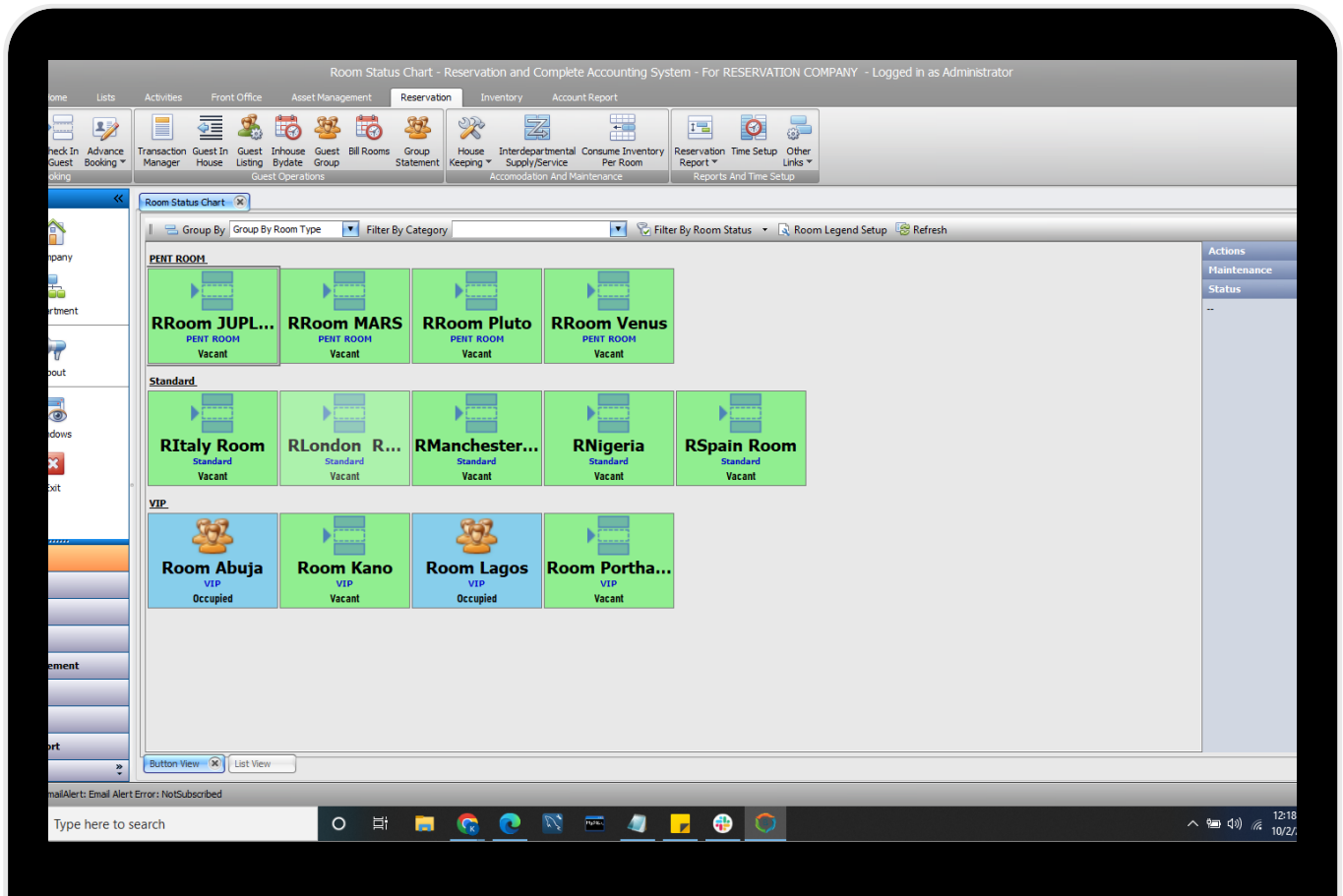




## USER GUIDE



# HOTEL MANAGEMENT SYSTEM

Everything you need to know to get started

# TABLE OF CONTENTS

<b>TABLE OF CONTENTS</b>	<b>1</b>
<b>Getting Started with Business Sensor</b>	<b>4</b>
System Requirements for Business Sensor ERP	4
Operating System	4
Database Server	4
Hardware and operating system requirements	4
Minimum system requirements	5
Software Requirement	5
Register and Configure Business Sensor Hotel Management Software	6
Install and Configure SQL 2019 Management Studio	9
SQL Server Configuration Management	16
How to change the Authentication Mode to Mixed Mode in SQL Server 2019	23
<b>Install Business Sensor Hotel Management Software</b>	<b>27</b>
Steps for installing Business Sensor Hotel Management Software	27
How to license Business Sensor Hotel Management System	30
<b>Set up your company</b>	<b>37</b>
<b>How To Create Reservation Space</b>	<b>40</b>
<b>Reservation Time Setup</b>	<b>45</b>
How to check in Guest	47
Manage the guest transaction	53
<b>Transaction Manager</b>	<b>54</b>
Add Room or Hall for a Guest	56
How to add invoice to a guest's transaction	57
How To Receive Payment	59
How to Refund a Guest	60

How to print Guest Transaction	61
How to checkout guests	64
Bill Guest Interface	65
<b>Advanced Booking</b>	<b>67</b>
Create Advance Booking	67
Managed Advanced booking	72
Check in advance booking	74
Advance Booking Report	77
Guest In House Interface	78
Guest In House by Date Interface	78
Manage House Keeping	79
<b>Reservation Report</b>	<b>81</b>
Checked Outs	81
Check-in	82
Checked Out Owing	83
Total Reservation Billing from Guest	85
Total Regular Invoice from Guest	86
Total Receipt from Guest	88
Total Refund Report	89
Room Change Audit Report	90
Room Cancel Audit Report	92
<b>House Keeping</b>	<b>94</b>
Manage Accommodation Status	94
The Housekeeping Accommodation Status Listing	95
Change a Room Type	96
Advance Booking Report	97
Total Guest Sales	98
SSS or Security Report	100

Sales Report	101
Departmental Sales Report	103
<b>Other Links</b>	<b>105</b>
Correct Multiple Accommodation Billing	105
Print Temporarily Merged Guest Bill	106
Correct Wrongly Billed Changed Rooms	108
Merge Some Guest Sponsor Accounts	109
<b>Inventory Management</b>	<b>111</b>
Set up Inventory Item	111
<b>Cash and credit sales Invoice</b>	<b>116</b>

## Getting Started with Business Sensor

Welcome to the Business Sensor Hotel Management system. Our step-by-step guide will demonstrate how effortless it is to manage accommodation, inventory, sales, and transactions alongside your business operations. Keeping your business organized has never been easier with Business Sensor ERP Hotel Management.

### System Requirements for Business Sensor ERP

**Note:** Need to check your computer's specs? Click [here](#).

#### Operating System

- Windows 11, 64-bit, natively installed
- Windows 10, all 64-bit editions, natively installed
- Windows Server 2022, Standard and Essentials
- Windows Server 2019, Standard and Essentials
- Windows Server 2016, Standard and Essentials

#### Database Server

- Microsoft SQL Server 2017
- Microsoft SQL Server 2019

#### Hardware and operating system requirements

<b>Processor</b>	1.6 GHz minimum
<b>RAM (client or workstation)</b>	8 GB minimum
<b>RAM (Server)</b>	16 GB minimum
<b>Disk Space</b>	2.5GB of disk space (additional required for data file backup). <i>Note: For the best performance, store your Business Sensor data file on a solid-state drive (SSD)</i>

## Minimum system requirements

The minimum requirement is a core i3 CPU (Client or workstation)

## Software Requirement

Access the software required for Business Sensor ERP installation [here](#)

*Note: You need to register before downloading all the installation files, the registration process is below.*

- Microsoft SQL Server: Microsoft database software allows you to manage your database.
- Microsoft .Net Framework: Enables you to accomplish a range of common programming tasks, including string management, data collection, database connectivity, and file access.
- Crystal Report: allows a developer to create reports and dashboards from a variety of data sources with a minimum of code to write
- Business Sensor: This includes a Complete Accounting Package, BS Point of Sales, Hotel Reservation Management, etc.

**Server Installation:** The following software are required for Business-Sensor ERP.

- 1) Microsoft SQL Server
- 2) Crystal Report
- 3) Business Sensor

**Client Installation:** The following software is required for client-side installation

- Crystal Report
- Business Sensor

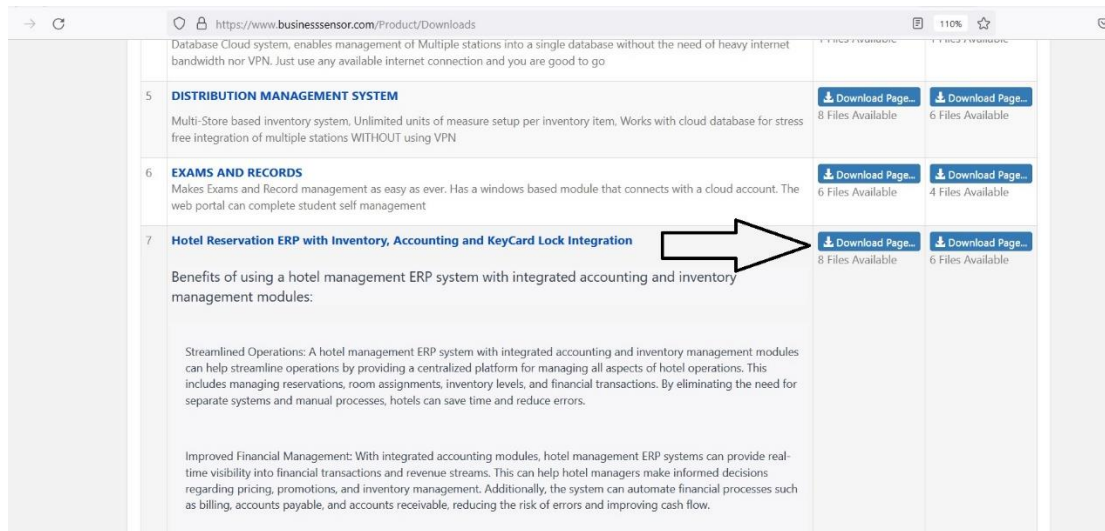
**Note:** Download all the software needed [here](#)

## Register and Configure Business Sensor Hotel Management Software

Please note that for all downloads, you should visit our website and click on the [download button](#) to access the Management Studio file. Follow these steps to register and download the software

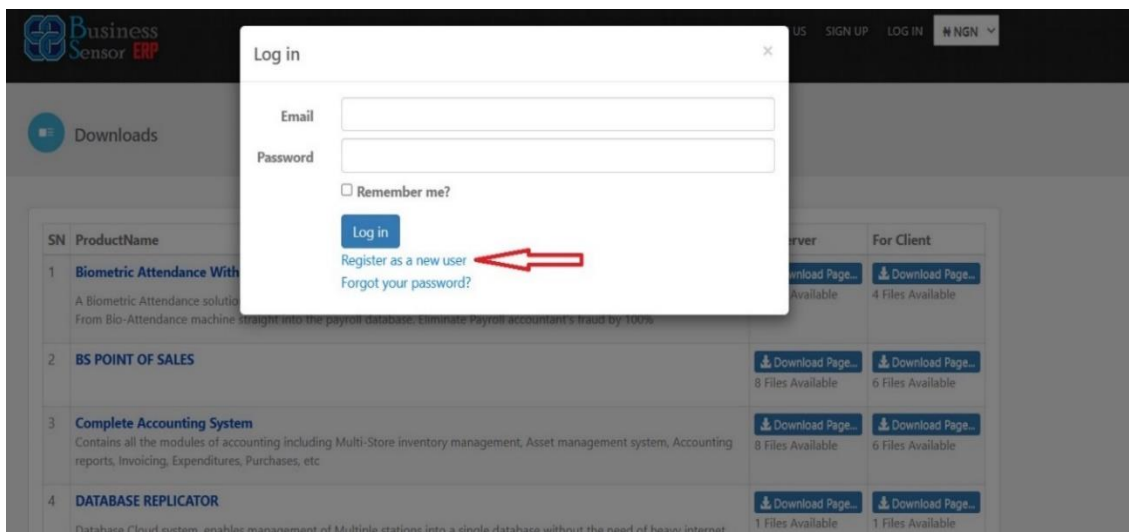
### Step 1.

Click the “Download Page” button.



### Step 2.

Choose 'Register as a new user' to create an account, or enter your log in credentials.



### Step 3.

Complete the form with the necessary information and then click the 'Signup' button.

Login Detail

Email

Password

Confirm password

Organization/Contact Person's Detail

OrganizationName

Contact Person

Contact person's Designation

Contact person's Phone

Organization Address

City

State/Province

Country

Profile Picture

What is 9 MINUS 5

### Step 4.

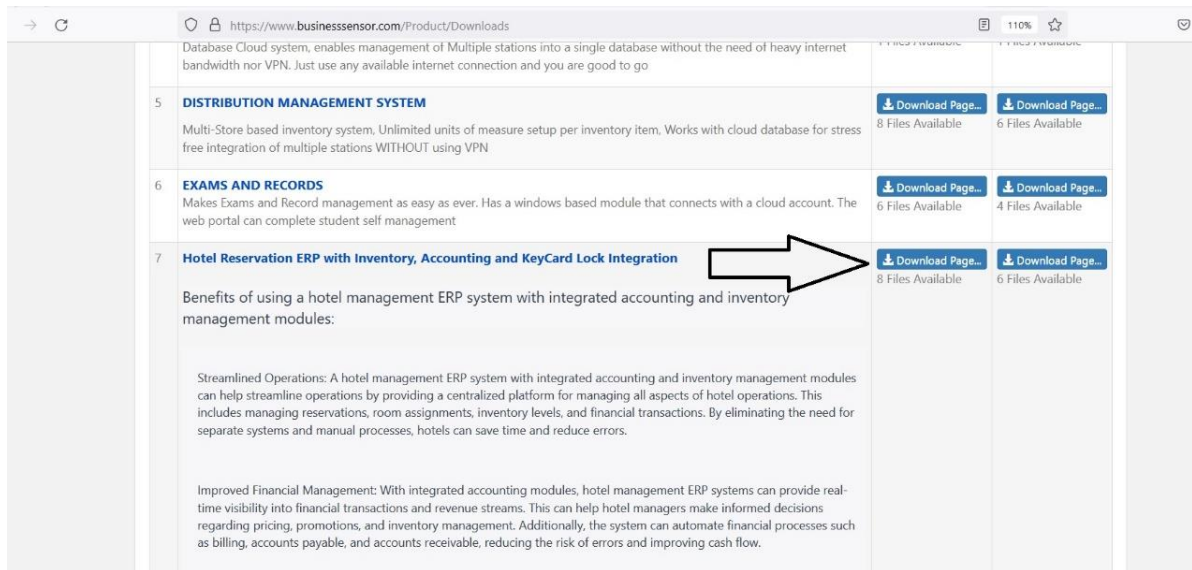
Once you have successfully signed up, click on the download link.

The screenshot displays the user interface of the Business Sensor ERP system. At the top, a dark navigation bar contains the logo and menu items: HOME, ABOUT US, PRODUCTS, DOWNLOADS, SUPPORT, CONTACT US, MY ACCOUNT, and a language dropdown set to 'NNGN'. A red arrow points to the 'DOWNLOADS' menu item. Below the navigation bar, the user's account is identified as 'demo1- Your Account Detail'. The dashboard features six main sections, each with an icon, title, description, and a 'Detail...' button: Device Licenses (Business Sensor ERP Licenses for demo1, Licenses : 0), Email Reporting Service (Daily Email Reporting Service Subscriptions, Subscriptions : 0), Upgrade Insurance (Upgrade Insurance Subscriptions, Subscriptions : 0), Cloud Comprehensive Report (Cloud Comprehensive Report Subscriptions, Subscriptions : 0), Organization Profile (Profile for demo1), and Wallet Balance (Account Wallet Balance Deposites).



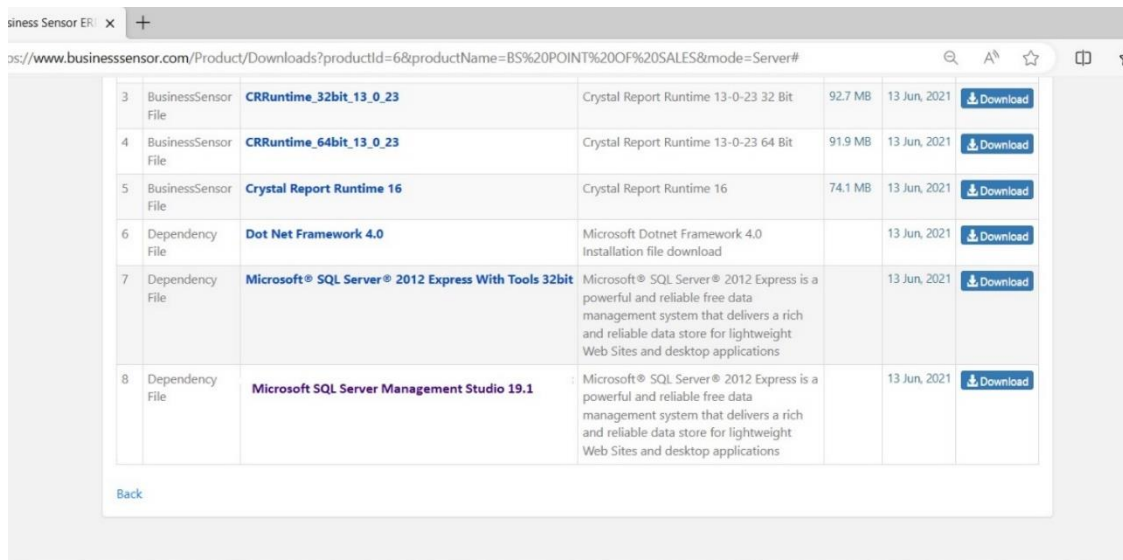
## Step 5.

Afterward, click the 'Download Page' button to access the installation files for Business Sensor Hotel Management Software.



## Step 6.

Click all the 'Download' buttons to download all the installation files needed to get Business Sensor Hotel Management Software up and running and then install them.

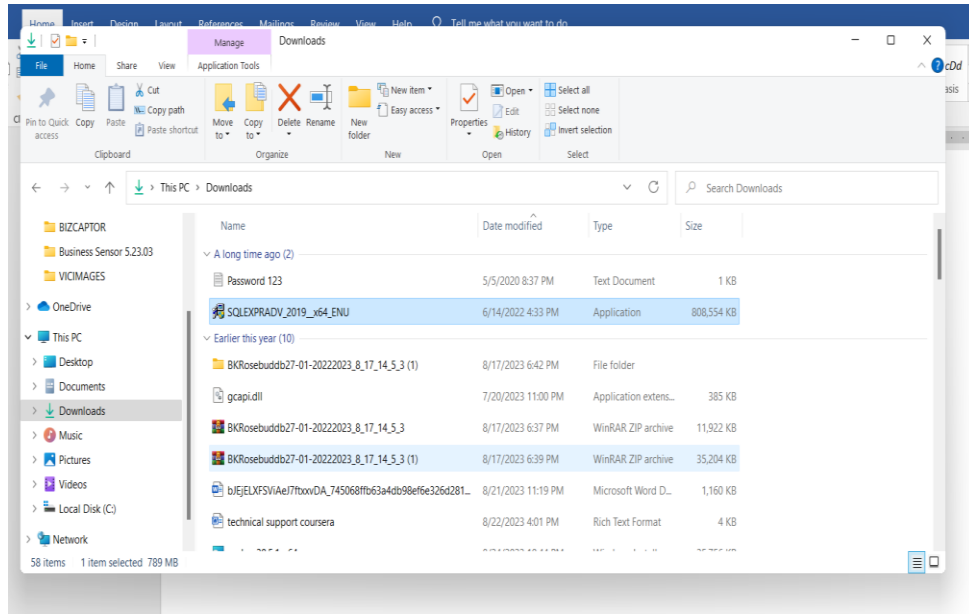


## Install and Configure SQL 2019 Management Studio

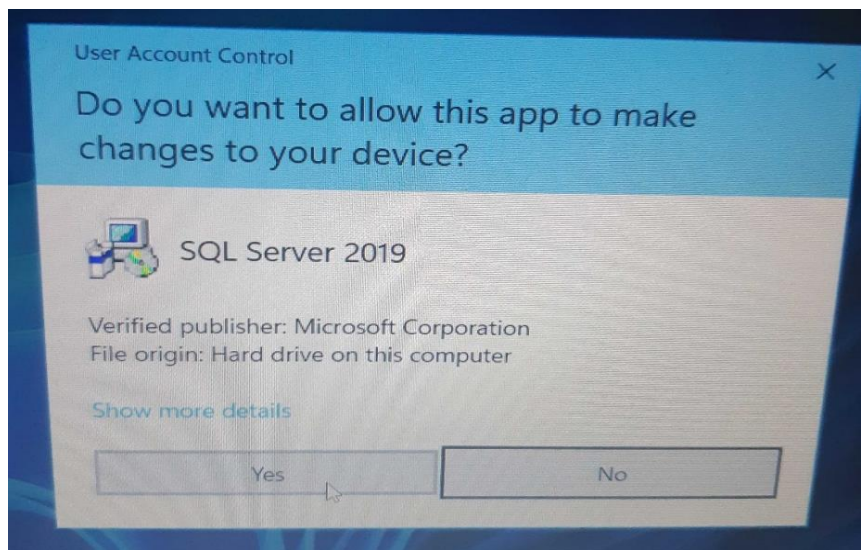
### Step 1.

Double-click the downloaded SQL Server file.

*Note: The downloaded file may be in the default download folder on your PC or your choice folder*

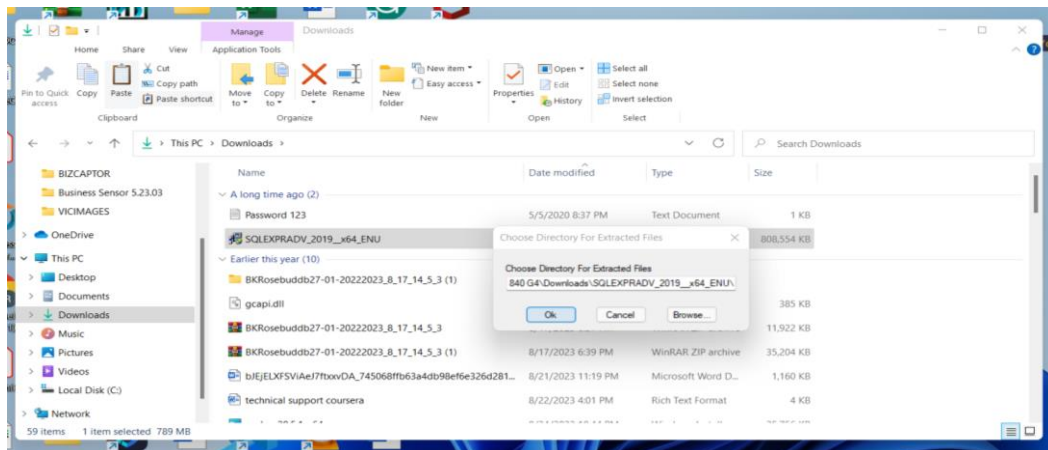


*Note: If your computer requests for “User Account Control” authentication, click Yes*



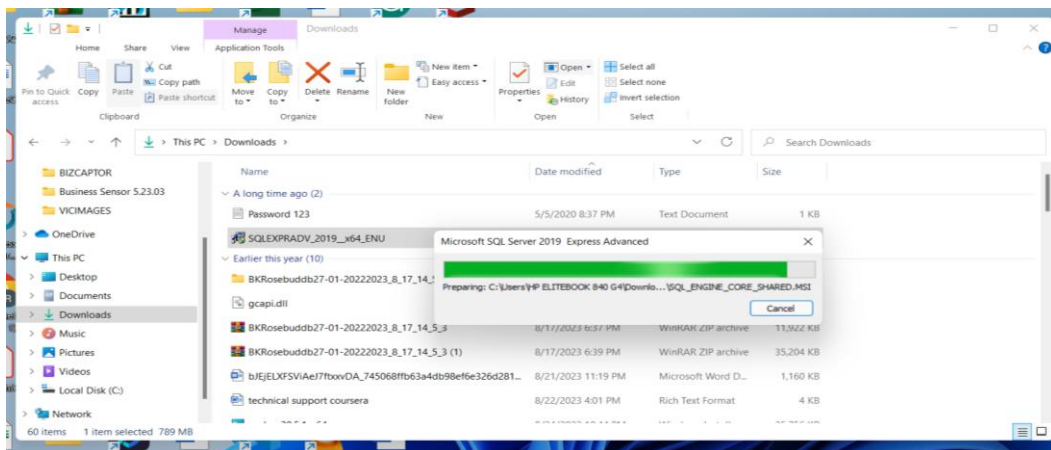
## Step 2.

Click the OK button to select the default directory to save the extracted file.



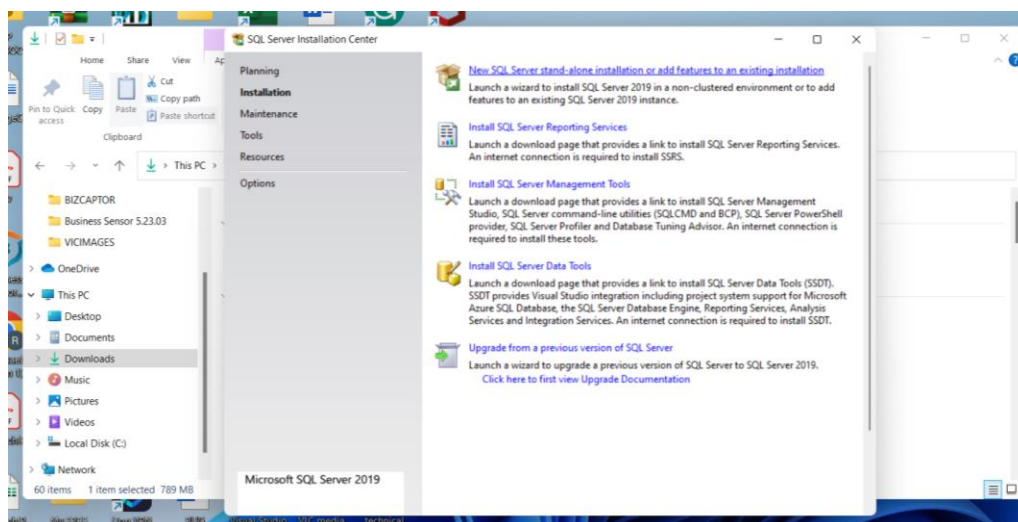
## Step 3.

Wait for Windows to extract the file for installation.



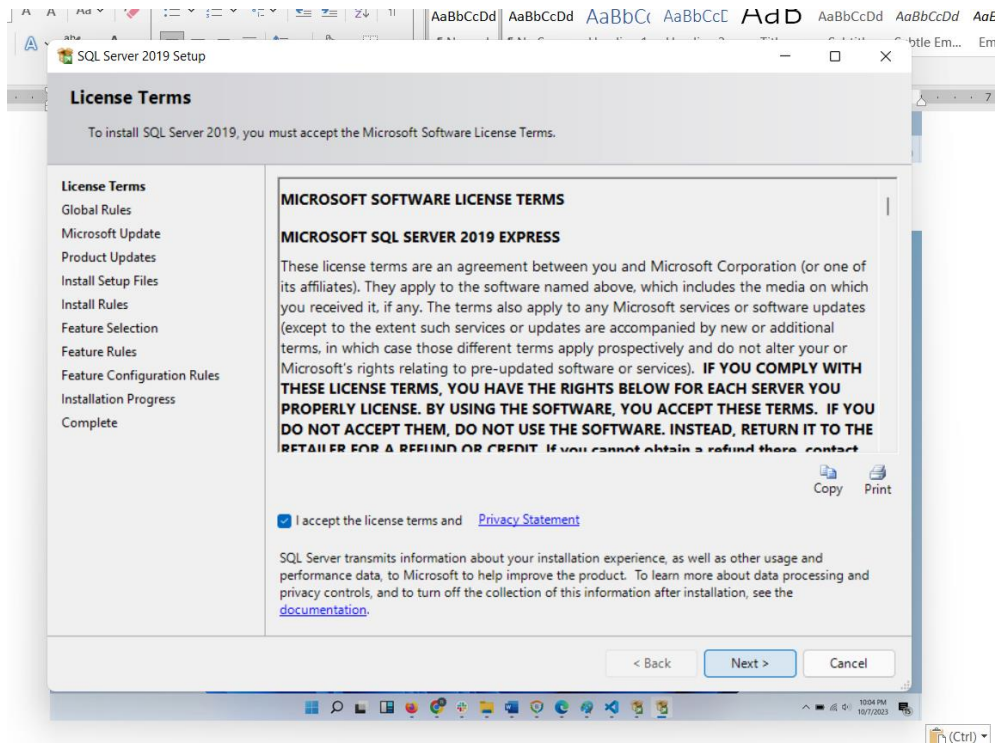
## Step 4.

Select the first option: **“New SQL Server stand-alone installation or add features to an existing installation”** Click **Next** for a new installation to begin.



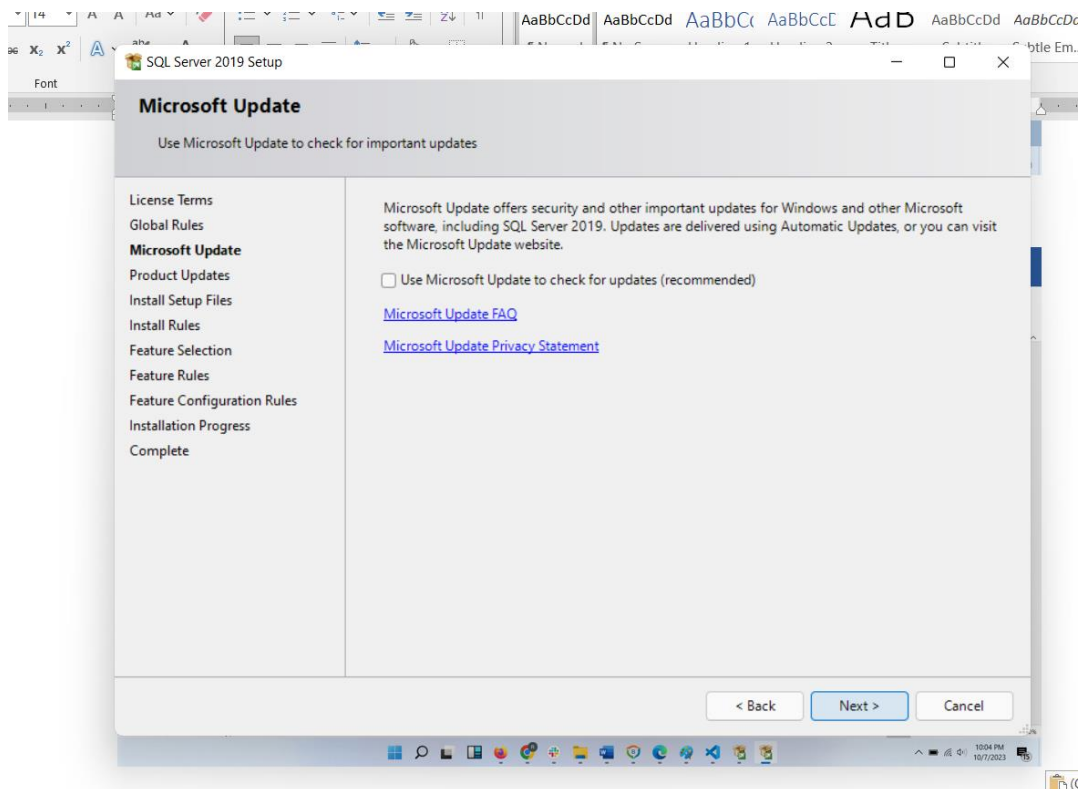
### Step 5.

Check the “I accept the license terms” box and click Next



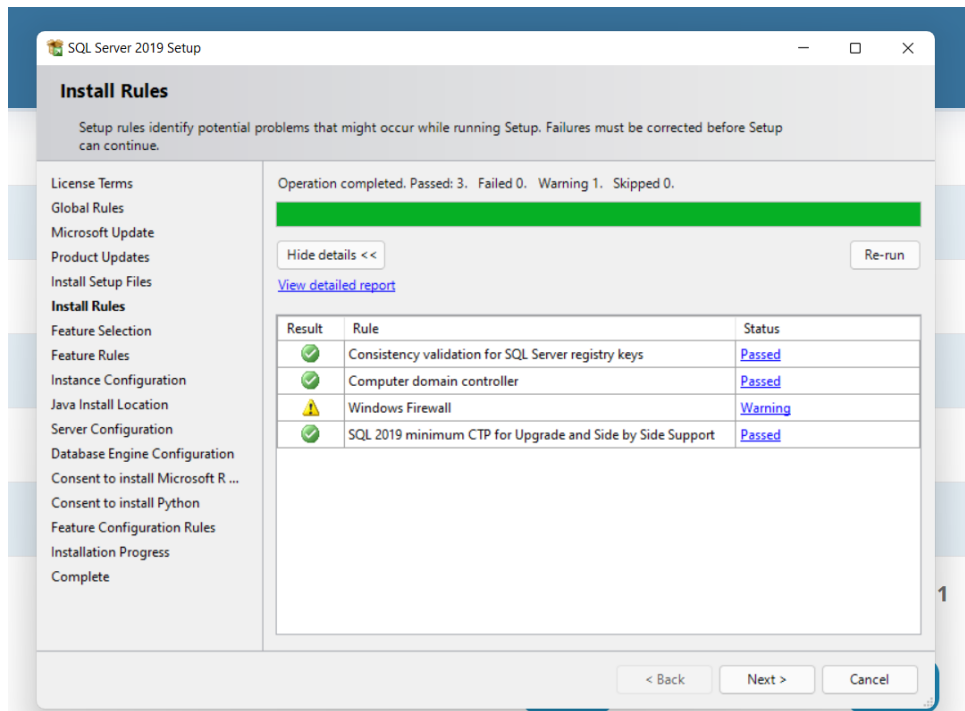
### Step 6.

In the "Product Update" page, Click Next to proceed to the next page



### Step 7.

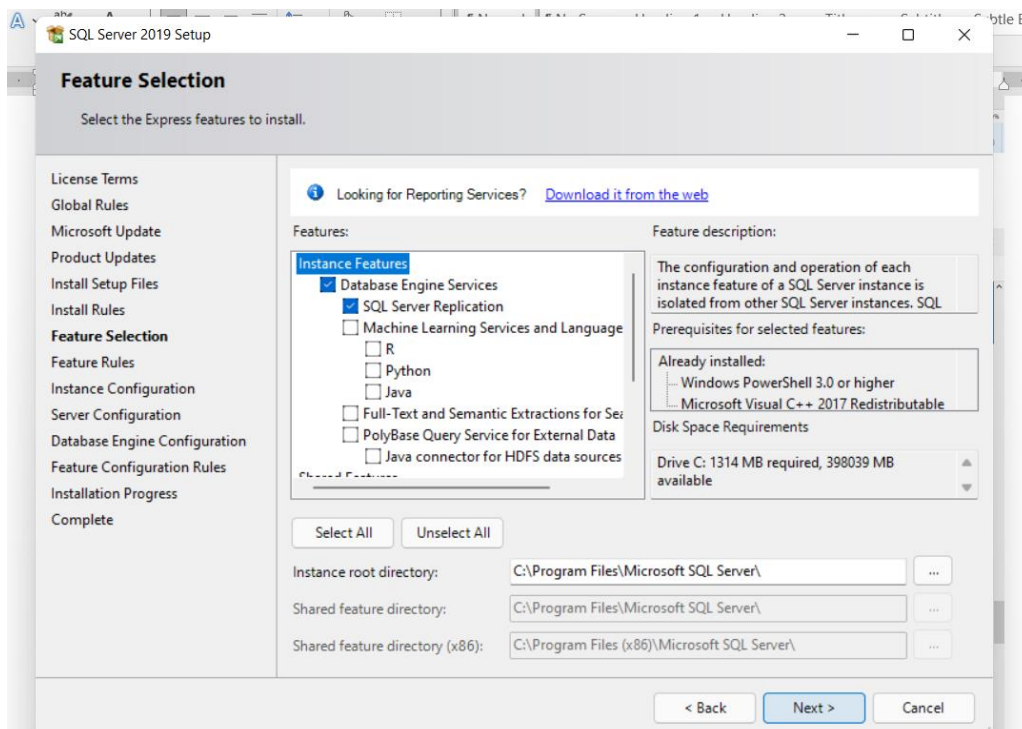
In the "Install Rules" Page, click on the Next button.



### Step 8.

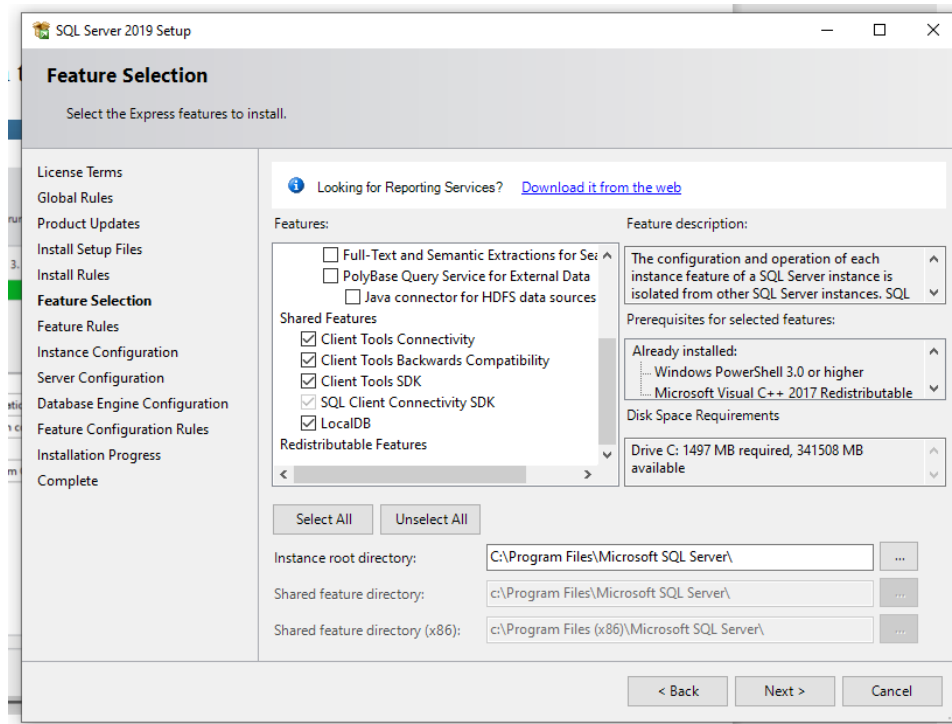
In the Feature Selection page, make sure you select:

- a) Database Engine Services
- b) SQL Replication



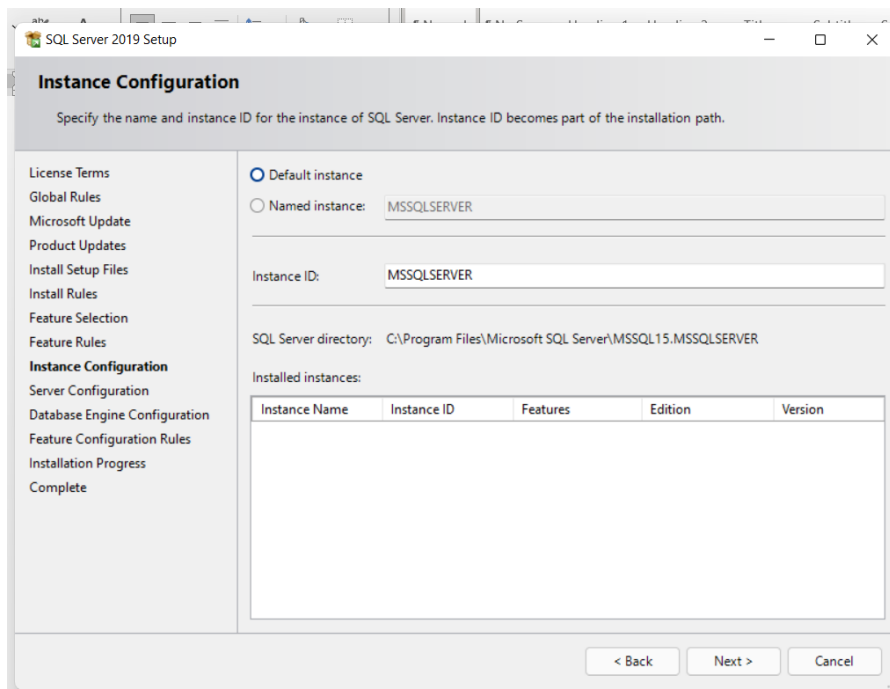
- c) Client Tools Connectivity
- d) Client Tools Backwards compatibility and Client tools SDK.
- e) LocalDB

Click on the **Next** button.



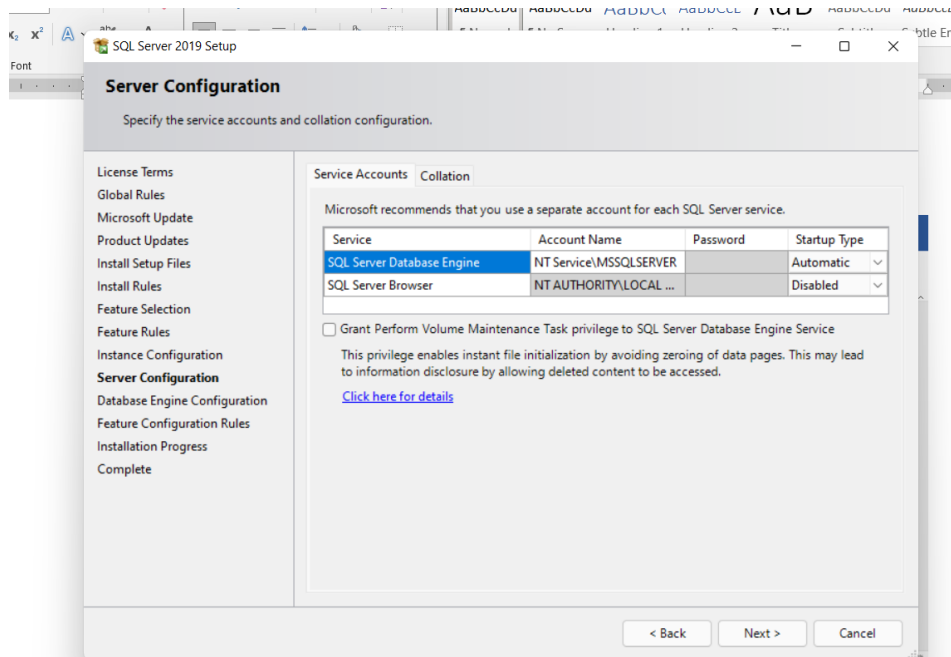
## Step 9.

In the **Instance Configuration** page, check the **Named Instance** and click the **Next** button.



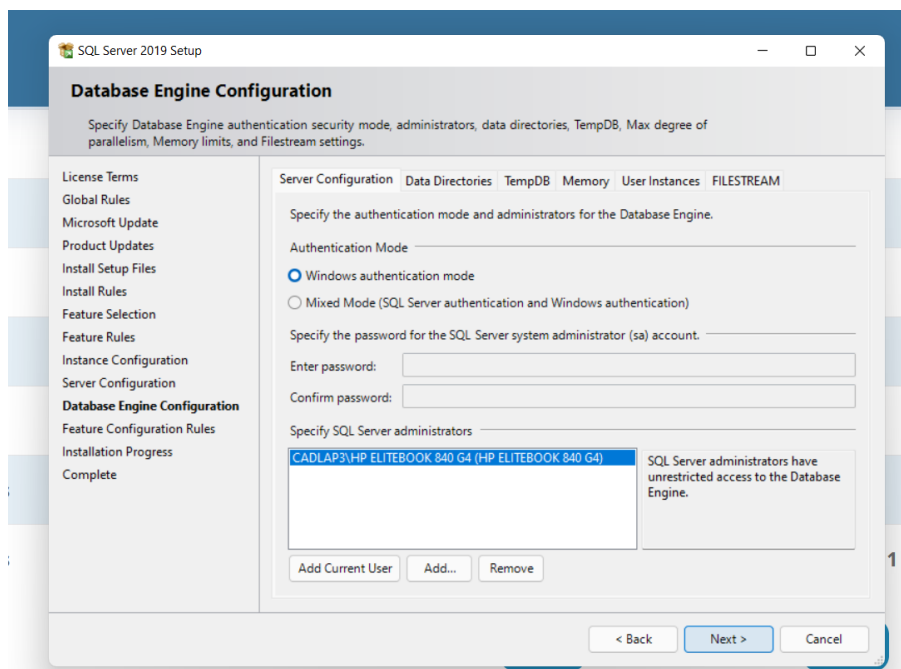
## Step 10.

In the **Server Configuration** page, click next to load the next page.

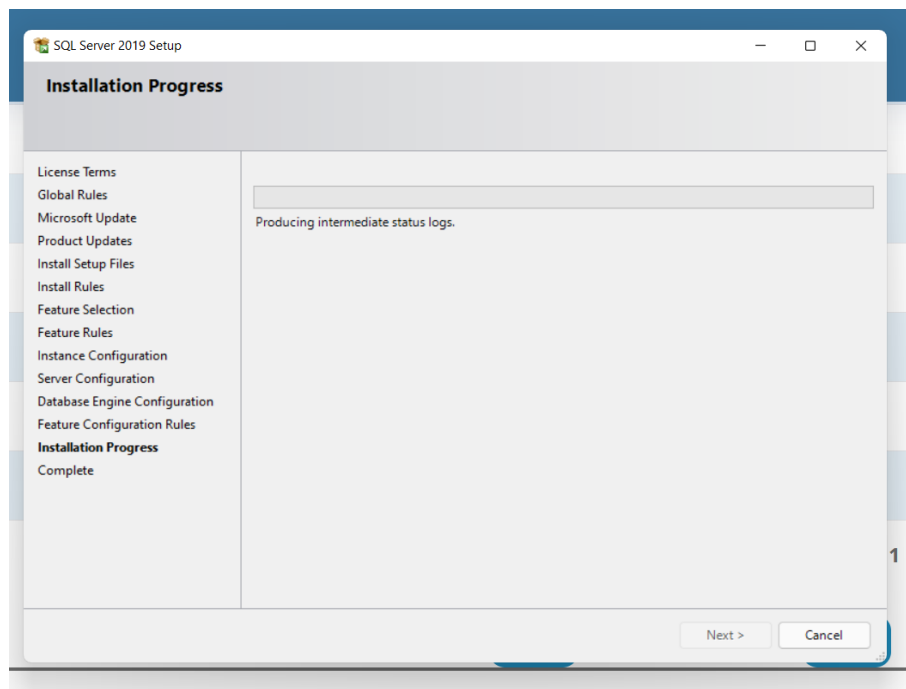


## Step 11.

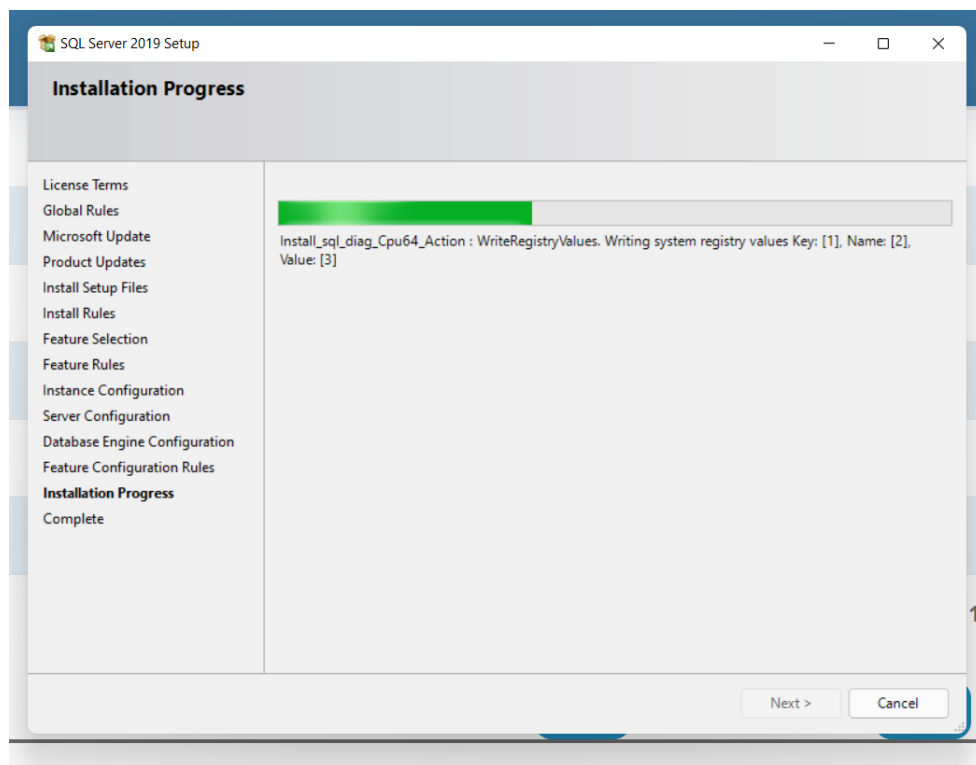
In the **Database Engine Configuration** page, either check "Mixed Mode (SQL Server authentication and Windows authentication)" and provide the password for the SQL Server system administrator account **or** check "Windows authentication mode" and configure your SQL Server Management Studio later (*Check the configuration after the installation*). Click the **Next** button after your option.



**Step 12:** Wait for the installation progress to start.

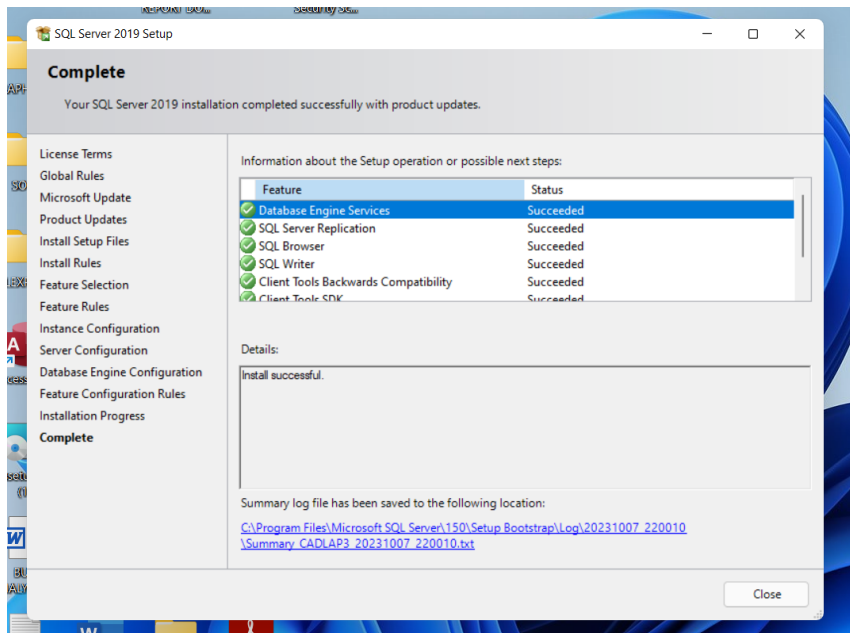


**Step 13:** Note: If the message about the restarting of your server appears, click **OK** button.





**Step 14.** Finally, on the "Complete" page, click on the **Close** button to exit the application.

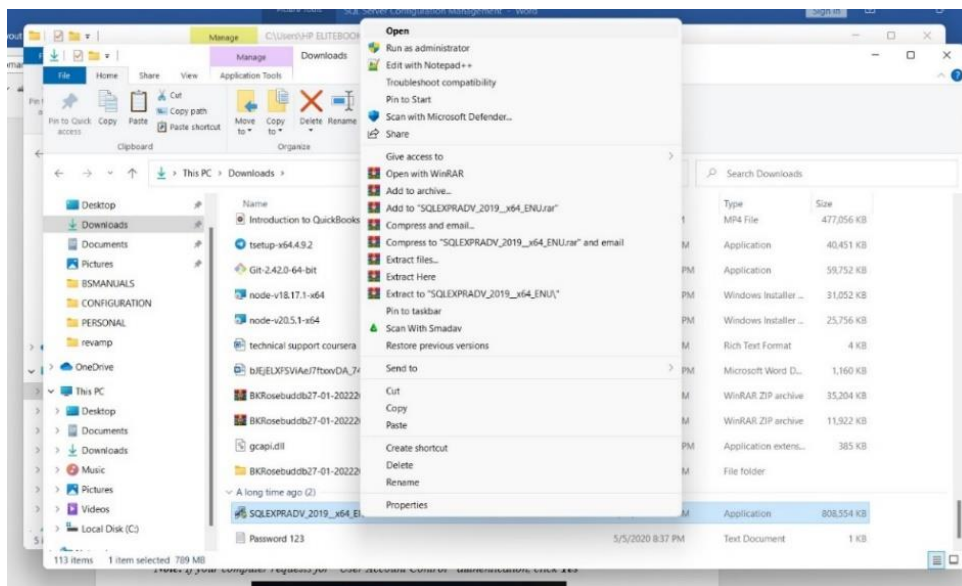


## SQL Server Configuration Management

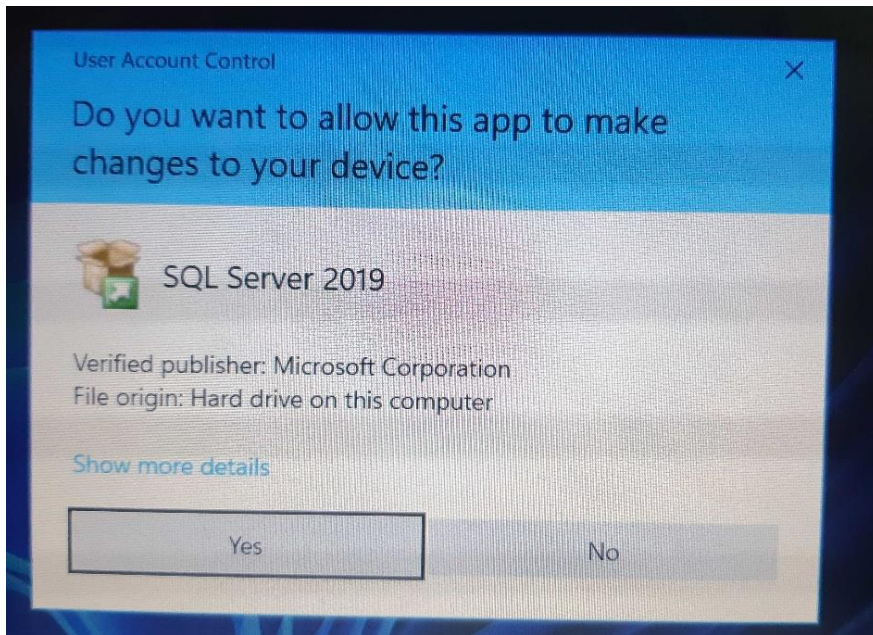
This is done immediately the SQL server is successfully installed. The following steps illustrates the configuration: *Note: No need to download another SQL file, Access the already downloaded SQL Server file and follow the steps stated:*

### Step 1.

Double click the setup file or right click and click Open.

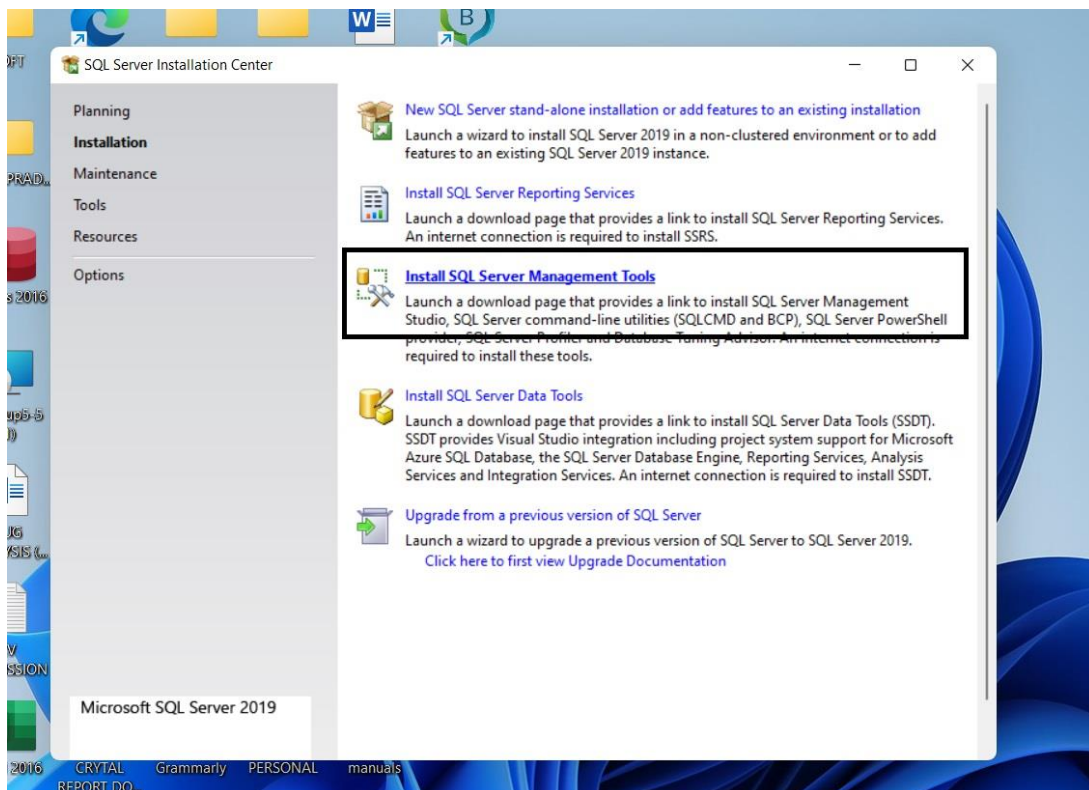


*Note: If your computer requests for “User Account Control” authentication, click **Yes***



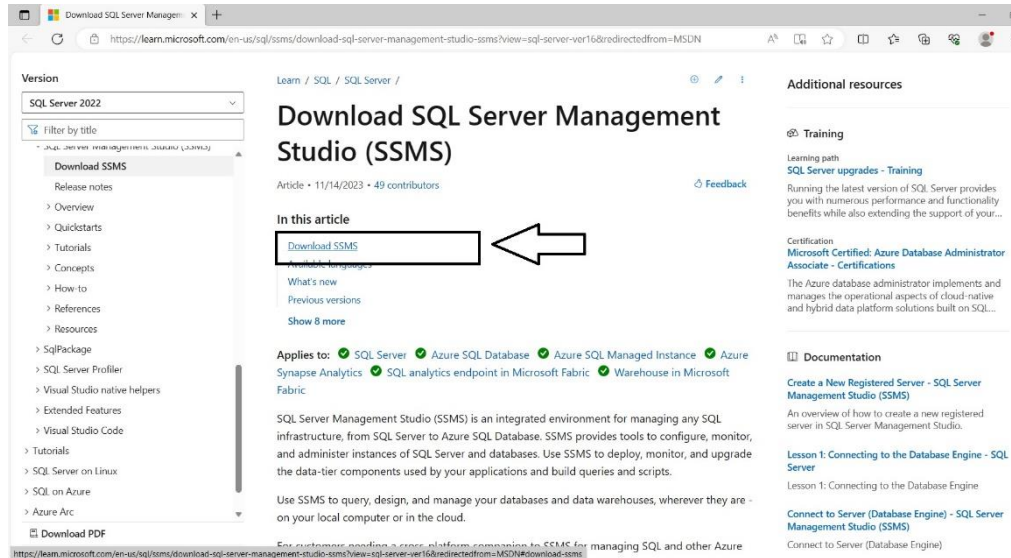
## Step 2.

After the user account control authentication, the installation page will be displayed, then select Install SQL Server Management Tools.



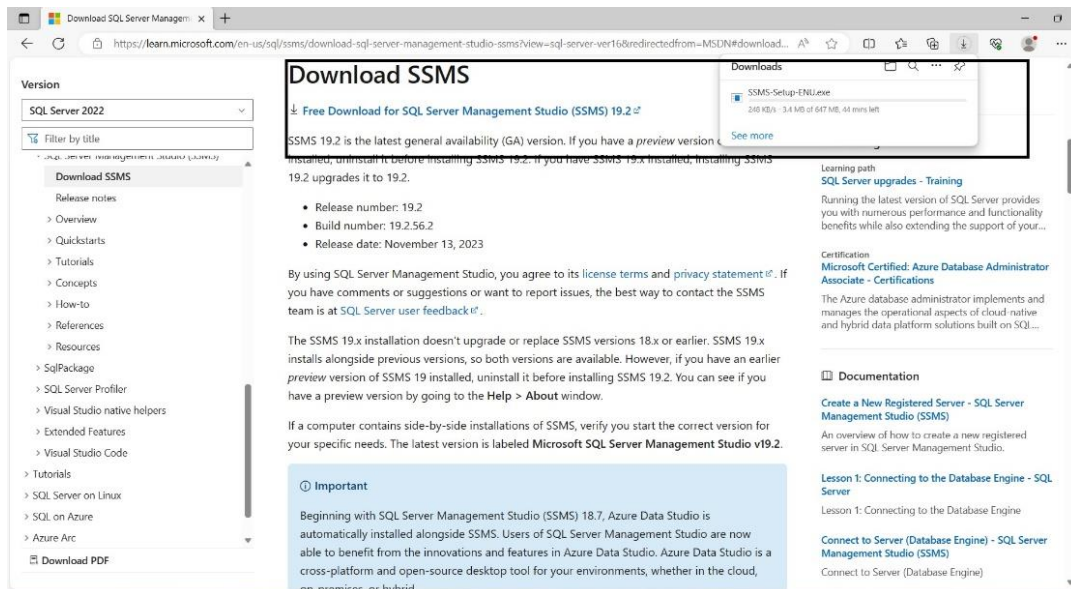
### Step 3.

You will be directed to an online platform where you need to download the appropriate tool for the studio. Please select Download SSMS. *Note, make sure you are connected to the internet for the proper downloading.*



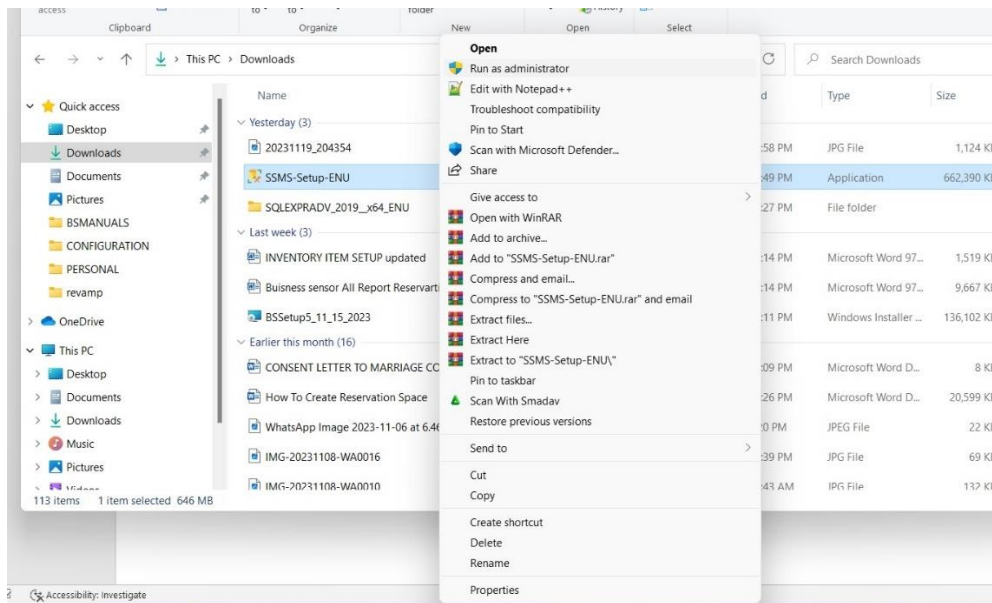
### Step 4.

Click on Free Download for SQL Server Management Studio (SSMS) 19.2. Then the download will start.

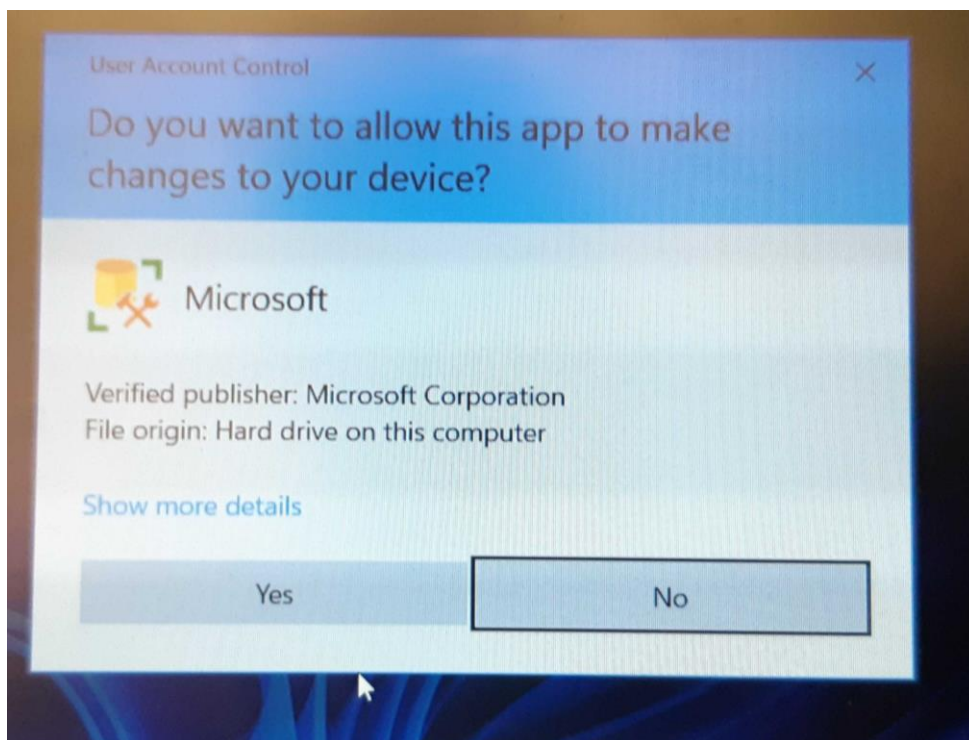


### Step 5.

After the download, access the SSMS downloaded, then right click on the file and click open to start the installation.

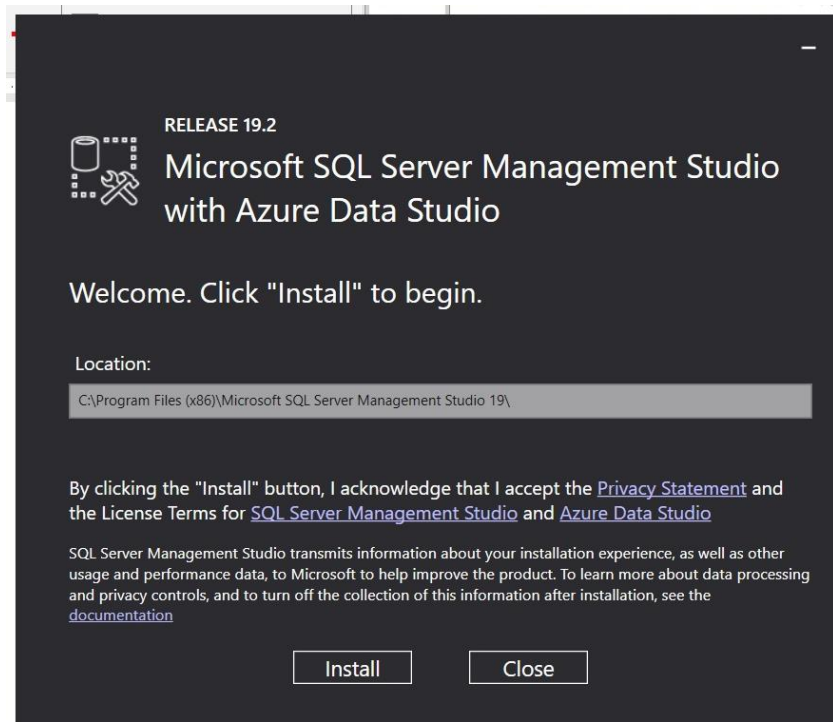


*Note: If your computer requests for "User Account Control" authentication, click **Yes***



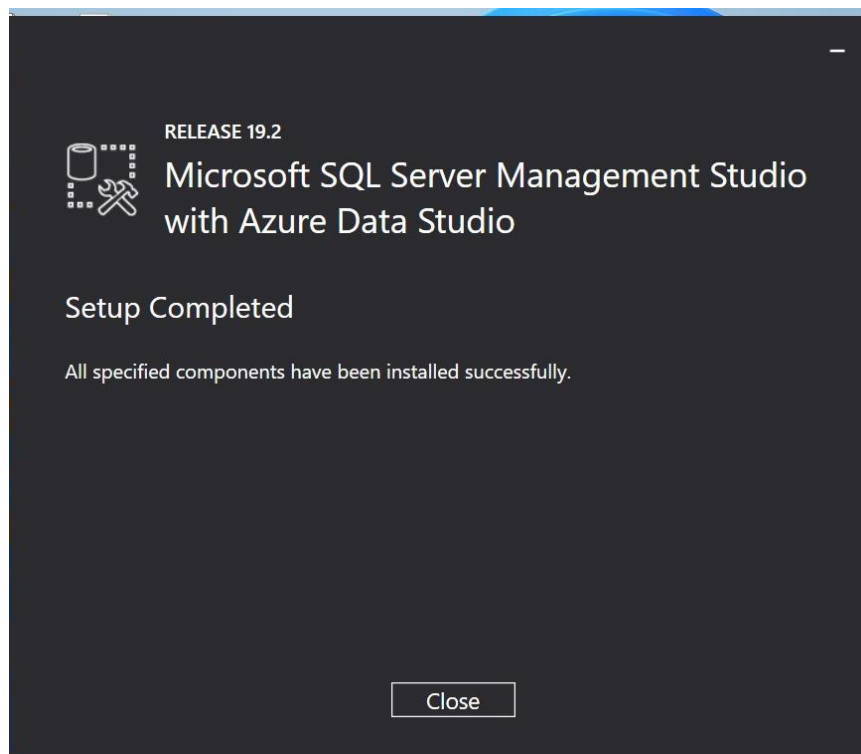
## Step 6.

Click on Install button to start the installation process.



## Step 7.

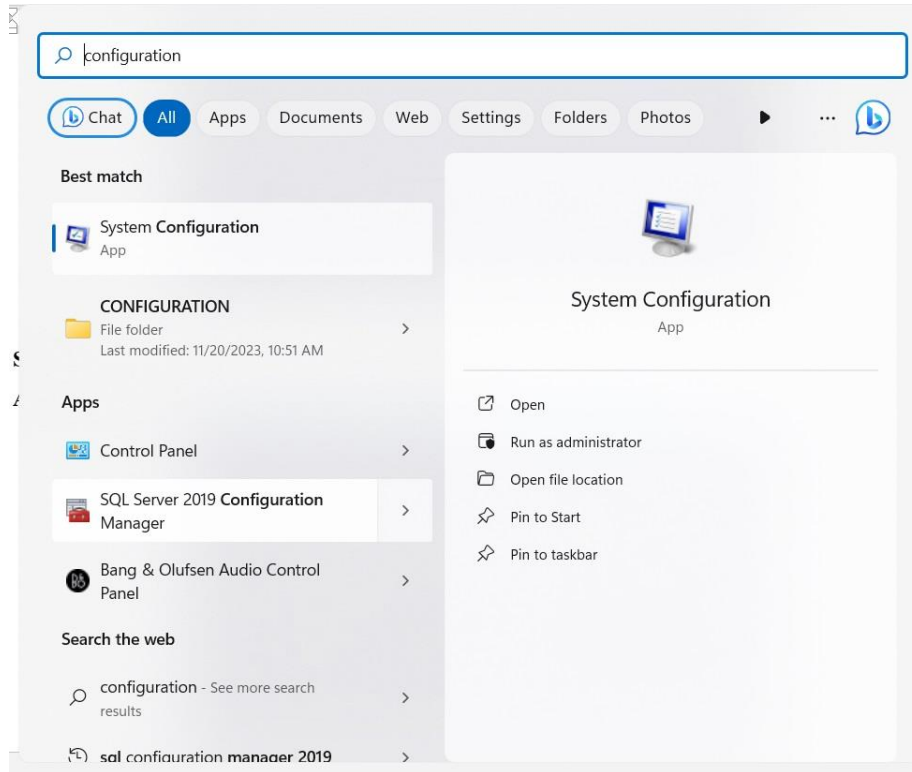
After the installation is complete, please click the 'Close' button to exit.



The next steps are the configuration process

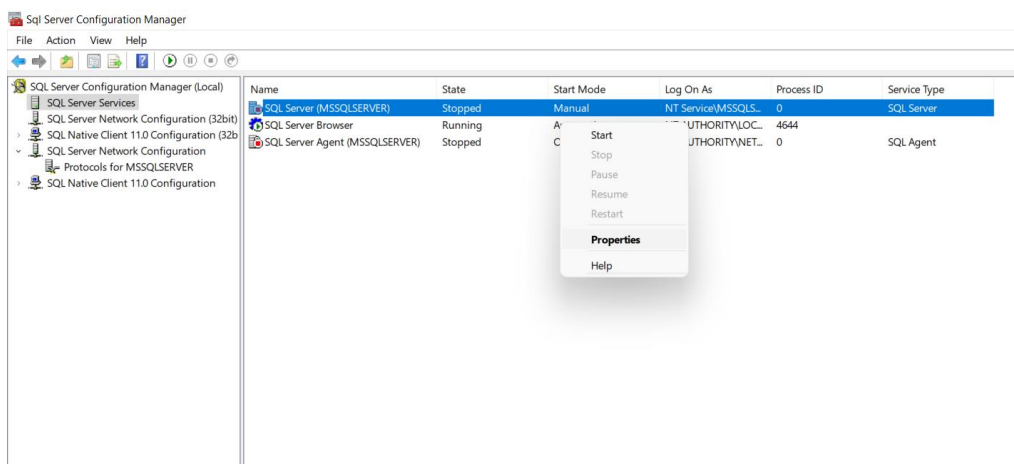
### Step 1.

Click on the Start button and type “configuration manager”. From the list displayed, click on “SQL Server 2019 Configuration Manager”.



### Step 2.

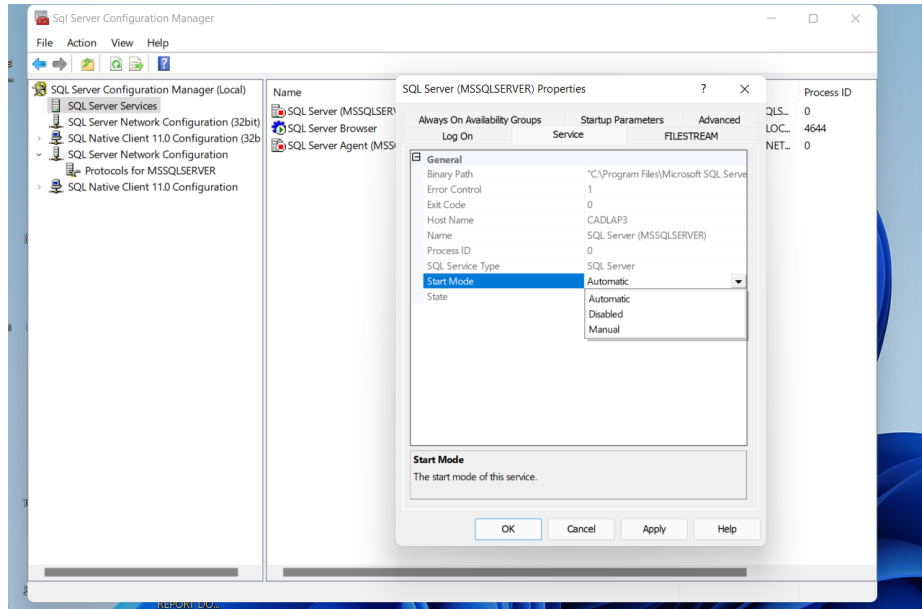
After opening it, navigate to SQL Server Services and click. On the right side of the screen, ensure that the Start Mode for SQL Server (MSSQLSERVER) is set to automatic. If not, right-click on the Start Mode column and select properties



### Step 3.

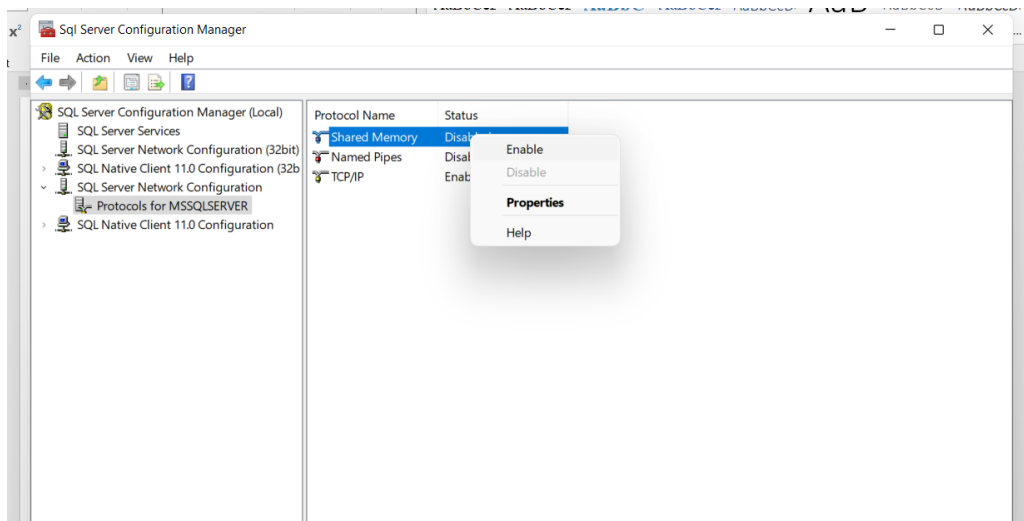
Click on Service tab and navigate to Start Mode, in front of Start Mode is Disabled our aim is to enable it, click on it and select Automatic. It means this service will start automatically.

*Note: Do the same for SQL Server Browser, and make sure it's start mode is **automatic**.*

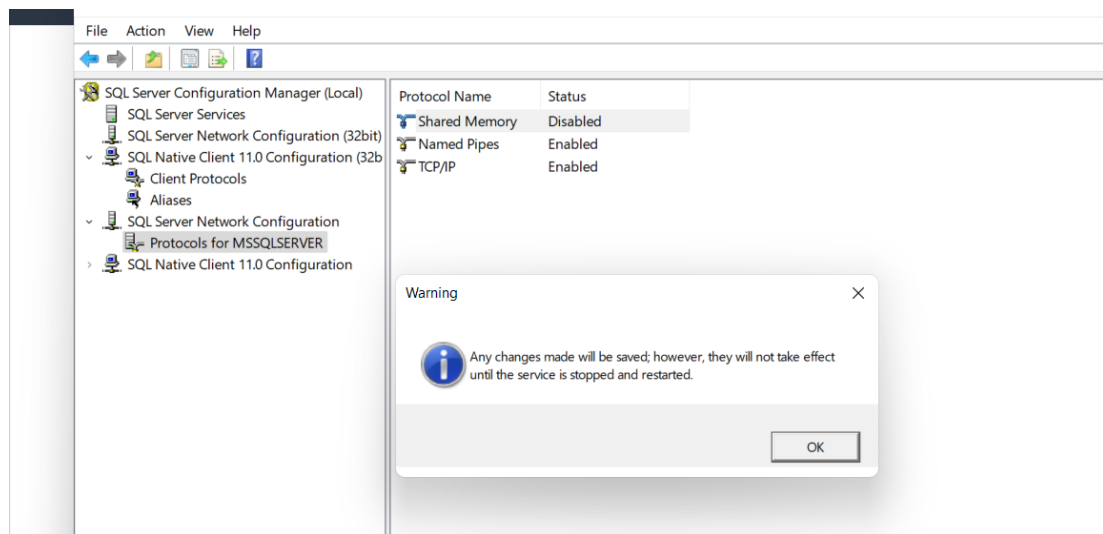


### Step 4.

Click on that small arrow by the side of SQL Server Network Configuration and navigate to Protocols for MSSQLSERVER and click. Right click on Shared Memory under status and click Enable, Right click on Named Pipes also and click Enable and also TCP/IP.



Note: A Warning dialog box will appear, click OK button and close the configuration button. You may be required to restart the computer, then restart.

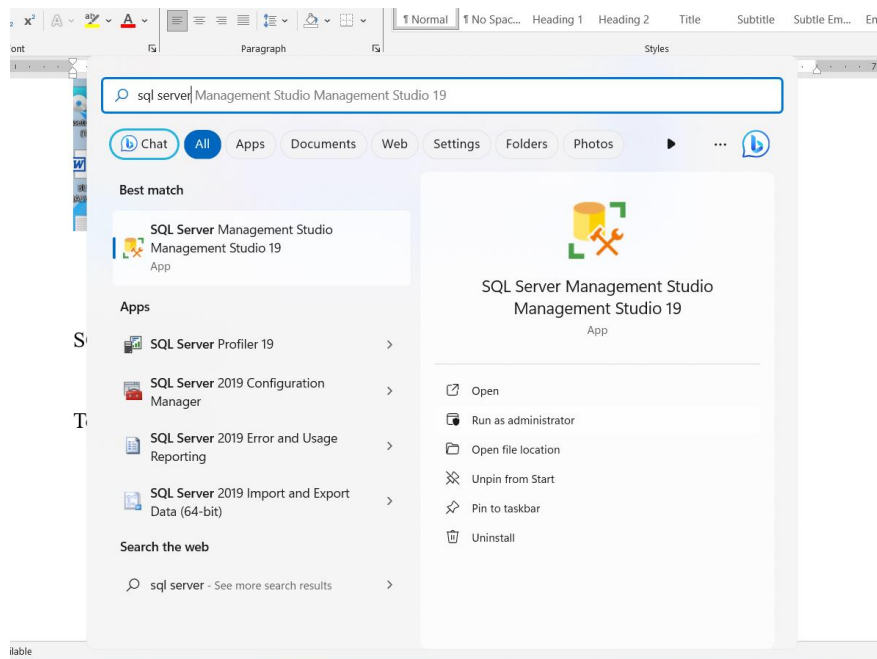


## How to change the Authentication Mode to Mixed Mode in SQL Server 2019

Changing the Authentication Mode to **Mixed Mode** (*SQL Server authentication and Windows authentication*)

### Step 1.

Tap the keyboard's window button, type SQL server management studio, and click to open.



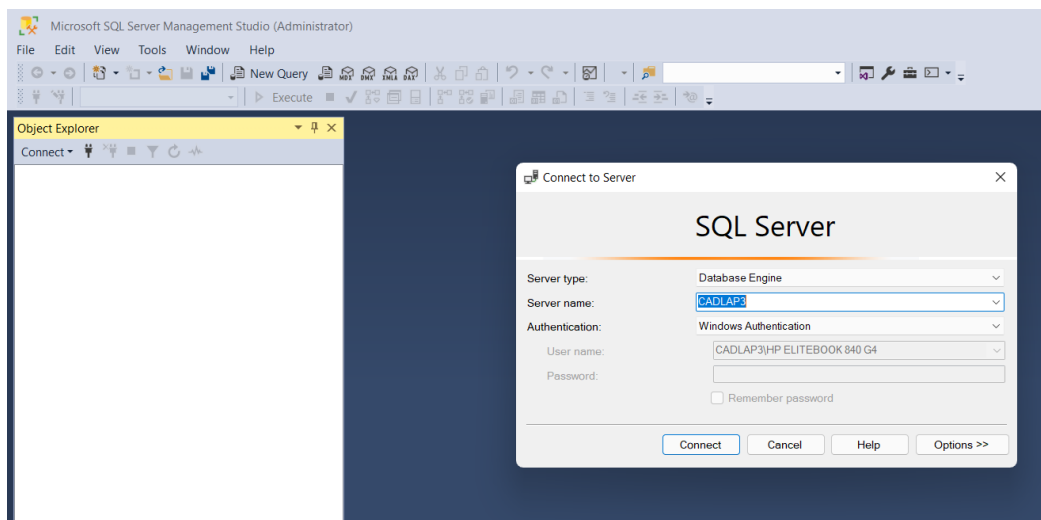


*Note: If your computer requests for “User Account Control” authentication, click **Yes***



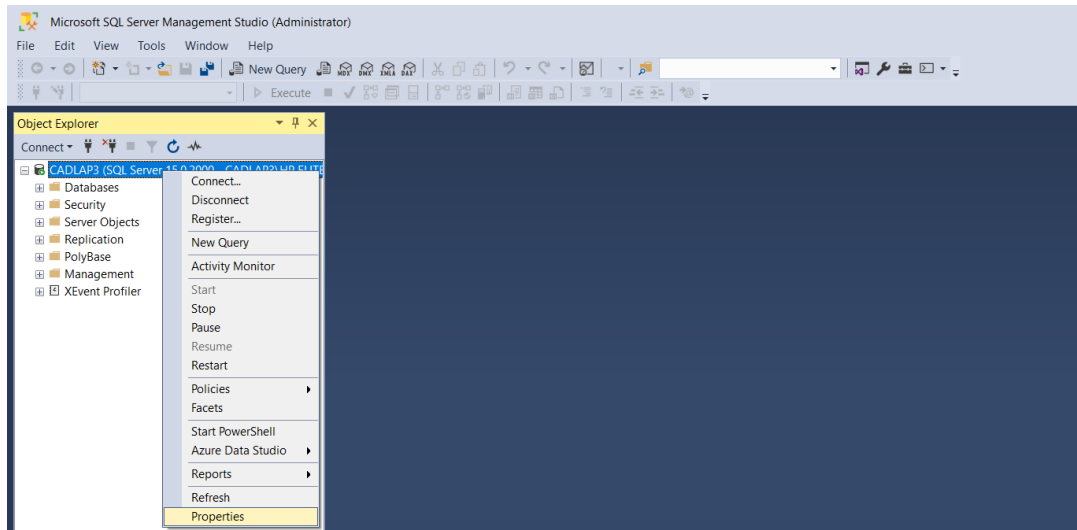
## **Step 2.**

Click the connect button. *Note: Make sure you select the appropriate server's name*



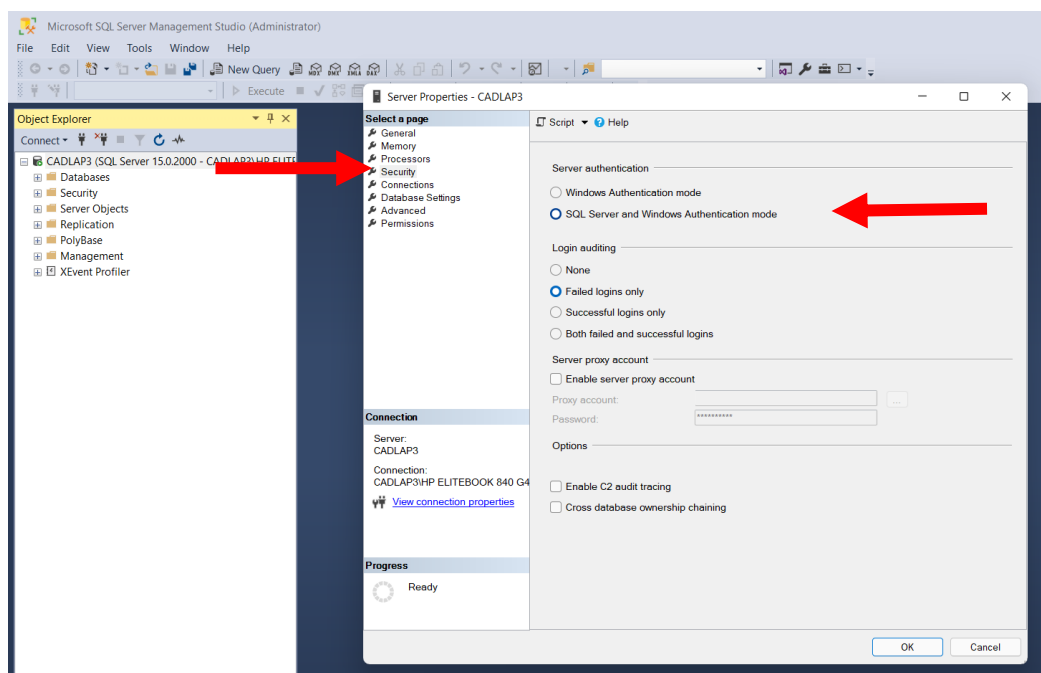
### Step 3.

Right-click on the server's name and select **Properties**



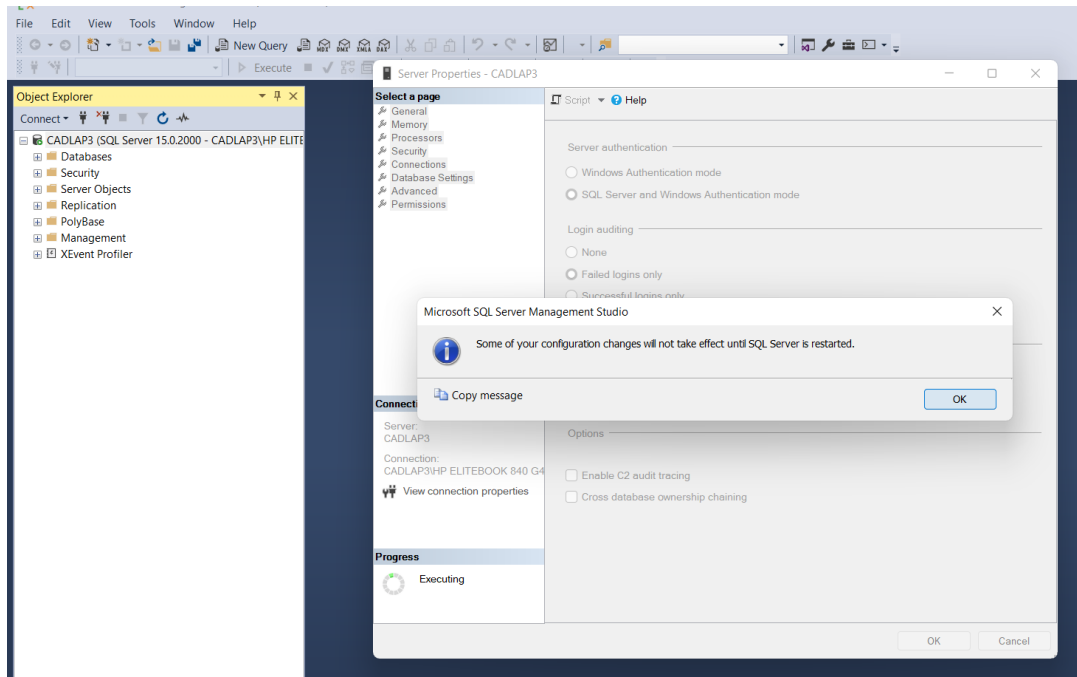
### Step 4.

Click on Security and navigate to “SQL Server and Windows Authentication more”, and check it. And then click the OK button



## Step 5.

When a message pops up concerning the SQL server restarting, Click on OK.



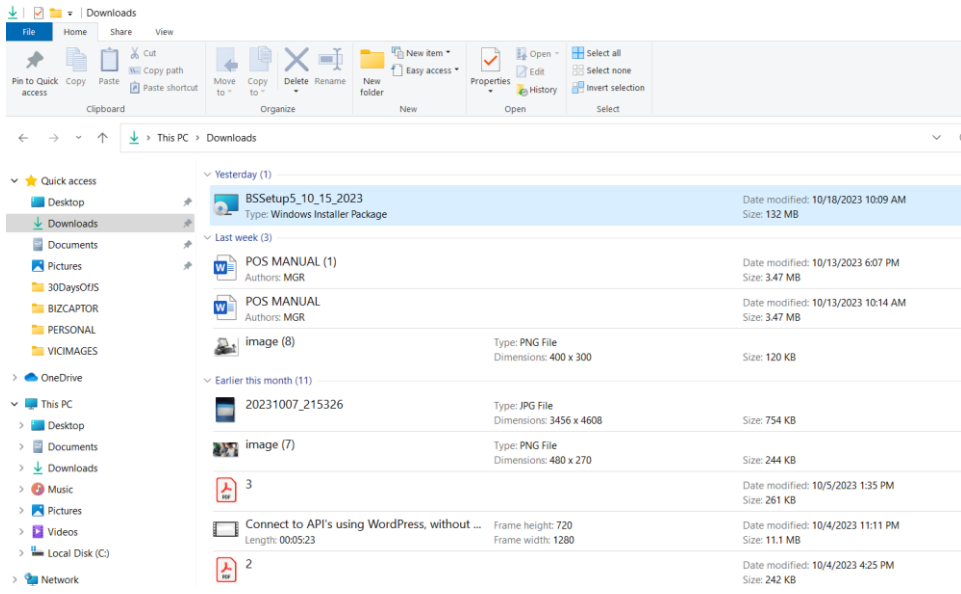
You have successfully changed to the mixed mode.

# Install Business Sensor Hotel Management Software

## Steps for installing Business Sensor Hotel Management Software

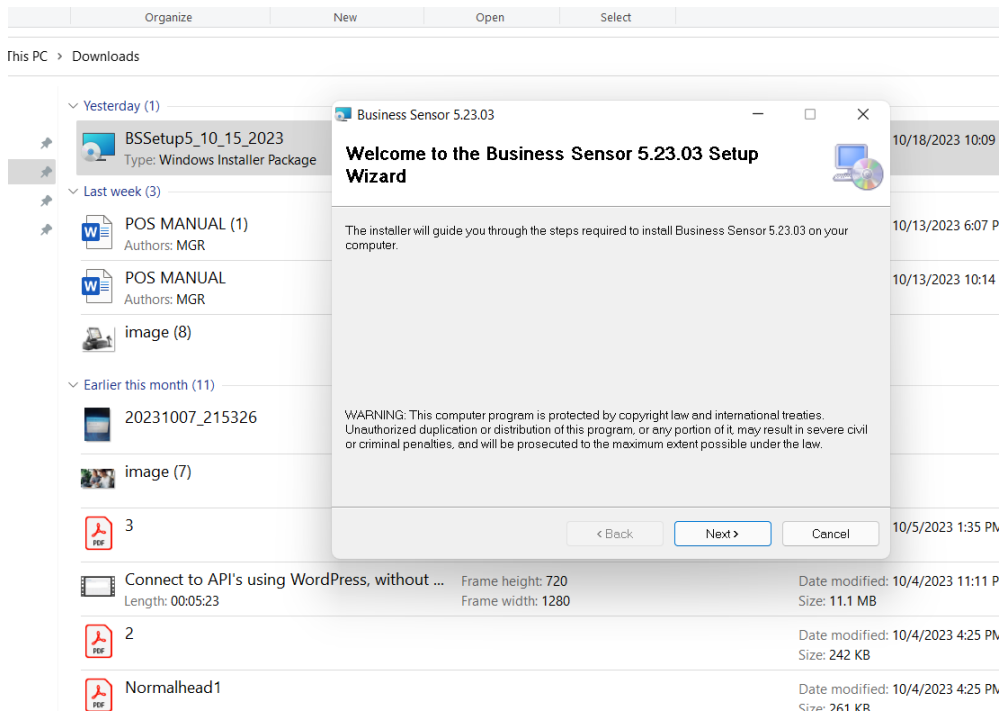
### Step 1.

Double-click on the Business Sensor setup file (BSSetup) for installation.



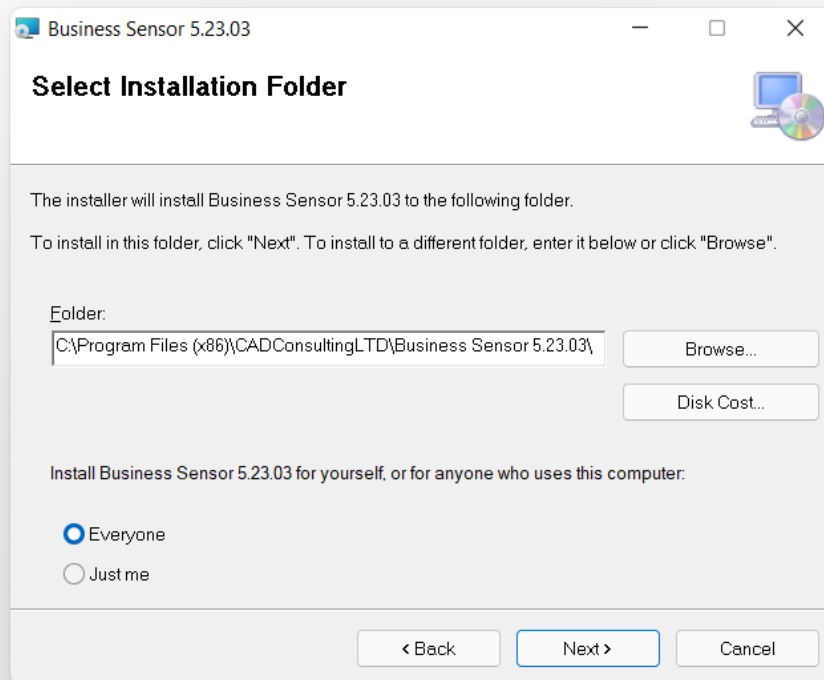
### Step 2.

Click on the Next button to start the installation



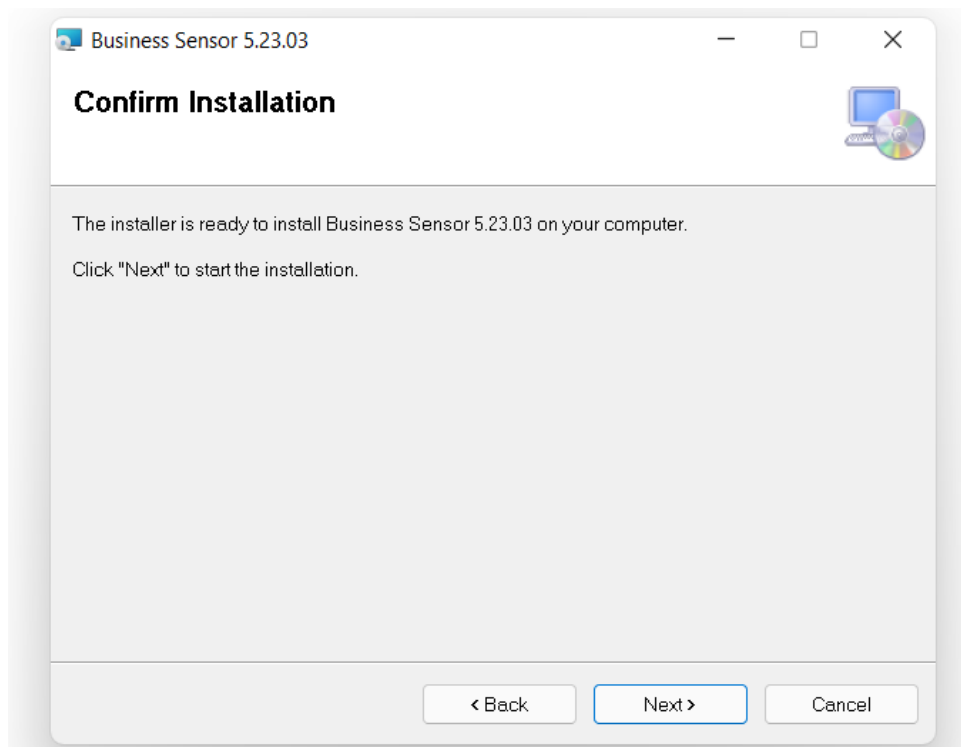
### Step 3.

Check “Everyone” and click the Next button to proceed or the Back button if you have any corrections.



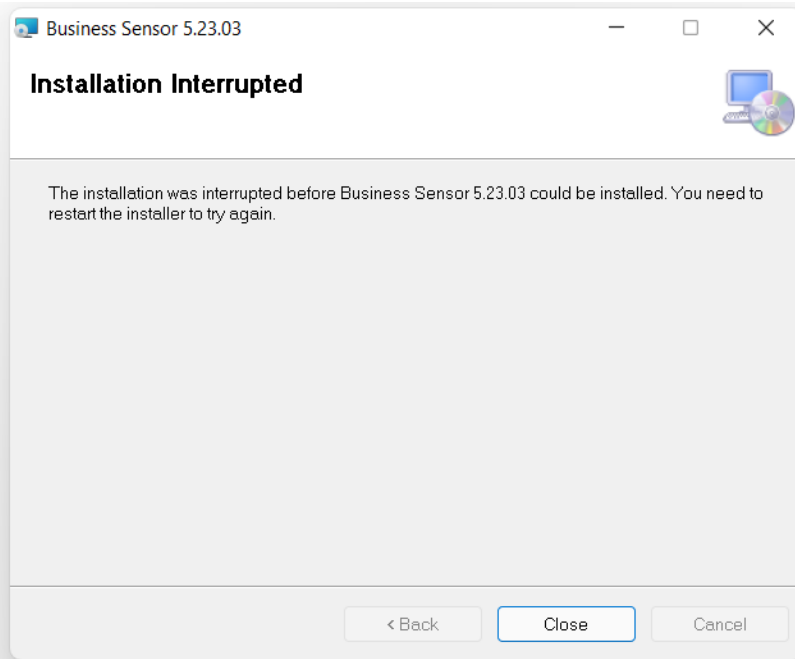
### Step 4.

On the Confirm installation page, click on the **Next** button to start the installation.



**Step 5.**

After the installation, click the “**Close**” button to exit the installation page.

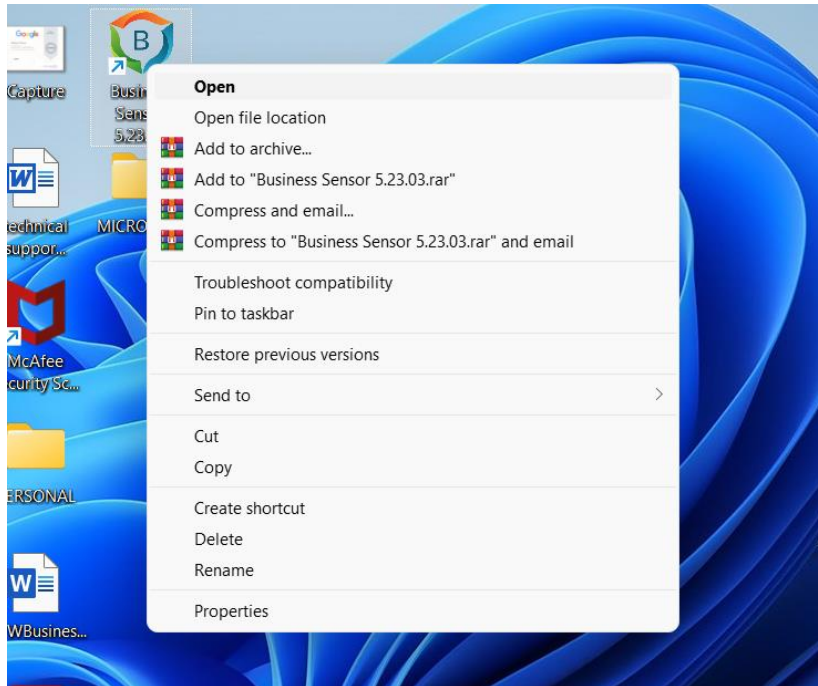


## How to license Business Sensor Hotel Management System

Access our video tutorial on how to obtain a Business Sensor Hotel Management System ERP license [here](#). Alternatively, follow the steps below.

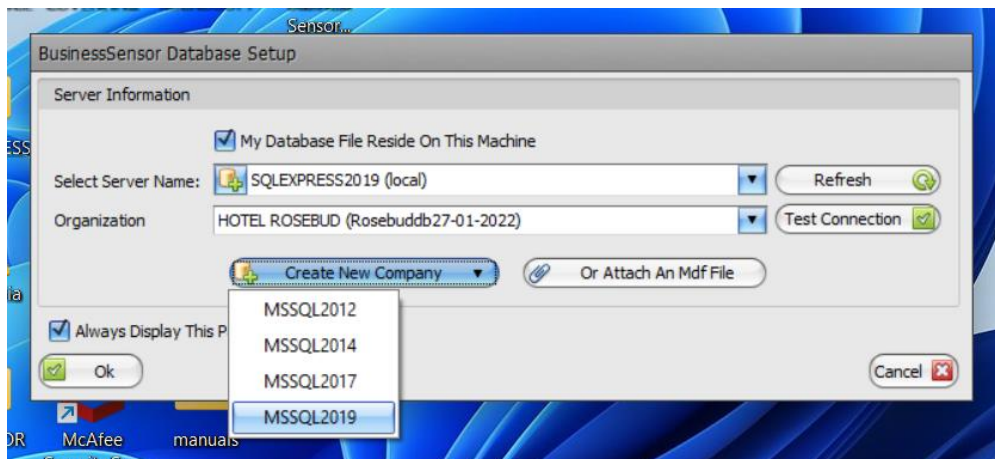
### Step 1.

Launch the Business Sensor you installed. And if a message (User Account Control) pops up, please Click Yes.



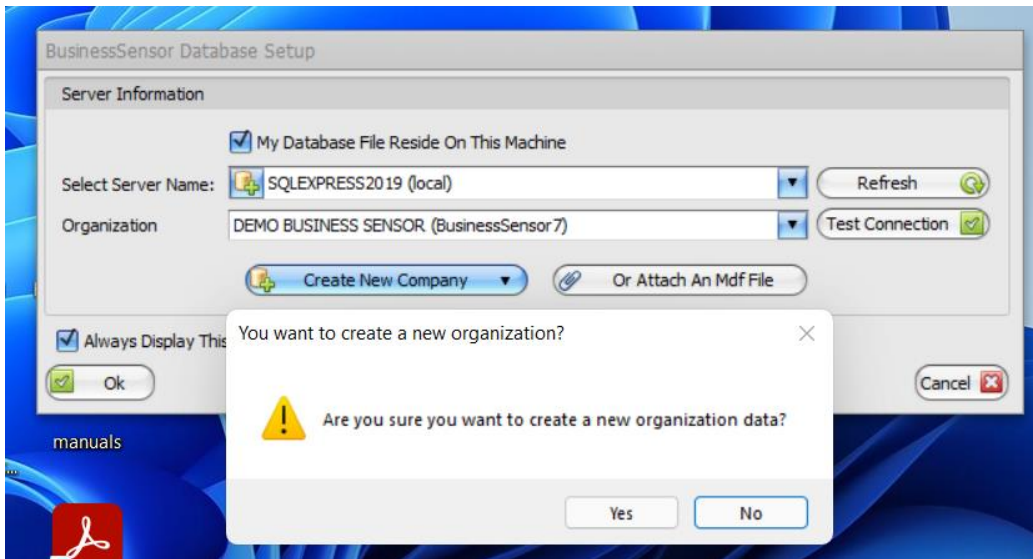
### Step 2.

The Business Sensor Database setup dialog page pops up, then, select the Server Name from the list (i.e., the name you supplied when you were installing SQL Server). Select the “Create New Company” and select the desired instance.



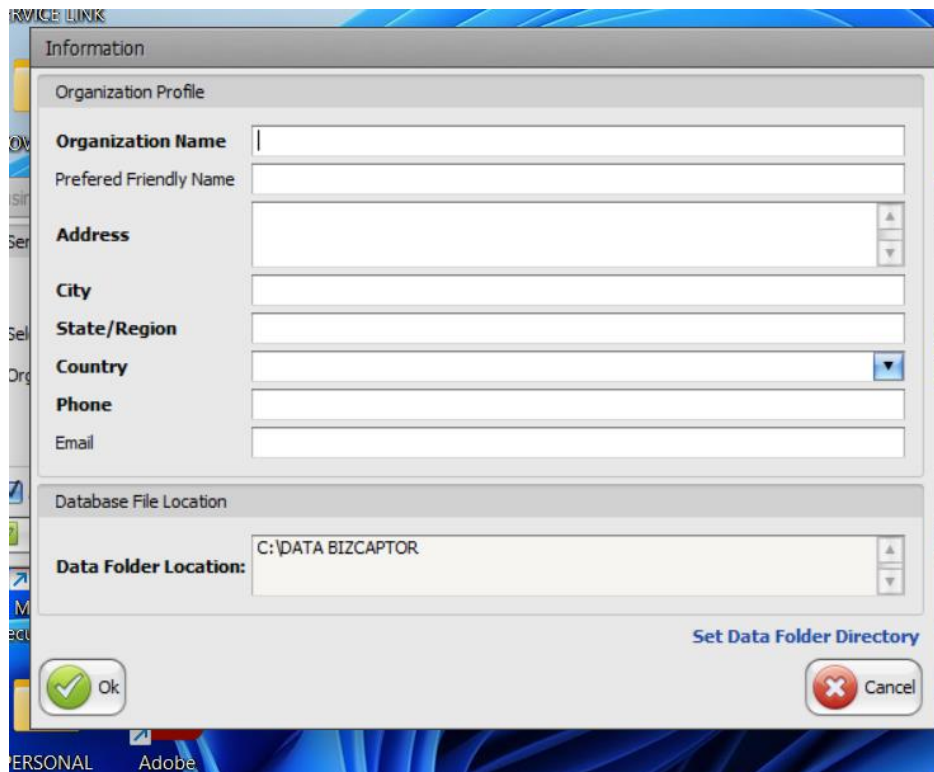
### Step 3.

A dialog box appears asking about your assurance, just click on the “Yes” button to continue.



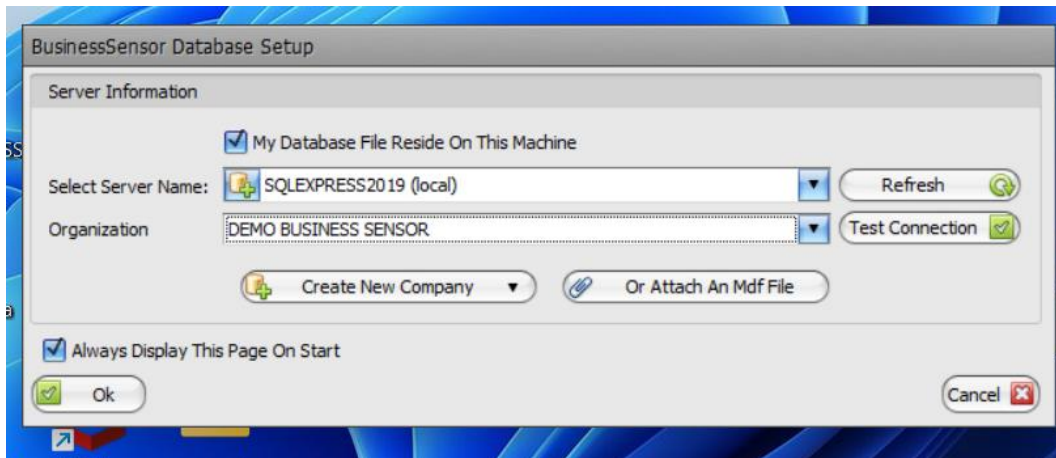
### Step 4.

Fill the organization information correctly. Select the location for your database from “**Select Data Folder Directory**” and Click on the OK button to continue.



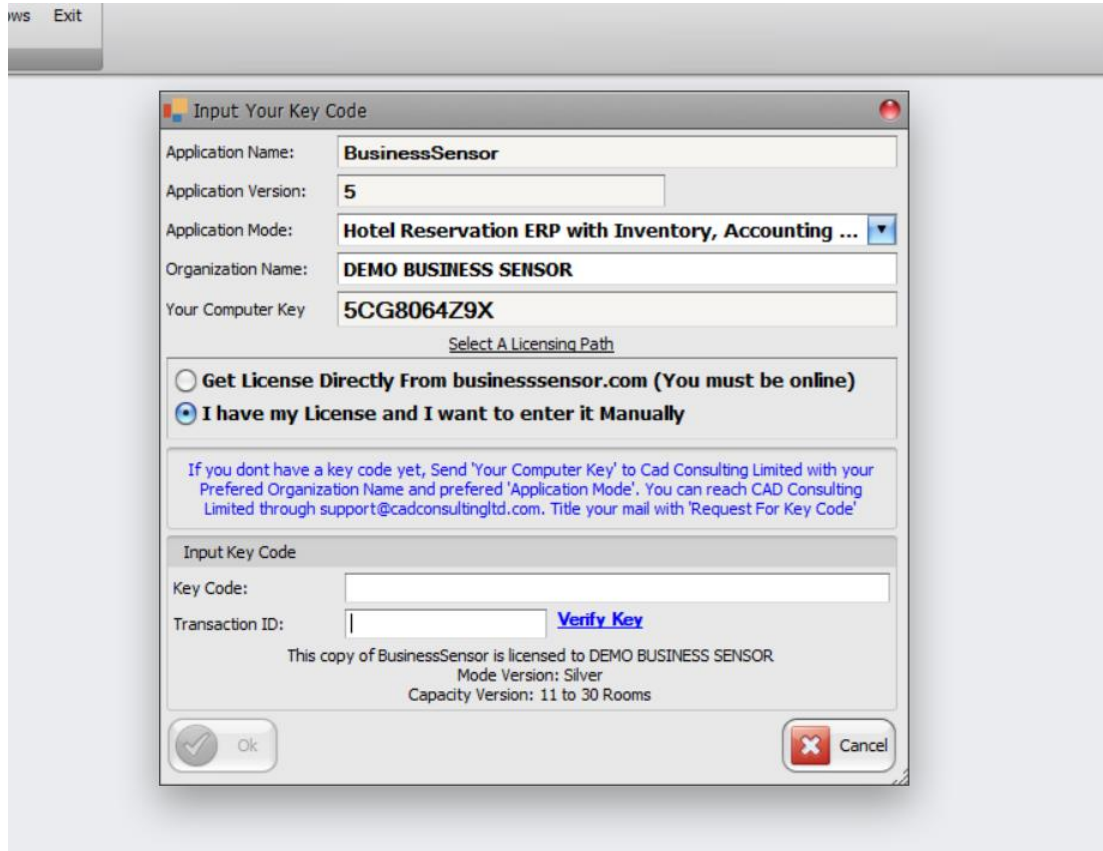


The organization's name will be displayed in the "Organization" field, then, click on the OK button to start your Business Sensor software.

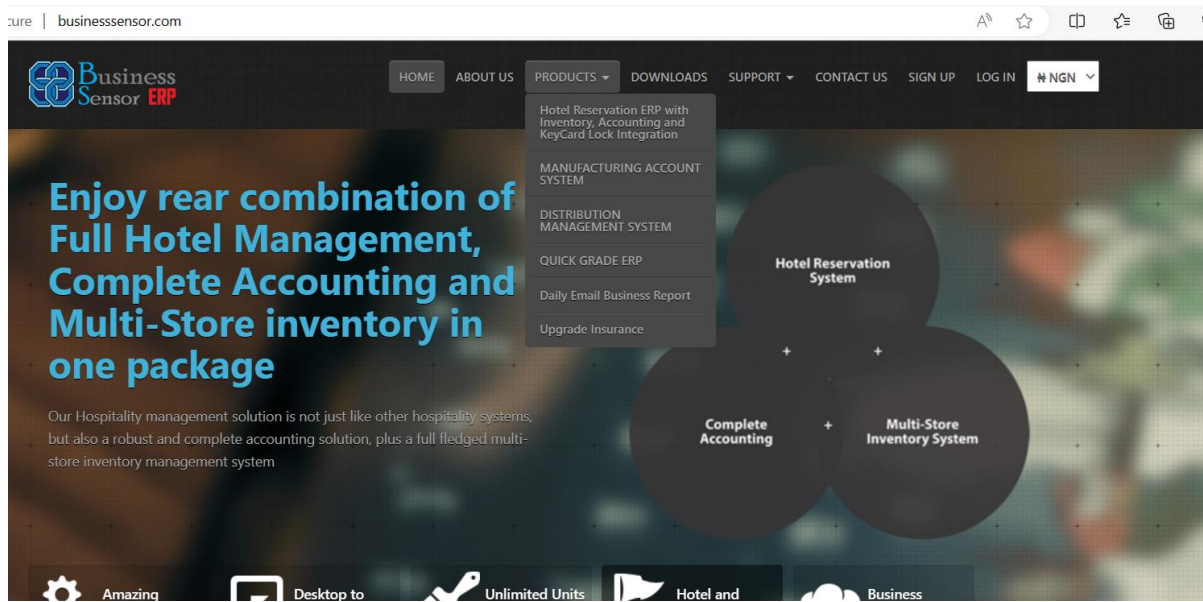


### Step 5.

The next step is the licensing process. Please copy the computer key and log in to our website [here](#).



Next, navigate to the 'Products' link and click it. This will display a list of all available products. Select the product for which you wish to obtain a license.



### Step 7.

To obtain a license for your desired product, choose the type by clicking on 'Buy' or 'Free Trial,' and then proceed with the registration.

businesssensor.com/Product/ProductHome/2

Plan	Standard	Silver	Gold
1-15 Rooms	₦378,180 <sup>-12</sup>	₦760,180 <sup>-24</sup>	----
16-30 Rooms	₦569,180 <sup>-18</sup>	₦951,180 <sup>-30</sup>	₦1,722,820 <sup>-54</sup>
31 - 50 Rooms	₦760,180 <sup>-24</sup>	₦1,142,180 <sup>-36</sup>	₦1,911,528 <sup>-60</sup>
51 - 75 Rooms	₦951,180 <sup>-30</sup>	₦1,333,180 <sup>-42</sup>	₦2,104,820 <sup>-66</sup>
76 - 100 Rooms	₦1,142,180 <sup>-36</sup>	₦1,524,180 <sup>-48</sup>	₦2,295,820 <sup>-72</sup>
101 - 200 Rooms	₦2,670,180 <sup>-84</sup>	₦2,670,180 <sup>-84</sup>	₦2,677,820 <sup>-84</sup>
201 - 300 Rooms	₦3,052,180 <sup>-96</sup>	₦3,052,180 <sup>-96</sup>	₦3,059,820 <sup>-96</sup>
301 - 400 Rooms	₦3,434,181 <sup>-08</sup>	₦3,434,181 <sup>-08</sup>	₦3,441,821 <sup>-08</sup>
401 - 500 Rooms	₦3,816,181 <sup>-20</sup>	₦3,816,181 <sup>-20</sup>	₦3,823,821 <sup>-20</sup>
Unlimited Rooms	₦4,198,181 <sup>-32</sup>	₦4,198,181 <sup>-32</sup>	₦4,205,821 <sup>-32</sup>

At the bottom of each column, there are 'Buy' and 'Free Trial' buttons.

**Step 8.**  
Fill the information, and press **Signup**

Login or Signup

Login here if you have already signed up

Email

Password

The Password field is required.

Remember me?

[Forgot your password?](#)

Signup here as a new visitor

OrganizationName

Contact Person

Contact person's Phone

Email

*Note: Provide other information in the form below, then click on **Signup***

Email

Password

Confirm password

Organization/Contact Person's Detail

OrganizationName

Contact Person

Contact person's Designation

Contact person's Phone

Organization Address

City

State/Province

Country

The Country field is required.

Profile Picture

What is 4 PLUS 6

The Provide an Answer to the Puzzle field is required.

### Step 9.

Supply the package information, like package version, and package capacity, and select the acquisition mode. Fill in other information and click **Proceed**

Obtain Distribution Systems ERP License

Account Name: Testing reg1  
Email: irinoyeraphael@businesssensor.com

Application Name: BusinessSensor  
Application Version: 5  
Product Module: Distribution Systems ERP

Package Version: License Price  
Package Capacity: 30 Users  
Acquisition Mode: 45 Days Evaluation trial  
Quantity: 1  
Rate: €0  
Total Volume Discount: €0  
Amount: €0

Proceed

### Step 10.

Provide the PCKey you copied in step 6, enter the Device Name, and click the 'Generate' button. The free 45-day trial license key, along with the transaction ID, will be generated. Copy both the key and the transaction ID and then enter them in the opened Business Sensor software.

www.businesssensor.com says  
Copied the text: PCKey: "5CG8064Z9X"  
TransId: "23833"  
KeyCoder: "XYWYZ - XNYM - SWSY - RMQW - QGWJ - KQJM - GKXN - LMGX"

Testing reg1/Device Licenses

**DISTRIBUTION MANAGEMENT SYSTEM: License Price, 30 Users Trial License**

Product Module : DISTRIBUTION MANAGEMENT SYSTEM, Version 5  
Package And Capacity : Version: License Price  
Capacity:30 Users  
License Detail : 45 Days Evaluation trial - Expires on 05/Dec2023(44 day(s) left)  
License Date : 21/Oct2023  
No. Of License Units : 1  
Licenses Used Up : 1  
License Type : 45 Days Evaluation trial  
Installation Key : FXGR - TQRA - QJWV [Copy text](#)

Manage Licenses **1 devices used up**

PC Key	Device Name	TransId	License Code	Action
5CG8064Z9X	BusSenLap	23833	XYWYZ - XNYM - SWSY - RMQW - QGWJ - KQJM - GKXN - LMGX	<a href="#">Copy</a> <a href="#">Generate</a>

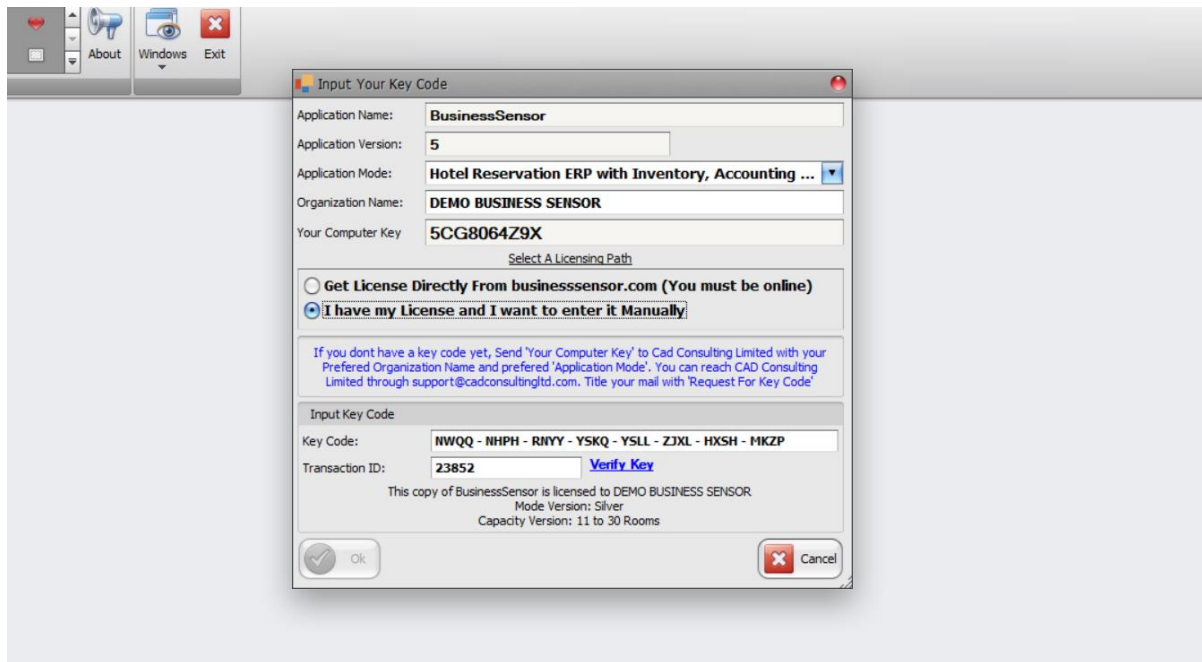
Device name could be any name you choose to identify your device, eg 'Meiborn server', or 'Ikeja Shop'

**DISTRIBUTION MANAGEMENT SYSTEM: License Price, 30 Users Trial License**

Product Module : DISTRIBUTION MANAGEMENT SYSTEM, Version 5  
Package And Capacity : Version: License Price

Account Home

*This is how it will look like, click **Verify Key**, and then Click **OK**.*



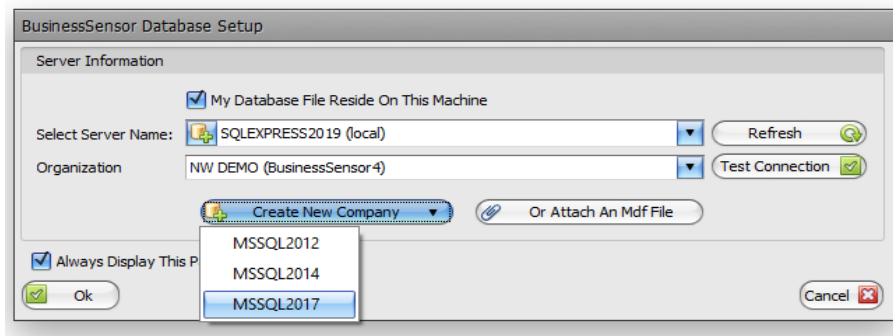
*Congratulations, you have successfully licensed your computer system*

## Set up your company

This is the process of setting up your business and the associated information within your business. To create a business in Business Sensor software, follow these steps:

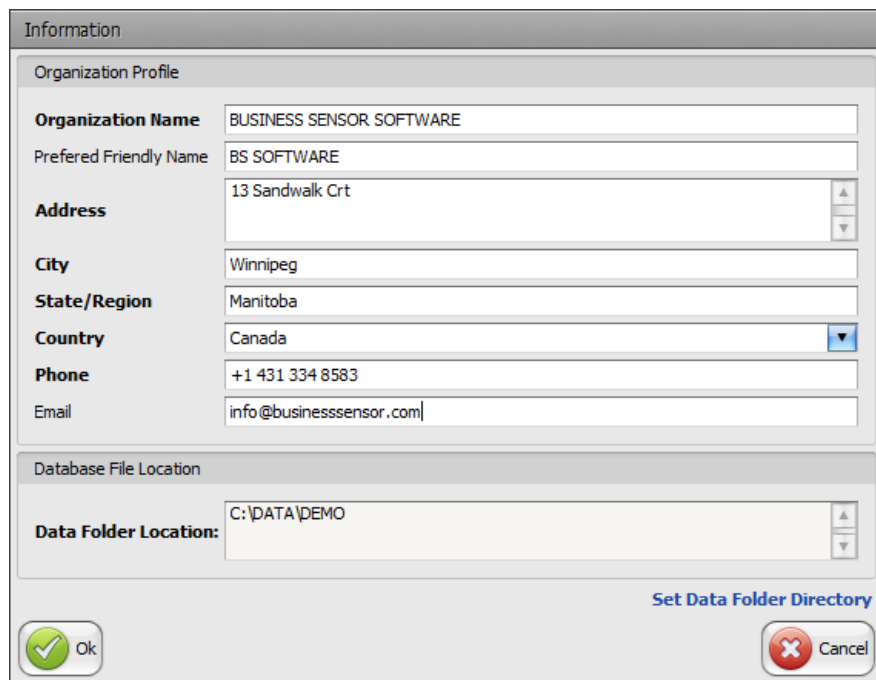
### Step 1.

After completing the licensing process, you will be directed to a page where you should click on 'Create New Company



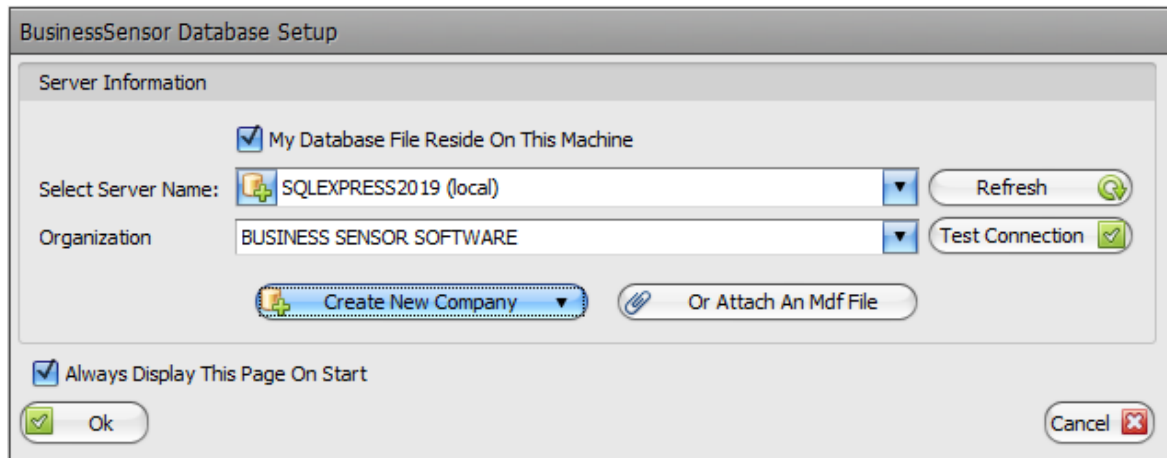
### Step 2.

Fill out the Organization profile as depicted below. Afterward, click '**Set Data Folder Directory**' to specify the location for your data, and finally, click the '**OK**' button.



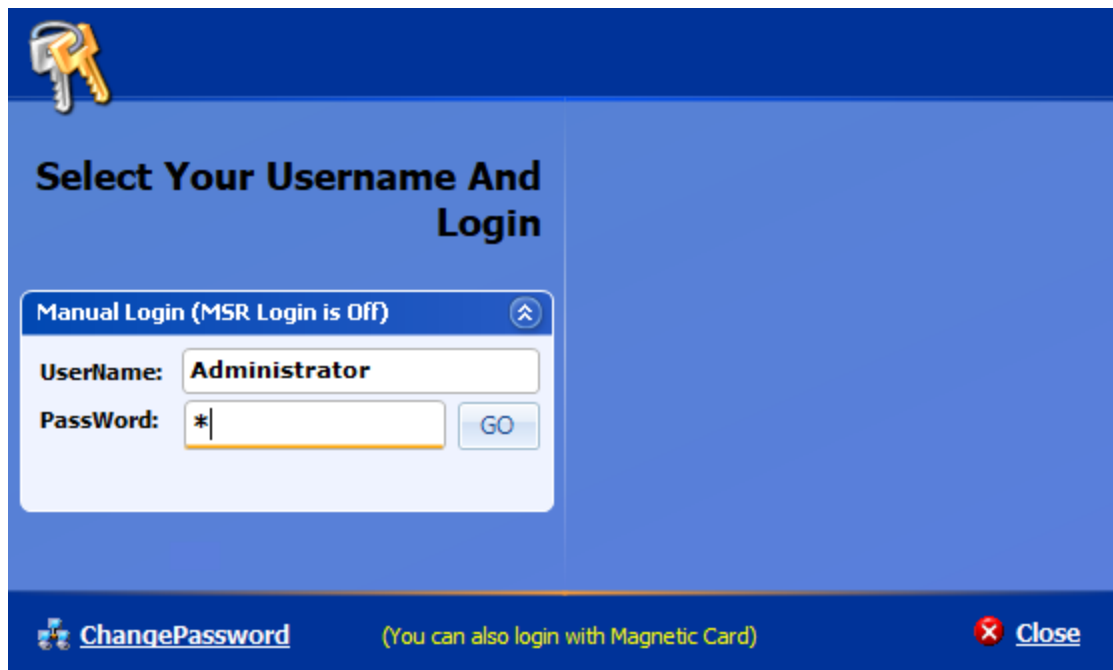
### Step 3.

Click Ok button to launch the software



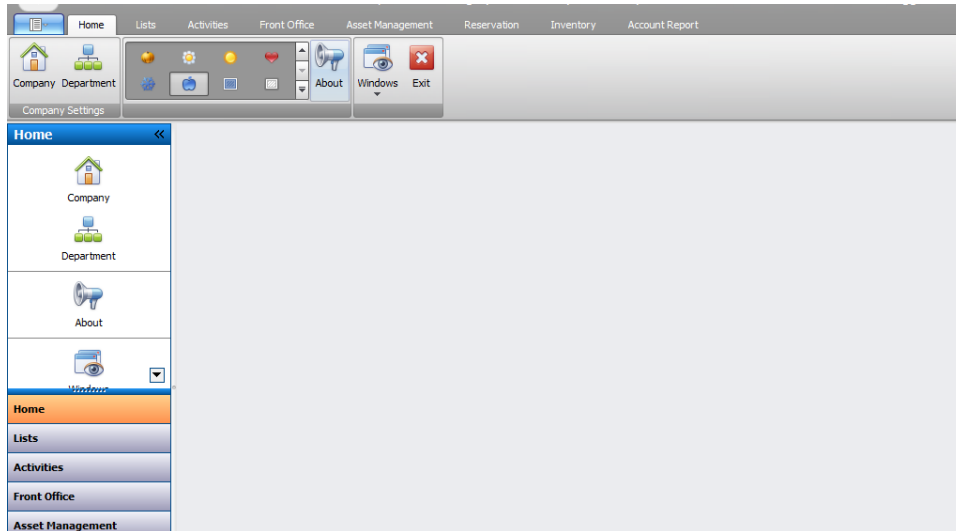
### Step 4.

Please type the “administrator” as the user Name, and type any password of your choice.



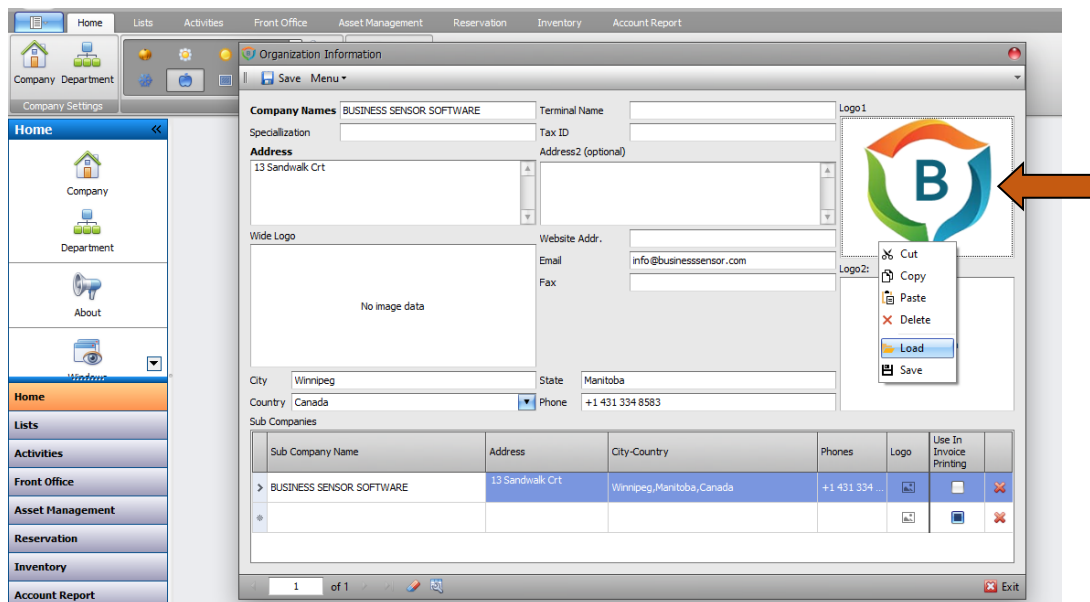
## Step 5.

This interface is the home page of the software; the next step is to upload our organization logo to the software and other information. Click on Company.



## Step 6.

Please fill in the required information. To upload your logo, **right-click** on the logo's space and select 'Load.' Then, browse your computer to locate your saved logo and click to upload it.



Finally click on Save button to save all the information provided.

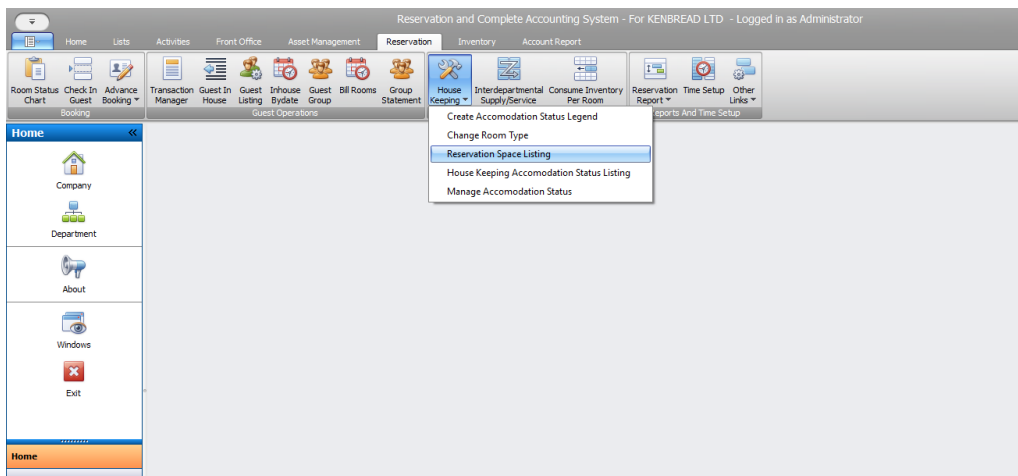


## How To Create Reservation Space

This interface offers guidance on configuring room categories and assigning room numbers. Access video tutorial on how to create reservation space [here](#). To create new room categories and allocate room numbers, follow these provided steps.

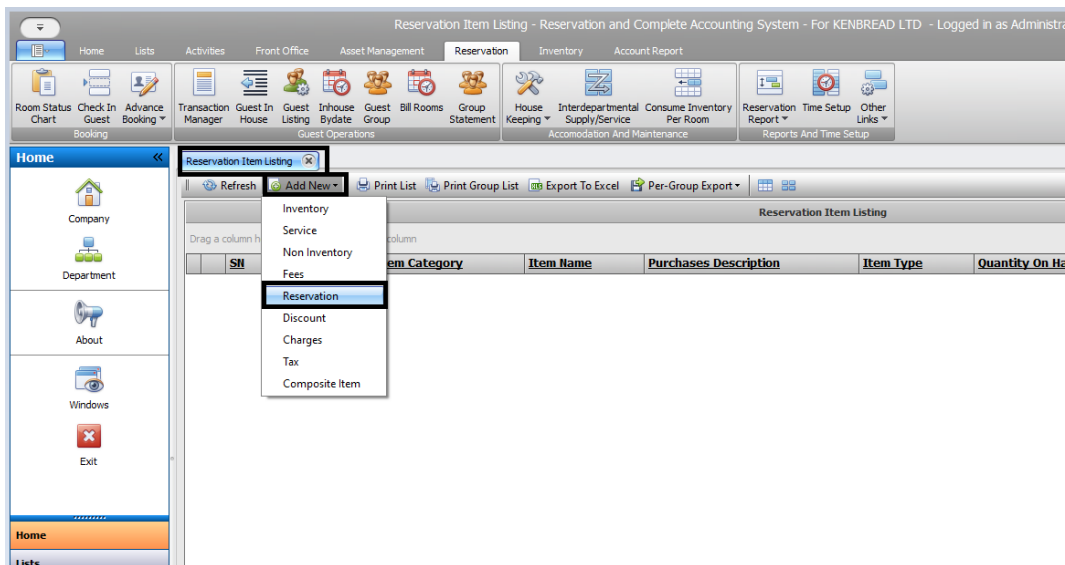
### Step 1.

Go to **Reservation** menu and select House Keeping, navigate to Reservation Space Listing and click.



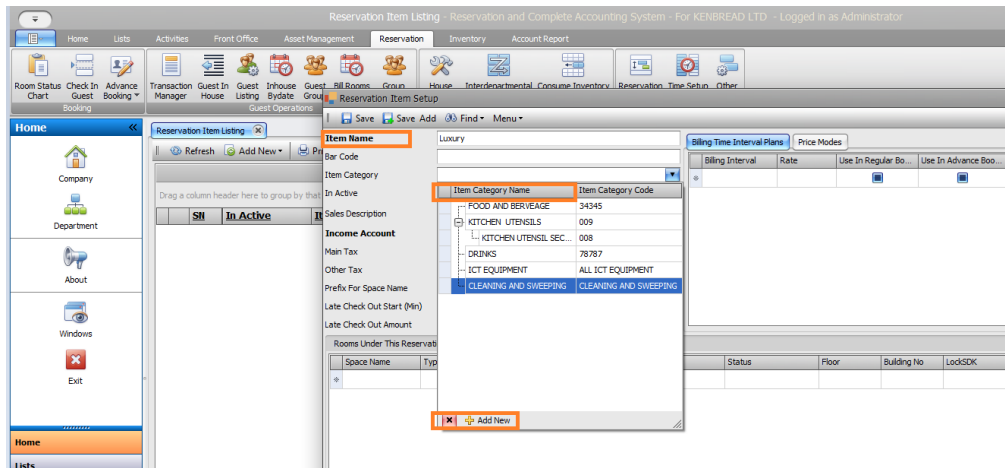
### Step 2.

- Under Reservation Item Listing Tab, click on 'Add New.'
- In the display dropdown menu, Click on "Reservation."



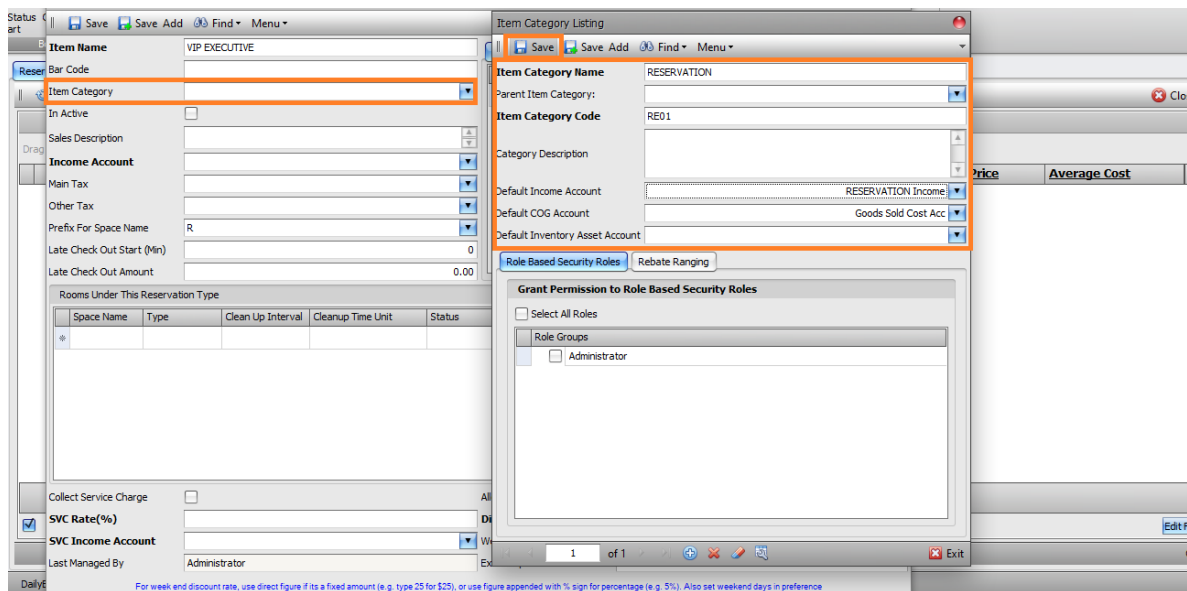
### Step 3.

- Enter the room category name in the "Item Name" field.
- Specify the item category. If the desired category is not available, you can add a new one by clicking the dropdown field and selecting "Add New."



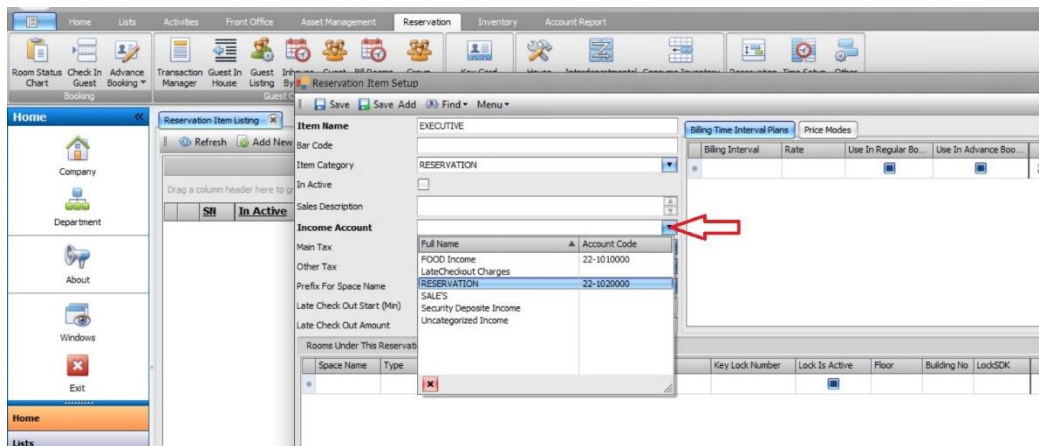
### Step 4.

- Please complete the form with the following fields: 'Item Category Name', and 'Item Category Code.' And other fields you want.
- Then click Save and exit the form.



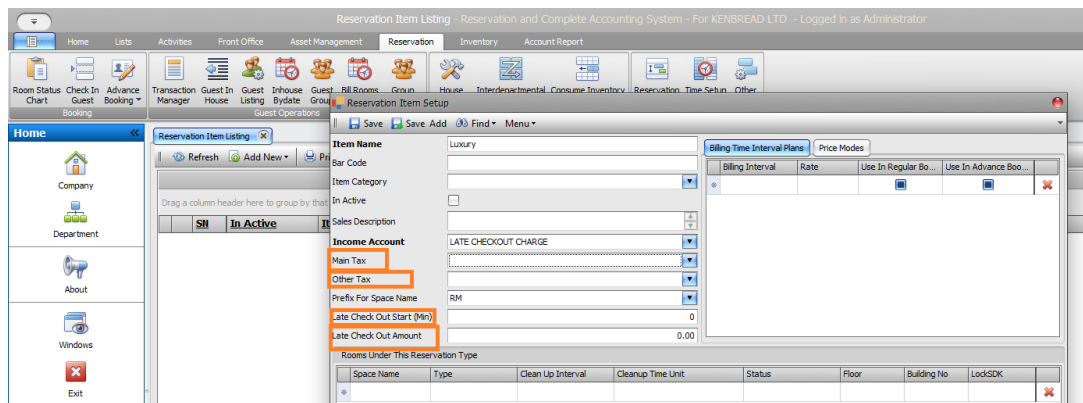
## Step 5.

Select the income account from the "**Income Account**" field.



## Step 6.

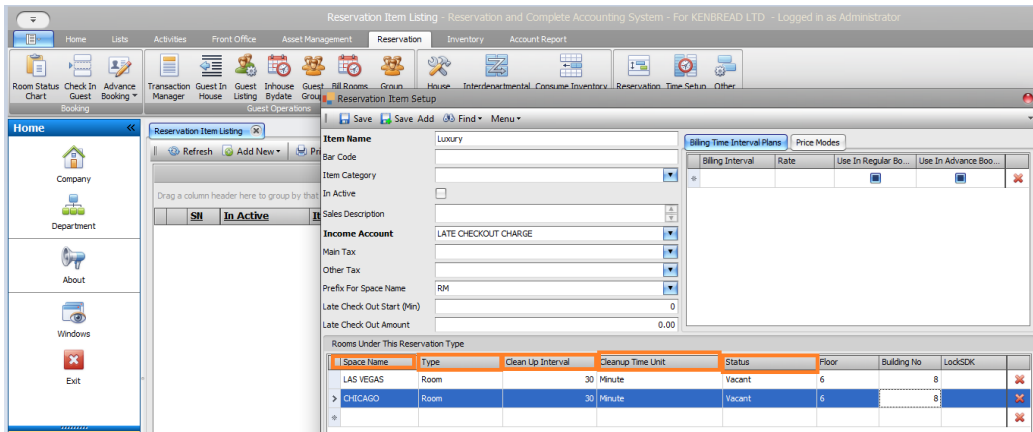
- Select the applicable tax from both the "Main Tax" and "Other Tax" fields.
- Additionally, input a prefix for the space name (an initial that will precede the room number, e.g., RM or ROOM).
- Enter the maximum allowable minutes before the late checkout starts counting in the "Late Checkout Time" field.
- If applicable, input the late checkout amount in the "Late Checkout Amount" field.



## Step 7.

- In the "**Rooms under This Reservation Type**" section, identify the room numbers under the "Space Name" column.
- Choose the appropriate **room type**.
- Specify the **clean-up time interval**.
- On the "status" column, vacant status is the default.

- Repeat the same procedure to configure the other room numbers for this room type.

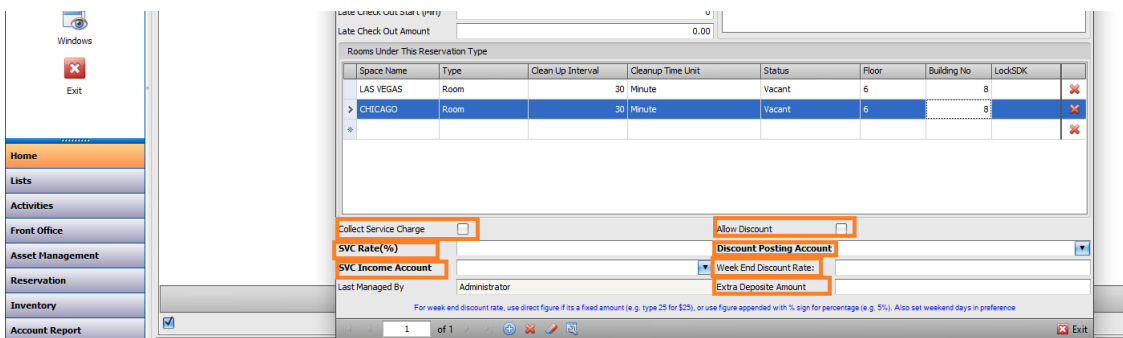


### Step 8.

Set up **service charge** and the **discount** if needed.

To set the Service Charge (SVC) rate, SVC income Account, discount account, weekend discount, and extra deposit:

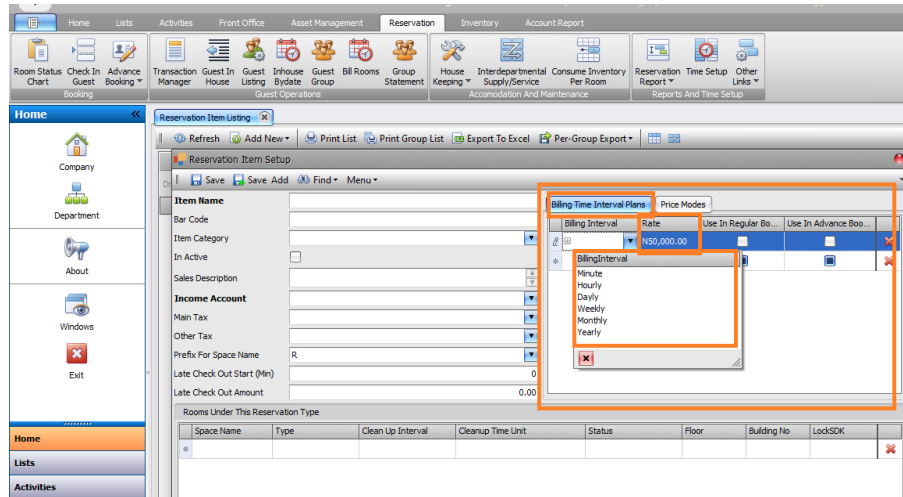
- Check the **"Collect Service Charge"** option.
- Input the percentage rate for the service charge in the **"SVC Rate (%)"** field if you wish to apply service charges.
- Click the dropdown button and select the service charge income account from the **"SVC Income Account"** field. Click for more information about Account set-up.
- Check the **"Allow Discount"** box if needed.
- Select the discount account from the **"Discount Posting Account"** field.
- Input the **weekend discount rate**.
- Specify the extra deposit amount if it's required.



## Step 9.

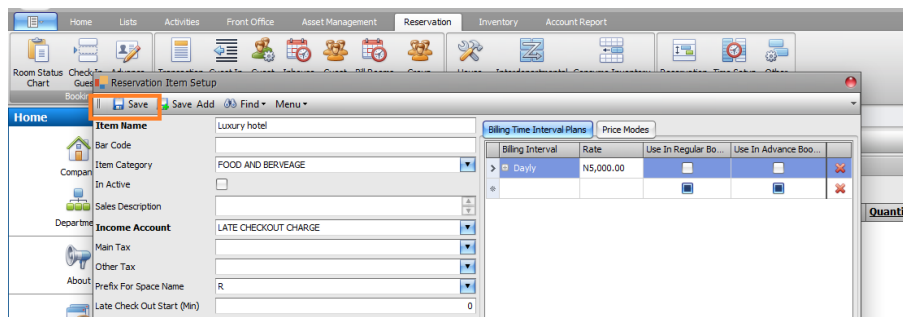
### Billing Time interval Plans

This section is used to indicate timing, and rate in which this measure is implemented (Advanced Booking or Regular Booking).

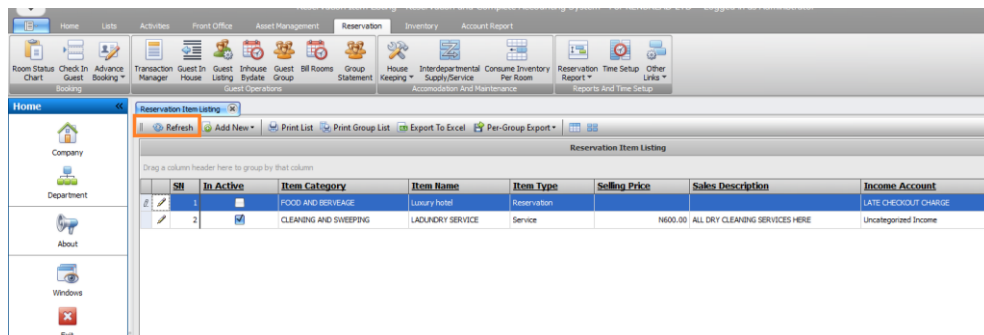


## Step 10

After reviewing your entries, select "Save" or "Save Add" to add another, and then click "Exit."



*Note: To view your new entry, refresh the Reservation Item Listing interface*

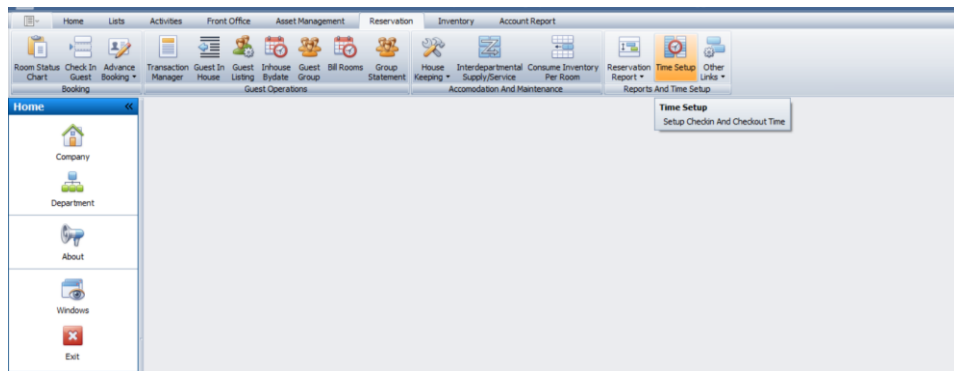


## Reservation Time Setup

Reservation time setup" refers to configuring specific timing parameters for reservations. It involves establishing rules for when reservations can be made, their validity periods, and other time-related policies, used in hospitality management. Follow these steps to set the time up.

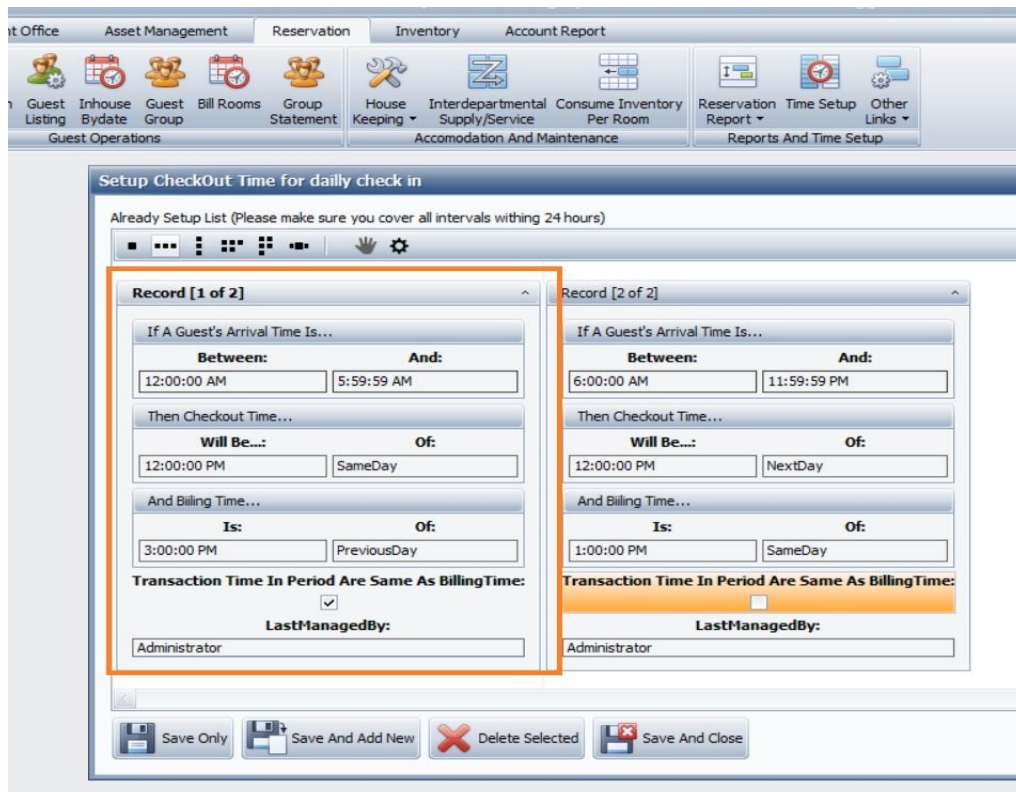
### Step 1.

Navigate to **Reservation** menu, locate **time setup** and click.

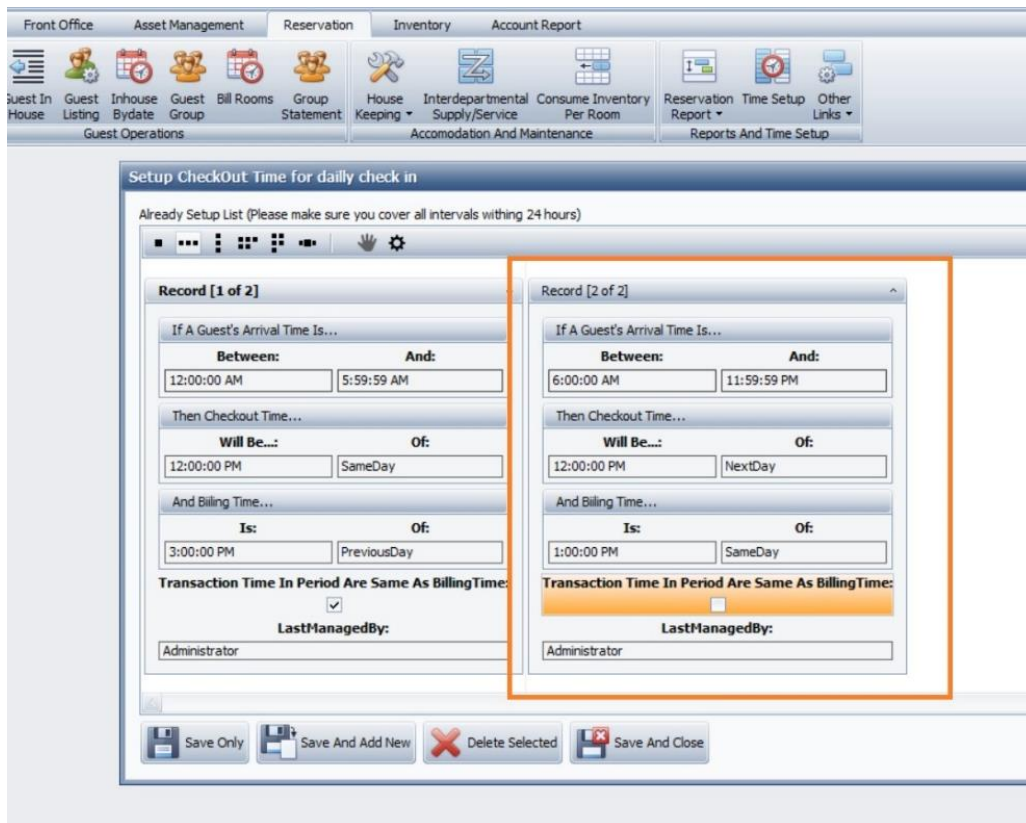


### Step 2.

**In the first cycle (Record [1 of 2]):** In the 'If Guest Arrival Time Is...', between 12:00:00 AM And 5:59:59 AM. Set “Then Checkout time...” to the standard checkout time in the hotel, select **Will Be** 12 noon of same day. **And Billing time** select **is** 3:00 PM of previous day. Lastly, ensure that **the transaction time in period is same as the billing time** by ticking the checkbox under it. Then click **Save and add new** button to jump into the second circle.



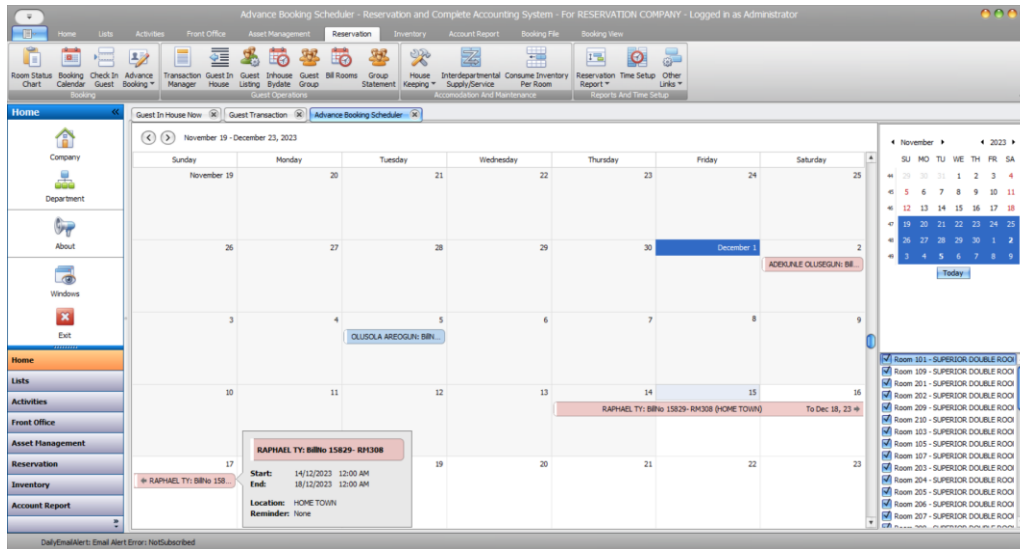
**In the second cycle (Record [2 of 2]):** In the 'If Guest Arrival Time Is...', between 06:00:00 AM And 11:59:59 PM. Set “**Then Checkout time...**” to the standard checkout time in the hotel, select **Will Be** 12 noon of Next day. **And Billing time** select is 3:00 PM of same day. Then click **Save and close** button. That’s all.



## How to check in Guest

Bio-data entry for guest check-in, resembling a standard pre-check-in form, printable, and linked to room bookings. Print this form and give it to guest to fill.

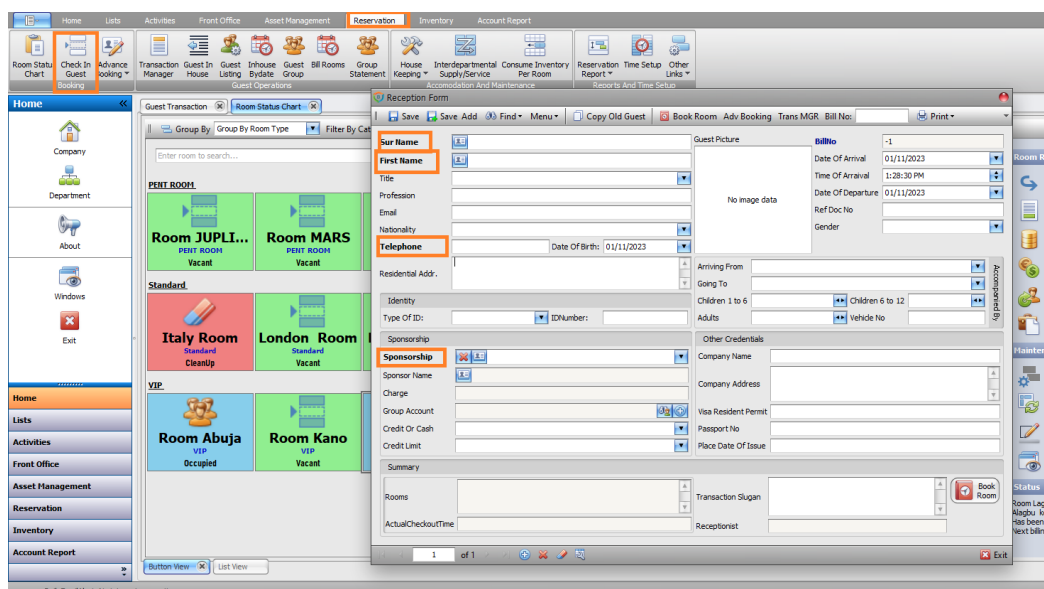
Additionally, please check the booking calendar to identify rooms that are booked in advance.



### Step 1.

Go to **Reservation** menu tab and select **Check In Guests**.

When it opens, type in the Surname and First Name of the guest; you can also type the profession of the guest, Email, Nationality, Date Of Birth, and your Address. The Phone number of the customer is very important, so, must be filled accordingly.

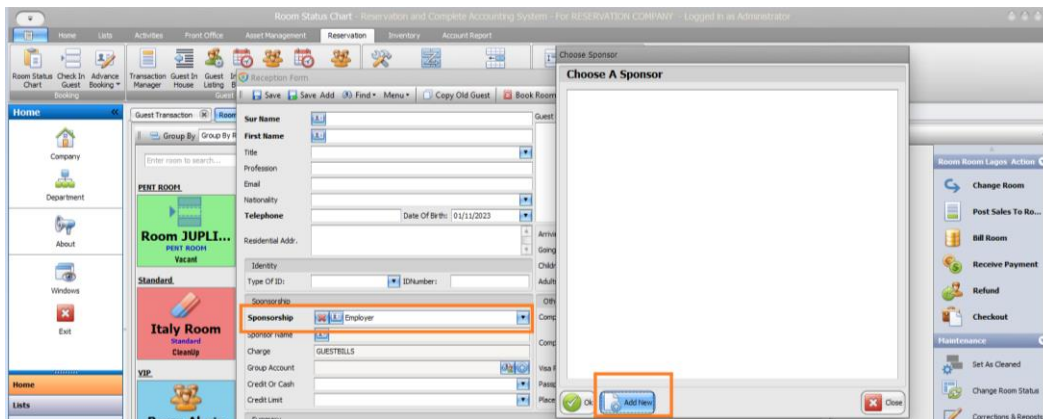


### Step 2.

In the "Sponsorship" section, choose "Self." If the guest is paying for the charges. If the guest is an employee of a company and he/she is staying under sponsorship, then select employer.

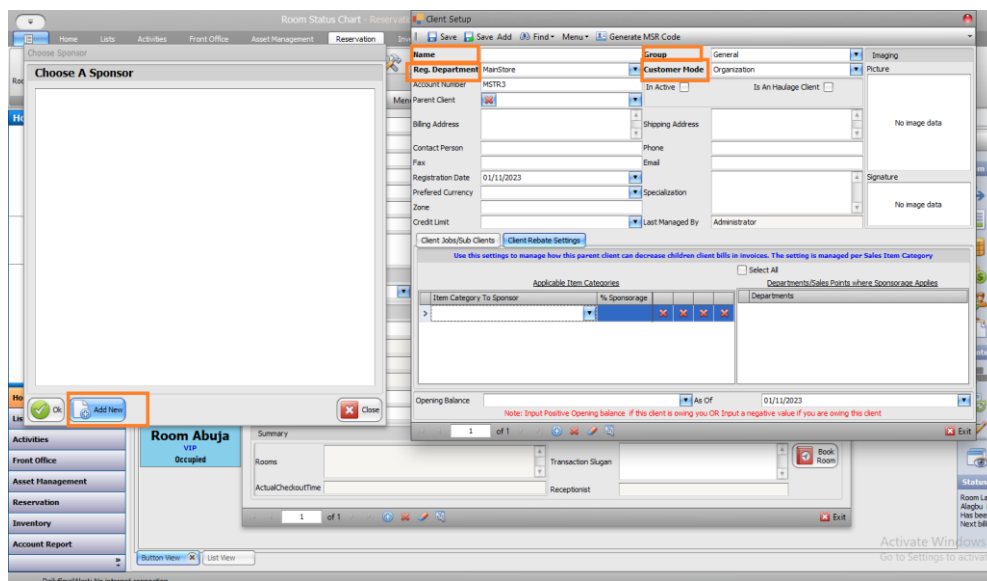


You'll see a list of existing company names; if the desired company isn't present, click "Add New" to register a new one.



### Step 3.

When it opens, enter the company name, choose the department, group, and customer mode. Fill in any other additional details that are needed and click "Save and Exit" to finish.



*Important Note: For the Opening Balance, enter a positive amount if the company (client) owes you, and a negative amount if you owe the company (client).*

### Step 4.

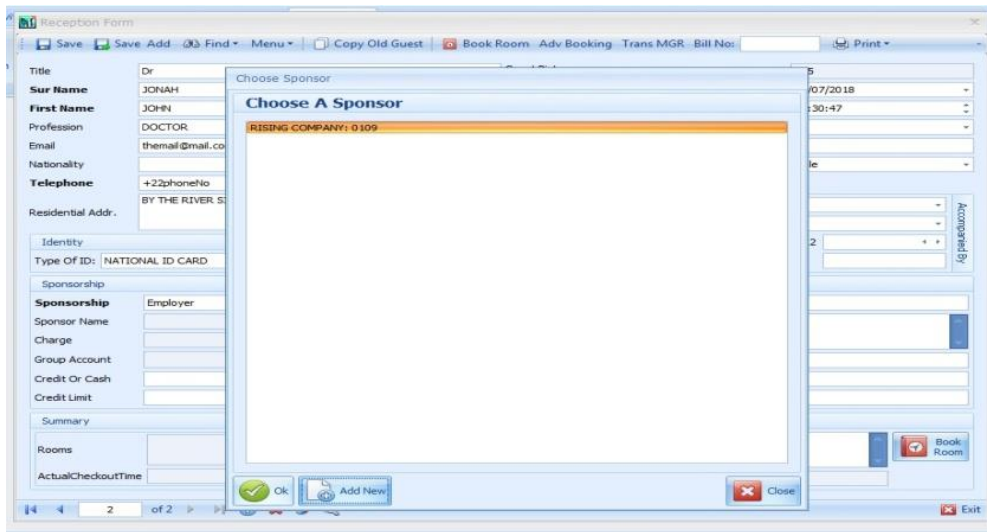
To set the guest status:

If the guest is staying free of charge, select "Complimentary."

If the guest is a lodger, choose "House-Use."

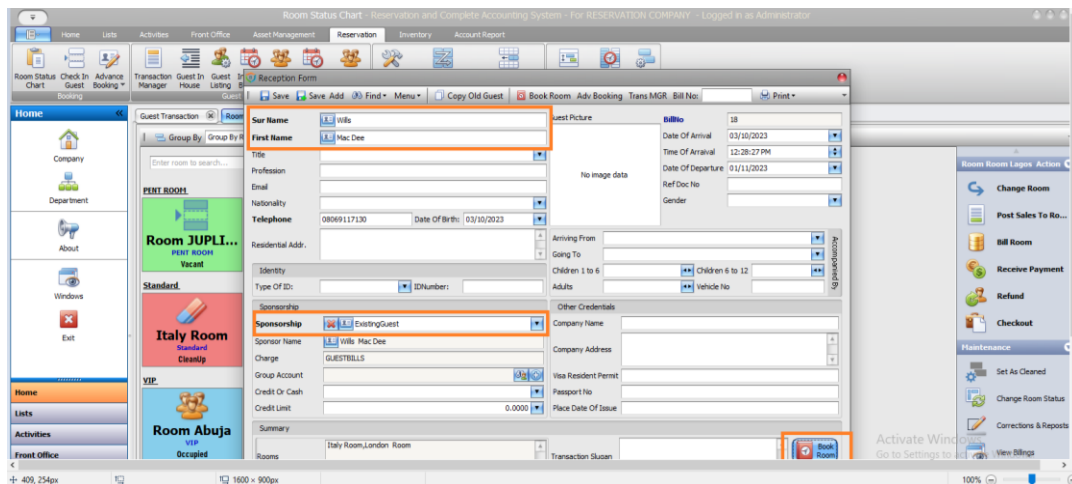
### Step 5.

Then click Okay after selecting the **Sponsor's Name**. In this case I selected the employer.



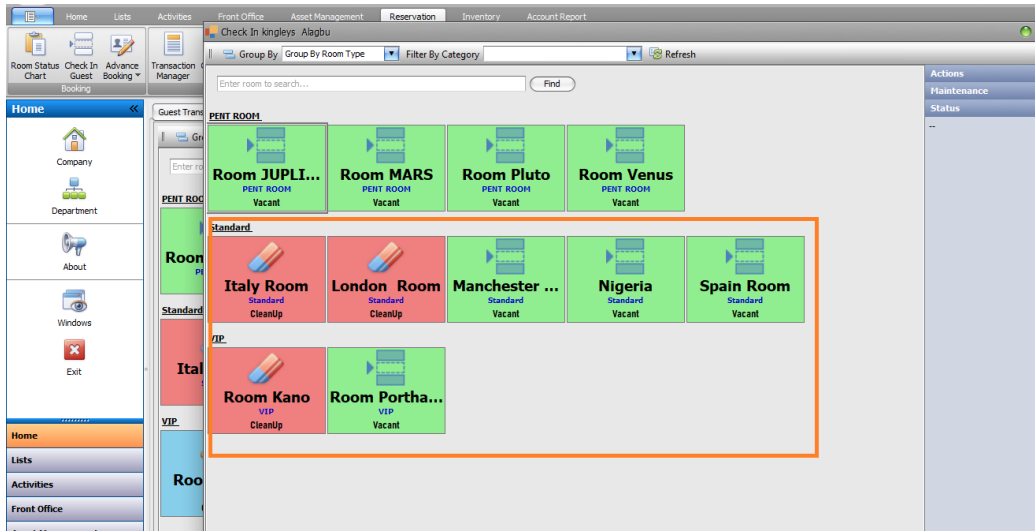
### Step 6.

Ensure you fill out the form and select "Save." To allocate the client to a room, click "Book Room."



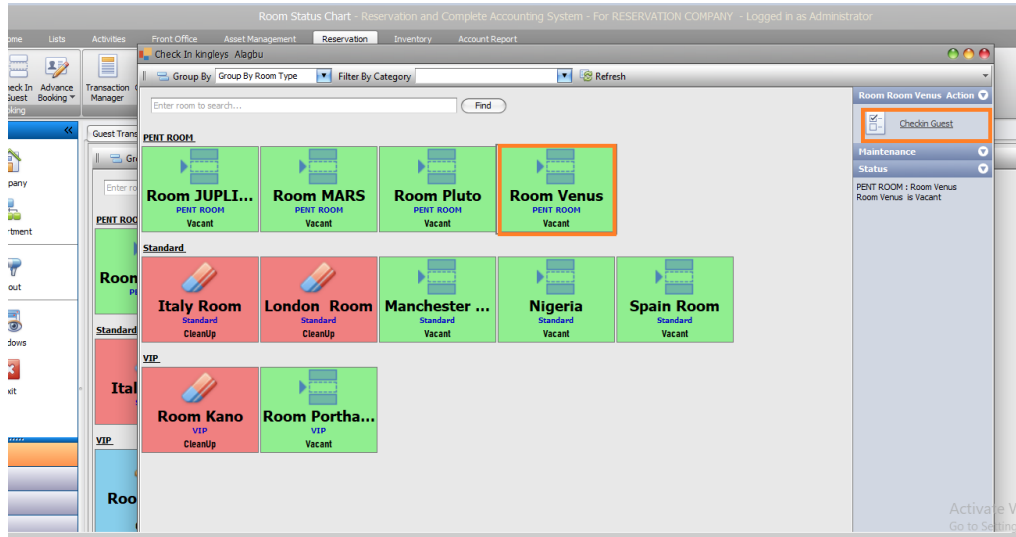
### Step 7.

Open the interface, choose the desired room type (e.g., LUXURY, VIP), and Select a vacant room (e.g., 101, 201) to allocate to the guest.



### Step 8.

In the next step, select the preferred room and then click "Check-in Guest."



The "Guest Check-in Wizard" displays a form with key details of a Normal Booking Credit Transaction. These details include Guest Information, Reserved Space, Total Rate Upon Billing, and Total Payment upon Check-in.

### Step 9.

In the "Receive Payment and Check-in" form, confirm the guest's details.

## Step 10.

Upon clicking, a "Cash Receipt Manager" form will appear, showing fund details, including the Collecting Department and the Amount Paid.

The screenshot shows the 'Cash Receipt Manager' interface. Key fields include:

- Collecting Dept:** MainStore
- Amount Paid:** N50,000.00
- Payment Method:** Cash
- Deposit To:** Undeposited Cash

The 'Unsettled Transactions' table is as follows:

Set	Trans Date	Amount Paid	SN	Type	Amt Due	Original Amt	Description
<input checked="" type="checkbox"/>	01/11/2023	N50,000.00	6606	Invoice	N50,000.00	N50,000.00	0 Standard

## Confirmation of successful Transaction

The 'Completing the wizard' dialog box contains the following text:

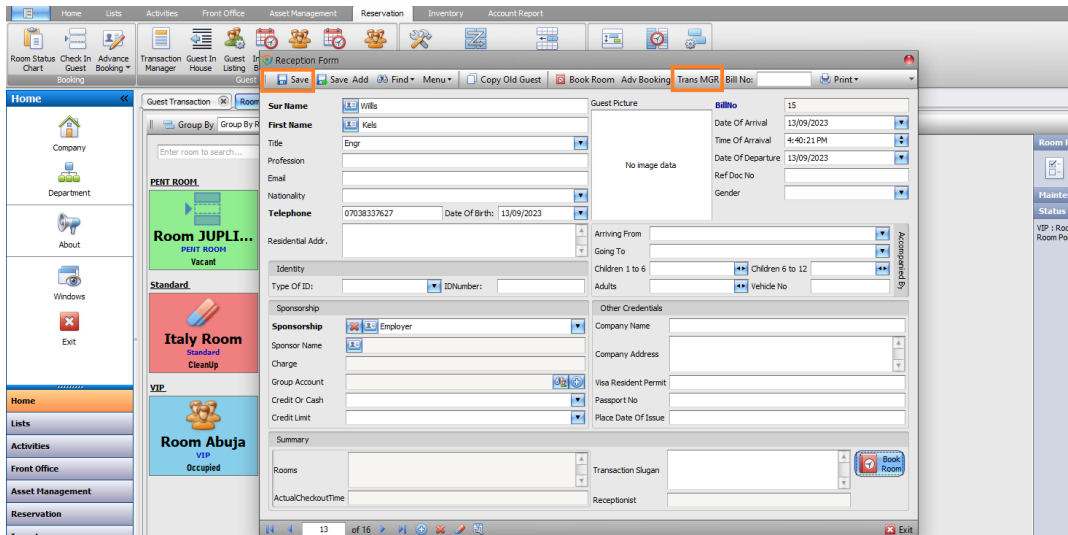
You have successfully completed the wizard

**Successfully Checked in to Nigeria  
PaidCheckin Checkin for 1 Day  
Already paid N50,000.00 to checkin**

To close this wizard, click Finish

Buttons: < Back, Finish, Cancel

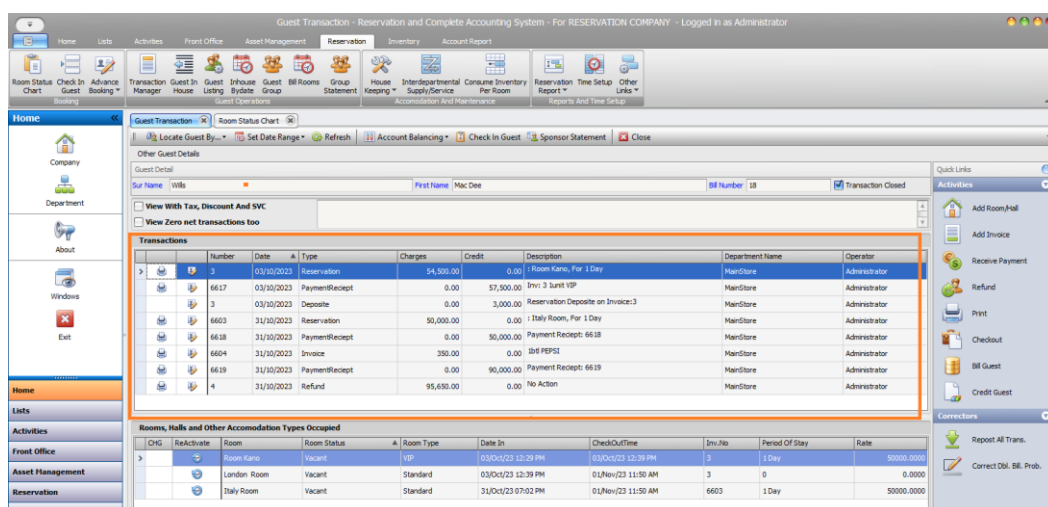
After clicking "Save Book," you'll be redirected to the Reception Form Interface, confirming a successful guest check-in. You can close the interface if you don't need to manage the guest's transaction immediately. However, if you wish to manage the transaction, proceed to the next step.



## Manage the guest transaction

### Step 11.

On the reception form interface, click on "Trans MGR." It will load the current guest's transaction, allowing you to perform various operations such as Receive Payment, Add Invoice, Refund, Print, and more.



## Transaction Manager

This interface allows you to manage guest accounts, respond to requests (e.g., adding rooms, invoicing services, handling payments, refunds, credit transfers, guest statements, checkouts).

To access the Transaction Manager, follow these steps:

### Step 1.

Go to Reservation menu, and locate Transaction Manager.

### Step 2.

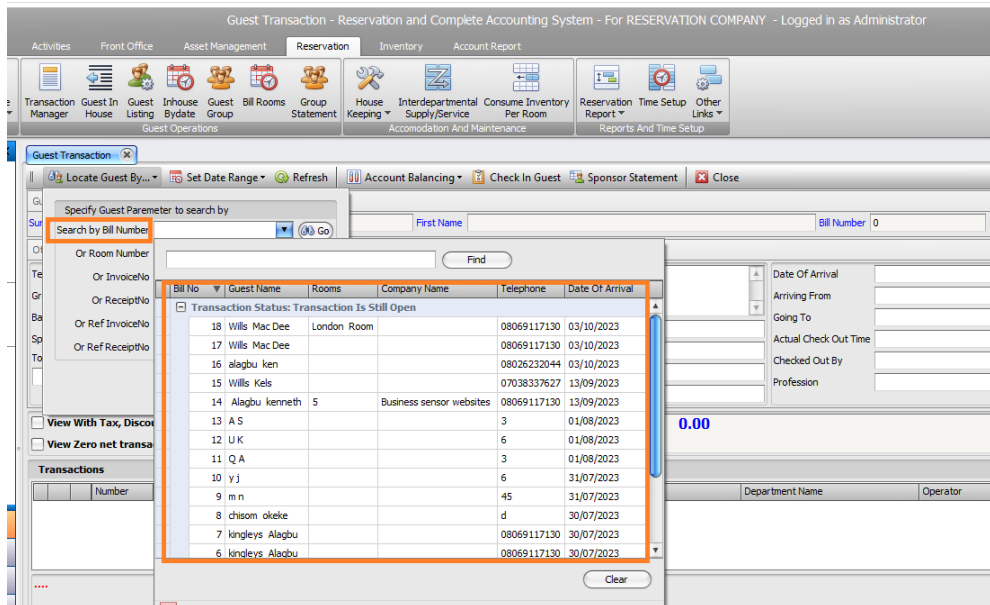
Click on "Locate Guest By...". A search panel will appear. Select the guest from the drop-down list:

- a. In the "Guest Bill Number" field.
- b. Search by Room Number.
- c. Search by Invoice Number.

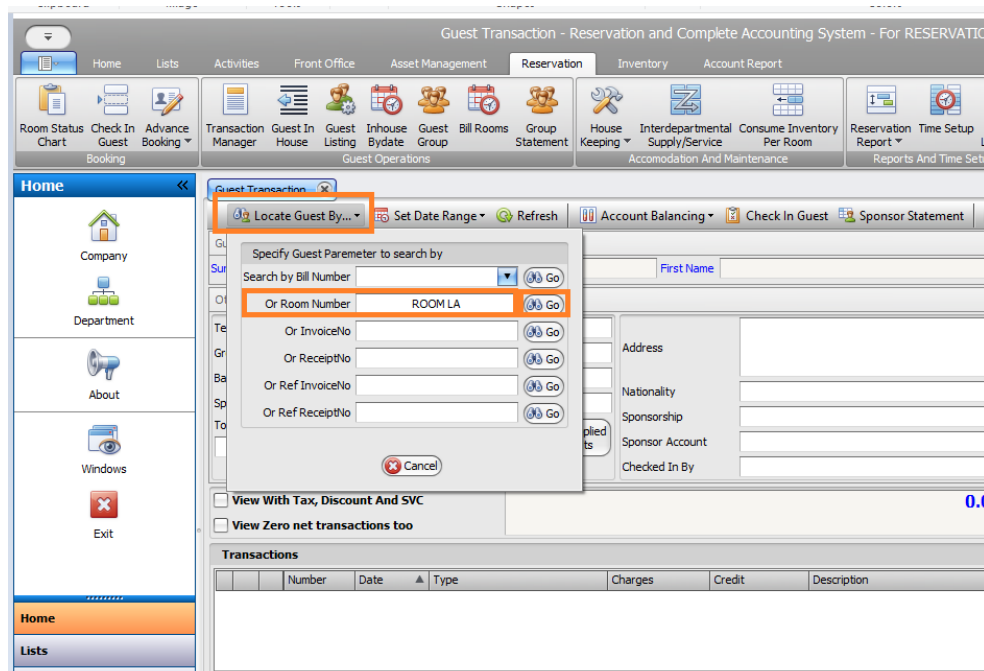
The screenshot displays the 'Transaction Manager' interface within a reservation system. The top navigation bar includes 'Home', 'Lists', 'Activities', 'Front Office', 'Asset Management', 'Reservation', 'Inventory', and 'Account Report'. The 'Reservation' menu is highlighted, and the 'Transaction Manager' option is selected. Below the navigation bar, a search panel titled 'Locate Guest By...' is open, showing a dropdown menu with 'Search by Bill Number' selected. Other options include 'Or Room Number', 'Or InvoiceNo', 'Or ReceiptNo', 'Or Ref InvoiceNo', and 'Or Ref ReceiptNo'. The interface also shows a 'Guest Transaction' window with fields for 'First Name', 'Address', 'Nationality', 'Sponsorship', 'Sponsor Account', and 'Checked In By'. A 'Transactions' table is visible at the bottom, with columns for 'Number', 'Date', 'Type', 'Charges', 'Credit', 'Description', and 'Depa'. The total amount shown is 0.00.

### Step 3.

- a. **Search using the Bill Number:** Click on the "Bill Number" field, and select the guest. Click "Go" to initiate the search. The Transaction Manager interface will then be shown, providing the guest's transaction details.

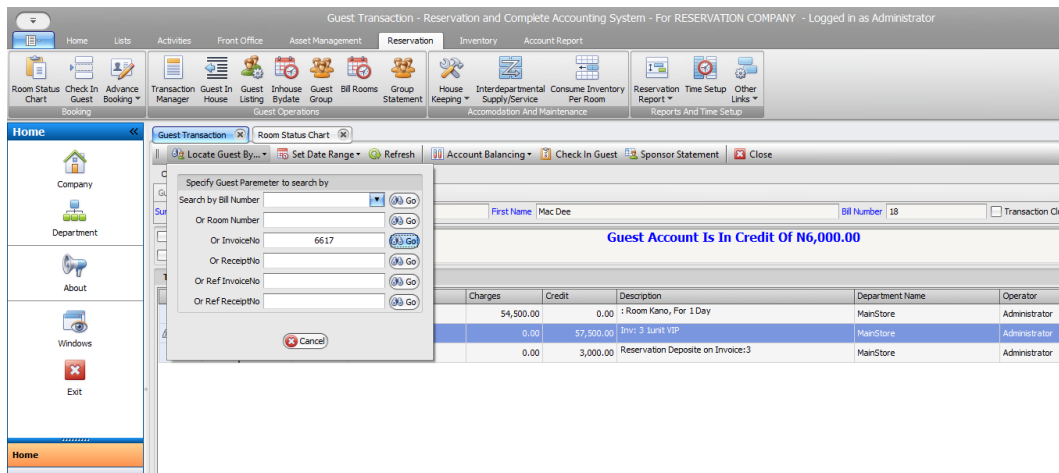


- b. **Search using Room Number:** Ensure you have the room number. In the "Room Number" field, input the room number. Press the "Go" button to initiate the search.





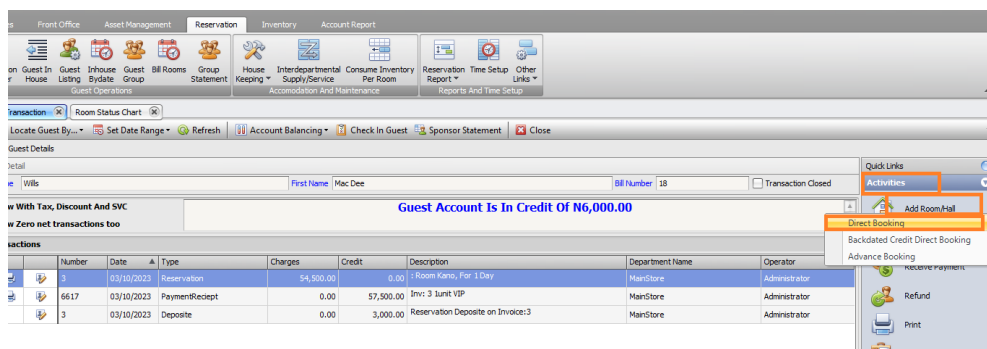
- c. **Search using Invoice number:** Type any invoice number charged to the guest, in the field and press **Go** button.



## Add Room or Hall for a Guest.

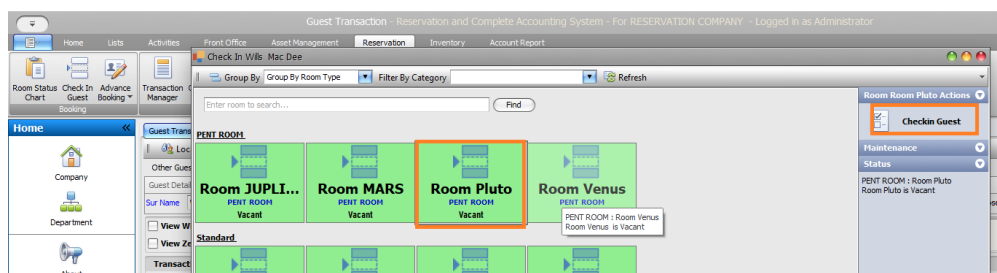
### Step 1.

To add another room or hall for an existing guest, go to "Add Room/Hall" and click. Select "Direct Booking".



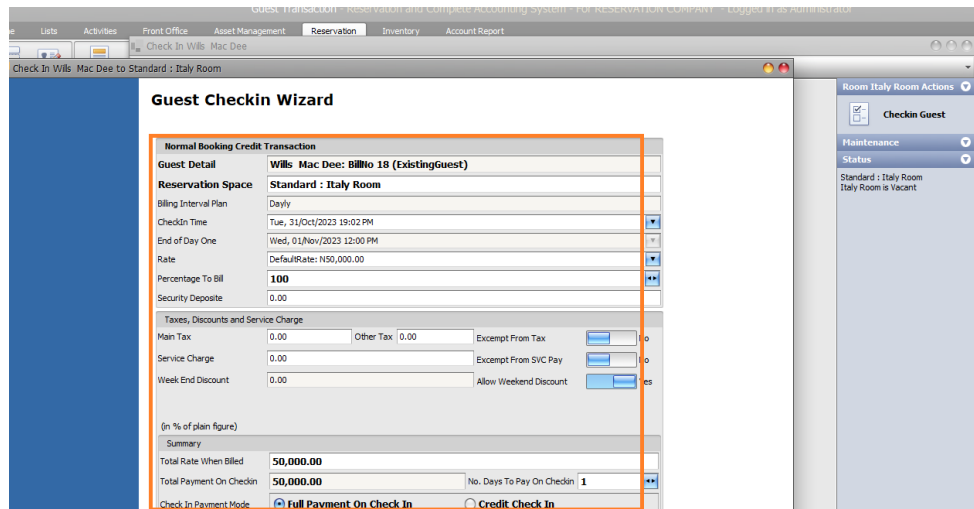
### Step 2.

The interface loads, and you can select the room of choice as desired by the guest. Look for the Room detail information on the sidebar and click check in Guest.



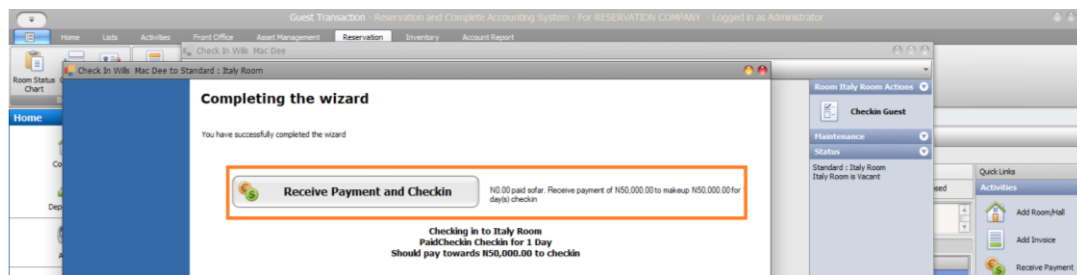
### Step 3.

Confirm information on existing Guest and click on Next

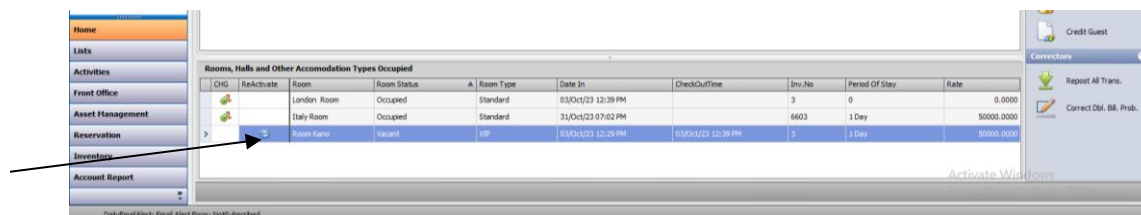


### Step 4.

Click on the "Receive Payment and Check-In" button, beside is the payment details.



Below are the details of booked Room



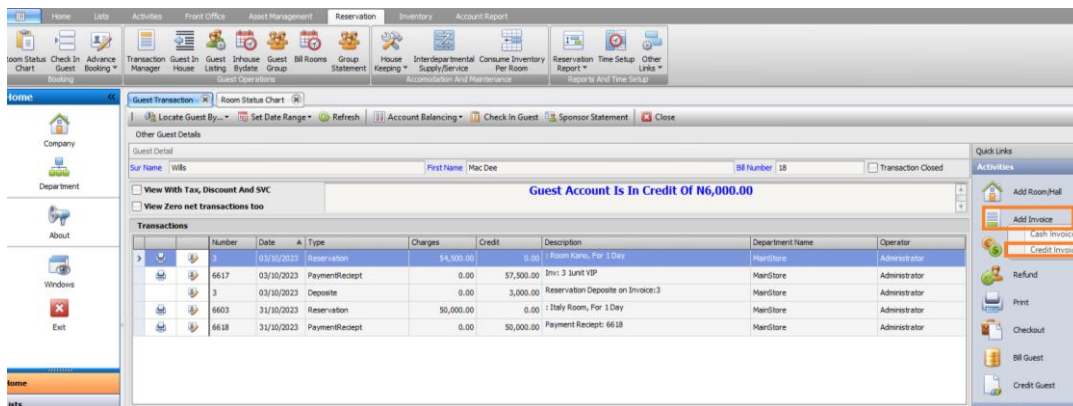
### How to add invoice to a guest's transaction

Keep in mind that you should only proceed with this action upon the guest's request, as some guests may prefer not to include their consumption in their statement.

This two-step process should ensure the correct handling of cash or credit invoices based on guest preferences

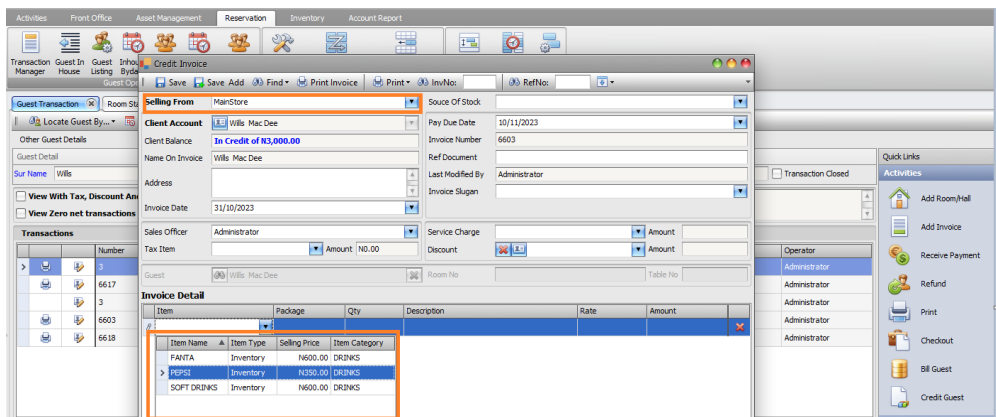
### Step 1.

To create an invoice, click on "Invoice" on the right side of the screen. Choose "Credit Invoice" unless the guest prefers immediate payment, in which case you should select "Cash Invoice."



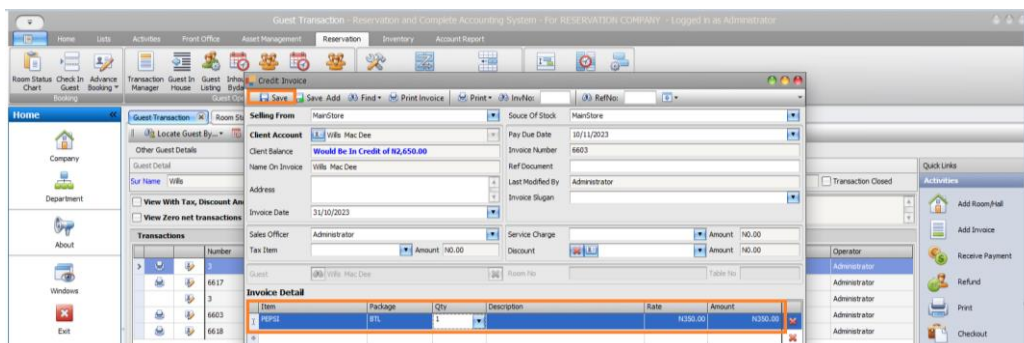
### Step 2.

The invoice will open with the guest's name by default. Choose the selling department and select the guest's requested items.



### Step 3.

Click the "Save" button and then "Exit."



## Step 4.

You'll notice that the invoice has been added, resulting in an increase in the guest's balance.

The screenshot displays a software interface for managing guest transactions. At the top, there is a menu bar with options like 'Transaction Manager', 'Guest In House', 'Guest Listing', 'Inhouse Bydate', 'Guest Group', 'Bill Rooms', 'Group Statement', 'House Keeping', 'Interdepartmental Supply/Service', 'Consume Inventory Per Room', 'Reservation Report', 'Time Setup', and 'Other Links'. Below the menu, there are several tabs and buttons, including 'Locate Guest By...', 'Set Date Range', 'Refresh', 'Account Balancing', 'Check In Guest', 'Sponsor Statement', and 'Close'. The main area is divided into sections: 'Other Guest Details' (showing 'Sur Name: Wills', 'First Name: Mac Dee', 'Bill Number: 18'), 'Transactions' (a table with columns for Number, Date, Type, Charges, Credit, Description, Department Name, and Operator), and 'Rooms, Halls and Other Accommodation Types Occupied' (a table with columns for CHG, ReActivate, Room, Room Status, Room Type, Date In, CheckOutTime, Inv.No, Period Of Stay, and Rate). A prominent message in the center states 'Guest Account Is In Credit Of N5,650.00'. The 'Transactions' table lists several entries, including a reservation, a deposit, another reservation, a payment receipt, and an invoice. The 'Rooms' table shows a 'London Room' occupied from 03/Oct/23 12:39 PM to 31/10/2023.

## How To Receive Payment

To post guest payment, these are the steps:

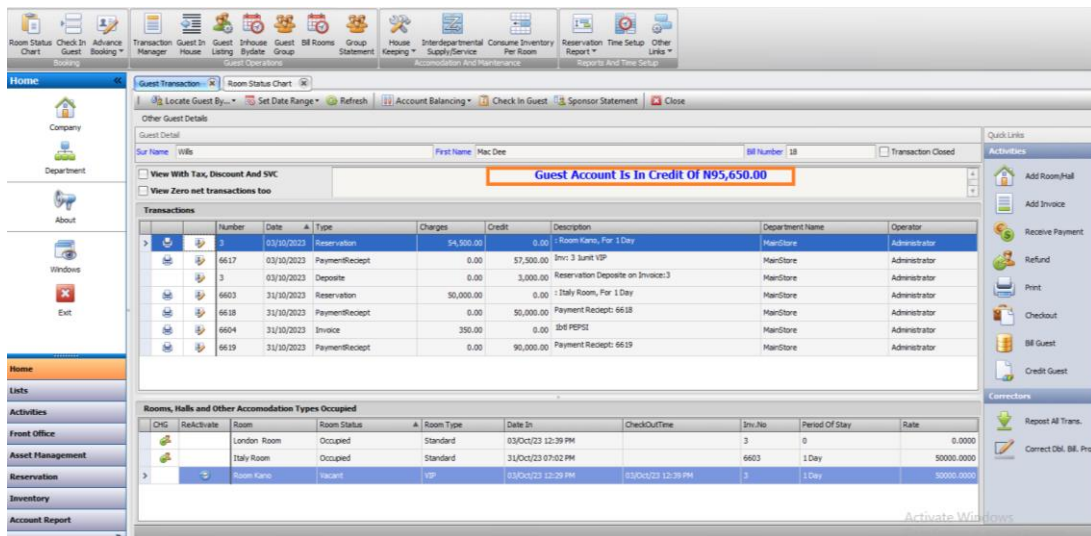
### Step 1.

Click on Receive Payment at the right side of the screen. Input the received amount from the guest in the "amount paid" to reflect the actual payment, and then click "Save" and Close.

The screenshot shows the 'Receive Payment' dialog box in the hotel management system. The dialog has a title bar 'Guest Transaction - Reservation and Complete Accounting System - For RESERVATION COMPANY - Logged in as Administrator'. It features a menu bar with 'Save', 'Save Add', 'Find', 'Menu', 'Print Receipt', 'Rec.No.', and 'Ref.Doc.No.'. The main area contains several fields: 'Collecting Dept' (MainStore), 'Amount Paid' (N0.00), 'Receipt No' (0002), 'Receipt Date' (31/10/2023), 'Existing Credit' (N0.00), 'Apply Existing Credit' (do not apply), 'Total Available To Apply', and 'Old Account Balance'. There is also a section for 'Unsettled Transactions' with a 'Re-Load Unsettled Transactions' button. At the bottom, there are fields for 'Un Applied Amount', 'Payment Method' (Cash), and 'Being Payment For'. The background shows the same software interface as the previous screenshot, with the 'Receive Payment' button highlighted in the 'Quick Links' sidebar.

## Step 2.

Once you close, the guest balance will be updated automatically

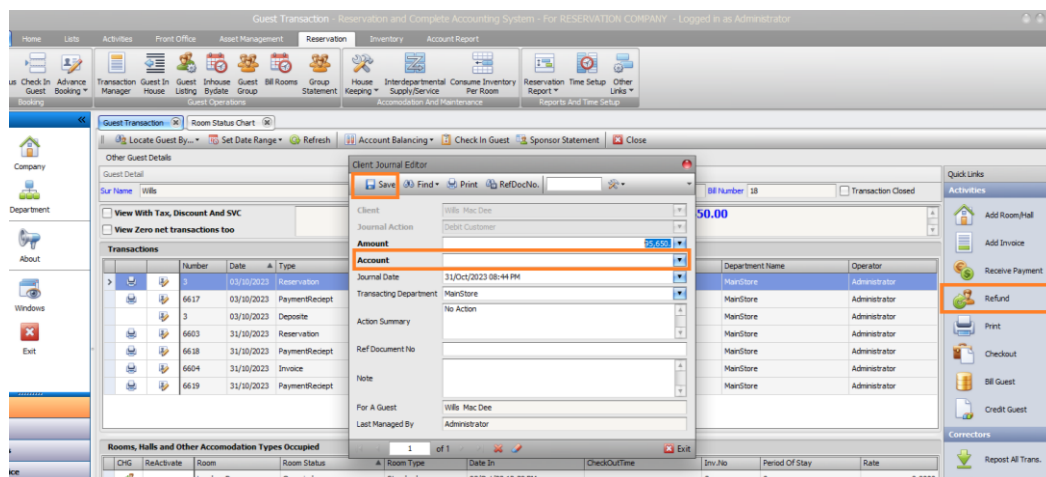


## How to Refund a Guest

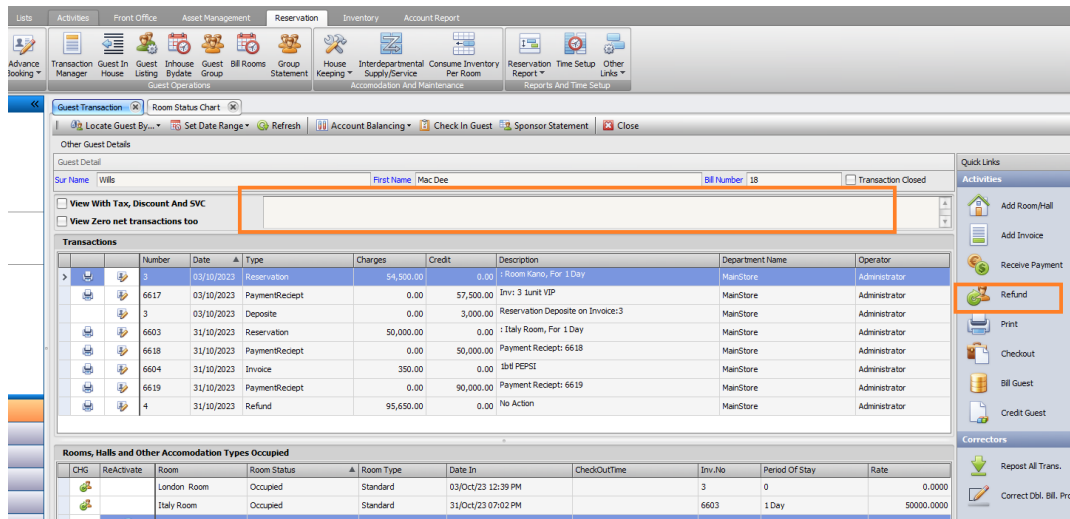
Refunds involve returning any unused deposits made by the guest.

### Step 1.

Click on **Refund** at the right-hand side of the screen. Enter the refund amount, and choose the cash account from which the money will be withdrawn, then click **Save** button and **Close** the form.



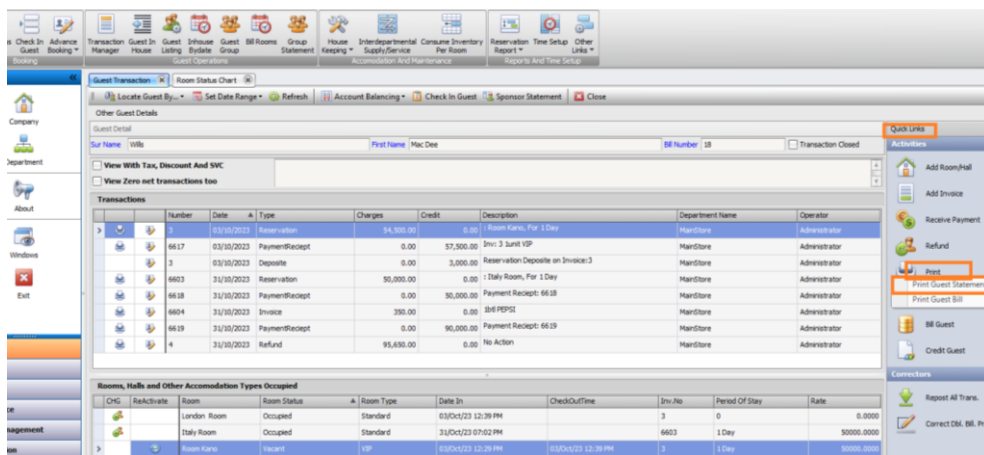
The interface will appear in this manner when the customer ledger is balanced.



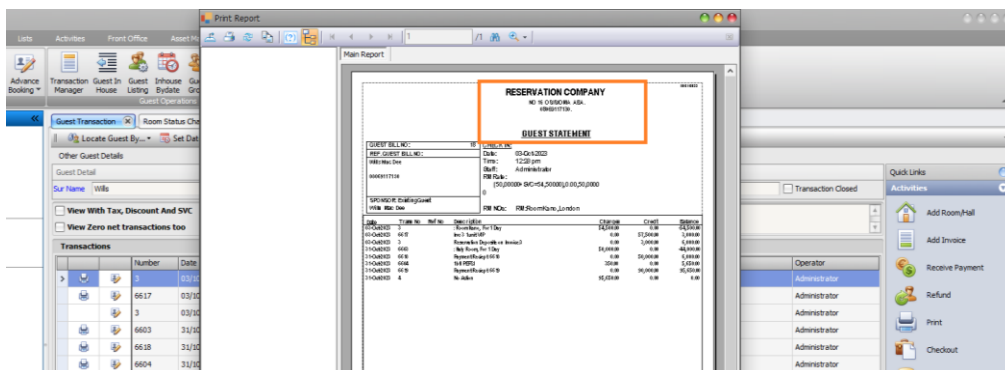
## How to print Guest Transaction

### A. Print Guest Statement

Click the "Print" button within the Quick Links and then choose "Print Guest Statement" from the options.



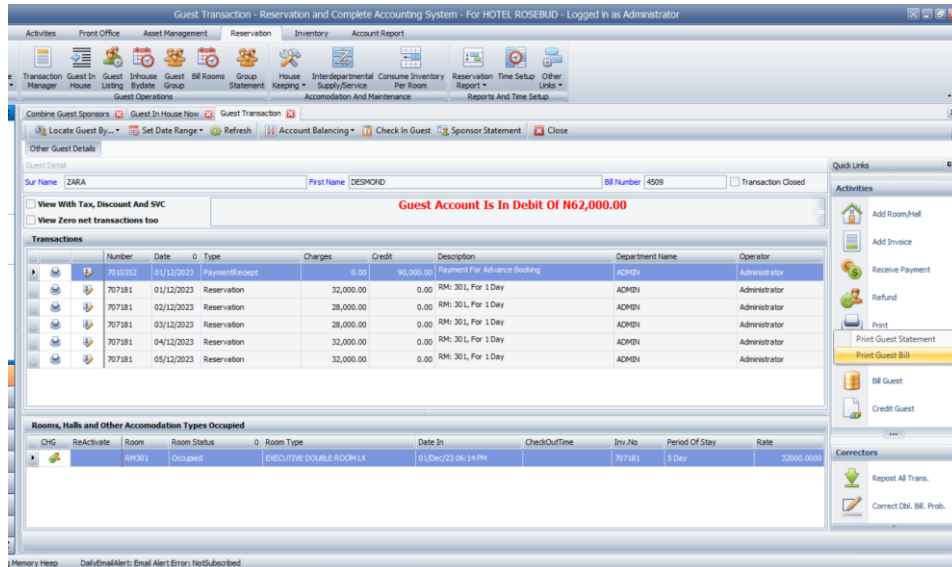
Preview the guest statement and print by clicking the printer icon.



## B. Print Guest Statement Without Full Invoice Detail

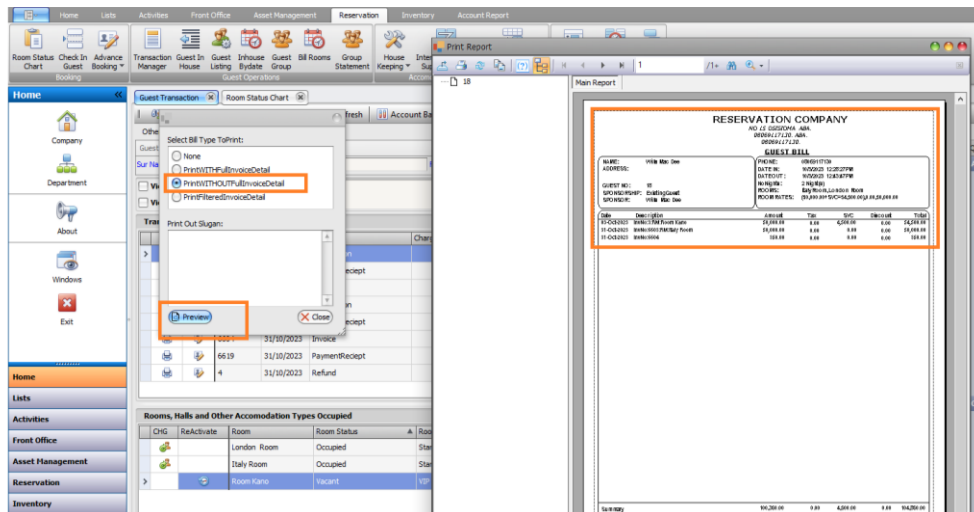
### Step 1.

Access the **transaction manager** interface and locate the sidebar. In the Quick Links section, find the option to **print**. click on **Print** button and select '**Print Guest Bill**'



### Step 2.

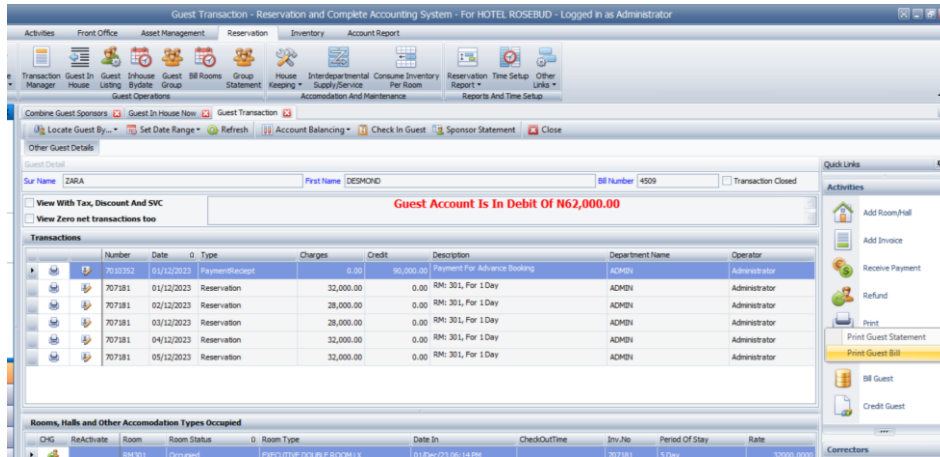
From the list of options, select **Print without full invoice detail** and click on **Preview** for the report to load. Then click on the **printer's icon** to print.



## Print with 'PrintFilteredInvoiceDetail'

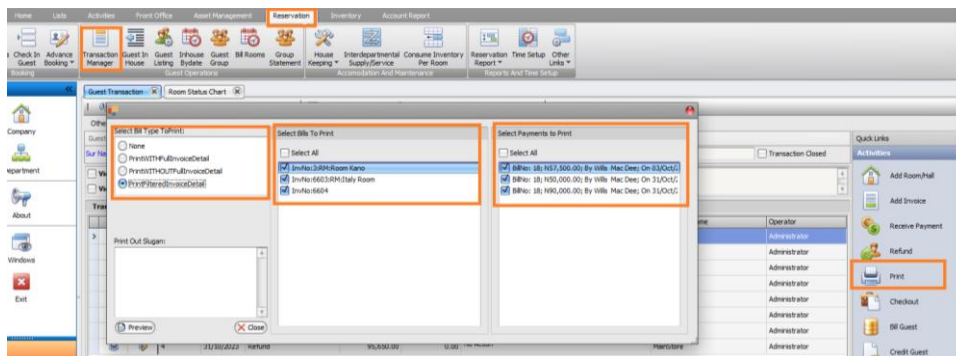
### Step 1.

Access the **transaction manager** interface and locate the sidebar. In the Quick Links section, find the option to **print**. click on **Print** button and select '**Print Guest Bill**'



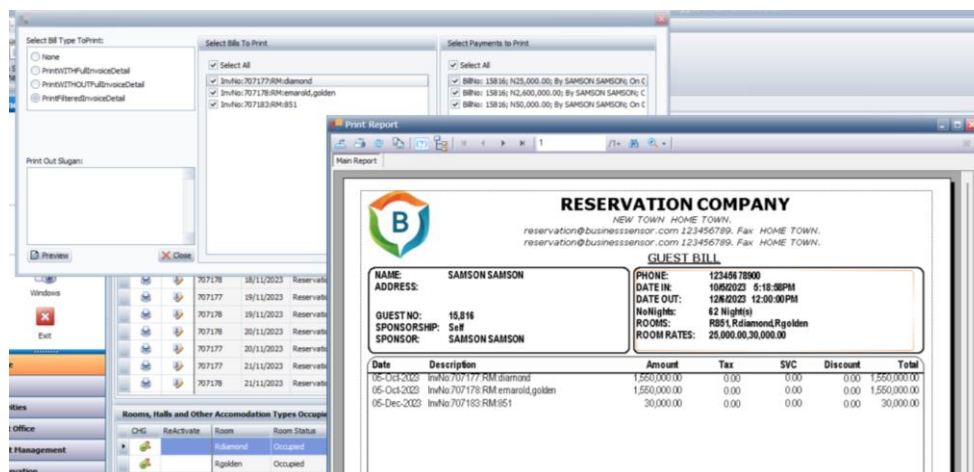
### Step 2.

In this section, select **PrintFilteredInvoiceDetail**. In the **Select Bill to Print** section, select the invoice(s) you want to print, and then, select **Payments to Print**.



### Step 3.

Lastly Click on **Preview** button to view the statement, and click on print button to print.



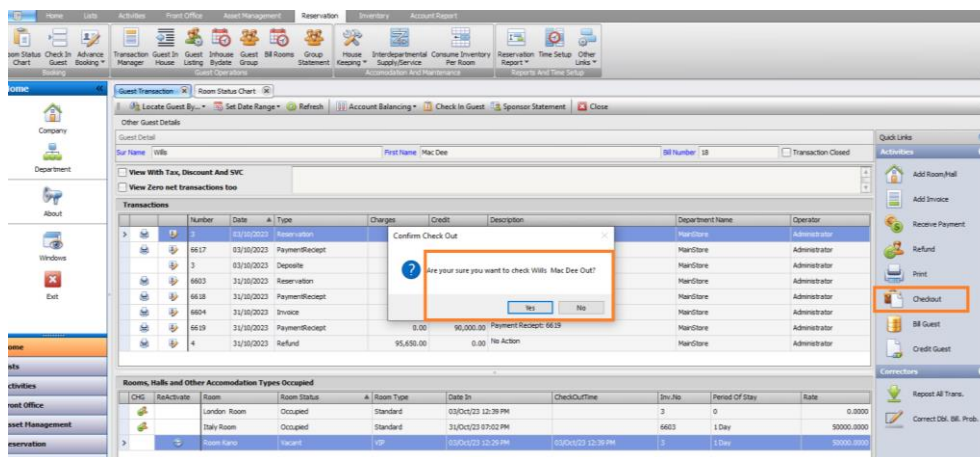


## How to checkout guests

### Step 1.

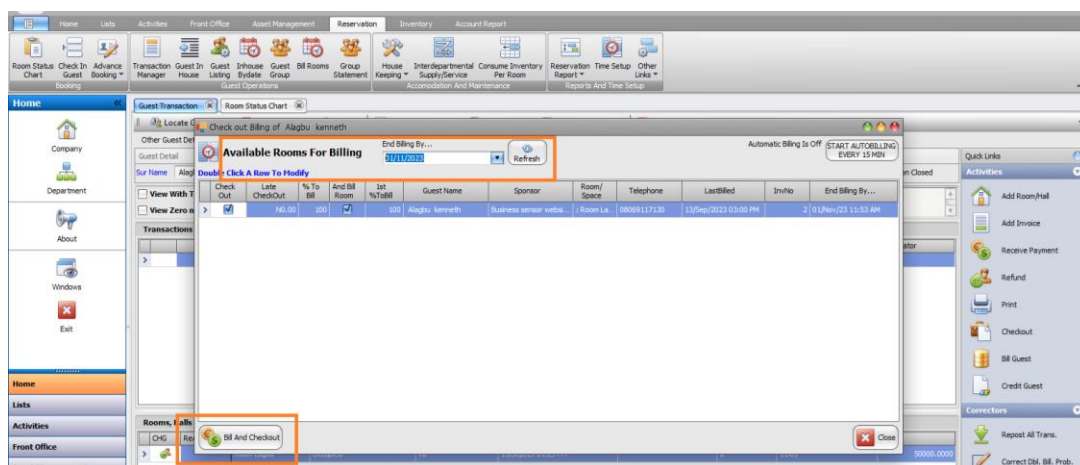
Click the "Check Out" button located on the right side of the screen, a dialog box will appear. Confirm the checkout, clicking "Yes" in the dialog box.

**Note:** If the guest still has an outstanding balance, a dialog box will appear, indicating that the account is not yet balanced. Select 'Yes' to proceed with the checkout, or select 'No' to balance the account before checking out.



### Step 2

The "Check out Billing of (guest name)" interface will be displayed. Click on "Bill And Checkout button" for confirmation.



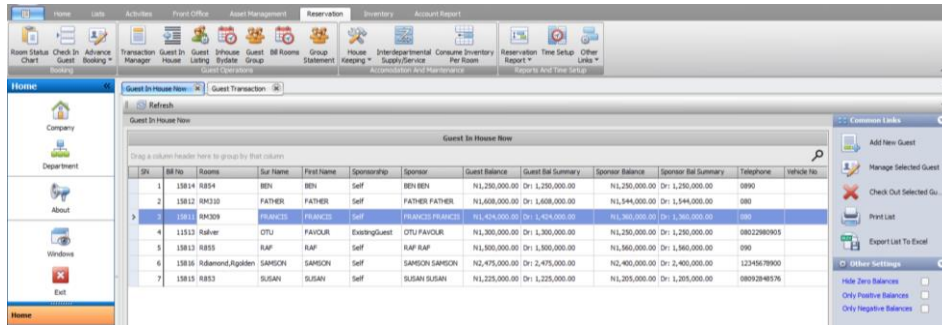
After completion, return to guest transaction manage or close interface.

## Bill Guest Interface

This interface offers the capability to execute a billing cycle for guests in the event of any pending transactions that have not been recorded in the guest transaction details.

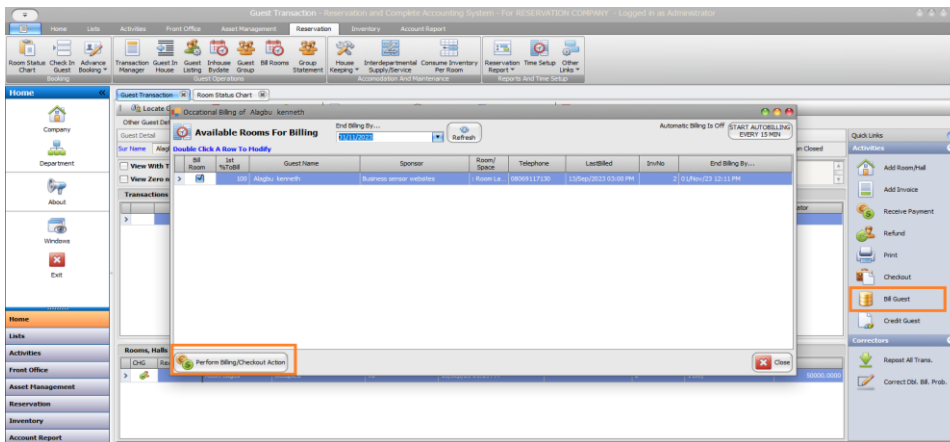
### Step 1.

Double click on the guest you want to bill from “Guest In House”.



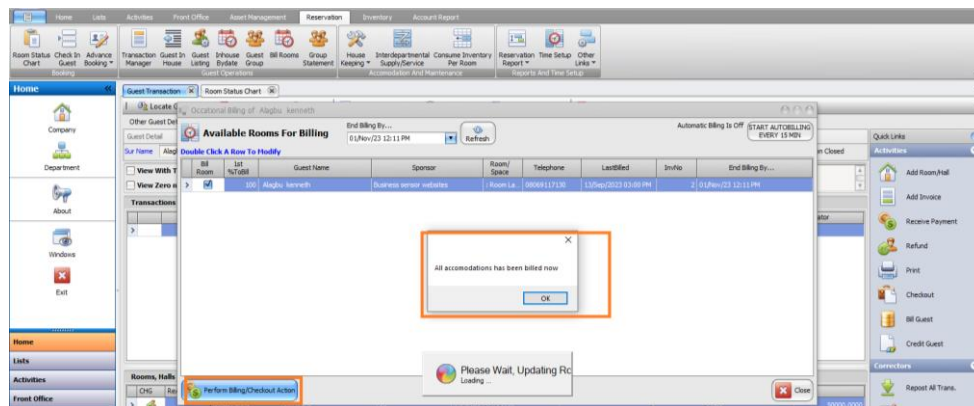
### Step 2.

Locate "Bill Guest" button on the right side of the screen and click, "Occasional Billing of (guest name)" interface will be displayed.



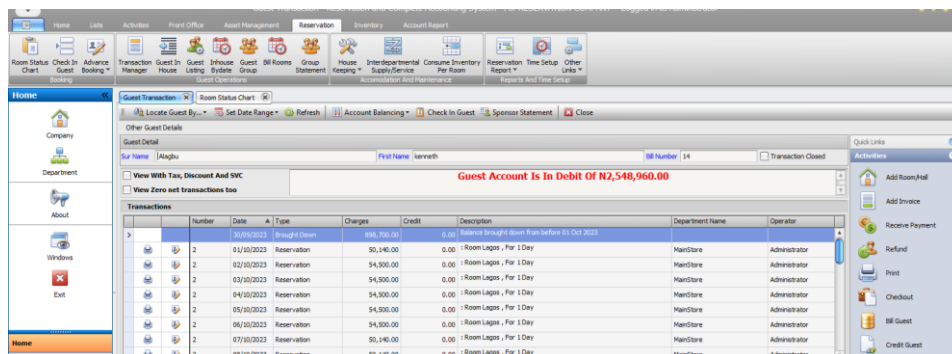
### Step 3.

Upon opening the "Available Rooms For Billing" interface, proceed by clicking "Bill And Checkout".



### Step 4.

*Note: Once you can see the list of charges, you have successfully billed the guest. Also, this action is done automatically by the software.*



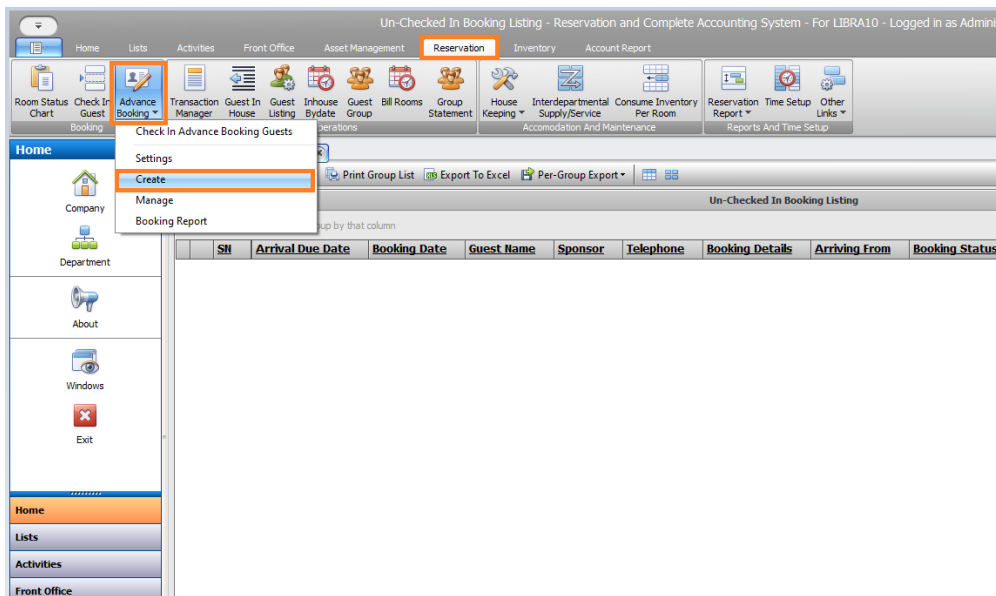
# Advanced Booking

## Create Advance Booking

Advanced booking within hotel management software involves securing and managing reservations well ahead of the intended date to facilitate effective resource allocation and guest accommodation.

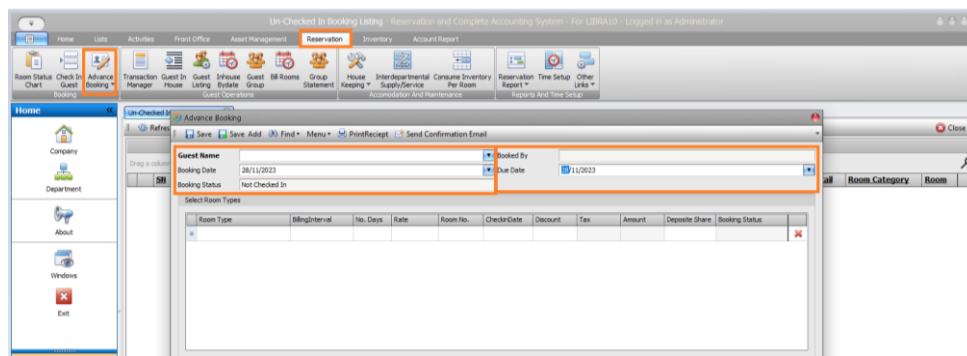
### Step 1.

Navigate to the **Reservation** menu, choose **Advance Booking**, and then click on 'Create'.



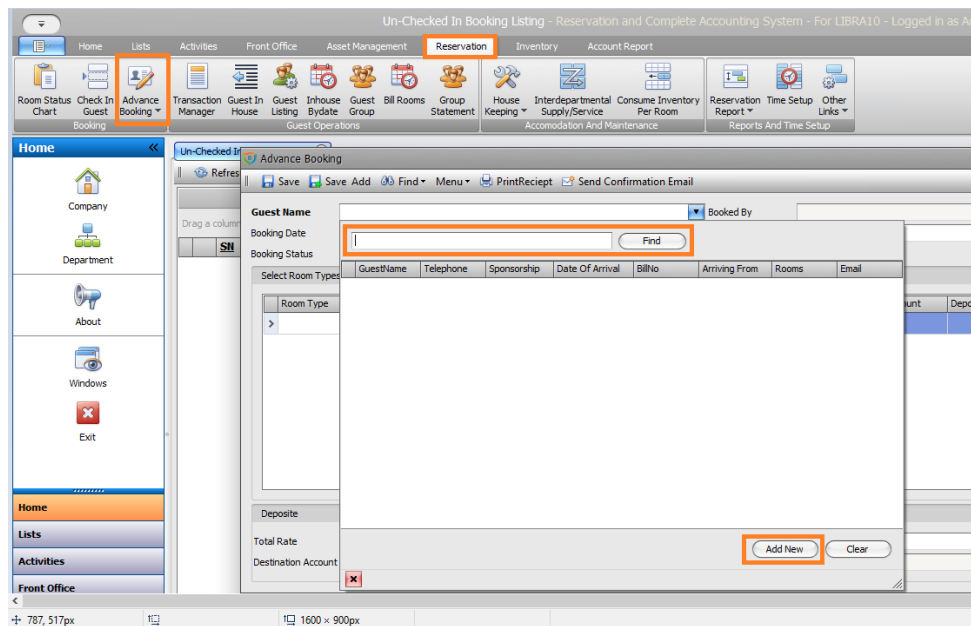
### Step 2.

- **Guest Name:** Denotes the guest to be booked.
- **Booking Date:** Corresponds to the current date intended for the booking.
- **Booked by:** Indicates the individual responsible for the reservation.
- **Due Date:** Signifies the expiration date of the booking.



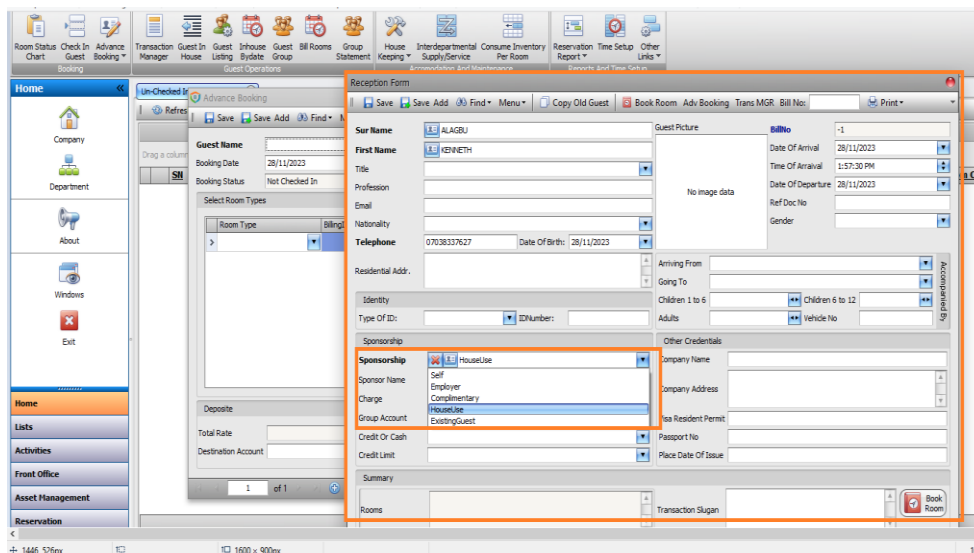
### Step 3.

Utilize the search function to locate an existing guest profile within the system, or employ the "Add New" button to generate a profile for a new guest entry.



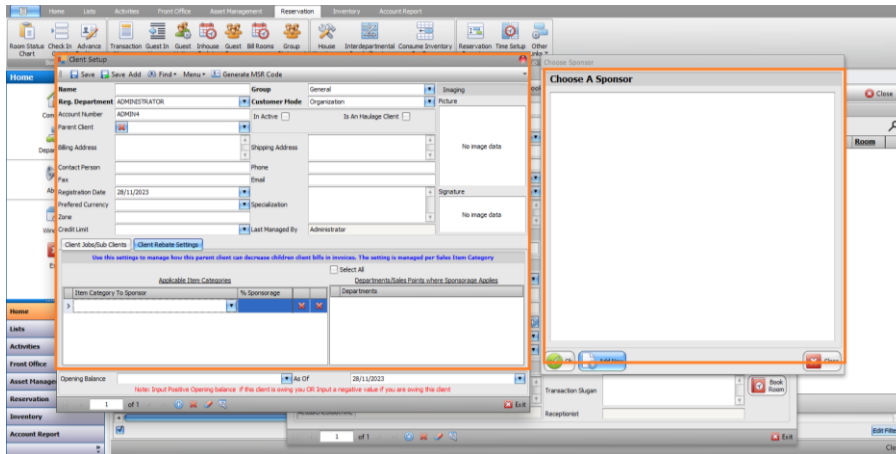
### Step 4.

Upon selecting the "Add New" button, the reception form initiates, presenting designated fields—such as Surname, First Name, Telephone, and on Sponsorship:

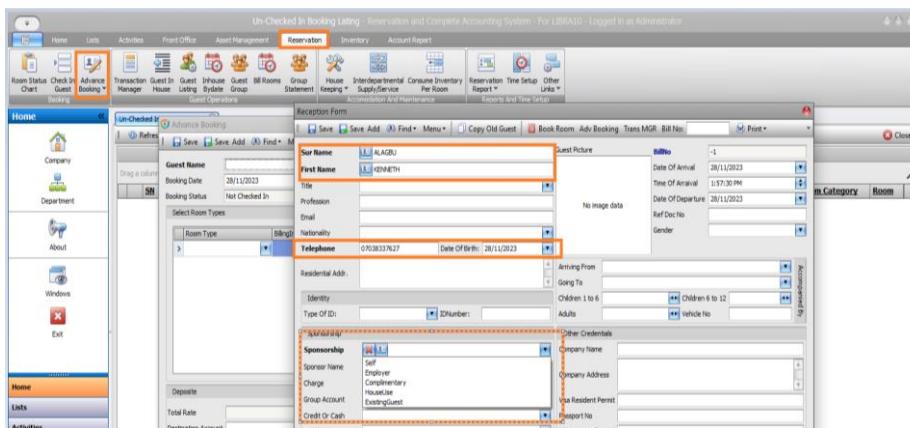


- a) **Self:** Identifies the guest making the reservation individually.
- b) **Employer:** Specifies guests sponsored by their employers.
  - To add a new entry, select the "Add New" button in the sponsorship section, which prompts a client setup interface for new entries.

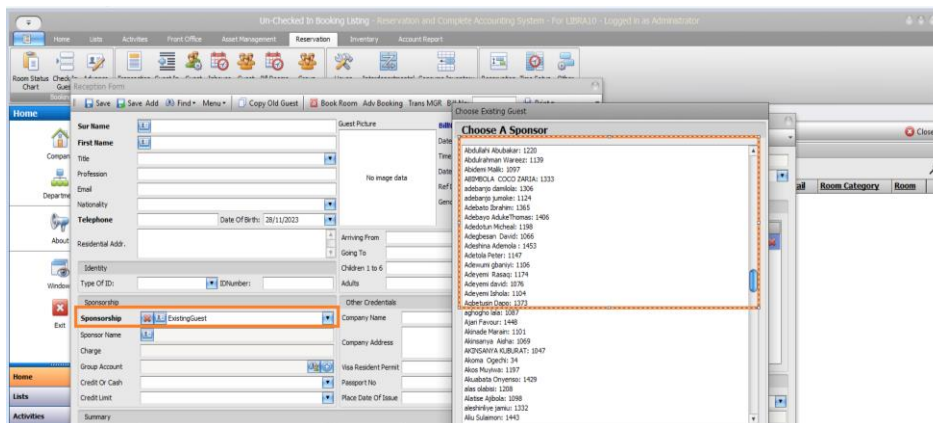
- Complete the form provided in the client setup list and confirm by clicking **Save** button from the client setup page, and then the **"Okay"** button.



- c) The **'House-Use'** feature indicates when a room is about to be used by an in-house guest.

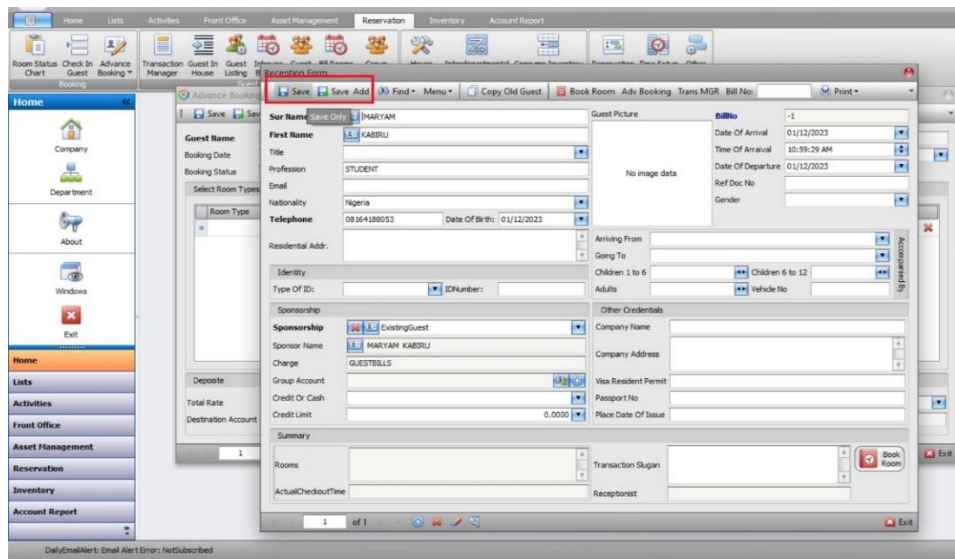


- d) **Existing Guest:** You can choose from the already existing guest to bill, from sponsorship section.



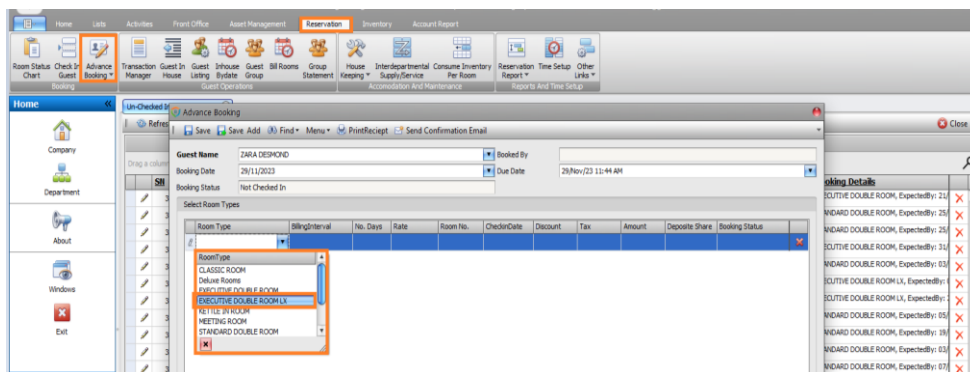
### Step 5.

Click on 'Save' to add the customer or 'Save Add' to add another customer to the customer list.



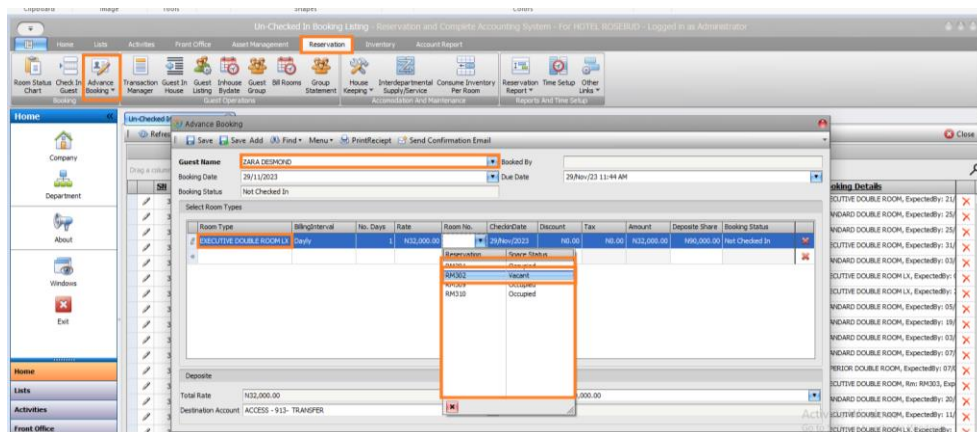
### Step 6.

In the "Select Room Type" section, choose the **type of room**, specify the number of days.



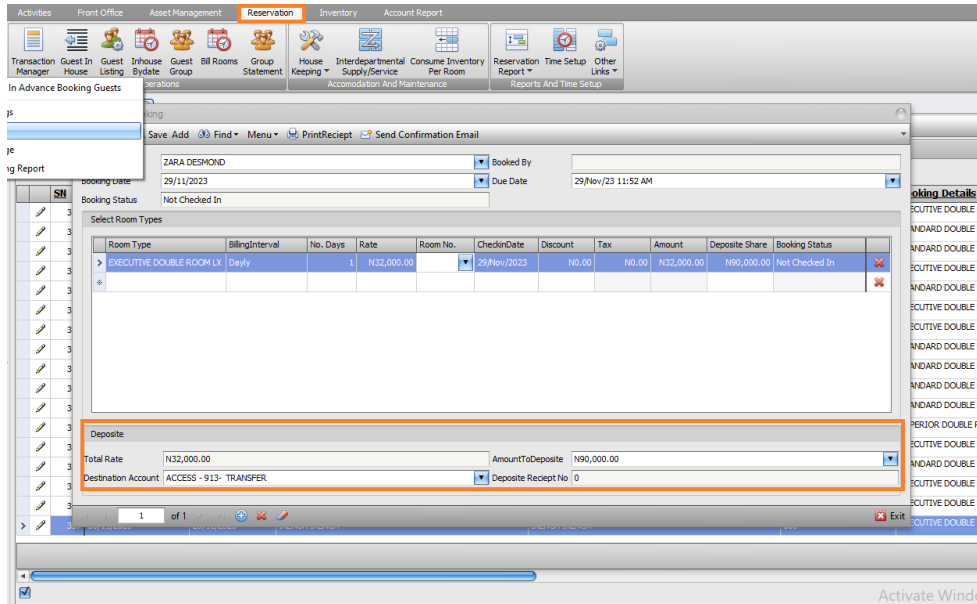
### Step 7.

Choose the room number, and enter the necessary details within the "Select Room Type" section.



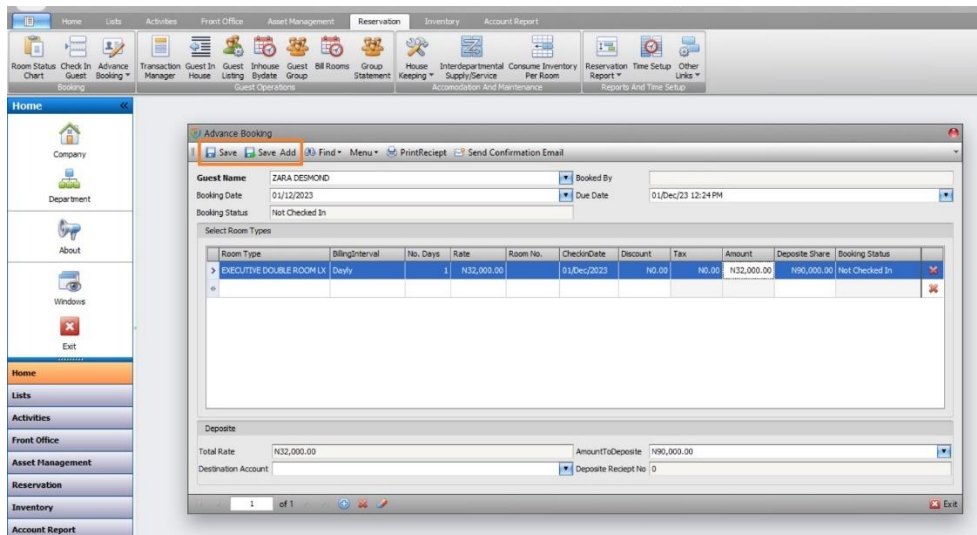
In the "Deposit" section:

- "Total Rate" refers to the room rate.
- "Amount to be Deposited" indicates the sum provided by the client.
- "Destination Account" describes the account where the funds are deposited.



### Step 8.

Finally, click the 'Save' button to add the guest's information or select 'Save Add' to add another guest.





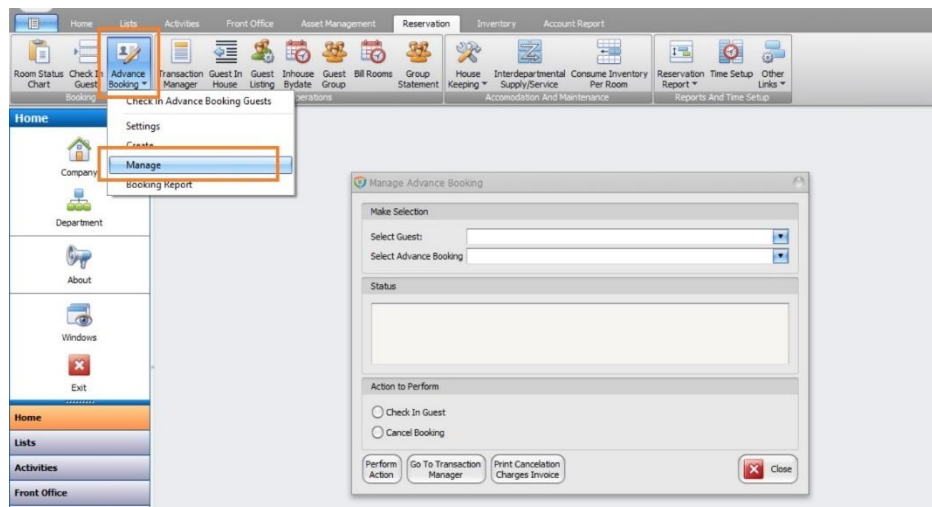
## Managed Advanced booking

This interface is designed for managing advance bookings. You have the option to either cancel the booking or check in a guest who has been booked in advance. Click [here](#) to watch the tutorial video.

To Cancel Guest Advance Booking, these are steps to follow:

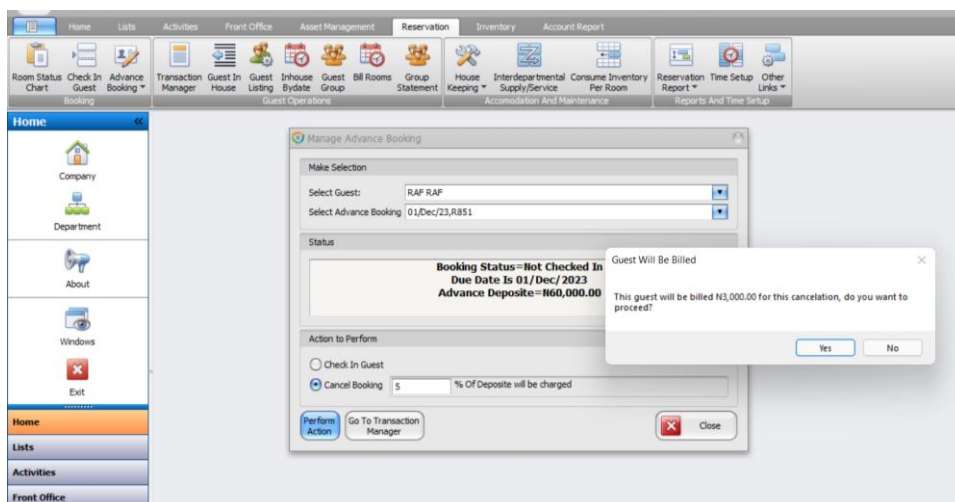
### Step 1.

"Navigate to the 'Reservation' menu, choose 'Advance Booking,' and then select 'Manage'.



### Step 2.

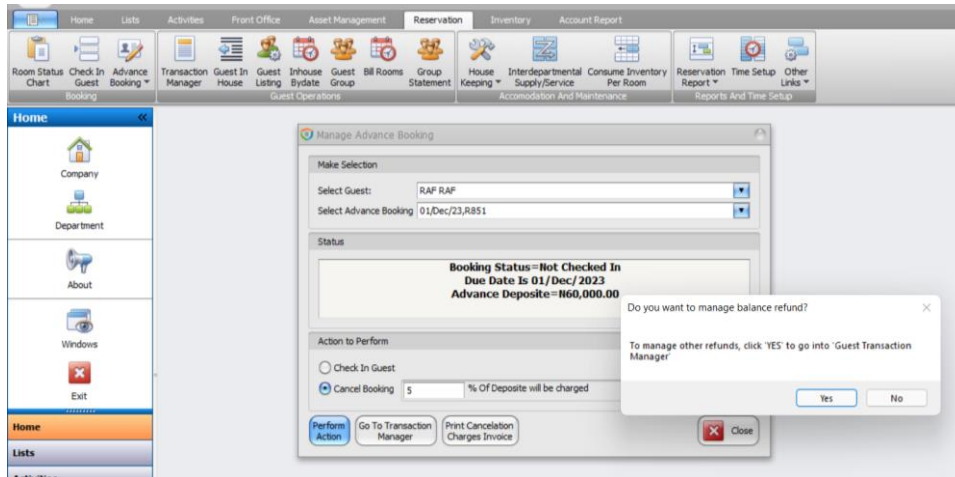
After it opens, choose the guest and select the booking you want to cancel. If the selected booking has a deposit, under 'Action to Perform,' check 'Cancel Booking' and enter the percentage (%) of the deposit to be charged. Then click on **Perform Action** button.



Note: A confirmation dialog box (*Guest will be billed*) will appear, then click **Yes** button, *this action will bill the guest.*

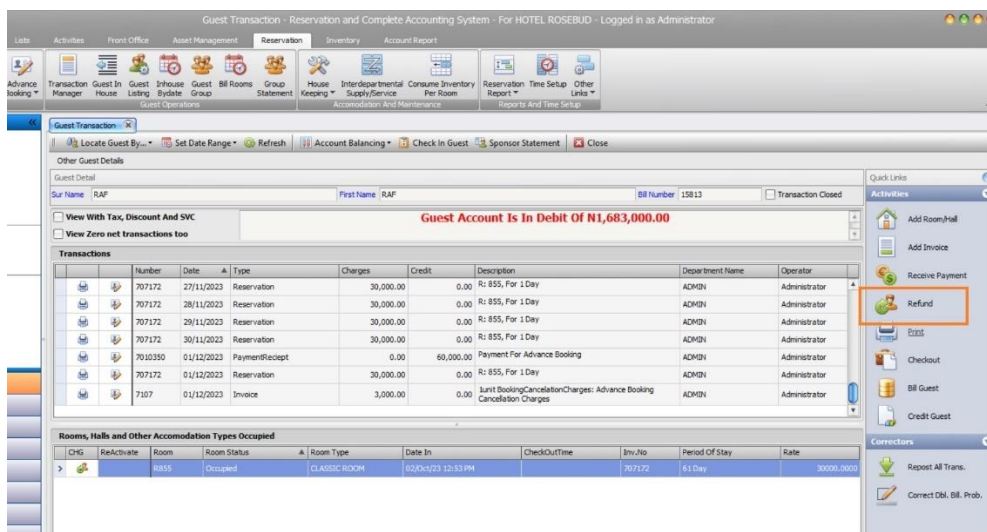
### Step 3.

After the guest is billed, another dialog box will appear, asking, 'Do you want to manage balance refund?' Click 'No' if you are not refunding the guest yet. Otherwise, click 'Yes' to go to the transaction manager to process the refund.



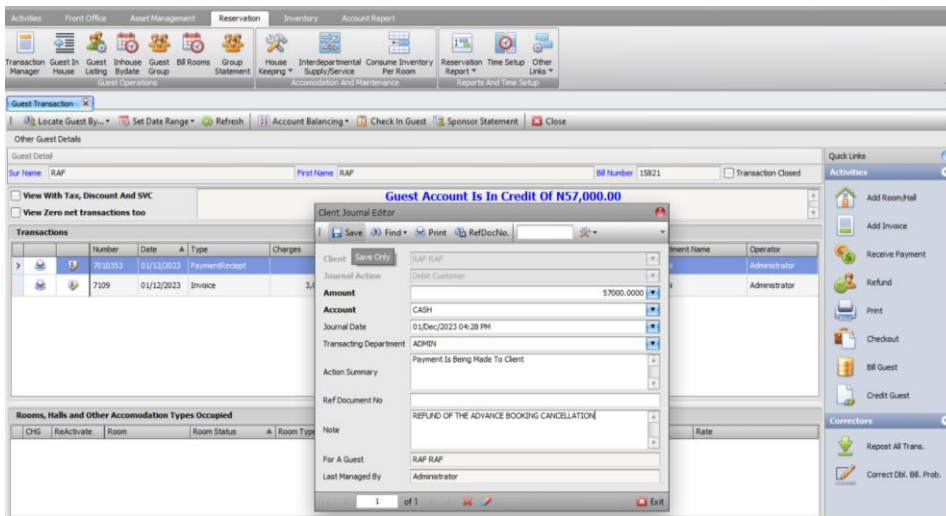
### Step 4.

After clicking 'Yes,' you will be redirected to the transaction manager, where you can process the refund for the guest. To initiate the refund, click on 'Refund'.



## Step 5.

Next, choose the account for the refund, select the department, add any necessary notes about the transaction, and then click 'Save and Exit' to complete the process.

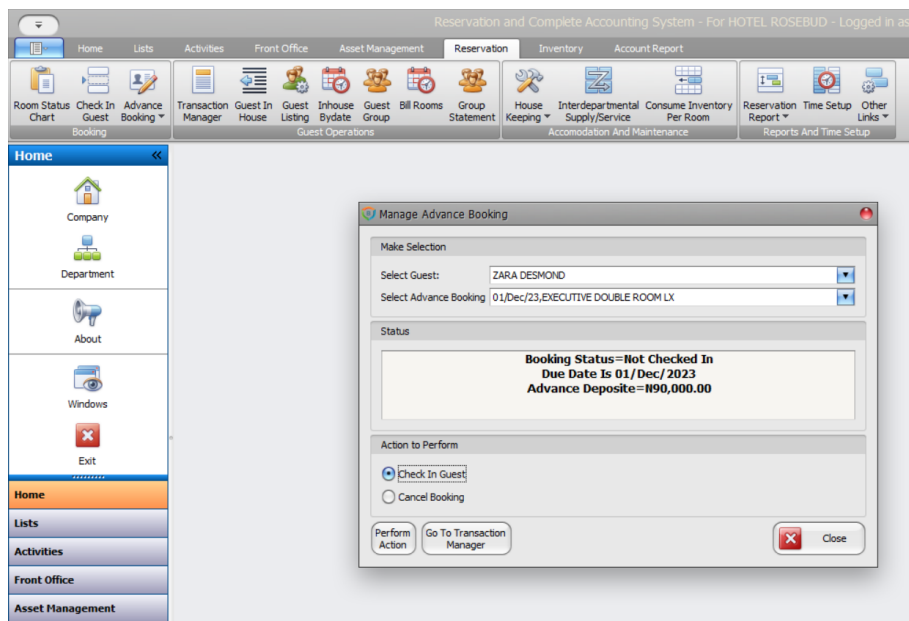


*That means the guest has been refunded, and the account is balanced.*

## Check in advance booking

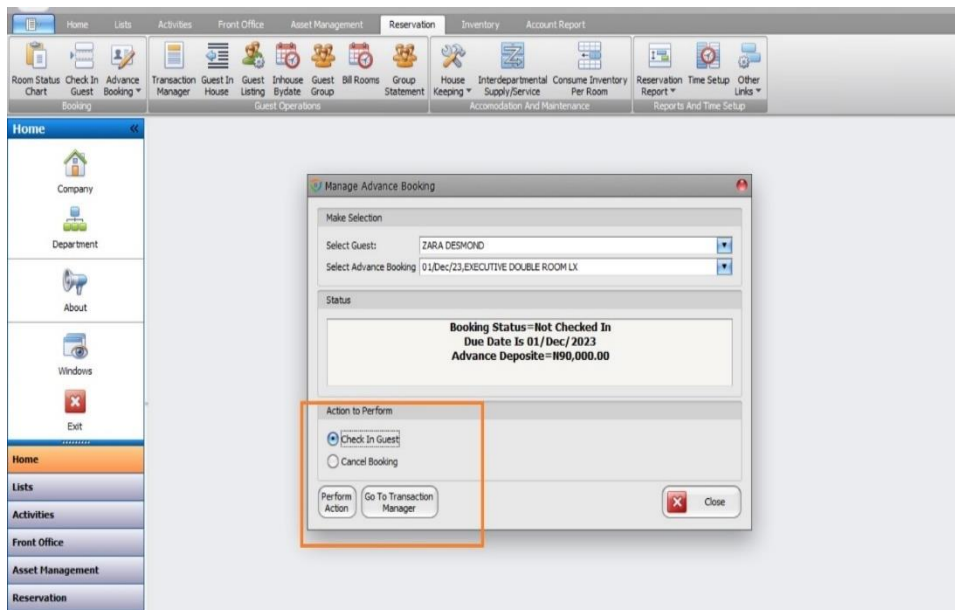
### Step 1.

Navigate to the '**Reservation**' menu, choose '**Advance Booking**,' and then select '**Manage**.' From there, choose the guest and select the booking you want to check in.



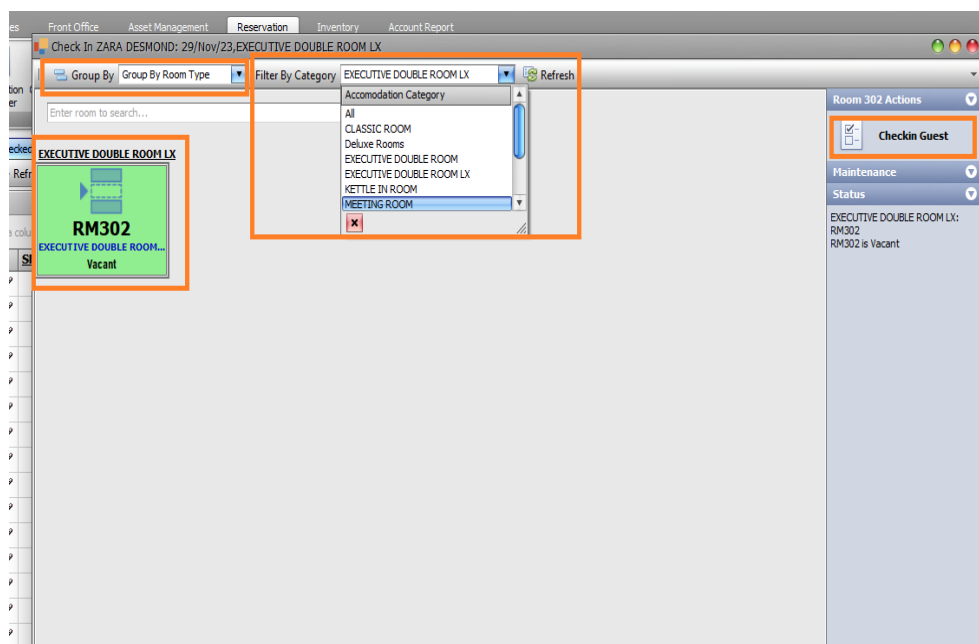
## Step 2.

Under 'Action to Perform', select 'Check In Guest' and click on 'Perform Action.'



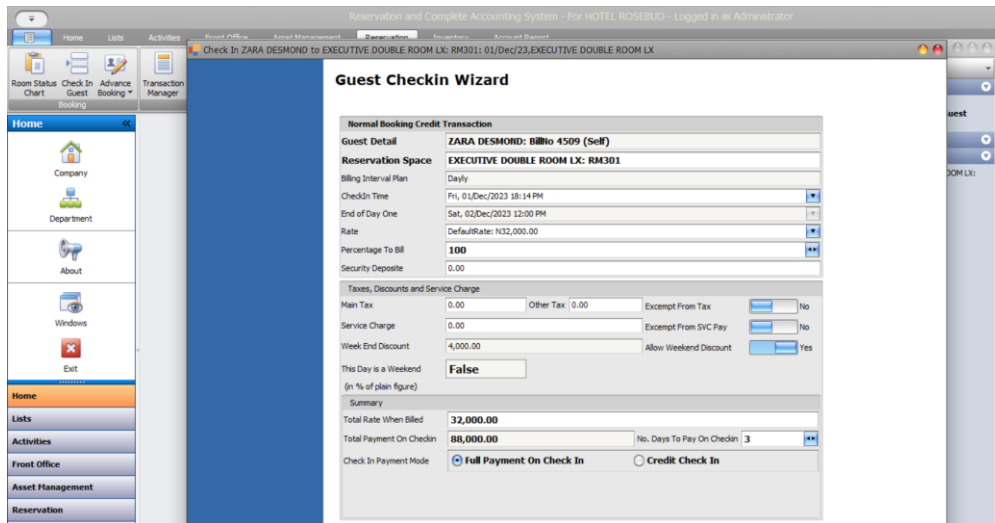
## Step 3.

This will lead you to the 'Create Reservation' interface, where you can check in the guest to any available room." The screen shows the available rooms also within a specific category. To proceed, select the "Check-in Guest" option. Additionally, you can search for a particular room using the room type drop-down menu and filter rooms by different categories using the "Filter by Category" option.



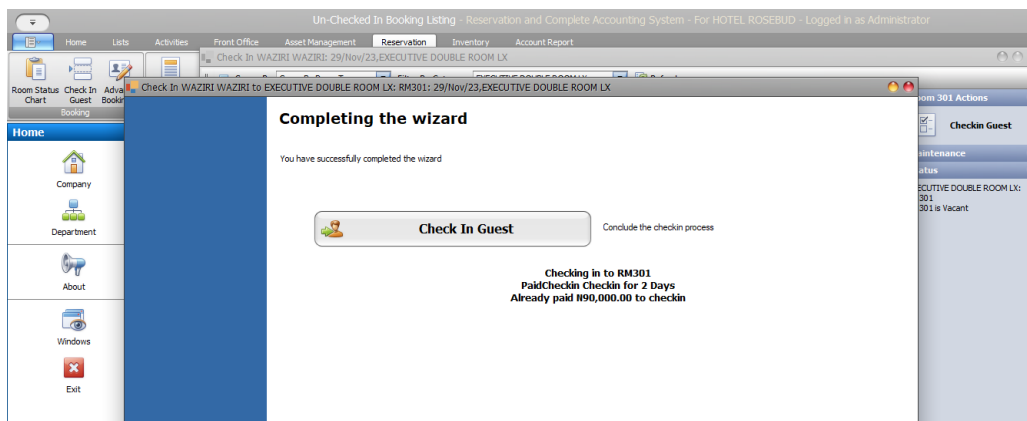
#### Step 4.

From the 'Guest Check-in Wizard', the information about the booking will be displayed, click Next to check-in guest.



#### Step 5.

Click on the 'Check In Guest' button to complete the guest check-in process.



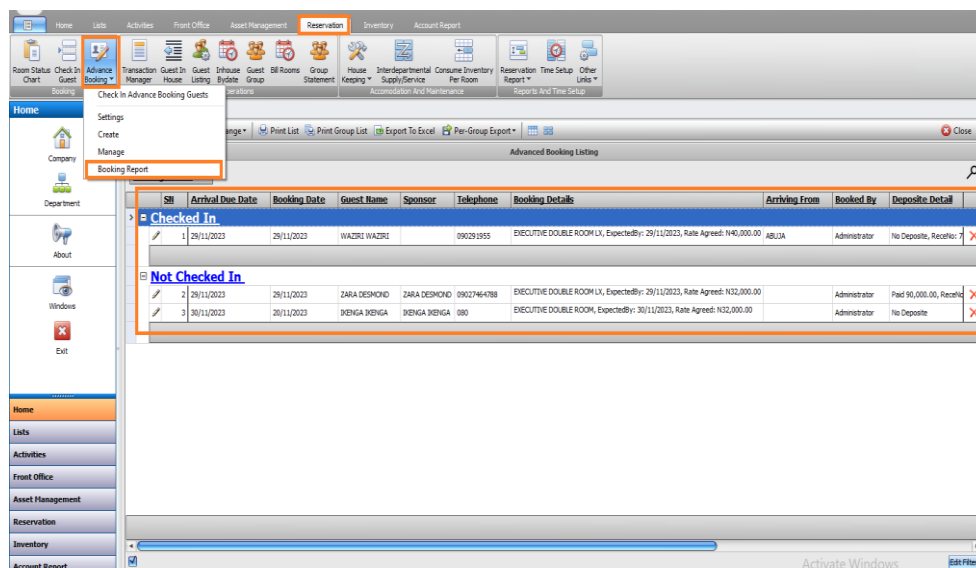
Note: To manage the guest transaction, refer to the **Transaction Manager** section above.

## Advance Booking Report

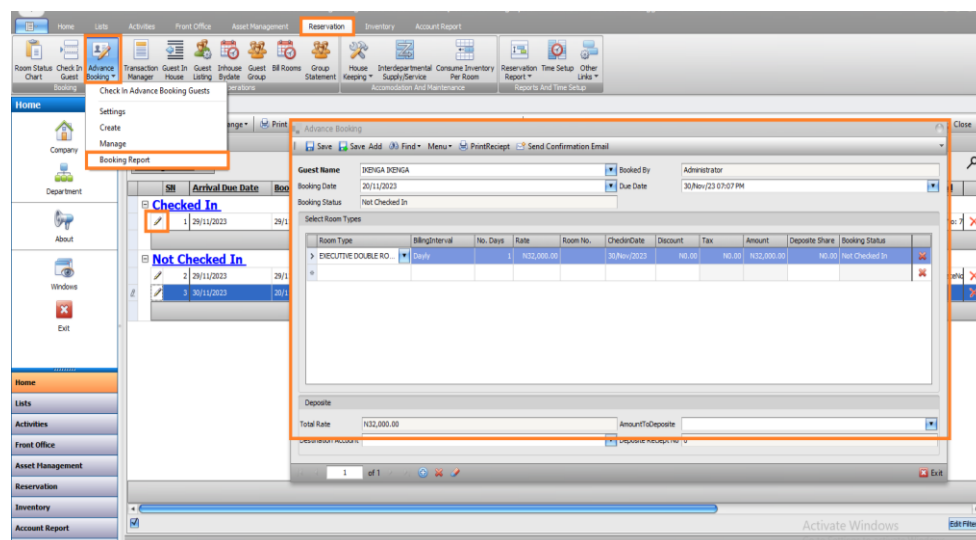
The "**Booking Report**" section showcases guests who have both **checked in** and those who haven't (**Not checked in**). Watch the tutorial video [here](#)

### Step 1.

Access the Reservation menu, then select Advanced Booking. Scroll down to locate the Booking Report and click on it. Here, you'll find a booking status that displays both checked-in and unchecked-in guests.



Clicking on the **pencil icon (Edit)** will open the **Advanced Booking interface**. Here, you can complete the transaction process for guests who haven't checked in yet. (view Advanced booking section for more details)

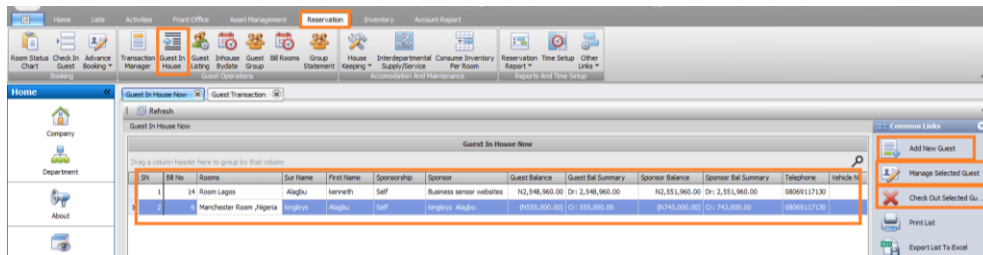


## Guest In House Interface

This interface provides insight into the current number of guests in the house and allows you to manage their accounts using the in-house guest interface. To do this, follow these steps:

### Step 1.

Click on Reservation menu button, navigate to “Guest In House” and click. Open the interface and choose the guest you want to manage. Click on the relevant link on the sidebar to perform actions like adding a new guest, managing the selected guest, or checking out the selected guest.

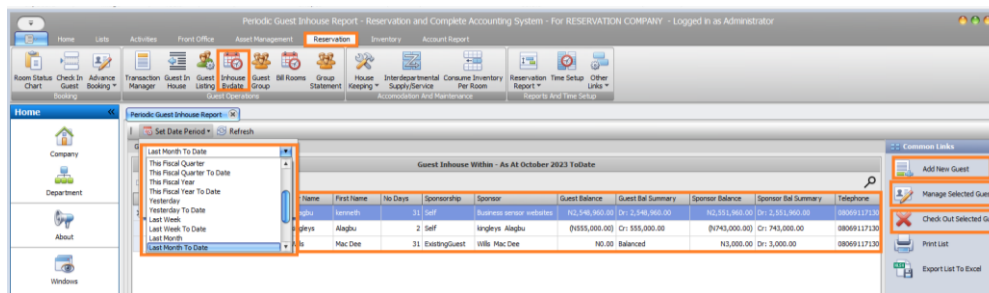


## Guest In House by Date Interface

The interface permits you to view the guests who were in-house on the selected date. Here are the steps to access this information:

### Step 1.

Click on Reservation menu, navigate to “Inhouse By date” and click. Click "Set Date Period." In the drop-down menu, select the option that aligns with your choice, such as "Guest-in-house Today," "Guest-in-house This week," or "Guest-in-house This month," among others. You can also perform other actions by clicking on any of the links at the side bar of the screen.



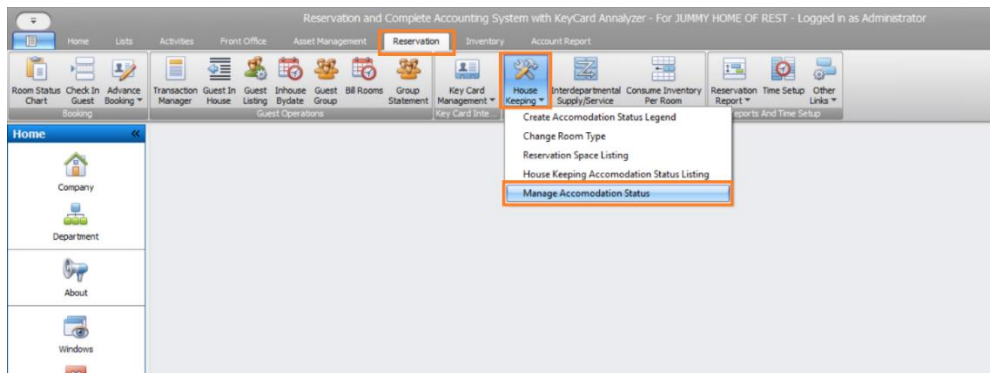
## Manage House Keeping

This interface allows manual room status changes for maintenance, cleaning, renovation, and more. Ensure that the room's current situation is clearly indicated before assigning it.

### Step 1.

Navigate to the Reservation menu. Click on "House Keeping" to reveal a dropdown menu.

Select "Manage Accommodation Status" from the dropdown. Proceed to manage the room status by following the provided options.

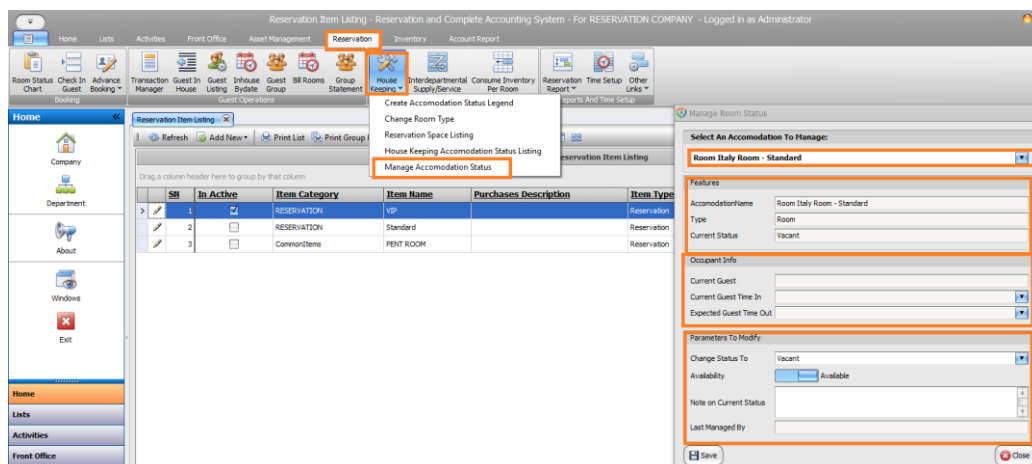


### Step 2.

Upon opening, choose the accommodation you wish to manage.

The selected room's details will be displayed under the "Features" section.

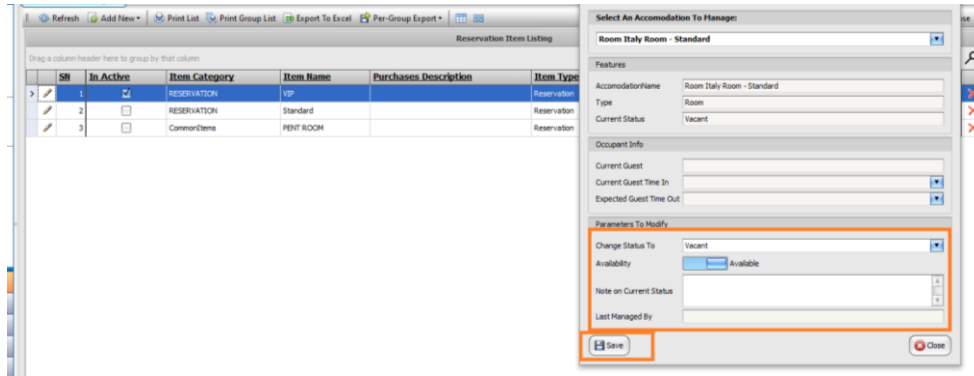
In the "Parameters To Modify" section, select the status you want to change





### Step 3.

Choose the availability status: "Available" or "Not Available." Add a short note regarding the current status. Save your changes, and the user's name that performed this action will be automatically recorded.



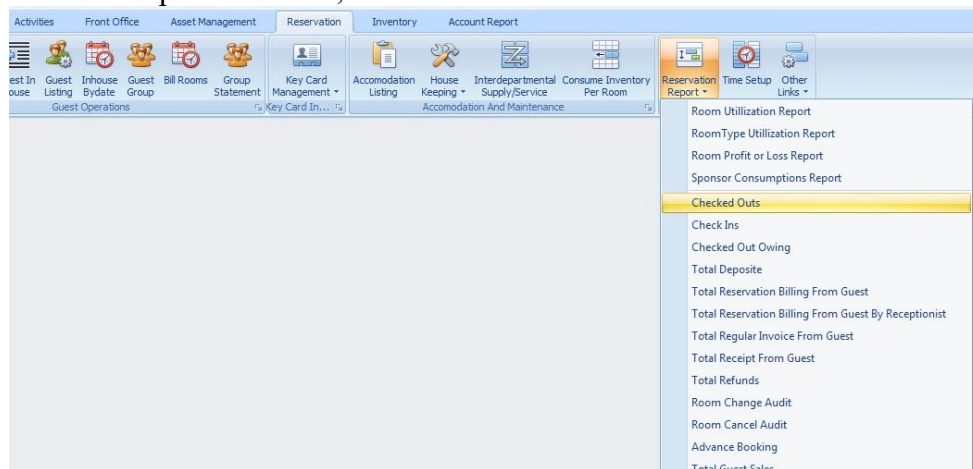
# Reservation Report

## Checked Outs

This interface provides in-depth information regarding **checkouts** for reservation spacing during a designated time frame. To access this report, please follow the steps outlined below:

### Step 1.

- Go to the **"Reservation"** menu.
- Find and select **"Reservation Report."**
- Click the drop-down menu, and Choose **"Checked Outs."**



### Step 2.

To select a date period and access a variety of date options, follow these steps:

- Click "Set Date Period" to open the date panel.
- Click the small arrow to reveal a range of date options.
- Choose your desired date and click "Set."



### Step 3.

You can print this list and also you can transfer to Excel

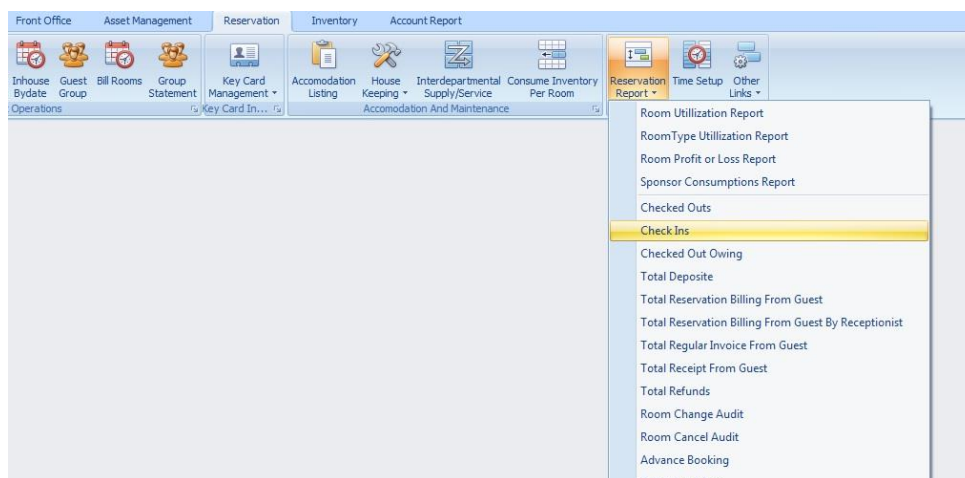
SN	Room No	Bill No	Guest Name	Invoice Number	Type	Number Of Intervals	Rate	Total Amount	Time In	Time Out
1	RM103	464	SANI KEN	1001	LUXURY	21 Day	N10,300.00	N210,000.00	26/Jun/2018 10:11 PM	17/Jul/2018 07:56 PM
2	RM202	465	JONAH JOHN	1002	VIP	6 Day	N20,000.00	N120,000.00	14/Jul/2018 05:23 PM	20/Jul/2018 09:17 PM
3	RM101	465	JONAH JOHN	1004	LUXURY	6 Day	N10,300.00	N61,800.00	14/Jul/2018 11:43 PM	20/Jul/2018 09:17 PM
4	RM206	466	ROCKWOOD JAMES	1003	VIP	7 Day	N20,000.00	N144,200.00	14/Jul/2018 11:20 PM	21/Jul/2018 12:22 PM
5	RM204	467	HASSAN JUMMY	1009	VIP	1 Day	N20,000.00	N20,000.00	20/Jul/2018 04:03 PM	21/Jul/2018 11:41 PM
6	RM105	467	HASSAN JUMMY	1005	LUXURY	5 Day	N10,300.00	N51,500.00	16/Jul/2018 02:59 PM	21/Jul/2018 11:41 PM
7	RM101	468	BOB KING	1011	LUXURY	4 Day	N10,300.00	N41,200.00	20/Jul/2018 09:57 PM	24/Jul/2018 01:35 PM
8	RM203	469	HASSAN JUMMY	1013	VIP	2 Day	N20,000.00	N41,200.00	24/Jul/2018 12:33 PM	26/Jul/2018 07:37 PM
9	RM202	470	JOHN WATER	1025	VIP	23 Day	N20,000.00	N473,800.00	23/Aug/2018 09:06 PM	15/Sep/2018 03:21 PM
10	RM101	474	OLA GUY	1021	LUXURY	1 Day	N10,300.00	N10,300.00	22/Aug/2018 02:29 PM	22/Aug/2018 02:33 PM
11	R102	475	HASSAN JUMMY	1023	STANDOR	24 Day	N10,300.00	N247,200.00	22/Aug/2018 10:28 PM	15/Sep/2018 03:25 PM
12	RM204	476	Emmanuel Jacob	1024	VIP	24 Day	N20,000.00	N494,400.00	22/Aug/2018 10:29 PM	15/Sep/2018 03:23 PM

### Check-in

This interface provides comprehensive information regarding **check-ins** for reservation spaces during a specific time frame. To access this report, follow these steps:

#### Step 1.

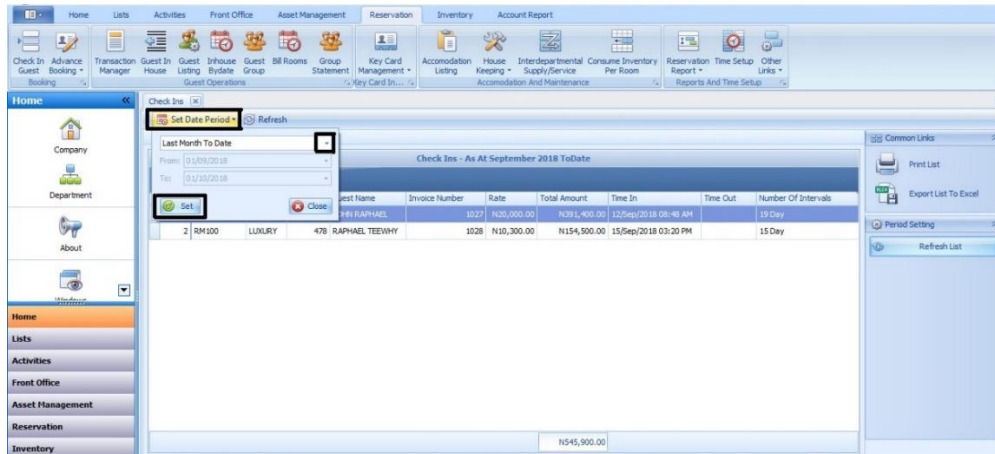
- Go to the "Reservation" menu.
- Find and select "Reservation Report."
- Click the drop-down menu.
- Choose "Checked-In."



## Step 2

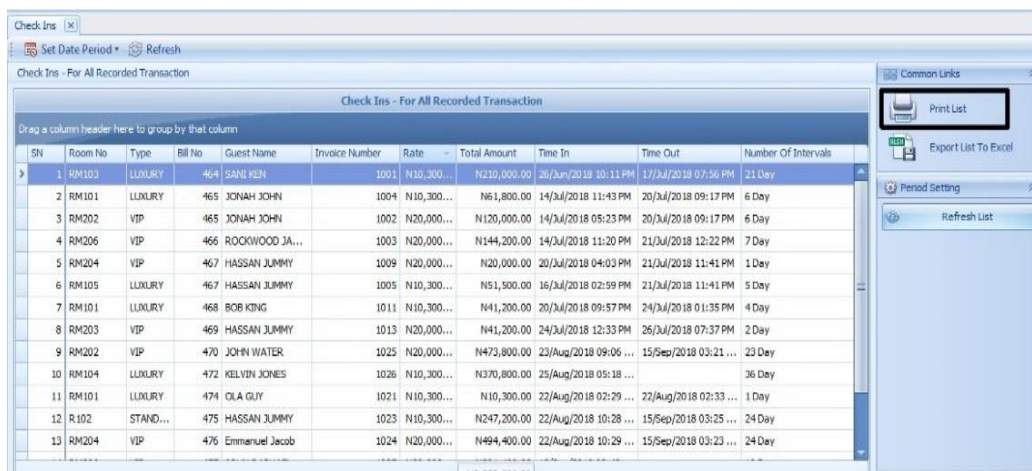
To select a date period and access a variety of date options, follow these steps:

- Click "Set Date Period" to open the date panel.
- Click the small arrow to reveal a range of date options.
- Choose your desired date and click "Set."



## Step 3.

You can print this list and also you can transfer it to excel.



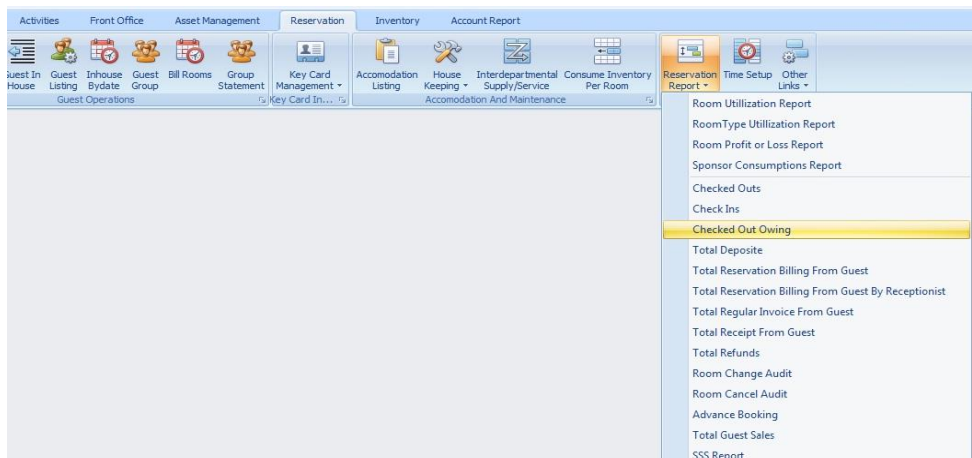
## Checked Out Owing

This interface presents detailed information about reservations with outstanding check-outs, within a specified time frame. To access this report, please follow these steps:

### Step 1.

- Click on the "Reservation" menu.

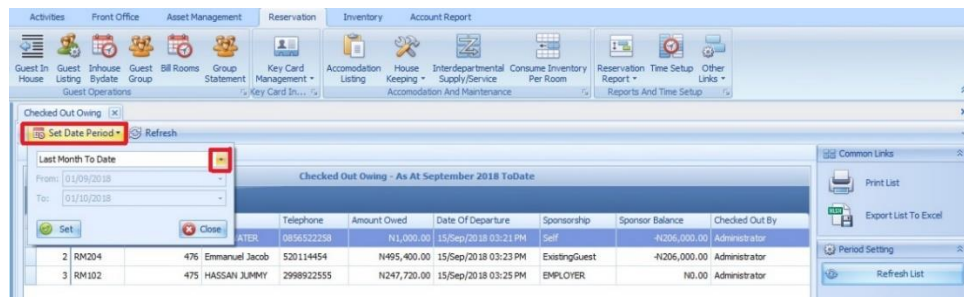
- Navigate to "Reservation Report."
- Click to open the drop-down menu.
- Select "Checked Out Owing."



## Step 2.

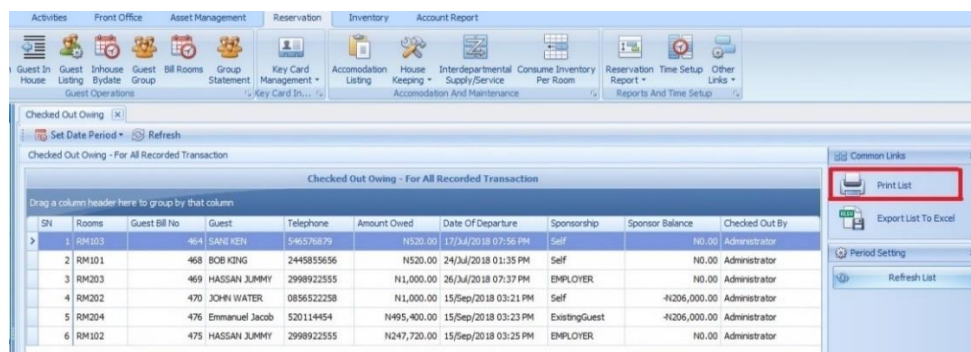
To select a date period and access a variety of date options, follow these steps:

- Click "Set Date Period" to open the date panel.
- Click the small arrow to reveal a range of date options.
- Choose your desired date and click "Set."



## Step 3.

You can print this list and also you can transfer it to excel.

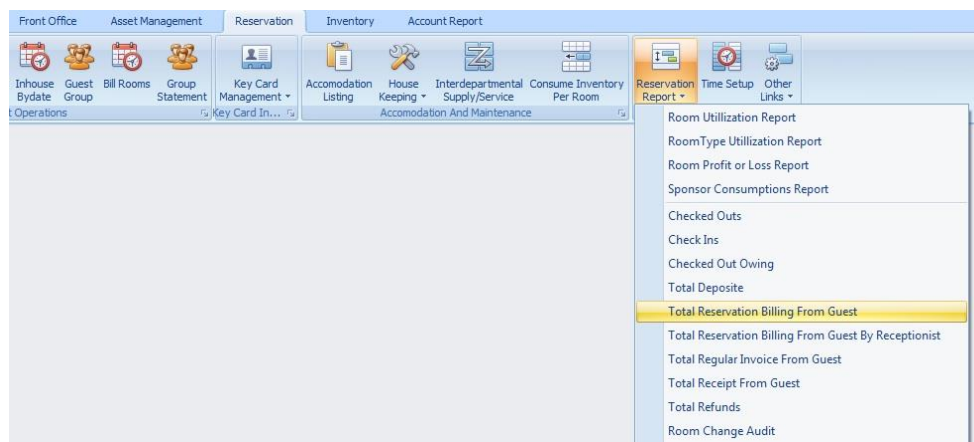


## Total Reservation Billing from Guest

This interface provides comprehensive information about the total billing generated from guest reservations for all recorded transactions within a designated time frame. To access the total reservation billing report, please follow these steps:

### Step 1.

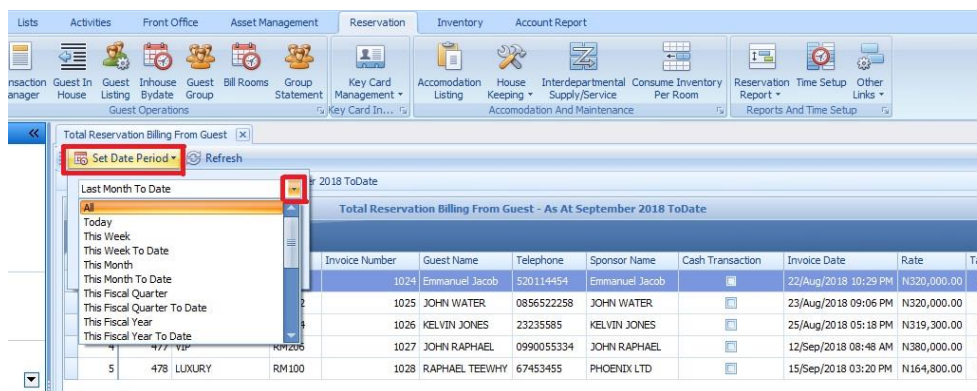
- Open the "Reservation" menu.
- Navigate to "Reservation Report."
- Click to access the drop-down menu.
- Select "Total Reservation Billing from Guest."



### Step 2.

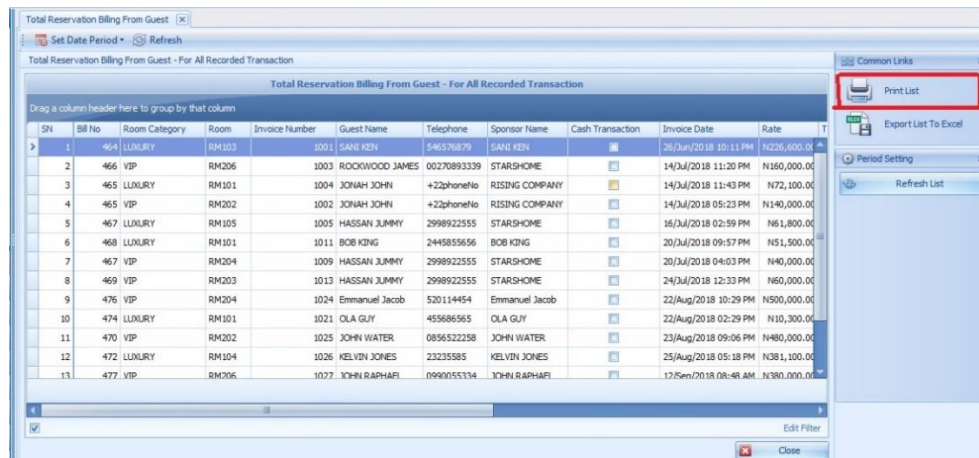
To select a date period and access a variety of date options, follow these steps:

1. Click "Set Date Period" to open the date panel.
2. Click the small arrow to reveal a range of date options.
3. Choose your desired date and click "Set."



### Step 3.

When it loads, you can print this record and also you can transfer it to excel.

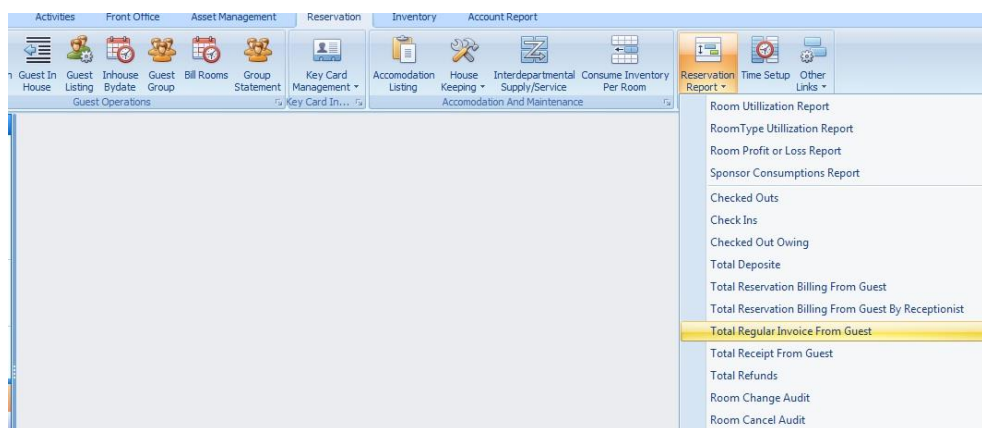


## Total Regular Invoice from Guest

This interface provides comprehensive details on the total regular invoices from guests for all recorded transactions within a specified time frame. To access this interface, follow these steps:

### Step 1.

- Click on the "Reservation" menu.
- Navigate to "Reservation Report."
- Click to open the drop-down menu.
- Select "Total Regular Invoice from Guest."

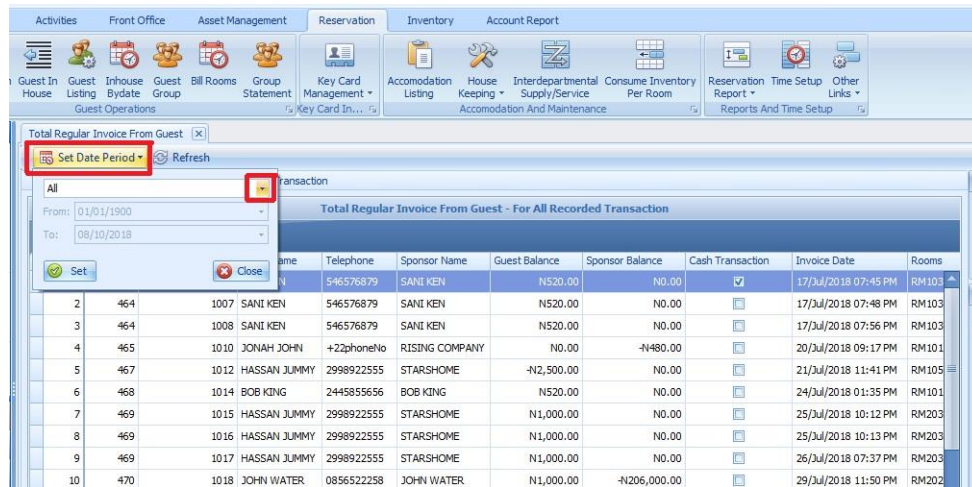


### Step 2.

To configure the date period and access a variety of date options, please follow these steps:

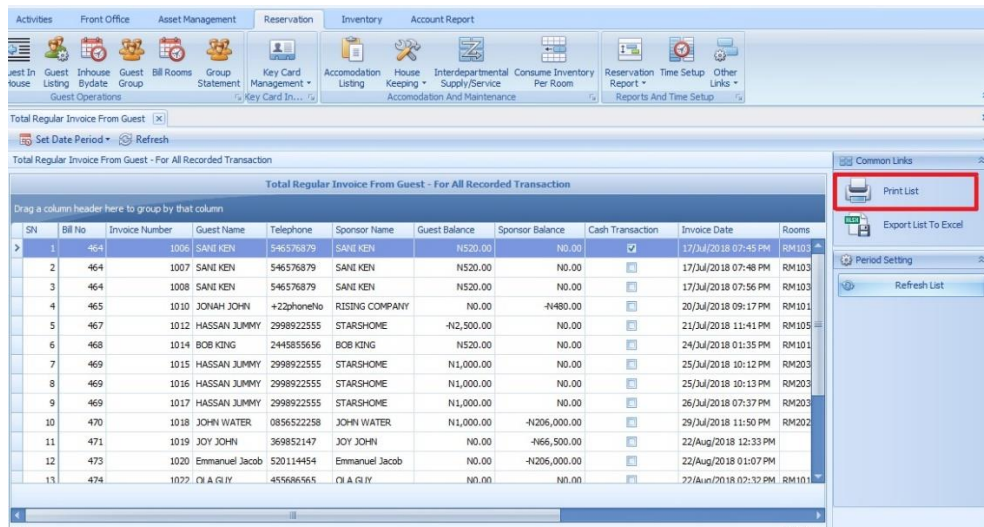
- Select "Set Date Period" to open the date panel.

- Click the small arrow to access a range of date options.
- Choose your desired date and click "Set." You can also scroll to the right to view other reports.



### Step 3.

You can print this record and also you can transfer it to excel.



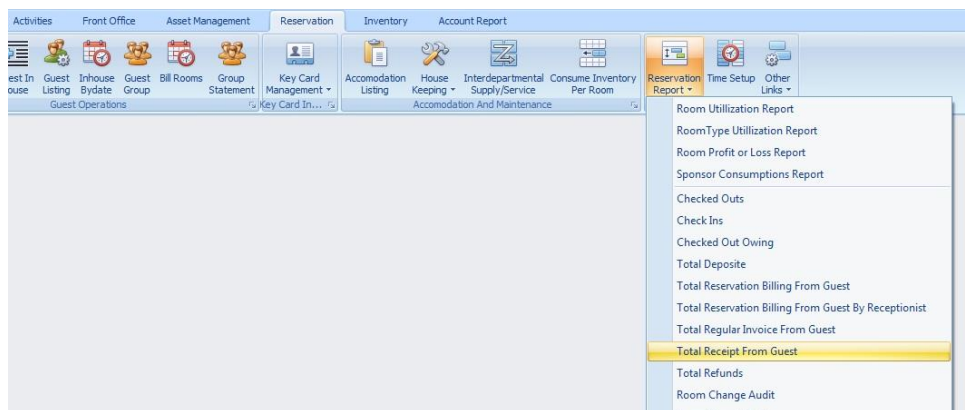


## Total Receipt from Guest

This interface provides detailed information about the total receipts from guests for all recorded transactions within a specified time frame. To set the period for total receipts from guest transactions, please follow these steps:

### Step 1.

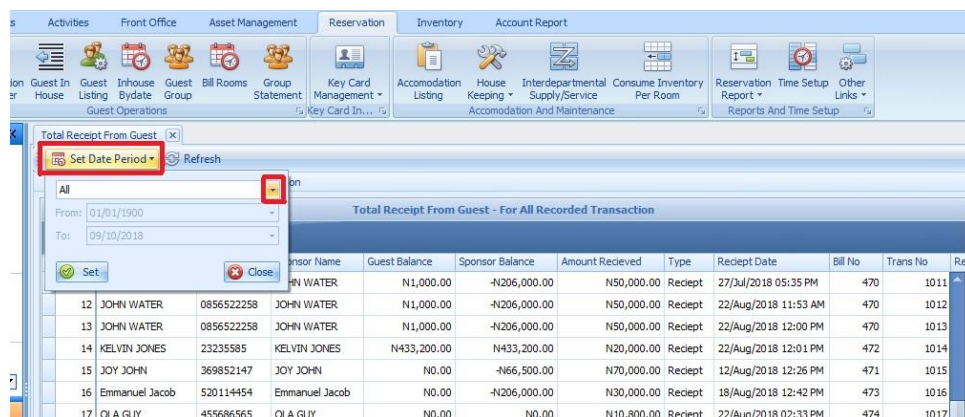
- Click on the "Reservation" menu.
- Navigate to "Reservation Report."
- Click to access the drop-down menu and select "Total Receipt from Guest."



### Step 2.

To set the date period and access preset dates, please follow these steps:

- Select "Set Date Period" to open the date panel.
- Click the small arrow to access preset date options.
- Choose your desired date and click "Set."



### Step 3.

Print this record or you can transfer it to excel.

SN	Guest Name	Telephone	Sponsor Name	Guest Balance	Sponsor Balance	Amount Received	Type	Receipt Date	Bill No	Trans No
11	JOHN WATER	0856522258	JOHN WATER	N1,000.00	-N206,000.00	N50,000.00	Receipt	27/Jul/2018 05:35 PM	470	1011
12	JOHN WATER	0856522258	JOHN WATER	N1,000.00	-N206,000.00	N50,000.00	Receipt	22/Aug/2018 11:53 AM	470	1012
13	JOHN WATER	0856522258	JOHN WATER	N1,000.00	-N206,000.00	N50,000.00	Receipt	22/Aug/2018 12:00 PM	470	1013
14	KELVIN JONES	23235885	KELVIN JONES	N433,200.00	-N433,200.00	N20,000.00	Receipt	22/Aug/2018 12:01 PM	472	1014
15	JOY JOHN	369852147	JOY JOHN	N0.00	-N66,500.00	N70,000.00	Receipt	12/Aug/2018 12:26 PM	471	1015
16	Emmanuel Jacob	520114454	Emmanuel Jacob	N0.00	-N206,000.00	N30,000.00	Receipt	18/Aug/2018 12:42 PM	473	1016
17	OLA GUY	455686565	OLA GUY	N0.00	N0.00	N10,800.00	Receipt	22/Aug/2018 02:33 PM	474	1017
18	JOHN WATER	0856522258	JOHN WATER	N1,000.00	-N206,000.00	N326,300.00	Receipt	15/Sep/2018 03:21 PM	470	1018
19	JOHN WATER	0856522258	JOHN WATER	N1,000.00	-N206,000.00	N1,000.00	Receipt	15/Sep/2018 03:22 PM	470	1019
20	Emmanuel Jacob	520114454	Emmanuel Jacob	N495,400.00	-N206,000.00	N495,400.00	Receipt	15/Sep/2018 03:24 PM	476	1020
21	HASSAN JUMMY	2998922555	STARSHOME	N247,720.00	N0.00	N247,720.00	Receipt	15/Sep/2018 03:25 PM	475	1021

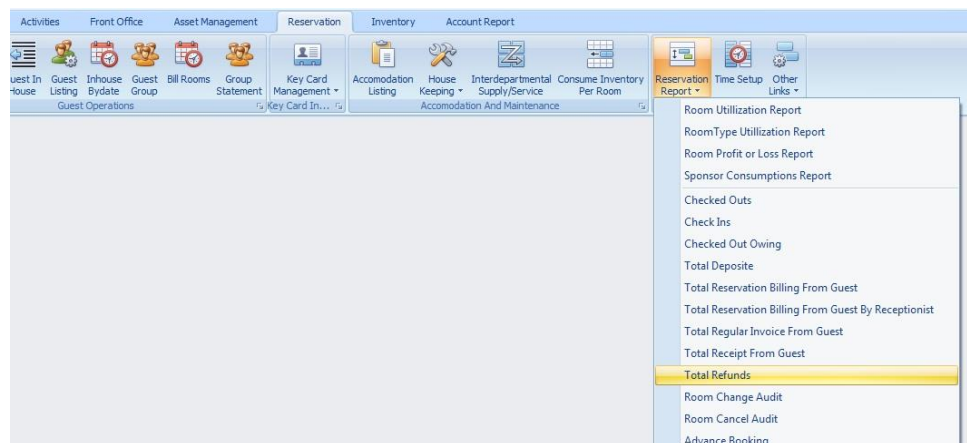
### Total Refund Report

This interface provides comprehensive information about total refunds for all recorded transactions within a specified time frame. To access the information regarding total refunds, please follow these steps:

#### Step 1.

Click on the "Reservation" menu.

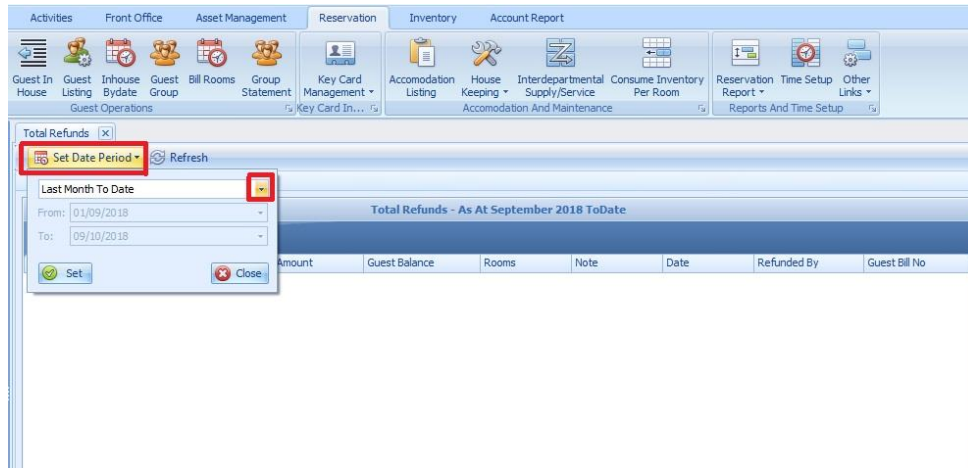
- Navigate to "Reservation Report."
- Click to open the drop-down menu and select "Total Refund."



## Step 2.

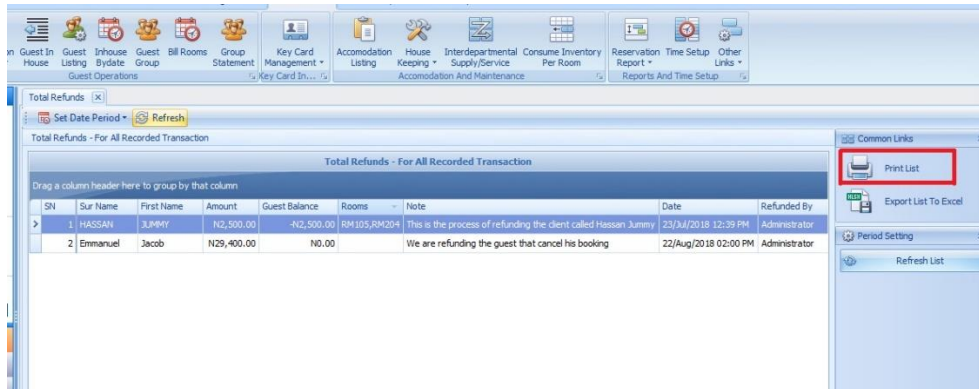
To set the date period and access preset dates, follow these steps:

- Select "Set Date Period" to open the date panel.
- Click the small arrow to access preset date options.
- Choose your desired date and click "Set."



## Step 3.

Print this record or you can transfer it to excel.



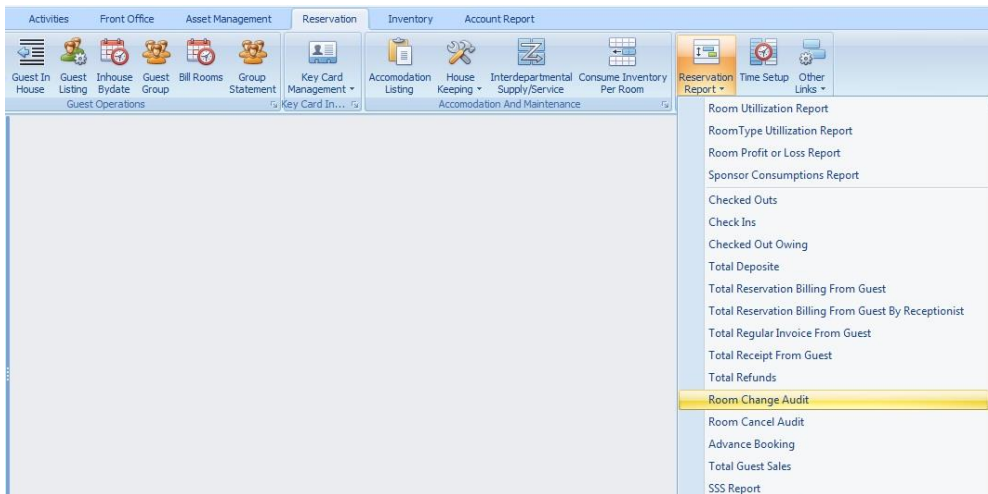
## Room Change Audit Report

This user interface provides comprehensive information regarding the room change audit report, encompassing all recorded transactions within a specified time frame. To access the room change audit report, please follow these steps:

### Step 1.

- Click on "Reservation" menu

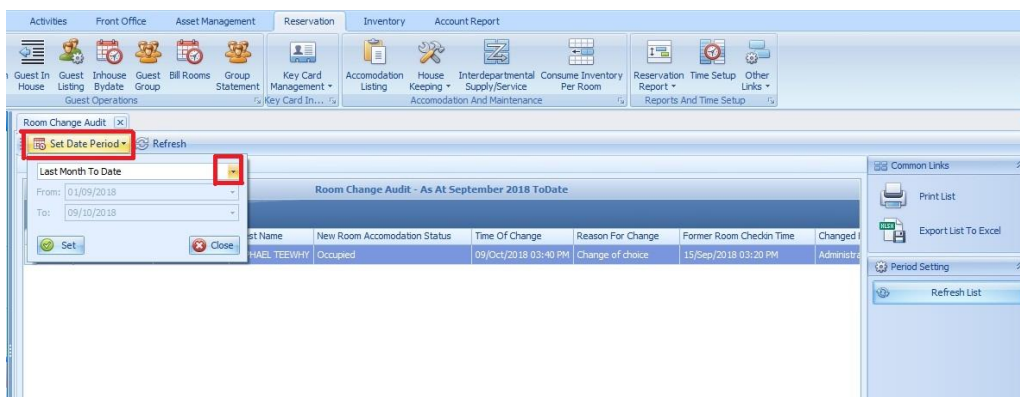
- Navigate to "Reservation Report"
- Click to access the drop-down and select "Room Change Audit"



## Step 2.

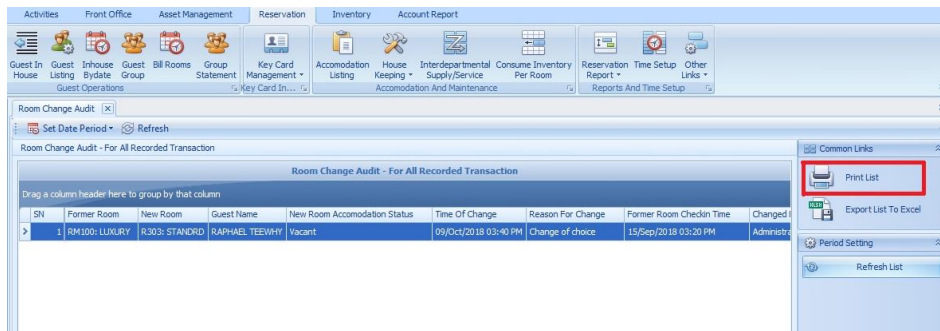
Select "Set Date Period" to access the date panel.

- Click on the small arrow to access pre-set date options.
- Choose your desired date from the options.
- Click "Set" to confirm your selection.



### Step 3.

Print this record or you can transfer it to excel.



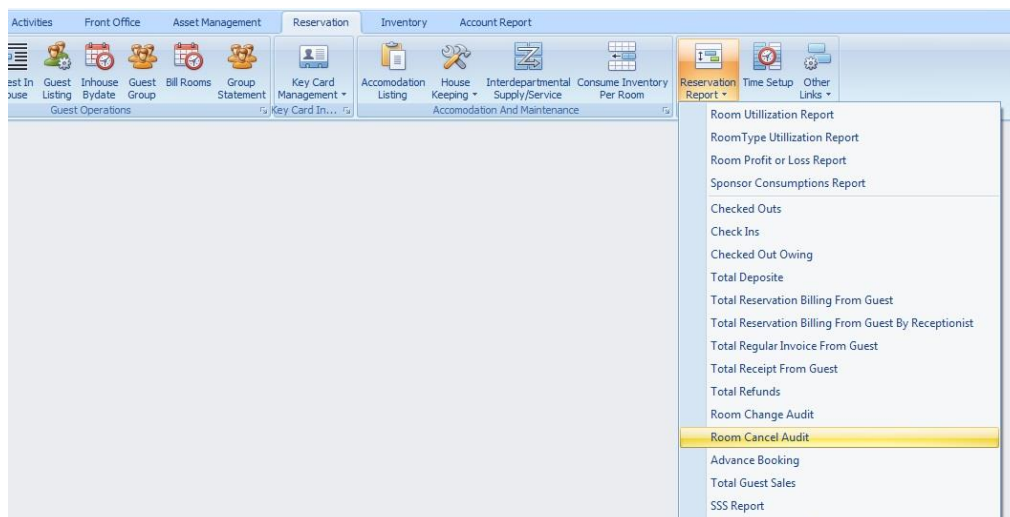
## Room Cancel Audit Report

This interface displays detailed information pertaining to the room cancel audit report, encompassing recorded transactions within a specified timeframe. To access the room cancel audit report, please follow these steps:

### Step 1.

Click on the "Reservation" menu.

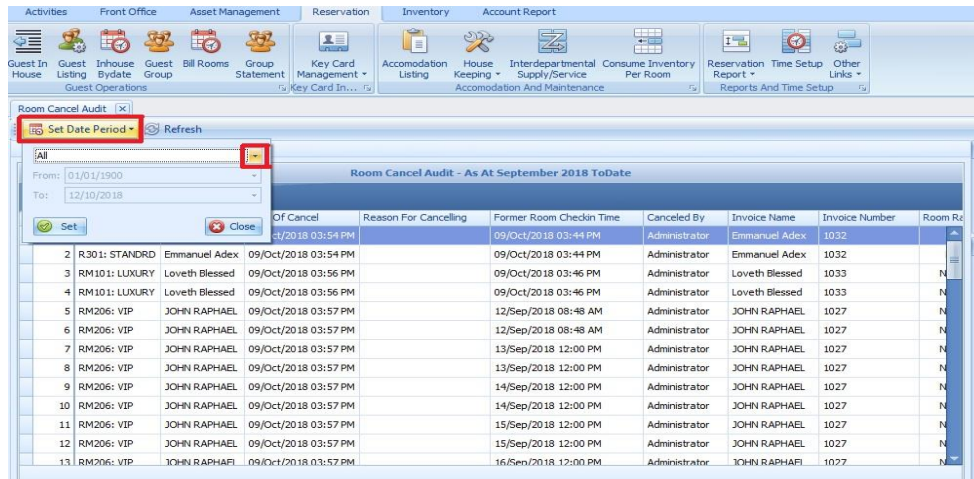
- Navigate to "Reservation Report."
- Click to access the drop-down menu.
- Then, select "Room Cancel Audit."



### Step 2.

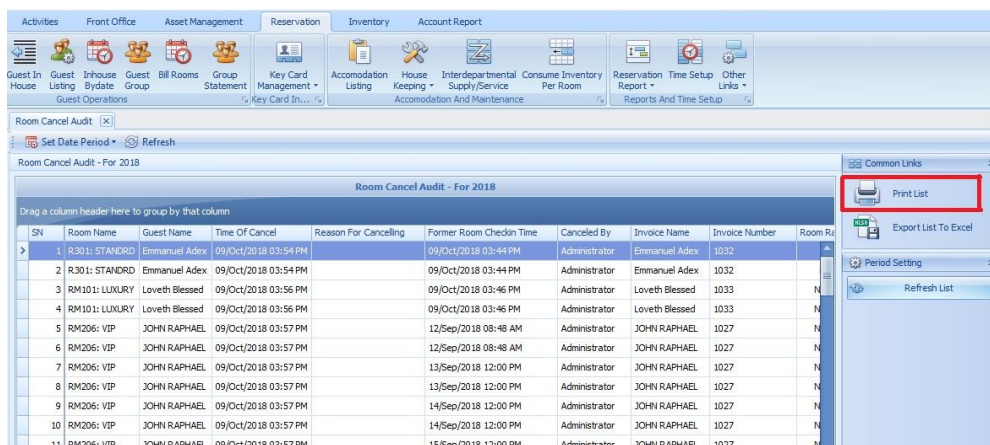
- Select "Set Date Period" to access the date panel.

- Click on the small arrow to access pre-set date options.
- Choose your desired date from the options.
- Click "Set" to confirm your selection.
- You can also scroll to the right to view other reports.



### Step 3.

Print this record or you can transfer it to excel.



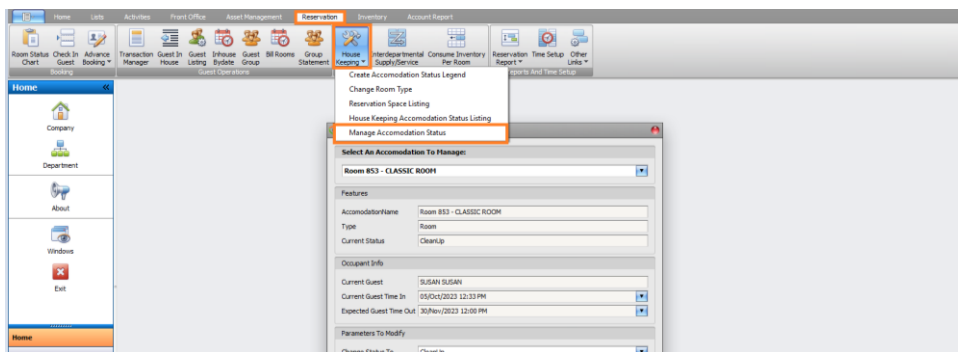
# House Keeping

## Manage Accommodation Status

This interface is designed for manually changing a room status, useful for maintenance, clean-up, renovation, etc. The room status is adjusted to provide clear information about its current state before assigning it to a guest. To manage the status, follow these steps:

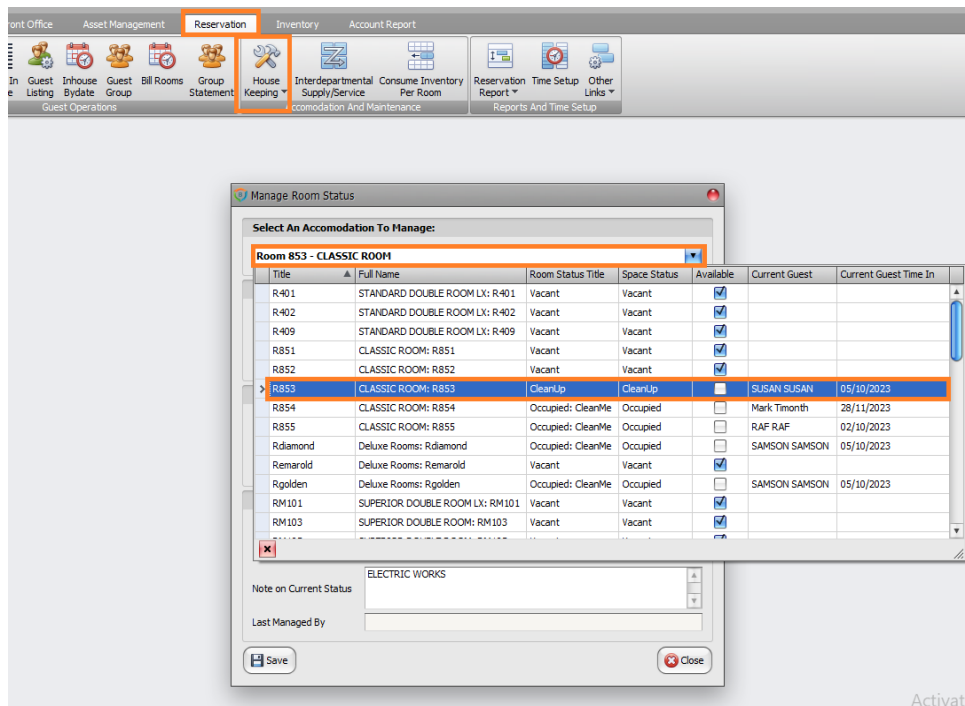
### Step 1.

Go to reservation menu and click on **House Keeping** menu, on the drop down you will see **Manage Accommodation Status**.



### Step 2.

In the **select an accommodation to manage** section, click on the drop-down arrow to choose the room you want to manage.



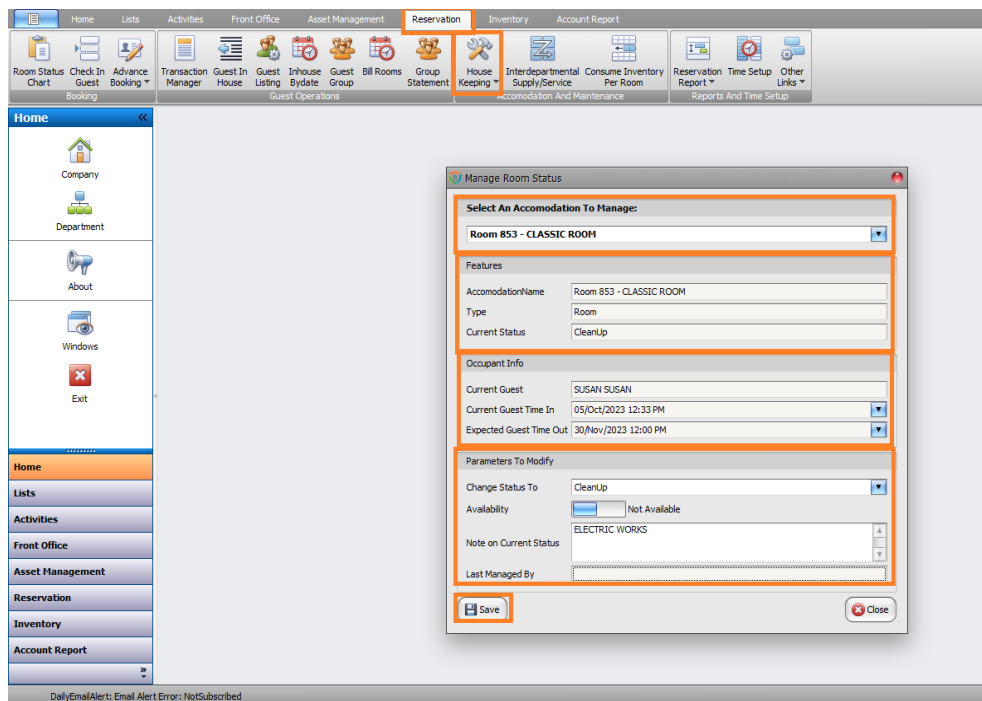
### Step 3.

**The feature section:** The "Manage Accommodation Status" section provides comprehensive details such as Room Reservation, Room Type, and the current operational status of each room, facilitating precise oversight and management of accommodation resources

**The occupant;** The Occupant Information section includes vital details such as the Guest's name, arrival time, and scheduled departure time for efficient tracking and management of guest stays.

### Parameter to modify

The modification parameter allows for updating the current Room status, indicating its availability or unavailability, along with a brief note providing insight into the room's present condition or status. Lastly click on **Save** button



## The Housekeeping Accommodation Status Listing

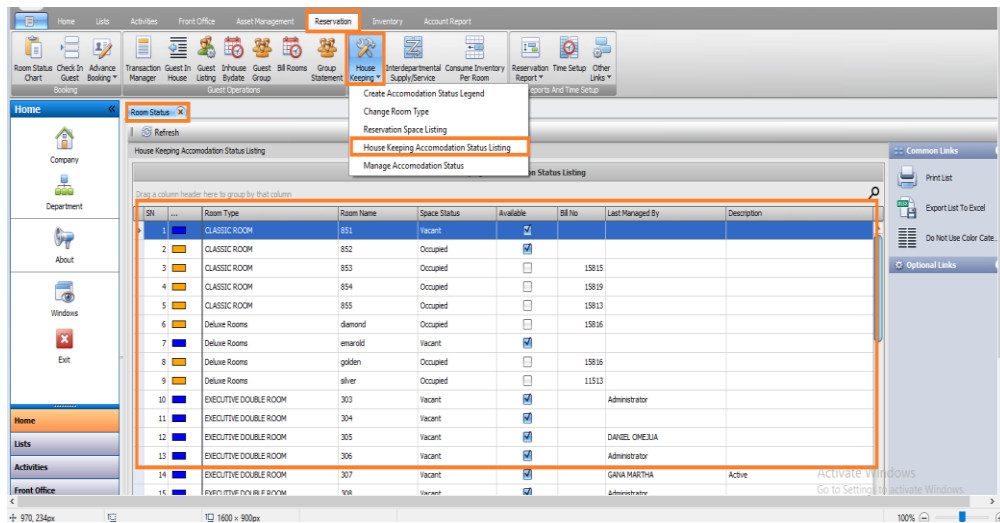
This interface displays a list of available rooms along with their status. Occupied rooms are represented in blue, while vacant rooms are in orange. To view the accommodation status listing, follow these steps:

### Step 1.

Access the **Reservation** menu, navigate to **Housekeeping**, and then scroll down to find the **Housekeeping Accommodation Status Listing**.



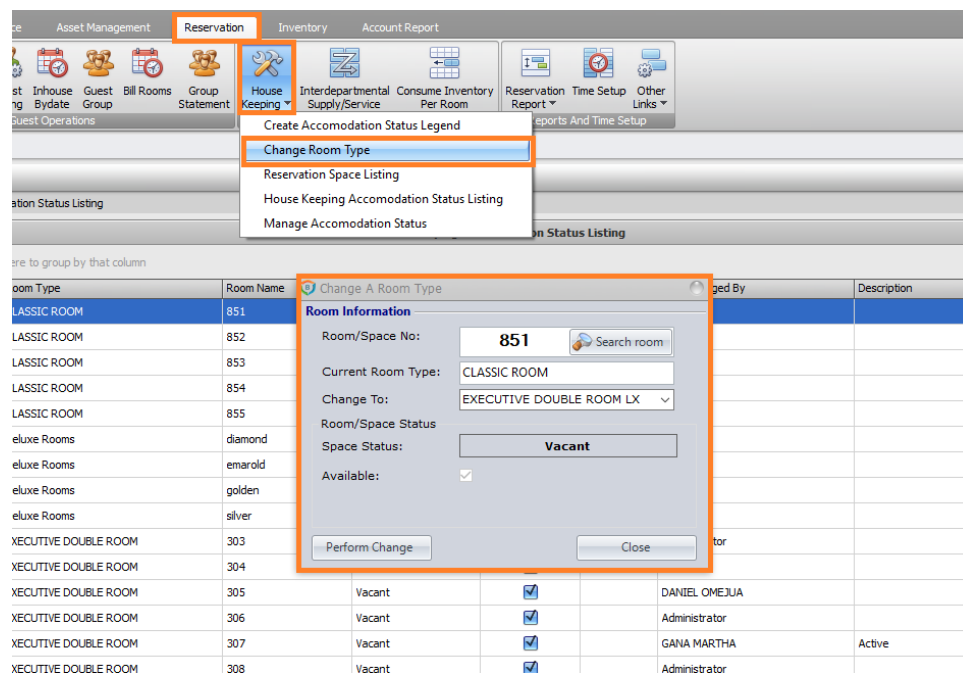
The Room Status interface showcases details such as Room Type, Room Name, the room's current availability, and the associated bill number for easy monitoring and management.



## Change a Room Type

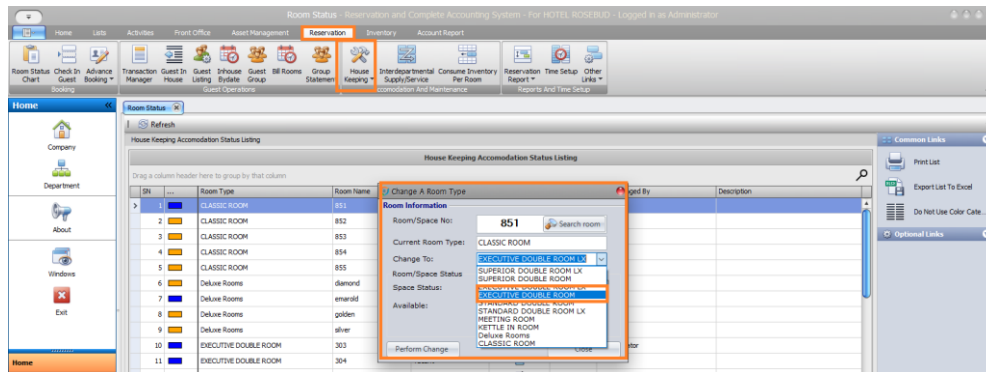
This interface is primarily used to convert a room from one type to another, which may be necessary for various reasons. To perform this action, follow the steps listed below:  
**Step 1.**

Access the **Reservation** menu, choose **Housekeeping**, and then scroll to locate the option for **changing room types**.



## Step 2.

Complete the form by specifying the **Room Number**, the **current room type**, select the **desired new room type** for the change, and finalize the process by clicking on "**Perform Change.**"

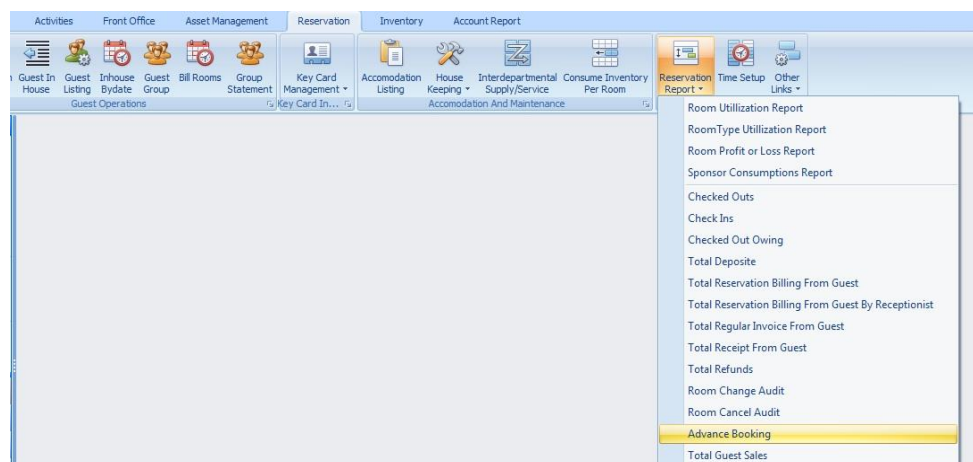


## Advance Booking Report

This interface provides comprehensive details regarding the advance booking report, encompassing recorded transactions within a specified time frame. To access this report, please follow these steps:

### Step 1.

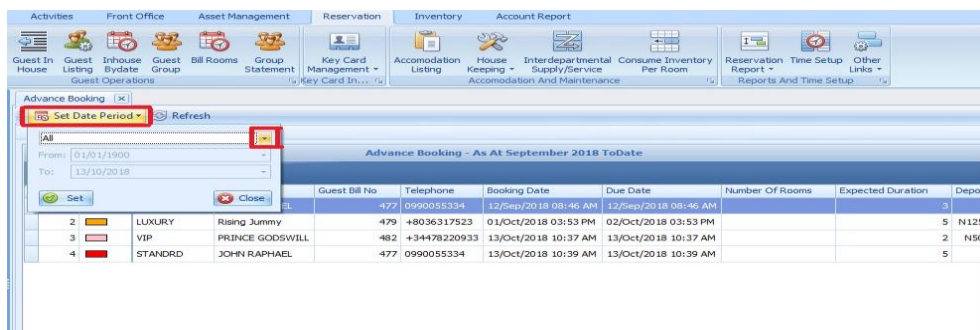
- Click on the "Reservation" menu.
- Navigate to "Reservation Report."
- Click to open the drop-down menu.
- Then, select "Advance Booking."



## Step 2.

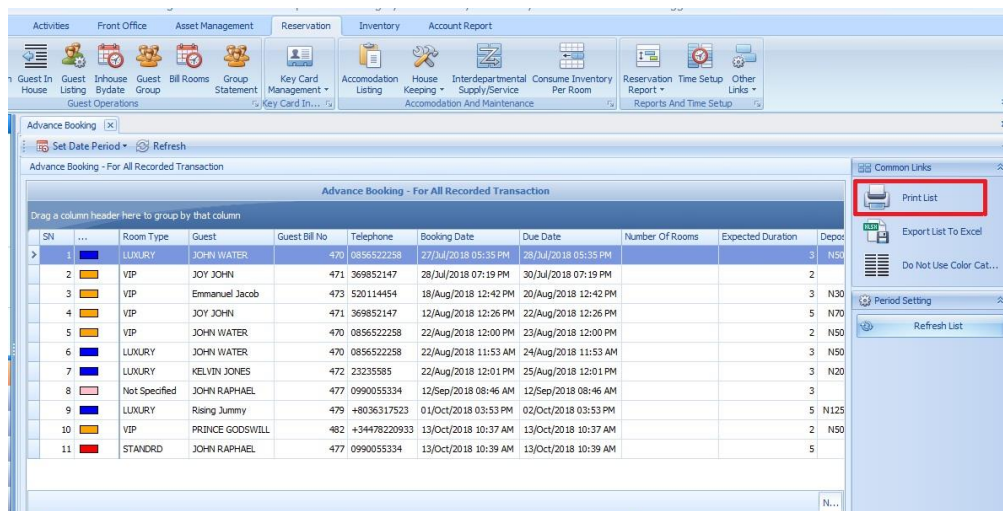
To configure the date period, follow these instructions:

- Select "Set Date Period" to open the date panel.
- Click the small arrow to access pre-set date options.
- Choose the desired date from the available options and click "Set" to confirm your selection.



## Step 3

You can print this list and also you can transfer it to excel.



## Total Guest Sales

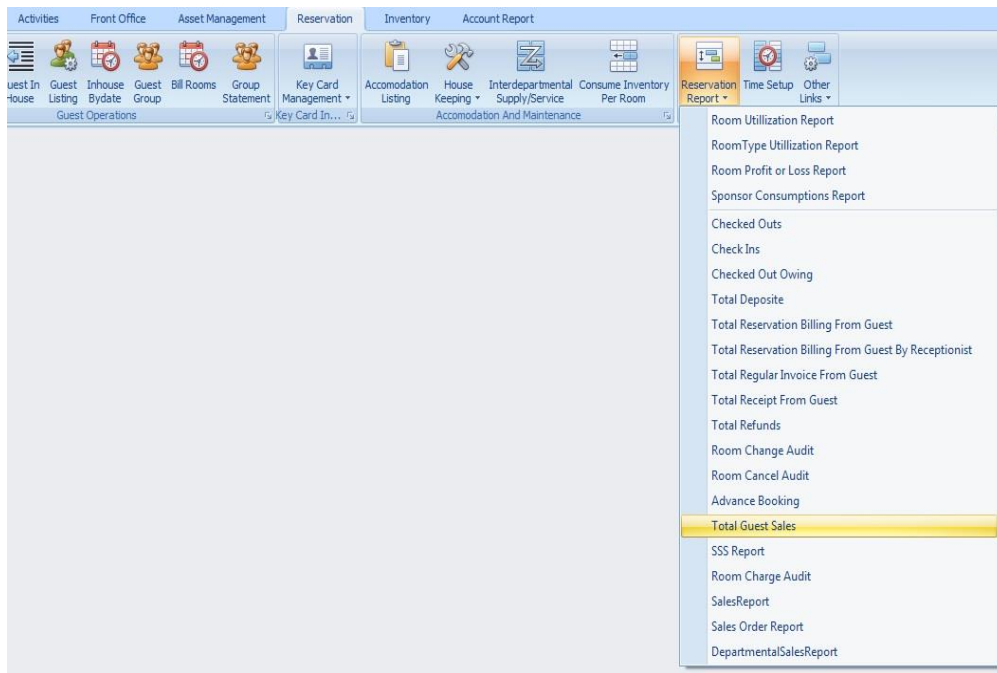
This interface presents comprehensive information regarding the Total Guest Sales report, encompassing recorded transactions within a specified timeframe. To access this report, please follow these steps:

### Step 1.

To access the Total Guest Sales report, please follow these steps:

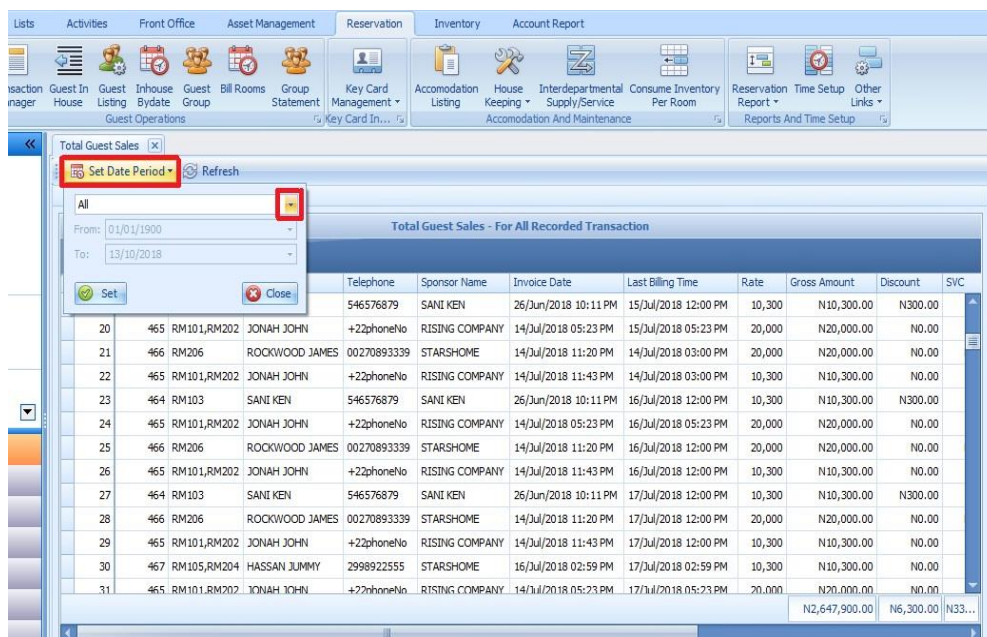
- Click on the "Reservation" menu.

- Navigate to "Reservation Report."
- Click to open the drop-down menu, then, select "Total Guest Sales."



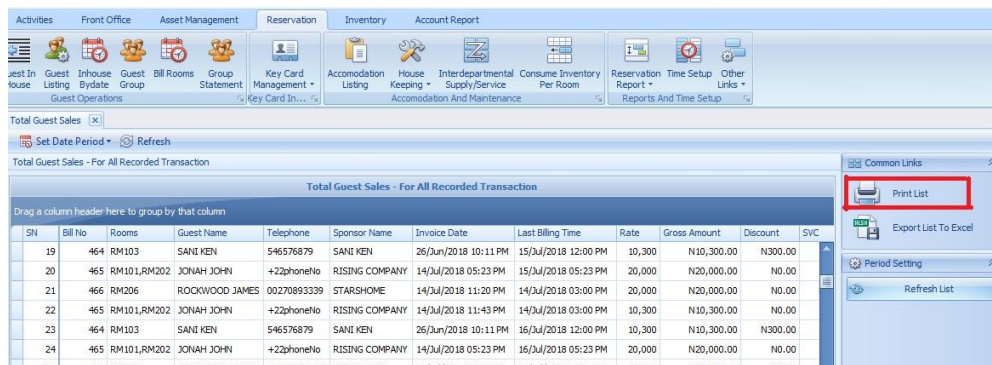
## Step 2

- Select "Set Date Period" to open the date panel.
- Click on the small arrow to access pre-set date options.
- Choose your desired date from the available options.
- Click "Set" to confirm your selection.



### Step 3

You can print this list and also you can transfer it to excel.

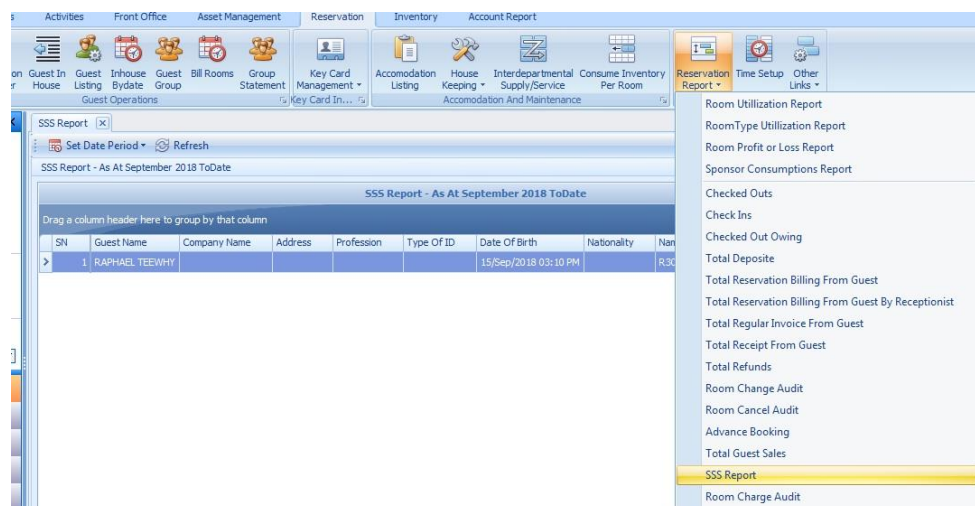


### SSS or Security Report

This interface provides detailed information about guest-related transactions and check-ins within a specified time frame, a report often requested by the State Security Service. To access the SSS (State Security Service) Report, follow these steps:

#### Step 1.

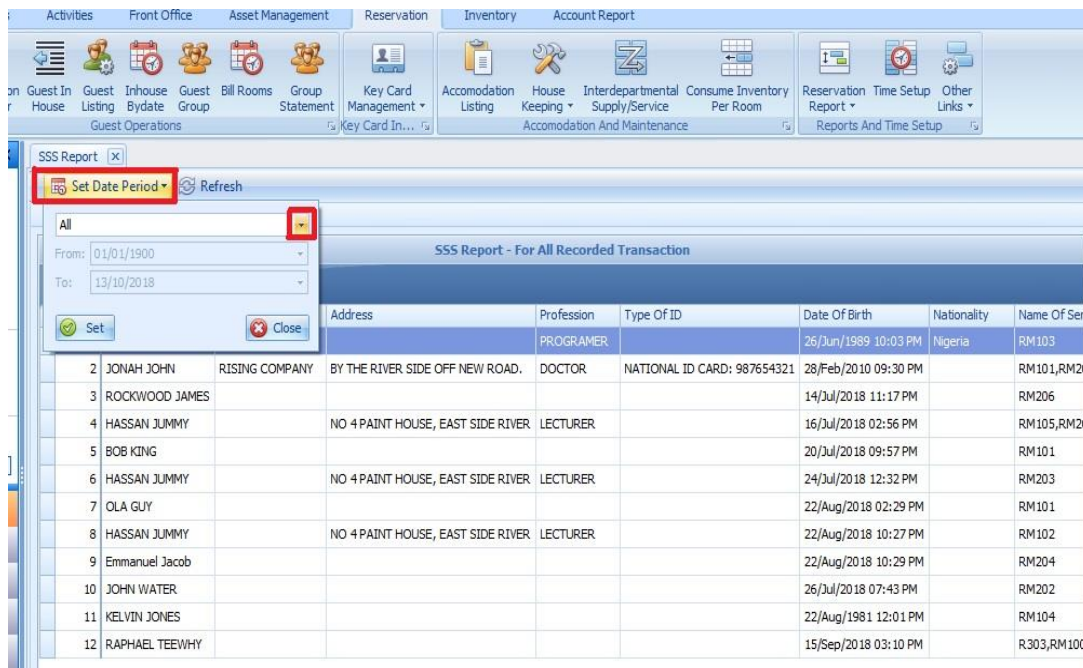
- Click on the "Reservation" menu.
- Navigate to "Reservation Report."
- Click to open the drop-down menu.
- Then, select "SSS Report."



#### Step 2.

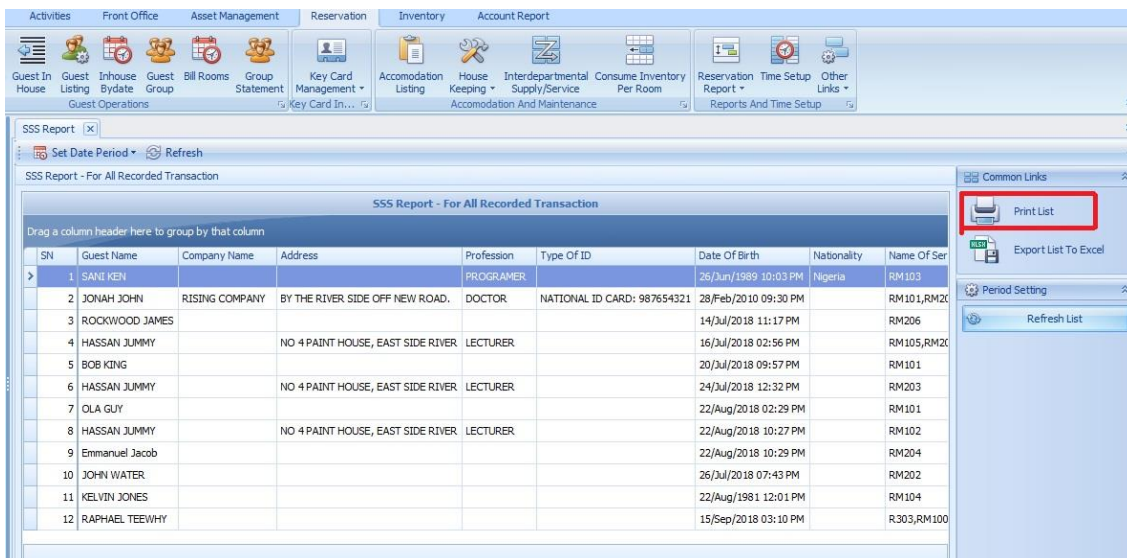
- Select "Set Date Period" to open the date panel.
- Click on the small arrow to access pre-set date options.

- Choose your desired date from the available options.
- Click "Set" to confirm your selection.



### Step 3.

You can print this list and also you can transfer it to excel.



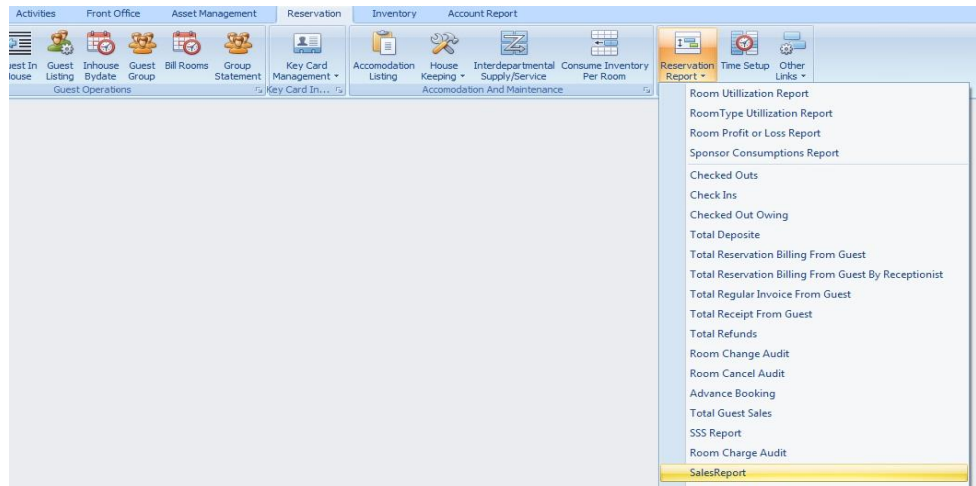
## Sales Report

This interface shows detail information about Sales Report for recorded transactions within a specified period of time. To access this report, follow these steps:

## Step 1.

To access the Sales Report, follow these steps:

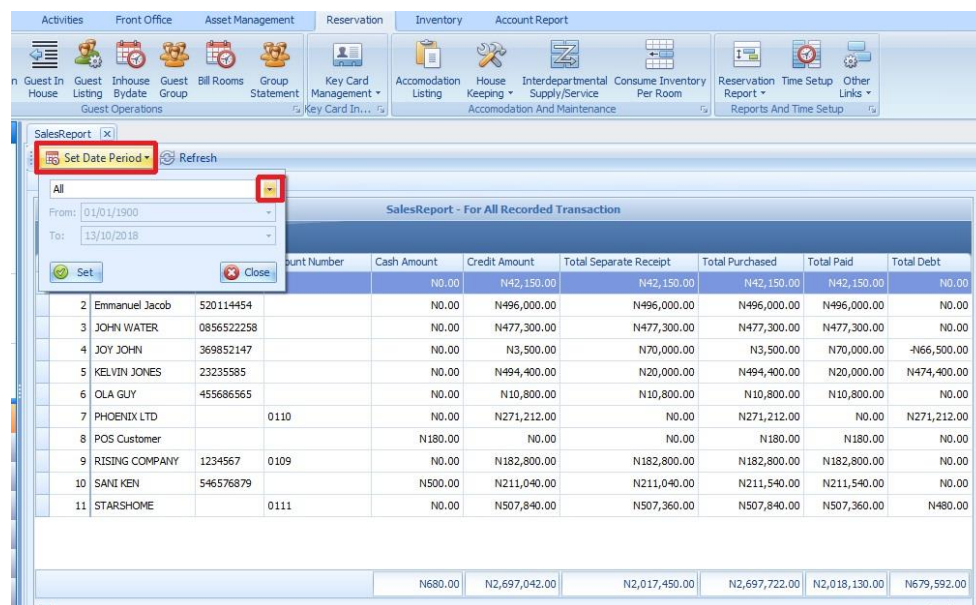
- Click on the "Sales" menu.
- Navigate to "Sales Report."
- Click to open the drop-down menu, then, select "Sales Report."



## Step 2.

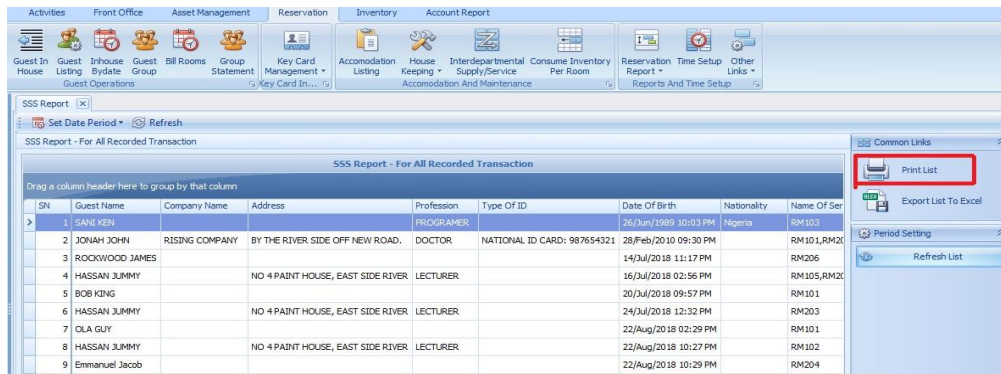
To set the date period, follow these steps:

- Select "Set Date Period" to access the date panel.
- Click on the small arrow to access pre-set date options.
- Choose the desired date from the available options.
- Click "Set" to confirm your selection.



### Step 3.

You can print this list and also you can transfer it to excel.

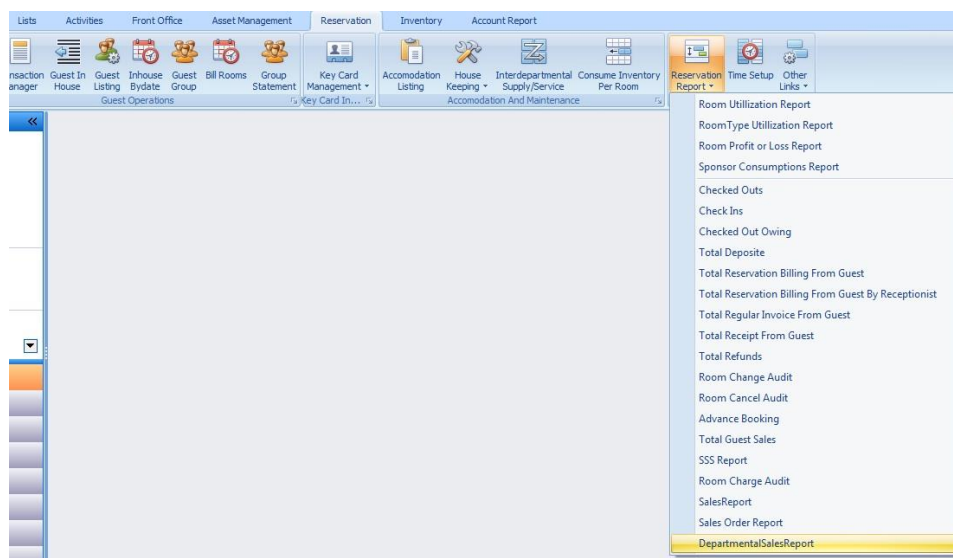


## Departmental Sales Report

This interface provides a detailed report on the sales for each department, encompassing recorded transactions within a specified time frame. To access the Departmental Sales Report, please follow these steps:

### Step 1.

- Click on the "Reservation" menu.
- Navigate to "Reservation Report."
- Click to open the drop-down menu.
- Then, select "Departmental Sales Report."



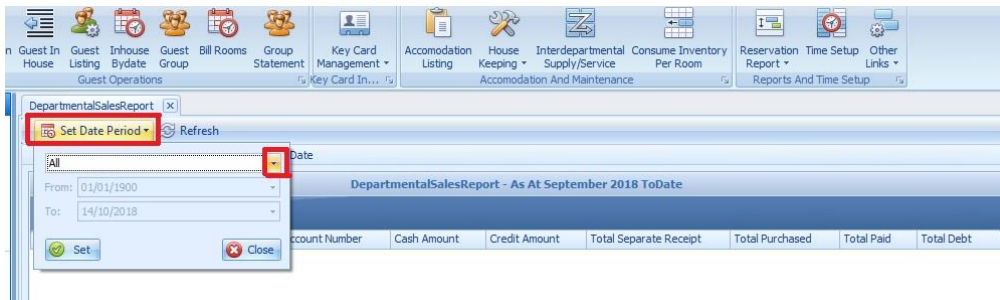
### Step 2.

To set the date period, follow these steps:

- Select "Set Date Period" to access the date panel.

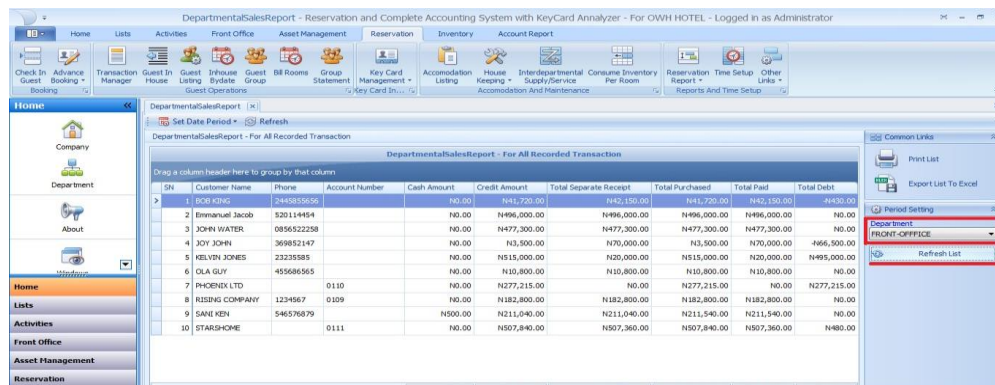


- Click on the small arrow to access pre-set date options.
- Choose the desired date from the available options.
- Click "Set" to confirm your selection.



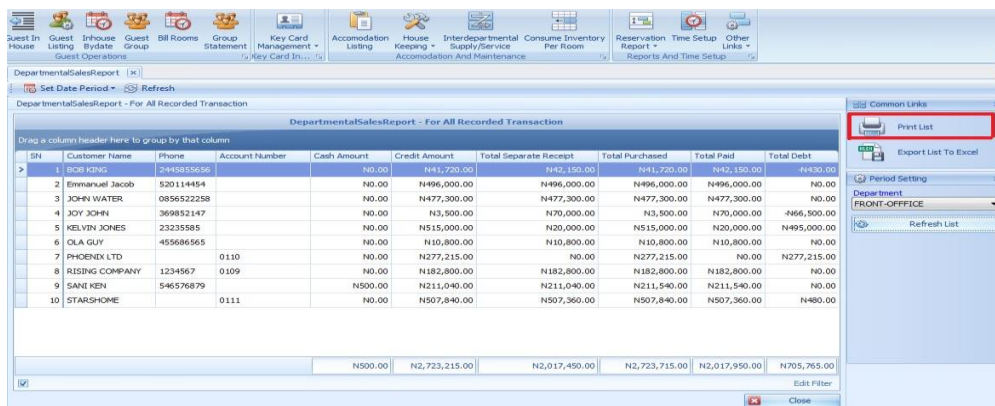
### Step 3.

Select the preferred **Department** and click **Refresh List** button, then the report will be displayed.



### Step 4.

You can print this list and also you can transfer it to excel.

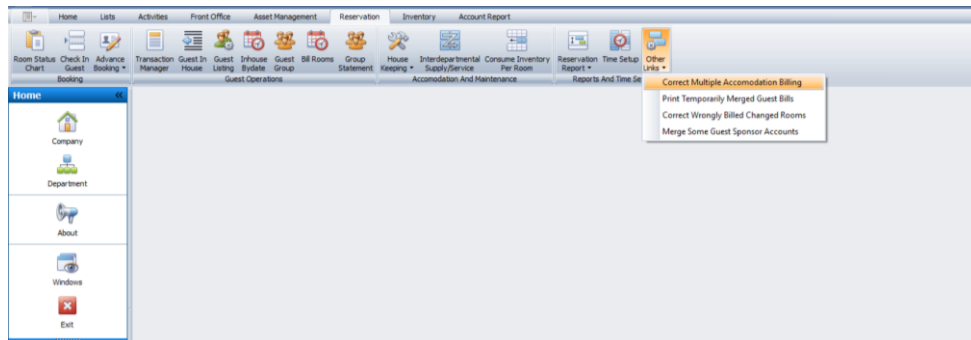


## Other Links

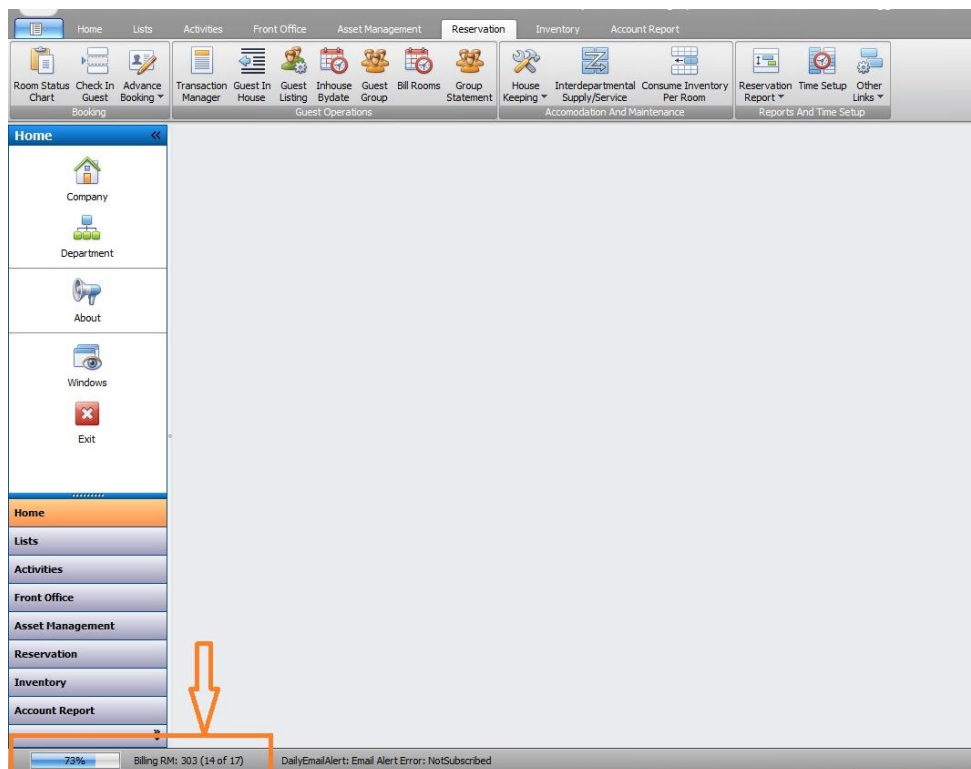
### Correct Multiple Accommodation Billing

This process automatically corrects accommodation billing that hasn't been processed due to glitches and reposts other billings appropriately. Refer to the steps below for guidance.

**Step 1.** Navigate to **Reservation** menu, click on **Other Links** to have access to the drop down, then click on **Correct Multiple Accommodation Billing** link.



**Step 2.** This process runs in the background without requiring your attention. However, you will be able to see the status bar if there are any corrections to be made.

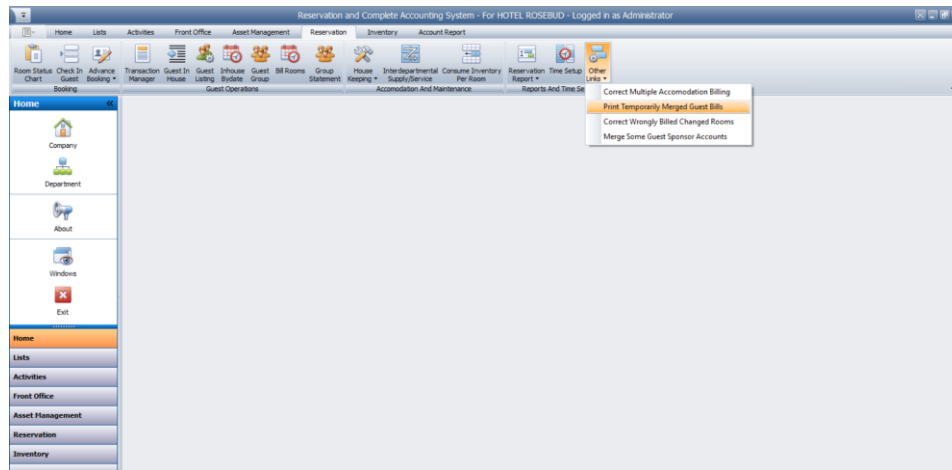


## Print Temporarily Merged Guest Bill

This will conduct a virtual merging of various guest transactions for printing purposes only. Individual transactions will not be altered. These are the steps to follow.

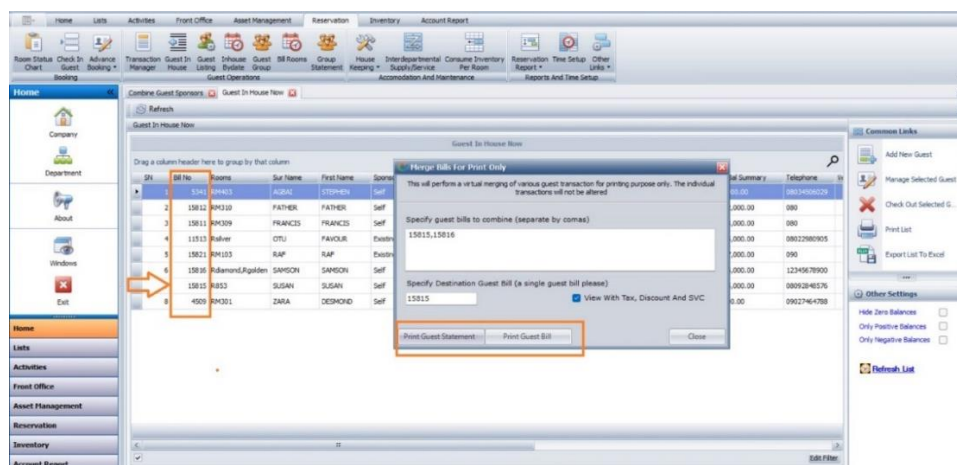
### Step 1.

Navigate to **Reservation** menu, click on **Other Links** to have access to the drop down, then click on **Print Temporarily Merge Guest Bills** link.



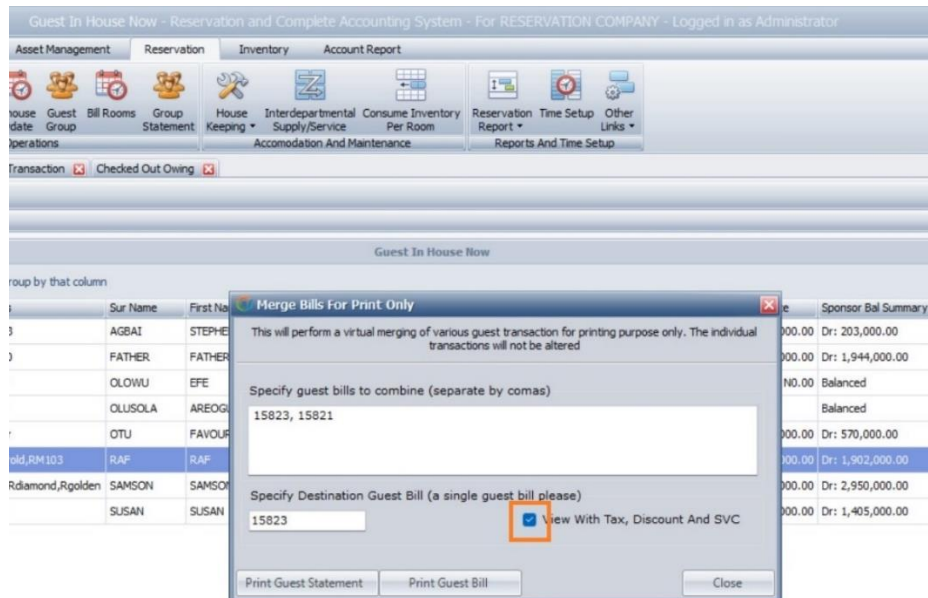
### Step 2.

To obtain the guest **Bill Number**, go to the **Reservation** menu and click on '**Guest In-House.**' The second column displays the Bill Number. Identify the guests whose statements need merge. You can copy and note (destination guest bill number and the bill numbers you wish to merge). Within the merge interface, input or paste these copied bill numbers, ensuring separation by commas.



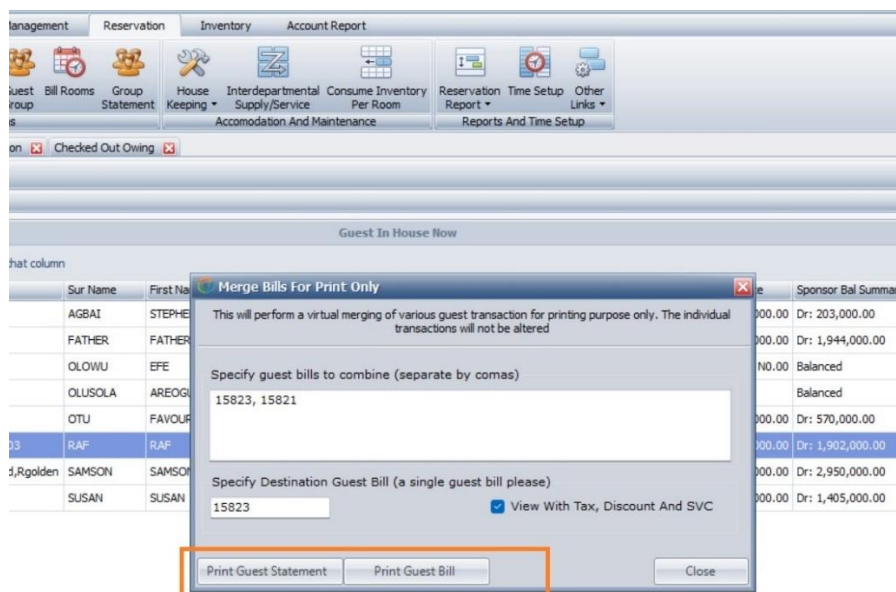
### Step 3.

In the '**Specify Destination Guest Bill**' section, enter the guest bill number to be printed with the relevant information. Check the **tax, discount and service charge(SVC)** if they are needed on the printout.

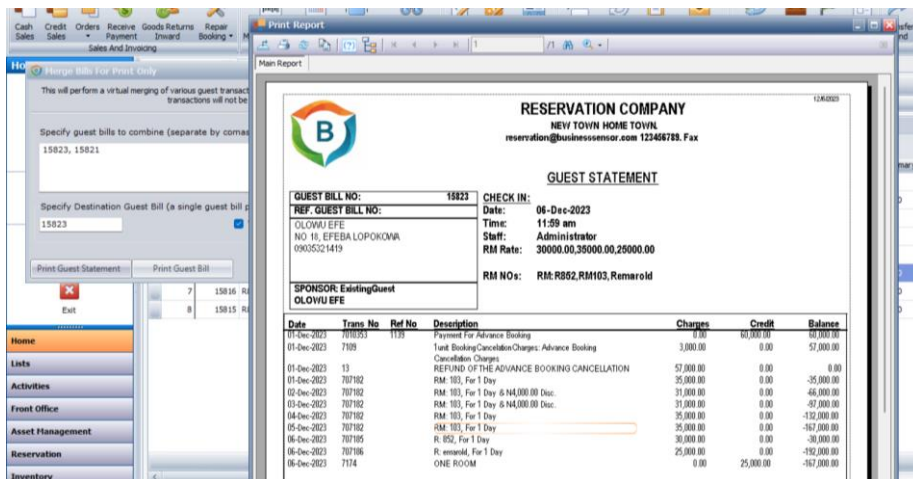


### Step 4.

Next, proceed to **print** the merged statement. This can be done by clicking either the '**Print Guest Statement**' button or the '**Print Guest Bill**' button.



The print preview will be displayed; then, click on the printer icon to print the statement."



### Correct Wrongly Billed Changed Rooms

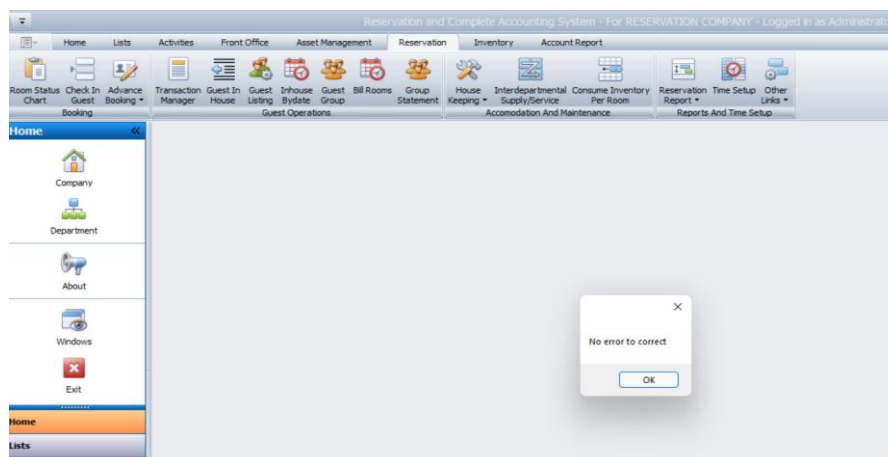
This action corrects any incorrect billing that may occur during the process of changing a room for a guest. To perform this action, follow these steps:

#### Step 1.

Click on the **Reservation** menu, then navigate to **Other Links**, click to access the drop-down, and finally, click on '**Correct Wrongly Billed Change Rooms.**'



If there are any corrections needed in the record, this action will address them.

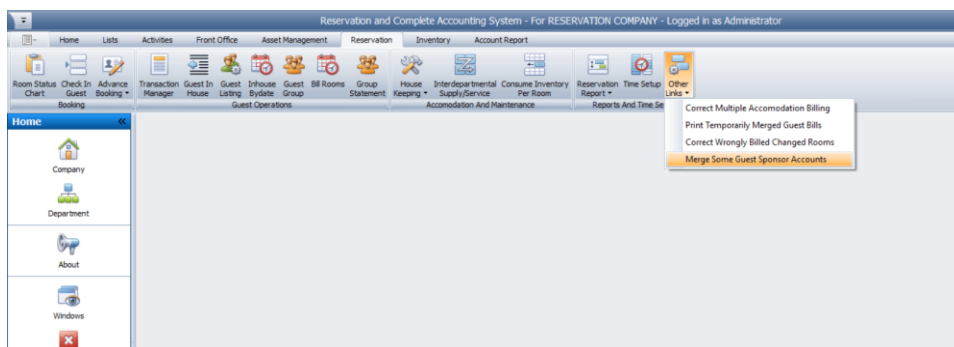


## Merge Some Guest Sponsor Accounts

Merging Some Guest Sponsor Accounts" involves consolidating multiple guest sponsor accounts into a unified entity. This process streamlines information and data, reducing redundancy and ensuring a more efficient management system. It aids in maintaining a cohesive and organized record of sponsorships within the system. Follow these steps to merge some account.

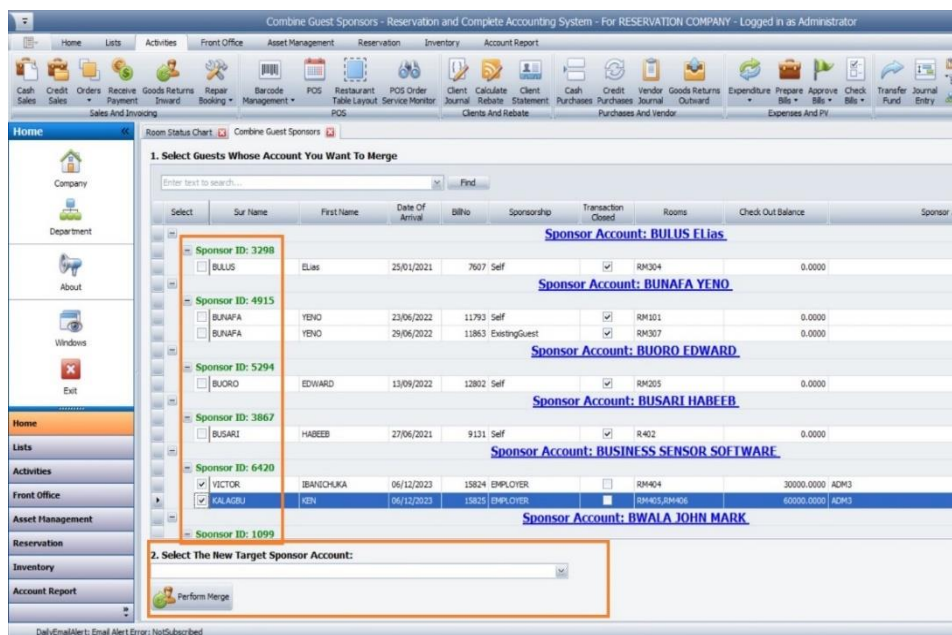
### Step 1.

Navigate to **Reservation** menu, click on **Other Links** to have access to the drop down, then click on **Merge Some Guest Sponsor Account** link.



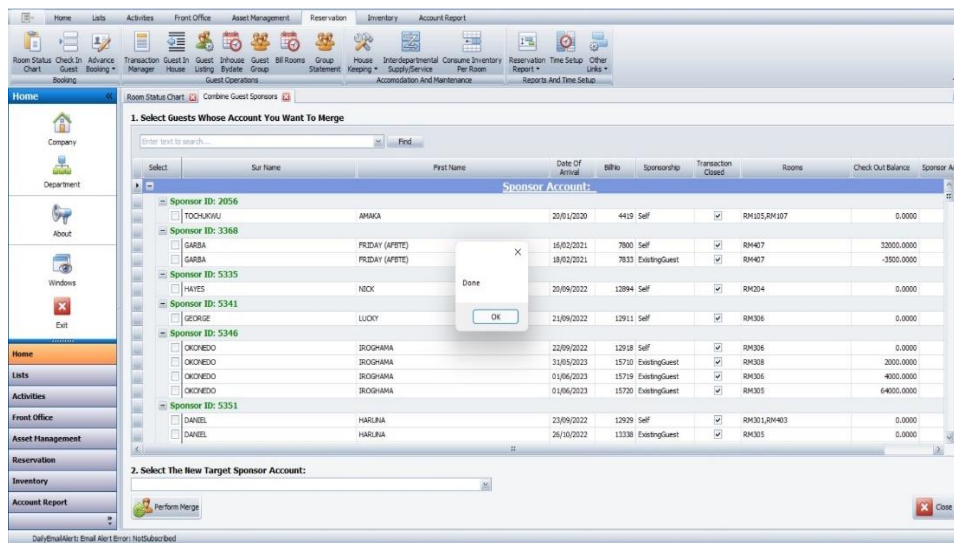
### Step 2.

Choose the guests whose accounts you want to merge, then select the **new target sponsor account** with which you want to merge. Lastly, click on **Perform Merge** button



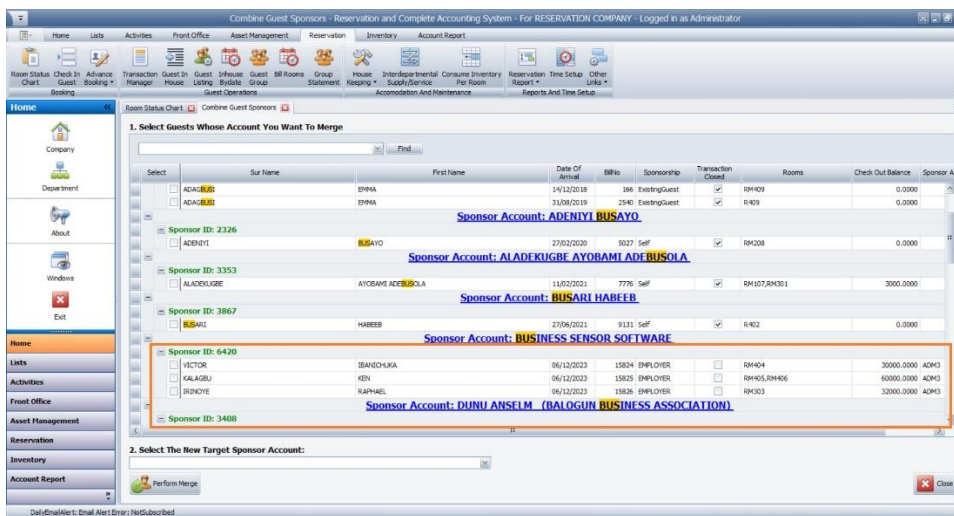
### Step 3.

After the perform merge button has been clicked, there will a done message displayed on the screen, click OK button and proceed.



### Step 4.

The merged guests will be grouped under one sponsor account, as shown in the picture below.

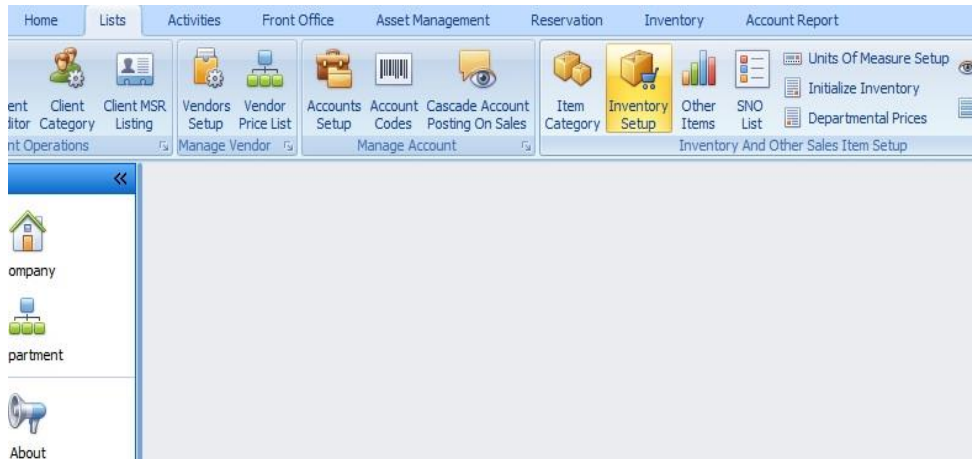


# Inventory Management

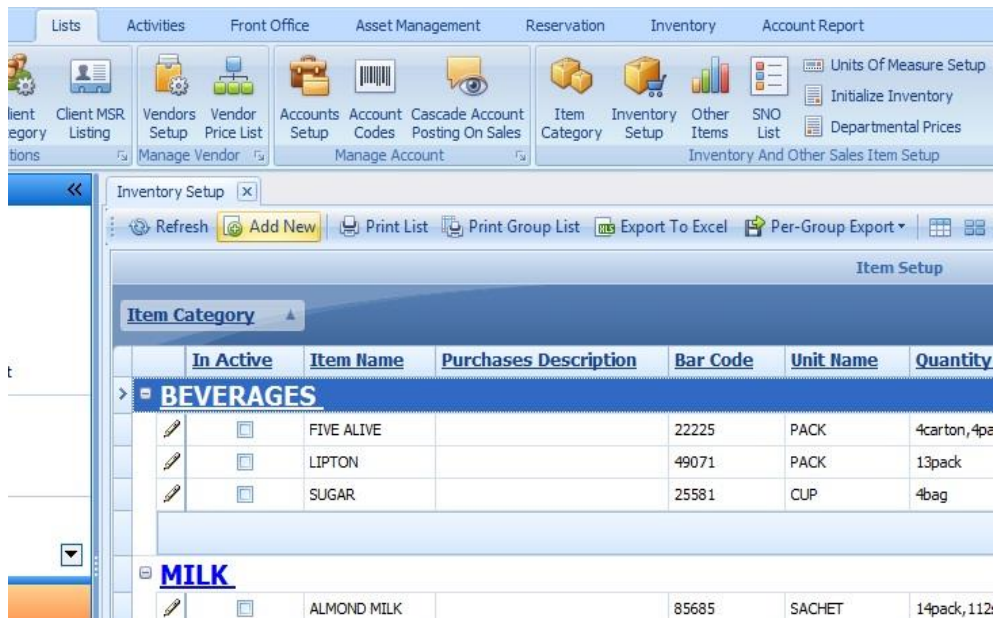
## Set up Inventory Item

Inventory setup is the process of modelling products in order to track quantity, sales, transfer, cost of goods sold, and consumption of every item in the inventory. To set up the inventory, follow these steps:

**Step 1:** Click on the “List” Menu and navigate to “Inventory setup” and click.

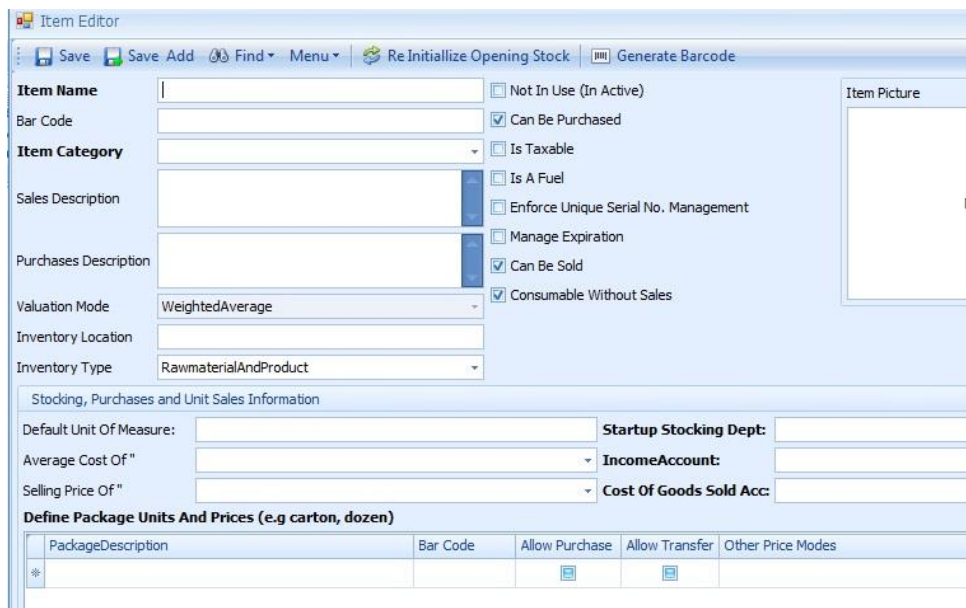


**Step 2:** Item listing will appear, and then click on the “Add New” button to add a new item.

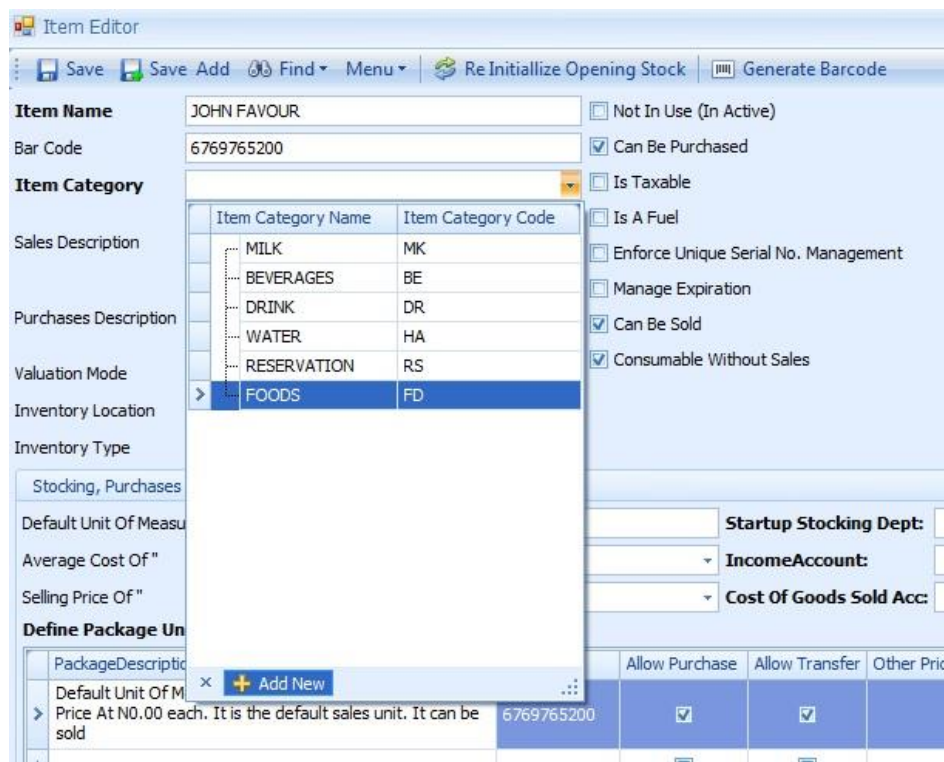




**Step 3:** Item Editor interface will be displayed;

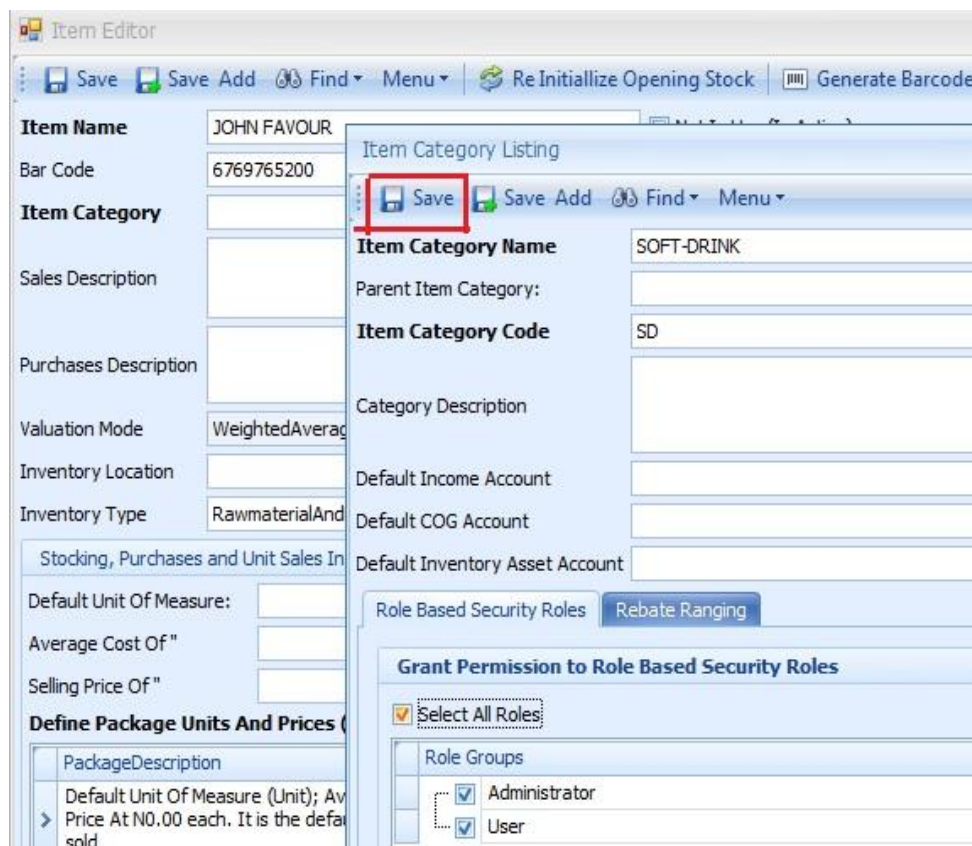


- a. Type in the item's name
- b. Read in the bar code if the item has a bar code. Note: *Refer to barcode management setup immediately after the setup item.*
- c. Select Item Category (if the category of that item is not among the list, you can add more categories by clicking Add New and adding the name of the category you want to create.

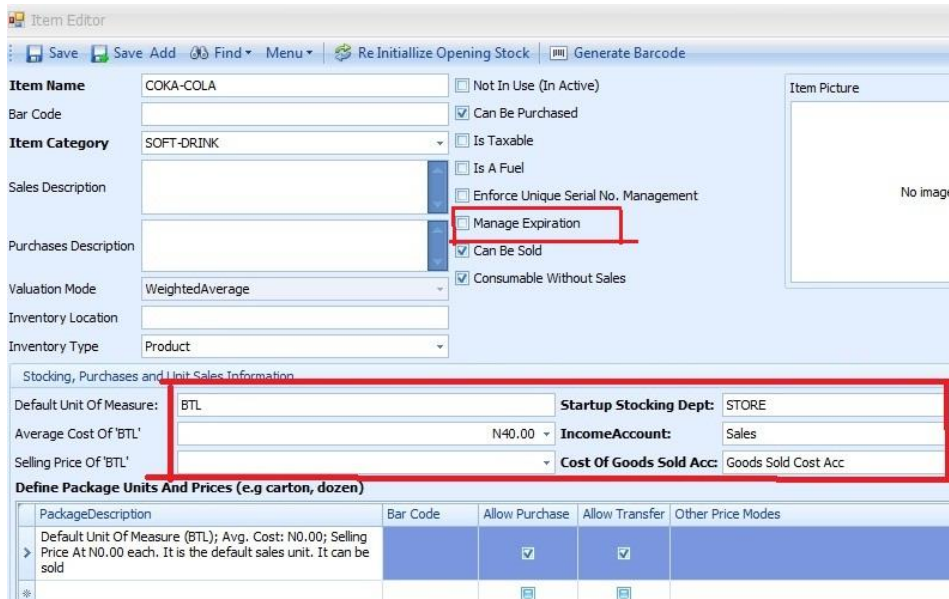


- i. Fill the Item Category Name

- ii. Enter the “Item Category Code” like FD for food.
- iii. Select the default income account for the category.
- iv. Select the default “Cost of Goods Account”.
- v. Select the default “Inventory Asset Account” for the item category (optional).
- vi. From the “Grant Permission to Role Based Security Roles” grid, check “Select All Roles” if you want all the users to have access to this product.
- vii. Click Save and Exit to close the item category form.

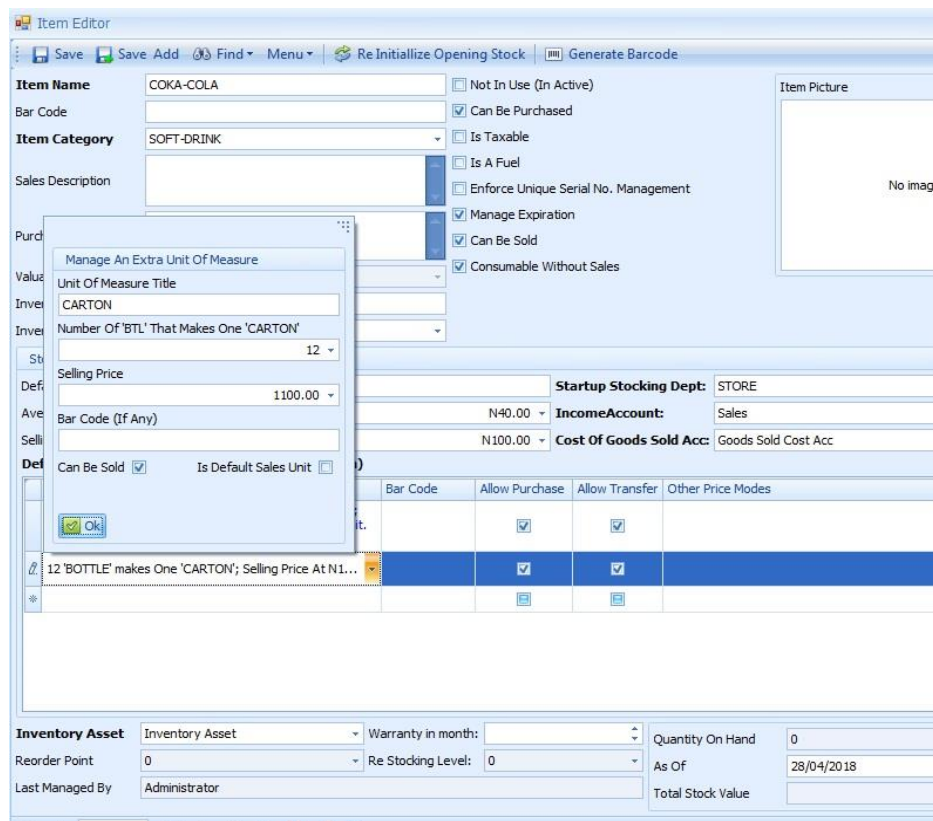


- d. Select the Inventory type
- e. Enter the “Default unit of Measure” i.e., bottle, sachet, card etc. Note: This is the lowest saleable unit of measure
- f. Select Start-up Stocking Dept
- g. Select Income Account
- h. Select Cost of Goods Sold Acc
- i. Type in the Average Cost Price
- j. Type in the Selling Price.



Note: if you want the software to manage the expiration date.

- Then check the box “Manage Expiration”, if not leave it unchecked
- If you want to define the package unit and price for this item e.g., carton, box, etc., then click on the empty second row of “Define Package Units and Prices” and fill it, else do not click.



c. Click on the “Quantity on Hand” and type in the current quantity of the item

Allow Purchase	Allow Transfer	Other Price Modes
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	

th:		Quantity On Hand	42.
l:	0	As Of	28/04/2018
		Total Stock Value	1680

Exit

d. And finally click Save to save all the set-up you made and exit

Item Editor

Save Save Add Find Menu Re Initialize Opening Stock Generate Barcode

**Item Name** ZERO COKE  Not In Use (In Active)

Bar Code   Can Be Purchased

**Item Category** SOFT-DRINK  Is Taxable

Sales Description   Is A Fuel

Purchases Description   Enforce Unique Serial No. Management

Valuation Mode WeightedAverage  Manage Expiration

Inventory Location   Can Be Sold

Inventory Type Product  Consumable Without Sales

Item Picture No

**Stocking, Purchases and Unit Sales Information**

Default Unit Of Measure: BTL **Startup Stocking Dept:** FRONT OFFICE

Average Cost Of 'BTL' N100.00 **IncomeAccount:** Sales

Selling Price Of 'BTL' N200.00 **Cost Of Goods Sold Acc:** Goods Sold Cost Acc

**Define Package Units And Prices (e.g carton, dozen)**

PackageDescription	Bar Code	Allow Purchase	Allow Transfer	Other Price Modes
> Default Unit Of Measure (BTL); Avg. Cost: N100.00; Selling Price At N200.00 each. It is the default sales unit. It can be sold		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
12 'BTL' makes One 'CARTON'; Selling Price At N1,100.00 each. It can be sold		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
*		<input type="checkbox"/>	<input type="checkbox"/>	

**Inventory Asset** Inventory Asset Warranty in month:

Reorder Point 0 Re Stocking Level: 0

Last Managed By Administrator

Quantity On Hand 42.

As Of 28/04/2018

Total Stock Value 4200

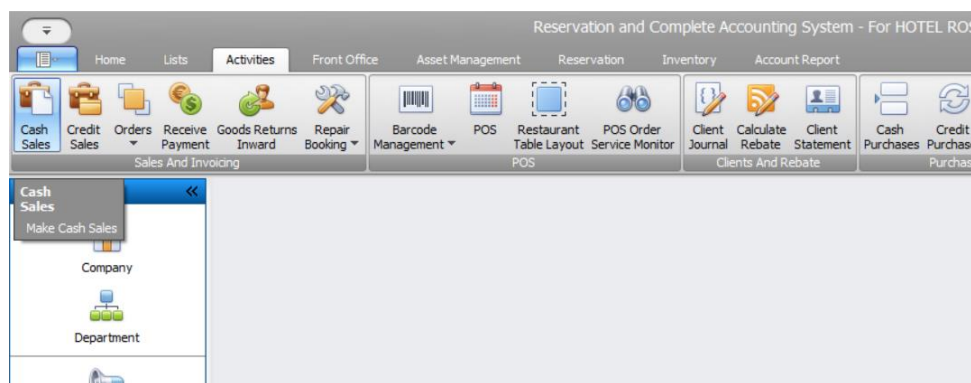
**Note:** You can click Save Add to add more items continually without closing the item editor.

## Cash and credit sales Invoice

These interfaces are utilized to record both cash and credit sales simultaneously, allowing for the generation of invoices. Additionally, receipts can be generated specifically for cash transactions. Cash sales pertain to transactions where customers make immediate payments, while credit sales are extended to trustworthy or loyal customers without immediate payment. Follow these steps to perform cash or credit sales

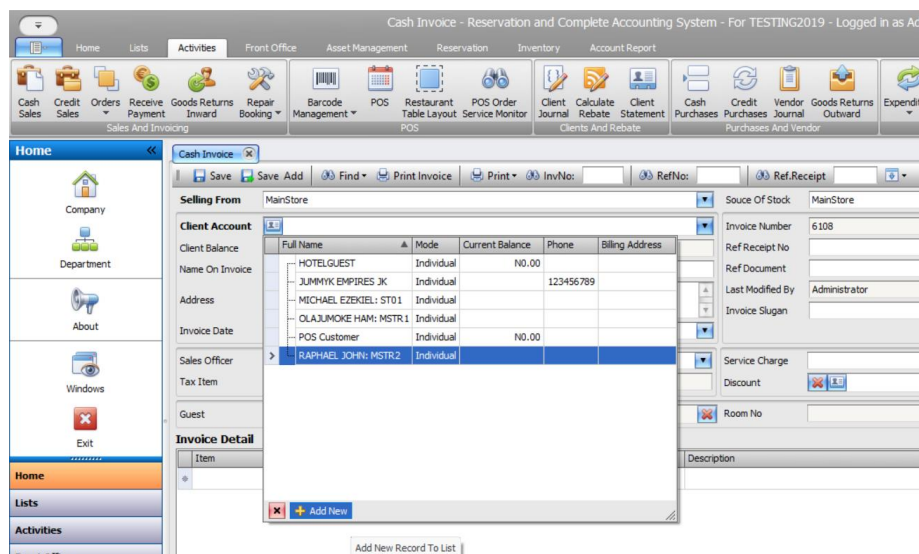
### Step 1.

Navigate to the **Activities** menu and choose either **cash or credit sales**. The selected interface will then be displayed.

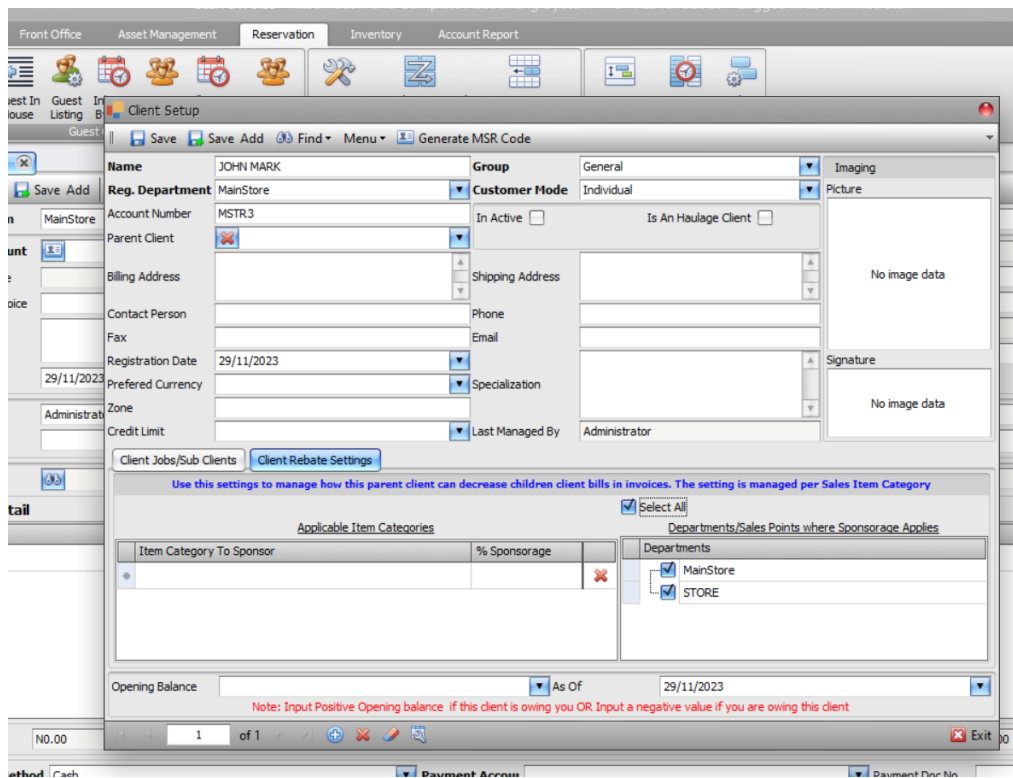


### Step 2.

Choose the client's name from the 'Client Account' drop-down if the client already exists. If the client is not listed, click on 'Add New' in the client account drop-down to add a new customer.

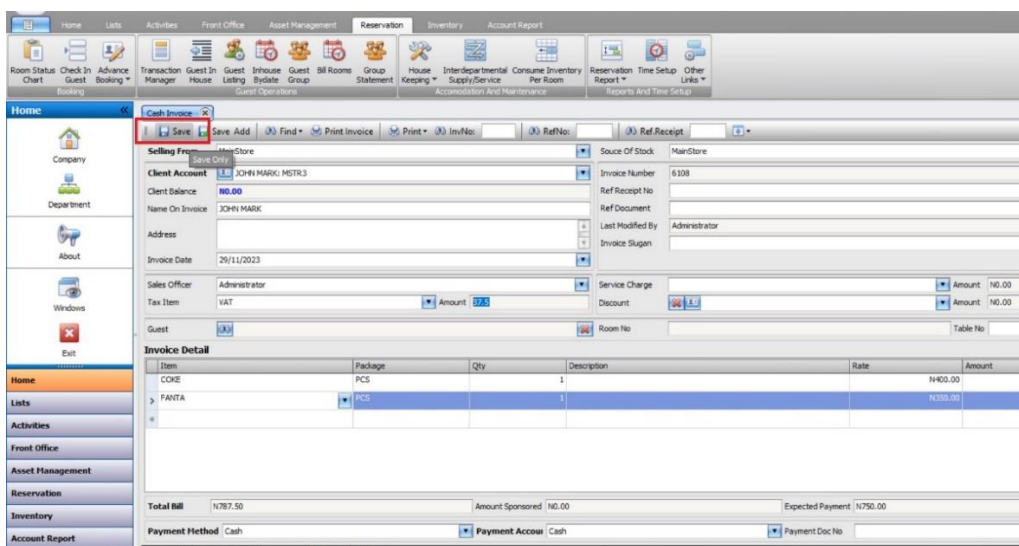


After it opens, enter the customer's name and fill in all the necessary information on the form, then click 'Save'."



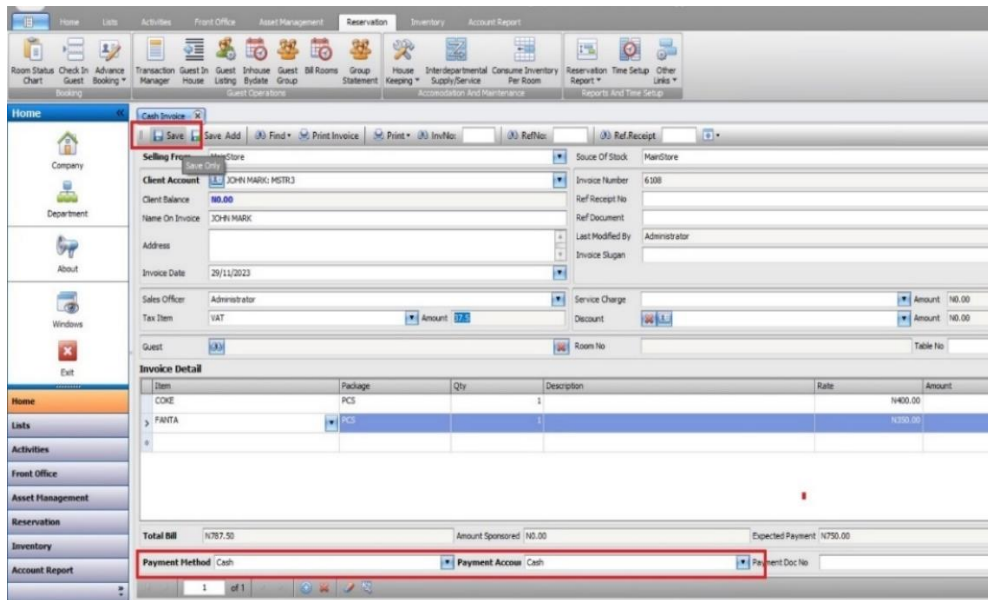
### Step 3.

Select the item(s) to be sold from Invoice Detail grid and the quantity to be sold in "Qty" column.



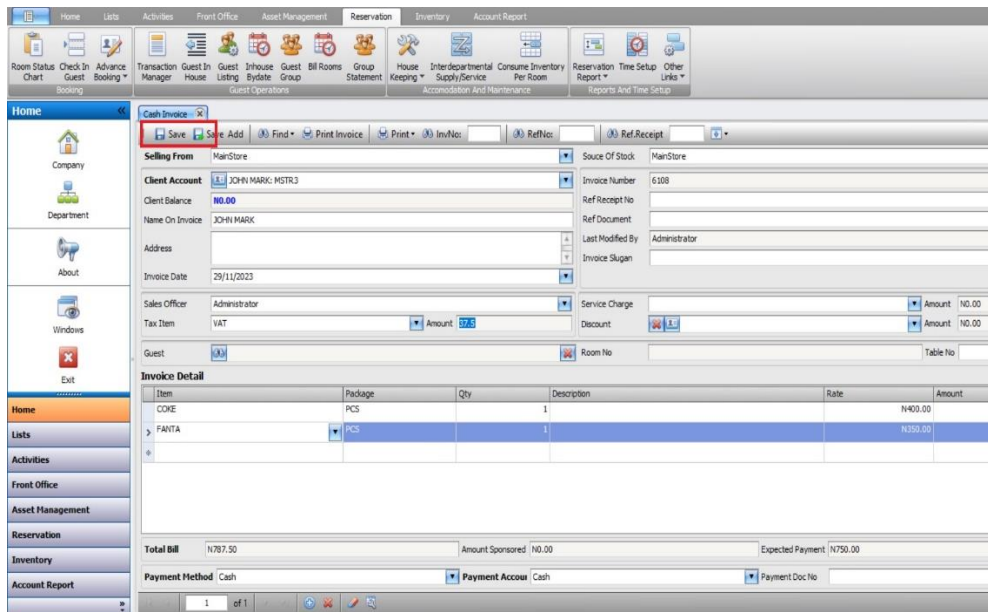
#### Step 4.

For Cash Sales, choose the 'Payment Method' and 'Payment Account.' If it is a credit sale, you will not see the 'Payment Method' and 'Payment Account' options, as the customer is making a purchase without immediate payment.



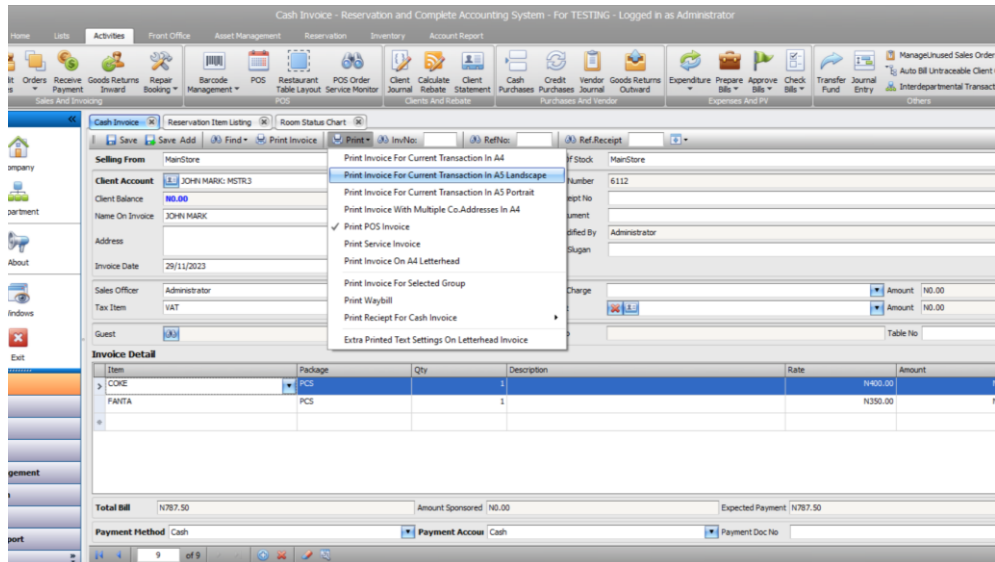
#### Step 5.

Click on the “Save” icon to save the transaction.

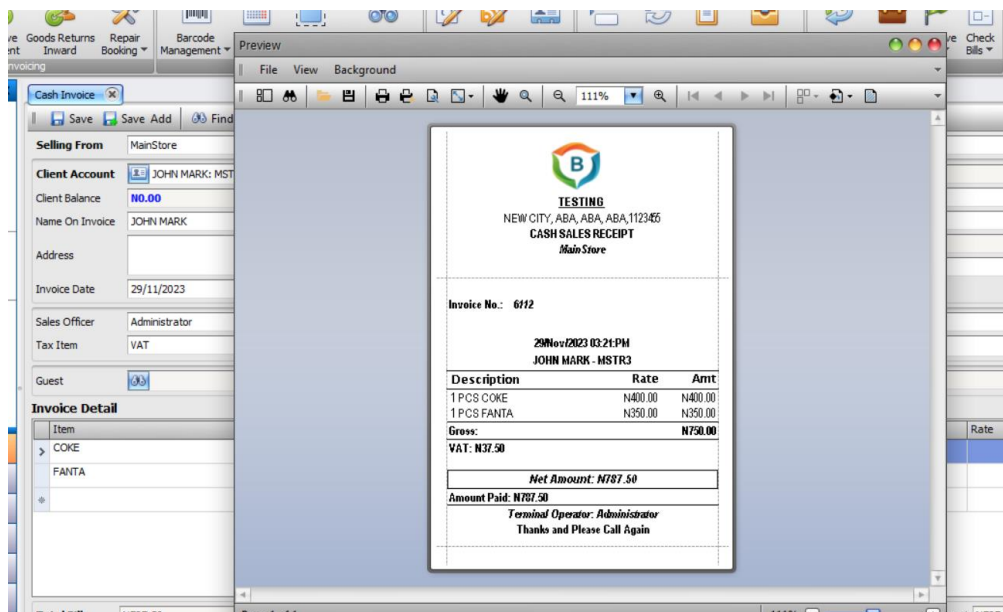


## Step 6.

Now, to print out the transaction invoice, click on “Print Invoice” or “Print” to explore other print options

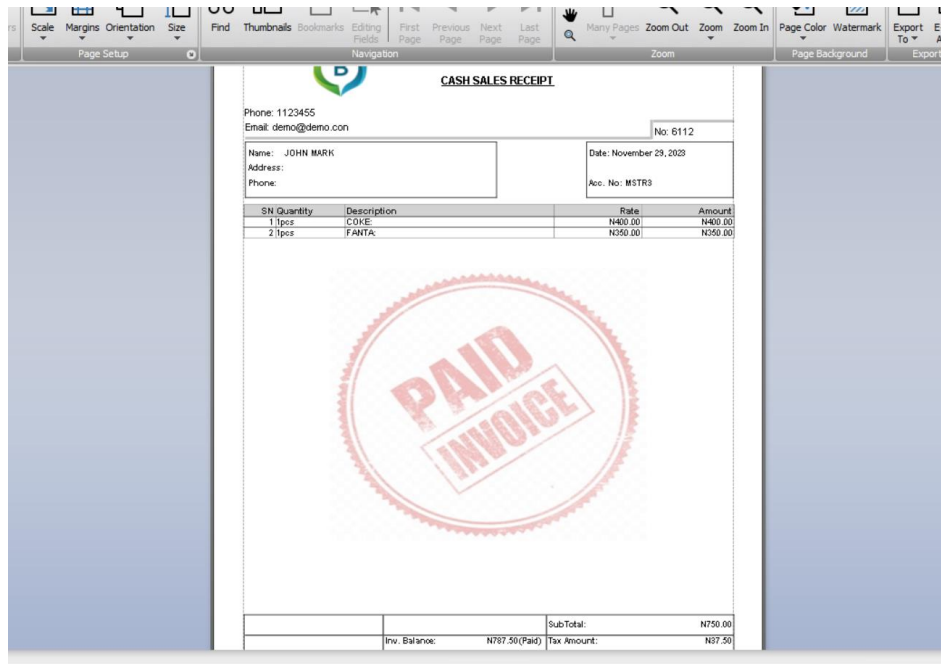


POS printer preview is one of the options

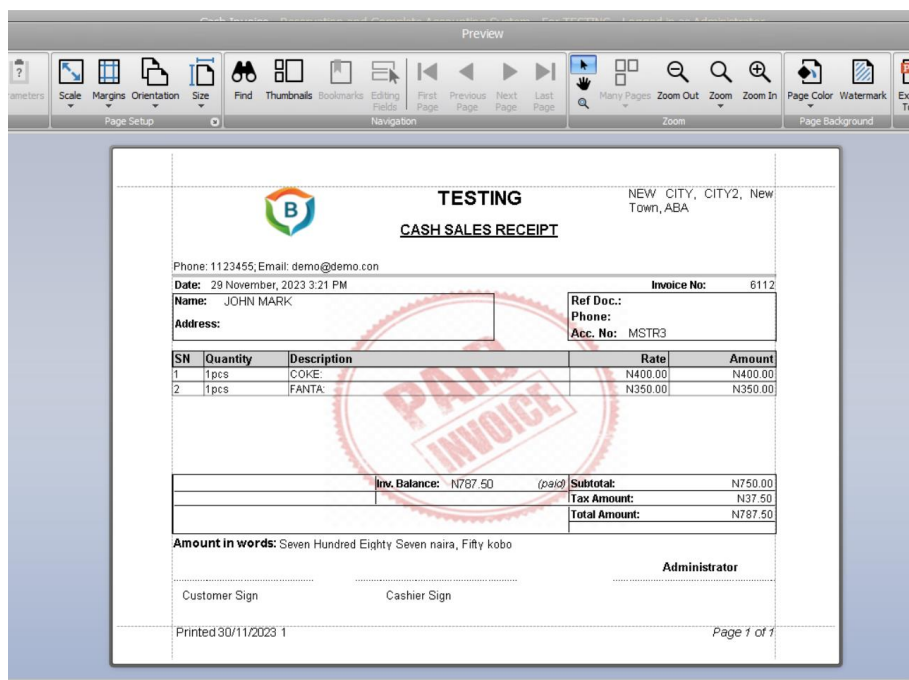




A4 printer preview is one of the options



A5 printer preview is one of the options



Note: The print button offers various formats; feel free to explore them.

For more information on the account report, please refer to the 'Account/Report' section on the [support](#) page.

