



# PSE Hospitality Service Center Cloud

powerful and affordable Cloud based PMS

Version 2.6



User Guide



1P PSE-HSC-EN-02-UM

**Copyright © PSE d.o.o., 01/2012**  
**Dolenjska cesta 318, SI-1291 Škofljica**

**Reference No.: PSE-**

**The information provided in this brochure contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the product. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice.**

**Hicom, HiPath, OpenScape, OpenStage E, optiPoint and OpenStage are registered trademarks of Siemens Enterprise Communications GmbH & Co. KG.**

**Windows® is a registered trademark of Microsoft Corporation in the United States and other countries.**

**Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.**

**Java® is registered trademarks of Oracle and/or its affiliates**

**All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.**



1P PSE-HSC-EN-02-UM

© PSE d.o.o. 2012

Dolenjska cesta 318, SI-1291 Škofljica, Slovenia

Reference No.: PSE-HSC-EN-02-UM

Subject to availability. Right of modification reserved.

# Content

<b>List of Figures</b>	<b>0-3</b>
<b>1 Introduction</b>	<b>1-1</b>
1.1 Target Group	1-1
1.2 Structure of the Manual	1-2
1.3 Notational Conventions	1-2
<b>2 Getting Started</b>	<b>2-1</b>
2.1 How to Work with Interface Elements	2-1
2.2 Starting HSC	2-3
2.3 Login	2-4
2.4 HSC Main Desktop	2-4
<b>3 HSC PMS Basic Functions</b>	<b>3-1</b>
3.1 Home	3-1
3.1.1 Client data	3-1
3.1.2 Hotel status	3-2
3.1.3 Users management	3-3
3.1.4 Guests reporting to local authorities	3-4
3.2 Room Plan	3-5
3.2.1 Reservations	3-7
3.2.2 Check-in of a Guest	3-7
3.2.3 Room phone control	3-8
3.3 Guest Cashier	3-9
3.3.1 Adding Services/Products	3-10
3.3.2 Separated Invoices	3-11
3.3.3 Invoicing	3-12
3.4 Reservation List	3-13
3.5 POS for hotels	3-14
3.5.1 New order	3-14
3.5.2 Receipts	3-15
3.5.3 Transfer order to room	3-16
3.5.4 Transfer order to table	3-16
3.6 Profile	3-17
3.6.1 Record search	3-17
3.6.2 Add Record	3-18
3.7 Cashier	3-19
3.7.1 Old Folios	3-19
3.7.2 Cashier Status	3-20
3.7.3 Exchange Rates	3-20

**Content**

3.8 Reports ..... 3-21

    3.8.1 Parameter Selection for Report Generation ..... 3-22

3.9 Web Inventory ..... 3-23

3.10 Setup ..... 3-23

    3.10.1 Hotel ..... 3-23

    3.10.2 Rooms ..... 3-24

    3.10.3 Rates ..... 3-25

    3.10.4 Items ..... 3-26

    3.10.5 General settings ..... 3-27

3.11 Help ..... 3-27

**4 HSC Telephone Interfaces ..... 4-1**

4.1 Telephone Interface when Using HSC Connect with VoIP/ISDN connectivity ..... 4-1

    4.1.1 Telephone Dialog for Wakeup Call ..... 4-1

    4.1.2 Service Functions of the Telephone Interface ..... 4-2

        4.1.2.1 Changing of the Room Status ..... 4-3

        4.1.2.2 Entering of Minibar Consumption ..... 4-3

**Index ..... Z-1**

## List of Figures

Figure 2-1	Combo Box or Drop-Down List Box . . . . .	2-1
Figure 2-2	Invalid entry notification . . . . .	2-1
Figure 2-3	Date-Picker . . . . .	2-2
Figure 2-4	Date-Picker Calendar . . . . .	2-2
Figure 2-5	HSC Homepage . . . . .	2-3
Figure 2-6	Login Window . . . . .	2-4
Figure 2-7	HSC Main Desktop . . . . .	2-5
Figure 2-8	HSC Menu Bar . . . . .	2-5
Figure 3-1	Client data . . . . .	3-1
Figure 3-2	Hotel status . . . . .	3-2
Figure 3-3	Add new user account . . . . .	3-3
Figure 3-4	List of all user accounts . . . . .	3-3
Figure 3-5	Guests reporting . . . . .	3-4
Figure 3-6	Room Grid . . . . .	3-5
Figure 3-7	Room status . . . . .	3-5
Figure 3-8	Time navigation toolbar . . . . .	3-6
Figure 3-9	Reservation menu . . . . .	3-7
Figure 3-10	Check In menu . . . . .	3-8
Figure 3-11	Set Wakeup Call . . . . .	3-8
Figure 3-12	Lock Phone menu . . . . .	3-9
Figure 3-13	Guest Cashier . . . . .	3-9
Figure 3-14	Guest Cashier - Services/Products . . . . .	3-10
Figure 3-15	Guest Cashier - Edit Service/Products . . . . .	3-10
Figure 3-16	Separated Invoices - New folio . . . . .	3-11
Figure 3-17	Invoicnig - Folio Payment . . . . .	3-12
Figure 3-18	Hotel Invoice . . . . .	3-12
Figure 3-19	Reservation List . . . . .	3-13
Figure 3-20	POS . . . . .	3-14
Figure 3-21	POS location . . . . .	3-14
Figure 3-22	Products/services categories . . . . .	3-15
Figure 3-23	POS receipt . . . . .	3-15
Figure 3-24	POS transfer order to room . . . . .	3-16
Figure 3-25	POS transfer order to table . . . . .	3-16
Figure 3-26	Guest search . . . . .	3-17
Figure 3-27	Guest searcs results . . . . .	3-17
Figure 3-28	Add Guest record . . . . .	3-18
Figure 3-29	Cashier . . . . .	3-19
Figure 3-30	Folio Search Results . . . . .	3-19
Figure 3-31	Storno Folio . . . . .	3-20
Figure 3-32	Cashier status . . . . .	3-20

## List of Figures

Figure 3-33	Exchange Rate . . . . .	3-20
Figure 3-34	Reports . . . . .	3-21
Figure 3-35	Report Parameter Selection Menu . . . . .	3-22
Figure 3-36	Created Report . . . . .	3-22
Figure 3-37	Hotel Setup . . . . .	3-23
Figure 3-38	Room setup . . . . .	3-24
Figure 3-39	Room Configuration . . . . .	3-25
Figure 3-40	Products/services settings . . . . .	3-26
Figure 3-41	General Settings . . . . .	3-27
Figure 4-1	Service Access of the Telephone Interface, Flowchart . . . . .	4-2
Figure 4-2	Change of Room Status, Flowchart . . . . .	4-3
Figure 4-3	Entering of Minibar Consumption, Flowchart . . . . .	4-4

# **1 Introduction**

Hospitality Service Center Cloud (HSC Cloud) V2.6 is a Cloud Service intended for the hospitality industry. All hotel related functions are provided as Cloud Service with following capabilities:

- PMS System (Hotel Property Management Systems)
- Client / Server based system with local PBX interface
- Reservation functionality
- Check-in / check-out
- Room occupation wizard / guest directory
- Wake-up call
- Room status management
- Minibar management
- On-line booking interface
- Invoicing
- Reporting
- etc.

## **1.1 Target Group**

HSC Cloud is an innovative, powerful and affordable cloud based property management system, especially designed for small properties, such as motels, B&B's, small hotel franchisees, apartment complexes and small hotel chains. HSC Cloud is being developed, having in mind that the mid-sized hospitality industry has similar challenges as big-sized hospitality industry, only the scale is smaller. HSC Cloud delivers all the hotel management system you need over the internet – as a reliable and affordable service.

The reception desk users work with the HSC Web Client which is easily accessible from anywhere and anytime. A precondition for using this manual is experience with Internet browsers.



## Introduction

### *Structure of the Manual*

## 1.2 Structure of the Manual

The manual provides a detailed description of **HSC Front Office** with instructions on how to use individual HSC functions. The manual consists of the following main chapters:

**Chapter 1 - Introduction** provides you with basic information about HSC and the likely users of it.

**Chapter 2 - Getting Started** describes the login process, the start page and the opening screen of the graphical user interface.

**Chapter 3 - Basic functions of the HSC Front Office** describes basic functions of the HSC user interface, such as the changing of the user profile or the use of the online help.

**Chapter 4 - Telephone Interfaces** describes how both the guests and the service attendants can use the functions of the telephone interfaces with Integrated HSC Connect.

The **Index** is a tool which provides fast access to detailed information on a given topic.

## 1.3 Notational Conventions

- In the text, screen elements are displayed in *italics*.
- Important information in the text is highlighted in **bold**.
- The > sign describes paths through menu items you have to select to reach a certain feature.



Indicates notes.



Indicates warnings.

## 2 Getting Started

This chapter deals with some Interface elements you may encounter in the HSC application, and describes the login to HSC as well as the opening of the graphical user interface (GUI).

### 2.1 How to Work with Interface Elements

The following sections explain how to work with the GUI elements used in the HSC system.

#### Combo box

Combo boxes consist of a selection field with an arrow on the right-hand side. You can either click on the arrow and select the relevant item from the drop-down list displayed subsequently, or type your entry directly into the field.

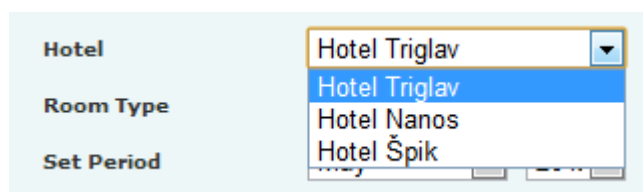


Figure 2-1 Combo Box or Drop-Down List Box

HSC supports searching the combo box lists for certain items ("jump function"): To do so, enter the first character(s) of the items you are searching for into the combo box and press *Enter*. The cursor will then jump to the first element in the list that starts with the respective character(s).

#### Invalid entry notification

When Invalid Entries are detected by HSC, system displays warning notification.



Figure 2-2 Invalid entry notification

#### Interconnected fields

Entries in some HSC fields are interconnected and may condition entries in other fields. If you fill in such a field, the interconnected fields are filled in automatically with the first item in the list of possible entries. Please, always check the entries that have been filled in automatically.

**Getting Started**  
*How to Work with Interface Elements*

**Date-picker**

All fields for entering dates are provided with so-called date-pickers. Alternatively, you can also enter dates in the predefined format *dd/mm/yyyy* via the keyboard.

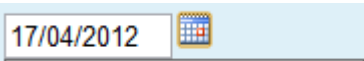


Figure 2-3      Date-Picker



Opens the calendar for date selection.



Figure 2-4      Date-Picker Calendar

Select a date in the calendar and then click outside the date-picker window. The date-picker window closes, and the selected date is displayed in the associated field.

**Tooltips**

In many HSC windows the tooltip feature gives you a detailed explanation of the meanings of input/output fields, buttons and icons. The associated tooltip appears when you move the mouse cursor over a field, a button or an icon.

## 2.2 Starting HSC

To start HSC, do the following steps:

1. Open a web browser (e.g. Microsoft Internet Explorer or Firefox).
2. Enter *http://pmscloud.net* into the navigation bar.

The HSC Homepage which opens now allows you to

- log in to the HSC system,
- reset forgotten password,
- open a PSE Hospitality Homepage (by clicking the HSC Cloud logo)

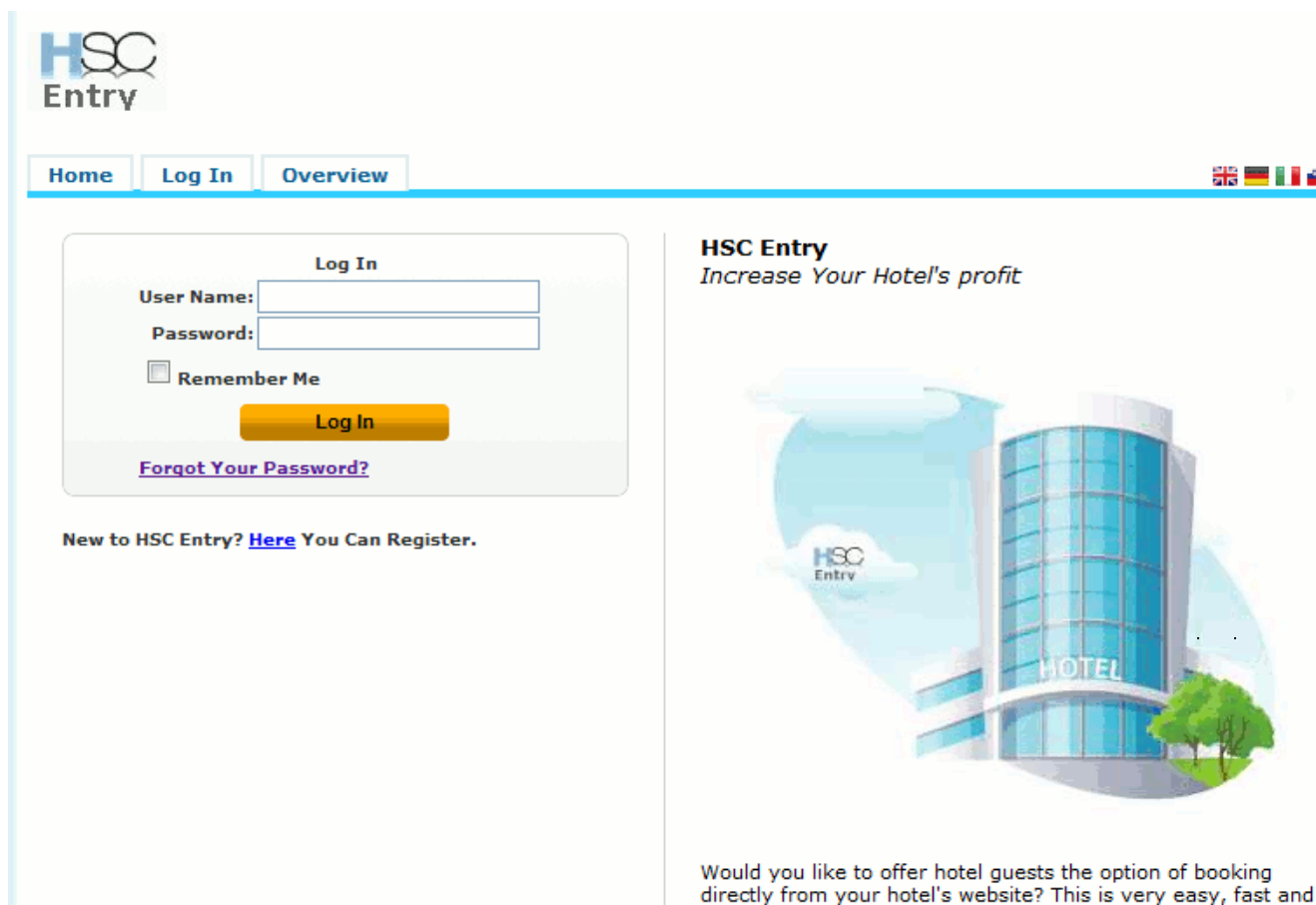


Figure 2-5 HSC Homepage

3. On the HSC Homepage click the *Log In* button. The *Login* window will be displayed on your screen.

## Getting Started

### Login

## 2.3 Login

As soon as you have clicked *Log In* on the HSC Homepage the *Login* window will be displayed on your desktop.

Enter your *User name* and your *Password* and click *OK*.

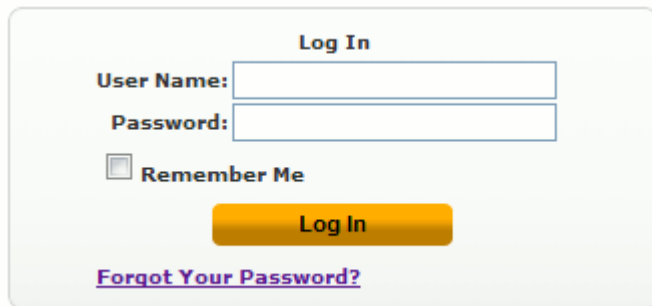


Figure 2-6 Login Window

### User name

Enter your user name.

### Password

Enter your password.



You can always change your password in the *Manage your Hotel Users* window which you can access via the menu item *Home*.

## 2.4 HSC Main Desktop

After logging in, the HSC main desktop is displayed on your screen, which consists of two areas:

- the navigation area with the menu bar and the toolbar and
- the working area.

The message area is displayed by activating the respective menu item as a separate window in the HSC main desktop.

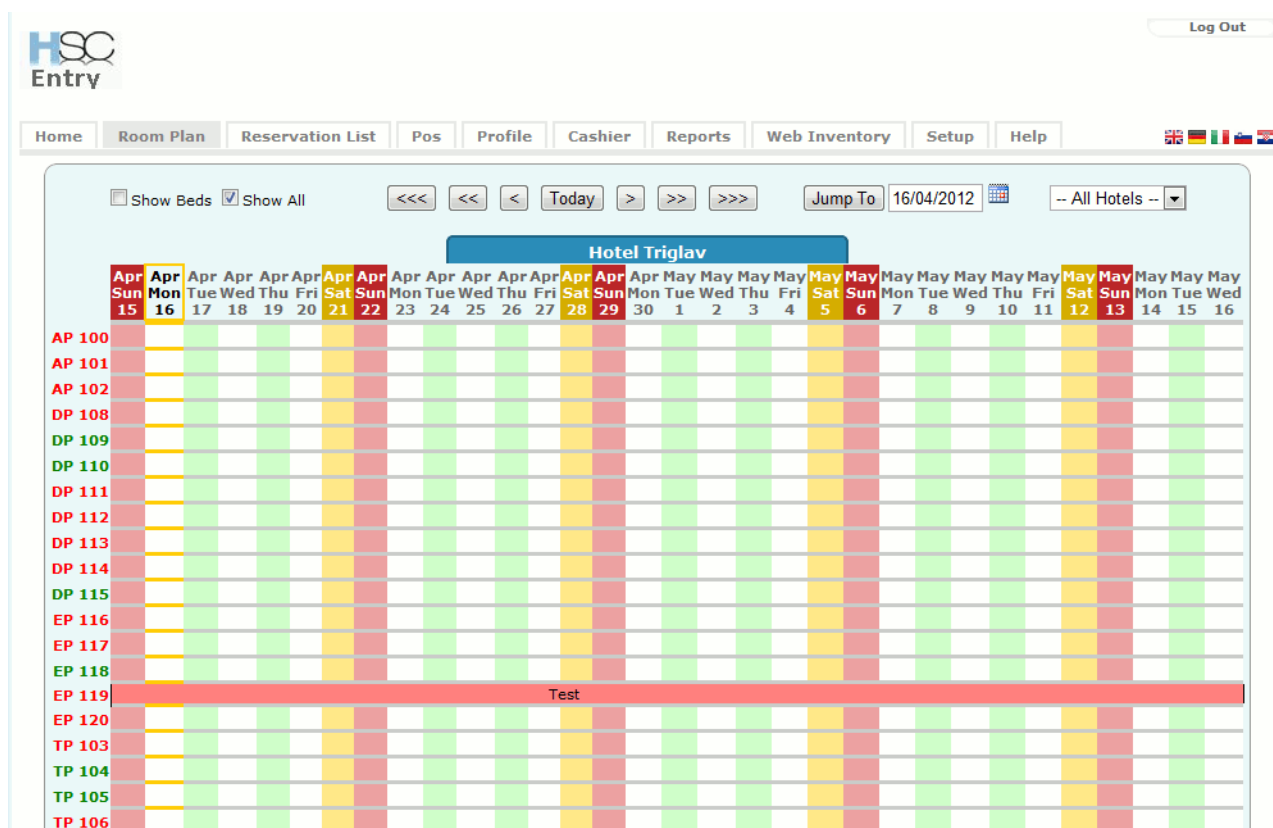


Figure 2-7 HSC Main Desktop

## Navigation Area

Immediately below the header of the HSC main desktop you will find the menu bar, comprising the menus *Home*, *Room Plan*, *Reservation List*, *POS*, *Profile*, *Cashier*, *Reports*, *Web Inventory*, *Setup* and *Help*.



Figure 2-8 HSC Menu Bar

Below the menu bar you will find the toolbar, where you can access the most frequently used HSC functions directly by clicking on the icons.



As soon as you move the mouse cursor on a menu item (without additional text), a tooltip explaining the menu's meaning is displayed.

## **Getting Started**

*HSC Main Desktop*

### **Working Area**

The working area is located beneath the navigation area.

## 3 HSC PMS Basic Functions

This chapter describes the basic functions of the HSC Front Office System.

### 3.1 Home

Module Home contains following functions:

- Client data
- Hotel status
- Users management
- Guests personal details reporting (if required by local authorities)

#### 3.1.1 Client data

Contains basic customer information. Displayed in this field is Hotel registered name and address.

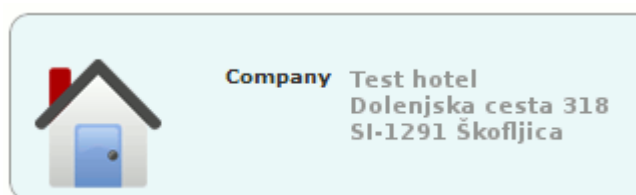


Figure 3-1 Client data



### 3.1.2 Hotel status

This field shows current trends containing: number of arrivals, departures, availability of rooms and occupancy anticipated for the night.



Figure 3-2 Hotel status

**Available tonight:** Number of rooms available that night.

**Occupied tonight:** Number of occupied rooms / checked-in persons plus all rooms / persons whose arrival is expected.

**Departures Expected:** Number of rooms / persons, who are expected to leave hotel, but still not checked-out.

**Departed:** Actually departed.

**Arrivals Expected:** Number of rooms / persons, who are expected to arrive, but not yet checked-in.

**Arrived:** The number of occupied rooms / checked-in persons.

**System Date:** System date HSC Cloud Cloud services.

### 3.1.3 Users management

With a user account you define which of your employees may access the HSC system. In addition, HSC provides an authorization system that allows you to control which actions a user may perform (the user will only be able to view these actions, all the others will be hidden!). For this purpose a role will be assigned to the user which is associated with specified rights.

Figure 3-3 Add new user account

The rights are predefined in HSC! The user account also includes the first assignment of a password for the HSC system. In this window you can add new user accounts or create a user account in the process of adding a new user. Via *Home > Manage your Hotel Users* all user accounts that are currently defined in the HSC system are listed in the working area.

Last Name	First Name	Department	City	Street	Phone	E-mail	
Marijanić	Aleksandar	PSE				aleksandar.marijanic@pse.hr	<a href="#">Delete</a>
Palfy	Željko					zeljko.palfy@pse.si	<a href="#">Delete</a>
Palfy	Željko					zeljko@pse.si	<a href="#">Delete</a>

[New User](#)

Figure 3-4 List of all user accounts

### 3.1.4 Guests reporting to local authorities

In this menu you can prepare Guests Personal details for reporting to local authorities.

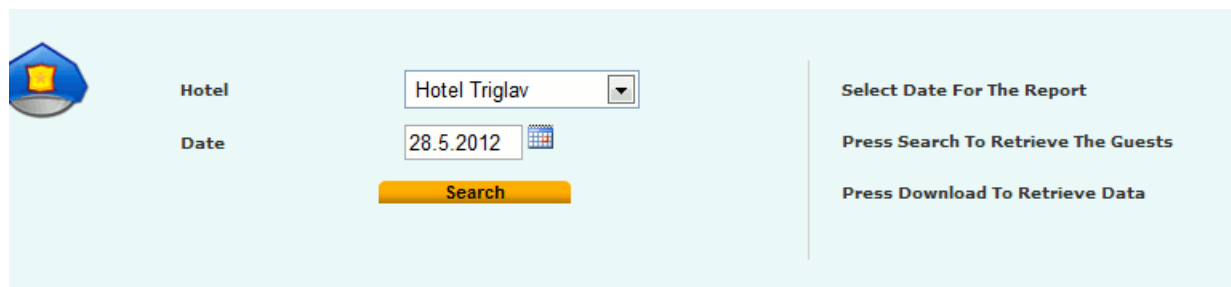


Figure 3-5 Guests reporting

### 3.2 Room Plan

Room Grid offers a clear overview of the current room status in the shape of a calendar and alllows the receptionist to perform check-in/check-out processes easily. The Room Grid is displayed immediately after pressing the Room Plan button.

The Room Grid comes as table. On the vertical axis the configured rooms can be seen, sorted in ascending order by room numbers.

On the horizontal axis the time is displayed. The current day is highlighted in orange. Saturdays and Sundays are highlighted in yellow and red colour.

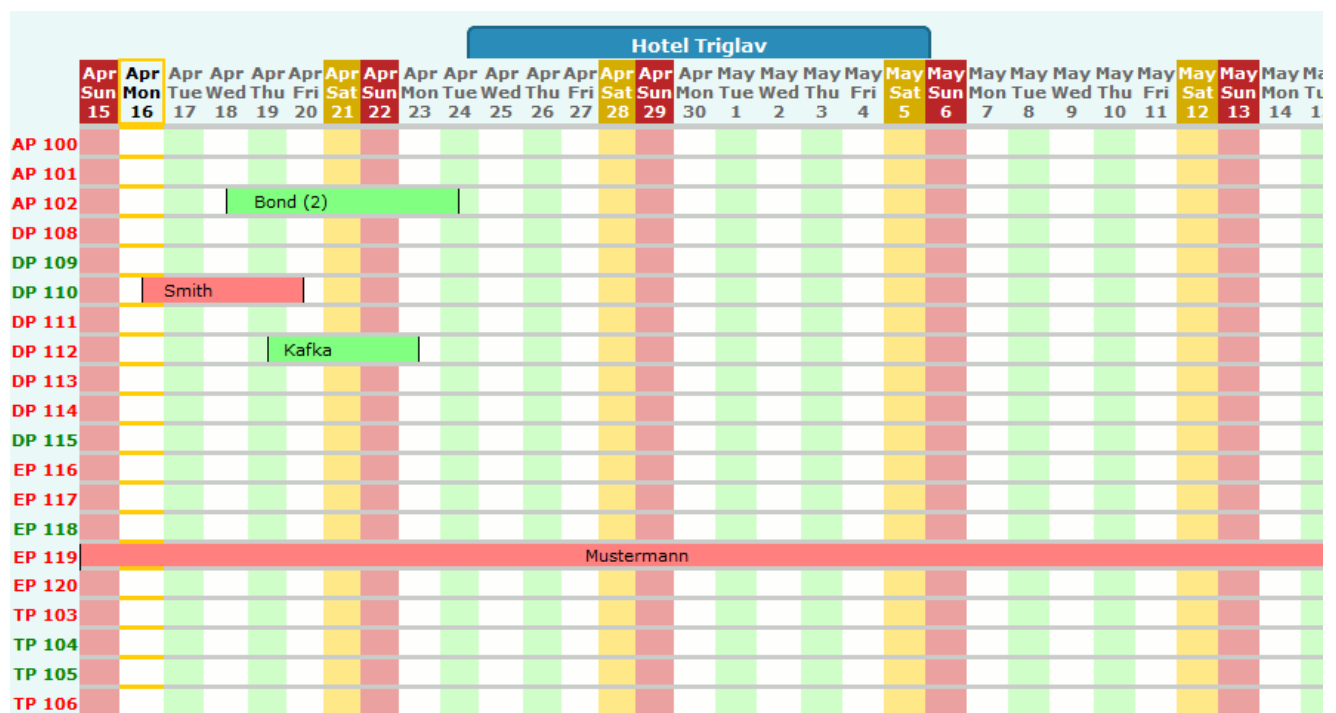


Figure 3-6 Room Grid

Room Status is represented by a color:

- Green - for clean room
- Red - for dirty room

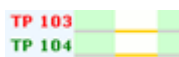


Figure 3-7 Room status

## HSC PMS Basic Functions

### Room Plan



Figure 3-8 Time navigation toolbar

Time navigation toolbar allows moving forward or back in time. The single arrows will take you in the requested direction in one-day steps. The double-headed arrows are used for moving the view by one week. With the three-headed arrows forward and backward navigation by a whole month is possible.

The receptionist may now

- make reservations for the individual guest or delete them
- make a quick check-in without reservation
- perform a check-in based on the guest reservation
- perform a check-out of a guest
- check overall availability of rooms
- set the room status of a room from "*Dirty*" to "*Clean*"
- edit wakeup calls for a room
- (de)activate the locking of telephone calls over a trunk line
- view the charge list of a room
- edit the occupation of a room

### 3.2.1 Reservations

To make a reservation for an individual, the receptionist has to double-click on desired arrival date and the requested room (line) in the Room Grid. A reservation menu is then displayed offering available options.

**Reservation** | **Cashier** | **Save & Exit**

**Arrival** 23/04/2012

**Nights**

**Room Type** DP - Dvoposteljna soba

**Room Number** 114

**Rate** Dnevni počitek

**Adults** 1

**Kids (0-4)** 0

**Kids (5-7)** 0

**Kids (8-16)** 0

**Type** Dokončna

**Remark**

**Credit Card** [\[+\]](#)

**Reservation Info**

User	<input type="text"/>
Created	<input type="text"/>
Changed	<input type="text"/>

**Guest Profile**

**Last Name**

**First Name**

**Street 1**

**Country** -- No Selection --

**Zip/City**

**Phone**

**E-Mail**

**Buttons:** **Replace Profile** **Edit Profile** **Add Sharer** **No Sharers**

Figure 3-9 Reservation menu

Here the receptionist can enter the data of the guest. The minimum entry requirements are the guest name as well as number of nights.

The reservation may be changed any time in the Room Grid. Reservation can be moved to an earlier or later period. Please note that reservations can start on the current date at the earliest.

### 3.2.2 Check-in of a Guest

When the guest arrives at the hotel, she or he has to check in. Different methods of check-in are available:

- Check-in after Reservation

**HSC PMS Basic Functions**  
*Room Plan*

- Check-in without Reservation

If the guest already had a room reservation, the receptionist may click on this reservation and select menu Check-in. Alternatively, you can browse for the guest in the Reservation List and perform check-in procedure from this list.

If a guest has not made a reservation, a room has to be selected for her or him by adopting the same procedure as in reservation. Instead *Save & Exit* use *Reservation > Check-in* menu in order to Check-in the guest imideately.

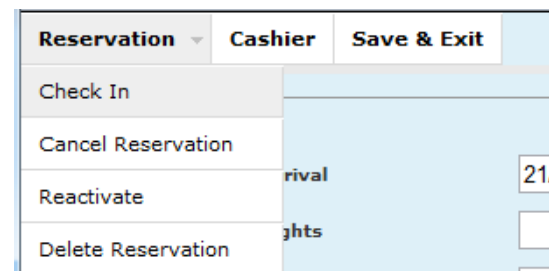


Figure 3-10      Check Inmenu

**3.2.3      Room phone control**

For a checked-in guest wakeup calls can be set. To edit wakeup calls for a guest, double click on the respective room ID. The latest wakeup call status is displayed in this menu.

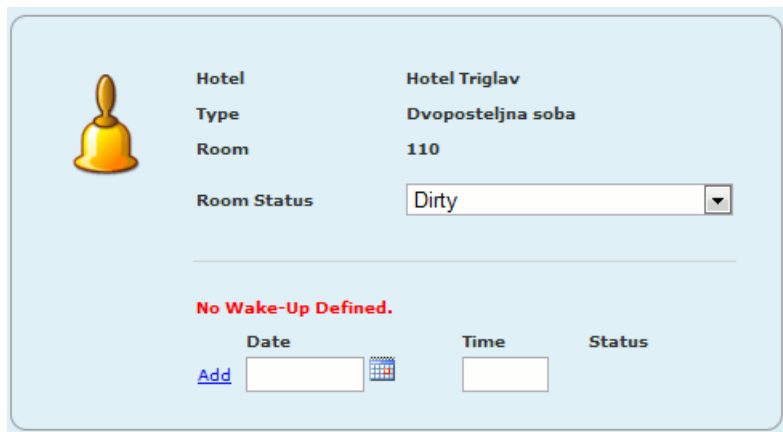


Figure 3-11      Set Wakeup Call

Call authorization for telephone calls via a trunk line is controlled in "*Command*" menu.

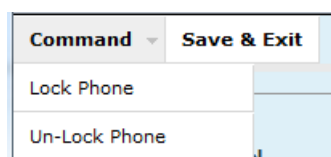


Figure 3-12 Lock Phone menu

Other advanced phone features for HiPath 3000/4000 systems are available from HSC Connect GUI (see HSC Connect user manual).

### 3.3 Guest Cashier

Guest Cashier module includes individual guests charges records for each of the hotel's Checked In guests. With this module you can post, modify or transfer charges, print the invoice and perform Check Out. Individual guest account remains open continuously until guest is Checkd out. Settled account is a prerequisite for Checking out from the hotel.

Opened Folios  X Name Not Set  
 Issued Bills 17/04  
 Folio Amount 291.20 Change Name View

> Dnevni počitek  
 > Polni penzion - na sobo  
 > Nočitev z zajtrkom  
 > Polpenzion - na osebo

Date	Service	Room	Pax	Nights	Dsc	Price	Tax	Total
16/04/2012	Dnevni počitek	110 - DP	1	4	0	35.00	8.50	140.00
16/04/2012	Dnevni počitek	110 - DP	1	4	0	35.00	8.50	140.00

Date	Description	Pax	Nights	Dsc	Price	Tax	Total
16/04/2012	Turistična taksa	1	4	0	1.40	0.00	5.60
16/04/2012	Turistična taksa	1	4	0	1.40	0.00	5.60

Payment	Amount
Gotovina	291.20

Save Folio Storno Bill

Figure 3-13 Guest Cashier



### 3.3.1 Adding Services/Products

Hotel services and products are grouped into categories:

- Hotel Services
- Food
- Beverages
- Alcoholic beverages
- Services



Figure 3-14 Guest Cashier - Services/Products

All Products/services are accesible in relevant category. To add Product/Service click on ">" button.

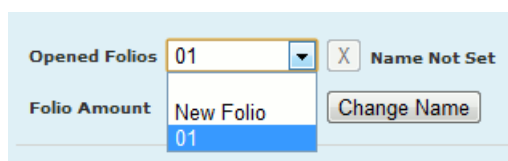
Date	Service	Room	Pax	Nights	Dsc	Price	Tax	Total
X 16/04/2012	Dnevni počitek	114 - DP	1	2	0	35.00	8.50	70.00
Date	Description		Pax	Nights	Dsc	Price	Tax	Total
X 16/04/2012	Turistična taksa		1	2	0	1.40	0.00	2.80
Date	Article		Quantity		Dsc	Price	Tax	Total
X 17/04/2012	Dnevni meni		1		0	7.50	8.50	7.50
X 17/04/2012	Sendvič		1		0	5.00	8.50	5.00

Figure 3-15 Guest Cashier - Edit Service/Products

Guest services are booked as occupation and number of days. Other Products/Services are booked with Product/Services quantity. All Products/Services on account are editable. Individual Product/Service can be removed from account if you cklick on "I" button. When you finish editing click on "Save" button.

### 3.3.2 Separated Invoices

If guest/sharing person requires a separate invoice for his/her service/accomodation, please use "*New Folio*" option from drop down menu.



The screenshot shows a software interface for managing guest folios. It features two main input fields: 'Opened Folios' and 'Folio Amount'. The 'Opened Folios' field is a dropdown menu currently displaying '01', with a list of options including 'New Folio' and '01'. To the right of this field is a small 'X' button and the text 'Name Not Set'. Below the 'Folio Amount' field, there is a 'Change Name' button. The 'Folio Amount' field itself contains the text 'New Folio' and '01'.

Figure 3-16 Separated Invoices - New folio

For each new Folio Guest name can be adopted with click on Change Name button.

## HSC PMS Basic Functions

### Guest Cashier

### 3.3.3 Invoicing

Invoice is issued with click on "*Issue Bill*" button. You can select Payment method using drop down menu. Several Payment methods can be combined to settle the invoice.

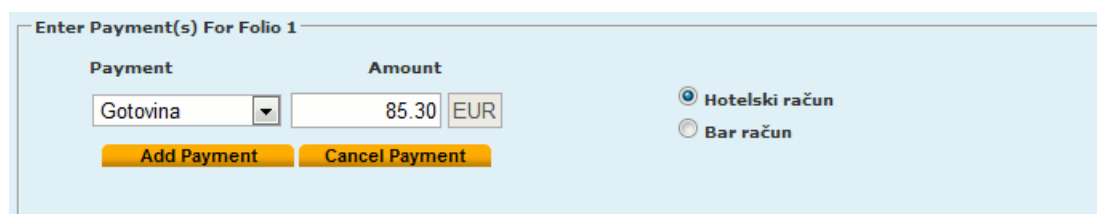
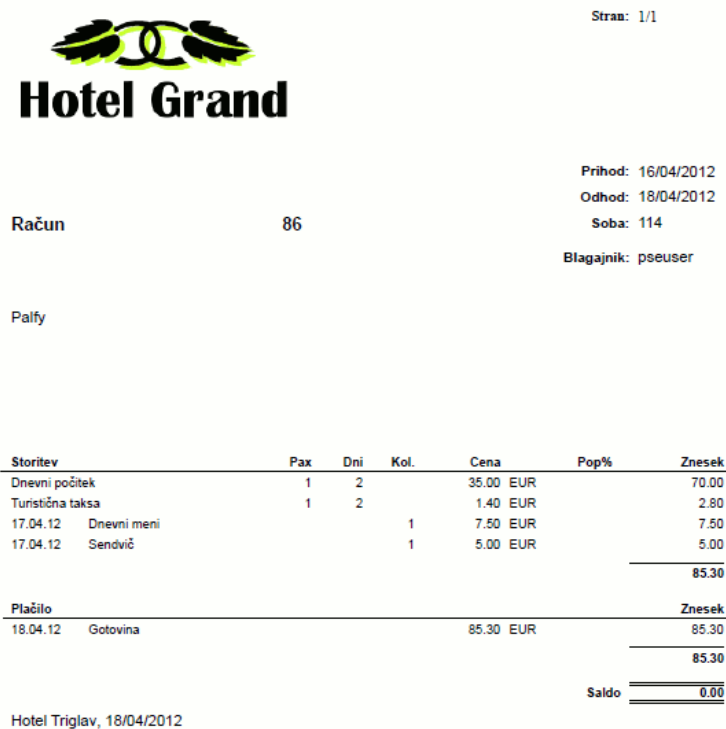


Figure 3-17 Invoicing - Folio Payment

Invoices can be customized according to the hotel styleguide. All invoices are handled as "Adobe Acrobat PDF" files and can be printed on a standard hotel printer.



Stran: 1/1

Prihod: 16/04/2012  
Odhod: 18/04/2012  
Soba: 114  
Blagajnik: pseuser

Račun 86

Palfy

Storitev	Pax	Dni	Kol.	Cena	Pop%	Znesek
Dnevni počitek	1	2		35.00 EUR		70.00
Turistična taksa	1	2		1.40 EUR		2.80
17.04.12 Dnevni meni			1	7.50 EUR		7.50
17.04.12 Sendvič			1	5.00 EUR		5.00
						<b>85.30</b>

Plačilo	Znesek
18.04.12 Gotovina	85.30 EUR
	<b>85.30</b>
Saldo	<b>0.00</b>


Hotel Triglav, 18/04/2012

Figure 3-18 Hotel Invoice

### 3.4 Reservation List

Module "*Reservation List*" is designed to display report containing a list of all Reservations. Several filter criteria concerning the data to be put in the list is available:

- **In House:** generates a list of all guests currently Checked In
- **Arrivals:** generates a list of all guests who will arrive today
- **Departures:** generates a list of all guests who will depart today
- **Out:** generates a list of all guests who Checked Out today
- **Cancellations:** generates a list of all guests who cancelled reservation
- **No Shows:** generates a list of all guests who didn't arrive
- **All:** generates a full list of all reservations



	Room	Type	Hotel	Status	Name	Type	Arrival	Departure	Adults	Kids
<input type="radio"/> In House	<a href="#">Edit</a> 101	DP	SPK	IN	Grega Verbuč	Prijavljena	02/04/2012	22/05/2012	1	0
	<a href="#">Edit</a> 105	DP	SPK	IN	Katrine Koch	Prijavljena	16/02/2012	23/02/2012	2	0
	<a href="#">Edit</a> 100	AP	TRG	IN	David Eržen	Prijavljena	27/03/2012	01/04/2012	1	3
	<a href="#">Edit</a> 100	AP	TRG	IN	max mustermann	Prijavljena	11/04/2012	12/04/2012	1	0
	<a href="#">Edit</a> 101	AP	TRG	IN	Grega Verbuč	Prijavljena	02/04/2012	03/04/2012	1	0
<input type="radio"/> Arrivals	<a href="#">Edit</a> 102	AP	TRG		Bond	Dokončna	18/04/2012	24/04/2012	2	0
	<a href="#">Edit</a> 102	AP	TRG	IN	Marko Eržen	Prijavljena	02/04/2012	03/04/2012	1	0
<input type="radio"/> Departures	<a href="#">Edit</a> 109	DP	TRG		Juan Carlos Alvarez	Dokončna	22/03/2012	27/03/2012	2	0
	<a href="#">Edit</a> 110	DP	TRG	IN	John Smith	Prijavljena	16/04/2012	20/04/2012	1	0
<input type="radio"/> Out	<a href="#">Edit</a> 111	DP	TRG	IN	Renate Schreiber	Prijavljena	27/01/2012	02/02/2012	2	0
	<a href="#">Edit</a> 112	DP	TRG		Kafka	Dokončna	20/04/2012	24/04/2012	1	0
<input type="radio"/> Cancellations	<a href="#">Edit</a> 112	DP	TRG	IN	Zeljko Kovšček	Prijavljena	03/04/2012	05/04/2012	1	0
	<a href="#">Edit</a> 113	DP	TRG	IN	ALESSANDRO ALLESSIO	Prijavljena	16/02/2012	01/03/2012	2	0
<input type="radio"/> No Shows	<a href="#">Edit</a> 113	DP	TRG	IN	Fernando Perez	Prijavljena	29/03/2012	05/04/2012	2	0
	<a href="#">Edit</a> 114	DP	TRG	OUT	Jan Kafka	Prijavljena	03/04/2012	10/04/2012	2	0
<input checked="" type="radio"/> All	<a href="#">Edit</a> 114	DP	TRG	IN	Palfy	Prijavljena	16/04/2012	18/04/2012	1	0
	<a href="#">Edit</a> 119	EP	TRG	IN	Franz Mustermann	Prijavljena	03/04/2012	23/05/2012	1	0
<input type="button" value="Refresh"/>	<a href="#">Edit</a> 9001	PM5	TRG	IN	Bar Triglav	Prijavljena	17/02/2012	17/02/2012	1	0
	<a href="#">Edit</a> 9002	PM5	TRG	IN	Bar Triglav	Prijavljena	17/02/2012	17/02/2012	1	0
	<a href="#">Edit</a> 9004	PM5	TRG	IN	Bar Triglav	Prijavljena	17/02/2012	17/02/2012	1	0

Figure 3-19 Reservation List

**3.5 POS for hotels**

POS module is general purpose Point of Sale System designed for Hotels. All standard tasks like: Room Services, Restaurant, Bar, Room Based Mini-Bar can be managed by POS module for any level of hotel operation. POS module is completely configurable as per your sales activity.

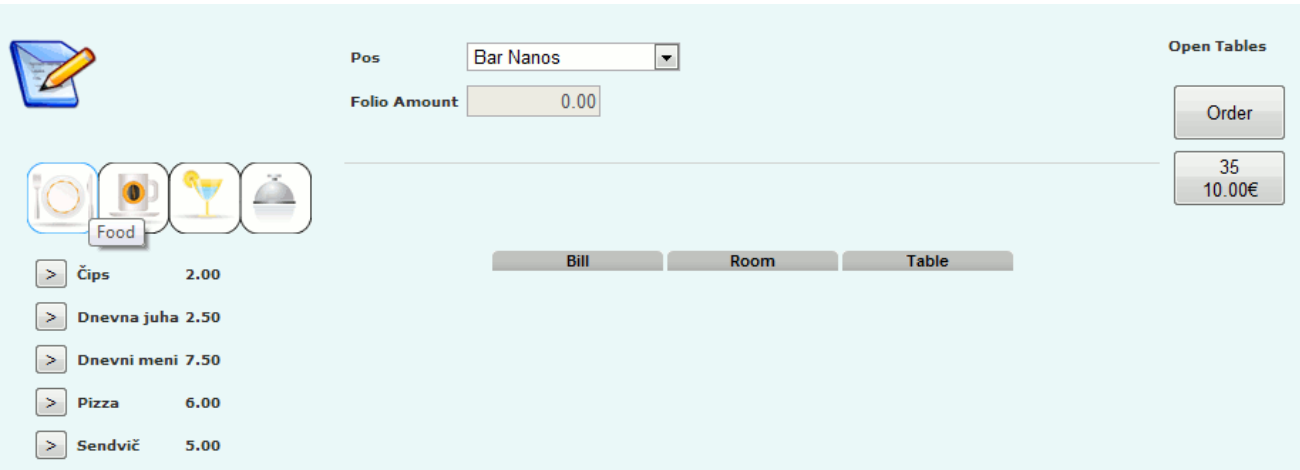


Figure 3-20 POS

**3.5.1 New order**

To display order creation screen select POS location from drop down menu

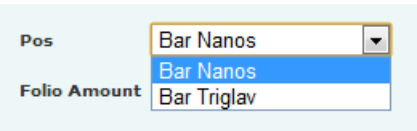


Figure 3-21 POS location

POS products and services are grouped into four categories:

- Food
- Beverages
- Alcoholic beverages
- Services

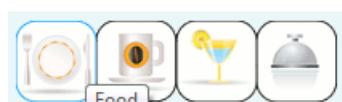


Figure 3-22 Products/services categories

To open a new order click on "Order" button. All Products/services are accessible in relevant category. To add Product/Service click on ">" button.

### 3.5.2 Receipts

Receipts can be customized according to the hotel styleguide. All receipts are handled as "Adobe Acrobat PDF" files and can be printed on a standard receipt printer.

Račun: 95

Blagajnik: admin  
Hotel Nanos, 7.4.2012

Artikel	Kol.	Pop%	Znesek
Dnevni meni	1		7,50
Naravni sok 0.1	1		1,50
Za plačilo €			9,00
Gotovina			9,00
	Bruto	Neto	Davek
8.50 %	7,50	6,91	0,59
20.00 %	1,50	1,25	0,25

Obiščite nas ponovno. Hvala.

Figure 3-23 POS receipt

You can select Payment method using drop down menu. Several Payment methods can be combined to settle the invoice.

3.5.3      **Transfer order to room**

All Guests Orders and Services can be transferred to Guest room as "Room Service" (to the checked-in rooms only).

Date	Article	Qty	Dsc	Price	Tax	Total
<input type="checkbox"/> 17/04/2012	<input type="text" value="Pizza"/>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="6.00"/>	<input type="text" value="8.50"/>	<input type="text" value="6.00"/>
<input type="checkbox"/> 17/04/2012	<input type="text" value="Coca Cola"/>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="3.00"/>	<input type="text" value="20.00"/>	<input type="text" value="3.00"/>

Bill

Room

Table

Enter Room Number Whereto Transfer Order

Room Number

Search Room

Cancel Transfer

Figure 3-24      POS transfer order to room

3.5.4      **Transfer order to table**

When used in Restaurants and Bars all orders can be transferred to table. All tables are numbered as Integers, total number of tables is unlimited.

Date	Article	Qty	Dsc	Price	Tax	Total
<input type="checkbox"/> 17/04/2012	<input type="text" value="Pizza"/>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="6.00"/>	<input type="text" value="8.50"/>	<input type="text" value="6.00"/>
<input type="checkbox"/> 17/04/2012	<input type="text" value="Coca Cola"/>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="3.00"/>	<input type="text" value="20.00"/>	<input type="text" value="3.00"/>

Bill

Room

Table

Enter Table Whereto Transfer Order

Table

Transfer To Table

Cancel Transfer

Figure 3-25      POS transfer order to table

## 3.6 Profile

The Profile is a record of guests, companies or agencies that stores the history and preferences of your customers ensuring their satisfaction.

The profile record contains guest name, address and all statistical data about guest (or company).

### 3.6.1 Record search

Click on "Profile" Button main menu to open the Find record menu. Search by Name or Address, use \* as wildchar.



Figure 3-26 Guest search

	Name	Street	City	Country	
<a href="#">Edit</a>	Susana Agostino	Milano		IT	<a href="#">Delete</a>
<a href="#">Edit</a>	Ervina Alessio	Trieste		SI	<a href="#">Delete</a>
<a href="#">Edit</a>	Roberto Alessio	Trieste			<a href="#">Delete</a>
<a href="#">Edit</a>	ALESSANDRO ALLESSIO	TRIESTE	VIA CAPRIN		<a href="#">Delete</a>
<a href="#">Edit</a>	IRMA ALLESSIO				<a href="#">Delete</a>
<a href="#">Edit</a>	Juan Carlos Alvarez	Madrid		ES	<a href="#">Delete</a>
<a href="#">Edit</a>	Lorena Alvarez	Buenos Aires		AR	<a href="#">Delete</a>
<a href="#">Edit</a>	Luca Balducci	Roma		IT	<a href="#">Delete</a>
<a href="#">Edit</a>	Massimo Balisteri	Muggia		IT	<a href="#">Delete</a>
<a href="#">Edit</a>	Patricia Balsamo	Vicenza		IT	<a href="#">Delete</a>
<a href="#">Edit</a>	Giovanni Balzano	Palermo		IT	<a href="#">Delete</a>
<a href="#">Edit</a>	Hans Bauer	Bonn		DE	<a href="#">Delete</a>
<a href="#">Edit</a>	Tobias Baumann		Allee 1		<a href="#">Delete</a>
<a href="#">Edit</a>	Anthony Beckham	Oxford	Wide Road 2	GB	<a href="#">Delete</a>
<a href="#">Edit</a>	Heidi Bergmann	München	Fraunhoferstrasse 19	DE	<a href="#">Delete</a>

1 2 3 4 5 6 7 8

Figure 3-27 Guest search results



## HSC PMS Basic Functions

### Profile

Click on "Edit" to View or Edit record, click on Delete to permanently delete the record.

### 3.6.2 Add Record

Click on *Profile > Add* in order to create new Guest record. You can Edit all white fields, grey fields are for statistical data display only and are created automatically.

**Personal Information**

Last Name: Agostino  
First Name: Susana  
Street 1:   
Street 2:   
Country: Italia  
Zip/City:  Milano  
Birthdate:    
Document ID:   
Birth City:

**Contact Information**

Language: Italijanski jezik  
Salutation: -- No Selection --  
Phone:   
Fax:   
E-Mail:   
Tax ID:   
Sex: -- No Selection --

**Profile Information**

Profile Nr: 168  
Created By: admin  
Created: 17.2.2012  
Changed: 23.2.2012 13:45

**Statistics**

**Notes**

**Last Stay**

First Arrival:   
Last Arrival:   
Last Room:   
Last Price:

**Year Statistics**

Arrivals (Rooms):   
Arrivals (Persons):   
Nights (Rooms):   
Nights (Persons):   
No Shows: 1  
Cancellations:   
Revenue:

**Total Statistics**

Arrivals (Rooms):   
Arrivals (Persons):   
Nights (Rooms):   
Nights (Persons):   
No Shows: 1  
Cancellations:   
Revenue:

**Buttons**

Save Cancel

Figure 3-28 Add Guest record

## 3.7 Cashier

Module "Cashier" manages all hotel invoices. This module has three sections:

- Old Folios
- Cashier Status
- Exchange Rates

Figure 3-29 Cashier

### 3.7.1 Old Folios

Contains archived list of all old Folios. Old Folios can be searched against the following criteria:

- **Date:** Folio issues date
- **Last Name:** Guest last name
- **Folio No:** Invoice number

Search results list has following options:

- Folio Preview
- Folio Regeneration
- Posting of a storno invoice

Date	Folio	Amount	Storno Name	Hotel	
17/04/2012	<a href="#">79</a>	10.00	-1 Bar Nanos	NAN	
17/04/2012	<a href="#">80</a>	4.50	Bar Nanos	NAN	
17/04/2012	<a href="#">81</a>	-10.00	79 Bar Nanos	NAN	

Preview
Regenerate
Storno

Figure 3-30 Folio Search Results

**HSC PMS Basic Functions**  
*Cashier*

With Folio Regenerate you can change Folio Layout (hotel invoice or POS receipt). In this menu you can additionally change Guest name that is printed on the Folio.

Storno functionality is used when corrections on already issued Folio are required. When you post storno Folio a new Editable Folio will open. In case of Restaurant receipt all products are transfered to the first empty table.

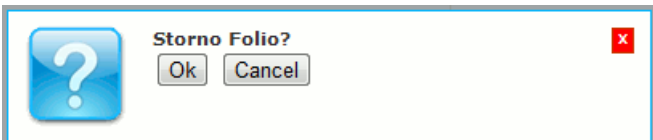


Figure 3-31      Storno Folio

**3.7.2      Cashier Status**

In this menu review of all cashier payments for current day is available. Received payments are sorted by means of payment. Details button provides detailed statement of all transaction.

	Description	#	Currency Total	Total
<a href="#">Details</a>	Gotovina	3	2.50 EUR	2.50
<a href="#">Details</a>	Kreditna kartica	1	2.00 EUR	2.00

Time	User	Description	Amount	Total	Room	Name	Folio No
10:34:02	pseuser	Gotovina	10.00 EUR	10.00	9000	Bar Nanos	79
11:15:42	pseuser	Gotovina	2.50 EUR	2.50	9000	Bar Nanos	80
13:46:13	pseuser	Gotovina	-10.00 EUR	-10.00	9000	Bar Nanos	81

Figure 3-32      Cashier status

**3.7.3      Exchange Rates**

This menu is used to define foreign currencies exchange rates. Foreign currencies can be defined up to 6 decimal places accurate.

Enter Exchange Rate For Currency KUN

1 KUN =  EUR

Save

Cancel

Figure 3-33      Exchange Rate

## **3.8 Reports**

HSC Cloud can generate a number of reports that provides you with useful information for decision making and planning in hotel management. Reports are divided into 7 sections:

- Guests in Hotel
- Reservations
- Cashier Reports
- Cashier History Reports
- Realisation
- Country Statistics
- Reservations History



Figure 3-34 Reports

### 3.8.1 Parameter Selection for Report Generation

After you have chosen the requested report in Reports Welcome Screen, define the parameters HSC needs for generating and displaying the report in Parameter Selection window specific to each report.

## Guests In House: By Room

Select Language

English 

Hotel:  

Arrival:  

Departure:  

[Screen](#)

Figure 3-35 Report Parameter Selection Menu

Reports defined by filling in the corresponding Parameter Selection window are displayed on Screen.

A report consists of

- the report header and
- the table and chart area

and, by means of the navigation bar it can be stored, printed or its size can be changed, for example.

/ 1
 

Main Report

100%

HSC Entry

**Guests In House: By Room**

Date: 29/05/2012  
 Time: 14:34:04

Hotel: Hotel Triglav

Room	Type	Name	Arrival	Departure	Frs.	Rate Code	Price	Notice
100	AP	mustermann max	11/04/2012	12/04/2012	1	DU		
100	AP	Eržen David	27/03/2012	01/04/2012	4	FB		
101	AP	Verbuč Grega	02/04/2012	03/04/2012	1	FB		
102	AP	Eržen Marko	02/04/2012	03/04/2012	1	FB		
110	DP	Smith John	16/04/2012	20/04/2012	1	DU		
111	DP	Schreiber Renate	27/01/2012	02/02/2012	2			
112	DP	Kovšček Zeljko	03/04/2012	05/04/2012	1	DU		
113	DP	ALLESSIO ALESSANDRO	16/02/2012	01/03/2012	2	FB		

Figure 3-36 Created Report

## **3.9 Web Inventory**

Web Inventory module allows you to easily personalize an online booking portal that guests can use to search availability as well as make online reservations.

### **3.10 Setup**

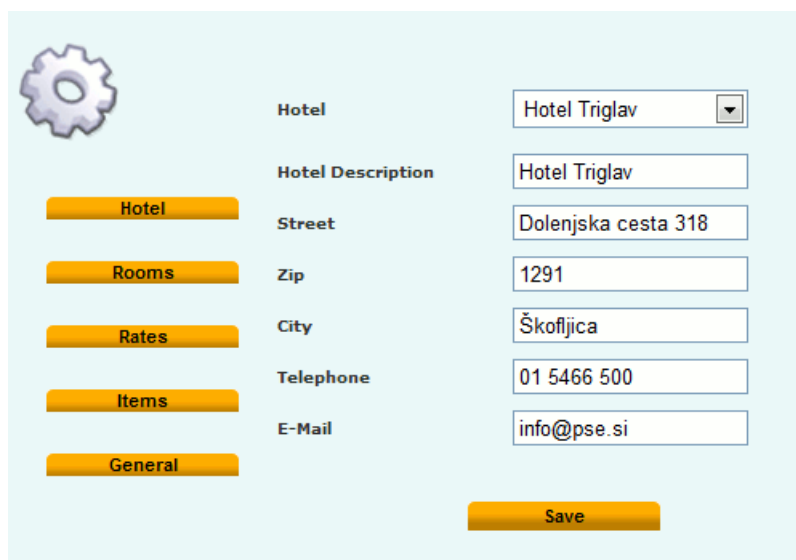
This module is intended for HSC Cloud system configuration.

Settings are divided into following menus:

- Hotel
- Rooms
- Rates
- Items General

#### **3.10.1 Hotel**

This menu contains basic information about the hotel: name address and contact information.



The screenshot shows the 'Hotel Setup' form. On the left, there is a sidebar with a gear icon and five buttons: 'Hotel', 'Rooms', 'Rates', 'Items', and 'General'. The 'Hotel' button is highlighted. The main form area contains the following fields:

Field	Value
Hotel	Hotel Triglav
Hotel Description	Hotel Triglav
Street	Dolenjska cesta 318
Zip	1291
City	Škofljica
Telephone	01 5466 500
E-Mail	info@pse.si

A 'Save' button is located at the bottom right of the form.

Figure 3-37 Hotel Setup

Information you have entered in this menu will appear on all issued invoices.

## 3.10.2 Rooms

In this menu you define all rooms with their categories and equipment. By means of Add button you can define a new room in a subsequent window; by means of Edit you can change the properties of a room selected in a similar way.

With Delete you remove the room selected in the list from the HSC system.

Hotel

Hotel Triglav

Room Type

-- No Selection --

Add

Enter Your Rooms Data

	Room	Type	Description	Status	Seq	Seq	
<a href="#">Edit</a>	100	AP	Apartma	Dirty	5		<a href="#">Delete</a>
<a href="#">Edit</a>	101	AP	Apartma	Dirty	5		<a href="#">Delete</a>
<a href="#">Edit</a>	102	AP	Apartma	Dirty	5		<a href="#">Delete</a>
<a href="#">Edit</a>	103	TP	Triposteljna soba	Dirty	3		<a href="#">Delete</a>
<a href="#">Edit</a>	104	TP	Triposteljna soba	Clean	3		<a href="#">Delete</a>
<a href="#">Edit</a>	105	TP	Triposteljna soba	Clean	3		<a href="#">Delete</a>
<a href="#">Edit</a>	106	TP	Triposteljna soba	Dirty	3		<a href="#">Delete</a>
<a href="#">Edit</a>	108	DP	Dvoposteljna soba	Dirty	2		<a href="#">Delete</a>
<a href="#">Edit</a>	109	DP	Dvoposteljna soba	Clean	2		<a href="#">Delete</a>
<a href="#">Edit</a>	110	DP	Dvoposteljna soba	Dirty	2		<a href="#">Delete</a>
<a href="#">Edit</a>	111	DP	Dvoposteljna soba	Dirty	2		<a href="#">Delete</a>
<a href="#">Edit</a>	112	DP	Dvoposteljna soba	Dirty	2		<a href="#">Delete</a>
<a href="#">Edit</a>	113	DP	Dvoposteljna soba	Dirty	2		<a href="#">Delete</a>
<a href="#">Edit</a>	114	DP	Dvoposteljna soba	Dirty	2		<a href="#">Delete</a>
<a href="#">Edit</a>	115	DP	Dvoposteljna soba	Clean	2		<a href="#">Delete</a>

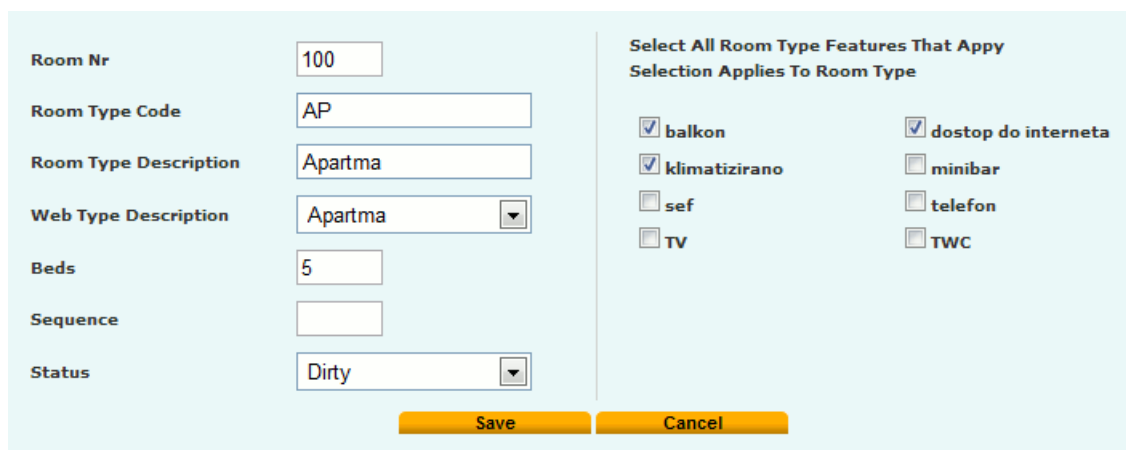
1 2

Figure 3-38 Room setup

Room configuration contains the following settings:

- **Room number:** enter the room number. Each room must have its unique room number.
- **Room Type Code:** each room belongs to a certain type of room. We propose the use of short codes for room type (eg, AP for apartment, DP for double room, single room EP).
- **Room Type Description:** room type description refers to the Room Type Code.
- **Web Type Description:** Standardized room Description for Internet Sales.
- **Beds:** Enter the number of beds in the room. If the number of people on the reservation exceeds the number of beds in the room, the system displays a warning. In the case of Internet sales maximum number of persons in a room is limited with number of beds.

- **Sequence:** intended for setting the order of room on the room schedule. If left blank, the default sequence is applied.
- **Status:** Current room status. Conditions may be "Clean" or "Dirty".
- **Room Type Features:** Features based on room type. Settings are used only for the Internet sales.



The form is titled "Room Configuration" and is divided into two main sections. The left section contains input fields for "Room Nr" (100), "Room Type Code" (AP), "Room Type Description" (Apartma), "Web Type Description" (Apartma), "Beds" (5), "Sequence" (empty), and "Status" (Dirty). The right section is titled "Select All Room Type Features That Apply Selection Applies To Room Type" and contains a list of features with checkboxes: balkon (checked), klimatizirano (checked), sef (unchecked), TV (unchecked), dostop do interneta (checked), minibar (unchecked), telefon (unchecked), and TWC (unchecked). At the bottom of the form are "Save" and "Cancel" buttons.

Room Nr	100
Room Type Code	AP
Room Type Description	Apartma
Web Type Description	Apartma
Beds	5
Sequence	
Status	Dirty

Select All Room Type Features That Apply  
Selection Applies To Room Type

<input checked="" type="checkbox"/> balkon	<input checked="" type="checkbox"/> dostop do interneta
<input checked="" type="checkbox"/> klimatizirano	<input type="checkbox"/> minibar
<input type="checkbox"/> sef	<input type="checkbox"/> telefon
<input type="checkbox"/> TV	<input type="checkbox"/> TWC

Save Cancel

Figure 3-39 Room Configuration

### 3.10.3 Rates

With this module you define and modify rate codes and packages for rooms offered in the hotel.

"Edit Rate" link contains information about offered Service, "Edit Price" link contains detailed price information for all rooms/periods.



## HSC PMS Basic Functions

### Setup

#### 3.10.4 Items

In this menu you define Products and Services which are available in your hotel. List of products allows editing, deleting and adding products and services.

- Product configuration contains the following settings:
- Group: available product groups are Food, Beverages, Alcohol beverages, Others
- Feature number (Code): unique product code
- Description: brief product description
- Price: sales price
- Department (with predefined VAT): product department number to which sales is booked



The screenshot shows a web interface for managing product categories. At the top, there are four icons representing different categories: a plate and fork, a coffee cup, a cocktail glass, and a bell. Below these icons is the text 'Please Select Item Category'. The main part of the interface is a table with the following columns: Group, Code, Description, Price, and Department. The table lists five items: ČIPS, JUHA, MENI, PIZZA, and SEN. Each item has an 'Edit' link to its left and a 'Delete' link to its right. At the bottom, there is an 'Add' link followed by a form with a dropdown menu for 'Group' (set to 'Food'), a text input for 'Code', a text input for 'Description', a text input for 'Price', and a dropdown menu for 'Department' (set to '1000 - Nočitev (8,50%)').

	Group	Code	Description	Price	Department	
<a href="#">Edit</a>	Food	ČIPS	Čips	2,00	3000 - Restavracija - hrana (8,50%)	<a href="#">Delete</a>
<a href="#">Edit</a>	Food	JUHA	Dnevna juha	2,50	1000 - Nočitev (8,50%)	<a href="#">Delete</a>
<a href="#">Edit</a>	Food	MENI	Dnevni meni	7,50	1000 - Nočitev (8,50%)	<a href="#">Delete</a>
<a href="#">Edit</a>	Food	PIZZA	Pizza	6,00	3000 - Restavracija - hrana (8,50%)	<a href="#">Delete</a>
<a href="#">Edit</a>	Food	SEN	Sendvič	5,00	3000 - Restavracija - hrana (8,50%)	<a href="#">Delete</a>
<a href="#">Add</a>	Food				1000 - Nočitev (8,50%)	

Figure 3-40 Products/services settings

### 3.10.5 General settings

In this menu you define system General Settings. HSC Cloud has a built-in automatic night audit, night audit required settings are:

- Local Time Zone
- Night Audit Start time

For per Person Rates system has additional configuration options for child discounts and for local tourist tax.

<b>Time Zone</b> (UTC+01:00) Belgrade		System is performing automatically Night Audits for you.  Please select Time Zone you are in.  Please select Time when Night Audit should be performed.  Press Save to save changes.
<b>Night Audit Start</b> 02:00		
Save		

Use	From	To	Dsc (%)	Tourist Tax
Kids 1	0	4	100	None
<input checked="" type="checkbox"/> Kids 2	5	7	50	Half
<input checked="" type="checkbox"/> Kids 3	8	16	10	Full

Save

**Define Age Ranges For Kids You Use.**

For Each Range Specify Discount And Tourist Tax.

Write Age As 0-4, 5-7.

Press Save to save Changes.

Figure 3-41 General Settings

### 3.11 Help

Opens a new browser window and displays the start page of the HSC Cloud online help in HTML format. You can navigate to the individual chapters of the HSC User Guide by using the table of contents or search function.

## **HSC PMS Basic Functions**

*Help*

## **4 HSC Telephone Interfaces**

### **4.1 Telephone Interface when Using HSC Connect with VoIP/ISDN connectivity**

If HSC Connect is integrated into your HSC Cloud PMS system

- the guests of your hotel can use the HSC Connect and set wakeup calls via the telephone (any type of device)
- the service attendants of your hotel can use the HSC Connect and access various service functions of HSC via the telephone (any type of device)



The telephone interface of HSC Connect is available for HiPath 3000 and HiPath 4000 switches from Siemens Enterprise Communications.

There are voice-supported announcements for user guidance (at present English or German, depending on the configuration of HSC Connect) for all functions of the telephone interface of HSC Connect.

#### **4.1.1 Telephone Dialog for Wakeup Call**

Using the HSC Connect telephone interface the guests of your hotel can set wakeup calls via the room telephone and delete them again.

To guide guests by means of voice prompts, the internal HSC Connect Wakeup Call System has to be configured (see Service Manual).

When the guest presses the wakeup call button on the phone, HSC checks whether a wakeup call has already been set. If a wakeup call has already been set, the guest is notified of this fact by a voice announcement and the guest can then either delete or change the wakeup call by means of the telephone keypad.

Otherwise the guest is offered the option to set a wakeup call by using the telephone keypad. The guest has the option to set the wakeup call in such a way that he is awakened every day at the same time.

## HSC Telephone Interfaces

*Telephone Interface when Using HSC Connect with VoIP/ISDN connectivity*

### 4.1.2 Service Functions of the Telephone Interface

The telephone dialog for service functions for service attendants can be accessed by default via the wakeup call button.



Only those members of the hotel staff are authorized to execute service functions by means of the telephone dialog who in the HSC administration have been defined as service attendants and to whom also a identification code has been assigned (see Administration Manual).

Below flowcharts show how service attendants can use the following HSC-specific service functions after entering the respective "menu numbers" via the telephone.

"1": Change of room status

"2": Entering of minibar consumption

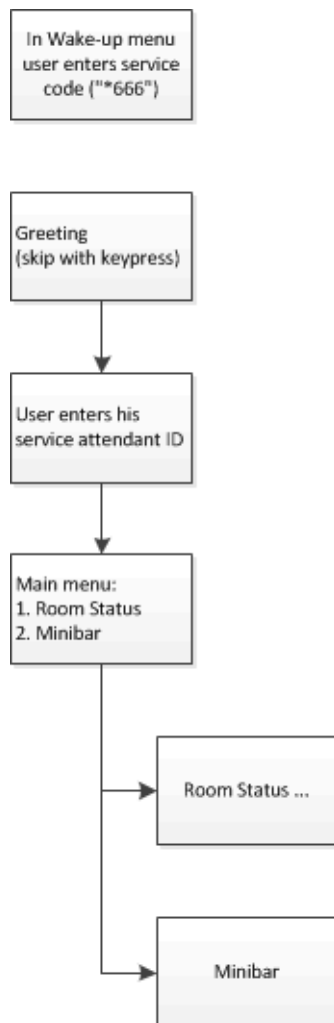


Figure 4-1 Service Access of the Telephone Interface, Flowchart

Please note:

- At the beginning of each telephone dialog the identification code has to be entered. If three wrong entries are made, HSC Connect will cancel the dialog.
- At the end of the telephone dialog the executed activity is confirmed by the respective announcement or an error note is announced.

#### **4.1.2.1 Changing of the Room Status**

The room whose status is to be changed is identified automatically during the telephone dialog from the assignment extension of the telephone dialog < --- > room number.

As a new room status one of the digits "0" or "1" can be entered.

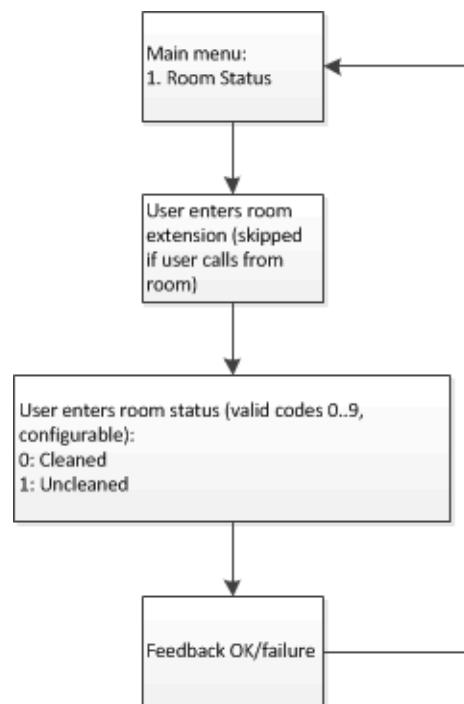


Figure 4-2 Change of Room Status, Flowchart

#### **4.1.2.2 Entering of Minibar Consumption**

The room whose minibar consumption is to be entered via the phone is identified automatically during the telephone dialog from the assignment extension of the telephone dialog < --- > room number.

## HSC Telephone Interfaces

### *Telephone Interface when Using HSC Connect with VoIP/ISDN connectivity*

After identification of the room, HSC Connect expects the input of a product number, followed by the amount of the items consumed. After entry of product number and amount of items consumed, the system repeats your entries and requests a confirmation with "1" for continuation of processing or "#" for termination of processing.



HSC Connect does not check the product numbers entered for plausibility but forwards them directly to the connected Cloud PMS.

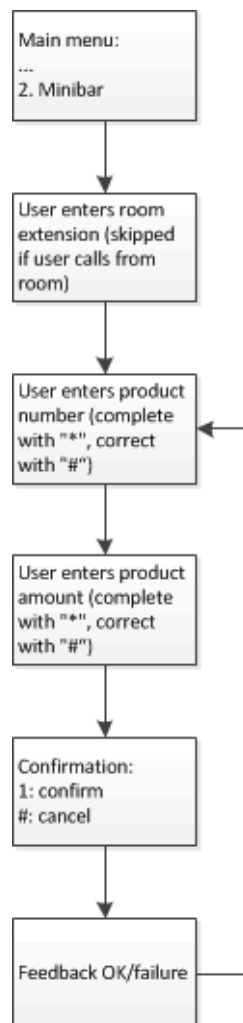


Figure 4-3 Entering of Minibar Consumption, Flowchart

# Index

## A

Add record 3-18

## B

Basic functions of HSC Front Office 3-1

## C

Cashier 3-9, 3-19

Cashier status 3-20

Check in 3-7

Clean Room 3-5

Client data 3-1

Combo box 2-1

## D

Date-picker 2-2

Desktop areas

    navigation area 2-5

    working area 2-6

Dirty room 3-5

## E

Exchange rates 3-20

## G

General settings 3-27

Guest cashier 3-9

Guest profile 3-17

## H

Help 3-27

Hotel 3-23

Hotel status 3-2

HSC Connect 3-9

    telephone interface 4-1

HSC main desktop 2-4

## I

Icons

    calendar 2-2

Introduction 1-1

Invalid entry notification 2-1

Invoice 3-12, 3-15

Invoicing 3-12

Items 3-26

## L

Lock phone 3-9

Login

    Front Office 2-4

## M

Minibar consumption

    telephone dialog 4-3

MS Windows elements 2-1

    combo box 2-1

    date-picker 2-2

## N

Navigation area 2-5

New folio 3-11

## O

Old folios 3-19

Old invoices 3-19

## P

Password 2-4

Payment 3-12

Phone

    control 3-8

    lock 3-9

    unlock 3-9

Phone features 3-9

Point of Sale System 3-14

POS 3-14

Profile 3-17

## R

Rates 3-25



## **Index**

- Receipt 3-15
- Report generation 3-22
- Reporting to local authorities 3-4
- Reports 3-21
- Reservation list 3-13
- Reservations 3-7
- Room Grid 3-5
- Room Plan 3-5
- Rooms 3-24

## **S**

- Separated invoices 3-11
- Service functions
  - telephone dialog 4-2
- Settings 3-27
- Setup 3-23

## **T**

- Target group
  - for User Guide 1-1
- Telephone interface
  - HSC Connect 4-1
  - minibar consumption 4-3
  - service functions 4-2
- Tome navigation toolbar 3-6
- Tooltips 2-2
- Transfer to room 3-16
- Transfer to table 3-16

## **U**

- Unlock phone 3-9
- User Guide
  - notational conventions 1-2
  - structure 1-2
  - target group 1-1
- Users management 3-3

## **W**

- Wakeup call 3-8
- Web inventory 3-23
- Working area 2-6



