

ASSD



Reservation, Booking, POS, Management for Youth Hostels, Hostels and Hotels

The ASSD reservation and booking program is a flexible standard program, which can be taken into operation directly after the installation on the one hand and can be adjusted to individual needs almost unlimitedly (without having to program!) on the other. That is why this software is equally suitable for Youth Hostel and hostels as well as for hotels. Besides being client and network capable, the multilingual structure of the program can be emphasised.

This software originated from the intention to offer the guests an optimal service by reducing the necessary administration time to a minimum. The quick access to booking data from different work spaces allows to give the guests quick and precise information about whether rooms/beds are still available at the desired times, even for telephone enquiries.

The following five scenarios, which are taken from every day hostel life, give a general overview and an impression of the easy handling of this booking software.

Scenario 1

Telephone booking – guest's address not stored

The feature is that only one form has to be filled for entering a complete booking. This is e.g. important for telephone bookings as normally neither the guest nor the employee has massive time.



By clicking on the "Eye" symbol on your reservation screen you can call up the following booking overview:

Calendar Overview Day											
Rooms Days		Arrival	Departure	List of Guests	Meals	Types of Rooms	Conference rooms				
Bd	Fl	Co	Room	Bed	12/05/04 We	13/05/04 Th	14/05/04 Fr	15/05/04 Sa	16/05/04 Su	17/05/04 Mo	18/05/04 Tu
			03(8)	3	HORNBY/45	HILL/4600	KEHRER/448	KEHRER/448	FOLEY/4664	KEHRER/448	CURRIE/3184
			03(8)	4	HILL/4600	SPENCER/46	WOOD/4556	SPENCER/46		FOLEY/4664	CURRIE/3184
			03(8)	5	WILSON/463	MACRILL/46	2MEGUS/459	KING/4658			CURRIE/3184
			03(8)	6	NORTLEY/46		SPENCER/46	HOLT/4660			CURRIE/3184
			03(8)	7	JOHNSTONE		KING/4658	FOLEY/4664			CURRIE/3184
			03(8)	8							CURRIE/3184
			04(8)	1	WARRINGTO	FLANAGAN/4	WOOD/4556	RASK/4378	RASK/4378		CURRIE/3184
			04(8)	2	WARRINGTO	KASAHAWA	MEGUS/459	MCCORMAC	LAMB/4659		CURRIE/3184
			04(8)	3	WARRINGTO		KASAHAWA	MCCORMAC			CURRIE/3184
			04(8)	4	WARRINGTO		KING/4658	MEGUS/459			CURRIE/3184
			04(8)	5	WARRINGTO			KING/4658			CURRIE/3184
			04(8)	6	WARRINGTO			LAMB/4659			CURRIE/3184
			04(8)	7	WARRINGTO						CURRIE/3184
			04(8)	8	WARRINGTO						CURRIE/3184
			05(4)		AYTON PRIM	AYTON PRIM		TELFER/331			CURRIE/3184

12/05/04 We - 13/05/04 Th = 1 O C T Allotment: YHA/247 YH York

This so-called "Calendar Overview Day" displays all rooms and their bookings for the period selected at the bottom of the window (default setting one week from today).

Rooms which are completely free are displayed in white, rooms which can only be filled with female guests are displayed with a pink background, rooms which can be filled with male guests only with a blue background and rooms which can be filled with either female or male guests are displayed with a green background.

Calendar Overview Day											
Rooms Days		Arrival	Departure	List of Guests	Meals	Types of Rooms	Conference rooms				
Bd	Fl	Co	Room	Bed	12/05/04 We	13/05/04 Th	14/05/04 Fr	15/05/04 Sa	16/05/04 Su	17/05/04 Mo	18/05/04 Tu
			05(4)		AYTON PRIM	AYTON PRIM		TELFER/3317			CURRIE/3189
			06(4)		AYTON PRIM	AYTON PRIM		SUMMERS/46			CURRIE/3189
			07(4)		AYTON PRIM	AYTON PRIM					CURRIE/3189
			08(6)		AYTON PRIM	AYTON PRIM					CURRIE/3189
			09(2)		LITTLE COMN	LITTLE COMN		TT58014/369	LAU/4251	LAU/4251	CURRIE/3189
			10(6)		LITTLE COMN	LITTLE COMN		TT58014/369			CURRIE/3189
			11(4)		LITTLE COMN	LITTLE COMN		TT58014/369			CURRIE/3189
			12(6)		LITTLE COMN	LITTLE COMN		TT58014/369			CURRIE/3189
			14(4)		WARRINGTO		CROFT/4269	CROFT/4269			CURRIE/3189
			15(3)		NOT USED/3	NOT USED/3	NOT USED/3	MURRAY/351			CURRIE/3189
			16(1)		AYTON PRIM	AYTON PRIM		TT58014/369		2CURRIE/318	
			17(2)			KATE & STEV	HUDSON/435	HUDSON/435	CLARKE/444	SIMPSON/46	LAWRENCE/3
			18(4)		TURLEY/3717		ROBERTS/35	ROBERTS/35		CLARK/3190	CLARK/3190
1			20(2)		LITTLE COMN	LITTLE COMN		TT58201/419	NAUBRAND/4	KENT/4486	KENT/4486
1			21(4)	1	LITTLE COMN	LITTLE COMN		TT58201/419			2KEHRER/444
1			21(4)	2	LITTLE COMN	LITTLE COMN		TT58201/419			MACRAE/461
1			21(4)	3	LITTLE COMN	LITTLE COMN		TT58201/419			

12/05/04 We - 13/05/04 Th = 1 O C T Allotment: YHA/247 YH York

In order to start the "Quick Reservation" for the telephone booking, please click on a free bed or a free room – red arrow in the upper picture.

Quick reservation

Room number: 17 (2) 2 beds

Guest/Customer number: 1 Walk In

Type of reservation: 29 Walk In without address

Name / Memo (Arrival/Dep.): BROWN Anna

Type of guest: 300 Individuals

Country:

Meal plan: 10 Breakfast

Arrival: 12/05/04 0 : 0 W. Nights

Departure: 13/05/04 00:00 Th 1

Persons total/(incl. children) 2 0-17: Free:

Sex: don't care male female

No other guests in this room:

Room used as room type: * shared

Fully inclusive package: GBP

Memo:

Create & Save **Check In/Create** **Cancel**

The form which appears on the screen now is the only one you have to fill in for a quick reservation.

Please enter the name of the guest, the number of guests and the number of nights (green in the upper picture). If you like, you can also enter a memo for internal use.

Quick reservation

Room number: 17 (2) 2 beds

Guest/Customer number: 1 Walk In

Type of reservation: 29 Walk In without address

Name / Memo (Arrival/Dep.): BROWN Anna

Type of guest: 300 Individuals

Country:

Meal plan: 10 Breakfast

Arrival: 12/05/04 0 : 0 W. Nights

Departure: 13/05/04 00:00 Th 1

Persons total/(incl. children) 2 0-17: Free:

Sex:

 don't care

 male

 female

No other guests in this room:

Room used as room type: * shared

Fully inclusive package: *

Memo: 0 Private Room Pricing

1	Single
2	2 beds
3	3 beds
4	4 prem.
5	4 beds
6	6 beds
8	8 beds

Create & Save **Check In/Create** **Cancel**

By clicking on "Room Used as Room Type" you can declare a room as a shared or a private room.

For shared rooms, you can enter the gender of the guest who has primarily booked a bed/beds in this room. This secures that a room can be filled with the corresponding gender only.

All other settings are defaulted but can, however, be altered by ASSD if wished by our customers.

After having at least entered the guest's name, the number of guests and the number of nights, please click on "Create & Save" (red arrow in the picture above).

Calendar Overview Day											
Rooms Days		Arrival	Departure	List of Guests	Meals	Types of Rooms	Conference rooms				
Bd	Fl	Co	Room	Bed	12/05/04 We	13/05/04 Th	14/05/04 Fr	15/05/04 Sa	16/05/04 Su	17/05/04 Mo	18/05/04 Tu
			06(4)		AYTON PRIM	AYTON PRIM		SUMMERS/46			CURRIE/3189
			07(4)		AYTON PRIM	AYTON PRIM					CURRIE/3189
			08(6)		AYTON PRIM	AYTON PRIM					CURRIE/3189
			09(2)		LITTLE COMM	LITTLE COMM		TT58014/369	LAU/4251	LAU/4251	CURRIE/3189
			10(6)		LITTLE COMM	LITTLE COMM		TT58014/369			CURRIE/3189
			11(4)		LITTLE COMM	LITTLE COMM		TT58014/369			CURRIE/3189
			12(6)		LITTLE COMM	LITTLE COMM		TT58014/369			CURRIE/3189
			14(4)		WARRINGTO		CROFT/4269	CROFT/4269			CURRIE/3189
			15(3)		NOT USED/3	NOT USED/3	NOT USED/3	MURRAY/351			CURRIE/3189
			16(1)		AYTON PRIM	AYTON PRIM		TT58014/369		2CURRIE/318	
			17(2)		BROWN/468	KATE & STEV	HUDSON/435	HUDSON/435	CLARKE/444	SIMPSON/46	LAWRENCE/3
			18(4)		TURLEY/3717		ROBERTS/35	ROBERTS/35		CLARK/3190	CLARK/3190
1			20(2)		LITTLE COMM	LITTLE COMM		TT58201/419	NAUBRAND/4	KENT/4486	KENT/4486
1			21(4)	1	LITTLE COMM	LITTLE COMM		TT58201/419			2KEHRER/44
1			21(4)	2	LITTLE COMM	LITTLE COMM		TT58201/419			MACRAE/461
1			21(4)	3	LITTLE COMM	LITTLE COMM		TT58201/419			
1			21(4)	4	LITTLE COMM	LITTLE COMM		TT58201/419			

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Now, the telephone reservation has been completed and the booking has been taken over to the "Calendar Overview Day" (red arrow in the picture above).

Scenario 2

Telephone booking, save the guest's complete address

This is an example of how to enter and save a telephone booking and add the guest to your guest database at the same time.

Please call the booking overview via the "Eye" button as shown in the example above.

Calendar Overview Day											
Rooms Days		Arrival	Departure	List of Guests	Meals	Types of Rooms	Conference rooms				
Bd	Fl	Co	Room	Bed	12/05/04 We	13/05/04 Th	14/05/04 Fr	15/05/04 Sa	16/05/04 Su	17/05/04 Mo	18/05/04 Tu
			06(4)		AYTON PRIM	AYTON PRIM		SUMMERS/46			CURRIE/3189
			07(4)		AYTON PRIM	AYTON PRIM					CURRIE/3189
			08(6)		AYTON PRIM	AYTON PRIM					CURRIE/3189
			09(2)		LITTLE COMM	LITTLE COMM		TT58014/369	LAU/4251	LAU/4251	CURRIE/3189
			10(6)		LITTLE COMM	LITTLE COMM		TT58014/369			CURRIE/3189
			11(4)		LITTLE COMM	LITTLE COMM		TT58014/369			CURRIE/3189
			12(6)		LITTLE COMM	LITTLE COMM		TT58014/369			CURRIE/3189
			14(4)		WARRINGTO		CROFT/4269	CROFT/4269			CURRIE/3189
			15(3)		NOT USED/3	NOT USED/3	NOT USED/3	MURRAY/351			CURRIE/3189
			16(1)		AYTON PRIM	AYTON PRIM		TT58014/369		2CURRIE/318	
			17(2)		BROWN/468	KATE & STEV	HUDSON/435	HUDSON/435	CLARKE/444	SIMPSON/46	LAWRENCE/3
			18(4)		TURLEY/3717		ROBERTS/35	ROBERTS/35		CLARK/3190	CLARK/3190
1			20(2)		LITTLE COMM	LITTLE COMM		TT58201/419	NAUBRAND/4	KENT/4486	KENT/4486
1			21(4)	1	LITTLE COMM	LITTLE COMM		TT58201/419			2KEHRER/44
1			21(4)	2	LITTLE COMM	LITTLE COMM		TT58201/419			MACRAE/461
1			21(4)	3	LITTLE COMM	LITTLE COMM		TT58201/419			
1			21(4)	4	LITTLE COMM	LITTLE COMM		TT58201/419			

12/05/04 We - 13/05/04 Th = 1 O C T Allotment: YHA/247 YH York

Now, please click on a free room in the "Calendar Overview" again in order to call up the "Quick Reservation".

Quick reservation

Room number: 09 (2) 2 beds

Guest/Customer number: 1 Walk In

Type of reservation: 29 Walk In without address

Name / Memo (Arrival/Dep.): **SALTER**

Type of guest: 300 Individuals

Country: GB2 Scotland

Meal plan: 10 Breakfast

Arrival: 14/05/04 0 : 0 Fr Nights

Departure: 15/05/04 00:00 Sa 1

Persons total/(incl. children) 2 0-17: Free:

Sex: don't care male female

No other guests in this room:

Room used as room type: * shared

Fully inclusive package: GBP

Memo:

Buttons: Create & Save, Check In/Create, Cancel

Just as in the 1st example, please enter the name, the number of guests and nights and now, click on the button with the binoculars (red arrow in the picture above)

Guests/Customers

Browse Address Memo/Statistics Financial data Terms of payment

Guest/Customer number: Phonetic Search Search Matchcode

Organization (spare name) First name:

Name/Organization: **Secondary School Windsor**

Contact name: **Brown** Birthday:

Street address: **22 West Street** **05/12/1970**

Nationality/ZIP-Code/City: **IE** **Windsor** **Ireland**

Country: **IRL** **IRELAND**

City/ZIP: **03** **Windsor, , IRL**

Language: **E** **English** Title:

Salutation: **Dear**

Matchcode: **MRS** Matchcode 2:

Type of guest: **012** **Secondary School** Fax:

Phone:

E-mail: **Brown@yahoo.com**

Address: **AD** **Address** Target group:

Buttons: Save, Undo, Copy, Delete, Paste, Documents, E-mail, Quit

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Please enter all necessary data in the guest database now. Then click on "Save" (red arrow in the picture above)

Quick reservation

Room number: **09 (2)** 2 beds

Guest/Customer number: **18890** **Secondary School Wi. Brown**

Type of reservation: **24** **Individual/Family**

Name / Memo (Arrival/Dep.): **MRS**

Type of guest: **012** **Secondary School**

Country: **IE** **Ireland**

Meal plan: **10** **Breakfast**

Arrival: **14/05/04** **0** : **0** **Fr** Nights

Departure: **15/05/04 00:00** **Sa** **1**

Persons total/(incl. children) **2** 0-17: **0** Free: **0**

Sex: don't care male female

No other guests in this room:

Room used as room type: ***** **shared**

Fully inclusive package: **GBP**

Memo:

Create & Save **Check In/Create** **Cancel**

Now, you can see the quick reservation form again, but now, with an own guest/customer number and a name displayed in red at the right.

In order to save your booking, please click on "Create & Save".

Calendar Overview Day

Rooms		Days	Arrival	Departure	List of Guests	Meals	Types of Rooms	Conference rooms			
Bd	Fl	Co	Room	Bed	12/05/04 We	13/05/04 Th	14/05/04 Fr	15/05/04 Sa	16/05/04 Su	17/05/04 Mo	18/05/04 Tu
			06(4)		AYTON PRIM	AYTON PRIM		SUMMERS/46			CURRIE/3189
			07(4)		AYTON PRIM	AYTON PRIM					CURRIE/3189
			08(6)		AYTON PRIM	AYTON PRIM					CURRIE/3189
			09(2)		LITTLE COMM	LITTLE COMM	MRS/4684	TT58014/369	LAU/4251	LAU/4251	CURRIE/3189
			10(6)		LITTLE COMM	LITTLE COMM		TT58014/369			CURRIE/3189
			11(4)		LITTLE COMM	LITTLE COMM		TT58014/369			CURRIE/3189
			12(6)		LITTLE COMM	LITTLE COMM		TT58014/369			CURRIE/3189
			14(4)		WARRINGTON		CROFT/4269	CROFT/4269			CURRIE/3189
			15(3)		NOT USED/3	NOT USED/3	NOT USED/3	MURRAY/351			CURRIE/3189
			16(1)		AYTON PRIM	AYTON PRIM		TT58014/369		2CURRIE/318	
			17(2)		BROWN/468	KATE & STEV	HUDSON/435	HUDSON/435	CLARKE/444	SIMPSON/46	LAWRENCE/3
			18(4)		TURLEY/3717		ROBERTS/35	ROBERTS/35	CLARK/3190		CLARK/3190
1			20(2)		LITTLE COMM	LITTLE COMM		TT58201/419	NAUBRAND/4	KENT/4486	KENT/4486
1			21(4)	1	LITTLE COMM	LITTLE COMM		TT58201/419			2KEHRER/44
1			21(4)	2	LITTLE COMM	LITTLE COMM		TT58201/419			MACRAE/461
1			21(4)	3	LITTLE COMM	LITTLE COMM		TT58201/419			
1			21(4)	4	LITTLE COMM	LITTLE COMM		TT58201/419			

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Once again, the reservation can be seen in the "Calendar Overview Day" (right arrow in the picture above).

Scenario 3

Walk-in paying straight away

This example can be compared to the 1st. Once again, please call the "Overview" by clicking on the "Eye" button.

Call up the "Quick Reservation" by clicking on an available room (please see pictures in the first two examples).

The screenshot shows a window titled "Quick reservation" with the following fields and options:

- Room number: 15 (3) 3 beds
- Guest/Customer number: 1 Walk In
- Type of reservation: 29 Walk In without address
- Name / Memo (Arrival/Dep.): WALKER
- Type of guest: 300 Individuals
- Country: (empty)
- Meal plan: 10 Breakfast
- Arrival: 16/05/04 0 : 0 Su Nights
- Departure: 18/05/04 00:00 Tu 2
- Persons total/(incl. children): 3 0-17: Free: (empty)
- Sex: don't care male female
- No other guests in this room:
- Room used as room type: 0 Private Room Pricing
- Fully inclusive package: (empty) GBP
- Memo: (empty)

Buttons: Create & Save, Check In/Create (highlighted with a red arrow), Cancel.

Now, once again, enter the name, number of guests and nights and, in this case, please click on the button "Check In/Create".

Reservations

Browse Stay Color/Children Meals Terms Text/Memo Rooms Conf. rooms Paths Prices Billing

Registration number: 001 Walk In WALKER 300 NZ Text

Select	Date	Room	Ma	Quantity	Article-No.	Description	Ar.	Price	Disc.	Amount
1	16/05/04			1	203	Room 3 beds B&B		59.00	0.00	59.00
3	16/05/04			3	99901	Statistics Room	3	0.00	0.00	
1	17/05/04			1	203	Room 3 beds B&B		59.00	0.00	59.00
3	17/05/04			3	99901	Statistics Room		0.00	0.00	
1	16/05/04			1	700	Adult Membership		14.00	0.00	14.00

+ - A Automati 0 GBP 132.00

Invoices/Transactions: 1 132.00 GBP

Different Address:

Payment: CASH 132.00

DEPOSIT

CHANGE

Buttons: Billing Final (Book/Pay):

Save Undo Cards Delete

Letters Documents E-mail Quit

Search/Order: 10 Registration number

The Page "Billing" of the sub-menu "Reservations" is displayed now, and all services such as overnight stays and meals are automatically taken to the invoice by the program.

No further entries are necessary on page "Billing", all you need to do is to click on one button. The default settings automatically take discounts, overnight stays, rooms, meal plans etc into consideration. These default settings can, of course, be adjusted to the individual requirements of our customers.

By clicking on the button "Billing Final (Book/Pay)" (red arrow in the picture above) you will be asked whether you really wish to create an invoice. By confirming this question the invoice is automatically printed.

Reservations

Browse Stay Color/Children Meals Terms Text/Memo Rooms Conf. rooms Paths Prices Billing

Registration number: 4685 001 Walk In WALKER 300 NZ Text

Select	Date	Room	Ma	Quantity	Article-No.	Description	Ar.	Price	Disc.	Amount
1	16/05/04			1	203	Room 3 beds B&B		59.00	0.00	59.00
3	16/05/04			3	99901	Statistics Room	3	0.00	0.00	
1	16/05/04			1	700	Adult Membership		14.00	0.00	14.00
1	17/05/04			1	203	Room 3 beds B&B		59.00	0.00	59.00
3	17/05/04			3	99901	Statistics Room		0.00	0.00	

+ - A Automati 0 GBP 132.00

Invoices/Transactions: 1 132.00 GBP

Different Address:

Payment: CASH 132.00

DEPOSIT

CHANGE

Buttons: Billing Final (Book/Pay):

Add Edit Cards Delete

Letters Documents E-mail Quit

Search/Order: 10 Registration number

Now, please click on "Quit" in order to finish the process. The walk-in can now be seen in the "Calendar Overview Day" (just as in the examples above).

Of course, you can also save the guest's complete address in your guest database by simply clicking on the button with the binoculars in the quick reservation as shown in **Scenario 2**.

Scenario 4

Guest has booked and wants to check in and pay now.

Calendar Overview Day											
Rooms Days		Arrival	Departure	List of Guests	Meals	Types of Rooms		Conference rooms			
Bd	Fl	Co	Room	Bed	12/05/04 We	13/05/04 Th	14/05/04 Fr	15/05/04 Sa	16/05/04 Su	17/05/04 Mo	18/05/04 Tu
			06(4)		AYTON PRIMA York Races	AYTON PRIMA York Races		SUMMERS/466			CURRIE/3189
			07(4)		AYTON PRIMA	AYTON PRIMA					CURRIE/3189
			08(6)		AYTON PRIMA	AYTON PRIMA					CURRIE/3189
			09(2)		LITTLE COMM	LITTLE COMM	MRS/4684	TT58014/3698	LAU/4251	LAU/4251	CURRIE/3189
			10(6)		LITTLE COMM	LITTLE COMM		TT58014/3698			CURRIE/3189
			11(4)		LITTLE COMM	LITTLE COMM		TT58014/3698			CURRIE/3189
			12(6)		LITTLE COMM	LITTLE COMM		TT58014/3698			CURRIE/3189
			14(4)		WARRINGTON		CROFT/4269	CROFT/4269			CURRIE/3189
			15(3)		NOT USED/35	NOT USED/35	NOT USED/35	MURRAY/3519	WALKER/4685	WALKER/4685	CURRIE/3189
			16(1)		AYTON PRIMA	AYTON PRIMA		TT58014/3698		2CURRIE/3189	
			17(2)		BROWN/4683	KATE & STEVE	HUDSON/4351	HUDSON/4351	CLARKE/4445	SIMPSON/465	LAWRENCE/39
			18(4)		TURLEY/3717		ROBERTS/356	ROBERTS/356		CLARK/3190	CLARK/3190
1			20(2)		LITTLE COMM	LITTLE COMM		TT58201/4192	NAUBRAND/46	KENT/4486	KENT/4486
1			21(4)	1	LITTLE COMM	LITTLE COMM		TT58201/4192			2KEHRER/448
1			21(4)	2	LITTLE COMM	LITTLE COMM		TT58201/4192			MACRAE/4614
1			21(4)	3	LITTLE COMM	LITTLE COMM		TT58201/4192			
1			21(4)	4	LITTLE COMM	LITTLE COMM		TT58201/4192			
1			22(4)		LITTLE COMM	LITTLE COMM		TT58201/4192			LAWRENCE/39
1			23(4)		LITTLE COMM	LITTLE COMM		TT58201/4192			LAWRENCE/39
1			24(4)		LITTLE COMM	LITTLE COMM				MOORFIELD PI	MOORFIELD PI
1			25(4)		LITTLE COMM	LITTLE COMM		LACEY/4148		MOORFIELD PI	MOORFIELD PI

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Please select the page "Arrival" in the "Calendar Overview Day" which was called by clicking on the "Eye" button.

Calendar Overview Day

Rooms Days | Arrival | Departure | List of Guests | Meals | Types of Rooms | Conference rooms

Matchcode/Reg.No.	Path	Room	Check In	Bill	Arrival	Depart.	Nights	Guests	Meals	RB	RT	Memo
BEESTON/4597	1/1	03(1)		O	12/05/04	13/05/04	1	1	Break	2	2	HOLD 18:00 (regular
BROWN/4683	1/1	17(2)		O	12/05/04	13/05/04	1	2	Break	2	2	Anna
CLARKSON/4641	2/2	02(1)		O	12/05/04	13/05/04	1	1	Break	2	2	Not moving, Path 2 =
HORNBY/4584	1/1	03(1)		O	12/05/04	14/05/04	2	1	Break	2	2	HOLD 20:00 - needs n
KEHRER/4485	1/4	03(1)		O	12/05/04	18/05/04	6	1	Break	2	2	*PATHS - see text/me
NORTLEY/4645	1/1	03(1)		O	12/05/04	13/05/04	1	1	Break	2	2	HOLD 18:00
O'BRAIDY/4680	1/1	02(2)		O	12/05/04	13/05/04	1	2	Break	2	2	HOLD 18:00
WARRINGTON COL	1/1	01(5)+		O	12/05/04	13/05/04	1	14	Break	2	2	*

12/05/04 We - 13/05/04 Th = 1 0 T Allotment:

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An overview of all guest having booked for the period selected at the bottom of this window is displayed now. Please double-click on the respective guest (blue arrow in the picture above).

Reservations

Browse | Stay | Color/Children | Meals | Terms | Text/Memo | Rooms | Conf. rooms | Paths | Prices | Billing

Registration number: 4584 001 Craig Hornby HORNBY 300 GB1 Text

Select	Date	Room	Ma	Quantity	Article-No.	Description	Ar.	Price	Disc.	Amount
1	12/05/04			1	100	Bed/Breakfast Adults	1	17.00	0.00	17.00
1	13/05/04			1	100	Bed/Breakfast Adults		17.00	0.00	17.00

Automati 0 GBP 34.00

Invoices/Transactions: 0.00 GBP

Different Address:

Payment: CASH 0.00

BALANCE

Billing Final (Book/Pay):


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







Search/Order: 10 Registration number

Buttons: Add, Edit, Cards, Delete, Letters, Documents, E-mail, Quit

As shown in **Scenario 3**, the "Billing" page of "Reservations" is displayed. By clicking on the button "Billing Final (Book/Pay)" (red arrow in the picture above), the invoice is created. Now, please click on "Quit" (blue arrow).

Calendar Overview Day													
Rooms Days	Arrival	Departure	List of Guests	Meals	Types of Rooms	Conference rooms							
Matchcode/Reg.No.	Path	Room	Check In	Bill	Arrival	Depart.	Nights	Guests	Meals	RB	RT	Memo	
BEESTON/4597	1/1	03(1)		O	12/05/04	13/05/04	1	1	Break	2	2	HOLD 18:00 (regular	
BROWN/4683	1/1	17(2)		O	12/05/04	13/05/04	1	2	Break	2	2	Anna	
CLARKSON/4641	2/2	02(1)		O	12/05/04	13/05/04	1	1	Break	2	2	Not moving. Path 2 =	
HORNBY/4584	1/1	03(1)	✓	X	12/05/04	14/05/04	2	1	Break	2	2	HOLD 20:00 - needs n	
KEHRER/4485	1/4	03(1)		O	12/05/04	18/05/04	6	1	Break	2	2	*PATHS - see text/me	
NORTLEY/4645	1/1	03(1)		O	12/05/04	13/05/04	1	1	Break	2	2	HOLD 18:00	
O'BRAIDY/4680	1/1	02(2)		O	12/05/04	13/05/04	1	2	Break	2	2	HOLD 18:00	
WARRINGTON COL	1/1	01(5)+		O	12/05/04	13/05/04	1	14	Break	2	2	*	

12/05/04 We - 13/05/04 Th = 1 0 T Allotment: 

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Now the guest who has arrived and wished to pay is displayed with a green tick in the column "Check In" and with an "X" on green background in the column "Bill".

Please click on the door symbol (red arrow in the picture above) to quit the "Arrival" list.

Scenario 5

Group reservation



Please click on the symbol with the house displayed above (located in the toolbar at the top)

Reservations

Browse Stay Color/Children Meals Terms Text/Memo Rooms Conf. rooms Paths Prices Billing

Type	Bill	Reg.No.	Matchcode	Arrival	Depart.	Cust./R.	Cust./G.	Paths	Guests	RB	RT	Matchcode 2
24 Individual	X	4677	BURTON	10/05/04	11/05/04	18830	18830	1	1	2	2	
24 Individual	X	4678	TARRY	10/05/04	11/05/04	18840	18840	1	1	2	2	
22 Group Cor	O	4679	0164-04-MH	12/09/04	13/09/04	18850	18850	1	11	2	2	
24 Individual	O	4680	O'BRAIDY	12/05/04	13/05/04	18860	18860	1	2	2	2	
24 Individual	O	4681	BROWN	01/06/04	03/06/04	18870	18870	1	4	2	2	
24 Individual	O	4682	SUDHOP	27/06/04	28/06/04	18880	18880	1	2	2	2	
29 Walk In w	O	4683	BROWN	12/05/04	13/05/04	1	1	1	2	2	2	
24 Individual	O	4684	MRS	14/05/04	15/05/04	18890	18890	1	2	2	2	
29 Walk In w	X	4685	WALKER	16/05/04	18/05/04	1	1	1	3	2	2	

All Inquiries Offers/Refusals Reservations Quotas

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Search/Order: 10 Registration number

Add Edit Cards Delete
Letters Documents E-mail Quit

In the Reservation form which is displayed now, please click on the "Add" button (red arrow in the picture above).

Reservations

Browse Stay Color/Children Meals Terms Text/Memo Rooms Conf. rooms Paths Prices Billing

Registration number: 1/1

Customer No. for Reservation:

Type of reservation:

Arrival: / / : : Nights

Departure: / / : : 0

Inquiry of: 12/05/04

Number of guests:

Number of beds:

Room type	Booked	Available	Allotment	Guests	Memo

Fully inclusive package:

Package Description:

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Search/Order: 10 Registration number

Enter/Choose Guest/Customer Browse Guest/Customer Back to Reservation

Delete Quit

Now, the program asks you whether you want to enter/chose a guest/customer, browse through your guests or whether you wish to return to the "Reservations" form. Please click on "Enter/Choose Guest/Customer" here.

The screenshot shows the 'Guests/Customers' application window. The 'Address' tab is selected. The form contains the following fields:

- Guest/Customer number: [Empty]
- Organization (spare name): [Empty]
- Name/Organization: [Empty]
- Contact name: [Empty]
- Street address: [Empty]
- Nationality/ZIP-Code/City: [Empty]
- Country: [Empty]
- City/ZIP: 03 [Empty]
- Language: E English
- Salutation: [Empty]
- Matchcode: [Empty]
- Type of guest: [Empty]
- Phone: [Empty]
- E-mail: [Empty]
- Address: AD Address
- Target group: [Empty]

At the bottom, there is a navigation bar with buttons for Save, Undo, Copy, Delete, Paste, Documents, E-mail, and Quit. The current record is identified as YHA/247 YH York.

The picture above shows the form which is displayed now.

Now you can either enter the complete address (for new guests):

The screenshot shows the 'Guests/Customers' application window with the form filled with data:

- Guest/Customer number: 3040
- Organization (spare name): [Empty]
- Name/Organization: Primary School Frogmoore
- Contact name: Julie Davidson
- Street address: 67 Central Rise
- Nationality/ZIP-Code/City: GB1 DT6 4AZ Bridport England
- Country: GB GREAT BRITAIN Greater Manc
- City/ZIP: 03 Bridport, Greater Manchester, DT6 4AZ
- Language: E English
- Salutation: Dear Mrs Bottomley
- Matchcode: ST PAULS C OF E PRIMARY SCH
- Type of guest: 010 Primary School
- Phone: 0161 4805403
- E-mail: [Empty]
- Address: AD Address
- Target group: [Empty]

The bottom navigation bar and record identifier (YHA/247 YH York) are the same as in the previous screenshot.

or search for already existing addresses:

Guests/Customers

Browse | Address | Memo/Statistics | Financial data | Terms of payment

Guest/Customer number: Phonetic Search Search Matchcode

Organization (spare name) First name:

Name/Organization: **brown**

Contact name: Birthday:

Street address:

Nationality/ZIP-Code/City:

Country:

City/ZIP: **03**

Language: **E** **English** Title:

Salutation:

Matchcode: **BROWN** Matchcode 2:

Type of guest: Fax:

Phone:

E-mail:

Address: **AD** **Address** Target group:

<input type="checkbox"/>	4260	Brown	Angus	PO BOX 26678	Epsom		
<input type="checkbox"/>	13870	Brown	Anne				
<input type="checkbox"/>	7780	Brown	P				
<input type="checkbox"/>	7250	Brown	Peter				
<input type="checkbox"/>	18870	Brown	Richard	11 Upper Breck	NR5 0RU	Norwich	

YHA/247 YH York

Save | Undo | Copy | Delete

Paste | Documents | E-mail | Quit

By entering e.g. "Brown" and positioning the mouse to another input box, the program searches for already existing entries via a phonetic search. By double-clicking on the respective grey box (red arrow in the picture above) you can transfer the already existing data to the input fields above.

Guests/Customers

Browse | Address | Memo/Statistics | Financial data | Terms of payment

Guest/Customer number: **4260** Phonetic Search Search Matchcode

Organization (spare name) First name: **Angus**

Name/Organization: **Brown**

Contact name: Birthday:

Street address: **PO BOX 26678**

Nationality/ZIP-Code/City: **NZ** **Epsom** **New Zeal.**

Country: **NZ** **NEW ZEALAND**

City/ZIP: **01** **NZ- Epsom**

Language: **E** **English** Title:

Salutation:

Matchcode: **BROWN** Matchcode 2:

Type of guest: **300** **Individuals** Fax:

Phone:

E-mail:

Address: **AD** **Address** Target group:

YHA/247 YH York

Add | Edit | Copy | Delete

Paste | Documents | E-mail | Quit

Now, please click on the button "Paste" in order to transfer the data to the "Reservations" form.

Basically you can now fill in all pages of the "Reservations" form.

The entries which are mandatory are set manually once.

Normally the following entries are made:

ENTRY

Arrival/Departure

Number of Guests

Meal Plan

Terms of Contract

Additional Services

LOCATION

Page "Stay"

Page "Stay" or "Rooms" depending on your configuration

Page "Meals"

Page "Terms" – e.g. contract back till, Confirmation date,...

Page "Conference Rooms", "Prices", "Billing"

Now, please click on "Save" (red arrow in the picture above).

The buttons below the "Save" button enable the user to create and print letters, e.g. contracts, booking confirmation etc.

In order to close this window now, please click on the "Quit" button.