

microS  **FIDELIO**



Fidelio

Front Office

User Manual

Version 6.20

Fidelio Front Office Version 6

Fidelio User Manual V6.20

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Function Keys

Overview

This section of the manual explains the use of each of the function keys used throughout the Fidelio Front Office program.

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Overview

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General Key Assignment

This manual has been written based on the assumption that the keyboard has an international layout. In some cases there are keyboards where, for example, the key **[Ctrl]** is marked as **[Strg]** or where there are 30 function keys. In this manual we are always referring to the American layout of the keyboard.

[Enter]	return, line feed
[Ctrl]	control key
[Alt]	alternate key
[Esc]	goes back one program step and stores the data
[↑]	moves the cursor one line/field up
[↓]	moves the cursor one line/field down
[→]	moves the cursor one character to the right
[←]	moves the cursor one character to the left
[Backspace]	deletes one character to the left
[Page Up]	closes the input of all open fields or pages backwards through the files
[Page Down]	closes the input of all open fields or pages forward through the files
[End]	jumps to the end of an input field
[Ctrl+End]	jumps to the beginning of the last field of a screen
[Home]	jumps to the beginning of an input field
[Ctrl+Home]	jumps to the first input field of a mask
[Delete]	deletes one character to the right
[Insert]	switches the insertion on/off
[Ctrl + T]	deletes the next word to the right in a line/field
[Ctrl + Y]	deletes the rest of a line's/field's input
[Ctrl + U]	restores the deleted text of a field (only if you have not pressed [Enter] yet)

Function Key Assignment

The Front Office Program takes advantage of the function keys. These keys can be activated from anywhere within the program. Using these keys allows rapid access to information without having to leave the section or program that you currently work on.

As there are more functions than keys, most keys were assigned more than one function. For example, pressing the **[F1]** key, on its own, will have a function. Pressing **[Ctrl+F1]** or **[Shift+F1]** simultaneously will have different functions.

[Shift+F10] will show you all the available function keys and their assignment.

Help [F1]

Pressing [F1] will give you an explanation of the field or the option that you are currently working on. If no specific help has been recorded for this option, Fidelio asks you whether you would like to select a subject from the global help index. Once the help screen is displayed, you can use [Page Up] and [Page Down] to page through the help screen. With [Alt+F1] the help screen can be moved to another location on the screen. With [Alt+F2] you can enlarge or reduce the screen size.

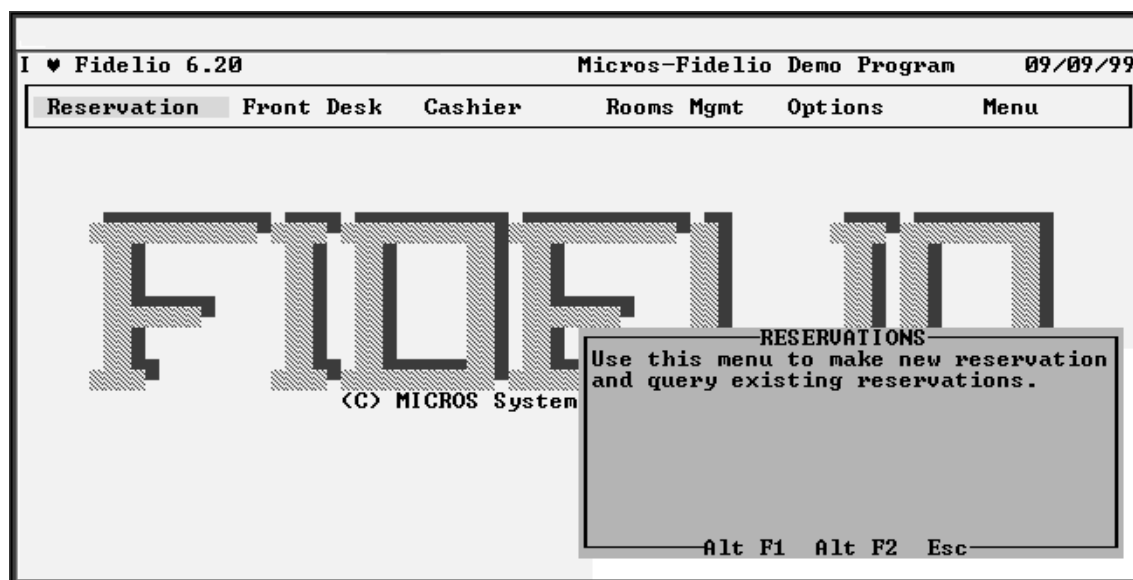


Figure 1-1 [F1] Help for Reservation Menu

Global Help [Shift+F1]

With [F1] you receive a comment which only relates to the topic you are presently working on. The solution for questions regarding other problems can only be found by paging. By pressing [Shift+F1] at the same time you call “Global Help”, which gives access to all the help information in the program. The following box is displayed:

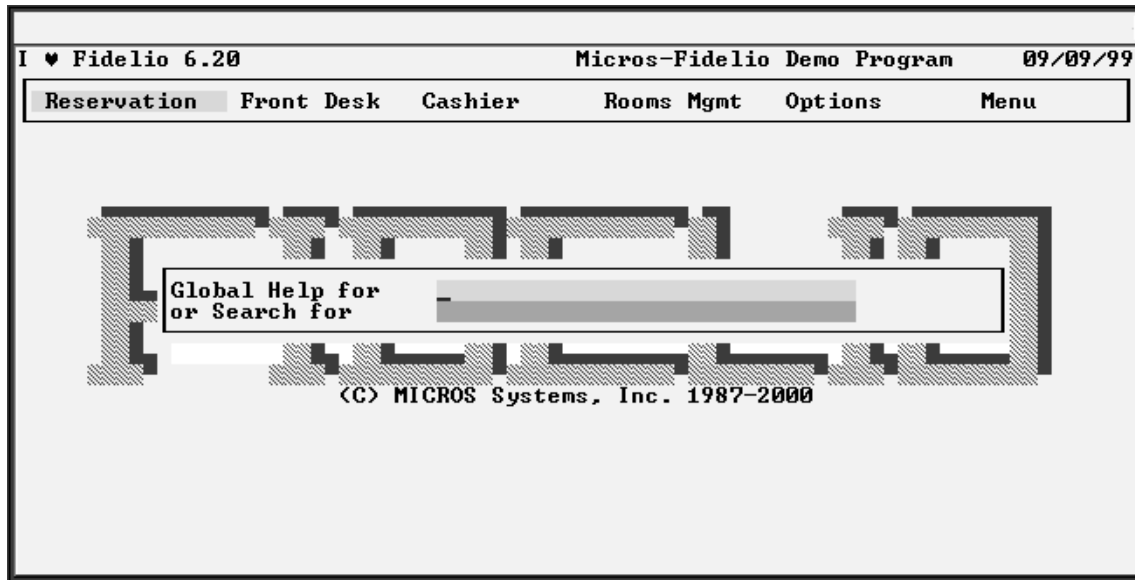


Figure 1-2 [Shift+F1] Global Help

After you have filled in the word or the topic on which you would like to get additional information in the line **Global Help** and pressing [Enter], the topic will be listed in a pickbox, if help information was entered at an earlier time. Most keywords are filed alphabetically, here. You can page through the box with [Page Down], [Page Up] or by using the cursor keys. If you choose “Reservation”, for example, the defined help screen for reservation will come up. Press [Enter] and the explanation will appear on the screen. If you have the rights, after pressing [Enter] the help text box will open for you for editing or adding to the help text.

By pressing [Enter] or moving the cursor keys, you can reach the field *Or Search for*. After you have entered a word and pressed [Enter], Fidelio will search for all the help-texts in which this word was used. If, for example, you fill in the word “entry”, all the keywords whose help texts contain the word “entry”, will be displayed in a pickbox.

New Help [Ctrl+F1]

If you have the rights, you can add or correct a help comment for a certain field or menu option which can be called up with [F1]. Press [Ctrl+F1] simultaneously and the program will ask you “*Context Help for*” if no entry has been made so far. Here, you should fill in the topic for which the help screen will be used. After that the help screen appears. Now you can enter the help text. To quit the help screen and to store the data, press [Esc].

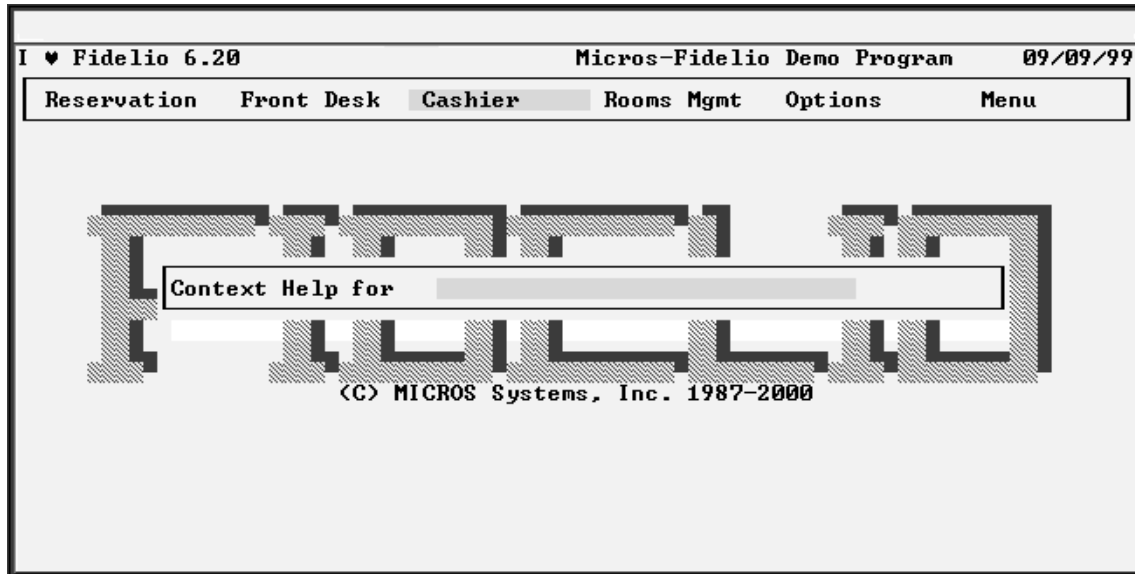


Figure 1-3 [Ctrl+F1] New Help

Maximum Availability [F2]

The maximum of available rooms per room type within a certain period will be shown here.

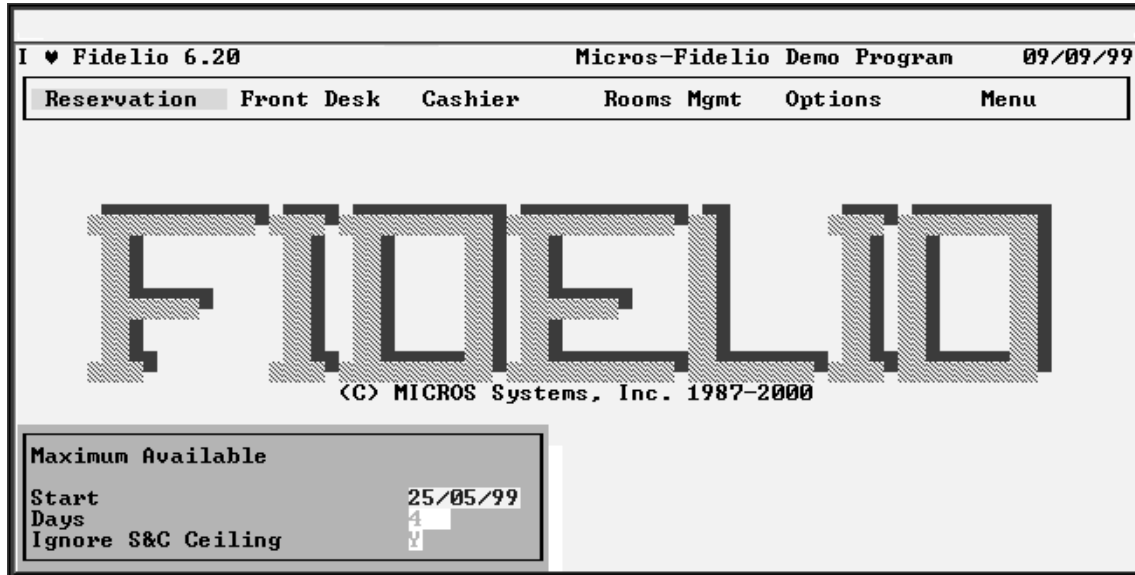


Figure 1-4 [F2] Maximum Availability Criteria

Enter the starting date and the number of days for which the room is required. If you are using the integration to Sales and Catering (*only with parameter Sales & Catering Front Office Integration {p_scinteg} ON*), you can also include the S&C Ceiling into the availability calculation, by entering [N] in the **Ignore S&C Ceiling** field. As a default, the ceiling is ignored. If somebody requires a room from 25 May, 1999 for four days, for example, the computer will show you the maximum of vacant rooms for this period of time. If the number of King Non-Smoking rooms (KNS) available for the period of 25-05-99 until 28-05-99 were:

	Avail	Min
25-05-99	30	20
26-05-99	16	10
27-05-99	45	43
28-05-99	40	40

In this case, the maximum availability of a King room for the above date would be 16 and, including tentative reservations, 10. This is what is displayed under the room type, if you press [F2].

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99
Rese	Maximum Available	Rooms Mgmt	Options	Menu
Room Type	Avail			
KC	5			
KNS	16			
KS	15			
KTNS	13			
KTU	13			
TDNS	12			
TDS	18			
XNR	1			
Total	93			
				85

Maximum Available	
Start	25/05/99
Days	4
Ignore S&C Ceiling	Y

Figure 1-5 [F2] Maximum Availability Results

Screen Explanation

The size of this window will grow with the number of room types defined in your hotel. The sum of certain room types, such as all available single rooms and double rooms are only shown if your hotel works with generic room types or summary room types.

You always get a total at the bottom and you can also see a default price for each room type if you entered a price when setting up room types in FSTAMM. When you are overbooked, you get to see a minus [-] in front of each overbooked room type.

If your hotel records turnaways (*only with parameter Record Turnaway Statistics {turnaway} ON*), on the bottom right of the screen, a small window with **Record Turnaway** is shown. The turnaway function enables you to record turned-away business. If, for example, a guest calls and wants to make a reservation for 17 July, you might press this function key only to find out that the hotel is full on that date. Press [-], confirm the date, the number of nights and the number of rooms. Then select the market code (or the advertising code if the parameter Record Turnaways by Advertising Code {advertturn} is ON) and choose the reason for the turnaway. In this case the reason would be "Hotel Full", other reasons, depending on your setup, might be "rate too high", "room type not available" or "no reason given".

If your hotel records regrets (*only with parameter Advanced Turnaway Handling {regrets} ON*), you must also enter the guest's name and confirm it from the guest list display. The turnaway is then stored as a regret with the guest profile while updating the turnaway statistics at the same time. If you do not know the name of the guest, press [Enter] on the *Name* prompt. Fidelio will then log this record as a normal turnaway.



Please note: If you want to know the exact availability figures for every day of period, you have to press [Ctrl+F2].

Function Keys

Fidelio Control Panel [Shift+F2]

Fidelio Control Panel [Shift+F2]

The Fidelio Control Panel displays the total number of rooms that can be sold for six days, according to various criteria. Enter a future date or accept today's date by pressing [Enter]. If the hotel is using summary room types (*only with parameter Summary Room Types {s_roomtype} ON*), you can also optionally enter a **Room Type Group** (or leave field blank to choose summary room type from a picklist). In this case, the whole availability display will be based on the selected summary room type. Pressing [Esc] or [Page Down] will again show the figures for the whole hotel. If you are using the integration to S&C (*only with parameter Sales & Catering Front Office Integration {p_scinteg} ON*), you can include the S&C ceiling into the availability calculation by entering [N] in the **Ignore S&C Ceiling** field. As a default, the ceiling is ignored. The following screen is displayed.

I ♥ Fidelio 6.20							Micros-Fidelio Demo Program							09/09/99																																									
Total House																					F I D E L I O C O N T R O L P A N E L																					10:27							1999						
Date	Th-09/09	Fr-10/09	Sa-11/09	Su-12/09	Mo-13/09	Tu-14/09																																																	
Total Rooms	137	137	137	137	137	137																																																	
Out of Order	2	2	2	0	0	0																																																	
ROOMS TO RENT	135	135	135	137	137	137																																																	
Definite Reserv.	45	74	70	57	44	34																																																	
AVAILABLE ROOMS	90	61	65	80	93	103																																																	
Tentative Reserv	0	9	9	38	52	52																																																	
MIN AVAILABLE	90	52	56	42	41	51																																																	
House Overbooking	5	5	7	7	5	0																																																	
STILL TO SELL	95	66	72	87	98	103																																																	
Total Reserved	45	83	79	95	96	86																																																	
Occupancy %	33.33%	54.81%	51.85%	41.61%	32.12%	24.82%																																																	
Max Occupancy %	33.33%	61.48%	58.52%	69.34%	70.07%	62.77%																																																	
Event	Car Fair	Car Fair	Car Fair	Car Fair	Car Fair																																																		
Day Type	C	C	C	C	C	C																																																	
People in House	52	65	61	45	36	26																																																	
Arrival Rooms	19	30	0	0	0	0																																																	
Departure Rooms	4	12	4	16	8	10																																																	
? Help																																																							

Figure 1-6 [Shift+F2] Control Panel

Screen Explanation

Each line shows you the sum of all room types per day. **Total rooms** is the number of rooms that the hotel has. If a room is out of order, it will be subtracted from **Total Rooms** and this leads to **ROOMS TO RENT**. When you subtract the number of definite reservations on that day from this figure, you get **AVAILABLE ROOMS**. When you subtract the number of **Tentative Reservations** from this number, you get the minimum number of rooms you can sell, i.e., **MIN AVAILABLE**. The next line indicates the **Overbooking** level of the day, i.e., how many rooms may be overbooked for the day. If you add this number to the number of **AVAILABLE ROOMS**, the result is **STILL TO SELL**.



Please note: From the top left corner of the screen you can see whether the displayed figures reflect the availability of the *Total House* or the selected *summary room type*. If you have selected a summary room type, all figures, including the **Overbooking** row, will be a reflection of the room types associated with the summary room type.

There are many different ways of handling availability, tentative and guaranteed reservations and overbooking. The decision of how many rooms still can be sold after certain criteria is up to the management of the hotel. The Fidelio Control Panel offers a variety of important criteria for the actual availability in a hotel. Depending on the handling of both tentative reservations and overbooking, you will either use the line **AVAILABLE ROOMS**, **MIN AVAILABLE** or **STILL TO SELL** when you want to check whether you can still make a reservation.

Below the major availability lines are a number of statistical figures including number of reserved rooms, occupancy in a percentage, maximum occupancy in a percentage, events of the day (if there is more than one, a [+] to the left of the event indicates this), day type, number of guests in house and arrivals and departures of the day. On the bottom of the screen, a horizontal menu with the following functions is displayed:

Available Options

[←] [→]. Use the cursor keys to move from day to day. All other options will always be carried out for the day your cursor is positioned on. With [Home] and [End] you can page back and forth in the control panel. By pressing [End] once, for example, you will be shown the next following six days in the control panel. Press [Home] to come back to your starting point.

In order to find out about all options available from this function key, simply press [?] for the **Help** menu, which will display the following list of options:

↵ **Reservation Types.** Pressing [Enter] on any given day displays a window with the number of rooms booked per reservation type. You can also see the number of checked-in rooms.

I ♥ Fidelio 6.20							Micros-Fidelio Demo Program		09/09/99		
Total House							F I D E L I O C O N T R O L P A N E L			18:33 2000	
Date	Sa-15.01	Su-16.01	Mo-17.01	Tu-18.01	We-19.01	Th-20.01					
Total Rooms	137	137	137	137	137	137					
Out of Order	0	0	0	0	0	0					
ROOMS TO RENT	137	137	137	137	137	137					
Definite Reserv.	2	2	2	0	0	0					
AVAILABLE ROOMS	135	135					Rooms-Sold-18.01.00	37		137	
Tentative Reserv	0	0					GTD 6:00 pm	0	0	0	
MIN AVAILABLE	135	135					GTD Credit Card	0	37	137	
House Overbooking	0	0					GTD Company	0	0	0	
STILL TO SELL	135	135					GTD Deposit rcvd.	0	37	137	
Total Reserved	2	2					Non-GTD Deposit due	0	0	0	
Occupancy %	1.46%	1.46%					Definite Block	0	00%	0.00%	
Max Occupancy %	1.46%	1.46%					Tentative Block	0	00%	0.00%	
Event							Checked In	0			
Day Type											
People in House	3	3	3	0	0	0					
Arrival Rooms	0	0	0	0	0	0					
Departure Rooms	0	0	0	2	0	0					

Figure 1-7 [Shift+F2] Reservation Types

Function Keys

Fidelio Control Panel [Shift+F2]

* **Blocks.** (Only with parameter Front Office Group Rooms Control {par_allot} ON.) This option is only available if the hotel works with the Group Rooms Control module. Pressing [*] will give you a display of all blocks for the day. The screen might look as follows:

I ♥ Fidelio 6.20							Micros-Fidelio Demo Program		09/09/99	
Total House			F I D E L I O C O N T R O L P A N E L				10:43		1999	
Date	Th-09/09	Fr-10/09	Sa-11/09	Su-12/09	Mo-13/09	Tu-14/09				
Total Rooms	137	137	137	137	137	137				
Out of Order	2	2	2	0	0	0				
ROOMS TO RENT	135	135	135	137	137	137				
Definite Reserv.	45	74	70	57	44	34				
AVAILABLE ROOMS	90	61	65	80	93	103				
Tentative Reserv	0	9	9	38	52	52				
MIN AVAILABLE	90	52	56	42	41	51				
House Overbooking	5	5	7	7	5	0				
STILL TO SELL	95	66	72	87	98	103				
Total Reserved	45	83	79	95	96	86				
Occupancy %	33.33%	54.81%	51.85%	41.61%	32.12%	24.82%				
Block-Code	Name	Block	P/U	%	Avl	Cutoff	Init	Status	RT	Prs
#CEILING	**CEILING S&C**	0	0	0	0	06/09/99	52	Open		9
AA1777	AA1777-Crew	2	2	100	0	09/09/99	6	Open		5
ROSE030696	Rosenbluth Travel Re	6	6	75	0	26/08/99	14	Open		9
ROSENBLUTH	Rosenbluth Travel	0	0	0	0	06/09/99	3	Open		5
TAUCK006	TAU006-Tauck Tours	0	0	0	0	09/09/99	20	Open		6
UA1212	UA1212-Crew	0	0	0	0	08/09/99	5	Open		5

Figure 1-8 [Shift+F2] Blocks

You will see the **Block Code**, the block **Name**, the number of allotted rooms in the **Block**, the number of *picked-up* rooms (**P/U**), i.e., the number of rooms reserved against the block and the percentage of picked-up rooms over the number of blocked rooms (%). The program will also display the number of rooms that can still be picked up (**Avl**). Next, you can see the cut-off date for the block (**Cutoff**) as well as the original number of rooms in the block (**Init**). This is important when the cutoff date has been reached so that you can see how many rooms were originally in the block. During the night audit of the cutoff date, Fidelio reduces the number of rooms allotted in the block so that it equals the number of rooms picked up. This means that zero rooms left to be picked up will be shown. In addition, you can see the status of the block (**Status**) and the reservation type for the block (**RT**). Finally, you will see the potential number of persons in the block (**Prs**). Fidelio arrives at this number by multiplying the number of rooms in the block with the figure entered in the **PAX per Room** field on the block header (average number of guests per room expected).

W Waitlist. (Only with parameter Use Waitlist Reservations {waitlist} ON.) If your hotel uses the **Waitlist** option, pressing [W] will display all waitlist reservations of the highlighted day at the bottom of the screen. The information will include room, room type, name, arrival and departure date, number of rooms and persons, rate, market code, status and the creation date of the reservation.

- **Record Turnaways.** (Only with parameter Record Turnaway Statistics {turnaway} ON.) If your hotel records turnaways, you can record turned-away business with this option. If, for example, a guest calls and wants to make a reservation for 17 July, you might press this function key only to find out that the hotel is full on that date. Press [-], confirm the date, the number of nights and the number of rooms. Then select the market code (or the advertising code if the parameter Record Turnaways by Advertising Code {advertturn} is ON) and choose the reason for the turnaway. In this case the reason would be "Hotel Full", depending on your setup other reasons might be "rate too high", "room type not available" or "no reason given".

If your hotel records regrets (only with parameter Advanced Turnaway Handling {regrets} ON), you must also enter the guest's name and confirm it from the guest list display. The turnaway is then stored as a regret with the guest profile while updating the turnaway statistics at the same time. If you do not know the name of the guest, press [Enter] on the **Name** prompt. Fidelio will then log this record as a normal turnaway.

T Show Turnaways. Press [T] if you want to see a list of all turnaways recorded for the day. This function is only available if your hotel records turnaways (*see - Record Turnaways*). Fidelio displays the number of turnaways per market code (or advertisement code) and reason.

/ Out-of-Service Rooms. Press [/] for information on out-of-order and out-of-service rooms. Fidelio will display a window for the next seven days and the OO and OS totals for each day.

H House Overbooking. Press [H] to display the house overbooking level, one line per day, for the following weeks starting on the day your cursor is positioned on. This is a scrolling window displaying the next eight days. Press [Page Down] if you want to check the house overbooking for a future date.

O Room Type Overbooking. (*Only with parameter Overbooking Limit by Room Type {katoverb} ON.*) This option is only available if the hotel works with overbooking per room type. Pressing [O] displays all room types with set overbooking levels for the highlighted day.

S S&C Events. This option is only available with the Fidelio Sales & Catering interface. Press [S] and Fidelio will display the Sales & Catering events for the day.

B S&C Block Ceiling. If the hotel is working with the Fidelio Sales & Catering integration, this option will be available. Press [B] to display the S&C block ceiling for the selected day.

U Day Use. Displays Day Use rooms status.

Detailed Availability [Ctrl+F2]

[Ctrl+F2] shows the availability of the various room types per day as well as events per day (if events were entered for that particular date).

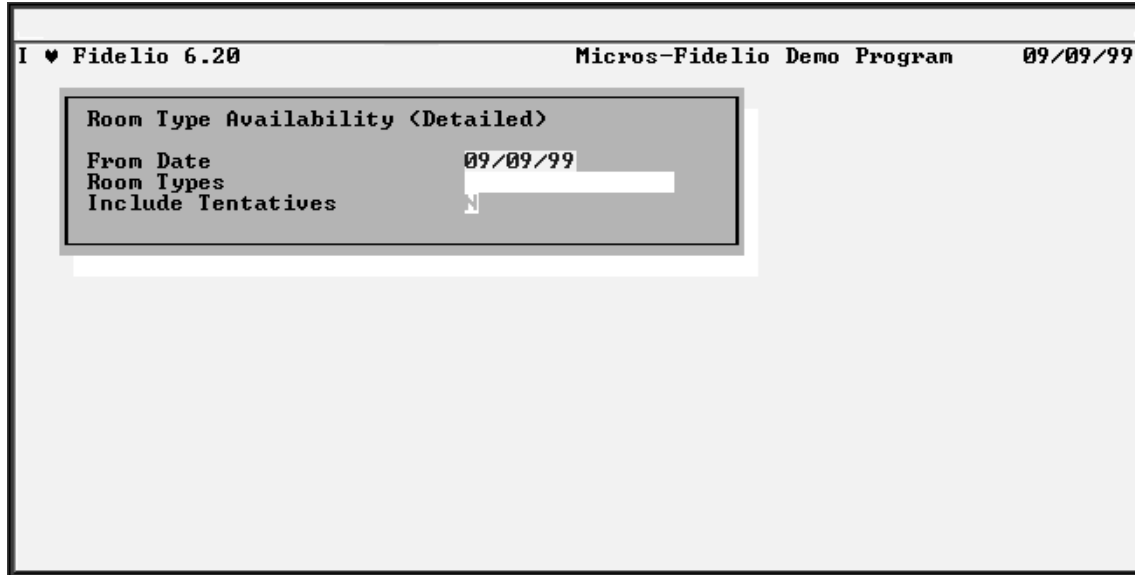


Figure 1-9 [Ctrl+F2] Detailed Availability

Fill in the starting date and specify the required room types if you only want to view some. If you want to include tentative reservations, change the default to [Y]. If you are using the integration to S&C (*only with parameter Sales & Catering Front Office Integration {p_scinteg} ON*) and have included tentative reservations, the field **Ignore S&C Ceiling** will be displayed. In order to include the ceiling, set the field to [N]. If your hotel is using summary room types (*only with parameter Summary Room Types {s_roomtype} ON*), Fidelio displays the field **Room Type Group** instead of the field **Room Types**. In this case, you need to select a summary room type in order for Fidelio to display the availability screen. The default to include Tentatives is set to [Y] or [N] depending on the parameter Include Tentative Reservations as Default {incl_tent}. If the parameter is active, the default displayed would be [Y].

The availability will be shown for eight days starting with the given date. If you press [Space], you can see the full screen display.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program										09/09/99		
													13:49	
											Total	Tent.	OBook	
STW	SKN	BTW	BKN	DTW	DKN	TTW	TKN	TSU	SUI					
Th 09/09	17	15	6	6	12	10	5	8	3	8	90	0	5	
Fr 10/09	2	11	7	8	13	-3	5	7	3	8	61	9	5	
SA 11/09	3	12	7	10	13	-3	5	7	3	8	65	9	7	
SU 12/09	15	12	8	9	15	-2	5	7	3	8	80	38	7	
Mo 13/09	20	12	12	12	15	-2	6	7	3	8	93	52	5	
Tu 14/09	20	12	19	12	16	-1	6	8	3	8	103	52	0	
We 15/09	15	12	20	14	16	2	6	8	3	8	104	52	0	
Th 16/09	15	12	20	14	16	19	6	8	3	8	121	52	0	

Press SPACE for full-screen display

Car Fair

Day Type C

Hotel Available: 90

Arr: 19: Dep: 4: Prs: 52: Occ % 33: Min: 90: Max: 95: OOO: 2: WL: 4/ 4

? Help

Figure 1-10 [Ctrl+F2] Rooms Available

Screen Explanation

On the top right of the screen, the time of the query is indicated. If you are checking the availability for some future year, Fidelio will show the year in the top right corner of the window.

The availability table is displayed by date and by room type. A minus sign in front of a number indicates that the room type is overbooked by that figure.

You can page through the plan by using the cursor keys and [**Page Up**], [**Page Down**]. As you scroll through the days, Fidelio shows a detail from each day on the bottom line including arrivals of the day, departures of the day (this is excluding day-use rooms), guests in house, occupancy in a percentage and minimum and maximum rooms free (Min: and Max:) The minimum number of available rooms is reached by subtracting the number of definite and tentative reservations from the number of rentable rooms. The maximum number is the number of rentable rooms minus definite reservations plus any house overbookings. The detail also shows the number of out-of-order rooms (OOO:) and the number of rooms/persons on the waitlist (WL:) for this day.

If there are events for the day, they are shown in the first line below the availability table. Below that line, the day type defined in the rate calendar is indicated.

Available Options

In order to find out about all options available from this function key, simply press [?] for the **Help** menu which will display the following list of options.

↵ **Reservation Types.** Pressing [Enter] on any given day displays a window with the number of rooms booked per reservation type. You can also see the number of checked-in rooms.

Function Keys

Detailed Availability [Ctrl+F2]

+ **Room Type Detail.** Pressing [+] displays a breakdown of reservations by room type and by reservation type for a single day in a matrix. If you have more than twelve room types, this window will scroll. The room type detail is similar to the reservation type detail, but it is actually more detailed. If your hotel has a tower section and a regular section, it is useful to see how many tower room guests are guaranteed and how many are tentative so you can judge how many rooms in that room type to overbook.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program										09/09/99			
													14:21		
													Total	Tent.	OBook
Th 09/09	17	15	6	6	12	10	5	8	3	8	90	0	5		
Fr 10/09	2	11	7	8	13	-3	5	7	3	8	61	9	5		
SA 11/09	3	12	7	10	13	-3	5	7	3	8	65	9	7		
SU 12/09	15	12	8	9	15	-2	5	7	3	8	80	38	7		
Mo 13/09	20	12	12	12	15	-2	6	7	3	8	93	52	5		
Tu 14/09	20	12	19	12	16	-1	6	8	3	8	103	52	0		
We 15/09	15	12	20	14	16	2	6	8	3	8	104	52	0		
Th 16/09	15	12	20	14	16	19	6	8	3	8	121	52	0		

09/09	Checke	6 p.m.	Gtd.-C	Gtd.-C	Gtd.-U	Block	Block	Group	Deposi	S&C-Ce
BKN	4	8	0	0	0	0	0	0	0	0
BTW	10	4	0	0	0	0	0	0	0	0
DKN	8	2	0	0	0	0	0	0	0	0
DTW	0	1	1	0	0	0	0	0	0	0
SKN	3	0	0	0	0	0	0	0	0	0
STW	2	1	0	0	0	0	0	0	0	0
SUI	0	0	0	0	0	0	0	0	0	0
TKN	0	0	0	0	0	0	0	0	0	0
TSU	0	0	0	0	0	0	0	0	0	0
TTW	1	0	0	0	0	0	0	0	0	0

Hotel Available: 98
 Arr: 19!Dep: 4!Prs: 52!Occ % 33 !Min: 90! Max: 95! 000: 2!WL: 4/ 4
 ? Help

Figure 1-11 [Ctrl+F2] Room Type Detail

* **Blocks.** (Only with parameter Front Office Group Rooms Control {par_allot} ON.) This option is only available if the hotel works with the Group Rooms Control Module. Pressing [*] will give you a display of all blocks for the day. The screen might look as follows:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program										09/09/99			
													14:24		
													Total	Tent.	OBook
Th 09/09	17	15	6	6	12	10	5	8	3	8	90	0	5		
Fr 10/09	2	11	7	8	13	-3	5	7	3	8	61	9	5		
SA 11/09	3	12	7	10	13	-3	5	7	3	8	65	9	7		
SU 12/09	15	12	8	9	15	-2	5	7	3	8	80	38	7		
Mo 13/09	20	12	12	12	15	-2	6	7	3	8	93	52	5		
Tu 14/09	20	12	19	12	16	-1	6	8	3	8	103	52	0		
We 15/09	15	12	20	14	16	2	6	8	3	8	104	52	0		
Th 16/09	15	12	20	14	16	19	6	8	3	8	121	52	0		

Press SPACE for full-screen display

Car Fair												
Block-Code	Name	Block	P/U	%	Avl	Cutoff	Init	Status	RT	Prs		
#CEILING	**CEILING S&C**	0	0	0	0	06/09/99	52	Open	9	0		
AA1777	AA1777-Crew	2	2	100	0	09/09/99	6	Open	5	2		
ROSE030696	Rosenbluth Travel Re	6	6	75	0	26/08/99	14	Open	9	6		
ROSENBLUTH	Rosenbluth Travel	0	0	0	0	06/09/99	3	Open	5	0		
TAUCK006	TAU006-Tauck Tours	0	0	0	0	09/09/99	20	Open	6	0		
UA1212	UA1212-Crew	0	0	0	0	08/09/99	5	Open	5	0		

PgUp PgDn ESC

Figure 1-12 [Ctrl+F2] Blocks

You will see the **Block Code**, the block **Name**, the number of allotted rooms in the **Block**, the number of *picked-up* rooms (**P/U**), i.e., the number of rooms reserved against the block and the percentage of picked-up rooms over the number of blocked rooms (%). The program will also display the number of rooms that can still be picked up (**Avl**). Next, you can see the cut-off date for the block (**Cutoff**) as well as the original number of rooms in the block (**Init**). This is important when the cutoff date has been reached so that you can see how many rooms were

originally in the block. During the night audit of the cutoff date, Fidelio reduces the number of rooms allotted in the block so that it equals the number of rooms picked up. This means that zero rooms left to be picked up will be shown. In addition, you can see the status of the block (**Status**) and the reservation type for the block (**RT**). Finally, you will see the potential number of persons in the block (**Prs**). Fidelio arrives at this number by multiplying the number of rooms in the block with the figure entered in the **PAX per Room** field on the block header (average number of guests per room expected).

W Waitlist. *(Only with parameter Use Waitlist Reservations {waitlist} ON.)* If your hotel uses the **Waitlist** option, pressing **[W]** will display all waitlist reservations of the highlighted day at the bottom of the screen. The information will include room, room type, name, arrival and departure date, number of rooms and persons, rate, market code, status and the creation date of the reservation.

- Record Turnaways. *(Only with parameter Record Turnaway Statistics {turnaway} ON.)* If your hotel records turnaways, you can record turned-away business with this option. If, for example, a guest calls and wants to make a reservation for 17 July, you might press this function key only to find out that the hotel is full on that date. Press **[-]**, confirm the date, the number of nights and the number of rooms. Then select the market code (or the advertising code if the parameter Record Turnaways by Advertising Code {adverturn} is ON) and choose the reason for the turnaway. In this case the reason would be “Hotel Full”, depending on your setup other reasons might be “rate too high”, “room type not available” or “no reason given”.

If your hotel records regrets *(only with parameter Advanced Turnaway Handling {regrets} ON)*, you must also enter the guest's name and confirm it from the guest list display. The turnaway is then stored as a regret with the guest profile while updating the turnaway statistics at the same time. If you do not know the name of the guest, press **[Enter]** on the **Name** prompt. Fidelio will then log this record as a normal turnaway.

T Show Turnaways. Press **[T]** if you want to see a list of all turnaways recorded for the day. This function is only available if your hotel records turnaways (*see - Record Turnaways*). Fidelio displays the number of turnaways per market code (or advertisement code) and reason.

/ Out-of-Service Rooms. Press **[/]** for information on out-of-order and out-of-service rooms. Fidelio will display a window for the next seven days and the OO and OS totals for each day.

O Room Type Overbooking. *(Only with parameter Overbooking Limit by Room Type {katoverb} ON.)* This option is only available if the hotel works with overbooking per room type. Pressing **[O]** displays all room types with set overbooking levels for the highlighted day.

S S&C Events. This option is only available with the Fidelio Sales & Catering interface. Press **[S]** and Fidelio will display the Sales & Catering events for the day.

B S&C Block Ceiling. If the hotel is working with the Fidelio Sales & Catering integration, this option will be available. Press **[B]** to display the S&C block ceiling for the selected day.



Please note: The figures displayed in this screen may look completely different if you include tentative reservations, i.e., all tentative blocks and reservations which did not receive a definite reservation type.

U Day Use. Displays Day Use rooms status.

Vacant Rooms [F3]

With [F3] a list of available rooms for a certain period of time and room type will be displayed.

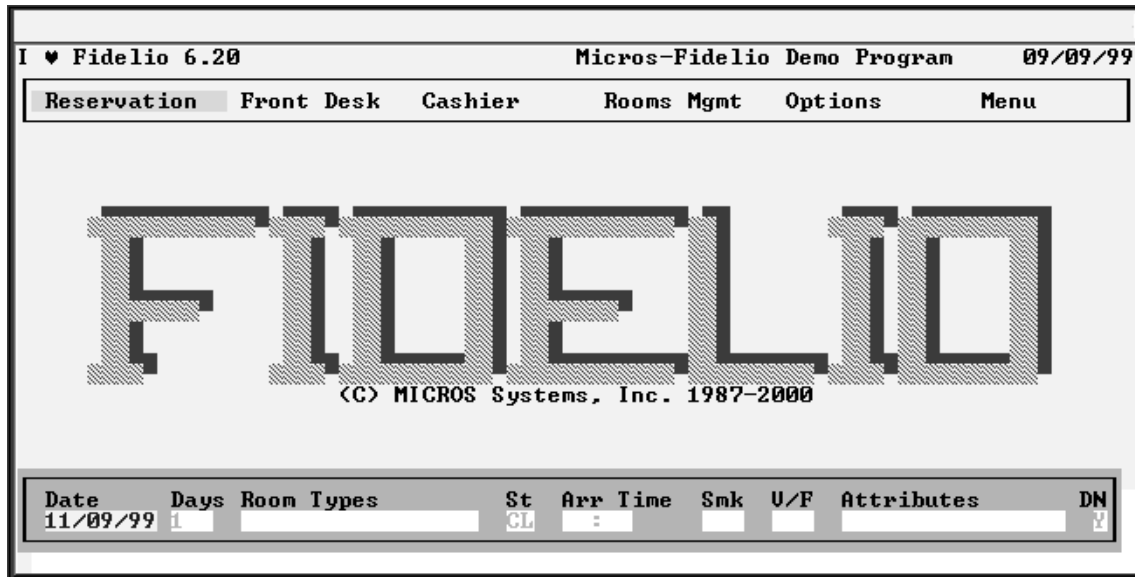


Figure 1-13 [F3] Vacant Rooms Criteria

If you do not want to specify special room types or features, press [Page Down] and Fidelio will show you all the available rooms, their current status and the features of the room.

Default date is today's date and number of days one. If you want to search for certain room types, fill in the defined abbreviation in the field **Room Type**. You can either separate the various types with commas or leave a space. The default **Status** is clean (unless the hotel works with the additional *inspected* room status [only with parameter *Additional Room Status INSPECTED {p_inspect} ON*] in which case the default status is IS for inspected). If you would like to see all rooms, simply blank out the **Status** field. If you change the date to a future date, the room status is always ignored.

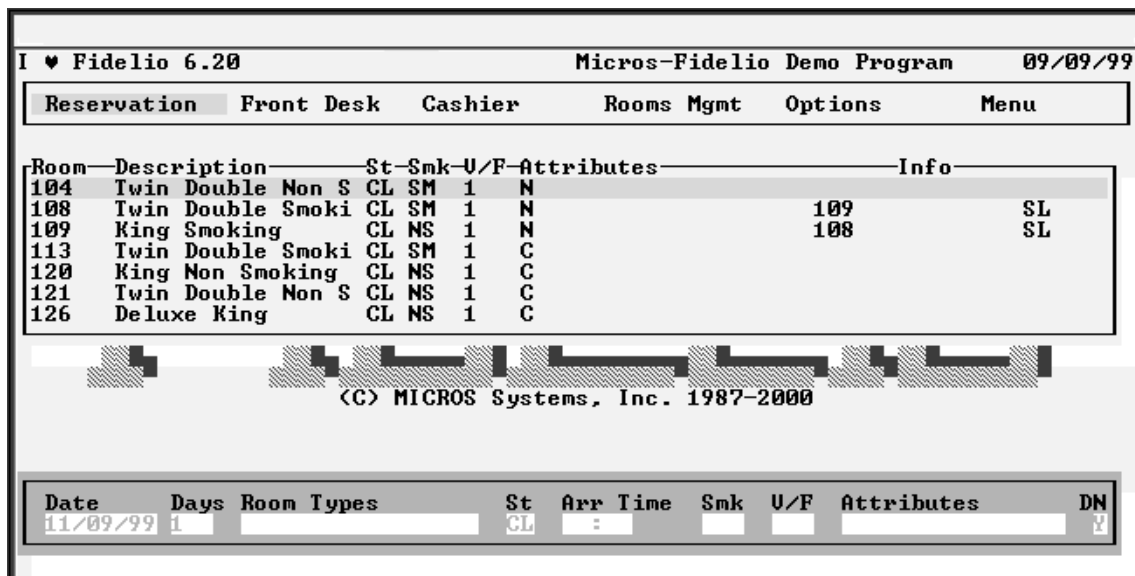


Figure 1-14 [F3] Vacant Rooms

Column Explanation

Room. (Only with parameter Custom Room Assignment Order {assignord} ON.) This column shows the room number. The order in which the rooms are displayed here depends on the way your Systems Manager has configured Fidelio. Usually, you will see the rooms in ascending order (0001-9999). However, this display is user-definable.

Description. Here you can see the room type description.

Status. This column shows the status of the room. As a default, you will only be shown clean rooms (= CL) or, if the hotel works with the additional *inspected* room status, all inspected rooms (= IS). However, if you blanked the **Status** field, before accessing this screen, Fidelio will also show dirty rooms (= DI). As this function only displays available rooms, out-of-order (OO) or out-of-service (OS) rooms are not displayed here.

Arr. Time. With this field you can search and display a list of rooms that will be vacated prior to a certain arrival time. The system will view the check-out time for departure rooms of the day to determine whether the time is earlier or later than the time entered here. All departure rooms whose check-out time is earlier or was left blank will be displayed.

If the room has special features, it can be searched by making the appropriate entry in the **Smk**, **V/F**, and **Attributes** fields. Features for every room can be defined individually in the Setup program. Once defined, you can search for rooms with specific features. Searching with features can make it much easier and faster to find a room suitable for a guest's special wishes.

Smk. In the event that your property has smoking and non-smoking rooms, Fidelio allows you to search by smoking or non-smoking rooms.

V/F. The hotel will have the ability to search by either a view or a floor preference in this field. Whether a view or floor preference is entered will be dependent on the specifics of the property.

Attributes. Use this field to search by room attributes. Attribute codes are user-definable and are used to define the room attributes that distinguish each room, excluding the attributes for smoking and view or floor, as these attributes have already been defined in the appropriate fields.

An example of a non-smoking room with a sea view on the first floor, accessible for handicapped guests would be:

Smoking: NS
View/Floor: SV
Attributes: 1, HA

Info. This column displays for departure rooms only. If the departure is today, Fidelio will indicate whether the guest has departed already (**DP** Departure Paid) or whether the guest has not checked out yet (***DN*** Departing not paid). As a default, Fidelio includes DN rooms in the display. If you want **DN** rooms excluded, you can simply enter [**N**] into the **DN** field before accessing the screen.

Sleep/Skip. (Only with parameter Use Room Discrepancy Feature {discrepant} ON.) On the very right of the screen, Fidelio will display when a room is a sleep (= **SL**), i.e., the housekeeping status is occupied and the front office status indicates that the room should be vacant; or a skip (= **SK**), i.e., the housekeeping status is vacant whereas the front office status indicates that the room should be occupied.

Housekeeping Assignment. You may also see a three-digit code on the very right of the screen, such as TWN or TRI, to indicate that the room has a special housekeeping assignment. This may indicate to housekeeping that a room needs to be prepared in a special way, i.e., will require extra towels. You can also search for rooms with special housekeeping assignments by entering "XYZ" into the **Feature** field.

If the system does not find a vacant room according to your criteria, Fidelio displays the message "No rooms found." If you have searched for a special **Feature** and Fidelio could not find a room, you have the option of repeating the search without one.



Please note: When you are in the **Arrival** screen on field **Room Number** and press [**F3**] in order to find a free room, you can select a room with the cursor keys and [**Enter**]; the room number is inserted automatically. In the

Function Keys
Vacant Rooms [F3]

Arrival and **In-House** screen, however, the default for DN rooms is [N], i.e., departure not paid rooms will not be displayed or selected. As a default, Fidelio will only let you assign clean rooms (or inspected rooms if the hotel works with this room status) for reservations arriving today.

When you select [F3] from within a reservation, the **Arr. Time** field will default to the arrival time entered for the reservation. Fidelio will view the check-out time for departure rooms of the day and display all departure rooms whose check-out time is earlier or was left blank. Rooms with a later departure time will not be offered. You can leave the field blank and all rooms matching the selected criteria will be displayed.

House Status [Shift+F3]

You can create a current house status by going to **Rooms Mgmt** in the main menu and pressing [Enter] on **House Status**. After that you can retrieve the house status with [Shift+F3]. It is not possible to call up a house status screen over the function key after the night audit. You first have to go into **Rooms Mgmt** and select **House Status** there.

The House Status is a survey of all movements of today, i.e., arrivals, departures, available rooms, housekeeping status and expected occupancy for the night. The following screen is displayed:

I ♥ Fidelio 6.20		HOTEL		Micros-Fidelio Demo Program			09/09/99			
Total House		STATUS			Date 09/09/99			Time 11:12		
Total Rooms	137									
Out of Order Rooms	2									
Rentable Rooms	135									
Out of Service Rooms	0									
		Rms	Prs	VIP						
Available Tonight	83									
Occupied Tonight	52	60	18							
Occ. % - OO Rooms		38.52								
Average Rate		115.17								
Blocks not picked up	51									
Individual Rooms	36	43	17							
Group Rooms	15	16	1							
Block Rooms	1	1	0							
House-Use Rooms	0	0	0							
Complimentary Rooms	1	1	0							
		Rms	Prs	VIP						
Departures Expected	6	6	0							
Departures Actual	0	0	0							
Arrivals Expected	14	18	2							
Arrivals Actual	14	15	2							
Extended Stays	1	1	1							
Early Departures	2	2	0							
Day Rooms	0	0	0							
Walk-In Rooms	1	1	0							
		Occ	Vac							
Dirty Rooms	23	9								
Clean Rooms	21	82								
Out of Order		2								
Out of Service		0								

Figure 1-15 [Shift+F3] House Status Screen

Screen Explanation

House Status allows the ability to select for a future date and, if desired (assuming the parameter Summary Room Types {s_roomtype} is switched ON), the status by summary room. New forecasts and actuals will be shown for the following:

- VIPs will be shown for each of the statistics segmentations.
- Forecasted Average Rate.
- Forecast Occupancy percentage, less out of order rooms.
- Breakdown of House Use and Complimentary rooms/persons.



Please note: If on a shared reservation you mark one guest as complimentary and the other as house-use, Fidelio will show one room in each column.

Room Summary

Total Rooms. All the rooms the property has.

Out of Order Rooms. All out-of-order rooms. All out-of-order rooms are automatically subtracted from the number of rentable rooms when you calculate the house status.

Rentable Rooms. All rooms minus out-of-order rooms (OO).

Out of Service Rooms. All out-of-service rooms. They are not subtracted from availability.

Function Keys

House Status [Shift+F3]

End-of-day Projection

This frame displays statistics by room, persons and VIPs.

Available Tonight. Number of available rooms.

Occupied Tonight. Number of all rooms checked in plus number of all rooms which are expected to be checked in. The number of persons is shown in the right column.

Occ.% - OO Rooms. Forecasted occupancy percentage minus out-of-order rooms.

Average Rate. Forecasted average rate.

Blocks not picked up. The total number of rooms that were allotted to blocks and have not been picked up yet.

Individual Rooms. Number of rooms reserved individually and number of individual guests.

Group Rooms. Number of rooms/persons attached to a group profile.

Block Rooms. Number of rooms/persons attached to a block reservation.

House-Use Rooms. Number of house-use rooms booked plus persons.

Complimentary Rooms. Number of complimentary rooms booked plus persons.

Current Movement

This frame displays statistics by room, persons and VIPs.

Departures Expected. Number of rooms/persons that still have to be checked out.

Departures Actual. Number of rooms/persons checked out already.

Arrivals Expected. Number of rooms/persons that still have to be checked in.

Arrivals Actual. Number of rooms/persons checked in already.

Extended Stays. Number of rooms/persons with an extended stay.

Early Departures. Number of rooms/persons with an early departure.

Day Rooms. Shows all expected and checked-in day rooms (rooms with an identical departure and arrival date). Checked-out day rooms are not included.

Walk-In Rooms. Number of rooms/persons that checked in without previous reservation, i.e., the check-in is carried out at the same time as the reservation.

Housekeeping Status

This frame displays statistics for occupied and vacant rooms.

Dirty Rooms. Number of dirty rooms divided into dirty occupied rooms and dirty vacant rooms.

Clean Rooms. Number of clean rooms divided into clean occupied rooms and clean vacant rooms.

Inspected Rooms. (*Only with parameter Additional Room Status INSPECTED {p_inspect} ON.*) Number of inspected rooms divided into inspected occupied and inspected vacant rooms.

Out of Order. Number of rooms which are out of order, i.e., subtracted from availability.

Out of Service. Number of rooms which are out of service, but fully counted in availability.



Please note: The house status is not automatically updated every time you press [Shift+F3]. This is why the time blinks so that you know that this status is not necessarily up to date. If you want to make sure that the house status is up-to-date, you will have to create a new one from **Rooms Mgmt>House Status**.

Room Plan [Ctrl+F3]

With [Ctrl+F3] you receive a summary of all rooms. This is one of the most important functions because it offers you a variety of options. Besides looking at different rooms, you can also move guests to other rooms without having to go to the reservation menu, as well as extend or shorten a reservation.

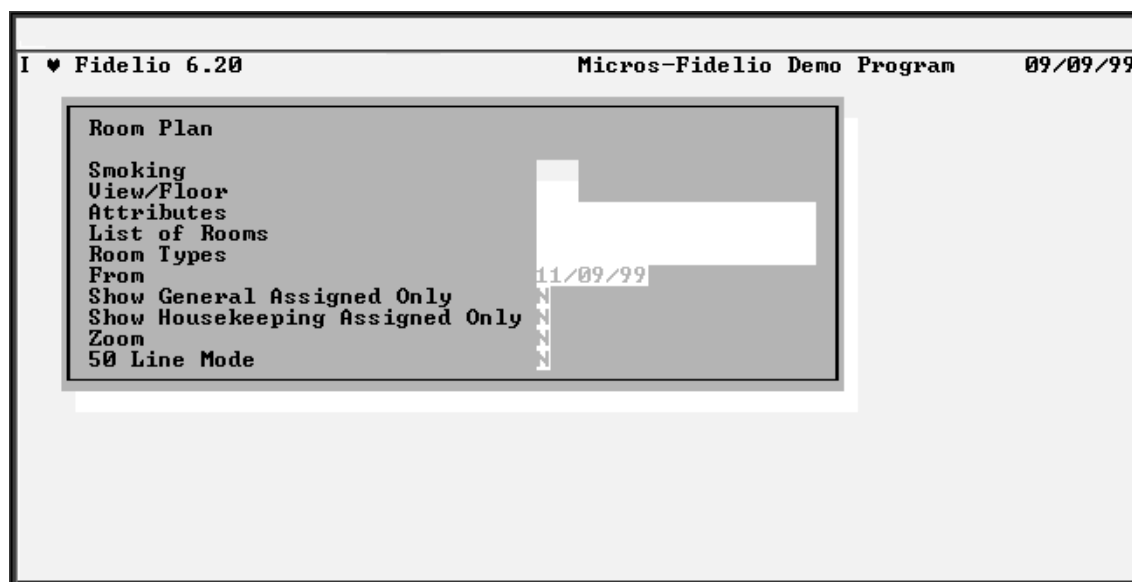


Figure 1-16 [Ctrl+F3] Room Plan

Field Explanation

If you do not want to specify room preferences, a list of rooms or a specific room type or room types, press [Page Down] to display the room plan for all rooms in the hotels.

Smoking. Enter a smoking preference code to display in the room plan. In the event that your property has smoking and non-smoking rooms, Fidelio allows you to specify the appropriate code here.

View/Floor. Enter a view or floor preference code to display in the room plan. The hotel has the ability to define either a view or a floor preference in this field. Whether a view or floor preference is entered will be dependent on the specifics of the property. For example, if your property is located on the beach, you might define the view preference in this field and the floor preference will be defined as a room feature.

Attributes. Enter one or more room attribute codes, separated by commas or spaces, by which to display the room plan. Attribute codes are user-definable and are used to define the room attributes that distinguish each room, excluding the attributes for smoking and view or floor, as these attributes have already been defined in the appropriate fields.

An example of a non-smoking room with a sea view on the first floor, accessible for handicapped guests would be:

```
Smoking:   NS
View/Floor: SV
Attributes: 1, HA
```

List of Rooms. Enter a room number or a list of rooms, separated by commas or spaces, by which to display reservations.

Room Types. Enter a room type or a list of room types, separated by commas or spaces, by which to display reservations.

From. Enter the date from which you'd like to display reservations.

Function Keys
Room Plan [Ctrl+F3]

Room Type Group. (Only with parameter Summary Room Types {s_roomtype} ON.) If your hotel is using summary room types, Fidelio also displays the field **Room Type Group**. By making an entry here, you can restrict the display to one or several summary room types.

Show General Assigned Only / Show Housekeeping Assigned Only. If you would like to display assigned rooms only or housekeeping assigned rooms, enter [Y] in the **Show General Assigned Only** or **Show Housekeeping Assigned Only** fields.

Zoom / 50 Line Mode. If you want a display of the room plan for the next two months, enter [Y] into the **Zoom** field. You also have the option of accessing the room plan in compressed or 50-line mode by typing [Y] into the **50 Line Mode** field. This mode allows you to display up to 45 rooms on one screen.

I ♥ Fidelio 6.20			Micros-Fidelio Demo Program						09/09/99
Rooms	RmTyp	Stat	Th-09/09	Fr-10/09	Sa-11/09	Su-12/09	Mo-13/09	Tu-14/09	
101	SUI	CL							
102	DIW	OO	•ELE	•ELE	•ELE				
103	DIW	OO	•ELE	•ELE	•ELE				
104	DIW	CL							
105	DIW	CL	Adair	Adair	Adair	Adair	Adair		
106	BTW	CL	Lobster*	Lobster*	Lobster*				
107	BKN	CL	Aceti *	Aceti *	Aceti *	Aceti *	Aceti *	Aceti *	
108	STW	CL		Akashi	Akashi				
109	SKN	CL	Baker *						
110	SUI	CL							
111	DKN	CL	Barnes *	Barnes *	Barnes *	Barnes *	Barnes *		
112	SKN	CL	Barson *						
113	STW	CL	Dorsey *	Dorsey *2	Dorsey *2				
114	BKN	CL	Porter			Porter	Porter	Porter	
115	BTW	CL	Broadhu*	Broadhu*	Broadhu*	Broadhu*	Broadhu*	Broadhu*	
116	DKN	CL	Cameron*	Cameron*	Cameron*	Cameron*	Cameron*	Cameron*	
117	DKN	DI							
118	DKN	CL	Aceti						
119	DKN	DI	Bush *	Bush *	Bush *	Bush *	Bush *	Bush *	
120	DKN	CL							

← ↑ ↓ → ← PgUp PgDn Home End + Move - Zoom * Info / View Mode

Figure 1-17 [Ctrl+F3] Room Plan Display

The order in which the rooms are displayed here depends on the way your Systems Manager has configured Fidelio. Usually, you will see the rooms in ascending order (0001 - 9999). However, this display is user-definable (only with parameter Custom Room Display Order {displayord} ON).

If you select a date for a year in the future or scroll backward to a date which is not a current year, the year will be displayed below the system date.

In case a room is reserved or booked, the computer will show you the guest's name in the color associated with the reservation. The room plan provides you with a graphical summary of the occupancy and the availability of rooms over a certain period of time.

If a room is out of order or out of service, the reason will be shown here for every day until the room can be sold again. Out-of-order rooms are also marked with this sign •, out-of-service rooms are marked with _.

If there is a share reservation for a room, Fidelio will display the number of sharers in blinking mode.

Available Functions

← ↑ ↓ → [PgUp] [PgDn] [Home] [End]. You can move around within the room plan by using the cursor keys, [Page Up], [Page Down], [Home] and [End]. With [Home] and [End] you can page into the past (to the left) or into the future (to the right).

Enter. If you require more detailed information about a guest, you only have to move the cursor keys to the guest's name and press [Enter]. Fidelio will display the guest information screen.

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99
-----
Mr. Scott Adair                               VIP      0
2936 E. Pico
93726      Fresno USA                         Company    Boot Factory
Resv. Type  1                                 Payment Method  CA
Arrival     09/09/99                          Market         GCO
Departure   14/09/99                          Conf./Share    322/
Room Type   DTW                               Made on        30/05/96
Room        105
Adults      1
Rate        160.00 Rate Code  RACK
-----
Remarks
-----
M Message  L Locator
Mr. John Smith of EEM
telephoned.
Please call back
Telephone number: 956-555-2789
-----
Status     EXPECTED
E Leisure  - R Reservation  T Traces
  
```

Figure 1-18 [Ctrl+F3] Guest Information screen

You can create, read or change a message for the guest on this screen by pressing [M]. Press [L] for locator to enter where the guest can be found currently. With [E] you can access the Leisure module (for detailed information on Leisure, refer to *Leisure* on page 2-127 in the Reservations User Manual). With [R] you can display the right side of the reservation screen. Press [T] if you need to create a trace for the guest. If there is an open message, an “open” locator, an open trace or a leisure activity recorded for the guest, the [M], [L], [T] or [E] will blink. You can also read the confirmation letter if the guest has a special one (press [C]) and you can read remarks from the guest profile on this screen. If a lot of information has been entered for a guest, you can press [Z] for zooming in the whole Remarks window. You can also view this screen by using the function keys [F6], [F7], [Shift+F6], [Ctrl+F6], [Ctrl+F7], etc., highlighting the guest and pressing [Enter].

A checked-in guest is marked with a star behind the name. If there are two guests in one room, a little “2” blinks in the room plan.

Kremer	=	reserved
Kremer *	=	checked in
Kremer 2	=	two guests

+ **Move.** You can extend or shorten reservations or move guests to another room with the help of the [+] key.

Moving a guest to another room. Go to the guest's name, press [+] (the guest's name will flash), then move the cursor keys to the room the guest wants to move to and press [+] again. Fidelio will use the same availability checks and updates that also apply for guest transactions on in-house and reservations screens.



Please note: You will not be able to move a guest to an out-of-order room.

Function Keys

Room Plan [Ctrl+F3]

Fidelio will ask whether the room status of the original guest room should be changed to dirty (= DI). If the hotel works with the *inspected* room status (*only with parameter Additional Room Status INSPECTED {p_inspect} ON*), you will have the following possibilities:


If the status of the room from which you are moving the guest is “IS”, the following options will be available:

- Change Room Status to Dirty
- Change Room Status to Clean
- Do Not Change Room Status

If the status of the room from which you are moving the guest is “CL”, the following options will be available:

- Change Room Status to Dirty
- Do Not Change Room Status

Invoices of checked-in guests will be transferred to the new room automatically.


 Please note: It is not possible to move the same guest into the same room twice in the Room Plan.

If the Check-Out without Closing Folio (PX) {openfol_co} parameter is ON, it is not possible to move a guest using either [Ctrl+F3] Room Plan or [C] Move to a PX room.

Extending/Shortening the reservation or changing the arrival date. Go to the guest's departure date with the cursor keys and press [+]. Move to the new departure date with the cursor keys and press [+] again. Fidelio will modify the reservation automatically. As long as the guest is not checked in, you can also change the arrival date here.

Creating or breaking a share reservation. When you use the + Move function to move one guest into a room which is already taken by another guest, you are creating a share reservation. Fidelio will carry out a **Combine Share** operation, assign the share number, update the availability accordingly and finally display the message “*Guests now sharing in room S/nnn. Please check rate and persons.*”

When you use the + Move function to move one sharer to another room, Fidelio will display the message “*Change other sharing guests as well? Yes/No.*” With [Y] all share reservations will move along, just like with a regular room move. With [N], you are *breaking* a share reservation. In this case, Fidelio will carry out a **Break Share** operation and only move the selected share reservation to the new room.

 Please note: Fidelio will not let you move share reservations that are attached to a block with this option. Use the reservations or groups menu for such cases (for further information on share reservations refer to *Handling of Share Reservations* on page 2-58 of the Reservations User Manual).

Room Moves and Virtual Number Assignment. This functionality only applies if the hotel works with virtual number pools (*only with license code Virtual Number Assignment {ex_didnr} ON*).

When you move guests with virtual numbers to another room, using **C Move** from the guest-in-house screen or with **[Ctrl+F3]**, a screen like the following will be displayed.

I ♥ Fidelio 6.20			Micros-Fidelio Demo Program					09/09/99	
Rooms	RmTyp	Stat	Th-09/09	Fr-10/09	Sa-11/09	Su-12/09	Mo-13/09	Tu-14/09	
122	BTW	DI	Tohill	Tohill	Tohill	Tohill			
123	BTW	CL	Thompso*						
124	BTW	DI	Drake	Drake	Drake	Drake			
125	DTW	DI							
126	DKN	CL							
127	BKN	DI	Higgins*	Higgins*	Higgins*	Higgins*			
128	STW	CL	Putsuma	Putsuma	Putsuma				
129	SKN	CL	Hammer *	Hammer *					
130	BTW	CL	Fay	Fay	Fay	Fay			
131	BKN	CL							
132	SKN	CL							
133	STW	CL		Sanoki	Sanoki				

Virtual Numbers	Room-110	Room-140
Telephone	7104	Moved
Fax	9104	No UN Assigned
Modem	8104	Moved
Pager		Room cannot have UN
Mobile		Room cannot have UN

Press any key to continue

141	STW	CL	Yamaha	Yamaha		
-----	-----	----	--------	--------	--	--

← ↑ ↓ → ← PgUp PgDn Home End + Move - Zoom * Info / View Mode

Figure 1-19 [Ctrl+F3] Room Move with Virtual Numbers

We have moved our example guest from room 110 to 140. The system moved the virtual number from the phone pool to the other room. In addition, the system enables you to assign a virtual fax number from the prompt-to-assign fax pool.

Room moves to a vacant room. If you move a guest to a vacant unshared room, Fidelio will carry out the standard move functions such as changing the room status, updating availability etc., and then display the virtual number activity. If the target room is set up the same way, the system will move all numbers across, irrespective of whether or not the pool is room or guest-based. You can always see from the display what has happened.

If the target room is set up differently, for instance not activated for the pager pool, then the action description for the source room will state that the virtual number was “Unassigned” and the action for the target room will read “Room cannot have VN”.

When sharers are involved, the action depends on whether the pool is guest-based or room-based. For guest-based pools, virtual numbers will always follow the guest and be moved to the new room accordingly (always assuming the room is set up accordingly). When moving a sharer with room-based pool numbers, the virtual number will stay with the room. Accordingly, the action for the source room will read “Stays in room.” Fidelio will either automatically assign a new virtual number for the target room, prompt the user to enter a number or continue without assigning a number, depending on the assignment rule of the pool.

Room moves to an occupied room. This happens when you carry out the **Combine Share** function. This is no problem with guest-based number pools. They will simply move along with the guest, always assuming the target room is set up the same way.

However for room-based virtual pools the situation is different. If the target room has an assigned room-based virtual number, then the virtual number of the target room will also be applied to the guest moving into the room. The virtual number display will show “Unassigned” for the source room and “Existing VN” for the target room. If the moving guest had no previous virtual number assignment, then the screen will read “No VN assigned” for the source room and “Existing VN” for the target room.

Function Keys
Room Plan [Ctrl+F3]

If the target room has no assigned room-based virtual number and the moving guest also has no assignment, the standard assignment rules as configured for each pool will apply. The source room will display "No VN assigned" and Fidelio will either automatically assign a new virtual number to the target room, prompt the user to enter a number or continue without assigning a number depending on the assignment rules.

If a guest with a permanent number was, for some reason, checked into a room not set up for the respective virtual number pool, Fidelio will attempt to re-assign this number with the room move.

When conducting a room move from a pseudo room to an actual guest room Fidelio will proceed in exactly the same manner as described in the situations above. Moving between pseudo rooms (except for PI or PY room types) will not bring up any dialogue boxes as these rooms cannot have virtual numbers.

- **Zoom.** Normally Fidelio displays the room plan for the next 6 days. By pressing [-] you can extend the survey up to two months. This room plan shows the period of time for which a room is reserved or checked in.

Here is a detail of the compressed room plan and an example of all the special characters used in this plan:

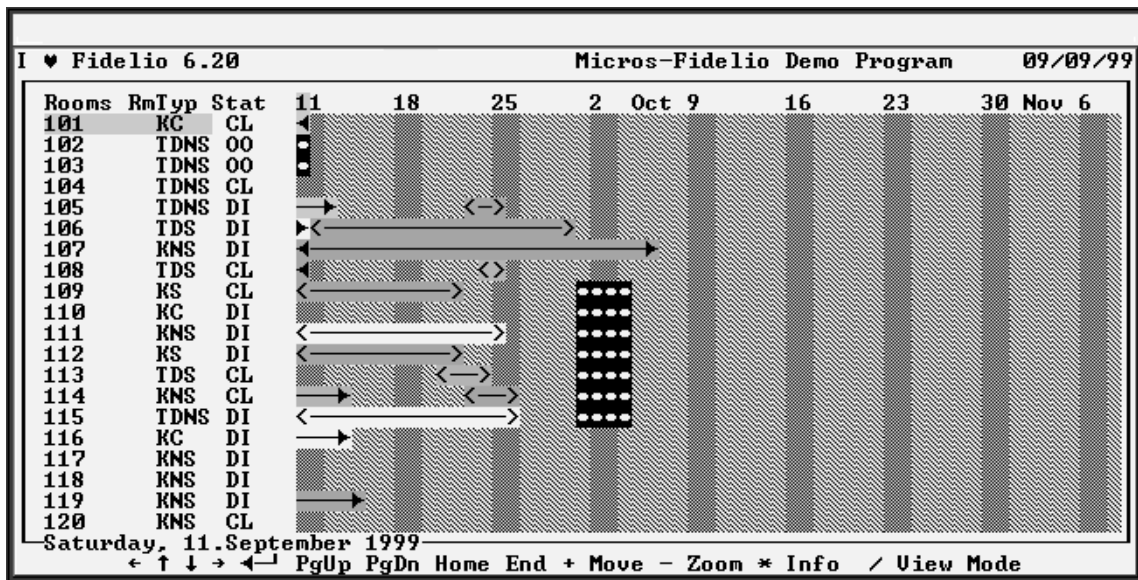


Figure 1-20 [Ctrl+F3] Zoom Mode

Screen Explanation

- ◀ The guest has checked in on that day and will stay for one night.
- ↔ The guest checked in on the first day and is expected to check out after his reserved length of stay (e.g., 4 days).
- < This means that a guest is expected on that day.
- > On this day, the guest is expected to check out.
- <—> The guest is expected on the first day and will stay for his reserved length of stay (e.g., 4 days).
- This room is out of order.
- This room is out of service.

The dark colored columns show weekends.

To find out more about arrival and departure day and the name of the guest, move the cursor to the day you are interested in and press **[Enter]**. The guest information screen will pop up.

As in the “6 day survey”, you can scroll into the future and the past by pressing **[Home]** and **[End]**, move a guest by pressing **[+]** and view the detailed room information by pressing **[*]**.

Press **[-]** again if you want to go back to the “6 day survey”.

* **Info.** Press **[*]** and you will see the room description. This option is very convenient for resort hotels where rooms often vary a great deal.

/ **Viewmode.** This option allows you to switch back and forth between the normal view mode and the compressed 50 line mode by pressing **[/]**.

Calendar [F4]

When you press [F4], a calendar will appear on the screen. With [Page Up] and [Page Down] you can page through the individual months.

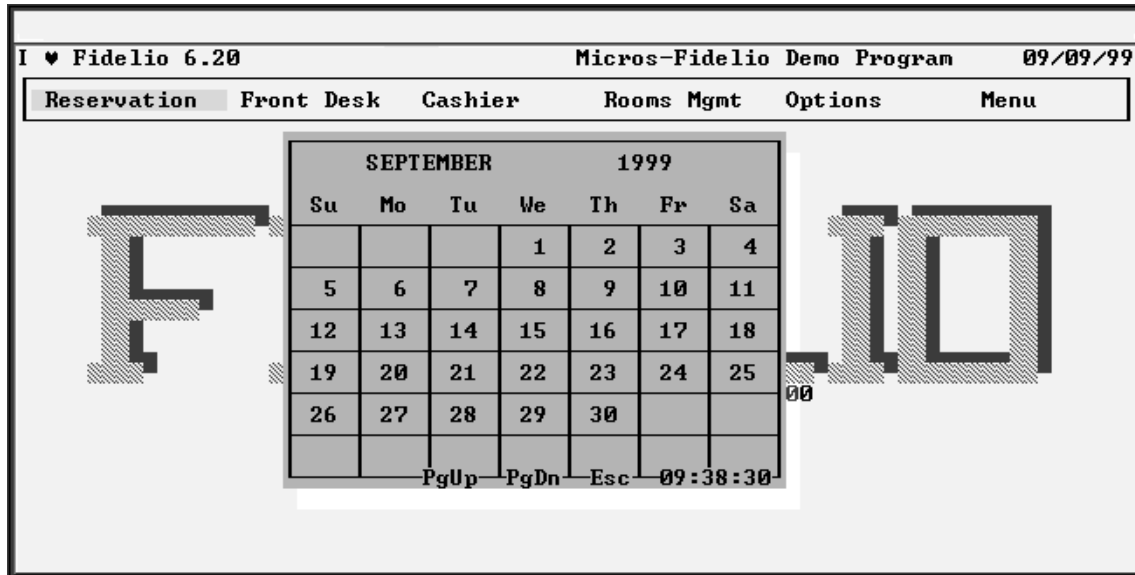


Figure 1-21 [F4] Calendar

Forecast [Shift+F4]

If your hotel uses **generic room types** or **summary room types** (only with parameter *Summary Room Types* {s_roomtype} ON), this function gives you the availability total of each generic room type/summary room type. Otherwise, the first five room types are displayed. If you defined more than five room types and do not work with generic room types, you should not use this function key.

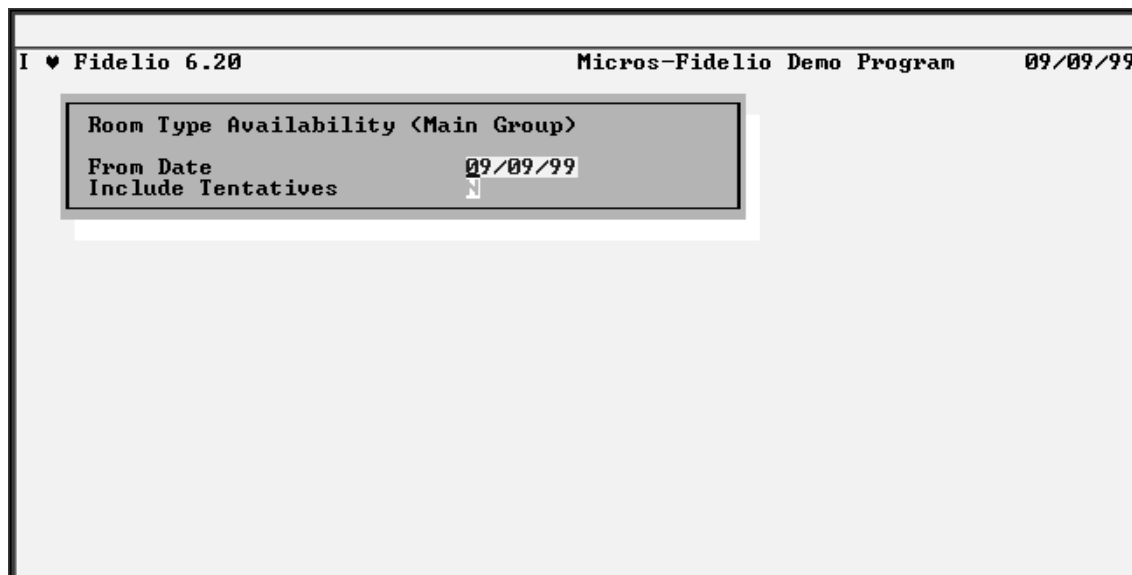


Figure 1-22 [Shift+F4] Forecast

The default to include Tentatives is set to [Y] or [N] depending on the parameter Include Tentative Reservations as Default {incl_tent}. If the parameter is active, the default displayed would be [Y].

The availability will be shown for 8 days starting with the given date. If you press [Space], you can see the full screen display.

Rooms Available		09:51												
	BKINS	TIDNS	IDS	Total	Tent.	OBook	Arr	Dep	Prs	Occ%	Min	000		
SA 11/09	53	1	16	2	1	82	13	0	7	3	36	39	69	2
SU 12/09	55	1	16	4	2	88	17	14	1	5	32	36	71	0
Mo 13/09	59	1	17	4	3	94	5	0	0	6	25	31	89	0
Tu 14/09	66	2	17	5	3	103	60	0	0	9	16	25	43	0
We 15/09	49	2	17	5	3	88	66	0	0	5	9	36	22	0
Th 16/09	49	2	17	5	3	89	73	0	0	1	8	35	16	0
Fr 17/09	70	2	17	5	3	110	73	0	0	1	7	20	37	0
SA 18/09	69	2	17	5	3	109	73	0	1	0	8	20	36	0

Press SPACE for full-screen display

ERA meeting
Day Type C

? Help

Figure 1-23 [Shift+F4] Forecast

Function Keys
Forecast [Shift+F4]

Screen Explanation

On the top right of the screen the time of the query is indicated. Then the availability table is displayed by date and by room type. If you are checking the availability for some future year, Fidelio will show the year in the top right corner of the screen.

You can page through the plan by using the cursor keys and **[Page Up]**, **[Page Down]**. You are shown for each day how many rooms are available in each generic room type or each summary room type (please remember that this depends on your individual setup) and the total number of available rooms. A minus sign in front of a number indicates that the room type is overbooked by that figure.

If there are events for the day, they are shown in the first line below the availability table. Below that line, the day type defined in the rate calendar is indicated.

Available Options

In order to find out about all options available from this function key, simply press **[?]** for the **Help** menu which will display the following list of options.

Rooms Available		09:51													
BKINS	TTDNS	IDS	Total	Tent.	OBook	Arr	Dep	Prs	Occ%	Min	000				
SA 11/09	53	1	16	2	1	82	13	0	7	3	36	39	69	2	
SU 12/09	55	1	16	4	2	88	17	14	1	5	32	36	71	0	
Mo 13/09	59	1	17	4	3	94	5	0	0	6	25	31	89	0	
Tu 14/09	66	2	17	5	3	103	60	0	0	9	16	25	43	0	
We 15/09	49	2	17	5	3	88	66	0	0	5	9	36	22	0	
Th 16/09	49	2	17	5	3	89	Rooms-Sold-09/09/99					35	16	0	
Fr 17/09	70	2	17	5	3	110	Checked In					30	37	0	
SA 18/09	69	2	17	5	3	109	6 p.m.					15	20	36	0
Press SPACE for f												Gtd. Credit Card	106		
ERA meeting												Gtd. Company	45		
Day Type C												Gtd. Voucher	0		
												Block Definite	65		
												Block Tentative	16		
												Group Pickup	8		
												Deposit Requested	4		
												S&C Ceiling	2		
												? Help			

Figure 1-24 [Shift+F4] Reservation Types

↵ Reservation Types. Pressing **[Enter]** on any given day displays a window with the number of rooms booked per reservation type. You can also see the number of checked-in rooms.

+ Room Type Detail. Pressing **[+]** displays a breakdown of reservations by room type and by reservation type for a single day in a matrix. If you have more than twelve room types, this window will scroll. The room type detail is similar to the reservation type detail, but it is actually more detailed. If your hotel has a tower section and a regular section, it is useful to see how many tower room guests are guaranteed and how many are tentative so you can judge how many rooms in that room type to overbook.

* **Blocks.** (Only with parameter *Front Office Group Rooms Control {par_allot} ON.*) This option is only available if the hotel works with the Group Rooms Control module. Pressing [*] will give you a display of all blocks for the day. The screen might look as follows:

I ♥ Fidelio 6.20															Micros-Fidelio Demo Program					09/09/99	
Rooms Available												09:51									
	BRKNS	TTDNS	IDS	Total	Tent.	OBook	Arr	Dep	Prs	Occ%	Min	000									
SA 11/09	53	1	16	2	1	82	13	0	7	3	36	39	69	2							
SU 12/09	55	1	16	4	2	88	17	14	1	5	32	36	71	0							
Mo 13/09	59	1	17	4	3	94	5	0	0	6	25	31	89	0							
Tu 14/09	66	2	17	5	3	103	60	0	0	9	16	25	43	0							
We 15/09	49	2	17	5	3	88	66	0	0	5	9	36	22	0							
Th 16/09	49	2	17	5	3	89	73	0	0	1	8	35	16	0							
Fr 17/09	70	2	17	5	3	110	73	0	0	1	7	20	37	0							
SA 18/09	69	2	17	5	3	109	73	0	1	0	8	20	36	0							

Press SPACE for full-screen display

Block-Code	Name	Block	P/U	%	Avl	Cutoff	Init	Status	RT	Prs
#CEILING	**CEILING S&C**	0	0	0	0	06/09/99	52	Open	9	0
AA1777	AA1777-Crew	2	2	100	0	09/09/99	6	Open	5	2
ROSE030696	Rosenbluth Travel Re	6	6	75	0	26/08/99	14	Open	9	6
ROSENBLUTH	Rosenbluth Travel	0	0	0	0	06/09/99	3	Open	5	0
TAUCK006	TAU006-Tauck Tours	0	0	0	0	09/09/99	20	Open	6	0
TENNIS	Tennis Masters	0	0	0	0	22/08/99	0	Open	5	0
UA1212	UA1212-Crew	0	0	0	0	08/09/99	5	Open	5	0

PgUp PgDn ESC

Figure 1-25 [Shift+F4] Blocks

You will see the **Block Code**, the block **Name**, the number of allotted rooms in the **Block**, the number of *picked-up* rooms (**P/U**), i.e., the number of rooms reserved against the block and the percentage of picked-up rooms over the number of blocked rooms (%). The program will also display the number of rooms that can still be picked up (**Avl**). Next, you can see the cut-off date for the block (**Cutoff**) as well as the original number of rooms in the block (**Init**). This is important when the cutoff date has been reached so that you can see how many rooms were originally in the block. During the night audit of the cutoff date, Fidelio reduces the number of rooms allotted in the block so that it equals the number of rooms picked up. This means that zero rooms left to be picked up will be shown. In addition, you can see the status of the block (**Status**) and the reservation type for the block (**RT**). Finally, you will see the potential number of persons in the block (**Prs**). Fidelio arrives at this number by multiplying the number of rooms in the block with the figure entered in the *PAX per Room* field on the block header (average number of guests per room expected).

W Waitlist. (Only with parameter *Use Waitlist Reservations {waitlist} ON.*) If your hotel uses the **Waitlist** option, pressing [W] will display all waitlist reservations of the highlighted day at the bottom of the screen. The information will include room, room type, name, arrival and departure date, number of rooms and persons, rate, market code, status and the creation date of the reservation.

- **Record Turnaways.** (Only with parameter *Record Turnaway Statistics {turnaway} ON.*) If your hotel records turnaways, you can record turned-away business with this option. If, for example, a guest calls and wants to make a reservation for 17 July, you might press this function key only to find out that the hotel is full on that date. Press [-], confirm the date, the number of nights and the number of rooms. Then select the market code (or the advertising code if the parameter *Record Turnaways by Advertising Code {advertturn}* is ON) and choose the reason for the turnaway. In this case the reason would be “*Hotel Full*”, depending on your setup other reasons might be “rate too high”, “room type not available”, or “no reason given”.

If your hotel records regrets (only with parameter *Advanced Turnaway Handling {regrets} ON*), you must also enter the guest's name and confirm it from the guest list display. The turnaway is then stored as a regret with the guest profile while updating the turnaway statistics at the same time. If you do not know the name of the guest, press [Enter] on the **Name** prompt. Fidelio will then log this record as a normal turnaway.

Function Keys

Forecast [Shift+F4]

T Show Turnaways. Press [T] if you want to see a list of all turnaways recorded for the day. This function is only available if your hotel records turnaways (*see - Record Turnaways*). Fidelio displays the number of turnaways per market code (or advertisement code) and reason.

/ Out of Service Rooms. Press [/] for information on out-of-order and out-of-service rooms. Fidelio will display a window for the next seven days and the OO and OS totals for each day.

O Room Type Overbooking. (*Only with parameter Overbooking Limit by Room Type {katoverb} ON.*) This option is only available if the hotel works with overbooking per room type. Pressing [O] displays all room types with set overbooking levels for the highlighted day.

S S&C Events. This option is only available with the Fidelio Sales & Catering interface. Press [S] and Fidelio will display the Sales & Catering events for the day.

B S&C Block Ceiling. If the hotel is working with the Fidelio Sales & Catering integration, this option will be available. Press [B] to display the S&C block ceiling for the selected day.

U Day Use. Displays Day Use rooms status.



Please note: The figures displayed in this screen may look completely different if you include tentative reservations, i.e., all tentative blocks and reservations which did not receive a definite reservation type.

Events [Ctrl+F4]

With the **Event** option from the **Reservation** menu you can enter special events such as a trade show or the Octoberfest (refer to *Events* on page 2-120 of the Reservations User Manual). The events will then be shown in the various surveys of room types. With [Ctrl+F4] you can get a quick overview on all the events that were defined for a certain period of time.

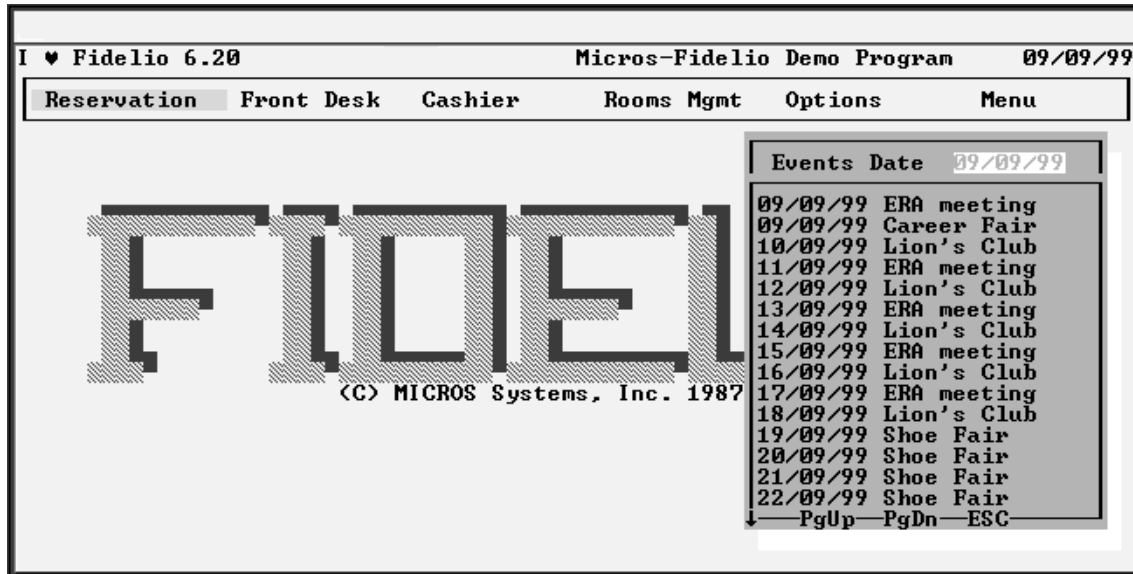


Figure 1-26 [Ctrl+F4] Events

You may want to use this option, for example, when you are in the Fidelio Control Panel ([Shift+F2]) and see a plus [+] beside the indicated event of the day. This means that there is more than one event on that particular day, but there is no room in the control panel to show you the additional events. By pressing [Ctrl+F4] you can see all the events of the day.

Rate Information [F5]

[F5] provides the user with all necessary information about rates, rate codes and packages. Pressing [F5] displays the following window:

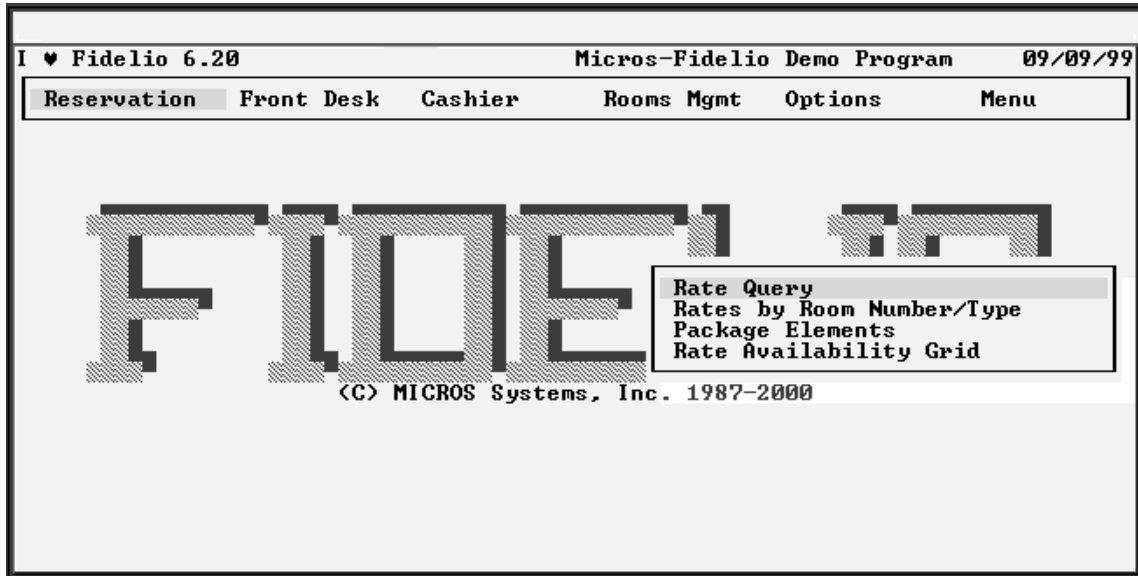


Figure 1-27 [F5] Rate Query Menu

The **Rate Query** allows the user to see at a glance which rates are available for each room type on any given arrival date, departure date and number of persons. The **Rates by Room Number/Type** shows full rate code information including rate splitting for any particular rate code, room type or room number. The **Package Elements** option displays all available packages. The **Rate Availability Grid** shows the availability of all rate codes for a given month. The **Promotions** option displays rate codes available that are attached to promotions (*only with parameter Promotions {promotions} ON*).

Rate Query

The rate query is like a mini-reservation. You enter the arrival date, number of nights, number of adults (per room) and number of rooms. The defaults are arrival date of today (if parameter Arrival Date Defaults to Blank {blankarriv} is OFF), one night, one adult and one room. You can also optionally enter a rate code, group of rate codes (starting with [/]) or the first letter or letters of a rate code, a scratch name, company and agent. If you are using the dynamic profile look-up function (*only with parameter Rate Code Profile Look-Up during Rate Query {p_rcodedef} ON*), Fidelio will check any names that you have entered with the guest file and display a guest list for your selection (refer to *Dynamic Profile Look-up* on page 1-42).

```

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Rate Query
Arrival                11/09/99
Nights                 1
Adults                 1
Number of Rooms       1
Scratch Name
Scratch Company
Scratch Agent
Rate Code/Category
Include Tentatives
  
```

Figure 1-28 [F5] Rate Query Entry

If your hotel is using summary room types (*only with parameter Summary Room Types {s_roomtype} ON*), after filling in the Rate Query Screen, Fidelio also displays the field **Room Type Group**. Here you can enter a summary room type if you want to restrict the query further (or leave the field blank to choose from a picklist). If the parameter Promotions {promotions} is ON, you can query promotions available. The default to include Tentatives is set to [Y] or [N] depending on the parameter Include Tentative Reservations as Default {incl_tent}. If the parameter is active, the default displayed would be [Y]. If you do use this parameter, the display field **Available** will change to **Min Avail**.

Fidelio then shows you a grid of room types and rate codes. The order of display is determined during the **Rate Availability** setup. Inside each cell is the rate and at the bottom of the grid are the total number of rooms available in that room type for the entire range of dates (similar to the function key [F2]). You can only see up to twelve room types at once. For this reason, among others, Fidelio recommends the use of twelve or fewer room types when you configure the system. However, you can scroll right, left, up and down.

Function Keys
Rate Information [F5]

? Help		KC	KNS	KS	KTNS	KTU	TDNS	TDS	TSU	TKN	XNR
*	RACK	190	145	130	145	145	200	200	180	230	200
*	RACKMED	150	150	140	140	130	■	■	160	■	■
*	CORP	107	107	107	107	107	107	107	176	224	107
*	CONTRCT1	100	100	100	100				165	215	
*	WEEK	700	700	700	700	700	700	700	160	210	700
*	COMP	0	0	0	0	0	0	0	160	160	0
*	IBMWEEK	112	112	112	112	112	112	112	180	230	112
*	IBMWKEND	*	*	100	*	100	*	*	201	249	*
*	IBMSPEC	100	100	100	100	100	100	100	200	300	100
*	SENIOR	100	100	100	100	100	100	100			100
AVAILABLE		4	30	13	8	6	-9	2	7	3	1
Only available with company ID											
King Corner											

Figure 1-29 [F5] Rate Availability Grid

With this grid you can see exactly which room types are available for the given period and what they cost. If you only want to see one rate code, like “RACK”, you can type in “RACK” in the **Rate Code** field of the rate query. If you just type in [R], Fidelio will show you all rates beginning with [R]. If you would like to see all corporate rate codes (and you have defined a group of rate codes called COR in FSTAMM), then type “/COR”. The same applies to all other groups of rate codes.

If you are using the rate/yield management module, Fidelio will only show you the available rate codes (for more information on the rate grid, refer to *Entering the Reservation Detail* on page 2-17 of the Reservations User Manual and for general information about rate management the Rate Management Setup Manual).

If a room type is already sold out for this range of dates or if the query you are making would cause the room type to sell out, Fidelio displays the column in red. In the above example, the **TDNS** column would be red. If you did the same query but for two rooms, the **TDNS** and the **XNR** columns would both be red. Therefore, the number of rooms displayed is always the number of rooms available, not including the pending reservation.

Any blank cells indicate that the corresponding rate code has not been defined for this specific room type and arrival date. A red square (■) in any of the cells signifies that the room type has been closed for this particular rate code on this date. A red star (*) indicates that the rate code is not available for this room type because it was not equal or higher than the hurdle rate set for the particular date. This option is only available in hotels using the hurdle rate integration (*only with license code Hurdle Rates {ex_hurdle} ON*).

As you scroll through the grid, moving the cursor from cell to cell, Fidelio will display quick information about the rate codes and the respective room type description at the bottom of the screen.

On the bottom of the grid, Fidelio will display the number of rooms **AVAILABLE** for each room type for the selected time range. This is the minimum number of available rooms without overbooking and excluding tentative reservations. If the hotel uses room type overbooking and has additionally activated the parameter Show Room Type Overbooking in Rate Grid {p_gridover}, Fidelio will also display the line INCLUDE O/B on the rate query screen. This line will show the maximum number of available rooms including the set room type overbooking levels. When the rate query is for more than one night, Fidelio will use the smallest common denominator for the calculation of the two lines. Let us give you an example (for further examples and details refer to *Overbooking* on page 5-18 of the Rooms Management User Manual).

Rate query for TWO nights with different overbooking levels.

STW available on 27/05: 20 Overbooking level: 2 Max to sell: 22

STW available on 28/05: 17 Overbooking level: 3 Max to sell: 20

For the first day Fidelio's calculation yields a maximum of 22 STW rooms to sell including overbooking. For the second night the maximum is smaller, i.e., $17+3=20$. In order to make sure that you do not exceed the maximum number of rooms to sell for the reservation, Fidelio takes the smaller result (i.e., 17 and $17+3$) and displays these figures in the **AVAILABLE** and the **INCLUDE O/B** lines of the table. The minimum number of STW rooms available for the two-day query therefore is 17 and, including overbooking, 20. The rate grid would look as follows:

27/05/97 2 Nts. 1 Rms. 1 Pers.	
	STW
Rate1	150
Rate2	110
Rate3	210
AVAILABLE	17
INCLUDE O/B	20

Available Options

+ **Another Rate Query.** Press the plus key [+] to perform another rate query without leaving the displayed rate grid. This menu is the same as the No Rates Found? window (refer to *No Rates Found* on page 1-43).

E Events. If an event has been entered for any date within the time frame of the rate query, Fidelio will display the letter [E] along with the first event at the bottom of the rate query grid. If more than two events have been entered for that date, the description will flash. Press [E] to display the window listing all the events.

? **Help.** A number of additional options are available from this screen. If you press [?] for **Help**, Fidelio will display a window with these options.

↵ **Save.** A very useful feature of the rate query is that you can save the information which you have just entered for the next reservation you are about to make, including the scratch name, company and agent. All you have to do is press [Enter] to pick the room type and rate code which you want to sell. Fidelio will issue a short tone to indicate that your selection is registered. The next time you make a new reservation, the scratch company and name are displayed as defaults if you entered information in the scratch fields and Fidelio fills in the arrival date, nights, departure date, number of rooms, number of adults, rate code, rate, room type and even market code and source code (if the rate code has a default market or source code). You will only need to enter the information on the right side of the screen as well as the confirmation letter name, if necessary. It is not possible to pick a rate for a day earlier than the current system date.

With this feature it is very easy to enter telephone reservations directly into the computer without first writing them down on paper.



Please note: If you select a rate code, the rate query function will check whether the request would cause any of the days to be overbooked. In that case, you will see the message *“House will be/is overbooked within the requested time period. Do you want to continue? Y/N”* with the default set to “Yes.” The system will let you record the rate, though, if you continue. If you look for alternative dates by pressing the [*] key, the screen will display an “O” for overbooked on the left-hand side for fully booked dates.

If you select a rate code which has a change of rate during the guest's stay, Fidelio will display the **Rate Info** screen, indicating the rate for each day of the projected stay.

/ **Rate Info.** Press [/] on a selected rate in order to see the value of this rate in another currency. Fidelio will display a window with all defined currencies, from which you can select one with [Enter]. The **Rate Info** screen will show the rate, tax and any extras for each day of the reservation request, the calculated total for the stay and the selected currency at the bottom.

Function Keys
Rate Information [F5]

Space Full Rate. (Only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON.) Press [Space] on any cell if you wish to see the exact rate amount. Fidelio will display a window with the name of the rate code and the rate including all decimal places. For example if you see 99 in a cell, the actual rate could be anything from 98,50 to 99,49. In addition, the system will display the currency code pertaining to the selected rate. This is very useful for hotels working with multiple currencies, as it will help you identify rates configured in different currencies.

* **Alternatives.** (for users of rate availability) Pressing [*] will give you detailed information on the availability of a selected rate. Fidelio will start the display a number of days before the selected arrival day and will show the availability status of the selected rate for each day a number of days beyond the selected departure date. The display might look like this:

Smith IBM 09/09/99 1 Nts.		Micros-Fidelio Demo Program										09/09/99
? Help	KC	KNS	KS	IT	WEEKEND							
* RACK	190	145	130	14	Thu 09/09/99	Closed						
* RACKMED	150	150	140	14	Fri 10/09/99	Closed						
* CORP	107	107	107	10	Sat 11/09/99	Closed						
* CONTRCT1	100	100	100	10	Sun 12/09/99	Min. LOS 3						
* WEEK	700	700	700	70	Mon 13/09/99	Min. LOS 2						
* COMP	0	0	0	0	Tue 14/09/99	Closed to Arrival						
* IBWEEK	112	112	112	11	Wed 15/09/99	Closed						
* IBMWKEND	*	*	100	*	Thu 16/09/99	Closed						
* IBMSPEC	100	100	100	100		201	249	*				
* SENIOR	100	100	100	100		200	300	100				
AVAILABLE	4	30	13	8	6	-9	2	7	3	1		
Only available with company ID												
King Corner												

Figure 1-30 [F5] Alternatives

This function is very useful in conjunction with the [+] key. If your caller is not happy with the available rates you have quoted to him, you can press [+] to display ALL rates and then press [*] on a closed rate to find out why the rate is closed. With this information you may be able to offer the caller a better rate if, for example, he is prepared to stay a day longer or arrive a day later.

Using the * **Alternatives** function you have the following additional options:

[↑][↓]. You can move the cursor up and down to another date and press [Enter] to display the rate query grid for this new arrival date. Just answer [Y] to the message "Display new rate query with arrival date <date>? Yes/No." Fidelio will remember all the field entries from the initial rate query, such as number of nights, persons, etc.

[→][←]. By using the right cursor you can display the alternative details for the next rate code displayed on the rate query screen. The left cursor will take you back to the rate code displayed before.

+ **All Rates.** (for users of rate availability) If you would like to see all rate codes, including the ones that are closed or not available, press the [+] key from within the grid. Fidelio will display all unavailable rate codes and rates in red. If you only display a limited number of open rate codes by entering, for instance, the first letter of the rate code/rate category, Fidelio will also only display all rate codes starting with this letter when you press [+].

I Info. To get a full page of information about the rate code, press [I]. Both the long and the quick information screens can be configured in FSTAMM in the rates section.

- Turnaways. (Only with parameter Record Turnaway Statistics {turnaway} ON.) If your hotel records turnaways, you can record one with this option. The turnaway function enables you to record turned away business. If, for example, a guest calls and wants to make a reservation for 17 July, you might press this function key only to find out that the hotel is full on that date. Press [-], confirm the date, the number of nights and the number of rooms. Then select the market code (or the advertising code if the parameter Record Turnaways by Advertising Code {advertturn} is ON) and choose the reason for the turnaway. In this case the reason would be “Hotel Full”, other reasons, depending on your setup might be “rate too high”, “room type not available” or “no reason given”.

If your hotel records “Regrets” (only with parameter Advanced Turnaway Handling {regrets} ON), you must also enter the guest’s name and confirm it from the guest list display. The turnaway is then stored as a regret with the guest profile while updating the turnaway statistics at the same time. If you do not know the name of the guest, press [Enter] on the **Name** prompt. Fidelio will then log this record as a normal turnaway.

O Overbooking. You can display the defined overbooking levels by pressing [O]. If the hotel works with room type overbooking, you can choose between **House Overbooking** and **Overbooking by Room Type**, otherwise, the system will take you straight to the **House Overbooking** display. You will see the rooms **Available**, the **Overbooking** figures for each day within the selected time frame and the number of rooms **Still to Sell**. In addition, the system will calculate the minimum availability for the complete time range and display it.

W Waitlist. (Only with parameter Use Waitlist Reservations {waitlist} ON.) This option enables you to record a waitlist reservation when you find, for example, that you cannot offer any available rooms. Select the room type/rate cell which you want to reserve and press [W]. A small window is displayed where you can record the telephone number of the caller. Next you have to select the reason for putting the reservation on waitlist. You can also add additional free text to record further details (this information is later displayed on the Guest Info screen from the **Waitlist** option). When you press [Esc], Fidelio will issue a short tone to indicate that your selection is registered. When you go to the **Reservation** menu now, after selecting a name for a new reservation, Fidelio will automatically provide all the details of the waitlist reservation, such as arrival and departure time, number of rooms, room type and rate code into the reservation screen. The market code will be **WTL** (for waitlist). Complete further details as required. After exiting the reservation, Fidelio will display the message “Reservation moved to waitlist.”

H Hurdle Rates. (Only with license code Hurdle Rates {ex_hurdle} ON.) This function is only available if you are using the hurdle rate integration. The hurdle rate integration enables hotels to use external yield management software together with Front Office to enhance the rate availability decision process.

Instead of making a suggestion for the status of each rate code, the yield management software determines a *hurdle rate* for each day. The rate codes defined in the hotel are compared with the hurdle rate. If they are equal or higher, they will be available. Otherwise, they will not be offered for the reservation. In the rate grid you will see a red star (*).

From the rate grid, you can press [H] to display the hurdle settings for each room type each day. The display is grouped by yield category. You can see for each room type whether the hurdle rate has been changed manually (**Overr.** = [Y]), the **Ceiling**, i.e., the number of times the delta is to be added to the hurdle rate, the number of times this yield category has been sold since the last update from the yield management software (**UpdS.**), the number of times the category can be sold before being closed (**MaxS.**), the hurdle rate and the delta.

The screen is for your information only, changes to hurdle rates can only be affected in the Setup program and only with special rights (for detailed information on Hurdle Rates refer to *Hurdle Rates* on page 3-66 of the Rate Management Setup Manual).

T Include Tentatives. (Only with parameter Include Tentative Reservations as Default {incl_tent} ON.) Fidelio defaults the rate grid to [N]. To change the grid to include tentatives or toggle and not include tentatives, press [T].

Function Keys
Rate Information [F5]

Dynamic Profile Look-up

If your hotel works with the dynamic profile look-up option (*only with parameter Rate Code Profile Look-Up during Rate Query {p_rcodedef} ON*), you can search for special rate codes recorded with a given profile with **[F5]**. As explained above, you can enter **Scratch Names** for guests, companies and agent profiles. After selecting a rate code, these names and the rate code are automatically filled in for the next reservation. With the dynamic profile look-up Fidelio will check the guest file for matching names and display a list of corresponding profiles. If special rate codes were recorded for a profile, this will be indicated by a single dollar sign **[\$]** for one rate code and by a double dollar sign **[\$\$]** for two and more rate codes to the left of the guest record.

You can move within the list and view the complete profile information by pressing **[A]**. If you have selected a profile with **[Enter]**, Fidelio will only display available rate codes that were recorded for this profile. If you have entered a **Scratch Name**, a **Scratch Company** and a **Scratch Agent**, the displayed rate grid will show rates codes recorded for the profiles in the sequence of guest, company and agent rate codes. If multiple rate codes have been recorded for a guest profile, Fidelio will display them according to the sequence numbers assigned to the **Rate Codes** in the **Options** menu on the profile screen. If no special rate codes are found, the rate grid will display in the usual fashion.

If the hotel works with the dynamic rate look-up, the rate query screen shows additional information in the column displayed left of the rate code. The column may contain one of the following characters:

- ' ' rate code is attached to the guest profile
- 'C' rate code is attached to the company profile
- 'T' rate code is attached to the agent profile
- '*' rate code is not attached but matches some other search criteria
(i.e., rate code or rate category) or when no search criterion was specified

No Rates Found

Once the Rate Grid is displayed with your criteria, you can perform another rate query without returning to the beginning of the query process.

Press the plus key [+] to select another query option, based on your original query.

For example, query for an arrival date of 8 January, 1999, for 3 nights and the rate category of Rack. The Rate Grid displays the available rates for that query. Press the [+] key to display a menu which allows you to perform more queries, based on your original criteria. Refer to *Figure 1-31 [F5] No Rates Found Message*.

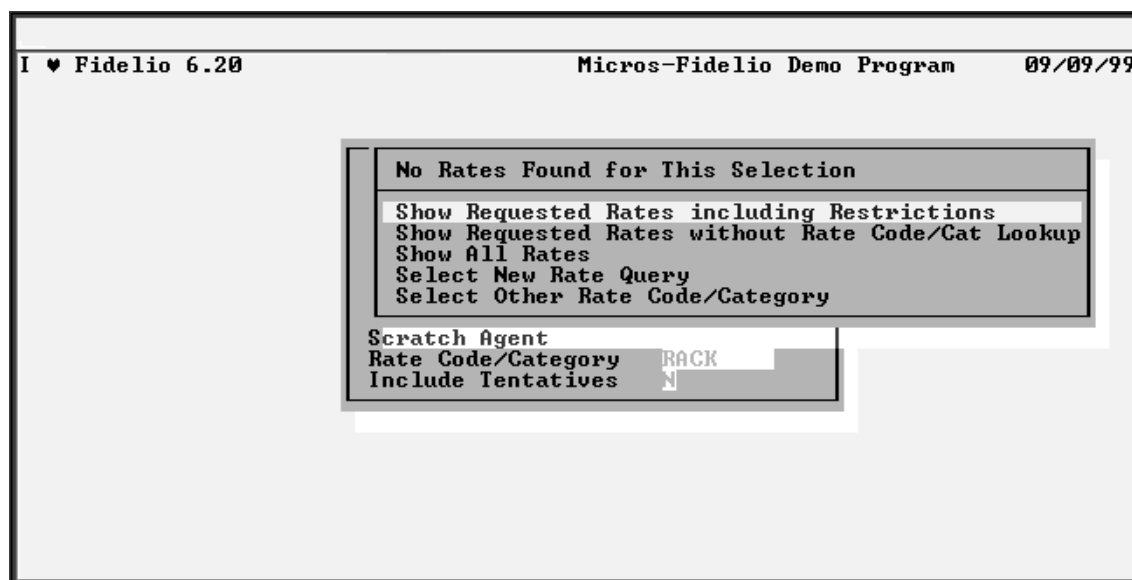


Figure 1-31 [F5] No Rates Found Message

Show Requested Rates including Restrictions. This will display the rate grid with all restricted rate codes. This is similar to pressing [+] from within the grid. However, as Fidelio could not find any rates, all rate codes will show in red.

Show Requested Rates without Rate Code/Cat Lookup. This menu option will only appear if you were searching for specific rate codes. If you select this option, Fidelio will ignore rate code information entered in your query.

Show Requested Rate Code/Cat w/o Profile Look-Up. This menu will only appear if you were searching for rate codes that were attached to a guest, company or agent profile and specified a rate category. If you select this option, Fidelio will ignore rate code information on the profiles and only search for rate codes matching your entry in the *Rate Code/Category* field.

Show Requested Rates without Promotion LookUp. (*Only with parameter Promotions {promotions} ON.*) This menu option will only appear if the promotion code sell/stay dates fall outside those specified, or those rate codes which would normally be valid for this promotion code have restrictions applied against them.

Show All Rates. This option displays all available rates for the date and number of nights specified. All other criteria entered is ignored.

Select New Rate Query. This selection will take you back to the rate query screen and the cursor will be positioned on the first field of the screen, i.e., the *Arrival* field so you can enter different data and conduct a new rate query.

Select Other Rate Code/Category. This selection will take you back to the rate query screen and the cursor will be positioned on the last field, i.e., the *Rate Code/Category* field.

Rates by Room Number/Type

With this option you can select rate codes by room, room type, codes and rate class. The following window is displayed:

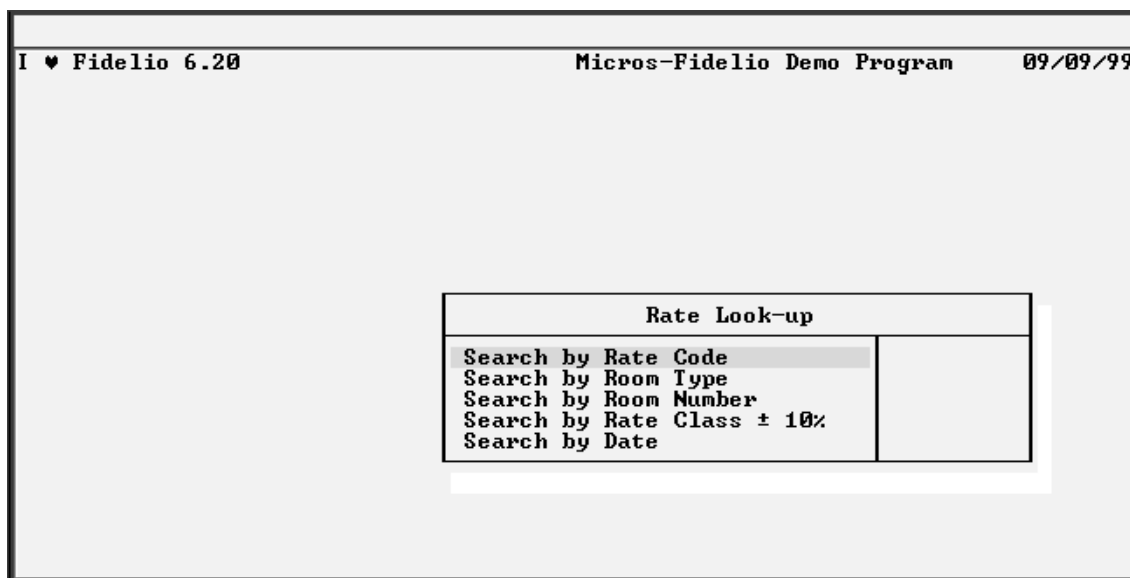


Figure 1-32 [F5] Rates by Room Number/Type

Available Options

By Rate Code. Press [Enter] and fill in the rate code you would like to see or the first characters of a rate code. Fidelio will show you all the rate codes starting with the characters. If you press [Enter] on any of the displayed rate codes, the rate code detail is displayed. If you want to see all rate codes, press [Page Down] twice.

By Room Type. If you fill in a certain room type, Fidelio will display all the rate codes that were defined for this room type.

By Room Number. If you defined special rates for individual rooms, you can fill in the room number here.

Search by Rate Class +-10%. If you want to search for rate codes that come close to or correspond to a certain amount, select this option and enter the amount. Fidelio will display all available rate codes corresponding to the amount plus minus ten percent.

Date. Enter only the date if you are interested in all rate codes available at a certain date.

Package Elements

With this option you can look up all presently available package elements. You may need this option if you want to check how exactly a package element linked to a certain rate code is defined.

If you know all about packages already, you can skip the introduction (for detailed information refer to *Package Elements* on page 3-30 of the Rate Management Setup Manual).

The term *package* is used to refer to an arrangement where the guest in your hotel gets services included in the rate other than just a room. For example, bed and breakfast is a package. The guest pays a single price but gets both room and breakfast included. (In this case, breakfast is considered a package element.) A golf package might consist of a three-night stay with a welcome cocktail upon arrival, a round of golf on the second and third day, gala dinner on the second night, breakfast buffet every morning and parking. The guest pays one amount for the whole package (in this package, the elements are welcome cocktail, green fees for two days, dinner one night, breakfast each day and parking).

Because each package is made up from a series of *package elements*, we can define each package element individually and then assign them to a rate code. Individual package elements can be used in multiple, different packages (e.g., if you only have one price for *breakfast*, then the element breakfast can be used in the B&B package mentioned above as well as in the Golf package).

The screen displayed here depends on whether your hotel is using the basic package module or the advanced package module (*only with parameter Advanced Package System {par_packag} ON*).

Package Lookup. After you have pressed [F5] and selected **Package Elements**, Fidelio displays a window with all currently available package elements in your hotel. The screen might look as follows:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99
Code	Description	Price	Cur	
BEXI	Breakfast exclusive	14.00	\$	
BFST	Breakfast inclusive	15.00	\$	
DINN	Dinner inclusive	30.00	\$	
FITN	Fitness Package	80.00	\$	
GOLF	Golf Package	60.00	\$	
TAX	Tax	11.00	\$	
TAX	State Tax	8.00	\$	
TENN	Tennis Package	60.00	\$	

← Modify INS New DEL Delete C Copy
 - Change Code * Show Rate Codes

Figure 1-33 [F5] Packages Pickbox

Looking at our example, you can see quite easily how different package elements can look. Breakfast inclusive is a deal where breakfast is included in the rate. With breakfast exclusive, the price for the breakfast would be added to the rate.



Please note: There can be various package elements with the same package code and different description as in our **TAX** example (the descriptions being state tax and city tax).

In order to see what exactly was defined for a certain package element, press [Enter] and Fidelio will display the packages screen. Depending on whether your hotel is using the basic or the advanced module, you will see different package screens.

Remember that you do not sell package elements directly. You sell rate codes and rate codes include one or more packages elements.


Function Keys
Rate Information [F5]

The Basic Package Module

If you do not work with the Advanced Package Module, Fidelio will display the following screen:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99
Package Code	BEXT	Description	Breakfast exclusive	
Forecast Code				
Print Separately	Y			
Add to Rate	N			
Department Code	310			
Price		14.00	\$	
Calculation Rule	A	Per Adult		
Posting Rhythm	D	Post Every Night		
Formula				

Figure 1-34 [F5] Basic Package Information Screen

 Please note: You can only view the fields and not change anything. All changes must be made in the Setup and Configuration program in the **Rate Management** menu, *Package Elements* section.

Field Explanation

Package Code. This is the abbreviation for the package element.

Forecast Code. This field is used to hold a pre-defined forecast code. A forecast code can be attached to any package element where you want to forecast potential numbers. With the help of this field you can find out, for example, how many people you are expecting for breakfast on any given day.

Description. This field is used to contain the description for your package element. In this example, it is breakfast. If you have a choice of breakfasts with multiple rates, you may be able to recognize each item from this description. Also, if you use the same package code twice (as is often the case with TAX) the description will help you know which element you are dealing with, for example state tax and federal tax.

Print Separately. The package elements can be printed as a separate line on the guest folio. This is very useful when the package element is not included in the rate. In our example the print-out would look as follows:

25.01	Room Rate	136.00
25.01	Breakfast	14.00

Add to Rate. The field determines whether or not the value of the package element is to be added to the rate or considered a part of the rate already. For example, if the breakfast is included in the rate and not printed as a separate line item, the setting here would be [N] and the folio would look like this:

25.01	Room Rate	150.00
-------	-----------	--------

Internally, the breakfast amount will be deducted from the room rate and posted to a department code for breakfast. (Fidelio posts 136.00 to Room rate and 14.00 to breakfast.)

If, however, the element (i.e., breakfast) is added to the rate, the setting here would be [Y] and the guest folio would look like this:

25.01	Room Rate	164.00
-------	-----------	--------

In this case, too, the breakfast amount will be deducted from 164.00 and posted to a department code for breakfast. (Fidelio posts 150.00 to room rate and 14.00 to breakfast.)

If you print a package element separately, you cannot add it to the rate at the same time. In this case **Add to Rate** is always [N].

Department Code. This is the department code the system will use when posting the package element (either internally or to the guest folio). The department code must be between 1 and 899.

Price. This is the actual price of the package element. In our example, 14.00. The currency abbreviation is the default currency of the property. The currency abbreviation will be displayed with the department code of the currency (*only with the parameter Use Fidelio Multiple Currency System {curr_at_ci} ON*).

Currency. The currency of the package element's price.

Calculation Rule. This field is used to determine how the value of the package element should be posted in relation to the number of people in the room. There are the following options:

- Per Adult (price times the number of adults)
- Per Child (price times number of children)
- Per Person (price times number adults *plus* number of children)
- Flat Rate (price posted as flat rate, regardless of number of guests)

In our breakfast example this would probably be **per person**, unless children eat breakfast for free, in which case the entry here would be **per adult**. If the package element was for parking or something similar, a **flat rate** would be chosen.

Posting Rhythm. Here you can see when and how often Fidelio should post the package element. The following options are available:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program	09/09/99
Package Code	BEXT	Description	Breakfast exclusive
Forecast Code			
Print Separately	Y		
Add to Rate	N		
Department Code	310	Breakfast	
Price		14.00	
Calculation Rule	1		
Posting Rhythm			
Formula			
		Post Every Night Post on Arrival Night Post Every X Nights Starting Night Y Post on Certain Nights of the Week Post on Last Night Post Every Night except Arrival Night Post Every Night except Last Do NOT Post on First and Last Night Floating Allowance per Stay Custom Posting Schedule	

Figure 1-35 [F5] Posting Rhythm Menu

Most of the options are self-explanatory, however, the **Floating Allowance per Stay** and the **Custom Posting Schedule** require some further explanation.

The **Floating Allowance per Stay** option creates an allowance at the beginning of the stay containing the sum of the package elements available for the stay. The guest can make use of the elements anytime during the stay.



Please note: You can only take advantage of this option if you are using the **Advanced Package Module** (*only with parameter Advanced Package System {par_packag} ON*), as you cannot post against allowances with the **Standard Package** module.

Function Keys

Rate Information [F5]

The **Custom Posting Schedule** gives you the possibility of entering a posting rhythm for 14 days. By entering zeros and ones for each day when you define the package, you tell the system whether to post (1) or not to post (0) on a certain day. After 14 days, the schedule starts from the beginning again. Here's an example:

11001100000000

This posting schedule indicates that Fidelio will post on the first, second, fifth and sixth day of the stay (repeating after 14 days).

Formula. If the package is so complex that the options described above do not suffice, your supervisor may have entered a rate formula in this field. These are dBASE type expressions for special splitting formulas.

The Advanced Package Module

This module is only available if you turn the parameter Advanced Package System {par_packag} to ON.

Fidelio's advanced package system allows you to create increased integration between your Point of Sale and your Fidelio Front Office system. Although it makes most sense to be used with POS, it can also be used with any package elements which are typically posted by hand.

In most hotels, Point of Sale postings are automatically posted to the guest folio. The handling of these postings becomes difficult when, for instance, you have guests whose breakfast is included in the room rate whereas others have to pay for their breakfast separately.

Hotels try to solve this by issuing vouchers or working with elaborate lists in order for the waiter to find out whether to post the breakfast to a guest's folio or not. The advanced package module handles this process automatically. Whenever a guest comes to the restaurant and has breakfast, the waiter simply posts the breakfast to the guest's folio. The waiter does not have to ask for a voucher or check a list.

If the guest's breakfast is included in the rate code, the guest will have a certain allowance for the breakfast. Fidelio will reduce the guest's allowance instead of posting to the guest's folio until it has been used up. If there are more postings than covered by the allowance, Fidelio will post them to the guest's folio. The surplus (i.e., the sum of the postings minus the allowance) is called overage.

The guest does not see the allowance on his folio. The allowance is created by the system internally at check-in or during the night audit.

Let us assume that the guest has a breakfast allowance for 20.00 (continental breakfast), which is included in the rate. If he goes to the restaurant and orders continental breakfast, no additional charges will be made to his folio.

If he goes to the restaurant and eats an American breakfast (30.00), Fidelio will use 20.00 to reduce the guest's allowance and post 10.00 (i.e., the overage) to the guest's folio.

If you use the advanced package module, the following screen is displayed after pressing [F5], selecting a package element and pressing [Enter].

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99
Package Code	BFST	Description	Breakfast	
Forecast Code				
Print Separately	N	Add to Rate	N	
Department Code	310	Price	20.00 \$	
Calculation Rule	A	Per Adult		
Posting Rhythm	D	Post Every Night		
Formula				
POS Account	Y	POS Next Day	Y	
From Time		To Time		
Other Dep. Codes	320,360	Overage Dep. Code	390	
Allowance			20.00 \$	

Figure 1-36 [F5] Advanced Package Element Information Screen

The upper half of the screen is identical to that of the basic package module. The lower half displays extra options for the POS connection.

Field Explanation

POS Account. This field is set to [Y] if items posted to the package are either sent via the POS or from the standard posting routine. In our example, this breakfast element will be a POS Account, because the charge for breakfast will come directly from the POS terminal in the breakfast outlet. On the other hand, a package element that is calculated and posted automatically, like TAX, would not be set up as a POS account because this charge will never come from a POS terminal.

POS Next Day. If a package element (like breakfast) is to be posted the day before the item defined is actually consumed, the setting here will be [Y]. This setup is necessary for financial reasons and is further explained in the *Financial Handling of Packages* section below.

From Time/To Time. This field shows the time frame during which the allowance is valid. If the fields are blank, the allowance is valid all day. Let's use our breakfast example again. If breakfast is being served between 07:00 and 10:30, posting the breakfast to the allowance might only be allowed in this period. If a breakfast posting was made at a later time, the amount would be posted to the guest's folio.

Other Department Codes. If postings from other departments (alternative outlets) are permitted against the allowance, the department code numbers are displayed here. In the case of breakfast, a typical example of other department codes would be room service and lobby bar.

Overage Department Code. If you post a higher amount than is covered by the allowance, the overage will be posted to the guest's folio. You can define special department codes for Overage postings, i.e., Restaurant Overage, Bar Overage or just a generic F&B Overage. In this case, the overage department code pertaining to the defined package element will be displayed here. If this field is empty, Fidelio posts the overage to the department code entered in the field *Department Code*, unless one of the other department codes is being used, in which case it gets the overage.

Function Keys
Rate Information [F5]

Allowance. The allowance is the amount which the guest can consume. The POS will post everything above the allowance (= overage) to the guest's folio. The allowance does not have to be the same as the price of the package element (in our breakfast example the 20.00). As it is not completely obvious why this is so, let us give you an example:

An airline crew has a special room rate of 80.00. Breakfast is included in the rate. Internally, only 15.00 will be split from the room rate to the breakfast account (this is the price entered in the package element). In the restaurant, however, the price for breakfast is 20.00 and this is what the waiter will post to the guest's room. If the price coincided with the allowance, the system would have to post 20.00 - 15.00 = 5.00 overage to the guest's folio which in this case would not be correct. The overage is calculated from the posted amount minus the allowance.

Rate Availability Grid

This option is only available if the parameter Use Rate Availability Table for Yield Management {par_yield} is ON. Fidelio's rate availability allows you to create an unlimited number of strategies and techniques for restricting rates to maximize your hotel revenue. Although you might find the concept of rate availability complicated at first, chances are you are already using a form of rate availability in your hotel. Fidelio only makes it easier to implement and easier to control that all reservation clerks make the correct decisions when selling rooms in the hotel.

After you have selected this option, the following window is displayed:

Rate Availability Table	
Year	1999
Month	9
Day	1
Rate Code/Category	

Figure 1-37 [F5] Rate Availability Grid Filter

Fidelio defaults to today's date. If you want to view the rate availability for another date, simply enter the required year, month and day. You can search for multiple rate codes or for all rate codes belonging to a certain category. If you want to search for all rate codes starting with **[R]**, for example, enter **[R]** in the **Rate Code/Category** field. If you are looking for all the rate codes belonging to category FIT, enter **[/FIT]**. If you leave the field blank, Fidelio will show you all defined rate codes. If the hotel works with availability per rate category (*only with parameter Rate Availability Based on Rate Categories {rcat_avail} ON*) rather than per rate code, you can simply enter the rate category (without a slash).

The availability table displays the rate codes per month or (*with parameter Rate Availability Based on Rate Categories {rcat_avail} ON*) the rate categories per month.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99											
Rate Availability Table for September 1999															
	7			14			21			28					
RACK	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
RACK_LOW	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CORP1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CORP2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CORP3	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
CORGRP	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
WEEKEND	1	1	1	-	-	-	1	1	1	-	-	-	1	1	1
TENNIS	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
GROUP_A	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
GROUP_B	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
TOUR	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
TAUCK	1	1	1	1	1	1	2	2	2	2	2	2	2	2	2

0 Closed 1-Open C-Closed to Arrival 2-7 LOS <2-7 Nts> D Day Rate
 ← Sequence S Short Info I Long Info - Year View + Global L LOS 14
 ALT + 2-7 Minimum Stay-Through Space Open/Close Room Type
 Thursday, 9 September 1999
 Car Fair

Figure 1-38 [F5] Rate Availability Table

Available Functions

← **Sequence.** The position of the rate codes on any availability grid is defined here. The most common rate codes should have a high position and the least sold rate codes a low position.

S Short Info. A Short Info page can be defined, which will show on all rate grids for that rate code. This is very valuable as a synopsis for rate codes with special conditions. As it appears on the bottom of the rate grid, it is advisable to reduce the text to four lines maximum.

I Long Info. Press [I] if you want to display the data that was defined on the rate info template for this rate.

- **Year View.** If you want to check the availability of a certain rate code or rate category for the whole year, select the rate code/category and press [-]. The display will change to a yearly view with the months on the left. The cursor will automatically move to the selected day. In order to get back to the rate code/category display, press [Esc].



Please note: If you want to carry out global changes for a rate code, you need to have selected the yearly view.

+ **Global.** From the rate availability screen you can change the availability of a rate code or rate category day by day by overwriting the current entries. You can also make global changes for rate categories and rate codes (*only in - Year View mode*) by pressing [+]. The global change enables you to change the status for a range of dates.

The following status codes apply:

- 0 Closed (displays as a red dot)
- 1 Available
- 2-7 Minimum Length of Stay (LOS) is 2 to 7 nights
- C Closed to arrival
- D Open only if day-use reservation
- L User-defined Length of Stay option (*you will only see this option if the systems manager has defined a LOS number in Hotel Data in the Setup program*)

L LOS. User-defined **Length of Stay** option. The LOS number indicated on the screen is defined in **Hotel Data**. If you define zero days, the option will not display on the screen.

Function Keys

Rate Information [F5]

[Alt+2-7] Minimum Stay-Through. The minimum stay-through (MST) restriction differs from the minimum length-of-stay (MLOS) in that it is not restricted to the *arrival date* of the reservation; it applies as long as any part of your reservation *touches* the restricted date. For example, if you set a MLOS restriction of 5 days on Wednesday and all other days for that week are open, the rate will only be available to a guest *arriving* on Wednesday if he stays five days or longer. If the guest comes in on Tuesday, he can stay Wednesday and Thursday night only (3 nights) - because the five-night limit only applies to any guest *arriving* on Wednesday. If you now change this MLOS to a MST, the scenario changes considerably. If any part of the guest's reservation *touches* that Wednesday, he is only offered the rate if the total stay is five days or longer. So if he wants to come in for two nights on Tuesday, the rate will not be available.

[Space]. This option lets you define rate availability per room type. If you press **[Space]** on a certain rate code and day, Fidelio shows you all sellable room types and the status of each room type (open or closed). If you would like to close the rate code for certain room types, select the room type and press **[Enter]**. The status changes to CLOSED. If you would like to reopen it, simply press **[Enter]** again and the status will be OPEN once more. Rate availability queries in the main program (during reservation or pressing **[F5]**) will not display the rate code for the closed room type. To indicate that room types have been closed for a certain day and rate code/category, the status code of the day will be displayed with a magenta background.

The rate availability grid is functionally identical to the menu option **Rate Availability** in the **Setup** program. (Please refer to *Rate Availability Checks* on page 3-25 of the Rate Management Setup Manual for more information and for examples on the use of rate availability.)

Promotions

Promotions. (Only with parameter *Promotions {promotions} ON.*) The ability exists to define promotion codes (with sell and stay dates) which can, if required, be attached to rate codes.

During the reservation process, it is possible to select one or more promotion codes which will then filter the number of rate codes displayed in the Rate Query grid if specific rate codes are attached to the promotion codes. The normal rate availability query (LOS, MST Closed, etc.) is applied in exactly the same manner; however, the initial display would be limited to only those rate codes which have the promotion code(s) attached.

For example, you have special rates for Hertz. To these rates, you have attached the promotion codes "HZ1", and "HZ2". We have all seen that phrase stating, "*Please quote XYZ when making your reservation to secure that special rate*". When a guest calls, he/she could either be quoting the advertisement code or your reservation clerk uses it as quick access to all Hertz rates. Whichever method you use, the configuration is totally user-definable.

When checking if a promotion is valid (either from within the Reservation screen or by pressing **[F5] Rate Query>Promotions**), Fidelio will display a list of promotions that are valid if the following conditions are true:

- Promotion booking start date has been reached.
- Promotion booking end date has not passed.
- Departure is after the promotion stay start date.
- Arrival is before the promotion stay end date.

The field **Prm** is displayed next to the **Adult/Chld** field from within the Reservation screen (refer to *Figure 1-39 [F5] Adult/Chld/Prm Field - Reservation Screen*) and the **[F5] Rate Query>Promotions** screen. If an entry is made in this field, Fidelio will first check that the promotion code entered is valid. If an entry is invalid, Fidelio displays a list of promotions which are valid for the date(s) of stay. Use the plus key **[+]** to mark up to three codes for the rate query.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99
			IN-HOUSE	
Aceti, Ralph Mr.		Source	Balance 0.00	
534 N Tallyrand St.		Agent	Billing Inst Rockwell Int	
Wichita TX 76206 USA		Company Rockwell Int		
UIP 0 L123453		Group		
DKN Deluxe King				Room No. 146
Arrival	09/09/99	Thursday	Conf./Share 240/	R
Nights	1		Discount in \$ 0.00	in % 0
Departure	09/07/99	Friday	Discount Reason	Channel FAX
Adult/Chld/Prm 1 0		Reserved by: Paula		
Room Type DKN		RT Charged		
Room No 146		Specials		
Rate Code CORP1		FFP Type #		
Rate \$ 156.00		Payment CA		
		Appr. Code		Amnt. 0.00
Time 09:45		Flight # J01212		C/O Time :
Block		Print Rate ?		
Market RAC Rack		Comp./House Use		Interest
Source of Bus. NAC National		Entered by: S		27/06/95
		Notice		room + tax to company

Figure 1-39 [F5] Adult/Chld/Prm Field - Reservation Screen

Considerations:

- If the promotion falls outside the selling or stay dates, a warning message displays stating “*Promotion Code(s) not Valid for Selected Booking and/or Stay Dates*”. The user is allowed to continue with the promotion code entered; however, the rate query grid will not display any associated rates.
- If the promotion code selling/stay dates fall outside those specified or those rate codes which would normally be valid for this promotion have restrictions applied against them, then Fidelio displays a screen stating “*No Rates Found for This Selection*”. The user will then be required to select one of the criteria listed:

No Rates Found for This Selection
Show Requested Rates including Restrictions Show Requested Rates without Promotion Lookup Show All Rates Select New Rate Query Select Other Rate Code/Category

Figure 1-40 [F5] Promotion Code Selection Filters

Function Keys
Rate Information [F5]

- When viewing the picklist of promotion details from inside the reservation, from within the **[F5] Rate Query** or the option, **[F5] Promotions**, it is possible to see the one-line details showing the code, description and sell/stay dates, as well as the first 3 lines of the long information. You cannot make any changes from the **[F5] Promotion** screen or within the reservation.


The screenshot shows a terminal window titled "I ♥ Fidelio 6.20" and "Micros-Fidelio Demo Program" with the date "09/09/99". It displays a table of promotion details:

Code	Name	Selling Dates	From	Until
NE	Northern Express Airlines Disc	08/01/99 08/01/03	08/01/99	31/12/04
TRA	Travel Agent Incentive	08/01/99 31/01/00	08/01/99	31/01/00

Below the table, a text box contains the following message: "Guests using Northern Express Airlines travel can receive a 10% discount on all lodging costs, and free local calls." At the bottom of the screen, there are navigation options: "← View I Info * Show All R Rate Codes".

Figure 1-41 [F5] Promotion Details Display

- In addition to those details mentioned above, it is possible to see the details using the following keys:
 - [Enter]** to display further details pertaining to the promotion
 - [I]** to view the long information text on the bottom of the screen if the text is more than 3 lines
 - [*]** to show all promotion codes, irrespective of the dates filtered
 - [+]** to mark multiple codes for selection (only while making a reservation)
 - [R]** to view a list of attached rate codes to the selected promotion code
- When changing existing reservations with promotion codes, Fidelio will only check that the code is valid and will not attempt to recheck the sell or stay dates.

 Please note: If a promotion code does not have any rate codes attached, and assuming the dates are valid, the promotion code can be applied to all reservations and will not affect the restrictions of rate codes.

Fidelio displays the rate code attached to the profile, even though there are rate codes attached to the promotion code. However, if the profile rate code is not available, then you will receive the "No Rates Found for This Selection" message and be asked to choose another rate query.

Floor Plan [Shift+F5]

[Shift+F5] displays the Fidelio **Floor Plan** option. What you see after pressing this function key depends entirely on the setup your Fidelio manager has created. If nothing was designed in the Setup program, nothing will be displayed here. Ideally, this option will show you a plan of each floor in your hotel including all the rooms belonging to the floor and a display of the status of each room.

After you have selected this option, a window with all floors designed in the setup program is displayed:

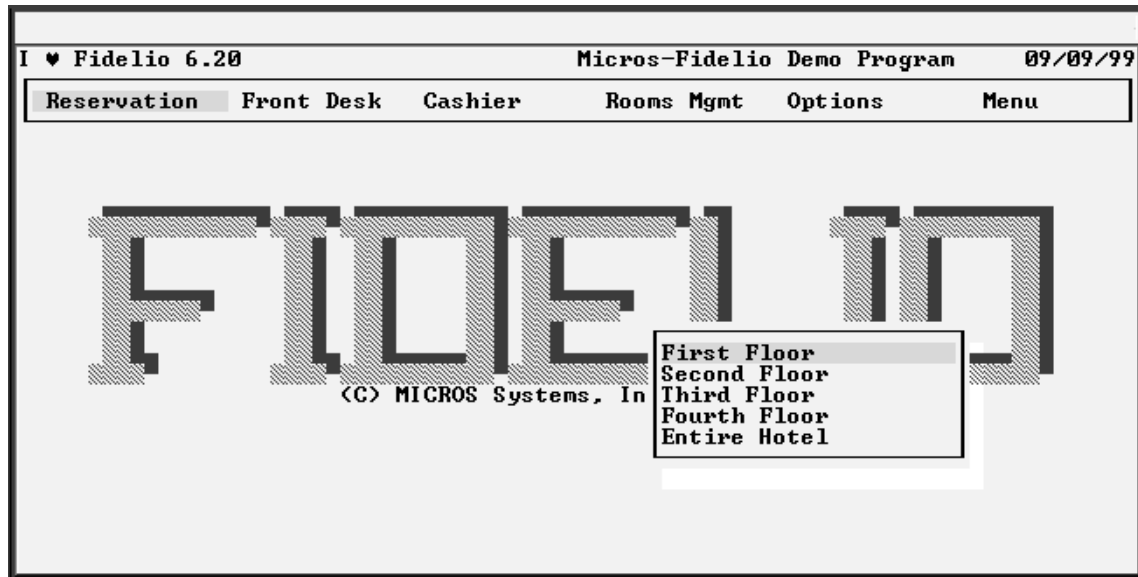


Figure 1-42 [Shift+F5] Floor Menu

Press [Enter] on the floor you would like to view. The floor plan will fill the whole screen. All the rooms on that floor will be displayed. Depending on the design, you will either simply see all the room numbers in columns or a layout of the floor with lines distinguishing rooms, walkways, staircases, etc. If it took more than 21 lines to draw the floor plan, the screen will display it in a special graphic mode (*as you can see from our example screenshots, the display will then look compressed*). Ideally, your floor plan option will also have a floor plan listing all rooms of the entire hotel. This will give you the opportunity to view the status of each room in your hotel at one glance or up to 800 rooms at once.

**Function Keys
Floor Plan [Shift+F5]**

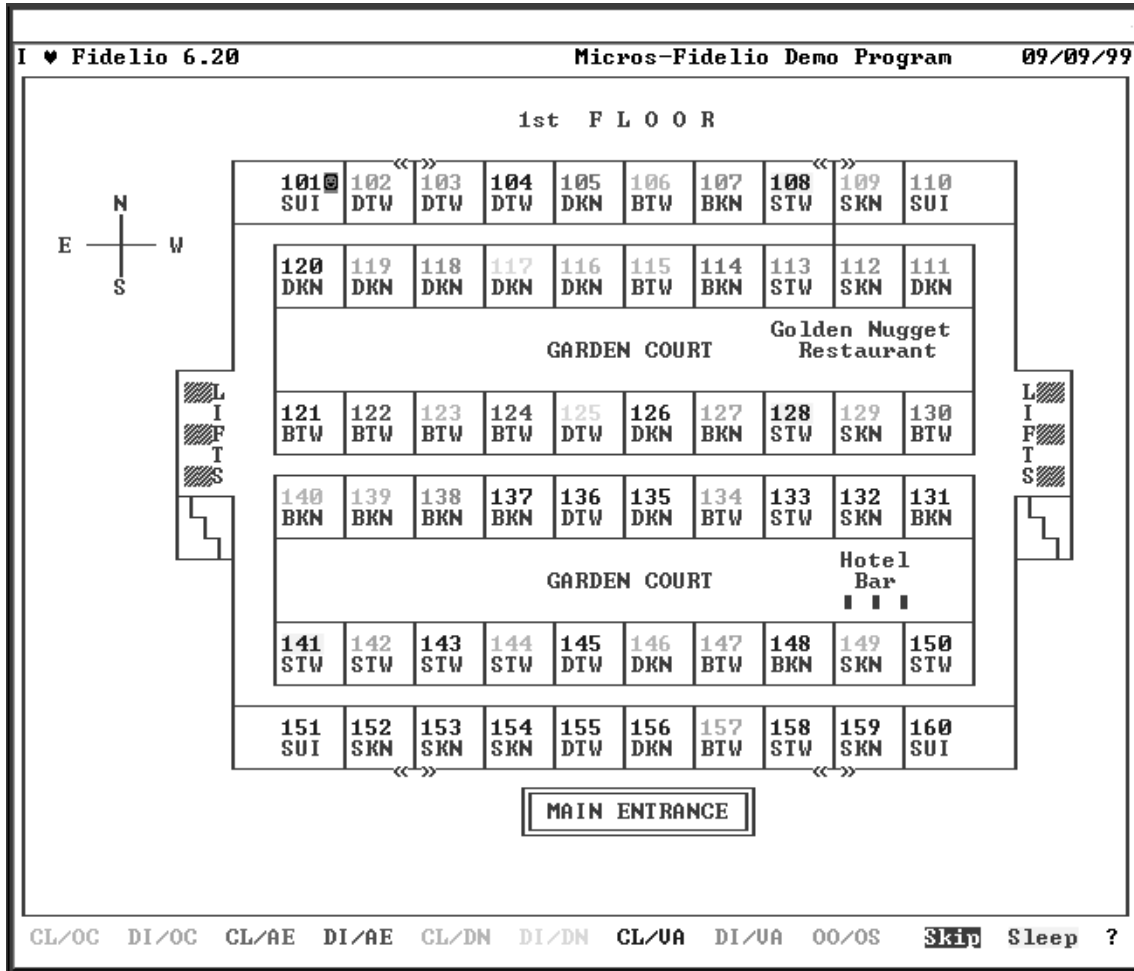


Figure 1-43 [Shift+F5] Floor Layout View

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program								09/09/99
0311	0435	0624	0813	0932	1121	1238	1427	1616	1811	2111
0312	0436	0625	0814	0933	1122	1311	1428	1617	1812	2112
0313	0437	0626	0815	0934	1123	1312	1431	1618	1813	2121
0314	0438	0627	0816	0935	1124	1313	1432	1621	1814	2122
0315	0511	0628	0817	0936	1125	1314	1433	1622	1815	2123
0316	0512	0631	0818	0937	1126	1315	1434	1623	1816	2124
0317	0513	0632	0821	0938	1127	1316	1435	1624	1817	2125
0318	0514	0633	0822	1011	1128	1317	1436	1625	1821	2126
0321	0515	0634	0823	1012	1131	1318	1437	1626	1822	2127
0322	0516	0635	0824	1013	1132	1321	1438	1627	1823	
0323	0517	0636	0825	1014	1133	1322	1511	1628	1824	
0324	0518	0637	0826	1015	1134	1323	1512	1631	1825	
0325	0521	0638	0827	1016	1135	1324	1513	1632	1826	
0333	0522	0711	0828	1017	1136	1325	1514	1633	1827	
0334	0523	0712	0831	1018	1137	1326	1515	1634	1831	
0335	0524	0713	0832	1021	1138	1327	1516	1635	1833	
0336	0525	0714	0833	1022	1211	1328	1517	1636	1835	
0337	0526	0715	0834	1023	1212	1331	1518	1637	1837	
0338	0527	0716	0835	1024	1213	1332	1521	1638	1911	
0411	0528	0717	0836	1025	1214	1333	1522	1711	1912	
0412	0531	0718	0837	1026	1215	1334	1523	1712	1914	
0413	0532	0721	0838	1027	1216	1335	1524	1713	1916	
0414	0533	0722	0911	1028	1217	1336	1525	1714	1921	
0415	0534	0723	0912	1031	1218	1337	1526	1715	1922	
0416	0535	0724	0913	1032	1221	1338	1527	1716	1923	
0417	0536	0725	0914	1033	1222	1411	1528	1717	1924	
0418	0537	0726	0915	1034	1223	1412	1531	1721	1925	
0421	0538	0727	0916	1035	1224	1413	1532	1722	1926	
0422	0611	0728	0917	1036	1225	1414	1533	1723	1927	
0423	0612	0731	0918	1037	1226	1415	1534	1724	2011	
0424	0613	0732	0921	1038	1227	1416	1535	1725	2012	
0425	0614	0733	0922	1111	1228	1417	1536	1726	2014	
0426	0615	0734	0923	1112	1231	1418	1537	1727	2021	
0427	0616	0735	0924	1113	1232	1421	1538	1731	2022	
0428	0617	0736	0925	1114	1233	1422	1611	1732	2023	
0431	0618	0737	0926	1115	1234	1423	1612	1733	2024	
0432	0621	0738	0927	1116	1235	1424	1613	1735	2025	
0433	0622	0811	0928	1117	1236	1425	1614	1737	2026	
0434	0623	0812	0931	1118	1237	1426	1615	1811	2027	

IS/OCCL/OCDI/OCIS/RI/CL/AEDI/AEIS/DNCL/DNDI/DNIS/UA/CL/UA/ADI/UA00/OS **Skij** Sleep ?

Figure 1-44 [Shift+F5] Entire Hotel View

Screen Explanation

☺ Once you are in a specific floor plan, you will see a blinking face next to one of the rooms (this is hard to see on our example screenshots). Using the cursor keys you can move the blinking face from room to room and retrieve additional information about the room by pressing [*] or [Enter].



Please note: If your floor plan is displayed in compressed mode, the additional information retrieved with these two functions will also be displayed in compressed mode.

If you press the [*] key on a selected room, Fidelio will display the complete room description including any special features defined for the room.

Function Keys
Floor Plan [Shift+F5]

Press [Enter] on any room and Fidelio will display the guest information screen for departed, in-house and arriving guests for this room.

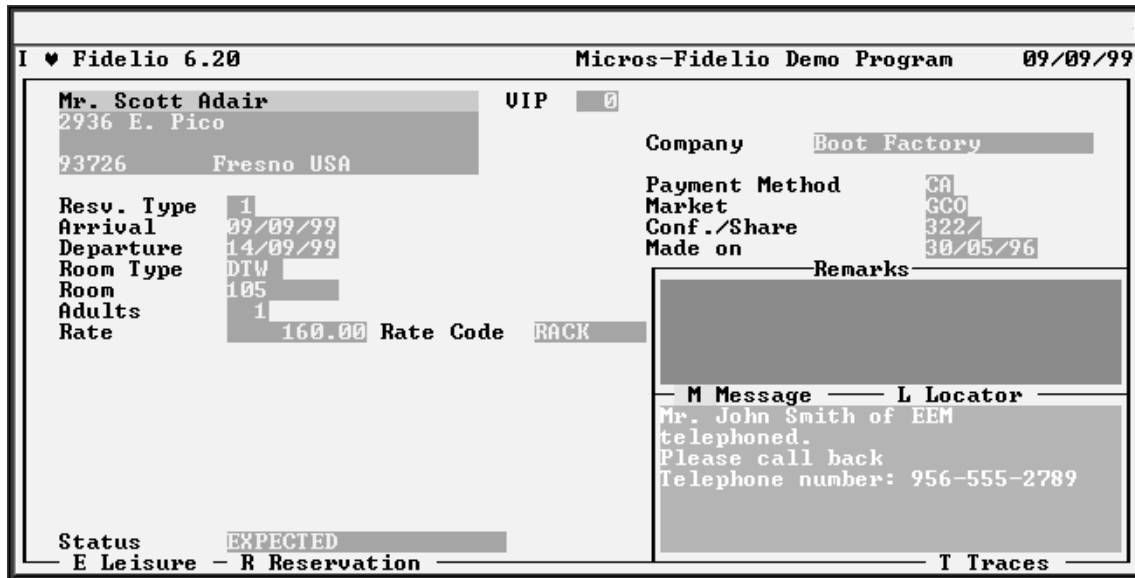


Figure 1-45 [Shift+F5] Guest Information Screen

You can create, read or change a message for the guest on this screen by pressing [M]. Press [L] for locator to enter where the guest can be found currently. With [E] you can access the Leisure module. (For detailed information on Leisure, refer to *Leisure* on page 2-127 of the Reservations User Manual, Reservations section.) With [R] you can display the right side of the reservation screen. Press [T] if you need to create a trace for the guest. If there is an open message, an “open” locator, an open trace or a leisure activity recorded for the guest, the [M], [L], [T] or [E] will blink. You can also read the confirmation letter if the guest has a special one (press [C]) and you can read remarks from the guest profile on this screen. If a lot of information has been entered for a guest, you can press [Z] for zooming in the whole Remarks window. You can also view this screen by using the function keys [F6], [F7], [Shift+F6], [Ctrl+F6], [Ctrl+F7], etc., highlighting the guest and pressing [Enter].

If you press [Enter] on an out-of-order or out-of-service room, Fidelio will display the date range and the reason for setting the room out of order or out of service.

On the bottom of the screen, all available status codes are displayed in their specific color. The following status codes are used:

- | | | | | | |
|-------|---|--------------------------------|-------|---|---------------------------|
| CL/OC | = | clean; occupied | DI/OC | = | dirty; occupied |
| CL/AE | = | clean; arrival expected | DI/AE | = | dirty; arrival expected |
| CL/DN | = | clean; departure expected | DI/DN | = | dirty; departure expected |
| CL/VA | = | clean; vacant | DI/VA | = | dirty; vacant |
| OO/OS | = | out of order or out of service | | | |

If the parameter Additional Room Status INSPECTED {p_inspect} is activated, the following status options will also be indicated:

- | | | |
|-------|---|-------------------------------|
| IS/OC | = | inspected; occupied |
| IS/AE | = | inspected; arrival expected |
| IS/DN | = | inspected; departure expected |
| IS/VA | = | inspected; vacant |

If the parameter Use Room Discrepancy Feature {discrepant} is activated, the following status options will also be indicated:

Skip = Front Office room status is occupied while housekeeping status is vacant
Sleep = Front Office room status is vacant while housekeeping status is occupied.

Different foreground colors are used to indicate the room status. Different background colors are used to indicate skips and sleeps. If the room is not discrepant, the background color is black.



Please note: If you are not sure about the meaning of the two-digit room status codes, you can retrieve a help screen with the descriptions by pressing [?].

Function Keys
Heartbeat [Ctrl+F5]

Heartbeat [Ctrl+F5]

[Ctrl+F5] gives you **Heartbeat**, an up-to-the-minute display of the hotel's performance at a glance. The details shown are intended to complement those already available in the House Status display.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program 06.03.00	
H E A R T B E A T		Date 18.01.00 Time 15:25	
	Today	Future	
Res. made	0	0	
Cxl. made	0	0	
Res. Rev.	0,00	0,00	
Rooms booked	0	0	
Potential Res. Revenue		13.700.00	
Forecast Res. Revenue		217.05	
Average Length of Stay		5.63	
Arrivals previous 60 minutes		0	
Departures previous 60 minutes		1	
Q-Rooms		0	
General Assigned Rooms		0	
		ROOM & TAX	0,00
		HEALTH AND FITNESS	0,00
		FOOD & BEVERAGE	0,00
		COMMUNICATIONS	0,00
		MINIBAR / ROOM SERVICE	0,00
		MISCELLANEOUS	0,00
		GOLF / TENNIS	0,00
		Total	0,00

Figure 1-46 [Ctrl+F5] Heartbeat Screen

The Heartbeat Screen displays the information as of the date and time stated at the top of the screen. If the parameter Summary Room Types {s_roomtype} is ON, you may select to view the Heartbeat by summary room type or for all room types (leave field blank to select from picklist). The type selected displays on the top of the screen.

If you are not using summary room types, the Heartbeat Screen displays the entire hotel's activity and the room type is not displayed at the top of the screen.

There are four frames displaying the up-to-the-minute status of the hotel:

Reservation Performance (Frame 1)

Reservation Performance displays the information in two columns: Today and Future. You are able to view the status of:

- Reservations Made for Today/Future
- Cancellations Made for Today/Future
- Reservation Revenue for Today/Future
- Rooms Booked for Today/Future

Potential/Actual for Current Day (Frame 2)

Potential Reservation Revenue: Maximum potential revenue for the day based on rate/rate code in room configuration. The information is taken from Room Number or Room Type configuration. If they are empty or no rate or rate code exists in either of these files, Fidelio takes the default rate code “Rack” (if existing); otherwise, the values will be zero. This includes rooms that have been set to “Out of Order”.



Please note: In order to obtain this potential, the rate codes attached as a default to the room or room type need to be in the local currency.

Forecast Reservation Revenue: Calculates potential revenue for the day based on rate/rate code in the reservation or the planned rate if a rate season change would occur during the stay of the reservation. This includes checked in, arrival and day-use rooms.

Average Length of Stay: Displays the average length of stay for those reservations that are in-house for the current day based on the number of nights the reservations were booked. This does not include blocks not picked up.

Hotel Performance (Frame 3)

Hotel Performance displays:

- Arrivals in the last 60 minutes
- Departures in the last 60 minutes
- Rooms on Queue (*only with parameter Rooms on Queue {q_rooms} ON*)
- General Assigned Rooms

Hotel Revenue (Frame 4)

The Hotel Revenue frame displays the current business day’s revenue expenditure (department codes 1-799), displayed and consolidated by revenue buckets (001-020) assigned to the respective department codes (only revenue posted that day is displayed; revenue generated by the previous night audit is not included).

Function Keys

Arrivals [F6]

Arrivals [F6]

[F6] displays all the arrivals for a certain date. Arrivals can be selected by date, room, name, accompanying guests, first name or agent or company. Once guests have checked in, they will no longer be displayed with this function key. If you also want to see guests that have checked in already, Fidelio recommends that you use [Ctrl+F7] instead.

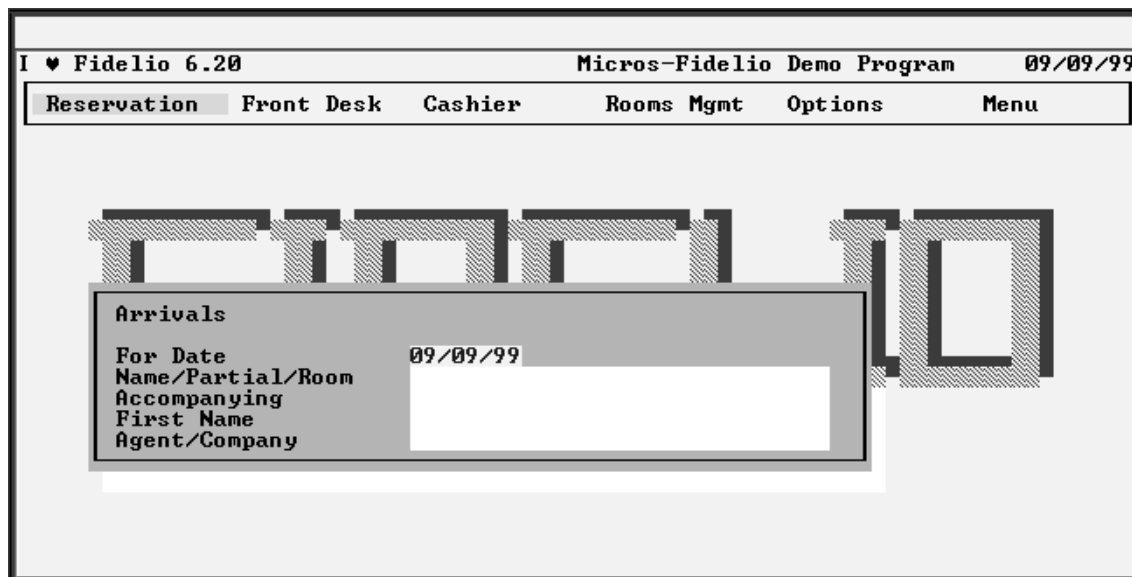


Figure 1-47 [F6] Arrivals

Field Explanation

Date. Fidelio defaults to today's date. Press [Enter] or enter another date.

Name/Partial/Room. Fill in the guest's name (or the first letters) or room number. You can also search by partial name, e.g., if you enter "HNS", Fidelio will display all arrivals like "Johnson", "Hahnsen", and any others in which "HNS" occurs.

Accompanying. If you entered the name of accompanying persons with the **Options** menu in the reservation screen, you can search for accompanying guests here.

First Name. Enter the guest's first name.

Agent/Company. If a reservation was booked by a reservation service, agency or company, you can look for this name as well.

Room Type Group. (Only with parameter Summary Room Types {s_roomtype} ON.) If your hotel is using summary room types, Fidelio also displays the field **Room Type Group**. In this case, you can restrict the search to one or several summary room types here.

If you want to see all the arrivals of today, you do not have to make an entry in the fields. Just press **[Page Down]** after pressing **[F6]**.

Room	RmI	#	Name	Arrive	Dep	Rate	Balnc	Agnt/Srce	Group/Comp	ST
101	SUI	1	Metz	11/09	12/09	270	0			1
	STW	1	Schultz	11/09	12/09	70	0			1

← Enter M Message L Locator S Shares
 Sorted by Name/Arrival
 ✓ = Message @ = Guest Locator

Figure 1-48 [F6] List of Arrivals

A list with all arrivals which match the selection criteria for the chosen date is displayed. The information in all arrival, guest-in-house and departure lists includes room number (if a room was assigned already), reserved room type, number of persons expected, the guest's name, arrival and departure date, room rate and balance. It also includes the name of the reservation service, agent, company or group, if any of these made the reservation or were linked to the reservation and last but not least, the status of the reservation. If the guest has not arrived yet, the reservation type will be shown under "Status", other possibilities are "CX" for canceled and "IN" for checked-in. With the cursor keys, **[Page Down]** and **[Page Up]** you can select the guests or page through the arrival list.

Fidelio provides additional information for each guest record, where applicable. For example, you will be able to recognize share reservations immediately by the asterisk [*] in front of the guest name. If the guest has a message waiting, this will be indicated by a checkmark [✓], open locators are indicated by the locator sign [@].

Available Functions

You can press **[Enter]** to retrieve the guest info screen (*Figure 1-49 [F6] Guest Info*), **[M]** to create, read or change a **Message** for the guest, **[L]** to enter a Locator and **[S]** to display the name of reservation **Shares**. For checked-in guests you can also press **[V]** to display the virtual number(s) assigned to the guests (only available with license Virtual Number Assignment {ex_didnr} ON).

Function Keys Arrivals [F6]

↵ **Enter**. If you require more detailed information about a guest, you only have to move the cursor keys to the guest's name and press **[Enter]**. Fidelio will display the guest information screen.

The screenshot displays the 'Guest Info' screen in the Fidelio 6.20 Micros-Fidelio Demo Program. The interface is a text-based menu with various fields for guest details. At the top, it shows 'I ♥ Fidelio 6.20', 'Micros-Fidelio Demo Program', and the date '09/09/99'. The main content is organized into several sections: guest name and address, company, reservation details, payment information, and a remarks window. At the bottom, there are function key options: 'E Leisure', 'R Reservation', and 'T Traces'. The status is 'EXPECTED'.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
Mr. Scott Adair		UIP		0	
2936 E. Pico		Company		Boot Factory	
93726 Fresno USA		Payment Method		CA	
Resv. Type 1		Market		GCO	
Arrival 09/09/99		Conf./Share		322/	
Departure 14/09/99		Made on		30/05/96	
Room Type DTW		Remarks			
Room 105		M Message — L Locator Mr. John Smith of EEM telephoned. Please call back Telephone number: 956-555-2789			
Adults 1					
Rate 160.00		Rate Code		RACK	
Status		EXPECTED			
E Leisure		R Reservation		T Traces	

Figure 1-49 [F6] Guest Info

You can create, read or change a message for the guest on this screen by pressing **[M]**. Press **[L]** for locator to enter where the guest can be found currently. With **[E]** you can access the Leisure module (for detailed information on Leisure, refer to *Leisure* on page 2-127 in the Reservations User Manual). With **[R]** you can display the right side of the reservation screen. Press **[T]** if you need to create a trace for the guest. If there is an open message, an “open” locator, an open trace or a leisure activity recorded for the guest, the **[M]**, **[L]**, **[T]** or **[E]** will blink. You can also read the confirmation letter if the guest has a special one (press **[C]**) and you can read remarks from the guest profile on this screen. If a lot of information has been entered for a guest, you can press **[Z]** for zooming in the whole Remarks window.

M Message. If you want to leave a message for the guest, just press **[M]**. Fidelio asks you whether you want to add a message. Then you are guided through a number of defaults that make it easy for you to enter the message. If you want to enter free text, press **[Esc]** after confirming the name. After saving the message, a message sign **[√]** is inserted in front of the guest's name. It will be removed when the guest receives his message.

L Locator. A guest might come to your desk and tell you that he is expecting an important phone call but cannot remain in his room. Instead, he can be reached in the bar for the next two hours. Press [L] for locator. If defined in your hotel, a list with standardized locator texts will be displayed (e.g., Lounge, Swimming Pool).

The screenshot shows the Fidelio 6.20 Micros-Fidelio Demo Program interface. At the top, it displays 'I ♥ Fidelio 6.20', 'Micros-Fidelio Demo Program', and '09/09/99'. The main area is divided into several sections:

- Guest Information:** Mr. Scott Adair, 2936 E. Pico, 93726 Fresno USA. Company: Boot Factory.
- Reservation Details:** Resv. Type: 1, Arrival: 09/09/99, Departure: 14/09/99, Room Type: DTW, Room: 105, Adults: 1, Rate: 105.
- Payment Information:** Payment Method: CA, Market: GCO, Conf./Share: 322, Made on: 30/05/96.
- Guest-Locations:** A list of locations including 'At the Bar', 'At the Swimming Pool', 'In the Suisse Cafe', 'At the Roof Garden', 'In the Brasserie', 'In the Lounge', and 'In Conference Room #'. A 'Locator' sign is visible next to the list.
- Status:** EXPECTED. Options: E Leisure, R Reservation, T Traces.

Figure 1-50 [F6] Sample Guest Locators

Choose one and press [Enter] or press [Esc] if you want to enter free text. The **Guest Locator** window is filled with the standard or free text. Press [Esc] to leave the windows. Fidelio asks you for how long the given location is valid. Enter the time and press [Esc] again. Now you can save the location. A locator sign [@] is inserted in front of the guest's name. Fidelio will keep the locator one hour longer than the expected ending time. Afterwards, Fidelio will remove the locator automatically. It is not possible to create a locator for more than one day. Enter the time in European format (0:00 to 24:00). You can only enter one locator per guest at any one time.



Please note: If a guest with a hotel reservation is checked in for a leisure activity, the system automatically creates a locator for the guest.

E Leisure. This option is only available if your hotel works with the Fidelio Leisure Management module. By pressing [E] from the guest information screen, you can view, change, create, or delete leisure bookings for the selected guest. If there is a leisure booking for the guest, the [E] on the screen will blink.

Function Keys
Arrivals [F6]

If the guest already has leisure bookings, Fidelio will display a pickbox with all existing leisure bookings for the guest.

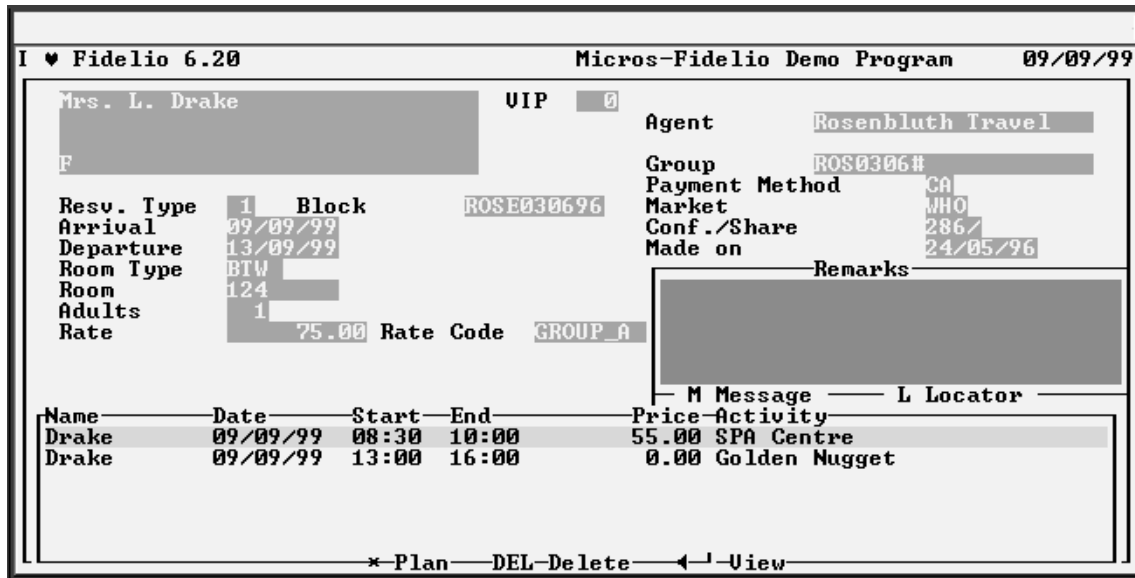


Figure 1-51 [F6] List of Guests' Planned Leisure Activities

The following options are available from this screen.

View. Press [Enter] to view the booking details. You cannot change the booking details here. To change them, you need to press the [*] key.

DEL Delete. Press [Delete] to delete the leisure booking. There is no difference between deleting and canceling a leisure booking.

*** Plan.** With [*] you have access to the main leisure management screen. Use this option if you want to create or change a leisure booking for the guest. Fidelio will display a list with all defined outlets. Service outlets are indicated by an [S] on the right, non-service outlets by an [N]. After selecting a service outlet from the pickbox, you have the option of selecting a particular service or directly viewing the schedule for the specified date. With non-service outlets you simply need to enter or confirm the date. Next, Fidelio will display the reservation book for the selected date. Press [Enter] on a selected time slot to create a booking. You have the same options as when you access Leisure Management with the **Leisure** option from the Reservation menu (for detailed information, refer to *Leisure* on page 2-127 of the Reservation User Manual). The only exception is that any new booking you make is automatically linked to the reservation on which you were previously working. When you exit the **Leisure** menu, you will return to this pickbox. Any new leisure bookings which you just made will show up in the pickbox.

If the guest did not have any leisure bookings, you will see a dialog box saying “No leisure activity on file for this guest. Add one?” With [Y] you will jump to the main leisure management screen where you can create leisure bookings for the guest.

R Reservation. Press [R] to view additional reservation details. Fidelio will display the right side of the reservation screen.

C Confirmation. If you have customized a standard confirmation letter for a guest before sending it (i.e., the letter name changes to SPECIAL), this option is displayed on the bottom of the screen. Press [C] to view the letter on the screen.

T Traces. If you need to create a trace for a guest, simply press [T] from the guest information screen. Traces are similar to messages. However, the difference is that a **Trace** is a message not to the guest, but to your colleagues (such as “Guest needs a roll-away bed”), and it requires an *instruction* and a *specific instruction date*. After pressing [T], you must first select a trace department (i.e., who is to be advised). Next, Fidelio presents you with a

pickbox of common requests for that department from which you can select one. You can also press **[Esc]** and type the request free-form. Next, you will be prompted to enter the trace date. This is very important as the date you enter here is the date on which Fidelio will notify the responsible department. After creating a trace, you can press **[Enter]** to modify it or the date; **[Insert]** to create a new trace; **[Delete]** to delete a trace; or **[*]** to resolve the trace.

You can also create a “smart trace” which automatically carries out the requested change, a so-called **action**. Let’s say your guest was given a weekend special rate and then says on Saturday that he wants to stay through until Tuesday. The “smart trace” can make this change for you. All you have to do is make a trace in exactly the same manner as above. However, when you are offered the pickbox of trace departments, select **Actions** instead of a specific department. Fidelio now lists a series of possible changes. Pick the rate code and press **[Enter]**. Fidelio asks you when the rate code is to be changed. Enter Monday’s date. Fidelio will now change the rate immediately after the night audit on Sunday night.

Function Keys

Guests in House [Shift+F6]

Guests in House [Shift+F6]

[Shift+F6] displays all the guests in house for a certain day. The function offers the same options as the arrival list (please refer to *Arrivals [F6]* on page 1-62 for more information).

Room	RmT #	Name	Arrive	Dep	Rate	Balnc	Agnt/Srce	Group/Comp	ST
140	BKN	Barnes, Laura	20/08	14/09	90	4022	Vista Trav		IN
115	IDNS	Broadhurst, Ch	20/08	11/09	150	0	Woodside T	New York S	IN
144	STW	Andrews, Willi	23/08	10/09	90	3230	Apex Trav		IN
221	BTW	Brewster, Maur	23/08	14/09	150	3274		Digital Eq	IN
116	KC	Cameron, Gene	23/08	15/09	206	0	Goodwood T	Fidelio Au	IN
218	DKN	Mehta, N.	23/08	17/09	140	3445	Omni Trav		IN
211	DKN	Müller-Elmau,	23/08	12/09	156	2827		Fidelio So	IN
139	BKN	Aceti, Ralph	24/08	26/09	100	2149		Tennis Ass	IN
315	TIW	Distel, Walter	26/08	13/09	180	3594		New York S	IN
237	BKN	Mapes, Steve	26/08	15/09	150	2716	Moog Trav		IN
114	KNS	Richardson, Pe	26/08	15/09	90	2492		World Bank	IN
123	BTW	Thompson, Henr	26/08	10/09	150	2551	Uista Trav		IN
226	DKN	Warner, Ed	26/08	15/09	135	2304		Boeing Ind	IN
142	STW	Al Matrouk, Fa	27/08	10/09	90	1444			IN

← Enter M Message L Locator S Shares U Virtual Numbers
Sorted by Name/Arrival
√ = Message @ = Guest Locator

Figure 1-52 [Shift+F6] Guests In House Screen

Departures [Ctrl+F6]

[Ctrl+F6] displays all the departures for a certain day. The function offers the same options as the arrival list (please refer to *Arrivals [F6]* on page 1-62 for more information).

Room	RmI #	Name	Arrive	Dep	Rate	Balnc	Agnt/Srce	Group/Comp	ST
117	KNS	Henderson, Jac	20/08	09/09	140	0	Rosenbluth		IN
125	DTW	Rodriguez	26/08	09/09	160	2480	Tauck Tour		IN
231	BKN	Henderson, Jac	28/08	09/09	100	1355		Rockwell I	IN
301	TSU	Osborne, U.	08/09	09/09	210	230		American A	IN

← Enter M Message L Locator S Shares U Virtual Numbers
 Sorted by Name/Arrival
 √ = Message ☐ = Guest Locator

Figure 1-53 [Ctrl+F6] Departures

Function Keys
Reservations [F7]

Reservations [F7]

[F7] displays all the reservations from a certain date onwards. The structure of the list corresponds to Arrivals, Departures and Guests in the House. The only difference is that in reservations not only one date is shown but that the reservations from the following days are displayed, too.

If you want to cancel a reservation, select it with the cursor keys and press [Delete].

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99			
Reservations Thursday, 9 September 1999									
Room	RmI #	Name	Arrive	Dep	Rate	Balnc	Agnt/Srce	Group/Comp	ST
133	STW	1 Sanoki	07/09	12/09	75	0	Tauck Tour	TAU005-Tau	IN
	STW	1 Unknown, O.	07/09	12/09	70	0		ROC0406	IN
	TKN	1 Walker, Fred	10/09	14/09	117	0			1
	STW	1 Windsor, Keith	07/09	12/09	70	0		ROC0406	IN
141	STW	1 Yamaha	07/09	12/09	75	0	Tauck Tour	TAU005-Tau	IN
109	KS	1 Granger, D.	11/09	23/09	85	0			1
111	KNS	1 Hinkley, I.	11/09	26/09	230	0			1
112	KS	1 Lynch, K.	11/09	23/09	145	0			1
101	KC	Metz	07/09	12/09	270	0			IN
107	KNS	Sanoki	07/09	07/10	85	0			IN
108	IDS	Schultz, Willi	07/09	12/09	70	0			IN
115	TDNS	1 Silverstone, D	11/09	27/09	270	0			1
106	IDS	1 Walker, Fred	12/09	01/10	96	0			1
	DKN	1 Aceti, Ralph	18/09	19/09	160	0		Rockwell I	1

← Enter	M Message	L Locator	S Shares	U Virtual Numbers	DEL Cancel
			Sorted by Name/Arrival		
	√ = Message			Ⓔ = Guest Locator	

Figure 1-54 [F7] Reservations

Telephone Book [Shift+F7]

You should use this function for general information like phone numbers of theaters, restaurants, taxi stands, airlines, churches, other hotels, etc.

You can either search for a number or for a category. Fill in the name or press [Enter] if you want to look for a certain category. All the defined categories will be shown in a pickbox. Move the cursor on the one you are looking for and press [Enter]. All the phone numbers belonging to that category will be displayed.

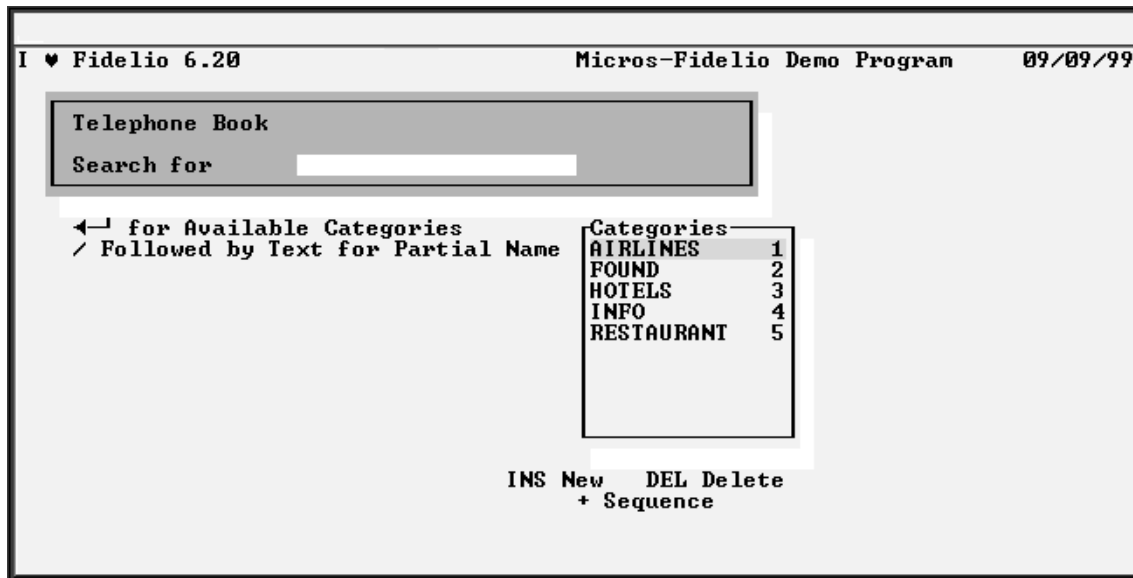


Figure 1-55 [Shift+F7] Telephone Book

Creating a new entry. When you create new numbers, you assign a category to each of them so you can quickly bring up all phone numbers of a particular category (e.g., *all Chinese restaurants in town*). Press [Enter] so that the pickbox with the categories will be shown.

Insert. Press [Insert] to enter the name of the new category and the sequence number. The new entry will be listed in the category pickbox in the order of the sequence number. Select the new category with the cursor keys and press [Enter]. You can now insert the new number(s). It is also possible to enter notes for each phone number (up to 10 pages) including, for example, instructions on how to drive to the theater or times of the services at church.

Delete. Press [Delete] to remove an existing category. In order to delete a category, any entries in that particular category must be deleted first. If entries exist, the message “*Cannot delete - there are entries in this category*” is displayed.

+ **Sequence.** Press [+] to define the sequence in which the item will display in the list.

Function Keys

Telephone Operator [Ctrl+F7]

Telephone Operator [Ctrl+F7]

This function is mostly used by the telephone operator, who can quickly search for in-house guests, check for expected or checked-out guests and leave a message for guests and groups.

After you have pressed [Ctrl+F7], the following window is displayed. If you want to see all guests in house, you do not have to complete anything. Just press [Page Down] and a list with all in-house guests and guests that have departed today is displayed.

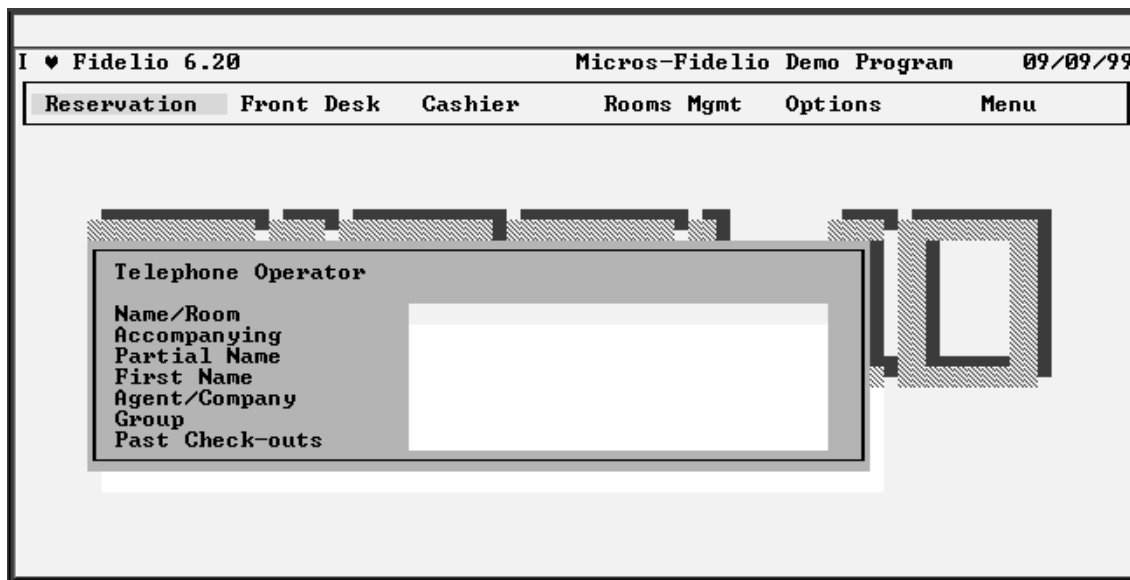


Figure 1-56 [Ctrl+F7] Telephone Operator

Field Explanation

Name/Room. Fill in the guest's last name (or abbreviation) or room number. If you enter the name or the first letters of a name, this function also shows arriving and departed guests. As a default, Fidelio will only show guests that are checked in.

Accompanying. If you made use of the **Accompanying** option in **Reservations**, you can search for the accompanying guest here.

Partial Name. If you did not quite get the name of the guest but are sure of some letters, you should enter them here. If you enter "HNS", for example, Fidelio will display all guests like "Johnson", "Hahnsen", "Ohnsaki" and any others in which "HNS" occurs.

First Name. Enter the guest's first name. You can also enter the first name here after entering the guest's last name under **Name**. Usually, it is only possible to fill in one field for the query. For example, if you want to search for all J. Smiths in the hotel, enter [J] in the **First Name** field and Smith in the **Name/Room** field.

Agent/Company. If a reservation was booked by a reservation service, agency or company you can look for this name as well.

Group. You can enter a group name here or, if you want to enter a message for the tour guide or a group message, you should enter [PM] for pay master here. Then, Fidelio will show all checked-in pay masters.

Past Check-Outs. You can search for a guest that has departed in the last three days by entering the guest's name here.

Room Type Group. (Only with parameter Summary Room Types {s_roomtype} ON.) If your hotel is using summary room types, Fidelio also displays the field **Room Type Group**. In this case, you can also restrict your search to one or several summary room types here.

After you have entered a query, Fidelio will show you a list with all guests matching the query.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99				
Telephone Operator Thursday, 9. September 1999								
Room	RmT #	Name	Arrive	Dep	Rate	Balnc Agnt/Srce	Group/Comp	ST
139	BKN	Aceti, Ralph	24/08	26/09	100	1929	Tennis Ass	IN
146	DKN	Aceti, Ralph	09/09	10/09	156	0	Rockwell I	IN
142	STW	Al Matrouk, Fa	27/08	10/09	90	1345		IN
205	DKN	Andrews, Willi	23/08	10/09	160	3131	Apex Trav	IN
109	SKN	Baker, U.	27/08	10/09	70	58	AA1777-Cre	IN
140	BKN	✓ Barnes, Laura	20/08	14/09	90	3784	Vista Trav	IN
149	SKN	Barson, J.	27/08	10/09	70	58	AA1777-Cre	IN
221	BTW	Brewster, Maur	23/08	14/09	150	2944	Digital Eq	IN
115	BTW	✓ Broadhurst, Ch	20/08	15/09	150	3666	Woodside T	IN
119	DKN	Bush, Mike	27/08	16/09	135	1991	Saks 5th A	IN
134	BTW	Bush, P.	28/08	14/09	96	35	FID2205	IN
116	DKN	Cameron, Gene	23/08	15/09	206	3892	Goodwood T	IN
315	TTW	Dear, Walter	26/08	13/09	130	3058	New York S	IN
144	STW	Dorsey, Willia	09/09	12/09	90	0		IN

← Enter M Message L Locator S Shares U Virtual Numbers
Sorted by Name/Arrival
✓ = Message @ = Guest Locator

Figure 1-57 [Ctrl+F7] List of Guests in Room Type Group

The information on the screen includes room number, room type, number of persons, the guest's name, arrival and departure date, rate and his current balance. It also includes the name of the reservation service, agent, company or group, if any of these made the reservation or were linked to the reservation; and last but not least, the status of the reservation. If the guest has not arrived yet, the reservation type will be shown under "Status", other possibilities are "CX" for canceled and "IN" for checked-in.

Fidelio provides additional information for each guest record, where applicable. For example, you will be able to recognize share reservations immediately by the asterisk [*] in front of the guest name. If the guest has a message waiting, this will be indicated by a checkmark [✓], open locators are indicated by the locator sign [@].

Available Functions

With the cursor keys, [Page Down] and [Page Up] you can select the guests or page through the list of guests. You can press [Enter] to retrieve the guest info screen (also see below), [M] to create, read or change a **Message** for the guest, [L] to enter a Locator and [S] to display the name of reservation Shares. For checked-in guests you can also press [V] to display the virtual number(s) assigned to the guests (only available with license code Virtual Number Assignment {ex_didnr} ON).

Function Keys

Telephone Operator [Ctrl+F7]

Enter. If you require more detailed information about a guest, you only have to move the cursor keys to the guest's name and press [Enter]. Fidelio will display the guest information screen.

```
I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program          09/09/99
-----
Mr. Scott Adair                               VIP 0
2936 E. Pico
93726 Fresno USA
Company Boot Factory
Payment Method CA
Market GCO
Conf./Share 322/
Made on 30/05/96
-----
Resv. Type 1
Arrival 09/09/99
Departure 14/09/99
Room Type DTW
Room 105
Adults 1
Rate 160.00 Rate Code RACK
-----
Remarks
-----
M Message L Locator
Mr. John Smith of EEM
telephoned.
Please call back
Telephone number: 956-555-2789
-----
Status EXPECTED
E Leisure R Reservation T Traces
```

Figure 1-58 [Ctrl+F7] Guest Info

You can create, read or change a message for the guest on this screen by pressing [M]. Press [L] for locator to enter where the guest can be found currently. With [E] you can access the Leisure module. With [R] you can display the right side of the reservation screen. Press [T] if you need to create a trace for the guest. If there is an open message, an "open" locator, an open trace or a leisure activity recorded for the guest, the [M],[L], [T] or [E] will blink. You can also read the confirmation letter if the guest has a special one (press [C]) and you can read remarks from the guest profile on this screen. If a lot of information has been entered for a guest, you can press [Z] for zooming in the whole Remarks window.

If you press [Enter] on a guest record found via the **Past Check-Outs** query, Fidelio will display the guest's history information.

M Message. If you want to leave a message for the guest, just press [M]. Fidelio asks you whether you want to add a message. Then you are guided through a number of defaults that make it easy for you to enter the message. If you want to enter free text, press [Esc] after confirming the name. After saving the message, a message sign [√] is inserted in front of the guest's name. It will be removed when the guest receives his message.

L Locator. A guest might come to your desk and tell you that he is expecting an important phone call but cannot remain in his room. Instead, he can be reached in the bar for the next two hours. Press [L] for locator. If defined in your hotel, a list with standardized locator texts will be displayed.

The screenshot shows the Fidelio 6.20 interface with the following data:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99
Mr. Scott Adair		VIP		0
2936 E. Pico		Company		Boot Factory
93726 Fresno USA		Payment Method		CA
Resv. Type 1		Market		GCO
Arrival 09/09/99		Conf./Share		322/
Departure 14/09/99		Made on		30/05/96
Room Type DTW		Remarks		
Room 105				
Adults				
Rate				
Guest-Locations				
At the Bar				
At the Swimming Pool				
In the Suisse Cafe				
At the Roof Garden				
In the Brasserie				
In the Lounge				
In Conference Room #				
Status				
E Leisure - R Reservation				
				I Traces

Figure 1-59 [Ctrl+F7] Guest Locators

Choose one and press [Enter] or press [Esc] if you want to enter free text. The Guest Locator window is filled with the standard or free text. Press [Esc] to leave the windows. Fidelio asks you for how long the given location is valid. Enter the time and press [Esc] again. Now you can save the location. A locator sign [L] is inserted in front of the guest's name. Fidelio will keep the locator one hour longer than the expected ending time. Afterwards, Fidelio will remove the locator automatically. It is not possible to create a locator for more than one day. Enter the time in European format (0:00 to 24:00). You can only enter one locator per guest at any one time.



Please note: If a guest with a hotel reservation is checked in for a leisure activity, the system automatically creates a locator for the guest.

E Leisure. This option is only available if your hotel works with the Fidelio Leisure Management Module. By pressing [E] from the guest information screen, you can view, change, create, or delete leisure bookings for the selected guest. If there is a leisure booking for the guest, the [E] on the screen will blink.

Function Keys

Telephone Operator [Ctrl+F7]

If the guest already has leisure bookings, Fidelio will display a pickbox with all existing leisure bookings for the guest.

The screenshot displays the Fidelio 6.20 interface for a guest named Mrs. L. Drake. The window title is "Micros-Fidelio Demo Program" and the date is "09/09/99". The guest's name is "Mrs. L. Drake" and her status is "VIP" with a value of "0". The agent is "Rosenbluth Travel". The group is "ROS0306#". The payment method is "CA", the market is "WHO", the conf./share is "286", and the made on date is "24/05/96". The reservation details are: Resv. Type "1 Block", Arrival "09/09/99", Departure "13/09/99", Room Type "BTW", Room "124", Adults "1", Rate "75.00", and Rate Code "GROUP_A". There is a "Remarks" section which is currently empty. Below this, there is a table of leisure bookings with columns for Name, Date, Start, End, Price, and Activity. The table shows two bookings for "Drake" on "09/09/99": one from "08:30" to "10:00" for "55.00" at "SPA Centre", and another from "13:00" to "16:00" for "0.00" at "Golden Nugget". At the bottom of the screen, there are navigation options: "* Plan", "DEL-Delete", and "View".

Name	Date	Start	End	Price	Activity
Drake	09/09/99	08:30	10:00	55.00	SPA Centre
Drake	09/09/99	13:00	16:00	0.00	Golden Nugget

Figure 1-60 [Ctrl+F7] Guest List

The following options are available from this screen.

View. Press [Enter] to view the booking details. You cannot change the booking details here. To change them, you need to press the [*] key.

DEL Delete. Press [Delete] to delete the leisure booking. There is no difference between deleting and canceling a leisure booking.

*** Plan.** With [*] you have access to the main leisure management screen. Use this option if you want to create or change a leisure booking for the guest. Fidelio will display a list with all defined outlets. Service outlets are indicated by an [S] on the right, non-service outlets by an [N]. After selecting a service outlet from the pickbox, you have the option of selecting a particular service or directly viewing the schedule for the specified date. With non-service outlets you simply need to enter or confirm the date. Next, Fidelio will display the reservation book for the selected date. Press [Enter] on a selected time slot to create a booking. You have the same options as when you access Leisure Management with the **Leisure** option from the **Reservation** menu (for detailed information, refer to *Leisure* on page 2-127 of the Reservations User Manual). The only exception is that any new booking you make is automatically linked to the reservation on which you were previously working. When you exit the **Leisure** menu, you will return to this pickbox. Any new leisure bookings which you just made will show up in the pickbox.

If the guest did not have any leisure bookings, you will see a dialog box saying "No leisure activities on file for this guest. Add one?" With [Y] you will jump to the main leisure management screen where you can create leisure bookings for the guest.

R Reservation. Press [R] to view additional reservation details. Fidelio will display the right side of the reservation screen.

C Confirmation. If you have customized a standard confirmation letter for a guest before sending it (i.e., the letter name changes to SPECIAL), this option is displayed on the bottom of the screen. Press [C] to view the letter on the screen.

T Traces. If you need to create a trace for a guest, simply press [T] from the guest information screen. Traces are similar to messages. However the difference is that a **Trace** is a message not to the guest, but to your colleagues (such as "Guest needs a roll-away bed"), and it requires an *instruction* and a specific *instruction date*. After pressing [T], you must first select a trace department (i.e., who is to be advised). Next, Fidelio presents you with a

pickbox of common requests for that department from which you can select one. You can also press [Esc] and type the request free-form. Next, you will be prompted to enter the trace date. This is very important as the date you enter here is the date on which Fidelio will notify the responsible department. After creating a trace, you can press [Enter] to modify it or the date; [Insert] to create a new trace; [Delete] to delete a trace; or [*] to resolve the trace.

You can also create a “smart trace” which automatically carries out the requested change, a so-called **action**. Let’s say your guest was given a weekend special rate and then says on Saturday that he wants to stay through until Tuesday. The “smart trace” can make this change for you. All you have to do is make a trace in exactly the same manner as above. However, when you are offered the pickbox of trace departments, select **Actions** instead of a specific department. Fidelio now lists a series of possible changes. Pick the rate code and press [Enter]. Fidelio asks you when the rate code is to be changed. Enter Monday's date. Fidelio will now change the rate immediately after the night audit on Sunday night.

Creating a Group Message

Here you can create a group message, which is a message that all group members will receive. Press [Ctrl+F7], go to the query field **Group** and enter “PM”. All the checked-in PMs are displayed. You can also enter the group name and then move to the pay master with the cursor keys. Press [M] for **Message** and, if other messages were recorded already, [Insert] for inserting a new message. Fidelio will ask whether you want to create a message for the whole group. Say [Y] and Fidelio will guide you through the usual message format. After saving the message, Fidelio displays another window asking you whether you want to send the message to checked-in members only. You can also define a date range. Then only the group members who are in house during that time will receive the message. After exiting, Fidelio will insert a message sign [√] in front of every group member that is to receive the message.



Please note: You cannot modify the group message for individual group members. The message is only stored once, under the PM account. If you try to modify it, Fidelio displays the message “*Master message can only be changed from Group master.*”

Change User [F8]

This function key allows you to change users without exiting the program. This is especially helpful when users have to leave their workstation for a moment.

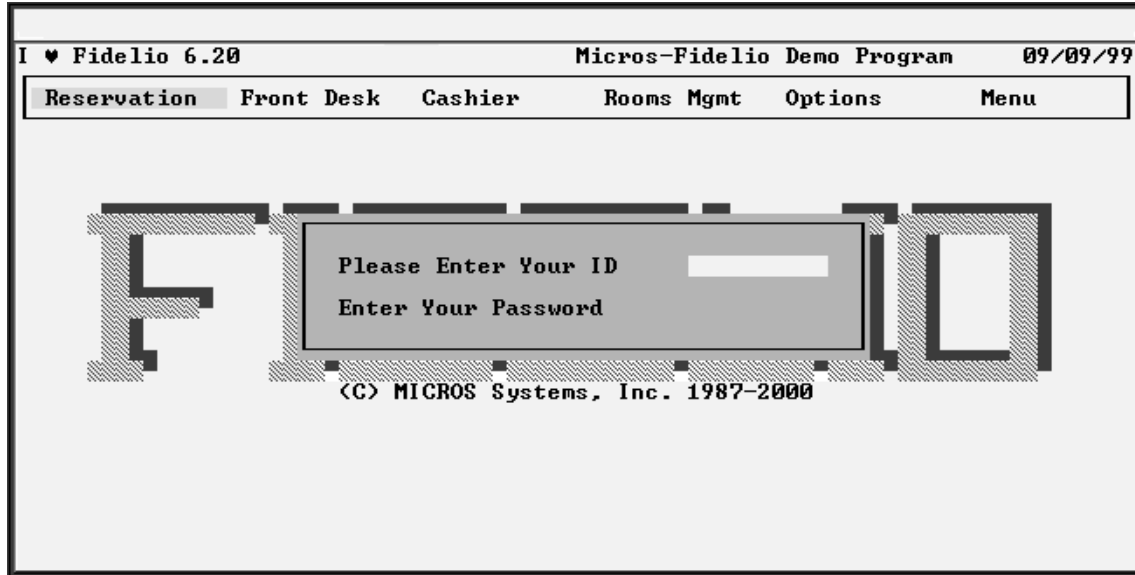


Figure 1-61 [F8] Change User Screen

Simply press **[F8]** and the login window appears on the screen. Whoever wants to use the workstation now, will have to login with his user ID and password. When you complete a correct login, the menu option that you worked on before pressing **[F8]** is unlocked again.

This means practically that you do not have to exit the program to change a user. This can be very useful if a user does not have rights to execute a certain operation and has to call the manager.

Example: An employee is posting charges to a guest folio. He is not allowed to do corrections. At the point where he wants to enter [-1] in the **Quantity** field (for correction), Fidelio will display a message stating that the user has no rights for this operation. He will have to call the manager. The manager simply presses **[F8]**, enters his user ID and password, does the correction and presses **[F8]** again.

Fidelio uses a logfile. Every change a user makes is shown in this file together with the user ID, the date and the time of the change. Therefore everyone should have their own individual login name and always press **[F8]** before leaving the workstation. Then, nobody can work on anyone else's login.

Interfaces [Shift+F8]

The [Shift+F8] function key displays the **Interfaces** option which is also available from the main menu **Options**. This option will only display if the hotel is working with interfaces and has activated the interface parameter Interfaces Installed {modinter}. The **Interfaces** option is used to carry out interface-related functions that are relevant to the day-to-day Front Office operation. After pressing [Shift+F8], you will see the following window.

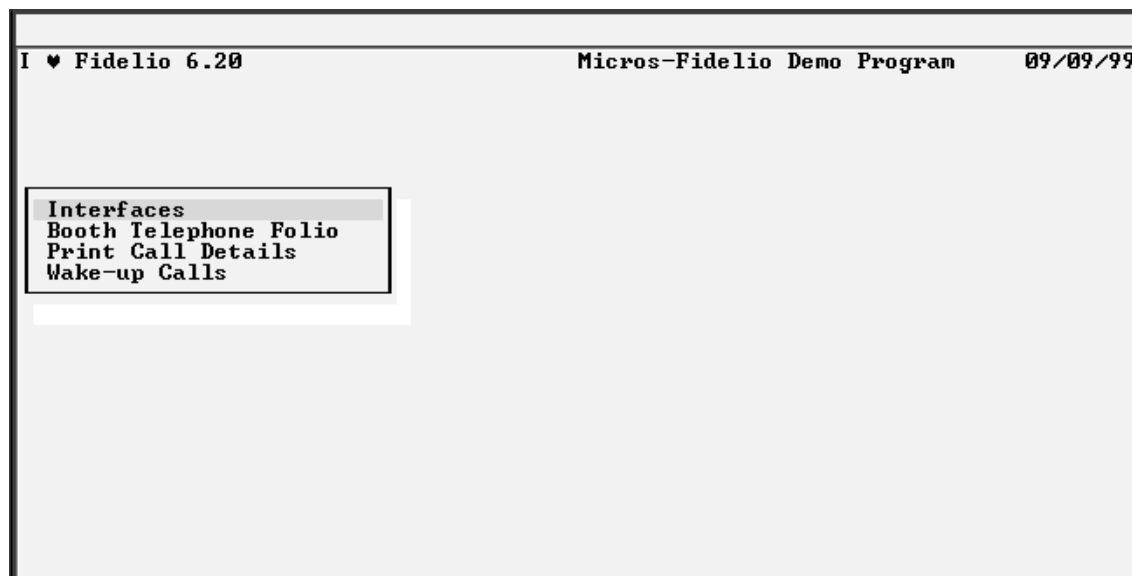


Figure 1-62 [Shift+F8] Interfaces Menu

Menu Options

Select the **Interfaces** option for information on all installed interfaces. You can generate a **Booth Telephone Bill**, **Print Call Details** and create **Wake-up Calls** for guests.

Interfaces

After selecting the **Interfaces** submenu, a screen like the following is displayed.

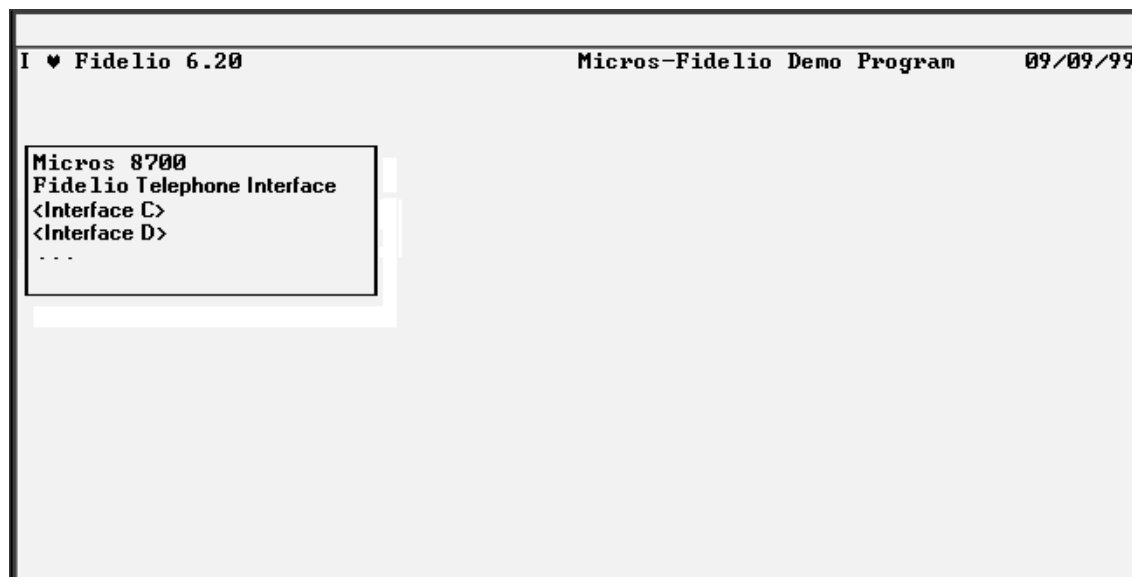


Figure 1-63 [Shift+F8] Interfaces Installed

Function Keys
Interfaces [Shift+F8]

Instead of our example interfaces and placeholders <Interface C> and <Interface D> you will see a list of all interfaces installed in your property (i.e., interfaces to your telephone system, point of sales, video system, door-locking, etc.). When you select one of the interfaces with [Enter], you will receive a number of options. For example, when you access your telephone interface, you may view the **Interface Status** in general or the **Telephone Status** for all or selected rooms. You may see a screen like the following.

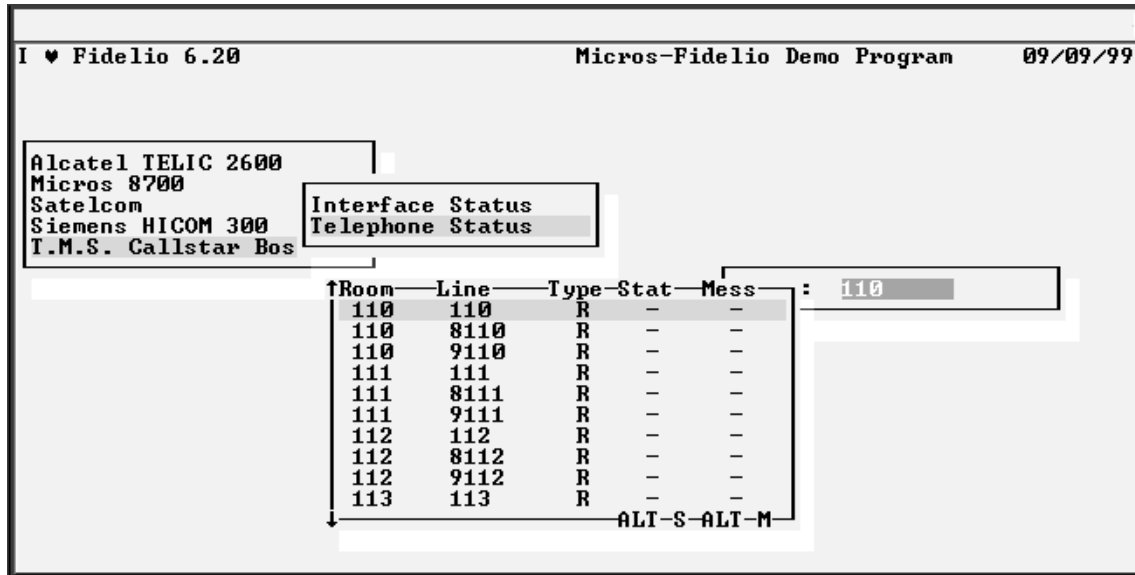


Figure 1-64 [Shift+F8] Interface Status

The options you are offered with each interface depend entirely on the kind of interface you have selected, the capability of the third-party system and the setup of the interface. They can include the option to lock/unlock telephones, to create wake-up calls, to view the wake-up call status, they may allow you to print key cards, order wake-up calls for entire groups, check the status of the POS interface, to turn the message light on or off, to enable or disable Pay TV, etc.



Please note: For complete information on the **Interfaces** menu and the installation of interfaces, please refer to the *Fidelio Interface On-Line Help*.

Booth Telephone Folio

When a guest makes one or more calls from a telephone cabin, you can use the **Booth Telephone Folio** to determine the cost, generate a bill, enter the payment or transfer the call to a room or hotel account.

First enter the telephone number of the booth. Fidelio shows you all call details (date of the call, time and length of the call, number called and the cost) from this booth which have not yet been taken care of. You need to mark those phone calls (using the plus key) which you want to charge to the guest.

Date	Time	Length	Number Called	Price
√ 13/09/99	10:00		00441718969034	23.45
√ 13/09/99	13:01		0873945837	14.00

37.45

+ Mark/Unmark Line ESC Continue

Figure 1-65 [Shift+F8] Booth Telephone Folio

Once you have selected one or more calls, press **[Esc]** and select whether or not you want to transfer the calls directly to a guest room or let the guest pay cash directly. If you choose **Transfer to Room**, you must enter the room number or guest name.

If you select to **Pay Cash Directly**, the system will prompt you to enter your cashier number and password. Next, Fidelio will ask if you want to print a receipt. The receipt format is entirely user-definable and is set up using the **Standard Texts** option in the **Setup** program.

You can enter the **Room number** and/or the **Guest Name** and additional **Supplement** text for guests with checked-in room numbers. Alternatively, the system will also allow you to enter a passer-by name.

As payments made with the **Booth Telephone Folio** option are accountable as real folios they are also stored in folio history. Please remember that as they were not connected to a real room or guest, you can only find them in **Folio History** if you search by folio number.

When you print a **Booth Telephone Folio**, the system will acknowledge this fact by displaying the message *"Printing Receipt. Please Wait....."*

You can also use this option for faxes which are to be charged to a guest room if the respective line has been set up as a booth telephone. As the fax machine is often used for non-guest-related business, you will usually get a long list of calls which have not been taken care of. You must take care to mark only the calls which apply to the guest's fax.

Function Keys
Interfaces [Shift+F8]

Print Call Details

Posted and settled telephone calls can be retrieved and printed with this option. Fill in the **Telephone Number** (this entry is mandatory) and optionally the **Guest Name** and the time range (**From** and **Until**). Fidelio defaults to today's date. The system will list all telephone calls for the selected phone number and time range displaying the call details, such as date of the call, time and length of the call, number called and the cost of the call.

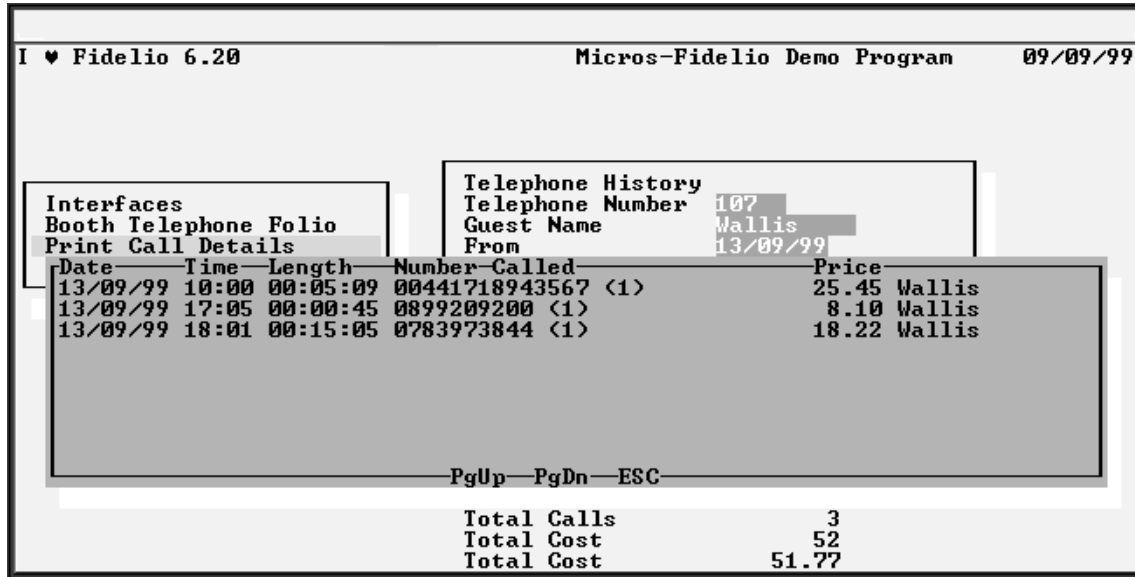


Figure 1-66 [Shift+F8] Print Call Details

When you press [Esc] to exit the display, Fidelio will ask if you want to print a receipt. The receipt format is entirely user-definable and is set up using the **Standard Texts** option in the **Setup** program. When you print a **Print Call Detail**, the system will acknowledge this fact by displaying the message "Printing Receipt. Please Wait....."



Please note: The call detail information can be retrieved up to sixty days after the departure.

Wake-up Calls

This option allows you to create, edit and view wake-up calls for guests and groups. After selecting **Wake-up Calls** the following window is displayed:

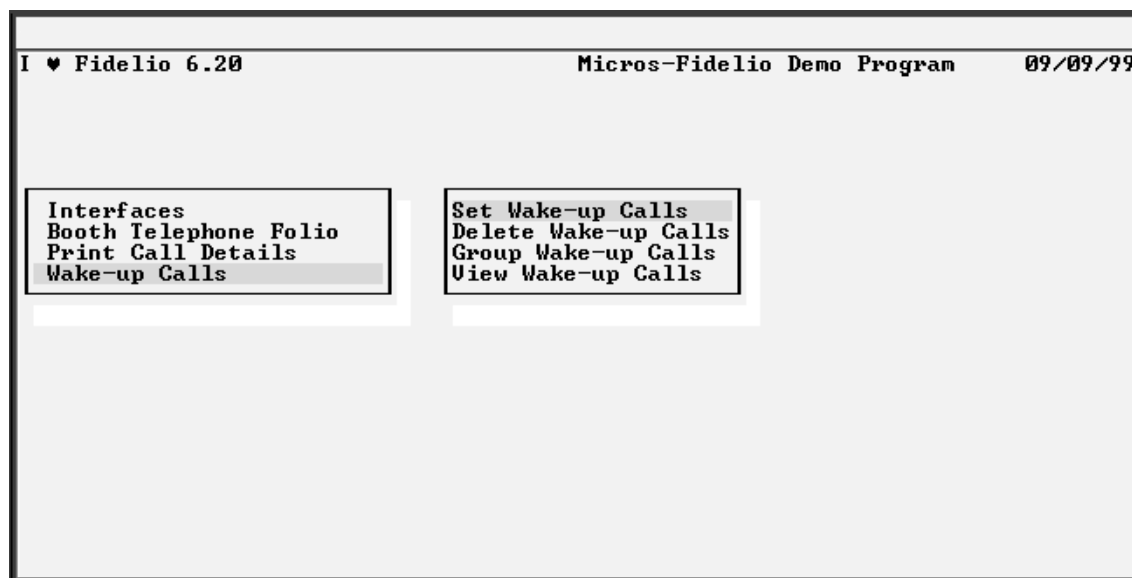


Figure 1-67 [Shift+F8] Wake-Up Call Menu

Set Wake-up Calls. Select this option to set a wake-up call. You have the option of defining a wake-up call for tomorrow, for a certain date, a daily wake-up call and a wake-up call for multiple rooms. Depending on your selection, you will have to choose a date, a room or multiple rooms before entering the time for which the wake-up call is requested.

Delete Wake-up Calls. Select this option to delete a wake-up call. You can delete a specific call or all calls pertaining to a specified room.

Group Wake-up Calls. After selecting this option, Fidelio displays a window with all checked-in groups. After selecting one with **[Enter]**, you can create the group wake-up call for tomorrow, a certain day, daily and you can display, modify and delete existing wake-up calls for the group.

View Wake-up Calls. Select this option to view existing wake-up calls. Enter a specific room number or press **[Page Down]** for a list of all wake-up calls. Simply press **[Delete]** in order to delete a call. If you want to change the wake-up time, press **[Enter]** and type in the new time.

E-Mail [Ctrl+F8]

With [Ctrl+F8] Fidelio displays the electronic mail screen.

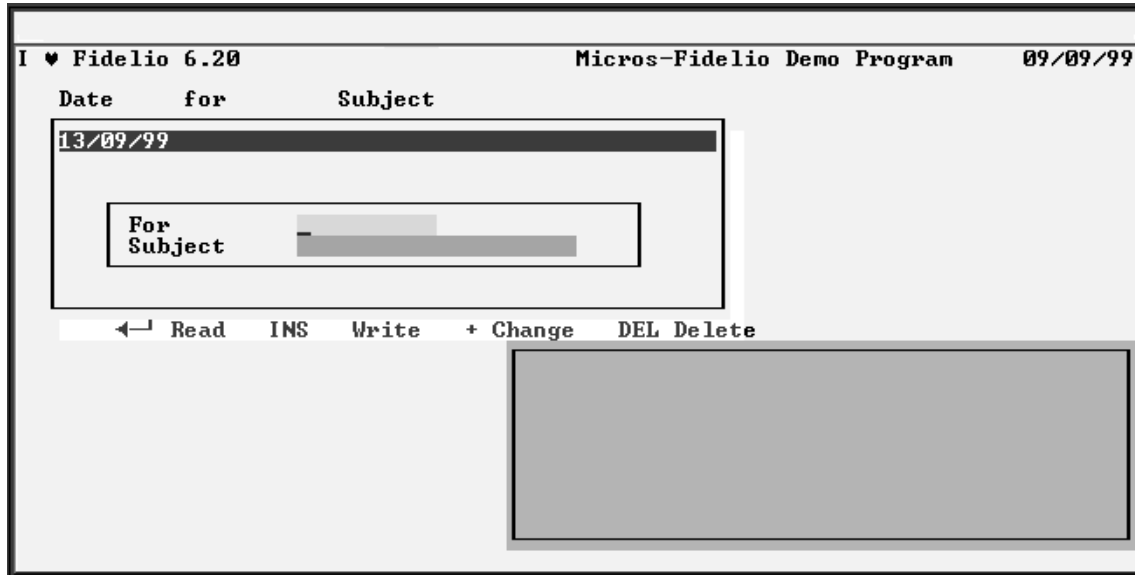


Figure 1-68 [Ctrl+F8] E-Mail Screen

With this function you can leave and receive messages. Thus you might want to leave a note for the next shift or for the manager.

Available Options

Read. Press [Enter] on a highlighted message of the recipient and subject and the message will pop up automatically in the other window.

INS Write. Press [Insert] and fill in the name of the recipient. On the next line you should fill in the subject of your message and press [Enter]. The cursor will move to the other window and you can write your message. Do not forget to sign it with your name. By pressing [Esc] you store the entry and leave the submenu.

+ Change. Move the cursor to the message line and press [+]. Now you can change the recipient, the subject and/or the message itself. If you just press [Enter], you can only change the message.

DEL Delete. Press the [Delete] key on a highlighted message to delete the message from your e-mail system.

Calculator [F9]

This function allows you to do calculations directly in Fidelio. Press [F9] and a calculation line will display on the top of your screen. Now you can enter a calculation. You can enter decimal numbers. Fidelio will round up to two decimal places. Make sure that you separate the decimals by a point and not a comma. After you have pressed [Enter], Fidelio will display the result in the top right corner. Hit any key to leave the calculation menu.

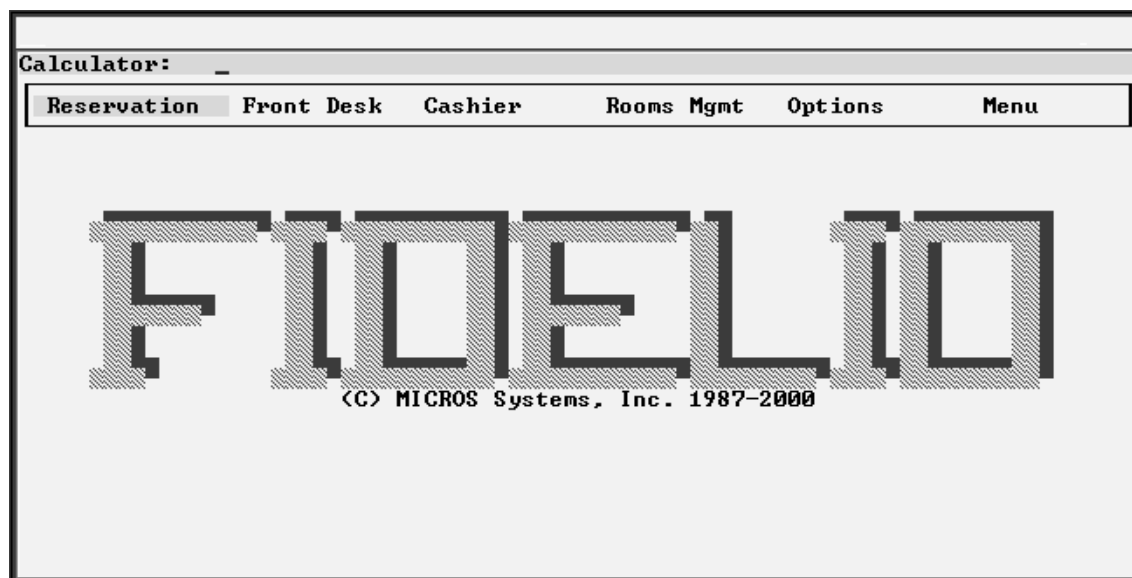


Figure 1-69 [F9] Calculator

You can do the four basic arithmetic operations and it is also possible to use parenthesis for order of operations:

Addition	+
Subtraction	-
Multiplication	*
Division	/

Example

$(2+3)*4$	=	20
$2+3*4$	=	14
$(2+3)*4/0.5$	=	40

Function Keys

Paste Calculator Result [Ctrl+F9]

Paste Calculator Result [Ctrl+F9]

With this function you can enter a calculation that you did with [F9] into a special field. This may be helpful when you have to do a more complicated calculation.

If you want to split a certain percentage from a posting, for example, you can use [F9] for the calculation and leave the calculation menu. Back at the *Amount to Split* field press [Ctrl+F9] and the result will be inserted in the field.



Please note: The result of this calculation will stay in the field until you do another one or leave Fidelio. This means that every time you press [Ctrl+F9], the result will be inserted again.

Currency Exchange Calculator [Shift+F9]

Use this function key to quickly calculate and display an amount of one currency in all other currencies, always supposing that you have entered all the exchange rates. This function is especially useful for countries participating in the euro currency and for countries working with multiple currencies.

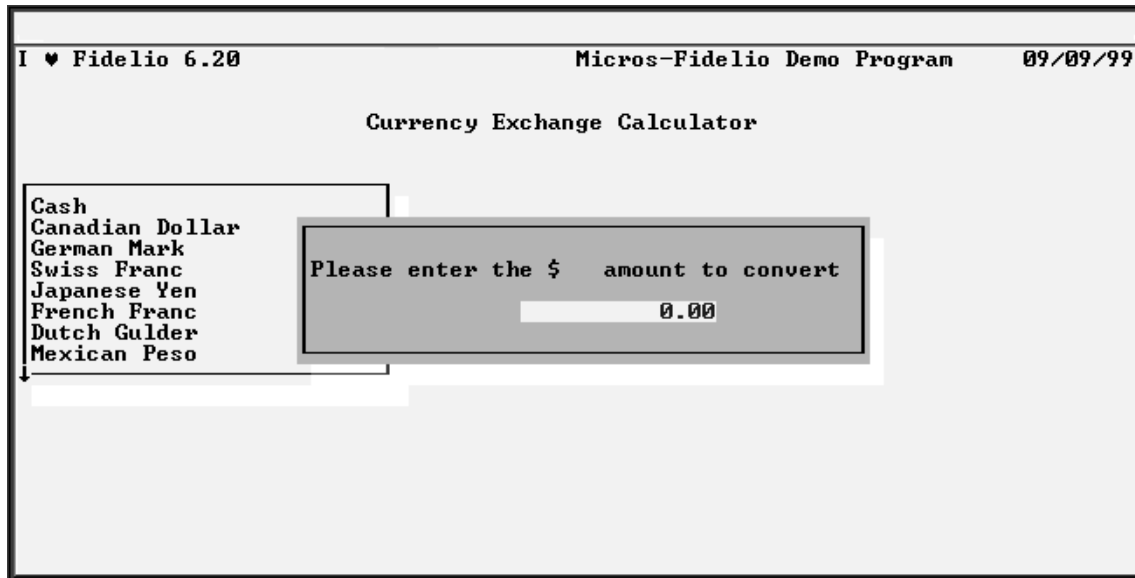


Figure 1-70 [Shift+F9] Currency Calculator

After you have pressed [Shift+F9] for currency exchange, Fidelio will ask you to select from the pickbox with available currencies the currency for which you want to calculate the exchange. Next, enter the amount which you want to convert and determine whether you want to **Print** the conversion or display it on the **Screen**.

Fidelio will now use all the exchange rates recorded for the various foreign currencies and display/print the corresponding amount for each currency. If you work with the euro (*only with parameter EURO Functionality {euro} ON*), Fidelio will use the triangular conversion method, i.e., will first calculate the amount in euro currency and from there, calculated the amount in the other currency.

Function Keys
Main Menu [F10]

Main Menu [F10]

Instead of pressing **[Esc]** several times to get back to the Front Office main menu, you can also press **[F10]** once from any point in the program. This brings you back to the main menu immediately.

You should always use this function, when you want to get back to the main menu quickly.



Please note: Always press **[F10]** when you leave your workstation, even if it is only for a few minutes. This way you avoid locked records or files.

Program Information [Shift+F10]

[Shift+F10] gives an overview over all the function keys that are being used by Fidelio and a very short description of the options they offer. This is very helpful for people who are not yet familiar with the function keys available.

Key		Function Keys Shift+Key		Ctrl+Key
F1	Help	Global Help	New Help	
F2	Maximum Available	Control Panel	Detail Availability	
F3	Uacant Rooms	House Status	Room Plan	
F4	Calendar	Forecast	Events	
F5	Rate Information	Floor Plan	Heartbeat	
F6	Arrivals	Guests In House	Departures	
F7	Reservations	Telephone Book	Telephone Operator	
F8	Change User	Interfaces	Electronic Mail	
F9	Calculator	Currency Calculator	Paste Calc. Result	
F10	Main Menu	Program Info	Note Pad	

Version: 6.20 29 February 2000

The [Shift+F10] screen also shows which version you are currently using. You should always have that information available when you have questions about the program or want to make a support call.

The Note Pad [Ctrl+F10]

This function gives you a personal note book where you can enter any important information. The advantage is that you no longer have to carry around a pad of paper. You can simply press [Ctrl+F10] and write down as much text and messages as you like.

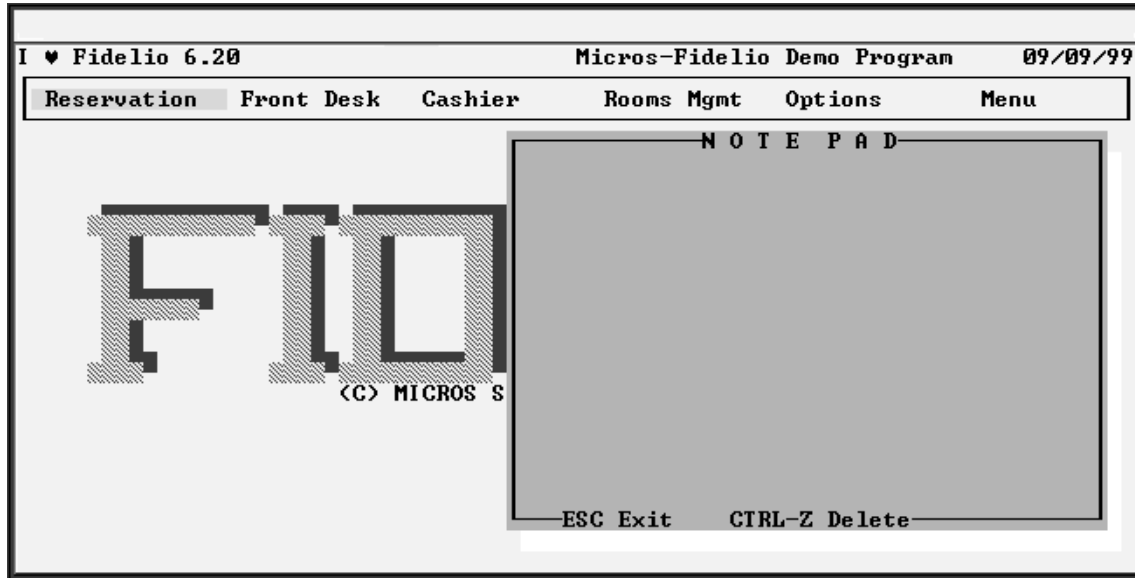


Figure 1-71 [Ctrl+F10] Note Pad

After you have pressed [Ctrl+F10], Fidelio displays the note pad window which takes half of the screen. Enter any text you like. [Enter] brings you to the next line. You might, for example, remind yourself of an important phone call you should make at a certain time and include the phone number. Or write up a To Do list for the day. Or note anything that you would usually put down on paper or your bulletin board.

If you want to delete some of your entries, move the cursor to the last position of the entry and press backspace until the entry is deleted. If you want to delete all the information on the note pad, press [Ctrl+Z].

The note pad is private and every user has his/her own.

Reservation

Overview

This section of the manual explains the Reservations function of the Fidelio Front Office system. Using the reservations module you can access the **Reservation** option to enter a new reservation, search, view and modify a given reservation; the **Room Assignment** option to assign rooms before check-in for a certain arrival date. You can use the **Groups** option to reserve rooms for groups, create rooming lists, assigning rooms to group members and performing a group check-in. If you work with *Group Rooms Control* (parameter Front Office Group Rooms Control {par_allot} ON), you can also create and edit blocks with this option (**Block Maintenance**) which can be later picked up for groups or allotment reservations (*Pick up from Existing Block*). The reservation module also lets you access the **Events** option in order to enter all events that could influence occupancy or view, edit and print **Confirmation** letters. If your system is configured for the **Waitlist** function, you can access these reservations as well. If your hotel works with Fidelio Leisure Management, you will be able to book **Leisure** activities from this menu.

In this section

Reservation	2-2
Room Assignment	2-61
Groups	2-66
Block Maintenance	2-95
Events	2-120
Confirmation	2-121
Waitlist	2-124
Leisure	2-127

Reservation

The Fidelio reservation module is used for creating and changing non-group reservations. The long reservation menu is made up of two parts - the upper part is for making new reservations and the lower part is used to search for and modify existing reservations.

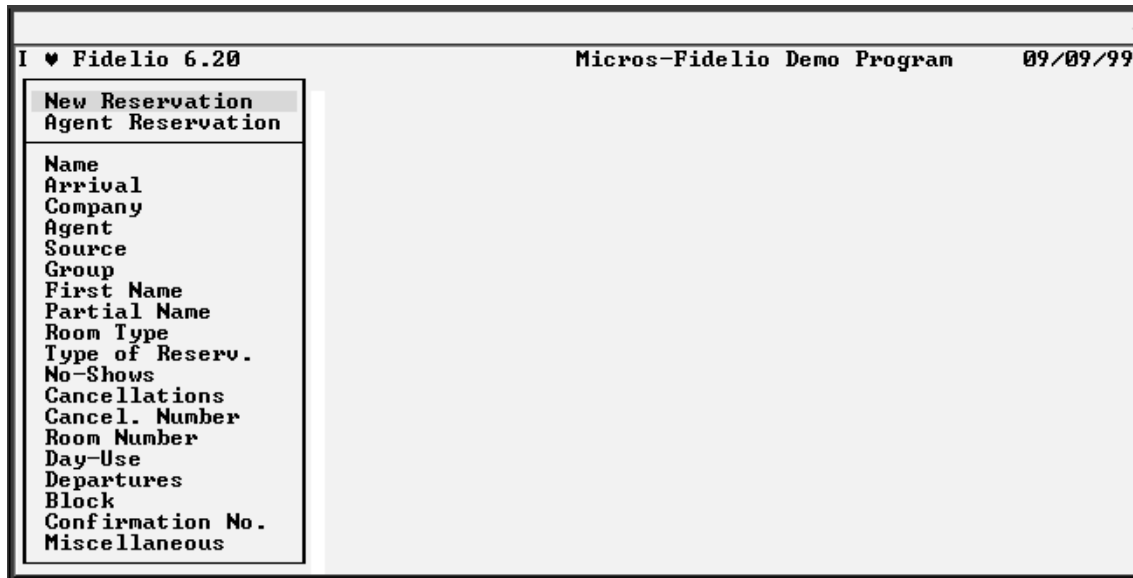


Figure 2-1 Reservation Menu

Searching for a Reservation

The lower part of the reservation menu displayed on the right shows you all the possibilities with which you can search for a given reservation. Most of the search criteria are quite obvious and do not need any further explanation. Some are faster than others, though. One very fast search is by confirmation number, for example. Other queries are first name, partial name, VIP code, cancellation number, city, deposit due date, source of business, etc. If you search for a reservation by room number, Fidelio shows all reservations for that room starting from the date specified.

Fidelio provides a cancellation number when you cancel a reservation. These numbers always begin with [X]. If you want to search for a cancellation, make sure you do not forget the [X]. The cancellation numbers are not consecutive, which means the odds are low that a guest could guess a cancellation number. The cancellation number may or may not be used depending on hotel policy. When you search for a canceled record, you can enter the arrival date to speed up the search. If you do not know the arrival date, no problem; Fidelio will find it anyway after a few seconds.

There are so many queries that they do not fit on one screen. Select **Miscellaneous** to see the additional searches.

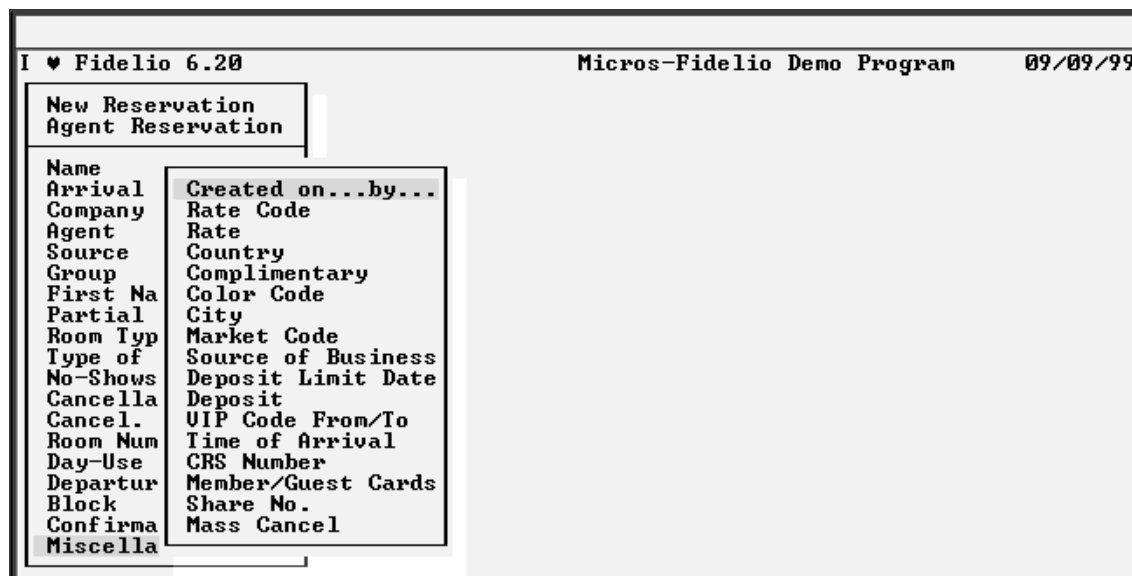


Figure 2-2 Reservation>Miscellaneous Menu

If you work with a central reservation interface, you can quickly locate such a reservation by searching by the **CRS Number**. Use the **CRS Name List** option to search for the individuals. If the property works with member numbers or club ID numbers (*only with parameter Use Club Member Number in Guest File {clubmember} ON*), you can also search for reservations with certain **Member** numbers or **Guest Cards** by selecting this option and entering all or part of the number. If you enter a guest card number you need to prefix it with a forward slash [/]. You can also locate all or a specific reservation share, by selecting the **Share No.** option. Enter the arrival date to display all sharers for that date or leave the date field blank and enter the share number or the first letters of the number to display all sharers whose share number starts with this number.

One very useful option is the **Mass Cancel** feature. It is five past six, you are overbooked and there are several guaranteed 6 p.m. reservations who have not showed up. What do you do? Cancel them! Select the guaranteed six PM reservation type and all the guaranteed 6 p.m. reservations who have not yet arrived will be canceled. They even get cancellation numbers.

If all the provided search criteria are still not enough and you would like to search by another criterion, then press **[Page Up]**. The arrival date is displayed again and, on the bottom of the screen, a general query field. In this field you can enter any valid dBASE expression (for more information on dBASE expressions Fidelio recommends you refer to a dBASE manual).

If Fidelio does not find any reservations matching your selection criteria, it will display the message “*No reservation found*”. If you have the respective user rights and if the property works with the **Waitlist** option (*only with parameter Use Waitlist Reservations {waitlist} ON*), the system may also offer the possibility of searching the Waitlist for a match.

You can search for reservations by promotions, assuming the Promotions {promotions} parameter is switched ON, through the option **Reservation>Room Assignmt.**

**Reservation
Reservation**

With an existing reservation, you would use the **[6] Options>Agent/Company** feature to attach an agent/company or source profile to the reservation. You can search by the member number in order to attach the profile (*only with parameter Use Club Member Number in Guest File {clubmember} ON*) (refer to *Figure 2-3 Search by Member Number within an Existing Reservation*).

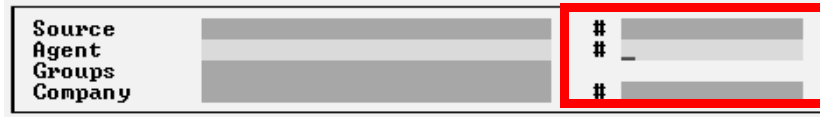


Figure 2-3 Search by Member Number within an Existing Reservation

Extended Reservation Information Display

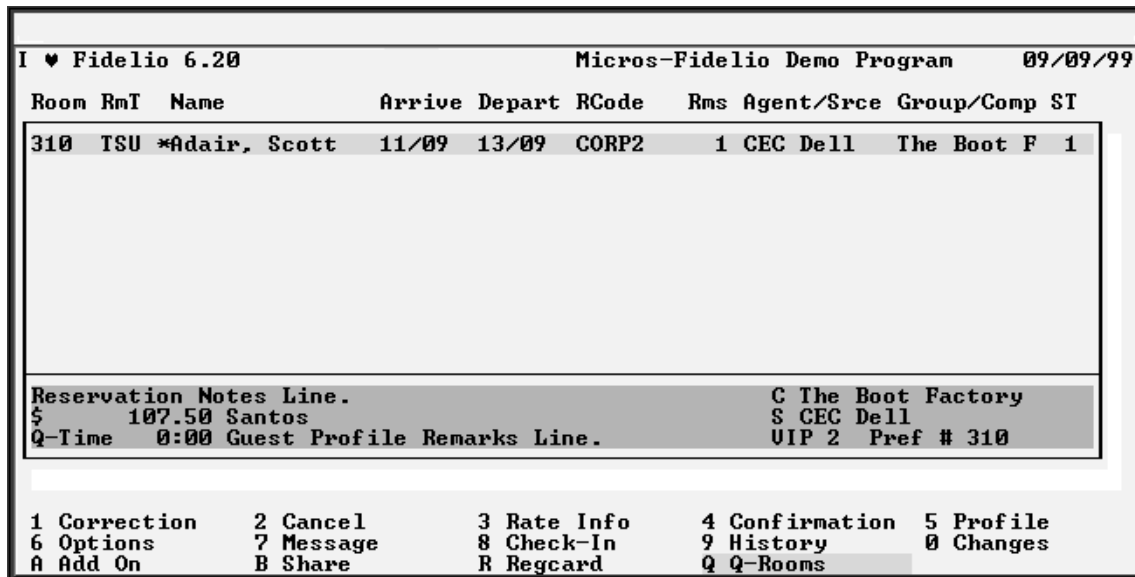


Figure 2-4 Extended Reservation Display

Three lines on the bottom of the screen display the following additional information:

- 1st Line** Reservation Remarks
 Company Name
- 2nd Line** Rate Currency
 Rate
 Sharer Names
 Source Name
- 3rd Line** Q-Time (*only with parameter Rooms on Queue {q_rooms} switched ON and if the guest is on Queue*)
 Guest Profile Remarks
 VIP Code
 Preferred Room Number

CRS Name List Functionality

If the parameter Assign Guest Names from CRS Name List {crsname1st} is switched ON (only necessary for certain CRS interfaces), then, internally, a file called CRSNAME.DBF exists.

Under the menu option **Reservation>Miscellaneous**, the option **CRS Name List** has been added. This option allows you to search and display information from the new CRS Name database. It contains only names and the link to a CRS number.

Selecting the **CRS Name List** option will display two entry fields called **CRS Number** and **CRS Guest Name**. Dependent on the entries in these fields, Fidelio will search the new CRS name file (not the Fidelio reservation file) for corresponding entries. The screen will then display the following entry fields:

<i>Field Name</i>	Description
<i>Last Name</i>	Guest Last Name
<i>First Name</i>	Guest First Name
<i>CRS Number</i>	Central Reservation Number
<i>Party</i>	Number in Party
<i>Primary</i>	Primary Name

Using the cursor you are able to position on one of the CRS names. Pressing [**Enter**] will display the standard reservation display, listing all reservations filtered by the associated CRS Reservation Number. Pressing [**Esc**] will return the user to the previous CRS Name List screen.

As it is possible that a guest could call the hotel quoting a name that was made via the CRS system and happened not to be the primary name on a multi-room reservation, the message “*No reservation found with this name. Search CRS name list?*” will be displayed after using the standard reservation **Name Search** option without a successful match.

Assuming you answer Yes, you will be driven to the screen as described above with the exception that the filter on CRS Name List is driven by the previous name entered. If the user answers No to the “*Search CRS Name?*” question, the waitlist message will appear as normal.

When selecting **5 Profile** from within the standard reservation screen, the option **Select Another Profile** has been enhanced to allow you to select either from the standard names in the Fidelio profile database or a name from the CRS Name List that has a corresponding CRS Reservation Number from the originating reservation.



Please note: You cannot assign a name from the CRS Name List if the originating reservation was not an arrival for the current date. Once a name from the CRS Name List is linked to a reservation, Fidelio will use the reservation number to form an internal link between the two. Those names in the CRS Name List which have been assigned will be marked with a checkmark (✓). If you attempt to assign a name from the CRS Name List that has already been assigned, a warning message will be displayed, but you will be allowed to continue.

New Reservation

Normally, before entering a new reservation, you will need to check availability. You can do this by using any of the numerous function keys designed to check the availability of room types on any day (for more information refer to *Function Keys* on page 1-1 of the User Manual).

Once you are sure you can accept the reservation, you must select the menu option **New Reservation** or **Agent Reservation**.

If the reservation is coming from a travel agency or a reservation source (e.g., a reservation service like SRS or Leading Hotels of the World) or from a company (or any combination of the three), then select **Agent Reservation**.

If the reservation is an individual reservation, select **New Reservation**.

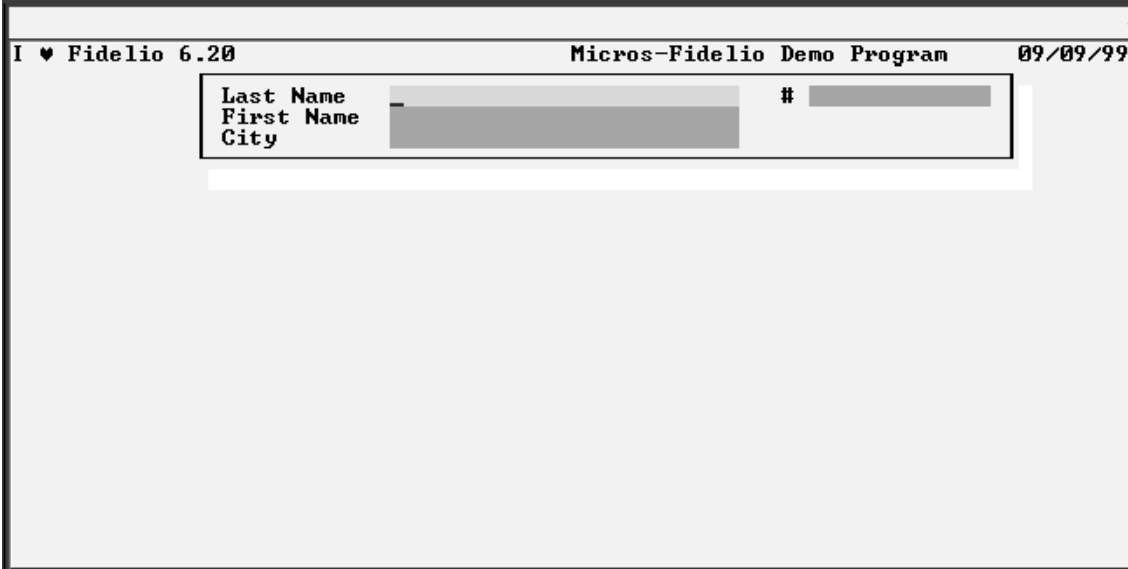
In some hotels where the majority of reservations come from companies, your system supervisor can turn a parameter ON which allows you to enter the company name even when you select the **New Reservation** option.

If in your version a **Company** field is always displayed when you select **New Reservation** (*only with parameter Company Prompt even for Single Reservation {alwayscomp} turned ON*), you must either skip through this field (if it is not a company reservation) or select the appropriate company profile.

Fidelio structures the reservation process so that you must select the company and/or travel agent name first, then enter the guest name before entering any of the actual reservation information. This has the advantage that if the company or travel agent has any particular rate code or other preferences, Fidelio will use them as defaults. Furthermore, you will see any remarks and reservation history information of the guest, if this guest is a repeat customer.

Creating a New Reservation

Usually, if you select **New Reservation**, the screen looks as follows:



The screenshot shows a terminal window for the Fidelio 6.20 Micros-Fidelio Demo Program. The top status bar displays "I ♥ Fidelio 6.20", "Micros-Fidelio Demo Program", and "09/09/99". The main area contains a form for profile search with the following fields:

Last Name	_____	#	_____
First Name	_____		
City	_____		

Figure 2-5 Creating a New Reservation, Profile Search

Enter any of the above information to help you find the guest from the guest file. You must at least enter part of the **Last Name**.

In the interest of speed and accuracy, it make sense to enter as little data here as possible and have Fidelio show you the *possible* matches. For example, if you were making a reservation for a Mr. Simpson, you would enter the letters

“Sim” in the *Last Name* field and press **[Page Down]**. Fidelio will show you everyone beginning with “Sim” and everything thereafter. This means that if he had been entered previously as *Simsen* or *Simsson*, you would find him. Whereas, if you had entered the full name, Simpson, there would be no possible match and Fidelio would say “*No name found! New entry? Yes/No*”.

However, if the name is a common one, such as Smith, you might want to enter first name and/or the city to limit the search.

If the hotel works with member numbers (*only with parameter Use Club Member Number in Guest File {clubmember} ON*), you can also search for a profile by entering the respective member number or part of the number in the # field. You can also use this field to search by **Guest Card** number or **Master Account** code. Just make sure that for the last two you prefix the numbers with a forward slash [/].

When a list of names appears and if one of the names applies to the guest, you can select it with the cursor keys. If you want to check the guest profile as you are still not completely sure that this is the right guest, you can view and edit it by pressing **[E]**. The guest profile with its horizontal menu is displayed. Press **[C]** for **Correct**, if you want to change the profile (refer to *Filling in the Guest Profile* on page 2-10).

Selecting an Existing Guest

In many cases, there will be more than one guest in the guest file who satisfies the name search condition. In this case Fidelio will display a pickbox, from which you can select the correct guest.

The screenshot shows the Fidelio 6.20 Micros-Fidelio Demo Program interface. At the top, it displays 'I ♥ Fidelio 6.20', 'Micros-Fidelio Demo Program', and the date '09/09/99'. Below this is a search form with fields for 'Last Name' (containing 'null'), 'First Name', 'City', and '#'. Below the search form is a table of guest profiles. The table has columns for 'Last Name', 'First Name', 'City', 'Company', 'Last Stay', 'Next Stay', and 'VIP'. The first three rows are highlighted, indicating they are selected. At the bottom of the screen, there are menu options: 'N New Profile' and 'E Edit'.

Last Name	First Name	City	Company	Last Stay	Next Stay	VIP
Muller	Johann	Kopenhagen		02/06/98	/ /	3
Muller	Otto	Mainz		/ /	/ /	
Muller-Scholl	Annika	Munchen	BMW	03/02/98	/ /	1

Figure 2-6 Selecting an Existing Profile

If you need more information about the guests in the picklist in order to determine which one is the guest for whom you are looking, you can press **[E]** to see the entire guest profile. From this point you can also select any of the available menu options as described below in the chapter **Filling in the Guest Profile**.

If the guest you are looking for is not in the picklist, press **[N]** to create a new address. You now proceed exactly as described below in **Filling in the Guest Profile**.

After selecting the guest with the cursor keys, you can also press **[Enter]**, which brings you directly to the reservation screen (refer to *Entering the Reservation Detail* on page 2-17). If none of the displayed names apply, you should press **[N]** for **New**. In this case you will create a new guest profile before entering the reservation.

Reservation

New Reservation



Please note: If a company is making a reservation but does not specify the name or names of the guests, then you can temporarily select the company name as the name of the guest. Later on, in the profile, you can change the guest name from the company name to the real guest name.

It is possible that the selected profile has been put on blacklist or cashlist. If the profile has been blacklisted, Fidelio will display an appropriate message and you will not be able to create the reservation unless you have the appropriate rights. Fidelio will also display a message if the profile was cashlisted. However, you will still be able to create the reservation.

Agent Reservations

If you select the **Agent Reservation** option instead of the **New Reservation** option, the screen looks as follows:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99
Source		#		
Agent		#		
Company		#		
Last Name		#		
First Name				
City				

Figure 2-7 Searching for a Source/Agent/Company Profile

This screen is used to make reservations that come from a **Travel Agent, Source** or **Company**.

Each of the **Source, Agent** and **Company** fields function the same way. Move your cursor to the first required field (say, **Agent**) and type the first few letters of the travel agent's name. Press **[Enter]**. Fidelio displays a list of all existing profiles, from which you can highlight a profile, then press **[E]** to edit the selected profile. Press **[Enter]** to select the profile for the reservation or press **[N]** to create a new profile, if the agent you want does not exist. (In some hotels this may not be possible, as only certain people can create new T/A profiles.) If default rate codes have been recorded for a company, agent or source profile, this is indicated by a single dollar sign (\$) for one rate code and by a double dollar sign (\$\$) for two or more rate codes. In addition, Fidelio will display the default rate code with the highest sequence number in the **RCode** field. Press **[R]** for **Rate Codes** if you want to view all default rate codes recorded for the profile. If you select a profile with a default rate code, Fidelio will also display an appropriate message.

If Fidelio could not find any records matching the name you entered, you are automatically prompted with “*Name not on file. Create new record?*” If you answer **[Y]**, you can fill out the complete profile information before you come back to continue with making the reservation.

Once you have entered a source, agent or company, Fidelio will propose the same profile the next time you make a reservation (unless you have left the reservation menu first). This facilitates the process of making several reservations with the same source/agent/company data at once. If you wish to change or remove the names which Fidelio proposes, simply overwrite the name or press **[Ctrl+Y]** to delete the contents of the field.

When you have either selected or created a profile, the above screen is returned with the profile name in the appropriate field (in this case, **Agent**). You can then either select a company profile as well or move down to the guest **Last Name** field.

Enter the name of the guest exactly as described above under **New Reservations**.

Reservation Agent Reservations

Filling in the Guest Profile

If Fidelio cannot find any guest profiles which match the name you entered, it responds with the message “*No name found! New entry?*”

If you enter [Y], Fidelio opens a new profile and fills in *Name*, *First Name* and *City* with the data which you have already entered.

The actual layout of this screen may be different in your hotel as this is one of the screens that is defined using Fidelio's screen generator and is usually customized for each hotel. Guest profiles remain in the system until explicitly deleted or removed with the **Purge Profiles** routine. Therefore, you need only enter this information once for repeat clients. You now have the option to complete the name fields or any other fields before continuing with the reservation. Of course you can also complete the guest record after entering the reservation data by selecting **Profile** from the reservation **Options** menu.

The screenshot shows the 'GUEST PROFILE' screen in Fidelio 6.20. The header includes 'I ♥ Fidelio 6.20', 'Micros-Fidelio Demo Program', and the date '09/09/99'. The screen is divided into several sections:

- Name:** Last Name (Able), First Name (John)
- Language:** E
- Greeting Code:** 1
- VIP:** 0
- Street:** 43 Hartley Court, Hawkins Road
- City:** Haven
- Country:** USA
- ZIP Code:** 65789
- State:** MO
- Rate Code:** (blank)
- Features:** (blank)
- Blacklist:** (blank)
- A/R Number:** (blank)
- Mailing Letter No.:** / /
- Member No.:** (blank)
- Passport Birthdate:** 12/12/69
- Nation:** USA
- Telephone:** 001-412-546 7809
- Telefax:** (blank)
- Greeting Title:** Mr.
- Company:** (blank)
- Remarks:** (blank)
- Save History ?** Y
- Created On:** 09/09/99
- First Stay:** / /
- Last Stay:** / /
- Last Rate:** 0.00
- Room Nights:** 0
- Arrivals:** 0
- Cancel.:** 0
- No Shows:** 0
- Total Revenue:** 0.00
- Supervisor:** SUPERVIS

At the bottom, there are buttons for 'Correction Special Flds', 'Add Options', 'Remarks', 'History', and 'OK'.

Figure 2-8 Guest Profile Screen

The fields that are required and those that are optional as well as the “standards” for completing the guest profile are determined solely by the hotel. Fidelio only requires a guest's **last name**! In many cases, the hotel will have established help screens at the important fields, which you can read by pressing [F1].

The following is a list of commonly used fields that appear on *most* profiles around the world. It is meant only as a guide. If your hotel has fields that are not explained here, you should ask your supervisor to explain them to you.

Commonly Used Fields

Last Name/First Name. Enter the complete guest name here. Fidelio suggests using upper and lower case letters. The name is printed on all letters and bills the way you write it here. Later, when you search for the profile or reservation by name, it does not matter if you use large or small letters except in the case of letters with accents (ä, ü, ö, é, è, etc.).

Address. Enter the guest's address. This usually includes the fields *Street*, *City*, *ZIP Code*, *State*, *Country* and also *Telephone* and *Fax Number*. The fields *Street*, *City*, *ZIP Code* and *Country* are retrieved for mailings and will be printed on the bill.

VIP Code. The VIP code of the guest. If you do not enter anything, the default remains “0”. Some properties define a pickbox from which you can select the applicable VIP codes.

Language/Salutation Code. You should always enter these two fields immediately during the reservation. The available language and salutation codes depend on the individual setup of each property. It is sensible to only define languages that are understood by all staff members. With this code you define the correspondence language with the guest. From the guest's confirmation letter to the folio, all correspondence will be in this chosen language. This could, for example, be English (E), Spanish (S) and French (F). In hotels where the vast majority of the guests speak the same language, a default will be installed so that you only have to press **[Enter]** past this field unless the guest speaks another language. Some properties define a pickbox from which you can choose possible language codes.

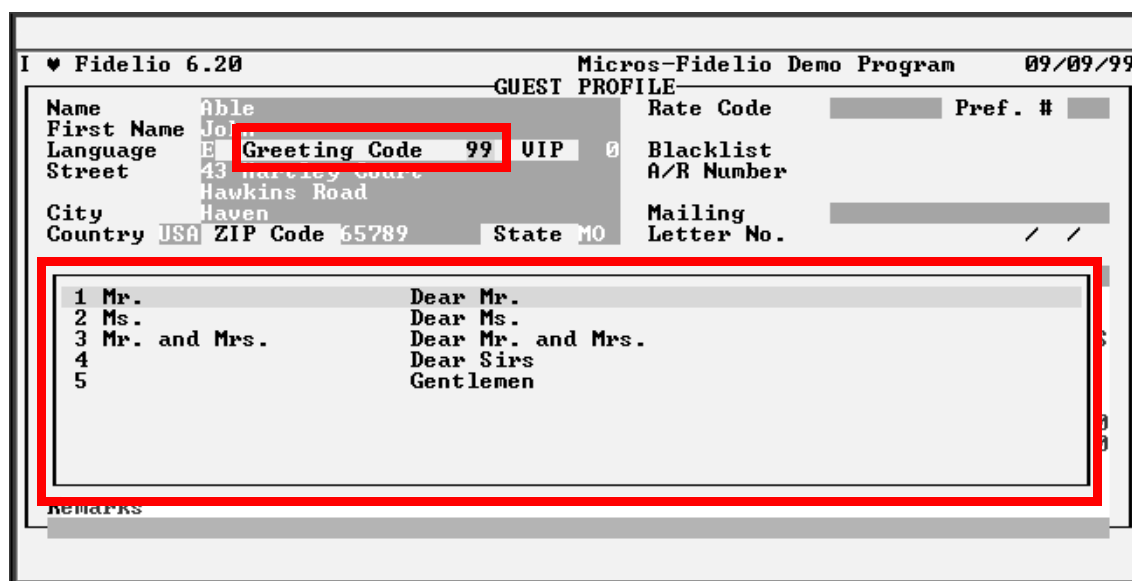


Figure 2-9 Salutations Pickbox

The salutation codes change according to the language you enter. If you enter a wrong code, a pickbox with available codes is displayed from which you can choose the correct code. If you choose English as language, the pickbox on the right may appear.

Short/Long Salutation. If you entered the salutation code correctly, Fidelio will show the short and long salutation in these two fields automatically. In our example of the guest profile the salutations are *Mr.* and *Dear Mr. Smith.* If you prefer another salutation, you can overwrite the field.

Save Guest. (Often called “Keep in History”) If you work with the **saveguest** function, this field will be on your profile screen. This function helps you keep your guest file in a reasonable size. Normally, guests without an entry in this field will be removed from the guest file 14 days after departure as long as there are no outstanding reservations or open balances. The 14-day interval can be changed in the setup program. The guest remains in the guest file if you enter **[Y]** in the field.

When you create a profile for a guest who will not be a regular guest in your hotel, you should enter a blank here. This is very useful with groups.

Last Stay/Last Rate. These entries are automatically made by the system if the guest had previous arrivals.

Rate Code/Special Rate. If the guest has a certain rate code or if you arranged a special rate during the reservation, you should enter the rate here. The rate is then suggested every time you enter a new reservation for the guest. It is also possible to enter multiple default rate codes for guests using the **Options** menu from the **Profile** screen. In this case, if the field is not read-only anyway, you should leave it empty as it will be filled automatically.

Last Room/Preferred Room. Which room did the guest have last time? Does he have a special wish for the room? In this case you should assign the room immediately when you enter the reservation. This does not necessarily have to refer to a room number. You can also enter a room type, a floor or a special feature like non-smoking (NS).

Reservation
Agent Reservations

Club ID #. If you work with member numbers, this field will be on your screen. Every property will have their own convention on how to enter the number, how many digits it has, etc. If you enter a number that was already assigned to somebody else, the message “*Member number already exists for: [name of guest], accept same number? Yes/No*” appears.

Statistics. Fidelio calculates this information during the night audit and enters the data into the guest file. The data includes

Number of arrivals	The number of previous stays for this guest
Number of nights	The number of nights until today
Cancellations	The number of cancellations for this guest
Extra revenue	Total revenue (excluding room and tax)
Total revenue	Total revenue, including room, extras and tax

User ID. If this field is present, Fidelio will record the user ID of the person who creates the profile. If, at a later stage, another user makes changes to the profile, this field will be replaced with the user ID of this person.

Record Type. The record type is a read-only field. It indicates whether the profile you are working on was categorized as a travel agent, company, source, group or individual guest. The various types are marked the following way:

T	=	Travel Agent	G	=	Group
C	=	Company	blank	=	Individual
S	=	Source			
G	=	Group			

Record Types of individual guests are left blank. The field is therefore not shown on the profile of an individual guest.

BL/CL Text. If this field (BL_MESSAGE) has been configured on your system, it gives you the option of entering a short explanation why a certain profile has been blacklisted or cashlisted. This message is then displayed when you select a profile for a reservation. (The blacklist/cashlist function is available in the **Profile** option from the **Front Desk** main menu. You need special rights for this option.)

Comments. Enter special remarks about the guest here, if they do not refer to a specific reservation only but to the guest in general. This could be “*Needs 2 extra pillows*”, for example.

Once the profile is completed, you will see the following menu:

Correction	Add	Remarks	History	OK
Special Flds	Options			

Figure 2-10 Profile Menu Options

Available Functions

PgUp/PgDn. When you edit profiles that are already on file, you can page through the guest profiles which start with the same character as your original entry by pressing the **[Page Up]** or **[Page Down]** key. This is not possible when you have just created a new guest record, but it is practical when you try to determine which record corresponds to the guest. (For example, which Jones on file corresponds to the caller who wants to make a reservation.)

Correction. Allows you to change or enter the profile information on the screen.

Add. Lets you add another profile. The first letter will be defaulted as the same character as your original entry. This is useful when you notice that none of the Jones on file corresponds to the caller.

Remarks. Lets you enter a full screen of comments on the guest. If the remarks option blinks, that means remarks have already been entered.

History. After selecting this option, you can view a window with the following options:

The screenshot shows the 'GUEST PROFILE' screen in Fidelio 6.20. At the top, it says 'I ♥ Fidelio 6.20' and 'Micros-Fidelio Demo Program 09/09/99'. The profile information includes Name (Able), First Name (John), Language (E), Greeting Code (1), and VIP status (0). Address details include Street (43 Hartley Court), City (Hawkins Road), and State (MO). A 'History' menu is highlighted, showing options: History, Turnaways, Summary, and Leisure History. Other fields include Rate Code, Features, Blacklist, A/R Number, Mailing Letter No., Member No., Passport Birthdate (12/12/69), Telephone (001-412-546 7809), and Greeting Title (Mr.). At the bottom, there are buttons for 'Correction Special Flds', 'Add Options', 'Remarks', 'History', and 'OK'.

Figure 2-11 History Menu Options

Selecting **History** for an *individual*, a *travel agent*, or *source* profile displays a list of all the previous stays (= the reservation history) recorded for this profile, including arrival and departure dates, rate, revenue and number of persons.

The screenshot shows the 'GUEST PROFILE' screen with the 'History' menu selected. It displays a table of reservation history with columns: History, Room, Rate, Revenue, Fix, Extras, and Adu/Chi. The data rows are as follows:

History	Room	Rate	Revenue	Fix	Extras	Adu/Chi.
03/03/99	09/03/99 207	250	1500		0	1/ 0
15/02/99	16/02/99 215	150	150		0	1/ 0
07/01/99	17/01/99 204	110	1100		118	1/ 0
06/11/95	07/11/95 108	100	100		108	1/ 0
02/06/95	06/06/95 201	150	600		74	2/ 0
16/01/95	17/01/95 NS	100	0		0	1/ 0

At the bottom of the screen, there are navigation options: ← Modify, INS New, DEL Delete, + View Folio, * View Revenue, - View Awards.

Figure 2-12 Guest History

Reservation
Agent Reservations

Modify. Press [Enter] at any given line and you will see additional details for that stay. For previous stays of a guest, you can also view, edit and print a copy of the folio for that stay. Press [+] and Fidelio asks you to insert a disk with the folios of the pertaining date. After you have inserted the disk, the system decompresses the folios of that day and shows the desired folio on the screen. Press [Enter] to read and [+] to print the folio (refer to *Folio History* on page 4-46 in the Cashier User Manual for detailed information).

Selecting **History** for a *company* profile gives you a similar display of stay information. In addition, however, Fidelio displays the guest name for each stay.

If no previous stays have been recorded for this profile, you can create a new record here by entering all pertinent information of previous stays manually. This option is only necessary if you used another system before converting to Fidelio.

If your hotel records “Regrets” (*only with parameter Advanced Turnaway Handling {regrets} ON*), you can also check whether there are any recorded turnaways for the profile by selecting the **Turnaways** option. Fidelio will show you a list of turnaways, including the dates, rooms, market, reason and user ID of the person who entered the turnaway.

Selecting the **Summary** option for a guest, company or agent with previous stays gives you an on-line company statistics including previous years. The window might look like this:

I ♥ Fidelio 6.20 **Micros-Fidelio Demo Program** 09/09/99

GUEST PROFILE

Name **Able** Rate Code Pref. #
 First Name **John** Features
 Language **E** Greeting Code **1** VIP **0** Blacklist

	Arrivals	Nights	Room Rev.	F&B Rev.	Extra Rev	Cancel	No-shows
1999	3	17	2750		118		
1998	2	31	700		277		
1997							1

Telephone **001-412-546 7809** First Stay Next / /
 Telefax Last Stay # / /
Rate 0.00
 Greeting **Mr.** Nights 0 Arrivals 0
 Title el. 0 No Shows 0
 Company 1 Revenue 0.00

Remarks Leisure History

Correction Add Remarks History OK
 Special Flds Options

Figure 2-13 Guest Summary

The **Summary** option is not available for source and group profiles.

The **Leisure History** option is only available if the hotel uses the Leisure Management module (license code Leisure Management Module {ex_leisure} = ON). Access this option to view any past leisure activities of the guest. Fidelio will display date, time, activity, service and price.

Special Flds. If you select this option, the following fields are displayed. These fields have been separated into a special menu option so that their accessibility can be secured by user rights. Only users with the appropriate rights are allowed to enter or change the information of these fields. You can record a special commission percentage (*only available for travel agents*), the availability override flag, set the profile on the blacklist or cashlist and record a corresponding message, and define the A/R account number.

I ♥ Fidelio 6.20 Micros-Fidelio Demo Program 09/09/99

AGENT/COMPANY/SOURCE PROFILE

Short Name	American Express Travel	Type	» T
Full Name		Rate Code	
Address	505 Barton Springs Road	Stand. Billing	
City	Austin	A/R Number	98760
Country	USA	Mailing	
ZIP Code	78704	Letter No.	/ /
State	TX		
Telephone	917283	TAP-INFO:	
Telefax	917288	Currency	USD
CONTACT:		Commission	10%
Last Name	Bright	NIGHTS	
First Name	Sue	REVENUE	0
Salut. Code	2 Mr/Mrs Mrs.	Potential	0
Salutation	Dear Mrs. Bright	Comm. %	0.00
Attention		Avail. Override	
Remarks		Blacklist/Cashlist	
		BL/CL Message	
		A/R Account	

Correction Delete Merge Future History
Remarks Special Flds Options

Figure 2-14 Profile Special Fields

Options. This menu enables you to record additional information for each profile, which can then be retrieved for the individual reservations attached to the profile. After selecting this option, you will see the following window.

I ♥ Fidelio 6.20 Micros-Fidelio Demo Program 09/09/99

GUEST PROFILE

Name	Able	Rate Code		Pref. #	
First Name	John	Features			
Language	E	Blacklist			
Street	43 Hartley Court	A/R Number			
City	Haven	Mailing			
Country	USA	Letter No.		/ /	
ZIP Code	65789	Member No.			
State	MO				
Passport		Save History ?	<input checked="" type="checkbox"/>		
Birthdate	12/12/69	Nation.	USA		
Telephone	001-412-546 7809	Created On:	09/09/99	SUPERVIS	
Telefax		First Stay			
Greeting	Mr.	Last Stay			
Title		Last Rate			
Company		Room Night			
Remarks		Cancel.			
		Total Reve			

Correction Add Remarks History OK
Special Flds Options

Figure 2-15 Profile Options

You can record and view **Credit Cards** and **Guest Cards** (*only for individual profiles*), define a master account (*not for individual profiles*), define default rate codes for profiles, view and assign guest awards, assign guest preferences and permanent guest virtual numbers (only displayed if license code Virtual Number Assignment {ex_didnr} is ON).

For further details on these options, refer to *Profile* on page 3-34 of the Front Desk User Manual.

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Agent Reservations

2nd Address. This option displays if the parameter Additional Address Information {guestaddr2} is ON. Select this option to view a second address for the group profile. If the appropriate user rights have been assigned, then the user is able to define a second address for a guest, which can be printed on confirmation letters, deposit receipts, currency exchange receipts and bills.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
Second Address					
Title	Mr.				
First Name	John				
Last Name	Able				
Address 1	The Boot Factory				
Address 2	232 5th Avenue S.				
City	New Orleans				
State	LA	Postal Code	34891-5398		
Country					

Correction Add Remarks History OK
Special Flds Options 2nd Address

Figure 2-16 Second Profile Address

OK. When you are finished with the profile and want to start entering the reservation, press **[Enter]** on this option. As a default, the cursor will already be positioned on this option. Press **[Esc]** if you do not want to enter a reservation for this guest.

Entering the Reservation Detail

Once you have entered all the necessary names, you proceed with the reservation data itself. For reservation data (sometimes called registration data), Fidelio is referring to such data as arrival date, departure date, number of persons, room number, rates and other information which applies specifically to this one reservation but not to the guest's permanent data. Some of the guest's permanent data (name, company, city, country, etc.) are shown on the top of the reservation screen. When you make a new reservation for a guest who stayed at the hotel before, you can see the last visit, the last rate and the last room of the guest at the top right of the screen.

The screen may look something like the following:

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99
RESERVATION
Able, John Mr.                               Source                               Last Rate      0
43 Hartley Court                             Agent                               Last Room
Haven MO 65789 USA                           Company                              Last Visit    / /
VIP 0                                          Group                               Pref. Room

Arrival    09/09/99  Thursday  Conf./Share 341/
Nights     1                               Discount in $  0.00  in %  0
Departure  10/09/99  Friday    Discount Reason
Adult/Chld/Prm  1 0                               Reserved by:
Number of Rms  1                               Packages
Room Type                               RT Charged  Specials
Room No                               FFP Type   #
Rate Code                               Rate Fixed  N  Payment
Rate      $ 0.00                               Appr. Code  Amt.  0.00
Resv. Type 1 6 p.m.                               Flight #
Time                                             Print Rate ?
Block                                             Comp./House Use
Market                                             Entered by:  SUP  01/05/00
Source of Bus.
Confirmation                               Notice
    
```

Figure 2-17 Reservation Screen

The exact layout of the screen, in particular the right half of the screen, is variable, depending on the property. Furthermore, the exact meanings and use of each of the fields may vary from property to property. Fidelio recommends that each property create help screens for each field on the reservation screen, which are then accessible by pressing [F1]. The standard input for each field will be explained.

Standard Fields

Arrival. The default arrival date is today's date. Fidelio can use any of five date formats - American, British, German, Swedish and Southern European. The current date format is defined in the setup program. Fidelio displays the day of the week to the right of the arrival date.

Nights. Entering the number of nights is often easier than entering a departure date. Therefore, Fidelio gives you the option of entering either one. The default number of nights is "1". Changing this default will change the departure date accordingly. To reserve a day-use room, enter [0] for the number of nights. Fidelio displays the text *Day-use* to the right of the *Nights* field if you enter [0].

Departure. If you entered the number of nights correctly, you will not have to change the departure date. If you do change the departure date, however, the number of nights changes accordingly. Fidelio shows the day of the week to the right of the departure date.

If the hotel is working with the **Hints** option, Fidelio may display one or more informative message windows once you have filled in the departure date, if the reservation fulfills a user-defined condition. Hints are to help the user carry out the reservation and may contain selling tips, such as for example, remind you of a special rate code for guests with a certain length of stay or about the fact that a certain guest is a VIP and should always receive a

Reservation

Entering the Reservation Detail

reservation, etc. On the left side of the reservation screen, there are two possible places for hints to display, the first group after the field **Departure** and the second after the **Rate Code** field; on the right side the display of the hints is user-definable and depends on the screen setup.

The hints will only be displayed if the set condition applies to the reservation on the screen. The hint box will automatically disappear after approximately five seconds or with the next keystroke. If various hints of one hint group apply to a reservation, they will be displayed together.

Adult/Chld/Prm. Always enter the number of adults and/or children per room. Fidelio calculates the rates based on the number of people per room. So if you enter five people and three rooms, Fidelio has no idea what to do. All the forecasts will be wrong. If a guest reserves two rooms, one for one person and one for two persons, then you must create two separate reservations. In some countries, you can also enter the number of tax-free adults and tax-free children so that the end-of-month tax statistics are correct. In such a case, do not enter the people both as tax and tax-free guests, but only once. The number of persons you enter in the second field (i.e., **chld**) are not taken into account in the calculation of the price from the price code.

The **Prm** field displays only with parameter Promotions {promotions} ON. If an entry is made in this field, Fidelio will first check that the promotion code entered is valid. If an entry is invalid, Fidelio displays a list of promotions which are valid for the date(s) of stay. Use the plus key [+] to mark up to three codes for the rate query.

Number of Rooms. Enter the number of rooms requested. If the guest wants two singles or doubles, you can make one reservation for two rooms. If the guest wants a single and a double, you can either enter '2' under number of rooms and change the room type later when assigning the rooms. Or you can enter '1' under number of rooms and do an **Add On**, by which the reservation gets duplicated and change the room type in one of the reservations. Default number of rooms is one. This way the room is only subtracted once from availability. If you try to reserve more than 20 rooms, a window pops up asking you if you are sure. The default answer is NO.

After you have entered the **Number of Rooms**, one of three possible events will occur:

If your cursor moves directly to the **Room Type** field, skip to the **Room Type (b)** entry on page 2-34. (*This means that you are not using Rate Management or the Advanced Group system.*)

OR

If a small window appears prompting you to enter the **Rate Code**, type in the desired code (or leave it empty) and press [Enter]. Now skip to the **Room Type Group** entry on page. (*This means that you are using the **Rate Management** function but not the **Advanced Group** system.*)

OR

If a small menu appears and asks you to select between house and block (*meaning that you are using the **Rate Management** function and the **Advanced Group** system*) then read on ...

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99
RESERVATION
Able, John Mr.                               Source                               Last Rate      0
43 Hartley Court                             Agent                               Last Room
Haven MO 65789 USA                           Company                              Last Visit    / /
VIP 0                                          Group                               Pref.Room


Arrival   09/09/99   Thursday   Conf./Share 341/
Nights    1          1 Night    Discount in $  0.00 in %  0
Departure 10/09/99   Friday     Discount Reason
Adult/Chld/Prm 1 0
Number of Rms 1
Room Type  House
Room No
Rate Code
Rate      $ 0.00
Resv. Type 1 6 p.m.
Time
Block
Market
Source of Bus.
Confirmation

Notice

Flight #
Print Rate ?
Comp./House Use
Entered by: SUP
C/O Time
Interest 01/05/00
    
```

Figure 2-18 House/Block Room Type

House/Block. In general, every reservation comes from house availability except in the case where the guest belongs to a group or picks up a room from an allotment. In the latter case, you would select BLOCK. In all other cases, select HOUSE.

 Please note: If you are using **Rate Management** and make changes to the reservation which could influence availability (such as arrival, departure or number of rooms), you will be shown through this menu each time in order to make sure that the given choice is still available.

An exception to this rule is if you wish to assign a "P.." (*pseudo*) room type to a reservation. In this case, press [Esc] from the **House/Block** menu and type in 'PM'. You should never use this option for other room types.

If you want to select a room from Block Availability (instead of House Availability) skip the following section and continue reading from *Selecting a Room from Block Availability* on page 2-29.

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Selecting a Room from House Availability

If you select house availability, then Fidelio displays a small box where you can enter a rate code or a rate category code.

The screenshot shows the Fidelio 6.20 reservation interface. At the top, it displays 'I ♥ Fidelio 6.20', 'Micros-Fidelio Demo Program', and the date '09/09/99'. The main title is 'RESERVATION'. Below this, there are fields for the agent's name and address: 'Able, John Mr.', '43 Hartley Court', 'Haven MO 65789 USA', and 'VIP 0'. To the right, there are fields for 'Source', 'Agent', 'Company', and 'Group'. Further right, there are fields for 'Last Rate', 'Last Room', 'Last Visit', and 'Pref. Room'. The main reservation details include: 'Arrival 09/09/99 Thursday', 'Nights 1 1 Night', 'Departure 10/09/99 Friday', 'Adult/Chld/Prm 1 0', and 'Number of Rms 1'. There are also fields for 'Room Type', 'Room No', 'Rate Code', 'Rate \$ 0.00', 'Resv. Type 1 6 p.m.', 'Time', 'Block', 'Market', 'Source of Bus.', and 'Confirmation'. A 'House Block' selection box is visible, with a dropdown menu showing 'House' and 'Block'. Other fields include 'Conf./Share 341/', 'Discount in \$ 0.00 in % 0', 'Discount Reason', 'Reserved by:', 'Payment Appr. Code', 'Amnt. 0.00', 'Flight #', 'Print Rate?', 'Comp./House Use', 'Entered by: SUP', 'C/O Time', and 'Interest 01/05/00'. A 'Notice' field is also present at the bottom.

Figure 2-19 House, Enter a Rate Code or Rate Category Code

If you leave this field empty, Fidelio will search all rate codes. If you enter a rate code or the first few letters of a rate code, Fidelio will search for all codes which begin with the letters which you enter. If you enter a slash [/] followed by a three-letter rate category code, Fidelio will show you all codes in the specified group of rate codes.

For example, if you would like to see only the rate code RACK, type 'RACK'.

This screenshot is identical to the previous one, but with the 'Rate Code' field now containing the text 'RACK'. The 'House Block' selection box is still present, and the rest of the reservation details remain the same.

Figure 2-20 Example, Enter RACK

If you have different rates codes like GOLF, GOLF1, GOLFEXP, GOLFPAK and GOLFSPEC and you would like to see all of them at once, type 'GOLF'.

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99
RESERVATION
Able, John Mr.                               Source          Last Rate      0
43 Hartley Court                             Agent           Last Room
Haven MO 65789 USA                           Company         Last Visit    / /
VIP 0                                         Group          Pref.Room

Arrival 09/09/99 Thursday Conf./Share 341/
Nights 1 1 Night Discount in $ 0.00 in % 0
Departure 10/09/99 Friday Discount Reason
Adult/Chld/Prm 1 0 Reserved by:
Number of Rms 1
Room Type House GOLF
Room No Block #
Rate Code Payment
Rate $ 0.00 Appr.Code Amnt. 0.00
Resv. Type 1 6 p.m. Flight # C/O Time :
Time Print Rate ?
Block Comp./House Use Interest
Market Entered by: SUP 01/05/00
Source of Bus. Notice
Confirmation
    
```

Figure 2-21 Example, Enter 'GOLF' to display Rate Codes Beginning with Golf

If you have assigned all corporate rates to the rate group COR and you would like to see all of them, type '/COR'.

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99
RESERVATION
Able, John Mr.                               Source          Last Rate      0
43 Hartley Court                             Agent           Last Room
Haven MO 65789 USA                           Company         Last Visit    / /
VIP 0                                         Group          Pref.Room

Arrival 09/09/99 Thursday Conf./Share 341/
Nights 1 1 Night Discount in $ 0.00 in % 0
Departure 10/09/99 Friday Discount Reason
Adult/Chld/Prm 1 0 Reserved by:
Number of Rms 1
Room Type House /COR_
Room No Block #
Rate Code Payment
Rate $ 0.00 Appr.Code Amnt. 0.00
Resv. Type 1 6 p.m. Flight # C/O Time :
Time Print Rate ?
Block Comp./House Use Interest
Market Entered by: SUP 01/05/00
Source of Bus. Notice
Confirmation
    
```

Figure 2-22 Example, Enter '/COR' to display Room Types in the COR Rate Group



Please note: If you are changing an existing reservation which already has a rate code, Fidelio will default this field with the current rate code. If you are making a new reservation from a company, travel agency or source, any of which has a contracted rate code, Fidelio will also default this field with that contracted rate code.

Either select a rate code or simply leave the field blank and press [Enter].

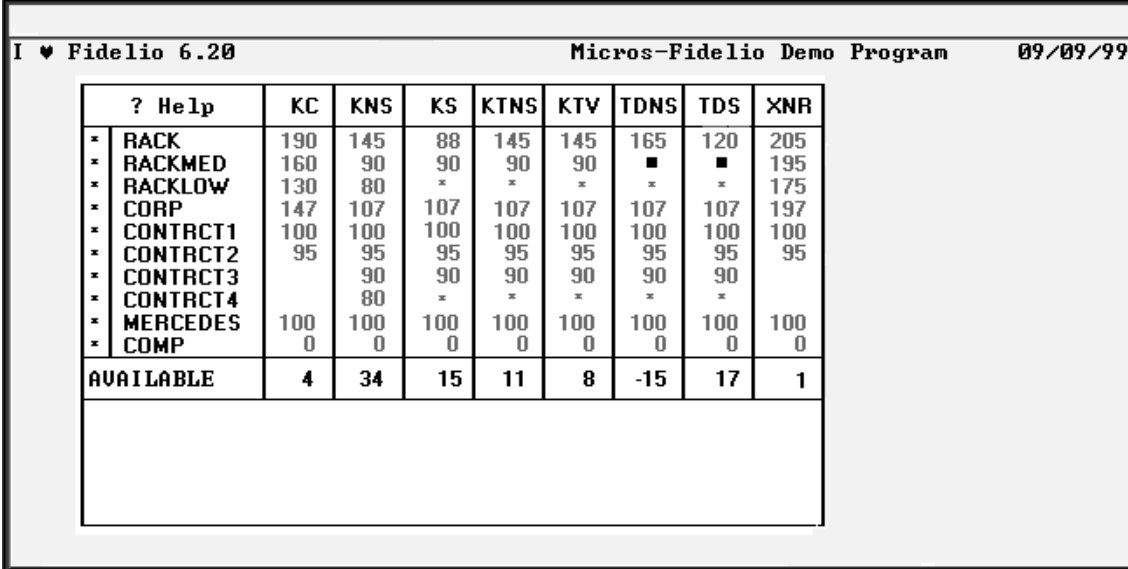
Room Type Group. If you are using **Summary Room Types**, the room type group window will appear, if you are not using **Summary Room Types**, skip to the **Rate Grid** entry (refer to *Figure 2-23 Rate Grid for RACK Rate*). Fidelio allows your system supervisor to combine certain room types into what are called **Summary Room Types**. For example, you may have three different types of twin rooms and six different types of rooms with double beds (e.g., King, Queen, Standard, etc.). To make things a little easier for you when you are making a reservation, these

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may have been combined into summary groups (e.g., Twin and Double) that contain all the room types with a particular bed size. When this window appears, you can select the appropriate **Summary Room Type**, and only the rooms for that group will be displayed.

Rate Grid. Once you have made your selection, Fidelio produces a grid showing the available rates:



? Help	KC	KNS	KS	KTNS	KTV	TDNS	TDS	XNR
* RACK	190	145	88	145	145	165	120	205
* RACKMED	160	90	90	90	90	■	■	195
* RACKLOW	130	80	=	=	=	=	=	175
* CORP	147	107	107	107	107	107	107	197
* CONTRACT1	100	100	100	100	100	100	100	100
* CONTRACT2	95	95	95	95	95	95	95	95
* CONTRACT3		90	90	90	90	90	90	
* CONTRACT4		80	=	=	=	=	=	
* MERCEDES	100	100	100	100	100	100	100	100
* COMP	0	0	0	0	0	0	0	0
AVAILABLE	4	34	15	11	8	-15	17	1

Figure 2-23 Rate Grid for RACK Rate

 Please note: If you had selected a summary room type, say, KING, then only the first five columns of the grid (above) would appear - as they represent the King bed rooms.

If special default rate codes have been defined for the guest profile, the linked company or agent (using the **Options** menu from the **Profile** screen), then you will only see those rate codes in the grid.

With this grid you can see exactly which room types are available for the arrival and departure dates from the current reservation as well as what they cost. The numbers of available rooms at the bottom of the grid refer to the maximum number of rooms which are available during the entire span of dates. In other words, if the reservation is for three nights and there are 7 KC rooms available on the first night, 4 KC rooms available on the second night and 11 KC rooms available on the third night, this display will show 4, as you can sell at most 4 rooms for the three nights without overselling. This is similar to the availability calculation in the **[F2]** function key.

With the cursor keys you can move up, down, left and right. If there are more rate codes than fit on the screen, the screen will scroll if you try to move below the last rate code on the screen. Pressing **[End]** moves you to the right-most room type. Pressing **[Home]** moves you to the left-most room type.

The numbers inside each cell represent the rate of the room. The rate calculation is based on the number of persons which you have entered for this reservation. All fields in custom rate formulas are accounted for. Rates are rounded to the nearest whole number. In other words, if the rate is 89.50, Fidelio shows 89. If the rate is larger than four digits, Fidelio shows the rate in thousands, followed by a K. 40000 is shown as 40K. The rates displayed do NOT show any taxes or other items defined as print-separate items in the rate definition.

Once you are scrolling around the grid, quick information about the rate code pops up at the bottom of the screen. To get a full page of information about the rate code, press **[I]**. Both the long and the quick information screens can be configured in FSTAMM in the rates section. You can also record a turnaway by pressing the minus **[-]** key.

If you have defined quick information for the Mercedes rate and you move the cursor to the Mercedes line, the screen may look like this:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program						09/09/99	
? Help	KC	KNS	KS	KTNS	KTV	TDNS	TDS	XNR	
* CORP	147	107	107	107	107	107	107	197	
* CONTRACT1	100	100	100	100	100	100	100	100	
* CONTRACT2	95	95	95	95	95	95	95	95	
* CONTRACT3		90	90	90	90	90	90		
* CONTRACT4		80	80	80	80	80	80		
* MERCEDES	100	100	100	100	100	100	100	100	
AVAILABLE	4	34	15	11	8	-15	17	1	
<p>The Mercedes rate is only valid for employees of one of the Mercedes sales offices in New York. The client must show identification at check-in.</p> <p>King Corner</p>									

Figure 2-24 Rate Grid for RACK Rate

As soon as you move the cursor up or down to another rate, this text disappears. This example also indicates how the screen might look if you asked only for corporate rates.

If a room type is already sold out for the range of dates or if the reservation you are making would cause the room type to sell out, Fidelio displays the column in red. In the above example, the TDNS column would be red. If you tried to make the same reservation but for two rooms, the TDNS and the XNR columns would both be red. Therefore, the number of rooms displayed is always the number of rooms available not including the pending reservation.

Any blank cells indicate that the corresponding rate code has not been defined for this specific room type and arrival date. A red square (■) in any of the cells signifies that the room type has been closed for this particular rate code on this date. A red star (*) indicates that the rate code is not available for this room type because it was not equal to or higher than the hurdle rate set for the particular date. This option is only available in hotels using the hurdle rate integration (*only with the license code Hurdle Rates {ex_hurdle} or TopLine Prophet Yield Management Interface {ex_opus2} ON*).

If you have used the rate availability to close some rates or set some restrictions for this day, you might not see all the rates. You can set the rate availability flags using the [F5] function key or in Rate Management in the Setup and Configuration Program (FSTAMM). For complete information, refer to that section in the manual.

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If, for example, you have closed your low rack rate as well as your contract rates, the grid from the first example would look like this:

I ♥ Fidelio 6.20									
Micros-Fidelio Demo Program									
09/09/99									
? Help	KC	KNS	KS	KTNS	KTV	TDNS	TDS	XNR	
* RACK	190	145	88	145	145	165	120	205	
* RACKMED	160	90	90	90	90	90	90	195	
* CORP	147	107	107	107	107	107	107	197	
* MERCEDES	100	100	100	100	100	100	100	100	
* COMP	0	0	0	0	0	0	0	0	
AVAILABLE	4	34	15	11	8	-15	17	1	

Figure 2-25 Sample Rate Grid

If you are changing an existing reservation made with a rate code which is closed now but was open at the time the reservation was made, this rate code will always show up as one of the options in the grid.

If you have set a two night minimum length of stay restriction on the CORP rate and the reservation was for two or more days, then you would see the CORP rate in the grid. However, if the reservation was only for one night, the grid would look like this:

I ♥ Fidelio 6.20									
Micros-Fidelio Demo Program									
09/09/99									
? Help	KC	KNS	KS	KTNS	KTV	TDNS	TDS	XNR	
* RACK	190	145	88	145	145	165	120	205	
* RACKMED	160	90	90	90	90	90	90	195	
* MERCEDES	100	100	100	100	100	100	100	100	
* COMP	0	0	0	0	0	0	0	0	
AVAILABLE	4	34	15	11	8	-15	17	1	

Figure 2-26 Sample Rate Grid

If you have set a closed-to-arrival flag on the RACKMED rate, the grid would reflect that as well:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program							09/09/99
? Help	KC	KNS	KS	KTNS	KTV	TDNS	TDS	XNR	
* RACK	190	145	88	145	145	165	120	205	
* MERCEDES	100	100	100	100	100	100	100	100	
* COMP	0	0	0	0	0	0	0	0	
AVAILABLE	4	34	15	11	8	-15	17	1	

Figure 2-27 Sample Rate Grid

If the reservation is for two nights and MERCEDES is open on the first night but closed on the second night, then the rate grid would change again:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program							09/09/99
? Help	KC	KNS	KS	KTNS	KTV	TDNS	TDS	XNR	
* RACK	190	145	88	145	145	165	120	205	
* COMP	0	0	0	0	0	0	0	0	
AVAILABLE	4	34	15	11	8	-15	17	1	

Figure 2-28 Sample Rate Grid

If for some reason, there are no rate codes which match your criteria, you will get the message *“No rates found on this date.”*

You will then have to consider other main groups of rate codes (if you entered one to begin with) or other dates for the reservation.

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Rate Grid Functions

In order to find out about all the options available from the rate grid screen, simply press [?] for **Help** and Fidelio will display a window with these options.

↵ **Save.** Once you have selected a rate and room type by positioning the cursor in the appropriate cell, simply press the [Enter] key. Fidelio inserts the rate code, rate and room type in the reservation. If the rate code has a default market or source code, Fidelio also fills in the corresponding fields. Then control returns to the regular reservation screen with the cursor on the **Room Type** field. If you do not need any other information for this reservation, you can press [Page Down] here to confirm the reservation. Otherwise you can continue with the reservation.



Please note: If you select a rate code which has a change of rate during the guest's stay, Fidelio will display the **Rate Info** screen, indicating the rate for each day of the projected stay.

/ **Rate Info.** Press [/] on a selected rate in order to see the value of this rate in another currency. Fidelio will display a window with all defined currencies, from which you can select one with [Enter]. The Rate Info screen will show the rate, tax and any extras for each day of the reservation request, the calculated total for the stay and the selected currency at the bottom.

Space Full Rate. Press [Space] on any cell if you wish to see the exact rate amount. Fidelio will display a window with the name of the rate code and the rate including all decimal places. For example if you see 99 in a cell, the actual rate will be anything from 98,50 to 99,49.

* **Alternatives.** (For users of rate availability.) Pressing [*] will give you detailed information on the availability of a selected rate. Fidelio will start the display a number of days before the selected arrival day and will show the availability status of the selected rate for each day a number of days beyond the selected departure date. The display might look like this:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99
? Help	KC	KNS	KS	KTNS	KTV	WEEKEND
* RACK	190	145	88	145	145	Thu 09/09/99 Closed
* COMP	0	0	0	0	0	Fri 10/09/99 Closed
* WEEKEND	150	145	145	150	145	Sat 11/09/99 Closed
AVAILABLE	4	34	15	11	8	Sun 12/09/99 Min. LOS 3
						Mon 13/09/99 Min. LOS 2
						Tue 14/09/99 Closed to Arrival
						Wed 15/09/99 Closed
						Thu 16/09/99 Closed
						← → ↵ PgUp PgDn ESC

Figure 2-29 * Alternatives

This function is very useful in conjunction with the [+] key. If your caller is not happy with the available rates you have quoted to him, you can press [+] to display ALL rates and then press [*] on a closed rate to find out why the rate is closed. With this information you may be able to offer the caller a better rate if, for example, he is prepared to stay a day longer or arrive a day later.

+ **All Rates.** (For users of rate availability.) If you would like to see all rate codes, including the ones that are closed or not available, press the [+] key from within the grid. Fidelio will display all unavailable rate codes and rates in red.

I Info. To get a full page of information about the rate code, press [I]. Both the long and the quick information screens can be configured (refer to *Rate Codes* on page 3-6 in the Rate Management Setup Manual).

- Turnaway. (Only with parameter *Record Turnaway Statistics {turnaway} ON.*) If your hotel records turnaways, you can record one with this option. The turnaway function enables you to record turned-away business. If, for example, a guest calls and wants to make a reservation for 17 July, you might press this function key only to find out that the hotel is full on that date. Press [-], confirm the date, the number of nights and the number of rooms. Then select the market code (or the advertising code if parameter *Record Turnaways by Advertising Codes {advertturn} is ON*) and choose the reason for the turnaway. In this case the reason would be “*Hotel Full*”, other reasons, depending on your setup might be “*rate too high*”, “*room type not available*” or “*no reason given*”.

If your hotel records “*Regrets*” (only with parameter *Advanced Turnaway Handling {regrets} ON*), you must also enter the guest's name and confirm it from the guest list display. The turnaway is then stored as a regret with the guest profile while updating the turnaway statistics at the same time. If you do not know the name of the guest, press [Enter] on the **Name** prompt. Fidelio will then log this record as a normal turnaway.

W Waitlist. (Only with parameter *Use Waitlist Reservations {waitlist} ON.*) This option enables you to record a waitlist reservation when you find, for example, that you cannot offer any available rooms. Select the room type/rate cell which you want to reserve and press [W]. A small window is displayed where you can record the telephone number of the caller. Next you have to select the reason for putting the reservation on waitlist. You can also add additional free text to record further details (this information is later displayed on the **Guest Info** screen from the **Waitlist** option). When you press [Esc], Fidelio will issue a short tone to indicate that your selection is registered. When you go to the **Reservation** menu now, after selecting a name for a new reservation, Fidelio will automatically provide all the details of the waitlist reservation, such as arrival and departure time, number of rooms, room type and rate code into the reservation screen. The market code will be WTL (*for waitlist*). Complete further details as required. After exiting the reservation, Fidelio will display the message “*Reservation moved to waitlist.*”

H Hurdle Rates. (Only with license code *Hurdle Rates {ex_hurdle}* or *TopLine Prophet Yield Management Interface {ex_opus2} ON.*) This function is only available if you are using the hurdle rate integration. The hurdle rate integration enables hotels to use external yield management software together with Front Office to enhance the rate availability decision process.

Instead of making a suggestion for the status of each rate code, the yield management software determines a *hurdle rate* for each day. The rate codes defined in the hotel are compared with the hurdle rate. If they are equal or higher, they will be available. Otherwise, they will not be offered for the reservation. In the rate grid you will see a red star (*).

From the rate grid, you can press [H] to display the hurdle settings for each room type each day. The display is grouped by yield category. You can see for each room type whether the hurdle rate has been changed manually (**Overr. = [Y]**), the **Ceiling**, i.e., the number of times the delta is to be added to the hurdle rate, the number of times this yield category has been sold since the last update from the yield management software (**UpdS.**), the number of times the category can be sold before being closed (**MaxS.**), the hurdle rate and the delta.

The screen is for your information only, changes to hurdle rates can only be effected in the Setup program and only with special rights (for detailed information on **Hurdle Rates** refer to *Hurdle Rates* on page 3-66 of the Rate Management Setup Manual).

Once you have finished selecting a room from house availability by choosing a rate code/room type combination from the rate grid with [Enter], you should skip the following section and continue reading from the **Room Type** entry on page 5-36.

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Yield Management Integration

Several changes have been implemented for those properties which have implemented a yield management interface and have the license code Hurdle Rates {ex_hurdle} activated. In order to digest the statements which are detailed below, it would be necessary for you to have read the document *Hurdle Rate Interface*.

- Fidelio will calculate the rateable value of a rate code across multiple rate details in the event that a reservation query is conducted which includes a rate change during the stay.
- The file HURDLE.DBF will no longer update the *Upsolds* fields for Day-use reservations.
- In the event of a reservation query being conducted on a date range which spans across multiple rate details (and therefore potentially has a rate change), Fidelio will use the cost associated for the dates for each part of the reservation to calculate the rateable value. The one exception to this rule is the stay cost which will be based on the cost associated with the arrival date.
- In properties that have the parameter Use Fidelio Multiple Currency System {curr_at_ci} switched ON, the costs entered on each rate code should be a reflection of the currency setup on the rate code. For example, if the rate code has been configured in dollars, then the costs need to be entered as a dollar value.

TopLine Prophet Yield Management Interface

The license code TopLine Prophet Yield Management Interface {ex_opus2} for this module will need to be obtained from our license code department in Neuss, Germany.

This module can only be activated if the license code for Hurdle Rates {ex_hurdle} is turned OFF.

This module will support both daily hurdles and stay pattern hurdles for the interface between Fidelio and TopLine Prophet Opus 2.

Stay pattern hurdles are generated per room type, per day, per length of stay.

An indifference rate will be stored in the reservation database GRES2.DBF. The indifference rate is defined as “rate exclusive costs”, i.e., the rate value that is compared against the hurdle value.

On the rate header, the user will have the ability to define per rate code in the field YIELDABLE whether the rate code is [0] (non-yieldable), [1] (full yieldable) or [2] (stay-pattern yieldable).

The length of stay information will be displayed in the function key [F5] when pressing the [H] key to display the hurdle information and in Hotel Data under the menu option **Rate Mgmt->Hurdle Rates**. If the user has the appropriate rights, the contents of the length of stay field can be changed.

Selecting a Room from Block Availability

If you select **Block** instead of **House**, Fidelio waits for you to enter the name of an existing block code.

The screenshot shows the Fidelio 6.20 reservation interface. At the top, it displays 'I ♥ Fidelio 6.20', 'Micros-Fidelio Demo Program', and the date '09/09/99'. The main section is titled 'RESERVATION' and contains the following data:

Able, John Mr. 43 Hartley Court Haven MO 65789 USA VIP 0		Source Agent Company Group	Last Rate 0 Last Room Last Visit / / Pref. Room
Arrival	09/09/99	Thursday	Conf./Share 342/
Nights	1	1 Night	Discount in \$ 0.00 in % 0
Departure	10/09/99	Friday	Discount Reason Channel
Adult/Chld/Prm	1 0		Reserved by:
Number of Rms	1		Packages
Room Type		House	
Room No		Block	#
Rate Code			
Rate \$	0.00	Appr. Code	Amnt. 0.00
Resv. Type	1 6 p.m.		
Time	:	Flight #	C/O Time :
Block		Print Rate ?	
Market		Comp./House Use	Interest
Source of Bus.		Entered by: SUP	01/05/00
Confirmation		Notice	

Figure 2-30 Block, Enter Room Type

If you leave the field blank, Fidelio will show you a list of all block codes which have already been defined for these dates in the blocks module. If you would like to see the block MUSIC, type 'MUSIC'.

This screenshot is identical to Figure 2-30, but with the 'Block' field populated with the text 'MUSIC'. The 'Room Type' field now shows 'House' and the 'Room No' field shows 'Block'. The 'Rate Code' field is empty, and the 'Rate' field shows '0.00'. The 'Appr. Code' field is empty, and the 'Amnt.' field shows '0.00'. The 'Resv. Type' field shows '1 6 p.m.' and the 'Time' field shows ':'. The 'Block' field is empty, and the 'Market' field is empty. The 'Source of Bus.' field is empty, and the 'Confirmation' field is empty. The 'Notice' field is empty.

Figure 2-31 Example, Enter 'MUSIC' Block Code

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If you would like to see all blocks starting with the letter C, type 'C'.

```

I ♥ Fidelio 6.20                                Micros-Fidelio Demo Program    09/09/99
RESERVATION
Able, John Mr.                                Source                               Last Rate    0
43 Hartley Court                             Agent                               Last Room
Haven MO 65789 USA                           Company                             Last Visit   / /
UIP 0                                          Group                              Pref.Room

Arrival 09/09/99 Thursday Conf./Share 342/
Nights 1 1 Night Discount in $ 0.00 in % 0
Departure 10/09/99 Friday Discount Reason Channel
Adult/Chld/Prm 1 0 Reserved by:
Number of Rms 1 Packages
Room Type House
Room No Block C #
Rate Code
Rate $ 0.00 Appr.Code Amt. 0.00
Resv. Type 1 6 p.m. Flight # C/O Time :
Time
Block Print Rate ?
Market Comp./House Use Interest
Source of Bus. Entered by: SUP 01/05/00
Confirmation Notice
    
```

Figure 2-32 Example, Enter 'C' for All Block Codes Beginning With C

If you are changing an existing reservation which already has a block code, Fidelio fills in the **Block Code** field for you. Once you have chosen the block, Fidelio shows you the grid of available rooms in the block.

```

I ♥ Fidelio 6.20                                Micros-Fidelio Demo Program    09/09/99
The Boot Factory Available grid
(Mr. John Able)
    
```

1999		KC	KNS	KS	KTNS	KTV	TDNS	TDS	XNR
09/09 Thu	23	9	5		3	3		3	
10/09 Fri	24	9	5	4	3	2		1	
11/09 Sat	13		5	4	3	1			
12/09 Sun	7		2	4	0				1

← Select SPACE Information * Reservations

Figure 2-33 Sample Block Rate Grid

On the left you see the dates and the daily totals of available rooms. The dates reflect the dates of the block which overlap with the dates of the reservation. For example, if the reservation is for arrival date Monday and departure date Thursday and the block goes from Tuesday to Saturday, Fidelio will only show Tuesday and Wednesday on the grid, as those are the only two days on which the block and the reservation overlap.

You can use the cursor keys to move up, down, right or left. If the grid is longer than the screen, you can scroll up and down. Pressing **[End]** moves you to the right-most room type. Pressing **[Home]** moves you to the left-most room type.

All zero (0) figures are displayed in red. If you are changing an existing reservation which already has a room type, Fidelio will position the cursor on that room type.

The order of room types is alphabetic by room type code unless the room types were given a specific sequencing during the setup process. However, if you used the **Priorities** option in the block module to determine the placements of room types in the grid, you might see a different arrangement of room types. If, for example, you selected KTNS and TDS to have priority, the grid would look like this:

1999			KTNS	TDS	KC	KNS	KS	KTV	TDNS	XNR
09/09	Thu	23	3	3	9	5		3		
10/09	Fri	24	3	1	9	5	4	2		
11/09	Sat	13	3			5	4	1		
12/09	Sun	7	0			2	4			1

← Select SPACE Information * Reservations

Figure 2-34 Sample Block Rate Grid, Sequenced Room Types

Getting More Information About the Block

If you would like more information about a particular cell of the block, position the cursor on that cell and press [Space].

1999			KTNS	TDS	KC	KNS	KS	KTV
09/09	Thu	23	3	3	9	5		3
10/09	Fri	24	3	1	9	5	4	2
11/09	Sat	13	3			5	4	1
12/09	Sun	7	0			2	4	

Initial Block 5
 Current Block 5
 Pickup 0 0%
 Remaining 5
 Rate 1 Prs 165.00 \$
 Rate 2 Prs 175.00 \$
 Rate 3 Prs 185.00 \$
 Rate 4 Prs 190.00 \$
 Change to Init. 0
 Cutoff Date 09/09/99
 Total Blocked 23
 KNS Available 6
 KNS Tent. Res 0
 House Available 68
 House Tent. Res 0

← Select SPACE Information * Reservations

Figure 2-35 Block Information

The **KNS available** figure shows the number of rooms available for a particular room type (KNS in this example) in the house on this day, with the blocked rooms already subtracted. The **KNS Tent. res** shows the number of tentative reservations in the house for this room type on this day. The last two lines in the box show the total house available and house tentative reservations for all room types.

Reservation

Entering the Reservation Detail

To change the data, like the rates or the actual block, you must go to the **Blocks** module.

Selecting a Room Type from the Block Grid

When you have settled on a room type which you would like to assign to the reservation, pick it by pressing **[Enter]**. Assuming that there are enough rooms available in this room type for the entire duration of the stay, Fidelio will insert the room type, rate, rate code (if applicable), block code, market code (if defined in the block), source code (if defined in the block), group name, company name and travel agent name into the reservation. Then Fidelio returns you to the reservation screen, where you can fill in fields such as **Confirmation Letter** and other fields on the right side of the reservation screen. Of course it is also possible to override some of the defaults which were inherited from the block definition.

Borrowing a Room Type

Occasionally, it is necessary to sell a room type which is not available in the block. Suppose, using the above example, that the guest desires a TDNS room. Depending on hotel policy, you may or may not allow for a change of room type. But in the case of an important or frequent guest, you might make allowances. Position the cursor in the TDNS column and press **[Space]** to check the house availability of this room type. Assuming you still want to go ahead and sell this room type, press **[Enter]**. Fidelio responds with the message "Not enough rooms left in TDNS. Do you want to borrow from another room type in this block? Yes/No." **[N]** returns you to the grid. **[Y]** implies that you want to shift the block around and move some of the available rooms from one room type to another.

Fidelio then asks you to select the room type from which you want to borrow for each day of the reservation. It provides you with a pickbox of all room types in the block which still have at least one room available.

The screenshot shows the Fidelio 6.20 interface. At the top, it displays "I ♥ Fidelio 6.20", "Micros-Fidelio Demo Program", and "09/09/99". The main title is "The Boot Factory Available grid (Mr. John Able)". Below this is a grid with columns for dates and room types (KTNS, TDS, KC, KNS, KS, KTV, TDNS, XNR). The grid shows availability for dates 09/09 Thu, 10/09 Fri, 11/09 Sat, and 12/09 Sun. The TDNS column is highlighted, and a pickbox is open, showing a list of room types with their available counts: 09/09/99 KC (9), 09/09/99 KNS (5), 09/09/99 KTNS (3), 09/09/99 KTV (3), and 09/09/99 TDS (3). The pickbox is currently set to "Select". At the bottom, there are navigation instructions: "← Select SPACE Information * Reservations".

1999		KTNS	TDS	KC	KNS	KS	KTV	TDNS	XNR
09/09	Thu 23	3	3	9	5		3		
10/09	Fri 24	3	1	9	5	4	2		
11/09	Sat 13	3			5	4	1		
12/09	Sun 7	0			2	4			1

Date	RmType	Rooms
09/09/99	KC	9
09/09/99	KNS	5
09/09/99	KTNS	3
09/09/99	KTV	3
09/09/99	TDS	3

Figure 2-36 Borrowing a Room Type

Borrowing from a room type does not increase the total size of the block. It only readjusts the allocation among the different room types.

If, for example, you wish to borrow from the KNS room type, select it and press [Enter]. Internally, Fidelio will rearrange the grid of available rooms so that it looks like this:

1999		KTNS	TDS	KC	KNS	KS	KTV	TDNS	XNR
09/09 Thu	23	3	3	9	4		3	1	
10/09 Fri	24	3	1	9	4	4	2	1	
11/09 Sat	13	3			4	4	1	1	
12/09 Sun	7	0			1	4		1	1

← Select SPACE Information * Reservations

Figure 2-37 Borrowing a Room Type (2)



Please note: The number of rooms in KNS has been reduced by one in each day in the grid. The number of rooms for TDNS increases from zero to one each day. The total number of available rooms in the block remains the same. Having done the borrowing, Fidelio is now able to insert the TDNS room into the reservation. Along with the room type, Fidelio inserts the rate, rate code, as well as all the other standard fields. Control then returns to the reservation screen.

Once you save the reservation, Fidelio updates the grid internally once again:

1999		KTNS	TDS	KC	KNS	KS	KTV	TDNS	XNR
09/09 Thu	23	3	3	9	5		3	0	
10/09 Fri	24	3	1	9	5	4	2	0	
11/09 Sat	13	3			5	4	1	0	
12/09 Sun	7	0			2	4		0	1

← Select SPACE Information * Reservations

Figure 2-38 Borrowing a Room Type (3)

You have borrowed from KNS to increase the number of rooms in TDNS but you immediately picked up the TDNS room, thereby reducing the number of rooms available in TDNS back to zero.

Reservation

Entering the Reservation Detail

Let's suppose that you decide to make a reservation from 09.09. till 12.09 for the room type KC. Fidelio will take the rooms from KC for 09 and 10 September.

Date	RmType	Rooms
11/09/99	KNS	4
11/09/99	KS	4
11/09/99	KTNS	3
11/09/99	KTV	1

← Select

As there are no rooms left in this room type for the days after you will receive a pickbox with available room types from which you can borrow one.

Once you have borrowed a room for the 11th, Fidelio will display the borrowing pickbox for the 12th. As you can see the list of available room types can vary from day to day.

Date	RmType	Rooms
12/09/99	KNS	1
12/09/99	KS	4
12/09/99	XNR	1

← Select

Changing the Arrival Date in the Grid

You may find that there are no suitable rooms left in the grid on the arrival date requested by the guest. In certain circumstances you may want to offer to book the room for a day or more later. All you have to do in this case is move the cursor down to the new arrival date and press **[Enter]**. Fidelio will replace the arrival date of the reservation with the new date which you select. This could happen, in the above example, if the guest wanted a KS room and was willing to come one day later rather than change room types.

What If There Are No Rooms Left in the Block?

It might happen that there are no rooms left in the grid on a particular day, so that even if you wanted to apply the borrowing concept, there would be no room types from which you could borrow. Your choices depend on the way the selected block has been configured. If the block has been marked as *elastic*, Fidelio can increase the block by the number of rooms required. However, if the block is not *elastic* you will not be able to pick up more rooms and have to press **[Esc]** from the reservation screen. In this case, you have to go to the **Block Maintenance** option and increase the block size before attempting to book the reservation.



Please note: This completes the major portion of the *Rate Management* section. The manual now continues with the field descriptions for the reservation screen.

Fields continued

Room Type (a). (*For users of rate availability.*) If you have selected a rate code from the house availability or a block code from the block availability, then Fidelio will have automatically filled in the room type for you. You can override the room type if you wish, but Fidelio will not check if it is available in the block or if a rate exists for this room type. For that reason, Fidelio does not recommend that you override the room type in this field. If you want to select another room type, move the cursor up to the **Number of Rooms** field and press **[Enter]** to repeat the process of selecting from the house or the block. If you attempt to override the room type with a non-existent room type or if you erase the room type, Fidelio will also prompt you through the house and block availability.

Room Type (b). (*If you are not using Rate Availability.*) Enter the room type requested in this field. You can enter either a specific, generic or pseudo room type. If you enter an invalid or blank room type, Fidelio displays a pickbox from which you can select the desired room type.

Once you select the room type, Fidelio displays at the bottom of the screen a mini-inventory of the selected room type for the selected number of nights:

4 2 -4 6
11

This shows the available number of rooms of each room type for each night of the reservation - in this case four nights. The negative number means that the hotel has overbooked the room type on this night. Below each negative number, Fidelio displays the number of expected arrivals on that date. For complete inventory data, press one of the inventory function keys (**[F2]**, **[Shift+F2]**, **[Ctrl+F2]**, **[Shift+F4]** or **[F5]**).

Room Number. This field is optional when making a reservation but can be used if the guest has a particular room request. Press **[F3]** to get a list of all available rooms of this room type. Pressing **[Enter]** inserts the selected room into the field. If you enter a room number, Fidelio will change the value in the **Number of Rooms** field to one when you leave the reservation menu, regardless of the previous value (for more information about **[F3]**, refer to *Vacant Rooms [F3]* on page 1-18 of the Function Keys User Manual).

The **Room Number** field is an alphanumeric field, which means you can enter letters as well as numbers, with a maximum of eight characters.

If you type in a room which is already occupied, Fidelio warns you with a message and displays the name of the other guest, his arrival and departure date and asks you if you want to make the reservation. In addition, Fidelio will check whether the number of **Adults** entered on the reservation screen is larger than the number of **Maximum Guests** defined in the setup of the particular room. In this case, you will receive a warning message. If you enter a room number which does not exist, Fidelio also warns you with an appropriate message.

If you enter a room number which does not match the room type already assigned to this reservation, Fidelio will inform you with the message “*Room type changed.*” In the case of a block, however, Fidelio will not check to make sure that this room type is still available in the block. To be on the safe side, you should first select the room type from the block grid and then enter the room number.

Connecting Rooms. If a guest makes a reservation and a room number is allocated at that time, and that room number happens to be connected to another room, then Fidelio prompts with an appropriate message to also book the connecting room, once the user presses **[Esc]** to exit after finishing the reservation. For example, you have room 151 configured as a connecting room to room 153. A guest calls and books a reservation, and specifically requests room 151. When you finish the reservation for room 151, Fidelio prompts the reservationist with the message “*Block Room 153?*” If you answer Yes, the routing instructions are implemented. If you answer No, then room 153 is still available to sell. If the guest does not specifically request the room number and it is assigned randomly, then Fidelio does not prompt with the connected room message.

Rate Code. (If you are *not* using Rate Availability.) If you enter a reservation from a company or travel agent which has its own rate code, Fidelio automatically proposes that same rate code. If the company has no rate code or if you process a simple reservation, then Fidelio proposes the rate code associated with the selected room type. Usually all room types have the same rate code, namely RACK. You can overwrite the default rate code. To see which rate codes are available, press **[F5]** (for more information about **[F5]**, refer to *Rate Information [F5]* on page 1-36 of the Function Keys User Manual). If you enter a rate code that does not exist for this room type on this date, Fidelio warns you with an appropriate message, erases the contents of the field and continues to the next field. If you want to enter a special rate, simply press **[Enter]** to accept the rate code and overwrite the rate in the **Rate** field. Fidelio then automatically removes the contents of the rate code field.

The rate code SPLIT is used for internal purposes and should not be assigned to a guest.

Rate Code. (For users of rate availability.) If you have selected a rate code from the house availability or a block code from the block availability with a pre-defined rate code, then Fidelio will have automatically filled in the rate code for you. You can override the rate code if you wish. Fidelio will check if the new rate code is available. If it is not available, Fidelio will prompt you with the message “*Rate [rate name] not available. Override? Yes/No.*” If you select **[Y]**, Fidelio will update the activity log file to record which user overrode the rate code. If you select **[N]**, Fidelio will prompt you through the HOUSE/BLOCK grids.

If you erase the rate code and it is a required field, Fidelio will tell you “*Rate code required*”. The **Rate Code** field might be required for some users and optional for others, depending on how the security is set up.

If you enter a non-existent rate code, Fidelio also prompts you through the house/block grids.

Reservation

Entering the Reservation Detail

Currency. (Only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON.) If you quote your rates in foreign currencies, a field appears to the left of the rate. This field contains the currency code to show in which currency the rate was quoted.



Please note: The **Currency** field is not editable from within the reservation.

Rate. Assuming you entered a rate code or accepted the default rate code, Fidelio will supply the rate itself automatically, as defined in the rate setup program. Although it depends on how the rate is defined, the rate is usually the room rate exclusive of taxes, unless taxes are always included in the rate already (as in most European countries). At the bottom of the screen, Fidelio multiplies this rate by the number of nights and shows the projected total rate.



Please note: Any changes in the rate during the stay (weekend discounts, for example) are not reflected in the calculation at the bottom of the screen. Fidelio will, however, post the correct rates for each night.

Sometimes, Fidelio does not yet have enough information to determine the exact rate at this point. Certain information, such as meal plan, number of extra beds, etc., influence the rate. However, you have not yet entered those fields at this point. You may have to wait until finishing the entire reservation before you quote the rate.

It is possible to specify the currency in which the rate is being quoted if you have the appropriate user rights and if no rate code was entered on the reservation. If the rate code SPLIT exists, and although you have not entered a rate code, Fidelio will default the currency code as defined in the rate code SPLIT.

Reservation Type. Each property can use up to nine reservation types. Type 0 is always used for checked-in guests and cannot be used for reservations. The default reservation type is usually 1, but this can be modified in the Setup program. Fidelio works with definite and tentative booking types. Tentative reservations are not considered in availability calculations. They can be provided with a cutoff date by which they either become definite or are canceled. A typical example of available reservation types is the following:

- 1 GTD 6:00 PM
- 2 GTD Company
- 3 GTD Credit Card
- 4 GTD Deposit Rcvd
- 5 Deposit Expected
- 6 Tentative Block
- 7 GTD Block

If you enter a number which has not been defined by the property, Fidelio will display a pickbox from which you can select the required reservation type. Fidelio stores availability information by reservation type, which means that if the hotel is overbooked on a particular day, you can see how many of the expected arrivals are optional, guaranteed 6 PM and guaranteed. This will enable you to decide whether or not to accept additional reservations.

If you are not sure at this point which reservation type to use you can always accept the default and change it later.

Time. If the guest tells you his probable arrival time, you should enter it here. You can also enter "late" or "early" for early. When you print arrival lists, these two "times" catch your eye immediately. This can be quite useful as you should have a clean room for an early arrival while it is possible to assign a dirty room to a late arrival in the morning.

Some properties configure certain reservation types with *mandatory arrival time*. If you selected such a reservation type in the previous field, you have to enter the arrival time of the guest in this field.

Block Name. This field is only displayed if the group rooms parameter Front Office Group Rooms Control {par_allot} is switched ON and is used for individual reservations picking up a room from an allotment block. If you have selected a room from a block grid, Fidelio will have already filled in the block code. If the reservation is not connected to a block, this field should remain empty. If you override the contents of this field or delete them, Fidelio will prompt you through the house/block grids again and update the availability accordingly.

If you erase the contents of the **Block Name** field, Fidelio will no longer subtract the reservation from the block availability (i.e., release the room to the block again). It will, however, retain other defaults carried over from the block, including group name, travel agent name and company name. If you would like to remove these attributes as well, refer to the Agent/Company menu item from the reservation options submenu.

Market Code. If your property keeps statistics on reservations by market segment, you will find this field on your screen. Each property defines their own market codes. Typical market codes are corporate, individual, leisure, group, package and discount. If the field is present on the screen, an entry is required. If you enter a code which has not been defined or if you enter blanks, Fidelio will display a pickbox from which you can select the appropriate market code. If you have selected a rate code with a default market code, this market code will be inserted in this field. You can change the default, however, Fidelio will display an appropriate warning message.

Source of Business. This field is used in those properties interested in tracking business based on source of reservation. This is different from the reservation source described above. The source of business code indicates *how* the reservation was made, for example airlines, central reservations, walk-in, telephone or other hotel. It is purely for statistical purposes, whereas the **Reservation Source** field above is used in cases when a particular agency receives a commission for handling the reservation. If the **Source of Business** field is on the screen, an entry is required. If you make an invalid entry or leave the field blank, Fidelio displays a pickbox from which you can select the appropriate code. If you have selected a rate code with a default source code, this source code will be inserted in this field. You can change the default, however, Fidelio will display an appropriate warning message.

As soon as you have entered the source of business code, you can press [Esc] and the horizontal reservation menu described below will be displayed. All other fields are optional and do not have to be entered at this point. (Method of payment has to be filled before checking a guest in.) If you press [Esc] now, the reservation will be stored. If you press [Esc] before completing all fields up to the source of business code, the reservation will be deleted.

Confirmation. If you want to send a confirmation letter or card to the guest, enter the name of the form letter which you plan to send. If you do not want to send a confirmation, leave this field blank. As guests on different packages, seasons or languages require a different form letter, it is necessary to indicate the specific letter name. The letter must already have been defined in the setup or mailing program. If you enter a letter which does not exist, Fidelio prompts you with a pickbox of available letters. If you want to write a personal confirmation letter, you might want to enter a standard form letter anyway and then change the text afterwards (for the definition of Confirmation Letters refer to *Confirmation Letter* on page 8-71 of the Reports User Manual).

If the guest reservation is linked to a group, agent or company record, Fidelio displays a pickbox titled **Send Confirmation to** from which you have to select whether you want to send the confirmation to the individual guest or the company, agent or group linked to the reservation.

If the parameter Always Show List of Confirmation Letters {showbest} is ON, the pickbox with available confirmation letters will always be shown and you have to select one of the possibilities. In this case, one of the choices will be NO LETTER or something similar, so that you can choose this option when you do not need to send a confirmation letter. This option forces you to decide about sending a confirmation letter every time you enter a reservation.

Confirmation Number. Fidelio assigns a confirmation number to every reservation. You will see this number on the right side of the screen with every new and existing reservation. According to hotel policy you might want to inform the guest of his or her confirmation number. In fact we use this number not only for confirmation number but also for registration and account number. We also refer to it interchangeably as reservation, confirmation or registration number. When we interface to central reservations, the central reservation number goes into this field.



Please note: On the same line, you may see a blinking [T] if there is a trace for the guest, a blinking [A] if the guest has been authorized for city ledger check-out, a blinking [R] if there are routing instructions and a blinking [E] if leisure activities have been booked.

Reservation

Entering the Reservation Detail

Packages. This option is only available if the parameter Advanced Package System {par_packag} is ON (for detailed information on packages, refer to *Package Elements* on page 3-30 in the Rate Management Setup Manual).

All Package picklists display the currency code the package element was created in.

A package is an offer made to a guest in your hotel whereby the guest receives, as part of the rate, services other than just room and tax. Bed and breakfast is a package. A golf package might consist of a three-night stay with a welcome cocktail upon arrival, a round of golf on the second and third day, gala dinner on the second night, breakfast buffet every morning and parking. The guest pays a single price and the whole package is included. Package elements can be selected in the **Package** field on the Reservation screen if they have been configured in a different currency than the rate or rate code.

In Fidelio, you create packages as rate codes containing multiple package elements.

Because each package is made up from a series of *package elements*, we can define each package element individually and then assign them to a rate code. Individual package elements can be used in multiple, different packages. (For example, if you only have one price for *breakfast*, then the element breakfast can be used in the B&B package mentioned above as well as in the Golf package.)

With the **Packages** field on the reservation screen it is possible to add or remove package codes from a rate code for a particular reservation. If you cannot recall the package element codes, there is a pickbox to assist you. Simply type a letter in the **Packages** field and press **[Enter]**.

Consider the following examples:

Let us assume that a reservation is made for a certain company and the rate code COMPANY is selected for this reservation. The package elements TAX and BFST are linked to the rate code. This means that apart from taxes, breakfast is included into the rate. If you want to make an exception for this reservation and also link the dinner package element (DINN) to the rate code, simply enter 'DINN' in the **Packages** field. Fidelio will display the following message "*Following packages are defined in rate code. TAX,BFST.*" This is to ensure that you do not enter the same package code twice, accidentally. For this reservation only, the package code DINN is now also included in the rate code COMPANY.

You can enter multiple package codes in the **Packages** field. If you want to add tennis and parking to a particular reservation, enter 'TENN,PARK' in the **Packages** field. (Or type a single letter to prompt the pickbox and mark the required package elements.)

You can enter package codes in the **Packages** field even if the reservation does not have a rate code. This gives you the possibility of creating packages "on the fly" or assigning package elements to guests with non-standard room rates.

If you enter a package element which is defined to be added to the rate, Fidelio will increase the rate and redisplay it immediately on the screen in the **Rate** field. If you enter a package element which is defined to be printed separately, Fidelio will display this additional amount directly to the right of the rate on the reservation screen. If you enter a rate code which is defined as being included in the rate, Fidelio will not increase the rate and not print anything separate on the folio. You can enter a combination of print-separate codes and add-to-rate codes in the **Packages** field.

Normally, if you enter a package element to the **Packages** field, Fidelio applies it to all people in the room or all adults or all children, according to the calculation rule. In some cases, however, there may be two adults in the room and only one of them would like to add the TENN (Tennis) package to the reservation. To indicate that the package code in the **Packages** field applies to a specific number of persons in the room, you can prefix the code with a single digit (1-9). In the tennis example, you would enter '1TENN' to ensure that Fidelio would only post one additional tennis charge to the room. Because of this feature, we do not allow package elements to begin with a number.

You can also prefix the package code with a minus [-] sign to indicate that you wish to *remove* a certain element from the package codes already included in the rate code. If we take the example above with the rate code COMPANYY, we can remove breakfast from this particular reservation by entering '-BFST' in the **Packages** field. If the BFST element was defined as being added to the rate, you will actually decrease the rate by entering '-BFST'. Of course you can only remove elements from the package which are defined as being part of the rate code. You could not, for example, enter '-TENN' if the rate code is COMPANYY.

If you enter '-BFST', you will remove breakfast for all guests in the room. If there are two people in the room and you wish to remove only one breakfast, you can enter '-1BFST'. If there are three people in the room and you wish to remove two breakfasts, you can enter '-2BFST'. If there are two people in the room and you wish to remove one breakfast but add two dinners, you can enter '-BFST,DINN'. You could also enter '2DINN', but this has the same meaning as DINN in this case, as Fidelio automatically assumes that you want to add dinner for all guests in the room if you do not prefix the code with a number.

The above element modification can be also handled from within the pickbox. The pickbox is displayed by typing an invalid package element and pressing [Enter]. When the pickbox is on the screen, you can utilize the following functions:

1 - 9 Add x Packages. Select the required package element and enter the number of people (1-9) to which the element applies. If no number is entered, Fidelio assumes the calculation method defined on the element, i.e., if the breakfast element BFST has been set up **Per Person** and you enter '-BFST' in the **Packages** field for a reservation with three persons, Fidelio will deduct three breakfast package elements.

+ (or ↵) Add. Move the cursor to the desired element and press [+] or [Enter] to mark the element for inclusion in the **Packages** field. (This is a multiple pickbox, with all selections being added when you press [Esc] to exit the pickbox.)

- Subtract. If you press [-] on a selected element that is already included in the rate code, it will be removed from the rate code (i.e., **not** posted).

Space Info. If you press [Space], you are shown a brief description of what each of the above codes mean. You will also see that elements already included on the rate code are marked. The value of those marked with an asterisk (*) is *included* in the rate and the value of those marked with a slash [/] is exclusive, i.e., **not** included in the rate.



Please note: If you make any changes in the **Packages** field, you have to run the **Refresh POS Packages** option under **6 Options**.

Non-standard Fields

Up to this point the “standard” fields that would usually be found on *most* reservations screens have been discussed. The following section is much more general and deals with some fields that may or may not be on your screen. The user-definable nature of Fidelio makes it impossible for us to come up with a manual for every contingency, so if the fields you see are not explained here, ask your systems supervisor or your Fidelio dealer.

The following fields are frequently found in hotels around the world. The names used may differ, but the functionality is pretty much the same:

Method of Payment. This field is always two characters long and input will be validated against a list of payment options. Fidelio will prompt you with a pickbox if you enter an invalid method of payment. When you check out the guest later, Fidelio will automatically propose this method of payment. You can also print lists of guests over their credit limit, when credit is based on the method of payment. This field might appear only on the check-in screen and not on the reservation screen.



Please note: If you have recorded credit cards for the guest (using the **Options** menu from the **Profile** screen), Fidelio will display the list of available credit cards if you enter a credit card code as a payment method. Simply pick the desired one and Fidelio will automatically fill in the fields **Credit Card Number** and **Expiry Date**. If no

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credit cards have been recorded yet, you have the option of adding one. Simply enter the card type, card number and optionally the expiry date and the sequence of display.

Credit Card Number. Enter the credit card number of the guest in this field. This field is not stored in the guest profile as guests often use a different credit card number on different visits. You can enter this when making a reservation or at check-in. Fidelio will print this number on the folio at check-out, if the guest indeed pays with this credit card. It is not necessary to enter the credit card type as it has already been entered in the **Payment Method** field and the initial digits of the card determine the type of card in any case.



Please note: If a credit card reader is attached to your workstation, Fidelio will give you the option of swiping the credit card, if you have selected a credit card as payment method. After you have swiped the card, Fidelio will automatically fill the fields **Credit Card Number** and **Expiry Date** with the correct information.

If your hotel uses the **credit code check** function, the credit card number is checked against the code you entered under **Method of Payment**. If you enter a wrong number, Fidelio displays the message “*Invalid credit card number.*” If you enter a credit card code under Method of Payment and then press **[Enter]** on **Credit Card Number**, Fidelio displays the message “*Do you want to enter the credit card number? Yes/No.*” You do not have to enter a number at this point, but if you do, it has to be correct or Fidelio will not accept the entry.

Credit Card Expiration. Enter the month and year of the credit card expiration date. When the guest uses this credit card to make payments or to check out, the expiration date is put in the **Supplement** field together with the credit card number. If the **Credit Card** field is mandatory, this field can be mandatory also. If you have swiped the credit card, this field will automatically be filled with the correct information.

Approval Code. If you verify the credit card with the credit card company, you usually get an approval code back, which you can enter for future reference in this field. If you are working with a credit card interface, the approval code will be entered automatically and this field will be read-only. If you need to enter an approval code manually, you can do so via the **6 Options** menu and choosing **Credit Cards**.

Complimentary. If you assign a room which should not be taken into account in rate and occupancy statistics, enter a **[Y]** in this field. You might want to use this field, for example, if you give a room to a staff member between the night and the morning shift.

Rate Adjustment. For statistical and other reasons, some hotels do not allow their staff to enter the rate freely. In these cases the rate is always linked to the price code and nothing can be entered in the rate field. These hotels usually have an extra field called **Rate Adjustment**. Here you enter the amount by which the price is to differ from the rate code. If a guest should pay 20 dollars less than a certain rate code, for example, you enter ‘-20.00’ here. In the **Rate** field the final price is displayed (rate code - 20).

Rate Fixed Y/N. This field could be on your screen *instead* of the **Rate Adjustment** field. It is especially useful if the hotel uses rate management and still wants to enable a manual change of the rate in some cases (without losing the rate code information and any attached package elements, for example with share reservations). If this field is on your reservation screen, you have the option of changing the rate and setting the **Rate Fixed** field to **[Y]**. When you exit the reservation, Fidelio will give you a warning message and ask you whether you want to change the rate back to the normal calculation. Answer with **[N]**, if you want to leave the manually changed rate.

This feature is also very helpful if you want to ensure that a rate for a certain guest stays the same, even if there is a rate update or other change during the guest's stay.



Please note: The rate for a reservation with the **Rate Fixed** field set to **[Y]** will only change if an action trace to change the rate code is set for the reservation. In this case, Fidelio will update the reservation with the new rate code, modify the rate accordingly and then reset the **Rate Fixed** field to **[Y]**.

For those properties that are using the special functionalities associated with the entry field **Rate Fixed** shown on the reservation screen, if the Rate Fixed {ratefixed} parameter is switched ON, Fidelio will automatically set the entry field **Rate Fixed** to [Y] for the sharer when using the [B] **Share** option and selecting **Zero Rate for Sharing Guests**. When selecting **Split Rate Evenly**, the entry field **Rate Fixed** will be set to [Y] for all reservations. This resembles an override function where you define the sharer's rate amount and set it to fixed so that it will not be overwritten if a rate change occurs with the primary reservation.

This can be useful for several reasons. In the case of sharers, the rate can be split evenly with both reservations containing the rate code and therefore the attached packages. You don't need to worry about the rate changing during check-in or the night audit. Alternatively, when updating rates for the future, as long as you have entered [Y] in the **Rate Fixed** entry field for confirmed reservations, they will no longer automatically be changed if the rate for the primary reservation or the selected rate code has changed. When you exit the reservation screen, Fidelio checks if the calculated rate (the rate amount from the rate code) is different from the rate which has been entered on the reservation. If so, Fidelio provides you with a warning message.

Deposit Requested. If the guest is required to pay a deposit, enter the amount of the deposit in this field. In some properties Fidelio will automatically propose an amount in this field.

Deposit Due Date. If a deposit is required, enter the due date in this field. Fidelio will not cancel the reservation automatically if the due date passes without receiving the deposit, but it can print a report of all reservations with deposits past due. Some properties might have fields for second deposit and second deposit due date.

Deposit Received. If the guest paid his deposit and the amount was entered using the **Deposit** function from the **6 Options** menu, the amount paid will be shown here.

T/A Commission. When reservations are made through a travel agent, the agent usually gets a commission for it. The percentage is entered in the travel agent's profile. Any reservation linked to the profile will generate the travel agent commission. In some cases, a travel agent calls and you do not want to give him a commission for a reservation or perhaps a lower percentage. In these cases, you would enter [0] or another percentage into the **T/A Commission** field.

Interest. With this field you can record a special guest interest, i.e., the reason why the guest stayed in your hotel (such as skiing, tennis, sailing). You can select the interest code from a pickbox. After the guest has checked out, the interest code will be added to the guest profile (where the interest codes are collected if the guest has more than one) The codes can later be used for marketing/ mailing purposes.

Check-Out Time. You can enter the expected departure time for any guests that request a later check-out. If the standard hotel check-out time is entered in the Hotel Data screen, then this becomes the accepted check-out time for each guest. When a guest checks out after that time, a message is sent to the cashier performing the check-out, advising him/her "*Check-out time exceeded.*" This is to facilitate the posting of any late check-out penalties. Of course, if you enter a later time in this field on the reservation, no such message will be sent until this check-out time has been exceeded.

Bed and Breakfast/American Plan/European Plan. If these fields are present, enter the number of guests participating in these three meal plans. Normally this will influence the room rate.

Extra Beds. Enter the number of extra beds required in this field. Often this will influence the room rate, which will be immediately updated on the screen.

Children Age 1 to 5/Children Age 6 to 10. Some hotels with pricing schemes based on the age of children will use these fields or similar fields.

User ID/Made On. Fidelio automatically enters the user ID logged in at the time of the reservation here. The date of the reservation is also filled in. Whenever you make changes to the reservation, these changes are recorded in the user logfile with your ID and the time of the change. In this field, the user that first makes the reservation is recorded.

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Changed By. Enter your initials here when you change the reservation. This field and the *Made By* field may be combined into one field where each operator appends their initials to a long string, as in “KG,PR,BC”.

Channel. If you work with the **Advanced Statistics Module 1**, this field may display on your screen. Enter a channel code for the reservation or select one from the pickbox available. Channel codes are used for cross-reference statistics.

FFP Type/Number/Expiry Date. If your hotel records multiple guest cards (*Options menu from the Profile screen*), you will find these fields on your reservation screen. When you press **[Enter]** on the *FFP Type* field, a pickbox will open with all the frequent flyer or frequent guest cards defined for the profile. You can pick one by selecting it with the cursor and pressing **[Enter]**. The fields *FFP Type*, *Number* and *Expiry Date* will be filled accordingly. If no cards have been defined yet, you have the option of adding one. Press **[Enter]** on the *Card Type* and Fidelio will display a pickbox with all available types. For most of the airlines, the number you enter will only be accepted if it conforms to a validation code.

If you work with the Fidelio Frequent Flyer module (FFF), the information in these fields will be transferred to FFF for the collection of frequent flyer or guest points.

Specials. The *Specials* field, if present, enables the user to record special requests or services, such as flowers, chocolate, an iron or exercise bicycle for a guest reservation. If you know the available specials codes, you can simply enter them here separated by commas. If you make an invalid entry, Fidelio will display a multiple pickbox. Mark any desired specials with [+]. When you press **[Esc]** to exit the pickbox, all marked entries will be inserted into the *Specials* field.

Notes. You may have one or two fields on your reservation screen for assigning notes about the reservation. These may even be filled in automatically with the **comments** from the guest profile. The contents of the *Notes* field(s) are also displayed on foot of the cashier billing screen. This field(s) should not be confused with the Traces feature, which allows you to define a specific action to be carried out on a specific date.



Please note: If the hotel uses the Rate Management module (*only with parameter Use Rate Availability Table for Yield Management {par_yield} ON*), whenever the user presses **[Esc]** to exit the reservation screen, Fidelio will check whether there were any changes concerning the rate availability (such as change of arrival and departure date, room type or number of rooms). In this case, Fidelio will display a warning message and reset the cursor to the *Room Type* field.

It is possible that Fidelio displays the optional reservation screen after you have exited the main reservation screen (*only with parameter Automatically Edit Reservation Options Screen {p_ressc2} ON*). In this case, you may find some of the fields described above in this second reservation screen. The optional reservation screen is usually accessed via the **Special Fields** from the **Options** menu.

The Horizontal Reservation Menu

Once you have finished the reservation, Fidelio displays the horizontal reservation menu at the bottom of the screen. The horizontal menu is different from the vertical reservation menu. When you use the horizontal menu, you can only work with the reservation on the screen. The vertical reservation menu is used to find an existing reservation or make a new reservation. The horizontal menu is virtually the same as when you change an existing reservation or when you edit a newly created reservation. As usual, you can use the cursor and **[Enter]** keys to select a menu option or the initial letter of the option.

Room	RmI	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
SUI		Able, John	09/09	10/09	CORP2	1		Boot Facto	1
C Boot Factory									
\$ 255.00									

1 Correction	2 Cancel	3 Rate Info	4 Confirmation	5 Profile
6 Options	7 Message	8 Check-In	9 History	0 Changes
A Add On	B Share	R Regcard	W Waitlist	

Figure 2-39 Horizontal Reservation Menu

Available Functions

1 Correction. This brings the cursor back up to the *Arrival* field on the Reservation Screen and lets you enter or change the reservation data.

When you enter or change a reservation, Fidelio will warn you when you are overbooking. This happens as soon as you enter the number of rooms. The number of rooms shown in the window include the number of rooms of the reservation you are currently entering or changing.

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2 Cancel. Fidelio asks if you are sure that you want to cancel the reservation. If you say [Y], Fidelio displays a number of cancellation reasons from which you can pick one. Cancellation reasons might be:

Room	RmI	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
SUI		Able, John	09/09	10/09	RACK	1	Boot	Facto	1

\$ 270.00

Cancellation-Reason

- Guest found cheaper hotel
- Guest is sick
- No reason given
- Convention canceled
- Airport closed

1 Correction 2 Cancel 3 Rate Info 4 Confirmation 5 Profile
6 Options 7 Message 8 Check-In 9 History 0 Changes
A Add On B Share R Regcard W Waitlist

Figure 2-40 Cancellation Reasons Pickbox

When you have chosen a cancellation reason, Fidelio will display the reason with the cancellation number and the user ID. You can add text freely or overwrite the chosen reason. Some hotels may choose not to work with default cancellation reasons. In this case, the cancellation window will be shown immediately. After you have pressed [Esc] to exit the window, Fidelio cancels the reservation, assigns a cancellation number and updates the inventory.

Canceled reservations remain in the system until after the expected departure date. You can always reactivate a canceled reservation as long as it is still in the system. Just press **1 Correction** and Fidelio prompts you with “*This reservation was canceled! Would you like to reactivate it? Yes/No.*” If you say [Y], the reservation will be reactivated. If you say [N], the reservation remains canceled, but the guest information screen is displayed, so that you can see the reservation data. If you do not have rights to reactivate a cancellation, the guest information screen is displayed immediately. Fidelio updates the cancellation statistics in the guest, travel agent, source and company history.

If you have already received a deposit, you cannot cancel the reservation without clearing the deposit in the cashiering module.

Once the reservation is canceled, you cannot view the standard reservation screen without reactivating the reservation (only the guest information screen). You can, of course, re-cancel a reactivated reservation.

3 Rate Info. Select **3 Rate Info**, select a currency and Fidelio will show you exactly what rate and extra charges will be charged on each day of the guest's stay. This takes in effect any weekend rates, special package plans which change the rate on different days, additional taxes and season and day-type changes. In addition, Fidelio will display any deposits made towards the reservation and deduct the deposit from the total cost for the stay.

Rate info is purely informational. Even if you wish to see the rate in another currency, this has no influence on the actual type of payment.

The screen displays differently if the reservation that you are positioned on is not in the local currency. This being the case, exchange rates shown will display against the currency on the reservation and not against the local currency (*only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON*).

4 Confirmation. If you have entered a form letter name in the field **Confirmation** above, you can review that letter and enter additional text by using this option. After you have selected this option, Fidelio asks you to complete the guest address. Change or complete it as necessary, then press **[Esc]** or **[Page Down]**. The confirmation letter is displayed on the screen. All the codes are replaced with text. If there is a company or agent attached to the reservation, you can select the profile (i.e., address) to which the confirmation is to be sent.

If you change the letter, these changes are stored only for this guest - the form letter itself does not change. You will also notice that the entry in the field **Confirmation** changes to **SPECIAL** once you have personalized the letter.

If you did not enter a letter name during the reservation, you will get an empty screen after selecting this option. Here you can write an individual letter for the guest. Press **[Esc]** when you are finished. The message “*Save changes? Yes/No*” is displayed.

After you have completed the address and viewed or edited the letter, the message “*Print? Yes/No*” appears. Select **[Y]** to print the letter.

If your hotel has configured the Fidelio Fax Interface, you can fax a confirmation letter directly from this option. When selecting a confirmation letter for the guest, make sure that the letter name starts with “Fax.” Fidelio will check immediately whether a fax number has been entered on the guest's profile. If not, you are asked to enter the correct number. Next you can view the letter and make changes. Press **[Esc]** and confirm the message “*Send Fax? Yes/No*” with **[Y]**. Now you can enter the number of printed copies you require for your files. Fidelio will then send the letter to the fax interface from where it will be faxed to the customer. If you modify a fax confirmation letter for a guest, the name of the letter will change to **FAXSPEC**.

5 Profile. If you want to view or change the guest profile or enter additional remarks, then select this option. You now see the standard guest profile screen and edit it as described above. If you change the address, Fidelio will update the name at the top of the screen immediately when you return to the reservation. To change any of the fields, simply select the **Correction** option and proceed as normal.

If you discover that the guest whose reservation you are working on right now is not the same guest which you see on the profile, choose the **Select Another Profile** option. You may, for example, have created a new guest profile only to find out later that you spelled the name wrong and the correct name was already on file. In such a case you would choose **Select Another Profile**, enter the correct name and then pick the correct name from the displayed pickbox. The reservation which was made earlier for the wrong name is now under the correct name.

Remarks is a free-form area to add information for this guest record. The **History** option is used to access previous stay information to the group profile. The **Special Fields** are used by special user rights to enter or change information to commissions (*only for travel agent profiles*), set the availability override flag, set the profile on the blacklist or cashlist and record a corresponding message, and define the A/R account number, and **Options** are used for additional profile information. Selecting **[OK]** (or **[Esc]**) returns you to the group reservation windows. If your property is using the Additional Address Information parameter {guestaddr2}, use **2nd Address** to add or change a second address to the profile.

6 Options. The options menu is identical throughout Fidelio.

Routing Instructions. With the routing instructions menu you can send charges of certain department codes automatically to the second, third or fourth window or to other folios in other rooms at the time of posting. The user can choose between the folio and the second address of the profile and make changes to that second address for the routing instruction if the user right to make changes has been assigned. It is only possible to select the second profile address for the same room on the routing instruction if the parameter Additional Address Information {guestaddr2} has been activated. The **Info** option under Routing Instructions displays the selected address. You can define a routing period if you would like to restrict the rerouting of postings to a certain period (for more information on Routing Instructions refer to *Billing* on page 4-3 of the Cashier User Manual). If you want to route postings of an individual reservation to a company, agent, group, etc., you should link the reservation with the company, agent, group, etc. first via the **Agent/Company** option.

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Agent/Company. With this option you can link a company, travel agent, reservation source or group name to the reservation. Select this option and search by the agent (company/source/group) name or, if the parameter Use Club Member Number in Guest File {clubmember} is ON, you can search by the agent or member number. You can also view and modify the given address, although this information has usually been recorded with the reservation. Each of the **Source**, **Agent** and **Company** fields function the same way. Move your cursor to the first required field (say, **Agent**) and type the first few letters of the travel agent's name. Press **[Enter]**. Fidelio displays a list of existing profiles from which you can highlight a profile and press **[E]** to view or edit the selected profile. Press **[Enter]** to select the profile for the reservation or press **[N]** to create a new profile, if the agent you want does not exist. If default rate codes have been recorded for a company, agent or source profile, this is indicated by a single dollar sign (\$) for one rate code and by a double dollar sign (\$\$) for two or more rate codes. In addition, Fidelio will display the default rate code with the highest sequence number in the **RCode** field. Press **[R]** for **Rate Codes** if you want to view all default rate codes recorded for the profile. If you select a profile with a default rate code, Fidelio will also display an appropriate message.

Fixed Charges. Here you can view, modify and enter any fixed charges. Fidelio posts fixed charges as well as room and tax automatically during the night audit and when you print an advance folio.

Charges that are entered to an existing reservation through **[6] Options>Fixed Charges** will always be posted in the local base currency of the system. Fidelio displays the currency abbreviation code next to the **Total** field (*only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON*).

Special Fields. If you have defined any fields in the extra reservation fields screen, then you can view and modify them here if you have the rights to do so. It is possible that Fidelio displays this optional reservation screen automatically each time when the main reservation screen has been edited (*only with parameter Automatically Edit Reservation Option Screen {p_ressc2} ON*).

Deposit. Here you can enter a deposit towards a reservation before the guest has checked in. After selecting this option, you have to enter your password. Fidelio will display pertinent information about the guest, including deposits requested and deposits paid. Select the method of payment from the pickbox and enter the amount received. Fidelio will then ask whether you want to print a receipt.

Now you can change the reservation type. Let's assume that the guest had "non-guaranteed deposit expected". Of course, you would want to change the reservation type to "guaranteed deposit received". All available reservation types are displayed in a pickbox. Choose one and press **[Enter]** or press **[Esc]** if you do not want to change it. The deposit amount will automatically be transferred to the guest folio at check-in.

Delete. Deleting a reservation removes the data completely from the system. This is used when you have made a complete mistake while entering a reservation and would prefer to re-enter the entire reservation rather than correct the first one. This action does not update the guest, agent or company history. Fidelio acts as if the reservation never existed. You cannot delete a reservation which has a deposit. You must first clear the deposit in the cashiering module.



Please note: You can delete canceled reservations as well as active reservations.

Auth. Direct Bill. If the guest wants to check out and have his balance transferred to a city ledger account, city ledger check-out must be authorized with this option, first (only if parameter Use City Ledger Check -Out Authorization {chkclauth} is ON).

Package Options. (Only with parameter *Advanced Package System* {par_packag} ON.) If you work with the advanced package module, Fidelio displays the following window:

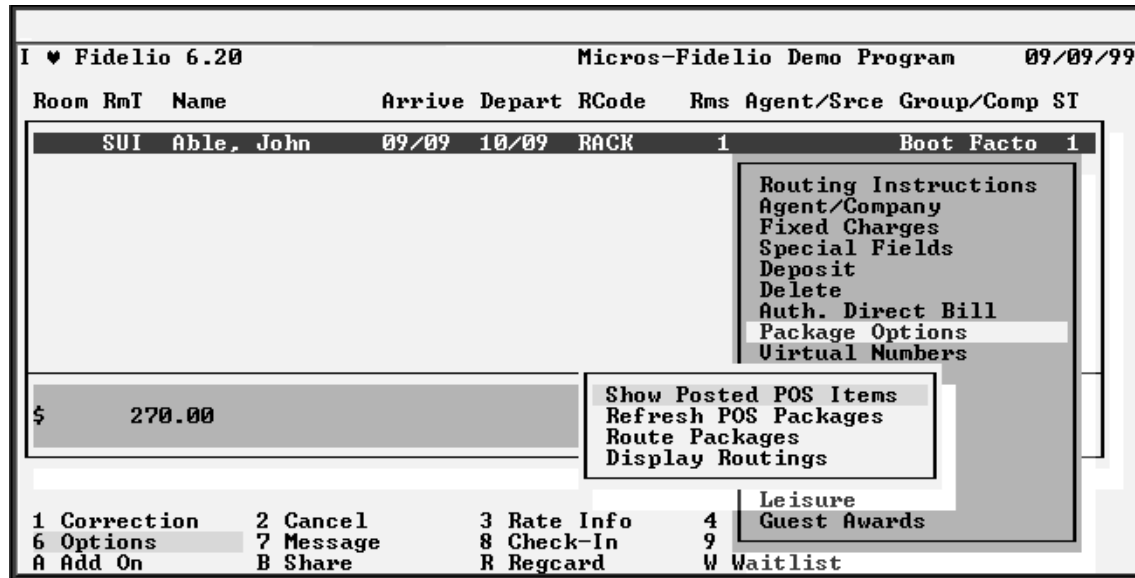


Figure 2-41 Package Options Menu

Show Posted POS Items. This displays a list of all package elements for which an allowance has been created. The creation of the allowance is done automatically by the system at check-in and during the night audit.



Please note: Allowances are only created for the same day. This means that if a guest has a breakfast package, you will only see the allowance for the current date and the previous days, but not for the next day.

Refresh POS Packages. This option checks and updates any changes you made to POS packages concerning the reservation. It is necessary to run this option if you attach a new POS package code to the reservation change or remove an attached package code or when you change the rate code to another rate code with different POS packages. It is only necessary to refresh POS packages if the guest has checked in already.

Route Packages. (Only with parameter *Allow Package Routing* {p_packrout} ON.) If the property works with package routings, the options **Route Packages** and **Display Routings** are displayed here. The **Package Routing** option allows you to redirect package allowances from one account to another. For example, all group member package allowances could be directed to the group master folio or the children's charges could be directed to the parents' room. This facilitates the posting of charges to one account while considering multiple rooms.

Select the **Route Packages** option to redirect the package allowances to another guest or room. You can **route packages** to reservations and checked-in guests that do not already have a routing to another room and whose arrival and departure dates correspond to the date range of the reservation for which you want to add the package routing. If the reservation for which you want to add a package routing is already checked in, then only checked-in rooms are available for selection.

When you have selected the target room, Fidelio will display the message "Use other allowances on target room?" Here you determine whether the target room can exceed its own allowance and use allowances that might be available from the other source rooms. This might apply in the case of a family, where the package allowance from the children are routed to the parents' room, but certainly not in the case of a group.



Please note: Fidelio will only redirect package allowances to a checked-in room. If the target room is not checked in at the time of posting, Fidelio will post to the source room and remove configured package routings. During the check-in of a guest, Fidelio will make sure that the target room for the package routing has already

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checked in. Otherwise the system will display an appropriate warning message and allow the user to cancel the check-in or to remove the package routing.

If you have already routed the package postings to a reservation once, it is not possible to re-route them to another reservation. For example, if you have routed the package postings from room 108 to 113, it is not possible to redirect the charges from room 113 to 120. Fidelio will display the message “*This reservation has packages routed from other reservations. Package routing not possible.*”

When you **Route Packages**, you redirect the package allowances for all POS package postings connected to this room. The system will add up all package allowances accumulated on the target room in order to produce a total for the particular department code allowance. (For more detailed information refer to *Package Elements* on page 3-30 in the Rate Management Setup Manual.)

Display Routings. Selecting the **Display Routings** option for a reservation, you can identify whether the reservation serves as a source or target room, i.e., if the reservation has package routings to another room or if the room receives package allowances from other rooms.

For target rooms, the **Display Routing** option displays a list of guests who have a package routing set to the selected room/reservation. The information includes guest name, room number, arrival and departure date, the status of the reservation and whether other allowances on the target room can be used (**[Y]** in the column **Other**). You can press **[Delete]** to remove a package routing. Fidelio will go through the standard checks for the deletion.

Virtual Numbers. (Only with license code *Virtual Number Assignment {ex_didnr} ON.*) This option is only displayed if the hotel uses virtual number pools. In this case, you can select the **Virtual Numbers** option to assign a virtual number to a guest in house, view, modify or remove it. You cannot assign virtual numbers to reservations. The use of this option depends on how the hotel has set up the virtual number pools and is usually determined by the functionality of your telephone system. Up to five number pools are available. They can be room-based or guest-based and can have various assignment rules.

Fidelio can assign virtual numbers automatically at check-in or prompt the user to assign numbers at check-in or you can assign numbers with this option only. After selecting this option, Fidelio will either display any virtual numbers that have been assigned to the guest or display the message “*No virtual number assigned for this reservation. Do you want to assign one? Yes/No.*” With **[Y]** you will receive a list of active virtual number pools (for example phone, fax, mobile) from which you pick the required line pool with **[Enter]**. Next, Fidelio will display a list with numbers from which you can pick one. If the guest has a permanent number linked to his guest profile, Fidelio will indicate this number and suggest it for selection. If the room has not been activated for the selected number pool, Fidelio will display an appropriate message. Once you have picked a number, Fidelio will display the selected pool and number in a picklist. You can insert a new number by pressing **[Insert]** or remove a virtual number assignment by selecting the number and pressing **[Delete]**.



Please note: You can only assign one virtual number per reservation and pool. Therefore if you have to change a virtual number, you first have to remove the existing number and then assign a new one.

If you assign a room-based virtual number for a share reservation, Fidelio will apply this number to all associated checked-in sharers. If you remove a virtual number with an assignment-required pool, you will not be able to exit the option without assigning a new number.

Break Share. Using this function you can break an existing share reservation. You will need to use this option, as Fidelio will not simply let you remove the share number from the room number field in order to split a share reservation. Breaking a share reservation means that you can separate two (or more) shared reservations and form two (or more) individual reservations, thus influencing the availability. To do this you place the cursor on one of the “share” reservations and select this option. A screen like the following is displayed:

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99

                Guests sharing with ABLE
            From 09/09/99 To 10/09/99  <Share number: 317>

Room-RmT-#  Name                Arrive-Dep  Rate  Balnc-Agnt/Srce  Group/Comp-ST
-----
S/317SUI    1*ABLE, John             09/09  10/09   135    0              Boot Facto 1
S/317SUI    1 Franklin, L.              09/09  10/09    0      0              Boot Facto 1
S/317SUI    1 Windsor, Keith           09/09  10/09   135    0              Boot Facto 1

                                  ← Info  S Break This One  A Break All
  
```

Figure 2-42 Shared Guests Display

You can see all reservations sharing the selected reservation (marked with an asterisk * in the list). If you require more information, press **[Enter]** on any of the records to display the guest info screen. If you want to break apart all listed share reservations, press **[A]** for **Break All**. Fidelio will check availability, remove the share links and finally display the message “*Share break successful.*” If you only want to separate one of the share reservations, select that reservation and press **[S]** for **Break This One**.



Please note: Fidelio will only let you carry out an individual break if this will not result in breaking the complete share.

If you attempt to break a share reservation which is attached to a block, Fidelio checks whether there are enough rooms in the block and if necessary, makes use of the borrowing technique. If there are not enough rooms in the block, Fidelio will increase the block by the number of rooms required for the break of the share, if the block has been marked *elastic*. If the block is not elastic and there are not enough rooms left in the allotment to break the share, then Fidelio will not let you break the share.

For further details regarding the handling of share reservations refer to *Handling of Share Reservations* on page 2-58.

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Combine Share. This option allows you to combine two individual reservations into two shared reservations. When you want to combine reservations, select one of the reservations and then select this option. You can enter the name of the sharing guest or press **[Page Down]** for a list of all reservations available for the share. Fidelio will display a list of reservations with overlapping dates and/or the same block code. On the top of the window you can see the details of the selected reservation.

Room-RmT-#	Name	Arr	Dep	Rate	Ad/Ch	Agnt/Srce	Group/Comp	ST
140 BKN ✓	Barnes, Laura	20/08	14/09	90	1/ 0	Vista Trav		IN
115 TDNS ✓	Broadhurst, Ch	20/08	15/09	150	1/ 0	Woodside T	New York S	IN
205 DKN	Andrews, Willi	23/08	10/09	160	1/ 0	Apex Trave		IN
221 BTW	Brewster, Maur	23/08	14/09	150	1/ 0		Digital Eq	IN
116 KC	Cameron, Gene	23/08	15/09	206	2/ 0	Goodwood T	Fidelio Au	IN
218 DKN	Mehta, N.	23/08	17/09	140	1/ 0	Omni Trave		IN
211 DKN	Müller-Elmau,	23/08	12/09	156	1/ 0		Fidelio So	IN
315 ITW	Dear, Walter	26/08	13/09	130	2/ 0		New York S	IN
237 BKN	Mapes, Steve	26/08	15/09	150	1/ 0	Moog Trave		IN
107 KNS	Richardson, Pe	26/08	15/09	90	1/ 0		World Bank	IN
123 BTW	Thompson, Henr	26/08	10/09	150	2/ 0	Vista Trav		IN
226 DKN	Warner, Ed	26/08	15/09	135	1/ 0		Boeing Ind	IN
142 STW	Al Matrouk, Fa	27/08	10/09	90	1/ 0			IN

Figure 2-43 Combine Guests

Select the other reservation with **[Enter]**. Fidelio will ask “Share with [guest name]? Yes/No?” If you answer **[Y]**, Fidelio will build the share, assign the internal share number, update the availability accordingly and finally display the message “Guests now sharing in room S/nnn. Please check rate and persons.”

If you combine two block reservations into a share, Fidelio will update the available rooms in the allotment and add the freed room to the block again.

Show Share. If you want to see all reservation shares of a highlighted share reservation (marked with *), select the **Show Share** option. Fidelio will display the details of the selected guest on top and a list with corresponding share reservations below. The information includes share number, room type and number (if assigned), name, arrival and departure dates, rate, balance, any attached profiles and the reservation status. For this display, the asterisk in front of the guest name indicates the reservation that you have currently selected.

Traces. This function is similar to **Messages** in that you can create a message and attach it to a guest reservation. However, the difference is that a **Trace** is a message not to the guest, but to your colleagues and it requires an *action* and a specific *action date*. Let's look at an example. Suppose you are making a reservation for a guest and the guest says “I will need a roll-away bed for my young son.” What do you do? Well, somehow you need to advise Housekeeping that they need to put a roll-away bed in the room. But the guest is not coming for a week and you do not know which room he will be in. This is where the traces can really help. Since you have the reservation in front of you, select the **Options** option and then select the **Traces** option. If there are no other traces for this guest, Fidelio tells you this and asks if you want to make one. You must first select a trace department (i.e., who is to be advised). Fidelio shows you all the available trace departments. Select Housekeeping. Next, Fidelio presents you with a pickbox of common requests from Housekeeping -if *Requests Roll-away* is there, all you have to do is select it. If it is not, you need to press **[Esc]** and type the request free-form. When you have either typed or selected the text, press **[Enter]** and you will be prompted to enter the trace date. This is very important as the date you enter here is the date Fidelio will notify Housekeeping (by the Trace Report) that a roll-away bed is needed. You also see the text you entered/selected. At this point you can change it, if necessary. Press **[Enter]** to complete the trace. Fidelio shows you your completed trace. At this point you can press **[Enter]** to modify the trace or the date; **[Insert]** to create a new trace; **[Delete]** to delete a

trace; or [*] to resolve the trace (This means that you have done whatever was requested and you are marking the trace as completed.) To exit this function, press [Esc] and you return to the menu.

There is a special type of trace called *action*. This could be thought of as a “smart trace” as it is used to automatically change guest information. Let's say your guest plans to stay from Friday to Tuesday. On Friday and Saturday he is eligible for a special weekend rate. On Sunday and Monday his rate must change to a corporate rate. This means that the rate code and thus the rate, must be changed on Sunday. You could make a note to change the rate on Sunday morning, but the “smart trace” can make this change for you automatically. All you have to do is select the **Options** menu. Select **Traces** and make a trace in exactly the same manner as above. However, when you are offered the pickbox of trace departments, select **Actions** instead of a specific department. Fidelio now lists a series of possible changes. You can elect to change the market code, the source code, the rate code, the actual rate or the number of adults or children. Pick the rate code and press [Enter]. Fidelio asks you when the rate code is to be changed. Enter Sunday's date. Fidelio will now change the rate immediately after the night audit on Saturday night. When you use this function, there can be no mix-ups, mis-postings or rebates because of someone forgetting to manually change the rate.

Credit Cards. You can only access this option if you are using the credit card interface (also known as EFT interface). When you select this option, Fidelio offers you the following choices:

Room	RmI	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
SUI		Able, John	09/09	10/09	RACK	1		Boot Facto	1

Routing Instructions
Agent/Company
Fixed Charges
Special Fields
Deposit
Delete
Auth. Direct Bill
Package Options
Virtual Numbers
Break Share

Enter Approval Code
Authorization Rule
Additional Authorization
Courtesy Card Handling
View/Change Card Type

\$ 135.00

1 Correction	2 Cancel	3
6 Options	7 Message	8 Check-In
A Add On	B Share	R Regcard
		9
		W Waitlist

Figure 2-44 Credit Cards Menu

Menu Options

Enter Approval Code. This option is only used if your credit card interface is down and you need to enter an approval amount and approval code manually by calling the credit card company. You are asked to enter first the **Approval Amount** and then the **Approval Code** (provided by the credit card company). Fidelio will log any entries made into these fields into your user logfile.



Please note: If the connection to the EFT company is temporarily not working when you check in a guest, Fidelio strongly recommends that you use this option instead of changing the payment method to an off-line method, because if the payment method is not changed back to on-line, Fidelio will never go out for any authorization nor settlement.

Reservation

Entering the Reservation Detail

Authorization Rule. This feature only works for EFT interfaces which support preauthorization and where the parameter Auth./Settlement at Check-Out in the **Functionality Setup** from the **Credit Card Interface** option is set to [N]. Users with the right to change the authorization rule can choose between the standard rule as defined in the **Setup** program and the following two special rules at any time prior to or during the guest's stay. As the cost of accommodation is often paid not by the guest but by the company, it is useful if the hotel can set a lower authorization amount, for example by excluding the cost of accommodation from the calculated authorization amount. Simply enter the corresponding number for changing the authorization rule or enter [0] for a pickbox.

Rule 5 Amount The field **Amount** will default to the value as defined in the configuration program, but you can overwrite the amount any time. The entry in **Precalculated Amount** will then be replaced by this value.

Rule 6 Percentage Here you enter a percentage and Fidelio will then calculate an amount based on the formula $LOS * rate * percentage$ to arrive at the entry for **Precalculated Amount**. However, you can overwrite the field, if necessary.

During the night audit, the procedure CC_AUTH checks whether a special authorization rule has been defined, calculates the amount to be approved accordingly and goes out for authorization.

Additional Authorization. This option is used when you want to get approval for an additional amount - above what the credit card company has already approved. For example, if a guest's account balance is \$1,000.00 and you originally got approval for \$1,100.00 from his credit card company, but now he comes to the desk and wants to send various expensive packages overseas, you will need to increase the approval to, say, \$1,400. When you select this option, Fidelio shows you the **Current Authorized Amount** as well as the **Guest Balance**. The third field is where you enter the new approval amount. If you enter '1400.00' here, the Credit Card Interface will request a total approval for \$1,400.00, i.e., \$300.00 more than previously approved (**not** \$1,400.00 more).

When you press [Enter], the Fidelio Interface contacts the EFT system with the approval request. If the amount is approved, a message is displayed showing the approval code and the new approval amount. (These fields are automatically updated on the reservation record.) If, for some reason, the approval was not given, the credit card company will send back a message to advise you of the reason, i.e., insufficient funds or even ask you to hold the card.

Courtesy Card Handling. If courtesy card handling is supported by your interface, you can swipe courtesy cards with this option to collect the guest points or stay information for a guest. The system will default an expiry date of 00/00 for all cards. In addition, by pressing the [+] key, you can display the actual number of points which the guest has collected. During the night audit after the guest's check-out, Fidelio will send the accumulated guest stay information to the credit card processor.

View/Change Card Type. This option will only display if the function **Credit Card Usage Choice** has been activated. When selecting this option you can see whether the selected card is handled as a credit card, a debit card or a special card.

Accompanying. What you see here depends on the setup in your hotel. You may have the option of entering the names and birth dates of up to three accompanying persons for this reservation. If the parameter Detailed Accompanying Guest Registration {accompany} is switched to ON, you can record registration details for accompanying guests with this option. This includes name, first name, address, nationality, date/place of birth and passport information. If you select this option and no accompanying guest has been recorded for this guest yet, Fidelio will ask you whether you would like to add one. Otherwise you will be shown any recorded accompanying guests and you need to press [Insert] to add a new one. Fidelio will default the profile information of the guest into the name and address fields for the accompanying guest. This is very useful when you record family members. In this case you only have to change the first name and add the passport details.

Use the **Accompanying** option instead of the **Share** function if the sharing guests do not need separate folios and recording the reservation history is important for only one or neither of the sharing guests. If a couple has different last names, for example, but they require only one folio and arrive and depart together, you should only create one guest profile for one of the guests. Then select the **Accompanying** menu item from the **Options** menu. If someone calls on the telephone, you can find the accompanying guest by entering the name in the **Accompanying** field in the telephone operator function [Ctrl+F7]. If the two guests want to pay separately after all, you can split the folio charges into two windows.

Leisure. This menu option is only available if your hotel works with the Fidelio Leisure Management module. With the **Leisure** option, you can view, change, create or delete leisure bookings for the selected guest.

If the guest already has leisure bookings, Fidelio will display a pickbox with all existing leisure bookings for the guest.

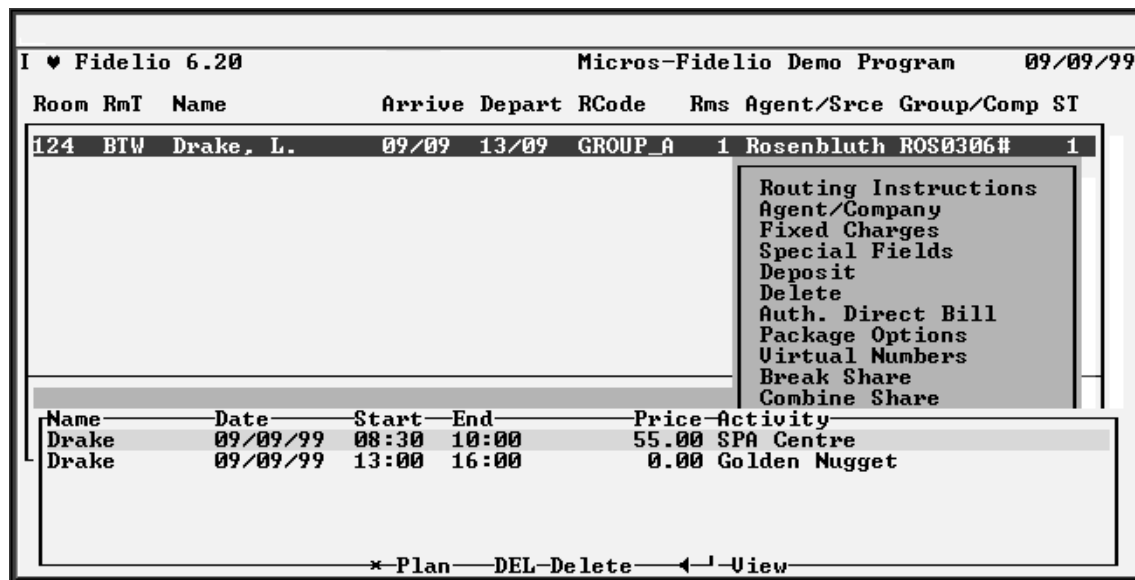


Figure 2-45 Existing Leisure Bookings

The following options are available from this screen:

*** Plan.** With [*] you have access to the main leisure management screen. Use this option if you want to create or change a leisure booking for the guest. Fidelio will display a list with all defined outlets. Service outlets are indicated by an [S] on the right, non-service outlets by an [N]. After selecting a service outlet from the pickbox, you have the option of selecting a particular service or directly viewing the schedule for the specified date. With non-service outlets you simply need to enter or confirm the date. Next, Fidelio will display the reservation book for the selected date. Press [Enter] on a selected time slot to create a booking. You have the same options as when you access Leisure Management with the **Leisure** option from the **Reservation** menu (refer to *Leisure* on page 2-127 of this manual). The only exception is that any new booking you make is automatically linked to the reservation on which you were previously working. When you exit the **Leisure** menu, you will return to this pickbox. Any new leisure bookings which you just made will show up in the pickbox.

DEL Delete. Press [Delete] to delete the leisure booking. There is no difference between deleting and canceling a leisure booking.

Reservation

Entering the Reservation Detail

↵ **View.** Press **[Enter]** to view the booking details. You cannot change the booking details here. To change them you need to press the **[*]** key.

If the guest did not have any leisure bookings, you will see a dialog box saying “*No leisure activities on file for this guest. Add one?*” With **[Y]** you will jump to the main leisure management screen where you can create leisure bookings for the guest.

Guest Awards. (*Only with parameter Guest Awards {awards} ON.*) This option allows you to attach active reservations to Award schemes. These schemes are user-definable and set up within configuration.

After selecting the **Guest Awards** option and a start date is entered, Fidelio will display those awards currently attached to the displayed reservation. Using the **[Insert]**, **[Enter]** or **[Delete]** keys, awards can be inserted, modified or deleted. You can define within the configuration the number of points associated with each award type (the **Quantity** field) and the start/end dates when awards can be redeemed.

The following entries can be made from within this option. Those marked with an asterisk **[*]** are required.

Type*	User-defined code.
Quantity*	Number of awards/vouchers to be consumed/taken.
Date*	Valid date within the range of the reservation.
Text	Voucher/Award Number/Remarks (free form text).
Card Type	Loyalty program type from attached guest cards. Fidelio will default with the card type having the lowest sequence number.
Member Number	Membership number for loyalty program which will default dependent on card type entered. If card type is blank, a user-defined number may be entered.

All awards assigned to a guest profile for both historical and future reservations can be displayed from within the **Front Desk>Profile>Options** menu. This option is for display purposes only and modifications cannot be made. It is possible to view the guest awards associated with a particular historical reservation by selecting the **Front Desk>Profile>History>History** option from within the profile and using the minus sign **[-]** to view awards.

In the event that Guest Awards have been attached to the booking and the reservation incurs a date change, Guest Awards with a date falling outside the new span of the reservation will be prompted with a warning message and the award entry deleted. This will affect the following areas:

- Room Plan **[Ctrl+F3]**
- Standard reservation date changes
- Group reservation date changes applied to other members
- Conducting an Early Departure and Awards for later dates
- Deleting a Share reservation

Fidelio will not copy the Guest Award details when conducting an **A Add-On** reservation or moving a booking to the waitlist.

Merging or deleting profiles will automatically either update the Guest Awards to the new profile or delete as appropriate.



Please note: Once a reservation has been moved to history it is no longer possible to modify, insert or delete Guest Awards associated with the stay. Also, if awards have been deleted due to a cancellation or no-show, the awards will not show in the history.



Please note: If the license code CIS Integration {ex_cis} is activated, Fidelio will move Guest Awards for checkouts of the day to the file CISAWARD.DBF. Details in this file will be reviewed and marked as processed by the CIS Interface.

7 Message. You will encounter this option again and again throughout the whole Fidelio program. You can leave a message for the guest with this option. When you check in the guest, the system automatically shows you any messages the guest has. You can keep an unlimited number of messages for every guest, you can mark the messages as received or not and you can print the messages in a user-definable format. With the appropriate interfaces, the messages will trigger the message-waiting lamp on the telephone to turn on or will send the message directly to the video system so that the guest can call it up on the video screen.

If you want to enter a message, Fidelio guides you through a few questions to help create the text of the message as easily as possible:

The **Message For** field defaults to the salutation, first name and last name of the name on the reservation record. If the message you wish to take is indeed for this guest, simply press **[Enter]**. If the message is for another name in the same room, overwrite the **Message For** field with the appropriate name.

The **Language** field defaults to the guest's language from the guest profile. You can enter messages in as many languages as you define in the installation program. If you enter a language which does not have its own message format defined, then Fidelio will use the default language as defined in the installation.

The next step is to select the **Salutation** of the person who left the message. The four options for salutations are definable in the installation. If there is no salutation appropriate, press **[Esc]** to get to the **Name** field.

In the **Name** field, enter the name of the person or company who left the message. This should normally not be left blank. After the **Name** field you can enter an optional **Company Name** to which the person who left the message belongs. The next step is to choose the action from one of four actions defined in the configuration. Then choose whether the message requires a **Call Back**. The default is YES if you choose the first action. Decide whether the message is **Urgent** or not. Default is NO. Finally, enter the **Telephone Number** to be called back, if appropriate.

Once you have completed these steps, Fidelio creates a complete message containing the information you just selected. You can edit this message as you like. Press **[Esc]** when you are done. Fidelio now asks you if you wish to **Save, Print and Send, Print** or **Throwaway** this message. If you decide to print the message immediately, Fidelio will also save the message for later printing. Only the **Throwaway** option removes the message permanently.

The print-out which follows uses the format as defined in the installation program.

Once you have saved a message for a guest, you can browse through them in a standard Fidelio pickbox. There are several possible status codes. Received, Printed, Received on Video and Message Lamp On.

You can manually change the status to received by pressing the **[*]** key. Pressing it again turns the received status off. Press **[L]** to indicate the message lamp is turned on. Pressing **[L]** will not turn the lamp OFF or ON. It will only indicate that you have turned the lamp on manually via your telephone system. If you have a message-waiting system, then you should not press **[L]** as the interface will take care of it automatically when you create the message.

Any not-yet-received messages pop up at check-in, check-out and whenever you make a change to an in-house guest. The messages stay in the system until you physically delete them or in the night audit after the check-out.

8 Check-In. If the arrival date is today, the room number has already been assigned and the reservation is not canceled, you can check in the guest directly from the reservations screen. However, Fidelio generally recommends that you use the check-in function from the **Arrival** module to perform all check-in operations (for detailed information on checking a guest in, refer to *Arrival* on page 3-2 of the Front Desk User Manual).

9 History. Here you can view the details of all previous stays, if on file. You can also check whether there are any recorded turnaways for the guest, if the parameter Advanced Turnaway Handling {regrets} is switched ON. This is identical to the history option from the profile screen.

0 Changes. You can view changes to the current reservation with this option. If the reservation has never been changed, you will get the message "No changes recorded." If, for example, you changed the departure date of the reservation, you will see the old reservation data with the original departure date. Cancellations and reactivations are also shown here.

Reservation

Entering the Reservation Detail

Changes are only recorded in the changes log when you change the arrival or departure date, rate, number of rooms, number of people, room number, block name, routing instructions or reservation type. In other words, all the changes affecting the inventory, rates or people are recorded.

A Add On. The option **Add On** will create a duplicate reservation for one room with the same name, including payment method, billing instructions and remarks. You should use this option if a client calls and says “*I’ll need two rooms instead of one.*” Another possibility is that the client asks for an identical reservation for a week later. Use the **Add On** option, just make sure that you change the arrival and departure date from the reservation copy. If you add on to a reservation of two or more rooms, the new reservation will have only one room. Fidelio will only let you create the duplicate if the rate code of the reservation is still available.

If you use the **Add On** option for a block reservation, you do not increase the size of the block but pick up a single reservation from the block. If all rooms available in the block have been picked up and you carry out an **Add On**, Fidelio will only let you carry on, hereby *increasing* the size of the block, if the block has been marked *elastic*.

Copying Reservations

You can quickly copy reservations. Fidelio not only allows you to enter a new arrival and/or departure date immediately, but also allows you to perform this on checked-in reservations to add a future stay.

When you choose the **Add On** option from within an active reservation, Fidelio will propose the arrival date, number of nights and departure date according to the reservation on which you are currently positioned. In the event that the existing reservation is checked in on a previous day, Fidelio will default the proposed arrival date to the system date.

However, the approval code and approved amount are not copied. The message “*Reservation copy made. Please remember to modify the copied Reservation*” displays.

B Share. Select the **B Share** option if you need to make a reservation for two or more guests who will share a room but the guests require separate folios, guest profiles and stay detail records. Fidelio will create an identical reservation to the first reservation, including billing instructions and reservation remarks, but with a different name. You can easily identify share reservations by the unique share number which is displayed in the **Room Number** field and next to the confirmation number on the screen. In addition, on all guest lists, you can recognize sharers by the asterisk in front of the guest name.

When you select **B Share**, Fidelio will prompt for the last *Name* and *First Name* of the *sharing* guest and the number of *Persons*. If you enter the details, Fidelio will automatically create a guest profile containing this information for the sharer. If you would rather select an existing profile from the guest file, only enter the first letter and press [**Page Down**] for a list of matching profiles and select the respective profile with [**Enter**].

If various people share a room, there is always the question of who pays the bill or what kind of rate sharing is to be entered. Therefore, once you have selected the name of the sharer, Fidelio will ask you how you want to share the rate. There are three choices:

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99
Room RmT Name           Arrive Depart RCode   Rms Agent/Srce Group/Comp ST
-----
SUI Able, John         09/09 10/09 RACK     1           Boot Facto 1

Zero Rate for Sharing Guests
Split Rate Evenly among All Sharers
Full Rate for Each Guest

Name Windsor
First Name Keith
Persons 1

$ 135.00

1 Correction      2 Cancel      3 Rate Info    4 Confirmation  5 Profile
6 Options        7 Message    8 Check-In    9 History      0 Changes
    
```

Figure 2-46 Shared Guests Rate Assignment Menu

If you select **Zero Rate for Sharing Guests**, Fidelio will remove the rate code and the rate for all guests in a room except for the first one. If you are using rate codes, Fidelio will then add up the total number of people in the room and store this number in the first record. The number of people (adults, children) in all other records are set to zero. Finally, Fidelio recalculates the rate for the first guest based on the total number of people in the room.

If you choose **Split Rate Evenly among All Shares**, Fidelio will do just that. It will also remove the rate code if you are using one. The rate will be divided as evenly as possible. If you split a \$100 rate among three guests, the first two will pay \$33.33 and the third guest will pay \$33.34. As the rate code is removed in this case, you should be sure to enter any packages included in this rate code in the **Packages** field in the reservation file (for more information about this field, refer to page 2-38).

If you use the **Full Rate for Each Guest** option, Fidelio will simply leave the original rate code and rate for each guest. The rate might change for some of the sharers if you modify the number of people in the sharing record (for further details refer to *Handling of Share Reservations* on page 2-58).

R Regcard. With this option you can print a registration card for the selected reservation. Usually, you will print your registration cards in a batch for all guests with a certain arrival date (option **Registration Forms** from the **Mailings** menu). The **Regcard** option is especially useful for walk-in guests, where reservation and check-in take place at the same time. After taking down the information from the guest, simply press **[R]** and confirm that you want to print and Fidelio will print the registration card for this guest.

Please note: This option only works if you have defined the registration card with the text name MELDE in the **Standard Text** option in the setup program.

W Waitlist. (*Only with parameter Use Waitlist Reservations {waitlist} ON.*) This option will only be displayed if your system is configured for waitlists. When you select this option, you are asked if you want to move the reservation to the waitlist. If you answer **[Y]**, the entire reservation is moved to a separate database where it in no way affects your occupancy or availability status. The record is stored here until it is re-activated into the live system or is deleted two days after the expected departure date.

Please note: You cannot access this record from either Reservations or Front Desk until it has been re-activated (for more information on the waitlist function refer to *Waitlist* on page 2-124).

Reservation

Entering the Reservation Detail

Handling of Share Reservations

If you require to make a reservation for two or more guests who will share a room but the guests require separate folios, guest profiles and stay detail records, you create a *share reservation*.

Sharers are a minimum of two guests that have reservations spanning over any date range, but must have at least one day overlapping in the same room. The following three reservations, for example, could be sharers:

Smith arrival 24th - depart 28th April

Jones arrival 27th - depart 30th April

Wells arrival 29th - depart 10th May

If guests want to share a room but do not require a separate folio, separate guest profiles and the recording of stay details, you may consider using the **Accompanying** option instead of the **Share** option.

Throughout the program, you can easily identify reservation shares from any of the guest display options by the asterisk [*] in front of the guest name.

In addition, Fidelio assigns a unique share number to reservation shares. You can see the share number in the **Room Number** field (prefixed by **S/**), as long as the room has not been assigned. The share number is also displayed next to the confirmation number on the reservation, arrival and guest-in-house screens, as well as on the guest info screens, for example **Conf./Share** 44628/330.

When you use the **B Share** option from the horizontal reservation menu in order to create a new share reservation, Fidelio creates an identical reservation to the first (and highlighted) reservation, including billing instructions and reservation notes but with a new name and separate guest profile.

Locating Share Reservations

There are various options for locating reservations shares.

From the **Reservation** search menu, you can select the **Miscellaneous** search option and then press **[Enter]** on **Share No.**

- Enter the date to display all share reservations with this arrival date.
- Leave the date prompt blank and enter the share number if you are searching for a particular reservation share. If you enter only the first part of the number, Fidelio will display all shares starting with that number, e.g., 45 would display 451, 452, etc.
- If you leave both prompts empty and simply press **[Page Down]**, Fidelio will display all share reservations.

From any of the guest info screens (i.e., **[F6]**, **[Ctrl+F7]**, etc.) as well as from the **Room Assignmt** option on the **Reservation** menu and from the **Check-in** option (menu heading **Menu**), you can display the share reservations of a highlighted guest record by pressing **[S]** for **Shares**. This will display all share reservations of the selected record including the name information, arrival and departure dates, rate, balance, any attached profiles and the reservation status. For this display, the asterisk in front of the guest name highlights the reservation that you have currently selected.

The identical information is available when you select the **Show Share** function from the **Options** menu on the reservation, arrival and in-house screens or by selecting **I Show Share** from the **Billing** menu.

Updating Share Reservations

If you assign a room number to a share reservation, this room number will automatically apply to all sharers.

Whenever you change the room number or room type, Fidelio will prompt you to “*Move other sharing guests as well?*” Not moving other sharers will automatically result in a break share.

Whenever you change share reservations concerning any availability-sensitive fields such as arrival, departure, nights, room type, etc., Fidelio will display the question “*Change other sharing guests as well? Yes/No.*” With [Y] all sharing reservations will be synchronized and receive the same change. If you answer [N] to the question, Fidelio will conduct an automatic break share.

Be careful when you carry out such a change for share reservations with different arrival and departure dates. If you extend a share reservation for one night, for example and apply this to all other sharers, all share reservations will receive the same arrival and departure dates. Of course, if one of the sharers has already arrived, Fidelio will not change the arrival date for this guest, but will update the departure date correspondingly.

If you update a share reservation by either removing or attaching a block code, Fidelio will always apply the change to all sharers. The reason for this is that if one reservation is attached to a block, all linked reservation shares also have to belong to the same block code.



Please note: Whenever you update share reservations, Fidelio will make sure that the changes will not conflict with the availability situation in the house. If that is the case, you will only be allowed to carry out the change if you have special rights to do so. When updates to share reservations concern blocks, Fidelio checks whether the respective block is elastic or non-elastic in order to ensure that a sufficient number of rooms is available. This is necessary to allow you to increase the block or borrow further rooms, if necessary.

Combining and Breaking Shares

Using the functions **Combine Share** and **Break Share (Options** menu on the Reservation, Arrival and In-house screens) you can *combine* two individual reservations into two shared reservations, as well as split up a share reservation into two separate reservations again.

Whenever a break or combine share is conducted, Fidelio will automatically make an entry in the userlog. This will make it easy to identify the movement of such reservations.

Combine Share. This function is used when you want to assign a room number that is already occupied/ pre-allocated to a reservation and the reservation dates overlap or when you want to combine two or more reservations.

A **Combine Share** does not just apply when you select the respective menu option. For instance, when you use a room move to put a guest into the room with another guest in house, these guests will become sharers. Fidelio therefore recommends using the option **Combine Share** rather than the option **C Move** in cases like this.

Break Share. This option is used in order to split a share reservation. Fidelio will not simply let you remove the share number from the **Room Number** field in order to split a share reservation. When you attempt to do this, an appropriate message will be displayed asking you to use the **Break Share** option instead.

Whenever you use the options **Delete**, **Break Share** and **Cancel** for share reservations, Fidelio will display a list with all sharers and allow you to break the share individually or for all sharers.

As combining and breaking shares affects the availability of the hotel, Fidelio takes extra care to safeguard against any potential problems when you select these options or when another user action, such as a room move or a change of the departure or arrival date might result in a combine or break share.

For example, when you increase the number of nights on an in-house reservation (using the **In House** option or [Ctrl+F3]), Fidelio will check whether the room number has been pre-allocated for the respective dates. As this would effectively result in an unwanted combine share operation, Fidelio will not let you proceed. You will first have to remove the room assignment before being able to extend the stay.

Let us take another look at our example share reservations.

Smith arrival 24th - depart 28th April
Jones arrival 27th - depart 30th April
Wells arrival 29th - depart 10th May

Reservation

Entering the Reservation Detail

If you attempt to use the option **Break Share** and **S Break This One** on the Jones reservation, Fidelio will provide a warning message and inhibit the function, as breaking the share would mean that the remaining two reservation would no longer have any overlapping dates. In a scenario with various sharers and different arrival and departure dates, you have to break either the beginning or end sharer first or use the **A Break All** option and then recombine the remaining share reservations.

The same controls would apply if you attempt to update the Jones reservation to depart on 29th April as this would have the same effect.

Whenever you carry out a change for one sharer and choose not to “*Change other sharing guests as well*” Fidelio will automatically break the respective share reservation. This applies, for example, in all the following cases.

- Moving a reservation to another room via **[Ctrl+F3]**
- Moving a reservation to another room with **C Move**
- Changing room assignments and not applying them to all sharers
- Changing the arrival date of one sharer to a date after the departure date of an attached sharer

In each case, Fidelio will inform you of the break, remove the share number from the reservations and update availability accordingly.

Room Assignment

This option is used to assign room numbers easily and rapidly before checking in. When you select the **Room Assignment** option the following screen is displayed:

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99

Arrival 09/09/99
Group Order <Y/N>
Vacant Room Window <Y/N>
Rate Code
Market
Minimum Length of Stay 0
Room Type
Specials
Promotions
  
```


Figure 2-47 Room Assignment Guest Search

Field Explanation

Fidelio offers a number of selection criteria that help you determine which of the arrivals will display for room assignment. If you simply want to see all arrivals, press **[Page Down]**.

Arrival Date. The date prompt in this field always defaults to today's date. If you want to assign rooms for a future date, simply enter the date here.

Group Order. In this field you decide whether you want to display all guests in group order, i.e., alphabetically within the group to which they belong (enter **[Y]**) or whether you want to display all arriving guests for this day in alphabetical order (leave the default **[N]**).

 Please note: The display will be considerably faster if you display the guests by their respective groups.

Vacant Room Window. Here you decide whether you want Fidelio to help you search for a room (leave the default **[Y]**) or if you simply want to type in the room numbers for each arriving guest. In this case, you should enter **[N]** here. If you leave the default, when you assign a room by pressing **[Enter]** on a selected guest, Fidelio will lead you through the available room function (**[F3]**) and let you specify special room features.

Rate Code. If you want to assign rooms only to arriving guests with a particular rate code, enter that rate code here or select it from the pickbox available with an invalid entry.

Market. If you want to assign rooms only to arriving guests with a particular market code, enter that code here or select it from the pickbox available with an invalid entry.

Minimum Length of Stay. You can reduce the display of arrivals by entering the minimum number of days that the reservation is to be in house.

Room Type. If you want to assign rooms belonging to a certain room type only, you can enter the room type here or select it from the pickbox available with an invalid entry.

**Reservation
Room Assignment**

Specials. This field is useful if you want to assign rooms to guests that require special features of a room, for instance non-smoker rooms. Enter the *Specials* code here. If you want to specify more than one, separate them by commas or select them from the multiple pickbox available for this field.

Promotions. This field will only display if you have the parameter Promotions {promotions} ON. Enter a promotion code in this field to display arriving guests reserved for a particular promotion.

Group Name. This field will only display if you have entered [Y] in the *Group Order* field. If you want to display the arriving guests for a particular group only, enter the group name here.

This option also offers a *General Query* field which allows you to search for a set of rooms with the help of a dBASE formula. You can retrieve this hidden search function by pressing [**Page Up**].

After you have made your selection, Fidelio will display a list like the following, with all arrivals of the specified day or group.

RmT	Room	Name	Time	RCode	Rms	Adl	Prs	Depart
I ♥ Fidelio 6.20 Micros-Fidelio Demo Program 09/09/99								
SUI	S/318	*Able		RACK	1	1	1	10/09/99
DKN		Aceti		RACK	1	1	1	10/09/99
BTW	#124	Drake		GROUP_A	1	1	1	13/09/99 ROS0306#
BTW		Dyer		GROUP_A	1	1	1	13/09/99 ROS0306#
BTW	0130	Fay		GROUP_A	1	1	1	13/09/99 ROS0306#
SUI		Franklin		RACK	1	1	1	10/09/99
BKN		Gravit		GROUP_A	1	1	1	10/09/99 ROS0306#
BKN		Harris		CORP3	2	3	3	10/09/99
BKN	0207	Henderson		RACK	1	1	1	10/09/99
BKN		Levowitz		GROUP_A	1	1	1	12/09/99 ROS0306#
STW		Paretti		TENNIS	1	1	1	11/09/99
↓								
\$ 135.00 Windsor					C Boot Factory			

Quit with ESC	Select ↑↓	Choose with Enter ←→
C Check-In	A Profile	I Info S Share
OS	# DI	CL

Figure 2-48 Display of Arrivals Matching Search Criteria Entered

Fidelio shows the room type, assigned room numbers, guest name, scheduled arrival time, rate, number of rooms, number of adults and persons and the departure date. You can immediately recognize share reservations by the asterisk [*] in front of the guest name. In addition, Fidelio may display the following room status options in front of assigned room numbers.

- Room is assigned and dirty
- Room is assigned and out of service
- Room is assigned and clean (displays only if the property works with the additional status Inspected (only with parameter Additional Room Status INSPECTED {p_inspect} ON)

With the cursor keys you can choose the guest to whom you would like to assign a room number. As you move from guest to guest, Fidelio may use the two lines on the bottom of the screen to show the **VIP Code**, any **Remarks** from the guest profile or **Notes** from the reservation record if this information was recorded for the highlighted guest.

Available Options

↵ **Enter**. Select a guest with the cursor keys and **[Enter]**. You can change the room type, assign a room number and change the number of persons as well. If you enter a room number that belongs to another room type, Fidelio will change the room type automatically and will check the availability.

If you have left the **Vacant Room Window (Y/N)** default on **[Y]**, you have all options that are also available when you use the vacant room function key **[F3]**.

RmT	Room	Name	Time	RCode	Rms	Adl	Prs	Depart
SUI	S/318	*Able		RACK	1	1	1	10/09/99
DKN		Aceti		RACK	1	1	1	10/09/99
BTW	124	Drake		GROUP_A	1	1	1	13/09/99 ROS0306#
BTW		Dyer		GROUP_A	1	1	1	13/09/99 ROS0306#
BTW	130	Fay		GROUP_A	1	1	1	13/09/99 ROS0306#
SUI		Franklin		RACK	1	1	1	10/09/99
BKN		Gravit		GROUP_A	1	1	1	10/09/99 ROS0306#
BKN		Harris		CORP3	2	3	3	10/09/99
BKN	207	Henderson		RACK	1	1	1	10/09/99
BKN		Levowitz		GROUP_A	1	1	1	12/09/99 ROS0306#
STW		Paretti		TENNIS	1	1	1	11/09/99

\$	135.00	Windsor						C Boot Factory
----	--------	---------	--	--	--	--	--	----------------

Date	Days	Room Types	St	Arr Time	Smk	U/F	Attributes	DN
09/09/99	1		CL	:				

Figure 2-49 Search for Available Rooms

Fidelio will automatically fill the date, the number of days and the room type from the reservation detail of the selected arrival. As a default the room **Status** is clean (unless the hotel works with the additional *inspected* room status (only with parameter *Additional Room Status INSPECTED {p_inspect} ON*) in which case the default status is **IS** for inspected). If you want to see all available rooms, simply press **[Page Down]** from here. Otherwise, you can further specify a specific arrival time for the reservation. The system will then look for rooms that will be vacated before this time. All departure rooms whose check-out time is earlier or was left blank will be displayed. In addition, you can enter special room **Attributes** to further reduce the display of rooms.

Fidelio will display a list of rooms that match the criteria that you have entered. You can select a room by highlighting it with the cursor keys and pressing **[Enter]**. The selected room number will be filled into the **Room number** field on the room assignment screen. If you press **[Esc]** at this point, the room number will not be stored. Press **[Enter]** again to move to the next field and complete the entries for this guest record or **[Page Down]** if you want to move to the next guest record.



Please note: You cannot assign rooms to reservations with a generic room type. The system will not be able to offer any room numbers. You will first have to type in a proper room type for the reservation.

As soon as you have assigned a number, this room will be blocked for the respective period of time and taken out of the pool of available rooms.

If you assign a room number to a share reservation, the system will automatically assign this number to all reservation shares.

If you decide to change the room number of a share reservation using this option, Fidelio will ask you whether you want to update the other reservation as well. With **[Y]**, all share reservations will receive the changed room number. If you answer **[N]** this implies that the reservations will no longer share. In this case, Fidelio will carry out the **Break Share** function and update the availability accordingly.

Reservation Room Assignment

If you try to assign a room which has already been assigned to another reservation, Fidelio will inform you with an appropriate message and ask you to select the **Combine Share** option for this operation.



Please note: When you assign rooms for share reservations, the default **Date** on the vacant room window may differ from the arrival date of the selected reservation. This is because Fidelio needs to take the arrival and departure dates of all linked share reservations into account and will try to find a room for the whole reservation span, i.e., the earliest arrival date of the first sharer through to the latest departure date.

If you want to assign rooms for a reservation valid for more than one room, Fidelio will split the reservation before assigning the rooms.

If you assign a room for a block reservation with this option and the selected room number belongs to a room type which is either not available in the block or exceeds the number of available rooms, Fidelio will allow you to borrow a room. For your information, you will see the grid with available rooms in the block. Press **[Enter]** on the requested room type and date in the grid. Fidelio will display the message “*Not enough <room type code> left in the block on <date>. Borrow from another room type? Y/N.*” With **[Y]** Fidelio will display a list with available room types in the block from which you can borrow one by selecting it and pressing **[Enter]**.

Further Options

C Check-In. If the guest has an assigned room number, you can check him in by pressing **[C]**. The system will go through all the checks that are also carried out when you use the regular check-in option. If all the required information has been provided, Fidelio will display the message “*Check-in successful*”, print the keycards for the room and unlock the telephone for the room. At this point, Fidelio also displays any unreceived messages for the guest.

If the hotel requires the entry of the payment method before checking a guest in (*only with parameter Require Method of Payment at Check-In {askpmethod} ON*), if no payment method has been recorded for the reservation, Fidelio will display a *Payment Method/Credit Card Entry* window in which you have to enter the payment method code and, if required, the credit card number and expiry date.

If the parameter *Require Method of Payment at Check-In {askpmethod}* is ON and the method of payment box appears during the check-in process, and if a credit card interface is active, the user will have the ability to swipe a credit card. With the previous conditions met, Fidelio has the following functionality:

- Allows the ability to swipe the card.
- Allows the entry of the issue and start date (if required).
- If the EFT interface is on, and the EFT parameter *Credit Card Type Check* is Y, then Fidelio will go out to the EFT company for the card type.
- Fidelio will proceed with obtaining authorization details at check-in.



Please note: If you check in a sharer, Fidelio will ask whether the other sharer should also be checked in.

If the hotel works with virtual numbers (*only with license code Virtual Number Assignment {ex_didnr} ON*), and depending on the setup, the system will assign virtual numbers and display them for this reservation (with automatic assignment activated) or prompt you to select a number. If the guest has a permanent virtual number, Fidelio will display it.

If the room is dirty (DI) or has not been inspected (*only with parameter Additional Room Status INSPECTED {p_inspect} ON*), Fidelio will issue an appropriate warning message. You can still perform the check-in or abort it.

If you work with room discrepancy and according to housekeeping the rooms is still occupied (i.e., the room is marked as a SLEEP), Fidelio displays a warning message before checking the guest in.

A Profile. By pressing **[A]**, you can retrieve the guest profile screen. You can look up the guests's profile, select another profile, look up remarks or check the reservation history.

I Info. Press **[I]** to retrieve the standard guest info screen. You can create, read or change a message for the guest on this screen by pressing **[M]**. Press **[L]** for locator to enter where the guest can be found currently. With **[E]** you can access the Leisure module. With **[R]** you can display the right side of the reservation screen. Press **[T]** if you need to create a trace for the guest. If there is an open message, an “open” locator, an open trace or a leisure activity recorded for the guest, the **[M]**, **[L]**, **[T]** or **[E]** will blink. You can also read the confirmation letter if the guest has a special one (press **[C]**) and you can read remarks from the guest profile on this screen. If a lot of information has been entered for a guest, you can press **[Z]** for zooming in the whole “Remarks” window.

S Share. You can display detailed information on all guests sharing a reservation by pressing **[S]** on a sharer reservation. Share reservations are immediately recognizable by the asterisk **[*]** in front of the guest name. Fidelio will display a list with all guests sharing the selected reservation, the share number, the individual arrival and departure dates and all other pertinent reservation information.

Groups

After selecting this option, the following selection menu is displayed:

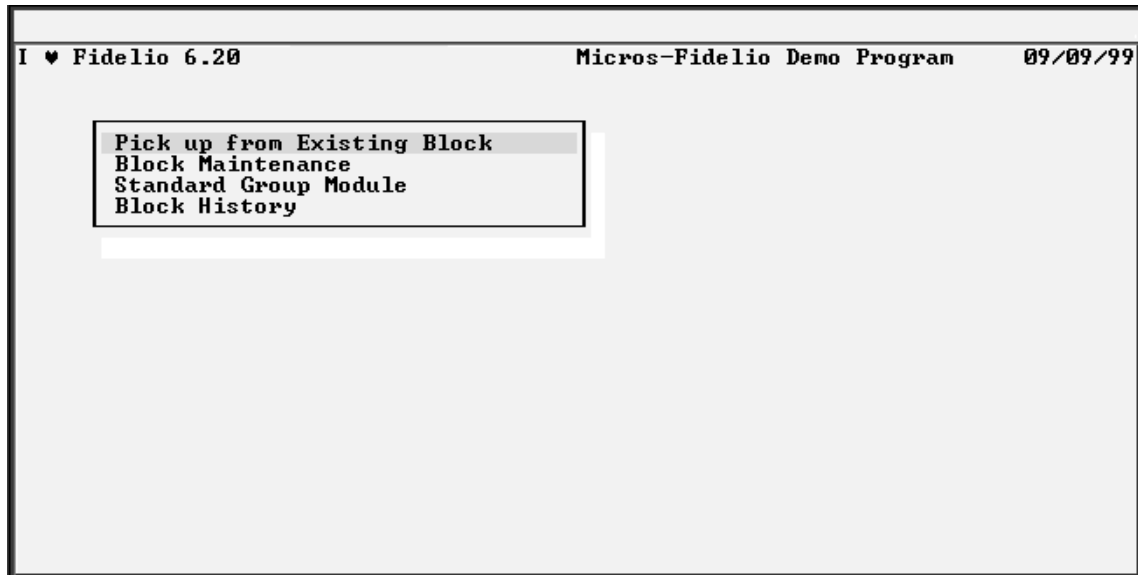


Figure 2-50 Groups Menu

Fidelio offers two different methods of handling group reservations. The **Standard Group Module** (*described here*) and the **Advanced Group Module**.

The major difference of the **Advanced Group Module** is that in order to define a group or an allotment, you first create a block (with option **Block Maintenance**). Once the block has been defined including detailed information such as varied selection of room types, rates, etc., it is opened for pickup. In order to pick up rooms, you can use the option **Pick up from Existing Block** (for groups) or pick up single reservations via the normal **Reservation** option (for allotments).

(For more detailed information on the conceptual differences between Standard Groups and Blocks, please refer to the section on *Block Maintenance*, beginning on page 2-95.)

In the following, the **Standard Group Module** will be discussed. Many of the basic options, such as the **Group** menu, are identical for the **Advanced Group Module**. Therefore, in the next chapter **Pick up from Existing Block**, page 2-91, only the differences to the advanced module will be described.

Standard Group Module

The **Group Module** is generally used to make reservations for five or more guests who have some features in common - e.g., they are all from the same company and are arriving on approximately the same dates or they are all members of an organized tour, etc. This module is specifically designed to manage reservations with various similar needs. Each group consists of two primary elements - a pay master, i.e., the original group reservation, and the reservations for the individual group members.

When you select the **Standard Group Module** option from the **Groups** menu, the following screen is displayed:

The screenshot shows a terminal-style window with the following content:

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99
-----
Source      [REDACTED]
Agent       [REDACTED]
Company     [REDACTED]
Group Name  [REDACTED]
  
```

Figure 2-51 Group Search Criteria

Use this screen select the group profile. At this time you can also link the group reservation to either a source, agent or company. If the group is not linked to any of these additional record types, it is sufficient to enter the name of the group for which you want to create the new reservation.

After entering the name of the group, press **[Enter]**. If the group has never been created before, the message “Group name not on file. Create new group record? Yes/No” appears. Answer **[Y]**. Fidelio displays an empty group profile.

or

If the group profile already exists, you will see a list from which to select the required profile. If you select the profile and press **[E]** to check that it is actually the profile you require, a screen similar to the following will appear:

Reservation Groups

```
I ♥ Fidelio 6.20                      Micros-Fidelio Demo Program    09/09/99
                                     GROUP PROFILE

Group Name   AA1777-Crew                Int. Group #           67
Country Code for Entire Group          Rate Code              [REDACTED]
Language     E                          Revenue                THIS YEAR LAST YEAR
City         [REDACTED]                 Room Nights            48           0
ZIP Code     [REDACTED]                 CXL                    0           0

CONTACT INFO:
Name         [REDACTED]
First Name   [REDACTED]
Greeting Code 6 Greeting                Phone                 [REDACTED]
Letter Greet. Dear Sirs                 Telefax               [REDACTED]

Remarks     [REDACTED]

PgUp PgDn   Correction   Remarks   Reservation   ESC
```

Figure 2-52 Sample Group Profile

Remember, this is only a *sample* of a group profile screen. Your screen may look significantly different. However, your profile probably contains most of the following information.

Typical Fields

Key Name. Typically an abbreviation for the group name which makes the group easier to search for. For example, if the name of the group is Walt Disney World European Consortium, the search name could be Walt Disney Europe. On the other hand, if the group is part of a series, you might call it **DWEC0105** (0105 might be the series number or the date the group arrives).

Group Name. This is the complete name of the group, as it should appear on their correspondence, etc. This field is usually quite large (about 60 characters) to allow the entry of the full name of the group (or tour company).

Address. This is the address of the group. Typically this section of the screen includes the *Street, State, Country* and *ZIP Code*. Once the country has been filled in, the name of the country appears at the bottom of the screen. Usually, fields for *Telephone, Fax* and/or *Telex* number are included somewhere on this screen.

Master Acct. This option is only used by some properties. If you work with it, you will only find it on the travel agent/company/source screen. Let us assume that your hotel has a lot of guests from the various subsidiaries and/or branches of the company IBM. In order to make reservations and guest file handling easy, it will make sense to have different files for every branch or subsidiary that makes reservations. For your company statistics, however, it is useful to see what your total revenue of IBM is. For this purpose, you use the *Master Account* field.

If you enter a new record for IBM Germany, you would link the record to the complete company statistics by entering the code of the master account in this field. If you do not know whether a master account was defined for this company, enter a letter or number in the field and press **[Enter]**. A pickbox with all available master accounts is displayed. Choose the correct one or press **[Esc]**, if none of them coincide with your company.

Routing Instructions. This field is only displayed for travel agent/company/source profile and only works with the company profile. Here you enter which department codes the company usually pays for when it makes a reservation for a guest. The following entry would be typical:

RT, TL, 200

This would mean that the company pays room and tax, telephone and breakfast for the guest. The rest of the charges would remain on the guest's folio. When a reservation is linked to the company and you enter **Routing Instructions** under **6 Options**, Fidelio displays the message "*Company has default routing instruction. Do you want to insert them? Yes/No.*" If you say [Y], Fidelio inserts the default into the guest's billing instructions. In our case, room and tax, telephone and breakfast would be billed directly to the company (for more information on how to set billing instructions refer to *Billing* on page 4-3 of the Cashier User Manual).

Group Contact. The last name of the person who is the contact for the group.

First Name, Salutation, etc. Again, these fields relate to the group contact and indicate the contact's first name as well as the form of address to be used in any correspondence. (You may also have a *Language* and/or *VIP code* attached to the group contact.)

Billing Contact. This field is used to identify to whom any financial correspondence for the group should be addressed. For example, you might put something like "*Attention Accounts Department*" here.

Comments. This single, long field can be used to hold any special information you need to record on the group profile.

Commission. This field shows the commission percentage that will be paid to the travel agent for this particular group (if you are using the Fidelio Travel Agent Processing module, this field would contain the commission code).

Last Activity/Last Rate. This is filled in by the system during night audit if the group has had any prior stays in the hotel.

Potential. This field is where you can record the potential number of rooms you think this group may provide. The figure can serve as a comparison with actual materialization later on.

Group Rate. If you have quoted a special group rate for this group, you can enter the rate code here and this will be assigned to each of the group members when the *rooming list* is entered later on.

A/R Number. If this group has an A/R number, it will be displayed here.

Statistics. This information is completed during the night audit and remains permanently attached to the group. It can include:

Arrivals	Number of arrivals expected for this group
Room Nights	Number of nights generated by this group
No-Shows	Number of no-shows produced by this group
Cancellations	Number of cancellations generated by this group
Revenue	Revenue generated by this group

Record Type. All group records have record type [G], which is used to distinguish the information from other record types - travel agent, source, etc.

Once you have completed this information, the line at the bottom of the screen appears with the possible options.

Available Functions

PgUp. Pressing [Page Up] scrolls forward through the Group profiles.

PgDn. Pressing [Page Down] scrolls backwards through the Group profiles.

Correction. If you select **Correction** and press [Enter], you can access the profile to make any necessary changes.

Remarks. If you select the **Remarks** option and press [Enter], you can add (or modify) a remarks notation to this group profile. Once remarks have been put on the group profile, the **Remarks** option will blink whenever the profile is displayed.

Reservation Groups

Reservation. Selecting **Reservation** and pressing [Enter] allows you to create or modify a reservation for the group.

2nd Address. (Only with parameter *Additional Address Information {guestaddr2}* is ON.) Select this option to view a second address for the group profile. If the appropriate user rights have been assigned, then the user is able to make changes to the second address.

Esc. Pressing [Esc] aborts the process and returns to the **Reservation** menu.

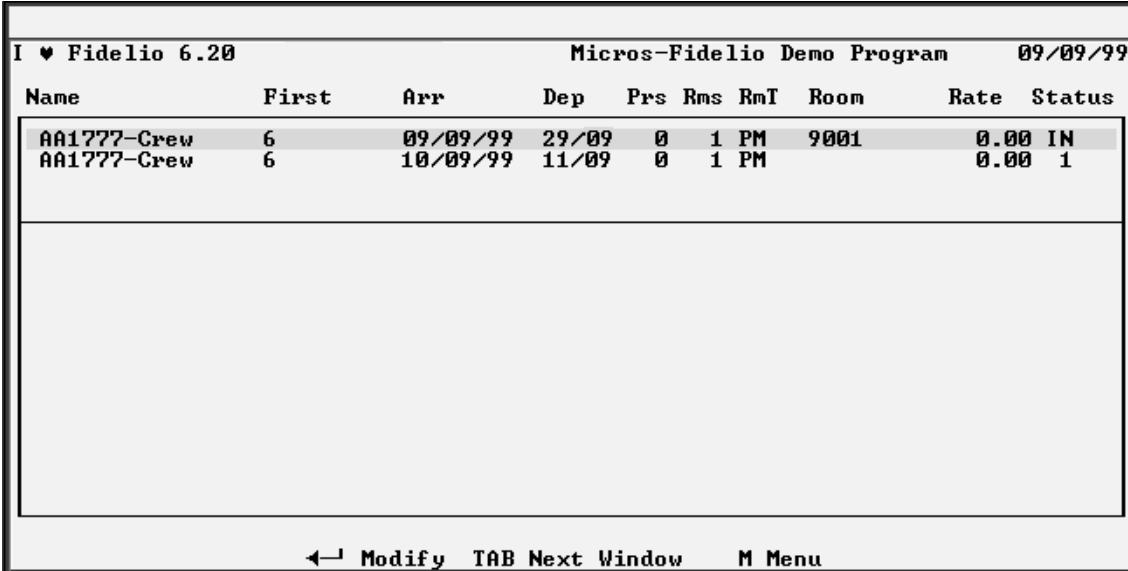
To continue creating a new reservation, press [Enter] on **Reservation** and the reservation screen displays with the **Group** menu behind it. The group reservation screen is identical to the regular reservation screen seen when making a **New Reservation** (see *explanation beginning on page 2-17*). However, there are two small differences:

Adults/Children/Room. In this field you must enter the number of adults and children that will be occupying *each* room (of the type defined in the field **Room Type**), not the total number of persons in the group. So, if you are defining the doubles and the singles separately, you will make two reservations. For the doubles you will enter 2 here and for the singles you would enter 1.

Number of Rooms. This is the number of rooms *of this room type* that the group will have.

Fidelio will pick the default rate from the company, agent or source (if this was defined) and use it for the group. Similarly, if you defined a rate on the group profile, this rate will be used for all related reservations. If the rate code you are using produces a different rate (depending on the number of guests in a room), Fidelio will adjust the rate accordingly when the rooming list is entered.

When you have completed all the fields on the screen, the reservation screen will disappear. On the screen will now be the **Group windows**.



The screenshot shows a terminal window titled "I ♥ Fidelio 6.20" with the subtitle "Micros-Fidelio Demo Program" and the date "09/09/99". The main content is a table with the following columns: Name, First, Arr, Dep, Prs, Rms, RmT, Room, Rate, and Status. The table contains two rows of reservation data for "AA1777-Crew".

Name	First	Arr	Dep	Prs	Rms	RmT	Room	Rate	Status
AA1777-Crew	6	09/09/99	29/09	0	1	PM	9001	0.00	IN
AA1777-Crew	6	10/09/99	11/09	0	1	PM		0.00	1

At the bottom of the screen, there are navigation options: "← Modify TAB Next Window M Menu".

Figure 2-53 Group Windows

The reservation you have just created will appear in the top window. The top window will hold the group masters and any as yet unsplit group records (i.e., those records that are still contained as a single reservation, without guest names). Once the individuals have been split from the group master, their reservations will appear in the bottom window in arrival date order. This way you can see exactly what has been picked up and what is still available. Press [Tab] to move from window to window.

The information shown for each reservation in the group window includes:

Column Explanation

Name. The name (i.e., **key name**) of the group.

First Arrival. This is the date when the first group guest will arrive.

Departure. The date that the last group guest will depart.

#People. The number of people per room.

#Rooms. The number of rooms (of the specific *room type*) that have been reserved for this group.

Room Type. The room type for this reservation.

Room #. The room number assigned to a group member or posting master. This will only appear in the bottom window, once a rooming list has been entered.

Rate. This is the rate associated with this particular reservation.

Status. The current status of the reservation - is it checked in, canceled, still reserved, etc.

Group Menu

Once the group reservation has been completed, press [M] for **Menu** or [Space] to display the **Group** menu. The menu options are speed key, which means the options on the menu can be accessed by typing the letter or number of the option from the group reservations windows. If you cannot remember the menu option, simply press [M] for menu or [Space], select the option by typing the letter or number of the option or highlight the menu option and press [Enter].

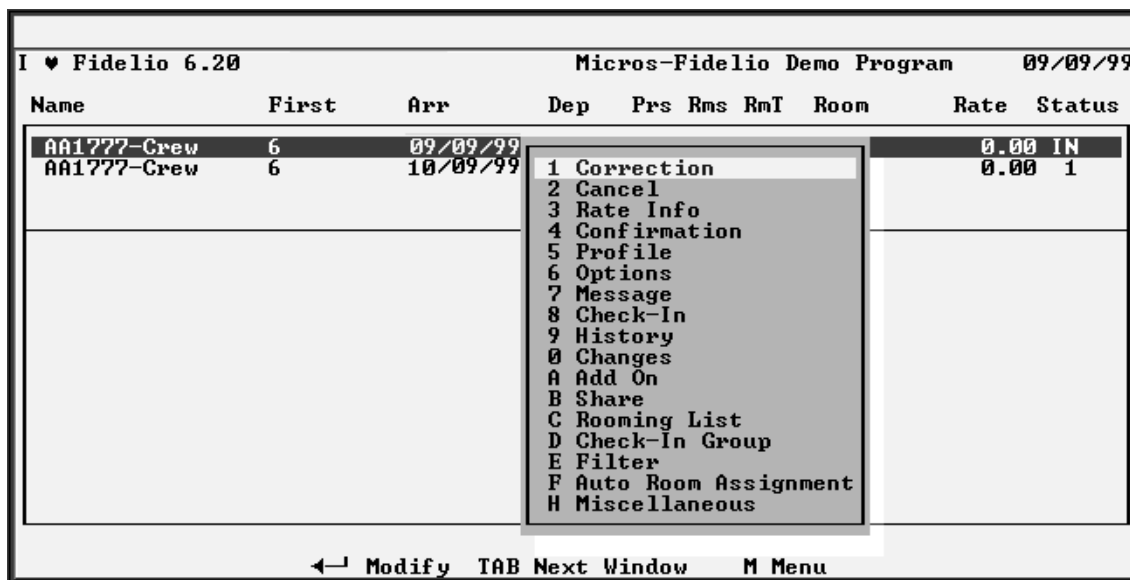


Figure 2-54 Group Menu

Whichever record is highlighted when you choose a menu option in **Groups** is the record which will be affected. For example, if you press [Tab] and move to one of the reservations for an individual in the group and then choose option **3 Rate Info**, the individual reservation rate information will display. Remember to highlight the record you wish to receive information about.

Reservation Groups

Menu Options

1 Correction. Highlight the record you would like to correct and press [1] for **Correction**. The reservation for the record will appear. Changes can be made by moving the cursor to the field you would like to change and making the change. If you make changes to the group reservation fields and exit the screen, Fidelio shows the following window:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
RESERVATION					
Name	First	Arr	Dep	Prs Rms RmT	Room Rate Status
AA1777-Crew	6	09/09/99			0.00 IN
AA1777-Crew	6	10/09/99		1 Correction	0.00 1

Arrival	10/09/99	Friday	Conf./Share 5/	R
Nights	1	1 Night	Discount in \$	0.00 in % 0
Departure	11/09/99	Saturday	Discount Reason	Channel FAX
Adult/Chld/Prm	0			
Number of Rms	1			
Room Type	PM			
Room No				
Rate Code	COM			
Rate	\$			Amnt. 0.00
Resv. Type	1			C/O Time 08:00
Time	:			Interest
Block	AA1			24/06/95
Market	GCO			
Source of Bus.	NAC			
Confirmation			Notice Room+tax a/cto. AA	

← Modify TAB Next Window M Menu

Figure 2-55 Apply Changes Menu

If the change should only apply to the guest, choose option one; if you want to affect the entire group, choose the second option. The third option can be helpful when you work with a block from which rooms are picked up at different times. You may want to increase the rates for all group members arriving the weekend of a special event, but not for others. You can also apply the change to **Only Non-Sharing Guests**, **Only Sharing Guests**, **Only Guests with same Room Type** or **Selected Group Members**.


Changes to group members will only be made to those records where the original information of the field exactly matches the original information in the record that was changed.

Some examples have been provided to help you better understand how these criteria selections will work.

- Let us assume, for example, that you change the rate code of one group member from GRP_1 to CORP1 and then apply the changes to **Only Non-Sharing Guests**. Fidelio will check each group member that does not have a sharer number and has the rate code GRP_1 and change it to CORP1. Those group members which have either a sharer number or a different rate code will be ignored.

The principle described above is applied in all cases. As you can imagine the examples are endless if multiple modifications are made at the same time. The rules are exactly the same.

- In the case where the user selects the option **Selected Group Members**, Fidelio will display a list of all the group members that would be eligible for at least one of the modifications. For instance, you picked a group member and you changed the member's Reservation Type from 1 to 4, and at the same time modified the Rate Code from GROUP1 to GROUPBB. Then you selected **Selected Group Members**. Fidelio displays a list of the group members that either had a Reservation Type of 1 or a Rate Code of GR.

 Please note: Fidelio will only apply changes to those group records where the original information in the field exactly matches the original information of the record that was changed.

More examples:

3. Let us assume, that of a group with ten guests five group members have the rate code RACK and the other five have the rate code GRP_SPEC. You modify one of the RACK reservations by changing the rate code to CORP. If you select to apply this change to the entire group, Fidelio will update the five reservations with the RACK rate code to CORP and will not change the remaining five.
4. If you carry out changes to fields that influence the availability, such as rate, room type or arrival and departure dates, Fidelio will only let you update the entire group if there are enough rooms available. For share reservations and changes influencing availability, Fidelio will first display the message “*Change other sharing guests as well?*” and then display the standard **Apply Changes** window. Take special care not to contradict your own choices, such as answering [N] to the prompt “*Change other sharing guests as well?*” and then selecting [Y] to “*Change all members of the group?*”



Please note: The **Apply Changes** window will be displayed whenever you make a change to any of the group members, record or change a message, add a trace or action trace or use any of the other **Group** menu options to modify a given group reservation.

Once you have finished the correction or changes, press [Esc] to exit the record and the screen returns to the two group windows.

2 Cancel. Highlight the record you would like to cancel and press [2] for **Cancel**. If the cursor is on the group master, the message “*Cancel entire group? Yes/No*” is displayed. If it is on a group member, the message “*Cancel this reservation? Yes/No*” appears. If you say [Y], a pickbox with cancellation reasons is displayed from which you have to choose one. The cancellation reason will appear together with the date, time, cancellation number and the user ID. As in Reservations, all cancellation numbers start with an [X]. Press [Esc] to leave the cancellation window. The status of the reservation will now change on the screen to CX. If you subsequently try to correct this reservation, the message “*This reservation was canceled, do you want to reactivate it? Yes/No*” appears. When you choose [Y], the reservation will return to an active status.

3 Rate Info. Highlight the record for which you would like to display the rate information and press [3]. Fidelio will display a window with all defined currencies, from which you can select one with [Enter]. The **Rate Info** screen will show the rate, tax and any extras for each day of the reservation request, the calculated total for the stay and the selected currency at the bottom. In addition, Fidelio will display any deposits made towards the reservation and deduct the deposit from the total cost for the stay.

4 Confirmation. Highlight the record for which you would like to preview the confirmation letter and press [4] for **Confirmation**. The confirmation letter for this record will now display on the screen. You can change the letter in this screen. After you have pressed [Esc], the message “*Do you want to store changes? Y/N*” appears. If no confirmation letter is specified in the reservation, nothing will be printed.

5 Profile. Highlight the record for which you wish to see the guest profile and press [A]. This record is the exact information that was used to create the information at the beginning of the reservation process. The menu options displayed at the bottom of the screen include:

Correction	Select Another Profile	Remarks	History	OK
Special Fields	Options			

Using **Correction** you can make changes or corrections to the group profile displayed on the screen. **Select Another Profile** is to attach a different group profile to the group. **Remarks** is a free-form area to add information for this guest record. The **History** option is used to access previous stay information to the group profile. The **Special Fields** are used by special user rights to enter or change information to commissions (*only for travel agent profiles*), set the availability override flag, set the profile on the blacklist or cashlist and record a corresponding message, and define the A/R account number, and **Options** are used for additional profile information. Selecting [OK] (or [Esc]) returns you to the group reservation windows. If your property is using the Additional Address Information parameter {guestaddr2}, use **2nd Address** to add or change a second address to the profile.

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6 Options. The **Options** menu is identical throughout Fidelio.

Routing Instructions. With the routing instructions menu you can send charges of certain department codes automatically to the second, third or fourth window or to other folios in other rooms at the time of posting. The user can choose between the folio and the second address of the profile and make changes to that second address for the routing instruction if the user right to make changes has been assigned. It is only possible to select the second profile address for the same room on the routing instruction if the parameter Additional Address Information {guestaddr2} has been activated. The **Info** option under Routing Instructions displays the selected address. You can define a routing period if you would like to restrict the rerouting of postings to a certain period (for more information on Routing Instructions refer to *Billing* on page 4-3 of the Cashier User Manual). If you want to route postings of an individual reservation to a company, agent, group, etc., you should link the reservation with the company, agent, group, etc. first via the **Agent/Company** option.

Agent/Company. With this option you can link a company, travel agent, reservation source or group name to the reservation. You can also view and modify the given address, although this information has usually been recorded with the reservation. Each of the **Source**, **Agent** and **Company** fields function the same way. Move your cursor to the first required field (say, **Agent**) and type the first few letters of the travel agent's name. Press **[Enter]**. Fidelio displays a list of existing profiles from which you can highlight a profile and press **[E]** to view or edit the selected profile. Press **[Enter]** to select the profile for the reservation or press **[N]** to create a new profile, if the agent you want does not exist. If default rate codes have been recorded for a company, agent or source profile, this is indicated by a single dollar sign (\$) for one rate code and by a double dollar sign (\$\$) for two or more rate codes. In addition, Fidelio will display the default rate code with the highest sequence number in the **RCode** field. Press **[R]** for **Rate Codes** if you want to view all default rate codes recorded for the profile. If you select a profile with a default rate code, Fidelio will also display an appropriate message.

Fixed Charges. Here you can view, modify and enter any fixed charges. Fidelio posts fixed charges as well as room and tax automatically during the night audit and when you print an advance folio.

Special Fields. If you have defined any fields in the extra reservation fields screen, then you can view and modify them here if you have the rights to do so. It is possible that Fidelio displays this optional reservation screen automatically each time when the main reservation screen has been edited (*only with parameter Automatically Edit Reservation Option Screen {p_resscr2} ON*).

Deposit. Here you can enter a deposit towards a reservation before the guest has checked in. After selecting this option, you have to enter your password. Fidelio will display pertinent information about the guest, including deposits requested and deposits paid. Select the method of payment from the pickbox and enter the amount received. Fidelio will then ask whether you want to print a receipt.

Now you can change the reservation type. Let's assume that the guest had "non-guaranteed deposit expected". Of course, you would want to change the reservation type to "guaranteed deposit received". All available reservation types are displayed in a pickbox. Choose one and press **[Enter]** or press **[Esc]** if you do not want to change it. The deposit amount will automatically be transferred to the guest folio at check-in.

Delete. Deleting a reservation removes the data completely from the system. This is used when you have made a complete mistake while entering a reservation and would prefer to re-enter the entire reservation rather than correct the first one. This action does not update the guest, agent or company history. Fidelio acts as if the reservation never existed. You cannot delete a reservation which has a deposit. You must first clear the deposit in the cashiering module.

Please note: You can delete canceled reservations as well as active reservations.

Auth. Direct Bill. If the guest wants to check out and have his balance transferred to a city ledger account, city ledger check-out must be authorized with this option first (only if parameter Use City Ledger Check-Out Authorization {chkclauth} is ON).



Package Options. (Only with parameter Advanced Package System {par_packag} ON.) If you work with the advanced package module, Fidelio displays the following window:

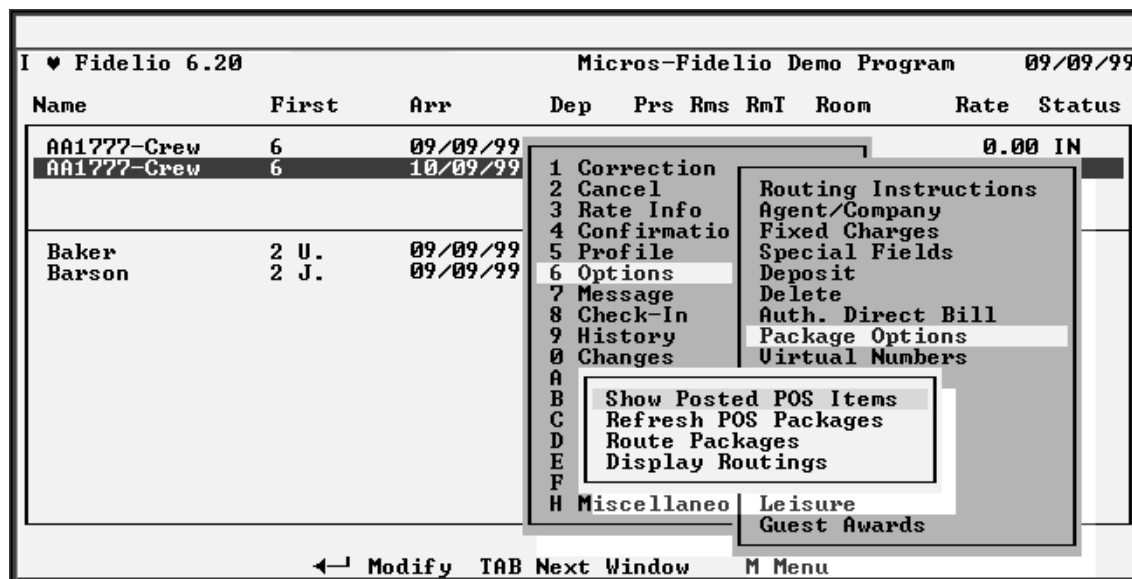


Figure 2-56 Package Options Menu

Show Posted POS Items. This displays a list of all package elements for which an allowance has been created. The creation of the allowance is done automatically by the system at check-in and during the night audit.



Please note: Allowances are only created for the same day. This means that if a guest has a breakfast package, you will only see the allowance for the current date and the previous days, but not for the next day.

Refresh POS Packages. This option checks and updates any changes you made to POS packages concerning the reservation. It is necessary to run this option if you attach a new POS package code to the reservation change or remove an attached package code or when you change the rate code to another rate code with different POS packages. It is only necessary to refresh POS packages if the guest has checked in already.

Route Packages. (Only with parameter Allow Package Routing {p_packrout} ON.) If the property works with package routings, the options **Route Packages** and **Display Routings** are displayed here. The **Package Routing** option allows you to redirect package allowances from one account to another. For example, all group member package allowances could be directed to the group master folio or the children's charges could be directed to the parents' room. This facilitates the posting of charges to one account while considering multiple rooms.

Select the **Route Packages** option to redirect the package allowances to another guest or room. You can **route packages** to reservations and checked-in guests that do not already have a routing to another room and whose arrival and departure dates correspond to the date range of the reservation for which you want to add the package routing. If the reservation for which you want to add a package routing is already checked in, then only checked-in rooms are available for selection.

When you have selected the target room, Fidelio will display the message "Use other allowances on target room?" Here you determine whether the target room can exceed its own allowance and use allowances that might be available from the other source rooms. This might apply in the case of a family, where the package allowance from the children are routed to the parents' room, but certainly not in the case of a group.



Please note: Fidelio will only redirect package allowances to a checked-in room. If the target room is not checked in at the time of posting, Fidelio will post to the source room and remove configured package routings. During the check-in of a guest, Fidelio will make sure that the target room for the package routing has already

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checked in. Otherwise the system will display an appropriate warning message and allow the user to cancel the check-in or to remove the package routing.

If you have already routed the package postings to a reservation once, it is not possible to re-route them to another reservation. For example, if you have routed the package postings from room 108 to 113, it is not possible to redirect the charges from room 113 to 120. Fidelio will display the following message “*This reservation has packages routed from other reservations. Package routing not possible.*”

When you **Route Packages**, you redirect the package *allowances* for all POS package postings connected to this room. The system will add up all package allowances accumulated on the target room in order to produce a total for the particular department code allowance (for more detailed information refer to *Package Elements* on page 3-30 of the Rate Management Setup Manual).

Display Routings. Selecting the **Display Routings** option for a reservation, you can identify whether the reservation serves as a source or target room, i.e., if the reservation has package routings to another room or if the room receives package allowances from other rooms.

For target rooms, the **Display Routing** option displays a list of guests who have a package routing set to the selected room/reservation. The information includes guest name, room number, arrival and departure date, the status of the reservation and whether other allowances on the target room can be used ([Y] in the column **Other**). You can press **[Delete]** to remove a package routing. Fidelio will go through the standard checks for the deletion.

Virtual Numbers. (Only with license code *Virtual Number Assignment {ex_didnr} ON.*) This option is only displayed if the hotel uses virtual number pools. In this case, you can select the **Virtual Numbers** option to assign a virtual number to a guest in house, view, modify or remove it. You cannot assign virtual numbers to reservations. The use of this option depends on how the hotel has set up the virtual number pools and is usually determined by the functionality of your telephone system. Up to five number pools are available. They can be room-based or guest-based and can have various assignment rules.

Fidelio can assign virtual numbers automatically at check-in or prompt the user to assign numbers at check-in or you can assign numbers with this option only. After selecting this option, Fidelio will either display any virtual numbers that have been assigned to the guest or display the message “*No virtual number assigned for this reservation. Do you want to assign one? Yes/No.*” With [Y] you will receive a list of active virtual number pools (for example phone, fax, mobile) from which you pick the required line pool with **[Enter]**. Next, Fidelio will display a list with numbers from which you can pick one. If the guest has a permanent number linked to his guest profile, Fidelio will indicate this number and suggest it for selection. If the room has not been activated for the selected number pool, Fidelio will display an appropriate message. Once you have picked a number, Fidelio will display the selected pool and number in a picklist. You can insert a new number by pressing **[Insert]** or remove a virtual number assignment by selecting the number and pressing **[Delete]**.

Please note: You can only assign one virtual number per reservation and pool. Therefore if you have to change a virtual number, you first have to remove the existing number and then assign a new one.

If you assign a room-based virtual number for a share reservation, Fidelio will apply this number to all associated checked-in sharers. If you remove a virtual number with an assignment-required pool, you will not be able to exit the option without assigning a new number.



Break Share. Using this function you can break an existing share reservation. Breaking a share reservation means that you can separate two (or more) shared reservations and form two (or more) individual reservations, thus influencing the availability. To do this you place the cursor on one of the “share” reservations and select this option. A screen like the following is displayed.

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99

                Guests sharing with PARETTI
            From 09/09/99 To 11/09/99  <Share number: 319>

Room-RmT-#  Name                Arrive-Dep  Rate  Balnc-Agnt/Srce  Group/Comp-ST
-----
152 SKN    1*Paretti, E.          09/09  11/09   70    0 Uista Trav AA1777-Cre 1
152 SKN    1 Porter, E.            09/09  11/09  150    0 Uista Trav AA1777-Cre 1

                                  ← Info  S Break This One  A Break All
  
```

Figure 2-57 Break Share

You can see all reservations sharing the selected reservation (marked with an asterisk * in the list). If you require more information, press **[Enter]** on any of the records to display the guest info screen. If you want to break apart all listed share reservations, press **[A]** for **Break All**. Fidelio will check availability, remove the share links and finally display the message “*Share break successful.*” If you only want to separate one of the share reservations, select that reservation and press **[S]** for **Break This One**.



Please note: Fidelio will only let you carry out an individual break if this will not result in breaking the complete share.

If you attempt to break a share reservation which is attached to a block, Fidelio checks whether there are enough rooms in the block and if necessary, makes use of the borrowing technique. If there are not enough rooms in the block, Fidelio will increase the block by the number of rooms required for the break of the share, if the block has been marked *elastic*. If the block is not elastic and there are not enough rooms left in the allotment to break the share, then Fidelio will not let you break the share.

For further details regarding the handling of share reservations refer to *Handling of Share Reservations* on page 2-58.

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Combine Share. This option allows you to combine two individual reservations into two shared reservations. When you want to combine reservations, select one of the reservations and then select this option. You can enter the name of the sharing guest or press **[Page Down]** for a list of all reservations available for the share. Fidelio will display a list of reservations with overlapping dates and/or the same block code. On the top of the window you can see the details of the selected reservation.

Room	RmT	#	Name	Arr	Dep	Rate	Ad/Ch	Agnt/Srce	Group/Comp	ST
140	BKN	✓	Barnes, Laura	09/09	14/09	90	1/0	Vista Trav	AA1777-Cre	IN
115	IDNS	✓	Broadhurst, Ch	09/09	15/09	150	1/0	Woodside T	AA1777-Cre	IN
205	DKN		Andrews, Willi	09/09	10/09	160	1/0	Apex Trav	AA1777-Cre	IN
221	BTW		Brewster, Maur	09/09	14/09	150	1/0		AA1777-Cre	IN
116	KC		Cameron, Gene	09/09	15/09	206	2/0	Goodwood T	AA1777-Cre	IN
218	DKN		Mehta, N.	09/09	17/09	140	1/0	Omni Trav	AA1777-Cre	IN
211	DKN		Müller-Elmau,	09/09	12/09	156	1/0		AA1777-Cre	IN
315	ITW		Dear, Walter	09/09	13/09	130	2/0		AA1777-Cre	IN
237	BKN		Mapes, Steve	09/09	15/09	150	1/0	Moog Trav	AA1777-Cre	IN
107	KNS		Richardson, Pe	09/09	15/09	90	1/0		AA1777-Cre	IN
123	BTW		Thompson, Henr	09/09	10/09	150	2/0	Vista Trav	AA1777-Cre	IN
226	DKN		Warner, Ed	09/09	15/09	135	1/0		AA1777-Cre	IN
142	STW		Al Matrouk, Fa	09/09	10/09	90	1/0		AA1777-Cre	IN

Figure 2-58 Combine Share

Select the other reservation with **[Enter]**. Fidelio will ask “Share with [guest name]? Yes/No?” If you answer **[Y]**, Fidelio will build the share, assign the internal share number, update the availability accordingly and finally display the message “Guests now sharing in room S/nnn. Please check rate and persons.”

If you combine two block reservations into a share, Fidelio will update the available rooms in the allotment and add the freed room to the block again.

Show Share. If you want to see all reservation shares of a highlighted share reservation (marked with *), select the **Show Share** option. Fidelio will display the details of the selected guest on top and a list with corresponding share reservations below. The information includes share number, room type and number (if assigned), name, arrival and departure dates, rate, balance, any attached profiles and the reservation status. For this display, the asterisk in front of the guest name indicates the reservation that you have currently selected.

Traces. This function is similar to **Messages** in that you can create a message and attach it to a guest reservation. However, the difference is that a **Trace** is a message not to the guest, but to your colleagues and it requires an *action* and a specific *action date*. Let's look at an example. Suppose you are making a reservation for a guest and the guest says “I will need a roll-away bed for my young son.” What do you do? Well, somehow you need to advise Housekeeping that they need to put a roll-away bed in the room. But the guest is not coming for a week and you do not know which room he will be in. This is where the traces can really help. Since you have the reservation in front of you, select the **Options** option and then select the **Traces** option. If there are no other traces for this guest, Fidelio tells you this and asks if you want to make one. You must first select a trace department (i.e., who is to be advised). Fidelio shows you all the available trace departments. Select Housekeeping. Next, Fidelio presents you with a pickbox of common requests from Housekeeping -if *Requests Roll-away* is there, all you have to do is select it. If it is not, you need to press **[Esc]** and type the request free-form. When you have either typed or selected the text, press **[Enter]** and you will be prompted to enter the trace date. This is very important as the date you enter here is the date Fidelio will notify Housekeeping (by the Trace Report) that a roll-away bed is needed. You also see the text you entered/selected. At this point you can change it, if necessary. Press **[Enter]** to complete the trace. Fidelio shows you your completed trace. At this point you can press **[Enter]** to modify the trace or the date; **[Insert]** to create a new trace; **[Delete]** to delete a

trace; or [*] to resolve the trace (This means that you have done whatever was requested and you are marking the trace as completed.) To exit this function, press [Esc] and you return to the menu.

There is a special type of trace called **action**. This could be thought of as a “smart trace” as it is used to automatically change guest information. Let's say your guest plans to stay from Friday to Tuesday. On Friday and Saturday he is eligible for a special weekend rate. On Sunday and Monday his rate must change to a corporate rate. This means that the rate code and thus the rate, must be changed on Sunday. You could make a note to change the rate on Sunday morning, but the “smart trace” can make this change for you automatically. All you have to do is select the **Options** menu. Select **Traces** and make a trace in exactly the same manner as above. However, when you are offered the pickbox of trace departments, select **Actions** instead of a specific department. Fidelio now lists a series of possible changes. You can elect to change the market code, the source code, the rate code, the actual rate or the number of adults or children. Pick the rate code and press [Enter]. Fidelio asks you when the rate code is to be changed. Enter Sunday's date. Fidelio will now change the rate immediately after the night audit on Saturday night. When you use this function, there can be no mix-ups, mis-postings or rebates because of someone forgetting to manually change the rate.

When you apply an action trace (ACT) for the **Entire Group**, for example a market code change, room rate change, etc., Fidelio will check whether the group members already have such a trace applied for the same date and display appropriate messages accordingly, such as “*Traces added*” or “*Members already have this trace.*”

When you apply an action trace for the **Entire Group**, Fidelio will not apply the trace to group members whose departure date is the following day, as they will no longer be in house when the trace will take effect.

Credit Cards. You can only access this option if you are using the credit card interface. When you select this option, Fidelio offers you the following choices:

Enter Approval Code. The only time this option is used is if your credit card interface is down and you need to enter an approval amount and approval code manually by calling the credit card company. You are asked to enter first the approval amount and then the approval code (provided by the credit card company). Fidelio will log any entries made into these fields into your user logfile.

Authorization Rule. This feature only works for EFT interfaces which support preauthorization and where the parameter Auth./Settlement at Check-Out in the **Functionality Setup** from the **Credit Card Interface** option is set to [N]. Users with the right to change the authorization rule can choose between the standard rule as defined in the **Setup** program and the following two special rules at any time prior to or during the guest's stay. As the cost of accommodation is often paid not by the guest but by the company, it is useful if the hotel can set a lower authorization amount, for example by excluding the cost of accommodation from the calculated authorization amount. Simply enter the corresponding number for changing the authorization rule or enter [0] for a pickbox.

Rule 5 Amount The field **Amount** will default to the value as defined in the configuration program, but you can overwrite the amount any time. The entry in **Precalculated Amount** will then be replaced by this value.

Rule 6 Percentage Here you enter a percentage and Fidelio will then calculate an amount based on the formula LOS * rate * percentage to arrive at the entry for **Precalculated Amount**. However, you can overwrite the field, if necessary.

During the night audit, the procedure CC_AUTH checks whether a special authorization rule has been defined, calculates the amount to be approved accordingly and goes out for authorization.

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Additional Authorization. This option is used when you want to get approval for an additional amount - above what the credit card company has already approved. For example, if a guest's account balance is \$1,000.00 and you originally got approval for \$1,100.00 from his credit card company, but now he comes to the desk and wants to send various expensive packages overseas, you will need to increase the approval to, say, \$1,400. When you select this option, Fidelio shows you the **Current Authorized Amount** as well as the **Guest Balance**. The third field is where you enter the new approval amount. If you enter '1400.00' here, the Credit Card Interface will request a total approval for \$1,400.00, i.e., \$300.00 more than previously approved (**not** \$1,400.00 more).

When you press **[Enter]**, the Fidelio Credit Card Interface contacts the credit card company with the approval request. If the amount is approved, a message is displayed showing the approval code and the new approval amount. (These fields are automatically updated on the guest record.) If, for some reason, the approval was not given, the credit card company will send back a message to advise you of the reason, i.e., insufficient funds or even ask you to hold the card.

Courtesy Card Handling. If courtesy card handling is supported by your interface, you can swipe courtesy cards with this option to collect the guest points or stay information for a guest. The system will default an expiry date of 00/00 for all cards. In addition, by pressing the **[+]** key, you can display the actual number of points which the guest has collected. During the night audit after the guest's check-out, Fidelio will send the accumulated guest stay information to the credit card processor.

View/Change Card Type. This option will only display if the function Credit Card Usage Choice has been activated. When selecting this option you can see whether the selected card is handled as a credit card, a debit card or a special card.

Accompanying. What you see here depends on the setup in your hotel. You may have the option of entering the names and birth dates of up to three accompanying persons for this reservation. If the parameter Detailed Accompanying Guest Registration {accompany} is switched to ON, you can record registration details for accompanying guests with this option. This includes name, first name, address, nationality, date/place of birth and passport information. If you select this option and no accompanying guest has been recorded for this guest yet, Fidelio will ask you whether you would like to add one. Otherwise you will be shown any recorded accompanying guests and you need to press **[Insert]** to add a new one. Fidelio will default the profile information of the guest into the name and address fields for the accompanying guest. This is very useful when you record family members. In this case you only have to change the first name and add the passport details.

Leisure. This menu option is only available if your hotel works with the Fidelio Leisure Management module. With the **Leisure** option, you can view, change, create or delete leisure bookings for the selected guest.

If the guest already has leisure bookings, Fidelio will display a pickbox with all existing leisure bookings for the guest.

The screenshot shows the Fidelio 6.20 interface. At the top, it says "I ♥ Fidelio 6.20" and "Micros-Fidelio Demo Program 09/09/99". Below this is a table with columns: Name, First, Arr, Dep, Prs, Rms, RmT, Room, Rate, Status. The table contains two rows for "AA1777-Crew" with 6 people, arriving on 09/09/99 and 10/09/99, with a rate of 0.00 IN. A pickbox menu is overlaid on the table, listing options 1 through 10, A, and B. A sub-menu titled "Routing Instructions" is also visible, listing options like Agent/Company, Fixed Charges, Special Fields, Deposit, Delete, Auth. Direct Bill, Package Options, Virtual Numbers, Break Share, and Combine Share. Below the pickbox, there is a "Price-Activity" table with columns: Name, Date, Start, End, Price, Activity. It shows two entries for "Baker" on 09/09/99, one from 09:30 to 10:30 for 60.00 at SPA Centre, and another from 18:00 to 20:00 for 0.00 at Golden Nugget. At the bottom, there are navigation keys: * Plan, DEL-Delete, and View.

Figure 2-59 Leisure Booking of a Group Guest

Available Options

*** Plan.** With [*] you have access to the main leisure management screen. Use this option if you want to create or change a leisure booking for the guest. Fidelio will display a list with all defined outlets. Service outlets are indicated by an [S] on the right, non-service outlets by an [N]. After selecting a service outlet from the pickbox, you have the option of selecting a particular service or directly viewing the schedule for the specified date. With non-service outlets you simply need to enter or confirm the date. Next, Fidelio will display the reservation book for the selected date. Press [Enter] on a selected time slot to create a booking. You have the same options as when you access Leisure Management with the **Leisure** option from the **Reservation** menu (refer to *Leisure* on page 2-127 of this manual). The only exception is that any new booking you make is automatically linked to the reservation on which you were previously working. When you exit the **Leisure** menu, you will return to this pickbox. Any new leisure bookings which you just made will show up in the pickbox.

If the guest did not have any leisure bookings, you will see a dialog box saying “No leisure activities on file for this guest. Add one?” With [Y] you will jump to the main leisure management screen where you can create leisure bookings for the guest.

DEL Delete. Press [Delete] to delete the leisure booking. There is no difference between deleting and canceling a leisure booking.

↵ **View.** Press [Enter] to view the booking details. You cannot change the booking details here. To change them you need to press the [*] key.

Guest Awards. (Only with parameter Guest Awards {awards} ON.) This option allows you to attach active reservations to Award schemes. These schemes are user-definable and set up within configuration.

After selecting the **Guest Awards** option and a start date entered, Fidelio will display those awards currently attached to the displayed reservation. Using the [Insert], [Enter] or [Delete] keys, awards can be inserted, modified or deleted.

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The following entries can be made from within this option. Those marked with an asterisk (*) are required.

Type*	User-defined code.
Quantity*	Number of awards/vouchers to be consumed/taken.
Date*	Valid date within the range of the reservation.
Text	Voucher/Award Number/Remarks (free form text).
Card Type	Loyalty program type from attached guest cards. Fidelio will default with the card type having the lowest sequence number.
Member Number	Membership number for loyalty program which will default dependent on card type entered. If card type is blank, a user-defined number may be entered.

In the event that Guest Awards have been attached to the booking and the reservation incurs a date change, Guest Awards with a date falling outside the new span of the reservation will be prompted with a warning message and the award entry deleted. This will affect the following areas:

- Room Plan [**Ctrl+F3**]
- Standard reservation date changes
- Group reservation date changes applied to other members
- Conducting an Early Departure and Awards for later dates
- Deleting a Share reservation

Merging or deleting profiles will automatically either update the Guest Awards to the new profile or delete as appropriate.



Please note: Once a reservation has been moved to history it is no longer possible to modify, insert or delete Guest Awards associated with the stay. Also, if awards have been deleted due to a cancellation or no-show, the awards will not show in the history.

7 Message. You will encounter this option again and again throughout the whole Fidelio program. You can leave a message for the guest with this option. When you check in the guest, the system automatically shows you the message. You can keep an unlimited number of messages for every guest, you can mark the messages as received or not and you can print the messages in a user-definable format. With the appropriate interfaces, the messages will trigger the message-waiting lamp on the telephone to turn on or will send the message directly to the video system so that the guest can call it up on the video screen. Enter the given defaults or press [**Esc**] to enter free text. You can also create specific group messages by pressing [**Ctrl+F7**] (for more information, refer to *Telephone Operator [Ctrl+F7]* on page 1-72 of the Function Keys User Manual).

8 Check-In. This option is used to individually check in members of the group. Once the group has been split through the **Rooming List** option and a room assigned, the individual group members can be checked in. Highlight the individual you would like to check in. Press [**8**] for **Check-In** or [**M**] for **Menu** and type [**8**] or highlight **8 Check-In** and press [**Enter**]. The message “*Checking in the guest now*” appears on the screen. Availability is updated and when you press [**Enter**], the guest is checked in. The status on the informational line about the individual has changed to IN.

If the hotel works with virtual number pools (*only with license code Virtual Number Assignment {ex_didnr} ON*), Fidelio may assign virtual numbers automatically during the check-in process or prompt you to assign a number for this group member. In this case, a screen like the following will be displayed.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99			
Name	First	Arr	Dep	Prs	Rms RmT Room	Rate	Status
AA1777-Crew	6	09/09/99				0.00	IN
AA1777-Crew	6	10/09/99				0.00	1
Baker	2 U.	09/09/99				70.00	IN
Barson	2 J.	09/09/99				70.00	IN
Brown	1 Andrew	09/09/99				80.00	1
*Paretti	1 E.	09/09/99				70.00	IN
Porter	1 E.	09/09/99				70.00	IN
*Porter	1 E.	09/09/99				150.00	IN

1 Correction	Room-206
2 Cancel	Telephone 7109
3 Rate Info	Fax
4 Confirmation	Modem 8109
5 Profile	Pager Room cannot have UN
6 Options	Mobile Room cannot have UN
7 Message	List
8 Check-In	n Group
9 History	om Assignment
0 Changes	aneous

Figure 2-60 Check-in Group with Virtual Number Room

In this example there is a phone pool with an **Auto Assign** rule. The system will therefore automatically assign a number from this pool to every check-in and display the number. In addition, the cursor will position on the number field of the fax pool, as it is set to **Prompt to Assign**. You can select a number from the pickbox available upon pressing [Enter] or enter one manually. Alternatively, you can leave the field blank by pressing [Esc] either from the field prompt or the pickbox.

If a pool is set to **Do Not Assign**, Fidelio will display the message “No VN Assigned” in the place of the virtual number field. If the **Assignment Required** rule has been activated for a pool, Fidelio will not let you complete the check-in of the guest without assigning a number.

If a guest has permanent virtual number assignments, the check-in will be handled the same way as above. For the **Auto Assign** pool, the system will automatically select and display the permanent virtual number attached to the profile. With the **Prompt to Assign** pool, the system will display the pickbox and position the cursor on the permanent virtual number.



Please note: If you use a profile with permanent virtual number assignments for different reservations staying at the same time, Fidelio will use the permanent virtual numbers for the first reservation that checks in. If a guest with a permanent virtual number is checked into a room which is not set up for the numbers from this pool, then Fidelio will take the room configuration as the controlling factor and not assign the number.

If sharers are checked in and the second sharer to check in has a permanent number assignment for a *room-based* pool, Fidelio will ignore the assignment and the virtual number issued for the first sharer will be used.

During the check-in of sharers, Fidelio will assign the identical virtual number to all the reservations staying in the same room for *room-based* virtual pools. This is irrespective of whether or not the pool was set to **Prompt to Assign**. If the first sharer is checked in and not assigned a room-based virtual number and at a later stage the second sharer is checked in and provided with a virtual number, this number will apply to all sharers.

For *guest-based* pools, the system will assign a new virtual number for each sharer reservation, unless the pool has been set to **Do Not Assign**.



Please note: It is not possible to assign the same virtual number to two or more sharers if the pool is guest-based. Fidelio cannot allocate virtual numbers to guests checked into pseudo rooms (except “PY” and “PI”) irrespective of

Reservation Groups

whether or not they have a permanent virtual number assigned to their profile or if the options auto assign or assignment required have been activated. The same applies if, for one reason or the other, a regular room has not been activated for a virtual number pool.

9 History. Highlight the record you would like to see the statistics for. This information includes any past stays and future reservations, including their arrival date, departure date, revenue and extra revenue. When reservations are created for this guest and after the guest has stayed in the hotel, the information is transferred to their history file. Statistics can be added for the guest if prior stay information is missing or if the hotel is a conversion and will be updating all the guest information. If you work with the parameter Advanced Turnaway Handling {regrets}, you can also view any turnaways for the selected profile.

0 Changes. If you want to see a record of all the changes made to the selected reservation, press [0] and a window displaying all the changes recorded will appear on the screen.

A Add On. If you want to add a reservation to the reservation which has already been created, use this menu option. All the information from the first reservation will be duplicated. This menu option is particularly useful for groups with multiple room types. All of the information on the reservation is the same and you would simply have to change the information in the **Room Type** field on the second reservation. If you add on to a reservation of two or more rooms, the new reservation will have only one room. Fidelio will only let you create the duplicate if the rate code of the reservation is still available.

If you use the **Add On** option for a block reservation, you do not increase the size of the block but pick up a single reservation from the block. If all rooms available in the block have been picked up and you carry out an Add On, Fidelio will only let you carry on, hereby *increasing* the size of the block, if the block has been marked *elastic*.

B Share. If you want to share an individual in a group after the rooming list has been created, use this option. The number of rooms on this shared reservation will be one and you can complete the information as you need to in regards to the guest name, etc.

C Rooming List. This menu option is used to split the group master reservation into the individual reservations. After you have selected this option, a window appears at the bottom of the screen displaying the total number of rooms to be split from the group master.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99			
Name	First	Arr	Dep	Prs	Rms	RmT	Room	Rate	Status
AA1777-Crew	6	09/09/99						0.00	IN
AA1777-Crew	6	10/09/99						0.00	1
Baker	2 U.	09/09/99						70.00	IN
Barson	2 J.	09/09/99						70.00	IN
Brown	1 Andrew	09/09/99						80.00	IN
*Paretti	1 E.	09/09/99						70.00	IN
Porter	1 E.	09/09/99						70.00	IN
*Porter	1 E.	09/09/99						150.00	IN

1 Correction	
2 Cancel	
3 Rate Info	
4 Confirmation	
5 Profile	
6 Options	
7 Message	
8 Check-In	
9 History	
0 Changes	
A Add On	
B Share	
C Rooming List	
D Check-In Group	
E Filter	
F Auto Room Assignment	
H Miscellaneous	

Rooms <= 15	5	With Sharing? <1-4>	1	Check Profile?	↓
-------------	---	---------------------	---	----------------	---

Figure 2-61 Rooming List

The maximum number of rooms which can be split at any one time is 15. Either accept the number of rooms to split by pressing [Enter] or change the number to the number of rooms you would like to split.



Please note: What number Fidelio displays for the maximum number of rooms to split depends on the reservation highlighted by the cursor. If you have positioned the cursor on the PM reservation, the number of rooms displayed will be according to the size of the group (or the block). If you try to start the rooming list rooms from a group member reservation, Fidelio will warn you that you are not on the group master record and ask whether you wish to continue. With [Y], the maximum number of rooms to split is the actual **Number of Rooms** on the group member reservation minus one. Therefore, if the reservation is for only one room, you cannot split off any rooms and an appropriate warning message will be displayed.

Fidelio asks you whether there is a regular number of people sharing each room (**With Sharing (1-4)**). If you would like to put exactly two, three or four people in each room, enter 2, 3 or 4. The screen will then divide itself into groups of the appropriate size.



Please note: Fidelio will alter the rate accordingly (if necessary) based on the number of guests in the room.

Then, the system asks “*Check profile*” - answer [Y] to search the guest file for guests who have stayed in the hotel before. Fidelio lets you page through the guest file with the [Page Up] and [Page Down] keys. Answer [N] if you do not want to check if the guests have stayed in the hotel before. After the information has been completed at the bottom of the screen, the rooming list appears on the screen.

You can also enter rooming lists which are not sorted by singles, doubles and triples but are listed in any random order with this option:

Just enter [1] in the **With Sharing (1-4)** field for a flexible number of people per room. You can enter up to 19 guests at a time. You will see a new column at the right side of the screen called *S/W*. In normal cases you would leave this field blank. However, if you wish to indicate that the guest shares with the guest above, enter [S] in this field (actually any non-blank character will do). Fidelio displays an up-arrow to show that the guest is sharing with the one above.

You can put many people in the same room by entering an [S] in the *S/W* field for as many guests as you like. As soon as you enter a guest with a blank *S/W* field, you have started a new room.

If various people share a room, there is always the question of who pays the bill or what kind of rate sharing is to be entered. If you enter a rooming list with sharing, Fidelio asks you how you want to share the rate. There are three choices:

<p>Zero Rate for Sharing Guests Split Rate Evenly among All Sharers Full Rate for Each Guest</p>

If you select **Zero Rate for All Sharing Guests**, Fidelio will remove the rate code and the rate for all guests in a room except for the first one. If you are using rate codes, Fidelio will then add up the total number of people in the room and store this number in the first guest. The number of people (adults, children) in all other records are set to zero. Finally, Fidelio recalculates the rate for the first guest based on the total number of people in the room.

If you choose **Split Rate Evenly among All Guests**, Fidelio will do just that. It will also remove the rate code if you are using one. The rate will be divided as evenly as possible. If you split a \$100 rate among three guests, the first two will pay \$33.33 and the third guest will pay \$33.34. As the rate code is removed in this case, you should be sure to enter any packages included in this rate code in the PACKAGES field in GRES2.DBF (for more information about this field, refer to page 2-38, *Packages* field).

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If you use the **Full Rate for Each Guest** option, Fidelio will simply leave the original rate code and rate for each guest. The rate might change for some of the sharers if you modify the number of people in the sharing record.

I ♥ Fidelio 6.20 Micros-Fidelio Demo Program 09/09/99


Rooming List							
Name	Mr/Mrs	First	Arrival	Depart	Room	RmT	Prs
Miller		1 Bob	30.09.99	02.10.99		TDS	1
Miller		2 Lisa					1
Smith		1 John	30.09.99	02.10.99		TDS	1
Maynard		1 Phil					1
Andrews		2 Lily	30.09.99	02.10.99		TDS	1
Steel		2 Mable					1
Sanders		2 Daphne	30.09.99	02.10.99		TDS	1
Meyers		1 Henry					1
Fortune		1 Connor	30.09.99	02.10.99		TDS	1
Gordon		1 Colt					1

CTRL-L More Fields CTRL-B View Grid CTRL-N Block Maintenance

20 20

Figure 2-62 Full Rate for Each Guest

For each split room, you have the opportunity of completing the last name, salutation code, arrival and departure date, room number, room type and number of persons. If you do not enter the first name, the group name appears in parentheses on the display.

 Please note: If the group reservation is linked to a block code and you enter a room type which was not allocated for the original block reservation, Fidelio will automatically lead you through the borrowing routine. If no more rooms are available in the block, Fidelio will check whether the block has been marked *elastic*. In this case, you will be able to increase the block and continue adding group reservations. Otherwise, Fidelio will not let you pick up any more reservations.

Rooming List Options

[Ctrl+L] More Fields. If you need to enter the number of *Children*, the *VIP code*, *Comments* and/or *Specials* codes (if configured) for any guest on the rooming list screen before splitting the reservations, simply highlight the required name and press **[Ctrl+L]**. The following window is displayed:

The screenshot shows the 'Rooming List' window in Fidelio. At the top, it displays 'I ♥ Fidelio 6.20', 'Micros-Fidelio Demo Program', and '09/09/99'. The main table lists reservations with columns for Name, Mr/Mrs, First, Arrival, Depart, Room, RmT, and Prs. A dialog box titled 'More Fields' is open for the 'Fortun Gordon' reservation, showing fields for Children (0), VIP (0), Comments, and Specials. At the bottom, there are keyboard shortcuts: CTRL-L More Fields, CTRL-B View Grid, and CTRL-N Block Maintenance. The page number '20' is visible in the bottom left corner.

Name	Mr/Mrs	First	Arrival	Depart	Room	RmT	Prs
Miller	1	Bob	30.09.99	02.10.99		10S	1
Miller	2	Lisa					1
Smith	1	John	30.09.99	02.10.99		10S	1
Maynard	1	Phil					1
Andrews	2	Lily	30.09.99	02.10.99		10S	1
Steel	2	Mable					1
Sanders	2	Daphne	30.09.99	02.10.99		10S	1
Meyers	1	Henry					1
Fortun Gordon							1

Figure 2-63 Rooming List, More Fields

The *Specials* field, if present, enables the user to record special requests or services, such as flowers, chocolate, an iron or exercise bicycle for a guest reservation. If you know the available specials codes, you can simply enter them here separated by comma. If you make an invalid entry, Fidelio will display a multiple pickbox. Mark any desired specials with **[+]** and press **[Esc]** when you are done.

[Ctrl+B] View Grid. Press **[Ctrl+B]** to view the grid of rooms available for the group (only for standard groups linked to a block). This is especially useful when you start borrowing room types when entering the group rooming list.

[Ctrl+N] Block Maintenance. Assuming that you have the appropriate user rights, you can access the **Block Maintenance** option directly from the rooming list by pressing **[Ctrl+N]**. This can be very helpful as it enables you to make required changes to the block, such as adding rooms, changing room types or changing the time range for the block, without having to backtrack out of the group. If you press **[Ctrl+N]** Fidelio will display the **Block Maintenance** selection menu.

When you press **[Enter]** on the **Block Name** or the **Full Name**, Fidelio will automatically default the proper entry for the group from which you have accessed **Block Maintenance** (for detailed information refer to *Block Maintenance* on page 2-95).

When you have completed the information, press **[Enter]** or **[Page Down]** after the last field. The message "Split Group? Yes/No" appears on the screen. If you do not want to split the group, answer **[N]**, and the system will abort creating the rooming list. If you answer **[Y]**, in the lower window, the number of rooms you just split will appear individually and in the top window, the PM will appear with the number of rooms remaining to be split, if the split was not for the entire group reservation.

Reservation Groups

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program						09/09/99	
Name	First	Arr	Dep	Prs	Rms	RmT	Room	Rate	Status
AA1777-Crew	6	09/08/99	29/02	0	1	PM	9001	0.00	1
Baker	2 U.	27/08/99	09/09	1	1	KS		70.00	1
Barson	2 J.	27/08/99	09/09	1	1	SKN		70.00	1
Brown	1 Andrew	09/09/99	10/09	1	1	BTW		80.00	1
*Paretti	1 E.	09/09/99	11/09	1	1	SKN		70.00	1
Porter	1 E.	09/09/99	15/09	1	1	SKN		70.00	1
*Porter	1 E.	09/09/99	11/09	1	1	SKN		150.00	1

← Modify TAB Next Window M Menu

Figure 2-64 Check In Group

D Check-In Group. Use this menu option to check in the group all at once. Prior to using this option, rooms must have been assigned to the group members. Press **[D]** for **Check-In Group** or press **[M]** for **Menu** and press **[D]** for **Check-In Group** or highlight **[D]** for **Check-In Group** and press **[Enter]**. Members of the group with the same arrival and departure dates will be checked in simultaneously. Members of the group with different arrival and departure dates will not be checked in. The status of the group members changes from the booking type to IN.

This is not the only way to check in the group members, they can also be checked in individually from the **Arrivals** option on the **Front Desk** menu. However, this is the most efficient way to check in the whole group.

When checking in the group guests, Fidelio goes through a number of checks and may display some of the following messages.

If a room number has been assigned to a reservation record, you can also check in the guest directly by selecting the option **8 Check-In**, without calling the reservation detail.

If the room status is dirty (DI) at check-in, Fidelio issues a warning "Room is dirty. Do you still want to perform the check-in? Yes/No." Answering **[N]** aborts the check-in but keeps the room assigned to the guest.

If the hotel works with the *inspected* room status (*only with parameter Additional Room Status INSPECTED {p_inspect} ON*) and you check in a group, Fidelio will prompt you with various warnings, if some of the group rooms have not been inspected.

If you work with room discrepancy and according to housekeeping the rooms is still occupied (i.e., the room is marked as a SLEEP), Fidelio displays a warning message before checking the guest in.

If the hotel uses virtual number pools (*only with license code Virtual Number Assignment {ex_didnr} ON*), Fidelio may assign virtual numbers automatically during the check-in process or prompt you to assign numbers. The use of this option depends on how the hotel has set up the virtual number pools and is usually determined by the functionality of your telephone system. Up to five number pools are available. They can be room-based or guest-based and can have various assignment rules.

For the group check-in, once you have selected **D Check-In Group**, Fidelio will display the question “*Show assigned virtual numbers for each group member?*” With [Y] the normal virtual number assignments will take place just as during regular check-in, i.e., the system will display the assigned virtual numbers for auto-assign pools and prompt for assignments for prompt-to-assign pools. With [N], the system will not display anything but automatically assign the virtual numbers for **Auto-Assign** pools and ignore **Prompt-to-Assign** pools. Fidelio will then continue to roll through the complete check-in without stopping for prompts. If a pool is marked as **Prompt to Assign** and **Assignment Required** and the user selects not to display the virtual numbers for each group member, Fidelio will also allocate virtual numbers to these guests.

E Filter. This menu option allows you to sort the rooming list display of group members on the screen by name and arrival date, by room number, just by name or by order of entry. In addition, you can further customize the display with the filter options **All Guests**, **Guests Not in House**, **Guests in House**, **Departed Guests**, **Reservation Canceled**, **Not Canceled** and **Sorted by Date**. The **E Filter** option is particularly useful when you are viewing a large group where the group members do not all fall into the same category.

Your selection will remain active until you return to the reservation screen or if you press [Tab] to move the cursor between the upper and lower windows. For blocks it will remain active until you [Esc] back to the block name prompt.

F Auto Room Assignment. Use this menu option to automatically assign room numbers to your group members and a PM account to the group master. Option **C Rooming List** must have been completed prior to this option.

When you press [F] for **Auto Room Assignment**, the first query appears at the bottom of the screen asking for the arrival date. It defaults to the arrival date on the PM reservation. This is used to assign rooms to group members with different arrival dates. You can assign all group members arriving today and not tomorrow, etc. Press [Enter] to move to the next query. In **Features**, you specify which room features the group rooms must have. If they are all supposed to be on the first floor, the feature can be specified here. Once you have pressed [Enter] through the features, **Numbers of Persons per Room** is the next query. This should be left at 1.

Press [Enter] and Fidelio will ask you if you want to assign only *vacant* rooms (i.e., no due-out (DP) rooms) and then if you only want to assign clean rooms. If today is the day the group will arrive and you know you have clean rooms available, then you can answer [Y] to the prompt. If this is not the day the group will check in, then you can answer [N] to both the vacant and clean rooms prompts. Then the system assigns rooms to the group members based on which features and clean or dirty specification you made. Once the room assignment has been completed, press [Esc] to remove the **Group** menu from the screen. Beside each of the group members will be their assigned room and beside the group master is the PM account which has been assigned.



Please note: If you have assigned occupied rooms, Fidelio will not allow the group guest to be checked into these until they have been vacated by the previous guest (or you make the two guests *share*).

If the hotel works with the *inspected* room status (*only with parameter Additional Room Status INSPECTED {p_inspect} ON*) and you assign rooms for a group arriving today with the option **F Auto Room Assignment**, Fidelio asks the following questions: “*Assign inspected rooms only?*” If you answer [N], the question “*Assign clean or inspected rooms only?*” is displayed. The last prompt will ask “*Assign vacant rooms only?*” These prompts also appear when you use the option **D Check-In Group**.



Please note: Fidelio will conduct the room assignment in numerical order, i.e., ascending room numbers and will not first assign **IS** rooms and then the **CL** rooms.

Once **Auto Room Assignment** has been completed, the group check-in can be done.

Reservation Groups

H Miscellaneous. The **Miscellaneous** option from the **Groups** menu houses a number of additional options available for groups and blocks. When you press [H], the following selection window is displayed.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99			
Name	First	Arr	Dep	Prs Rms RmT	Room	Rate	Status
AA1777-Crew	6	09/09/99				0.00	IN
AA1777-Crew	6	10/09/99				0.00	1
Baker	2 U.	09/09/99				70.00	IN
Barson	2 J.	09/09/99				70.00	IN
Brown	1 Andrew	09/09/99				80.00	IN
*Paretti	1 E.	09/09/99				70.00	IN
Porter	1 E.	09/09/99				70.00	IN
*Porter	1 E.	09/09/99				150.00	IN

1	Correction
2	Cancel
3	Rate Info
4	Confirmation
5	Profile
6	Options
7	Message
8	C
9	H
0	C
A	A
B	S
C	R
D	C
E	F
F	A
H	Miscellaneous

← Modify TAB Next Window M Menu

Figure 2-65 Miscellaneous Menu

You do not have to select **H Miscellaneous** each time you want to access one of these menu options. If you know the respective activated menu letters/speed key, you can access each of the options directly, simply by typing the letter.

G Automatic Room Type Assignment Option. This menu option is for *Generic* room types. If the group reservation was made with Generic Room Types, **Automatic Room Type Assignment** will replace the Generic Room Types with those room types that make up the Generic Room Type category.

The group reservation should have been split prior to using this menu option. To use this menu option, press [G] for **Automatic Room Type Assignment** or highlight **Automatic Room Type Assignment** and press [Enter]. The arrival date on the group reservation appears on the screen. Press [Enter] to accept the default date. Then the system removes the *Generic* room type category from the individual group member reservations and replaces them with non-generic room types. Once this menu option has been completed, the automatic room assignment is possible.

I Room Status. This menu option shows the status of the rooms for the group. If no guests are checking in today, the message “No guests with assigned rooms are checking in today.” If there are guests checking in today, then a display appears with the guests' last name, assigned room number and the room status. This option is for display purposes only. Nothing on the display can be changed.

J Delete. If you want a reservation to disappear from the system with no trace of the reservation activity, you should use this option instead of cancel. Highlight the record you would like to delete. If the cursor keys are on the group master record, Fidelio asks whether you would like to delete the whole group reservation. On all other records only the individual group reservation is deleted. Press [J] for **Delete**. The message “Delete this reservation? Yes/No” appears. If you want to delete an individual reservation, you can also use **Delete** in **Options**. In-house guest records cannot be deleted.

K Print Keys. This menu option is used to print the labels for the key packets for the group members.

L New Posting Master. Use this option to create a new posting master for the group or block.

N Block Maintenance. Assuming that you have the appropriate user rights, you can access the **Block Maintenance** option directly from the **Groups** menu by pressing [**Ctrl+N**]. This can be very helpful as it enables you to make required changes to the block, such as adding rooms, changing room types or changing the time range for the block, without having to backtrack out of the group. If you press [**Ctrl+N**] Fidelio will display the **Block Maintenance** selection menu.

When you press [**Enter**] on the **Block Name** or the **Full Name**, Fidelio will automatically default the proper name entry for the group from which you have accessed Block Maintenance (for detailed information refer to *Block Maintenance* on page 2-95).

O Group Statistics. This menu option displays the activity for the group by day. The first column of the display is the date, starting with the first arrival date for the group. The second column of information is the number of rooms/people in specific room types. The last column of information is the total number of rooms/people for this date for all room types.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
AA1777-CREW					
Date	BTW	KS	SKN		Total
09/09	1/ 1		2/ 3	3/ 4	3/ 4
10/09			2/ 3	2/ 3	2/ 3
11/09			1/ 1	1/ 1	1/ 1
12/09			1/ 1	1/ 1	1/ 1
13/09			1/ 1	1/ 1	1/ 1
14/09			1/ 1	1/ 1	1/ 1
15/09				0/ 0	0/ 0
16/09				0/ 0	0/ 0
17/09				0/ 0	0/ 0
18/09				0/ 0	0/ 0
19/09				0/ 0	0/ 0
20/09				0/ 0	0/ 0
21/09				0/ 0	0/ 0
22/09				0/ 0	0/ 0

Figure 2-66 Group Statistics

This information is for display purposes only and cannot be changed.

Pick Up from Existing Block

In the following chapter only the differences between this and the **Standard Group Module** will be described and, wherever necessary, refer you to that chapter for additional information.

Once you have selected the **Pick up from Existing Block**, you can type in the block code or the first few letters of the block code from which you want to pick up reservations. The block code must have been previously defined in the blocks section.

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Fidelio then presents you with a list of all blocks which are open for pickup. In this display, you will not see any blocks which are in the initial phase or blocks which have been canceled.

Block	Full Name	Dates			
AA1777	AA1777-Crew	09/08/99	29/02/00	Open for Pic	
BOOT FACRY	The Boot Factory	09/09/99	13/09/99	Open for Pic	
ROCK040696	Rockwell Limited Sales Meeting	10/09/99	12/09/99	Open for Pic	
ROSE030696	Rosenbluth Travel Reps Meeting	09/09/99	13/09/99	Open for Pic	
ROSENBLUTH	Rosenbluth Travel	09/08/99	30/11/99	Open for Pic	
TAUCK005	TAU005-Tauck Tours	10/09/99	16/09/99	Open for Pic	
TAUCK006	TAU006-Tauck Tours	08/09/99	10/09/99	Open for Pic	
TAUK100996	Tauck Tours Tennis Tournament	12/12/99	15/12/99	Open for Pic	

American Buffet Breakfast
Individual/Credit Card
Rooming List
Sales Mgr: SK
Caterg Mgr: SK
Curr Code: DM
Pay Method: All to Master/Company
Incidentals: Master

← Select

Figure 2-67 Pickup From Existing Block

Press [Enter] to select the block with which you would like to work. If you have not yet entered a group profile in the blocks program, Fidelio will tell you that you cannot proceed until you do so. You can, however, pick up reservations from this block using the individual reservation program without creating a group profile (for detailed information refer to the section on *Blocks*, beginning on page 2-95).

Unlike the standard group arrangement, where Fidelio displays the master reservations at the top and the single reservations at the bottom, Fidelio shows the available block at the top and all reservations associated with the block at the bottom.

		STW	SKN	BTW	BKN	DTW	DKN	TTW	TKN	TSU	SUI
10/09	Fri	9	4	5							
11/09	Sat	9	4	5							

Name	First	Arr	Dep	Prs	Rms	RmT	Room	Rate	Status
Ferrier	1 Paul	10/09/99	12/09	1	1	STW		70.00	1
Field	2 P.	10/09/99	12/09	1	1	STW		70.00	1
Hardy	1 Tom	10/09/99	12/09	1	1	STW		70.00	1
Rapper	1 E.	10/09/99	12/09	1	1	STW		70.00	1
ROC0406	6	10/09/99	12/09	0	1	PM		0.00	1
Unknown	1 O.	10/09/99	12/09	1	1	STW		70.00	1
Windsor	1 Keith	10/09/99	12/09	1	1	STW		70.00	1

M Menu

Figure 2-68 Associated Reservations Shown

The first time you try to pick up from an existing block, Fidelio will search for a posting master - a reservation with room type PM. If Fidelio does not find one, it will create one automatically and bring up the PM reservation on the screen. Fidelio will default certain fields in the posting master with information out of the block header, including arrival date, departure date, rate code, market code and source code.

Contrary to the **Standard Group Module**, you do not have to enter a number of rooms in the PM reservation as you have already selected the number of rooms and room types in the block module. You should fill in any fields on the reservation screen which should be carried over to all members of the block, for example meal plan, color, method of payment, flags or package codes.

If you did not define a rate or rate code in the block header but selected rates for the various blocked room types in the grid, the **Rate** field of the PM reservation remains empty. Even if you enter something there, the rate codes selected in the grid will still take precedence.

Press **[Esc]** when you have entered all necessary information. You can now call the **Groups** menu (refer to *Group Menu* on page 2-71) and from here on, all the options are identical to standard groups, except **Add On** and **Rooming List**.

Add On with Existing Block

When you use standard groups, you need to create master reservations with, for example, 50 double rooms, 30 single rooms and 4 suites. Whenever you entered a rooming list using the standard groups, Fidelio would automatically subtract from the number of rooms in the master reservation. When you pick up from an existing block, you should not create such master reservations. The group block determines the numbers of rooms reserved. Whenever you do a pickup or enter a rooming list, Fidelio subtracts from the block.

Therefore, unlike the standard groups, the menu option **Add On** is merely a pickup of a single reservation. It does not increase the size of the block. Instead, adding one single reservation *decreases* the number of rooms available in the block. However, if all rooms available in the block have been picked up and you carry out an Add On, Fidelio will let you carry on, hereby *increasing* the size of the block, if the block has been marked *elastic*.

Before selecting to add on, position the cursor on an already existing reservation which is most similar to the one you wish to add on. The reason for this is that most of the fields from the current reservation will be copied to the added-on reservation as defaults.

Once you press **[A]** for **Add On**, Fidelio prompts you to enter a name, first name or city so that you can search for the guest in the guest file. If Fidelio finds a similar name, you can select it from a pickbox. Otherwise, you can create a new profile. The process is similar to that in regular reservations.

After you have selected the name, Fidelio shows the available rooms grid once again and lets you scroll with the cursor to the room type which you would like to select. You can also see rates, initial block, total house availability, cutoff date and other information by pressing **[Space]** on any given cell on the grid.

Although the length of the grid is determined by the arrival and departure date of this reservation, you can change the arrival date for this reservation by positioning the cursor on a different date.

Once you have selected the room type and arrival date, press **[Enter]** to confirm your choice. If you attempt to select a room type which does not have any rooms available for this block, Fidelio will prompt you through the borrowing technique (for more information on the borrowing technique, refer to *Borrowing a Room Type* on page 2-32).

If you are trying to add on a reservation with a PM room type or another room type which begins with P, just press **[Esc]** to exit the grid. Fidelio will leave the room type from the original reservation on the screen, which you can then overwrite.

Reservation Groups

Having selected the room type, Fidelio brings up the standard reservation screen, in case you want to fill out or change any of the fields on the right side of the screen. Once you exit the reservation screen (with [Esc] or [Page Down]), you will notice that Fidelio has automatically adjusted the grid of available rooms to reflect the new reservation.

Rooming List with Existing Block

When you enter a rooming list with a standard group, you can only split as many rooms as you have in your master reservation. There are no such master reservations when you use existing blocks and you can enter any number of rooms up to 19. Rather than defaulting the number of rooms to the number of rooms in the master reservation, Fidelio defaults to zero rooms. The word "split" is also confusing as you are not splitting an existing reservation. Instead you are entering a rooming list, which, in turn, decreases the number of rooms available in the block.



Please note: Fidelio recommends that before you enter the rooming list, you position the cursor on the existing reservation which is most similar to the reservations on the rooming list which you are about to enter. The reason for this is that most of the fields from the current reservation will be copied to the new reservations as defaults.

The rooming list screen itself looks very similar to that of the standard groups. However, there are a number of differences.

When you create a block, you can reserve as many different room types as are available in the hotel. Therefore, Fidelio will not suggest a room type when you pick up rooms from an existing block. When you enter a room type, the system will check immediately whether this room type has been reserved for the block and is available for the indicated stay of the guest.

If you are not sure what room types are available for the block, press [Ctrl+B] from the rooming list screen in order to view the block and see which number of room types and rooms have been blocked for the group.

If you attempt to enter a room type which does not exist in the block or if you attempt to overbook a particular room type in the block, Fidelio will automatically offer the borrowing routine.

Let us assume that the following rooms are available in the block.

1999			KTNS	TDS	KC	KNS	KS	KTV	TDNS	XNR
09/09	Thu	23	3	3	9	4		3	1	
10/09	Fri	24	3	1	9	4	4	2	1	
11/09	Sat	13	3			4	4	1	1	
12/09	Sun	7	0			1	4		1	1

Figure 2-69 Block Rate Grid

Let's suppose that you decide to make a reservation from 09.09. till 12.09 for the room type KC. Fidelio will take the rooms from KC for 09 and 10 September.

Date	RmType	Rooms
11/09/99	KNS	4
11/09/99	KS	4
11/09/99	KTNS	3
11/09/99	KTV	1

← Select

As there are no rooms left in this room type for the days after you will receive a pickbox with available room types from which you can borrow one.


Once you have borrowed a room for the 11th, Fidelio will display the borrowing pickbox for the 12th. As you can see the list of available room types can vary from day to day.


Date	RmType	Rooms
12/09/99	KNS	1
12/09/99	KS	4
12/09/99	XNR	1


← Select

If no more rooms are available in the block, Fidelio will let you *increase* the block, if it was marked *elastic*. Otherwise, you will only be able to make a rooming list for the number of rooms available in the block.

Once you have entered and confirmed the rooming list, Fidelio updates the display of available rooms in the block to reflect the rooming list which you have just entered.

 Please note: If you have made use of the borrowing technique and then aborted the group split, Fidelio will *not* restore the borrowed room types, i.e., the borrowed room types will now display as available in the block grid.

 Please note: If you pick up rooms from the block using the individual reservation program, these reservations will show up in the group screen as well.

 Please note: For operational reasons, some properties like to use both the blocks and the conventional groups option concurrently. Therefore, Fidelio allows you to create group reservations with multiple rooms and attach these to a block. For these cases, you can use the **C Rooming List** option from either **Standard Groups** or **Pickup from Existing Block**. Just take special care that you position the cursor on the multiple-room reservation before selecting **C Rooming List**. Otherwise, Fidelio will attempt to deduct the rooms from the block header.

Create New Posting Master

This is useful when you have a block for which various groups are arriving with different dates. After you have selected this option, Fidelio automatically creates a copy of the pay master reservation. You can then insert all particulars of a subgroup with a certain arrival date into the specially created pay master.

Using Block Codes in Standard Groups

There are certain types of groups where you might want to create a block using the blocks program but pick up the reservations using the standard groups program. This happens in the cases where you have a long block or allotment and several subgroups, all of which must subtract from the block. Use the standard group program as normal, but enter the appropriate block code in the **Block** field on the reservation screen for all reservations - master and otherwise.

You will not see the availability of the block on the screen as you do in the pickup from existing block program. However, you can view the availability of the block in the blocks module or using the function keys [**Ctrl+F2**] or [**Shift+F2**] and pressing the asterisk [*] to see the available blocks on any given day.

Block Maintenance

The **Blocks** function is a very powerful way to handle groups and other room allotments. The term blocks was chosen because of the wide usage possibilities for this function. It can be used for handling regular groups, travel agent allotments, tour series and convention bookings as well. Throughout this section you may encounter the words *block*, *group* and *allotment*. As far as Fidelio is concerned, these three terms mean much the same thing.

The **Blocks Module** and all items related to blocks are controlled by the parameter Front Office Group Rooms Control {par_allot} in the Setup program. If you want to use the blocks module, you need to turn this parameter to ON.

Group Rooms Control Module Versus the Standard Groups Module

How do you decide whether or not the **Blocks** function will be of use to your hotel? Consider the following questions:

1. Does your hotel work with travel agent allotments and do you wish to track those allotments through Fidelio?
2. Does your hotel deal with convention groups where group members call and pick up their reservations individually?
3. Does your hotel need a high degree of control over the number of rooms blocked for the group, the number of rooms picked up and other group statistics and reports?

Reservation Groups

4. Does your hotel ever have group bookings with staggered arrivals and departures, different numbers of rooms booked on each day or rates which change during the group booking?

If you answered “yes” to any of these questions, then Fidelio recommends you use the Blocks function (*Advanced Group Module*).

The Block Header

The block header is required for every block and contains basic information including the block code, the full name of the block, the first arrival and last departure dates, the default rate, market and source codes and the reservation type. The block code will be the key to accessing the block throughout the program.

If you created a block using a rate code in a currency other than your local currency, all revenue statistics are displayed converted to your local currency when you select **Block Maintenance>Block Name>6 Summary** and any of the three summary options (*only with parameter Use Fidelio Multiple Currency System {curr_at_ci} switched ON*).

For example, your local currency is the British Pound and a block was created using a US rate code. Now, you wish to display summary information regarding that block. Select **Reservations>Groups>Block Maintenance** and search for the block name. Select the block and view the block header. Next, select the options **6 Summary** and choose to view **Block Statistics, Daily Breakdown** or **Block Information**.

The revenue figures in the Potential frame are displayed in the reference currency (the rate code currency instead of the local currency). The Summary frame, however, displays those same revenue figures converted to your local currency. This allows conversion information at a glance.

Profiles

You can attach up to four profiles to every block - the group master profile, the company profile, the travel agent profile and the source profile. All profiles are optional. However, a block without a group profile cannot be accessed in the **Groups** menu with the option **Pick up from Existing Block**. In addition, all blocks which are accessed in the **Pick up from Existing Block** option also require a PM reservation or pay master. Details on creating and changing the various profiles can be found in subsequent sections of this chapter. Here is a brief introduction to the purpose of the block header and the various profiles.

The Group Profile

The group profile contains the name, address and phone number as well as other profile information on the group coordinator or organization. In some cases, you could use the travel agency or company itself as the group profile. In other cases, a subdepartment of the company or agency is responsible for the group booking, in which case it is advisable to create a new group profile for the block. A group profile must be selected in order to access the group through the menu option **Pick up from Existing Block** under **Groups**. The only case where a group profile is not required is a travel agent allotment where each guest is handled separately and no group rooming list or group billing is required.

The Company Profile

If the block is made through a company and you wish to maintain statistics on this company, you should attach a company profile to the block. If the same company generates several different blocks, you will probably want to use the same company profile every time but a different group profile for each one. If you select a company profile, you will be able to search for group members by entering the company name as well as the block name.

The Travel Agent Profile

If the block is made through a travel agency, you should attach the travel agency profile to the block in order to maintain accurate statistics for the travel agent. You will also be able to search for group members using the travel agent name, if you attach a travel agent profile to the block.

The Source Profile

If the block is made through a reservation service, you should attach the source profile to the block in order to maintain correct statistics. You will also be able to search for group members with the name of the reservation source.

The PM or Pay Master Reservation

The PM reservation is also required for any group reservations which require a group profile. The PM reservation is the only header which cannot be accessed through the blocks module. Instead, it is accessed through the group pickup module. It contains default values for virtually all fields on the reservation screen, in particular those on the right side of the reservation screen. If, for example, all group members should share the same flag texts, you would enter the flag text on the PM reservation. All individual guest reservations which are picked up through the **Add On** or **Rooming List** menu options in the group pickup module will inherit the flag texts (as well as all other fields) from the PM reservation. Furthermore, if there is any sort of group billing requirement, you will need to check in the PM room (normally into a room in the 9000 range or another room number which belongs to room type PM) and route the billing from the group members to the PM reservation. For this reason, the PM reservation is often referred to as a pay master.

Picking up from the Group Block

There are basically two ways to pick up a reservation from a block: through regular reservation and through **Pick up from Existing Block** under the main menu item **Groups**. Although it is possible to view pickups in the block module, it is not possible to do a pickup.

Pick up from Existing Block is generally used in the following instances:

1. Tour group.
2. Group where certain charges should be routed to a master folio.
3. Group with a rooming list.
4. Group where certain operations should apply to all members, such as flags or payment methods.

Pick up through regular reservation is usually used in the following cases:

1. Pickups from travel agent allotments.
2. Convention groups where the guests come and go on different days and may belong to different companies.
3. Reservations in which you prefer to enter the arrival and departure date before selecting the group.
4. Groups in which members pay for themselves and do not necessarily share the same conditions as all other members in the group.

Experience and hotel operations will show you which method works best for your groups. Of course you can use both methods simultaneously, even for the same group.

The most important common feature in both cases is that in each method the number of allotted rooms in the block is reduced with each pickup.

Reservation Types and Blocks

A special note should be made about reservation types. Each block is assigned a reservation type. The reservation type, depending on the setup, could be **Allotment**, **Definite Block**, **Tentative Block** or even **Waitlist**. The allotted rooms will be subtracted from the availability in different ways, depending on whether the reservation type is considered definite or tentative.

Once you pick up a room from a block, the new reservation does NOT inherit the reservation type of the block. Instead, it gets the default reservation type as defined in the Hotel Data in the setup program.

Reservation Groups

Here is an example of the availability breakdown by reservation type for a given day, as shown in [Ctrl+F2]. *Reservation types Deposit Req and Tentative Block* are set up as tentative in this example. The hotel has 100 rooms.

Rms avail. = 100 - 20 - 30 - 10 = 40

Min avail. = 100 - 20 - 5 - 30 - 10 = 35

Now let's suppose that you create a block of 15 rooms with reservation type "Tentative Block". The availability breakdown now looks like the following:

Rms avail. = 100 - 20 - 30 - 10 = 40

Min avail. = 100 - 20 - 5 - 30 - 15 - 10 = 20

The number of rooms available remains at 40 because the tentative block rooms are not subtracted from the availability.

Now suppose one guest calls in to pick up a reservation from this new block. The default reservation type for a regular reservation is "Guaranteed".

Rms avail = 100 - 21 - 30 - 10 = 39

Min avail = 100 - 21 - 5 - 30 - 14 - 10 = 20

The process of picking up a reservation from a tentative group reduces the number of rooms available. The minimum number available remains the same, because tentative rooms are always subtracted in the minimum availability figure.

You will find detailed information about how to pick up the reservations through the regular reservations module in the chapter on reservations. You will find detailed information on picking up the reservations from an existing block in the chapter on group reservations.

Phases of the Block

A block in Fidelio can be in either of two phases - **Initial Phase** or **Open for Pickup**. In addition, a block can have a **canceled** status, in which case it is neither in initial phase nor open for pickup.

If the hotel has the parameter Offers/Options in Blocks {offeropt} ON, Fidelio gives two more phases: Offers and Options. Only these two phases may be assigned a tentative reservation type.

In general, the phases follow the general pattern in which a block is handled in the hotel. At the first inquiry, a representative from the group requests, for example, fifty rooms for a certain week. Nothing is definite, no contract has been signed and no deposit has been received. You agree to keep the rooms blocked for a week or so in order that the other sales people in the hotel do not sell those same rooms. You also want to indicate to the system that you are still in the **initial phase** of the contract and you certainly do not want to accept any pickups from the block yet. You may still need to make periodic changes to the number of rooms blocked, the rates offered and the dates of the block. Finally, after a few days, weeks or months, the official contract is signed and the block goes definite and reaches the next phase - **open for pickup**.

The two phases are independent of reservation type. You may assign a *tentative* reservation type in the **initial phase** and change it to a *definite* reservation type in the **open for pickup** phase. You may also keep the reservation type definite in both phases or tentative in both phases. Fidelio will not automatically change the reservation type when the group goes into the open for pickup phase (to find out how to change the status of a block, refer to the *Change Status* option on page 2-116).

Rooms-Sold-11/09/99	
Guaranteed	20
Deposit Req.	5
Allotment	30
Tentative Block	0
Checked In	10

Rooms-Sold-11/09/99	
Guaranteed	20
Deposit Req.	5
Allotment	30
Tentative Block	15
Checked In	10

Rooms-Sold-11/09/99	
Guaranteed	21
Deposit Req.	5
Allotment	30
Tentative Block	15
Checked In	10

Block Business Logic

With the **Block Business Logic** table it is possible to see the status of blocks as per the hotel's user-definable short and long text descriptions rather than the words *Offer*, *Initial*, *Open for Pickup*, etc. Assuming that the parameter Block Business Logic {buslogic} is switched ON and that the appropriate reservation type/block status filters are configured, then Fidelio will handle the rest automatically.

This functionality, for all intents and purposes, is transparent to the everyday user and provides a user-defined business logic step.

Fidelio uses the internal block status, plus the reservation type on the block header, for a match against the descriptions entered in the block logic table. This description is displayed in place of the words *Initial Phase*, *Open for Pickup*, *Canceled*, *Offer*, or *Option*. In the event that a matching status and reservation type does not exist, then Fidelio does not allow a status change.

The areas in Fidelio which also display the user-defined text are as follows:

- When creating a block for the first time, and if the parameter Offers/Options in Blocks (offeropt) is switched ON, the description text *Offer*, *Option*, and *Blocked* appears rather than *Offer*, *Option* and *Initial*.
- The description at the top of the Block Header screen reflects the user-defined long status description. Normally this only occurs after the block header has been entered for the first time, as the block *Res Type* is required to determine it.
- When searching a block either from within the option **Block Maintenance** or from **Pickup From Existing Block**, the user-defined long status description is shown under the *Status* column.

When using the option **A Change Status**, the messages that Fidelio displays are a reflection of the business logic that the block is moving from and to. For example:

If the current block resembles the following:

Business Logic	- Block Pending (internal block status "I")
Res Type	- 6 (Block)

and you select the option **A Change Status**, the block will be moved as follows:

Business Logic	- Block Available (internal block status "O")
Res Type	- 6 (Block)

The message will display "*Status is Block Pending. Do you want to change it to Block Available?*"

When using the [*] from within the function key **[Shift+F2]** Control Panel, **[Control+F2]** Detail Availability, or **[Shift+F4]** Forecast, the *Status* column will reflect the user-definable short status description.

In order to allow you to display blocks of a certain criteria that are currently not available to conduct a pickup, the **Search** option from **Block Maintenance>Initial Block** displays a picklist of the summarized long block descriptions that have been marked in the business logic table as the internal status **F**, **P** or **I**. Using the plus sign [+]
it is possible to mark those blocks you wish to review.

Reservation Groups

Searching for Blocks

After selecting the option **Blocks** from the main menu, a small block search menu appears that helps you search for blocks using various criteria.

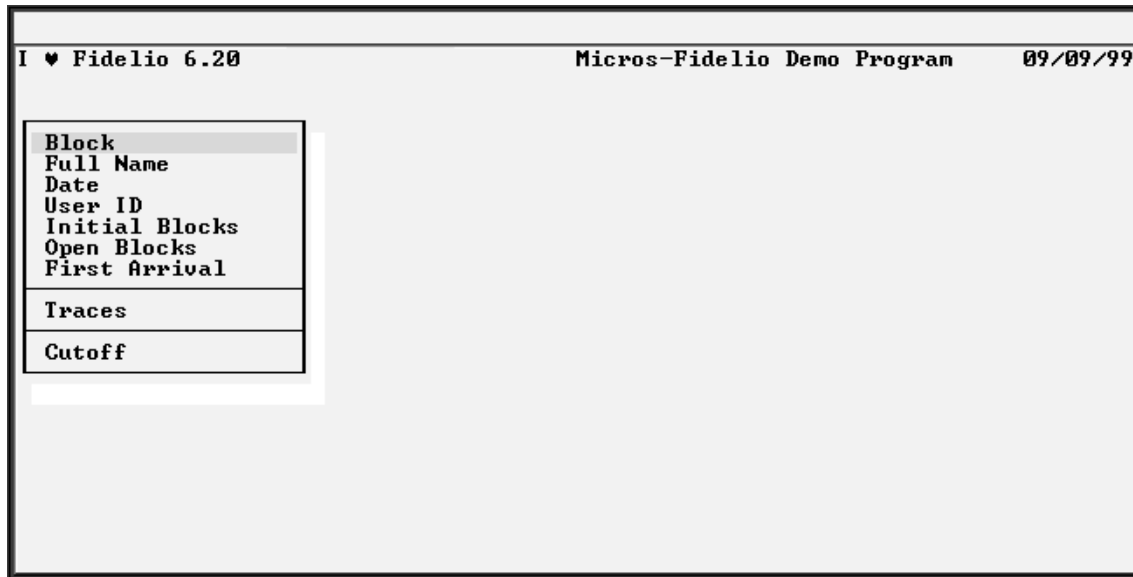


Figure 2-70 Block Search Filters

Available Options

Block Name. In most circumstances, you will search for a block using the block code, an alphanumeric code of up to ten characters. If you search by block name and only enter a few letters, Fidelio will start the display with the blocks whose block codes begin with those letters.

Full Name. You can also search for blocks by their full name or by entering the first letters of the full name. This can be especially helpful when the block code starts with another letter than the full name. Fidelio will display all blocks matching the letters of your entry.

Date. If you search by date, Fidelio will show you all blocks whose date range include the search date.

User ID. Searching by user ID will show you all blocks created by a certain user. This is useful in organizations where individual sales representatives “own” their bookings.

Initial Blocks/Open Blocks. The initial block and open block searches show all blocks in the initial phase and open for pickup phase, respectively.

First Arrival. If you search by first arrival, Fidelio will show you only those blocks whose beginning dates match your search date exactly.

Traces. From this menu you can also view all the traces that have been recorded for a certain date by selecting the **Traces** option and selecting the required date. Traces can be created for each block by using the **8 Traces** option from the block header menu.

Cutoff. (Only with parameter *Give Block Rooms back to House after Cutoff {blkthouse} OFF.*) Select the **Cutoff** option if you want Fidelio to go through all blocks with a cutoff date before today and check whether there are still rooms available to be picked up. If there are, Fidelio will cut off these rooms and thus release them to house availability again. This can be very useful in high occupancy situations, as it may free up some rooms from block reservations with cancellations during the day or when there have been date changes for blocks.



Please note: If the house is not full and you have enough rooms to sell, you can wait until the next night audit, when all group rooms will be released automatically if the cutoff date has been exceeded and not all rooms have been picked up. For cutting of a particular block, use the **D Cutoff** option from the **Block Maintenance** menu.

If you want to see all existing blocks, select **Block Name** and simply press **[Enter]** without entering a block name. Once you have made your search selection, you will see a pickbox with all blocks matching your selection.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99
Block	Full Name	Dates		Status
AA1777	AA1777-Crew	09/08/99	29/02/00	Open for Pickup
AIRCRAFT	Aircraft Trade Show	22/08/99	27/08/99	Open for Pickup
BOOT FACRY	The Boot Factory	09/09/99	13/09/99	Open for Pickup
BRII1506	British Airways	21/09/99	23/09/99	Canceled
CAR	Internat. Car Fair	30/08/99	04/09/99	Initial Phase
IBM	IBM Sales Managers	27/08/99	30/08/99	Open for Pickup
KEATON	Keaton/Laurel Wedding	25/08/99	27/08/99	Open for Pickup
ROCK040696	Rockwell Limited Sales Meeting	10/09/99	12/09/99	Open for Pickup
ROSE030696	Rosenbluth Travel Reps Meeting	09/09/99	13/09/99	Open for Pickup
ROSENBLUTH	Rosenbluth Travel	09/08/99	30/11/99	Open for Pickup
SAK06/26	Saks 5th Avenue - Sales Traing	25/08/99	29/08/99	Open for Pickup
SAKS010896	Saks Quarterly Sales Meeting	07/11/99	08/11/99	S&C controlled
TAUCK001	TAU001-Tauck Tours	09/08/99	11/08/99	Open for Pickup
TAUCK002	TAU002-Tauck Tours	15/08/99	17/08/99	Open for Pickup
TAUCK003	TAU003-Tauck Tours	19/08/99	21/08/99	Open for Pickup

← Select INS / N New Block *Show Reservations

Figure 2-71 Existing Blocks Display

Available Options

← Select. Highlight the desired block and press **[Enter]** to display the block header record (*see below*).

Ins Insert/N New Block. Pressing **[Insert]** or **[N]** allows you to create a new block header record.

* **Show Reservations.** When you select a block with the cursor and press **[*]**, all the reservations currently associated with that block will be displayed (**right**). If there have been no reservations for the block yet, Fidelio tells you “*No reservation found.*”

Reservation Groups

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
Block	Full Name	Name	Arr	Dep	RmTyp-Rms
AA1777	AA1777-Crew	Drake	09/09/99	13/09/99	BTW 1
AIRCRAFT	Aircraft Trade Show	Dyer	09/09/99	13/09/99	BTW 1
BOOT FACRY	The Boot Factory	Fay	09/09/99	13/09/99	BTW 1
BRIT1506	British Airways	Gravit	09/09/99	10/09/99	BKN 1
CAR	Internat. Car Fair	Levowitz	09/09/99	12/09/99	BKN 1
IBM	IBM Sales Managers	ROS0306#	09/09/99	13/09/99	PM 1
KEATON	Keaton/Laurel Weddi	Tohill	09/09/99	13/09/99	TDS 1
ROCK040696	Rockwell Limited Sa	Lindon	10/09/99	13/09/99	BKN 1
ROSE030696	Rosenbluth Travel R				
ROSENBLUTH	Rosenbluth Travel				
SAK06/26	Saks 5th Avenue - S				
SAKS010896	Saks Quarterly Sales Meeting		07/11/99	08/11/99	S&C controlled
TAUCK001	TAU001-Tauck Tours		09/08/99	11/08/99	Open for Pickup
TAUCK002	TAU002-Tauck Tours		15/08/99	17/08/99	Open for Pickup
TAUCK003	TAU003-Tauck Tours		19/08/99	21/08/99	Open for Pickup

PgUp PgDn ESC

← Select INS / N New Block *Show Reservations

Figure 2-72 Individual Reservations from Selected Block

Creating a New Block

There are two ways to enter a new block into the system. You can either press **[Insert]** from the pickbox of existing blocks or you search by block name and enter the name of a block which is not yet defined in the system. Fidelio will ask if you want to insert it as a new block. If you do not yet have any blocks in the system, the second method is the only way to add a new block.

The typical order in which you would enter a new block is the following:

1. Complete block header.
2. Complete group profile (optional).
3. Attach company profile (optional).
4. Attach travel agent profile (optional).
5. Enter the number of rooms blocked in the initial grid.
6. Enter the rates for each room type and date in the rates grid (optional).
7. Make changes to block and rates as necessary. (It can take a few weeks until all the group essentials are definite.)
8. Change the status to open for pickup.

This is not the only order in which you can process your blocks, but it is the most logical. Your operation may, of course, dictate a different order.



Please note: The sequence of items in the block menu does not necessarily correspond to the recommended order in creating a block. Instead, the menu items follow the Fidelio standards (1 = change, 2 = cancellation, etc.).

Position the cursor on an existing block and press [Enter] if you want to work on the block.

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program    09/09/99
                                         ROSE030696 Block Header
Block ROSE030696 Status: Open for Pickup
Full Name Rosenbluth Travel Reps Meeting
Starting Date 09/09/99 Thursday Number 17
Nights 4
Ending Date 13/09/99 Monday
Rate Code GROUP_A $
Res. Type 9 S&C Ceiling
Market WHO Source Code S&C Channel
Cutoff Date 26/08/99
Cutoff Days 0 Offer/Option Rooms per Day
Elastic Block N(Y/N) Average Rate
PAK per Room 1.0 Revenue 0.00
Package Items
Booking ID H1 5
Created By FIDELIO Created On 24/05/96
Group Master ROS0306#

1 Change      2 Cancel      3 Info      4 Grids      5 Profile
6 Summary     7 Delete      8 Traces   9 Tour Series 0 Changes
A Change Status B Refresh Rates C Priorities D Cutoff     E Move Block

```

Figure 2-73 Block Header

Field Explanation

Block Code. The block code is the identifying code which is used throughout the life of the block. The block code can contain up to 10 alphanumeric characters and must be unique. If you are planning to have the same block for three years in a row and you want to create the whole block in one go, you will have to create a name like SUPERBOWL1, SUPERBOWL2 and SUPERBOWL3. Approximately one month after a block has finished, you can reuse the block code. Fidelio suggests using something which is easy to remember. If you are setting up a **tour series**, the block code can only be up to six characters long, as Fidelio adds a four-character date to each group in the series.

Status. The *Status* field cannot be changed using the **Change** menu item. You need to use the **Change Status** menu item. There are three possible status options which the group could have:

- Initial Phase
- Open for Pickup
- Canceled

Each new group is automatically in initial phase. Read the section above on phases of the block for more details.

Full Name. In this field you can enter a name of up to 30 characters for the group. If the block code is "SPEEDIX," you might enter "Speedix Computer Annual Christmas Party" as the full name. If you want to attach the block to a group profile and the group profile already exist, use the same name as the group profile for the full name. **Full Name** is a required field.

Starting Date. Enter the first arrival date of the block. It is still possible to pick up rooms from this block even if a guest is arriving earlier than the starting date. At least one night of the guest's stay must fall between the starting and ending date of the block.

Once you have blocked rooms for a certain date, it is not possible to change the starting date to a date after which you have already blocked rooms. For example, suppose you create a group from Monday to Friday. Using the **Grids** menu item, you then block a certain number of rooms for Monday. Afterwards it is no longer possible to change the starting date from Monday to Tuesday without first deleting the Monday block.

Nights. As in regular reservations, entering the number of nights is an alternative to entering the ending date. If the starting date is on Friday, 24 June and you enter 4 in the *Nights* field, Fidelio will automatically fill in the ending date with Tuesday, 28 June. Number of nights must be 1 or larger. It is not possible to create a day-use block.

Reservation Groups

Ending Date. The ending date should be the last departure date of the group. No rooms can be blocked on the ending date. If you entered the number of nights, Fidelio will fill in the ending date automatically. If you change the ending date, Fidelio will automatically change the number of nights. As with starting date, it is not possible to change the ending date so that certain blocked rooms are then outside of the range of the block.

Rate Code. This is an optional field. If you would like to assign a particular pre-defined rate code to a block, simply enter it here. Fidelio will display a pickbox with available rate codes in alphabetic order upon an invalid entry. Any time you pick up a reservation from this block, the rate code will automatically be inserted into the reservation record. All standard conditions and formulas attached to the rate code will apply. If you enter a rate code in this field, you will not be able to customize the rates for this block.

Within the block header, the currency abbreviation code is displayed when a rate code is selected. The abbreviation code is also displayed next to the rates in the Block Grid.

In addition, rates which are stored within a block grid from the block header rate code calculate the rate, including multiplication and addition formulas that have been added to the rate code header.



Please note: References to fields and files such as GAESTEST.DBF and RATEDIFF.DBF will be ignored during the calculation process in the block.

If you do not enter a rate code, you have the option of individually entering the rates for each room type for each day of the block. This is done in the **Rates** option under **4 Grids**.

If you want to create a custom rate for a block which is similar but not exactly the same as a pre-defined rate code, enter the rate code anyway. Fidelio will fill the pre-defined rates into the rate grid. Later, when you want to customize the rates, remove the entry from the **Rate Code** field and change the rates using the rate grid. For more information, refer to the section on grids.



Please note: If you change or add a rate code after blocking rooms, Fidelio will remind you that you need to run the **B Refresh Rate** option in order to bring all the rates in the grid up to date. The selected rate code may not necessarily be attached to all the room types allocated for the block. In these cases, Fidelio will display the message “*Not all room types have a rate connected. Please check the rate code!*” after running the **B Refresh Rate** option. If you delete a rate code from the block header, Fidelio will remind you to check the rate codes attached to the allocated room types manually.

Note to users of Rate Availability. You can enter any defined rate code, even if it is closed according to the rate availability table. The reasoning for this is that certain rates are always closed to individual guests but are available for group guests.

Reservation Type. Enter the reservation type for the block. Fidelio will default to the *Default Res. Type* for blocks as defined in the hotel data section of FSTAMM. Fidelio recommends that you use certain reservation types only for blocks and other reservation types only for individual guests. This way, when you look at your availability breakdown by reservation type, you can see exactly how many block and non-block rooms are reserved.

The reservation type applies only to the non-picked-up rooms in the block. When you pick up a room out of a block, the reservation type for the picked-up reservation changes to the *Default Res. Type for individual reservations* (refer to *Reservation types and blocks* above for more details).

Market Code. (Only with parameter *Use Market Segments for Revenue Analysis {segments} ON.*) If you are using market codes, then you have to enter a default market segment for this block. This is to ensure that your market forecast is correct. Whenever you pick up a reservation from this block, Fidelio will insert this market segment into the individual reservation. You can still override the market code when you pick up an individual reservation.



Please note: The default market code in the block header takes precedence over the default market code with the rate.

Source Code. (Only with parameter Source of Business Statistics {sourceob} ON.) If you work with the *Source of Business* field, you have to enter a default source of business code for the block. As in the market code field, the *Source of Business* field will transfer to all individual reservations and can be changed in the individual reservation.

Channel. If you work with the Advanced Statistics Module 1, this field may display on your screen. Enter a channel code for the block or select one from the pickbox available. Channel codes are used for cross-reference statistics.

Cutoff Date. Every block can have a specific cutoff date, a rolling cutoff date, a fixed number of days before every arrival date or no cutoff date at all.

If you enter a cutoff date, the Fidelio night audit program will release the not-yet-picked-up rooms from the block on the night of the cutoff date. Fidelio releases the rooms by reducing the number of allotted rooms until it equals the number of picked-up rooms, thereby leaving zero rooms remaining in the block. The original block does not change so you can see how many rooms were originally blocked even after the cutoff date.

Here is an example of the actual, picked-up and available block before and after the cutoff date:

Actual Blocked				Picked up			Rooms Available		
	KC	TDS	XNR	KC	TDS	XNR	KC	TDS	XNR
13.06.99 Thu	5	12	1	2	12	1	3	0	0
14.06.99 Fri	2	6	1	2	6	1	0	0	0
15.06.99 Sat	3	7	1	1	6	1	2	1	0

This is what the block looks like immediately after the cutoff date has passed:

Actual Blocked				Picked up			Rooms Available		
	KC	TDS	XNR	KC	TDS	XNR	KC	TDS	XNR
13.06.99 Thu	2	12	1	2	12	1	0	0	0
14.06.99 Fri	2	6	1	2	6	1	0	0	0
15.06.99 Sat	1	6	1	1	6	1	0	0	0



Please note: The picked-up grid does not change and the actual blocked grid now equals the picked-up grid. Because the Rooms Available grid is only the difference between actual and picked-up, the rooms available are all zeros after the cutoff date. The rooms are, of course, returned to house availability and can be picked up by non-block guests. It is still possible, if desired, to increase the block after the cutoff date has passed.

Reservation Groups

If you want to take advantage of this automatic cutoff feature of Fidelio, you must be sure the procedure DELALLOT is defined in the night audit sequence. If you enter a cutoff date, you should leave the *Cutoff Days* field blank.

Cutoff Days. Cutoff days is basically the same as cutoff date with one important difference. If you use a cutoff date, the entire block will be released on the same night. If you use cutoff days, the night audit will release only one day of the block at a time. If you enter a [7] in the *Cutoff Days* field, the night audit will release the rooms one week before each arrival date. This is useful for travel agent allotments, where the travel agent has, for example, up to 14 days before arrival to pick up the reservations, after which they are returned to the hotel availability.

If you enter a number of cutoff days, you should leave the *Cutoff Date* field blank. If you leave both fields *Cutoff Days* and *Cutoff Date* blank, Fidelio interprets it as cutoff days equal zero. In other words, the rooms will be held up until the night audit of each arrival date.

Elastic Block. With this field you decide whether the size of a block and the starting and end dates of a block are fixed or flexible. If you enter a [Y] in this field, you designate that the size of the block is not fixed but *can* be increased if insufficient rooms are available for the required dates. This also means that a reservation for this block can arrive prior to the starting date and leave after the end date.

Before physically *increasing* the size of an elastic block, Fidelio will first make full use of the borrowing technique. Only when no more rooms are available to borrow will the system increase the block by the required number and display an appropriate message. For example, if the elastic block has 50 rooms and you are now trying to reserve the 51st room, Fidelio will increase the size to 51, your reservation will pick up the room and again there will be no more rooms available in the block. If a block is increased or rooms are picked up with a start or end date outside the block's original dates, the block and the block statistics will be updated accordingly.

If the field *Elastic Block* has been marked [N] for a block, the borrowing technique will still be available for the block. However, once all rooms have been picked up, the block cannot be increased. This also means that reservations for this block cannot exceed the defined start and end dates. The only exception to this rule is if the block has been cut off and a checked-in guest (whose reservation was picked up from this non-elastic block) wants to extend his/her stay. In this case, Fidelio will allow the extension, take the extra room from house availability and increase the block accordingly.

PAX per Room. In this field you should enter the *average* number of guests per room for the block. If you expect the block to consist mostly of double-occupied rooms, enter a [2] in this field. If the block will be mostly single rooms, enter a [1]. If the spread is about 50/50, type in 1.5. Fidelio will use these figures to make person forecasts and revenue forecasts taking into account the block rooms.

The *PAX per Room* figure is used for forecasting purposes and is very important when the property tries to determine how many people will be in the block and consequently, what kind of revenue can be expected from the block. Let us give you an example.

Rate Code	RACK				
	STW	PAX	300.00	PAX 2	350.00
	SUI	PAX 1	1000.00	PAX 2	1500.00

As you can see, the potential revenue will change considerably depending on whether you sell your STW and SUI room types to the block for one or for two persons per room.

But how does Fidelio calculate the potential revenue with these figures if you enter [1.5] in the *PAX per Room* field? The system uses the following calculation formula:

<sum of 1 PAX rates> + (<PAX per Room - 1> * <difference between 1 PAX and 2 PAX rate>) = total potential revenue

This looks extremely complicated and requires further explanation. First you take the rate amounts that have been defined for one person and add them (in our example 300 + 1000). Next, you find out the difference between the one-person rates and the two-person rates and sum it up.

Difference between the 2 PAX rate and 1 PAX rate				
STW	350.00	-	300.00	= 50
SUI	1500.00	-	1000.00	= 500
Sum				= 550

You multiply the actual entry in the **PAX per Room** field minus one (1.5 -1) with this sum. Finally, you add this to the first sum and so arrive at the total potential revenue. So the formula for our example would look as follows.

$$300.00 + 1000.00 + ((1.5-1) * 550) = 1575.00$$

Package Items. This field is optional. If you want to add certain package elements to the block, you should enter them here. Each time you pick up a reservation from the block, the package element will automatically be inserted into the reservation record.

Booking ID. If you are using the Fidelio Sales & Catering Program (S&C) and wish to identify the block as part of a larger booking in that system, you can enter the booking ID from the S&C program here. If you are not using S&C, you can enter any reference number (tour series number, for example) which identifies the block for reference purposes. This field is optional.

Created By, Created On, Group Master. *Created By* and *Created On* contain the user ID who first entered the block and the date on which it was created. They will be filled in by the system automatically. The group master shows the full name of the group master record, if defined. If you have not yet attached a group master to the block, this field will be empty. To attach a group master, you have to use the menu option **Profile**.

The Block Menu

Once you have selected a block from the pickbox or once you create a new block, you will see the block header on the screen with the three-line block menu below.

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ROSE030696 Block Header

Block	ROSE030696	Status:	Open for Pickup
Full Name	Rosenbluth Travel Reps Meeting	Thursday	Number 17
Starting Date	09/09/99	Monday	
Nights	4	S&C Ceiling	
Ending Date	13/09/99	Source Code	S&C Channel
Rate Code	GROUP_A		
Res. Type	9	Offer/Option	Rooms per Day
Market	WHO		Average Rate
Cutoff Date	26/08/99		Revenue 0.00
Cutoff Days	0		
Elastic Block	N(Y/N)		
PAX per Room	1.0		
Package Items			
Booking ID	H1 5	Created On	24/05/96
Created By	FIDELIO		
Group Master	ROS0306#		

1 Change	2 Cancel	3 Info	4 Grids	5 Profile
6 Summary	7 Delete	8 Traces	9 Tour Series	0 Changes
A Change Status	B Refresh Rates	C Priorities	D Cutoff	E Move Block

Figure 2-74 Block Header Menu


Reservation Groups

Menu Options

1 Change. This option is used to change the block header. In the case of a new block, this function is accessed automatically with the cursor placed in the first field of the block header. Refer to the previous chapter for a field by field explanation of the block header.

2 Cancel. If you wish to cancel an entire block, select this option. Fidelio will display a pickbox from which you can select a cancellation reason. You are also given the option of adding free text. The reason will be inserted into the **Info** field. If you have already picked up some rooms from a block, it is not possible to cancel the block. In such a case, you would have to cancel the individual reservations first or remove the block code from those reservations. The cancellation function releases all rooms blocked in the grid immediately and changes the block status to "Canceled." The cancellation will be noted in the block **Info** option and in the **User Logfile**. The note also indicates the number of rooms that were canceled with the block.

In order to reinstate a block, select the **Cancel** option again, even though the block is already canceled. Fidelio will ask you if you wish to reinstate the block.

 Please note: After you have reinstated the block, you have to re-enter the rooms and rates in the block grids.

3 Info. Using the info feature, you can type in approximately ten screens full of additional information and notes about the block. Once you have entered something, the **Info** menu item blinks to remind you that something is there. In addition, the first eight lines of text will be displayed in the **Pick up from Existing Block** menu when the cursor highlights this record. The **Info** field will also display when you pick up a room from this block with the **Reservation** menu (by entering a **Block Name** for an allotment reservation).

4 Grids. This function gives you access to the grids. The **Grids** menu option is the heart of the block module. You use this option to enter the room blocks, customize the rates and view the pickups, available rooms and pickup percentage.

Fidelio offers seven different grids or views of the block.

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99
                                         ROSE030696 Block Header
Block ROSE030696 Status: Open for Pickup
Full Name Rosenbluth Travel Reps Meeting
Starting Date 09/09/99 Thursday Number 17
Nights 4
Ending Date 13/09/99 Monday
Rate Code GROUP_A $
Res. Type 9 S&C Ceiling
Market WHO Source Code S&C
Cutoff Date 26/08/99
Cutoff Days 0 Offer/Option Rooms
Elastic Block N(Y/N) Aver
PAX per Room 1.0 Reve
Package Items
Booking ID H1 5
Created By FIDELIO Created On 24/05
Group Master ROS0306#

Initial Block
Actual Blocked
Available
Picked Up
Pickup Percentage
Changes to Initial
Rates

1 Change      2 Cancel      3 Info      4 Grids      5 Profile
6 Summary    7 Delete      8 Traces    9 Tour Series 0 Changes
A Change Status B Refresh Rates C Priorities D Cutoff     E Move Block
  
```

Figure 2-75 Block Rate Grid Options

If the block is in *initial phase*, the only two grids accessible are **Initial Block** and **Rates**. The cursor defaults to the **Initial Block** option.

If the block is in the *open for pickup phase*, all grids are accessible. The picked up, pickup percentage and changes to initial grid are for viewing only. The other grids allow user input. The **Initial Block** grid is also for viewing only if the block is already in Open for Pickup phase.

The Initial Block Grid. Typically, the first action you will do for a new block is to enter the room block in the Initial Block Grid.

1999		STW	SKN	BTW	BKN	DTW	DKN	TTW	TKN	TSU	SUI
09/09	Thu	14		6	8						
10/09	Fri	14		6	8						
11/09	Sat	14		6	8						
12/09	Sun	14		6	8						

← Modify DEL Delete * Reservations INS Rolling Block - Delete Range
 Alt 1-7 Switch Grid SPACE All Detail R Rates

Figure 2-76 Initial Block Grid

The left-hand side of the screen shows the dates of the block while the room types are listed across the top. Next to the date, you can see the total of rooms allotted to the block for each day. The grid scrolls in all directions. If you have more room types than fit on the screen, the grid scrolls right to left. If the block is longer than two weeks, the grid scrolls up and down. Furthermore, in the case that the block is longer than two weeks, Fidelio asks the user at which date to start viewing the block. Pressing the [Home] and [End] key advances the cursor to the first and last cell respectively on the current row.

Available Functions

↵ **Change.** Pressing [Enter] allows you to change the contents of a cell. The first time you look at the initial grid for a new block, all cells are blank. You need to position the cursor on a date and room type for which you wish to block rooms. By pressing [Enter] you can enter the number of rooms to block for that room type on that day. If you continue to press [Enter], Fidelio fills in the same number of rooms for the same room type on each subsequent day of the block.

When you enter the number of rooms for room types within the grid, Fidelio will make sure that the rate code specified on the block header is available for these room types. For example, if the selected rate code CORP is only available for room type STW, you will not be able to assign rooms to other room types in the grid. If you have been changing rate codes around and now end up with assigned rooms for a room type for which the rate code is no longer valid, Fidelio will allow you to continue modifying this particular room type.

When you enter rooms in the grid, Fidelio will also check the rate availability status to determine whether the rate code is open or closed. If the rate code is open, Fidelio will check whether the room types are also open. If the respective rate code or room type is closed, will only allow you to continue with the selection if you have the user right to **Override Closed Rates Codes**.

DEL Delete. If you place the cursor in any given cell and press [Delete], the contents of the cell will be deleted once you have confirmed the delete with [Y].

* **Reservations.** If you press [*] anywhere on the grid, you can display all the reservations for the selected group.



Please note: Fidelio will not display group members which are expected to depart on the day on which the cursor is positioned.

Reservation Groups

INS Rolling Block. Pressing [Insert] allows you to create a rolling block from the selected group. A rolling block is most commonly used to create wholesale allotments. A rolling block requires only one block header (whereas a tour series makes one header per new date). See *Creating a Rolling Block* on the following page.

- Delete Range. If you want to delete a range of dates, you can press the minus [-] key and enter a range of dates. The delete range function only applies to the room type selected with the cursor. After confirming the delete with [Y], Fidelio will delete the range of dates specified for the selected room type.

Alt 1 - 8 Switch Grid. Once you are familiar with the grid numbers, you can switch between them by pressing [Alt] plus the grid number you want to view. The grids are numbered in exactly the same order in which they appear in the grid menu. **Initial Block** is grid number one, **Actual Block** is grid number two, **Available** three, **Picked up** four, **Pickup Percentage** five, **Changes to Initial** six and **Rates** seven. Therefore, by pressing [Alt+2] you jump directly into the **Actual Block**. By pressing [Alt+7] you jump directly into the rate grid. Grid eight is only available if you work with the Sales & Catering integration (if parameter Sales & Catering Front Office Integration {p_scinteg} is ON) and displays the **S&C Confirmed Grid**.

1999		STW	SKN	BTW	BKN	DTW	DKN
09/09	Thu 14			6	8	0	
10/09	Fri 14			6	8	0	
11/09	Sat 14			6	8	0	
12/09	Sun 14			6	8	0	

Initial Block	6
Current Block	4
Pickup	3 75%
Remaining	1
Rate 1 Prs	75.00 \$
Rate 2 Prs	140.00 \$
Rate 3 Prs	0.00 \$
Rate 4 Prs	0.00 \$
Change to Init.	-2
Cutoff Date	26/08/99
Total Blocked	7
BTW Available	4
BTW Tent. Res	1
House Available	67
House Tent. Res	20

← Modify	DEL Delete	* Reservations	INS Rolling Block	- Delete Range
	Alt 1-7 Switch Grid	SPACE All Detail	R Rates	

Figure 2-77 Block Details

Space All Details. Regardless of which grid you are currently viewing and your cursor position, you can press [Space] to see information from all grids at once. A window containing information similar to that shown on the right is displayed.

In this example, the “KC available” figure shows the number of KC type rooms available on this day. This is in-house availability, with the blocked rooms already subtracted. The “KC tent. res” shows the current number of tentative reservations for this room type on this day. The last two lines in the box show the total house available and house tentative reservations for all room types.

R Rates. If you press [R] from any cell in the grid, you will see the rate to be charged for the selected room type on the selected day.



Please note: Once a block becomes open for pickup, the initial grid is frozen and can no longer be changed. Only the last initial status is saved. The very first entry is not saved, but could be recalculated, if necessary, by examining the changes to the block and counting backwards.

Creating a Rolling Block. There is a faster way to enter rooms for a long or "rolling" block. Instead of pressing [Enter], position the cursor on the room type of the block which you want to block. Press [Insert] and you will see the following screen:

1999	STW	SKN	BTW	BKN	DTW	DKN	TTW	TKN	TSU	SUI
09/09 Thu 6			4	2	0					
10/09 Fri 6			4	2	0					
11/09 Sat 6			4	2	0					
12/09 Sun 5										

Room Type BTW

Start 12/09/99 To 12/09/99

Increase/Decrease Rooms 0

Cutoff Date 09/09/99

Cutoff Days 0

Mon Tue Wed Thu Fri Sat Sun

← Modify DEL Delete * Reservations INS Rolling Block - Delete Range
Alt 1-7 Switch Grid SPACE All Detail R Rates

Figure 2-78 Creating A Rolling Block

Here you can enter the number of rooms of this room type which you wish to block for a range of dates. At the same time, you can confirm the cutoff date or days for this range of date and, if desired, overwrite the block defaults. If you did NOT enter a rate code in the block header, you can now enter the rates for one through four persons. Finally, you can indicate exactly on which days of the week you wish to block the rooms. The default is every day of the week, but if you enter an [N] for certain days, you can eliminate these rooms from the booking.

At this point Fidelio may display the message “Override automatically in case the rate code is not available? Yes/No” for users with rights to override restricted rates. With [Y], Fidelio will insert the rolling block for all days, even if the respective rate code or room type is closed. With [N], the system will prompt for an override command for each day that the selected rate code or room type is restricted. Without the rights to override you will not be able to create the rolling block for closed days.

You can also use the **Rolling Block** option to increase or decrease the number of rooms allotted to a certain room type. Simply enter the required number in the **Increase/Decrease Rooms** field. For a decrease, enter a minus sign in front of the number.



Please note: When you create a Rolling Block, Fidelio will record your action in the **User Logfile**. In addition, if you use the Sales & Catering integration (*only with parameter Sales & Catering Front Office Integration {p_scinteg} ON*), the system will update the S&C ceiling accordingly.

The Rates Grid. The **Rates** grid works in the same way that the **Initial Block** grid works, except that each cell shows the rate for one person instead of the number of rooms blocked. Furthermore, when you press [Enter] you can enter the rates for one to four persons. As the cell can only show up to four digits, all rates of more than 9,999 are displayed in thousands followed by a [K]. A rate of 24,000 is displayed as 24K. As soon as you press [Enter] on such a rate, the full rate is displayed.

Another way to look at the rates for a particular room type on a particular day is to press the letter [R], regardless of the grid you are in.

Remember that if you have entered a rate code in the block header, it is not possible to modify the rates using the rate grid. Fidelio will insert the correct rates for you automatically. If you want to modify the rates, you must first remove the rate code from the block header.

Reservation Groups

The Actual Block Grid. The **Actual Block** grid shows the number of rooms currently blocked. This figure includes both picked-up and non-picked-up rooms. Any figures in red mean that there are no more rooms available for that room type on that day. You can block rooms in the **Actual Block** simply by positioning the cursor on a particular cell and pressing **[Enter]**. It is not possible to reduce the size of the actual block to a number LOWER than the number of rooms already picked up for that room type on that day. Any changes to the **Actual Block** grid will be recorded in the block changes log.

The Available Grid. The **Available** grid, as the name implies, shows the number of rooms still remaining to be picked up. As long as you have not picked up any rooms, the **Available** grid will be identical to the **Actual Block** grid. You can also reduce or increase the block using the Available grid. Changes to the **Available** grid will affect the **Actual Block** grid as well. Suppose you have eight rooms blocked in a given cell in the **Actual Block** grid and five rooms available in the same cell in the **Available** grid. If you then change the number of available rooms from five to four, Fidelio will automatically change the number of rooms in the **Actual Block** grid from eight to seven.

The Picked Up Grid. Each cell in the **Picked Up** grid shows the number of rooms picked up on each day. Two shares count as one room. It is not possible to change the numbers in this grid. The numbers change only when you make a reservation through the regular or group reservation modules. A quick way to see the rooms picked up is to press the asterisk **[*]**. In certain cases where a guest arrives more than seven days before the date which you are looking at but stays through that day, Fidelio will not show this reservation.

If you add the numbers in the **Picked Up** grid to the numbers in the Available grid, you will get the numbers in the **Actual Block** grid.

The Pickup Percentage Grid. This grid simply shows the number of picked-up reservations divided by the number of rooms in the actual block in percentage form. It is not possible to change the numbers in this grid.

Changes to Initial Grid. The **Changes to Initial** grid shows the actual block less the initial block. This is useful to see what changes you have made to the block since the block became open for pickup. If you have decreased the block because you assumed that some rooms would not materialize, you will see a negative number in the **Changes to Initial** grid. It is not possible to change any numbers in this grid. If you change the actual block, the changes will be reflected in the **Changes to Initial** grid.

5 Profile. In this menu option, you attach the group profile, company and travel agent to the block. All entries are optional, but the group profile is required if you want to use the **Pick up from Existing Block** feature in the groups module.

The default name for the group profile is the same as the full name of the block. Fidelio suggests that you keep these names the same, where possible, to keep things simple.

When you enter a name, Fidelio shows you a picklist of companies, agents or group profiles. Press **[Enter]** to select the profile and edit the information on the screen. Fidelio will carry out the same profile checks as when you attach a profile to an individual reservation. For instance, if the selected profile has been cashlisted or blacklisted, you will receive an appropriate warning message.

Once you have attached a profile, next time you select this option, Fidelio will display the attached profile name.

If you attach a travel agent or company to the block, all guests picked up from this block will inherit the same information.

6 Summary. The **Summary** option enables you to access and retrieve statistics for the selected block. You can select the options **Block Statistics**, **Daily Breakdown** and **Block Information**.

The **Block Statistics** option generates a rooms and revenue summary for the block and displays *Potential* and *Actual* figures and a % percentage column. The potential figures are calculated based on the assumption that every room materializes and each guest pays the single person rate. The actual figures show only the current pickups.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
ROSE030696 Block Header					
Block	ROSE030696	Status:	Open for Pickup		
Full Name	Rosenbluth Travel Reps Meeting				
Starting Date	09/09/99	Thursday	Number	17	
Nights	4				
Summary					
		Potential	Actual	%	
Rooms Sold		27,00	23,00	85	
Room Revenue		2.025,00	1.725,00	85	
F&B Revenue		0,00	0,00	0	
Total Revenue		2.025,00	1.725,00	85	
Average Room Rate		75,00	75,00	100	
Block Statistics	reated On 24/05/96				
Daily Breakdown					
Block Information					
1 Change	2 Cancel	3 Info	4 Grids	5 Profile	
6 Summary	7 Delete	8 Traces	9 Tour Series	0 Changes	
A Change Status	B Refresh Rates	C Priorities	D Cutoff	E Move Block	

Figure 2-79 Block Statistics

The **Daily Breakdown** is similar to the information in the [Space] display, except that it covers the whole screen and is repeated for every day. Subtotals are shown after every day. The total of available room types is not the total of the figures in the column, but the availability of all rooms in the hotel, regardless of whether or not the room type belongs to the block.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99					
Date	RmTyp	Init.	Act.	Pick	Left Chnge	Rate	Ttl Avail.	Tent Res.	
09/09/99	BKN	8	2	2	0	-6	75.00	2	0
	BTW	6	4	3	1	-2	75.00	4	1
	DTW	0	0	0	0	0	0.00	8	0
	TDS	0	1	1	0	1	75.00	2	-1
Total		14	7	6	1	-7	75.00	67	20
10/09/99	BKN	8	2	2	0	-6	75.00	4	0
	BTW	6	4	3	1	-2	75.00	2	1
	DTW	0	0	0	0	0	0.00	9	0
	TDS	0	1	1	0	1	75.00	2	-1
Total		14	7	6	1	-7	75.00	45	34
11/09/99	BKN	8	2	2	0	-6	75.00	6	0
	BTW	6	4	3	1	-2	75.00	2	1
	DTW	0	0	0	0	0	0.00	10	0
	TDS	0	1	1	0	1	75.00	2	-1
Total		14	7	6	1	-7	75.00	57	34
12/09/99	BKN	8	1	1	0	-7	75.00	8	12
	BTW	6	4	3	1	-2	75.00	2	5

Figure 2-80 Daily Breakdown

The **Block Information** option allows you to print a block information sheet including all relevant information about the block, including full address, contact names, attached profiles, routing instructions, allotted rooms per day with rate and revenue subtotals and totals, plus any remarks from the **Remarks** or **Info** options. As with every Fidelio report, you have the option of retrieving the **Block Information** sheet on the screen, to print it or to store it to a file. If you select **File**, Fidelio will automatically suggest a file name which you can accept by pressing [Enter] or overwrite, if you prefer another name.

Reservation Groups

7 Delete. Delete is similar to the cancel function but it deletes the entire block header as well. The cursor returns to the previous menu and it is no longer possible to reinstate the block except to re-enter it manually.

8 Traces. Traces are comparable to messages. However, they are not written for the guest, but for one of your colleagues and they usually require some action and an action date. You can use traces for both past events and future reminders. You may want to use the traces to keep track of each telephone conversation which you have had with the contact person. You may also want to use traces to remind yourself of activities for certain days in the future. If, for example, you are supposed to cancel the block if you do not receive a deposit by a certain date, you should enter this as a trace.

If you select the **Trace** option and you have not yet created any traces, Fidelio will ask if you want to add a new trace. If you have already added traces, you will see a pickbox of the traces already on record. The pickbox starts with the traces for the current day, but you can scroll up to see earlier traces.

```
I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program       09/09/99
                                         ROSE030696 Block Header
Date-----Trace-----
26/08/99  Thursday  Block ROSE030696 moved to Front Office b
09/09/99  Thursday  Call group organizer for rooming lists


Call group organizer for rooming lists

0.00

← Modify  INS New  DEL Delete

1 Change      2 Cancel      3 Info        4 Grids      5 Profile
6 Summary    7 Delete      8 Traces     9 Tour Series 0 Changes
A Change Status B Refresh Rates C Priorities D Cutoff     E Move Block
```

Figure 2-81 Block Traces

 Please note: As you move the cursor up and down, the trace text changes. To edit the text or the date of an existing trace, position the cursor on that trace and press **[Enter]**. To add a new trace, press **[Insert]**. To delete a trace, press **[Delete]**. Fidelio never automatically purges the traces.

You have the option of viewing all the traces that have been recorded for a certain date by selecting the **Traces** option directly from the main **Block Maintenance** menu before selecting a particular block.

9 Tour Series. The **Tour Series** option helps you duplicate a particular block, which recurs on a regular basis.

Suppose you have a contract with a travel agency to book rooms for a tour series, where they need thirty rooms from Monday through Wednesday every two weeks for the entire year. Step one is to enter the first occurrence of this block with the information that can be duplicated for each reservation (i.e., dates, room types, rates, etc.). The dates should be the dates of only the first tour - in this example Monday through Wednesday in the first week of the year. Make sure you attach the group, company and travel agent profile, if necessary.

When the entry is complete, select the **Tour Series** menu option. Fidelio will ask you whether you want to create a standard or a custom tour series. Select the **Standard** option. The following window is displayed:

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99

                                ROSE030696 Block Header

Block      ROSE030696  Status:      Open for Pickup
Full Name  Rosenbluth Travel Reps Meeting
Starting Date 09/09/99  Thursday   Number   17
Nights     4
Ending Date 13/09/99  Monday
Rate Code  GROUP_A    $
Res. Typ
Market
Cutoff D   Tour Code      KLM
Frequency <in Weeks> 1
Cutoff D   Next Tour      09/09/99
Elastic    Last Tour      06/01/00
PAX per   Cutoff Days    7
Package   <Number of Days before First Day of Each Tour>
Booking
Created By FIDELIO    Created On 24/05/96
Group Master ROS0306#

1 Change      2 Cancel      3 Info      4 Grids     5 Profile
6 Summary    7 Delete     8 Traces   9 Tour Series 0 Changes
A Change Status B Refresh Rates C Priorities D Cutoff    E Move Block
  
```

Figure 2-82 Tour Series

Field Explanation

Tour Code. The tour code defaults to the first six characters of the original block code. Fidelio appends four digits to each tour code to determine the block code for each occurrence. Because the maximum length for a block code is 10, the tour code cannot be longer than six characters.

Frequency. Enter the spacing between each tour in terms of weeks. If the tour needs rooms every week, enter 1. If the tour needs rooms every 3 weeks, enter 3, etc.

Next Tour. Your original block is really the first occurrence of the tour series. Therefore, when you enter the dates of the **First Tour**, you should enter the dates of the first tour *after* the original block which you have already defined.



Please note: For **Next Tour** you can only enter a date which is the same day of the week as the day of the week on which the original tour starts.

Last Tour. Enter the starting date of the last occurrence of the tour series. Again, this date must be the same day of week as **Next Tour**.

Cutoff days. A tour series is generally not cut off all at once. Instead, each individual occurrence of the tour has its own cutoff date, often one or two weeks before arrival. If each tour should be cut off one week before arrival, enter [7] in the **Cutoff Days** field. If the tour should never be cut off, enter [0].

Reservation Groups

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99
Block	Full Name	Dates		Status
KLM-03	KLM Crew	24/06/99	28/06/99	Open for Pickup
KLM-04	KLM Crew	01/07/99	05/07/99	Open for Pickup
KLM-05	KLM Crew	08/07/99	12/07/99	Open for Pickup
KLM-06	KLM Crew	15/07/99	19/07/99	Initial Phase
KLM-07	KLM Crew	22/07/99	26/07/99	Initial Phase
KLM-08	KLM Crew	29/07/99	02/08/99	Initial Phase
KLM-09	KLM Crew	05/08/99	09/08/99	Initial Phase
KLM-10	KLM Crew	12/08/99	16/08/99	Initial Phase
KLM-11	KLM Crew	19/08/99	23/08/99	Initial Phase
KLM-12	KLM Crew	26/08/99	30/08/99	Initial Phase
KLM-13	KLM Crew	02/09/99	06/09/99	Initial Phase
KLM-14	KLM Crew	09/09/99	13/09/99	Initial Phase
KLM-15	KLM Crew	16/09/99	20/09/99	Initial Phase
KLM-16	KLM Crew	23/09/99	27/09/99	Initial Phase
KLM-17	KLM Crew	30/09/99	04/10/99	Initial Phase

← Select INS / N New Block *Show Reservations

Figure 2-83 Created Tour Series

Once you have filled in the above information, Fidelio creates the entire series. You will then have a separate block with a block header for each occurrence of the tour series. The blocks are all identical except for the arrival and departure dates and the block codes. In the example (*above*) the original tour was called "KLM" so then each additional tour is now called "KLM-02," "KLM-03," "KLM-04," etc. This way, the individual blocks will always appear in chronological order, even if they are listed in alphabetical order.

If you have a tour series with more than nine blocks, Fidelio creates the first nine with leading zeros (KLM-01, KLM-02, etc.) in order to maintain the chronological order.

If you have a tour series which repeats every week with just a few exceptions, you may still want to create the entire tour series and then simply delete or modify those occurrences of the tour series which are exceptions.

If you have a tour series with continually changing arrival dates, you can select the **Custom** tour series option. Fidelio will display a window with the columns *Tour Code* and *Arrival Date*. Enter a separate tour code for each tour and the respective arrival date. Fidelio will then create these blocks using the information from the block header, just like with the **Standard** tour series.

0 Changes. Pressing [Enter] for changes shows the date, time and user ID of the creation of the block, any changes of block status and any changes to the rates or the numbers of rooms blocked. This information remains in the system until several weeks after the block is finished.

A Change Status. If the block is in *Initial Phase*, you can change it to *Open for Pickup* phase by selecting the **Change Status** menu item. If you have not yet created a grid, Fidelio will warn you but allow you to change the status anyway. Once you have changed the status, it is not possible to change it back to *Initial Phase*. The date, time and user ID of the person who changes the status is recorded in the block changes log.

If the block is already in **Open for Pickup** phase, it is not possible to change the status again. If you want to cancel the block, use the **Cancel** menu option. For more information about the phases of the block, read the introduction at the beginning of the chapter on blocks.

B Refresh Rates. If you enter or change rate codes in the block header AFTER you have created all or part of the block grid, you need to select this option in order to bring all block statistics and summaries up to date. If you are using a pre-defined rate code which changes rates during the course of the block, you do not need to refresh rates.



Please note: A new rate code setting for the block header may not necessarily apply to all the room types allocated for the block. In these cases, after running the **B Refresh Rates** option, Fidelio will display the message "Not all room types have a rate connected. Please check the rate code!"

If you import blocks from a Sales & Catering system (*only with license code Fidelio Third-Party Software S&M Import Routine {ex_scin} ON*), Fidelio will deny you access to the standard block maintenance options, as long as the blocks are still in external control or in S&C control. However, in order to ensure that rate and room type updates from the external system are also reflected in Fidelio, you have access to the **B Refresh Rates** option.

C Priorities. Whenever Fidelio displays a grid, the room types are displayed in alphabetical order by room type abbreviation. If a particular block uses room types with ending letters of the alphabet, you may find it convenient to change the order in which the room types display in the grid. Fidelio calls this prioritizing the room types for a particular block. Selecting this menu option shows you a list of all room types together with the minimum number of rooms available in the house for the entire date range of the block. This means that if the block lasts three days and you have 15, 9 and 21 rooms available on each of those three days, Fidelio will show a 9 in the priorities list, because 9 is the minimum number of rooms which are available on all days. Fidelio also shows the number of tentative reservations on that same day.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
ROSE030696 Block Header					
Block	ROSE0	Room-Type	Available	Min.	Avail
Full Name	Rosen	JKC King Corner	-3	-7	-7
Starting Date	09/09	KNS King Non-smoking	9	9	9
Nights	4	KS King Smoking	20	18	18
Ending Date	13/09	JKTNS King Tower Non-smoki	10	10	10
Rate Code	GROUP	KTV King Tower Smoking	-7	-7	-7
Res. Type	9	TDNS Twin Double No-smok	4	-58	-58
Market	MHO	TDS Twin Double Smoking	20	20	20
Cutoff Date	26/08				
Cutoff Days	0				
Elastic Block	N(Y/				
PAX per Room	1.0				
Package Items					
Booking ID	H1				
Created By	FIDEL				
Group Master	ROS03				

1 Change	2 Cancel	3 Info	4 Grids	5 Profile
6 Summary	7 Delete	8 Traces	9 Tour Series	0 Changes
A Change Status	B Refresh Rates	C Priorities	D Cutoff	E Move Block

Figure 2-84 Block Priorities

To select a room type as a priority room type, simply position the cursor on that room type and press [Enter]. Fidelio shows a check mark next to each room type marked as priority. Next time you view a grid, all room types marked with priority will show up on the left side of the grid. All other room types will follow.

In general, Fidelio does not recommend this feature, unless you have many room types. It is simpler when all grids have the same view, as users are accustomed to finding each room type at a given spot on the screen without having to look in a different column for every block.

D Cutoff. In addition to letting Fidelio do the automatic cutoff in the night audit (*see Cutoff Date above*), you can choose to release the block at any time during any day. The process is identical to that which would happen in the night audit. You may have some blocks which do not have an official release date. Instead you would like to look at the pickups each day and simply release the block when it looks like no more reservations will materialize from the block. There is no way to undo a cutoff without manually adding to the rooms in the block.

E Move Group. As long as you have not had any pickups and a future starting date, you can move an entire block to another starting date. The complete block information will remain unchanged except for the starting date, ending date and cutoff dates which will all change by the same amount as the starting date. In addition, Fidelio will move all traces along. Traces with a past date will remain as originally entered.

After you have moved the block, Fidelio will update the house availability accordingly.

Reservation Groups

If you have already picked up a room from the block, it is not possible to move the block. Fidelio does not recommend to move an occurrence in a tour series, as it does not update the block code and could lead to some confusion.

Block History

If the parameter Front Office Group Rooms Control {par_allot} is ON, the option **Groups>Block History** will be displayed. This feature allows you to view historical block statistics, assuming that the procedures BLKSTAT and DELALLOT which collect and move the information, are running in the night audit. Details are available to view initial rooms blocked, rooms allotted after block confirmation and prior to cutoff, reservations picked up, and canceled/no-show rooms. Two days after the end date of the block, it is moved to Block History. Canceled and No-Shows count for the block only after the cutoff date.

In addition to the room information, revenues shown will be split into *Accommodation*, *Food & Beverage* and *Other*.

After selecting **Block History**, the search criteria as shown below will be available to find the historical blocks:

- Block
- Full Name
- Date
- User ID
- Block Number



Please note: The *Status* shown on the block header will be a representation of how it stood when it was active; i.e., Canceled, Offer, etc., with one exception. The status description *Open for Pickup* will show as *Picked Up*. If you have chosen to use the parameter called Block Business Logic {buslogic}, the status will be that as defined in the business logic table.

Having positioned the cursor on one of the blocks it will then be possible to display more detailed information using the options as described below:

1. **Info.** Free format user information which was created on the original block header.
2. **History Grid.** Grid display of information taken from the block statistic collected during the night audit. Grid options available are:
 - Initial Rooms Block
 - Allotted Rooms Before Cutoff
 - Picked Up Rooms
 - Pickup Percentage Against Initial
 - Pickup Percentage Against Allotted
 - Changes to Initial
 - Changes to Allotted
 - Cancellation Rooms
 - No-Show Rooms

Pressing the [**Space**] on any given day/room type while inside the grid will display other information in addition to the above options:

- Cutoff Date
- Cancellation Rooms/Persons
- No-Show Rooms/Persons
- Room Revenue
- F&B Revenue
- Other Revenue
- Total Revenue
- Total Rooms Blocked for the Day

You may toggle between the respective grid displays as is currently the case with the [Alt] key in the option **Block Maintenance**.

3. **Profile.** Profiles originally attached to the block header. If the profile for some reason has been deleted or purged, etc., then the message “*Profile No Longer Exists*” will be displayed. This screen is purely for information and is not allowed to be changed.
4. **Summary.** This option will display Block Statistics and Daily Breakdown.

The Block Statistics will include:

- Room Nights - Rooms/Persons
- Cancellations - Rooms/Persons
- No-Shows - Rooms/Persons
- Early Departures - Rooms/Persons
- Complimentary - Rooms/Persons
- House Use - Rooms/Persons
- Day Use - Rooms/Persons
- Room Revenue - Gross/Net
- F & B Revenue - Gross/Net
- Other Revenue - Gross/Net
- Total Revenue - Gross/Net
- Average Room Rate - Gross/Net



Please note: If the parameter VAT Excluded on Folio {vatexclude} is switched ON then the revenues shown in the gross and net columns will be equal, as revenue is already posted NET.

Daily Breakdown will include:

- Date
- Room Type
- Initial Rooms (Init.)
- Allotted Rooms (Allt.)
- Pickup Rooms (Pick)
- Change to Initial (Change Init.)
- Change to Allotted (Change Allt.)
- Average Room Rate



Please note: For the daily breakdown the revenues which have been attributed are a representation taking into consideration routing instructions. In the event that you create a block and use either the [2] **Cancel** or [7] **Delete** options within the **Block Maintenance** menu to completely remove the block, the details will not be transferred to Block History and no records will be kept.

**Reservation
Events**

Events

In this part of the program you can enter events which can influence your availability and occupancy and with that the price you can charge. The events entered here for every day will be shown in all the availability displays.

For example:

- Christmas
- Fairs
- Events

In the survey of room types there are only 7 positions available for those dates. It is therefore necessary to enter the dates briefly and clearly.

In case there are several dates on one day, Fidelio writes a [+] to the left of the first event. The other events are displayed below underneath the availability display.

The following screen displays:

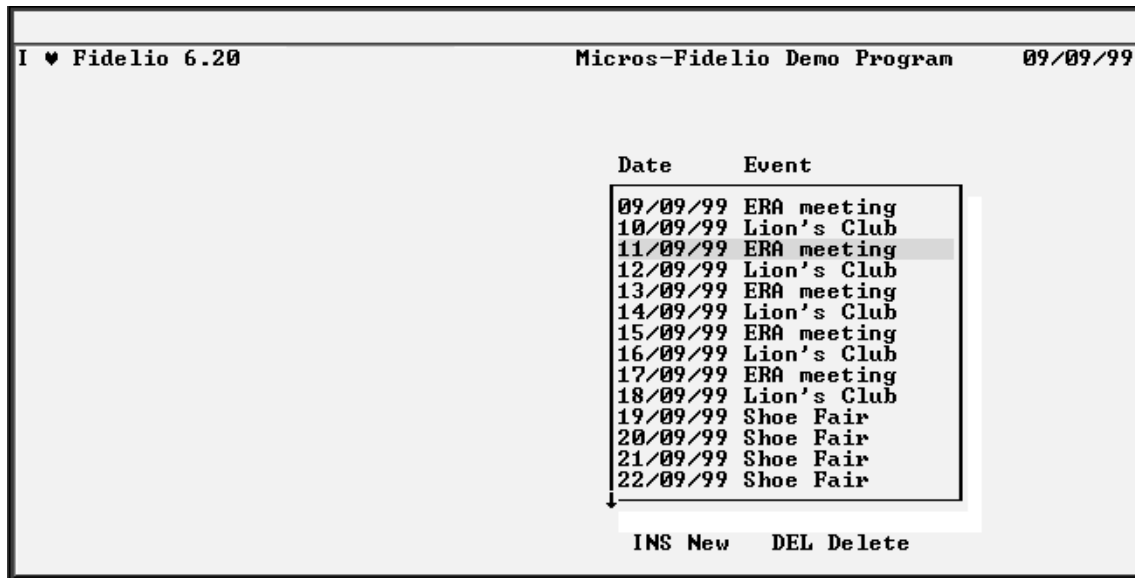


Figure 2-85 Events

Press [**Insert**] to enter new dates.

To delete data you have to choose the correct date and press [**Delete**]. Fidelio prompts "Are you sure? Yes/No."

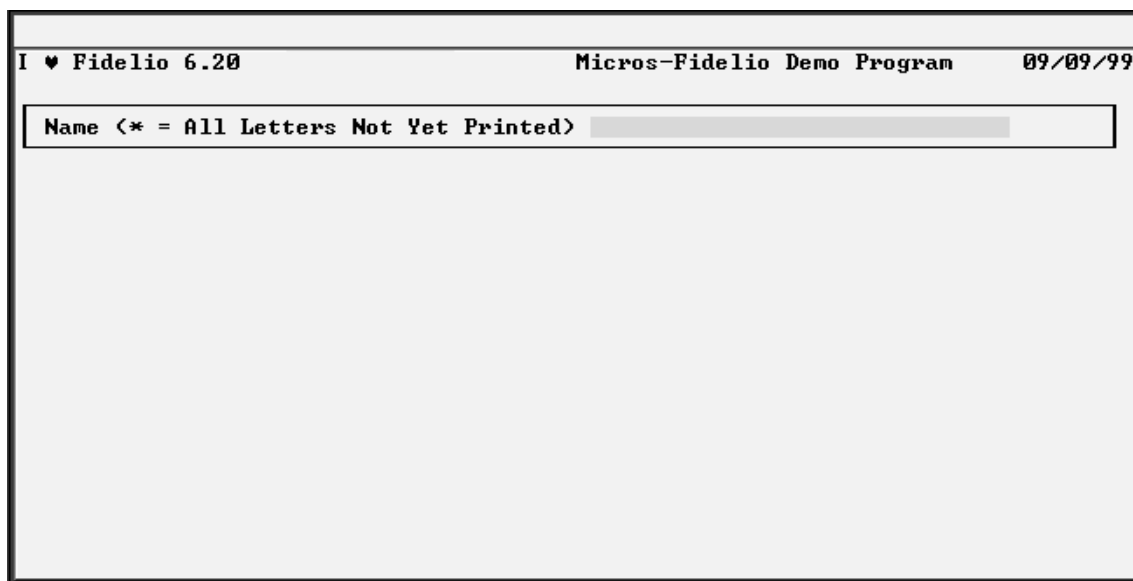
Confirmation

With this option you can assign confirmation letters to guests, change them individually, select the mailing address, complete the address and print the confirmation letters. If you are working with the Fidelio Fax Interface, you can also fax confirmation letters directly from this option.

Although you can do all these steps from here, it is more usual to assign a confirmation letter to the guest during the reservation.

You cannot write a standard confirmation letter here. This is done in **Standard Texts** (refer to *Standard Texts* on page 6-2 in the Text + Folio Setup Manual). All the codes which you can use inside the text of a confirmation letter are listed in *Codes* on page A-2.

After selecting this menu option, you see the following screen:



The screenshot shows a terminal-style window for the Fidelio 6.20 software. The title bar at the top contains the text 'I ♥ Fidelio 6.20' on the left, 'Micros-Fidelio Demo Program' in the center, and '09/09/99' on the right. Below the title bar is a large rectangular area with a thin border. Inside this area, at the top, is a text input field with the label 'Name (* = All Letters Not Yet Printed)' followed by a greyed-out input area. The rest of the screen area is empty.

Figure 2-86 Confirmation Letter Filter

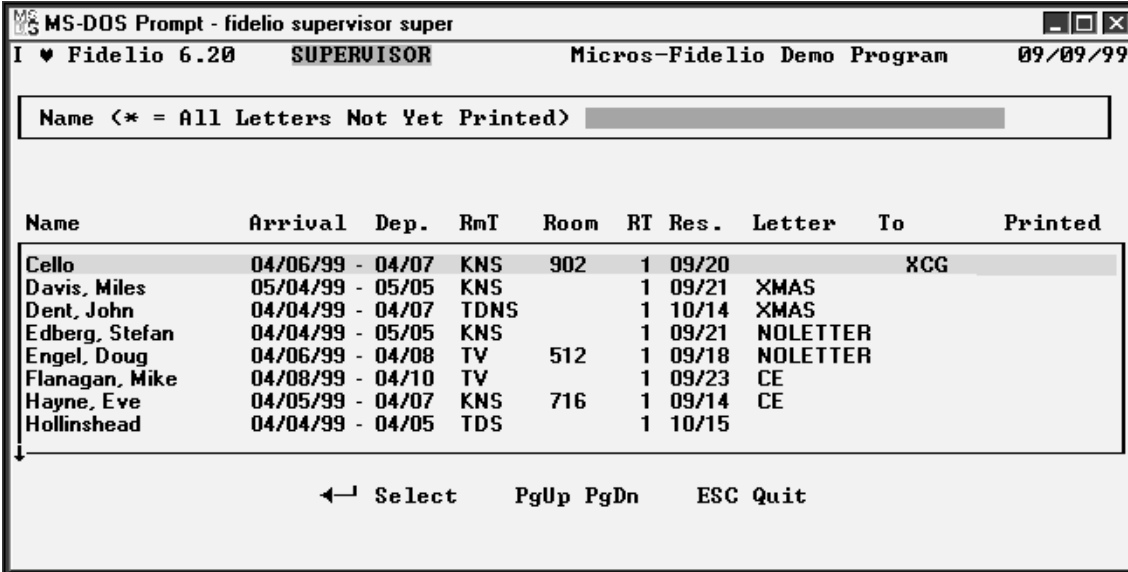
You can enter a specific name, an asterisk [*] or press **[Enter]** for a list of guests which might receive a confirmation letter. If you enter an asterisk, Fidelio will print all the confirmation letters which have been assigned to guests and not been printed yet, if:

- the mailing address is selected
- the address is complete
- the arrival date is not today.

After printing the letters, Fidelio produces a final sheet with a report of guests whose confirmation letter could not be printed because the address was incomplete, the special text not found, etc.

Press **[Enter]** to receive a list of guests who might receive a confirmation letter.

Reservation Confirmation



The screenshot shows a DOS window titled "MS-DOS Prompt - fidelio supervisor super". The window contains the following text:

```
I ♥ Fidelio 6.20 SUPERVISOR Micros-Fidelio Demo Program 09/09/99
```

Below the title bar is a pickbox with the text "Name (* = All Letters Not Yet Printed)".

Name	Arrival	Dep.	RmT	Room	RT	Res.	Letter	To	Printed
Cello	04/06/99	04/07	KNS	902	1	09/20		XCG	
Davis, Miles	05/04/99	05/05	KNS		1	09/21	XMAS		
Dent, John	04/04/99	04/07	TDNS		1	10/14	XMAS		
Edberg, Stefan	04/04/99	05/05	KNS		1	09/21	NOLETTER		
Engel, Doug	04/06/99	04/08	TV	512	1	09/18	NOLETTER		
Flanagan, Mike	04/08/99	04/10	TV		1	09/23	CE		
Hayne, Eve	04/05/99	04/07	KNS	716	1	09/14	CE		
Hollinshead	04/04/99	04/05	TDS		1	10/15			

At the bottom of the window, there are navigation instructions: "← Select PgUp PgDn ESC Quit".

Figure 2-87 List of Guests Due a Confirmation Letter

The information includes the guest's name, arrival and departure date, reserved room type, room number if assigned already, reservation type, the name of the confirmation letter (if selected) and the address it goes to (X = individual, G = group, T = travel agent, C = company).

Available Function

↵ **Enter.** Press [Enter] to print the confirmation letter of an individual guest. If you have not selected a letter yet, the message "No confirmation letter entered for this reservation" appears. If there is more than one possibility for the mailing address, that is, if the guest reservation is linked to a group/agent or company record, the message "Please select confirmation address" is displayed. After you have selected the letter and confirmed the address, a window with the guest's address displays. Complete or change the guest's address as necessary. Then Fidelio asks you whether you want to change the letter. If you say [Y], the selected confirmation letter is shown and you can edit it. You can save the changes (the name of the letter changes to SPECIAL). Then, you can print the letter. The date of the print-out is displayed in the *Printed* column.

- **Letter.** Press [-] to select a confirmation letter from the list of names displayed in a pickbox. After you have made your selection, the name of the letter is indicated in the *Letter* column.

+ **Mailing Address.** Press [+] to select the mailing address of the confirmation letter. Usually, this is the guest address you entered in the guest profile. However, if the guest reservation is linked to a group, agent or company record, you have to select, which address the letter is to go to before printing the letter. It is not possible to change the address when you have edited the confirmation letter and the name has changed to SPECIAL. If a change of address is not possible, the message "No possibility to change address" is displayed.

Press [Esc] to exit or [F10] to go back to the main menu.

It is possible to print a confirmation letter for a guest twice, but not when you use the asterisk option.

Faxing a Confirmation Letter

If your hotel has configured the Fidelio Fax Interface, you can fax a confirmation letter directly from this option. When selecting a confirmation letter for the guest, make sure that the letter name starts with "Fax..." Fidelio will check immediately whether a fax number has been entered on the guest's profile. If not, you are asked to enter the correct number. Next, you can view the letter and make changes. Press **[Esc]** and confirm the message "*Send Fax? Yes/No*" with **[Y]**. Now you can enter the number of printed copies you require for your files. Fidelio will then send the letter to the fax interface from where it will be faxed to the customer. If you modify a fax confirmation letter for a guest, the name of the letter will change to FAXSPEC.

Waitlist

The **Waitlist** option is controlled by the parameter Use Waitlist Reservations {waitlist}. If this parameter is turned OFF, you will see no reference to waitlists anywhere in the system. However, if it is turned ON, the **Waitlist** option appears on the **Reservations** menu and on the horizontal reservation menus. If the hotel wants to be able to record regrets in a similar way (and has added the field WAIT_REG {C, 1} to WAITLIST.DBF), you will also be able to view and store regrets using this menu option.

After selecting **Waitlist** from the **Reservation** main menu, you will receive different options depending on whether you work with waitlisted reservations only or if you also use the extended regrets function. If the hotel uses regrets, you will see the following prompt:

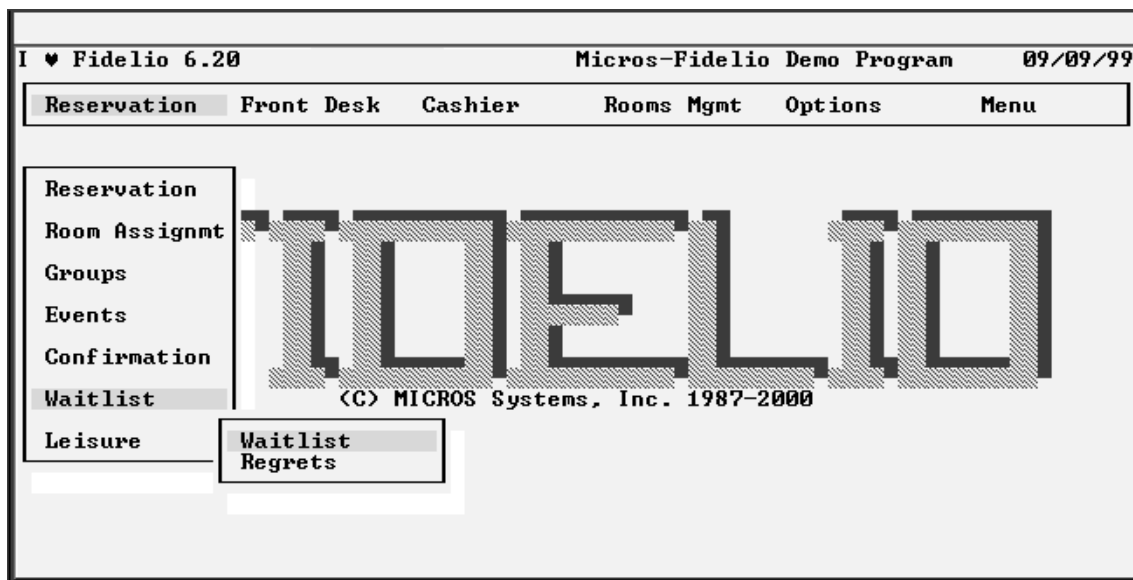


Figure 2-88 Waitlist Menu

If you work with waitlists only, Fidelio will act as if you had selected **Waitlist** immediately and prompt you to enter the name or the arrival date for the required waitlist reservation. Let us explain the difference between waitlist reservations and regrets.

The **Waitlist** function allows you to take all the reservation details for a potential guest (even though you cannot accept the reservation at this time!) and place the “reservation” in a completely separate database. If the occupancy situation changes and you find that now you can accept the reservation, all you have to do is find the reservation record (using this option) and transfer it to the reservation system.

The **Regrets** function works in exactly the same way as waitlist. The difference between the two options is based more on handling than on functionality. Generally, regrets are seen as reservation business that you as the hotel *had* to turn away for one reason or the other. This means that reservations that have been marked as regrets are considered turned-down business and should no longer be activated. You can record all the reservation details for regrets for later statistical evaluation of your turnaway business.



Please note: All waitlist reservations are deleted on the night audit of the arrival date. If the hotel uses the regrets function, however, Fidelio will automatically turn waitlisted reservations into regrets on that day and store them as such until they are manually removed.

Waitlist Reservations / Regrets

The functionality of the **Waitlist** and the **Regrets** option is identical. When you select the **Waitlist** option or **Regrets**, the following prompt appears:

Figure 2-89 UR88 Waitlist Prompt

You can search for a waitlisted reservation by name or by arrival date (or both). If you leave both fields blank, you can see all reservations that are currently waitlisted.

Room	Rmt	Name	Arrive	Depart	Rms	Prs	Rate	Market	Made	ST
DKN		Thompson	09/09	10/09	1	1	160.00	RAC	25/06	1
DKN		Linhard	09/09	13/09	1	1	160.00	RAC	30/05	1
DKN		Wilder	09/09	14/09	1	1	160.00	WIL	30/05	1
STW		Franco	09/09	10/09	1	1	70.00	RAC	30/05	1

R Reservation ← Info A Profile M Move to Reservation C Cancel

Figure 2-90 Waitlisted Reservations

Fidelio will display all waitlist reservations along with the name, arrival and departure date, room type, number of rooms and persons, rate, market code, reservation type and the date the waitlist reservation was created. As you move the cursor keys up or down and highlight different guests, Fidelio will display information about the guest on the bottom of the screen, such as the VIP code of the guest, the name of the attached company or agent or an open deposit.

Reservation Waitlist

Available Options

R Reservation. Select the required guest with the cursor and press **[R]** to view the reservation screen for the waitlist reservation.

↵ **Info.** If you need to see the guest information screen, highlight the reservation and press **[Enter]**.

A Profile. If you want to look at the guest profile, highlight the required guest and press the letter **[A]**.

M Move to Reservation. If you want to move this reservation back to the reservations database (i.e., make it an active reservation), all you have to do is highlight it with the cursor and press **[M]**. Fidelio asks “*Transfer this record to the reservation file? Yes/No.*” Before letting you move the waitlist reservation, Fidelio will check the rate availability and the overbooking levels and display appropriate messages and proceed according to the respective user rights, if applicable. With a block reservation, the system will first verify the room availability of the respective block.

C Cancel. You can simply cancel a waitlist reservation by selecting the guest and pressing **[C]**. Just like with a regular reservation, Fidelio will display a pickbox from which you can select a cancellation reason. You can also press **[Esc]** if you want to enter free-format text. The canceled record will be moved back to the reservation file and will receive the status canceled reservation (CX).

Recording Waitlist Reservations or Regrets

You can record a **waitlist** reservation by proceeding in exactly the same way as when creating a normal reservation. Once the reservation is completed, select the **W WL** option on the horizontal reservation menu. Fidelio asks “*Move this reservation to waitlist? Yes/No.*” If you answer **[Y]**, the reservation is moved from the reservation database to the waitlist database. This means that it can *only* be found by using this **Waitlist** option.

You can also record a waitlist reservation by pressing **[W]** from the rate query **[F5]** screen or record a regret by pressing **[R]**. In this case, the system will save the selected rate code and room type and issue a short tone. You will still have to complete the reservation by filling out the remaining reservation details. Fidelio will default the market codes to “WTL” for waitlist and “RGT” for regrets, depending on the user selection. When you leave the reservation, Fidelio will display the message “*Reservation has been moved to waitlist/regrets.*” You can now only access the waitlist reservations and regrets from the main **Waitlist** option on the **Reservation** menu.

Leisure

If your hotel works with the Fidelio Leisure Management module, you will see the **Leisure** option at the bottom of the **Reservation** menu. The **Leisure** module is controlled by the license code Leisure Management Module {ex_leisure} in the **Setup** program. In order to turn this parameter ON, a special license code is required.

Fidelio Leisure Management is an integrated module to Fidelio Front Office which allows you to make bookings for tennis courts, squash courts, golf tee times, massage, tennis lessons, horseback riding and any other single resource event. Fidelio offers the definition of two different leisure outlets, *outlets without services* and *outlets with services*. Outlets without services include such activities as tennis and squash court rental. Typical service outlets are hairdressing or spa. When booking service outlets, in addition to booking the main resource, you will also have to choose the kind of service the leisure guest requires (e.g., massage, facials, aromatherapy).

For a detailed introduction to leisure management, refer to *Leisure* on page 2-127 in the Reservation Setup Manual.

With the **Leisure** option you can make, change and cancel leisure bookings.



Please note: Access to this option and the ability to view and change bookings depends on your user rights.

Selecting an Outlet

When you select the option, Fidelio will display a pickbox with all defined leisure outlets. On the very right, each outlet is marked as a service outlet (= S) or a non-service outlet (= N). If no leisure outlets have been defined, you will see a message to that effect and then return to the menu. In this case you will first have to define some leisure outlets, activities, services and main resources in the setup program before continuing.

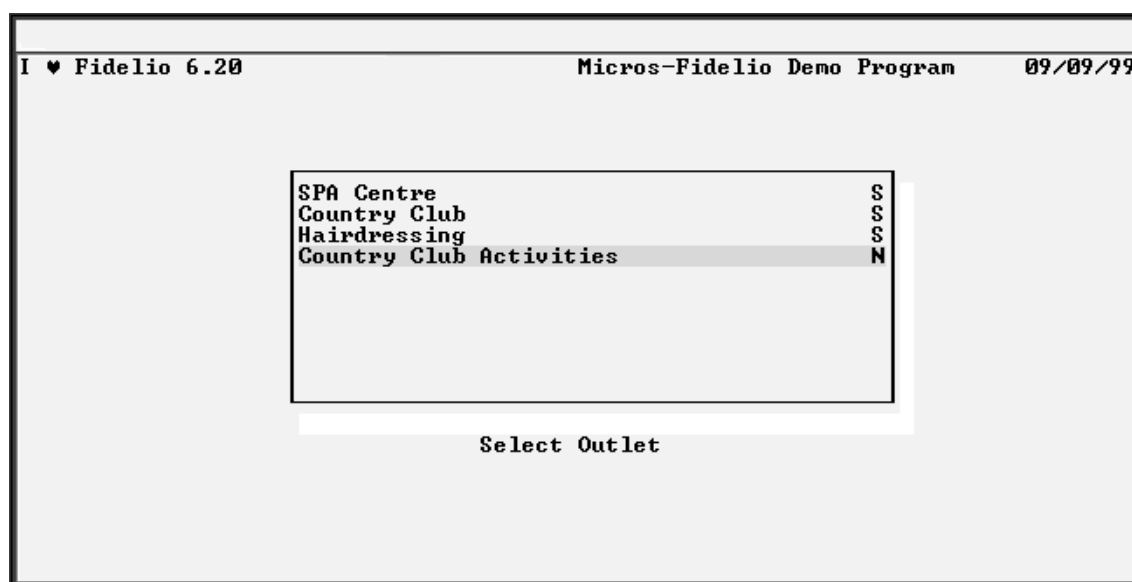


Figure 2-91 Leisure Outlets

After choosing a non-service outlet, you will see a list of all leisure activities that are available within that outlet. For example, in the outlet court rental, you may find the activities tennis, squash and badminton. After you have selected an activity, Fidelio asks you to enter a date or confirm today's date with **[Enter]**. After you have specified the date, Fidelio will open the leisure reservation book for the activity or service outlet for this date.

Reservation Leisure

When you select a service outlet, the following prompt is displayed:

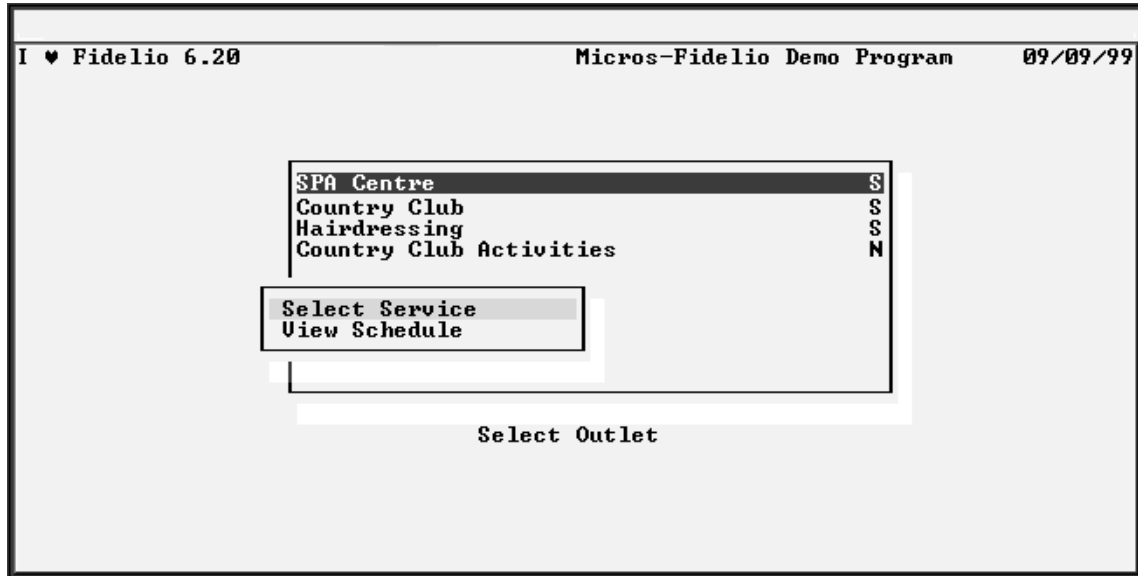


Figure 2-92 Service Outlet Menu

You can open the leisure reservation book for a particular day by selecting **View Schedule** and entering the required date. If you want to make a leisure booking for a specific service, you can first **Select** the **Service** before opening the reservation book. In this case, Fidelio will display a list of all services available with this outlet.

```
I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program          09/09/99

ID  Description                                Guest Price  Duration
BAC  Back, Neck, Shoulders Massage              20.00        30
BO2  Body Massage Half Hour                     24.00        30
BOD  Body Massage One Hour                       38.00        60
CLA  Clarins Double Serum Facial                 58.00        30
CLB  Clarins Paris Method Body Trt              45.00        60
CLP  Clarins Paris Method Facial                 38.00        60
CLR  Clarins Reviving Facial                     22.00        30
CLS  Clarins Self-Tanning Treatment              60.00        45
DEI  Detoxifying Body Programme                  100.00       180
DEI  E'SPA Detoxifying Algae Wrap                40.00        60
EAR  Early Morning Energizer                     42.00       120
EQU  Equestrian Reviver                          78.00       120
ES2  E'SPA Aromatherapy Facial                   32.00        60
ESP  Holistic Aromatherapy Luxury                55.00        90
FOO  E'SPA Luxury Foot and Nail Trt             25.00        60
GOL  Golfers Reviving Treatment                  45.00        90

← Select Service  I Info
```

Figure 2-93 Leisure Services List

Move the cursor to the desired leisure service and press **[Enter]** to select it or **[I]** for additional information. After selecting the service, specify the required date for the leisure booking.

Leisure Booking Screen

After you have selected an activity, service outlet or service and specified the date, Fidelio will open the leisure reservation book for the required date. A screen like the following will be displayed.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99
S P A C E N T R E						
09/09	Barbie	Harriet	Janet	Julie		
Thu						
08:00	Aceti					
08:30		Drake				
09:00						
09:30	Baker		Dear E			
10:00				Susan *		
10:30		Francis				
11:00						
11:30						
12:00						
12:30						
13:00	Ocean					
13:30						
14:00						
14:30			Connaug			
15:00						
15:30						
16:00						
16:30						
17:00						

D Diary Aceti 08:00 to 09:00 Body Massage One Hour ? Help

Figure 2-94 Leisure Booking Screen

The leisure booking screen is modeled after the standard reservation book often used in leisure centers. You can see one day per screen. Down the left hand side of the screen you can see the time slots. The times increment by the default booking interval as defined in the Setup program. Across the top of the screen are the main resources within the activity or service outlet. The width of each column is determined by the default display width for this activity as defined in the Setup program.

If any time slots have already been booked, you will see the name of the guest in the appropriate time slot for the item booked. Next to the name you will see a star (★) if there are any notes attached to the booking. For activities, Fidelio will also display the number of persons in that booking. For services the service ID will be shown so that you can see which service has been booked from the main resource. If any time slots are closed as per the weekly schedule, they will appear in magenta. As you move the cursor from time slot to time slot, on the bottom of the screen, Fidelio will display information pertaining to this time slot, such as the name of the leisure guest, the duration of the activity or service and the type of service for service bookings.

If you have selected a particular service before opening the booking screen, Fidelio will only display the main resources that are able to perform the service. In addition, the display width of each column may differ from the width usually shown with the outlet.



Please note: The setup of leisure management allows the hotel to make use of different color codings. For example, it is possible to assign a color to each type of leisure guest (guest with reservation, member, outside guest or staff member). In addition, the hotel can define different blocking types, such as lunch break, maintenance, cleaning, etc., and assign different colors to each of the types. Therefore, depending on the setup, the colors used on your booking screen may denote special blocking types or guests or both. Ask your System Manager for help if you are not sure.

Reservation Leisure

Available Options

Using the cursor keys and **[Page Up]** and **[Page Down]** you can scroll in all directions.



Please note: If there are more time slots than can be shown on one screen, you can scroll below the end of the screen. If there are more activities than can fit on the screen, you can scroll beyond the right edge of the screen. The standard arrow keys move the cursor one cell to the left, right, up and down. **[Page Up]** and **[Page Down]** move the cursor up or down by an entire screen.

Press **[?]** for a **Help** screen which will show you all possible options available from the reservation book.

↵ View/Make a Reservation. Press **[Enter]** on an empty time slot to create a new leisure booking. In order to view or change an existing booking, press **[Enter]** on a reserved time slot. You cannot make a new reservation on a time slot which is either removed from availability or not open for bookings. (See below for more information about making leisure bookings.)

[Delete] Delete Leisure Booking. By positioning the cursor on an existing booking and pressing **[Delete]**, you can delete the leisure booking.



Please note: Fidelio simply deletes the booking. It does not keep a trace of deleted bookings, nor does it assign a cancellation number. However, the deletion is noted in the **User Logfile**. The time slot is now free for new bookings. Pressing **[Delete]** on an empty time slot does not do anything.

Ctrl+← Shrink Columns. Each time you press **[Ctrl+←]**, you decrease the width of the columns by one character. This may be important if you have more items than fit on one screen. You may wish to scan a whole day for an open slot. In such a case it would be advantageous to see as many items on one screen as possible.



Please note: The description at the top of the screen changes from the long description to the short description and then to the ID as the column widths get smaller. If you always want the columns narrower, you should decrease the default display width for this activity in the setup program.

Ctrl+→ Expand Columns. Each time you press **[Ctrl+→]**, you increase the width of the columns by one character. When the columns are wider, you can see more characters in the guest name and the number of persons expected for this booking. If you need to scan a long page for a particular name, it might be important to make the columns wider. If you always want the columns wider, you should change the default display width for this activity in the setup program.

> or < Advance/Go Back One Day. The greater and less-than signs advance and decrease the date by one day.



Please note: As you press these keys, the date in the top left corner of the booking screen changes. If you would like to change to a date far in the future or the past, it is faster to press **[Esc]** and re-enter this activity with a new date.

L M C O Remove/Restore from Availability. Each of the letters displayed here stands for a user-defined blocking type and can be pressed to remove a time slot of a main resource from availability. Our example letters might stand for **L** = Lunch Break, **M** = Maintenance, **C** = Cleaner, **O** = Out of Order. If you would like to block a particular main resource at a certain time for maintenance reasons, you would simply press **[M]**. The time slot will change color (according to the user-defined setup) to indicate that it cannot be booked. You may use the blocking types for barring individual time slots of main resources. Pressing **[M]** one more time makes the time slot available again.



Please note: If the time slot is always closed every day or every week, you do not need to use a blocking code to change the availability. Instead you can use the timetable in the Setup program to set the default weekly availability plan.

+ **Move.** Pressing the [+] key on an existing booking allows you to move the booking to another time, date or main resource. Once you press the [+] key, the booking name blinks. You can then move this name to a new time slot by using the cursor keys. You can also move the booking to a new date by pressing the [<] or [>] keys. Once you have found a new location for the booking, press the [+] key again. The booking is now in its new location. The move is noted in the **User Logfile**. Moving bookings here works the same way as when you move a reservation or a guest to another room in the room plan ([Ctrl+F3]).

If you move a booking for an activity with a special price table or if the price was changed manually for the booking, Fidelio will check whether the price would change in the new time slot. In this case, the user is asked whether the old price is to remain valid or whether the price should change according to the price entered in the price table for this time slot.



Please note: If you want to move a service booking to another main resource, it is recommendable to select the service before opening the leisure booking screen so that only main resources able to carry out the required service are displayed. If you try to move a service booking to a main resource not able to perform the requested service, Fidelio will display the message “*Service not available for <main resource>. Select new service? Y/N.*” You can either select a new service or move the booking to a main resource capable of performing the service.

- **Change Booking Type.** Press [-] if you want to change the guest type for a leisure booking. For example, if you have a leisure booking for a guest with a profile and the guest has checked into the hotel, you may want to link the booking to the reservation. In this case, select the leisure booking, press [-], select the option **Select from Reservation File** and select the guest's name from the list of guests. The message “*Replace Guest Name with <name of guest>? Y/N*” is displayed. Confirm with [Y] in order to change the booking type, press [N] to cancel the change.

I Information about this Resource. The [I] key retrieves information for this outlet/activity and main resource. If you have entered information about both the outlet/activity in general and the main resource specifically, you will see both texts separated by a line. If there is more text than can fit in the box, you can scroll up and down. You cannot change the text here. Press [Esc] to leave the information box.

The information box may contain special charging instructions, special rules and regulations for the activity or any other information pertaining to the activity or the item. To change the text for either the activity or the item, please use the setup program.

* **Check in Leisure Booking.** Use this option to check guests in when they have arrived for the leisure activity. Simply select the leisure booking and press [*]. The message “*Leisure booking now checked in*” is displayed. When you look at the leisure booking screen, you can tell which bookings have been checked in by the asterisk in front of the name (*). If you have accidentally checked a leisure booking in, simply press [*] again to cancel the check-in.

If you check in a leisure guest with an active front office reservation, Fidelio will automatically create a locator for this guest. The locator will display the leisure outlet, the main resource, the service or activity that was booked and the duration.

SPACE Information about the Guest. If you need additional information about a guest, simply press [Space]. Depending on the guest type, Fidelio will display varying screens. For guests with a reservation, you can view the reservation screen, for members the profile screen, for outside guests and staff members nothing will be displayed.

D View/Change Diary. With the diary, you can record any important events that concern the whole outlet. Simply press [D] from the leisure booking screen for the particular day to view any notes made in the diary or to modify text or enter new notes. You can use this to keep reminders for other staff members who work in a different shift or for any notes that are not connected to a particular leisure booking but to the outlet in general on a particular day. Whenever you enter text and exit the diary again, Fidelio will ask you whether you want to save the changes.

\$ Calculate Expected Revenue. Press the dollar sign [\$] in order to find out exactly how much daily revenue you can expect for the service outlet or the activity on the selected day. Fidelio will add up the price for each leisure booking reserved for the day and display the total daily revenue at the bottom below the leisure booking screen.

**Reservation
Leisure**

? **View this Help Screen.** As mentioned above, you can press [?] to display all the functions available from the leisure booking screen.

Esc. Pressing [Esc] returns you to the activity picklist or service outlet, from where you can pick another activity, pick the same activity with a different date or press [Esc] again to exit Leisure Management. You can also press [F10] if you want to return to the main menu.

Making a Leisure Booking

By pressing [Enter] on an empty time slot, you can make a new leisure booking. Fidelio will first ask you to select the type of guest for whom you are making the booking.

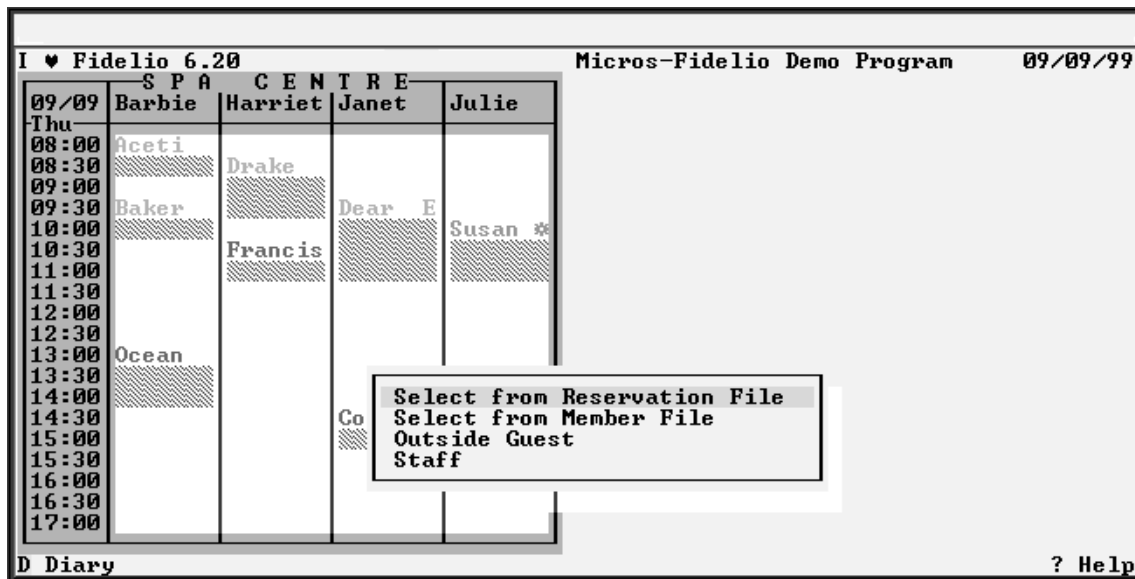


Figure 2-95 Leisure Booking Menu

Select from Reservation File. If the guest who wishes to make a leisure booking also has a hotel booking, either in house or due to arrive, Fidelio suggests that you select this option. Once you connect a leisure booking to a hotel guest, you can access the guest's leisure reservations directly from the hotel reservation screen and guest information screen. Fidelio will also cancel the leisure booking if you cancel the hotel reservation.

Select from Member File. If the guest who wishes to make a leisure reservation is not a guest in the hotel but has a guest profile, then we suggest that you select this option from the menu. In future releases of Fidelio, the guest profile database may evolve into a club management system. Fidelio will also keep a leisure history of all leisure bookings by guests who have profiles. This option may be used by hotels with frequent leisure bookings by non-hotel guests or club members. If you choose this option, Fidelio will ask you to enter a guest name or member number and select from a list of profiles. If the **Leisure Default Member Number Required for Member Bookings** has been set to [Y], you will only be able to select this guest type if you enter the member number of the guest.

Outside Guest. If the guest has neither a profile nor a hotel reservation, you can use this option. If you choose **Outside Guest**, you will not attach the booking to any profile. Fidelio suggests you use this option for guests for whom you do not need a profile. If the hotel operates a hair salon which is open to outside business, you may not require a guest profile for every customer of the hair salon. If you choose this option, Fidelio will ask you to enter a name and an optional telephone number. You will not have to select from a list of existing reservations or profiles.

Staff. If your leisure activities are made available to members of staff, you can select this guest type. As with outside guests, Fidelio will ask you to enter a name and an optional phone number.

Once you have selected a guest or entered the name of an outside guest, you can enter the booking details. On the top of the booking screen you can see the outlet or activity that you have selected (in our example SPA), on the bottom of the screen, the selected main resource is displayed (e.g., Janet).

The screenshot shows the 'Micros-Fidelio Demo Program' interface. At the top, it displays 'I ♥ Fidelio 6.20', 'Micros-Fidelio Demo Program', and '09/09/99'. Below this, the main area is titled 'SPA CENTRE' and 'SPA Centre'. A list of time slots is on the left, with '09:30' selected. The central form contains the following details:

Name	Al Matrouk
Date	09/09/99
Service	DET Detoxifying Body Programme
Start Time	09:00
Duration (Minutes)	180
End Time	14:00
Persons	
Discount %	0.00
Price	100.00
Room	105
Arrival	09/09/99
Departure	14/09/99
User	SUPERVISOR
Created On	09/09/99
Notes	

At the bottom of the screen, the resource name 'Janet' is displayed. The bottom left corner has 'D Diary' and the bottom right corner has '? Help'.

Figure 2-96 Leisure Booking Details

Field Explanation

Name. The contents of the *Name* field default to the name which you selected from the reservation or profile list or which you entered for the outside guest. You can, however, change the name. You may change the name, for example, if the leisure guest is the child of the hotel guest. In such a case you may override the name with the name of the child. Remember that the leisure booking remains linked to the reservation or profile, even if you change the name. If you would like to link the reservation to an entirely different reservation or profile, you will have to delete the booking and make it again. Of course you can change the name of an outside guest without any problem, as that leisure booking is not linked to anything.

Date. The date defaults to the date which was in the upper left corner of the leisure booking screen before you pressed [Enter] to make the booking. You can change this date here, if necessary. However, it is better to first choose the appropriate date before making the booking. If you would like to change the date, it is better to move the booking to the desired date with the [+] key rather than simply changing the date here, as the [+] key will also show you if the new date is available.

Service. This field is only available for *service* outlets. If you selected a particular service before opening the leisure reservation book, this field will display the ID of this service. In addition, the booking screen will be filled with the typical duration and price of this service.

Reservation Leisure


If you have not selected a service yet, pressing [**Enter**] on this field will display a pickbox with all the services that the selected main resource is capable of performing. Our example main resource, Janet, can perform the following services.

ID	Description	Guest Price	Duration
BAC	Back, Neck, Shoulders Massage	20.00	30
BQ2	Body Massage Half Hour	24.00	30
BOD	Body Massage One Hour	38.00	60
DET	Detoxifying Body Programme	100.00	180
DET	E'SPA Detoxifying Algae Wrap	40.00	60
EAR	Early Morning Energizer	42.00	120
EQU	Equestrian Reviver	78.00	120
ES2	E'SPA Aromatherapy Facial	32.00	60
ESP	Holistic Aromatherapy Luxury	55.00	90
STR	Stress Buster	100.00	180

Figure 2-97 Main Resource Services

This is the main difference between a service outlet and a non-service outlet. When you book a non-service outlet, i.e., an activity such as tennis or squash court, you only specify the main resource (e.g., court 1, court 2, court 3), confirm or change the standard duration defined for the activity and have the price calculated accordingly.


With service outlets, in addition to the main resource you also book a particular service for the leisure guest. Irrespective of the standard booking times on the leisure booking screen for the outlet, each service can have its own duration and its own price. Once you have selected the service, the fields **Duration**, **End Time** and **Price** will be filled according to the information defined for the service.

 Please note: Once you have selected the service for the booking, Fidelio will check that the time required for this service will not conflict with bookings that have been made for the resource for a later period. If the times overlap, Fidelio will not let you make the booking.

Start Time. This field indicates the starting time for the leisure activity. This defaults to the time on which the cursor was located when you pressed [**Enter**] to make the booking. You cannot change the start time from this screen. Use the [+] key to move a booking from one time slot to another.

Booking Type. This field is for information only and cannot be changed. It indicates the type of guest for whom you have made the booking. The following four different booking types are available.

- Guest selected from reservation file
- Guest selected from guest file
- Outside guest
- Member of staff

 Please note: If you need to change the booking type, you can do so by selecting the leisure booking from the booking screen and pressing [-].

Duration (Minutes). The duration defaults to the standard duration for this activity as configured in the setup program. With service outlets the duration depends on the selected service. You can override this duration here.

End Time. This field indicates the end time for the booking. This field cannot be changed directly. However, changing the duration of the booking automatically changes the end time.

Persons. The *Persons* field defaults to the standard number of persons as configured in the setup program for the activity. You can override the number of persons here.



Please note: The number of persons is not recorded for services.

Discount. If you would like to give the guest a percentage discount on the leisure booking, enter this percentage here. The default is 0 percent (no discount).

Price. The price is calculated automatically based on the activity, date, time, duration, persons and discount. You can accept the price or modify it here (for detailed information on how prices are determined, refer to *Leisure Management* on page 2-51 in the Reservation Setup Manual).

If you modify the duration, persons, discount, date or time of this booking in such a way that the price changes, Fidelio will warn you that the price has changed.

Prices are only in the hotel's base currency. It is not possible to define or override prices in a different currency.

Phone. This field is displayed for club members, guests from outside and members of staff. The phone number defaults to the phone number in the guest profile. However, you can override this with any other phone number or contact information you require.

Room/Arrival/Departure. The room number and respective arrival and departure dates of the leisure guest can only be displayed for a guest with a reservation at the hotel.

User/Created on. The two read-only fields *User* and *Created On* display the user ID of the person who carried out the leisure booking and the date when the booking was made.

Notes. Here you can enter any special notes pertaining to this leisure booking. Once you have attached notes to the booking, a sign (★) appears next to the name on the booking screen. Press [Esc] to exit the *Notes* field.



Please note: Once you have made the leisure booking for a guest or a member, Fidelio will check whether the guest has any bookings overlapping with the selected time slot. In this case, the message “*Guest already has a booking at this time for <name of activity or service outlet>*” will be displayed.

Changing a Leisure Booking

There are two ways to change a leisure booking: you can use the [+] key or press [Enter] on the existing booking. If you would like to change the service, the duration, persons, price, notes, name or phone number, you should position the cursor on the booking and press [Enter]. You will see the booking detail screen where you can change any of the fields.

If you would like to change the starting date, time or selected main resource, you should use the [+] key to move the booking from place to place on the booking screen. Please remember that with service outlets not all main resources will be able to perform the same services (Janet may be able to do the back, neck shoulder massage, Harriet might not be). Therefore you should be careful about moving service bookings (unless you have selected the service before opening the reservation book), while it is perfectly safe to move an activity booking to another main resource.

**Reservation
Leisure**

Front Desk

Overview

This section of the manual explains the **Front Desk** function of the Fidelio Front Office system. Using the Front Desk module you can access the **Arrival** option to search for arriving guests, view the reservations and check the guests in. You edit the record of a checked-in guest with the **In House** option or search, view and modify the guest **Profile** and the guest reservation history. The **Accounts** option allows you to register accounts for guests with no hotel room and the **Messages** option displays all the messages in the system.

In this section

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Accounts	3-51
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Arrival

You can use the arrival program to check in guests with and without reservations. It is also possible to check in guests directly in **Room Assignment** or the **Reservations** option. Groups would be checked in with the Groups Module.

After selecting **Arrivals**, you receive a screen similar to the Reservations Query Screen. As in *Reservations*, you can search for the guest by a number of criteria (refer to *Figure 3-1 Arrivals Menu*). The more data you enter, the more thoroughly Fidelio will search for the guest.

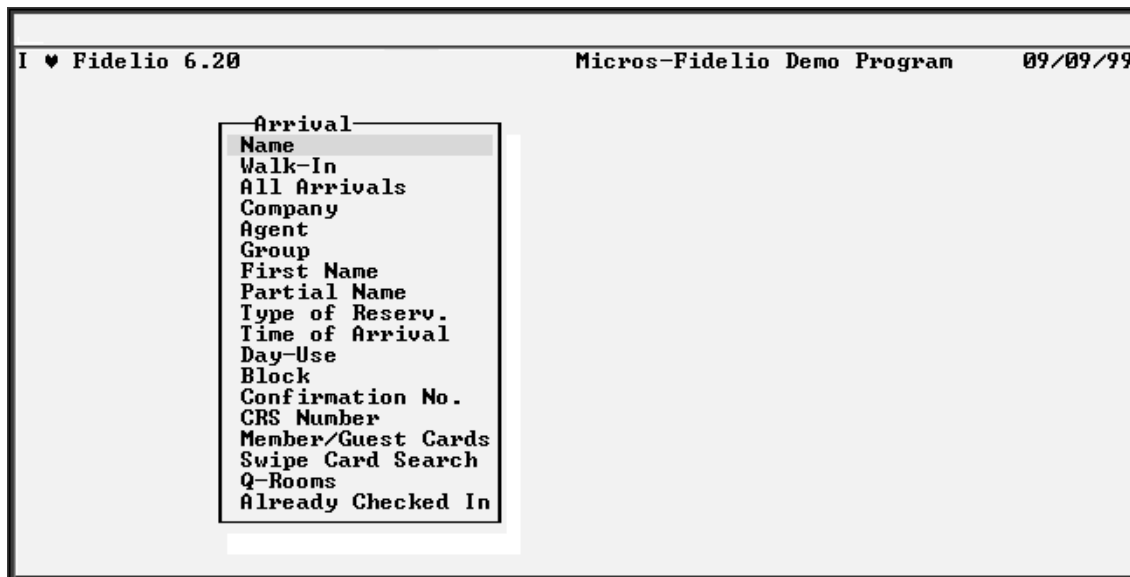


Figure 3-1 Arrivals Menu

Among other things, you can search for a partial name. If you enter “HNS”, for example, Fidelio will display all arrivals like “Johnson”, “Hahnsen”, “Ohnsaki”, and any others in which “HNS” occurs.

If the property works with member numbers or club ID numbers (*only with parameter Use Club Member Number in Guest File {clubmember} ON*), you can also search for arrivals with certain **Member** numbers or **Guest Cards** by selecting this option and entering all or part of the number. If you enter a guest card number you need to prefix it with a forward slash [/].

If a credit card reader is attached to your workstation, you will see the option **Swipe Card Search**. If you swipe a guest's card, Fidelio will search for the guest according to the name information on the card.

In the event that you have guests who check in early on the planned arrival date, Fidelio includes the facility to allow you to place the reservation on a check-in Queue. With the parameter Rooms on Queue {q_rooms} ON, the option **Q-Rooms** displays on the **Arrival** menu to filter guests arriving today who have been placed on the check-in queue. With menu options and prompts displayed, it will act as a reminder to both the Front Desk clerks and Housekeeping personnel.

If all the provided search criteria are still not enough and you would like to search for something else, then press **[Page Up]**. The arrival date is displayed again and, on the bottom of the screen, a general query field. In this field, you can enter any valid dBASE expression (for information on proper dBASE expressions refer to a dBASE manual).

In this option, Fidelio only shows you guests arriving today. Sometimes, however, it is necessary to view old or future reservations, too. Somebody might come to the front desk and ask when Mr. Smith arrives, for example. In this case, you would enter the name and an asterisk (*) behind it.

Smith*

Fidelio will then show a list with all Smiths that checked out today, are expected or have a future reservation. Cancellations and no-shows will be shown, too. The [*] function works with Name, Company, Agent, Group and Member Number.

When Fidelio does not find a guest with the normal search criteria, it displays the message “No guest found. Search all arrival dates? Yes/No?” If you say [Y], Fidelio will perform the same search as if you had entered a (*) behind the name, company, etc.

Whenever you enter a search criterion, the computer displays a pickbox of all the guests who fulfill the criteria. Fidelio also displays the horizontal **Reservation** menu described below. It is identical to the one displayed in the **Reservation** menu.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99		
Room RmI	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
S/318SUI	*Able, John	09/09	10/09	RACK	1		Rockwell I	1
	DKN Aceti, Ralph	09/09	10/09	RACK	1		Rockwell I	1
	DTW Adair, Scott	09/09	10/09	RACK	1		The Boot F	1
	STW Andrews, Willi	09/09	10/09	RACK	1			1
124	BTW Drake, L.	09/09	13/09	GROUP_A	1	Rosenbluth	ROS0306#	1
	BTW Dyer, Frank	09/09	13/09	GROUP_A	1	Rosenbluth	ROS0306#	1
130	BTW Fay, I.	09/09	13/09	GROUP_A	1	Rosenbluth	ROS0306#	1
	BKN Gravit, W.	09/09	10/09	GROUP_A	1	Rosenbluth	ROS0306#	1
	BKN Harris, L.	09/09	10/09	CORP3	2			1
207	BKN Henderson, Jac	09/09	10/09	RACK	1		Rockwell I	1
	BKN Levowitz, Roge	09/09	12/09	GROUP_A	1	Rosenbluth	ROS0306#	1
\$ 90.00		UIP 4						

1 Correction	2 Cancel	3 Rate Info	4 Confirmation	5 Profile
6 Options	7 Message	8 Check-In	9 History	0 Changes
A Add On	B Share	R Regcard	Q Q-Rooms	

Figure 3-2 List of Arrivals

Available Functions

1 Correction. You can select the guest with the cursor keys and pressing [Enter]. The guest's reservation record appears on the screen (for a detailed description of the reservation screen, refer to *Entering the Reservation Detail* on page 2-17 in the Reservations User Manual). Before checking the guest in you should make sure that the reservation record contains all essential data. You may want to cross check the name of the guest, the arrival and departure date and ask the guest for the payment method if it has not been entered yet.

On the top right of the screen (next to the confirmation number), you may see a blinking [T] if there is a trace for the guest, a blinking [A] if the guest has been authorized for city ledger check-out, a blinking [R] if there are routing instructions and a blinking [E] if leisure activities have been booked.

If no room number has been assigned to the guest, Fidelio will assign a room number automatically when you move the cursor to the **Room No** field. When you have completed going through the reservation record or if you press [Esc] anywhere after assigning the room number, Fidelio will automatically suggest to check in the guest, if the arrival date equals the Fidelio date. With [Y] the guest is checked in and the message “Check-in successful” is displayed. When Fidelio has displayed this message, the keycards for the room are printed and the telephone is unlocked. At this point, Fidelio also displays any unreceived messages for the guest.

Front Desk Arrival

If the hotel requires the entry of the payment method before checking a guest in (*only with parameter Require Method of Payment at Check-In {askpmethod} ON*), if no payment method has been recorded for the reservation, Fidelio will display a *Payment Method/Credit Card Entry* window in which you have to enter the payment method code and, if required, the credit card number and expiry date.

If there are one or more share reservations that have not yet checked in, Fidelio will display the message “*Guest is sharing with <guest> Check this guest in as well? Yes/No.*” With [Y] the sharer is checked in as well.



Please note: If you check in a sharer and the other sharer has checked in already, Fidelio automatically suggests the same room number. If you select a room number occupied by a guest who is not a sharer of the selected reservation, Fidelio will not let you proceed and will ask you to select the **Combine Share** option for this operation.

If a room number has been assigned to a reservation record, you can also check in the guest directly by selecting the option **8 Check-In**, without calling the reservation detail.

If the room status is dirty (DI) at check-in, Fidelio issues a warning “*Room is dirty. Do you still want to perform the check-in? Yes/No.*” Answering [N] aborts the check-in but keeps the room assigned to the guest. If the hotel uses the additional *inspected* room status (*only with parameter Additional Room Status INSPECTED {p_inspect} ON*), Fidelio will display a warning message if the room status of the selected rooms has not been inspected (IS).

If you work with room discrepancy and according to housekeeping the rooms is still occupied (i.e., the room is marked as a SLEEP), Fidelio displays a warning message before checking the guest in.

Virtual Numbers during Check-in

This functionality only applies if the hotel uses virtual number pools (*only with license code Virtual Number Assignment {ex_didnr} ON*). In this case, Fidelio may assign virtual numbers automatically during the check-in process or prompt the user to assign a number. The use of this option depends on how the hotel has set up the virtual number pools and is usually determined by the functionality of your telephone system. Up to five number pools are available. They can be room-based or guest-based and can have various assignment rules.

Upon the arrival of a guest, Fidelio goes through the normal check-in procedure and displays the virtual number assignment screen as the very last screen of the check-in process. The screen might look as follows.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
CHECK IN					
Windsor, Keith Mr.		Source Agent		Last Rate 0	
USA		Company Boot Factory		Last Room / /	
VIP 0		Group		Last Visit / /	
SUI Suite				Pref. Room	
Arrival	09/09/99	Thursday	Conf./Share 347/		
Nights	1	1 Night	Discount in \$	0.00 in % 0	
Departure	10/09/99	Friday	Discount reason	Channel FAX	
Adult/Chld/Prm	1 0		Reserved by:		
Room Type	SUI	RT Charged	Packages	GOLF, IBF	
Room No	201		Specials	NEW, BAT	
Rate Code	RACK	Rate Fixed Y	FFP Type	#	
Rat	Virtual Numbers	Room-201	Payment	Code Amnt. 0.00	
Res	Telephone	7112			
Tim	Fax		t #	C/O Time :	
Blo	Modem	8112	Rate ?	N	
Mar	Pager	No UN Assigned	/House Use	Interest TH	
Sou	Mobile	No UN Assigned	ed by:	SUP 02/05/00	
Con					

Figure 3-3 Virtual Number Assignment

In this example we have a phone pool with an **Auto Assign** rule. The system will therefore automatically assign a number from this pool to every check-in and display the number. In addition, the cursor will position on the number field of the fax pool, as it is set to **Prompt to Assign**. You can select a number from the pickbox available upon pressing **[Enter]** or enter one manually. Alternatively, you can leave the field blank by pressing **[Esc]** either from the field prompt or the pickbox.

If a pool is set to **Do Not Assign**, Fidelio will display the message “*No VN Assigned*” in the place of the virtual number field. If the **Assignment Required** rule has been activated for a pool, Fidelio will not let you complete the check-in of the guest without assigning a number.

If a guest has permanent virtual number assignments, the check-in will be handled the same way as above. For the **Auto Assign** pool, the system will automatically select and display the permanent virtual number attached to the profile. With the **Prompt to Assign** pool, the system will display the pickbox and position the cursor on the permanent virtual number.



Please note: If you use a profile with permanent virtual number assignments for different reservations staying at the same time, Fidelio will use the permanent virtual numbers for the first reservation that checks in. If a guest with a permanent virtual number is checked into a room which is not set up for the numbers from this pool, then Fidelio will take the room configuration as the controlling factor and not assign the number.

If sharers are checked in and the second sharer to check in has a permanent number assignment for a *room-based* pool, Fidelio will ignore the assignment and the virtual number issued for the first sharer will be used.

During the check-in of sharers, Fidelio will assign the identical virtual number to all the reservations staying in the same room for *room-based* virtual pools. This is irrespective of whether or not the pool was set to **Prompt to Assign**. If the first sharer is checked in and not assigned a room-based virtual number and at a later stage the second sharer is checked in and provided with a virtual number, this number will apply to all sharers.

For *guest-based* pools, the system will assign a new virtual number for each sharer reservation, unless the pool has been set to **Do Not Assign**.



Please note: It is not possible to assign the same virtual number to two or more sharers if the pool is guest-based. Also, Fidelio cannot allocate virtual numbers to guests checked into pseudo rooms (except “PY” and “PI”) irrespective of whether or not they have a permanent virtual number assigned to their profile or if the options **Auto Assign** or **Assignment Required** have been activated. The same applies if, for one reason or the other, a regular room has not been activated for a virtual number pool.

**Front Desk
Arrival**

Arrival Options cont.

2 Cancel. Fidelio asks if you are sure that you want to cancel the reservation. If you say [Y], Fidelio displays a number of cancellation reasons from which you can pick one. Cancellation reasons might be:

Room	RmT	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
124	STW	Andrews, Willi	09/09	10/09	RACK	1			1
	BTW	Drake, L.	09/09	13/09	GROUP_A	1	Rosenbluth	ROS0306#	1
	BTW	Dyer, Frank	09/09	13/09	GROUP_A	1	Rosenbluth	ROS0306#	1
130	BTW	Fay, T.	09/09	13/09	GROUP_A	1	Rosenbluth	ROS0306#	1
	BKN	Gravit, W.	09/09	10/09	GROUP_A	1	Rosenbluth	ROS0306#	1
	BKN	Harris, L.	09/09	10/09	CORP3	2			1
207	BKN	Henderson, Jac	09/09	10/09	RACK	1		Rockwell I	1
	BKN	Levowitz, Roge	09/09	12/09	GROUP_A	1	Rosenbluth	ROS0306#	1
	BKN	Richardson, Pe	09/09	10/09	RACK	1			1
	PM	ROS0306#	09/09	13/09	GROUP_A	1	Rosenbluth	ROS0306#	1

\$ 100.00	Cancellation-Reason
	Guest found cheaper hotel
	Guest is sick
	No reason given
	Convention canceled
	Airport closed

1 Correction	2 Cancel	3 Rate Info	4 Confirmation	5 Profile
6 Options	7 Message	8 Check-In	9 History	0 Changes
A Add On	B Share	R Regcard	Q Q-Rooms	

Figure 3-4 Cancellation Reasons

After choosing a cancellation reason, Fidelio will display the reason with the cancellation number and the user ID. You can add text freely or overwrite the chosen reason. Some hotels may choose not to work with default cancellation reasons. In this case, the cancellation window will be shown immediately. After you have pressed [Esc] to exit the window, Fidelio cancels the reservation, assigns a cancellation number and updates the inventory.

Canceled reservations remain in the system until after the expected departure date. You can always reactivate a canceled reservation as long as it is still in the system. Just press **1 Correction** and Fidelio asks you "This reservation was canceled! Would you like to reactivate it? Yes/No." If you say [Y], the reservation will be reactivated. If you say [N], the reservation remains canceled, but the guest information screen is displayed, so that you can see the reservation data. If you do not have rights to reactivate a cancellation, the guest information screen is displayed immediately. Fidelio updates the cancellation statistics in the guest, travel agent, source and company history.

If you have already received a deposit, you cannot cancel the reservation without clearing the deposit in the cashiering module.

Once the reservation is canceled, you cannot view the standard reservation screen without reactivating the reservation (only the guest information screen). You can, of course, re-cancel a reactivated reservation.

3 Rate Info. Highlight **Rate Info**, select a currency and Fidelio will show you exactly what rate and extra charges will be charged on each day of the guest's stay. This takes in effect any weekend rates, special package plans which change the rate on different days, additional taxes and season and day-type changes. In addition, Fidelio will display any deposits made towards the reservation and deduct the deposit from the total cost for the stay.

Rate info is purely informational. Even if you wish to see the rate in another currency, this has no influence on the actual type of payment.

4 Confirmation. With this option you can always check the exact contents of the confirmation letter a guest received. This can be very helpful if a guest comes to your desk to check in and tells you that he received different information in his confirmation letter from what is being offered now. Select this option. If a confirmation letter was printed for this guest, Fidelio will display it.

5 Profile. If you want to view or change the guest profile or enter additional remarks, then select this option. You now see the standard guest profile screen and you can edit it as described in the **Profile** option (refer to *Profile* on page 3-34). If you change the address, Fidelio will update the name at the top of the screen immediately when you return to the reservation. To change any of the fields, simply select the **Correction** option and proceed as normal.

If you discover that the guest whose reservation you are working on right now is not the same guest which you see on the profile, choose the **Select Another Profile** option. You may, for example, have created a new guest profile only to find out later that you spelled the name wrong and the correct name was already on file. In such a case you would choose **Select Another Profile**, enter the correct name and then pick the correct name from the displayed pickbox. The reservation which was made earlier for the wrong name is now under the correct name.

Remarks is a free-form area to add information for this guest record. The **History** option is used to access previous stay information to the group profile. The **Special Fields** are used by special user rights to enter or change information to commissions (*only for travel agent profiles*), set the availability override flag, set the profile on the blacklist or cashlist and record a corresponding message, and define the A/R account number, and **Options** are used for additional profile information. Selecting **[OK]** (or **[Esc]**) returns you to the group reservation windows. If your property is using the Additional Address Information parameter {guestaddr2}, use **2nd Address** to add or change a second address to the profile.

Press **[Esc]** to return to the **Arrival** menu.

6 Options. The options menu is identical throughout Fidelio.

Routing Instructions. With the routing instructions menu you can send charges of certain department codes automatically to the second, third or fourth window or to other folios in other rooms at the time of posting. The user can choose between the folio and the second address of the profile and make changes to that second address for the routing instruction if the user right to make changes has been assigned. It is only possible to select the second profile address for the same room on the routing instruction if the parameter Additional Address Information {guestaddr2} has been activated. The **Info** option under Routing Instructions displays the selected address. You can define a routing period if you would like to restrict the rerouting of postings to a certain period (for more information on Routing Instructions refer to *Billing* on page 4-3 of the Cashier User Manual). If you want to route postings of an individual reservation to a company, agent, group, etc., you should link the reservation with the company, agent, group, etc. first via the **Agent/Company** option.

Agent/Company. With this option you can link a company, travel agent, reservation source or group name to the reservation. You can also view and modify the given address, although this information has usually been recorded with the reservation. Each of the **Source**, **Agent** and **Company** fields function the same way. Move your cursor to the first required field (say, **Agent**) and type the first few letters of the travel agent's name. Press **[Enter]**. Fidelio displays a list of existing profiles from which you can highlight a profile and press **[E]** to view or edit the selected profile. Press **[Enter]** to select the profile for the reservation or press **[N]** to create a new profile, if the agent you want does not exist. If default rate codes have been recorded for a company, agent or source profile, this is indicated by a single dollar sign (\$) for one rate code and by a double dollar sign (\$\$) for two or more rate codes. In addition, Fidelio will display the default rate code with the highest sequence number in the **RCode** field. Press **[R]** for **Rate Codes** if you want to view all default rate codes recorded for the profile. If you select a profile with a default rate code, Fidelio will also display an appropriate message.

Fixed Charges. Here you can view, modify and enter any fixed charges. Fidelio posts fixed charges as well as room and tax automatically during the night audit and when you print an advance folio.

Special Fields. If you have defined any fields in the extra reservation fields screen, then you can view and modify them here if you have the rights to do so. It is possible that Fidelio displays this optional reservation screen automatically each time when the main reservation screen has been edited (*only with parameter Automatically Edit Reservation Option Screen {p_resscr2} ON*).

**Front Desk
Arrival**

Deposit. Here you can enter a deposit towards a reservation before the guest has checked in. After selecting this option, you have to enter your cashier ID and password. Fidelio will display pertinent information about the guest, including deposits requested and deposits paid. Select the method of payment from the pickbox and enter the amount received. Fidelio will then ask whether you want to print a receipt.

Now you can change the reservation type. Let's assume that the guest had "non-guaranteed deposit expected." Of course, you would want to change the reservation type to "guaranteed deposit received." All available reservation types are displayed in a pickbox. Choose one and press [Enter] or press [Esc] if you do not want to change it. The deposit amount will automatically be transferred to the guest folio at check-in.

Delete. Deleting a reservation removes the data completely from the system. This is used when you have made a complete mistake while entering a reservation and would prefer to re-enter the entire reservation rather than correct the first one. This action does not update the guest, agent or company history. Fidelio acts as if the reservation never existed. You cannot delete a reservation which has a deposit. You must first clear the deposit in the cashiering module.

Please note: You can delete canceled reservations as well as active reservations.

Auth. Direct Bill. (Only with parameter Use City Ledger Check-Out Authorization {chkclauth} ON.) If the guest wants to check out and have his balance transferred to a city ledger account, city ledger check-out must be authorized with this option first.

Package Options. (Only with parameter Advanced Package System {par_packag} ON.) If you work with the advanced package module, Fidelio displays the following window:

Room	RmI	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
		SUI Able, John	09/09	10/09	RACK	1		Rockwell I	1
		DKN Aceti, Ralph	09/09	10/09	RACK	1			
		DTW Adair, Scott	09/09	10/09	RACK	1			
		STW Andrews, Willi	09/09	10/09	RACK	1			
124	BTW	Drake, L.	09/09	13/09	GROUP_A	1			
	BTW	Dyer, Frank	09/09	13/09	GROUP_A	1			
130	BTW	Fay, I.	09/09	13/09	GROUP_A	1			
	BKN	Gravit, W.	09/09	10/09	GROUP_A	1			
	BKN	Harris, L.	09/09	10/09	CORP3	2			
207	BKN	Henderson, Jac	09/09	10/09	RACK	1			
	BKN	Levowitz, Roge	09/09	12/09	GROUP_A	1			

\$	90.00
----	-------

1 Correction	2 Cancel	3 Rate Info	4 Leisure
6 Options	7 Message	8 Check-In	9 Guest Awards
A Add On	B Share	R Regcard	Q Q-Rooms

Figure 3-5 Package Options

Show Posted POS Items. This displays a list of all package elements for which an allowance has been created. The creation of the allowance is done automatically by the system at check-in and during the night audit.

Please note: Allowances are only created for the same day. This means that if a guest has a breakfast package, you will only see the allowance for the current date and the previous days, but not for the next day.

Refresh POS Packages. This option checks and updates any changes you made to POS packages concerning the reservation. It is necessary to run this option if you attach a new POS package code to the reservation change or remove an attached package code or when you change the rate code to another rate code with different POS packages. It is only necessary to refresh POS packages if the guest has checked in already.

Route Packages. (Only with parameter Allow Package Routing {p_packrout} ON.) If the property works with package routings, the options **Route Packages** and **Display Routings** are displayed here. The **Package Routing** option allows you to redirect package allowances from one account to another. For example, all group member package allowances could be directed to the group master folio or the children's charges could be directed to the parents' room. This facilitates the posting of charges to one account while considering multiple rooms.

Select the **Route Packages** option to redirect the package allowances to another guest or room. You can **Route Packages** to reservations and checked-in guests that do not already have a routing to another room and whose arrival and departure dates correspond to the date range of the reservation for which you want to add the package routing. If the reservation for which you want to add a package routing is already checked in, then only checked-in rooms are available for selection.

When you have selected the target room, Fidelio will display the message “Use other allowances on target room?” Here you determine whether the target room can exceed its own allowance and use allowances that might be available from the other source rooms. This might apply in the case of a family, where the package allowance from the children are routed to the parents' room, but certainly not in the case of a group.



Please note: Fidelio will only redirect package allowances to a checked-in room. If the target room is not checked in at the time of posting, Fidelio will post to the source room and remove configured package routings. During the check-in of a guest, Fidelio will make sure that the target room for the package routing has already checked in. Otherwise the system will display an appropriate warning message and allow the user to cancel the check-in or to remove the package routing.

If you have already routed the package postings to a reservation once, it is not possible to re-route them to another reservation. For example, if you have routed the package postings from room 108 to 113, it is not possible to redirect the charges from room 113 to 120. Fidelio will display the following message “This reservation has packages routed from other reservations. Package routing not possible.”

When you **Route Packages**, you redirect the package allowances for all POS package postings connected to this room. The system will add up all package allowances accumulated on the target room in order to produce a total for the particular department code allowance (for more detailed information refer to *Package Elements* on page 3-30 in the Rate Management Setup Manual).

Display Routings. Selecting the **Display Routings** option for a reservation, you can identify whether the reservation serves as a source or target room, i.e., if the reservation has package routings to another room or if the room receives package allowances from other rooms.

For target rooms, the **Display Routing** option displays a list of guests who have a package routing set to the selected room/reservation. The information includes guest name, room number, arrival and departure date, the status of the reservation and whether other allowances on the target room can be used ([Y] in the column **Other**). You can press **[Delete]** to remove a package routing. Fidelio will go through the standard checks for the deletion.

Virtual Numbers. (Only with license code Virtual Number Assignment {ex_didnr} ON.) This option is only displayed if the hotel uses virtual number pools. In this case, you can select the **Virtual Numbers** option to assign a virtual number to a guest in house, view, modify or remove it. You cannot assign virtual numbers to reservations. The use of this option depends on how the hotel has set up the virtual number pools and is usually determined by the functionality of your telephone system. Up to five number pools are available. They can be room-based or guest-based and can have various assignment rules.

Fidelio can assign virtual numbers automatically at check-in or prompt the user to assign numbers at check-in or you can assign numbers with this option only. After selecting this option, Fidelio will either display any virtual numbers that have been assigned to the guest or display the message “No virtual number assigned for this reservation. Do you want to assign one? Yes/No.” With [Y] you will receive a list of active virtual number pools (for example phone, fax, mobile) from which you pick the required line pool with **[Enter]**. Next, Fidelio

Front Desk Arrival

will display a list with numbers from which you can pick one. If the guest has a permanent number linked to his guest profile, Fidelio will indicate this number and suggest it for selection. If the room has not been activated for the selected number pool, Fidelio will display an appropriate message. Once you have picked a number, Fidelio will display the selected pool and number in a picklist. You can insert a new number by pressing **[Insert]** or remove a virtual number assignment by selecting the number and pressing **[Delete]**.



Please note: You can only assign one virtual number per reservation and pool. Therefore if you have to change a virtual number, you first have to remove the existing number and then assign a new one.

If you assign a room-based virtual number for a share reservation, Fidelio will apply this number to all associated checked-in sharers. If you remove a virtual number with an assignment-required pool, you will not be able to exit the option without assigning a new number.

Break Share. Using this function you can break an existing share reservation. Fidelio will not simply let you remove the share number from the room number field in order to split a share reservation. Breaking a share reservation means that you can separate two (or more) shared reservations and form two (or more) individual reservations, thus influencing the availability. To do this you place the cursor on one of the “share” reservations and select this option. A screen like the following is displayed:

```
I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program    09/09/99

                                Guests sharing with ABLE
                                From 09/09/99 To 10/09/99  <Share number: 317>

Room-RmT-#  Name                Arrive-Dep  Rate  Balnc-Agnt/Srce  Group/Comp-ST
S/317SUI    1*ABLE, John                 09/09  10/09  135    0              Boot Facto 1
S/317SUI    1 Franklin, L.                09/09  10/09    0      0              Boot Facto 1
S/317SUI    1 Windsor, Keith              09/09  10/09  135    0              Boot Facto 1

← Info  S Break This One  A Break All
```

Figure 3-6 Break Share

You can see all reservations sharing the selected reservation (marked with an asterisk * in the list). If you require more information, press **[Enter]** on any of the records to display the guest info screen. If you want to break apart all listed share reservations, press **[A]** for **Break All**. Fidelio will check availability, remove the share links and finally display the message “*Share break successful.*” If you only want to separate one of the share reservations, select that reservation and press **[S]** for **Break This One**.



Please note: Fidelio will only let you carry out an individual break if this will not result in breaking the complete share.

If you attempt to break a share reservation which is attached to a block, Fidelio checks whether there are enough rooms in the block and if necessary, makes use of the borrowing technique. If there are not enough rooms in the block, Fidelio will increase the block by the number of rooms required for the break of the share, if the block has been marked elastic. If the block is not elastic and there are not enough rooms left in the allotment to break the share, then Fidelio will not let you break the share.

For further details regarding the handling of share reservations refer to *Handling of Share Reservations* on page 2-58 of the Reservations User Manual.

Combine Share. This option allows you to combine two individual reservations into two shared reservations. When you want to combine reservations, select one of the reservations and then select this option. You can enter the name of the sharing guest or press **[Page Down]** for a list of all reservations available for the share. Fidelio will display a list of reservations with overlapping dates and/or the same block code. On the top of the window you can see the details of the selected reservation.

Room	RmT	#	Name	Arr	Dep	Rate	Ad/Ch	Agnt/Srce	Group/Comp	ST
140	BKN	✓	Barnes, Laura	20/08	14/09	90	1/0	Vista Trav		IN
115	IDNS	✓	Broadhurst, Ch	20/08	15/09	150	1/0	Woodside T	New York S	IN
205	DKN		Andrews, Willi	23/08	10/09	160	1/0	Apex Trav		IN
221	BTW		Brewster, Maur	23/08	14/09	150	1/0		Digital Eq	IN
116	KC		Cameron, Gene	23/08	15/09	206	2/0	Goodwood T	Fidelio Au	IN
218	DKN		Mehta, N.	23/08	17/09	140	1/0	Omni Trav		IN
211	DKN		Müller-Elmau,	23/08	12/09	156	1/0		Fidelio So	IN
315	ITW		Dear, Walter	26/08	13/09	130	2/0		New York S	IN
237	BKN		Mapes, Steve	26/08	15/09	150	1/0	Moog Trav		IN
107	KNS		Richardson, Pe	26/08	15/09	90	1/0		World Bank	IN
123	BTW		Thompson, Henr	26/08	10/09	150	2/0	Vista Trav		IN
226	DKN		Warner, Ed	26/08	15/09	135	1/0		Boeing Ind	IN
142	STW		Al Matrouk, Fa	27/08	10/09	90	1/0			IN

Figure 3-7 Combine Share

Select the other reservation with **[Enter]**. Fidelio will ask “Share with *[guest name]*? Yes/No?” If you answer **[Y]**, Fidelio will build the share, assign the internal share number, update the availability accordingly and finally display the message “Guests now sharing in room S/nnn. Please check rate and persons.”

If you combine two block reservations into a share, Fidelio will update the available rooms in the allotment and add the freed room to the block again.

Show Share. If you want to see all reservation shares of a highlighted share reservation (marked with *), select the **Show Share** option. Fidelio will display the details of the selected guest on top and a list with corresponding share reservations below. The information includes share number, room type and number (if assigned), name, arrival and departure dates, rate, balance, any attached profiles and the reservation status. For this display, the asterisk in front of the guest name indicates the reservation that you have currently selected.

Traces. This function is similar to **Messages** in that you can create a message and attach it to a guest reservation. However, the difference is that a **Trace** is a message not to the guest, but to your colleagues and it requires an *action* and a specific *action date*. Let's look at an example. Suppose you are making a reservation for a guest and the guest says “I will need a roll-away bed for my young son.” What do you do? Well, somehow you need to advise Housekeeping that they need to put a roll-away bed in the room. But the guest is not coming for a week and you do not know which room he will be in. This is where the traces can really help. Since you have the reservation in front of you, select the **Options** option and then select the **Traces** option. If there are no other traces for this guest, Fidelio tells you this and asks if you want to make one. You must first select a trace department (i.e., who is to be advised). Fidelio shows you all the available trace departments. Select Housekeeping. Next, Fidelio presents you with a pickbox of common requests from Housekeeping -if *Requests Roll-away* is there, all you have to do is select it. If it is not, you need to press **[Esc]** and type the request free-form. When you have either typed or selected the text, press **[Enter]** and you will be prompted to enter the trace date. This is very important as the date you enter here is the date Fidelio will notify Housekeeping (by the

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Trace Report) that a roll-away bed is needed. You also see the text you entered/selected. At this point you can change it, if necessary. Press [Enter] to complete the trace. Fidelio shows you your completed trace. At this point you can press [Enter] to modify the trace or the date; [Insert] to create a new trace; [Delete] to delete a trace; or [*] to resolve the trace (This means that you have done whatever was requested and you are marking the trace as completed.) To exit this function, press [Esc] and you return to the menu.

There is a special type of trace called **action**. This could be thought of as a “smart trace” as it is used to automatically change guest information. Let's say your guest plans to stay from Friday to Tuesday. On Friday and Saturday he is eligible for a special weekend rate. On Sunday and Monday his rate must change to a corporate rate. This means that the rate code and thus the rate, must be changed on Sunday. You could make a note to change the rate on Sunday morning, but the “smart trace” can make this change for you automatically. All you have to do is select the **Options** menu. Select **Traces** and make a trace in exactly the same manner as above. However, when you are offered the pickbox of trace departments, select **Actions** instead of a specific department. Fidelio now lists a series of possible changes. You can elect to change the market code, the source code, the rate code, the actual rate or the number of adults or children. Pick the rate code and press [Enter]. Fidelio asks you when the rate code is to be changed. Enter Sunday's date. Fidelio will now change the rate immediately after the night audit on Saturday night. When you use this function, there can be no mix-ups, mis-postings or rebates because of someone forgetting to manually change the rate.

Credit Cards. You can only access this option if you are using the credit card interface (also known as EFT interface). When you select this option, Fidelio offers you the following choices:

Room	RmI	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
	SUI	Able, John	09/09	10/09	RACK	1		Rockwell I	1
	DKN	Aceti, Ralph	09/09	10/09	RACK	1			
	DTW	Adair, Scott	09/09	10/09	RACK	1			
	STW	Andrews, Willi	09/09	10/09	RACK	1			
124	BTW	Drake, L.	09/09	13/09	GROUP_A	1			
	BTW	Dyer, Frank	09/09	13/09	GROUP_A	1			
130	BTW	Fay, I.	09/09	13/09	GROUP_A	1			
	BKN	Gravit, W.	09/09	10/09	GROUP_A	1			
	BKN	Harris, L.	09/09	10/09	CORP3	2			
207	BKN	Henderson, Jac	09/09	10/09	RACK	1			
	BKN	Levowitz, Roge	09/09	12/09	GROUP_A	1			

\$	90.00
----	-------

1 Correction	2 Cancel	3
6 Options	7 Message	8 Check-In
A Add On	B Share	9
		R Regcard
		Q Q-Rooms

Routing Instructions
Agent/Company
Fixed Charges
Special Fields
Deposit
Delete
Auth. Direct Bill
Package Options
Virtual Numbers
Break Share

Enter Approval Code
Authorization Rule
Additional Authorization
Courtesy Card Handling
View/Change Card Type

Figure 3-8 Credit Cards Menu

Field Explanation

Enter Approval Code. This option is only used if your Credit Card Interface is down and you need to enter an approval amount and approval code manually by calling the credit card company. You are asked to enter first the **Approval Amount** and then the **Approval Code** (provided by the credit card company). Fidelio will log any entries made into these fields into your user logfile.



Please note: If the connection to the EFT company is temporarily not working when you check in a guest, we strongly recommend that you use this option instead of changing the payment method to an off-line method, because if the payment method is not changed back to on-line, Fidelio will never go out for any authorization nor settlement.

Authorization Rule. This feature only works for EFT interfaces which support preauthorization and where the parameter **Auth./Settlement at Check-Out** in the **Functionality Setup** from the **Credit Card Interface** option is set to [N]. Users with the right to change the authorization rule can choose between the standard rule as defined in the Setup program and the following two special rules at any time prior to or during the guest's stay. As the cost of accommodation is often paid not by the guest but by the company, it is useful if the hotel can set a lower authorization amount, for example by excluding the cost of accommodation from the calculated authorization amount. Simply enter the corresponding number for changing the authorization rule or enter 0 for a pickbox.

Rule 5 Amount The field **Amount** will default to the value as defined in the configuration program, but you can overwrite the amount any time. The entry in **Precalculated Amount** will then be replaced by this value.

Rule 6 Percentage Here you enter a percentage and Fidelio will then calculate an amount based on the formula $LOS * rate * percentage$ to arrive at the entry for **Precalculated Amount**. However, you can overwrite the field, if necessary.

During the night audit, the procedure CC_AUTH checks whether a special authorization rule has been defined, calculates the amount to be approved accordingly and goes out for authorization.

Additional Authorization. This option is used when you want to get approval for an additional amount - above what the credit card company has already approved. For example, if a guest's account balance is 1000.00 and you originally got approval for 1100.00 from his credit card company, but now he comes to the desk and wants to send various expensive packages overseas, you will need to increase the approval to, say 1400.00. When you select this option, Fidelio shows you the **Current Authorized Amount** as well as the **Guest Balance**. The third field is where you enter the new approval amount. If you enter 1400.00 here, the Credit Card Interface will request a total approval for 1400.00, i.e., 300.00 (**not** 1400.00) more than previously approved.

When you press [Enter], the Fidelio Interface contacts the EFT system with the approval request. If the amount is approved, a message is displayed showing the approval code and the new approval amount (these fields are automatically updated on the reservation record). If, for some reason, the approval was not given, the credit card company will send back a message to advise you of the reason, i.e., insufficient funds or even ask you to hold the card.

Courtesy Card Handling. If courtesy card handling is supported by your interface, you can swipe courtesy cards with this option to collect the guest points or stay information for a guest. The system will default an expiry date of 00/00 for all cards. In addition, by pressing the [+] key, you can display the actual number of points which the guest has collected. During the night audit after the guest's check-out, Fidelio will send the accumulated guest stay information to the credit card processor.

View/Change Card Type. This option will only display if the function **Credit Card Usage Choice** has been activated. When selecting this option you can see whether the selected card is handled as a credit card, a debit card or a special card.

Accompanying. What you see here depends on the setup in your hotel. You may have the option of entering the names and birth dates of up to three accompanying persons for this reservation. If the parameter Detailed Accompanying Guest Registration {accompany} is switched ON, you can record registration details for accompanying guests with this option. This includes name, first name, address, nationality, date/place of birth and passport information. If you select this option and no accompanying guest has been recorded for this guest yet, Fidelio will ask you whether you would like to add one. Otherwise you will be shown any recorded accompanying guests and you need to press [Insert] to add a new one. Fidelio will default the profile information of the guest into the name and address fields for the accompanying guest. This is very useful when you record family members. In this case you only have to change the first name and add the passport details.

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Use the **Accompanying** option instead of the **Share** function if the sharing guests do not need separate folios and recording the reservation history is important for only one or neither of the sharing guests. If a couple has different last names, for example, but they require only one folio and arrive and depart together, you should only create one guest profile for one of the guests. Then select the **Accompanying** menu item from the **Options** menu. If someone calls on the telephone, you can find the accompanying guest by entering the name in the **Accompanying** field in the telephone operator function [Ctrl+F7]. If the two guests want to pay separately after all, you can split the folio charges into two windows.

Leisure. This menu option is only available if your hotel works with the Fidelio Leisure Management module. With the **Leisure** option, you can view, change, create or delete leisure bookings for the selected guest.

If the guest already has leisure bookings, Fidelio will display a pickbox with all existing leisure bookings for the guest.

Room	RmT	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
	SUI	Able, John	09/09	10/09	RACK	1		Rockwell I	1
	DKN	Aceti, Ralph	09/09	10/09	RACK	1			
	DTW	Adair, Scott	09/09	10/09	RACK	1			
	STW	Andrews, Willi	09/09	10/09	RACK	1			
124	BTW	Drake, L.	09/09	13/09	GROUP_A	1			
	BTW	Dyer, Frank	09/09	13/09	GROUP_A	1			
130	BTW	Fay, I.	09/09	13/09	GROUP_A	1			
	BKN	Gravit, W.	09/09	10/09	GROUP_A	1			
	BKN	Harris, L.	09/09	10/09	CORP3	2			
207	BKN	Henderson, Jac	09/09	10/09	RACK	1			
	BKN	Levowitz, Roge	09/09	12/09	GROUP_A	1			

Name	Date	Start	End	Price	Activity
Drake	09/09/99	08:30	10:00	55.00	SPA Centre
Drake	09/09/99	13:00	16:00	0.00	Golden Nugget

* Plan DEL-Delete ← View

Figure 3-9 Existing Leisure Bookings

The following options are available from this screen:

*** Plan.** With [*] you have access to the main leisure management screen. Use this option if you want to create or change a leisure booking for the guest. Fidelio will display a list with all defined outlets. Service outlets are indicated by an [S] on the right, non-service outlets by an [N]. After selecting a service outlet from the pickbox, you have the option of selecting a particular service or directly viewing the schedule for the specified date. With non-service outlets you simply need to enter or confirm the date. Next, Fidelio will display the reservation book for the selected date. Press [Enter] on a selected time slot to create a booking. You have the same options as when you access Leisure Management with the **Leisure** option from the **Reservation** menu (refer to *Leisure* on page 2-127 of the Reservations User Manual). The only exception is that any new booking you make is automatically linked to the reservation on which you were previously working. When you exit the **Leisure** menu, you will return to this pickbox. Any new leisure bookings which you just made will show up in the pickbox.

DEL Delete. Press [Delete] to delete the leisure booking. There is no difference between deleting and canceling a leisure booking.

← View. Press [Enter] to view the booking details. You cannot change the booking details here. To change them you need to press the [*] key.

If the guest did not have any leisure bookings, you will see a dialog box saying “*No leisure activities on file for this guest. Add one?*” With [Y] you will jump to the main leisure management screen where you can create leisure bookings for the guest.

Guest Awards. (Only with parameter *Guest Awards {awards} ON.*) This option allows you to attach active reservations to Award schemes. These schemes are user-definable and set up within configuration.

After selecting the **Guest Awards** option and a start date is entered, Fidelio will display those awards currently attached to the displayed reservation. Using the [Insert], [Enter] or [Delete] keys, awards can be inserted, modified or deleted. You can define within the configuration the number of points associated with each award type (the *Quantity* field) and the start/end dates when awards can be redeemed.

The following entries can be made from within this option. Those marked with an asterisk [*] are required.

Type*	User-defined code.
Quantity*	Number of awards/vouchers to be consumed/taken.
Date*	Valid date within the range of the reservation.
Text	Voucher/Award Number/Remarks (free form text).
Card Type	Loyalty program type from attached guest cards. Fidelio will default with the card type having the lowest sequence number.
Member Number	Membership number for loyalty program which will default dependent on card type entered. If card type is blank, a user-defined number may be entered.

In the event that Guest Awards have been attached to the booking and the reservation incurs a date change, Guest Awards with a date falling outside the new span of the reservation will be prompted with a warning message and the award entry deleted. This will affect the following areas:

- Room Plan [Ctrl+F3]
- Standard reservation date changes
- Group reservation date changes applied to other members
- Conducting an Early Departure and Awards for later dates
- Deleting a Share reservation

Merging or deleting profiles will automatically either update the Guest Awards to the new profile or delete as appropriate.



Please note: Once a reservation has been moved to history it is no longer possible to modify, insert or delete Guest Awards associated with the stay. Also, if awards have been deleted due to a cancellation or no-show, the awards will not show in the history.



Please note: If the license code CIS Integration {ex_cis} is activated, Fidelio will move Guest Awards for checkouts of the day to CISAWARD.DBF. Details in this file will be reviewed and marked as processed by the CIS Interface.

7 Message. You will encounter this option again and again throughout the whole Fidelio program. You can leave a message for the guest with this option. When you check in the guest, the system automatically shows you any messages the guest has. You can keep an unlimited number of messages for every guest, you can mark the messages as received or not and you can print the messages in a user-definable format. With the appropriate interfaces, the messages will trigger the message-waiting lamp on the telephone to turn on or will send the message directly to the video system so that the guest can call it up on the video screen.

If you want to enter a message, Fidelio guides you through a few questions to help create the text of the message as easily as possible:

The *Message For* field defaults to the salutation, first name and last name of the name on the reservation record. If the message you wish to take is indeed for this guest, simply press [Enter]. If the message is for another name in the same room, overwrite the *Message For* field with the appropriate name.

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The **Language** field defaults to the guest's language from the guest profile. You can enter messages in as many languages as you define in the installation program. If you enter a language which does not have its own message format defined, then Fidelio will use the default language as defined in the installation.

The next step is to select the **Salutation** of the person who left the message. The four options for salutations are definable in the installation. If there is no salutation appropriate, press **[Esc]** to get to the **Name** field.

In the **Name** field, enter the name of the person or company who left the message. This should normally not be left blank. After the **Name** field you can enter an optional **Company Name** to which the person who left the message belongs. The next step is to choose the action from one of four actions defined in the configuration. Then choose whether the message requires a **Call Back**. The default is YES if you choose the first action. Decide whether the message is **Urgent** or not. Default is NO. Finally, enter the **Telephone Number** to be called back, if appropriate.

Once you have completed these steps, Fidelio creates a complete message containing the information you just selected. You can edit this message as you like. Press **[Esc]** when you are done. Fidelio now asks you if you wish to *Save, Print and Send, Print or Throwaway* this message. If you decide to print the message immediately, Fidelio will also save the message for later printing. Only the **Throwaway** option removes the message permanently.

Once you have saved a message for a guest, you can browse through them in a standard Fidelio pickbox. There are several possible status codes: Received, Printed, Received on Video and Message Lamp On.

You can manually change the status to received by pressing the **[*]** key. Pressing it again turns the received status off. Press **[L]** to indicate the message lamp is turned on. Pressing **[L]** will not turn the lamp OFF or ON. It will only indicate that you have turned the lamp on manually via your telephone system. If you have a message-waiting system, then you should not press **[L]** as the interface will take care of it automatically when you create the message.

Any not-yet-received messages pop up at check-in, check-out and whenever you make a change to an in-house guest. The messages stay in the system until you physically delete them or in the night audit after the check-out.

8 Check-in. If the arrival date is today, the room number has already been assigned and the reservation is not canceled, you can check in the guest directly with this option.

If the parameter Require Method of Payment at Check-In {askpmethod} is ON and the method of payment box appears after completing the check-in, then Fidelio will from this point on handle the following functionality:

- Allow the ability to swipe the card.
- Allow the entry of the issue and start date (if required).
- If the EFT interface is on, and the EFT parameter Credit Card Type Check is **[Y]**, then Fidelio will go out to the EFT company for the card type.

Fidelio will proceed with obtaining authorization details at check-in.

9 History. Here you can view the details of all previous stays, if on file. You can also check whether there are any recorded turnaways for the guest, if the parameter Advanced Turnaway Handling {regrets} is switched ON. This is identical to the **History** option from the profile screen.

0 Changes. You can view any changes to the current reservation with this option. If the reservation has never been changed, you will get the message *"No changes recorded."* If, for example, you changed the departure date of the reservation, you will see the old reservation data with the original departure date. Furthermore, cancellations and reactivations are also shown here.

Changes are only recorded in the changes log when you change the arrival or departure date, rate, number of rooms, number of people, room number, allotment, routing instructions or reservation type. In other words, all the changes affecting the inventory, rates or people are recorded.

A Add On. The option **Add On** will create a duplicate reservation for one room with the same name, including payment method, billing instructions and remarks. You should use this option if a client calls and says *"I'll need two rooms instead of one."* Another possibility is that the client asks for an identical reservation for a week later. Use the **Add On** option, just make sure that you change the arrival and departure date from the reservation copy. If you add on to a reservation of two or more rooms, the new reservation will have only one room. Fidelio will only let you create the duplicate if the rate code of the reservation is still available.

If you use the **Add On** option for a block reservation, you do not increase the size of the block but pick up a single reservation from the block. If all rooms available in the block have been picked up and you carry out an **Add On**, Fidelio will only let you carry on, hereby *increasing* the size of the block, if the block has been marked *elastic*.



Please note: When you choose the **Add On** option from within an active reservation, Fidelio will propose the current system date as the arrival date, number of nights and departure date according to the reservation on which you are currently positioned. Additionally, Fidelio will ask the question *"Copy Payment Details?"* Answering **Yes** will copy the details of the payment method, credit card number, expiry date, start and end dates (if required) and the authorization rule and factor.

However, the approval code and approved amount are not copied. The message *"Reservation copy made. Please remember to modify the copied Reservation"* displays.

B Share. Select the **B Share** option, if you need to make a reservation for two or more guests who will share a room but the guests require separate folios, guest profiles and stay detail records. Fidelio will create an identical reservation to the first reservation, including billing instructions and reservation remarks, but with a different name. You can easily identify share reservations by the unique share number which is displayed in the **Room Number** field and next to the confirmation number on the screen. In addition, on all guest lists, you can recognize sharers by the asterisk in front of the guest name.

When you select **B Share**, Fidelio will prompt for the last **Name** and **First Name** of the *sharing* guest and the number of **Persons**. If you enter the details, Fidelio will automatically create a guest profile containing this information for the sharer. If you would rather select an existing profile from the guest file, only enter the first letter and press **[Page Down]** for a list of matching profiles and select the respective profile with **[Enter]**.

If various people share a room, there is always the question of who pays the bill or what kind of rate sharing is to be entered. Therefore, once you have selected the name of the sharer, Fidelio will ask you how you want to share the rate. There are three choices:

Room	RmT	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
SUI		Able, John	09/09	10/09	RACK	1		Boot Facto	1

Name		Windsor
First Name		Keith
Persons		1

\$ 135.00

1 Correction	2 Cancel	3 Rate Info	4 Confirmation	5 Profile
6 Options	7 Message	8 Check-In	9 History	0 Changes

Figure 3-10 Shared Guests Rate Assignment Menu


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If you select **Zero Rate for Sharing Guests**, Fidelio will remove the rate code and the rate for all guests in a room except for the first one. If you are using rate codes, Fidelio will then add up the total number of people in the room and store this number in the first record. The number of people (adults, children) in all other records are set to zero. Finally, Fidelio recalculates the rate for the first guest based on the total number of people in the room.


If you choose **Split Rate Evenly among All Shares**, Fidelio will do just that. It will also remove the rate code if you are using one. The rate will be divided as evenly as possible. If you split a \$ 100 rate among three guests, the first two will pay \$ 33.33 and the third guest will pay \$ 33.34. As the rate code is removed in this case, you should be sure to enter any packages included in this rate code in the **Packages** field in the reservation file (for more information about this field, refer to page 2-38 of the Reservations User Manual).


If you use the **Full Rate for Each Guest** option, Fidelio will simply leave the original rate code and rate for each guest. The rate might change for some of the sharers if you modify the number of people in the sharing record (for further details, refer to *Handling of Share Reservations* on page 2-58 of the Reservations User Manual).

R Regcard. With this option you can print a registration card for the selected reservation. Usually, you will print your registration cards in a batch for all guests with a certain arrival date (option **Registration Forms** from the **Mailings** menu). The **Regcard** option is especially useful for walk-in guests, where reservation and check-in take place at the same time. After taking down the information from the guest, simply press **[R]** and confirm that you want to print and Fidelio will print the registration card for this guest.

 Please note: This option only works if you have defined the registration card with the text name MELDE in the **Standard Text** option in the setup program.

W Waitlist. (*Only with parameter Use Waitlist Reservations {waitlist} ON.*) This option will only be displayed if your system is configured for waitlists. When you select this option, you are asked if you want to move the reservation to the waitlist. If you answer **[Y]**, the entire reservation is moved to a separate database where it in no way affects your occupancy or availability status. The record is stored here until it is re-activated into the live system or is deleted two days after the expected departure date.

 Please note: Once you have moved a reservation to the waitlist, you cannot access this record from either Reservations or Front Desk until it has been re-activated (for more information on the waitlist function, refer to *Waitlist* on page 2-124 in the Reservation User Manual).

 Please note: If you accidentally checked in a guest and you want to restore the reservation with the original reservation type, go to option **In House** from the **Front Desk** menu, enter the guest's name and select **Cancel Check-In**.

Q Q-Rooms. (*Only with parameter Rooms on Queue {q_rooms} ON.*) Select **[Q]** to place the guest in a Check-In Queue. This is necessary when a guest arrives before the check-in time and the room is not ready for occupancy. Placing a guest on the queue alerts the Front Desk personnel as well as housekeeping of a guest waiting to check in to a room.

Those reservations on queue have the Queue Time displayed on the third line of the information remarks shown on the bottom of the screen. The queue time is calculated based on the time placed on queue and the current system time.

Considerations

- In the event that a check-in is on queue, Fidelio provides users with appropriate warning messages during the check-in process of other reservations if they have been allocated the same room type, unless the check-in on queue was allocated a room number.
- When selecting the option **Front Desk>Arrival>Walk-In** and if check-ins are on queue, then the following message is displayed: *“There are rooms on queue. Do you want to continue?”*
- Should you cancel the check-in of a room that was previously on queue, Fidelio will prompt with the following selections:
 - Put Back in Old Queue Position** (sets the queue time to the original time),
 - Put at End of Queue** (sets the queue time to current time), or
 - Remove From Queue** (removes the check-in from the queue).



Please note: You cannot place a reservation on queue that is not today's arrival date or a reservation that has more than one room assigned to the reservation.

In House

Use this option to view and modify reservation information and/or profiles of guests in house. You can change any of the reservation information except the arrival date, cancel a check-in, move a guest to another room and perform various other actions also offered in the horizontal reservation menu like creating billing instructions, leaving a message, entering fixed charges, etc.

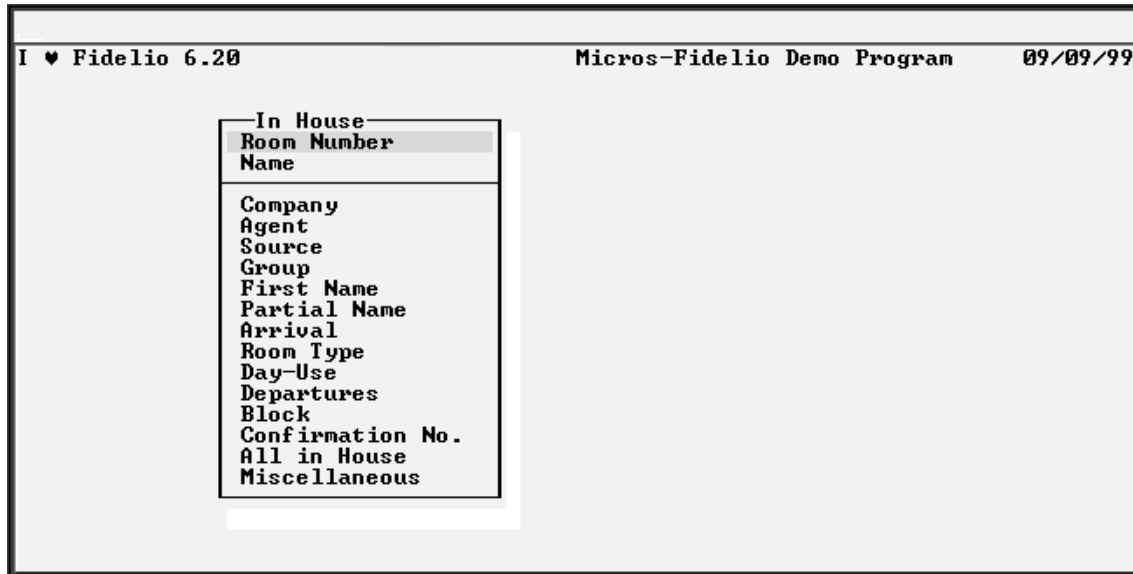


Figure 3-11 In House Menu

After you have selected this option, a query window shows you all the possible selection criteria. This is basically identical to the reservation query screen. As you only search for in-house guests here, criteria like “No-Show,” “Cancellation,” “Deposit,” etc., are not listed.

From the **Miscellaneous** option you also find the search options **Complimentary, City, Country, Color Code, Market Code, Source of Business, Vip Code From/To, Time of Arrival** and **Member/Guest Cards** (the **Member/Guest Cards** option only displays with parameter Use Club Member Number in Guest File {clubmember} ON).



Please note: The **Country** query makes it very easy for you to find all guests for whom no country code has been entered. Remember that all profiles of in-house guests need to have a country code assigned in order for the night audit to run without interruption.

If all the provided search criteria are still not enough and you would like to search for something else, then press **[Page Up]**. The arrival date is displayed again and, on the bottom of the screen, a general query field. In this field, you can enter any valid dBASE expression. For information on proper dBASE expressions refer to a dBASE manual.

After you have entered a search query, Fidelio will display a list of all the guests in house that match the criteria. Highlight the desired name and press **[Enter]**. The guests-in-house screen appears.

It is very similar to the reservation screen and shows all available reservation data for this guest. In addition, in the top part of the screen, you will see recorded profile details, such as the guest address, the VIP number and the member number. Plus, on the bar separating the profile information from the reservation information, you can see the complete description of the room type and the room number. On the right, below the bar (next to the confirmation number), you may see a blinking **[T]** if there is a trace for the guest, a blinking **[A]** if the guest has been authorized for city ledger check-out, a blinking **[R]** if there are routing instructions and a blinking **[E]** if leisure activities have been booked.

The horizontal menu displayed on the bottom of the screen varies from the reservation menu and contains the following options:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
Andrews, William Mr.			Source	Balance	3131.00
9133 Emden Rd.			Agent	Billing Inst	Apex Travel
San Diego TX 76556 USA			Company	Auth.R/C	
UIP 4 E123454			Group	Auth.Amnt	0.00
DKN	Deluxe	King		Room No.	205
Arrival	23/08/99	Monday	Conf./Share	171/	R E
Nights	18		Discount in \$	0.00	in % 0
Departure	10/09/99	Friday	Discount Reason		Channel FAX
Adult/Chld/Prm	1 0		Reserved by:	Laura 131712	
Number of Rms	1		Packages		
Room Type	DKN	RT Charged	Specials	BAT	
Room No	205		FFP Type	AA # A987654323	/
Rate Code	RACK	Rate Fixed N	PaymentCA		
Rate	\$ 160.00		Appr.Code		Amnt. 0.00
Time	23:13		Flight #		C/O Time 14:00
Block			Print Rate ?	N	
Market	RAC Rack		Comp./House Use		Interest MU
Source of Bus.	LOA Local ag		Entered by:	S	24/06/95
			Notice	Voucher	
1 Correction	2 CXL CheckIn	3 Rate Info	5 Profile	6 Options	
7 Message	0 Changes	A Add On	C Move	PgDn PgUp	

Figure 3-12 Reservation Menu Options

Available Functions

1 Correction. This option brings the cursor to the *Nights* field and lets you change the reservation data (for a detailed description of the reservation screen, refer to *Entering the Reservation Detail* on page 2-17 of the Reservations User Manual).

2 CXL Check-In. If you accidentally checked in the wrong guest, you can undo the check-in and restore the reservation including the original reservation type with this option.



Please note: **Cancel Check-In** only works on the day of arrival and as long as no charges have been posted on the guest's account.

After you have selected [2] for **Cancel Check-In**, Fidelio displays the message "Are you sure? Yes/No." If you answer [Y], the message "Block room <roomnumber of guest>? Yes/No" appears. Fidelio needs to know whether the room stays assigned to the guest or not. After answering this question, the system gives you the possibility to change the room status to dirty with the message "Change room status to dirty? Yes/No". If the hotel uses the additional inspected room status (*only with parameter Additional Room Status INSPECTED {p_inspect} ON*), you receive the choice of changing the room status to dirty, to clean or to leave the room status unchanged. After this message, the cursor goes back to the **Room Number** or **Name** prompt (depending on your previous selection) and you can select another checked-in guest for changes. The reservation of the guest is restored.

If you select to cancel the check-in for a shared reservation, Fidelio will display a pickbox with all the sharers and their reservation status. You have the option of cancelling all checked-in sharers by pressing [A] or you can cancel the check-in for the sharer on which your cursor is positioned by pressing [S]. After making your selection, Fidelio will prompts you for the room status.

Fidelio will automatically unlink any virtual numbers assigned to a guest in house if you cancel the check-in (only applicable with license code Virtual Number Assignment {ex_didnr} ON).

3 Rate Info. Highlight this option, select a currency and Fidelio will show you exactly what rate and extra charges will be charged on each day of the guest's stay. This takes in effect any weekend rates, special package plans which change the rate on different days, additional taxes and season and day-type changes.

Front Desk In House

5 Profile. If you want to view or change the guest profile or enter additional remarks, then select this option. You now see the standard guest profile screen and you can edit it as described in the **Profile** option (refer to *Profile* on page 3-34). If you change the address, Fidelio will update the name at the top of the screen immediately when you return to the reservation. To change any of the fields, simply select the **Correction** option and proceed as normal.

If you discover that the guest whose reservation you are working on right now is not the same guest which you see on the profile, choose the **Select Another Profile** option. You may, for example, have created a new guest profile only to find out later that you spelled the name wrong and the correct name was already on file. In such a case you would choose **Select Another Profile**, enter the correct name and then pick the correct name from the displayed pickbox. The reservation which was made earlier for the wrong name is now under the correct name.

Remarks is a free-form area to add information for this guest record. The **History** option is used to access previous stay information to the group profile. The **Special Fields** are used by special user rights to enter or change information to commissions (*only for travel agent profiles*), set the availability override flag, set the profile on the blacklist or cashlist and record a corresponding message, and define the A/R account number, and **Options** are used for additional profile information. Selecting [OK] (or [Esc]) returns you to the group reservation windows. If your property is using the Additional Address Information parameter {guestaddr2}, use **2nd Address** to add or change a second address to the profile.

6 Options. The options menu is identical throughout Fidelio.

Routing Instructions. With the routing instructions menu you can send charges of certain department codes automatically to the second, third or fourth window or to other folios in other rooms at the time of posting. The user can choose between the folio and the second address of the profile and make changes to that second address for the routing instruction if the user right to make changes has been assigned. It is only possible to select the second profile address for the same room on the routing instruction if the parameter Additional Address Information {guestaddr2} has been activated. The **Info** option under Routing Instructions displays the selected address. You can define a routing period if you would like to restrict the rerouting of postings to a certain period (for more information on Routing Instructions refer to *Billing* on page 4-3 of the Cashier User Manual). If you want to route postings of an individual reservation to a company, agent, group, etc., you should link the reservation with the company, agent, group, etc. first via the **Agent/Company** option.

Agent/Company. With this option you can link a company, travel agent, reservation source or group name to the reservation. You can also view and modify the given address, although this information has usually been recorded with the reservation. Each of the **Source**, **Agent** and **Company** fields function the same way. Move your cursor to the first required field (say, **Agent**) and type the first few letters of the travel agent's name. Press [Enter]. Fidelio displays a list of existing profiles from which you can highlight a profile and press [E] to view or edit the selected profile. Press [Enter] to select the profile for the reservation or press [N] to create a new profile, if the agent you want does not exist. If default rate codes have been recorded for a company, agent or source profile, this is indicated by a single dollar sign (\$) for one rate code and by a double dollar sign (\$\$) for two or more rate codes. In addition, Fidelio will display the default rate code with the highest sequence number in the **RCode** field. Press [R] for **Rate Codes** if you want to view all default rate codes recorded for the profile. If you select a profile with a default rate code, Fidelio will also display an appropriate message.

Fixed Charges. Here you can view, modify and enter any fixed charges. Fidelio posts fixed charges as well as room and tax automatically during the night audit and when you print an advance folio.

Special Fields. If you have defined any fields in the extra reservation fields screen, then you can view and modify them here if you have the rights to do so. It is possible that Fidelio displays this optional reservation screen automatically each time when the main reservation screen has been edited (*only with parameter Automatically Edit Reservation Option Screen {p_resscr2} ON*).

Deposit. Here you can enter a deposit towards a reservation before the guest has checked in. After selecting this option, you have to enter your cashier ID and password. Fidelio will display pertinent information about the guest, including deposits requested and deposits paid. Select the method of payment from the pickbox and enter the amount received. Fidelio will then ask whether you want to print a receipt.

Now you can change the reservation type. Let's assume that the guest had "non-guaranteed deposit expected." Of course, you would want to change the reservation type to "guaranteed deposit received." All available reservation types are displayed in a pickbox. Choose one and press **[Enter]** or press **[Esc]** if you do not want to change it. The deposit amount will automatically be transferred to the guest folio at check-in.

Delete. Deleting a reservation removes the data completely from the system. This is used when you have made a complete mistake while entering a reservation and would prefer to re-enter the entire reservation rather than correct the first one. This action does not update the guest, agent or company history. Fidelio acts as if the reservation never existed. You cannot delete a reservation which has a deposit. You must first clear the deposit in the cashiering module.



Please note: You can delete canceled reservations as well as active reservations.

Auth. Direct Bill. If the guest wants to check out and have his balance transferred to a city ledger account, city ledger check-out must be authorized with this option, first (*only with parameter Use City Ledger Check-Out Authorization {chkclauth} ON*).

Package Options. (*Only with parameter Advanced Package System {par_packag} ON*.) If you work with the advanced package module, Fidelio displays the following window:

Room	RmT	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
	SUI	Able, John	09/09	10/09	RACK	1		Rockwell I	1
	DKN	Aceti, Ralph	09/09	10/09	RACK	1			
	DTW	Adair, Scott	09/09	10/09	RACK	1			
	STW	Andrews, Willi	09/09	10/09	RACK	1			
124	BTW	Drake, L.	09/09	13/09	GROUP_A	1			
	BTW	Dyer, Frank	09/09	13/09	GROUP_A	1			
130	BTW	Fay, T.	09/09	13/09	GROUP_A	1			
	BKN	Gravit, W.	09/09	10/09	GROUP_A	1			
	BKN	Harris, L.	09/09	10/09	CORP3	2			
207	BKN	Henderson, Jac	09/09	10/09	RACK	1			
	BKN	Levowitz, Roge	09/09	12/09	GROUP_A	1			
\$		90.00							

1 Correction	2 Cancel	3 Rate Info	4 Leisure
6 Options	7 Message	8 Check-In	9 Guest Awards
A Add On	B Share	R Regcard	Q Q-Rooms

Figure 3-13 Package Options

Show Posted POS Items. This displays a list of all package elements for which an allowance has been created. The creation of the allowance is done automatically by the system at check-in and during the night audit.



Please note: Allowances are only created for the same day. This means that if a guest has a breakfast package, you will only see the allowance for the current date and the previous days, but not for the next day.

Refresh POS Packages. This option checks and updates any changes you made to POS packages concerning the reservation. It is necessary to run this option if you attach a new POS package code to the reservation change or remove an attached package code or when you change the rate code to another rate code with different POS packages. It is only necessary to refresh POS packages if the guest has checked in already.

Route Packages. (*Only with parameter Allow Package Routing {p_packrout} ON*.) If the property works with package routings, the options **Route Packages** and **Display Routings** are displayed here. The **Package Routing** option allows you to redirect package allowances from one account to another. For example, all group member package allowances could be directed to the group master folio or the children's charges could be directed to the parents' room. This facilitates the posting of charges to one account while considering multiple rooms.

Select the **Route Packages** option to redirect the package allowances to another guest or room. You can **Route Packages** to reservations and checked-in guests that do not already have a routing to another room and whose arrival and departure dates correspond to the date range of the reservation for which you want to add the package routing. If the reservation for which you want to add a package routing is already checked in, then only checked-in rooms are available for selection.

When you have selected the target room, Fidelio will display the message “*Use other allowances on target room?*” Here you determine whether the target room can exceed its own allowance and use allowances that might be available from the other source rooms. This might apply in the case of a family, where the package allowance from the children are routed to the parents' room, but certainly not in the case of a group.



Please note: Fidelio will only redirect package allowances to a checked-in room. If the target room is not checked in at the time of posting, Fidelio will post to the source room and remove configured package routings. During the check-in of a guest, Fidelio will make sure that the target room for the package routing has already checked in. Otherwise the system will display an appropriate warning message and allow the user to cancel the check-in or to remove the package routing.

If you have already routed the package postings to a reservation once, it is not possible to re-route them to another reservation. For example, if you have routed the package postings from room 108 to 113, it is not possible to redirect the charges from room 113 to 120. Fidelio will display the following message “*This reservation has packages routed from other reservations. Package routing not possible.*”

When you **Route Packages**, you redirect the package *allowances* for all POS package postings connected to this room. The system will add up all package allowances accumulated on the target room in order to produce a total for the particular department code allowance (for more detailed information refer to *Package Elements* on page 3-30 in the Rate Management Setup Manual).

Display Routings. Selecting the **Display Routings** option for a reservation, you can identify whether the reservation serves as a source or target room, i.e., if the reservation has package routings to another room or if the room receives package allowances from other rooms.

For target rooms, the **Display Routing** option displays a list of guests who have a package routing set to the selected room/reservation. The information includes guest name, room number, arrival and departure date, the status of the reservation and whether other allowances on the target room can be used ([Y] in the column **Other**). You can press **[Delete]** to remove a package routing. Fidelio will go through the standard checks for the deletion.

Virtual Numbers. (Only with license code *Virtual Number Assignment {ex_didnr} ON.*) This option is only displayed if the hotel uses virtual number pools. In this case, you can select the **Virtual Numbers** option to assign a virtual number to a guest in house, view, modify or remove it. You cannot assign virtual numbers to reservations. The use of this option depends on how the hotel has set up the virtual number pools and is usually determined by the functionality of your telephone system. Up to five number pools are available. They can be room-based or guest-based and can have various assignment rules.

Fidelio can assign virtual numbers automatically at check-in or prompt the user to assign numbers at check-in or you can assign numbers with this option only. After selecting this option, Fidelio will either display any virtual numbers that have been assigned to the guest or display the message “*No virtual number assigned for this reservation. Do you want to assign one? Yes/No.*” With [Y] you will receive a list of active virtual number pools (for example phone, fax, mobile) from which you pick the required line pool with **[Enter]**. Next, Fidelio will display a list with numbers from which you can pick one. If the guest has a permanent number linked to his guest profile, Fidelio will indicate this number and suggest it for selection. If the room has not been activated for the selected number pool, Fidelio will display an appropriate message. Once you have picked a number, Fidelio will display the selected pool and number in a picklist. You can insert a new number by pressing **[Insert]** or remove a virtual number assignment by selecting the number and pressing **[Delete]**.



Please note: You can only assign one virtual number per reservation and pool. Therefore if you have to change a virtual number, you first have to remove the existing number and then assign a new one.

If you assign a room-based virtual number for a share reservation, Fidelio will apply this number to all associated checked-in sharers. If you remove a virtual number with an assignment-required pool, you will not be able to exit the option without assigning a new number.

Break Share. Using this function you can break an existing share reservation. Fidelio will not simply let you remove the share number from the room number field in order to split a share reservation. Breaking a share reservation means that you can separate two (or more) shared reservations and form two (or more) individual reservations, thus influencing the availability. To do this you place the cursor on one of the “share” reservations and select this option. A screen like the following is displayed:

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99

                Guests sharing with ABLE
                From 09/09/99 To 10/09/99  <Share number: 317>

Room-RmT-#  Name                Arrive-Dep  Rate  Balnc-Agnt/Srce  Group/Comp-ST
S/317SUI    1*ABLE, John         09/09  10/09  135    0              Boot Facto 1
S/317SUI    1 Franklin, L.         09/09  10/09    0      0              Boot Facto 1
S/317SUI    1 Windsor, Keith           09/09  10/09  135    0              Boot Facto 1

← Info  S Break This One  A Break All
  
```

Figure 3-14 Break Share

You can see all reservations sharing the selected reservation (marked with an asterisk * in the list). If you require more information, press **[Enter]** on any of the records to display the guest info screen. If you want to break apart all listed share reservations, press **[A]** for **Break All**. Fidelio will check availability, remove the share links and finally display the message “*Share break successful.*” If you only want to separate one of the share reservations, select that reservation and press **[S]** for **Break This One**.



Please note: Fidelio will only let you carry out an individual break if this will not result in breaking the complete share.

If you attempt to break a share reservation which is attached to a block, Fidelio checks whether there are enough rooms in the block and if necessary, makes use of the borrowing technique. If there are not enough rooms in the block, Fidelio will increase the block by the number of rooms required for the break of the share, if the block has been marked elastic. If the block is not elastic and there are not enough rooms left in the allotment to break the share, then Fidelio will not let you break the share.

For further details regarding the handling of share reservations refer to *Handling of Share Reservations* on page 2-58 of the Reservations User Manual.

**Front Desk
In House**

Combine Share. This option allows you to combine two individual reservations into two shared reservations. When you want to combine reservations, select one of the reservations and then select this option. You can enter the name of the sharing guest or press **[Page Down]** for a list of all reservations available for the share. Fidelio will display a list of reservations with overlapping dates and/or the same block code. On the top of the window you can see the details of the selected reservation.

Room	RmT	#	Name	Arr	Dep	Rate	Ad/Ch	Agnt/Srce	Group/Comp	ST
140	BKN	✓	Barnes, Laura	20/08	14/09	90	1/0	Vista Trav		IN
115	TDNS	✓	Broadhurst, Ch	20/08	15/09	150	1/0	Woodside T	New York S	IN
205	DKN		Andrews, Willi	23/08	10/09	160	1/0	Apex Trav		IN
221	BTW		Brewster, Maur	23/08	14/09	150	1/0		Digital Eq	IN
116	KC		Cameron, Gene	23/08	15/09	206	2/0	Goodwood T	Fidelio Au	IN
218	DKN		Mehta, N.	23/08	17/09	140	1/0	Omni Trav		IN
211	DKN		Müller-Elmau,	23/08	12/09	156	1/0		Fidelio So	IN
315	ITW		Dear, Walter	26/08	13/09	130	2/0		New York S	IN
237	BKN		Mapes, Steve	26/08	15/09	150	1/0	Moog Trav		IN
107	KNS		Richardson, Pe	26/08	15/09	90	1/0		World Bank	IN
123	BTW		Thompson, Henr	26/08	10/09	150	2/0	Vista Trav		IN
226	DKN		Warner, Ed	26/08	15/09	135	1/0		Boeing Ind	IN
142	STW		Al Matrouk, Fa	27/08	10/09	90	1/0			IN

Figure 3-15 Combine Share

Select the other reservation with **[Enter]**. Fidelio will ask “Share with [guest name]? Yes/No?” If you answer **[Y]**, Fidelio will build the share, assign the internal share number, update the availability accordingly and finally display the message “Guests now sharing in room S/nnn. Please check rate and persons.”

If you combine two block reservations into a share, Fidelio will update the available rooms in the allotment and add the freed room to the block again.

Show Share. If you want to see all reservation shares of a highlighted share reservation (marked with *), select the **Show Share** option. Fidelio will display the details of the selected guest on top and a list with corresponding share reservations below. The information includes share number, room type and number (if assigned), name, arrival and departure dates, rate, balance, any attached profiles and the reservation status. For this display, the asterisk in front of the guest name indicates the reservation that you have currently selected.

Traces. This function is similar to **Messages** in that you can create a message and attach it to a guest reservation. However, the difference is that a **Trace** is a message not to the guest, but to your colleagues and it requires an *action* and a specific *action date*. Let's look at an example. Suppose you are making a reservation for a guest and the guest says “I will need a roll-away bed for my young son.” What do you do? Well, somehow you need to advise Housekeeping that they need to put a roll-away bed in the room. But the guest is not coming for a week and you do not know which room he will be in. This is where the traces can really help. Since you have the reservation in front of you, select the **Options** option and then select the **Traces** option. If there are no other traces for this guest, Fidelio tells you this and asks if you want to make one. You must first select a trace department (i.e., who is to be advised). Fidelio shows you all the available trace departments. Select Housekeeping. Next, Fidelio presents you with a pickbox of common requests from Housekeeping -if *Requests Roll-away* is there, all you have to do is select it. If it is not, you need to press **[Esc]** and type the request free-form. When you have either typed or selected the text, press **[Enter]** and you will be prompted to enter the trace date. This is very important as the date you enter here is the date Fidelio will notify Housekeeping (by the

Trace Report) that a roll-away bed is needed. You also see the text you entered/selected. At this point you can change it, if necessary. Press **[Enter]** to complete the trace. Fidelio shows you your completed trace. At this point you can press **[Enter]** to modify the trace or the date; **[Insert]** to create a new trace; **[Delete]** to delete a trace; or **[*]** to resolve the trace (This means that you have done whatever was requested and you are marking the trace as completed.) To exit this function, press **[Esc]** and you return to the menu.

There is a special type of trace called **action**. This could be thought of as a “smart trace” as it is used to automatically change guest information. Let's say your guest plans to stay from Friday to Tuesday. On Friday and Saturday he is eligible for a special weekend rate. On Sunday and Monday his rate must change to a corporate rate. This means that the rate code and thus the rate, must be changed on Sunday. You could make a note to change the rate on Sunday morning, but the “smart trace” can make this change for you automatically. All you have to do is select the **Options** menu. Select **Traces** and make a trace in exactly the same manner as above. However, when you are offered the pickbox of trace departments, select **Actions** instead of a specific department. Fidelio now lists a series of possible changes. You can elect to change the market code, the source code, the rate code, the actual rate or the number of adults or children. Pick the rate code and press **[Enter]**. Fidelio asks you when the rate code is to be changed. Enter Sunday's date. Fidelio will now change the rate immediately after the night audit on Saturday night. When you use this function, there can be no mix-ups, mis-postings or rebates because of someone forgetting to manually change the rate.

Credit Cards. You can only access this option if you are using the credit card interface (also known as EFT interface). When you select this option, Fidelio offers you the following choices:

Room	RmI	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
		SUI Able, John	09/09	10/09	RACK	1		Rockwell I	1
		DKN Aceti, Ralph	09/09	10/09	RACK	1			
		DTW Adair, Scott	09/09	10/09	RACK	1			
		STW Andrews, Willi	09/09	10/09	RACK	1			
124	BTW	Drake, L.	09/09	13/09	GROUP_A	1			
	BTW	Dyer, Frank	09/09	13/09	GROUP_A	1			
130	BTW	Fay, I.	09/09	13/09	GROUP_A	1			
	BKN	Gravit, W.	09/09	10/09	GROUP_A	1			
	BKN	Harris, L.	09/09	10/09	CORP3	2			
207	BKN	Henderson, Jac	09/09	10/09	RACK	1			
	BKN	Levowitz, Roge	09/09	12/09	GROUP_A	1			

\$	90.00
----	-------

1 Correction	2 Cancel	3
6 Options	7 Message	8 Check-In
A Add On	B Share	9
		R Regcard
		Q Q-Rooms

Routing Instructions
Agent/Company
Fixed Charges
Special Fields
Deposit
Delete
Auth. Direct Bill
Package Options
Virtual Numbers
Break Share

Enter Approval Code
Authorization Rule
Additional Authorization
Courtesy Card Handling
View/Change Card Type

Figure 3-16 Credit Cards Menu

Field Explanation

Enter Approval Code. This option is only used if your Credit Card Interface is down and you need to enter an approval amount and approval code manually by calling the credit card company. You are asked to enter first the **Approval Amount** and then the **Approval Code** (provided by the credit card company). Fidelio will log any entries made into these fields into your user logfile.



Please note: If the connection to the EFT company is temporarily not working when you check in a guest, we strongly recommend that you use this option instead of changing the payment method to an off-line method, because if the payment method is not changed back to on-line, Fidelio will never go out for any authorization nor settlement.

Front Desk In House

Authorization Rule. This feature only works for EFT interfaces which support preauthorization and where the parameter **Auth./Settlement at Check-Out** in the **Functionality Setup** from the **Credit Card Interface** option is set to [N]. Users with the right to change the authorization rule can choose between the standard rule as defined in the Setup program and the following two special rules at any time prior to or during the guest's stay. As the cost of accommodation is often paid not by the guest but by the company, it is useful if the hotel can set a lower authorization amount, for example by excluding the cost of accommodation from the calculated authorization amount. Simply enter the corresponding number for changing the authorization rule or enter 0 for a pickbox.

Rule 5 Amount The field **Amount** will default to the value as defined in the configuration program, but you can overwrite the amount any time. The entry in **Precalculated Amount** will then be replaced by this value.

Rule 6 Percentage Here you enter a percentage and Fidelio will then calculate an amount based on the formula $LOS * rate * percentage$ to arrive at the entry for **Precalculated Amount**. However, you can overwrite the field, if necessary.

During the night audit, the procedure CC_AUTH checks whether a special authorization rule has been defined, calculates the amount to be approved accordingly and goes out for authorization.

Additional Authorization. This option is used when you want to get approval for an additional amount - above what the credit card company has already approved. For example, if a guest's account balance is 1000.00 and you originally got approval for 1100.00 from his credit card company, but now he comes to the desk and wants to send various expensive packages overseas, you will need to increase the approval to, say 1400.00. When you select this option, Fidelio shows you the **Current Authorized Amount** as well as the **Guest Balance**. The third field is where you enter the new approval amount. If you enter 1400.00 here, the Credit Card Interface will request a total approval for 1400.00, i.e., 300.00 (not 1400.00) more than previously approved.

When you press [Enter], the Fidelio Interface contacts the EFT system with the approval request. If the amount is approved, a message is displayed showing the approval code and the new approval amount (these fields are automatically updated on the reservation record). If, for some reason, the approval was not given, the credit card company will send back a message to advise you of the reason, i.e., insufficient funds or even ask you to hold the card.

Courtesy Card Handling. If courtesy card handling is supported by your interface, you can swipe courtesy cards with this option to collect the guest points or stay information for a guest. The system will default an expiry date of 00/00 for all cards. In addition, by pressing the [+] key, you can display the actual number of points which the guest has collected. During the night audit after the guest's check-out, Fidelio will send the accumulated guest stay information to the credit card processor.

View/Change Card Type. This option will only display if the function **Credit Card Usage Choice** has been activated. When selecting this option you can see whether the selected card is handled as a credit card, a debit card or a special card.

Accompanying. What you see here depends on the setup in your hotel. You may have the option of entering the names and birth dates of up to three accompanying persons for this reservation. If the parameter Detailed Accompanying Guest Registration {accompany} is switched ON, you can record registration details for accompanying guests with this option. This includes name, first name, address, nationality, date/place of birth and passport information. If you select this option and no accompanying guest has been recorded for this guest yet, Fidelio will ask you whether you would like to add one. Otherwise you will be shown any recorded accompanying guests and you need to press [Insert] to add a new one. Fidelio will default the profile information of the guest into the name and address fields for the accompanying guest. This is very useful when you record family members. In this case you only have to change the first name and add the passport details.

Use the **Accompanying** option instead of the **Share** function if the sharing guests do not need separate folios and recording the reservation history is important for only one or neither of the sharing guests. If a couple has different last names, for example, but they require only one folio and arrive and depart together, you should only create one guest profile for one of the guests. Then select the **Accompanying** menu item from the **Options** menu. If someone calls on the telephone, you can find the accompanying guest by entering the name in the **Accompanying** field in the telephone operator function [Ctrl+F7]. If the two guests want to pay separately after all, you can split the folio charges into two windows.

Leisure. This menu option is only available if your hotel works with the Fidelio Leisure Management module. With the **Leisure** option, you can view, change, create or delete leisure bookings for the selected guest.

If the guest already has leisure bookings, Fidelio will display a pickbox with all existing leisure bookings for the guest.

Room	RmT	Name	Arrive	Depart	RCode	Rms	Agent/Srce	Group/Comp	ST
SUI		Able, John	09/09	10/09	RACK	1		Rockwell I	1
DKN		Aceti, Ralph	09/09	10/09	RACK	1			
DTW		Adair, Scott	09/09	10/09	RACK	1			
STW		Andrews, Willi	09/09	10/09	RACK	1			
124	BTW	Drake, L.	09/09	13/09	GROUP_A	1			
	BTW	Dyer, Frank	09/09	13/09	GROUP_A	1			
130	BTW	Fay, I.	09/09	13/09	GROUP_A	1			
	BKN	Gravit, W.	09/09	10/09	GROUP_A	1			
	BKN	Harris, L.	09/09	10/09	CORP3	2			
207	BKN	Henderson, Jac	09/09	10/09	RACK	1			
	BKN	Levowitz, Roge	09/09	12/09	GROUP_A	1			

Name	Date	Start	End	Price	Activity
Drake	09/09/99	08:30	10:00	55.00	SPA Centre
Drake	09/09/99	13:00	16:00	0.00	Golden Nugget

Figure 3-17 Existing Leisure Bookings

The following options are available from this screen:

*** Plan.** With [*] you have access to the main leisure management screen. Use this option if you want to create or change a leisure booking for the guest. Fidelio will display a list with all defined outlets. Service outlets are indicated by an [S] on the right, non-service outlets by an [N]. After selecting a service outlet from the pickbox, you have the option of selecting a particular service or directly viewing the schedule for the specified date. With non-service outlets you simply need to enter or confirm the date. Next, Fidelio will display the reservation book for the selected date. Press [Enter] on a selected time slot to create a booking. You have the same options as when you access Leisure Management with the **Leisure** option from the **Reservation** menu (refer to *Leisure* on page 3-127). The only exception is that any new booking you make is automatically linked to the reservation on which you were previously working. When you exit the **Leisure** menu, you will return to this pickbox. Any new leisure bookings which you just made will show up in the pickbox.

DEL Delete. Press [Delete] to delete the leisure booking. There is no difference between deleting and canceling a leisure booking.

↵ **View.** Press [Enter] to view the booking details. You cannot change the booking details here. To change them you need to press the [*] key.

If the guest did not have any leisure bookings, you will see a dialog box saying “No leisure activities on file for this guest. Add one?” With [Y] you will jump to the main leisure management screen where you can create leisure bookings for the guest.

Front Desk In House

Guest Awards. (Only with parameter *Guest Awards {awards} ON.*) This option allows you to attach active reservations to Award schemes. These schemes are user-definable and set up within configuration.

After selecting the **Guest Awards** option and a start date is entered, Fidelio will display those awards currently attached to the displayed reservation. Using the **[Insert]**, **[Enter]** or **[Delete]** keys, awards can be inserted, modified or deleted. You can define within the configuration the number of points associated with each award type (the *Quantity* field) and the start/end dates when awards can be redeemed.

The following entries can be made from within this option. Those marked with an asterisk [*] are required.

Type*	User-defined code.
Quantity*	Number of awards/vouchers to be consumed/taken.
Date*	Valid date within the range of the reservation.
Text	Voucher/Award Number/Remarks (free form text).
Card Type	Loyalty program type from attached guest cards. Fidelio will default with the card type having the lowest sequence number.
Member Number	Membership number for loyalty program which will default dependent on card type entered. If card type is blank, a user-defined number may be entered.

All awards assigned to a guest profile for both historical and future reservations can be displayed from within the **Front Desk>Profile>Options** menu. This option is for display purposes only and modifications cannot be made. It is possible to view the guest awards associated with a particular historical reservation by selecting the **Front Desk>Profile>History>History** option from within the profile and using the minus sign [-] to view awards.

In the event that Guest Awards have been attached to the booking and the reservation incurs a date change, Guest Awards with a date falling outside the new span of the reservation will be prompted with a warning message and the award entry deleted. This will affect the following areas:

- Room Plan **[Ctrl+F3]**
- Standard reservation date changes
- Group reservation date changes applied to other members
- Conducting an Early Departure and Awards for later dates
- Deleting a Share reservation

Fidelio will not copy the Guest Award details when conducting an **A Add-On** reservation or moving a booking to the waitlist.

Merging or deleting profiles will automatically either update the Guest Awards to the new profile or delete as appropriate.



Please note: Once a reservation has been moved to history it is no longer possible to modify, insert or delete Guest Awards associated with the stay. Also, if awards have been deleted due to a cancellation or no-show, the awards will not show in the history.



Please note: If the license code CIS Integration {ex_cis} is activated, Fidelio will move Guest Awards for checkouts of the day to CISAWARD.DBF. Details in this file will be reviewed and marked as processed by the CIS Interface.

7 Message. You can leave a message for the guest with this option. When you check in the guest, the system automatically shows you the message. You can keep an unlimited number of messages for every guest, you can mark the messages as received or not and you can print the messages in a user-definable format. With the appropriate interfaces, the messages will trigger the message-waiting lamp on the telephone to turn on or will send the message directly to the video system so that the guest can call it up on the video screen. Enter the given defaults or press **[Esc]** to enter free text.

0 Changes. You can view any changes to the current reservation with this option. If the reservation has never been changed, you will get the message “*No changes recorded.*” If, for example, you changed the departure date of the reservation, you will see the old reservation data with the original departure date. Furthermore, cancellations and reactivations are also shown here.

Changes are only recorded in the changes log when you change the arrival or departure date, rate, number of rooms, number of people, room number, allotment, routing instructions or reservation type. In other words, all the changes affecting the inventory, rates or people are recorded.

C Move. Select this option if you want to move a guest to another room. The computer will display the window: “*Move to room no.:*” Fill in the new room number and press **[Enter]**. If you do not know which room number to choose, press **[F3]** for the vacant room function. Fidelio defaults to the guest's previous room type and number of days. Either change the defaults or press **[Page Down]**. A list with all corresponding rooms is shown. Select one and press **[Enter]**. The room number is automatically entered in the *Move to room no.:* field. Press **[Enter]** again and the guest with all postings and interface charges made up to that time will be transferred to the new room.

Fidelio will ask whether the room status of the original guest room should be changed to dirty (= DI). If the hotel works with the inspected room status (*only with parameter Additional Room Status INSPECTED {p_inspect} ON*), you will have the following possibilities.

If the status of the room from which you are moving the guest is **IS**, the following options will be available:

- Change Room Status to Dirty
- Change Room Status to Clean
- Do Not Change Room Status

If the status of the room from which you are moving the guest is **CL**, the following options will be available:

- Change Room Status to Dirty
- Do Not Change Room Status

With **[Page Up]** and **[Page Down]** you can page through the reservation data of all guests in house. **[Esc]** brings you back to the menu.

Creating or breaking a share reservation. Fidelio will not let you use the **C Move** function to move one guest into a room which is already taken by another guest. Instead, the system will ask you to use the **Combine Share** option for this operation.

When you use the **C Move** function to move one sharer to another room, Fidelio will display the message “*Change other sharing guests as well? Yes/No.*” With **[Y]** all share reservations will move along, just like with a regular room move. With **[N]**, you are breaking a share reservation. In this case, Fidelio will carry out a **Break Share** operation and only move the selected share reservation to the new room.



Please note: Fidelio will not let you move share reservations that are attached to a block with this option. Use the reservations or groups menu for such cases (for further information on share reservations refer to *Handling of Share Reservations* on page 2-58 of the Reservations User Manual).



Please note: **Moving Guests to PX Rooms.** If the parameter Check-Out without Closing Folio (PX) {openfol_co} is ON, it is not possible to move a guest.

**Front Desk
In House**

Room Moves and Virtual Number Assignment. This functionality only applies if the hotel works with virtual number pools (only with license code *Virtual Number Assignment {ex_didnr} ON*).

When you move guests with virtual numbers to another room, using **C Move** from the guest-in-house screen or with [Ctrl+F3], a screen like the following will be displayed.

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program    09/09/99
                                           IN-HOUSE
Andrews, William Mr.      Source          Balance          3131.00
9133 Emden Rd.           Agent Apex Travel  Billing Inst Apex Travel
San Diego TX 76556 USA   Company          Auth.R/C
UIP 4 E123454            Group           Auth.Amnt          0.00
-----
TDS Twin Double Smoking Room No. 113
Arrival 23/08/99 Monday Conf./Share 171/ R E
Nights 18 Discount in $ 0.00 in % 0
Departure 10/09/99 Friday Discount Reason Channel FAX
Adult/Chld/Prm 1 0
Number of Rms 1 Move to Room No. 144
Room Type TDS RT Char
Room No 113 FFP Type AA # A987654323
Rate Code Rate Fixed N PaymentCA
-----
Virtual Numbers Room-113 Room-144
Telephone 7113 Moved 7113 Moved
Fax 9110 Moved
Modem 8113 Moved 8113 Moved
Pager No UN Assigned Room cannot have UN
Mobile No UN Assigned Room cannot have UN
-----
Press any key to continue
  
```

Figure 3-18 Room Move with Virtual Number Assignment

We have moved our example guest from room 113 to 144. The system moved the virtual number from the phone pool to the other room. In addition, the system enables you to assign a virtual fax number from the prompt-to-assign fax pool.

Room moves to a vacant room. If you move a guest to a vacant unshared room, Fidelio will carry out the standard move functions such as changing the room status, updating availability, etc., and then display the virtual number activity. If the target room is set up the same way, the system will move all numbers across, irrespective of whether or not the pool is room or guest-based. You can always see from the display what has happened.

If the target room is set up differently, for instance not activated for the fax pool, then the action description for the source room will state that the virtual number was “*Unassigned*” and the action for the target room will read “*No VN Assigned.*”

When sharers are involved, the action depends on whether the pool is guest-based or room-based. For guest-based pools, virtual numbers will always follow the guest and be moved to the new room accordingly (always assuming the new room is set up for the respective number pools). When moving a sharer with room-based pool numbers, the virtual number will stay with the room. Accordingly, the action for the source room will read “*Stays in room.*” Fidelio will either automatically assign a new virtual number for the target room, prompt the user to enter a number or continue without assigning a number, depending on the assignment rule of the pool.

Room moves to an occupied room. This happens when you carry out the **Combine Share** function. This is no problem with guest-based number pools. They will simply move along with the guest, always assuming the target room is set up the same way.

However for room-based virtual pools the situation is different. If the target room has an assigned room-based virtual number, then the virtual number of the target room will also be applied to the guest moving into the room. The virtual number display will show “*Unassigned*” for the source room and “*Existing VN*” for the target room. If the moving guest had no previous virtual number assignment, then the screen will read “*No VN assigned*” for the source room and “*Existing VN*” for the target room.

If the target room has no assigned room-based virtual number and the moving guest also has no assignment, the standard assignment rules as configured for each pool will apply. The source room will display “*No VN assigned*” and Fidelio will either automatically assign a new virtual number to the target room, prompt the user to enter a number or continue without assigning a number depending on the assignment rules.

If a guest with a permanent number was, for some reason, checked into a room not set up for the respective virtual number pool, Fidelio will attempt to re-assign this number with the room move.

When conducting a room move from a pseudo room to an actual guest room Fidelio will proceed in exactly the same manner as described in the situations above. Moving between pseudo rooms (except for PI or PY room types) will not bring up any dialogue boxes as these rooms cannot have virtual numbers.

Profile

This section of the program gives you access to all profiles contained in the system at the present time. You can view the profile of a certain guest, company, agent or source, modify records, view the reservation history and future stays, add new records and delete records.

Fill in the guest's, the company's, the agent's or the source's name or partial name. You can also enter the address and the city.

From within the option **Front Desk>Profiles**, it is possible to conduct a general query to search for profiles. For example, you can search for all Travel Agent profiles without IATA numbers, or all Individual profiles from the city of Naples.

Press [**Page Up**] at the Profile Search screen and the **General Query** field displays. Enter a dBASE expression or formula on which you need to find profiles, using the GAESTEST.DBF Data Dictionary for the field names needed.

Example 1:

Begin your expression with:

```
memo="T" .and. empty (membernr)
```

This will return Travel Agent profiles without a member number.

Example 2:

```
empty (memo) .and. upper (ort) ="NAPLES"
```

This will return individual profiles from the city of Naples.

If the hotel works with member numbers (*only with parameter Use Club Member Number in Guest File {clubmember} ON*), you can also search for a profile by entering the respective member number or part of the number in the # field. You can also use this field to search for individual profiles by entering the **Guest Card** number and for companies, agents and sources by **Master Account** code. Just make sure that for the last two you prefix the numbers with a forward slash [/].

If the system finds more than one name matching your criteria, it will show you a pickbox with the possible choices. Fidelio also shows you the record type in the pickbox.

T = Travel Agent
C = Company
S = Source

G = Group
blank = Individual

Choose the name from the choices or press [**N**] for new. For a new profile, Fidelio first shows a pickbox with all available record types. Select one and press [**Enter**].

Front Desk Profile

Language/Salutation Code. You should always enter these two fields immediately during the reservation. The available language and salutation codes depend on the individual setup of each property. It is sensible to only define languages that are understood by all staff members. With this code you define the correspondence language with the guest. From the guest's confirmation letter to the folio, all correspondence will be in this chosen language. This could, for example, be English (E), Spanish (S) and French (F). In hotels where the vast majority of the guests speak the same language, a default will be installed so that you only have to press **[Enter]** past this field unless the guest speaks another language. Some properties define a pickbox from which you can choose possible language codes.

The salutation codes change according to the language you enter. If you enter a wrong code, a pickbox with available codes is displayed from which you can choose the correct code. If you choose English as language, the pickbox below may appear.

The screenshot shows the 'GUEST PROFILE' screen in the Fidelio 6.20 software. The window title is 'I ♥ Fidelio 6.20' and the program name is 'Micros-Fidelio Demo Program' with the date '09/09/99'. The guest's name is 'Abrams, Jim'. The language is set to 'E' (English) and the greeting code is '99'. Below the main fields is a pickbox for salutations with the following options: 1 Mr., 2 Ms., 3 Mr. and Mrs., 4 Dear Mr., 5 Dear Ms., 6 Dear Mr. and Mrs., 7 Dear Sirs, 8 Gentlemen. The pickbox currently shows '1' selected. There are also fields for Rate Code, Features (NS,N), Blacklist, A/R Number, Mailing Letter No., City (San Jose), Country (USA), ZIP Code, and State. A 'Remarks' field is at the bottom.

Figure 3-20 Salutation Codes

Short/Long Salutation. If you entered the salutation code correctly, Fidelio will show the short and long salutation in these two fields automatically. In our example of the guest profile the salutations are *Mr.* and *Dear Mr. Smith.* If you prefer another salutation, you can overwrite the field.

Save Guest. (Often called “Keep in History”) If you work with the **saveguest** function, this field will be on your profile screen. This function helps you keep your guest file in a reasonable size. Normally, guests without an entry in this field will be removed from the guest file 14 days after departure as long as there are no outstanding reservations or open balances. The 14-day interval can be changed in the setup program. The guest remains in the guest file if you enter **[Y]** in the field.

When you create a profile for a guest who will not be a regular guest in your hotel, you should enter a blank here. This is very useful with groups.

Interests. This field records special guest interests, such as skiing, tennis, windsurfing, sailing, etc. It is very useful for targeted mailings. The available interests codes are defined in a pickbox. If configured, you will also find it on the reservation screen where the user has the option to record one special interest for the guest's stay. On the guest profile, Fidelio can store more than one interest code. For example, if a guest comes to the hotel in winter to ski, you would record this interest on the reservation screen. If the guest visits you in summer for tennis, you would record tennis. The **Interests** field on the profile will automatically be updated after the guest's check-out each time an additional code is added on the reservation screen. Each interest code will only be collected once. In our example, both codes, for skiing and tennis, will be displayed.

Last Stay/Last Rate. These entries are automatically made by the system if the guest had previous arrivals.

Rate Code/Special Rate. If the guest has a certain rate code or if you arranged a special rate during the reservation, you should enter the rate here. The rate is then suggested every time you enter a new reservation for the guest. It is also possible to enter multiple default rate codes for profiles using the **Options** menu (*see below*). In this case, if the field is not read-only anyway, you should leave it empty, as it will be filled automatically.

Last Room/Preferred Room. Which room did the guest have last time? Does he have a special wish for the room? In this case you should assign the room immediately when you enter the reservation. This does not necessarily have to refer to a room number. You can also enter a room type, a floor or a special feature like non-smoking (NS).

Club ID #. If you work with member numbers, this field will be on your screen. Every property will have their own convention on how to enter the number, how many digits it has, etc. If you enter a number that was already assigned to somebody else, the message “*Member number already exists for: [name of guest], accept same number? Yes/No*” appears.

Spouse/Spouse DOB. Here you can enter the spouse's name or any other name and birth date which is important for the guest.

Statistics. Fidelio calculates this information during the night audit and enters the data into the guest file. The data include:

Number of arrivals	How many arrivals has the guest had so far
Number of nights	The number of nights until today
Cancellations	How many times were reservations canceled
Extra revenue	Revenue apart from room and tax
Total revenue	Revenue including room, extras and tax

Record Type. The record type is a read-only field. As explained above, it indicates whether the profile you are working on was categorized as a travel agent, company, source, group or individual guest.

Record Types of individual guests are left blank. This field is therefore not shown on the profile of an individual guest.

BL/CL Message. If configured (BL_MESSAGE {C, 20} in GAESTEST.DBF), this field gives you the option of entering a short explanation why a certain profile has been blacklisted or cashlisted (e.g., heavy gambler). This message is then displayed when you select a cashlisted/blacklisted profile for a reservation. (*See Special Flds below for an explanation of the blacklist/cashlist function*).

Comments. Enter special remarks about the guest here if they do not refer to a specific reservation only, but to the guest in general. This could be “*Needs 2 extra pillows*”, for example.

Front Desk Profile

On the bottom of the screen, the following menu is displayed:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
GUEST PROFILE					
Name	Abrams	Rate Code	CORP1	Pref. #	\$
First Name	Jim	Features	NS,N		
Language	E	Greeting Code	99	UIP	1
Street	1374 Oak Knoll Drive				
City	San Jose				
Country	USA	ZIP Code		State	
Passport	Save History ?	Member No.	FG	G123455	
Birthdate	/ /	Nation.			
Telephone	776565456				
Telefax					
Greeting	Mr.	Created On:	10/06/95	\$	
Title		First Stay	09/08/99	Next	09/09/00
Company		Last Stay	10/08/99	#	207
Remarks		Last Rate	100.00		
		Room Nights	1	Arrivals	1
		Cancel.	0	No Shows	0
		Total Revenue	143.00		
Correction	Delete	Merge	Future	History	
Remarks	Special Flds	Options			

Figure 3-21 Profile Menu


Available Functions


[Page Up] [Page Down]. Lets you page through the guest records of the hotel alphabetically.

Correction. Selecting this option brings the cursor to the first field of the screen. You can then edit or change the field contents of the profile.

Delete. You can delete an individual guest profile from the guest file by selecting the **Delete** option for this guest. Before deleting the profile, Fidelio will make sure that there are no active reservations linked to the profile, that no permanent virtual number assignments exist and that the profile is not required by activated add-on modules or integrated applications, such as Travel Agent Processing, Fidelio Frequent Flyer or by the Sales & Catering integration. Fidelio recommends that the property use the **Purge Profiles** option available from the **Miscellaneous** menu in the **Setup** program on a regular basis. This option allows you delete profiles according to your specified criteria. Using **Purge Profiles** you can also delete group, company, travel agent and source profiles.

Merge. With this option you can merge the revenue, the room nights, cancellations and other statistics of two profiles. When you select this option, Fidelio asks you to enter the name to which you would like to transfer the guest data. After you have entered the name, Fidelio will show you a list of guests with the same or a similar last name. Confirm with **[Enter]** and the system transfers all data to the new name and then deletes the old record. If you use the field **User ID** on the profile to record who has created the profile, it will be replaced with the ID of the user who carried out the merge.

 Please note: The profile merge option will check all add-on programs such as Sales & Catering, Travel Agent Processing, etc. If the profile to be merged is in use in any of the add-on modules, a merge will not be possible.

 Please note: You can only merge profiles of the same type, i.e., two individual profiles, two company profiles, but not an agent profile to a source profile. If you require to carry out such a merge, you need to change the profile type first, which can only be done in the Fidelio Utilities Program (F_UTIL, **Reorganize** GAESTEST.DBF, option **Change Profile Record Type**). Ask your supervisor for help.

Future. Shows all future reservations for this guest, with arrival and departures date, reserved room type, room (if assigned) and status (expected, canceled, etc.). If you select this option for a company, source or agent profile, Fidelio displays a window with the next twelve months, listing reserved room nights and expected revenue per month.



Please note: The revenue calculation is based on the rate that is active on the day of arrival of the guest. No rate changes are taken into consideration.

History. After selecting this option, you can view a window with the following options:

The screenshot shows the 'GUEST PROFILE' window for Jim Abrams. A menu is open over the 'History' option, listing 'History', 'Turnaways', 'Summary', and 'Leisure History'. Other fields include Name, First Name, Language, Street, City, Country, ZIP Code, State, Mailing Letter No., Member No., and various stay statistics.

Figure 3-22 History Menu

Selecting **History** for an *individual*, a *travel agent* or *source* profile displays a list of all the previous stays (= the reservation history) recorded for this profile, including arrival and departure dates, rate, revenue and number of persons.

The screenshot shows the 'GUEST PROFILE' window with the 'History' menu selected. Below the profile information is a table listing previous stays with columns for History, Room, Rate, Revenue, Fix, Extras, Adu, and Chi.

History	Room	Rate	Revenue	Fix	Extras	Adu	Chi.
09/08/99	10/08/99 207	100	100	43	1/0		
03/03/96	09/03/96 207	250	1500	0	1/0		
15/02/96	16/02/96 215	150	150	0	1/0		
07/01/96	17/01/96 204	110	1100	118	1/0		
06/11/95	07/11/95 108	100	100	108	1/0		
02/06/95	06/06/95 201	150	600	74	2/0		
16/01/95	17/01/95 NS	100	0	0	1/0		

Figure 3-23 Guest Stay History

**Front Desk
Profile**

Enter. Press [Enter] at any given line and you will see additional details for that stay. For previous stays of a guest, you can also view, edit and print a copy of the folio for that stay. Press [+] and Fidelio asks you to insert a disk with the folios of the pertaining date. After you have inserted the disk, the system will decompress the folios of that day and show the desired folio on the screen. Press [Enter] to read and [+] to print the folio (refer to *Folio History* on page 4-46 of the Cashier User Manual for detailed information).

For individual guest profiles you can also press the asterisk [*] to **View Revenue Details**. This will display a breakdown of the revenue details for the guest's stay according to the revenue buckets defined for the **Department Codes**. Any tax postings for the revenue buckets will be listed using the revenue groups 089-089. For example, with a room rate of \$100 with an inclusive breakfast of 10 plus 17.50% tax, the revenue breakdown would be as follows:

\$90 Room		Dept. code 100	Revenue bucket 001 (Room)
\$10 Breakfast		Dept. code 200	Revenue bucket 002 (Food)
001	Room	\$90.00	
002	Food	\$10.00	
081	Tax 1	\$17.50	

Selecting **History** for a *company* profile gives you a similar display of stay information. In addition, however, Fidelio displays the guest name for each stay.

If no previous stays have been recorded for this profile, you can create a new record here by entering all pertinent information of previous stays manually. This option is only necessary if you used another system before converting to Fidelio. Fidelio will only accept a manual entry, if you specify at least the arrival and departure dates and the room number.

If your hotel records "Regrets" (*only with parameter Advanced Turnaway Handling {regrets} ON*), you can also check whether there are any recorded turnaways for the profile by selecting the **Turnaways** option. Fidelio will show you a list of turnaways, including the dates, rooms, market, reason and user ID of the person who entered the turnaway.

Selecting the **Summary** option for a guest or company with previous stays gives you on-line company statistics including previous years. The window might look like this:

The screenshot shows the 'GUEST PROFILE' window for Jim Abrams. It includes a summary table with columns for Arrivals, Nights, Room Rev., F&B Rev., Extra Rev., Cancels, and No-shows for the years 1997, 1998, and 1999. Below the table are fields for Telephone, Greeting, Title, Company, and Remarks. A menu box contains options: History, Turnaways, Summary, and Leisure History. At the bottom, there are buttons for Correction, Delete, Merge, Future, and History.

	Arrivals	Nights	Room Rev.	F&B Rev.	Extra Rev.	Cancels	No-shows
1999	1	1	100	50	-7		
1998	2	7	1650				
1997	3	15	1800		300		

Telephone: 776565456
 Greeting: Mr.
 Title:
 Company:
 Remarks:

History
 Turnaways
 Summary
 Leisure History

Correction Remarks Delete Special Flds Merge Options Future History

Figure 3-24 Guest Summary

The **Summary** option is not available for source and group profiles.

The **Leisure History** option is only available if the hotel uses the Leisure Management module (*only with Leisure Management Module license code {ex_leisure} ON*). Access this option to view any past leisure activities of the guest. Fidelio will display date, time, activity, service and price.

Remarks. On the profile screen, there is a special field for *remarks*. If you need more space to enter comments concerning a guest, you can do this here. Selecting this option gives you an empty screen, into which you can enter as much text as you need. Once you have entered text here, whenever this profile is accessed, the **Remark** option will flash to indicate that special comments have been recorded for this profile.

Special Flds. If you select this option, the following fields are displayed. These fields have been separated into a special menu option so that their accessibility can be secured by user rights. Only users with the appropriate rights are allowed to enter or change the information of these fields.

The screenshot shows the 'AGENT/COMPANY/SOURCE PROFILE' screen in Fidelio 6.20. The header includes 'I ♥ Fidelio 6.20', 'Micros-Fidelio Demo Program', and the date '09/09/99'. The main area is divided into several sections:

- Name:** Rosenbluth Travel, Type » T, S&C # [Redacted]
- Street:** IATA/Corp. # 665438, 7171 W 95th Street
- City:** Overland Park
- Country:** USA, **ZIP Code:** 66212, **State:** KS
- Telephone:** 717 672111, **Telefax:** 717 672112
- CONTACT INFO:** Name: Larson, First Name: Pat, Greeting Code: 2, Greeting: Mrs., Letter Greet.: Dear Mrs. Larson
- Rate Code:** [Redacted], **Stand. Billing:** [Redacted]
- AR Number:** 77651, **Mailing Letter No.:** / /
- TAP-INFO:** Currency: USD, Commission: 10%
- Special Fields:** Comm. %: 0.00, Avail. Override: [Redacted], Blacklist/Cashlist: [Redacted], BL/CL Message: [Redacted], A/R Account: 77651

At the bottom, there are menu options: Correction Remarks, Delete Special Flds, Merge Options, Future, and History.

Figure 3-25 Special Fields

You can record a special commission percentage (*only available for travel agents*), the availability override flag, set the profile on the blacklist or cashlist and record a corresponding message and define the A/R account number.

If you want a certain travel agent always to receive a certain commission, you should enter the percentage in the **Comm.%** field.

The overbooking override will probably only be used by some properties. If the hotel is overbooked to a point defined by your manager, you will not be able to accept any more reservations. Certain guests or companies may be so important that you would like to give them a room regardless of how overbooked the hotel is. If you type in a [Y] in the **Avail. Override** field, you will be allowed to continue to overbook the hotel for this guest. Fidelio will provide you with an appropriate message and will let the user complete the reservation, even if they do not have rights to overbook the hotel.

The **Blacklist/Cashlist** option is a very useful feature and it affects several other functions in the program. If you have a client - agent, company or individual guest - whom you want to put on the blacklist for any particular reason, you should type a [B] into the **Blacklist/Cashlist** field. Once the profile is on the blacklist, whenever you select this profile in the reservation module, Fidelio indicates (unless you have rights to change manager fields) that you have no rights to make this operation and then displays the message "Guest is blacklisted, reservation not possible." If you enter a [C] for cashlist, Fidelio will provide a message saying "Guest is on the cashlist, do you still want to make this reservation?" To indicate a Credit-OK status, set the **Blacklist/Cashlist** field to blank again.

Front Desk Profile

Blacklist guests should not be allowed to make reservations or to check in at all. A **Cashlist** profile is a guest where payment must be made in full with cash or credit card upon check-in. Of course, it is up to each hotel to decide exactly how it should be handled.

If you do not have rights to change the status to blacklist or cashlist, then you also do not have rights to make a reservation for a blacklist company, agent or guest.



Please note: In the **BL/CL Message** field, you have the option of entering the reason for the cashlisting/blacklisting, if it has been configured (BL_MESSAGE {C, 20}). This message is then displayed each time a cashlisted/blacklisted profile is selected for a reservation.

Only some hotels will work with the field **A/R Account** (AR_NUMBER {C, 8}). You can enter the accounts receivable number for any guest, company, agent or source. If you do not work with this field, it will not display on the screen (for more information, refer to parameter A/R Account Number Required for Direct Bill {ar_require} on page 5-3 in the Manager Setup Manual).

2nd Address. This option displays if the parameter Additional Address Information {guestaddr2} is ON. Select this option to view a second address for the group profile. If the appropriate user rights have been assigned, then the user is able to define a second address for a guest, which can be printed on confirmation letters, deposit receipts, currency exchange receipts and bills.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
Second Address					
Title	Mr.				
First Name	James				
Last Name	Abrams				
Address 1	5342 Simmons Avenue NE				
Address 2	Unit 32				
City	Chicago				
State	IL	Postal Code	53302		
Country	USA				
← Modify DEL Delete					
Correction	Delete	Merge	Future	History	
Remarks	Special Flds	2nd Address	Options		

Figure 2-26 Second Profile Address



Please note: At the present time, the information stored in GSTADDR.DBF will not be uploaded to an external system.

After selecting the **2nd Address** option, the user can modify the second address by pressing the **[Enter]** key, or delete the second address by pressing the **[Delete]** key.

Options. This menu enables you to record additional information for each profile, which can then be retrieved for the individual reservations attached to the profile. After selecting this option, you will see a window similar to the following:

The screenshot shows the 'GUEST PROFILE' window for Jim Abrams. The 'Options' menu is open, listing: Credit Cards, Guest Cards, Master Account, Rate Codes, Guest Awards, Guest Preferences, and Virtual Numbers. The 'Credit Cards' option is highlighted. At the bottom of the window, the 'Options' button is also highlighted.

Figure 3-27 Individual Profile Options

Credit Cards. Using this option, you can record multiple credit cards for a profile. You will probably use this option mostly for individual guests. After selecting **Credit Cards**, Fidelio will display a window with all cards that have been defined for the profile. Press [+] to edit an existing record, [Delete] to delete and [Insert] to insert a record. If no cards have been defined, you have the option of adding one.

The screenshot shows the same 'GUEST PROFILE' window. A dialog box is open for adding a credit card. The fields are: Card Type (with a pickbox), Card Number, Card Expiry (with a date field), and Sequence (with a numeric field). The 'Card Type' field is highlighted. At the bottom of the window, the 'Options' button is highlighted.

Figure 3-28 Add Credit Card to Profile

When you press [Enter] on the **Card Type** field, a pickbox will open with all the defined credit card codes. You can pick one by selecting it with the cursor and pressing [Enter]. Next enter the **Card Number**.



Please note: Fidelio validates the numbers and will only accept correct numbers. For a complete entry, you should also enter the **Expiry Date** and the **Sequence** number which determines the order of display.

**Front Desk
Profile**

During the reservation process, when entering a credit card code as a *Payment Method*, Fidelio will display a pickbox with all the credit cards defined for the profile. The user can pick one of these cards for the reservation or, if required, add a new one. Fidelio will automatically fill the card type, number and expiry date information into the corresponding fields.

Guest Cards. (only for individual profiles) This option works similar to the **Credit Cards** option and allows you to record multiple frequent flyer, frequent guest and guest membership cards for each profile. This can be very useful as business guests today belong to various loyalty programs and may want to use different cards with each stay.

After selecting the **Guest Cards** option, Fidelio will display a window with all cards that have been defined for the profile.

I ♥ Fidelio 6.20 Micros-Fidelio Demo Program 09/09/99

GUEST PROFILE

Name	Abrams	Rate Code		Pref. #									
First Name	Jim	Features	NS,N										
Language	E	Greeting Code	99	UIP	1								
Street	1374 Oak Knoll Drive												
City	San Jose	Mailing											
Country	USA	ZIP Code		State									
Passport		Member No.	FG	G123455									
	Save History ?	Y											
<table border="1"> <tr> <td>1</td> <td>AA</td> <td>A9876543215</td> <td>10/00</td> </tr> <tr> <td>1</td> <td>BA</td> <td>BA-555599994567</td> <td>9/99</td> </tr> </table>		1	AA	A9876543215	10/00	1	BA	BA-555599994567	9/99	Created On:	10/06/95	S	
1	AA	A9876543215	10/00										
1	BA	BA-555599994567	9/99										
<input type="checkbox"/> INS <input type="checkbox"/> DEL <input type="checkbox"/> + <input type="checkbox"/> Modify		First Sta			00								
Remarks		Last Stay											
		Last Rate											
		Room Nigh			1								
		Cancel.			0								
		Total Rev											

Credit Cards
 Guest Cards
 Rate Codes
 Guest Awards
 Guest Preferences
 Virtual Numbers

Correction Delete Merge Future History
 Remarks Special Flds 2nd Address Options

Figure 3-29 Guest Cards Attached to Selected Profile

Press [+] to edit an existing record, [Delete] to delete and [Insert] to insert a record. If no cards have been defined, you have the option of adding one. The following screen is displayed.

I ♥ Fidelio 6.20 Micros-Fidelio Demo Program 09/09/99

GUEST PROFILE

Name	Abrams	Rate Code		Pref. #									
First Name	Jim	Features	NS,N										
Language	E	Greeting Code	99	UIP	1								
Street	1374 Oak Knoll Drive												
City	San Jose	Mailing											
Country	USA	ZIP Code		State									
Passport		Member No.	FG	G123455									
	Save History ?	Y											
<table border="1"> <tr> <td>1</td> <td>AA</td> <td>A9876543215</td> <td>10/00</td> </tr> <tr> <td>1</td> <td>BA</td> <td>BA-555599994567</td> <td>9/99</td> </tr> </table>		1	AA	A9876543215	10/00	1	BA	BA-555599994567	9/99	Created On:	10/06/95	S	
1	AA	A9876543215	10/00										
1	BA	BA-555599994567	9/99										
<input type="checkbox"/> INS <input type="checkbox"/> DEL <input type="checkbox"/> + <input type="checkbox"/> Modify		First Sta			00								
Remarks													

Card Type
 Card Number
 Card Expiry
 Card Level
 Sequence

Correction Delete Merge Future History
 Remarks Special Flds 2nd Address Options

Figure 3-30 Insert New Guest Card

When you press **[Enter]** on the **Card Type** field, a pickbox will open with all the frequent flyer or frequent guest cards which the hotel supports and has defined in the **Setup** program (option **Guest Cards** in the **Reservations** setup menu). You can pick one by selecting it with the cursor and pressing **[Enter]**. Next enter the **Card Number**.



Please note: Fidelio validates the numbers for the following airline cards and will only accept the number if it conforms to the validation check.

6Y	Nica	LP	Latin Pass
AA	American Airlines	LR	Lacsa
AC	Air Canada	MH	Malaysia Airlines
AM	Aeromexico	MX/LM	Mexicana
AN	Ansett	NW	Northwest
AS	Alaska Airlines	OZ	Asiana
AV	Aviana	PA	Passages
CF	Faucett	SK	SAS
CM	Copa	SQ	Singapore Airlines
CO	Continental Airlines	SR	Swissair
DL	Delta Airlines	TA	Taco
EH	Saeta	TR	Transbrasil
GP	Gemini Airlines	TW	TWA
GU	Aviateca	UA	United Airlines
HP	America West	UC	Ladeco
LA	Lan Chile	US	US Airways
LB	Lloyd Aero	VX	Columbia Airlines
LH	Lufthansa		

In addition to the card types listed above, the hotel may be accepting other cards. In this case you will find the cards in the pickbox.



Please note: The card numbers can consist of any alphanumeric string, i.e., can contain numbers *and* characters.

For a complete entry, you should also enter the **Card Expiry** date. As some guest loyalty cards have no expiry date, however, the entry in this field is optional. If the loyalty program uses various membership or card levels, you can record the level of the respective card by selecting it from the pickbox for the **Card Level** field. The **Sequence** number determines the order of display in the list of cards.

During the reservation process, when pressing **[Enter]** on the **FFP Type** field, a pickbox displays with all cards defined for the profile. The user can pick one of these cards for the reservation or, if required, add a new one. Fidelio will automatically fill the card type, number and expiry date information into the corresponding fields. Once a card has been recorded for the reservation, you can search and find this reservation by the guest card number.

**Front Desk
Profile**

Master Account. (Only for company, source and travel agents.) This option is used to define a **Master Account** number and a corresponding description for a company, source or agent profile which is to serve as a master account.

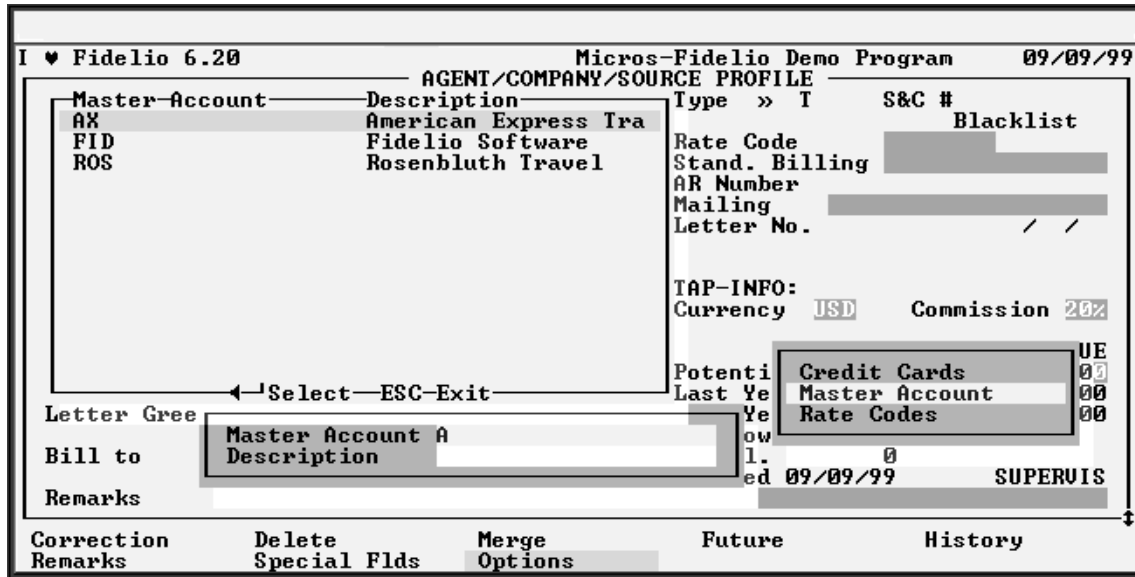


Figure 3-31 Master Account (Company/Travel Agent/Source or Group Profile)

In order to create combined company statistics, some hotels use the master accounts feature. This feature allows you to assign a master company to which, for reporting purposes, any “branch” or subsidiary offices will be linked.

Let us assume that your hotel is in Europe and does considerable business with IBM. Your guests, however, come from IBM Paris, IBM London, IBM New York, etc. In order to make reservation and guest profile handling easier, it makes sense to have different files for each IBM office making the reservations. But, for your company statistics, it is more important to see your total production from IBM as a whole. For this purpose, you would set up a master account for IBM.

Master accounts are set up by creating a Master Account code or number for each master company and then assigning this code to the appropriate company profiles. After selecting the **Master Account** function from the profile **Options** menu, you can enter the **Master Account** number and the **Description** of the master account. Fidelio will ask you whether you want to create a new master account. If you confirm with [Y], Fidelio will check whether this account number is already in use and if so, display an appropriate message. Otherwise, the new account number will be added to the pickbox with existing master account numbers.

- If no Master Account is linked to a profile under the option **Options>Master Account** and the user presses the [Enter] key, a list of all existing Master Accounts will be displayed, starting from the first existing Master Account.
- If the user has entered a letter, the list with all Master Accounts will appear on the screen, positioned on the first Master Account found for that letter entry.
- If no Master Account exists and the user presses the [Esc] key to exit out of the list, Fidelio will ask if a new Master Account should be created.

Rate Codes. This option is used to record multiple default rate codes for a profile. After selecting **Rate Codes**, Fidelio will display a window with all the rate codes that have been entered for the profile. Press [+] to edit an existing record, **[Delete]** to delete and **[Insert]** to insert a record. If no default rate codes have been defined, you have the option of adding one.

The screenshot shows the Fidelio 6.20 interface. At the top, it says 'I ♥ Fidelio 6.20' and 'Micros-Fidelio Demo Program 09/09/99'. The main window is titled 'GUEST PROFILE'. It contains fields for Name (Abrams), First Name (Jim), Language (E), Greeting Code (99), VIP (1), Street (1374 Oak Knoll Drive), City (San Jose), Country (USA), ZIP Code, State, Rate Code (NS,N), Features, Blacklist, A/R Number, Mailing Letter No., Member No. (FG 6123455), and Created On (10/06/95 S). A 'Save History?' checkbox is checked. A 'Rate Code' dialog box is open, showing 'Rate Code' as 'CORP1' and 'Sequence' as '0'. A menu is also visible with options: Credit Cards, Guest Cards, Rate Codes, Guest Awards, Guest Preferences, and Virtual Numbers. At the bottom, there are buttons for 'Correction Remarks', 'Delete Special Flds', 'Merge Options', 'Future', and 'History'.

Figure 3-32 Add Rate Code to Profile

Type in the **Rate Code** which you want to assign to the profile. If you want to check for available rate codes, press **[F5]**. Next enter the **Sequence** for the default rate code. The rate code with the lowest sequence number is written into the **Rate Code** field on the **Profile** screen (if available). To show that a rate code has been recorded for a profile, a [\$] sign will display in the top right-hand corner of the screen. The sign will blink if more than one rate code has been attached.

If the hotel uses the dynamic profile look-up option (*only with parameter Rate Code Profile Look-Up during Rate Query {p_rcodedef} ON*), you can search for special rate codes recorded with a given profile using **[F5] Rate Query** (when you enter a scratch name, company or agent) or when displaying the rate grid from within the **Reservation** option. Fidelio will then only display the rate codes that have been defined for the attached guest, company or agent profile.

Guest Awards. (*Only for individual profiles and with parameter Guest Awards {awards} ON.*) This option allows you to attach active reservations to Award schemes. These schemes are user-definable and set up within configuration.

After selecting the **Guest Awards** option and a start date is entered, Fidelio will display those awards currently attached to the displayed reservation. Using the **[Insert]**, **[Enter]** or **[Delete]** keys, awards can be inserted, modified or deleted. You can define within the configuration the number of points associated with each award type (the **Quantity** field) and the start/end dates when awards can be redeemed.

The following entries can be made from within this option. Those marked with an asterisk [*] are required.

Type*	User-defined code.
Quantity*	Number of awards/vouchers to be consumed/taken.
Date*	Valid date within the range of the reservation.
Text	Voucher/Award Number/Remarks (free form text).
Card Type	Loyalty program type from attached guest cards. Fidelio will default with the card type having the lowest sequence number.
Member Number	Membership number for loyalty program which will default dependent on card type entered. If card type is blank, a user-defined number may be entered.

Front Desk Profile

In the event that Guest Awards have been attached to the booking and the reservation incurs a date change, Guest Awards with a date falling outside the new span of the reservation will be prompted with a warning message and the award entry deleted. This will affect the following areas:

Room Plan [Ctrl+F3]

- Standard reservation date changes
- Group reservation date changes applied to other members
- Conducting an Early Departure and Awards for later dates
- Deleting a Share reservation

Merging or deleting profiles will automatically either update the Guest Awards to the new profile or delete as appropriate.



Please note: Once a reservation has been moved to history it is no longer possible to modify, insert or delete Guest Awards associated with the stay. Also, if awards have been deleted due to a cancellation or no-show, the awards will not show in the history.



Please note: If the license code CIS Integration {ex_cis} is activated, Fidelio will move Guest Awards for checkouts of the day to CISAWARD.DBF. Details in this file will be reviewed and marked as processed by the CIS Interface.

Guest Preferences. (*only for individual profiles*) These may be configured to display on the reservation if a preference is attached to a guest profile.

For instance, when creating and making a correction on a reservation, if the guest preference NS (Non-Smoking) is attached to the guest's profile, that preference is now displayed on the bottom line of the reservation, providing the preference was marked in Configuration as *Hint=Y*.

Profile Preferences attached to profiles are stored in the database called PR_PREF.DBF, related to the profile database GAESTEST.DBF.

There are two types of preferences available to attach to a guest profile:

Room Preferences

- For example, Smoking/Non-Smoking Preference, View/Floor Preference and Room Attribute preferences.
- Assigning preferences from these categories will be directly reflected during all pre-assignment and check-in routines. Fidelio will, in all cases (unless the fields are blanked out), attempt to allocate a room according to the guest room preferences.
- You can only assign one Smoking preference and one View/Floor preference per guest. As many Room Attributes as you require can be assigned. Remember, Fidelio can only suggest rooms where all guest preferences match a room. If no room is found when you are assigning a room to a guest with preferences, Fidelio displays the message "*No Room Found. Search without Features? Yes/No*".

Reservation Preferences

- For example, Specials (Newspaper, Flowers, Wine in Room, Slippers, Petitfours, Fruit Basket) and Guest Interests (Fine Dining, Museums, Tennis, Golf, Theatre).

Guest preferences, which in Configuration have been marked as [Y] in the *Hint* column and are attached to the guest profile, will always be displayed at the bottom of the profile, reservation and waitlist screens. In addition, if specials have been marked as [Y] in the *Auto-Field* column and are attached to the guest profile, the *Specials* field will auto-populate when a reservation is made for that guest. This feature also includes group members when you create a rooming list and select the option **Check Profile**, which can be viewed with [Ctrl+L]. You can add, change and delete codes in the *Specials* field as required for each reservation; however, the codes attached to the profile remain the same until they are changed within the profile.

Preference Displays in the Function Keys and Room Assignments

The function keys [F3] Vacant Rooms and [Ctrl+F3] Room Plan, as well as the options **Reservation Room Assignment**, **Group Auto Room Assignment** and the **Assign** option in Housekeeping will all display the fields called *Smoking*, *View/Floor* and *Attributes*. Blanking the fields out, or in the case of check-in, if Fidelio finds no rooms with matching preferences, the “No Rooms Found. Search without Features?” message is displayed and all rooms matching the appropriated status are displayed.

Use the asterisk key [*] for room information from within either the *Room Plan* or *Floor Plan*. Details are included on the preferences that can be attached to the room.



Please note: During the night audit process on the day of departure, those checked out guests which have an interest placed in the *Interest* field on the reservation will have the interest code attached back to the profile (if the code does not already exist as one of the guests interest preferences).

Virtual Numbers. (Only for individual profiles and with license code *Virtual Number Assignment {ex_didnr} ON.*)

This option is only displayed if the hotel uses virtual number pools. In this case, you can select the **Virtual Numbers** option to assign a permanent virtual number to an individual guest profile.

You can assign *permanent* (or *fixed*) virtual numbers to a guest profile at any time by selecting this option. In hotels where personal service is the key factor, specific line numbers are reserved in advance for certain regular VIP guests. These permanent numbers, attached to the guest profile, are no longer part of the general pool and will only be used when the VIP guest is in house. This is useful for regular business travellers who can essentially have an office in a hotel, with a permanent telephone or fax number, regardless of which room they stay in. The respective number will be attached to the profile and will be used as and when a reservation attached to the profile checks in. Once a virtual number has been linked to a profile permanently it is marked as reserved and cannot be used for any other assignments.

When you select the **Virtual Numbers** function from the profile **Options** menu, Fidelio will display the configured pools, any virtual numbers permanently linked to the profile and in the case of a checked-in guest, the current room number. You will see a screen like the following:

The screenshot shows the 'GUEST PROFILE' screen in Fidelio 6.20. The top bar displays 'I ♥ Fidelio 6.20', 'Micros-Fidelio Demo Program', and the date '09/09/99'. The main area contains personal and contact information for a guest named Jim Abrams, including address, phone numbers, and passport details. A 'Virtual Numbers' menu is open, listing options like 'Credit Cards', 'Guest Cards', 'Rate Codes', 'Guest Awards', 'Guest Preferences', and 'Virtual Numbers'. The 'Virtual Numbers' option is highlighted. At the bottom, there are buttons for 'Correction', 'Delete', 'Merge', 'Future', and 'History'.

Figure 3-33 Assign Virtual Numbers to Guest Profile

Front Desk Profile

Select the required line pool and press **[Enter]** in order to assign a permanent virtual number to the guest profile. Fidelio will display a list of numbers available from the selected number pool. Move the cursor to the desired number and press **[Enter]** to select it. If you want to unlink a permanent number from a guest profile again, simply select the respective pool and press **[Enter]** again. Fidelio will display the message “*Unassign Permanent Virtual Number?*” With **[Y]** the number is unlinked and restored to the list of available number pools.

If a guest has permanent virtual number assignments, upon check-in of the guest, Fidelio will automatically select and display the permanent virtual number for **Auto Assign** pools. With **Prompt to Assign** pools, the system will display the pickbox and position the cursor on the permanent virtual number.



Please note: If you use a profile with permanent virtual number assignments for different reservations staying at the same time, Fidelio will use the permanent virtual numbers for the first reservation that checks in. If a guest with a permanent virtual number is checked into a room which is not set up for the numbers from this pool, then Fidelio will take the room configuration as the controlling factor and not assign the number.

If sharers are checked in and the second sharer to check in has a permanent number assignment for a *room-based* pool, Fidelio will ignore the assignment and the virtual number issued for the first sharer will be used.

Messages

One of the nicest features of the Fidelio program is the multiple guest messages. You can send messages to all guests individually, by group and by other distinctions. You can keep an unlimited number of messages for every guest, mark the messages as received or not and print the messages in a user-definable format. With the appropriate interfaces, the messages will trigger the message-waiting lamp on the telephone to turn on or will send the message directly to the video system so that the guest can call it up on the video screen.

Any not-yet-received messages pop up at check-in, check-out and whenever you make a change to an in-house guest. The messages stay around in the system until you physically delete the messages or until the completion of the night audit after the guest's check-out.

A very similar option to messages is the **Trace** function within Fidelio. Just like with messages, you can create a trace and attach it to a guest reservation. However, the difference is that a **Trace** is a message not to the guest, but to your colleagues and it requires an *action* and a specific *action date*. For example, if you are making a reservation for a guest and the guest says "I will need a roll-away bed for my son," you need to advise housekeeping that when the guest arrives in a week they need to put a roll-away bed in the room. You inform housekeeping by creating a trace with this information which will be forwarded to the responsible departments in form of a trace report. In addition to normal traces you can create *action* traces which will automatically change certain reservation data, such as the rate code, market code, number of adults, etc., on the specified date.

The **Messages** option from the **Front Desk** menu allows you to control the handling of all guest messages and send messages to certain guests or groups. In addition, you can display and control all traces. When you select this option, the following window is displayed.

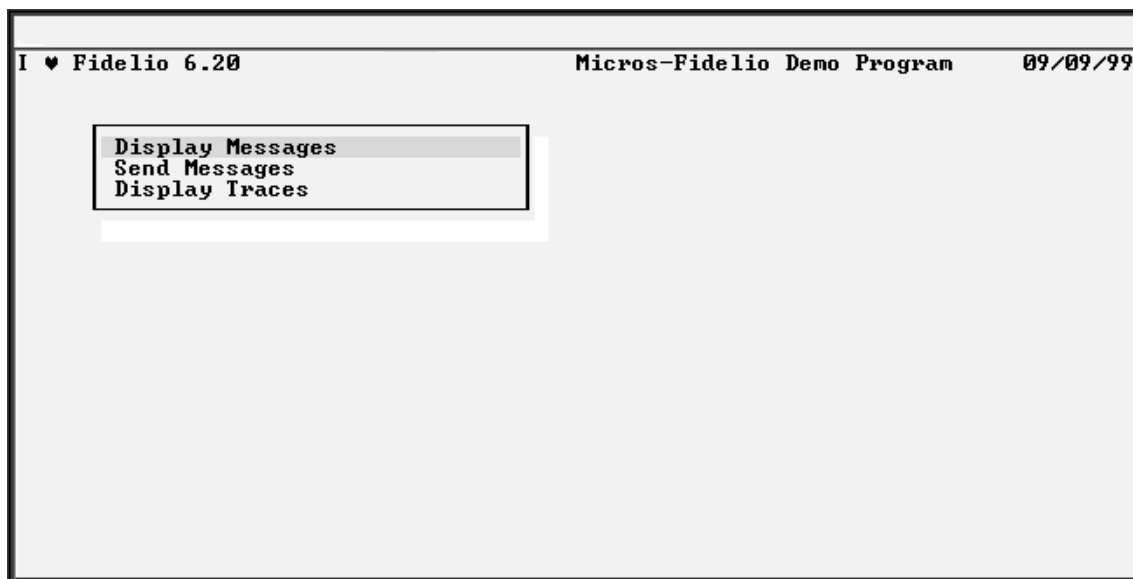


Figure 3-35 Messages Menu

You have the choice of displaying all messages, of creating and sending messages and of displaying all traces.

Display Messages

After selecting the **Display Messages** option you will see the following window.

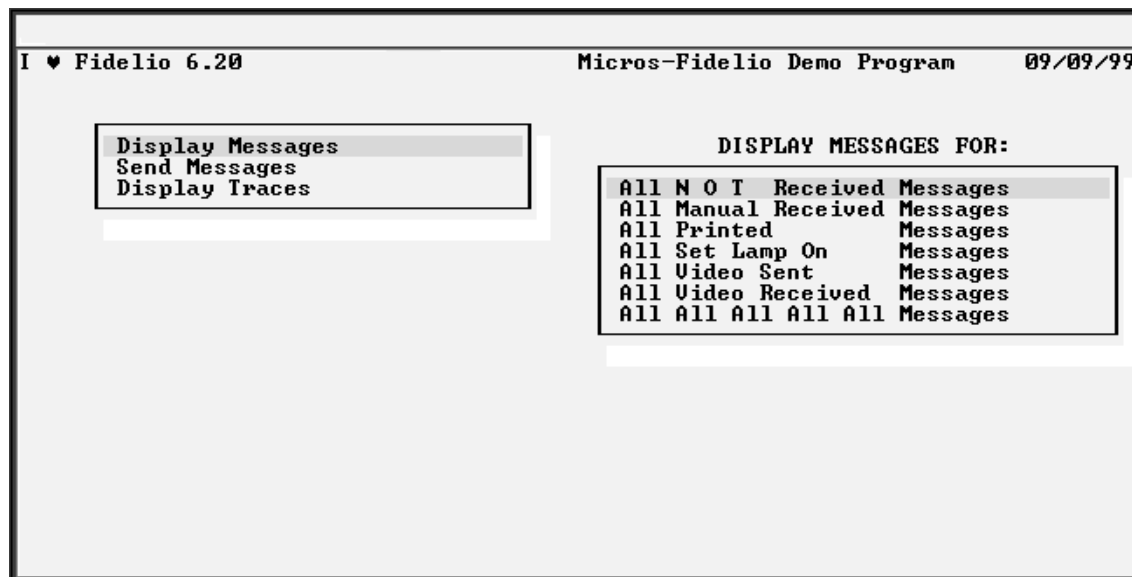


Figure 3-36 Message Display Options

First you need to choose which kind of messages you want to see. After making your selection, the messages will be displayed in the screen below. If no records match your criteria, an appropriate message will be displayed. If you choose **All Not Received Messages**, for example and Fidelio does not find any open ones, the message “*All messages received*” appears.

The screen shows the date and the time each messages was taken, the status of the message (Video lamp on/received, printed, received, etc.) and the time and the date the indicated status was entered. The user ID is shown and, of course, the recipient's name.

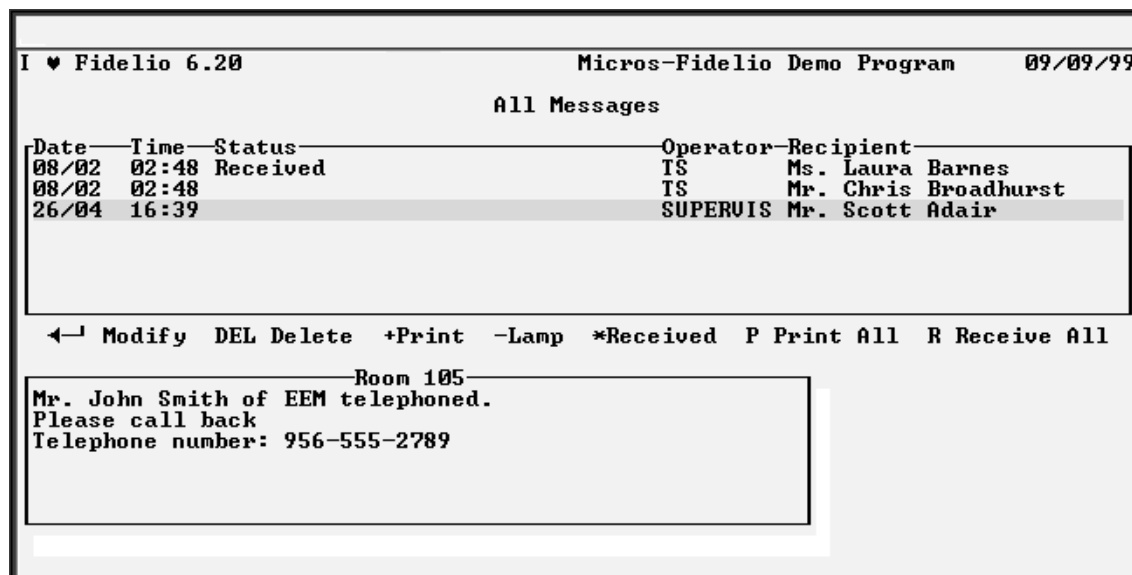


Figure 3-37 Sample Guest Message

Front Desk Messages

A message sent to a guest will be displayed every time you access information about the guest, whether you call the guest information screen via one of the function keys ([F6], [Shift+F6], [Ctrl+F6], [F7], [Ctrl+F7]), access the guest's folio or check the guest in, etc. Fidelio will not remind you of the message anymore once you have turned its status to received (*), printed or [R] received on video.

Available Functions

↵ **Modify.** Press [Enter] to modify a given message.

DEL Delete. Press [Delete] to delete a message.


+ **Print.** Press [+] to print a message. The status line will change to "Printed."


- **Lamp.** If you have a telephone system with message lamps and an interface to Fidelio, you can press [-] to turn the lamp on.

* **Received.** After giving a message to a guest, you can change the status of the message to "Received" by pressing [*].

P Print All. If you press [P], all the messages displayed in the window will be printed.

R Receive All. If you press [R], the status of all the messages displayed in the window will be changed to "Received."

 Please note: This option does not send a message to the interfaces and should therefore only be used by properties that do not work with interfaces.

 Please note: When you delete a reservation, any messages attached to this reservation are deleted automatically.

Send Messages

After selecting the **Send Messages** option you will see the following window.

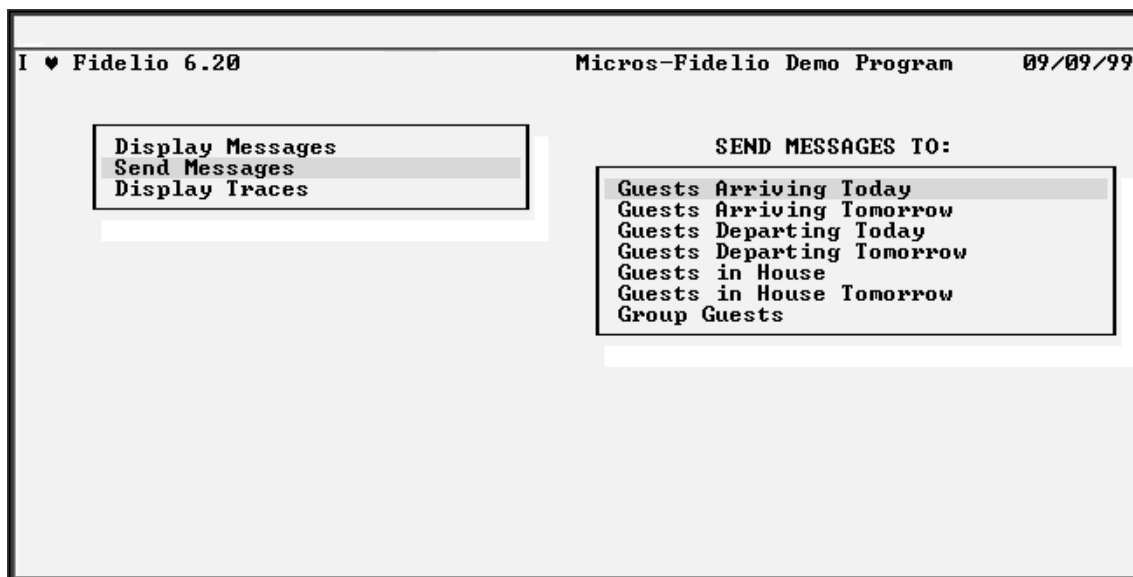


Figure 3-38 Message Send Options

Fidelio will display all the available groups of guests to whom you can send messages. Select one with [Enter]. Another selection window allows you to restrict the receiving group further by VIP code and/or language. You can either enter all language codes which should be included in the mailing or, if you leave the *Language* field empty, you can enter the languages which you want excluded from the mailing in the *Except* field.

If you select the option **Group Guests**, your selection criteria are different:

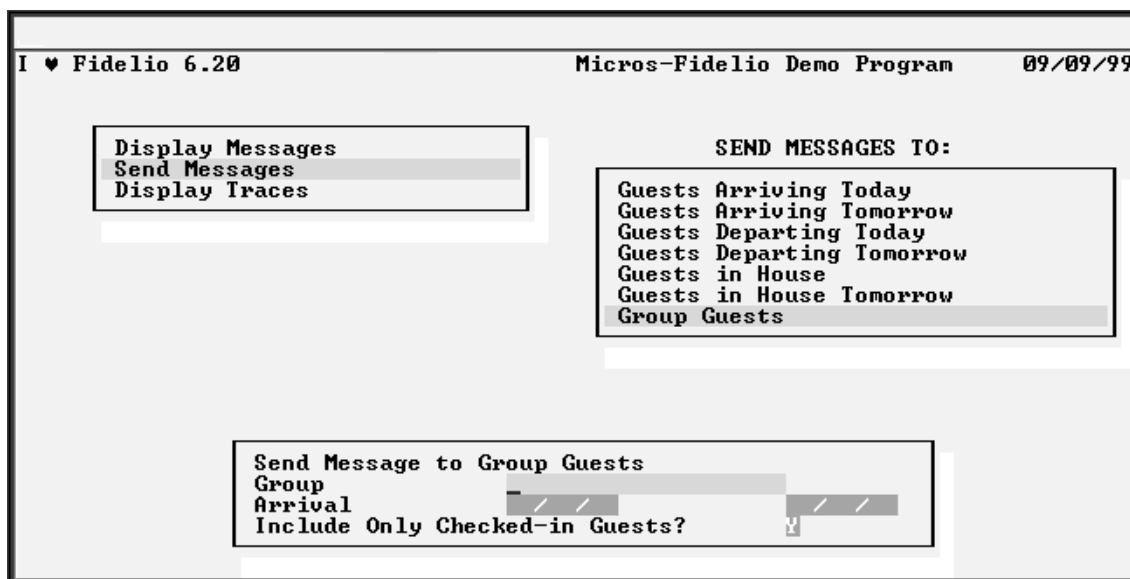


Figure 3-39 Send Message Filter

Enter the group name or press **[Enter]** for a list of available groups. Arrival and departure dates will be filled accordingly. By default, the message only goes to checked-in group members. If you want all group members to receive the message, enter **[N]** in that field.

Once the message is written, you have the choices of Save, Print and Throwing away explained above. Fidelio informs all message-waiting interfaces and video-service interfaces that there is a new message for the guest if you choose either save or print.

Here are some additional notes about the slightly ambiguous choices. **Guests Arriving Today** only includes guests who have not yet checked in. **Guests Departing Today** only includes guests who have not yet checked out. **Guests in House** includes all guests who are currently checked in, regardless of arrival and departure day. **Guests in House Tomorrow** include all guests who will be in house tomorrow night, regardless whether arrival date is today, tomorrow or earlier. If you want to send a message to all guests in house tonight, Fidelio suggests you first send a message to all guests in house and then send the same message to all guests arriving today. That way you can be sure that all guests in house tonight will receive the message.

Display Traces

In addition to displaying all guest messages and sending messages, you can choose to **Display Traces**. You can view resolved traces, unresolved traces or all traces in the system. This can be very useful for the tracking of the different departments responsible for taking care of the traces.

After making your selection, you can enter a **Trace Date** and a **Trace Department**. The date defaults to today's date. If you want to see the traces for a different date enter it here or, if you would like to see all traces, you can blank the date field by pressing **[Ctrl+Y]**. As a default, the **Trace Department** field is empty. If you want to view the traces of some departments only, you can specify them here. With an invalid entry Fidelio will display a multiple pickbox from which you can select all required trace departments with **[+]**.

**Front Desk
Messages**

A screen like the following is displayed.

Room	Name	Arr	Dep	ST	Date	Resolved
221	Brewster	23/08	14/09	IN	09/09/99	
315	Dear	26/08	13/09	IN	10/09/99	
226	Warner	26/08	15/09	IN	10/09/99	
	Aceti	09/09	10/09	1	09/09/99	
207	Henderson	09/09	10/09	1	09/09/99	
237	Mapes	26/08	15/09	IN		
124	Drake	09/09	13/09	1	10/09/99	

← Info * Resolve

Trace Date	10/09/99	Trace Department	ACT
New Number of Adults	2		

Figure 3-40 Trace Screen

The screen shows the guest name, room number (if assigned), arrival, departure date and reservation type of the guest. In addition you can see the trace date, i.e., the date when the trace has to be carried out or, in the case of action traces, the date when the change will automatically be effected through the night audit. As you move the cursor from record to record, the lower window displays detailed information about each trace, i.e., the trace date, trace department and the trace text. It will also include any free-form text which the user entered when creating the trace.

If you need more information about the guest, press **[Enter]** on the corresponding trace. Fidelio will display the guest info screen.

You can also mark a trace as having been resolved by selecting it and pressing **[*]**. Fidelio will insert your user ID in the **Resolved** column and indicate the time the trace was resolved on the very right.

Cashier

Overview

This section of the manual explains the Cashier function of the Fidelio Front Office system. Using the Cashier module you can access the **Billing** function to select any guest folio and post, modify or transfer charges, print an information copy of the folio and perform the check-out. Using the **Posting** option you can post transactions to multiple guest folios. The **Passer-By** option allows you to produce a folio for a customer (usually not an in-house guest) immediately after the transactions are posted. The **Cashier** option offers cashier management functions, which are not used as frequently such as closing the cashier or changing a user password. Using the **Batch Post** option you can post single charges to multiple rooms, all rooms in a group, or all rooms associated with one travel agent. **Receivables** allows you to view and control the activity of your city ledger and credit card accounts and **Quick Check-Out** is where you can quickly check out guests without printing a folio.

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Receivables	4-50
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Introduction

In order to maintain proper control, each desk clerk in the hotel environment should be assigned a cashier number. There should be exactly one number per physical cash drawer in the hotel. In large hotels each user has his own cash drawer. In smaller hotels, several people might share the same drawer. All cashier functions are based on the cashier number and the user ID. By logging in with your user ID and password, Fidelio can determine whether you have rights to Cashier options and knows your cashier number automatically.

The first time you use a **Cashier** menu option each day, Fidelio opens it automatically. There is no special opening routine. However, at the end of your shift, you should close your cashier. If you do not, then the night audit program will close your cashier, but it assumes that since you did not do a shift drop, all the money is still in your cash drawer the next day.

You can close your cash register (refer to *Close Cashier* on page 4-40 for the closing routine) and perform a shift drop up to 99 times a day, as determined in the Setup program. A night auditor can open the cashier in the evening before the night audit and perform the shift drop the following morning.

Opening Your Cashier

In order to access any of the Cashier options, you must have rights to the options. Depending on your configuration, Fidelio may still want to see your password to verify that no-one else works with your user ID in this module. Any transaction which you perform in the Cashier module will be marked with your cashier number and user identification. You do not have to choose a special option to open your cashier. You can open your cashier by pressing [**Enter**] on any of the options in the Cashier module.

In general, the front office manager is responsible for assigning cashier numbers and passwords to the desk clerks. You do not have to enter the cashier number as Fidelio can identify it through your password unless you were not assigned a specific cashier number (for more information on assigning cashier numbers, refer to *Cashiers* on page 4-18 in the Accounting Setup Manual).

For testing purposes or in very small hotels you can configure Fidelio so that it requires no passwords. Fidelio does not recommend this.

If you open a cashier for the first time in the day or if the cashier has been closed already, Fidelio asks you to confirm the opening. After you entered your password, the message appears “*Cashier has been closed. Do you want to open it? Yes/No.*”

If you enter the wrong password, Fidelio tells you with an appropriate message. Fidelio then gives you another chance to open your cashier. Press the [**Esc**] key at any time to abort the cashier opening routine and return to the main menu.

Billing

The billing module is Fidelio's central point for guest ledger administration. Inside the **Billing** option, you can select any guest, view the complete folio, post additional charges, correct existing charges, adjust earlier charges and perform the check-out as well as many other guest-related actions.

Explanation of Folio Windows

In order to make best use of the billing module, you need to understand Fidelio's concept of folio windows. As soon as you check in a guest, Fidelio assigns exactly one folio. But you can maintain up to four windows on this folio. You might, for example, use window one for room and tax and window two for incidentals. Or you could use window one for all charges for which the guest pays with credit card and window two for cash payments. Or perhaps a couple might wish to use window one for the wife, window two for the husband, window three for the children and window four for the room and tax, which get billed to the travel agency.

When you select a guest in the billing module, you will see the windows in separate areas on the screen. If you are using only windows one and two, then only those two windows are visible. If you are using windows three or four, then all four windows will be visible (*see figure below*). You can, of course, use different amounts of windows for different guests at the same time. You will see the charges belonging to each window in their respective window. You can print the charges and apply payments to each of the windows separately. Because the charges are all attached to the same folio, you can freely move them from one window to the other.

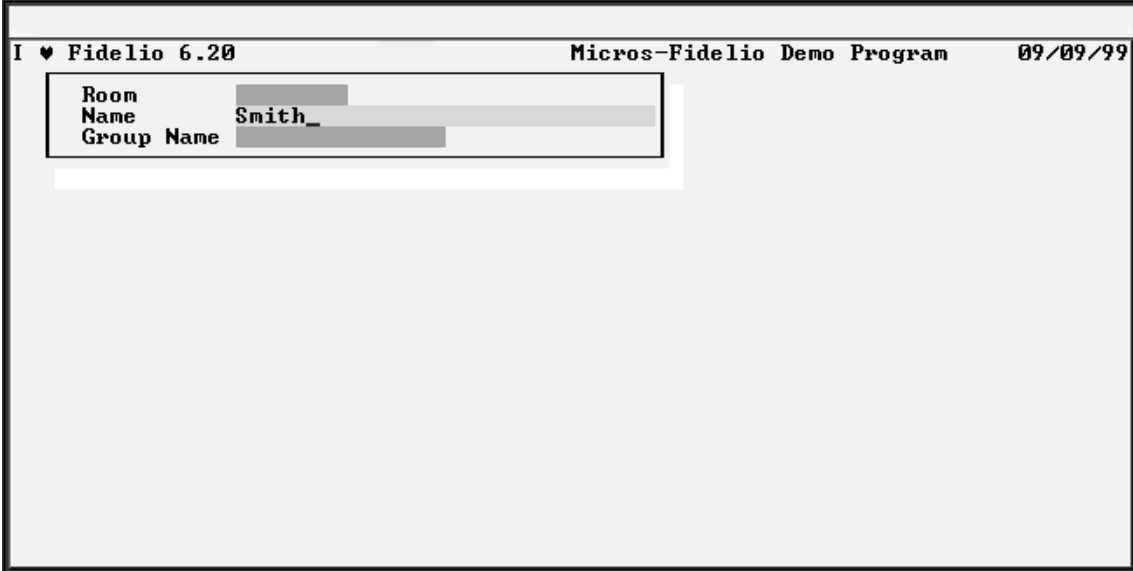
I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
(1) Arrival	24/08	Departure	26/09	Rate	100.00 Prs 1
Aceti		161.00		Tennis Association	
220	Café Jardin	25/08	15.00	100	*Room Charge 24/08 100.00
220	Café Jardin	25/08	45.00	101	*Tax 24/08 10.00
300	Minibar	27/08	3.00	100	*Room Charge 25/08 100.00
610	Laundry	27/08	10.00	101	*Tax 25/08 10.00
230	Jazz Club	28/08	10.00	100	*Room Charge 26/08 100.00
420	Massage	28/08	5.00	101	*Tax 26/08 10.00
640	Flowers	28/08	8.00	100	*Room Charge 27/08 100.00
300	Minibar	29/08	10.00	101	*Tax 27/08 10.00
640	Flowers	29/08	25.00	100	*Room Charge 28/08 100.00
		8.00			
500	Telephone	25/08	3.00		
500	Telephone	27/08	5.00		
139 Mr. Ralph Aceti		CHECKED IN		1929.00	
← → + Mark		INS Paste ←		Modify M Menu DEL Delete - Split * 2-box	

Figure 4-1 Sample Four Folio Windows

By default, all charges are routed to window one. In other words, after you check in a guest and post charges, all charges will go directly to the top left window. There are two possibilities of moving charges to the other windows, i.e., manually and automatically with routing instructions. **Moving Postings** explains how to move a charge from one window to another manually. The section entitled **Routing Instructions** explains how Fidelio can automatically route charges to a certain window based on your instructions.

Selecting a Guest

Once you are inside the billing module, you must select a guest. You can enter either name, room number, or a group name. Do not enter both name and room number. If you enter both, Fidelio searches by room number only.



The screenshot shows a terminal window for the Fidelio 6.20 Micros-Fidelio Demo Program. The window title bar includes the version number, program name, and date (09/09/99). Inside the window, there is a search form with three input fields: 'Room', 'Name', and 'Group Name'. The 'Name' field contains the text 'Smith_'. The 'Room' and 'Group Name' fields are empty. Below the form, there is a large empty space, likely for displaying search results.

Figure 4-2 Search for In-House Guest

In the billing module, Fidelio can only find guests who have already checked in. Fidelio will also find guests who have checked out today as well as guests who checked out earlier but who have balances unequal to zero. Guests who checked out on a previous day with zero balance can no longer be found in this module. (Please refer to *Folio History* on page 4-46 for detailed information.)



Please note: If you need to locate a guest who has checked out today with zero balance, then you can only find that guest by entering the name. This is a safety feature which diminishes the possibility of a desk clerk accidentally posting charges to a guest folio which is already checked out.

**Cashier
Billing**

Browsing through the Folio

Once you have selected a guest, Fidelio will show the detail of that guest's folio on the screen. You will see either two or four windows, depending on the routing instructions and the windows which are in use.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program			09/09/99	
(1) Arrival	09/09	Departure	13/09	Rate	100.00	Prs 1
Smith			86.00	Ford Motor Company		
220	Café Jardin	09/09	60.00	100	Room Charge	09/09 112.00
400	Tennis	09/09	15.00	500	Telephone	09/09 3.00
640	Flowers	09/09	8.00	500	Telephone	09/09 3.50
660	Video	09/09	3.00	500	Telephone	09/09 5.00
				510	Fax	09/09 15.00

248 Mr. John Smith CHECKED IN 224.50
← → + Mark INS Paste ← Modify M Menu DEL Delete - Split * 4-box

Figure 4-4 Browse Folio

The bar at the top of the windows indicates the arrival and departure date, the room rate and the number of people. On the right side of the bar, you may see a blinking [T] if there is a trace for the guest, a blinking [A] if the guest has been authorized for city ledger check-out, a blinking [R] if there are routing instructions, and a blinking [E] if leisure activities have been booked. At the top of each window, Fidelio displays the billing address assigned to that window and the balance of the charges listed inside the window. The billing address of the top left window is always the guest name. If other windows show no billing address, then any folios printed from those windows will use the guest's name and address. At the bottom left, the room number displays along with the salutation, title, last and first name of the guest and the guest's status. Fidelio indicates whether the guest is "Checking out today," "Checked out," "Extended" (departure date earlier than today, but balance not zero), or "Checked In" (checking out on some future date). At the bottom right Fidelio displays the total balance - the sum of all windows.

The first posting in the top left window is highlighted with a long cursor bar. You can select other charges in that window by using the standard cursor keys. Notice the arrows which appear in the top left and bottom left corners of each window, when there are additional charges in that window. To move from window to window press [Tab] or the cursor key. Press [Backspace] or [Shift+Tab] to return to the previous window. The [Tab] and [Shift+Tab] keys work in a circular fashion, meaning that if you press [Tab] at the fourth window, the cursor returns to the first window. Whenever you move to a new window, Fidelio redraws that window and places the cursor on the first posting in the window.

Viewing, Correcting, Changing

In order to see additional information about a posting, select that posting with the cursor keys and press [Enter]. You will see the following information:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
(1) Arrival	09/09	Departure	13/09	Rate	100.00 Prs 1
Smith		86.00	Ford Motor Company		138.50
220	Café Jardin	09/09	60.00	100	Room Charge 09/09 112.00
400	Tennis	09/09	15.00	500	Telephone 09/09 3.00
640	Flowers	09/09	8.00	500	Telephone 09/09 3.50
660	Video	09/09	3.00	500	Telephone 09/09 5.00
				510	Fax 09/09 15.00

Guest Name	Smith	Room:	310->248	
Cashier Number	1 LENA	Folio:		
Posted on	Thursday 09/09/99		12:59:05	
Dept	Price	Quantity	Amount	Arrang.
220	60.00	1	60.00	
Text	Café Jardin			
Supplement				
Ref. #		Covers	2	FFF Points N

248	Mr. John Smith	CHECKED IN	224.50
← →	+ Mark	INS Paste	← Modify M Menu DEL Delete - Split * 4-box

Figure 4-5 View/Correct/Change Posting

The information in the posting detail includes the guest name and his room number. If the guest was moved from another room or if the posting was transferred, the old room number is shown, too. If the guest moved from room 310 to 248, for example, the display would show "310->248". In the next line, the cashier number and the user ID are shown. The cashier number is the number of the cashier who made the posting. Some automatic postings like fixed charges (room and tax) and telephone charges might not contain a cashier number. The folio number is assigned to each posting during the check-out. The time and date are the time and date when the posting was made. Fidelio advances the business date only after the completion of the night audit, which means there may be some charges made after midnight which show the previous day's date. On the next line the billing name is displayed. When the folio window is routed to another guest or company, the name is shown here. On the following line the department code, the price, quantity, amount and, if selected, the arrangement code are displayed. The **Arrang.** field can be used to group various postings into one arrangement. If, for example, the hotel uses an arrangement code [01] for *Business Dinner*, you can group a guest's restaurant postings by entering [01] for each posting and then selecting one of the Arrangement **Folio Styles**. The postings will then be printed as one line with the description *Business Dinner* on the folio.

In addition you see the text and the supplementary text on the posting detail. The **Reference #** field (only available if parameter Reference Number for Posting {referpost} ON) can be used by interface postings and can represent the posting period or the outlet. This field can also be used for manual references. If your interface sends COVER information pertaining to F&B postings, the number of covers are updated in Front Office and can be displayed here.

If you have rights to change postings, you can change the supplementary text and, if you made the posting today and it is not a payment, you can change the amount posted, by changing the quantity or the price. Any time you make a change, you must enter a reason for the change. Fidelio stores this reason in the **Supplementary Text** field so that you can view it later. You can also enter or change the arrangement code for this posting (see also *Arrangement Summary* on page 4-21). Press [Page Down] or [Esc] to return to the folio screen.

Deleting Charges

From the folio screen, you can delete a posting as long as the posting was made today and was not a payment posting. Place the cursor over the posting which you wish to delete and press the **[Delete]** key. You must enter a reason for deleting the posting. Fidelio records this deletion in the list of corrections, which is printed during night audit.

If Fidelio responds with the message “*Cannot delete,*” then you are either attempting to delete a posting from a day earlier than the current business day, you are attempting to delete a payment, or you have no rights to delete postings.

Changing the Number of Windows

At any given time you will see either two or four windows. Whenever you select a new guest, Fidelio will automatically show the optimal number of windows for that particular guest. You can, however, change from two to four and from four to two by pressing the asterisk (*). Notice that the text of the menu at the bottom of the screen changes, depending on the number of windows. If you currently see two windows, the text at the bottom right shows “* 4 box”. If you currently see four windows, the text changes to “* 2 box”.

Moving Postings

You can move postings from one window to another very easily with Fidelio. First select the posting or postings which you wish to move by placing the cursor on the posting and pressing the plus key [+]. Fidelio indicates that the posting is marked by displaying a checkmark next to the posting [✓]. Pressing the plus key again unmarks the posting.

Once you have marked all the charges which you would like to move, move the cursor into the window into which you would like to insert the postings and press the **[Insert]** key. Fidelio will redraw all the windows and all marked postings will appear in the new window. These postings will no longer be marked.



Please note: You can mark postings from several different windows at once and move them all into a new window. When you move postings manually and select **Routing Instructions** via the **Billing** menu and exit saying [Y] on the message “*Refresh windows? Yes/No,*” all the moved postings will be moved again according to the defined billing instructions.

Moving postings can be very useful for the check-out, when a guest does not want certain postings on one of his bills. Often, one guest only needs two or three windows. In these cases you can use the fourth window to move all double postings, counter postings and other corrections or adjustments there and so avoid any visible mistakes on the printed guest folios.



Please note: It is not possible to move postings to another room by entering a routing instruction, partial posting transfer or group posting transfer when the parameter Do Not Allow Reprinting of Postings on New Folio {noreprint} is activated and a bill number has been assigned to the posting.

Partial Split

In order to understand the purpose behind partial splitting, you should consider a common example. Suppose a guest has a restaurant charge of \$100. He would like \$75 to go to his company folio and \$25 to stay on his own folio. Furthermore, let us assume that window number two has been set up for the company folio and that the \$100 charge is currently in window one. The logical solution is to split the \$100 into two separate postings of \$25 and \$75 and then move only the \$75 to window number two.

To split a posting into two separate postings, select the posting and press [-]. Now enter the amount of one of the new postings (\$25, for example). Fidelio calculates the difference automatically, creates two new postings and deletes the old posting. Except for the amount, both postings are identical. It is possible to split postings which were posted earlier than the current business day.

If you want to split a certain percentage from a posting, you can use the calculator function key [F9], enter the calculation, press [Enter] and then by pressing [Ctrl+F9], insert the result of the calculation into the *Amount to Split* field.

The Billing Menu

You can access all the additional check-out functions through the billing menu or by using the speed keys. To see the menu, press either the letter [M] or [Space] from one of the folio windows. The menu pops up immediately. From this point you can select any menu option by using the cursor and pressing [Enter] or by pressing the first character of any menu option. This initial character is always unique. Pressing [Esc] from the menu returns you to the folio windows.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
(1)	Arrival 09/09	Departure 13/09	Rate 100.00	Prs 1	
Smith		86.00			138.50
220	Café Jardin	09/09	60.00	1 Check-Out	09 112.00
400	Tennis	09/09	15.00	2 Information Printout	09 3.00
640	Flowers	09/09	8.00	3 Pay Only	09 3.50
660	Video	09/09	3.00	4 New Posting	09 5.00
				5 Profile	09 15.00
				6 Guest Information	
				7 Change Reg. Info	
				8 Optional Fields	
				9 Routing Instructions	
				0 Agent/Company	
				A Fixed Charges	
				B Telephone Detail	
				C Deposit Information	
				D Transfer	
				E Consolidate	
				F Folio Style	
				G Preview Folio	
				H Miscellaneous	
				I Show Share	
				J Combine Share	
248	Mr. John Smith				224.50
← → + Mark INS Paste ← Modify M Menu DEL Delete - Split * 4-box					

Figure 4-6 The Billing Menu

Once you become familiar with the menu options and their initial characters, you can immediately access any of these options by typing the initial character from the folio window. For example, the key [4] is the first character of the **New Posting** menu option. Instead of pressing [M] for the menu and then [4] for new postings, you can just press [4] and Fidelio jumps right into the new postings. This speed-key technique is also used in Fidelio's group reservation module.

Menu Options

1 Check-Out. (Only with Check-out without Closing Folio (PX) {openfol_co} ON.) If your hotel works with open folio check-out you will receive the options **Check-Out** and **Check-Out without Closing Folio** after selecting this function. If you check out a guest without closing the folio, you go through the same procedure as when checking out a guest normally, the guest will no longer appear on the in-house screens or departure reports and the guest's room will become available again. In order to find such a guest again, enter the guest name or PX plus the original room number. The guest can be checked out at a later time.

Cashier Billing


The **Check-Out** option is window-dependant. That means that Fidelio performs all subsequent actions only in the window where the cursor is positioned. After you press the check-out key, Fidelio checks to see if the balance on the window in question is zero. If not, then Fidelio prompts you to enter payments until the balance reaches zero. If you entered a method of payment when you checked in the guest, then Fidelio will default to this method of payment. If you also entered a credit card number and expiration date, Fidelio remembers this information and fills in the scrolling **Supplement** field with the number and the expiration date. If you select a foreign currency as a payment method, you will also see the exchange rate next to the **Supplement** field.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
(1) Arrival	09/09	Departure	13/09	Rate	100.00 Prs 1
Smith			86.00		138.50
220	Café Jardin	09/09	60.00	1 Check-Out	09 112.00
400	Tennis	09/09	15.00	2 Information Printout	09 3.00
640	Flowers	09/09	8.00	3 Pay Only	09 3.50
660	Video	09/09	3.00	4 New Posting	09 5.00
				5 Profile	09 15.00
				6 Guest Information	
				7 Change Reg. Info	
				8 Optional Fields	
				9 Routing Instructions	
		78.50			
		Amount	Text	Supplement	Exchange Rate
		78.50	Eurocard	523225170001	12/96
Cash Check City ledger American Expres Mastercard Diners Club Visa Card					

Figure 4-7 Checking Out a Guest

Fidelio will always default to the amount required to bring the balance of the window to zero. Suppose the balance of a particular window is 200 and the guest would like to pay 50 cash and 150 with credit card. Select cash, overwrite the 200 with 50 and press **[Page Down]**. Now select the appropriate credit card. Fidelio suggests 150 automatically. You only need to press **[Page Down]** and the balance is zero. As soon as the balance is zero, Fidelio prints the folio on the folio printer. Fidelio will print every posting from the current window but no others. If you wish to abort the check-out process before completing the payments, simply press **[Esc]**. You cannot print a regular folio unless the balance of the window is zero. You can print an information folio even if the balance is not zero. This is covered in the next section. Once the folio is finished and you return to the folio windows, you will see an additional posting or postings reflecting the payments you just posted. These payments will appear in the current window.

If the guest only tells you now that he wants to pay with a credit card, choose the correct card, enter the amount and then the credit card number. If the number is not correct, Fidelio will display the message *“Invalid credit card number.”* If you do not enter a credit card number and just press **[Enter]** on the field, Fidelio will ask *“Do you want to enter credit card number? Yes/No.”* If you say **[N]**, Fidelio will accept the payment, too.

 Please note: If a guest has postings in two or more folio windows, and you have checked out one window, then Fidelio will keep asking you whether you want to check out the next window, too, until all folio windows have been checked out. If you want to stop after printing the first window, simply enter **[N]**.

If you try to check out a guest before the departure date, Fidelio asks you to select among three options:

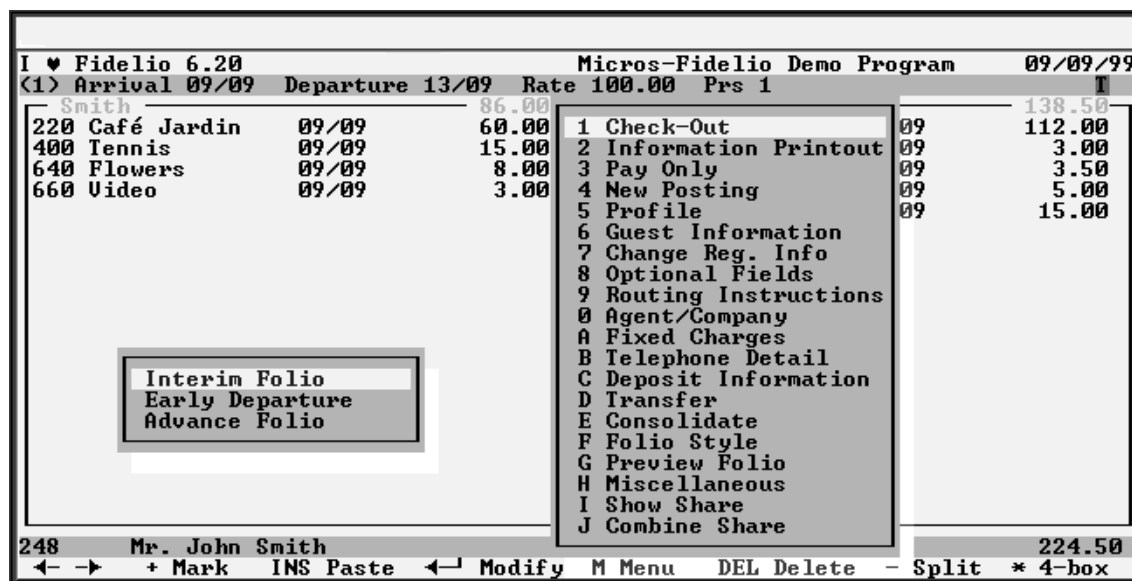


Figure 4-8 Check Out Guest Before Departure Date

Select **Early Departure** if the guest wants to leave the hotel at this moment, even though the scheduled departure date is in the future. Fidelio will first change the departure date to the current business date and then perform the check-out as normal.

If the guest wants to settle the balance of a particular window but not leave the hotel until a later date, then select **Interim Folio**. Fidelio will ask for payments as usual and print the folio, but the guest will remain checked in.

If the guest is departing on the next day but would like to pay for the entire folio now, then select **Advance Folio**. If the guest is staying only one more night, Fidelio will post room and tax and any other fixed charges for that night. If the guest is staying at least two more nights, then Fidelio will ask if you want to post the fixed charges for tonight only or for every night until the day of expected departure. Afterwards Fidelio will ask for the necessary payment and print the folio as usual. Once Fidelio posts the fixed charges for some future day, it never posts the room and tax again for that day. Keep in mind that all room revenue posted through the **Advance Folio** option belongs to the current business day revenue.



Please note: If the hotel works with the Fidelio Frequent Flyer program, the system will calculate the bonus points awarded to the guest upon check-out. If the FFF night audit or reorganization happens to be running at the same time, the respective FFF function will hold (and lock) the award record. In this case, Fidelio will display the message “*Frequent Flyer database in use. Points recalculation is not possible at this time*” and produce an entry for the **User Logfile**.

The guest status changes to “Checked out” only after all windows have zero balance, departure date is the current date and you have printed a regular folio. If your property produces expense folios for the guests (*only with parameter Print Expense Folio at Check-Out {p_folexp} ON*), you can select to print an additional expense folio after the regular folio (printed according to the selected folio style). Both folios will be stored in **Folio History** for later reference, if required.

If the hotel works with virtual number pools (*only with license code Virtual Number Assignment {ex_didnr} ON*), Fidelio will deactivate all virtual numbers upon check-out. The only exception to this rule is room-based virtual numbers assigned to share reservations. Fidelio will only deactivate these numbers if all associated share reservations have also checked out.



Please note: After checking out the guest it is possible to access the guest's folio again until the next night audit by entering the guest's name. As the guest is checked out, you cannot access the folio via the room number.

Cashier Billing

If the parameter Revision Number on Folio {foliorevno} is switched ON, then the following features are activated from within the Cashiering area of Fidelio:

- In the **Checkout** menu **Early Departure**, **Interim Folio** and **Advance Folio** options within Billing, Fidelio validates whether a folio number had already been assigned to any of the postings for the respective window.
 - If this was true, then the message “*New Folio?*” or “*Correcting Folio?*” displays.
 - If you select the option **New Folio**, all postings which had not previously been issued a folio number would be assigned the next available number and the folio would print with the new folio number at the top of the bill. *FN lists the associated folio numbers for the window being printed.
 - If you select **Correcting Folio**, all postings which had not previously been issued a folio number would be assigned the highest folio number and the revision number assigned to all the postings would increment by one (1) on the highest folio number. The *FN code lists the associated folio numbers for the window being printed.
- If the folio has already been assigned a folio number, then you are restricted from using the **+ Mark**, **- Split** and **↵ Modify** options. The **D Transfer** option is also restricted unless the entire folio is selected, or all postings are marked.

Fiscal Folio/Standard Folio

If the parameter External Folio Printing {extfolio} is turned ON, a new menu option will appear once the user has entered the payment method and the payment amount during check-out.

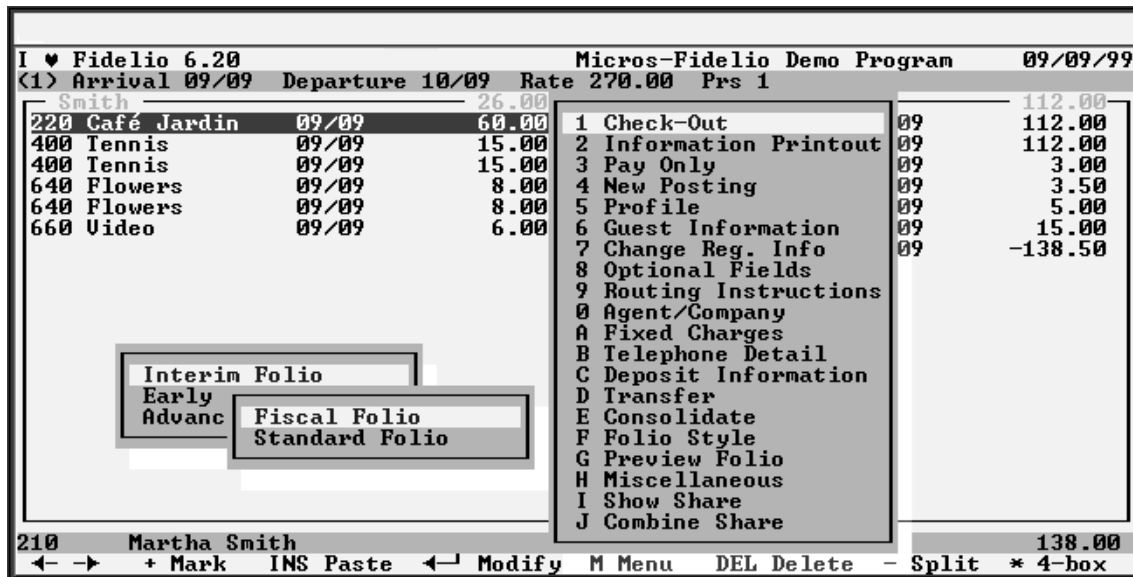


Figure 4-9 Interim Folio Menu

The user will have the ability to choose the option **Standard Folio** in the event that a “normal” Fidelio Check-Out needs to be performed and Fidelio will assign the bill number and print the folio of the guest. If the user wants to print a folio for the guest through an external system, the option **Fiscal Folio** should be selected. Fidelio will execute a file called “EXTFOLIO”. Fidelio recommends that a batch file EXTFOLIO.BAT be created. When the user returns to Fidelio from the external executable, Fidelio will check whether or not the guest can be checked-out (depending on the guest balance) and if this is the case, the check-out process will be completed as normal.

When bills are stored in the bill history, Fidelio stores an indicator as well, identifying whether the second address was used for the bill or not (*only with parameter Additional Address Information {guestaddr2} ON*). This identifier is required for the new FOLIOTAX procedure for Greece to obtain the correct address information.

2 Information Print-out. If you would like a print-out of the current postings in a window but without entering a method of payment and without creating a folio number, then select this option. Instead of the word “Invoice”, Fidelio prints the word “Information”. If the guest has been in the hotel longer than six nights, the system offers a date range. If you only want to print the information for a certain amount of days, fill in the dates.

3 Pay Only. Using this option, you can enter payments without having to print the folio. The payments which you post here appear in the current window. Fidelio does not default to the balance of the window but to zero instead.

If you entered a method of payment when you checked in the guest, then Fidelio will default to this method of payment. If you also entered a credit card number and expiration date, Fidelio remembers this information and fills in the *Supplementary Text* field with the number and the expiration date.

If the guest only tells you now that he wants to pay with a credit card, choose the correct card, enter the amount and then the credit card number. If the number is not correct, Fidelio will display the message “Invalid credit card number.” If you do not enter a credit card number and just press [Enter] on the field, Fidelio will ask “Do you want to enter credit card number? Yes/No.” If you select [N], Fidelio will accept the payment, too.

4 New Posting. If you want to post additional charges to a guest folio, press [4], select the department code, enter the price and optionally, the supplementary text and the window to which the posting should be routed.

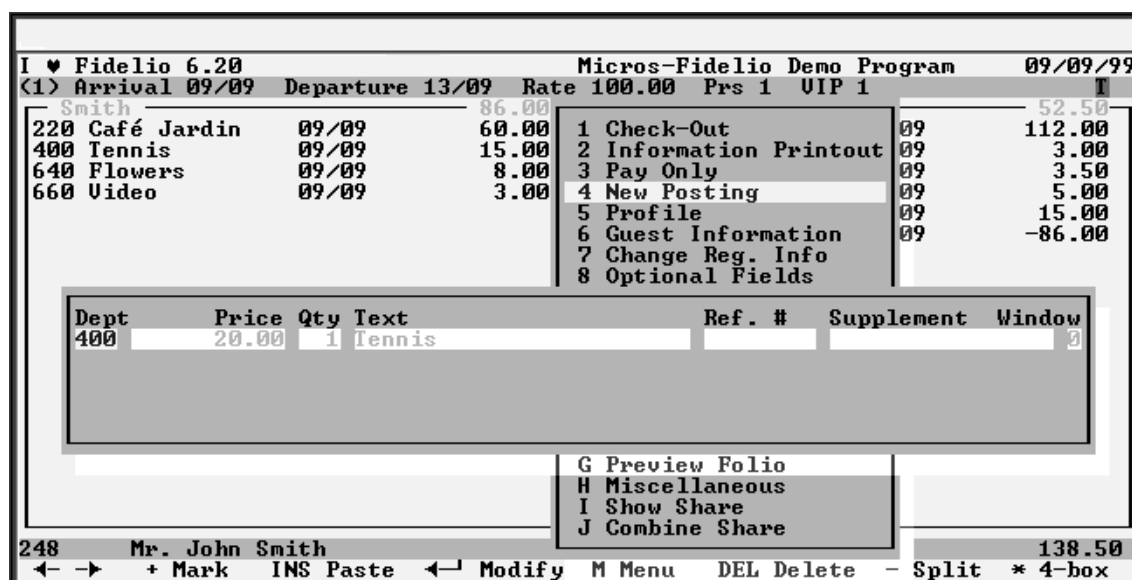


Figure 4-10 New Posting

If you enter an incorrect department code, Fidelio prompts you with a window of all department codes. If you want to search for a particular department code by name, enter the first 1, 2, or 3 letters in the *Department Code* field and Fidelio will show you a list of all department codes whose description begins with the same letter or letters.

In some instances, the department code has a fixed price, such as Pay TV. In such cases Fidelio will default the price of the article. You can still override this price. You can also enter a quantity. This is useful, for example, in the case of green fees. One person may cost \$25, which means Fidelio will propose \$25 and you enter the number of people in the *Quantity* field. Fidelio will calculate quantity and price and print the result on the folio.

Normally you will not override the department code description. However, you can enter supplementary text whenever additional explanation is required. Fidelio also prints out the supplementary text on the folio.

If you want to enter an adjustment, you must enter a negative quantity. You cannot enter a negative price. You must enter some explanation in the *Supplement* field after making an adjustment.

Cashier Billing

You can also post articles instead of department codes. Many hotels have one department code for minibar, but post article numbers so that they can keep track of minibar articles posted. Likewise, department codes such as health club, gift shop and even restaurant, might be split up into individual articles.

Most hotels use two-digit articles. In order to enter the two-digit article number, enter a space and then the two digits in the **Department Code** field. Fidelio will interpret this to be an article number. If an article exists for this number, Fidelio will translate the number to the associated department code number and display this number in place of the article number. The text and price will be based on the article. If you enter an article number which does not exist, you can select a correct number out of a pickbox. As with regular department codes, you can search for articles by article name. Enter a space and then the first letter or first two letters of the article name. You can then select the article from a pickbox.

Some hotels require four-digit article numbers. The entry field is only three characters, however. You must first enter a period [.] and then **[Enter]**. This expands the field to four characters. You can now enter the four-digit article number. If you press **[Esc]** before entering the article number, the field size returns to three characters.

When you are finished posting, press **[Esc]** at the **Department Code** field. When you return to the folio windows screen, you will see that all postings which you just made appear in the current window. The **New posting** option ignores any routing instructions. Instead, Fidelio inserts all new postings directly into the window which you indicate during posting. If you leave the default 0, the postings will go into the top left window.



Please note: If you work with the advanced package module (*only with parameter Advanced Package System {par_packag} ON*), and you make a posting to a department code to which an allowance exists, Fidelio displays the following message “Do you want to post this to the package? Yes/No.” The message displays after you have entered the department code, the price and the quantity. If you would like to post the item to the allowance, confirm with **[Enter]**. The item will then be posted to the guest's folio. If the posted amount is higher than the allowance, Fidelio will post the difference to the guest's folio. You can also enter a negative number in the **Quantity** field in order to make a correction to the package. When the allowance is complete, Fidelio will post directly to the guest's folio (refer to *Profile* on page 3-34 of the Front Desk User Manual).

5 Profile. As used throughout Fidelio, this feature allows you to view and change the guest profile. Using this option you can edit the standard guest profile screen as described in the **Profile** option (refer to *Profile* on page 3-34 of the Front Desk User Manual). To change any of the fields, simply select the **Correction** option and proceed as normal.

If you discover that the guest whose reservation you are working on right now is not the same guest which you see on the profile, choose the **Select Another Profile** option. You may, for example, have created a new guest profile only to find out later that you spelled the name wrong and the correct name was already on file. In such a case you would choose **Select Another Profile**, enter the correct name and then pick the correct name from the displayed pickbox. The reservation which was made earlier for the wrong name is now under the correct name.

Remarks is a free-form area to add information for this guest record. The **History** option is used to access previous stay information to the group profile. The **Special Fields** are used by special user rights to enter or change information to commissions (*only for travel agent profiles*), set the availability override flag, set the profile on the blacklist or cashlist and record a corresponding message, and define the A/R account number, and **Options** are used for additional profile information. Selecting **[OK]** (or **[Esc]**) returns you to the group reservation windows. If your property is using the Additional Address Information parameter {guestaddr2}, use **2nd Address** to add or change a second address to the profile.

6 Guest Information. This option displays the guest info screen. You can create, read, or change a message for the guest on this screen by pressing [M]. Press [L] for locator to enter where the guest can be found currently. With [E] you can access the Leisure module (for detailed information on Leisure refer to *Leisure* on page 2-127 of the Reservation User Manual). With [R] you can display the right side of the reservation screen. Press [T] if you need to create a trace for the guest. If there is an open message, an “open” locator, an open trace, or a leisure activity recorded for the guest, the [M], [L], [T], or [E] will blink. You can also read the confirmation letter if the guest has a special one (press [C]) and you can read remarks from the guest profile on this screen. If a lot of information has been entered for a guest, you can press [Z] for zooming in the whole “Remarks” window.

7 Change Reg. Info. This option displays a screen almost identical to the reservation screen. Here you can change the departure date, number of adults, rate, rate code, or any of the displayed fields. In addition, Fidelio displays the fields *Personal1* and *Personal2*. If you want to add personal comments to a folio, enter them in these fields before printing the folio. The text is then printed on the folio. (*This only works if the codes *P1 and *P2 have been added on the folio format.*)

8 Optional Fields. If you have defined any fields in the extra reservation fields screen, then you can view and modify them here.

9 Routing Instructions. The routing instructions module is one of the most powerful and unique features of the Fidelio Front Office program. With it you can send charges of certain department codes automatically to the second, third, or fourth window or to other folios in other rooms at the time of posting. You can also define a routing period if you would like to restrict the rerouting of postings to a certain period. The routing instruction screen is organized like the windows themselves.

Entering Routing Instructions. In each window, except the first, you can enter a list of department codes, an optional name and an optional room number. In order to enter or modify the instructions for a particular window, enter the number of the window (2, 3, or 4). There are many possibilities for the entry of department codes. You can select the department codes from a pickbox which appears by pressing [Enter] on the *Dept.* field. Mark all department codes that should be transferred with [+]. If certain department codes should be excluded, mark them with [-]. For an explanation of the various combination possibilities please read the following description.

Figure 4-11 Entering Routing Instructions

You can also enter department codes manually, separated by commas:

100,110,120

Cashier Billing

This means that all charges of department codes 100, 110 and 120 will be routed to the second window. These three codes might stand for room and tax, in which case you would use them very often in routing instructions. In order to simplify entry, you can define (in the Setup program) two-character routing instruction abbreviations for the most commonly used groups of codes. Depending on your installation, you might have the following definitions:

RT	100,110,120	(room and tax)
FB	300,305,310,415,500	(food and beverage)
BQ	600,660,690	(banquet)

This means that instead of entering 100,110,120, you only need to enter RT. You can combine abbreviations with actual department codes. If you would like to route food and beverage as well as Pay TV (department 700, for example), you can use the following:

FB,7000

If you would like to route food and beverage and banquet, you can use the following:

FB,BQ

The minus sign in front of a code signifies exclusion of that code. If you would like to route all of food and beverage except for minibar (department 500 in this example), use the following:

FB,-500

The asterisk (*) signifies all departments. If you want to transfer every posting to a certain window, simply enter:

*0

in the **Department Code** field. You can combine this with other codes, such as:

*,-400,-500

which means all charges except for 400 and 500. It is not possible to enter department codes larger or equal to 900 in the routing instructions.

If you do not know yet what charges are to be transferred, you can leave this field blank for now and enter only the name for the window, as described later.

Once you have entered the department codes to be transferred, you must decide whether or not the charges stay in this folio or get transferred to another folio.

If you select **Same Room**, then Fidelio asks you to select the name for the window. Fidelio prints this name and address on the folio when you print this window. In order to help you enter this name, Fidelio proposes the most likely possibilities, namely the company name (if available), the travel agent name (if available), the reservation source name (if available) and the guest name itself. If you want to select a name not on this list, choose the **Other** name option. The system prompts you to enter a name. You can also just enter an initial letter, press **[Enter]** and select the rest of the other name out of the guest file.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
(1) Arrival 09/09		Departure 13/09		Rate 100.00 Prs 1 UIP 1	
Smith		86.00		52.50	
220 Caf	Routing Instructions				12.00
400 Ten	1	Dept A Folio Address			3.00
640 Flo	Room 2		Second Address		3.50
660 Uid	Name S		Mr. John Smith		5.00
		FL 34114		15.00	
		USA		86.00	
3		Dept 2		Ford Motor Company	
		Room		Smith	
		Name Smith		Other Name	
248		2 Window 3 Window 4 Window		Dates Info Routing From	
← →		+ Mark INS Paste		← Modify M Menu DEL Delete - Split * 4-box	
				138.50	

Figure 4-12 Select Second Address

If you selected **Same Room**, you may also have the option of selecting from the profile address or the second address if you have the parameter Additional Address Information {guestaddr2} ON, and if a second address exists for the profile name selected. The user can only view the second address of the profile unless the user right to make changes has been assigned, and it is only possible to select the second profile address for the same room on the routing instruction. The **Info** option under Routing Instructions displays the selected address.

If you select **Other Room**, Fidelio asks you to enter the other room number or name to which you would like to route the postings.



Please note: If the instructions are in window number two, for example, the charges will not necessarily appear in window two of the target folio, but rather in the correct window according to the routing instructions of the target guest.

This brings you back to the window menu. It is recommended that if you need routing instructions in only one window that you use window number two. Only use three and four if two is already in use. If you need to route some charges to another room and some charges to another window on the same folio, then use window number two for the charges for the same folio and window number three or four for the charges which are to be routed to another room.

Notice that the message in window one changes from “All postings” to “All other departments” once you have entered department codes in one of the other windows.

The routing instructions are invoked whenever anyone uses the normal posting routine in Fidelio, during the night audit and from all interfaces. Whenever a charge is routed from one folio to another, the routing instructions are checked twice - once for the original guest and once for the target guest. The same charge will not be automatically routed from the target guest to yet another guest.

Entering a Routing Period. In some cases, you will want to route the postings of a guest to another window or folio for only a certain time period. A guest might come with a certain group and want to stay a couple of day longer, for example. For the time of the groups stay, room and tax would be paid by the group master, the remaining days by the guest himself. In these cases you would enter a routing period.

In the routing instructions screen, press [D] for Dates. Then enter the date range during which the routing instructions should be valid. The routing period applies for all windows.



Please note: The date range is inclusive; if the date range is Monday to Wednesday, all postings from Wednesday, including those in the night audit, will be routed.

Cashier Billing

Info. You can look up the complete billing address in the routing instruction screen. Go to **Info** and press **[Enter]**, or simply press **[I]**. The billing address for each window with routing instructions is displayed. In addition, Fidelio will display the accounts receivable number of the linked profile (if the hotel uses A/R numbers). Any key brings you back to the normal screen.

Routing From. If there are routing instructions from another room to the folio which you currently have on the screen, you can find out with this option. If there are, Fidelio will display the guest name, room number, arrival and departure date and the department codes which have been routed.

Upon exiting from the routing instruction screen from the check-out program, Fidelio asks if you would like to refresh windows. If you enter **[Y]**, Fidelio will check each of the postings already on the folio and put them in the correct window according to the routing instructions. This is very useful if you did not enter the instructions at check-in but would like to route the postings retroactively to the appropriate windows. Of course, if you manually moved postings from one window to another (*see **Moving Postings** above*), then Fidelio will restore them to their original windows, unless the routing instructions indicate that they belong into a new window.



Please note: The refresh windows option will not actually transfer postings to other rooms. You must do this with the transfer option described below.



Please note: During the automatic posting routines, and in the event that routing instructions have been entered to redirect the room charges, Fidelio will use the exchange rate on the original room in order to convert the charge before posting on the Target room (*only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON*).



Please note: It is not possible to move postings to another room by entering a routing instruction, partial posting transfer or group posting transfer when the parameter Do Not Allow Reprinting of Postings on New Folio {noreprint} is activated and a bill number has been assigned to the posting.

0 Agent/Company. If you would like to view, modify, or enter the company name, travel agent, reservation source, or group name, select the **Agent/Company** option. Normally, this information is entered when the reservation is made. If you are printing one window of the folio to the company, you can use this option to check the company address before printing the folio.

A Fixed Charges. Here you can view, modify and enter any fixed charges. Fidelio posts fixed charges as well as room and tax automatically during the night audit and when you print an advance folio. Normally you enter the fixed charges when making the reservation or the check-in. At check-out, it is usually too late to make any changes which affect the folio.

B Telephone Detail. With this option you can view the detail of every phone call made including time, number dialed, length and price. In order not to have an excessive number of postings on the folio, Fidelio consolidates all telephone calls for each day into one posting. However, it is possible to see the detail with this option. If the guest wants a print-out of the detail, transfer all telephone calls to one window and print the folio for the window.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
(1) Arrival 09/09		Departure 13/09	Rate 100.00	Prs 1	VIP 1
Smith		86.00			138.50
220	Café Jardin	09/09	60.00	1 Check-Out	09 112.00
400	Tennis	09/09	15.00	2 Information Printout	09 3.00
640	Flowers	09/09	8.00	3 Pay Only	09 3.50
660	Video	09/09	3.00	4 New Posting	09 5.00
				5 Profile	09 15.00
				6 Guest Information	
				7 Change Reg. Info	
				8 Optional Fields	
				9 Routing Instructions	
				0 Agent/Company	-86.00
					00
Date	Time	Length	Number-Called	Price	
09/09/99	07:00	00:06:00	1-700-555-1234	2.90	
09/09/99	07:45	00:11:22	1-700-555-1234	13.12	
09/09/99	08:20	00:01:29	1-700-555-1234	2.00	
09/09/99	09:19	00:02:52	1-700-555-1234	4.00	
09/09/99	10:04	00:02:26	1-700-555-1234	4.50	
09/09/99	10:19	00:03:43	555-4321	0.45	
PgUp PgDn ESC					
				I Show Share	
				J Combine Share	
248	Mr. John Smith				138.50
← →	+ Mark	INS Paste	← Modify	M Menu	DEL Delete
				Split	* 2-box

Figure 4-13 Telephone Detail

C Deposit Information. Throughout the program, one can see the deposits requested and paid with this option. Any reservation deposit which the guest made is transferred to the folio automatically at check-in. Once the guest checks in, it is no longer possible to change the requested deposit. At check-out, this is used only for informational purposes.

D Transfer. This option allows you to transfer charges from the current folio to another folio or from another folio to the current one. There are three possible transfer options. **Transfer to Another Room, Transfer from Another Room** and, (available on Group Masters only) **Transfer from All Group Rooms**.

These options enable you to transfer all postings, postings selected by department codes, arrangements and/or a certain period from all the individual group members to the pay master's folio.

After selecting the direction of the transfer, enter the room number of the other folio and press **[Enter]**. Now you must select what you want to transfer.

**Cashier
Billing**

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
(1) Arrival	09/09	Departure	13/09	Rate	100.00 Prs 1 UIP 1
Smith		86.00		153.52	
220	Café Jardin	09/09	60.00	1 Check-Out	09 112.00
400	Tennis	09/09	15.00	2 Information Printout	09 3.50
640	Flowers	09/09	8.00	3 Pay Only	09 5.00
660	Video	09/09	3.00	4 New Posting	09 2.90√
				5 Profile	09 13.12√
				6 Guest Information	09 2.00√
				7 Change Reg. Info	09 15.00
				8 Optional Fields	

Transfer from	→	Transfer to
248 Smith		116 Cameron

Grouped Postings
Entire Folio
All Marked Postings
Partial Posting

Figure 4-14 Transfer Menu

Transfer Options

Grouped Postings. If you want to post all charges of a certain department code or all charges from a particular date, then you should select **Transfer Grouped Postings**. Fidelio will then show the following screen:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
(1) Arrival	09/09	Departure	13/09	Rate	100.00 Prs 1 UIP 1
Smith		86.00		153.52	
220	Café Jardin	09/09	60.00	1 Check-Out	09 112.00
400	Tennis	09/09	15.00	2 Information Printout	09 3.50
640	Flowers	09/09	8.00	3 Pay Only	09 5.00
660	Video	09/09	3.00	4 New Posting	09 2.90√
				5 Profile	09 13.12√
				6 Guest Information	09 2.00√
				7 Change Reg. Info	09 15.00
				8 Optional Fields	

Transfer from	→	Transfer to
248 Smith		116 Cameron

Grouped Postings
Entire Folio
All Marked Postings
Partial Posting

Selection Criteria	
Department Codes	
Exclusive (Y/N)? N	
Arrangements	
List of Rooms	
Period	09/09/99 13/09/99

Figure 4-15 Group Postings Transfer

Department Codes. You should enter the department codes you want to transfer into this field. If you only want to transfer the charges of department code 600 and 620, for example, enter:

600,620

Press [**Page Down**] and Fidelio begins to transfer the postings. Fidelio also fills in the supplement text with room number and the name of the original guest. If you transfer the same charge twice, Fidelio overwrites the supplement text with the name of the second guest who had the posting.

Exclusive (Y/N). Default is NO. If you want to transfer every department code with the exception of one or two, enter those department codes in the **Account Number** field and change the default of **Exclusive** to [Y].

Arrangement. You can also transfer arrangements, just enter the code here.

List of Rooms. Enter all the room numbers from which you want to transfer the department codes. This is handy when you want to post a certain department code from all of a group's members to the pay master, for example.

Period. Enter the date range for which the transfer instructions are valid. Default is the arrival and departure date of the guest.

Entire Folio. This transfers all postings from the source guest to the target guest. When you do an entire bill transfer in the check-out program, Fidelio pops a dialogue box with the question "Are you sure?"

All Marked Postings. If you would like to transfer specific postings to another room, then you must mark the posting with the plus key before entering the transfer module. Select the option **All Marked Postings**. Fidelio will only transfer the postings which you marked.

If you want to transfer postings from another room to the current folio, the third menu option will be **Individually Selected**. If you select this option, Fidelio will show a pick list of all the postings on the other folio. You can then mark any of these postings with the [Space], [+] or [Enter] key. After you have pressed [Esc], Fidelio will transfer the postings.

Partial Posting. Partial posting is used to transfer only part of a posting to another room. Suppose that the guests from room 202 and 303 ate in the restaurant together, and the room 202 signed the check. Later on, the guest in 303 agrees to pay for half of this restaurant charge. Bring up room 202's folio. Select [D] for transfer, transfer to another room and enter 303. Select **Partial Posting**. In the pickbox on the bottom right, you look for the restaurant posting that you want to split and press [Enter]. If the original amount was 120, enter 60 as the amount to transfer. Fidelio then moves 60 over to the folio in room 303 and reduces the current charge by half.

After making your selection, Fidelio will transfer all corresponding postings to the other folio and display an appropriate message. When you call the guest folio to which the charges were transferred and view the posting detail of a transferred posting, the **Supplement** text will display the room number, the title and the name of the guest from whom the charge was transferred.



Please note: You cannot transfer postings to a guest who has checked out. Also note it is not possible to move postings to another room by entering a billing instruction, partial posting transfer or group posting transfer when the parameter Do Not Allow Reprinting of Postings on New Folio {noreprint} is activated and a bill number has been assigned to the posting.

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E Consolidate Postings. This option will physically combine all postings of a selected range of time and department codes. The following criteria are displayed:

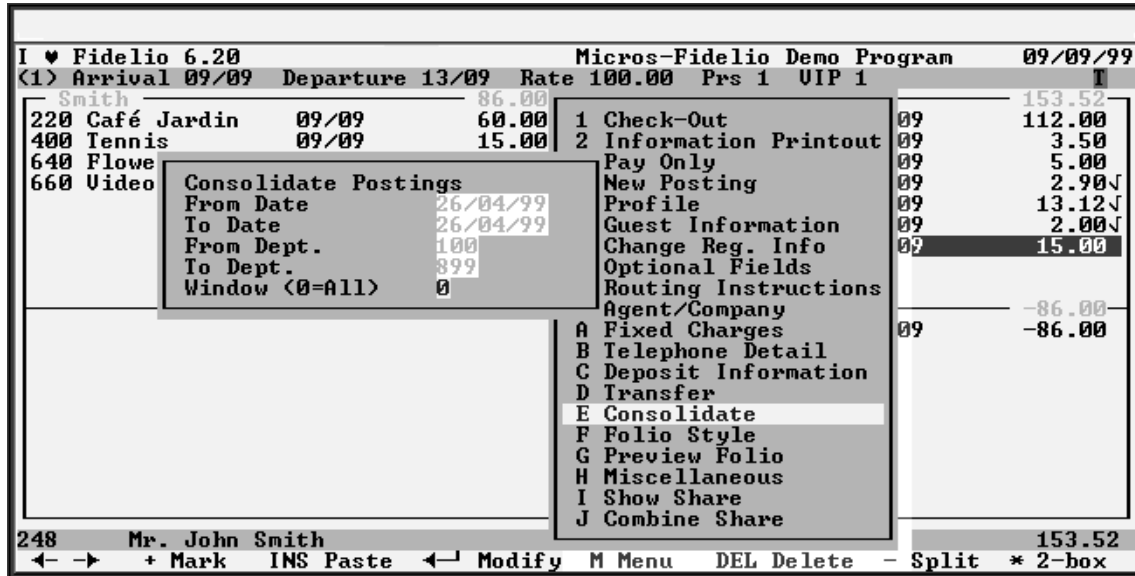


Figure 4-16 Consolidate Postings

Postings can only be consolidated for prior dates. This is useful for long-stay guests who settle their folio at the end of each month. After printing the detail of the month, you can combine all the postings together so that the following month's folio will not be so long. It is not possible to remove postings from the system without checking out the guest. If the guest's folio looks like this:

24/04/99	Room Charge	200.00
24/04/99	Restaurant	5.00
24/04/99	Room Charge	200.00
25/04/99	Room Charge	200.00
25/04/99	Telephone	4.40
26/04/99	Room Charge	200.00
26/04/99	Restaurant	20.00

and you consolidate the postings from the 24th to the 26th, the resulting folio will look like this:

25/04/99	Telephone	4.40
26/04/99	Room Charge	800.00
26/04/99	Restaurant	65.00

The dates for each charge will be the most recent date posted of each department within the folio. The supplementary text will include the range of the consolidation.

Important! You CANNOT unconsolidate postings once you have consolidated them!

If you want to print the folio in consolidated form but not actually consolidate the postings, then use the folio styles. But, if a folio grows very long and the guest is no longer interested in the detail, then it is advantageous to consolidate the folio for speed of processing.

It is not possible to consolidate postings which were posted on the same business day and to consolidate payments. It is possible, however, to consolidate postings which are already consolidated together with other postings.

F Folio Style. By default, Fidelio prints all folios in detail form - in other words, one line per posting with room number, date, text, supplementary text and credit or debit amount. The standard default displays all the postings sorted by department code per day. In some cases, however, you might want to print the folio in another style, where similar postings are grouped together.

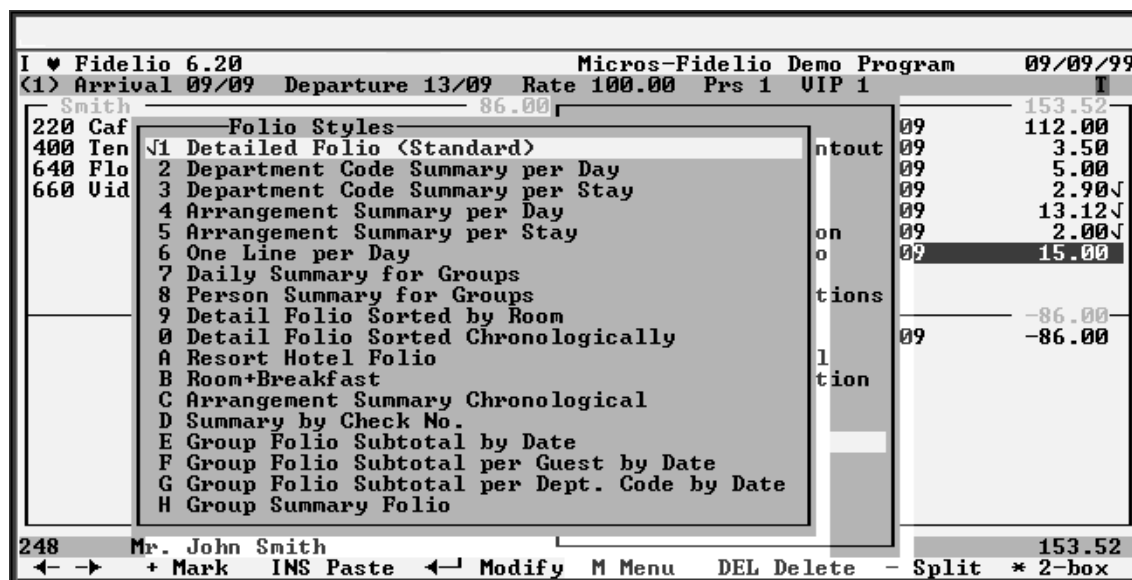


Figure 4-17 Folio Styles

Fidelio places a checkmark in front of the currently selected folio style. If you were to print a folio or an information folio at this point, Fidelio would use the **Arrangement Summary per Day** style. This would remain the currently selected folio style until you change it or you exit the check-out module.

Each folio uses the folio format as defined in the Setup program, including the correct translation for guests of different languages. The only part that changes are the posting lines themselves. There are nine available folio styles. Here is an explanation of each of the styles:

Available Options

2 Department Code Summary per Day. This option combines all postings of the same department code and the same day on one line. If two or more postings are combined, then the **Supplementary Text** field will contain the number of postings which were combined to make up the total. If there is only one posting of a department code on a certain day, then Fidelio prints the original supplement text on the folio. This option is useful for making a very long folio somewhat shorter, yet still very readable. This is also useful to combine all telephone or minibar postings of a single day together. Payments are always printed separately on all folio styles.

3 Department Code Summary per Stay. This is similar to the department code summary per day except that in this style, all postings of the same department code during the entire stay are grouped together. The date on the posting is the most recent date of the postings in the group. This is useful to give to a guest in a resort hotel who stayed for a week or two weeks and wants a quick summary of all the departments. The print-out of the folio will be in department order.

4 Arrangement Summary per Day. Fidelio offers the user the ability to group any arbitrary postings together. You can do this by means of the arrangement code (*see Viewing, Correcting, Changing above*). If you assign the arrangement code 1 to a room charge and a breakfast charge on the same day, for example, Fidelio will combine the amounts of these charges together and print them as one line on the folio. The text for each arrangement code is determined in the Setup program. This is useful for creating packages on the fly. Any postings which do not belong to an arrangement will be printed separately on the folio.

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5 Arrangement Summary per Stay. This is equivalent to the arrangement summary per day, but here all postings during the entire stay with the same arrangement code are grouped together. With this option you can group, for example, the room charge of one night together with the breakfast of the next day. Just make sure you give them the same arrangement code.

6 One Line per Day. With this style Fidelio combines all postings of each day (except payments) and prints them on a single line. The text for each of these lines is the day of the week.

7 Daily Summary for Groups. This is roughly equivalent to the department code summary per day, but in this case postings are grouped together only if the department code, the date and the price are identical. The supplementary text is filled in automatically with the number of postings and the unit price. Suppose a group folio looks like this in detail form:

28/05/99	Room charge	120.00
28/05/99	Room charge	88.00
28/05/99	Room charge	88.00
28/05/99	Room charge	120.00
28/05/99	Room charge	120.00
29/05/99	Room charge	120.00
29/05/99	Room charge	88.00
29/05/99	Room charge	88.00
29/05/99	Room charge	120.00

If you print this out using the **Daily Summary for Groups** style, it will look like this:

28/05/99	Room charge	360.00
	-> 3 x 120.00	
28/05/99	Room charge	176.00
	-> 2 x 88.00	
29/05/99	Room charge	240.00
	-> 2 x 120.00	
29/05/99	Room charge	176.00
	-> 2 x 88.00	

This option can also be used for regular guests, but it is most practical for group masters.

8 Person Summary for Groups. When you use this style, Fidelio prints out one line on the folio for each guest whose postings have been transferred to the group master. Using the above example folio, Fidelio might produce the following print-out:

28/05/99	201 Smith	240.00
28/05/99	202 Lamois	176.00
28/05/99	203 Filser	240.00
28/05/99	204 Ohnsaki	120.00
28/05/99	205 Schmidt	176.00

Both the daily summary for groups and the room summary for groups shows only those postings which are actually on the group master, not those that are on the individual guest folio.

9 Detail Folio Sorted by Room. With this folio style the line-by-line detail is sorted by room number. This folio style is useful for groups, who need to have the information in room number order.

0 Detailed Folio Sorted Chronologically. With this folio style the line-by-line detail is sorted chronologically in the order of posting.

A Resort Hotel Folio. This folio style is especially useful for resort hotels where some guests stay for long periods and have rate changes. The resort hotel folio style indicates any rate changes clearly as you can see on the following example:

20/01/99	Ski Package 3 x 2000.00	6000.00
23/01/99	Ski Package 5 x 1800.00	9000.00
28/01/99	Ski Package 2 x 1600.00	3200.00
20/01/99	Minibar	130.00
20/01/99	Bike rental	80.00
21/01/99	Telephone	18.50
21/01/99	Telephone	9.00
27/01/99	Dinner extras	40.00



Please note: The room rate lines are summarized by rate. If the rate never changed from the first day on, the first line of the folio would read:

Ski Package	10 x 2000.00	20000.00
-------------	--------------	----------

All room rate lines come first, followed by a detailed chronological listing of all other charges. Under Hotel Data in the Setup program (FSTAMM) you can enter 11 as the default folio style if you would like to make this style your standard.

B Room+Breakfast. This folio style automatically consolidates the room charge with the breakfast charges of the next day. The text for the folio is always the same as the room charge. This means that the breakfast charge is not displayed on the folio at all. Some business guests may prefer this folio style if they only get reimbursed for room but not for breakfast. (This folio style only works if your Systems Manager has entered a **[B]** in the **Subfunction** field of the **Department Code** option in the Setup program for all breakfast department codes.)

C Arrangement Summary Chronological. This folio style is similar to the **Arrangement Code per Day** style. However, in addition to summarizing by arrangement code, Fidelio sorts all other postings chronologically. This folio style takes a little longer than the other ones.

D Summary by Check No. This folio style is useful if the hotel is working with the MICROS 8700 Hotel Management System. It will group into one line all POS postings with the same POS check number and sort the folio by date, except the telephone charges will not be summarized. In addition, Fidelio will print the arrangement text as the folio description for department codes with a default arrangement code.

E Group Folio Subtotal by Date. This folio style is useful for group folios. It prints subtotals by date. In addition, this folio style will not automatically print decimal places.

F Group Folio Subtotal per Guest by Date. This folio style is useful for group folios. It generates subtotals by guest and by date. In addition, this folio style will not automatically print decimal places.

G Group Folio Subtotal per Dept. Code by Date. This folio style is useful for group folios. It generates subtotals by department code and by date. In addition, this folio style will not automatically print decimal places.

H Group Summary Folio. The folio style **Group Summary Folio** is special because it prints several different folio pages one after the other and because it requires a special setup. It can ideally be used for a group member bill, as it prints a summary of all charges routed to the account on page one. Although we have called it group summary, it can in fact be printed for any room.

Available Options

Disable/Enable Phone Detail. Here you decide whether you want to enable or disable the printing of the telephone numbers on the folio, depending on whether the parameter Print Telephone Numbers Called on Folio {tel_on_fol} is ON or OFF. If you generally do not print telephone numbers on the folio, but a particular guest asks for the telephone numbers, select **Enable Phone Details** in this option. From now on, for this particular guest Fidelio will print the telephone details on the folio. If by default you always print the telephone numbers on the folio, but a particular guests asks you to remove them, then select **Disable Phone Details**.

Posting History. Select this option to view any changes to postings or to the reservation of a guest during the stay. Depending on what you would like to see press **[Enter]** on **Posting Changes or Reservation Changes**. If no changes were made, Fidelio will display the message *"No Changes Recorded."*

View Arrangements. On the folio left of the posting, Fidelio usually displays the department code of the posting. Hotels that frequently use default arrangements may prefer to display the arrangement code instead. In this case, press **[Enter]** on this option. The text will change to *"View Department Code."* When you exit back to the folio screen, the department codes will disappear and Fidelio will display any arrangement codes defined for the existing postings.

Department Code. When you exit back to the folio screen, the department codes will disappear and Fidelio will display any arrangement codes defined for the existing postings.

Pro-Forma Invoice. If you select this option, Fidelio will print a pro-forma invoice for the entire stay of a guest. This means that the program calculates all room charges and prints them as information folio without actually posting anything to the folio. Use this option (instead of *Advance Folio*) if you want to send a travel agent a bill for the stay of a guest without posting the whole room sum on that day, i.e., without falsifying your average room rate for the day.

If you would like to print a number next to the pro-forma invoice, you need to add the field PROFORMA {C, 8} to GRES2.DBF. Whenever you reprint a pro-forma invoice, Fidelio will use the same number. This number is not related to any other folio number as it is not a real folio.

Credit Cards. You can only access this option if you are using the credit card interface. When you select this option, Fidelio offers you the following:

Enter Approval Code. The only time this option is used is if your credit card interface is down and you need to enter an approval amount and approval code manually or if you need to call the credit card company in order to receive the approval over the phone. You are asked to enter first the approval amount and then the approval code (provided by the credit card company). Fidelio will log any entries made into these fields into your user logfile.

Additional Authorization. This option is used when you want to get approval for an additional amount - above what the credit card company has already approved. For example, if a guest's account balance is \$1,000.00 and you originally got approval for \$1,100.00 from his credit card company, but now he comes to the desk and wants to send various expensive packages overseas, you will need to increase the approval to, say, \$1,400. When you select this option, Fidelio shows you the **Current Authorized Amount** as well as the **Guest Balance**. The third field is where you enter the new approval amount. If you enter '1400.00' here, the Credit Card Interface will request a total approval for \$1,400.00, i.e., \$300.00 more than previously approved (**not** \$1,400.00 more).

When you press **[Enter]**, the Fidelio Credit Card Interface contacts the credit card company with the approval request. If the amount is approved, a message is displayed showing the approval code and the new approval amount. (These fields are automatically updated on the guest record.) If, for some reason, the approval was not given, the credit card company will send back a message to advise you of the reason, i.e., insufficient funds, or even ask you to hold the card.

Courtesy Card Handling. If courtesy card handling is supported by your interface, you can swipe courtesy cards with this option to collect the guest points or stay information for a guest. In addition, by pressing the [+] key, you can display the actual number of points which the guest has collected. During the night audit after the guest's check-out, Fidelio will send the accumulated guest stay information to the credit card processor.

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Adjustments. What you see when selecting this option, depends on the setting of the parameter Room Charge Rebates Including Tax Rebates {co_tax_reb}. If it is ON, a menu with the options **Manual Room and Tax Posting** and **Quick Rebates** is displayed. If the parameter is OFF, you will get directly into the **Quick Rebate** menu after selecting **Adjustments**.

Manual Room and Tax Posting. If your hotel is in a country where the tax items, such as city tax and state tax, are printed as separate lines on the folio (in Fidelio these items are defined as package elements), you will be using this option for any adjustment or manual postings to room and tax. Simply enter the amount of the adjustment (e.g., “-20” if you want to give a rebate of 20) and enter a short description or reason in the **Supplement** text. Your user ID and the cashier number will be stored with the posting. Fidelio will calculate the correct adjustment for each related department code automatically and add the adjustment postings to the folio.



Please note: Fidelio will post the adjustment in the same way the package items have been set up for the rate code, i.e., the tax items will be posted on top of the amount you enter with exclusive taxes. In addition (if the hotel has defined rate codes in multiple currencies), Fidelio will check and display the currency of the rate code and post the adjustment in that currency.

Quick Rebates. This option enables you to enter a global rebate for any department code on the guest folio. The following window is displayed. Select a guest folio and then select **Miscellaneous>Adjustments>Quick Rebates**. This feature allows you to enter a discount code rather than a department code (if your billing instructions have been configured for Discount). For instance, for all loyalty club members, you allow a 10% discount on lodging and the Breakfast package element. You would set up a discount code in Configuration.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
(1)	Arrival 09/09	Departure 13/09	Rate 100.00	Prs 1	UIP 1
Smith		86.00			153.52
220	Café Jardin	09/09	60.00	1 Check-Out	09 112.00
400	Tennis	09/09	15.00	2 Information Printout	09 3.50
640	Flowers	09/09	8.00	3 Pay Only	09 5.00
660	Video	09/09	3.00	4 New Posting	09 2.90√
900	Cash	09/09	86.00	5 Profile	09 13.12√
930					00√
From Date		09/09/99			
Until Date		09/09/99			
Department/Discount Code					
Discount		0.00 %		00	
Discount Dep. Code				00	
Window		2			
Supplement					
Total Amount					
Discounted Amount					
		G Pr Refresh POS Packages			
		H Mi Route Packages			
		I Sh Display Package Routings			
		J Co Add-on Reservation			
248 Mr. John Smith				53.52	
← → + Mark		INS Paste		← Modify M Menu DEL Delete - Split * 2-box	

Figure 4-19 Quick Rebate

Field Explanation

From Date. The system date is defaulted.

Until Date. The system date is defaulted.

Department/Discount Code. Enter a department code that already exists on the guest’s folio or a discount code (which encompasses a group of department codes). This is the code from which charges are subtracted. You may display the picklist of department and discount codes.

Discount. This field may be auto-populated if the discount code chosen was configured with a discount amount. If you chose a discount code that was not configured with a discount amount, then enter the amount of the discount.

Discount Dep. Code. This field may be auto-populated if the discount code chosen was configured with a discount department code. If you chose a department code or a discount code that was not configured with a discount department code, then enter the discount department code to which the charge will be adjusted.

Window. Enter the number of the guest's folio window from which the charge is to be adjusted.

Supplement. Enter any supplemental information needed.

Total Amount. Displays the total amount to be adjusted.

Discounted Amount. This field is auto-populated if the discount code chosen was configured with a discount amount. If you chose a department code or a discount code that was not configured with a discount amount, then verify the default value or enter a new value for the total discount.

If you display the pickbox from the *Department/Discount Code* field, an overview of all the department codes and discount codes is displayed. Select a discount code and Fidelio may automatically populate the *Discount* and *Discount Department Code* fields from the information set up in Configuration. If you had entered the discount percentage and the discount department code in Configuration, you will notice that these fields cannot be changed. The *Total Amount* and *Discounted Amount* fields can also be populated and cannot be changed. However, you can edit the guest's folio window to which the discount is to be applied as well as an adjustment reason in the *Supplement* field.

- A new user logfile entry is written for the reservation stating that an instant discount was conducted, the discount code used and the calculated or entered discount amount.



Please note: If you have selected to enter department codes to calculate discounts, if you have the parameter VAT Excluded on Folio {vatexclude} switched ON, then Fidelio will not allow the entry of department codes 881-889.



Please note: Fidelio does not allow the entry of department codes 800-849, independent of the parameter.

Manual Rate Code Posting. Selecting this option allows you to manually post the rate code on the folio which has been assigned to the reservation, a specified number of times. This, for example, could be used in the case of a pay master account where you wish to post the inclusive day delegate charges. If the Advanced Package System {par_packag} parameter is switched ON, then the message "*Post POS Packages against Allowance?*" displays. Dependent on the user's answer, and on the packages attached to the rate code, one of two things will take place:

- Answer **Yes** to create POS allowances. The packages attached to the rate code that have been marked as "POS Account=Y" will be created and the internal posting will be distributed to the appropriate department codes.
- Answer **No** to create POS allowances. Irrespective of the "POS Account" configuration, allowances will not be created and the internal postings will be distributed to the appropriate department codes.



Please note: In the event that you choose to create POS allowances, and then select the option *Refresh POS Packages*, Fidelio will remove the allowances outstanding for the manually created rate code postings. In addition, if you enter a [-] for the number of rate codes to post, which indicates that you are in fact removing postings, Fidelio will handle the allowances and internal postings in exactly the same manner, except the values will be reversed. The message which appears confirming the entry states "*Remove POS Allowances.*"

Show Posted POS Items. This displays a list of all package elements for which an allowance has been created. The creation of the allowance is done automatically by the system at check-in and during the night audit.

**Cashier
Billing**



Please note: Allowances are only created for the same day. This means that if a guest has a breakfast package, you will only see the allowance for the current date and the previous days, but not for the next day. The window might look like this:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program			09/09/99					
<1> Arrival 09/09		Departure 13/09		Rate 100.00	Prs 1	VIP 1				
Smith		86.00				138.50				
220	Café Jardin	09/09	60.00	1	Check-Out	09 112.00				
400	Tennis	09/09	15.00	2	Information Printout	09 3.00				
640	Flowers	09/09	8.00	3	Pay Only	09 3.50				
660	Video	09/09	3.00	4	New Posting	09 5.00				
				5	Profile	09 15.00				
				6	Guest Information					
				7	Change Reg. Info					
				8	Optional Fields					
				9	Routing Instructions					
Code	Text	Date	Allowance	Posted	Rtd	From	Pstd	To	Allow.	Of
BFTI	Breakfast	01/09	60.00	0.00	248					
	Breakfast	08:23		60.00				248		248
BFTI	Breakfast	02/09	60.00	0.00	248					
BFTI	Breakfast	03/09	60.00	60.00	248					
	Restaurant Au P	08:45		25.00				248		248
	Breakfast	09:12		35.00				248		248
PgDn PgUp ESC		Room-248-Smith		* Another Room's Allowance						
248 Mr. John Smith		J Combine Share				138.50				
← → + Mark		INS Paste		← Modify		M Menu		DEL Delete		- Split * 2-box

Figure 4-20 Show Posted POS Items

You can see the package code, the description of the package, the date for which the allowance was created and the amount of the allowance. In addition, the system shows you whether postings have been made to the allowance. As you can see, several postings can be made to one and the same allowance during the day.

Refresh POS Packages. This option checks and updates any changes you made to POS packages concerning the reservation. It is necessary to run this option if you attach a new POS package code to the reservation change or remove an attached package code, or when you change the rate code to another rate code with different POS packages. It is only necessary to refresh POS packages if the guest has checked in already.

Route Packages. (Only with parameter Allow Package Routing {p_packrout} ON.) If the property works with package routings, the options **Route Packages** and **Display Package Routings** are displayed here. The **Package Routing** option allows you to redirect package allowances from one account to another. For example, all group member package allowances could be directed to the group master folio or the children's charges could be directed to the parents' room. This facilitates the posting of charges to one account while considering multiple rooms.

Select the **Route Packages** option to redirect the package allowances to another guest or room. You can route packages to reservations and checked-in guests that do not already have a routing to another room and whose arrival and departure dates correspond to the date range of the reservation for which you want to add the package routing. If the reservation for which you want to add a package routing is already checked in, then only checked-in rooms are available for selection.

When you have selected the target room, Fidelio will display the message "Use other allowances on target room?" Here you determine whether the target room can exceed its own allowance and use allowances that might be available from the other source rooms. This might apply in the case of a family, where the package allowance from the children are routed to the parents' room, but certainly not in the case of a group.



Please note: Fidelio will only redirect package allowances to a checked-in room. If the target room is not checked in at the time of posting, Fidelio will post to the source room and remove configured package routings. During the check-in of a guest, Fidelio will make sure that the target room for the package routing has already checked in. Otherwise the system will display an appropriate warning message and allow the user to cancel the check-in or to remove the package routing.

If you have already routed the package postings to a reservation once, it is not possible to re-route them to another reservation. For example, if you have routed the package postings from room 108 to 113, it is not possible to redirect the charges from room 113 to 120. Fidelio will display the following message “*This reservation has packages routed from other reservations. Package routing not possible.*”

When you **Route Packages**, you redirect the package allowances for all POS package postings connected to this room. The system will add up all package allowances accumulated on the target room in order to produce a total for the particular department code allowance (for more detailed information refer to *Package Elements* on page 3-30 in the Rate Management Setup Manual).

Display Package Routings. Selecting the **Display Routings** option for a reservation, you can identify whether the reservation serves as a source or target room, i.e., if the reservation has package routings to another room or if the room receives package allowances from other rooms.

For target rooms, the **Display Routing** option displays a list of guests who have a package routing set to the selected room/reservation. The information includes guest name, room number, arrival and departure date, the status of the reservation and whether other allowances on the target room can be used ([Y] in the column **Other**). You can press **[Delete]** to remove a package routing. Fidelio will go through the standard checks for the deletion.

Add-On Reservation. If you want to add a reservation to the guest’s bill, use this menu option. Have the cursor on the room charge you would like to copy. Go to **H Miscellaneous>Add-On Reservation** to duplicate that reservation. All the information from the first reservation will be duplicated. Fidelio will propose the arrival date, number of nights and departure date according to the reservation on which you are currently positioned. In the event that the existing reservation is checked in on a previous day, Fidelio will default the proposed arrival date to the system date.

I Show Share. If you want to see all reservation shares of a highlighted share reservation (marked with *), select the **Show Share** option. Fidelio will display the details of the selected guest on top and a list with corresponding share reservations below. The information includes share number, room type and number (if assigned), name, arrival and departure dates, rate, balance, any attached profiles and the reservation status. For this display, the asterisk in front of the guest name indicates the reservation that you have currently selected.

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J Combine Share. This option allows you to combine two individual reservations into two shared reservations. When you want to combine reservations, select one of the reservations and then select this option. You can enter the name of the sharing guest or press **[Page Down]** for a list of all reservations available for the share. Fidelio will display a list of reservations with overlapping dates and/or the same block code. On the top of the window you can see the details of the selected reservation.

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program    09/09/99
          Combine      From 09/09/99 To 10/09/99 RmType: SUI Room:
          Adult/Chld: 1/0 Allotment:   Rate Code: RACK Rate: 135.00

Room-RmT-#  Name      Arr      Dep      Rate  Ad/Ch-Agnt/Srce-Group/Comp-ST
140 BKN ✓  Barnes, Laura  20/08  14/09    90  1/ 0 Uista Trav  IN
115 TDNS ✓ Broadhurst, Ch 20/08  15/09   150  1/ 0 Woodside T New York S IN
205 DKN  Andrews, Willi 23/08  10/09   160  1/ 0 Apex Trav  IN
221 BTW  Brewster, Maur 23/08  14/09   150  1/ 0           Digital Eq IN
116 KC   Cameron, Gene  23/08  15/09   206  2/ 0 Goodwood T Fidelio Au IN
218 DKN  Mehta, N.      23/08  17/09   140  1/ 0 Omni Trav  IN
211 DKN  Müller-Elmau, 23/08  12/09   156  1/ 0           Fidelio So IN
315 ITW  Dear, Walter   26/08  13/09   130  2/ 0           New York S IN
237 BKN  Mapes, Steve   26/08  15/09   150  1/ 0 Moog Trav  IN
107 KNS  Richardson, Pe 26/08  15/09    90  1/ 0           World Bank IN
123 BTW  Thompson, Henr 26/08  10/09   150  2/ 0 Uista Trav  IN
226 DKN  Warner, Ed     26/08  15/09   135  1/ 0           Boeing Ind IN
142 STW  Al Matrouk, Fa 27/08  10/09    90  1/ 0
  
```

Figure 4-21 Combine Share

Select the other reservation with **[Enter]**. Fidelio will ask “Share with *[guest name]*? Yes/No?” If you answer **[Y]**, Fidelio will build the share, assign the internal share number, update the availability accordingly and finally display the message “Guests now sharing in room S/nnn. Please check rate and persons.”

If you combine two block reservations into a share, Fidelio will update the available rooms in the allotment and add the freed room to the block again.

Postings

With this option you can post items to rooms and accounts, cancel or modify them and display them on the screen. After you have chosen this option, Fidelio will ask for your password (if defined). Postings contains the following submenu options:

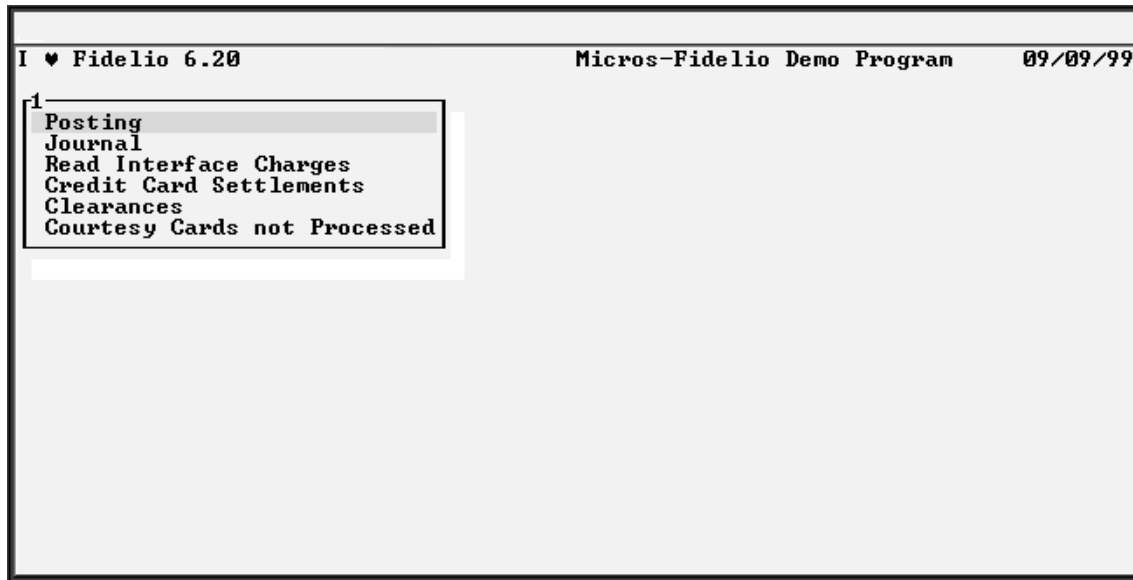


Figure 4-22 Posting Menu

Available Options

Posting. Used to quickly do multiple postings to multiple rooms without displaying the folios.

Journal. Display the postings made by cashier number or department codes to make corrections, delete postings or split postings.

Read Interface Charges. Used to post interface charges all at once.

Credit Card Settlements. For credit card interface users only. Used to settle batch credit card payments.

Clearances. For American market only. All negative postings done here are interpreted as corrections and not adjustments.

Courtesy Cards not Processed. For courtesy card handling only. Allows access to unprocessed courtesy cards.

Cashier Postings

Posting

When you choose **Posting** and press [Enter], the following screen appears:

```
I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program       09/09/99

                ** Posting Help **
ROOM ==>Enter a room number or the first letter of the guest's name.
DEPT ==>Enter for a list of available department codes or the first
        letters of the department code for a list sorted by name.

John Smith                               231.02   09/09-13/09

Room  Dept      Price Qty Text          Ref.#  Supplement Window
248   500         2.50  1 Telephone      1
248   400        15.00  1 Tennis         1
248   400         0.00  1                0

                                           Posted
                                           17.50
```

Figure 4-23 Postings Screen

At the top of the screen you see the user-definable posting help text. You have to enter the following fields to complete a posting:

Field Explanation

Room. The room number the charge will post to. If you do not the room number, you can enter the first letter of the guest's last name and press [Enter] to display a pickbox of checked-in guests. Select the guest name and press [Enter]. The room number will be placed in the **Room Number** field.

In the box below the posting help, the last name of the guest, the current folio balance and the arrival and departure dates will appear as soon as you have chosen the guest. Every time you enter a posting, the balance is newly calculated.

If the guest for whom you want to post an item happens to be on the blacklist or cashlist, Fidelio will give you an appropriate warning.

Dept. Once the room number has been entered, you must complete the department code to which the postings are charged. This works as postings in the guest folio works, whereby if you do not know the department code number, you can enter the first letter of the department code description and/or the first number of the department code to display a pickbox of choices.

If you defined four-digit article numbers and want to post these here, first enter a period [.] and then the article number or, for a list of article numbers, enter a space and then the first letter of the article. In both cases the **Department Code** field takes four digits.

Price, Quantity, Text, Supplement and Window. These features are also similar to posting in the guest folio (refer to *Billing* on page 4-3 for more details).

Once you have completed all of the above entries and pressed [Enter], the cursor moves to the next postings. On the bottom right corner of the screen, the amount posted in this session displays.

The default for subsequent postings is the last room number and department code to facilitate posting multiple charges to the same room or the same charges to multiple rooms. Once you have completed the postings, press **[Esc]** to return to the posting menu.



Please note: If you work with the advanced package module (*only with parameter Advanced Package System {par_packag} ON*), and you make a posting to a department code to which an allowance exists, Fidelio displays the following message “Do you want to post this to the package? Yes/No.” The message displays after you have entered the department code, the price and the quantity. If you would like to post the item to the allowance, confirm with **[Enter]**, otherwise enter **[N]**. The item will then be posted to the guest's folio. If the posted amount is higher than the allowance, Fidelio will post the difference to the guest's folio. You can also enter a negative number in the **Quantity** field in order to make a correction to the package. When the allowance is complete, Fidelio will post directly to the guest's folio.

If you post a **paid-out** (department codes 800-899), Fidelio will ask you if you would like to print a receipt.

Journal

With this option you can retrieve a selective posting journal on the screen, view the posting details, adjust, split and delete postings. The following selection screen is displayed:

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program       09/09/99
-----
Selection Criteria
Cashier Number      [ ]
Department Codes   [ ]
Arrangements       [ ]
List of Rooms      [ ]
Ref. #             [ ]
Date From/To      09/09/99  09/09/99
  
```

Figure 4-24 Journal Selection Criteria

Field Explanation

Cashier Number. Fill in the cashier number of the desired postings. Separate the numbers with a comma or a space. **[Enter]** defaults to all cashiers.

Department Codes. Fill in the department code numbers you would like to retrieve. Again you have to use a comma or a space to separate the codes. **[Enter]** means all department codes.

Arrangements. Enter the arrangement codes for which you would like to see the postings. **[Enter]** means no selection of the arrangement.

List of Rooms. You can retrieve the postings for certain rooms by filling in the desired room numbers. **[Enter]** means no selection of rooms.

Ref. #. This field is only available if the hotel works with reference numbers for postings (*only with parameter Reference Number for Postings {referpost} ON*). In this case, you can enter a reference number here.

Cashier Postings

Date From/To. Selection by date, from and to. Default is today's date.

A window similar to the following will appear. The postings displayed here depend on the selection you made.

Room	Dept	Arr	Text	Posting date	Debit	Credit
248	100		Room Charge	09/09/99	112.00	0.00
248	220		Café Jardin	09/09/99	60.00	0.00
248	310		Breakfast	09/09/99	60.00	0.00
248	400		Tennis	09/09/99	15.00	0.00
248	500		Telephone	09/09/99	3.50	0.00
248	500		Telephone	09/09/99	5.00	0.00
248	500		Telephone	09/09/99	2.90	0.00
248	510		Fax	09/09/99	15.00	0.00
248	640		Flowers	09/09/99	8.00	0.00
248	660		Video	09/09/99	3.00	0.00

Posted 10 Total 284.40

← Modify DEL Delete - Split

Figure 4-25 Postings Matching Selection Criteria Entered

At the bottom of the display is the total number of postings meeting the selection criteria and the total amount of the postings. When you press [Esc], the system returns to the query screen, not to the main menu, so that it is easier to do more than one query.

Press [Enter] to view or modify a posting. The posting detail is displayed.

Room	Dept	Arr	Text	Posting date	Debit	Credit
248	100		Room Charge	09/09/99	112.00	0.00
248	220		Café Jardin	09/09/99	60.00	0.00
248	310		Breakfast	09/09/99	60.00	0.00
248	400		Tennis	09/09/99	15.00	0.00
248	500		Telephone	09/09/99	3.50	0.00
248	500		Telephone	09/09/99	5.00	0.00
248	500					
248	510					
248	640					
248	660					

Guest Name Smith Room: 248
 Cashier Number 1 SUPERVISOR Folio: 64
 Posted on Thursday 09/09/99 12:59:05

Dept	Price	Quantity	Amount	Arrang.
220	60.00	1	60.00	
Text	Café Jardin			
Supplement	Business Lunch			
Ref. #		Covers	2	FFF Points N

← Modify DEL Delete - Split

Figure 4-26 View/Modify Posting

Press [Delete] to delete a posting. You can only delete postings made today and if you have rights to do so.

Press [-] to split postings. Fill in the amount you would like to split and press [Enter]. A new line appears for the split posting. The original amount will be reduced accordingly. Now you can transfer the difference to the requested account, if necessary.



Please note: If you moved a guest from one room to the other, all the postings are transferred to the new room and the journal lists the postings by the new room number. In addition, the original room number is shown in parenthesis.

Read Interface Charges

This option reads all interface charges which have not been posted to guest folios yet and posts them. When you select this option, the message *“Open telephone history file”* is displayed. When the file has been read and all charges have been posted, Fidelio indicates the number of postings that have actually been made.

Credit Card Settlements

If your hotel works with a credit card interface which uses batch settlement, you will use this option to view or modify the records waiting to be settled and send them to the credit card system for settlement.

With batch settlement credit card payments are no longer considered part of city ledger, but rather cash payments, as it is possible to get payment for the outstanding amount almost immediately. Usually, this option is run once at the end of the day by the night auditor. However, you can run this option as often as you want to, for example at the end of each shift.

If your hotel is not using a credit card interface which uses batch settlement, this option will not be available. If you select it, Fidelio displays the message *“No credit card interface installed.”*

After you have selected **Credit Card Settlements**, Fidelio displays the following selection window:

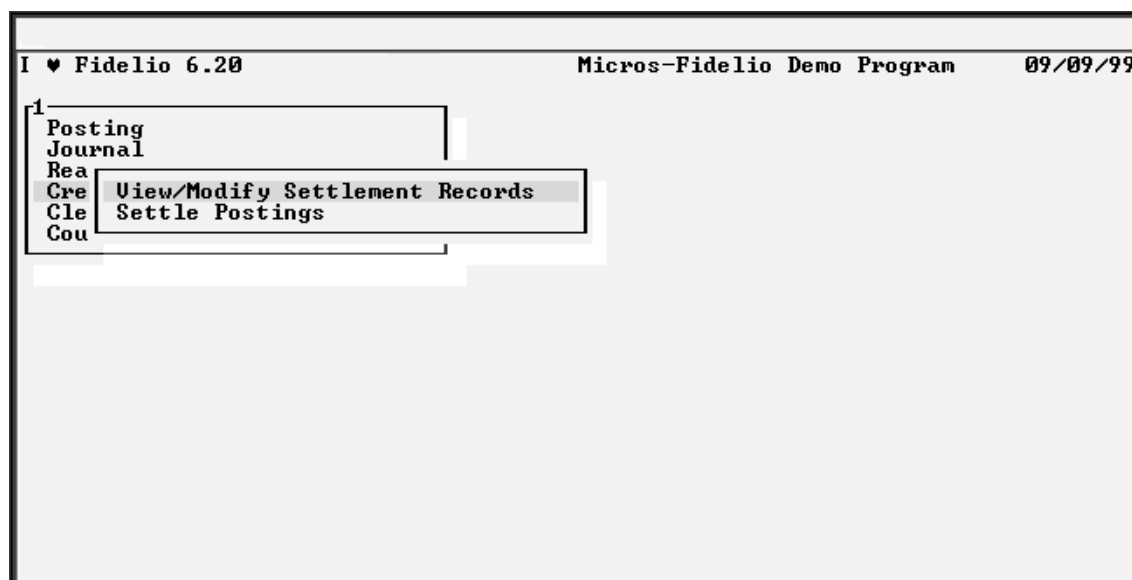


Figure 4-27 Credit Card Settlements Menu

View/Modify Settlement Records. When you select this option, Fidelio asks you to enter the date for which you want to view or modify credit card payments.

After you have entered the date, Fidelio will display a window with all records to be settled for this day. The information includes guest name, room number, folio number, credit card number, expiration date, approval code and the amount to be settled.

Cashier Postings

Usually, you will not need to use this option. However, for example, if the wrong expiration date has been recorded, the settlement will not be processed. In these cases, you can select this option, press **[Enter]** on the respective record and correct the expiration date, the approval code and even the amount, as required.

Settle Postings. After you have selected this option, Fidelio asks you to enter the date for which you want to settle credit card payments. The settlement is always for one day. This means that if you have not settled your credit card payments for a number of days, you will have to select this option once for every single day.

After you have selected the date, Fidelio will send all credit card payments to the credit card interface, which takes care of the settlement. If there is a problem with sending the payments, the message “*Some credit card payments were not processed*” will be displayed. If all credit cards have been settled for the indicated date, Fidelio will display an appropriate message.

Clearances

This option is only used on the American market and only appears if you entered “USA” in the **Country** field of **Hotel Data**. Any negative postings that should not be interpreted as adjustments are done here.

After choosing this option, an identical posting screen is displayed. Enter all the negative postings in the same way as you would do under the posting option (for further explanation, refer to *Postings* on page 4-33).



Please note: Clearances can only be made on accounts or pseudo rooms where the room type begins with “P”.

Fidelio allows the user to do corrections in price, quantity and description on all postings of the same day. This would be done in the **Journal** option described above, or directly in the guest folio. After the night audit it is no longer possible to do a correction. You have to enter a counter-posting, i.e., a negative posting. This is a so-called **adjustment**. You can even print out reports which distinguish between corrections and adjustments.

In some hotels, postings are split afterwards to account for the different origin of the revenue. A restaurant bill of \$500, for example, might be split into two parts: 200 for food and 300 for beverage. A counter posting, i.e., clearance for the amount posted first (in this case \$500 with quantity -1) will have to be entered. In order for these counter postings not to be interpreted as adjustments, they are entered under the menu option **Clearances**.

Courtesy Cards not Processed

This option is only displayed if the hotel works with courtesy cards and has activated the function *Courtesy Card Handling* in the **Credit Card Interface** option.

With this option you can access courtesy cards which were not processed by the system. This can be due to invalid card information or to an interface failure. You can specify the **Date** for which you want to access unprocessed cards. As a default, the system will use today's date.

Passer-By

Passer-by folios should be used for those guest transactions where the guest is charged for a transaction, pays the bill immediately and wants a printed folio. This option can be used for the guest who comes to the Front Desk and wants to send a fax to his office. He will pay for the fax charge immediately and wants a folio.

When you highlight **Passer-By** on the **Cashier** menu and press **[Enter]**, Fidelio will ask for your password (if defined). Enter the guest's last name and press **[Enter]**. The computer will display a list of guest files with similar last names. If the guest is already on file, highlight the guest name and press **[E]** for **Edit**. The guest profile will be displayed. You can also press **[Enter]** if you want to post immediately.

If the guest is not on file yet, press **[N]** for **New**. The system takes the name from the one you typed in and asks "Add new guest? Yes/No" and afterwards "Is this a company name? Yes/No." Answer the prompt as appropriate. Then, the blank Guest Profile screen will display and you should complete it to the level that is necessary for this guest. If you complete the address, it will also be printed on the passer-by folio.



Please note: The **Remarks** field will contain "Passerby on XXXX date."

Once you have completed the guest profile, the following options are displayed on the bottom of the screen: **Correct, Add, Remarks, History, Special Fields, Options** and **OK** (for a detailed description refer to *Filling in the Guest Profile* on page 2-10 of the Reservation User Manual).

Press **[Enter]** on **OK** to create the passer-by folio. The posting window, as in **Billing**, appears. This is to post the charge to the folio. Complete the department code of the charge, the price, quantity, text and supplementary text, as necessary. The window will always default to 1 and cannot be accessed. When you have completed posting the charges, press **[Esc]**.

The pickbox of the payment methods appears on the screen. Choose the payment method the guest will use to pay his charges and press **[Enter]**. The default value for this payment will be the full amount of his charges, but if the guest is going to use more than one payment method, you simply have to change the amount to the appropriate amount for this payment method. Press **[Enter]** to complete the payments.

If the guest wants to pay with a credit card, choose the correct card, accept the amount and then enter the credit card number. If the number is not correct, Fidelio will display the message "Invalid credit card number." If you do not enter a credit card number and just press **[Enter]** on the field, Fidelio will ask "Do you want to enter credit card number? Yes/No." If you select **[N]**, Fidelio will accept the payment, too.

When the balance is zero, the message "Folio printing" will appear and the folio will print. The prompt returns to the **Name** prompt. You can then prepare another passer-by folio or you can press **[Esc]** and return to the **Cashier** menu.



Please note: You are not allowed to change the window number in the passerby folio while posting. You may reopen and reprint passer-by folios through the check-out module.

The format of the passerby bill is as flexible as the regular bills. You can define the format in **Folio Format** in the Setup program (refer to *Text Format* on page 6-17 of the Text+Folio Setup Manual).

Cashier

The cashier submenu contains those functions which are infrequently used.

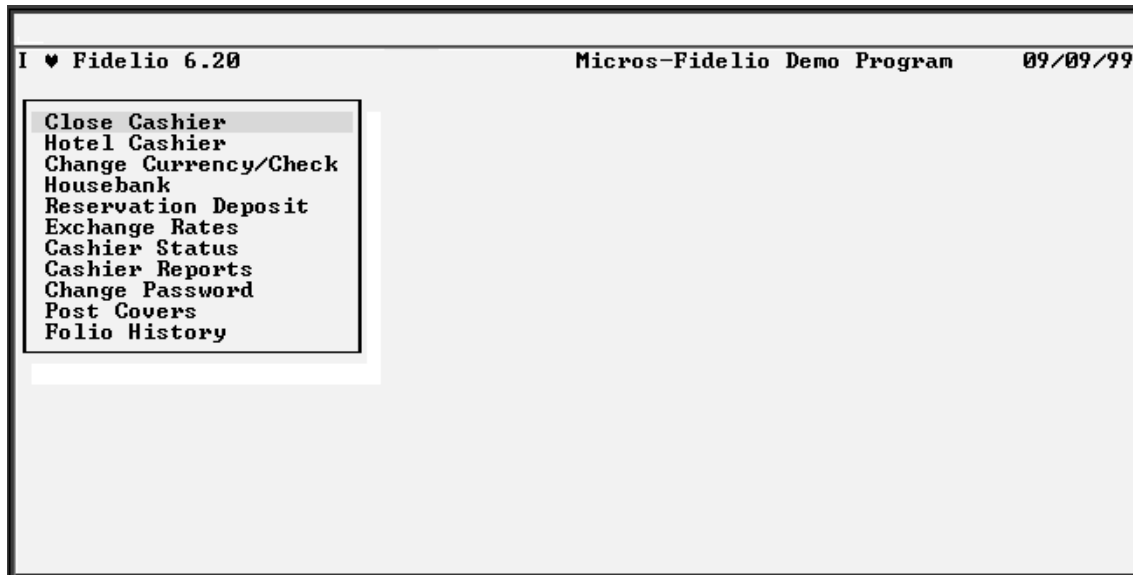



Figure 4-28 Cashier Menu


Close Cashier

The **Close Cashier** option enables you to view your closing balances, confirm your shift drop, print your daily reports and close your cash register. The cash register can be opened and closed up to 99 times a day, depending on the setup in the parameter program.

 Please note: The cashier closure is the closure of a cashier and not for a user who is using this cashier number! Once the cashier is closed, the same user can use another cashier.

After you have selected this option, Fidelio asks for your password (if defined). Afterwards you will get a dialogue box with the question “*Show Postings?*” If you want the system to give you an overview of the postings which were made with this cashier number, select **[Y]**, otherwise confirm by pressing **[Enter]**, and the program will continue. Fidelio shows all the sum of postings by department codes and displays the number of postings made per department code.

Now, the system shows you the amount of cash, checks (if configured) and foreign currencies, which you should have in your cash drawer. You should now count your money and enter the amount that actually is in the cash drawer.

 Please note: If you enter foreign currency, you have to enter the amount in the foreign currency and not the amount converted to your local currency, e.g., if you have 20,000 Japanese Yen, enter 20000 and not the equivalent amount in your local currency.

Fidelio asks you if you really want to close your cash register. If you confirm with [Y], Fidelio shows the following screen:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program	09/09/99
Cashier Closure Early Shift			
Cash <\$>		775.50	
Check		84.00	
		Beginning Balance	500.00
		+ Received Today	359.50
		+ Over	0.00
		- Minimum Stock	500.00
		Shift Drop	359.50

Press ENTER to confirm your shift drop.
After pressing ENTER, please deposit the above amount
in the safe along with the print-outs which follow.
Press ESC to exit your cashier closing._

Figure 4-29 Cashier Closure

Field Explanation

Beginning Balance. This is the amount you started with when you opened your cash register.

Received Today. This is the amount of cash, checks and foreign currency you received today. This amount is the amount you should have in your cash drawer. This figure contains all foreign currency converted into your local currency.

Short/Over. The system will display the word **Short** if you entered less money than you are supposed to have on the left side of the screen. The amount is the difference between the amount you should have and the amount you entered. If you entered more than what you should have, the system will display the word **Over**.

Minimum Stock. This is the amount which you must have in your cash drawer after you close your cash register. It is the same as the amount which is entered in the cashier parameter program.

Shift Drop. This is the amount which you must deposit in the safe in order that your starting balance tomorrow is minimum stock.

If you are not satisfied with the amount of your shift drop and would like to recount your money, press [Esc]. Fidelio returns to the cashier submenu without closing the cash register.

Assuming you are satisfied with the shift drop, press [Enter], which causes Fidelio to close the cash register. You can now decide whether or not you would like to print the final cashier reports. Most hotels require that these reports be printed. The reports contain a title page with the closure number, time of opening and time of closing followed by detailed lists of each payment transaction of the day, including amount short or over and the shift drop itself.



Please note: If you are **over** or **short**, Fidelio will add or subtract this amount to the lifetime difference of the cash register. This lifetime difference does not affect the cash balance on the following day but can be used for informational purposes.

Cashier
Cashier

Hotel Cashier

In a small hotel it is quite common that a desk clerk must pay cash for outside services which are not charged to a particular guest. For example, the front desk might be responsible for buying newspapers for the hotel, running small errands by taxi, paying postage costs for small packages and other general hotel purchases. They may even receive money.

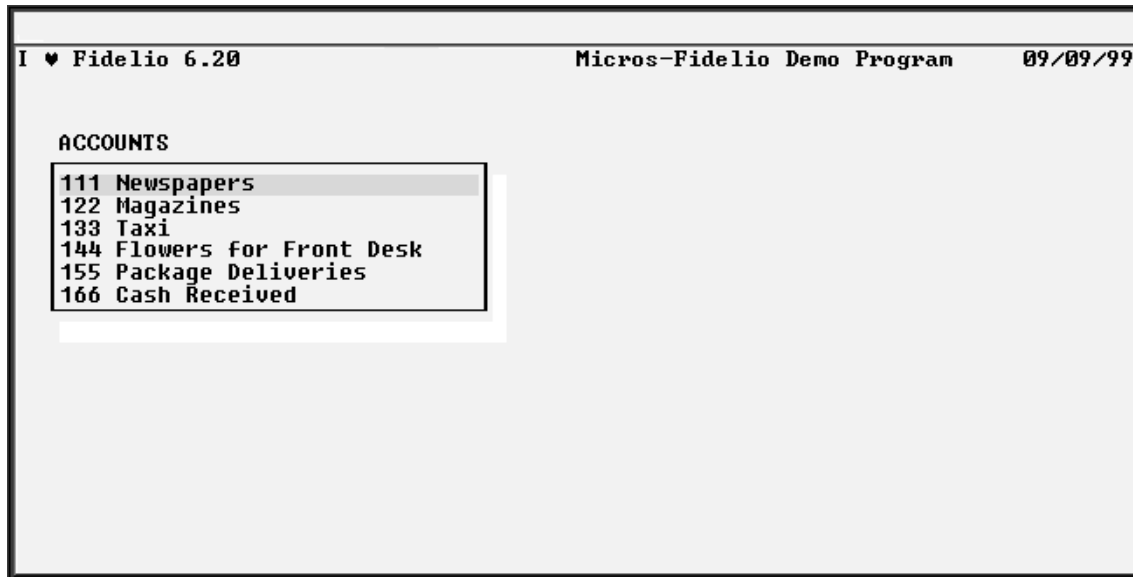


Figure 4-30 Hotel Cashier Accounts

The **Hotel Cashier** option is useful for such paid-outs (or paid-ins) which apply to the hotel in general and not to any guest folio. Fidelio also allows you to group the expenditures by accounts. These accounts can be defined in the setup program under the option **Hotel Accounts**. After selecting an account, choose whether you paid or received money, and then enter the amount itself. This amount must always be positive.

Change Currency/Check

This program registers the exchange of checks or currencies for control purposes. After entering your password, you can choose between **Check Exchange** and **Currency Exchange**.

Check Exchange. Fill in the guest name (optional, only necessary if the guest wants a receipt) and the check amount. The **Text** field will automatically be filled with "Check". Use the **Supplement** field to enter the check number. After you have completed the entry, Fidelio will ask whether you want to print a receipt. If the entry is not completed correctly, the message "*Transaction Canceled*" is displayed.

The check is posted with department code 901. When you check the posting detail in the journal, the **Price** and the **Amount** field display the amount of the check. The **Text** field indicates the form of the transaction (Check/Check exchange). And the supplement you entered is shown in the **Supplement** field.

Currency Exchange. After choosing this option, you have to select which foreign currency you want to exchange. The following window is displayed:

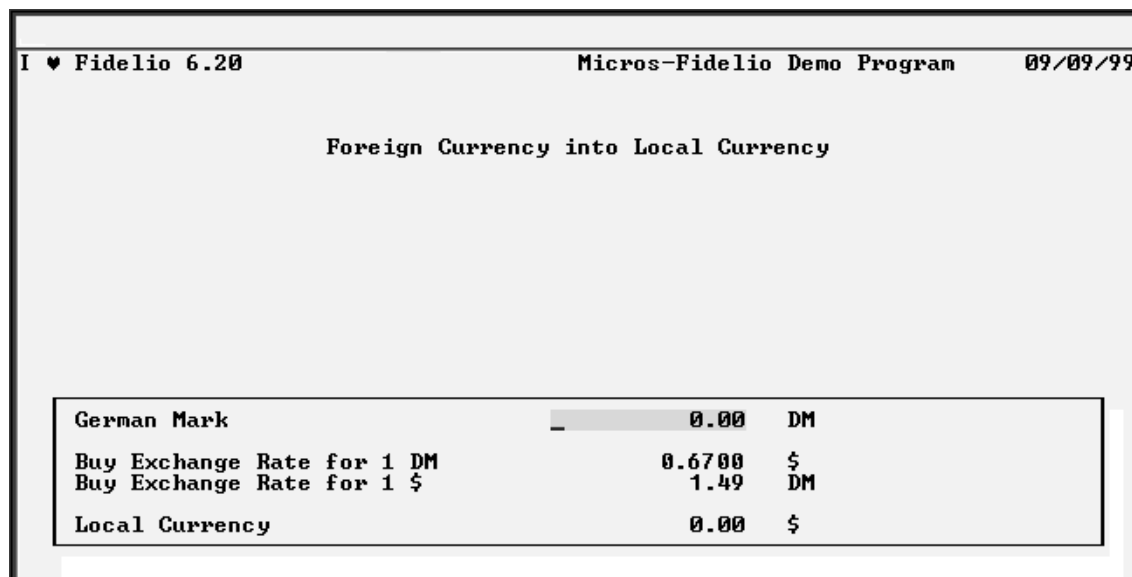


Figure 4-31 Currency Exchange

After you have entered the amount to be changed, Fidelio calculates and displays the respective amount in the local or foreign currency. A window pops up. Enter the room number and the guest's name. If you just press **[Enter]** on both fields, Fidelio will default to "Passant" (passer-by) and you can enter a name there. Then, you can decide whether you want to print a receipt or not. When you look for the posting in the journal, the posting detail shows the amount of the foreign currency in the **Price** field, the exchange rate in the **Quantity** field, and the received amount in the **Amount** field. The **Text** field indicates the foreign currency (in this example German Mark DM) and the **Supplement** field the form of the transaction (currency exchange).

Housebank

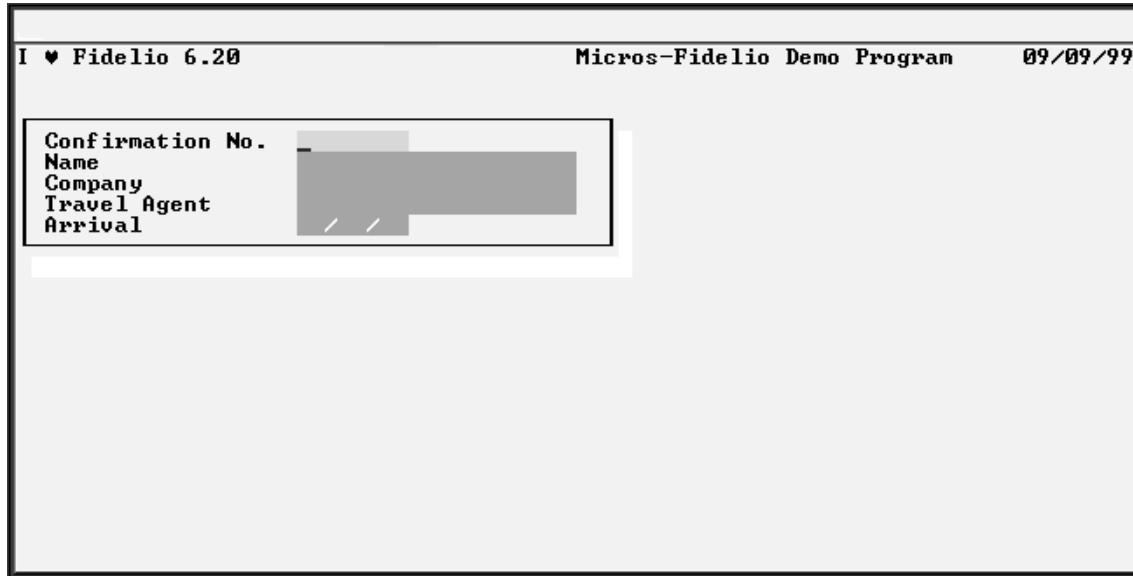
After entering your cashier number and user name, you can choose between **Transfer from Housebank** and **Transfer to Housebank**. The Housebank is the main stock of cash. If you run out of cash during your shift and you get more cash from the head cashier, you can enter the amount under **Transfer from Housebank**.

When you have a lot of money in your cashier and would like to transfer most of it to the housebank without closing your cashier, you can use option **Transfer to Housebank**. If you do not enter the amount here, you will have problems during your cashier closure because you do not have the same amount in your cash drawer as the computer has calculated.

Reservation Deposit

Use the **Reservation Deposit** option to input any deposit towards a reservation before the guest has arrived in the hotel. If a guest arrives and makes an advanced payment towards the guest folio, you must enter this amount with the **Billing** option.

After you have entered your cashier number and password, Fidelio displays the following window:



```
I ♥ Fidelio 6.20                                Micros-Fidelio Demo Program          09/09/99

Confirmation No.  [ ]
Name              [ ]
Company           [ ]
Travel Agent      [ ]
Arrival           [ ]
```

Figure 4-32 Reservation Deposit

Enter the confirmation number, if it is available, the name of the guest for which you would like to post the reservation deposit, the company, or travel agent and the date of arrival. You do not have to fill all the fields.

Once you confirm the guest name from a pickbox, Fidelio shows you all pertinent information about this guest, including deposits requested and deposits paid. You must now select the method of payment from another pickbox and enter the amount received. Fidelio will then ask whether you want to print a receipt.

Now, you can change the reservation type. Let's assume that the guest had "non-guaranteed deposit expected". Of course, you would now want to change the reservation type to "guaranteed deposit received". All available reservation types are displayed in a pickbox. Choose one and press **[Enter]**, or press **[Esc]** if you do not want to change it.

The deposit amount, along with any other deposits for the same guest, will be automatically transferred to the guest folio at check-in. Press **[Esc]** to enter a reservation deposit for another guest.

Exchange Rates

Here you can change the exchange rates. Choose the requested foreign currency and change the rate. Changes to the exchange rates are recorded in the user logfile. In the event your property works in a zero decimal environment, Fidelio displays exchange rates as numeric values. Depending on your configuration, you might be able to change the **Fixed Charges Exchange Rate** here as well.

It is not possible to define new foreign currencies here. This can only be done in the Setup program.

Cashier Status

Fidelio displays a list of all cash registers with number, current status, the maximum times they may be opened, how often they were opened since the last night audit and the last date and time they were opened and closed.

Cashier Reports

Using this option, you can display on the screen or print several different cashier reports containing the postings of the day for your cashier. If you print these reports after closing your cashier, Fidelio will not reopen the cashier.

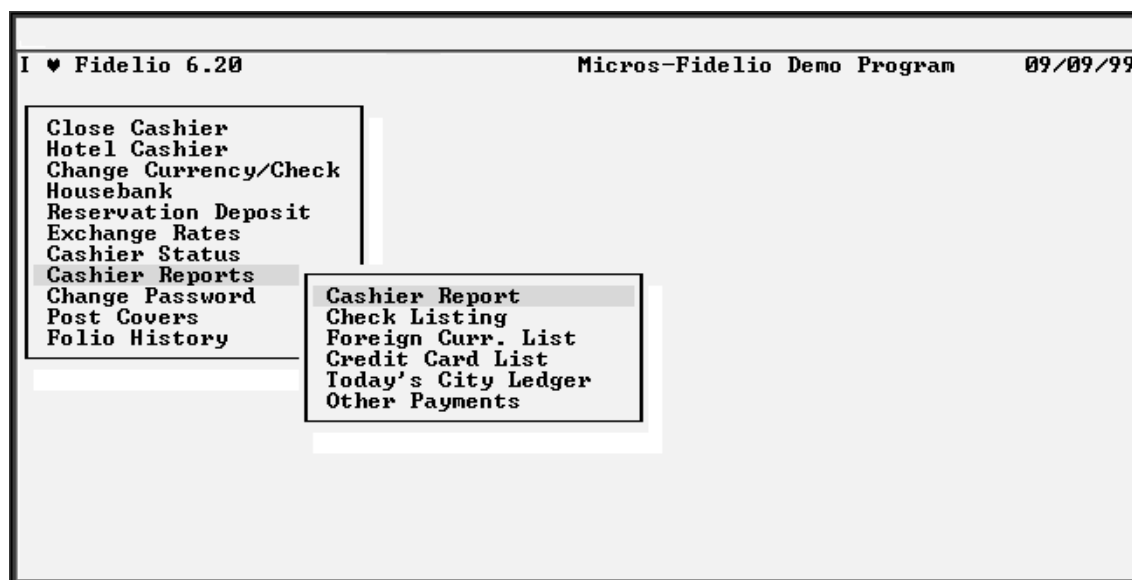


Figure 4-33 Cashier Reports Menu

When you close your cash register (refer to *Close Cashier* on page 4-40 for the closing routine), Fidelio prints out all of these reports automatically with the exception of the city ledger report.

Change Password

In this option, you can change your user password, i.e., the password that you log in with.

After you enter your current password, Fidelio asks you to enter your new password twice. If everything is OK, the new password goes into effect. If not, your old password remains. If you just press **[Enter]** without typing a new password, the old password remains as well, as Fidelio does not accept a blank password.

Post Covers

This feature allows the user to manually enter the number of restaurant covers associated with selected department codes. The department codes displayed will be dependent on the department code configuration. After selecting this option, the user will be shown a list of department codes along with the current day's daily revenue totals. Pressing **[Enter]** enables the user to enter appropriate cover information.



Please note: You are only able to enter covers for the current date. Those values entered will be stored against the department code during the night audit. Although many Point of Sale systems (POS systems) are able to send cover information per transaction through an interface, this detail is only available against the individual guest postings and not consolidated to the department code level. Reasons such as split checks (department code and room), group postings and off-line terminals have necessitated user intervention.

Folio History

Fidelio stores a mirror image of every folio which has ever been printed. In the folio history module, you can recall these images. Because these images require a considerable amount of disk space, Fidelio has immediate access only to the most recent folios. If you want to see an older folio, Fidelio will ask you to insert a floppy disk containing the older images.



Please note: If you check out a guest with the **Quick Check-Out** option, Fidelio does not print a folio. This means that there will be no image stored in the folio history.

After you have selected **Folio History**, the following window is displayed:

```
I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99

Look up Old Folios
Date of Printing  09/09/99
Folio Number
Last Name
```

Figure 4-34 Folio History

Field Explanation

Date of Printing. In order to find the image, you must enter the date on which the folio was printed.

Folio Number. If you know the folio number, enter it here.

Last Name. Enter the name of the guest here. Fidelio will then search for all folios with matching guest name and/or matching folio name.

Press [**Page Down**] after completing your selection. As Fidelio has immediate access only to the most recent folios, unless they are stored on another drive or on an optical disk, you will be prompted to insert a disk with the message “Insert disk with folios from <selected date>.” Insert the disk and press any key.

If Fidelio does not find the folio which you are looking for on the disk, the message "not found" will be displayed. Otherwise, you will see a screen similar to the following.

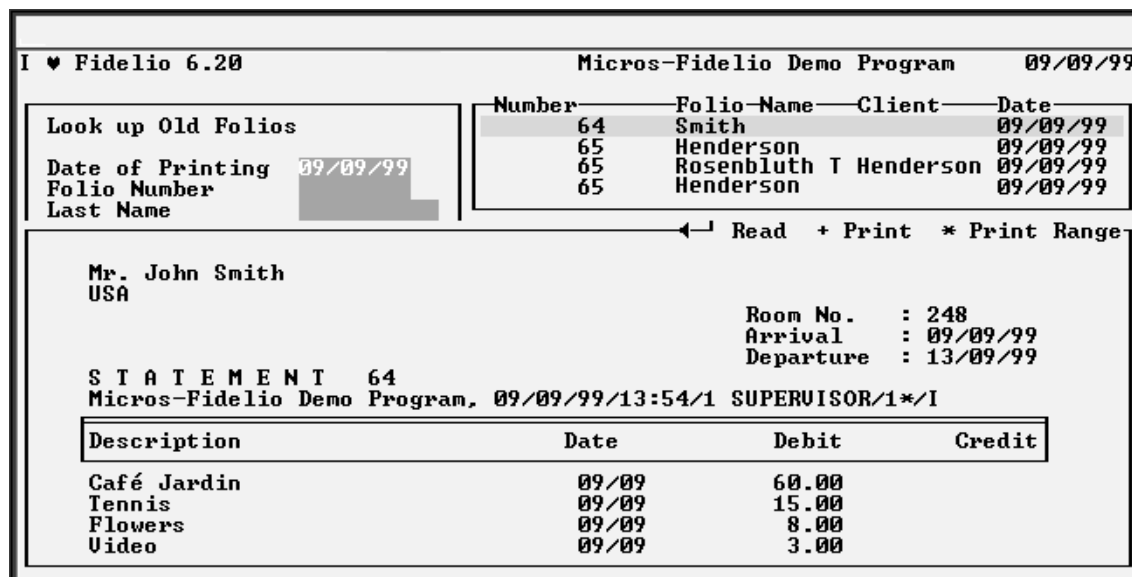


Figure 4-35 Sample Guest Folio History

The window at the top right shows the folio number, the main name on the folio, the guest name in the case of a company folio and the folio date. In the large window, you see the top lines of one folio. If a guest used four folio windows, they are shown here as four folios. In these cases the number in the display on the left of the folio name is identical four times.

Available Functions

← **Read.** By pressing [Enter] you can view the entire folio. Use the cursor keys including [Page Up], [Page Down], [Home] and [End] to view the entire folio. Press [Esc] to return to the folio selection screen.

+ **Print.** Press the plus key to print the folio. Fidelio will print the folio exactly as you see it on the screen.

* **Print Range.** You can print many folio images automatically. Enter a range of folio numbers. Fidelio will print all folios which fall in this range.

Batch Post

Batch Post is used to post single charges to multiple rooms, all rooms in a group, or all rooms associated with one travel agent. An example of the use of this option would be to charge all group members for baggage handling on the day of their arrival.

To access this menu option, highlight **Batch Post** and press **[Enter]**. The computer prompts for your cashier number and optional user ID and password. After you have completed these entries, press **[Enter]**.

The following screen will appear:

```
I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program       09/09/99

1
Department Code  [ ]
Amount          [0.00]
List of Rooms   [ ]
Group           [ ]
Travel Agent    [ ]
Posting Text    [ ]
Supplement      [ ]
Multiply by Number of Adults? [N]
Include Guests Checking out Today? [N]
```

Figure 4-36 Batch Posting Entry

Field Explanation

Department Code. Enter the department code to which you would like to charge, or press **[Enter]** to select the desired code from the pickbox with available department codes. The entry in this field is mandatory.

Amount. Enter the amount of the charge or accept the default amount from the department code. This entry is mandatory.

List of Rooms. Enter the list of rooms to which you would like to charge this amount. Enter the room numbers with spaces or commas as separators.

Group. Enter the name of the group to which you would like to charge this amount.

Travel Agent. Enter the name of the travel agent whose linked guest accounts you would like to charge.

Posting Text. This defaults from the text for the department code, but can be changed as you would like the text to print on the folio.

Supplement. This text is the supplementary text you would like to have for this charge.

Multiply by Number of Adults? The default here is NO. If you want the posted amount to be multiplied with the number of adults in the room, you should enter **[Y]** here. This option is very useful for posting items such as welcome cocktail or dinner supplement, as the charge of these items depends on the number of people in the room.

Include Guests Checking out Today? The default here is NO. If you overwrite this with **[Y]**, the amount is also posted to guests checking out today.

Once all the information is completed, press **[Page Down]**. On the right side of the screen a window will appear listing the room numbers and names of all the guests to which the charge has been posted.

If you do not enter a list of rooms, group or agent name, Fidelio asks you whether you really want to charge the amount to ALL guests in house. If you say **[Y]**, the amount will be posted to every checked-in guest.

Once the charges are posted, another window will display the total number of charges posted. Press **[Enter]** to continue.

If there is no room, no group and no travel agent information or if the system is unable to post the charges (perhaps because the departure date was today), then the message *"No postings made"* will display. The screen returns to the prompts for **Batch Post**. Press **[Esc]** to return to the **Cashier** menu.

Receivables

The internal Receivables module is *no longer recommended*. Fidelio recommends the user activate the parameter External Accounts Receivable Module {par_far} and use the add-on module. All future enhancements are to be implemented in the External Accounts Receivable Module. Please refer to the *Front Office Accounts Receivable Manual*.

The internal **Receivables** option lets you control your city ledger accounts and your credit card accounts. After entering your password, you have to decide whether you want to work on **Accounts Receivable** or on **Credit Card Accounts**.

Accounts Receivable

If you select **Accounts Receivable**, Fidelio displays the following screen:

The screenshot shows a terminal window titled "Micros-Fidelio Demo Program" with the date "09/09/99". The main heading is "Accounts Receivable". Below it is a form with the following fields:

A/R Account	-	
Invoice Number	/ /	
Date	/ /	
Amount <From/To>	0.00	0.00

Figure 4-37 Filter/Search A/R Accounts

In order to find a particular city ledger account, fill in the city ledger name, the invoice number, the date or the amount (from/to). If you want to see a list of all the city ledger accounts on your screen with the exception of credit cards, simply press [**Page Down**].

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
Name	Invoice	Amount	Text	Open	Since
Fidelio USA	25	500.00		28	Adair, Scott
General Motors	27	495.00		27	Broadhurst, Chr
Keaton/Laurel We	55	1188.00	City ledger	13	
New York Stock E	40	363.00		21	Barson, J.
Rockwell Interna	46	715.00	City ledger	18	Thompson, Henry
Rockwell Interna	48	440.00	City ledger	16	Barta, Joe
Rockwell Interna	54	495.00	City ledger	13	ROC2005
Rosenbluth Trave	45	330.00	City ledger	18	Schultz, Willia
Saks 5th Avenue	17	85.50		30	Barta, Joe
Saks 5th Avenue	44	595.00	City ledger	19	Richardson, Pet
Saks 5th Avenue	63	636.00	City ledger	11	SAK2205
Tauk Tours	24	2100.00		29	TAU001-Tauk I
Tauk Tours	36	2310.00		23	TAU002-Tauk I
Tauk Tours	53	2805.00	City ledger	14	TAU004-Tauk I
The Boot Factory	29	924.00		26	Dear, Walter

1 Pay	2 Delete	3 Transfer	4 Adjustment	5 Profile
6 Statement	7 Delete all 0	8 Compress	9 View Folio	0 Status
A Aging	+ Mark One Line	- Mark All Line		

Figure 4-38 List of City Ledger Accounts

Available Options

1 Pay. Use this option when you receive a payment towards a city ledger account. Choose the requested city ledger charge with the cursor keys and press [**1**]. If there have already been payments, a screen appears where they are listed with date and amount. A screen with the defined ways of payments comes up on the screen. Choose the requested payment method and press [**Enter**]. Now you can fill in the settled amount.

2 Delete. Normally, Fidelio keeps zeroed city ledger accounts in the system for sixty days. However, you can selectively remove zeroed charges which are at least one day old with the delete option. Select the charge with the cursor keys and press [**2**]. If the charge is not zero or if payments were made towards this charge on the same day, then you cannot remove it.

**Cashier
Receivables**

3 Transfer. Fidelio gives you the ability to transfer a charge from one account to another. Select the charge which you would like to transfer and press [3]. Now you see the following screen:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
Name	Invoice	Amount	Text	Open	Since
Fidelio USA	25	500.00		28	Adair, Scott
General Motors	27	495.00		27	Broadhurst, Chr
Keaton/Laurel We	55	1188.00	City ledger	13	
New York Stock E	40	363.00		21	Barson, J.
Rockwell Interna	46	715.00	City ledger	18	Thompson, Henry
Rockwell Interna	48	440.00	City ledger	16	Barta, Joe
Rockwell Interna	54	495.00	City ledger	13	ROC2005
Rosenbluth Trave	45	330.00	City ledger	18	Schultz, Willia
Saks 5th Avenue	17	85.50		30	Barta, Joe
Saks 5th Avenue	44	595.00	City ledger	19	Richardson, Pet
Saks 5th Avenue	63	636.00	City ledger	11	SAK2205
Tauk Tou				29	TAU001-Tauk T
Tauk Tou	Guest Name			23	TAU002-Tauk T
Tauk Tou	Amount	440.00	ger	14	TAU004-Tauk T
The Boot	Text	City ledger		26	Dear, Walter

1 Pay	2 Delete	3 Transfer	4 Adjustment	5 Profile
6 Statement	7 Delete all 0	8 Compress	9 View Folio	0 Status
A Aging	+ Mark One Line	- Mark All Line		

Figure 4-39 Transfer Screen

You can enter any name from the guest file. You will have to confirm that choice later. In **Amount**, Fidelio defaults to the whole amount of the charge. You can, however, enter a lower amount which means Fidelio will perform a partial transfer. You may also override the booking text.

4 Adjustment. You can correct the amount of a city ledger charge. Select the charge and press [4]. Again, a window appears. Fill in the department code or select one from the available pickbox and enter the amount. The amount will be posted as revenue of the day. Filling in a negative (-) figure reduces the amount.

5 Profile. You can view and edit the profile of the city ledger account. Press [5] and the normal guest profile will be shown.

6 Statement. The **Statement** option is used when you have to print a statement of all charges (or a selection of charges) for a company or travel agent. Like the **Compress** option, you have to select the city ledger folios by name and then mark the folios with the [+] or [-] key. Select the **Statement** option. After selecting the option, you have the possibility to write four lines of individual text, which appear on the bottom of the statement. If you do not want to enter text, just press [Page Down] or [Esc]. The computer will start printing the statement.

7 Delete all 0. Usually Fidelio keeps zeroed city ledger accounts for sixty days. With this option, however, you can delete all folios with balance 0.00. When you type [7], Fidelio displays the message "Remove zeroed postings older than how many days?" Default date is a week before today's date. Type the date and press [Enter]. The message "Delete all paid City Ledger Accounts? Yes/No" is displayed. If you select [Y], all zeroed accounts before that date will be deleted.

8 Compress. The compress function enables you to compress two or more city ledger charges into one charge. To achieve this, you will have to select the city ledger account by name. Fidelio will only allow you to compress charges with the same name.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program			09/09/99
Name	Invoice	Amount	Text	Open	Since
Rockwell Interna	48	440.00	City ledger	16	Barta, Joe
Rockwell Interna	54	495.00	City ledger	13	ROC2005
Rosenbluth Trave	45	330.00	City ledger	18	Schultz, Willia
Saks 5th Avenue	17	85.50		30	Barta, Joe
Saks 5th Avenue	44	595.00	City ledger	19	Richardson, Pet
Saks 5th Avenue	63	636.00	City ledger	11	SAK2205
Tauk Tours	24	2100.00		29	TAU001-Tauk T*
Tauk Tours	36	2310.00		23	TAU002-Tauk T*
Tauk Tours	53	2805.00	City ledger	14	TAU004-Tauk T*
The Boot Factory	29	924.00		26	Dear, Walter
The Boot Factory	31	200.00		25	Young, Hank
The Boot Factory	57	330.00	City ledger	11	Adair, Scott
Tradeways Ltd.	41	330.00		21	Henderson, Jack
Tradeways Ltd.	43	320.00	City ledger	20	Brewster, Maure
United Airlines	6	405.00		30	

1 Pay	2 Delete	3 Transfer	4 Adjustment	5 Profile
6 Statement	7 Delete all 0	8 Compress	9 View Folio	0 Status
A Aging	+ Mark One Line	- Mark All Line		

Figure 4-40 Mark Names to Compress Charges

You can select the charges you want to compress by highlighting them with the cursor keys and then marking them by pressing [+]. A star [*] appears after the name. By pressing [-] you can mark all lines at once. If you want to unmark one or all the lines, just press [+] again to unmark one line, or the minus key again to unmark all lines. After you marked the lines, press [5] to start compressing.

9 View Folio. If the highlighted charge is connected to a particular folio, you can view that folio with this option. Press [9]; the same screen as in bill history will display. In the top right window folio names are displayed sorted by folio number. The highlighted folio will be the one connected to your charge. Press [Enter] to view the folio.

0 Status. Like the statement and the compress function, this option can only be chosen if you select the account by name or invoice number. When you press [0], a pickbox with the following three choices appears:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program			09/09/99
Tauck Tours Controlling 389/JJK 11, Willton Road Westport, CT 06881 USA					
Date	Guest Name	Amount	Text		
11/08/99	TAU001-Tauck Tours	2100.00			
17/08/99	TAU002-Tauck Tours	2310.00			36
26/08/99	TAU004-Tauck Tours	2805.00	City ledger		53

1 Pay	2 Delete	3 Transfer	4 Adjustment	5 Profile
6 Statement	7 Delete all 0	8 Compress	9 View Folio	0 Status
A Aging	+ Mark One Line	- Mark All Line		

Figure 4-41 Status pickbox

**Cashier
Receivables**

The default is *Cash OK*. If you are expecting payment for the account and sent your first reminder, you might put the guest's name on the cashlist. If the guest tries to make a reservation then, Fidelio will display the following message "*Guest is on the Cashlist, do you still want to make this reservation? Yes/No*". If, after a couple of reminders, the account has still not been paid, you can set the guest on the blacklist. When you enter the guest account then, the very visible Blacklist sign will flash on the screen. If the guest tries to make a new reservation, only users with manager rights will be able to create the reservation.

A Aging. This option gives you an overview of the account's balance and shows you the age of the outstanding amount. The following window is displayed:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99
Tauck Tours Controlling 389/JJK 11, Willton Road Westport, CT 06881 USA				
				CREDIT OK
Date	Guest N			Folio No.
11/08/99	TAU001-	Balance 0-30 Days Old	7215.00	24
17/08/99	TAU002-	Balance 31-60 Days Old	0.00	36
26/08/99	TAU004-	Balance 61- Days Old	0.00	53
		Balance Total	7215.00	
1 Pay	2 Delete	3 Transfer	4 Adjustment	5 Profile
6 Statement	7 Delete all 0	8 Compress	9 View Folio	0 Status
A Aging	+ Mark One Line	- Mark All Line		

Figure 4-42 Aging

Credit Card

This menu item is used to view and control the activity on credit cards. Credit card payments are consolidated here and transferred to the city ledger where they are shown in one line. This option allows you to view the single payments, to print and consolidate them. Credit card postings are between department codes 910 and 940.



Please note: If your hotel is using a credit card interface with batch settlement, you will probably not see any credit card payments here, as they can be considered cash payments (*this depends on the department code setup of the credit card in the setup program*).

After you have selected this option, the following window is displayed:

I ♥ Fidelio 6.20	Micros-Fidelio Demo Program	09/09/99								
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Credit Card Company</td> <td style="width: 40%;"></td> </tr> <tr> <td>Invoices From</td> <td>10/08/99</td> </tr> <tr> <td>Invoices To</td> <td>09/09/99</td> </tr> <tr> <td>Commission %</td> <td>0.00</td> </tr> </table>			Credit Card Company		Invoices From	10/08/99	Invoices To	09/09/99	Commission %	0.00
Credit Card Company										
Invoices From	10/08/99									
Invoices To	09/09/99									
Commission %	0.00									

Figure 4-43 Credit Cards

Field Explanation

Credit Card Company. The name of the credit card company for which you would like to display the information. By pressing **[Enter]**, the system will show a pickbox of possible entries. Highlight the name of the credit card company and press **[Enter]**. You can also type the name of the company, if you know it.

Invoices from. The beginning date of the period for which you would like to see the settlements to credit cards. The default is one month earlier than the system date, but it can be changed.

Invoices to. The ending date of the period for which you want to view the credit card settlements. The default is the Fidelio date, but this can also be changed.

Commission. You can enter the commission percentage for which you would like to see the display. If you enter a value and Fidelio does not find any entries for this percentage level, the system will display the information based on the date and credit card company criteria. The percentage is defined in the setup program.

When you have filled in all the criteria, press the **[Enter]** key to display the information. You now have the following options:

Available Functions

↵ **Mark/Unmark Individual.** Use **[Enter]** to mark and unmark the lines individually.

+/- **Mark/Unmark All.** Use **[+]** to mark all the lines at once and **[-]** to unmark all of the lines.

Cashier
Receivables

P Print. Press [P] to print the marked lines. When you press [P], the system displays a window where it is possible to enter comments, which will appear on the bottom of the print-out. Fidelio asks “*Start consolidating Credit Cards? Yes/No.*” With [Y] the printed lines will be removed from the journal. All lines are consolidated to one single line which will now appear in the City Ledger, when the credit card company name is entered in the **Debitor** prompt. The period of the consolidated entries are displayed, too. You cannot unconsolidate the entries once you have consolidated them.

I Print Marked. Press [I] to print the marked lines for informational purposes. You can enter text on the display, which will be printed on the bottom of the print-out.

If the credit card company does not have any address, the message “*No Address Found*” will appear.

The logical order for completing action on credit cards is:

1. Mark the lines you want to control.
2. Press [I] for the marked lines.
3. Press [P] for the marked lines.

Quick Check-Out

Quick Check-Out is used to quickly check out guests without printing folios. If you use this option to check out a guest, the folios are *not stored in Folio History*. Therefore, they cannot be retrieved at a later date via the **Folio History** option under **Cashier**. Also, no bill number is created for quick check-outs.

To access **Quick Check-Out**, highlight **Quick Check-Out** from the **Cashier** menu and press **[Enter]**. The system prompts for the *Cashier Number* and optional *User Id* and *Password*.

The prompt “*Group or Enter for all Departing Guests*” appears on the screen. If you are doing a quick check-out on members of a specific group only, type the name of the group. If you want to see the list of all departing guests, press **[Enter]**. The information on the screen includes the guest's last name, room number, outstanding balance, status and group name.

I ♥ Fidelio 6.20					Micros-Fidelio Demo Program		09/09/99	
Checking out Today								
Name	Room	Balance	Status	Group				
Baker	109	0.00	IN	AA1777-Crew				
Henderson	117	3365.00	IN					
Rodriguez	125	2480.00	IN					
Barson	149	0.00	IN	AA1777-Crew				
Henderson	231	1355.00	IN					
Osborne	301	230.00	IN					

← Check out Individual + Check out All with Balance = 0

Figure 4-44 Quick Check-Out of Guests Departing Today

If you would like to check out all guests with zero (0) balances, press **[+]**. All the guest names with 0 balances will disappear from the screen and they are now checked out.

If you want to check out an individual, highlight the individual's name and press **[Enter]**. The payment method window appears. The default payment method comes from the guest's reservation. If necessary, another payment method can be chosen. Complete the payment process until the balance on the account is 0.00. The screen returns to the list of departing guests, so you can easily continue to check guests out. When all the guests are checked out, the screen will return to the **Cashier** menu.



Please note: Fidelio checks the telephone interface and posts any telephone calls to the room which you are about to check out. It locks the telephone after the check-out is complete.

Cashier
Quick Check-Out

Rooms Management

Overview

This section of the manual explains the Rooms Management function of the Fidelio Front Office system. Using this module you can survey the **House Status** (with preview until the end of the day), you can access the **Housekeeping** functions in which you can do such things as change status codes for the rooms, rhythm for change of linen or make an entry for repairs and room assignment. Using the **Out of Order** option you can take a room *out of order* (and as such, out of availability) or *out of service* for a certain amount of time. The **Overbooking** option allows you to define the number of rooms which may be overbooked on any given day of the year, whereas the **Room History** option displays the name, arrival and departure day of the people that occupied any given room in the hotel on any given date. The **Graphics** option shows you a graphic representation of your 30-day forecast. With the **Maintenance** option, you can record room maintenance requests, display them and resolve them.

In this section

House Status	5-2
Housekeeping	5-4
Out of Order	5-16
Overbooking	5-18
Room History	5-25
Graphics	5-26
Maintenance	5-27

House Status

The **House Status** is a survey of all movements of today, i.e., arrivals, departures, available rooms, housekeeping status and expected occupancy for the night. You should use this option every morning to see how much activity can be expected during the day. The following screen is displayed:

I ♥ Fidelio 6.20		HOTEL			Micros-Fidelio Demo Program			09/09/99		
Total House		S T A T U S			Date 09/09/99			Time 11:12		
Total Rooms	137									
Out of Order Rooms	2				Departures Expected	Rms 6	Prs 6	UIP 0		
Rentable Rooms	135				Departures Actual	0	0	0		
Out of Service Rooms	0				Arrivals Expected	14	18	2		
					Arrivals Actual	14	15	2		
					Extended Stays	1	1	1		
Available Tonight	Rms 83				Early Departures	2	2	0		
Occupied Tonight	52	Prs 60	UIP 18		Day Rooms	0	0	0		
Occ. % - 00 Rooms			38.52		Walk-In Rooms	1	1	0		
Average Rate			115.17							
Blocks not picked up	51									
Individual Rooms	36	43	17							
Group Rooms	15	16	1							
Block Rooms	1	1	0							
House-Use Rooms	0	0	0							
Complimentary Rooms	1	1	0							
					Dirty Rooms	Occ 23		Uac 9		
					Clean Rooms	21		82		
					Out of Order			2		
					Out of Service			0		

Figure 5-1 House Status Screen

Screen Explanation

House Status allows the ability to select for a future date and, if desired (assuming the parameter Summary Room Types {s_roomtype} is switched ON), the status by summary room. New forecasts and actuals will be shown for the following:

- VIPs will be shown for each of the statistics segmentations
- Forecasted average rate
- Forecast occupancy percentage, less out of order rooms
- Breakdown of house use and complimentary rooms/persons



Please note: If on a shared reservation you mark one guest as complimentary and the other as house-use, Fidelio will show one room in each column.

Room Summary

Total Rooms. All the rooms the property has.

Out of Order Rooms. All out-of-order rooms. All out-of-order rooms are automatically subtracted from the number of rentable rooms when you calculate the house status.

Rentable Rooms. All rooms minus out-of-order rooms (OO).

Out of Service Rooms. All out-of-service rooms. They are not subtracted from availability.

End-of-day Projection

This frame displays statistics by room, persons and VIPs.

Available Tonight. Number of available rooms.

Occupied Tonight. Number of all rooms checked in plus number of all rooms which are expected to be checked in. The number of persons is shown in the right column.

Occ.% - OO Rooms. Forecasted occupancy percentage minus out-of-order rooms.

Average Rate. Forecasted average rate.

Blocks not picked up. The total number of rooms that were allotted to blocks and have not been picked up yet.

Individual Rooms. Number of rooms reserved individually and number of individual guests.

Group Rooms. Number of rooms/persons attached to a group profile.

Block Rooms. Number of rooms/persons attached to a block reservation.

House-Use Rooms. Number of house-use rooms booked plus persons.

Complimentary Rooms. Number of complimentary rooms booked plus persons.

Current Movement

This frame displays statistics by room, persons and VIPs.

Departures Expected. Number of rooms/persons that still have to be checked out.

Departures Actual. Number of rooms/persons checked out already.

Arrivals Expected. Number of rooms/persons that still have to be checked in.

Arrivals Actual. Number of rooms/persons checked in already.

Extended Stays. Number of rooms/persons with an extended stay.

Early Departures. Number of rooms/persons with an early departure.

Day Rooms. Shows all expected and checked-in day rooms (rooms with an identical departure and arrival date). Checked-out day rooms are not included.

Walk-In Rooms. Number of rooms/persons that checked in without previous reservation, i.e., the check-in is carried out at the same time as the reservation.

Housekeeping Status

This frame displays statistics for occupied and vacant rooms.

Dirty Rooms. Number of dirty rooms divided into dirty occupied rooms and dirty vacant rooms.

Clean Rooms. Number of clean rooms divided into clean occupied rooms and clean vacant rooms.

Inspected Rooms. (*Only with parameter Additional Room Status INSPECTED {p_inspect} ON.*) Number of inspected rooms divided into inspected occupied and inspected vacant rooms.

Out of Order. Number of rooms which are out of order, i.e., subtracted from availability.

Out of Service. Number of rooms which are out of service, but fully counted in availability.



Please note: The house status is not automatically updated every time you press **[Shift+F3]**. This is why the time blinks so that you know that this status is not necessarily up to date. If you want to make sure that the house status is up-to-date, you will have to create a new one from **Rooms Mgmt>House Status**.

Housekeeping

The **Housekeeping** option allows you to display and control room status and room conditions for all the rooms in the hotel. You can also assign rooms, change the linen cycle and quick-clean rooms.

After you have selected **Housekeeping** from the menu and pressed **[Enter]**, the following window appears:

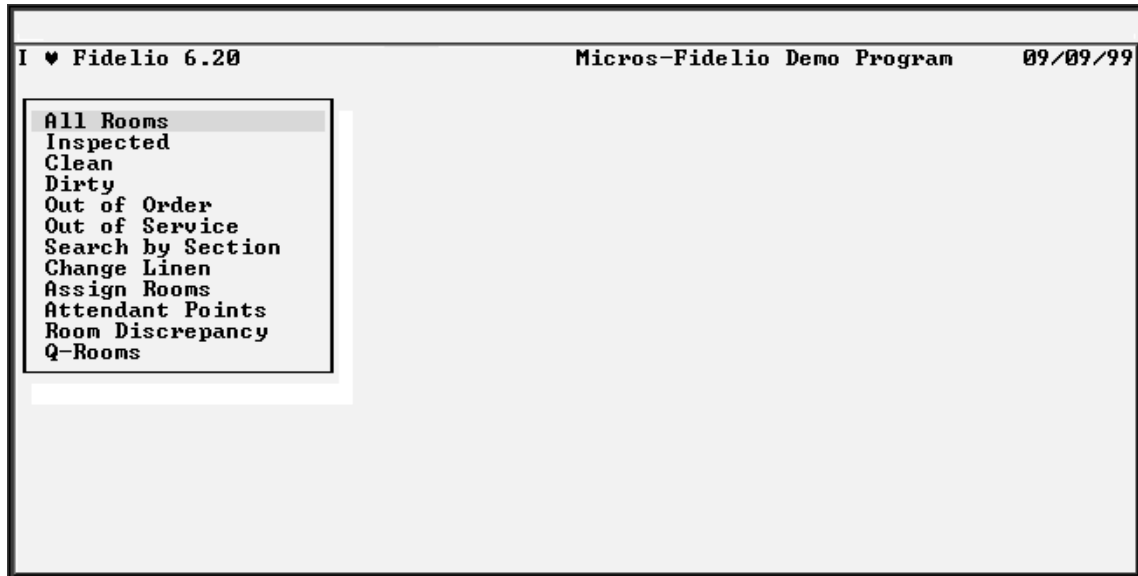


Figure 5-2 Housekeeping Menu

All, Inspected, Clean, Dirty, OO, OS, Rooms by Section, Assign Rooms

If you choose either **All Rooms, Inspected, Clean, Dirty, Out of Order, Out of Service, Search by Section** or **Assign Rooms** you receive additional selection criteria.

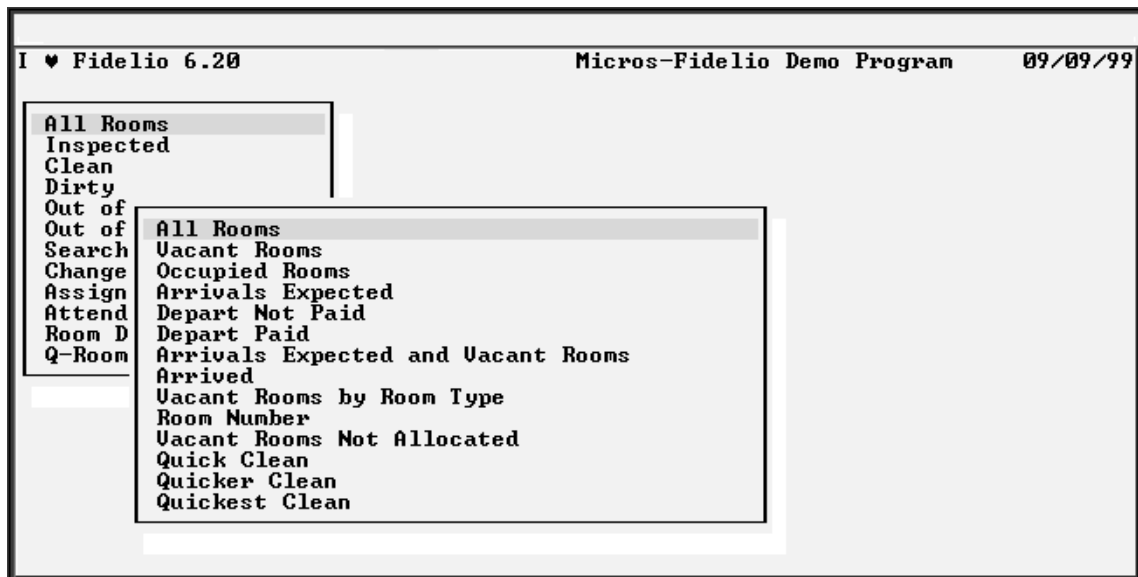


Figure 5-3 Additional Housekeeping Filters

With the first part of the submenu you can further restrict the display of rooms by selecting the following criteria.

Search Options

All Rooms. Displays all rooms which matched the criteria chosen in the first window.

Vacant Rooms. Displays all vacant rooms matching the criteria chosen in the first window.

Occupied Rooms. Displays all occupied rooms matching the criteria chosen in the first window.

Arrivals Expected. Displays all arrivals which have not checked in yet and match the criteria chosen in the first window.

Depart Not Paid. Displays all rooms not checked out yet which match the criteria chosen in the first window.

Depart Paid. All checked-out rooms matching the criteria chosen in the first window.

Arrivals Expected + Vacant Rooms. Displays all vacant rooms and rooms with expected arrivals for the day matching the criteria chosen in the first window.

Arrived. All checked-in rooms matching the criteria in the first window.

Vacant Rooms by Room Type. Displays a list of vacant rooms sorted by room type.

Room Number. Displays a list of all rooms starting from the room number you enter in the prompt and which match the criteria chosen in the first window.

Vacant Rooms Not Allocated. This option displays rooms without arrivals expected, depending on the other criteria selected for assigning rooms (dirty, inspected, etc.). The new display enables you to assign rooms without worrying if they have previously been assigned.

After you have made your selection and pressed **[Enter]**, a screen with all rooms matching the chosen criteria is displayed:

	Room	Condition	Status	Repairs	Date
All	102	IDNS	00 -	No electricity	12/09/99
Uaca	103	IDNS	00 -	No electricity	12/09/99
Occu	201	SUI	00 -	No water	10/09/99
Arri					
Depa					
Arri					
Uaca					
Room					
Uaca					
Quic					
Quic					

← Change Status S Statistics P Print

Figure 5-4 Rooms Matching Selection Criteria

Rooms Management
Housekeeping

Room Conditions

- IS = Inspected (only displayed with parameter Additional Room Status INSPECTED {p_inspect} ON)
- CL = Clean
- DI = Dirty
- OO = Out of Order
- OS = Out of Service

Move the cursor to highlight the room number you would like to change the condition for. Every time you press **[Enter]**, the system will ask you whether you want to change the status to dirty or clean, depending on the current status of the room.

If the hotel works with an additional *inspected* room status (parameter Additional Room Status INSPECTED {p_inspect} ON), Fidelio will only offer *inspected* rooms for assignment during check-in. This option is useful if, for example, the housekeeper always does an additional room check after the room attendant has reported the room to be cleaned. In this case, each time you press **[Enter]** to change the room status, Fidelio will display a pick with the two choices you have. For example, when you press **[Enter]** on a clean room (room status = CL), the system will display the following dialog box:

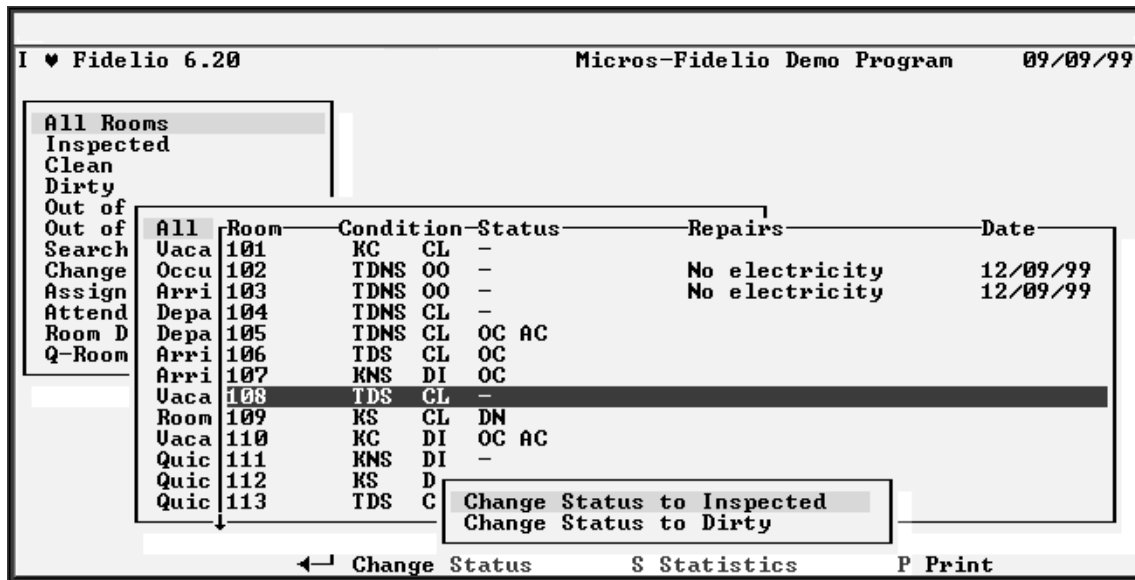



Figure 5-5 Change Room Status Dialog Box

Select your choice and press **[Enter]**. The status display for the room will change according to the rotation.

 Please note: The default in the pickbox changes according to the following status cycle:

- Dirty -> Clean
- Clean -> Inspected
- Inspected -> Dirty

Using the **Housekeeping** option, you can only change the room status from dirty to clean to inspected (*if applicable*) and vice versa, from inspected to dirty or clean. If you want to take a room out of order (OO) or out of service (OS), you have to do that with the menu option **Out of Order**. It is impossible to take an occupied room out of order. Out-of-order rooms are closed rooms that cannot be sold and are taken out of availability. Out-of-service rooms are closed rooms which are not subtracted from availability.



Please note: If an out-of-order room is changed to the status CL via the telephone interface, Fidelio will change the status back to OO in the night audit. If the room really is no longer out-of-order, you have to manually remove the record in the out-of-order section.

Room Status Options

OC	=	Occupied
AE	=	Arrival Expected
DI	=	Arrival Checked in
DN	=	Departure Not Paid
DP	=	Departure Paid

Several criteria may combine for one room, e.g., OC DP = occupied, departure paid.

Available Options

Statistics. To retrieve a statistic of the room status, press [S]. The following window will be displayed:

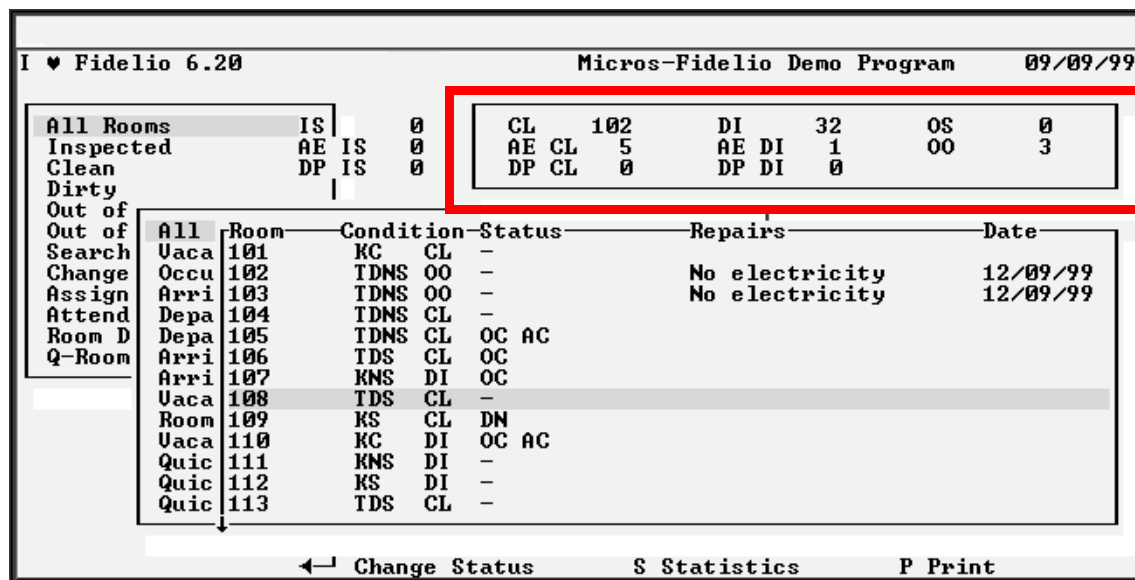


Figure 5-6 Housekeeping Statistics


DI	=	Dirty Room
CL	=	Clean Rooms
IS	=	Inspected Rooms
OO	=	Out of Order
OS	=	Out Of Service
AE CL	=	Arrivals Expected Clean Rooms
AE DI	=	Arrivals Expected Dirty Rooms
DP CL	=	Departure Paid Clean
DP DI	=	Departure Paid Dirty

Print. Press [P] if you want to print a housekeeping report with all the rooms currently displayed on your screen.

Rooms Management Housekeeping

Quick Cleaning Rooms

The **Quick Clean** options allow you to enter a number of room numbers, a range of rooms numbers or a housekeeping section. Fidelio will then change the status of all these rooms to clean (= CL) or inspected (=IS; only with parameter Additional Room Status INSPECTED {p_inspect} ON). This is a quick and easy way of changing the status if your hotel does not have the option of doing so over the phone. There are three slightly different options:

 Please note: If the hotel works with the additional *inspected* status, for all three choices you first have to select whether you want to change the status of the selected rooms to cleaned (= CL) or to inspected (= IS).

If you select one of the quick clean options to clean a *range* of rooms or a housekeeping section respectively, then Fidelio will only update rooms that have a dirty status. For example, if you select **Change Status to Clean** for a housekeeping section where some rooms already have been inspected and have the status IS, Fidelio will only change the room status to CL for the dirty rooms. The IS rooms will remain unchanged.

Quick Clean. After selecting this option, you are prompted to enter a room number. If the room number exists, Fidelio will immediately indicate that the status of the room is now clean/inspected and prompt you to enter the next room number. The **Quick Clean** option is very helpful if you are crossing cleaned rooms off a list one by one.

Quicker Clean. After selecting this option, you are prompted to enter a range of rooms. This gives you the possibility to enter a starting room number and an ending room number. Fidelio will then change the status of all rooms in between to clean/inspected. For example, if you enter *101* in **From room** and *110* in **To room**, Fidelio will “quick-clean” room numbers 101,102,103 and so on including 110.

Quickest Clean. This option allows you to enter a housekeeping section. Fidelio will then “quick clean” the status of all rooms belonging to the indicated section. (Each room can be assigned to a housekeeping section in the **Rooms** option in the Setup and Configuration program [FSTAMM]).

You can also use this option to change the status of all rooms for the *entire* hotel in one go. Simply leave the housekeeping section empty. Fidelio will ask you to confirm that you want to change the status of all rooms. If you press [Y], the system will change the status of all rooms to clean or inspected, depending on your selection.

Change Linen

In FSTAMM you define the rhythm of changing linen, for example, towels every day, and linen every second day. In Housekeeping you can change the rhythm to be guest-specific.

When you highlight **Change Linen** and press **[Enter]**, the following screen appears:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99		
Room	Name	Linen	Towels	Arrival	Departure	Adu	Child	Status
152	Porter	1	1	09/09/99	11/09/99	1	0	CL
157	Harrison	1	1	28/08/99	14/09/99	1	0	DI
203	Dorsey	1	1	09/09/99	12/09/99	1	0	CL
206	Brown	1	1	09/09/99	10/09/99	1	0	CL
207	Henderson	0	0	09/09/99	10/09/99	1	0	CL
208	Dorsey	1	1	09/09/99	10/09/99	1	0	CL
210	Smith	1	1	09/09/99	10/09/99	1	0	CL
211	Müller-Elmau	1	1	23/08/99	12/09/99	1	0	DI
215	Edwards	1	1	09/09/99	13/09/99	1	0	CL
218	Mehta	1	1	23/08/99	17/09/99	1	0	DI
221	Brewster	1	1	23/08/99	14/09/99	1	0	DI
222	Planter	1	1	28/08/99	14/09/99	1	0	DI
223	Sisso	1	1	28/08/99	14/09/99	1	0	DI
226	Warner	1	1	26/08/99	15/09/99	1	0	DI

Stayovers - Rhythm for Change of Linen

← Select PgUp PgDn ESC Quit

Figure 5-7 Change Linen Screen

Highlight the guest you would like to change the linen cycle for and press **[Enter]**. The cursor moves to the number in the linen column. Change the number as desired and press **[Enter]**. The cursor moves to the towel column. Change the number and press **[Enter]**. You have completed changing the linen cycle for one guest and can move to the next guest or press **[Esc]** to leave the screen.

Assign Rooms

With the **Assign Rooms** option you can block rooms and assign reason codes for blocking the rooms. After selecting the **Assign Rooms** option you can first select which rooms you want the system to display like with the other **Housekeeping** options, i.e., all, inspected, clean, dirty, out of order and out of service rooms, vacant rooms, occupied, etc.

Fidelio will then display the rooms matching your criteria for the **Assign Rooms** option. There are two different room assignment groups, housekeeping assignments and general assignments.

General Assignment. A general assignment is used to block a room from normal check-in. A room with a general assignment will not be displayed when users press **[F3]** to search for vacant rooms. It is still possible, however, to override the room assignment and to rent an assigned room by manually entering the room number in the **Arrival** option. General assignment reasons might be show room (SHR), air-conditioning check (AIR), etc. The general assignment option has no effect on the occupancy and availability figures.

Housekeeping Assignment. A housekeeping assignment is not used for blocking the room from assignment, but to indicate to the housekeeper and the front desk that the room will be prepared in a certain way, for example for double occupancy (DOU), triple occupancy (TRI), etc. This means that a room with a housekeeping assignment will *not* be blocked from check-in. When you press **[F3]** for vacant rooms, Fidelio will display the reason code for rooms with housekeeping assignment on the very right.

Rooms Management Housekeeping

When you select the **Assign Rooms** option, you receive the regular housekeeping room selection prompts. Fidelio will then display a list of rooms according to your selection.

	All	Room	Type	ST	Smk	U/F	Attributes		
Out of	All	159	KTU	CL	1	SM,S,CN		158	ASSIGNED SHW
Out of	All	160	XNR	CL	1	SM,S			
Search	Uac	201	SUI	OO	2	NS,N			
Change	Occ	202	DTW	CL	2	NS,N			TRI
Assign	Arr	203	DTW	CL	2	NS,N			
Attend	Dep	204	DTW	CL	2	NS,N			ASSIGNED SHW
Room D	Dep	205	DKN	DI	2	NS,N			ASSIGNED PHO
Q-Room	Arr	206	BTW	CL	2	NS,N			
	Arr	207	BKN	CL	2	NS,N			
	Uac	208	STW	CL	2	NS,N			
	Roo	209	SKN	DI	2	NS,N			ASSIGNED PHO
	Uac	210	SUI	CL	2	NS,N			
		211	DKN	DI	2	NS,C			

← Assign/Unassign General SPACE Assign/Unassign Housekeeping
 F Filter P Print

Figure 5-8 Assign Rooms

Available Options

← Assign/Unassign General. Select the requested room number with the cursor keys. Press [Enter] to create a general assignment for this room. Fidelio prompts you to enter the reason code. You can type it in directly or choose one from the pickbox available after an invalid entry. Once you have assigned the room, Fidelio will display the reason code on the very right and the word ASSIGNED next to it. If you want to unblock the room and make it available for the [F3] key again, simply press [Enter] one more time and the assignment will be canceled.



Please note: You can view all rooms with general assignments via the room plan function key [Ctrl+F3]. Simply enter XXX in the *Attribute* field and Fidelio will display all assigned rooms blocked from check-in.

Space to Assign/Unassign Housekeeping. If you want to create a housekeeping assignment for a room, select the room with the cursor keys and press [Space]. Fidelio prompts you to enter the reason code. You can type it in directly or choose one from the pickbox available after an invalid entry. Once you have assigned the room, Fidelio will display the reason code on the very right of the window and, in addition, the feature XYZ to indicate that this is a housekeeping assignment. If you want to cancel the housekeeping assignment for the room, simply press [Space] once more.



Please note: You can view all rooms with housekeeping assignments via the vacant room function key [F3]. Simply enter XYZ in the *Attribute* field. Fidelio will display all rooms with housekeeping assignments and the corresponding reason codes.

F Filter. You can sort the display of rooms with the help of various filter options which become available when you press [F] and select the desired option.

Show Assigned Housekeeping. Select this option for a list of all rooms with housekeeping assignments. Fidelio will display the reason codes for the assignment on the very right, for example, TRI or QUA.

Show Assigned General. Select this option for a list of all rooms with general assignments. Fidelio will display the reason codes for the assignment on the very right, for example, SHW for Show Room and the word ASSIGNED next to it.

Show All Assigned. Select this option for a display of rooms with housekeeping assignments and/or general assignments.

Show Unassigned Housekeeping. This option displays all rooms *without* housekeeping assignments.

Show Unassigned General. This option displays all rooms *without* general assignments.

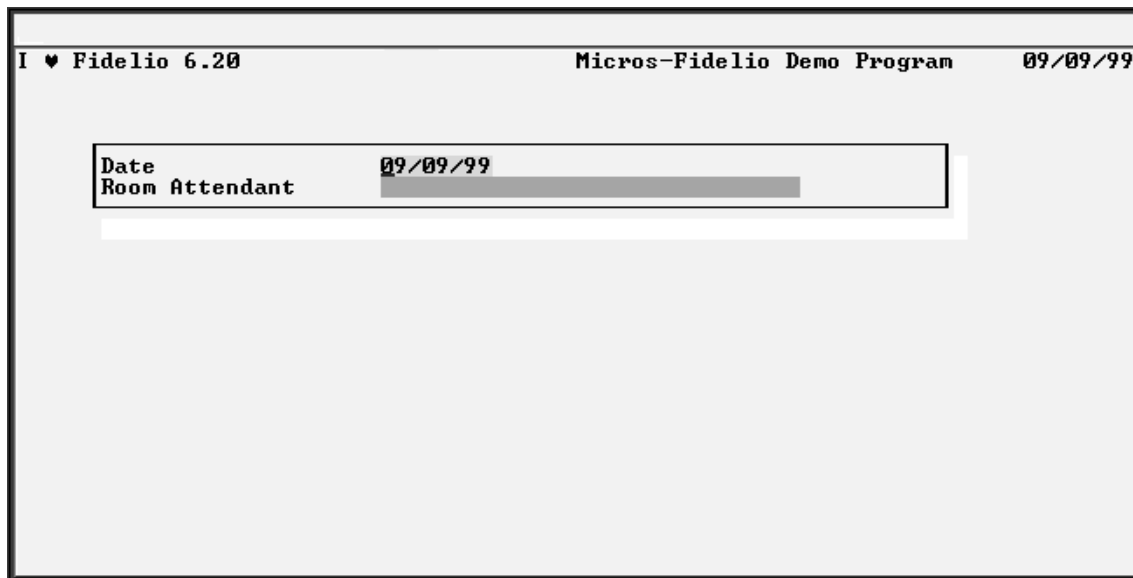
Show All Unassigned. This option displays all rooms *without* assignments.

Show All. Select this option for a list of all rooms, irrespective of whether they have a room assignment or not.

Attendant Points

Using this option you can award points to each of your room attendants on a daily basis. This can be used as a special incentive if attendants work extra rooms on certain days or for a general room attendant bonus scheme. You will only be able to use this option if the room attendants in your hotel have been defined in FSTAMM (*pickbox RMP in the User-defined Pickbox option in the Miscellaneous Setup Manual*).

After you have selected the **Room Attendant** option, the following prompt will be displayed:



The screenshot shows a terminal window for Fidelio 6.20. The title bar reads "I ♥ Fidelio 6.20" on the left, "Micros-Fidelio Demo Program" in the center, and "09/09/99" on the right. The main area contains a prompt box with two fields: "Date" with the value "09/09/99" and "Room Attendant" with a greyed-out field.

Figure 5-9 Attendant Search

You can confirm today's *Date* with [Enter] or type in a previous date. If you want to display or modify the points for a particular room attendant, enter the attendant's code in the *Room Attendant* field. If you accept the defaults with [Page Down], Fidelio will display a list with all the room attendants that were assigned points for the selected day.

Rooms Management Housekeeping

You can edit records with **[Enter]**, insert records with **[Insert]** and delete records with **[Delete]**. If you press **[Enter]** to modify an existing record or **[Insert]** to create a new record, a window like the following will be displayed.

The screenshot shows a terminal window titled "I ♥ Fidelio 6.20" and "Micros-Fidelio Demo Program" with the date "09/09/99". It displays a table of room attendant points and a separate data entry form.

Date	Att	Room Attendant Name	Points
09/09/99	JAN	Janet Jacobs	11
09/09/99	JON	Joan Hill	13
09/09/99	SUE	Sue Jones	12
09/09/99	TER	Teresa Green	14
09/09/99	TOM	Tom Watson	11

Date	09/09/99
Room Attendant	EDW
Attendant Name	Edward Dorsey
Points	4_

Figure 5-10 Attendant Points

Field Explanation

Date. This is the date for which the room attendant has been rewarded points.

Room Attendant. This is the code of the selected room attendant. You cannot change this code. If the hotel works with many temporary room attendants, there will probably be a number of codes, such as TM1, TM2, etc., for the temps.

Attendant's Name. This is the name of the room attendant. You can change this field by overtyping the default. This is useful when working with temps, as you can simply select one of the standard codes for temps and type in the proper name of the room attendant.

Points. Here you enter the number of points that you want to record for the room attendant for this day. What you need to enter here depends on the way the hotel uses this function. If all cleaned rooms are recorded for each room attendant, you will probably enter a number for each cleaned room here, i.e., "11" for eleven cleaned rooms. If the function is used to record additional rooms or additional time that has been spent (for a bonus scheme), you may have to enter points for all extra rooms cleaned or time for extra hours spent.

Room Discrepancy

In the day-to-day operation of a hotel, the housekeeping status may differ from the Front Office status. The room attendant may go into a room to clean it and find that the guest has already departed. Thus, the housekeeping status of the room would be vacant. However, if the guest did not check out officially, the Front Office status of the room would still show as occupied. This case is called a *skip*. The other possibility is that the Front Office status is vacant and you find out that there are still suitcases in the room or other indications that the room is currently occupied. Consequently, the housekeeping status would be occupied. This case is called a *sleep*.

This option allows you to enter the housekeeping status of a room, compare it to the current Front Office status and find out room discrepancies. It is only available if the parameter Use Room Discrepancy Feature {discrepant} has been switched ON. After selecting **Room Discrepancy**, you can choose the following options:

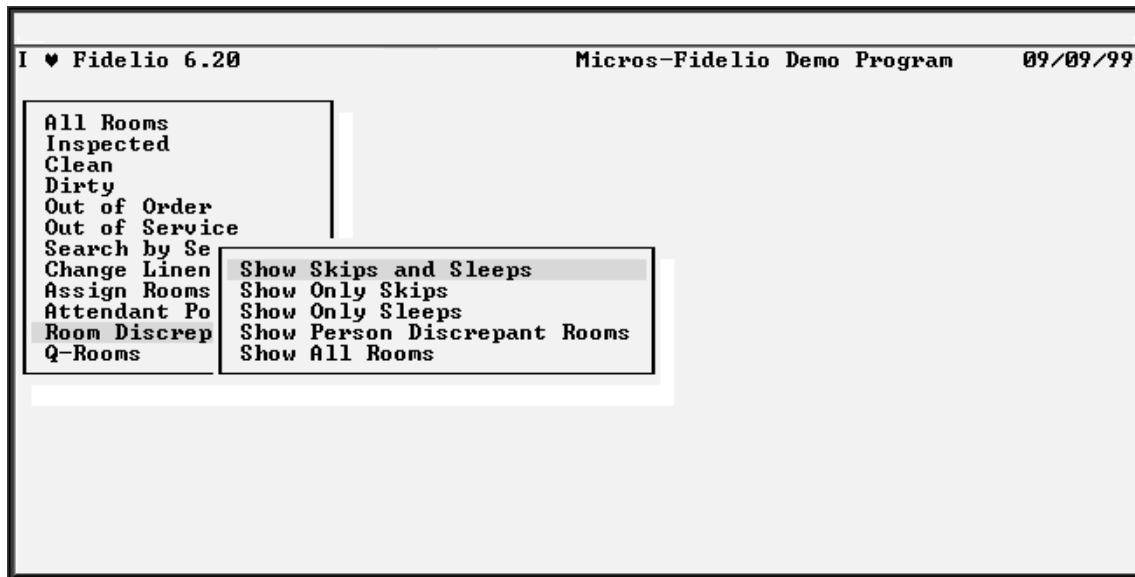


Figure 5-11 Room Discrepancy Menu

After you have made your selection, a window with all rooms matching the chosen criteria will be displayed. In the case of **Show All Rooms** it might look as follows:

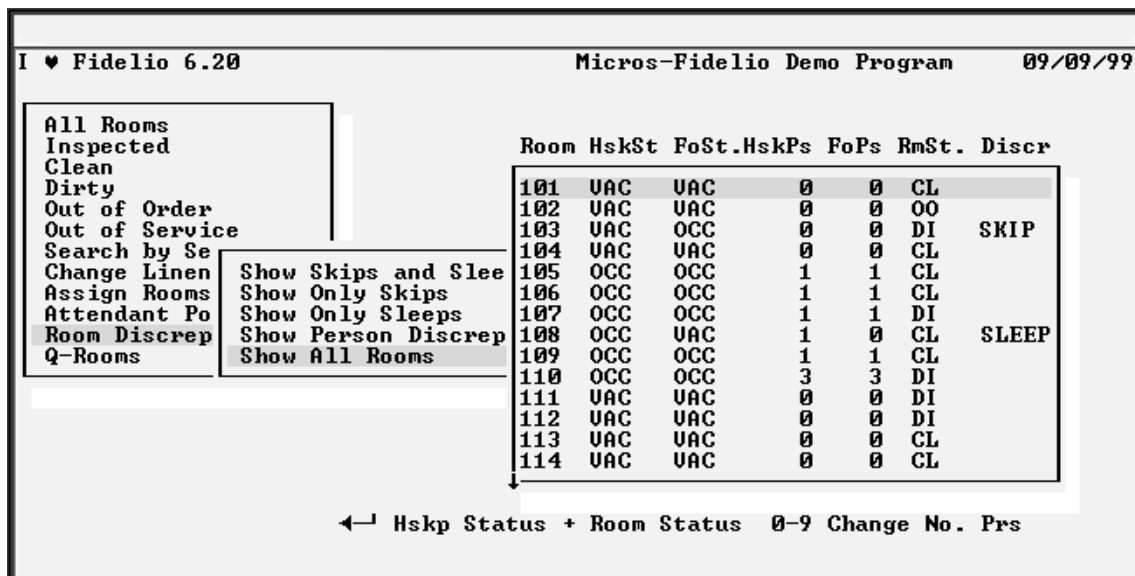


Figure 5-12 Room Display

Rooms Management Housekeeping

Column Explanation

Fidelio shows the **Room** number, the housekeeping status (**HskSt**), the Front Office status (**FoSt**), the number of persons recorded for the room by housekeeping (**HskPs**) and by Front Office (**FoPs**), the room status (**RmSt**) and possible room discrepancies (**Discr**).

SLEEP. This is displayed if the housekeeping status is occupied (OCC) and the Front Office status indicates that the room should be vacant (VAC).

SKIP. This is displayed if the housekeeping status is vacant (VAC) and the Front Office status indicates that the room should be occupied (OCC).

Available Options

↵ **Hskp Status.** Press [Enter] to change the housekeeping status. You cannot change the Front Office status from here. It changes automatically if you check in or check out a guest.

+ **Room Status.** Change the Front Office room status from dirty to clean and vice versa by pressing [+]. If the property uses the inspected room status (*only with parameter Additional Room Status INSPECTED {p_inspect} ON*), you can change the room status from dirty to clean to inspected back to dirty again, all in this order.

0-9 Change No. Prs. Housekeeping can record the number of persons that are in a room by entering the figures one through nine here. This can be useful to detect person discrepancies for rooms, for example Front Office has recorded one person for a room, however, it is obvious to housekeeping that there are at least two people using the room.



Please note: Although you can change the housekeeping status manually and then see if there are any discrepancies, it is more convenient if the housekeeping status can be updated directly from the rooms. This is possible if the hotel has a telephone interface with a room status feature. Instead of having two codes (CL and DI), there are now four codes. CL OCC, CL VAC, DI OCC and DI VAC (and even six if you work with the *inspected* room status IS OCC IS VAC).

Q-Rooms

This function is active with parameter Rooms on Queue {q_rooms} ON.

From within this menu option, Fidelio displays all rooms not yet checked in that are on Queue. Details will include room numbers (if any), Name of Guest, Departure Date, Time on Queue, Room Status (only if a room number was allocated), Number of Adults and Children and VIP status.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
Room	RmI	Name	Depart	Time in Q	St Adl Chl VIP
	SUI	Able	10/09	13:12	1 0 0
	DTW	Adair	10/09	13:33	1 0 0
	BKN	Gravit	10/09	14:02	1 0 0

← Change Status P Print

STW	SKN	BTW	BKN	DTW	DKN	TTW	TKN	TSU	SUI
0	0	0	1	1	0	0	0	0	1

Figure 5-13 Queue Room Status Screen

At the bottom of the screen is displayed a summary of the pending Queue status of all room types. Press [Enter] to change the room status or press [P] to print a report outlining the details displayed.

Out of Order

Fidelio gives you the option to change the room status for rooms to **Out of Order** (OO) and **Out of Service** (OS). Both status codes prevent you from assigning these rooms to reservations. The difference between **Out of Order** and **Out of Service** is that the out-of-order rooms are taken out of the availability while out-of-service rooms will stay in the availability.

There are various reasons for using Out-Of-Order and Out-Of-Service rooms. A room is typically out of order when it is renovated, repaired or cannot be used in general. The status Out-Of-Service is used if you want to block a floor or wing in the hotel due to low season, cleaning, etc. The out-of-service rooms stay in the availability, of course, because you can always sell them, when necessary.

It is possible to block the rooms for any given date or period in the future.

With this option you take the room out of order or out of service and enter a reason for doing so. In the room plan (press [Ctrl+F3]) the reasons are indicated for every day that the room is out of order. Out-of-order rooms are also shown in the house status and in the availability breakdown (press [Shift+F2]). If you try to assign an out-of-order room to a guest, Fidelio will display the message "Room is out of order."



Please note: It is not possible to take an occupied or reserved room out of order. If you try to do that, Fidelio will display an appropriate message.

When you select this option, Fidelio prompts for the room number and the date. Default is always today's date. You can enter a specific room number. Fidelio will then show you all out-of-order rooms starting from that room number. If no rooms are out of order, you will receive an empty screen. If you want to see all the rooms out of order, simply press [Page Down].

Press [Insert] to create a new entry. The following window is displayed:

The screenshot shows the Fidelio 6.20 Micros-Fidelio Demo Program interface. At the top, it displays "I ♥ Fidelio 6.20" on the left, "Micros-Fidelio Demo Program" in the center, and "09/09/99" on the right. Below this is a table with columns: Room, From, Until, ST, Rsn, and Remarks. The table contains the following data:

Room	From	Until	ST	Rsn	Remarks
102	09/09/99	12/09/99	00	ELE	No electricity
103	09/09/99	12/09/99	00	ELE	No electricity
201	09/09/99	10/09/99	00	WAT	No water
109	20/09/99	24/09/99	00	WAT	No water
110	20/09/99	24/09/99	00	WAT	No water
111	20/09/99	24/09/99	00	WAT	No water
112	20/09/99	24/09/99	00	WAT	No water

Below the table is a data entry form with the following fields:

- Room Number
- Lock Room On: 09/09/99
- Sell Room Again On: 10/09/99
- Status: 00
- Reason
- Remarks
- Status after Return: DI

At the bottom left of the window, there are navigation options: ← Modify, INS New, DEL Delet. At the bottom right, there is a "Page" label.

Figure 5-14 Create Out-Of-Order Room

Field Explanation

Room Number. Enter the room number of the room you want to take out of order.

Lock Room On. Enter the day as of which the room can no longer be sold.

Sell Room Again On. Enter the first day on which the room can be sold again.

Status. Fidelio will default to OO (Out-of-Order). You can also use OS (Out-of-Service).

Reason. Enter an out-of-order/service reason. Reasons could range from “Carpet Being Cleaned” to “Low Season”. If your entry is not correct, a pickbox with all available reasons is displayed.

Remarks. After you have entered the reason, the **Remarks** field will automatically be filled with the description pertaining to the reason. You can also overwrite the field.

Status after Return. Decide whether the status of the room should be clean or dirty after it is taken back into service. If the hotel uses the inspected room status (*only with parameter Additional Room Status INSPECTED {p_inspect} ON*), you can choose between inspected, clean and dirty.

Available Functions

↵ **Enter.** Press [Enter] if you want to edit an entry. Apart from the room number you can change all fields.

INS Insert. Press [Insert] to create a new out-of-order or out-of-service room.

DEL Delete. Press [Delete] if you want to delete an entry. The message “Are you sure? Yes/No” is displayed. If you delete an out-of-order room for a future date, the status of the room will remain as it is currently. If you delete or change an active out-of-order setting (i.e., for today), Fidelio will use the **Status after Return** setting for the room.

+ **Similar Rooms.** Sometimes you will need to shut down a whole floor or a number of rooms. The carpet cleaner might come to clean the whole third floor at once, for example. In this case you create only one entry and then press [+] to enter all room numbers that will be out of order at the same time.

- **Insert Range.** Here you can enter a range of rooms which will be out of order or service. Room 400 up to 410 might have their yearly maintenance day, for example. Press [-] and enter the first and last room number that will be out of order, then enter the date, the status and the reason as described above.

* **Delete Range.** This option allows you to change a range of out of order or out of service rooms back to the available status, either to dirty (DI) or clean (CL).

Overbooking

This option lets you control the overbooking of the hotel for every day. You have the option of setting an overbooking level for the entire hotel. In addition, you can specify overbooking levels per room type if the parameter Overbooking Limit by Room Type {katoverb} has been activated.

In order to use the option, you need to know what overbooking is and how it is used in Fidelio. Almost all hotels tend to sell more rooms than are available. The amount of rooms to overbook for a given date varies, depending on the number of expected cancellations between the current date and the projected date and the number of expected no-shows. The goal, of course, is to reach one hundred percent occupancy on high demand days and not to undersell the hotel simply because of cancellations and no-shows.

How Much to Overbook for a Given Day

There is no straightforward answer to this question. You should review the manager reports from each night audit in order to predict the number of no-shows and cancellations. Also, consult the market code statistics for the number of walk-in guests each day, if you use a market code for walk-ins. Finally, run the Fidelio Graphics Program no-show and cancellation graphs. These graphs display the cancellation and no-show patterns for each day of the week. There are also graphs which show the lead time pattern for cancellations (how many days in advance of arrival did the guest cancel).

Let's examine some common scenarios.

- A. On high-demand days your cancellation rate is constant at 10 rooms. No-shows are constant at 5 rooms. Walk-ins are 0. In this case, set the overbooking level to 12 rooms per day. Do not set it to 15 because you need to leave some room for error. Most hotels would prefer to undersell the hotel rather than send guests with guaranteed reservations to another hotel for the night.
- B. Take the above example but assume that the cancellation rate is 20 on Mondays and Wednesdays. Set the overbooking level to 16 on Monday and Wednesday and 12 on all other days.
- C. Take example one, but assume that walk-ins average 8 rooms per day. Set the overbooking level to about 5 rooms per day. Taking walk-ins into consideration is extremely important for hotels with a complicated rate structure. These hotels generally charge the highest rate to the walk-in guests. They would prefer to leave a few rooms unsold until the day of arrival when they are sold at the highest rates to the walk-ins instead of to guests with cheaper contract rates.
- D. Suppose the number of cancellations for each day is constant at 20 rooms, but further analysis shows that the cancellations are all made two or more weeks in advance (consider holiday resorts with deposit requirements). In this case, set the overbooking level to about 16 until two weeks in advance when you change the level to 0. Of course, to be more accurate you may want to start with a level of 20 rooms 22 weeks in advance. Reduce the number by one each week.



Please note: In most hotels the pattern of no-shows and cancellations changes for each day of the week. Business travelers during the week tend to change plans a lot. Leisure guests with weekend packages tend to cancel less. In a city hotel the number of arrivals tends to be higher at the beginning of the week than at the end. The number of cancellations per day is often a percentage of the number of arrivals.

As you can see from the "D." example, the optimal way to handle the overbooking level is to check the availability each day and modify the levels accordingly.

What Changes in Fidelio if You Set an Overbooking Level?

The availability screens [Ctrl+F2] and [Shift+F4] display the number of rooms which can be overbooked on the given day. The Fidelio Control Panel [Shift+F2] not only displays the number of rooms which can be overbooked, but allows users to change the levels as well (*if they have the rights to do so*) by pressing [H]. If the hotel has specified overbooking levels per room type (*only with parameter Overbooking Limit by Room Type {katoverb} ON*), you can view these overbooking levels from [Shift+F2], [Ctrl+F2] and from [Shift+F4] by pressing [0].

Whenever you make a reservation, Fidelio checks if you are overbooking the hotel (or the room type) by more than the allowable limit. As long as you have not yet exceeded the limit, no warning appears. As soon as you try to overbook the hotel (or room type) by more rooms than you are allowed, Fidelio warns you. If you have the user rights to exceed the overbooking limit, you can continue to make the reservation. If you do not have the rights, you will not be allowed to save the reservation.



Please note: If you make a reservation for longer than 40 days, Fidelio does not check for overbooking. The reason is that the overbooking check can be very slow and usually unnecessary.

If you pick up a reservation from a block, Fidelio ignores the overbooking limit as the availability of the block has priority over the rest (house) availability.

Entering Overbooking Levels

After you have selected this option, you will receive different menus depending on whether you work with house overbooking only or if you also set overbooking levels per room type (*only with parameter Overbooking Limit by Room Type {katoverb} ON*).

If the parameter has been activated, Fidelio will display the following window:

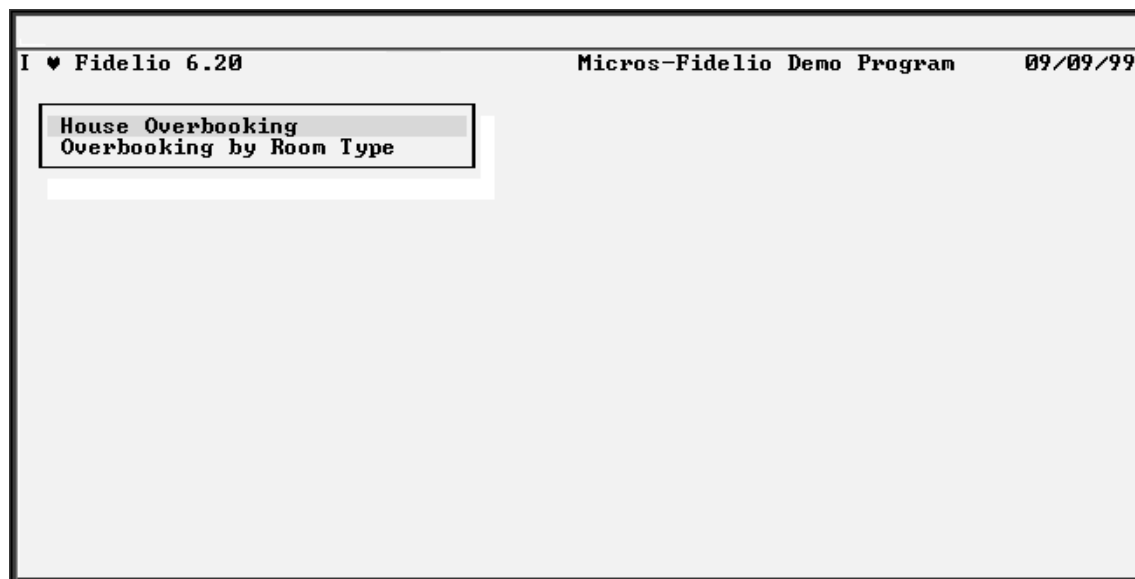


Figure 5-15 Overbooking Menu

If you only work with house overbooking, Fidelio will act as if you had selected **House Overbooking** immediately and prompt you for the **Starting Date**.



Please note: When you press **[Insert]** to enter the overbooking level for a range of days, there is a difference between entering a zero and entering a blank. Zero means to set the limit to zero for the selected dates. Entering a blank means to leave the overbooking level the way it is for the selected dates and not replace it with zeros. For example, suppose you enter the overbooking limit in the following way:

Date	Event	Over
09/09/99 Thu	ERA meeting	5
10/09/99 Fri	Lion's Club	5
11/09/99 Sat		
12/09/99 Sun		
13/09/99 Mon		
14/09/99 Tue		
15/09/99 Wed		
16/09/99 Thu		
17/09/99 Fri		
18/09/99 Sat		
19/09/99 Sun	Shoe Fair	0
20/09/99 Mon	Shoe Fair	0

From Date	Until Date	Mon	Tue	Wed	Thu	Fri	Sat	Sun
09/09/99	31/12/99							
Overbook		20	16	16	16	8	8	18

← Modify INS New DEL Delete

Figure 5-17 Sample Overbooking Limit

At some later time, you decide to change the overbooking level to zero on Fridays and 14 on Sundays.

To do that, press **[Insert]** and enter the following:

Date	Event	Over
07/09/99 Tue		0
08/09/99 Wed		0
09/09/99 Thu		
10/09/99 Fri		
11/09/99 Sat		
12/09/99 Sun		
13/09/99 Mon		
14/09/99 Tue		
15/09/99 Wed		
16/09/99 Thu		
17/09/99 Fri	ERA meeting	0
18/09/99 Sat	Lion's Club	0

From Date	Until Date	Mon	Tue	Wed	Thu	Fri	Sat	Sun
09/09/99	31/12/99							
Overbook		20	16	16	16	0	8	14

← Modify INS New DEL Delete

Figure 5-18 House Overbooking Example 2

Fidelio will replace the overbooking limit on all remaining Fridays in 1999 with 0 and on all remaining Sundays with 14. All other days will remain the same.

Rooms Management Overbooking

You can also set the overbooking limit to a negative number. This may be useful in the cases where, as reservation manager, you do not want the reservation clerks to sell the entire hotel. You may be expecting some special business for those extra rooms which will not materialize until shortly before the arrival date. This feature is especially useful if you are working with overbooking per room type, as you can make sure that there are always some rooms left in one or two special room types.

All changes to the overbooking limits are logged with the user name who made the changes.

Overbooking by Room Type

If the hotel has activated the Overbooking Limit by Room Type {katoverb} parameter, you can also define overbooking levels per room type. After selecting this menu option, Fidelio will prompt for today's date. Accept the date by pressing [Enter], or enter a future date.

Fidelio will display the room type overbooking grid with a record for each day and room type with a defined overbooking level. In addition, you can see the day of the week, any events of the day and to the very right, the overbooking level which has been set for the room type.

Press [Enter] if you want to change the overbooking level for a particular room type. If you want to specify the overbooking levels of a room type for a range of dates, press [Insert]. The following window will be displayed:

Date	Event	RmType	Over
09/09/99 Thu	ERA meeting	BKN	3
09/09/99 Thu	ERA meeting	DKN	2
10/09/99 Fri			
10/09/99 Fri			
11/09/99 Sat			
11/09/99 Sat			
12/09/99 Sun			
12/09/99 Sun			

From Date	09/09/99
Until Date	16/09/99
Room Type	BKN
Overbook	Mon Tue Wed Thu Fri Sat Sun

← Modify INS New DEL Delete

Figure 5-19 Overbooking by Room Type

Field Explanation

From Date. Fidelio prompts to today's date. You can enter any other future date or accept the default by pressing [Enter].

Until Date. Fidelio defaults to a week later. You can overwrite this with a future date. Just make sure that it is later than the first date entered.

Room Type. Enter the room type for which you would like to set the overbooking level. If you make an incorrect entry, Fidelio will display a pickbox with all available room types.

Mon - Sun. After you have specified the room type, the fields Monday until Sunday will open. Enter the number of overbooked rooms you want to allow for this room type.



Please note: You can also enter negative numbers.

After the completion of the entry, Fidelio will update availability according to your entry and show the dates and room types with the amount of overbooking in the overbooking screen.

Include Room Type Overbooking in Rate Query Calculation of Available Rooms

If you are working with room type overbooking (*only with parameter Overbooking Limit by Room Type {katoverb} ON*) you have the option of displaying the room type overbooking in the rate query by switching ON the parameter Show Room Type Overbooking in Rate Grid {p_gridover}. With Show Room Type Overbooking in Rate Grid {p_gridover} ON, Fidelio will display the line INCLUDE O/B in addition to the AVAILABLE line on the rate query (**[F5]**) screen. Both details will display the number of available rooms per room type that will at least be available for the given time range of the query (excluding tentative reservations). The INCLUDE O/B detail will include overbooking levels and the AVAILABLE line will exclude overbooking levels.

This number is always obvious when the rate query is for only one night. However, as soon as you query for two or more nights, the situation is more difficult, as each day may have a different room type overbooking level. It would not be correct if Fidelio took the highest number of rooms available and added the highest room type overbooking level. Instead, Fidelio calculates the smallest common denominator. Fidelio looks at the availability figures for the whole stay, finds the lowest number of rooms available without overbooking and writes this figure into the AVAILABLE line (this is excluding tentative reservations). Next, the system includes the overbooking per room type figures for each day, arrives at the *smallest* maximum in the reservation range and writes this figures into the line INCLUDE O/B. The following examples will help demonstrate how Fidelio arrives at the figures displayed on your screen. For reasons of simplicity, we limit our example to one room type (STW).

Scenario 1: availability for a one-night stay

STW available on 27/05: 20 Overbooking level: 2 Max to sell: 22

For a one-night stay, 20 STW rooms are available. Fidelio calculates the number of available rooms plus overbooking level (20+2=22) and displays the following rate query grid:

27/05/99	1 Nts. 1 Rms. 1 Pers.	
		STW
	Rate1	150
	Rate2	110
	Rate3	210
	AVAILABLE	20
	INCLUDE O/B	22

Scenario 2: availability for a two-night stay

Rate query for TWO nights with different overbooking levels.

STW available on 27/05: 20 Overbooking level: 2 Max to sell: 22
 STW available on 28/05: 17 Overbooking level: 3 Max to sell: 20

For the first day Fidelio's calculation yields a maximum of 22 STW rooms to sell including overbooking. For the second night the maximum is smaller, i.e., 17+3=20. In order to make sure that you do not exceed the maximum number of rooms to sell for the reservation, Fidelio takes the smaller result (i.e., 17 and 17+3) and displays these figures in the **AVAILABLE** and the **INCLUDE O/B** lines of the table. The minimum number of STW rooms available for the two-day query therefore is 17, and, including overbooking is 20. The grid will look as follows.

27/05/99	2 Nts. 1Rms. 1 Pers.	
		STW
	Rate1	150
	Rate2	110
	Rate3	210
	AVAILABLE	17
	INCLUDE O/B	20

**Rooms Management
Overbooking**

Scenario 3: availability for a two-night stay (swapped overbooking levels)

Same reservation request for two nights with swapped overbooking levels

STW available on 27/05: 20 Overbooking level: 3 Max to sell: 23
STW available on 28/05: 17 Overbooking level: 2 Max to sell: 19

Again, Fidelio adds the number of available rooms plus the overbooking level to arrive at the maximum number of rooms for each day. There are less rooms available on 28 May, and this is why Fidelio uses the availability and overbooking figures from 28 May to determine the availability for a reservation for two nights with the 27/05 arrival date. The grid will look as follows.

27/05/99 2 Nts. 1 Rms. 1 Pers.

	STW
Rate1	150
Rate2	110
Rate3	210
AVAILABLE	17
INCLUDE O/B	19

Room History

Room History is used to display the history of activity for a room. You can use this option to determine when Mr. Smith stayed in room 512, to locate the owner of a lost article and to find out which guest was probably responsible for the ruined carpet of room 415.

After you have selected this option, the date one month prior to the Fidelio date appears in the prompt as the default date. This date is the date from which you would like to view the room activity until now. You can change this date if you would like to view an earlier or a later period. When you have entered the date, the system prompts for the room number. Enter the room number for which you would like to see the activity. If no such room number exists in the hotel, or if no activity information has been recorded for the room, Fidelio displays the message “*Not found.*” If you do not enter a room number, the system returns to the **Rooms Mgmt** menu. When you have completed the prompts, the following display appears:

Room	Name	Arrival	Departure	Revenue
206	Dorsey	11/08/99	12/08/99	620.00
206	Higgins	20/08/99	27/08/99	713.00

← View Details + View Folio * Profile

Figure 5-20 Room History

The display shows the room number, the last name of each guest that stayed in the room during the selected period, the arrival and departure date of each guest and the revenue which was generated during the guest's stay.

Available Options

← **View Details.** Press [Enter] on any of the displayed records in order to view additional reservation history information for a guest's stay.

+ **View Folio.** Press the [+] key if you want to see the guest's folio. Fidelio will ask you to insert a disk with the folios of the pertaining date, if necessary. After you have inserted the disk, the system decompresses the folios of that day and shows the desired folio on the screen. Press [Enter] to read and [+] to print the folio (refer to *Folio History* on page 4-46 of the Cashier User Manual for detailed information).

* **Profile.** You can also view the guest's profile from here by pressing the [*] key. If the guest's profile has been deleted from the guest file, Fidelio will display the message “*Profile has been purged.*”

The display in the **Room History** option is for information only. You cannot change any of the data shown here, only look at the information. The **Room History** of a guest's stay only becomes available after the night audit of the day the guest has checked out.

Graphics

This option shows you the reservations of 31 days in a graphic display. After selecting **Graphics**, you enter the starting date, which will then be the first day shown in the display. Default date is today's date. You can also decide whether you want to include tentative reservations. The default is that they are not included. The default to include Tentatives is set to [Y] or [N] depending on the parameter Include Tentative Reservations as Default {incl_tent}. If the parameter is active, the default displayed would be [Y].

When you have completed the entry or pressed **[Page Down]** to accept the defaults, the following graphic will be displayed:

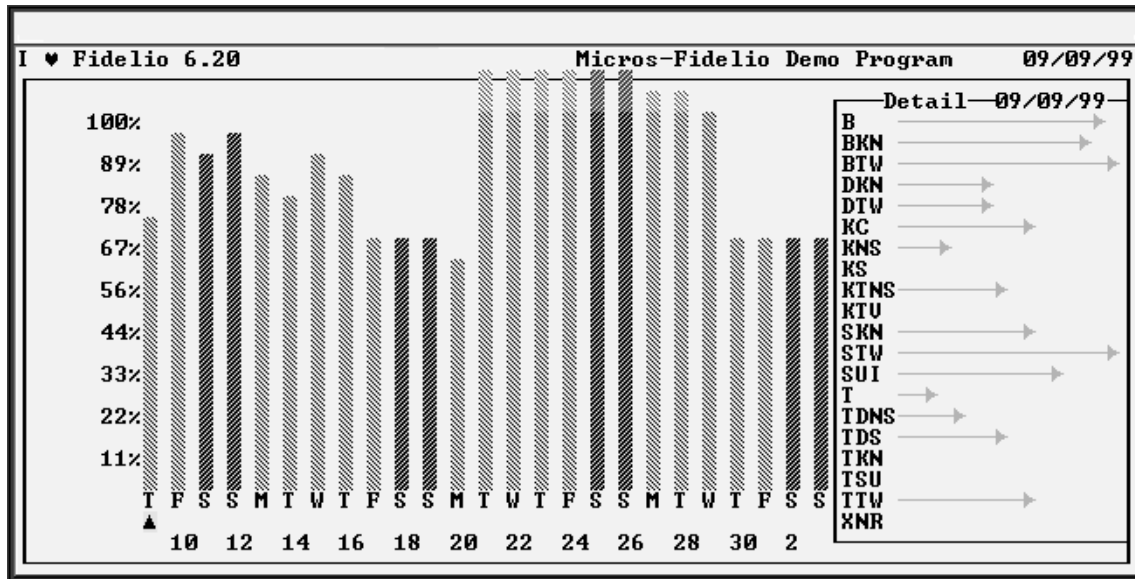


Figure 5-21 Graphic 31-Day Forecast

On the *X axis*, the occupancy is shown in a percentage. On the *Y axis*, the next 31 days are displayed as of the entered starting date. For each date the weekday is shown. You can use the cursor keys to move to single days. Overbooked rooms blink.

In the top right corner Fidelio displays to which extent the individual room types are occupied per day. If the vector displayed on the right of a room type goes all the way to the right of the box, this room type is certainly booked out. Move right and left with the right and left cursor keys, and the detail changes. A little pointer at the bottom shows you which date you are looking at in the detail.

Maintenance

Use this option to record maintenance requests for your guest rooms. Maintenance requests can be anything from changing a light bulb to repairing a dripping tap, or checking the air conditioning. With the **Maintenance** option you can record maintenance requests, view them and resolve them.

After selecting the **Maintenance** option, Fidelio prompts for the **Room Number**. If you want to view or insert a maintenance request for a particular room number, you can enter the number here. Otherwise, simply press **[Page Down]** and Fidelio will display a list with recorded maintenance requests starting with the lowest room number for which a request was entered. A screen like the following is displayed.

Room	Type	Status	Grp	Text
101	KC	CL -	TU	Television Broken, plug socket checked *
101	KC	CL -	CAR	Carpet Cleaning by the door of the
104	TDNS	CL -	LIG	Light Bulb Broken on bedside table to be
105	TDNS	CL OC AC	EMG	Emergency Repairs
107	KNS	DI OC	CAR	Carpet Cleaning stain by the side of the
124	BTW	DI AE	PAI	Minor Painting Required on the skirting
134	BTW	DI OC	YEA	Yearly Maintenance once schedule

← Modify INS DEL * Resolved / Show All +/- Show Resolved/Unresolved

Last Change: 08/09/96 by TS	Resolved: / / by
Light Bulb Broken on bedside table to be replaced	

Figure 5-22 Room Maintenance Request

The top window shows the recorded maintenance requests with the room number, room type, room status, the maintenance code and text. Resolved requests are marked with a star [*] to the very right of the entry. As you move the cursor from request to request, in the bottom window, you can see any additional comments that were recorded for the selected request, when the entry was last changed and by whom. If the maintenance request has already been resolved, then you will see the corresponding date and the ID of the user who entered that the request was resolved.

Available Options

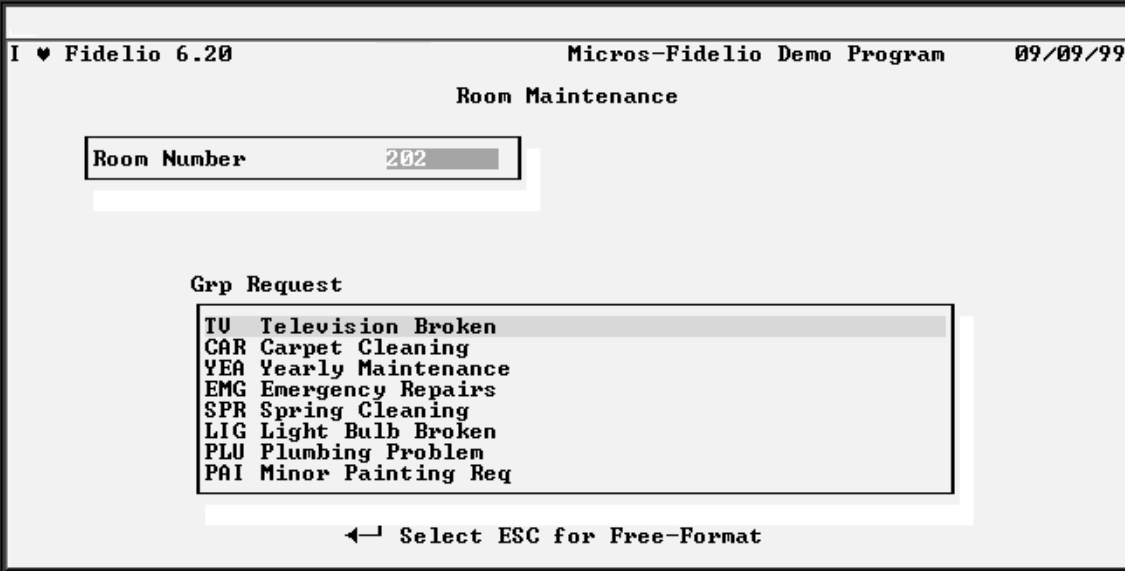
← **Modify**. Press **[Enter]** to modify a given request.



Please note: You can only change the text of the maintenance request. The code will remain unchanged. If you change a maintenance request, the system will overwrite the original user ID and date with your user ID and the date of the change.

Rooms Management Maintenance

INS. Press **[Insert]** to insert a new request. Fidelio asks you to enter the **Room Number** for which the maintenance is required. After selecting the room number, Fidelio displays a list with standard maintenance requests that have been defined using option **Room Maintenance** from the **Reservations** menu in FSTAMM.



```
I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99
                                     Room Maintenance

Room Number      202

Grp Request
TU Television Broken
CAR Carpet Cleaning
YEA Yearly Maintenance
EMG Emergency Repairs
SPR Spring Cleaning
LIG Light Bulb Broken
PLU Plumbing Problem
PAI Minor Painting Req

← Select ESC for Free-Format
```

Figure 5-23 Maintenance Requests List

Select one with **[Enter]** or press **[Esc]** if none of them correspond to the request that you need to record. After your selection, Fidelio will display the request to you, including the creation date and the user ID. You have the option of adding any free-format comments that are required to explain the problem in more detail. When you have finished, press **[Esc]** and Fidelio will include the new request into the list with the others.



Please note: You cannot record maintenance requests for pseudo rooms. The only exception to this rule are rooms belonging to the pseudo room types PI or PY.

DEL. Press **[Delete]** to delete a request. You should only use this when a request has been wrongly recorded. Otherwise, when a problem has been solved you should use the ***Resolved** function.

*** Resolved.** When a room maintenance request has been carried out, you can use the **[*]** key to mark the request as **Resolved**. If you find out later that the request has not been resolved after all, simply press **[*]** again to mark it as outstanding again.

/Show All. Press the **[/]** key in order to view all recorded maintenance requests. You will usually receive this display anyway when selecting the **Maintenance** option without entering a particular room number. However, this key is helpful after you have pressed **[+]** or **[-]** to restrict the display to all resolved or all open requests.

+/- Show Resolved/Unresolved. Press **[+]** in order to view all maintenance requests that have been resolved and **[-]** in order to view all maintenance requests that are still open.

Options

Overview

This section of the manual explains the **Options** menu of the Fidelio Front Office system. From this menu you can access the **Reports** function, which means that you can access the program for reports, mailings, registration cards, letters, etc. You can also access the Fidelio **Word Processing** module to create letters, form letters and memos. The **Printer** option allows you to define a printer setup for every workstation and the **System Info** option provides information about the system and workstation being used. The **User Logfile** option is where you can view all the changes made to reservations, postings, parameters, etc., with a certain user ID. From the **Batch Folios** option you can print batch folios according to various criteria. The **Interfaces** option is only available when the parameter Interfaces Installed {modinter} is turned ON. It is used to send instructions to the currently running interfaces and enables the printing of telephone booth folios and call details.

In this section

Reports	6-2
Word Processor	6-3
Printer	6-6
System Info	6-8
User Logfile	6-9
Batch Folios	6-15
Interfaces	6-21

Reports

When you select the option **Reports** from the **Options** menu, the Lists and Reports Program (FLIST) displays on your screen. You can also run FLIST directly from DOS or from the Novell menu.

The **Reports** menu gives you the following options:

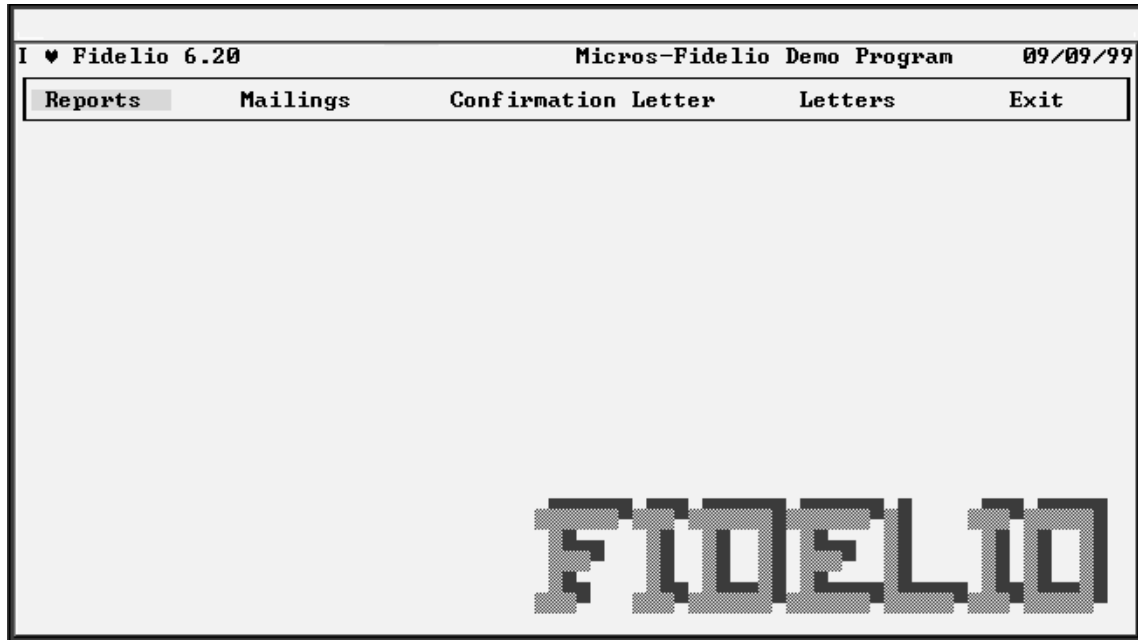


Figure 6-1 FLIST Main Menu

Available Options

Reports. Print out or display all reports.

Mailings. Print out mailings and labels as well as registration forms.

Confirmation Letter. Print out reservation confirmations determined in the **Reservations** module.

Letters. Create standard letters for use in the Reservations module.

Exit. Exit the **Report** module.

Highlight the desired menu option with the cursor keys and press [**Enter**] or type the first letter of the option.

For a complete description of the report functions refer to *Reports* on page 8-2 of the Reports User Manual.

Word Processor

The Fidelio Front Office program contains two similar text editors. Both text editors, the **Word Processor** (*here*) and the **Standard Text Generator** (*in FSTAMM and in FLIST*), work exactly the same way; however, the texts created by each editor have quite different purposes.

The **Word Processor** option accessed here should be used to write individual letters to single addresses.

The **Standard Text Generator** is used to write form letters for mailings, reservation confirmations and registration cards.

When you select the **Word Processor** option, the following screen appears:

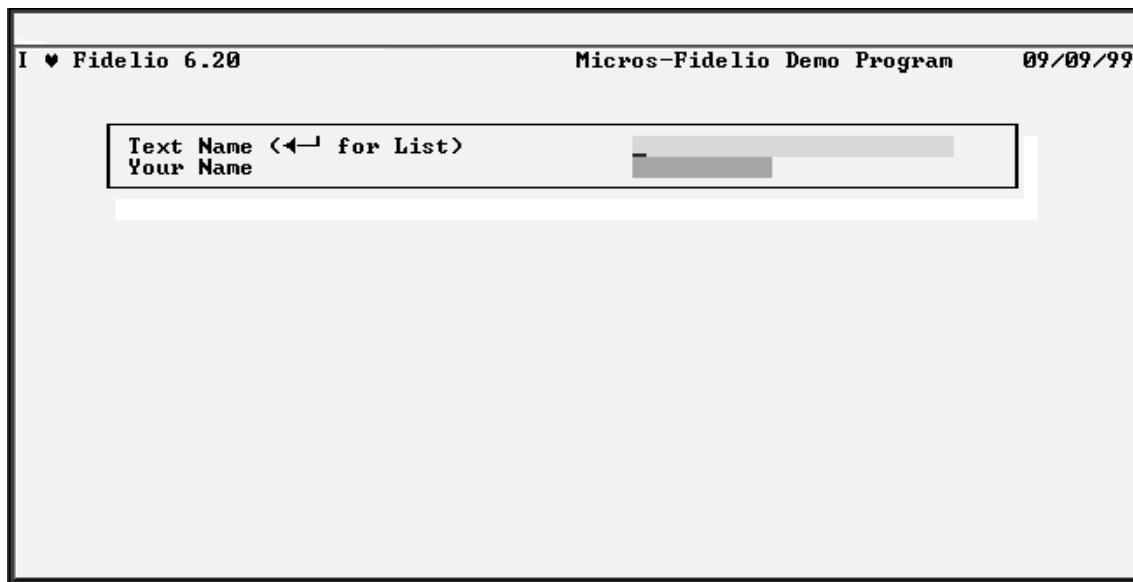


Figure 6-2 Word Processor Prompt

Since you assign a name to each text you define, the system prompts to enter the name of a specific text you wish to modify first. If you know the name, you can enter it here. However, if you simply press **[Enter]**, after editing the **Your Name** field, Fidelio will display a list of all existing texts, from which you can select the one you want to view or edit by pressing **[Enter]**.

Fidelio defaults your user ID in the **Your Name** field. However, you may decide to enter your initials. If your hotel is set up this way (with parameter Initials in Word Processing {initialswp} ON), your abbreviation is printed automatically after the date of the letter.

If you entered a text name which does not exist, Fidelio will display the message *“Text not found. New entry? Yes/No.”* By answering **[Y]** you are prompted to enter an optional text description and then the actual text itself.

Options Word Processor

If you enter a known file name, the selected document will be displayed on the screen. On the bottom of the screen the following options are displayed:

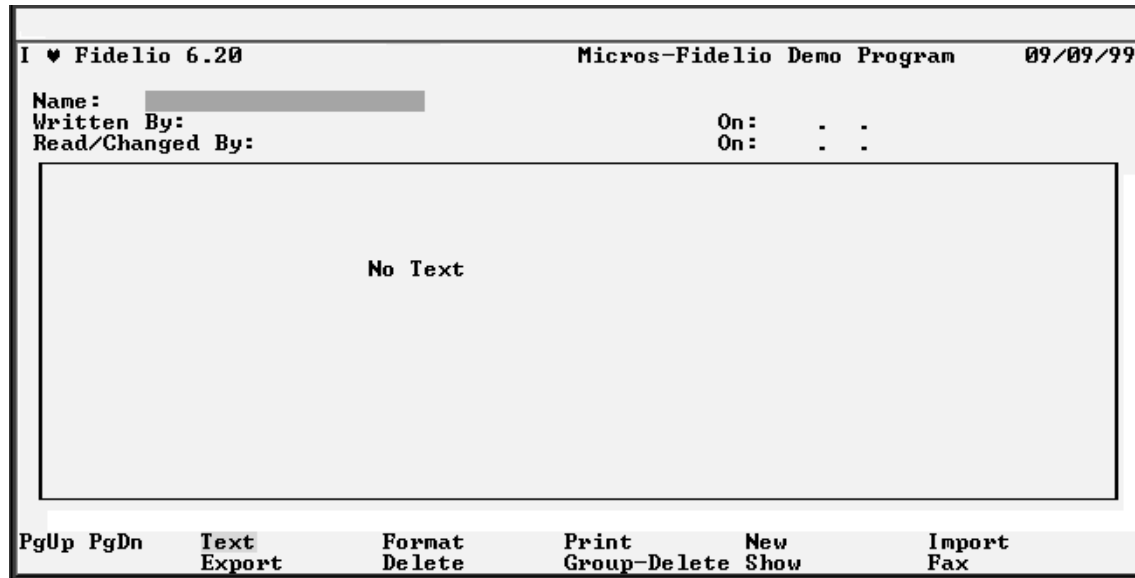


Figure 6-3 Word Processor Options

Available Functions

PgUp PgDn. Paging forward/backwards in the text.

Text. Retrieval or modification of a text. You can page in the text with [**Page Up**] and [**Page Down**], [**↑**] and [**↓**], [**←**] and [**→**], [**Home**] and [**End**]. Normally, you overwrite the words. With the [**Insert**] key you can insert text. By pressing [**Insert**] again you leave the insertion mode. [**Enter**] causes a line feed.

Format. Modification of a text's layout. Each text has a standard format. This is defined under **Text Format** in the Setup and Configuration Program (FSTAMM). If you want to have an individual format for a letter, i.e., change the margins, the font, etc., you can do this here (refer to *Text Format* on page 6-17 of the Text + Format Setup Manual).

Print. Printing the text. Fill in the number of copies you require. If you only need one copy, press [**Enter**].

New. Creates a new text (see *New Text* on page 6-5).

Import. Imports a created text from another word processor to the Fidelio word processor. The imported text has to be in an ASCII format.

Export. Export a text which has been created in Fidelio. The text is stored in ASCII format. Other word-processing programs can import this ASCII format file.

Delete. Delete a text on the screen. Fidelio will ask for confirmation.



Please note: After you have deleted the text, the next one appears on the screen. If you choose **Delete** again, this text will be deleted as well.

Group-Delete. Deleting a group of texts. Fidelio prompts "*Delete all with*" If you enter [**M**], for example, the computer deletes all text with a file name beginning with [**M**].

Show. With this option you can retrieve any of the defined texts on the screen. Select the desired text with the cursor keys and [**Enter**].

Fax. This option is only available if you work with the Fidelio Fax Interface (parameter Fax Interface {fax_ifc} ON; see below for a detailed description). Simply select this option if you want to fax the selected text. Fidelio asks you to enter the required number of printed copies and to enter the fax number.

Text Processing Tips

If you want to center a line, put a > (greater than sign) at the beginning of the line. If you want to insert a page break, put a % (percent sign) at the beginning of the line. If you want to suppress a line if no valid entry was made, insert a ~ (tilde) sign. If you want to print landscape (for HP only), insert the dBASE expression {dr_land} at the beginning of the text (for further available codes, refer to *Codes* on page A-2 in Appendix A).

New Text

The following screen is displayed when you select **New** from the options on the bottom of the screen:

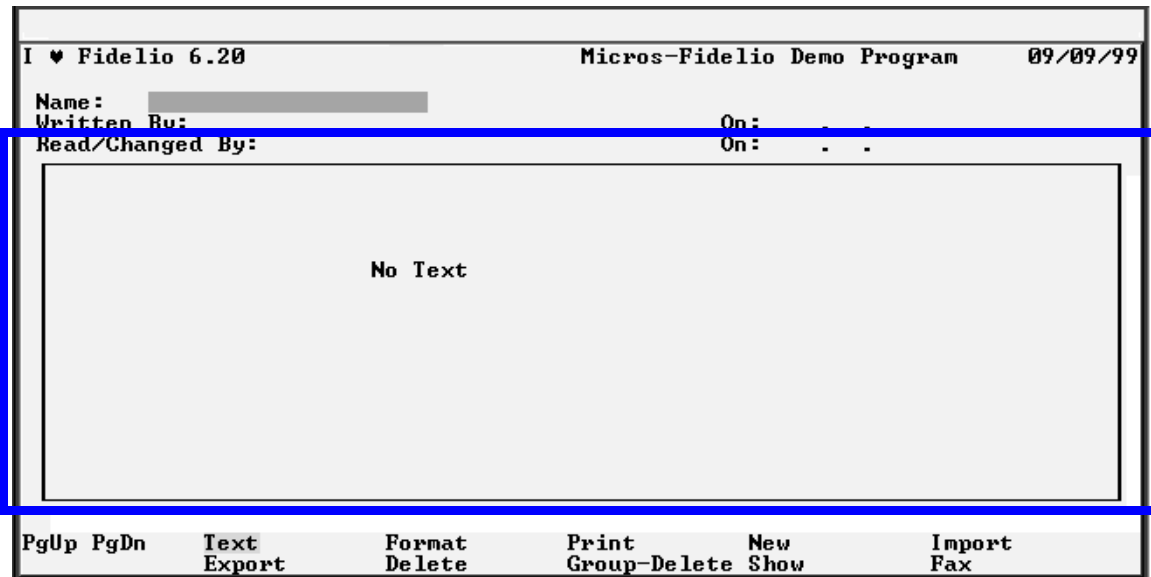


Figure 6-4 Blank Text Screen

Fill in a name for the letter. Then you have the option of entering the last name and then the first name of a guest if you want Fidelio to check these names with existing names on the guest file. If you do not want to import the address from the guest file, simply leave these two fields empty. You can also enter three text modules. A text module is a standard part of a letter, i.e., the salutation, a reminder, etc.

After you have entered the information, Fidelio will display a list of guest records from the guest file, from which you can select a name by pressing **[Enter]**. Fidelio will fill in the address, place, date and title. Any indicated text modules will be integrated automatically.

Printer

In this module you can define a printer setup for every single workstation. You use this option when your printer breaks down and you need to choose another one. With the parameter Log Changes on Printer {logprint} turned ON, when accessing the **Printer** option in Fidelio Front Office, a sub-menu displays the options **Standard Printer Options** and **Reset Log Printer**.

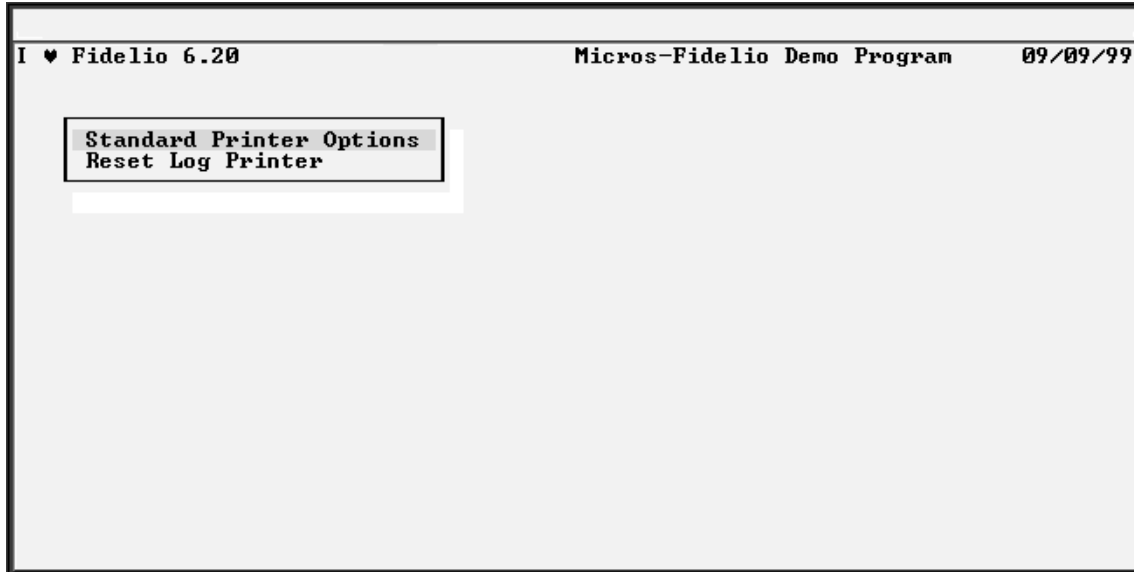


Figure 6-5 Options>Printer Submenu

Standard Printer Options

Under the option **Standard Printer Options** all the defined setups display on the screen.

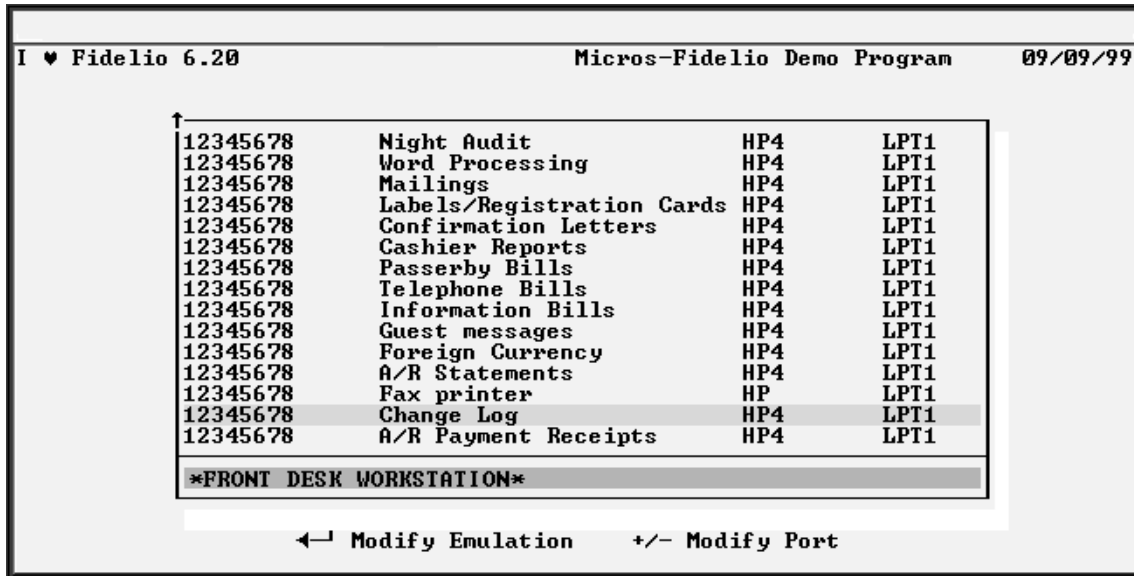


Figure 6-6 Defined Printer Setups

If the parameter Log Changes on Printer {logprint} is turned ON, the **Queue Change Log** option will be incorporated into the list as its own printer.

Column Explanation

Station. Workstation number or network address. The network address is made up from a combination of numbers and letters. Fidelio reads this number from the network card.

Operation. Here, Fidelio lists all print jobs that could possibly be printed from your workstation. A guest bill, a certain list, a confirmation letter, a telephone bill, etc. Depending on the port you choose, the particular print job will be printed out on any of the available printers in your hotel.

Emulation. Emulation of a printer. Not every printer has its own emulation. Most printers are able to work with HP, EPSON, or IBM emulations. You can assign an emulation to each printer.

Port. Printer port on the PC. Printer ports can be simulated in a network. This means you do not require a physical printer port on your PC.

On the bottom of the screen you are shown which workstation you are working on. If the workstation location has not been defined in FSTAMM, then the line will say *UNDEFINED*. You can modify the emulation and the printer port of all these operations for each workstation individually.

Available Functions

↵ **Modify Emulation.** Choose the print job with the cursor keys and press [Enter]. On the bottom right of your screen Fidelio displays a list of available emulations. Select the requested one with the cursor keys and press [Enter].

+ **Modify Port.** By pressing [+] or [-] you can change the port for a selected print job. You can choose between **LPT1 - LPT9, COM1 and COM2**. Using [+] or [-] repeatedly cycles you through the available ports (*ascending direction for [+] and descending for [-]*). In most versions with one workstation the use of LPT1 or COM1 is common.

Reset Log Printer

This function is active with parameter Log Changes on Printer {logprint} ON.

Under the option **Reset Log Printer**, the user will have the ability to reset the page in the event that a paper jam or a technical problem occurred on the printer.

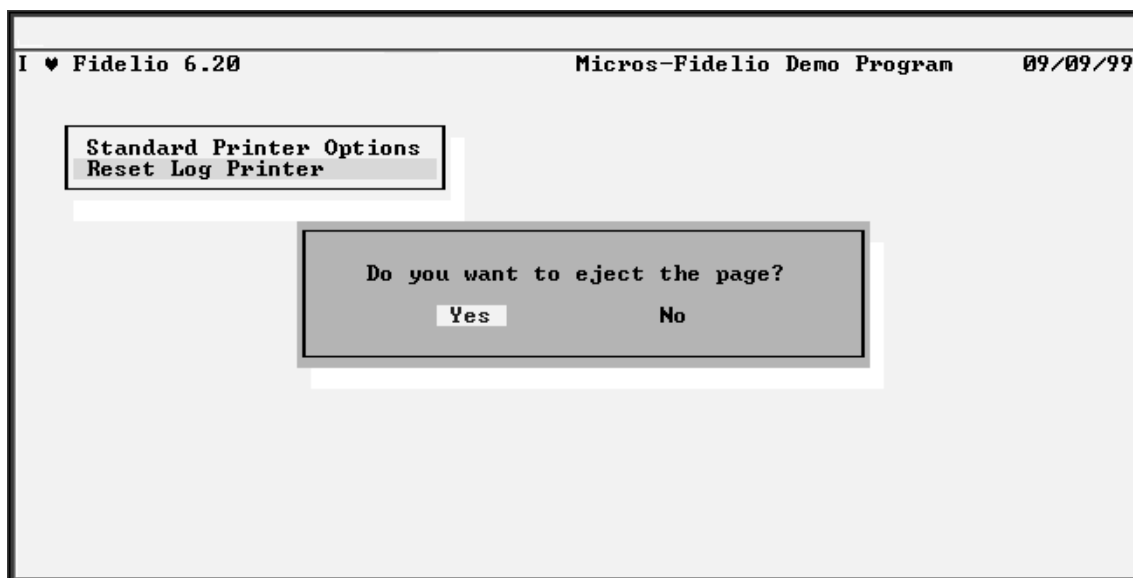


Figure 6-7 Reset Log Printer

In the event that multiple printers are defined in the setup for the Change Log, the user will be able to select the printer that needs to reset the page.

System Info

This menu option provides valuable information about the system and is used to clarify versions, system date, etc., for support questions.

When you highlight **System Info** and press [Enter], the following screen appears:

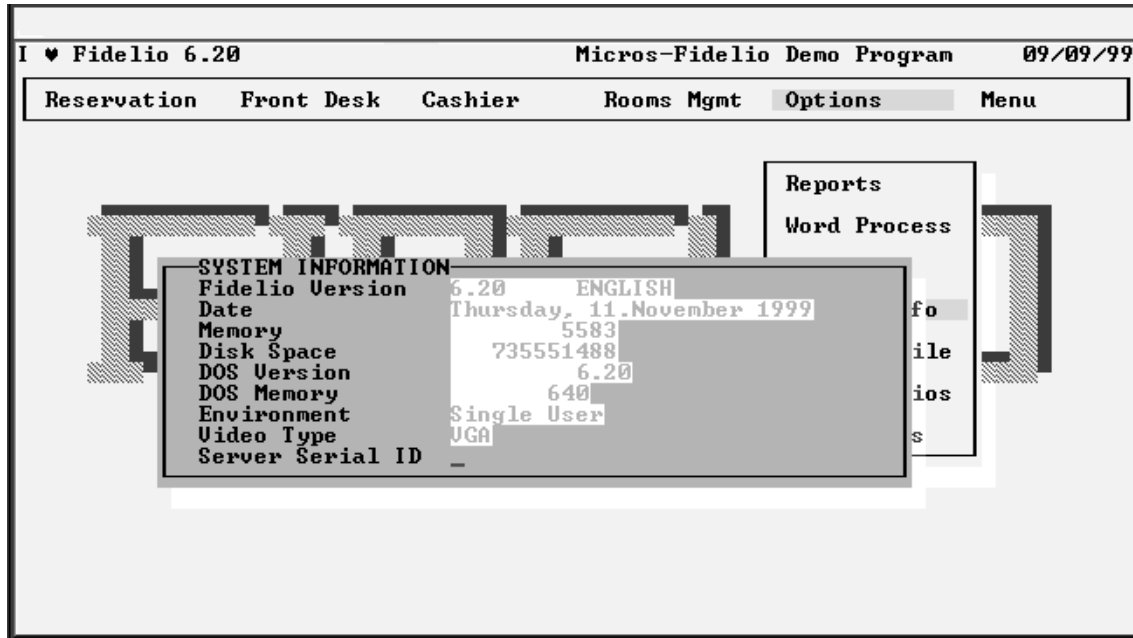


Figure 6-8 System Information

Field Explanation

Fidelio Version. Version number of Fidelio and the language of the program files.

Date. Day and date from the network. This is always today's date and should not be confused with Fidelio's date.

Memory. The amount of RAM available now on this workstation.

Disk Space. The amount of hard disk space available now on this workstation.

DOS Version. The version of DOS at this workstation.

DOS Memory. The amount of memory available to DOS.

Environment. Whether or not the system is installed on a single user workstation or in a network environment. If it is a network, the serial number of the network card of this workstation will also display.

Server Serial ID. Fidelio indicates the ID number of the server here.

Video Type. The type of monitor attached to this workstation. Typically VGA or EGA.

All this information is for display purposes only and cannot be changed.

User Logfile

The user logfile notes all crucial changes that a user makes to reservations, blocks, postings, the company profile and to parameters. This helps you keep track of important changes and to find out, when necessary, which user ID or which workstation was used for a certain change.

After selecting this option, you can enter the user whose changes you want to view and the date. Fidelio automatically defaults to the user that is currently logged in and today's date. Independent of the current Fidelio date, the logfile always uses the real system date. If you want to see the changes of all users, overtype the default name with spaces (or press **[Ctrl+Y]**). If you want to see all changes of a certain user or all users regardless of date, blank out the *Date* field. Now you have to select the type of changes.

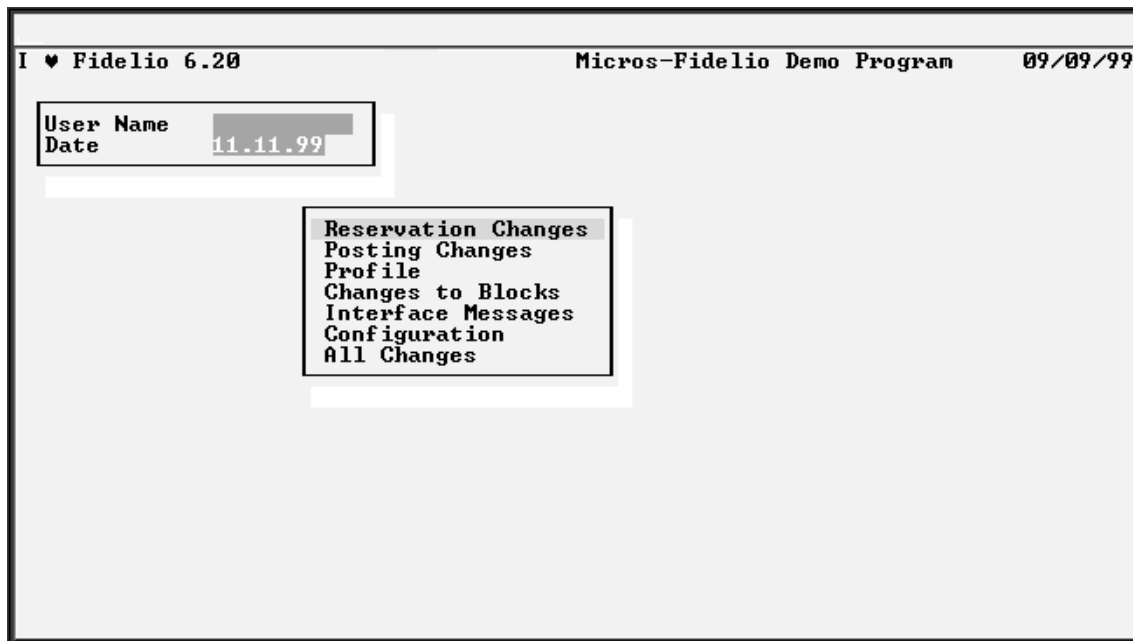


Figure 6-9 User Logfile Menu

Depending on your selection, the system will display the changes of just one area or **All Changes**. After making your selection, all changes made that day by a certain user or by all the users will be displayed chronologically. First, the user ID is indicated, then the time of the change. If the change includes a reservation or guest profile, the name of the guest will be displayed as well. Finally, a text line indicates what kind of change was made.

User	Time	Name	Text
SUPERVISOR	12:19		Created User LENA
SUPERVISOR	12:19	IBM	IBM CASH LIST->BLACK LIST
SUPERVISOR	12:19		Folionr A223 corrected with -20.00
SUPERVISOR	12:19	Mascagni	Mascagni CREDIT OK->BLACK LIST
SUPERVISOR	13:10		Parameter fcprt Changed to OFF
SUPERVISOR	13:10	Thomas	Thomas Authorized for CL Check-Out
SUPERVISOR	13:10	Leon	04/05 Cor. with -10.00 Soup was bad
SUPERVISOR	13:14	Compunet	Company address for Compunet Changed
SUPERVISOR	13:20		Rm 201 From 09/09/99 status 00 Created
SUPERVISOR	13:23		Rm 210 From 09/09/99 status 00 Created
SUPERVISOR	13:23		Reactivated
SUPERVISOR	13:25		Room: - S/4
SUPERVISOR	13:25		Room: - S/4
SUPERVISOR	13:25		Added Promotion Code PR5
SUPERVISOR	13:25		Combine Share(4) for Mulvanes
SUPERVISOR	13:27		Rate recalculation after change!

← Show Station

Figure 6-10 Sample User Logfile

Press **[Page Up]** and **[Page Down]** to page through the logfile, press **[Esc]** or **[F10]** to go back to the main menu.

You can also find out from which workstation a change was carried out by pressing **[Enter]** on the selected change. Fidelio will display the workstation number and the workstation description if it was defined in the Setup program (option **Workstation Location** from the **Miscellaneous** menu).

The user logfile does not record each and every step a user takes in the program. Following is a list of all the changes which are recorded here.



Please note: The **Interface Messages** option currently lists check-in or check-out denials made when using remote check-in or remote check-out.

User Logfile	Activity	Type of Change
Reservation Changes	ALMT	Allotment/block code changed.
	ARRCH	Arrival date changed.
	AUTH_CL	Authorize for direct bill.
	AWARD	Changes to awards attached to reservations.
	BLACKLST	Blacklist overwrite.
	CANCRES	Reservation canceled.
	CHECKOUT	Check-out.
	CHGBA	Reservation type changed/checked in.
	CONFIRM	Confirmation letter printed.
	DEP_AUTH	Unauthorized departure.
	DEPAUTH	Guest authorized for departure.
	DEPOT	Deposit taken.
	DLLEI	Number of deleted Leisure records.
	DLRES	Delete reservation.
	IFC_KEY	Creation of key at check-in.
	LEICHA	Leisure booking changed.
	LEICIX	Leisure booking check-in canceled.
	LEINEW	New leisure booking created.
	LOSCH	Length of stay changed.
	MELDE	Registration card printed.
	MESSAGE	Message deleted.
	N_RMCH	Number of rooms changed.
	NEWNAME	Another profile selected.
	O_O_ORD	Check-in into an out-of-order room.
	O_O_SERV	Check-in into an out-of-service room.
	OVERB	Reservation taken when overbooked.
	OVERRIDE	Overbooking overrides.
	PACKROUT	Changes to package routing instructions.
	PERCH	Number of persons changed.
	PMETHOD	Payment method changed.
	PROMO	Changes to promotions attached to reservations.
	RATECH	Rate changed.
	RATECHNG	Rate recalculation after change.
	REACT	Reservation reactivated.
	REGRETS	Reservation moved to regrets.
	REINSTAT	Reinstatement of a previously marked-for-release authorization amount to EFT.
	RELEASE	Release of authorized amounts to EFT.
	RMCH	Room changed or allocated.
	RMTpch	Room type changed.
	ROUTING	Routing instructions added/changed.
	SHARE	Any important change to a share reservation.
	WAITCANC	Waitlist canceled.
	WAITLST	Reservation placed on waitlist.
	WALKIN	Walk-in reservation.

Options
User Logfile

User Logfile	Activity	Type of Change
Posting Changes	AUTOSETL FFF_NOPT POSTCORR POSTDELE POSTSPLT POSTTRAN	Automatic settlement N/A. Miles/Points not calculated at check-out. Posting corrected. Posting deleted. Posting split. Posting transferred.
Profile	CREDITLIM CTS_CHG GSTADDR GUESTFIL	Credit limit changed. Attaching and detaching travel agent profiles to/from reservations or blocks. Creation and deletion of additional address. Profile created or changed. Remarks created or changed.
Changes to Blocks	BLOCKMOV BLOCKS	Moving of block to another date. Variety of changes carried out from Blocks Maintenance , i.e., create a block, change, cancel, open for pickup, import [Delete] from the block grid includes the number of deleted rooms. [-] to Delete Range includes the number of rooms deleted for the respective room type plus start and end date. Changing the number of rooms allocated in the grid. Changing the rates from zero to a value greater than zero.
	SC_BLOCK	S&C block import.

User Logfile	Activity	Type of Change
Configuration	ACCESS ARPURGE ARTICLE BUSLOGIC CASHIER CCSUM CHKAT CITYLEDG DAYTYPE DELINTER DEP_CODE EXCHANGE F_UTIL FOLIOTAX HOTELDAT HURDLE LPRRESET MARKETS MULTCONF O_ORDER OVERB_RT OVERBOOK PACKAGE PARAM RATEOVER RATES RM_STAT ROOMS SOURCEOB STARTDAY USER USERGRP	Access to Fidelio ON/OFF. Account purged from Enhanced A/R. Article created. Any change to the configuration of the Business Logic Table. Cashier created/changed/deleted. Credit card summary. Room type changed/created/deleted. Folio corrected/consolidated in A/R. Day type changed. Remove inactive interfaces in F_UTIL. Dept. code changed/created/deleted. Exchange rates changed. Dept. code transfer in F_UTIL. Any change to the condition field in the Night Audit Sequence for the night audit procedure FOLIOTAX. Details changed in hotel data. Hurdle rate/override flag changed. Reset of Log Printer. Market code created/changed/deleted. Changes to Multi Hotel Setup. Room placed out of order. Room type overbooking level changed/created/deleted. Overbooking levels changed. Package code changed/created/deleted. Parameter changed to ON/OFF. Rate code override. Rate code changed/created/deleted. Room status changed. Room number created/changed/deleted. Changes to Source Code Setup. Start day in Fidelio changed. User ID created/changed/deleted. User group created/changed/deleted.
Credit Card* Interface	CC_IFC CC_IFC CC_IFC CC_IFC CC_SET CC_SET CC_SETT CC_SETT	Manually entered approval Code. Changes to existing credit card approvals within the reservation menu or during the night audit. Release of authorized amounts. Change in room nights for courtesy cards. Credit card settlement started when batch settlements are configured. Credit card settlement not processed when batch settlements are configured. Changes to credit card interface configuration. Manual authorization approval.
Fiscal Period * Reporting	FP_PEALL FP_PER FP_MANBU FP_MARBU FP_REVBV	Inserting a fiscal period range. Adding, changing and deleting a period configuration. Entering manager budget statistics. Entering market budget statistics. Entering revenue budget statistics.

Options
User Logfile

User Logfile	Activity	Type of Change
Utilities*	F_UTIL	Text according to selected F_UTIL option.
Virtual* Numbers	VNDELPL VNDELNUM VNASGP VNUNASGP VNUNASGR VNASGR	Deleting a virtual number pool. Deleting a virtual number attached to a pool. Assigning a permanent virtual number. Unlinking a permanent virtual number. Unlinking a virtual number to a reservation. Assigning a virtual number to a reservation.
Interface Messages	RCKIFAIL	Remote Check-In: General Error. Remote Check-In: Night Audit. Remote Check-In: Invalid Res. No. Remote Check-In: Res. Already Checked In. Remote Check-In: No-Show Reservation. Remote Check-In: Res. Canceled. Remote Check-In: Arr. Date Not Today. Remote Check-In: Res. Room Rate Changed. Remote Check-In: Room Type Changed. Remote Check-In: Dep. Date Changed. Remote Check-In: Disabled for this Reservation. Remote Check-In: Remote Check-in Not Active. Remote Check-In: Invalid Payment Method. Remote Check-In: Timeout. Remote Check-In: Station Not Set Up.
	VCKOFAIL	Remote Check-Out: General Error. Remote Check-Out: Night Audit. Remote Check-Out: Invalid Room. Remote Check-Out: Room Vacant. Remote Check-Out: Invalid Account. Remote Check-Out: Account Not Checked In. Remote Check-Out: Account Checked Out. Remote Check-Out: Account Locked. Remote Check-Out: Dep. Date Not Today. Remote Check-Out: Dep. Invalid Payment Method. Remote Check-Out: Balance Mismatch. Remote Check-Out: Not Allowed. Remote Check-Out: Credit Limit Exceeded. Remote Check-Out: Folio Check-out Not Possible. Remote Check-Out: Not Activated. Remote Check-Out: Processing of Request Currently Not Possible. Remote Check-Out: More than 1 Guest Checked In. Remote Check-Out: Timeout. Remote Check-Out: Invalid Station.

* These activities are displayed from Configuration and via the **All Changes** option.



Please note: The activity codes of the respective changes are not displayed in the **User Logfile** option. They are used for reporting purposes.

Batch Folios

This option allows you to print information folios, either as interim or advance bills, for all guests in house and guests departing today or tomorrow. In addition, you can store unprinted folios in your folio history or print periodic folios for long-stay guests.

This can be very useful for hotels that like to give the folios to their guests the night before check-out or like to inform their guests about their balance. Also, it can make check-out of guests with credit cards really fast. If a guest has given you his credit card number, for example, you can slip an advance bill through his room door the night before check-out. The guest can now check his folio and, if he approves, simply sign it. In the morning, he can simply check out by putting his signed folio on the check-out desk. Some hotels prepare special mail boxes for signed folios that are paid with credit cards. Then, the guest simply drops his signed folio in the box and can check out any time he wants to.

You are able to print batch folios for not only reservations with a Credit Card payment method but also for all other payment method types of *Cash*, *Misc.*, or *All Types*.

Selections available are:

- All Payment Methods
- Cash Payments
- Miscellaneous Payments
- Credit Cards

Another advantage of the **Batch Folio** option is that you can access this menu item during night audit. During night audit it is not possible to access the billing section and print a regular folio for a guest. But Fidelio allows you to print an information folio from here. After you have selected this option the following window will display:

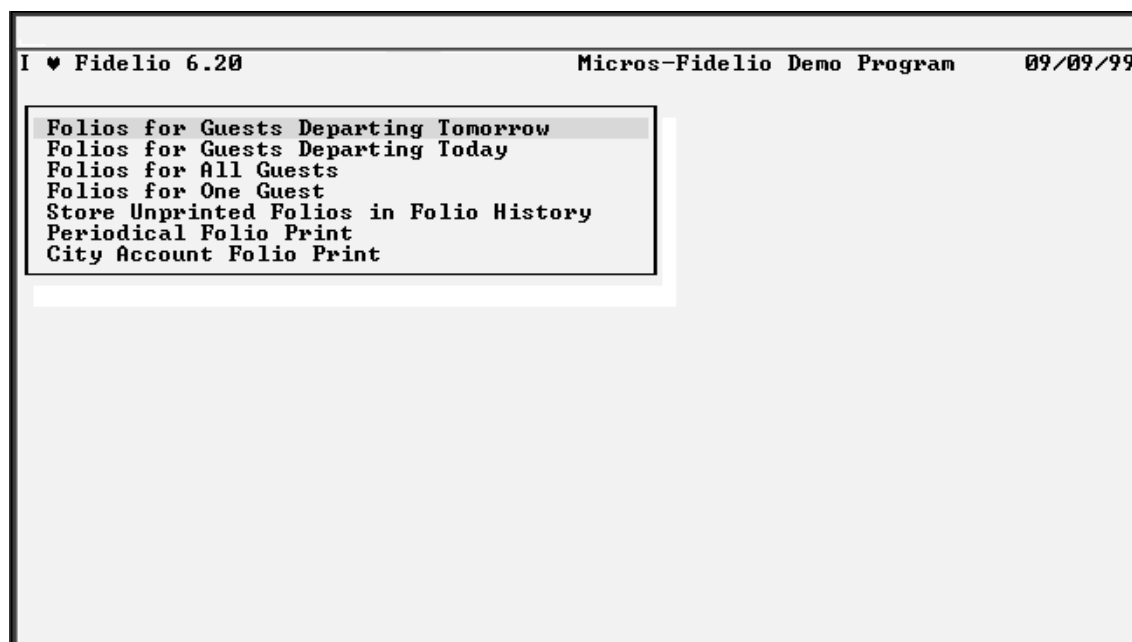


Figure 6-11 Batch Folio Menu

Options
Batch Folios

If you select the options **Folios for Guests Departing Tomorrow**, **Folios for Guests Departing Today**, or **Folios for all Guests**, you can select from the following options:

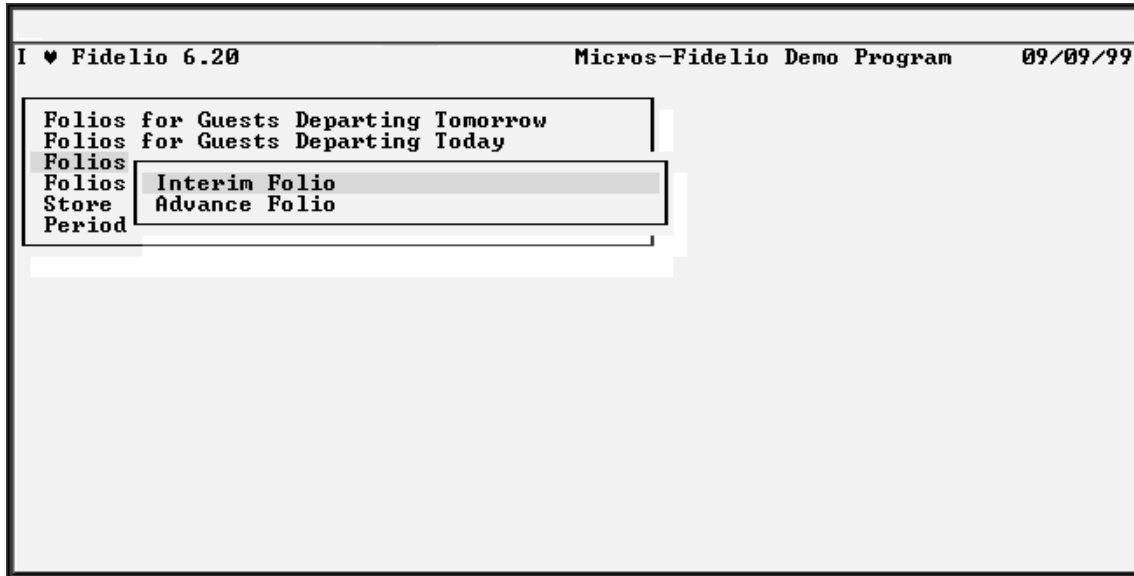


Figure 6-12 Advance Departure Folio Menu

If the parameter Revision Number on Folio {foliorevno} is switched ON, then the option **Batch Folios** would prompt the question “*New Folio?*” or “*Correcting Folio?*”

If the fiscal requirements in your country demand that the hotel has to allocate one fixed folio number for a guest's stay (*only with parameter Fixed Bill Number per Guest per Stay {fixbillnr} ON*), you will receive the following options:

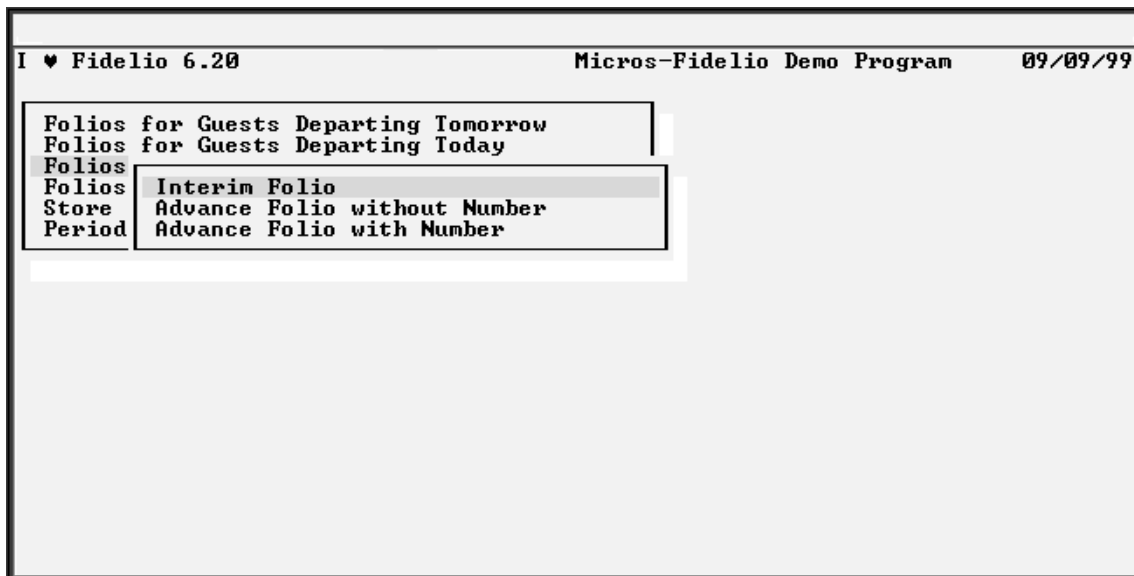


Figure 6-13 Advance Departure Folio Menu with Fixed Bill Number per Guest per Stay {fixbillnr} ON

If you select the option **Advance Folio with Number**, Fidelio will store the advance folio (including the fixed folio number) in **Folio History** just like a regular check-out folio.

Next, you have to decide whether you want to print the folios in room number order or sorted by name. You can print folios for all guests, all VIPs, all group members and all non-group guests. Then you have to select whether the folios should be printed for all payment methods, or only for guests paying with credit cards. Finally, you may choose whether you want to print all windows or only those windows which are billed to the guest.

Now that you have selected the guest range, you may also select a particular folio style for all the folios which you are about to print.

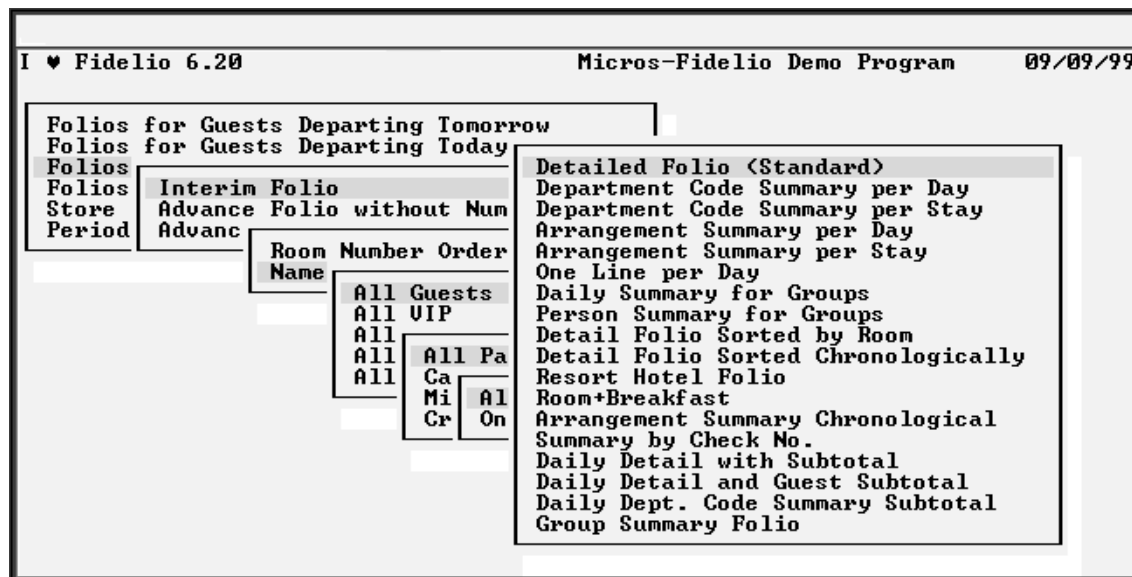


Figure 6-14 Folio Styles Menu

For a detailed description of the various folio styles and their function, refer to *Billing* on page 4-3 of the Cashier User Manual.

If you select **Folio for One Guest**, you have to enter the room number or the name. A pickbox with all guests matching the criteria is shown. After you have pressed **[Enter]** on the correct guest, a standard folio will be printed. You are not offered various folio styles here. If you want to print a special folio for one particular guest, you should go to **Billing** and choose one of the folio options offered there.

After selecting the folio style, Fidelio will start sorting and printing the folios. The system displays a window indicating all guests whose folios are currently being printed. Press **[Esc]** if you want to stop printing the folios. The cursor goes back to the first selection made after the system sent the batch job to the printer.

Store Unprinted Folios in Folio History

As you may know, Fidelio stores copies of checked-out guest folios in folio history. This means that if a guest calls some time after departure and requires a copy of his/her folio, you can retrieve a copy with the **Folio History** option from the **Cashier** submenu.

A folio, however, only is printed and stored when you settle the folio window and check it out with the Billing menu. For example, if you open an account and settle the balance without going through the **Billing** option, no folio is printed and consequently the folio is not stored in folio history.

Options
Batch Folios

In order to make sure that all your folios are actually saved to folio history, you can use the **Save Unprinted Folios in Folio History** from the **Batch Folio** option. After selecting this menu item, the following window is displayed:

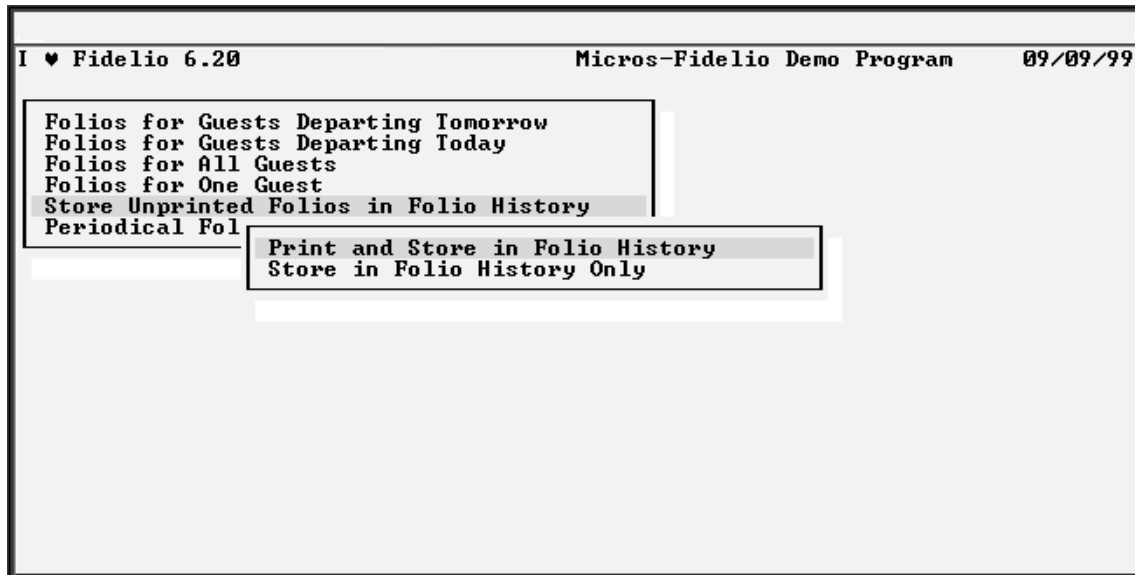


Figure 6-15 Store Unprinted Folios in Folio History Menu

If you want to have a printed copy of all folios of checked-out guests that were not printed, select the option **Print and Store in Folio History**. Fidelio will make a print-out of all unprinted folios while at the same time storing them in folio history. If you only want to make sure that the unprinted folios are stored in folio history, choose the second option **Store in Folio History Only**.

When printing and storing to folio history, Fidelio takes normal folio numbers from the pool and assigns them to these folios. Some hotels want to mark these folios with a special number. In this case, you will also see the following selection window (add field FOLHISTNR {C, 8} to GFIRM.DBF):

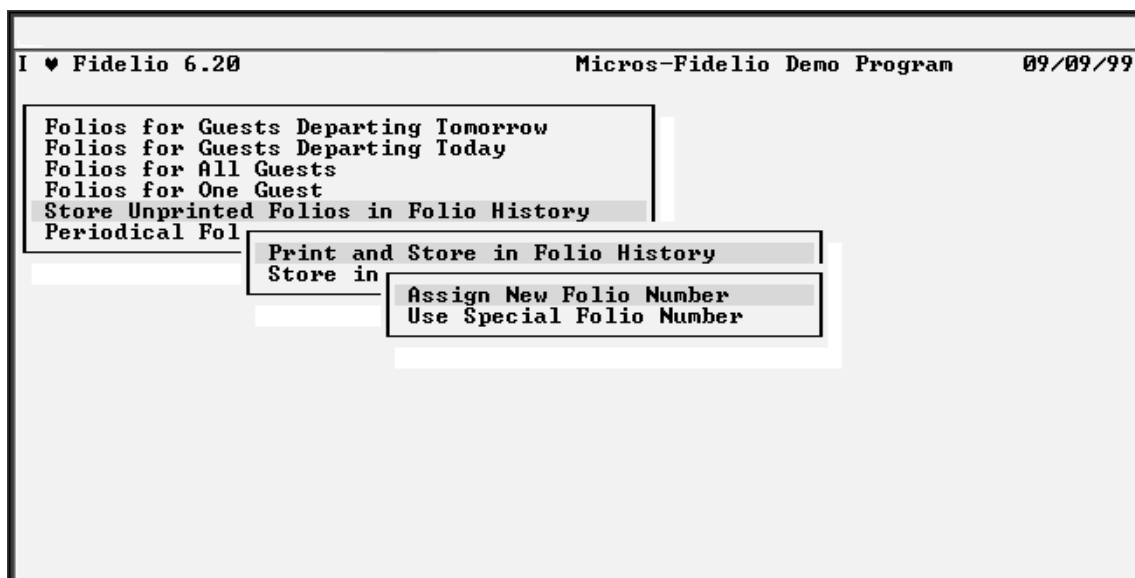


Figure 6-16 Special Folio Numbers when Printing and Storing in Folio History

If you choose **Assign New Folio Number**, Fidelio will assign a normal sequential folio number. If you choose **Use Special Folio Number**, the folio numbers will be preceded by the letter [H].

Last, you can select the requested folio style before all the folios are stored in folio history in that format and printed (if you selected to print, too).



Please note: Fidelio recommends using the **Store Unprinted Folios in Folio History** option once a day, preferably before night audit (before the folios of the day are zipped and stored in folio history and the details of unprinted folios deleted). This option will ensure that you can still retrieve all the required folio information, should you need it.

Periodical Folios

If you frequently have long-term guests, the **Periodical Folio Print** option may be very useful to you. It allows you to print information folios weekly, monthly, or for user-defined periods. After selecting this option, you first choose whether to print a weekly folio, a monthly folio or a folio for a user-defined period. Accordingly, Fidelio will display a pickbox with all guests who have been at the hotel for the selected period. From the pickbox you can mark the guests for whom you would like to print a periodical folio. When you have selected the guests and pressed **[Esc]**, Fidelio will print the folios.

Once the folio has been printed, Fidelio will store the print date (in the field L_FOLPRT in GRES2.DBF). This ensures that you do not keep reprinting periodical folios for the same guest and period. Fidelio will only let you print another periodical folio for the guests once they have stayed for another week (month, or user-defined period).

If a guest has already received a periodical folio, Fidelio will summarize the postings of the previous folio into one line. The details will only be printed for the days following the last print-out. The second periodical folio for a guest might look as follows:

Arrival:	05.01.00		
Depart:	24.01.00		
Room	Date	Description	Amount

420	08.01	Balance until 09.01.00	560.00
		->05.01.00 - 08.01.00	
	10.01	Room Charge	140.00
	11.01	Room Charge	140.00
	12.01	Room Charge	140.00
	13.01	Room Charge	140.00
	14.01	Room Charge	140.00

		Balance	1260.00 \$
Total including VAT			1260.00 \$
Folio amount net			1223.30 \$
VAT 3.00 %			36.70 \$

Options

Batch Folios

City Account Folio Print

This option is only available if the field L_FOLTYPE {C, 3} has been added to GAESTEST.DBF. In this case, this field would also be on the guest profile screen, where the user can record special city ledger account types for individual guests. These account types might be used, for example, for long-stay guests who will settle their guest folio via city ledger.

The option **City Account Folio Print** enables the hotel to settle these charges on a regular basis without having to access the **Billing** option for each of these guests.

Simply select this option and enter the **City Account Type**. Fidelio will find all guests with this account type, evaluate all charges on window one, post a corresponding city ledger payment for that amount and move the settled charges to window four.

Interfaces

This option will only display if the hotel is working with interfaces and has activated the interface parameter Interfaces Installed {modinter}. The **Interfaces** option, which is also available on the function key [Shift+F8], is used to carry out interface-related functions that are relevant to the day-to-day Front Office operation. After selecting this option with [Enter], the following window is displayed.

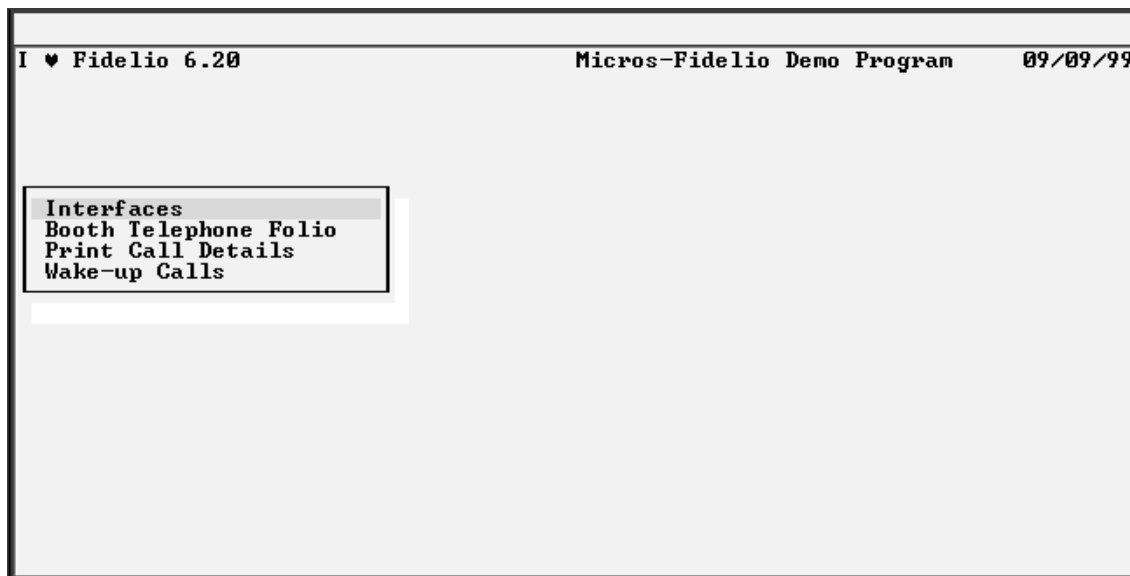


Figure 6-17 Interfaces Menu

Select the **Interfaces** option for information on all installed interfaces. You can also generate a **Booth Telephone Bill**, **Print Call Details** and create **Wake-up Calls** for guests.

Interfaces

After selecting the **Interfaces** submenu, a screen like the following is displayed.

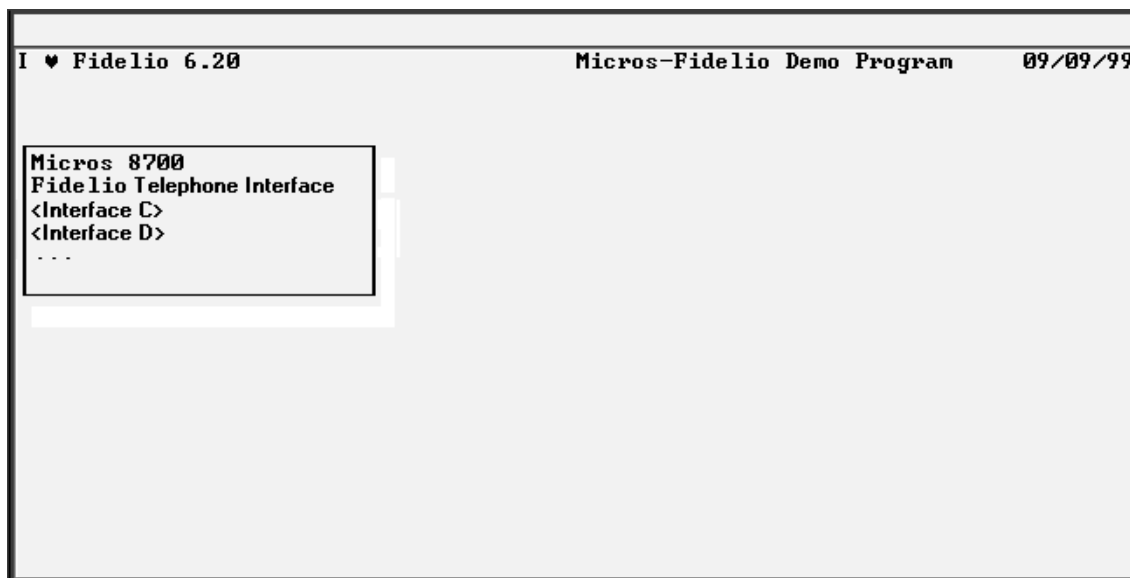


Figure 6-18 List of Active Interfaces

Options Interfaces

Instead of our example interfaces and placeholders <Interface C> and <Interface D> you will see a list of all interfaces installed in your property. (i.e., interfaces to your telephone system, point of sales, video system, door-locking, etc.) When you select one of the interfaces with **[Enter]**, you will receive a number of options. For example, when you access your telephone interface, you may view the **Interface Status** in general or the **Telephone Status** for all or selected rooms. You may see a screen like the following.

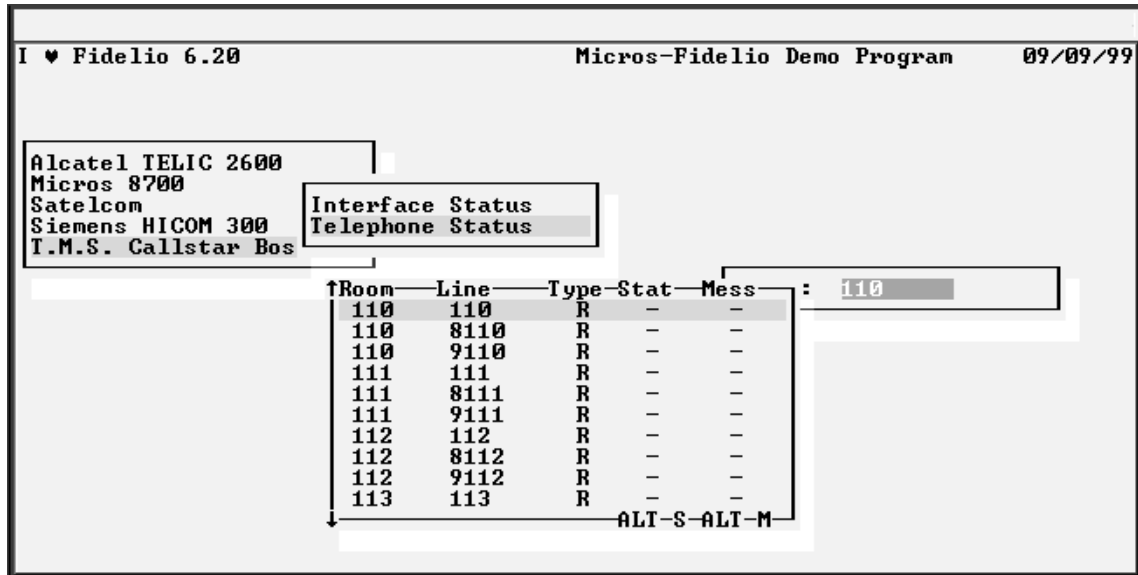


Figure 6-19 Sample Telephone Interface Menu

The options you are offered with each interface depend entirely on the kind of interface you have selected, the capability of the third-party system and the setup of the interface. They can include the option to lock/unlock telephones, to create wake-up calls, to view the wake-up call status, they may allow you to print key cards, order wake-up calls for entire groups, check the status of the POS interface, to turn the message light on or off, to enable or disable Pay TV, etc.



Please note: For complete information on the **Interfaces** menu and the installation of interfaces, please refer to the *Fidelio Interface On-Line Help*.

Booth Telephone Folio

When a guest makes one or more calls from a telephone cabin, you can use **Booth Telephone Folio** to determine the cost, generate a bill, enter the payment, or transfer the call to a room or hotel account.

If you have marked the **900** department code (Cash) from within Configuration as Disabled for Billing, then you will not be allowed to use the option **Pay Cash Directly**.

First enter the telephone number of the booth. Fidelio shows you all call details (date of the call, time and length of the call, number called and the cost) from this booth which have not yet been taken care of. You need to mark those phone calls (using the plus key) which you want to charge to the guest.

Date	Time	Length	Number-Called	Price
√ 13/09/99	10:00		00441718969034	23.45
√ 13/09/99	13:01		0873945837	14.00

37.45

+ Mark/Unmark Line ESC Continue

Figure 6-20 Booth Telephone Folio

Once you have selected one or more calls, press **[Esc]** and select whether or not you want to transfer the calls directly to a guest room or let the guest pay cash directly. If you choose **Transfer to Room**, you must enter the room number or guest name.

If you select to **Pay Cash Directly**, the system will prompt you to enter your cashier number and password. Next, Fidelio will ask if you want to print a receipt. The receipt format is entirely user-definable and is set up using the **Standard Texts** option in FSTAMM (refer to *Standard Texts* on page 6-2 of the Text+Folio Setup Manual).

You can enter the **Room** number and/or the **Guest Name** and additional **Supplement** text for guests with checked-in room numbers. Alternatively, the system will also allow you to enter a passer-by name.

As payments made with the **Booth Telephone Folio** option are accountable as real folios they are also stored in folio history. Please remember that as they were not connected to a real room or guest, you can only find them in **Folio History** if you search by folio number.

When you print a **Booth Telephone Folio**, the system will acknowledge this fact by displaying the message "Printing Receipt. Please Wait....."

You can also use this option for faxes which are to be charged to a guest room if the respective line has been set up as a booth telephone. As the fax machine is often used for non-guest-related business, you will usually get a long list of calls which have not been taken care of. You must take care to mark only the calls which apply to the guest's fax.

Print Call Details

Posted and settled telephone calls can be retrieved and printed with this option. Fill in the **Telephone Number** (this entry is mandatory) and optionally the **Guest Name** and the time range (**From** and **Until**). Fidelio defaults to today's date. The system will list all telephone calls for the selected phone number and time range displaying the call details, such as date of the call, time and length of the call, number called and the cost of the call.

```
I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99

Interfaces
Booth Telephone Folio
Print Call Details

Telephone History
Telephone Number 107
Guest Name       Wallis
From            13/09/99


Date  Time  Length  Number Called  Price
13/09/99 10:00 00:05:09 00441718943567 <1> 25.45 Wallis
13/09/99 17:05 00:00:45 0899209200 <1> 8.10 Wallis
13/09/99 18:01 00:15:05 0783973844 <1> 18.22 Wallis

PgUp PgDn ESC

Total Calls      3
Total Cost      52
Total Cost      51.77
```

Figure 6-21 Print Call Details

When you press [Esc] to exit the display, Fidelio will ask if you want to print a receipt. The receipt format is entirely user-definable and is set up using the **Standard Texts** option in FSTAMM. When you print a **Print Call Detail**, the system will acknowledge this fact by displaying the message “*Printing Receipt. Please Wait.....*”

 Please note: The call detail information can be retrieved up to sixty days after the departure.

Wake-up Calls

This option allows you to create, edit and view wake-up calls for guests and groups. After selecting **Wake-up Calls** the following window is displayed:

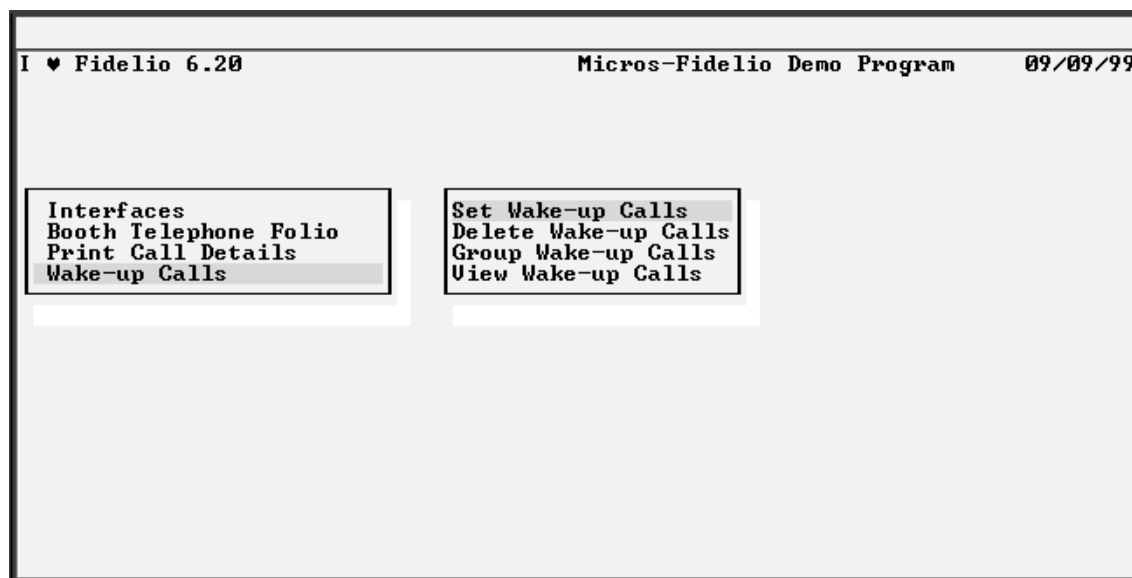


Figure 6-22 Wake-Up Calls Menu

Set Wake-up Calls. Select this option to set a wake-up call. You have the option of defining a wake-up call for tomorrow, for a certain date, a daily wake-up call and a wake-up call for multiple rooms. Depending on your selection, you will have to choose a date, a room or multiple rooms before entering the time for which the wake-up call is requested.

Delete Wake-up Calls. Select this option to delete a wake-up call. You can delete a specific call or all calls pertaining to a specified room.

Group Wake-up Calls. After selecting this option, Fidelio displays a window with all checked-in groups. After selecting one with **[Enter]**, you can create the group wake-up call for tomorrow, a certain day, daily, and you can display, modify and delete existing wake-up calls for the group.

View Wake-up Calls. Select this option to view existing wake-up calls. Enter a specific room number or press **[Page Down]** for a list of all wake-up calls. Simply press **[Delete]** in order to delete a call. If you want to change the wake-up time, press **[Enter]** and type in the new time.

Options
Interfaces

Menu

Overview

This section of the manual explains the function of the **Menu** option of the Fidelio Front Office system. From this menu you can use the **Menu** option to exit from Front Office and return to the system prompt or your main menu. The **Check-Out** option allows you to see all in-house guests that have not yet departed, while the **Check-In** option shows you all reserved guests that have not yet checked in. The **Canceled** option displays all canceled reservations for today's arrival date. Using the **Cashier** option you can view all currently open cashiers. Finally, the **Other Programs** option will allow you (if so configured) to access selected external programs.

In this section

Menu	7-2
Check-Out	7-3
Check-In	7-4
Canceled	7-5
Cashier.	7-6
Other Programs	7-7

Menu
Menu

Menu

With this option, you can leave the Fidelio Front Office program and move back to the main menu. If no main menu was installed, this option will bring you back to the DOS prompt. Depending on how your menu is defined, you will be able to access other programs such as Maintenance, Reports, etc., from there.

You do not have to choose this option in order to quit the Front Office application. You can also press [Esc] until the following screen is displayed:

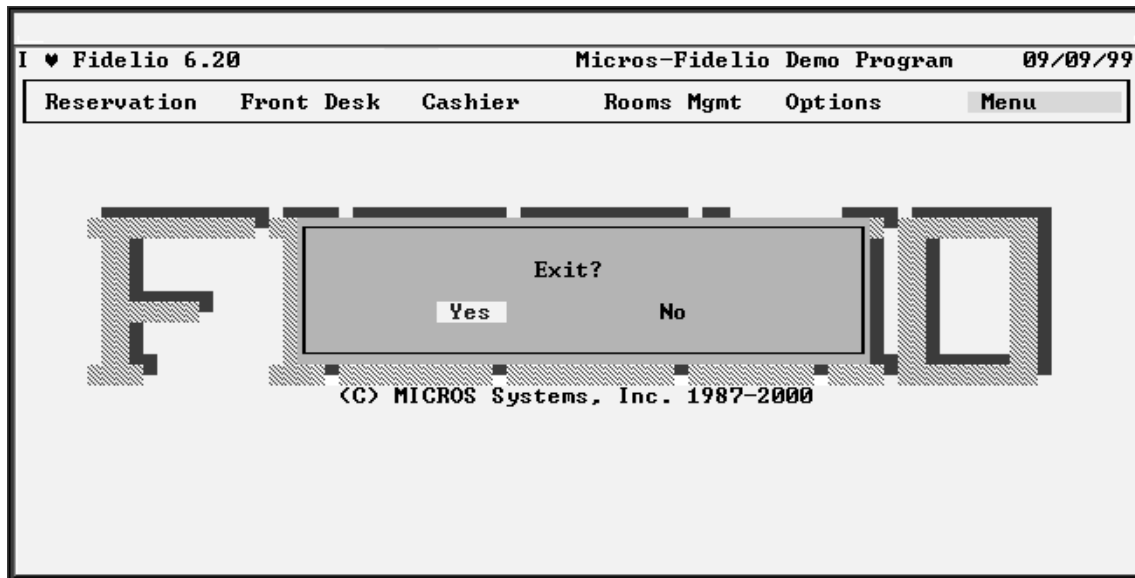


Figure 7-1 Exit Fidelio

Confirm with [Y] if you want to exit the program. Otherwise, press [N].

Check-Out

This option gives you a display of all guests who still have to be checked out today. Please choose this option before starting the night audit to determine which guests need to be checked out or have their departure date extended.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99			
Check-Out									
Room	RmI #	Name	Arrive	Dep	Rate	Balnc	Agnt/Srce	Group/Comp	ST
109	KS	Baker, U.	27/08	09/09	70	0		AA1777-Cre	IN
117	KNS	Cameron, Gene	20/08	09/09	140	3365	Rosenbluth		IN
125	DTW	Rodriguez	26/08	09/09	160	2480	Tauck Tour		IN
149	SKN	Barson, J.	27/08	09/09	70	0			IN
231	BKN	Henderson, Jac	28/08	09/09	100	1355		Rockwell I	IN
301	TSU	Osborne, U.	08/09	09/09	210	230			IN
			PgUp	PgDn	ESC				

Figure 7-2 Guests Due Out Today

You can page through this screen with **[Page Up]** and **[Page Down]**.

Check-In

This option gives you a display of all expected guests who have not checked in.

Choose this option before starting the night audit. If guests are displayed on the screen, check whether they have not been checked in or whether the reservation has been canceled.

Once the necessary cancellations and check-ins have been made, any reservations remaining on this display will register in the night audit as no-shows.

Room	RmI	#	Name	Arrive	Dep	Rate	Balnc	Agnt/Srce	Group/Comp	ST
	SUI	1	Able, John	09/09	10/09	135	0		Rockwell I	1
	DKN	1	Aceti, Ralph	09/09	10/09	160	0		Rockwell I	1
	DTW	1	Adair, Scott	09/09	10/09	160	0		The Boot F	1
	STW	1	Andrews, Willi	09/09	10/09	90	0			1
124	BTW	1	Drake, L.	09/09	13/09	75	0	Rosenbluth	ROS0306#	1
	BTW	1	Dyer, Frank	09/09	13/09	75	0	Rosenbluth	ROS0306#	1

← Show DEL Cancel S Share

Figure 7-3 Guests Due to Arrive Today

Highlight the guest with the cursor keys. Press **[Enter]** to see the guest information screen, or **[Delete]** to cancel the reservation. Fidelio displays the message "Are you sure? Yes/No."

If the reservation has an asterisk [*] to the left of the name, the user can press **[S]** to show shared reservations.

Cashier

This option gives you a display of all open cashiers. You can verify when the cashiers were opened and closed and how many times they were opened today.

You should check whether all cashiers are closed before starting the night audit. If you do not want them to be closed automatically during the night audit, go to the **Cashier** submenu and close them.

No	Status	Name	Max Open	Opened	Open	Close
1	Open	Early Shift	2	1	20:49	

Figure 7-5 Cashiers Open

If all cashiers are closed, the message “All Cashiers Are Closed” displays.

Other Programs

If you configure external programs in your system (for setup information refer to *External Progs* on page 5-46 of the Manager Setup Manual), this option will display all of the programs which can be accessed directly from the Front Office menu. Press **[Enter]** on the program you would like to use. When you exit from that program, you will return to the Fidelio menu.

Menu
Other Programs

Reports

Overview

This section of the manual explains the Lists and Reports module (FLIST) of the Fidelio Front Office system. The reports module consists of four subfunctions. These are **Reports**, used to print or display reports; **Mailings**, used to print mailings and labels as well as registration forms; **Confirmation Letter**, from which you can print reservation confirmations; and **Letters**, used to create standard letters for use in the Reservations module. Choose **Exit** to leave the program.

In this section

Reports	8-2
Mailings	8-55
Confirmation Letter	8-71
Letters	8-73

Reports

To make finding a specific report a little easier, Fidelio's reports are separated into groups. Each of these groups is the same throughout the world, however, the reports that may be found in each group differ from hotel to hotel. After selecting the **Reports** option from the Front Office **Options** menu or from your hotel main menu and pressing **[Enter]** on the **Reports** main menu option, the following window is displayed:

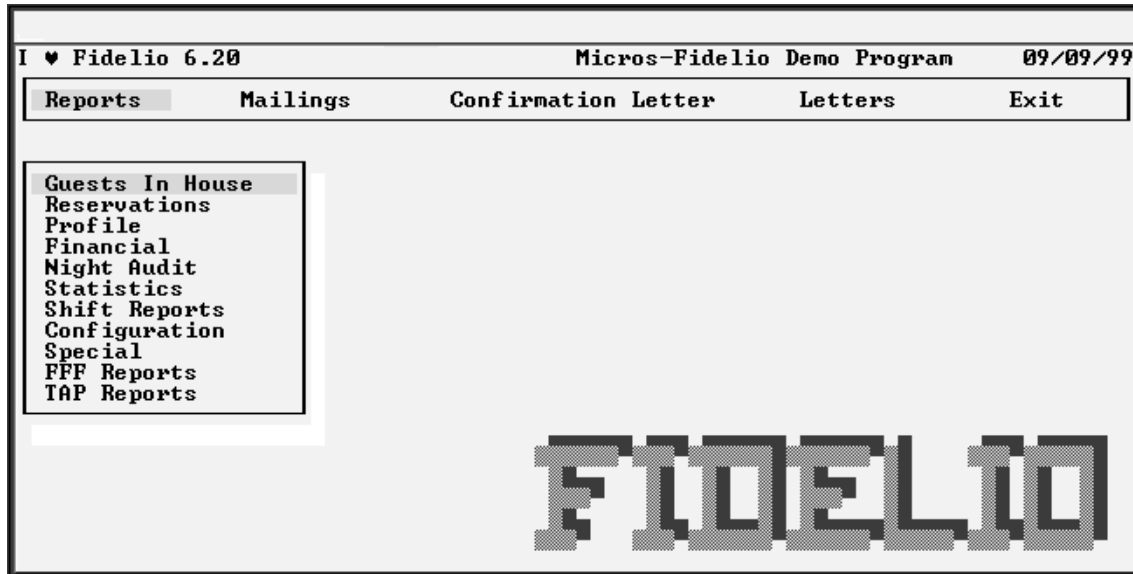


Figure 8-1 Reports Menu

Menu Options

Guests in House. In this submenu, you may find reports about guests who are checked in, will check out today or have checked out today. Examples are sorted alphabetically, by room number, groups, only guests who still have to check out, credit limit reports, rate control reports, birthday reports, etc.

Reservations. Examples of reservation reports include arrival reports selected differently, reservations for a specific period of time, open deposits, reports of reservation forecasts, allotment availability, cancellations, etc.

Profile. If you need information about guests who have stayed in the hotel before, you can select this option. Examples include reports of birthdays, type of guests, inactive profiles (no expected reservation), incomplete addresses, etc.

Financial. The revenue of guests who have stayed in the hotel as well as revenue forecasts, all changes in the cash balance selected by cashier number, department codes or period of booking are included here. You can also have information about payments with credit cards, city ledger and deposits.

Night Audit. You can retrieve all reports of the last night audit. This includes manager's reports, credit reports, department code journal, etc.

Statistics. This section includes statistical reports such as statistics on market codes, source codes, etc.

Shift Reports. In this section you can print groups of reports at once. Examples are housekeeper reports, morning shift reports, etc.

Configuration. This section should contain all reports that show the configuration of your hotel, such as all defined room types, defined rate codes, defined packages, etc.

Special. This section includes miscellaneous reports which do not quite fit in any of the other categories.

FFF Reports. *(Only with license code Fidelio Frequent Flyer Module {ex_fff} ON.)* All reports linked into this report group can be generated directly from the Fidelio Frequent Flyer program (select **Reports** from the **FFF Options** main menu).

TAP Reports. *(Only with parameter Fidelio Travel Agent Processing {par_tap} ON.)* All reports linked into this report group can be generated directly from the Fidelio Travel Agent Processing program (select **Reports** from the **TAP Options** main menu).

Reports Reports

Printing or Displaying Reports

When you select one of the above groups and press [Enter], you will be presented with a menu containing the available reports. The following example was taken from the **Guests in House** option:

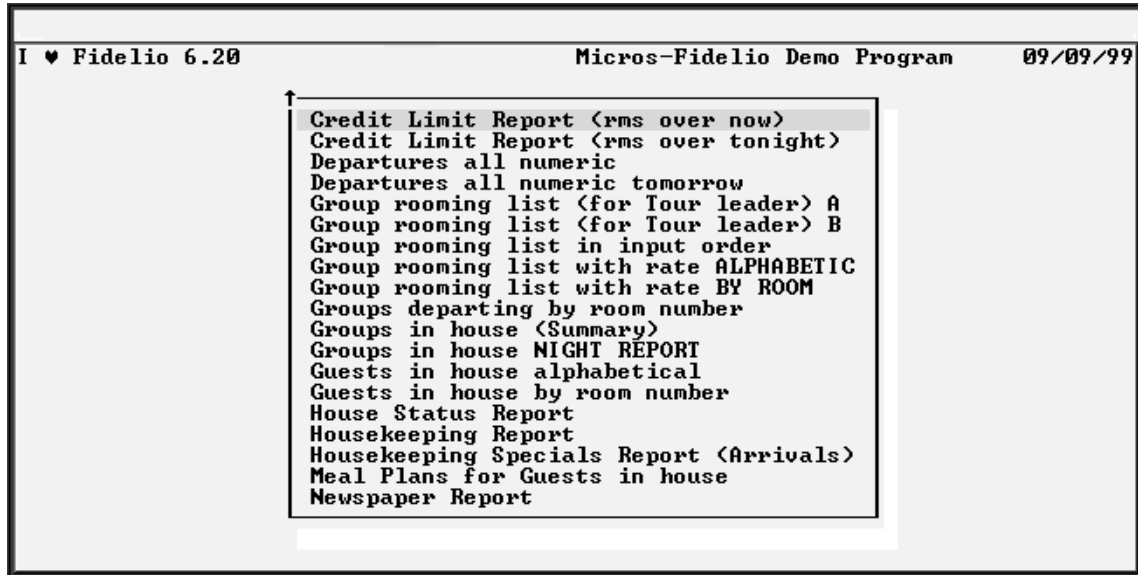


Figure 8-2 Printing/Displaying Reports

This list will most likely be quite different in your hotel - as it differs from hotel to hotel. However, the principle is the same world-wide.

In this menu you can move the cursor up and down to find the desired report (they are listed alphabetically). When you have found the report you require, press [Enter] once again.

The screen you will see may simply have three options - print, screen or file.

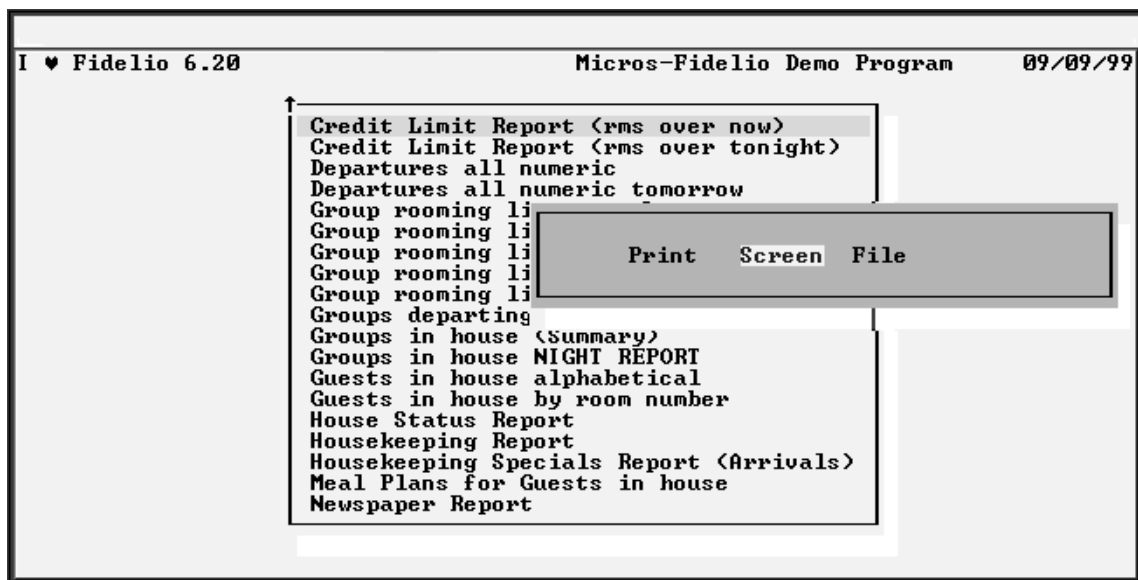
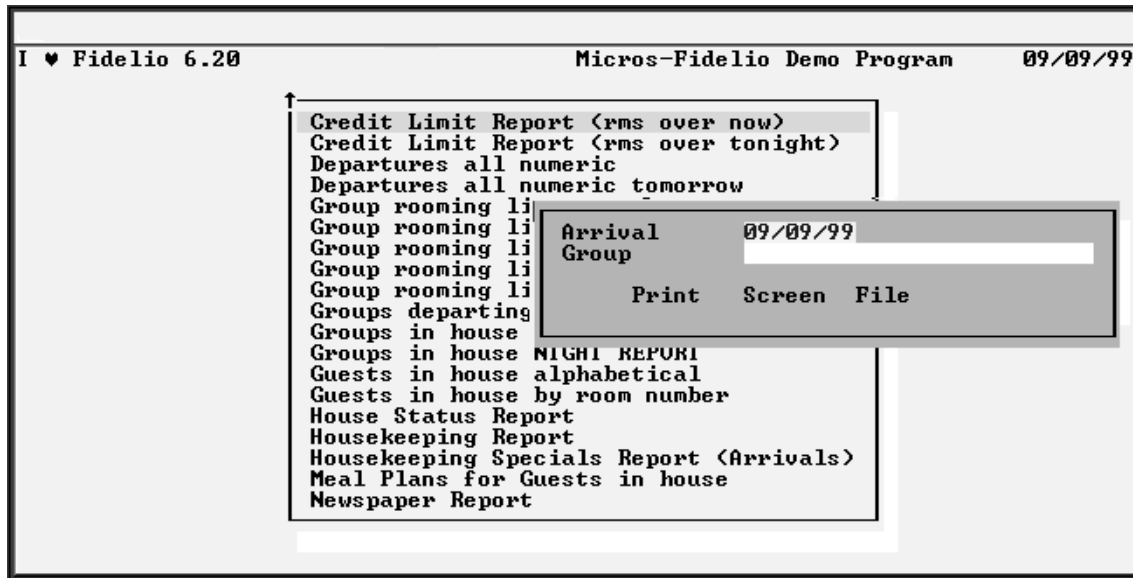


Figure 8-3 Print Options

Or, you may have a more complex selection prompt as well as the three options.



The actual prompt you will see depends entirely on the report, the common feature to most reports, however, is the output selection. You can usually **Print** a report, view the report on your **Screen** or send it to a **File** on disk (for retrieval later).

Field Explanation

Print. The report will be formatted and sent to the printer. Depending on the report the messages “*Preparing data*,” “*Searching*,” and/or “*Printing*” may appear on the screen. If the system does not find data corresponding to the search criteria, then “*No records found*” appears. Before a report is printed, Fidelio asks you how many copies you want to have. The default is 1.

File. You can store a report in a file so that you can access the report later. First, a name for the file is requested. The file will have an automatic extension of .PRN. The printing of the report is possible with the reports system or at the level of the operating system.

Screen. If you want to display a report on the screen without printing it, choose this option. The preparation is identical to the **Print** option, however, when the preparation is complete, a report similar to the following example appears on the screen:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99	
2 Arrivals checked in: by room number					
Room	Name	UIP Company	Arrival	Departure	Time
Page No. 1					
09/09/99					
Room	Name	UIP Company	Arrival	Departure	Time
105	Adair, Mr. Scott		09/09/99	14/09/99	18:
110	Harris, Mr. L.		09/09/99	10/09/99	14:
122	Tohill, Mr. M.	Rosenbluth Trav	09/09/99	13/09/99	14:
129	Hammer, Mr. Mike		09/09/99	11/09/99	21:
132	Porter, Mr. E.	American Airlin	09/09/99	15/09/99	09:
146	Aceti, Mr. Ralph	Rockwell Intern	09/09/99	10/09/99	09:
151	Franklin, Mr. L.	Boot Factory	09/09/99	10/09/99	13:
152	Paretti, Mr. E.	American Airlin	09/09/99	11/09/99	10:
152	Porter, Mr. E.	Vista Travel	09/09/99	11/09/99	12:
203	Dorsey, William		09/09/99	12/09/99	15:
206	Brown, Mr. Andrew	3 American Airlin	09/09/99	10/09/99	12:
208	Dorsey, Mr. Scott	The Boot Factor	09/09/99	10/09/99	09:

PgUp PgDn ESC Home End ↑ ↓ INS TAB

Figure 8-4 Print Report to Screen

Available Functions

PgUp. Scrolls the report backward one page at a time.

PgDn. Scrolls the report forward one page at a time.

ESC. Exits the display.

Home. Jumps to the beginning of the line containing the cursor.

End. Jumps to the end of the line containing the cursor.

[↑], [↓]. Moves the cursor one line/field up or down.

[Alt+S]. You can press [Alt+S] to search for specific names or any other string and *search for* appears on the top of the screen. Fill in a desired name, press [Enter] and the computer will search for this specific name in the report. The cursor will move to the first letter of the name. If a name (or a sequence of characters or numbers) happens to occur more often than once in a file, use [Alt+N] to look for the next occurrence of the name. This combination can be used repeatedly to go to the requested key word. Please use the correct spelling.

On the right side of the display, a small grey rectangle marks your horizontal position in the report. When you first see the screen, the rectangle is in the top right corner. When you get to the last page, it is on the bottom right of the screen.

Filter. This field is not offered with every selected report. When setting up a report, you can decide whether it should have an extra filter or not. The filter is used to enter dBASE expressions as a special query for your report. You can also leave the field blank, which means only the standard filter as defined in the report configuration will be used. If an invalid expression or response is given, then the message *“Illegal Search Condition”* will appear.

After the invalid response has been corrected, the choice is given between printer (**Print**), screen (**Screen**) or file (**File**) as destination for the report.

One of the options on the menu is the **Night Audit** option. From here you can actually reprint the reports from the previous night's night audit. When you select this option, you will see a display similar to that on the right (except that your reports may differ). The words "*Night Audit*" appear beside the report name meaning that the report was generated from the Night Audit process.

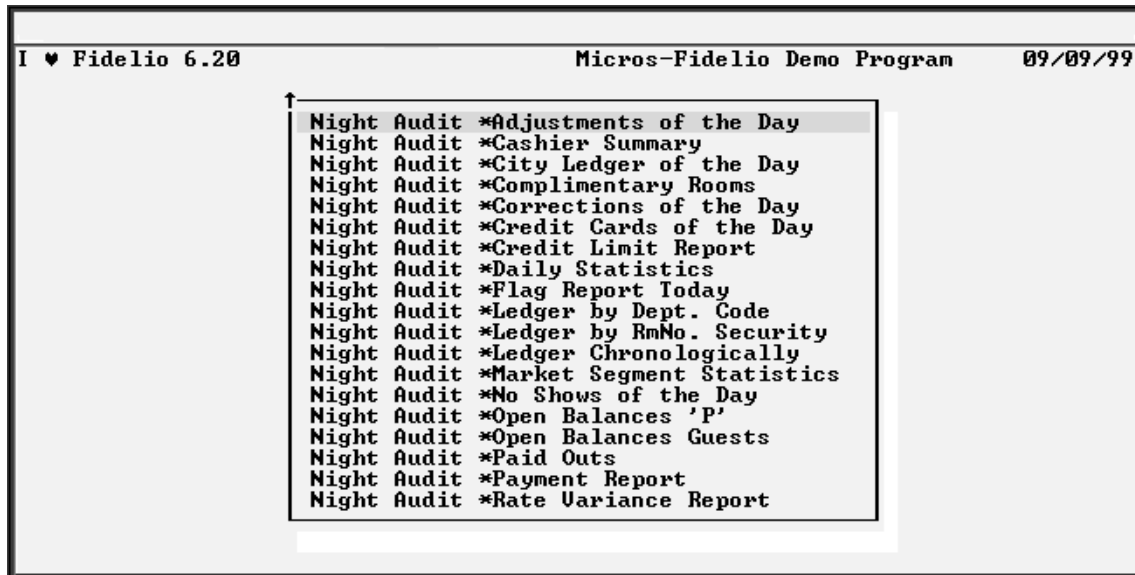


Figure 8-5 Night Audit Reports

If you select a Night Audit report and press [Enter], you have only two choices, **Print** or **Screen**. This is because the report has already been compiled (during the night audit) and stored in a file.

Reports Reports

Shift Reports. One option you must be very careful with is the **Shift Reports** option. You can do no harm here, but if you set a shift report running, you cannot stop it until all the reports are printed - so you may waste quite a lot of paper!

The **Shift Reports** option, however, is very useful. It allows you to group together a series of reports and then print them all together. The first obvious use of this function is for *Down Time* or *Security reports*. These reports are what you need if your system has to be shut down for some reason (i.e., maintenance or power problems). Other uses are tailored to the hotel's specific needs. For example, the night audit produces reports for all departments, so it is often useful to set up each department (and their reports) as a shift. Then when they need to run the "Morning Reports" for each department, they only have to select one menu entry - and Fidelio does the rest.

When you select the **Shift Reports** option, a menu will appear. Depending on how your hotel has defined shift reports, it may (or may not) look similar to this.

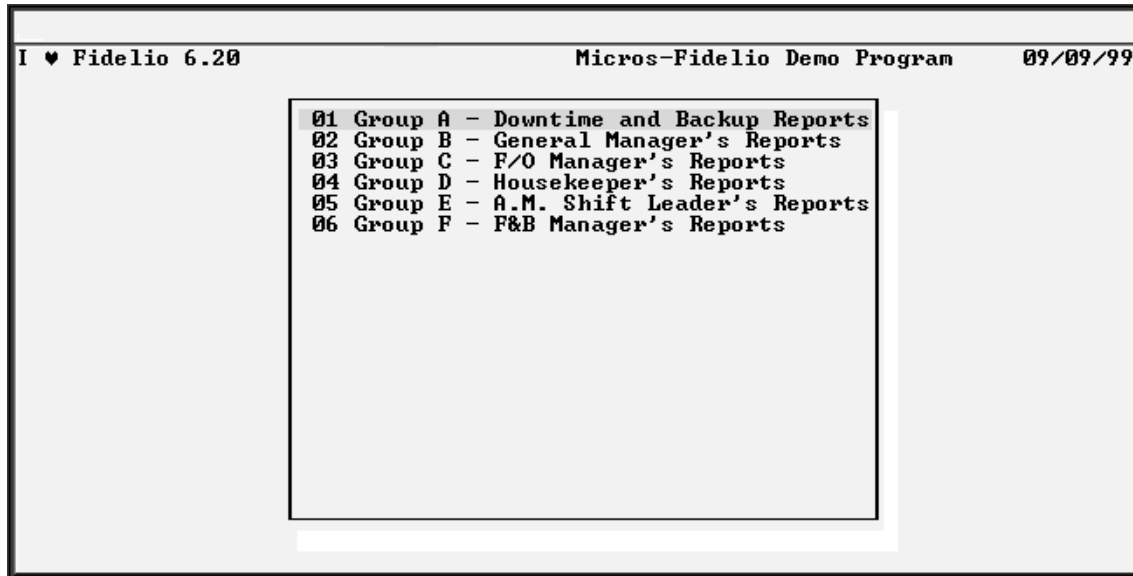


Figure 8-6 Shift Reports

This is where you have to be careful. If you select one of the items on the Shift Reports menu and press **[Enter]**, the reports begin processing. You actually see Fidelio running through the same steps as you would if you were requesting the reports manually.

That is, the menus change, the cursor moves to a new report, etc. Only when the complete cycle has completed does it return to this menu - where you can press **[Esc]** to exit this function.

You can link a report into a shift report by specifying the letter of the shift report in the *Shift* field on the report definition.

Report Procedures

To make listing easier and faster, some reports are hard-coded. Only the titles, the affiliation to a group and the field **Protect** are definable. If you want to create a report with a procedure, enter the description, the group to which the report is to belong and the **Protect** field. Then enter the procedure name under **List Name** and, last but very important, do not forget to enter a **[P]** in the **Type** field (Report/Lbl/Proc/Shift/(D)File).

When you select one of the procedure reports, the selection criteria displayed on the screen vary from the query of normal reports. You may have to decide on quite a number of query options before the report is actually processed. They may vary from procedure to procedure, however, all report procedures conform to a certain standard, and all of them offer a number of standard options which we will explain briefly before detailing each individual report.

Procedure Standards

Let us point out some of the standards visible on a report printout, common selection criteria that you will encounter when you select to generate a report procedure, plus further information which applies to all report procedures.

Report Header. Each procedure contains a report header. The header will be printed on each page. It will detail the following:

- Page number
- Date and actual time of printing the report. This is the Fidelio date not the system date
- License name of the property
- Name of the report (taken from the *Description* field on the report definition)
- Selection criteria. If the report offers additional selection criteria, the header will specify the selection of the user (e.g., time range, including tentative reservations, selection of summary room types, etc.)

Column Header. Like the report header, the column explanation will be printed on each page of the report. Headings for numeric fields will be right-aligned, headings for character fields will be left-aligned.

Share Reservations. Whenever a sharer name or room is displayed on the report, this will be indicated by an asterisk [*]. Usually, the guest name will be preceded by an asterisk to indicate the share status. If the report only shows the room number, then the room number will be preceded by an asterisk.

Report Generation. Each report procedure will offer the option to send the report to the **Screen**, to **Print** the report, or to send it to a **File**. As a default, the report is sent to the printer and one copy is printed.

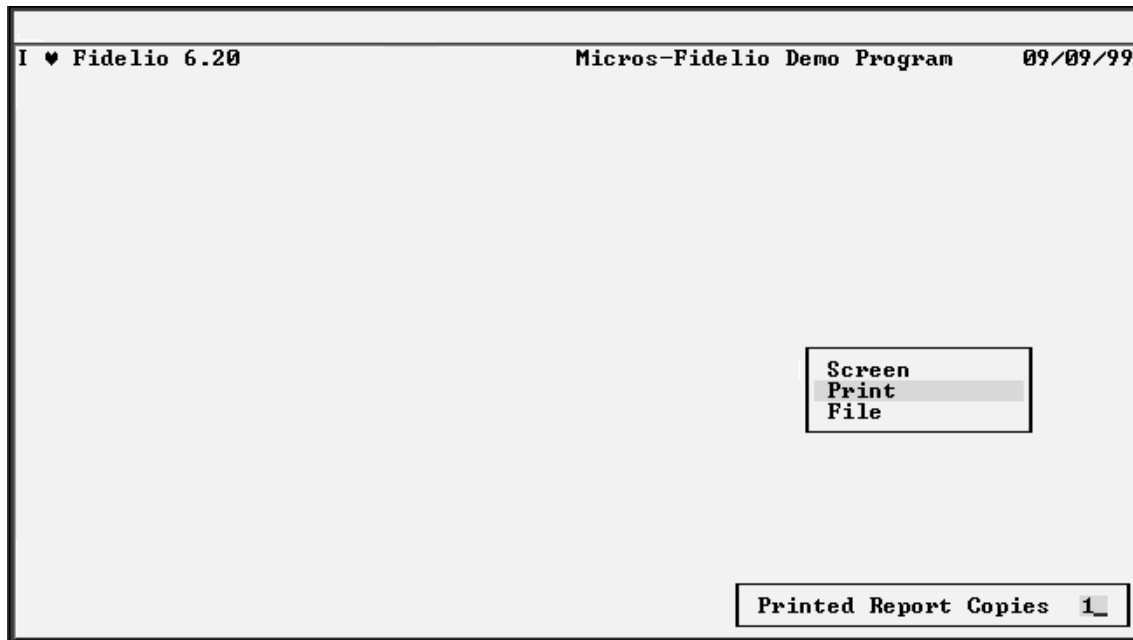


Figure 8-7 Report Generation

Screen. If you select this option, the report will be prepared and then displayed on your screen.

If you retrieve a report to the screen, you have the option of searching for a character string by pressing [**Alt+S**], entering the characters, and pressing [**Enter**]. The system will look for the string and position the cursor after the first occurrence that it finds. With [**Alt+N**], you can search for the next occurrence.

Print. If you select the **Print** option, the system will send the report to the printer specified for *Lists and Reports* in the **Printer** setting from the **Options** main menu. Before printing, you can specify the required number of printed copies. The default is one.

Print Options. All reports can be printed on the paper sizes US or legal. The system calculates a maximum of sixty lines for portrait and forty lines for landscape format. If the report prints in portrait, the user has the option of changing this to landscape by entering DR_LAND in the *Font* field on the report definition.

As a default, all reports are printed using the printer definition variable DR_KLEIN. How the report is printed, i.e., what point size is actually used for the print-out, depends on the setting of the respective printer file (*.PRT). Usually, DR_KLEIN results in a small type setting, e.g., Courier five or six.

File. You can also send a report directly to file by selecting this option. In this case, Fidelio will prompt you to enter the file name. If you do not enter a file extension, Fidelio will automatically attach the file extension *.PRN to the name that you have specified.

Once you have determined all available query options and sent the report off (to the screen, printer, or file), the system searches and collects all the data pertaining to the selected report. During this time various messages, such as “*Please Wait*” or “*Printing*”, are displayed, or you may see records from the database that are currently evaluated. At any time during the report generation, you can abort the generation process by pressing [Esc]. The system will then display or print the data that has been evaluated up to that point and let you go back to the report prompt.

Shift Reports. All procedures can be linked into shift reports unless expressly stated otherwise. When procedures are linked into a shift report, all the query options will be processed with the standard default values.

Standard Selection Criteria

Include Parlor Rooms. Report procedures with room displays will offer this query option. Parlor rooms stand for rooms with the pseudo room types PI, PY and PZ. These room types are assigned to rooms which are not counted in the availability yet can be sold separately on occasion. You may therefore want to include them in some of your room reports. In this case, you should change the default to **[Y]**.

PI rooms are used for pseudo rooms which are to be treated as regular rooms by the interfaces when they are occupied (e.g., turning on and off the phone lines). Guests checked into PZ rooms are counted in the nationality statistics although the rooms are not counted in availability figures. PY rooms receive check-in and check-out messages from the interfaces but do not count in the nationality statistics.

Select Summary Room Type. (*Only with parameter Summary Room Types {s_roomtype} ON.*) This query option will be offered with room reports for which a summary room type selection might be advantageous, if the hotel works with summary room types. The user can enter one or various room types or select them from a multiple pickbox. As a default, the reports generate for all room types.

With/Without Rate Change. Usually, you will not see this query option. As a standard, Fidelio *includes* all rate changes in the revenue calculation for the report procedures. This means that it checks the rate for each day of a guest's stay. What is considered a rate change? Rate changes are changes in the guest room rate which can occur in the following cases:

Differing packages allowances for some days of the stay (according to the configured package posting rhythm).

Season or date changes on the rate code during the guest's stay.

Special weekend rates apply to the rate code attached to the reservation.

For historic reasons, Fidelio offers to generate the report procedures B_FOR, MARKFAST, MONTHFOR and HIST_FOR without rate changes, i.e., displays this query for these procedures.

Package Rate/Net Room Rate. As a default, the system bases the figures on the **Net Room Rate**, i.e., the rate amount defined on the rate detail, excluding packages and/or extra fix charges. Packages that are part of the rate (package included) are subtracted. For example, if a guest has a rate of 100 and this includes a breakfast package of 10, the report would display 90 for the net revenue. If you want to include the package revenue in the calculation of the revenue figures, select the option **Package Rate**.



Please note: The net room rate selection for reports does *not* exclude tax. The revenue displayed on the reports *includes* VAT. Net room rate in this context only means that packages are excluded from the revenue calculation. The only exception to this rule is, when the hotel activates the parameter VAT Excluded on Folio {vatexclude}, in which case the VAT will be excluded in general.

Local Currency/Reference Currency. (*Only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON*) This is only displayed if you work with multiple currencies and lets you determine whether you want to print the report in your local (default) or your reference currency. If you select to print the report for a **Reference Currency**, the system displays a pickbox from which you can select the department code for the respective foreign currency. As a default, the pickbox will suggest department code 950.

How is the revenue calculated when you work with one or more foreign currencies?

Example 1 Local Currency DM

Rate Code RACK of 110.00 is set up in French Francs

Fixed Charges Exchange Rate is 0.50

10 rooms are reserved with RACK

The forecasts will base their revenue calculations on the following.

Local Currency DM	$(10 * 110.00) * 0.50$	= 550.00
Reference Currency FF	$10 * 110.00$	= 1100.00

Example 2 Same scenario as example 1

In addition, user selects British Pounds for **Reference Currency**.

Fixed Charges Exchange Rate is 1.50.

The forecasts will base their revenue calculations on the following.


Local currency DM	$(10 * 110.00) * 0.50$	= 550.00
Reference currency £	$550.00/1.50$	= 366.67



Please note: The calculation of the exchange rate may vary for checked-in reservations (remember that forecast reports may include today's figures). If the rate code was defined with the field **Rate Fixed** = Y, the system will use the exchange rate stored in the field EXCH_RATE in GRES2.DBF for checked-in reservations with that rate code, instead of the normal exchange rate from GLEIS.DBF.

Available Procedures

Following is an alphabetical list of all procedures that can be generated using the reports program.

 Please note: The assignment of each report into a reports group is only a suggestion. Report procedures can be linked into any of the reports groups.

ARRIVE	Reports Group	Reservations
	Short description	Arrival Report
	Selection filters	From Date Agent /Group /Source /Company Resv. Type 0 = All Canceled (Y/N) Checked in (Y/N) Left Margin (0-9) Include Parlors Print List of Free Rooms Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>)


The report prints a list of all arrivals corresponding to the specified criteria. The display includes room, room type, number of reservations, name, number of nights, number of adults, rate, city, VIP code, reservation type, check-in time and company name. In addition as a default, the system will print a list of vacant rooms (clean and dirty) for the selected day. The system will display the rooms in columns and separate floors (a change of the first digit) by lines.


ARRIVE2	Reports Group	Reservations
	Short description	Arrival Report including departure date
	Selection filters	From Date Agent/Group/Source/Company Resv. Type 0 = All Canceled (Y/N) Checked in (Y/N) Left Margin (0-9) Include Parlors Print List of Free Rooms Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) Print in Room Number Sequence

The report prints a list of all arrivals corresponding to the specified criteria. The report is identical to ARRIVE. In addition, the departure date is printed for each arrival. The display includes room, room type, number of reservations, name, number of nights, number of adults, rate, city, VIP code, reservation type, check-in time and company name. In addition as a default, the system will print a list of vacant rooms (clean and dirty) for the selected day. The system will display the rooms in columns and separate floors (a change of the first digit) by lines.

ARRIVE3	Reports Group	Reservations
	Short description	List of all arrivals for a specified date
	Selection filters	Date Include parlors

This arrival report displays a list of all arrivals of the selected day divided by individuals and groups. ARRIVE3 is the sister report of the DEPART procedure. All arriving guests, irrespective of whether they are expected or have already checked in, will be listed. Day-use rooms are also included in the calculation. Individual guests are listed with room number, name, number of adults, children and number of adults and children that are tax-free. If the room is a share, the report will also provide the share number. In addition, sharer rooms are indicated by an asterisk in front of the guest name. Each room is separated by an extra line feed.

 Please note: Groups are listed in a condensed form below the individual bookings. The report simply displays the group name and on the following lines all group rooms scheduled for arrival on that date. Sharer room numbers are prefixed by an asterisk.

 Please note: This arrival report is strongly based on room number. For instance, arriving group members are not printed if no room number has been assigned. Therefore we recommend generating it after the rooms have been assigned for the day.

AUSSENST	Reports Group	Financial
	Short description	Trial Balance Report
	Selection filters	None
	Comments	The report is immediately calculated and sent to the screen after selection. The twin night audit procedure AUSSENST generates a print-out of the trial balance each night audit.

The AUSSENST procedure generates a summarized financial picture of the three sections guest ledger, deposit ledger and city ledger. This report is essential for the manager, as it checks whether all the important figures balance. Each section shows the opening balance for the ledger, a summary of the transactions of the day and the closing balance. The section for deposit ledger is only displayed if the parameter Deposit Ledger Trial Balance {depotrial} is ON, the section for city ledger is only displayed if the parameter City Ledger Trial Balance {citytrial} is ON.

Reports
Available Procedures

B_FOR	Reports Group	Reservations
	Short description	Occupancy forecast for a selected time period
	Selection filters	Calculate New Forecast/Reprint Last Forecast From Date/Until Date Include Parlors Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) With/Without Rate Change Package Rate/Net Room Rate Local Currency/Reference Currency (<i>only with Use Fidelio Multiple Currency System {curr_at_ci} ON</i>)
	Comments	Enter DR_LAND in the Font field for landscape print Generation can take considerable time with large amounts of data.

The B_FOR report gives a reservation forecast, one line per day, for the selected time period (the system defaults one month starting on the system date). B_FOR is generated by retrieving the information stored in GBELG.DBF, a temporary database which is filled each time you generate B_FOR. The layout of the report is user-definable and stored in GBELG.FRM. This means that although this is a procedure, you can determine the look and the data displayed on this report by changing GBELG.FRM. You are only restricted to the fields available in GBELG.DBF.

BLKGRID	Reports Group	Reservations
	Short description	Block rooms grid for selected block (<i>only with parameter Front Office Group Rooms Control {par_allot} = ON</i>)
	Selection filters	Block Initial Block vs. Picked Up/Actual Block vs. Picked-up

The BLKGRID procedure prints out the blocked rooms grid and the rates per room grid for a selected block. You can display the initially blocked rooms or the actually blocked rooms compared to the picked-up rooms.



Please note: The report is generated for the complete duration of the block. This means that with some blocks, e.g., yearly allotments, the print-out may extend to hundreds of pages.

BLKLST	Reports Group	Statistics
	Short description	Block productivity statistics
	Selection filters	From Date/To Date Block Detailed Report/Summary Report

BLKLST displays daily block statistics based on the user-entered date range. The report generates statistics for blocks with a first arrival date prior to today's date, for blocks that are currently in house, and for blocks that have departed prior to today's date. Blocks with arrival dates after today's date are not included in the report.

BLKLST works in conjunction with the night audit procedure BLKSTAT. BLKSTAT gathers block statistics on a daily basis, which are then included in this procedure report.

BLKOSUMM	Reports Group	Reservations
	Short description	Block overview summary report
	Selection filters	From Date/Until Date Block Include/exclude various options (Initial Phase, Open For Pickup, [Offer, Option (<i>only with parameter Offers/Options in Blocks {offeropt} ON</i>)], [S&C Ceiling (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>)]) Definites/Tentatives Select some/all status group types (<i>only with pickbox STA</i>)

The BLKOSUMM procedure (*only with parameter Front Office Group Rooms Control {par_allot} ON*) generates a block forecast, displaying a daily summary of all blocks falling on the day. The information includes block code, block name, number of original, actual and picked-up rooms, and number of rooms available in block. In addition, you see the cut-off date, group type, block status, reservation type, the rates for one to four persons as defined on the rate grid, and the next future trace date, if recorded for the block. For a more graphical display of the expected group business for a certain time range, we recommend the use of the BLOCKLST procedure.

BLOCKLST	Reports Group	Reservations
	Short description	Block forecast report
	Selection filters	From Date/Until Date Definites/Tentatives Include/exclude various options (Initial Phase, Open For Pickup, [Offer, Option (<i>only with parameter Offers/Options in Blocks {offeropt} ON</i>)], [S&C Ceiling (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>)]) Select group type (<i>only with STATUS field in GAESTEST.DBF</i>) Sort selections (Date, Block Code, Name, Status+Block Code, Status+Name, Status+Date, Status+Res. Type, Status) Actual Blocked/Available/Picked Up

The BLOCKLST procedure (*only with parameter Front Office Group Rooms Control {par_allot} ON*) generates a block forecast, one column per day, for the selected time period (the system defaults to the next month). The report includes block code, block name, rate code, reservation type and the block status. For each day, you can display the number of rooms in the block that are actually blocked, that are still available, or the rooms that have been picked up. The report gives a graphic overview on the expected business from each group during the selected time range. For a daily overview of group business, we recommend the use of BLKOSUMM.

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BS_BOOK	Reports Group	Reservations
	Short description	Business on the books forecast
	Selection filters	Calculate New Forecast/Reprint Last Forecast From Date/Until Date Include Parlors Select Summary Room Type (<i>only with parameter {s_roomtype} ON</i>) Individuals/Groups Definites/Tentatives Waitlist Individuals (<i>only with Use Waitlist Reservations {waitlist} ON</i>) Include/exclude various options (Initial Phase, Open For Pickup, [Offer, Option (<i>only with parameter Offers/Options in Blocks {offeropt} ON</i>)]) Package Rate/Net Room Rate Local Currency/Reference Currency (<i>only with parameter {curr_at_ci} ON</i>)

This procedure forecasts business on the books for the next 12 months from the system date month.

Within the specified date range you can create a forecast report by adding the appropriate numbers according to business trends to give you an accurate forecast to prepare for orders and staffing needs. Select the appropriate filtering criteria for the forecast.

BS_CBOOK	Reports Group	Reservations
	Short description	Business on the books - comparison
	Selection filters	Calculate New Forecast/Reprint Last Forecast From Date/Until Date Include Parlors Select Summary Room Type (<i>only with parameter {s_roomtype} ON</i>) Individuals/Groups Definites/Tentatives Waitlist Individuals (<i>only with Use Waitlist Reservations {waitlist} ON</i>) Include/Exclude various options (Open for Pickup/ Initial Phase/ [Option/Offer (<i>only with parameter {offeropt} ON</i>)]) Package Rate/Net Room Rate Local Currency/Reference Currency (<i>only with parameter {curr_at_ci} ON</i>)

This procedure allows you to compare the actual business on the books to what has been forecasted for the selected date range and other filter criteria. You can enter the planned rooms, planned double occupancy percentage, the planned revenue and the planned average room rate to give a more accurate picture of your business.

BUSBOOK	Reports Group	Reservations
	Short description	Business on the books forecast report
	Selection filters	Calculate New Forecast/Reprint Last Forecast From Date/Until Date Include Parlors Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) Individual/Group Definite/Tentative Waitlist Ind. (<i>Include/exclude waitlisted individual or include/exclude reservations with reservation type 9 (e.g., group waitlist) (only with parameter Use Waitlist Reservations {waitlist} ON</i>) Show All Excluded Figures/Suppress Excluded Figures/Select Columns for Printing Package Rate/Net Room Rate Local Currency/Reference Currency (<i>only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON</i>)
	Comments	This report requires the database BUSBOOK.DBF. If printed with all columns, this report will only print completely on Epson matrix printers or on A3 paper. Depending on the amount of data to be calculated, forecast reports may take quite some time to create.

The BUSBOOK report is a business on the books report displaying a forecast, one line per day, for a selected future date range (default one month starting today). The information includes individual and group reservations, definite and tentative block reservations, waitlisted individual and group reservations, total number of reserved rooms, out of order and service rooms, turnaways, available rooms, occupancy in percent, overbooking level, projected occupancy in percent, number of guests in house, double occupancy in percent and the individual and group revenue and average rate.

CHKRTDET	Reports Group	Reservations
	Short description	Checks reservations for invalid rate details
	Selection filters	From Date/Until Date

The CHKRTDET procedure checks the rate code of all reservations for the selected time range and lists all reservations which do not have a valid rate details.

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CNTRLST	Reports Group	Statistics
	Short description	Revenue by country. A guest's profile, which lists the guest's country of origin, is displayed in this report.
	Selection filters	For Date

The CNTRLST procedure displays daily country statistics based on a user-entered date. The report provides daily, monthly, and yearly figures.

CNTRLST works in conjunction with the night audit procedure CNTRSTAT. CNTRSTAT gathers daily country statistics which are then included in this procedure report.

COMMISS	Reports Group	Financial
	Short description	Commission report for agents, sources and companies
	Selection filters	Source/Agent/Company From Date/Until Date Name Package Rate (Y) Net Room Rate(N) VAT % for Commission Page Eject Left Margin (0-9) Include 0 Commissions Daily Totals

The COMMISS procedure produces a commission report for agents, companies or sources. The bill-like print-out per profile lists guests that had a stay during the selected time range, stay details, the commission percentage applied for the stay and the resulting commission. For each profile the report sums up the totals for fixed charges, room nights, bed nights and average rate, and indicates the total outstanding commission.



Please note: Many hotels will prefer to use Fidelio Travel Agent Processing (TAP) for calculating the outstanding commissions, as it offers much more flexibility for setting up percentages and the general handling of commissions.

COMPANY	Reports Group	Profile
	Short description	Monthly reservation statistics for company, source, or agent profiles
	Selection filters	Actuals to Current day only Company/Agency/Source Individuals/Groups (enter Name) Master Account from Guest Profiles/Master Account from Guest Cards/Rates (enter Master) Consolidate Master Accounts (<i>Y or N</i>) Country, ZIP From/Until, Minimum Revenue, Minimum Nights, Filter From Month and Year/Until Month and Year Include All Records/Include Only Club Members (<i>only with parameter Use Club Member Number in Guest File {clubmember} ON</i>) Sorted Alphabetically/by Room Nights/by Revenue Package Rate/Net Room Rate Local Currency/Reference Currency (<i>only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON</i>) Print in 6 Month Format/12 Month Format Detailed Report/Summary Reports (<i>choose one or several details or choose a summary option</i>)

The COMPANY procedure produces a monthly reservation statistic for all or selected companies, agents and sources for a user-defined time period. It calculates room nights, average room rate, net room revenue, F&B revenue, extra and total revenue, number of persons, room and tax per person, net room revenue per person, F&B revenue, extra and total revenue per person and day-use rooms. In addition, cancellations and no-shows are displayed.

COREV	Reports Group	Financial
	Short description	Displays revenue breakdown by guest according to checkout dates
	Selection filters	By Date (For Date) /Month (Month/Year)/Date Range (From Date/To Date) Include Parlors Include Tax Buckets Include Payment Buckets Club Members (<i>only with parameter Use Club Member Number in Guest File {clubmember} ON</i>) Airline Members

COREV displays revenue breakdown by guest, based on checkout dates. Dates can be displayed as a specific day, month, or date range. The revenue and tax buckets are displayed for each guest on each date specified. To use this procedure report, it is necessary to assign revenue buckets to all department codes.

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DAILYST	Reports Group	Statistics
	Short description	User-defined manager report
	Selection filters	Start Date
	Cross-checks	This report has a twin procedure in night audit called TAGSTATS. The data is retrieved from GSTAT, the report format from TAGSTATS.DBF. Contrary to TAGSTATS DAILYST does not display forecast figures, as the report is always generated for a past date.

The DAILYST procedure generates the manager report for any past date. The look of the report and the statistical lines included are determined in the option **Define Manager Report** from the **Miscellaneous** menu in the Setup program. The report displays the daily, month-to-date and year-to-date figures for each statistical detail, and prints a last year's comparison, if available.

DEPART	Reports Group	Guests in House
	Short description	List of all departure rooms for a specified date
	Selection filters	Date Include Parlors

This departure report displays all the room numbers of regular guests and group members who are scheduled to depart on the departure date indicated by the user. The DEPART procedure is the sister report to ARRIVE3. All departing guests, irrespective of whether they are checked in or not, will be listed. Day-use rooms are also included in the calculation. Individual guests are listed with room number, name, number of adults, children and number of adults and children that are tax-free. If the room is a share, the report will also provide the share number. In addition, sharer rooms are indicated by an asterisk in front of the guest name. Each room is separated by an extra line feed.

Groups are listed in a condensed form below the individual bookings. The report simply displays the group name and on the following lines all assigned group rooms scheduled for departure on that date. Sharer room numbers are prefixed by an asterisk.



Please note: This report is strongly based on room number. For instance, groups with the selected departure date will only be displayed for group members with assigned rooms.

DOUBLE/ DOUBLE2	Reports Group	Profile
	Short description	Locate possible double entries in guest file
	Selection filters	All Records/Double Member Numbers <i>(only with parameter Use Club Member Number in Guest File {clubmember} ON)</i>
	Comment	Fidelio recommends using DOUBLE or DOUBLE2 once or twice a year to keep the guest file clean.

The DOUBLE procedure checks GAESTEST.DBF for possible duplicate entries. The procedure compares the address information of all guest records and suggests possible double entries, if the name and address information is similar, and the ZIP code is identical. There is a twin procedure called DOUBLE2 that has the same function. However, DOUBLE2 suggests possible double entries if the name and address information are similar and if the city (field ORT) is identical. The ZIP code can be different.

This means that DOUBLE2 will suggest many more possible duplicates than DOUBLE.

FFPLST	Reports Group	Statistics
	Short description	Loyalty program statistics
	Selection filters	For Date

The FFPLST report displays revenue statistics by day, month, and year for members. The procedure FFPSTAT must be run in the night audit sequence.



Please note: FFPLST does not require the Fidelio Frequent Flyer program. It only requires that loyalty program names are stored in the field FFPTYPE in GRES2.DBF.

FRANCE	Reports Group	Statistics
	Short description	
	Selection filters	None


Country-specific report for France.

FREEROOM	Reports Group	Reservations
	Short description	List of all or vacant rooms in the hotel
	Selection filters	From Date Include Parlors Select Summary Room Type <i>(only with parameter Summary Room Types {s_roomtype} ON)</i> Print in Room Number Sequence All Rooms/Clean/Dirty Vacant Rooms/All Rooms

The FREEROOM procedure generates a list of room numbers and shows their respective room and reservation status, the next reservation date and out-of-order date. Pseudo rooms are not printed. You can, however, include parlor rooms in the display. You can print all or only the vacant rooms in the hotel. In addition you can print all,

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only clean, or only dirty rooms. The system will display the rooms in columns, and separate floors (a change of the first digit) by lines.

 Please note: As a default, this report is also printed (with the selection all vacant rooms) with the procedures ARRIVE or ARRIVE2.

FREQUENT	Reports Group	Special
	Short description	Statistics on who requested a report, when, and how often.
	Selection filters	Sort by Times Used/Name/Last User/Last Date

The FREQUENT procedure generates statistics about all the reports configured in the hotel. The information includes the report name, the times it was generated, the last time it was printed, the last user name and, for report procedures, the name of the procedure.

GL_BAL1	Reports Group	Financial
	Short description	Guest ledger trial balance report
	Selection filters	Previous Day/Today Room Number/Name (<i>sort options if select Previous Day</i>) Room Number/Name/Room Types (choose room types) (<i>sort options if select Today</i>)
	Cross-checks	In order to use this report it is required to link the related procedure CL_BAL into the night audit (before BACKGRND).

The GL_BAL1 procedure generates the guest ledger trial balance for the hotel. The report displays today's balance for each guest in the hotel. The information includes guest room and name information, arrival and departure date, opening and closing balance, and the sum of the debit and credit transactions that were posted during the day. The report can be used by the accounting department to control the guest ledger totals of the day. This report is an ideal complement to the Fidelio *trial balance* report procedure (Refer to *AUSSENST* on page 8-15).

HIST_FOR	Reports Group	Reservations
	Short description	Monthly occupancy statistics and forecast
	Selection filters	Calculate new forecast/print last one Time range Include parlor rooms Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) Select market codes/summarize by main groups With/without rate change Package rate/net room rate Local/reference currency (<i>only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON</i>)
	Comments	Depending on the amount of data to be calculated this forecast may take quite some time to create.

The HIST_FOR report creates a picture of the occupancy both of the past and into the future printing one line per day for the selected time range. The user can select any time range. As a default, the report is used to give a picture for the running month, both as statistics (one week into the past) and a forecast (four weeks into the future). The displayed information is similar to the data of B_FOR, including total occupancy, number of arrivals, tentative and definite reservations, room revenue, average rate, number of persons in house, etc.

ISTAT	Reports Group	Statistics
	Short description	Daily and monthly nationality statistics
	Selection filters	By Date (For Date)/By Month (Month/Year) Italian guests by state/fiscal region (<i>if select by month</i>)

ISTAT accommodates the ability to print a daily and a monthly nationality statistic. In addition, the report has “multi-hotel” functionality based on hotel code or room type. When the procedure is selected, the user can enter a date range. The daily print out will sort Italian guests by state code and other guests by country code. The user can select, for the monthly print out, whether to sort the Italian guests by state or by fiscal region, and other guests will be sorted by country main group.

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L_KATEG	Reports Group	Reservations
	Short description	Available rooms per room type per day
	Selection filters	From Date/Until Date Include tentatives Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) Room Type Occupied Rooms/Vacant Rooms

The L_KATEG procedure creates a list of available or occupied rooms by room type and date. The report lists the actual number of rooms available for each specified room type plus the number of occupied or available rooms per day. In addition, the summary for the selected period shows the percentage occupancy or availability per room type and in total, and the total number of available rooms and occupied rooms for the selected room types.

LPRPRINT	Reports Group	Special
	Short description	Prints the on-line reservation changes in the event that a printer was not available to print at the time the change was made.

This procedure will only be active if the parameter Log Changes on Printer {logprint} has been switched on. The procedure will look for records in LPR_ACT.DBF which have not yet been printed and will print these.

If a value greater than zero is entered in the **Filter** field in the report definition, the procedure will constantly look for new records in the database LPR_ACT.DBF. This functionality would require a dedicated workstation.

MARKDEPT	Reports Group	Statistics
	Short description	Market segment revenue per department code
	Selection filters	Year Quarter I/ II/ III/ IV/ Year-to-Date
Comments	For users of the Advanced Statistics I reports collection (<i>only with parameter Advanced Statistics Module I {par_stat1} ON</i>)	

The MARKDEPT procedure generates a quarterly or year-to-date revenue summary per department code for each market main group defined in the hotel. The report lists one line for each department code and totals per department code and per main group of market code (also called market segments). This report is part of the Advanced Statistics I package and is only available if Advanced Statistics Module I {par_stat1} has been activated.

This report will only produce data if you have linked the procedure MARKDEPT into the night audit.

MARKFAST	Reports Group	Reservations
	Short description	Forecast by market codes or market main group for selected future time range
	Selection filters	Calculate New Forecast/Reprint Last Forecast From Date/Until Date Include Parlors Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) With/Without Rate Change Individual/group Summarize by Main Group/Select by Market Codes/Show All Market Codes Package Rate/Net Room Rate Local Currency/Reference Currency (<i>only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON</i>) Include/exclude various options (Initial Phase, Open For Pickup, [Offer, Option (<i>only with parameter Offers/Options in Blocks {offeropt} ON</i>)], [S&C Ceiling (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>)])
	Comments	This report requires the database MARKFAST.DBF. Depending on the amount of data to be calculated this forecast may take quite some time to create.

The MARKFAST report displays all the definite and tentative individual reservations and block reservations by market code or by main group of market codes for any future date range. The user can generate the report for all or selected market codes or summarize the date by market main groups. The information includes rooms, revenue and average room rate.

MARKHIST	Reports Group	Financial
	Short description	Historical market report with market main group subtotals
	Selection filters	For Date

The MARKHIST procedure is a market statistics report generating the figures for the individual market codes, subtotals for the market main groups and a grand total. The information includes number of rooms and persons, room revenue, average room rate and percentage of occupied rooms for the selected day, month to date and year to date.

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MATRIX	Reports Group	Statistics
	Short description	Cross-reference report for market, region, or source statistics by month.
	Selection filters	Month Year

Allows you to cross-reference market, region, or source statistics for a specified month. The setup of the report is user-definable and cross-references two types of statistics at a time; e.g., market and source statistics, market and region statistics, and so forth. The user can also select whether the report is to be printed using the market, source or region codes, or using the text associated with each code, for example, market code 'PAC' vs. text description 'PACKAGES'. In addition, it is possible to select the type of statistical data to be displayed, for instance, Room Nights, Persons, Room Revenue. Once you have selected the statistic type to be displayed, you can specify whether the data should be displayed as year-to-date or as month-to-date only.

MKCYLST	Reports Group	Statistics
	Short description	Market code statistics sorted by country
	Selection filters	Countries by Market Code/Market Codes by Country Date (enter Date)/Month (Month/Year)/Date Range (From Date/To Date) If sorted by Month: Include/Exclude various options (Rooms, Occupancy %, Guests, Room Revenue, F&B Revenue, Other Revenue, Total Revenue), then select Month/Year Market Code Country Code

MKCYLST displays daily market code statistics itemized by country. You can choose to display statistics as either **Countries by Market Code**, or **Market Codes by Country**. Regardless, the report only generates statistics for market codes and countries that are currently attached to profiles, and only after the night audit has been completed.

MKCYLST works in conjunction with the night audit procedure MKCYSTAT. MKCYSTAT gathers daily market code and country statistics, which are included in this procedure report.

MKT_COMP	Reports Group	Special
	Short description	Market segment comparisons
	Selection filters	Calculate New Forecast/Reprint Last Forecast From Date/Until Date Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) Individual/Group Definite/Tentative Waitlist Individuals (<i>only with Use Waitlist Reservations {waitlist} ON</i>) Include/exclude various options (Initial Phase, Open For Pickup, [Offer, Option (<i>only with parameter Offers/Options in Blocks {offeropt} ON</i>)], [S&C Ceiling (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>)]) Summarize by Main Group/Select Market Codes/Show All Market Codes Package Rate/Net Room Rate Local Currency/Reference Currency (<i>only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON</i>) Enter date(s), then number of rooms and net revenue by market codes for comparison

The procedure report MKT_COMP displays the number of rooms, average rate, revenue, business mix and occupancy percentages for all or user-selected market codes or market main groups. The statistics generated are displayed for the following market segment comparison scenarios:

- Actuals: Reservations on the books.
- Last Year: Last year's rooms and net revenue per market code for the same day.
- Plan Totals: Planned additional rooms and net revenue manually entered per day per market code.

MKT_COMP works in conjunction with the night audit procedure MK_AUDT1.

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MKT_FORC	Reports Group	Special
	Short description	Market segment forecast
	Selection filters	Calculate New Forecast/Reprint Last Forecast From Date/Until Date Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) Individual/Group Definite/Tentative Waitlist Individuals (<i>only with Use Waitlist Reservations {waitlist} ON</i>) Include/exclude various options (Initial Phase, Open For Pickup, [Offer, Option (<i>only with parameter Offers/Options in Blocks {offeropt} ON</i>)], [S&C Ceiling (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>)]) Summarize by Main Group/Select Market Codes/Show All Market Codes Package Rate/Net Room Rate Local Currency/Reference Currency (<i>only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON</i>) Enter date(s), then number of rooms and net revenue by market codes for forecast

The procedure report MKT_FORC displays the number of rooms, average rate, revenue, business mix and occupancy percentages for all or user-selected market codes or market main groups. The statistics generated are displayed for the following market segment forecast scenarios:

- Actuals: Reservations on the books.
- Pickup: Additional expected pickups entered manually per day per market code.
- Forecast Totals: The sum of actuals and pickups.

MKT_FORC works in conjunction with the night audit procedure MK_AUDT1.

MONTHFOR	Reports Group	Reservations
	Short description	Daily market forecast
	Selection filters	Calculate New Forecast/Reprint Last Forecast From Date/Until Date Include Parlors Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) Show Number of Rooms, Revenue, Average Rate, With Rate Change Individual/Group Definite/Tentative Include Checked-In Rooms Include/exclude various options (Initial Phase, Open For Pickup, [Offer, Option (<i>only with parameter Offers/Options in Blocks {offeropt} ON</i>)], [S&C Ceiling (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>)]) Summarize by Main Group/Select Market Codes/Show All Market Codes Package Rate/Net Room Rate
	Comments	This report requires the database MONTHFOR.DBF. If you do not generate the average room rate, the report prints considerably faster. For users of Sales & Catering integration: the report does not include the #Ceiling block.

The MONTHFOR procedure generates a daily market forecast by main groups or by selected market codes for any future date range. The information can include number of rooms, revenue and average room rate with and without rate change, based on package rates or net room rates. You can include/exclude eight reservation types.

NATSTAT	Reports Group	Statistics
	Short description	Nationality statistics by month
	Selection filters	Person Nights Statistics/Room Nights Statistics Year/Month/Until Month
	Cross-checks	The report uses GCHCODE.DBF and GCH.DBF. GCHCODE.DBF is filled by the night audit procedure STAT_SWI (one record per day per country). In addition, you should have COUNTRY running, as it checks if a country has been assigned to all guests and allows the user to enter the country code, if missing.

The NATSTAT procedure generates a monthly nationality statistic for a selected time range. The report lists each country with at least one stay, the country code, the number of persons or room nights, the bed nights, the occupancy percentage and a last-year comparison.

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NATSTAT2	Reports Group	Statistics
	Short description	Nationality statistics by day
	Selection filters	Year/Month
	Cross-checks	The report uses GCHCODE.DBF and GCH.DBF. GCHCODE.DBF is filled by the night audit procedure STAT_SWI (one record per day per country). In addition, you should have COUNTRY running, as it checks if a country has been assigned to all guests and allows the user to enter the country code, if missing.
	Comments	With parameter <i>Tax-Free Guests {fckur}</i> activated, the report prints totals for the number of tax and tax-free adults and children per day.

The NATSTAT2 procedure generates a daily nationality statistic for a selected month. The report lists every country and totals the number of bed nights for each day and (on a separate page) the number of arrivals for each day. In addition, the report provides total number of bed nights, total number of occupied rooms and total number of arrivals per day and per month.

This report is only used in countries such as Austria, Italy and Switzerland, where it is a legal requirement to print nationality statistics per day.

NATSTAT3	Reports Group	Statistics
	Short description	Nationality statistics for Switzerland
	Selection filters	Year/Month Language

The hotel code must have been entered as “CH” in order to specify the language in which the report should print. This report is the same as NATSTAT2 except for the ability to choose the language of the report.

The NATSTAT3 procedure generates a daily nationality statistic for a selected month. The report lists every country, totals the number of bed nights for each day, and the number of arrivals for each day (each on a separate page). In addition, the report provides total number of bed nights, total number of occupied rooms, and total number of arrivals per day and per month.

This report works in conjunction with the night audit procedure STAT_SWI (one record per day per country). In addition, you should have the night audit procedure COUNTRY running, as it checks if a country has been assigned to all guests and allows the user to enter the country code, if missing.

NORWAY	Reports Group	Statistics
	Short description	Nationality statistics for Norway
	Selection filters	Month/Year The report is immediately sent to the printer
	Comments	The procedure can only be generated if the system has been configured appropriately, otherwise, you will receive an appropriate message.

The NORWAY procedure generates nationality statistics that fulfill the country-specific requirements of Norway. In order to relate country code and market code, four additional fields are required for GCH.DBF (*Y, K, F, L*, all of which are {N, 6}).

PACKFORC	Reports Group	Reservations
	Short description	Package forecast report
	Selection filters	From Date/Until Date Include Parlors Select Summary Room Type (<i>only with parameter {s_roomtype} ON</i>)

The PACKFORC report produces a list of defined package forecast codes and the expected daily number of persons that have a package element linked to their rate code or added on the reservation screen, that belongs to the corresponding forecast code. The report also displays the number of occupied rooms, adults and children in house and the number of arriving and departing persons per day.

Using the package forecast report, you can list the number of persons expected for each package element. This can be breakfast, lunch, dinner, or golf, tennis and welcome cocktail, all depending on the setting of the forecast codes.



Please note: If you use the advanced packages module (*only with parameter Advanced Package System {par_packag} ON*), and packages have been defined as POS Next Day = Y, PACKFORC will print the figures for the next day. If the parameter is OFF, only the first column will print the figures for the next day.

PROMLST	Reports Group	Statistics
	Short description	Daily promotion statistics
	Selection filters	For Date

PROMLST displays daily promotion code statistics, based on a user-entered date prior to yesterday's date. The report generates statistics for promotion codes attached to guest reservations checked in or departed (*only with parameter Promotions {promotions} ON*).

PROMLST works in conjunction with the night audit procedure PROMSTAT. The PROMSTAT procedure gathers daily promotion statistics.

Reports
Available Procedures

RATEDISC	Reports Group	Reservations
	Short description	Rate discrepancies
	Selection filters	Arrivals Today Checked In/Occupied Rooms/All Rooms From Room/To Room Select Summary Room Type (<i>only with parameter {s_roomtype} ON</i>)

RATEDISC displays consolidated rate check statistics for guests in house. Depending on the selection criteria chosen, a report can be generated for today's checked in arrivals, occupied rooms only, or for all rooms.

RATELST	Reports Group	Statistics
	Short description	Rate code statistics
	Selection filters	By Date (enter Date)/Month (Month/Year)/Date Range (From Date/To Date) Rate Codes

This procedure report provides daily rate statistics as captured in GRES2.DBF. You must have the procedure RATESTAT added in the night audit procedure, after the MAINLOOP procedure.

RESLST	Reports Group	Statistics
	Short description	Reservation changes
	Selection filters	From Date/To Date Include/exclude various options (Rate Code Changes/Rate Changes/Room Changes/Persons Changes/Early Departure/Extended Stays/All Changes) Room Number/Guest Name

The RESLST procedure enables you to print a selection of changes that took place on a reservation, during a specified period of time. In order for this report to be available, it is necessary that the procedure called RESSTAT has been added to the night audit sequence to collect the daily information.

REVHIST	Reports Group	Financial
	Short description	Profile revenue analysis
	Selection filters	Calculate New Forecast/Reprint Last Forecast Company/Agent/Source/Group/Individual/All Detailed Report/Summary Reports From Month/Year, Until Month/Year Minimum Revenue

REVHIST allows you to print a list of all profiles that have historical details, and an analysis of the profiles' expenditures to determine whether the user-entered minimum revenue has been reached. If the profile(s) selected have met the minimum requirement, Fidelio then generates a report outlining revenue history details. This procedure allows the property to review actual revenue in order to determine its top producers.

This procedure requires that you have revenue buckets assigned to department codes, and that you have been working with them for a period of time. The information is obtained from GAUF_RV.DBF.

REVLST	Reports Group	Statistics
	Short description	Market code statistics
	Selection filters	For Date

This procedure displays the market code statistics based on the market code attached to each guest reservation record (if the parameter Use Market Segments for Revenue Analysis {segments} is ON). Market codes are assigned to a reservation in order to track, by market segment, the materialization of business. The report can be used to develop marketing strategies by highlighting strong and weak business trends. Statistics are provided for the day selected, the month, and the year. Each market code is broken down to show the number of rooms, room revenue, average room rate, food and beverage revenue, other revenue, and total revenue. At the bottom of the report, the totals of all market codes are displayed for the day, the month, and the year.

In the night audit, the market code statistics are accumulated in the file REVSTAT. There is one record per day per market code containing the number of people and the amount of revenue for room charges.

RIGHTS	Reports Group	Special
	Short description	Access rights of users or user groups to Front Office
	Selection filters	User Groups/Users

The RIGHTS procedure generates a matrix of all user groups (or users) in the hotel and their respective user or access rights. This is very useful when configuring or checking the user rights for the system.

The rights to the various options and functions in Fidelio Front Office are defined per **User Group** in the Setup program. The affiliation to a certain user group (option **Users** in FSTAMM) determines what rights the particular user has.

Reports
Available Procedures

ROOMDISC	Reports Group	Guests in House
	Short description	Room Discrepancy Report
	Selection filters	Include parlor rooms Select Summary Room Type (<i>only with parameter {s_roomtype} ON</i>) Print all Discrepant Rooms/Print all Rooms

This report is only used if the hotel works with the room discrepancy feature (*only with parameter Use Room Discrepancy Feature {discrepant} ON*), which tracks possible discrepancies in room status that occur between the front desk and housekeeping. If a room is vacant according to housekeeping but the guest is still checked in, this is a SKIP, if housekeeping reports a room as occupied although the guest has checked out according to front office, this is a SLEEP. The room discrepancy report is used to display discrepant rooms. After selecting the report, the above selection criteria can be specified.

ROOMS	Reports Group	Guests in House
	Short description	Housekeeping and room attendant allocation report
	Selection filters	Divide Report into Defined Housekeeping Day Sections Divide Report into Defined Housekeeping Evening Sections Divide Credits Evenly among Room Attendants (enter number of room attendants) Divide Credits into Sections of Equal Size (enter number of credits per section) Include Parlors Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>)

The ROOMS procedure enables the housekeeper to create a report of all rooms that need to be cleaned and edit it on the screen according to the daily requirements before printing it. In addition, you can select from eight different print styles for printing the report. This is extremely helpful as there is never an equal number of rooms to be cleaned per housekeeping section, and as some rooms may take longer to clean than others (due to different size or to check-out). For a detailed description of this report, refer to *Housekeeping Report* on page 8-46.

ROOMS3	Reports Group	Guests in House
	Short description	House status per room type for the current date
	Selection filters	Include Parlor Rooms Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>)

This housekeeping report details the house status per room type, indicating arrivals, expected arrivals, vacant rooms listed by dirty, clean, out of order, out of service, departures, expected departures, and occupied dirty and clean rooms. The information corresponds to the data shown in the **House Status** option in Front Office. A total column displays the status and movement of all room types. If the room types do not fit on one page, the system will wrap them to page 2.

ROOMSLST	Reports Group	Statistics
	Short description	Rooms on the books
	Selection filters	Calculate New Forecast/Reprint Last Forecast From Date Select Summary Room Type (<i>only with parameter {s_roomtype} ON</i>) Include Revenue Package Rate/Net Room Rate Local Currency/Reference Currency (<i>only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON</i>) Include Blocks

This procedure report forecasts for a year out from the system date the rooms on the books. You can elect to reprint the last forecast or calculate a new one. If you include revenue figures, you have additional selection criteria to gather the information for which you wish to report.

RTAVLCON	Reports Group	Special
	Short description	Rate availability control
	Selection filters	From Date/Until Date From Control Date/Until Control Date Rate Code/Category

The report procedure RTAVLCON displays changes to rate code/rate category availability status, based on user-selected “Change for” and “Change on” dates. The “Change on” dates represent the availability status (control date) referenced in the report. The report generates information including: the rate code/category changed, the date the status change was made (control date), the date the status change was made for, the availability status of the rate code/category and the total availability for the date the status change was made for. As there can be multiple controls applied to one rate code or category on many different dates, the report is able to display multiple controls and dates.

S_HOUSKP	Reports Group	Guests in House
	Short description	House status per room type for the current date
	Selection filters	Include Parlors Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>)

This housekeeping report lists all rooms by house status and room type, grouping the rooms under the sections occupied clean, occupied dirty, vacant clean, vacant dirty, out of order, out of service, due out, assigned and blocked (arrivals expected with assigned room number). If you work with inspected rooms (*only with parameter Additional Room Status INSPECTED {p_inspect} ON*), you will also see Occupied Inspected and Vacant Inspected rooms.

Reports
Available Procedures

S_SPREQ	Reports Group	Statistics
	Short description	Specials statistics report
	Selection filters	From Date/Until Date Include Parlors Specials Arrivals/In-House/Departures Double-Space Report All Blocks/By Group Code/Individuals Club Members Only (<i>only with parameter Use Club Member Number in Guest File {clubmember} ON</i>)

This report displays guests for whom special request information has been recorded in the **Specials** field on the reservation screen. Each special request code is listed per day and per guest group (arrivals, in house and departures). In addition to the special request code and description the information includes guest name, first name, room number, company, agent, source, arrival and departure date, VIP number and club number.

SHIFTINF	Reports Group	Shift reports
	Short description	List all available shift reports and their content
	Selection filters	None

The SHIFTINF procedure generates a list of all the shift reports configured in the hotel detailing all procedures and reports included with each shift report. As you may know, with the **Shift Reports** option you can group a series of reports and print them all together just by selecting the respective shift report. This is very useful for down time or security reports, but also for groups of reports that need to be reprinted at regular intervals, e.g., the morning reports for the department shift.

As the affiliation to a shift report is only determined by entering the **Shift** “letter” (**Listname** of shift report) in the respective report or procedure, the SHIFTINF procedure is extremely helpful for an overview over what exactly each shift report contains.

SPCLLIST	Reports Group	Statistics
	Short description	Specials revenue report
	Selection filters	For Date Specials
	Cross-checks	In order to use this report it is required to link the related procedure SPCLSTAT into the night audit (preferably in the BACKGROUND area as the statistics can take quite some time to calculate.)

The report procedure SPCLLIST displays the daily, month-to-date and year-to-date revenue figures accumulated with reservations containing one or more selected SPECIALS codes.



Please note: Various special codes can be linked to one reservation. Therefore, the fields printed on the report for the day, such as revenue, guests in house, etc., will not balance with the total for the day when added up.

SPECIALS	Reports Group	Guests in House
	Short description	Displays guest specials according to various selection criteria
	Selection filters	From Date/Until Date Include Parlors Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) Specials Pick target group (Arrivals by Day, Departures by Day, In House by Specified Date Range, In House on Specified Date Range by Arrival Date, In House on Specified Date Range by HK Section) Various print and page break options (New Page for Each Special Code, Separate Report for Each Date of the Date Range, Sort by Name [Otherwise by Room Number], Print Remarks/Notes, Include Checked Out Guests)

This report displays guests for whom special request information has been recorded in the *Specials* field on the reservation screen. The user can specify the date or date range, whether to print arriving, departing, or in-house guests, and can determine a variety of printing options. After selecting the report, the above selection criteria can be specified.

SRCLST	Reports Group	Statistics
	Short description	Source code statistics
	Selection filters	For Date

The SRCLST procedure displays source of business statistics (*only with parameter Source of Business Statistics {sourceob} ON*). Source codes track how reservations come to the hotel, such as by mail, phone, fax, central reservations, etc. Statistics include the number of rooms, room revenue, etc., and are displayed for the specified date, and the month-to-date and year-to-date figures.

SRCLST works in conjunction with the night audit procedure SRCSTAT. SRCSTAT gathers daily source statistics, which are then included in this procedure report.

SSHEET	Reports Group	Statistics
	Short description	Sales sheet
	Selection filters	For Date Revenue Report/Market Report Including Tax

This report can call several *.FRM files. Fidelio strongly recommends to enter **dr_land + dr_squash** in the *Font* field in the report setup.

The Sales Sheet provides a breakdown of revenue or market statistics based on a user-entered date previous to today's date. The breakdown is as follows:

- Revenue:** figures for daily, month-to-date, and year-to-date budget and actual.
- Market:** figures for user-entered date, budget, and last year's same date.

Reports
Available Procedures

SWEDEN	Reports Group	Statistics
	Short description	Nationality statistics for Sweden
	Selection filters	Month and Year The report is immediately sent to the printer
	Comments	The procedure can only be generated if the system has been configured appropriately; otherwise, you will receive an appropriate message.

The SWEDEN procedure generates nationality statistics that fulfill the country-specific requirements of Sweden. In order to relate country code and market code, four additional fields are required for GCH.DBF (*Y, K, F, L*, all of which are {N, 6}).

TONIGHT	Reports Group	Guests in House
	Short description	Print-out of the room rack for today
	Selection filters	Exclude Departures Include Departures (default) Include Parlors Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>)

This report basically is a print-out of the room rack (**[Ctrl+F3]**) for all rooms in the hotel for today, with the exception of pseudo rooms. It gives a picture of the movement expected for each room. There is one line for each room and booking, including status, room type and features. Departure guests and checked-in guests are displayed with their name, rate, number of persons and arrival and departure date. Expected guests are listed with their name and their arrival date. The system will print as many lines for each room as there are guests, stays, departures, and/or arrivals. If there is no guest in the room, the system prints a blank line for the name and the arrival date if the room is blocked today or in the future.



Please note: This report is especially designed for smaller hotels using untrained personnel at night. If the night porter is not able to use the computer he can check room availability or fill in the name of walk-ins on this sheet. The person on the morning shift can then enter this information into the computer.

VACYRDY	Reports Group	Reservations
	Short description	Yearly forecast of vacant rooms excluding tentative reservations
	Selection filters	From Date/Until Date Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>)
	Comments	This report belongs to the YEARDAYS, YEARPLAN, etc., family and is the counterpart to YEARDAYS (which shows definite reservations per day). For users of Sales & Catering integration (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>): the report includes rooms in S&C control (status = BBLK)

The VACYRDY procedure displays the vacant rooms for each day in the year. The calculation does not consider tentative room reservations. The report looks like a calendar displaying each month in a column and listing the calendar day, the day of the week and the number of vacant rooms for each day.

WEEKPLAN	Reports Group	Guests in House
	Short description	Print-out of the room rack for 15 days or in graphic mode
	Selection filters	Date Zoom Include Parlors Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>) Select room types
	Comment	When the report is generated for a hotel with many rooms this may take quite some time.

The WEEKPLAN procedure generates a print-out of the room rack ([**Ctrl+F3**]) for 15 days as of the specified date. Just like with the room rack, you can also zoom the report to graphic mode and so display the rooms for the next six weeks. The report prints approximately 50 rooms per page. The rooms are printed in ascending order (0001-9999), unless the parameter Custom Room Display Order {displayord} has been activated, in which case the order will be based on the entry made in the field **Display Order** of the **Rooms** setup screen. If you work with summary room types (*only with parameter Summary Room Types {s_roomtype} ON*), the report will be sorted alphabetically by room type and by room number (and display order) within the room type.

Reports
Available Procedures

YEARCHAN	Reports Group	Statistics
	Short description	Channel statistics per year
	Selection filters	Year Include/exclude various revenue and stay details (Room Nights, Room Revenue, Average Room Rate, F&B Revenue, Total Revenue, Persons, Avg. Person Revenue)
	Comments	For users of the Advanced Statistics I reports collection (<i>only with parameter Advanced Statistics Module 1 {par_stat1} ON</i>)

The YEARCHAN procedure prints a monthly summary of revenue and stay details for the current or any past year generated by each channel defined in the hotel (pickbox **CHA**). The information includes room nights, room revenue, average room rate, F&B revenue, total revenue, persons and average person revenue. This report is part of the Advanced Statistics I package and is only available if the parameter Advanced Statistics Module 1 {par_stat1} has been activated.



Please note: The use of the **Channel** field is completely user-definable. If the hotel wants to use channel statistics, the field has to be added to GRES2.DBF (CHANNEL {C, 3}) and to the block header (BLOCK {C, 3}). It offers yet another way of defining where a reservation comes from and collecting the ensuing statistical data. In addition, the procedure CHANNEL has to be linked into the night audit.

YEARDAYS	Reports Group	Reservations
	Short description	Yearly forecast of definite reservations
	Selection filters	From Date/Until Date Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>)
	Comments	For users of Sales & Catering integration (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>): the report includes rooms in S&C control (status = BBLK)

The YEARDAYS procedure displays all definite reservations for each day in the year. The report looks like a calendar displaying each month in a column and listing each date, the day of the week and the definite number of booked rooms.

YEARMARK	Reports Group	Statistics
	Short description	Market statistics per year
	Selection filters	Year Include/exclude various revenue and stay details (Room Nights, Room Revenue, Average Room Rate F&B Revenue, Total Revenue, Persons, Avg. Person Revenue, Room Arrivals, Avg. Length of Stay, Room Revenue Budget, actual/Budget % Var.) Summarize by Main Group/Select Market Codes/Show All Market Codes
	Comments	For users of the Advanced Statistics I reports collection (<i>only with parameter Advanced Statistics I {par_stat1} ON</i>)

The YEARMARK procedure generates a monthly summary of budget, revenue and stay details summarized by market code or by market main group. The information includes room nights, room revenue, average room rate, F&B revenue, total revenue, persons, average person revenue, room arrivals, average length of stay, budget and actual to budget in percent. This report is part of the Advanced Statistics I package and is only available if parameter Advanced Statistics I {par_stat1} has been activated.

YEARPERC	Reports Group	Reservations
	Short description	Yearly forecast of rooms and beds incl. or excl. tentative reservations in percent
	Selection filters	From Date/Until Date Include/Exclude Tentative Reservations Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>)
	Comments	For users of Sales & Catering integration (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>): the report includes rooms in S&C control (status = BBLK)

The YEARPERC procedure displays the expected occupancy percentage (definite and tentative) in rooms and beds for every day in the year. The report looks like a calendar displaying each month in a column and listing the percentage of booked rooms and beds for each day.

Reports
Available Procedures

YEARPLAN	Reports Group	Reservations
	Short description	Yearly forecast of definite and tentative reservations
	Selection filters	From Date/Until Date Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>)
	Comments	For users of Sales & Catering integration (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>): the report includes rooms in S&C control (status = BBLK)

The YEARPLAN procedure displays all definite and tentative reservations for each day in the year. It is basically identical to YEARDAYS with the addition of listing tentatively booked rooms in a separate column. The report looks like a calendar displaying each month in a column and listing the number of definite rooms and the number of tentative rooms for each day.

YEARREG	Reports Group	Statistics
	Short description	Region Statistics per year
	Selection filters	Year Include/exclude various revenue and stay details (Room Nights, Room Revenue, Average Room Rate, F&B Revenue, Total Revenue, Persons, Avg. Person Revenue)
	Comments	For users of the Advanced Statistics I reports collection (<i>only with parameter Advanced Statistics I {par_stat1} ON</i>)

The YEARREG procedure prints a monthly summary of revenue and stay details for the current or any past year generated by each region defined in the hotel (option **Region** from the **Reservation** menu in FSTAMM). The information includes room nights, room revenue, average room rate, F&B revenue, total revenue, persons and average person revenue. This report is part of the Advanced Statistics I package and is only available if parameter Advanced Statistics I {par_stat1} has been activated.



Please note: The **Region** option is completely user-definable. The hotel can use it to group countries into regions that it wants to evaluate statistically. It offers yet another way of defining where a reservation comes from and collecting the ensuing statistical data. In addition the procedure REGION has to be linked into the night audit.

YEARVAT	Reports Group	Special
	Short description	Yearly forecast report for the Belgian market.
	Selection filters	From Date/To Date Minimum Amount Country

The procedure YEARVAT has been developed to fit the requirements for the Belgian market. This procedure creates a report for city ledger postings only. The report prints a sequence number, as only 22 entries are allowed to be printed on one page, the address of the company, the VAT number, net revenue and VAT. The user has the ability to enter a date range, a minimum amount and a specific country. In addition, if the field VAT_NR in GAESTEST.DBF exists (required for Belgium), the user will have the ability to include or exclude companies without a VAT number.

YEARVIEW	Reports Group	Reservations
	Short description	Yearly forecast of rooms and beds incl. or excl. tentative reservations
	Selection filters	From Date/Until Date Include/Exclude Tentative Reservations Select Summary Room Type (<i>only with parameter Summary Room Types {s_roomtype} ON</i>)
Comments	For users of Sales & Catering Integration (<i>only with parameter Sales & Catering Front Office Integration {p_scinteg} ON</i>): the report includes rooms in S&C control (status = BBLK)	

The YEARVIEW procedure displays the expected occupancy (definite and tentative) in rooms and beds for every day in the year. The report looks like a calendar displaying each month in a column and listing the number of rooms and the number of beds for each day.

Housekeeping Report

In most hotels, the main housekeeper takes a list from the front office, perhaps divided into housekeeping sections and redistributes the rooms to the room attendants manually. This becomes necessary as there is never an equal number of rooms to be cleaned per section and because rooms are of different size.

With the Fidelio housekeeping report (procedure ROOMS) you can edit the report on the screen and change it to suit your daily requirements before printing it. After selecting the report, the following window is displayed:

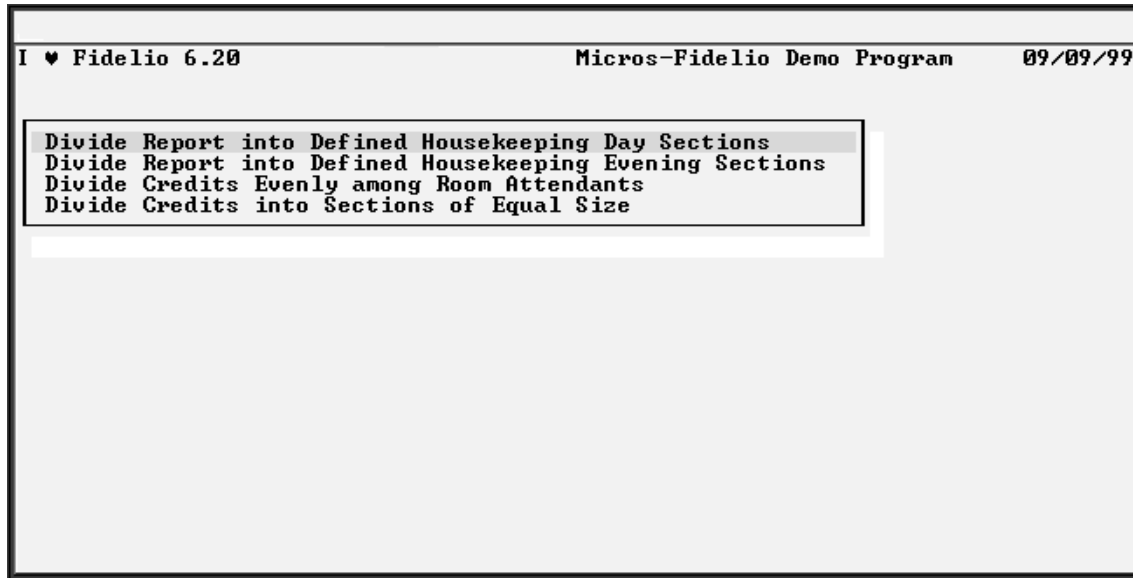


Figure 8-8 Housekeeping Report

Divide Report into Predefined Housekeeping (Day/Evening) Sections. Depending on your setup, you will receive three or four options. If the field KZ_EVE {C, 4} has been added to GZIM.DBF, you can assign rooms to housekeeping day *and* to evening sections in the **Rooms** setup option. In this case, you can group the rooms work file into predefined day or evening sections. Otherwise you will receive the option to divide the rooms into housekeeping sections.

If you print the report by housekeeping section and have not assigned all rooms in the hotel to a section, the system will create one extra worksheet for *Room Attendant 0* and print all these rooms on the sheet.

Divide Credits Evenly among Room Attendants. With this option, you can enter the number of room attendants you have available and divide the rooms evenly among them.

Divide Credits into Sections of Equal Size. This option lets you specify an equal number of credits per section.

Include Parlors. Change the default to [Y] if you want to include parlor rooms.

Select Summary Room Type. (Only with parameter *Summary Room Types {s_roomtype} ON.*) You can generate the report only for rooms belonging to one or various summary room types by entering them here or by selecting them from the multiple pickbox.

Once you have specified your selection, the system will display the message "Creating work file" and then produce a screen similar to the following:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program										09/09/99	
5		23		29		18		14		16		23	
206	♦ 2	202	1	301	1	401	4	502	1	605	1	704	3
207	♦ 2	203	3	302	1	403	1	504	2	607	1	705	1
208	1	204	♦ 2	303	3	405	1	506	1	611	1	706	1
		205	1	304	♦ 2	407	1	508	1	612	3	707	1
		209	1	305	1	409	1	510	1	614	1	708	1
		210	1	306	1	411	2	512	3	615	1	709	1
		211	1	307	1	414	1	515	1	617	1	710	1
		212	3	308	1	416	2	517	1	618	2	711	1
		214	1	309	1	418	2	518	1	619	2	712	3
		215	1	310	1	420	1	519	1	620	1	714	1
10		11											
701	4	904	1										
702	1	905	1										
703	1	906	1										
901	1	907	1										
902	2	908	1										
903	1	909	1										
		910	1										
		911	4										

1
← + INS DEL P * - ← → ? Help < > T CTRL-PgUp CTRL-PgDn ESC

Figure 8-9 Sample Housekeeping Report

This screen is typical of a report where rooms are divided into predefined housekeeping sections. The first fourteen sections are visible. Sections 1 to 7 are on the top row and sections 8 to 14 on the bottom row. The small number in the bottom right of the screen is the number of the section where the cursor is positioned. To move from section to section use the right and left cursor keys. To see sections 15 to 28, press [Ctrl + Page Down].

Inside each box are the rooms currently assigned to that housekeeping section. Next to each room number is the number of credits to clean that room. If there is a diamond (♦) next to the room, it means that the guest is departing that day, in which case the credits shown are the credits for a departure room, which might be higher than for a stayover room.

At the top of each box is the total number of credits for that section. The goal of the housekeeper is to try to even out the total number of credits for each box, ensuring that each room attendant is doing a fair share of the work. As soon as the credits for each section are nearly even, the housekeeper can print the report.

Reports

Housekeeping Report

Pressing the [?] key brings up a help screen of the keys which you can use to manipulate the report.

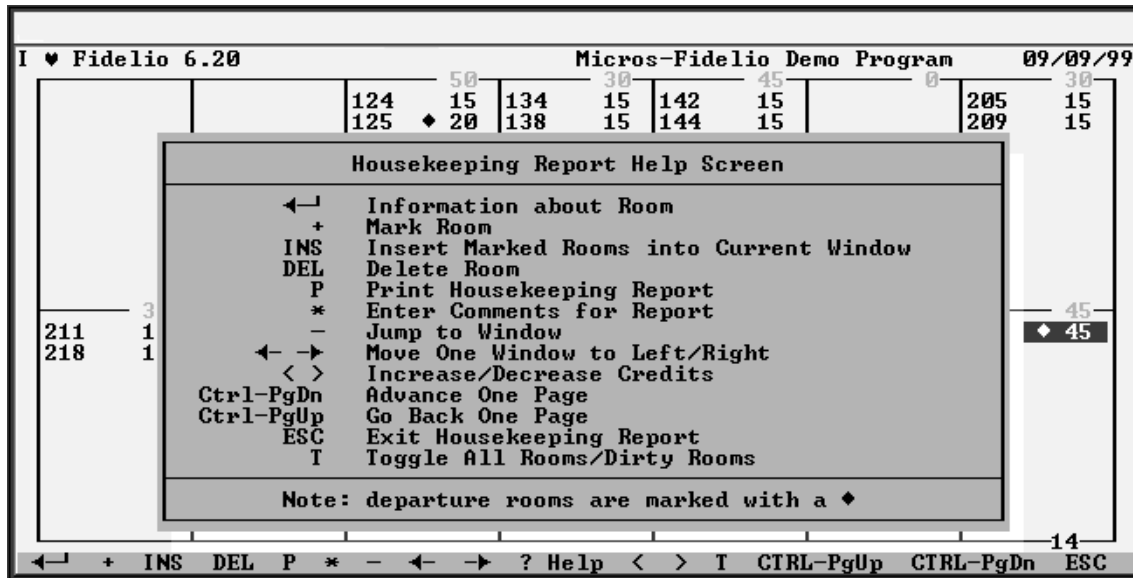


Figure 8-10 Housekeeping Help Screen

Available Functions

← **Information.** Pressing [Enter] will show you which guests, if any, are occupying this room, are due to arrive, or have checked out today. If any guests are arriving the following day, Fidelio will show them as well.

+ **Mark Room.** Press the [+] key to mark the room. A checkmark will appear next to the room. Marking rooms is the first step to moving them from one window to another. The second step is the [Insert] key.

INS Insert Marked Rooms. Pressing [Insert] inserts any marked rooms into the current window. You can mark rooms from several different windows and then insert them in a new window. Inserting the rooms unmarks them.

DEL Delete Room. The [Delete] key removes the room from the report. This might be useful if you are understaffed and have a lot of rooms to clean but do not have many expected guests. In such cases you might choose not to clean the dirty vacant rooms assuming they are not due for arrival that day.

P Print Report. This accesses the printing selection screen (*see below*).

* **Enter Comments.** To enter the name of the room attendant or other information for a specific room attendant, press the [*] key. Here you can type in information which will be printed on the report, but not saved anywhere. If, for example, you would like to remind the room attendant for section 22 to vacuum the elevator lobby on their floor, you can type that in here. Fidelio will print the text at the foot of the Section 22 page.

You may want to remind all of the room attendants that today is the day to turn the mattresses. You can type this in once and tell Fidelio to copy these notes to all of the room attendants.

- **Jump to Window.** To move the cursor to a specific window, press the [-] key and enter the window number. This is sometimes faster than using the cursor keys or [Ctrl + Page Up] and [Ctrl + Page Down].

←, → **Move One Window Left/Right.** The cursor keys move you to the next and previous windows or sections.

<, > **Increase/Decrease Credits.** You can manually increase and decrease the credits for a particular room. This might be useful if there is one room which is particularly dirty and requires special attention. Increasing the credits also increases the total at the top of the window. Any changes you make here are not stored with the room setup. That means that next time you run this report, it will revert back to the original number of credits for this room.

Ctrl+Page Up and **Ctrl+Page Down**. Using [**Ctrl+Page Up**] and [**Ctrl+Page Down**] you can advance and jump back one screen or 14 sections at a time.

Esc Exit. The [**Esc**] key returns you to the reports menu. Fidelio asks you to confirm. Once you exit the screen, your reassignment of rooms to sections is lost.

T Toggle. (only available with option **Divide Report into Predefined Housekeeping (Day/Even.) Sections**)

Usually only the dirty rooms are displayed. However, if you want to see the clean rooms, press [**T**]. The clean rooms have zero credits. Pressing [**T**] again removes the clean rooms.

When you press [**P**] to print the report, you will see the following screen:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program										09/09/99	
206	2	202	1	301	1	401	4	502	1	605	1	704	3
207	2	203	3	302	1	403	1	504	2	607	1	705	1
208	1	204	2	303	3	405	1	506	1	611	1	706	1
		205	1	304	2	407	1	508	1	612	3	707	1
										614	1	708	1
										615	1	709	1
										617	1	710	1
										618	2	711	1
										619	2	712	3
										620	1	714	1
701													
702													
703	1	906	1										
901	1	907	1										
902	2	908	1										
903	1	909	1										
		910	1										
		911	4										

Housekeeping Report		*
From Section		0
To Section		9999
Printing Style <1-8>		1
Double-Space Report?		N
Page Eject after Each Section?		N
Landscape?		N
Print Only Dirty Rooms		N

←	+	INS	DEL	P	*	-	←	→	? Help	<	>	T	CTRL-PgUp	CTRL-PgDn	ESC
---	---	-----	-----	---	---	---	---	---	--------	---	---	---	-----------	-----------	-----

Figure 8-11 Housekeeping Report Printing Options

Most of these options should be self-explanatory, except for the **Printing Styles**. The printing styles determine the format of the line for each room on the report.

Reports
Housekeeping Report

Style 1. With this style CL, DI and OO show in separate columns. In addition to credit per room, arrival and departure date, the expected or actual arrival time or departure time is displayed. Below the rooming list for each room attendant, the system shows the total of housekeeping credits, dirty rooms, departure rooms and people in house. At the end of the report, a grand total displays the total number of housekeeping credits, dirty rooms, departure rooms and people in house for all rooms to be cleaned.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99				
Page	1	Micros-Fidelio Demo Program			Date	09/09/99 14:40		
Housekeeping Report								
Include Parlor Rooms / Summary Room Type - All Rooms								
By Day Section / Printing Style 1								
Room Attendant 3								
Room	ST	Crd	Name	UIP	Arr	Dep	Tine	Prs
123	CL		Mr./Thompson	4	26/08	10/09		2
124	DI	15						
125	DI	20	Mr./Rodriguez		26/08	09/09		1
126	CL							
127	DI	15	Mr./Higgins	2	08/09	13/09		1
128	CL							
129	CL		Mr./Hammer		09/09	11/09		1
Total for Room Attendant 3								
Housekeeping Credits				50				
Dirty Rooms				3				
Clean Rooms				4				
Departure Rooms				1				
People in House				5				

In addition one of the following symbols may show left of the *Status* column.

- ◆ Departure Expected
- ⌘ Arrival Expected
- ☹ Sleep
- ☹ Skip

* An asterisk in front of the name indicates a share reservation.

Style 2. The left side of this style is similar to style one with the exception that the status codes are aligned in one column. The footer information shown in the display above is the same for all styles. In addition, style two displays sheet and towel information as well as extra beds and cribs:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99						
Page	1	Micros-Fidelio Demo Program Housekeeping Report				Date	09/09/99	15:03				
Include Parlor Rooms / Summary Room Type - All Rooms By Day Section / Printing Style 2												
Room Attendant 3												
Room	ST	Cr	Name	UIP	Arr	Dep	Ad	Ch	Tw	Sh	Eb	Cr
123	CL		Mr./Thompson	4	26/08	10/09	2		2	2		
124	DI	15										
125	DI	20	Mr./Rodriguez		26/08	09/09	1		1	1		
126	CL											
127	DI	15	Mr./Higgins	2	08/09	13/09	1		1	1		
128	CL											
129	CL		Mr./Hammer		09/09	11/09	1		1	1		
Total for Room Attendant 3 Housekeeping Credits				50								
← + INS DEL P * - ← → ? Help < > I CTRL-PgUp CTRL-PgDn ESC												

Figure 8-12 Style 2

Style 3. This style is recommended for hotels which do not assign a different amount of housekeeping credits to each room as it does not display the number of credits per room:

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99						
Page	1	Micros-Fidelio Demo Program Housekeeping Report				Date	09/09/99	15:06				
Include Parlor Rooms / Summary Room Type - All Rooms By Day Section / Printing Style 3												
Room Attendant 3												
Room	ST	Sh	Tw	U	Name	Arr	Dep	Ad	Ch	Eb	Cr	
123	CL	2	2	4	Mr./Thompson	26/08/99	10/09/99	2	0	0	0	
124	DI											
125	DI	1	1		♦Mr./Rodriguez	26/08/99	09/09/99	1	0	0	0	
126	CL											
127	DI	1	1	2	Mr./Higgins	08/09/99	13/09/99	1	0	0	0	
128	CL											
129	CL	1	1		Mr./Hammer	09/09/99	11/09/99	1	0	0	0	
Total for Room Attendant 3 Housekeeping Credits				50								
← + INS DEL P * - ← → ? Help < > I CTRL-PgUp CTRL-PgDn ESC												

Figure 8-13 Style 3

Reports
Housekeeping Report

Style 4. This style does not display room credits either and concentrates on the status of each room. The diamond (♦) represents a check-out and the dash [-] a check-in. If there is a hash sign [#] in front of the room, it is out of order. Fidelio does not recommend the use of style four.

I ♥ Fidelio 6.20											Micros-Fidelio Demo Program			09/09/99	
Page		1		Micros-Fidelio Demo Program						Date		09/09/99		15:09	
Housekeeping Report															
Include Parlor Rooms / Summary Room Type - All Rooms															
By Day Section / Printing Style 4															
Room Attendant 3															
Rstat	Room	ST	Sh	U	Name	Arr	Dep	Prs	Tw						
-	123	CL	2	4	Mr./Thompson	26/08/99	10/09/99	2	2						
	124	DI													
♦	125	DI	1		Mr./Rodriguez	26/08/99	09/09/99	1	1						
	126	CL													
-	127	DI	1	2	Mr./Higgins	08/09/99	13/09/99	1	1						
	128	CL													
-	129	CL	1		Mr./Hammer	09/09/99	11/09/99	1	1						
Total for Room Attendant 3						Housekeeping Credits					50				
← + INS DEL P * - ← → ? Help < > I CTRL-PgUp CTRL-PgDn ESC															

Figure 8-14 Style 4

Style 5. This style is identical to style one. However, instead of printing the names of the guests, style five simply indicates occupied rooms.

I ♥ Fidelio 6.20											Micros-Fidelio Demo Program			09/09/99	
Page		1		Micros-Fidelio Demo Program						Date		09/09/99		15:10	
Housekeeping Report															
Include Parlor Rooms / Summary Room Type - All Rooms															
By Day Section / Printing Style 5															
Room Attendant 3															
Room	ST	Crđ	Occ./Uac.		UIP	Arr	Dep	Time	Prs						
123	CL		Occupied		4	26/08	10/09		2						
124	DI	15													
125	DI	20	Occupied			26/08	09/09		1						
126	CL														
127	DI	15	Occupied		2	08/09	13/09		1						
128	CL														
129	CL		Occupied			09/09	11/09		1						
Total for Room Attendant 3						Housekeeping Credits					50				
← + INS DEL P * - ← → ? Help < > I CTRL-PgUp CTRL-PgDn ESC															

Figure 8-15 Style 5

Style 6. Style six is similar to style two. However, instead of the columns for towels and sheets any information from the SPECIALS field is displayed. In addition, the room type is printed next to the room number.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99						
Page	1	Micros-Fidelio Demo Program Housekeeping Report				Date 09/09/99 15:12						
Include Parlor Rooms / Summary Room Type - All Rooms By Day Section / Printing Style 6												
Room Attendant 3												
Room	Type	ST	Crds	Name	UIP	Arr	Dep	Ad	Ch	Eb	Cr	Specials
123	BTW	CL		Mr./Thompson	4	26/08	10/09	2				NEW
124	BTW	§	DI 15									
125	DTW	♦	DI 20	Mr./Rodrigue		26/08	09/09	1				
126	DKN		CL									
127	BKN		DI 15	Mr./Higgins	2	08/09	13/09	1				
128	STW	⊙	CL									
129	SKN		CL	Mr./Hammer		09/09	11/09	1				
Total for Room Attendant 3 Housekeeping Credits					50							
← + INS DEL P * - ← → ? Help < > T CTRL-PgUp CTRL-PgDn ESC												

Figure 8-16 Style 6

Style 7. Style seven indicates the room number, room type, housekeeping credits, room status, first and last name, number of persons, previous visits, VIP code, arrival and departure date, expected time of departure and, if applicable, expected time of arrival as well as the remarks from the guest profile.

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program				09/09/99							
Page	1	Micros-Fidelio Demo Program Housekeeping Report				Date 09/09/99 15:47							
Include Parlor Rooms / Summary Room Type - All Rooms By Day Section / Printing Style 7													
Room Attendant 3													
Room	Type	Crds	ST	Name	P	Uis	UIP	Arr	Dep	Etd	NArr	Hskp / FO	Comment / Follow-up
123	BTW	15	CL	Henry Thompson	2	2	4	26/08	10/09				
124	BTW		DI §										
125	DTW	20	DI	♦Fidelio Italia Ro	1	1		26/08	09/09				
126	DKN		CL										
127	BKN	15	DI	Clark Higgins	1	2	2	08/09	13/09				
128	STW		CL⊙										
129	SKN		CL	Mike Hammer	1	1		09/09	11/09				
Total for Room Attendant 3 Housekeeping Credits					50								
← + INS DEL P * - ← → ? Help < > T CTRL-PgUp CTRL-PgDn ESC													


Figure 8-17 Style 7




Reports
Housekeeping Report

Style 8. Style eight indicates complete information for all guests, including expected and actual arrivals, expected and actual departures and day-use rooms. If more than one reservation status applies to a room, the style will print more than one line. The information includes the room number, room type, the symbols for the reservation status, house status, housekeeping credits, nationality, name, VIP code, arrival and departure date, where applicable expected time of departure or arrival, number of adults, children, extra beds and cribs, number of towels and sheets, and any specials codes recorded for the guest.

I ♥ Fidelio 6.20															Micros-Fidelio Demo Program					09/09/99				
Page 1															Micros-Fidelio Demo Program					Date 09/09/99 15:48				
Housekeeping Report															Include Parlor Rooms / Summary Room Type - All Rooms					By Day Section / Printing Style 8				
Room Attendant 3																								
Room	Type	ST	Crd	Nat	Name	UIP	Arr	Dep	Time	Ad	Ch	Eb	Cr	Tw	Sh	Specials								
123	BTW	CL			Mr./Thompson	4	26/08	10/09		2				2	2	NEW								
124	BTW	§	DI	15	Mrs./Drake		09/09	13/09		1														
125	DTW	♦	DI	20	Mr./Rodriguez		26/08	09/09		1				1	1									
126	DKN	CL																						
127	BKN	DI	15		Mr./Higgins	2	08/09	13/09		1				1	1									
128	STW	⊗	CL																					
129	SKN	CL			Mr./Hammer		09/09	11/09		1				1	1									
Total for Room Attendant 3												Housekeeping Credits			50									

Figure 8-18 Style 8

 Please note: In addition to the regular symbols for skips, sleeps, etc., as used for the other styles, the following symbols are valid:

-  Departure Expected
-  Departed
-  Arrival Expected

When you exit the report, Fidelio remembers your choices and uses them as defaults the next time you run the report. If you include the housekeeping report as a shift report, Fidelio will also remember the defaults. However, Fidelio will not remember any manual reassignment of rooms.

As you can see, the column information on your housekeeping report depends on the selected printing style.

Mailings

After selecting the **Mailings** main menu you will see the following options.

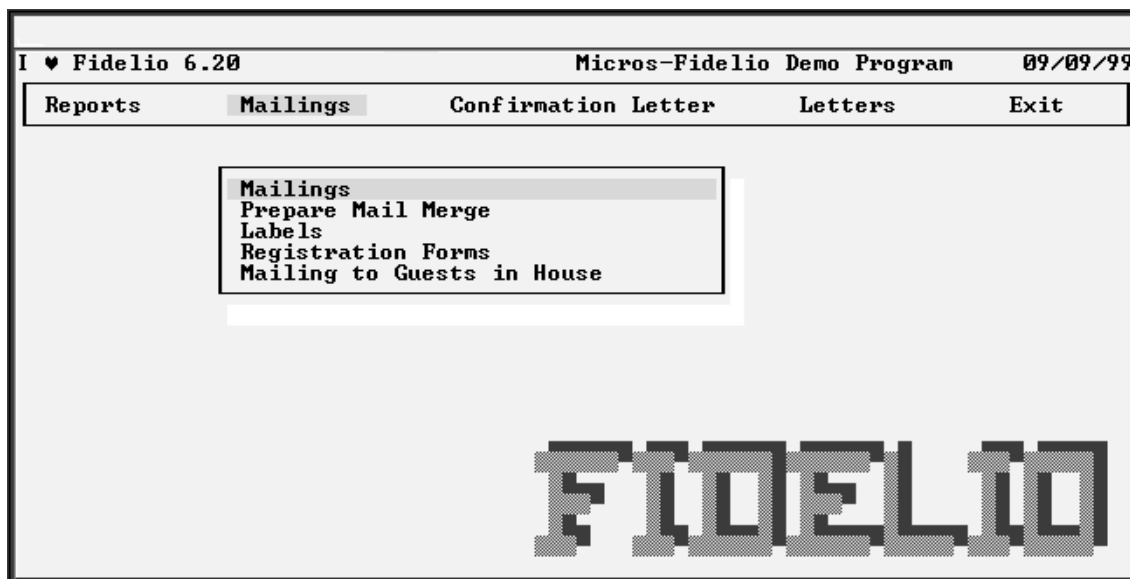


Figure 8-19 Mailings Menu

Menu Explanation

Mailings. Here you can select one of the standard letters that you have created in the **Standard Texts** option in the Setup program and send it to a selected group of guests or profiles.

Prepare Mail Merge. With this option you can prepare a selected export file with addresses which can be imported into an external word processor for mailing purposes.

Labels. Select this option to print address labels or envelopes for your mailings to guests.

Registration Forms. From here you can print registration cards in batch or one at a time for arriving guests.

Mailing to Guests in House. You can use this option to prepare a mailing to all or selected guests in house.

Mailings

This option allows you to send form letters which you have already created under the menu option **Standard Texts** in the Setup program. The mailing screen not only lets you select the name of the letter that you want to send, but also lets you select which guests you want to write to. The selection can be based on several criteria, including VIP codes, state codes, and so forth.

The screenshot shows the 'MAILING' screen in Fidelio 6.20. The window title is 'I ♥ Fidelio 6.20' and 'Micros-Fidelio Demo Program' with the date '09/09/99'. The screen is divided into several sections: 'MAILING' on the left, 'HISTORY' on the top right, 'BIRTHDAY' on the middle right, and a 'Filter' bar at the bottom. The 'MAILING' section includes fields for Letter name, From Name, To Name, From VIP, To VIP, From ZIP, To ZIP, Country List, Language, Record Type (T,C,S,G), Mailing Code, and No. of Nights from and To. The 'HISTORY' section has Arrival and Depart date fields and a Market field. The 'BIRTHDAY' section has Month and Day fields. The bottom right section has three checkboxes: Send to Incomplete Address, Send to Mailing Guests, and Send to E-Mail Guests. A 'Filter' bar is at the bottom.

Figure 8-20 Mailing

Field Explanation

Letter Name. Enter the name of the standard letter that you want to send. If you do not enter any letter or if you enter a letter which does not exist, Fidelio pops up a window where you can select from all available texts.

From Name...To Name. If you want to write to guests whose names fall within a certain range, then enter this range here. If you want to write to only one guest, enter the name in both the **From Name** and the **To Name** field. In most cases you will leave both fields empty which means not to restrict the mailing to a certain range of the alphabet.

From VIP to VIP. If you want to restrict your mailing to guests with certain VIP codes, then enter these codes here. If you would like to write to only those guests with VIP code number 2, then enter '2' in the **From VIP** and the **To VIP** field. If you want to write to all guests where VIP code is greater than 1, then you can enter '1' in the **From VIP** field and leave the **To VIP** field empty.

From ZIP to ZIP. If you want to restrict your mailing to a certain region of a country, you can do this by restricting the ZIP code. For example 94700 to 94799 would produce a mailing to all the guests from the San Francisco area.

Country List. If you want to write to guests from one or more particular countries then you can list the country abbreviations here. If you want to restrict your mailing to guests from USA and Canada, enter 'USA,CAN'. If you want to write only to Canadians, then enter 'CAN' alone.

Language. Entering a value in this field restricts the mailing only to those guests whose entry in the field **Language** contains this code. If you want to write to all the French speaking guests in Canada, enter 'F' in this field and 'CAN' in the **Country** field.

Record Type. All records in the Fidelio guest file are marked with a code which determines if the record is a regular guest, a company, a travel agent, a group, or a reservation source. The possible values are:

T	Travel agent
C	Company
S	Reservation source
G	Group
Blank	Individual Guest

If you only want to write to individual guests, then leave this field blank. If you only want to write to travel agents, then enter a 'T' in this field. If you want to write to travel agents and reservation sources, for example, then enter 'T,S'.

Mailing Code. If this field has been set up in GAESTEST.DBF (MAILING, {C, 20}), it will enable you to target certain mailing groups, such as summer mailing, golf mailing or tennis mailing. Simply enter the respective mailing code here or select it from the pickbox.

Number of Room Nights From/To. If you would like to restrict the mailing only to guests or companies with a certain number of room nights, then enter values in these fields.

Filter. In addition to all the above fields, you can impose an additional constraint on the mailing using the user-defined *Filter* field. There are additional fields from the guest profile which we do not include in the above screen, such as city, street, telephone number and any other fields which you may have added to the profile screen for a particular hotel. By using dBASE expressions you can enter a filter to help identify the guests to whom you are sending the mailing. For example,

ORT = "Washington" will send letters to all guests whose city is Washington.

ACTIVITY = "SKI" will send letters to all guests whose favorite activity is skiing.

The field ACTIVITY is not a standard field in the Fidelio databases. But you may add this field to the database, place it on the profile screen, and include it in the mailing filter.

History. Furthermore, you can restrict the mailing based on history of stays. By entering a range of dates, you can produce a mailing on only those guests who were in the hotel during a certain time period. In the *Arrival/Departure* fields specify the range of arrival and departure dates. By entering a value in the field *Market* you can restrict the mailing to those guests who belonged to a certain market segment. Fidelio does not assign a market segment to each guest but rather to each reservation of each guest. That means that one guest may one time belong to the market BUS and another time belong to the market IND (for individual).

Birthday. Month. Specify the month of the birth date
Day. Specify the day range for the birthdays of the guests.

Send to Incomplete Address. Default for this option is [N]. Fidelio will not send the mailing if the address is incomplete. Fidelio considers addresses complete if last name, first name (for guests only), country, zip code, city and state (for USA and Canada only) are completed.

Send to Mailing Guests/Send to E-Mail Guests. Enter [Y] or [N] or leave the field(s) blank. If the field is left blank, the selection criteria will not be taken into consideration.

Reports Mailings

When considering all the criteria for a mailing, the information in the last two fields must make an exact match. For example:

Mr. Johnson would like to receive mail, however he does not want to receive E-mail. While configuring the criteria for the mailing, you can have the following combinations:

Send to Mailing Guests	Send to E-Mail Guests
Y	Y Mr. Johnson would not be included.
N	N Mr. Johnson would not be included.
N	Y Mr. Johnson would not be included.
Blank	Y Mr. Johnson would not be included.
N	Blank Mr. Johnson would not be included.
Y	N Mr. Johnson would be included.
Blank	N Mr. Johnson would be included.
Y	Blank Mr. Johnson would be included.
Blank	Blank Mr. Johnson would be included.

After entering all of the necessary information for your mailing criteria, Fidelio brings up the text of the letter on the screen. You can make any last minute changes to the text. Press **[Esc]** when you are done. You can update the text file or make the changes for one mailing only.

Now you have to decide whether you want the mailing sorted by name, i.e., alphabetically, or by country and ZIP code. Very often you can save money on mass mailings if you bring the mailing to the post office sorted by ZIP code.

After you have made your selection, Fidelio displays the message "*Start? Yes/No.*" Enter **[Y]** to start the mailing; **[N]** returns you the main menu.

While Fidelio is formatting and sending the letters to the printer, you can see which guests are currently being formatted and how far you are through the database as a percentage. If you want to abort printing, press **[Esc]**. Fidelio informs you how many letters it printed when it is finished.

Prepare Mail Merge

With this option you can export profile addresses to an export file called WP.MRG. This file can then be imported into an external word processor for mailing purposes. The **Prepare Mail Merge** option allows you to select which guests will be part of your mailing. The merge routine does not give you direct access to all the fields in GAESTEST.DBF, it lets you filter your selection by all fields, however.

The procedure takes the address information and exports it to a file. The information covers the data you normally receive with the star code *AD or the fields PANREDE and ANREDE, i.e., name, title and complete address information.

This document describes what steps you have to take to run the mailing and how you merge the export files within either WordPerfect 5.1 for DOS or Word for Windows 6.0.

To fully understand the processes that need to take place when merging the file, it is necessary that the user has an understanding of how to use WP 5.1 or WinWord.

After selecting the **Prepare Mail Merge** option from the **Mailing** menu in the **Reports** program, the following screen is displayed.

Figure 8-21 Prepare Mail Merge

Field Explanation

Export Name. This field specifies the export file name. The option **Prepare Mail Merge** uses the file WP.MRG.

From Name/To Name. If you want to write to guests whose names fall within a certain range, then enter this range here. If you want to write to only one guest, enter the name in both the **From** and the **To** fields. In most cases you will leave both fields empty, which means not to restrict the mailing to a certain range of the alphabet.

From VIP to VIP. If you want to restrict your mailing to guests with certain VIP codes, then enter these codes here. If you would like to write to only those guests with VIP code number 2, then enter '2' in the **From** and the **To** fields. If you want to write to all guests whose VIP code is greater than 1, then you can enter '1' in the **From** field and leave the **To** field empty. '0' to '0' means that all guests, regardless of their VIP code, will be selected.

From ZIP to ZIP. If you want to restrict your mailing to a certain region of a country, you can do this by restricting the ZIP code. For example, 94700 to 94799 would produce a mailing to all the guests from the San Francisco area.

Reports Mailings

Country List. If you want to write to guests from one or more particular countries, then you can list the country abbreviations here. If you want to restrict your mailing to guests from USA and Canada, enter 'USA,CAN'. If you want to write only to Canadians, then enter 'CAN' alone.

Language. Entering a value in this field restricts the mailing only to those guests whose entry in the field *Language* contains this code. If you want to write to all the French-speaking guests in Canada, enter 'F' in this field and 'CAN' in the *Country* field.

Record Type. All records in the Fidelio guest file are marked with a code which determines if the record is a regular guest, a company, a travel agent, a group, or a reservation source. The possible values are:

T	Travel agent
C	Company
S	Reservation source
G	Group
Blank	Individual guest

If you only want to write to individual guests, then leave this field blank. If you only want to write to travel agents, then enter a 'T' in this field. If you want to write to travel agents and reservation sources, for example, then enter 'T,S'.

Mailing Code. If this field has been set up in GAESTEST.DBF (MAILING, {C, 20}), it will enable you to target certain mailing groups, such as summer mailing, golf mailing or tennis mailing. Simply enter the respective mailing code here or select it from the pickbox.

Number of Room Nights From/To. If you would like to restrict the mailing only to guests or companies with a certain number of room nights, then enter values in these fields. '0' to '0' means that all guests, regardless of the number of room nights, will be selected.

Filter. In addition to all the above fields, you can impose an additional constraint on the mailing using the user-defined filter field. There are additional fields from the guest profile which we do not include in the above screen, such as city, street, telephone number and any other fields which you may have added to the profile screen for a particular hotel. By using dBASE expressions you can enter a filter to help identify the guests to whom you are sending the mailing. For example,

ORT = "Washington" will send letters to all guests whose city is Washington.

ACTIVITY = "SKI" will send letters to all guests whose favorite activity is skiing.

The field ACTIVITY is not a standard field in the Fidelio databases. But you may add this field to the database, place it on the profile screen and include it in the mailing filter.

History. Furthermore, you can restrict the mailing based on history of stays. By entering a range of dates, you can produce a mailing for only those guests who were in the hotel during a certain time period.

Arrival/Departure. Specifies the historical range of arrival and departure dates. By entering a value in the field *Market* you can restrict the mailing to those guests who belonged to a certain market segment. Fidelio does not assign a market segment to each guest but rather to the reservation of each guest. That means that one guest may one time belong to the market BUS and another time belong to the market IND (for individual).

Birthday. Month. Specify the month of the birth date.
Day. Specify the day range for the birthdays of the guests.

Send to Incomplete Address. Default for this option is [N]. Fidelio will not send the mailing if the address is incomplete. Fidelio considers addresses complete if last name, first name (for guests only), country, ZIP code, city and state (for USA and Canada only) are completed.

Send to Mailing Guests/Send to E-Mail Guests. Enter [Y] or [N] or leave the field(s) blank. If the field is left blank, the selection criteria will not be taken into consideration.

When considering all the criteria for a mailing, the information in the last two fields must make an exact match. For example:

Mr. Johnson would like to receive mail, however he does not want to receive E-mail. While configuring the criteria for the mailing, you can have the following combinations:

Send to Mailing Guests	Send to E-Mail Guests
Y	Y Mr. Johnson would not be included.
N	N Mr. Johnson would not be included.
N	Y Mr. Johnson would not be included.
Blank	Y Mr. Johnson would not be included.
N	Blank Mr. Johnson would not be included.
Y	N Mr. Johnson would be included.
Blank	N Mr. Johnson would be included.
Y	Blank Mr. Johnson would be included.
Blank	Blank Mr. Johnson would be included.

After entering all the necessary information for your mailing criteria, you have to decide whether you want the mailing sorted by name, i.e., alphabetically, or by country and ZIP code. Very often, you can save money on mass mailings if you bring the mailing to the post office sorted by ZIP code.

Next, Fidelio displays the message “*Start? Yes/No.*” With **[Y]** Fidelio will select all the addresses corresponding to the criteria you have entered and write the records into the file WP.MRG. **[N]** returns you the main menu.

While Fidelio is checking the database, you can see which guests are currently being processed and how far you are through the database as a percentage. If you want to abort the selection process, press **[Esc]**.

Preparing the Mailing

When you export the mailing for an external word processor, Fidelio puts your address information into a file for that word processor. The file is called WP.MRG and resides in the front office data directory, usually `g:\fidelio\fo_data`. This is a so-called delimited file, i.e., the records from the Front Office databases have been written to an ASCII file in which the end of each field and each record is indicated by delimiters.



Please note: The fields in the WP.MRG file are separated by quote marks at the beginning and with a quote and comma at the end. The end of a record is determined by a carriage return, line feed [CR][LF]. WP.MRG contains the address lines one to eight and the salutation, i.e., nine fields in total. Just to give you an example of the look of a delimited file, here is an excerpt of our example WP.MRG:

```
"Address 1","Address 2","Address 3","Address 4","Address 5","Address 6","Address
7","Address 8","Salutation", "Mr. Ralph Müller,"Fürtenwäßer Weg 7","82798
Munich","GERMANY","Munich","GERMANY","","Munich","GERMANY","Munich","GE
RMANY","","","Dear Mr. Müller", "Mr. Scott Adair","2936 E. Pico","Tresno, CA
93726","USA","USA","","","USA","USA","","","USA","USA","","","USA","USA",
","","","Dear Mr. Adair", "Mr. Faisal Al Matrouk","2269 Lakeshore Blvd.,"Etobicoke, M8V
3X6","CANADA","3X6","CANADA","","3X6","CANADA","3X6","CANADA","","","Dear
Mr. Al Matrouk", "Mr. Dave Allevato","1336 Burlington Dr.,"Plano, TX
75825","USA","USA","","","USA","USA","","","USA","USA","","","USA","USA",
","","","Dear Mr. Allevato", "Mr. William Andrews","9133 Emden Rd.,"San Diego, TX
76556","USA","USA","","","USA","USA","","","USA","USA","","","USA","USA",
","","","Dear Mr. Andrews", "Mr. Joe Barta","460 Point San Bruno Blvd.,"San Francisco, CA
94080","USA","USA","","","USA","USA","","","USA","USA","","","USA","USA",
","","","Dear Mr. Barta", "Mr. Lee Bennett","5609 Wilshire Dr.,"Seattle, TX
78262","USA","","","","","Dear Mr. Bennett", "Mr. Donald Bloom","102 Marshall
Ave","Woodland, CA 95695","USA","","","","","Dear Mr. Bloom", "Mrs. Maureen
Brewster","230 Hazle Ave.,"Westfield, NJ 07090","USA","","","","","Dear Mrs. Brewster",
```

The reason why we create eight address lines is so that the different country address formats which are available inside Fidelio can be accommodated.

Following is a short overview of the steps that you need to take in order to produce a mailing with this function.

1. Access the **Reports** program and select the option **Prepare Mail Merge** from the **Mailing** menu. Enter your selection criteria for the mailing.
2. The resulting list of names and addresses will be written into the file WP.MRG in the Fidelio data directory (usually `g:\fidelio\fo_data`).
3. Access your external word processor and design your letter with all the necessary formatting. Insert the merge codes in those places where you want the address or salutation information.
4. Use the **Merge** function of your external word processor to merge your letter with the address file generated in step 2.

WordPerfect 5.1 for DOS

Once in WordPerfect 5.1 for DOS, prepare the standard letter that you want to use as a basis for the mailing. In the merge process, WordPerfect will call this the primary file. Prepare the letter just like you would when writing a normal letter. However, instead of typing in the address and the salutation, you will insert merge codes in those places. During the merge process, they will be filled with the address information from the Front Office export file (WP.MRG).

In the following, we will describe how you insert the merge codes into your primary document and how to actuate the merge.

Move the cursor to the position where you would usually type in the address.

Press [**Shift+F9**] and [**1**] for *Field*. The prompt *Enter Field:* is displayed. The Front Office export file contains eight address fields and one salutation field. In order to retrieve the first address field (containing the name information, e.g., “Mr. Ralph Müller”), enter [**1**] here and press [**Enter**]. Your document will now contain the following line:

{FIELD}1~

If you want to use the complete address, you should repeat this process for all eight address fields. Then, you might insert a number of line feeds until reaching the salutation line on the letter. Press [**Shift+F9**] again and type in [**9**].



Please note: If your addresses are not all complete, i.e., some of your profiles do not use all eight address fields, you may end up with empty lines on the addresses of some letters after the merge. In order to avoid this, you can tell WordPerfect to suppress the carriage return if the field contains no information. In order to do that, after entering the desired field number on the *Enter Field:* prompt, add a question mark [**?**] to the field number. Your line will now look like this:

{FIELD}1?~



Please note: By suppressing empty lines, your text body may start at a different line with every letter. In addition, you may lose the extra line between street and city, a required address format for some countries.

Now that you have inserted all merge codes, format your primary document as you would with any normal letter. If you want to use special fonts or styles on any of the address information, simply mark the corresponding merge codes and bold them, underline them, etc.

Reports Mailings

Your letter will now look something like this:

<p>{FIELD}1~ {FIELD}2~ {FIELD}3~ {FIELD}4~ {FIELD}5~ {FIELD}6~ {FIELD}7~ {FIELD}8~</p> <p style="text-align: right;">USA, 1 March 1999</p> <p>{FIELD}9~, Thank you for your recent enquiry about coming to the Micros-Fidelio Demo Hotel. I am delighted to enclose the details you requested along with our hotel brochure for your perusal. I do hope that you find these details both informative and of interest. Should you require any further information to assist you in your choice please do not hesitate to contact us. In the meantime, thank you once again for the interest shown in the Micros-Fidelio Demo Hotel and we all look forward to welcoming you in the not too distant future. Best Regards, General Manager</p>
--

When you are satisfied with your base or primary document, save it by pressing [F7] and going through the WP saving routine.

Name it, e.g., *Prom1.pri* for Promotion 1 (using the extension .pri to indicate the primary file will help you remember which file is which during the merge procedure).

Check that the merge delimiters in the **Initial Settings** have been set correctly by pressing [Shift+F1], [4] and [1].

The setting should be as follows:

```
Field Delimiters -Begin“
                    End  “,
Record Delimiters -Begin
                    End   [CR]
```

The carriage return [CR] is achieved in WordPerfect by pressing [Ctrl+M].

Now you are ready to merge your standard letter (primary file) with the address file that you generated in Front Office.

On a clean page press [Ctrl+F9] and select [1] for **Merge**.

Primary File. Type in the name of the letter you have defined in WordPerfect, i.e., *prom1.pri* in our example, then press [**Enter**].

Secondary File. Type in the name of your address file (called **WP.MRG**). Remember that the WP.MRG file resides in the front office directory and specify the full path name, i.e., **g:\fidelio\fo_data\wp.mrg** and press [**Enter**].

WordPerfect 5.1 will now merge all the addresses from your Front Office export file with the standard letter that you created and bring all the letters onto the screen.



Please note: Fidelio Front Office writes a header record into the export file with the fields **Address 1**, **Address 2**, **Address 3** up to **Address 9**. Accordingly, this record will make up the first letter in your WP file. So before printing the whole document, go to the beginning of the file and delete this letter.

In order to print the merged letters, press [**Shift+F7**] and make your selections (e.g., print just the first page to test if the spacing, spelling, etc., are correct).

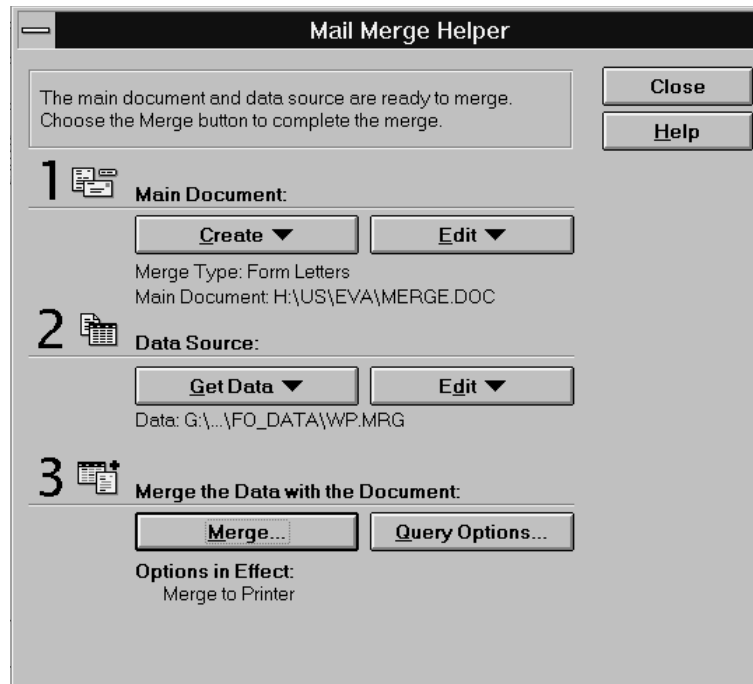
Reports Mailings

Word for Windows Version 6.0

In order to perform a mail merge in Word for Windows, you need to create the standard letter, indicate to WinWord that this will be used as the main document of the merge, and attach the data file. From inside WinWord select:

Tools > Mail Merge > Main Document > Create > Form Letters > Active Window

You are in the **Mail Merge Helper** screen which looks as follows.



Now that you have specified that you will use the active window for your main document, you will indicate the data file. From the Mail Merge Helper screen, select

Data Source > Get Data > Open Data Source

Select your data file WP.MRG, which you will find in the Front Office data directory (usually `g:\fidelio\fo_data`). Make sure that the check box **Confirm Conversions** (small box to the bottom right of the screen) is marked, then click on **OK**.

The window *Confirm Data Source* with many different conversion filters will be displayed. Simply press **OK** on the standard **Word Document (*.doc)**.

Next, WinWord will display the window *Convert File*. Select the option **MS-DOS Text** and click on **OK**. Please make sure that you do not use any other conversion filters, such as MS-DOS Text with Layout. If you do, the ASCII characters from the Front Office export file will not be converted correctly and you may end up with wrong characters for all the special characters.

When WinWord displays the message “*Word found no merge fields in your main document. Choose the Edit Main Document button and insert merge fields into your main document,*” go ahead and choose **Edit Main Document**.

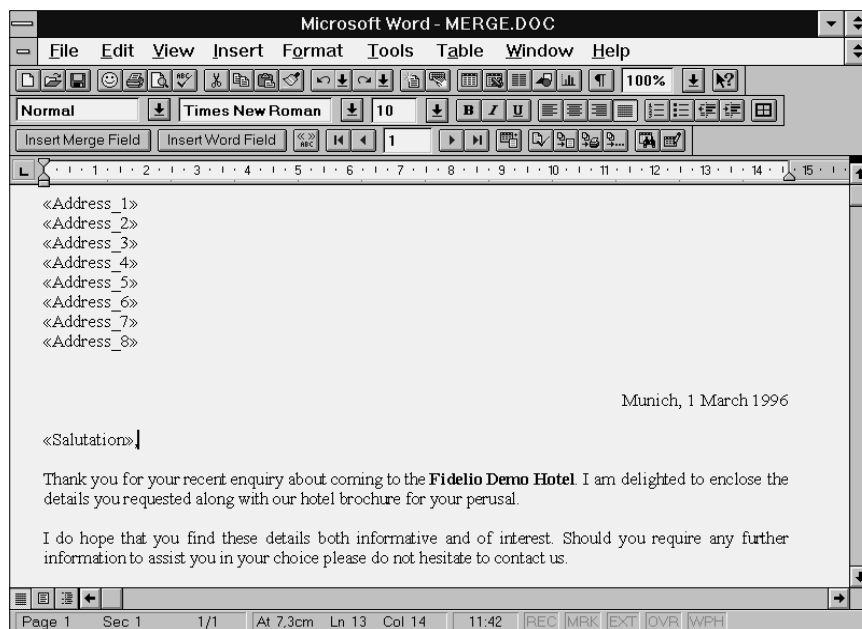
An extra tool bar will now be displayed at the top of your WinWord screen (right underneath the font selection and above the ruler). Select the option **Insert Merge Field** and WinWord will display the fields found in your WP.MRG export file (Address_1 to Address_8 and Salutation).

Select the fields in the order they should appear on the screen, i.e., if you want the first line of the address to appear on the first line, move the cursor to the first line and select **Address_1** from the **Insert Merge Field** window.

The fields will be placed on your document wherever the cursor is positioned. Press **[Enter]** to move down one line and then select **Insert Merge Field** again. Repeat these steps until you have selected all the required fields and

positioned them correctly on the document. Do not forget to add a punctuation mark after inserting the salutation code.

After adding all the merge codes and the required text, the screen with your document might look like this:



When you have completed the letter, done all the desired formatting and inserted all the merge codes, you may want to test that you have all the correct fields in the correct places. In order to do that click on the «ABC» box that you see to the right of the **Insert Word Field** option in your header bar (just above the ruler). This will display a test merge, using the first record in your data file.

If everything is okay, you can go ahead and run the merge.

Select **Tools > Mail Merge >** and the **Mail Merge Helper** screen will be displayed. Select Option 3: **Merge the Data with the Document Screen > Merge**. The Merge Options Screen will appear.



Please note: Before continuing the merge, check the options at the bottom of this screen and make sure that the option **Print blank lines when data fields are empty** is selected. Otherwise, if your addresses are not all complete, i.e., some of your profiles do not use all eight address fields, during the merge process, the address length will change according to the number of address fields you use, in which case your text body might start on a different line with each letter.

At the top of the Merge Options Screen, there are icons which give you the choice to select merging to a New Document, Printer or Electronic Mail. Make your selection and then double-click on the **Merge** button.

For large mailings (more than 100 addresses), we recommend that you merge directly to the printer rather than to a file because it is much faster and you will not run out of disk space. In this case, select the option **Merge To: Printer** before executing the merge. In addition, you may wish to print in blocks, depending on the availability of the printer, by making use of the option **Records to Be Merged**. You can, for example, print records from 1 to 200 and then from 201 to 400, etc.

Reports
Mailings

Labels

You can print address labels for your mailings in exactly the same way as you print the form letters. The only difference is that instead of entering the name of the letter you enter the name of the address format. We suggest that you use the format called ADDRESS. If you do not have the file ADDRESS.LBL on your disk, then you can use any other .LBL file which you have created in dBASE. After selecting this option, the following window is displayed.

I ♥ Fidelio 6.20 Micros-Fidelio Demo Program 09/09/99

L A B E L S

Label name	ADDRESS
From Name	To Name
From VIP <input type="checkbox"/>	To VIP <input type="checkbox"/>
From ZIP	To ZIP
Country List	Language
Record Type <T,C,S,G>	Mailing Code
No. of Nights from	To

H I S T O R Y

Arrival	Depart
Market	

B I R T H D A Y

Month	<input type="checkbox"/>	<input type="checkbox"/>
Day	<input type="checkbox"/>	<input type="checkbox"/>

Send to Incomplete Address N
Send to Mailing Guests
Send to E-Mail Guests

Filter

Figure 8-22 Labels

Please refer to *Mailings* on page 8-55 for a description of all the selection criteria.

Registration Forms

Use this program to print registration cards for arriving guests. Before you can successfully print the registration cards, you must create a standard text containing the required codes in the necessary format. After selecting this menu option, you see the following screen:

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program       09/09/99
----- PRINT REGISTRATION FORMS -----
Registration Form  MELDE
Arrival          10/09/99
Print even without city? <Y/N>      N
Include Groups? <Y/N>              N
Only Reservations Made Today <Y/N>  N
From Name          To
Filter
  
```

Figure 8-23 Registration Forms

Enter the name of the standard text under **Registration Form**. If you enter no name or an incorrect name, you can select the name out of a window. You can also enter a group name, if you want to print registration cards for all members of one group.

Enter the arrival date for which you would like to print the registration cards. As many hotels print the registration cards at night for the following day, we propose the following day as the default arrival date. You can override this date.

When asked “*Print even with no city?*” enter [Y] if you want to print registration cards even if the city has not been entered in the guests' profile. Some hotels maintain that it makes no sense to print a registration card when the only value is the last name of the guest. In such a case you would enter NO.

If you want to print registration cards for group members, enter [Y] to the question “*Include Groups?*”

If you only want to print registration forms for reservations made today, enter [Y]. Default is [N].

If you want to print cards for only certain names or only a certain range in the alphabet, then enter a range of names in the fields **From Name ... to Name**. If you would like to test the alignment on the printer, you might want to print all names from A to A.

In addition to all the above fields you can impose an additional constraint on the printing of the registration forms using the user-definable **Filter** field such as **Mailing and Labels**. There are additional fields from the guest file which we do not include in the above screen, such as city, street, telephone number, VIP number and any other fields which you may have added to the profile screen for a particular hotel. By using dBASE expressions you can enter a filter to help identify the guests for whom you are printing the registration form. For example:

VIP="0"

Now the registration forms would only be printed for arrivals whose VIP code is "0".

After you have completed the above screen, Fidelio begins to print the cards. You can stop at any time by pressing [Esc]. During printing Fidelio shows you the progress in a percentage.



Please note: You can also print registration cards for individual guests from the reservation and arrival menu by selecting the **R Regcard** option.

Mailing to Guests In House

This option gives you the possibility to send a letter defined under **Standard Texts** to guests in house of your choice. After you have entered the letter name and defined the search criteria, the letters are printed. When you have selected this option, the following menu is displayed:

The screenshot shows a terminal window titled "I ♥ Fidelio 6.20" and "Micros-Fidelio Demo Program" with a date of "09/09/99". The main menu is titled "MAILING GUESTS IN HOUSE" and contains the following fields and options:

- Letter Name: []
- From Name: [] To: []
- Group Name: []
- From UIP: [0] To UIP: [0] Language: []
- BIRTHDAY: Month [0] Day [0] To: [0]
- Send to Mailing Guests: [] Send to E-Mail Guests: []
- Filter: []

Figure 8-24 Guests In House

The criteria listed here are very similar to the ones described under **Mailing**. Refer to *Mailings* on page 8-56 for a detailed explanation.

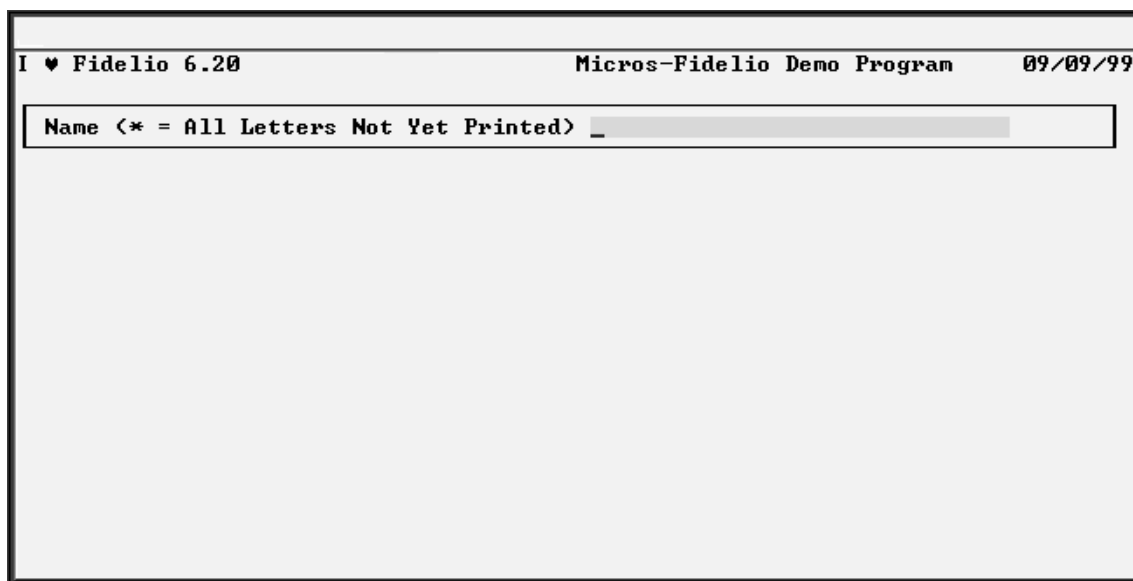
Confirmation Letter

With this option you can assign confirmation letters to guests, change them individually, select the mailing address, complete the address and print the confirmation letters. If you are working with the Fidelio Fax Interface, you can also fax confirmation letters directly from this option.

Although you can do all these steps from here, it is more usual to assign a confirmation letter to the guest during the reservation.

You cannot write a standard confirmation letter here. This is done in **Standard Texts** (refer to *Standard Texts* on page 6-2 of the Text+Folio Setup Manual). All the codes which you can use inside the text of a confirmation letter are listed in *Star Codes for Confirmation Letters* on page A-7 of the Appendix.

After selecting this menu option, you see the following screen:



```
I ♥ Fidelio 6.20                Micros-Fidelio Demo Program    09/09/99
Name (* = All Letters Not Yet Printed) _
```

Figure 8-25 Confirmation Letter Prompt

You can enter a specific name, an asterisk [*] or press **[Enter]** for a list of guests which might receive a confirmation letter. If you enter an asterisk, Fidelio will print all the confirmation letters which have been assigned to guests and not been printed yet, if:

- the mailing address is selected
- the address is complete
- the arrival date is not today.

After printing the letters, Fidelio produces a final sheet with a report of guests whose confirmation letter could not be printed because the address was incomplete, the special text not found, etc.

Press **[Enter]** to receive a list of guests who might receive a confirmation letter.

Reports
Confirmation Letter

I ♥ Fidelio 6.20		Micros-Fidelio Demo Program		09/09/99				
Name (* = All Letters Not Yet Printed)								
Name	Arrival	Dep.	RmT	Room	RT Res.	Letter	To	Printed
AA1777-Crew	10/09/99-11/09	PM			1 24/06		XCG	
Able, John	09/09/99-10/09	SUI			1 02/05	CE	X XC	
Abrams, Jim	09/09/00-12/09	BTW			1 29/05	CARDPAY		
Aceti, Ralph	09/09/99-10/09	DKN			1 27/06	XMAS	X XC	
Aceti, Ralph	18/09/99-19/09	DKN			1 27/06		XC	
Adair, Scott	09/09/99-10/09	DTW			1 05/05		XC	
Akashi	10/09/99-12/09	TDS		108	6 24/06		XTG	
Allevato, Dave	02/10/99-04/10	BKN			1 27/06		XC	
Allevato, Dave	10/11/99-12/11	BKN			1 27/06		XC	

← Select PgUp PgDn ESC Quit

Figure 8-26 List of Guests for Confirmation Letters

The information includes the guest's name, arrival and departure date, reserved room type, room number if assigned already, reservation type, the name of the confirmation letter (if selected) and the address it goes to (X = individual, G = group, T = travel agent, C = company).

Available Functions

[Enter]. Press **[Enter]** to print the confirmation letter of an individual guest. If you have not selected a letter yet, the message "No confirmation letter entered for this reservation" appears. If there is more than one possibility for the mailing address, that is, if the guest reservation is linked to a group/agent or company record, the message "Please select confirmation address" is displayed. After you have selected the letter and confirmed the address, a window with the guest's address displays. Complete or change the guest's address as necessary. Then Fidelio asks you whether you want to change the letter. If you say **[Y]**, the selected confirmation letter is shown and you can edit it. You can save the changes (the name of the letter changes to SPECIAL). Then, you can print the letter. The date of the print-out is displayed in the **Printed** column.

- Letter. Press **[-]** to select a confirmation letter from the list of names displayed in a pickbox. After you have made your selection, the name of the letter is indicated in the **Letter** column.

+ Mailing Address. Press **[+]** to select the mailing address of the confirmation letter. Usually, this is the guest address you entered in the guest profile. However, if the guest reservation is linked to a group, agent or company record, you have to select which address the letter is to go to before printing the letter. It is not possible to change the address when you have edited the confirmation letter and the name has changed to SPECIAL. If a change of address is not possible, the message "No possibility to change address" is displayed.

Press **[Esc]** to exit or **[F10]** to go back to the main menu.

It is possible to print a confirmation letter for a guest twice, but not when you use the asterisk option.

Faxing a Confirmation Letter

If your hotel has configured the Fidelio Fax Interface, you can fax a confirmation letter directly from this option. When selecting a confirmation letter for the guest, make sure that the letter name starts with "Fax". Fidelio will check immediately whether a fax number has been entered on the guest's profile. If not, you are asked to enter the correct number. Next, you can view the letter and make changes. Press **[Esc]** and confirm the message "Send Fax? Yes/No" with **[Y]**. Now you can enter the number of printed copies you require for your files. Fidelio will then send the letter to the fax interface from where it will be faxed to the customer. If you modify a fax confirmation letter for a guest, the name of the letter will change to FAXSPEC.

Letters


The Fidelio Front Office program contains two similar text editors. Both text editors the **Word Processor** (*in Front Office and Concierge*) and the **Standard Text Generator** (*in FSTAMM and here in FLIST*) work exactly the same way; however, the texts created by each editor have quite different purposes.

The **Word Processor** should be used to write individual letters to single addresses. This option is accessed from the main front office program under the menu option **Word Processing**.

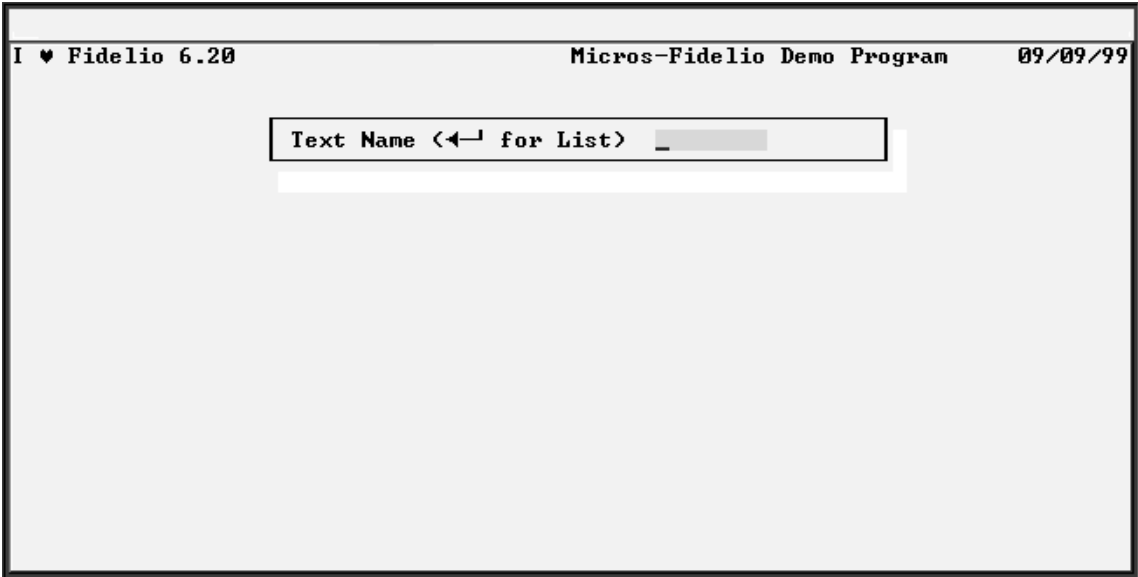
The **Standard Text Generator** is used to write form letters for mailings, reservation confirmations and registration cards. You can select the **Standard Texts** option from either the installation program or the **Lists and Reports** program. Both options are identical.

The beauty of the **Standard Texts** function is that you can define a form letter in such a way that it will take certain pieces of information from the guest and reservations databases (i.e., name, address, reservation details) and personalize the letter to the recipient. This is done by inserting special codes in the form letter where this specific data is required. You can find a complete list of the available codes in *Codes* on page A-2 of the Appendix.

If you create a confirmation letter and you wish to assign it to a guest, you must enter the text name in the field **Confirmation** on the reservation screen in order for it to print. If you create a form letter for mailing purposes, you must enter that name in the field **Letter Name** when you do the mailing. If you create a **Registration Card** format, you must enter the name of this form when you want to print the registration cards.

 Please note: In order to print a registration form for a single guest with the **R Regcard** option from the **Reservation** menu you have to define the registration card with the text name MELDE here.

When you select the **Letters** option, the following window is displayed:



The screenshot shows a terminal-style window with a title bar containing "I ♥ Fidelio 6.20", "Micros-Fidelio Demo Program", and "09/09/99". The main area of the window displays a prompt: "Text Name <← for List> _", where the underscore indicates a cursor position for text entry.

Figure 8-27 Letters Prompt

Since you assign a name to each text you define, the system prompts to enter the name of a specific text you wish to modify first. If you know the name, you can enter it here. However, if you simply press [**Enter**], you will see a window showing all existing texts, from which you can select the one you want to view or edit.

Reports Letters

From this list you can select the desired text and press [Enter] to access the text or, if you want to create a new text, either select an existing text and then press [N] for New or simply enter the new name. Fidelio displays the message "Text not found. New entry? Yes/No." By answering "Yes" you are prompted to enter an optional text description and then the actual text itself.

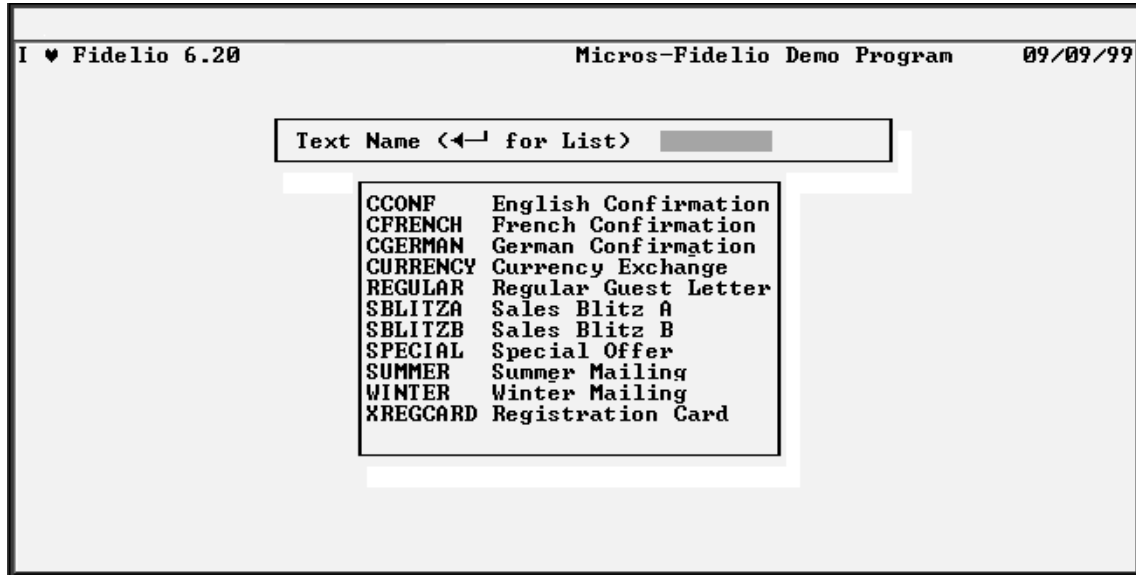


Figure 8-28 List of Letters

When you have retrieved the selected text, you will see something like this:

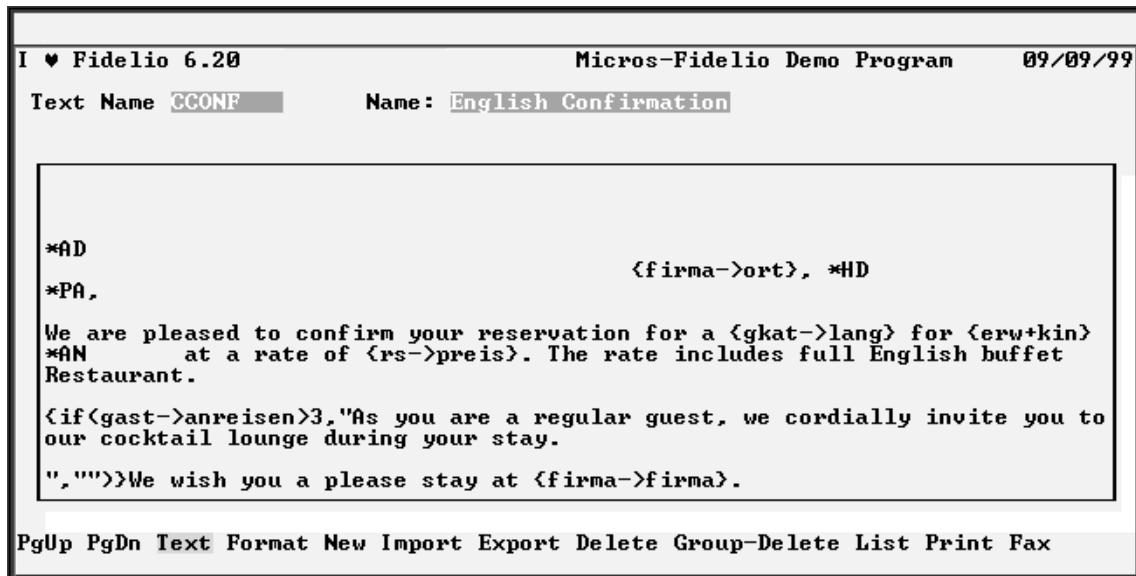


Figure 8-29 Sample Confirmation Letter Setup

This is an example of a fairly straightforward confirmation letter.

As you can see from this example, the text of the letter is interspersed with codes. There are two different types of codes available; star codes (two-character codes preceded by a star [*]) and substitution codes (dBASE expressions).

These codes will be replaced with specific data from the guest and reservation files when the letter is printed. For example, the code *AD will be replaced each time with the full address of the guest. And, based on the country code assigned to the guest profile, Fidelio will format the address in the correct manner for the selected country.

The code *HD will be replaced with today's date and *PA with the long salutation (i.e., Dear Mr. Williamson,). You may notice that the code *AN (arrival date) is preceded by seven blanks. This is so that the arrival date (8 characters) will fit correctly into the text. A complete list of available star codes is included in the Appendix.

The other codes used in the above example are substitution codes, or dBASE expressions that are used to bring in text in a specific format. For example, the expression **{firma->ort}** means, print the city defined in the database GFIRM (alias firma). This city is your home base, defined via the **Hotel Data** option. We make quite a lot of use of the database *aliases* since they are easier to type than the full database names. The expression **{rs->preis}** means print the rate as found on the reservation record in GRES2.DBF (alias rs). You can also use the database name if no alias exists (the database aliases are defined in your *Fidelio Data Dictionary*). For example, **{gkat->lang}** means get the room type description for the reserved room from GKAT.DBF, and print the full description here.

The main difference between star codes and substitution codes is that the star codes are really simplified substitution codes, and as such, have certain limitations.

For example, if you want to create a letter that contains the rate that will be charged a guest in the body of a sentence (i.e., “*the rate of 190.00 includes full English breakfast...*”), then using a star code (*PR) you must format the text in such a way that the code has enough space to print the rate (e.g., “the rate of *PR includes full English breakfast...”) (8 spaces *before* the code). Of course, this results in the letter actually looking like this:

“the rate of 190.00 includes full English breakfast...”

This method is fine if your confirmation letter is a simple form stating arrival/departure dates, room type and rate etc., in set places, as no trimming is required.

If, however, you want to create a cohesive letter, where the text “moves” to accommodate the data being substituted for the codes, you will need to use the substitution codes. For the example above, your text would be defined thus: “the rate of {rs->preis} includes full English breakfast...” and the result would be: “*the rate of 190.00 includes full English breakfast...*”

Of course, you can quite easily use a mixture of the two code types in a single letter.

Conditional Text. If you have different confirmation letters that are sent to different guests (i.e., VIPs, regular guests, company guests, etc.), but which are essentially the same text, you can combine them and make one letter that contains *conditional text* (e.g., the marked passages will only print if some pre-defined criteria has been met. VIP code greater than 0, number of stays greater than 3, etc.).

In the example given at the beginning of this section, the second paragraph of the letter is conditional, and will only print if the guest has stayed in the hotel more than three times. The text that is to print (i.e., “As you are a regular guest...”) is surrounded by the expression:

```
{if(gast->anreisen>3,"conditional text","text",",")}
```

You will notice that the last line of the text, “*We wish you a pleasant stay...*” is followed by the following characters:“,”,”).

This is the end of the conditional text expression. It is included on this line so that if the conditional paragraph *does not* print, the blank line will not be printed.

The actual text of the conditional paragraph must be enclosed in double quotes(‘’) to identify the start and end of the text. The reason for the comma and two double quotes (“,”,”) at the end of this clause is that since this is a conditional clause you must define the *else* alternative. In other words, this clause means: “if the condition is met, print the text, *else* print what is found between the second set of double quotes (i.e., nothing!).

Once you have completed your text, press [Esc] to exit the editor. You are asked if you want to save the changes, and when you respond, you are returned to the text menu.

Reports
Letters

This is what the example confirmation letter will look like when attached to a reservation and printed.

Mr. Mark Williamson
145 Little Bush Road
West Hammerton
NEW ZEALAND

USA, 09/09/99

Dear Mr. Williamson,

We are pleased to confirm your reservation for a Deluxe Double for 2 person(s) arriving on 10/12/99 at a rate of 150.00. The rate includes full English buffet breakfast in our Patio Restaurant.

We wish you a pleasant stay at Micros-Fidelio Demo Hotel.

Sincerely yours,

Micros-Fidelio Demo Hotel

Figure 8-30 Sample Confirmation Letter

This is an example of a simple letter format. However, you are not forced to make your confirmations in this style. You can set up your confirmation letters to more resemble a form if you prefer.

This is an example of a confirmation letter that contains the reservation information in a type of form. This letter can be used to confirm a single reservation or multiple reservations for a single person.

```

I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program   09/09/99
Text Name CONFIRM2                             Name: Reservation Details

*AD
                                           <firma->ort}, *HD

We are pleased to confirm the following reservations:
  Type   Arrival Depart  Persons   Rate
1.  *KZ   *AN     *AB    <erw+kin> *PR

The quoted rate includes full English buffet breakfast in our Patio Restaura
<if<BA<>4,"Please note that the final confirmation of these reservations is
the deposit to the sum of      *DE on or before *LI      .

PgUp PgDn Text Format New Import Export Delete Group-Delete List Print Fax

```

Figure 8-31 Sample Confirmation Letter Setup with Reservation Information

This format is very similar to the previous one, only differing on the reservation detail(s) line. The exclamation mark in the first column of this line indicates that Fidelio should repeat this line for each reservation belonging to the selected guest.

In addition, if the guest has multiple reservations, Fidelio will repeat each line for each change of rate during the guest's stay.

Reports
Letters

The final result would look something like this:

```
Mr. Brian Hanrahan
TV Centre
Wood Lane
GB London W 12

                                USA, 11/11/99

We are pleased to confirm the following reservations:

Type      Arrival      Depart      Persons      Rate
DD        06/12/99      09/12/99      1           110.00
DD        10/12/99      11/12/99      1           110.00
TD        15/12/99      17/12/99      1           110.00
TD        20/12/99      23/12/99      1           110.00

The quoted rate includes full English buffet breakfast in our
Patio Restaurant.

Please note that the final confirmation of these reservations
is subject to receipt of the deposit to the sum of 300.00
on or before 01/12/99.

We wish you a pleasant stay at Micros-Fidelio Demo Hotel.

Sincerely yours,

Micros-Fidelio Demo Hotel
```

Figure 8-32 Sample Multiple Reservation Confirmation Letter

There is also a hidden function that could be quite useful for forms.

Function **GET_COUNTRY("XYZ")** This function returns the *full name* of the country with country code "XYZ". If you leave out the parameter (XYZ), then Fidelio will assume that you are referring to GAST.DBF->LAND. Therefore, most of the time, you can simply use GET_COUNTRY(). An example of where this might come in handy is on the registration form, where you may want to print the full name of the country instead of the code entered on the guest profile. Just put

{GET_COUNTRY()}

somewhere on the registration form layout. Using this function, instead of printing "USA" or "S" on the registration form, Fidelio will print "United States" or "Sweden." There is a similar function, i.e., GET_STATE(), which works the same way, but instead of the country returns the full name of the state.

The same principle applies to confirmation letters, folios, messages, or any other place where Fidelio accepts the braces {}.

On the bottom of the screen the following menu is displayed:

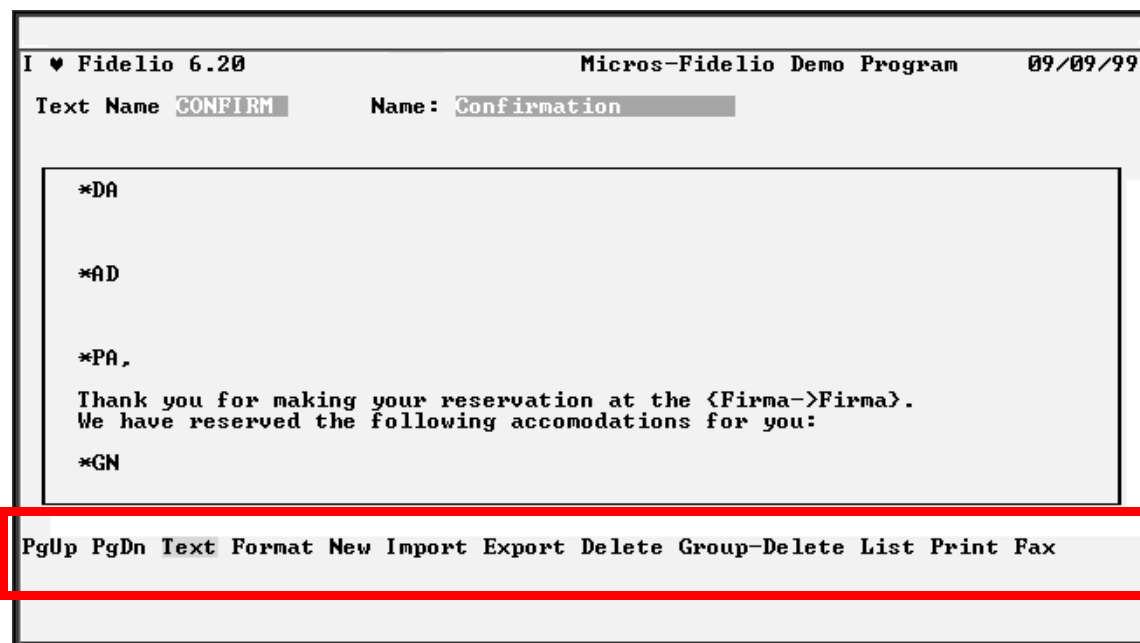


Figure 8-33 Letters Menu

Available Functions

PgUp/PgDn. Paging forward/backwards in the text.

Text. Retrieval or modification of a text. You can scroll through the text with [**Page Up**], [**Page Down**], [**↑**], [**↓**], [**←**], [**→**], [**Home**] and [**End**]. Normally you overwrite the words. With the [**Ins**] key you can insert text. By pressing [**Insert**] again you disengage the insert mode. Pressing [**Enter**] (in *insert* mode) creates a line feed.

Format. This defines the physical layout of the selected text. Each text uses the standard format (defined using **Text Format** in FSTAMM). However, if you want to create an individual format for a specific letter or form, i.e., change the margins, the font, etc., you can do it using this option.

New. This option allows you to enter a completely new text. You are prompted to enter the text name and the optional description first, then you may enter the actual text. When exiting the text with [**Esc**], Fidelio asks you whether you want to save the changes.

Import. This function allows you to import an existing text file (perhaps from another document or from another word processor) to the Fidelio text processor. The imported text has to be in an ASCII format.

Export. This function allows you to export the text of the selected letter to an ASCII file on the disk. You can then *import* this ASCII file into another text if necessary. (This is very useful when you are creating similar letters and you need to copy the text and codes from one to another.)

Delete. This function will delete the entire text selected. Fidelio will ask for confirmation. **Caution.** After deleting the selected text, the next one in sequence appears on the screen. If you choose **Delete** again, this text too will be deleted!

Group-Delete. Used to delete a group of texts. Fidelio prompts “*Delete all with.*” If you Enter ‘M’, for example, the computer deletes all texts with file names beginning with [**M**].

List. This displays all defined texts. You can choose one of the texts with the cursor and press [**Enter**] to edit the selected text.

Reports
Letters

Print. This function is used to print the selected text. You are prompted to fill in the number of copies you require. If you only need one copy press, [**Enter**].

Fax. (*Only with parameter Fax Interface {fax_ifc} ON; see below for a detailed description.*) This option is only available if you work with the Fidelio Fax Interface. Simply select this option if you want to fax the selected text. Fidelio asks you to enter the required number of printed copies and to enter the fax number.

Text Processing Tips

If you want to center a line, put a > (greater than sign) at the beginning of the line. If you want to insert a page break, put a % (percent sign) at the beginning of the line. If you want to suppress a line if no valid entry was made, insert a ~ (tilde) sign. If you want to print landscape (for HP only), insert the dBASE expression {**dr_land**} at the beginning of the text. (For further available codes *Codes* on page A-2 of the Appendix.)

Night Audit

Overview

This section of the manual explains the **Night Audit** functions. Here we discuss the **Night Audit** procedures, **Back Up** and database **Reorganization**.

In this section

Night Audit	9-2
Backup	9-14
Reorganization	9-15

Night Audit

The night audit in Fidelio finishes the accounting day. The last necessary postings of the day are automatically controlled and generated. The daily statistics are calculated and printed. Old data is deleted and the date changed.

As Fidelio has its own system date, it is not automatically changed at midnight but after finishing the night audit. Therefore, it is possible to run the night audit the next morning. In this case however, it must be considered that all revenues and payments which are posted before the night audit statistically belong to the old date. Also, fixed charges have not yet been posted. If there are check-outs before the night audit, advance folios must be printed.

Preparations for the Night Audit

Before starting the night audit you should access the **Menu** option from the Fidelio main menu. It contains four important options for night audit:

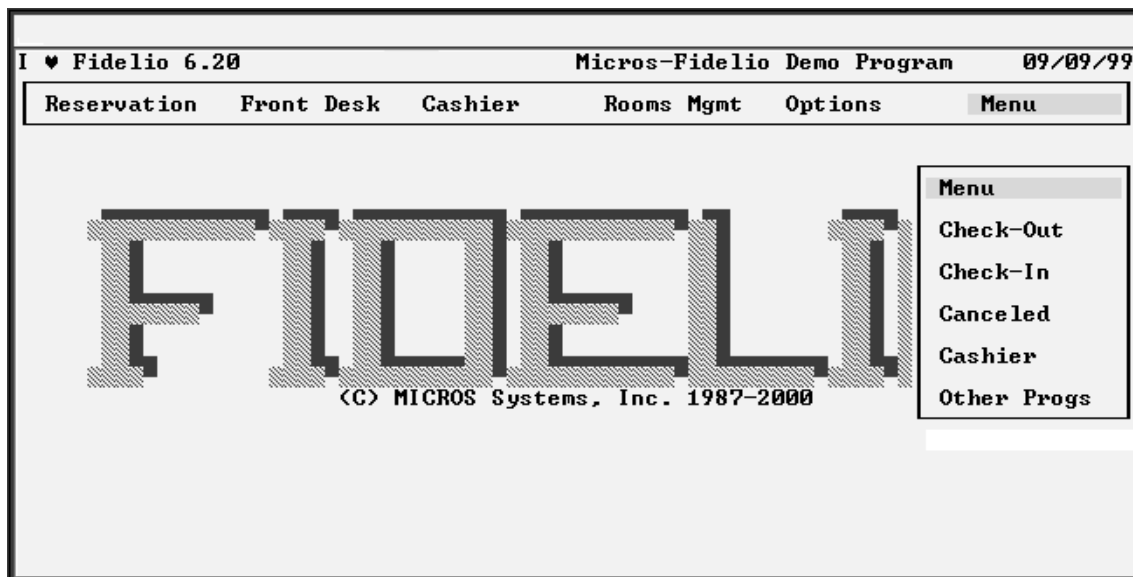


Figure 9-1 Front Office>Menu Options

Before the night audit in Fidelio can be started, all users must exit the Fidelio program (after starting the night audit, users may go back into the program). All check-outs should be done either by checking out all departures or extending their departure dates. All guests who have not arrived yet are listed as no-shows in the night audit and need not to be checked in. Make sure that all the guests that have arrived are really checked in. All cashiers must be closed.

All remaining check-outs, check-ins and cancellations display when the appropriate menu option is highlighted. Using the option **Cashier** the status of the cashiers still open appears.

After checking these options, a backup has to be done.

Before the night audit, you must perform system maintenance. (Refer to *Reorganization* on page 9-15 for more detailed information.)

Performing the Night Audit

When you are ready to perform the Night Audit, you will select the **Night Audit** option from your custom menu (this menu may differ from hotel to hotel).

You must identify yourself by typing your log in code and your password.

Fidelio requires that all other users are logged out of the system before the Night Audit will run. If they are not, you will get the message “*Other Users still online. Do you want to keep trying? Yes/No*” and a display of all people still logged into the system, including workstation number and description (if this has been defined by the system supervisor), just as in the night audit.

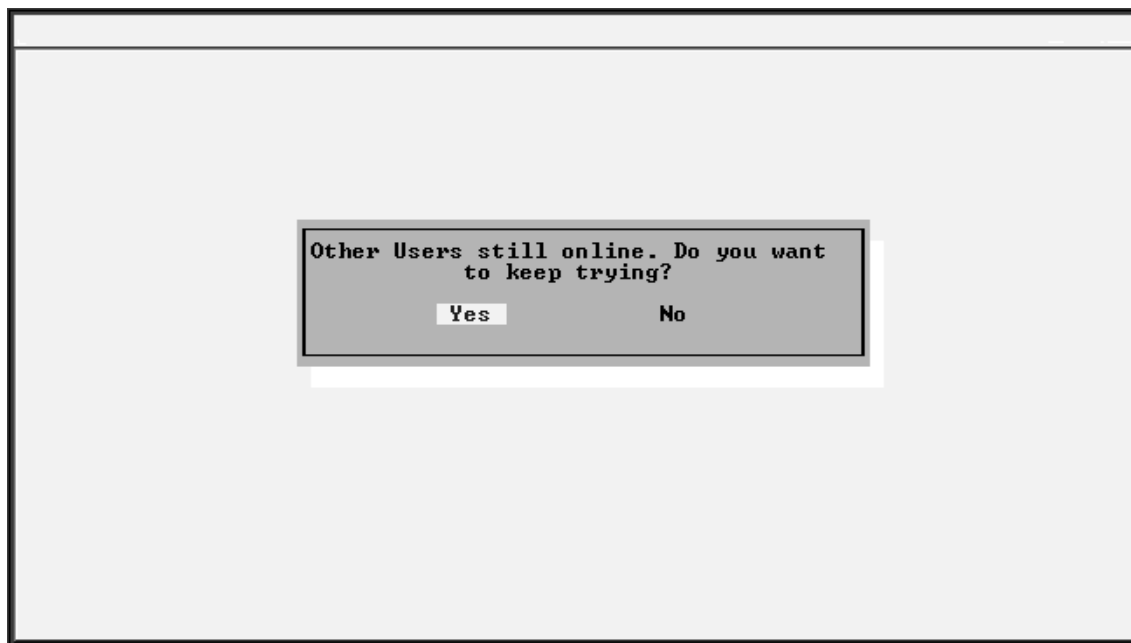


Figure 9-2 Check for Users Who Are Logged In To Fidelio

If you try to run a second night audit less than 24 hours after another one, Fidelio will prompt you with the message “*Last night audit started on xx/xx/xx at yy:yy. Are you sure you want to run the next night audit? Yes/No*” (xx = date, yy = time) to avoid running two night audits on one day.

Not all Departures Have Been Checked Out

If there are still guests expected to depart today (i.e., they have still not been checked out), you receive the message “*The following guests are not checked out*” and a list of the specific guests, showing their arrival and departure dates. At the bottom of this display is the prompt “*Print this list? Yes/No.*” If you select [Y] the report prints, with [N] it does not.

If there are actual guests (not just posting masters) shown, you should print the report as it can be used as reference later on. This report lists all guests with a departure date equal to or less than the date of the night audit and who have a current balance on their account. During the night audit, these guests will **not** be extended and the fixed charges for these guests will **not** be posted.

When you make your selection and press [Enter], the following message “*Would you still like to perform the night audit? Yes/No*” is displayed.

On the bottom of the screen you are prompted with “*If you continue do not forget to change the departure date for the guests.*” This is only a warning, reminding you that if the guests are not checked out after this night audit they will be shown on the screen before each night audit until they are checked out. Press [Enter] to continue.

Night Audit Night Audit

Depending on your **User Rights**, you may not see the next two screens. If this is the case, skip to the *Night Audit Begins* section on page 9-5.

Cashiers Not Closed

After dealing with the guests who are not checked out, you may get this message “*The following cashiers are not closed: 1 6.*” Note the cashiers’ numbers (*in this example 1 and 6*) and press **[Enter]**. The system asks “*Do you want Fidelio to close these cashiers automatically? Yes/No.*” If you say **[N]**, the night audit stops and you are returned to the menu where you began the night audit. This allows you to close the cashiers and start the night audit again. If you say **[Y]** Fidelio closes the cashiers automatically.

Change of Reports

When all cashiers are closed, this question appears “*Would you like to change the lists for today? Yes/No.*” This is giving you the opportunity to change (i.e., add or delete) the reports that will be produced by the night audit on this night. You will nearly always confirm the “No” default, and the program continues its operation. On the rare occasions where you may have to respond with **[Y]** to this question, a screen similar to the following (showing the reports defined in the night audit sequence) will appear:

```
I ♥ Fidelio 6.20                               Micros-Fidelio Demo Program    09/09/99
                                Monday, 09 September 1999

List Name                                Print Scrn  File
Country                                  Print ----- *****
Weather                                  ----- Scrn  *****
*Title page                              Print ----- *****
Country Statistics                       Print ----- *****
File Preparation                          Print ----- *****
Check Balances                           Print ----- *****
Cancellations & Corrections              Print ----- *****
Post Interface Charges                   Print ----- *****
Post Fixed Charges                       Print ----- *****
*Trial Balance                           Print ----- File
Room Type Statistics                     Print ----- *****
Room Statistics                           Print ----- *****
State Statistics                          Print ----- *****
*Manager Report                           Print ----- File
Cutoff Allotments                         Print ----- *****

1 Print    2 Screen    3 File    ESC Continue
```

Figure 9-3 Change Night Audit Reports

You should never modify anything here without the instruction of your support department or your Fidelio dealer.

The options on the bottom of the screen indicate whether the selected report should be:

[1] printed or not.

[2] sent to the screen instead of the printer.

[3] transferred to a spool file (instead of **or** as well as to the printer).

Each of these options are a used as a 'toggle' or switch. Pressing the number once turns the option on, pressing it again turns it off. It is possible to avoid, say, the printing of certain reports or to create spool files. For example, when the cursor is positioned at "revenue report" and you press **[2]**, the text **Screen** will appear. Now, this report will be shown on the screen during the performance of the night audit. If you press **[1]**, the text **Print** disappears and this report will not be printed during the performance of the night audit. (However, if the **Screen** option is still showing, it will be displayed). By pressing **[1]** again, the text **Print** appears again, and the report will be printed. If

you press **[3]**, you can transfer this report to a **File** that can be printed at a later date. (When you see the five asterisks in the file column, it means that this item cannot be sent to a file either because it is a procedure with no output or the spool file was not defined for this item.)

The data in the spool **files** is overwritten each night so the report contained there is only ever one day old. You can only transfer a report to file if you have defined corresponding spool files in the system setup. You can automatically create spool files in the night audit by pressing **[Ctrl+B]** (option **Night Audit Sequence** in FSTAMM). The lists are stored as a backup in FLIST under **Night Audit Reports**.

On this screen it is not only the reports which are displayed, but also the procedures that are to be performed during the night audit. For each procedure that is to be performed, print or/and screen is turned on. If a procedure is not to be performed, there will be no entry in **Print** and **Screen**, and ********* in **File**. Please do not change the order of the procedures. The configuration is very important and a whole night audit will fail if a procedure is not completed or performed incorrectly.

If the night audit is interrupted by an error, you can check on the screen how much of the night audit was performed before the interruption occurred, as Fidelio turns off all procedures after they are done and marks them with an asterisk. Reports already printed will not be generated again. Therefore you can be sure that when you restart the night audit, it will start from the point where it was interrupted. Fidelio knows a procedure should be repeated because it was not carried out properly (i.e., it was being run at the time the system halted), however, your support department may ask you to turn a particular procedure off so that the night audit can continue. Never do this without advice from your Fidelio dealer or support department!

You have the option of archiving your night audit reports (for more than just one day) by assigning spool files to them and turning the parameter Archive Night Audit Spool Files on Disk {savespool} to ON. In this case, you can no longer use the **[Ctrl+B]** option. If you turn this parameter ON, all reports and procedures that are printed during the night audit will be compressed and stored in the subdirectory SPOOL. In order to reprint night audit reports from a previous date, use the procedure PRINTSPL in the Reports program.

Night Audit Begins

Once you have either passed by or changed the reports, Fidelio displays a small window showing today's date and asks "Start? Yes/No." If the date is correct, you can begin the night audit by pressing **[Enter]** (the default is YES). If you select **[N]**, you are returned to the menu where you first started the night audit.

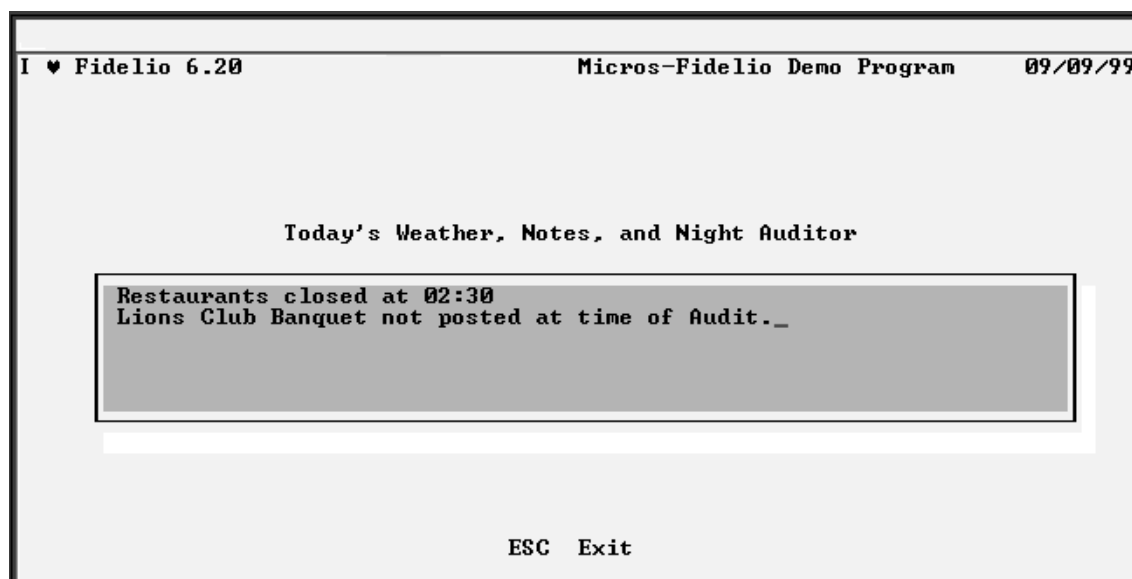


Figure 9-4 Begin Night Audit

Night Audit

Night Audit

Now the pre-defined procedures perform automatically according to the night audit's configuration.

You may be prompted with the screen shown here. This is sometimes used to record any pertinent notes, and is printed as a "cover page" for the night audit reports. When you have entered whatever you required (or if you wish to enter nothing), press [Esc] and the night audit will continue.

You can watch the various procedures being run since the night audit displays each procedure as it occurs. On the bottom of the screen, you see the time which stops for a moment at the procedure's start. In the background the time continues counting and will change when the next procedure begins.

If the procedure Background Printing has been installed, you will receive this message when all necessary procedures are run: *"You can now start Fidelio on other workstations."* Now you can work with all workstations, except the one where the night audit was started. At this workstation the reports will be generated.

After all procedures and the report printing have been completed, a message similar to the following appears on the screen: *"Night audit for 09.09.99 completed and printed."* At the bottom you can see how long the night audit took. On the left side you see: *"Press any key."* By doing so, you return to the menu from which you started and from which you can start Fidelio again.

Working During the Night Audit

After you have started the night audit, users may start the Fidelio main program, the Concierge program and the Reports program once again. You will first see the Fidelio screen with the previous date. When you have entered your user ID and password, the message *"Night audit running. Rights are limited"* is displayed. Hit any key and the Fidelio date changes to the day after the night audit.

You can use all the function keys, view the guest information screen, leave a message, check availability, print confirmation letters for guests, etc., assuming your user ID gives you access to these functions. But you cannot enter a reservation, create a group, assign a room, check in a guest, or do anything that involves changing reservation or financial data as this information is needed by night audit. The only things possible under **Cashier** are viewing the cashier status and changing the user password. Whenever you try to do something that is not possible during the night audit, the message *"This operation is not possible during the night audit"* is displayed.

You can, for example, go into **Profile** from the **Front Desk** menu, select a guest and view his address, check for future or past reservations, enter remarks and view and edit the **Special Fields**. But you cannot correct the guest profile during the night audit.

You can print folios during the night audit with the option **Batch Folios**. It is only possible to print interim bills, i.e., information folios, but you cannot check out a guest.

Procedures Available in the Night Audit

The following is an alphabetical list of available procedures for the night audit and a brief explanation of their function. These procedures are listed as being *required*, *optional* or *recommended*.

To guarantee a night audit without problems, you must not make any changes to the sequence of the procedures. (The correct sequence of procedures and reports is defined in *Night Audit Sequence* on page 7-36 of the Miscellaneous Setup Manual.)

ACTIONS

This procedure can be placed either in the foreground or the background. It processes any “smart” traces which require an action to be performed (i.e., rate or market code changes). **Recommended**.

When changing a rate code manually or through an action trace in the reservation, Fidelio automatically handles the recalculation of the exchange rate and currency department code stored in the reservation (*only with parameter Use Fidelio Multiple Currency System {curr_at_ci} ON*).

ALLHIST

Updates allotment history file. This procedure stores the block history of each block per month. **No longer recommended**.

ALLHISTD

Whereas **ALLHIST** stores a monthly picture of the history of each block, **ALLHISTD** stores the block history on a daily basis. Fidelio recommends to use this procedure if your hotel has many block bookings and needs detailed block statistics not only for the present and the future but also for the past.

Please note: Due to storing the daily details for each block, the procedure will take up a fair amount of disk space. **No longer recommended unless your property is working with Sales & Catering Integration**.

Please note: Users of the Sales & Catering integration (*only with parameter Sales & Catering Front Office Integration {p_scinteg} ON*) need to add the fields BOOKLINK {C 10}, SC_BLOCK {N 5} and SC_CONFIRM to the database ALLHIST.DBF if they want to use this procedure.

AUSSENST

Guest ledger, City ledger and Deposit ledger trial balance. **Required**.

BACKGRND

Begins background printing. All reports must follow the procedure BACKGRND. Background printing requires the procedure MAKECOPY to be included in the Night Audit sequence. **Recommended**.

BLKSTAT

Daily block statistics. BLKSTAT checks the block code field ALOTM in reservations (GRES2.DBF). **Required for hotels working with blocks; needs to run after DELALLOT and in the foreground**.

CASH_REP

This is a daily summary of the usage of each cash register and cashier closings. You can place this procedure inside of background printing. **Recommended**.

CC_AUTH

If the hotel uses a credit card interface with electronic funds transfer (also known as EFT interface), this procedure is included (before MAKECOPY). The CC_AUTH procedure carries out the primary and secondary authorization of amounts that are to be settled with credit cards. If the CC interface function **Night Audit Remote Authorization** has been activated, CC_AUTH also sends out all records with local authorization for external authorization. **Required if you are using a credit card interface**.

If for any reason an authorization is not received, either due to an interface failure or denial, this information will be printed on the exception report that automatically accompanies CC_AUTH. In addition, if the remote authorization fails, Fidelio will remove the approval code LOCAL_AUTH from all concerned reservations to ensure that the remote authorization will be obtained with check-out or the next night audit, whichever is sooner.



Please note: At the present time this procedure is not recommended as this functionality is not supported by Fidelio's interface program.

CC_COURT

If the hotel uses a credit card interface with electronic funds transfer (also known as EFT interface), and has activated **Courtesy Card Handling (Functionality Setup** in option **Credit Card Interface**), this procedure is required (position right after CC_AUTH). The CC_COURT procedure collects all the daily bonus and statistical information required with courtesy cards and performs the task of transmitting this information. **Required** if you are using courtesy card handling.



Please note: For CC_AUTH and CC_COURT, if the EFT interface does not receive a response for five consecutive authorizations, Fidelio will print a report listing all records with and without authorization and continue to run the night audit. This is to ensure that the night audit runs smoothly in all cases.

CC_RLSE

This procedure is linked with the credit card Release for Authorization Amount parameter. This procedure should only be activated if your credit card company is capable of handling the release of authorizations. *This procedure is available for inclusion in either foreground or background, strongly recommended to be after the procedure CC_AUTH.*

CHANNEL

This procedure is used by the Advanced Statistics module to generate channel code statistics. **Recommended** if you are using the Advanced Statistics module, otherwise not necessary.

CL_BAL

This procedure is used to collect the data required for the guest ledger trial report (GL_BAL1). The GL_BAL1 procedure displays today's balance for each guest in the hotel. The information includes opening and closing balance and the sum of the debit and credit transactions that were posted during the day. The report can be used to control the guest ledger totals of the day and is an ideal complement to AUSSENST. If you want to use the report, include CL_BAL into the Night Audit Sequence (after MAINLOOP, before MAKECOPY, preferably after TAGSTATS). **Recommended.**

CLEAN_UP

Sets daily totals back to zero. **Required.**

CLEANHIS

The CLEANHIS procedure deletes all guest records whose SAVEGUEST field is blank and whose last departure from the hotel was at least 14 days earlier (*depending on the setting in Hotel Data*). Companies, groups, agents, sources and credit cards will never be deleted. Of course any guest with open reservations or a city ledger account will not be removed. If you are using background printing, put this procedure at the end of the list. If you are not using background printing, we do not suggest using the **saveguest** function. In the field **How Often?** type **[M]** for month and enter **[14,28]** in the **When** field so that this procedure runs twice a month. **Recommended.**

CNTRYST	This procedure accumulates data for monthly country statistics. The data is written to the file CNTRYST. It records the number of arriving rooms, arriving persons, room revenue, F&B revenue and miscellaneous revenue by country per month. No longer recommended ; use CNTRSTAT instead.
CNTRSTAT	This procedure accumulates data for country statistics on a daily and monthly basis. The data is written to the file CNTRYSTAT. It records the number of arriving, departing, day-use and cancellation rooms and persons, room revenue, F&B revenue, and miscellaneous revenue by country per day. Recommended .
COUNTRY	Checks if all guests have a country. Allows the user to enter the country, if it is missing. This procedure should be the first procedure of all. Not required but important for accurate country and region statistics. Recommended .
DEBITOR	If you are not using either of Fidelio's Accounts Receivable modules, then Fidelio recommends that you include this procedure (in the background). Enter [M] in How Many and -1 in When to run DEBITOR once a month. As a default, the procedure will delete all sixty-day-old A/R records. You can change this default by entering another condition in the Filter field on the setup screen, i.e., if you enter "datum<sysdat-30" in the Filter field, the procedure will delete all thirty-day-old A/R records. Optional .
DELALLOT	Releases open blocks (allotments) at the cutoff date. For hotels using group blocks this is Required . Fidelio automatically moves blocks into history during the night audit. Only those blocks which have a block end date equal to the system date minus 2 will be moved. Minus 2 is used because the no-show reservations are not moved into history until this date and therefore need to be recorded correctly.
FFPSTAT	Daily Frequent Flyer Statistics. This procedure checks the frequent flyer type field FFPTYPE in reservations (GRES2.DBF) on a daily basis and writes the information to the file FFPSTAT. You do not require the Frequent Flyer program for this procedure, only the field. Can run in the foreground or background. Optional .
FIXSALDO	Checks the balance of each guest against the postings file making any corrections, if necessary. Required .

FOLIOTAX

This procedure is only used in those countries that have special legal country requirements. It is used to create a detailed tax report of all folios *printed* today. To configure this procedure, you need to enter a number in the first position in the **Filter** field of the procedure definition:

- 1 - Belgium hotel specific
- 2 - Spain (*No longer recommended*)
- 3 - Latin America (*only with parameter Latin America Fiscal Folio {latamerfac} ON*)
- 4 - Thailand (*no longer used, Thai properties use number 2*)
- 5 - Generic (*can be used in any country without special requirements*)
- 6 - Italy (*only with parameter Numbered Folio Receipts {ricevuta} ON*)
- 7 - Spain (*only with parameter Revision Number on Folio {foliorevno} ON*)
- 8 - Greece

Refer to the *Version 6.20 Developer's News* appendix for more information on the FOLIOTAX function.

GAUF_EXP

Creates an ASCII export file that can be added to the night audit sequence. This procedure will create a file using the naming convention and path as defined in Configuration. The format and layout of the ASCII file is configured in the database GAUF_EXP.DBF.

KATTAG

Updates room type statistics. *Optional.*

MAINLOOP

Posts room, taxes and other fixed charges and calculates some daily statistics. In addition, the procedure deletes traces and messages from NOTICE.DBF for checked-out guests. *Required.*

MAKECOPY

The MAKECOPY procedure copies all necessary databases to the subdirectory. If a file could not be copied, there is probably some network-related problem. The user is warned to check certain things in the network and the night audit is aborted. Check the network and start the night audit again. It will continue where it left off. The procedure makecopy must come directly before the procedures clean_up, yearend and PACK_ALL. *Required if you are using background printing.*

MARKDEPT

This procedure is used by the Advanced Statistics module to generate department code statistics by market code. *Recommended if you are using the Advanced Statistics module, otherwise Not Necessary.*

MK_AUDT1

This procedure works in conjunction with the report procedures MKT_COMP (Market Segment Comparison) and MKT_FORC (Market Segment Forecast) and collects comparison and forecast statistics for the configured market codes.

MKCYSTAT

Market/Country Code Statistics. This procedure checks the market code field MARKET in reservations (GRES2.DBF) and the country field LAND in the guest file (GAESTEST.DBF) on a daily basis. Recommended to be run in the foreground. *Optional.*

MULTIHOT

This procedure should be placed after the procedure MAINLOOP but before BACKGRND. It creates revenue statistics for complexes using one Fidelio system for two or more hotels. Reports are broken down by hotel. *Optional.*

MULT_REV If you have decided to set up multiple revenue reports then you should insert this procedure (either foreground or background, but after the procedure MAINLOOP). This procedure will split the revenue across the different room types and hotel codes as defined in the setup. If the *Deposit Ledger Trial Balance {depotrial}* parameter is switched ON, then a separate section will show on the report outlining the deposit payments.

When the procedure is calculating the revenues, a temporary database called MULT_REV.DBF is generated. This file only holds revenues from the current day.

ORGANIZE Checks several files and performs an integrity check on the posting file.
Required.

PACK_ALL This procedure removes checked-out reservation records and corresponding entries in the userlog, deleted postings and accounts receivable postings. A/R postings are deleted 30 days after the payment date, unless otherwise specified in the **Global Setup** function of Fidelio A/R. **Required.**



Please note: If you have the parameter *External Accounts Receivable Module {par_far}* switched ON, the procedure will take a few moments longer to run.

PACK_MON This procedure can run in the foreground or in the background but it has to be installed after the MAINLOOP procedure. This procedure generates package code statistics that will show package profit or loss. The statistical data for each package code will be stored for the last day, on a month-to-date basis and on a year-to-date basis. *Recommended if you are using the Advanced Package Module, otherwise Optional.*

No longer recommended; use PACKSTAT instead.



Please note: Packages that have been defined to **Print Separately** are not included in this report.

PACKSTAT This procedure collect daily package code data that can be used to generate package profit or loss statistics. The data for each package code are stored on a daily basis, for month-to-date and for year-to-date comparisons. **Recommended if you are using the Advanced Package Module, otherwise Optional.**





Please note: Packages that have been defined to **Print Separately** are not included in this report.

PROMSTAT This procedure collects the promotion statistics. The procedure can be placed in either foreground (must be after MAINLOOP), or the background area of the Night Audit sequence. The information collected is identical to the other statistics procedures, such as REVSTAT or SPCLSTAT.

RATE_CON This procedure works in conjunction with the report procedure RTAVLCON (Rate Availability Control) and collects statistics regarding changes to rate code/ rate category availability status. The procedure collects multiple controls and dates.

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RATE_MON	<p>This procedure is used to generate month-to-date and year-to-date rate code statistics. It can run in the foreground or in the background but it has to be installed after the MAINLOOP procedure. Fidelio recommends the use of RATESTAT instead. <i>Optional</i>.</p> <p>No longer recommended; use RATESTAT instead.</p>
RATESTAT	<p>This procedure collects data for daily, month-to-date and year-to-date rate code statistics. <i>Optional</i>.</p>
REGION	<p>This procedure is used by the Advanced Statistics module to generate region statistics. Recommended if you are using the Advanced Statistics module, otherwise <i>Not Necessary</i>.</p>
RESSTAT	<p>This procedure collects daily information on each occupied room and stores the details in the file called RESSTAT.DBF. This procedure works in conjunction with the report procedure RESLST for printing rate changes, room changes, arrival/departure date changes and person changes. Details in this file which are older 120 days will be consolidated in a by-room-by-month file called RESHIST.DBF.</p> <p>Please note: If this procedure is used, it needs to be added after the procedure MAINLOOP and before the procedure BACKGROUND in the night audit sequence.</p>
 REVSTAT	<p>Updates market statistics. Calculates net room rate exclusive of breakfast, taxes and other package elements included in the rate. Required if parameter <i>Use Market Segments for Revenue Analysis {segments}</i> is ON.</p>
SAVE_OLD	<p>Saves postings of the day to posting history file. Required.</p>
SC_NIGHT	<p>This procedure updates the Sales & Catering volume production and transfers the group room night actuals from F/O to the S&C history files. This procedure only runs with background printing and has to be placed last in the night audit sequence. Recommended when using the S&C interface or integration.</p>
SERENADE	<p>Plays one piece of music selected randomly. If file PLAY.COM or *.MUS is missing, this will not work. <i>Optional</i>.</p>
SOURCEOB	<p>Updates monthly source of business statistics. <i>Required</i> if parameter <i>Source of Business Statistics {sourceob}</i> is ON.</p> <p>No longer recommended; use SRCSTAT instead.</p>
SPCLSTAT	<p>This procedure collects the data required for printing the Specials Revenue report SPCLLIST. The report procedure SPCLLIST displays the daily, month-to-date and year-to-date revenue figures accumulated with reservations containing one or more selected SPECIALS codes. <i>Optional</i>.</p>
SRCSTAT	<p>Updates daily source of business statistics. Required if parameter <i>Source of Business Statistics {sourceob}</i> is ON.</p>
STAT_NOR	<p>Use this procedure instead of STAT_SWI for Norway. <i>Optional</i>.</p>
STAT_SWI	<p>Updates country statistics. Recommended.</p>

STATEST	This procedure generates state statistics and can be placed either in the foreground or the background. It records number of rooms, room revenue, F&B revenue, persons, etc., by state per month. This is only valid for the states you have defined in FSTAMM, so the totals recorded in STATEST.DBF may not match the totals in other statistics files. <i>Optional.</i> <i>No longer recommended</i> ; use STATSTAT instead.
STATSTAT	This procedure collects data for state statistics. It records number of rooms, room revenue, F&B revenue, persons, etc., on a daily and monthly basis. This is only valid for the states you have defined in FSTAMM. Therefore, the totals recorded in the states file (STATSTAT) may differ from totals in other statistics files.
STAYEXPT	Exports daily guest stay information.
STORNOS	Copies all deleted, corrected, or negative postings to the file for canceled postings. <i>Required.</i>
STRATEGY	This procedure updates the rate availability table based on your strategies. Apart from the night audit, you can run it from FLIST any time during the day. <i>Optional unless you are using rate strategies, when it is Required.</i>
TAGSTATS	Prints manager report which was defined under Define Manager Report , and updates statistic file for future accumulated statistics. <i>Highly Recommended.</i>
TELEFON	This procedure posts all open interface charges to the folios. <i>Required if any interface is active.</i>
TITEL	Prints title page for the night audit with weather report. <i>Optional.</i>
WEATHER	Allows user to enter weather or notes from the day. This procedure should be second procedure after COUNTRY, or first if you are not using COUNTRY. The remarks are printed on the cover page. It is also possible to store the remarks for later reference. You could, for example, print a revenue report including the weather this year/last year. <i>Optional.</i>
XBUILD	This procedure is used by the Advanced Statistics module to generate cross reference statistics. <i>Recommended if you are using the Advanced Statistics module, otherwise Not Necessary.</i>
YEAREND	Year-end routine. All yearly statistical values are set to zero. When you set up the procedure, enter [B] in the <i>How Often</i> field and the year-end date (typically 31.12.xx) in the first <i>Date</i> field. As the year is not relevant, Fidelio does not let you enter a figure here. Season hotels with two or more opening seasons a year may want to reset their figures for each season and will enter more than one date accordingly.
 ZIMSTAT	Please note: The order in which you enter the dates does not matter, if you need to enter more than one. Fidelio will check all defined dates and run the year-end routine if one of them is equal to the current date. This procedure must run after CLEANUP but before PACKALL. <i>Required.</i> This procedure updates the room statistics and changes the room status to dirty (DI) for occupied rooms. <i>Required.</i>

Backup

If there is a problem with the installed hardware, such as a power failure or other serious problems, files could possibly not be read by the processor. The loss of a database, e.g., the guest file, causes drastic problems in hotels. You can avoid this by saving all changeable data every day with a daily backup by streamer or optical disk.

During the day, a lot of data in different files are changed. For example, in **Reservation** a lot of new reservations are added or there are postings to guest folios. All data that have been entered or changed to this moment are saved with a backup. Therefore, nobody should work in the Fidelio program during the backup to avoid the modification of data.

If there are lost files, the backup data can be selectively restored. All changes made after the last backup are no longer available (e.g., the backup was carried out before the night audit and there are heavy check-outs and check-ins the next morning), every single posting and operation starting from the night audit must be entered manually.

It is an individual decision how often a backup is carried out. One backup before the night audit is mandatory. (There are hotels that backup their files after the night audit as well as after check-out.) Additional backups increase the security, but it is a question of time depending to the file sizes.

Recommended Backup Plan

No matter what backup medium is used (streaming tape, DAT tape or optical disk), you must follow a backup plan. We propose the following scheme:

6 Daily tapes for Monday to Saturday

4 Weekly tapes for Sunday

Monday to Saturday daily backup on tapes are named by the day and are used again next week. Every day the data on those volumes containing user data (USER, in some cases Fidelio and USER) is copied to the backup medium (every day the whole set).

On Sundays a complete system backup is done. All available volumes, users and trustees are saved on tape. Supply four sets of tapes for the system backup. Name them Sunday I to Sunday IV. On the first Sunday use set I. On the next set II. In the third week set III is used. In the fourth week you use Sunday IV. After that, recycle the backup medium every four weeks. This way you can always restore your whole system.

The hotel should use a logbook for the backup dates, by whom and what tape has been used. All tapes must be labelled properly. They have to be kept in a separate, secure place known to and accessible by each front office clerk. System backups should also be stored off-site in a bank safe on a regular basis. If there is no system manager, Fidelio or the dealer will help by telephone in an emergency case.

Reorganization

The reorganization program in Fidelio reindexes and compresses the Fidelio databases. The reorganization physically removes records from the databases which have been deleted or are otherwise no longer necessary. This is why the Front Office program runs faster after running the reorganization. Another purpose of the reorganization program is to recover from power failures or hardware failures, which may have made some files or records unreadable. Finally, if you attempt to modify a database using dBASE, Foxbase, Clipper, fBase or a similar program, you must reorganize the database afterwards.

Normally the reorganization is built into one of your menus. However, if you wish to call it from the DOS prompt, you can call the reorganization program by entering one of several parameters: **index**, **index select**, **index single**, **index smart**, **index full**. Fidelio recommends entering simply **index** to start with until you are familiar with the functionality.

When you call FINDEX, Fidelio requires that all other users are logged out of the system. If they are not, you will get the message "Waiting for other Users to leave Fidelio".

Upon starting the reorganization in normal mode you will see the following screen:

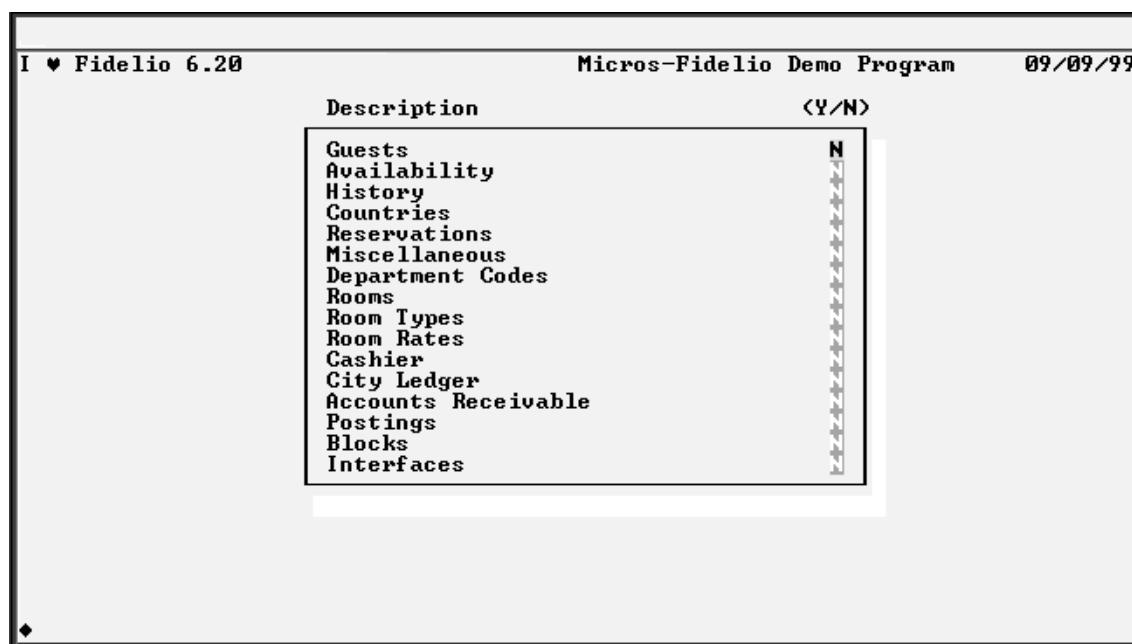


Figure 9-5 FINDEX List

This is an interactive reorganization. In other words, you can select exactly which files should be reorganized. The default for each option is [N]. Enter [Y] for each category of files which you would like to reorganize.

When you have selected all the required files, press [Page Down]. Fidelio begins to reorganize the files. You will see which file and which index file Fidelio is working on at any given moment. Next to the name of the file, Fidelio displays the number of records in the file before reorganization.

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How Often to Reorganize Files

You do not need to reorganize all files every day, in fact that is why the **Index Table** was designed. You should run your custom reorganization (from the Index Table) each night immediately before the night audit. If problems occur during the day in certain areas of the program, you may have to run the reorganization, but only for file categories. It is very important that nobody works in the Fidelio system when the reorganization is running. This means that not only all users must exit the front office, but that users also have to exit the reports program, the concierge/housekeeping program, the installation program and the night audit.

Reorganization of Certain Categories

Guest. You should reorganize this file at least once a week. The guest database tends to be the largest of all Front Office databases, and a complete reorganization could require one hour. To keep this time down to a minimum, you should regularly run the purge guests program.

Availability. This category causes Fidelio to rebuild the availability table. For purposes of speed, Fidelio stores availability data in a separate file. In order to ensure accuracy of this data you must rebuild this table after hardware or network failures.

Reservations. If you have any problems with locating reservations or finding guests in the hotel, select this category.

Postings. If Fidelio is unable to find entire folios, select this option.

All Other Categories. There are rarely any problems with the remaining files, but if you know the name of a certain database which you need to reorganize, then refer to the table below.

It is possible to define a special reorganization setup for every day in FSTAMM under Index Table (see below). In order to link this index table to your menu from which Reorganization is called every day, call FINDEX with the command FINDEX TABLE.

Index Table

This option lets you automate the running of the reindex function (FINDEX). The command to put behind the reorganization menu item is FINDEX TABLE. Using the table offered, you can determine the frequency with which each database will be reindexed as well as the method to be used. This table allows you to create a different FINDEX pattern for each day of the week and, possibly, a different pattern to be run once a month (*Index Table* on page 7-63 of the Miscellaneous Setup Manual for more detailed information on this feature).

Once the index table has been set up, it is virtually transparent to the user. When the daily reorganization is run, only the files that were selected in the table for that specific day will actually be reorganized.

The tabular approach to reorganization makes the whole process more flexible and much faster. Some databases, like **Availability** or **Postings** should definitely be reindexed every day, while others, like **Guests**, simply do not need daily reindexing. Also, reindexing many of these files takes far too much time for it to be a daily occurrence and so, where possible, this should only run once a week (or even once a month), unless specific problems occur.

The following is an example of the index table with the defaulted standard:

I ♥ Fidelio 6.20									
Micros-Fidelio Demo Program								09/09/99	
	MON	TUE	WED	THU	FRI	SAT	SUN	MONTH	LAST ON
Guests		D				D			18.09.99
Availability	C	C	D	C	D	C	C		18.09.99
History							D		12.09.99
Countries			D				C		12.09.99
Reservations	D	C	D	C	D	C	D		18.09.99
Miscellaneous	C	D	C	D	C	D	C		18.09.99
Department Codes	D					C			18.09.99
Rooms		C		D		C	C		18.09.99
Room Types							D		12.09.99
Room Rates		D				C			18.09.99
Cashier							D		12.09.99
City Ledger		D		C			C		12.09.99
Accounts Receivab						D			18.09.99
Postings	C	D	C	D	C	D	C		18.09.99
Allotments			D				C		12.09.99
Interfaces		D		D		D			18.09.99
Duration Minutes	1	2	1	2	0	5	2		

[CTRL-B] Standard [] No Action [A] Test Index Integrity [B] Reindex Files
[C] Pack and Reindex [D] Test Database Integrity, Pack and Reindex

Figure 9-6 Index Table

On the left side of the table you see all the file groups that will require reindexing at some time. The list is identical to that which is displayed when you call FINDEX from the DOS prompt. On the bottom of the screen, you can see a list of options that you can use to create your custom index schedule. Along the bottom of the table is a total line showing the actual duration (in minutes) of your custom index schedule for each day. This figure is rounded up to the nearest minute (and anything between 0 to 59 seconds shows 0) and gives you an idea of how long the reindexing actually takes each night.

Your cursor moves about the columns of the table, beginning in the top left corner. Move the cursor to the desired file group and the desired day and select one of the following options:

Available Functions

[Ctrl+B] Standard. Pressing [Ctrl+B] prompts Fidelio to create the standard default index table. The system asks "Replace all with defaults? Yes/No". If you create the standard using [Ctrl+B], you will not use the [A] or [B] functions.

[] **No Action.** If you leave the field empty, no action will be performed.

[A] Test Index Integrity. (not recommended) Enter [A] if you want the integrity of the index tested. The system will test the index structure with this function (this is comparable to findex smart).

[B] Reindex Files. (not recommended) Enter [B] if you want to reindex the file without packing (actually removing) any deleted records. (This is comparable to a findex special.)

[C] Pack and Reindex. Enter [C] if you want to reindex the file and pack deleted records. With this function the file is not only reindexed, all marked-to-delete records are actually deleted (packed).

[D] Test Database Integrity, Pack and Reindex. Choose this to test the database integrity, delete old records and reindex the database. (This is comparable to a findex fix.) As all possible reorganization functions are involved here, this option will also take the longest. It should only be used in situations where nothing else seems to help.

What Is Being Indexed?

Following is a list of all the databases that are indexed with each option:

Option	FILE	Description
Guests	GAESTEST	Guests
	PR_SUP	Guest cards/rates
	PR_PREF	Guest preferences
	GSTADDR	Second address <i>(only with parameter Additional Address Information {guestaddr2} ON)</i>
Availability	GTAG	Night audit summary files
	GFORB	Forecast data
Reserv. History	GAUF	Reservation history
	AWARD	Awards <i>(only with parameter Guest Awards {awards} ON)</i>
	AWARDCFG	Award configuration <i>(only with parameter Guest Awards {awards} ON)</i>
	GAUF_RV	Guest stay revenue split
Countries	GCH	Nationality statistics
	GCHCODE	Country codes
	STATECOD	States
	ZIP_TOWN	ZIP code to town database <i>(only if ZIP_TOWN.DBF exists)</i>
	REGIONST	Region statistics <i>(only with parameter Advanced Statistics Module 1 {par_stat1} ON)</i>
	XSTAT	Cross-reference statistics <i>(only with parameter Advanced Statistics Module 1 {par_stat1} ON)</i>
	CNTRYST	Country statistics
	REGISTRO	Accompanying guests <i>(only if REGISTRO.DBF exists and with parameter Detailed Accompanying Guest Registration {accompany} ON)</i>
	POL_IFC	Accompanying Guests (2) <i>(only if REGISTRO.DBF exists and with parameter Detailed Accompanying Guest Registration {accompany} ON)</i>
	POL_BOOK	SBM Police Book <i>(only if REGISTRO.DBF exists and with parameter Detailed Accompanying Guest Registration {accompany} ON)</i>

Option	FILE	Description
	POLICE	Italian police register <i>(only with parameter Numbered Folio Receipts {ricevuta} ON)</i>
Reservations	GRES2	Reservations
	CREDITLM	Payment methods
	WAITLIST	Waitlist <i>(only with parameter Use Waitlist Reservations {waitlist} ON)</i>
	HINT	Hints <i>(only with parameter Show Hints in Entry Screens {showhint} ON)</i>
Miscellaneous	GTEXT	Standard text file
	HELP	Help text
	TELEBOOK	Telephone book
	TELECAT	Telephone book categories
	NOTICE	Messages
	GKORR	Word process
	GINFO	Concierge info
	GMESSAGE	Electronic mail
	FPRINTER	Printer assignments
	GRP_STAT	Group statistics
	EXTERN	External programs
	FBA	Reservation types
	FSETUP	Program parameters
	EVENTS	Events
	BERICHTE	Reports
	LISTEN	Night audit sequence
	FIDANRD	Salutations
	GSTAT	Statistics
	MARKETS	Market codes
	SOURCES	Source codes
	TURNAWAY	Turnaway statistics <i>(only with parameter Record Turnaway Statistics {turnaway} ON)</i>
	REGRETS	Regrets <i>(only with parameter Advanced Turnaway Handling {regrets} ON)</i>
	UDEFPICK	User-definable pickboxes
	PICKGRPS	Group of pickboxes
	USERLOG	User logfile
	CHANSTAT	Channel statistics <i>(only if CHANSTAT.DBF exists)</i>
	STATION	Workstation location
CL_BAL	Guest ledger balance <i>(only if CL_BAL.DBF exists)</i>	

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Option	FILE	Description
	O_CL_BAL	Guest ledger balance 2 <i>(only if O_CL_BAL.DBF exists)</i>
	BS_INP	Business on the books <i>(only if BS_INP.DBF exists)</i>
	BS_CPLAN	Business on the books <i>(only if BS_CPLAN.DBF exists)</i>
	MKT_PLAN	Market segment comparison/forecast <i>(only if MKT_PLAN.DBF exists)</i>
	MKT_TEMP	Market segment comparison/forecast <i>(only if MKT_TEMP.DBF exists)</i>
	MKT_SEG	Market segment comparison/forecast <i>(only if MKT_SEG.DBF exists)</i>
	MKT_PICK	Market segment comparison/forecast <i>(only if MKT_PICK.DBF exists)</i>
	ROOMMAIN	Room maintenance
	ROOMPNTS	Room attendant points
	RESHIST	Reservation history
	RESSTAT	Reservation statistics
	BUSLOGIC	Business logic
	GAUF_EXP	History export definition
	QROOMS	Q-rooms <i>(only with parameter Rooms on Queue {q_rooms} ON)</i>
	EXP_INIT	Foliotax export
	ISTAT	Italian country statistics <i>(only with parameter Numbered Folio Receipts {ricevuta} ON)</i>
Dept. Codes	GLEIS	Department codes
	GLTAG	Department codes/day
	GLMON	Department codes/month
	GARTICLE	Articles
	GPOS	Point of sale <i>(only with parameter Use Manual Point of Sale {usepos} ON)</i>
	GPOSM	Point of sale/month <i>(only with parameter Use Manual Point of Sale {usepos} ON)</i>
	GKONTO	Accounts
	REVSTAT	Market statistics
	SOURCEOB	Source statistics
	STATEST	State statistics
	MARKDEPT	Market code by department <i>(only with parameter Advanced Statistics Module 1 {par_stat1} ON)</i>
	FPERIOD	Fiscal period reporting

Option	FILE	Description
	REMABUD	Revenue budget
	MANBUD	Manager report budget
	SPCLSTAT	Specials statistics
	SRCSTAT	Source statistics
	FFPSTAT	Frequent guest statistics
	CNTRSTAT	Country statistics
	STATSTAT	State statistics
	RATESTAT	Rate code statistics
	PACKSTAT	Package statistics
	MKCYSTAT	Market/country code statistics
	PROMSTAT	Promotions statistics
	<i>All LEI_* files: only with license code Leisure Management Module {ex_leisure} ON</i>	
	LEI_BASE	Leisure base data
	LEI_BOOK	Leisure booking data
	LEI_ITEM	Leisure item data (main resources)
	LEI_PRC	Leisure price table data
	LEI_HIST	Leisure history data
	LEI_NOTE	Leisure diary
	LEI_LINK	Leisure therapists (<i>Leisure link file</i>)
	LEI_SRV	Leisure services
	LEI_USER	Leisure user rights
Rooms	GZIM	Rooms
	FLO_PLAN	Floor plan pictures
	FLO_LIST	Floor plan list
	ROOM_STAT	Out-of-order rooms
Room Types	GKAT	Room Types
	KATTAG	Room type statistics
Room Rates	RATE_HDR	Room rates
	RATE_DET	Rate details
	RATE_AVL	Rate availability
	RATE_CAT	Rate categories
	RATE_SEA	Rate seasons
	RCALEND	Rate calendar
	KATOVERB	Overbooking by room type (<i>only with parameter Overbooking Limit by Room Type {katoverb} ON</i>)
	HURDLE	Hurdle Rates (<i>only with either license code Hurdle Rates {ex_hurdle} ON or TopLine Prophet Yield Management Interface {ex_opus2} ON</i>)
	STRATEGY	Rate strategies

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Option	FILE	Description
	PACKAGE	Package elements
	ARRANGE	Arrangements
	RATE_CON	Rate availability control report <i>(only if RATE_CON.DBF exists)</i>
	PROMO	Promotions <i>(only with parameter Promotions {promotions} ON)</i>
	RATE_PRM	Rate promotions <i>(only with parameter Promotions {promotions} ON)</i>
Cashier	CASHIERS	Cashiers
	USERS	Users
	USERGRP	User groups
	BILLHIST	Folio history
	FOLIOTAX	Folio summary <i>(only if FOLIOTAX.DBF exists)</i>
City Ledger	GZ AHL	City ledger
	CC_SETTL	Credit card settlements (interface) <i>(only if CC_SETTL.DBF exists)</i>
	BONUSCHK	Bonus checks <i>(only if BONUSCHK.DBF exists)</i>
	CC_COURT	Courtesy cards <i>(only if CC_COURT.DBF exists)</i>
	THAI_TAX	Detailed VAT audit file <i>(only with parameter Tax Invoice Number for Thailand {thai_tax} ON)</i>
A/R	GDEB	Debits/Journal
	<i>All FA_* files: only with parameter External Accounts Receivable Module {par_far} ON</i>	
	FA_SETUP	A/R setup
	FA_CUST	A/R accounts
	FA_ACTIV	Account activity
	FA_AGE	Aging levels
	FA_AGE1	Aging level groups
	FA_MAILT	Reminder temporary file
	FA_MAIL	Reminder letter history
	FA_TXT	Reminder letter texts
	FA_COD	Reminder letter codes
	FA_TRACE	A/R traces
Postings	GLGAST	Postings
	GSTORNO	Canceled postings
	PACKITEM	Package items
	FISCALRU	Fiscal module for Russia <i>(only if FISCALRU.DBF exists)</i>

Option	FILE	Description
	GLDEPOS	Detailed deposits <i>(only with parameter Detailed Deposit Handling {deposave} ON)</i>
Blocks	GALLOTT	Blocks
	BLOCK	Block headers
	TRACES	Block traces
	ALLHIST	Allotment history/day
	ALLHISTD	Allotment history/month
	BLKSTAT	Block statistics
	BLKHIST	Block history
Interfaces	CRS_INIT	CRS export trigger setup <i>(only with either license codes Central System Trigger Module {ex_crsexp} or Yield Management Trigger Module {ex_hurexp} ON)</i>
	CRS_ACT	CRS export triggers <i>(only with either license code Central System Trigger Module {ex_crsexp} or Yield Management Trigger Module {ex_hurexp} ON)</i>
	HUR_ACT	Hurdle export triggers <i>(only with license code Yield Management Trigger Module {ex_hurexp} ON)</i>
	CRS_LOOK	Look-up triggers <i>(only with license code CIS Integration {ex_cis} ON)</i>
	CISAWARD	CIS awards <i>(only with parameter Guest Awards {awards} ON)</i>
	CRSNAME	CRS name list <i>(only with parameter Assign Guest Names from CRS Name List {crsname1st} ON)</i>
	LPR_INIT	Print log setup <i>(only with parameter Log Changes on Printer {logprint} ON)</i>
	LPR_ACT	Print log <i>(only with parameter Log Changes on Printer {logprint} ON)</i>
	GUESTCHK	Guest check detail <i>(only if GUESTCHK.DBF exists)</i>
<i>The remaining interface files only with parameter Interfaces Installed {modinter} ON</i>		
	IFC_ACT	Modern action file
	IFC_POST	Interface posting file
	FO_ACT	Front Office action file
	IFC_DATA	IFC guest check buffer
	IFC_ROOM	Interface room numbers
	IFC_WAKE	Modern wake-up calls
	GWAKE	Old wake-up calls

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Option	FILE	Description
	WAKEUP	Telephone wake-up
	CALLHIST	Telephone call history
	VN_SETUP	Virtual numbers setup (only with license code <i>Virtual Number Assignment</i>) {ex_didnr} ON)
	VN_POOL	Virtual numbers pool (only with license code <i>Virtual Number Assignment</i>) {ex_didnr} ON)
	VN_ASSGN	Virtual numbers assignments (only with license code <i>Virtual Number Assignment</i>) {ex_didnr} ON)
	IFC_POSN	Interface posting file

The databases for TAP/CRS/FFF/BOF are reindexed within each program.

The above list contains every file which might possibly be indexed.



Please note: Depending on your parameter settings, some files might not be indexed. In addition, certain files under the heading telephone will not be indexed if the telephone interface is running.

Types of Index

Usually at least one form of reorganization is installed on the supervisor menu of each property. As there are many possible ways to reindex, however, we will give all possible forms with their DOS command line name. These DOS commands are then usually put into batch files or installed into a menu.

FINDEX. If you start the program FINDEX from DOS without any parameters, you will see the screen as described above. The regular FINDEX packs all files with more than 100 records, reindexes the files and flags them shareable read/write.

FINDEX SMART. If you call FINDEX this way, it will only index those files which need indexing. This program is about three times faster than FINDEX SPECIAL and about eight times faster than a regular FINDEX. FINDEX SMART does not pack files. You must run a regular FINDEX or FINDEX FIX at least once a week.

FINDEX FIX. If you use this option, FINDEX will perform a more thorough test of the database structure and every record. FINDEX FIX generally takes about 20 percent longer than a normal FINDEX. During the reorganization you will see a red and blue screen showing the progress through the database. In order for FINDEX FIX to work, you need to have the file QF2D.COM, which is shipped with standard Fidelio installations. Fidelio recommends FINDEX FIX as it might catch errors in the databases before they cause a problem.

FINDEX FIX2. It seems that on some PCs FINDEX FIX creates a run error. If this is the case, try FINDEX FIX2.

FINDEX FULL. This command will run a complete reorganization without any user interaction. This is the same as if you ran the normal FINDEX and entered [Y] to each prompt.

FINDEX FLAG. Using this parameter, the reorganization will run just like a normal FINDEX. In addition, however, the function will ensure that all files are once again flagged as shareable.

FINDEX QUICK. Has the same functionality as FINDEX FULL except that the guest addresses and the guest history files will not be reorganized. As these two files usually require the most time, FINDEX QUICK is about three times as fast as FINDEX FULL.

FINDEX AUTO. This has the same functionality as FINDEX QUICK every day of the week except for Friday, when it performs a FINDEX FULL. This is the option Fidelio recommends most.

FINDEX SPECIAL. This form of reorganization should only be used in rare cases when neither FINDEX nor FINDEX FIX successfully index your files. FINDEX SPECIAL does not remove the deleted records nor does it check the structure. For this reason, FINDEX SPECIAL is noticeably quicker than all other versions. However, you should never use it unless all else fails. NEVER run a normal FINDEX immediately after the FINDEX SPECIAL worked.

FINDEX TABLE. This command executes the index that was defined under **Index Table** in FSTAMM. You should use this command for your menu setup.

The various parameters can be combined in the following ways:

FINDEX FIX AUTO
 FINDEX FIX FULL
 FINDEX FIX QUICK
 FINDEX SPECIAL AUTO
 FINDEX SPECIAL FULL
 FINDEX SPECIAL QUICK



Please note: Fidelio recommends that you install FINDEX FIX AUTO in your menu. Even if you are unable to afford the time to run a complete reorganization every night, you should at least reorganize the reservations, postings and availability. Once a week you should run a complete reorganization. If, for some reason, you have absolutely no time to run a reorganization, then it is possible to skip it for one night. We realize that this might happen in large hotels, but we urge each hotel to organize the night shift so that there is time for at least a minimal reorganization every night.

FINDEX SELECT. After entering the command, the same screen appears as the normal FINDEX, but with one difference.

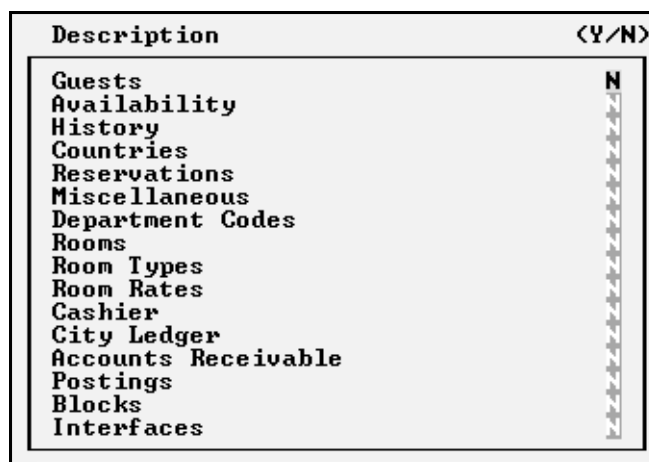


Figure 9-7 Findex Menu

When you enter [Y] to reorganize a particular section of databases, you can individually select a particular database file or multiple, if you choose.



Please note: The CRS, FO_Server and any other external interfaces are not stopped, and there is no check on exclusive use of GFIRM.DBF.


Night Audit Reorganization

[Ctrl+F3]

If you are familiar with the use of the [Ctrl+F3] feature after choosing to conduct a normal Findex, Fidelio has added the parameter SELECT in this menu.

Normal	Pack DBFs with more than 100 records, create index files
Fix	Pack all DBFs, create index files, check DBF integrity
Smart	Check index integrity only
Select	Select databases
Special1	Do not pack, add one blank deleted record, normal indexing
Special2	Do not pack, add two blank deleted records, normal indexing
Special3	Do not pack, add three blank deleted records, normal indexing
Special4	Do not pack, add four blank deleted records, normal indexing
Special5	Do not pack, add five blank deleted records, normal indexing

Figure 9-8 [Ctrl+F3] Menu From Regular Findex


 Please note: When you use the variable SELECT or SINGLE, Fidelio does not stop the FO_Server as it would normally do with all other index options.

This parameter can be used in conjunction with the parameters FIX, SMART and SPECIAL.

This parameter can not be used in conjunction with AUTO, FULL, TABLE, or QUICK.

FINDEX SINGLE. No user menu will appear (which saves speed, especially over a modem) and you have the option to select a particular database and one or more (up to 12) of its associated indices. For example:

```
findex single gaestest g1 g2
```

 Please note: If you use the parameter SELECT or SINGLE, Fidelio does not attempt to get exclusive use of the file GFIRM.DBF. This has its advantages, if you are aware of the Fidelio files along with when and whether they are used. But be careful, Fidelio will still attempt to get exclusive use of the particular file before attempting to reorganize the indices. This can result in usage conflicts. Fidelio strongly recommends that you do not add the parameter described above to any of the user's daily access or reorganization menus, but reserve them purely for support purposes.

Additional Information on Findex

The most important files to reindex on a daily basis are the reservations, availability and postings. All other files can wait for the weekly maintenance.

**Attention! Never run a reorganization while the night audit
is still running! Not even during background printing!**

To speed up the reorganization, we suggest hotels run it on two workstations at the same time. Start one workstation with all options except reservations, availability, blocks and room types. Run the second workstation with only reservations, availability, blocks and room types. Make sure you start the workstations in exactly that order. Other orders or combinations may not work. This could reduce the time for a complete reorganization by half.

If you only want to run the reorganization on City Ledger, for example, but entered [Y] on Debits/Journal as well, just press [Esc], and Fidelio will stop the reorganization after GZAHL has been reorganized. You will get the message "Index interrupted by user." This works for all options in the FINDEX program.

In order to ensure that you have enough disk space to carry out the reorganization, Fidelio performs two checks. When you start FINDEX, Fidelio compares the size of GAESTEST and GAUF, then takes the largest file, multiplies it by 1.5, and compares this to the available disk space on the server. If there is not enough space, the message *“Not enough disk space available to run reorganization on GAUF.DBF and/or GAESTEST.DBF. Please contact system supervisor or Fidelio support office immediately.”*

If you receive this message, you do not have enough disk space to reorganize your guests or reservation history, however, you can probably still run FINDEX on availability or postings. In addition, before running reorganization on any of the other files, Fidelio will make sure that there is enough disk space and will otherwise display the message *“Not enough space to reorganize file. Contact your system supervisor or Fidelio support.”*

If you do not have enough space, you should check the disk for temporary files and delete them. Look for files such as tmp*.*, *.tmp, *.bak, *.tbk, *.old, *.org, *.sav, *.zip, or *.arc, and delete them, if they are not needed. If you are working on a Novell Network, run PURGE after deleting the files. If necessary, delete or pack the training directory as well.

Do not forget to run FINDEX if you have changed anything using MODIFY STRUCTURE or if you have added or deleted rooms, room types, or generic types.



Please note: Before indexing, FINDEX checks the number of records. If it is an even number and the total number of records is larger than 100, FINDEX appends a blank record and then indexes.

Always run FINDEX on your fastest machine.

If for some network reason, FINDEX is unable to rename a file, then it will copy the file instead, which is usually more reliable. A warning message will appear. If it cannot copy the file, then it tells you which TMP file it was trying to rename.



Please note: Any time you have a file that CANNOT be indexed, please make a copy of the corrupted file and send it to our support department, along with a note identifying yourself and your hotel and explaining which file is included and any messages you may have seen at the time the corruption occurred.

**Night Audit
Reorganization**