QRes User Manual

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1   Overview

QRes is a fully-functional accommodation booking management package for Microsoft Windows. It has been designed specifically for hotels, motels, inns, resorts, caravan parks, B&Bs, ski lodges and all other providers of accommodation, particularly those with complex tariff schedules.

QRes Connect delivers the on-line services, functionality and connectivity for **Qres** through the **QRes Connect Server. QRes Connect** uses the tariff calculation system in **Qres**, and puts it online. Your availabilities and tariffs are kept updated on your own website (and others) whenever you're connected to the internet. Bookings appear within seconds on your own computer while you're online, or as soon you connect, if you're not.

1.1   Installing QRes

QRes is simple to install and set up.

The **QRes** installer is available for download here

When you download and run the installer for the first time, the install wizard will step you through both the software setup as well as the process which sets up the data model of your establishment.

The Installer also gives you the option of installing a demonstration reservations installation for a number of fictitious properties so you can immediately see how the features of the system can be applied to your operation.

During **QRes** installation, the **QRes** icon will be placed on your desktop.

Double click the icon to run **QRes**.

If it is not intended to run **QRes** over a network, and to use **QRes** on one computer, **QRes** should be installed on the same computer as the QRes Establishment Server. This is the default installation.

If **QRes** is to be used over a network, it should be installed on each computer intended for it's use. The QRes Establishment Server however, is installed on **ONE computer only.**

1.2   Ways to get assistance while you work

There are many ways you can get assistance while you work with **QRes**:

1. **Context Sensitive Help**
Many QRes dialogs have context sensitive help. Click the Help icon on the Task Bar to view the Qres Help documantation.

2. **QRes Manual**
You can download and print the latest version of the QRes HelpManual from the QRes
Server either as a Microsoft Word document (RTF Format) of as a PDF document which
will require an Adobe reader.

Click here to go to the download server.

3. **QRes On-Line Forum**
QRes has an active user forum http://www.qres.net/forum

The QRes On-Line Forum is the avenue through which you are able to receive support
for a problem you have relating to **QRes** if you cannot find the answer in **Help**. All you
need to do is ask the question through the screens provided. You will receive an
answer, which will be posted on the forum, either from someone in the **QRes** user
community or from the Development Team. The Development Team monitor all
postings to the Forum to ensure their technical accuracy, and to add comment if
necessary or desirable.

PLEASE NOTE

•The QRes On-Line Forum does not deal with any matters that do not relate specifically
to **QRes**. You will not find answers to, nor do we provide forum support for general PC
usage issues such as connectivity to your local ISP, local networking problems, email
services or problems associated with your PC's operating system.
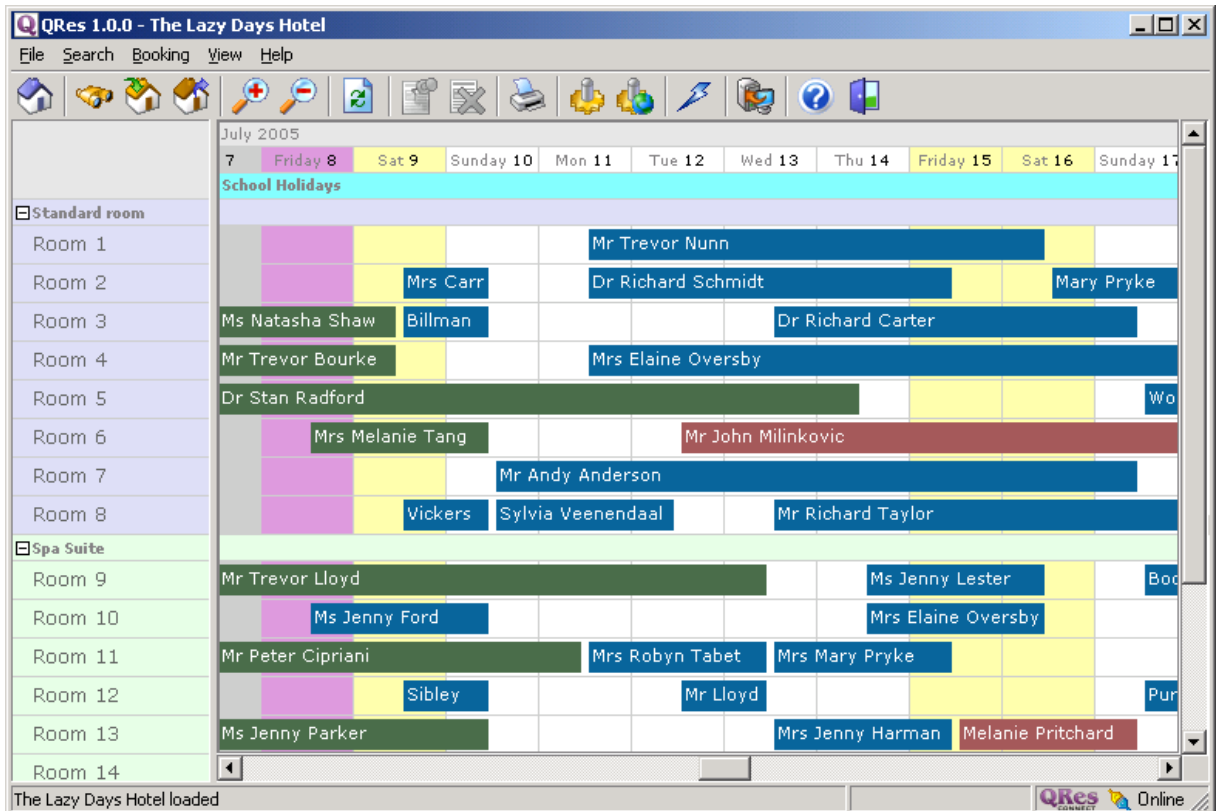
2   Bookings

2.1   Booking Chart

The **Booking Chart** is the main **QRes** screen which appears when the programme is
run.

It has four primary elements:
1. Main Menu
2. Tool Bar
3. Accommodation List
4. Bookings Grid

Features of the QRes Booking Chart

1. **Resize Booking Chart**

The Booking Chart can be re sized to your requirements by placing the cursor on any side or corner and dragging the window to the required size.

2. **Resize Accommodations List**

The width of the Accommodation List can be increased or decreased by placing the cursor on the vertical bar separating the Accommodation List from the Bookings Grid and dragging the vertical bar to the required position

3. **Zoomable Bookings Grid**

The Bookings Grid can be zoomed in or out to increase or reduce the number of days visible in the Bookings Grid. Zoom Bookings Grid

2.1.1   Accommodations List

The **Accommodations List** is the tabulation of each Unit of Accommodation which physically exists in the establishment and for which **QRes** maintains reservations control. The **Accommodations List** is displayed as an hierarchal tree in the left hand column of the Booking Chart

Individual units of accommodation are grouped into types. All the units within a specific type are essentially the same, and must have the same bedding configuration, the same features and be subject to the same tariff and tariff rules.

Each Accommodation Type is represented by a different colour, and the accommodation type name appears at the top of the list of rooms within that type.

To the left of the Accommodation Type name is a small square black box with either a "plus" or "minus" sign within each box. Expand and Contract the Accommodation Type by clicking the "plus" or "minus" sign.

Units of accommodation within a type can either be displayed or hidden by clicking whichever sign is currently displayed.

The **Accommodations List** is initially set up through the QRes Installer , and can be changed or edited at any time through the Establishment Editor

A unit of accommodation is an accommodation offering that can be booked by only one person at a time, and occupied only by the person making the booking and his/her party.

Examples of a unit of accommodation

- Motel room
- Tourist park cabin
- Powered caravan site
- Three bedroom apartment (provided the person making the booking occupies the entire apartment irrespective of party size)
- Self catering cottage (provided the person making the booking occupies the entire cottage irrespective of party size)
- A bedroom in a Bed and Breakfast establishment
- A bed in a Backpacker dormitory room

Examples that are not units of accommodation

- Interconnecting rooms - each individual room should be treated as a separate unit of accommodation. A booking for two interconnecting rooms should be handled as two separate bookings for the respective rooms. The Tariff Rules will handle any discount applicable to bookings for interconnecting rooms.

- Where a room is described as a say a "Twin Room" with one queen bed and one single bed, and is included in the Accommodation List as a "Twin Room", it **SHOULD**

NOT additionally be included in the Accommodation List as say a "Triple Room". The Tariff Rules will handle any additional charges associated with booking the "Twin room" for three people.

2.1.2 Bookings Grid

The **Bookings Grid** is a time line representation of your bookings.
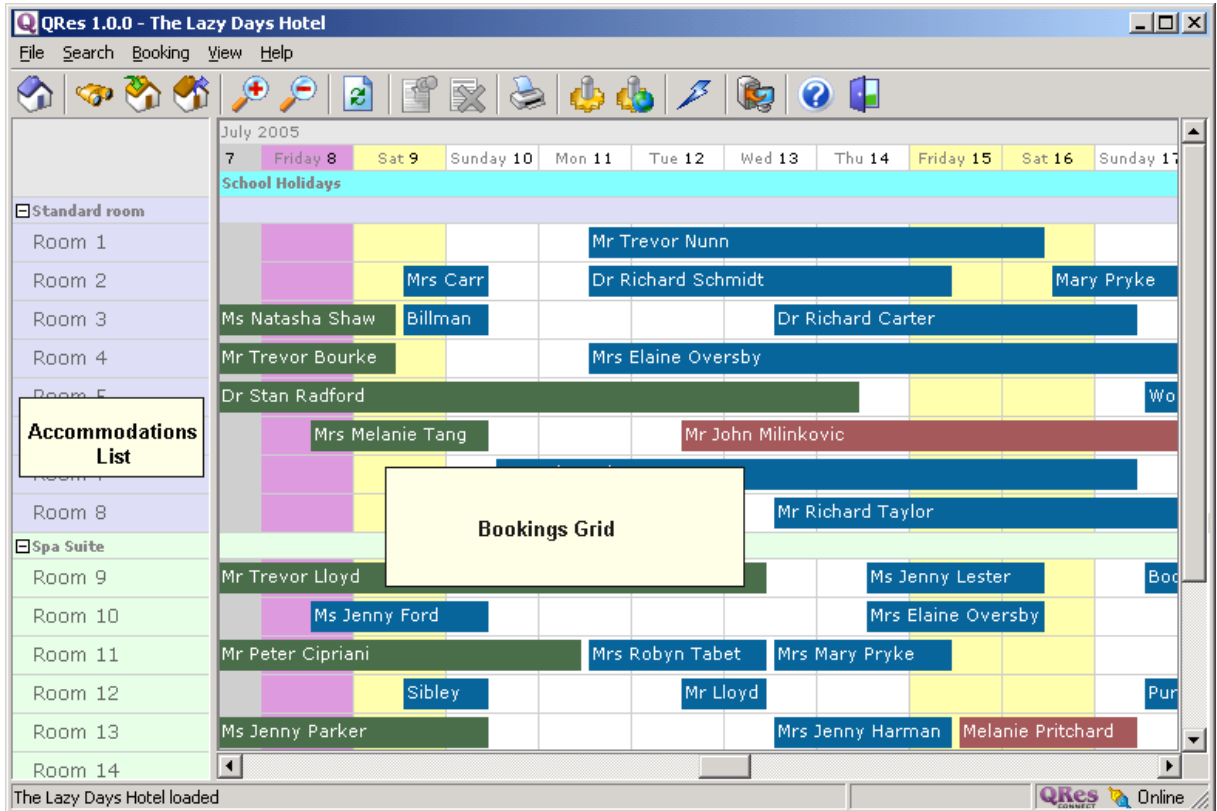
Booking Rendering Display

Two displays are available for the date columns of the Booking Grid.

Either the date column represents the "night" of that date; in which case the Booking Bar starts close to the left hand border of the first night and ends close to the right hand border of the last night.
The Booking Bar for a one night stay is within the borders of the date column representing the night of the stay.

Or the date column represents the 24 hours of the day; in which case the booking bar starts in the second half of the date column on the checkin date, and ends in the first half of the date column of the checkout date.
The Booking Bar for a one night stay starts at about the 2pm position of the checkin date and ends at about the 10am position of the checkout date.
The graphic in this topic represents this display.

See Local Settings for help on changing the Bookings Grid display

Background

The background on the Booking Grid is greyed out for days prior to the current date.

Date Range Display

The Date Range description displayed under the date row is controlled by Date Range details entered in the Establishment Editor

Expand and Contract Accommodation Type List

The facility exists to either display or hide the units of accommodation within any particular accommodation type.

There are two reasons for hiding records relating to particular accommodation types:

1. It removes unwanted information from the Bookings Grid thereby allowing clearer attention to be focused on the bookings requiring attention.
2. It avoids the processing of data relating to bookings which are not relevant to the immediate matter requiring attention, thereby improving computer response times and performance.

To hide the list of units of accommodation within an Accommodation type in the Bookings Grid,
click the "minus" sign adjacent to the Accommodation Type you wish to hide

To display the list of units of accommodation within an Accommodation type in the Bookings Grid,
click the "plus" sign adjacent to the Accommodation Type you wish to display.

2.1.2.1 Zoom Bookings Grid

The Bookings Grid can be zoomed in or out vertically. Zooming does not affect the horizontal display of the Accommodation List or Bookings.

Two icons on the Tool Bar control the level of zoom.

To **Zoom In** click the icon on the Tool Bar

To **Zoom Out** click the icon on the Tool Bar

2.1.2.1.1 Zoom In

The Bookings Grid can be zoomed in or out vertically.

"Zooming in" increases the width of the vertical columns (days) on the Bookings Grid and stretches the horizontal length of the bookings which remain in view.

Depending on the extent to which zoom in is used, it may be necessary to scroll the Bookings Grid left

or right to keep the days of interest in view.

When the Booking Chart is resized, the zoom level remains unaltered.

To zoom in **either**

click the icon on the Tool Bar

or go to **View** on the Main Menu and click **Zoom in**

2.1.2.1.2 Zoom Out

The Bookings Grid can be zoomed in or out vertically.

"Zooming out" decreases the width of the vertical columns (days) on the Bookings Grid and compress the horizontal length of the bookings in view.

This increases the number of bookings displayed in the Bookings Grid and depending on the extent of zoom, will eventually cause the Customer Name on the Booking Bars to be truncated.

Excessive "zoom out" will also degrade response times because of the additional data being processed to display a larger number of bookings.

To zoom out **either**

click the icon on the Tool Bar

or go to **View** on the Main Menu and click **Zoom Out**

2.1.3   Refresh Bookings Grid

QRes can operate on a Local Area Network (LAN) or Wide Area Network (WAN) of PC's. One person on the network may be working on a booking which affects bookings another person is simultaneously working on at another Computer.

QRes will normally automatically display new bookings and changes to bookings on the Bookings Grid of all Computers on the network within 1 to 2 seconds of a change being made on any Computer on the network.

Depending on the speed and reliability of individual network installations however, it may be necessary to manually refresh the display on the Bookings Grid by clicking the refresh icon on the Tool Bar . This will force the display to be updated from the database.

2.2   Booking Bar

A **Booking Bar** is the graphical representation of a particular booking displayed on the Bookings Grid
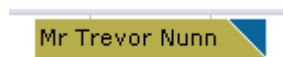
The Booking Bar displays the following information:
1.   The check-in date of the booking, being the date in the heading of the column in which the Booking Bar starts.
2.   The check-out date of the booking, being the date in the heading of the column in which the Booking Bar ends.
3.   The Unit of Accommodation assigned to this booking, being the unit of accommodation in same row in the Accommodation List on the left hand side of the Booking Chart.
4.   The Customer in whose name the booking is held.
5.   The status of the booking, represented by the colour of the Booking Bar.
6.   Whether the booking is the **Selected Booking**

Additional information relating to a booking can be viewed by two methods. Both methods will display the Booking Details panel.

1.   Position the cursor over the booking of interest and click the right mouse button. Click the menu item **Edit Booking**
2.   Double click the booking of interest to make it the **Selected Booking.** Select the Menu item **Bookings** and click **Edit Booking**

The start and finish points of the **Booking Bar** within the date cells can be changed through Local settings
The display can either
• be in the form of a gantt chart where the **booking bar** starts on the day of arrival and ends on the day of departure
• the date cells represent nights, in which case the booking bar ends in the date cell of the last night of the booking.

2.3   Booking Details

To view or edit Booking details:

Scroll the Bookings Grid until the Booking Bar of the booking you wish to view or edit is visible in the Bookings Grid and position the cursor over the required Booking Bar.
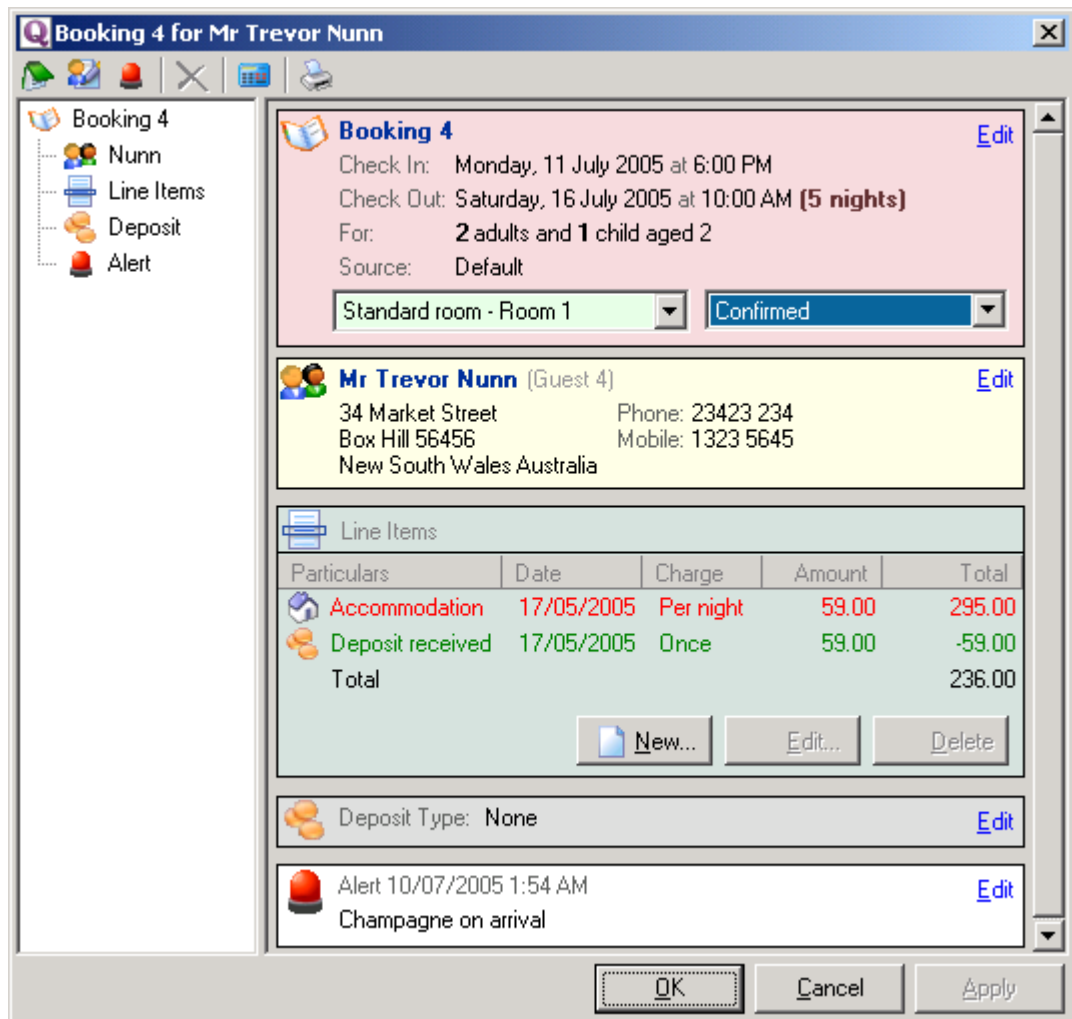
Either
. double click the required Booking Bar to make that booking the **selected booking**
or

• click on the Tool Bar

or

• right click the required Booking Bar and select **edit booking** from the drop down menu

The **Booking Details window** will then be displayed which can be resized by the standard windows method.

The tree in the left hand column displays all elements associated with the booking. Click the word next to the booking element's icon to display details of that element.

Click the **Edit** link in the appropriate panel in the main column to edit details of that element of the booking.

2.4 Create a Booking

Bookings can be created:

1.   Directly onto the Bookings Grid
2.   Automatically through On-line Bookings

To create a booking directly onto the Bookings Grid:
1. Expand the type display of the required rooms to display all the units of that
type. ⊟ Spa Suite

2. Scroll horizontally until the date range of the required booking is visible. Zoom out if necessary.

3. Move the cursor to the cell on the Booking Sheet which corresponds:
• vertically with the date of the first night of the booking
• horizontally with the unit of accommodation required

4. Right click the mouse while it is located in 3 above, and drag the mouse to the check-out date. Release the mouse.
A **New Booking dialog** will appear with no guest assigned to the new booking. It will display the number of Adults the standard tariff includes. It will also display the total cost for the standard number of guests for the stay if Standard Tariff have been entered.

If you know the Guest has an existing Guest record or if you wish to check whether an

existing Guest record exists, click the magnifying glass icon. 🔍 and the search dialog
will appear.

To assign an existing guest to the booking, drag the guest name from the search
results into the guest details box in the booking window,

If you know the Guest is a new guest with no existing Guest Record, complete the
Guest details and click "**Apply**".

Complete the actual details for Adults, children and Children's ages and click the

autoquote icon on the New Booking menu. 🚫
This will recalculate the tariff based on the entire party, and will also display any
options available for this booking that have been entered as Tariff and Condition Rules

If you wish to record the result of the Autoquoter calculation as a Line item, click
"**Apply**"

2.5 Edit or change a Booking

Make a booking the **selected booking** by clicking the desired Booking Bar on the Bookings Grid. A coloured triangle will appear at the right hand side of the Booking Bar.

Mr Trevor Nunn

To edit the **selected booking** either:

- click ![icon] on the Tool Bar or double click the selected Booking Bar or
- double click the selected Booking.

The Booking Details window will be displayed. The tree on the left hand side displays all elements of the booking. Click the word next to the booking element's icon to display details of that element.

Click the **Edit** link in the appropriate panel in the main column to edit details of that element of the booking.

Change a booking

Change dates
To change the start or end date of a booking, select the Booking Bar on the Bookings Grid. Position the cursor over either the beginning or end of the **Booking Bar** and drag either the beginning or end to the new start or end date for the changed booking as appropriate.
Autoquoter will adjust the tariff calculation provided Standard Tariff and Tariff and Condition Rules have been entered.
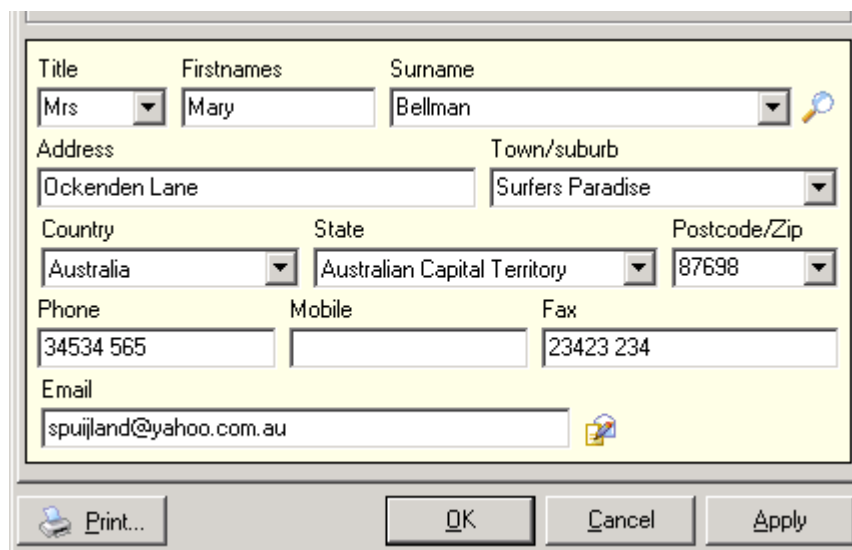
Double click the selected booking and click the autoquote icon   to display all available options for this booking if Standard Tariff and Tariff and Condition Rules have been entered.

Change party numbers
To change the number in the party select the Booking Bar on the Bookings Grid and display the Bookings tab of the Booking Window. Change the party numbers as appropriate. Click **Recalculate** on the Bookings tab of the Booking Window to recalculate the new cost of the changed party numbers and check for options. If you wish to apply the new total cost, click **Apply**

Change Guest Details

To change Guest Details click the **Edit** button   to display the Guest details window.

Edit details as required and click **Apply.**

2.6   Deposit

Record Deposit details for a booking

Dislay the Booking Details window of the selected booking. See
Edit a Selected Booking for Help on this topic.

Cash or Cheque deposits

- click **Deposit** on the Booking Details Window.
- click **Edit...**
- select from the **Type of Deposit** drop down list

Credit card deposits

- click the **Deposit** tab on the Booking Details Window.
- select Credit Card as the type of deposit

The Deposit Dialog will precomplete the **Amount to confirm** and **No Show amount** text boxes from Tariff and Condition Rules

These values can be overwritten if required.

Click "**Received**" to display the line item dialog to record a deposit payment.

Click "**Charge**" if you wish to raise a no charge.
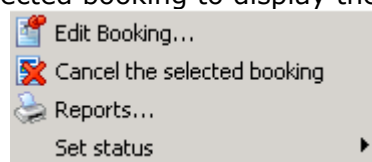
2.7   Cancel a Booking

To cancel a booking:

1. Click the desired Booking Bar on the Bookings Grid to make a booking the **selected booking.** A coloured triangle will appear at the right hand side of the Booking Bar.
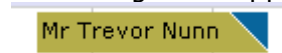
2. Either right click on the selected booking to display the booking popup

Click "Cancel the selected booking"

Or click the Cancel Booking icon on the on the Tool Bar

2.8   On-line Bookings

An establishment that uses **QRes** is able to receive instant unattended on-line bookings.

QRes has advances features which allow on-line bookings to be made and confirmed with the user even when the establishment is not connected to the internet, either because a permanent connection is temporarily broken or because the establishment uses a dial-up internet connection and is not connected to the internet for extended periods.

The system allows an establishment to limit the number of bookings that can be made for an individual Accommodation Type during periods it is "off-line", so that it can make phone or other direct "non internet" bookings to a preset level. See Online availability buffer

QRes can be set to allocate online bookings automatically, or to place booking requests in a queue for you to allocate manually.

To make this setting

- click the Global Settings icon on the Tool Bar
- select the appropriate Establishment and click **Edit..**.
- Select the "Deposits" tab.
- Go to the "Online bookings" panel and check the box as required.

2.8.1   Online availability buffer

The **Online availability buffer** is the number of units of accommodation of a particular Accommodation Type which you do not wish to make available for online sale.

This provides a buffer in the event that your installation of **QRes** is not connected to the QRes Connect Server for any reason such as connection being lost by a routing communications failure, or you are voluntarily off line, or your ISP is experiencing difficulties. On these occasions of no connection, you can continue to sell locally up to the **Online availability buffer** without risk of oversales.

Example:

Lazy Days Motel has 12 Double Ensuite Rooms. It has set an **Online availability buffer** of 2 for this room type.

Bookings are held for 9 Double Ensuite Rooms for a particular date range when the establishment last connected to the QRes Connect Server. The confirmation of only one internet sale (12 rooms - 9 bookings - 2 rooms in buffer) of a Double Ensuite Room will be permitted until the establishment next connects to the QRes Server. The extablishment is able to directly sell the 2 rooms it has held back from Internet sales in the knowledge that it has protected these 2 rooms for it's own direct sales.

If you set the **Online availability buffer** to zero, no buffer exists.

The **Online availability buffer** is set through the **Room Types** tab in the

Establishment Editor

2.8.2   Web Booking Wizard

QRes can receive internet bookings through an unlimited number of website.

A **Web Booking Wizard** can be individually configured with the graphics, fonts and colours of any website and be fully integrated into that web site.

Tariff, minimum stay requirements and rules are synchronised by the QRes Establishment Server each time you connect to the internet, thereby ensuring that quotes produced through each **Web Booking Wizard** are precisely the same quotes that are calculated by your local **QRes** installation.

The QRes Establishment Server also updates your availability continually via the QRes Connect Server while you are connected to the internet, thereby ensuring that your availability displayed through each **Web Booking Wizard** is accurate.

Examples of Web Booking Wizards can be viewed at:

http://qrconnect.net/lazydaysresort/index.html

http://qrconnect.net/lazydaysresort/index.html

http://qrconnect.net/lazydayshotel

2.8.3   Receiving On-line Bookings

When an on-line booking is requested through a Web Booking Wizard an "Online bookings received" dialog will be displayed on the desktop. If you have been disconnected from the QRes Server, there may be more than one booking requests requiring attention.

Highlight the first booking and click **Confirm...**

The booking dialog will appear with details of the booking, and with the booking allocated to an available accommodation of the appropriate type.

Select the applicable booking status from the drop down list.

If the booking is confirmed, the bookings will appear on the Bookings Grid

To send a confirmation email, right click the booking bar to display the booking menu and select reports to display the Reports dialog. Highlight the confirmation template you wish to send and click **Email**.

An email message will be displayed with the text prefilled from the template, and a

confirmation.pfd file as an attachment. Review the message and send the email.

2.9   Booking Status

Every booking has a **Booking Status,** and the colour of each Booking Bar indicates the status of a particular booking.

The default status list is:
- Awaiting deposit
- Confirmed
- Checked-in
- Checked-out

To **change the status** of a particular booking:

either

1.   Scroll the Bookings Grid until the particular booking is displayed.
2.   Right click on the Booking Bar of the particular booking and select **Set status...** from the drop down menu
3.   Highlight the required new status and click the mouse

or
1.   Scroll the Bookings Grid until the particular booking is displayed.
2.   Click on the particular booking to make it the **selected booking**
3.   Double click **Booking Bar** to display the **Booking Window**
4.   Select the required new status from the **Status:** drop down list and click **OK** if you   are finished with the booking window, or **Apply** if you wish to save the changed booking status and continue to make further changes to the Booking.

2.10   Line items

A line item is a charge or payment element associated with a particular booking. All line items which relate to a particular booking are displayed on the **Line items** element of the Booking Details window of that booking.

Line items are either automatically generated by the AutoQuoter or inserted manually to reflect ad-hoc charges. The charge can be entered as either a "per night" charge or a "once off" charge.

Where an accommodation line item is inserted automatically, if the rate for each day of the stay is the same, the line item charge will be per night. If the daily rate for any of the days in the stay are different, the total cost will be calculated, and the line item will have a "Once" charge of the total cost.

- If it is desired to change the cost influence of an automatically inserted line item to say waive the child rate for a particular booking only, the line item should be amended. Click **OK** or **Apply** to save the change.
- If it is desired to permanently change the value of an automatically inserted line item, it will be necessary to change either Standard Tariff or Tariff Rules in AutoQuoter and click **Recalculate** on the **Booking Tab**

Edit a line item manually

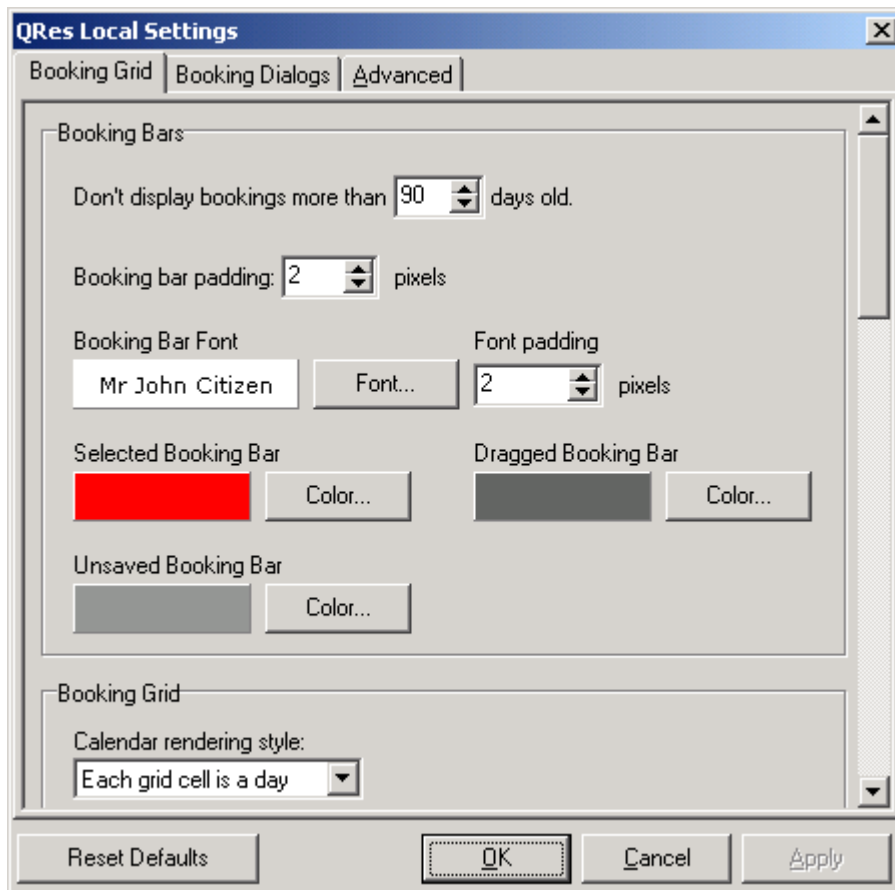Click the Edit button to display the Line Item Dialog

3   Settings

3.1   Local Settings

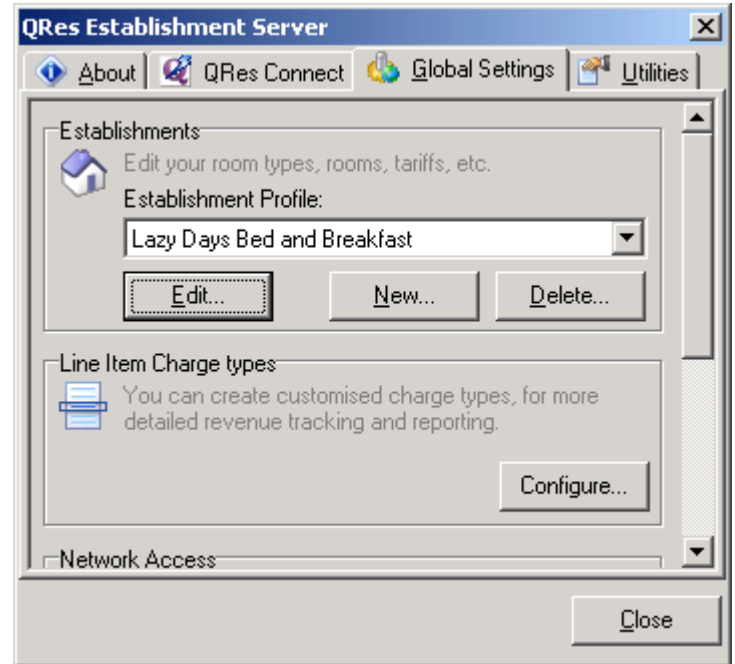**Click** [icon] Local Settings on the Tool Bar to display the Local Settings Dialog Box.

Local settings can be made to change the appearance of the Booking Chart.

3.2 Global Settings

Click the Global settings icon to display the QRes Establishment Server window through which setting can be changed and applied.
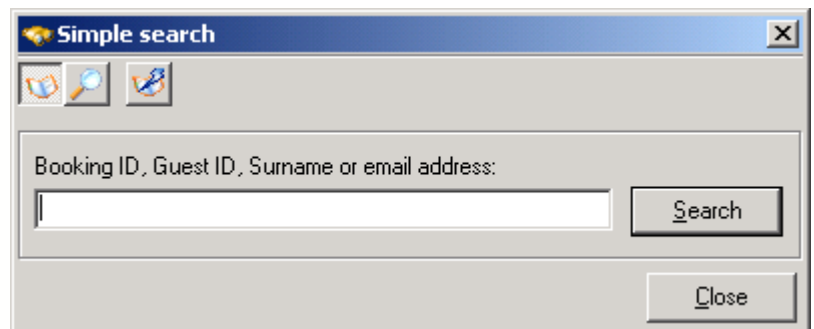
For help on this topic see QRes Establishment Server
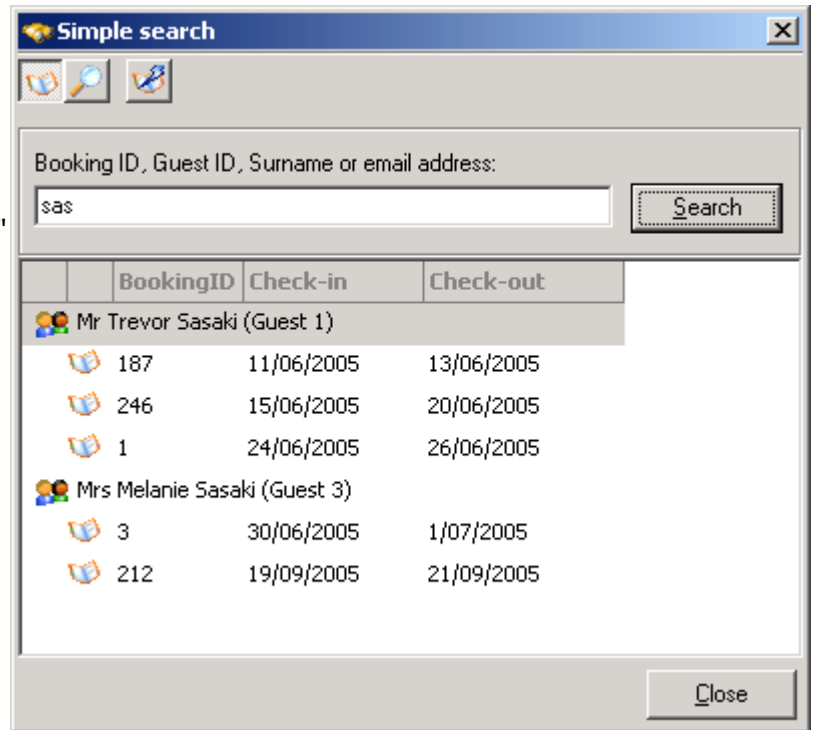
4 Guests

4.1 Find booking or guest

Click the icon on the Tool Bar to Find a booking or customer.

The Guest Search dialog will be displayed.

Click 📖 for a simple search for a guest with bookings displayed.
- Leave blank to find all Guests
- Partial character string will return matches. "sas" will return say "Mr Trevor Sasaki" and "Miss Melanie Sasaki"

Simple search

Booking ID, Guest ID, Surname or email address:

`sas`   [Search]

	BookingID	Check-in	Check-out
Mr Trevor Sasaki (Guest 1)			
	187	11/06/2005	13/06/2005
	246	15/06/2005	20/06/2005
	1	24/06/2005	26/06/2005
Mrs Melanie Sasaki (Guest 3)			
	3	30/06/2005	1/07/2005
	212	19/09/2005	21/09/2005

[Close]

Click 🔍 for advanced customer and booking searches.

For Example:

- Advanced search with name left blank and Check in date (either single date or date range) selected will return list of Guests checking in on that date.

Double click the Booking row 📖 to display booking details

Double click the Guest row 👥 to display Guest details

Advanced Bookings Search

Booking ID, Guest ID, Surname or email address:

[   ]   [Search]

Check-out ▼ is ▼ 14/07/2005 ▼

☐ Included cancelled bookings, and guests without bookings

	BookingID	Check-in	Check-out
Mr Richard Vickers (Guest 7)			
	7	11/07/2005	14/07/2005
Mr John Young (Guest 37)			
	37	6/07/2005	14/07/2005
Ms Melanie Dicker (Guest 51)			
	101	7/07/2005	14/07/2005
Mrs Elaine Sibley (Guest 90)			
	90	12/07/2005	14/07/2005

[Close]

4.2   Guests

Find a Guest record
Please see Find booking or guest

Creating a customer record for a new Guest

A new Guest record can be created when a new Booking Bar is placed on the
Bookings Grid

A **New Booking dialog** will appear with no guest assigned to the new booking, the
number of guests the standard tariff includes, and the total cost for the standard
number of guests in the room type

Complete the New Guest Panel and click **OK**

Auto-complete
This dialog had been pre-completed with the Country and State fields of the **QRes**

installation. It also has an auto-complete facility for town/suburb names as well as postcode/zip lookups for Countries for which the appropriate data file has been installed. Download data for required Countries from http://qres.net/download.php

If you know the postcode/zip of the guest, select the applicable country and type the postcode/zip.
QRes will auto-complete the state field, and if more than one Town/suburb share the postcode/zip, a drop down list of Towns/suburbs will appear in the Town/suburb field.

NOTE
The data files for postcode lookups are loaded into memory each time **QRes** is started. The more Country files you have installed, the longer the program will take to load.

4.3   Notes

Recording Notes

You are able to record notes and alerts for Bookings. Notes can either be internal notes or notes which can be included in documents for the guest to see.

To view and record notes, right click the Selected Booking to display the Booking Details dialog. Click the text in the tree on the left column to scroll the Booking window to the required note.
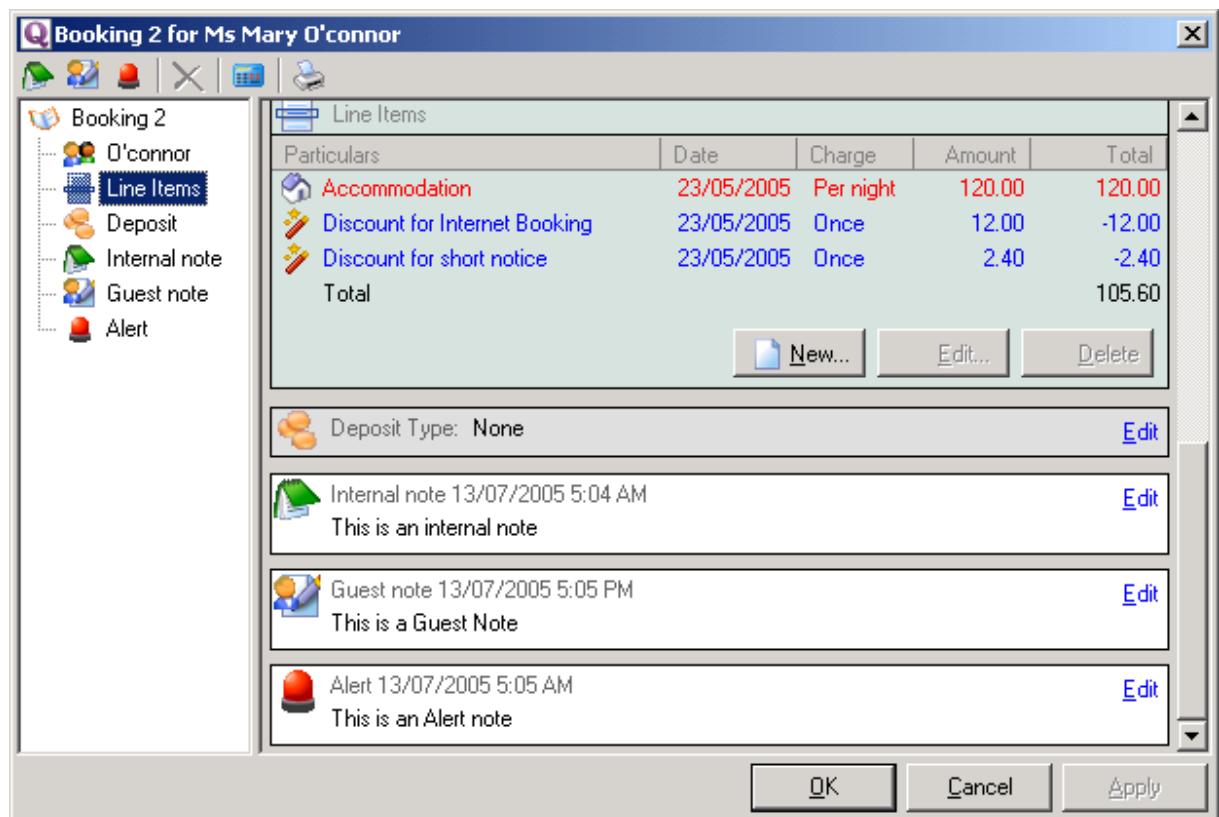
To create a new Note, click the required icon on the Task Bar at the top of the Booking

Window to display the note text editor.

4.4   Invoices

Preview and Print an invoice that related to a particular booking.

Default Invoice

You can set an invoice as the default invoice to facilitate quick check-out. To set an invoice at the default invoice:
1. Go to File|Local Settings on the Main Menu or click the **Local Settings** icon on the Tool Bar
2. Click the "**Advanced Settings**" tab on the Local Settings Dialog
3. Check the **Report Editing** option "Allow editing of report templates"
4. Click **OK**

5. Click the "**Print**" icon on the Task Bar
6. Select the **Booking** tab and highlight the invoice you wish to make the Default Invoice.
7. Click "**Add to QuickView list**"

The default invoice will have an asterisk next to it.
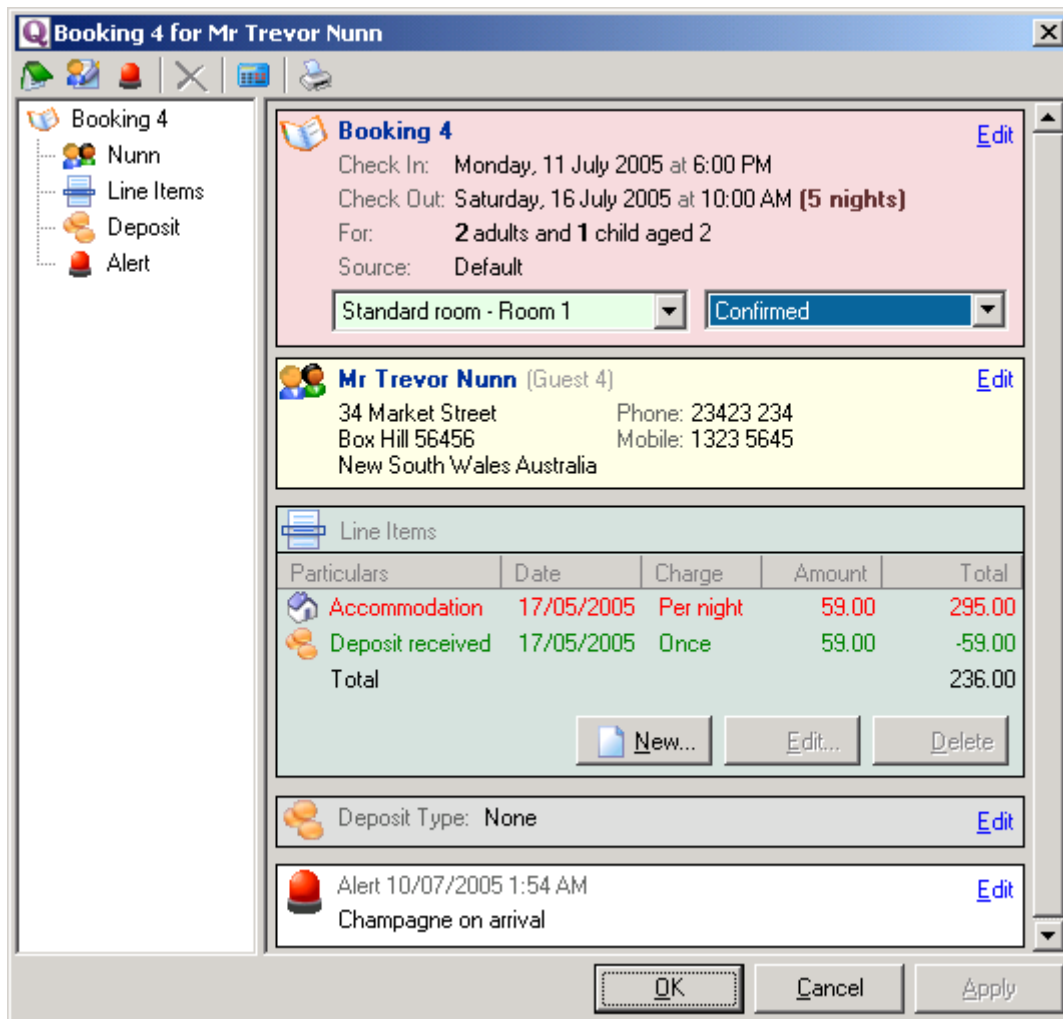
To print the invoice, click the print icon on the Booking Window

Other Invoices

1.   Click the desired Booking Bar on the Bookings Grid to make a booking the

selected booking.   .

2.   **Either** click the Print icon on the Tool Bar   **or** right click with the mouse over the selected booking and select **Reports** from the pop up menu

4.   If necessary, click the **Bookings Tab** and highlight the required invoice from the select list and click Preview.

5   Operations

5.1   QRes Establishment Server

The **QRes Establishment Server** runs on your computer and is the component that provides the communications link between the QRes Connect Server and your subscription to **QRes Connect.** It also supports your local installation of **QRes** if you do not subscription to **QRes Connect.**
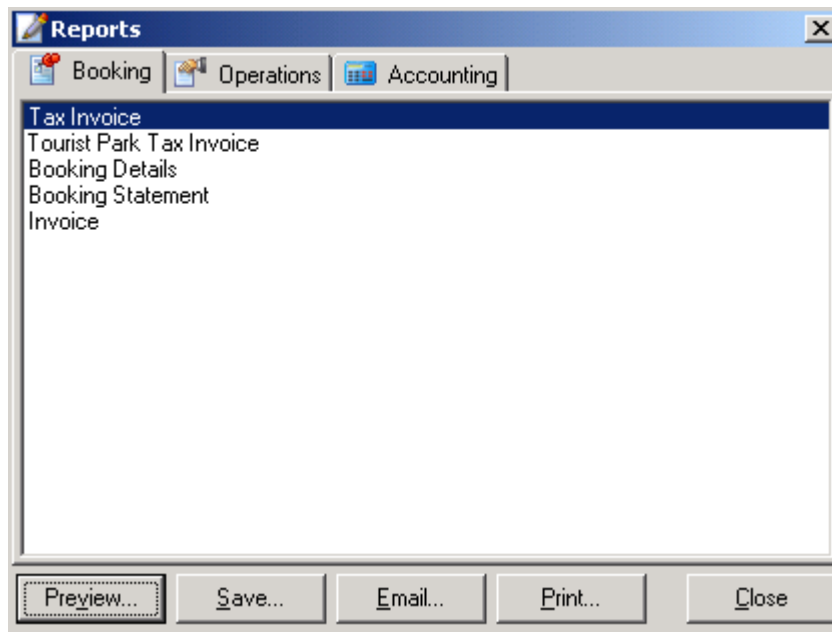
During **QRes** installation, the **QRes** icon will be placed on your desktop.

Double click the icon to run **QRes**.

A small icon will appear in the system tray of the toolbar which indicates the **QRes Establishment Server** is running.

If you are connected to the QRes Internet Server, the "Connected" icon will appear
If you are not connected to the QRes Internet Server, the "Unconnected" icon will appear

Right click the icon in the system tray to display the **QRes Establishment Server** menu

Click [Global settings...] to display the **QRes Establishment Server Settings** tab.
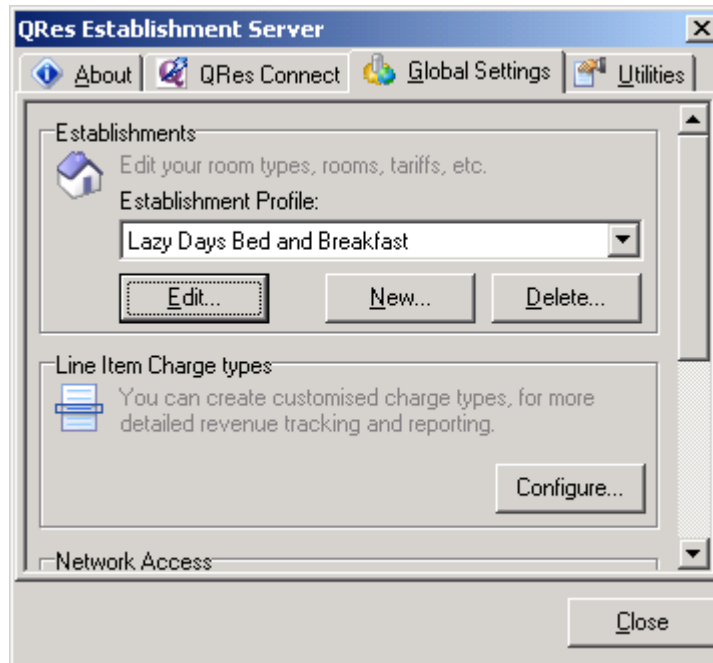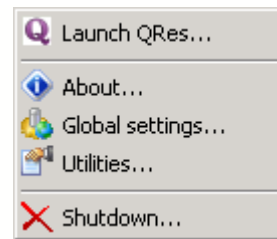
This window gives you access to following settings:

QRes Connect Server
- Keeps your tariff and availability information updated on the **QRes Connect Server** to allow real-time bookings over the internet.
- **QRes Connect** customers are provided with a siteID and password. Click the "**Log in..**" button to display the QRes Connect Log in Dialog. Insert siteID and password and click OK.

Establishments
- Edit your room types, tariff, rules etc for each of the establishments for which this version of **QRes** maintains Reservations Control
- click **New...** to create a new Establisment
- click **Edit...** to display the Establishment Editor to edit the selected establishment.

Line Item Charge Types
- click **Configure...** to to display the Customise line items Dialog and tocreate customised charge types for more detailed revenue tracking and reporting through Standard Documents and Reports .
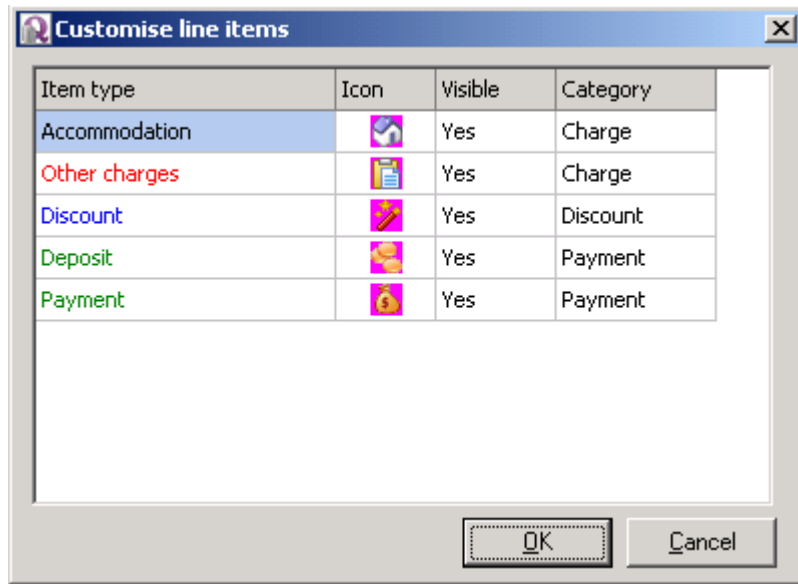
Right click on the Dialog to display the Line Items Menu, and to edit existing line items and add new ones.
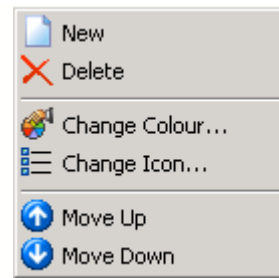
Network Access
- click **Configure...** to allow you to use your QRes installation on more than one computers, either on your own local network or over the internet.
- If **QRes** is to be used over a network, the **QRes Client** should be installed on each computer intended for it's use. The QRes Establishment Server however is installed on **ONE computer only.**
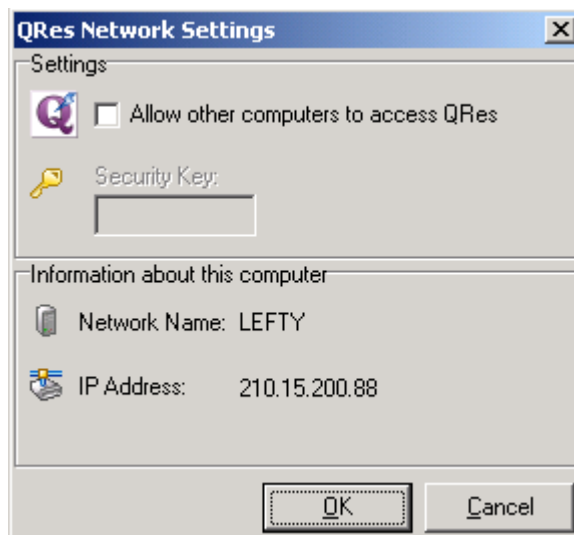
Datebase

- click **Configure...** to change either the data source or the database system.
- **QRes** uses Microsoft Access as the default database and the initial installation sets up the QRes tables in an Access database.
- **QRes** can run on a wide range of Enterprise level MS Windows or Linux database systems.

The Utilities Tab

Click [Utilities...] to display the **QRes Establishment Server Utilities** tab.

This window gives you access to following settings:

Database Backup
Database Restore

Please see Backup and Restore for help on this topic
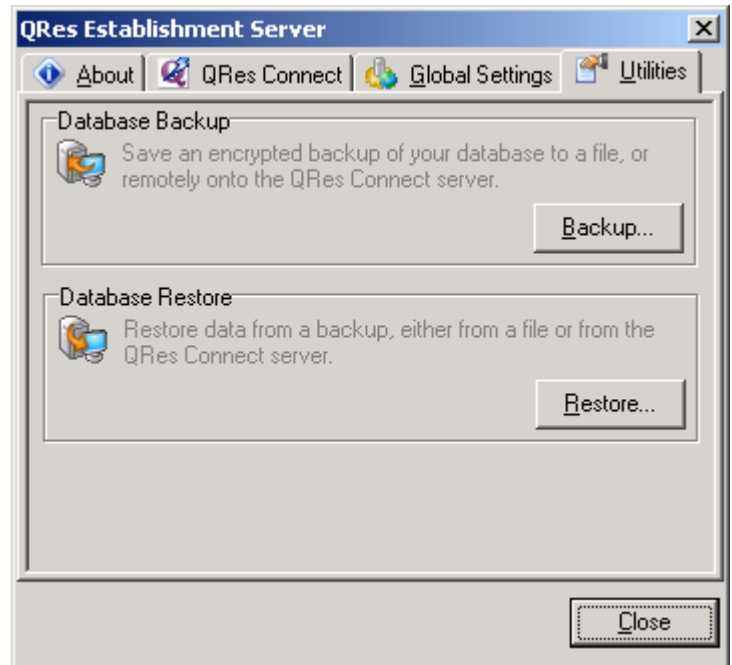
5.2   QRes Connect Server

The QRes Connect Server provides the connectivity between the installation of **QRes** on your computer, and the Web Booking Wizard on your Web Site and any other Web SIte that carries your **Web Booking Wizard**

The **QRes Connect Server**
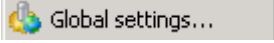
- produces the availability display and calculates tariff for your Web Booking Wizard. It also processes quotes and bookings through each Web Booking Wizard

- uploads bookings received through Web Booking Wizards to your **QRes** installation.

- uploads any changes to details maintained in the Establishment Editor which have been undertaken by **QRes Support** on your behalf.

- synchronises data held on your installation of **QRes** to ensure pricing and availability are being accurately presented through each Web Booking Wizard

5.3   Establishment Editor

The **Establishment Editor** is the program through which all aspects of your accommodations, tariff and tariff rules are edited.

To access the **Establishment Editor**, right click the **Global Settings** icon in the system tray Q to display the **QRes Establishment Serve**r menu:

Click [Global settings...] to display the **QRes Establishment Server** Settings Window and if necessary scroll until "Establishments" is displayed. If more than one establishment is managed through this installation of **QRes**, or if a demonstration Establishment has been installed, select the establishment to be edited from the drop down list, and click "**Edit..**" to display the **Establishment Editor**. You can if you wish edit the data for the demonstration establishment.

The **Establishment Editor** can also be accessed by clicking the **Global Settings** icon   on the Task Bar

The **Establishment Editor** has seven tabs:
- General
- Deposits
- Room Types
- Dates
- Standard Tariff
- Minimum Stays
- Rules

IMPORTANT NOTE
   The Establishment Editor does not have a "save" button. When you wish to commit your changes to the database, select the **File** Menu, then select and click the menu item "**Commit Changes**" This will then reload the entire database back into memory, including your most recent changes.

If you attempt to exit the program without saving the changes to the database, a Warning Dialog will appear with the words:"The current changes have not been committed to the database. Do you want to commit your changes before exiting".
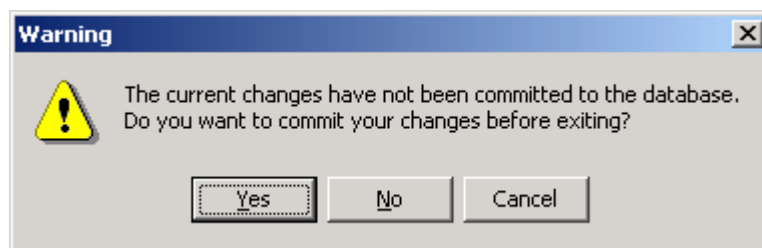
General Tab

  All general details, contact information, and accommodation policies are edited on this tab

Deposits Tab

NOTE:
The default Deposit requirement is for credit card details to be provided to secure a deposit. If your deposit requirements are different to the default requirement, a Deposit Rule must be entered to give effect to the amount of deposit required to secure a booking. See Tariff and Condition Rules

Room Type Tab

Please view Accommodation Type for help on this topics.

The Standard Tariff you enter for this room under the **Standard Tariff** tab will the standard tariff for a particular number of guests occupying this **Accommodation Type.** Loadings for extra adults and or children occupying this room are entered as Tariff Rules under the **Rules** tab.

Dates Tab

Date Ranges are set to define Standard Tariff and Tariff and Condition Rules .

Date Ranges can be set which include periods encompassed by other Date Ranges. The order in which Date Ranges are listed in the editor determines the order in which the date bands appear in QRes and in the Web Booking Wizard.

Click "**Download**" to download Public Holiday and School Holiday dates which QRes Support believe to be correct. You can edit these dates if you wish to add days before or after these dates to which you wish to have the holiday tariff applied.

From	Until (inclusive)	Class	Name	QRes	Web	URL
01 May 2005	30 Aug 2006	Low Season		Hidden	Hidden	
01 May 2005	30 Jun 2005	Special	Special Season	Visible	Hidden	
10 Sep 2005	09 Oct 2005	Mid Season	Mid Season	Visible	Hidden	
18 Oct 2005	25 Oct 2005	Mid Season	Mid Season	Visible	Hidden	
26 Oct 2005	24 Dec 2005	Tourist	Tourist Season	Visible	Hidden	
01 Apr 2006	30 Jun 2006	Special	Special Season	Visible	Hidden	
25 Dec 2005	22 Jan 2006	High	High Season	Visible	Hidden	

Minimum stay periods

Click Minimum stay periods tab to insert Minimum Stay requirements.

Minimum stays can be assigned to any Date Range Class or Date Range Name that has been recorded under the **Dates** tab.

Different Minimum Stays requirements for particular days of the week and/or particular accommodations types within a Date Range Class or Date Range Name can be assigned.

Standard tariff tab

Click **Standard tariff** tab to insert Standard Tariff

Standard Tariffs are entered on the **Standard Tariff** tab of the Establishment Editor.

Standard tariffs can be assigned to any Date Range Class or Date Range Name that has been recorded under the **Dates** tab.

Different Standard tariffs for particular days of the week for particular accommodations types within a Date Range Class or Date Range Name can be assigned.

Standard tariffs can be entered for stays of any duration together with the daily tariff that is to be applied to each extra night. That rate for each extra night will apply until the number of days in the stay equals the next standard tariff.

Example:
Rate for 1 night: 80.
Rate for 3 nights: 150. Rate for each extra night: 75
Rate for 7 nights: 490. Rate for each extra night: 70

Rate for 14 nights: 910. Rate for each extra night: 65

Autoquote will calculate a stay of 13 nights as follows:
490 plus 6*70. Total cost 910

IMPORTANT
The order in which Standard Tariffs are listed in the editor is fundamental to producing accurate pricing. Any rate that applies to a particular stay which is higher in the list will be applied in preference to any rate that applies to the same stay but which is lower in the list.

Example:
1. You enter a rate for a date range of "low season", and a higher rate for "Public Holiday". For the "Public Holiday" rate to apply to a Public Holiday in a "low season", the "Public Holiday" rate must appear above the "low season" rate in the editor. Use the "Move Up" and "Move Down" buttons to adjust the relative positions of "Standard Tariffs"

2. A Low Season of 2 May 2005 to 31 Aug 2005 is set, and a High Season is set for 2 Jul 2005 to 17 Jul 2005 which is within the Low Season. The Standard Tariff for the Date Range of High Season must appear above the Standard Tariff for the Date Range of Low Season for the higher rate to apply.

Rules Tab

Click the **Rules tab** to view all tariff, condition and deposit rules and the pascal script that gives effect to these rules.

Scripting of these rules by **QRes Support** is included in the fee for **QRes Connect** customers. The script of new or revised rules is prepared by the **QRes Support**, and is automatically inserted into your local **QRes** installation via the QRes Establishment Server .
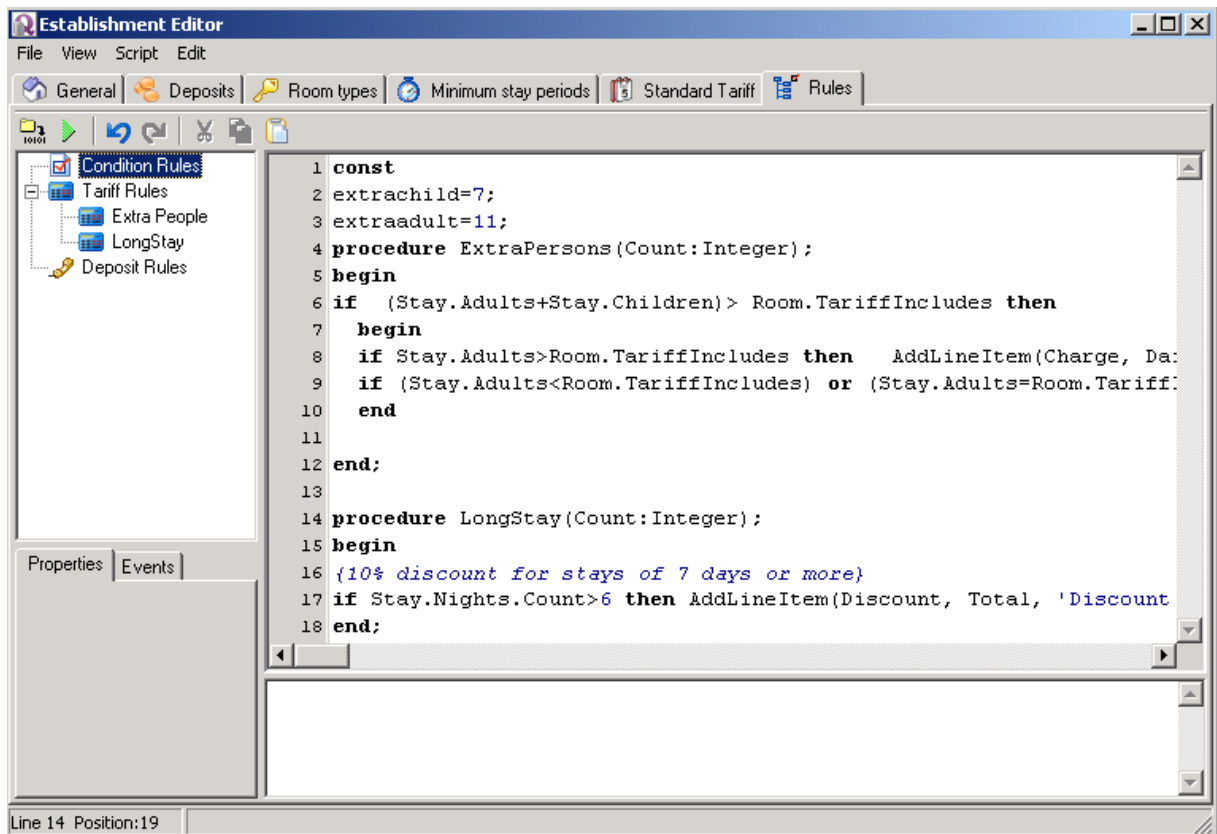
See Tariff and Condition Rules for assistance with this topic

5.4   Multiple Establishments

A single installation of **QRes** is able to control the bookings for multiple establishments.

The facility to create multiple establishments however should only be used where the establishments have different physical addresses.
- Multiple Establishments should not be created where merely different types of accommodation are provided at different locations.

- The Multiple Establishments facility would be appropriate where say two hotels with different physical addresses and with a range of different accommodation offerings are operated by the same management, and that management wishes to exercise Reservations Control from a central office.
- The operation, however, of say a Guest House with 3 En-Suite Double Rooms, 4 En-suite Twin Rooms, 4 Share Facilities Single Rooms and a 3 Bedroom Self Contained Cottage "down the road" which can only be booked in it's entirety should **NOT** set up the Cottage as a separate establishment. Reservations control for this type of operation is much more easily handled as one "establishment".

Additional establishments are added through Establishment Editor.

Click on the Tool Bar to display a popup window with a list of Establishments which are controlled by this single installation of **QRes**.

The popup window also allows the selection of the Establishment which will appear in the Booking Chart on start up. **Select** the required establishment to be loaded on start up, **check** the "Always use these settings on startup" checkbox, and click **OK**.

To add a new establishment to a QRes installation, right click the Qres Establishment Server icon to display the QRes Establishment Server Menu . Please see QRes Establishment Server for assistance with this topic.

5.5 Accommodation Type

In many establishments, it is possible to group particular units of accommodation into types.

All the units within a specific type must be essentially the same, and should have the same bedding configuration, the same features and be subject to the same tariff and tariff rules.

A motel may have standard twin rooms, all of which have a double bed and a single bed, and can accommodate a cot and all have the same interior features. A number of these rooms may be on an upper level with a river view, and carry a tariff premium over the other standard twin rooms.

In this case, separate **accommodation types** should be created:

- Standard twin room
- Standard twin room with river view

A property with only one or two units of accommodation such as a Bed and Breakfast will still need to create at least one **accommodation type**.

Example:

1 . A Bed and Breakfast with say two rooms, one of which has a queen bed, the other with 2 single beds should be set up as two Accommodation Types, say "Double Room" and "Twin Room", with the appropriate room listed in the appropriate Accommodation Type.

This is to ensure that internet users are able to request bookings in precisely the type of room they require, and the Web Booking Wizard does not distinguish between units of accommodation (rooms) within a type.

In the case of a Bed and Breakfast with only two rooms, each having different bedding or different tariff, two accommodation types will need to be created, and the appropriate room listed under the appropriate type. For example:

Accommodation type   Unit of Accommodation

Double   The Mauve Room
Twin   The Blue Room

5.6   Connect to the QRes Connect Server

In order to connect to the **QRes Connect Server,** you need to:
- have a current **QRes Connect** subscription
- carry out the following instructions to record your siteID and password in order to activate the service.

Click the Connect to QRes Connect Server icon   in the Tool Bar.

You will have been provided with a SiteID and Password by email from **QRes Support**

5.7   Backup and Restore

To backup or restore your **QRes** database right click the icon **Q** in the system tray to display the **QRes Establishment Server** menu.

Click the **Utilities Tab**
 to display the **QRes Establishment Server Utilities**

Click **Backup** or **Restore** as required.

The appropriate **QRes Wizard** will appear. Follow the prompts to back up or restore the database to or from the location of your choosing.

If you have a current **QRes Connect** subscription, the QRes Backup Wizard will give you the option of backing up your database to the
QRes Connect Server .
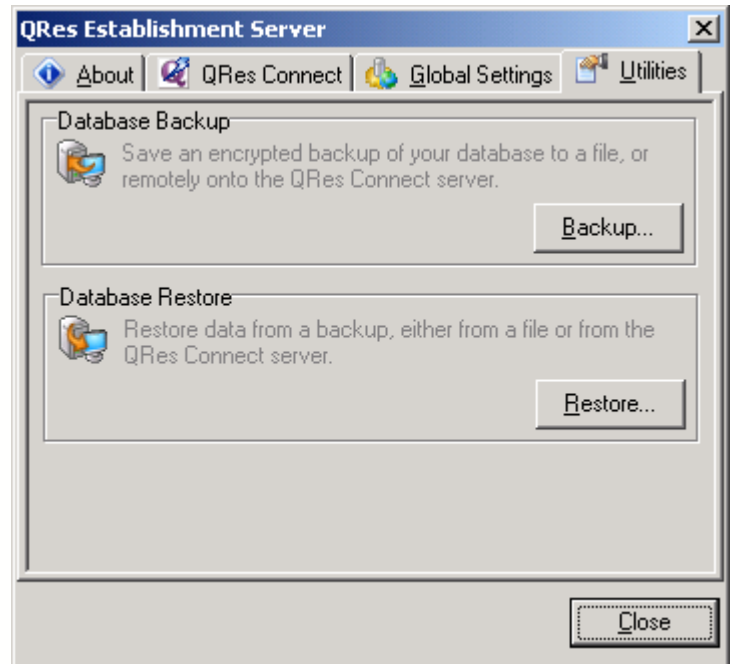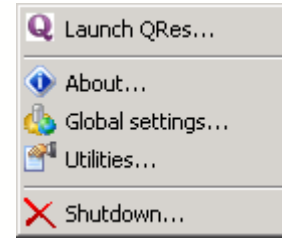
6   Messages and Reports

6.1   Standard Documents and Reports

QRes is distributed with a wide range of printable **Standard Documents and Reports**, which are divided into categories:
- Bookings
- Operations
- Accounting

Bookings
Relate to a particular booking, and include confirmation notification, invoices, statements etc.

Operations
Provide Management Reporting and routine operational and performance, such as checkin and ckeckout reports, occupancy rates etc.

Accounting

Provide revenue and billing reports for charges raised and revenue recorded through QRes

Operations and Accounting Reports can be prepared by any date range.

6.2　Customising and Writing New Documents

QRes has an integrated report writer which allow you to edit the <u>Standard Documents</u> that are distributed with the software.

These documents can readily be customised with different layouts, fonts, company logo's etc

Note:

We recommended you back up the report template of the document you intend to edit **before** starting this procedure. The file containing the report template will be found in "C:\Program Files\QRes\templates of the standard installation.

1. If the report you wish to customise a report which relates to a Booking, click the desired <u>Booking Bar</u> on the <u>Bookings Grid</u> to make a booking the **selected booking**. A coloured triangle will appear at the right hand side of the Booking Bar.

 .
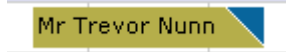
2. Click the Print icon on the Task Bar

3.   If necessary, click the **Bookings Tab** and highlight the report to be customised from the select list and click Edit....
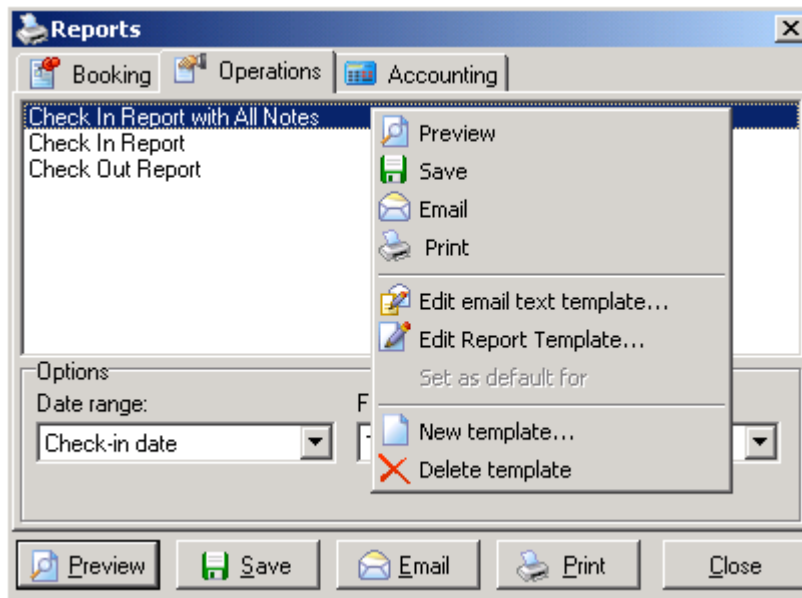
4. The Reports dialog will be displayed. Right click the report you wish to edit to display the edit menu. Select "Edit Report Template..." to display the FastReport 3 editor. The User manual can be downloaded from http://www.fast-report.com/en/documentation/

7 Autoquoter

7.1 Overview of AutoQuoter

AutoQuoter is a sub-system that precisely models your tariff, Tariff Rules and other conditions that will apply to a particular stay and calculates the total cost of accommodation for a booking. Each cost element of the total cost of the booking is identified as a Line item.

QRes synchronises the Standard Tariff and Tariff Rules held on the QRes Connect Server for internet bookings and in **QRes** database at the establishment for locally created bookings. This ensures the **AutoQuoter** produces the same total cost for all bookings, whether they are created locally or whether they are On-line Bookings

In order to produce accurate pricing which precisely represents the establishment's tariff, it is imperative that all data required by **AutoQuoter** is accurate, correctly represented in the database and is maintained.

Any changes any of these elements should be thoroughly tested immediately to ensure accurate pricing is being produced by the system.

AutoQuoter can accommodate Tariff Rules that produce a different total cost for the same "parcel" of accommodation booked through different websites, and can make discounts available to particular classes of users such as automobile association or accommodation chain members. The system cannot validate the entitlement to any discount, and the quote is provided and the booking confirmed on the condition that if

the user cannot satisfy entitlement to the discount at the time of check-in, the discount will not apply.

7.2   Standard Tariff

The **Standard Tariff** is the rate for all the Units of Accommodation of a particular Accommodation Type which covers the cost of accommodation of a preset number of guests. This number of guests is set for each Accommodation Type in the Establishment Editor.

Standard Tariffs are entered on the **Standard Tariff** tab of the Establishment Editor.

If a Unit of Accommodation is to be occupied by fewer guests than the number of guests the **Standard Tariff** includes, and a lower rate applies to single occupancy of that Accommodation Type, a Tariff Rule is written to provide the lower single occupancy rate.

Similarly, if a Unit of Accommodation is to be occupied by more than the number of guests the **Standard Tariff** includes, and additional amounts apply for extra adults or extra children for that Accommodation Type, a Tariff Rule is written to apply the extra charges for additional occupants.

Example

The **Standard Tariff** for a Deluxe Spa Cabin occupied by two adults is $100. The bedding configuration is a queen bed, double bunks and an optional cot. Each additional adult is $15 and each additional child between 3 and 13 is $10. Children under 3 are free, but cot hire, if required, is $5 per week or part thereof. The daily rate for single occupancy of a Deluxe Spa Cabin is $90.

A Tariff Rule is written to provide the $10 reduction from the Standard Tariff for single occupancy and to apply the additional charges for extra people and for the optional selection of the cot.

Standard tariffs can be assigned to any Date Range Class or Date Range Name that has been recorded under the **Dates** tab.

Different Standard tariffs for particular days of the week for particular accommodations types within a Date Range Class or Date Range Name can be assigned.

Standard tariffs can be entered for stays of any duration together with the daily tariff that is to be applied to each extra night. That rate for each extra night will apply until the number of days in the stay equals the next standard tariff.

Example:
Rate for 1 night: 80.
Rate for 3 nights: 150. Rate for each extra night: 75
Rate for 7 nights: 490. Rate for each extra night: 70
Rate for 14 nights: 910. Rate for each extra night: 65

Autoquote will calculate a stay of 13 nights as follows:

490 plus 6*70. Total cost 910

IMPORTANT
The order in which Standard Tariffs are listed in the editor is fundamental to producing accurate pricing.

Example:
You enter a rate for a date range of "low season", and a higher rate for "Public Holiday". For the "Public Holiday" rate to apply to a Public Holiday in a "low season", the "Public Holiday" rate must appear above the "low season" rate in the editor. Use the "Move Up" and "Move Down" buttons to adjust the relative positions of "Standard Tariffs"

7.3   Tariff and Condition Rules

Tariff and Condition Rules are the basis of the **AutoQuoter** and operate in unison with Standard Tariff to produce a quote which precisely reflects your tariff rules and conditions.

Tariff Rules are written in **pascal script**

Tariff Rules apply to particular date ranges and can be written for any conditions such as:

- Discounts for "short notice" bookings made within a certain number of days prior to check-in date
- Discount for monthly stays
- Discount for weekly stays
- Additional rates for extra adults
- Additional rates for extra children
- Weekend Breaks Rates
- 2 night mid-week special breaks
- Special breaks
- Discounts for certain classes of guests such as automobile association or accommodation chain membership. These discounts can be made available only to guests booking through particular a Web Booking Wizard . This is achieved by writing Tariff Rules for that particular wizard

Tariff Rules can also be written for optional extra services such as:

- Bed and Breakfast
- Dinner, Bed and Breakfast packages
- Linen hire
- Champagne on arrival
- Child meal packages

A **QRes Connect** subscription includes the cost of writing scripts required to run **Tariff and Condition Rules** and to update rules when required.

Scripting Condition rules:
These rules simply state whether the booking can go ahead or not.
To deny bookings for a specific reason, create a condition rule and set the result to false in the rule's OnExecute function.

You can give a reason for the denial using the RejectReason variable which is a string.
The result defaults to false, you need to explicitly set it to true.

For example: This rule denies bookings of exactly 13 nights and gives a reason

```
function Rule1Execute:Boolean;
begin
  if Stay.Nights.Count = 13 then
  begin
    result := False;
    RejectReason := 'We cannot take bookings of 13 nights because we are
superstitious";
  end;
end;
```

Scripting Tariff rules:

These rules can manipulate the tariff of the stay, either invisibly or by explicitly adding line items.

Tariffs can only be maniplated in the rule's OnExecute procedure.

Every Autoquote price calculation provides 1 default line item, which by default will contain the sum of standard tariffs for the requested nights.

You can change the value of each night individually, which will affect the default line item.

Also, the default line item has a LineItemType of 'Accommodation' and a line item description of 'Accommodation'.
You can change these by changing the "DefaultLineItemType" string or the "DefaultLineItem" string.

For example:

This rule silently subtracts $10 from each night of a stay and changes the default line item's description to show it
as a long stay rate, for any stay equal to or more than 3 nights

```
procedure Rule2Execute(Count:Integer);
```

```
var
  i:Integer;
begin
  if Stay.Nights.Count >= 3 then
  begin

    { Change the line item description }
    DefaultLineItem := 'Long stay rate';

    { Loop through and reduce the nightly tariff }
    for i := 0 to Stay.Nights.Count-1 do
    begin
      Stay.Nights[i].Tariff := Stay.Nights[i].Tariff - 10;
    end;

  end;
end;
```

Alternatively, you can add new line items of your own.

The functions are "AddCharge" and "AddDiscount". Each requires 4 parameters:
1. Charge type : string
   This should be an existing line item type in your QRes installation. If it doesn't exist, then it will be created when the booking is received.

   The standard Charge types are: 'Accommodation' and 'Other charges' . The standard Discount type is: 'Discount'

2. Frequency, which can be either Daily or Total.
   If it's daily, then the amount is multiplied by the number of nights
   for the stay, otherwise it's just a one-off charge for the entire stay.

3. Description, which is a string.

4. Value, which is the dollar amount of the line item.

Example 1:

This rule adds a daily linen charge line item of $8 per adult

```
procedure Rule3Execute(Count:Integer);
begin
  AddCharge('Accommodation', Daily, 'Linen for '+IntToStr(Stay.Adults), Stay.Adults *
8);
end;
```

Example 2:

This rule gives a $50 discount as a line item for a 3+ night stay

```
procedure Rule4Execute(Count:Integer);
begin
  if Stay.Nights.Count >= 3 then
  begin
    AddDiscount('Longstay', Total, '3 day stay bonus', 50);
  end
end;
```

Tariff rules for Optional services

These are used to give the user a choice as to whether a tariff rule is applied.

To make a rule optional, change it's "Run" parameter from "**Always**" to "**Optional**".

The decision whether to make an optional rule available for the user to choose is made within the rule's "OnGetSelect" function. The OnGetSelect function should return 1 if you wish to offer the user a checkbox, or more than 1 if you wish to offer the user a selectable number.

Example 1:

This **OnGetSelect** function lets the user select an optional weekend package if the stay is for 2 nights

```
function Rule5TestExec:Integer;
begin
  if Stay.Nights.Count = 2 then
    Result := 1;
end;
```

Example 2:

This OnGetSelect function lets the user select ski lift passes for any number of adults

```
function Rule5TestExec:Integer;
begin
  Result := Stay.Adults;
end;
```

The above rules also need "**OnExecute**" functions which define how the tariff would change if the user selected the optional rules.
The "Count" parameter gives the number of items selected by the user. For checkbox options, this will be 1 or 0. For numeric options, it could be higher.

Example 1:

This rule implements the optional weekend package for 2 night stays

```
procedure Rule5Execute(Count:Integer);
begin
  if Stay.Nights.Count = 2 then
  begin
    Stay.Nights[0] := 100;
    Stay.Nights[1] := 100;
    DefaultLineItem := 'Weekend package';
  end;
end;
```

Example 2:

This rule adds a line items for ski passes if selected by the user Ski passes are $50 per adult per day

```
procedure Rule5Execute(Count:Integer);
begin
  AddCharge('Ski passes', Daily, 'Ski passes for '+IntToStr(Count)+' adults', Count *
50);
end;
```

Deposit rules:

Change the "Deposit" variable to affect the deposit payable.

Stay.Deposit = ?? (defaults to value of the first night)
Stay.ImmediateCCDeposit = ?? (defaults to zero)

Keywords currently in the scripting system:

Stay.Adults	Integer	- The number of adults
Stay.Children	Integer	- The number of children
Stay.Infants	nteger	- The number of infants
Stay.People	Integer	- Total number of adults, children & infants.
Stay.ChildrenOverAge(n) the age of "n".	Integer	- The number of children over
Stay.ChildrenUnderAge(n) at or under the age of "n".	Integer	- The number of children
Stay.Nights.Count stay.	Integer	- The number of nights in the
Stay.Nights[n].Tariff of the stay.	Double	- The tariff for night "n"
Stay.Nights[n].Date the stay.	TDateTime	- The date of night "n" of
Stay.FirstNight	TDateTime	- The first night of the stay
Stay.LastNight	TDateTime	- The last night of the stay

| Stay.TariffTotal | Double | - Total of all nights' tariffs |

before line items.

| LineItemTotal | Double | - Total of all nights including |

extra line item discounts/charges.

| Rule.Nights.Count | Integer | Same as above, but |

only includes nights

| Rule.Nights[n].Tariff | Double | of the stay which also fall |

within the

Rule.Nights[n].Date	TDateTime	current rule's date range.
Rule.Firstnight	TDateTime	
Rule.Lastnight	TDateTime	

| Room.TypeID | String | - The room type ID |
| Room.TariffIncludes | Integer | - The number of guests included |

in the room's standard tariff

| Room.Name | String | - The room's name |

| DefaultLineItem | String | -The description of the first line |

item

| RejectReason | String | - The reason why the |

stay was denied.

Procedures available:

```
// Add a line item to the booking.
Procedure AddCharge(LineItemType:String ;
                [Daily | Total ] ;
                Description:String ;
                Value:Double)

Procedure AddDiscount(LineItemType:String ;
                [Daily | Total ] ;
                Description:String ;
                Value:Double)
```

Add an alert to the "notes" section of a booking.
procedure AddAlert(AlertText:String);

Add an internal note to the "notes" section of a booking.
procedure AddInternalNote(NoteText:String);

Add a guest-visible note to the "notes" section of a booking.
procedure AddGuestNote(NoteText:String);

Functions available:

Weekday(ADate:TDateTime):Integer
 * This function returns an integer which maps to the constants:
  [Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday]

 Example:

 if Weekday(Stay.FirstNight) in [Saturday, Sunday] **then**
 begin
  AddCharge('Accommodation', Total, 'Surcharge for checking in on weekend', 20);
 end;

Date functions:

** IMPORTANT: ALWAYS EXPRESS DATES IN THE NON-AMBIGUOUS FORMAT OF: "dd MMM yyyy"
  For example: "25 DEC 2007"
  This is the "UniDate" (Universal Date) format.

function FormatUniDate(Date:TDateTime):String;
function FormatUniTime(Time:TDateTime):String;
function FormatUniDateTime(Date:TDateTime):String;
function UniDateToDate(UniDate:String; DefaultDate:TDateTime):TDateTime;
function UniTimeToTime(UniTime:String; DefaultTime:TDateTime):TDateTime;
function UniDateTimeToDateTime(UniDate:String):TDateTime;

function EncodeDate(Year, Month, Day: Word): TDateTime;
function EncodeTime(Hour, Min, Sec, MSec: Word): TDateTime;
function TryEncodeDate(Year, Month, Day: Word; out Date: TDateTime): Boolean;
function TryEncodeTime(Hour, Min, Sec, MSec: Word; out Time: TDateTime): Boolean;
procedure DecodeDate(const DateTime: TDateTime; var Year, Month, Day: Word);
procedure DecodeTime(const DateTime: TDateTime; var Hour, Min, Sec, MSec: Word);
function DayOfWeek(const DateTime: TDateTime): Word;
function Date: TDateTime;
function Time: TDateTime;
function Now: TDateTime;
function FormatDateTime(const fmt: string; D: TDateTime): string;

7.4 Minimum Stay

Minimum stay details are entered on the **Minimum Stays** tab of the Establishment Editor.

Minimum stays can be assigned to any Date Range Class or Date Range Name that has been recorded under the **Dates** tab.

Different Minimum Stays requirements for particular days of the week and/or particular accommodations types within a Date Range Class or Date Range Name can be assigned.