

HOTELOGIX

Jump Start Guide

This **Jump Start Guide** will quickly familiarize you with the Hotelogix FrontDesk. You will really appreciate and enjoy its simplicity and power of the system within the next few minutes.

Some sample data is been added for your convenience.

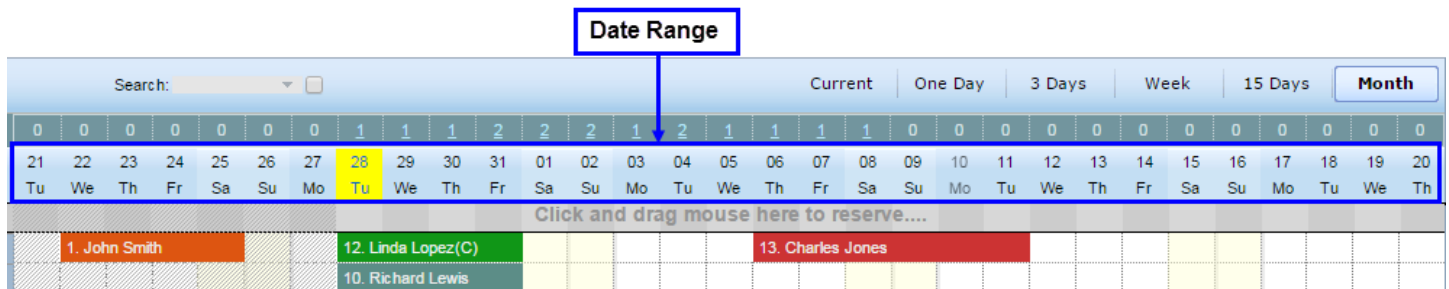
Overview

The **FrontDesk Tape Chart** is a single screen with a complete status of your Property/Hotel.

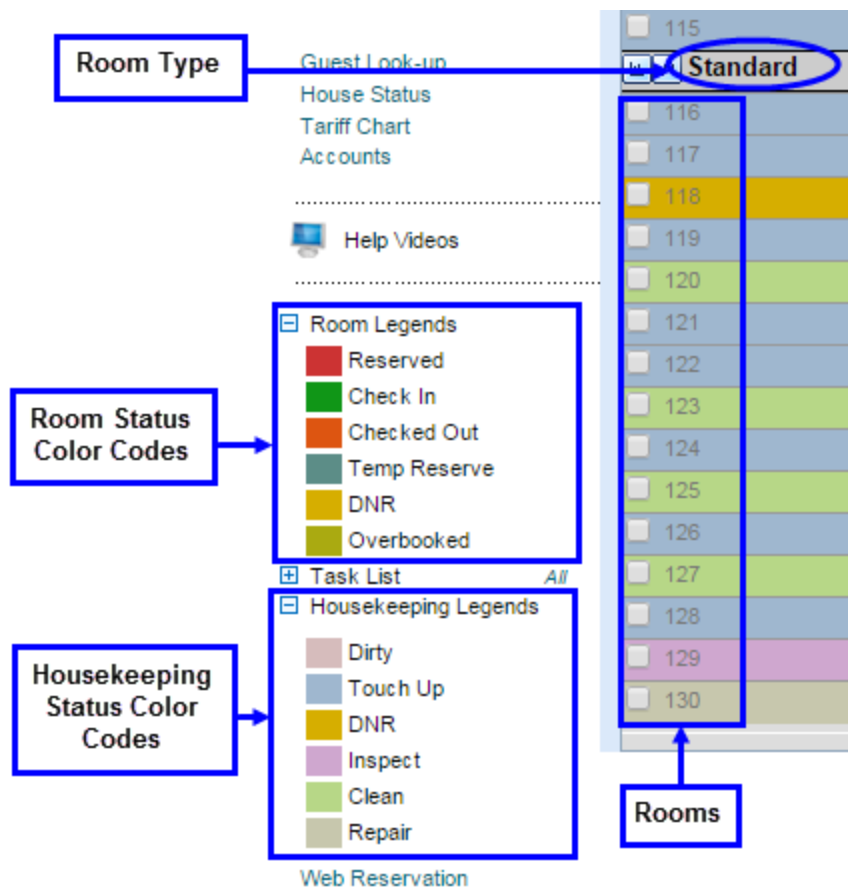
- The FrontDesk is designed to make your work really simple.
- The FrontDesk Tape Chart is actually a Reservation Table that shows the latest status of the Rooms in your Property.
- You can work directly on this Tape Chart.

Front Desk		FrontDesk Tape Chart																			
Oct 21, 2014 - Nov 20, 2014		Search: <input type="text"/>															Current				
Blocked		0	0	0	0	0	0	0	1	1	1	2	2	2	1	2	1	1	1	1	
How to use?		21	22	23	24	25	26	27	28	29	30	31	01	02	03	04	05	06	07	08	
		Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	
Suite		Click and drag mouse here to reserv																			
<input type="checkbox"/> 101		1. John Smith					12. Linda Lopez(C)					13. Charles Jones									
<input type="checkbox"/> 102																					
<input type="checkbox"/> 103																					
<input type="checkbox"/> 104																					
<input type="checkbox"/> 105																					
Deluxe		Click and drag mouse here to reserv																			
<input type="checkbox"/> 106		4. Peter White(G)					5. Linda Hill(G)														
<input type="checkbox"/> 107																					
<input type="checkbox"/> 108																					
<input type="checkbox"/> 109																					
<input type="checkbox"/> 110																					
Executive		Click and drag mouse here to reserv																			
<input type="checkbox"/> 111		2. Lily Martin					8. William Clark(T)														
<input type="checkbox"/> 112																					
<input type="checkbox"/> 113																					
<input type="checkbox"/> 114																					
<input type="checkbox"/> 115		7. James Lee(G)										15. Edward Roberts(A)									

- The dates are displayed on the top row of the FrontDesk Tape Chart.



- The Tape Chart clearly displays the up-to-the-minute Room's status for the dates in the top row.



- The Room Types with Room Numbers (or Names) are listed in the first leftmost column of the FrontDesk Tape Chart. Further, Room Types are shown in bold, with Rooms under each Room Type.

- As you view from top to bottom, all Rooms under each Room Type are shown with different colors. The color of Room indicates its **Housekeeping Status** which may be **Dirty**, **Clean**, **Inspect** or **Touch Up**.
- Each Cell in front of the Room denotes a **Room Night**, and shows its **status**. The color of these cells indicates **Reserved**, **Occupied**, **Checked-Out**, or **Available**, for the Room it is in front of, and for the dates it is displayed under.
- In order to change the dates on FrontDesk Tape Chart, just select the desired date in the Calendar shown on the left.

Dirty
 Clean
 Touch Up
 Inspect

- Payment Tracker
- Guest In-House List
- Guest Look-up
- House Status
- Tariff Chart
- Accounts
- Help Videos
- Room Legends
 - Reserved
 - Check In
 - Checked Out
 - Temp Reserve
 - DNR
 - Overbooked
- Task List All
- Housekeeping Legends
 - Dirty
 - Touch Up
 - DNR
 - Inspect
 - Clean
 - Repair

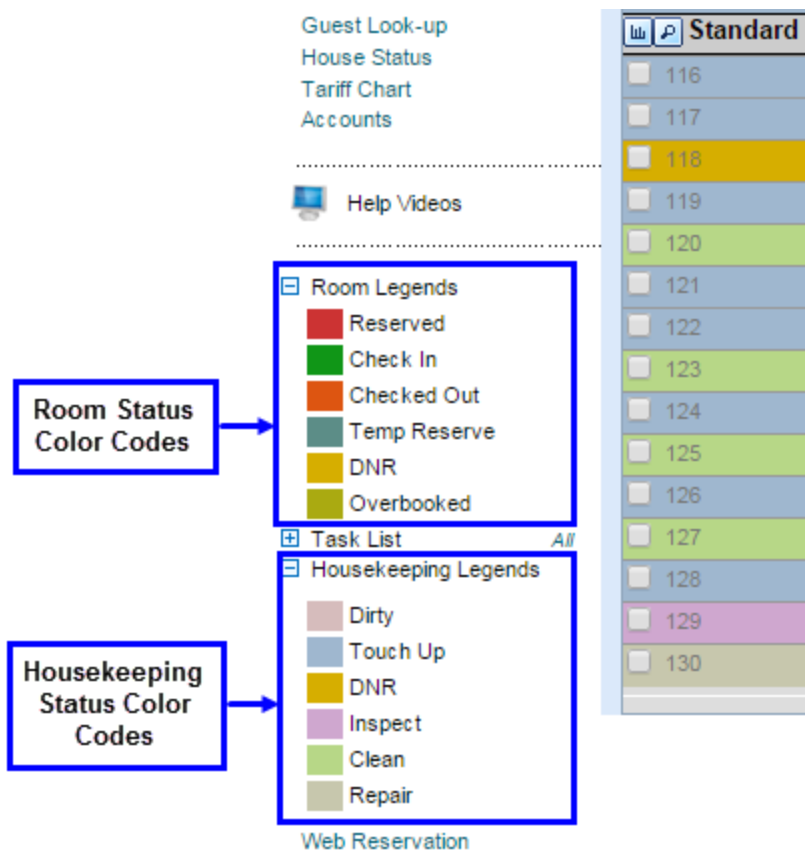
Web Reservation

Frontdesk Housekeeping Sample Restaurant Others Report
 Front Desk
 Nov 01, 2014 - Dec 01, 2014
 Calendar
 Checked-Out
 Suite
 Deluxe
 Live Support ONLINE
 Room Operations

- Check in list
- Check out list
- Reservation list
- Temp Room List

 Checked-In/ Occupied
 Reserved

Room Legends and Housekeeping Legends



The screenshot shows the FrontDesk interface. On the left, there are navigation links: Guest Look-up, House Status, Tariff Chart, Accounts, Help Videos, Room Legends, Task List, and Housekeeping Legends. Two callout boxes are present: 'Room Status Color Codes' pointing to the Room Legends legend, and 'Housekeeping Status Color Codes' pointing to the Housekeeping Legends legend. The Room Legends legend includes: Reserved (Red), Check In (Green), Checked Out (Orange), Temp Reserve (Teal), DNR (Yellow), and Overbooked (Olive). The Housekeeping Legends legend includes: Dirty (Pink), Touch Up (Light Blue), DNR (Yellow), Inspect (Purple), Clean (Light Green), and Repair (Tan). On the right, a 'Standard' room list shows rooms 116 through 130, each with a colored square indicating its status. Room 118 is highlighted in yellow, and room 129 is highlighted in purple.

- The meaning of colors is shown on the left side of the FrontDesk.
- Click the plus '+' sign in front of Room Legends. (Colors can be changed from the Administrator Console).
- Click the plus '+' sign in front of Housekeeping Legends. (Colors can be changed from the Administrator Console).
- So it is simple to look at the status of any Room along with its Housekeeping Status in the FrontDesk Tape Chart.

- The FrontDesk is a dynamic Reservation Chart that virtually lets you draw Reservations on it. You can also choose to assign a Room if you want to. But all Reservations, Single or Groups, when made are not assigned to any specific Room. In fact, they are placed on the Tape Chart to ensure all upcoming bookings may get easily accommodated, thus allowing maximum placement to the bookings.

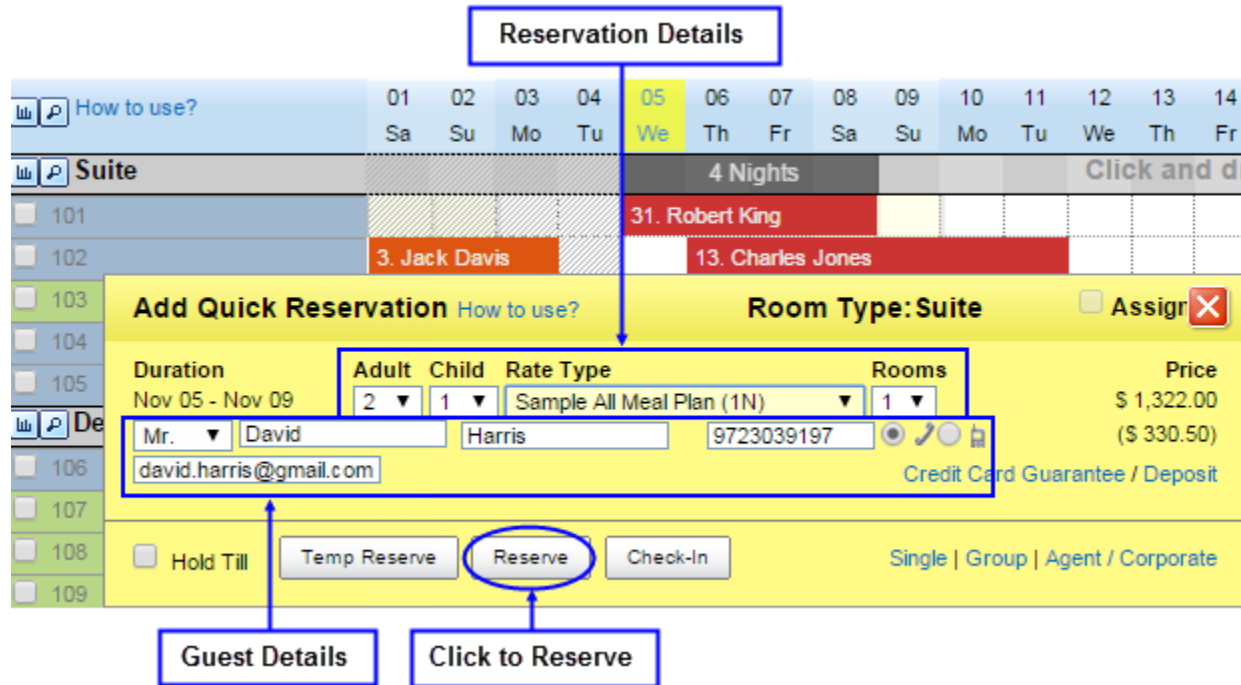
How to make a Reservation?

Here is explained the quick way to make a Reservation:

Step 1: On FrontDesk Tape Chart, click (left-click) in front of the Room Type to be reserved. Drag your mouse (with the button pressed) from the Check-In date to the Check-Out date.

A yellow panel, i.e. Quick Reservation Form would open up.

Step 2: Select Occupancy (No. of Guests) and the Rate Type.



Note:

The default Rate which you can see is a **Seasonal Rate**. Clicking on the **Rate Type** drop down will show different Rate Types that you have defined in the Administrator Console. For now, we have added the sample data in the Administrator Console for you to choose.

Step 3: Enter Guest Details – Name, Phone No. and Email id.

Step 4: Click **Reserve** and you are done!

Important:

1. The system automatically assigns Room to the Reservation at the time of Check-In.
2. The amenities/ inclusions of the selected Package/Rate also get added automatically.

How to assign a Room?

- Ideally the Tape Chart automatically places the Reservations in the optimum position from its end.
- If you wish to assign a Room at the time of creating a Reservation, simply draw the Reservation in front of the Room you wish to reserve and click on the **Assign** checkbox that appears at the top-left corner of the Quick Reservation form before you hit **Reserve**.

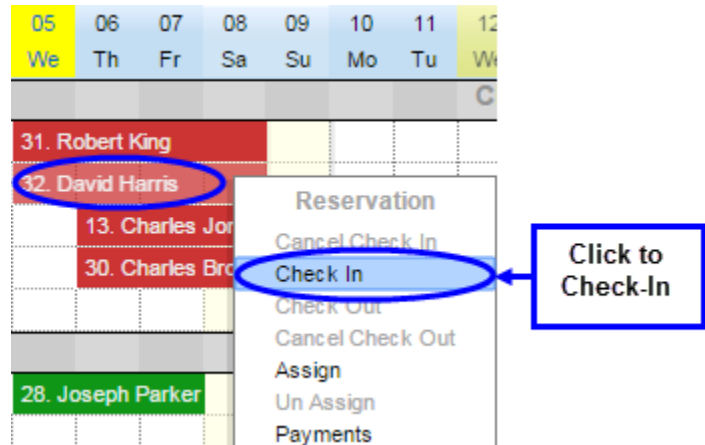
How to Check-In a Guest already reserved?

Here is explained the right-click quick function to Check-In the Guest:

Step 1: To Check-In an already reserved Guest, just right click on the Reservation.

A small menu will show up.

Step 2: Select **Check-In** and you are done!



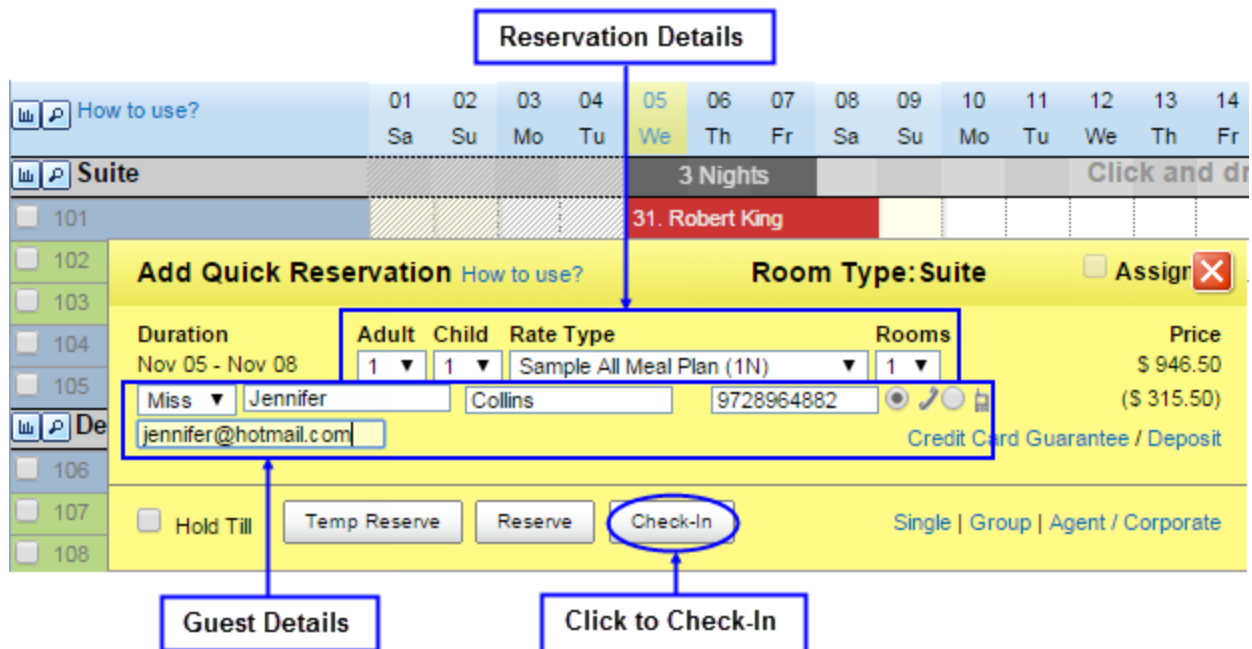
How to Check-In a Guest making fresh Reservation?

Here is explained the method to Check-In a Guest at one go:

Step 1: On FrontDesk Tape Chart, click (left-click) in front of the Room Type to be reserved. Drag your mouse (with the button pressed) from the Check-In date (which should be the Current Date) to the Check-Out date.

A yellow panel, i.e. Quick Reservation Form would open up.

Step 2: Select Occupancy (No. of Guests) and the Rate Type.



Note:

The default Rate which you can see is a **Seasonal Rate**. Clicking on the **Rate Type** drop down will show different Rate Types that you have defined in the Administrator Console. For now, we have added the sample data in the Administrator Console for you to choose.

Step 3: Enter Guest Details – Name, Phone No. and Email id.

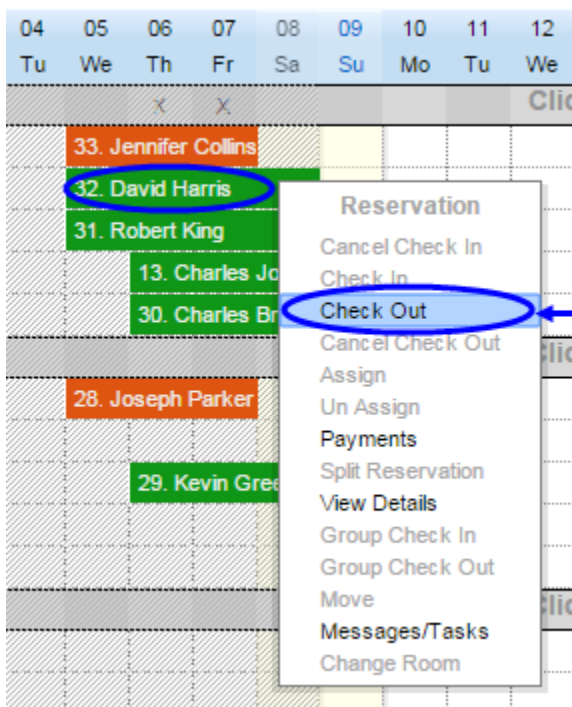
Step 4: Click **Check-In** and you are done!

Important:

1. The system automatically assigns Room to the Reservation at the time of Check-In.
2. The amenities/ inclusions of the selected Package/Rate also get added automatically.

How to Check-Out a Guest?

Here is explained the method to Check-Out a Guest from the FrontDesk Tape Chart:



Step 1: Just right click on the Occupied Room.

A menu will show up.

Step 2: Select **Check-Out**

The **Payment** screen with all the accounts till date will open up.

Step 3: Settle the payments and you are done.

The Checked-Out Room is automatically marked dirty.

How to use?	01	02	03	04	05	06	07	08	09
	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
Suite						X	X		
101								33. Jennifer Collins	
Dirty 102			3. Jack Davis					Checked-Out 32. David Harris	
103								31. Robert King	
104								13. Charles Jones	

Front Desk Date : Nov 09, 2014 Time : 2:13:PM

Res ID: 120432 **Payment Screen** Check-in: Nov 05, 2014 Check-out: Nov 09, 2014 [How to use?](#)

BOOKING DETAILS

Guest Name: **Mr. David Harris (P27)**

Address: Phone: 9723039197 Email: david.harris@gmail.com

Created On	Stay Details	Room(s)/Person(s)	Amount
Nov 05, 2014	Suite(102) Nov 05, 2014-Nov 09, 2014(4 Nights) <i>Sample All Meal Plan</i>	Room(s)/3 (2 Adults 1 Children)	\$ 1,322.00

FOLIO LIST

No Folio Generated. [Generate Now](#) [Generate separate Folio for Other Charges](#)

ACCOUNT STATEMENT

Date	Description - References	Folio #	Disc/Allownce	Charges	Tax	Payment
Nov 05, 2014	Sample All Meal Plan Room Rent Suite/102		-	\$ 330.50	\$ 0.00	
Nov 06, 2014	Qty 1 Sample Sandwich - Sample Restaurant (Folio# 1)		-	\$ 3.00	\$ 0.00	
Nov 06, 2014	Qty 1 Sample French Fries - Sample Restaurant (Folio# 1)		-	\$ 4.00	\$ 0.00	
Nov 06, 2014	Sample All Meal Plan Room Rent Suite/102		-	\$ 330.50	\$ 0.00	
Nov 07, 2014	Qty 1 Sample Balinese Massage - Sample SPA (Folio# 1)		-	\$ 40.00	\$ 0.00	
Nov 07, 2014	Sample All Meal Plan Room Rent Suite/102		-	\$ 330.50	\$ 0.00	
Nov 08, 2014	Qty 1 Sample Chantilly Wine - Sample Restaurant (Folio# 2)		-	\$ 10.00	\$ 0.00	
Nov 08, 2014	Sample All Meal Plan Room Rent Suite/102		-	\$ 330.50	\$ 0.00	
Nov 09, 2014	Qty 1 Sample Brownie - Sample Restaurant (Folio# 3)		-	\$ 5.00	\$ 0.25	
Nov 09, 2014	Qty 1 Sample Chicken Noodles - Sample Restaurant (Folio# 3)		-	\$ 10.00	\$ 0.50	
Total			-	\$ 1,394.00	\$ 0.75	\$ 0.00

Refund

Generate Folio Consolidate Account Other Charges Custom Charge/Allowance Guest Check-out

Booking Total	\$ 1,322.00
Other Charges	\$ 72.00
Total Tax	\$ 0.75
Total Disc/Allw	\$ 0.00
Total With Tax	\$ 1,394.75
Total Paid	\$ 0.00
Balance	\$ 1,394.75

Currency Converter

Payments Payment Gateway is not integrated. Credit card will not be charged.

Type	Amount	CC/Cheque No	Receipt #	Description
Select	1394.75			

[Pay Now](#) [Converter](#)

Back Check-out Express Check-out Settle Folios Delete Proforma Invoices Close Print Audit Trail

Accept Payment here

Payments Payment Gateway is not integrated. Credit card will not be charged.

Mode	Type	Amount	CC/Cheque No	Receipt #	Description
Select	Select	1394.75			

[Pay Now](#)

How to reserve more than one Room?

Here is explained the method to make a Group Reservation:

Step 1: On FrontDesk Tape Chart, click (left-click) in front of the Room Type to be reserved. Drag your mouse (with the button pressed) from the Check-In date to the Check-Out date.

A yellow panel, i.e. Quick Reservation Form would open up.

Step 2: Select Occupancy, number of Rooms to be reserved and the Rate Type.



The screenshot shows a reservation form titled "Add Quick Reservation" for "Room Type: Suite". The form is overlaid on a calendar view. Key elements include:

- Reservation Details:** A box pointing to the top of the form.
- Duration:** Nov 13 - Nov 20
- Adult:** 2
- Child:** 1
- Rate Type:** Sample All Meal Plan (1N)
- Rooms:** 3
- Price:** \$ 6,940.50 (\$ 991.50)
- Group Owner Details:** Miss Betty Taylor, 9326353453, betty.taylor@hotmail.com
- Buttons:** Hold Till, Temp Reserve, Reserve (circled), Check-In
- Options:** Single | Group | Agent / Corporate

Note:

The default Rate which you can see is a **Seasonal Rate**. Clicking on the **Rate Type** drop down will show different Rate Types that you have defined in the Administrator Console. For now, we have added the sample data in the Administrator Console for you to choose.

Step 3: Enter Group Owner details – Name, Phone No. and Email id.

Step 4: Click **Reserve** and you are done!

Note:

The amenities and inclusions of the selected Package/Rate get added automatically to all the Rooms reserved.

07	08	09	10	11	12	13	14	15	16	17	18	19	20
Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th
Click and drag													
33. Je								37. Betty Taylor(G)					
32. David Ha								38. Betty Taylor(G)					
31. Robert K								39. Betty Taylor(G)					
13. Charles Jones													
30. Charles Brown													

Group Reservation

How to handle Payments?

Here is explained the method to take Payments:

07	08	09	10	11	12	13	14
Fr	Sa	Su	Mo	Tu	We	Th	Fr
X							
33. Je						37. Betty Ta	
32. David Ha						38. Betty Ta	
31. Robert K						39. Betty Ta	
13. Charles Jones							
30. Charles Brown							
28. Jo							
29. Kevin Gr							
15. Edward							

Reservation

- Cancel Check In
- Check In
- Check Out
- Cancel Check Out
- Assign
- Un Assign
- Payments**
- Split Reservation
- View Details
- Group Check In
- Group Check Out
- Move
- Messages/Tasks
- Change Room

Click to go to Payments Screen

Step 1: Right-click on the Reservation.

Step 2: Select **Payments** from the options that show up.

The **Payment** screen for the clicked Reservation will open up with up-to-date accounts.

Step 3: At the bottom of this **Payment** screen, type the amount and select the Mode & Type of Payment.

Step 4: Click **Pay Now** and you are done!

Print the Account Statement if needed.

Payments Payment Gateway is not integrated. Credit card will not be charged.

Mode	Type	Amount	CC/Cheque No	Receipt #	Description
Cash	Cash	935.75			

Pay Now

Back Delete Proforma Invoices Close Print

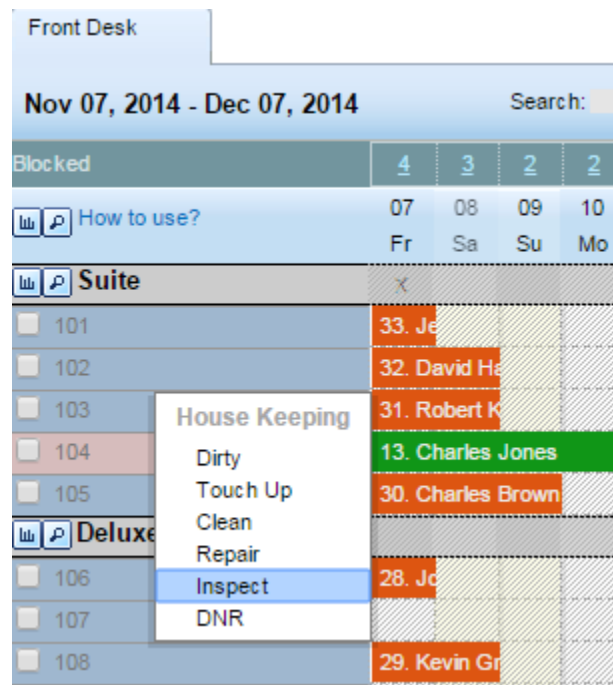
Click to accept Payment

How to change the Housekeeping Status of a Room?

Here is explained the method to change the Housekeeping Status of Room:

Step 1: Right-click on Room Name/Number (on the first leftmost column) in FrontDesk Tape Chart.

Step 2: Select the desired Housekeeping Status and you are done!



The screenshot shows the 'Front Desk' interface for the period 'Nov 07, 2014 - Dec 07, 2014'. A context menu is open over room 104, listing housekeeping options: Dirty, Touch Up, Clean, Repair, Inspect (highlighted), and DNR. The background shows a grid of room numbers and dates with various status indicators.

For further information, please contact:

HMS Infotech Pvt. Ltd.

E-66, 1st Floor, Sector-6, Noida, UP – 201301, India

Phone: +91 120 4312912/13

US Phone: + 1 214 245 4631

Email: support@hotelogix.com