Bookings

Booking grid

From the FRONT DESK main menu click on the **Booking Grid** tab.

| Home | Guests | Companies | Bookings | Finance | Agents | Phone Calls | |

The booking grid provides a clear, graphical display of existing bookings, colour coded depending on their status.

Web Booking ▬ **Booking Confirmed** ▬ **Checked In** ▬ **Checked Out** ▬

New bookings can also be entered on this grid.

Clicking on an existing booking will allow you to check out a guest or take you to a booking details page which can be edited. A new booking can be entered by simply clicking on an empty space on the grid.
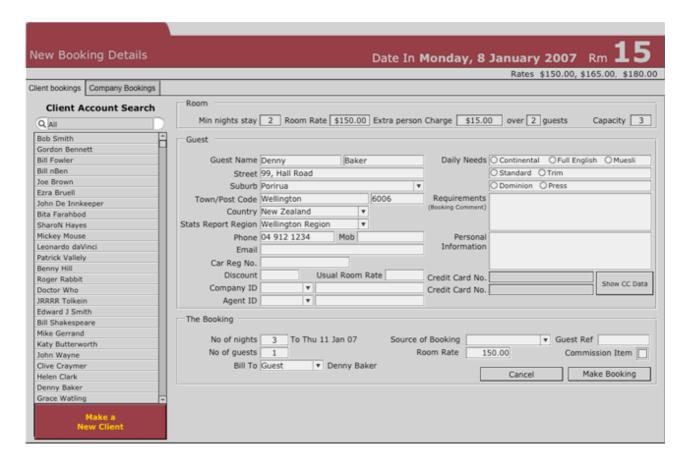
To view a different time period you can click on the date in the top left hand corner and select from the calendar.

The **See Duty Motel** button (bottom right) will take you to the respective web site where you can view your motel's booking status online. This will be displayed as a split screen with your own bookings on top and **Holiday Guide** underneath (see Web Updates)
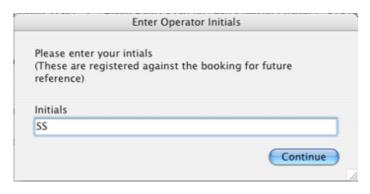
Make a new booking

Once you have clicked on an empty part of the grid, you will be taken to a booking screen in which booking details can be entered or edited.

If it is a new booking and the customer has had a history with the motel then you can simply select their name from the **Client Account** search menu on the left. All the corresponding information will fill in automatically.

If, however it is a new customer then click on the **Make a New Client** button at the base of this portal. All the data fields will now allow you to manually type in the data. This information will also be kept in the customer database for future bookings, correspondence etc.

 Once all data has been entered then press the **Make Booking** button. Enter your initials in the following screen to record who made the booking.

Holiday Guide will then be updated automatically

You will then be taken to the Booking details screen.

From this screen you can change booking details to do with extra services or items. You can also change the booking status to 'confirmed', 'checked in' and 'checked out'. The actual dates, duration and room number can also be changed in the Change Bookings section in the bottom left. You can also split a bill between two bookings (Part Booking) and print an invoice preview for the customer (Pro Forma).

Booking Page Buttons

This will change the status of the booking to 'confirmed'. You will be presented with a pre-formatted confirmation letter which can be set up in the Mailmerge setups, **Adv Options** in the Manager menu.

The check in button will change the booking status from **'confirmed'** to **'checked in'**. A checking in form will appear as it is usual for the guest to fill one out at this point.

Arrow Motel

24 Golf Road Tahunanui Nelson
Ph: 03 546 4030 Fax: .
Email: bill@arrowmotel.co.nz
Web Site:: http://www.arrowmotel.co.nz/

Check In Form
B10925

Client Name	Robert Smith		Car Reg	XX20202	
Address	99 Onslow Road	Kingsland			
	Auckland	1003			
Country	New Zealand	Email	patrick@kidbase.co.nz		
Phone		Mobile			
Company	AppleCentre Waikato	Phone			
Credit Card					
Type	BankCard	Number		Expiry	June 2008

Booking

Date in	Thursday, 23 Nov 2006		Date Out	Saturday, 25 Nov	
Room	8	Nights	2	No. of guests	1
Room Rate	$102.00 +gst	How did you find us			
Client Ref		Breakfast	Continental	Milk	Trim	Paper	Dominio

Motel Policies

[fine print paragraphs of motel policies — illegible]

Signature _____   Date _____

At this point the **accomodation charge** will be generated along with an **invoice no.** This allows you to print out the invoice in advance of the check out if you wish.

Items to Charge

	Date	Description	Price	Qty	Subtotal	Inv	
✗	6 May 07	Accommodation - 20/10/2005 to 23/10/2005 (Rm2)	115.00	3	345.00	677	

Check Out

Check out will change the status again on the booking grid, and will then offer to print the invoice for the guest.

Arrow Motel
24 Golf Road Tahunanui
Nelson

Tax Invoice

GST No. 1123-258-789
Inv No.: 424
Date: 10 Jan 2007
Ref:
Booking ID : B10925

AppleCentre Waikato
103 Tristram Street
Hamilton
Hamilton 2001
New Zealand

Description	Qty	Unit Cost	Total
Accommodation - 23/11/2006 to 25/11/2006 (Rm8)	2	102.00	204.00

	Total	$ 204.00
		$25.50
		$229.50

Payments Description	Type	Amount

Remittance Advice
Invoice can be paid directly to our bank;
Acct No.12 0123 001234

Guest: Robert Smith
patrick@kidbase.co.nz
Inv Ref: 424
Balance Due $ 229.50

EFTPOS ☐ Cash ☐ Cheque ☐ Card ☐   **Amount Paid** ☐
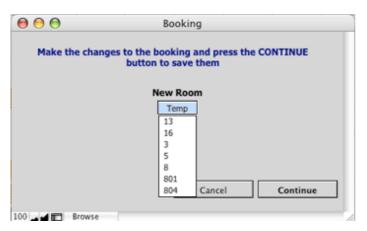

Print Check In Slip

This will simply print out the check in slip for the client (see above).

Move To Temp

Sometimes a situation may arise whereby the room becomes unavailable for the guest. By clicking the **Move To Temp** button the guest is assigned a (non existent) temp room, until another room is obtained. The guest's name will appear on the booking grid at the bottom under **'Bookings on hold'**.
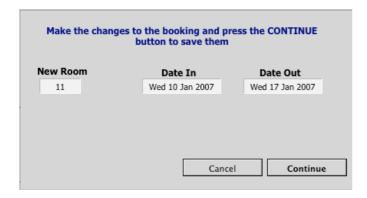

By clicking on his name you will be prompted to choose a new available room.

Edit Room/Dates

To change the room or booking dates for a guest, click **Edit Room/Dates**. A screen will appear to make such changes. Pressing continue will update Holiday Guide as well as MotelMate.

Make the changes to the booking and press the CONTINUE button to save them

New Room	Date In	Date Out
11	Wed 10 Jan 2007	Wed 17 Jan 2007

[Cancel] [**Continue**]

Edit Client Name

In the event that a client's name has been mispelt or just needs to be changed, clicking on edit client name will take you to a screen on which such changes can be made.
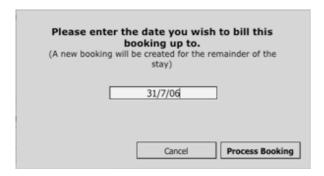
Add a Billing item

To add any room extras to a guest's bill, click on this button and you will be presented with a list of your hotel items. Click on the **Add** button to add to the account.

Add a Charge to Leonardo daVinci
(Ref No B11009)

Item_Description		Price	
			Add
Bottle of heineken	Sundries	$7.50	Add
Bottle of Orange juice	Food	$10.00	Add
Coach to Te Puia	Trips	$35.00	Add
Continental Breakfast	Food	$15.00	Add
Cooked Breakfast	Food	$25.00	Add
Laundry - One Shirt	Sundries	$10.00	Add
Transfers	Travel	$25.00	Add

(These can be edited on the Price List in the **Adv Options** on the Manager Menu.)

Part Bill Booking

In the event of a long term booking it may be necessary to invoice in advance part of the booking. With the part bill booking button you can enter a date to split the billable duration. An invoice will be generated for that amount.

Please enter the date you wish to bill this booking up to.
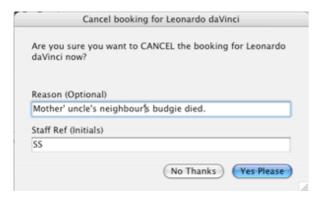(A new booking will be created for the remainder of the stay)

31/7/06

[Cancel] [**Process Booking**]

See Pro Forma

A Pro Forma invoice can be generated in advance of check out time as a courtesy for the guest.

Arrow Motel
24 Golf Road Tahunanui
Nelson

Close Window   Print Invoice
Send As Email

Pro Forma Invoice
GST No.1123-258-789
Booking No.: B10996
Date: 28 Feb 2007

Grytpipe Thynne
1, Nelsons Column
Trafalgar Square
London EC1 1AA

Ref

Description	Qty	Unit Cost	Total
Accommodation Charge	7	105.00	735.00
Addional Guests Charge			
Phone Calls			

		Total	735.00
		GST	91.88
		Grand Total	826.88

Payments

Remittance Advice
Arrow Motel
24 Golf Road
Tahunanui
Nelson

Guest: Grytpipe Thynne
Booking Ref:B10996

Invoice can be paid directly to our bank;
Acct No.12 0123 001234

Balance Due: $826.88

EFTPOS ☐   Cash ☐   Cheque ☐   **Amount Paid:**

Cancel Booking

When you cancel a booking the record will be deleted. A screen requesting your initials and (optional) reason will appear.

Holiday Guide will be updated with this information also.