GHEROLD NETWORK DESIGN

User Documentation Family Hotel PMS

V07.x

GHEROLD SAS
01/08/2023

Table of contents

INTRODUCTION

Family Hotel PMS is PMS (Property Management System) hotel management software for Windows PC for all types of human-scale accommodation (independent hotels, gîtes, bed and breakfasts, tourist residences, etc.). It can also run on Mac OS, but only using a PC emulator for Mac (such as Parallel Desktop or VMware fusion).

It was created by hoteliers for hoteliers and is regularly improved to take account of feedback from its users.

The main ideas behind this project are as follows:

- to have a simple solution to take advantage of the benefits of IT without falling into the extreme case of wanting to computerise everything (we computerise what really saves time);

- to have an open, **highly configurable** tool that everyone can adapt to their needs and where the data can be used via a report management tool that can produce any document (PDF, Excel, text file, etc.) and also where the data is stored in a format that can be easily used by other software (the format chosen is Microsoft Access or Microsoft SQL Server);

- to have a tool that allows you to **sell** your rooms **on the Internet** without having to update availability on websites. With Family Hotel PMS, updating your availability and retrieving bookings is automated;

- a very **inexpensive** tool. Under certain conditions, Family Hotel can even be used free of charge.

- to offer a **community of users who** are members of the "Family Hotel PMS" club a range of services based around Family Hotel PMS at very attractive prices: links with Internet sales platforms, support, training, customised exports or reports, cloud database operation and other options (see our price list at www.familyhotel.fr).

Family Hotel PMS is aimed at managers of accommodation facilities who want to get to grips with their IT work tool and develop it so that it meets their exact needs. You can enhance Family Hotel PMS by creating your own reports or exports (and we can help you with this). A catalogue of over a hundred reports/exports is also published on the Internet and available directly from the application.

Family Hotel PMS is mainly used to manage the following aspects of accommodation management:

- booking entry ;
- confirmations sent by post or e-mail;
- deposit capture ;
- recording of consumption throughout the stay ;
- printing the invoice ;
- payment entry ;
- Production of worksheets, dashboards and statistics (household file, fill rate, etc.);
- stock replenishment management ;
- automated sending of pre- and post-stay emails;
- link to card generation systems for room locks;
- exports to accounting ;
- automatic updating of your availability on the Internet

- o or by using our Family Resa web module offering :
    - a booking engine for your website;
    - rates & availability connectivity with Booking.com and Expedia ;
    - rates & availability connectivity with Google Free Booking Links;
    - availability updates via iCal links (Airbnb or others);
    - rates & availability connectivity with Open Pro (tourist offices);
    - online payment via a Stripe account (optional);
  - o or by using a channel manager compatible with Family Hotel PMS (a list of compatible channel managers is available at www.familyhotel.fr);
- automatic retrieval of bookings made on the internet and the possibility of creating the holiday without having to re-enter the information already entered by the internet user at the time of booking online.

Family Hotel PMS is available in 2 versions:

- Family Hotel: can run on a local database (or Microsoft Access or Microsoft SQL Server format) or on a Cloud database. We do not issue a tax certificate for this variant (compulsory certificate for establishments located in France since 2018).
- Family PMS: works solely on a Cloud database. We issue a tax certificate for this variant.

The 2 variants are very similar, and it is possible to switch from Family Hotel to Family PMS while retaining all the historical data. The 2 variants are both applications for Windows PC. In this documentation, we will refer to Family Hotel PMS when the functionality concerns both variants.

THE CONCEPTS

Family Hotel PMS uses the following concepts for its operation:

1. **CUSTOMER**: allows you to store a customer's personal details (address, comments) and to associate several STAYS with the customer in order to find out the customer's history. Useful for repeat customers to whom you wish to send greetings or offers.

2. **PARTNER**: allows you to store the details of a tour operator (or central booking office) and associate several STAYS with it to find out how much business it brings us.

3. **PRODUCT** and **SUPPLIER**: allows you to enter information specific to an item on sale or in stock (price, VAT rate, associated SUPPLIER). Statistics can thus be produced on all CONSUMPTION items to find out which are selling best and/or an estimate of remaining stock. A PRODUCT can be associated with a SUPPLIER.

4. **BOOKING TYPE**: used to describe the booking option associated with a BOOKING (Room only, Room and DDP, Half-board, Full-board). Describes the VAT rate(s) applicable to the associated RESERVATION. Can be used in the RATES RULES to calculate the price of the RESERVATION.

5. **USER**: allows you to trace all the MODIFICATIONS made in the software by a given user to a STAY or TICKET (and its RESERVATIONS, CONSUMPTIONS and PAYMENTS). Useful for finding out who has made which MODIFICATION. Also allows you to define rights to the application's functions.

6. **ROOM**: lists all the rooms available for RESERVATIONS and saves their default characteristics (type of room, bed configuration, occupancy, type of activity, colours, etc.).

7. **EVENT**: to indicate a significant event for a given period (and possibly a given ROOM). This can be used to indicate school holidays, room allocations, unavailability due to building work or temporary changes in room type, etc.

8. **STAY**: is used to group together all the services of a CLIENT who has stayed at the establishment during a given period. A stay contains one or more RESERVATIONS. It may contain CONSUMPTIONS and PAYMENTS. A stay can be used to issue one CUSTOMER invoice (<u>AND</u> possibly one PARTNER invoice). A holiday has a status: Option, Confirmed, In progress, Invoiced, Paid or Cancelled.

9. **RESERVATION** and **OCCUPANT**: in the context of a STAY, allows you to reserve a ROOM for a given period, a given RESERVATION TYPE, a given rate, a given occupancy and a given bed configuration. Each reservation can have a list of OCCUPANTS which describes the precise details of each person who will occupy the room during this period (surname, first name, passport number, nationality, etc.).

10. **CONSUMPTION**: in the case of a STAY or TICKET, indicates that a PRODUCT has been consumed in a given quantity, on a given date and at a given price.

11. **EXTRA: for** a BOOKING TYPE, this is used to describe the CONSUMPTION that can be generated semi-automatically, specifying the product, the method used to calculate the quantity, the days concerned and, if applicable, the unit price.

12. **PAYMENT**: in the case of a STAY or TICKET, used to indicate that an amount of a given type of payment (cheque, cash, etc.) has been paid on a given date.

13. **TICKET**: the ticket is used for several purposes:

    13.1.   **SIMPLE TICKET**: used to group together all the services of a customer who has not necessarily stayed at the establishment. It contains CONSUMPTIONS and PAYMENTS. A single ticket can be used to issue one single till receipt (or one single CUSTOMER <u>OR</u> PARTNER invoice). A single ticket has a status: In progress, Invoiced, Paid or Cancelled.

    13.2.   **TICKET ASSOCIATED WITH A HOLIDAY**: like a simple ticket but linked either to a HOLIDAY or, more specifically, to a BOOKING of a stay. The ticket is billed separately from the stay.

    13.3.   **TICKET NOTE ON STAY**: like a simple ticket but linked either to a STAY or, more specifically, to a RESERVATION of a stay. The stay-related ticket is not billed. These services will be billed as part of the associated stay. Its status is necessarily "Noted on stay".

    13.4.   **CONTRIBUTION/ WITHDRAWAL TICKET**: used only to enter cash contribution and withdrawal REGULATIONS (e.g. cash deposit) in order to calculate an overall "float" or by type of payment.

14. **REPORT**, **ACTION** and **CONDITION**: the REPORT is a document template (PDF, Excel, or other) used to produce a given document/export. It requires launch CONDITIONS (e.g. start date, end date, etc.). The ACTION is associated with a REPORT; it describes the default values for any launch conditions. When an ACTION is executed, the associated report is produced with the conditions as defined by default or entered when the ACTION was launched.

15. **CLOSED**: used to freeze a period in terms of invoicing or collection. It is not possible to create a new invoice with an invoice date within a closed period. It is not possible to create or modify a SETTLEMENT with a payment date within a closed period. A CLOSED period is used to summarise the turnover achieved (with a breakdown of the associated VAT) and the SETTLEMENT received during a period.

16. **RATE RULE**: allows you to define a rule for calculating the price (and/or a discount) for a given RESERVATION based on multiple criteria (ROOM or room type, period, RESERVATION TYPE, occupancy, bed configuration, day of the week, duration, partner, partner group, customer group, etc.).

17. **AVAILABILITY RULE**: allows you to define a rule to limit the number of rooms available for a type of room published on the internet according to multiple criteria (type of room, period, day of the week, type of activity, category, notice period, etc.).

18. **TOURIST TAX RULE**: allows you to define a rule for calculating the tourist tax associated with a given booking according to multiple criteria (room or type of room, period, occupancy, bed

configuration, day of the week, duration, partner, etc.). Useful only in the case of advanced calculation of tourist tax (e.g. based on a % of turnover excluding VAT).

19. **INTERNET STAY**: saves the details of a booking made via the Internet. An INTERNET STAY can be transformed into a STAY.

20. **CURRENCY**: used to define the list of currencies and the default exchange rate in relation to the reference currency used for entering amounts in the application.

21. **COUNTRY**: used to define the list of countries (used for the country of nationality and/or residence of the customer, the stay, the occupant).

22. **LIST OF VALUES**: used to define a fixed list of possible values for payment type, courtesy, type of document for occupants, reason for stay, occupant's diet, origin of customer contact, and miscellaneous fields (1, 2 and 3) for stay, ticket, reservation, consumption, payment, customer and partner.

23. **MODIFICATIONS**: describes the modification made (field, original value, new value), the date and time of the modification and the USER who made it.

INSTALLATION AND LICENCES

Family Hotel can be installed quickly on any Windows PC. It is available as a free download from www.familyhotel.fr. By default it runs on a local database in Microsoft Access format, so you can quickly test the application yourself and configure it by following this documentation.

The application will be fully functional for a 60-day evaluation period. To use the application beyond this period, you will need to request a licence from the application's "Customise > Licence" menu. We'll send you your first licence **free of charge**! It will allow you to use Family Hotel for an unlimited period on the computer from which you made the request (each licence being valid only for a specific computer, the one from which the licence request was made).

Family PMS can also be installed quickly, but requires a cloud database to operate. To find out more about the software, we invite you to use Family Hotel. The 2 variants are very similar in terms of how they are used, and all the settings you have made in Family Hotel by following this documentation can be used again if you switch to Family PMS.

GENERAL ERGONOMICS AND PREFERENCE MANAGEMENT

We've tried to make Family Hotel PMS as intuitive and customisable as possible. Most of the functions are available via contextual menus (right-click), keeping the graphical interface as simple as possible.

Changes made in all windows with an "OK" button and an "Abort" button are only really taken into account if you close the window with OK. So don't be afraid to make changes - until you press OK, nothing is really saved.

Any windows displayed above the main window can be closed quickly by pressing the Esc key. In this case, if there are any changes, the program will ask you for confirmation before closing without saving.

On all data grids, you can change the order of the columns, sort the data, show or hide certain columns (additional columns, hidden by default, can also be made visible), add or remove totals at the bottom of the grid, and filter the visible rows.

To make a hidden column visible :

- Right-click > column selector on the header of the grid in question (yellow area below)
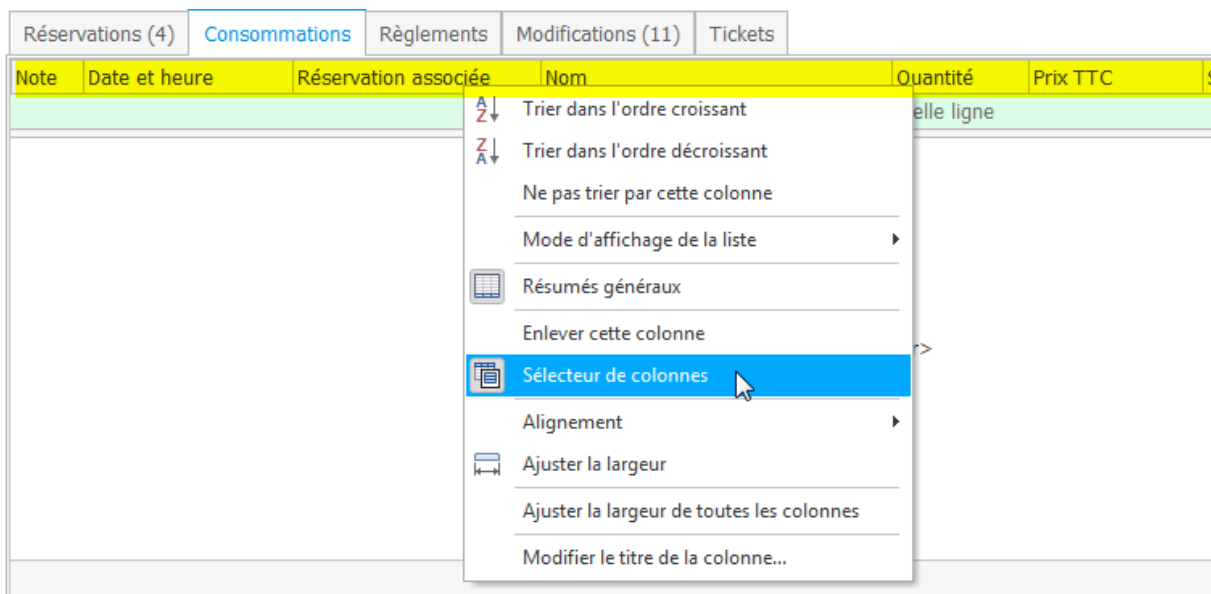
- Then, in the small 'Customise' window that appears, all the column headers that are currently hidden are displayed. Drag and drop one of these headers with the mouse to position it where you want it on the data grid header. The new column will then be displayed in the grid.

To hide a column you don't want to use, simply right-click on its header and select "Remove this column".

On some grids, it is also possible to group rows according to the values in one or more columns and add totals by group.

All these grid display changes are stored on the computer on which they are made, so that they can be restored when the application is restarted on the same computer. You can also prevent certain users from modifying this grid configuration (see user rights management).

You can select several elements (data lines, schedule reservations, etc.) by holding down the SHIFT or CONTROL key while making the selection. This makes it possible, for example, to delete or duplicate several lines of a data grid in one go.

On data grids that allow this multiple selection of rows, it is also possible to modify a value in a column for several rows at once. To do this, select several rows and make the desired value change on the last row selected. The program will then ask if this change should also be applied to the other selected rows (example of use: changing the end date of several bookings for the same holiday).

New rows are always added to a data grid using the "Click here to add a new row" line which appears just below the column headers. You can confirm the addition by pressing the F10 key or the "Down arrow" key or pressing the ENTER key twice, or simply by clicking on another row in the grid. Press the "Ins" key to confirm the new line and go on to create a new line.

The TAB key is used to move from one input field to another. ALT+TAB is used to go backwards. CTRL+C, CTRL+X and CTRL+V copy, cut and paste values.

Press the F4 key in the amount entry fields to display a calculator; in the date entry fields to display a calendar; and in the list selection fields to display a list of possible values. For date fields, you do not have to enter the year; the application will then complete your entry with the current year.

Most Family Hotel PMS screens have a full-text search function, accessible by pressing the CTRL+F key combination (so you can easily search for a value in a data grid, a booking in the schedule or an action in the action bar).

All comment entry zones (multi-line entry zones) support drag-and-drop files. This creates a hyperlink. By clicking on this hyperlink, you can open the file using the default editor associated with the file type in Windows. The hyperlink is created using any environment variables defined on the workstation that correspond, in whole or in part, to the file access path.

All comment entry zones (multi-line entry zones) also support the ability to scan a document and then create a hyperlink to this scanned document (right-click menu > create a link to a scanned document). If this link is greyed out, you must first specify the scanner to be used in the settings (see the section on "Setting miscellaneous parameters").

Note that only a link is stored in your database (not the document itself). It is a good idea to set up the directory for scanned documents in your OneDrive directory (or other similar service) so that these documents can be accessed from all your workstations.

A hyperlink is also created automatically when a website address or email is entered.

When a comment field is filled in, a small 'post-it' icon is displayed to indicate the presence of text.

Miscellaneous1, Miscellaneous2 and Miscellaneous3 columns are available to store additional information not provided by the application. These columns are available at stay, ticket, reservation, consumption, payment, customer and partner level. These zones can contain either free text or values from a list (see the "Setting up lists of values" chapter).

You can change the title of a row or column in a data grid via the context menu "right-click > change row title..." on the row header (or the context menu "right-click > change column title..." on the column header).

Example of data grids: the boundaries of each grid are shown in red; the header area is shown in yellow, the area for entering a new line is shown in green, and the area at the bottom of the grid for totals is shown in purple. Each zone has a context menu for customising its display.

Vertical data grid :

Horizontal data grid :

This grid configuration can be reset screen by screen to return to the default configuration, using the menu: *Customise>Settings>Reset preferences.*
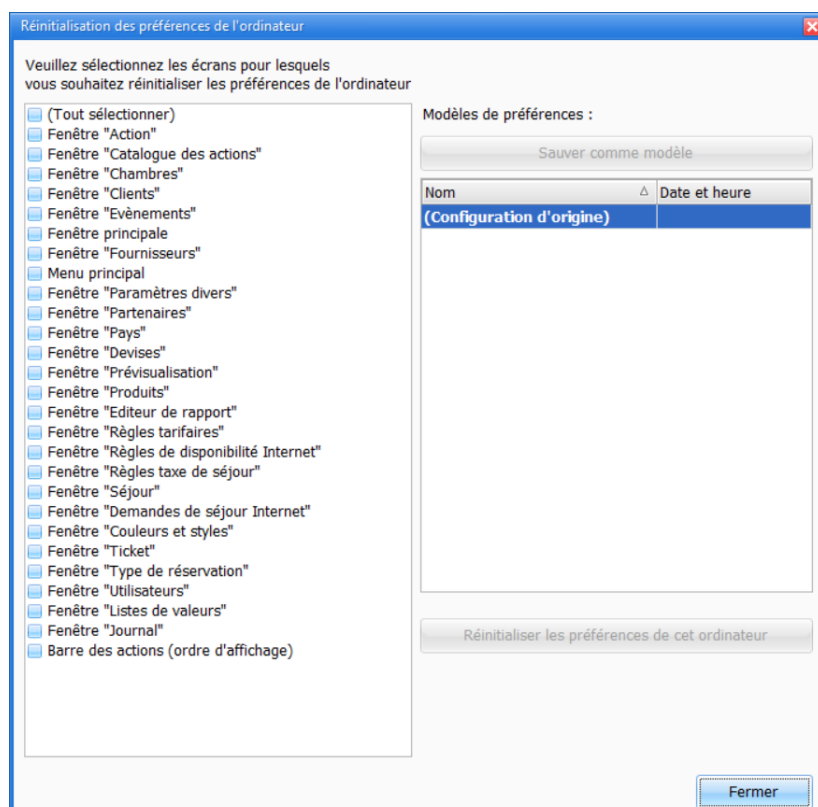
Then select the window(s) or display area(s) to be reset and click on the "Reset preferences for this computer" button. Then immediately restart the application for the reset to take effect.

This screen can also be used to save the selected preferences in a 'template' so that they can be applied to another computer.

To create a template, select the window(s) or display area(s) to be included in the template, click on "Save as template" and give the template a name. Then, from another computer, select the template in question (press F5 if it is not visible in the list of templates) and click on "Reset preferences for this computer". Then immediately restart the application so that the reset takes effect.

You can delete a template by "right-clicking>delete" on the template line in the list. The "(Original configuration)" template cannot be deleted.

The application uses an appearance (colours, shape of graphic elements, etc.) to render the screens. Several skins are available in the application, allowing you to quickly change the look of the application. It is also possible to override a given appearance by modifying the style of a particular area of the application (in terms of background colour, font used - size, text colour). You can find all these settings in the "Customise > Colour and styles" menu.)

Finally, if by chance the application generates an unexpected error, the following message will be displayed:
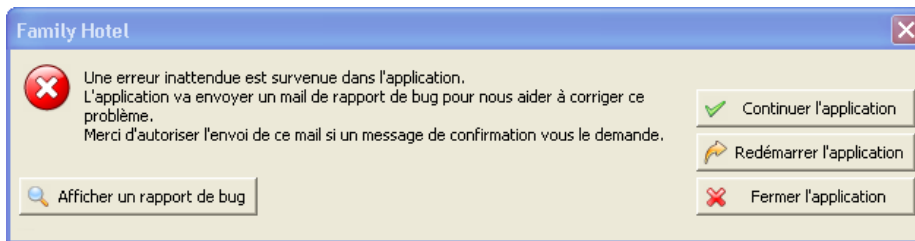

The application will then automatically email us all the information we need to analyse and correct the problem in question in future versions. We would be grateful if you could authorise this email to be sent if your email software asks you to do so. In most cases, you can continue to use the application by clicking on the "Continue application" button.

This situation must be very rare. If you systematically manage to produce such an error, you can also let us know by email what procedure to follow. We attach great importance to ensuring that the application is as stable as possible.

DISPLAY FORMAT FOR NUMBERS, DATES AND AMOUNTS

The format in which numbers, dates and amounts are displayed can be modified globally at application level via the "Customise > Settings > Establishment" menu (see below). This affects all screens and also some of the reports generated.

You can also change the display format for a specific amount field using the context menu in the header of the amount field in question (right-click > Display format...).
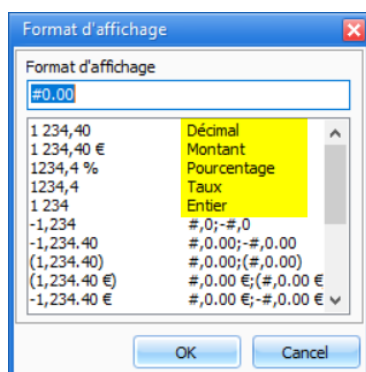
The formats in yellow correspond to the global formats from the settings in "Customise > Settings > Establishment".

You can enter custom display formats that are not in the list of standard formats:

Character	Represents
0	The number at this position is always displayed. The application displays 0 if it is equal to zero.
#	The digit at this position is only displayed if it is not 0.
.	Displays the decimal separator.
,	Displays the thousands separator.
;	Separates formats for positive, negative and zero numbers.
xx'/"xx"	For the above characters to be displayed as they are without affecting the formatting, they must be entered as single or double quotes.

For example, for a display in CFA francs (without centimes and with a thousand separator), you can enter the format :
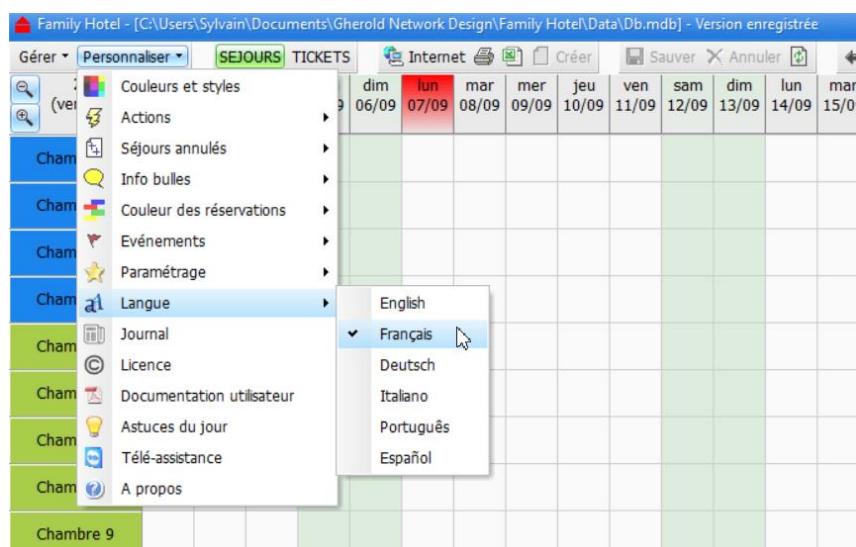
#.0 Fcfa

If you want negative numbers to be enclosed in brackets (instead of the '-' prefix), you can enter the format :

#,0 FCfa;(#,0 FCfa)

LANGUAGES

You can change the language in Family Hotel PMS using the Customise>Language menu. You can change the language without having to restart the software. The language you select will be saved from one use of the software to the next.

It is also possible to define a preferred language for each user. In this case, the language switch is made automatically when the user logs in (see "User settings" section).

Family Hotel PMS is available in English, French, Italian, Spanish and Portuguese by default. However, you can translate Family Hotel PMS yourself into any language without having to create a new version of the software.

To do this, install the Language Manager software, available here:

http://download.familyhotel.fr/lmsetup.exe and use it to edit the file below:

\Users\Public\Documents\Family Hotel\Lang\FamilyHotel.ntv.lng

The Language Manager programme has its own documentation and we will be happy to answer any questions you may have if you wish to use it (for Family Hotel Club members only).

The "report editor" section cannot be translated using the Language Manager.

However, Family Hotel PMS already has a translation of the "report editor" for the following languages: English, Danish, Dutch, French, German, Italian, Norwegian, Brazilian, Portuguese, Spanish, Mexican, Swedish.

If you create one of these languages using the Language Manager, the report editor will be automatically translated (for other languages, it will be in English).

Family Hotel PMS supports UNICODE. This means that data can be entered using characters from any alphabet, and the graphical interface can be translated (using the Language Manager) into any language.

CURRENCY MANAGEMENT

Family Hotel PMS is not multi-currency software. All amounts entered in Family Hotel PMS must be in a single currency of your choice.

By default, some of the reports we offer (e.g. invoice reports) display the € (euro) sign next to the amounts. This can easily be changed by modifying the display format defined in "Customise > Settings > Establishment".

It is also possible to modify reports so that they display amounts in several currencies calculated from the amount entered in Family Hotel PMS and an exchange rate, which would then be a parameter that can be entered when the report is launched (with a default value stored).

Such a report is available in the catalogue of reports that can be downloaded from the Internet (see the paragraph entitled "Retrieving an action and its associated report from the Internet"). Search for the word "currency" in the catalogue.

It is also possible to enter, for a given stay (or ticket), your reservation, consumption or payment amounts in a "Price incl. VAT / Amount in foreign currency" column. At stay (or ticket) level, you can indicate the currency in question and the exchange rate in relation to the Family Hotel PMS reference currency. The software will then calculate the amounts in this reference currency for this stay (or ticket). Default exchange rates can be saved for each currency in the "Customise > Settings > Currencies" menu; alternatively, a single default exchange rate can be saved in the "Customise > Settings > Miscellaneous settings" menu.
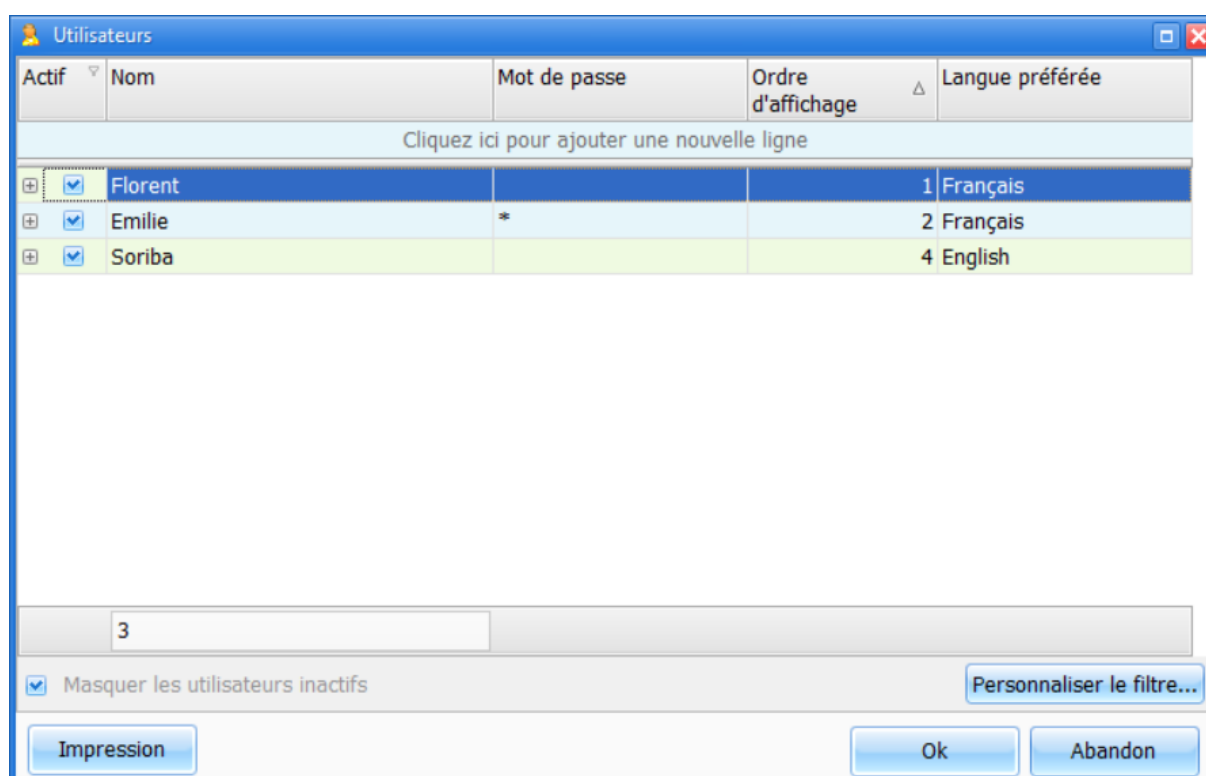
INITIAL APPLICATION SETTINGS

USER SETTINGS

Family Hotel PMS memorises all changes made by users to stays and tickets (and also changes to settings that may affect the calculation of taxes for Family PMS). To do this, the software needs to know the list of possible users, and each user will have to click on the button corresponding to their name before using the software so that it can know who has made the modification.

To manage the list of users, use the menu

Customise>Settings>Users

This window is used to define the list of users who will be using the application. For each user, you can define :

- its name
- a password if required (not compulsory)
- a display order in the login window
- a preferred language (not compulsory)
- action rights levels (see Advanced setup - Action setup).

A column, hidden by default, can also be used to define the types of room activity that the user is allowed to see on the schedule (in order to limit the rooms displayed when this user is logged in).

If a user is no longer in use, you can deactivate it by unchecking the corresponding "active" box. When adding a new user, it is recommended that you create a new line rather than rename a user

that is no longer in use. The "right-click > duplicate" function on a given line allows you to duplicate a given user by also copying its rights.

To delete a user, right-click on the line and select "Delete". This function is only available if the user has not yet made any changes. If this is not the case, the user must be deactivated so that it is no longer proposed in the login list.

By unchecking the "Hide inactive users" box, deactivated users can be displayed so that they can be reactivated.

By clicking on the small '+' at the beginning of the line, you can modify the list of user rights.

Droit de gérer les clôtures	☑
Droit de gérer les clients	☑
Droit de gérer les partenaires	☑
Droit de gérer les produits	☑
Droit de gérer les règles tarifaires	☑
Droit de gérer les règles de disponibilité	☑
Droit de gérer les fournisseurs	☑
Droit de gérer les évenements	☑
Droit de gérer la période	☑
Droit de personnaliser les couleurs et styles	☑
Droit de personnaliser le paramétrage des utilisateurs	☑
Droit de personnaliser le paramétrage	☑
Droit de voir la note tempo d'un séjour ou d'un ticket	☑
Droit de changer de types activités chambres	☑
Droit de modifier l'entête d'un séjour ou d'un ticket	☑
Droit de modifier une réservation d'un séjour	☑
Droit de modifier le prix d'une réservation d'un séjour	☑
Droit de modifier la taxe de séjour d'une réservation d'un séjour	☑

Droit de supprimer une réservation d'un séjour	☑
Droit de modifier une consommation d'un séjour ou d'un ticket	☑
Droit de modifier le prix d'une consommation d'un séjour ou d'un ticket	☑
Droit de supprimer une consommation d'un séjour ou d'un ticket	☑
Droit de modifier un règlement d'un séjour ou d'un ticket	☑
Droit de supprimer un règlement d'un séjour ou d'un ticket	☑
Droit de supprimer définitivement un séjour non facturé	☑
Droit de supprimer définitivement un ticket non facturé	☑
Droit de facturer un séjour ou un ticket	☑
Droit d'annuler une facture associée à un séjour ou un ticket	☑
Droit d'annuler la dernière facture associée à un séjour ou un ticket	☑
Droit de modifier un ticket d'apport/retrait	☑
Droit d'extourner un séjour ou un ticket facturé	☑
Droit de mettre au statut 'Annulé' un séjour ou un ticket	☑
Droit de voir l'onglet 'Modifications' d'un séjour ou d'un ticket	☑
Droit de voir le journal	☑
Droit de modifier le statut des chambres	☑

Droit de modifier un sejour ou ticket 'Réglé' ou 'Annulé'	☑
Droit de modifier le mode de vérouillage du planning	☑
Droit de marquer comme traitée/non traitée une demande de séjour Internet	☑
Droit de voir le détail d'un séjour ou d'un ticket	☑
Droit de voir la barre des actions	☑

This area is used to define the rights of each user. If the user does not have a right, the corresponding menu is not visible (or the associated function is not available).

The "customise settings" right is fairly global, as it allows you to restrict access to all the application's settings screens and also to the configuration of data grids.

The "customise user settings" right indicates whether the user can modify user rights. At least one user must have this right.

Via the "right-click > Copy rights for this user" menu, it is possible to copy the rights configuration of a user selected in the grid in order to apply it to a set of other users. To do this, after copying the rights of the "template" user, select the user or users to whom you wish to apply these rights and use the "right-click > Apply copied user rights" menu.

How the "action rights level" works is explained in the "Advanced settings" chapter (see Action settings).

Once the list of users has been defined, the login window will look like this:
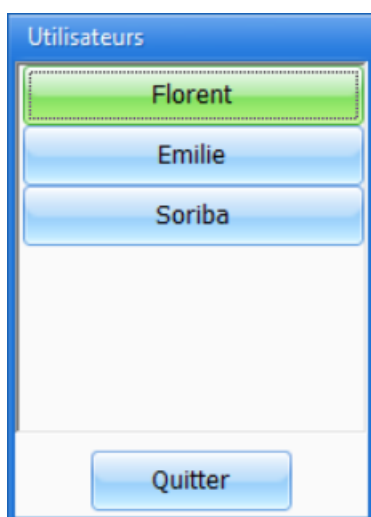
The size of this window may vary depending on the number of active users defined.

This window is displayed automatically if the application is inactive for a few minutes (this can be configured in the miscellaneous settings; see the end of this chapter).

It allows users to quickly identify who they are.

The buttons are displayed in the order defined in the settings window.

If a password has been defined for a user, the login window will ask for this password as soon as the user clicks on the button. If the password is entered incorrectly 3 times, the application will be stopped. The password is validated by pressing ENTER.

If a favourite language is defined for the user, the application will switch to this language automatically as soon as the user clicks on the button. If no favourite language is defined for the user, the application will remain in the current language (which may be the previous user's favourite language).

The application also works in 'no user' mode. If no active user is defined in the user settings, then the login window is never displayed, but the history of SEJOURS and TICKET changes no longer shows who made the change (all changes are saved to a technical user whose name is "unknown").

SETTING UP THE ESTABLISHMENT

The establishment settings enable you to define your establishment's legal notices, address, email address, telephone numbers and website. This information can be used to generate certain reports (e.g. invoicing, confirmation of stay, etc.).

This setting also allows you to define the display formats for dates and numbers. These formats can be used both in the application screens and in the reports generated.

Finally, this setting allows you to define the school's time zone, which is used to calculate the current date and time when using a cloud database (the computer's date and time are not used in this case).

To access these settings, use the menu :
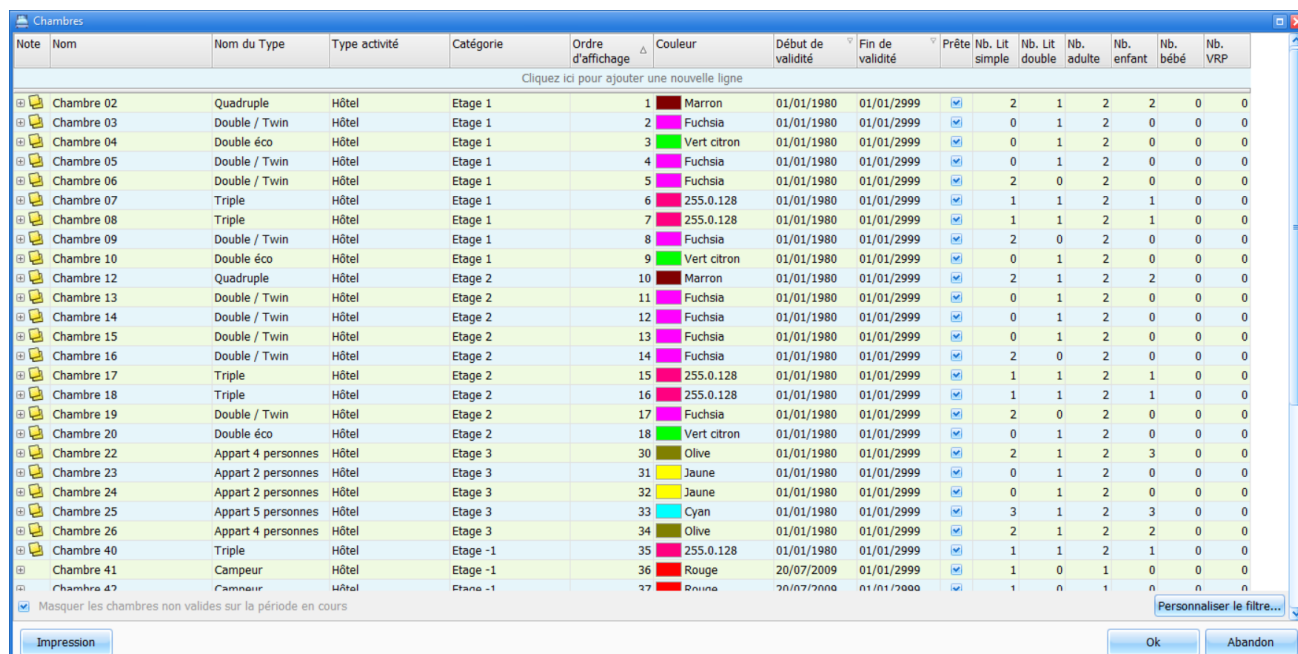
Customise>Settings>School

To load the logo, "right-click > load..." in the area where the image is to be displayed, then select an image on your computer that you have prepared to the correct size (200 x 200 pixels).

ROOM SETTINGS

Room settings are used to define the list of rooms in your accommodation facility and their characteristics, which are used to display the schedule.

To do this, use the menu :

Customise>Settings>Room

Note	Nom	Nom du Type	Type activité	Catégorie	Ordre d'affichage	Couleur	Début de validité	Fin de validité	Prête	Nb. Lit simple	Nb. Lit double	Nb. adulte	Nb. enfant	Nb. bébé	Nb. VRP
					Cliquez ici pour ajouter une nouvelle ligne										
	Chambre 02	Quadruple	Hôtel	Etage 1	1	Marron	01/01/1980	01/01/2999	✓	2	1	2	2	0	0
	Chambre 03	Double / Twin	Hôtel	Etage 1	2	Fuchsia	01/01/1980	01/01/2999	✓	0	1	2	0	0	0
	Chambre 04	Double éco	Hôtel	Etage 1	3	Vert citron	01/01/1980	01/01/2999	✓	0	1	2	0	0	0
	Chambre 05	Double / Twin	Hôtel	Etage 1	4	Fuchsia	01/01/1980	01/01/2999	✓	0	1	2	0	0	0
	Chambre 06	Double / Twin	Hôtel	Etage 1	5	Fuchsia	01/01/1980	01/01/2999	✓	2	0	2	0	0	0
	Chambre 07	Triple	Hôtel	Etage 1	6	255.0.128	01/01/1980	01/01/2999	✓	1	1	2	1	0	0
	Chambre 08	Triple	Hôtel	Etage 1	7	255.0.128	01/01/1980	01/01/2999	✓	1	1	2	1	0	0
	Chambre 09	Double / Twin	Hôtel	Etage 1	8	Fuchsia	01/01/1980	01/01/2999	✓	2	0	2	0	0	0
	Chambre 10	Double éco	Hôtel	Etage 1	9	Vert citron	01/01/1980	01/01/2999	✓	0	1	2	0	0	0
	Chambre 12	Quadruple	Hôtel	Etage 2	10	Marron	01/01/1980	01/01/2999	✓	2	1	2	2	0	0
	Chambre 13	Double / Twin	Hôtel	Etage 2	11	Fuchsia	01/01/1980	01/01/2999	✓	0	1	2	0	0	0
	Chambre 14	Double / Twin	Hôtel	Etage 2	12	Fuchsia	01/01/1980	01/01/2999	✓	0	1	2	0	0	0
	Chambre 15	Double / Twin	Hôtel	Etage 2	13	Fuchsia	01/01/1980	01/01/2999	✓	0	1	2	0	0	0
	Chambre 16	Double / Twin	Hôtel	Etage 2	14	Fuchsia	01/01/1980	01/01/2999	✓	2	0	2	0	0	0
	Chambre 17	Triple	Hôtel	Etage 2	15	255.0.128	01/01/1980	01/01/2999	✓	1	1	2	1	0	0
	Chambre 18	Triple	Hôtel	Etage 2	16	255.0.128	01/01/1980	01/01/2999	✓	1	1	2	1	0	0
	Chambre 19	Double / Twin	Hôtel	Etage 2	17	Fuchsia	01/01/1980	01/01/2999	✓	2	0	2	0	0	0
	Chambre 20	Double éco	Hôtel	Etage 2	18	Vert citron	01/01/1980	01/01/2999	✓	0	1	2	0	0	0
	Chambre 22	Appart 4 personnes	Hôtel	Etage 3	30	Olive	01/01/1980	01/01/2999	✓	2	1	2	3	0	0
	Chambre 23	Appart 2 personnes	Hôtel	Etage 3	31	Jaune	01/01/1980	01/01/2999	✓	0	1	2	0	0	0
	Chambre 24	Appart 2 personnes	Hôtel	Etage 3	32	Jaune	01/01/1980	01/01/2999	✓	0	1	2	0	0	0
	Chambre 25	Appart 5 personnes	Hôtel	Etage 3	33	Cyan	01/01/1980	01/01/2999	✓	3	1	2	3	0	0
	Chambre 26	Appart 4 personnes	Hôtel	Etage 3	34	Olive	01/01/1980	01/01/2999	✓	2	1	2	2	0	0
	Chambre 40	Triple	Hôtel	Etage -1	35	255.0.128	01/01/1980	01/01/2999	✓	1	1	2	1	0	0
	Chambre 41	Campeur	Hôtel	Etage -1	36	Rouge	20/07/2009	01/01/2999	✓	1	0	1	0	0	0
	Chambre 42	Campeur	Hôtel	Etage -1	37	Rouge	20/07/2009	01/01/2999	✓	1	0	1	0	0	0

☑ Masquer les chambres non valides sur la période en cours   Personnaliser le filtre...

Impression   Ok   Abandon

Unlike users, a room cannot be "non-active", but it does have a validity period. If a room no longer exists, simply set its expiry date so that it no longer appears on the schedule from that date. The room will remain visible on the schedule as long as there is at least one day in common between its validity period and the schedule construction period (see period settings).

To delete a room, right-click on the line and select "Delete". This function is only available if no reservation has yet been entered for this room, otherwise you need to invalidate the room by changing its validity period so that it is no longer displayed on the schedule. Please note: the room will only be removed from the schedule if there is no day in common between the validity period of the room and the schedule period defined via the "Manage > Period" menu. If this is not the case, the room will remain visible on the schedule, displaying in black the days on which the room is not valid.

For each room, you can define the number of single and double beds, and the number of adults, children, babies and PRVs. These values are used to automatically initialise the booking information. You should therefore set the most frequent configuration for each room.

It is also possible to define a display order and a colour to be used on the left-hand column of the schedule (which displays the list of rooms).

The notions of room type Type1, Type2, Type3, Type4, Type5 and Name of type are used by the programme for updating availability on the Internet; see last chapter. These columns can also be used when defining rate rules for reservations (see chapter "Setting up rate rules").

The notion of "room activity type" is used to provide a schedule displaying rooms "by activity type". This is useful for structures with a large number of rooms, to avoid having to scroll too much

vertically through the schedule and to maintain good program execution performance. This concept can also be used to limit the number of rooms visible to a given user.

The notion of "room category" is not used directly by the programme. It may be useful in certain reports for grouping rooms together.

You can also enter a comment about a room. To do this, click on the small cross at the beginning of the room line to display the comment box. This comment can be used in the schedule tooltips (see miscellaneous settings, for setting the content of room tooltips).

The software does not impose a limit on the number of rooms that can be created (by using the "Click here to add a new line" line; see the 'General ergonomics and preference management' chapter). On a standard screen (17"), it is possible to display up to 40 to 50 rooms on the schedule without having to scroll vertically (depending on the vertical zoom set on the main schedule screen).

Other columns in the room settings (some columns can be hidden by default; see chapter on 'General ergonomics and preference management') :

- Secondary colour: used to colour the entire schedule line for the room in question (and not just the room header on the schedule);
- Max no. of non-cancelled stays: used to define whether the programme authorises several simultaneous (non-cancelled) reservations for each room, and if so, under what conditions; this setting has priority over the setting in the miscellaneous parameters, which applies to all rooms;
- Max. Occupant: used to limit the maximum number of occupants for all simultaneous reservations for the room; the number of occupants being the total number of adults, PRMs and children;
- Default reservation type: allows you to define, for each room, the default value for the reservation type when a new reservation is created. This setting takes precedence over the one in the miscellaneous settings, which applies to all rooms;
- Revision date 1, 2, 3: not used directly by the programme. These dates can be useful when producing certain reports to draw up lists of rooms to be serviced (e.g. servicing air conditioners);
- Default partner: allows you to associate a default partner with each room. If, for a stay that is still associated with the default partner (DIRECT), you switch to "client & partner" billing mode and this stay only includes bookings whose rooms have the same partner associated with them, then the software will suggest associating this stay with this partner;
- Main room: allows you to associate a main room with a given room, so that the room is considered available for sale on the Internet only if the main room is not occupied during the same period. Also, the main room is considered available for sale on the Internet over a given period only if all the rooms referencing it are available over this same period. Please note that an "unavailable" (or "allotment") event for a given room does not affect the main room or the other rooms referenced by the main room.
  A master bedroom cannot be referenced by another master bedroom;
- Max. number of non-cancelled stays: defines whether it is possible to create several reservations of this type in this room on the same dates (and if so, with or without a warning message).

SETTING RESERVATION TYPES

Reservation types are used to define the service associated with each reservation and which is included in the price entered for the reservation. Example of possible booking types: room, room and breakfast, evening stopover, half-board, full-board, etc.

Customise>Settings>Reservation types

We recommend <u>NOT</u> using the reservation type to translate :

- The status of the booking (confirmed, paid, etc.): it is preferable to use the status of the stay for this;
- The origin of the booking (Booking.com, direct, etc.): it is preferable to use the notion of partner associated with the stay for this; or one of the various fields 1, 2 or 3 at stay level (or even at booking level).
- The occupancy or configuration of the room: it is preferable to use the columns nb adult/VRP/child/baby and nb double/single/additional bed when booking;
- The type of room (double, triple, quadruple, etc.): as a reservation is always associated with a room, the type of room is indicated in the room settings ("type name" column).

The booking type is used to define the VAT rate associated with the price (including VAT) of the booking. If the booking type includes several services with different VAT rates, the small cross at the beginning of the line takes you to a detailed parameter setting that allows you to define how the price (including VAT) of the booking is split between the different rates.

Example "with mixed rates": 75% of the amount at 10% VAT and 25% of the amount at 20% VAT

Configuration TVA et consommations incluses	Configuration des consommations extra			
Nom	Taux TVA	Fraction (1=100%)	Prix TTC par jour	Prix TTC par jour par adulte	Prix TTC par jour par enfant
	Cliquez ici pour ajouter une nouvelle ligne				
	10,0 %	0,75	0,00	0,00	0,00
	20,0 %	0,25	0,00	0,00	0,00

Example "with fixed amounts": €25 incl. VAT per day per adult at a VAT rate of 20% and the remainder at a VAT rate of 10%.

Configuration TVA et consommations incluses	Configuration des consommations extra			
Nom	Taux TVA	Fraction (1=100%)	Prix TTC par jour	Prix TTC par jour par adulte	Prix TTC par jour par enfant
	Cliquez ici pour ajouter une nouvelle ligne				
	10,0 %	1	0,00	0,00	0,00
	20,0 %	0	0,00	25,00	0,00

For each type of reservation, you can define :

- A colour that is used to colour the schedule (if the schedule is in "by reservation type" colouring mode);
- Fare codes type 1, 2, 3, 4 or 5, which are used to initialise the correct "type of booking" when a holiday request is received via the Internet (depending on the fare code received from the channel manager); (see chapter "Setting up the Internet synchronisation module").
- A default invoicing mode that allows you to define whether this type of booking should be invoiced to the customer or the partner by default (in the case of customer/partner invoicing of the holiday; see the section on invoicing holidays);
- Whether it is possible to create several reservations of this type in the same room on the same dates (and if so, with or without a warning message);
- If a reservation of this type is in "Day use" (default no);
- Whether a reservation of this type blocks availability on the Internet (default: yes).

If you don't think this notion of reservation type is useful for your structure, you can define a single "room only" reservation type (with 10% VAT) and configure this reservation type as the default for all rooms in the miscellaneous settings (or in the room settings). This way you won't have to enter this field.

A "Cancellation costs" booking type with a VAT rate of 0% is also useful for invoicing cancellation costs for a stay cancelled at the last minute (No show) and for which only part of the amount initially planned is invoiced to the customer.

To delete a booking type, right-click on the line and select "Delete". This function is only available if no booking has yet been entered with this booking type, otherwise you need to deactivate the booking type so that it is no longer proposed when bookings are entered.

By unchecking the "Hide inactive booking types" checkbox, you can display deactivated booking types so that you can reactivate them. It is not advisable to reactivate and modify an old booking type in order to create a new one that has nothing to do with it. It is preferable to create a new line for the new booking type via the "Click here to create a new line" line (or via the "right-click > duplicate" function to duplicate an existing booking type and its VAT configuration).

It is also possible to describe the products consumed by a given type of reservation. This consumption can be of 2 types:

- Either the <u>drinks are "included"</u> in the price of the reservation, and describing the composition of the products in the reservation types is useful:
  - o Break down sales more precisely when exporting to the accounts;
  - o Calculate the stock situation;

  The breakdown of the price of the reservation according to the consumption included is not displayed to the customer, and if the customer does not actually consume the product, it will still be billed.

- Or the consumption is not included, in which case it is referred to as <u>extra consumption</u>. Setting the parameters for this extra consumption in the booking types is therefore a "consumption model" which enables consumption for a stay to be generated semi-automatically.

  The details of the consumption generated are displayed to the customer and it is possible to delete one or more of the consumptions if the customer has not consumed the product in order not to bill him.

Included consumptions are defined in the same tab as the VAT rate seen above. Extra costs are defined in the "Extra costs configuration" tab.

A given type of booking can therefore have both included and extra charges. In both cases, you need to define :

- The product consumed ;
- Quantity generated (usually set to 1) ;
- How the quantity is calculated (per day, per day per adult, per day per child, etc.);
- The days concerned (check-in, check-out, other days) ;
- Time of consumption generated ;

And only for drinks included:

- The price per day, per adult day, per child day, ...

And only for extra consumption:

- Optionally, the unit price, the billing method, a note, an internal note (using the small "+" at the beginning of the line for notes);
- Also optionally, the partner, partner group or customer group to which this extra applies.

Example: "room and breakfast" booking type with 2 extras: 1 adult breakfast product and 1 child breakfast product (every day at 08:00 except check-in).

Then, in the "charges" tab of the stay window for a stay which includes at least one booking where the booking type includes "charges for extras", a "right-click > generate charges for extras" menu will allow you to start generating charges for this stay (see the chapter entitled "Creating and modifying a stay > Entering charges for a stay").

It is possible to set up an extra so that it is counted with a fixed quantity <u>per stay</u> (e.g. administration fees). To do this, leave the "Quantity calculation method" and "Days used" columns unchecked and enter the fixed quantity in the "Quantity" column.

Consumption included is automatically taken into account. They can be seen in the details area of each booking in the "Consumption included" tab.

Above is an example of a booking of €200 (incl. VAT) for a "Well-being" room for 2 adults for 2 days, with one drink included on the Sauna product (counted 1 time per day, so quantity = 2 x 2 = 4).

SETTING THE PRICE RULES FOR RESERVATIONS

The booking price rules are used to automate the definition of the booking price at the time of booking (for bookings entered online only). If no rules are defined, you will have to enter the price manually for each booking for each holiday. Setting the booking price rules is therefore optional.

A rule can be used to set a price **per night or a discount rate**, which can depend on :

- a partner or group of partners ;
- a group of customers ;
- a type of room, a category of room, a type of room activity (or more precisely, a room);
- a type of reservation ;
- of a period ;
- the duration of the reservation ;
- the maximum number of occupants (total adults + VRP + children) ;
- the day of the week (Monday Tuesday, ...) ;
- the number of days in advance at which the booking is made;
- the configuration of the room (number of double or single beds)
- how the reservation is billed (customer/partner/partner with tourist tax)

To set the pricing rules for reservations, use the menu :

Manage>Reservation pricing rules

This screen has a number of columns that are hidden by default, allowing you to create rules based on the various criteria listed and to enter prices according to the occupancy of the booking (no. of adults / PRVs / children / babies). It is even possible to have 4 levels of children's prices using the "Children's night price 1, 2, 3 or 4" columns.

The principle behind the pricing rules is as follows:

To find out the reservation price for a given day, the program goes through the list of active rules in the order of priority defined (from the lowest to the highest). If the first rule is compatible with the booking in question, it applies the price indicated on that rule and ignores the following rules; otherwise it moves on to the next rule.

If, for example, the type of reservation in a rule is set to "Room only", this means that the rule applies only to reservations of this type. For reservations of any other type, this rule will be ignored.
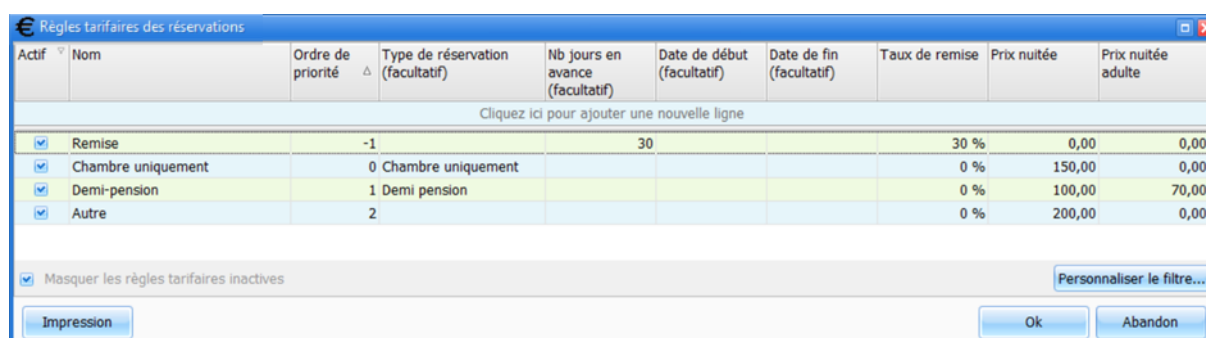
If the "reservation type" column is empty in the rule, this means that the rule applies regardless of the type of reservation defined in the reservation. The same applies to all other criteria.

In the example above, the following behaviour has been defined using 3 rules:

- All "room only" bookings are charged €150 per night (regardless of room type, occupancy, dates, etc.);
- All "half-board" bookings are charged at €100 per night + €70 per night per adult;
- all other bookings are charged at €200 per night.

The order of priority between rules 1 and 2 is not important because these 2 rules are exclusive (type of booking "room only" or "half board"). On the other hand, if rule 3 had higher priority than the other 2, then it would be applied systematically and would mask the other 2.

It is also possible to define "pure" discount rules (without tariffs).

In the specific case of a rule with no tariff (all prices at 0), if the rule is applicable, the software memorises the discount rate and applies it to the next applicable tariff rule encountered (in order of priority).

In the example above, we use exactly the same rules as in 1er example, but if the booking is made more than 30 days in advance, then a 30% discount is applied (whatever the type of booking).
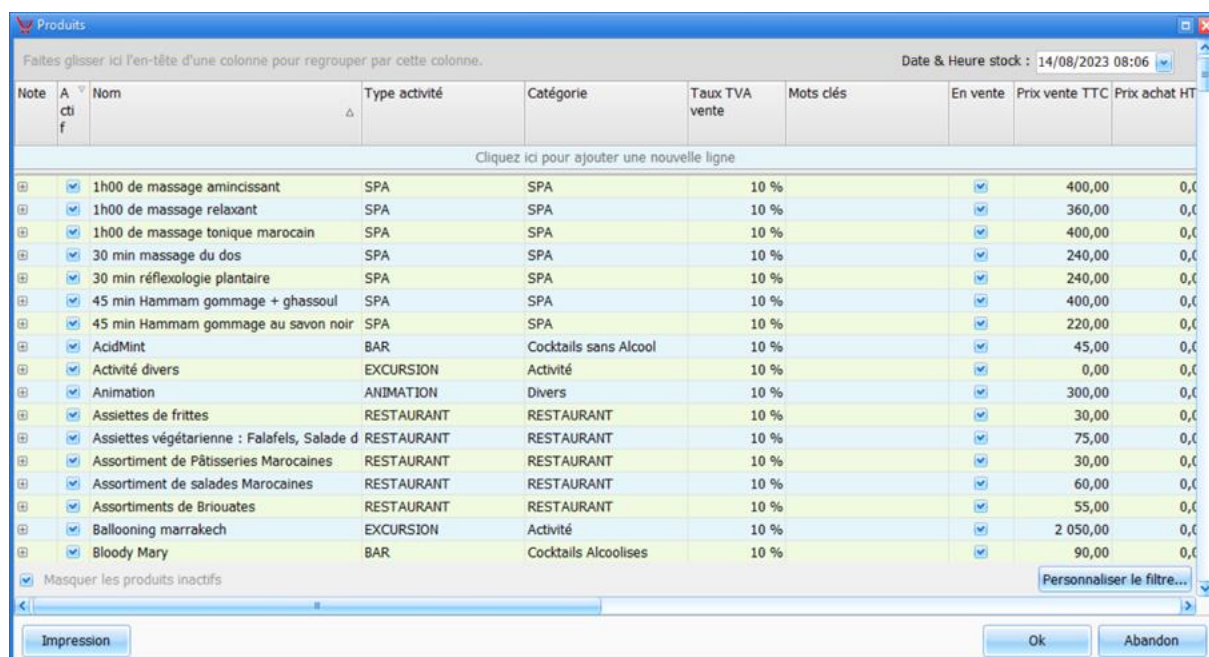
To delete a booking price rule, right-click on the line and select 'Delete'. The "Active" column allows you to activate/deactivate a fare rule without having to delete it. By unchecking the "Hide inactive fare rules" checkbox, you can display deactivated fare rules so that you can reactivate them.

PRODUCT SETTINGS

The list of products allows you to define all the products that can be associated with consumption (in stays or tickets) and to define the selling price including VAT (so that you don't have to enter it for each consumption) and the VAT rate.

To do this, use the menu :

Manage>Products

Products are grouped into Activity Type (to classify consumption on the invoice) and Category (to search for products when entering consumption). You can enter whatever you like in these 2 fields. The system proposes a list of values that have already been used. If a value is no longer proposed, it is sufficient for it not to be used by any product.

For each product, it is possible to specify keywords which will be used to improve the search for products when entering consumption (in the stay or ticket forms). Keywords can be separated by a space or a comma.

The "On sale" box indicates that the product can be associated with consumption. You can define products that are not on sale and use the product window to enter a complete inventory of your stock.

The sales price including VAT is used to initialise the consumption price when entering consumption data.

The sales VAT rate is used to calculate consumption VAT (a product can only have one VAT rate, unlike reservation types).

The information Purchase price excl. VAT, Last purchase date, Purchase VAT rate, Quantity in stock, Inventory check is not used by the program.

It is possible to associate a supplier with a product.

You can enter a comment about a product by clicking on the cross at the beginning of the product line to open the comment box.

It is possible to manage stock replenishment for certain "On sale" products.

To do this, tick the "Replenishment management" box and enter the quantity at the last inventory and the date of that inventory (in the example below: quantity 50 at 01.11.2009).

Next, you need to specify the minimum quantity at which you want to indicate that replenishment is necessary (for example, quantity 30). The software will calculate the "estimated" quantity in stock at the date and time specified in the "Stock date & time" input field (top right of the window), by totalling the consumption of this product recorded since the last inventory date.

If this estimated quantity is below the minimum quantity, then the "stock status" column displays "Replenishment required", otherwise "Stock OK".

You can then sort, filter and group rows according to this "stock status" column to see all the products that need to be replenished.

The "Extra code type 1, 2, 3, 4 or 5" columns are used to associate a product with an "extra" that can be sold on the Internet (e.g. breakfast, parking space, etc.). When an Internet booking including this extra is received, the consumption(s) will be automatically created in the stay file.

Other product settings columns (some columns can be hidden by default; see chapter 'General ergonomics and preference management') :

- "Init. date & heure conso. This is used to set the consumption date and time to a different value from the current date and time when the reservation is created.

This can be at a fixed time depending on the current half-day. This may be one day between the start and end of the stay, depending on the day of entry.

- "Default billing mode", which allows you to define whether the consumption associated with the product should be billed to the customer or the partner by default (in the case of customer/partner billing for the stay; see the chapter on stay billing).
- "Display button" is used to define whether the product should be displayed in the button bar on the consumption tab of the stay and ticket forms;
- "Short name" allows you to define a short name to be used in the button bar of the consumption tab of the stay and ticket forms;
- "Display order" allows you to define the order in which the buttons are displayed in the button bar of the consumption tab of the stay and ticket forms;

SUPPLIER SETTINGS

The supplier file is used to store all the contact information for suppliers and also to produce statistics on sales of the products associated with them.

To manage the list of suppliers, use the menu :

Manage>Suppliers

To delete a supplier, right-click on the line and select "Delete".

It is not possible to delete a supplier with associated products. In this case, you simply need to deactivate it so that it is no longer proposed in the list of suppliers in product management. By unchecking the "Hide inactive suppliers" box, deactivated suppliers can be displayed so that they can be reactivated.

SETTING CONSUMPTION TARIFF RULES

Consumption pricing rules are used to calculate the unit price or discount rate for a product based on its consumption context (date, time, product category, type of product activity, partner, partner group, customer group, billing method, etc.).

If no rule is defined, the price used is the one defined in the product settings.
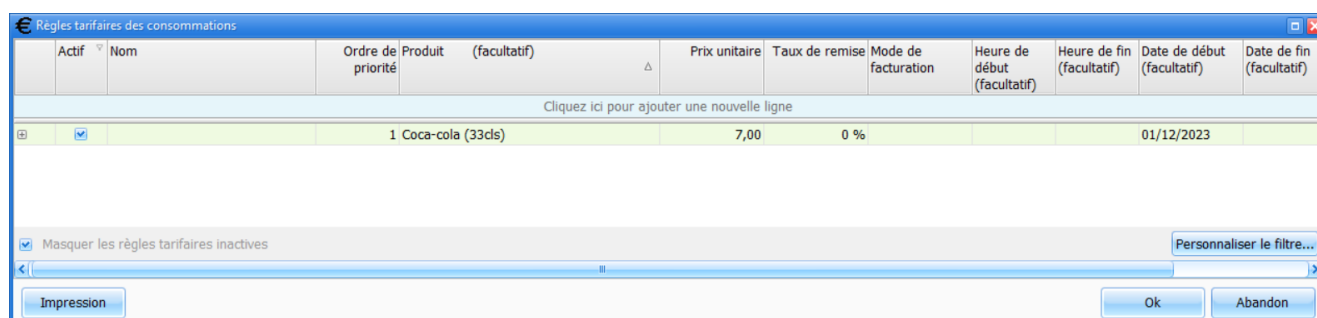
Setting the tariff rules for consumption is therefore optional.

A rule can be used to set a **unit** price **or a discount rate**, which may be a function of :

- of a product ;
- a partner or group of partners ;
- a group of customers ;
- a product category, a type of product activity ;
- of a period ;
- the time of consumption ;
- the day of the week (Monday Tuesday, ...) ;
- how the reservation is billed (customer/partner/partner with tourist tax)

To set the tariff rules for consumption, use the menu :

Manage>Tariff rules for consumption

This screen has a number of columns which are hidden by default and which enable rules to be created using the various criteria listed.

The operating principle of the consumer tariff rules is similar to that of the reservation rules:

To find out the price of a product, the program goes through the list of active rules in the order of priority defined (from the lowest to the highest). If the first rule is compatible with the reservation in question, it applies the price indicated on this rule and ignores the following rules; otherwise it moves on to the next rule.

It is also possible to define "pure" discount rules (without tariffs).

In the specific case of a rule with no tariff (price at 0), if the rule is applicable, the software memorises the discount rate and applies it to the next applicable tariff rule encountered (in order of priority).

To delete a consumption rate rule, right-click on the line and select "Delete". The "Active" column allows you to activate/deactivate a tariff rule without having to delete it. By unchecking the "Hide

inactive tariff rules" checkbox, you can display deactivated tariff rules so that you can reactivate them.

Consumer tariff rules can be used to :

- Define a price applicable for a future period (e.g.: a product increases from €6 to €7 from 01/12/2023);
- Define "happy hours" from 6pm to 7pm with a general discount applicable to a category of products;
- define special prices (or special discounts) applicable only to a group of customers or a group of partners ;
- define differentiated pricing for products depending on the day of the week;
- define a selling price in currency.

SETTING UP LISTS OF VALUES

It is possible to limit the entry of certain information to one value from a given list. This is the case for the following information: type of payment, title, type of occupant document, reason for occupant stay, occupant diet, origin of customer contact, miscellaneous 1, 2 and 3 (for stay, ticket, contribution/withdrawal, reservation, consumption, payment, contribution/withdrawal payment, customer and partner).

To set up these lists, use the menu :

Customise>Settings>Value lists
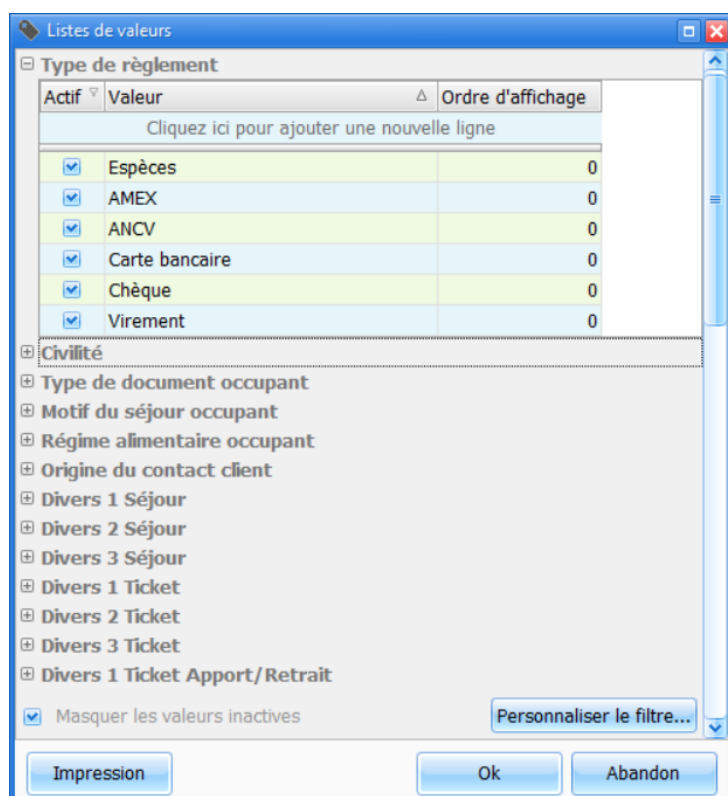
If the list is empty for a given item of information, then the software authorises the entry of any text for this item of information (free text).

The "display order" column is used to define the order in which the possible values are proposed. The "active" column is used to activate/deactivate a value without having to delete it. By unchecking the "Hide inactive values" box, deactivated values can be displayed so that they can be reactivated.

Changing the name of a value in this list will not change the information already entered in the stay, ticket, customer or partner records.

Please note that you are advised not to indicate the reason for payment in the payment types; for example, "deposit" and "balance payment" are not payment types. The reason for payment can be entered either in the note associated with each stay or ticket payment or by using the miscellaneous 1, 2 or 3 field at payment level.

PARTNER SETTINGS

Partners are the tour operators or reservation centres you work with. You can associate a partner with a holiday. In this way, you can find out the volume of turnover per partner or the unpaid holidays for each partner.

The partner settings are used to store all the partners' address and contact information. The "Allocation", "Commission (description)", "Commission1" and "Commission2" fields are purely informative and are not used by the programme. They can be used for reports.

The "Partner Group" field can be used when defining fare rules for bookings to assign fare rules to a group of partners.

Stays can also be invoiced to both the customer and the partner (see section on invoicing).

To manage the list of partners, use the menu :

Manage>Partners

The screen displays details of the partner selected in the list on the left.

By default, a new stay is associated with the DIRECT partner (the name can be changed but cannot be deleted). This "default" partner is displayed in bold in the list on the left. To modify the information for this 'default' partner, you need to have the right to 'modify settings' and 'right-click > modify default partner' on the line in question in the list on the left.

To create a new partner, right-click > New partner in the list on the left, then enter your details in the box on the right.

To delete a partner, right-click > Delete on the line in the list on the left. It is not possible to delete a partner associated with a holiday. If this is the case, you must :

- all the partner's holidays are disassociated (see below)
- or mark the partner as "not active" by unchecking the "Active" box (the partner will no longer be suggested in the holiday form).

By unchecking the "Hide inactive partners" box, deactivated partners can be displayed so that they can be reactivated.

The 'Last associated holidays' tab displays a list of the last 1000 holidays associated with the selected partner. Double-clicking on a line takes you directly to the holiday sheet for the corresponding holiday.

By unchecking the "display only billed stays" box, it is possible to display all the stays associated with the partner (not just those that are billed).

From this list, you can select several holidays to link them to another partner. To do this, drag and drop the corresponding holiday lines to the new partner in the list on the left. This function can be useful for deleting duplicate entries in the list of partners; the old partner who no longer has an associated holiday can be deleted.

From this list, it is also possible to select several holidays in order to display all the associated partner invoices in a single PDF file. To do this, use the "Right-click > Restore partner invoices associated with selected stays..." menu.

Other columns in the partner settings (some columns can be hidden by default; see the 'General ergonomics and preference management' chapter) :

- Colour: allows you to assign a colour to each partner in order to colour the booking schedule (if the schedule is in "per partner" colouring mode);
- Invoicing mode: allows you to define whether a new stay associated with this partner automatically switches to customer/partner invoicing mode (i.e. the stay will give rise to an invoice for the customer and another invoice for the partner);
- Virtual cardholder name: this field is used when retrieving bookings from the internet (from the channel manager). If the booking includes a bank card whose name corresponds to the value in this field, then the holiday in question automatically switches to client/partner billing mode; to do this, you need to set the Billing mode to "Yes, according to cardholder".
The "Virtual cardholder name" field can contain wildcards such as "*". For example, if you define "*Expedia*", all holidays created from an internet holiday request linked to the partner in question and which include a bank card with "Expedia" in the name will be created in "client/partner" billing mode;
- Tourist tax invoicing mode: used to define whether, by default, the tourist tax should be invoiced to the customer or to the partner in the case of invoicing in customer/partner mode for the stay; the "according to reservation type" mode indicates that the default value will depend on the reservation type settings (and not on the partner);

- Invoice name: allows you to define a name for the partner that will be used on invoices instead of the name defined in the "name" field;
- VAT number: this VAT identifier is displayed on the partner's invoice;
- Alternative names: allows you to define a list of names separated by commas. These names are used to link a holiday form to an existing partner when processing an Internet holiday request. For example, on the "Expedia" partner file, you can define "Hotels.com" as an alternative name. The stay created from an Internet stay request from "Hotels.com" will then automatically be associated with the Expedia partner; if no existing partner corresponds to the name of the partner associated with the Internet stay request, then the system automatically creates a new partner.

CUSTOMER SETTINGS

Customers are repeat customers or those for whom you want to remember the address for mailings (greetings cards, promotions, etc.). It is possible to associate a customer with a holiday in order to :

- group together all the stays or tickets of this customer and thus know his history;
- avoid having to re-enter the address and contacts in the holiday form. By associating the customer with the holiday, this holiday information is automatically initialised.

The "Send a mailing" field is simply used to distinguish the customers for whom you want to manage mailings. It is purely informative and is not used by the programme (only by the reports).

The "Company/Organisation", "Profession", "Birthday" and "Document" fields are purely informative and are not used by the programme. They can be used in reports.

The "Customer group" field can be used when defining fare rules for bookings to assign fare rules to a group of customers.

To manage the list of customers, use the menu :

Manage>Customers

The screen displays the details of the customer selected in the list on the left.

By default, a new stay is associated with the customer CLIENT PASSAGE (it is possible to change its name but impossible to delete it). This "default" customer is displayed in bold in the list on the left. To modify the information for this "default" partner, you need to have the right to "modify settings" and "right-click > modify default customer" on the line in question in the list on the left. In this way, you can change the country of nationality of the default customer to change the default country associated with new holidays.

To create a new customer, right-click > New customer in the list on the left, then enter the information in the box on the right.

To delete a customer, right-click > Delete on the line in the list on the left. It is not possible to delete a customer associated with a stay or a ticket. If this is the case, you must :

- all the customer's stays and tickets are disassociated (see below)
- or mark the customer as "not active" by unchecking the "Active" box (the customer will no longer be proposed in the stay or ticket form).

By unchecking the "Hide inactive customers" box, deactivated customers can be displayed so that they can be reactivated.

It is possible to create 2 types of customer: customers and 'company' customers. A customer can be associated with one and only one 'company' customer (via the 'Company' field). When a stay is associated with a customer who is in turn associated with a company customer, then the invoice address for the stay (or ticket) can be initialised using either the customer data or the company

customer data (depending on whether the "company customer" box is ticked in the "Customer invoicing" tab for the stay or ticket).

The 'Last associated stays' tab displays a list of the last 1000 stays associated with the selected customer. By double-clicking on a line, you can jump directly to the holiday record for the corresponding holiday.

By unchecking the "display billed stays only" box, you can display all the stays associated with the customer (not just those that are billed).

The "Last associated tickets" tab displays a list of the last 1000 tickets associated with the selected customer. Double-clicking on a line takes you directly to the ticket record for the corresponding ticket.

By unchecking the "display invoiced tickets only" box, you can display all the tickets associated with the customer (not just those that are invoiced).

From these lists, it is possible to select several stays or tickets in order to associate them with another customer. To do this, you need to drag and drop the corresponding lines of stays or tickets to the new customer in the list on the left. This function can be useful for removing a duplicate customer from the list; the old customer who no longer has a stay or ticket associated with him can be deleted.

From these lists, it is also possible to select several stays or tickets in order to display all the associated customer invoices in a single PDF file. To do this, use the "Right-click > Restore customer invoices associated with selected stays..." menu or the "Right-click > Restore customer invoices associated with selected tickets..." menu.

Other customer settings columns (some columns can be hidden by default; see chapter 'General ergonomics and preference management') :

- Colour: allows you to assign a colour to each customer in order to colour the booking schedule (if the schedule is in "per customer" colouring mode);
- Business customer and VAT number: allows you to set the stay record to business customer mode and display a VAT number on the customer invoice;
- Contact origin: used to classify customer records by contact origin. The possible values for this information can be defined in the list of values parameterisation (see above);
- Default discount rate: allows you to set a default discount rate for a customer. In this way, bookings (and not consumptions) created on a holiday associated with this customer will be initialised with this discount rate. In client/partner billing mode, the default discount rate only applies to bookings billed to the client (not to those billed to the partner).

SETTING THE PERIOD

Setting the period allows you to define the minimum and maximum limits of the schedule. For performance reasons, it is not possible to build a schedule with no time limit. You therefore need to define a period that is compatible with your current activity.

In general, the software works very well with a period of 2 years. It is possible to define a longer period, but in this case the software may slow down if there are many stays over this period (especially when the application is launched).

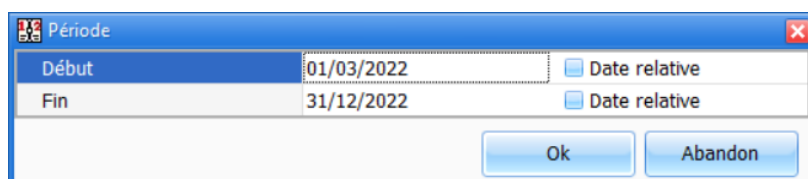If you have problems with slowness, consider reducing your period.

The period can be changed at any time. It may be different from one PC to another (in the case of multi-station use).

Of course, changing the period does not delete any data from your database (data outside the period remains in your database, it is simply not loaded when the schedule is created).

The definition of the period also has no influence on the results of searches based on actions (and associated reports).

To manage the period, use the menu :

Manage>Period

Start and end dates can be defined either as fixed dates or as dates relative to the current date (by ticking the "Relative date" box).

EVENT SETTINGS

Events can be used to add coloured zones (and tooltips) to the schedule over a given period to indicate :

- a one-off event (demonstration, competition, etc.) ;
- school holidays ;
- promotional periods ;
- ...

In addition to its period, an event can also be global (it concerns all rooms) or associated with a given room. In this case, the coloured zone is directly on the line of the corresponding room (instead of on the header zone of the days in the schedule). This can be useful for :

- indicate that the room is temporarily unavailable for rent for a period of time
- indicate that the room is part of an allotment for a central reservation service.
- ...

There are 4 types of event:

- Informative: the event does not modify the availability of the schedule published with the channel manager;

- Allocation or Unavailability: these two types make the room(s) unavailable to the channel manager;
- Change of room type: this also modifies the published availability in the sense that during the event the room or rooms concerned change room type (triples may be considered as doubles, for example).

For each event, you can define :

- a text which is displayed in the form of a tooltip when the mouse is placed over the coloured area of the schedule associated with the event;
- a colour ;
- a display order (only used in 'superimposed' event display mode, see end of this chapter) ;
- and possibly a number of repetitions and a number of days between 2 repetitions if the event is repeated on a regular basis.

It is also possible to make the start and/or end date of the event relative to the current date (e.g. event start = D + 20). To do this, there are two columns (not visible by default): "Nb days start relative" and "Nb days end relative". If one of these columns is filled in, the start (or end) date is calculated automatically and can no longer be modified.

To manage events, use the menu :

Manage>Events

Ac tif	Nom	Chambre (facultatif)	Type	Date de début	Date de fin	Couleur	Nb de répétitions	Nb jours entre 2 répétitions	Ordre d'affichage
				Cliquez ici pour ajouter une nouvelle ligne					
☑	Travaux	Chambre 03	Indisponible	07/01/2020	08/01/2020	■ Bleu	2	7	1

☑ Masquer les événements inactifs   Personnaliser le filtre...

Impression   Ok   Abandon

Example of an event in room 3, from 07/01/2020 to 08/01/2020, with 2 repetitions every 7 days

To delete one or more events, right-click > Delete on the selected row(s) of the grid. The "Active" column can be used to deactivate an event without deleting it. By unchecking the "Hide inactive events" box, deactivated events can be displayed so that they can be reactivated.

Events can also be created or modified directly from the schedule header for global events or from a selection on the schedule for events linked to a specific room by "right-clicking > modify events".

There may be several events over the same period (and possibly the same rooms), in which case the display on the schedule will be different depending on whether you have decided to display the events in "superimposed" or "mixed" mode.

The display mode can be selected via the *Customise>Events* menu.
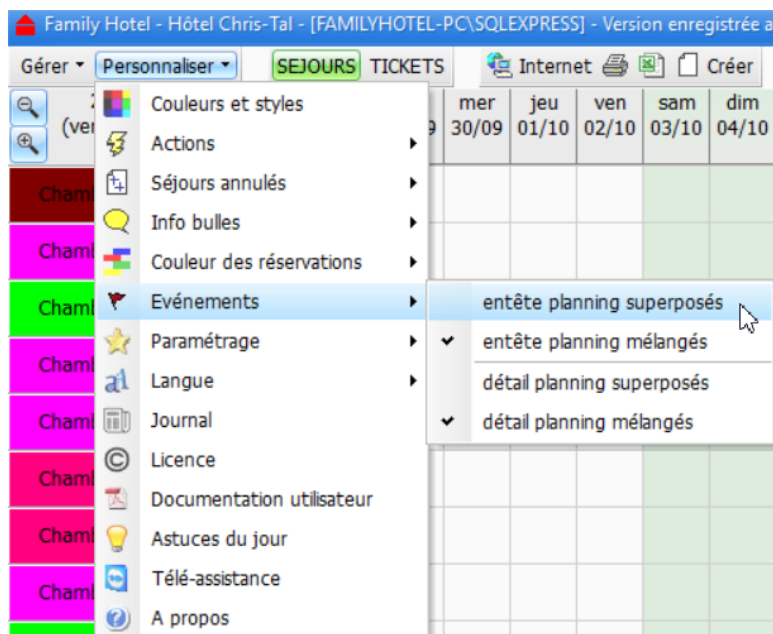
In "overlay" mode, only the colour and text of the event with the highest display order (for the day corresponding to each box) are shown.

In "mixed" mode, the application displays the concatenation of all the texts of the overlapping events (for the day corresponding to each box) and uses a colour that is the result of mixing the colours of each of these events.

You can have a different display mode for schedule header events (global events) and schedule detail events (room-level events).

In the miscellaneous parameters, there is also a "display global events" parameter which allows global events to be displayed on all the rooms in the schedule (rather than just on the schedule header).

SETTING COLOURS AND DISPLAY STYLES

Most of the colours and fonts used in Family Hotel PMS are customisable. This allows you to adapt the appearance of the software to your tastes.

To manage colours and display styles, use the menu :

Customise>Colours and styles
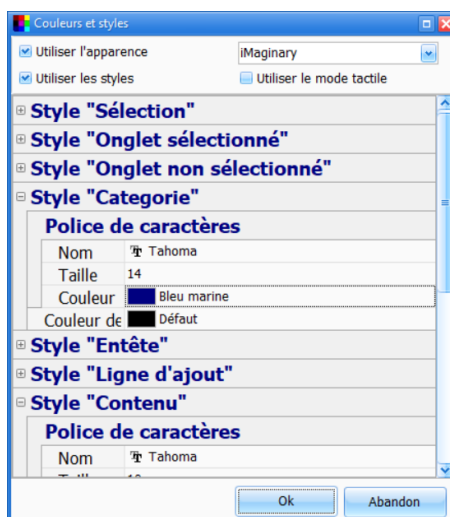
There are 2 levels of settings:

- a global level where you choose an appearance from the list. There is, for example, the "McSkin" appearance, which imitates the appearance of MAC software. This user documentation was produced using the "iMaginary" appearance. This first level can be activated by ticking the "Use appearance" box;
- a more detailed level which is applied on top of the global level and allows you to modify specific graphic elements of the application. This second level can be activated by ticking the "Use styles" box.

For example, by modifying the data in the 'Category' tab, it is possible to display the action categories in the action bar on the main screen in a larger font (Tahoma 14 and in navy blue).
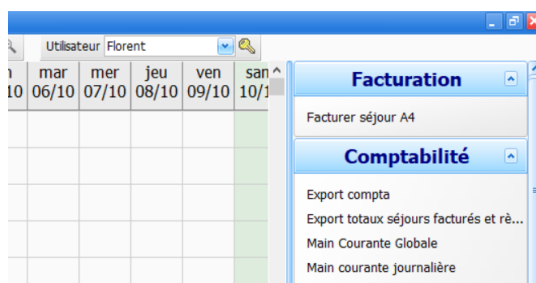
The "Use touch mode" box allows you to slightly modify the application's display to make it easier to use on a touch screen.

SETTING WALLPAPERS AND SOUNDS

It is also possible to define wallpapers for the 4 main areas of the application:

- the LOGIN view, an area that hides the schedule when the login window is present (for confidentiality reasons);
  - o in the DETAILED LOGIN view, it is also possible to configure 4 other images which appear in the 4 quarters of the screen above the image defined in the LOGIN view (click on the small cross in front of the "Detailed login view" category to access these settings.
- the HOLIDAYS view, the schedule background itself ;
- the TICKETS view, the background of the ticket view.

To manage wallpapers, use the menu :

Customise>Settings>Backgrounds
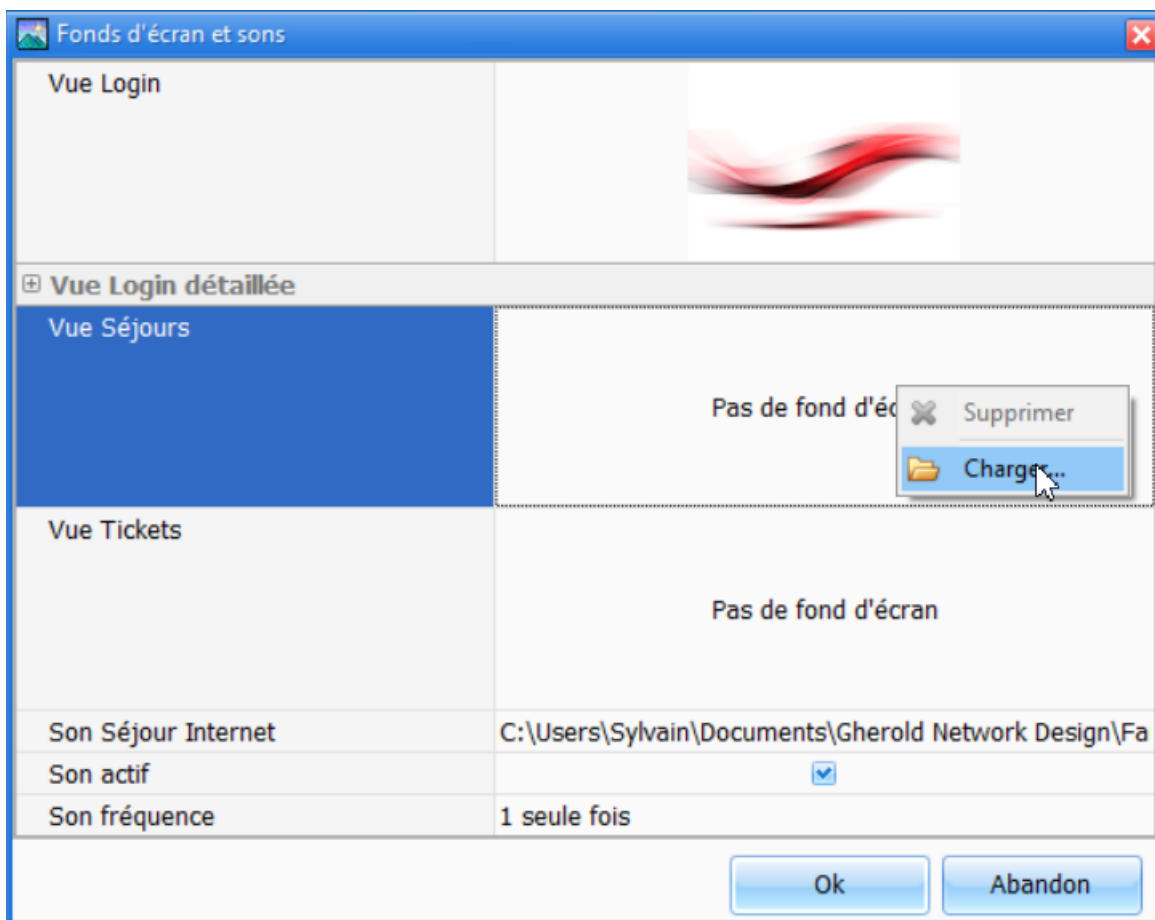
To change the image, right-click "Load..." on the image (or on the text "No wallpaper" if there is no image already loaded) and select an image in JPG format that is not too large so as not to slow down the application (less than 1MB).

To delete a wallpaper, right-click "Delete" on the image.

Removing all the wallpapers can make the application run faster (on low-performance computers).

It is also possible to define a sound that will be played if there are Internet stay requests waiting to be processed. The frequency at which this sound is played can be set (once, continuously or at a given frequency between 1 and 30 minutes).

COUNTRY AND CURRENCY SETTINGS

To manage the list of countries, use the menu :

Customise>Settings>Country

To manage the list of currencies, use the menu :

Customise>Settings>Expenses

By default, there are no currencies. You can configure them by specifying the default exchange rate in relation to the application's reference currency (defined in the establishment's settings).

SETTING MISCELLANEOUS PARAMETERS

Miscellaneous settings bring together all the other application parameters.

It is divided into 2 sections:

- Database parameters that will apply to all workstations;
- Settings related to the computer on which you are connected only.

To manage the various parameters, use the menu :

Customise>Settings>Miscellaneous settings

As there are a large number of parameters, the 'CTRL+F' search function can be particularly useful on this screen, allowing you to filter parameters by all or part of their name.

Example: searches for all parameters linked to the keyword "reservation".

In the exhaustive list below, we have highlighted in yellow the most frequently modified parameters.

PARAMETERS LINKED TO THE DATABASE AND WHICH WILL APPLY TO ALL WORKSTATIONS

<mark>Tourist tax</mark>: allows you to define the amounts of the tourist tax by specifying a fixed price per night and per adult, child, VRP or baby. If your establishment is subject to a tourist tax as a % of the price excluding VAT of the reservation, then you will need to define the tourist tax rules via the advanced tourist tax settings (see next chapter).

Default invoicing: allows you to define which invoice reports are used by default when a stay or ticket is invoiced without specifying a given invoice report (e.g. either by changing its status to "Invoiced", or by clicking on the "Invoice" shortcut button at the bottom left of the stay or ticket form).

Accounting :

- Activate backflush management: enables you to activate the possibility of creating a backflush of an invoice that has already been created (with a view to cancelling it and possibly replacing it). This setting is not visible in Family PMS because it is always active;
- Enable closure management: enables you to activate the requirement for regular closures in the application (see chapter on closures). This setting is not visible in Family PMS because it is always active;
- <mark>Enable deposit/withdrawal management</mark>: enables you to create deposit/withdrawal tickets so that you can manage a global "float" and by type of payment in the application.

Other advanced settings :

- Max. number of days for which fare rules apply: indicates the maximum duration in days of bookings for which fare rules can be applied;
- Max. number of days for which tourist tax rules apply: indicates the maximum duration in days of bookings for which tourist tax rules can be applied;
- Reservation price recovery url: only useful if you use an Internet sales system (Family Resa or a channel manager compatible with Family Hotel PMS). Used to initialise the price of a reservation entered manually from the price defined in the Internet sales system. Please contact support to find out which Url to enter here if you wish to use this function;
- Max. no. of days in future invoice date: you can force the invoice date of a given stay/ticket by entering it manually before invoicing it. Allows you to define a limit in the future on the date that can be entered ;
- Max. no. of days in future settlement date: allows you to define a limit in the future on the date that can be entered for the settlement date;
- Structured customer invoice address: used to define whether the customer invoice address should be entered in a zone separating the name, address, postcode, town and country (or in a single global unstructured entry zone). This setting is not visible in Family PMS because it is always active;
- Generate an occupant for babies: allows you to define whether the application should generate an occupant line for each baby so that you can enter their detailed information (surname, first name, date of birth, etc.);

- **Always allow partner and customer to be entered on tickets**: allows you to always enter a customer or partner on a ticket, regardless of the billing mode ('Ticket', 'Invoice Customer' or 'Invoice Partner'). Otherwise, the customer can only be entered in 'Invoice. Customer' mode and the partner can only be entered in 'Invoice. Partner' mode;
- **Tourist tax included in the price** : We recommend that you leave this option unchecked. Allows you to include tourist tax in the price including VAT calculated or entered when you enter the reservation (to be entered in the "Price including VAT with tourist tax" column). In this case, to enter the price manually, you need to use the "Price including tax" column (which is hidden by default). Please note that this option is not compatible with calculating the tourist tax as a percentage of the price excluding VAT (see parameter settings for tourist tax rules);
- **VAT name**: allows you to give a name to the VAT tax on consumption ;
- **Name of additional tax (on consumption)**: allows you to give a name to the additional tax on consumption;

Database identifier: used to define the name of your database so that it is displayed in the title of the application's main window. In Family PMS, this setting is read-only and can only be changed by the support.

Default currency exchange rate: used to initialise the currency exchange rate associated with a stay or ticket if no specific currency has been specified for this stay/ticket.

SETTINGS RELATED ONLY TO THE COMPUTER YOU ARE CONNECTED TO

The settings below will only apply to the workstation from which you define them. However, via the "Customise > Settings > Reset preferences" menu, you can save these settings in a template so that you can apply them on another workstation (see the "General ergonomics and preference management" chapter).

PLANNING & TICKET SECTION

Room tooltip content: this lets you define what information is displayed in the tooltip that appears when the mouse cursor is positioned over the room column in the schedule.

Content of booking tooltips: allows you to define what information is displayed in the tooltip that appears when the mouse cursor is positioned over a booking in the schedule.

Status constraints

- **Constraint linked to "in progress" status (not processed, not invoiced)**: this is used to define whether the software authorises several reservations linked to a stay in "in progress" status (not processed and not already invoiced) for the same room (taking into account all existing reservations for this room, whatever the date). The aim is to detect a stay which has remained in "in progress" status because you forgot, and which could have been the subject of a ticket by mistake (see the "managing tickets" section).

- **Modification of headers (except status)**: used to define the conditions under which the software authorises modification of the header data displayed in the invoice (except status), for a stay or a ticket. In Family PMS, this setting is not visible because this data cannot be modified once the stay/ticket has been invoiced.
- **Modification of bookings**: allows you to define the conditions under which the software authorises you to modify the booking data for a holiday. In Family PMS, these settings are not visible because the data cannot be modified once the stay has been billed.
- **Modification of consumption data**: allows you to define the conditions under which the software authorises the modification of consumption data for a stay or a ticket. In Family PMS, this setting is not visible because this data cannot be modified once the stay/ticket has been billed.
- **Rules modification**: this is used to define the conditions under which the software authorises the modification of consumption, stay or ticket data. This setting is not visible in Family PMS, as the data cannot be modified once the stay/ticket is in "paid" or "cancelled" status.
- **Keep Invoice No. on "In Progress"**: used to define whether the software authorises the stay or ticket to be returned to "In Progress" status after it has been invoiced (in order to modify it later), while keeping the associated invoice number. This setting is not visible in Family PMS because this functionality is not authorised.
- **Change rooms to 'Not Ready' on 'In Progress'**: this defines whether the status of rooms associated with reservations for the stay is automatically changed to 'Not Ready' when the stay is changed to 'In Progress' status;
- **Propose to change status to "Paid"**: used to define the conditions under which the software proposes to change the status of the stay or ticket to "Paid".
- **Propose to charge for holiday cancellations**: this is used to define the conditions under which the software proposes to charge for a holiday that has been cancelled (see the "Cancelling a holiday" chapter).
- **Propose to charge for ticket cancellations**: this is used to define the conditions under which the software proposes to charge for a ticket that has been cancelled.
- **Suggest associating the stay's customer/partner with tickets associated with the stay**: this defines whether, when a ticket is associated with a stay which is itself associated with a customer or partner, the software suggests associating the ticket with this customer (if the ticket is in "customer billing" mode) or with this partner (if the ticket is in "partner billing" mode).
- **Authorise "Paid" but not invoiced**: this is used to define the conditions under which the software authorises a stay or ticket to be in "Paid" status without being invoiced. In Family PMS, this setting is not visible because this choice cannot be configured; only stays or tickets whose total including VAT and total payments are equal to 0 can be in "Paid" status without being invoiced.
- **Authorise "settled" invoices that have not been settled**: this allows you to define the conditions under which the software authorises a stay or ticket to be invoiced as "settled" when the outstanding balance is not 0 ;
- **Authorise "Cancelled" but not billed**: this is used to define the conditions under which the software authorises a stay or ticket to be "Cancelled" but not billed; by default, the total of payments must be zero.
- **No. of non-cancelled stays per room**: used to define for all rooms the conditions under which the software authorises several simultaneous non-cancelled stays in the same room. There is

an equivalent "room by room" setting in the room settings. Any value defined at room level takes precedence, for the room in question, over the value of this parameter.

- Automatically modify the status of contiguous bookings: if the status of bookings (not the status of stays) is modified directly from the schedule, you can define whether the status of any contiguous bookings (same stay, same room and which follow each other) should also be automatically modified.

Stay status colours: allows you to associate a colour with each status of a stay in order to colourise the booking schedule (if the schedule is in "by status" colouring mode).

Room status colours: allows you to associate a colour with the 2 "ready" or "not ready" statuses of a room in order to display an indicator of this colour if the display of room statuses on the schedule is activated. See "Displaying room status on the schedule" parameter below.

Weekday colours: used to colour the background of the schedule cells according to the day of the week. This highlights weekends, for example. You can also define the colour used for the current day (today).

Default colours: defines the default colour associated with a new customer, partner or event.

Colour of payment dots on the schedule: this is used to define the colour of the dots indicating the presence of payment for the stays associated with the bookings displayed. The colour can be different depending on whether the stay has been paid for or not (remaining balance equal to 0).

Time delay for initial display of tooltips (in ms.): time delay in milliseconds before a tooltip is displayed.

Tooltip redisplay delay (in ms.): delay in milliseconds before a tooltip is redisplayed.

Tooltip hide delay (in ms.): delay in milliseconds before the tooltip is hidden.

Tooltip style: style of tooltip display. If the tooltips never appear on your computer, you can try the "simplified" display mode.

Tooltip transparency (0-255): level of transparency of a tooltip. Set to 0 to make the tooltip opaque.

Shift 'Today' position (in days): used to define how many days the current day is shifted to the right when the 'Today' button on the schedule is clicked (or when the application starts if the current day is in the active period).

Today' display mode: used to define how the current day should be displayed on the schedule. This function uses the colour associated with 'Today' in the weekday colour settings.

Possible unlock modes: used to define which schedule unlock modes are authorised when you click on the text "(locked)" displayed below the year on the schedule. There are 2 unlock modes: "dislodged" mode, which allows you to change only the room, and "unlocked" mode, which also allows you to change the reservation dates directly from the schedule.

Easy dislodgement: allows to define whether, when moving bookings directly from the schedule, the application authorises several bookings to be in the same cell on a temporary basis. This makes dislodgements easier by avoiding the need to use a "transfer" room, for example.

Room column width: used to define the width of the room column on the schedule in pixels.

<mark>Reservation shape</mark>: used to define the geometric shape in which reservations are displayed on the schedule (rectangular, rounded or hexagonal).

Action associated with the mouse wheel: used to define the behaviour of the schedule when the mouse wheel is rolled over it.

The mouse wheel can modify the values entered: this defines whether the mouse wheel can modify the value entered in a data field if this field is selected. It is advisable to leave this parameter unchecked.

Alignment of stay names: allows you to define how stay names are aligned in reservations (left, centred, right).

Feeding the holiday name from the customer file: this is used to define how the holiday name is initialised from the first and last name present in any associated customer file ("last name, first name" or "first name, last name" or "last name only").

Display 1st occupant on the schedule: this is used to define whether and how the first and last name of the 1er occupant of a booking should be displayed on the schedule instead of the name of the stay.

Display 1st line of booking note on the schedule: used to define whether the 1ère line of the booking note (or internal booking note) should be displayed on the schedule instead of the name of the stay.

Display note icon on the schedule: defines whether a post-it icon is displayed directly on the schedule to indicate the presence of a note entered for the reservation or the associated stay. The parameter allows you to select the notes to be taken into account from the 5 possible types of note, as well as the presence of a baby in the room or the fact that the reservation in question cannot be removed.

<mark>Display payments on the schedule</mark>: enables you to display, directly on the schedule, a dot indicating the presence of payment on the stay associated with the booking in question. The colour of the sticker can be configured in the "Payment sticker colour on schedule" parameter.
This parameter also has detailed settings accessible via the small cross at the beginning of the line.
These detailed settings allow you to specify whether the sticker should be displayed :
- If there is at least one rule associated with the holiday ;
- If the stay is in "Option" status ;
- If the stay is in "Confirmed" status ;
- If the stay is in "In progress" status ;
- If the stay is billed (status "Invoiced", "Paid", or sometimes "Cancelled" or "In progress");
- Also taking into account uncancelled tickets associated with the holiday.

Display global events: allows you to define how global events are displayed on the schedule.

Default display mode for completed notes: this allows you to define which note should be visible by default when a stay or ticket form is opened, if both the note and the internal note are completed. If you select "Hide", the "Contacts" tab will remain the default tab in all cases (i.e. regardless of whether the notes are filled in).

Mandatory payment type entry: used to define whether the payment type must be entered when a payment is entered. This setting is not visible in Family PMS because the payment type is always mandatory.

Shift the schedule header by ½ day: if this parameter is activated, the days in the schedule header are shifted by half a day in relation to the booking cell. Some users may prefer this way of displaying the schedule.

Import details of prices per night for Internet stays: if this parameter is activated, then when a stay is created from an Internet stay request, if a booking has a price per night which varies over the period booked, the system will create a new booking each time the price changes (in order to retain details of each price per night). If the parameter is not ticked, the system will create a single booking with the total price. The details of the prices per night will therefore not be saved and cannot be displayed on the invoice (there will be an average price per night).

Payment type for Internet holidays: when creating a holiday from an Internet holiday request, if the customer has already paid an amount online, the application may automatically create a payment. In this case, this parameter indicates which type of payment should be used. If this parameter is empty, then the application never creates a payment automatically (even if an amount has been paid online).

Display room statuses on the schedule: this is used to specify how room statuses are displayed in the "rooms" column of the schedule. This status, which is hidden by default, can be displayed to the left or right of the room name.

Display tickets associated with holidays: allows you to define whether the holiday form includes a 'Tickets' tab so that you can easily access any tickets associated with this holiday or create a new ticket associated with the holiday. The ticket can either be simply associated with the trip or noted on the trip (i.e. invoiced with the trip and not separately).

Alignment of room names: allows you to define how the room names are aligned in the "rooms" column of the schedule (left, centred, right).

Schedule refresh frequency (in seconds): useful in multi-user mode only. This is used to define the frequency, in seconds, at which the schedule is automatically refreshed so that bookings made from another workstation appear without having to click on the "Refresh" button (or press the F5 key). If the frequency is 0, the automatic refresh is deactivated. The minimum value is 30 seconds. We recommend 600 seconds (10 minutes).

Ticket refresh frequency (in seconds): useful in multi-station mode only. Allows you to set a frequency in seconds for the automatic refresh of the ticket view, so that tickets entered from another workstation appear without having to click on the "Refresh" button (or press the F5 key). If the frequency is 0, automatic refresh is disabled. The minimum value is 30 seconds. We recommend 600 seconds (10 minutes).

Default reservation type: allows you to define which reservation type should be assigned to a new reservation by default. This setting applies to all rooms. There is an equivalent "room by room" setting in the room settings. Any value defined at room level takes precedence, for the room in question, over the value of this parameter.

Default ticket billing mode: a ticket can be billed either in ticket mode (anonymous) or in customer invoice mode (with customer details). This parameter is used to define the default billing mode when a new ticket is created.

Detect booking conflicts with the main room: this is used to define whether the software allows a booking to be made for both the main room and one of the rooms in it on the same dates.

Propose to generate consumption linked to extras: indicates whether the software should display a message proposing to generate consumption for extras when a stay including bookings with extras is saved and no consumption has been entered for this stay.

Automatically modify consumption dates for stays: indicates whether the software should automatically modify the consumption date associated with a reservation if the start date of this reservation is modified.

MISCELLANEOUS SECTION

Internet proxy server: the application needs access to the Internet. If the configuration of your network is such that this access must be via a proxy computer, you can enter it in these parameters: Server and Port. Generally, this setting is not necessary.

SMTP settings: the application may need to send an email automatically (for example when running an automatic welcome email report). If you wish to use a specific email server, you can specify its details in these settings. Generally, this setting is not necessary as we offer to use our own email servers (or it is also possible to specify a specific server when configuring the report).

Scanner settings: defines which scanner should be used when attempting to create a link to a scanned document from a comment entry box. Also defines whether the scanner window should be displayed before scanning and in which directory the scanned document should be placed.

Confirm exits without saving: this parameter is used to define whether a confirmation message should be displayed if the user attempts to close an application window without saving after making changes. We recommend keeping this setting ticked.

Display tips at start-up: this defines whether the "Tips of the day" window should be displayed when the application starts up.

Tip masking delay (in seconds): this is used to define the delay in seconds after which the "Tips of the day" window is automatically masked. It is also hidden immediately when the first application window is opened.

Automatic logout time (in seconds): this is used to define how long (in seconds) before the login window is displayed automatically. If the value is 0, then the login window is never displayed automatically (you need to click on the 'Logout' button in the main menu).

Delay before launching automatic actions and refreshes. (in s.): Minimum inactivity time in seconds before the application can launch any automatic actions or perform an automatic refresh.

Email software: This defines the type of email client software that the application will use to prepare an email ready to send ("draft" mode). If your client is Outlook, set it to "Outlook 2010 or higher", otherwise set it to "ExtendedMapi" or "ExtendedMapiHtml". There is also a "GmailApi" mode for generating "draft" email directly from your Gmail account (this requires you to grant rights to the Family Hotel PMS application on your Gmail account).

Background generation of reports: defines whether reports are generated in the background. We recommend leaving this parameter ticked.

Default attachment type: allows you to define the default attachment type used when generating email attachments. The attachment type can also be redefined for a specific report. This setting will therefore affect all reports that do not specify a particular attachment type.

Preview zoom percentage (25-250): defines the default zoom percentage when the result of a report is displayed in the preview window.

Internet stay check frequency (in seconds): allows you to define the frequency in seconds at which the application checks whether there is a new request for an Internet stay registered in the database. The "Internet" button in the main menu will start flashing if a request is found.

Default status for stays: used to define the status in which manually entered stays are initially created.

Default stay Option expiry date (in days): used to define the length of time in days before Option status expires on a stay. Option" holidays that have expired are not automatically switched to "Cancelled" status (unless you use a catalogue report that does this). They are simply shown with a slightly different icon to Option statuses that have not expired (or have not expired).

Default status for internet holidays: used to define the initial status of holidays created from an internet holiday request.

Icon mode operation: allows the application to be used in icon mode. This allows you to close the application's main window without shutting it down. An icon at the bottom right of the screen shows that the application is still running and allows the main window to be redisplayed. We recommend that you do not activate this option.

Send bug report in the event of an error: enables you to activate the automatic sending of a bug report by email to our support team in the event of an application crash. This allows us to make the application more reliable as each new version is released. We recommend that you keep this option active and authorise these emails to be sent if your email software asks you to do so.

Notify of availability of a new version: enables you to receive a warning at start-up that a new version of the application is available. The new version can then be easily installed via the "Customise > Update Family" menu. We recommend keeping this option active and updating at least once a year when you feel the time is right.

As seen in the previous section, parameters can be used to define fixed amounts of tourist tax per night, per night per adult, per night per PRM, per night per child and per night per baby.

However, sometimes calculating tourist tax is not so simple.

Example 1: for a given type of booking, tourist tax is not applicable.

Example 2: tourist tax is calculated as a percentage of the price (excluding VAT) of the reservation.

Example 3: tourist tax is calculated using fixed amounts that vary according to the season (high or low season).

To manage these situations, you need to define the tax rules by clicking on this button :
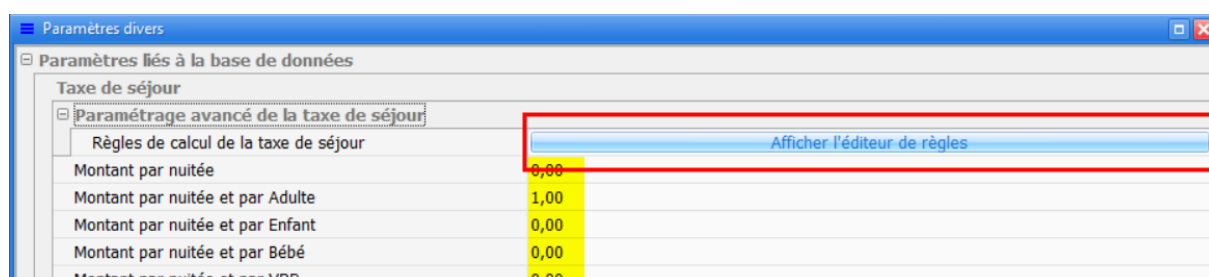
Using the same principle as the tariff rules (discussed above), the software will scan the rules in order of priority for each day of the booking and apply the 1$^{\text{ère}}$ compatible rule found. If no compatible rule is found, the software will calculate the tourist tax according to the fixed amounts defined (in yellow on the screenshot).

By defining the 2 rules above, we can manage the first 2 examples mentioned above, i.e. :

- Reservations of the "Social Rental" type are not subject to tax (all amounts and % of the price excluding VAT are zero).
- Other bookings (in order of priority 2) are subject to 5% of the price excluding VAT + 1% additional tax (departmental) up to a maximum of €2.30 per adult per day.

The data grid for tourist tax rules has many columns which are hidden by default and which allow rules to be created using different criteria (type of room, time of year, bed configuration, etc.). For example, the "Start date" and "End date" columns can be used to easily manage the 3$^{\text{ème}}$ example.

SETTING INTERNET AVAILABILITY RULES

Internet availability rules are only used if you have the Family Hotel PMS planning synchronisation module with an Internet sales system (compatible channel manager or our Family Resa solution).

Availability rules allow you to limit the availability calculated from the schedule by defining a maximum value that applies according to certain criteria.

Example 1: I have linked 12 rooms to my channel manager's "Double Shower" type, but I never want to publish more than 5 available rooms to the channel manager (even if, for example, I have 10 rooms available).

Example 2: I easily want to stop Internet sales completely for the coming weekend.

To set the tariff rules, use the menu :

Manage>Internet availability rules

This menu is not visible if the schedule synchronisation module is not activated.

Using the same principle as the tariff rules (seen above), the software will, for each day and each type of room, go through the rules in order of priority and apply the 1$^{\text{ère}}$ compatible rule found. If no compatible rule is found, the availability calculated from the schedule is sent as is.

 By defining the 2 rules above, we can manage the 2 examples mentioned above, i.e. :

- No sales on 25/09 and 26/09: maximum availability is 0 ;
- No more than 5 "double shower" rooms sold at any one time;

The data grid for Internet availability rules has a large number of columns which are hidden by default and which allow rules to be created using different criteria (type of room, period of the year, day of the week, type of room activity, room category, expiry of advance booking notice, etc.).

For the 1$^{\text{er}}$ example, we can also use a global event of type "Unavailable".

Another example using the expiry of the advance booking notice period: you want to block all availability for the same day, Saturday and the coming Sunday from 5pm on Friday.

This can be configured by setting these 3 rules:

Actif	Nom	Ordre de priorité	Expiration du préavis de réservation	Jours de la semaine (facultatif)	Disponibilité max.	N (l
			Cliquez ici pour ajouter une nouvelle ligne			
☑	Vendredi soir	1	après 17:00 le jour même	Vendredi	0	
☑	Samedi	2	après 17:00 en J-1	Samedi	0	
☑	Dimanche	3	après 17:00 en J-2	Dimanche	0	

Be sure to set "Max. availability = 0" to block availability.

SETTING UP THE CURRENT DATABASE, USING IT FOR MULTIPLE WORKSTATIONS AND SAVING DATA

The Family Hotel application can run either on a local database in Microsoft Access format (a single file with the .mdb extension), or with an SQL database stored on a Microsoft SQL Server server locally or in the cloud. The Family PMS application only runs on a Microsoft SQL Server database in the cloud.

VERY IMPORTANT: if your data is stored locally (Microsoft Access or SQL Server format) we do not have a copy of your data. Our company cannot therefore be held responsible in the event of loss of this data (this point is included in the application's conditions of use).

In this case, we strongly recommend that you set up an automatic mechanism for copying your database file to a folder synchronised with the cloud (using OneDrive, DropBox, Google drive or similar). If you are a member of the Family Hotel club, we can set up such a backup, but you will be responsible for ensuring that it works properly over time.

OPERATION WITH A LOCAL DATABASE IN MICROSOFT ACCESS FORMAT

This is the default operating mode when you install the application. By default, the application uses the database file stored in the :

C:\Users\Public\Documents\Family Hotel\DataDb.mdb

The path to the current database is displayed in the title of the application's main window.

You can copy this file to another directory and use the "Manage > Database > Select another database..." menu to tell the application which new file to use. The change will take effect once the application has been restarted.

For multi-station use via the local network, you need to place your database file in a directory that is accessible by all your workstations and shared in read/write mode. Then, on each workstation, use the "Manage > Database > Select another database..." menu to use this single shared file.

Please note: this operating mode can only be used for multiple workstations on a local network (all computers must be connected to the same Internet box).

To make a backup copy of your data directly from the application, you can use the "Manage > Database > Make a backup copy of the current database" menu, then specify the directory in which you want to save this copy.

WORKING WITH A MICROSOFT SQL SERVER DATABASE (LOCAL OR CLOUD)

This mode of operation offers better performance and, above all, the possibility of using multiple workstations via the Internet.

To activate the Microsoft SQL Server database operating mode, you need to have your Microsoft SQL Server database connection identifiers and enter them via the "Manage > Database > SQL Server Settings" menu.

If this menu is not visible, your Family licence does not have this option, so please contact support.
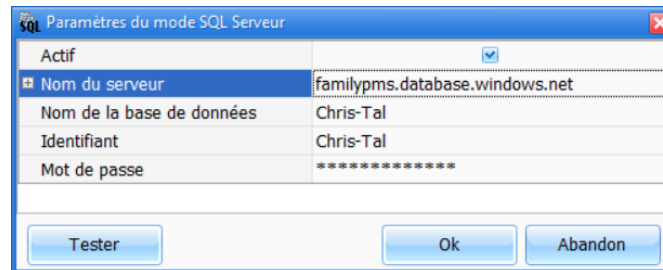
Tick the "Active" box and enter the identifiers (server name, database name, username and password).

Click on the "Test" button to check that the settings are correct and confirm with "OK". The change will take effect once the application has been restarted.

The main window title will then display the name of the SQL server instead of the path to a local .mdb file.

This operation must be repeated on each workstation if you want to use the same database on multiple workstations.

To switch a workstation back to local database mode in Microsoft Access format, display the above screen again and uncheck the "Active" box. The change will take effect once the application has been restarted.

In Microsoft SQL Server mode, you cannot back up data directly from the application. If your database is in the cloud, you don't need to worry about backups; this is handled automatically for you. On the other hand, if the SQL database is local, you need to check with your IT service provider who installed the server to ensure that a backup copy of the server is made regularly.

DAY-TO-DAY USE OF THE APPLICATION

GENERAL

Before using the software, it is necessary to click on the button of the user who is going to use the application so that the application can remember who has made which modification.
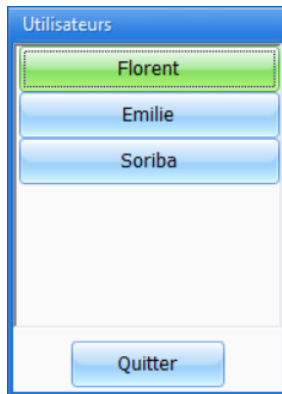
A password can be defined for each user.
After a configurable period of inactivity, this login window is automatically displayed and the current screen is hidden (for confidentiality reasons).

In its day-to-day use, Family Hotel PMS is based mainly on 2 views. The "Stays" view and the "Tickets" view. You can switch between these 2 views using the 2 buttons "STAYS" and "TICKETS" in the main menu. You can also use the F6 (Stays) and F7 (Tickets) keys.

The "Stays" view allows you to consult the schedule and create/modify stays: a set of reservations and drinks taken by customers staying at the establishment;

The "Tickets" view allows you to create/modify tickets: a set of drinks taken by customers who are not necessarily staying at the establishment.
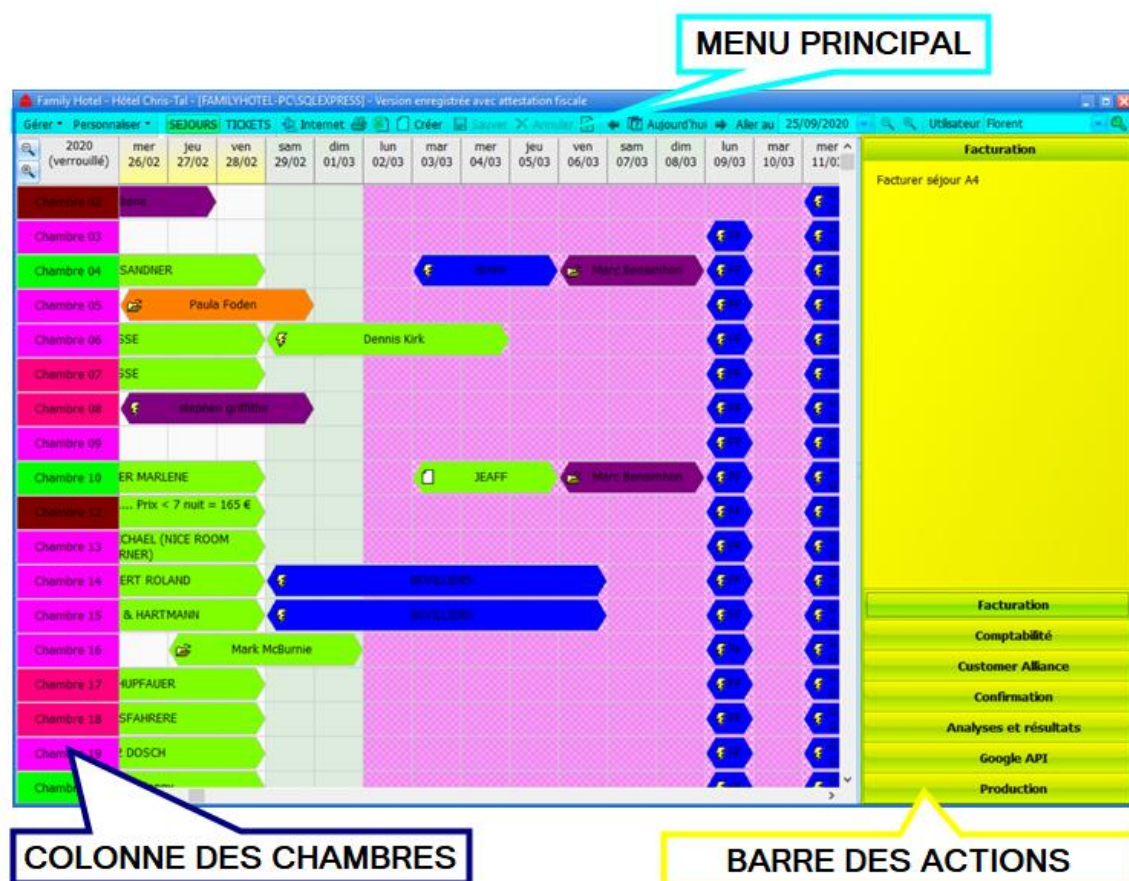
The actions bar contains links to launch the production of a report with given parameters. The list of actions displayed may differ depending on whether you are in the "HOLIDAYS" or "TICKETS" view. This list is fully customisable.

The width of the action bar can be adjusted with the mouse by moving the vertical dividing line between the action bar and the 'TICKETS' or 'HOLIDAYS' view. By clicking on this vertical dividing line, it is also possible to hide the action bar, giving you a full month's view in the 'HOLIDAYS' view (depending on your zoom settings). To make the action bar appear again, click again on the vertical dividing line at the far right of the screen, or on the left if you have placed your action bar on the left. You can position the actions on the left via the "Customise > Actions > Left" menu.

There are 2 ways of displaying the action bar:

- Explore" mode: all the actions are visible and grouped by category. You need to scroll vertically if there are a lot of actions to display;
- Browsing" mode: only one category of action is visible at a time; click on the category title to change the category visible; this mode is more appropriate if you have a lot of actions;

In the actions bar, you can drag and drop action categories with the mouse to change the order in which they are displayed (to change the order in which actions are displayed within a group, you need to use the action settings window; see the "advanced settings" paragraph).

You can use the CTRL+F key combination to search for an action by name.

The 4 "Loupe +" and "Loupe -" buttons can be used to increase or decrease the size of the image:

- The width of the columns for each day on the schedule ;
- The height of each line in the schedule ;

By reducing the height of the rows as much as possible, you switch to 'automatic height' mode, where the height of the rows in the schedule is automatically adapted to the height of the main window in order to display all the rooms.

Use the CTRL+F key combination on the schedule to search for a reservation using the name displayed. This function can also be accessed via the "right-click > search in schedule..." menu in the room column.

The "right-click > search availability" menu on the room column (or F4 key) can be used to display a zone so that only rooms available at a certain period are shown on the schedule.

The "right-click" menu on the room column also allows you to restrict the schedule display to one or more room "activity types". For example, if you have configured a set of rooms with the "Hotel" activity type and another set with the "Garage" activity type, you can easily switch from a view that only displays hotel rooms to one that only displays garages. The "right-click > all types" menu will again display all the rooms.

Reminder: the width of the room column can be changed in the miscellaneous settings screen (*Customise>Settings>Miscellaneous settings*)*.*

The button with the printer icon in the main menu is used to print the current view (HOLIDAYS or TICKETS). Click on the Excel icon to export the current view to Excel.

Press F5 (or the button with the icon with 2 small arrows in the main menu) to force a refresh of the current view (so that any changes made from another workstation are taken into account immediately).

The Left Arrow, Today, Right Arrow and Calendar buttons can be used to move the current view through time.

The list of users can be used to change the current user of the application, and the button with the 'key' icon in the main menu can be used to disconnect the current user and immediately hide the main screen.

The "Customise > Cancelled stays" menu can be used to show or hide reservations for cancelled stays on the schedule. By making them visible, you can obtain the following display with several bookings on the same room at the same time:
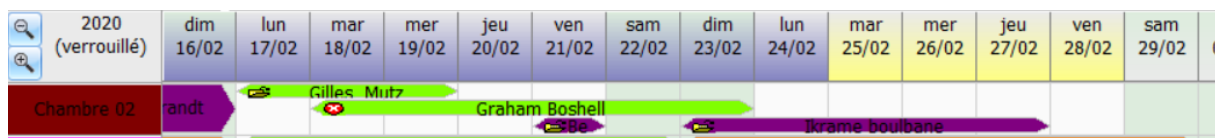
By double-clicking on such a line (or by pressing the SPACE key) you can increase the height of the line:

To return to the original height, double-click on the line again (or press the SPACE key again).

Clicking on the header of a given day in the schedule selects the entire column. Double-clicking on the header enlarges the height of all rows in the schedule with several parallel bookings.

Clicking on the header of a given room selects the entire line.

You can select several bookings on the schedule, either :

- Hold down the CTRL key while selecting: the reservations are selected one by one;
- Hold down the SHIFT key while selecting: all the bookings associated with the stay of the selected booking are selected at once.

By holding down the ALT key during selection, you can force selection of the cell (instead of the reservation) so that you can create another reservation in a cell already occupied by a reservation (if the settings allow).

The "Customise > Tooltips" menu is used to activate or deactivate the display of tooltips (on the room column and on the schedule).

The "Customise > Booking colour" menu is used to define how bookings are coloured on the schedule (5 possible modes).

The "Customise > Events" menu is used to define how events are displayed.

The "Customise > Languages" menu lets you change the application's current language (quickly and without needing to restart).

On the TICKETS view, you can choose from 3 possible display modes:

- Current or previous tickets not settled (i.e. not in "Settled" status);
- Today's tickets or previous tickets in debit (i.e. with an outstanding balance > 0);
- All tickets for the period.

The "Hide cancelled tickets unless billed" checkbox at the bottom of the TICKETS view, if unchecked, makes cancelled and unbilled tickets visible.

CREATING AND MODIFYING A STAY

A holiday cannot exist without at least one associated booking. To create a holiday, you must therefore create at least one reservation.

From the "Stay" view, select the cells corresponding to the first reservation in the stay, then press the "Ins" key or use the "New stay..." right-click menu (or the "Ins" key or "Create" button in the main menu). (or the "Ins" key or "Create" button in the main menu).
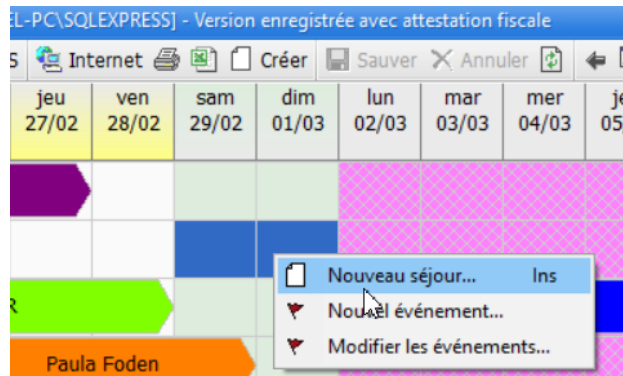
Note 1:

Before you click on 'new holiday', a tooltip will show you the number of days you have selected (if you have selected more than one day) and the price (including VAT) of the booking, using any pricing rules you have defined (the programme uses the default booking type to calculate this price).
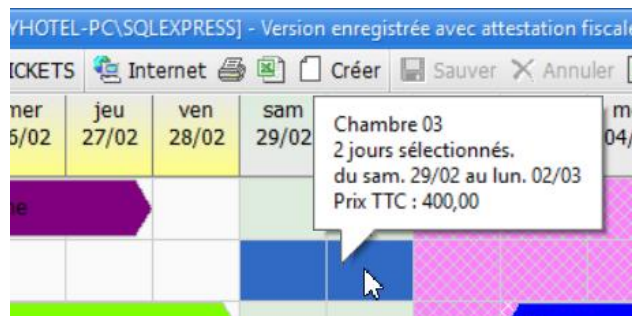
Note 2:

It is possible to create a new stay with several bookings <u>directly by selecting them on the schedule</u>. To do this, simply select several rooms on the schedule, holding down the "Ctrl" or "Shift" key (as in Excel) so that you can select several disjoint or contiguous cells, then right-click "New stay..." (or the "Ins" key or "Create" button on the main menu). (or the "Ins" key or "Create" button on the main menu).

The form for the new holiday appears. The holiday will not really be created until you confirm this window with "OK".

ENTETE DU SEJOUR

BOUTONS RACCOURCI CONFIGURABLES

GRILLES DE DONNES AFFICHANT LES RESERVATIONS. LES CONSOMMATIONS. LES REGLEMENTS. LES TICKETS ASSOCIES AU SEJOUR
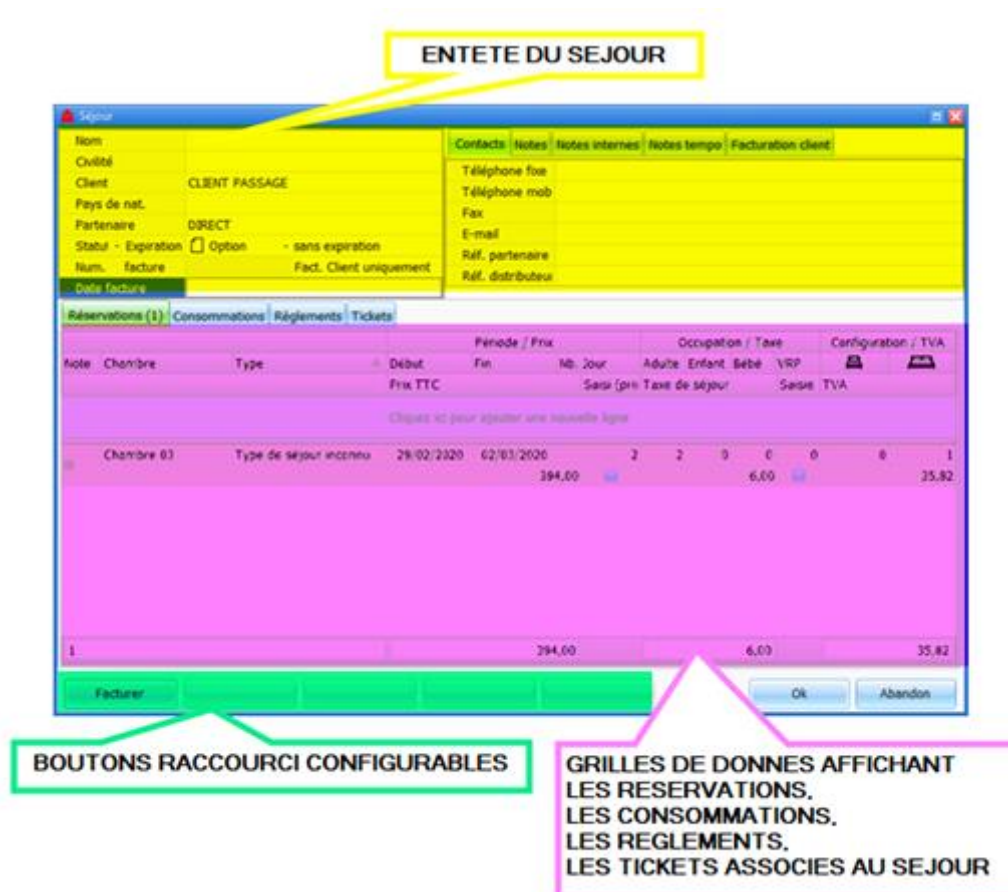
As with the configuration data grids, the header grid (in yellow) and the detail grid (in purple) allow you to display numerous columns that are not visible by default. This allows you to adapt the input screen to your use of Family Hotel PMS.

Example: by default, the screen displays a global "Price incl. VAT" column in the reservations grid (price for the whole of the selected period). If you prefer to enter a price including tax per night, you can hide this column and make the "Price including tax / night" column visible instead.

You can also change the order in which the columns are displayed (also applicable to the header section).

The main information you can enter about a holiday is :

On the "header" section :

- Name of stay, title, nationality ;
- The status of the stay (you can leave it optional, or confirmed or 'in progress' if the customer is already at the establishment);
- Contact details: telephone, email, fax ;
- Free notes: internal or normal ;
- A temporary note: the content of this note will be deleted when the holiday is set. This database-encrypted zone is specially designed to store credit card details. If the credit card number entered is invalid - according to the Luhn algorithm - it will be underlined in red;
- the billing address

On the "bookings" page, for each room booked :

- The room in question ;
- Type of reservation ;
- The start and end dates (or duration in days);
- Price including VAT (overall or per night);
- If applicable, the discount rate (or amount);
- Occupancy (no. of adults / children / VRP / babies) ;
- Bed configuration (double / single / extra) ;
- A free mark: internal or normal.

On the "consumption" section, for each additional service :

- The date and time of consumption ;
- The product ;
- Quantity;
- Price inclusive of VAT (total or per unit);
- If applicable, the discount rate (or amount);
- A free note: internal or normal ;
- If applicable, the reservation associated with the consumption (via the "associated reservation" column, which is hidden by default).

Associating consumption with a booking means that if a booking is moved to a new holiday (in the case of a holiday with several bookings), the associated consumption follows the moved booking.

If a booking is deleted from a stay, any consumption associated with that booking is not deleted. They are simply no longer associated with the deleted booking.

In the "Payments" section, for each payment made :

- The settlement date ;
- Type of settlement ;
- The amount
- A free mark: internal or normal.

It is important to note that it is possible to enter a payment for a holiday <u>as soon as it has been created, even if it has not yet been invoiced</u>. All payments made before the invoice date will be considered as deposits by the application.

Reminder: the VAT rate associated with a consumption amount is defined by the product associated with this consumption. The VAT rate associated with a reservation amount is defined by the type of reservation associated with this reservation.

The different parts of the "stay" window above can be read-only, depending on the status of the stay. The different statuses are :

- **Option**: the stay has not yet been confirmed by the customer but the rooms are considered to be unavailable. It may be possible to define an expiry date and time for the option. When it expires, the stay is in "Option expired" status; even in this status, the rooms are not considered available for sale on the Internet; the stay must be changed to "Cancelled" status for them to be available (a report in the catalogue can be used to automate this task if required).
- **Confirmed**: the stay has been confirmed by the customer. Any payment has been entered;

- **In progress**: the customer has arrived at the establishment. It is possible to enter a ticket for stays which are in "In progress" status from the "Ticket" window (except for "In progress" stays where the "Processed" box is ticked); see the "managing tickets" chapter.
- **Invoiced**: the holiday has been invoiced. It has an invoice number and an invoice date. In this status, the "reservations" and "consumption" sections are read-only;
- **Paid**: the stay has been paid in full. The outstanding balance is 0. In this status, the stay is read-only;
- **Cancelled**: the holiday has been cancelled. The customer did not turn up. It may be possible to define this as a "No show". Note that the holiday may be in "Cancelled" status AND billed: this is the case for a customer who did not turn up but for whom all or part of the holiday was billed (see the "Cancelling a holiday" chapter).

It is not possible to customise the list of statuses in the application, but you can use them slightly differently in your school if you wish.

Once the "stay" form has been validated with "OK", the associated booking(s) will appear on the schedule.

The same holiday may contain bookings with different reservation types (e.g. a half-board room and a full-board room, for example) and over different periods.

When you move the mouse cursor over one of the holiday bookings, a tooltip displays the most important information about the booking and the holiday. The content of these tooltips can be configured (see Management in the Miscellaneous Settings chapter).

To reopen the booking form, simply double-click on any booking for this booking in the schedule (or right-click on "Modify booking..."). You can then add a new booking, consumption or payment to this booking by using the line "click here to add a new line" in the corresponding data grid.

To enter a small note associated with each reservation, consumption or payment, click on the small cross at the beginning of the corresponding line to bring up the entry box.

A small 'post-it' icon is displayed at the start of each line to indicate the presence of a note or internal memo.

This allows you to enter information that can be displayed as a tooltip on the schedule (for bookings) or included in a report. The "internal note" field is used to enter a note that is not intended to be passed on to the customer.

For reservations, the small cross also brings up the "VAT Details" tab, which in turn displays details of the VAT amounts for this reservation (see previous chapter, setting up reservation types). The "Occupants" tab is used to enter details of the occupants of the booking, and the "Tickets" tab is used to view and create a ticket associated with the booking (see the section on ticket management below).

By default, the application fills in the price of bookings using the rate rules defined. If the price remains at 0, this means that the application has not found a pricing rule applicable to all the days of the booking in question. In all cases, you can enter the price of the booking manually. In this case, the "Entered" box (located by default to the right of the "Price incl. VAT" column) is automatically ticked to indicate that the price has been entered manually. If you uncheck this box, the price will be reset again according to the pricing rules.

Please note: bookings are only actually created in the application when you confirm the stay form with OK. Therefore, if you are using multiple stations and, in the meantime, another person creates and saves a stay for the same rooms and the same period, you will get an error message when you try to validate your new stay (provided that the mode authorising several simultaneous, non-cancelled bookings is not activated).

SPECIAL CASE OF "DAY USE" BOOKINGS

A 'Day use' checkbox is available in the reservations grid (column hidden by default, which you can make visible using the column selector).

The value of this box is automatically set according to the reservation type associated with the reservation.

If the "Day use" box is ticked, this means that the room is occupied for the day only. In this case, there are 2 changes:

- Reservation entry dates are from D to D (and not from D to D+1); on confirmation and invoice reports, the reservation period is also displayed as follows;
- The booking is displayed a little shorter on the schedule.

SPECIAL CASE OF BOOKINGS NOT BLOCKING AVAILABILITY ON THE INTERNET

An "Internet Dispo. Internet" is available in the reservations grid (column hidden by default, which you can make visible using the column selector).

If the "Block Internet Availability" box is unchecked, this means that the booking in question does not block availability on the Internet. Internet" is unchecked, this means that the booking in question does not block availability on the Internet. This can be useful, for example, in the case of a "Day Use" reservation for a room that you intend to re-let for the evening.

In this case, there are 2 changes:

- Internet availability is not blocked by this reservation;

- The booking is shown hatched on the schedule.

ENTERING INFORMATION ABOUT THE OCCUPANTS OF A BOOKING

From the 'Reservations' tab of the stay record, it is possible to enter detailed information about the occupants of a room as part of a reservation. This information can be used in reports to produce a police record, for example. To enter this information, click on the small cross at the beginning of the reservation line to bring up the entry zone: "Occupants" tab.

The tab shows the number of occupants for whom at least one item of information has been entered in the reservation.

The programme automatically creates a line for each occupant, indicating the type of occupant (adult, child or sales representative). All that remains is to enter the detailed information. The number of lines in the occupant data grid depends on the occupancy defined in the reservation.

Many other columns (hidden by default) are available to describe the occupants. These can be displayed by "right-clicking > Column selector" on the header of the "occupants" grid (see chapter 'General ergonomics and preference management').

Entering the number of babies in the reservation does not create a "baby" type occupant in the occupant grid (to be consistent with the concept of occupant used in the definition of pricing rules for reservations; see the "Initial settings" chapter).

You can enter a comment or address for each occupant. To do this, click on the small cross at the beginning of the occupant line to bring up these 2 input fields.

Consumption data can be entered from the "stay" file, on the "Consumption" tab.

Keyboard shortcuts are available to make typing easier:
- "Ins" is used to create a new line and position the cursor in the product selection area.
- By typing the first few characters of the product, an incremental search and data filtering is automatically performed to display only those products whose name or keywords contain the text entered. Use the "Up" and "Down" arrows to select the product you are looking for and the "Enter" button to confirm. There are several ways of displaying the list of products. They can be accessed via the "right-click" menu on the header of the "Name" column of the consumption data grid:
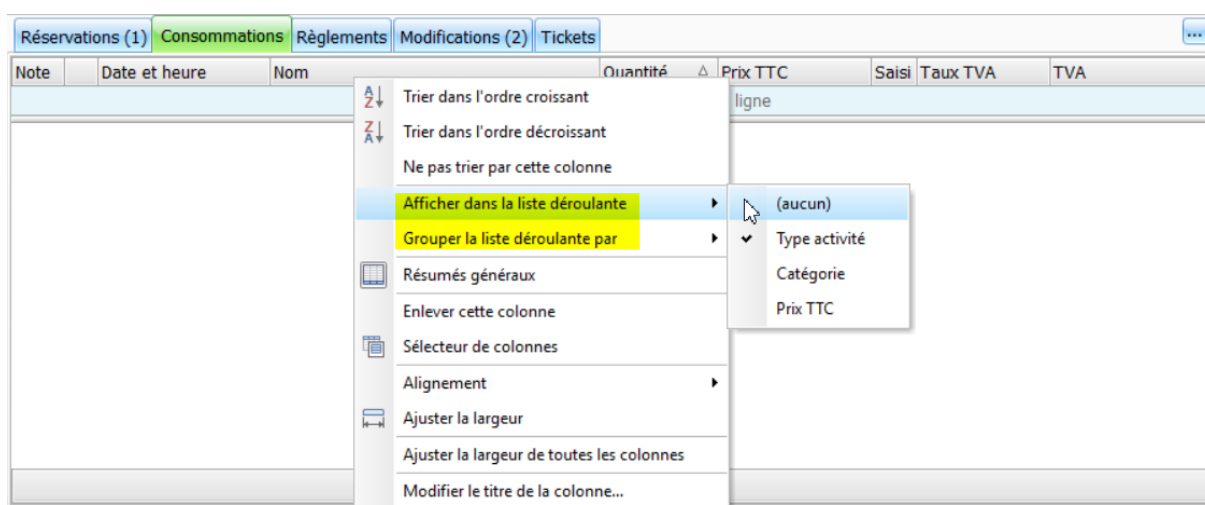
In the example below, the keyword "soda" has been associated with the products "Coca-cola", "Schweppes", etc. in the product settings (see the section on product settings above). This is why the software suggests them if you enter "soda".
The list is displayed by grouping by "Product Category" and displaying the "Product Activity Type" as a column (in this case "BAR").
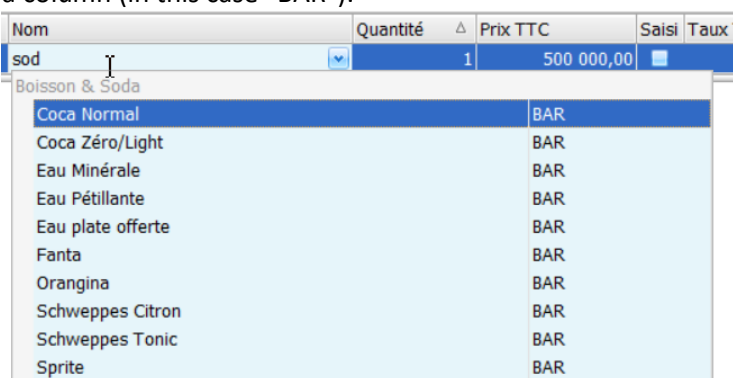
To make it easier to enter consumption data, there is also a button bar to the right of the consumption tab.
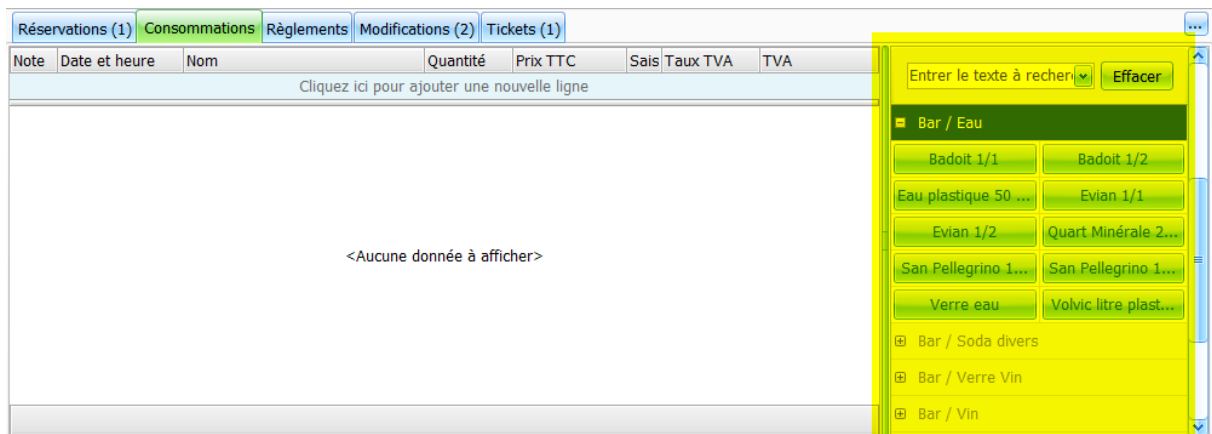
By default, this zone is replicated. You therefore need to use the vertical separator on the far right to make it visible.

This zone displays products for which the "Show button" field is ticked in product management. The label used for the button is the short name of the product (or the name if the short name is not entered). A right-click menu in this area allows you to configure the grouping mode, the number of buttons per line and the option of adding the sales price (including VAT) to the button name. The order in which the buttons are displayed depends on the display order defined in product management (and, failing that, on the alphabetical order of the button label).

The list of buttons can be filtered using the search box just above.

Clicking on one of the buttons creates the corresponding consumption (or increases the quantity by 1 on any consumption that has already been added for this product and not yet saved).

Another technique for creating charges: if the stay includes at least one booking for which the booking type includes extras (see the "Setting up booking types" chapter), then a "right-click > generate charges associated with extras" menu is available on the charges grid.
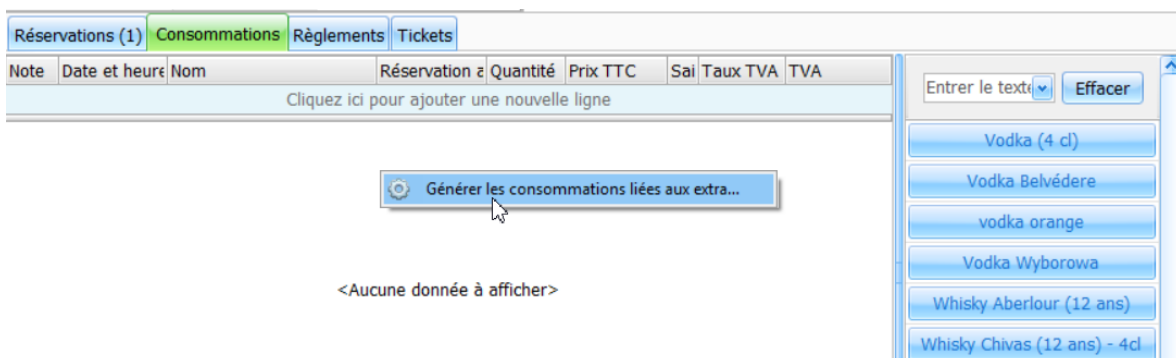
The application then asks you to confirm the generation by selecting the desired generation mode:
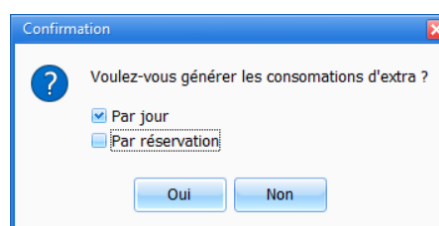
4 generation modes are possible:

- Global (by day and by reservation unchecked): the application generates a single consumption line per product with a global quantity for the stay;
- By day only: the application generates a line for each day (and each product) with the quantity for each day;
- By reservation only: the application generates a line for each reservation (and per product) with the total quantity for the reservation (this mode assumes that the stay includes at least 2 reservations);
- Per day and per reservation: this is the mode that will generate the most lines. The application will generate one line per day and per reservation (per product).

If a booking is moved to a new stay, the associated consumption follows the moved booking.

The consumption generated can then be modified or deleted.

Please note: if you use the "right-click > generate consumption associated with extras" menu to generate consumption for the same stay 2$^{\text{ème}}$ times, consumption will be doubled (and so on). You therefore need to manually delete all the charges generated before you can regenerate them. Also, any changes to bookings (dates, number of occupants) do not automatically modify the consumption already generated.

CREATING AND/OR ASSOCIATING A CUSTOMER FILE WITH A HOLIDAY

By default, a new stay is always associated with the default customer "CLIENT PASSAGE". If this is a recurring customer, it is a good idea to create a specific customer file so that you can save their details and avoid having to re-enter them for future stays.

To create a new customer record, right-click > create a customer record in the "Customer" field of the stay record header (or press "Ins" when the cursor is in this field).
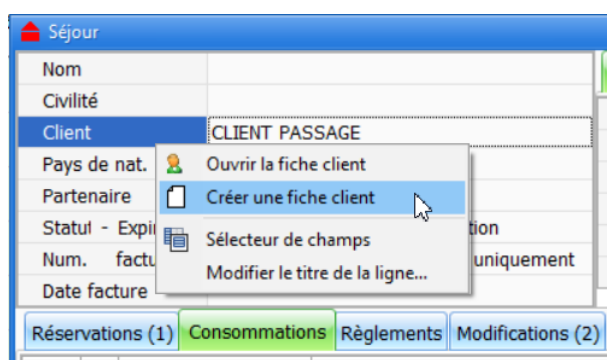
The customer management window is then displayed, with a new customer file pre-filled with the information already entered in the stay.

When you click OK, the new customer is created and the holiday is associated with this customer file.

The "Customer" field in the holiday form can also be used to carry out an incremental search among existing customer forms in order to associate the holiday with an existing customer. Once this association has been made, the various areas of the holiday file are automatically populated with data from the customer file (address, telephone number, email address, notes, etc.).

This search can also be carried out from the customer management window by "right-clicking > Search for a customer record with this name" in the "Name" field of the stay record.
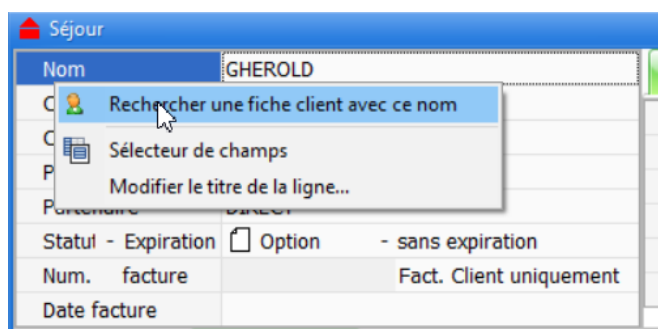
You can open the customer file of the customer associated with the holiday by "right-clicking > Open customer file" on the "Customer" field (or by pressing the F4 key when the input cursor is in this field).

Finally, it is possible to reimport data from the customer file into the stay file by using the "right-click > reimport customer file data" menu on the "Customer" field in the stay file header.
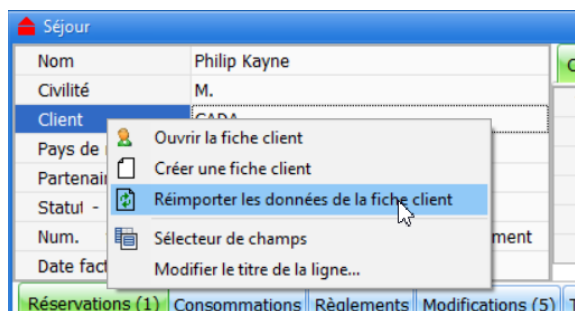
CREATING AND/OR ASSOCIATING A PARTNER FORM WITH A HOLIDAY

By default, a new holiday is always associated with the "DIRECT" partner. If this is a recurring partner, it is a good idea to create a specific partner file so that you can save their contact details and avoid having to re-enter them for future trips.

The procedure for creating and/or associating a partner record with a holiday record is similar to that described above for the customer record.

MODIFYING A BOOKING DIRECTLY FROM THE SCHEDULE

The following operations can be carried out directly from the schedule (i.e. without opening a stay card):

- move a reservation from one room to another ;
- extend or reduce the duration of a reservation ;
- change the status of the holiday associated with a booking to "Confirmed" or "In progress" (only for holidays with "Option" or "Confirmed" status)

You can carry out one or more of the above operations (on one or more reservations) and then :

- Cancel everything ("Cancel" button on the main menu bar)
- or Save all ("Save" button on the main menu bar)

Before you can move reservations (or change their duration), you need to unlock the schedule by clicking on the text "(locked)" in the top left-hand corner.

Once unlocked, changes can be made directly by dragging and dropping reservations with the mouse.

Status changes are made via the right-click menu on the reservations (it is not necessary to unlock the schedule to make this type of change).

Once all the operations have been saved or cancelled, the schedule automatically returns to "locked" mode.

As long as the operations in progress are not saved, it is possible to cancel everything; you can therefore make several modifications without fear and cancel them later if, for example, you have not found a satisfactory rehousing solution.

If you have not saved or cancelled the changes and try to open another application window, you will be asked to save or cancel the current changes first.

Bookings associated with billed stays can no longer be modified and therefore cannot be moved (or extended or reduced).

SCHEDULE MANIPULATION DIRECTLY FROM THE KEYBOARD

The cell selected on the schedule is represented by a special colour. By default, when the application starts up, it is positioned on the 1ère room (in the order displayed) and on the current date.

This cell can be moved using the arrows on the keyboard. The arrows can also be used to scroll the schedule when the selected cell reaches the limit of the schedule view (left or right; top or bottom).

If the selected cell is positioned on a reservation, it can be selected by pressing the "Enter" key.

The booking is then displayed as if it had been selected with the mouse. Pressing the "Enter" key again while a booking is selected will bring up the stay card for the stay associated with that booking.

Remember: pressing "Esc" closes this trip form (without saving any changes).

This allows you to navigate quickly from one stay record to another without having to use the mouse.

GENERATING AND EMAILING A CONFIRMATION OF YOUR STAY

Once the stay has been created, it is possible to generate a document using the data entered for the stay in question. This is the specific case of generating the stay confirmation document, but the same principle applies to any other document (housekeeping form, daily tourist tax, other statistics).

To start generating the report, select one of the bookings for a given holiday from the schedule, then double-click on the "Confirm A4 holiday" action. If the stay in question is in "Option" status, the confirmation report will suggest that you change it to "Confirmed" status, then generate a preview of the confirmation report (this report also uses the information you have defined in the establishment settings).

From the preview window, you can print the document on your printer or prepare an email with the document attached and a customisable title and email body in the email client installed on your computer.
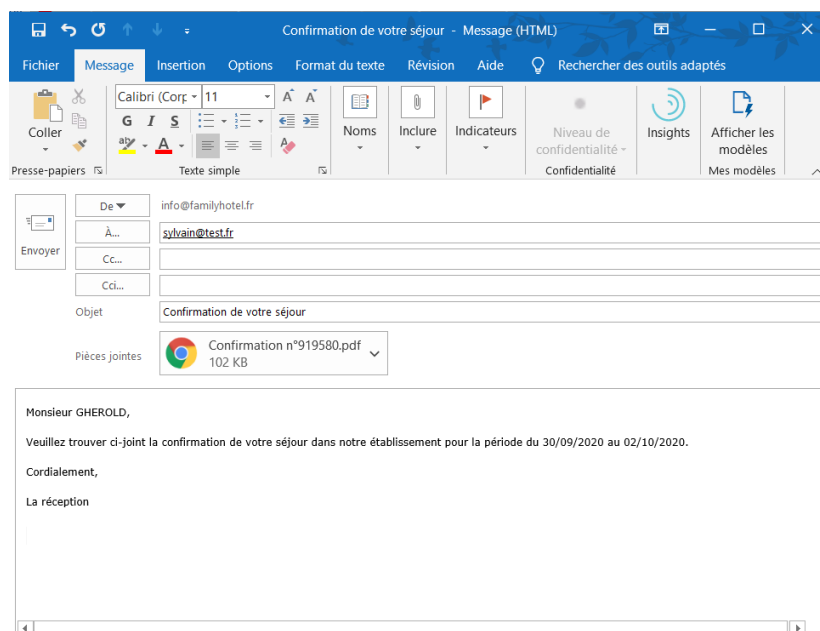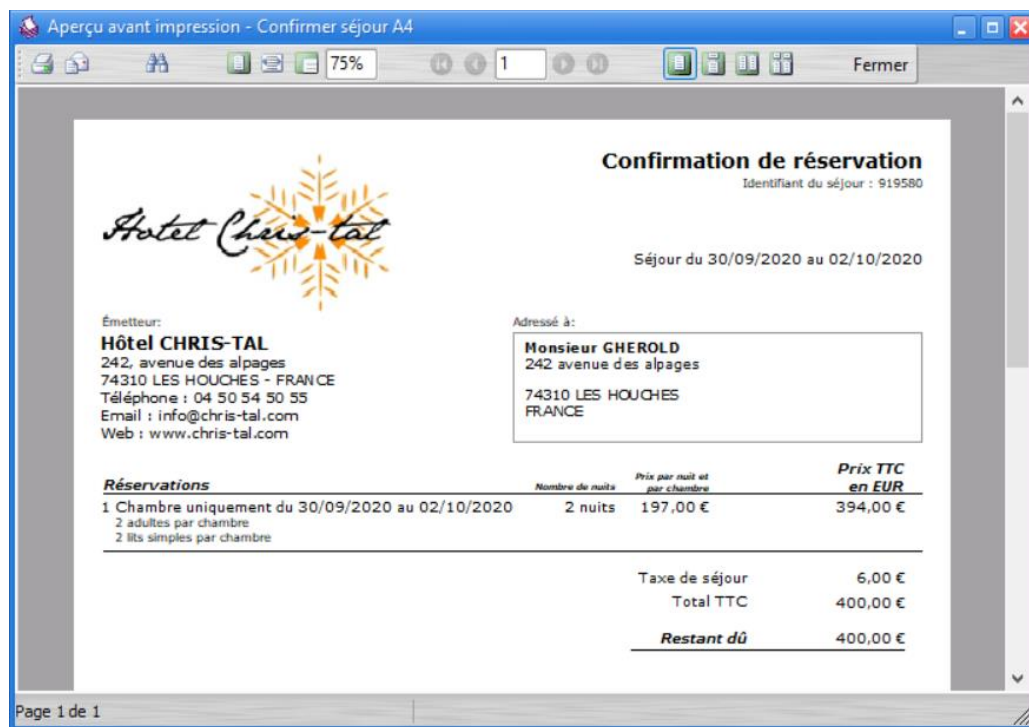
By using your computer's email client (Outlook, Thunderbird or other), you can easily adapt the content of the email before sending it.

You can launch the "Confirm stay A4" action directly from the stay form by configuring one of the 5 shortcut buttons on the stay form. On the chosen button (in yellow in the screenshot below), right-click > Modify...

Then give the button a title and choose the action "Confirm stay A4" and press OK.

Use the "Confirm" button to quickly launch the "Confirm stay A4" action for the stay in question.

Actions 2 and 3 enable the production of several actions to be launched one after the other.

There are 2 ways of billing for a stay:

- Customer invoice only: the stay gives rise to a single invoice to the customer;
- Customer & partner invoices: the holiday gives rise to 2 invoices, one for the customer and the other for the partner. The 2 invoices necessarily have the same invoice date and are necessarily generated at the same time.

You can change the billing mode in the field below the stay form header:

The default billing mode is "Client only". It is possible to configure certain partners so that the billing mode automatically switches to "Client & Partner" when the partner is associated with the stay (see the section on partner settings above).

Once the "customer & partner" mode has been selected, a new column is displayed in the booking, consumption and payment data grids of the stay form so that you can specify for each line whether it concerns the customer "C" or the partner "P".

On the "Reservations" tab, this column offers a choice of 3 values: "C", "P" and "Pt" (this last value is used to define that the partner will also pay the tourist tax on behalf of the customer).

Above is an example of a customer who has stayed for 1$^{\text{ère}}$ night at 197, which will be billed to the partner, and an additional night at 237, which will be billed to the customer.

In "customer & partner" mode, a new "Partner invoicing" tab in the header is used to enter the partner's invoicing address (usually filled in automatically using the data entered in the partner's file).

The "Payments" tab shows the amount of each invoice, including VAT:

△	Total HT	Total TVA	Total taxe de séjour	Total général TTC	Total restant à payer
⊞ C	215,45	21,55	6,00	243,00	243,00
⊞ P	179,09	17,91	0,00	197,00	197,00
	394,55	39,45	6,00	440,00	440,00

Note		Date	Type		Montant
			Cliquez ici pour ajouter une nouvelle ligne		

It is possible to configure certain types of booking or certain products so that the associated bookings or consumption are automatically billed to the partner if the "customer & partner" billing mode is activated at stay level (see setting up booking types and products).

Once all the data has been entered in the stay form, it is possible to invoice it by launching the "Invoice Stay A4" action (on the same principle as for the stay confirmation seen previously).

If the stay has not yet been billed (it is in Option, Confirmed or In progress status), the "Bill Stay A4" report will ask whether the stay should be billed.

Information

ⓘ Voulez-vous marquer ce séjour comme 'Facturé' ?
Attention : si oui, ce séjour ne sera plus modifiable.

Oui   Non
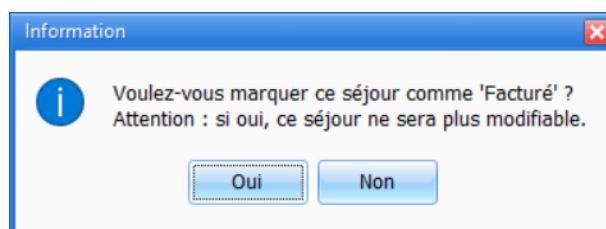
If you answer NO, a simple Proforma invoice will be generated. The amount inclusive of tax for the holiday will still be modifiable. If you answer YES, the invoice will be generated (the invoice date will be entered and an invoice number will be assigned to the holiday). The amount inclusive of tax for the stay can no longer be modified (unless settings have been made to authorise this and are only available in Family Hotel).

By default, the invoice date is set to the current date. To force the invoice date to a given value, you need to enter it manually in the stay record header before invoicing the stay.

Séjour	
Nom	GHEROLD
Civilité	Monsieur
Client	CLIENT PASSAGE
Pays de nat.	
Partenaire	WEEK END DESK
Statut - Expiration	☐ Option - sans expiration
Num. facture	Fact. Client & Partenaire
Date facture	01/09/2020

Once the stay has been invoiced, by default (and without being configurable for Family PMS), it is no longer possible to modify the content of the 'Reservations' and 'Consumption' tabs. Some of the fields in the stay header can still be modified, but if these fields are used in the invoice, the value at the time of invoicing will always be used if you run the invoice generation again.

It is possible to load several different billing actions into the application (e.g. bill stay A4 and bill stay A5). In Family PMS only, once a stay has been invoiced using a given model, the invoice can only be regenerated using this model. In the event of an error, a reversal (credit invoice) is therefore required; see the next chapter.

The stay can also be invoiced by manually changing its status to "Invoiced". In this case, the application considers that the invoice has been generated using the default invoice action, which can be configured via the "Default stay invoice action" parameter in the miscellaneous settings.

CANCELLATION OF A STAY

In Family Hotel, the "Extort and Replace" function described below is not activated by default. It can be activated using the "Activate refund management" parameter in the miscellaneous settings. To modify the total including VAT of an Invoiced stay in Family Hotel, you can change the status back to "In progress" (Processed) and then save it, making sure that the "Keep Invoice No. on 'In progress'" parameter is ticked (in the miscellaneous settings). In Family PMS, on the other hand, you need to use the "Extract and Replace" function.

If there is an error on the total including VAT for a holiday (customer invoice or partner invoice), you need to use the "Extract and Replace" function to correct the error. This action will generate 1 (or 2) credit note invoice(s) to completely cancel the invoice(s) generated and recreate a new holiday that you can correct and then re-invoice.

To do this, from the schedule, select one of the bookings for the holiday billed in error and "right-click > delete and replace".
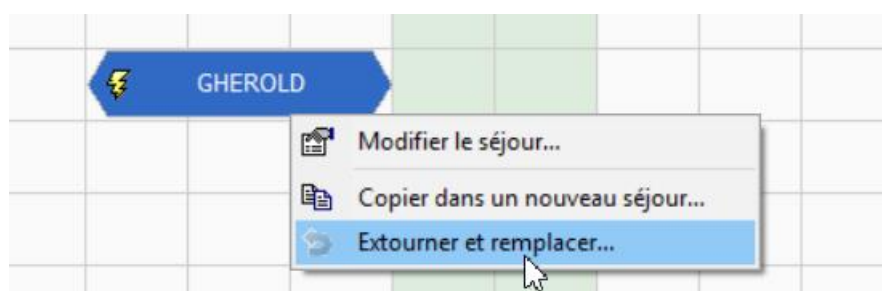
In the window that appears, you must indicate the reason for the reversal and the date of the reversal (i.e. the invoice date of the credit note invoice; this date cannot be earlier than the original invoice date). It is also possible to indicate the type of payment used to cancel any payments already entered for the holiday to be reversed.

By default, the reversal date is initialised with the value of the invoice date of the stay to be reversed.

If the reversal payment type is empty, any payments for the trip to be reversed are reversed using the same payment type as the original trip.

Once you have confirmed the reason for the reversal by clicking OK, a new holiday record is created, on which you can correct any errors (for example, adding the 2 missing breakfasts and correcting any payment amounts). The holiday can then be billed again (either immediately or at a later date).

The credit note invoice (or credit note invoices in "client & partner" mode) is only created if you confirm the creation of the "replacement" stay with "OK"; otherwise, nothing is changed.

Before saving the "substitute" stay, the above banner is displayed:

Once the "replacement" stay has been saved, if you open its file again. You will see the following banner:

This banner has hyperlinks that allow you to navigate between the original stay ("Extourned" status), the stay that cancels the original stay ("Extourned" status) and the stay that replaces the original stay.

To print the credit note invoice, one solution is to open the "replacement" holiday, then click on the link "which has been bypassed by invoice N° xxxxx" to navigate to the holiday file for the bypassed holiday; then click on the "Invoice" shortcut button to start producing the invoice document for this holiday:

If you wish to cancel an invoice without replacing it with another invoice (in the case of a full refund to the customer), you need to take exactly the same action, except that you need to cancel the "replacing" holiday <u>without invoicing it</u>. To do this, set the status to "Cancelled" and answer "NO" to the message displayed when you confirm with OK:
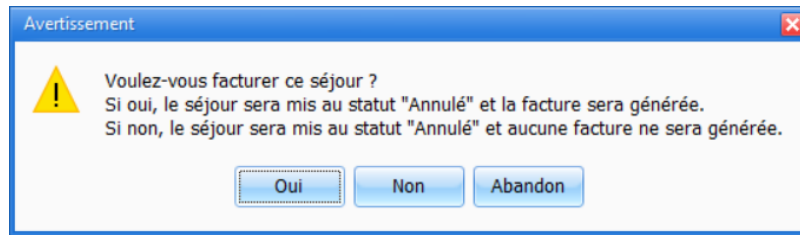
Important: it is not necessary to cancel a holiday in the event of a payment error only. To modify the payments for a holiday in "Paid" status, simply return the holiday to "Invoiced" status and save it by pressing OK. Then open it again, modify the rules and set it back to "Paid" status.

Rules may be amended or deleted provided that:

- its settlement date is not earlier than or equal to the closing date (see chapter on closing dates below);
- the payment date does not strictly precede the invoice date.

If this is not the case, then you need to use the "extract and replace" function.

CANCELLATION OF A STAY

By cancelling a stay, it is recorded that the customer did not stay at the establishment and the room(s) are made available again, particularly for Internet sales (or simply to be able to enter another reservation for the same room, same period).

There are 2 types of cancellation:

- Cancellation without billing: the customer does not come and is not billed. In this case, the stay should be set to "Cancelled" and if the software suggests billing the stay, answer NO.
- Cancellation with invoicing: the customer does not come and all or part of the stay is invoiced. In this case, you must :
    - If necessary, modify the amounts of the reservations/consumptions so that they correspond to the total including VAT that the customer will have to pay;
    - If it is a partial amount, you can invoice using a "cancellation fee" booking type (or product) that is not subject to VAT; if it is a total amount (for example, in the case of a non-refundable stay), you must apply VAT as if the customer had actually come.
    - Set the holiday status to "Cancelled" and indicate whether or not it is a "No show";
    - Confirm with OK and answer YES when the software suggests billing the holiday (you can also bill the holiday normally, then change it to "Cancelled" once it has been billed and answer YES to this message:
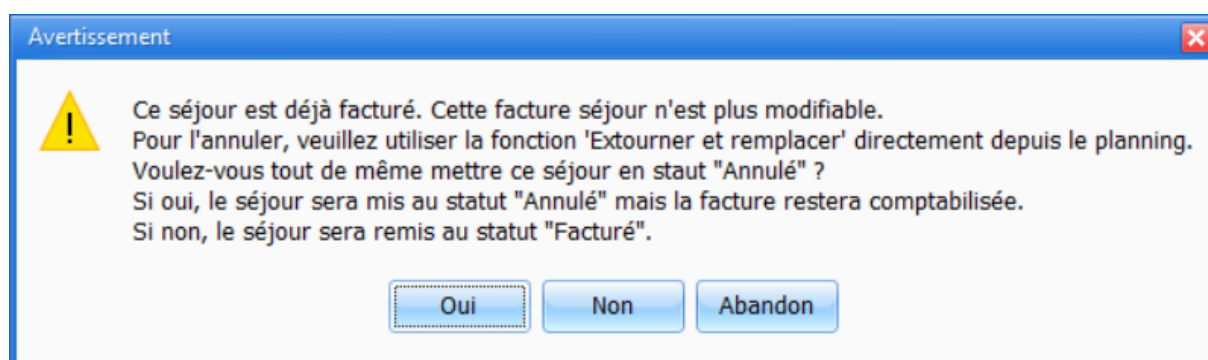
The conditions under which the application proposes to invoice a stay when it is changed to "cancelled" status can be set via the "Propose to invoice cancellations" parameter in the miscellaneous settings.

If you have saved the stay in "Cancelled" status without billing it, even though you wanted to bill it, you must :

- Make cancelled holidays visible on the schedule via the "Customise > Cancelled holidays > Displayed" menu;
- Open the corresponding stay file and manually set its status to "Invoiced" and confirm with OK (if another stay has already been entered in this room on this date, it will be necessary to temporarily authorise several non-cancelled stays per room; see the "no. of 'non-cancelled' stays per room" parameter in the miscellaneous settings);
- Open the holiday form again and change it to "Cancelled" and confirm with "OK" (and answer YES to the message identical to the screenshot above).

If you have saved the holiday in "Cancelled" status by invoicing it when you shouldn't have, you must :

- Make cancelled and billed holidays visible on the schedule via the "Customise > Cancelled holidays > Hidden unless billed" menu;
- If one of the bookings on the cancelled trip in question is "right-click > cancel and replace"; enter the reason, confirm with "OK" and the "replacing" trip will be set to "Cancelled" status without being billed (see previous chapter, "cancelling a trip").

On Family Hotel (and not on Family PMS), it is possible to permanently delete an <u>unbilled</u> stay by pressing the SHIFT+ALT+BACKSPACE key combination from the stay file and only if no unsaved changes have been made to this file (and the stay does not include any payments in the closed period).

ENTERING PAYMENTS FOR HOLIDAYS

Entering payments (via the "Payments" tab on the stay form) enables you to record the various payments received. It is entirely possible to use Family Hotel PMS without entering payments (if, for example, you use another system for this purpose).

Payments can be entered whether or not the holiday is invoiced. There can of course be several payments for the same holiday (e.g. 3 payments: deposit cheque for 200 + balance paid 100 by credit card and 100 in cash).

If, after a payment has been entered, the total remaining to be paid is equal to 0, the application can suggest that the stay is automatically set to "Paid" status. The "Propose to change status to 'Paid'" setting in the miscellaneous parameters specifies the conditions under which this will happen.

If you do not enter the payments in the application, you can still manually set the stay to "Paid" status.

In the case of a "Customer & Partner" invoice, for each payment you must indicate whether the payment was made by the customer "C" or the partner "P".

A stay in "Paid" status cannot be modified. It must first be changed back to "Invoiced" status before it can be modified.

If the status of a holiday that has not yet been invoiced is changed to "Paid", the application will ask you to invoice the holiday. The "Paid" status should therefore not be used to indicate that the deposit has been received, but that the holiday has been completed and paid for in full (by the customer and, where applicable, by the partner).

In Family Hotel, the "authorise 'settled' but not billed" parameter allows stays to be in "settled" status and not billed (this function is not available in Family PMS).

Payments for <u>invoiced</u> stays with a payment date <u>prior to the</u> invoice date are displayed with a small "invoiced" icon on stays with a status other than "Paid":

These rules cannot be changed. To modify such a payment, the billed stay must be cancelled and replaced.

To make it easier to enter payments, there is also a button bar to the right of the payments tab.

By default, this zone is replicated. You therefore need to use the vertical separator on the far right to make it visible.

This area displays the types of payment. The list of buttons can be filtered using the search box just above.

Clicking on one of the buttons creates the corresponding payment (or increases the amount on any payment that may already have been added for this type of payment and not yet saved).

MANAGING HOLIDAY DEPOSITS

If the holiday has not yet been invoiced, the payments entered in the "Payments" tab for this holiday will be treated in the accounts as a deposit.

For a holiday that has not yet been invoiced and for which the total including tax is greater than zero (excluding tourist tax), you can create one or more deposits; each deposit will give rise to a deposit invoice. When the final invoice for this holiday is issued, the balance invoice will take into account any deposits already issued.

By default, the down-payment management function in Family Hotel PMS is not activated. To activate it, go to "Customise > Settings > Miscellaneous settings" in the "Accounting" section.

To manage advance payments, you need to activate the returns management function (for Family PMS, the returns function must be active).

Once activated, a new 'Downpayments' tab is visible in the stay record.

To create a new instalment, simply right-click > New instalment. This menu will only be available if :

- the Total including tax for the stay (excluding tourist tax) is greater than 0 (after deduction of any deposits already generated for this stay);
- the stay has not already been billed;
- the user has the "Right to charge for a stay or ticket" right

Next, you must indicate the amount of the deposit (or the % of the deposit):

The deposit will then be created, and you can generate the deposit invoice using the "Invoice" shortcut button in the "Deposit" window. The payments associated with this deposit must be entered in the 'Payments' tab of the deposit (and not in the 'Payments' tab of the associated stay).

To cancel a deposit, right-click on the deposit line in the 'Deposits' tab of the stay and select 'Exit'.

Then enter the reason for the reversal and press OK to confirm. This will create a 2ème deposit invoice that cancels the original invoice.

It is not possible to withdraw a deposit associated with a stay that has already been invoiced. You will therefore need to cancel the stay first.

Creating an advance payment does not prevent you from modifying the associated holiday at a later date.

The invoice date for the holiday must be later than (or equal to) the latest invoice date for the down-payments associated with this holiday.

It is not possible to cancel a holiday that includes at least one deposit <u>without charging for the cancellation.</u>

If the holiday is in "customer & partner" billing mode, then when creating the deposit, you must indicate whether you are creating a deposit for the customer or for the partner.

There is a "Stays not billed with deposit" report in the reports catalogue, which lists all stays not yet billed for which there is at least one deposit.

GROUPING (OR SEPARATING) BOOKINGS WITHIN (OR FROM) THE SAME HOLIDAY

Using exactly the same function, you can :

- Combine bookings from different holidays in the same holiday;
- Separate bookings for the same stay in a new stay.

This function is very useful if, for example, we thought that the 2 bookings were going to be paid with the same invoice but the customer asks for 2 separate invoices at the end; or vice versa.

To use this function, you need to select the various bookings to be grouped (or separated) into a new holiday from the schedule. Hold down the CTRL key to select several bookings. Then "Right-click > Move to a new break...".
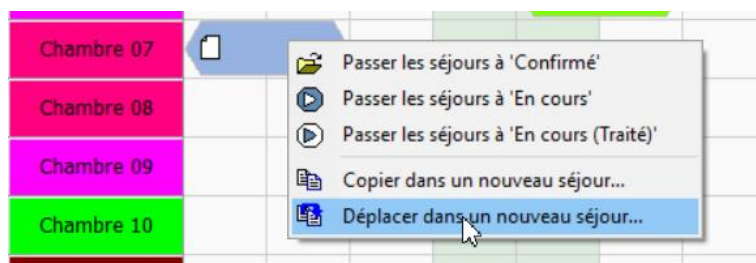
Only the consumption and payments for stays for which all bookings have been selected will be moved to the new stay. These stays will automatically be set to "Cancelled" status (not billed). However, if the charges and payments are associated with the stay via a ticket specifically associated with a given booking (see the section below on the Ticket/Stay association), then these tickets (and their charges and payments) will follow the booking in question if it is moved to the new stay.

The "Right-click > Move to a new stay" function is not available:

- If you have selected at least one reservation associated with a billed stay ;
- If you have selected all the bookings for the same stay (and only those).

DUPLICATING HOLIDAY BOOKINGS

In a very similar way to the previous function, it is possible to copy a stay into a new stay. When copying, you will be asked whether you also want to copy the charges and payments. For bookings, you will of course need to manually modify the dates (and possibly the rooms).

To use this function, select the various bookings to be copied to a new holiday from the schedule. Hold down the CTRL key to select several bookings. Then "Right-click > Copy to a new trip...".

You can also copy a booking from the booking form, using the "..." button in yellow in the screenshot below:

This function is not available if the stay has not yet been saved.

VIEWING THE HISTORY OF MODIFICATIONS MADE TO A STAY

All changes made to stays (as well as to their reservations, consumption and payment) are saved so that you can always see who has made what changes.

Of course, this function assumes that users have correctly identified themselves each time they use the software (see user settings).

Modifications can be viewed in the 'Modifications' tab of the booking form. This tab is always read-only

In order, you will find the date and time of the modification, the author, the type of modification and the details of the modification.

The format is: Field name: <old value> -> <new value>.
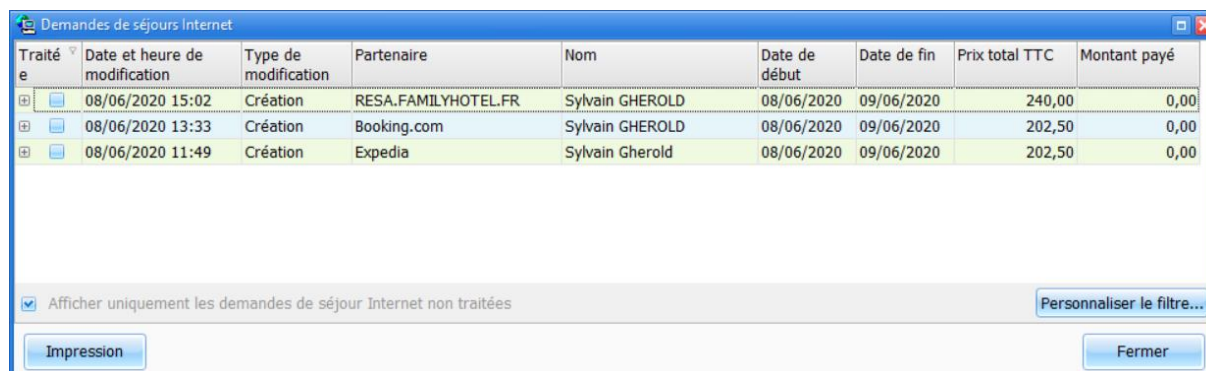
or   Field name: <value unchanged> (for information)

Other columns, hidden by default, are also available.

CREATE A HOLIDAY FROM AN INTERNET HOLIDAY REQUEST

If you have an Internet sales system connected to Family Hotel PMS, as soon as the software detects a new stay request made by an Internet user, the "Internet" button in the application's main menu flashes (and a sound can be played; see setting wallpapers and sounds).

By clicking on this "Internet" button, you can display the pending request(s):

On a "Creation" type request that has not yet been processed, you can use the contextual menu "right-click > Create associated stay" to create a new stay automatically initialised with the data retrieved from the Internet (customer name, booking dates, telephone, e-mail, credit card, comment, price, etc.).

If you decide to create a new customer file from a holiday file created from an Internet holiday request, this customer file is automatically filled in with the data retrieved from the Internet.

Bookings on the new stay form are initiated by indicating the type of room you require in the room field. All that remains is for you to assign the room(s) of your choice before you can validate the booking:
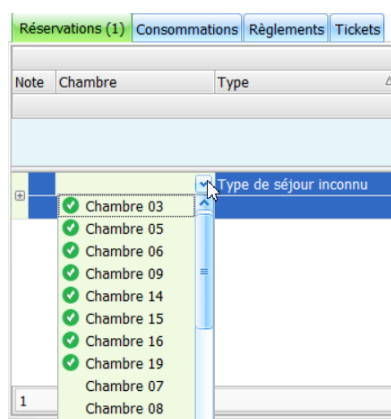
When you enter rooms, a green tick icon indicates which rooms are available for the room type you require.

The partner associated with the holiday level is deducted from the partner displayed on the Internet holiday request. The partner is identified by its name (or by the list of alternative names that can be defined in the "Alternative names" field of the partner file). If no partner is found, a new partner is automatically created.

The type of reservation can also be set on the basis of the "rate code" received in the Internet holiday request. For each type of booking, you can set up a list of corresponding rate codes in the

"Rate code type 1" column (or 2, 3, 4 or 5 depending on how the synchronisation module is configured) in the booking type settings window. If no reservation type is found, the reservation is initialized with the default reservation type.

Even if, of course, unprocessed Internet stay requests are taken into account when calculating remaining availability, in order to avoid the risk of overbooking, we strongly recommend that you place all your pending Internet stay requests on your schedule before creating or modifying any other stay.

If a "Modification" or "Cancellation" request is received, the contextual menu "right-click > Modify associated holiday" automatically opens the holiday file linked to the original booking. This search is carried out using the channel manager reference ("distributor" reference) or, failing that, the partner reference. If the holiday was created manually before connectivity was implemented, the application will not be able to find the holiday record. It will have to be retrieved manually.

In all cases, changes or cancellations must be made manually. The application never automatically applies changes to a stay.

If you make a change to a booking, you can see the details of the change to be applied by clicking on the small cross at the beginning of the Internet booking request line:

The text is coloured to highlight additions in green, modifications in blue and deletions in red (strikethrough).

In this example, you would need to enter the code "49068" in the "Fare code type 1" column of the booking type settings for this booking to be automatically created with the booking type in question.

Once the holiday record, created from the Internet holiday request, has been saved, the Internet holiday request is automatically marked as processed. It no longer appears in the list when the Internet button is clicked, and the Internet button stops flashing if the list is empty.

If you wish to ignore an Internet stay request (i.e. not create or modify the associated stay), you can select the Internet stay request(s) in question and use the "right-click > mark as processed" menu.)

Finally, you can uncheck the "Show only unprocessed Internet stay requests" box at the bottom of the window to view requests that have already been processed.
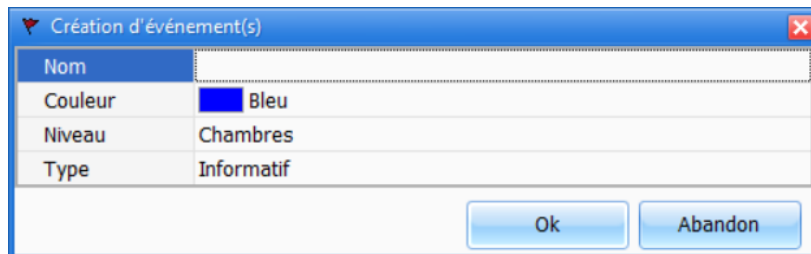
CREATE ONE OR MORE EVENTS DIRECTLY FROM THE SCHEDULE

As indicated in the "Initial settings" section, events can be created/modified and deleted via the event management window available from the Manage>Events menu.

It is also possible to create events directly from the schedule.

To do this, all you have to do is select the cells in the schedule for the events associated with the rooms (the selection can include disjoint cells if you hold down the "Ctrl" key, as you do in Excel). Then use the "New event..." right-click menu.

The following window appears, allowing you to enter the information associated with the events that will be created according to the selection you have made on the schedule.
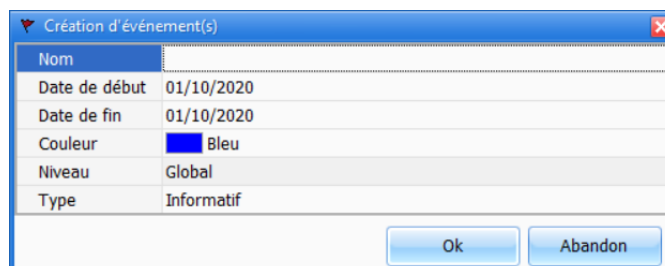
A global event applies to all rooms, whereas a "Rooms" event applies only to the rooms selected in advance.

The concept of event type is explained in the section on event settings above.

You can create a "Global" event by right-clicking on "New event..." in the schedule header; you can then specify the period:

Reminder: global events are displayed either in the schedule header or in all the rooms, depending on the "global events display" parameter set in the miscellaneous settings.
Events of the "allotment" or "unavailable" type are displayed with a background screen (simple or double hatched respectively).
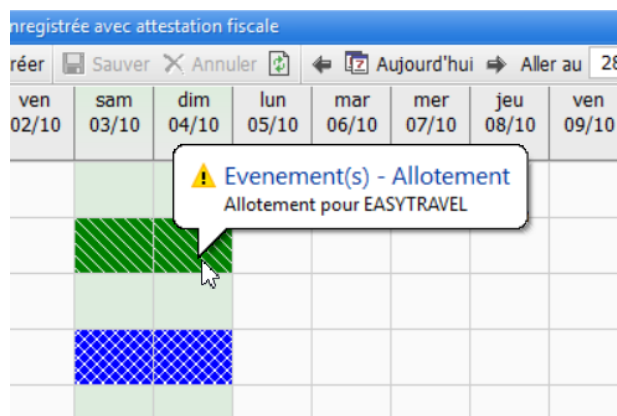
To modify (or delete) the events you have created, you can either switch to event management (menu Manage > Events) or, directly from the schedule, "right-click > modify events" on a cell in the schedule for a day where there is an event to modify (or delete).

Reminder: to delete one or more events, select the corresponding lines in the events grid and right-click > delete.

TICKET MANAGEMENT

The tickets work in a very similar way to the stays, the differences being :

- The tickets do not contain any reservations, only drinks and payments;
- Tickets have 3 billing modes: ticket mode (for anonymous billing with a ticket number), customer invoice mode (for billing with customer details and an invoice number) and partner invoice mode (for billing with partner details and an invoice number).
- The "Option" and "Confirmed" statuses do not exist on tickets; on the other hand, there is the "Noted on stay" status, which is specific to the ticket (see below).

Creating, modifying, invoicing, deleting and cancelling tickets works in the same way as for stays. We will therefore not go into detail on this aspect in this documentation.

A ticket can be used in a number of ways:

- For anonymous billing of consumption by guests who are not staying at the establishment (traditional ticket billing);
- To bill consumption to customers who may or may not be staying at the establishment, but with billing separate from any reservation and with the customer's details on the bill ("customer" mode billing);
- To invoice partners for consumption, with separate invoicing for any reservations and with the partner's contact details on the invoice ("partner" mode invoicing);
- To associate charges or payments with a specific booking for a stay (rather than associating charges or payments with the stay as a whole); this can be useful if the stay is subsequently split into several stays so that charges or payments 'follow' the bookings;
- To record the consumption of customers staying in the establishment for whom it is not known whether they will pay immediately or whether they will have to record this consumption during their stay.

CREATE A NEW TICKET

You can create a new ticket:

- From the "TICKETS" view in the main window, by "right-clicking > new ticket" (or by pressing the "Ins" key or the "Create" button in the application's main menu);
- From the "Tickets" tab of a stay record, using the "right-click > new ticket" menu (or "right-click > new ticket for this stay" if the stay has not yet been billed);
  The new ticket will be associated with the stay without specifying a particular reservation for this stay;

- From the "Tickets" tab, which is located in the "Bookings" tab, when you display the details of a booking by clicking on the small cross at the beginning of the line. Right-click > new ticket" (or "right-click > new ticket for this holiday" if the holiday has not yet been billed); the new ticket will be associated with the holiday booking.

- From the "consumptions" or "payments" tab of a stay or ticket that has not yet been billed, select one or more consumptions (or one or more payments) and then "right-click > move to a new ticket" or "right-click > move to a new ticket for this stay".)
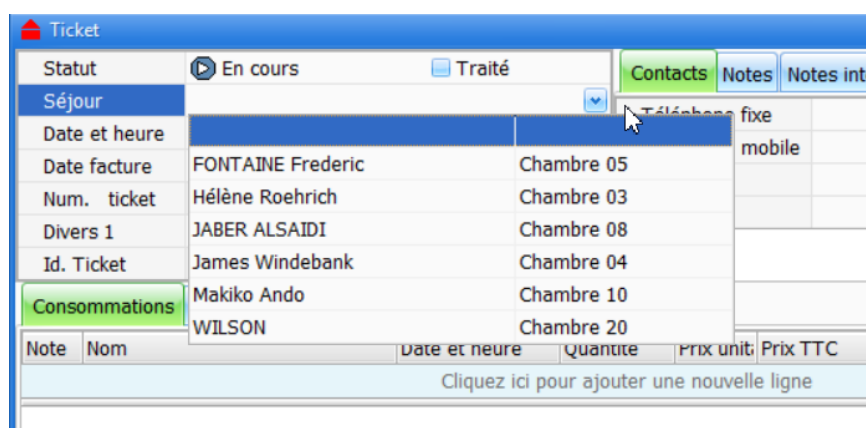
A ticket is said to be associated with a holiday when a link to a given holiday (or, more precisely, a booking for a given holiday) has been saved for that ticket.

If the ticket is associated with a holiday as a whole, it will only appear in the 'Tickets' tab of the holiday file in question; if the ticket is associated with a particular booking of a holiday, it will also appear in the 'Tickets' tab of the details of this booking (in the 'Bookings' tab of the holiday in question).
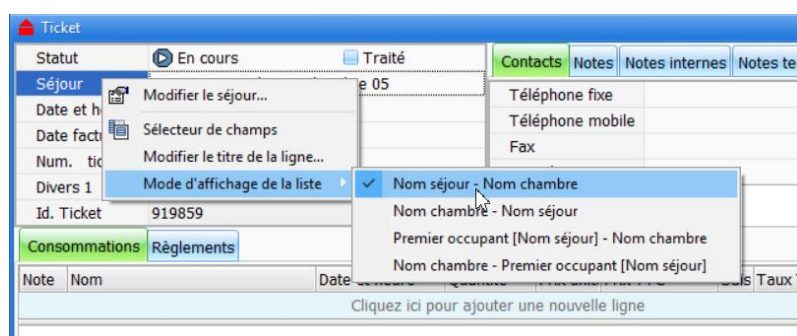
Any ticket associated with a stay may also be in "Noted on Stay" status. In this case, and only in this case, the consumption and payments for the ticket will be taken into account when billing the stay and the ticket will not be billed separately. The consumption and payments for tickets noted as being for a stay also appear in the "consumption" tab (or respectively "payments") for the stay in question (as if these consumption/settlements had been entered directly on the stay form).

It is not possible to add (or remove) a "Noted on stay" ticket to a stay that has already been billed.

If a ticket has been created from the "TICKETS" view (i.e. not from a stay card), it is possible to associate this ticket with a stay. In this case, the application will display a list of all bookings which are in "In progress" status (and not processed). The holiday must therefore already be in this status before you can associate a ticket with it in this way.

You can configure the display of this list of "current" stays by right-clicking on the "Stay" field in the ticket form:

When the association is validated, the application asks whether the ticket should be considered as "Noted on stay" or not.
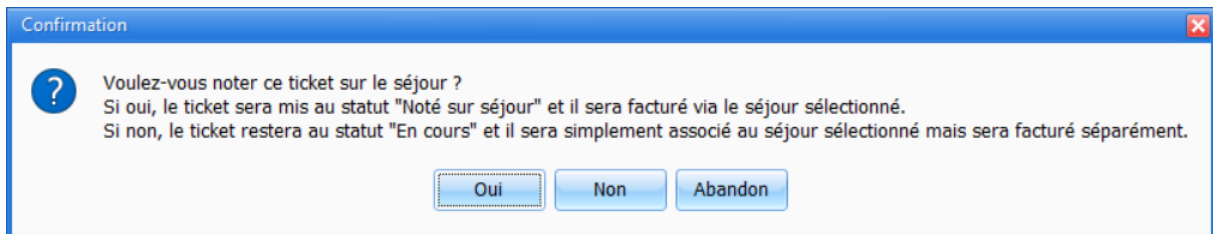
If the answer is NO, the ticket is associated with the stay but remains in "In progress" status; it can therefore be billed separately (in the case of billing the customer for consumption on an invoice - or ticket - separate from the invoice for the stay).
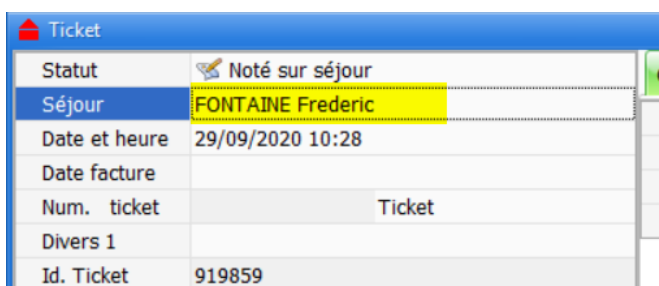
By default, the ticket is associated with a reservation in the stay (in this example, the reservation linked to room 05):
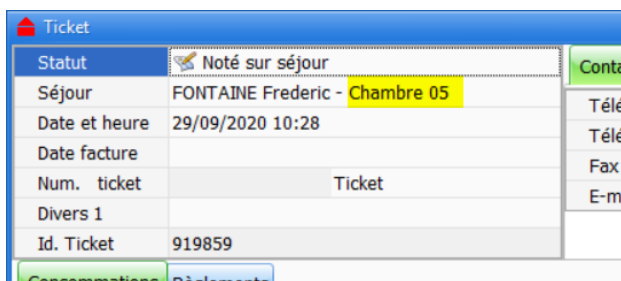
To link the ticket globally to the stay, open the drop-down list for the "Stay" field again and select line without room :
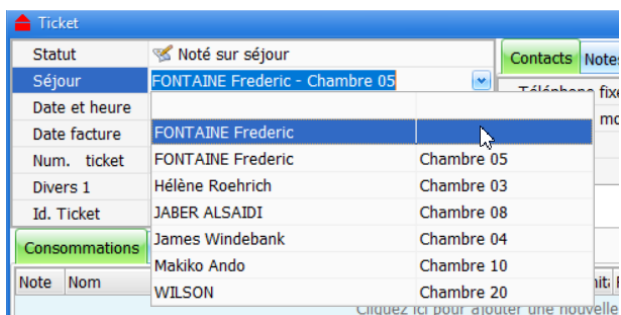
The display in the ticket header then becomes :

It is not possible to change the status of a ticket to "Noted on Stay" without first filling in the "Stays" field for this ticket.

A ticket can be billed in one of the following ways:

- The classic "ticket" mode: the ticket remains anonymous and uses a ticket counter separate from the invoice counter;
- Customer invoice" mode: in this mode, the "Customer invoice" tab is displayed in the ticket file, and the billing address can be entered. In this mode, and only in this mode, it is also possible to associate a customer with a ticket (in the same way as you can associate a customer with a holiday). When invoiced in this mode, the invoice number is assigned using the same invoice counter as that used for stay invoices;

- Partner Invoice" mode: in this mode, the "Partner Invoice" tab is displayed in the ticket file, allowing you to enter the invoicing address. In this mode, and only in this mode, it is also possible to associate a partner with a ticket (in the same way as you can associate a partner with a holiday). When invoiced in this mode, the invoice number is assigned using the same invoice counter as that used for stay invoices.

By default, new tickets are created in "Ticket" billing mode.

Reminder: there is a "default ticket billing mode" parameter in the miscellaneous settings which allows you to ensure that new tickets are automatically created in "customer invoice" mode or "partner invoice" mode.

From a ticket file associated with a holiday, you can open the corresponding holiday file by using the "right-click > edit holiday..." menu available in the "Holiday" field in the ticket header.

MANAGEMENT OF PICK-UP TICKETS

The in/out management described below is not activated by default. It can be activated using the "Activate input/output management" parameter in the miscellaneous settings.

Pick-up and drop-off tickets are :

- which only have payments (no consumption);
- whose settlement amounts can be positive (Contribution) or negative (Withdrawal);
- that only have the status "Contributed/Withdrawn" or "Cancelled (Contributed/Withdrawn)"; these tickets are never billed.

These tickets are used to enter "cash withdrawals" in the application so that a "global cash float" can be calculated for the different types of payment. The status of this "global cash float" can be seen on the closing screen.

You can only create a new contribution/withdrawal ticket from the "TICKETS" section of the main window, by "right-clicking > new contribution/withdrawal".

Remember: this menu will not be visible if input/output management is not activated.

A check-in/check-out ticket can only be set to cancelled if there are no payments on it. You must therefore first delete all these payments before you can cancel it.

On Family Hotel (and not on Family PMS), you can permanently delete a check-in/check-out ticket by pressing the SHIFT+ALT+BACKSPACE key combination from the stay file, and only if no unsaved changes have been made to this file (and the ticket does not include any payments in the closed period).

FENCE MANAGEMENT

In Family Hotel, the closure management described below is not activated by default. It can be activated using the "Enable fence management" parameter in the miscellaneous settings.

If closure management is activated in the application (which is always the case in Family PMS), there is a single closure date which influences both stay and ticket management.

This date is used to freeze the accounting for the period prior to or equal to this date (referred to below as the "closed period") as follows:

- it is not possible to create a new invoice or ticket with an invoice date in the closed period;
- it is not possible to create/modify/delete a payment so that the payment date is in the closed period.

It is, of course, still possible to enter a new payment for a stay or ticket that has already been billed and for which the invoice date is within the closed period, but the payment date for this new payment cannot be within the closed period.

The closing date can be brought forward as often as you wish, but at least once a month. To do this, use the following menu:

Manage>Fences

This screen allows you to :

- see the current closing date (in this example 03/09/2020)
- view the list of closures already carried out and the details of these closures, either by clicking on the cross at the beginning of the line, or in even greater detail, with the full list of invoices, tickets, payments and contributions/withdrawals taken into account in the selected closure(s).

- simulate a new closure by defining a new closure date (in this example 04/09/2020); the application then creates 2 lines:
  - the "To be closed" line, which represents the amounts that would be taken into account in the future closing depending on the new closing date defined;
  - the "To come" line, which represents amounts not yet closed.

CREATION OF A NEW FENCE

To create a new fence, from the fences screen :

- Define the new closing date (if different from the default date set by the application);
- check the amounts on the "to be closed" line
  - by clicking on the small cross at the beginning of the line to display the breakdown by VAT rate and also by type of payment
  - by double-clicking on the invoice, ticket, payment or contribution/withdrawal lines in the tabs of the detail area to display the corresponding stay or ticket record (and correct it if necessary). It is also possible, on the invoice and ticket lines, to carry out an extinction via the "right-click > extort and replace" menu.
- Press the "close" button to the right of the new closing date, then confirm this message with YES.
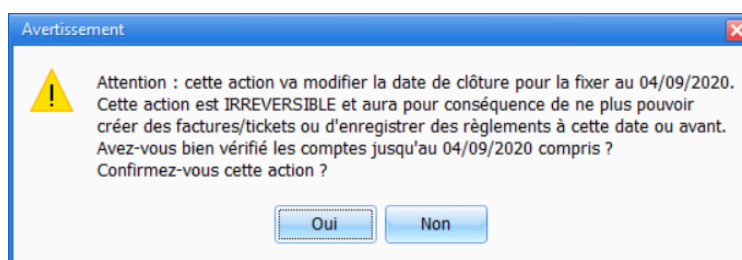
Please note that, as indicated, all fencing is irreversible. There is no "de-fence" function.

Once validated, the new closure is displayed in the list of completed closures and the current closure date is updated.

It is not possible to set the current closing date equal to the current date. It must be in the past.

You must close your account at least once a month. If the last closure is too old, you will receive a warning message when you start the application inviting you to close the account. If the current closure date is 31/06/2020, for example, the warning message will be displayed from 15/07/2020. If no new closure is performed between now and 25/07/2020, the application will not authorise the creation of new invoices or the entry/modification or deletion of payments with an invoice or payment date equal to the current date.

Invoiced stays or tickets whose invoice date is within the closed period are displayed with the wording "(and closed)" in the status :

Reminder: this does not prevent a new payment from being entered for these stays/tickets.

Payments (for stays, tickets or deposits/withdrawals) with a payment date in the closed period are displayed with a small "closed" icon on stays and tickets in a status other than "Paid":

These rules cannot be changed.

RETURN OF INVOICES AND/OR TICKETS

The Closing Management window can also be used to produce a document containing :

- or all the invoices/tickets for the selected fence(s);
- or all the invoices or tickets selected in the details area of the selected closure(s).

You can therefore either use the "right-click > restore invoices or tickets" menu (or only invoices or only tickets) from the closing data grid; or use the "right-click > restore selected invoices" menu or the "right-click > restore selected tickets" menu respectively from one of the "Invoices" or "Tickets" detail grids.

In Family Hotel: if you have not activated closure management, you can also render invoices in a single document using the "Invoices and/or tickets by period" action available in the reports catalogue (see the section below on importing actions from the catalogue).

VIEWING BALANCES BY TYPE OF PAYMENT

If contribution/withdrawal management is activated, the closing window displays the additional columns "No. of contributions/withdrawals", "Total contributions/withdrawals" and "Balances" (at global level and also in detail by settlement type).

PRINTING/EXPORTING THE STAYS OR TICKETS VIEW AND OTHER WINDOWS

By using the 'Printer' or 'Excel' buttons in the main menu, you can print out the current view (HOLIDAYS or TICKETS) or export it to Excel.
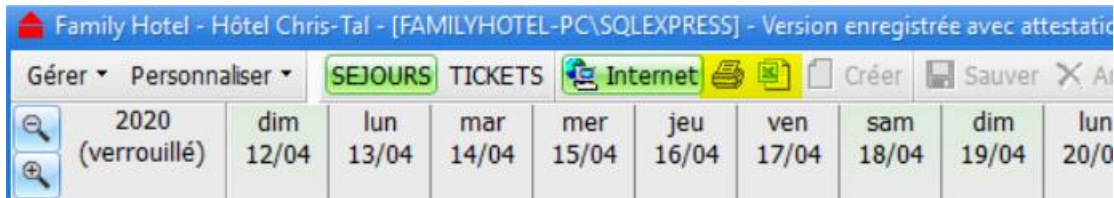
For the stay view, it is possible to print only part of the schedule period. To do this, select the period to be printed on the schedule (make this selection on any room line) before clicking on the "Printer" or "Excel" button.

If you click on "Printer", the following preview will be displayed:
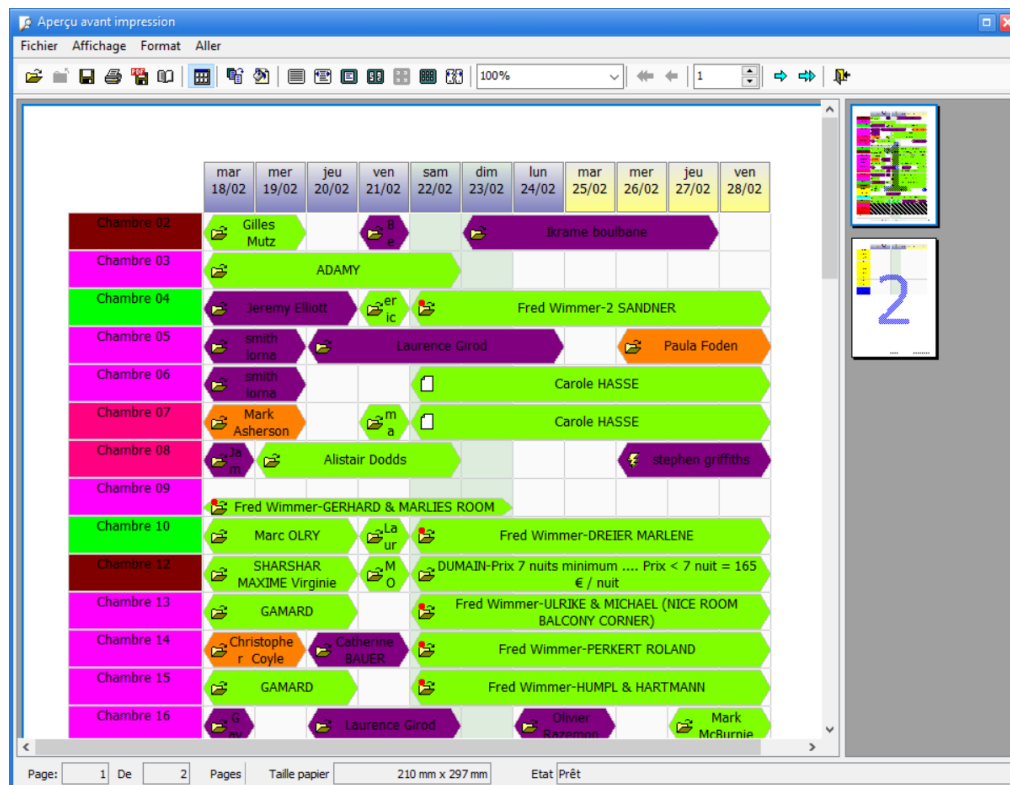
The page layout takes into account the horizontal and vertical zoom settings defined using the Magnifier+ and Magnifier- buttons in the main window.

In the TICKETS view, the printout (or export) takes into account any changes you have made to the presentation (column order, sorting, grouping, etc.) and the selected display mode.

The TICKETS view grid also allows you to add general totals and group totals yourself. These totals will also be printed.

This function for printing the data grid with your customisations is also available in many other windows by clicking on the 'Print' button at the bottom left of the windows in question.

Example: product management
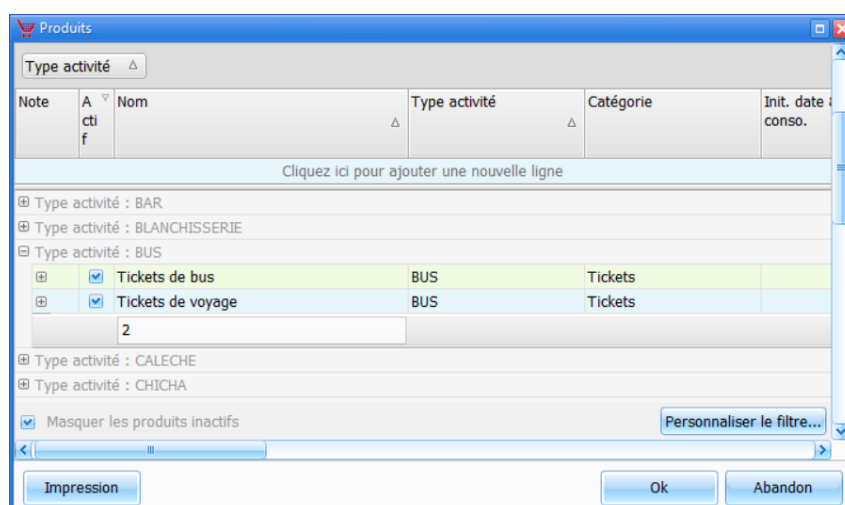
When you click on "Print", the page layout takes up the customisations made on the data grid (grouping, group totals, sorting, etc.).
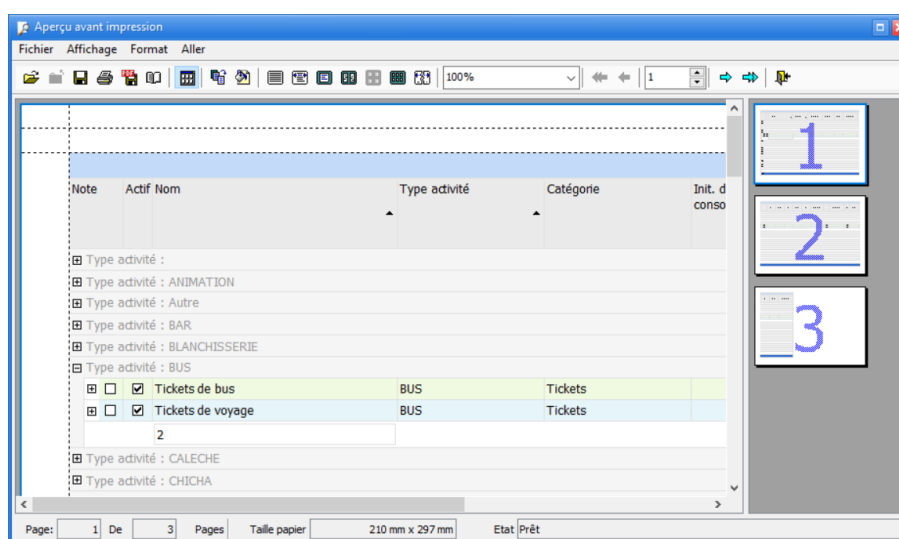
The schedule view can also be exported to Excel or as an image (and automatically) using the "Export schedule to Excel" or "Export schedule as image" actions available in the reports catalogue.

ADVANCED SETTINGS

SETTING UP ACTIONS

As we saw in the previous chapter, actions are displayed in the action bar (on the right or left of your application) and are used to generate a report (or an export).

You launch the action by double-clicking on its title, or by using the "right-click > Run" menu.

This menu also displays commands for adding, modifying, duplicating or deleting an action.

It is also possible to import a :

- or from the catalogue of actions published on the Internet ;
- or from the export files of an action that has been exported from another Family Hotel PMS installation (this allows 2 Family Hotel PMS users to exchange an action and its associated report or export).

By using the "right-click > Modify" menu on a given action, the action settings window appears:

This window allows you to configure :

- the name of the action (displayed in the action bar) ;
- the share category (the share bar groups shares by category) ;
- the name of the report associated with the action (the software proposes a list of available reports) ;
- how the action is launched ;

- whether to display the window allowing you to choose the printer for printing (or the type of file for exporting);
- the visibility of the action according to the current view (HOLIDAYS and/or TICKETS);
- the order in which the action is displayed within its category ;
- the level of rights required to view (and execute) the action ;
- the frequency of automatic execution of the action on the workstation (on which you are setting the parameters only), the application will then display the date and time of the next automatic execution;
- for each parameter managed by the report associated with the action
  - the parameter name and code
  - the data type of the parameter (integer, date, double, yes/no, etc.)
  - the default value (which may be a value generated by the application)
  - the visibility of this parameter when the action is launched (so that the value of the parameter can be modified before execution)
  - the order in which the parameter is displayed.

The level of rights specifies whether the user logged into the application can view (and therefore run) the action in question or not. For each user, it is possible to define one or more levels of rights to actions (see chapter on initial settings, user settings); a user can only view (and run) an action if they have access to the right level for the action in question. By default, on creation, a user has access to all levels. Also, by default, no rights level is associated with an action, so it is accessible to all users.

To manage the levels of rights associated with a user, go to 'Customise > Settings > Users', 'Action rights levels' column.
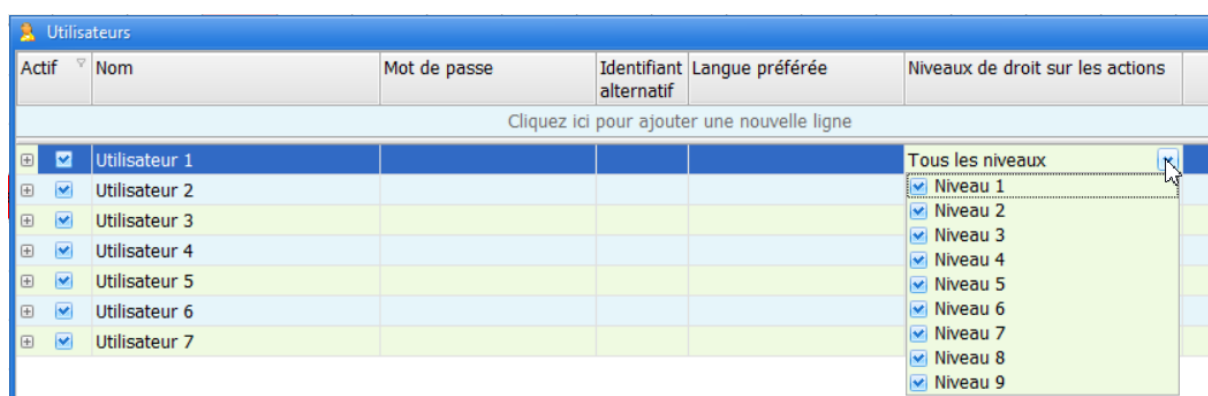
There is a maximum of 9 possible levels of rights.

If the action has an automatic execution frequency, then an icon with a small alarm clock is displayed in front of the title of the action in question in the actions bar. Remember: this setting is specific to the workstation. The alarm icon will not necessarily be displayed on other workstations.

## RETRIEVE AN ACTION AND ITS ASSOCIATED REPORT FROM THE CATALOGUE

By default, the software is delivered with a limited set of actions and associated reports. We make actions (and associated reports) available via a catalogue published on the Internet and accessible directly from the application. Most of these actions are only available to members of the 'Family Hotel' club.

To become a member of the club, visit www.familyhotel.fr.

To view the list of actions available from the catalogue, use the "right-click > Import from catalogue..." context menu on the actions bar.
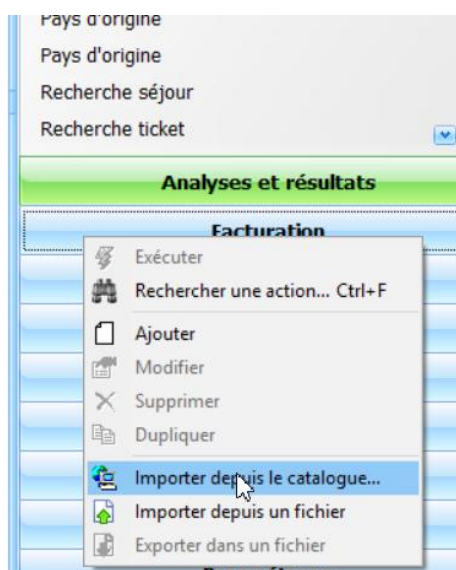
The catalogue of actions available on the Internet is then displayed:
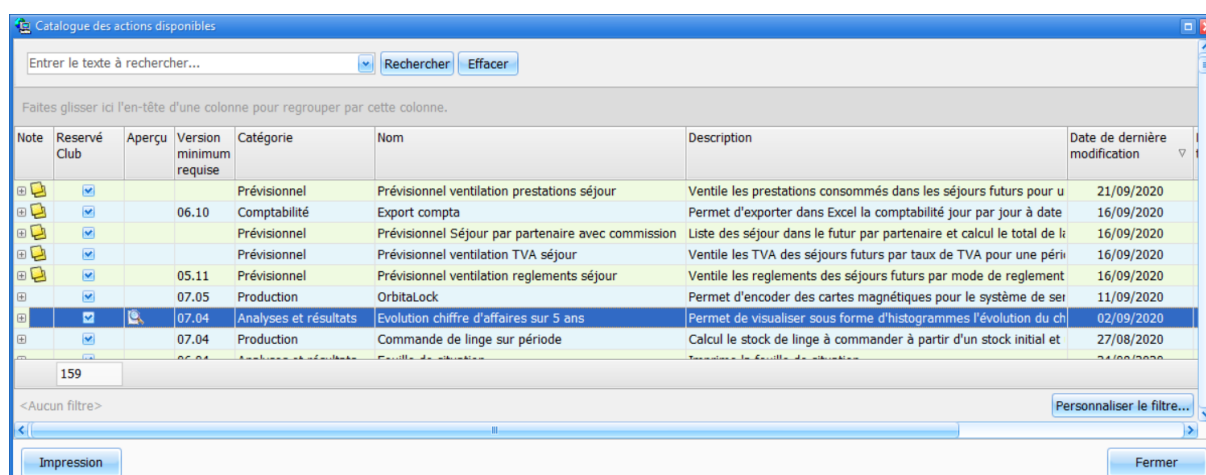
There are over 150 actions in the catalogue. You can do a full-text search using the search box at the top of the window.

By clicking on the small cross at the beginning of each line, you can display a more detailed description of the action and its associated report (if a post-it icon is displayed at the beginning of the line).

Some actions have a preview (magnifying glass icon) that lets you see what the associated report looks like before importing it. To display the preview, right-click on the line "Preview" (note that the preview is not necessarily up to date; it is advisable to import the report and test it).

The 'Club Reserved' column indicates whether you need to be a member of the Family Hotel club to be able to import this action.

By selecting a line and using the "right-click > Import" context menu, you can import this action (and its associated report) into your version of Family Hotel PMS.

The following message appears:
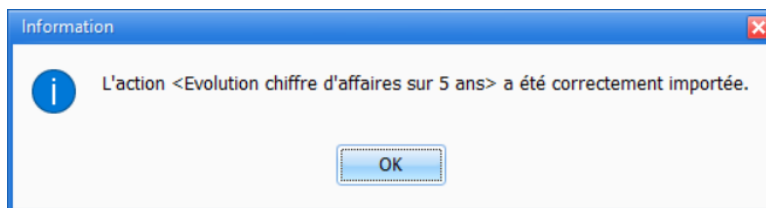
A new action has been created in your action bar and a new report has been imported.

Some actions can function directly after import, while others need a default value for certain parameters to be defined before they can be used. In this case, you will need to modify the configuration of the imported action as described in the previous chapter on configuring actions.

Example: if you import the "Send reservation notification to Customer-Alliance" report and try to run it immediately afterwards, you get this error message:
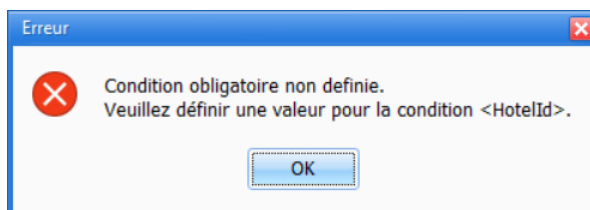

In fact, the associated action has a "Hotel Id" parameter that you need to fill in to be able to launch this action (this is the identifier of your establishment at Customer-Alliance).

EXPORTING AND IMPORTING AN ACTION IN THE FORM OF FILES

In order to easily export an action from one Family Hotel PMS installation to another (in the case of the same person using Family Hotel PMS on several establishments or people using Family Hotel PMS who want to exchange an action and its associated report), there is a way of exporting and re-importing an action.

To do this, simply use the "Right-click > Export to file" menu on the name of the action in question in the actions bar.
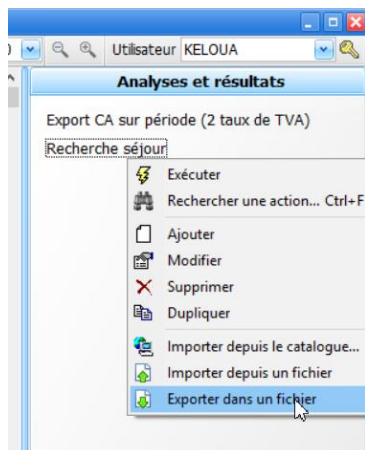
Then choose the directory in which you want to export the action (and its report).

This will generate 2 files: one with the .act extension and another with the .rtm extension.

You then need to copy these 2 files to the computer running the Family Hotel PMS application into which you want to import the action. On this workstation, right-click > Import from a file, then choose the .act file you have just copied. The action and the associated report will then be imported. The new action will be visible in the action bar.

DELETE AN ACTION

If you never use a given action, you can delete it by using the context menu "right-click > Delete" on the title of the action to be deleted in the action bar. The aim is to keep the configuration of the action bar in line with your own use of Family Hotel PMS.

After confirming the deletion, the following message may appear:
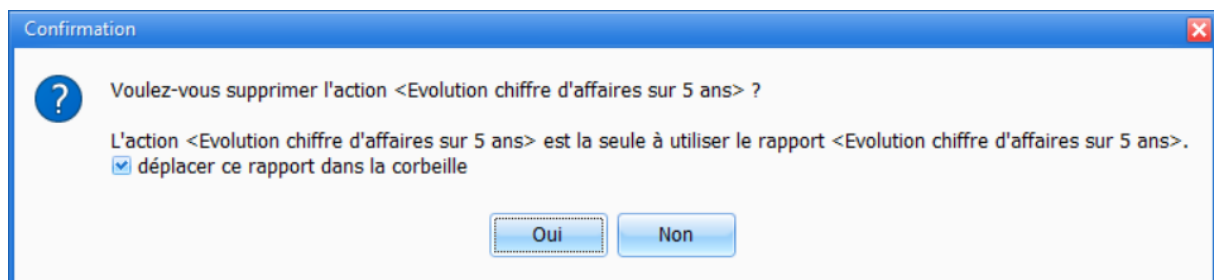
If you answer YES, and leave the box ticked, the report that will no longer be used by any action following deletion of the action will be moved to the recycle bin in the report management tool (see below).

REPORT MANAGEMENT

One of the strong points of Family Hotel PMS is the report editor available directly in the application, which allows you to adapt or create a given report (or export) to meet the specific needs of an establishment.

The report editor can be accessed via the "Customise > Settings > Reports" menu.
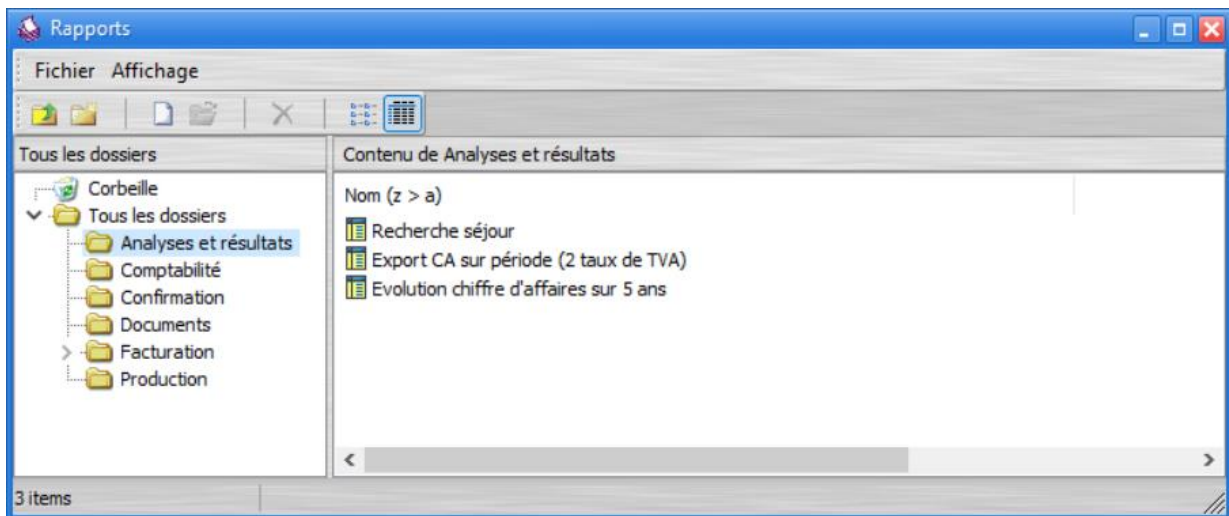

Reports are organised in folders. Folders can correspond to action categories, but this is not compulsory.

Reports that are no longer in use are stored in the Trash. It is advisable to empty the recycle bin from time to time by right-clicking on the recycle bin icon and selecting "Empty recycle bin".

Reports can be renamed without affecting the operation of the associated action (right-click menu > rename on a report).

Finally, you can open the report editor by double-clicking on the report (or right-click > open... on a report).
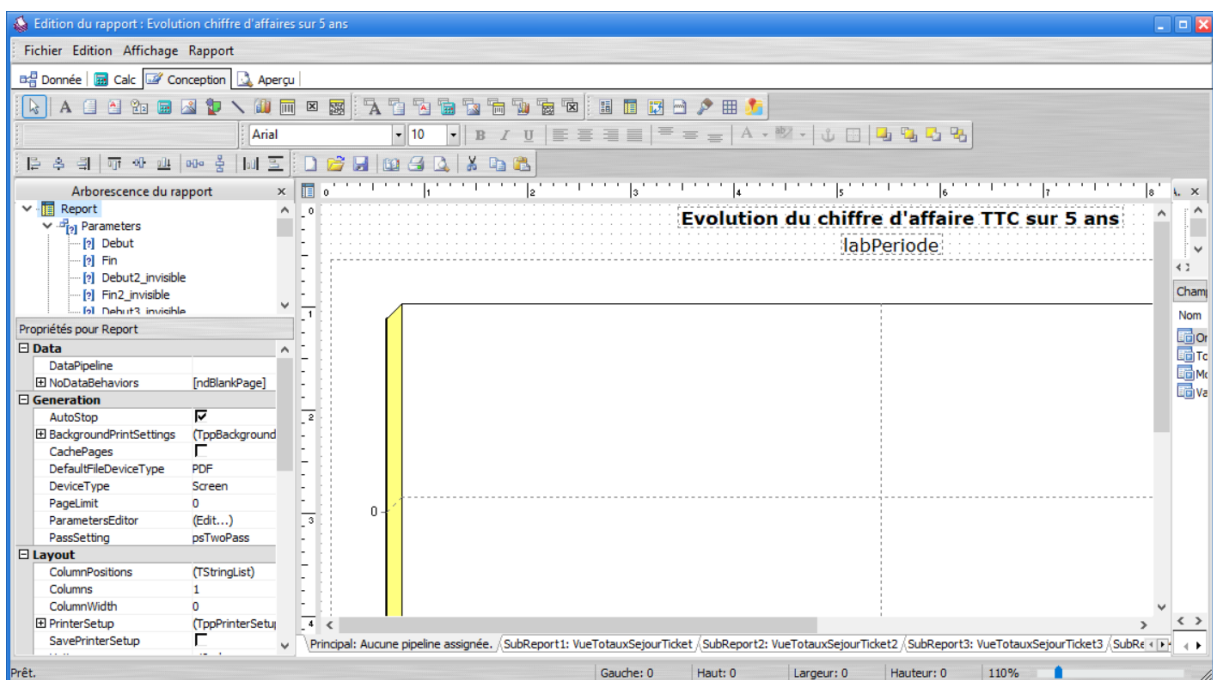
The report-editing tool is fairly sophisticated and deserves a documentation of its own (this documentation is available as a link in the Start menu, Family Hotel/Report Editing group, but it is only in English).
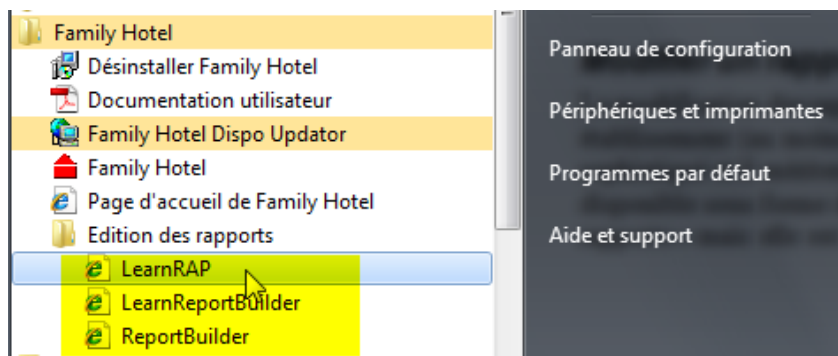
Documentation, in French, for another software package using the same reporting tool is also available here:

http://download.familyhotel.fr/ReportBuilderDocFR.pdf

To sum up, the editor consists of 4 parts:

- The "Data" tab is used to specify the data used by the report (or export). This data can be filtered according to the report parameters;
- The 'Calc' tab lets you add logic in the form of Pascal code to transform the data before printing (or exporting) it;
- The "Design" tab is used to define the structure of the report (parameters, groups, column organisation, totals, etc.);
- Finally, the 'Preview' tab lets you see the result of running the report (depending on the parameter values).

A detailed description of the report editor is beyond the scope of this user documentation.

The editor is available if you want to make slight changes to the presentation of a given report or the title of a column. For any other modification, the editor is available to our support team to respond quickly and efficiently to your needs by adapting existing reports or creating new ones without having to produce a new version of the application.

It is important to note that a report can also :

- Display clickable areas in the print preview to open the stay (or ticket) file and create or modify consumption;
  - Examples: "Search for a stay" action, "breakfast time clock" action, etc.
- Interact with external web services
  - Example: "Export to Google Contacts" or "Send reservation notification to Customer-Alliance" action;
- Interact with equipment connected to the PC
  - Example: the "OrbitaLock" action lets you encode magnetic cards for my brand of OrbitaLock locks using an encoder connected to the computer's USB port.
- Generate files in various formats (PDF, Text, Excel)

The report editor should therefore be seen as a very powerful tool (with an on-board compiler) available to our support team so that you can adapt the software to your wishes. However, we have left it fully accessible in the application for those who wish to go even further in mastering the application.

MODIFYING THE CONTENT OF EMAIL BODIES FOR CONFIRMATIONS

A simple example of using the report editor is to modify the text generated for the body of the email for stay confirmation reports.

The following procedure should be followed:

- Open the report editor via the "Customise > Settings > Reports" menu and double-click in the "Confirmation" folder on the "Confirm Stay A4" report (or another confirmation report you are using).
- In the "Design" tab of the report, double-click on the top zone (shown in yellow in the screenshot below) :
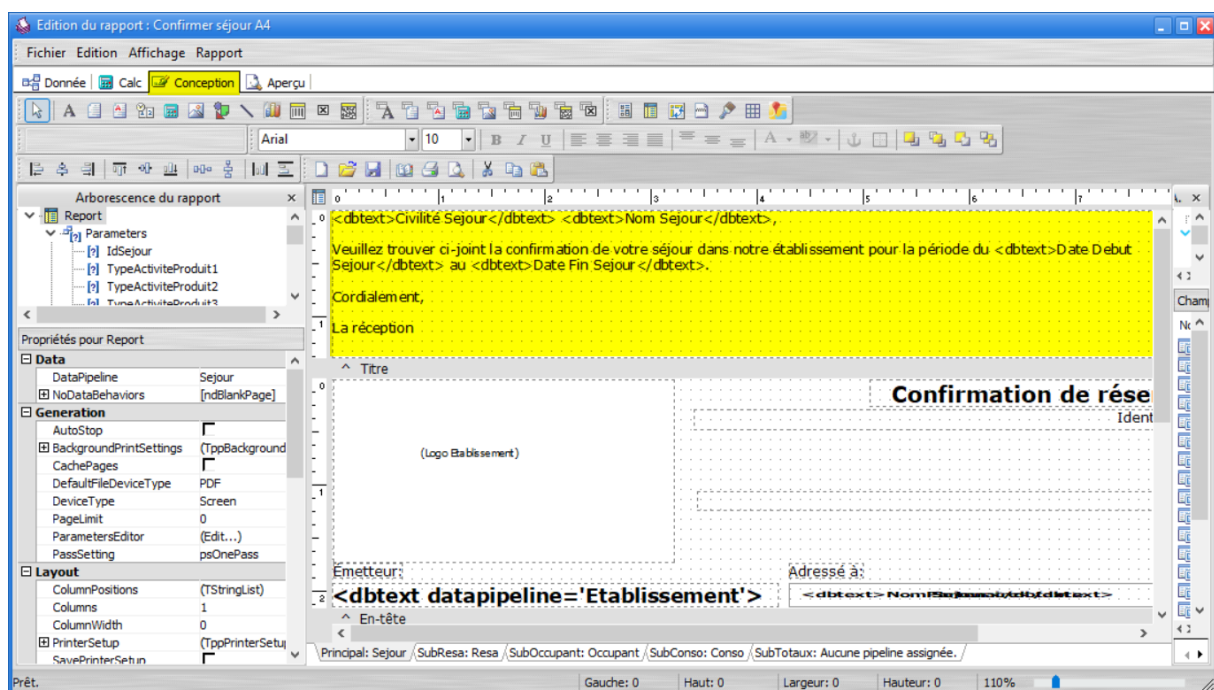
- In the text editor that appears, you can edit the text.
  You can use the syntax <hyperlink text='link text'>linkurl</hyperlink> to create a hyperlink.
  Example: <hyperlink text='click here to open google'>http://www.google.com </hyperlink>
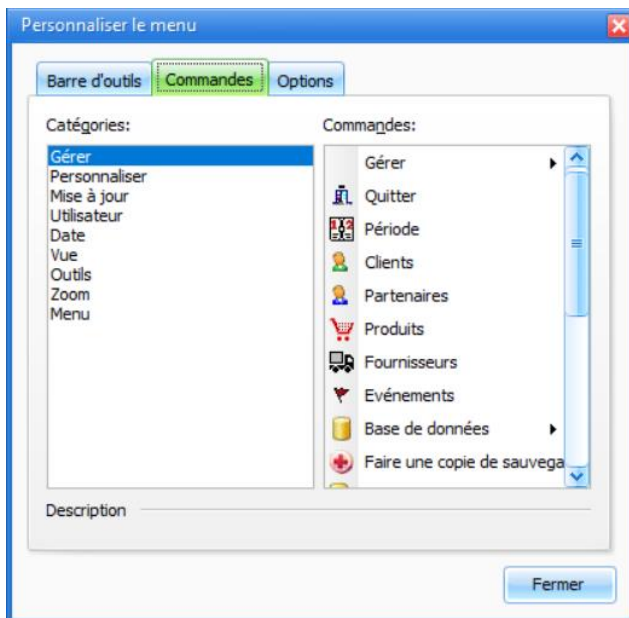
  Then validate the changes when you close the text editor and the report editor.

MODIFY THE APPLICATION'S MAIN MENU

We'll now leave the reports and return to the application's main menu. You can change its organisation and behaviour by right-clicking on the main menu itself and choosing 'Customise menu'.
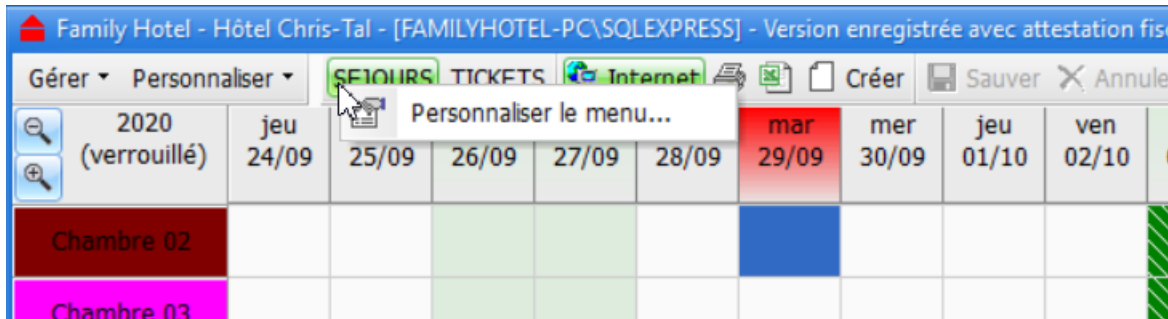

The following window appears:

From this window, you can drag and drop commands in the menu itself and in the submenus. When this window is displayed, you can also simply drag and drop to rearrange menu items.

So, if you often go to the "Partner" view, you can place the "Partners" command directly in the main menu. By right-clicking on this new item, you can choose to display the image and text.
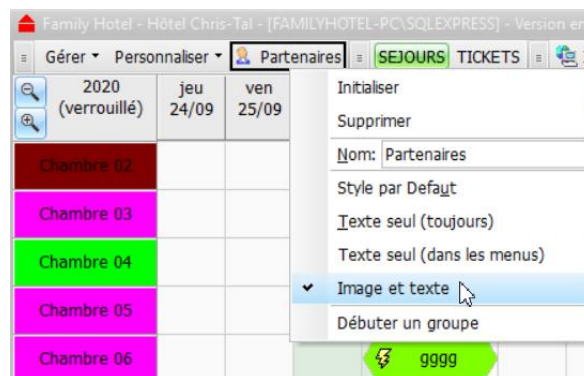
The "Options" tab in the menu customisation window can be used to activate or deactivate the fact that little-used menu items are hidden at 1er time and displayed at $2^{ème}$ time, or to change the menu opening animation.
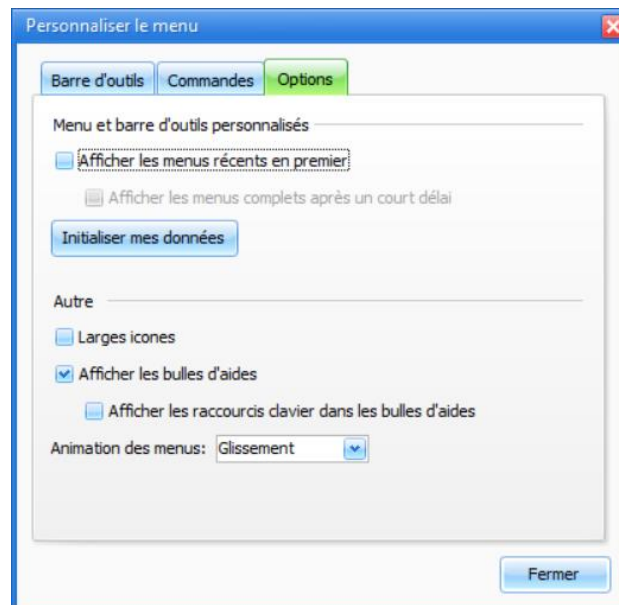
Finally, the 'Initialise' button on the 'Toolbar' tab returns you to the original menu and deletes all your changes.
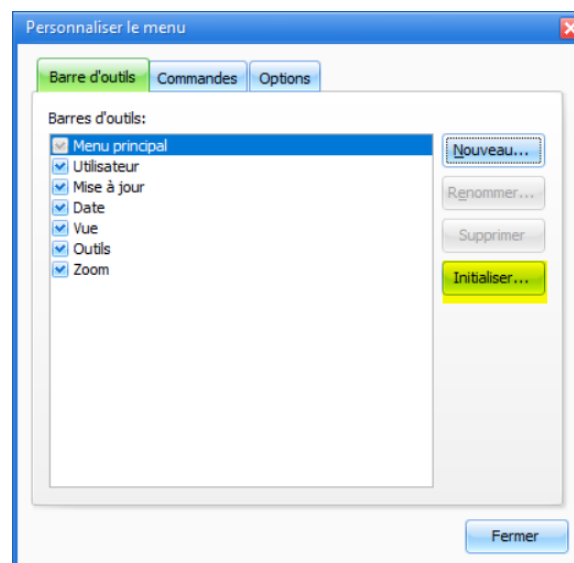
SETTING UP THE INTERNET SYNCHRONISATION MODULE

Family Hotel PMS can be connected to up to 5 Internet sales systems in parallel. By "sales system" we mean a **channel manager** (e.g. SiteMinder, RoomCloud, Ezee, Wubook, D-Edge, Reservit, etc.), or a system like **Family Resa** (booking engine to be included on your website + connectivity with Booking.com and Expedia), or another system like Alliance Réseaux's OpenPro or Mirai's booking engine.

Of course, in most cases only 1 sales system is used. However, it should be noted that this ability to connect several systems can be very useful if you decide to change channel manager: during the transition phase you can have the 2 channel managers connected in parallel. This ability to easily change channel managers is a strength when it comes to negotiating this service with sales teams.

Synchronising your schedule with the connected sales system(s) involves :

- Publish a stock of rooms available over a time horizon from 0 to 730 days in the future (configurable, default 365 days). This publication is made with a quantity per type of room and per day.
- Retrieve the reservations made with all the associated information (name, contact details, dates, price, credit card, notes, etc.) so that the creation of the corresponding stays in Family Hotel PMS can be automated as far as possible (see chapter "Creating a stay from an Internet stay request").

This synchronisation is carried out by a separate programme called Family Hotel Internet Updator (or Family PMS Internet Updator). This programme must run on one of your computers only (or on our servers if you are using a cloud database). It is launched automatically when the computer in question is started up and its configuration can be accessed via a "right-click" context menu on a "planet" icon in the bottom right-hand corner of the screen.
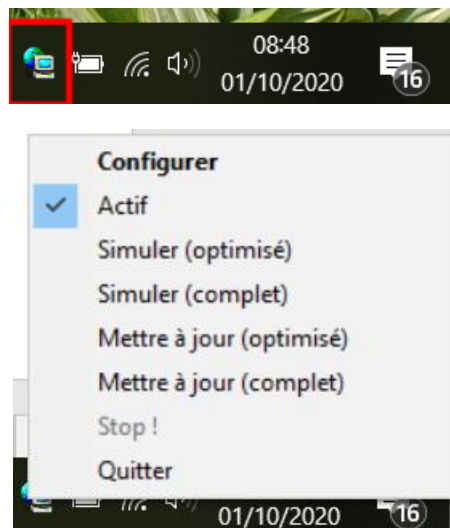
CONFIGURATION OF FAMILY HOTEL PMS

In the Family Hotel PMS application, Internet sales systems are configured on the following screens:

- You must do this in the "Customise > Settings > Rooms" screen using the "Type 1" column (if you are configuring the 1er system, otherwise there are the "Type 2", ..., "Type 5" columns). For each room, this column shows the identifier of the corresponding <u>room type</u> in the Internet sales system.
  The way to find out the identifiers of the room types varies according to the Internet sales system. Please contact our support team if you do not have this information.

If we take the example of Family Resa, the identifiers are here:

Please note: these are not Booking.com or Expedia room type identifiers.

In Family Hotel PMS, the configuration will be as follows:

In this example: rooms 10, 20 and 03 are "singles"; 05, 06 and 09 are "comfort singles"; 14 and 15 are "small doubles".

The "Type name" column must also be completed in order to provide the application with a plain-text translation of the code (used when retrieving reservations). For the same "Type 1" value, the "Type Name" value must be the same.

If a room does not have a value for "Type 1" then it will not be on sale on the corresponding Internet sales system (even if its "Type Name" column is filled in).

- Optionally, in the "Manage > Product" screen, using the "Extra codes Type 1" column (if the 1er system is configured, otherwise there are the "Extra codes Type 2", ..., "Extra codes Type 5" columns).

  It is possible to indicate here the identifiers of the "extras" configured in the Internet sales system so that, when the holiday is created from an Internet holiday request, if this request includes extras, consumption on the correct products is automatically created. If this configuration is not made and the booking includes extras, the consumption will be created on the default product ("Miscellaneous product with 10% vat"). For the same product, it is possible to associate several extra identifiers by separating them with a comma in the "Type 1 extra codes" column.

  One way of finding out the extra identifiers contained in a reservation you have received is to :
    - Open the "Internet holiday requests" window by clicking on the "Internet" button;
    - If this request has already been processed, you can uncheck the box "display only unprocessed Internet stay requests" to make it visible;
    - In the "Text message" tab, in the "Options" section, the identifier is displayed (here the identifier is 2825)

- Optionally, in the "Customise > Settings > Reservation types" screen, using the "Fare codes Type 1" column (if you are configuring the 1er system, otherwise there are the "Fare codes Type 2", ..., "Fare codes Type 5" columns).

  You can enter the "Internet sales system tariff" identifiers here. In this way, when a holiday is created from an Internet holiday request, bookings are automatically initialised with the correct booking type. If this configuration is not made, the reservation type will be initialised with the default reservation type. For the same type of booking, it is possible to associate several tariff identifiers by separating them with a comma in the "Type 1 tariff codes" column.

  One way of finding out the fare identifiers contained in a reservation you have received is to :
    - Open the "Internet holiday requests" window by clicking on the "Internet" button;
    - If this request has already been processed, you can uncheck the box "display only unprocessed Internet stay requests" to make it visible;
    - In the "text message" tab, in the "Booking(s)" section, the identifier is displayed (here the identifier is 3716).

CONFIGURATION OF FAMILY HOTEL INTERNET UPDATOR (OR FAMILY PMS INTERNET UPDATOR)

To access the Internet synchronisation program settings, right-click > Configure on the planet icon at the bottom of the screen (if this icon is not visible, either it is hidden by Windows in the small triangle at the top of the icons, or the synchronisation program is not running, in which case you need to double-click on the corresponding icon, which should be on the desktop).

The following screen appears:

In this example, only one sales system is configured. This is our "Family Resa" sales system. To activate other systems, you will need to contact our support team.

For security reasons, to be able to make changes to the settings, you must first uncheck the "active" box on the left; otherwise all the settings are read-only.

The "frequency" zone allows you to:

- define the frequency with which active Internet sales systems are synchronised; generally this is every 3 minutes (the highest frequency accepted);

- define whether the module takes into account any "immediate" synchronisation requests that may be made from any workstation using the "Manage > Force Internet update" menu in Family Hotel PMS (this menu is only displayed if the Internet synchronisation module is running). You can also specify the frequency at which these requests are taken into account; this option is generally left active with a 30-second delay.

The "Sales cut-off time" zone allows you to set a time for each day of the week after which sales for that day are no longer authorised. To close sales after this cut-off time, the synchronisation module publishes zero stock for the day in question and for all room types. This setting is optional.

The "Active modules" box is used to list the active modules. For each module, you need to specify :

- if synchronisation is active ;
- the availability update horizon (between 0 and 730 days in the future; a value of 0 indicates that availability publication is deactivated);
- the number of the configuration type associated with the module (Type1, Type2,..., Type5) depending on which column you entered the settings in Family Hotel PMS.

If the "Immediately put cancellations back on sale" checkbox is ticked, the rooms associated with the original reservation will be put back on sale as soon as the "Cancellation" Internet stay request is received. If this box is not ticked (which is the default setting), the associated rooms will only be put back on sale when the Internet stay request of the "Cancellation" type is processed in Family Hotel PMS.

Availability is updated in full once a day (for all room types and over the full publication horizon defined) and then throughout the day only for days and room types modified during the day. The "Full availability update time" parameter is used to define a specific time for this update. The default time is 01:30 in the morning (active even if the box is unchecked).

Finally, the "Delete processed Internet stays" parameter can be used to define the number of days after which processed Internet stay requests are deleted from the application.

The "Associated Windows service" field is only useful if synchronisation is installed as a Windows service (which is not the case by default; please contact our support team if you are interested in this aspect).

The "Internet Proxy Server" field should only be used if a proxy needs to be configured manually on your network. Generally, this is not the case and this field can be left blank.

CONCLUSION

This document summarises the main features of the Family Hotel PMS software. Please do not hesitate to contact us by e-mail (info@familyhotel.fr) if you have any unanswered questions. We will be pleased to answer you as soon as possible.

As you can see, the philosophy behind this software is to allow you to customise and enhance it so that it meets your needs 100% (which are also evolving).

Enjoy!