Revenue Split
Queen Room	101	50.00 %
Queen Room	102	50.00 %

Lastly create a new rate for the Virtual Room. For more information about setting up rates, see Standard Rates.

When you are making a reservation you can select the Virtual Room from the Room Type list.

Step 1: Dates & Rooms

In: 15/09/2013 Out: 16/09/2013 1 Nights 1 Rooms ☐ Tentative Reservation [Switch To Group Reservation](#)

Step 2: Room Requirements

Room	Adults	Children	Room Type	Room Allocation	Do Not Move
Room 1	1	0	Two Room Apartment	100	<input type="checkbox"/>

On the reservation plan both physical rooms are selected when you click on the booking.

101	Queen Room	Aames	Collins	Collins	Collins	Thomas
102	Queen Room		Collins	Collins	Collins	Miller
103	Queen Room	Ihalainen	Greene	Greene	Greene	Greene

You can split the booking into two separate rooms at any stage if need be by using the 'Split' button.

Reservation Details

Check-in: 15/09/2013 Check-out: 18/09/2013 Nights: 3

Room Type: Two Room Apartm Room Allocation: 100 ☐ Do Not Move

Adults: 1 Children: 0 ☐ Tentative Reservation

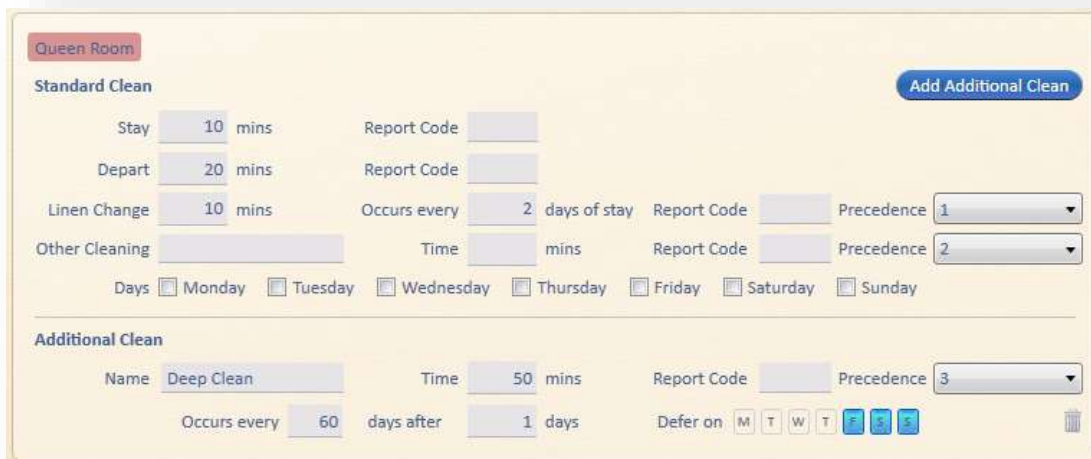
ETA: 3:00 PM Reason for Stay: Business [Split](#)

The reservation will be separated into the two physical room types.

101	Queen Room	Aames	Collins	Collins	Collins	Thomas
102	Queen Room		Collins	Collins	Collins	Miller
103	Queen Room	Ihalainen	Greene	Greene	Greene	Greene

Additional Clean Types

You may find the standard clean types in **GuestPoint®** do not always meet your specific requirements, e.g. you might opt to clean the rooms of in-house guests every second day of their stay rather than each day. Allowing for these additional clean types is quick and easy in **GuestPoint®** Premium.



Within Housekeeping, select the Rooms tab and select 'Add Additional Clean'.

Complete the details of the additional clean i.e. name of the clean, time and occurrence. You can also set the precedence and based on reservation activity the clean with the first precedence will be the clean for that particular day. You also have the option of deferring the additional cleans on particular days of the week.

These additional clean types will appear on your Housekeeping Schedule.

Room / Guest	Clean Type	Daily Notes	Time	Housekeepers	Priority	Clean?
1 Queen Room	Deep Clean		Est 50 Act 0	<input checked="" type="checkbox"/> Amelia Rogers <input type="checkbox"/> Mandy Shelling		<input type="checkbox"/>
Marion Manson	Guests: 1 Nights: 5					

DASHBOARD



Introduction to the Dashboard

The Dashboard tab gives you instant feedback on how your property is performing. The screen is in two sections. The top section contains useful graphs showing revenue, occupancy etc. The bottom of the screen shows a series of gauges that give up-to-the-minute information (just like the speed gauge in your car) and revenue statistics.

Occupancy Graph



The Occupancy Graph shows your Occupancy % between the Start Date and End Date selected. A great feature of this graph is that you can include two comparison dates. For example, if you wanted to look at your occupancy during Easter 2012 and compare it to 2010 and 2011, you would enter the date range for Easter 2012, then set 'Comparison 1 Start Date' to the first day of Easter 2010 and 'Comparison 2 Start Date' to the first day of Easter 2011. When you have the dates set, just click 'Apply' to see the results. You can click 'Print' to print the graph.

If you have **GuestPoint®** Premium and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.

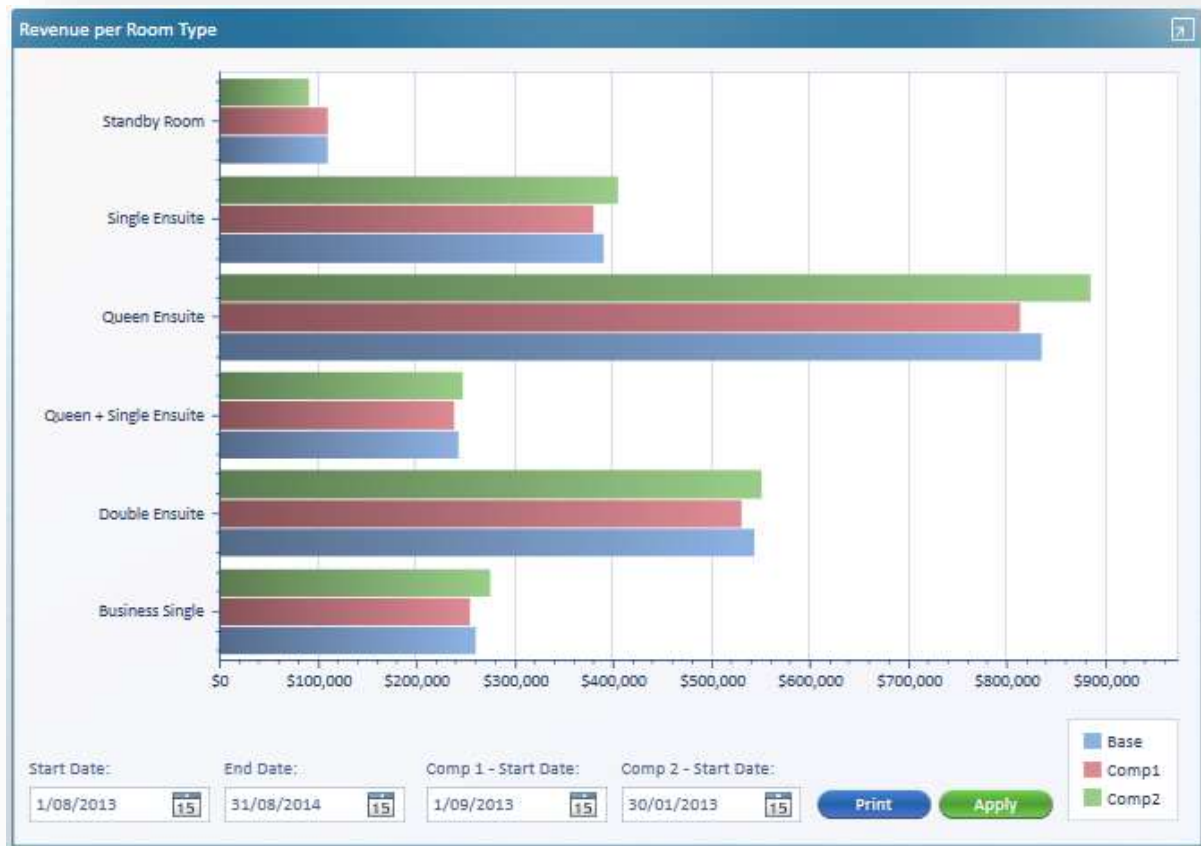
Revenue Graph



The Revenue Graph shows you revenue between the selected Start and End Dates. Just like the Occupancy Graph, you can set a Comparison 1 and Comparison 2 date. You can also select which specific Revenue Type you want to analyse (or just leave on All Revenue). Click 'Apply' to see the results. You can click 'Print' to print the graph. You can also toggle between whether you prefer to see your results with or without tax by clicking the 'Hide Tax' and 'Show Tax' links at the bottom right of the Dashboard tab.

If you have **GuestPoint® Premium** and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.

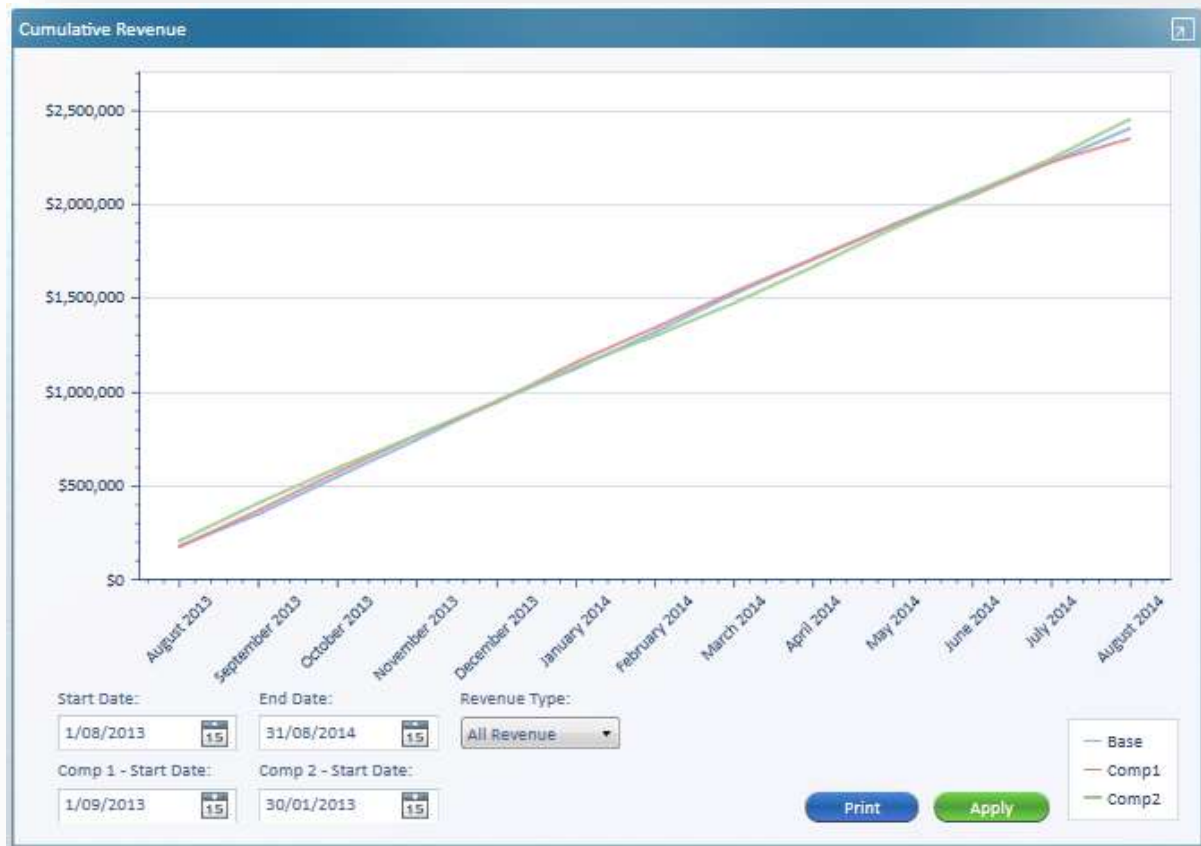
Revenue per Room Type



The Revenue per Room Type graph shows you revenue for each of your room types between the selected Start and End Dates. Just like the Occupancy Graph, you can set a Comparison 1 and Comparison 2 date. Just click 'Apply' to see the results. You can click 'Print' to print the graph. You can also toggle between whether you prefer to see your results with or without tax by clicking the 'Hide Tax' and 'Show Tax' links at the bottom right of the Dashboard tab.

If you have **GuestPoint®** Premium and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.

Cumulative Revenue Graph



The Cumulative Revenue Graph shows you cumulative revenue between the selected Start and End Dates. Just like the Occupancy Graph, you can set a Comparison 1 and Comparison 2 date. You can also select which specific Revenue Type you want to analyse (or just leave on All Revenue). Just click 'Apply' to see the results. You can click 'Print' to print the graph. You can also toggle between whether you prefer to see your results with or without tax, by clicking the 'Hide Tax' and 'Show Tax' links at the bottom right of the Dashboard tab.

If you have **GuestPoint®** Premium and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.

RevPAR Graph

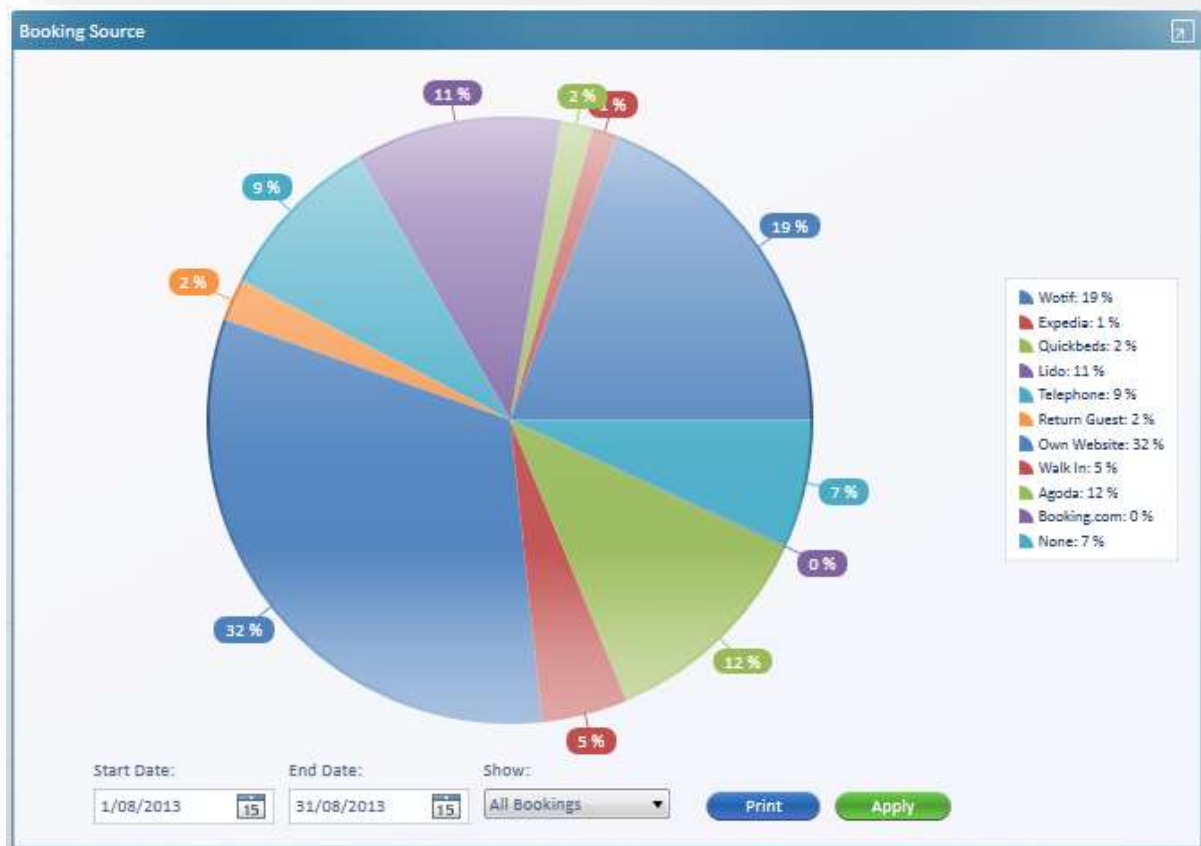


RevPAR, or revenue per available room, is a performance measurement in the accommodation industry, which is calculated by multiplying a property's average daily room rate by its occupancy rate. It may also be calculated by dividing a property's total guest room revenue by the room count and the number of days in the period being measured. RevPAR is the best indication of how well your property is doing as it takes into account both occupancy and the rate you sell your rooms for.

The RevPAR graph shows you RevPAR between the selected Start and End Dates. Just like the Occupancy Graph, you can set a Comparison 1 and Comparison 2 date. Just click 'Apply' to see the results. You can click 'Print' to print the graph. You can also toggle between whether you prefer to see your results with or without tax by clicking the 'Hide Tax' and 'Show Tax' links at the bottom right of the Dashboard tab.

If you have **GuestPoint®** Premium and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.

Booking Source Graph



The Booking Source Graph shows you the number of room nights booked between the selected Start and End Dates. You can also select whether you want to see All Bookings or just New Customers (guest who have not stayed with you before the Start Date selected). Just click 'Apply' to see the results. You can click 'Print' to print the graph.

If you have **GuestPoint®** Premium and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.

Sales Analyzer

Sales Analyzer

GoldMark Inn Sales Analyzer

RoomType	Target Rate	Average Rate	Lowest	Highest	# Sold	Act Sales	Target Sales	Variation	Var %
Business Single	80.00	96	0	229	2592	250,094	207,360	42,734	21%
Double Ensuite	100.00	104	0	289	4875	505,219	487,500	17,719	4%
Queen + Single Ensuite	130.00	134	0	299	1739	232,624	226,070	6,554	3%
Queen Ensuite	110.00	107	0	399	7381	787,505	811,910	-24,405	-3%
Single Ensuite	75.00	91	0	249	4049	368,512	303,675	64,837	21%
Standby Room	75.00	94	0	715	1095	102,504	82,125	20,379	25%
					21731	2,246,458	2,118,640	127,818	6%

Booking Start Date: 1/08/2013 15
 Booking End Date: 31/08/2014 15
 Booking Source: All
 Operator: All
☐ Include Extra Person Charges

Stay Date Start Date: Select a date 15
 Stay Date End Date: Select a date 15
☐ Exclude Complimentary Rooms

The Sales Analyzer lets you see how many rooms have been sold and the revenue generated based on any number of variables. You can filter based on booking date, stay date, booking source and operator (person who entered the sale). Once you click Apply, you will see how many rooms were sold per room type, along with the average rate, lowest/highest rate and sales value.

If you want to see how your revenue would change if you adjusted your target rate, you can enter a new target rate for each room type and the Target Sales shows what your revenue would have been if you had sold all the rooms at your target rate. You will also see the variation.

You can click 'Print' to print the Sales Analyzer results.

If you have **GuestPoint® Premium** and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.

Average Occupancy Gauge



The Average Occupancy Gauge gives you an instant indication of your occupancy % for the current month up to today. You can also use the arrow keys on the 'Month' selector to go back to previous months.

You can also change how the gauge works by moving your mouse over the gauge and right-clicking. This will display the configuration settings for the gauge.



You can adjust the Minimum and Maximum values and use the slider to adjust the Red and Green Range display. In the example above, I've decided that I am most interested in occupancy between 80% and 100% so I have set the Minimum to 80%. If my occupancy % was below this, it would not register in the graph. I have also adjusted my Red Range to cover the first quarter of my gauge (up to about 85% occupancy). This means that I consider anything below 85% to be in the "Danger" zone. I have also adjusted my Green Zone to cover approximately 85% - 100%. To save these changes permanently, just click 'Apply'.



Now I have created an Occupancy Gauge that instantly tells me how the property is tracking.

Average Revenue Per Available Room



The Average Revenue Per Available Room Gauge gives you an instant indication of your RevPAR for the current month up to today. You can also use the arrow keys on the 'Month' selector to go back to previous months. You can also toggle between whether you prefer to see your results with or without tax, by clicking the 'Hide Tax' and 'Show Tax' links at the bottom right of the Dashboard tab.

If you have **GuestPoint®** Premium and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.

Just like the Average Occupancy gauge, you can also change how the gauge works by moving your mouse over the gauge and right-clicking. This will display the configuration settings for the gauge.

Average Revenue Per Day



The Average Revenue Per Day gauge gives you an instant indication of your average daily revenue for the current month up to today. You can also use the arrow keys on the 'Month' selector to go back to previous months. You can also toggle between whether you prefer to see your results with or without tax, by clicking the 'Hide Tax' and 'Show Tax' links at the bottom right of the Dashboard tab.

If you have **GuestPoint®** Premium and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.

Just like the Average Occupancy gauge, you can also change how the gauge works by moving your mouse over the gauge and right-clicking. This will display the configuration settings for the gauge.

Average Revenue Per Room Used

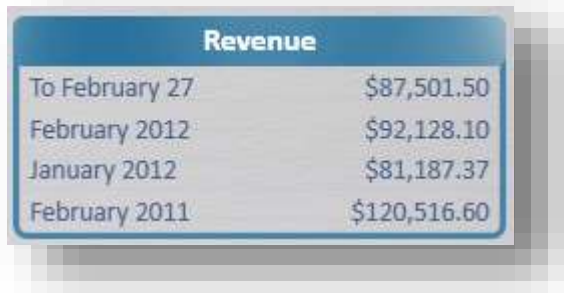


The Average Revenue Per Room Used gauge gives you an instant indication of how much revenue you are generating per room. This includes room charges, restaurant, breakfast etc. You can use the arrow keys on the 'Month' selector to go back to previous months. You can also toggle between whether you prefer to see your results with or without tax, by clicking the 'Hide Tax' and 'Show Tax' links at the bottom right of the Dashboard tab.

If you have **GuestPoint®** Premium and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.

Just like the Average Occupancy gauge, you can also change how the gauge works by moving your mouse over the gauge and right-clicking. This will display the configuration settings for the gauge.

Revenue Statistics

A screenshot of a 'Revenue' statistics box. The box has a blue header with the word 'Revenue' in white. Below the header is a table with two columns: the first column lists time periods and the second column lists revenue amounts in US dollars. The table data is as follows:

Revenue	
To February 27	\$87,501.50
February 2012	\$92,128.10
January 2012	\$81,187.37
February 2011	\$120,516.60

The Revenue statistics box gives you some really useful information.

If “today” was February 27, the “To February 27” (in this example) is all actual revenue to “today”. The “February 2012” includes all revenue to today plus the estimated revenue to the end of the month (based on current reservations). **GuestPoint®** also includes last month’s revenue as a comparison and the same month last year.

In the above example, if you move backwards a few months to October, by using the arrow keys on the ‘Month’ selector, the Revenue statistics box will show Revenue To October 27, all of October, all of September and all of October in the previous year.

If you have **GuestPoint®** Premium and are using Categories and Sub-categories you can also filter by the categories and sub-categories by clicking the Category/Sub-category link at the bottom right of the Dashboard tab.