GuestPoint®

Accommodation Management Software

User Guide

Version 7.0

GuestPoint®

Accommodation Management Software

www.guestpoint.com

Contents

Introduction

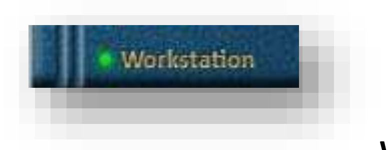
Welcome to the **GuestPoint®** User Guide. The aim of this document is to explain the features of **GuestPoint®** in a simple to understand way and get you up and running with **GuestPoint®** as quickly as possible.

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

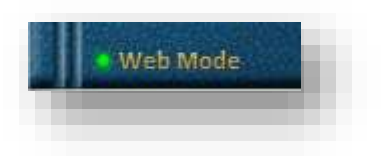
You will now see the **GuestPoint®** Login Screen.

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.

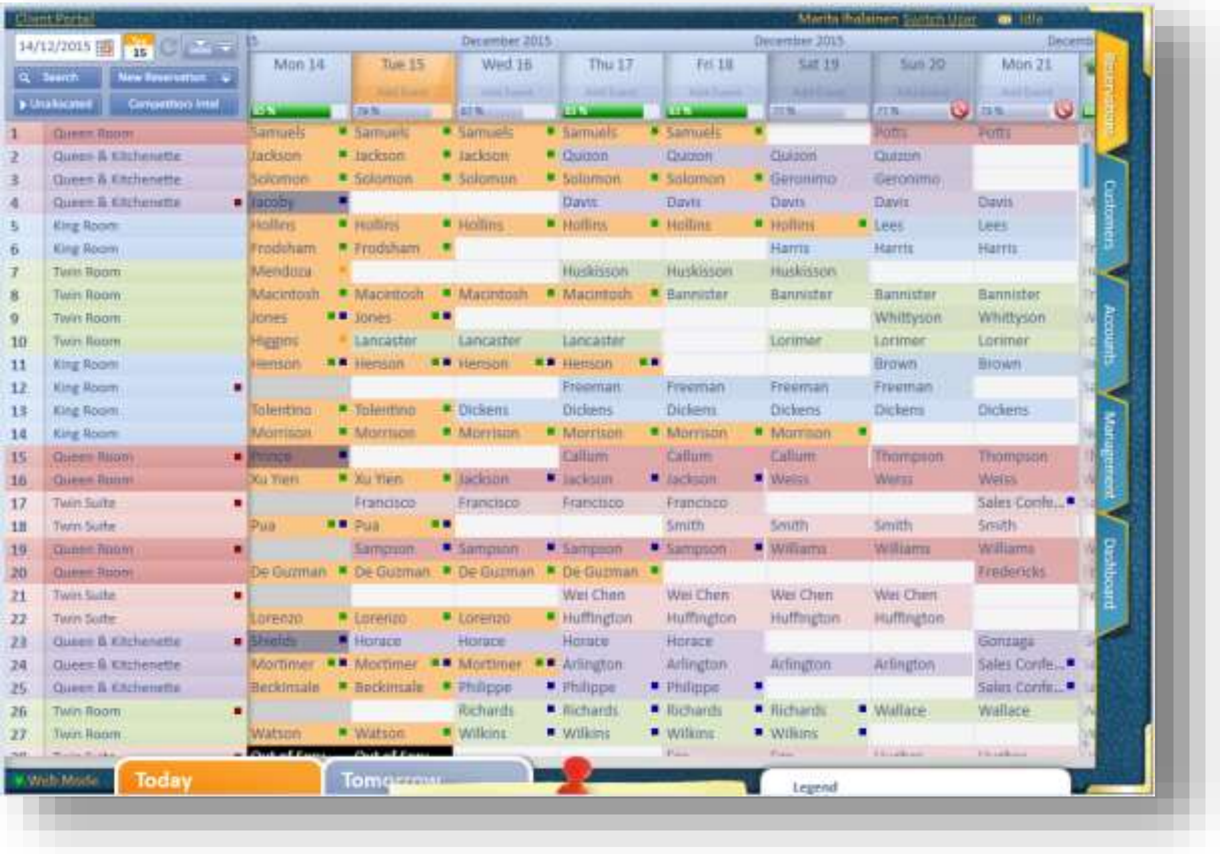
Offline Mode – if you have temporarily lost your Internet connection, **GuestPoint®** will continue to function normally in Offline Mode. You can still perform all day to day activities. If you select Offline Mode when you start **GuestPoint®**, it will remain in Offline Mode. If you are in Sync Mode 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

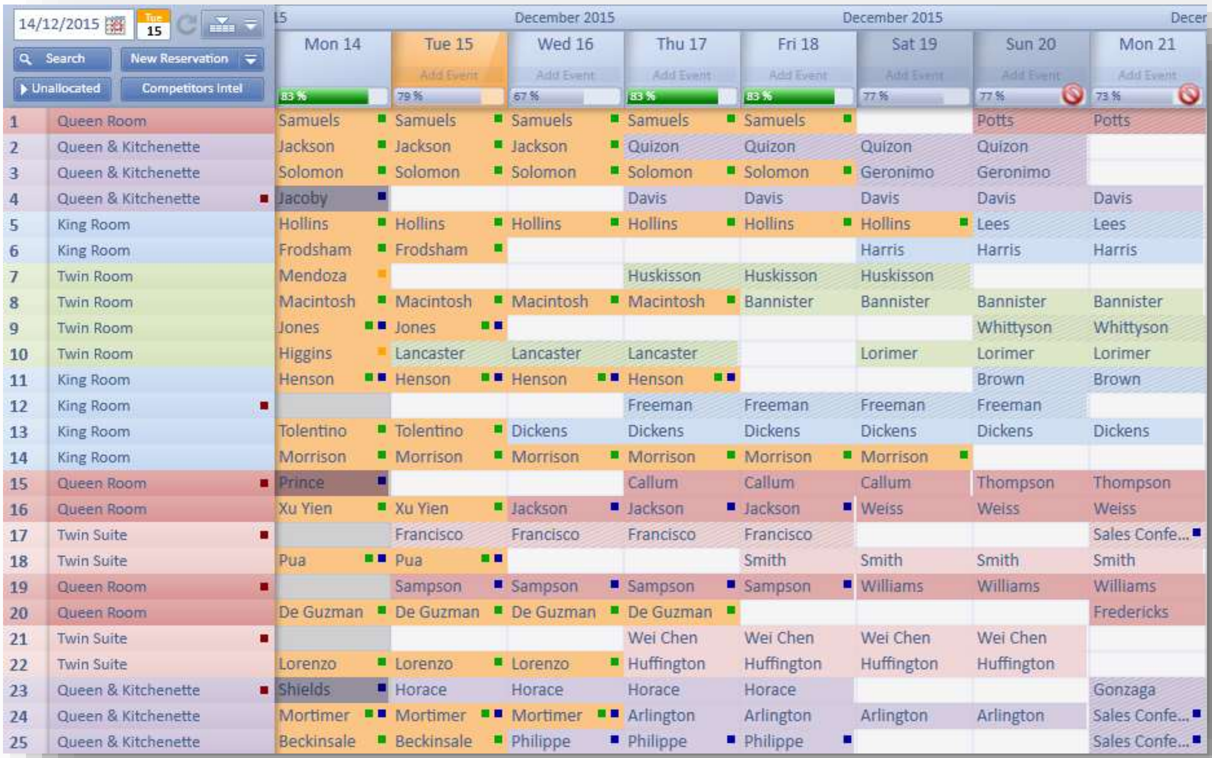
The Dashboard tab contains:

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



Introduction to the Reservations Tab

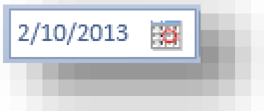
The Reservation Plan is a visual grid showing all of your rooms down the screen and dates across the top. To move around the Reservation Plan, you can:

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.



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

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.

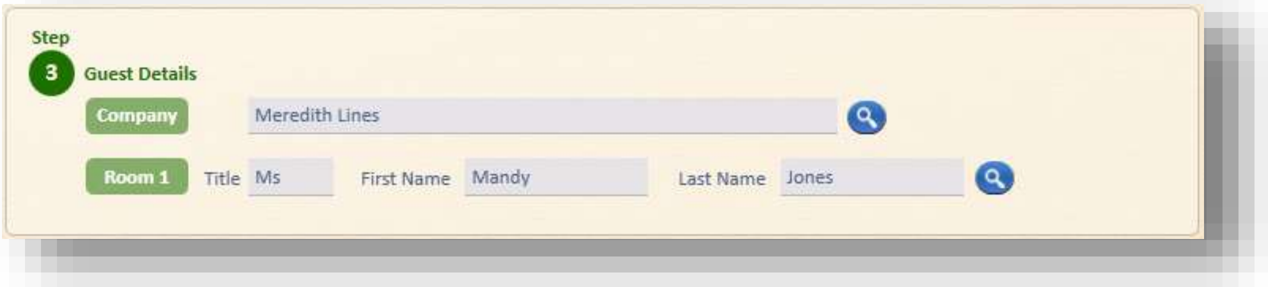
Step 1 – Dates & Room

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

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



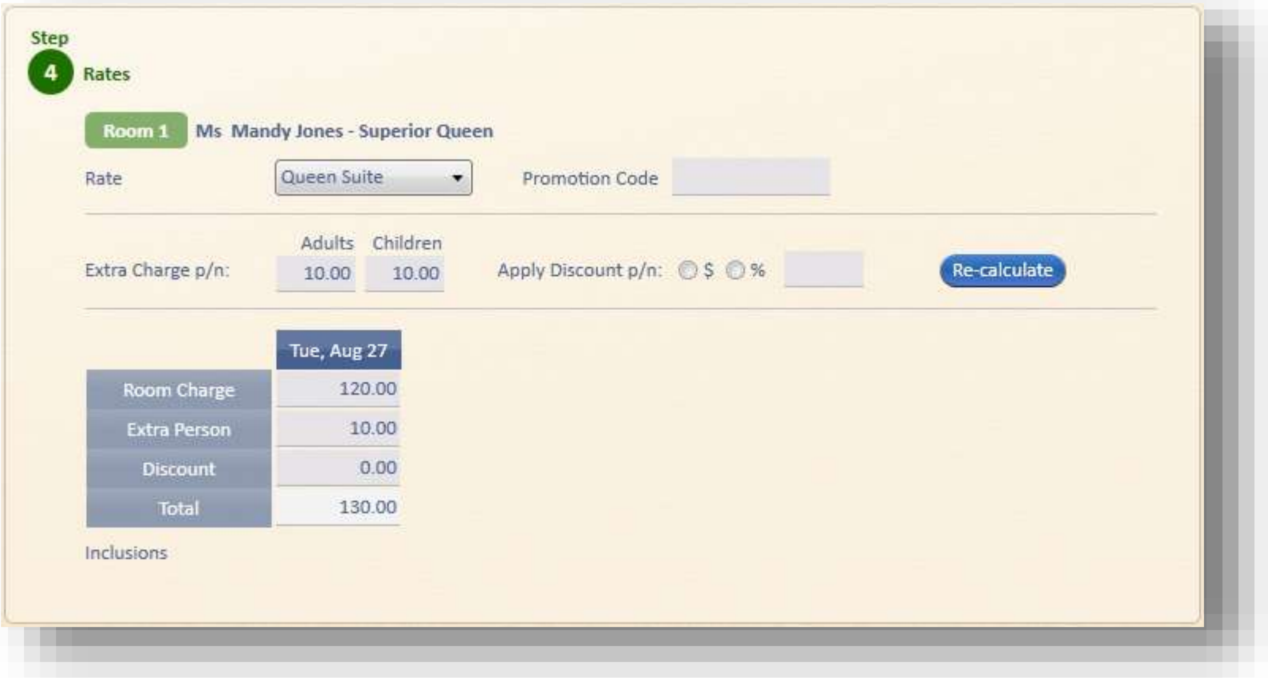
If the guest is with a company, put in the details. If the company has stayed before the auto search will give you matches to select from. If this is the first time the company is used **GuestPoint®** will remember the company details for next time. Complete the guest's name, again, auto search will 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



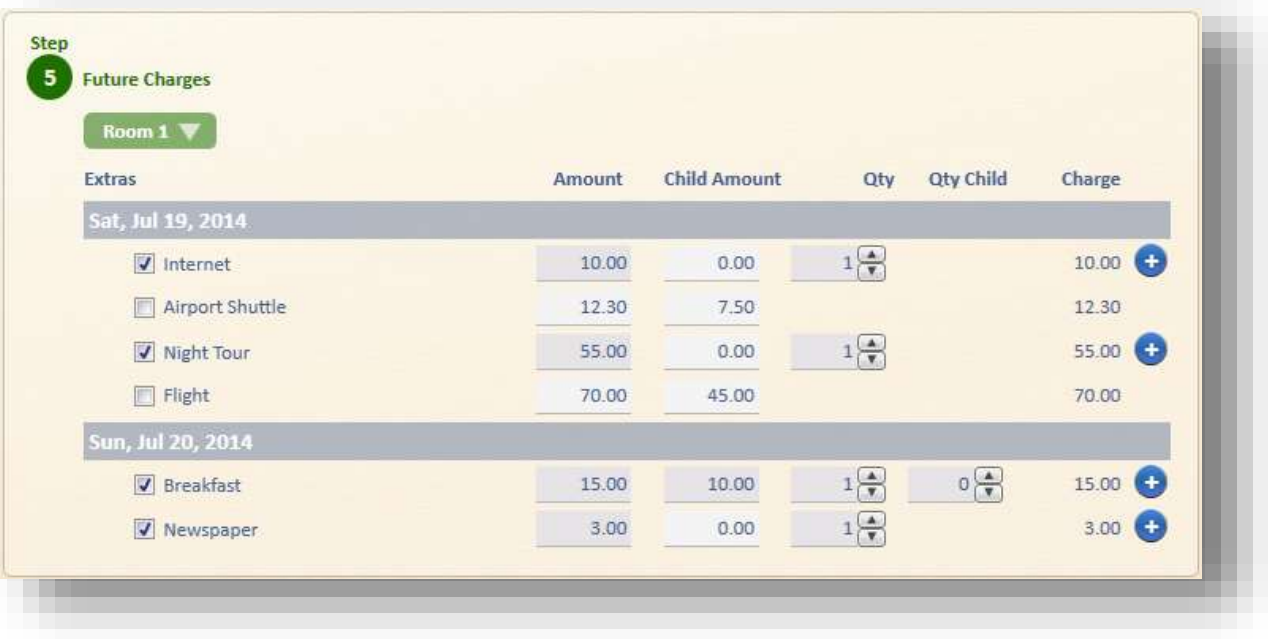
Select the pre-set room rate from the drop down list and add a promotion code if relevant. **GuestPoint**® will automatically fill in the charges for extra adults and children, based on the rate selected. You can adjust these as required. You can also apply a discount – either a dollar value or percentage – 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.

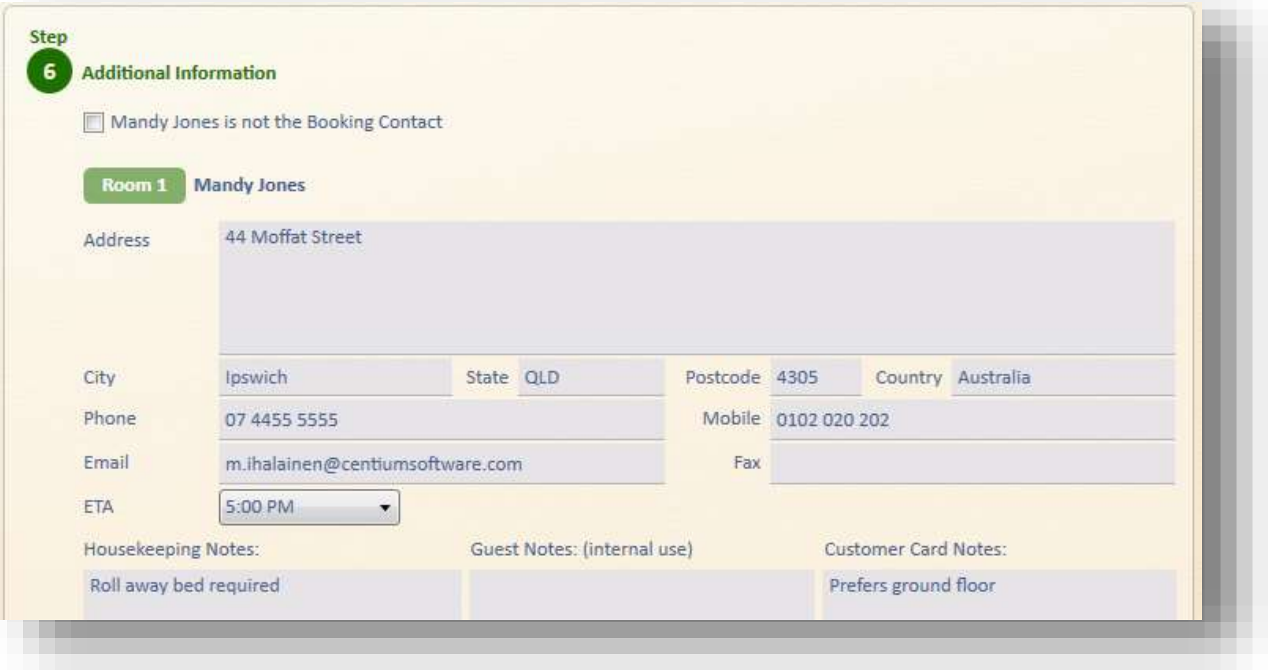
Step 5 – Future Charges



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.

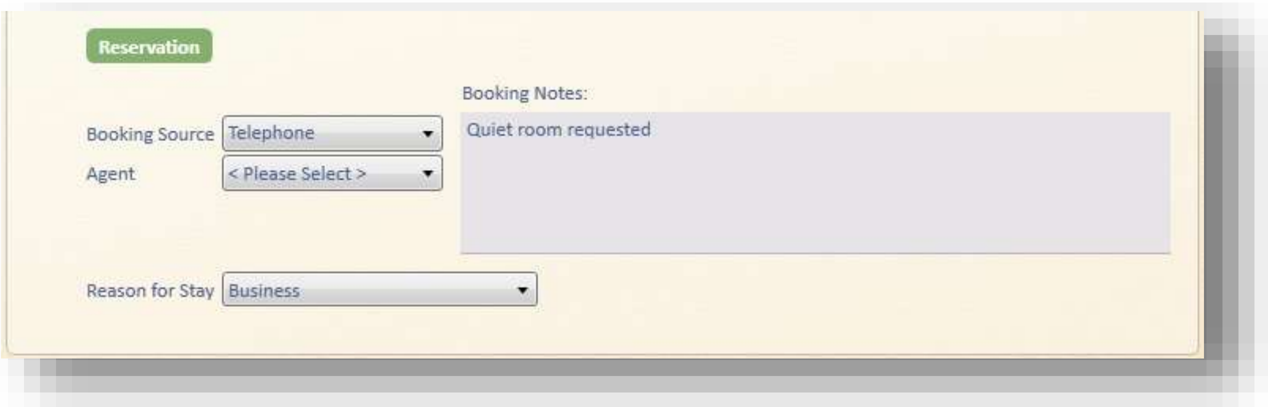
Extras are set up within the Setup Book on the Management tab.

Step 6 – Additional Information



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.

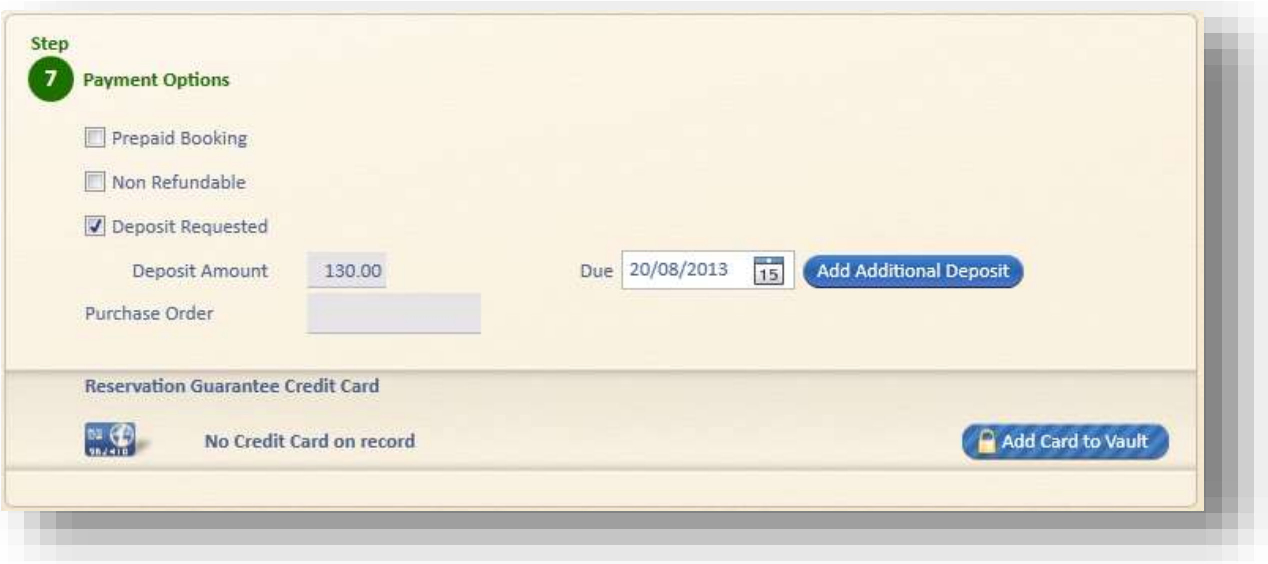


Select your Booking Source (e.g. Telephone or Walk In) and if applicable, select an Agent. Agents are online booking channels (e.g. hotels.com, booking.com) or travel agents (e.g. Corporate Traveller). When a reservation is linked to an Agent, charges can be invoiced directly to the agent.

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



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.

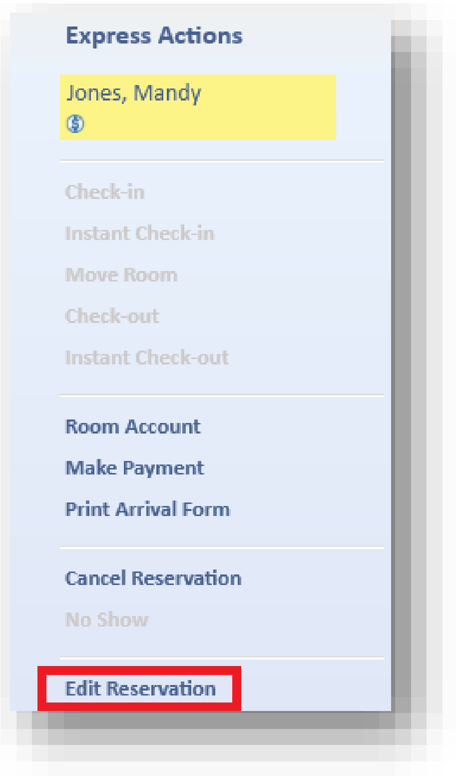
TIP: To make a multi-room reservation hold down the Shift key then click on the rooms and dates you want. When you release the Shift key the Reservation Card will open with the selected rooms. This is ideal for rooms with the same dates. If the dates differ you'll need to select each accordingly, and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

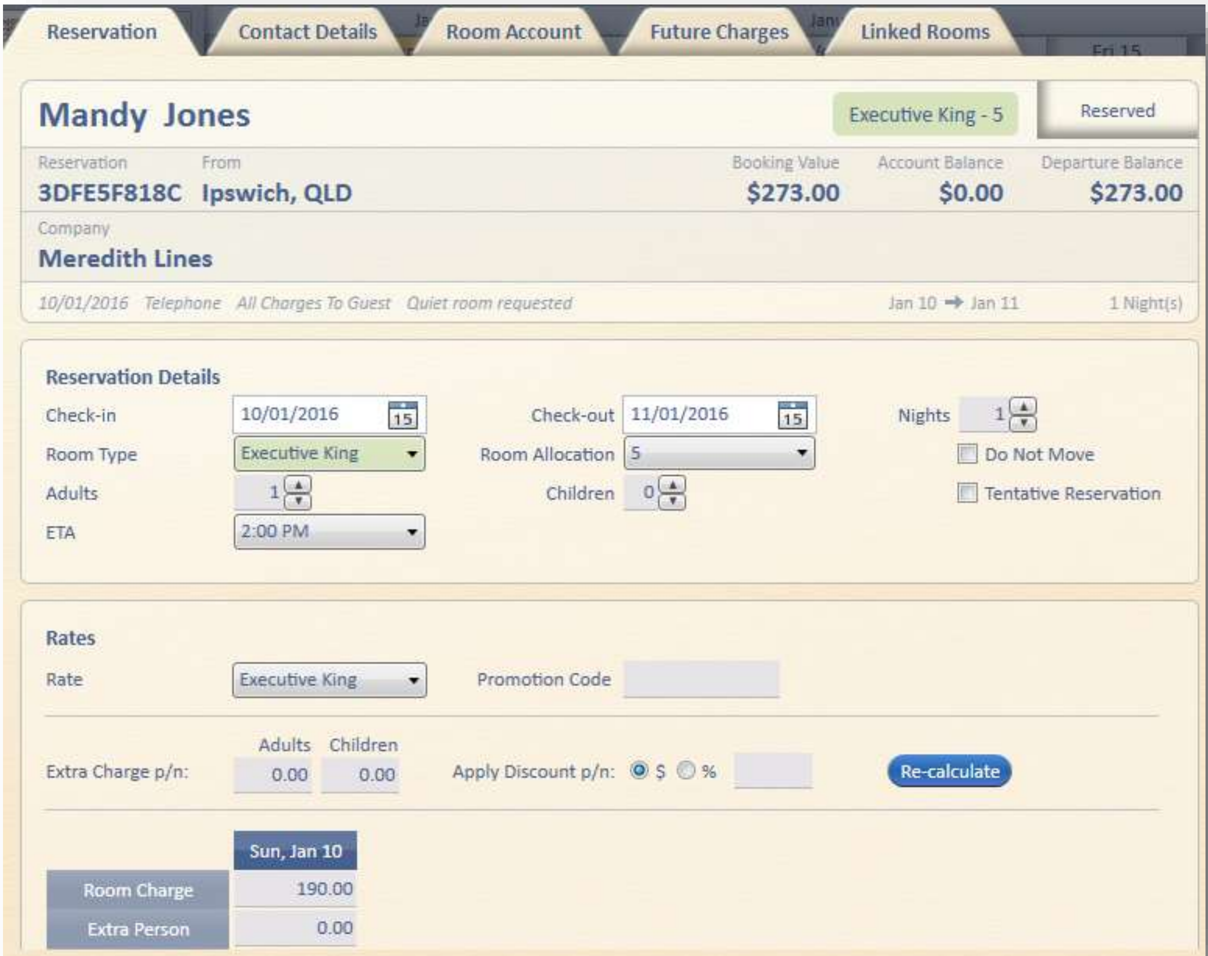


Either of these actions will open the Reservation Card so you can make your changes. **GuestPoint®** displays a brief summary of the reservation at the top of each tab on the Reservation Card, for quick and easy reference.

The Reservation Card

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

The 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.



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).

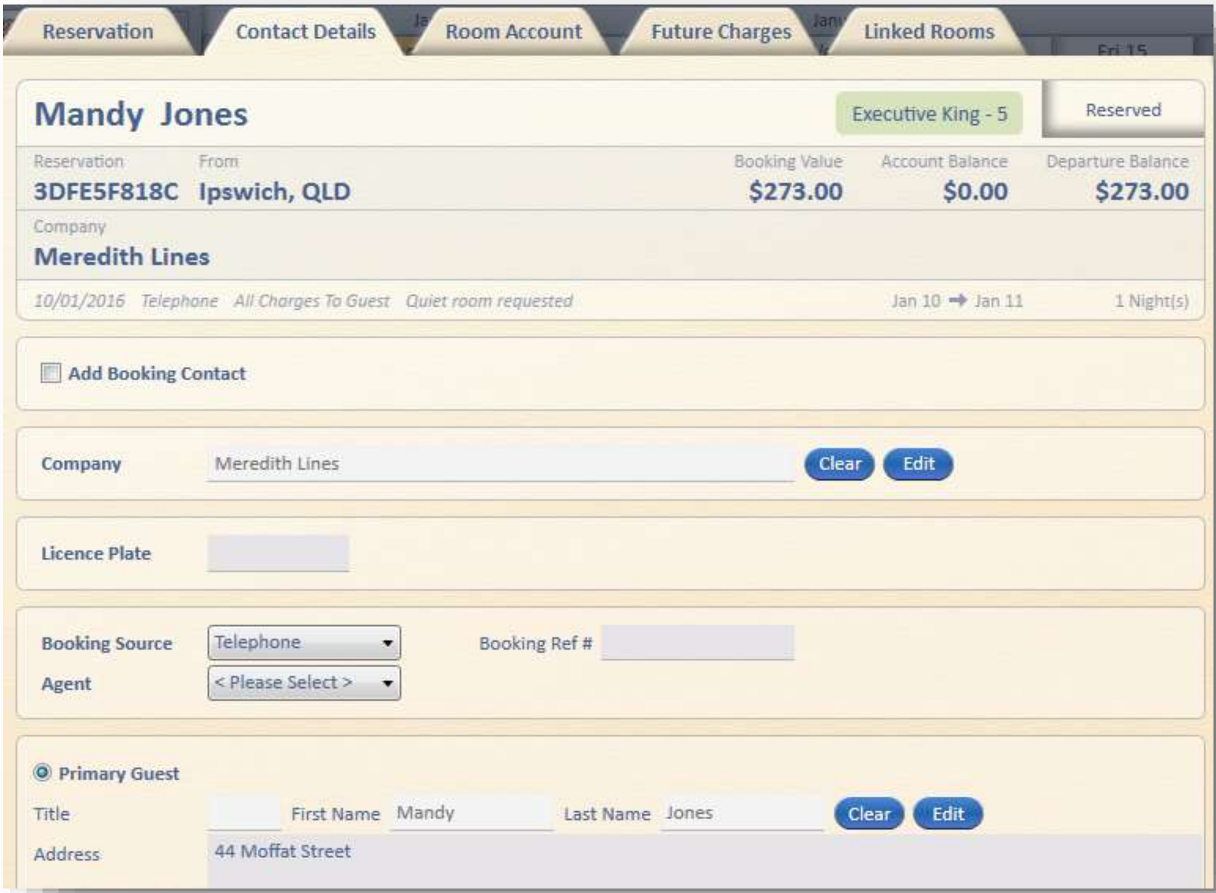
You can easily move a guest to another room anytime during their stay by using the 'Move Room' button next to the room number in their reservation card. For more information on moving rooms after the day of check-in, see the Move Room section in this User Guide.

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.

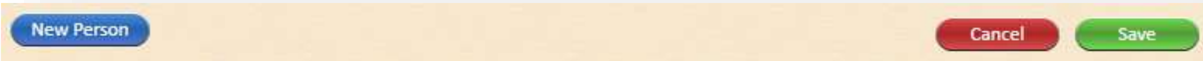
TIP: To enable Automated Pre-Stay Emails and Text Messages, open the Setup Book on the Management Tab.

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



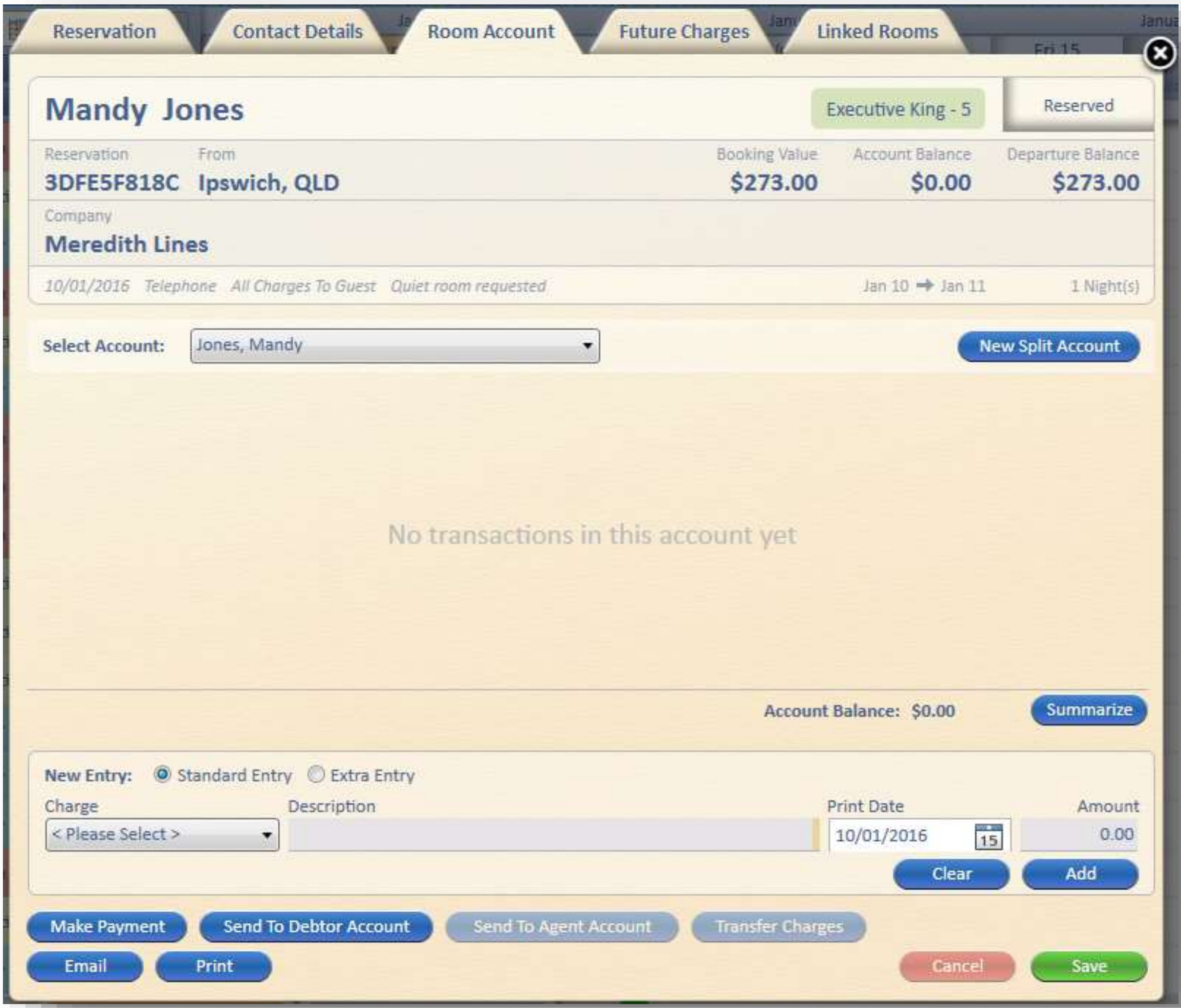
You can edit the Agent and Booking Source from the Contact Details tab, as well as add a company and booking contact. Any changes you make to the contact details of a guest or company will be permanently stored for next time.

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



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.



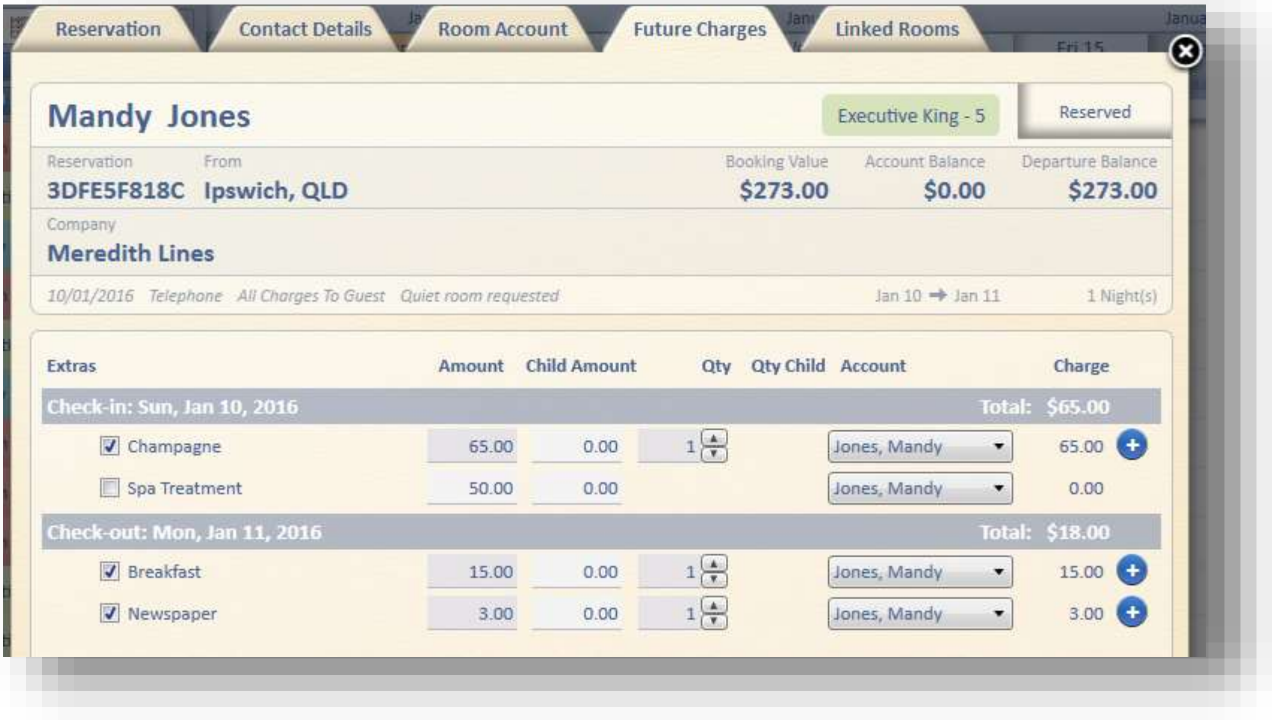
This is also where you can create a split account and add charges to the room. A split account is where you can add specific charges to individuals sharing the room. You can also make payments, send the charges to a Debtor or Agent account, and email or print the room account. This is explained in more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

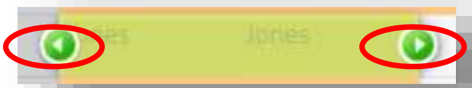


Click 'Save' if you have made any changes on this tab.

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

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.

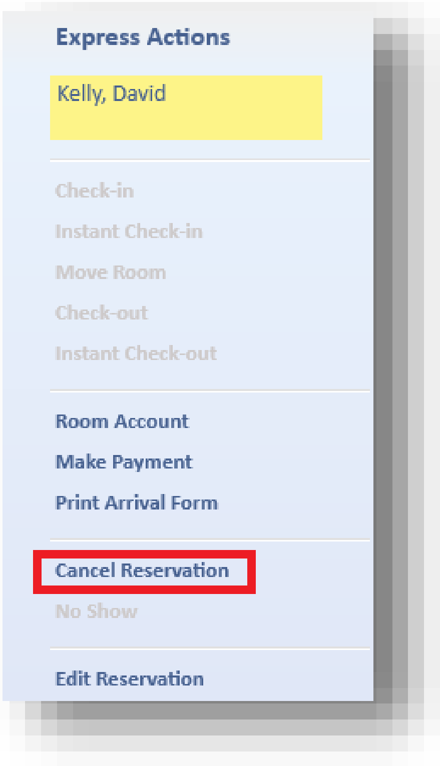
For any other changes, simply open the Reservation Card, make the changes and save.

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

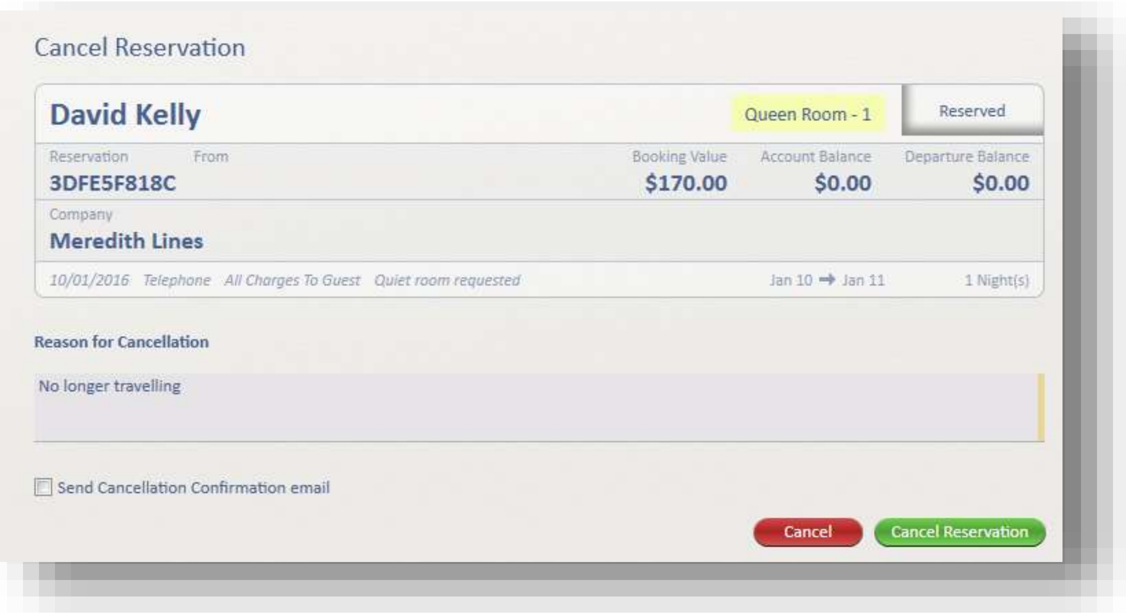
Cancelling Reservations

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

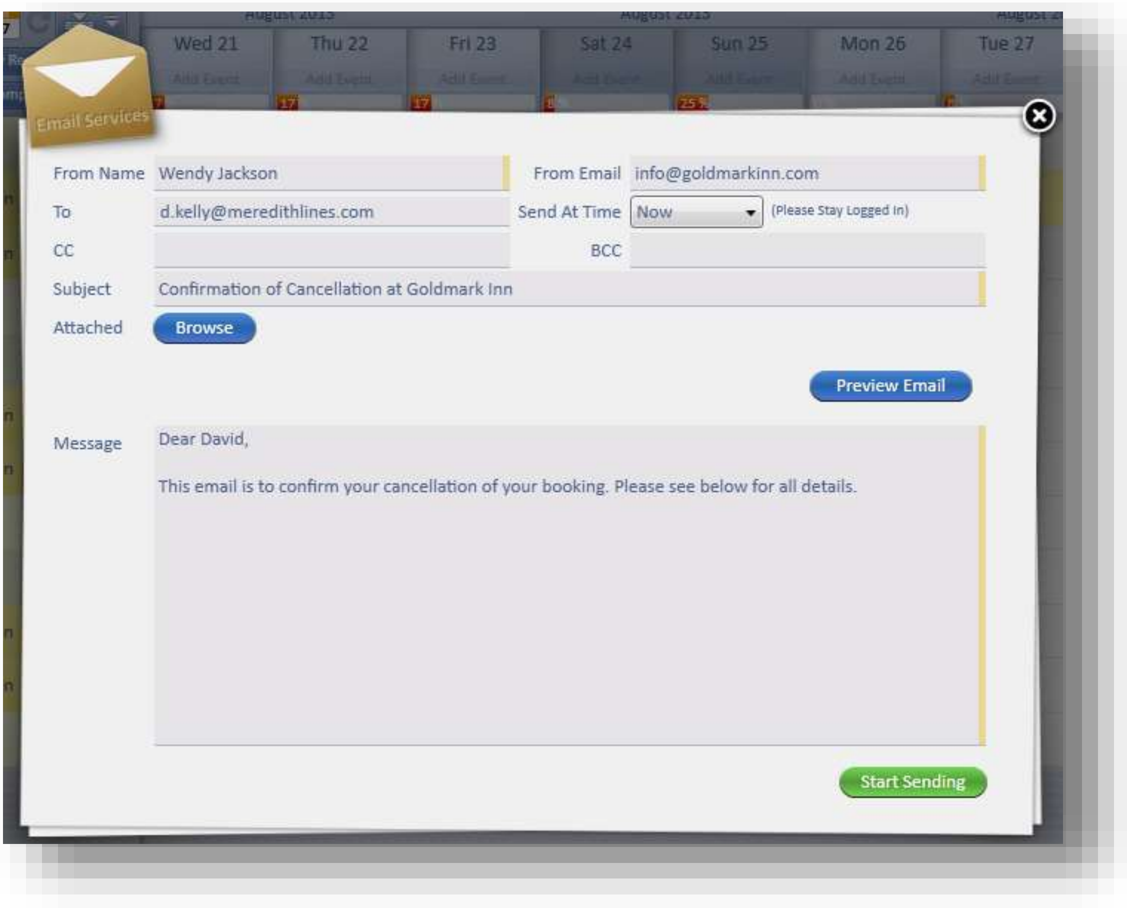
1. Double click the reservation on the Reservation Plan to open the Reservation Card. At the bottom of the Reservation tab just click 'Cancel Res'
2. Right click the reservation and select 'Cancel Reservation' from the Express Actions window



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.



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.



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.

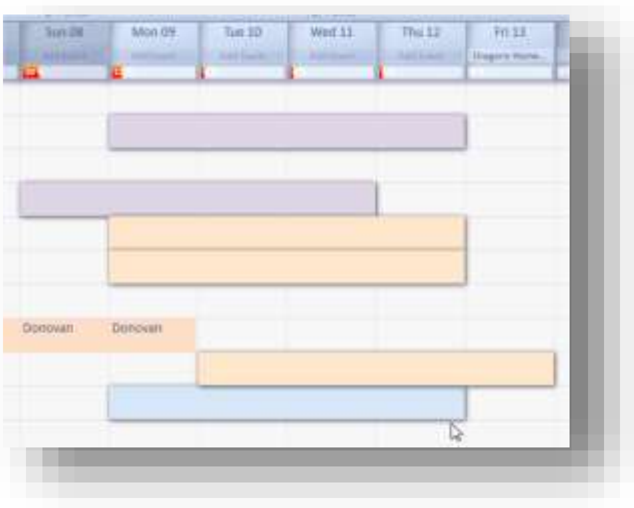
If you need to refund a deposit, click 'Make Payment', select the payment type and enter the refund amount as a negative (e.g. -150.00).

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:

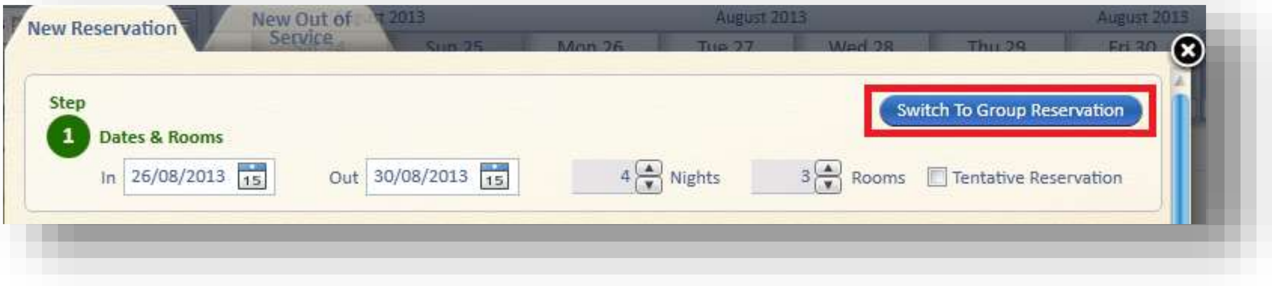
1. While holding the Shift key down use the mouse to select multiple rooms for the dates required. This is the easiest way because **GuestPoint®** will fill in dates, nights and room types for you allowing you to skip steps later. If the dates are all the same, **GuestPoint®** will think this is just 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, the 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.

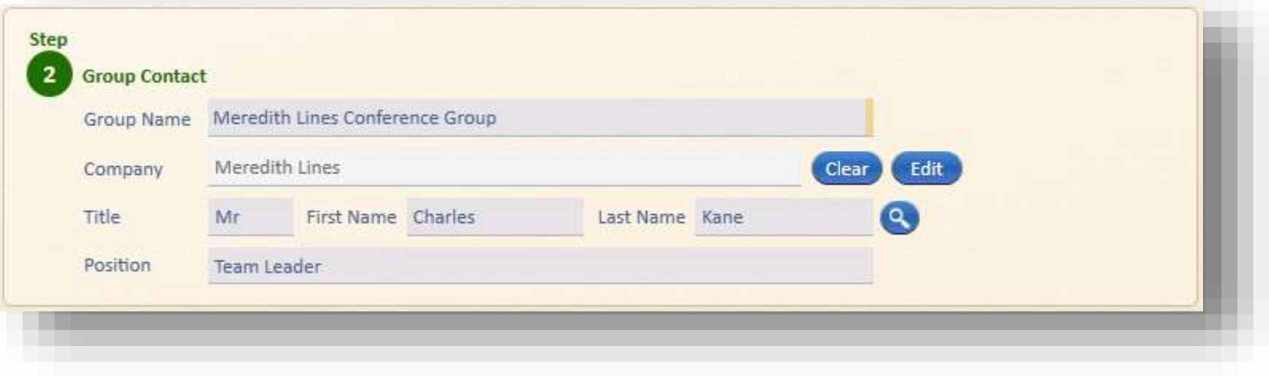


TIP: If the Group Reservation Card does not open, it means **GuestPoint**® does not know you are creating a Group Reservation. Just click ‘Switch To Group Reservation’ to start your reservation.

Step 1 – Dates & Room

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



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

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

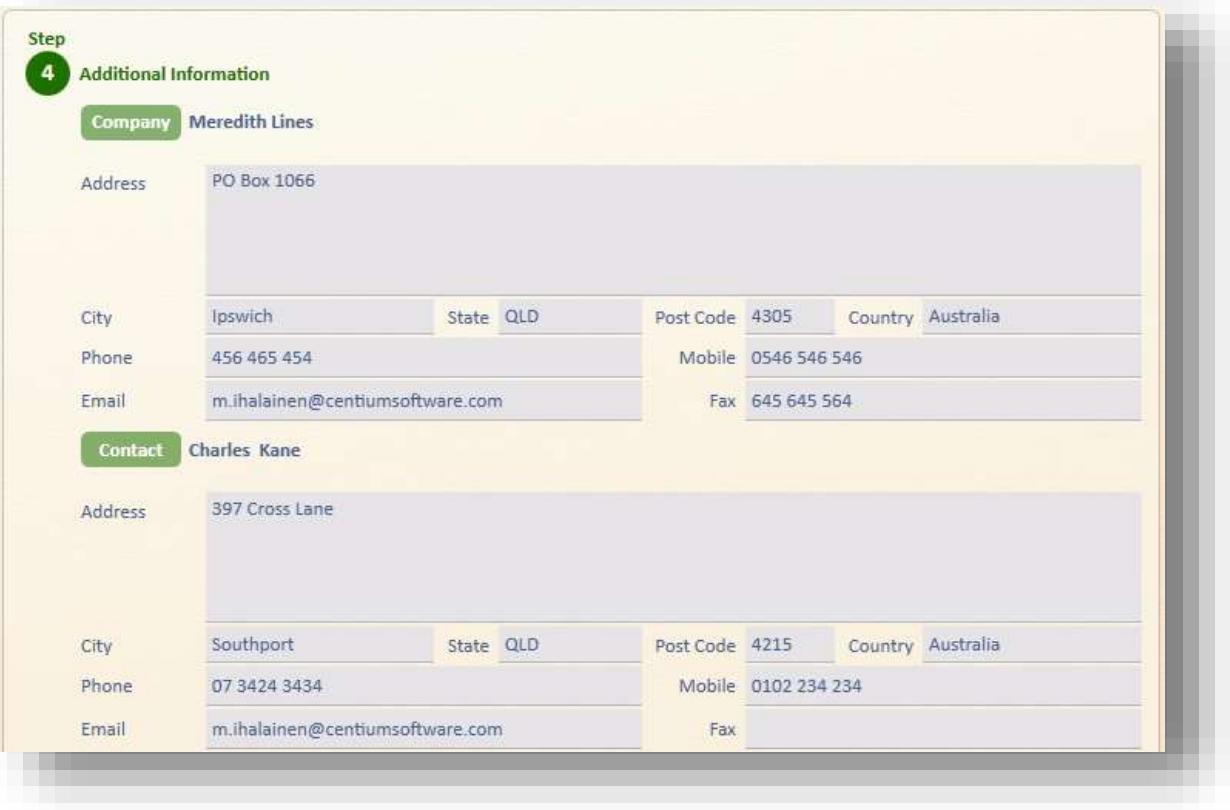
Reservation you can specify an amount to be applied to all of the rooms in the booking by entering the amount and clicking ‘Set Rate’.

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



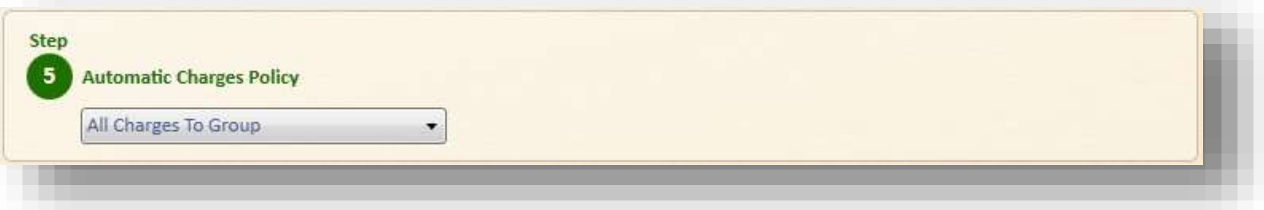
Complete the company and contact details. If the company or group contact are repeat guests, this information is automatically filled in for you if selected from the list of suggestions.

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



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

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

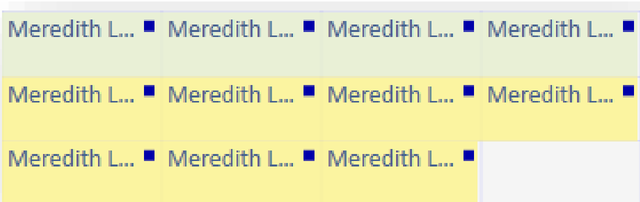
3. Add a credit card into the Credit Card Vault by clicking 'Add Card to Vault' button

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.

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.



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'.

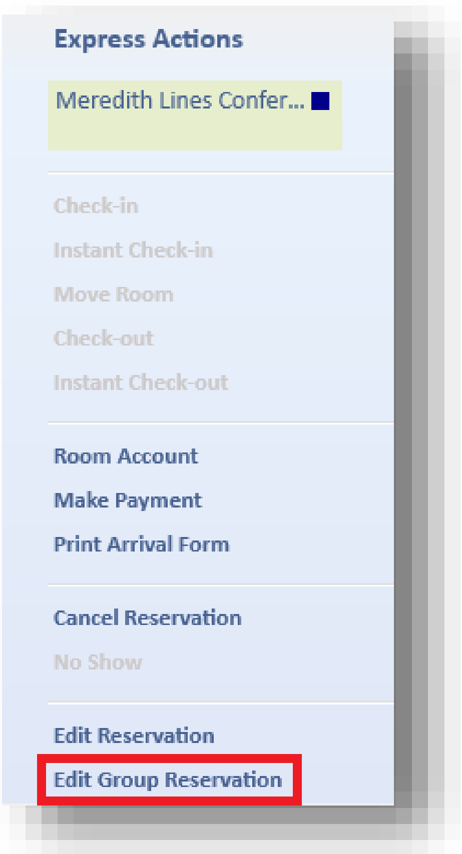
Changing Group Reservations

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:

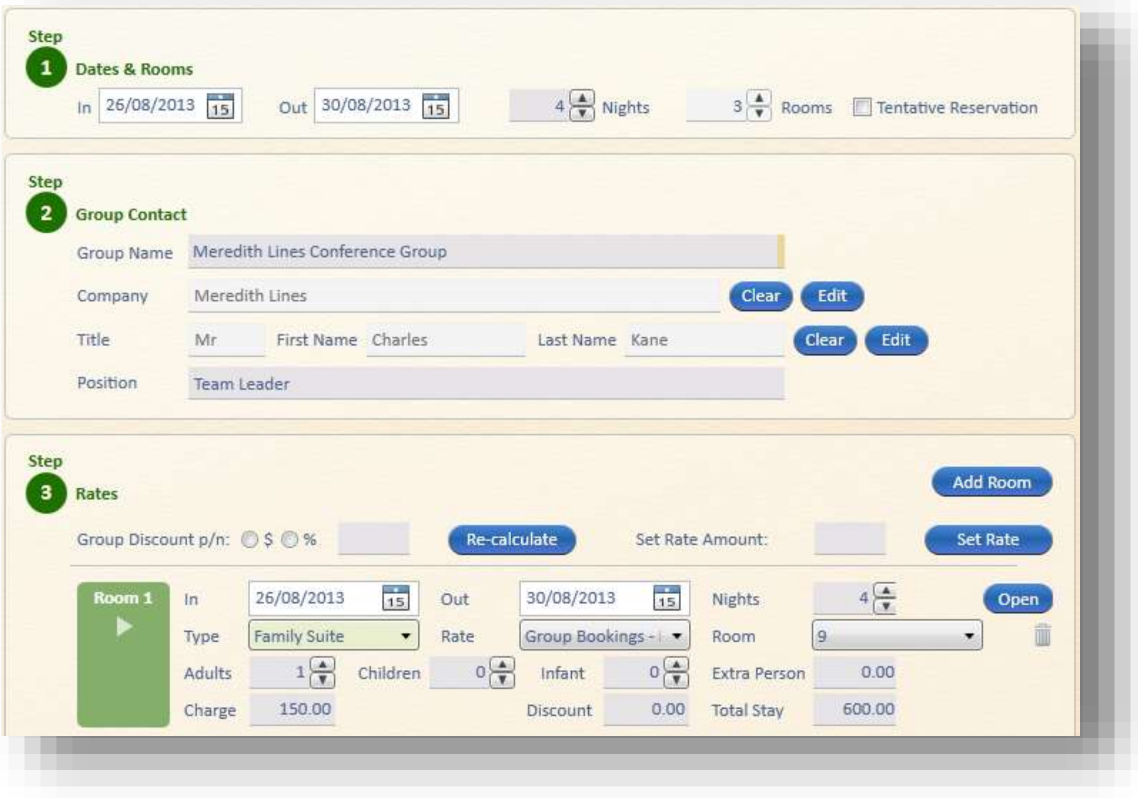
1. Double click any reservation within the group on the Reservation Plan and the Group Reservation Card will open (unless the guest has checked-in).

2. Right click any reservation within the group and select 'Edit Group Reservation' from the Express Actions window to open the Group Reservation Card.

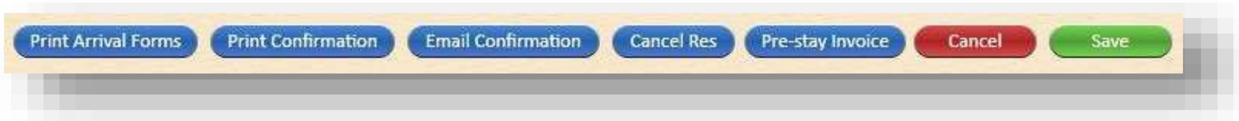


Once you do either of these actions, **GuestPoint®** will open the Group Reservation Card so you can make your changes.

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



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.



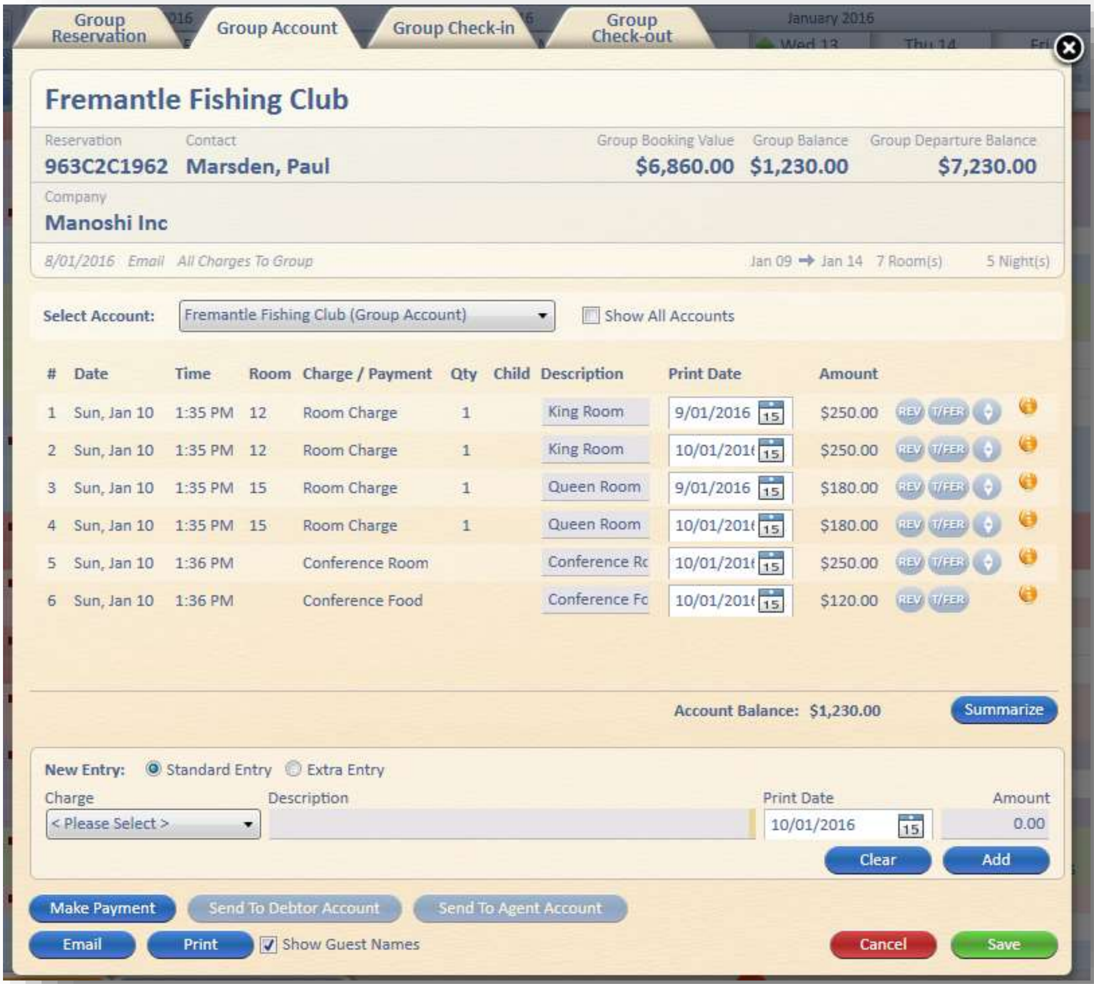
From the bottom of the Group Reservation tab you can print Arrival Forms for each member of the group. Also, you can print a group booking confirmation. You can easily email the confirmation to the group contact by clicking 'Email Confirmation' and this opens the Email Services screen. **GuestPoint®**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



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.

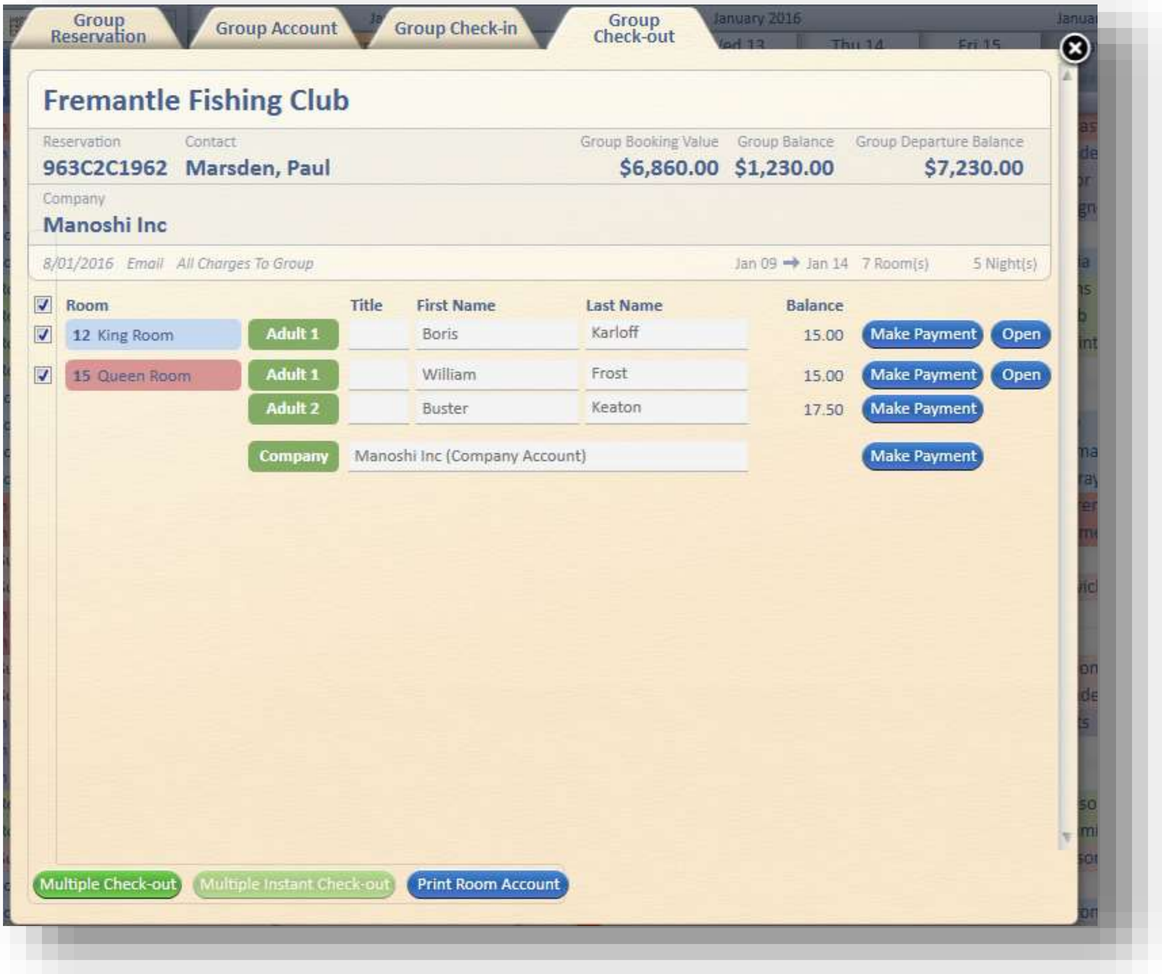
Checking-in a Group Reservation

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.

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.



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.

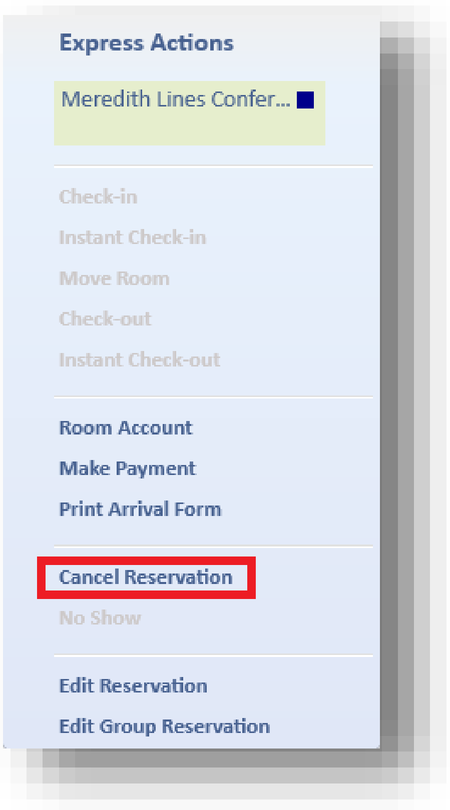
Cancelling Group Reservations

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'.

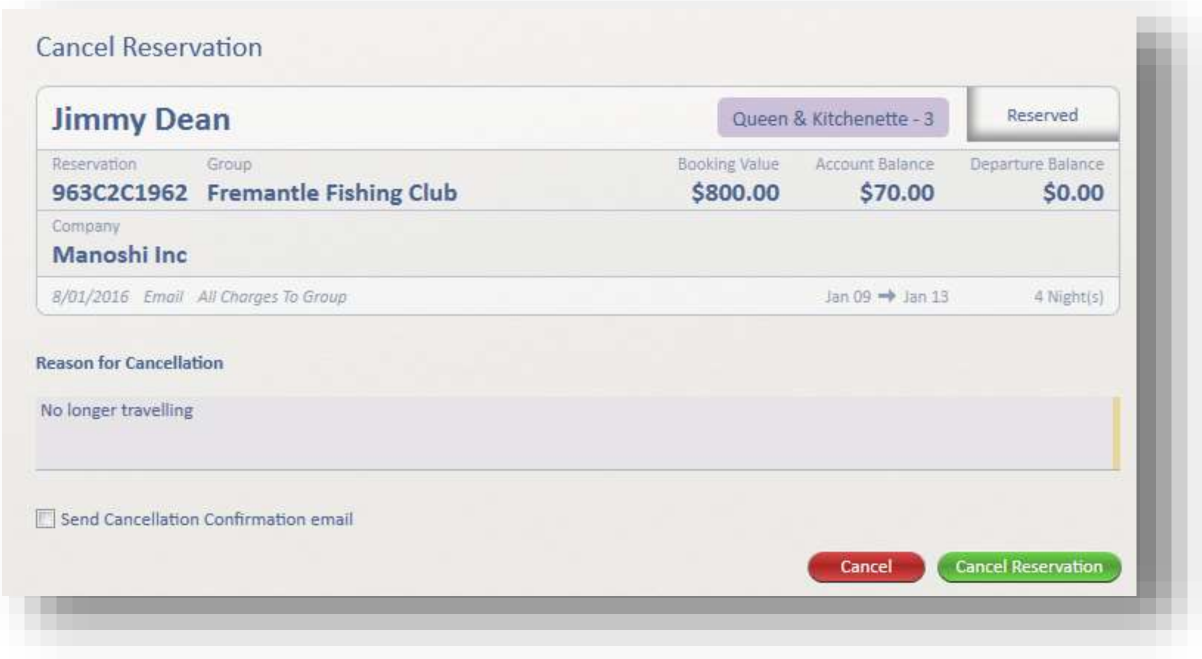
If you just want to cancel one room from a Group Reservation, you can either:

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

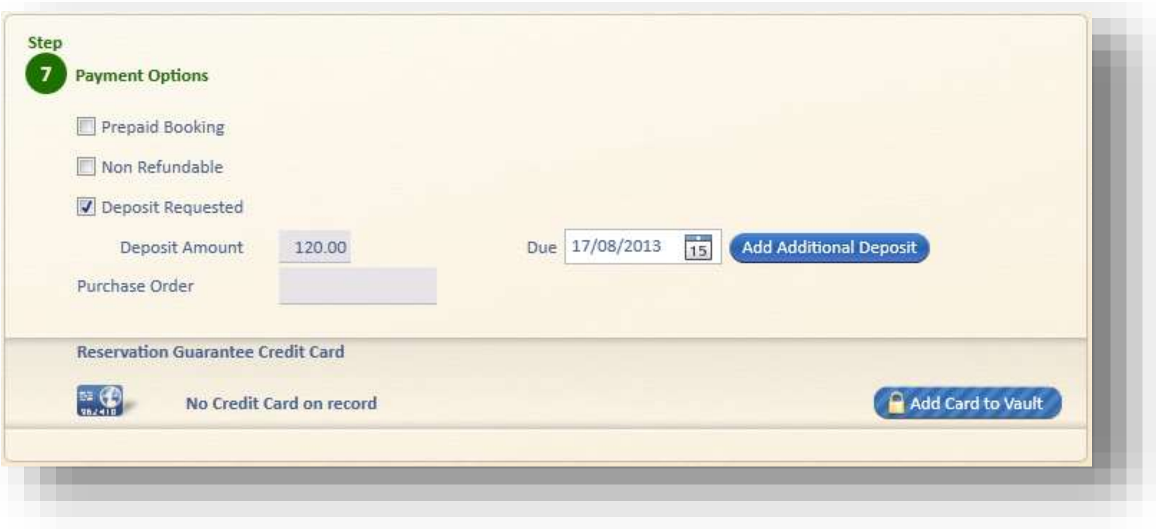
Once you do either of these actions, **GuestPoint**® will open the Cancel Reservation Card where you are required to enter the reason for the cancellation.



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

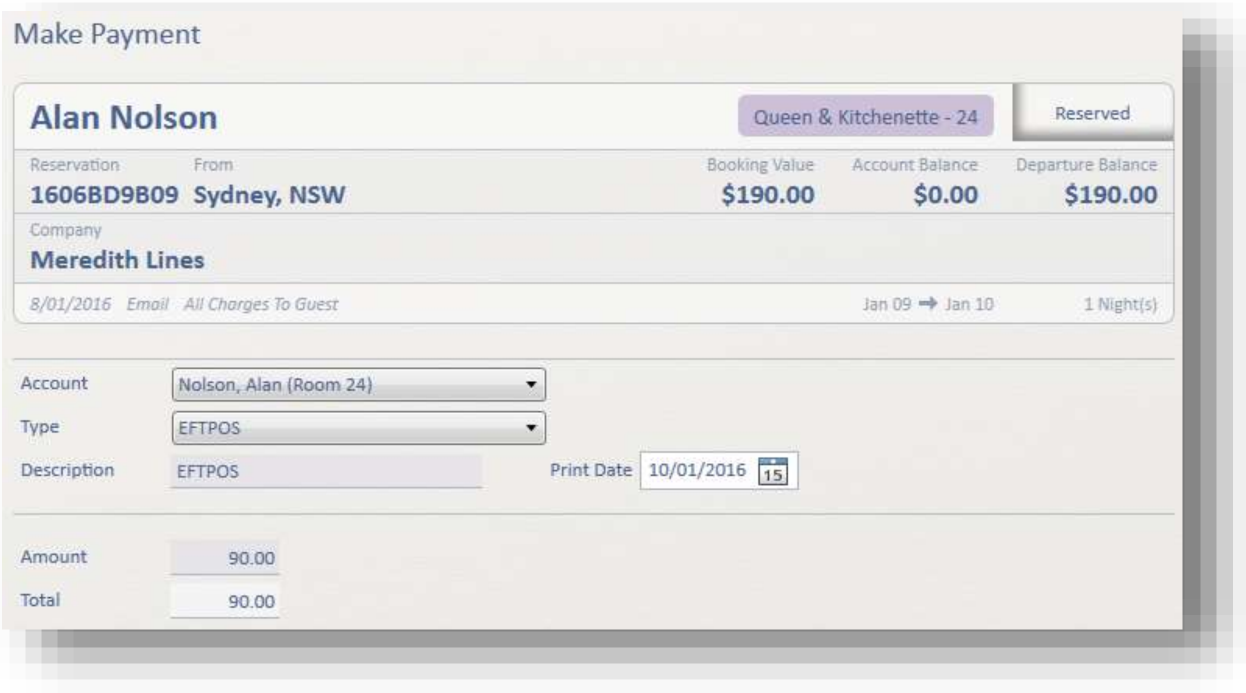
Deposits

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.



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'.



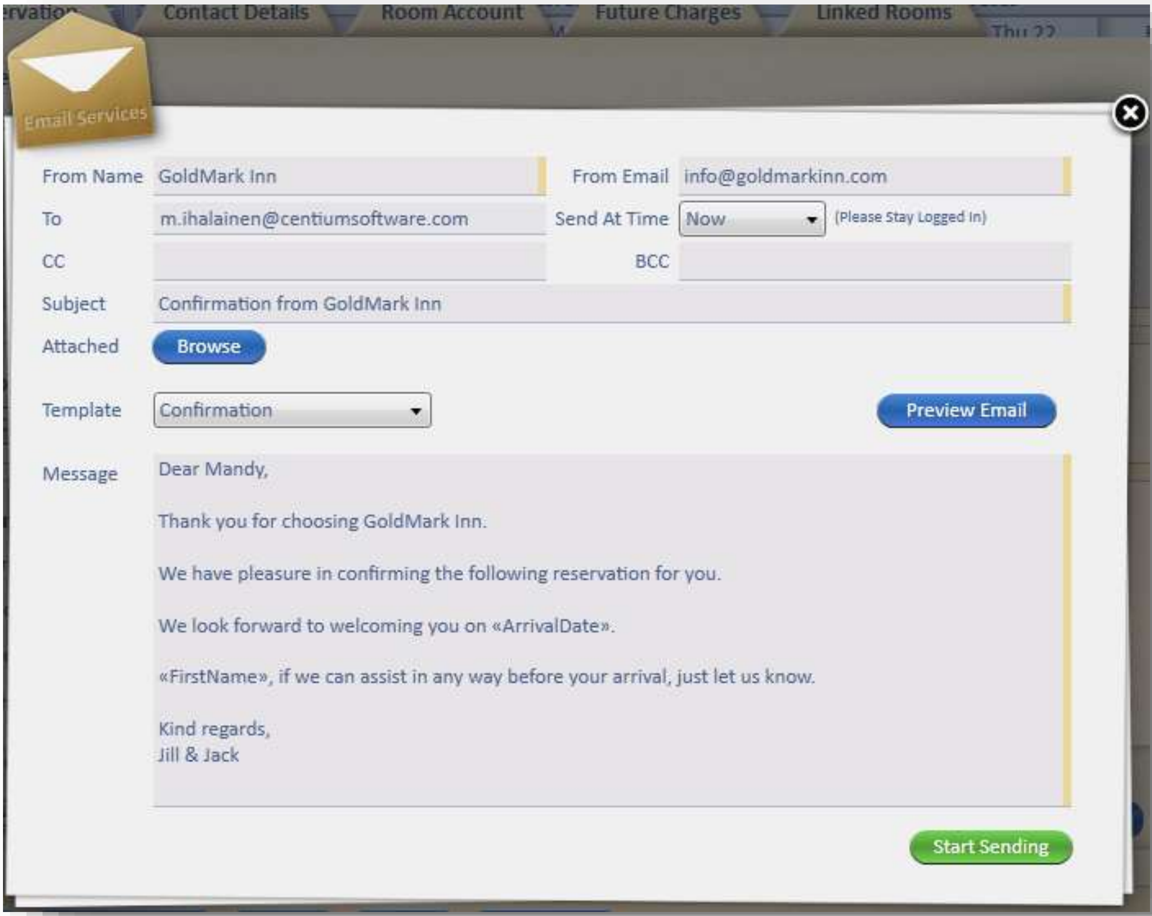
The deposit amount, due date and any payments made will appear on the guest confirmation.

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.

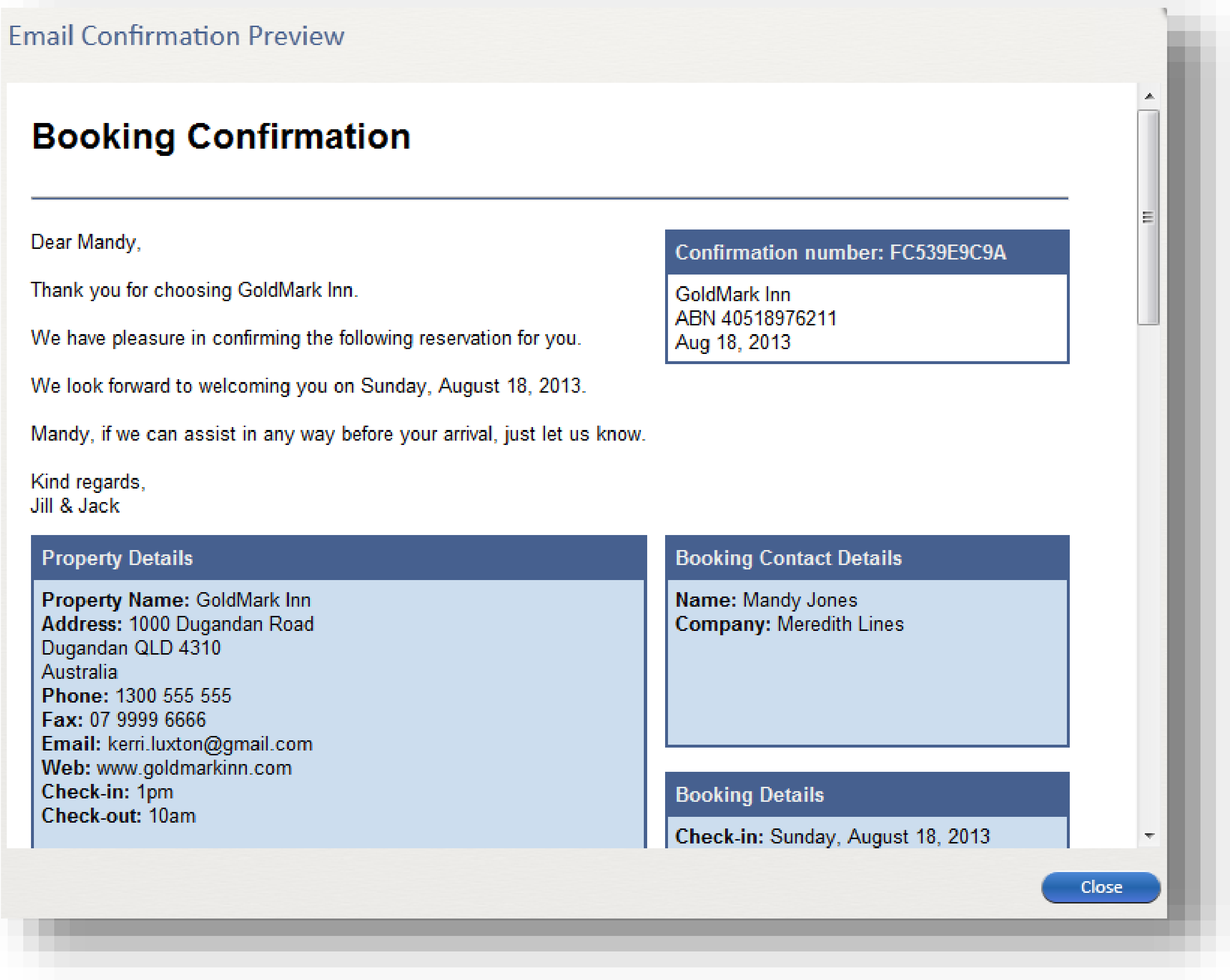
Confirmations

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.

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.

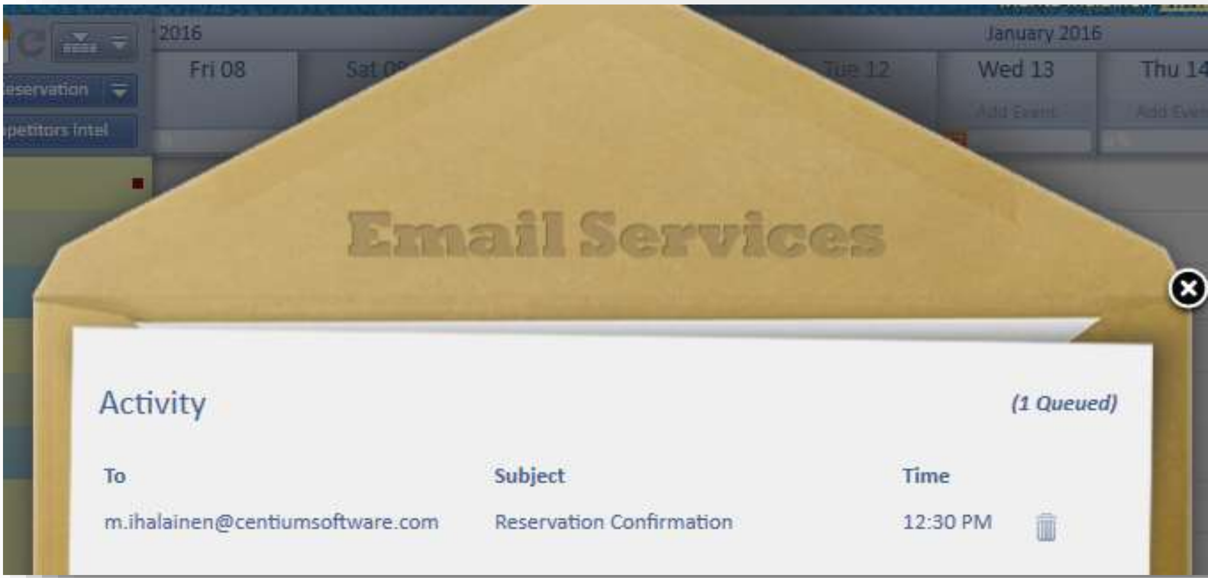


You can easily preview the confirmation by clicking 'Preview Email' to see all the booking details.



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.

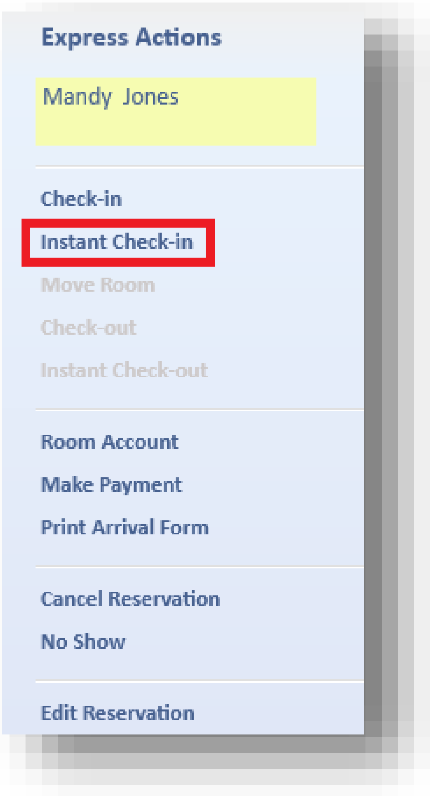
Guest Check-in

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.

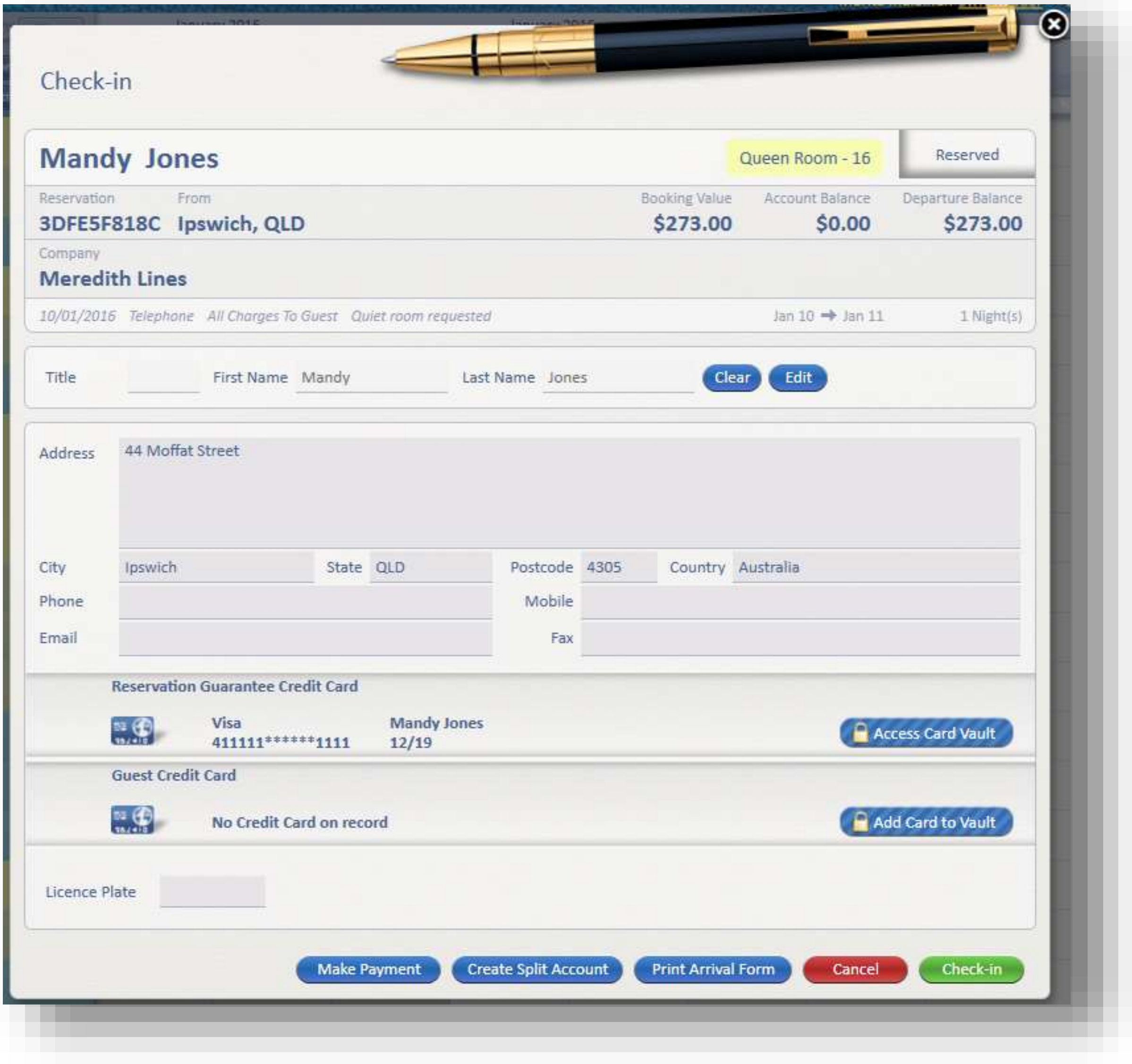
To check-in a guest, either:

- 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'.



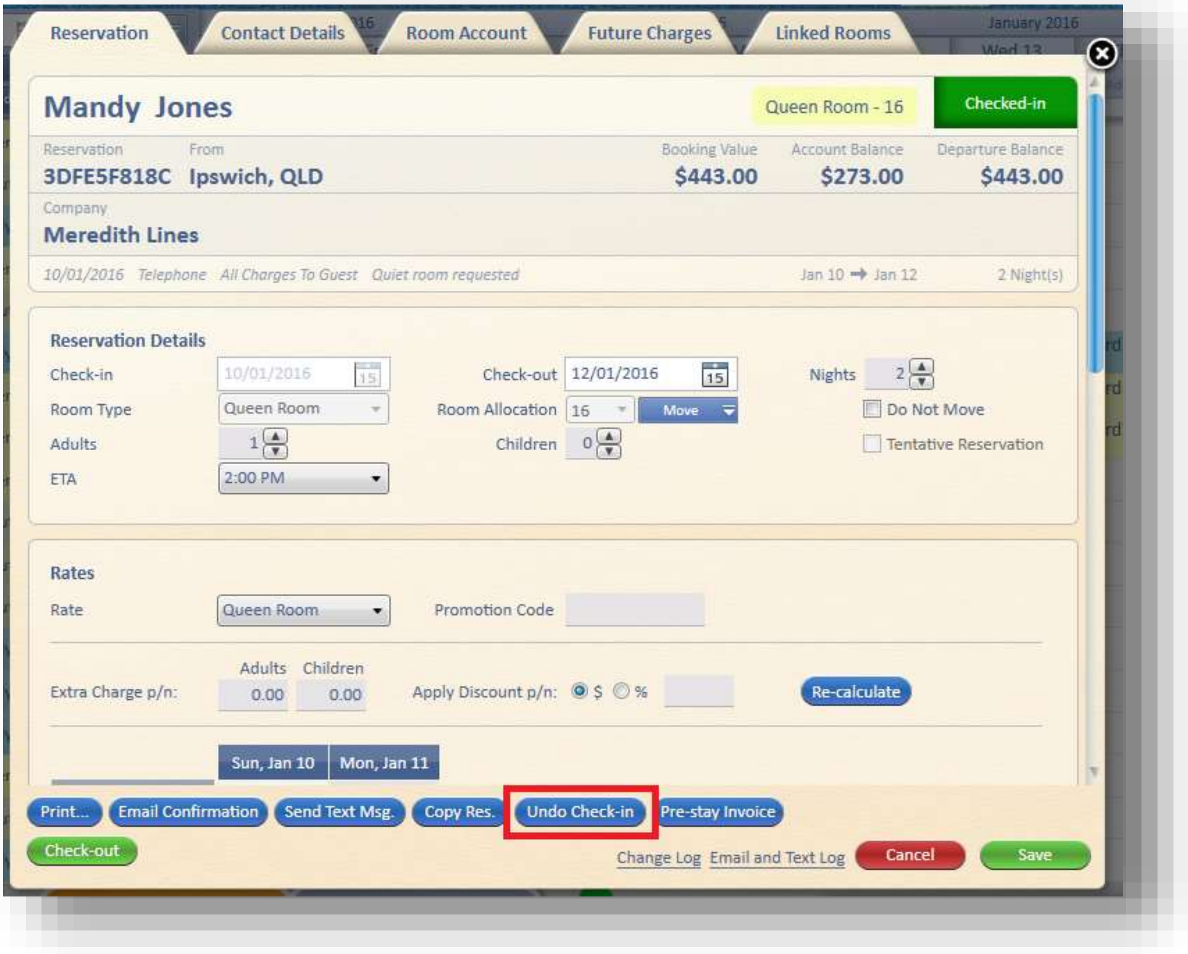
TIP: For walk-in guests, just double click on the room you are allocating to open the Reservation Card, complete the guest details and click 'Check-in' and follow the same process.

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'.



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.

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

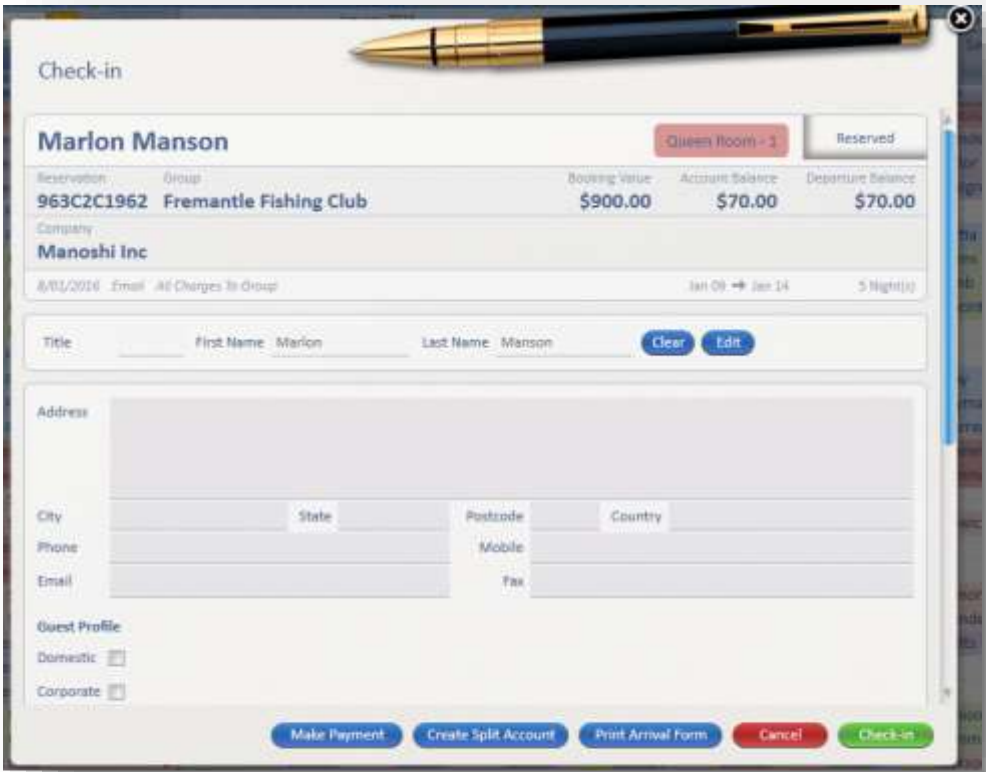
Checking-in a group reservation is a very quick process with **GuestPoint**® and there are a number of ways to check-in a guest from a group.

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.

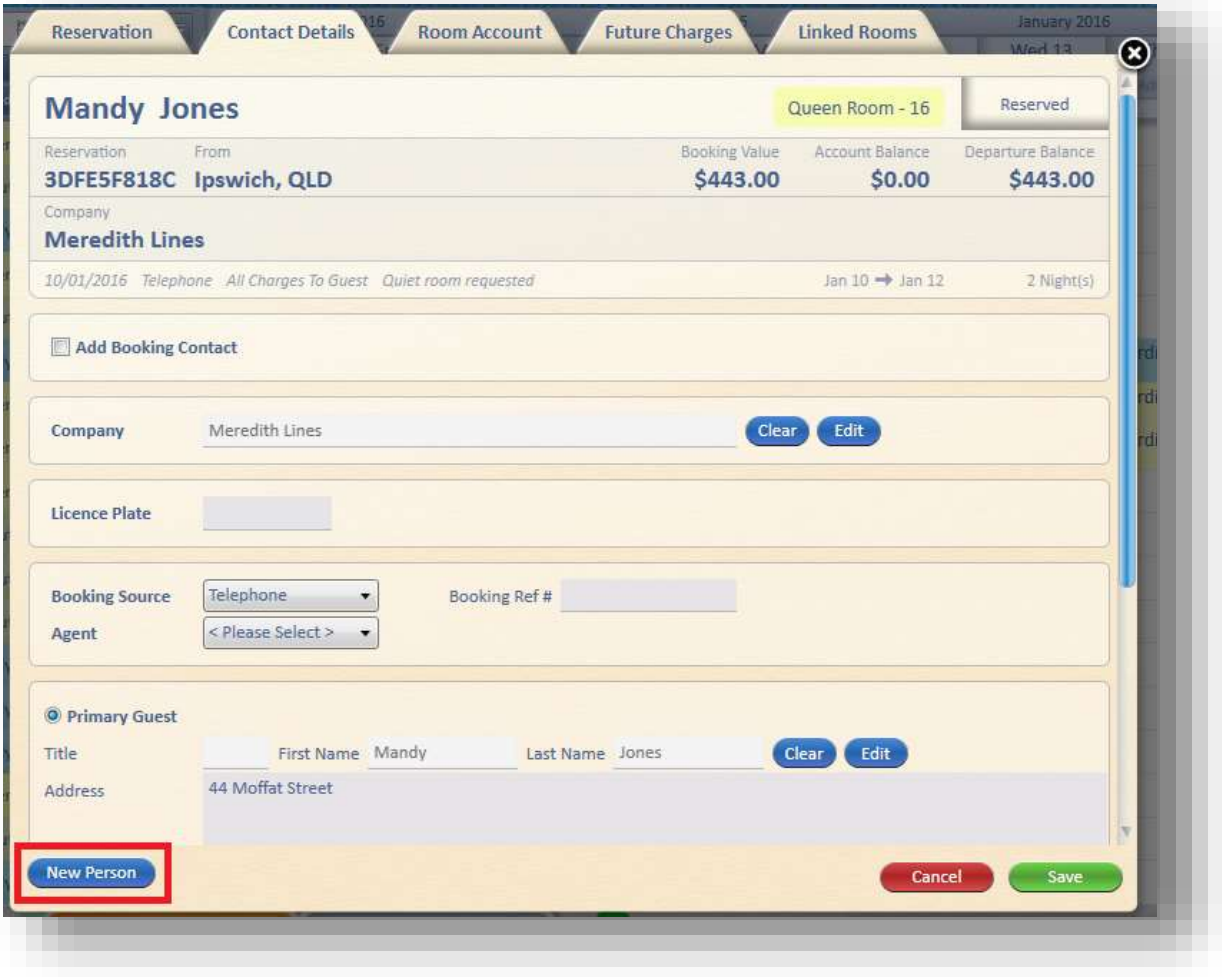
When the Check-in Card opens, you can complete any missing information. You can print the Arrival Form for the guest to sign, record a payment, if required, and then click 'Check-in'.



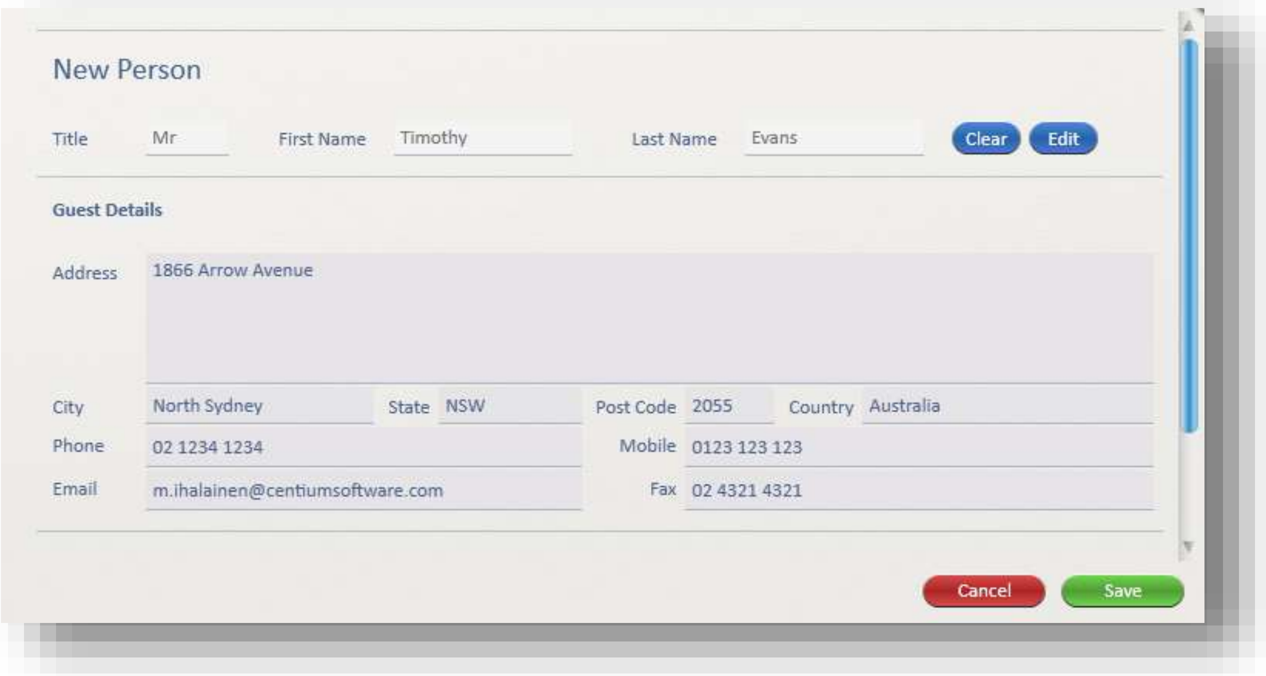
Add an Additional Person to a Reservation

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'.



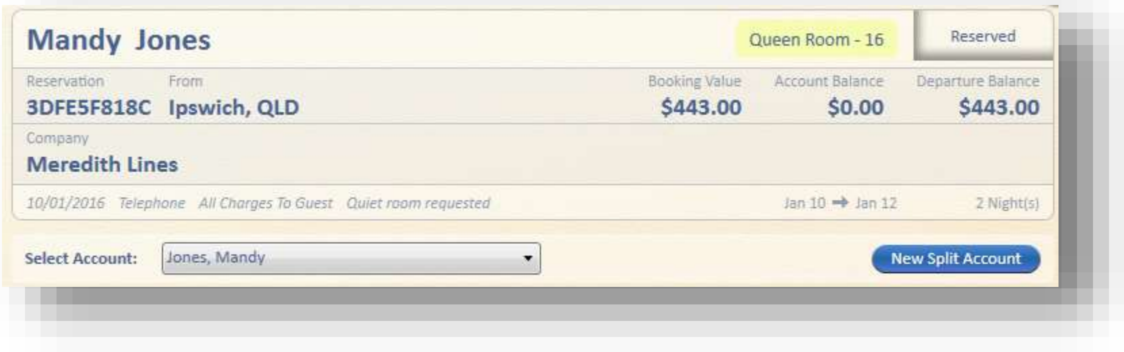
The New Person Card will open for you to add the details of the new person, click 'Save'. This will automatically create a Split Account for the additional guest. You can access the new guest's Room Account by selecting their name in the Account drop down list on the Room Account tab.



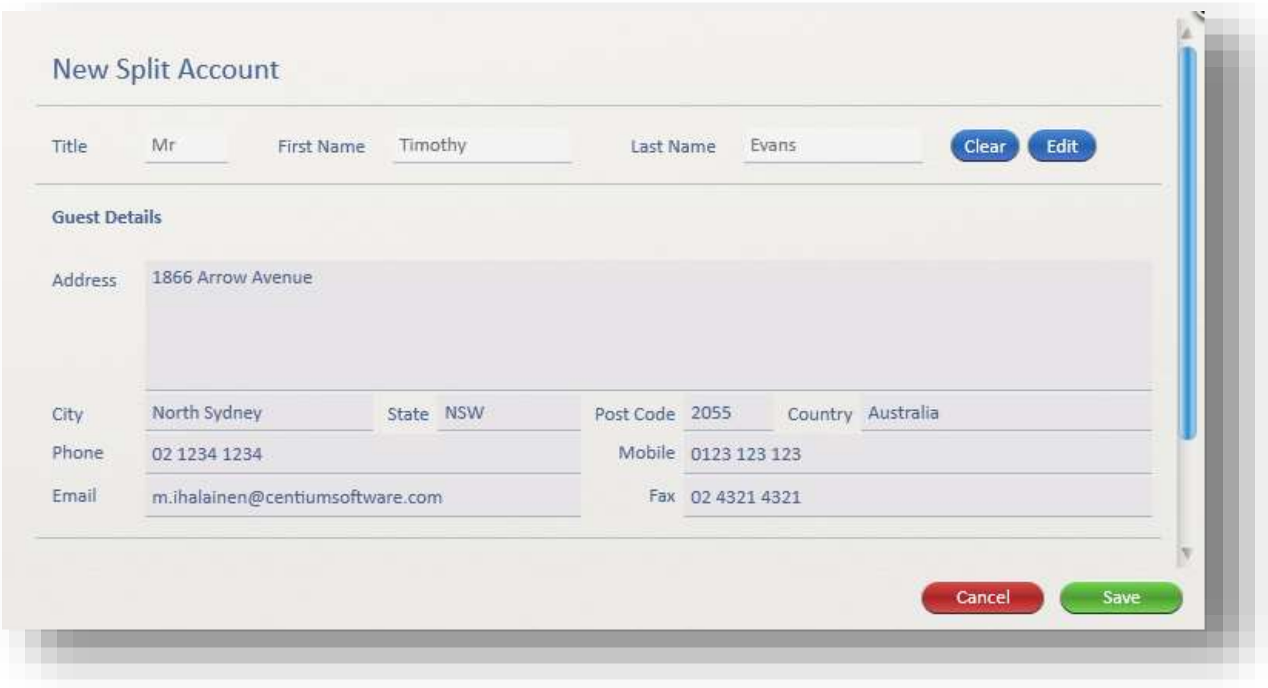
If the new person is the Primary Guest for the room, select Primary Guest and their name will appear on the Reservation Plan.

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.



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

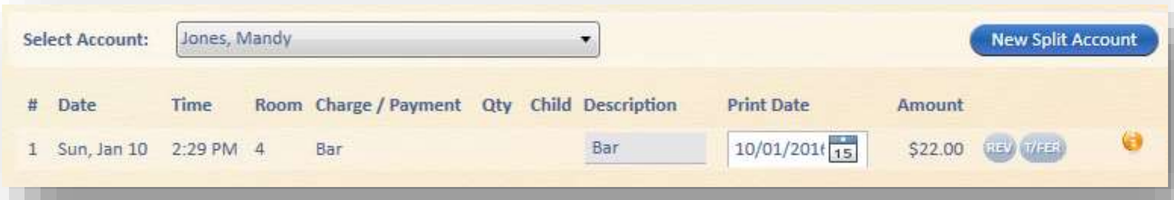


GuestPoint® makes it easy to add charges to the relevant account. From the Room Account tab simply select the account charges are to be posted to by choosing it from the drop down list.

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.

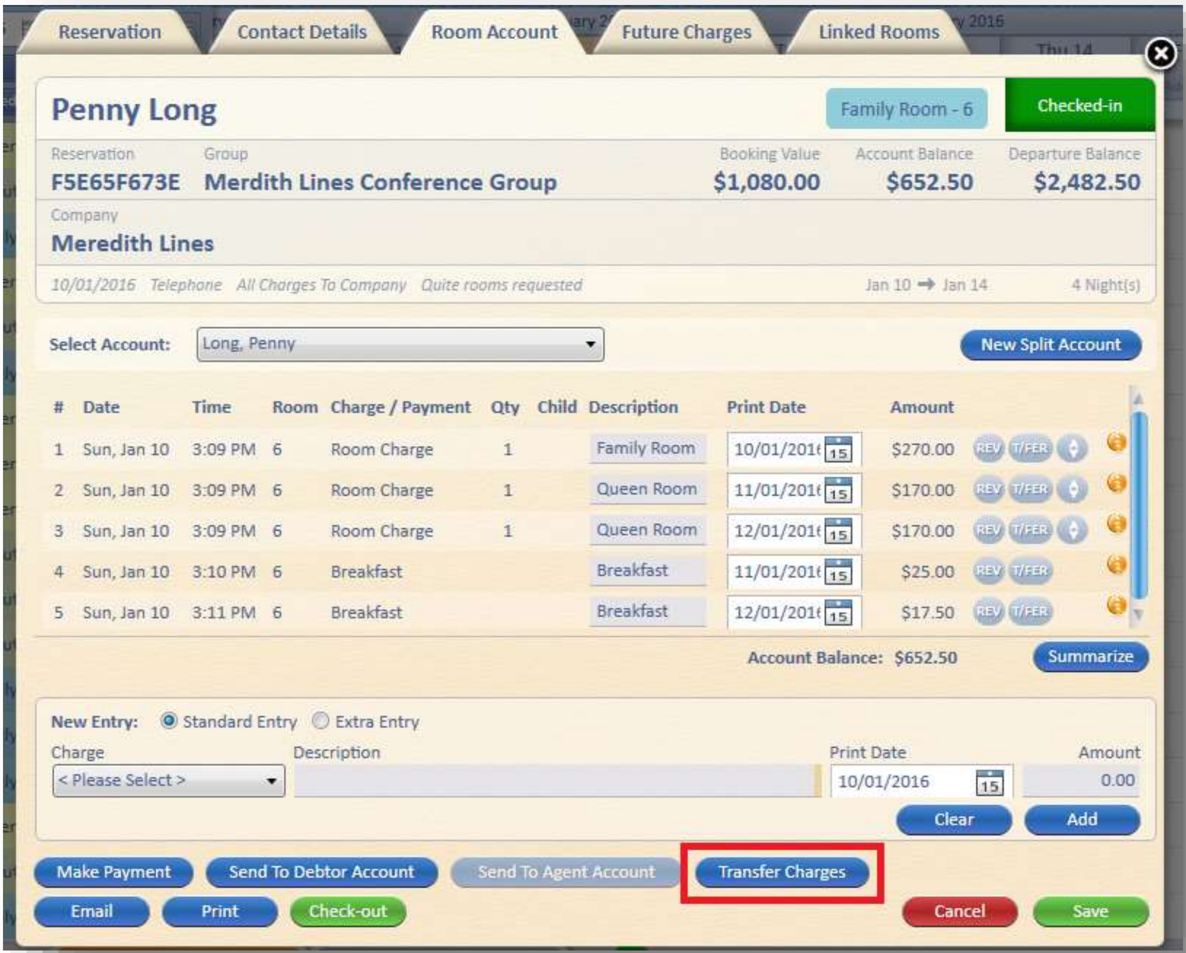
Just select where the charge is to be transferred, either an account within the reservation, an account in another reservation, a future reservation or a non-residential account and click 'Apply'.

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

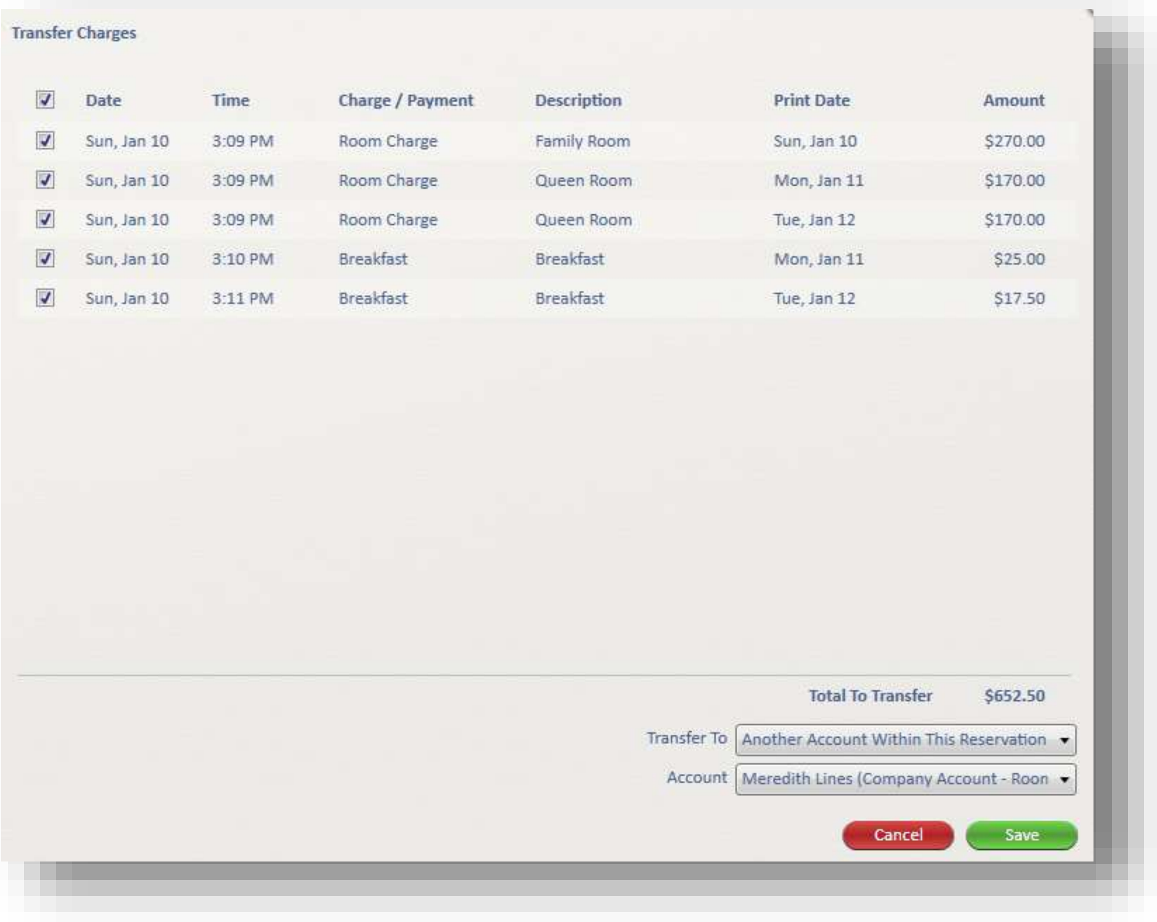


TIP: If you add a Company for a guest, **GuestPoint**® automatically creates a Room Account for the company and it can be selected from the Account drop down list.

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.



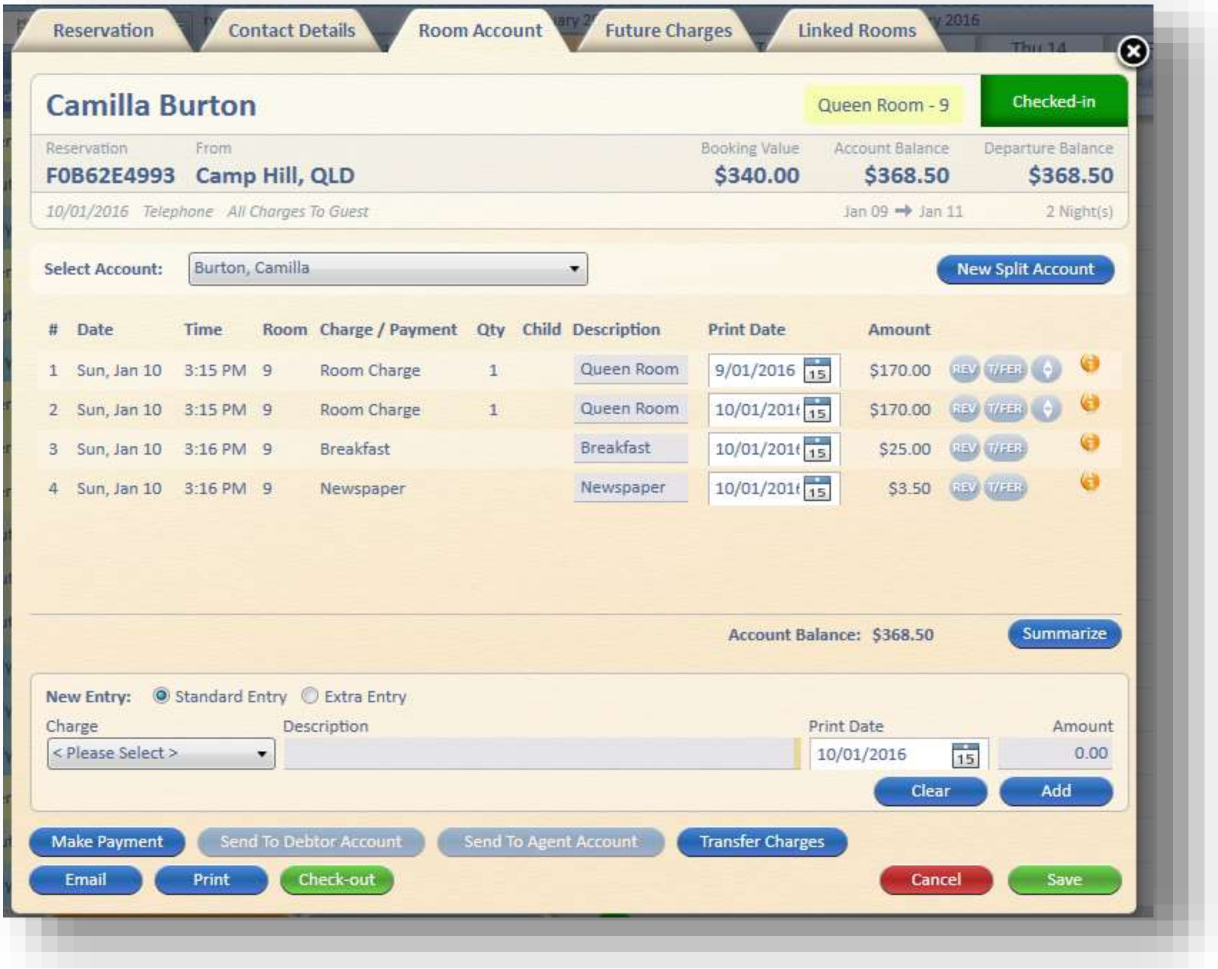
Simply select the charges you want to transfer, and where the charges are to be transferred, either an account within the reservation, an account in another reservation, a future reservation or a non-residential account and click ‘Save’.



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


Penny Long
Family Room - 6
Checked-in
Reservation
F5E65F673E
Group
Merdith Lines Conference Group
Booking Value
$1,080.00
Account Balance
$652.50
Departure Balance
$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 10/01/201 $270.00
2 Sun, Jan 10 3:09 PM 6 Room Charge 1 Queen Room 11/01/201 $170.00
3 Sun, Jan 10 3:09 PM 6 Room Charge 1 Queen Room 12/01/201 $170.00
4 Sun, Jan 10 3:10 PM 6 Breakfast Breakfast 11/01/201 $25.00
5 Sun, Jan 10 3:11 PM 6 Breakfast Breakfast 12/01/201 $17.50
Account Balance: $652.50
Summarize

Adding Room Charges



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.

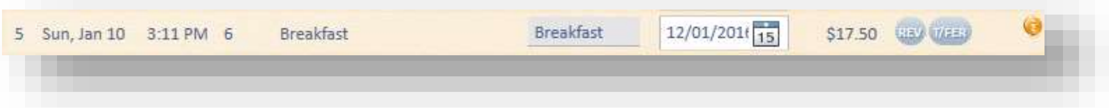
To add a Standard Entry charge to a Room Account:

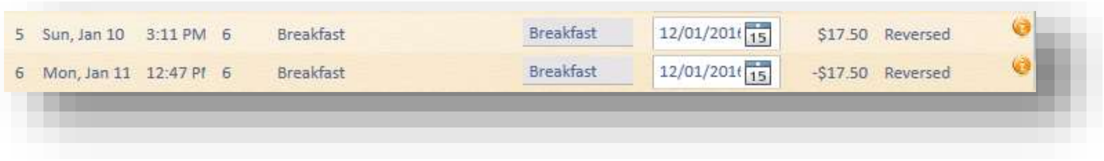
1. Ensure you have selected the correct account from the drop down box for the charge to post to
2. Select the Charge type (e.g. Breakfast). This is the revenue account you want the income to go into
3. Edit the description, if required (e.g. Buffet Breakfast)
4. Alter the print date, if required. This 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'

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'

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





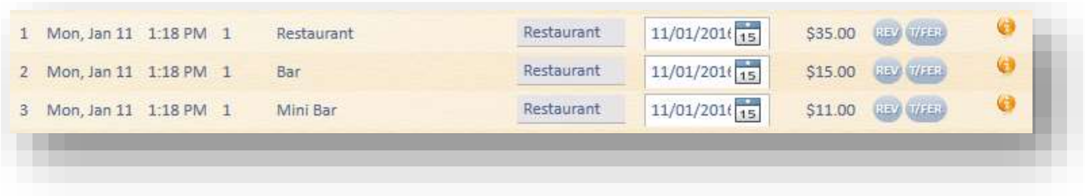
Reversed charges will not print out on the Room Account.

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:

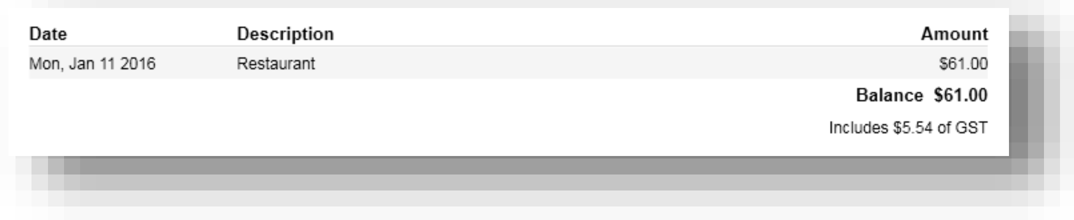
- Another Account Within This Reservation (e.g. phone charges belong to the other Split Account)
- Another Account (e.g. Breakfast was charged to Room 4 instead of 14)
- Future Reservation (e.g. a deposit might need to be moved to another reservation that is not yet checked-in)
- Non-Residential Account (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)

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.



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.



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:

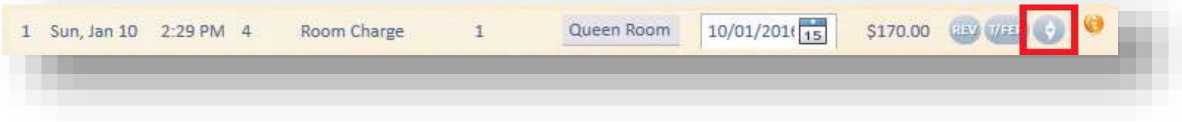
1. Ensure you have selected the correct account from the drop down box for the charge to post to
2. Select the Tax type (e.g. Sales, or Occupancy tax), this is the tax account you want the tax adjusted to
3. Edit the description, if required
4. Alter the print date, if required. This is the date the 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’

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

Splitting Charges

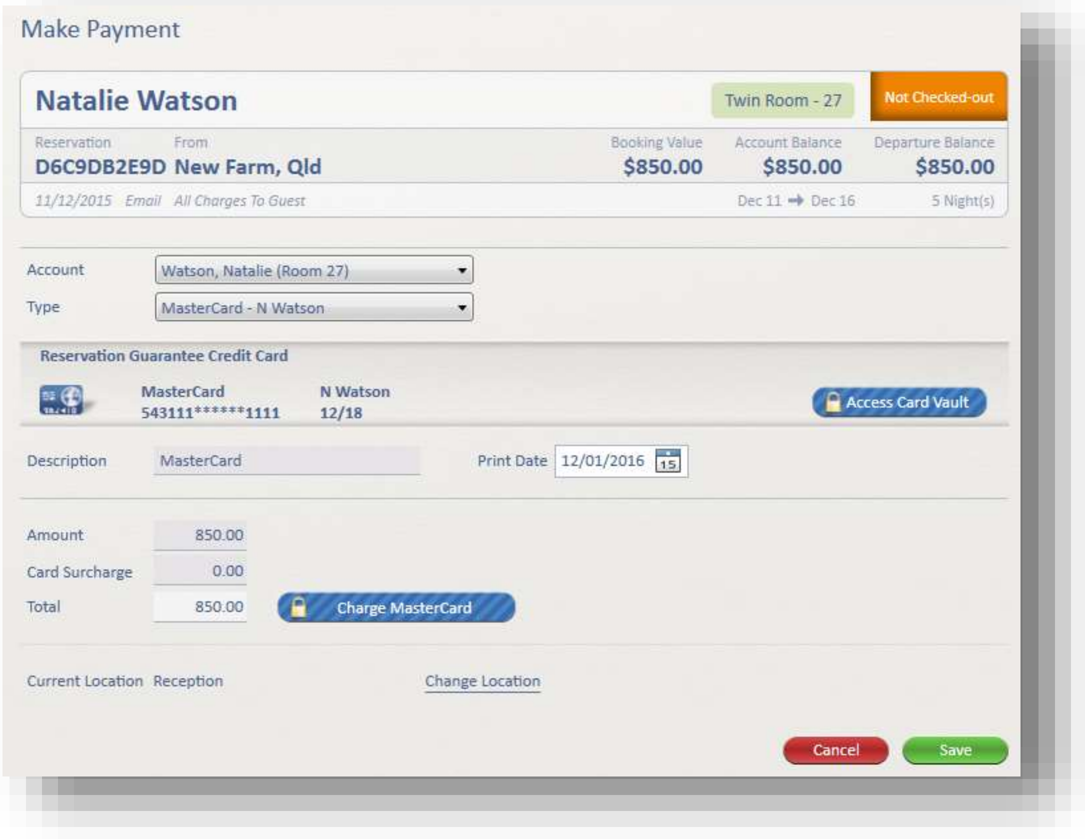
Sometimes you will have charges that need to be split so that part can be invoiced to a company, and part paid by a guest, or split between two guests sharing a room.

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.



Room Account Payments

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



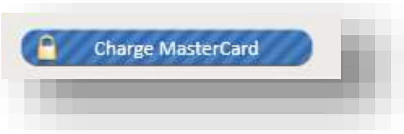
By default, the full amount owing on the selected account will be shown. Select the payment type and alter the amount being paid, if required, then click 'Save'.

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.

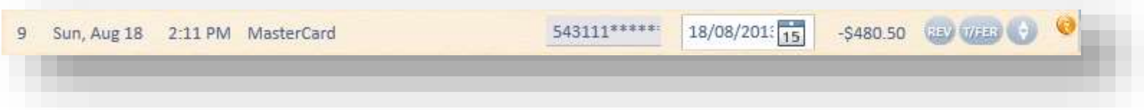
If you are processing a refund, change the description (e.g. "Refund of breakfast charges") and enter the amount of the refund as a negative (e.g. -10.00).

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

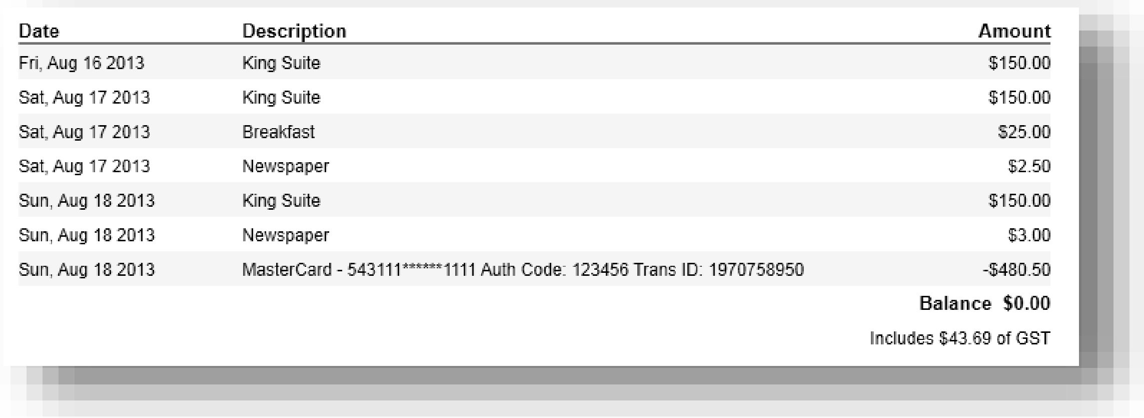
If you have a payment gateway integrated with **GuestPoint®** your credit card payments can be processed in real time. When making a payment for a guest, or a debtor from **Guestpoint®** you can charge the card securely by clicking 'Charge (Card Type)' on the 'Make Payment' screen.



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.

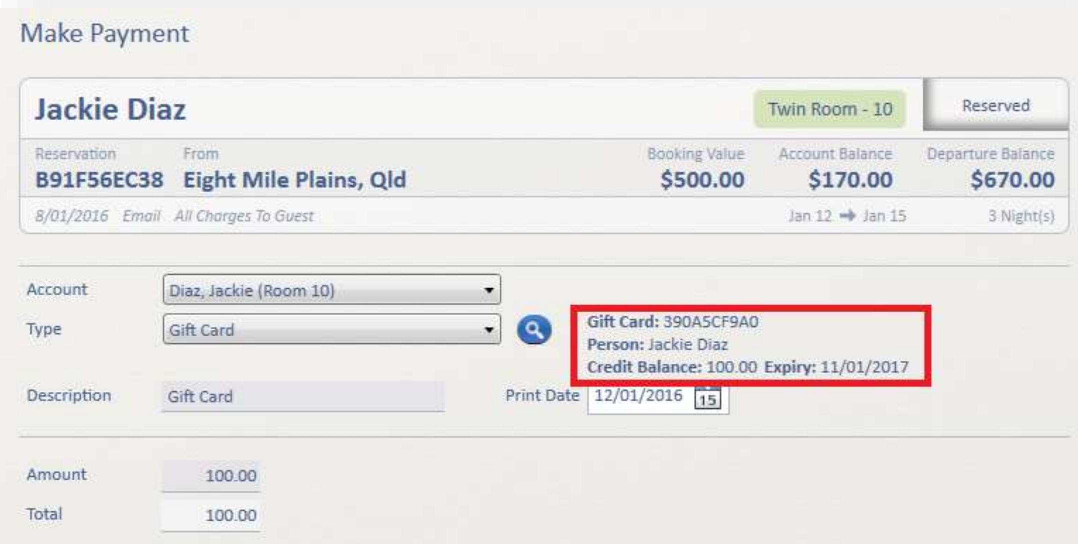


Date	Description	Amount
Fri, Aug 16 2013	King Suite	$150.00
Sat, Aug 17 2013	King Suite	$150.00
Sat, Aug 17 2013	Breakfast	$25.00
Sat, Aug 17 2013	Newspaper	$2.50
Sun, Aug 18 2013	King Suite	$150.00
Sun, Aug 18 2013	Newspaper	$3.00
Sun, Aug 18 2013	MasterCard - 543111******1111 Auth Code: 123456 Trans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

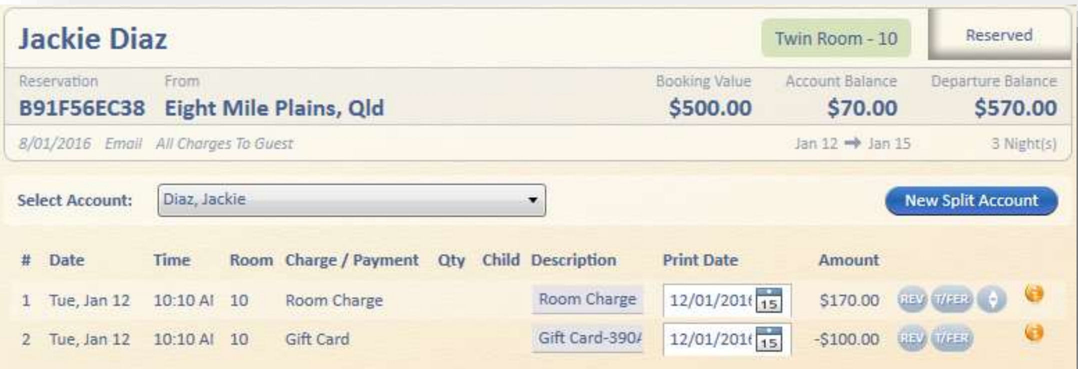
If your guest is redeeming a Gift Card, simply select Gift Card as the payment type and click the Search button

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

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



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



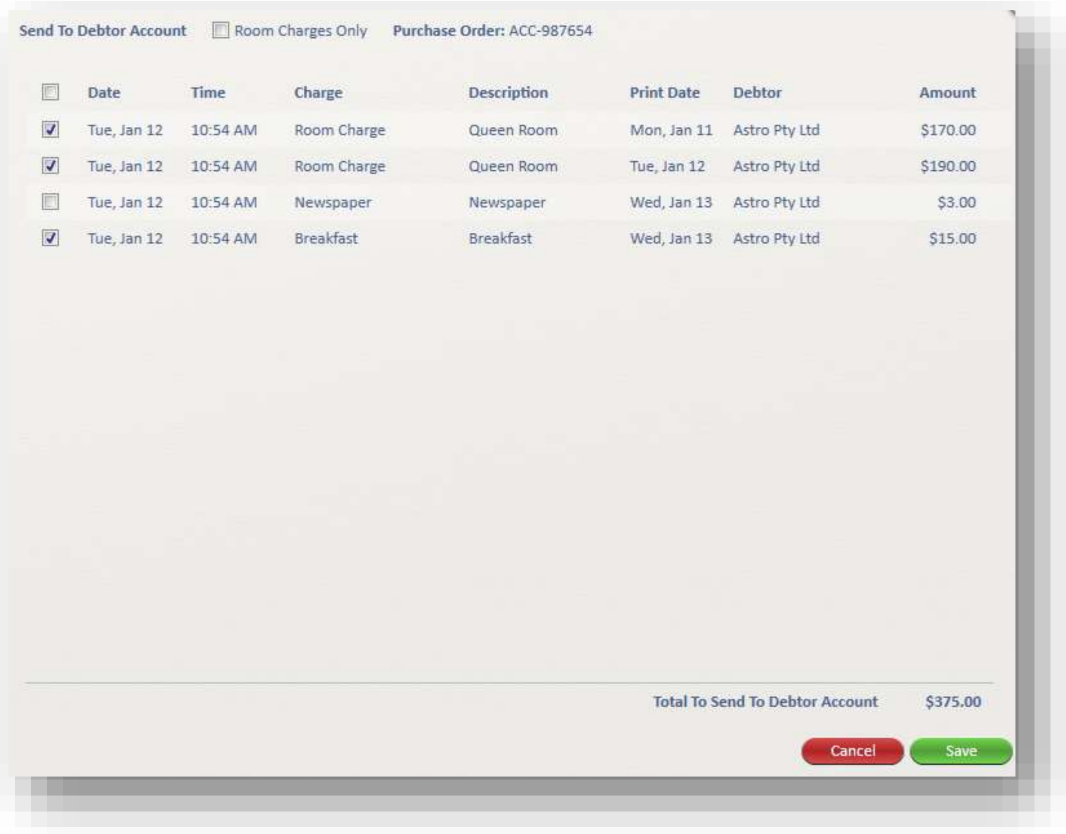
Transfer Charges to Debtor

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.

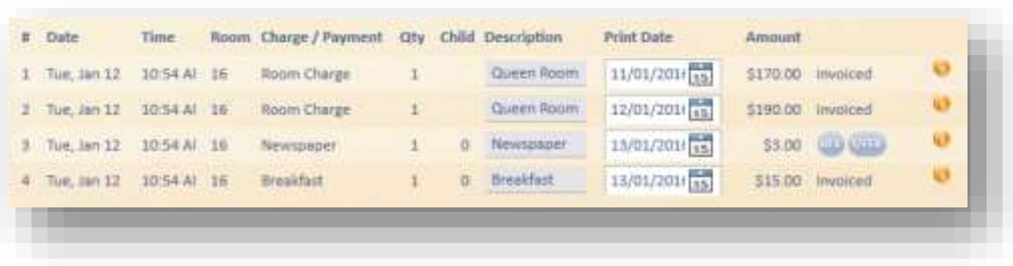
Secondly, to be able to create an Invoice for this Debtor, the reservation must be linked to the company or the 'Allow Invoicing from any Guest' is ticked.

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

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



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



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
You are always welcome

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

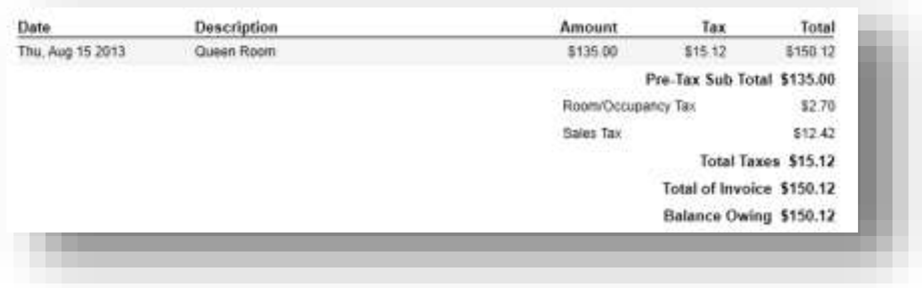
Invoice To:
Ms Cathy Taylor
Astro Pty Ltd
PO Box 299
New Farm Qld 4005
Australia

TAX INVOICE
9
Tue, Jan 12, 2016
Evans, Timothy
Room 16
Reservation # 3DFE5F818C
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 Owing $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 Owing $150.12

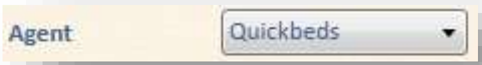
In the Debtors Card, you will see an invoice has been created. This invoice would typically be printed or emailed during the 'Daily Task – Send Invoices' on the Management tab Clipboard (see Daily Tasks for more information).

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).

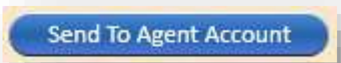
Transfer Charges to an Agent

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.

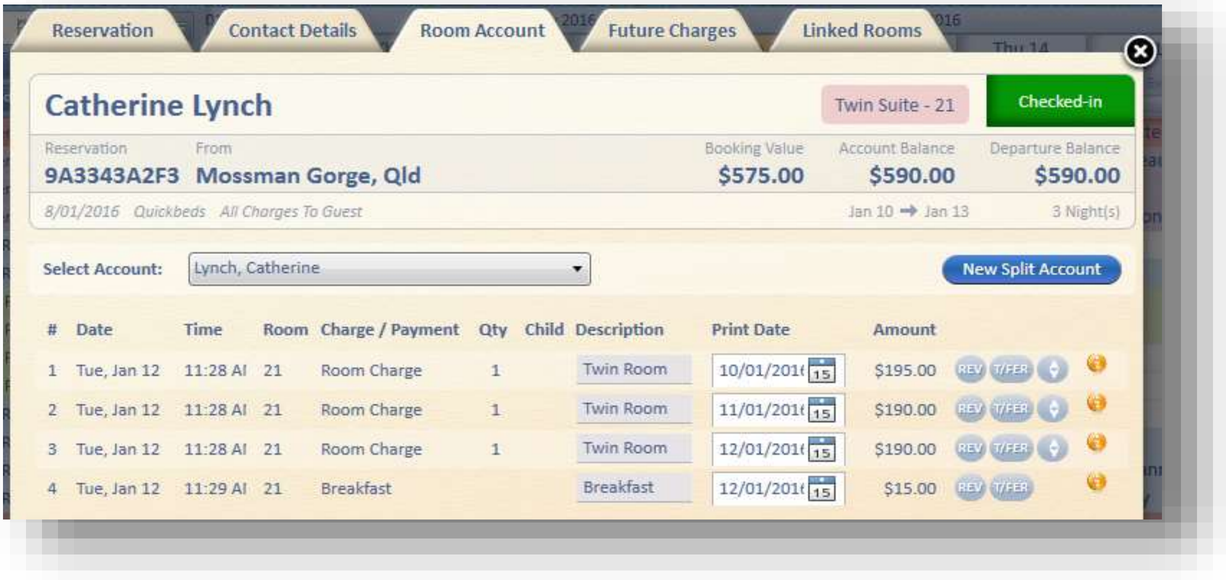
To be able to invoice room charges to an Agent, the reservation needs to be linked to an Agent. This is done when the reservation is made and selecting the Agent.



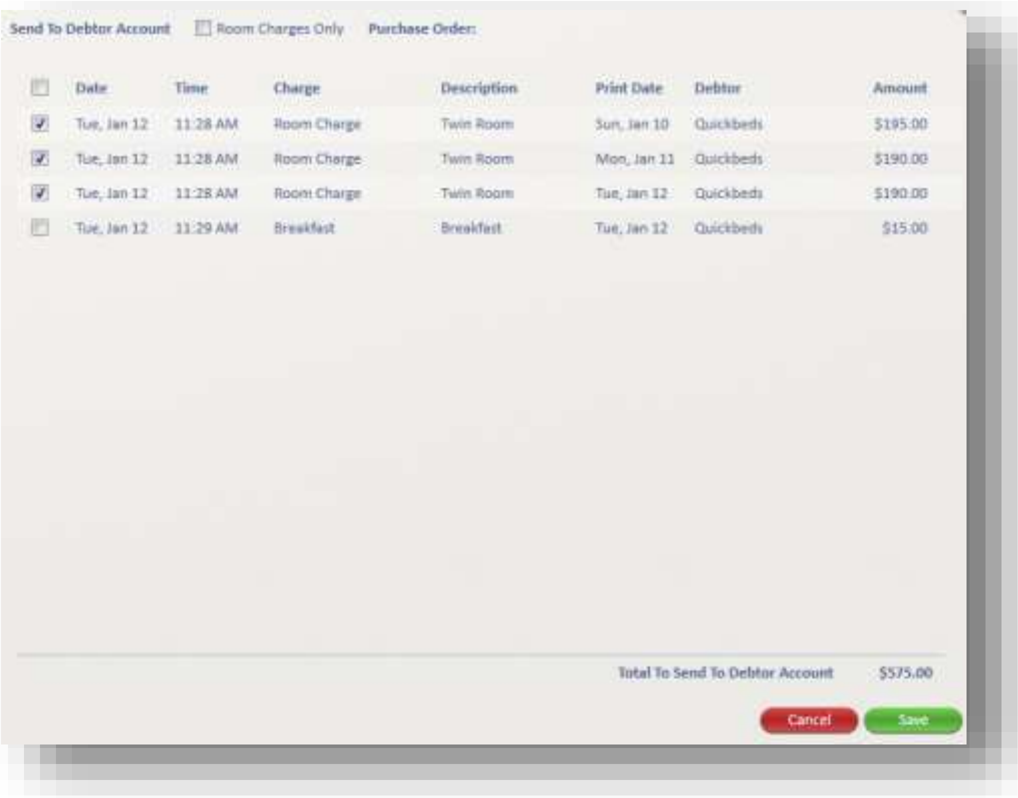
Once a reservation is linked to an Agent, the 'Send To Agent Account' button is available to use. If the 'Send To Agent Account' is inactive, open the Contact Details tab in the Reservation Card and select the agent.



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



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



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

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.

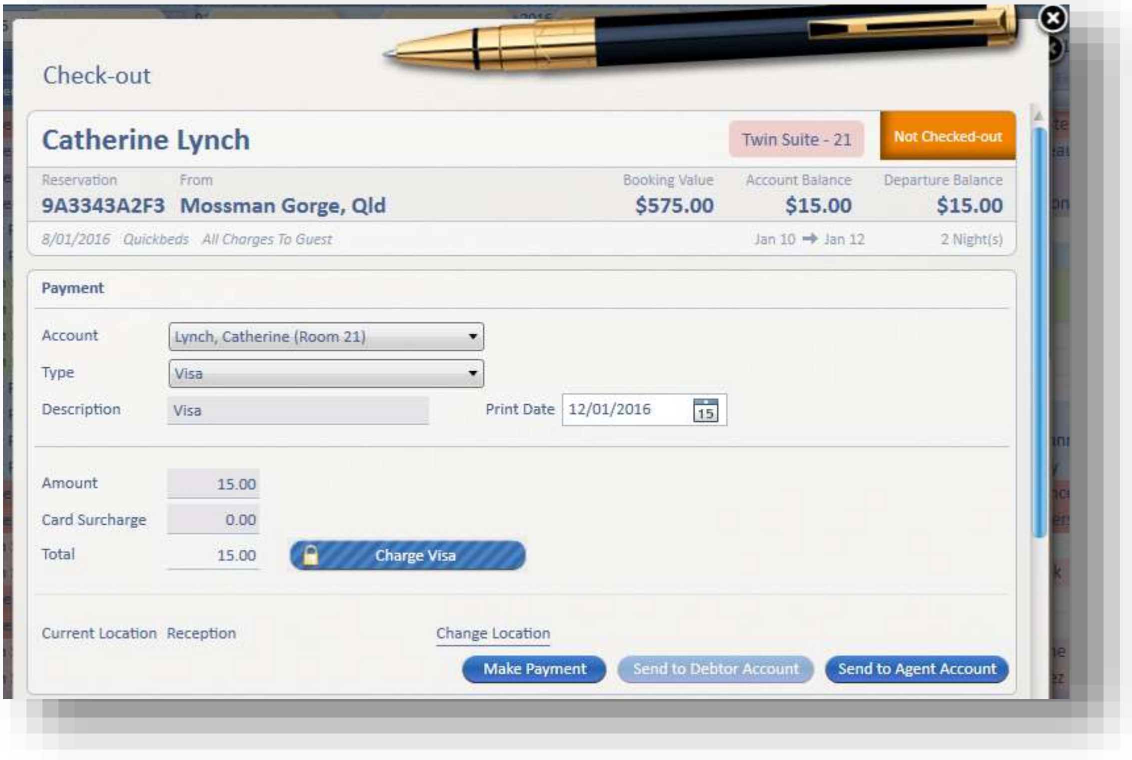
TIP: If the guest needs their room account without the room charges simply invoice the room charges first and then print their room account. The invoiced charges will not appear on their room account.

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:

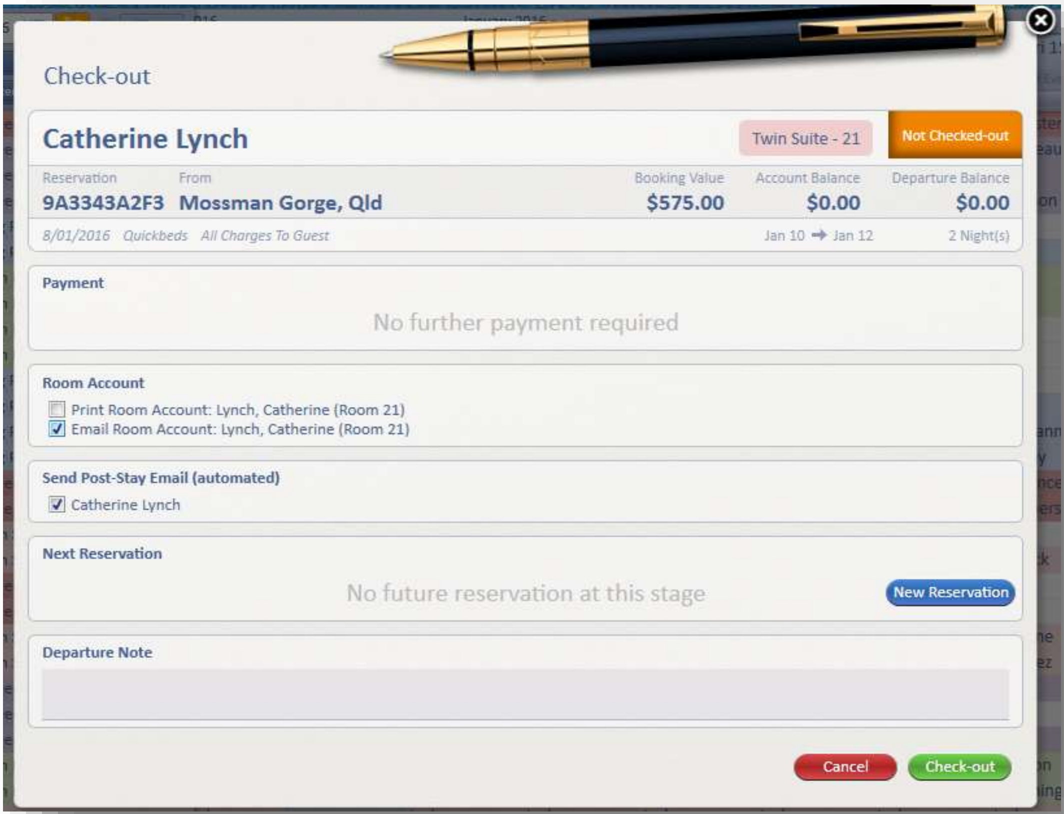
- Double click the reservation on the Reservation Plan to open the Reservation Card and click ‘Check-out’
- Select ‘To Check-out’ from the Today At-a-Glance and click Check-out or select multiple guests and click ‘Multiple Check-Out’
- Right click the reservation and choose ‘Check-out’ from the Express 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)



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.



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.

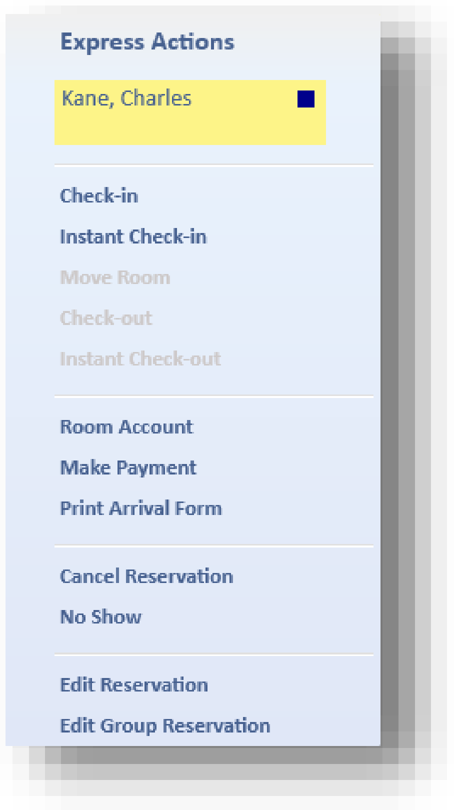
The Check-out Card also includes details of the next reservation (if the guest has one). You can edit this next reservation if there are any changes or create a new reservation by clicking 'New Reservation'.

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.



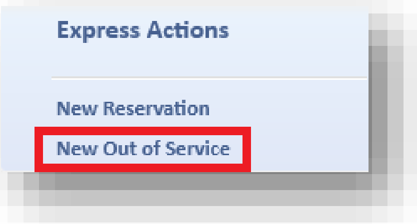
Out of Service Rooms

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.

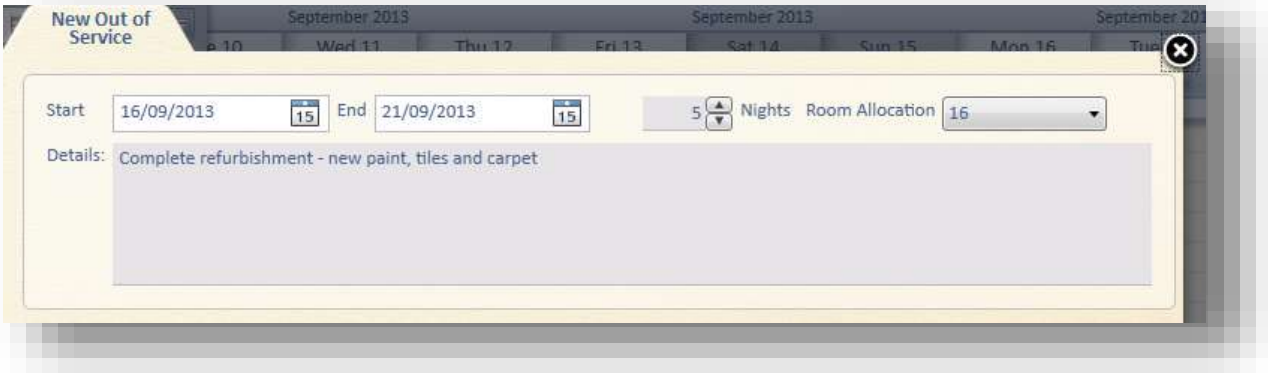
There are a number of ways you can set a room as being out of service. The way you choose depends on your preference and the result will be the same.

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

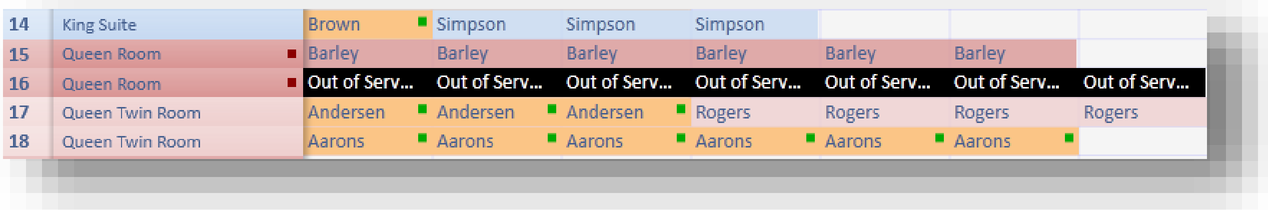
- Click 'New Reservation' near the top left corner of the Reservation Plan and choose the New Out of Service tab
- Double click on a cell in a room type on the Reservation Plan and choose the New Out of Service tab
- Right-click a cell on the reservation plan and choose New Out of Service from the Express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



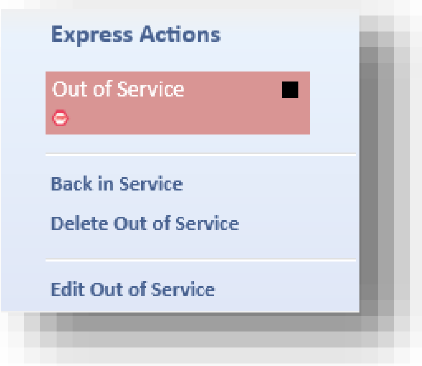
Simply set the dates the room will be out of service and you can enter any relevant details, and then click ‘Save’.



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



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.

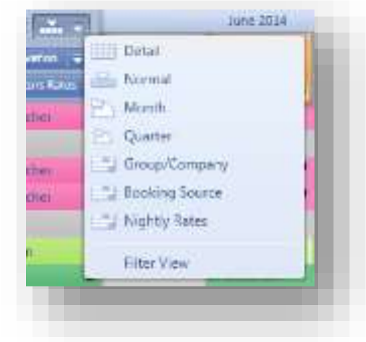
Today

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.

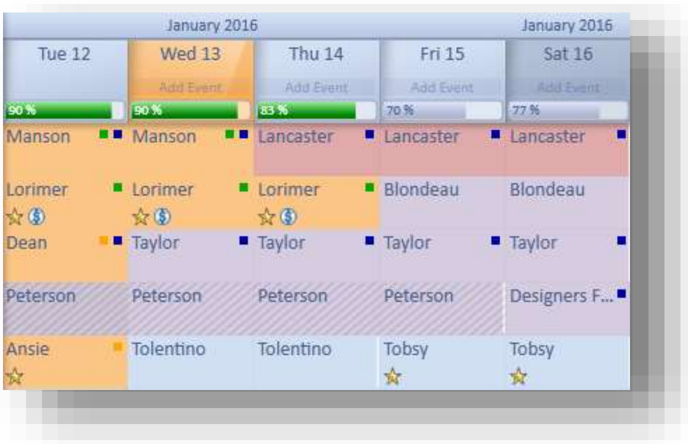
View



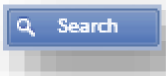
Click on ‘View’ to change the view of the Reservation Plan.

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.

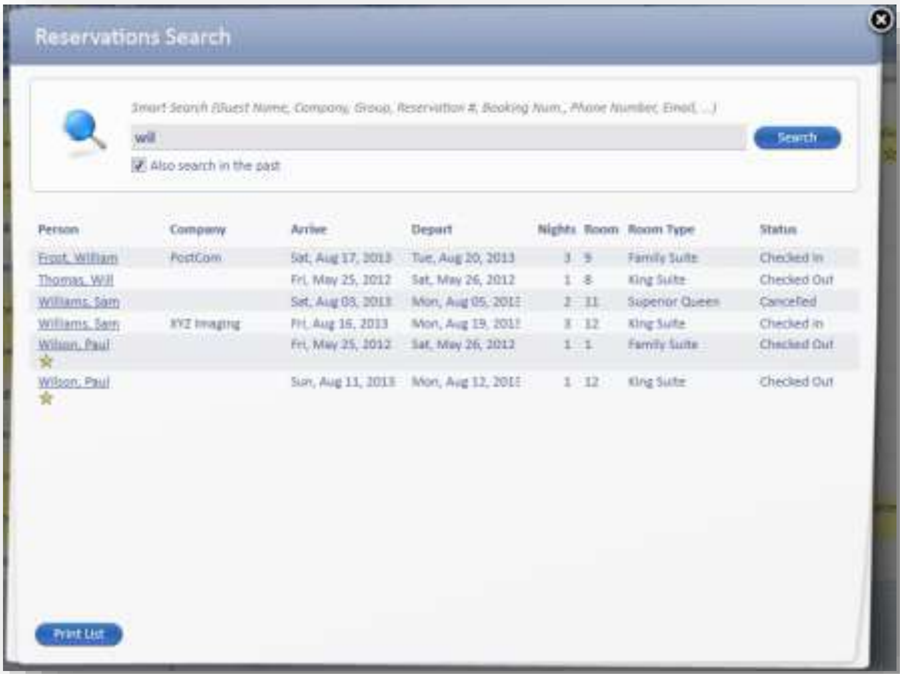
Note that ‘Detail’ view includes guest’s Star Rating, the ‘Group/Company’ view shows the Group name and guest’s Company Name, ‘Booking Source’ shows the booking source for each reservation and ‘Nightly Rates’ shows the rate charged for each room, each night.



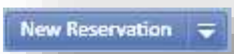
Search



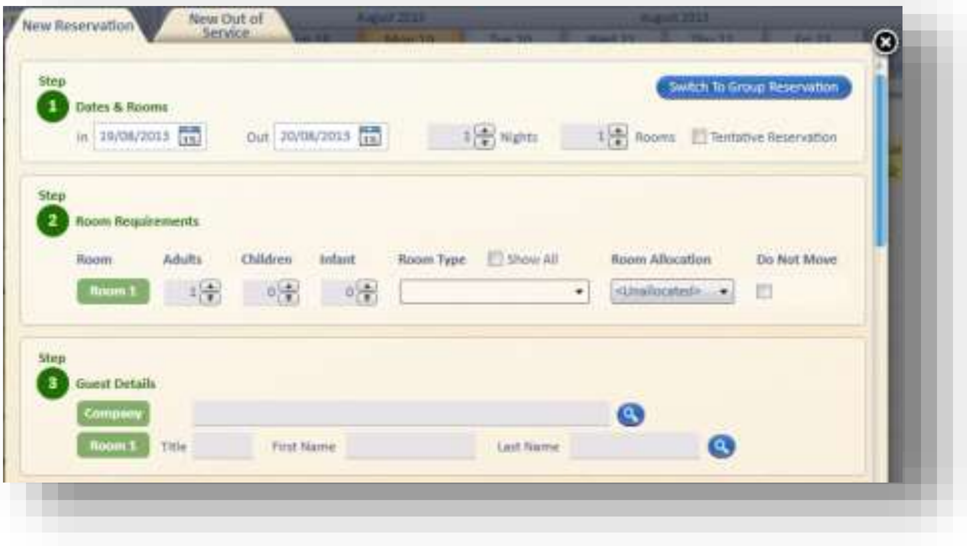
Click 'Search' to access the Reservation Search screen. This screen uses Smart Search, so you can enter part of a name, company name, email address, reservation reference, online booking site reference (e.g. Expedia booking number) etc… By default, only current and future bookings are searched, however,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



New Reservation



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



Last 10 Reservations

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

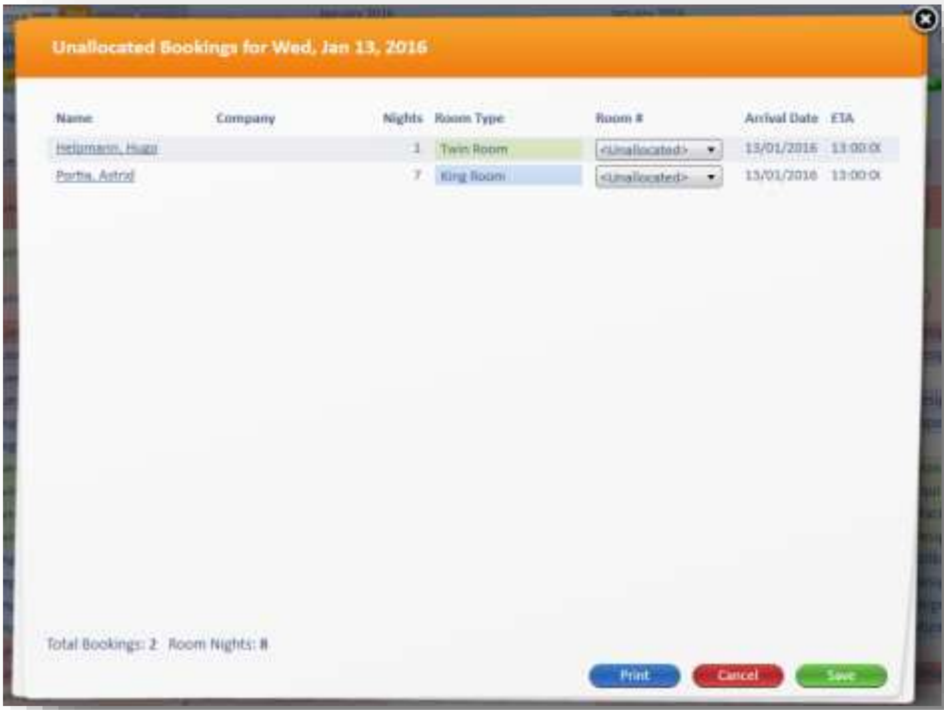
Unallocated

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.

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

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.

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

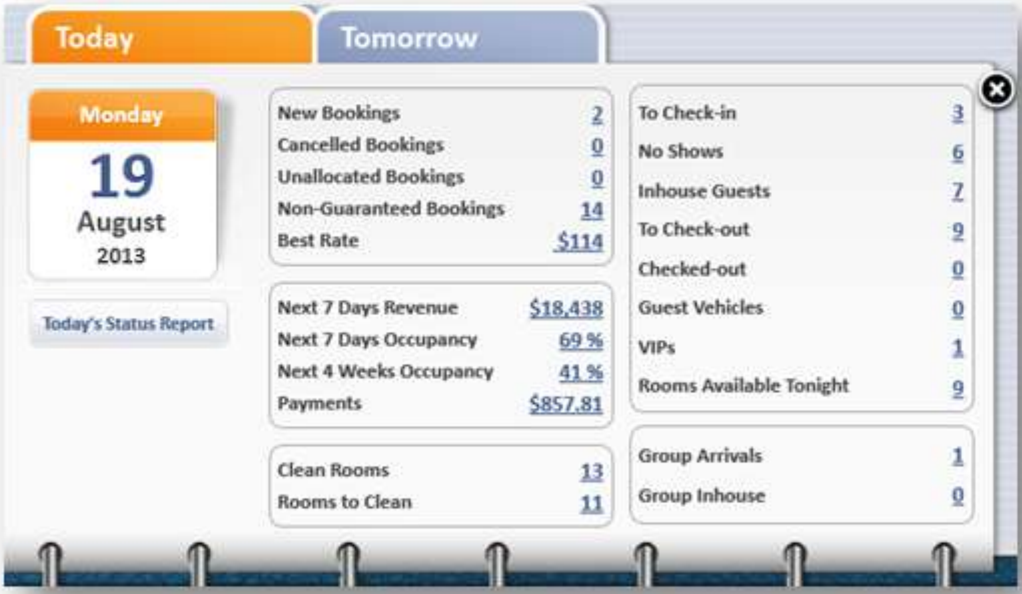


You will now see a list of Unallocated Bookings for the date you selected. Simply select a room number from the list and click ‘Save’. You can also click on the guests name to edit the reservation.

Competitor Intel

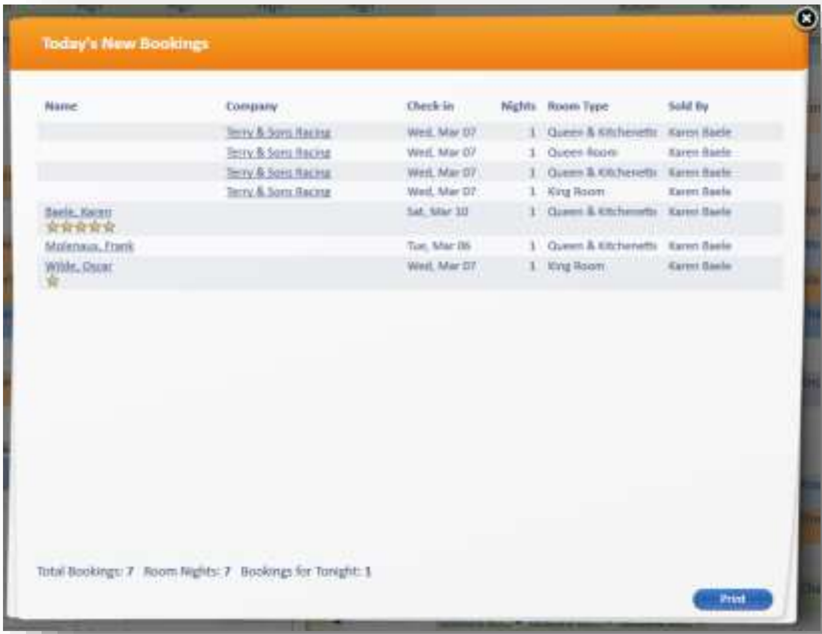
Click ‘Competitors Intel’ to open your competitors’ website or booking page details in your default web browser.

Today At-a-Glance



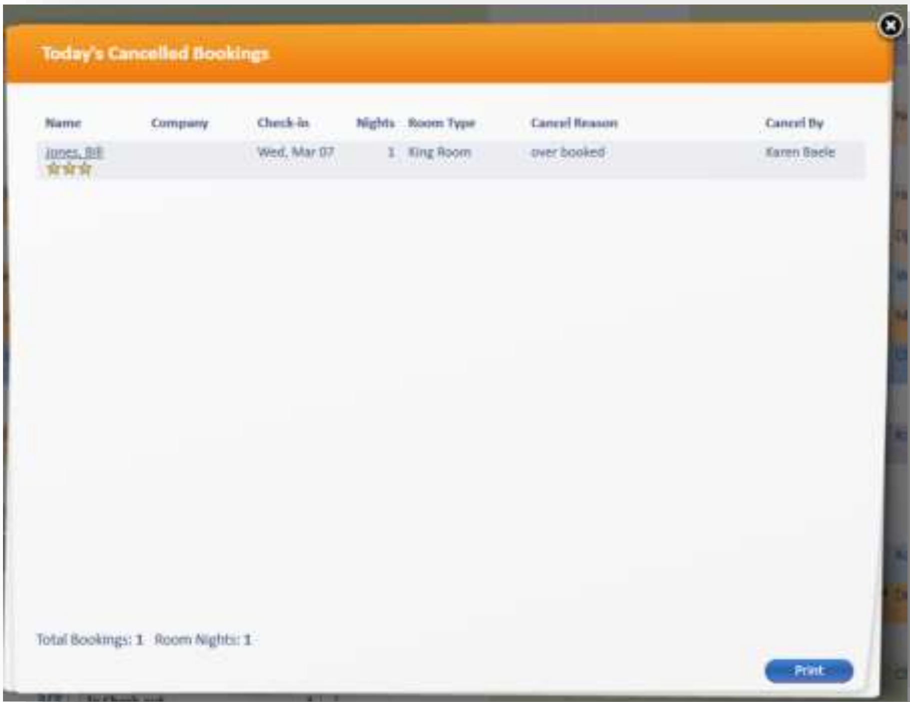
The Today At-a-Glance pop up at the bottom of the Reservation Plan gives you a wealth of up-to-date information. Just click on the information you want to drill down into.

New Bookings



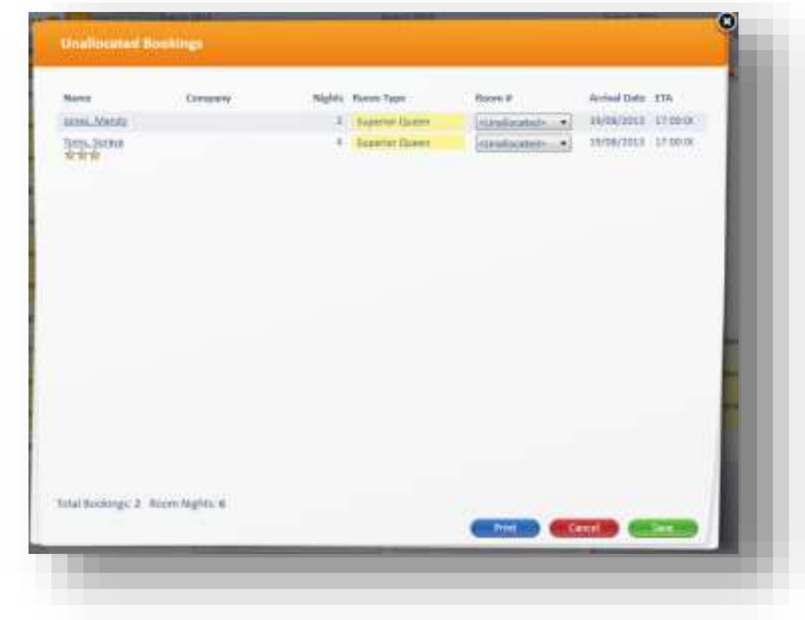
New Bookings shows all new bookings made today. You can click on any name to open the Reservation Card and click 'Print' to print a detailed list of New Bookings.

Cancelled Bookings



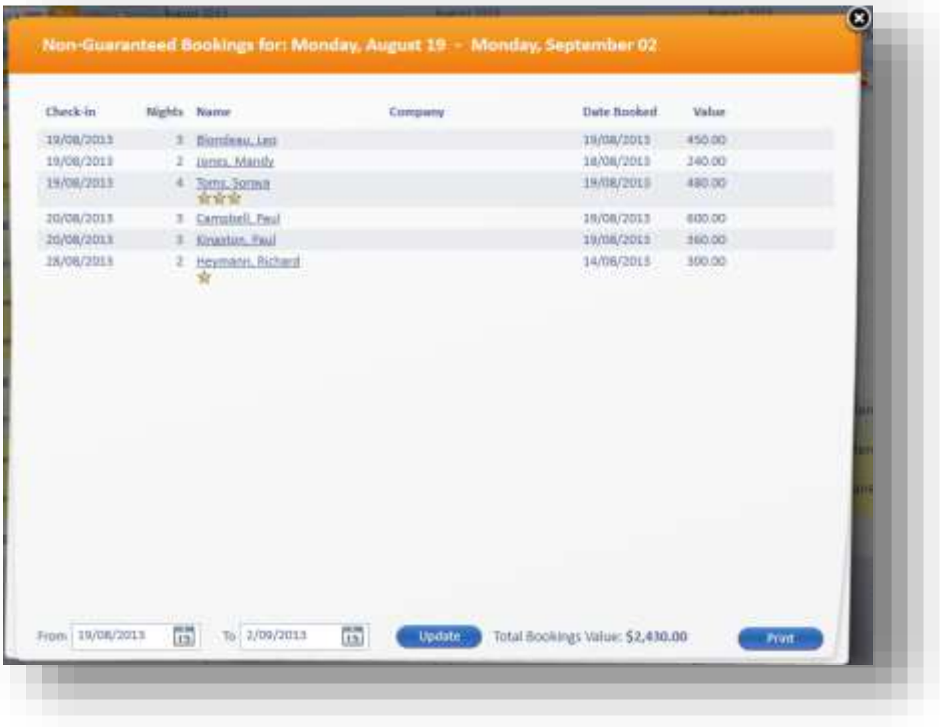
Cancelled Bookings shows all bookings cancelled today. You can click on the name to open the Reservation Card and click 'Print' to print a detailed list of Cancelled Bookings.

Unallocated Bookings



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 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

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

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.

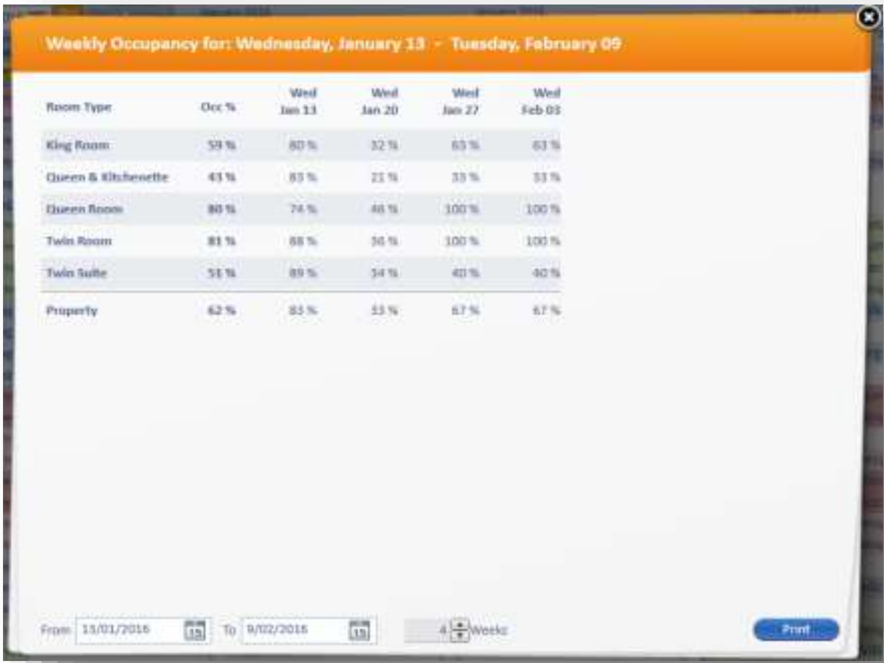
Note that this information is only visible if your User Account has Dashboard selected in the Set Rights section, as this is sensitive financial information.

Next 7 Days Occupancy

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.

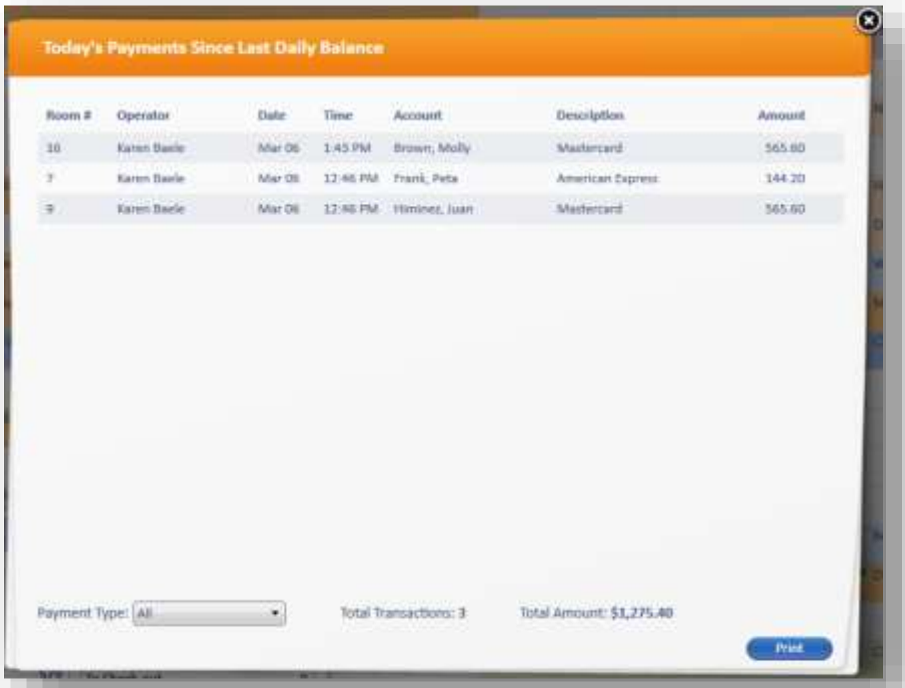
Next 4 Weeks Occupancy



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.

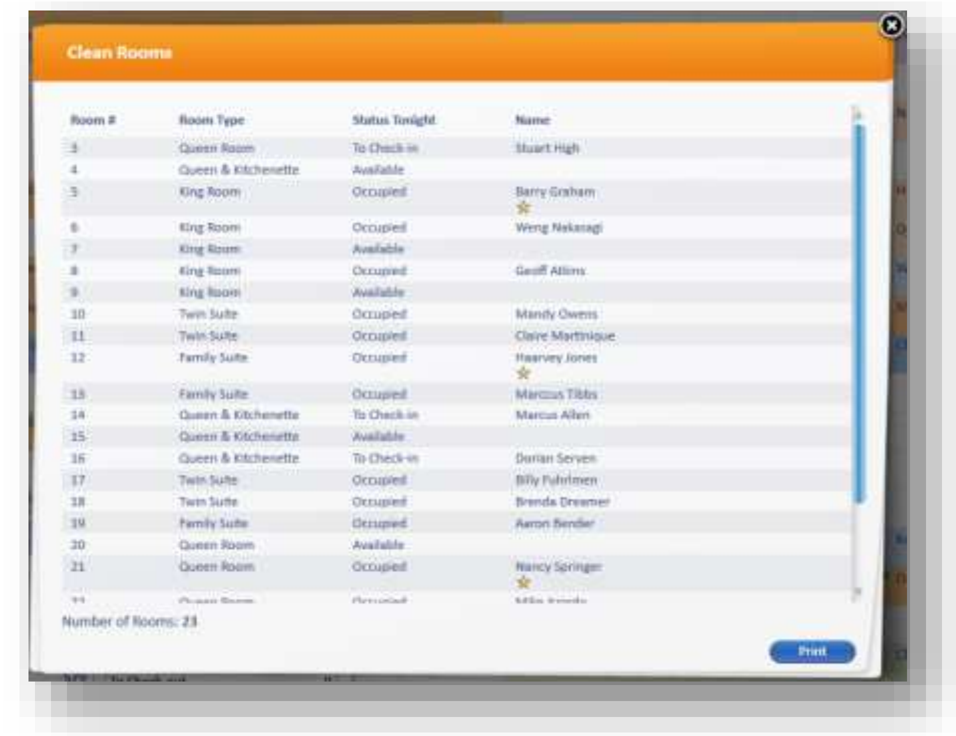
Payments



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.

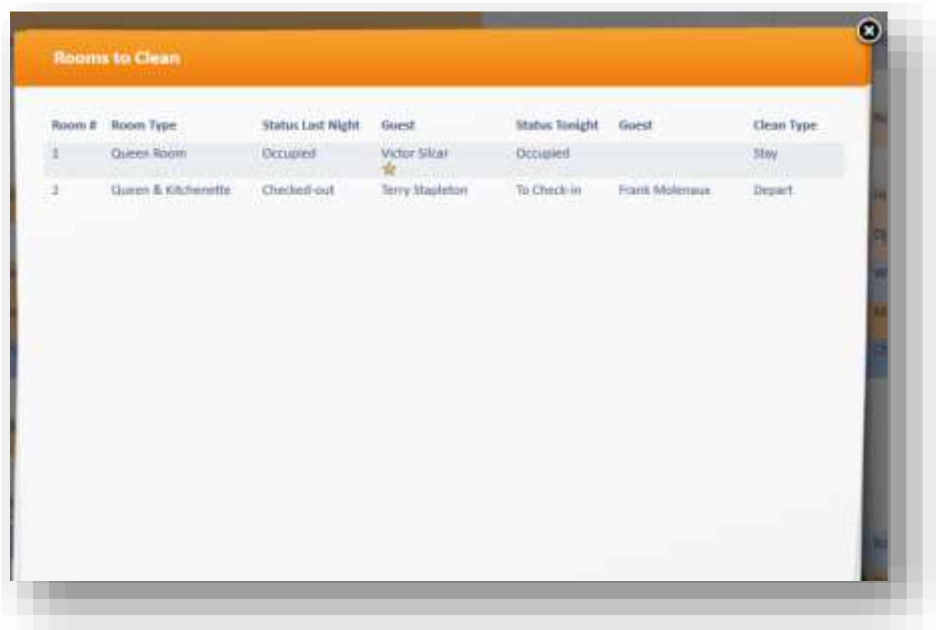
Note that this information is only visible if your User Account has Dashboard selected in the Set Rights section, as this is sensitive financial information.

Clean Rooms



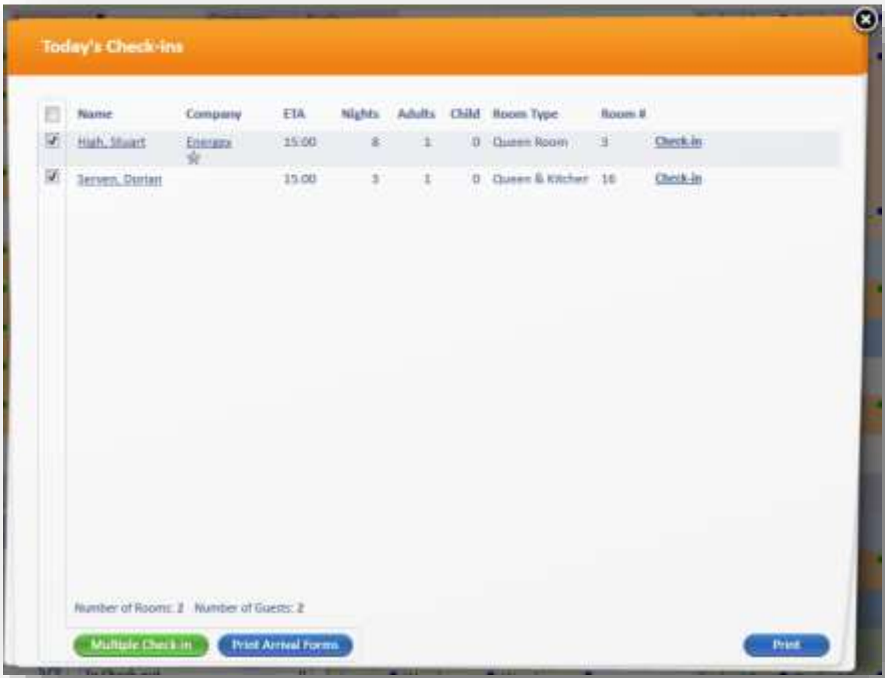
Clean Rooms shows all clean rooms. You can click 'Print' to print a detailed list.

Rooms to Clean



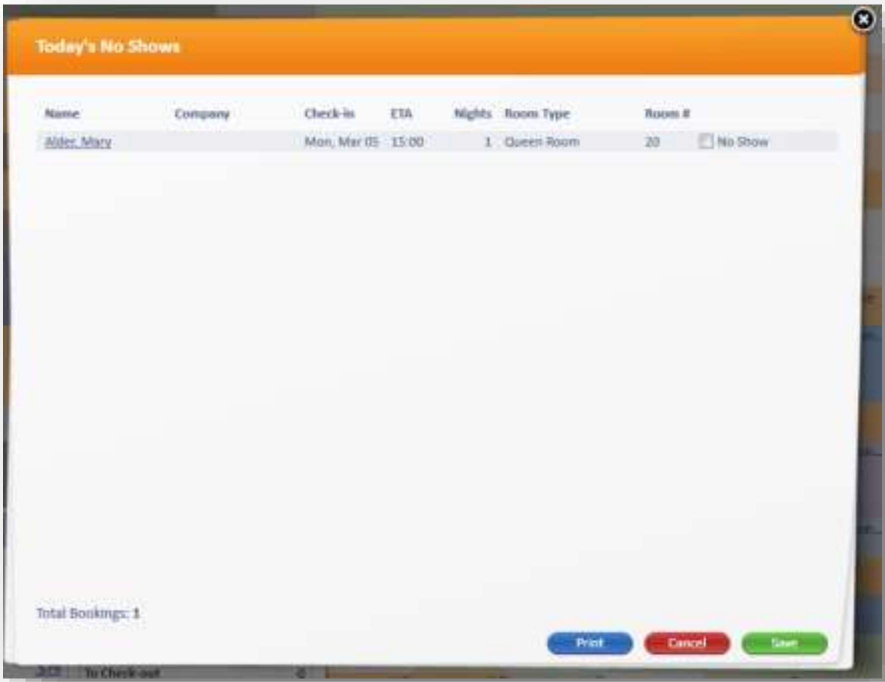
Rooms to Clean shows all rooms that require cleaning and the type of clean required. You can click 'Print' to print a detailed list.

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.

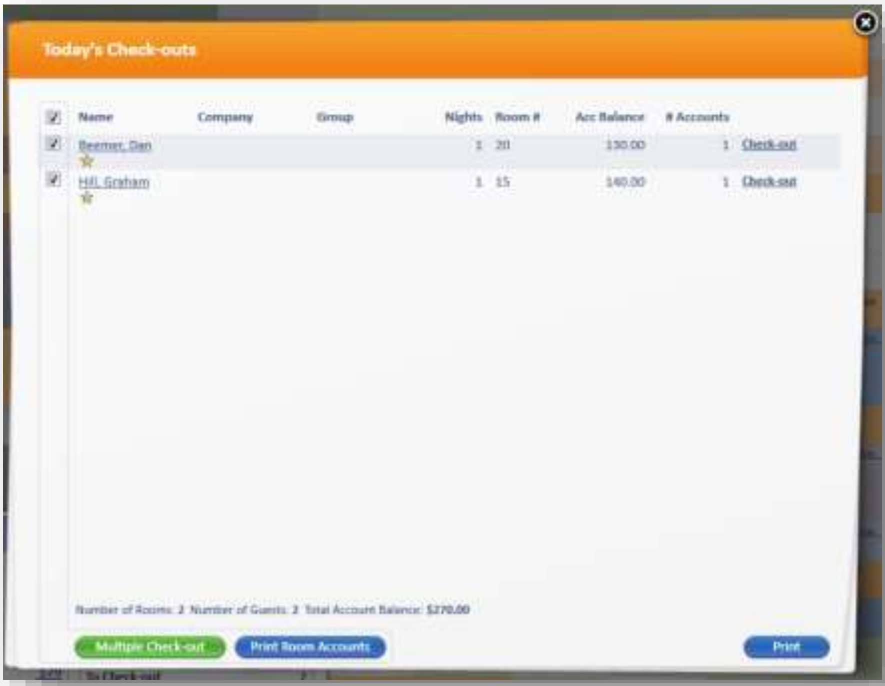
Inhouse Guests

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
Azardo, 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	19	800.00
Dreamer, Brenda		Thu, Feb 23	Fri, Mar 23	29	1	0	18	-550.00
Fuhrimen, Billy		Sun, Mar 04	Sun, Mar 11	7	1	0	17	483.00
Graham, Barry		Fri, Mar 02	Fri, Mar 09	7	1	0	5	410.00
Jones, Haarvey		Fri, Mar 02	Wed, Mar 07	5	1	0	12	800.00
Kline, Ret		Wed, Feb 29	Fri, Mar 09	9	1	0	23	910.00
Martinique, Claire		Mon, Mar 05	Wed, Mar 21	16	1	0	11	300.00
Molenaux, Frank		Tue, Mar 06	Wed, Mar 07	1	1	0	2	140.00
Munster, Lilly		Thu, Mar 01	Fri, Mar 09	8	1	0	25	780.00
Nakasagi, Weng		Wed, Feb 29	Thu, Mar 08	8	1	0	6	891.00
Nelson, Liam		Mon, Mar 05	Thu, Mar 08	3	1	0	24	260.00
Owens, Mandy		Mon, Mar 05	Sun, Mar 11	6	1	0	10	300.00
Silcal, Victor	Executive Aviation	Wed, Feb 22	Thu, Mar 22	29	1	0	1	1,794.00
Springer, 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

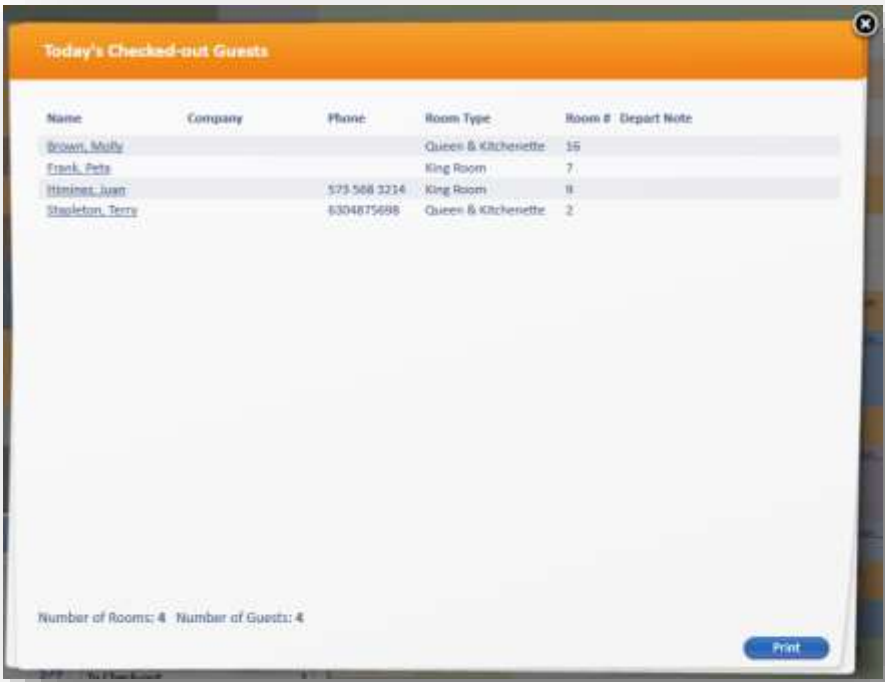
Inhouse Guests shows all guests that have checked-in. You can click on a guest's name to access their Reservation Card and click 'Print' to print a detailed list either by guest name or room number.

To Check-out



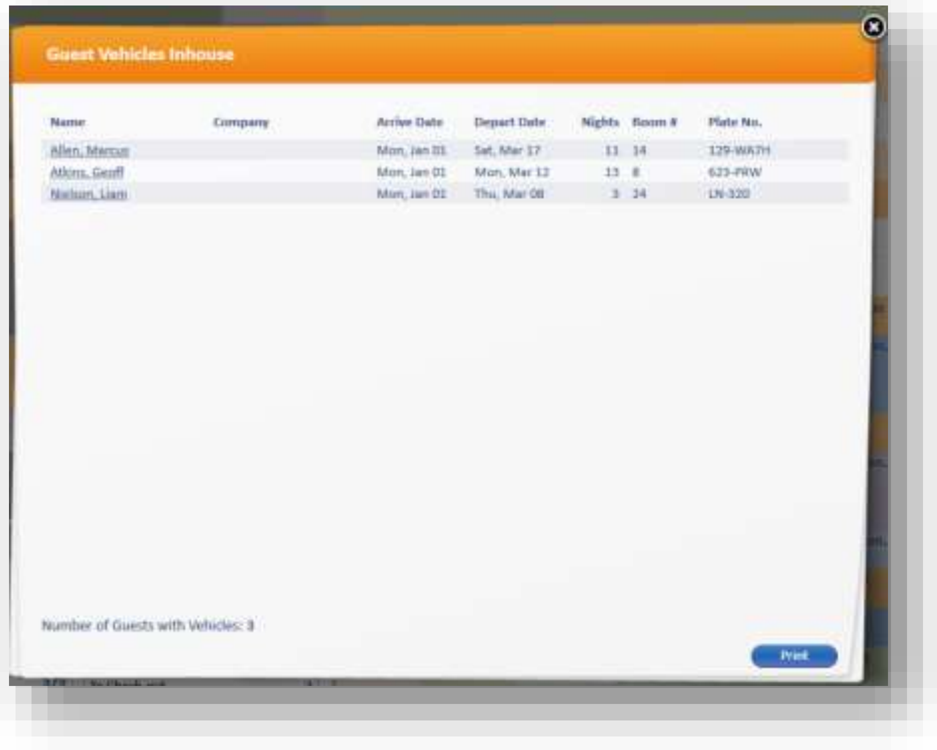
To Check-out is an easy place to keep track of how many guests are still to check-out. You can click ‘Check-out’ to check a single guest out, or tick multiple guests and click ‘Multiple Check-out’ or ‘Print Room Accounts’ to process a group of guests. You can also click ‘Print’ to get a more detailed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

Checked-out



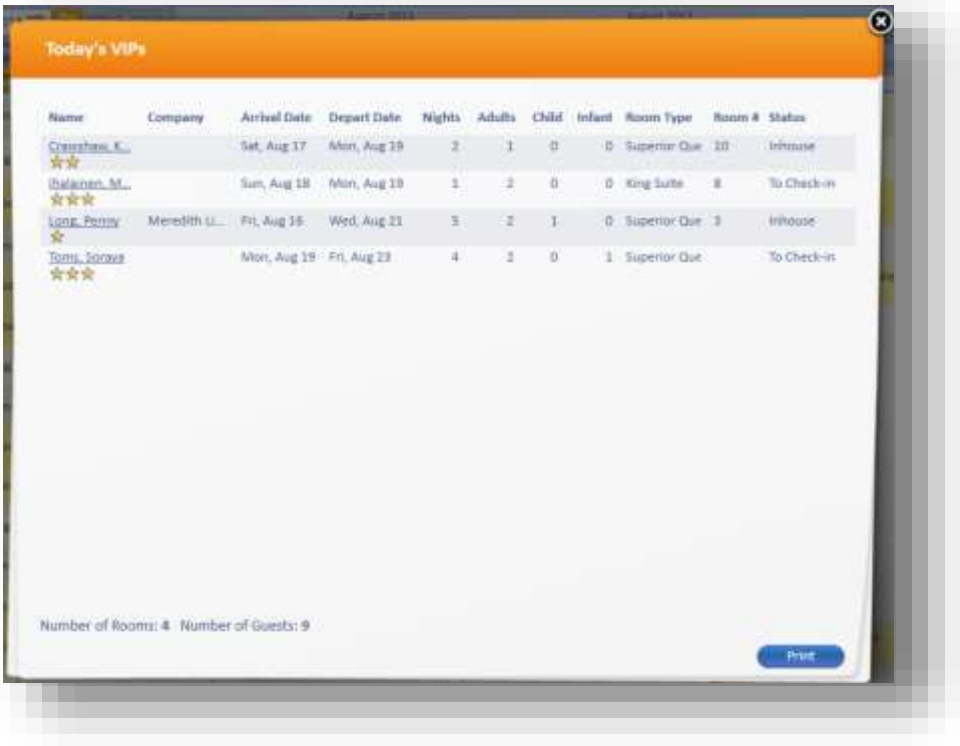
The Checked-out screen lets you see quickly who has checked out and gives you easy access to their Reservation Card, just click on a name, if you need to post a late charge or email them their Room Account. You can also click ‘Print’ for a detailed list.

Guest Vehicles



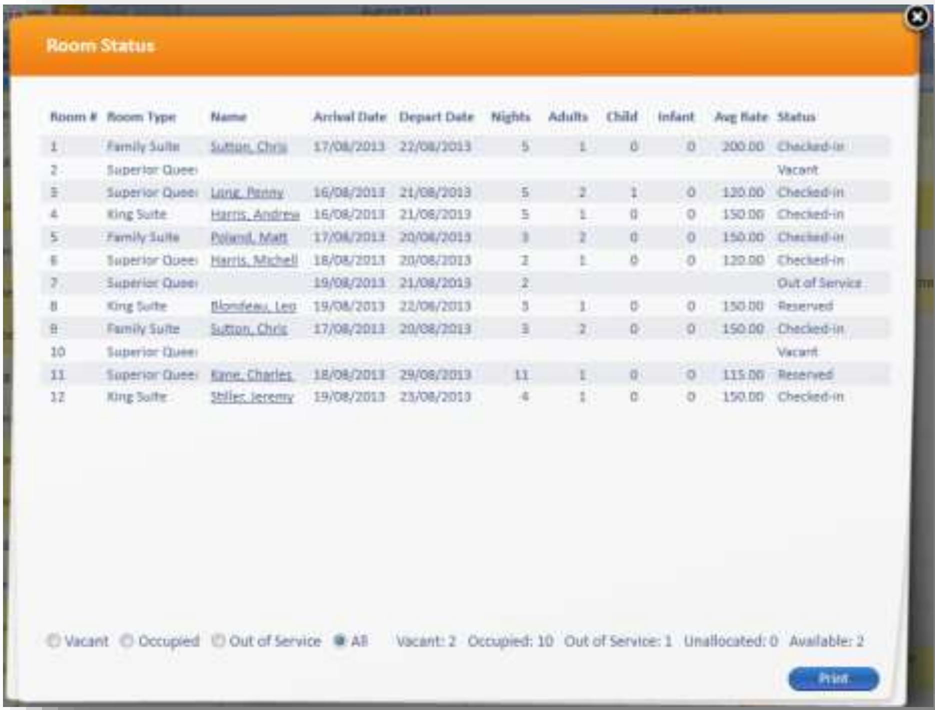
The Guest Vehicles screen shows all inhouse guest vehicles. You can click on a guests name to access their Reservation Card and click ‘Print’ to print a detailed list.

VIPs



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

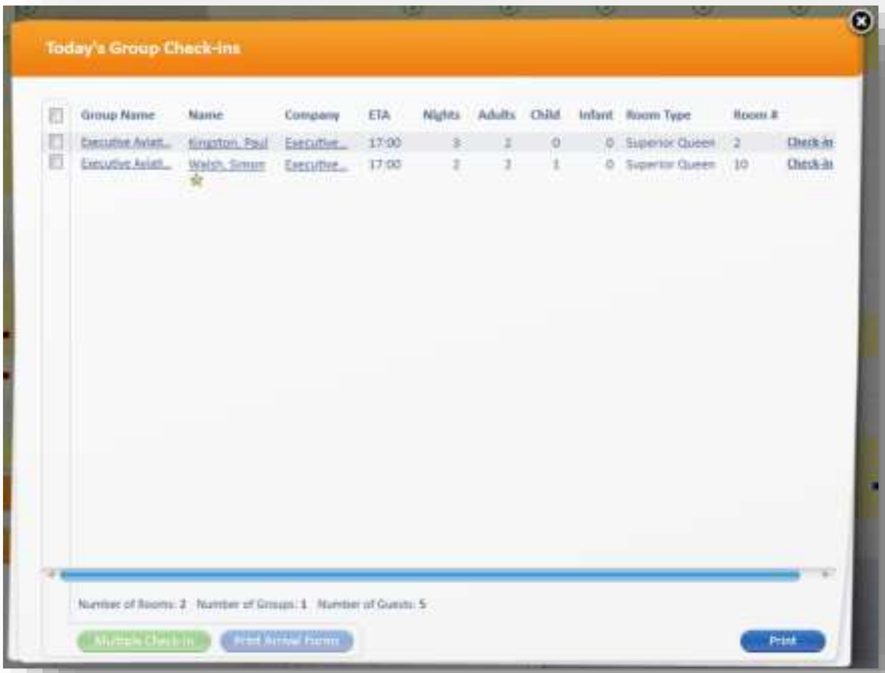


The 'Rooms Available Tonight' shows the status of rooms. You can select ‘Vacant’, which will just show you rooms available for sale tonight. You can also select ‘Occupied’, which will show all occupied rooms tonight, including guests that are due to check-in. You can select ‘Out of Service’ which will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

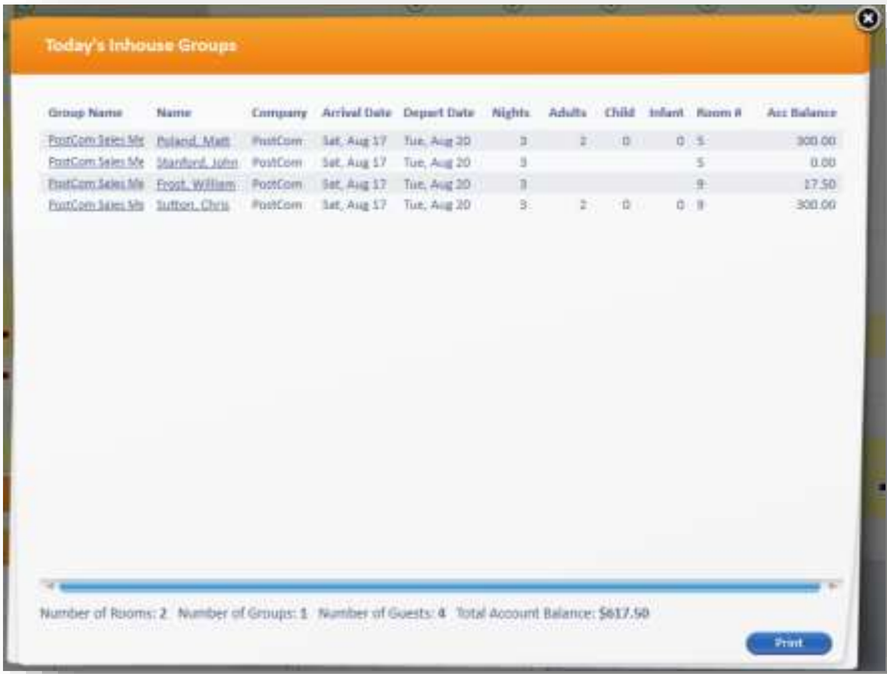
Group Arrivals



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

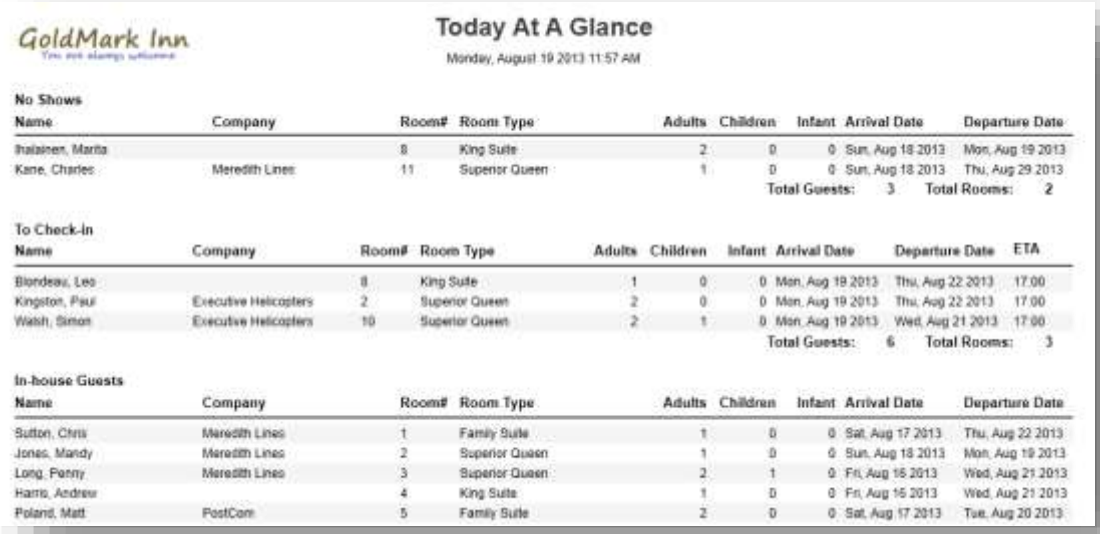


The Inhouse Groups screen shows all group guests that are inhouse. You can click on a Group Name to access the Group Reservation Card or a guest's name to access their Reservation Card, then click 'Print' to print a detailed list.

Today's Status Report

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
Ihalainen, Marita		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
Blondeau, 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

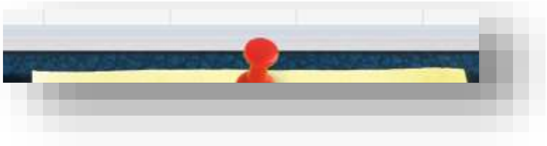
Name	Company	Room#	Room Type	Adults	Children	Infant	Arrival Date	Departure Date
Sutton, Chris	Meredith Lines	1	Family Suite	1	0	0	Sat, Aug 17 2013	Thu, Aug 22 2013
Jones, Mandy	Meredith Lines	2	Superior Queen	1	0	0	Sun, Aug 18 2013	Mon, Aug 19 2013
Long, Penny	Meredith Lines	3	Superior Queen	2	1	0	Fri, 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

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:

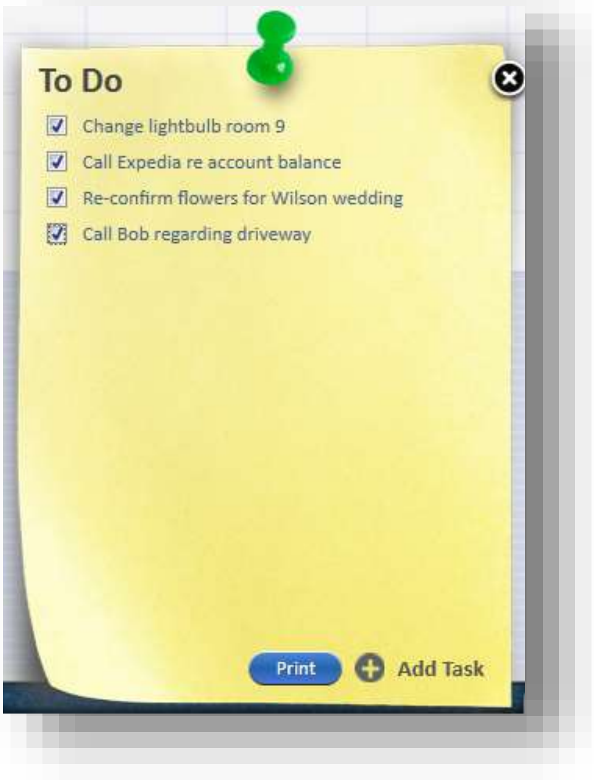
- Best Rate for tomorrow
- Rooms to Clean tomorrow
- Guests Checking-in tomorrow
- Guests Checking-out tomorrow
- Inhouse Guests tomorrow
- Group Arrivals tomorrow
- Groups Inhouse tomorrow

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.



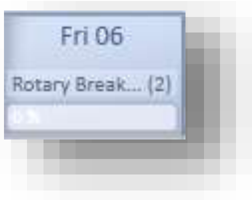
Legend

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

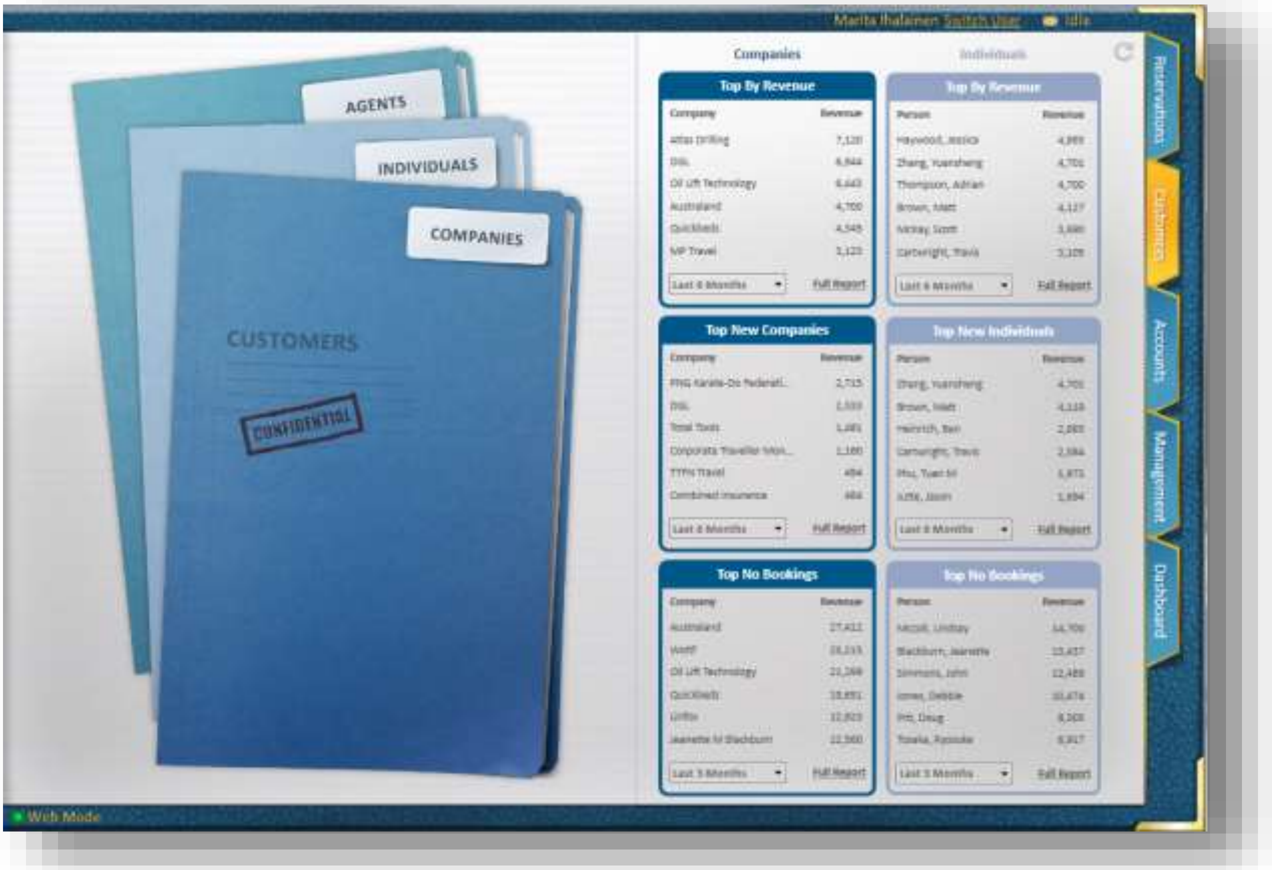
At the top of the Reservation Plan, you can list Holidays and Events that are important to your property. These could be public holidays, local sporting events or functions at your property etc.

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

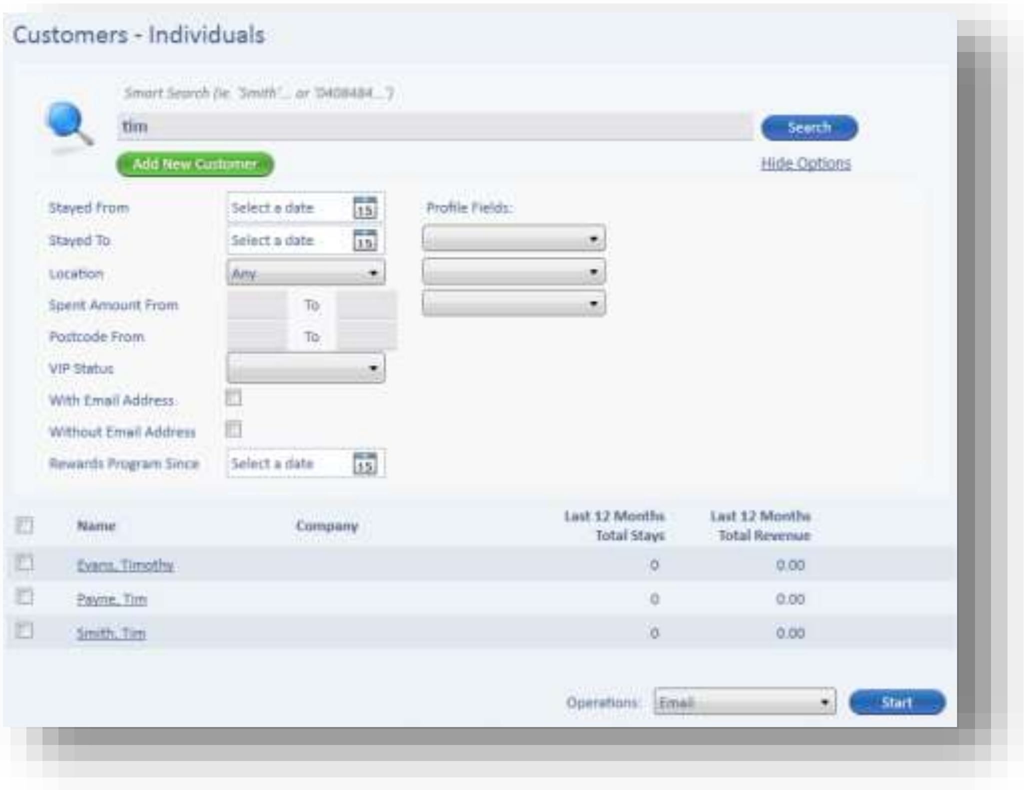
The Customers tab is the place to access information about your customers and communicate with them. You can also deal with any duplicate records. Customers are divided into three groups:

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



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.

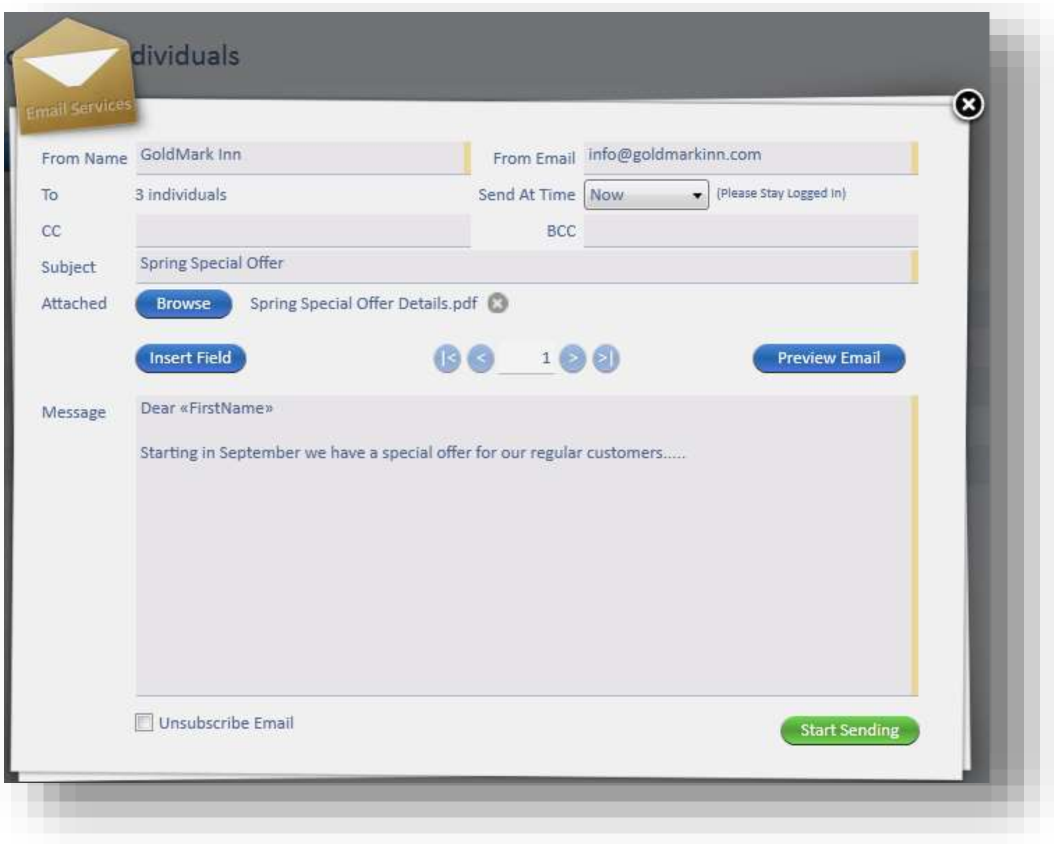
TIP: **GuestPoint®** will automatically keep track of your customers' VIP status based on how often they stay. You can also manually set their VIP status on their Customer Card. If you have a local VIP or a regular customer, you can upgrade their VIP status to 4 or 5 stars. You can also Black List (banned)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

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

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.



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.

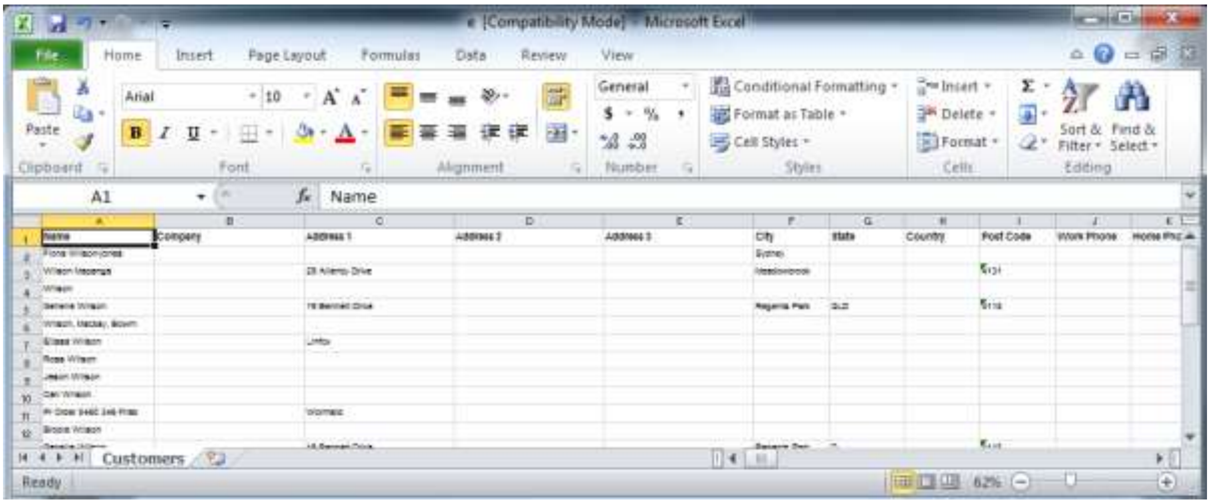
When everything is perfect, click ‘Start Sending’ and **GuestPoint**® will do the rest.

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.

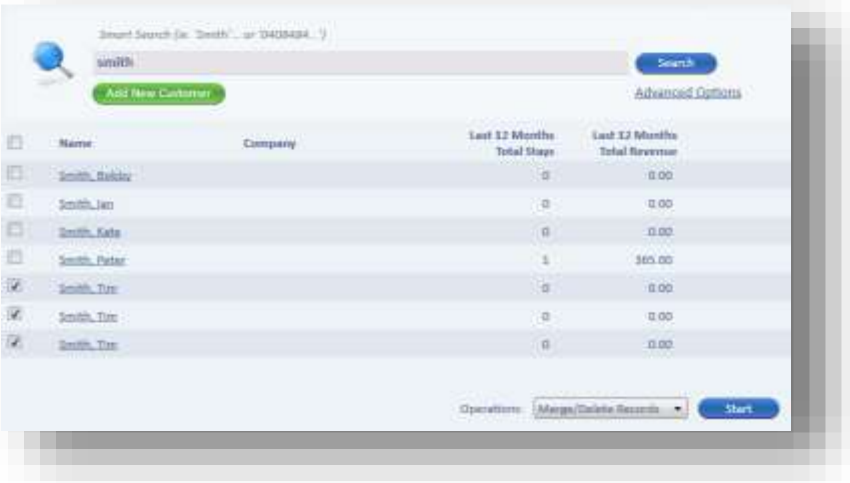
If you select Excel®, **GuestPoint**® will automatically open Excel® when the export is complete.



Merge/Delete Records

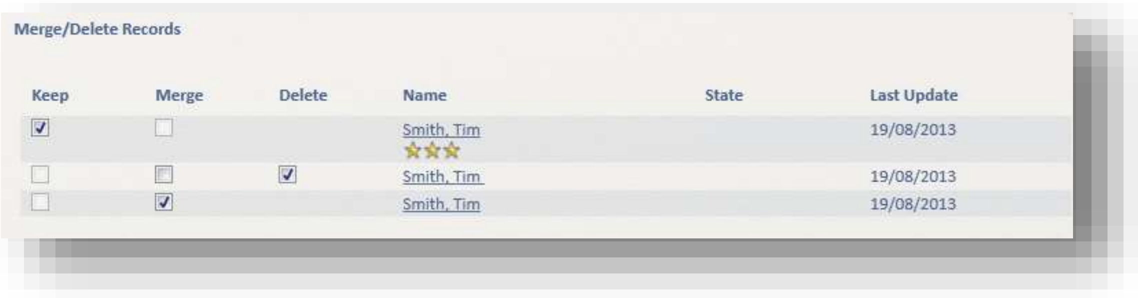
From the Customers tab you can merge and delete duplicate records for Individuals, Companies and Agents.

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.



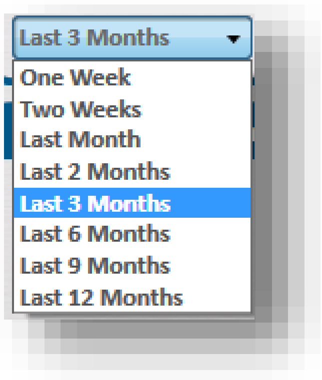
The records will be merged and/or deleted based on your selections and the guest's revenue and history details will be merged into the primary record.

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.

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.



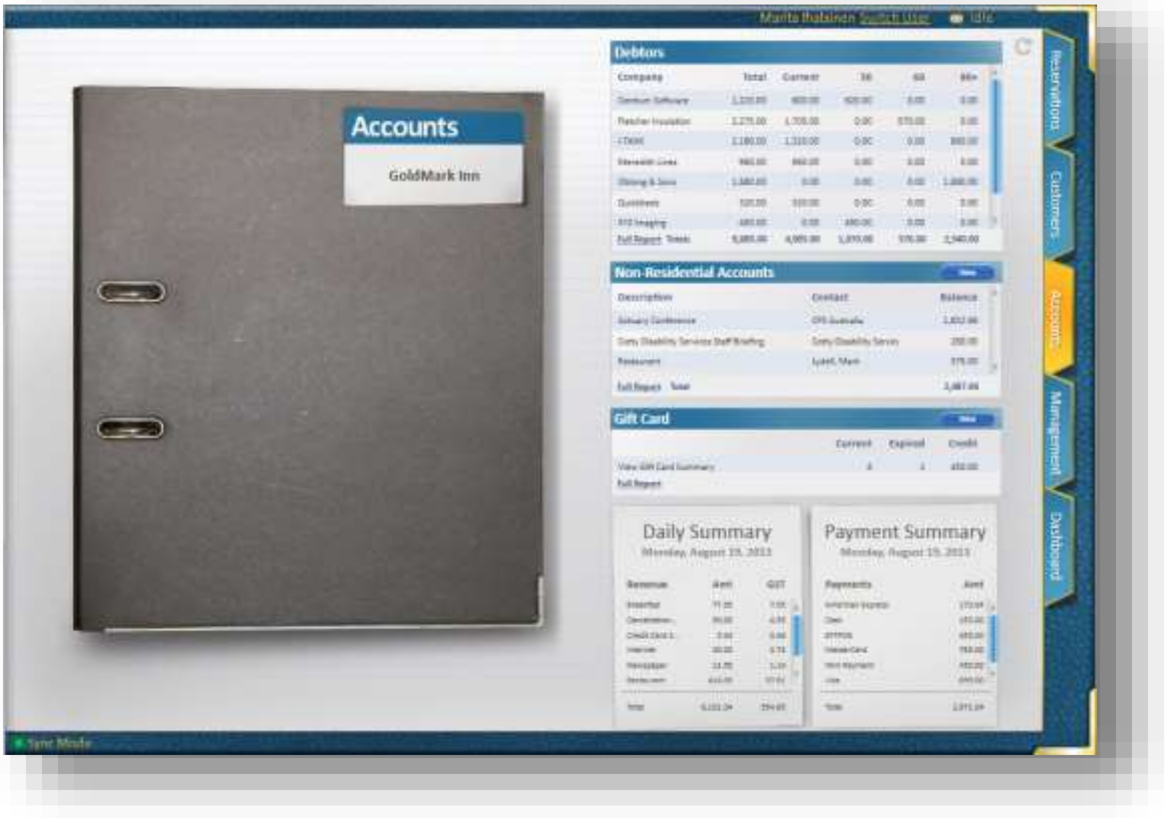
The statistics box only shows the Top 6. If you want to see all customers ranked by how much they spent with you over the period, click 'Full Report' to see all customers. You can also click on a customer's name and open their Customer Card to see all of their past reservations.

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'.

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



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

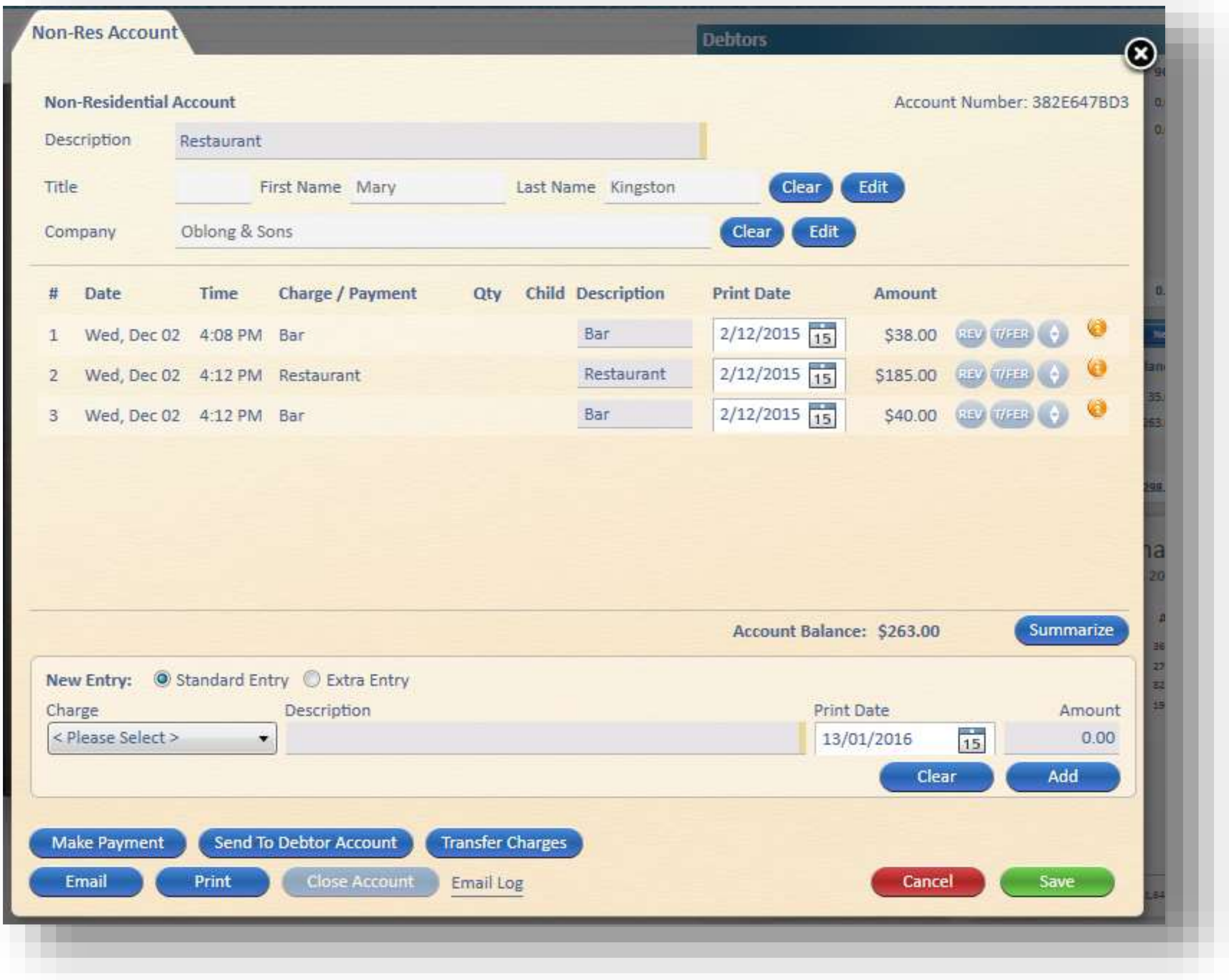
Non-Residential Accounts New

Description	Contact	Balance
Actuary Conference	CPS Australia	1,832.66
Conference and Dinner	Fletcher Insulation	770.00
Cotty Disability Services Staff Briefing	Cotty Disability Servic	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



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).

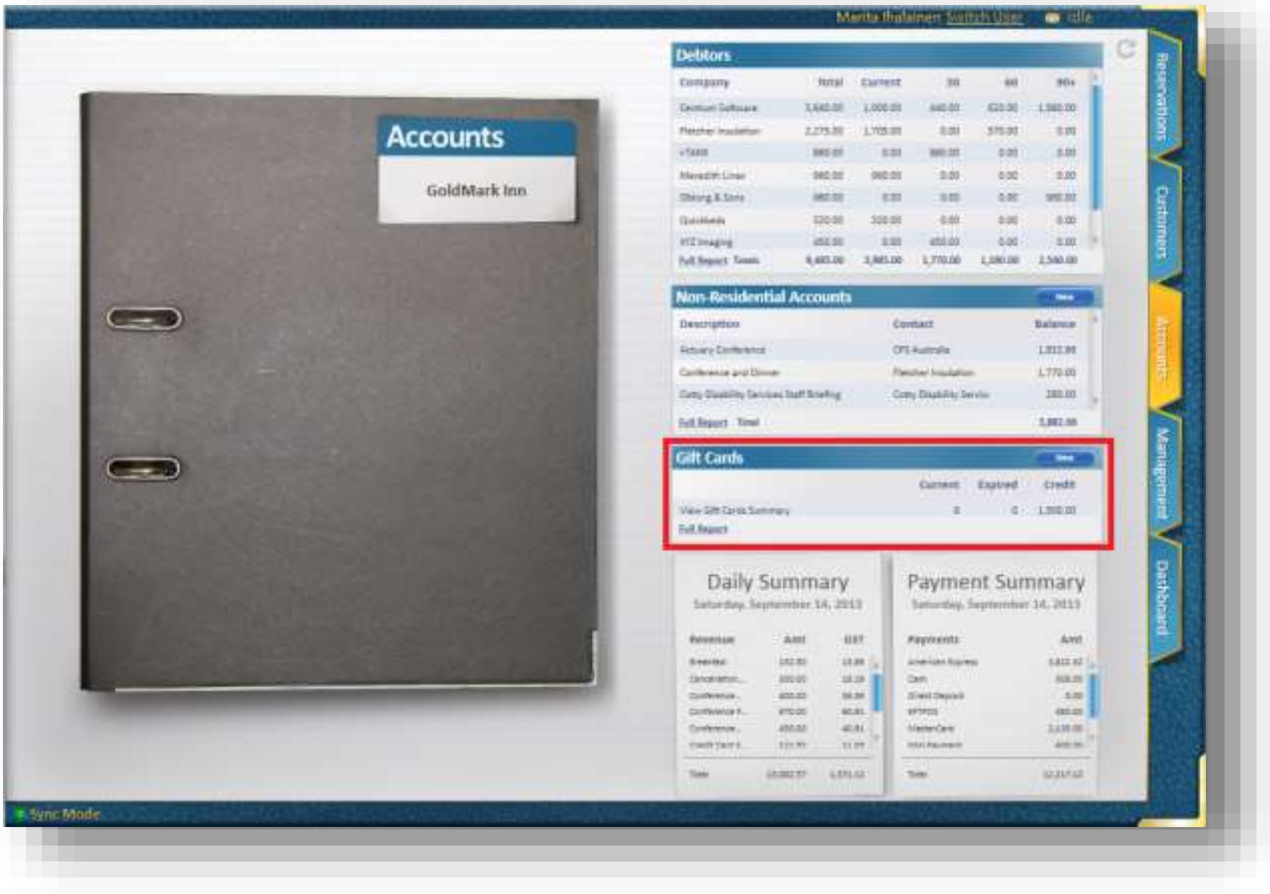
When you bring the account back to a zero balance, you can click ‘Close Account’. This will remove it from the Non-Residential Accounts summary. You can also view a log of emails sent for this account.

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

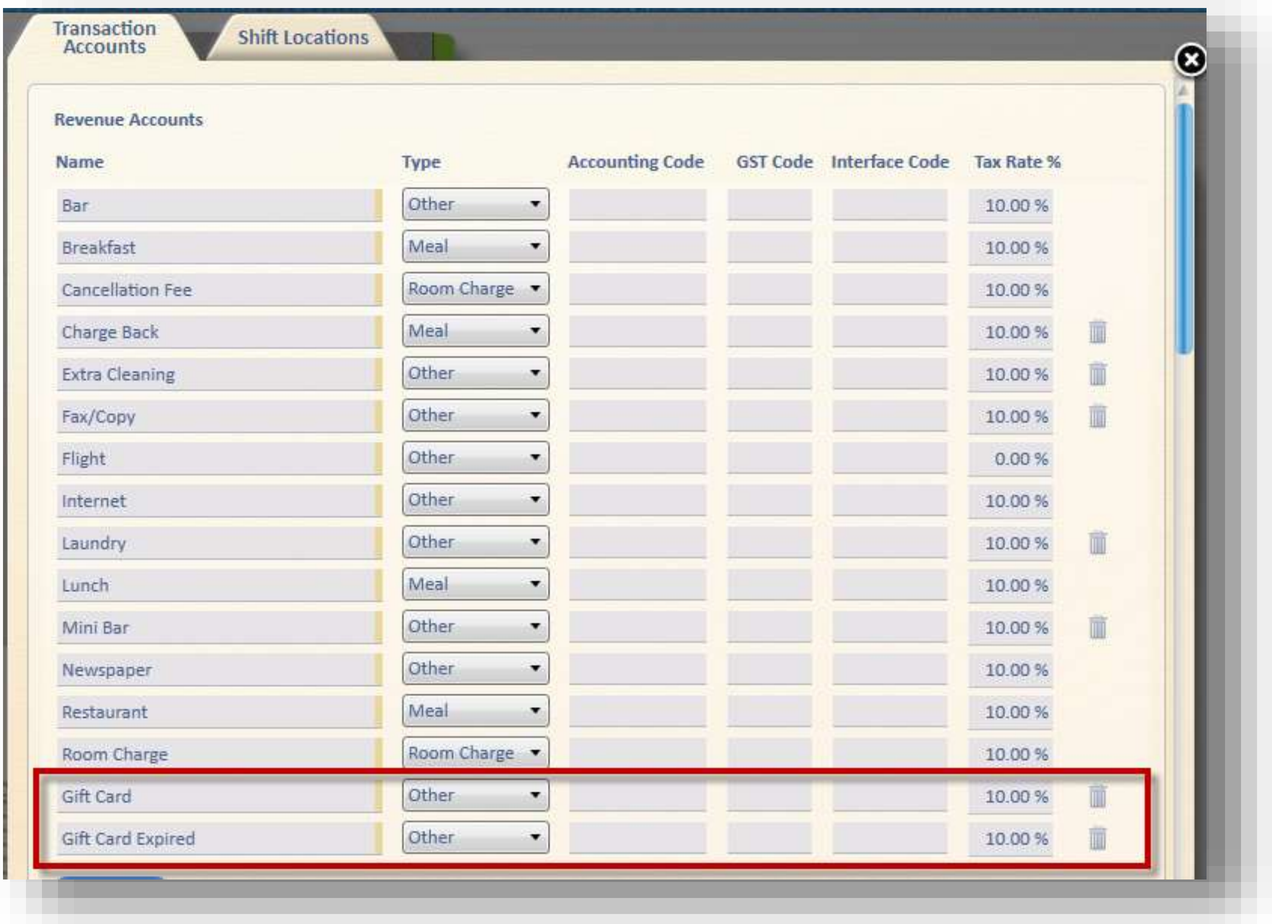
Gift Card Management

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.

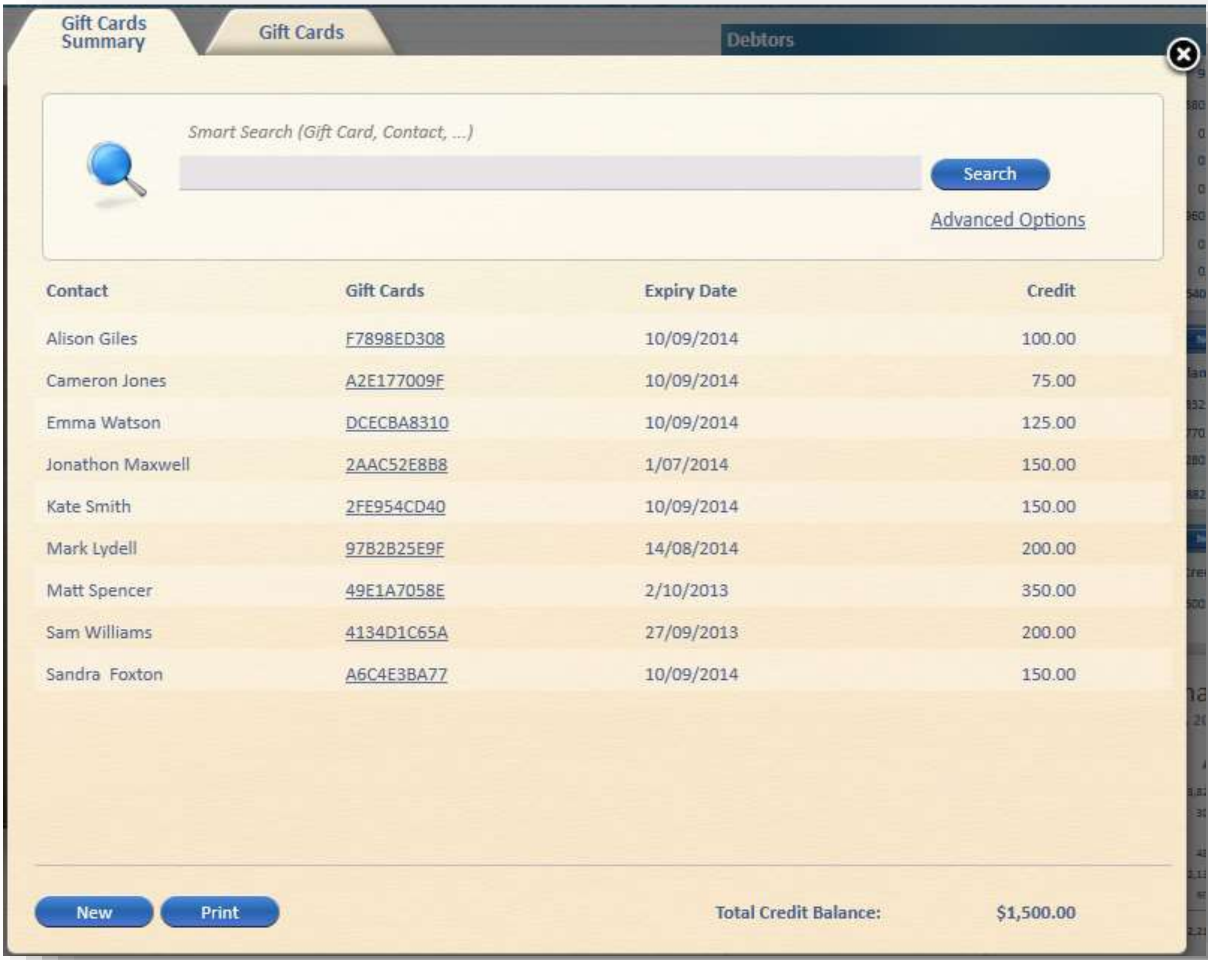


Next scroll down to the Gift Cards section and select ‘Enable Gift Cards’. If you’d like your guests to be able to redeem their gift card online select ‘Gift Cards can be used online’.

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.

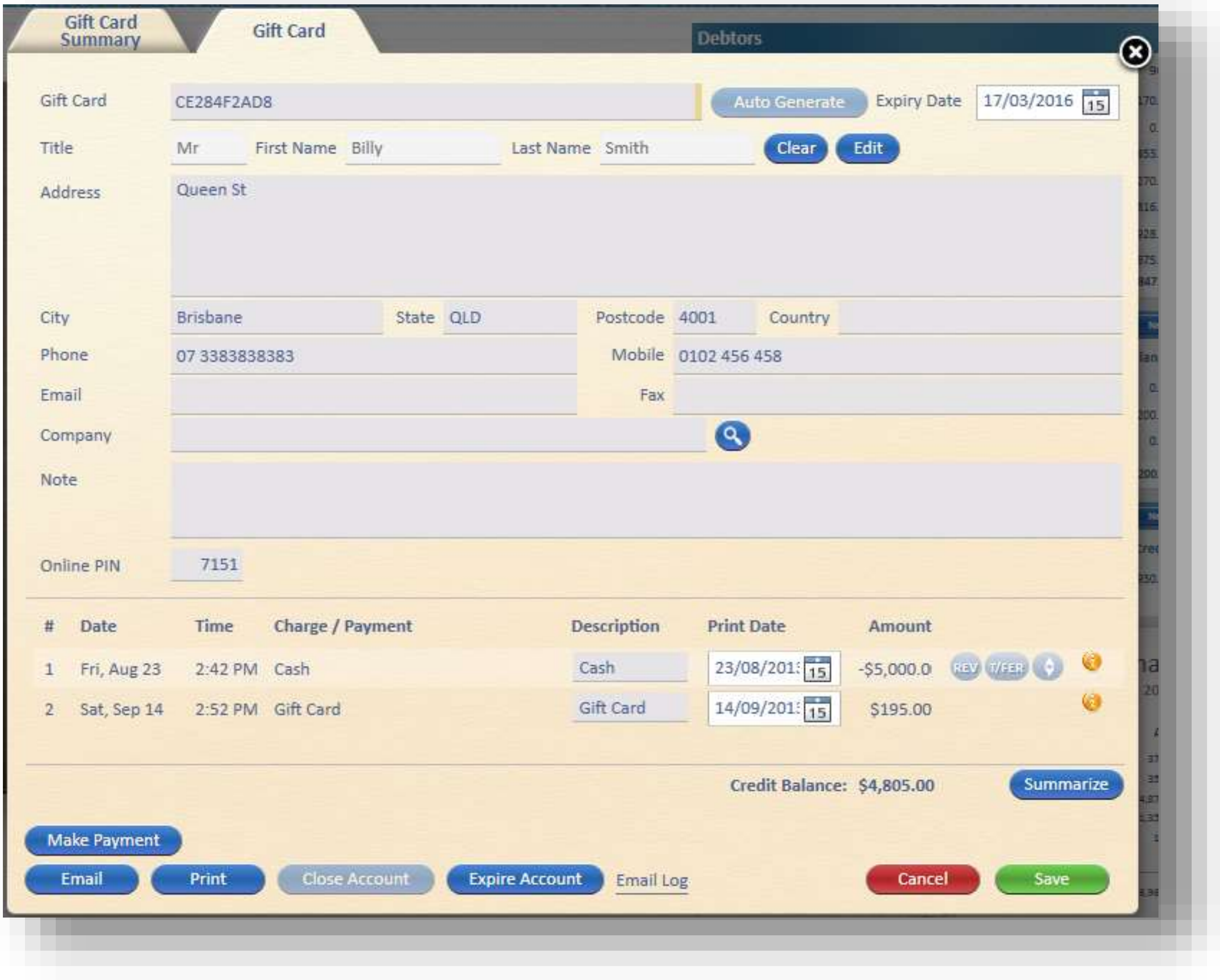
From the Gift Cards Summary, you can click on View Gift Card Summary to open it and see a summary of your current Gift Cards, click ‘Full Report’ for a print out of all your Gift Card Accounts and click ‘New’ to create a new Gift Card Account.



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.



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

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 For:

Sam Williams
60 Brandl Street
Eight Mile Plains QLD 4113
Australia

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

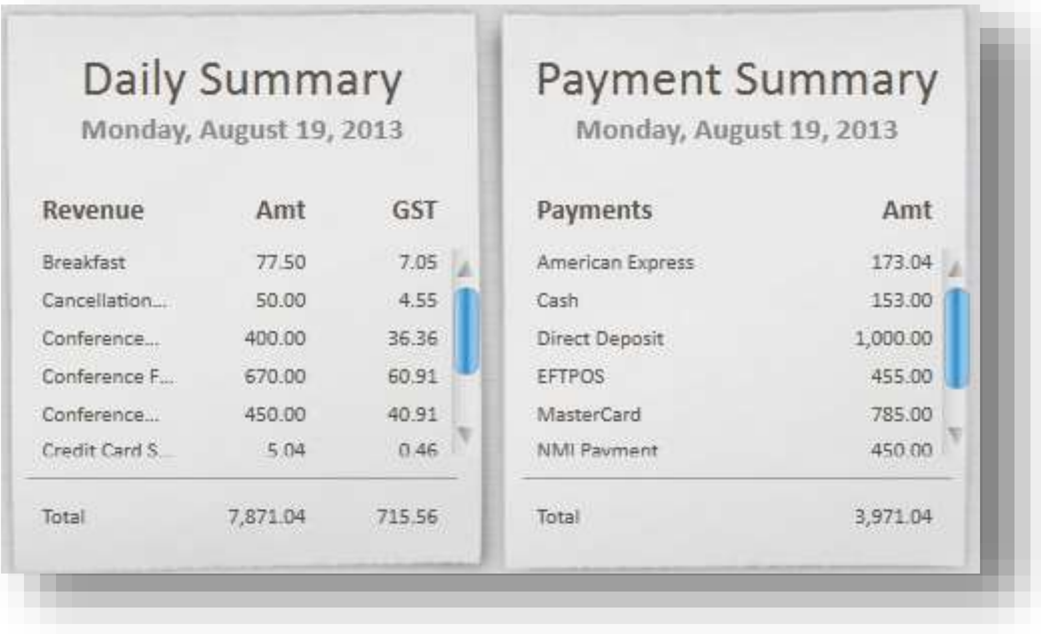
Thank you for choosing GoldMark Inn!
Your Gift Card can be redeemed online by entering the Gift Card number and Online PIN.

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.

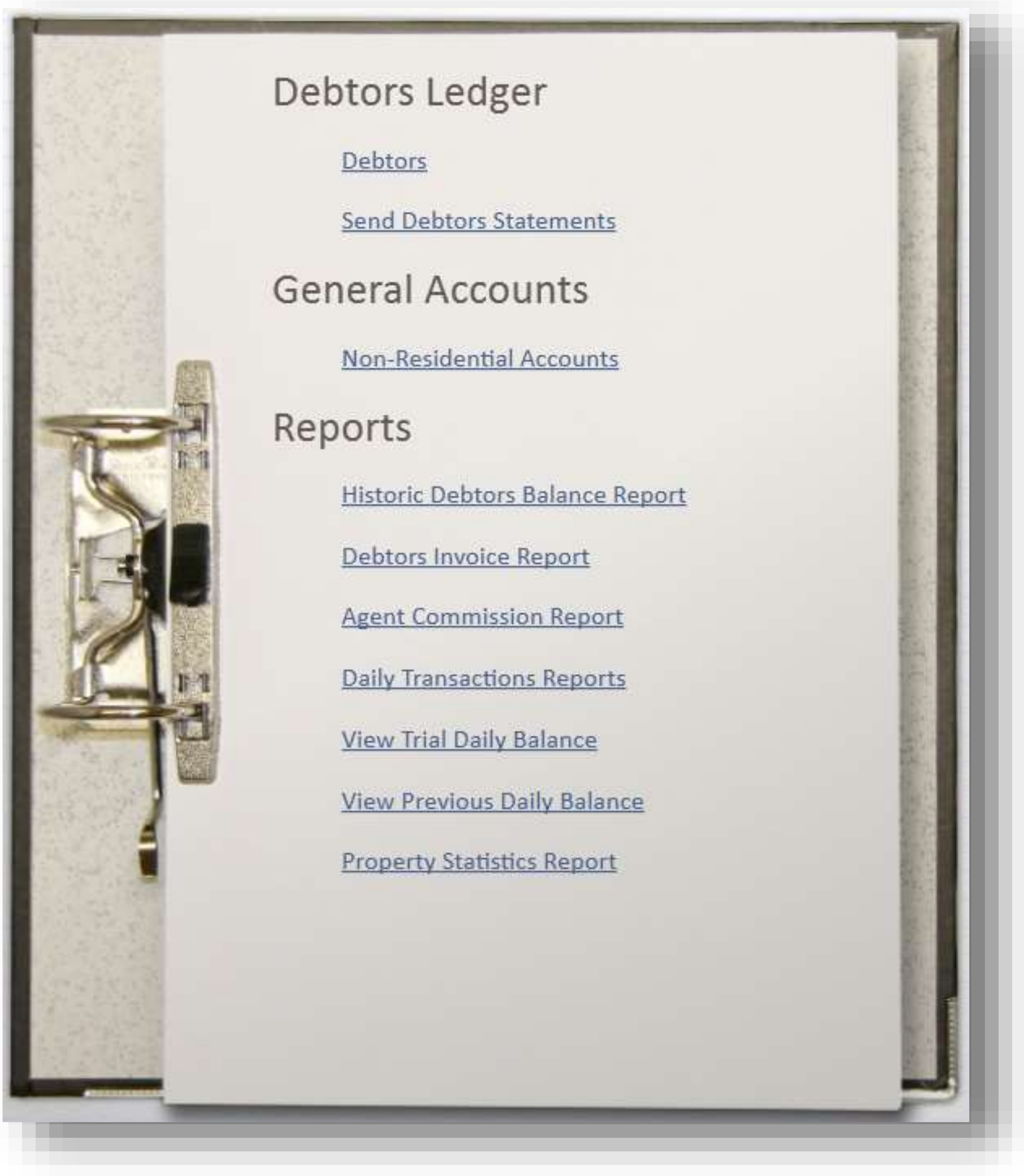
Daily Summary and Payment Summary



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



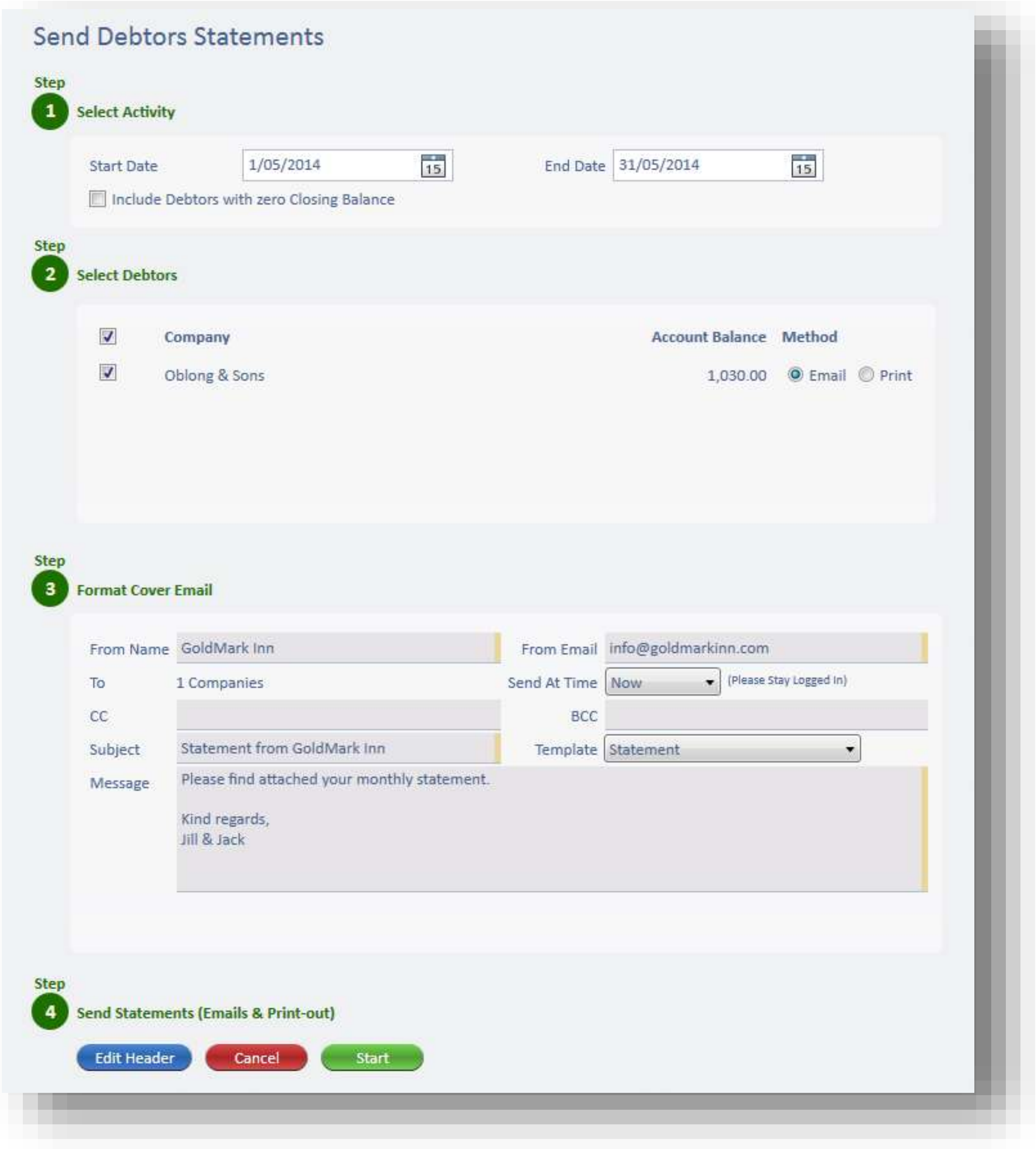
The Accounts Folder gives you access to accounting related information.

Debtors

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

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.



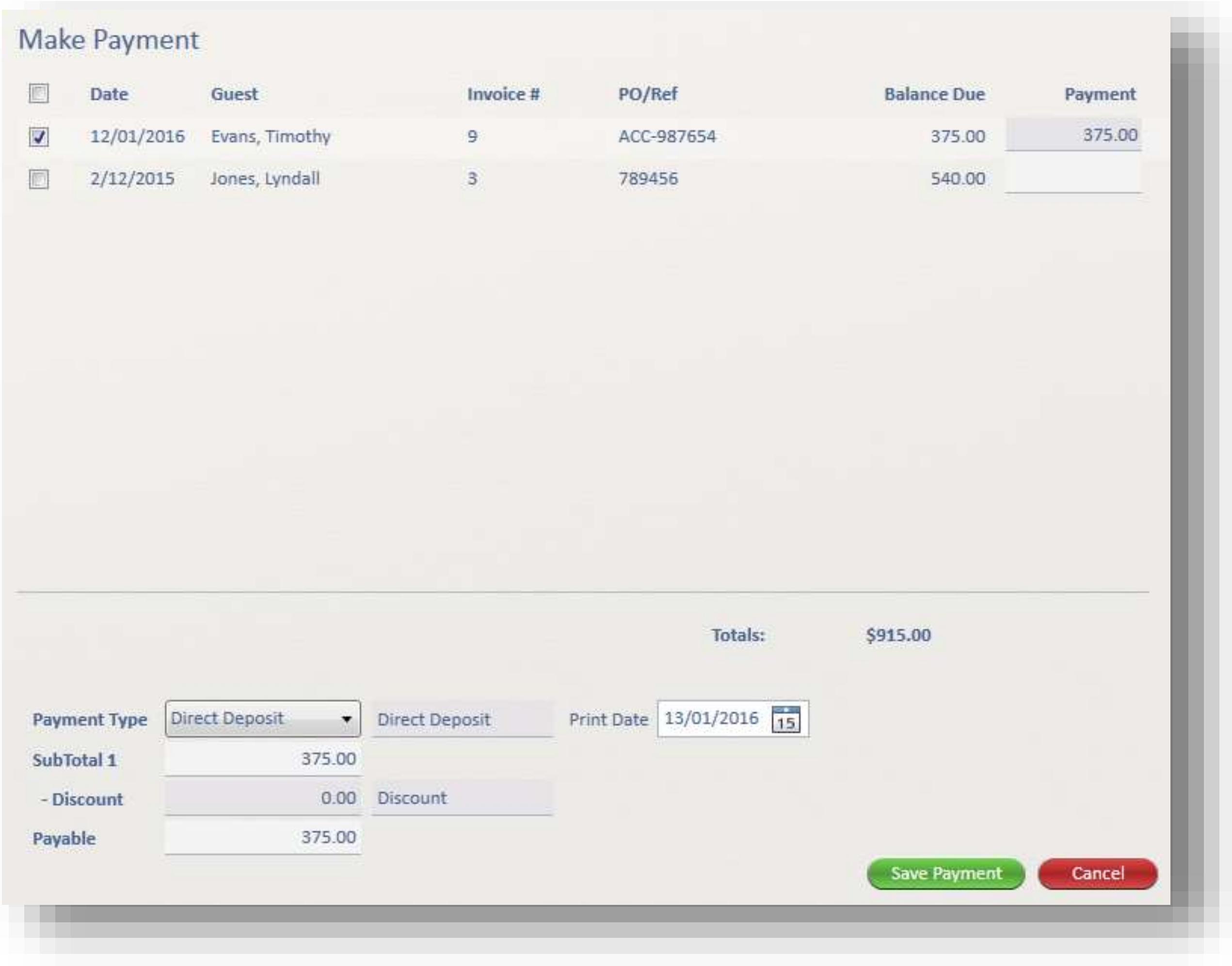
By default, this screen will only pick up activity for the last calendar month. You can adjust the dates in Step 1 if you want a different date range. Also, if the balance is zero, a statement will not be generated unless you tick 'Include Debtors with a zero Closing Balance'.

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

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.

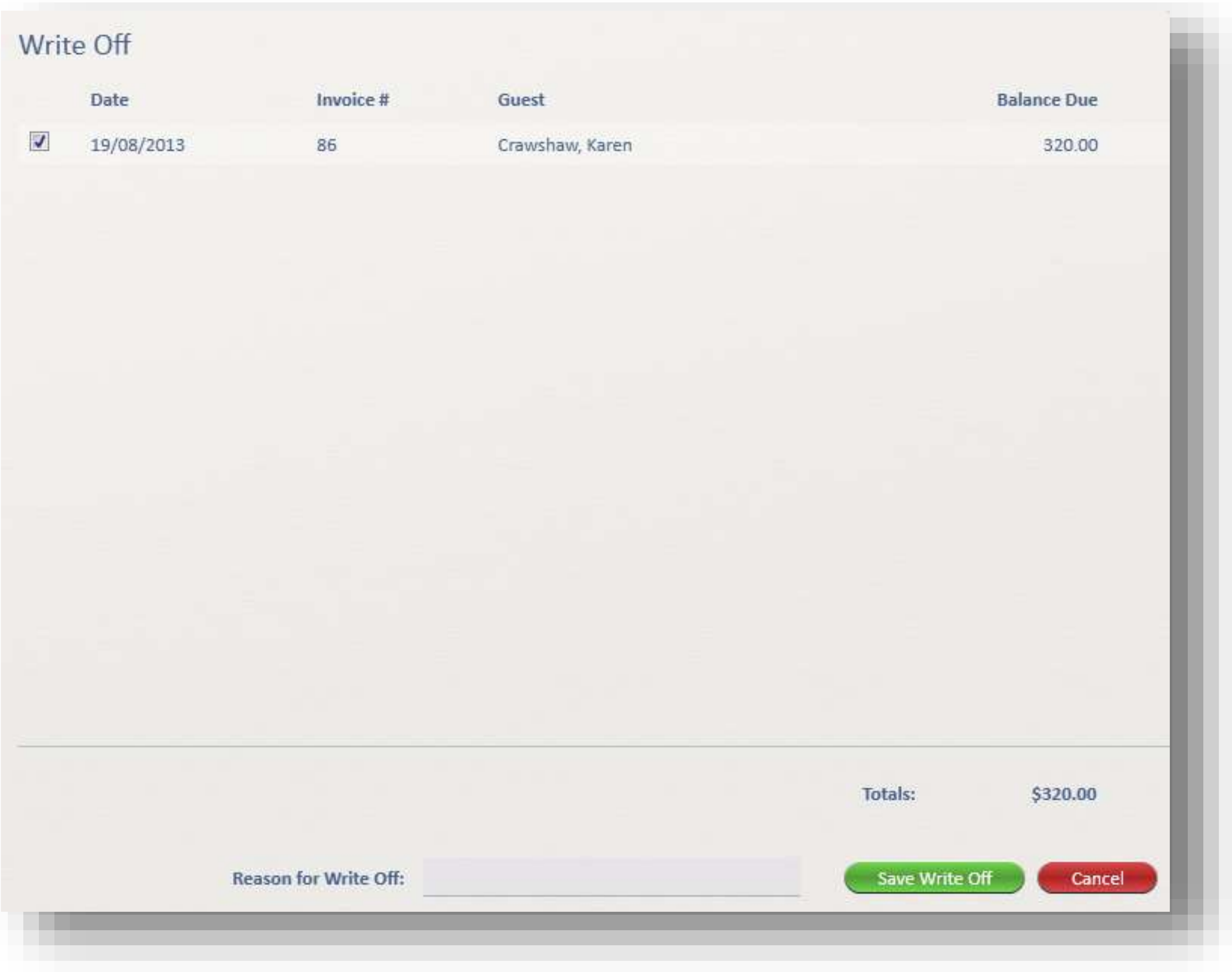


You can now select the invoices the debtor has paid. By default, **GuestPoint®** will assume the debtor pays the full invoice amount. If they part pay an invoice, adjust the Payment field next to the invoice.

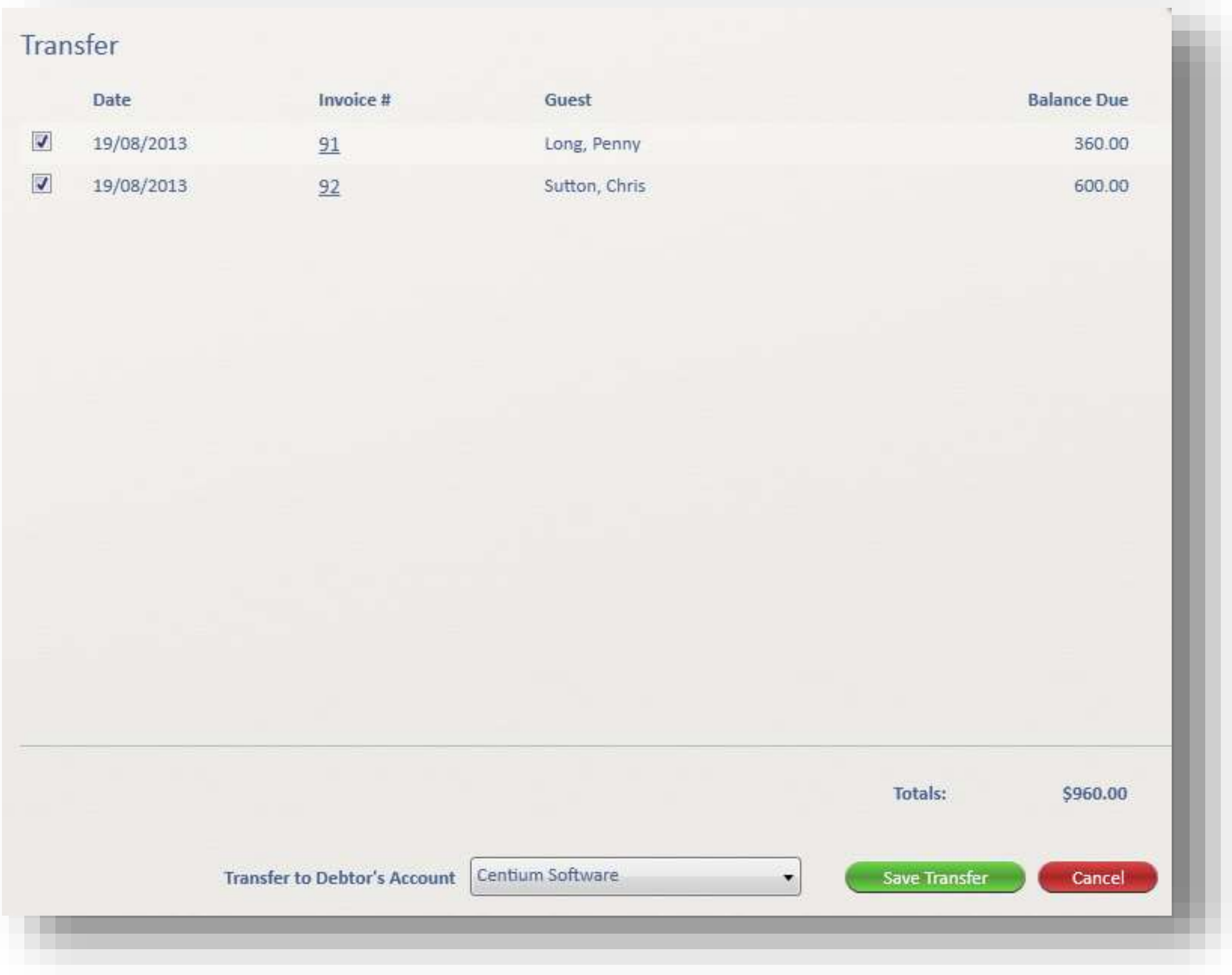
Once you have selected the invoice(s), select the payment type and change the payment type description and print date if required. If any discount is to be applied, you can enter the amount, and if the debtor is paying by credit card and you have set up a surcharge, this will be added. Once you are happy 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.

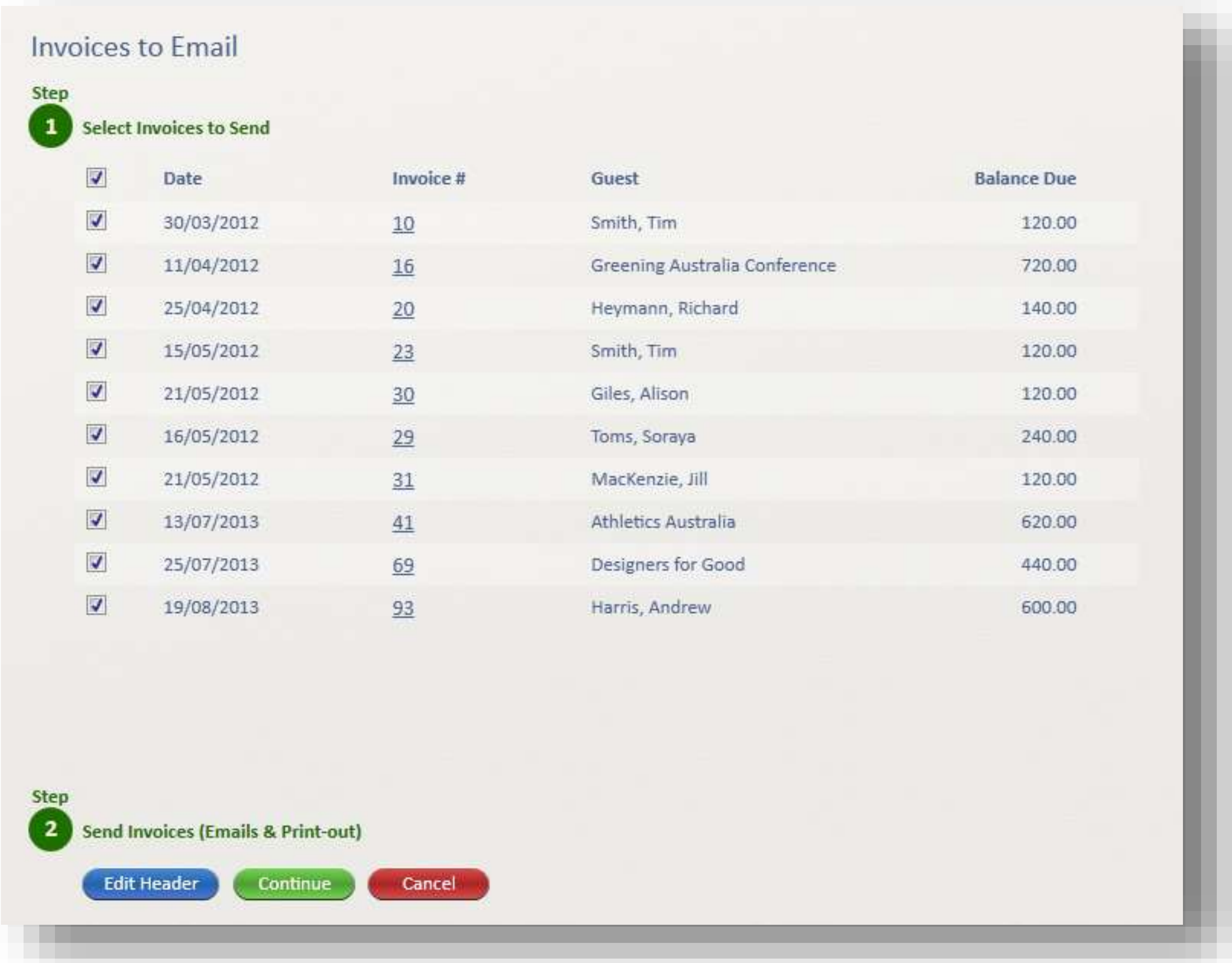
TIP: If you have created a credit invoice (negative balance), you will need to offset this against the original invoice. To do this, simply create a cash payment for zero dollars and tick both the original invoice and credit amount. This will apply the credit towards the invoice and both the credit and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



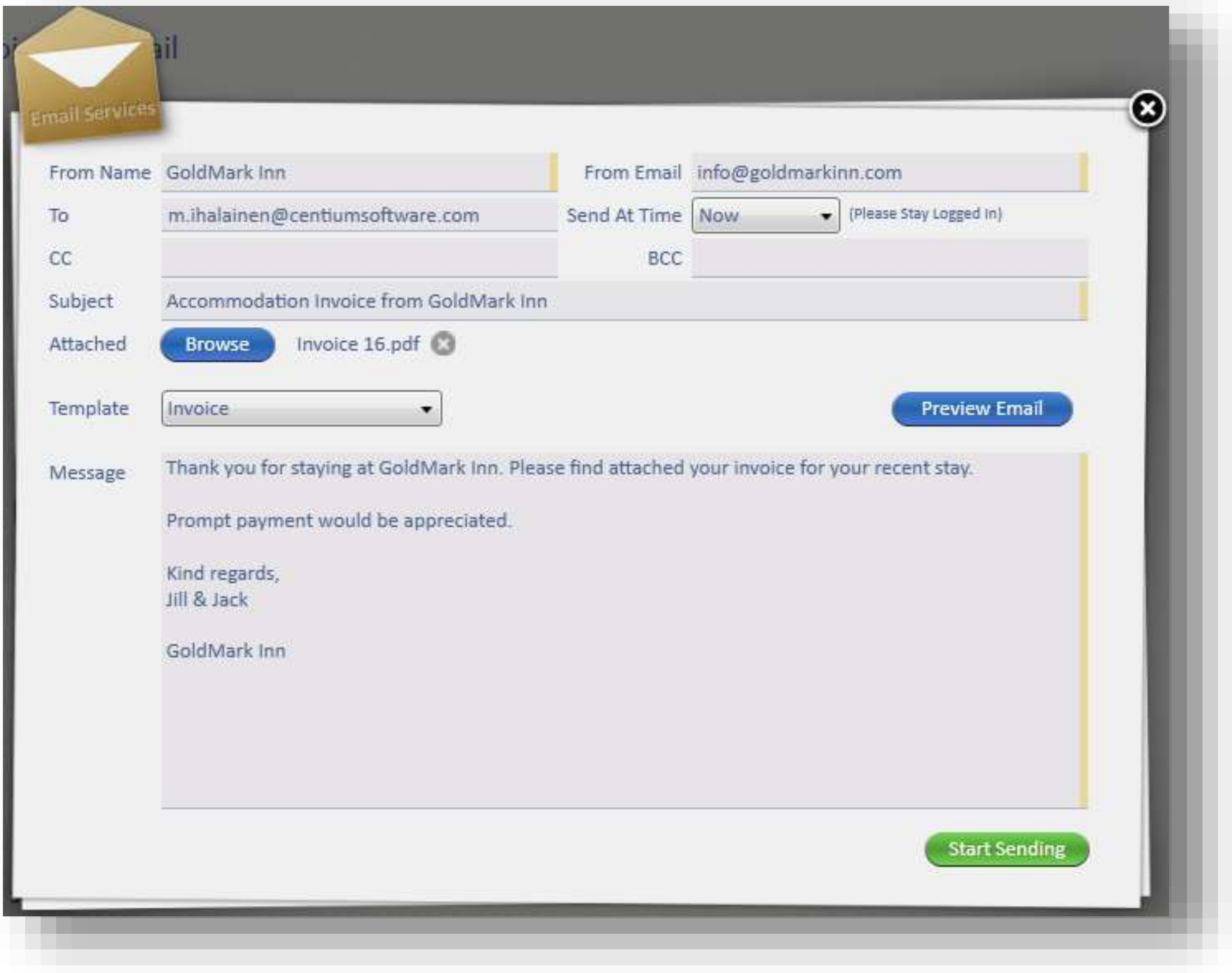
If you need to Write Off a bad debt, click 'Write Off' and select the invoices to Write Off. You should also enter a reason for the write off. When finished, click 'Save Write Off' and the invoices will be removed from the Current Transactions screen.



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.



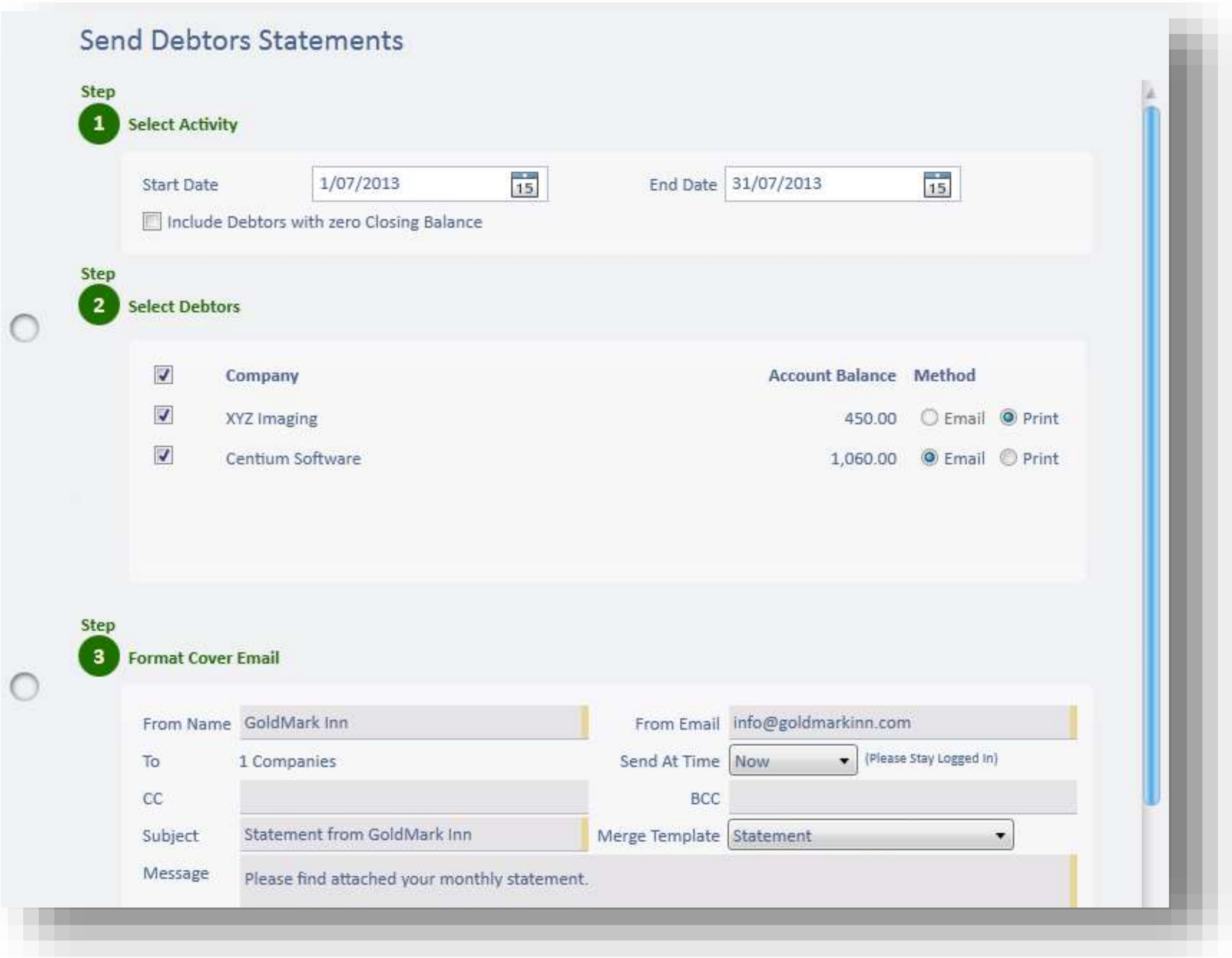
You can easily email invoices from the Current Transactions and Past Transactions tabs. Just click 'Email Invoices' and select the invoice(s) to email. Click 'Continue' to open the Email Services, where you can change the receipting details and personalise the message. The invoices will be attached as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



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

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



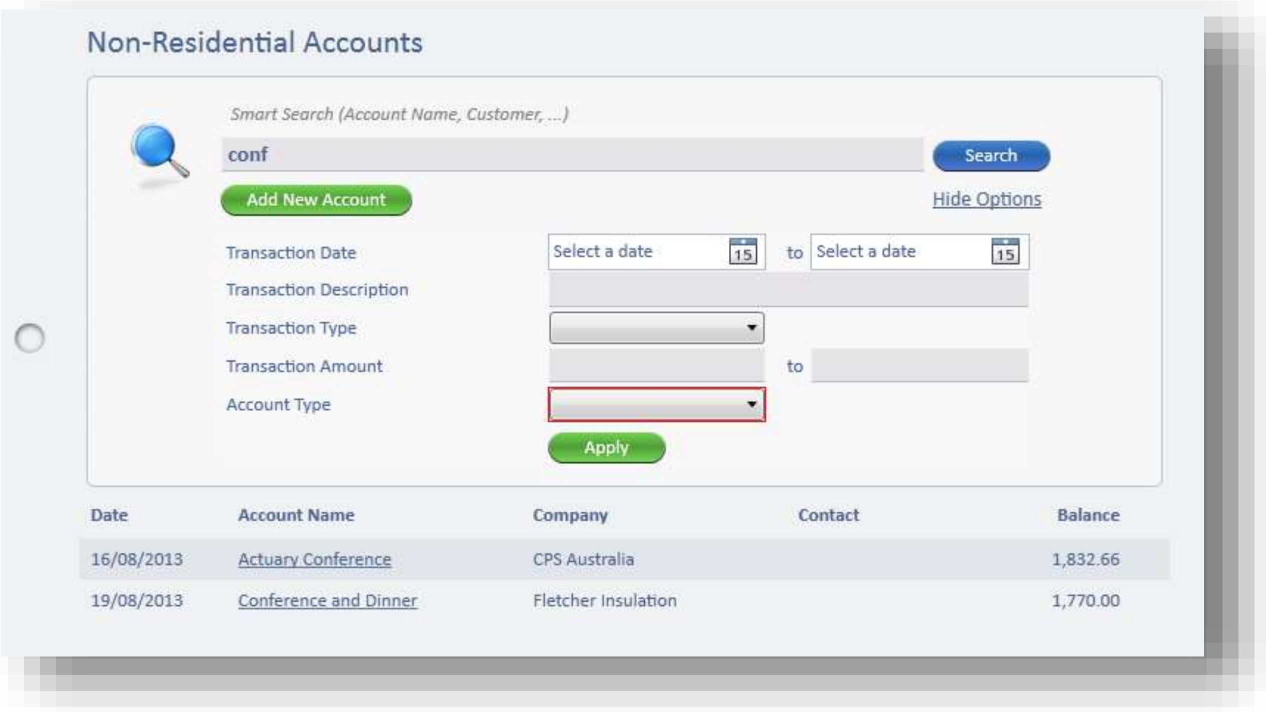
To send your monthly statements to debtors, click ‘Send Debtors Statements’. Just like the ‘Send Statement’ button on the Debtors Card, this screen will default to debtors with activity in the last calendar month and only those who still owe you money. You can easily alter this in Step 1.

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.

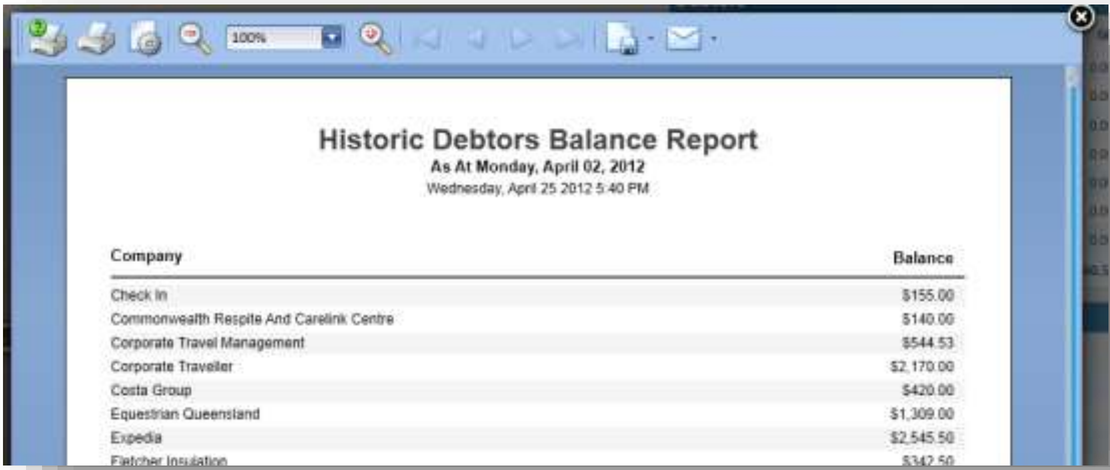
Non-Residential Accounts



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

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'.



Debtors Invoice Report

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’.

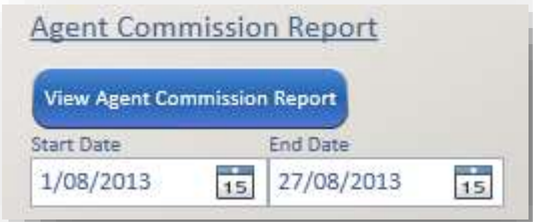
Debtors Invoice Report

From Sunday, January 01, 2012 To Tuesday, January 31, 2012

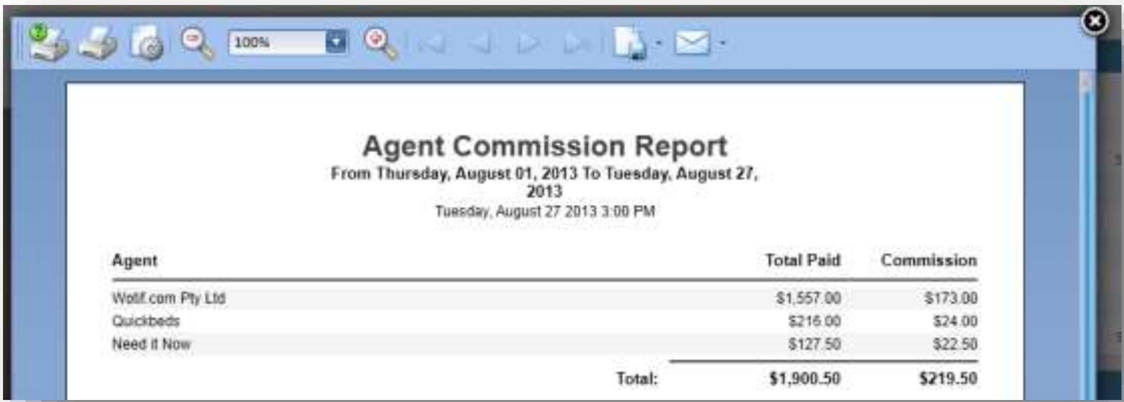
Wednesday, April 25 2012 5:42 PM

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

Agent Commission Report



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



Agent Commission Report

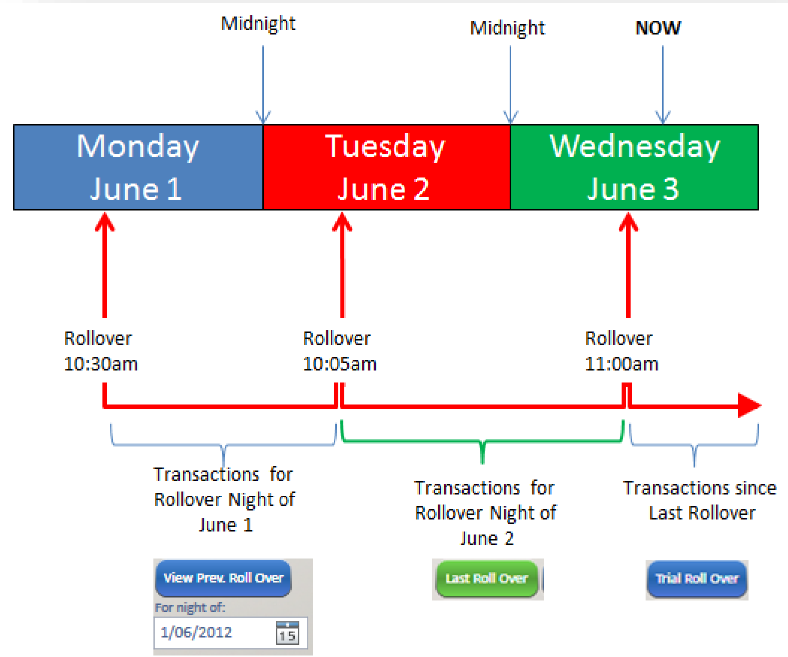
From Thursday, August 01, 2013 To Tuesday, August 27, 2013

Tuesday, August 27 2013 3:00 PM

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.



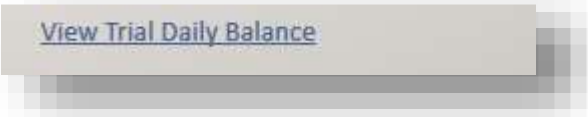
In **GuestPoint**®, a "day" is the period of time between Roll Overs. If the date is June 3 at 1pm, **GuestPoint**® will refer to the 'Last Roll Over' as all transactions (as shown in the above example), between 10:05am on June 2 and 11:00am on June 3. **GuestPoint**® will refer to this Roll Over as 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.

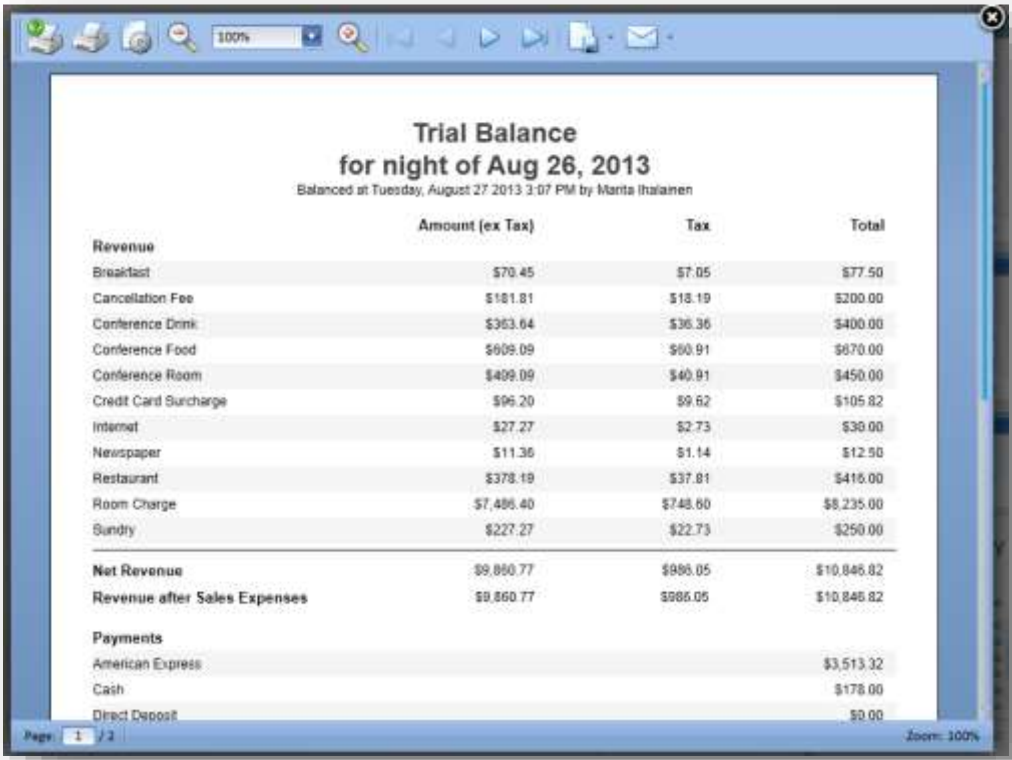
To run your Daily Transactions report, you can:

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



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.



Trial Balance
for night of Aug 26, 2013
Balanced at Tuesday, August 27 2013 3:07 PM by Marita Ihalainen

	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

Page: 1 / 2 Zoom: 100%

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 Motum

	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	$7,173.55	-$923.10	$35,289.53
Revenue	$1,911.50	$0.00	$0.00
Payments/(Banking)	-$290.00	$0.00	$0.00

Property Statistics

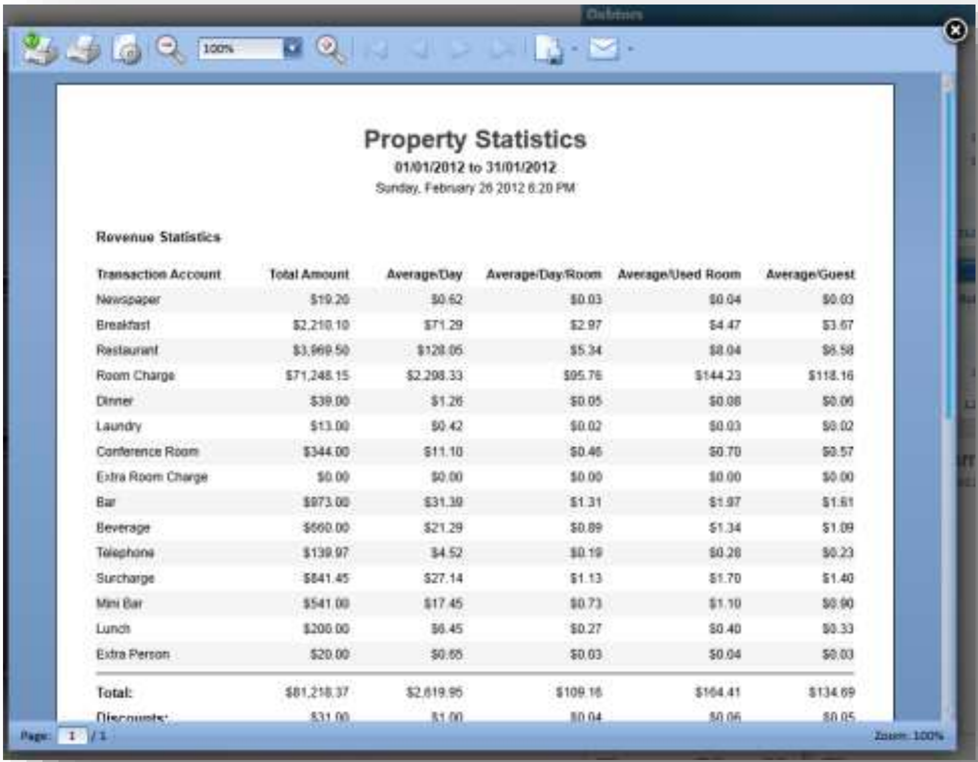
The Property Statistics Report produces valuable information about your property for a given date range. The report includes revenue and occupancy statistics.

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

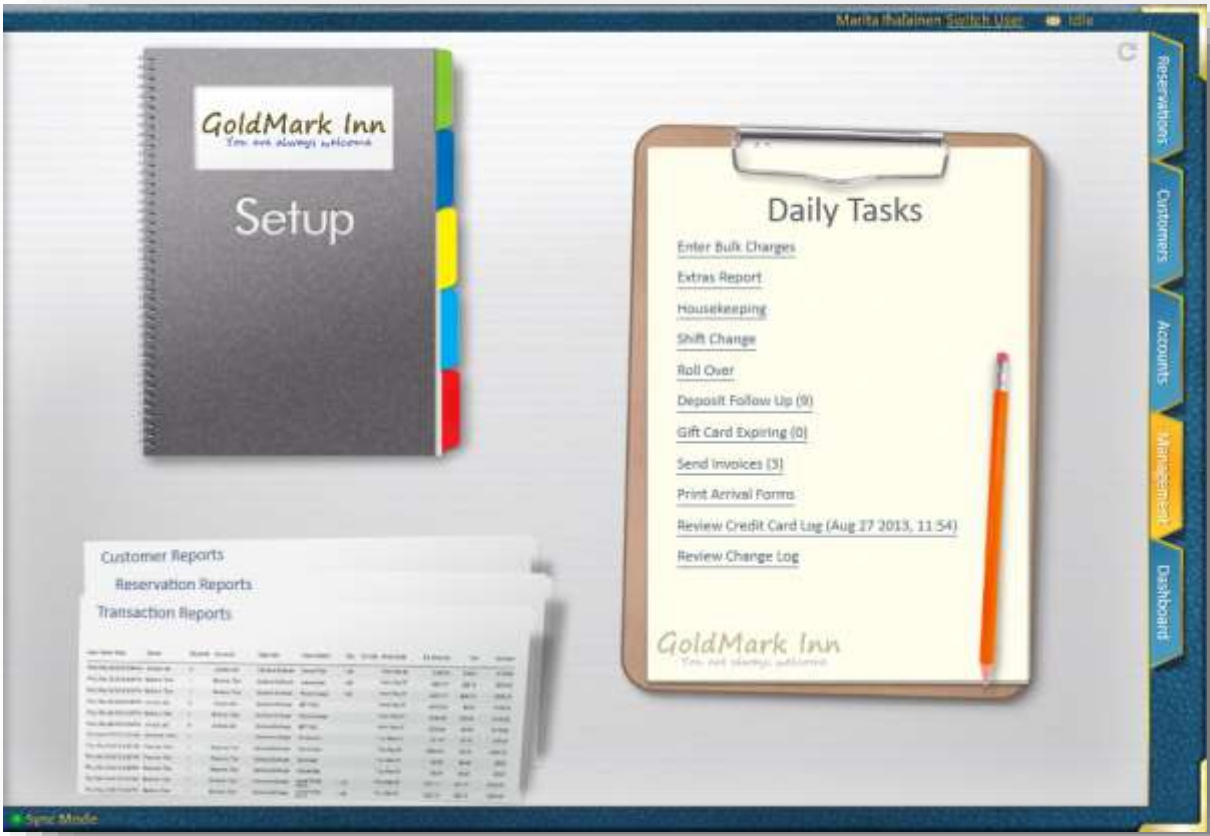
01/01/2012 to 31/01/2012

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	$2,210.10	$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	$95.76	$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	$973.00	$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	$841.45	$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

MANAGEMENT TAB



Introduction to the Management Tab

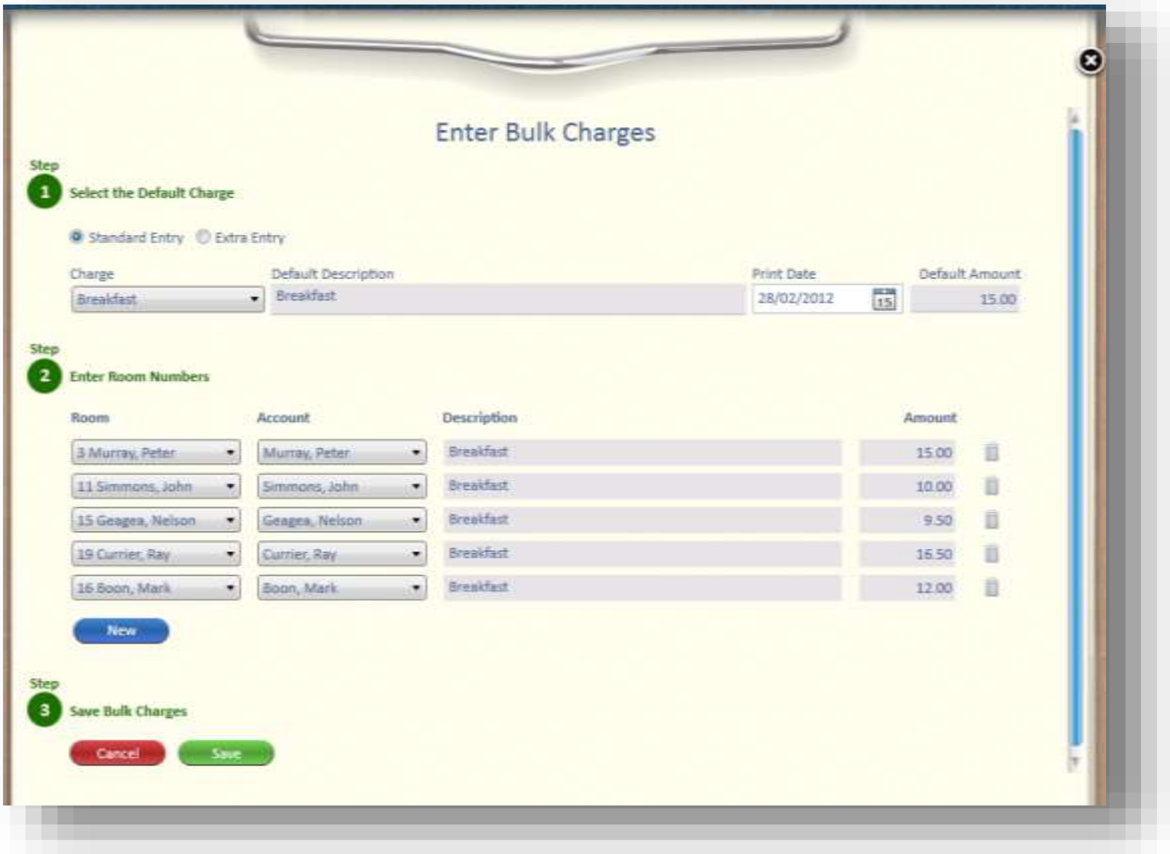
The Management Tab contains a collection of useful tools you can use to manage your property. From the Management Tab, you can:

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



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.

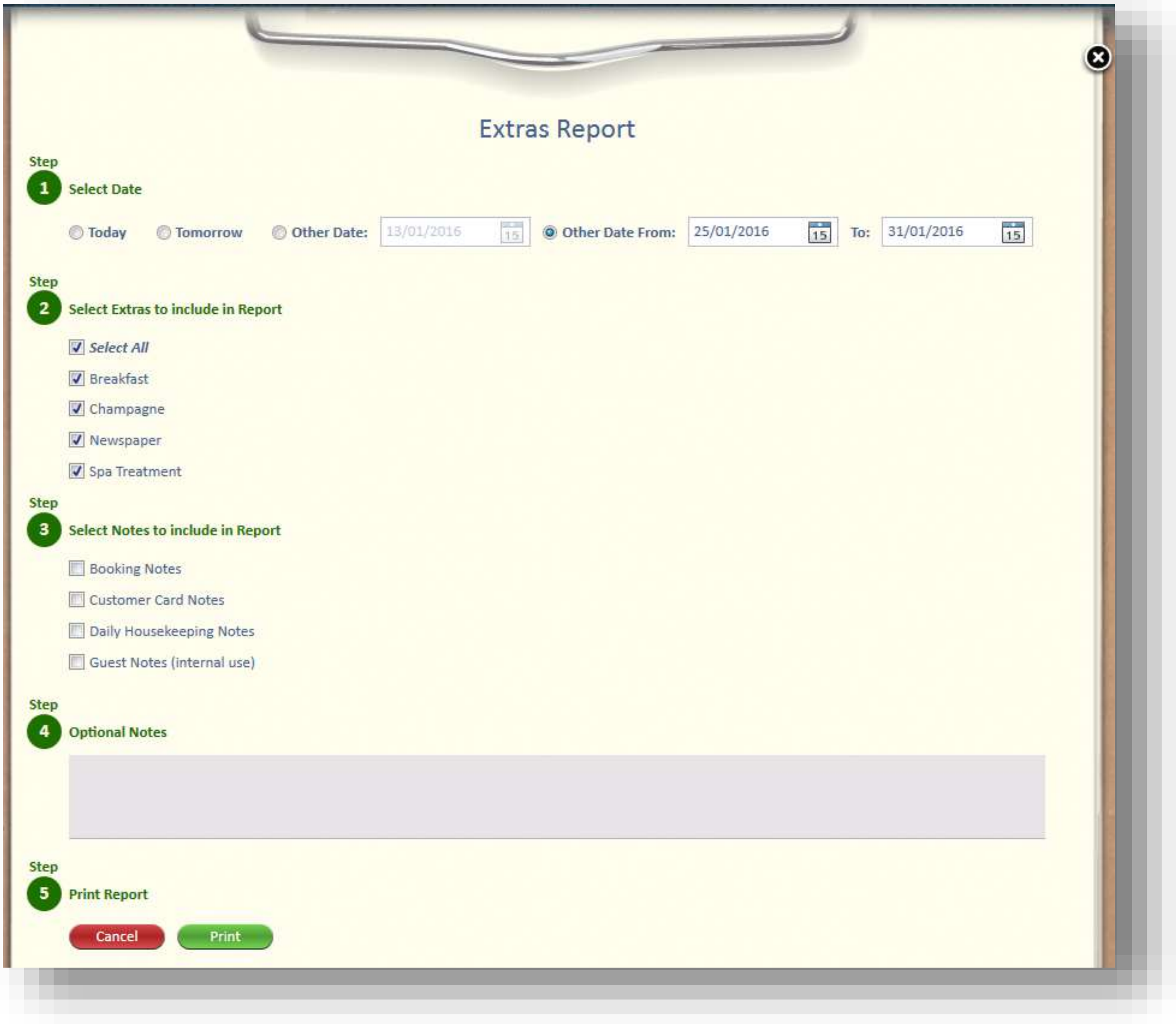
Step 1: Select the Charge, edit the default description (if required), date and default amount

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



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:

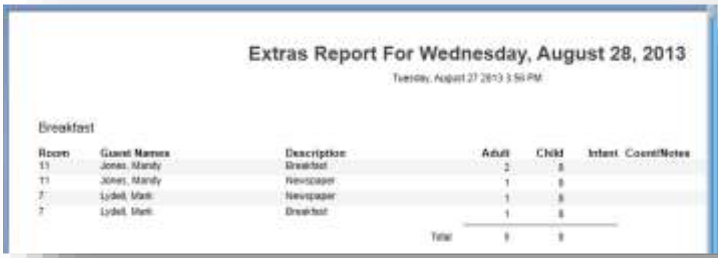
Step 1: Select the Date/s

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 3:56 PM

Breakfast

Room	Guest Names	Description	Adult	Child	Infant	Count/Notes
11	Jones, Mandy	Breakfast	2	0		
11	Jones, Mandy	Newspaper	1	0		
7	Lydell, Mark	Newspaper	1	0		
7	Lydell, Mark	Breakfast	1	0		
		Total	[illegible]	[illegible]		

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.

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.

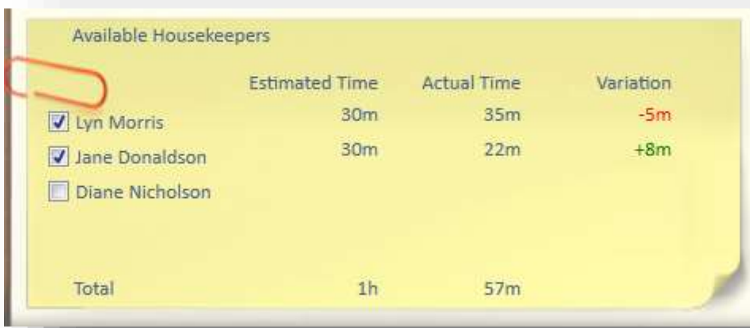

GoldMark Inn

Cleaning Schedule

Wednesday, January 13 2016

Room	Priority	Guest	Pax	In	Nts	Out	Car	Next Guest	Pax	Clean Required	Notes	Cleaners	Est. Time	Actual Time
1	No	Marion Mansion	1	Jan 09	5	Jan 14				LinenChange			10	
2	No	David Lorimer	1	Jan 08	7	Jan 15				Stay			15	
3	No	Jimmy Dean	1	Jan 09	4	Jan 13		Roger Taylor	1	Depart	Open interconnecting		30	
4	No	William Peterson	1	Jan 10	6	Jan 16				Stay	Requires kitchen box		15	
5	No	Brendan Ansie	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	Terrence 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 Quizon	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.



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:

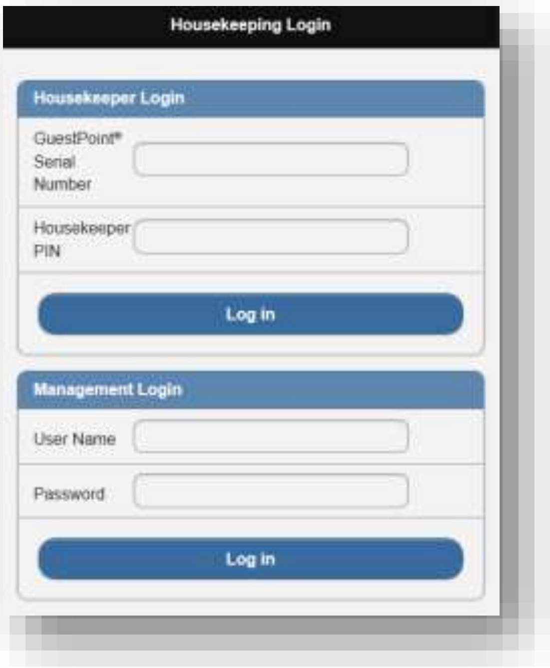
For your housekeepers to use the Mobile Housekeeping App they need to have their own unique PIN. From the Management tab > Setup book > Housekeeping > Housekeepers tab enter a unique 4 character PIN for each active housekeeper and then click 'Save'.

Enabling the Mobile Housekeeping App:

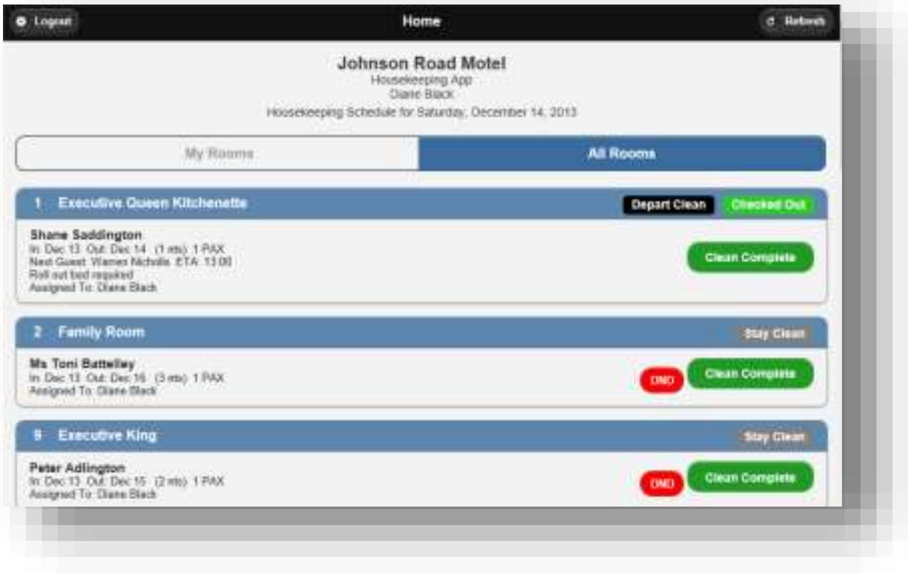
Next you'll need to enable the Mobile Housekeeping App. From the Management tab > Daily Tasks clipboard > Housekeeping > Today's Schedule select your rostered housekeepers and select Enable Mobile App. Next assign your housekeepers to their rooms and general areas and Save your schedule.

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 accidently 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:

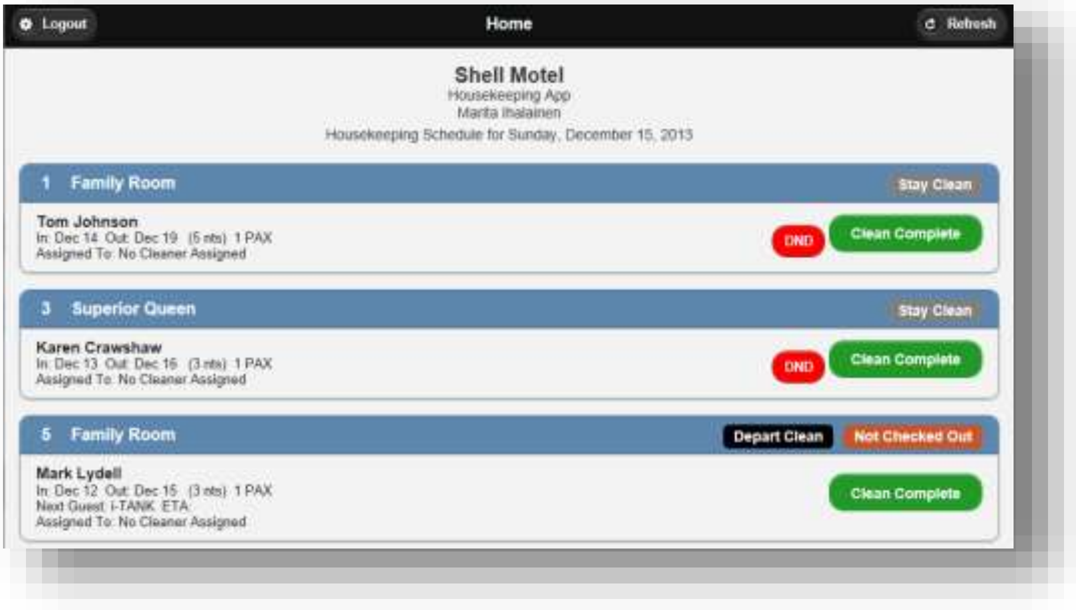
If your **GuestPoint®** User Name has the rights to Manage Housekeeping you can log in with your **GuestPoint®** User Name and Password and see and update the entire schedule and check the cleaning status of your rooms.

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.

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



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.

Roll Over

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

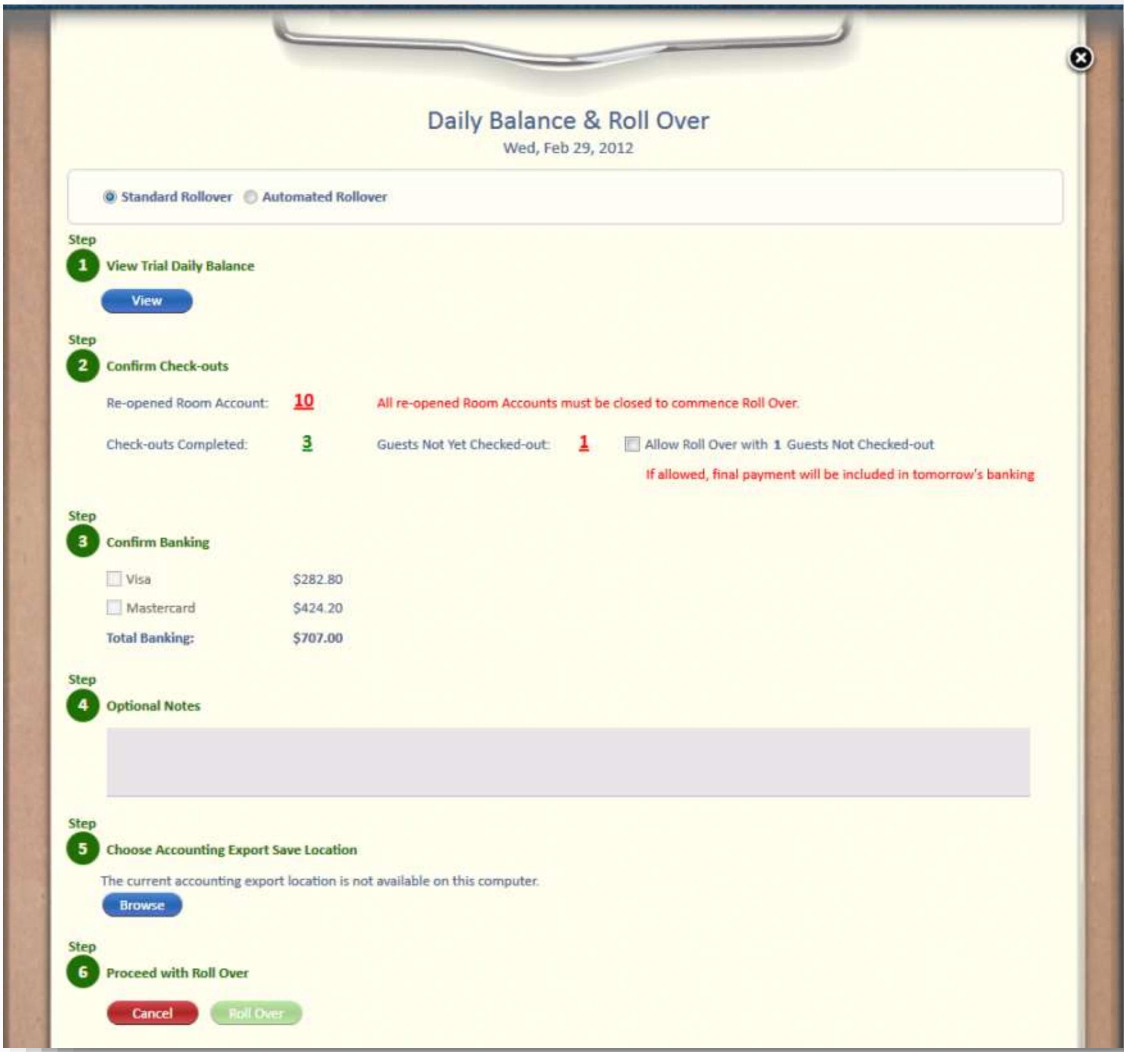
7. Removes completed tasks on the To Do list

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.

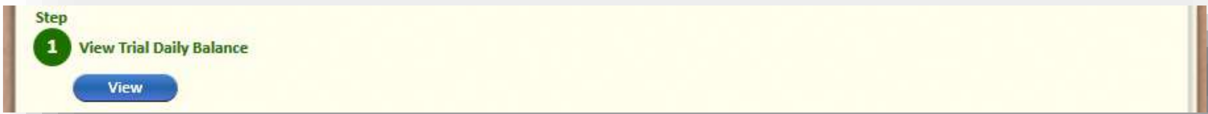
From the Daily Tasks clipboard, click ‘Today’s Roll Over’ to begin the Roll Over process. You can also select a past date and click ‘View Previous Roll Over’ to see a past Daily Balance report.

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.



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



GoldMark Inn
You are always welcome

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	$136.36	$13.64	$150.00
Discount	-$29.54	-$2.96	-$32.50
Newspaper	$13.62	$1.38	$15.00
Breakfast	$90.92	$9.08	$100.00
Internet	$9.09	$0.91	$10.00
Sub Total	$5,631.16	$575.29	$6,206.45
Net Revenue	$5,631.16	$575.29	$6,206.45
Payments			
Visa			$1,230.85
American Express			$409.50
Cash			$150.00
MasterCard			$123.60
Total			$1,913.95

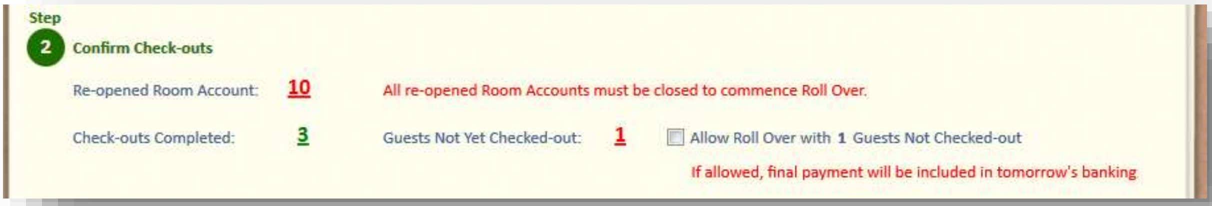
Summary

	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.

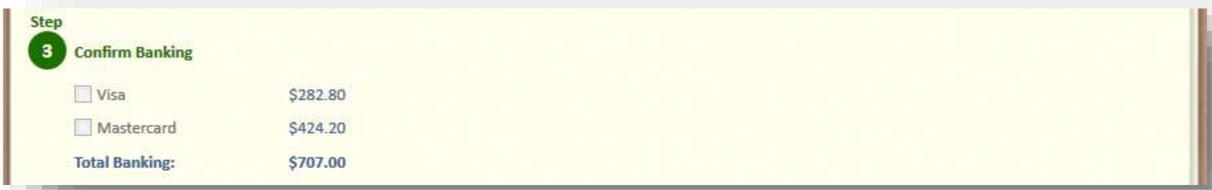


Step 2 wants you to confirm your Check-outs are completed. Ideally, all guests due to check-out today have done so before the Roll Over. This will ensure any last minute charges and payments are included in the Roll Over about to be completed. Sometimes this is not possible. **GuestPoint®** will tell 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.



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).

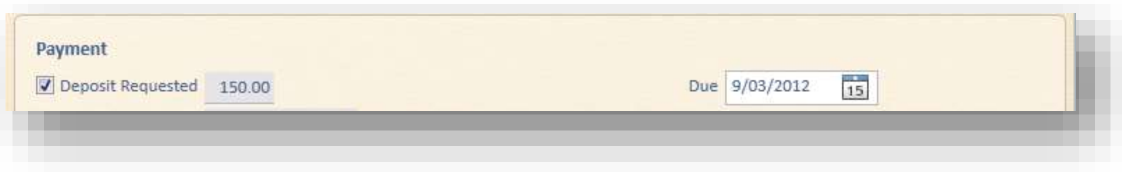
If your green Roll Over button is enabled, it means you are ready to start your Roll Over. Click 'Roll Over' to start. This may take a few minutes, depending on how many charges **GuestPoint®** needs to process. Once it finishes, the Daily Balance Report will be created for your records. Along with your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

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.



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.

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

Send Invoices

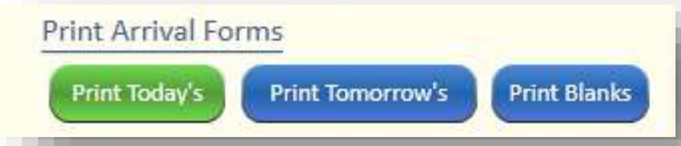
As guests are checking out, you can create invoices for their Room Account charges and send these to the company's Debtor account. Where a guest has booked and paid through an agent, (Wotif, American Express Travel etc…) you can send their room charges to the Agent account. To speed up the check-out process, these invoices are accumulated and can easily be sent via the Send Invoices screen.

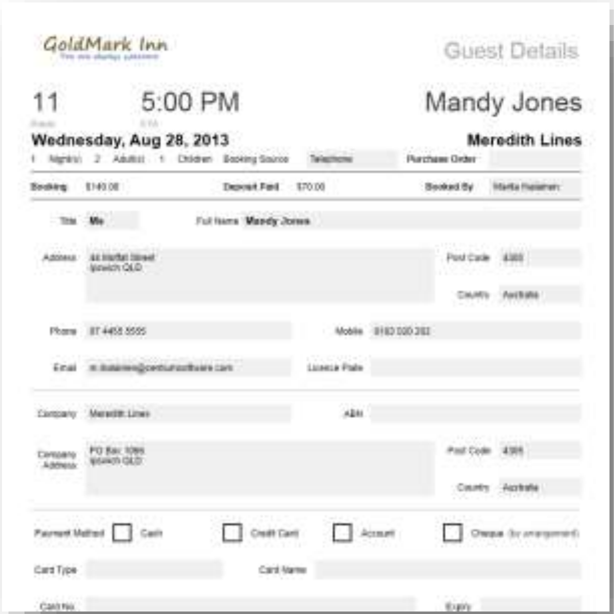
In Step 1, the Send Invoices screen lists all invoices that have not yet been sent. You can select the 'Invoices to Send' and the 'Method to Send'. If the company does not have an email address on their Company Card, you will only have the option to 'Print'.

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





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.

Date	Time	User	Reservation/Inv #	Action
27/02/2012	3:33 PM	kbaele		Store Number - Successful
27/02/2012	3:33 PM	kbaele	4F7B38003A	Retrieve Number - Successful
27/02/2012	3:48 PM		56065D22B9	Store Number - Successful
29/02/2012	1:37 PM	kbaele		Store Number - Successful
29/02/2012	1:37 PM	kbaele		Retrieve Number - Successful
29/02/2012	1:42 PM		68D707B0BD	Store Number - Successful
02/03/2012	9:21 AM	kbaele		View Log - Successful
02/03/2012	9:21 AM	kbaele		View Log - Successful
02/03/2012	9:35 AM	kbaele		View Log - Successful

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

This log shows the changes that have been made to reservations between the Start and End date by the selected **GuestPoint®** user.

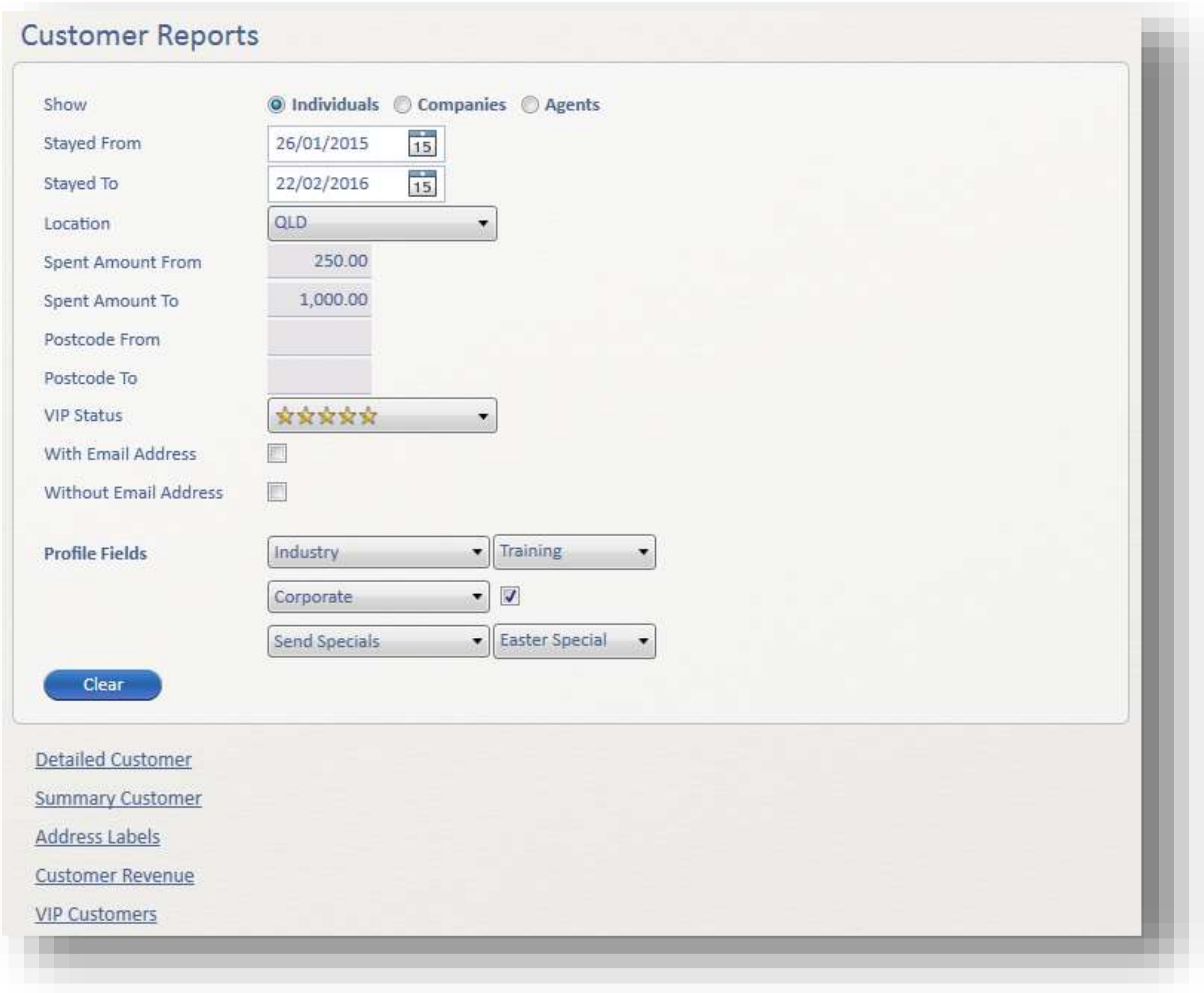
Reports

GuestPoint® has a series of useful reports that you can use to help you run your property. The reports are broken into three groups:

> **Customer Reports -** these are reports that focus on your customers and include mailing labels, revenue by customer and address/contact details.
>
> **Reservation Reports -** these are reports that focus on reservations and include bookings, groups, no shows, cancellations and departures.
>
> **Transactions Reports** - these are reports that focus on charges and payments in the Room Accounts and room account balances.

All of the reports can be previewed, printed, emailed and exported to Excel®.

Customer Reports



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:

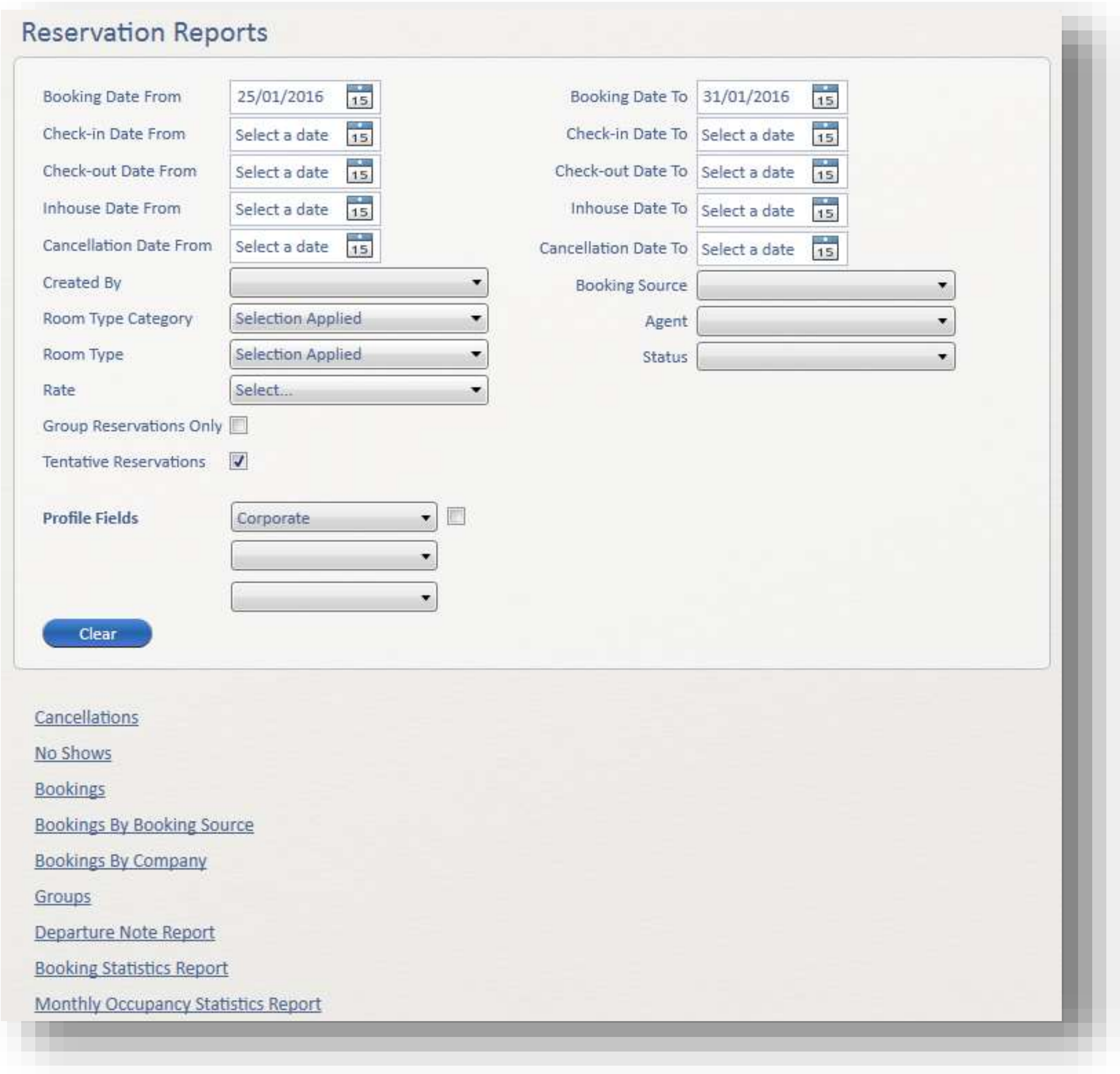
Show:	Select Individuals, Companies or Agents
Stayed:	Only includes customers that stayed between the selected dates
Location:	Select all customers from a specific state
Spend Amount:	Only includes customers that spent between the amounts entered
Postcode:	Select all customers from a specific postcode 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 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:

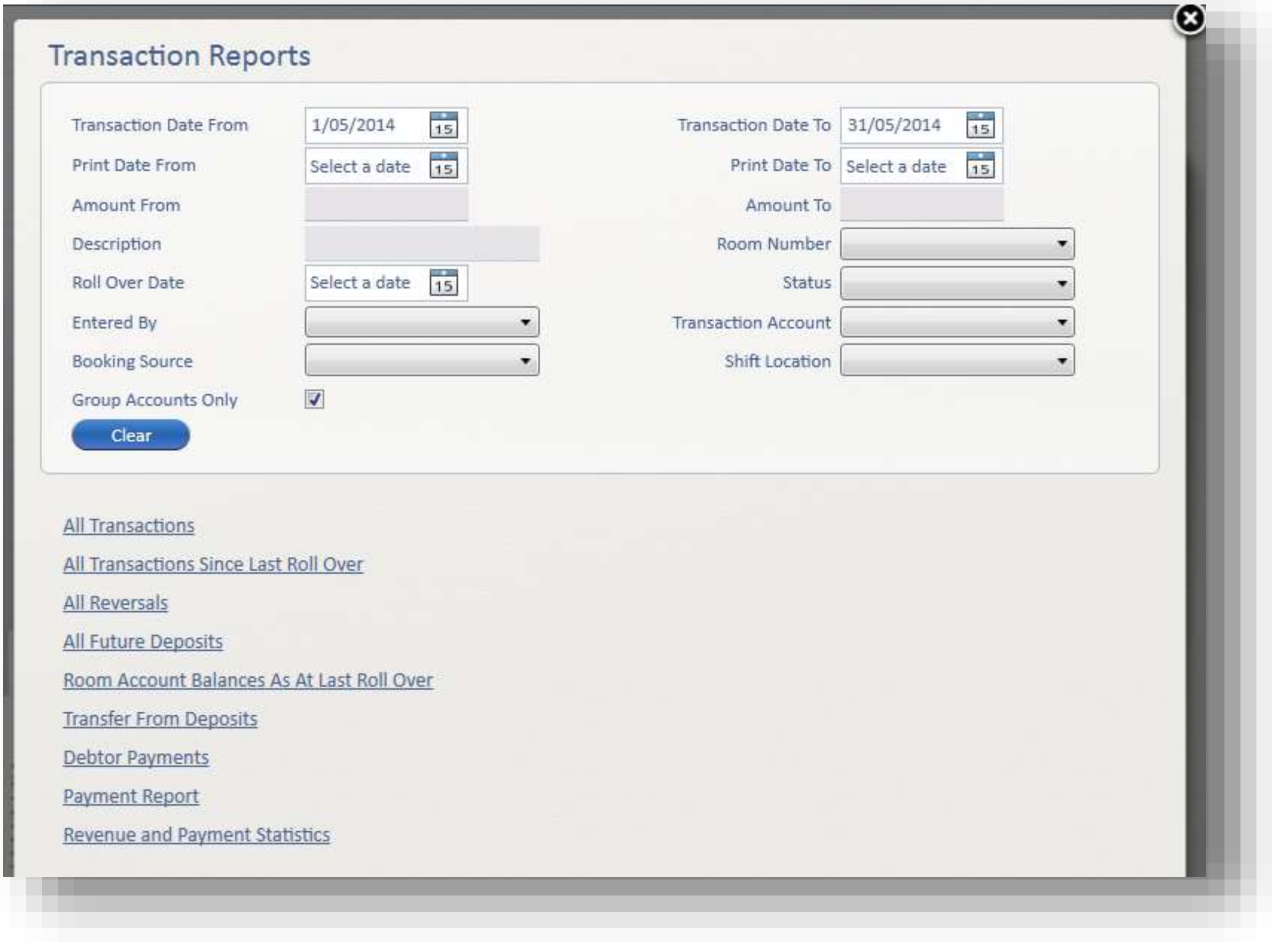
Booking Date: Only includes reservations booked between the selected dates

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



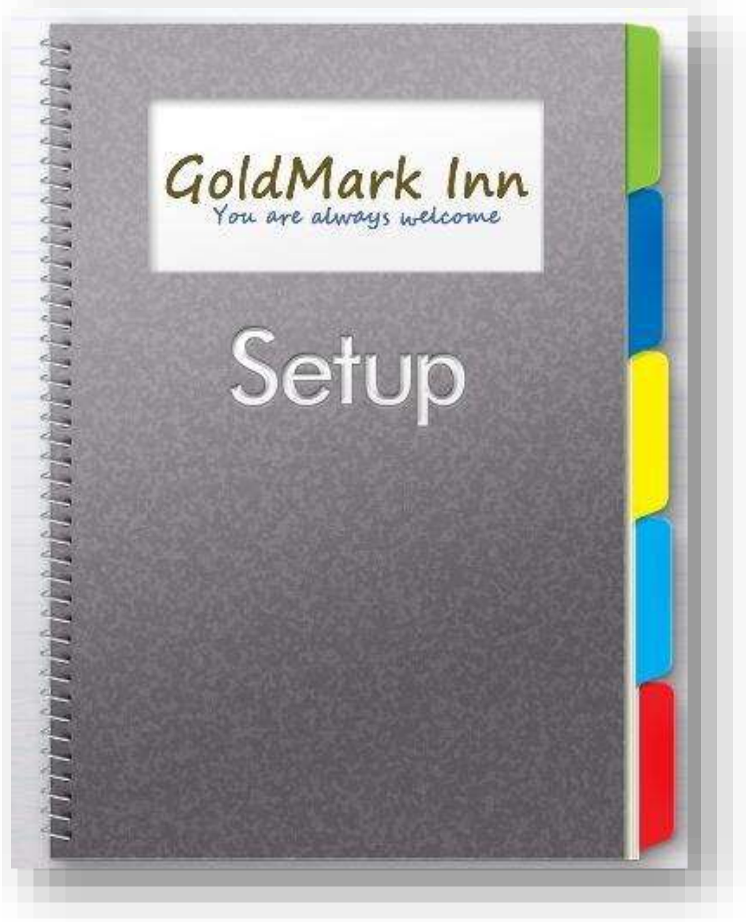
Transaction Reports contain information from the Room Account including charges, discounts, deposits and payments. Before you create a transaction report, you can filter the transactions to be included in the report. You can filter on:

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)

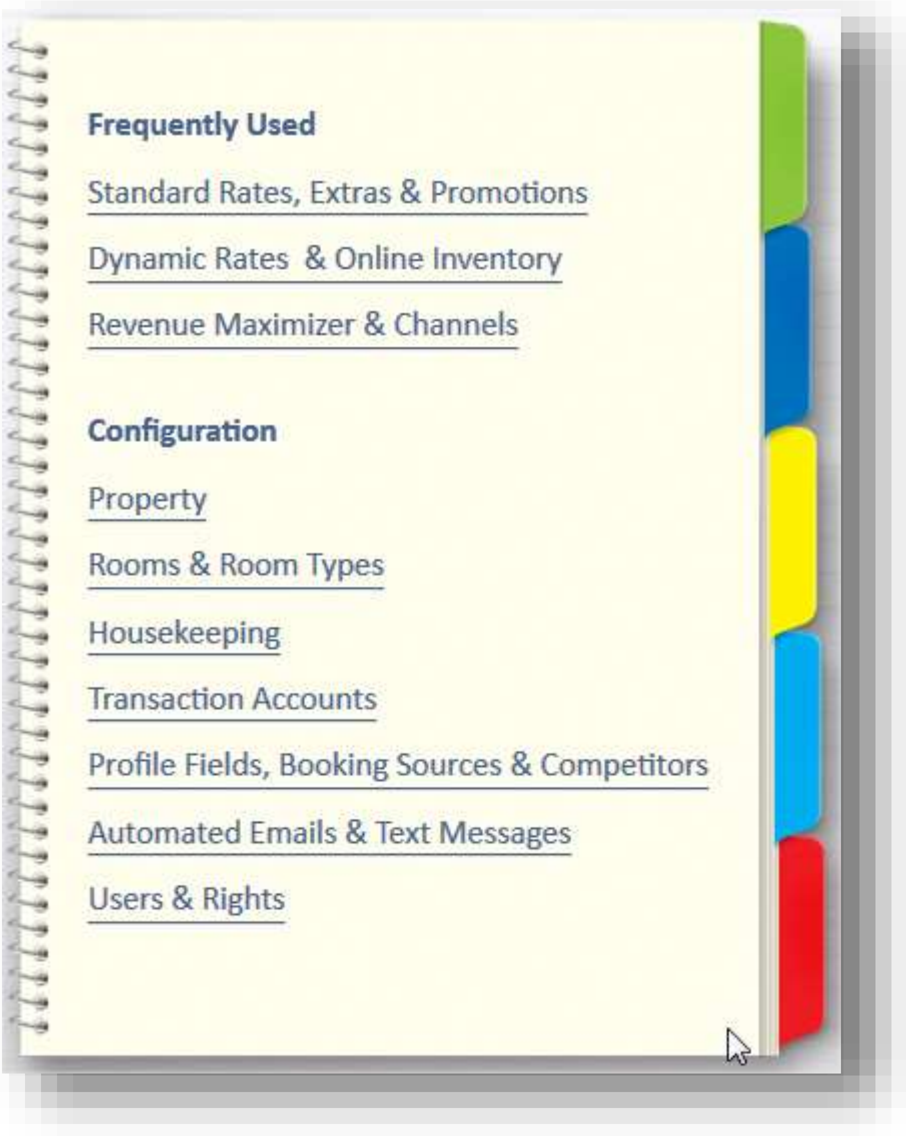
Group Accounts Only:	If ticked, only transactions on a group account will be included
Transaction Account:	Only includes transactions for the selected Account
Booking Source:	Only includes transactions for reservations with the selected booking source
Shift Location:	Only includes transactions from the 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

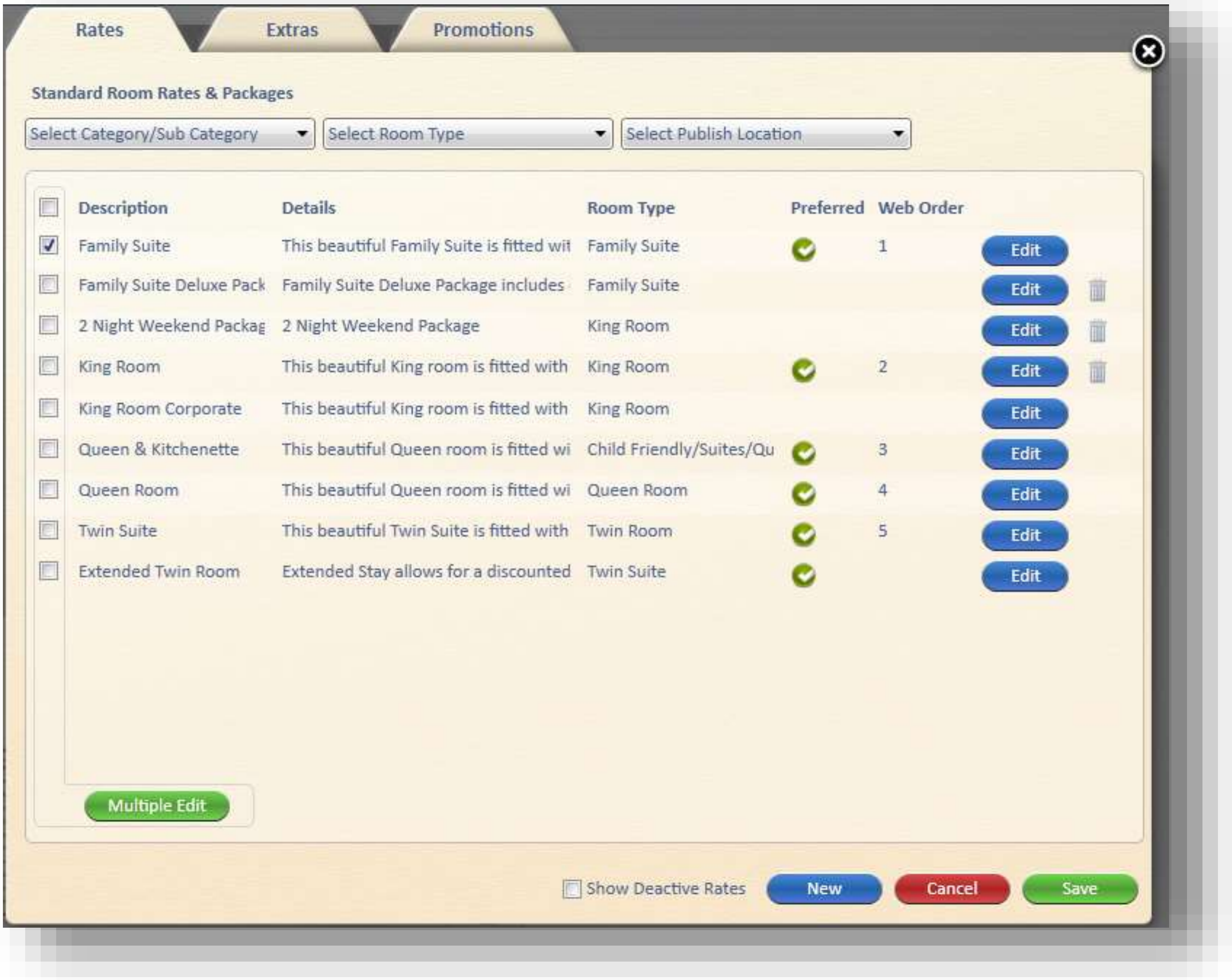


The Setup Book is where you change anything about the way your property is setup in **GuestPoint®**.



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



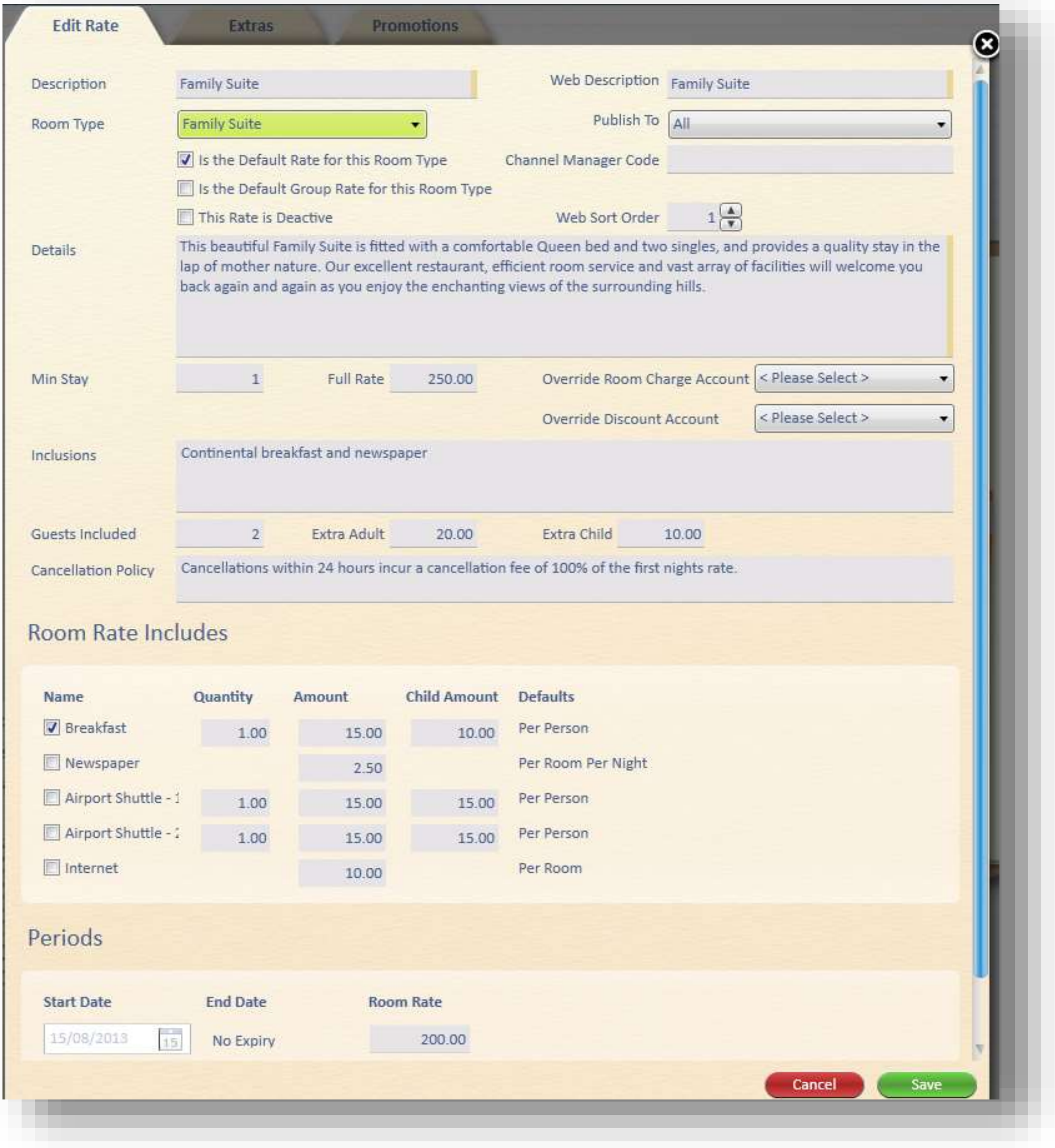
Standard Rates are the ongoing rate for a room type. They may be adjusted for seasonal activity, but they do not vary per night (these are Dynamic Rates). You must have at least one Standard Rate for each room type; however, it is common to have more than one. For example, you may have a Regular Rate 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'.



To create a new Standard Rate, there are a number of things **GuestPoint**® needs to know. These are:

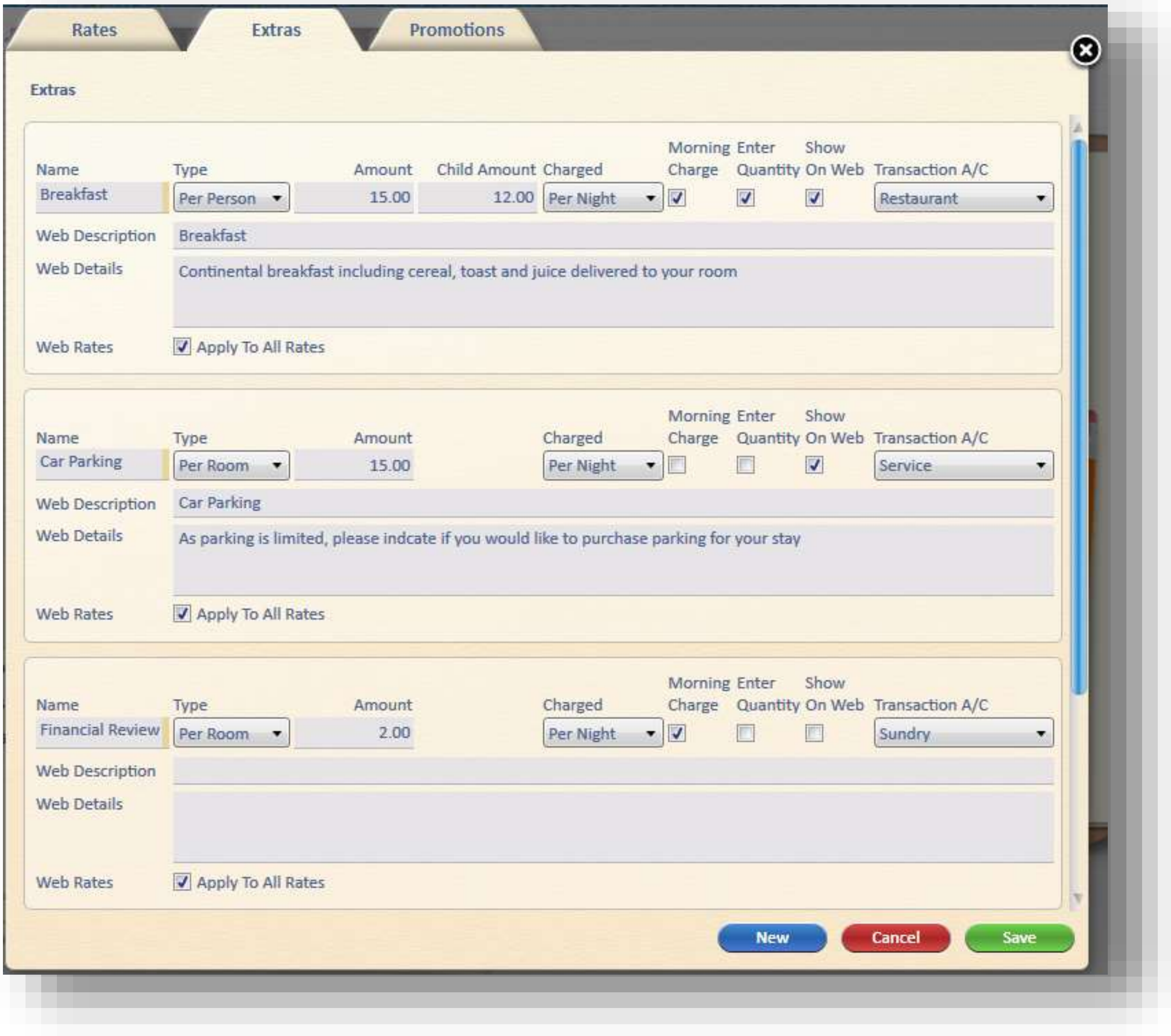
Description:	This description will appear on your Reservation Card and is also used for the room charges description on the guest room account (e.g. King Room Corporate Rate)
Web Description:	This description is used for this rate on your **WebPoint**® online booking page. This may be the same as your Description.
Room Type:	Select the room type for this Standard Rate

Publish To:	This field allows you to control where this rate is seen. Your options are: Not Online - will only be available in **GuestPoint®** and with **GuestPoint®** Premium can be used for companies using Corporate Login Own Website - will be available on **WebPoint®** External - will be sent to your Channel Manager All - displayed in **WebPoint®** and sent to your Channel Manager 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.
Default Rate:	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.
Channel Manager Code:	If you integrate with a channel manager, this is their code for the rate.
Default Group Rate:	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.
Deactive Rate:	You can set a rate to deactive and hide it from the Rates screen.
Web Sort Order:	You can set the order that the rates are displayed on your **WebPoint®** booking page.
Details:	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.
Minimum Stay:	Enter the minimum number of nights a guest must book.
Full Rate:	Enter the full rack rate for this room. This is displayed on the **WebPoint®** booking page.
Override Room Charge Account:	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.
Override Discount Account:	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.

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



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.

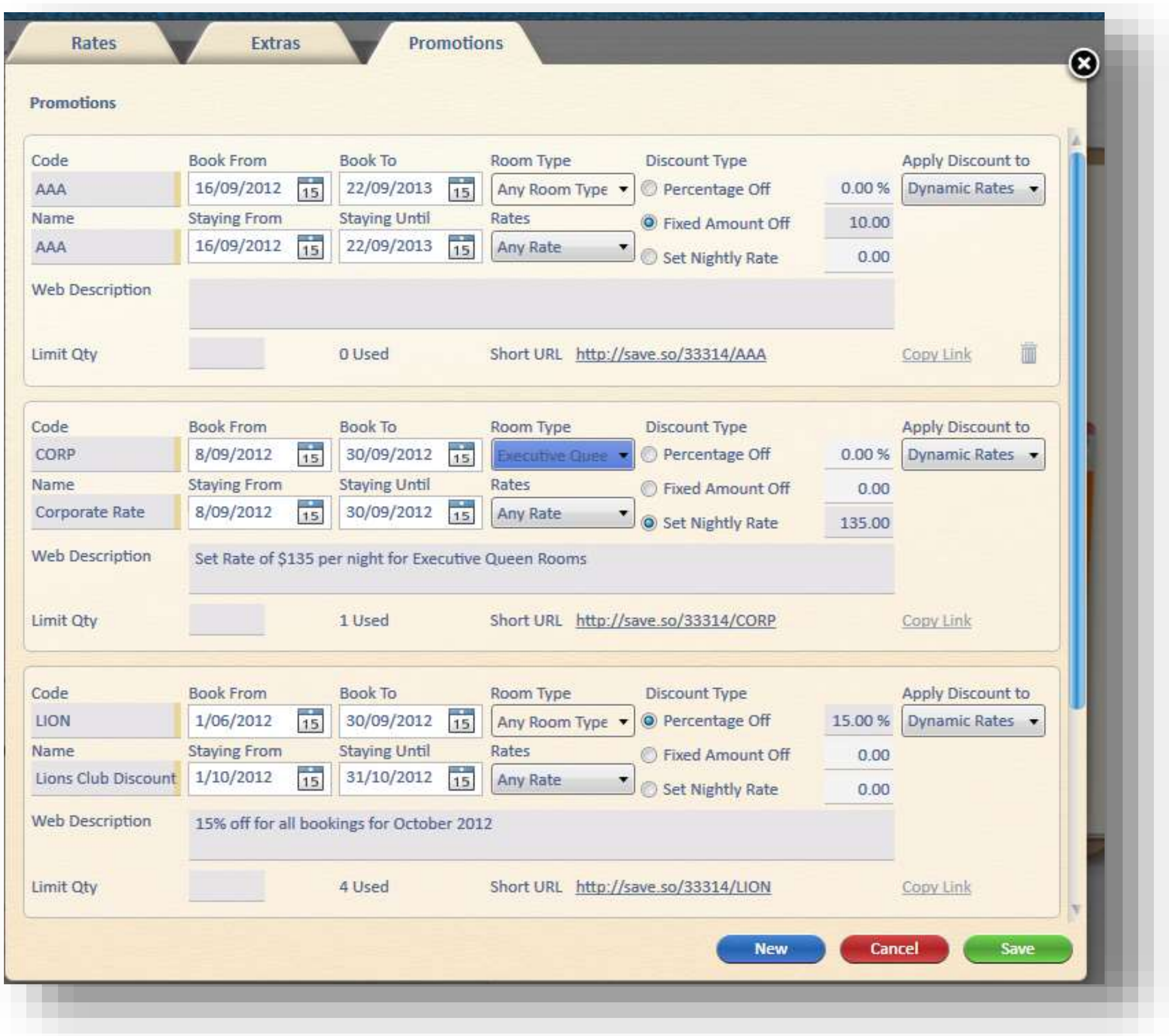
Web Description: This is the description that will be used on your online booking page.

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.

Promotions



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.

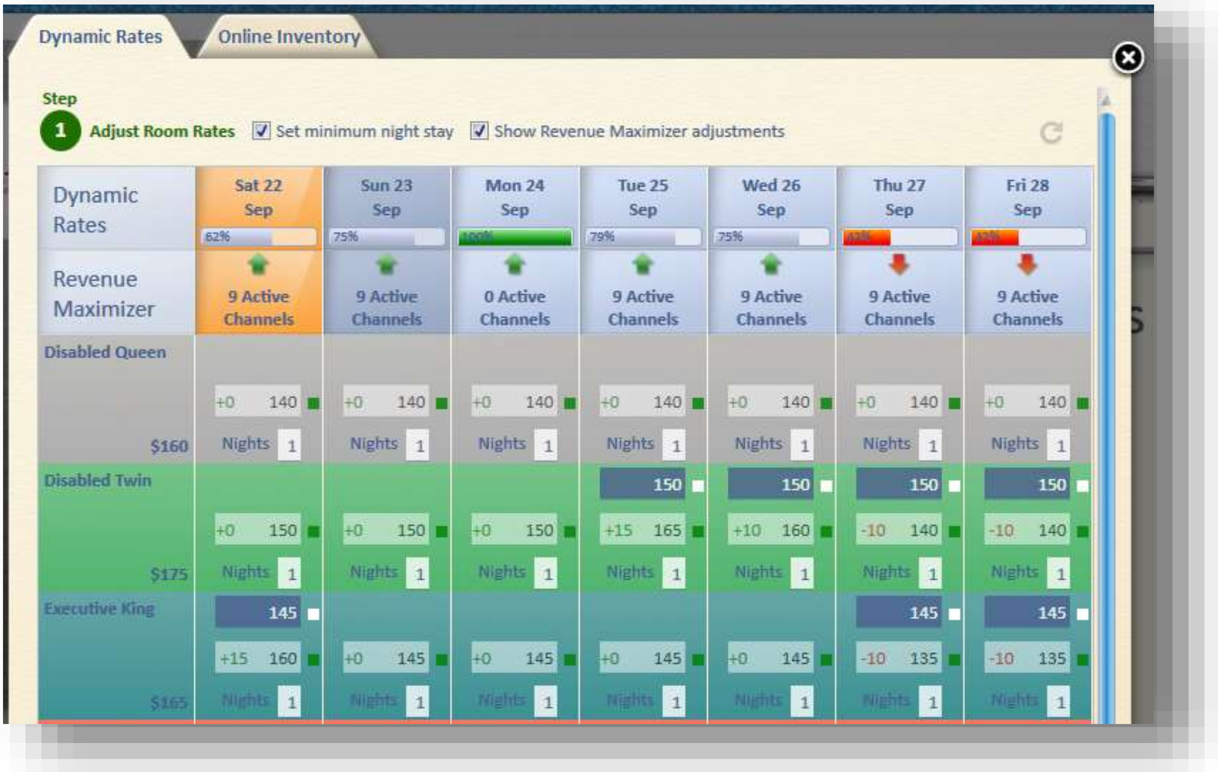
Before you can use Promotion Codes on a new reservation, you need to set them up. On the Promotions tab, just click 'New' and a blank line will appear. You need to complete the following information:

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 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.

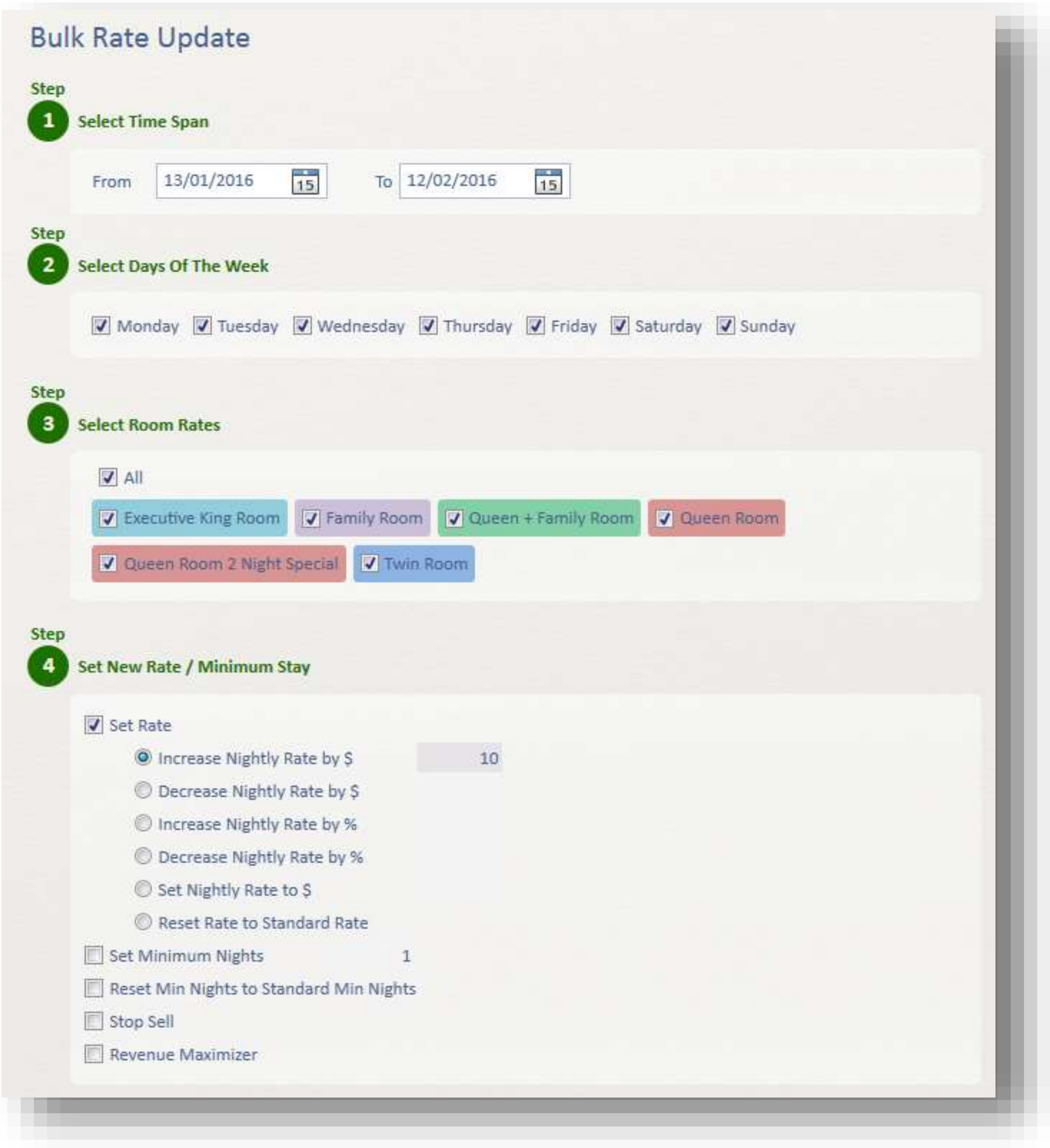
The Dynamic Rates screen, by default, only shows the Dynamic Rate. You can optionally display the Minimum Night Stay and RevenueMaximizer™ adjustment (see RevenueMaximizer™ Setup).

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).

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.

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.



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

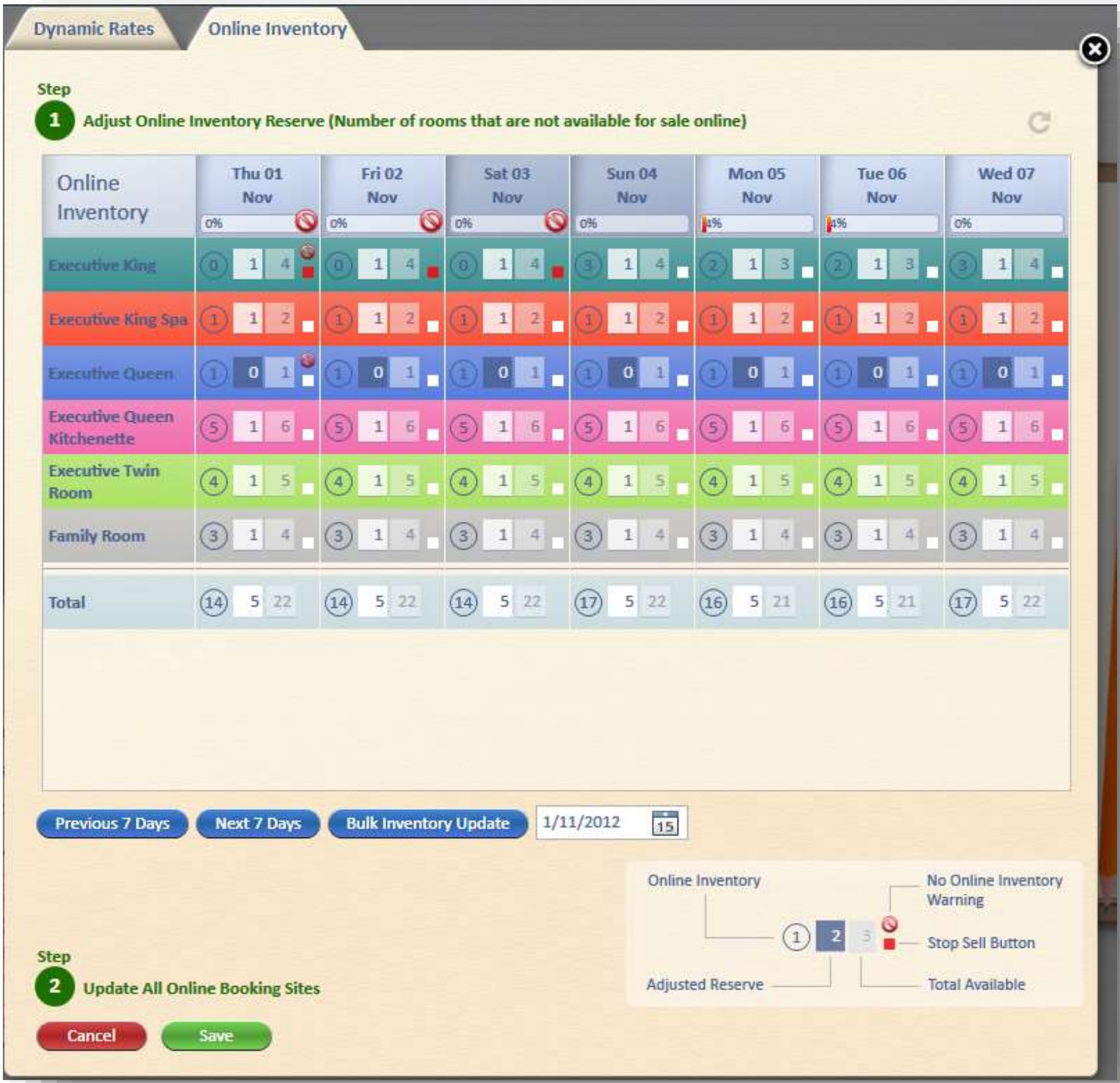
Set Minimum Nights:	To a specific value
Reset Minimum Nights:	Back to the Standard Rate's Minimum Nights
Stop Sell:	To turn Stop Sell On or Off
RevenueMaximizer™:	To turn RevenueMaximizer™ On or Off

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.

Online Inventory



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.

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:

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

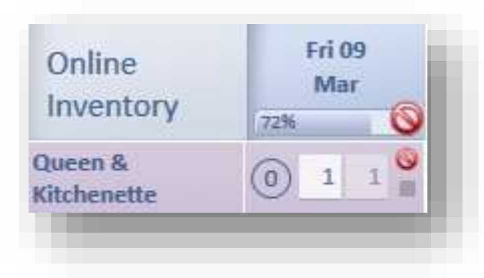
Therefore the Online Inventory is 3 (4 available – 1 reserve) **(number in circle)**

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.

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?



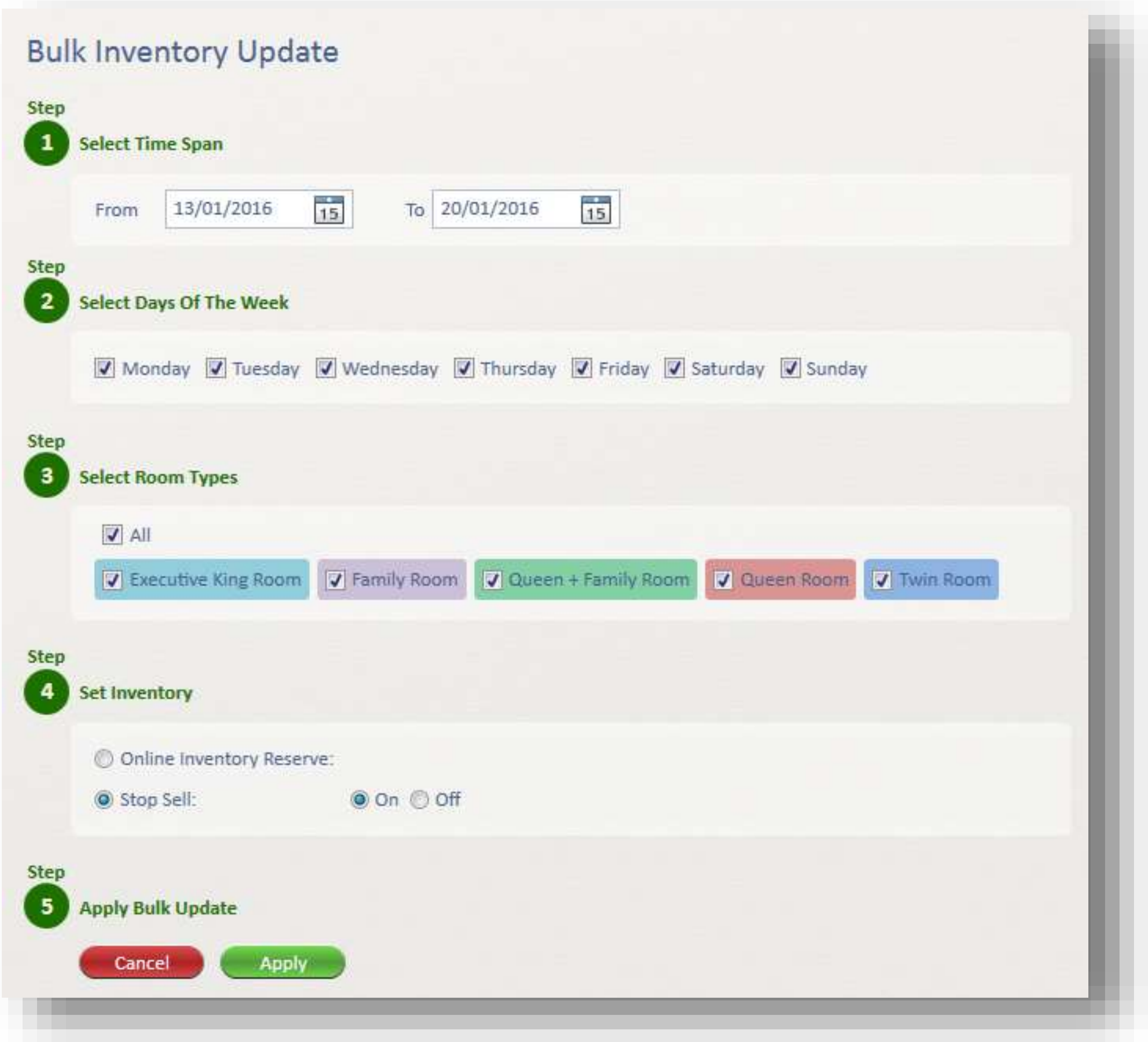
As you would expect, the total number of Rooms Available has dropped from 3 to 1. Our Inventory Reserve is still 1, which leaves us with no rooms selling online. You will also notice a red warning symbol. This indicates there is still room(s) available at your property, however, it is your Inventory 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.

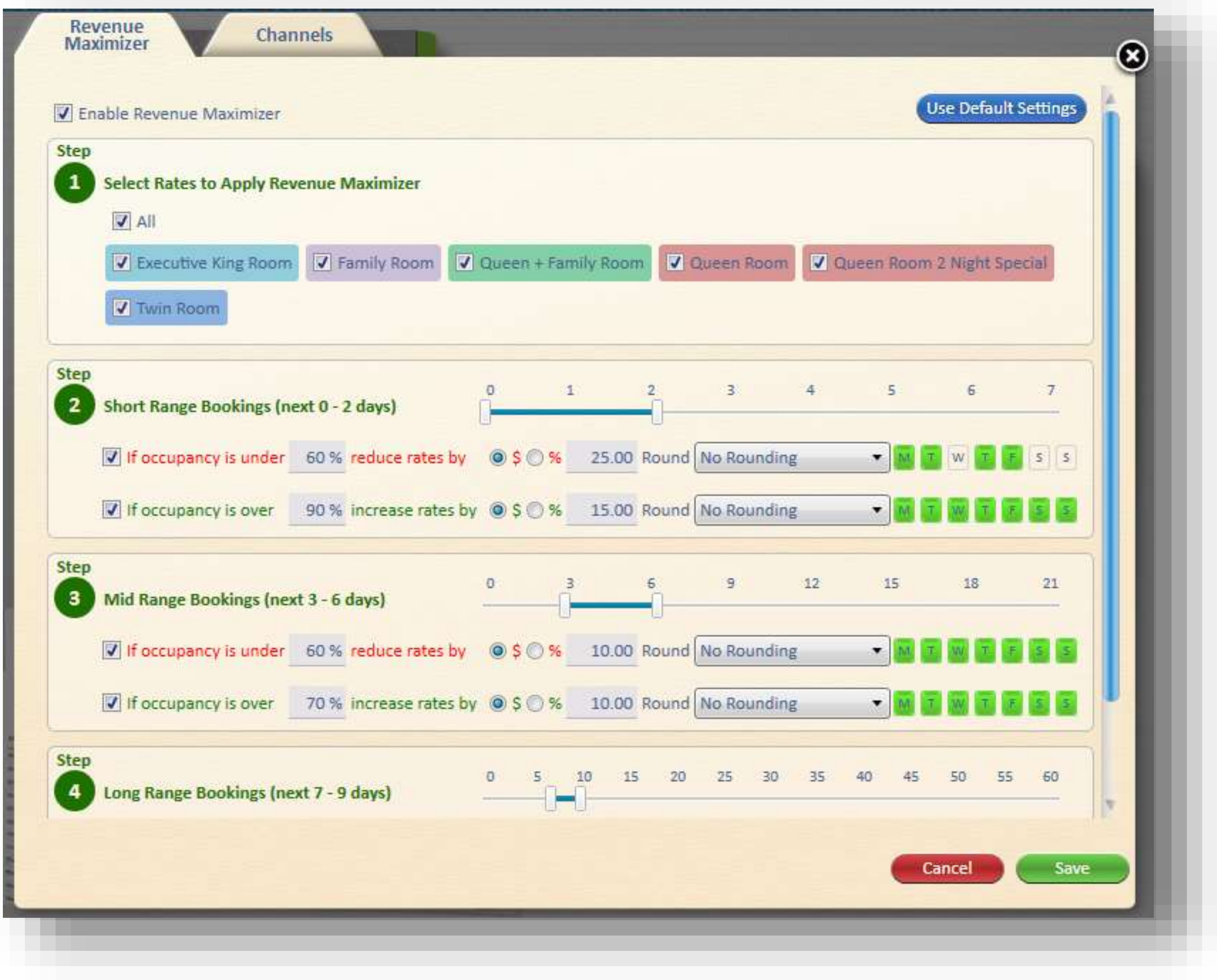


If you want to update multiple of dates, you can use the Bulk Inventory Update screen. This lets you select a date range, days of the week and specific room types. Once you have made your selection, you can:

Set the Inventory Reserve:	To a specific amount
Set Stop Sell:	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™



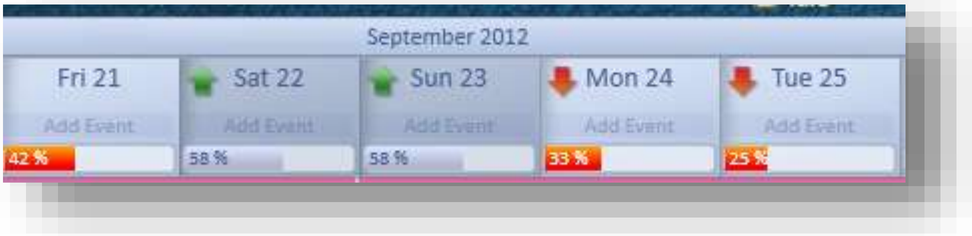
RevenueMaximizer™ is a powerful feature in **GuestPoint®** that constantly monitors your occupancy and adjusts your room rates, based on simple settings you create.

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.



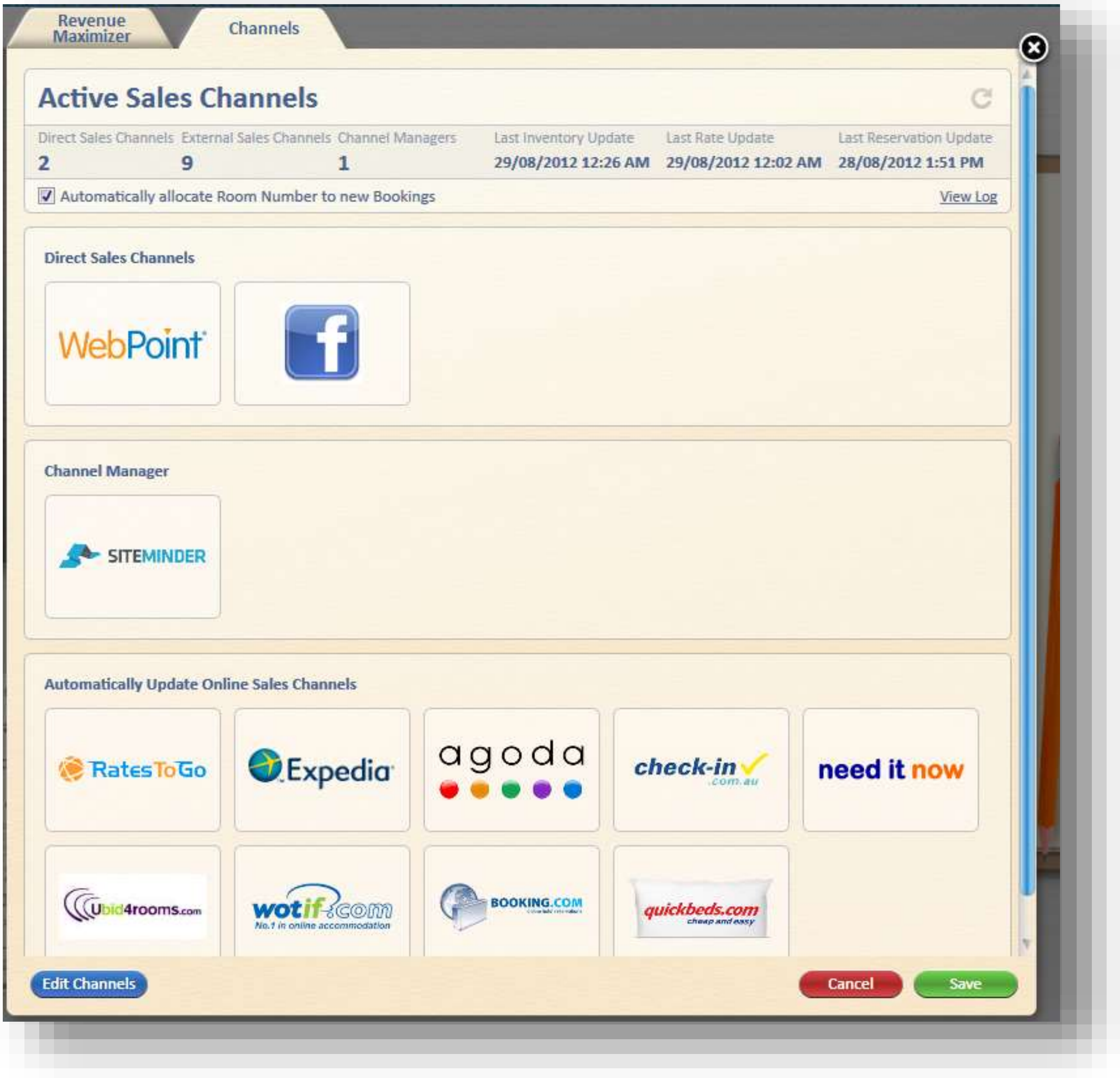
From the Dynamic Rates screen, you can see which Online Sales Channels are active and the actual adjustments **RevenueMaximizer**™ is making to each rate. You can easily disable **RevenueMaximizer**™ for a specific rate and specific dates (see Dynamic Rates).

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.

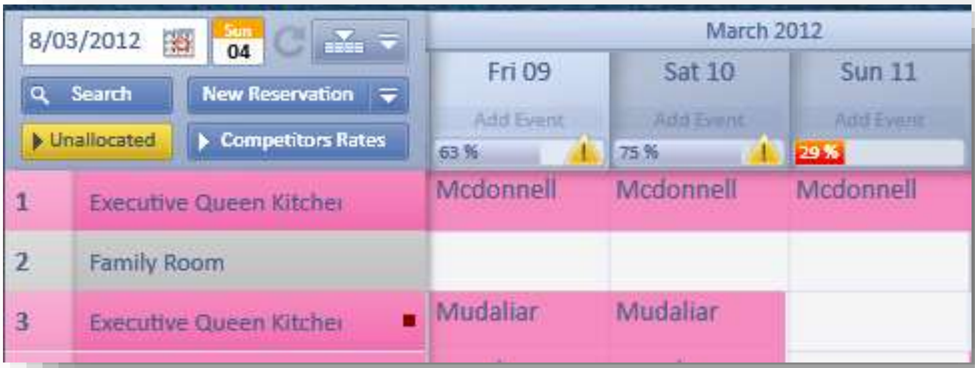
Channels



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).



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.

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.

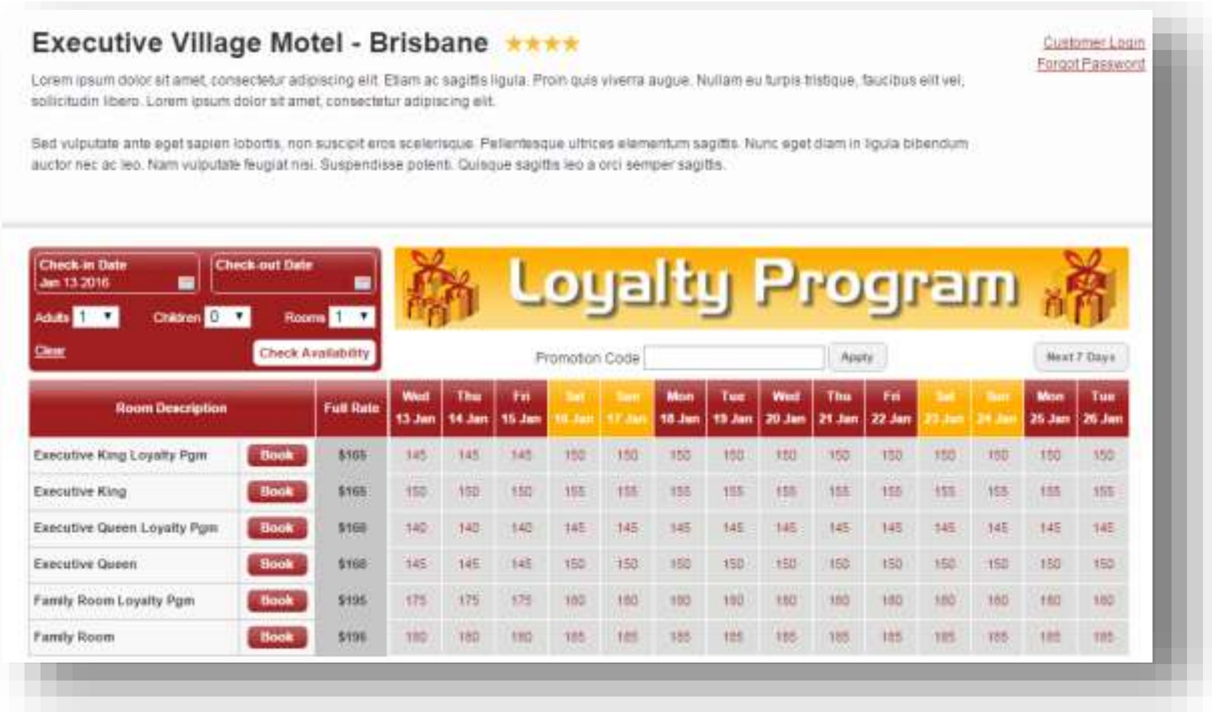
Property:	Configure information about your property such as address, web details (e.g. property description), upload property photographs, property facilities and setup of your invoices and statements. You can also set your Web Rate Safety Limit here, specify if you'd like address fields to display on 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.



Your potential guests can see how much they are saving when they make their booking.

Once they have made their booking they are instantly recognised as being a Loyalty Program member.

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.

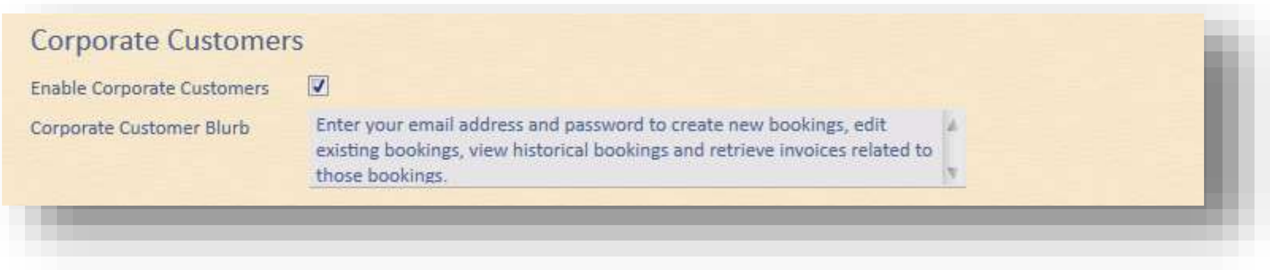
You can enhance the appearance of your **WebPoint®** Loyalty Program booking page by adding banners and even link to a document that for example might outline the details of your Loyalty Program that will open when a potential guest clicks on the Loyalty Banner.
Note: The link to the document must be the full URL.

If you would like your Loyalty Program rates available on your Facebook booking page select the checkbox.

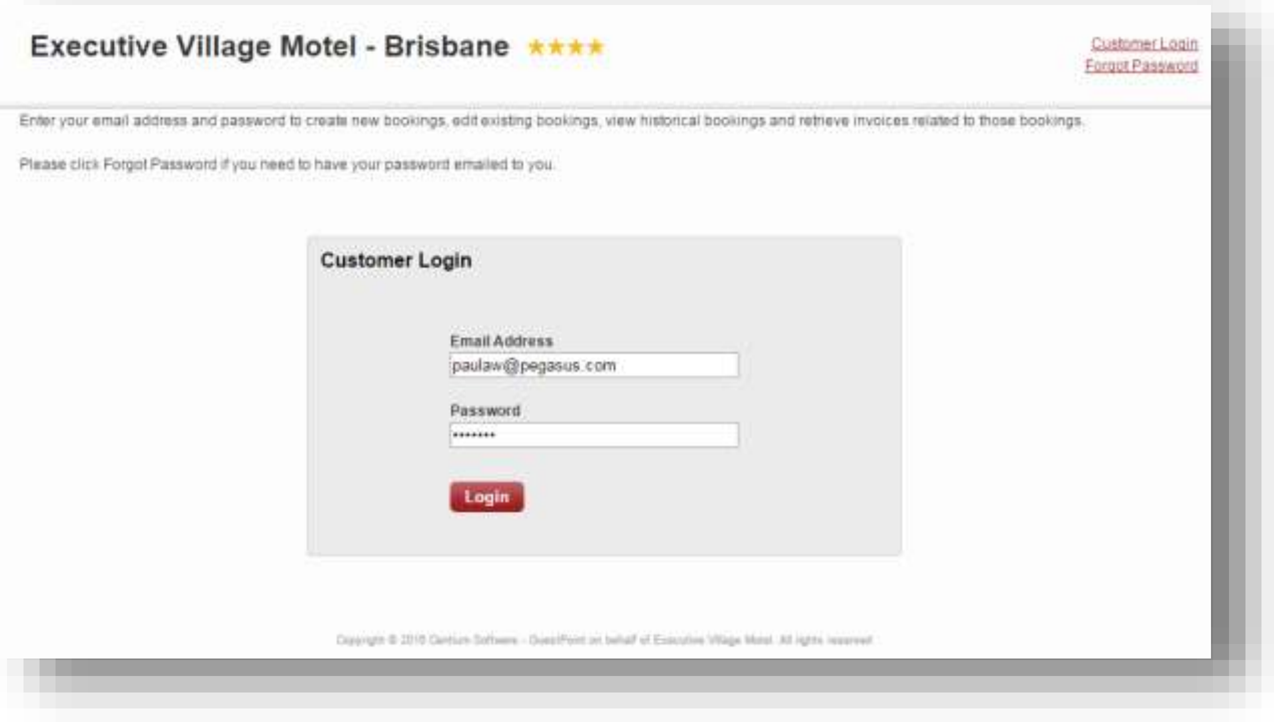
You can also elect to customise the confirmation email that is sent to guests that book and automatically join your Loyalty Program and existing Loyalty Program members, see Email Merge Templates for more details.

Corporate Customers

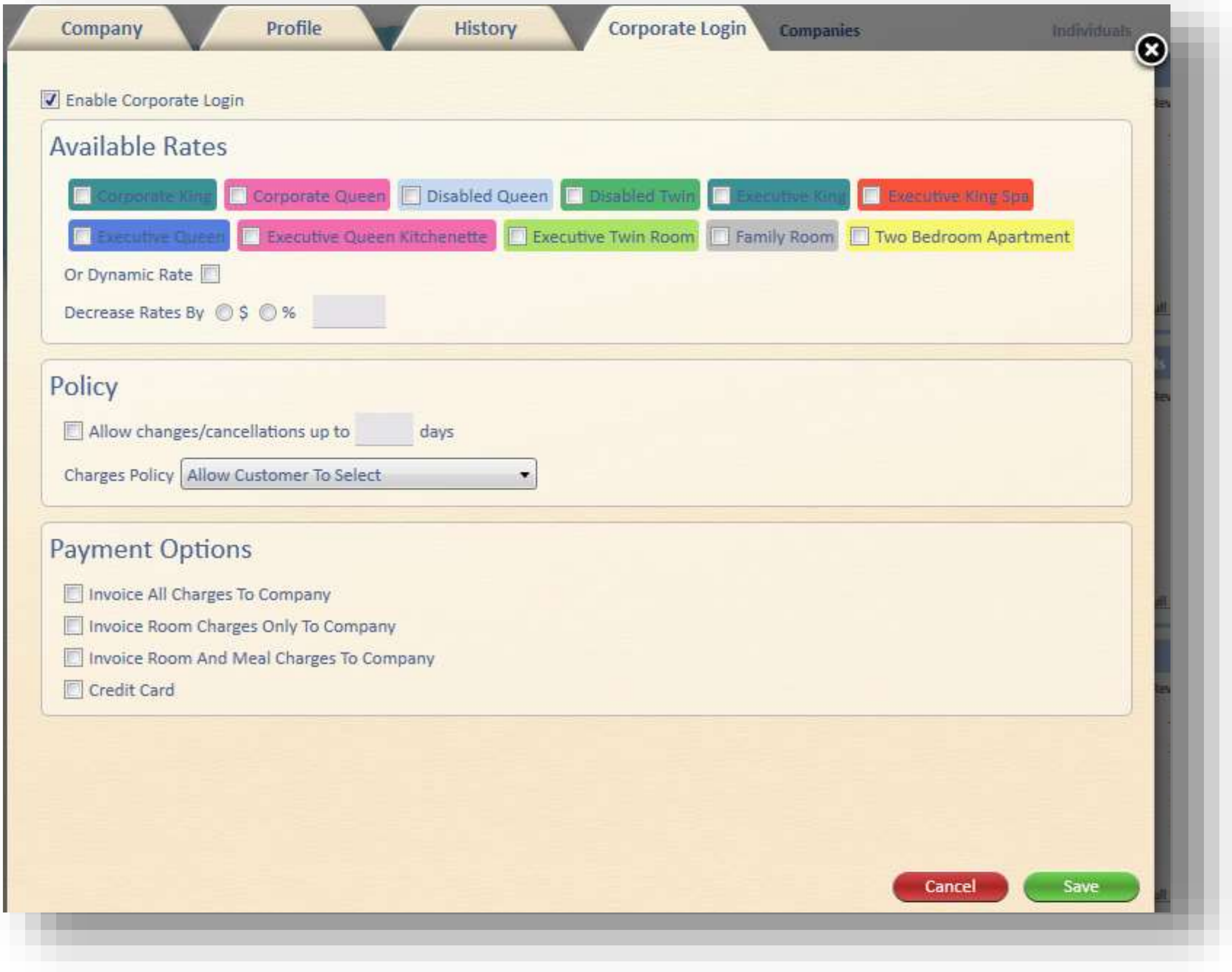
If you have **GuestPoint®** Premium you can now create unique login credentials for your high-volume corporate clients. They will be able to add, amend and cancel bookings directly via **WebPoint®** based on rules you set for that company.



Simply select Enable Corporate Customers and then enter any explanatory text you would like to appear on the Customer Login page.



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.



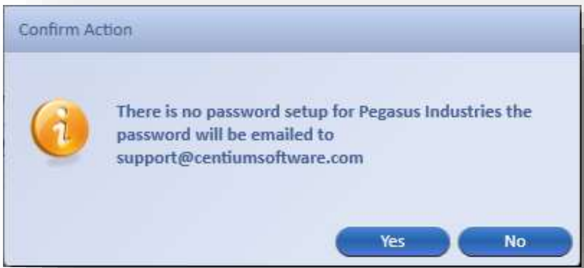
You have the option of using specific rates or Dynamic Rates. You might already have special corporate rates that you do not publish online but these rates can be used for the Corporate Login environment. In this example I want this company, Pegasus Industries, to be able to select from either my Corporate 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.

For another company, BD Lawerence & 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.

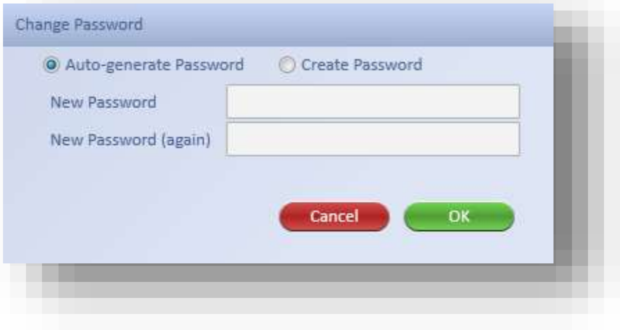
Next you can specify how many days prior to check-in changes and cancellations can be made via the Corporate Login site and also the Charges Policy to apply.

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.

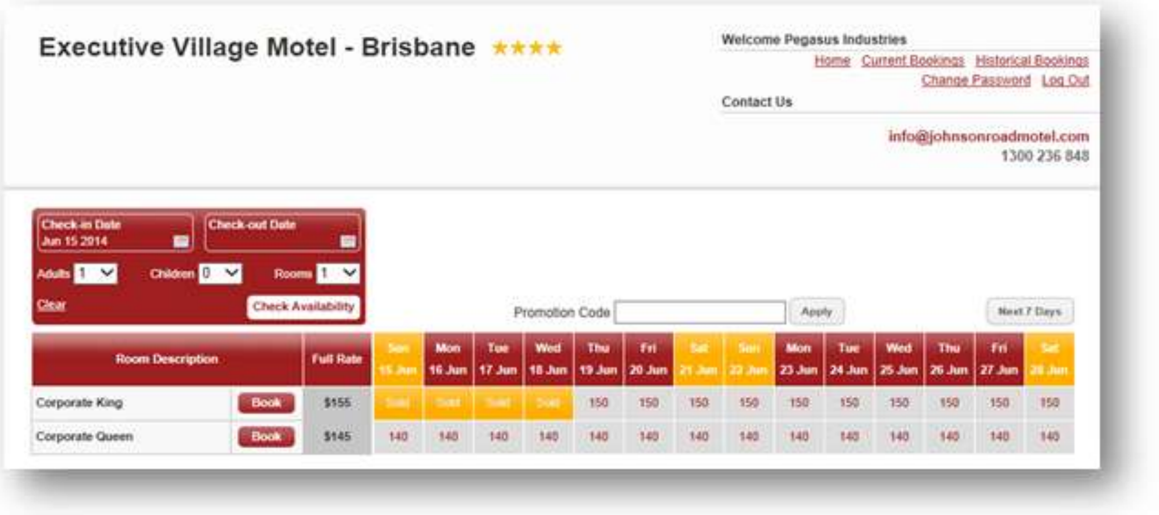
Once you save these details the password can be sent to the company.



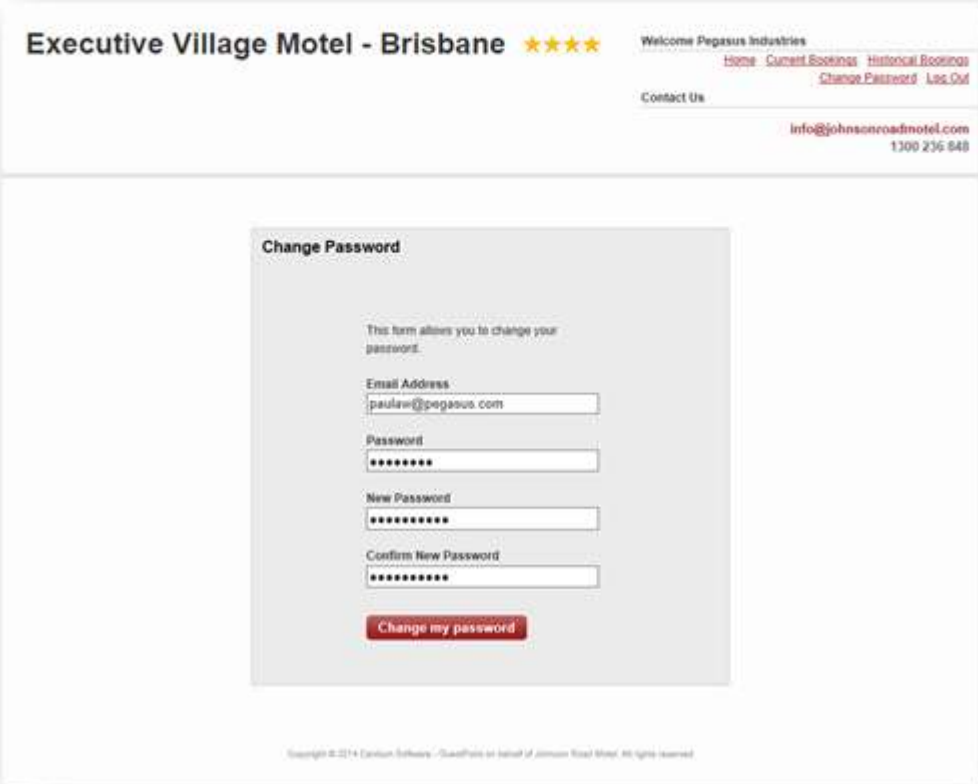
You can elect to have **GuestPoint®** automatically generate a password or create one of your choice.



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.



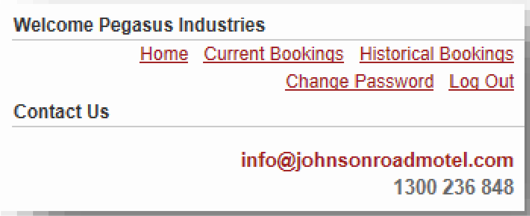
They can elect to change their password by selecting Change Password and completing the details.



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.

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.

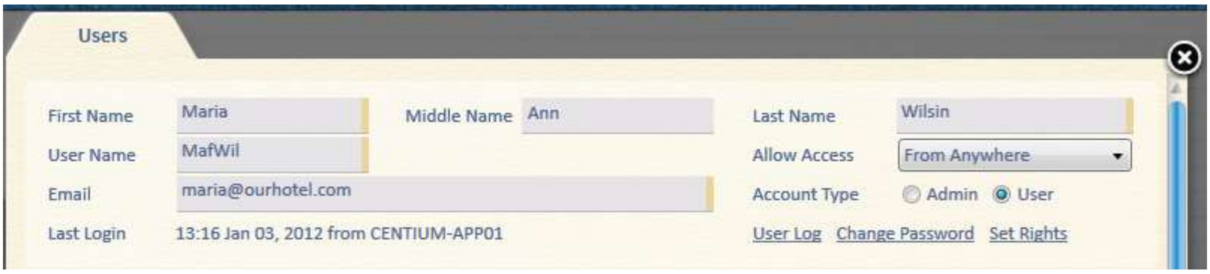
Current Bookings

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.

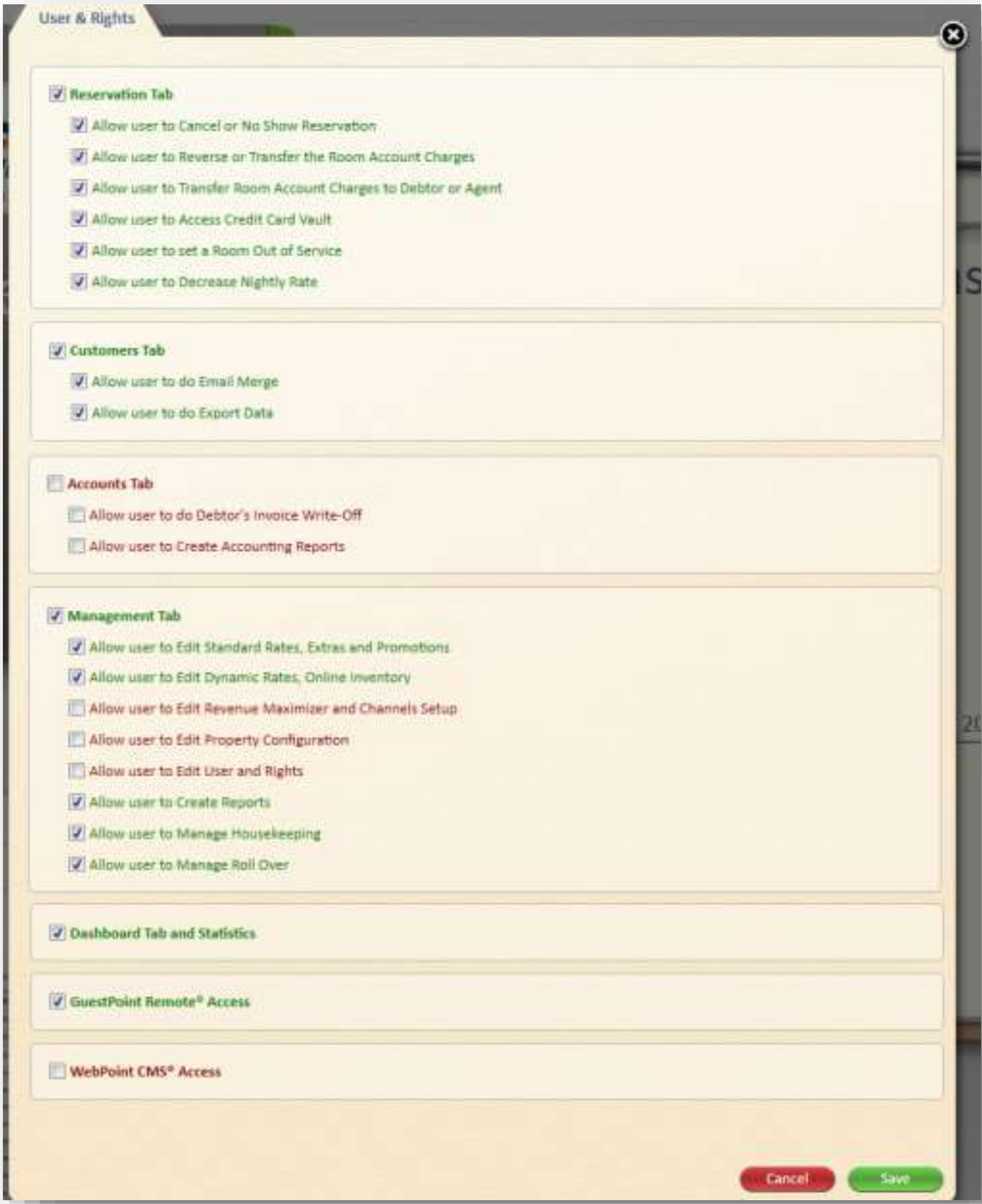
They can also view their Historical Bookings, with options to filter by date ranges and/or include cancelled bookings, and your corporate customer can also email themselves any company account invoices for these bookings.

Create and Manage Users & 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.



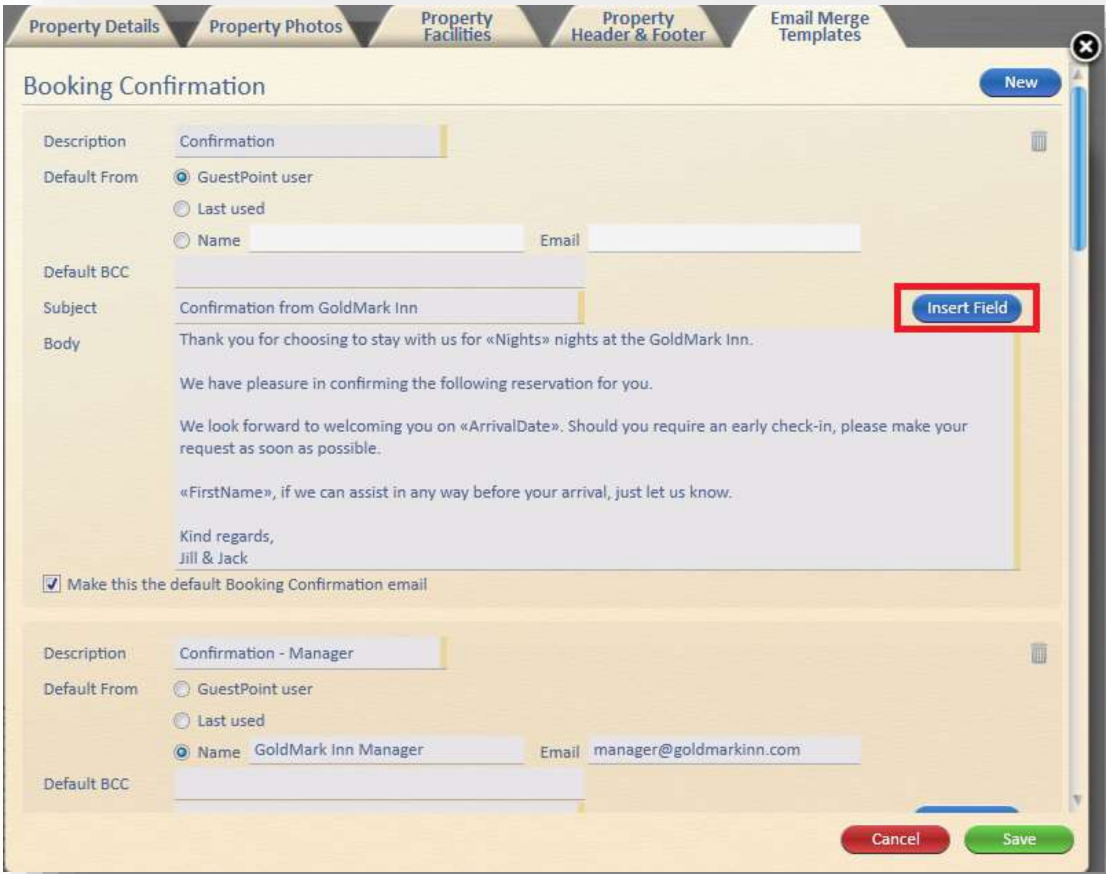
TIP: If you create a new user, don't forget to click 'Set Rights' and tell **GuestPoint**® what areas they can access, otherwise, they will have very limited access.

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.

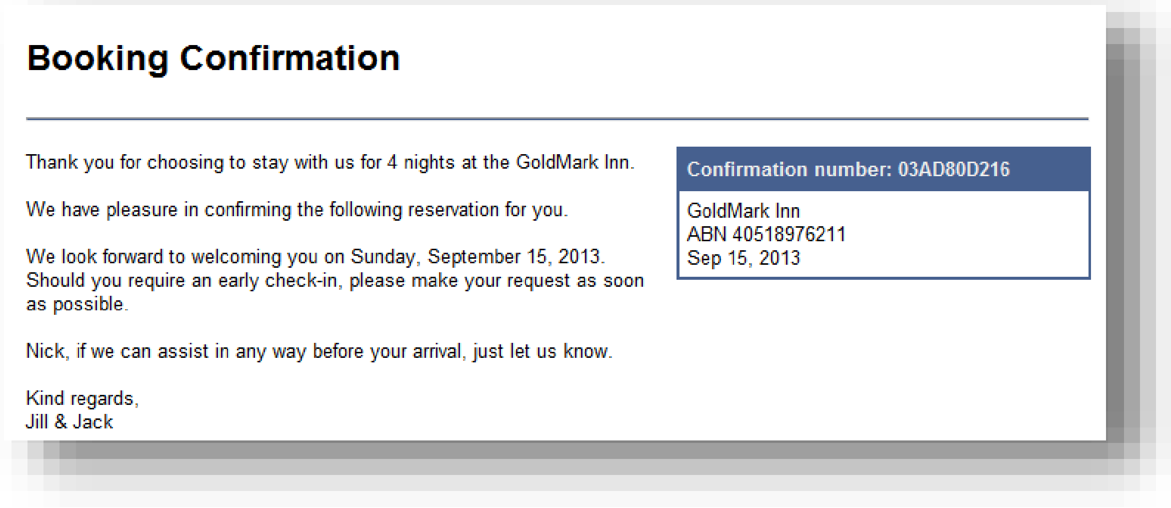
TIP: Each **GuestPoint®** user must have their own user name. Do not log in to **GuestPoint®** on multiple computers using the same user name at the same time. This will confuse **GuestPoint®**.

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.

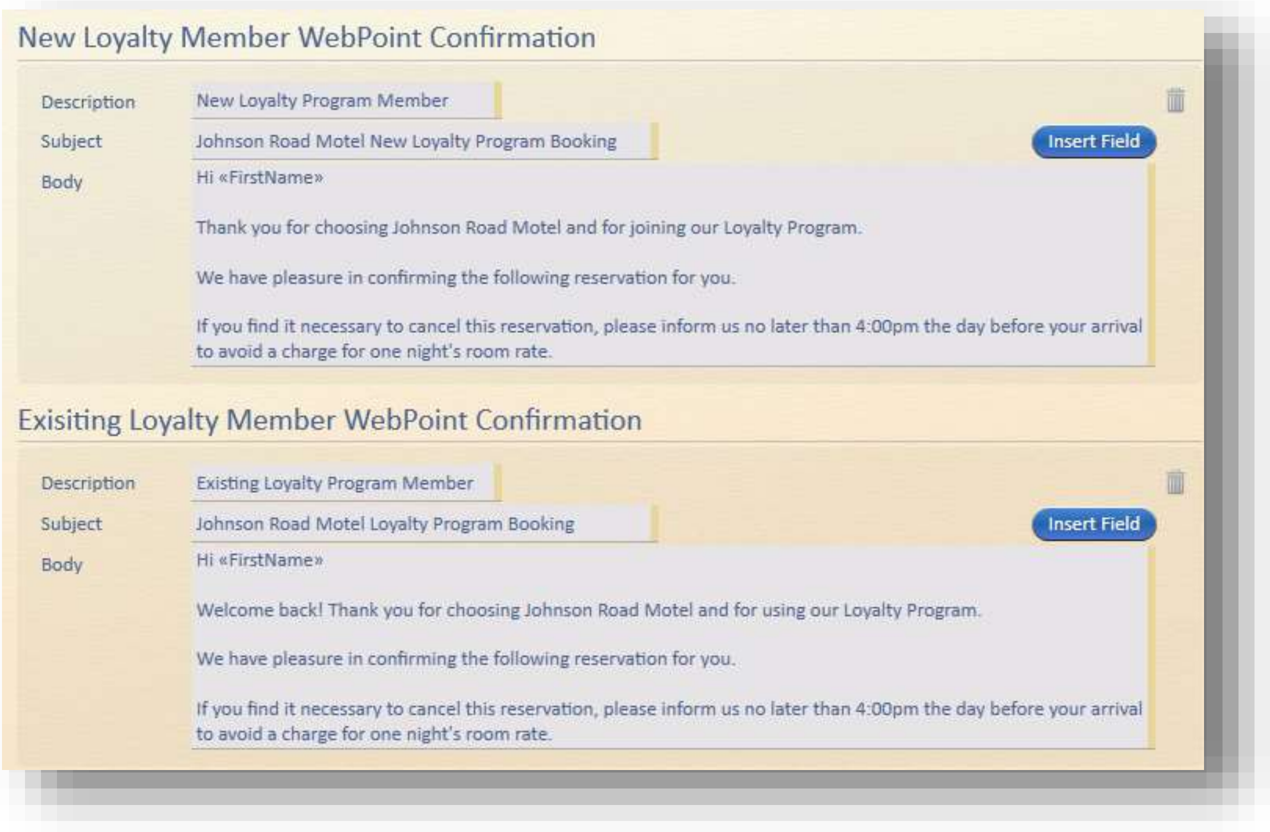


You can also further customise your emails by adding fields which will merge the data you select, do this by clicking 'Insert Field' and select the fields you would like included. The inserted fields will then populate the information for each guest.



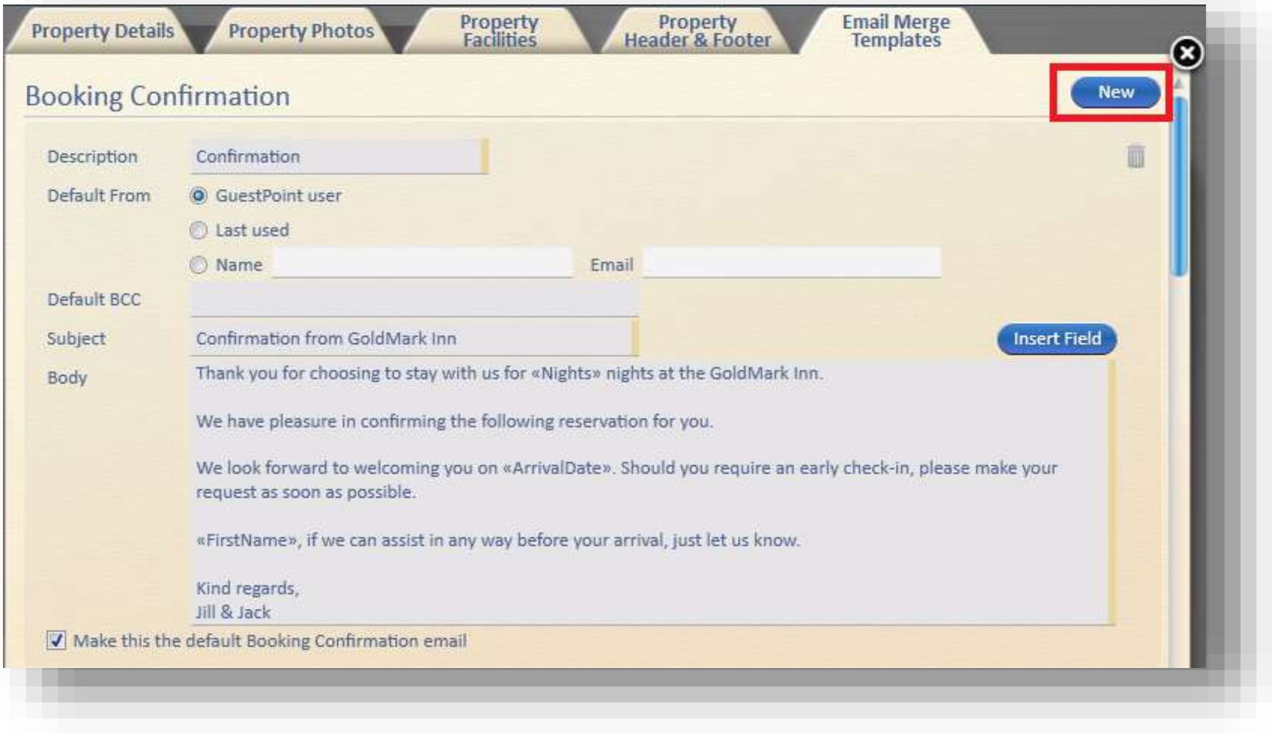
You can also specify the Default From whether this is the user currently logged into **GuestPoint®**, the "from details" when the email was last sent or a specific name.

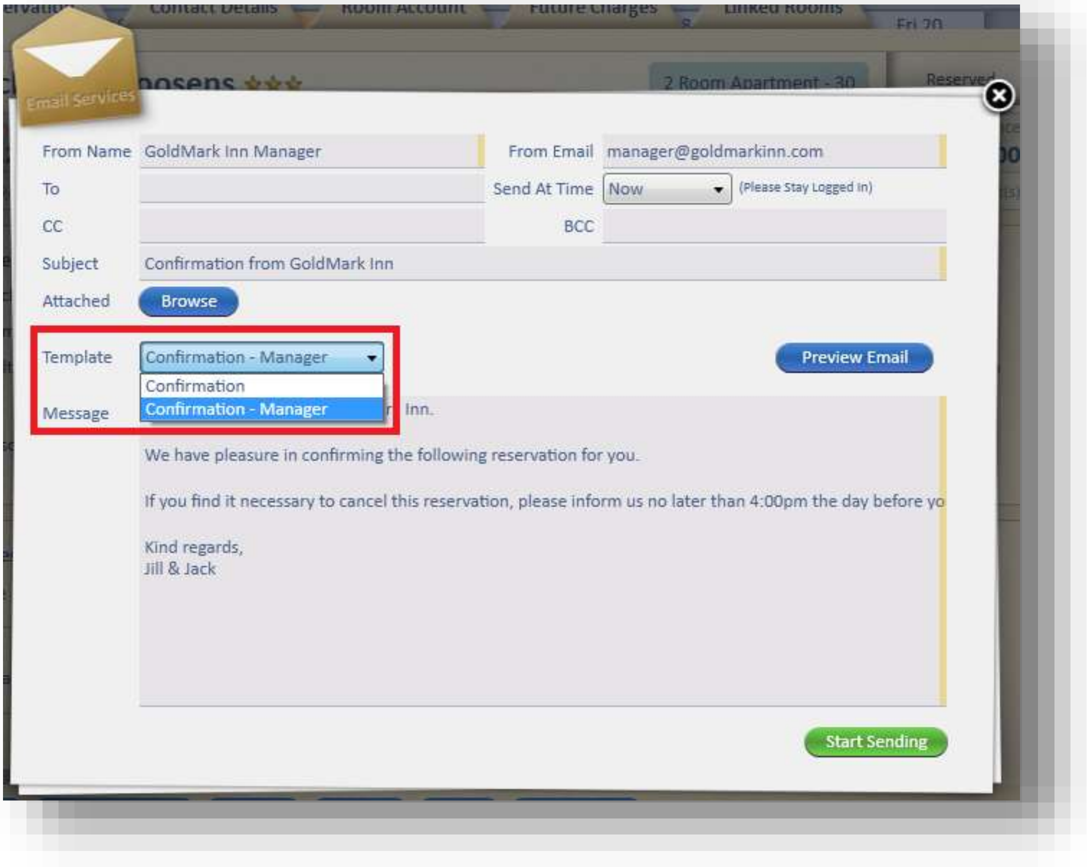
If you would like to have separate confirmations for your new and existing Loyalty Program customers click New and create your emails.



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.





When you want to send an email you can choose the template you want to send.

Virtual Rooms

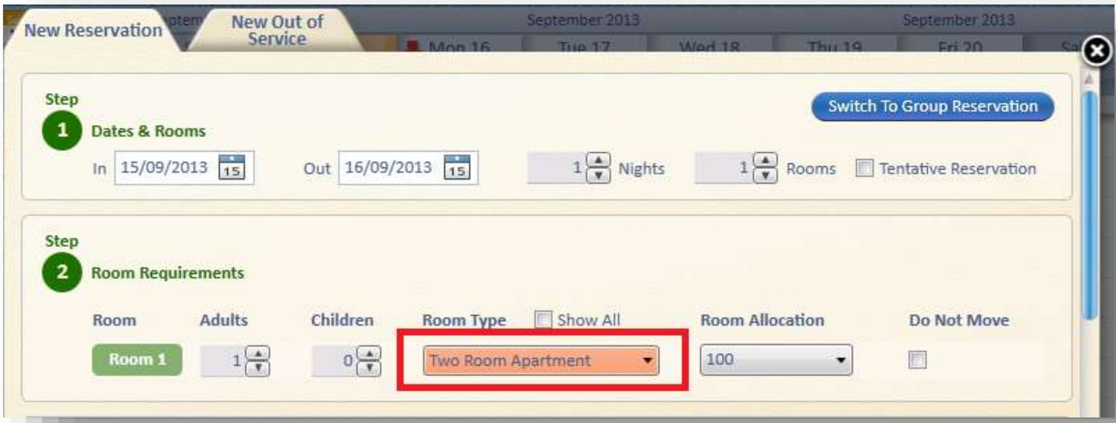
Many properties have adjacent rooms which can be sold separate rooms or as one whole room, with **GuestPoint®** Premium you can easily create and sell these whole rooms, and we refer to these as Virtual Rooms. You can sell your Virtual Rooms online, they will drop into **GuestPoint®** and inventory will 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’.

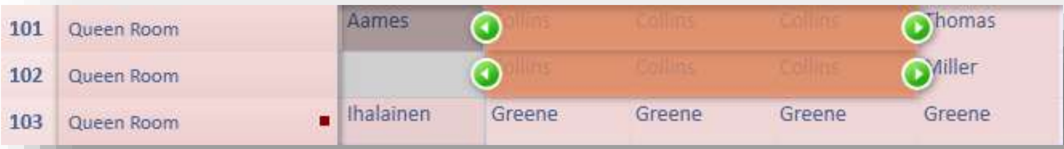
Next create a new room from the Rooms tab and select the new room type you just created and the physical room numbers that will make up this Virtual Room. Then decide the Revenue Split for this Virtual Room and click 'Save'.

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.

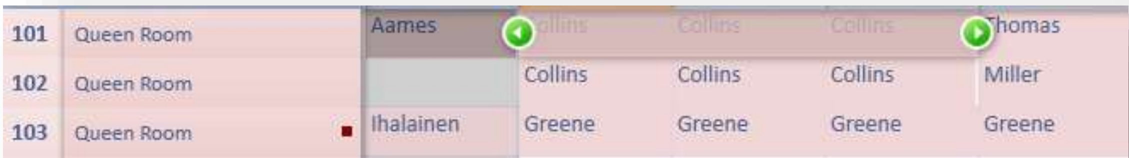


On the reservation plan both physical rooms are selected when you click on the booking.



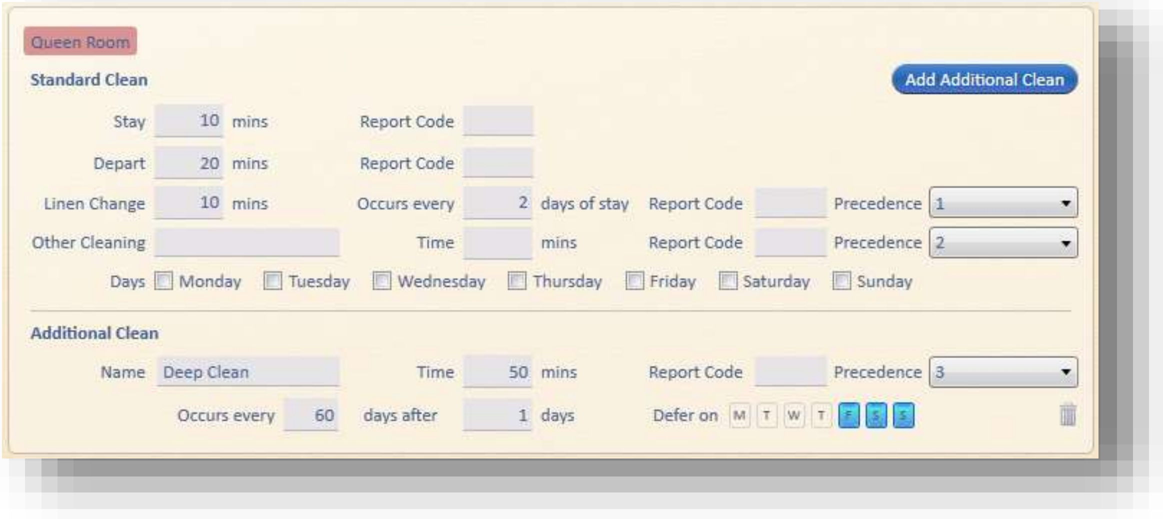
You can split the booking into two separate rooms at any stage if need be by using the 'Split' button.

The reservation will be separated into the two physical room types.



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.

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.

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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.

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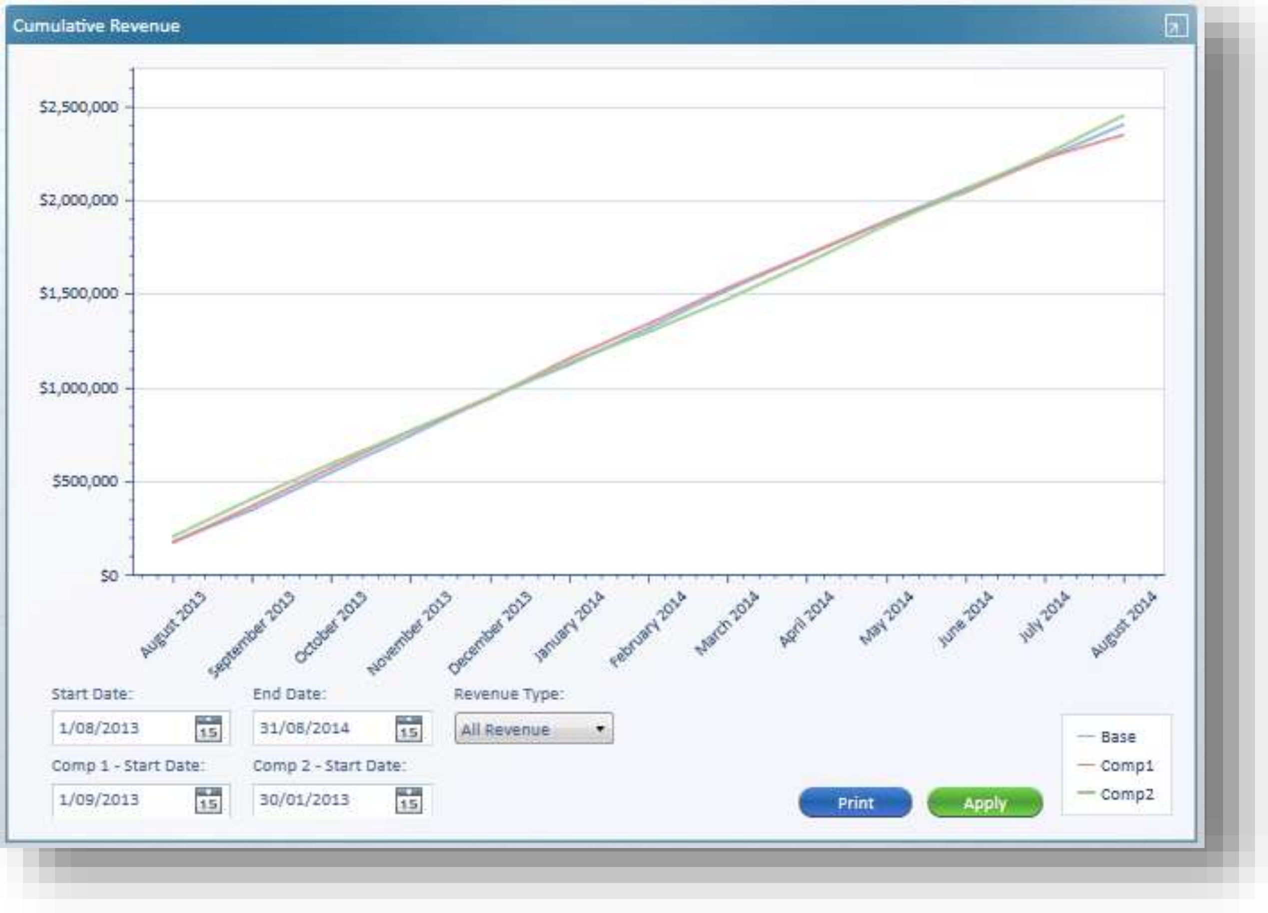
Cumulative Revenue Graph



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.

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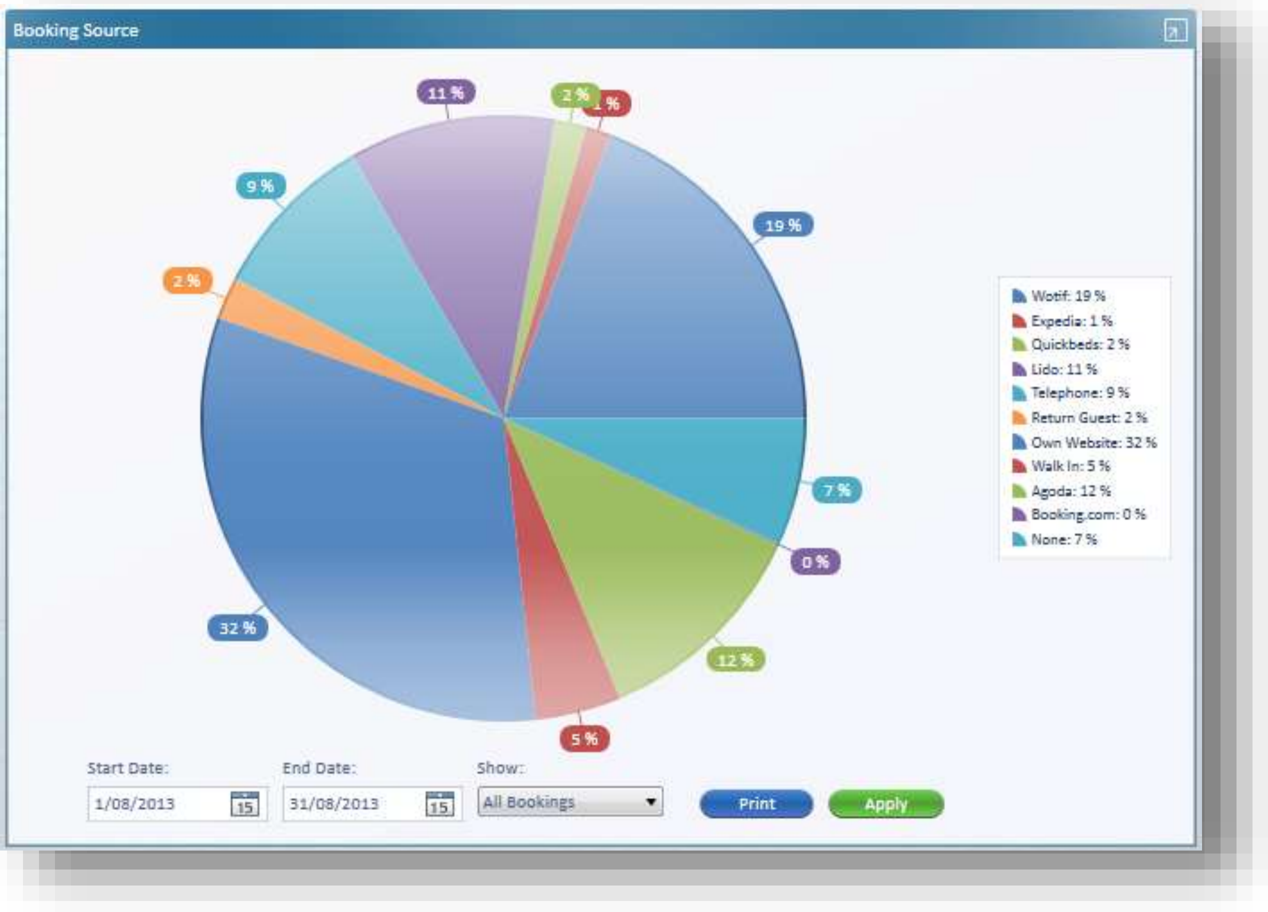
RevPAR Graph

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.

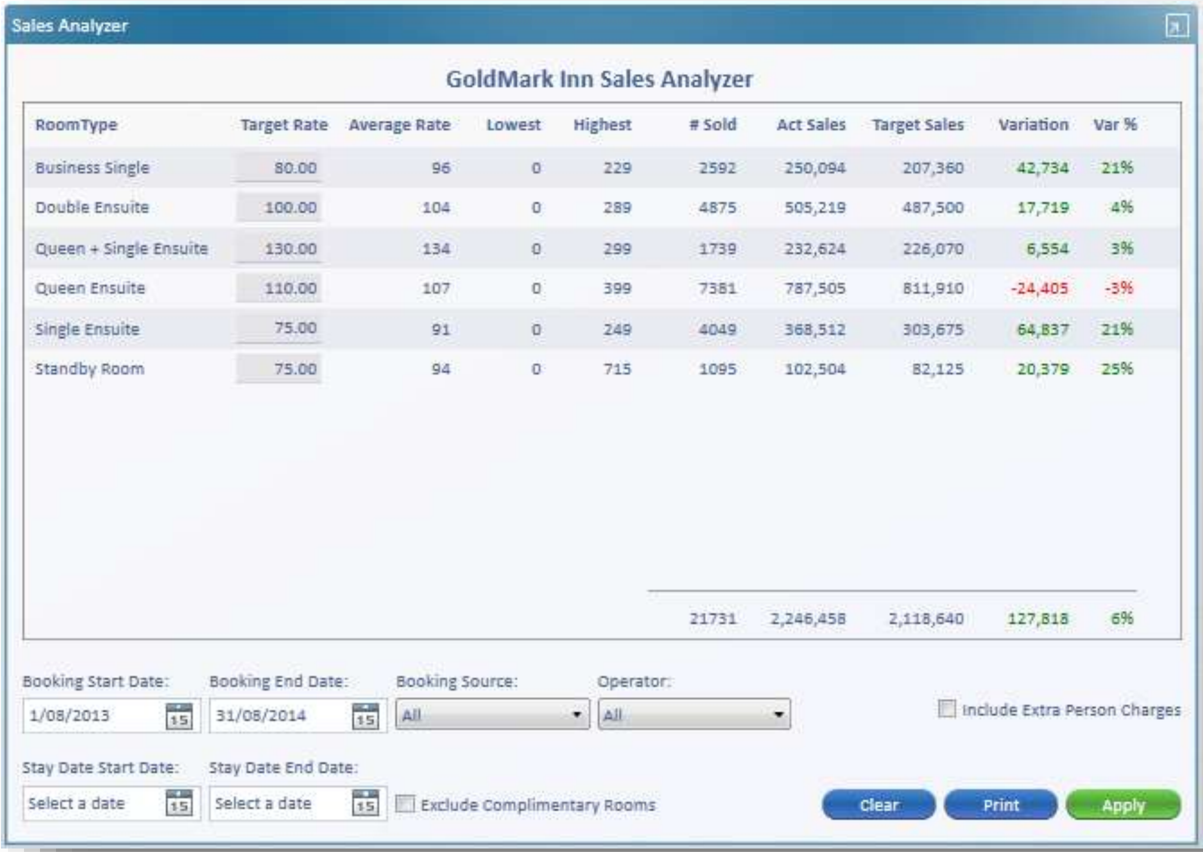
Booking Source Graph



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%

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 decide 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.

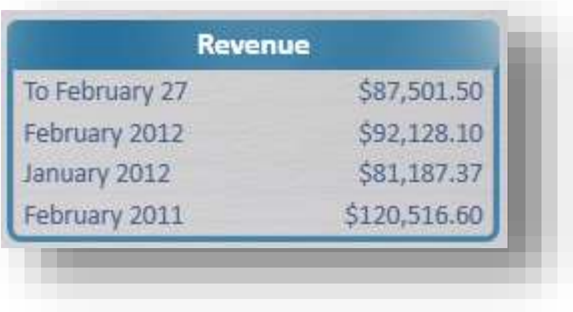
Average Revenue Per Room Used

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



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.