



# FRONT Clerk

For Windows  
User Documentation

# Table of Contents

Introduction	3
Chapter 1: What is in this documentation?	3
New Windows Screen	4
Windows Screen Field Definitions	5
Guest Data	8
Folio Charges	8
Guest Messages	9
Loyalty Card Information	10
Day Rates	11
Packages / Add-ons	11
Comments	12
History	12
Corporate Information	12
Summary Information	12
Petty Cash	14
Cash and Credit Limit Report	14
Phone List	15
Room Status	16
Out of Order	17
Folios by Departure Date	18
Arrival/Cancellation Report	19
Departure Report	20
Telephone Listing Report	21
Tape Chart	22
Rack & Tree Report	23
Maids' Housekeeping Report	25
Folio Code Spreadsheet	27
Journal Breakdown Report	28
Security System	29
Chapter 2: How do I use the software?	30
Logging In	30
Changing Password	30
Changing Shift Information	30
Making a Reservation	31
Editing a Reservation	33
User Messaging	35
Check In/Check Out	36
Reverse Charges	36
Revising Charges After Checkout	37
Guest Messages	38
Chapter 3: Frequently Asked Questions	39
Notes	40

## **Introduction**

Welcome to the Hotel Software Systems Front Clerk for Windows. This software acts as an intermediary between your Linux based property management system and any Windows terminal in which this software is installed.

Designed with the hospitality industry in mind, this software encompasses all of the fundamentals of property management and places its ease of use at your fingertips.

FrontClerk is an evolving property management solution. As such, we have many features to offer the properties that use our software. All functions can be used by clicking on the appropriate navigational button, and mousing over the intended feature.

Note that we have check marks next to certain features. These features are the features described in this documentation. Our response to an overwhelming demand for a Windows based product has allowed us to utilize key features that are used on an every day basis at properties across the globe. All features are usable from the FrontClerk for Windows system. Those features that do not yet have a graphical interface are displayed in console mode. Console Mode allows you to be able to use all features without the need to have several terminals.

A separate user guide is available for console mode, please contact us at 1-800-634-9248 if you need this guide.

This documentation describes what the FrontClerk property management system can be used to accomplish. This documentation is not an all-encompassing substitution for a certified Hotel Software Systems training course. If you feel that you need training with this software, please contact us at 1-800-634-9248 to schedule a training session.

## Did you know?

Front Clerk for Windows supports multiple tab functionality, so you may open several tabs and have access to vital information while making reservations, checking in guests, and more.

**Front Clerk Windows 1.3.24 - Hotel Date: 12/16/09 - User: JONATHAN COOLEY - Shift: A**

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1 | Telephone 1 | Room Status 1 | Arrivals 1 | **60**

Folio # **0 1** Clerk **JC 2** Confirmation # **3** Web Conf #: **4** Reg Card **5**

Arriving **Wednesday, December 16, 2009** Nights **1** Departing **Thursday, December 17, 2009** **9**

Source **6 7** CRS Group ID **10** Group Event **11**

Adults **12** Child **13** Child **14** Tape Chart **15** Rm Type **16** SRP **17** Mk Code **18** Rm # **19**

Guest Page | Folio Changes | Guest Messages | BWR | Status: **Add New Reservation** | Reservation | In-House | History

Quit <F11> | Save | New Res <F2> | Chk In **61** | Chk Out | Cancel Res | Print <F9>

**Last Name:** **19** **20** **Title:** **21**

**Address:** **22**

**City:** **23**

**State:** **24** **Country:** USA **25**

**Zip Code:** **26**

**Hm. Phone:** **28**

**Bus. Phone:** **29**

**Fax:** **30**

**Email Addr:** **31** Home Business

**Company:** **32**

**Frequency #:** **33** **Points:** **34** **0**

**Corporate ID:** **36** **Tier:** **35**

**Travel Agent:** **37** **Alt Folio:** **0 38**

**Promo Code:** **39** **Origin:** **42**

**Make:** **40** **Booked By:** **43**

**Car #:** **41** **44** ☐ Smoker

**Drv Lic ST-#:** **- 46** **Keys:** **0 45**

**Tax Exempt:** **47**

**Day Rates** | Guest Names | Packages/Addons | Comments | History | Corp | Summary

Dbl Click on a rate to make changes **62**

Date	Amount	SRP	Description	Market
Daily Rates				

**Payment Type:** **48** **A/R #:** **54**

**GTD Code:** CREDIT CARD GUARANTEED **49** **Credit Limit:** **55** **0.00**

**Cancel By Date:** 12/16/09 **50**



**Cancel By Time:** 18:00:00 **51** **CC #:** **56**




**Deposit Amt.:** 0.00 **52** **Exp. Date:** / **57**

**Dep. Dye Date:** / / **53** **Card Holder:** **58**

Did you know?

Front Clerk has a system parameter to force the front desk clerk to enter an address, city, and state upon creating or editing guest information.

1. **Folio #:** To change this field click on the lookup button to enter a folio number for guest records. This may reference a guest in house, in history, or a reservation.
2. **Clerk:** This field is the initials of the person making the reservation (or has made in history, guest in house, guests checked out, and reservations already made). This field cannot be changed.
3. **Confirmation #:** Enter your own confirmation number or the confirmation number from your central reservation system.
4. **Web Conf #:** Reservations taken from the Hotel's Website or other Web based system such as Expedia or Hotels.com will show their unique reservation number here. This field cannot be changed.
5. **Reg. Card:** This field is used by properties that use pre-numbered registration cards. The registration card number can be entered here. If the guest is checked out to a Direct Bill account, this number can be printed on the Direct Bill statements with the related folio charge.
6. **Source:** This indicates whether a reservation came from an In-house reservation call, a CRS, a Travel Agent, or a Web based source (e.g., the Hotel's website or GDS source).
7. **Arriving:** This is the arrival date including day of the week. Click the calendar button to pull up a calendar to choose your date, or type in the arrival date manually.
8. **Nights:** Entering a number in this field indicates how many nights the guest will be staying. This field updates Departing and Departing updates this field.
9. **Departing:** This is the date the guest is due to check out. This field is updated when the number of Nights is entered, and if the date is changed it will update the number of nights field.
10. **CRS Group ID:** This is the name or ID of the group this reservation belongs to if made by CRS (primarily, Best Western Interface). If making a normal reservation, this field is grayed out and not able to be edited. If this reservation is part of a group, the information in this field indicates the group number of this reservation.
11. **Group Event:** This field is used to search for a group number provided by the group master folio. Click on the lookup button to search from a list.
12. **Adults:** Select the number of adults staying in the room. This field may affect your rates depending on your property charging for extra persons in a room and **cannot exceed the maximum occupancy set for the room type.**
13. **Child 12:** Select the number of children the age of 12 and under staying in the room.  
**Child 17:** Select the number of children the age of 17 and under (to age 12) staying in the room.
14. **Tape Chart:** Use lookup button to search the tape chart for an available room. This shows a listing of what rooms are occupied and by what folio/guest name and which rooms are currently available. The user can select different options at the top of the tape chart to change how the rooms are displayed. This feature also shows the status of rooms.
15. **Rm Type:** Enter the type of room that you wish to use for this guest or use the search to view all room types.
16. **SRP:** Enter your Standard Rate Plan you wish to use for this guest here or use the search on the RM Type to view all valid SRP codes.
17. **Mk Code:** Will default from the SRP entered.
18. **Rm #:** This is the room number field. Enter a room number here to pre-assign a room number to a reservation or to assign a room number to a walk-in or use the search to locate an available room number.
19. **Status:** The status explains what type of screen you are looking at. If this is a reservation then the reservation tab is green. If the guest is a guest, the guest tab is green. If the guest is from history, then the history light is green.
20. **Last Name:** Enter the last name of the guest. Use the lookup button  to find an existing reservation, in house guest, or to use the guest history, for the guest to book a reservation. After selecting the reservation, that reservation will update the current reservation the user is updating.
21. **First Name:** Enter the guest first name in this field.
22. **Title:** This is a selectable field using the arrow . It is not required, but is good for foreign titles such as Mssr.
23. **Address:** Enter the guest street address on this line. There is a secondary line included should you need an extended address. (Can be forced by a system parameter.)
24. **City:** Enter the guest city information here. This field is automatically populated when a zip code is entered.

25. **State:** Enter the guest state information here. This field is automatically populated when a zip code is entered.
26. **Country:** Enter the guest country here
27. **Zip Code:** Enter the guest zip code. **This field populates the City and State fields if the Zip Code is in the Master Zip Code Database**, if it is not found in the Master Zip Code Database you will be prompted to add the zip code and city to the database. You can also use the lookup button  to find a city or zip code..
28. **Home phone number :** enter guest phone number
29. **Business phone:** Enter business phone if applicable ( not required)
30. **Fax Number:** Enter guest fax if applicable. ( not required)
31. **Email Addr:** Enter guest email address if applicable. ( not required ). Click a Box to mark whether this is a HOME or BUSINESS Email Address.
32. **Company:** Enter company name if applicable. Use the lookup button to browse a list of AR accounts. You can also use the lookup button 
33. **Frequency #:** Enter Frequency Number or guest rewards number in this field. ( not required )
34. **Points:** This indicates the guest's number of Loyalty Points (e.g., Best Western Gold Club)
35. **Tier:** This indicates the guest's Loyalty Tier (e.g., Executive, Premeir, etc.)
36. **Corporate ID:** Enter guest corporate identification information here ( not required )
37. **Travel Agent:** Enter travel agent IATA number here. Use the lookup button to select from a list. You may add, and edit travel agents in this field as well. ( not required )
38. **Alt Folio :** Enter an alternate folio number for this guest. Entering a folio number in this field will charge room and tax to the alternate folio. ( not required )
39. **Promo Code:** Use this field to indicate what promotional code this reservation was made. ( not required )
40. **Make:** Enter the make of the car here. (not required)
41. **Car #:** Enter the guest license plate information here. State two letter abbreviation followed by plate number.(not required)
42. **Origin:** This field is populated by the property management system. This field lets you know if the reservation was made locally or through a supported CRS.
43. **Booked By:** Enter who this reservation was booked by. ( not required )
44. **Smoker:** Use this check box to signify if this guest is a smoker. This does not have any effect on the room type selection. If left unchecked, the answer is defaulted to no. If checked, the answer is yes. (Required)
45. **Keys:** Enter the number of keys given to the guest. ( not required )
46. **Drv Lic ST-#:** Enter the guest identification in this field. State followed by license number.
47. **Tax Exempt:** Enter the guest tax exempt status. Use the pull down menu to select which tax or taxes guest is exempt from.
48. **Payment Type:** Enter the guest payment information. Use the drop down menu to select.
49. **GTD Code:** This is the guarantee code that the guest is guaranteed a reservation with. Having a payment type selects an appropriate guarantee for the guest.
50. **Cancel By Date:** This is the date that the guest must cancel by before incurring any penalty. You may set a specific date by pressing the calendar button.
51. **Cancel By Time:** This is the time on the cancel by date in which the guest must call before incurring any penalty. This is set in 24-hour clock notation.
52. **Deposit Amt:** This field indicates a deposit amount for guaranteeing a room. The due date is set with Dep. Due Date.
53. **Dep. Due Date:** This field indicates a date in which a deposit is due for guarantee of this reservation
54. **A/R #:** Enter an accounts-receivable account number here if the payment type is Direct Bill. Use the lookup button  to lookup and select from a list.
55. **Credit Limit:** Enter the credit limit for the guest. The credit card interface updates this field every time it obtains an authorization on the credit card.
56. **CC #:** This is the credit card number field. You may use a credit card swipe when in this field to enter the credit card information automatically; otherwise you may type the credit card number in.
57. **Exp Date:** A valid Credit Card Month and Year expiration date is entered here
58. **Card Holder:** This field is the name of the cardholder as printed on their credit card. It does not need to match the Guest Name.
59. **Menu Buttons:** Use these to access the drop down menus for various reports, utilities, etc.
60. **Tabs:** These tabs will change based upon the windows and activities open. Click on any tab to go to that activity. Up to 10 tabs can be open at any one time.
61. **Registration Options:** These buttons are used to change the status or save this registration.
  - a. **Quit:** Close this tab. If the reservation has not been saved, it will prompt you to save.

- I. **Yes:** Verifies all required fields have been filled and saves the current reservation.
  - II. **No:** Cancels all changes and closes the tab.
  - III. **Cancel:** Returns you back to the reservation tab.
- b. **Save:** Verifies all required fields have been filled and saves the current reservation.
- c. **New Res:** Clears the guest information fields so a new reservation may be made. This will not change the arrival, departure, room type, SRP, market code, or room number.
  - IV. **Yes:** Verifies all required fields have been filled and saves the current reservation.
  - V. **No:** Cancels all changes and closes the tab.
  - VI. **Cancel:** Returns you back to the reservation tab.
- d. **Chk In:** Verifies all required fields have been filled and checks in the reservation.
- e. **Chk Out:** Checks out the current guest. Will check to see if there is a balance first due.
- f. **Cancel Res:** Cancels the current reservation.
- g. **Print:** Prints a registration card for the guest.
  - VII. **Reg Card:** Select the printer you wish to use for printing your registration card.
  - VIII. **Print Rates:** Uncheck this box if you do not wish the guest to see the rate chosen.
  - IX. **Print Blank Card:** Prints a blank registration card. This function is only usable on a blank reservation.
  - X. **Print:** Prints the registration card to the selected printer.
  - XI. **Email:** Emails the confirmation to the email address provided.
  - XII. **Preview:** Preview the registration card before printing.
  - XIII. **Done:** Close this screen.

62. **Guest data**, Select the appropriate tab for entering guest data, making folio charges/payments, and viewing guest messages. **Folio Charges** are grayed out while making a reservation /walk in until the record is saved and **Guest Messages** tab is not accessible until checked in.
- a. **Folio Charges**: This tab shows the Charges a Guest has accumulated during their stay and can be selected by Clicking on the Folio Charges tab. **When data is in this tab, the tab title will be in BOLD**. If no folio charges exist, the tab will not be in bold.

Front Clerk Windows 1.3.24 - Hotel Date: 12/16/09 - User: JONATHAN COOLEY - Shift: A

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1 | Telephone 1 | Room Status 1 | Arrivals 1

Folio # 22621 Clerk DD Confirmation # 751351765-01 Web Conf #: Reg Card

Arriving Wednesday, December 16, 2009 Nights 3 Departing Saturday, December 19, 2009

Source CRS Group ID Group Event

Adults 2 Child 12 Child 17 0 Tape Chart Rm Type DD SRP Mk Code BAR Rm # 2101

Guest Page **Folio Charges** Guest Messages BWR Status: Add New Reservation Reservation In-House History

Total Due: 115.00 Transfer Selected Charges Reverse Selected Charges

Folio	GstFolio	Room	Date	Time	Code	Amount	Comments	Card	Clerk	Shift	Hide	Fo
22621	22621	2101	12/16/09	00:47:26	Room Rent	100.00	MANUAL POSTING		%%	A	<input type="checkbox"/>	
22621	22621	2101	12/16/09	00:47:26	Tax	10.00	TAX A		%%	A	<input type="checkbox"/>	
22621	22621	2101	12/16/09	00:47:26	Tax	2.50	TAX B		%%	A	<input type="checkbox"/>	
22621	22621	2101	12/16/09	00:47:26	Misc.	2.50	PARKING		%%	A	<input type="checkbox"/>	

Payment: Direct Bill CD: M Apply

Amount: 115.00 Type: Payment or Refund

CC #: Exp: /

Voucher: A/R #: AR1679

Comments:



- b. **Guest Messages:** By Clicking on this tab from the Guest Reservation Screen, messages can be ADDED, EDITED or DELETED and PRINTED. They can also be categorized to indicate what type of message they are. **When data is in this tab, the tab will title will be in BOLD.** If no messages exist, the tab will not be in bold.

Front Clerk Windows 1.3.24 - Hotel Date: 12/16/09 - User: JONATHAN COOLEY - Shift: A

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1 | Telephone 1 | Room Status 1 | Arrivals 1

Folio # 22621 Clerk DD Confirmation # 751351765-01 Web Conf #: Reg Card

Arriving Wednesday, December 16, 2009 Nights 3 Departing Saturday, December 19, 2009

Source CRS Group ID Group Event

Adults 2 Child 12 0 Child 13 0 Tape Chart Rm Type DD SRP Mk Code BAR Rm # 2101

Guest Page **Folio Charges** **Guest Messages** BWR Status: Add New Reservation Reservation In-House History

Add Message Edit Message Delete Messages

Box #	Guest #	Text Message	Msg Ty...	Date	Time
2101	22621	FedEx package delivered	PKG	01/04/10	15:52:56

## Loyalty Information (Best Western)

Front Clerk Windows 1.3.24 - Hotel Date: 12/16/09 - User: JONATHAN COOLEY - Shift: A

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1 | Telephone 1 | Room Status 1 | Arrivals 1

Folio # 22621 | Clerk DD | Confirmation # 751351765-01 | Web Conf #: | Reg Card |

Arriving Wednesday, December 16, 2009 | Nights 3 | Departing Saturday, December 19, 2009

Source | CRS Group ID | Group Event |

Adults 2 | Child 12 0 | Child 17 0 | Tape Chart | Rm Type DD | SRP | Mk Code BAR | Rm # 2101

Guest Page | Folio Charges | Gues Messages | **BWR** | Status: Add New Reservation | Reservation | In-House | History

**BWR Enrollment: Enter Data**  
<Bold Titles Indicate Required Fields>

BWR Temporary #: | Title: |

**First Name:** JENNIFER |

Middle Name: |

**Last Name:** SMITH |

**Address Type:** Home |

**Address1:** 1323 MAIN |

Address2: |

**City:** ANY |

**State:** MD |

**Zip Code:** 47090 |

**Country:** USA |

**Phone Type:** Voice |

**Phone Location:** Home |

**Phone Number:** 5035558787 |

E-mail Type: Home |

E-mailAddr: JENN@AOL.COM |

Receive E-mails from BWI: Yes No | Receive direct mail from BWI: Yes No

Front Desk Identifier: 000

**BWR Lookup by BWR Number**  
<Bold Titles Indicate Required Fields>

BWR #: |

**BWR Lookup by Name**

**First Name:** JENNIFER |

**Last Name:** SMITH |

**City:** ANY |

**State:** MD |

**Zip Code:** 47090 |

**Country:** USA |

This tab can be selected for Best Western properties or other properties where HSS has implemented a 1-way or 2-way loyalty program. For Best Western, the Guest can be searched for their loyalty information from the central Best Western database. **New Loyalty Members can also be registered** with Best Western to earn rewards by completing this screen and clicking on

**SUBMIT**

The information on this screen is either:

- Automatically entered when the BWI loyalty card is swiped.** Swiping the BWI Loyalty Card will also enter the Guest Data on the **Main Guest Information Screen**
- Automatically entered when the Guest Data is completed on the main screen.**

The Guest BWR # will be automatically populated when the Guest card is swiped or can be typed in and the Guest Data found by clicking on

**LOOKUP**

**Utility Tabs:**

- a. **Day Rates:** Double Click any line in this field to change the rate of stay for the guest. Use the **Save** button to save the change to this line. The **Rest** button changes this rate and all rates after to the number you enter. Use the **Cancel** button to cancel your changes and exit this screen.

Date	Amount	SRP	Description	Market
Wednesday, December 16, 2009	100.00	RACK	RACK RATE	BAR
Thursday, December 17, 2009	100.00	RACK	RACK RATE	BAR
Friday, December 18, 2009	100.00	RACK	RACK RATE	BAR

- b. **Packages/Addons:**

Amenity	Description	Price
APPETIZE...	APPETIZER PLATE	\$6.50

Journal	Description	Charge	Pkg
APPETIZERS	APPETIZER PLATE	6.50	1

Code	Name
FOOD	FOOD BUFFET #1
FOOD #2	FOOD BUFFET #2
GRADS	GRADUATION D..
MOVIE	MOVIE PACKAGE

**Addons/Amenities:** Allows the user to be able to add a charge that will be billed with room and tax.

**Packages:** Selects a package of Addons/Amenities to be charged with room and tax.

**Journal:** The journal code associated with each charge being applied. Cannot be edited in this screen.

**Description:** A short description of what is being charged.

**Charge:** The amount charged for the Addon/Amenities. This field allows you to edit the price. Press the undo button to clear all fields of this entry.

**Pkg:** Is this an all-inclusive package to be billed multiple nights? Y for Yes, N for No, Number for number of nights.

- c. **Comments:** Use this field to make any special comments regarding this reservation.

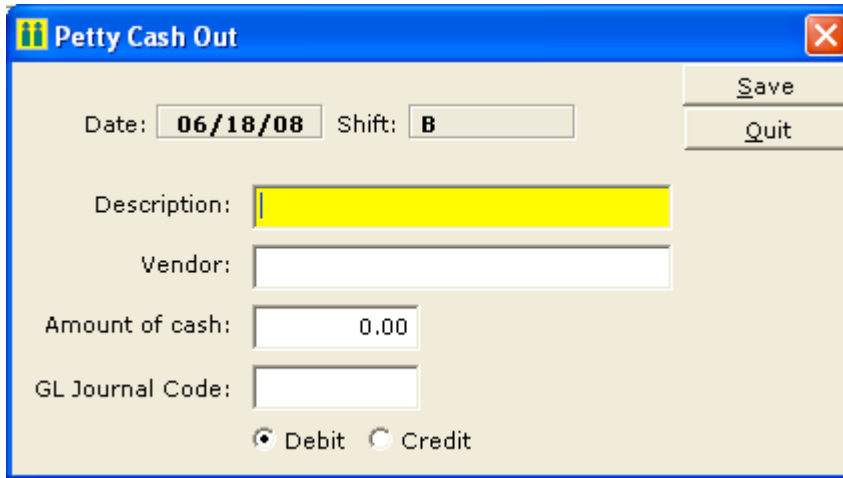
The screenshot shows the 'Comments' tab selected in the FrontClerk interface. The tab bar at the top includes 'Day Rates', 'Guest Names', 'Packages/Addons', 'Comments' (highlighted), 'History', 'Corp', and 'Summary'. Below the tab bar is a large text area containing two lines of text: 'Would like USA today newspaper.' and 'Has package from FedEx. Is in Manager's office.' Below this text area are three input fields labeled 'Clerk Note 1:', 'Clerk Note 2:', and 'Special Requests:'.

- d. **History:** This tab shows a history of any changes made to the reservation of the current guest. This log includes date, time, and user information as well as what fields were changed, what they were changed from and what they were changed to.

The screenshot shows the 'History' tab selected in the FrontClerk interface. The tab bar at the top includes 'Day Rates', 'Guest Names', 'Packages/Addons', 'Comments', 'History' (highlighted), 'Corp', and 'Summary'. Below the tab bar is a large text area displaying a log of changes. The log includes the following text: 'Orig booked by DD, on 12/17/09 14:34:37', 'Rates by DD, as of 12/17/09 14:34:37', 'Date: Wednesday, December 16, 2009, 100.00, SRP-RACK, Mkt Code-BAR', '\*\*\*\*\* End of Changes by DD, on 12/17/09 14:34:37 \*\*\*\*\*', 'Begin Changes by DD, on 12/17/09 14:36:00', '\*\*\*\*\* End of Changes by DD, on 12/17/09 14:36:40 \*\*\*\*\*', '\*\*\*\*\* End of Changes by DD, on 12/17/09 14:41:01 \*\*\*\*\*', '\*\*\*\*\* End of Changes by DD, on 12/17/09 14:43:06 \*\*\*\*\*', 'Begin Changes by JH, on 12/17/09 15:29:45', '\*\*\*\*\* End of Changes by JH, on 12/17/09 15:29:55 \*\*\*\*\*', 'Begin Changes by JH, on 12/17/09 15:31:58', 'GUARANTEED: Old: CC-GTD :New: 6PM', and 'PAYCOD: Old: N :New: L'. The text area has a vertical scrollbar on the right side.

- e. **Corp:** If the company has a Corp ID # with BWI, then their company information will appear here.
- f. **Summary:** Gives a quick summary to read back to the guest to confirm the reservation. This selection is not available until the reservation is saved.

## Entering Petty Cash Out

A screenshot of a Windows-style dialog box titled "Petty Cash Out". The dialog has a blue title bar with a yellow icon on the left and a red close button on the right. The main area is light beige. At the top right are two buttons: "Save" and "Quit". Below these are input fields for "Date:" (containing "06/18/08") and "Shift:" (containing "B"). Below these are four more input fields: "Description:" (highlighted in yellow), "Vendor:" (empty), "Amount of cash:" (containing "0.00"), and "GL Journal Code:" (empty). At the bottom are two radio buttons: "Debit" (selected) and "Credit" (unselected).

Entering petty cash out is made simple using the FrontClerk for Windows product. Select the Front Desk button, and mouse down to the Enter Petty Cash Out feature. This displays a screen that you can enter an amount, vendor, journal code, and whether you are debiting the account or crediting it.

Date: This field is auto populated

Vendor: List the name of the Vendor in this field

Amount of cash: List the amount of the cash in this field.

GL Journal Code: Enter the General Ledger journal code for this item. This is the same journal codes set up when your system was installed. Not all properties use general ledger journal codes and this field is optional.

Debit/Credit: Is this transaction a debit or credit? Mark the appropriate field.




## FrontClerk for Windows User Documentation

### Cash Credit Limit Report

Front Clerk Windows 1.3.24 - Hotel Date: 12/16/09 - User: JONATHAN COOLEY - Shift: A

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1 | Telephone 1 | Room Status 1 | Arrivals 1 | Cash/Credit Limit

Copies 1    Quit

Refresh

Room	Pay Method	Guest Name	Depart	Credit	Due Now	O/L
2101	Direct Bill	SMITH, JENNIFER	12/19/09	0.00	115.00	
2103	Visa/MasterCard	LOONEY, ANGUS	12/19/09	150.00	115.00	
2105	Visa/MasterCard	SMITH, KEN	12/17/09	126.50	115.00	
2304	CASH	TEST, TEST	12/17/09	0.00	-85.00	

Total: 260.00

This report can be run to indicate the Room, Payment Method, Guest Name, Departure Date, Credit Limit and Amount Due. It can be sorted by any column by double clicking on the column of choice. Several copies of the report can be printed by selecting the number in the upper right hand corner prior to printing.

# FrontClerk for Windows User Documentation

## Phone List

Front Clerk Windows 1.2.2164 - Hotel Date: 06/14/08 - User: TROY DELLES - Shift: B

FrontDesk Reports Night Audit Managers Billing NSF/ARD Utilities Reservations Marketing Rates Setup Shift/User Shutdown

Front Desk 1 Telephone Listing 1

Quit

☐ Show Checked Out Guests

Last Name	First Name	Company	Room	Folio	Depart	Group
ALVAREZ	MICHIKO	ARCHER FARMS	1208	11416	9/1/2008	
ANDRES	MAMIE	ANN ARBOR NEWSPAPER	1217	11445	6/21/2008	X
BASSHAM	JUAN	SHADY PALMS RETIREMENT VIL...	1104	11447	6/21/2008	X
BOTTOM	JASON	DYI KITCHENS	1411	11693	6/22/2008	X
BOWERS	CHRISTOPHER	INTERVIDEO SPECIALTY MOVIES	1215	11738	6/20/2008	
CAMPBELL	BRUCE		1501	11647	7/4/2008	
CARROLL	ELSIE	HOTELS.COM	1507	11724	6/21/2008	
CASSIDY	JAMES	RESTING HILLS CEMETARY	1114	11429	6/18/2008	
CHARLES	ROBERT	SHADY PALMS RETIREMENT VIL...	1418	11451	6/21/2008	X
COLEMAN	DAWN	SHADY PALMS RETIREMENT VIL...	1216	11432	6/21/2008	
CORDER	HARRY	DYI KITCHENS	1416	11695	6/22/2008	X
CORDER	PAUL	DYI KITCHENS	1404	11692	6/22/2008	
CORDER	PAUL	DYI KITCHENS	1409	11698	6/22/2008	X
CORTESE	BARBARA		1011	11417	6/17/2008	
CRAVEN	CHARLES	SHADY PALMS RETIREMENT VIL...	1211	11452	6/21/2008	X
CRAVEN	CHRIS	SHADY PALMS RETIREMENT VIL...	1218	11453	6/21/2008	X
CRAVEN	MEL	SHADY PALMS RETIREMENT VIL...	1210	11450	6/21/2008	X
DECKER	DAN		1309	11640	6/16/2008	
DUVAL	DAVE	STARS AND BARS MOTORCYCL...	1311	11466	6/18/2008	X
FELTNER	RALPH		1504	11709	6/18/2008	
FRAIRE	TOMMY		1018	11413	6/4/2009	
GRIFFIN	BRENT	WHISKEY RIVER PRINTERS	1405	11420	6/15/2008	
HARLOW	JASON		120	11675	10/1/2008	
HARRINGTON	JULIANNA		1415	11514	6/15/2008	
HARRINGTON	JULIANNA		1016	11744	6/19/2008	
HARRISON	HAROLD		1407	11687	6/16/2008	
INMAN	PHILIP	TOYS FOR TOTS	1008	11721	6/22/2008	
JELLISON	MELISSA	EXPORTERS LTD	1403	11660	6/16/2008	X
JOHNSON	NORMA	SHADY PALMS RV	1201	11454	6/21/2008	X
JUSTICE	JACOB	DYI KITCHENS	1410	11700	6/22/2008	X
KELLY	MARY	CLOWN UNIVERSITY	1305	11646	6/15/2008	X
KLINK	CHASTITY	STARS AND BARS MOTORCYCL...	1302	11459	6/18/2008	X
LANDERSON	LARRY		1010	11569	6/16/2008	
LOPEZ	JUAN	SHADY PALMS RETIREMENT VIL...	1206	11446	6/21/2008	X
LYMAN	GIL	WHISTLE STOP CAFE	1402	11653	6/21/2008	
MAGNUM	JESSIE		1505	11672	6/21/2008	
MAGNUM	JESSIE		1014	11673	6/26/2008	
MALLORY	NELSON		1601	11481	6/18/2008	

The phone list is a report that shows a listing of each guest that is currently checked into a room. By double clicking on this guest, you can quickly retrieve guest data and edit it, or duplicate and create a new reservation. (See Chapter 1 Section 1) The check boxes note any guest that is currently a part of a group. Use the Show Checked Out Guest check box to show all guests that were checked out today.

## FrontClerk for Windows User Documentation

### Room Status

Front Clerk Windows 1.2.2164 - Hotel Date: 06/14/08 - User: TROY DELLES - Shift: B

FrontDesk Reports Night Audit Managers Billing NSF/ARD Utilities Reservations Marketing Rates Setup Shift/User Shutdown

Room Status 1 Debug info -> [Icons]

DbI-Click to edit room status, key change, OO and maids comments Mark All Rooms as Clean

Quit Refresh Rm Stats

Room Status List

Room	Rm Type	Clean	Vacant	In Service	Key Chg	OOS Start	OOS End	OOS Comments	Eff Avail	Comment for Maids	Maid
1001	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1002	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1003	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1004	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>	KEEP WINDOWS OP...	A
1005	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1006	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1007	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1008	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1009	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1010	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1011	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1012	SK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1013	SK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1014	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1015	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1016	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1017	SK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1018	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1101	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1102	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1103	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>	Room was smoked in	A
1104	NK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1105	NK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1106	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1107	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1108	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Out of Serv...	//	06/14/08	07/15/08	Vagrants vandalized room	<input checked="" type="checkbox"/>		A
1109	NK	<input type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1110	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1111	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1112	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1113	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
1114	NK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		A
1115	NK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	//	//	//		<input type="checkbox"/>		A
120	SK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		
1201	SQQ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		B
1202	SQQ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		B
1203	SQQ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		B
1204	SQQ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupied	//	//	//		<input type="checkbox"/>		B

The Room Status screen provides a quick and easy reference for which rooms are available and which rooms are occupied or out of service. This list can be printed with the printer icon located on the right.

Double click any room to change the status. See Change Status screen below.

Click on **Mark All Rooms as Clean** to mark all rooms as clean. **WARNING:** Use this button only if you know all rooms have been cleaned otherwise the room will be reported as clean even if it is not.



**Edit Room Status for Room 1013**

☐ Out of Order

Out of Order Start Date: / /

Out of Order End Date: / /

Out of Order Comments:

☒ Effect Availability

Key Change Date: / /

☐ Room Clean?

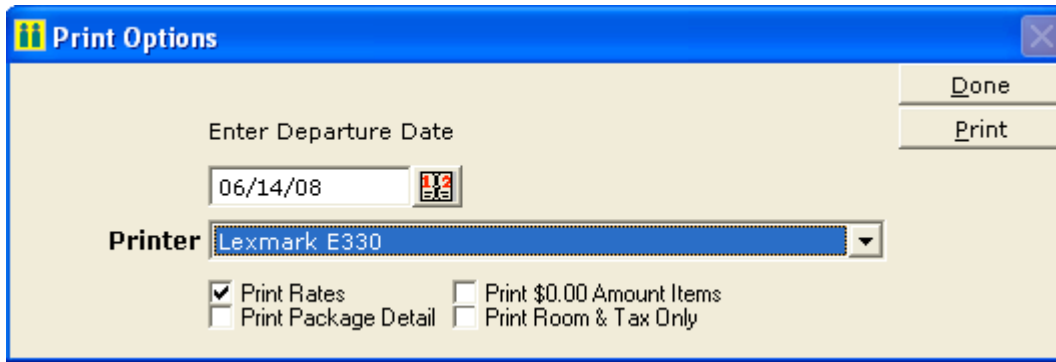
Comment for Maids: replace all light bulbs

Save Cancel

**Out of Order:** This option sets the room out of order. Enter the Start date and the end date. The start date can be any time today or beyond, but cannot be before. This allows the user to easily schedule a date when a room can be set out of order. The end date automatically sets the room back to an in order status. Out of order comments may be added to allowing the user to give a reason for why the room is out of order. You can have your out of order Effect your Availability by checking the Effect Availability. **This will pull the room out of the total inventory.**

**Key Change Date:** This is the date in which the key was last changed.

**Comment for Maids:** This section allows the user to set a comment for the maids. This field prints on the maids house-keeping report so special circumstances can be reported to the maids. The Room Clean box can be checked - in this field to set the room to clean, unchecked is not clean.

The image shows a Windows-style dialog box titled "Print Options" with a blue header bar. Inside the dialog, there is a text input field labeled "Enter Departure Date" containing the date "06/14/08". To the right of this field is a small icon of a calendar. Below the date field is a dropdown menu labeled "Printer" with "Lexmark E330" selected. At the bottom, there are four checkboxes: "Print Rates" (checked), "Print \$0.00 Amount Items" (unchecked), "Print Package Detail" (unchecked), and "Print Room & Tax Only" (unchecked). In the top right corner of the dialog, there are two buttons: "Done" and "Print".

**Print Options**

Enter Departure Date

06/14/08

Printer: Lexmark E330

☒ Print Rates    ☐ Print \$0.00 Amount Items  
☐ Print Package Detail    ☐ Print Room & Tax Only

Done    Print

This allows you to print all the folios by a specific departure date. Start by entering the departure date and selecting the printer you wish to print on. You then can filter your folios by the options provided and described below.

**Print Rates:** Checking this field prints the rates on the folios.

**Print \$0.00 Amount Items:** Checking this field will print any charges appearing on the folio even if they are \$0.00.

**Print Package Detail:** Checking this field will detail all charges associated with a package rather than just printing the package amount.

**Print Room & Tax Only:** Checking this field will print only the room and tax on the folios.

Click the print button and all folios on that departure date will print with the selected information.

# FrontClerk for Windows User Documentation

## Arrival/Cancel Report

Front Clerk Windows 1.2.2428 - Hotel Date: 06/18/08 - User: TROY DELLES - Shift: B

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Arrivals/Cancellations 1

Debug info -> [Icons]

Arriving: Wednesday, June 18, 2008 [12:00 PM] [Icon]

To: Wednesday, June 18, 2008 [12:00 PM] [Icon]

☒ Include Arrivals ☐ View Additional info

☐ Show Cancelled Reservations ☐ View Comments

☐ Include Archived Cancellations ☐ Include In House Guests

Expand Lines ☐ [Printer Icon]

Quit  
Open Selected  
Cancel Selected

Last Name	First Name	Company	Room	Folio	Type	Rate	SRP	Arrive	Depart	GTD	Ad	Ch	Cnd	CRS #	In
SIMPSON	HOMER		1307	11620	NQQ	\$57.00	S3A	6/18/2008	7/9/2008	4PM	2	0			
SMITH	ANNABELLA	I HAVE NOT BILLS	1307	11622	NQQ	\$57.00	S3A	6/18/2008	7/9/2008	DEPOSIT	1	1			
OWEN	BUCK		1008	11624	SK	\$50.00	BR	6/18/2008	7/9/2008	4PM	1	0			
OWEN	BUCK		1004	11625	SK	\$50.00	BR	6/18/2008	7/9/2008	4PM	1	0			
ROGERS	RON	ROGERS TROPHY ...	1307	11645	NQQ	\$55.00	BR	6/18/2008	7/9/2008	CC-GTD	2	0			
FRANKEL	FRANK		1202	11759	SQQ	\$42.50	15%	6/18/2008	7/9/2008	DEPOSIT	1	0			
FRANKEL	FRANK		1205	11760	SQQ	\$47.50	S3A	6/18/2008	7/9/2008	DEPOSIT	2	0			
SALAS	OSVALDO		1404	11801	SDD	\$38.25	15%	6/18/2008	7/9/2008	CC-GTD	1	0			
BLACK	LOUIS		1307	11813	NQQ	\$54.00	SRP	6/18/2008	7/9/2008	4PM	2	0			

This screen shows the arriving, in house, and/or cancelled guests for the dates specified.

**Arriving:** Enter a start date to display on the report.

**To:** Enter an end date to display on the report.

**Include Arrivals:** Do you wish to include guests due to check in?

**Show Cancelled Reservations:** Use this field to show any reservations that have been cancelled for the selected dates.

**Include Archived Cancellations:** Use this field to show any reservations that have been archived. An archived reservation is a reservation that has been rolled over and packed during the audit.

**View Additional Info:** Displays additional fields for arrivals. Scroll the screen to the left in order to view. The fields that become visible are Special Request, Member Number, Booked By, Phone Number, and Number of Nights.

**View Comments:** Displays additional fields for arrivals. Scroll the screen to the left in order to view. The fields that become visible are Comments, and Additional Comments.

**Include In House Guests:** Includes guests that are currently checked into the system.

**Expand Lines:** Expands line width to allow easier viewing.

**Print:** The printer icon can be used to print this report with the selected options.

# FrontClerk for Windows User Documentation

## Departure Report

Front Clerk Windows 1.2.2428 - Hotel Date: 06/19/08 - User: TROY DELLES - Shift: A

FrontDesk Reports Night Audit Managers Billing NSF/ARD Utilities Reservations Marketing Rates Setup Shift/User Shutdown

Departures 1 Debug info -> [Icons]

Departing Thursday, June 19, 2008 [Icon] ☐ Include all reservations ☐ View Additional info   
 To Thursday, June 19, 2008 [Icon] ☐ Show Checked Out Guests ☐ View Comments   
☐ Include Archived Cancellations ☒ Include In House Guests  [Printer Icon]

Departures															
Last Name	First Name	Company	Room	Folio	Type	Rate	SRP	Arrive	Depart	GTD	Ad	Ch	Cncl	CRS #	In
CALFEE	ELLEN		1412	11758	SDD	\$42.75	S3A	6/15/2008	6/19/2008	4PM	1	0			<input checked="" type="checkbox"/>
CALFEE	ELLEN		1113	11769	NK	\$50.00	BR	6/15/2008	6/19/2008	4PM	1	0			<input checked="" type="checkbox"/>
FLINSTONE	FRED	WELLS	1006	11564	SK	\$57.00	S3A	6/16/2008	6/19/2008	4PM	2	0			<input checked="" type="checkbox"/>
FLINSTONE	FRED	WELLS	1310	11562	NQQ	\$57.00	S3A	6/16/2008	6/19/2008	4PM	2	0			<input checked="" type="checkbox"/>
FLINSTONE	FRED	WELLS	1216	11561	SQQ	\$57.00	S3A	6/16/2008	6/19/2008	4PM	2	0			<input checked="" type="checkbox"/>
FLINSTONE	FRED	WELLS	1411	11560	SDD	\$57.00	S3A	6/16/2008	6/19/2008	4PM	2	0			<input checked="" type="checkbox"/>
FLINSTONE	FRED	WELLS	9001	11559	QN	\$57.00	S3A	6/16/2008	6/19/2008	4PM	2	0			<input checked="" type="checkbox"/>
FLINSTONE	FRED	WELLS	1601	11558	SUITE	\$57.00	S3A	6/16/2008	6/19/2008	4PM	2	0			<input checked="" type="checkbox"/>
FLINSTONE	FRED	TEST	1217	11548	SQQ	\$57.00	S3A	6/16/2008	6/19/2008	4PM	2	0			<input checked="" type="checkbox"/>
CHONG	TOMMY		1003	11608	SK	\$42.22	S3A	6/17/2008	6/19/2008	4PM	1	0			<input checked="" type="checkbox"/>
DELEGATE	ONE	TSET	1114	11811	NK	\$60.00		6/17/2008	6/19/2008	DEPOSIT	1	0			<input checked="" type="checkbox"/>
CHONG	TOMMY	PLASTICS INC	1002	11610	SK	\$42.22	S3A	6/17/2008	6/19/2008	HOLD-GTD	1	0			<input checked="" type="checkbox"/>
FLINSTONE	FRED	WELLS	1502	11612	NDD	\$56.05	S3A	6/17/2008	6/19/2008	DEPOSIT	2	0			<input checked="" type="checkbox"/>
CHONG	TOMMY	IBM	1203	11806	SQQ	\$42.22	S3A	6/17/2008	6/19/2008	HOLD-GTD	1	0			<input checked="" type="checkbox"/>
DELEGATE	TWO	TSET	1112	11812	NK	\$60.00		6/17/2008	6/19/2008	CC-GTD	1	0			<input checked="" type="checkbox"/>

This screen shows the departing, in house, and/or cancelled guests for the dates specified.

**Departing:** Enter a start date to display on the report.

**To:** Enter a end date to display on the report.

**Include All Reservations:** Do you wish to include guests due to check in?

**Show Checked Out Guests:** Use this field to show any guests checked out for the selected dates.

**Include Archived Cancellations:** Use this field to show any reservations that have been archived. An archived reservation is a reservation that has been rolled over and packed during the audit.

**View Additional Info:** Displays additional fields for arrivals. Scroll the screen to the left in order to view. The fields that become visible are Special Request, Member Number, Booked By, Phone Number, and Number of Nights.

**View Comments:** Displays additional fields for arrivals. Scroll the screen to the left in order to view. The fields that become visible are Comments, and Additional Comments.

**Include In House Guests:** Includes guests that are currently checked into the system.

**Expand Lines:** Expands line width to allow easier viewing.

**Print:** The printer icon can be used to print this report with the selected options.

# FrontClerk for Windows User Documentation

## Front Desk Telephone Listing

Front Clerk Windows 1.2.2164 - Hotel Date: 06/14/08 - User: TROY DELLES - Shift: B

FrontDesk Reports Night Audit Managers Billing NSF/ARD Utilities Reservations Marketing Rates Setup Shift/User Shutdown

Front Desk 1 Telephone Listing 1

Quit

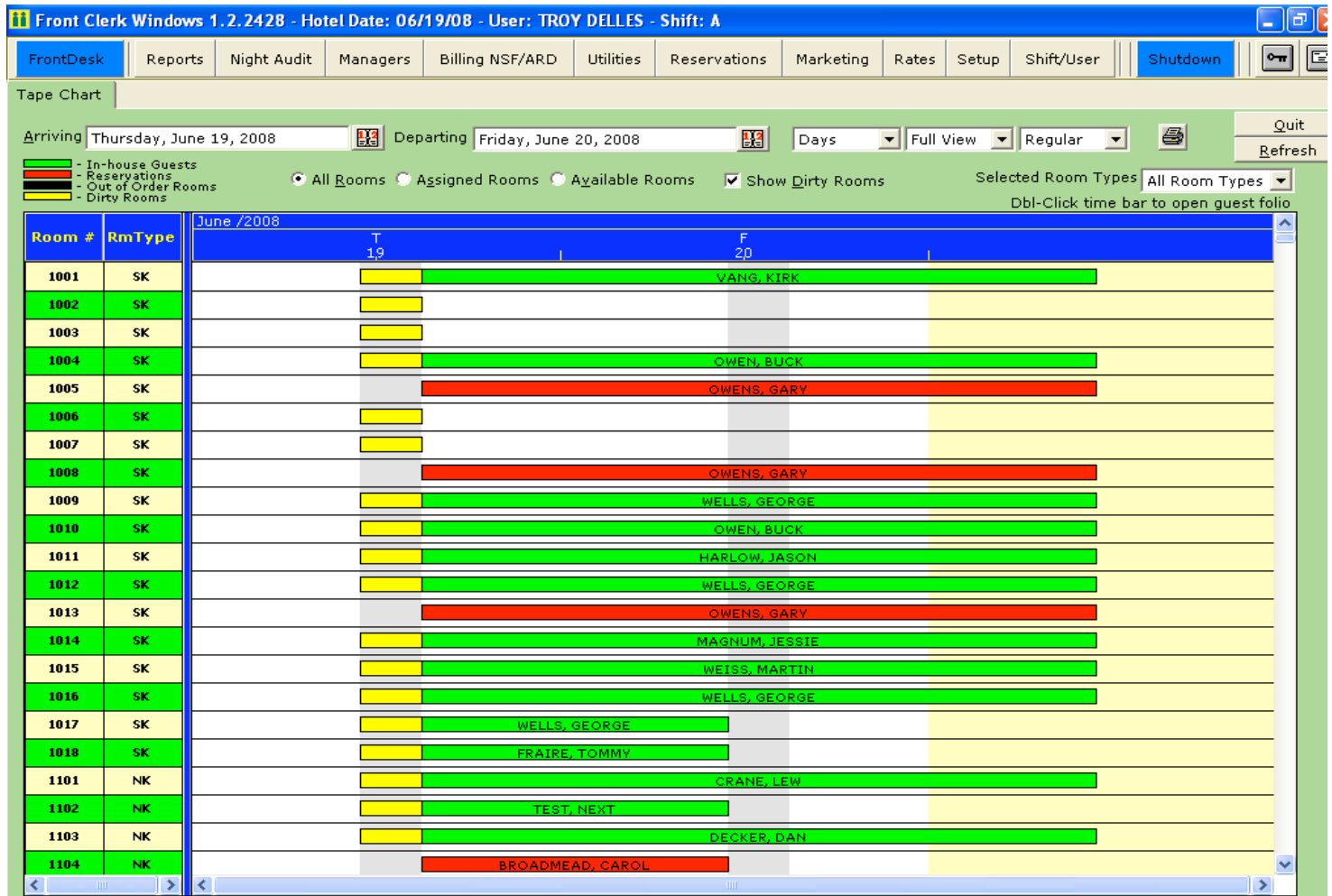
☐ Show Checked Out Guests

Last Name	First Name	Company	Room	Folio	Depart	Group
ALVAREZ	MICHIKO	ARCHER FARMS	1208	11416	9/1/2008	
ANDRES	MAMIE	ANN ARBOR NEWSPAPER	1217	11445	6/21/2008	X
BASSHAM	JUAN	SHADY PALMS RETIREMENT VIL...	1104	11447	6/21/2008	X
BOTTOM	JASON	DYI KITCHENS	1411	11693	6/22/2008	X
BOWERS	CHRISTOPHER	INTERVIDEO SPECIALTY MOVIES	1215	11738	6/20/2008	
CAMPBELL	BRUCE		1501	11647	7/4/2008	
CARROLL	ELSIE	HOTELS.COM	1507	11724	6/21/2008	
CASSIDY	JAMES	RESTING HILLS CEMETARY	1114	11429	6/18/2008	
CHARLES	ROBERT	SHADY PALMS RETIREMENT VIL...	1418	11451	6/21/2008	X
COLEMAN	DAWN	SHADY PALMS RETIREMENT VIL...	1216	11432	6/21/2008	
CORDER	HARRY	DYI KITCHENS	1416	11695	6/22/2008	X
CORDER	PAUL	DYI KITCHENS	1404	11692	6/22/2008	
CORDER	PAUL	DYI KITCHENS	1409	11698	6/22/2008	X
CORTESE	BARBARA		1011	11417	6/17/2008	
CRAVEN	CHARLES	SHADY PALMS RETIREMENT VIL...	1211	11452	6/21/2008	X
CRAVEN	CHRIS	SHADY PALMS RETIREMENT VIL...	1218	11453	6/21/2008	X
CRAVEN	MEL	SHADY PALMS RETIREMENT VIL...	1210	11450	6/21/2008	X
DECKER	DAN		1309	11640	6/16/2008	
DUVAL	DAVE	STARS AND BARS MOTORCYCL...	1311	11466	6/18/2008	X
FELTNER	RALPH		1504	11709	6/18/2008	
FRAIRE	TOMMY		1018	11413	6/4/2009	
GRIFFIN	BRENT	WHISKEY RIVER PRINTERS	1405	11420	6/15/2008	
HARLOW	JASON		120	11675	10/1/2008	
HARRINGTON	JULIANNA		1415	11514	6/15/2008	
HARRINGTON	JULIANNA		1016	11744	6/19/2008	
HARRISON	HAROLD		1407	11687	6/16/2008	
INMAN	PHILIP	TOYS FOR TOTS	1008	11721	6/22/2008	
JELLISON	MELISSA	EXPORTERS LTD	1403	11660	6/16/2008	X
JOHNSON	NORMA	SHADY PALMS RV	1201	11454	6/21/2008	X
JUSTICE	JACOB	DYI KITCHENS	1410	11700	6/22/2008	X
KELLY	MARY	CLOWN UNIVERSITY	1305	11646	6/15/2008	X
KLINK	CHASTITY	STARS AND BARS MOTORCYCL...	1302	11459	6/18/2008	X
LANDERSON	LARRY		1010	11569	6/16/2008	
LOPEZ	JUAN	SHADY PALMS RETIREMENT VIL...	1206	11446	6/21/2008	X
LYMAN	GIL	WHISTLE STOP CAFE	1402	11653	6/21/2008	
MAGNUM	JESSIE		1505	11672	6/21/2008	
MAGNUM	JESSIE		1014	11673	6/26/2008	
MALLORY	NELSON		1601	11481	6/18/2008	

The Front Desk Telephone Listing is a report that shows a listing of each guest that is currently checked into a room. By double clicking on this guest, you can quickly retrieve guest data and edit it, or duplicate and create a new reservation. (See Chapter 1 Section 1) The check boxes note any guest that is currently a part of a group. Use the Show Checked Out Guest check box to show all guests that were checked out today.

# FrontClerk for Windows User Documentation

## Tape Chart



The Tape Chart is a fast and efficient way for the user to view what rooms are available for a block of days. When the name is listed in a **red** bar, the status of that guest is Reservation. When the status bar is **green** the guest is in house. If the status bar appears **black**, the room has been set to be out of order. If there is a **yellow** bar, the room is dirty. The user can double click on any room to get the information about that guest.

**Arriving:** Enter an arriving date to begin showing on the tape chart.

**Departing:** Enter a departing date to show on the tape chart.

**Days/Hours/Weeks:** Choose to display by Days Hours or Weeks.

**Full View/200%/100%/50%/33%:** Change the zoom on the tape chart. By decreasing the %, the more dates can be seen.

**Regular/Breaks/Priority/General/Milestone:** Changes the display of the bars.

**Print:** Use the printer icon to print this report with the selected options.

**All Rooms:** This selection allows the user to see all rooms. This includes unsold, reserved, dirty, and occupied rooms.

**Assigned Rooms:** This selection changes the display to show only rooms that have been assigned to guests and reservations.

**Available Rooms:** This selection changes the display to show only rooms that have not been assigned to guests and reservations.

**Show Dirty Rooms:** This selections toggles whether dirty rooms are displayed or not.

**Selected Room Types:** This feature allows the user to filter the tape chart by room type.

## Rack and Tree Report

Front Clerk Windows 1.3.24 - Hotel Date: 12/16/09 - User: JONATHAN COOLEY - Shift: A

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1 | Telephone 1 | Room Status 1 | Arrivals 1 | Housekeeping | **Rack or Tree**

☒ Include Folio Balances   
 ☒ Show Occupied Only   
 ☐ Report Special Request (ADA)   
 Copies: 1

☒ Show In House Balance   
 ☒ Credit Limit   
☐ Rate   
☐ Print guest spread sheet

Quit    Refresh    Open Selected

### Rack or Tree Report

Room	#	V	Type	Guest Name	Src	Mk	Depart	Folio	Credit	Pay	Due	Regi#	Ad	Ch
2101	1	N	DD	SMITH J.		BAR	12/19/09	22621	0.00	Q	115.00		2	0
2103	1	N	DD	LOONEY A.		BAR	12/19/09	22622	150.00	N	115.00		1	0
2105	1	N	DD	SMITH K.		BAR	12/17/09	22623	126.50	N	115.00		1	0
2304	1	N	DD	TEST T.	CRS	BAR	12/17/09	22624	0.00	L	-85.00		1	0

# of times rooms rented since last audit: 4

Grand Total Outstanding Folios Primary Guests: 260.00

Actual In House Balance All Guests (Includes B's): 260.00

Total Number of Guest Rooms Counted: 4

Total: 5 0

The Rack and Tree Report indicates the

- Occupied Rooms by room number
- Number of Guests in the Room
- Type of Room
- Guest Name
- Source of the Reservation
- Market Code (e.g., Rack Rate, etc.)
- Departure Date
- Folio Number
- Credit Authorization Balance
- Type of Payment by Payment Code
- Total Amount Currently Due
- Registration Number, if any

Several Report Options are available, Click on the box to select or de-select each option:

- Include Folio Balances
- Show In-House Balance
- Show only Occupied Rooms
- Show the Guest Credit Limit
- Show the Avg Room Rate

- Show any Special Requests
- Print a Guest spreadsheet for each Guest's folio charges

A number of copies can be printed by selecting the number in the top right hand corner before selecting the PRINT button.



# FrontClerk for Windows User Documentation

## Maids' Housekeeping Report

Front Clerk Windows 1.3.24 - Hotel Date: 12/16/09 - User: JONATHAN COOLEY - Shift: A

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1 | Telephone 1 | Room Status 1 | Arrivals 1 | **Housekeeping 1**

☒ In-house Guests (Clean Rm)    ☐ Use New Format    ☐ Show Occupied Only    ☐ Print extra blank line  
☐ Out of Order Rooms    ☐ Show Arrival/Departure    ☐ Show Dirty Rooms Only    ☐ Separate Report for Each Maid  
☒ Dirty Rooms

Copies: 1             Quit

Refresh

Double click record below to change room comment    As of 01/04/10 04:36:04 PM

### Maids Housekeeping Report

Room	Type	S/O	C/O	Maid	Ready	BWR Tier	Comment/Rqsts	SRC	Ad	Ch	Mark	VR
1101	NDD	Empty/Clean										Y
1102	NK	Empty/Clean										Y
1103	NDD	Empty/Clean										Y
1104	NK	Empty/Dirty		X								N
1105	NDD	Empty/Clean										Y
1106	NK	Empty/Clean										Y
1107	NDD	Empty/Clean										Y
1108	NK	Empty/Clean										Y
1109	NDD	Empty/Clean										Y
1110	NK	Empty/Clean										Y
1111	NQQ	Empty/Clean										Y
1112	NQQ	Empty/Clean										Y
1114	NQQ	Empty/Clean										Y
1115	KD	Empty/Clean										Y
1116	NQQ	Empty/Clean										Y
1117	KD	Empty/Clean										Y
1118	NQQ	Empty/Clean										Y
1119	KD	Empty/Clean										Y
1120	SKT	Empty/Clean										Y
1121	SKT	Empty/Clean										Y
2101	DD	OCCUP		X					2	0	BAR	N
2102	K	Empty/Clean										Y
2103	DD	OCCUP		X					1	0	BAR	N
2104	K	Empty/Clean										Y
2105	DD	OCCUP		X					1	0	BAR	N
2106	K	Empty/Clean										Y
2107	DD	Empty/Clean										Y
2108	K	Empty/Clean										Y
2109	DD	OUT		X								N
2110	K	Empty/Clean										Y

Total Number of Rooms: 100    Number of Arrivals: 0    Number Already Checked Out: 2  
 Current Occupied Rms: 4    Number of Stayovers: 0    Number of Empty/Dirty Rms: 3  
 Out Of Order Rooms: 0    Number of Departures: 0    # of Rooms Left to Clean: 7

This report shows the hotel rooms and which are **Empty**, **Clean**, **Occupied** or **Out of Service**. Multiple copies can be printed **by Maid** to assign rooms to each Maid. The **Dirty Rooms** are indicated by a **YELLOW** highlight. **In House Guests** are indicated by a **GREEN** highlight, and **Out of Order Rooms** are indicated by a **BLACK** highlight

Several **Report Options** are available:

- **Use New Format** – this is an optional new format (see detail below)
- **Show Arrival / Departure (dates)** – this will display the Arrival and Departure dates for each guest assigned to a room to help the Hotel plan cleaning options
- **Show Occupied Rooms Only**
- **Show Dirty Rooms Only**
- **Print Extra Blank Line** – this is handy for the Maids to make comments regarding the room on the reports printed out for them on their cleaning day.
- **Separate Report for Each Maid** – this allows each Maid (assigned as 1,2, 3 etc or A, B, C, etc.) to receive a list of only those rooms for them to clean. The Maid assignments can be changed for the work day. In the PRINTING area in the top right hand corner, the number of copies can be adjusted to print the number needed for the number of maids.

## Housekeeping Report – Optional New Format

A new format has been added that is optional. When the user takes this option it prompts '*Do you want the new report format?*' If answered **Yes**, it prints the report in a little different format. Also, if answered Yes, the user is prompted '*Change Sheets every X day*'. Depending on what number you enter here it calculates if the sheets need to be changed and prints 'Shts' under the Status column on all stay over guests.

### The new report headings are:

Room - the room number  
Type - the room type  
Status - the room status  
          VR = Vacant Ready  
          OUT = means the guest due out today has already checked out  
          Dirty = means the room is empty and dirty (no guest checked out today)  
          NEW = a guest has checked into that room today  
          S/O = Stay Over ('Shts' also prints as indicated above)  
Res - is this room assigned to a reservation due in today?  
      If so, it will have 'Yes' in this column.  
C/O Date - the date the guest is due to check out.  
Guest Name  
BWR Tier - as required by BWI, not applicable for hotels that are not a Best Western brand  
Comment/Rqsts- this is the Maid comments or special requests from the guest record.  
Notes -space for the housekeeping staff to make notes.

FrontClerk for Windows User Documentation  
**Folio Code Spreadsheet**

Front Clerk Windows 1.3.24 - Hotel Date: 12/16/09 - User: JONATHAN COOLEY - Shift: A

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1 | Telephone 1 | Room Status 1 | Arrivals 1 | Folio Code Spread

Copies: 1 | Print | Refresh | Open Selected

Room	CD	Name	Folio M	Folio 1	Folio 2	Folio 3	Folio 4	Folio 5	Folio 6	Folio 7	Folio 8	Folio 9	Balance	Deposit	Depart	Mrk
2101	Q	SMITH	115.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	115.00	0.00	12/19	BAR
2103	N	LOONEY	115.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	115.00	0.00	12/19	BAR
2105	N	SMITH	115.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	115.00	0.00	12/17	BAR
2304	L	TEST	-85.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-85.00	0.00	12/17	BAR

260.00   0.00   0.00   0.00   0.00   0.00   0.00   0.00   0.00   0.00   260.00   0.00

This report shows the Guest Room Number, Guest Name, Departure Date, Market Code and all Folio Code Charges. **It can be sorted by any column by double clicking on the column of choice.** Users can select the number of copies to print and can click on one or more Guest Names and open their Guest Information and Folios by clicking on

**OPEN SELECTED.**

## Journal Breakdown Report

Front Clerk Windows 1.3.24 - Hotel Date: 12/16/09 - User: JONATHAN COOLEY - Shift: A

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1 | Telephone 1 | Room Status 1 | Arrivals 1 | **Journal Breakdown**

Start Date: Wednesday, December 16, 2009  ☐ Print Summaries Only Copies: 1

End Date: Wednesday, December 16, 2009

### Journal Misc. Breakdown Report

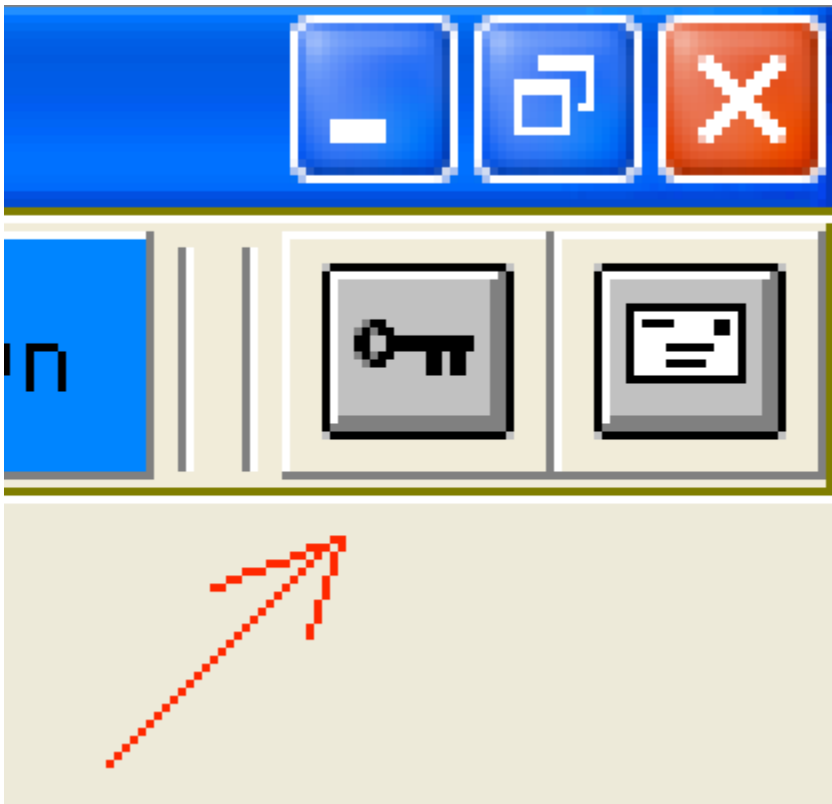
Folio	Room	Reference	Description	Amount	Date	Shift	Department
22603	2304	PARKING	DECLINED CC	-2.50	12/16/09	A	02
22603	2304	PARKING	DECLINED CC	-2.50	12/16/09	A	02
22603	2304	PARKING	DECLINED CC	-2.50	12/16/09	A	02
22621	2101	PARKING	PARKING	2.50	12/16/09	A	02
22622	2103	PARKING	PARKING	2.50	12/16/09	A	02
22623	2105	PARKING	PARKING	2.50	12/16/09	A	02
22624	2304	PARKING	PARKING	2.50	12/16/09	A	02

Total: 2.50

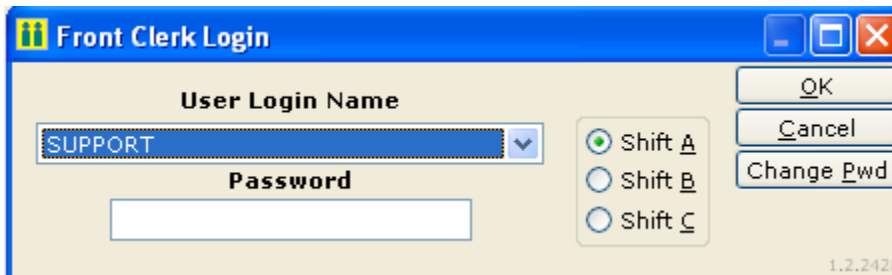
This report provides information regarding Guest Journal charges. It is especially helpful as it indicates **when a credit card has been denied**. It can be sorted by any column by double clicking on the column of choice. Users can select the number of copies to print and can click on one or more Guest Names and open their Guest Information and Folios by clicking on

OPEN SELECTED.

The HSS FrontClerk software for Windows allows us to have single click user security. When stepping away from the system simply press the Key icon in the top right corner of the screen.



This allows the user to lock down the software so only authorized access is obtained in the FrontClerk System. **When the key button is red, the system is locked down and you must log into the system again.** To do this, click the red key button and the FrontClerk Login will appear.

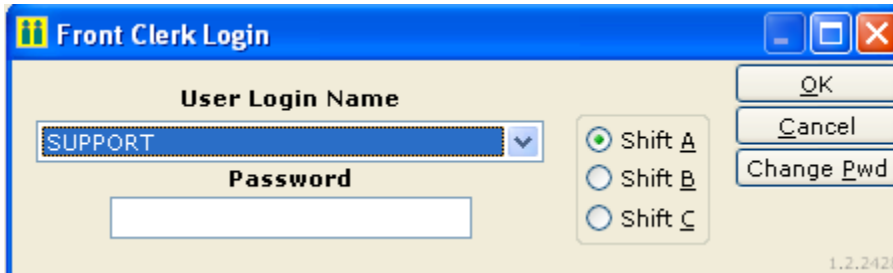


Login with the proper username and password, and the software will be unlocked.

## Using the Software

### Logging In

Upon the starting the software, you will notice that the system has a box prompting you to log in. The FrontClerk system has been designed with security in mind. Each user will need a user name and password and will be setup with our installer onsite. This can further be changed in the console version of our software explained later in this chapter.



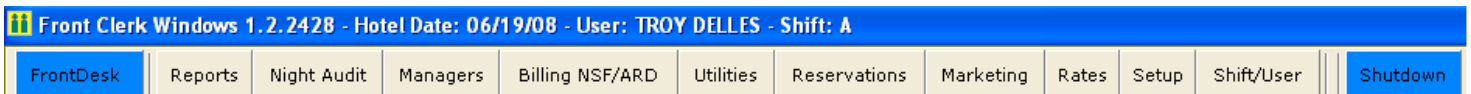
The image shows a Windows-style dialog box titled "Front Clerk Login". It has a blue title bar with standard minimize, maximize, and close buttons. The main area is light yellow. On the left, there is a "User Login Name" section with a dropdown menu currently showing "SUPPORT". Below it is a "Password" section with an empty text box. To the right of the password box are three radio button options: "Shift A" (selected), "Shift B", and "Shift C". On the far right, there are three buttons: "OK", "Cancel", and "Change Pwd". The version number "1.2.2428" is visible in the bottom right corner.

A valid login and password are required to use the software. Usernames and passwords are maintained at the property. After logging in, a user will see the HSS logo. The user has the options of choosing what they would like to do by accessing the menu buttons on the top navigational bar.

The user then chooses what shift it currently is. Choose between Shift A (check-out shift), Shift B (check-in shift), and Shift C (the night audit shift) **WARNING: Changing the shift information on this screen will do so for all users, so please communicate to your coworkers what shift is the current one.**

If you need to step away from your computer, simply lock the interface using the Key button up in the top right corner. This will lock all screens. When you are ready to resume click the red key button in the same location.

Should you feel that your password has been compromised, you can use the change pwd button to change your password. To do this, lock the interface, and then resume the interface. You will see a login screen with the Change Pwd button. Select your user name and enter your password then click the Change Pwd button. After clicking this button the system will show two fields for a new password. Enter your password in the first field and confirm in the second. Click OK to proceed logging in and using the new password, and click cancel to stop logging in and cancel the change of your password.



The image shows a blue menu bar for "Front Clerk Windows 1.2.2428". Below the title bar, it displays the current session information: "Hotel Date: 06/19/08 - User: TROY DELLES - Shift: A". Below this is a row of buttons for navigation: "FrontDesk", "Reports", "Night Audit", "Managers", "Billing NSF/ARD", "Utilities", "Reservations", "Marketing", "Rates", "Setup", "Shift/User", and "Shutdown". The "FrontDesk" and "Shutdown" buttons are highlighted in blue.

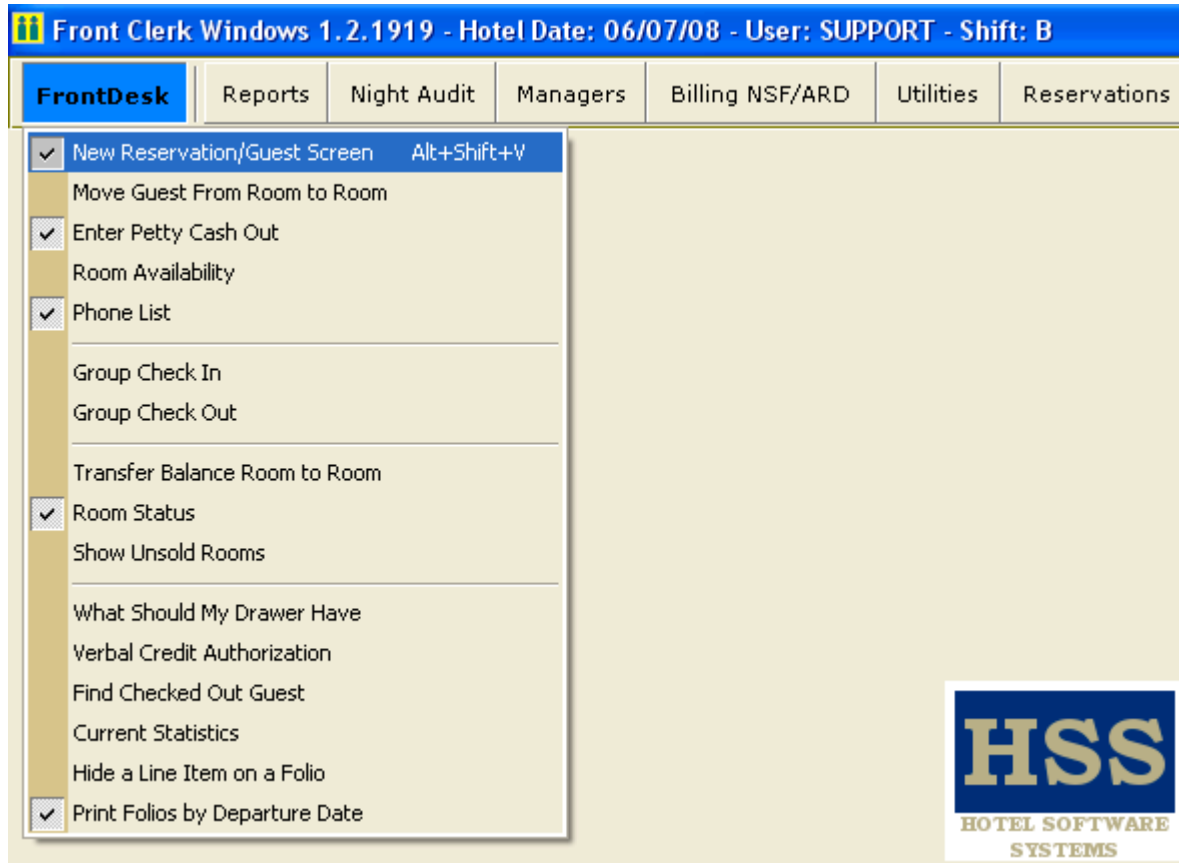
FrontClerk is an evolving property management solution. As such, we have many features to offer the properties that use our software. All functions can be used by clicking on the appropriate navigational button and mousing over the intended feature.

Note that we have check marks next to certain features. These features are the features described in this documentation. Our response to an overwhelming demand for a Windows based product has allowed us to utilize key features that are used on an every day basis at properties across the globe. All features are usable from the FrontClerk for Windows system. Those features that do not yet have a graphical interface are displayed in console mode. Console Mode allows you to be able to use all features without the need to have several terminals.

A separate user guide is available for console mode.

With the FrontClerk Property Management System, making a reservation has never been easier. To make a new reservation, simply click on the Front Desk button in the navigation bar as shown in the image below.

Choose the option New Reservation /Guest Screen.



This launches a new tab with multiple functions. This tab may be used to create a reservation, check-in a walk-in guest, update an existing reservation, or check-in an existing reservation. Fill in the arriving date and the number of nights followed by how many guests will be staying in the room. You can select a room by clicking on the search button located next to the room type field. This will display a new screen.

**ff Add SRP and Room Type**

1. Select Room Type

Room Type	Rate
SK	\$44.44
NK	\$60.00
SQQ	\$50.00
NQQ	\$60.00
SDD	\$45.00
NDD	\$59.00
SUITE	\$100.00
QN	\$58.00

2. Select SRP

SRP	Description	Rate
	RACK RATES	\$60.00
15%	15% OFF RATE	\$51.00
BR	BEST RATE	\$50.00
CMP	COMP ROOMS	\$0.00
S3A	AAA RATE	\$57.00
SBR	BEST RATES	\$70.00
SCC	CORPORATE RATE	\$54.00
SE	EMPLOYEE RATE	\$75.00

Days:

Full View:

Regular:

Room Rate: \$44.44

Daily Avg.: \$44.44

Room Type	June /2008							
	19	20	21	22	23	24	25	26
Tot. Avail.		12	32	102	102	102	102	102
SK [18]		1	3	18	18	18	18	18
NK [15]		1	6	15	15	15	15	15
SQQ [20]		1	2	20	20	20	20	20
NQQ [14]		1	4	14	14	14	14	14
SDD [20]		1	6	20	20	20	20	20
NDD [10]		4	7	10	10	10	10	10
SUITE [3]		3	3	3	3	3	3	3

Room Rate	June /2008							
	19	20	21	22	23	24	25	26
\$44.44		\$44.44	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Simply at the top of the screen choose a room type that fits the reservation that you are making. A list of rates associated with that room type appears in the box labeled "2. Select SRP". On the right are options that allow you to look at different time periods. You can filter this screen by **hours/days/weeks** and **zoom**.

This screen also allows us to see what room types are at your property and how many of each room type you have available for each day for a spread based on the options you have chosen above. The center of the screen shows the total number of each room type on the left and the amount available for each room on the central screen on the right. The view is based off of the active options you choose on the top of the screen – the default being normal zoom, and based on a 7 day spread. The bottom pink boxes show any rate changes that may happen over the course of the reservation.

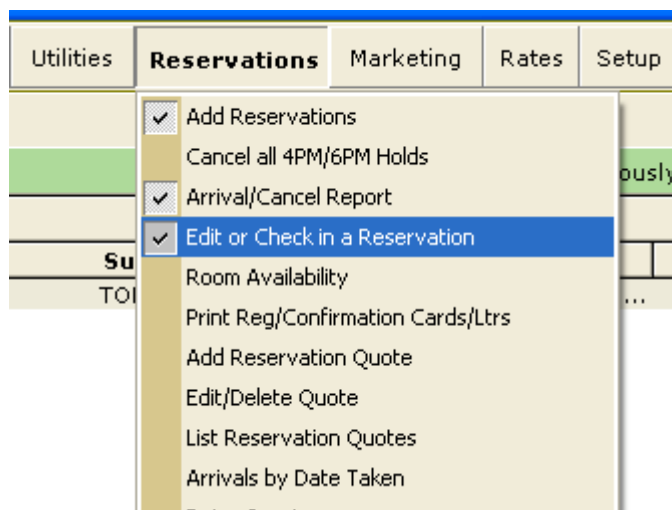
Click the room you wish to select and click save to continue with the reservation. Update the fields remaining with the guest information and when finished save the reservation using the save function <F10> or click save. For questions on what fields are which, please see Chapter 1.



## FrontClerk for Windows User Documentation

### Editing a Reservation

After making a reservation, it is possible to edit the existing reservation. To do this, simply click the Reservations button and then click Edit or Check in a Reservation.



This opens a new reservation screen that you can pull up an existing reservation with. Simply click on the search button next to the folio field if you have a folio number, or you can do a guest last name search by pressing the search button next to the last name field.

This opens a new window so you can look for the appropriate guest. This screen allows you to view reservations, in house guests, or even search your guest history.

Front Clerk Windows 1.2.2517 - Hotel Date: 06/19/08 - User: TROY DELLES - Shift: C

FrontDesk Reports Night Audit Managers Billing NSF/ARD Utilities Reservations Marketing Rates Setup Shift/User Shutdown

Front Desk 1 Debug info ->

### Name Lookup

Specific Group: [Dropdown]

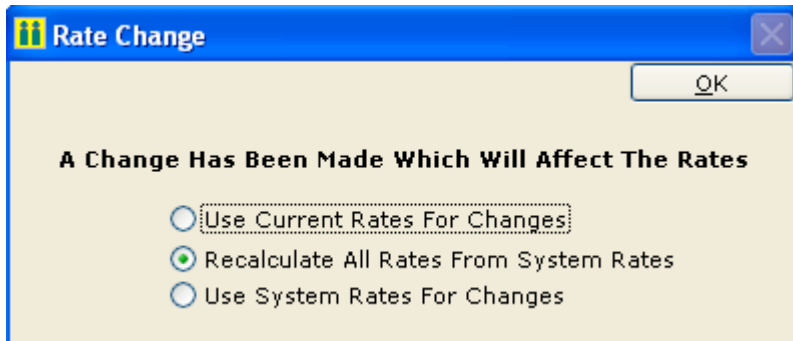
Last Name: [Text Field] Search by: ☒ Reservation ☐ In-House ☐ History

View New Res Cancel

Last Name	First Name	Folio	Arrive	Depart	Company	Room	RmType	Cancelld	Address	Zip
BLACK	LOUIS	11823	06/19/08	06/20/08		1110	NK		555 BEACH ST	06112
BRIDGES	TODD	11765	06/26/08	06/28/08			NQQ		1265 SKIDMORE ST	97102
BROADMEAD	CAROL	11802	06/19/08	06/20/08	RIVER CITY BREWERS	1104	NK		230 HOLLY ST	28001
CLAMPET	JED	11824	06/19/08	06/20/08	ACME	1407	SDD		1323 MAIN	47090
CLAMPET	MARYANN	11825	06/19/08	06/20/08	ACME	1412	SDD	Y	1323 MAIN	47090
CLAMPET	MARYANN	11827	06/19/08	06/20/08	ACME	1412	SDD		1323 MAIN	47090
COTTON	JANET	11828	06/19/08	06/20/08		1416	SDD		2766 WORLEY AVENUE	24501
DELEGATE	ONE	11752	09/01/08	09/02/08	GROUP		SK		D	75104
ECKHARDT	VIVIAN	11531	07/14/08	07/18/08			SQQ		1008 FAIRWAY DRIVE	67601
ECKHARDT	VIVIAN	11573	07/17/08	07/18/08		1501	NDD		NEW ROAD AVE	67601
ECKHARDT	VIVIAN	11575	07/17/08	07/18/08			NDD		1008 FAIRWAY DRIVE	67601
ECKHARDT	VIVIAN	11576	07/17/08	07/18/08			NDD		1008 FAIRWAY DRIVE	67601
ECKHARDT	VIVIAN	11577	07/17/08	07/18/08			NDD		1008 FAIRWAY DRIVE	67601
ECKHARDT	VIVIAN	11578	07/17/08	07/18/08			NDD		1008 FAIRWAY DRIVE	67601
ECKHARDT	VIVIAN	11579	07/16/08	07/17/08	I HAVE NOT BILLS		NDD			
ECKHARDT	VIVIAN	11581	07/17/08	07/18/08			NDD		1008 FAIRWAY DRIVE	67601
ECKHARDT	VIVIAN	11582	07/17/08	07/18/08			NDD		1008 FAIRWAY DRIVE	67601
ECKHARDT	VIVIAN	11583	07/17/08	07/18/08			NDD		1008 FAIRWAY DRIVE	67601
ECKHARDT	VIVIAN	11753	07/17/08	07/18/08					1008 FAIRWAY DRIVE	67601
FAIRBANKS	DOUGLAS	11764	07/14/08	07/17/08			NQQ		1215 5TH AVE	01010
FOOL	APRIL	11538	04/01/09	04/02/09	IBM		SK		455 BLUE CHIP WAY	10004
FORD	FRED	11617	06/19/08	06/27/08		1213	SQQ		2314 B ST	97004
FORD	FRED	11618	06/19/08	06/28/08		1203	SQQ		2314 B ST	97004
GREENVILLE	BILL	11574	07/17/08	07/18/08			NDD		123 ANY ST	97070
HOMER	BILL	11790	06/16/08	06/17/08	HSS		GROUP		7929 SW BURNS	97070

Double click any of the guests to open a tab with the reservation/in house guest/guest history.

If you change the amount of days and/or make any changes to the guest's rate you will see a new screen.



This screen indicates that you have made a change to the rates. The system then prompts you with three options. You may choose any of the following:

**Use Current Rates for Changes:** Select this option if you have done a rate override that the system may not be aware of. This allows you to continue with user-defined rates.

**Recalculate All Rates From System Rates:** This forces the system to recalculate all of the rates for this reservation against those that the system already has. It then changes the rates to what they should be for the given dates as defined in the rates databases.

**Use System Rates For Changes:** This option allows you to use the system rates for changes only. Any changes that have been made the system will calculate the rates based on what they are in the rates database.

## FrontClerk for Windows User Documentation

### User Messaging

The FrontClerk system allows users to communicate via messaging. Simply click the envelope button in the top right corner of your screen and click create. This allows you to leave a message for any other user and/or shift, multiple selections may be made by holding down your control key and clicking on several different names in the users box list. Type your message in the box and click send.

Front Clerk Windows 1.2.2517 - Hotel Date: 06/19/08 - User: TROY DELLES - Shift: C

FrontDesk Reports Night Audit Managers Billing NSF/ARD Utilities Reservations Marketing Rates Setup Shift/User Shutdown

Front Desk 1 Notes 1 Debug info ->

Show Previously Read Messages

Quit Create Reply Send Cancel Print Read By Delete

ALL SHIFT A SHIFT B SHIFT C CASEY CRAMBLIT DAVID DEBBIE JERRY HOMER JOSH LEE GRAY MARK STROUD STEPHEN GREEN SUPPORT TROY DELLES ZACHARY

MessageList

Msg #	To	From	Subject	Sent	Save	Delvd
-------	----	------	---------	------	------	-------

From: TROY DELLES To: SHIFT A;LEE GRAY;ZACHARY

Subject:

## FrontClerk for Windows User Documentation

### Checking In and Checking Out a Guest

When checking in a guest, simply open the arrivals report, double click the guest, and then click check in the guest located on the right side of the screen.

To check out a guest, simply review their bill by clicking on the folio tab located on the left center portion of the screen.

Front Clerk Windows 1.2.2517 - Hotel Date: 06/19/08 - User: TROY DELLES - Shift: C

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1

Folio # 11782 Clerk SG Confirmation # Reg Card

Arriving Sunday, June 15, 2008 Nights 9 Departing Tuesday, June 24, 2008 Group Event

Adults 1 Child 12 0 Child 17 0 Tape Chart Rm Type SQQ SRP Mk Code RCK Rm # 1207

Guest Data | **Folio Charges** | Guest Messages | Status: Add New Reservation Reservation In-House History

Total Due: \$170.25 Transfer Selected Charges Reverse Selected Charges

Folio	GstFolio	Room	Date	Time	Code	Amount	Comments	Clerk	Shift	Hide	Fol Cd
11782	11782	1207	6/15/2008	17:29:30	CASH	\$-56.75		SG	B		
11782	11782	1207	6/15/2008	22:35:47	Room Rent	\$50.00	AUTO POSTED	ZH	C		
11782	11782	1207	6/15/2008	22:35:47	Room Tax	\$6.25	TAX A	ZH	C		
11782	11782	1207	6/15/2008	22:35:47	Room Tax	\$0.50	TAX B	ZH	C		
11782	11782	1207	6/16/2008	17:05:58	Room Rent	\$50.00	AUTO POSTED	JG	C		
11782	11782	1207	6/16/2008	17:05:58	Room Tax	\$6.25	TAX A	JG	C		
11782	11782	1207	6/16/2008	17:05:58	Room Tax	\$0.50	TAX B	JG	C		
11782	11782	1207	6/17/2008	13:34:38	Room Rent	\$50.00	AUTO POSTED	DR	C		
11782	11782	1207	6/17/2008	13:34:38	Room Tax	\$6.25	TAX A	DR	C		
11782	11782	1207	6/17/2008	13:34:38	Room Tax	\$0.50	TAX B	DR	C		
11782	11782	1207	6/18/2008	22:25:48	Room Rent	\$50.00	AUTO POSTED	SG	C		
11782	11782	1207	6/18/2008	22:25:48	Room Tax	\$6.25	TAX A	SG	C		
11782	11782	1207	6/18/2008	22:25:48	Room Tax	\$0.50	TAX B	SG	C		

Charge Payment

Payment: CASH CD: M Apply

Amount: 170.25

CC #: Exp. Date: /

Voucher: A/R #: Comments:

Review your bill. If everything is correct choose a payment type on the bottom of the page. The amount is already populated. Click "Apply" and then click check out. After that, you are given an option to print the bill. The guest is checked out. **The folio balance must be \$0.00 before you will be allowed to check the guest out.**

### Reversing Charges

If everything is NOT okay; you can click on a charge that is incorrect and click the reverse selected charges button. If a guest chooses to purchase something additional, you can easily add that charge by click on the charge tab on the bottom of the screen and choosing the charge type. You can then enter an amount and apply the charge to the bill. Check the guest out as normal, after all charges have been added.

## FrontClerk for Windows User Documentation

### Revising Charges After Checkout

It is now possible with the HSS system to adjust charges on a folio after the guest has checked out without the need to check the guest back in. This procedure only requires a few steps. It is as simple as locate the guest in your history, opening the folio charges screen, and clicking Adjust Charges. From there, you will be able to post new charges and payments to this folio. The folio balance must be \$0.00 before you will be allowed to close this tab.

Front Clerk Windows 1.2.2732 - Hotel Date: 06/22/08 - User: TROY DELLES - Shift: C

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Departures 1 | Telephone Listing 1 | Front Desk 1

Folio # 11882 Clerk CC Confirmation # Reg Card

Arriving Saturday, June 21, 2008 Nights 1 Departing Sunday, June 22, 2008 Group Event

Adults 1 Child 12 0 Child 17 0 Tape Chart Rm Type SQQ SRP Mk Code RCK Rm # 1208

Guest Data | **Folio Charges** | Guest Messages

Status: Add New Reservation Reservation In-House History

Total Due: \$0.00 Transfer Selected Charges Reverse Selected Charges

Folio	GstFolio	Room	Date	Time	Code	Amount	Comments	Clerk	Shift	Hide	Fol Cd
11882	11882	1208	6/21/2008	14:35:47	CASH	\$-68.10		SG	B	<input type="checkbox"/>	
11882	11882	1208	6/21/2008	15:21:50	Room Rent	\$60.00	AUTO POSTED	SG	C	<input type="checkbox"/>	
11882	11882	1208	6/21/2008	15:21:50	Room Tax	\$7.50	TAX A	SG	C	<input type="checkbox"/>	
11882	11882	1208	6/21/2008	15:21:50	Room Tax	\$0.60	TAX B	SG	C	<input type="checkbox"/>	

Charge Payment

Payment: CASH CD: M Apply

Amount: 0.00

CC #: Exp. Date: /

Voucher: A/R #: Adjust Charges

Comments:

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### Guest Messages

Guest messages are recorded in each guest record. Simply click the Messages tab on the left center portion of the screen and enter the guest's message. The message may include choosing between text, fax, and package.

Front Clerk Windows 1.2.2517 - Hotel Date: 06/19/08 - User: TROY DELLES - Shift: C

FrontDesk | Reports | Night Audit | Managers | Billing NSF/ARD | Utilities | Reservations | Marketing | Rates | Setup | Shift/User | Shutdown

Front Desk 1

Folio # 11782 Clerk SG Confirmation # Reg Card

Arriving Sunday, June 15, 2008 Nights 9 Departing Tuesday, June 24, 2008 Group Event

Adults 1 Child 12 0 Child 17 0 Tape Chart Rm Type SQQ SRP Mk Code RCK Rm # 1207

Guest Data | Folio Charges | **Guest Messages** | Status: Add New Reservation Reservation In-House History

Add Message Edit Message Delete Messages

Box #	Guest #	Text Message	Msg Ty...	Date	Time
1207	11782	FedEx Signed Package	PKG	07/24/08	05:13:05

**Enter/Edit Message**

Characters remaining: 42

Fax from HSS LTD

Text  
☒ Fax  
Package

Save Cancel

### **How do I apply an advance deposit?**

Applying an advance deposit has never been easier. Simply open a reservation using the Edit or Check in a Reservation screen and search for your guest. From there, click on the folio charges tab located in the middle left of the screen. Add a payment for the amount of the advance deposit that you have received.

### **Where can I get a list of unsold rooms?**

A list of unsold rooms can be obtained through the tape chart. Open the tape chart and click the option to filter by available rooms. You can then print this report for easy access using the print feature.

### **Where can I get a list of in house guests?**

A list of in house guests can be obtained by your front desk telephone listing. This allows a quick and easy reference point that may also be printed and placed next to your telephone for easy access. Just click the printer icon to print the report.

### **Where can I get a list of arriving guests?**

A list of arriving guests can be found in the reports menu on the Arrival report. You may filter this report as shown in Chapter 1 of this user manual and print it as necessary.

### **Where can I get a list of departing guests?**

A list of departing guests can be found in the reports menu on the Departures report. You may filter this report as shown in Chapter 1 of this user manual and print it as necessary.

### **The software isn't doing anything. There is a red box in the top right corner with a key in it.**

The software is locked. Please see "Security System" in chapter one of this manual.

### **This software doesn't do "X". How can I submit feedback?**

The FrontClerk property management system has evolved because of customers' needs. As such, we always welcome feedback at [support@hssltd.com](mailto:support@hssltd.com). While we are able to implement some concepts that properties would like to see, it is not certain that all ideas will be used.

### **Help! I am stuck!**

We understand that your time is precious and that sometimes the answers cannot always be found. We are here for you. Simply give us a call at 1-800-634-9248 and we will be able to assist you.

### **How do I get technical assistance?**

If you should need technical assistance, we are available 24 hours a day 7 days a week. Simply call us at 1-800-634-9248 and speak to one of our technicians live or leave a voicemail and someone will get back to you as soon as possible.

[illegible]