SYSTEM ADMINISTRATION

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SWITCHES

OVERVIEW

RDP's system switches customize the software to meet individual property needs. The eight banks of switches must be set at the time of installation in order to utilize the property management system to its fullest potential. This chapter details each system switch, and is organized into six sections, including:

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SYSTEM SWITCHES - 109

The first bank of switches, option 109 on the System Manager menu, includes the rate switch, guest history requirements, and the manner which room and tax is charged.

109-1 - Rate Switch

RDP calculates rates based on the setting of switch #109-1. All new systems are shipped with the Enhanced Rates and Packages module (RN) which uses a setting of "RP". If the Variable Package module is NOT installed, the options for switch #109-1 are:

Setting	Action
Blank	The room type on the reservation determines the room rate. Rates are stored in the C2 table. Extra person charges are NOT used.
A_	"A" + Space. Uses the same logic as "blank", adding extra person charges. In order to use extra person charges, add additional subrecords to the C2 table, with the number of extra people in the sixth position of the subrecord. RDP room types are a maximum of six characters. With a rate switch setting of "A_", the sixth position equals the number of extra people in the room. For example, if the property has a room type "DD" for "Double Double", the C2 subrecord "DD" contains the base number of people in a Double Double. Additional subrecords, such as "DD_ _ _ 1" contain the room rates for a Double Double with one extra person, and "DD _ _ _ 2" contains the room rates for a Double Double with two extra people.
_R	Space "R". Uses the same logic as the "Blank" setting above, adding the ability to have unique rates per *room number*. With a setting of "_R", the system first searches the C2 table for an individual room number to find the rate. If the room number is not found, the system uses the rates defined in the applicable room type subrecord.
AR	Combines the "A" and "R" rate switches, allowing for unique rates by room number and automatic extra person charges.

☒ ***Room numbers can be a maximum of five digits with the rate switch set to "AR" since the sixth character calculates extra person charges.***

TP	Time Periods. A rate switch set to "TP" uses the "Z" system tables in order to calculate all rates. Time periods are a useful tool for properties that offer weekly or bi-weekly rates. See the following ***Time Periods*** section for more information on this rate switch setting.
RP	Rate plans determine rates. RP is the default setting for most new systems, installed with module R8 - Rate plans and RN - Enhanced Rates and Packages. See the **Configuring and Maintaining Enhanced Rates and Packages** chapter for more information on defining rates.

Time Periods

It is possible to calculate rates based on "time periods." For instance, there might be a daily, 5-day and a 7-day rate. A variety of time periods are allowed, however, the maximum is 30 days. ***Time period rates cannot be used for long term rentals.***

When using time periods, the Z0, "Z + Zero" (Days Conversion) table is used to tell the system applicable rates on each day of the stay. Thirty sub-records are created in the table, numbered from 01 to 30 (leading zeros on sub-records 1-9 are required). Each sub-record corresponds to the number of days in the stay and each sub-record contains the location of the proper rate.

For example, a property offers a daily, five day, and seven day rate, meaning a guest staying five days receives a different (usually cheaper) nightly rate than a guest staying two days. A six day stay is charged the five day rate for the first five days and a higher daily rate for the sixth day.

The Z0 table for the property described above looks similar to the one listed below. The left hand column holds each sub-record (01 - 30, the number of nights in the stay). The second set of numbers contains the "Z" table number that holds the actual room rate for that day.

For example, on a nine day reservation the system looks at sub-record 09 and finds seven 3's and two 1's. These numbers tell the system to use the rate in the Z3 table for the first seven days (the seven day rate) and the rate in the Z1 table (the daily rate) for the last two days.

```
01      1
02      11
03      111
04      1111
05      22222
06      222221
07      3333333
08      33333331
09      333333311
10      2222222222
11      22222222221
12      222222222211
13      2222222111111
14      33333333333333
15      222222222222222
16      2222222222222221
17      22222222222222211
18      222222222222222111
19      2222222222222211111
20      22222222222222111111
21      333333333333333333333
22      3333333333333333333331
23      33333333333333333333311
24      333333333333333333333111
25      222222222222222222222222222
26      2222222222222222222222222221
27      22222222222222222222222222221
28      333333333333333333333333333333
29      3333333333333333333333333333331
30      22222222222222222222222222222222
```

The Z0 table "points" the system to another Z table where actual rates are stored. Z1, for instance, is normally used for daily rates. The Z2 table for the next time period, in our example five day rates, and the Z3 table for the next period, seven days. Use as many Z tables as necessary.

Table	**Contents**
Z0	Days conversion table
Z1	Daily rates
Z2	Five day Rates
Z3	Seven day rates (see warning below)
Z4-Z9	Reserved for other time periods (Nine day, 14-day, etc.)

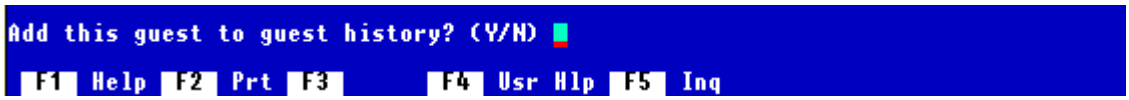
Each sub-record in the time period tables is a room type, identical to the C2 table. Using the extra person calculation feature, the extra person sub-records must also exist in the Z tables (i.e. - DD _ _ _ 1).

Use the following steps to install time periods:

1. Set the rate switch (option 109 on the System Set Manager menu switch #1) to TP.
2. Enter all room types in the C2 table. (Do NOT add rates to the C2 table)
3. Complete the “Days Conversion” table - Z0.
4. Enter rates in the Z1 - Z? tables.

#109-2 - Always Add to Guest History for new Reservations

RDP ships all systems with a setting of YES in order to add all guests to history. A select few properties may not want to keep guest history for all clients. In this scenario, set switch #109-2 to NO. With switch number 2 set to NO, the system prompts:



The front desk clerk determines whether or not to add the guest to history.

#109-3 - Maximum Number of Available Rooms to Display (99=ALL)

RDP ships all systems with the default of 99, in order to display ALL available rooms when searching for a room number. Some properties may wish to only display a specified number of rooms, defined in switch #109-3.

#109-4 - Prompt for Pre-Posted Transactions

RDP ships all systems with switch #109-4 set to NO. Using a setting of NO, the reservationist is NOT prompted to post any transactions as part of the reservation process. However, it is possible to post transactions after the reservation is complete using RDP120, power user option “P” - “Post Charge to this Reservation”. Some properties may post several charges prior to arrival, such as cribs, rollaways, meal charges and wish to post these charges as part of the reservation. In order to post as part of the reservation process, set switch #109-4 to YES, and the following posting screen appears as part of the reservation process. (Every time)

#109-5 - Require Credit Card if Guaranteed Field is Set to 'YES'

RDP ships all new systems with the default of NO. With a NO setting, credit cards are NOT required in order to set the GTD flag (#35 on the first reservation screen) to "Y" for YES. Some properties only consider a reservation guaranteed if they have a credit card on file. In this scenario, set Switch #109-5 to YES and the system requires a credit card in order to count a reservation as guaranteed.

#109-6 - Display in Room Number Sequence

RDP ships new systems with Switch #109-6 set to NO in order to display rooms in room type sequence on the reservation tape chart. With rooms organized in room type sequence, performing room moves are easier with similar room types grouped together. Setting this switch to YES displays rooms numerically. This switch also controls how report "172" - "Room Calendar Report" prints. Report 172 is found on the Reservation Reports menu and is a printout of the reservation tape chart.

#109-7 - Allow Source of Business Default (Default code is '00')

Source of business, field number 37 on the first reservation screen, tracks how the guest discovers the property. With switch #109-7 set to YES, it is possible to skip this field in the reservation process, defaulting the source of business to "00" - "Default Source of Business". Setting switch #109-6 to NO requires a valid entry in field number 37. RDP recommends setting switch #109-7 to NO in order to accurately track marketing dollars.

#109-8 - Display Availability in Room Number Sequence

RDP ships all new systems with switch #109-8 set to YES in order to display all available rooms in numerical sequence when making new reservations in option 100. With switch #109-7 set to NO, rooms are rotated based on reservations. For example, if a reservation is made for room #100, the room goes to the bottom of the availability listing. However, if the reservation for room #100 cancels, the room still goes to the bottom of the list. The NO setting is a room rotation tool where the least used room number is displayed on the top of all availability listings.

#109-9 - Prompt for Owner Pay Codes (New Res. And Changes)

RDP ships all new systems with switch #109-9 set to NO. The NO setting defaults the *owner payment code* to the one defined in the room master (field #14). With switch #109-9 set to YES, the system prompts for an owner pay code as part of the reservation process.

#109-10 - Convert Inventory Res. To Preassign when Room Assigned

For timeshare properties, switch #109-10 controls whether or not inventory reservations convert directly to pre-assign reservations or if the system prompts for an exchange week reservation, similar to the following:

The standard RDP setting is YES, which converts the reservation directly to a type "P" for "Preassign".

#109-11 - Keeping Canceled Reservations

RDP ships all new systems with switch #109-11 set to YES, in order to keep all canceled reservations in *active history* until the scheduled departure date. With reservations in active history, inquiry is possible through RDP120 as opposed to option 116, Inquire on Non-Active Reservations, on menu 9 - Past Guest Master & History. With a NO setting, the system either transfers canceled reservations to non-active history immediately or deletes them from the system completely, based on the setting of ***switch 219-14***.

#109-12 - Include Children in Rate Calculation

For systems without Enhanced Rates and Packages (RN), children can be included in rate calculations by setting switch #109-12 to YES. Systems with Enhanced Rates and Packages determine the rates for children (and other people classifications) with rate sets. If the Variable Package (RN) module is NOT installed and children should not be charged, set switch #109-12 to NO.

#109-13 - Default to 'Daily Post Room and Tax'

RDP ships all new systems with the default setting of YES, in order to post room and tax on a nightly basis. With switch #109-13 set to YES, reservations will be charged for their rooms on a nightly basis. A NO setting declares room revenue for the entire stay when the reservation checks in. If this determination is made on a reservation-by-reservation basis, use the third option - PROMPT.

If the Enhanced Rates and Packages module (RN) is installed, this switch is set to YES and cannot be changed.

#109-14 - Guest Types

It is possible to organize guest history by guest type. Set switch #109-14 to YES in order to prompt for a guest type on every new reservation. If all reservations are entered into history with the default guest type of "00", set switch #109-14 to NO. See the ***Guest History*** chapter in the User's Manual for more information on Guest Types.

Because guest types are not pre-installed, RDP ships all new systems with a setting of NO.

#109-15 - Posting to Future Reservations

Setting switch #109-15 to YES allows transactions to be pre-posted to future reservations. Setting the switch to NO restricts the posting of transactions to only checked-in and checked-out reservations. All new systems are shipped with switch #109-15 set to YES, allowing pre-posted transactions.

#109-16 - Pre-Deduct Travel Agents

The system default for switch #109-16 is YES. The YES setting includes the following prompt as part of a travel agent reservation:

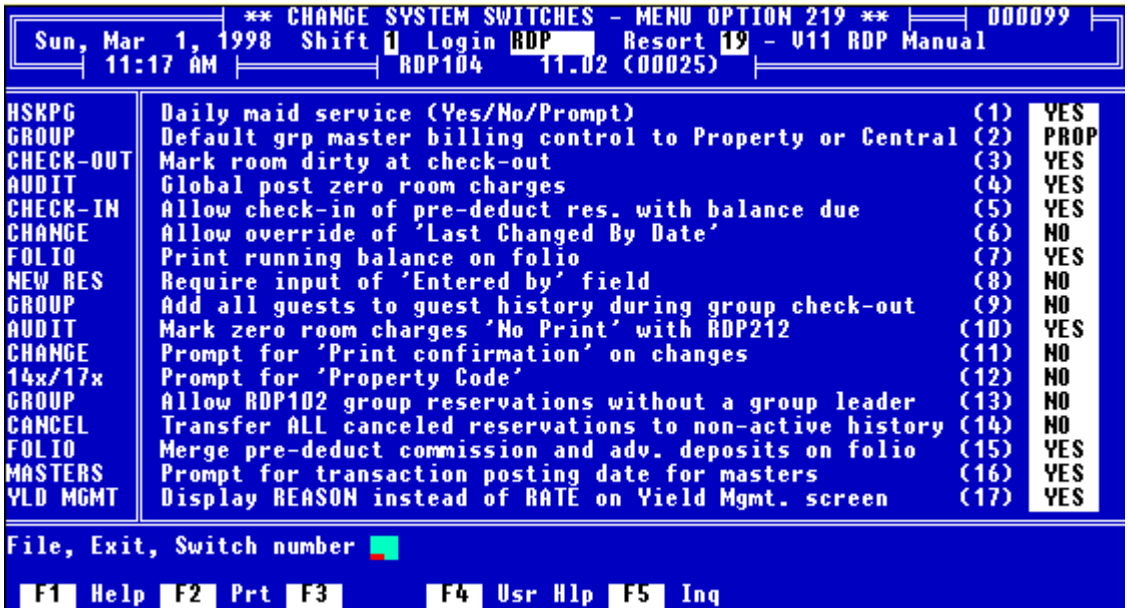
Pre-deduct travel agents collect funds directly from the guest, deduct their commission, and send the property the net amount. If the property does NOT deal with pre-deduct travel agents, setting switch #109-16 to NO eliminates the above prompt.

#109-17 - Bill Owners for Pre-Deduct Agents (Timeshare and Condominiums)

RDP recommends setting switch #109-17 set to YES. The YES setting posts a transaction to the owner for his portion of the travel agent's pre-deduct commission when the guest checks out. If the guest has moved rooms during his stay, the owner of the last room is charged the entire commission amount. A NO setting does not create automatic commission charges for owners, the owner portion of the pre-deduct commission must be posted manually.

SYSTEM SWITCHES - 219

The second bank of switches includes housekeeping parameters, input requirements, and pre-deduct travel agent settings. The second set of switches appears as:



#219-1 - Daily Maid Service (Yes/No/Prompt)

Switch #219-1 controls the daily maid field default. Field number 34 on the first reservation screen controls whether or not an occupied room is changed to a dirty status as part of option "212" - "Post Nightly Room and Tax", ran during the night audit. Because most properties clean rooms daily, RDP ships the system with switch #219-1 set to YES. A NO setting leaves the room status un-changed as part of the night audit.. The third available option is PROMPT, which allows input into field #34, Daily Maid (Y/N) during the reservation process.

#219-2 Group Billing, Property or Central (Central Reservations Only)

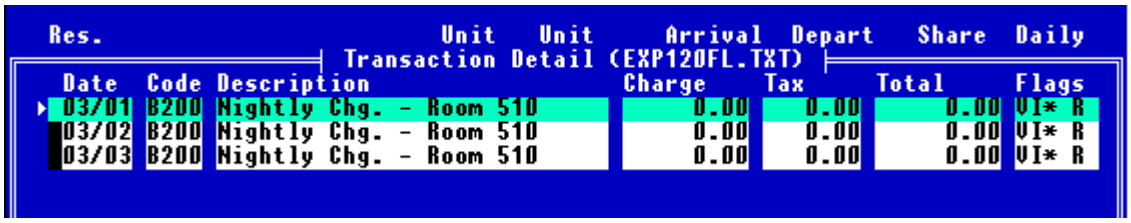
Switch #219-2 controls the ownership of group billing for central reservations sites. A setting of PROP keeps all group billing transaction codes at the property level. A setting of CEN transfers all *B3DL transaction codes* back to the central reservations site as part of the RDP930 transfer process. If Central does all group billing, set this switch to CEN, if the property is in charge of group billing, set switch #219-2 to PROP.

#219-3 - Mark Room Dirty at Checkout

Switch #219-3 works in conjunction with switch #219-1, Daily Maid Service. If the property does NOT clean rooms on a daily basis, switch #219-1 is set to NO. However, most properties that do not clean rooms daily have a "checkout clean". In order for the room to show as dirty during checkout, set switch #219-3 to YES. If switch #219-1 is set to YES for daily cleaning, set switch #219-3 to NO.

#219-4 - Global Post Zero Room Charges

In cases where a guest has a zero room charge (comps), should the system create a B200 code with a dollar amount equal to $0.00? A NO setting does not create the B200 transaction code for guests with a room rate equal to $0.00. A YES setting creates transaction codes similar to the following:



In order to simplify comp room folios, RDP ships all new systems with switch #219-4 set to NO.

Systems with Enhanced Rates and Packages (RN) installed, do not have access to switch #219-4. Instead, reservations with zero room rates can automatically have room charges "no printed" using switch #219-10.

#219-5 - Allow Check-In of Pre-Deduct Reservation with Balance Due

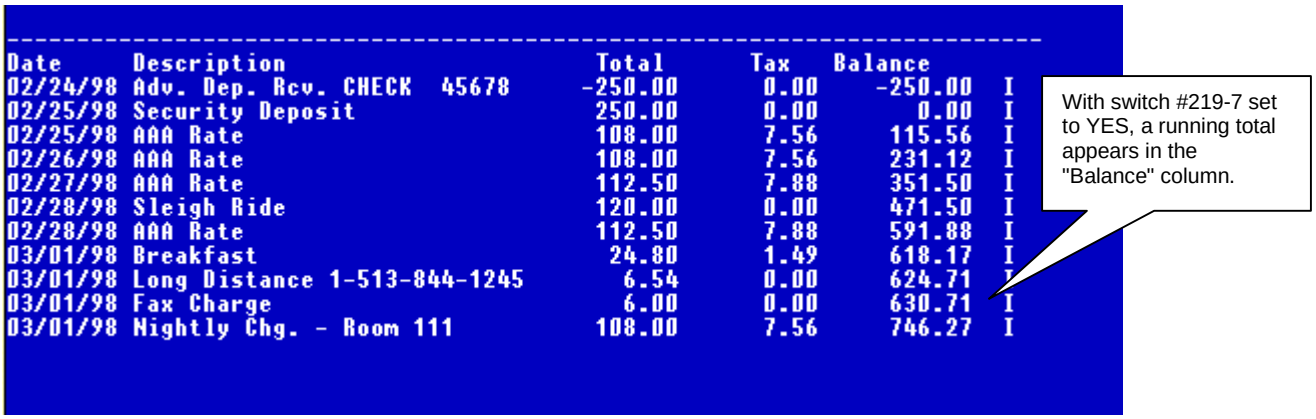
RDP ships all new systems with switch #219-5 set to YES, allowing pre-deduct travel agent reservations to check-in; regardless of whether or not they have been paid in full. By definition, pre-deduct travel agent reservations should be paid in full prior to the guest's arrival. See the ***Travel Agents*** chapter for more information about checking in pre-deduct reservations with a balance due.

#219-6 - Allow Override of 'Last Changed by Date'

The system automatically stores the last date any reservation field is changed. Switch #219-6 controls whether or not this date can be altered. Many times, central reservations properties will set switch #219-6 to YES in order to change this date and include a specific reservation in an upload/download file. The upload and download program works with the "Last Changed By Date" field. Because most properties do not have a need to change this date, RDP ships all new systems with a NO setting.

#219-7 - Print Running Balance on Folio

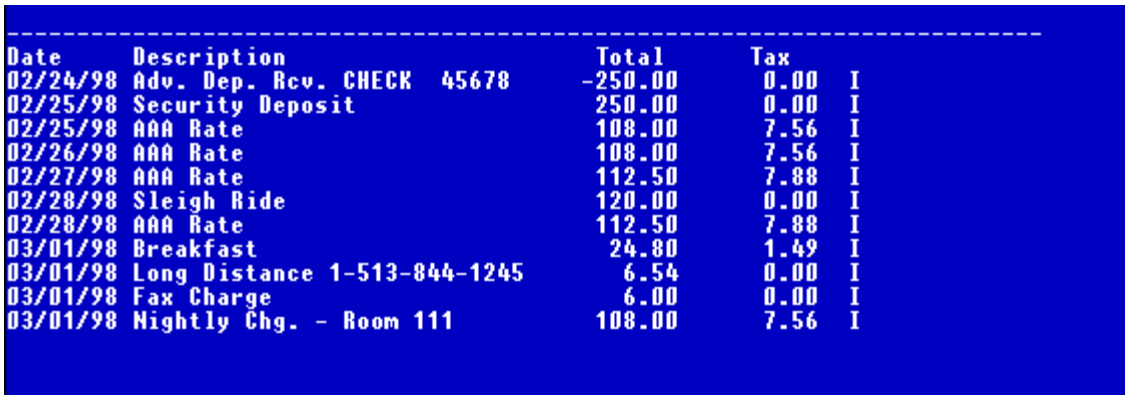
Switch #219-7 controls guest folio format. With the standard setting of YES, the system prints running balance of charges similar to the following:



Date	Description	Total	Tax	Balance	
02/24/98	Adv. Dep. Rcv. CHECK 45678	-250.00	0.00	-250.00	I
02/25/98	Security Deposit	250.00	0.00	0.00	I
02/25/98	AAA Rate	108.00	7.56	115.56	I
02/26/98	AAA Rate	108.00	7.56	231.12	I
02/27/98	AAA Rate	112.50	7.88	351.50	I
02/28/98	Sleigh Ride	120.00	0.00	471.50	I
02/28/98	AAA Rate	112.50	7.88	591.88	I
03/01/98	Breakfast	24.80	1.49	618.17	I
03/01/98	Long Distance 1-513-844-1245	6.54	0.00	624.71	I
03/01/98	Fax Charge	6.00	0.00	630.71	I
03/01/98	Nightly Chg. - Room 111	108.00	7.56	746.27	I

With switch #219-7 set to YES, a running total appears in the "Balance" column.

A NO setting eliminates the balance column:



Date	Description	Total	Tax	
02/24/98	Adv. Dep. Rcv. CHECK 45678	-250.00	0.00	I
02/25/98	Security Deposit	250.00	0.00	I
02/25/98	AAA Rate	108.00	7.56	I
02/26/98	AAA Rate	108.00	7.56	I
02/27/98	AAA Rate	112.50	7.88	I
02/28/98	Sleigh Ride	120.00	0.00	I
02/28/98	AAA Rate	112.50	7.88	I
03/01/98	Breakfast	24.80	1.49	I
03/01/98	Long Distance 1-513-844-1245	6.54	0.00	I
03/01/98	Fax Charge	6.00	0.00	I
03/01/98	Nightly Chg. - Room 111	108.00	7.56	I

#219-8 - Require Input of 'Entered By' Field

With switch #219-8 set to YES, the system prompts for a user name as part of the reservation process. The "Entered By' information is stored on the second page of the reservation screen and cannot be changed. Many properties set switch #219-8 to YES if their employees use several workstations. RDP ships the system with a setting of NO. With a NO setting, the system stamps the user name of the person currently logged on to RDP into the "Entered By" field.

#219-9 - Add All Guests to Guest History During Group Checkout

Set switch #219-9 to YES in order to add all group members to guest history during group checkout when using power user menu option "G" - "Checkout the Entire Group". Since most properties do not require addresses for group members, RDP ships the system with switch #219-9 to NO. See the ***Groups & Conferences*** chapter for more information on group checkout.

#219-10 - Mark Zero Room Charges "No Print" with RDP212

For systems with the Enhanced Rates and Packages (RN) module installed, RDP sets switch #219-10 to YES. With a YES setting, complimentary rooms do NOT have room charges display on folios as $0.00.

#219-11 - Prompt for 'Print Confirmations' on Changes

RDP ships all new systems with a NO setting for switch #219-11. With the NO setting, a confirmation can only be printed for a changed reservation in option 120 (power user option "V") or by manually changing the Prt. Confirm. field (#33) to "Y" and using option "272" - "Confirmation - Changed Res." on the Confirmation Menu (1CON). With switch #219-11 set to YES, the system displays the following prompt when changes are made to any reservation field:

By answering "YES", the confirmation will print with option "272" - "Confirmation - Changed Res.", on the Confirmation menu.

#219-12 - Prompt for 'Property Code'

RDP ships all new systems with switch #219-12 set to NO. This switch controls whether or not the system prompts for a property code in the 140 and 170 availability programs. With the property code feature turned on, set switch #219-12 to YES in order to view availability by code. Properties without property codes set switch 219-12 to NO.

#219-13 - Allow RDP102 Group Reservations without a Group Leader

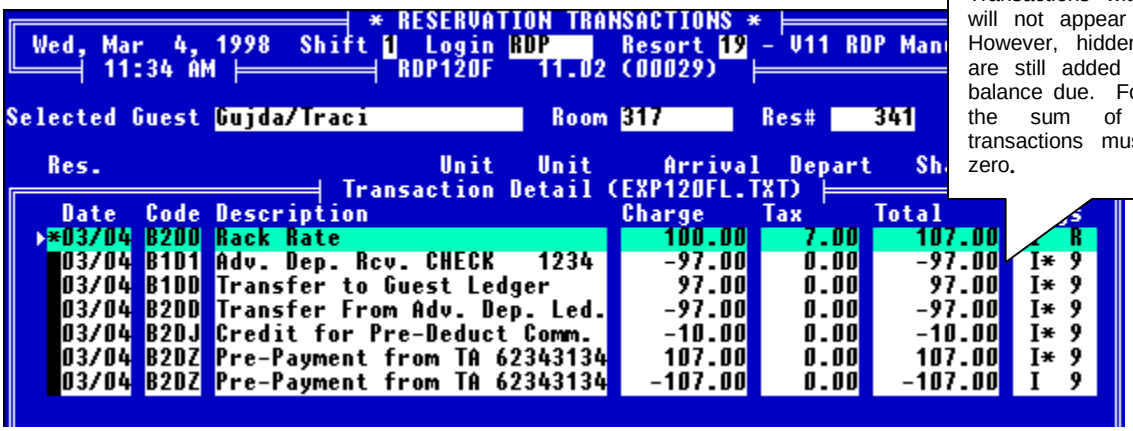
Switch #219-13 controls whether or not reservations can be made in option 102 without a group leader. A YES setting allows group reservations without a leader. If there is not a group leader, all group power functions are deactivated, such as group check-in, group checkout, and group leader folios. Because of this, RDP recommends a NO setting, requiring a leader for all group reservations. This is the default setting. The group leader and group master concepts are critical to system operation and must be reviewed prior to changing this switch. See the ***Groups & Conferences*** chapter for more information about group leaders.

#219-14 - Transfer ALL Canceled Reservations to Non-Active History

Switch #219-14 works in conjunction with switch #109-11 and the 910 transfer program. Switch #109-11 controls whether or not canceled reservations are kept in active history until their departure date. With switch #109-11 set to YES, and switch #219-14 set to YES, canceled reservations are kept in active history until their departure date, at which time they are transferred to non-active history using the 910 transfer program. With switch #109-11 set to NO and switch #219-14 set to YES, canceled reservations are immediately transferred to non-active history. With switch #219-14 set to NO, canceled reservations are deleted from the system entirely.

#219-15 - Merge Pre-Deduct Commissions and Advance Deposits on Folios

Switch #219-14 is normally set to YES. With a YES setting, the system generates five transaction codes at check-in. The first four transaction codes are generated with an asterisk, indicating “no prints” on the folio. As seen below, the only transaction the guest sees is the last B2DZ code with the description Pre-Payment from T.A. #62343134 for the full amount the guest should be credited, $107.



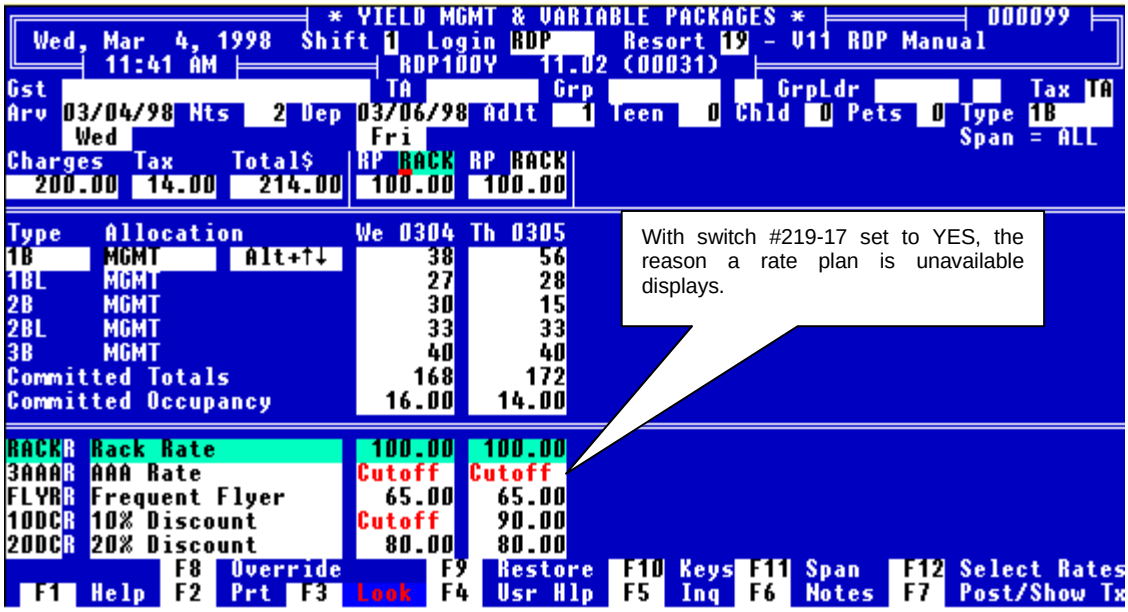
Transactions with an astersik will not appear on the folio. However, hidden transactions are still added into the total balance due. For this reason, the sum of all hidden transactions must always be zero.

#219-16 - Prompt for Transaction Posting Date for Masters

With switch #219-16 set to YES the system prompts for a posting date when posting direct charges to any master records, including groups, travel agents, credit cards, and owners. Charges posted with a prior date are counted in that day’s totals. In addition, the system does not allow charges posted prior to the last statement marker for masters utilizing balance forward statements. Most timeshare and condominium customers set switch #219-16 to YES, while most hotel properties set the switch to NO.

#219-17 - Display REASON Instead of RATE on Yield Mgmt. Screen

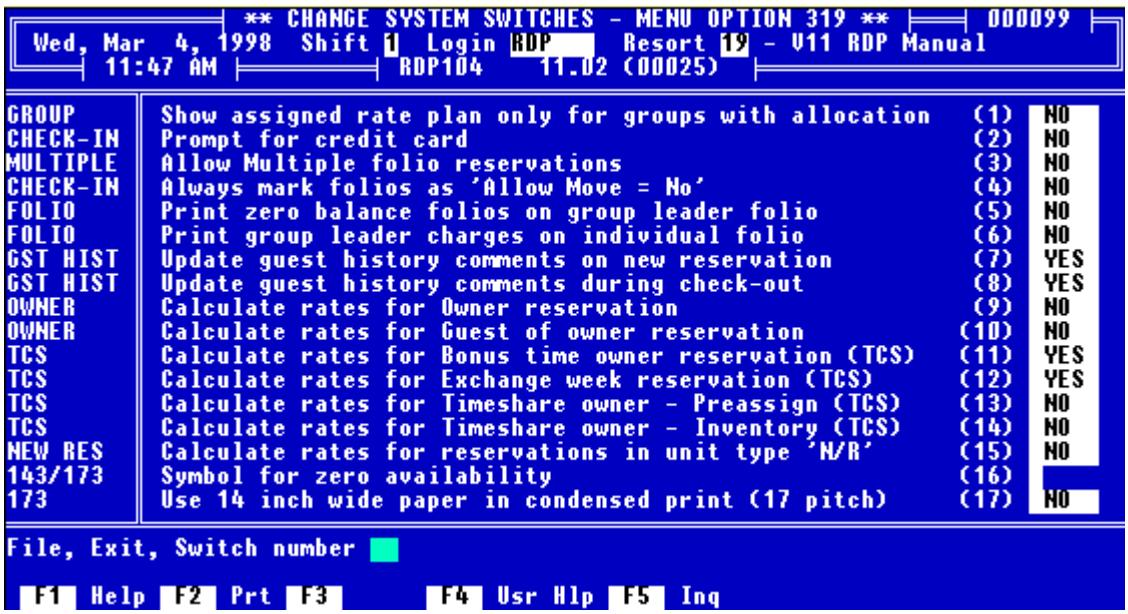
When a rate is not available on the yield management screen, either the reason for its unavailability can be displayed in red, or the rate itself can be displayed in red. To display the rate, set switch #219-17 to NO. To display the reason, set switch #219-17 to YES:



Toggle between the RATE and the REASON on the yield management screen by pressing the <ALT> and <F6> keys simultaneously.

SYSTEM SWITCHES - 319

The third bank of system switches, option 319 on the System Manager menu, contains several important switches for timeshare properties in addition to switches effecting guest history and check-in.



#319-1 - Show Assigned Rate Plan Only for Groups with Allocation

For groups with room blocks, switch #319-1 controls whether or not all rate plans are displayed on the yield management screen, or only the assigned group rate plan. Group rate plans are assigned when group masters are created with option “200” - “Add Group Master” on the Group Master menu. Field #16 is the group rate plan.

With switch 319-1 set to YES, making a reservation for IBM (above) displays only the assigned rate plan, 20DC. Set switch 319-1 to YES in order to simplify the reservation process for groups with room blocks who only receive one rate. If there is a possibility that the group may have more than one rate set switch 319-1 to NO, the system default.

In order to block rooms, module RB - Enhanced Groups must be installed.

#319-2 - Prompt for Credit Card

Switch #319-2 turns on/off the credit card prompt feature at check-in. With a YES setting, the system prompts for a credit card number at check-in. If the reservation already has a credit card number, the system prompts:

allowing the front desk clerk to easily verify the card number used to hold the reservation.

#319-3 - Allow Multiple Folio Reservations

Switch #319-3 controls whether or not an option for a *multiple folio* type reservation appears when making a new reservation in option 100. RDP recommends setting this switch to NO since all versions since 9.0 support sharewith reservations. Multiple reservations are used for dummy folios, such as a group leader reservation made with option “103” - “Create a Dummy Group Leader” on the Group Master menu.

#319-4 - Always Mark Folios as 'Allow Move = NO'

Setting switch #319-4 to YES changes the Move OK field (#39 on the first reservation screen) to NO at check-in, preventing a room move while the guest is in-house. Normally, this switch will be set to NO, allowing room moves freely. However, certain timeshare and condominium properties will set the switch to YES in order to prevent room moves after check-in.

#319-5 - Print Zero Balance Folios on Group Leader Folio

Switch #319-5 controls whether or not non-billing group members display a line item on the group leader folio. A YES setting displays the group member's name with a zero balance on the group leader folio. The RDP default NO setting omits all non-billing group members.

#319-6 - Print Group Leader Charges on Individual Folio

A group member's individual balance due is determined by the reservation's *group pay code*. If a group leader is responsible for a portion of the total balance, switch #319-6 determines whether or not group leader charges appear on the individual folio. For example, if an individual accrues two charges, one for a room and the other for a fax, and the group leader is responsible for the room charge, a YES setting produces an individual folio containing both charges, while a NO setting (the RDP standard) only displays the individual charge - the fax.

319-7 & 319-8 - Update Guest History Comments on a New Reservation at Checkout

Switches 319-7 and 319-8 control whether or not guest history comments 1 - 9 are updated when a new reservation is filed (#319-7) and/or a reservation is checked out (#319-8). All personal data, including address, phone, market code, and credit card information is updated automatically during the reservation process and at checkout. Switches 7 and 8 only apply to comment fields 1 -9. Both are normally set to YES.

#319-9 - Calculate Rates for Owner Reservation

Switch #319-9 is only relevant for condominium and timeshare properties and controls whether or not a room rate can be assigned to an owner reservation - type "O" in option RDP100. The RDP standard NO setting does not allow rates for owner reservations and displays a message similar to the following when using option "A" - "Adjust Room Rate" in RDP120:

By setting switch #319-9 to YES, RDP100 uses the Yield Management screen for assigning owner rates. With Version 12.01 (and higher), owner reservations (type O) default to the OWNO rate plan.

#319-10 - Calculate Rates for Guest of Owner Reservation

Switch #319-10 is only relevant for condominium and timeshare properties and toggles the ability to assign a rate to a guest of owner reservation (option "G" in RDP100). RDP ships all new systems with a NO setting.

By setting switch #319-10 to YES, RDP100 uses the Yield Management screen for assigning guest of owner rates. With Version 12.01 (and higher), guest of owner reservations (type G) default to the OWNG rate plan.

#319-11 - 319-14 - Calculate Rates for Bonus Time, Exchange Week, and Timeshare Owners

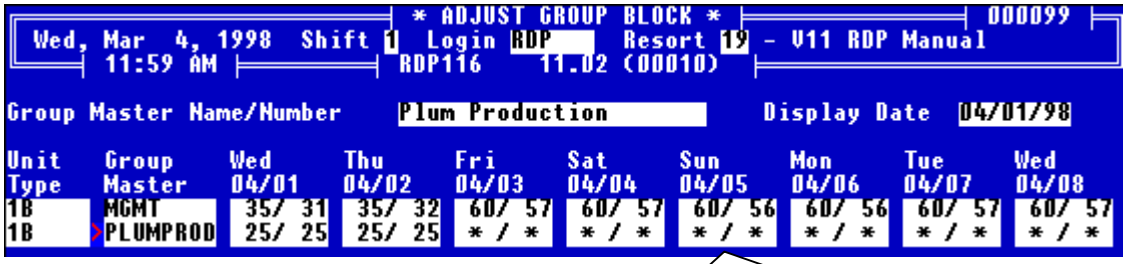
Switches 319-11 through 319-14 control the ability to assign rates to various types of timeshare reservations, including Bonus Time (B), Exchange Week (E), Preassign (P), and Inventory (I) timeshare owner reservations. The standard RDP setting for all timeshare reservation switches is NO, except for *Bonus Use reservations*, whose switch default is set to YES. With a NO setting, rates cannot be assigned to these reservation types, and a warning displays similar to the one above.

#319-15 - Calculate Rates for Reservations in Room Type 'N/R'

Switch #319-15 controls whether or not rates can be assigned to reservations in *non-rental rooms*. Usually this switch will be set to NO in order to bypass rate information when making a dummy group leader or front desk miscellaneous charge folio.

#319-16 - Symbol for Zero Availability

Switch #319-16 is usually blank, however it can be used to customize the symbol displayed for zero availability. All characters other than numbers 1 - 9 are available. If an asterisk is entered in switch #319-16, option "143" - "Display Room Blocks", appears similar to the following for the group "Plum Productions", who has zero rooms allocated on April 3rd through the 8th:



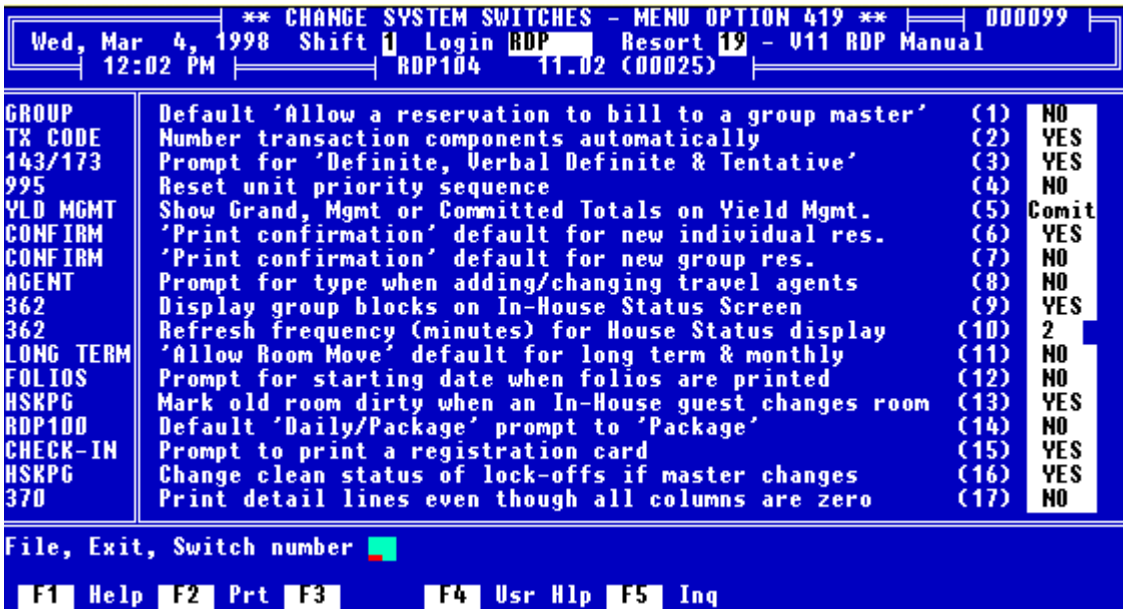
The asterisks (*) appear for dates without availability. In this case, they display because no rooms are blocked for Plum between 04/04 and 04/08.

#319-17 - Use 14 Inch Wide Paper in Condensed Print (17 pitch)

Switch #319-17 is normally set to NO and the maximum number of days available for the "173" - "Group Master Room Block Report" on a standard 8.5" x 11" piece of paper is 14. However, with a YES setting and 14 inch wide paper, the report can be expanded to 28 days.

SYSTEM SWITCHES - 419

The fourth set of switches includes settings for printing confirmations, displaying the in-house status and yield management screens, and printing registration cards.



#419-1 - Default 'Allow a Reservation to Bill a Group Master'

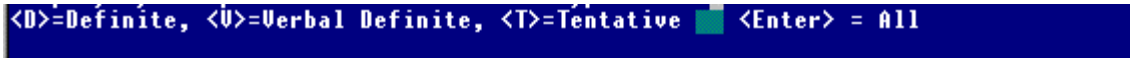
Switch #419-1 controls the default for field 35, Allow reservations to charge, on the group master record. RDP recommends setting this switch to NO in order to prevent charges from reaching the group master billing level. In true group situations, utilize group leaders in order to take advantage of the six group leader folio formats and the ability to print a bill prior to arrival, during the stay, and after checkout. By setting the switch to NO, charges cannot be transferred to the group master record. However, it is possible to change field number 35 for direct bill and/or house accounts. In addition, it is possible to require a password to gain access to field 35 on the group master record. See the ***Maintaining System Tables*** chapter for more information on password definition and the ***Groups and Conferences*** chapter for a detailed explanation of group billing.

#419-2 - Number Transaction Components Automatically

Switch #419-2 controls whether or not transaction components are numbered automatically in option "182-2" - "Add Transaction Code". Because transaction components should normally be numbered sequentially, RDP recommends the YES setting.

#419-3 - Prompt for 'Definite, Verbal Definite, and Tentative'

In order to manage group sales, RDP ships all new systems with switch #419-3 set to YES. With the YES setting, options "143" - "Display Group Blocks" and "173" - "Group Master Room Block Report" displays the following prompt prior to printing the report:



Here, the report can be qualified to include only Definite, Verbal Definite, or Tentative groups. This prompt is eliminated with a NO setting.

#419-4 - Reset Room Priority Sequence

Switch #419-4 works in conjunction with switch #109-8, Display Availability in Room Number Sequence, and room rotation. With switch #109-8 set to NO, the most recently booked room goes to the bottom of the availability list. With this configuration, switch #419-4 should also be set to NO so that RDP995 does not erase the rotation order and put available rooms in numeric sequence.

#419-5 - Grand, Management, or Committed Totals

Switch #419-5 applies to any customer using the yield management screen and group blocks. There are three availability settings possible, GRAND, MANAGEMENT, and COMMITTED. Each will be explained in this section assuming a 200 room property and an availability display with the total number of rooms/the number of rooms left to sell (i.e. - 200/175).

For example, assume a 200 room hotel has blocked 25 rooms for the group "Plum Productions" on 01/01/99 for one night. The GRAND, MGMT, and COMMITTED settings would appear similar to:

	GRAND	**MANAGEMENT**	**COMMITTED**	**GROUP BLOCK (PLUM PROD.)**
AVAILABILITY	200/200	175/175	200/175	25/25

Now, assume Plum picks up 10 rooms from their block, the display would now appear as:

	GRAND	**MANAGEMENT**	**COMMITTED**	**GROUP BLOCK (PLUM PROD.)**
AVAILABILITY	200/190	175/175	200/175	25/15

Lastly, assume management sells five individual rooms for the same night, now availability appears as:

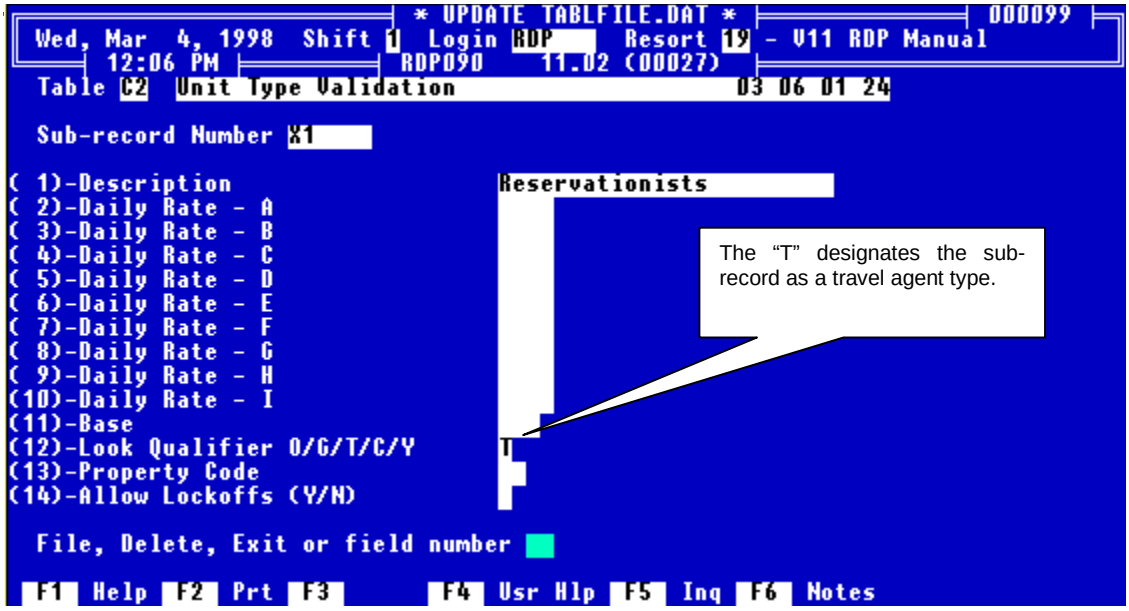
	GRAND	**MANAGEMENT**	**COMMITTED**	**GROUP BLOCK (PLUM PROD.)**
AVAILABILITY	200/185	175/170	200/170	25/15

#419-6 & 419-7 - Print Confirmation Defaults for Individual & Group Reservations

Switches 419-6 and 419-7 dictate the defaults for the “Prt. Confirm.” field for new individual and group reservations, respectively. The print confirmation field is number 33 on the first reservation screen. Individual reservations are booked with RDP100 and group reservations with RDP102. It is a property level decision on whether or not to send all new individual and/or group reservations a confirmation, and these two switches should be set accordingly.

#419-8 - Prompt for Type when Adding/Changing Travel Agents

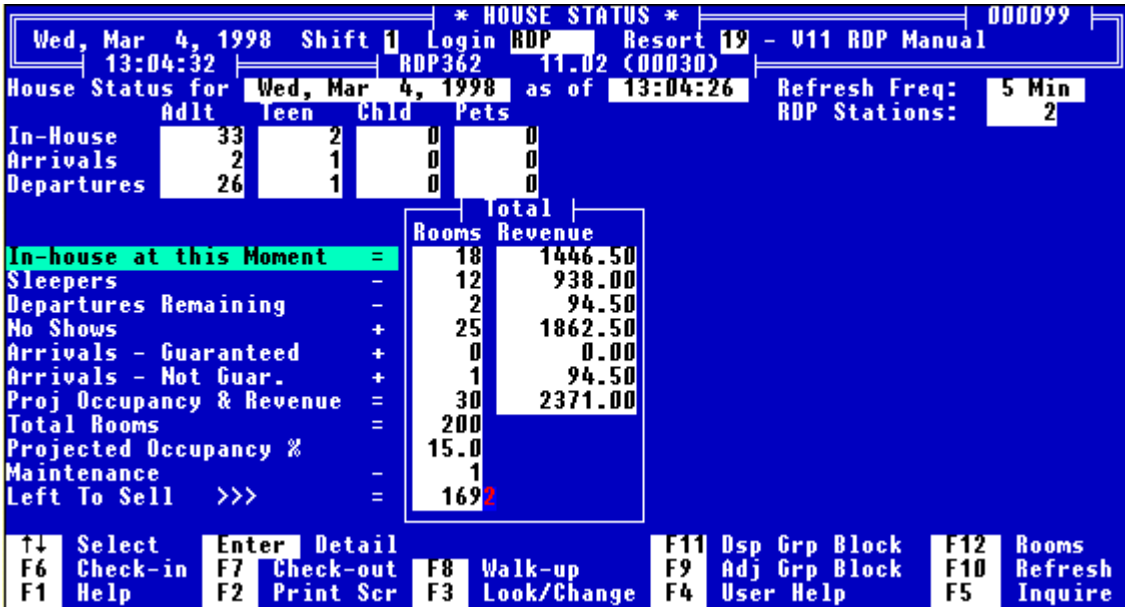
RDP ships all new systems with a NO setting in switch #419-8, lumping all travel agents into one type, X. However, it is possible to segment travel agents by type with a YES setting in switch #419-8. Many properties pay reservationists based on the number of reservations made for the day, week, or month. By adding reservationists as travel agents, bookings are easily tracked. Add travel agent types in table C2 using option “090” - “Update System Tables” on the System Manager menu. A sample travel agent type sub-record follows:



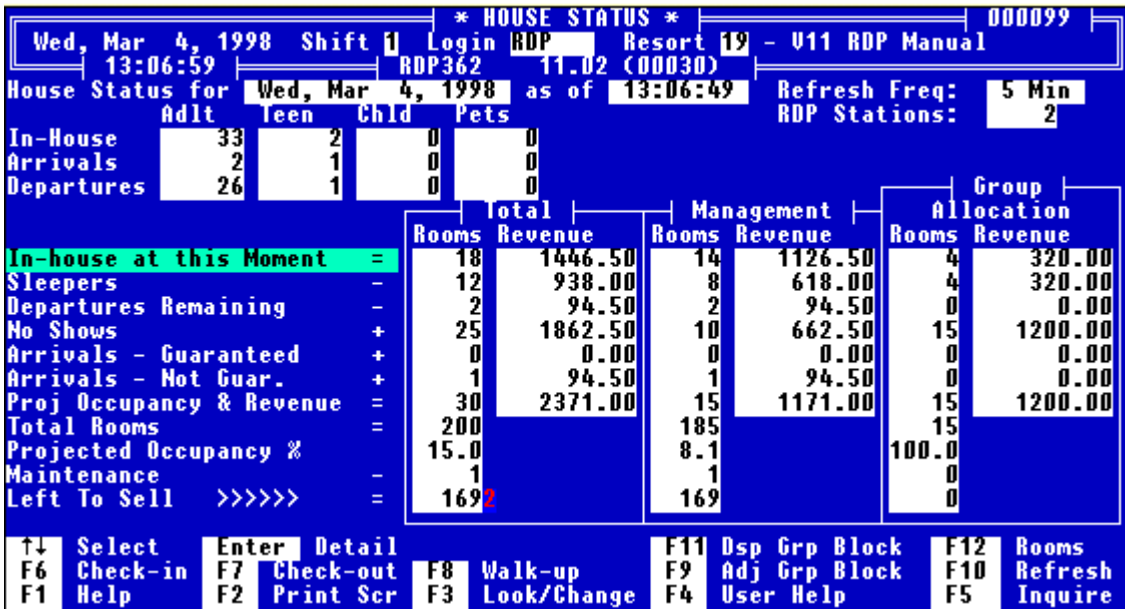
#419-9 - Display Group Blocks on In-House Status Screen

Option “362” - “View Current Occupancy Status” displays the number of reservations in-house, sleepers, departures, no-shows, arrivals, projected occupancy, projected revenue, total rooms, maintenance rooms, and rooms left to sell. The system breaks these numbers into three categories: Totals, Management, and Group Allocation Rooms. RDP ships all new systems with a NO setting, displaying only the first category (Totals), a YES setting displays all three categories.

362 Without Group Allocation Rooms (NO)



362 With Management and Group Totals (YES)



Switch #419-9 only applies to properties with module RB - Enhanced Groups installed.

#419-10 - Refresh Frequency (Minutes) for House Status Screen

The house status screen (362) is recalculated based on the number of minutes stored in switch #419-10. The RDP standard for refreshing the house status screen is five minutes. Because recalculating the house status consumes system resources, set this option for at least five minutes. However, a manual refresh may be induced by pressing the <F10 - REFRESH> key from the house status screen (see above).

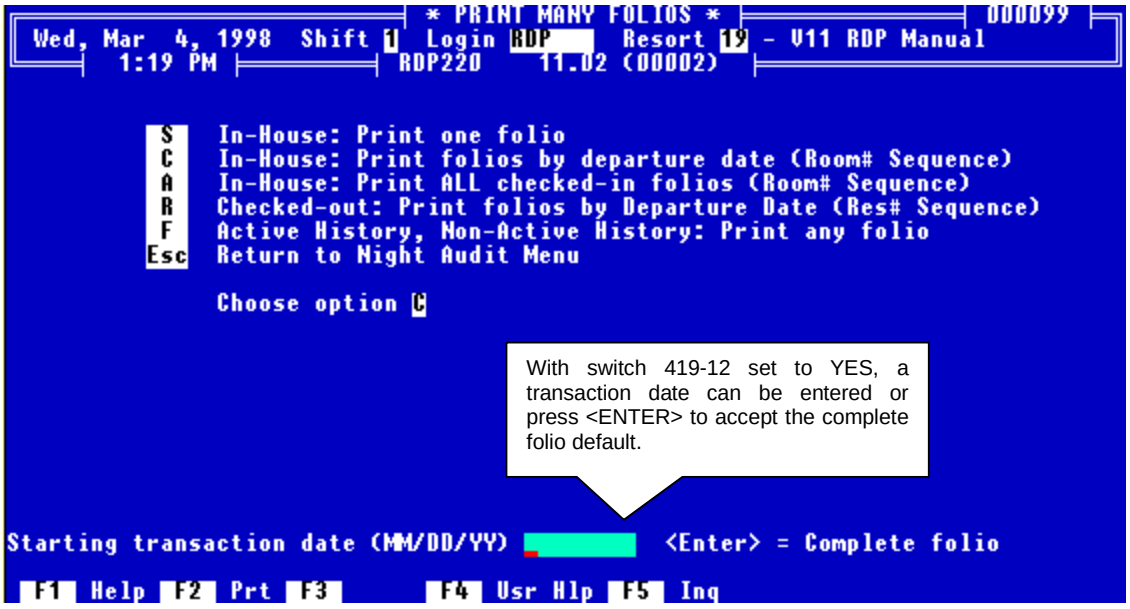
#419-11 - 'Allow Room Move' Default for Long Term and Monthly

Switch #419-11 applies to properties utilizing RDP's long term and monthly features. Enter the default for field #39, Allow Move on the first reservation screen for any reservation entered as monthly or long term. See the ***Optional Modules*** section for more information on making long term and monthly reservations.

Properties who do NOT utilize RDP's long term and monthly features may accept the default setting, NO.

#419-12 - Starting Date for Folios

Setting switch #419-12 to NO (the default setting) always prints a complete folio with option "133" - "Print Many Folios". Option 133 on the Night Audit menu prints several folios in a batch. By setting switch #419-12 to YES, it is possible to only print transactions with a posting date greater than the prompt date. For example, if folios are printed for all guests departing on 03/02/98, entering a starting transaction date of 02/28/98 only prints those transactions with a posting date after February 28th. The YES setting displays the following prompt:



#419-13 - Mark Old Room Dirty

If an in-house guest changes rooms, setting switch #419-13 to YES (the RDP standard) marks the old room as dirty so that it displays on all "Dirty Room" housekeeping reports. A NO setting does not change the housekeeping status of the old room.

#419-14 - Default Daily/Package Prompt to Package

This field only applies to converted Version 11 systems without Enhanced Rates and Packages and yield management. These systems prompt for a daily rate or package rate upon entering the first reservation screen. By setting switch #419-14 to YES, the default to this question will always be "P" for "Package". A NO setting, the RDP standard, displays the above prompt for every reservation.

#419-15 - Prompt to Print a Registration Card

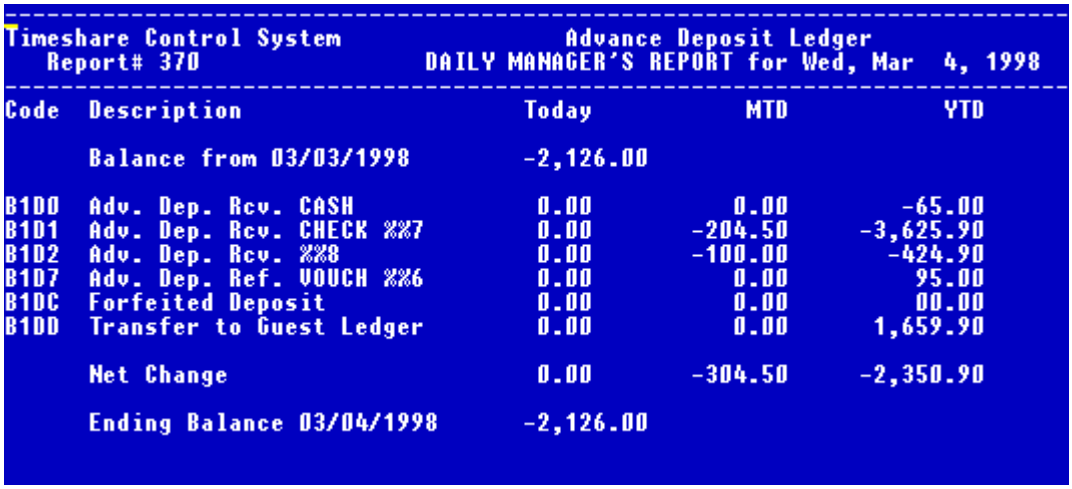
RDP ships all new systems with a YES setting in order to prompt for printing a registration card during check-in. Properties who do not print registration cards the night prior to arrival or properties with a large amount of walk-in business should leave switch #419-15 set to YES. A NO setting does not prompt for printing the registration card as part of the check-in process.

#419-16 - Change Clean Status of Lock-Offs if Master Changes

RDP ships all new systems with a YES setting. With the YES setting, if the master lock-off's housekeeping status is changed, the housekeeping status of all slave lock-offs also changes. For example, room 203 is a master lock-off (a two bedroom unit), with 203A and 203B as slave one bedroom lock-offs. If room 203 is marked dirty, rooms 203A and 203B are automatically marked dirty. With a NO setting, the master housekeeping status does NOT effect the secondary statuses.

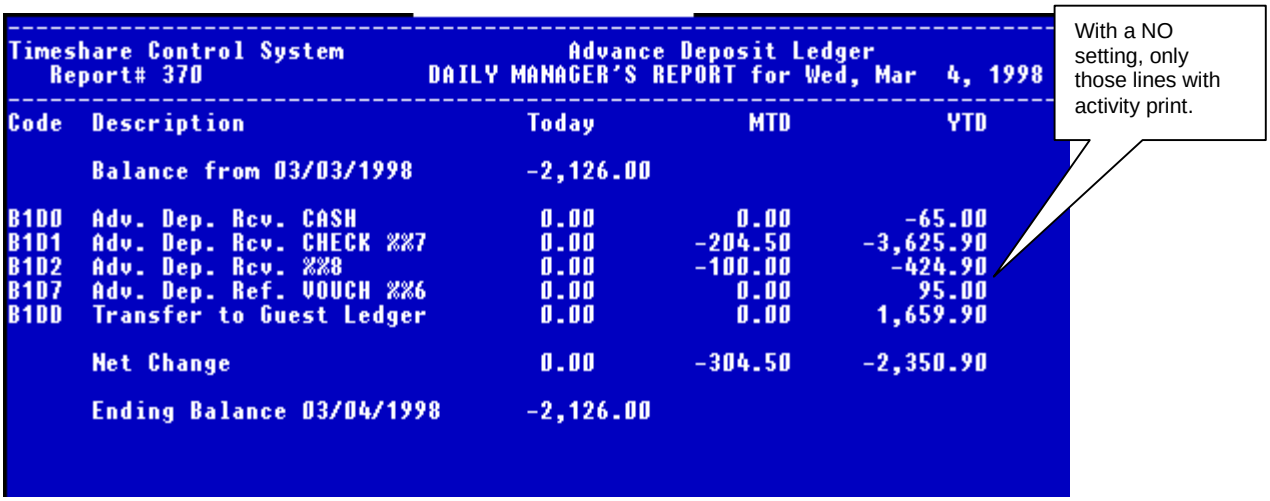
#419-17 - Print Detail Lines Even Though All Columns are Zero

Switch #419-17 controls whether or not detail lines on the "370" - "Daily Manager's Report" print if the item's balance is zero. For example, if the Revenue by Transaction Code option is run and there has been no forfeited deposit activity, a YES setting prints the line item regardless.



```
Timeshare Control System                    Advance Deposit Ledger
   Report# 370                  DAILY MANAGER'S REPORT for Wed, Mar  4, 1998

Code  Description                      Today          MTD          YTD

      Balance from 03/03/1998        -2,126.00

B1D0  Adv. Dep. Rcv. CASH                0.00         0.00       -65.00
B1D1  Adv. Dep. Rcv. CHECK %%7           0.00      -204.50    -3,625.90
B1D2  Adv. Dep. Rcv. %%8                 0.00      -100.00      -424.90
B1D7  Adv. Dep. Ref. VOUCH %%6           0.00         0.00        95.00
B1DC  Forfeited Deposit                  0.00         0.00        00.00
B1DD  Transfer to Guest Ledger           0.00         0.00     1,659.90

      Net Change                         0.00      -304.50    -2,350.90

      Ending Balance 03/04/1998      -2,126.00
```

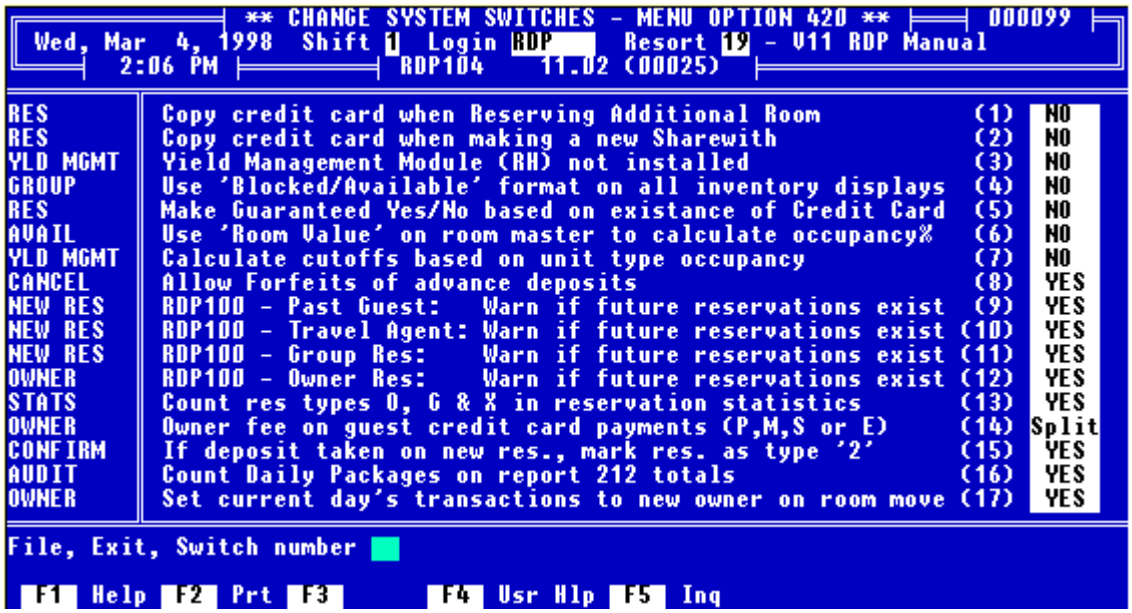
A NO setting only prints those codes with activity:



In order to provide a concise daily manager's report, the standard RDP setting is NO.

SYSTEM SWITCHES - 420

The fifth bank of switches, option 420 on the System Manager menu, contains settings for reserving additional rooms, sharewiths, and availability displays. Option 420 appears similar to the following:



#420-1 - Copy Credit Card when Reserving an Additional Room

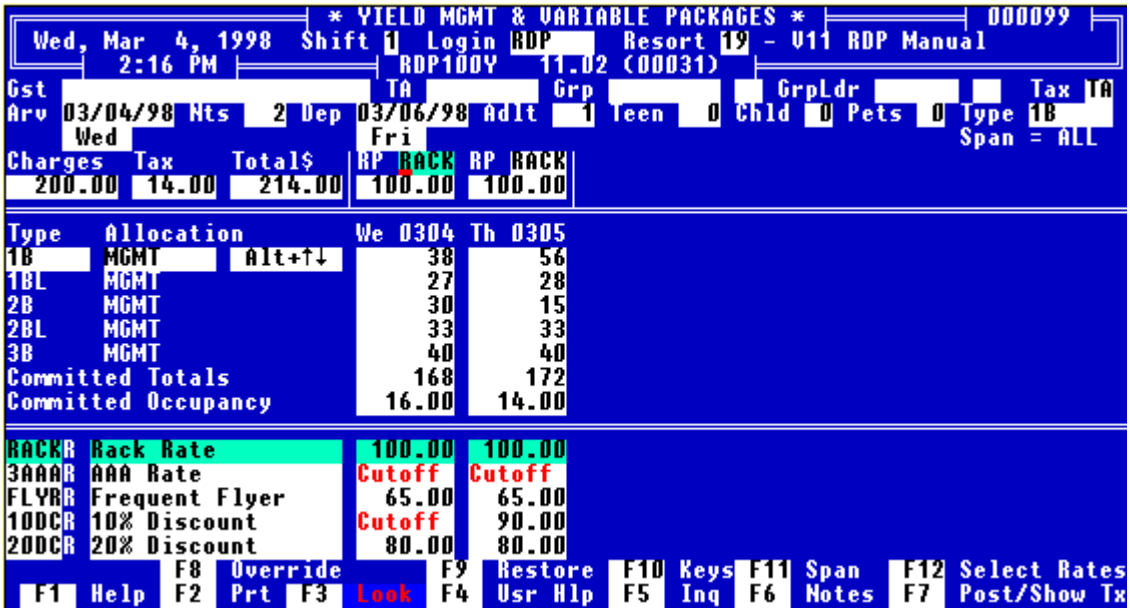
The system default for switch #420-1 is NO. The NO setting does NOT copy the first credit card when reserving additional rooms, forcing the reservationist to acquire an additional credit card for each room. By setting switch #420-1 to YES, the system automatically copies all credit card information (number, type, expiration date) when reserving an additional room with <F12> from the Reservation Complete Box, or power user option "R" - "Reserve Additional Room". Switch #420-1 works in conjunction with switch #420-5, Make Guaranteed Yes/No Based on Existence of a Credit Card. With switch #420-1 set to YES, any additional rooms will default to guaranteed based on the copied credit card information.

#420-2 - Copy Credit Card when Making a New Sharewith

The system default for switch #420-2 is NO, requiring the reservationist to manually enter a credit card on the sharewith reservation. With a YES setting, switch #420-2 copies credit card information for sharewith reservations made with option <F11> in the Reservation Complete Box or power user option "7" - "Add New Sharewith". Again, with switch #420-2 set to YES and #420-5 set to YES, the sharewith reservation defaults to a guaranteed status.

#420-3 - Always Show 7 Days Availability on Yield Management Screen

For customers with yield management (RH) and rate plans (R8) installed, switch #420-3 controls the number of days displayed in the yield management screen when making a new reservation. With a YES setting, seven days are displayed on the yield management screen regardless of the reservation's length. A NO setting displays only the number of days on the reservation. For example, a two day reservation displays two nights availability:



With a YES setting, the yield management screen displays seven nights, even for a two night stay.

With the variable package module (RN) installed, only the number of reservation days display on the yield management screen, regardless of the setting in switch #420-3.

#420-4 - Use 'Blocked/Available' Format on All Inventory Displays

The RDP standard for displaying availability is to list the total physical rooms at the property/the number of rooms available to sell, i.e. - 100/75 indicates 100 total rooms and 75 left to sell. To view availability in this manner, leave switch #420-4 set to YES. However, with a NO setting, all availability displays only show the number of rooms left to sell, i.e. - 75.

#420-5 - Make Guaranteed Yes/No Based on Existence of Credit Card

RDP ships all new systems with switch #420-5 set to NO. The NO setting does NOT mark a reservation guaranteed based on the existence of a credit card. However, setting this switch to YES will automatically default field number 35 on the first reservation screen to YES/NO based on the existence of a credit card number.

#420-6 - Use 'Room Value' on Room Master to Calculate Occupancy %

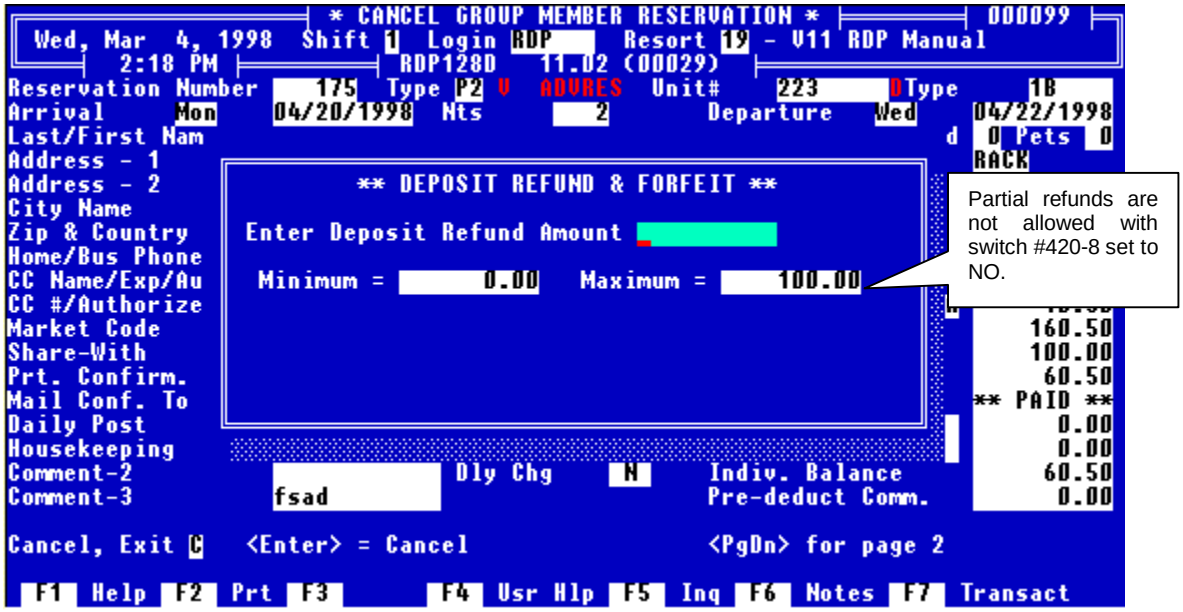
Switch #420-6 should be set to YES for properties that have lock-off rooms and NO for properties without lock-offs. The YES setting automatically sets lock-off masters to a room value of 0, and lock-off slaves at a room value of 1. The system then counts the total number of rooms correctly for occupancy percentages. A NO setting counts each room master when calculating occupancy percentage. Properties with lock-offs can never be 100% occupied since there is no way to rent a master lock-off room and its slaves simultaneously.

#420-7 - Calculate Cut-Offs Based on Room Type Occupancy

Travel agent and rate plan cut-offs can be calculated based on the property's total occupancy or on a specific room type's occupancy. For example, if the property is 65% occupied but two bedroom units are 95% occupied, a YES setting for switch #420-7 would look at the 95% occupancy level for two bedrooms and invoke a cut-off for a rate plan or travel agents in the room type 2B. A NO setting looks at the 65% level and would not invoke the cut-off. The standard RDP setting is to calculate cut-offs based on the property as a whole.

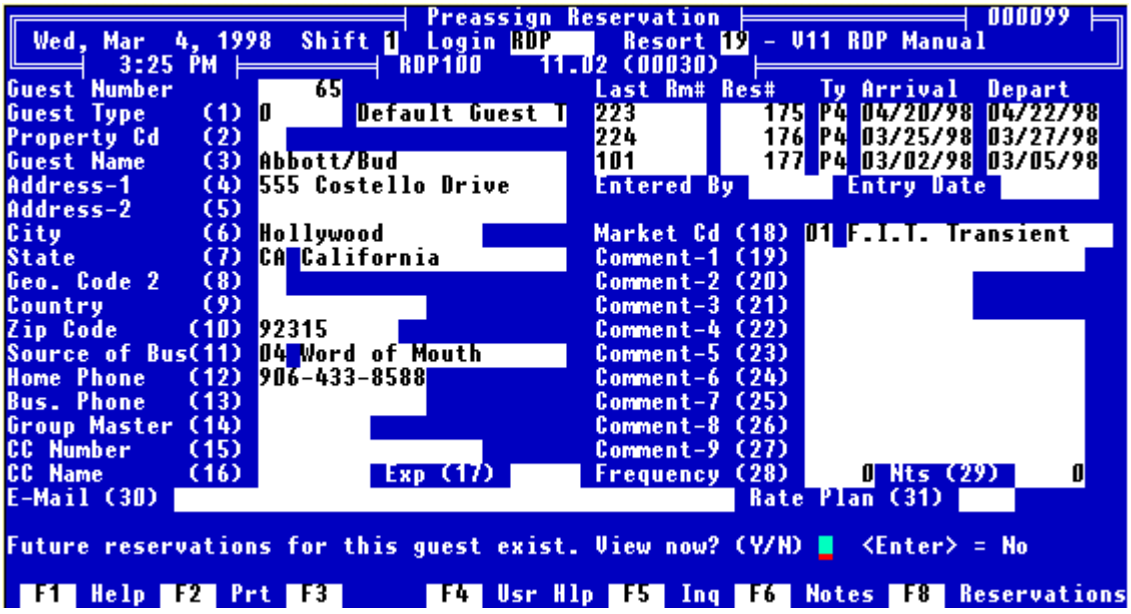
#420-8 - Allow Forfeits of Advance Deposits

The standard RDP setting for switch #420-8 is YES, allowing the property to retain a portion of an advance deposit if a guest cancels. With a NO setting, the entire deposit amount must be refunded when a reservation with an advance deposit cancels. The system does not allow any portion of the refund to be forfeited, and the following message appears in RDP120 while canceling the reservation.

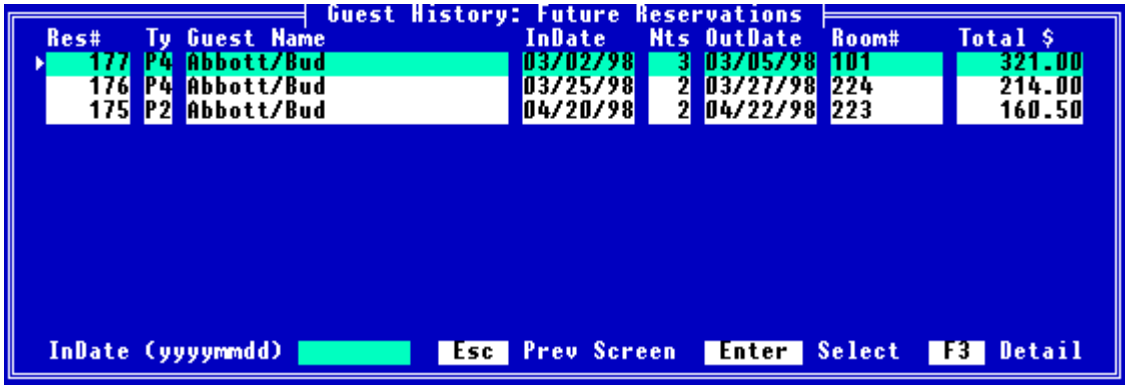


#420-9, 420-10, 420-11, & 420-12 - Warn if Reservations Exist

The RDP standard is to display a warning in RDP100 if future reservations exist for guests, travel agents, groups, and owners. The warning alerts the reservationist of future reservations in order to avoid duplicate bookings. The warning appears as:



By answering YES, the system displays all future reservations for the guest, travel agent, group, or owner.



Here, the reservationist can view reservations, ensuring against duplicate bookings. <ESCAPE> in order to continue the reservation. A NO setting does NOT display the warning.

#420-13 - Count Reservation Types O, G, and X in Reservation Statistics

With switch #420-13 set to YES (the RDP standard), all owner, guest of owner, and maintenance reservations count as physical rooms for rent in reservation statistics. For example, if two rooms are out of order for maintenance reasons at a 200 room property, the total number of rentable rooms drops to 198. With a NO setting, this same scenario would take all 200 rooms into account when calculating reservation statistics.

#420-14 - Owner Fee on Guest Credit Card Payments (P, M, S, or E)

Switch #420-14 is only applicable to timeshare and condominium properties. The RDP system can split a credit card fee between an owner and the management company. Switch #420-14 defines how the system performs the split. There are four settings:

Entry	Action
P	Owner pays the entire credit card fee.
M	Management pays the entire credit card fee.
S	The credit card fee is split between the owner and management company based on the owner's revenue split (pay code).
E	The credit card fee is evenly split between the owner and management company.

#420-15 - If Deposit Taken on New Reservation, Mark Res. Type '2'

With switch #420-15 set to NO, a reservation remains a type 1 after a deposit is applied, and continues to print with new confirmations (type 1) with report "270" - "Confirmation - New Reservation". With the standard RDP setting of YES, the reservation is changed to a type 2 after taking a payment, and prints with report "271" - "Confirmation - Paid Deposit".

#420-16 - Count Daily Packages on Report 212 Totals

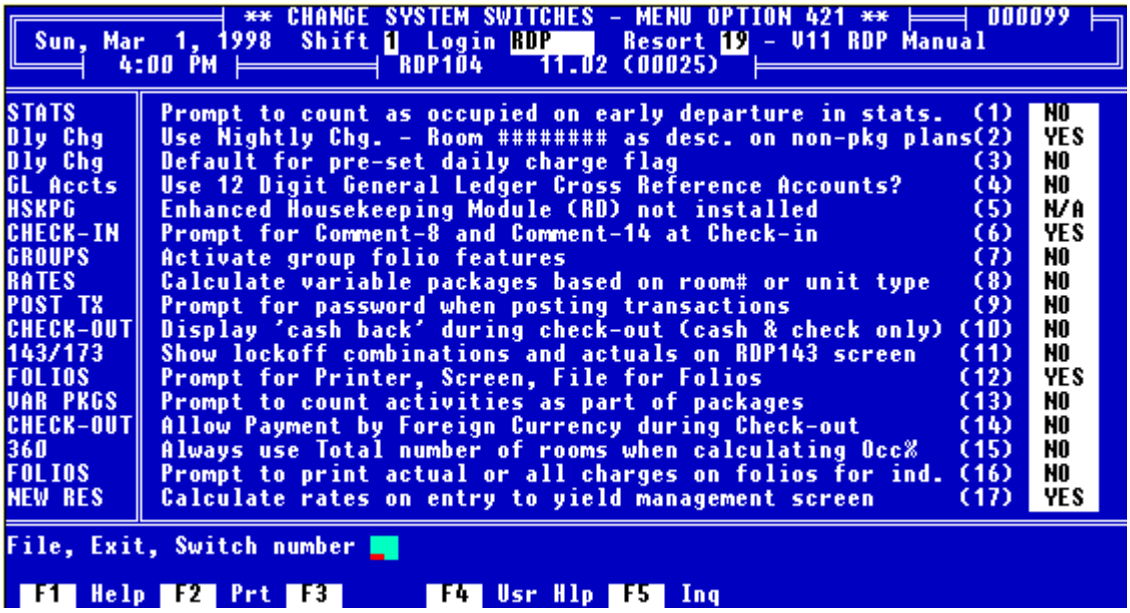
The standard RDP setting of YES includes packages as part of the nightly posting of room and tax total. If your property does NOT want package totals to count as part of the nightly room and tax total, set switch #420-16 to NO.

#420-17 - Set Current Day's Transactions to new Owner on Room Move

Switch #420-17 applies to timeshare and condominium customers ONLY. The standard RDP setting for switch #420-17 is YES. The YES setting distributes room revenue to the correct owner during room moves. For example, a guest on a package checks in to room 200 and the first day's package is posted instantly. Then, the guest decides he wants a different room, 202. If this switch were set to NO, owner 200 receives the revenue from the first day's package. With a YES setting, the first day's room revenue goes to the correct owner, 202

SYSTEM SWITCHES - 421

Option 421, contains switches for gathering information at check-in, prompting for passwords while posting transactions, and displaying the correct change during checkout. Option 421 appears similar to the following:



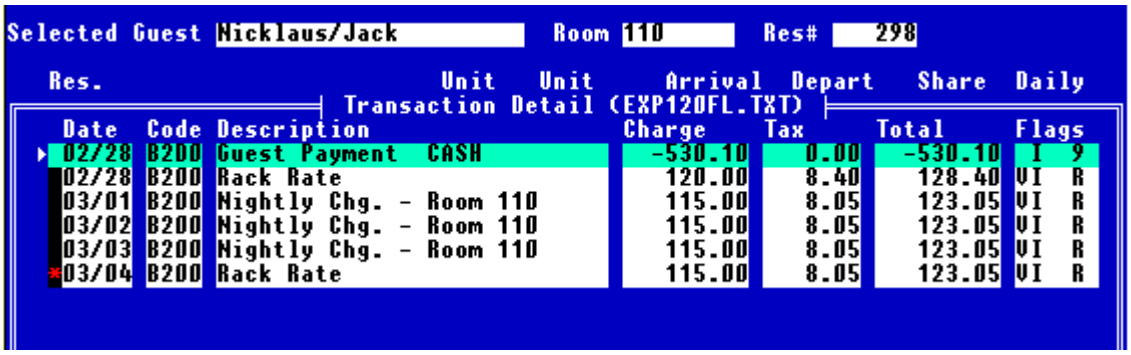
#421-1 - Prompt to Count as Occupied on Early Departure in Stats

If switch #421-1 is set to YES and the "Post Today's Room Charge" question during early checkout is answered "NO", the system prompts:

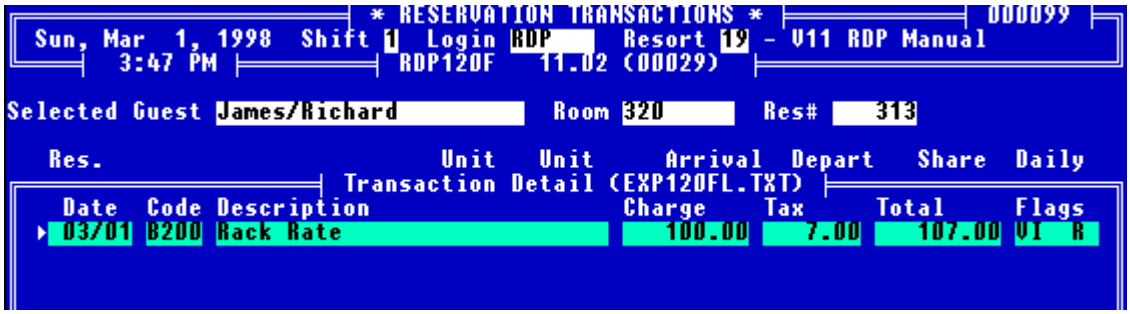
Enter "Y" to count the room as occupied. Enter "N" to leave the room out of the occupancy count. If the room charge is posted, the reservation is automatically counted as occupied. This switch allows properties to count early departures in the occupancy count regardless of whether the room charge is posted at check-in.

#421-2 - Use Nightly Charge - Room ######## as Desc. on Non-Pkg. Plans

RDP ships all new systems with switch #421-2 set to YES. With a YES setting, the system replaces the rate plan description, such as 10% Discount, with the text:



With a NO setting, the guest sees the rate plan description on the folio, similar to:

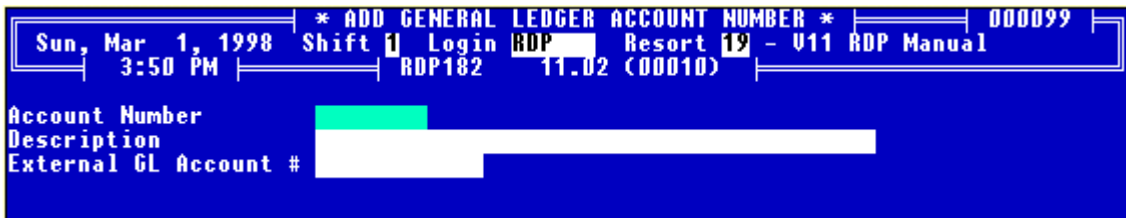


#421-3 - Default for Pre-Set Daily Charge Field

Switch #421-3 is no longer used in Version 12. The daily charge feature is now activated by the existence of table DD. Please see the ***C1 Table*** chapter for a complete discussion of daily charges and table DD.

#421-4 - Twelve Digit GL Account Numbers

By setting switch #421-4 to YES, it is possible to cross-reference the standard eight digit general ledger account numbers to twelve digit external account numbers. For example, in RDP the account number for Room Revenue is 409-1245, whereas the general ledger account number in the back office accounting system is 011-409-1245. A YES setting adds an “External General Ledger Account #” field to the “Add General Ledger Account Number” screen.



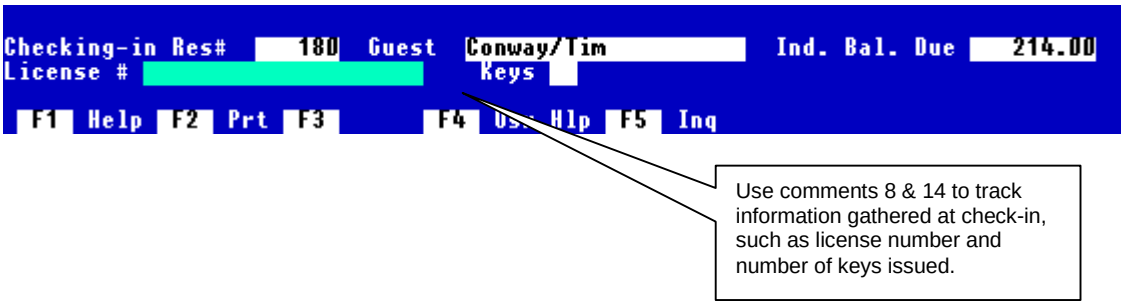
The standard RDP setting is NO, where only eight digit general ledger account numbers are used.

#421-5 - Type of Maid Service

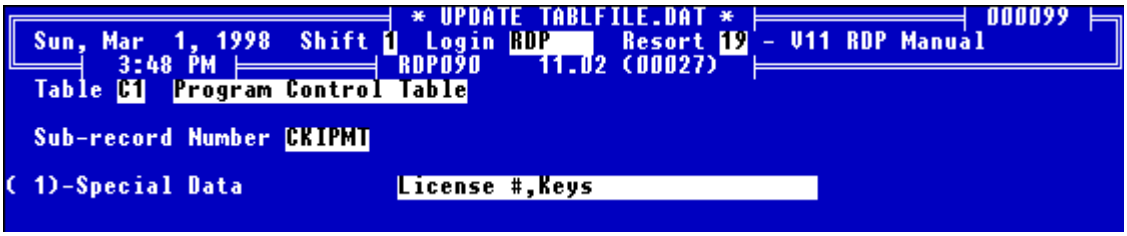
Switch #421-5 applies to properties with the Enhanced Housekeeping (RD) module installed. With a YES setting, at check-in the system prompts for the type of maid service. An <F3 - LOOK> window is available. The default equals the maid service type assigned at the time of the reservation. A standard NO setting keeps the assigned maid service without a prompt.

#421-6 - Prompt for Comments 8 & 14

With switch #421-6 set to YES, the system prompts for data entry in these two comment fields during the check-in process. Common uses for these comment fields include license plate number, make of car, and any additional information collected during check-in.

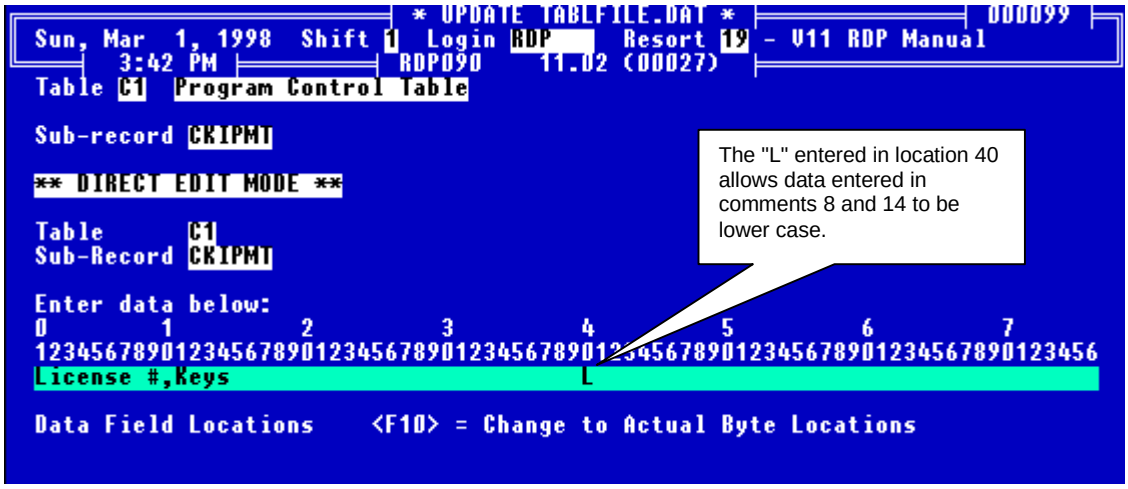


The text “Comment-8” and “Comment-14” can be changed by adding C1 sub-record CKIPMT with the special data field set to the new prompts, i.e. - License #,Keys. A sample C1 CKIPMT sub-record follows:



Use the following steps in order to allow lower case entries for data entered in comments 8 and 14 during check-in:

1. From the System Manager menu, choose option "090" - "Update System Tables".
2. Choose option "U" - "Update Table Records".
3. Enter table number C1.
4. Press the <ENTER> and <ESCAPE> keys simultaneously in order to update the table in "Direct Edit" mode.
5. Enter an "S" for Sub-record.
6. In the upper left-hand corner, the system prompts "CHANGE NOT ALLOWED".
7. Press the <ALT> key and the <C> keys simultaneously.
8. Enter sub-record "CKIPMT". The sub-record now displays in Direct Edit Mode.
9. Enter an "L" in byte 40 of sub-record CKIPMT, similar to the following:



☒ ***Please contact RDP Support prior to updating table C1.***

#421-7 - Activate Group Folio Features

RDP has the ability to provide separate folios for room charges and incidentals. Setting switch #421-7 to YES activates the feature for separating charges and providing multiple folios for one guest. In addition, with switch #421-7 set to YES, payments can be flagged to be paid by either the group master or group leader, useful scenarios for properties with extensive wholesaler business.

Please contact RDP Support for assistance in activating the incidental folio and wholesaler payment features.

421-8 - Calculate Packages Based on Room # or Room Type

The default setting for switch #421-8 is NO. However, for properties utilizing the Enhanced Rates and Packages module who have unique rates for specific room numbers, RDP has the ability to calculate room rates based on the room number as opposed to the room type.

Please contact RDP Support for assistance in activating the unique rates per room number feature.

☒ ***In order to use this feature, room numbers are limited to six (6) characters.***

421-9 - Prompt for Password when Posting Transactions

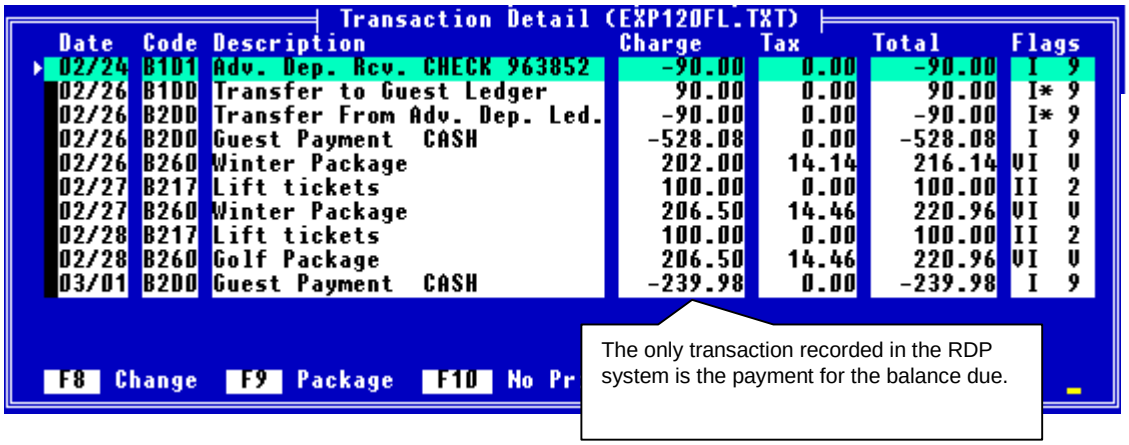
The default setting for switch #421-9 is NO. However, properties that require a heightened level of security for posting transactions and payments may change switch #421-9 to YES in order to require all clerks to enter their password prior to posting transactions. With switch #421-9 set to YES, the clerk must enter the password of the user currently logged in to the particular workstation.

421-10 - Display Cash Back During Checkout

The default setting for switch #421-10 is NO. In order to have the RDP system display the proper change when a guest checks out and pays by cash or check, change 421-10 to YES. With switch #421-10 set to YES, RDP displays the following prompt during checkout if the following criteria are met:

1. The clerk chooses a payment type of 1=Cash or 2=Check.

2. The amount entered as a payment is greater than the balance due.



Although RDP prompts the clerk for the proper change amount, only the payment for the balance due is recorded in the reservation transactions.

With the "Cash Back" feature activated, cash and check paying guests cannot be checked out with a credit balance due.

421-11 - Show Lockoff Combinations and Actuals on RDP143 Screen

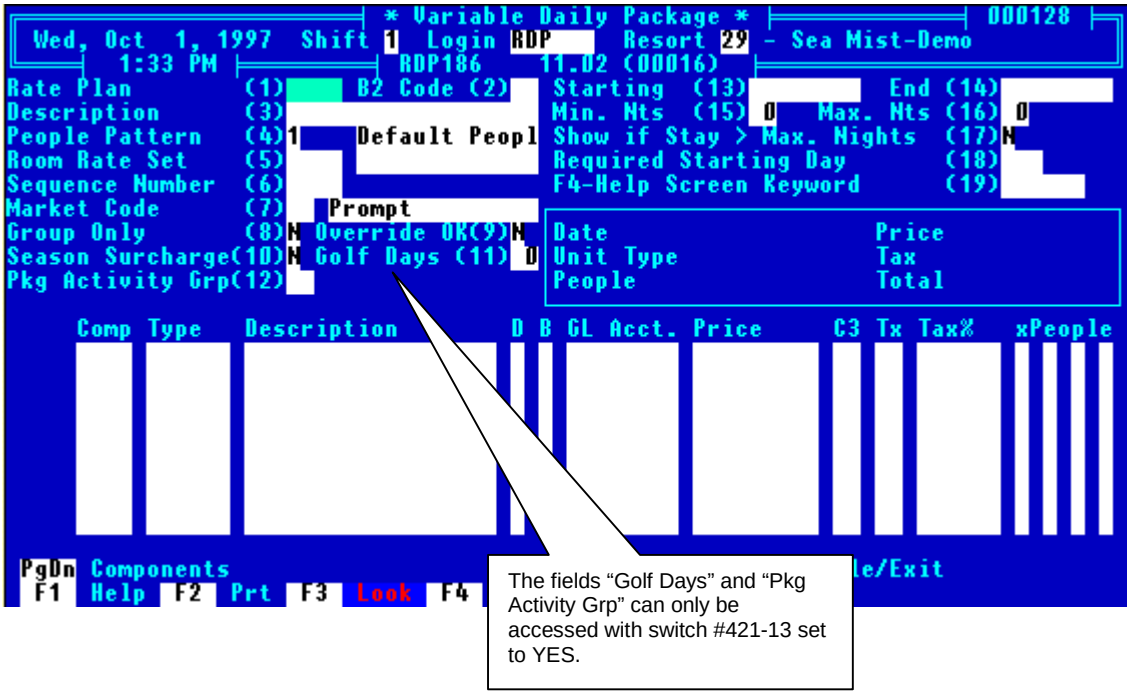
All properties with lock-off rooms should set switch #421-11 to YES in order for availability to calculate correctly. For example, a lock-off room that can be sold as two one bedroom units or one two bedroom unit has a maximum of two possible rooms available for rent. With switch #421-11 set to YES, all availability counts reflect these totals.

421-12 - Prompt for Printer, Screen, File for Folios

The default setting for switch #421-12 is YES. With the switch set to YES, it is possible to view a guest folio on the screen prior to printing. A YES setting includes the following prompt anytime a folio is printed.

421-13 - Prompt to Count Activities as Part of Packages

Switch #421-13, Prompt to count activities as part of packages, activates RDP's ability to cross reference packages and itineraries. With switch #421-13 set to YES, two new fields are activated as part of the package definition screen, "Golf Days" and "Pkg Activity Grp".



Defining the New Fields

In order to cross reference packages to a guest itinerary, RDP uses two new fields when defining variable packages:

Field	Description
Golf Days	The number of golf rounds associated with this package. Either per day for daily packages or total for lump sum packages. For example, a daily golf package could have tee times in the morning, early afternoon, and evening. So, for this particular package, the golf days would be set to three.
Package Activity Group	The "package activity group" field accesses RDP table VY in order to list available golf course groupings for a particular package. For example, there could be "Club One Courses", "No Frills Courses", and "Super Saver Courses". In the setup described in the previous sentence, a code is associated with each golf course grouping. For example, "CO" for Club One courses, "NF" for No Frills courses, and "SS" for Super Saver courses. These codes are used along with a second RDP table, VZ, in order to calculate surcharges.

421-14 - Allow Payment by Foreign Currency during Checkout

The default for switch #421-14 is NO. With a YES setting, the RDP system displays a foreign currency equivalent at checkout. For example, a resort in the northern United States catering to Canadian travelers accepts Canadian currency. With switch #421-14 set to YES, RDP displays the Canadian equivalent to US dollars in the following dialogue box.

The currency equivalent is only displayed during checkout and the RDP system records the payment in the default currency (US Dollars in this example).

Use the following procedure in order to activate this feature:

1. Set Switch #421-14 to YES.

2. Set the foreign currency equivalent.

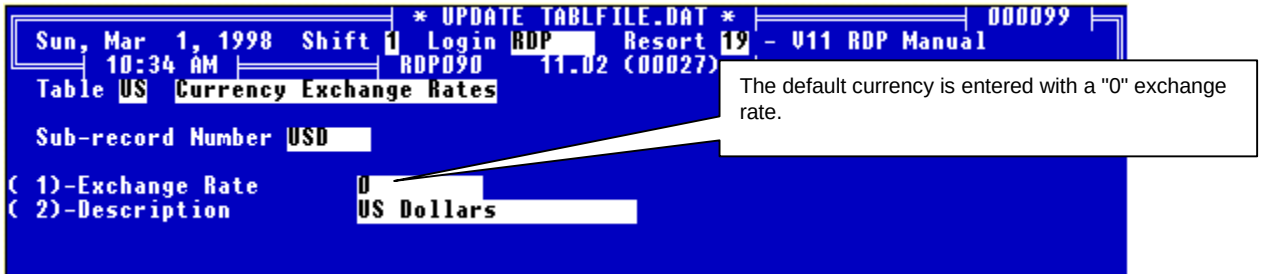
   A) From the System Manager menu, choose option "090" - "Update System Tables".

   B) Choose option "U" - "Update System Tables".

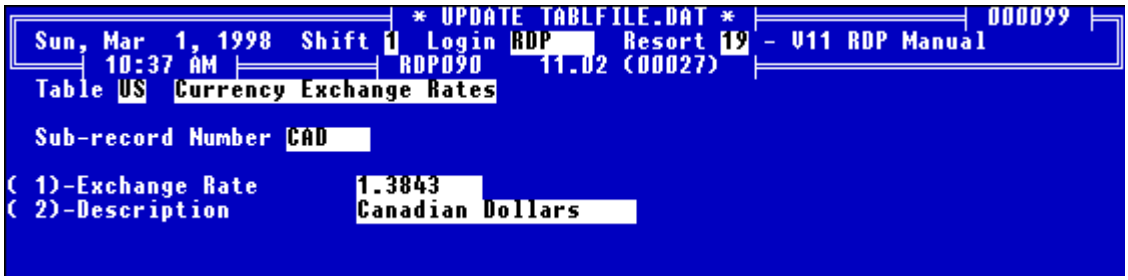
   C) At the "Enter Table Number" prompt, enter "US".

   D) All sub-records in the US table are country currency codes, i.e. - USD for US Dollars.

   E) The default currency must be entered with a "0" in field number one (Exchange Rate). The description is a text field used to describe the currency.



F) Up to four foreign currencies may be configured in the RDP system. In our example, Canadian Dollars are entered as:

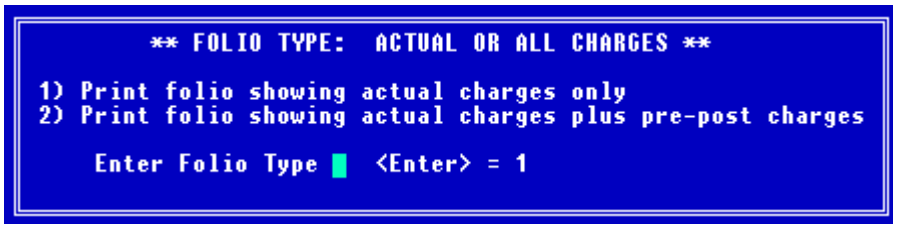


421-15 - Always Use Total Number of Rooms when Calculating Occupancy Percentage

Switch #421-15 pertains to report "360" - "Occupancy Forecast" on the Night Audit Reports menu. With this switch set to NO, RDP calculates occupancy percentages without accounting for owner rooms, maintenance rooms and complimentary rooms. With this switch set to YES, the system counts all of the above when calculating occupancy percentages.

421-16 - Prompt to Print Actual or All Charges for Individuals

The default for switch #421-16 is NO. With the default setting, folios only display actual charges once a guest checks-in. With #421-16 set to YES, the system displays the following prompt anytime a checked-in guest's folio is printed:



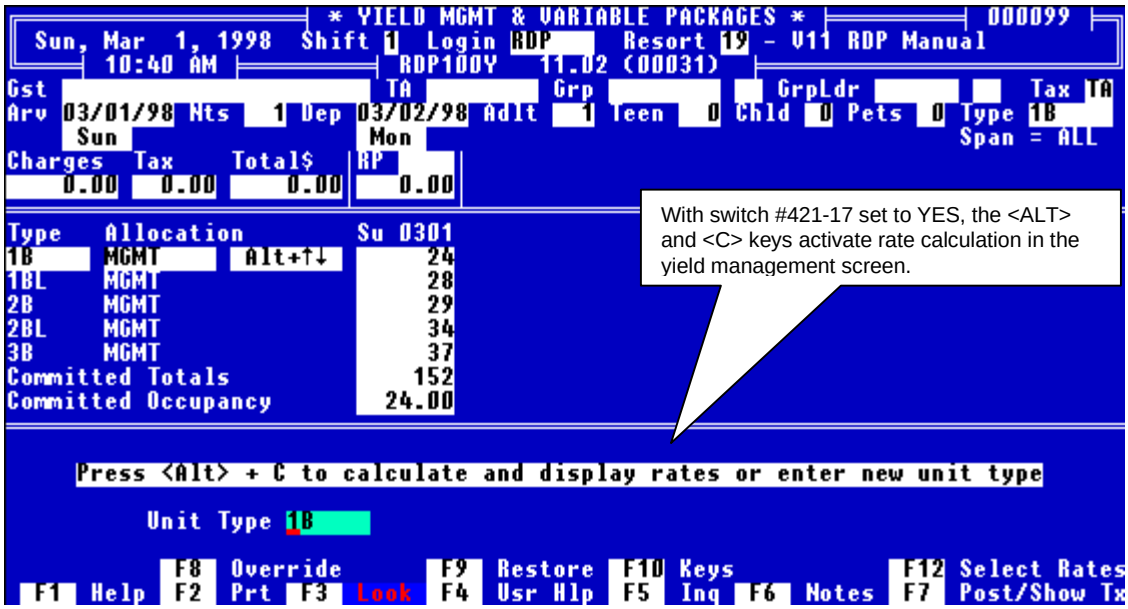
Option 1: The guest folio only prints ACTUAL charges. Any pre-posted charges are omitted.

Option 2: The guest folio prints ALL charges. Pre-posted charges are distinguished by an asterisk ("*") in the far left of the description.

For a complete discussion of pre-posted and actual transactions, see the chapter titled ***Transaction Codes*** in the ***System Administration*** section.

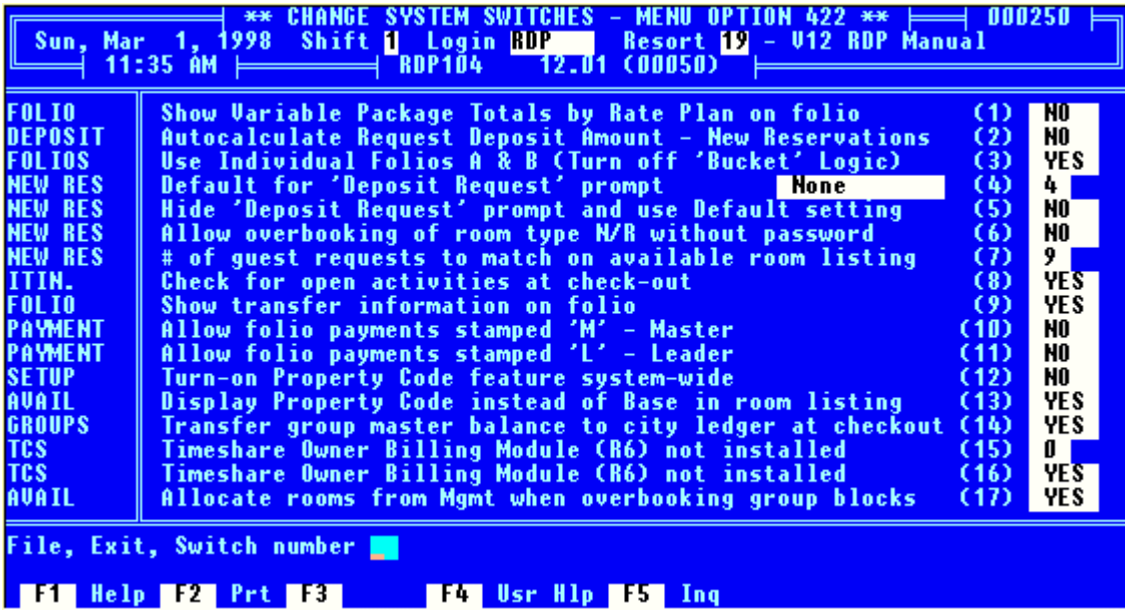
421-17 - Calculate Rates on Entry to Yield Management Screen

The default setting for switch #421-17 is YES. With the default setting, rates are automatically calculated upon entering the yield management screen. With a NO setting, rates are not calculated in the yield management screen until the user presses the <ALT> and <C> keys simultaneously. Large properties with multiple rate structures often set switch #421-17 to NO in order to increase system performance. With switch #421-17 set to NO, the yield management screen appears similar to the following.



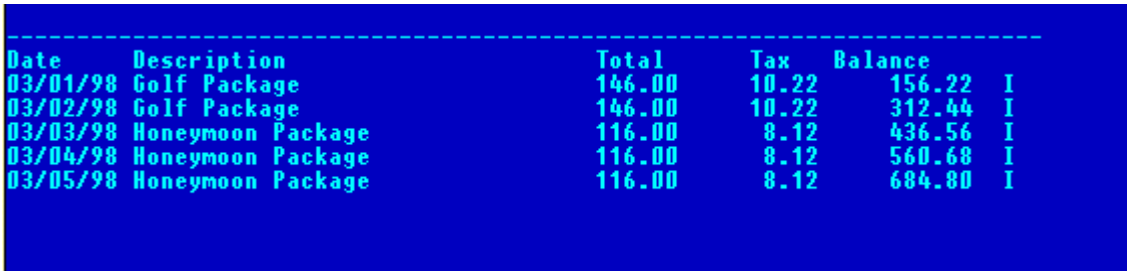
SYSTEM SWITCHES - 422

Several features can be activated from option 422 on the System Manager menu, including automatically calculating deposit amounts, utilizing up to three individual folios, property codes, and timeshare enhancements.



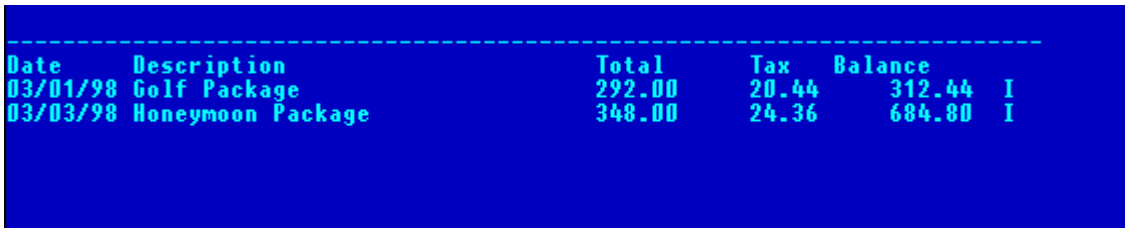
422-1 - Show Variable Package Totals by Rate Plan on Folio

The default for switch #422-1 is NO. With the default setting, a room and tax transaction for each night of a guest stay displays on the folio, similar to the following:



Date	Description	Total	Tax	Balance	
03/01/98	Golf Package	146.00	10.22	156.22	I
03/02/98	Golf Package	146.00	10.22	312.44	I
03/03/98	Honeymoon Package	116.00	8.12	436.56	I
03/04/98	Honeymoon Package	116.00	8.12	560.68	I
03/05/98	Honeymoon Package	116.00	8.12	684.80	I

With switch #422-1 set to YES, the same folio appears as follows. Notice identical packages are combined into a one-line transaction.



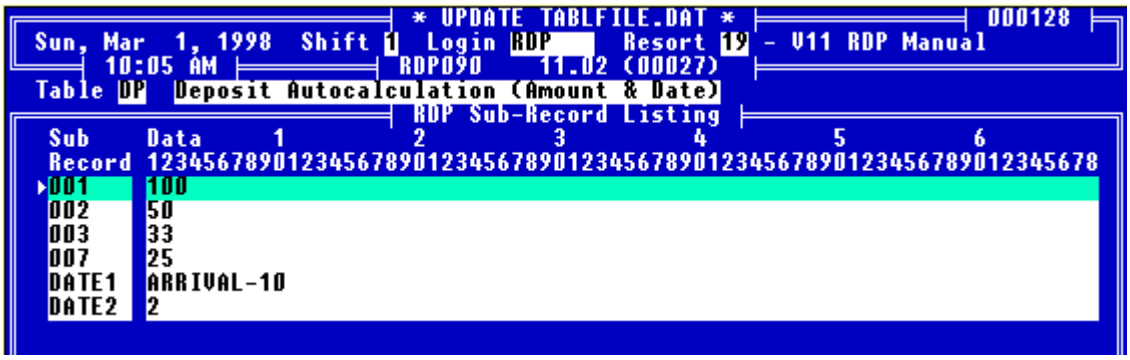
Date	Description	Total	Tax	Balance	
03/01/98	Golf Package	292.00	20.44	312.44	I
03/03/98	Honeymoon Package	348.00	24.36	684.80	I

422-2 - Auto-Calculate Request Deposit Amount - New Reservations

The default for switch #421-2 is NO. With the default setting, the "deposit due date" and "deposit requested" fields are entered by the reservationist. With a YES setting, the system automatically calculates these fields based on a user-defined configuration. The configuration is stored in table DP and contains the following sub-records:

Sub-Record	**Description**
Nights in the Stay	This three-character field contains the deposit percentage required. For example, on a three night stay, the property requires a 50% deposit. In this example, the DP sub-record would be "003" and the description field set to "50".
DATE1	The "DATE1" sub-record can either be based on: A) The date the reservation is entered plus a user-defined number of days, i.e. - "TODAY + 10". B) The reservation's arrival date minus a user-defined number of days, i.e. - "ARRIVAL - 10".
DATE2	Number of days prior to arrival the deposit is due if the reservation is made within DATE1. For example, a reservation is made December 1st for an arrival of December 8th. Because the reservation is made within the DATE1 parameter of 10 days, the system uses DATE2 in order to set the default deposit due date.
ROUND	With the ROUND sub-record, the system rounds the deposit amount to the closes ten. For example, if 50% of the total balance is due 10 days prior to arrival, and the total balance due is $214, the system rounds the deposit amount to $110 (Rounding up from $107).

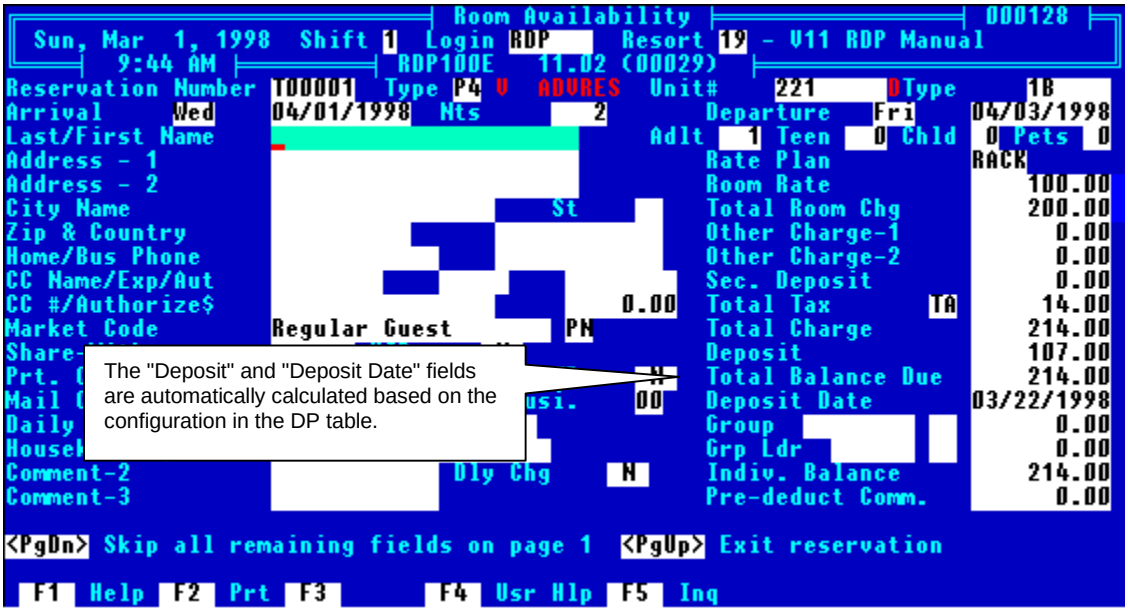
A sample DP table follows, along with descriptions of each sub-record.



Sub-Record	Description
001*	For a one-night stay, the reservation must be pre-paid in full.
002*	For a two-night stay, a fifty percent deposit is required.
003*	For a three-night stay, thirty-three percent of the total balance due is required.
007*	For a seven-night stay, twenty-five percent of the total balance due is required.
DATE1	Deposits are due 10 days prior to arrival.
DATE2	Deposits for reservations made within ten days of arrival are due two days prior to arrival.

Any sub-records indicating the number of nights booked must be three characters, preceded by leading zeroes.

With the DP table configured, the "Deposit" and "Deposit Date" fields are calculated automatically.



422-3 - Use Individual Folios A & B

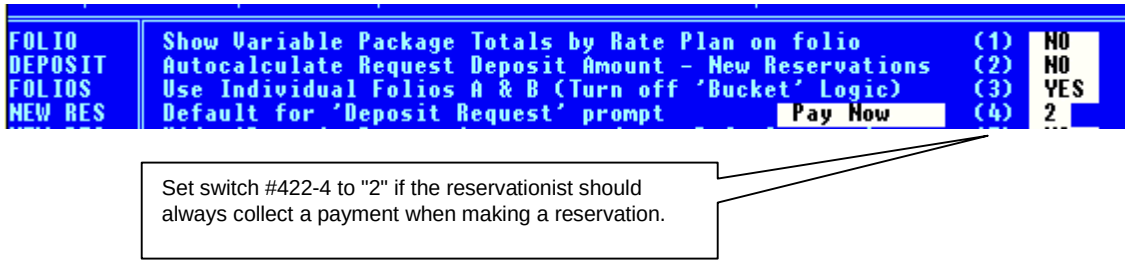
Switch #422-3 activates one of the most powerful features in the RDP system. All new systems are installed with switch #422-3 set to YES. By setting switch #422-3 to YES, the system recognizes all three individual folios (A, B, and I). With the three individual folios activated, a guest can request that all room charges are routed to one folio, all food charges to a different folio, and all other incidental charges to a personal folio. Additionally, setting switch #422-3 to YES allows group pay codes to be defined on a transaction code by transaction code basis. Without a YES setting, group pay codes are dependent on the reservation buckets. For a complete discussion on the benefits of setting switch #422-3 to YES, please see the ***Groups & Conferences*** chapter in the ***RDP User's manual***.

422-4 - Default for "Deposit Request" Prompt

There are four options for the "Deposit Request" prompt when making a new reservation.

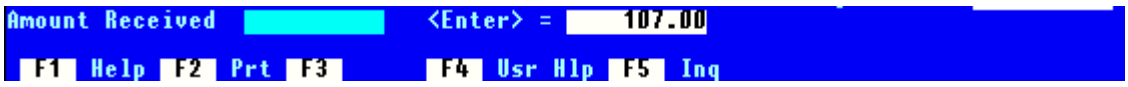
Option	Description
1 - Request Deposit	The guest is mailing a deposit by a certain date.
2 - Payment Now	The guest is paying money today. The money will be part of the day's deposit.
3 - Authorize Ccard	With the Southern DataComm Credit Card Interface, a card can be authorized, usually at check-in.
4 - None	Used for a credit card hold. No payment is being applied until the guest arrives.

Set the default for this prompt using switch #422-4. The numbers above correspond to the entry in field #4. For example, if the property always requires payment at the time a reservation is booked, set switch #422-4 to the number two (2) as seen below.



422-5 - Hide "Deposit Request" Prompt and use Default Setting

With a YES setting in switch #422-5, the "Deposit Request" prompt is "hidden" from the user. For example, with switch #422-4 set to default to the "Payment Now" option, the reservationist sees the following prompt after entering the tax rate.



The options for the "Request Deposit" prompt described above (1 -4) are not displayed.

422-6 - Allow Overbooking of Room Type N/R without Password

In order to overbook non-rental room types (N/R) without being prompted for a password, set switch #422-6 to YES. Non-rental rooms do not affect occupancy statistics.

422-7 - Number of Guest Requests to Match on Available Room Listing

Up to nine guest request fields can be assigned to each reservation. These requests are used to specify guest preferences when assigning rooms. Examples of preferences are smoking/non-smoking, view, and bedding. When the available room list is displayed, each room's attributes are also displayed. The reservationist or front desk clerk uses this list of preferences in order to assign a room with the amenities the guest desires.

Guest preferences are entered when a reservation is made and then again used to filter the available room list based on these pre-determined preferences. While making a reservation, preferences may be added, changed or deleted in order to display the desired rooms. If no matches are found, all available rooms are displayed.

Switch #422-7 determines the number of guest requests that display during the reservation process. The system default is nine. Guest requests are displayed after selecting a room type and rate in the yield management screen.

To turn off this prompt, set switch #422-7 to zero. To only prompt for the first four guest requests (B#1, B#2, B#3, and SMK above), set switch #422-7 to four.

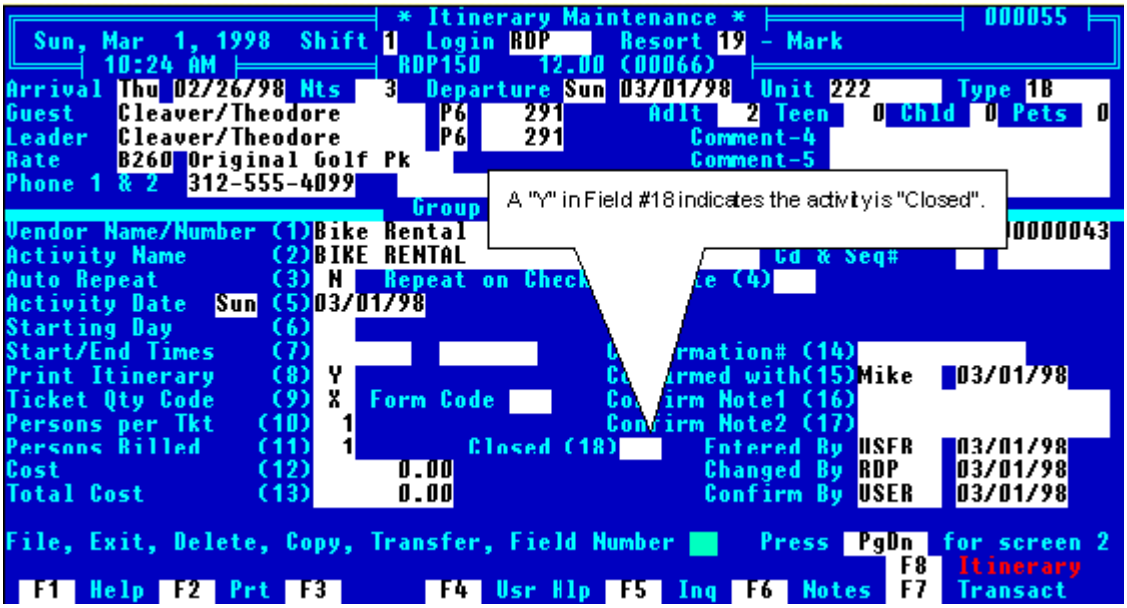
422-8 - Check for Open Activities at Checkout

With switch #422-8 set to YES, the system scans for any "open activities" during the checkout process. An open activity flags the clerk that a guest has an item belonging to the property that needs to be returned. If a guest has an open activity, the system warns:

At this point, the clerk may display open activities by pressing <F8 - ITINERARY>. Use the following steps in order to close an activity:

1) With the open activity highlighted, press <ENTER>.

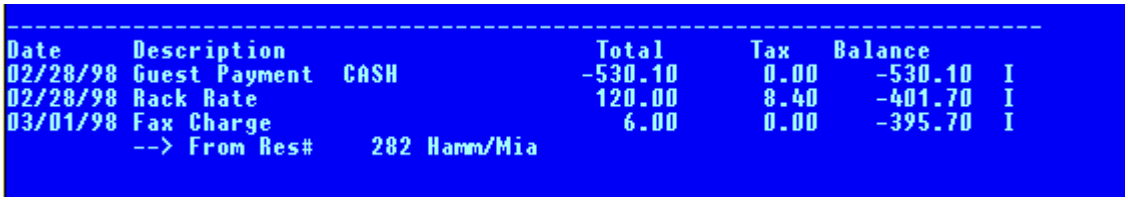
2) Enter a "Y" in field #18 in order to indicate the activity is closed.



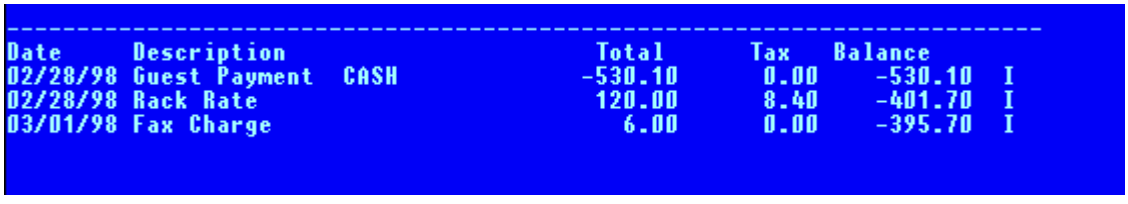
3) File the change.

422-9 - Show Transfer Information on Folio

With switch #422-9 set to YES, the system includes the "transfer information" on individual guest folios. For example, if a fax charge were transferred from Mia Hamm (reservation #282) to Jack Nicklaus (reservation #298), Mr. Nicklaus' folio appears as:



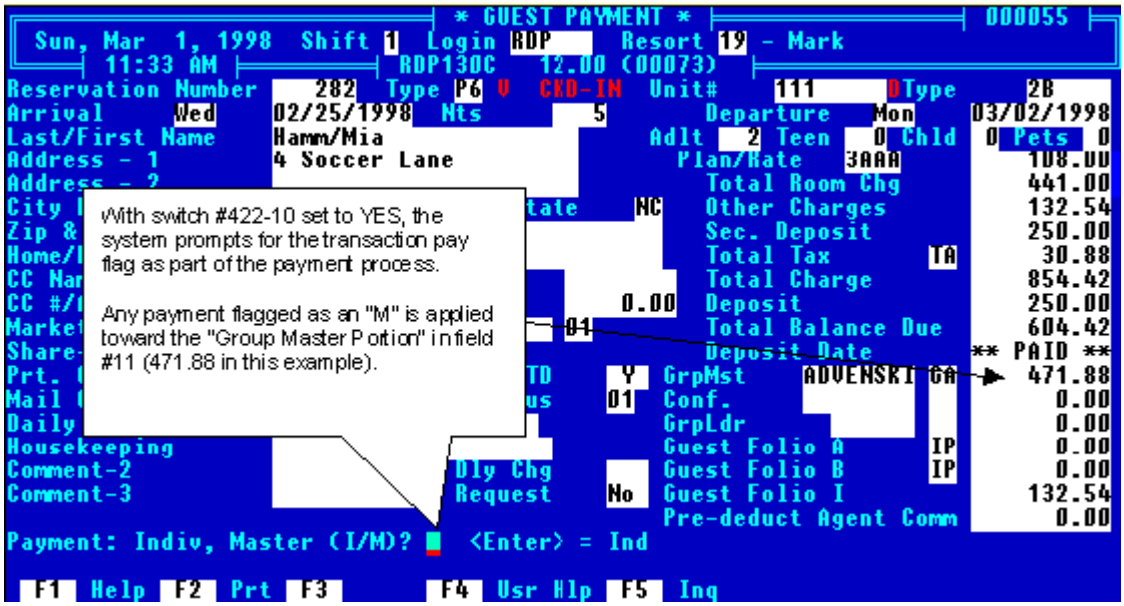
With switch #422-9 set to NO, Mr. Nicklaus' folio appears as:



422-10 & 422-11 - Folio Payments Stamped "M" for Master and/or "L" for Leader

Switches 422-10 and 422-11 control whether or not payments can be flagged as "M" for Master or "L" for Leader. This feature is ideal for properties that deal extensively with wholesalers. Many times, the wholesaler pays for a reservation in advance. With the wholesaler defined as a group master and the proper pay code assigned to the reservation, all room charges can be flagged as "M" for Master. In the wholesaler scenario described above, the payment from the wholesaler can be applied directly to the

reservation. This procedure increments the advance deposit ledger and creates the appropriate "Group Master" balance. With switch #422-10 set to YES, the system adds the following prompt when a payment is posted to a reservation assigned to a group master.



422-12 - Turn on Property Code Feature System Wide

Prior to Version 12, ***Property Code*** was a multi-purpose field used in the following ways:

1) As an accounting feature to have a single transaction code, such as room charges, be disbursed to multiple GL accounts based on the property code field.

2) For determining availability displays, including 142 (Tape Chart), 143 (Display Group Blocks), 172 (Room Calendar Report), 173 (Group Master Room Block Report), 360 (Occupancy Forecast) & 362 (View Current Occupancy Forecast).

3) As a "maid zone". Reports were made to qualify on a unit's property code in order to print various housekeeping reports by location.

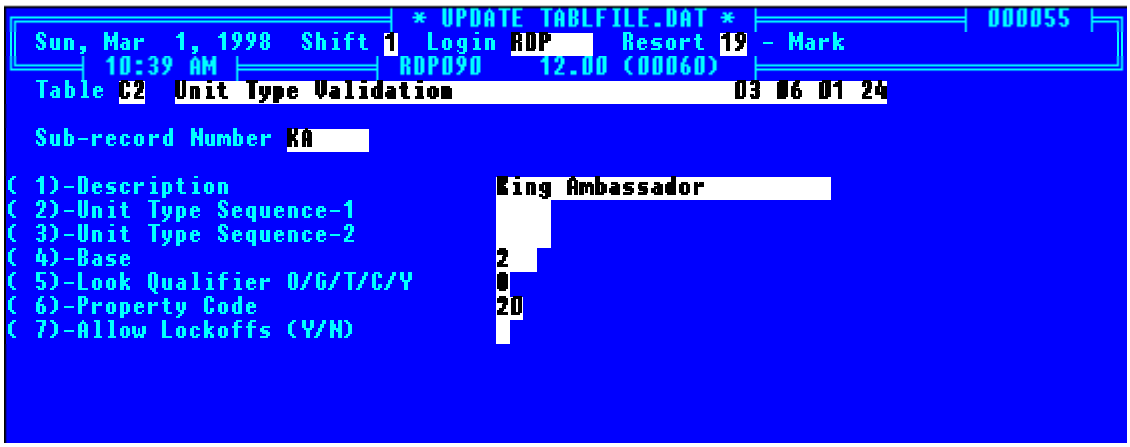
4) Group statuses for Tentative, Definite, and Verbal Definite were stored in the same table as property codes.

The Version 12 system maintains and enhances the features described in 1 & 2 above for the property code field. There is a new field for units called "maid zone" (see the ***Rooms*** chapter in the ***User's Manual***) to allow the customer to do both property code accounting and maid reports independently. Additionally, the Group Tentative/Definite status codes have been moved to a new look-up table to separate them from property codes entirely (see the ***Maintaining System Tables*** chapter in this section).

Summary of Property Code Changes

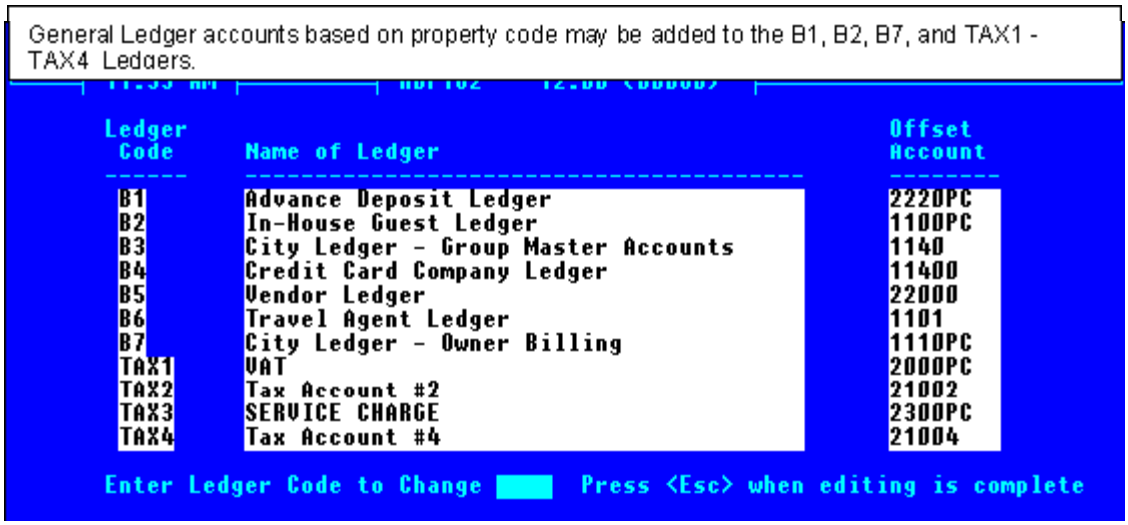
A new switch, #422-12 turns on the property code features system-wide. Prior to Version 12, the existence of record "00" in Table R2 activated the property code features. This record is no longer used.

The property code field has been moved to a new location in the units file. It is a display only field and cannot be changed using option "202" - "Change Room Information" on the Room Master menu (11). With Version 12, table C2 determines the value of the property code field displayed in RDP200. A sample C2 sub-record follows. Note field #6 is for the property code. And, all rooms added to the system with a room type of "King Ambassador (KA)" default to property code 20.



General Ledger Enhancements

With version 12, it is possible to enter a "PC" in the offset accounts for the B1, B2, B7, and TAX1 - TAX4 ledgers. This allows true separation of general ledger accounts based on property code. With this feature activated, room moves between property codes are NOT allowed.



Switch #422-12 activates all property code features in the system, including the ability to add a "PC" account number to an offset ledger account.

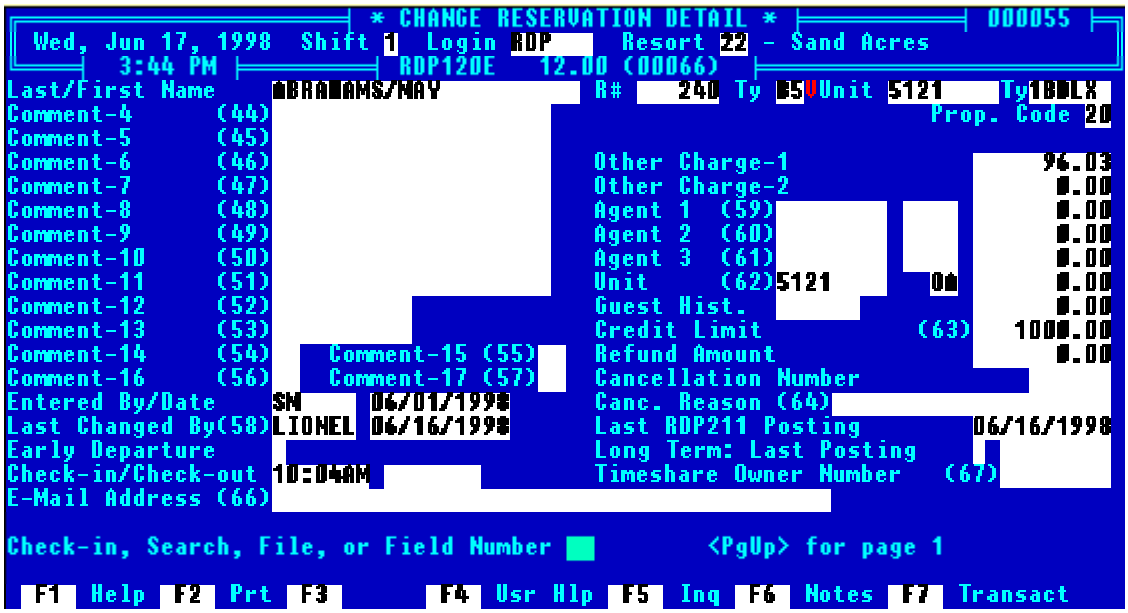
Room Moves and Property Codes

With the property code features activated, the system automatically determines if room moves are allowed. The determining factors are the general ledger account numbers assigned to the offset ledgers (B1 - TAX4). If any ledger accounts contain a "PC", the system does NOT allow room moves from one property code to another.

Room Moves for Future Reservations

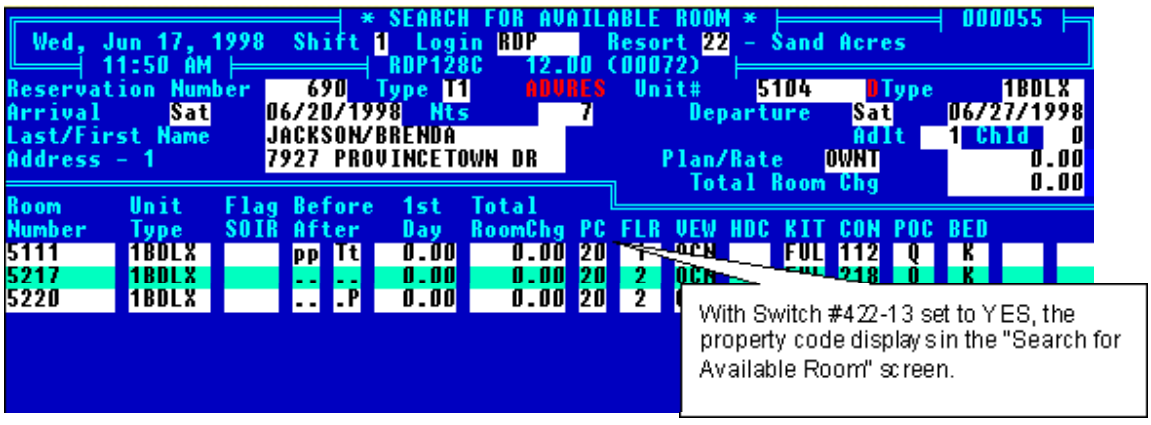
If the reservation is type 1-4, and there is no paid deposit, room moves are processed normally. Because there are no real transactions associated with the reservation, the general ledger has not been updated, therefore a room move is allowed between property codes. On a future reservation, the only possible actual transaction is a deposit. Pre-posted transactions are realized in the accounting totals upon check-in.

The property code is displayed on the second reservation screen, in the upper right hand corner.

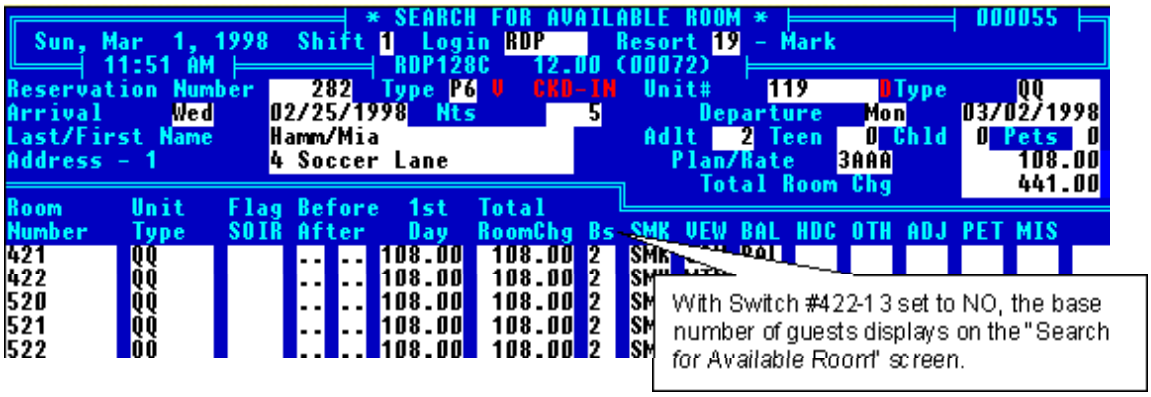


422-13 - Display Property Code Instead of Base in Room Listing

Switch #422-13 changes the available rooms display screen in order to show a room's property code as opposed to the base number of guests. An example follows.

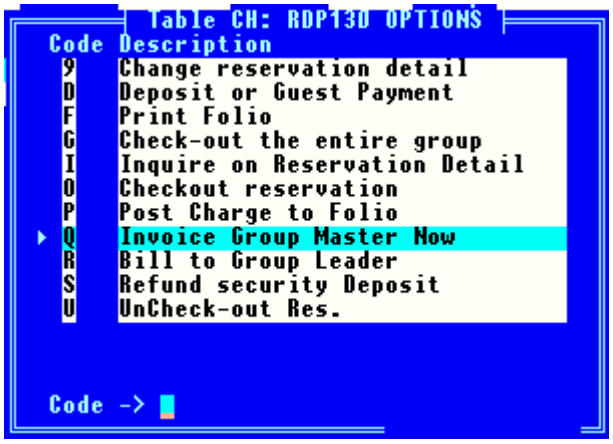


Switch #422-13 = NO



422-14 - Transfer Group Master Balance to City Ledger at Checkout

The default for switch #422-14 is YES. With a YES setting, RDP automatically transfers any group master balance directly to the city ledger during checkout. However, certain properties have a need to verify this balance prior to transferring it and set switch #422-14 to NO. With a NO setting, the balance remains on the reservation until the accounting department audits it and creates a transfer code manually using RDP130 power user option "Q" - "Invoice Group Master Now".



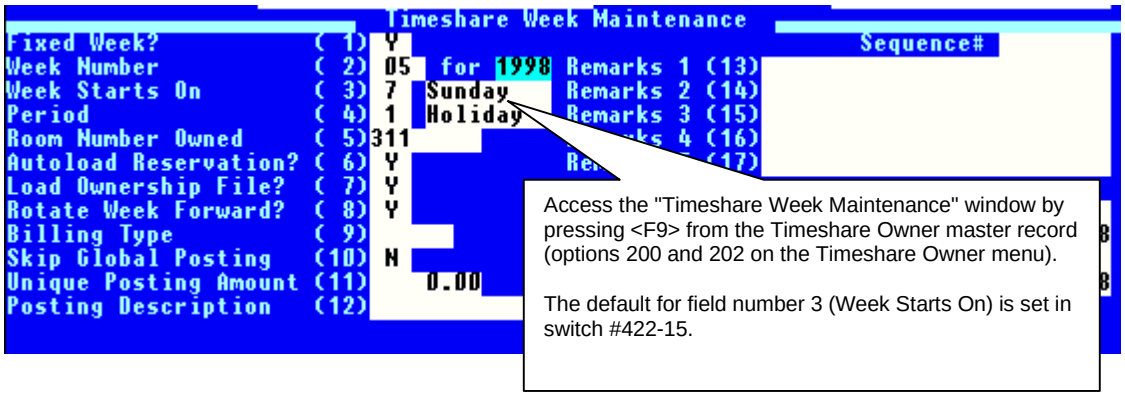
See the ***Front Desk*** chapter in the ***User's Manual*** for a complete description of RDP130 power user option Q.

422-15 - Default TCS Week Start Day

Switch #422-15 contains the default start day for timeshare owners. Use switch #422-15 to indicate the day of the week that timeshare weeks begin. Use the following table to identify the system defaults.

Number	Day of the Week
0	No Default
1	Monday
2	Tuesday
3	Wednesday
4	Thursday
5	Friday
6	Saturday
7	Sunday

This default is used when adding owner weeks using the <F9> key from the Owner Master record, seen below.



Switch #422-15 does NOT apply to hotel and wholly owned condominium customers.

422-16 - Default Fixed Week to:

Switch #422-16 sets the default for the "Fixed Week" (YES/NO) field on each owner week (field #1 in the Timeshare Week Maintenance window seen above). Timeshare properties that deal specifically with fixed week owners set switch #422-16 to YES.

Switch #422-16 does NOT apply to hotel and wholly owned condominium customers.

422-17 - Allocate Rooms from Management when Overbooking Group Blocks

Switch #422-17 controls how the system handles group blocks and overbooking. In the table below, a sample property has 80 rooms, and 10 are left to sell (cell D2 = 80/10). The group IBM has a block of 30 rooms, and all 30 are sold (cell C2 = 30/0).

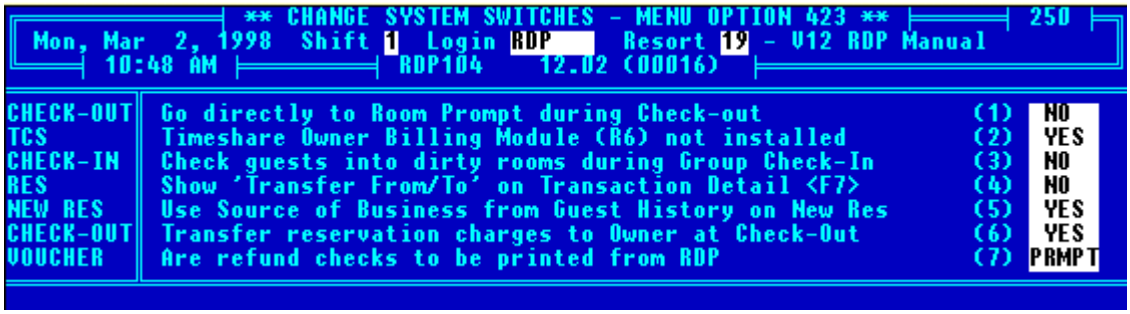
If the IBM group were to overbook their block by one room and with switch #422-17 set to NO, the system displays availability for IBM as 30/-1 (cell C3). The customer then has to make a manual adjustment using option 551 to allocate another room to IBM.

	1	2	3	4	5
A	**Type**	**Base Availability Counts**	**Availability After New Reservation (Switch #422-17 set to NO)**	**Availability After New Reservation (Switch #422-17 set to YES)**	**If Reservation Cancels (Switch #422-17 set to YES)**
B	DD - MGMT	50/10	50/10	49/9	49/9
C	DD-IBM	30/0	30/-1	31/0	31/1
D	Total	80/10	80/9	80/9	80/10

With switch #422-17 set to YES, the system will not create the "30/-1" situation. Instead, any time the overbooking password is used to oversell a group block, the system automatically allocates an additional room from management, and the total becomes "31/0" (Cell C4).

SYSTEM SWITCHES - 423

The most recent bank of switches, option 423 on the System Manager menu, currently holds three switches. The first deals with the field default during checkout, the second with timeshare owner nights, and the third with transaction code transfers between reservations. Each is described in detail below.

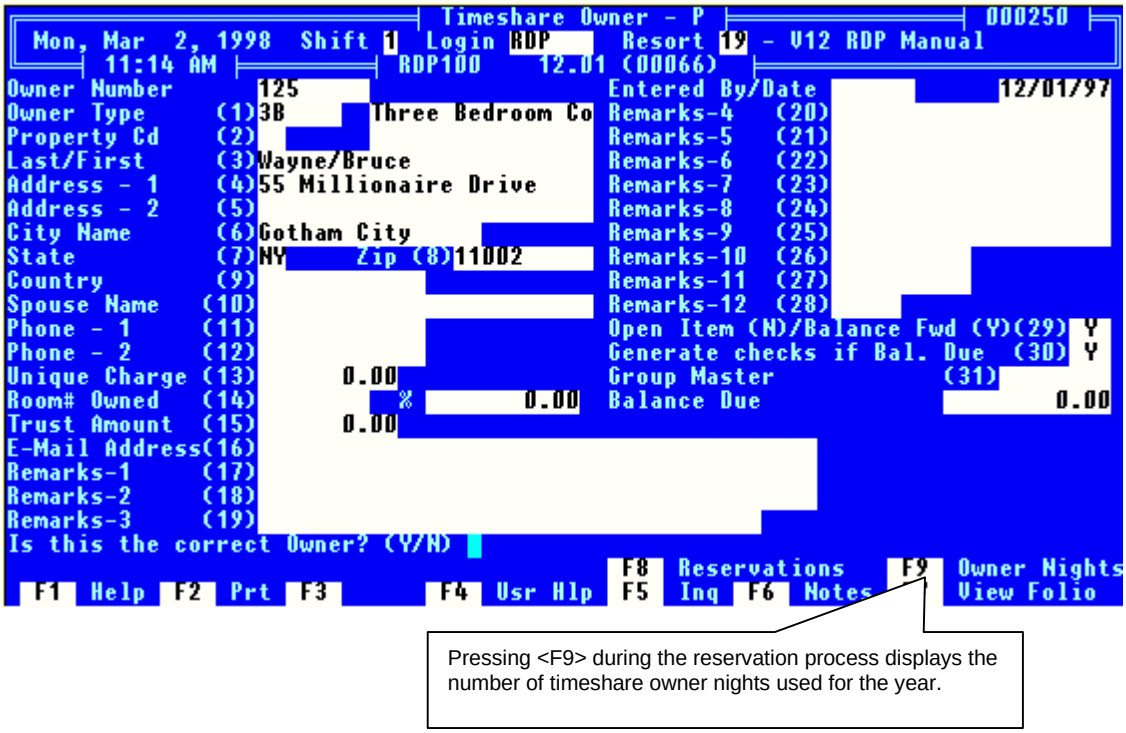


423-1 - Go Directly to Room Prompt during Checkout

With switch #423-1 set to YES, the cursor goes directly to the room number field during guest checkout. The system by-passes the guest name field and automatically prompts for the guest's room number, eliminating the need to press the <ENTER> or <TAB> key. However, with switch #423-1 set to YES, the Guest Name/Reservation Number field may be accessed by pressing <ESCAPE> or <SHIFT>+<TAB>.

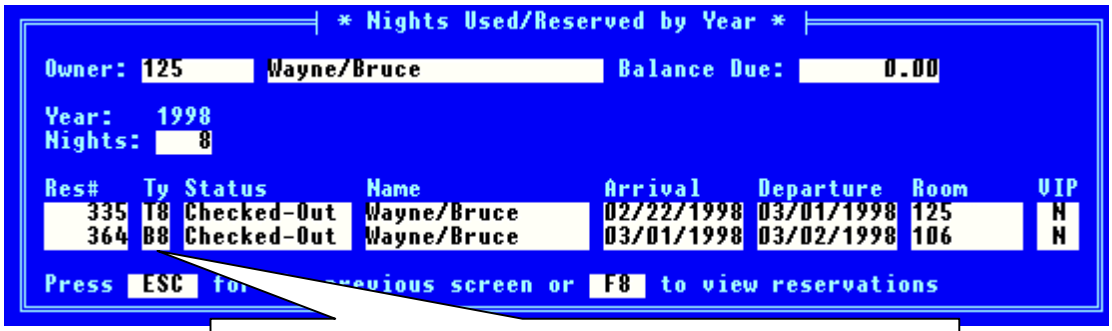
423-2 - Include Bonus Type Reservations in "Night Used" Display

Switch #423-2 determines whether or not "bonus" timeshare owner nights are included when pressing <F9 - Owner Nights> during the reservation process.



Pressing <F9> during the reservation process displays the number of timeshare owner nights used for the year.

With switch #423-2 set to YES, "bonus" timeshare owner nights are included in the total.



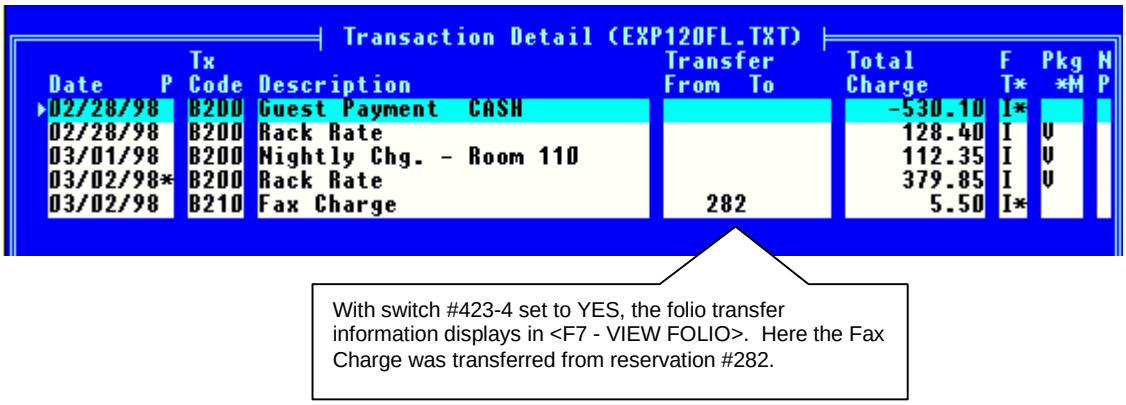
A type "B" reservation denotes a "bonus" timeshare owner reservation. With switch #423-2 set to YES, bonus nights are included in the total owner nights for the year.

423-3 - Check Guests into Dirty Rooms during Group Check-In

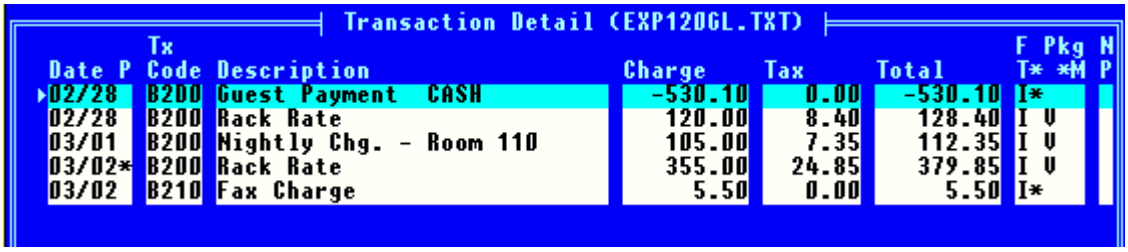
Switch #423-3 has been added for properties who do NOT use the RDP housekeeping features. In order to allow group check-in into dirty rooms, set switch #423-3 to YES. The default for switch #423-3 is NO. For a complete discussion regarding checking guests into dirty rooms during group check-in, please see the ***Groups and Conferences*** chapter in the ***User's Manual***.

423-4 - Show "Transfer From/To" on Transaction Detail <F7>

Switch #423-4 determines the columns displayed when pressing <F7 - VIEW FOLIO>. With switch #423-4 set to YES, the "Transfer From/To" column is displayed, as seen below.

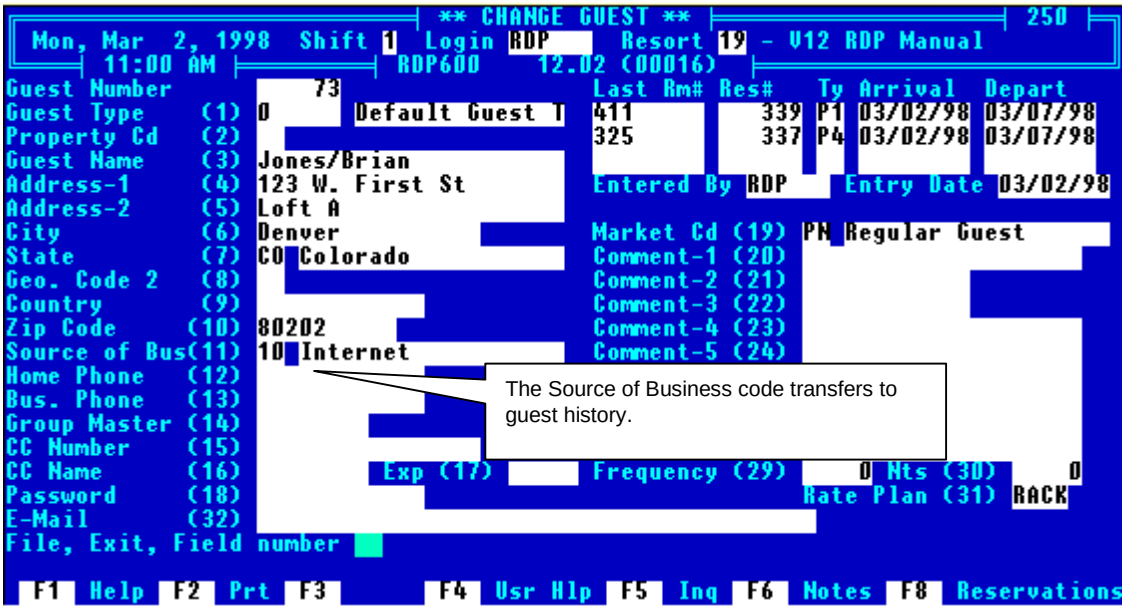


With switch #423-4 set to NO, the "View Folio" screen displays additional transaction detail columns, including "Charge", "Tax", and "Total".



423-5 - Use Source of Business from Guest History on New Reservation

Set switch #423-5 to YES in order to transfer the source of business code from guest history on all new reservations. For example, the source of business code on Brian Jones' reservation is "Internet". This code is transferred to guest history, seen below.



With switch #423-5 set to YES, any reservation made for Brian Jones will automatically use source of business code "10" - "Internet". With a NO setting, the reservationist enters the source of business code for each new reservation.

423-6 - Transfer Reservation Charges to Owner at Checkout

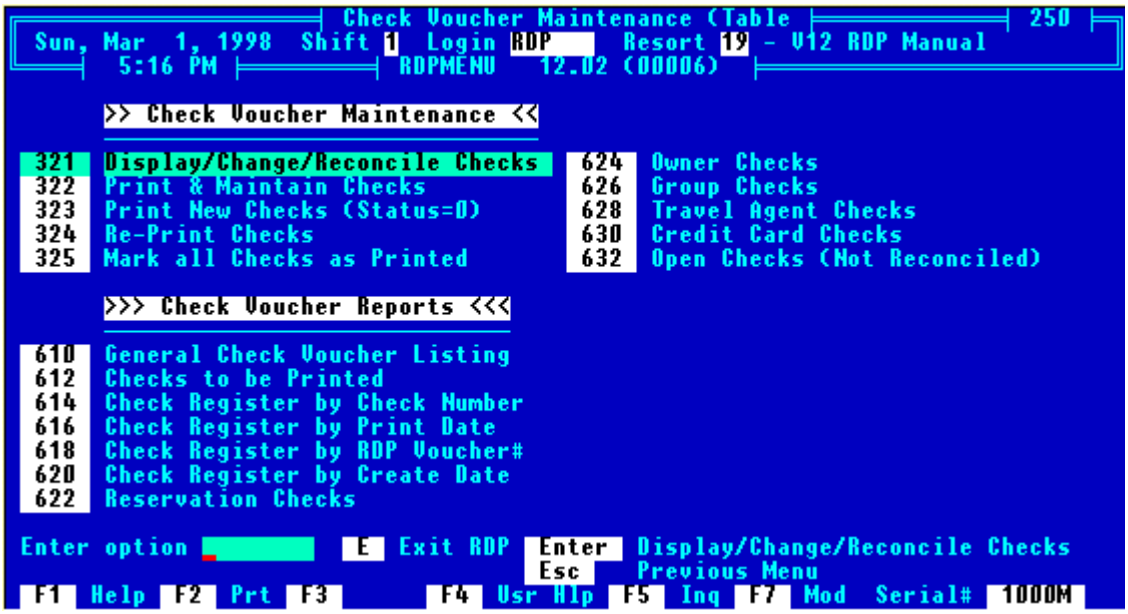
Set switch #423-6 to YES in order to transfer owner reservation balances to master records at checkout. For example, if an owner stays in his unit and accrues restaurant and telephone charges, this total can be transferred to the owner master record and then deducted from any reservation revenue for the statement period.

Please see the ***Owner Accounting*** chapter in the ***Optional Modules*** section of this manual for a complete discussion regarding transferring owner balances.

423-7 - Are Refund Checks to be Printed from RDP

Switch #423-7 has been added to Version 12.02. Switch #423-7 allows the property to define a default for creating check vouchers within the RDP system. Check vouchers are created throughout the system, including reservation cancellations, printing owner, group master, and travel agent statements, and checking out reservations with credit balances. Answering "Y" (Yes) to the following question generates a check voucher.

By answering "Y" (Yes), the system creates a record in the voucher file. Vouchers (checks) are printed using option "323" - "Print New Checks" on the Check Voucher Maintenance menu (80).



There are three possible settings for switch 423-7, each described below.

Setting	Description
YES	Any time a voucher can be generated, one is. The prompt for creating a voucher (image #1 on this page) is never displayed.
NO	Vouchers are NOT created in the RDP system. Only use this setting if your property does NOT print checks through RDP. The above prompt is never displayed. PRMPT The "Is this check to be printed using RDP" question displays any time a voucher is generated.
PRMPT	The prompt displayed above is used for determining when a voucher is created within the RDP system.

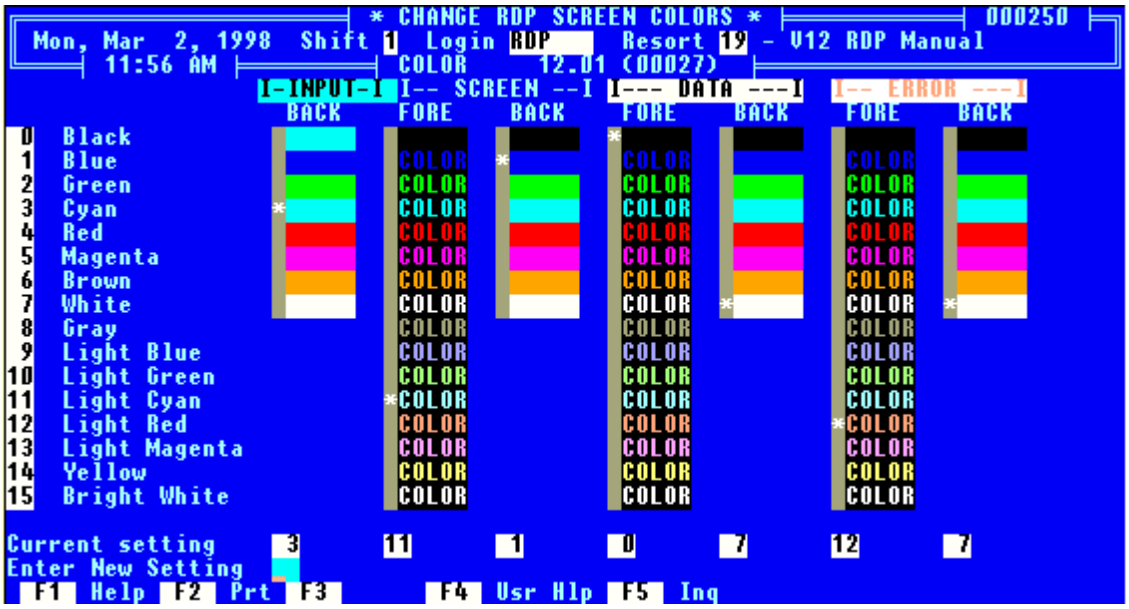
COLORS

OVERVIEW

RDP's system colors are defined with option "COL" - "Change Screen Colors" on the System Manager menu. Option COL lists each section of the screen along with several color options. Each color is associated with a number, i.e. - 0=Black, 1=Blue, etc. Customize the system's appearance by selecting a unique color scheme.

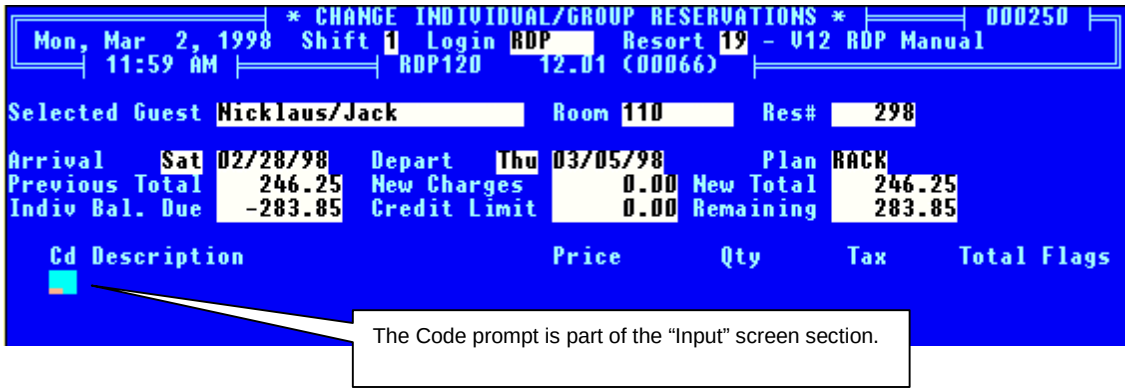
CHANGE SCREEN COLORS - OPTION COL

After choosing COL from the System Manager menu, the system displays the various choices along with the screen sections, similar to the following:

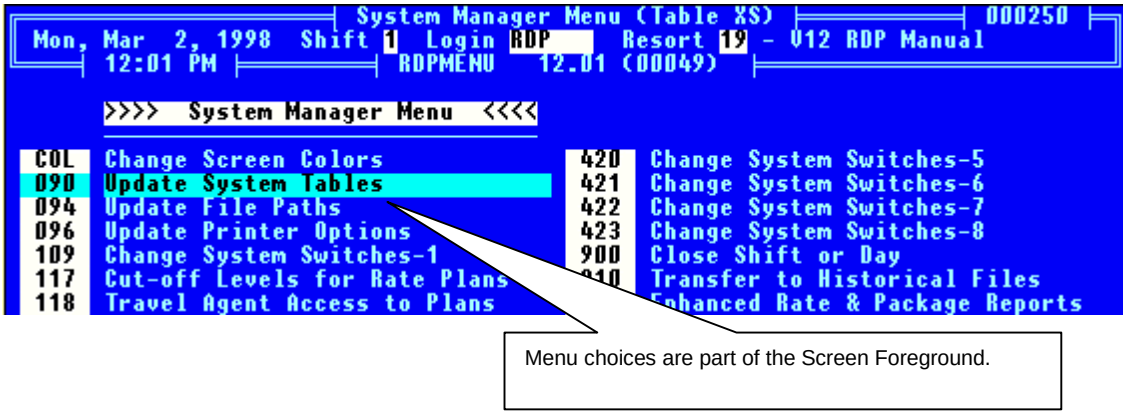


The current settings for each category are displayed at the bottom of the screen. Additionally, the current color is flagged with an asterisk.

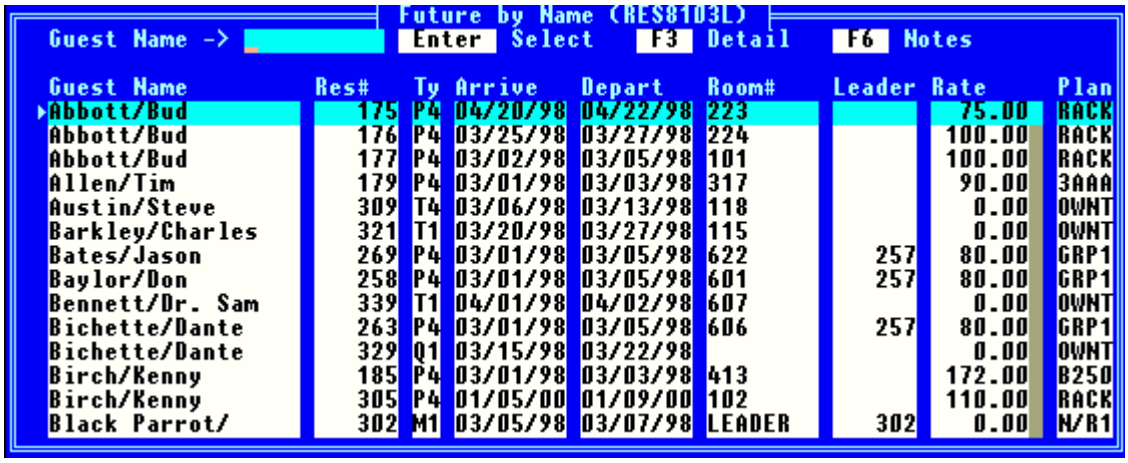
Screen sections include: Input, Screen (Foreground, Background), Data (Foreground and Background), and Errors (Foreground and Background). The Input section includes the highlight bar and any data entry input prompts, including the transaction code prompt in RDP120 when posting a charge:



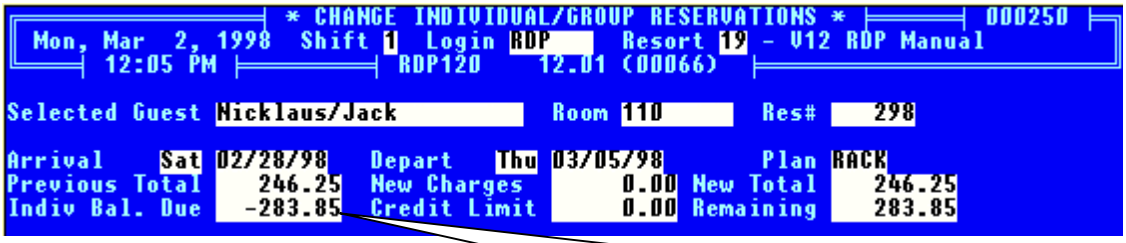
The Screen Foreground includes all menu options, such as "090" - "Update System Tables" on the System Manager menu:



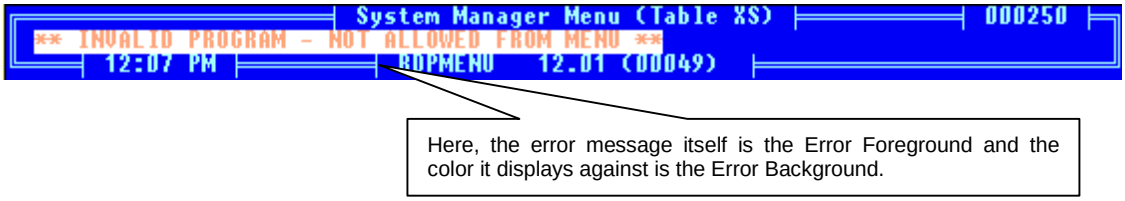
The Screen Background is all of the blank space on the screen. The default for the background is blue. The Data Foreground color specifies how data lists display in the RDP system. For example, an <F3 - LOOK> listing in RDP120 appears as:



The Data Background setting defines the color data appears against. For example, in the RDP120 posting screen the balance due fields, total fields, and reservation dates appear against the Data Background color:



The Error Foreground and background settings define the colors all error messages appear against in the RDP system. For example, choosing an invalid menu choice on the System Manager menu displays the following error:



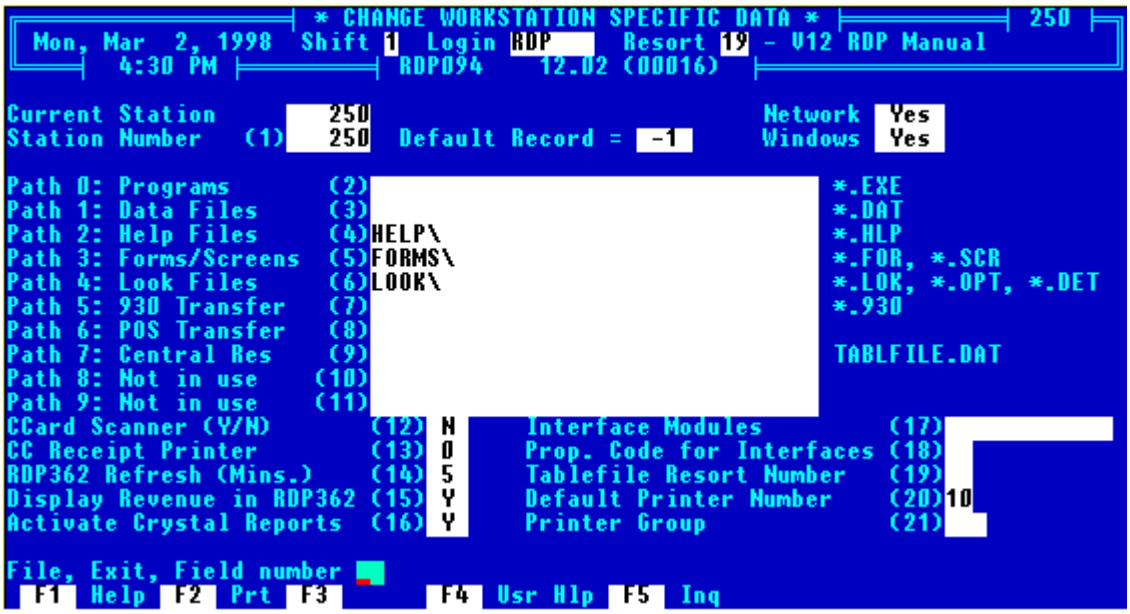
CONFIGURING FILE PATHS

OVERVIEW

This chapter includes information about updating RDP system file paths. The RDP system file paths are set during installation and changed rarely. This chapter covers the "Change Workstation Specific Screen", option 094 on the System Manager menu.

THE "CHANGE WORKSTATION SPECIFIC DATA" SCREEN

Option "094" - "Update file Paths" on the System Manager menu accesses the "Change Workstation Specific Data" screen. This screen stores RDP's file pathing, instructing the system where to retrieve programs, data, help files, forms, screens, and look files, along with upload and download information for central reservations properties. In addition to storing critical file paths, the screen also defines interface modules, credit card interface information, refresh settings, and Crystal Reports activation. The screen appears as:



Because RDP only supports installing the system in an RDP folder off the root drive, the "Programs" path, field #2, is left blank, meaning the system defaults to \RDP. The data files are normally stored in the \RDP\RDP01\ folder. By entering \RDP01 in field #3, the system defaults to the 01 sub-directory on the Resorts screen. For example, a central reservations property with two directories could have a Resorts screen similar to the following:

Help files are stored in the \RDP\HELP\ folder. Field #4 assumes the \RDP\ folder, adding the HELP\ sub-folder. Forms and screens are stored in the \RDP\FORMS\ folder, signified by the FORMS\ setting in field #5. Similarly, <F3 - LOOK> screens are stored in the \RDP\LOOK\ folder, as seen in field #6.

Central reservations properties utilize data paths five and seven in order to upload and download a daily transfer file. Data path #6, POS Transfer, is used for Novell specific Point-of-Sale applications.

Additional Fields

The remaining fields on the “Change Workstation Specific Data” screen are:

Field	Entry
#12 - CCard Scanner (Y/N)	Defines whether or not this workstation uses the RDP Southern DataComm credit card interface.
#13 - CC Receipt Printer	Defines the COM port where the Southern DataComm credit card receipt printer is attached (1=LPT1, 2=LPT2, 0=No CC Printer).
#14 - RDP362 Refresh (Mins.)	Field #14 controls the refresh, in minutes, for the RDP362 house status screen. The house status screen first looks to the refresh parameter stored in the PW table. If none is found, the system looks to field #14 on the “Change Workstation Specific Data” screen. If a setting is not found here, the system uses the default setting found in switch #419-10.
#15 - Display Revenue in 362	This switch determines whether or not the revenue figures display on the house status screen. The setting can be different for each RDP workstation.
#16 - Interface Modules	Enter the RDP module code for each active interface ON THIS WORKSTATION in field #16.
#17 - Prop. Codes for Interfaces	The property code feature must be “turned on” in the system by setting switch #422-12 to YES. This allows the interface program to process by the selected property code. For example, if this field is set to “01”, a workstation that runs RDP736 for call accounting or in-room movies generates a separate log file for this property.
#18 - Tablfile Resort Number	Specific for properties with two call accounting systems posting to one RDP directory.
#19 - Activate Crystal Reports	Set field #19 to "Y" if this workstation uses the RDP Crystal Reports module (RS).

#20 - Default Printer Number	See the ***Printing*** chapter of the ***RDP User's manual*** for a complete discussion regarding default printers.
#21 - Printer Group	See the ***Printing*** chapter of the ***RDP User's manual*** for a complete discussion regarding printer groups.

TRANSACTION CODES

OVERVIEW

Understanding transaction codes and how they operate is critical to understanding the RDP system as a whole. Transaction codes are first defined with option “182” - “Update Transaction Codes” on the System Manager menu. Transaction code definition includes general ledger ramifications since each code is tied directly to one or more general ledger account numbers. Transaction codes can be applied to future reservations, in-house guests, checked-out folios, group masters, travel agents, credit card masters, and owners. Each time a transaction is posted, the balance due on the entity is increased or decreased immediately. Topics covered include:

What is a Transaction Code?
System Transaction Codes vs. User Defined Transaction Codes
Adding Transaction Codes
Transaction Header
Transaction Components
Completed Transaction Code
Changing Transaction Codes
Deleting Non-Active Transaction Codes
Deleting Active Transaction Codes
Viewing Folio Transactions
Variable Rate Transaction Code Corrections

WHAT IS A TRANSACTION CODE?

Transaction codes effect the balance due on reservations, group masters, travel agents, credit cards and owners. Two character codes are created in the system to represent every possible transaction, including advance deposits, room charges, miscellaneous charges, refunds, payments, and direct bills.

Transaction codes are created in various *RDP ledgers* depending upon which entities they effect, i.e. - guests, groups, owners, etc. For example, code 30 might be used as a room service charge, posted to in-house guests, therefore belonging in the B2 - In-House Guest ledger. The same code, 30, can also be used as a banquet charge, posted to a group master account. Since the code is posted to groups, the banquet charge is created in the Group Master Ledger.

To differentiate the In-house Guest Ledger code 30 (room service) from the City Ledger code 30 (banquet charge), each ledger is assigned a two character code. The ledger and the charge code combined makes the four character *transaction code.*

Using the list of ledgers below as a guide, the Room Service transaction code is B230 and the Banquet Charge transaction code is B330.

Ledger	Description	Default RDP GL Account
B1	Advance Deposit Ledger	20100
B2	Guest ledger	11200
B3	City Ledger - Group Master Accounts	11300
B4	Credit Card Company Ledger	11400
B5	Vendor Ledger	22000
B6	Travel Agent Ledger	11600
B7	City Ledger - Owner Billing	11700

The total of the B1 Ledger equals the property's total advance deposit liability, found in account 20100. The total balance due for all checked-in and checked-out guests is found in account 11200, the *offset account* for the guest ledger. For groups, the total balance due equals the total of the B3 ledger - account 11300. The total balance due all credit cards is the B4 - Credit Card Ledger balance. Similarly, the total due all travel agents is found in the B6 - Travel Agent Ledger, and the total balance due owners is found in the B7 - Owner Ledger.

The standard RDP accounts should be changed in order to match the property's chart of accounts.

SYSTEM TRANSACTION CODES VS. USER DEFINED TRANSACTION CODES

System Transactions

There are two types of transaction codes, *system transaction codes* and *user defined transaction codes*. System transaction codes are defined by RDP and are identical for all customers. For example, when receiving an advance deposit by check, the system automatically generates a B1D1 - Adv. Dep. Rcv. CHECK transaction code.

While the transaction code (the B1D1) or description (Adv. Dep. Rcv. CHECK) cannot be changed, the general ledger account number must be changed to match the property's *chart of accounts*.

Following is a list of reserved system codes:

System Code	Description
00 - 20	Codes 00-20 on all ledgers are reserved for system use. For example, a B200 code is always used to post daily room and tax to in-house guests.
All D*	All ledger codes beginning with a D are reserved for system use. For example, the B1D2 code is used for an advance deposit received by credit card.
All S*	All ledger codes beginning with an S are reserved for system use. For example, the B2ST is used for the total tax on all in-house guest transactions

User Defined Transactions

User defined transaction codes are unique for each RDP customer. For example, one customer may define a code B230 as Conference Room Rental, while another uses B230 for Candy Bar Sales. Any two digit combination of numbers and/or letters can be used except for the system codes listed above.

Examples

Following are examples of transaction codes and their corresponding general ledger accounts:

Code	Description
B1D0	The B1D0 code is from the Advance Deposit Ledger. Because it begins with a D, it is a system defined code. The code is applied to a reservation with power user option “D” - “Deposit or Guest Payment” from the Reservation, Front Desk, or Night Audit menu. Using option 182 - 3 on the System Manager menu to view the transaction, the standard RDP debit account is 10002-Cash and the credit account is the offset for the B1 ledger, 20100 - Advance Deposit Liability.

The standard RDP accounts should be changed in order to match the property’s chart of accounts.

B2D0	The B2D0 code is from the Guest Ledger. This system defined code is generated when a cash payment is received from an in-house or checked-out guest. This code debits cash and credits the offset account for the B2 ledger.
B221	The B221 code is from the Guest Ledger. Because the third character is not a D or an S and 21 is not a reserved code (00-20), it is a user defined transaction code. The description can be entered by the customer. For example, B221 might be "Conference Room Rental". When this code is first added, the debit account must be the offset account assigned to the B2 ledger (RDP standard account 11200 - In House Guest A/R). The credit account can be any revenue account from the property’s chart of accounts, such as 40211 - Conference Room Revenue.

ADDING TRANSACTION CODES

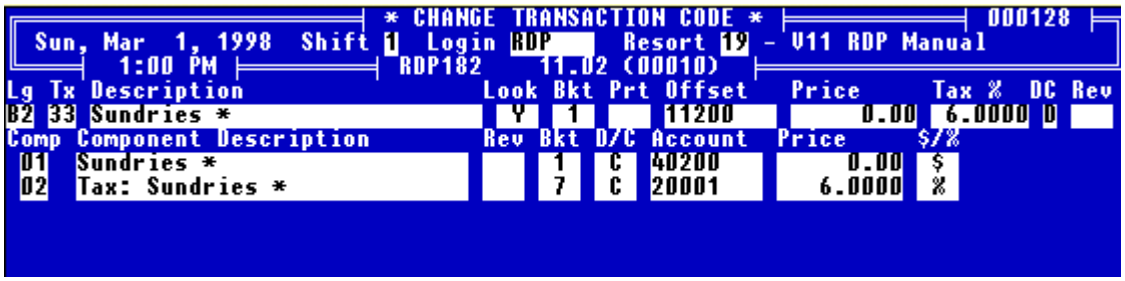
Transaction Headers

Transaction codes are defined or changed with option “182” - “Update Transaction Codes” on the System Manager menu. When creating a new transaction code, the definition screen is divided in two parts - a header section and a component section. The header consists of a single line containing the transaction code’s description, its dollar amount and its tax percentage. The information in the header line appears on the guest folio, group master statement, or other entity bills (i.e. - owner and credit card statements). In the example below, the header contains the description "Sundries - *", a price of $0 and a 6% tax.

Transaction Components

The second section of the transaction code definition screen consists of components. All items that comprise the totals in the header are listed as components. In the example below, there are two

components, the sundries charge with a price of zero since it's price varies each time it is posted and the tax percentage set at 6%.

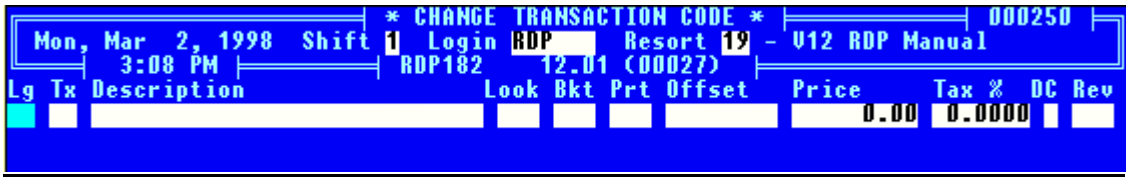


TRANSACTION HEADER

As an example, assume the front desk sells various items, including toothpaste, shampoo, nail clippers, etc. Each item varies in price, however management has categorized all of these items as "Sundry", tracked by one general ledger account. Since all of the items effect one account, only one transaction code is defined, B233. Create the Sundry transaction code using these steps:

1. Choose option "182" - "Update Transaction Codes" from the System Manager menu.

2. Choose option "2" - "Add Transaction Code". The system displays a blank header for the new transaction code. The cursor appears under the heading "Lg". A sample header appears below along with a definition of each field.



Prompt	Definition
Lg	The RDP ledger for the new transaction code. Use <F3 - LOOK> for a list of RDP ledgers. Since sundries are sold to in-house guests, create the code in the B2, In-house Guest Ledger. B2 becomes the first two digits of the four character transaction code.
Tx	All transaction codes are four characters long. The first two characters are the ledger, defined in "Lg" above. The second two characters are the transaction code (Tx) within a given ledger. In this example, Sundries are tx code 33. <F3 - LOOK> provides a list of all existing transaction codes. The same two character Tx (Transaction) code can be used in various ledgers.

Prompt	Definition
Description	Enter up to a 28 character description. This description displays automatically along with the charge on the guest folio, group master, or other entity. Entering an asterisk in the description field allows the clerk to change the description each time the code is posted. In this example, the description is: **Sundries - *** When the clerk posts a code B233, the system pauses at the asterisk and waits for input. The clerk enters the type of item (toothpaste) and continues. When the folio is printed, the description appears as: **Sundries - Toothpaste** The "*" can be placed in the first position of the description, allowing the clerk to enter all 28 characters each time the transaction code is posted. If an "*" is not used as part of the description, the system uses the description from the transaction code header. When the transaction is posted the clerk can only change the description by pressing <ESCAPE> from the price field.
Look	The Look field in the transaction code header is either Y or N. With a Y, the transaction code displays as a valid choice when posting transactions and using <F3 - LOOK>. System transaction codes are marked N and all others Y. The sample code 33 should display as a valid transaction code in <F3 - LOOK>, therefore the look field should be marked with a Y.
Bkt	The Bkt field indicates which "bucket" the transaction code increments. Folio buckets are used in conjunction with group master and group leader payment codes, indicating who pays for each transaction. Buckets are also used in conjunction with owner payment codes, determining how much revenue an owner receives from a reservation. Buckets include:

Bucket	Description and Use
0 = Room Charge	Use Bucket 0 (zero) for all transactions that accrue to the Room Charge field on the first reservation screen. Examples of bucket zero transactions are the reserved system codes B200 - Daily Room Charge and B220 - Room Charge Adj.

Bucket	Description and Use
1& 2 = Other Charge-1,2	Buckets 1 and 2 are reserved for incidental charges. Prior to the existence of switch #422-3, a given transaction code was assigned to bucket 1or 2 depending on the billing requirements of group leaders, group masters, travel agents, and owners. Now, with group master pay codes dependent on individual transaction codes (please see the ***Groups & Conferences*** chapter in the ***User's Manual***), the system uses the transaction bucket solely for determining qualified charges for travel agents and owners. And, since very few travel agents or owners are paid revenue for incidental charges, the bucket field is largely inconsequential for most properties. However, if a travel agent or owner is paid based on incidental charges, the corresponding pay codes and transaction codes must be defined accordingly. For example, if a specific travel agent receives commission on food charges for certain reservations, all transactions for food charges must be routed to either bucket 1 or bucket 2. Additionally, the travel agent pay code must be defined to pay the agent a percentage of bucket 1 or bucket 2.
3 = Security Deposit	Bucket 3 should only be assigned to reserved system transaction code B208 - Security Deposit. This transaction is used to request a guest security deposit. Security deposits differ from advance deposits because they ensure against room damage during a guest's stay.

Bucket	Description and Use
7 & 8 = Tax # 1 & 2	Buckets 7 and 8 are reserved for tax. If taxes are divided, for example a bed tax and sales tax, use both buckets. If all taxes are lumped together, use bucket 7.
9 = Payment	Bucket 9 is only used for system transactions that increment the Amount Paid field on the reservation screen. ***Do not use bucket 9!***

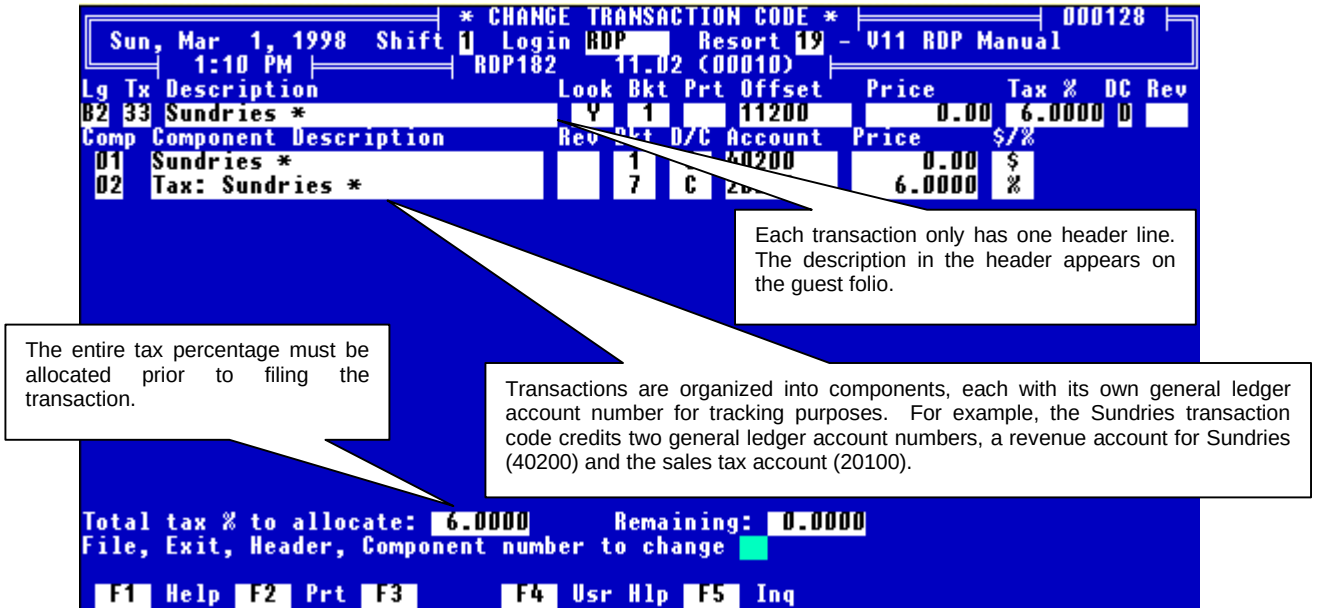
Prompt	Definition
Prt	Should the transaction print on a folio or bill? Since most transaction codes should print on a folio or statement, the system skips this field and places the cursor at the Price field. Pressing <ESCAPE> at the Price field returns the cursor to the "Prt" field. The only valid input is an asterisk or a blank. In the Sundry example, leave the Prt field blank, indicating the transaction code should print. All user defined codes should have Prt set to blank. An asterisk (*) in the Prt field indicates that every time the transaction is posted it has an asterisk in the “No-Print” column. The asterisk tells the system not to print the transaction on a folio. For example, the system transactions B1DD - Transfer to Guest Ledger and B3DD - Transfer from Advance Dep. are both defined with an asterisk. The system automatically generates one B1DD code and one B2DD code every time a reservation with a paid deposit checks in. Because of the asterisk, these transactions are generated as "non-printing", preventing the internal transfer codes from appearing on the guest folio, simplifying its appearance.
Offset	The offset is the general ledger offset account. Offset accounts are assigned to every ledger with option 182-1 on the System Manager menu prior to defining transaction codes. Each transaction uses the ledger's offset account for either the debit or credit side of the transaction. For example, all B2-Guest Ledger transaction codes use the offset account assigned to the B2 ledger. When new transaction codes are added or changed, the system reads the offset account assigned to the RDP ledger and displays it in the transaction header under the offset column. The offset cannot be changed for a particular transaction code, it must be changed for the entire ledger with option 182-1.
Price	The price of the transaction. If the price is blank, the system pauses at the price field every time the transaction code is posted. For the B233 - Sundries example, the price in the transaction header is blank, allowing the clerk to enter a unique price each time code 33 is used. If a price exists in the transaction header, the system uses it every time the tranasction code is posted.

Pressing <ESCAPE> at the quantity field during posting allows an override of the system defined price.

Prompt	Definition
Tax%	The tax is always entered as a percentage in the header. The total tax percentage in the header must be allocated to tax components. Since the Sundry example is taxed at 6% enter a 6.
D/C	Should the total of the price plus tax be debited or credited to the offset account? When entering transactions for the B2 ledger, the D/C in the header is usually a D since the offset account is debited and the revenue accounts in the component section are credited.
Rev	The Rev field is either blank or a minus sign ("-"). Virtually all user defined codes are entered with the Rev field as blank. Many system defined codes, such as B1D0 - Adv. Dep. Rcv. CASH have a minus sign in the Rev field, indicating the total transaction price should be reversed prior to posting the debits and credits. All system defined transaction codes for guest payments have a negative total. The "-" prevents them from appearing as negative debits/credits in the general ledger.

TRANSACTION COMPONENTS

After all header information is entered, the system prompts for the first component. Many transactions consist of multiple charges. For example, any transaction that includes tax has two components, the charge and the tax. Sometimes there are two taxes involved, such as state and local, or a bed tax. With this scenario, three components exist, the charge and the two taxes. Following the sundries example, the transaction appears as:

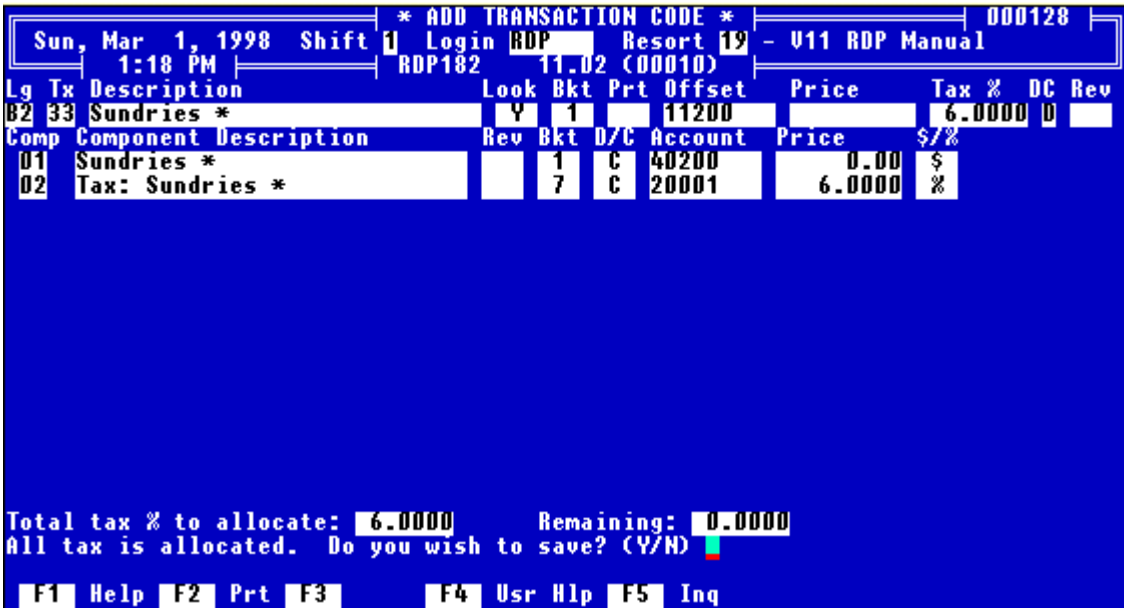


Prompt	Definition
Comp	Comp is the first column in the component section of the 182 - Add Transaction Code screen. There are a maximum of nine components allowed on any one charge, including all taxes. A transaction code (bucket 0, 1, or 2) can have one revenue component and up to eight taxes. The system automatically numbers the components.
Component Description	The component description does not appear on the guest folio but does show on various internal accounting reports.
Rev	The Rev in the component section is a display only field that always matches the header setting.
Bkt	The component bucket defaults to the setting defined in the transaction header. Tax components should be entered as 7 or 8. 7 accrues to the tax-1 folio total and an 8 accrues to the folio tax-2 total.
D/C	Debit or credit. This is a display only field at the component level that defaults opposite of the header setting. Changing the D/C in the header, changes all debit/credit components.
Account	The general ledger account that is debited or credited. One journal entry is created for each component. Enter a valid revenue account for Sundries revenue. Pressing <F3 - LOOK> displays all system accounts. General ledger accounts are defined with option 182-6 on the System Manager menu prior to assigning them to transaction codes. The system provides daily, month-to-date, and year-to-date (calendar year only) totals for every general ledger account.
Price	The price of the component. The price is a display only field that defaults to match the header price. For this example, since there is no price defined in the header, the system automatically sets component 01's price to zero.
$/%	This field will either be a "$" or a "%" as follows: **$ -** The component is denominated in dollars. The total of all components with a dollar sign must equal the header price. For the Sundry example, the system automatically enters a **$** since this is an incidental charge (bucket=1) and the first component (the revenue component). % = Used for a tax component that is denominated as a percentage. The sum of the price field of all components with a % must equal the total tax percentage in the header.
Taxes	If there is a tax percentage in the header, the system displays the following at the bottom of the screen after inputting the first component: TOTAL TAX % TO ALLOCATE [6.00] REMAINING [6.00] The message indicates the 6% tax component on this item can be allocated to as many as 8 different tax general ledger accounts. The system then adds component number 02 with a component description of "Tax - XXX", where "XXX" is the description of the transaction in the header. The system pauses at the Bkt field. Enter a 7 if this tax should be accrued to the folio tax-1 total and an 8 to accrue to folio tax-2. Eight taxes are allowed for general ledger purposes, but only two totals display on the folio.

Prompt	Definition
Tax Account	Input the general ledger liability account for tax. <F3 - LOOK> provides a list of all ledger accounts.
Tax Price and %	Enter the tax percentage for this tax component. The sum of the price field on all tax components must equal the header tax percentage.

COMPLETED TRANSACTION

After all components are entered, the transaction appears as:



Multiple Taxes

If the transaction code contains more than one tax, enter the percentage of the first tax instead of accepting the default total. For example, if 4% of the tax on sundries is a state tax and effects one general ledger account and the remaining 2% effects another tax account, enter a 4 in the price field of component 02. Next, the system displays 2% remaining for allocation and creates a component 03. Repeat the steps used for component 02 using tax bucket 7 or 8 and enter the appropriate general ledger account number.

CHANGING TRANSACTION CODES

To change an existing transaction code:

1. Choose option “182” - “Update Transaction Codes” from the System Manager menu.
2. Choose option “3” - “Change Transaction Code”.
3. Enter the ledger and code to be changed.
4. The header and components appear. Enter the number of the component that needs to be changed and the corrected information. Enter “H” to change the header line.
5. After making changes, press <ENTER> at the "Enter component number" prompt. The system reviews the changes and saves the transaction code if the components balance with the header.

DELETING NON-ACTIVE TRANSACTION CODES

Only delete transaction codes that have not been posted to any entity, including reservations, group masters, travel agents, or owners. Follow these steps to delete an existing transaction code:

1. Choose option “182” - “Update Transaction Codes” from the System Manager menu.
2. Choose option “4” - “Delete Transaction Code”.
3. Enter the unused ledger code.
4. The header and components display. To delete the entire transaction code, enter “H” for Header. If the transaction code has been used, the system prompts:

If the above message appears, press <ESCAPE> to clear the message and follow the steps listed below for ***Deleting Active Transaction Codes***.

DELETING ACTIVE TRANSACTION CODES

Only delete transaction codes which have never been posted to any entity, using the steps described above in the section ***Deleting Non-Active Transaction Codes***. Once a transaction code is posted, it cannot be deleted without destroying system audit integrity. Transaction codes with activity must exist in the system for the remainder of the calendar year. However, if a transaction code is no longer used, mark it as inactive using the following steps:

1. Choose option “182” - “Update Transaction Codes” from the System Manager menu.
2. Choose option “3” - “Change Transaction Code”. Enter the ledger and code. The system displays the transaction code, along with:

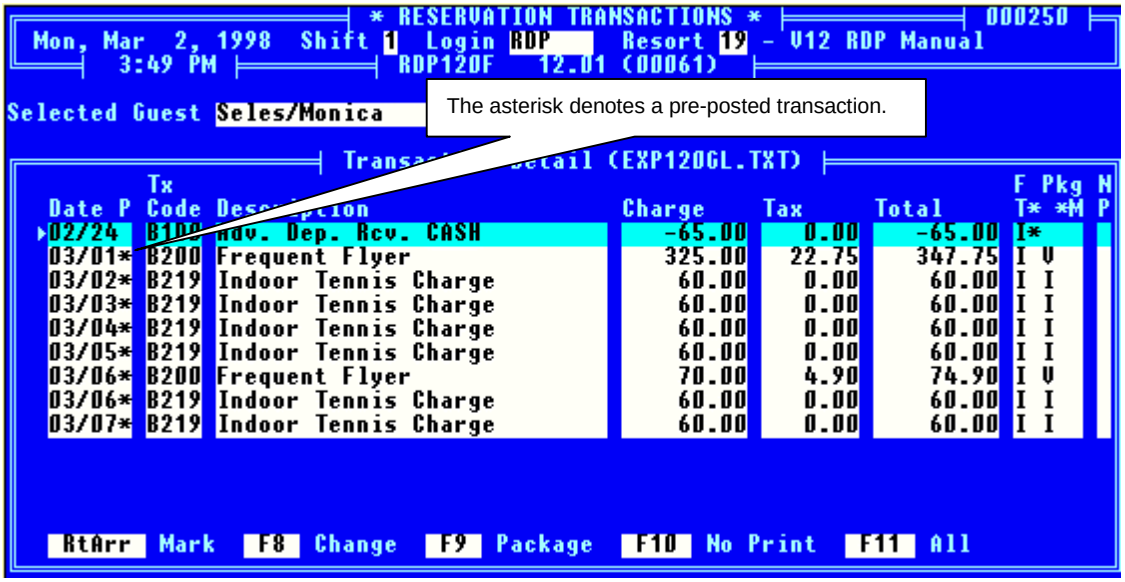
3. Enter H to change the header. The cursor moves to the header Description field. Enter “Old Code - No Longer Used” as the description.
4. Press <ENTER> and change the Look field to N (No), preventing the code from displaying with valid transactions with <F3 - LOOK>.

VIEWING FOLIO TRANSACTIONS

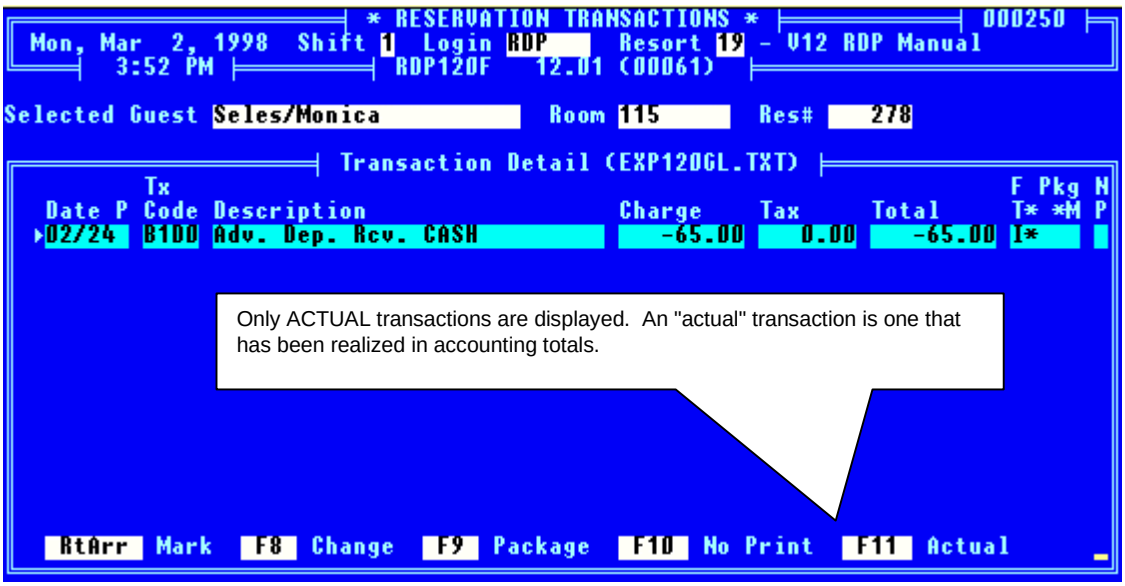
After defining transaction codes with option 182-2, they are posted to advance reservations, in-house guests, checked-out guests, group masters, travel agents, and owners. Follow these steps to display guest folio transactions:

1. Choose option 120 on the Reservations, Front Desk , or Night Audit menu and enter the guest name or reservation number.

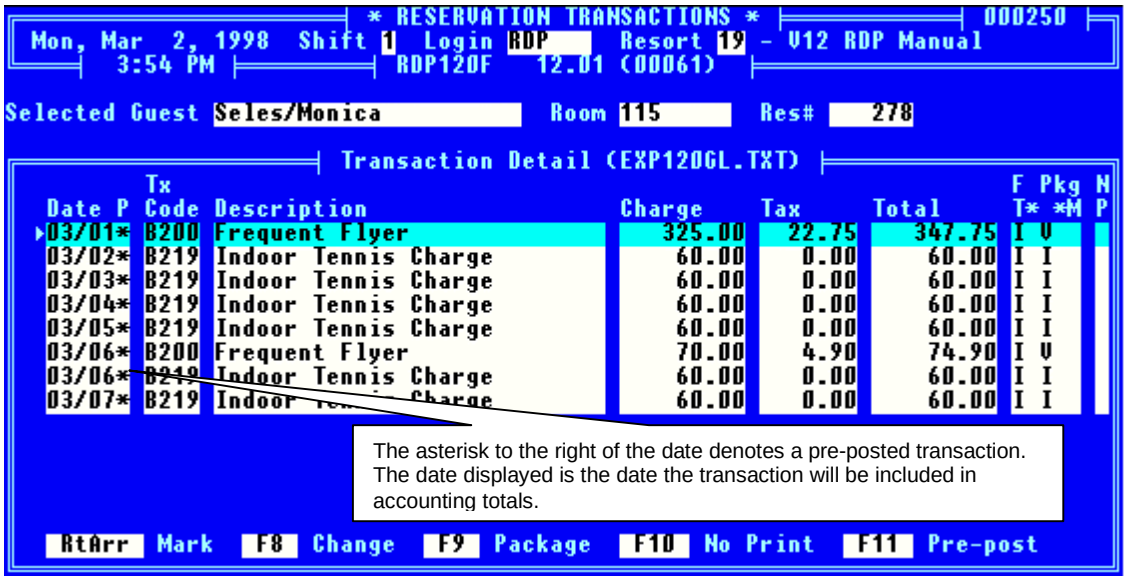
2. Press <F7 - VIEW FOLIO> to display folio transactions. A screen similar to the one below appears:



The <F11> key toggles the transaction display screen between ALL, ACTUAL, and PRE-POSTED transactions. Pre-posted transactions are flagged with an asterisk to the left of the transaction date. With ALL transactions displayed, pressing <F11> displays ACTUAL transactions:



With ACTUAL transactions displayed, pressing <F11> displays only PRE-POSTED transactions.



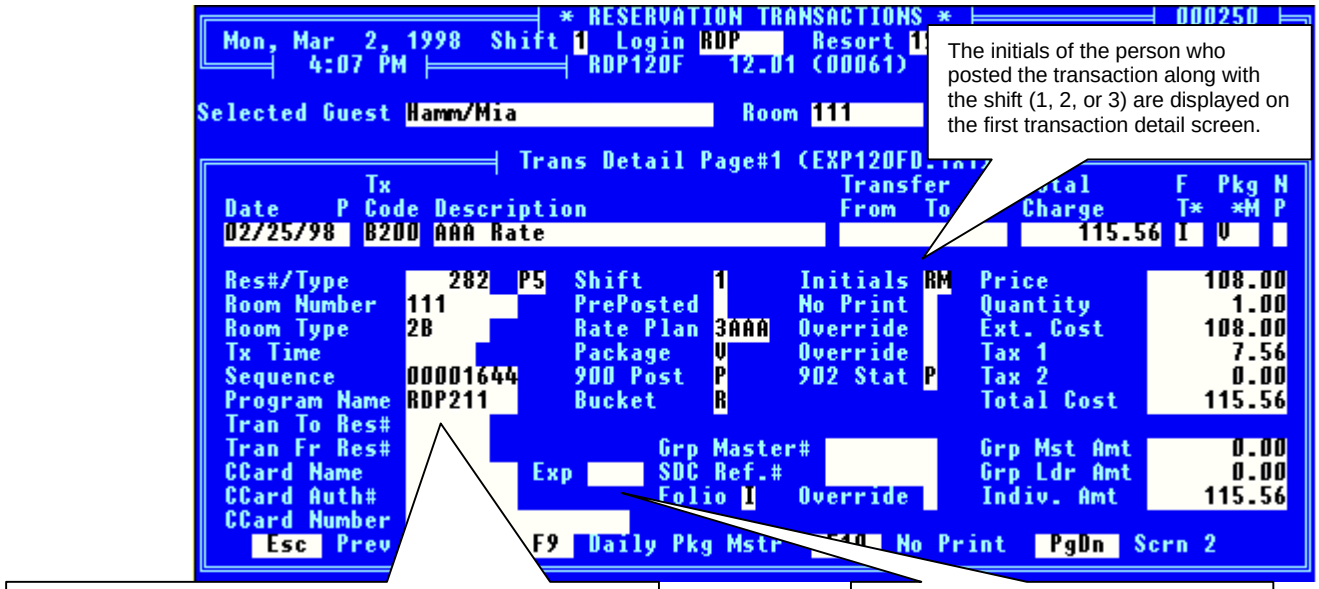
Field	Description
Date	The month and day the transaction was posted. Use <F3 - DETAIL> to display the year.
Code	The second column is the transaction code. The first two characters are the ledger and the second two are the specific transaction within that ledger. For example, the B282 code displayed above is a long distance charge (code 82) from the guest ledger (code B2).
Description	The description of the transaction.
Charge	The cost of the transaction before taxes.
Tax	The total tax on this transaction.
Total	The total cost of the transaction including tax.
Flags	Every transaction code posted in the system has five "flags", detailed below.

Flag	Description
1 - FT	Folio Type. M, L, A, B, or I. (Master, Leader, Individual Folio A, B, or I)
2 - "*"	Manual folio override flag. A change was manually made to the transaction pay flag. An asterisk appears in the second flag column.
3 - Transaction Type	"V" for Enhanced Rate & Package transaction. "I" for Itinerary transaction or "M" for manual rate/package transaction. For "old-style" packages (pre version12), "D" for daily or "P" for lump sum.

Flag	Description
4 - "*"	Package Override Flag. An asterisk appears if user changes rate plan/package price.
5 - D	Daily Package Master. This is for old-style packages (pre version 12). A "D" appears if the package is posted nightly with RDP212.
NP	A "no-printed" transaction. A transaction with an asterisk in the "NP" column will not print on the guest folio. The <F10> key is used to toggle the no-print flag.

TRANSACTION DETAIL

To see detailed information about a particular transaction, highlight the code and press <F3 - DETAIL>. A screen similar to the following is displayed:

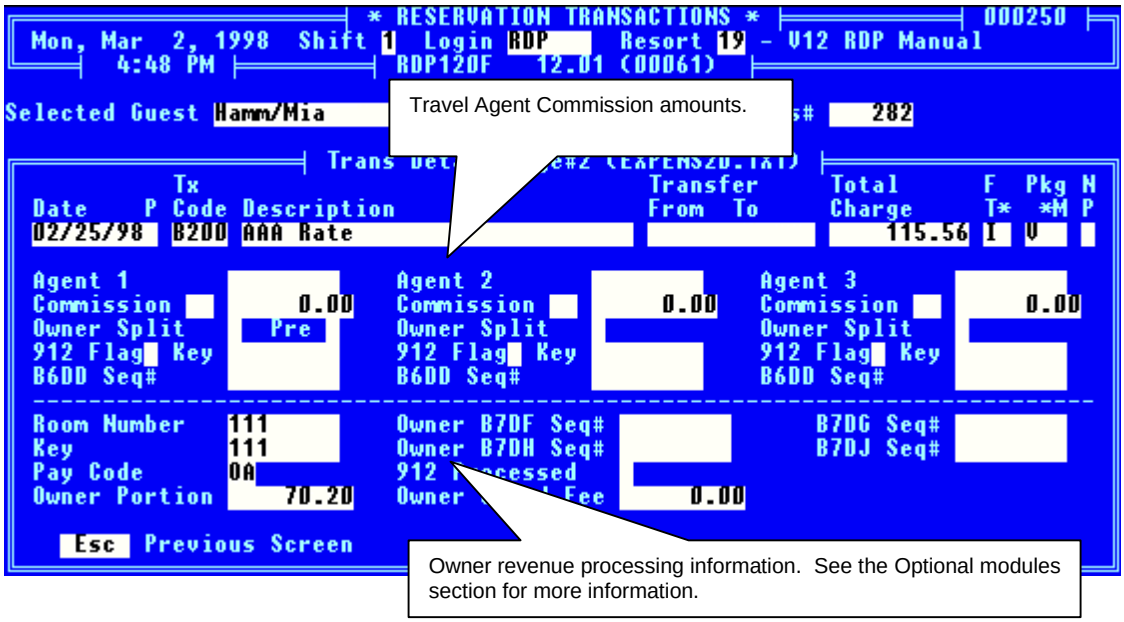


The initials of the person who posted the transaction along with the shift (1, 2, or 3) are displayed on the first transaction detail screen.

Each transaction is assigned a unique sequence number, an identifier within the RDP system. Also, the program used to post the charge is listed.

Credit card information, including the expiration date, appears on the first detail screen.

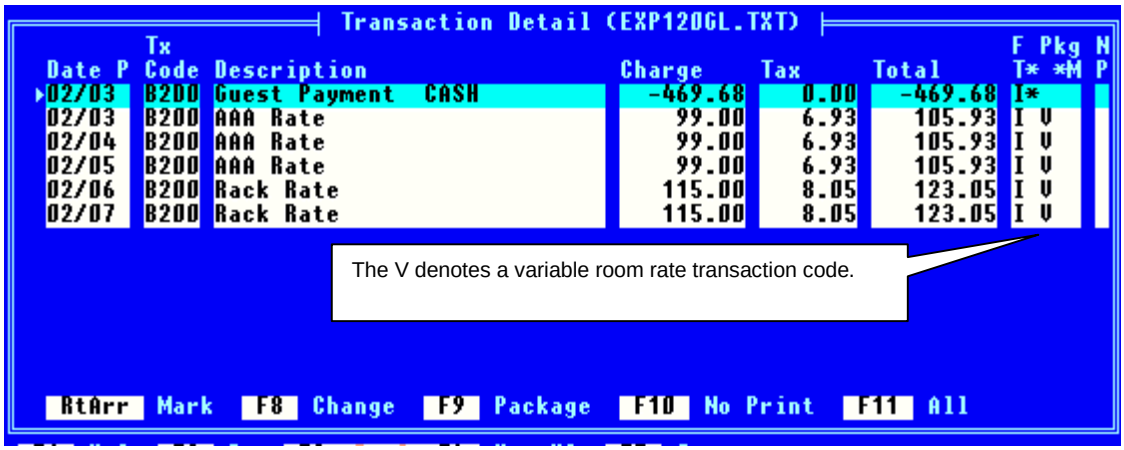
Pressing <PAGEDOWN> displays the second transaction detail screen, including travel agent and owner billing information.



To return to the first transaction detail screen, press either <PAGEUP> or <ESCAPE>.

VARIABLE RATE TRANSACTION CODE CORRECTIONS

Any transaction code created with option “186” - “Maintain Variable Packages” displays a V in the first flag column when viewing transactions with <F7>.

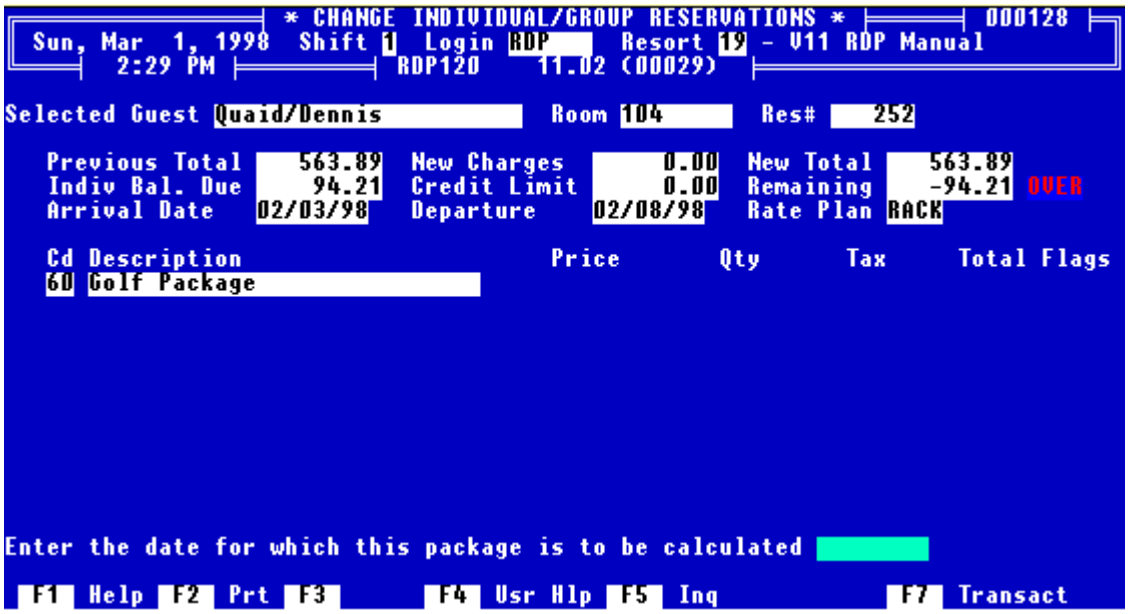


If variable room rate transaction code corrections are necessary after the room charge is posted with option “212” - “Post Nightly Room & Tax”, the correction transaction code is flagged with an M for a manual correction. For example, assume the third night of Mr. Quaid’s reservation above should have been posted at the golf package rate as opposed to the AAA rate. To make this correction, follow the steps below:

1. Access the reservation with option 120.

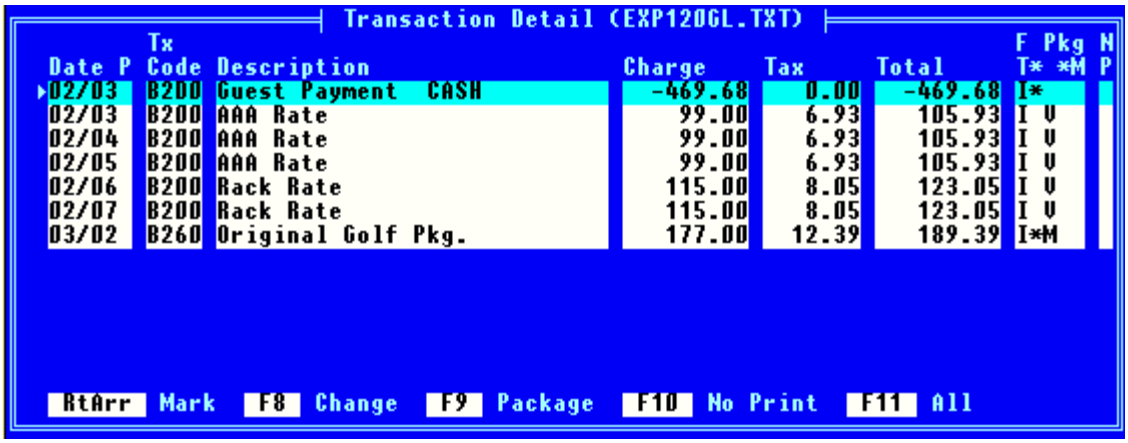
2. Use power user option P to post a charge to the reservation.

3. At the code prompt, enter the golf package code:

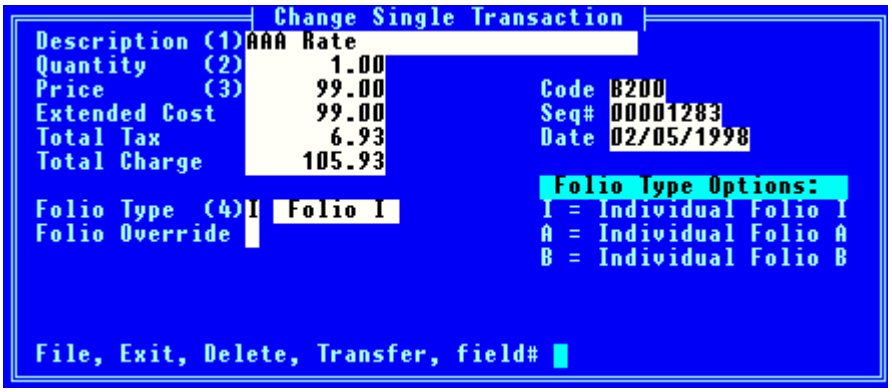


4. The system prompts for the *package calculation date*, 02/05/98 in our example.

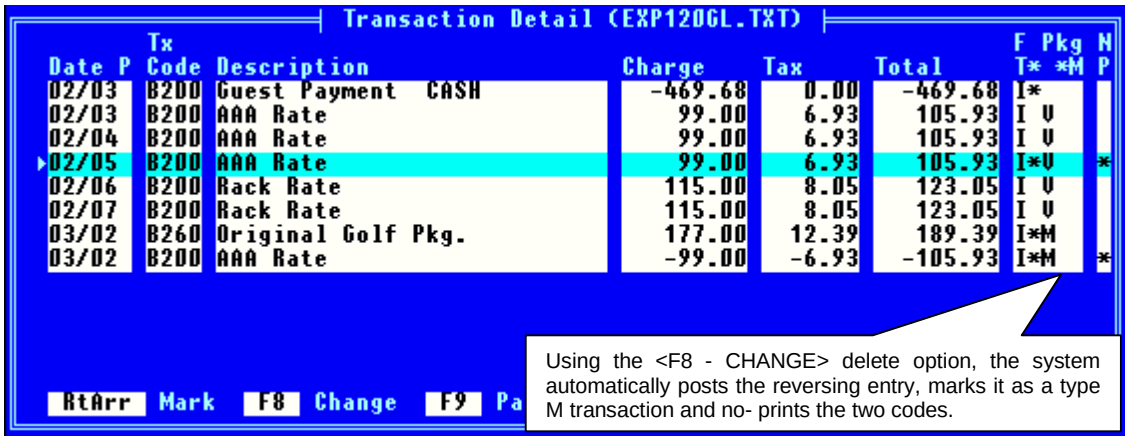
5. The system posts the charge on today’s date however the package is calculated at a February 5 rate. The package is also posted with the manual correction flag:



6. In order to complete the correction, use <F8 - CHANGE> to “back-off” the AAA Rate on 02/05:
7. Highlight the transaction code
8. Press <F8 - CHANGE> in order to access the “Change Transaction” box:



9. Use the Delete option and the system posts a reversing transaction along with the no-prints:



INQUIRING ON THE TOTALS FILE

OVERVIEW

View and adjust RDP ledger, transaction code, package component, general ledger, and statistical totals with option "184" - "Inquire on Totals File" on the System Manager menu. Option 184 provides detailed information regarding daily, monthly, and year-to-date totals. In addition, option 184 provides debit and credit detail for each transaction code on a daily basis and is useful for resolving discrepancies in any RDP total, i.e. - transaction codes and general ledger accounts. Use this chapter as a guide for using option 184, topics covered include:

Inquiring by RDP Ledger
Inquiring by Transaction Code
Inquiring by Package Component
Inquiring by General Ledger Account Number
Adjusting Entries

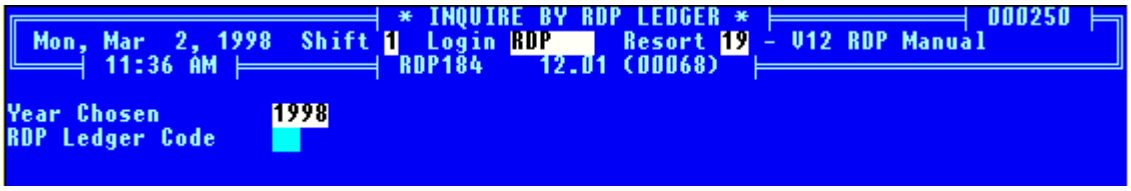
See the **Statistics** *chapter for information on inquiring and adjusting statistics.*

INQUIRING BY RDP LEDGER

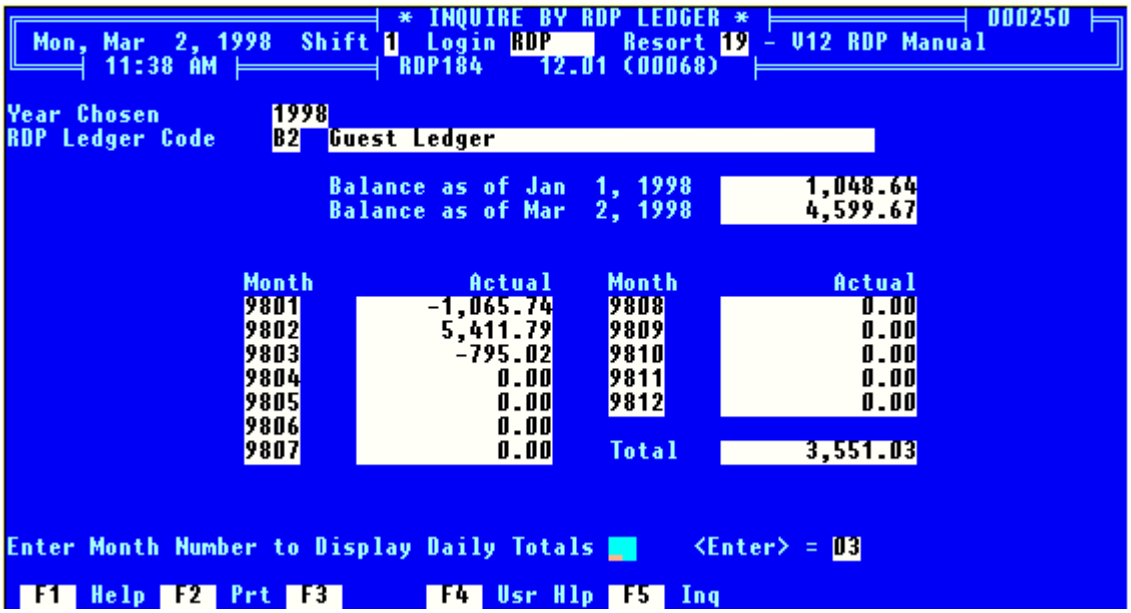
Find daily, monthly, and year-to-date RDP ledger (B1 - B7) totals with option "184-1" - "Inquire by RDP Ledger". 184-1 first prompts for a calendar year, i.e. - 1998, the default equal to the current year. After entering a calendar year, the system prompts for an RDP ledger. As a review, the RDP ledgers are:

Ledger	Description
B1	Advance Deposit Ledger. The total of the advance deposit ledger equals the property's total advance deposit liability.
B2	Advance Deposit Ledger. The total of the advance deposit ledger equals the property's total advance deposit liability.
B3	Group City Ledger. The B3 ledger represents the total group master balance due.
B4	Credit Card Ledger. The total balance due from credit card companies is stored in the B4 ledger.
B5	Vendor Ledger. The total balance due from all vendors.
B6	Travel Agent Ledger. The total due all travel agents is stored in the B6, Travel Agent Ledger.
B7	Owner Ledger. The total due all owners (timeshare and condominium properties only) is stored in the B7, Owner Ledger.

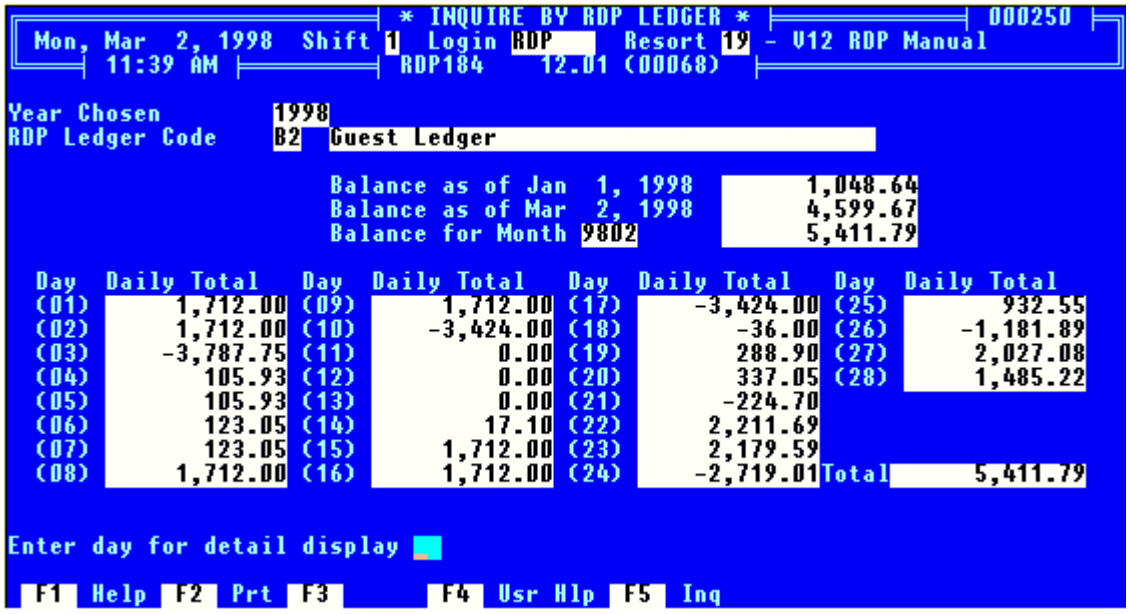
After choosing a calendar year, enter an RDP ledger (B1 - B7):



Enter B2 in order to inquire on the guest ledger. Next, the system displays month-to-date and year-to-date totals.

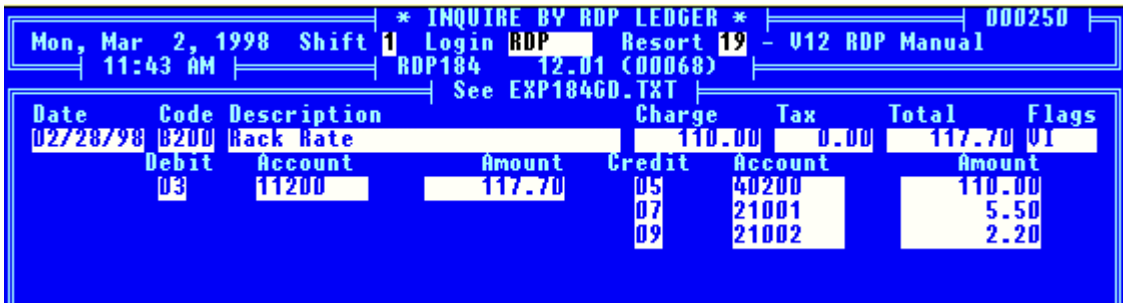


To view daily ledger totals, enter a month, 1 -12. The system displays totals by day, similar to the following:



From the "Daily Totals" screen, every transaction that affected the ledger can be viewed by entering a specific day. For example, entering “15” displays all guest ledger transaction codes for the fifteenth of February, including the transaction code description, totals, reservation or master, and either a “D” for a debit or a “C” for a credit. In addition to this information, view the entire general ledger entry for the

transaction code by pressing <F8 - VIEW G/L ENTRY>. The following general ledger entry is for a B200 nightly room charge.

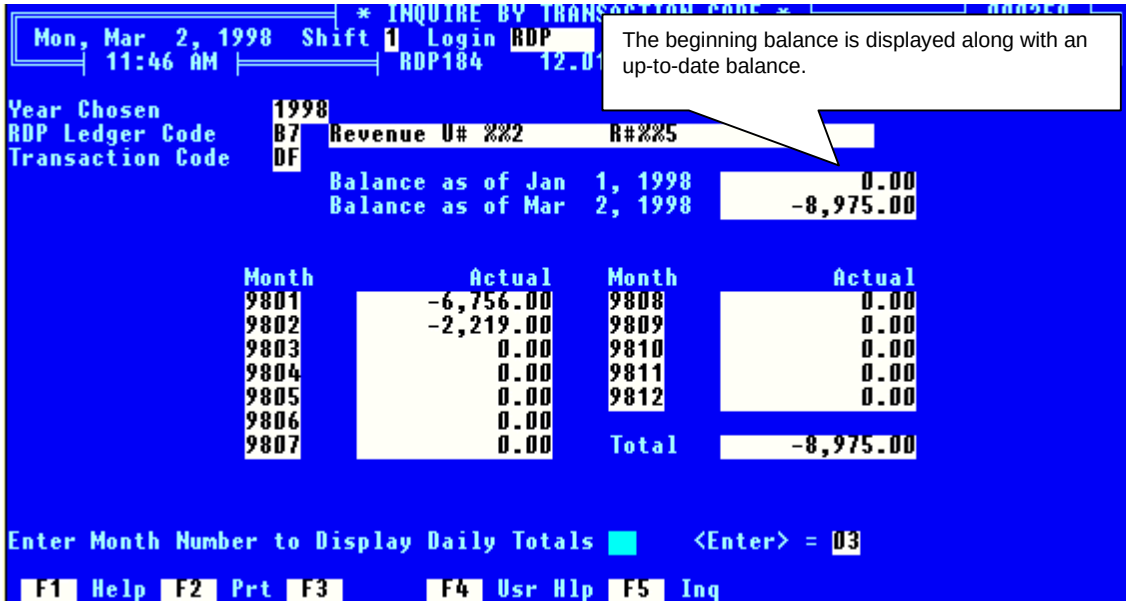


The ledger entry shows that the B200 code debited account 11200, the guest ledger, and credited the room revenue account (40200), and two tax accounts, 21001 and 21002.

INQUIRING BY TRANSACTION CODE

The RDP system also stores daily, month-to-date, and year-to-date totals by transaction code. Transaction codes include nightly room charges (B200), room charge adjustments (B220), owner revenue (B7DF), as well as all user-defined transaction codes. As with RDP ledgers, the first step to inquiring on a transaction code is to enter a year for inquiry. After entering the year, enter the RDP ledger and transaction code:

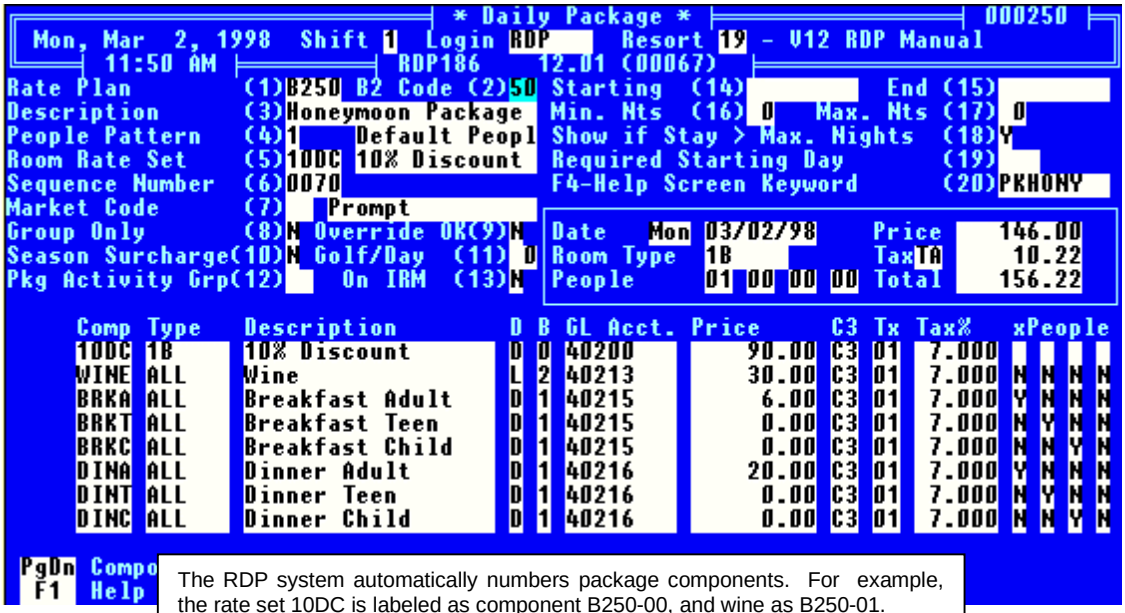
The <F3 - LOOK> key is available for both prompts. Next, the system displays monthly transaction code totals, as well as a beginning balance and a year-to-date balance.



From here, view daily totals, supporting transactions, and general ledger entries.

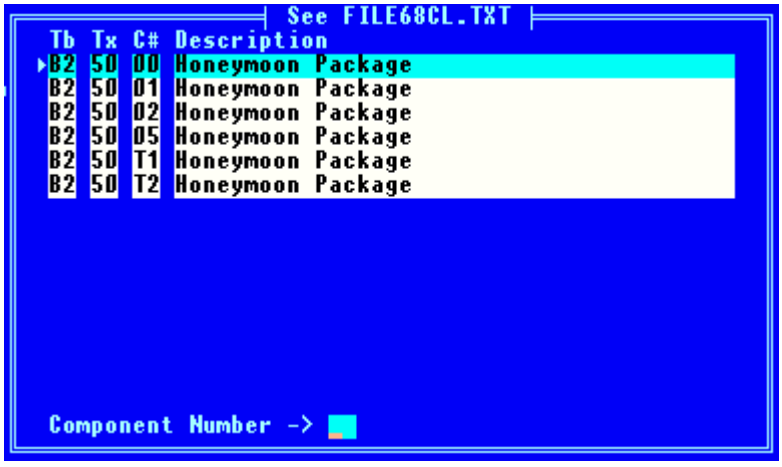
INQUIRING BY PACKAGE COMPONENT

In addition to being able to inquire by RDP ledger and transaction code, inquire on package components using “184-3” - “Inquire by Transaction Component”. For example, the following honeymoon package includes eight components:

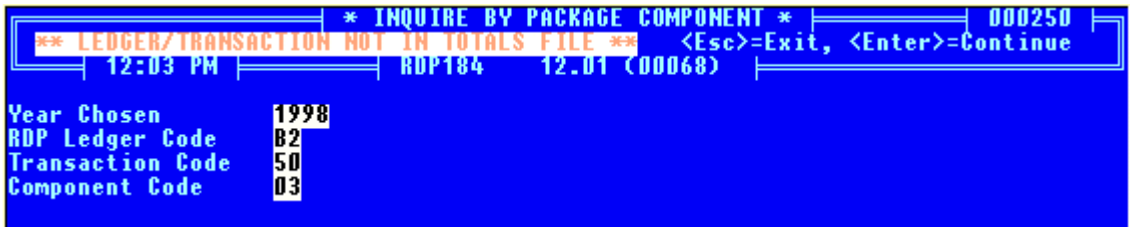


The RDP system automatically numbers package components. For example, the rate set 10DC is labeled as component B250-00, and wine as B250-01.

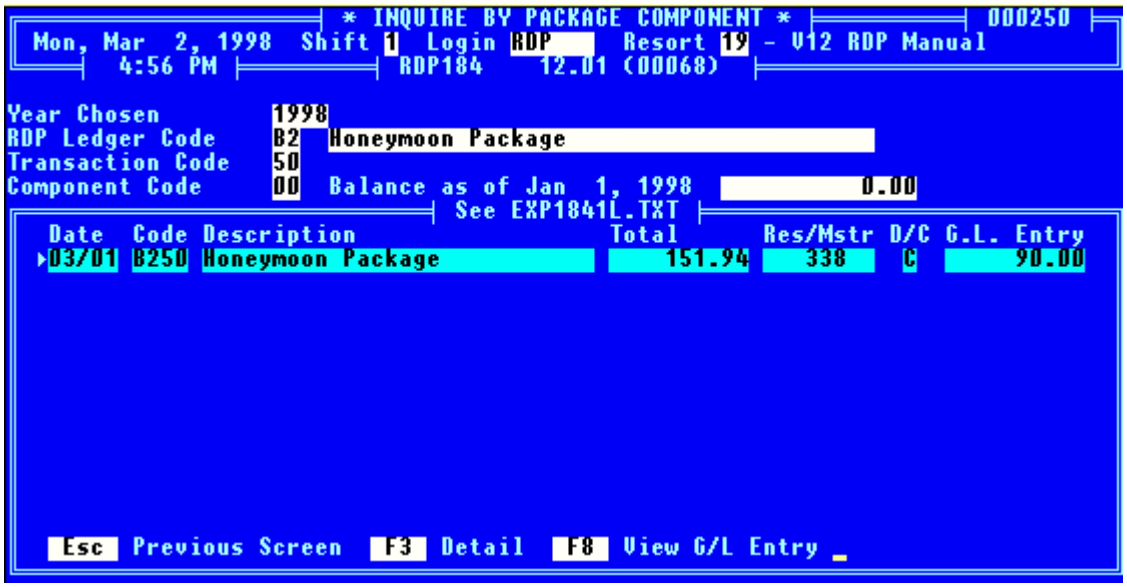
View component totals for a day, month, or year with option 184-3. In this example, assume two adults occupied a room for the night of March 1st. With the package breakdown listed above, the room revenue would fall into component B250-00, for the 10% discount rate set, the wine into component B250-01, the adult breakfasts into component B250-02, and the adult dinners into B250-05. The tax components for this package fall into component categories T1 and T2 respectively. An <F3 - LOOK> table is available for inquiring on package components:



In our example, the teen and child categories are rarely, if ever, used for the honeymoon package, therefore the following error message displays when selecting them:



The error alerts the user that the component has not been used. As with transaction and ledger totals, it is possible to view the general ledger entry using <F8 - VIEW GL ENTRY> from the daily transaction detail screen. In addition, all inquiry modes contain the <F3 - DETAIL> key:



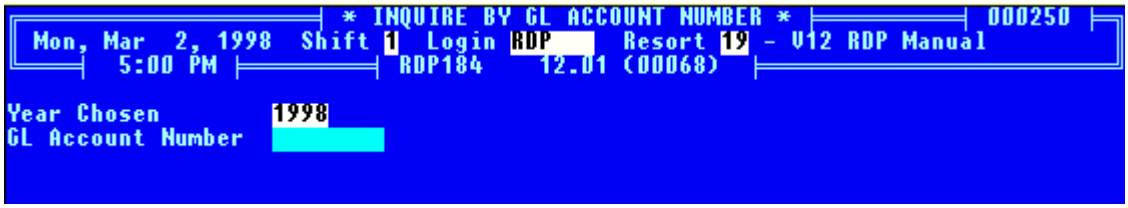
The <F3 - DETAIL> screen displays the shift and initials of the person who posted the transaction code, as well as the RDP program used for posting and the explode status.

The detail screen displays the program that posted the charge, the shift number and initials, and whether or not the transaction has been counted in the day's ledger totals.

A "P" in the 900 Explode field denotes the charge has been exploded in to the day's totals.

INQUIRE BY GL ACCOUNT NUMBER

The final inquiry option is used to view totals by general ledger account number. Use option 184-4 in order to view daily, month-to-date, and year-to-date totals for each general ledger account. Option 184-4 displays similar prompts to option 184-1 - 184-3 and contains daily, month-to-date, and year-to-date totals. After choosing option 4, the system prompts for a year and a general ledger account number:

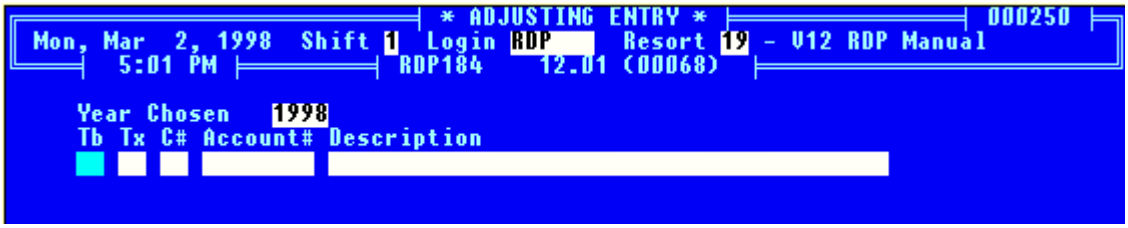


Enter the general ledger account and the system displays month-to-date and yearly totals, as described above.

ADJUSTING ENTRIES

Use option "184-5" - "Adjusting Entry for Account Types 1-4 above" to make a *one-sided entry* to the totals described in the sections above. Making adjusting entries could be potentially dangerous to accounting and revenue reports and should only be done under RDP support's direct guidance. Totals should normally be adjusted through transactions posted to a reservation, owner, group, travel agent, or credit card. However, in the event where the correction cannot be made through standard procedures, it is possible to change account balances with option 184-5.

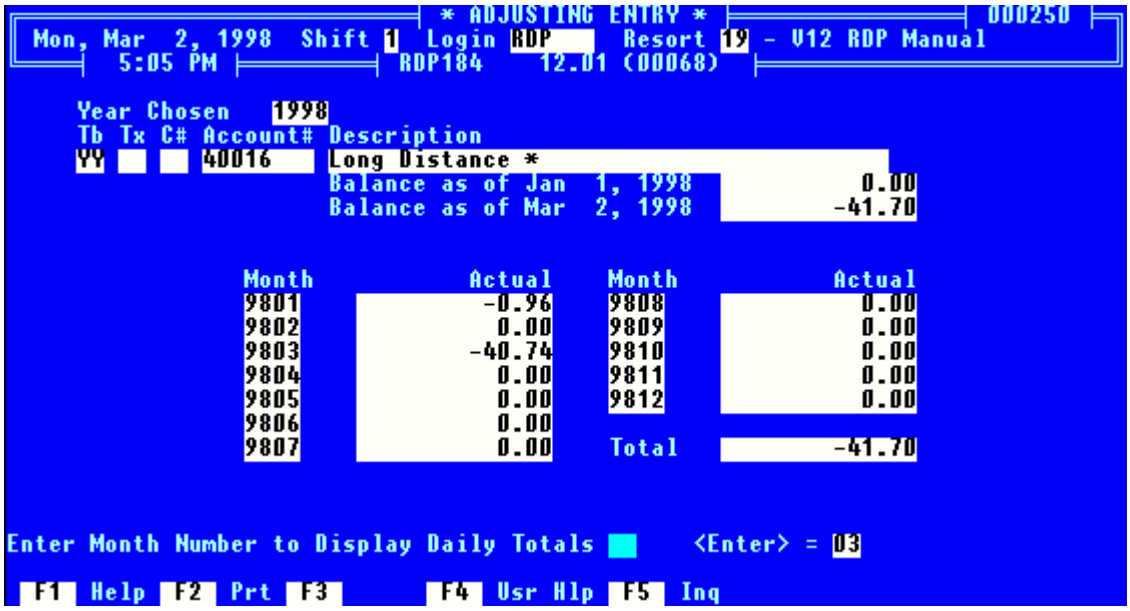
The first prompt in option 5 is to choose the correct calendar year, with the default being the current year. Next the system displays a series of prompts from which an adjustment may be made.



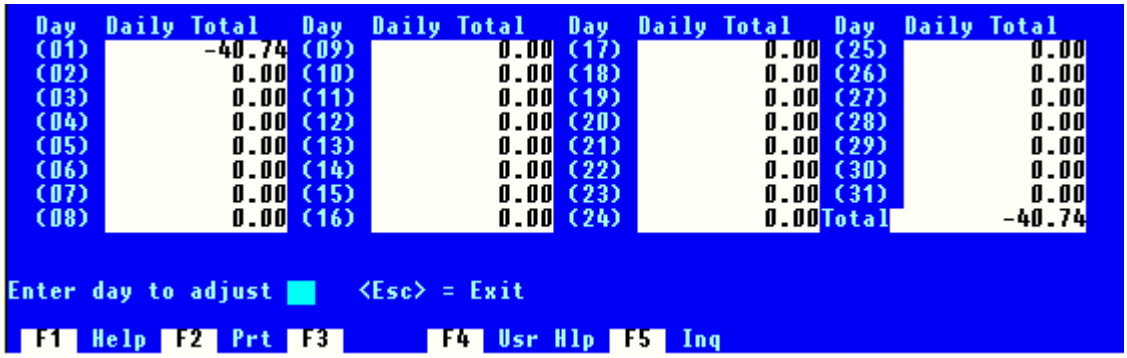
Prompt	Description
Tb	Enter the RDP ledger to adjust, B1 - B7, or the ledger which contains the transaction code to adjust. If a general ledger account total is being altered, use an entry of "YY".
Tx	Use the Tx field to adjust a specific ledger transaction code. For example, in order to adjust the nightly room charge transaction code, enter a "B2" at the Tb prompt and a "00" at the Tx (Transaction) prompt.
C#	Press <ENTER> in order to bypass the C# field. This field is used to adjust component package totals. Please contact RDP Support prior to using option C#.
Account#	Enter the general ledger account number to adjust. <F3 - LOOK> displays a list of all general ledgers.

To adjust an RDP ledger, enter the ledger number (B1 - B7) at the Tb prompt an <ENTER> through the remaining fields.

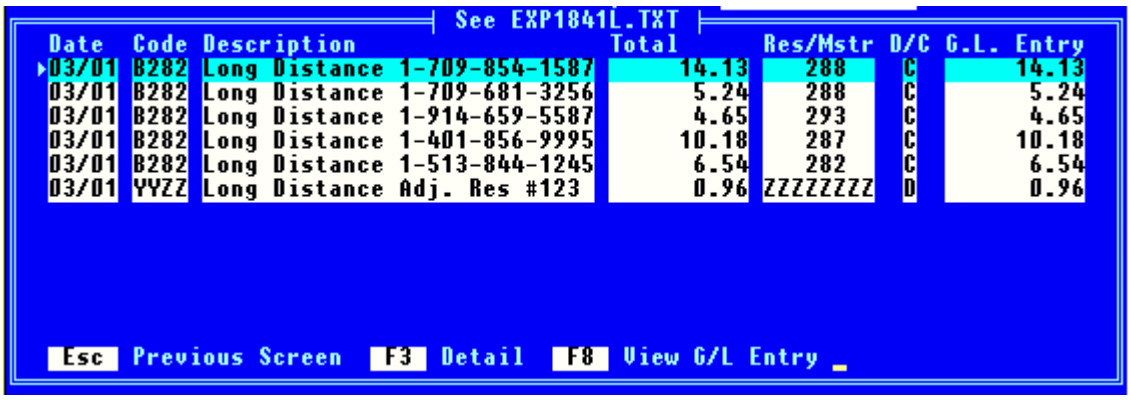
After entering the correct RDP ledger, transaction code, component, or general ledger account number, month-to-date and year-to-date totals display.



Enter the month number to adjust, for example, 03 for March. After entering the month daily totals appear along with the following prompt:



Here, enter the day the adjustment should be applied to, such as "1" for the 1st of March. Next, the system prompts for an adjustment dollar amount (negative or positive, respectively). Then, enter the adjustment description, such as "Long Distance Adjustment - Res.#123". The system automatically post a "YYZZ" - "Adjustment" code into the appropriate selection, similar to:



CREATING AND MAINTAINING ENHANCED RATES & PACKAGES

OVERVIEW

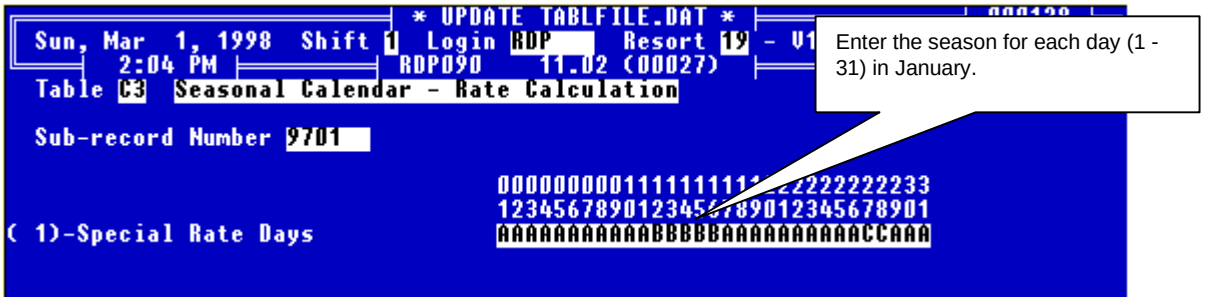
Create and maintain enhanced rates and packages using option “186” - “Maintain Variable Packages” on the System Manager menu. From this option *people classifications*, *package components*, *rate sets*, and *rate plans* are created. The flow of events for using the Enhanced Rates and Packages (RN) module is:

Configure Seasons
Configure Taxes
Establish People Classifications
Establish Room Type Combinations
Input Room Rate Sets
Input Package Components
Create Room Only Rate Plans
Create Daily/Lump Sum Packages
Print Rate Plans

CONFIGURE SEASONS

When using the Enhanced Rates and Packages module, the first step is defining all *seasons* with tables C3 and Q?. Every property uses the C3 table to define rate changes throughout the year. In addition, if the property sells packages with outside vendors, such as golf courses or a ski area, these “vendor seasons” are defined in the “Q” tables.

Whether defining the property’s seasons or vendor seasons, the process is the same. First, access option 090 on the System Manager menu. Here, choose option “U” to “Update System Tables”, and enter the appropriate table number, for example “C3”. The C3 table holds subrecords for every month of the year, labeled as year/month (9701). A sample sub-record in the C3 table follows:



Above, the property is in season “A” (High) from January 1 - 11, season “B” (Regular) from January 12 - 16, and season “A” again through the remainder of January. These seasons (A and B) correspond to rates when defining rate sets.

In order to define vendor seasons use the “Q*” tables located in option 090. For example, if the property does business with a local ski area, and lift tickets vary by season, enter these seasonal rates in the Q1 table using the following steps:

1. From the System Manager menu, use option 090 - Update System Tables.

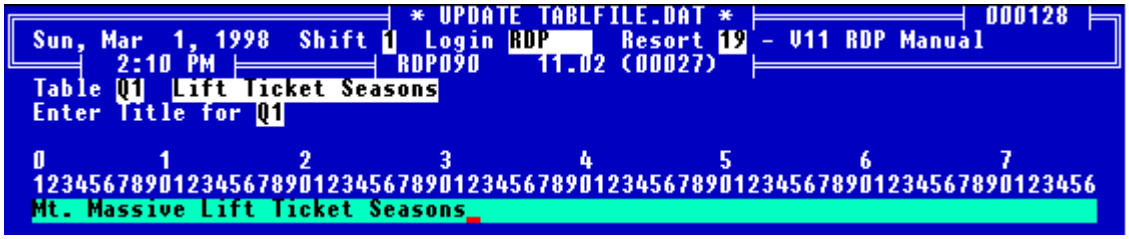
2. Choose option “U” - “Update System Tables”.

3. At the “Enter Table Number” prompt, enter **Q1**.

4. The system prompts:

5. Press the <ALT> key and the <C> key at the same time.

6. Enter table title, for example:



7. Press <ESCAPE> once.

8. The system again prompts for a table number, enter Q1.

9. Add sub-records for each month (i.e. - 9801 for January of 1998) with letters representing seasonal changes.

CONFIGURE TAXES

Configuring taxes in Version 11 is a four step process, including option 182-1, the C6 table, the C7 table, and a combination of C6 and C7 subrecords.

Option 182-1

With Version 11, it is possible to have four separate taxes, defined in option 182-1 along with general ledger account numbers. These four taxes combine to create the two *RDP folio taxes*, as follows:

TAX1 + TAX2 = Folio Tax 1

TAX3 + TAX4 = Folio Tax 2

The C6 Table

After defining taxes, tax categories are configured in the C6 table. Here, the tax rates for package components are defined. For example, a room component has a total of 15% tax, 8% sales tax and 7% bed tax, whereas a t-shirt purchased in the gift shop is only subject to the 8% sales tax, and a lift ticket to the local ski area is non-taxable. In this example there would be three *tax categories*:

Category	Tax Included
01	8% Sales Tax, 7% Bed Tax - Standard Hotel Tax
02	8% Sales Tax Only - Sales Tax Only
99	Tax Exempt (Code 99 is reserved for tax exempt *components*)

Add these three categories as subrecords in the C6, Tax Category table, used for assigning tax rates to components.

The C7 Table

After defining tax categories, reservation *tax codes* are defined in the C7 table. These are codes assigned to reservations in option 100. Most properties will have two codes:

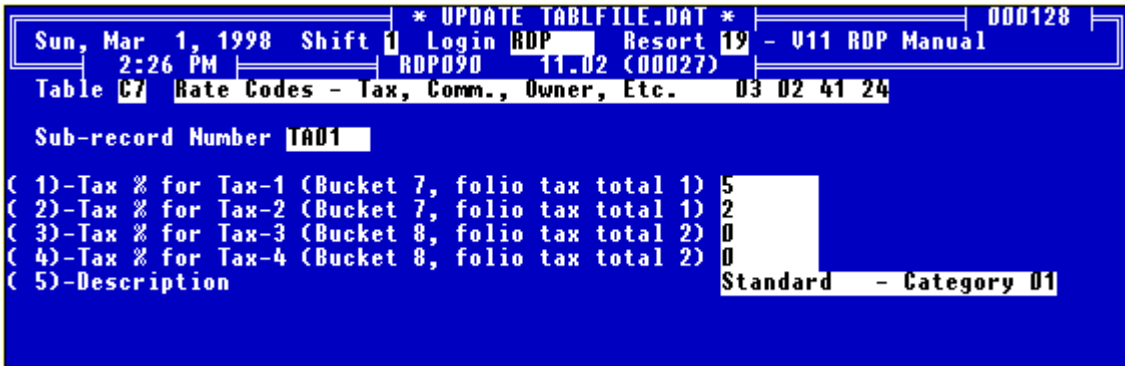
CODE	TAX PAID
TA	Standard Taxes
TZ	Tax Exempt

Combining the C6 and C7 Tables

The final step in defining V11 taxes is to combine the C6 and C7 subrecords, giving the system a "grid" for handling every possible taxing situation. In the following example, the property has two reservation tax codes (TA and TZ), three component tax categories (01, 02, 99), and uses two taxes (8% Sales and 7% Bed):

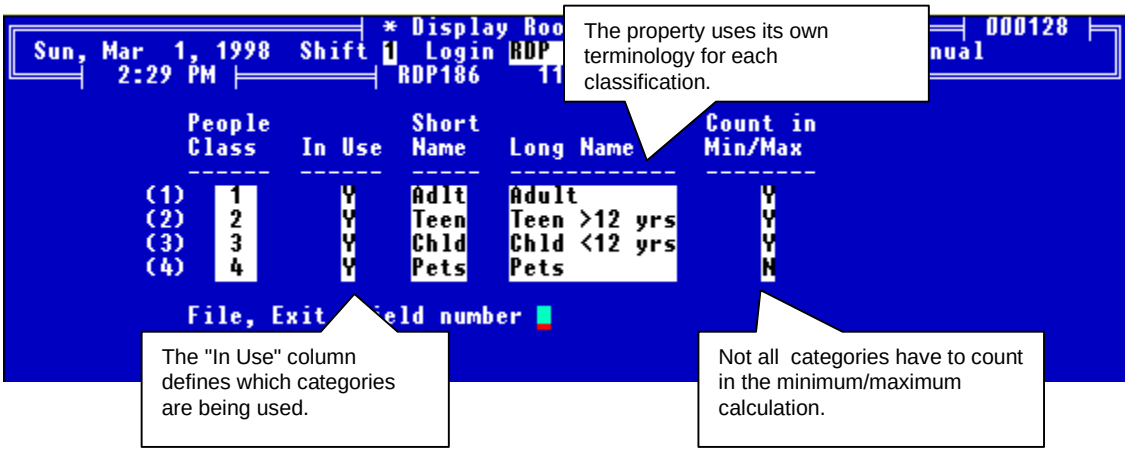
C7 Tax Code	C6 Tax Category	Description of Taxing Situation	TAX1 (SALES)	TAX2 (HOTEL)	TOTAL TAX
TA	01	A standard tax paying guest purchasing a component with both sales and bed tax	8%	7%	15%
TA	02	A standard tax paying guest purchasing a component with only sales tax	8%	0%	8%
TA	99	A standard tax paying guest purchasing a component with *no tax*	0%	0%	0%
TZ	01	A tax exempt guest purchasing a component with both sales and room tax	0%	0%	0%
TZ	02	A tax exempt guest purchasing a component with only sales tax	0%	0%	0%
TZ	99	A tax exempt guest purchasing a component with *no tax*	0%	0%	0%

This grid defines the tax percentage charged on each possible taxing situation. Add the combined C6 and C7 sub-records to the C7 table, similar to the following:



ESTABLISH PEOPLE CLASSIFICATIONS

There are four possible people classifications with the Enhanced Rates and Packages module. Each property decides which to use and defines each with its own terminology. Classifications are defined in option 186-7 on the System Manager menu. Most customers will use only two classes, such as adults and children. However, up to four are possible, for example adults, teenagers, children, and pets.



ESTABLISH "ROOM TYPE COMBINATIONS"

Each property must define "Room Type Combinations", which outline each possible combination of people classifications for each room type. For example, if only adults and children are being used, the property must define the combinations of adults and children allowed in each room type. If the property has the room types Double-Double (DD), Double (D), and King (K), it must define each possible combination of adults and children allowed in each room type. RDP recommends using a grid similar to the one on the following page.

Assume these property characteristics:

1. Three room types: Double-Double (DD), Double (D), and King (K).

2. Maximums per room type: Double-Double - 5 People, Double - 2 People, King - 3 People

3. Base = 2 in Double-Double, Base = 2 in Double, and Base = 1 in King.

# of Adults	# of Children	Room Type
5	0	DD
4	1	DD
3	2	DD
2	3	DD
1	4	DD
4	0	DD
3	1	DD
2	2	DD
1	3	DD
3	0	DD
2	1	DD
1	2	DD
2	0	DD
1	1	DD
1	0	DD
2	0	D
1	1	D
1	0	D
3	0	K
2	1	K
1	2	K
2	0	K
1	1	K
1	0	K

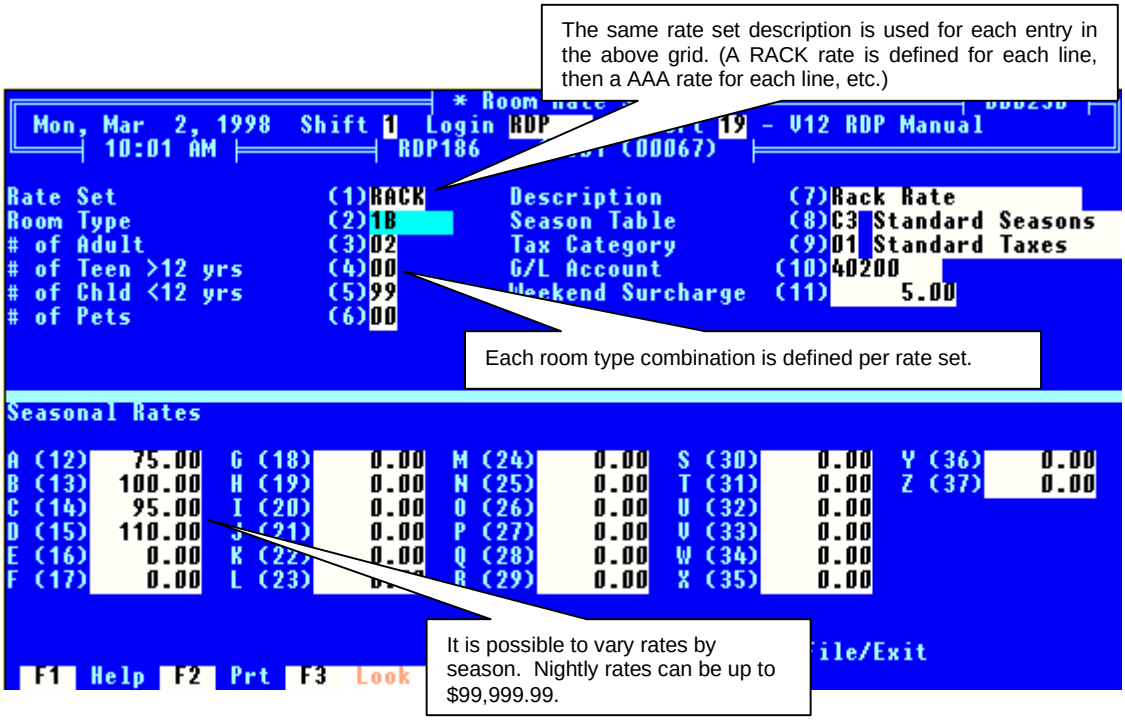
This grid defines every possible combination of adults and children (people classifications) in each room type.

Unique rates can be established for each combination for each rate plan and room type.

Once room type combinations are defined, use them to assign prices to each rate set and season in option 186-4. Each room type combination is defined for every room type and season during installation in order to simplify the reservationist/front desk clerk's day-to-day job. With each possibility defined, the person making the reservation chooses the correct package, with the system searching the rate set table for the correct price.

INPUT ROOM RATE SETS

Once the room type combination grid on the preceding page has been defined, each line is entered as a "Room Rate Set" in option 186-4. These rates can be used on any variable or lump sum package as well as a nightly "rack rate" plan.



Rate Set (Field #1)

The rate set code is a four-character identifier field. Use numbers and upper case letters. In this example we have a rate set "RACK".

Room Type (#2)

A rate set can be defined for a particular room type or for ALL room types. Most properties enter a rate set for each room type, since the price varies depending on the guest's room type preference. For example, the RACK rate set above is defined for a KING room, with the price varying from $100.00 in season "A" to $175.00 in season "D". The same RACK rate for a QUEEN room could vary from $85.00 in season "A" to $160.00 in season "D".

People Classifications (#s 3 - 6)

Enter the number of people per classification that constitutes each seasonal rate. In the example above, the property uses Adults and Children as people classifications. And, the rate set above is defined for three adults in the room type KING, constituting the seasonal prices of $100.00 to $175.00. Define each combination of people classifications as a rate set in option 186-1. For example, if the maximum number of people in a KING room is three, each combination of adults and children are entered as the RACK rate set, i.e. - 3 adults and no children, 2 adults and 1 child, 1 adult and 2 children. Also, there are variations of the rate set for combinations of two people in the KING room, i.e. - 2 adults and no children and 1 Adult and no children (assuming two children cannot stay in the room by themselves). Finally, there is the scenario with one adult in the room. Each of these combinations are added as a rate set with independent prices.

Description (#7)

The rate set description is an 18 character alpha-numeric field. The guest does not see this description. Make the description as clear as possible, such as “Std Rack Rates”.

Seasonal Table (#8)

The seasonal table for a rate set will always be the “C3” - “Standard Seasons” table since the system should always use the hotel’s seasons to determine the rate.

Tax Category (#9)

The tax category will be equal to the C6 sub-record which defines the amount of tax on a room charge. In our example above, the tax category is equal to “01” - “Standard Hotel Tax” because a room charge is subject to both sales tax and the hotel bed tax.

G/L Account (#10)

Enter the general ledger account number which should capture all room charges generated from the RACK rate set. In our example above the account number is 40200 - Room Revenue.

Weekend Surcharge (#11)

Rate sets and other package components often cost more on weekends. This increase can be handled in two ways:

1. Establish a different season for the weekend. For example, season “A” can be weekdays and season “B” weekends. In this case the C3 and Q? tables would be set up as “AAAAABBAAAAABB” (i.e., five weekdays followed by a weekend, then five more weekdays, etc.) Using this method, the “weekend surcharge” field is **not used**. Instead, seasonal rates are input for seasons “A” and “B”. This has been the traditional approach used by RDP and works best if the price increase varies between weekends.
2. While the traditional method can still be used with the Enhanced Rates and Packages module, a second method is now available, the “Weekend Surcharge”. In the rate set , the weekend surcharge is $5.00. With the surcharge, the system calculates an extra $5.00 every Friday and Saturday the entire year, regardless of season. Using the weekend surcharge, the C3 and Q? tables could simply be “AAAAAAAAAAAAAAAAAAA”. This method is recommended when the surcharge for a given component is the same every Friday and Saturday night the entire year.

Seasonal Rates (#s 12 - 37)

The system allows 26 seasonal rates for each rate set, labeled A-Z. Automatically, RDP calculates the correct charge based on the season for a particular component. Seasonal tables can be "mixed and matched" on the same package. For example, a "golf and dinner" package varies the room rate based on the hotel seasons in table C3, the golf based on the course seasons in table Q3, and the dinner based on the restaurant seasons in table Q2.

Create a room rate set for every rate plan by completing a table similar to the one on page 6 or use the tables provided in the ***Pre-Install*** chapter on pages 3-12 and 3-13. Rate plans could include Rack, Senior, Corporate, AAA, and Employee Discount. Each rate plan needs to be defined per room type and for each people pattern listed above.

When creating room sets, if the charge is the same for one adult or two adults, enter a 2 in the adult field. The system looks for the next highest match when a number is entered in the people classification field while making a reservation. Use this same logic if the property does not charge at all for one people classification ,such as infants. In this example, enter a "99" in the number of infants field, flagging the system to never charge for this classification.

Room Rate Sets, Single Occupancy, and Sharewiths

When defining room rate sets in option 186-4, develop room charges for single occupancy reservations. For example, if the room portion of a golf package is $50 based on double occupancy, but $45 for single occupancy, add a room rate set for single occupancy.

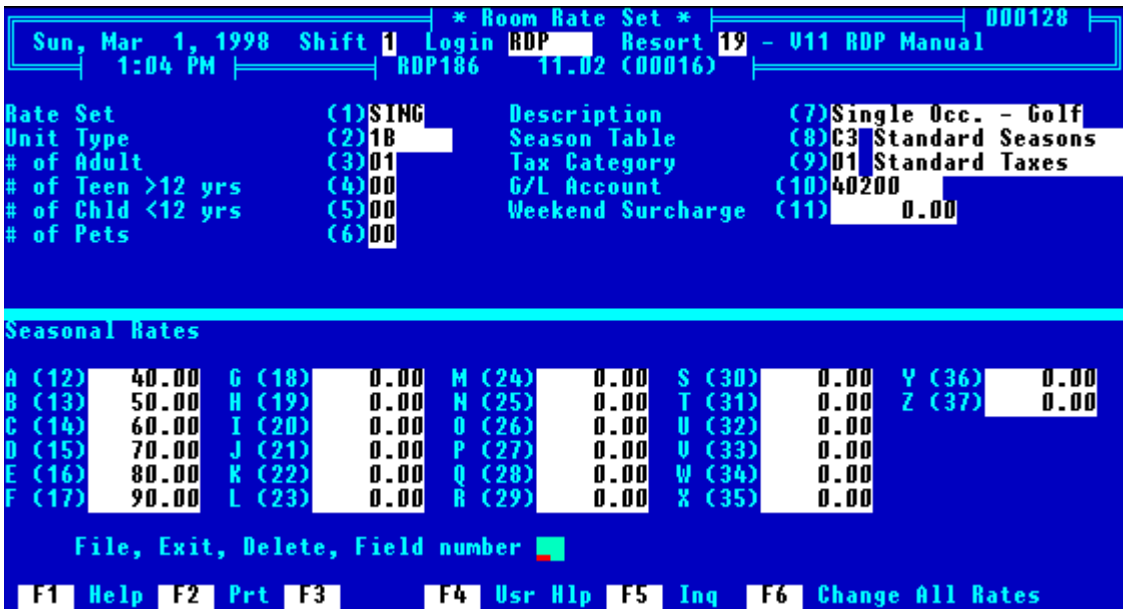
With a single occupancy room rate set defined, a "Golf - Single Occupancy" package can be created. With this package defined, reservationists have the option of selecting the single person package, as opposed to overriding the rate for double occupancy.

Similarly, when guests are sharing a room and are on the same package, define the package rate set for a single person, as opposed to a double occupancy rate. For example, if two adults are sharing a room and require individual folios, each receives the "double occupancy" rate. In order to achieve this, define rate sets starting with one person, even if the package is based on double occupancy. With the rate set defined for one person, the reservationist simply chooses the "double occupancy" golf package for each sharewith reservation and the system calculates the rate based on the single person room rate.

Scenario #1 - One Person in the Room on a Golf Package

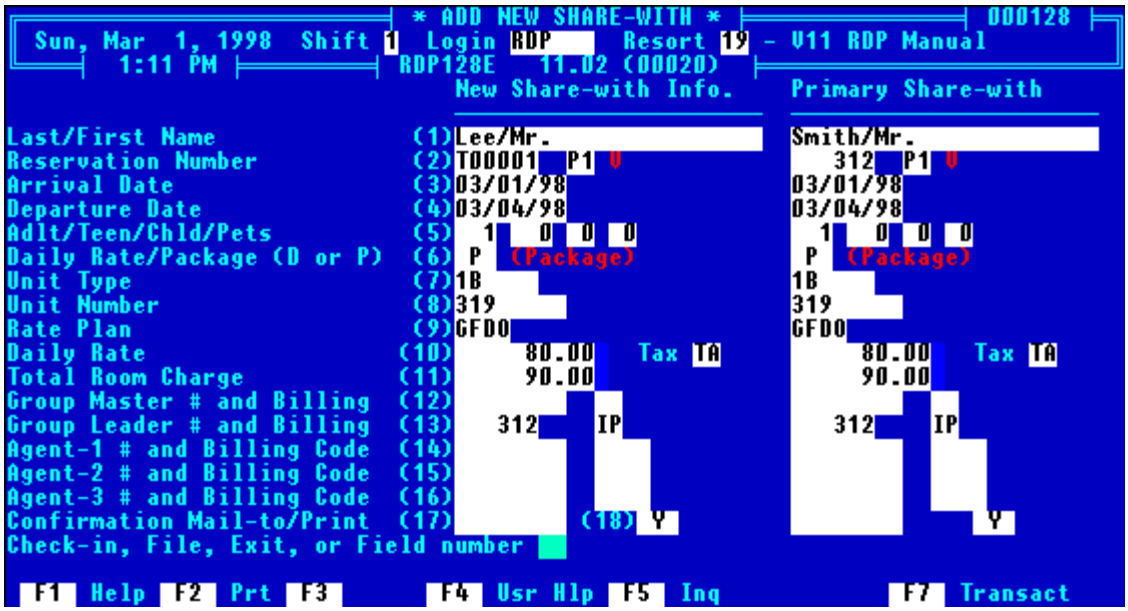
Mr. Jones is arriving Thursday, November 1 for three nights. Mr. Jones is playing golf and wants to book the "Two Day/Three Night Golf Package". When the reservationist books Mr. Jones' reservations, the following rate plans are available:

Package "GFSI" - "2Dy/3Nt - Single" uses a rate set of "SING", where the single occupancy rate is defined for one bedroom rooms (seen below):

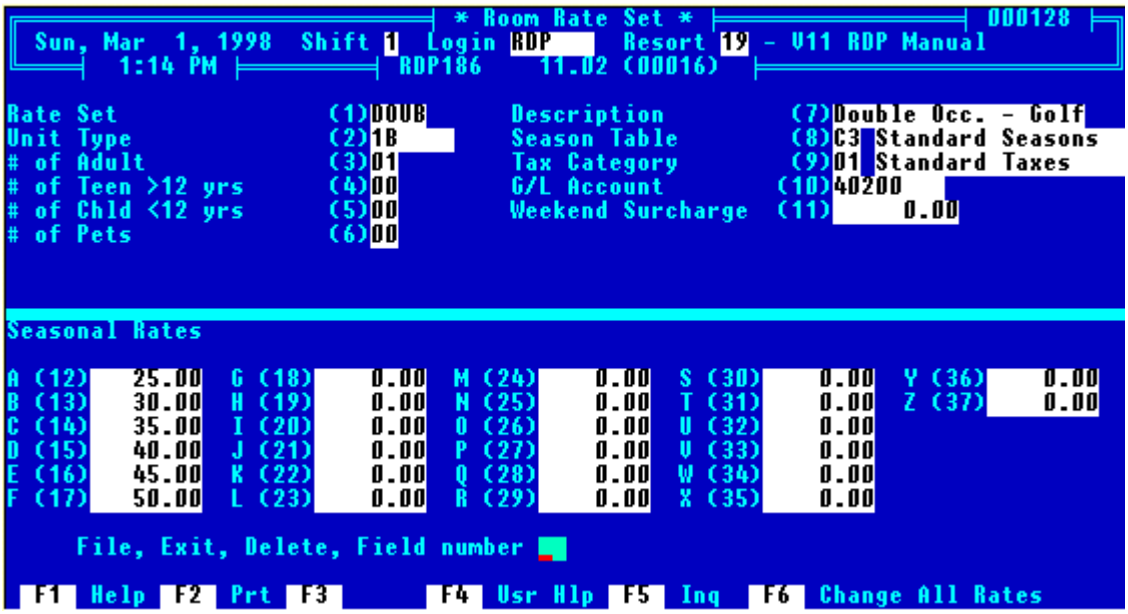


Scenario #2 - Two People Share a Room on the Golf Package

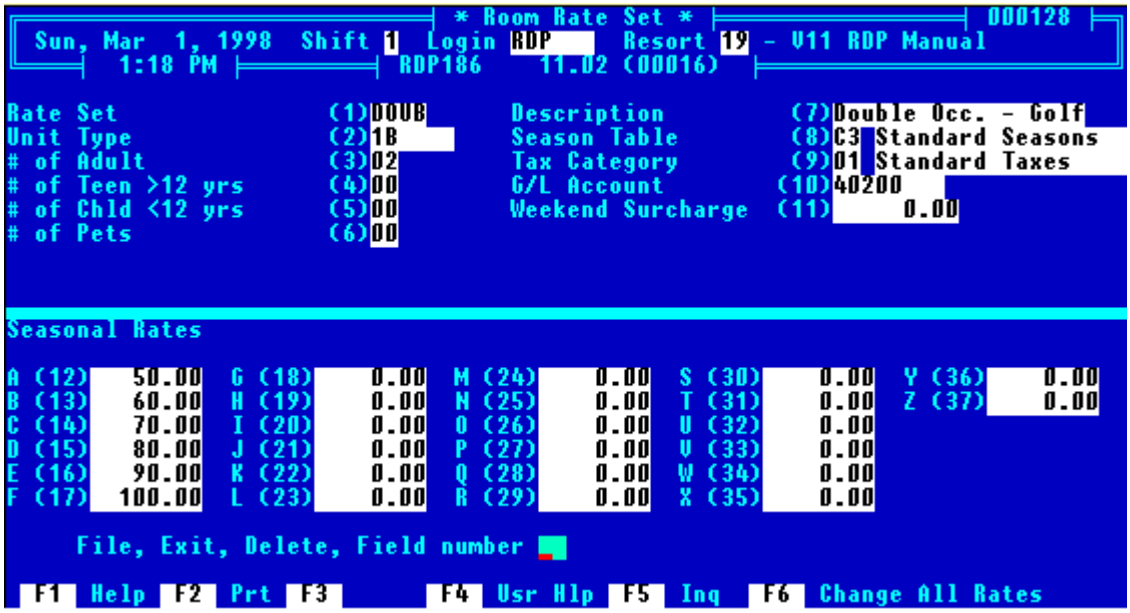
Mr. Smith and Mr. Lee are sharing a room and both are booked on the "3Dy/2Nt Golf Package". In this scenario, the guests receive the discounted rate based on double occupancy. And, instead of the rate plan for single occupancy being assigned, the double occupancy package is assigned to each.



The system calculates the rates based on the rate set assigned to rate plan "GFDO". In this example, the rate set is "DOUB", seen below for both one and two people.

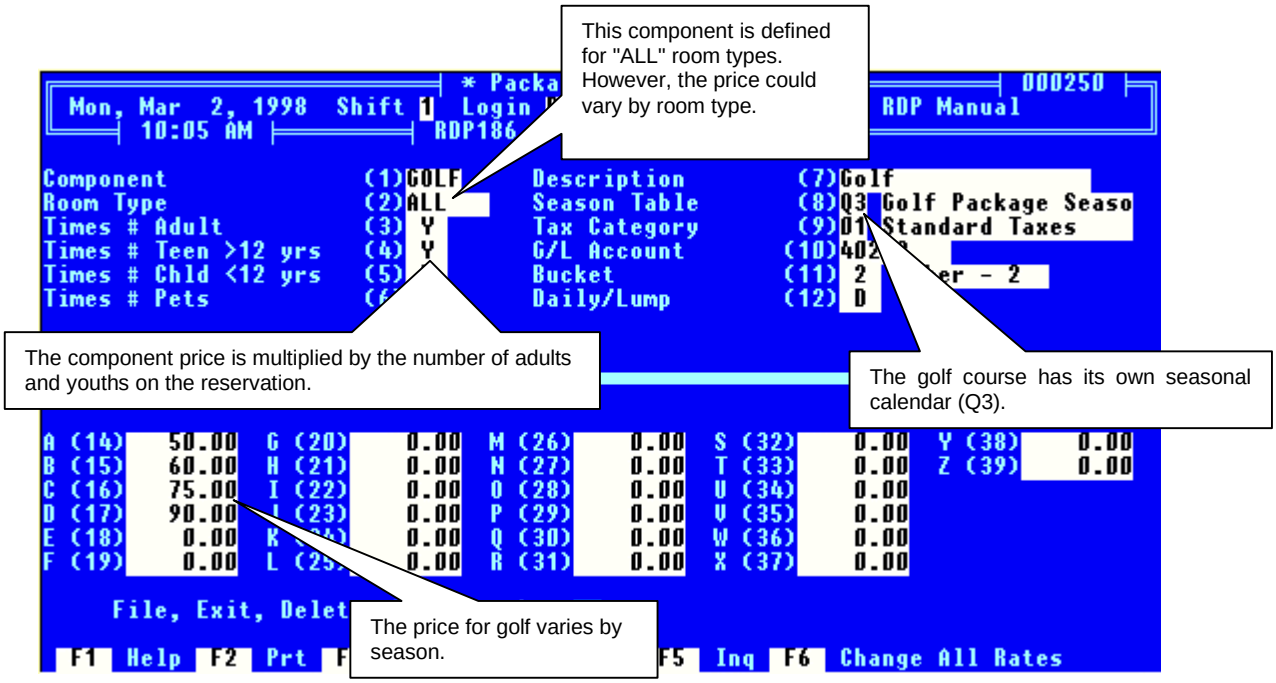


The "DOUB" rate set for one adult appears above, while the same rate set for two people appears below. The price for a single is exactly half of the double price. Whereas the price for the single occupancy rate set is slightly higher than half. The double occupancy package is used for sharewiths or when two people are sharing the same room but require only one folio, i.e. - a husband and wife.



PACKAGE COMPONENTS

Package components are defined with option 186-5. Components make up variable packages and can be either daily or lump sum charges. Examples of components are a round of golf, a bottle of wine, ski tickets, or breakfast. A golf component looks similar to the following, with each field described below:



Component (Field #1)

The component code is a four character identifier field. Use numbers and upper case letters. In this example we have a “GOLF” component.

Room Type (#2)

Each component can be unique to a given room type, or apply to all types. In this example, golf green fees are the same regardless of which room type the guest stays in, therefore the type is “ALL”. Conversely, a component such as “MAID” could be created for special maid service, costing $50 for a double double room and $100 for a suite.

If a component varies by room type, define the price for each type in option 186-5 with the same component descriptor of MAID. The package then contains the component “MAID” and the system calculates the correct charge based on the guest’s room type.

Times # People Classifications (#s 3-6)

The Enhanced Rates and Packages module allows up to four people classifications. Each component price within a package can vary based on the number of people in each classification. In this example, field #3, “Times # of Adults” is set to “Y”, meaning that a green fee of $50.00 for season “A” is multiplied by the number of adults on the reservation. Field #4, “Times # of Youths” is set to “Y”, meaning that each youth is charged the same green fee as adults . Field #5, “Times # of Children” is set to “N”, indicating that children are not charged a green fee. Field #6, “Times # of Tots”, is also set to “N”.

In this example adults and youths are charged the same amount for playing golf. However, if two different prices are charged for adults and youths, unique components should be created. The first component could be “GLFA” - “Adult Green Fees” and would be set to “Times # of Adults = Y”. In order to prevent youths, children, or tots from being charged the adult fee, set all other “people classifications” to “N”. Then, a different component , “GLFY” - “Youth Green Fees” could be created, setting “Times # of Youths” to “Y” and all other “people classifications” to “N”. The golf package would then contain both the “GLFA” and “GLFY” components.

Component Description (#7)

The component description is an 18 character alpha-numeric field. The guest does not see this description. Make the description as clear as possible, such as “Adults Green Fees” or “Youth Green Fees”.

Season Table (#8)

Enter the seasonal table used for this component. In this example, the golf course seasons are stored in table Q3. See the ***Configuring Seasons*** section of this chapter for more information on defining vendor seasons.

Tax Category (#9)

The Enhanced Rates and Packages module allows each component to have a different tax amount. In this example, golf is subject to “Sales Tax Only”, code 02 in the C6 table.

General Ledger Account Number (#10)

Each component can have a different general ledger account number. Reports are available showing the total revenue each day for every account number. For example, a package can be created with 10 different components, each with its own revenue account. See the ***Transaction Codes*** chapter for more information on adding general ledger account numbers.

Bucket (#11)

The bucket controls which reservation sub-total the component accrues into. Buckets are then used to calculate travel agent and owner commissions. The available buckets are:

Bucket	Sub-Total
0	Room Charge
1	Other Charge-1
2	Other Charge-2

Daily/Lump Sum (#12)

Components are established as daily or lump sum charges. Daily components are charged each day of the package, while lump sum components are charged on the first day of the package. It is possible to mix daily and lump sum components on the same package.

Weekend Surcharge (#13)

Room rates and other components, such as GOLF, often cost more on weekends. This increase can be handled two different ways:

1. Establish a different season for the weekend. For example, season "A" can be weekdays and season "B" weekends. In this case the C3 and Q? tables would be set up as "AAAAABBAAAAABB" (i.e., five weekdays followed by a weekend, then five more weekdays, etc.) Using this method, the "weekend surcharge" field is **not used**. Instead, seasonal rates are input for seasons "A" and "B". This has been the traditional approach used by RDP and works best if the price increase varies between weekends.
2. While the traditional method can still be used with the Enhanced Rates and Packages module, a second method is now available, the "Weekend Surcharge". In the golf green fee example above, the weekend surcharge is $15.00. With the surcharge, the system calculates an extra $15.00 every Friday and Saturday the entire year, regardless of season. Using the weekend surcharge, the C3 and Q? tables could simply be "AAAAAAAAAAAAAAAAAAA". This method is reccommended when the surcharge for a given component is the same every Friday and Saturday night the entire year.

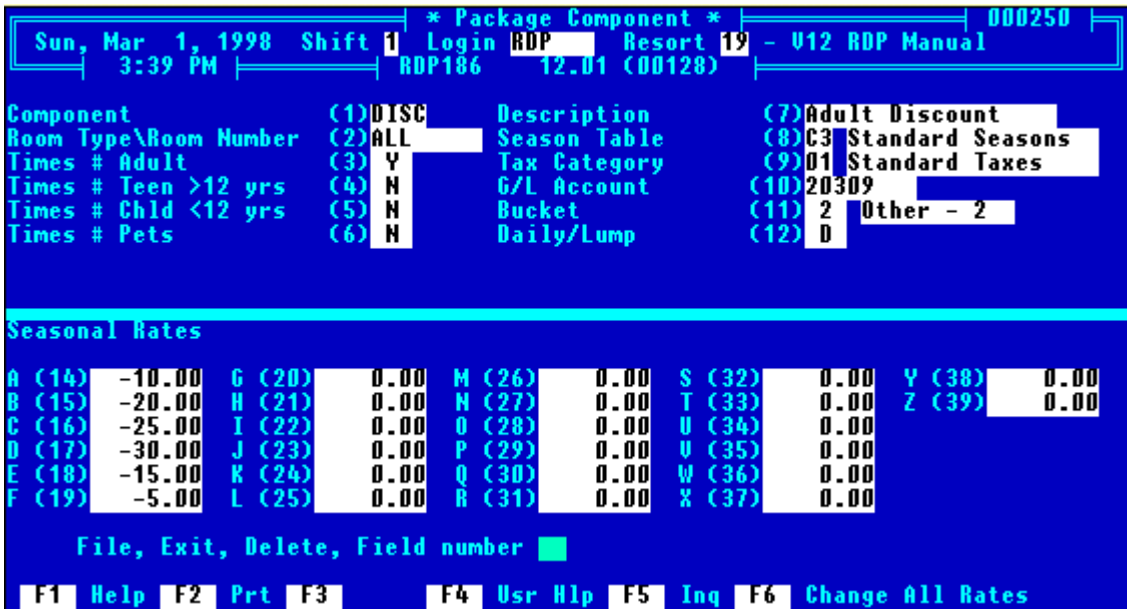
Seasonal Rates A-Z (#s 14-39)

The system allows 26 seasonal rates for each component, labeled A-Z. Automatically, RDP calculates the correct charge based on the season for a particular component. Seasonal tables can be "mixed and matched" on the same package. For example, a "golf and dinner" package varies the room rate based on the hotel seasons in table C3, the golf based on the course seasons in table Q3, and the dinner based on the restaurant seasons in table Q2.

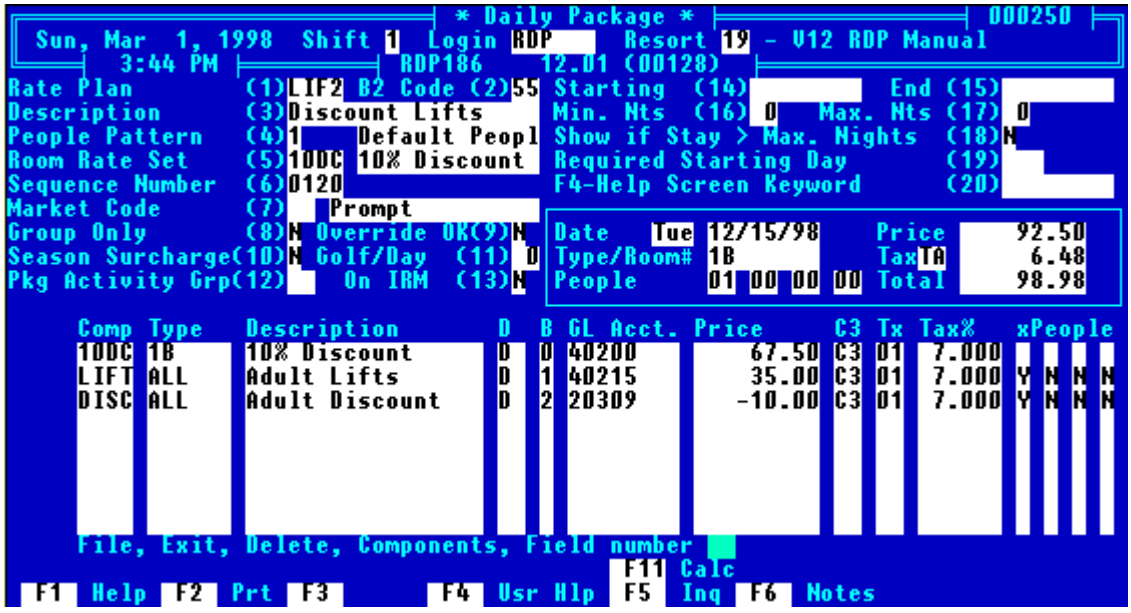
Negative Components Allowed in Packages

Package components are defined using option 186-8 on the System Manager menu. A negative component can be used to track package discounts. For example, a property may have a "Ski Package" that includes lodging and a one-day lift ticket. In addition, the same property offers a "Discount Ski Package" that has the same components, but offers a 10% discount.

In this example, the property tracks room revenue and lift tickets sold prior to the discount. However, a "Discount" component can be added to the package with a negative dollar amount. With this component added (along with a general ledger account number), the property can easily track the dollar amount associated with package discounts. A sample component is displayed below.

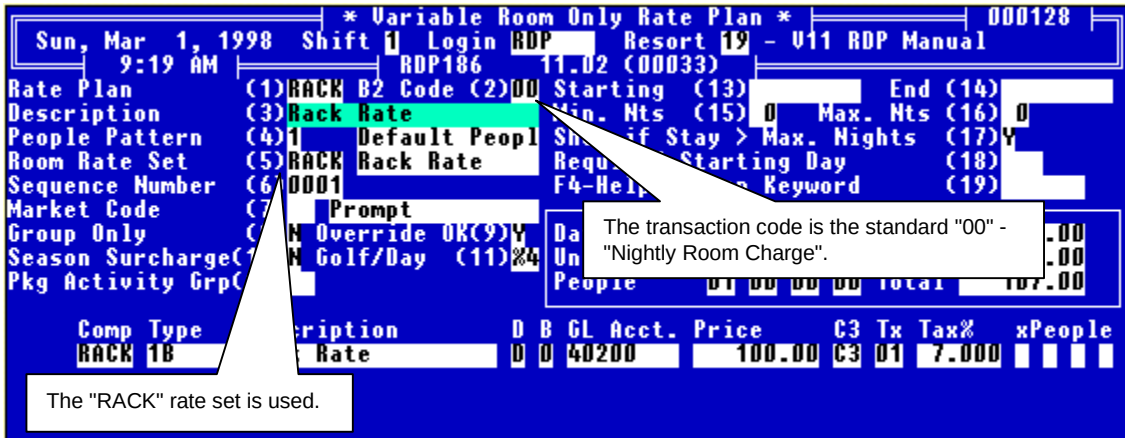


When the package calculates, $10.00 will be discounted in season A for an "Adult Discount", seen below.



CREATE ROOM ONLY RATE PLANS

Create “Room Only” rate plans for non-package reservations in option 186-1 from the System Manager menu. These plans include Rack, AAA, Senior, Corporate, Comp, etc. and use the rate sets defined in option 186-4. “Room Only” rate plans display along with daily and lump sum packages on the yield management screen. A standard rack rate plan follows, with each field described below:



Rate Plan (Field #1)

The rate plan is a four character identifier field. Use numbers and upper case letters. In this example we have a “RACK” rate plan.

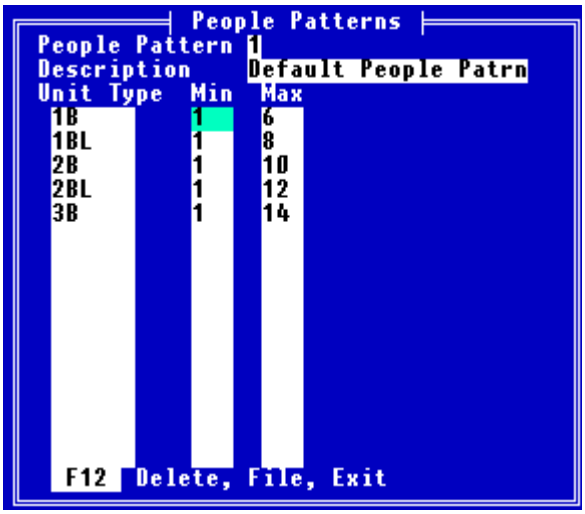
Description (#2)

The description field is eighteen characters and describes the rate plan defined in field #1, “Rack Rates” for the above example. If the rate plan were 10DS, the description field would describe this abbreviation in detail, “10% Discount Rates”.

People Pattern (#3)

A people pattern defines the minimum and maximum numbers of people in a room. For example, a ski package may not be available in a “Chalet” (room type) to parties smaller than four. It is possible to restrict this room type by choosing a people pattern which defines the minimum as four. This way, certain packages can be cut-off when the number of people entered on the reservation does not match the required number of people.

Add a new people pattern by using the <F6 - ADD/CNG PPL PATTERN> key from field #3. After pressing <F6>, the system prompts for a people pattern number, for example “2”. Next the system prompts for a description, for example “Chalet Ski Package”. The system then prompts for minimums and maximums for each room type:



File the new people pattern using <F12>.

Room Rate Set (#4)

Enter the room rate set (defined in option 186-4) that the room only rate plan should use. For example, the rate set of RACK should be used for the rate plan RACK. Remember, the RACK rate set can be used in a "Room Only Rate Plan" or in a variable package.

☒ ***All prices come from rate sets. The "Room Only Rate Plan" screen does not prompt for prices or seasons.***

Sequence Number (#5)

Room only rate plans display along with variable lump sum and daily packages on the yield management screen. Use the sequence number for organizing rates in descending order on the yield management screen. For example, most properties want their reservationists to see the RACK rate first, followed by any discount (AAA, SENIOR) rates and packages. This way the reservationist is more likely to quote the highest rate first, increasing average daily rates. When defining rate plans, leave room for growth between sequence numbers. For example, use 0010 for RACK and 0020 for AAA. With this configuration, rates may be added between existing plans.

The <F3 - LOOK> key is active when assigning sequence numbers.

Market Code (#6)

Market codes describe the type of guest staying at the property. By entering a market code in the "Room Only Rate Plan" screen, the system defaults any reservation with this rate plan to the appropriate market code. If this field is left blank, the reservationist is prompted for a market code prior to filing the reservation.

Group Only (#7)

Enter a "Y" if the rate plan is only available for group reservations. A group reservation is designated by the existence of a group master. If the rate plan should display for any reservation, enter an "N".

Allow Override (#8)

If reservationists are allowed to override the pre-determined price defined in the rate set, enter a "Y" in this field. If the rate plan's price should not be overridden, enter an "N".

Season Surcharge (#9)

An additional dollar amount may be added to the standard rate plan price for select days by configuring table C5 in option 090 on the System Manager menu.

Starting and End Dates (#s 10 & 11)

If a package or room only rate plan has specific dates availability dates, enter the starting and ending dates in fields 10 and 11. For example, a "Spring Getaway" package may only be available from May 12 - 22, in this case enter "0512" as the starting date and "0522" as the end date. The system defaults to the current year.

Min./Max. Nts. (#s 12 & 13)

If a package or rate plan has a minimum or maximum number of nights, enter them in fields 12 and 13. For example, the "Spring Getaway" package may require a two night stay in order to qualify for the special rate.

Show if Stay > Max. Nights (#14)

Enter a "Y" if the yield management screen should display the rate even if the reservation's number of nights is greater than the "maximum" in field #13. For example, if the maximum number of nights on the "Spring Getaway" package is five (5), and a potential guest is requesting a seven (7) night stay, should the "Spring Getaway" package display on the yield management screen?

Required Starting Day (#15)

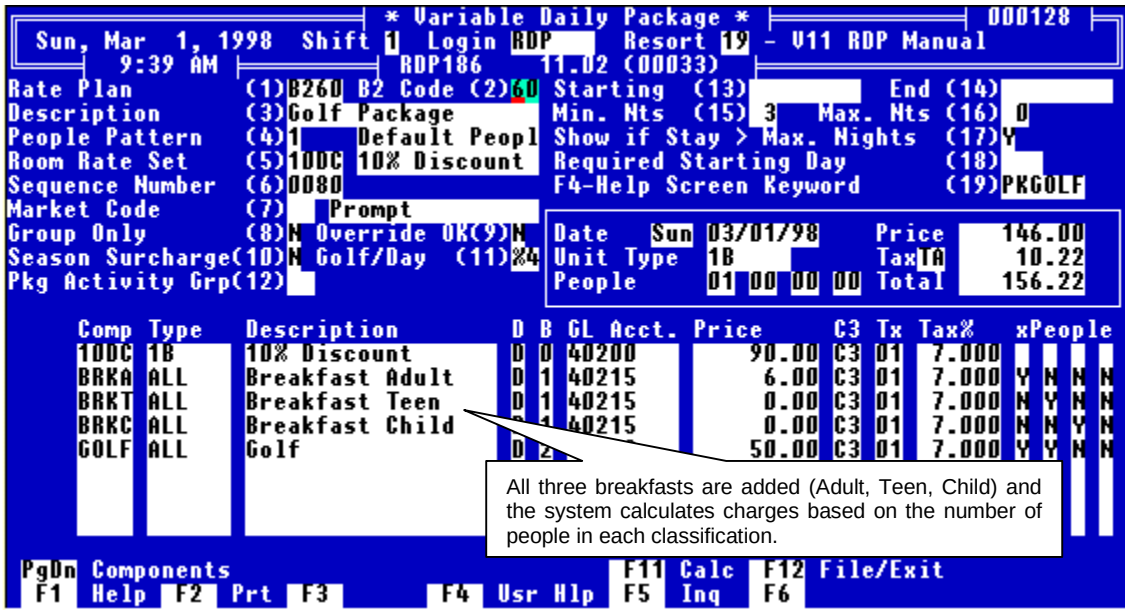
Some packages or rates may only be available if the guest arrives on a specific day of the week. Use the <F3 - LOOK> window to choose the day of the week.

<F4 - HELP> Screen Keyword (#16)

An <F4> help screen with rate specific information can be attached to each rate plan or package. For example, the screen could include start and end dates, "extras" (golf course privileges), and room types available. Enter the DOS name for the help screen in this field. When the rate is highlighted on the yield management screen, <F4 - USER HELP> displays information specific to this rate plan or package, without a search. See the ***<F4 - HELP>*** chapter for more information about creating user help screens.

CREATE VARIABLE PACKAGES

Variable packages are created with options 186-2 from the System Manager menu. Packages are called "variable" since the same package code is used for different combinations of people and room types. Once all components have been defined with option 186-6, creating the package combines the appropriate components in order to calculate the correct price. A completed golf package follows:



The completed package screen incorporates all components and their corresponding seasons, taxes, rules, room rates, and people patterns. The package merges all of this information into one code, flexible enough to handle each room type, guest combination, and tax code, and smart enough to know when the package can be used, down to the day of the week! A description of each field follows:

Rate Plan (Field #1)

The rate plan is the transaction code posted whenever the package is used. The transaction code will always start with B2, signifying a guest ledger charge. The two digits following the guest ledger are unique to this package code. See the ***Transaction Codes*** chapter for more information on defining guest ledger charges.

Description (#2)

The description field is eighteen characters and describes the package defined in field #1, "Golf Package" for the above example. Because this is the description the reservationist will see on the yield management screen, make it as concise as possible.

People Pattern (#3)

A people pattern defines the minimum and maximum numbers of people in a room. For example, a ski package may not be available in a "Chalet" (room type) to parties smaller than four. It is possible to restrict this room type by choosing a people pattern which defines the minimum as four. This way, certain packages can be cut-off when the number of people entered on the reservation does not match the required number of people.

See the ***Create Room Only Rate Plans*** section in this chapter for information on creating new People Patterns.

Room Rate Set (#4)

Enter the room rate set (defined in option 186-4) that the variable package should use. For example, the rate set of RACK could be used on the "Spring Getaway" package. Remember, the RACK rate set can be used in a "Room Only Rate Plan" or in a variable package.

☒ ***All room charge prices are defined in rate sets. The Variable Package screens do not prompt for room charges or seasons.***

Sequence Number (#5)

Room only rate plans display along with variable lump sum and daily packages on the yield management screen. Use the sequence number for organizing rates in descending order on the yield management screen. For example, most properties want their reservationists to see the RACK rate first, followed by any discount (AAA, SENIOR) rates and packages. This way the reservationist is more likely to quote the highest rate first, increasing average daily rates. When defining rate plans, leave room for growth between sequence numbers. For example, use 0010 for RACK and 0020 for AAA. With this configuration, rates may be added between existing plans.

The <F3 - LOOK> key is active when adding sequence numbers.

Market Code (#6)

Market codes describe the type of guest staying at the property. By entering a market code in the "Room Only Rate Plan" screen, the system defaults any reservation with this rate plan to the appropriate market code. If this field is left blank, the reservationist is prompted for a market code prior to filing the reservation.

Group Only (#7)

Enter a "Y" if the rate plan is only available for group reservations. A group reservation is designated by the existence of a group master. If the rate plan should display for any reservation, enter an "N".

Allow Override (#8)

If reservationists are allowed to override the pre-determined price defined in the rate set, enter a "Y" in this field. If the rate plan's price should not be overridden, enter an "N".

Season Surcharge (#9)

An additional dollar amount may be added to the standard rate plan price for select days by configuring table C5 in option 090 on the System Manager menu.

Starting and End Dates (#s 10 & 11)

If a package or room only rate plan has specific dates availability dates, enter the starting and ending dates in fields 10 and 11. For example, a “Spring Getaway” package may only be available from May 12 - 22, in this case enter “0512” as the starting date and “0522” as the end date. Ths system defaults to the current year.

Min./Max. Nts. (#s 12 & 13)

If a package or rate plan has a minimum or maximum number of nights, enter them in fields 12 and 13. For example, the “Spring Getaway” package may require a two night stay in order to qualify for the special rate.

Show if Stay > Max. Nights (#14)

Enter a “Y” if the yield management screen should display the rate even if the reservation’s number of nights is greater than the “maximum” in field #13. For example, if the maximum number of nights on the “Spring Getaway” package is five (5), and a potential guest is requesting a seven (7) night stay, should the “Spring Getaway” package display on the yield management screen?

Required Starting Day (#15)

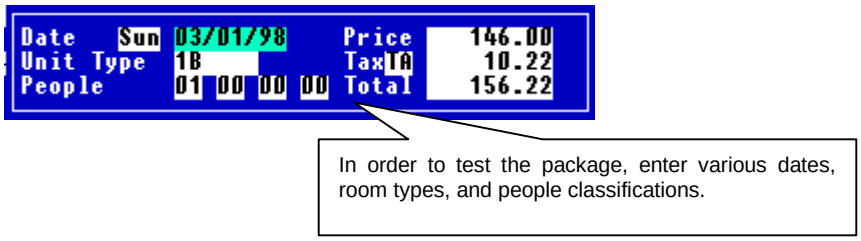
Some packages or rates may only be available if the guest arrives on a specific day of the week. Use the <F3 - LOOK> window to choose the day of the week.

<F4 - HELP> Screen Keyword (#16)

An <F4> help screen with rate specific information can be attached to each rate plan or package. For example, the screen could include start and end dates, “extras” (golf course privileges), and room types available. Enter the DOS name for the help screen in this field. When the rate is highlighted on the yield management screen, <F4 - USER HELP> displays information specific to this rate plan or package, without a search. See the ***User Help*** chapter for more information on creating <F4> screens.

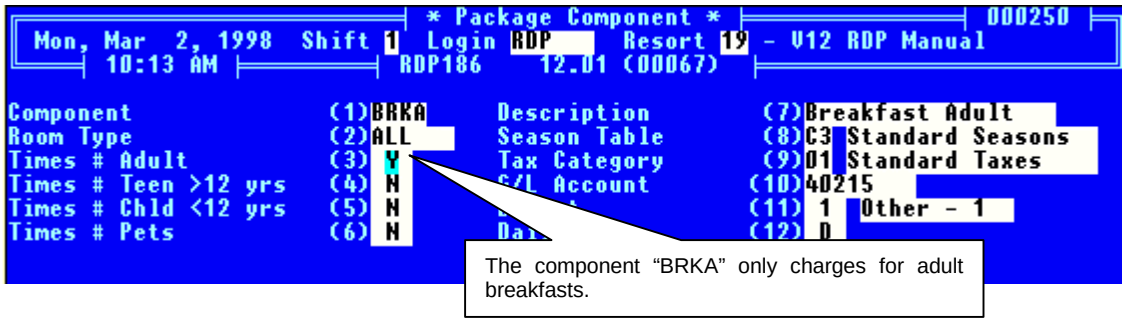
<F11 - Calculate>

Use the <F11 - CALCULATE> key to test the new package by entering various dates, room types, and people combinations.



Adding Components

After adding the <F4 - USER HELP> keyword, enter the appropriate components which comprise the package. In our golf example above, there are three components to the package: rooms, breakfast, and golf. Even though there are only three components, five have been added. It is necessary to add each people classification breakfast in order for the system to calculate the correct price. For example, the component "Breakfast Adult" was defined to only charge for adults, while the component "Breakfast Teen" only charges for teens, as defined in option 186-6.

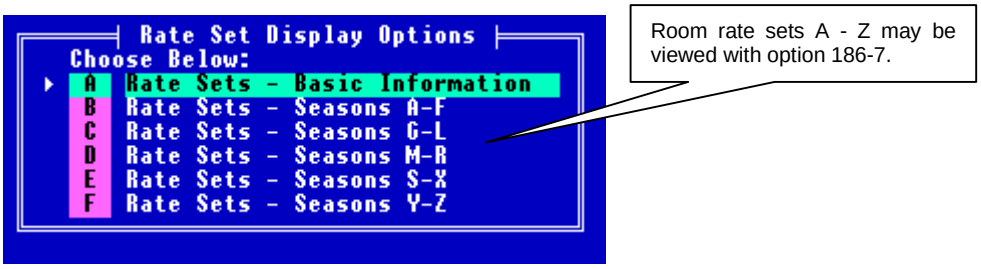


Fields in the component section are:

Field	Description
Comp	The abbreviated component name.
Component Desc	The full component name.
D/L	Daily or Lump Sum. Is the component charged daily or once at check-in? (D = Daily, L = Lump Sum)
Bkt	The total bucket where the component accrue to: 0 Room Charges 1 Miscellaneous Charge 1 2 Miscellaneous Charge 2
GL Acct.	The general ledger account number which holds totals for the component.
Price	The component's daily or lump sum price.
C3	The seasonal calendar table in use.
Tax	The component's C6 tax category.
Tax %	The tax percentage for the component.
x People	Does the component charge for each people classification? In our example, the breakfast components only charge for their respective people classifications (Adults, Teens, Children).

VIEWING RATE PLANS

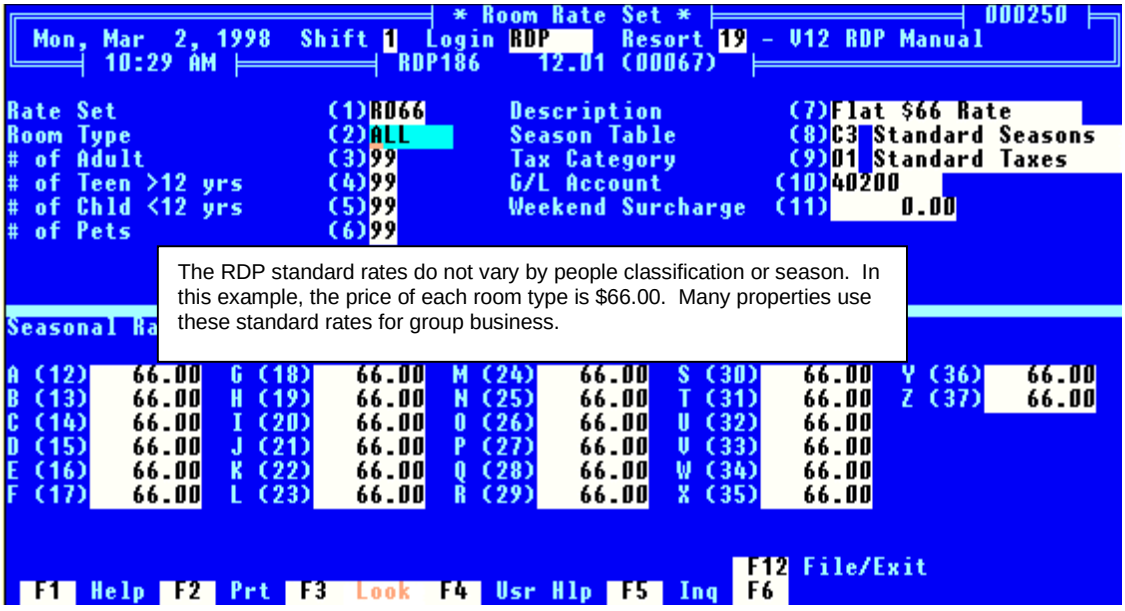
All room rate sets can be viewed through option “186 - 7” - “Display Room Rate Sets”. The following options are available from 186-7:



Use option 186-7 to verify all room rate sets.

CREATING AND DELETING STANDARD RATE SETS AND RATE PLANS

Use options 186-13 and 186-14 for creating and deleting the RDP "standard" rate sets and plans. Standard rate sets can be used for "flat" rates - where the room price does not vary based on people classifications. A sample standard rate set follows.



After selecting option 186-13, the system prompts for the beginning and ending "flat" dollar amounts. Also, the "Group Only" flag is set for each rate plan.

The same prompts are used when deleting standard rate sets with option 186-14.

SYSTEM UTILITIES

OVERVIEW

Often, RDP support instructs a property to run a system utility in order to correct a problem or provide routine system maintenance. These utilities are located on menu "99" - "System Utilities" from the RDP Main Functions menu. All utilities on menu 99 are described in this chapter, including:

Resetting Availability with Options 995 and 209
609 - Loading and Resetting Past Guest Frequency and Nights
907 - View the System Update Notice
908 & 909 - System Log and User Files
910 - Transfer to Non-Active History
090 - Updating System Tables
981 - Unprocessing Owner Statements
990 - General File Utility
File Maintenance
Resetting Transactions
UPD's
Resetting Ledger Totals
COPYFILE

RESETTING AVAILABILITY - OPTIONS 995 & 209

Options 995 and 209 are both designed to correct and avoid availability problems such as double-bookings or corrupt reservations. Options 209 and 995 are discussed in this section.

Option 995 - Rebuild Availability File

Running option 995 rebuilds the system's availability file based on existing reservations. In addition, the utility rebuilds all of the key files, which allow inquiries to be made based on future, in-house, and active reservations. It is critical to run the 995 as part of the nightly system audit. The utility performs five functions, including:

1. The three key files are erased.

The three key files are FUTRKEYS.DAT (file #81), CURRKEYS.DAT (82), and PASTKEYS.DAT (83). These files store cross-referencing keys which allow reservations to be found based on their stage in the reservation cycle - future, in-house, or active.

2. The AVAILABL.DAT (69) file is copied.

The system availability file is physically copied to ensure against corruption. If the file can not be copied from one part of the disk to another, 995 displays an error message.

All group blocks are stored in the system availability file.

3. The UNITS.DAT (70) file is read.

One record per room is entered into the new availability file. Each record contains 2000 dots (.) representing an available night. Once each room is read into the new availability file, the system contains a blank *availability array* for each room.

If 995 does not complete, many times the system will appear as if all reservations are lost. However, this is true because 995 only completed through step #3.

4. COPYFILE is run on the HRESERVE.DAT (80) file. COPYFILE is an RDP utility, which reads each record in a file, ensuring against data corruption. The utility is run on the HRESERVE.DAT file since it stores all system reservations. Once the utility ensures data integrity, 995 moves to step #5.
5. The final step in 995 is to "fill in the dots" left in the empty availability file in step #3. Here, the system reads the HRESERVE.DAT file and enters a capital P and subsequent p's for each night of a reservation in to the corresponding availability array created in step #3. The "Ppp's" represent pre-assigned reservations, "X", "O", and "G" reservations are also added to the fresh availability arrays in order to complete the 995.

If RDP995 completes without any errors, a printout is provided stating the program name (RDP995), the date the utility started, the time the utility started and the word COMPLETION.

Possible errors detected by 995 include:

- double-bookings
- overbooked group allocations
- data corruption

OPTION 907 - VIEW THE SYSTEM UPDATE FILE

With every update, RDP sends the READ12.TXT file. This file highlights the changes or additions to the system. The documentation is brief, and not as complete as the information existing in this Version 12 manual. However, after every update, please review this file to acquaint yourself with new features. For further information on any specific topic, please contact RDP Support or visit the RDP web-site at http://www.resortdata.com.

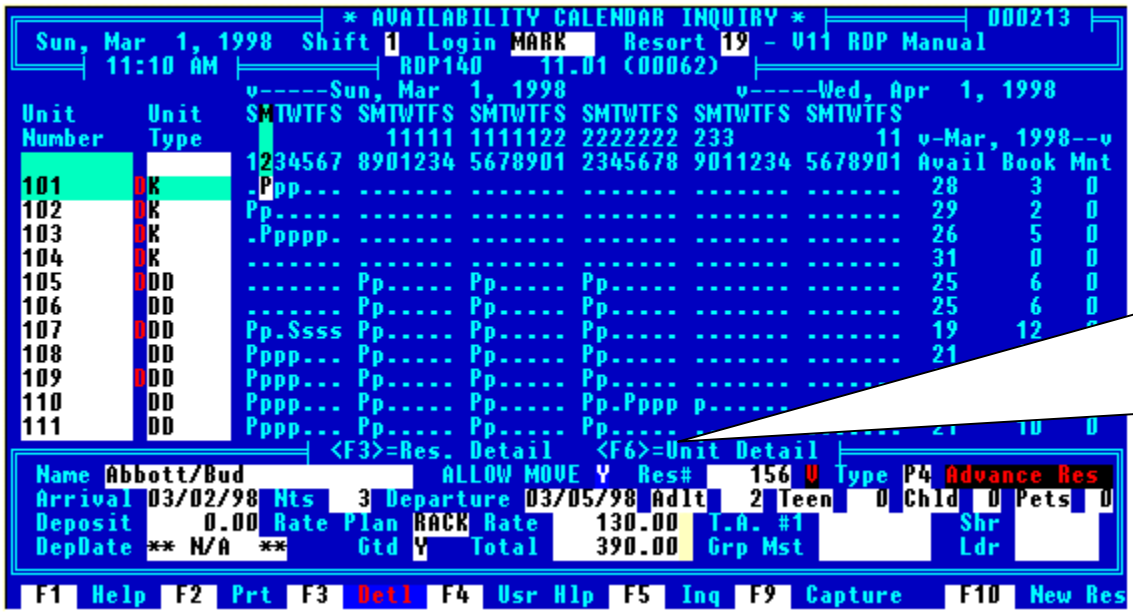
OPTION 209 - RESET ROOM AVAILABILITY

Option 209 is a "mini" 995 utility. Resetting room availability is a quick way to correct room availability problems. For example, if a particular reservation becomes corrupt, option 209 will correct the problem by rebuilding the availability array for only one room. After choosing option 209, the system prompts for a room number and the following question:

By answering YES, option 209 rebuilds the one room's availability array based on existing reservations, and can correct room specific availability problems.

An example of a room specific availability problem follows in the system tape chart (option 142 on the Reservations, Front Desk, and Night Audit menus). Usually, highlighting a reservation in the tape chart

displays specifics about the reservation, including arrival and departure dates, deposit and group information:



If the cursor is highlighting the reservation in unit 101 on Monda, March 2, 1998, the reservation detail box provides specifics about the reservation.

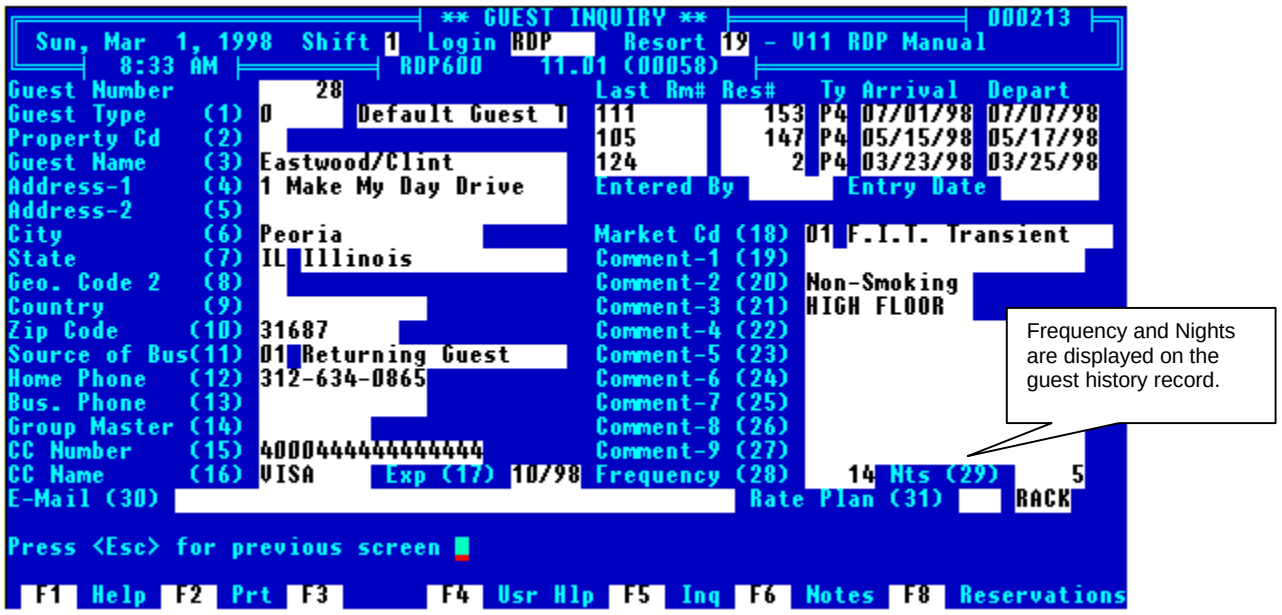
However, assume reservation #156 above becomes corrupt due to a hardware failure. Because the reservation is corrupt, the detail cannot be read and the reservation detail box does not display. Because the system cannot read the corrupted reservation, option 209 will often delete the reservation, making the room available. Once the room is available, the reservation can be re-made from hard copy system reports.

OPTION 609 - RESET/LOAD FREQUENCY & NIGHTS (GUEST HISTORY)

"609" - "Reset/Load Frequency/Nights" on the System Utilities menu provides two utilities:

The first option, "R", is used to change the *nights* and *frequency* totals for all past guest masters to zero. This option should be used if a property wants to zero out this information at the beginning of a year or to correct a problem. The second option, "L", rebuilds the frequency of stays and number of night totals for all past guest masters based on checked-out reservations in active and non-active history.

Frequency and number of night totals are stored on past guest masters, viewed with option "206" - "Inquire on Guest History" on the Past Guest Master & History menu (9). A sample guest history record follows for Clint Eastwood:



OPTIONS 908 & 909 - SYSTEM LOG FILES

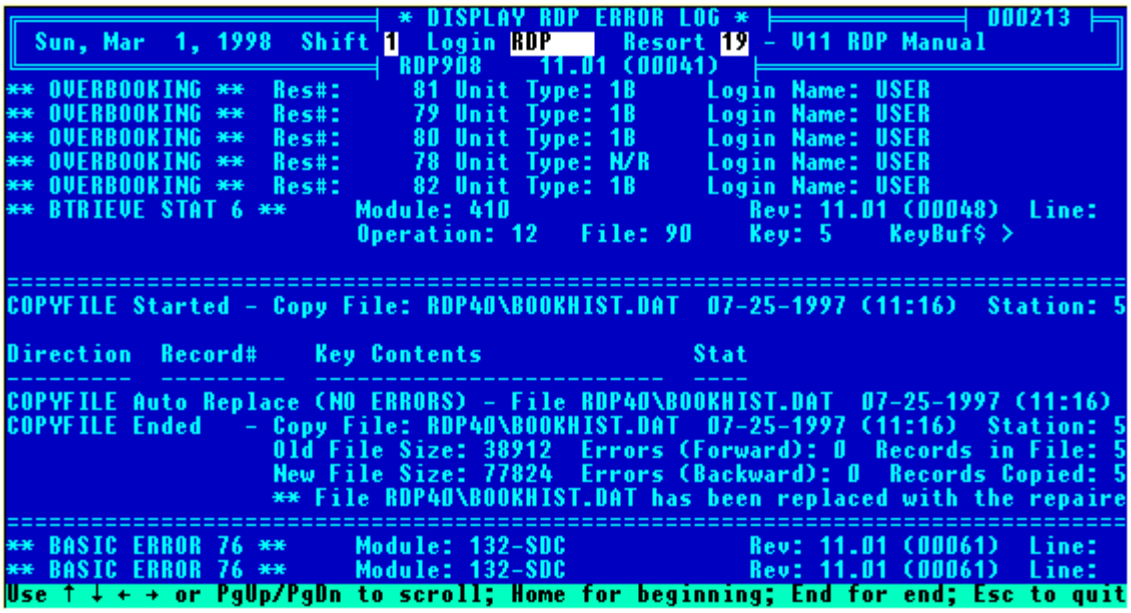
Option 908 - The Error Log

The system error log stores every error within the RDP system and can be viewed, printed or deleted with option 908. Many times RDP support personnel will view this error log in order to determine the cause or extent of system problems. The error log is renamed on a monthly basis to ELOGYYMM.DAT in order to keep the size of the current log at a minimum (YYMM = YEAR and MONTH).

For example, on March 1, 1998, February's log is renamed to ELOG9802.DAT and the error log viewed in option 908 would be blank or very small, only recording errors since the system date was changed to the first of the month. It is possible to view old error logs at the DOS level using the DOS editor. In order to view February's error log, type the following command from the RDP01 sub-directory prompt:

F:\RDP\RDP01\>**EDIT ELOG9802.DAT**

Viewing the current error log with option 908 appears similar to the screen on the following page.

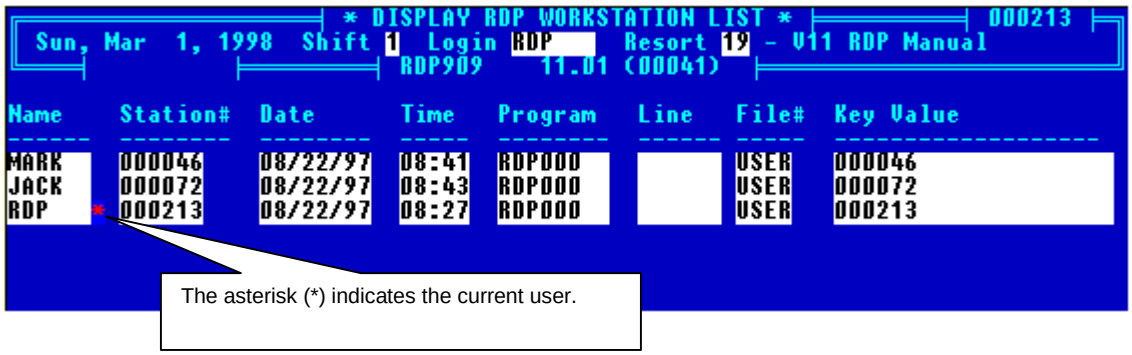


Do not use option "908-3" - "Delete error log" unless instructed to do so by RDP support personnel. The error log is critical and can provide valuable information when solving software problems.

With versions 11 and higher, the <PAGEUP>, <PAGEDOWN>, <LEFT ARROW>, and <RIGHTARROW> keys are available.

Option 909 - Listing RDP Users

Option 909 on the System Utilities menu is a useful tool when a system utility, such as RDP995, needs to be run with all users out of the system. "909-1" - View RDP User List" displays a list of all current RDP users. The list identifies the user making it easier to track down the computer which is logged into the system. The list appears as:

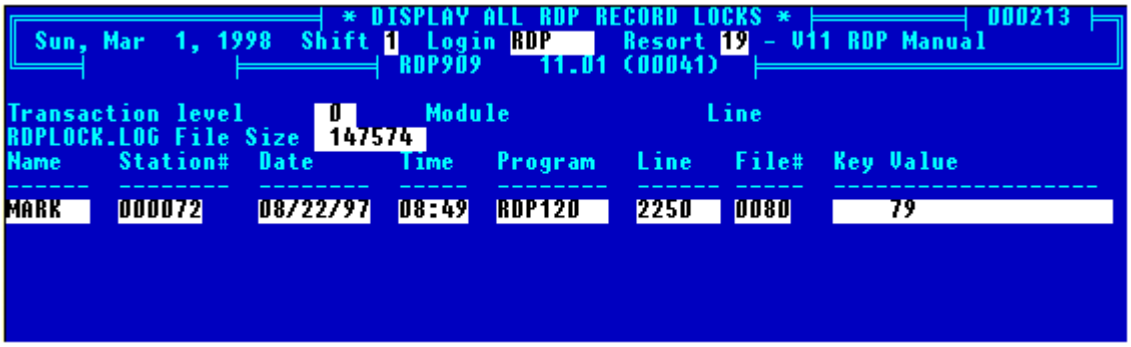


In this example, three users are currently logged into RDP (RDP, MARK, and JACK). The "*" next to user RDP indicates the current user. In addition to this information, the log also lists the date, time, program, and station number. The station number can be particularly useful since each RDP workstation is assigned a

unique number. If a night auditor or manager is looking to run a utility which requires all users to exit RDP, these station numbers and user names assist in finding workstations that remain logged on.

RDP Locks

The second choice in option 909 is to "View All File Locks". A file lock prevents two users from simultaneously accessing the same record, such as a reservation. In order to view all system file locks, use option "909-2" - "View All File Locks". The listing appears similar to the following:



The listing displays the user name, station number, date, time RDP program, file number and record number. In this example, Mark is accessing reservation #79. The file number provides a hint as to what type of record is being locked. The following is a partial listing of RDP file numbers:

File Number	Description
70	UNITS
71	OWNERS
72	GROUP MASTERS
73	TRAVEL AGENTS
74	CREDIT CARDS
75	PAST GUESTS
80	RESERVATIONS

The final option in option 990 is to "Delete the RDPLOCK File". This option should only be used under the direct guidance of RDP support personnel.

910 - TRANSFER TO HISTORICAL FILES

Option 910 contains three utilities:

1. Transfer Reservations from Active to Non-Active History
2. Rebuild Non-Active History file
3. Clean-up the auxiliary historical files (Files 91, 92, and 61)

Option 1 - Transfer to Historical Files

The 910 transfer program moves reservations from *active history* to *non-active history*. All reservations accessed through options 120 or 131 are in active history. Reservations in non-active history are accessed with option 116 - Inquire on Non-Active Res. from the Past Guest menu (9).

Each property sets a time frame for the number of days a reservation stays in active history. For example, if a property sets this parameter to 60 days, the 910 transfer program only looks at reservations with a departure date 60 days in the past. In order to transfer to non-active history, a reservation's departure date must be greater than the specified time-frame and have a zero balance. Also, if the reservation is tied to a group leader, all group members must have a zero balance prior to transferring any reservations to non-active history.

One of the greatest benefits in running the 910 transfer program is to keep active history as "clean" as possible. For example, a property that has been an RDP customer for three years who does not run 910 transfer will search for a reservation with the last name of "Smith" and find a number of "Smith" reservations from two years ago. On the other hand, if the same property ran the 910 transfer program nightly, and searched for "Smith", only the future "Smith" reservations and those with a check-out date greater than the specified time frame display. This not only makes the front desk clerk's job easier, but also keeps the system running efficiently.

Running 910 transfer on a nightly basis also accelerates the audit process. For example, if 910 transfer is only run once a month, the system has to transfer all reservations (along with their expenses) to non-active history who meet the above criteria for the last month. At a busy property this could equate upwards of 500 reservations and take half an hour. Conversely, if the same property ran 910 transfer nightly, only a handful of reservations meet the specified check-out time-frame each night, dramatically reducing the amount of time spent running the transfer program.

Follow these steps to run the 910 transfer program:

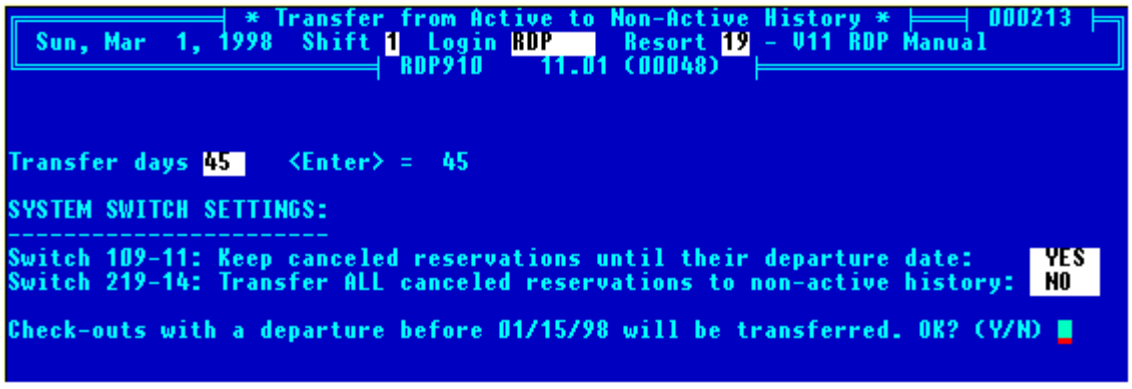
1. Choose option 910 from the Night Audit menu.

2. Choose option 1 - Transfer Reservations from Active to Non-Active History.

3. If transactions exist which have NOT been exploded, 910 forces the user to explode before continuing.

The 910 program will NOT allow you to continue without exploding transactions!

4. Accept the default number of transfer days by pressing <ENTER>.
5. Verify the transfer departure date.
6. Use the minus (-) key on the number lock to decrease the system time-out.



Because running the 910 transfer program shrinks the HRESERVE.DAT file, running it on a regular basis reduces the amount of time necessary to run the "995" - "Rebuild Availability File" utility. (The 995 utility reads EVERY reservation in the HRESERVE.DAT file)

Option 2 - Rebuild Non-Active History File

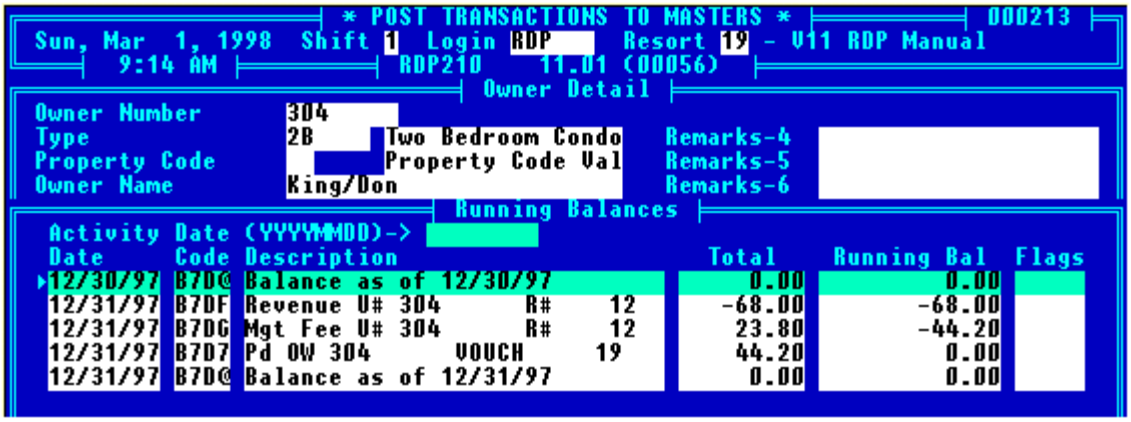
Use option 2 in order to rebuild the non-active history key file. This file stores all cross-referencing keys which make it possible to inquire on non-active history by guest name, reservation number, room number, arrival date, departure date, travel agent, group master, guest number, and group leader through <F5 - INQUIRE>. This option requires a majority of system resources and should be run during slow times of the day or night. Usually, option 2 will only be run under direct guidance of RDP support.

Option 3 - Clean-Up Auxiliary Historical Files (91, 92, and 61)

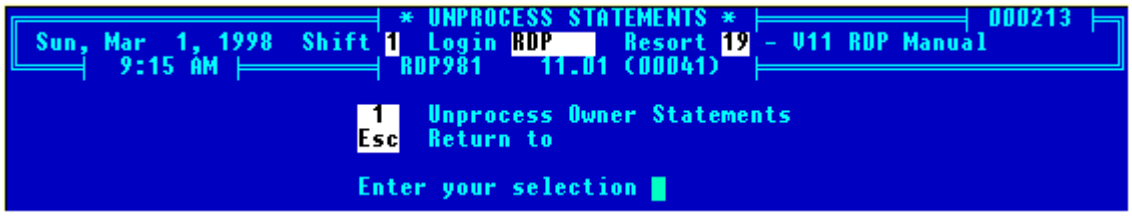
Use option 3 to delete unnecessary historical expenses, notes, and reservation keys. If a reservation has been deleted from non-active history, the associated transactions and notes may still exist in the corresponding historical files. Option 3 deletes expenses, notes, and access keys for purged reservations.

OPTION 981 - UNPROCESS STATEMENTS

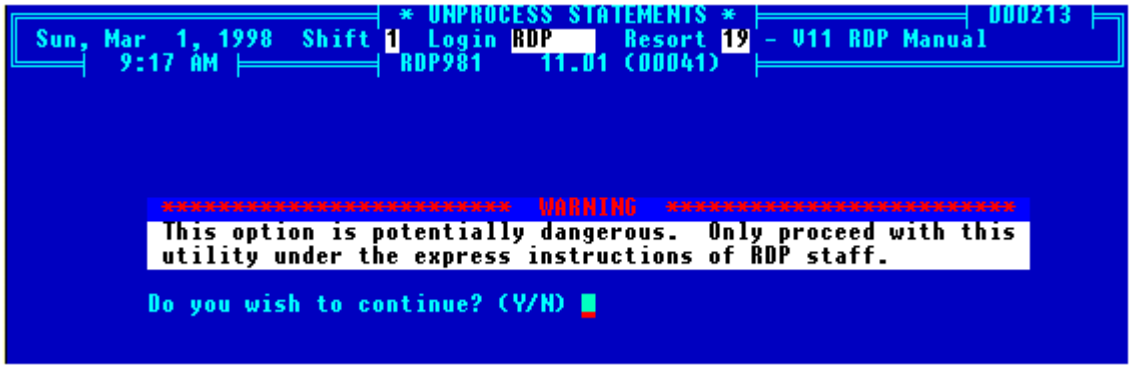
From time to time, owner statements are accidentally closed prior to posting any adjustments or corrections. Under these circumstances, it is possible to "un-close" owner statements using option "981" - "Unprocess Statements" on the System Utilities menu. Option 981 removes B7D@ and B7D7 transaction codes for ALL owners on a specific date. The B7D@ sign signifies the date statements are closed and the B7D7 code represents the voucher created at closing which will be paid through menu "80" - "Check Maintenance". For example, assume owner statements were closed on 12/31/97, which produced the following transaction codes for owner Don King:



The B7D7 transaction code creates the voucher, which pays the owner with a check through menu 80. The B7D@ transaction code signifies the end of a billing period. Once the B7D@ code is generated, no new transactions effect the owner statement. Running option 981 for 12/31/97 removes these transaction codes allowing statement corrections and adjustments to be posted. The prompts in option 981 include:

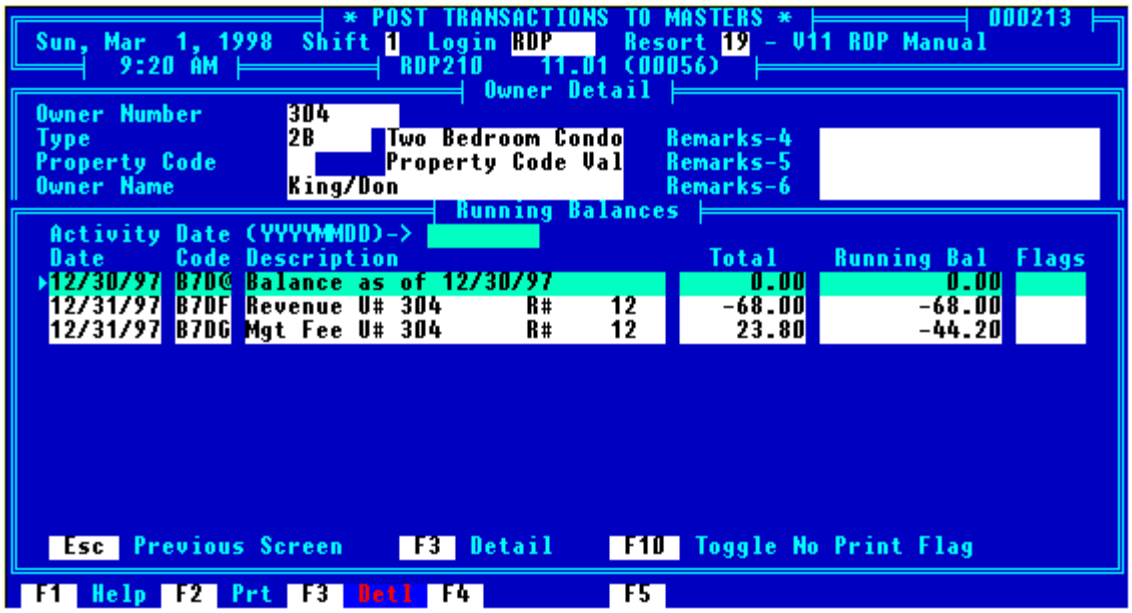


Here, choose option 1 in order to remove the two transaction codes for ALL owners. Next, the system prompts:



If instructed to do so by RDP personnel, enter "Y" to continue with the "Un-process". Next, the system prompts for a date in which to remove closing transaction codes and then warns:

Enter a "Y" to continue. After running the utility, Don King's transaction record appears as:



Notice the B7D7 and B7D@ transaction codes have been removed.

OPTION 990 - GENERAL FILE UTILITY

Option 990 can be divided into three parts:

1. Options 1 - 4 - Deleting unnecessary records from guest history.
2. Option 5 - Freezing room rates.
3. Options 6 - 8 - BTRHELP, BTRIEVE'S file repair utility.

Options 1 - 4 - "Cleaning up" Guest History and Non-Active History

Options 1 - 3A are used to delete old or unnecessary guest history records from the GUESTS.DAT file (75). Option 1 is used by RDP support personnel for deleting corrupted guest history records after completing a conversion from version 9.X software to the most current version. Option 1 is not used by properties for deleting unwanted guest history records, and should only be run under direct guidance from RDP support personnel.

Option 990-2 deletes guests without address information. Many times reservations will be added to guest history without addresses through the walk-in or group reservation processes. These records are, for the most part, useless because no marketing information can be sent without an address. And, using the guest from history does not save valuable time during the reservation process without address information.

Option 990-3 deletes guests without reservations in active history. Most properties transfer reservations to non-active history after 30, 45, or 60 days. Option 990-3 deletes any guests from guest history who do NOT have reservations in active history, shrinking the guest file.

990-3A also shrinks the guest file by deleting those guests who have not stayed at the property since a user-specified date. After entering a cut-off date, the system compares this date to all departure dates for records in guest history. If all departure dates are prior to the cut-off date, the guest history master is deleted. A prompt also appears in option 3A on whether or not to include canceled reservations in the search.

Option 4 deletes all reservations in *non-active history* prior to a specified date. Prior to running option 4, be sure to transfer reservations to non-active history using the 910 transfer program (910-1). Once option 4 is run, reservations CANNOT be retrieved, they are forever purged from the database.

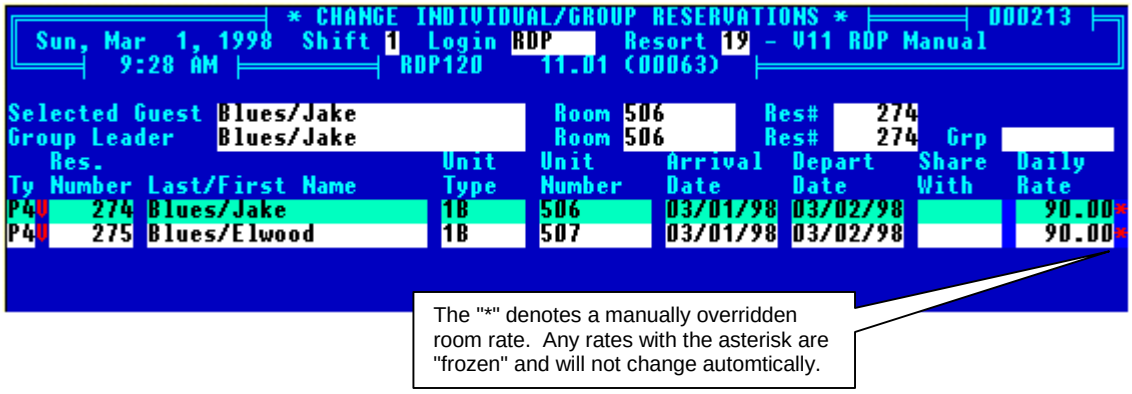
The automatic delete options above delete guest history and/or reservation information COMPLETELY. There is no way to "undelete" this information, even with the help of RDP support. Restoring a tape backup is the only way to "undelete". However, if there are certain guest history records you wish to always keep, regardless of the 990-autodelete programs, use option 202 on the Guest History menu to change the guest type to "SAVE". RDP990 never deletes a guest with the type of "SAVE".

Option 5 - Freezing Room Rates

Option 5 is used to freeze all system room rates if the property has a rate increase. The rate freezing option allows the property to re-use seasons at a higher rate. For example, assume season A's rate was $78.00/night and is being raised to $85.00/night. In this example, freezing all reservations would put the manual rate override asterisk on all reservations between a user defined starting and ending arrival date. Once rates are frozen with option 990-5, the system ignores all rate tables and charges the frozen rate for the duration of the stay.

For example, if a reservation is scheduled to arrive on a Wednesday (season A) and depart the following Tuesday (season A), with a weekend rate in between for Friday and Saturday nights (season B), the freezing option locks in the old rate of $78.00 for the entire stay, ignoring the seasonal calendar change over the weekend.

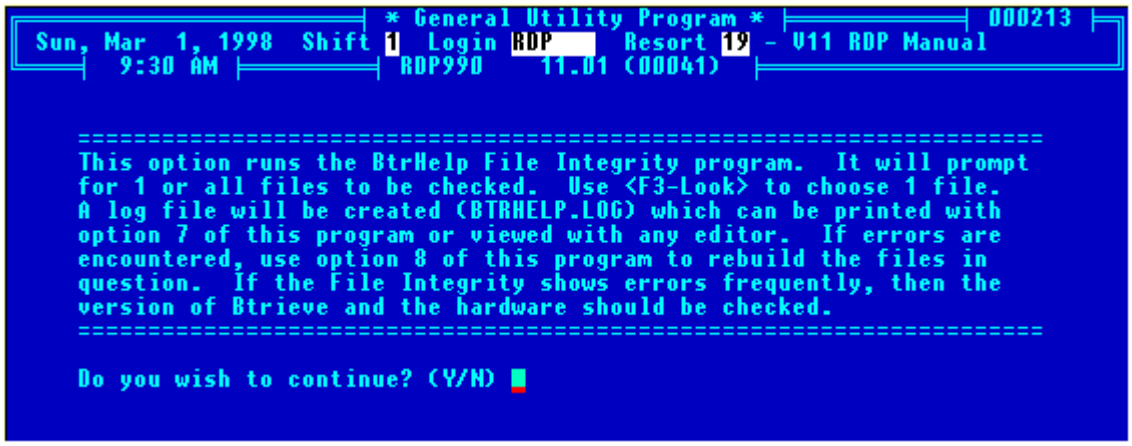
The manual rate override asterisk appears in all reservation listings, including RDP120:



This option is NOT available if module RN - Enhanced Rates and Packages is installed.

Options 6 - 8 - BTRHELP

BTRHELP is a *BTRIEVE* file integrity and repair utility. Option 990-6, 990-7, and 990-8 all deal with the BTRHELP utility and RDP data files. Option "990-6" - "BTRIEVE File Integrity" checks RDP data files for any data corruption which could render the file ineffective. After choosing option 990-6, the system displays the following information:



The information displayed above describes the uses of option 6 - 8 in the General File Utility (990). Option 6 checks RDP data files for data corruption and should only be run under direct instruction from RDP support personnel. The utility can be time consuming based on the data file chosen. After answering "Y" to continue above, the system prompts:

Use <F3 - LOOK> in order to view a list of RDP data files. Option "C" runs the BTRHELP utility on all critical system files, and option "A" runs the utility on ALL data files.

Option 990-7 displays the BTRHELP.LOG file to the screen in order to review and determine whether or not the file repair utility is necessary with option 990-8. Again, only use these options under the direct guidance of RDP support personnel.

OPTION 993 - FILE MAINTENANCE

Option "993" - "File Maintenance Utility" on the System Utilities Menu is another utility which should only be run under the direct guidance of RDP support personnel. File maintenance displays and allows changes to, the actual records as they are stored in RDP data files. Because the utility is designed for RDP support personnel, the screens and data prompts are very plain and are not intended for general use. Changes and deletions can be made very easily in the file maintenance utility, without any prompts from the system.

☒ ***Please contact RDP support prior to using this utility.***

OPTION 996 - RESETTING TRANSACTIONS

Option 996 recalculates transactions and ensures that totals are equal to the sum of all transactions. 996 is run nightly as part of the audit on in-house guests (ONLY!) - see step1 in the ***Night Audit*** chapter. The 996 program is run nightly in order to check that all *no-printed transactions* for in-house guests equal zero. This is the most common use for 996.

However, 996 can also be used for recalculating tax rates due to a local tax increase (resetting transactions on future reservations) or recalculating owner balances after a retroactive fee increase (resetting transactions on owners).

Contact RDP support prior to using any option besides "2" - "Reset In-House Guests".

OPTION 997 - UPDATING THE TABLEFILE THROUGH A UPD

UPD files are used for quickly updating multiple RDP directories. An example of a UPD file is a copy of table "CD" - "Source of Business Validation". UPD files can be very useful to central reservations sites that make several changes to standard tables, such as table CD. In effect, a UPD can be created which copies the table (or a portion of the table) and then adds it to another RDP directory.

For example, assume Island reservations, a fictional RDP customer with 13 properties wants to add 10 new source of business codes to each property. There are two ways to accomplish this task:

1. Add ten new sub-records to table CD in each property's directory, a total of 130 new sub-records.

2. Add the 10 new sub-records once and update each directory through option "997" - "UPD File Utility".

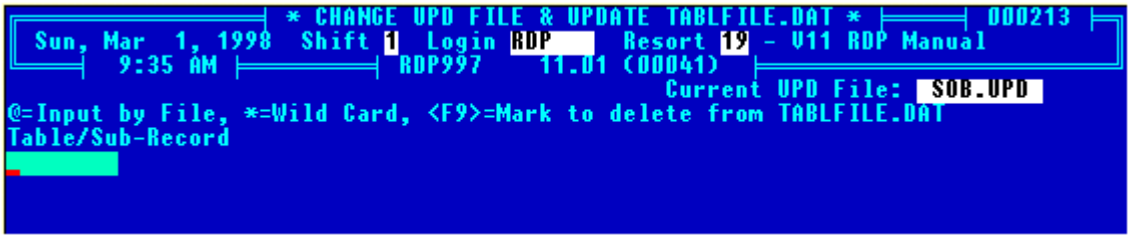
In order to create the UPD file for Island Reservations, follow these steps:

1. Choose option 997 from the System Utilities menu.

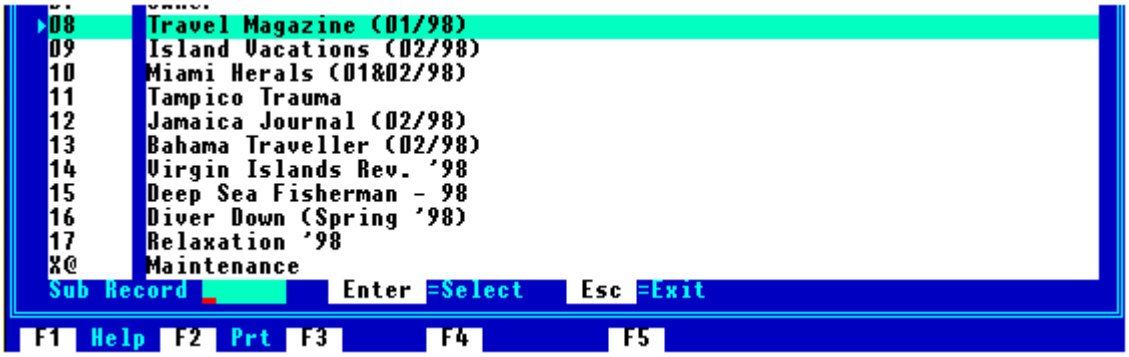
2. Choose option "4" - "ADD/REPLACE record to UPD file".

3. Name the UPD file, i.e. - SOB (Source of Business). The system automatically adds the DOS extension of .UPD.

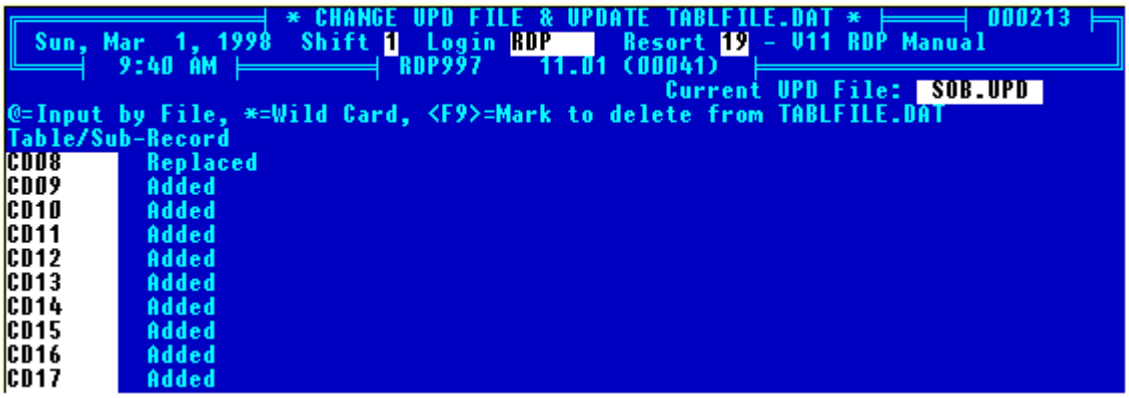
4. The system now prompts:



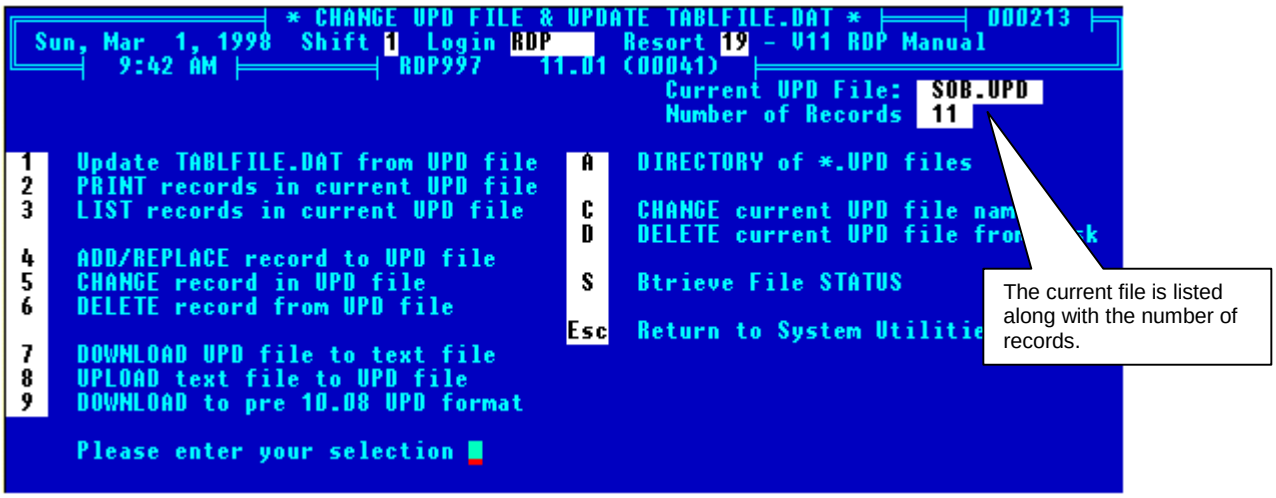
5. Enter the table number (CD) followed by the appropriate sub-records. For example, assume Island Reservations added sub-records 08 - 17 in the Source of Business table (CD):



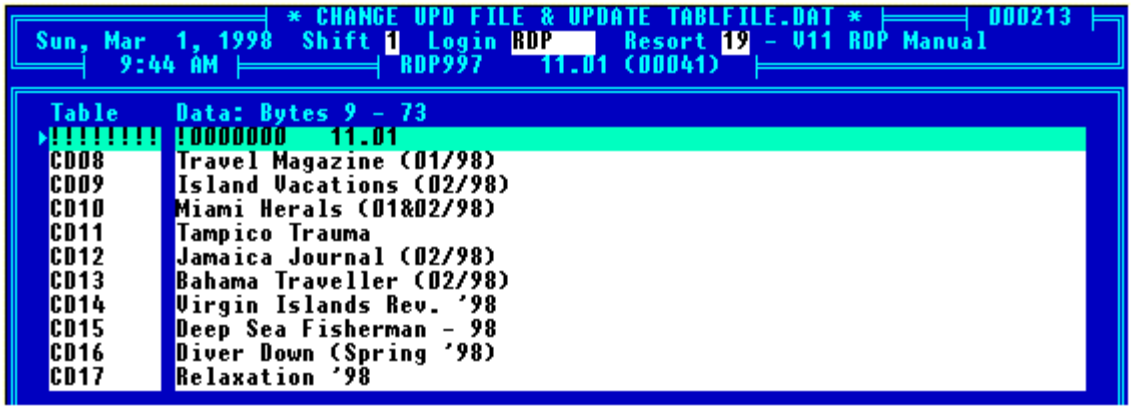
For the UPD file, the following Table/Sub-records would be added (no slash required):



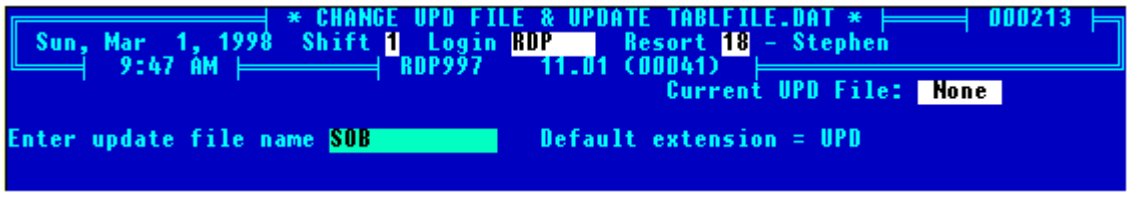
6. After adding all appropriate sub-records, press <ESCAPE> to indicate the editing of the UPD file is complete. The system returns to the "Change UPD File & Update TABLFILE.DAT" screen:



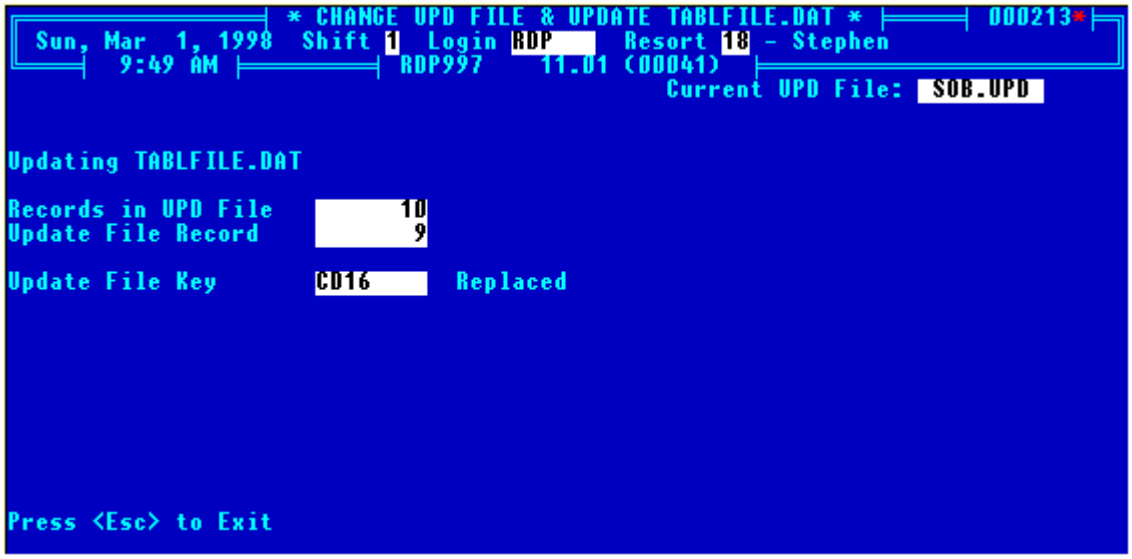
7. After adding all appropriate sub-records, double-check the file using option “3” - “List records in current UPD file”. The list feature displays the current UPD file to the screen:



8. After double-checking the UPD file, change RDP directories to the property without the new source of business codes and access option 997 from the System Utilities menu.
9. To add the new sub-records, choose option “1” - Update TABLFILE.DATE from UPD file.
10. The system prompts for the name of the UPD file, enter “SOB” to add the new source of business codes.



11. After entering the UPD file, the system quickly adds the new sub-records:



12. Once the process is complete the new sub-records appear in the CD table:

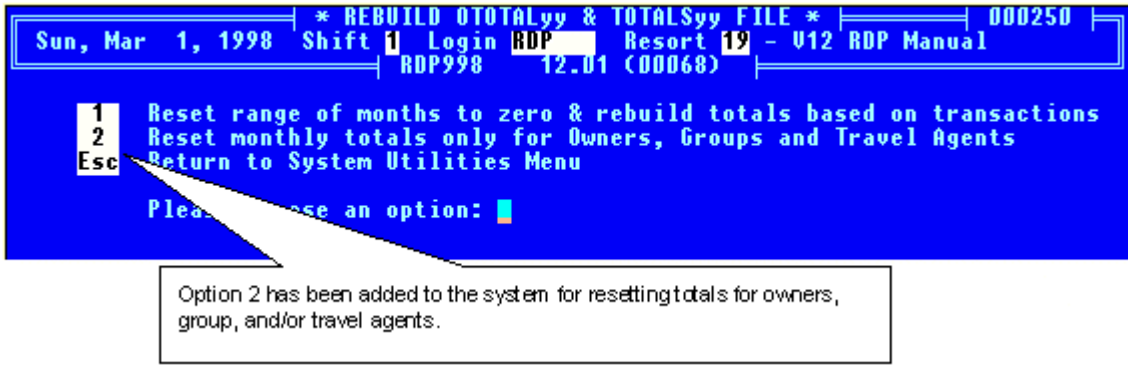
OPTION 998 - RESETTING LEDGER TOTALS

Option 998 is a potentially dangerous utility, which erases all totals and rebuilds them based on existing transactions. This utility should ONLY be run under guidance from RDP support personnel. Many times ledger totals may change with option 998 and must be adjusted with option “184” - “Inquire on Totals File” from the System Manager menu (98).

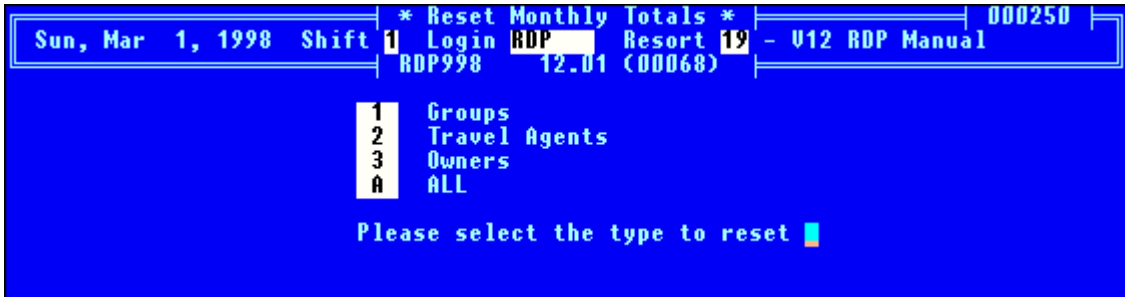
☒ ***DO NOT RUN RDP998 UNLESS INSTRUCTED TO DO SO BY RDP SUPPORT PERSONNEL!***

Rebuilding Owner, Group, or Travel Agent Totals

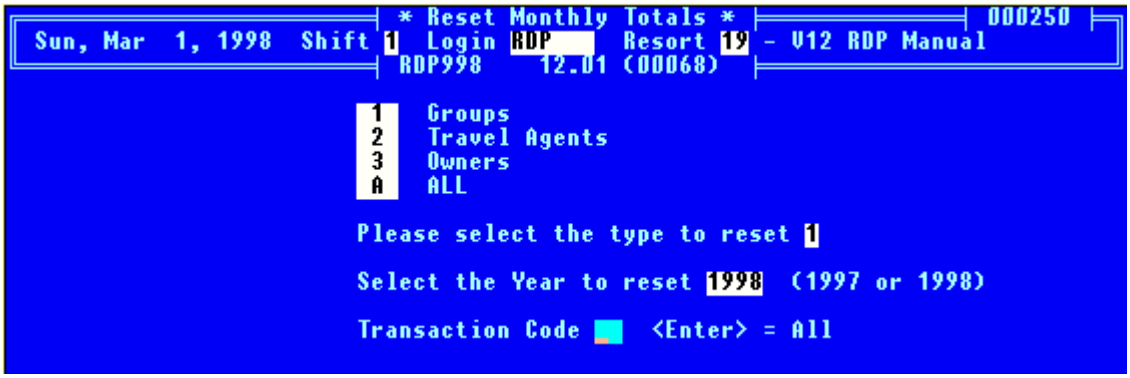
Option 2 in 998 is used for resetting groups, travel agents, or owner totals based on existing transactions. Upon entering option 998 from the System Utilities Menu, the following screen displays.



After selecting option 2 for resetting totals, the system prompts for the type of entity.



Enter the year for totals to be reset. If totals for only one specific transaction code need rebuilding, enter the code next. If totals for all transaction codes must be rebuilt, press <ENTER> for all.



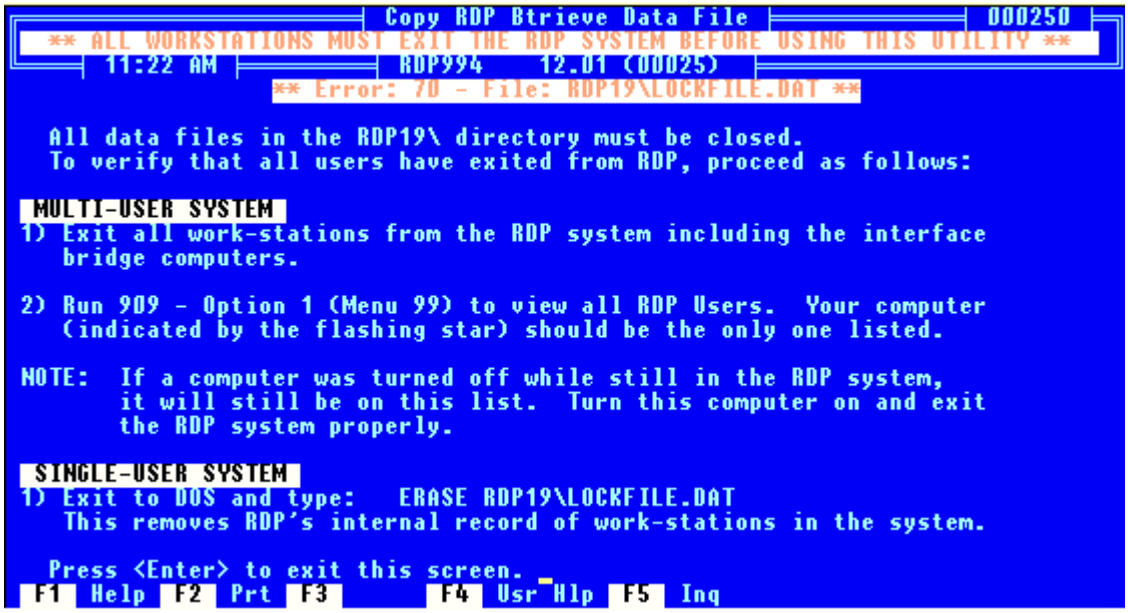
OPTION 994 - COPY AN RDP DATA FILE (COPYFILE)

To fix a corrupted data file, exit all workstations from the RDP the system, including any interface bridge computers.

It is critical to exit the RDP system by typing "E" to Exit. Never turn off a computer while the RDP system is active. There are two methods for making sure that all workstations have exited:

- Go to each workstation. If a workstation is displaying the RDP screen saver it is in the system. Press any key to clear the screen saver and then exit the RDP system normally.
- Use option 909 from the System Manager menu to list all active RDP users. If a given workstation did not exit properly, it will be listed here.

Once all users have exited the system, use option 994 on the System Utilities menu for rebuilding the corrupt RDP data file. If any users are logged on to the system (including interface bridge computers), the following screen displays:

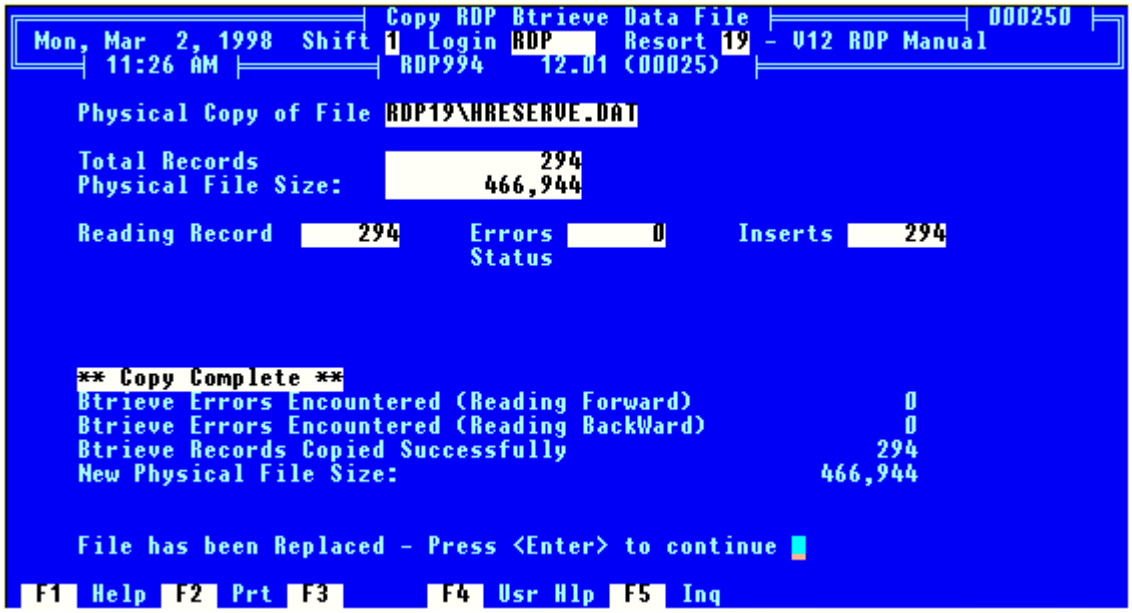


Once all users have exited the RDP system, the system displays the following prompt:

Enter "C" to copy a data file. The system prompts for a file number. Press <F3 - LOOK> to display a list of RDP system data files. Choose the file that is corrupted.

Copyfile Output No Errors

If the RDP system is able to successfully copy the corrupt data file, the following screen displays.



Is the Corrupted File Fixed?

Data files are corrupted because of hard disk failures, power interruptions, cabling problems, bad memory sectors, network cards, and many other reasons. Sometimes a data file is damaged in such a way that option 994 can recover all or most of the information. However, other times the file is damaged in such a fashion that a significant portion of the data is completely lost.

In the example above, the file has 294 total records before option 994 started, and Copyfile was able to properly insert all 294 records into the fixed file, with no errors. Since all data was recovered, Copyfile replaced the old file with the fixed file without prompting. If one or more records in the file were not **recovered**, Copyfile prompts whether or not to replace the file.

If the file started with 50 records, and only 45 were recovered, five records were **completely lost.** If this were the reservation file being rebuilt, five reservations would be completely lost, with no hint as to which ones they were. In this case it would be better to enter "NO" to replace the file and restore the data files from your last tape backup. However, if 14999 of 15000 records were recovered, perhaps it is better to enter "YES" and lose the one record than to restore a backup and re-enter data.

Whenever files are fixed with Copyfile, the system writes a message to the system log file regarding how many records were lost and if the file was replaced. The system log file can be viewed with option 908 on menu 99.

If a corrupted file is NOT replaced after running copyfile, you must restore a tape backup and re-enter all data since that backup. A "NO" answer keeps the corrupted file active on your disk. You cannot continue to operate the system with a corrupted file!

THE C1 TABLE

OVERVIEW

In addition to system switches, use the C1 table to customize the RDP property management system. The C1 table contains several features which can be "turned on" simply by adding a sub-record. For example, it is possible to have the system prompt for a credit limit at check-in or default credit limits to a pre-determined amount for those guests with or without credit cards. Also, it is possible to require passwords for overbooking the property, overriding rates, and checking out guests with a balance due. This section details the above scenarios in addition to several other C1 features, including:

Passwords
Credit Limits
Defaults
Daily Charge Field
Availability Search
Blinking Function Keys
Defining Room Type Sequences
Collecting Data at Checkout
Customizing Payment Types 5 & 6
Miscellaneous

☒ ***Only those C1 sub-records discussed in this chapter should be added or changed. The C1 table contains critical system records that, if deleted or changed, could have adverse effects on the operation of the RDP system. NEVER delete or change any C1 sub-records that are not mentioned in this chapter!***

PASSWORDS

The C1 table contains several passwords for performing specific tasks, including:

- Overbooking
- Adjusting Room Rates
- Checking Individuals Out with a Balance Due
- Early Departures
- Overriding the Minimum Number of Nights
- Accessing Switches

All C1 table passwords are activated by adding a sub-record to table C1 using option "090" - "Update System Tables" on the System Manager menu. Specifically, use the following steps to access the C1 table:

1. From the RDP Main Functions menu, choose option 98, the System Manager menu.

2. From the System Manager menu, choose option "090" - "Update System Tables".

3. Choose option "U" - "Update System Tables".

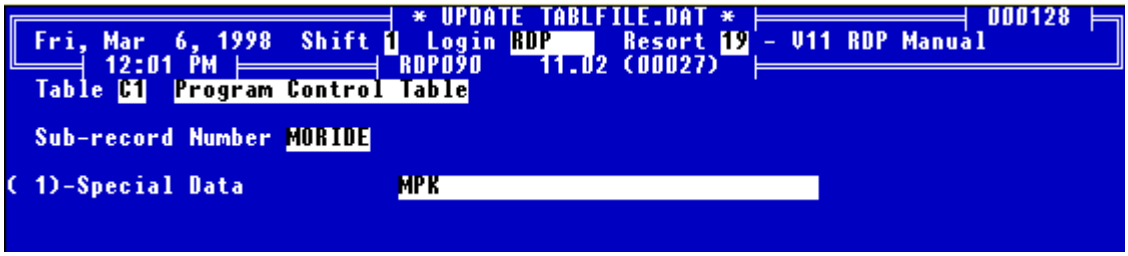
4. At the table number prompt, enter “C1”. The following prompt appears:

5. In order to add any of the passwords mentioned below choose option “S” for sub-record.

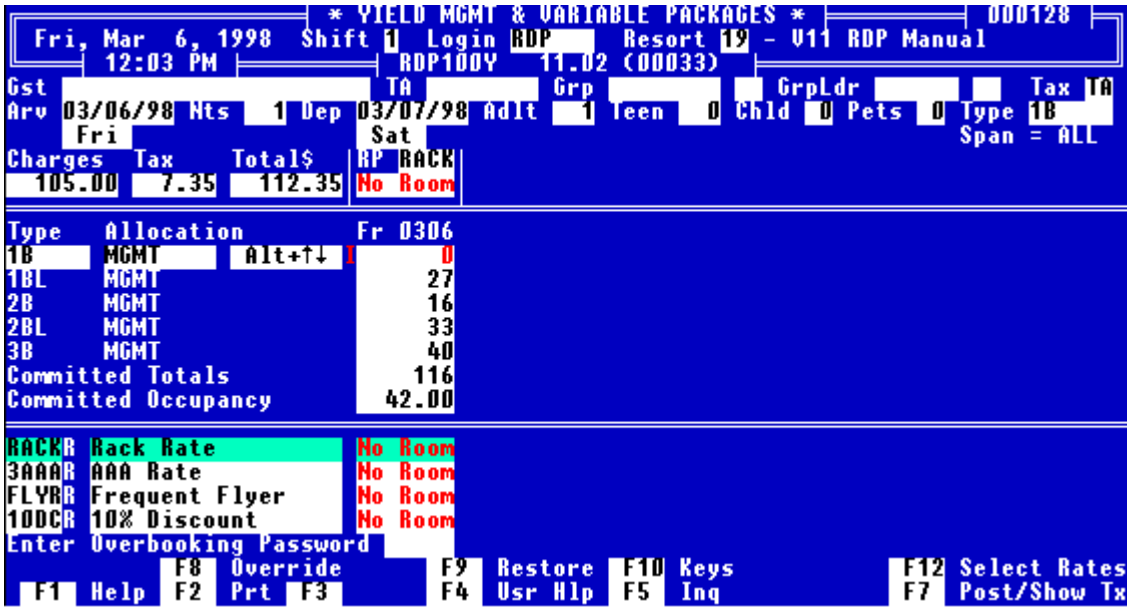
All passwords listed below are alphanumeric and are NOT case sensitive.

Overbooking Password

In order to require a password prior to overbooking the property, add sub-record “MORIDE” to the C1 table. After adding the new sub-record, add the password to field number 1, Special Data:



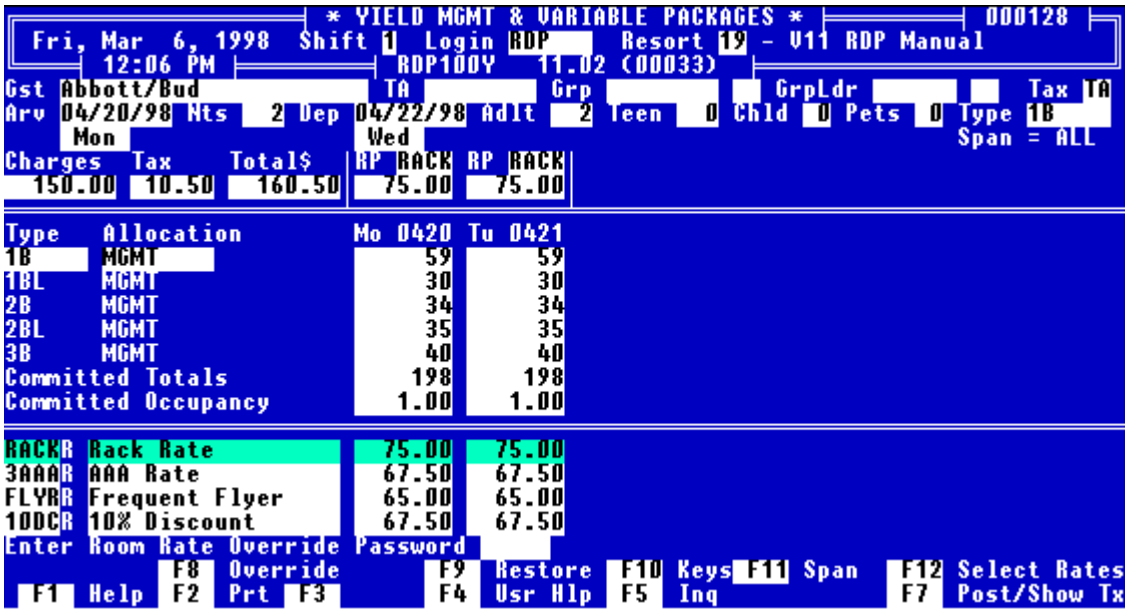
File the sub-record. With MORIDE added to the C1 table, the system displays the following prompt in RDP100 when choosing a room type with zero available rooms:



Having MORIDE (Management Override) active, the password (MPK) is required before continuing with the overbooking reservation.

Rate Adjustments

Add sub-record MRIDE2 to the C1 table in order to require a password prior to overriding room rates using the <F8 - OVERRIDE> key in RDP120 power user option “A”, or when making a new reservation using RDP100. After adding sub-record MRIDE2 and the password in field #1, Special Data, the system displays the following prompt:



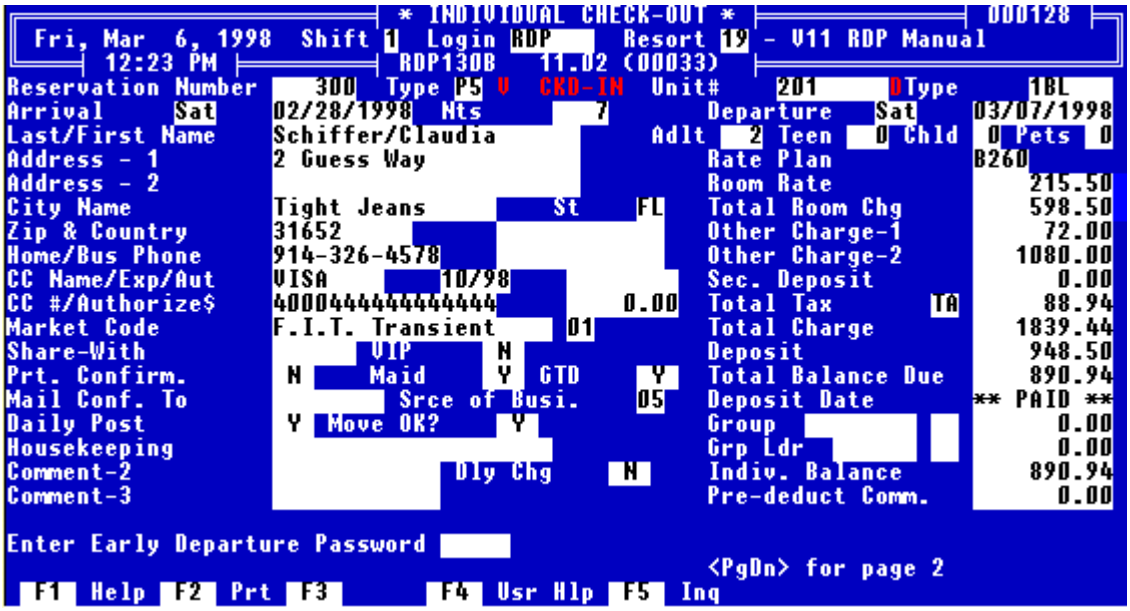
Checkout with Balance Due

Most properties do not check guests out with a balance due. In order to ensure that guests are not checked out with a balance due, add sub-record BALREQ to the C1 table. BALREQ requires a password in RDP131 prior to checking out any guest whose balance due is greater than zero. After adding sub-record BALREQ to the C1 table and entering the password in field #1, Special Data, the system displays the following prompt during checkout (if the balance due is greater than zero):

Early Departures

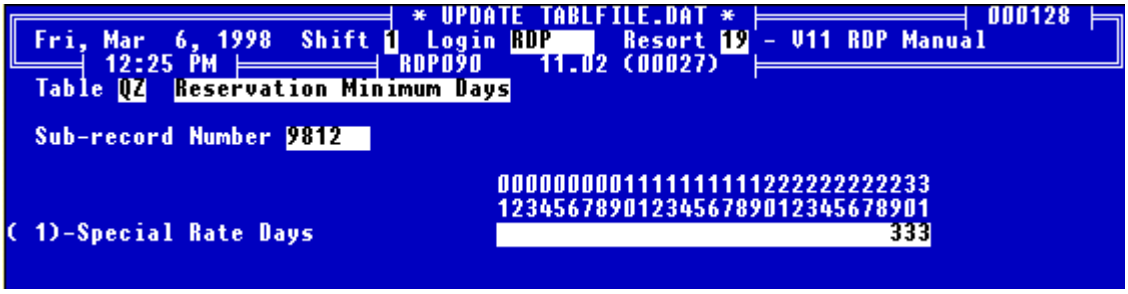
Because some properties require pre-payment prior to guests checking in, they require a password for early check-outs in order to control refund dispersal's. Add C1 sub-record 130 in order to add a password to the system for performing an early check-out. After adding the password to field #1, Special Data, the system displays the following prompts during an early check-out:

First the system prompts that the reservation is leaving early, and asks the clerk if the departure date should be changed to today's date. If the answer is YES (Y) and C1 sub-record 130 exists, the system prompts for the early departure password:



Minimum Nights Override

With RDP version 11.00, it is possible to add a minimum number of nights requirement for certain arrival dates. For example, assume a property in a busy ski town requires a three night stay over New Year's Eve. This property would have a QZ (Reservation Minimum Days) table similar to the following:



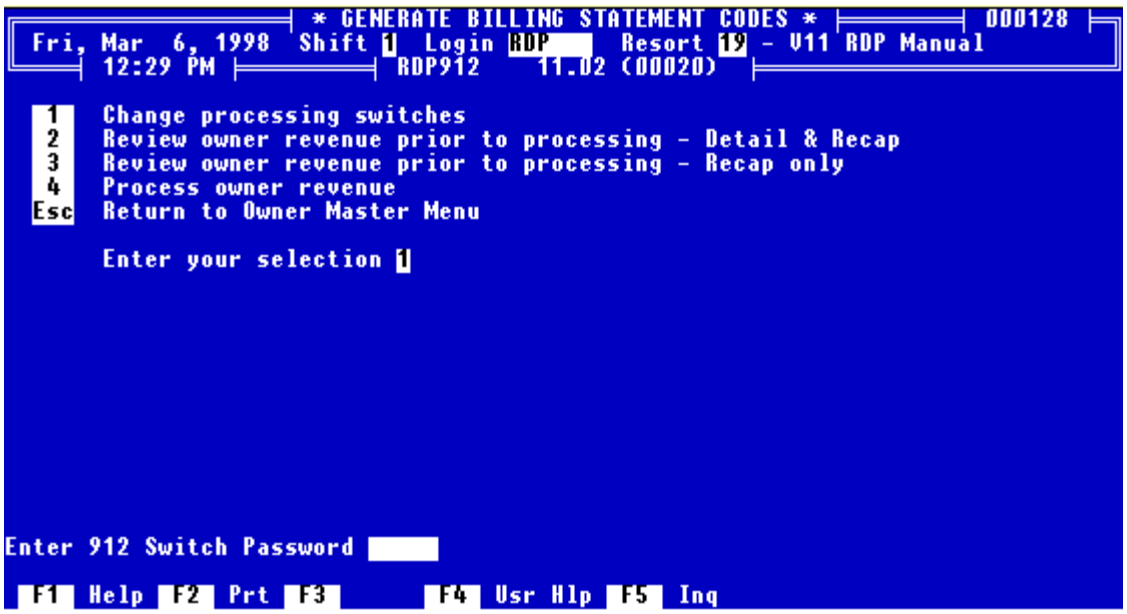
Sub-Record 9812 in the QZ table above requires a three night stay for guests arriving December 29, 30, and 31. However, many times reservations managers may make exceptions for certain rooms or individuals based on availability or other outstanding circumstances. In these situations, it is helpful to have a management override on the minimum number of nights required. In order to add a management override password for these circumstances, add sub-record MINNTS to the C1 table, with the password entered in field #1, Special Data. With MINNTS added, the system prompts for a password whenever the minimum number of nights requirement is not met:

Switch Access

Currently, four banks of switches may be password protected, including the switches which control owner and travel agent commissions (option 912), the upload/download switches (option 930), switch bank 109, and switch bank 319. The following C1 sub-records correspond to each bank of switches:

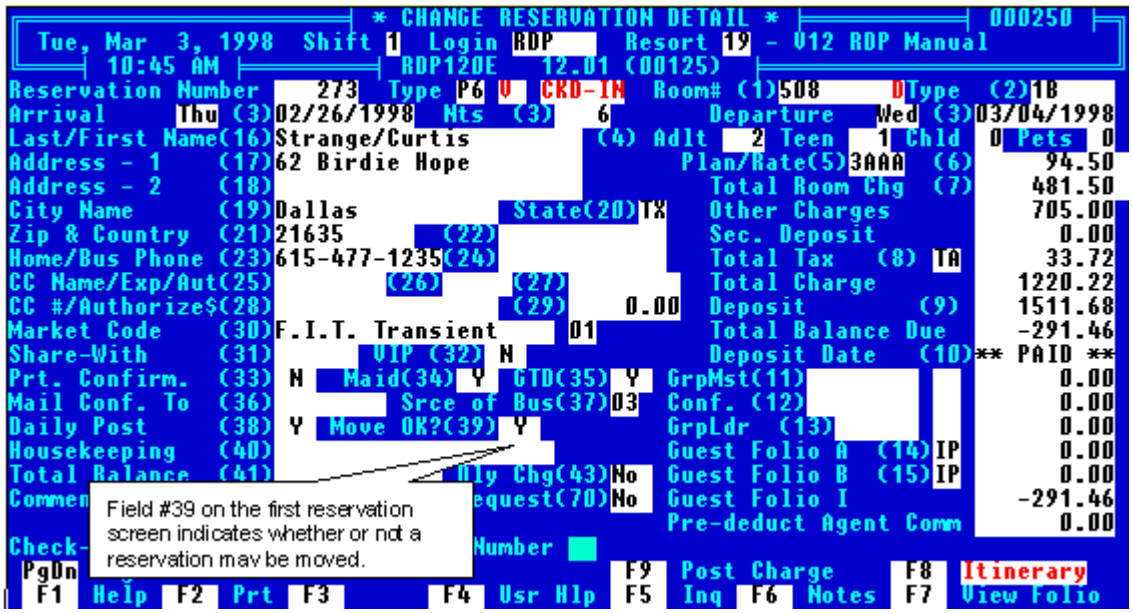
C1 Sub-record	Switches
930C	Upload/Download switches in option 930
912C	Owner Revenue/Travel Agent Commission switches in 912
110C	Password for 109 switches
110C	Password for 319 switches

Adding these sub-records to the C1 table requires password entry prior to accessing the switches listed above. For example, adding sub-record 912C to the C1 table with the password entered in field #1, Special Data, displays the following prompt when accessing the switches contained in option "912" - "Change Processing Switches" on menu "12" - "Owner Master & History".



PASSWORD PROTECT THE ALLOW MOVE FIELD

The "Allow Move" field is found on the first reservation screen when making or changing reservations (field #39).

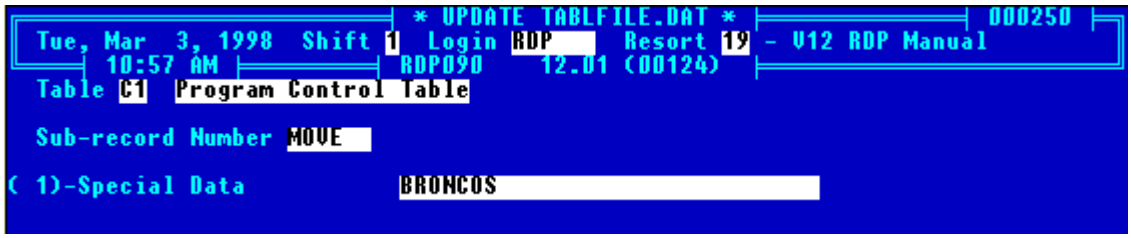


When activated, the following prompt is displayed any time the value in field #39 is changed from "Y" to "N" (or vice versa).

Here, the user making the change must have the "Allow Move" password.

Enabling the Password Feature

1. From the System Manager menu, choose option "090" - "Update System Tables".
2. Choose option "U" - "Update Table Records".
3. Enter table number "C1".
4. Enter "S" for "Sub-Record".
5. Add sub-record "MOVE". In the "Special Data" field (#1), enter the "Allow Move" password.

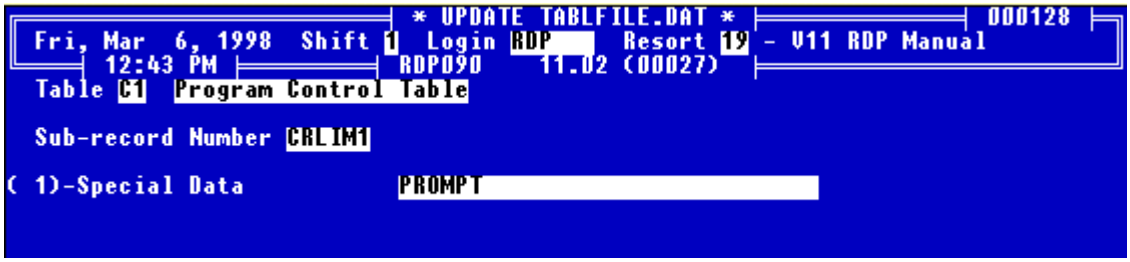


CREDIT LIMITS

There are three C1 sub-records that pertain to credit limits, CRLIM1, CRLIM2, and ADDPRE. The first two, CRLIM1 and CRLIM2, pertain to default credit limits for guests with and without credit cards. The third sub-record, ADDPRE, pertains to the credit card interface module and adds a pre-defined dollar amount or percentage to the pre-authorized credit limit. Use steps 1 - 7 in the ***Passwords*** section above in order to access the C1 table.

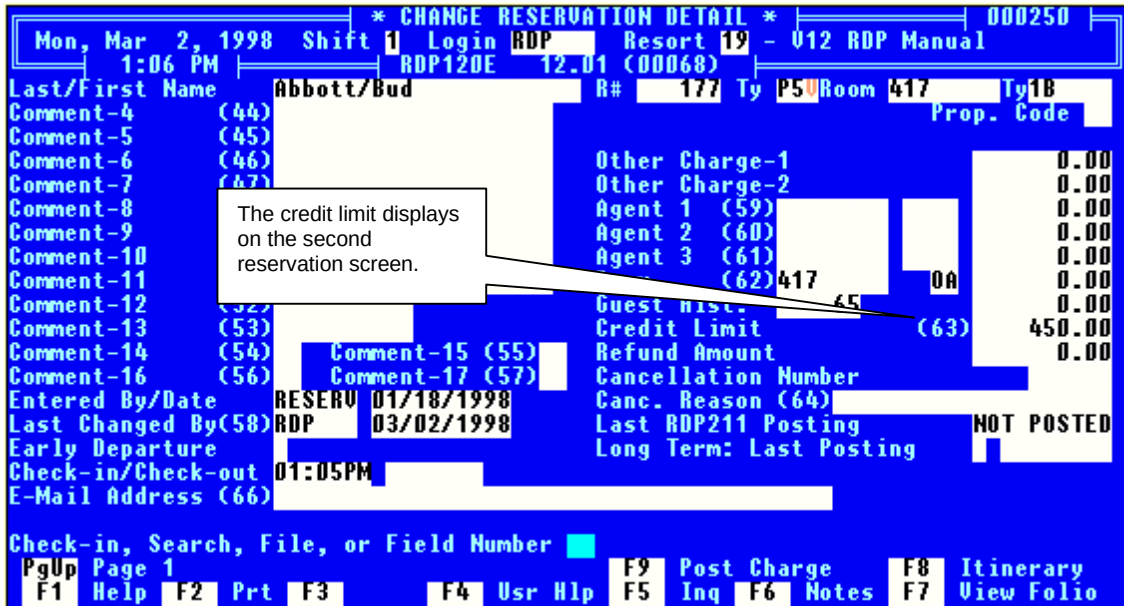
CRLIM1 and CRLIM2

C1 sub-record CRLIM1 is the default credit limit for guests with a credit card number on file (entered in field #28 on the first reservation screen). There are two possible entries in the Special Data field for sub-record CRLIM1, a dollar amount (i.e. - 200.00) or the word “PROMPT”. The dollar figure defaults every reservation with a credit card to the specified credit limit upon check-in. For example, Mr. Jones checks in to room 120 and has a credit card on file, at check-in the credit limit defaults to $200.00. The second option, PROMPT, prompts the front desk clerk for a credit limit as part of the check-in process.

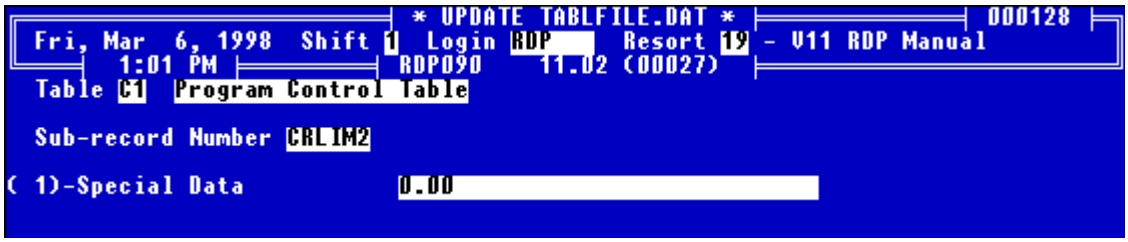


With CRLIM1 set to PROMPT, the system prompts for a credit limit as part of the check-in process:

Here, the front desk clerk may enter the specified credit limit based on the pre-authorization amount. Now, the credit limit field, #63, reflects an accurate amount:



CRLIM2 represents the credit limit for all cash paying guests (those without a credit card number entered in field #28 on the first reservation screen). CRLIM2 also has two possible entries, a specific dollar amount or the word PROMPT. Most properties set CRLIM2 at zero (0.00) since cash paying guests do not have any credit at the property.



After filing sub-record CRLIM2, field #63, Credit Limit, is set to $0.00 at check-in for all cash paying guests.

A cash paying guest is defined as one who does not have a credit card number entered in field #28 on the first reservation screen.

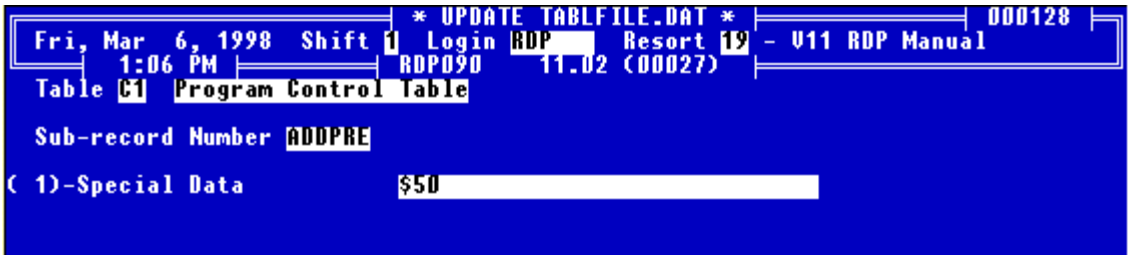
ADDPRE

ADDPRE adds a pre-defined dollar amount or percentage to the pre-authorized amount at check-in. The pre-authorized amount is entered using option 2 - Pre-authorize Credit Card. When checking a guest in, the system prompts:

Here, credit card interface customers can choose option 2 to pre-authorize a credit card for a dollar amount. The ADDPRE sub-record then adds a specified dollar amount or percentage in order to arrive at the total credit limit.

ADDPRE as a Dollar Amount

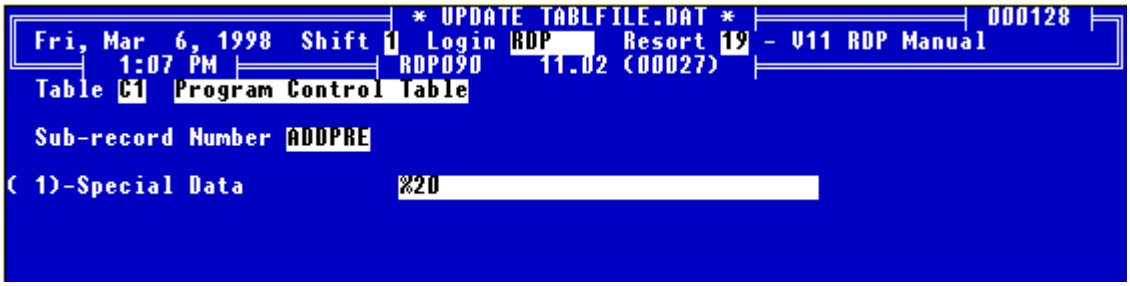
In order to always add a specified dollar amount to the individual balance due (the default pre-authorized amount), enter a dollar sign ($) and then the dollar figure in field #1, Special Data.



In the scenario above, the system would always add $50.00 to the default pre-authorization amount (the individual balance due).

ADDPRE as a Percentage

In order to add a percentage of the individual balance due to the default pre-authorized amount, enter a percentage symbol followed by the percentage to add. For example, %20 would always add twenty percent to the default pre-authorized amount.



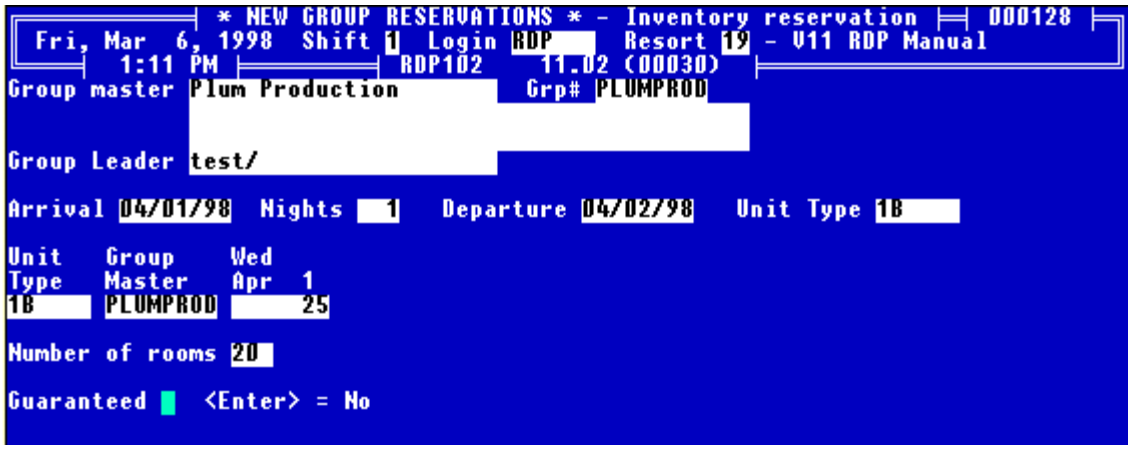
In both ADDPRE scenarios, the pre-authorized amount, plus the percentage or dollar figure, becomes the total guest credit limit, automatically entered in field #63 on the second reservation screen.

DEFAULTS

It is possible to define several *system defaults* using C1 sub-records. For example, enter C1 sub-records to default overbooking flags, group master flags, and reservation prompts. These defaults save time and tailor your system to meet property specific requirements. Add all the following sub-records to the C1 table using steps 1 - 7 defined in the ***Passwords*** section above.

Guaranteed Group Reservations

Add C1 sub-record GUAR in order to default all group reservations made with RDP102 to a guaranteed status of YES (Y). In order to default all group reservations to YES, enter a “Y” in the Special Data field for sub-record GUAR. The second option for the Special Data field in sub-record GUAR is “PROMPT”. The PROMPT setting displays the following question as part of the group reservation process in option “102” - “Group - New reservations” on menu “6” - “Group Masters”:

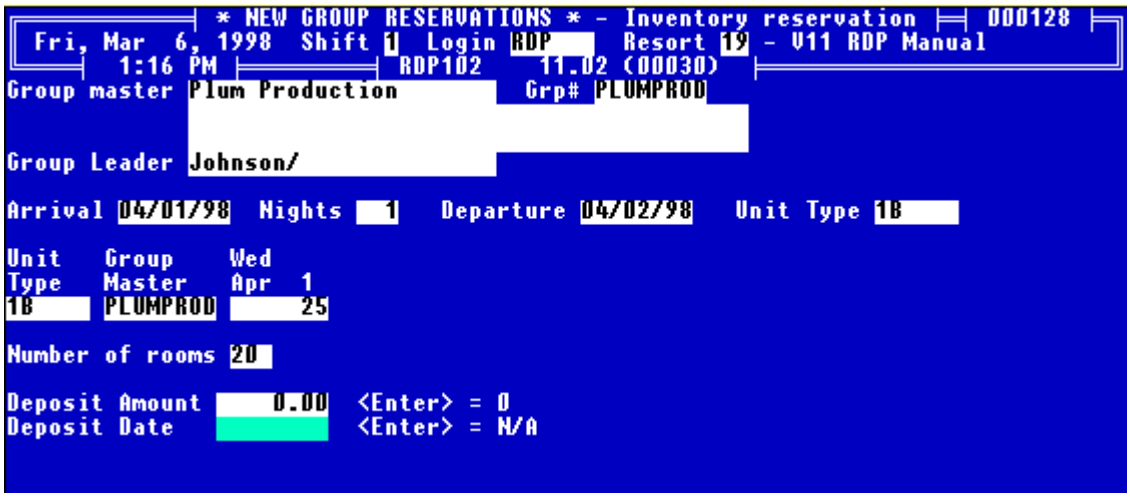


*For more information on group reservations, see the **Groups and Conferences** chapter in the User's Manual.*

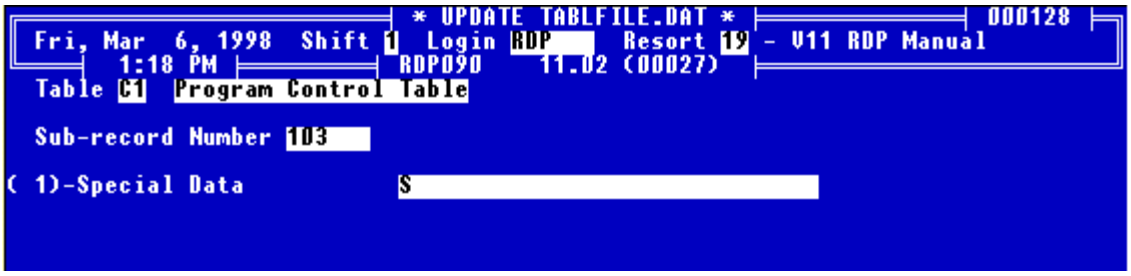
Deposit Date and Amount

As a review of the ***Groups & Conferences*** chapter, RDP recommends creating group leader billing folios for all "true" group activity, i.e. - a business meeting where the company is paying room and tax. Because of this, RDP also recommends posting all advance deposits to the group leader folio, so the deposit depletes as the group checks out.

As part of the group reservation process, the system prompts for a deposit date and amount:

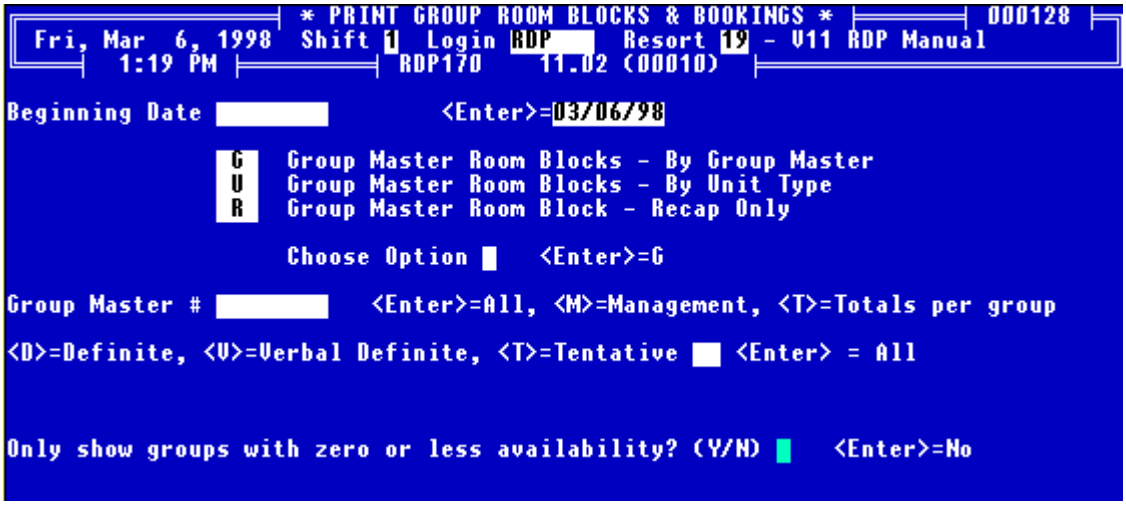


By entering a deposit amount and date at this prompt, the system applies the amount to EACH folio made in the group reservation process (RDP102), as opposed to applying the deposit to the group leader only. Since most group scenarios do not include a deposit received from each individual at the time of the reservation, it is possible to skip these two prompts (deposit date and amount) by adding C1 sub-record 103, with the Special Data field set to "S" (Skip):

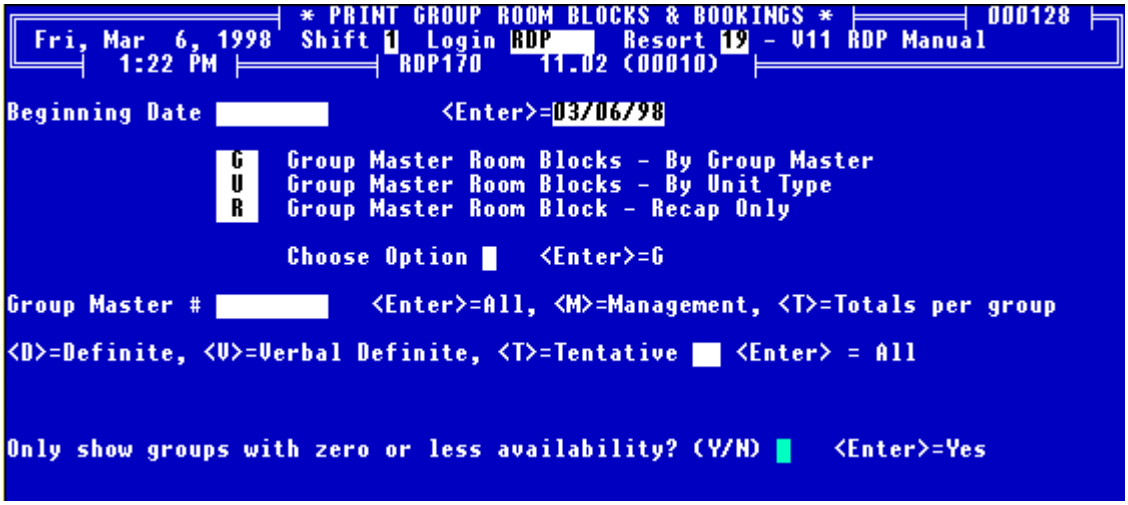


Print Overbooked Group Allocations Only

Report “173” - “Group Master Room Block Report” prints room blocks by group master or room type. As part of report 173, the system includes the following prompts:



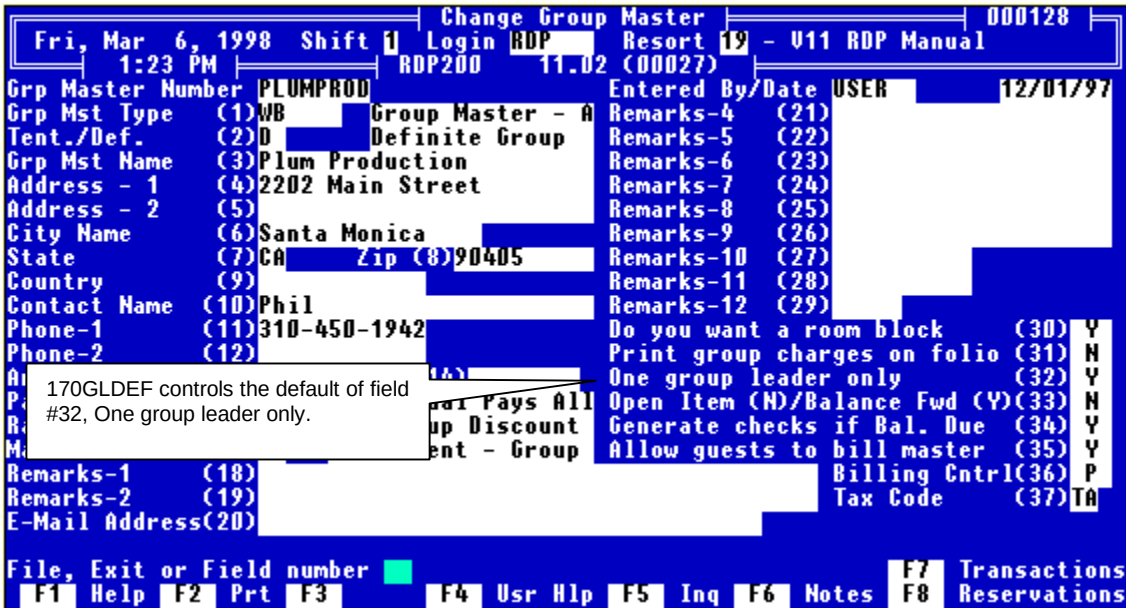
The final question is whether or not to include only those groups with overbooked allocations, meaning they have picked up more rooms than were originally blocked. The standard system default for this question is NO. However, this default may be changed by adding sub-record 170OVR to the C1 table with the Special Data field set to “Y” (YES). With the sub-record added and set to Y, the prompt now appears as:



Note the default for the overbooking prompt is now YES.

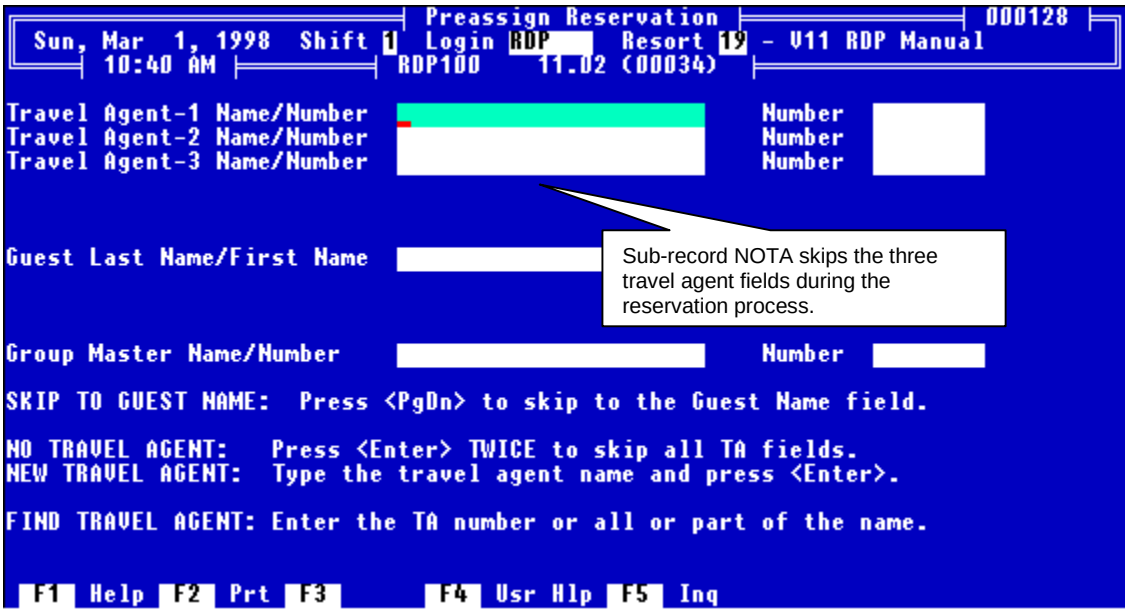
One Group Leader Only Default

Each group master has a flag for "One Group Leader Only" as part of the group master record. As described in the ***Groups and Conferences*** chapter, this flag determines whether or not the group master record will be reusable for future reservations. The normal default for this flag is YES, allowing the group master to be reused. If the property does not want to reuse group masters, add sub-record 1GLDEF to the C1 table and enter NO in the Special Data field (#1). The no setting changes the default from YES to NO in the group master record.



Skip Travel Agent Fields

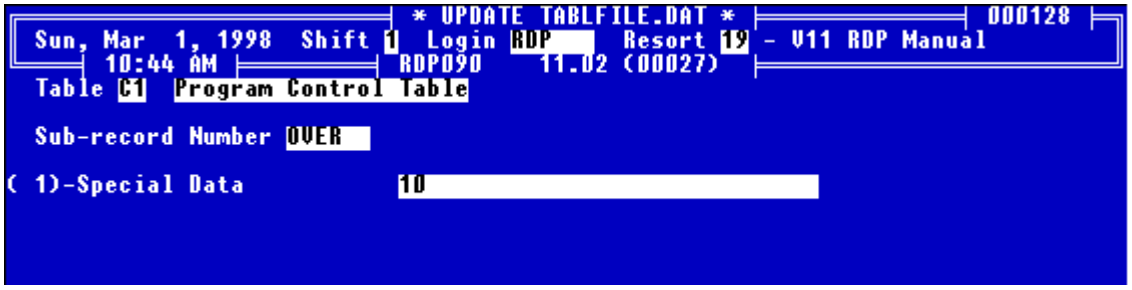
Certain properties have very little, if any, travel agent business. For these properties, it is possible to skip the travel agent fields by adding sub-record NOTA to the C1 table with the text "Skip Travel Agents" in the Special Data field. By adding the NOTA sub-record, the system skips the three travel agent fields in RDP100 and lands the cursor directly at the guest name. However, on the rare occasion that the property takes a travel agent reservation, press <ESCAPE> in order to go back one step and enter a travel agent name or IATA (International Association of Travel Agents) number.



With NOTA added, the travel agent fields are also skipped when making group reservations in RDP102.

Overbooking Qualifier

Some properties overbook regularly because of a known "*no-show factor*", meaning that a certain percentage of rooms consistently cancel, therefore allowing the property to be overbooked. These properties do not want to stop selling rooms when they are at 100%, but maybe at 105% or 110%. For these properties, RDP allows the property to oversell by a pre-determined number of rooms prior to invoking the management overbooking password discussed above (MORIDE). In order to add this feature to the RDP system, add sub-record OVER to the C1 table and enter the number of rooms the property needs to be oversold by in the Special Data field. For example, assume a 100 room property wants to continue selling rooms until they are at 110%, the C1 OVER sub-record would appear as:



Because the property counts on a 10% "no show factor", management has decided they can oversell by ten rooms prior to requiring a password to book a reservation.

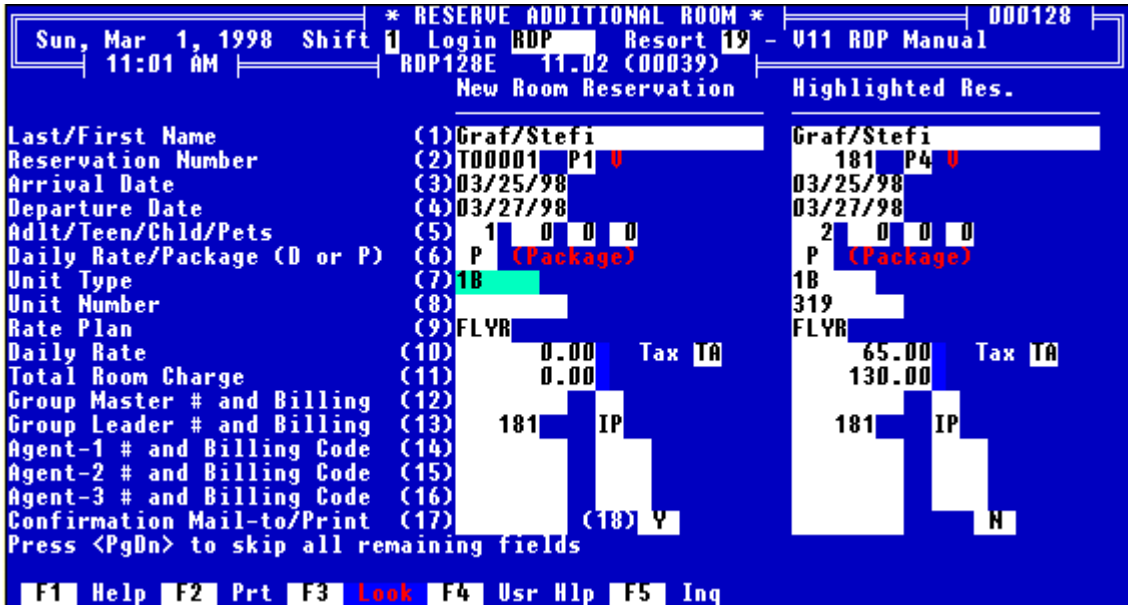
After adding C1 sub-record OVER, the system displays the following message:

This error message alerts the System Administrator that all RDP workstations must be exited from the system prior to invoking the change. RDP000 is the executable program which starts RDP and may be run from any menu by typing “RDP000”.

All new systems contain a menu option for running RDP000 from the RDP Main Functions menu - “999” - “Return to Resorts”.

Reserving an Additional Room

Anytime RDP120 power user option "R" - "Reserve an Additional Room" or RDP100 option <F12 - Reserve Another Room> is used, the following screen displays.



The system automatically brings the cursor to field #7, Room Type and defaults the number of people in the room to one. Many properties are constantly changing the number of people in the second room and do not want to <ESCAPE> to the people fields when reserving an additional room. In order to change the default cursor location when reserving another room, use the following steps.

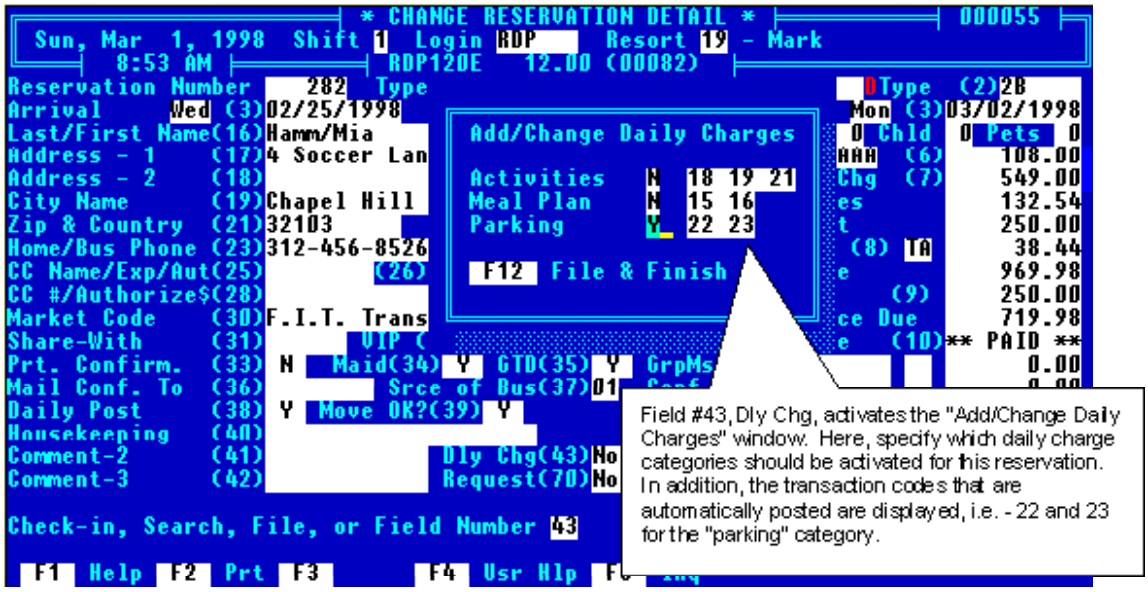
1. From the System Manager menu, choose option "090" - "Update System Tables".
2. Choose option "U" - "Update Table Records".
3. Enter table number C1.
4. Add a new sub-record, "128E-R".
5. In the Special Data field, enter the default field number for the "Reserve Additional Room" screen (above). Valid field numbers are: 1, 3, 4, 5, 6, and 7.

THE DAILY CHARGE FIELD

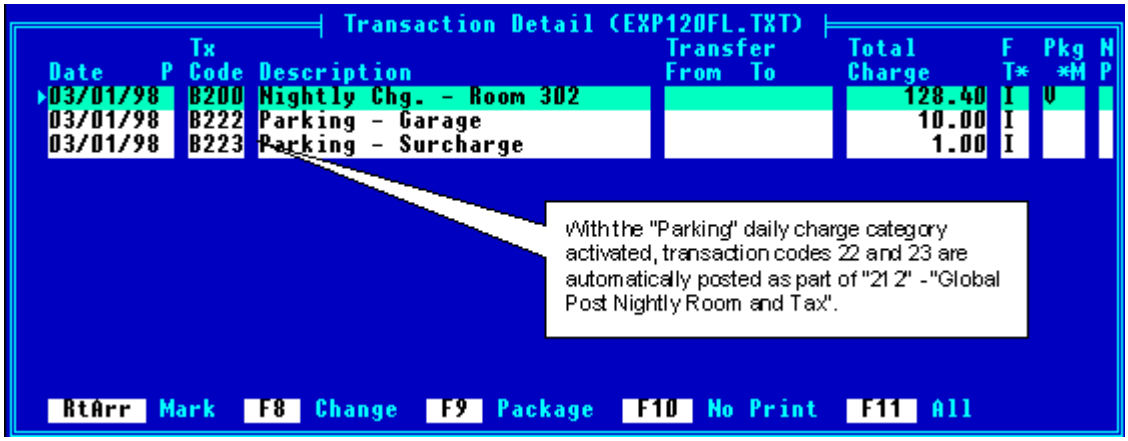
RDP supports up to ten daily charge categories that can be posted as part of the night audit process. Within each category, up to ten individual transactions may be posted. For example, assume a property charges for parking on a nightly basis. And, within the parking "category" there are two transaction codes that must be posted. The first is a $10.00 parking charge and the second a $1.00 "Parking Surcharge".

Each category can be activated or deactivated on a reservation by reservation basis. In addition, a system wide default can be defined for each category. Up to ten transaction codes can be assigned to each category, making it possible to automatically post up to 100 unique transaction codes to each in-house reservation on a nightly basis.

When assigning daily charges to individual reservations, it is possible to activate or deactivate each specific category. After accessing field #43, Dly Chg, on the first reservation screen, the system displays the following window, where each daily charge may be activated (Y) or deactivated (N).



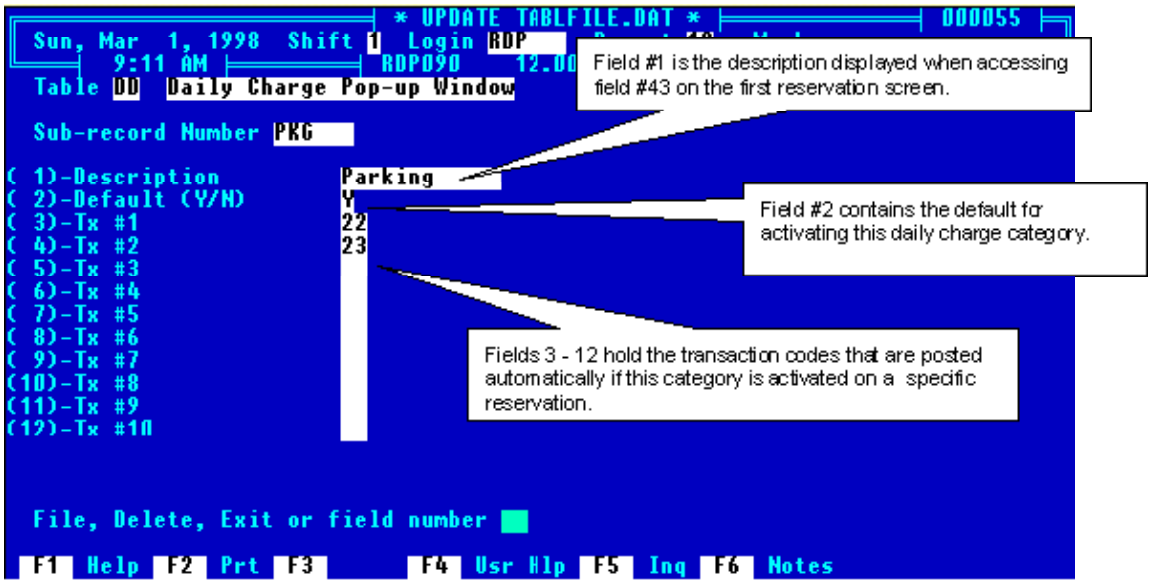
If daily charge categories are activated for a particular reservation, field #43 displays the text "Set". For reservations where at least one daily charge category is activated, RDP212 (Post Nightly Room and Tax) automatically posts the charges associated with a specific category. For example, with the "Parking" category set to YES, transaction codes 22 and 23 are automatically posted to the reservation as part of the night audit process.



For customers using the "Daily Charge" feature in previous versions, the feature was activated by setting switch #421-3 to YES. With version 12, switch 421-3 has been removed and all daily charge features are activated by the existence of table DD. For existing customers updating to the most recent revision of V12, the system automatically converts any daily charges to sub-records in table DD. Additional categories may then be added.

To activate the daily charge feature, complete table DD for additional daily charge categories.

Sample sub-record in table DD



Defaults for Automatic Postings

If a reservation is made with RDP100 without accessing field #43, the system uses the transaction category default defined in table DD (field #2 above). For example, if a clerk makes a reservation and uses the <PAGE DOWN> key to skip all remaining fields on pages one and two, the system looks to table DD in order to determine which daily charge categories are activated.

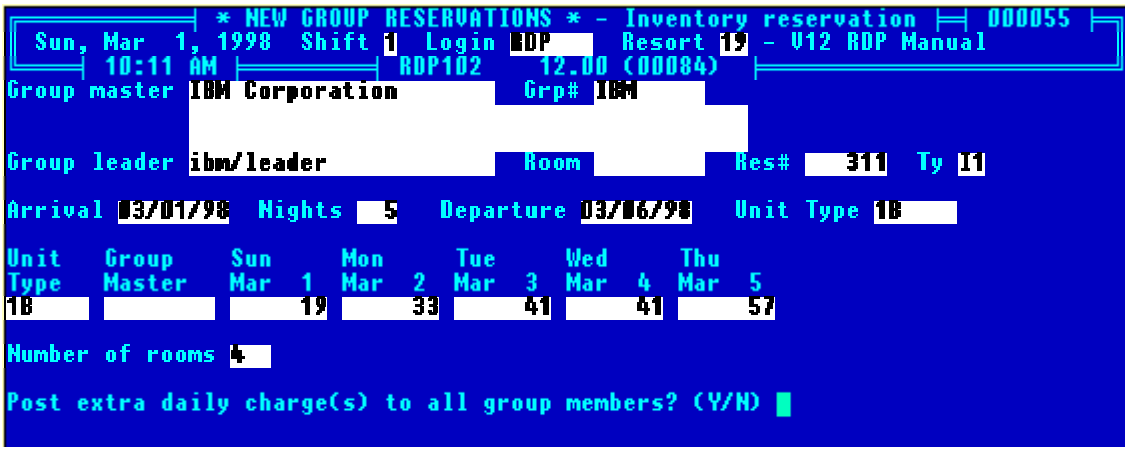
Also, when accessing a reservation in RDP120 that does NOT have any daily charge fields activated, field #43 displays all daily charge categories with a default of NO.

Reserving Additional Rooms and Sharewiths

When reserving an additional room, RDP defaults all group member reservations to be identical to the group leader reservation for automatic postings. For example, if the group leader reservation has the following attributes in field #43, all group members will be identical.

Group Reservations

When making group reservations with RDP102, the system prompts:

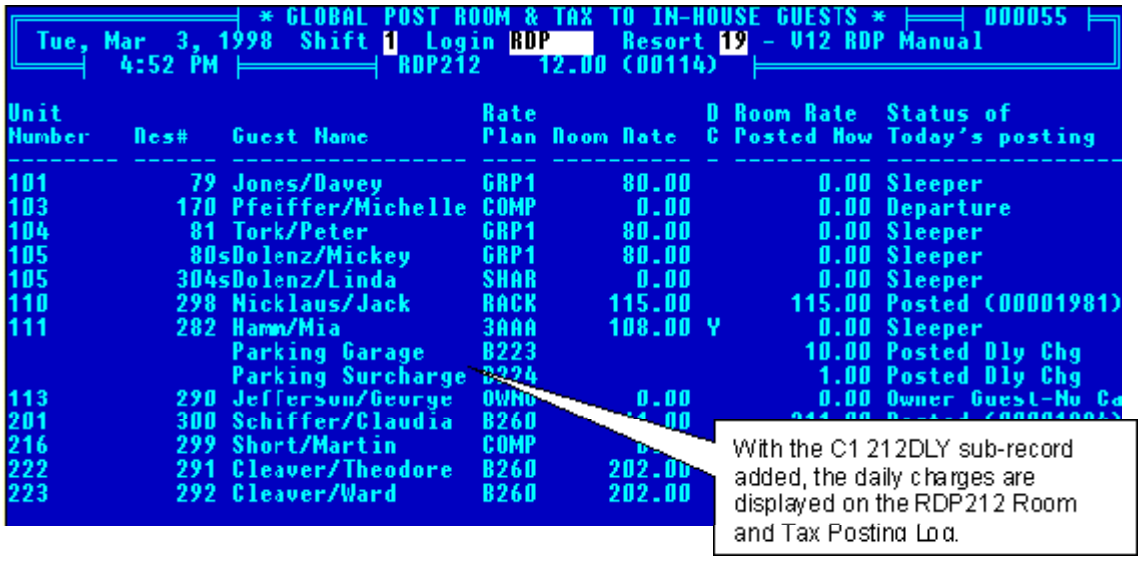


By answering YES, the system displays the Add/Change Daily Charge window.

Data items IQ - IZ represent whether or not transaction categories 1 - 10 are active. These data items print a "Y" or an "N" and may be added to RDP DOS reports and used as qualifiers.

Printing Daily Charges on the RDP212 Room and Tax Posting Log

Adding sub-record 212DLY to table C1 displays "daily" charges (i.e. - rollaway, crib, parking, etc.) on the room and tax posting log. With sub-record 212DLY added, the room and tax posting log looks similar to the example below.



There is also a report on the Night Audit Reports menu, "722" - "Daily Charges Posted by RDP212". The report displays only charges posted automatically by RDP212 (without room charges).

```
Condominium Control System
Report: 415-722     All Daily Charges posted by RDP212

Room    TX Code  Transaction Code Description   Tx Date   Res#   Res Ty  Guest Name
------  -------  ----------------------------  --------  ------  ------  ------------
111     B223     Parking Garage                03/03/98     282  P6      Hamm/Mia
111     B224     Parking Surcharge             03/03/98     282  P6      Hamm/Mia
411     B209     Rollaway Charge               03/03/98     334  P6      Daly/John
411     B222     Crib Charge                   03/03/98     334  P6      Daly/John
411     B223     Parking Garage                03/03/98     334  P6      Daly/John
411     B224     Parking Surcharge             03/03/98     334  P6      Daly/John
```

AVAILABILITY SEARCH

It is possible to search for available rooms based on *room facility labels*. Each room is described by nine descriptive labels. Sample facility labels include floor number, view, amenities (kitchens, fireplaces, and VCRs), and smoking/non-smoking. If rooms with certain facility labels are often requested, the reservationist can search for these rooms during the reservation or room assigning process.

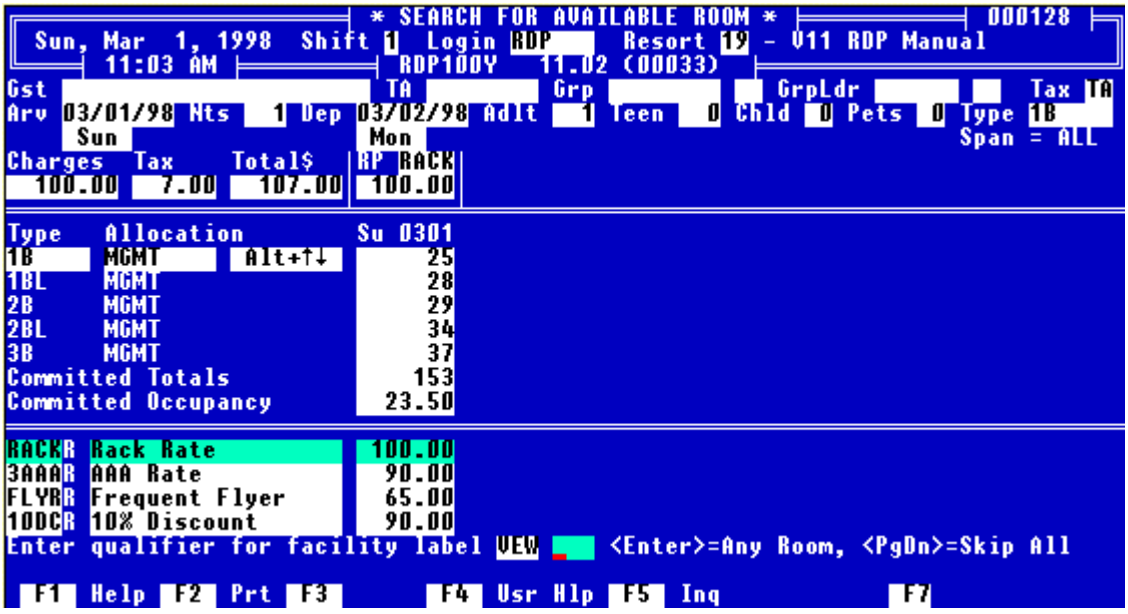
For example, if a beach front property constantly receives requests for oceanfront rooms, the reservationist can save time by only viewing those available rooms which face the ocean. Turn this feature on by adding C1 sub-record AVAIL and entering the facility label (or labels) in field #1, Special Data. In our beach front hotel example, the C1 sub-record appears as:

```
                    * UPDATE TABLFILE.DAT *                    000128
 Sun, Mar  1, 1998  Shift 1  Login RDP     Resort 19 - V11 RDP Manual
     11:01 AM       RDP090    11.02 (00027)
  Table C1  Program Control Table

  Sub-record Number AVAIL

( 1)-Special Data           VEW
```

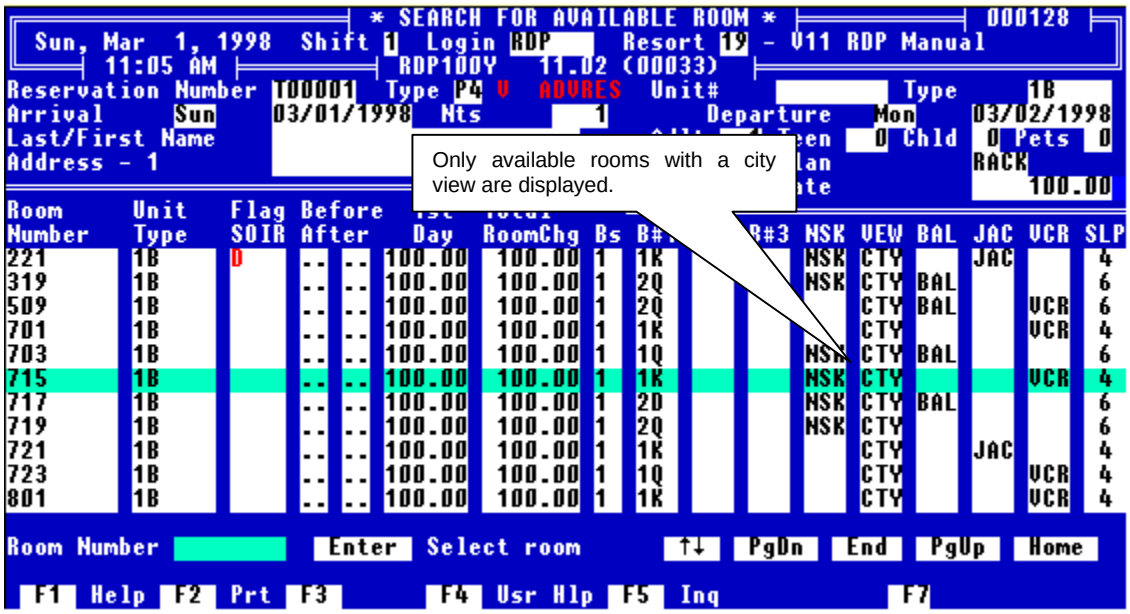
VEW is the facility label which describes the room's view. At the beach front hotel in this example, the two views are OCN for ocean and CTY for city. Other facility labels may also be added to the AVAIL sub-record, such as FLR (floor) and/or KIT (kitchen).

Spaces are NOT necessary when adding multiple facility labels to the AVAIL sub-record.

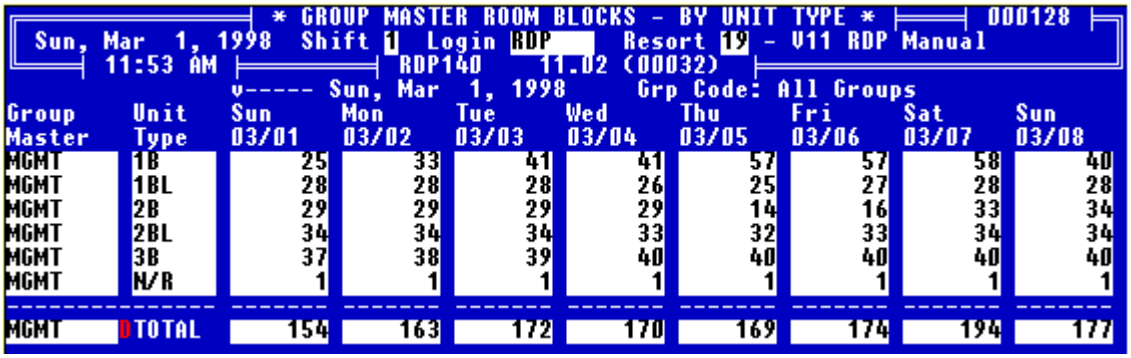
Once the AVAIL sub-record is filed, an extra prompt is included when making a reservation in RDP100 or assigning a room in RDP120 power user option "3" - "Change/Assign Room Number".



Here, enter the matching facility label data for the available rooms to be displayed. For example, OCN for oceanfront rooms. The system then searches available rooms which match the qualifier of VEW=OCN, and displays them in a list similar to the following:



If multiple searches are done from facility labels, the system prompts for all descriptors prior to displaying available rooms.



* GROUP MASTER ROOM BLOCKS - BY UNIT TYPE * 000128

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual

11:53 AM RDP140 11.02 (00032)

v----- Sun, Mar 1, 1998 Grp Code: All Groups

Group Master	Unit Type	Sun 03/01	Mon 03/02	Tue 03/03	Wed 03/04	Thu 03/05	Fri 03/06	Sat 03/07	Sun 03/08
MGMT	1B	25	33	41	41	57	57	58	40
MGMT	1BL	28	28	28	26	25	27	28	28
MGMT	2B	29	29	29	29	14	16	33	34
MGMT	2BL	34	34	34	33	32	33	34	34
MGMT	3B	37	38	39	40	40	40	40	40
MGMT	N/R	1	1	1	1	1	1	1	1
MGMT	TOTAL	154	163	172	170	169	174	194	177

BLINKING NOTES, ITINERARIES, <F3 - LOOK>, AND ZERO AVAILABILITY

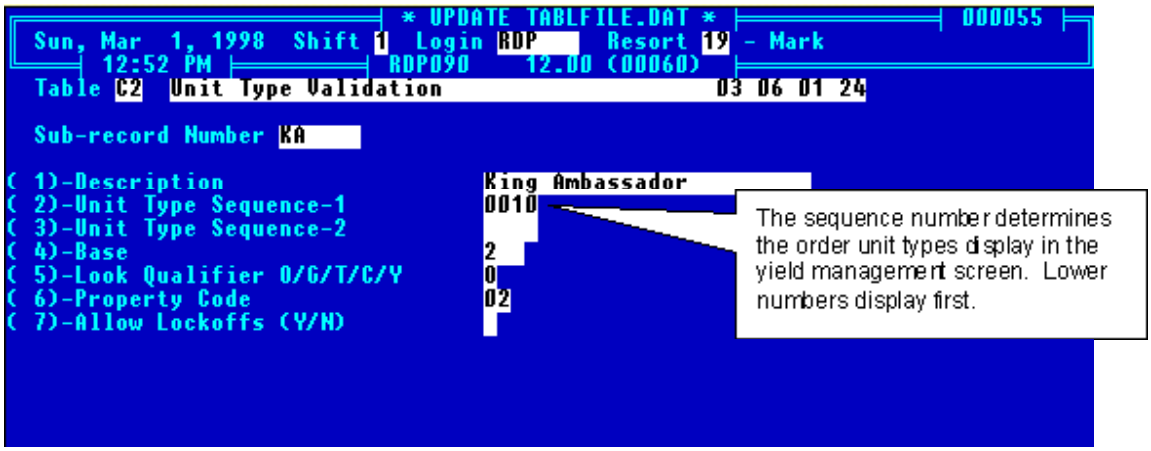
Use the following C1 sub-records for activating "blinking" in the RDP system.

Sub-Record	Special Data	Activates
BLITIN	Blinking Itineraries	With BLITIN added, the <F8 - ITINERARY> key blinks when a reservation has an itinerary.
BLNOTE	Blinking Notes	With BLNOTE added, the <F6 - NOTES> key blinks when a reservation has a note.
BLLOOK	Blinking Look	With BLLOOK added, the <F3 - LOOK> key blinks when it is active.
BLINV	Blinking Inventory	With BLINV added, inventory displays with zero availability blink.

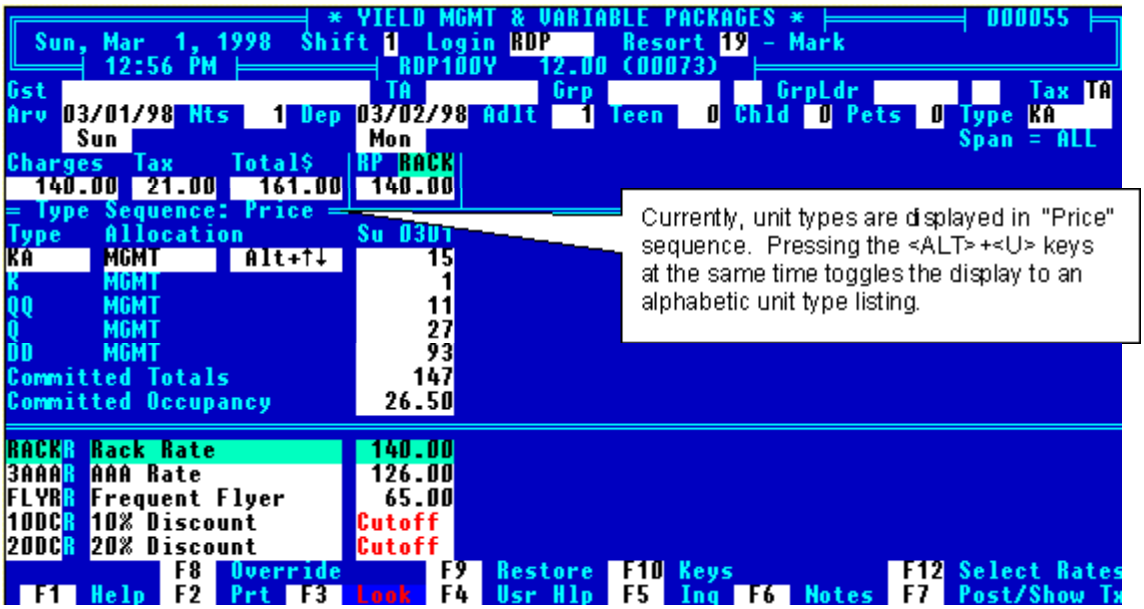
In order for the above function keys to blink, RDP must be displayed in "full screen" mode. Systems running in a DOS window display the function keys in red (error message color).

DEFINING ROOM TYPE SEQUENCES

The default room type sequence in the yield management screen is numeric followed by alphabetic. However, it is possible to set a user-defined sequence for displaying room types in the yield management screen. For example, a certain property always sells higher priced room types first. In this example, the higher priced rooms are assigned lower sequence numbers in the C2 table. A sample C2 sub-record follows.



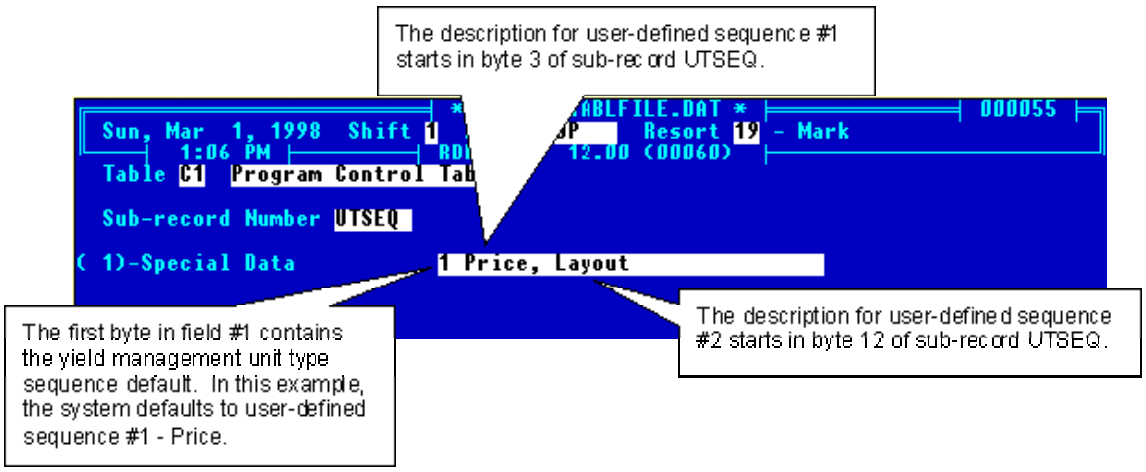
Once sequence numbers are defined for each room type, the yield management screen can be toggled between sequences using <ALT>+<U>. In this example, room types are being displayed by price. The <ALT>+<U> keys toggle the sequence back to an alphabetic display.



As seen in the C2 sub-record display above, there are two possible room type sequences. In order to label the sequences, enter sub-record UTSEQ to the C1 table. Rules for C1 sub-record UTSEQ:

1. Byte #1 is the default room type sequence. Enter a "1" for user-defined sequence #1, a "2" for user-defined sequence #2, or a "_" (Blank) for the alphabetic default.
2. The description for room type sequence #1 begins in byte 3 of sub-record UTSEQ.
3. The description for room type sequence #2 begins in byte 12 of sub-record UTSEQ.

A sample UTSEQ sub-record follows.

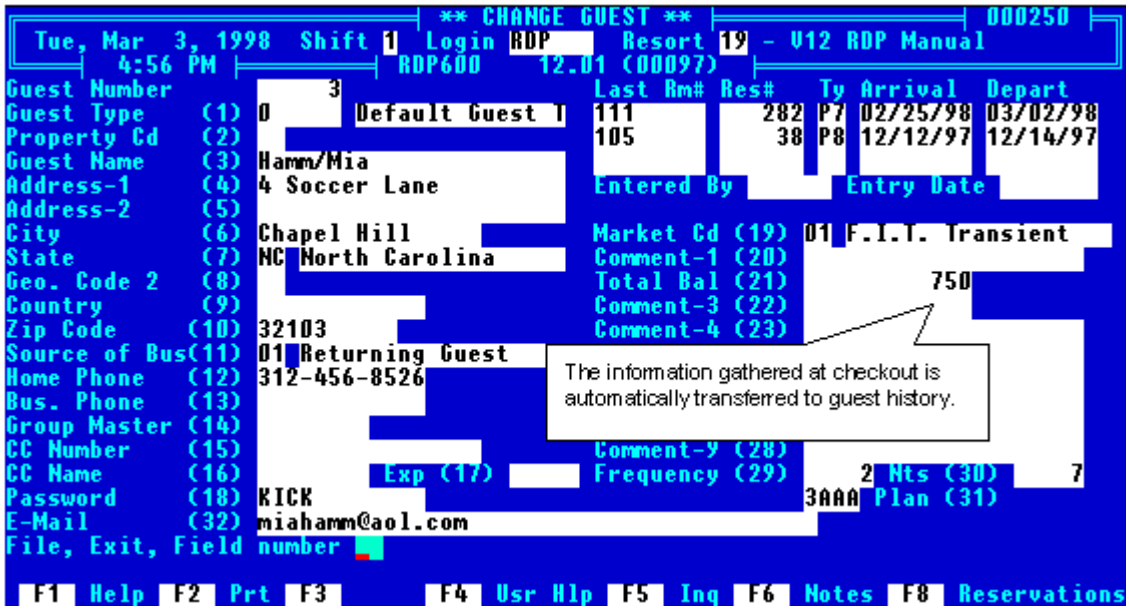


COLLECTING DATA AT CHECKOUT

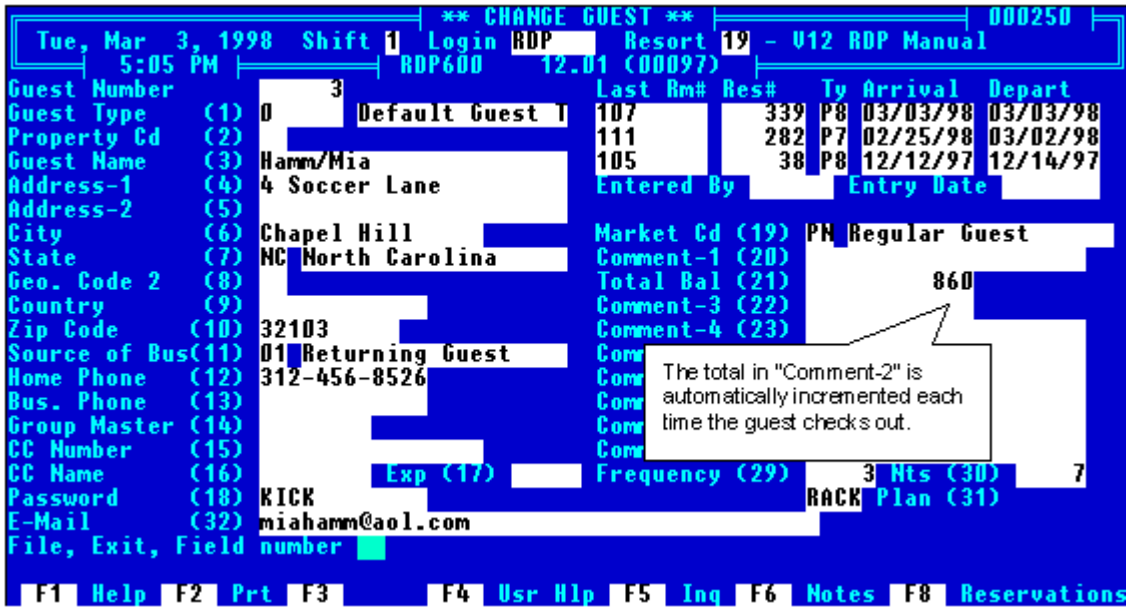
Many RDP customers gather information during the checkout process. For example, a customer selling helicopter skiing packages tracks the total vertical feet a guest skis while visiting the property. Or, at a seaside resort, total dollars spent by each guest is tracked in order to run a "Big Spenders" report from guest history.

In the past, these tasks have been accomplished by checking the guest out normally and then accessing the reservation in full screen change mode to enter the desired data in a comment field. Now, with Version 12.01, the system can be configured to display a required prompt during the checkout process. An example is seen below.

The information gathered as part of the checkout process is automatically transferred to guest history.



In addition to storing the information in history, RDP automatically increments the total in the history record every time the guest checks out. For example, if Mia Hamm spends $110.00 on her next visit, her guest history record is updated to reflect the total spent, $860.00.



To Enable

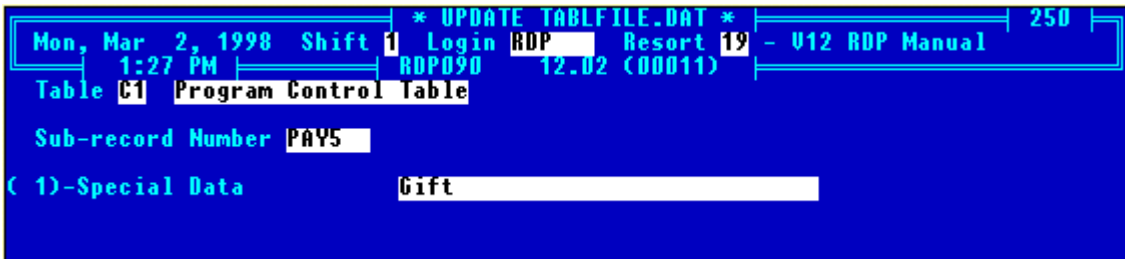
1. Update to the most current revision of Version 12.01.
2. From the System Manager menu, choose option "090" - "Update System Tables".
3. Select option "U" to "Update Table Records".
4. Update Table C1.
5. Add sub-record "VERT".
6. In the special data field, enter a description of the data entered. In the example above, the special data field in table C1 was set to "Total Balance".
7. File the sub-record.

CUSTOMIZING PAYMENT TYPES 5 & 6

The on-screen display for payment types "5" (Miscellaneous) and "6" (Wire) may be easily customized to suit your property's needs. Additionally, the transaction code generated by the payment type includes the text that replaces "Misc" and/or "Wire".

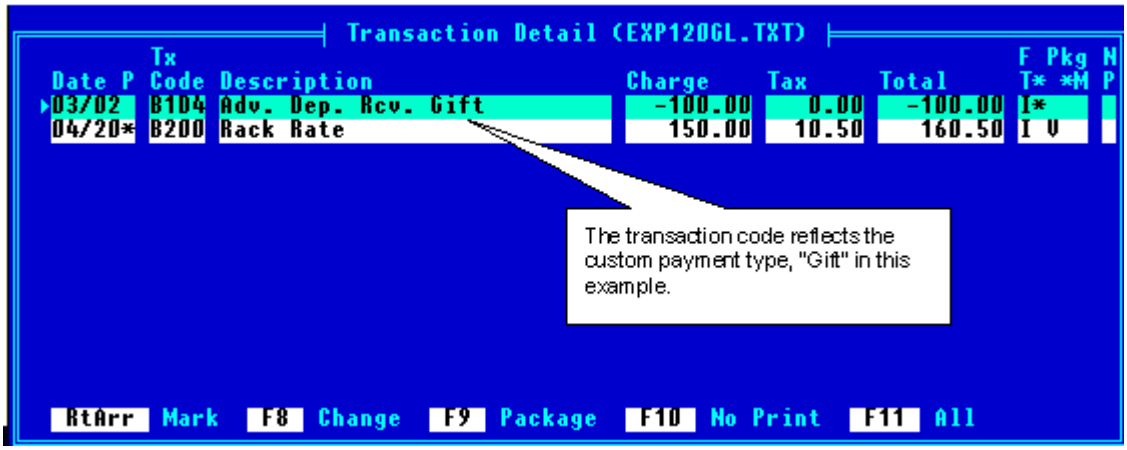
For example, assume a property accepts gift certificates as payment at checkout. The property also does a great deal of trade-outs with local businesses. Instead of billing the trade-out balance to a group master, the trade-out reservation is settled at checkout with a unique payment type - Trade. In this example, a general ledger account number can be assigned to the D4 and D5 transaction codes in each ledger in order to track the volume of both gift certificates and trades.

The first step in customizing payment types is to add sub-records PAY5 and PAY6 in table C1. The "Special Data" field holds the text that displays on-screen when a payment is recorded. A sample PAY5 C1 sub-record is displayed below.



The new payment type description stored in field #1 above is limited to six (6) characters. After filing the sub-record in the C1 table, the new payment type description is displayed on-screen any time a payment is recorded.

Additionally, the transaction code generated, a B1D4 in the example below, reflects the custom payment type.



Suppressing Payment Types 5 and 6

In addition to being able to customize payment options 5 and 6, the two options can be suppressed in order to prevent their use. Normally, the RDP payment screen appears as:

However, by adding table C1 sub-records PAY5 and PAY6 with field #1 set to "None", the same payment screen appears as:

MISCELLANEOUS

Two additional C1 sub-records are covered in this chapter, the 910 transfer variable and the folio format sub-record.

910 Transfer

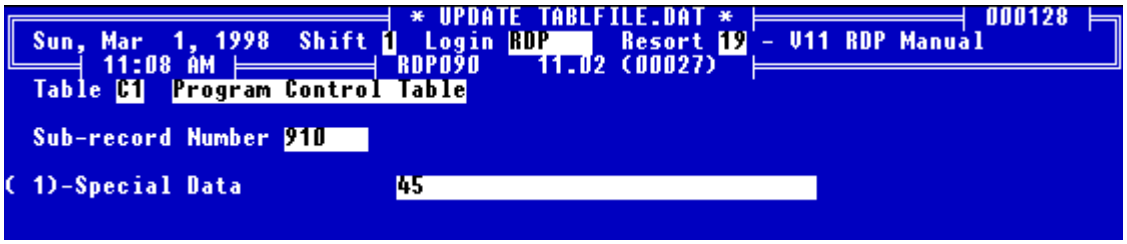
The 910 transfer program is covered in detail as part of the ***Night Audit*** chapter in the User's Manual. As a review, 910 transfers reservations from the active to the non-active history file based on three criteria:

1. The setting of switch 109-11, Keep canceled reservations until their departure date.

2. The setting of switch 219-14, Transfer ALL canceled reservations to non-active history.

3. Sub-record 910 in the C1 table.

The setting of sub-record 910 in the C1 table determines how many days a reservation must be checked-out prior to transferring to non-active history. For example, assume sub-record 910 appears as:

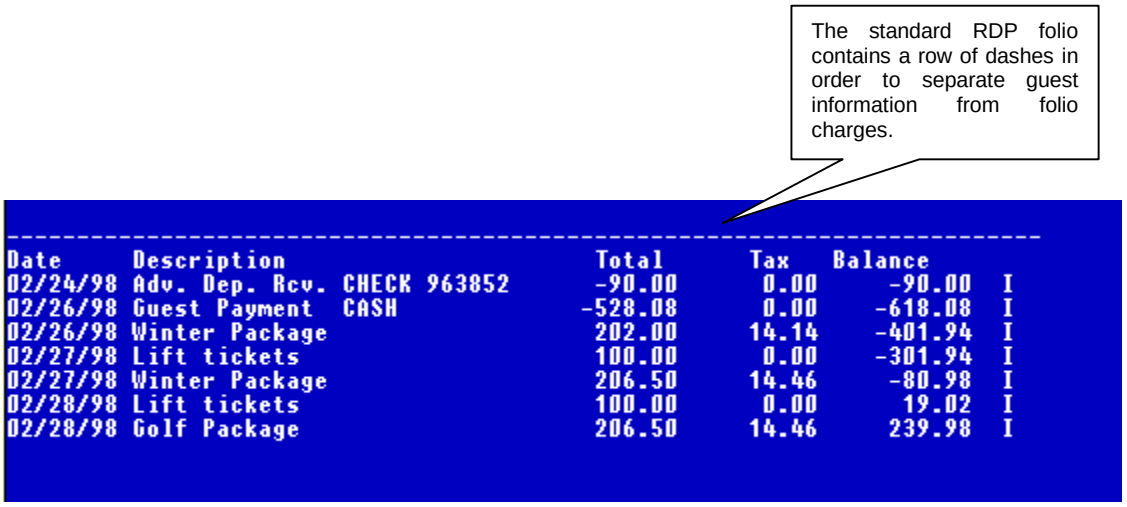


With the Special Data field set to 45, a reservation must be checked-out for 45 days, have a balance due equal to zero, and be independent from any group with a balance due prior to transferring to the non-active history file. The setting of sub-record 910 varies based on the needs of the property. For example, properties with individual owners (timeshare and condominiums) usually set the number of transfer days higher in order to pay owner revenue - owner revenue is only paid to reservations in the active history file. Whereas a hotel property may wish to keep the active history file as small as possible, setting the 910 sub-record to 25 or 30 days.

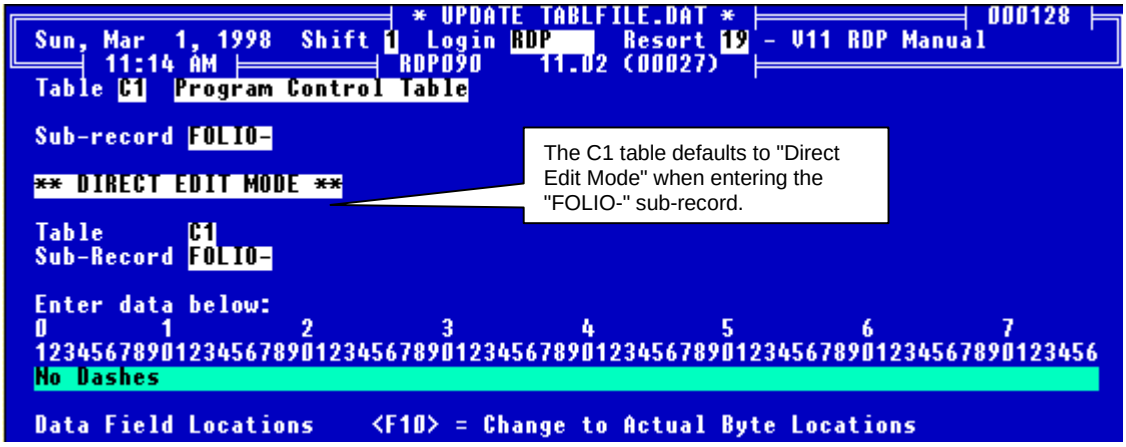
Call RDP support with any questions on the correct setting of the 910 sub-record for your property.

Folio Format

The standard RDP folio format contains a row of dashes (--) separating the guest information (name, address, credit card, etc.) and the folio charges, similar to the following:



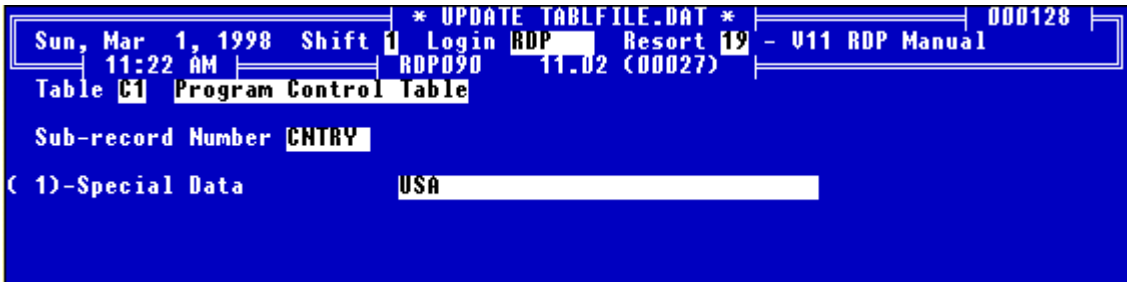
However, some properties use folio paper with a “built-in” divider between the guest information and folio charges. In this scenario, it is possible to remove the row of dashes by adding C1 sub-record FOLIO-, similar to the following:



With the sub-record added, the row of dashes does not appear prior to the listing of individual transactions.

Country Default for Reservations

In order to define the default for the country field (#22) on the first reservation screen, add sub-record CNTRY to table C1. Set the "Special Data" field to the desired country, i.e. - USA in the example shown below.



Group reservations made using option "102" - "Group - New Reservations" default to the country field defined in the group master.

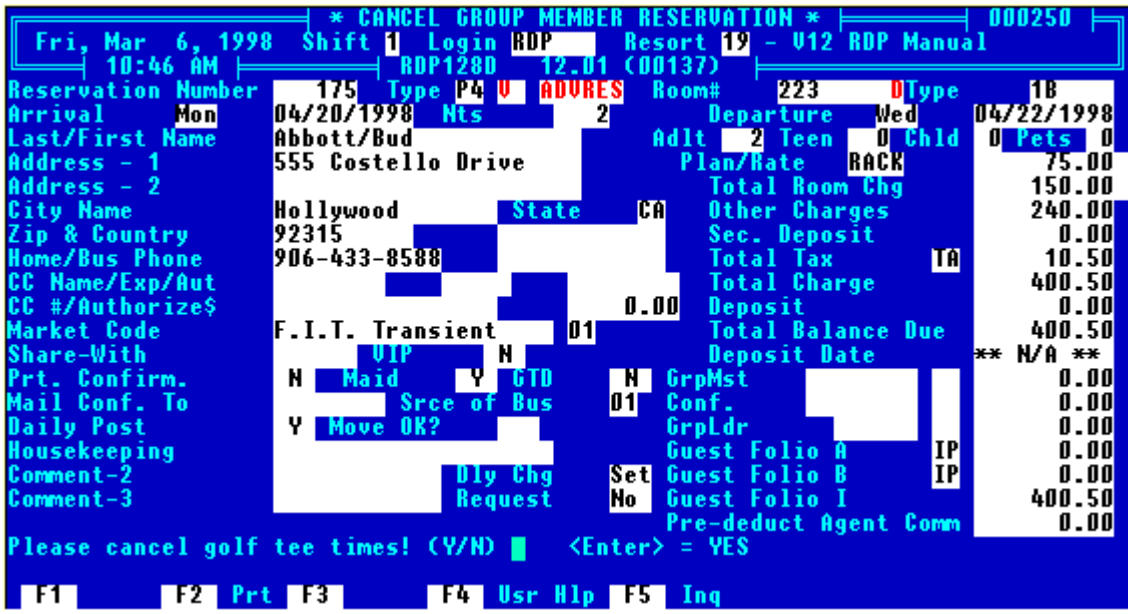
Displaying Availability for Non-Rental Rooms

Many properties track availability of conference and meeting rooms through RDP using a non-rental room type. In order to view non-rental room availability using option "143" - "Display Group Blocks", add sub-record 143N/R to the C1 table.

With sub-record 143N/R added, the system displays non-rental room availability along with all other room types in option 143, similar to the display on the following page.

Adding a User-Defined Reminder to the Cancellation Process

Add sub-record CXLTXT to table C1 in order to display a reminder when canceling a reservation. For example, a property may utilize RDP's itinerary module for booking golf tee times. And, when a guest cancels, it is important to also cancel tee times at area golf courses. With this feature enabled, the following prompt may be added to the cancellation process.



The above prompt only serves as a REMINDER - it does NOT automatically cancel golf tee times or process any other request.

To Enable

1. Update to the most current revision of Version 12.01.
2. From the System Manager menu, choose option "090" - "Update System Tables".
3. Choose option "U" to "Update System Tables" and enter table number C1.
4. Add sub-record CXLTXT to table C1. Enter the reminder text in the "Special Data" field (#1), seen below.

5. File the sub-record.

MAINTAINING SYSTEM TABLES

OVERVIEW

One of the most important functions for the RDP System Administrator is maintaining system tables. System tables contain all source of business codes, market codes, guest types, and geographic codes. The sub-records contained in these tables contribute to RDP's usefulness as an information management tool. The system administrator must constantly monitor these tables to determine whether or not additional codes must be added or certain codes eliminated. In addition to this task, the system administrator uses system tables to create security and determine rate plan and travel agent cut-off levels. This chapter covers the major system tables, including:

Room Types
Seasons
Tax, Pay, and Commission Codes
Facility Labels
Guest Types
Source of Business Codes
Market Codes
Security
Additional Security & Options
Rate Plan and Travel Agent Cut-Offs
Adding Seasonal and Comment Field Tables

ROOM TYPES - THE C2 TABLE

Overview and Owner Types

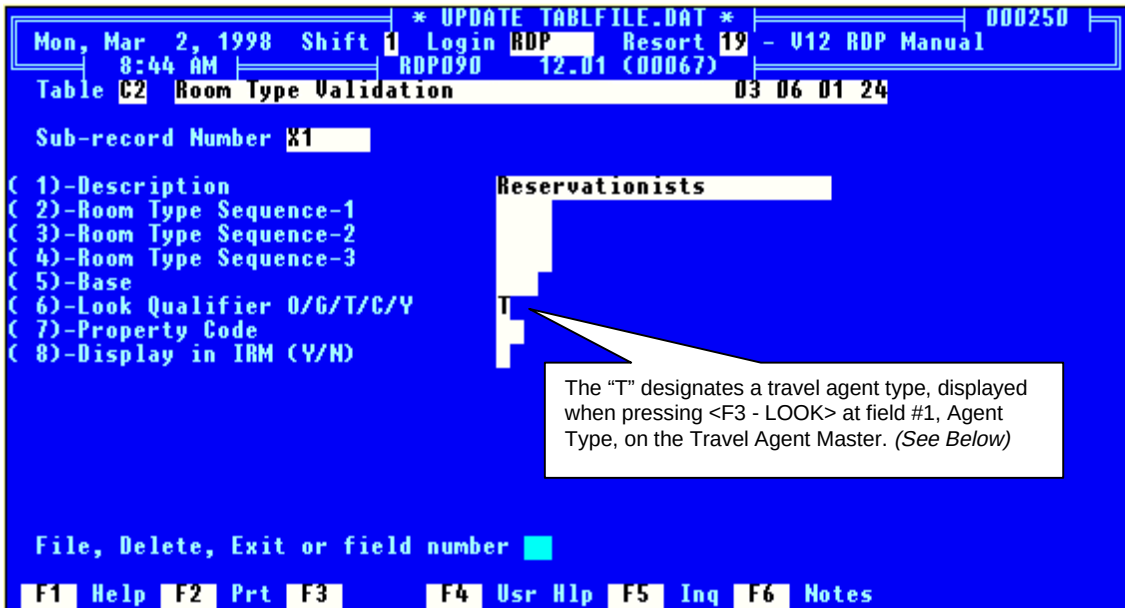
All room types, owner types, group types, and travel agent types are stored in the C2 - Room Validation Table. Active individual owner (timeshare and condominium) types equal the room type owned. For example, if an owner owns room 102, a two-bedroom unit (2B), the owner type is 2B. Additional owner types are necessary for secondary owners (Z), trust owners (ZTRUST), and past owners (OLD). See the ***Owner Accounting*** chapter in the ***Optional Modules*** section for a complete explanation of adding owners and owners types.

Group Types

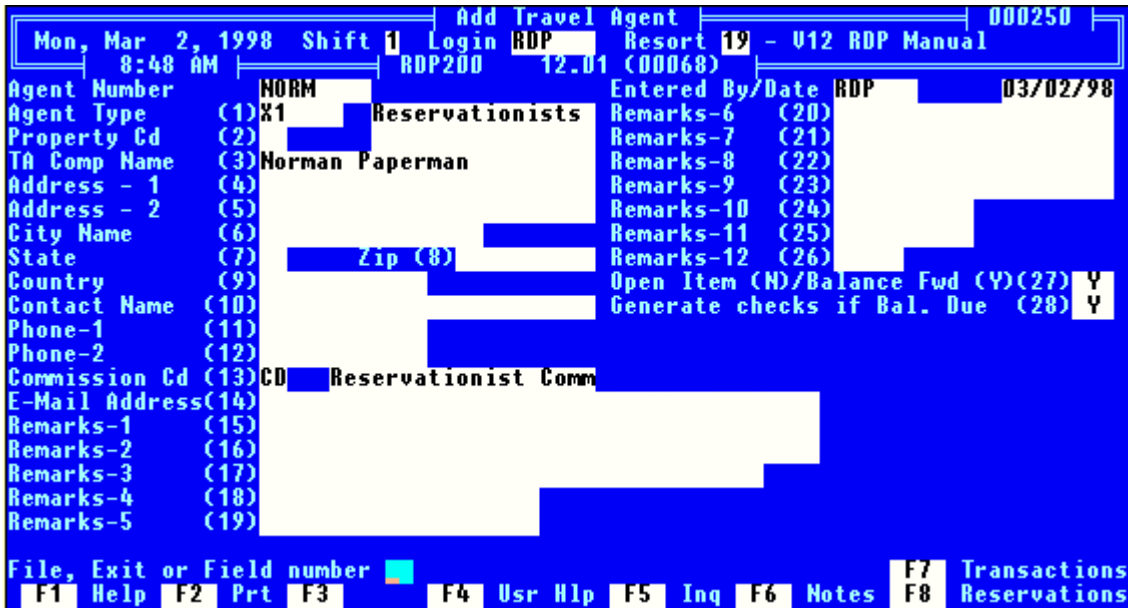
Group types are also stored in the C2 table (W and WB). Groups without allocations are a type "W". Groups with an allocation are designated as a type "WB". The "W" is a "legacy term" from earlier versions of RDP where a group was considered a wholesaler (W), and a group with an allocation was considered a wholesaler with a block of rooms (WB).

Travel Agent Types

The majority of RDP properties have only one type of travel agent, X. However, certain properties pay reservationists a commission based on the number of reservations booked. For these properties, RDP defines each employee as a "special" travel agent, designated by the type X1. In order to access the travel agent type field (on the travel agent master), switch #419-8, Prompt for type when adding/changing travel agents, must be set to YES. After setting switch 419-8 to YES, add a special travel agent type to the C2 table (X1), similar to the following:



Once the new travel agent type is created, and switch #419-8 is set to YES, the employee may be added as a travel agent with an agent type of X1 - Reservationist.



Pressing <F3 - LOOK> at the “Agent type” field (#1) displays only those C2 records designated with a “T” in the “Look Qualifier” field (# 6 in the C2 table):

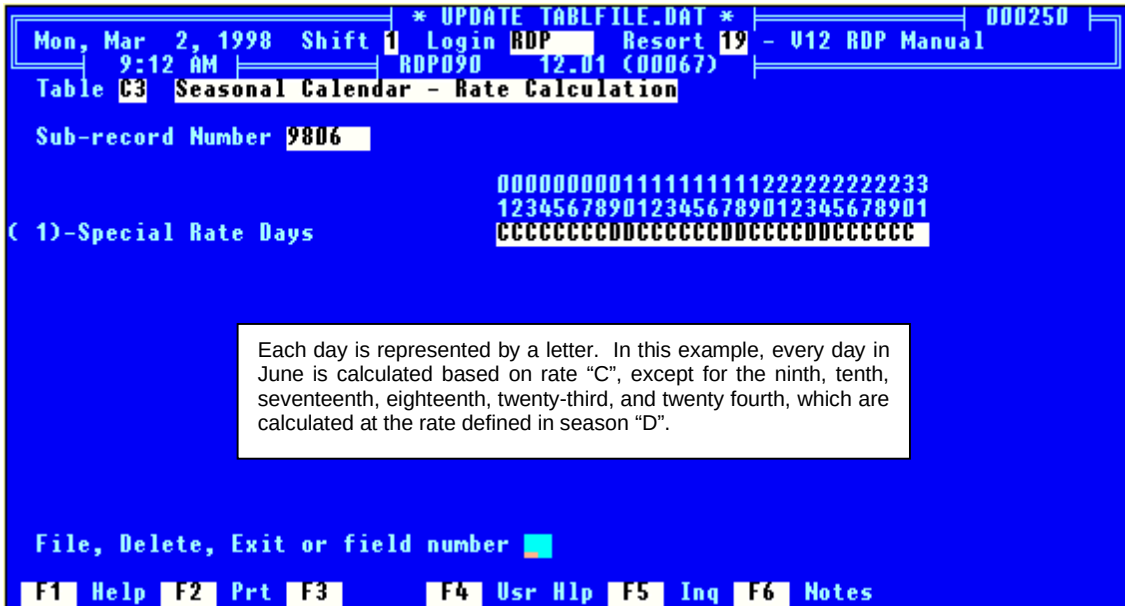
Room Types

In addition to storing owner, group, and travel agent types, the C2 table also stores all room types, such as 1B, 2B, DD, K, and QQ. The room type code is a maximum of six characters with the description a maximum of 24 characters. All room type look qualifiers (field #6) are set to “O” (letter) in order to display as a valid room type when adding rooms through menu “11” - “Room Master Menu”. In addition, field #7 - Property Code, can be used to further segment the property for reporting purposes. See the ***System Switches*** chapter for more information about property codes.

Fields 2, 3, and 4 can be used to set an alternate room type sequence in the yield management screen. The default sequence is numeric followed by alphabetic. However, certain properties want to display more popular room types first and use the alternate "room type sequences" used in fields 2, 3, and 4. For more information about defining room type sequences, see the ***C1 Table*** chapter.

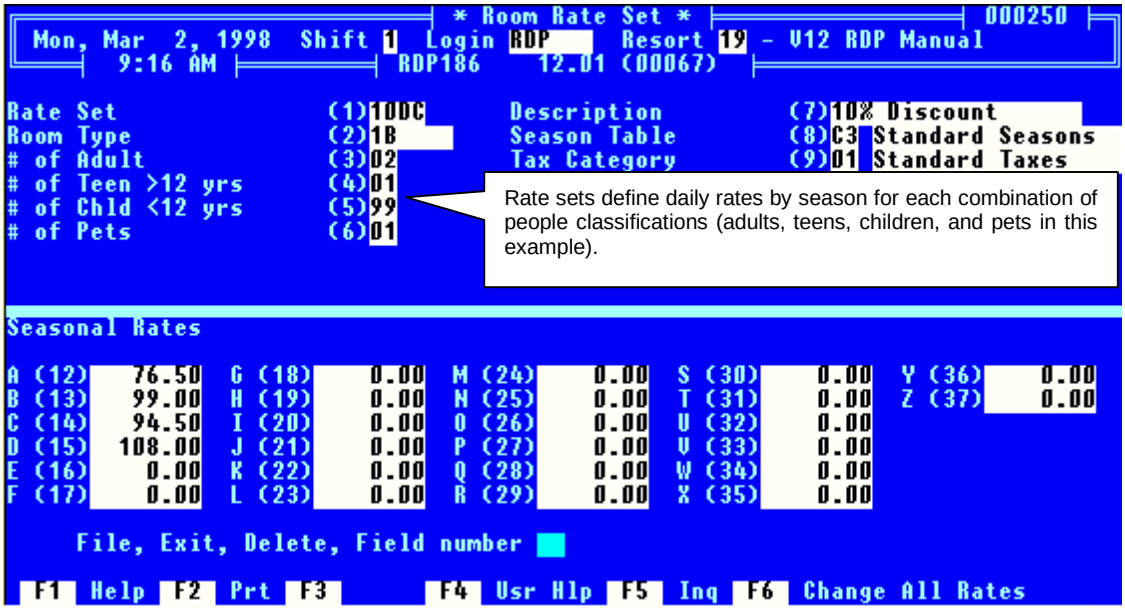
SEASONAL CALENDAR - THE C3 TABLE

The RDP system calculates rates based on the setting of switch 109-1, the Rate Switch. This switch determines the method for calculating daily or lump sum rates, either through rate plans, yield management, enhanced rates and packages, time periods, or the C2 table. Regardless of the method used to calculate rates, RDP supports at least nine unique seasonal rates, distinguished by a letter in the C3 - Seasonal Calendar table. The C3 table contains a sub-record for each month and year. For example, June of 1998 is designated by sub-record 9806. Within sub-record 9806 each day is represented by a letter, similar to the following:



In order to calculate rates, the system looks at a reservation's arrival and departure dates, cross-references them with the C3 table in order to determine the season, and then looks at the rate calculation table in order to locate the correct room rate (or package price).

For example, with Enhanced Rates and Packages (RN) installed, and reservation dates of 06/12/98 - 06/15/98, the system looks at the C3 sub-record listed above (9806) to determine that the 12th through the 15th fall into season C. Then, the system looks at the prices stored for various rate plans and packages defined through option "186" - "Maintain Variable Packages" on the System Manager menu, where it would find data similar to the following 10% discount rate by season:



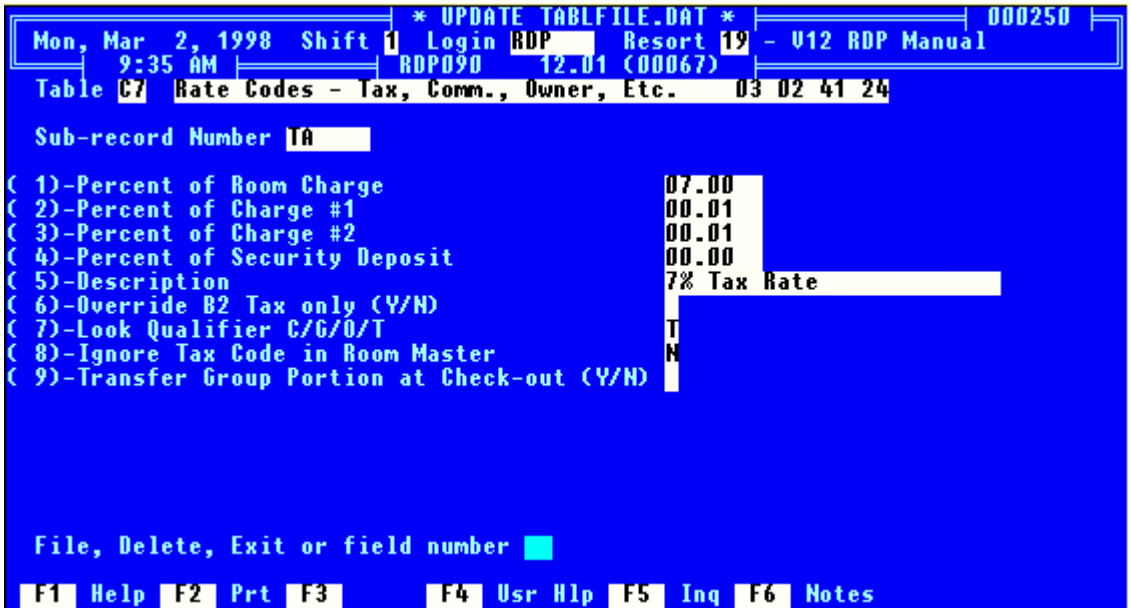
TAXES AND PAY CODES - THE C7 TABLE

The C7 table stores all system tax codes in addition to "bucket dependent" group pay codes, travel agent commission codes, and owner pay codes (for condominium and timeshare properties). Tax codes are assigned to reservations and indicate the tax percentage on the room portion of the guest folio. *Group pay codes* define which charges group masters or group leaders are responsible for, i.e. - room and tax (bucket 0), other charge-1 (bucket 1), and other charge 2 (bucket 2). *Travel agent commission codes* indicate the percentage, by *bucket*, travel agents receive for booking a reservation. *Owner pay codes* are utilized by RDP condominium and timeshare customers and indicate the percentage individual owners receive per reservation. Each concept is discussed further below.

*With switch #422-3, Use Individual Folios A & B (Turn off "Bucket" Logic), set to YES group pay codes are NOT stored in the C7 table. Group pay codes are defined in tables FS and FT with switch #422-3 set to YES. Please see the **Groups and Conferences** chapter in the **User's Manual** for a complete description of the FS and FT tables.*

Tax Codes & Sub-Codes

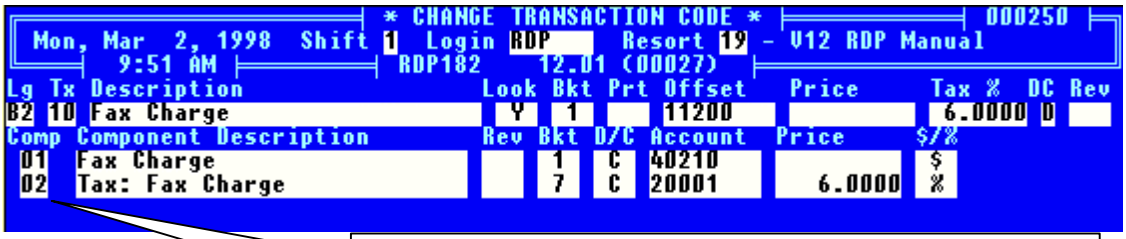
The C7 table stores all RDP tax codes. As mentioned above, the tax code represents the percentage a guest pays on each bucket charge. Usually, the tax code represents the tax percentage for the room portion of guest charges and all incidental charges have taxes defined as part of the transaction code component in option “182” - “Update Transaction Codes”. See the ***Transaction Code*** chapter for more information on defining and updating transaction codes. A sample tax code, TA, follows.



*With Enhanced Rates and Packages (RN) installed, RDP taxes are calculated based on tax categories and tax codes. Please see the **Enhanced Rates and Packages** chapter for a complete discussion about configuring taxes with module RN installed.*

Each field in the C7 table is described below:

Field	Description
#1 - Percentage of Room Charge	This is the tax percentage charged for all room transactions (bucket 0). For example, if the room charge is $100.00, tax equals $8.00. This percentage is used based on the setting of field #6, defined below.
#2 - Percentage of Charge #1	This is the *default* tax percentage for all transaction codes that accrue to bucket 1. If field #2 is set to zero, all transaction codes accruing to bucket one will default to a zero tax percentage. If the field is set to a "non-zero" amount, as above (00.01), the tax percentage is derived from the transaction code, shown in the following "Fax" code:



In this example, the tax on the fax transaction code is calculated at 6% for all guests with a tax code of "TA". The non-zero amount in field #2 in the C7 table tells the system to calculate tax based on the component in the transaction code.

#3 - Percent of Charge #2	Field #3 works in the same manner as field #2, except that it determines the tax rate calculation in bucket #2.
#4 - Percent of Security Deposit	Field #4 is not valid for tax codes since they are not taxable items. The field should always be left at 00.00 for all tax codes.
#5 - Description	A text field used to describe the tax code. (i.e. - 8% Tax Rate)
#6 - Override B2 Tax Only	If this field is "N" or "Blank", tax percentages are calculated from the components defined in option 182. The tax code on the main reservation screen (ie. TA, TB, etc.) is not used after check-in. If this field is "Y" the system uses the tax percentages from Table C7. All tax percentages on the transaction codes are ignored. The tax calculated will depend on the "Charge Code" field on the B2 transaction codes (i.e. 0=Room Charge, 1=Other Charge-1, 2=Other Charge-2) and the tax percentages in Table C7.
#7 - Look Qualifier	The look qualifier determines which codes are displayed when pressing <F3 - LOOK> from the tax code field, #13 on the first reservation screen. The qualifiers are broken out as:

Qualifier	Displays As
T	Tax Code
C	Travel Agent Commission Code
G	Group Pay Code

Qualifier	Displays As
O	Owner Pay Code

Field	Description
#8 - Ignore Tax Code in Room Master	Enter a Y if the tax percentage on the room master is ignored. The system uses the tax percentage assigned to this sub-record for the reservation. Example: Tax Code TZ - Tax Exempt is set to Y. No tax is charged on the reservation. Enter an N if the tax percentage on the room master is used.

Most customers set field #8, Ignore tax code in Room Master, to "N".

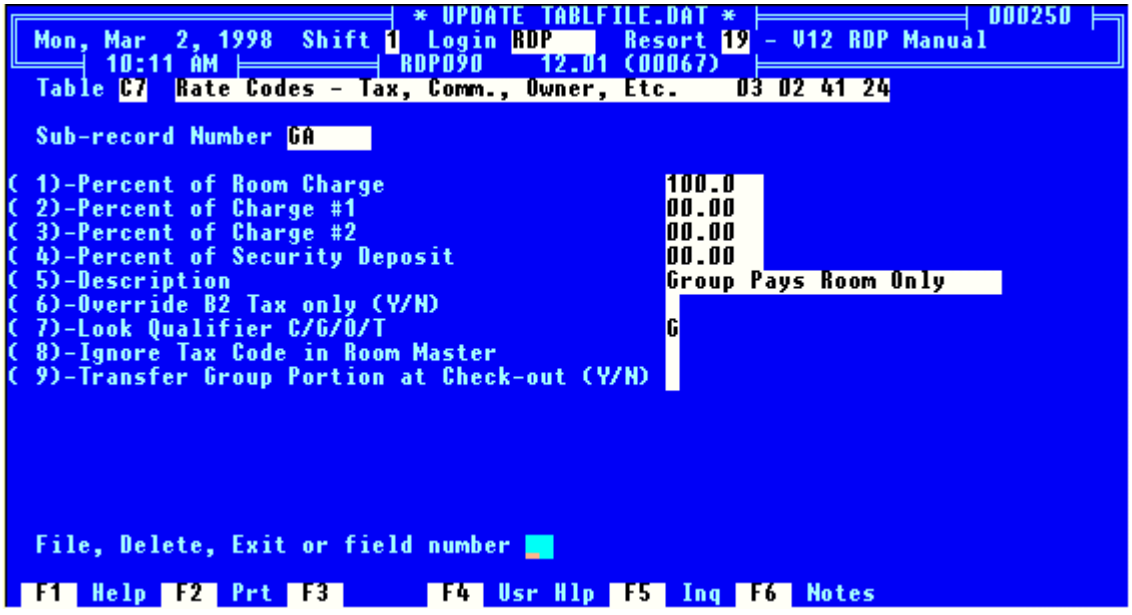
#9 - Transfer Group Portion at Checkout	The field does not apply to tax codes and should be left blank.

Tax Sub-Codes

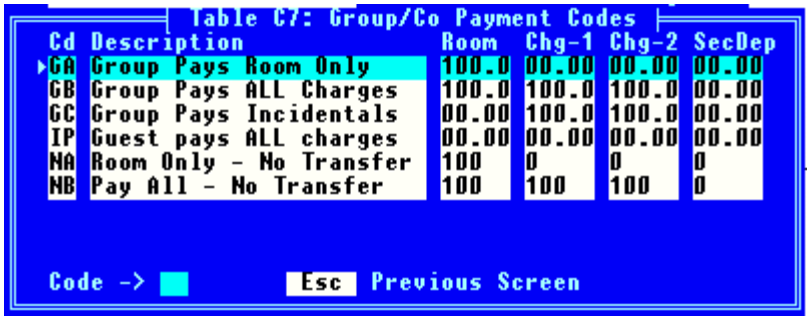
In addition to all reservation tax codes, the C7 table contains all C6 category and C7 code combinations used to calculate the correct tax amount for the Enhanced Rates and Packages module (RN). See the ***Creating and Maintaining Enhanced Rates and Packages*** chapter for more information about C6 and C7 table sub-codes.

Group Pay Codes

If switch #422-3 is set to NO, all group pay codes are stored in the C7 table. These codes are assigned to reservations and indicate which charges are paid by the group master, group leader, or individual. With switch #422-3 set to NO, group pay codes are defined based on reservation buckets and indicate which charges transfer to a billing account upon checkout. A sample group pay code follows, GA, indicating the group is paying for room and tax charges only. An explanation of each field follows:



Field	Description
#1 - Percent of Room Charge	Field #1 indicates whether or not the master account pays for transactions accruing to bucket 0. As discussed in the ***Transaction Codes*** chapter, the only transactions that accrue to bucket 0 are room charges and room charge adjustments.
#2 - Percent of Charge #1	Field #2 indicates whether or not the master account pays for transactions accruing to bucket 1. Bucket 1 contains incidental charges.
#3 - Percent of Charge #2	Field #3 indicates whether or not the master account pays for transactions accruing to bucket 2. Bucket 2 contains incidental charges.
#4 - Percent of Security Deposit	Field #4 is not used for group pay codes and should always be set to 00.00, or blank.
#5 - Description	Field #5 is a text field that describes the group pay code. In our example, the pay code indicates the group is paying for room and tax transactions only, hence the description. The description displays in the <F3 - LOOK> window when assigning or changing a reservation's group pay code. The look window appears similar to the following



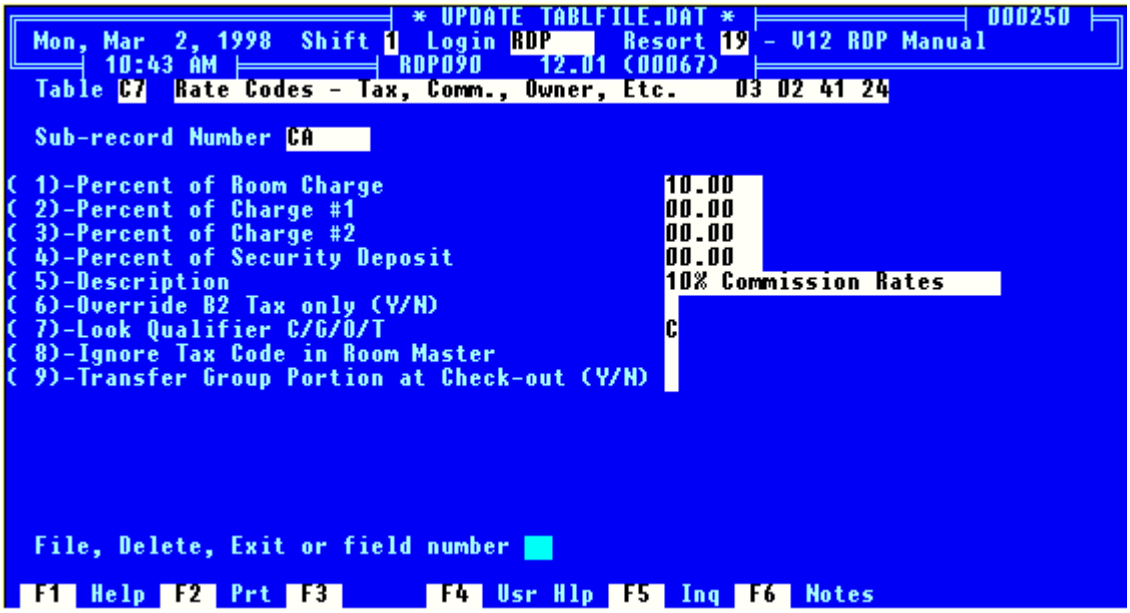
#6 - Override B2 Tax Only (Y/N)	Field #6 does not apply to group pay codes. The override is referring to the tax components defined in transaction codes, described above in the ***Tax Codes and Sub-Codes*** section.
#7 - Look Qualifier (C/G/O/T)	The look qualifier for all group pay codes should be set to "G" in order to display them correctly in the <F3 - LOOK> window.
#8 - Ignore Tax Code in Room Master	Field #7 should be left blank in all group pay codes.
#9 - Transfer Group Portion at Checkout	With field #9 set to "N" (NO), and switch #421-7 set to YES, any reservation utilizing the defined pay code will NOT have charges flagged with "M" or "L" transferred to a group master (or leader) upon check-out. Instead, the charges remain on the individual folio.

☒ ***Group pay code percentages for room, other charge-1, and other charge-2 can be set to either 100.00 or 00.00. Partial percentages (i.e. - %65) are NOT supported.***

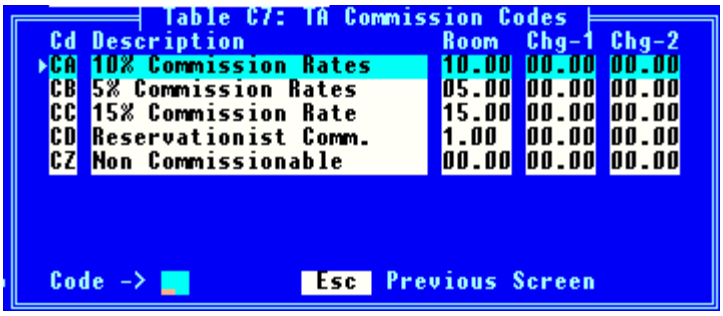
With switch #422-3 set to YES, group pay codes are NOT defined in table C7. See the ***Groups and Conferences*** *chapter in the* ***User's Manual*** *for more information.*

Travel Agent Commission Codes

Travel agent commission codes are defined in the C7 table and indicate the percentage a travel agent receives on specific reservation transactions. Similar to group pay codes, travel agent commission codes are defined indicating a percentage of the three transaction buckets: 0, 1, and 2. However, with travel agent codes, commissions can reflect percentages other than 100.00 or 00.00. For example, if a travel agent receives 10% commission on room charges, field #1, Percentage of Room Charge, would be set to 10.00, seen below in the sample commission code, CA. A description of each field follows.



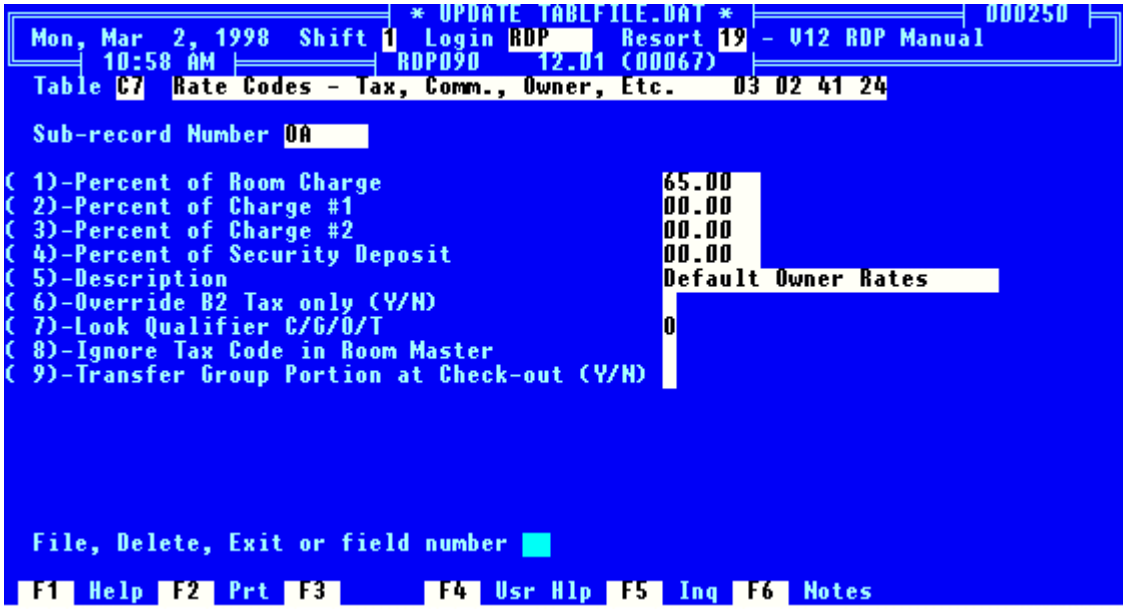
Field	Description
#1 - Percent of Room Charge	Indicates the percentage a travel agent receives on all reservation transactions accruing to bucket 0. Room charges and room charge adjustments should be the only transactions accruing to bucket 1.
#2 - Percent of Charge #1	The commission percentage the travel agent receives on all incidental charges accruing to bucket 1.
#3 - Percent of Charge #2	The commission percentage the travel agent receives on all incidental charges accruing to bucket 2.
#4 - Percent of Security Deposit	Set to 00.00 for all travel agent commission codes.
#5 - Description	Field #5 is a text field which describes the travel agent commission code. In our example, the commission code indicates the travel agent is receiving a 10% commission on room charges only, hence the description. The description displays in the <F3 - LOOK> window when assigning or changing a travel agent commission code. The look window appears similar to the following:



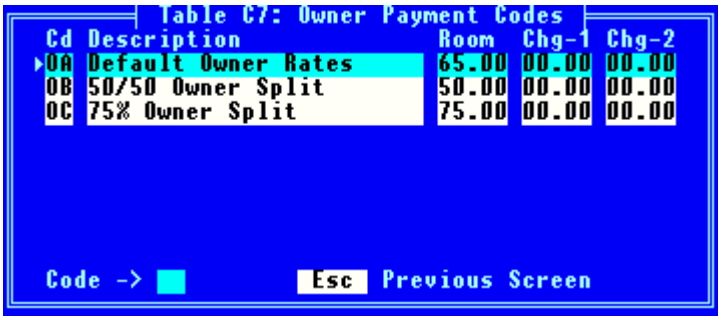
Field	Description
#6 - Override B2 Tax Only (Y/N)	Field #6 does not apply to travel agent commission codes. The override is referring to the tax components defined in transaction codes, described above in the ***Tax Codes and Sub-Codes*** section.
#7 - Look Qualifier (C/G/O/T)	The look qualifier for all travel agent commission codes should be set to "C" in order to display them correctly in the <F3 - LOOK> window.
#8 - Ignore Tax Code in Room Master	Field #7 should be left blank in all travel agent commission codes.
#9 - Transfer Group Portion at Checkout	The field does not apply to travel agent commission codes and should be left blank.

Owner Pay Codes

Owner pay codes are only necessary for RDP timeshare and condominium customers. These pay codes indicate the revenue percentage an individual owner receives per reservation. Owner pay codes are similar to both travel agent and group pay codes since they are defined to pay the owner a percentage of room and incidental charges based on the three reservation buckets, 0, 1, and 2. A percentage (between 00.00 and 100.00) is associated with each reservation bucket, similar to the following owner pay code, OA. A description of each C7 field follows.



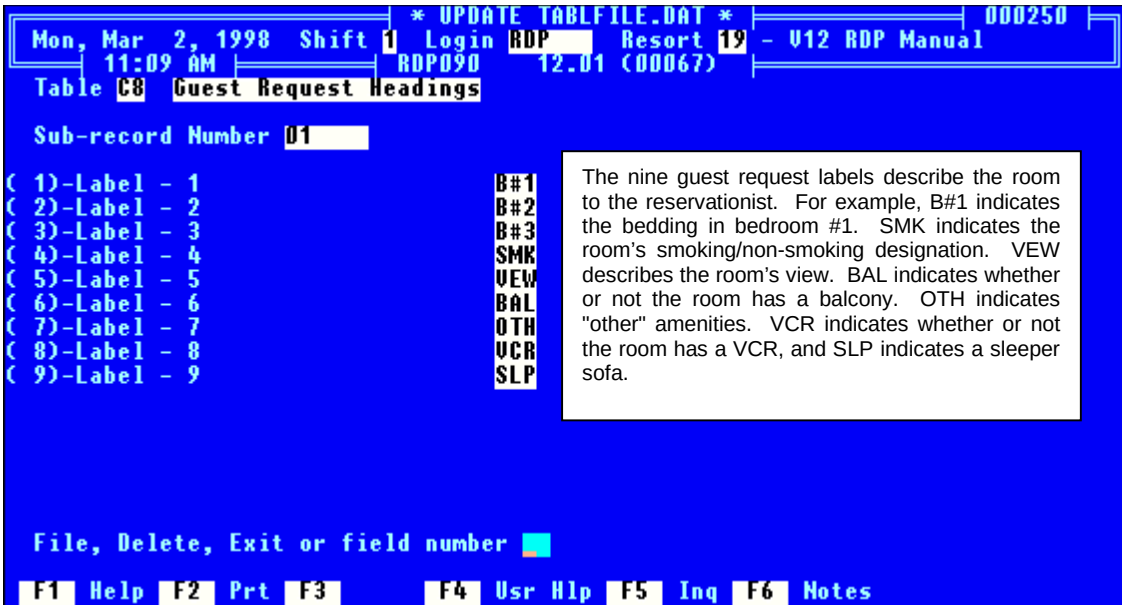
Field	Description
#1 - Percent of Room Charge	Field #1 indicates the percentage the owner will receive from the total room charges (accruing to bucket 0). For example, with owner pay code OA (above) attached to a reservation with $100.00 in room charges, the total due the owner is $65.00, with the management company keeping $35.00.
#2 - Percent of Charge-1	Indicates the revenue percentage the individual owner receives from incidental transactions accruing to bucket 1.
#3 - Percent of Charge-2	Indicates the revenue percentage the individual owner receives from incidental transactions accruing to bucket 2.
#4 - Percent of Security Deposit	For the majority of RDP customers, field #4 should be set to 00.00. However in the rare circumstance that an owner would receive a portion of a forfeited security deposit, enter the percentage here.
#5 - Description	Field #5 is a text field that describes the owner pay code. In our example, the pay code indicates the owner is receiving 65% of the revenue from room charges only, hence the description. The description displays in the <F3 - LOOK> window when assigning or changing an owner pay code. The look window appears similar to the following:



#6 - Override B2 Tax Only (Y/N)	Field #6 does not apply to owner pay codes. The override is referring to the tax components defined in transaction codes, described above in the ***Tax Codes and Sub-Codes*** section.
#7 - Look Qualifier (C/G/O/T)	The look qualifier for all owner pay codes codes should be set to "C" in order to display them correctly in the <F3 - LOOK> window.
#8 - Ignore Tax Code in Room Master	Field #7 should be left blank in all owner pay codes.
#9 - Transfer Group Portion at Checkout	The field does not apply to owner pay codes and should be left blank.

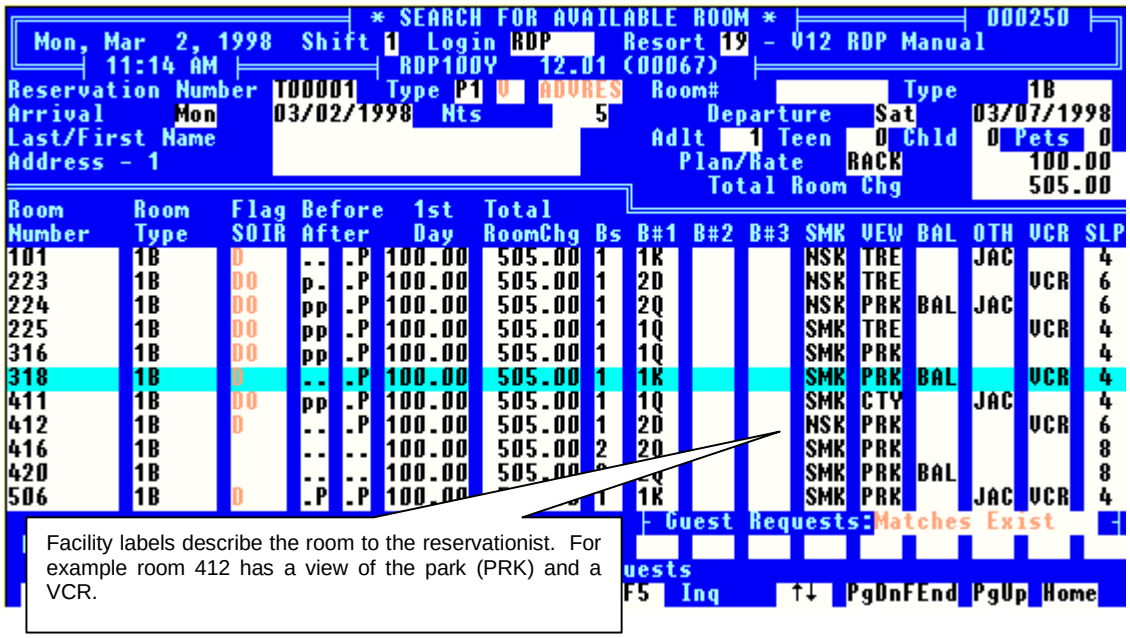
GUEST REQUEST LABELS - THE C8 TABLE

RDP provides nine *guest request labels* that describe rooms to the reservationist. These descriptors allow the reservationist to quickly match the guest's needs with the correct room. Guest request labels can include abbreviations which describe the room's view, location, amenities (VCR, microwave), and smoking/non-smoking designation. In order to update the C8 table, use option 090 from the System Manager menu and choose option "U" to "Update Table Records". After entering "C8" at the "Table Number" prompt update sub-record "01". The system lists the nine guest request labels:



The nine guest request labels describe the room to the reservationist. For example, B#1 indicates the bedding in bedroom #1. SMK indicates the room's smoking/non-smoking designation. VEW describes the room's view. BAL indicates whether or not the room has a balcony. OTH indicates "other" amenities. VCR indicates whether or not the room has a VCR, and SLP indicates a sleeper sofa.

The guest request labels display whenever a room is being assigned to a reservationist. For example, when a room is being assigned to an inventory reservation with RDP120, a list of rooms displays along with the guest request labels.



Facility labels describe the room to the reservationist. For example room 412 has a view of the park (PRK) and a VCR.

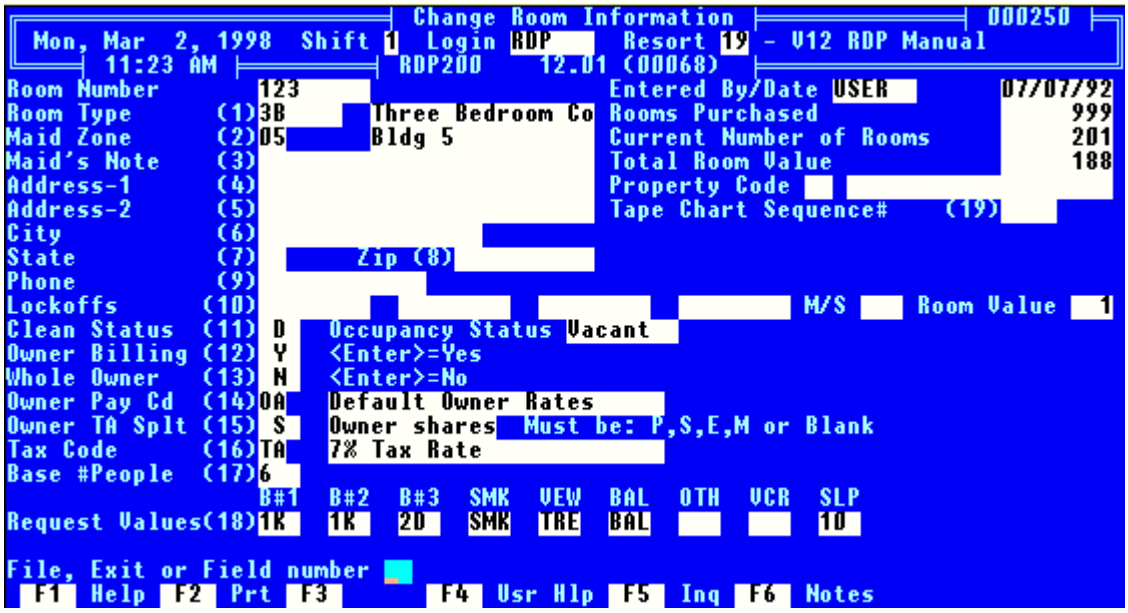
Assigning Guest Requests to Reservations

Up to nine guest request fields can be assigned to each reservation. These requests are used to specify guest preferences when assigning rooms. Examples of preferences are smoking/non-smoking, view, and bedding. When the available room list is displayed, each room's attributes are also displayed. The reservationist or front desk clerk uses this list of preferences in order to assign a room with the amenities the guest desires.

For a complete description of assigning guest requests to reservations, please see the Switches chapter in this section (switch #422-7).

Adding Guest Requests to Rooms

Guest requests describe specific rooms. To add or change guest requests assigned to rooms, use option "202" - "Change Room Information" on the Room Master menu (11). Guest requests are stored in field #18.

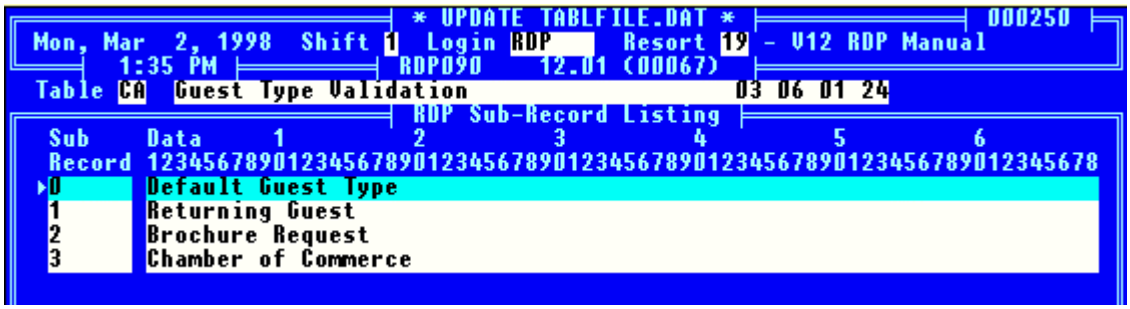


GUEST TYPES - THE CA TABLE

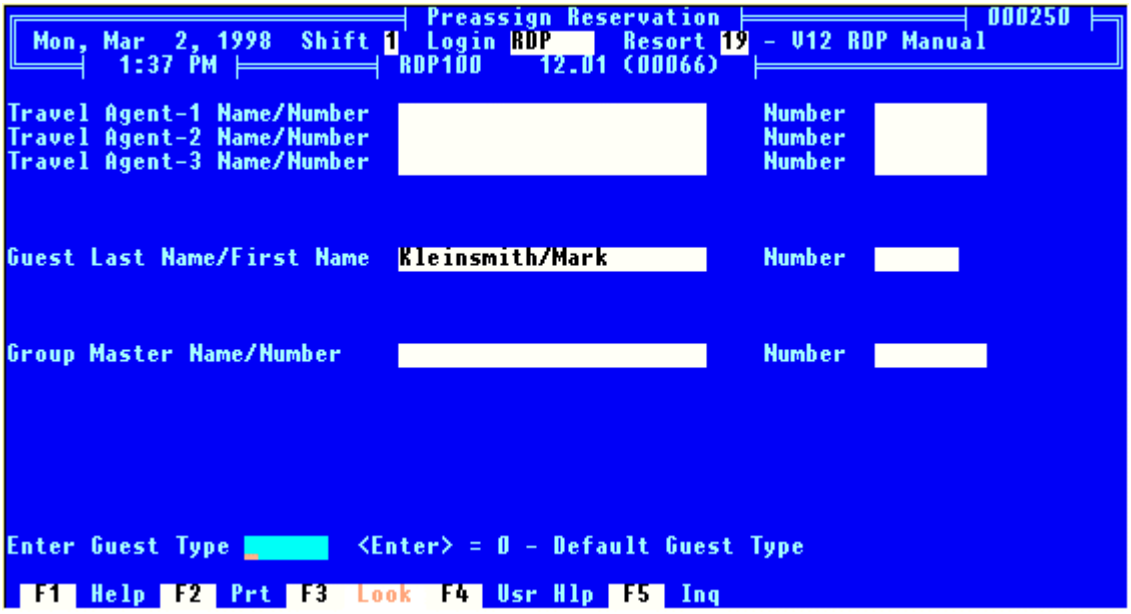
The ***Guest History*** chapter in the User's Manual details the use of guest history within the RDP system. Part of that chapter refers to using guest types in order to segment guest history mailings. The *guest type key* can be used for sorting reports, accelerating the process dramatically.

For example, assume a 250 room hotel has 10,000 guests in their guest history database. If the property only wanted to send a mailing to "Weekly Business Guests" designated by a specific market code, the system would search through all 10,000 records in order to locate those with a market code equal to "Weekly Business Guest". The second option available to the property would be to prompt for a guest type during the reservation process and create a guest type equal to "Weekly Business Guest". With this feature turned on, the system only looks at those records with the type equal to "Weekly Business Guest". The second option works dramatically faster because the system is able to read the guest history key of guest type, eliminating the need to search through the entire 10,000 record guest history database.

All guest types are stored in the CA table, accessed through option 090 on the System Manager menu. Add sub-records to the CA table representing the property's type of guests. A sample CA table is listed below:



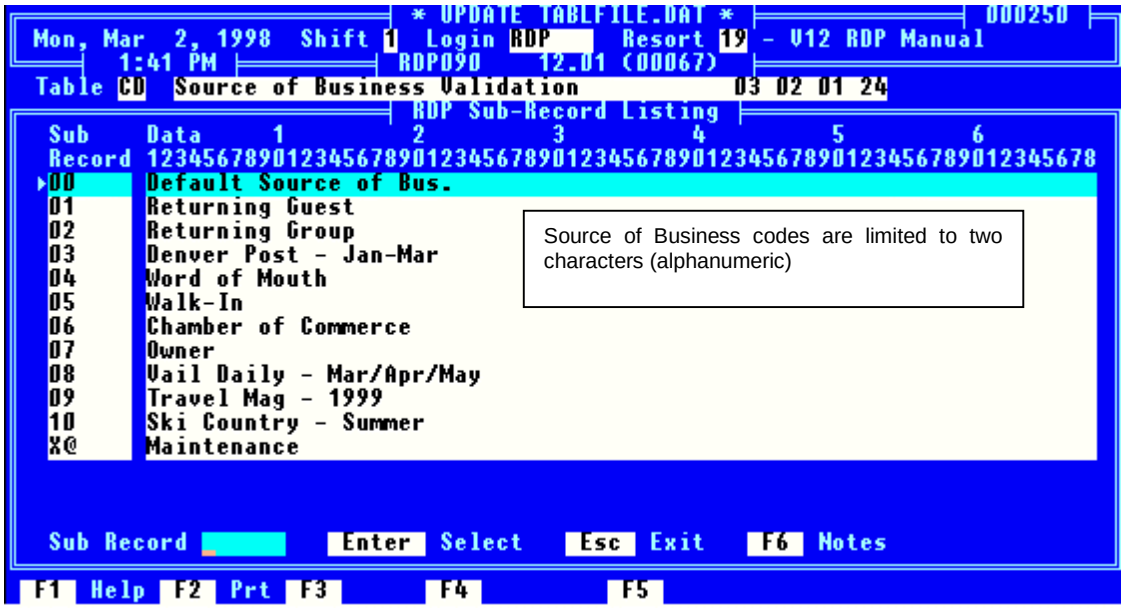
With the guest types added to the CA table and switch #109-14, Prompt for Guest type when Adding to Guest History, set to YES, the system displays the following prompt as part of the reservation process in RDP100:



SOURCE OF BUSINESS CODES - THE CD TABLE

Source of business codes are a critical part of a property's successful marketing campaign. By tracking how a guest discovered the property, marketing efforts can be easily tracked. RDP recommends specific source of business codes, such as "Add in Resort Living (1/1 - 3/1/97)" as opposed to "Magazine Ads". The detailed description allows the property to track the usefulness of each ad, as opposed to the usefulness of an advertising medium. If the property's Director of Sales only knows that 25% of guests discovered the property through "Magazines" and the property advertises in 25 periodicals, it is impossible to know which magazine ads were successful.

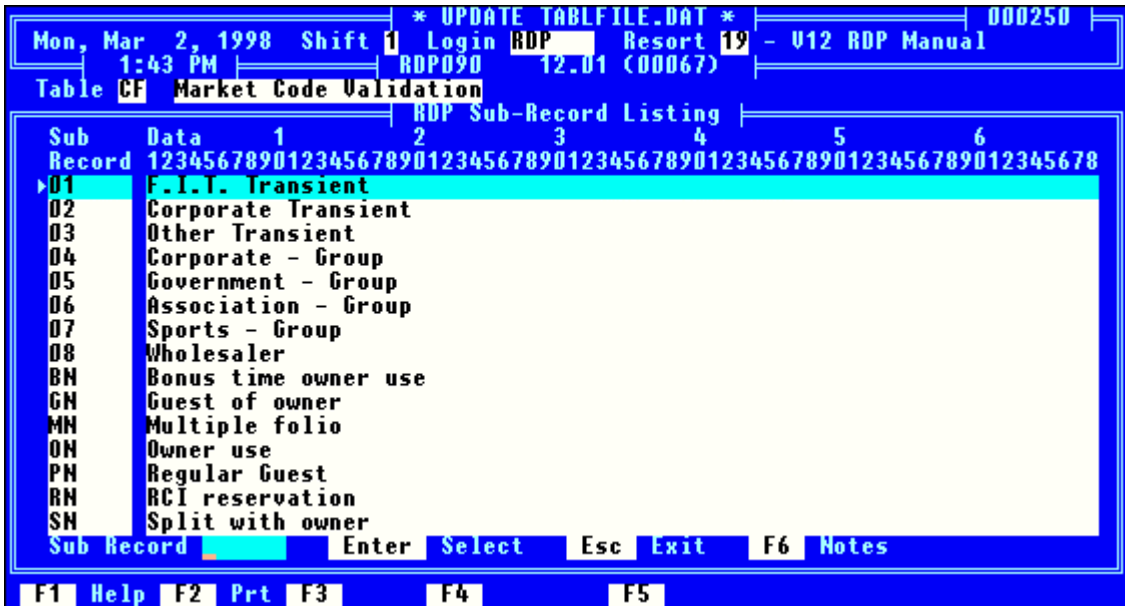
Source of business codes are defined in table CD, accessed through option 090 on the System Manager menu. After choosing option "U" - "Update Table Records", the system prompts for a table number. Here, enter table number "CD" and define sub-records equal to source of business codes. A sample listing follows:



MARKET CODES - THE CF TABLE

Market codes define the type of traveler who is staying at the property. For example, are most guests senior citizens, business travelers, family vacationers, or walk-in guests? A sales force armed with this information, coupled with source of business tracking, has a major jump on the competition for reaching their property's potential guests through a useful advertising medium. For example, knowing that 55% of the property's business comes through tour agencies, the sales department can target these groups through trade magazines and newsletters and reap the profits with higher occupancy and A.D.R.

Add market codes with option 090 on the System Manager menu. Use option "U" - "Update Table Records" to access table CF and add two character codes with specific descriptions. A sample list of market codes follows:



☒ ***Market and Source of Business codes cannot be deleted in mid-year. These codes are part of the statistical file and are necessary for complete statistical information. If a code is no longer in use, change the description to "DO NOT USE - OUTDATED" and delete the code at yearend. Changing a market or source of business description is also not recommended since statistical data is tracked by code. For example, changing code "08 - Wholesaler" in mid-year to "08 - Travel Agent" will skew statistical reports since revenue and occupancy figures will continue to accrue to code "08", regardless of the description. In this scenario, year-end figures for code "08" will include wholesaler and travel agent reservations!***

SECURITY

It is possible to restrict RDP users from entire menus or specific menu options. Security is defined in the RDP system through *power levels* and *fence levels*. Prior to instituting system security, RDP users must be defined and a security scale must be developed in order to group similar types of users into a security group. For example, all front desk clerks are grouped together and have access to certain system functions. Night auditors need additional functions in order to run system utilities and are grouped together. Supervisors are grouped together in order to have access to certain system tables, and accounting needs access to the entire system except for critical system tables and switches. The System Administrator has access to all RDP functions. Use the following checklist in order to institute system security:

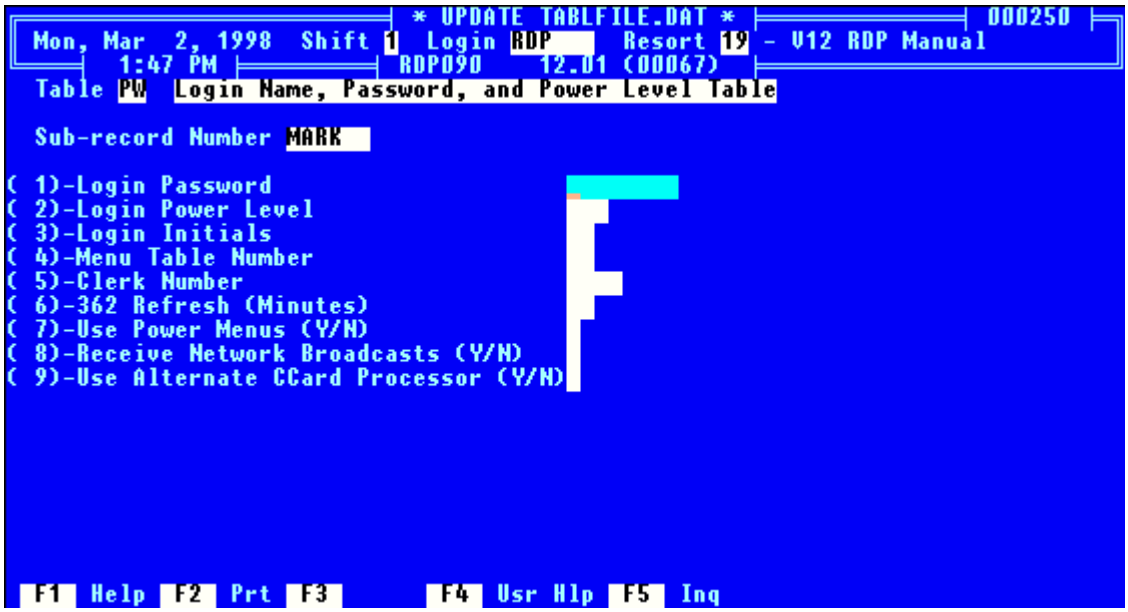
1. Define System Users.

2. Create Security Groups/Assign Power Levels.

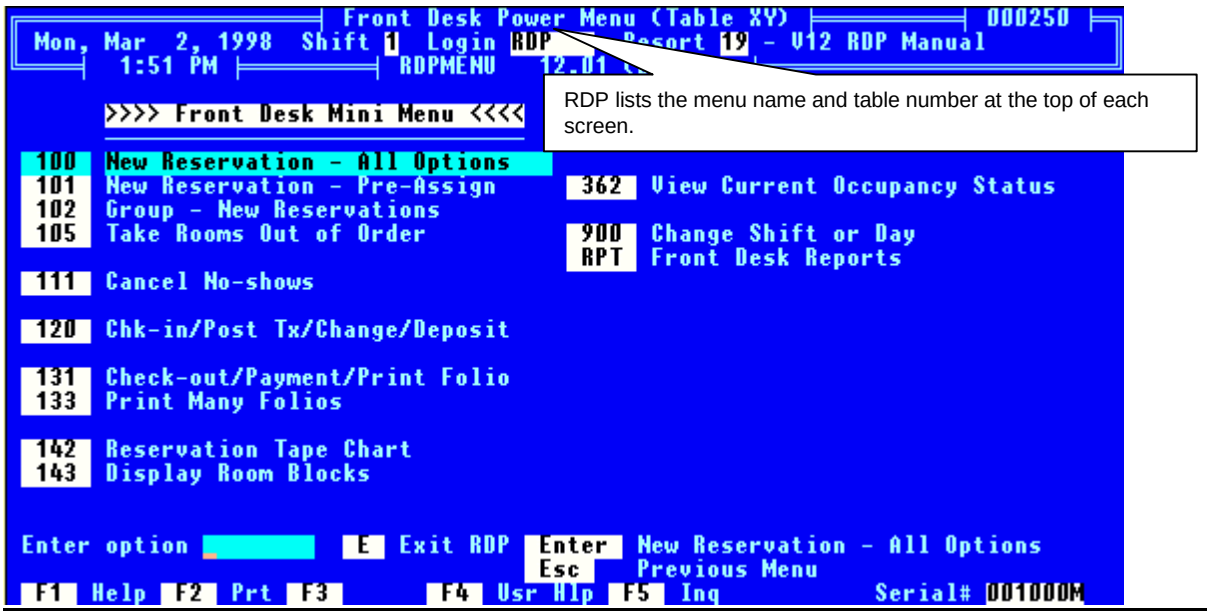
3. Restrict Menus and Options.

Defining System Users

All system users are added as sub-records in table PW. Use option 090 on the System Manager menu and choose option "U" to "Update Table Records". Enter table number PW and choose option "S" for "sub-record" to enter the appropriate user information:



Field	Description
#1 - Password	Enter the user's password. This is an eight digit alpha-numeric field.
#2 - Power Level	The power level dictates which RDP functions the user may access. The power level is used in conjunction with fence levels. For example, if the user power level equals 50 and the front desk menu has a fence level equal to 60, the user would not have access to this menu option. See the ***Restrict Menus and Options*** section for more information on fence levels.
#3 - Login Initials	Enter the user's initials in this field in order to prevent the system from prompting for initials when making reservations, posting charges, or taking payments. If users always stay at one computer, enter his/her initials in this field. If there is a chance the user may work on more than one computer during the day, leave the initials field blank and the system will prompt for user initials. For example, if a front desk clerk has his own cash drawer and is always logged into one computer, enter his initials in field #3. With initials entered in field #3, the system automatically stamps the clerk's initials on each monetary transaction and posting. If clerks share a cash drawer and jump back and forth between computers, leave the initials blank. This way, the system prompts for initials and the correct clerk will be accountable for postings/payments as opposed to the clerk who happens to be logged into the system at the terminal in question.
#4 - Menu Table Number	Enter the RDP menu table number the user should see when he logs in. Leaving this field blank brings the user to the RDP Main Functions menu at login. However, if a property wants all front desk clerks to see the Front Desk Mini Menu (power menu) when they login, enter "XY" in field #4. The XY is displayed at the top of the specified menu. For example, menu code XY is displayed in the header of the Front Desk Mini Menu:



#5 - Clerk Number	Used only for customers with the Credit Card interface module (RJ). Enter a unique four digit number for each clerk.
#6 - 362 Refresh	If a user needs the "362" - "View Current Occupancy Status" screen refreshed at a different rate (in minutes) than the default set in switch #419-10, enter it here.
#7 - Use Power Menus	RDP recommends using power menus for all users. The power menus contain all of the options as the normal menus, but in an abbreviated form. Enter a "Y" to use power menus.
#8 - Recv. Broadcasts	It is possible to configure the call accounting interface to send a Novell network broadcast alerting certain users that a guest has called 911 from a guest room. Enter a "Y" if the user should receive this broadcast and an "N" if he should not.

Contact your property's call accounting vendor to determine whether or not your phone system has the ability to alert employees of a 911 call through a network broadcast message.

#9 - Use Alternate CCard Processor	Used at properties who have payments taken in the reservation department go to a different processor than payments taken by the rest of the staff. Please contact RDP support for additional information.

Create Security Groups

Once all users are defined, associate them into security groups based on their job responsibilities. For example, group all front desk clerks together, all auditors together, and all supervisors together. *Security groups are not entered into the RDP system*, they are formed in order to organize users. Once groups are established, assign a power level to each, between 1 and 100. For example, assume a property organizes the following security groups:

Group 1 - Hskpg.

Power Level = 50

- Housekeeping (One Login)

Group 2 -Desk Clerks

Power Level = 60

- John
- Wyatt
- Robert
- Jackie
- Dave
- Chad

Group 3 - Auditors

Power Level =75

- Shawn
- Brendan
- Traci

Group 4 - Supervisors

Power Level = 80

- Tom
- Julie

Group 5 - System Administrator

Power level = 100

- Haynes

Restrict Menus and Options

Once users have been added, security groups created, and power levels assigned, it is possible to restrict menus and options by accessing the correct table and assigning fence levels. As an example, assume the property with the above security groups wants to give each front desk clerk access to the Reservations, Front Desk, Groups, Travel Agents, Housekeeping, and Past Guest Master menus. Follow these steps for creating these security levels:

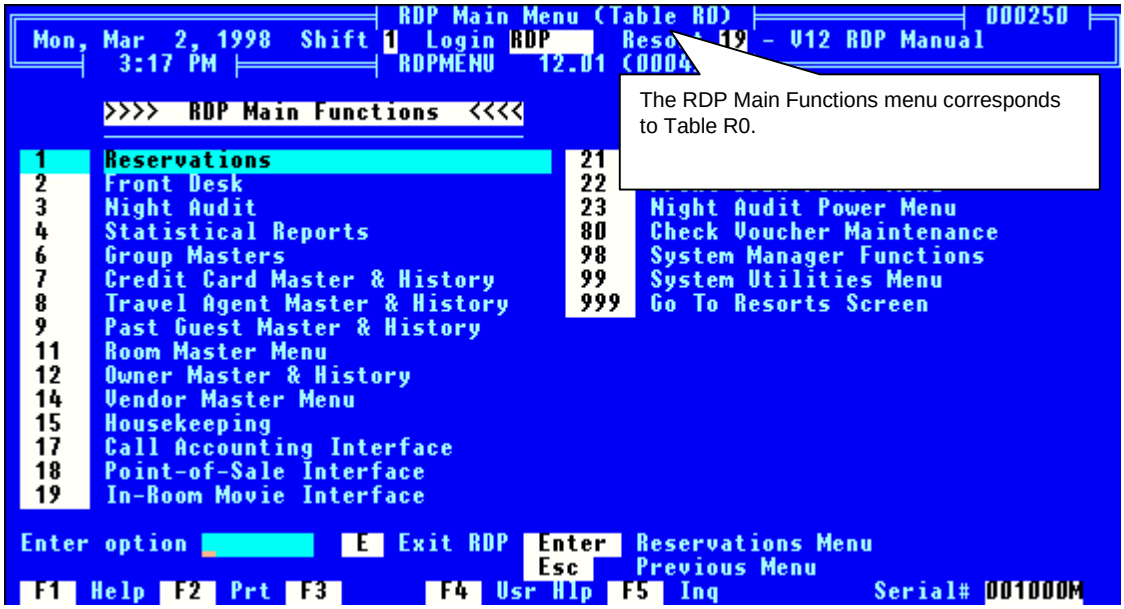
1. Access the RDP Main Functions Table in Option 090.

2. Assign corresponding fence levels to sub-records.

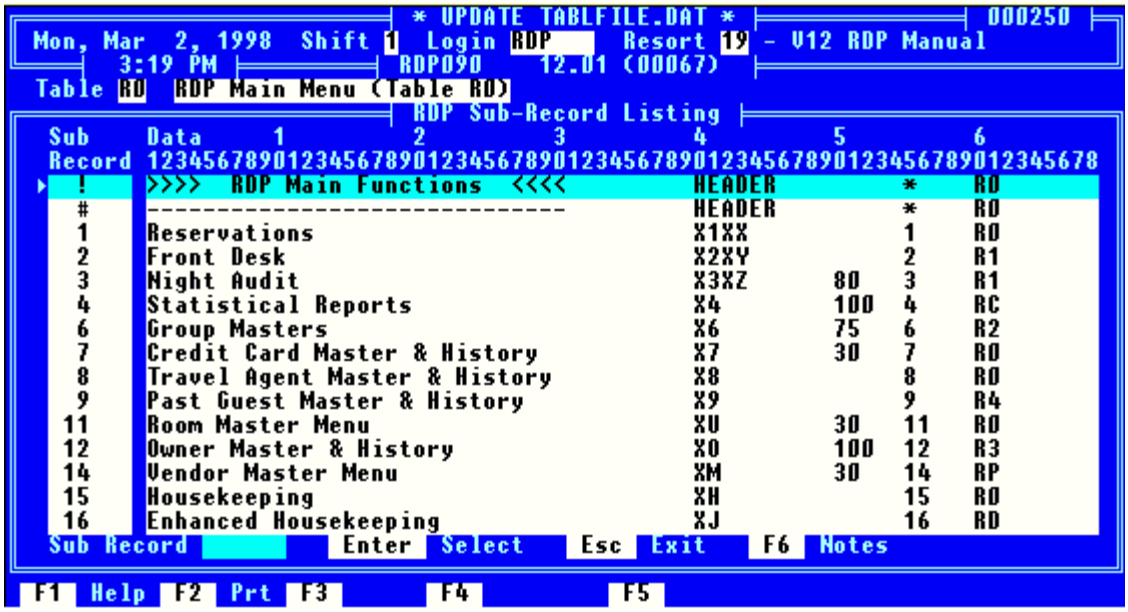
3. Test Security.

Access the RDP Main Functions Table

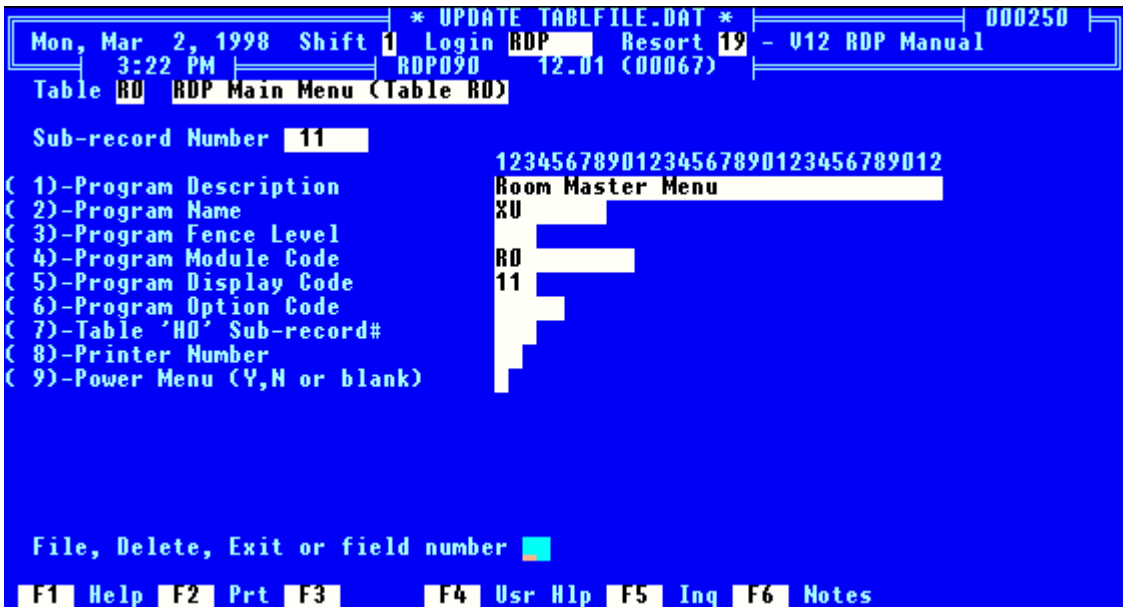
Each RDP menu is a table which can be accessed in option “090” - “Update System Tables”. In order to find the corresponding table number, access the menu in question. For example, to create the security listed above, access the RDP Main Functions menu, which appears as:



Looking at the *menu header*, the table that corresponds to the RDP Main Functions menu is “R0”. Access table R0 through option 090 on the System Manager menu. Choose option “U” to “Update System Tables” and enter “R0”. Listing the table displays the following sub-records:



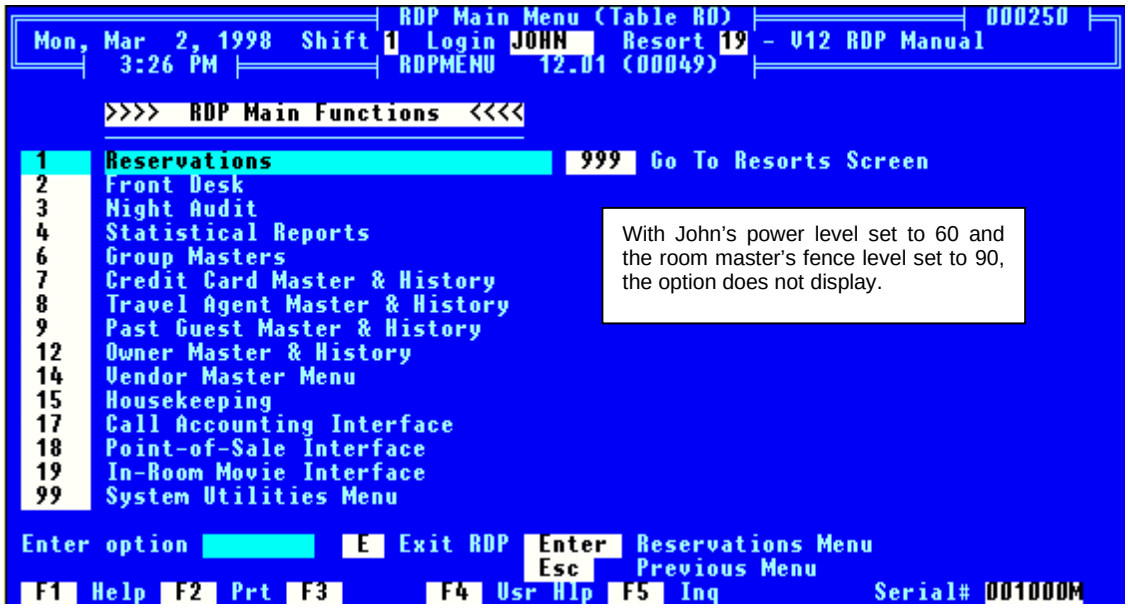
Each sub-record is a menu choice. In order to restrict a menu choice, highlight the sub-record and press <ENTER>. In our example, front desk clerks should not have access to the Room Master menu (amongst others). After highlighting sub-record 11 and pressing <ENTER>, the system displays:



Currently, the "Program Fence Level" (field #3) is blank. In order to restrict front desk clerks from this option, the fence level must be higher than their power level (60). Any number higher than 60 will restrict this menu choice by taking it off of the RDP Main Functions menu when logged in as one of the front desk clerks. In order to set the security level correctly take into account all other groups that should be restricted from the menu choice. In the example above, night auditors and supervisors should also be restricted from this choice. Assigning a power level of 90 will display this menu choice only to the System Administrator, Haynes. To test the security level, log in as John, one of the front desk clerks.

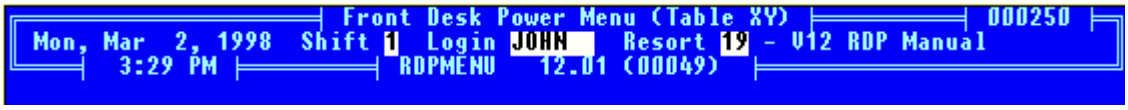
Use option 999 from the RDP Main Functions menu in order to quickly change user names.

After logging in as John, menu choice “11” - “Room Master” does not display on the RDP Main Functions menu.

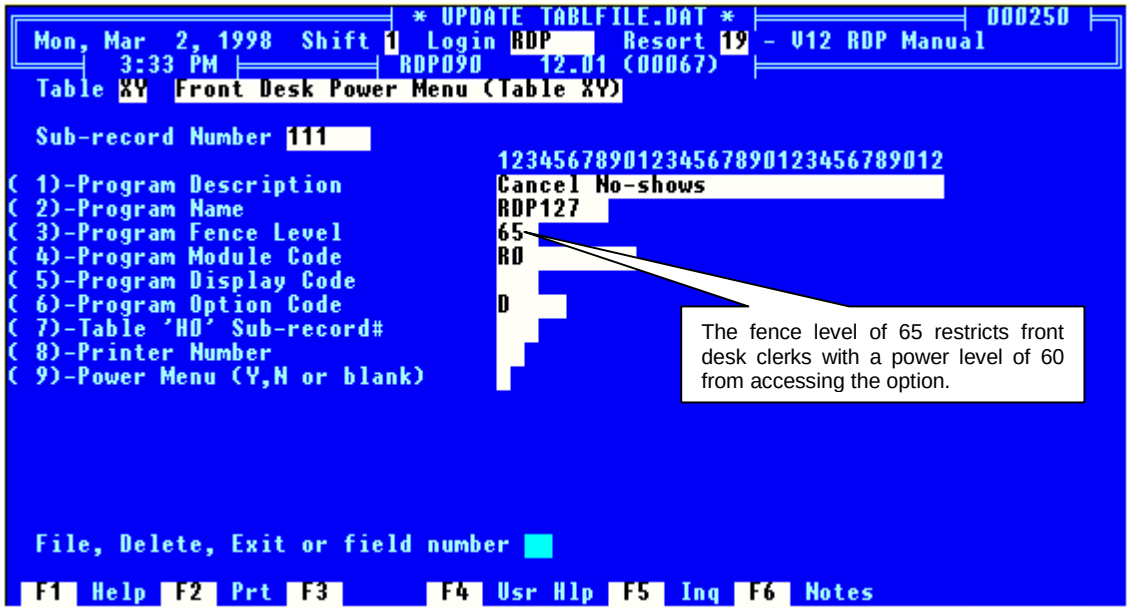


It is possible to restrict choices on menus as opposed to restricting entire menus. For example, if front desk clerks should have access to the Front Desk Mini menu but not option “111” - “Cancel No Shows”, access table number XY, and assign a power level to sub-record 111 higher than 60.

Front Desk Mini Menu Header



Option 111 in the XY Table



When using power menus, be sure to use R0 sub-records "21 - Reservations Power Menu", "22 - Front Desk Power menu", and "23 - Night Audit Power menu" when restricting access to the Reservations, Front Desk, and Night Audit menus.

ADDITIONAL SECURITY AND OPTIONS - THE X+ TABLE

The X+ table provides additional security to RDP features which do not display as sub-records accessible in option "090" - "Update System Tables". For example, it is possible to invoke a sub-record in the X+ table which allows users to toggle the "Allow Move" flag from the tape chart. In addition, certain properties may allow supervisors to only update non-critical system tables. This section will detail several X+ table options, including:

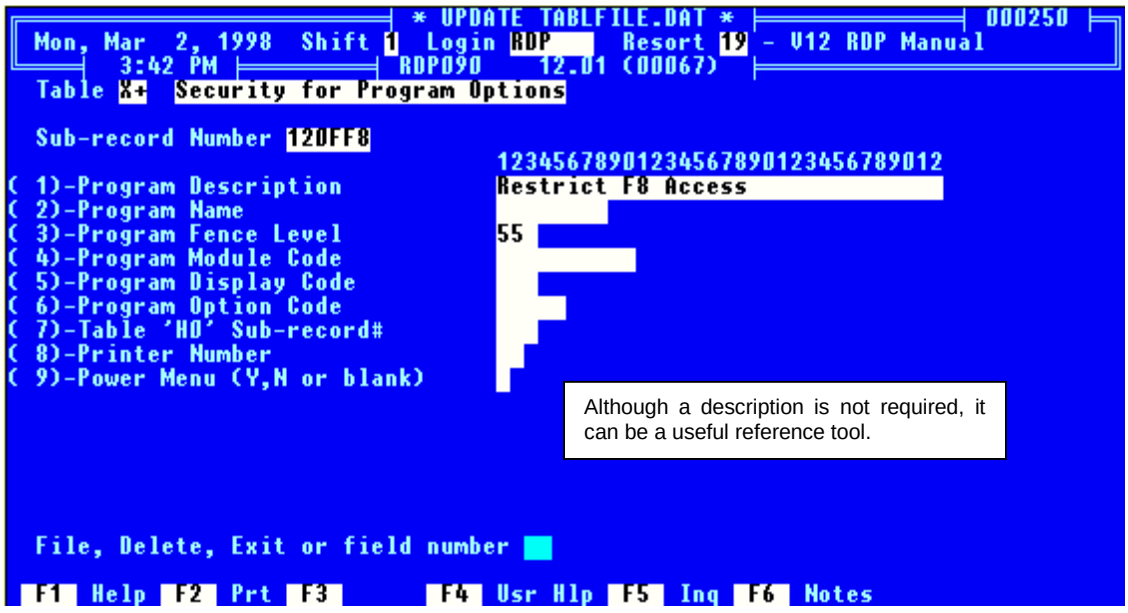
1. Restricting <F8 - CHANGE>
2. Tape Chart Security
3. Restricting System Tables and Payment Types
4. In-House Status Screen and Group Allocations

Restricting <F8 - CHANGE>

There are four X+ sub-records used for restricting various functions of the <F8 - CHANGE> key. They are:

Sub-Record	Description
120FF8	Restricts the entire <F8 - CHANGE> key.
120FD	Restricts users from deleting transactions.
120FT	Resticts users from transferring transactions to other folios.
120FC	Restricts access to the Price and Quantity fields.

All X+ sub-records are accessed through option 090 on the System Manager menu using option "U" - "Update Table Records". Enter table "X+" at the Table Number prompt and add the above sub-records, with only the power level required for restricting access.

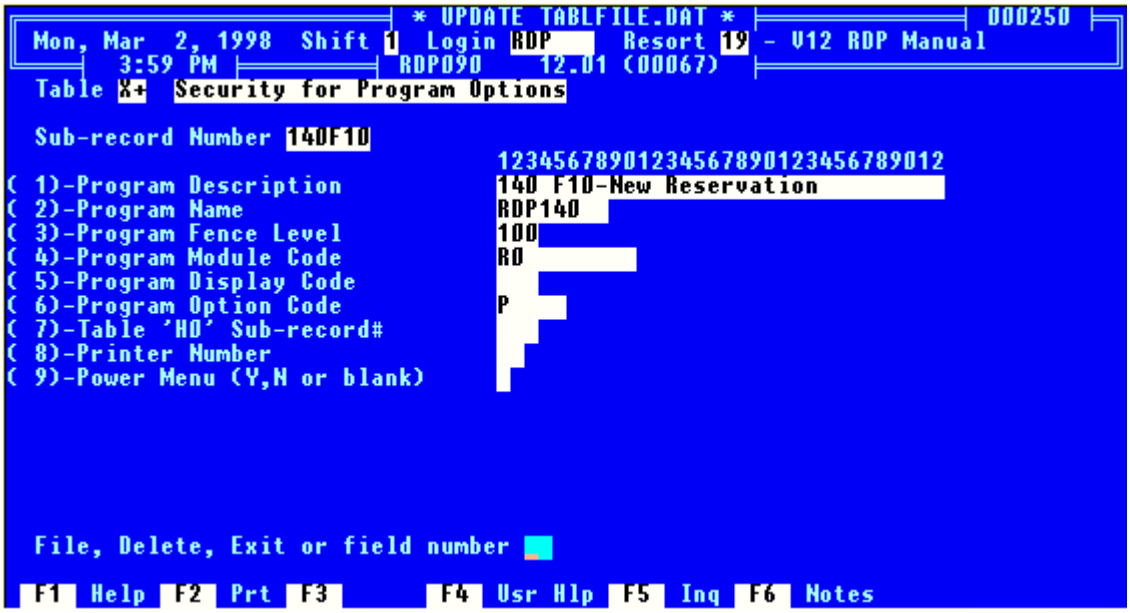


Tape Chart Security

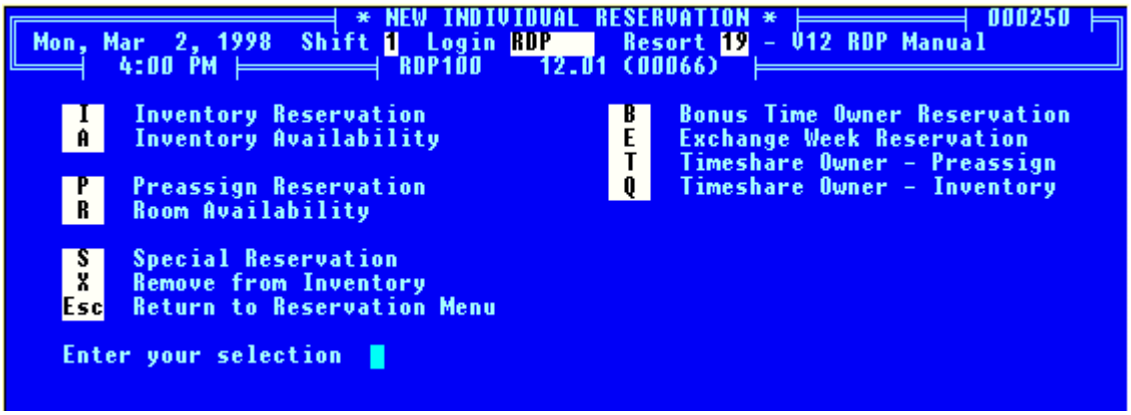
Use the X+ table to make the tape chart a read only feature, available for housekeepers and management personnel who do not need access to moving reservations. For example, housekeepers like to use the visual features of the tape chart for charting clean rooms and scheduling, however they should not have access to the <F9 - CAPTURE> feature which allows room moves to be performed from the tape chart. To implement the feature, add the following sub-record to the X+ table:

With this feature turned on, the system displays the following warning if a user with an insufficient power level attempts to perform a room move with the <F9 - CAPTURE> key:

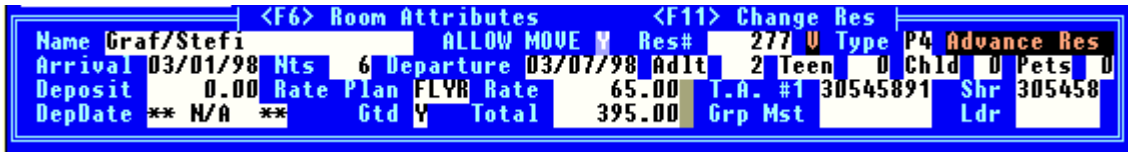
It is also possible to restrict users from making a reservation from the tape chart by adding X+ sub-record 140F10, similar to the following:



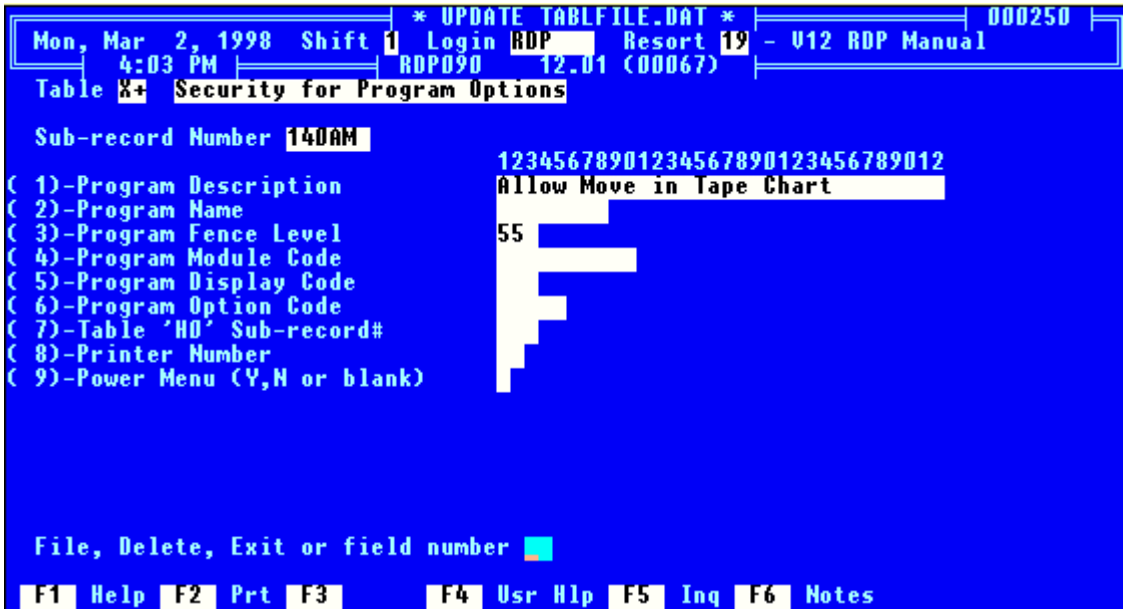
The 140F10 sub-record also controls the default reservation type from the tape chart. For example, if the property always makes inventory reservations, enter an "I" in field #6, Program Option Code. With the "I" entered in field #6, the system defaults to an inventory reservation, bypassing the following reservation type option screen:



When accessing a reservation in the tape chart, guest information is displayed in the reservation information box, seen below:



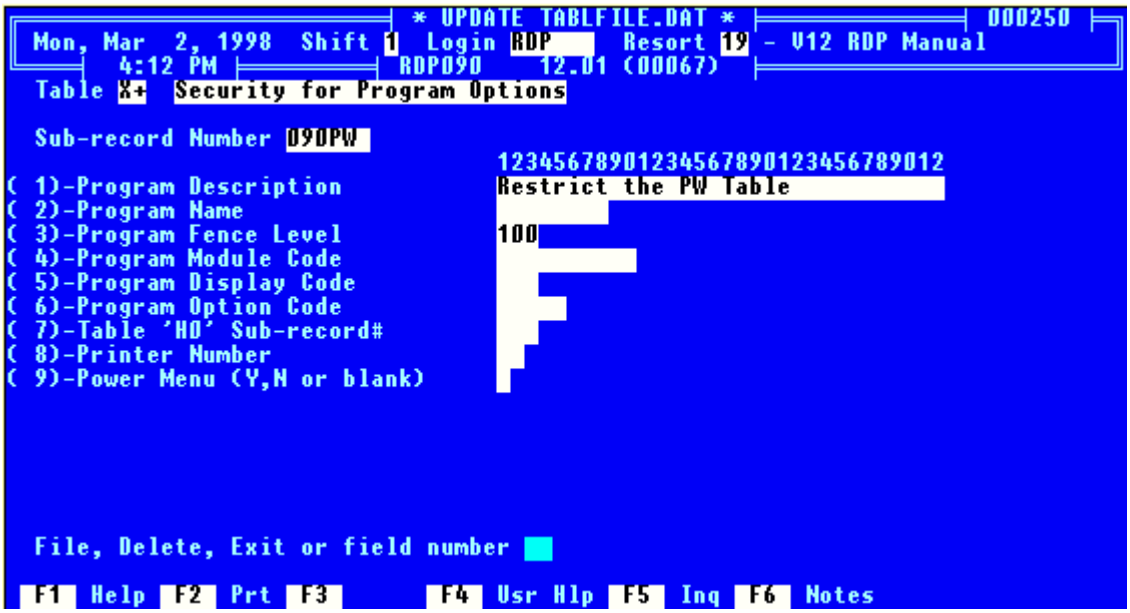
Reservations with the "Allow Move" flag set to NO (N) cannot be moved from the tape chart. However, by adding X+ sub-record 140AM with the proper security level, similar to the following, the <F7> key is active in the tape chart for toggling the "Allow Move" flag.



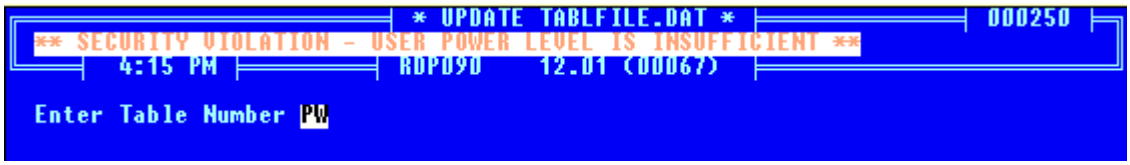
With sub-record 140AM added, the ability to toggle the "Allow Move" field through the <F7> key is added to the reservation tape chart.

Restricting System Tables and Payment Types

Using the X+ table it is possible to restrict certain tables within option “090” - “Update System Tables”. For example, assume a property allows supervisors to update market codes, source of business codes, and guest types but does not want them to have access to the PW (System User) and C1 (Program Control Table) tables. In order to restrict these tables, add two sub-records to the X+ table: (1) 090PW and (2) 090C1. The sub-records appear as:



With the sub-record added, supervisors with insufficient power levels receive the following error message when attempting to access the PW table:



Use the same sub-record naming convention in order to restrict any system table, i.e. - 090??, where ?? is the table number (CD, CF, C1, etc.).

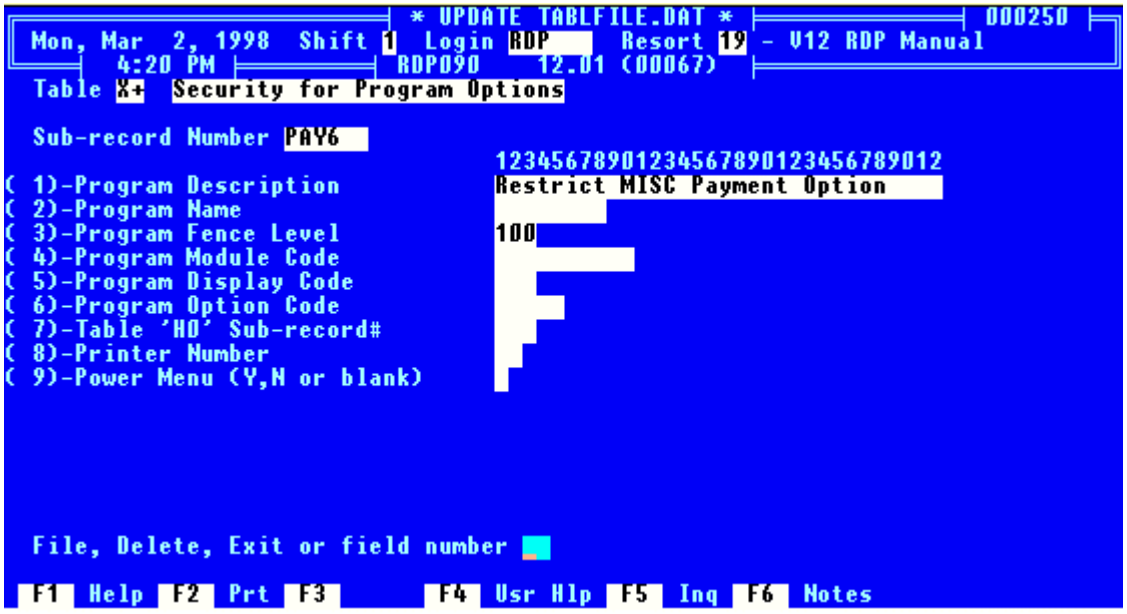
Restricting Payment Types

In order to restrict payment types, add the following sub-records to the X+ table:

Sub-Record	Description
PAY1	Cash payment option
PAY2	Check payment option
PAY3	Manual Credit Card payment option
PAY4	Scan Credit Card option
PAY5	Wire Transfer option
PAY6	Miscellaneous option
PAY7	Transfer option

All of the above options display when taking a payment in RDP120 using power user option “D” - “Deposit or Guest Payment”.

With sub-record PAY6 added with a power level of 100, users cannot access the miscellaneous option:

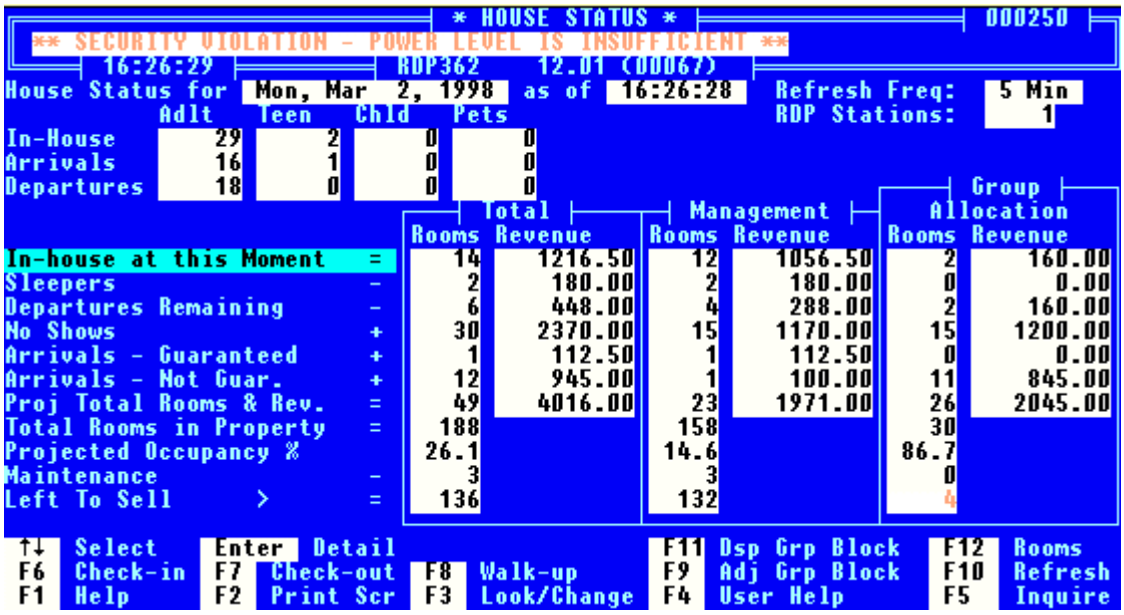


A user without a power level of 100 receives the following error message if payment option 6=Misc is chosen:

By restricting the seldom-used payment options (Wire, Miscellaneous, and Transfer), general ledger mistakes are avoided.

In-House Status Screen and Group Allocations (362)

The In-House status screen allows users to adjust group allocations using the <F9 - ADJ GRP BLOCK> feature. Many properties do not want all personnel to have access to this powerful feature. In order to restrict access to group block adjustments, add a fence level to menu X6, sub-record "551" - "Group - Adjust Room Block". The system checks this fence level and the user's power level prior to allowing access to the group allocation screen with the <F9 - ADJ GRP BLOCK> feature. A clerk with an insufficient power level receives the following error message when using the <F9> feature:



*See the **Front Desk** chapter in the User's Manual for a complete explanation of the In-House status screen.*

Other X+ Security Sub-Records

In addition to the security options listed above, the following sub-records can be added for security in the RDP system.

Sub-Record	Security
184?	The question mark is the option (1 - 8) in "184" - "Inquire on Totals File" that requires security.
362F8	Description and option for the <F8 - NEW RESERVATION> option in the "362" - "View Current Occupancy Status" screen. For example, the description for the <F8> key could be "New Reservation" and the default RDP100 option is "R".
500C	Security for "Change Monthly Totals" in option "502" - "Inquire on Owner Master". (Condominium and Timeshare customers only)

RATE PLAN AND TRAVEL AGENT CUT-OFFS

It is possible to restrict access to both rate plans and travel agent reservations using options "117" - "Cut-off Levels for Rate Plans" and "118" - "Travel Agent Access to Plans", respectively. The options are identical for restricting access. Use the following steps as a guide to cutting off rate plan and travel agent access:

1. Choose the correct option, 117 (rate plans) or 118 (travel agents).

2. Enter the rate plan or press <F3 - LOOK> to list all rate plans.

3. Enter the beginning cut-off date.

4. Sixty days of rate plan/travel agent cut-offs display.

5. Enter the starting cut-off date (the default).

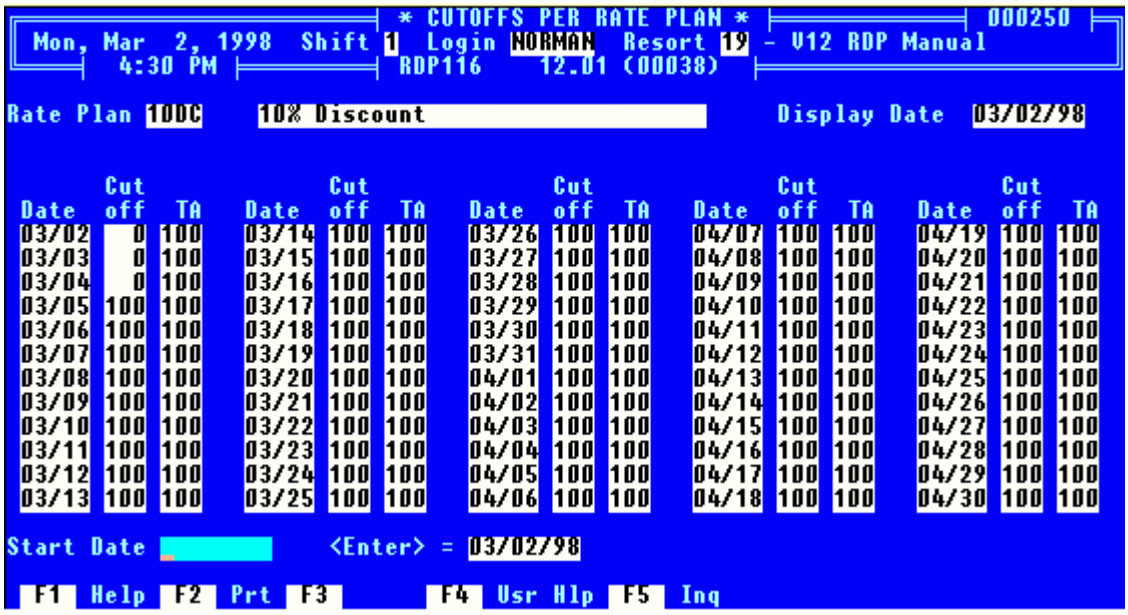
6. Enter the ending cut-off date.

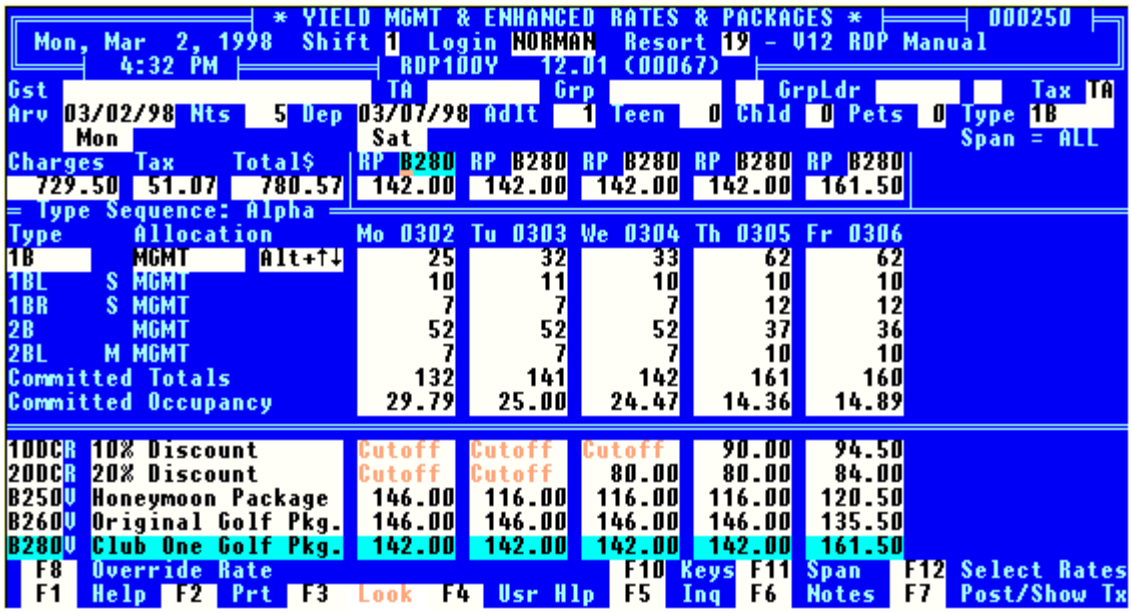
7. Enter the cut-off percentage, for example a "0" indicates the plan is unavailable for the specified dates, regardless of occupancy.

   RDP compares cut-off percentages to occupancy based on the setting of switch #420-7, Calculate cut-offs based on room type occupancy. With the switch set to NO, rate plan and travel agent cut-offs are compared to the entire property's occupancy.

   With a YES setting, the system compares cut-off levels to room type occupancy. For example, if the cut-off level is set at 50% and the property has 20 one-bedroom units, the cut-off would be invoked once ten rooms are filled.

A sample rate plan cut-off is displayed below followed by a sample yield management screen, displaying the cut-off rate plan followed by the text "Cut-off", alerting the reservationist that the rate plan is unavailable.





The MORIDE password is required in order to override the rate plan cut-off. The setting of switch #219-17, Display REASON instead of RATE on Yield Mgmt. Screen, toggles the cut-off rate plan display between the text "Cut-Off" and the actual rate displayed in red numbers.

ADDING SEASONAL AND COMMENT FIELD TABLES

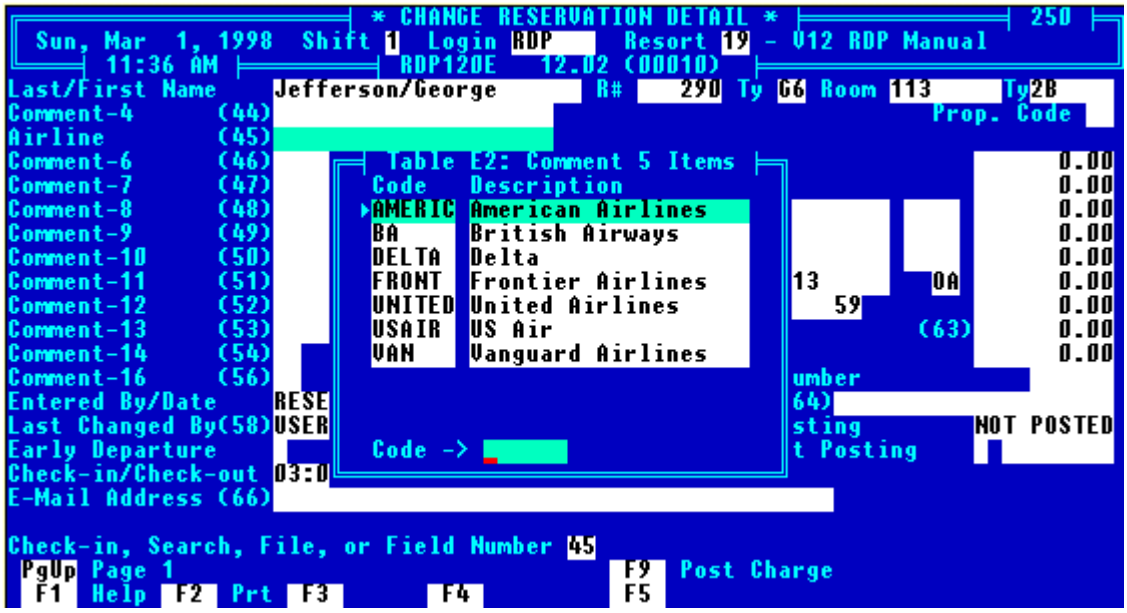
In prior RDP versions, adding new seasonal (Q?) and comment field look-up tables (E?) required using the <ALT> + <C> key combination. For example, if a property books golf rounds at a course whose seasonal calendar does not follow that of the property, a new seasonal table is created, Q2 in this example.

In the past, the following prompt displayed after entering the table number in 090.

And, in order to continue, the <ALT> + <C> key combination was required.

With Version 12.02, after entering the table number (Q2 in this example), the following prompt is displayed. Here, the table is given a name and sub-records are then added.

The same sequence of events holds true for adding new comment field lookup tables. A comment field lookup table is attached to comment fields 1 - 17 on reservation screens one and two. For example, a property may track the airline the guest is flying in Comment-5 (field #45 on the second reservation screen). And, in order to standardize entries into this field, a table is built that contains all valid airlines.


* CHANGE RESERVATION DETAIL *
250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:36 AM RDP12DE 12.02 (00010)
Last/First Name Jefferson/George R# 290 Ty G6 Room 113 Ty2B
Comment-4 (44)
Prop. Code
Airline (45)
Comment-6 (46)
Comment-7 (47)
Comment-8 (48)
Comment-9 (49)
Comment-10 (50)
Comment-11 (51)
Comment-12 (52)
Comment-13 (53)
Comment-14 (54)
Comment-16 (56)
Entered By/Date RESE
Last Changed By(58) USER
Early Departure
Check-in/Check-out 03:0
E-Mail Address (66)
Table E2: Comment 5 Items
Code Description
AMERIC American Airlines
BA British Airways
DELTA Delta
FRONT Frontier Airlines
UNITED United Airlines
USAIR US Air
VAN Vanguard Airlines
Code ->
0.00
13
0A
59
(63)
umber
64)
sting
NOT POSTED
t Posting
Check-in, Search, File, or Field Number 45
PgUp Page 1
F1 Help F2 Prt F3 F4 F9 Post Charge
F5

BEGINNING REPORT WRITER

OVERVIEW

Report Writer is an extremely powerful tool. It can be used to quickly change existing reports and create new ones. Report Writer can also be used to export information from RDP into a spreadsheet program such as Lotus or Excel. These programs offer an unlimited number of ways to manage data.

Report Writer may not be available on all systems. If module code R5 is listed on the RDP login screen, Report Writer is installed. Most RDP reports are modifiable with Report Writer. Some exceptions are the "360" - "Occupancy Statistics" on the Night Audit Reports menu, the "173" - "Group Master Room Block Report" and the "176" - "480 Day Booking Report" on the Reservation Reports menu. Confirmations, registration cards, and folios can be modified using Report Writer.

RDP recommends using the Crystal Reports module for ALL guest correspondence, including confirmations, registration cards, and guest folios. The Crystal Reports module allows for various fonts, colors, and graphics to be included on any RDP report. Please contact RDP Sales for additional information about Crystal Reports.

Virtually any word processor or text editor can be used to modify reports. However, modifications must be made in "non-document" or ASCII mode. RDP recommends DOS "Edit" version 5.0 or higher. All Report Writer reports send output to a printer, screen or disk file. The output type can be specified each time a report is run or it can be configured to default to the printer, screen, or file. Reports can also default to a specific printer such as a laser registration card printer or folio printer.

Topics covered in this chapter include:

Terminology
5 Steps to Creating A Report
How to Read Data Items - Table H1
Create the Form Layout
Adding the Report to Table H0
Adding the Form to a Menu Table
Modifying the New Form File
Testing the New Report
Qualifiers
Arithmetic Calculations
Confirmations and Report Writer
Scrolling Reports on the Screen

TERMINOLOGY

The following terms are used in the Report Writer chapters:

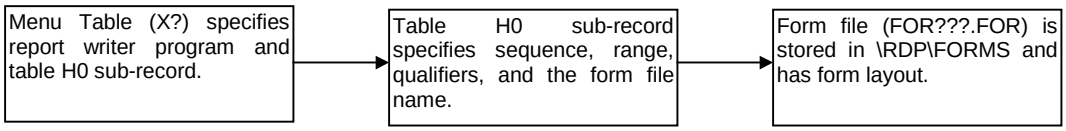
Data Items	Two-character codes that represent data. For example, CJ is the data item for a reservation's arrival date. Data items are listed in table H1. See Appendix A.
Sequence	A code that determines the order a report reads data. If the sequence is blank, the system prompts for the sequence each time a report is run.

Range	Range is used with the sequence to determine how much information is reported.
Qualifier	Qualifiers are used to specifically include or exclude data. For example, if a report lists reservations for a specific room number, a qualifier is used to include only reservations for that room number and no others. Another example is a report that lists all checked-in reservations except those in N/R (non-rental) rooms. Use the sequence to find checked-in reservations and a qualifier to exclude reservations in N/R rooms.
Header	The report lines that print at the top of every page on a report. Common information for the header includes date, time, report name, property name, and field headings for each column.
Trailer	The lines that print at the bottom of the report on the last page only. Often, grand totals are included in the trailer.
Main Control Line	The control line directs the overall formatting of the report, including: data file read (reservations, transactions, etc.), number of lines on the form, header length, trailer length, and sorting criteria. Qualifiers may be on the control line or in Table H0, but not both.
Sub-Control Line	If information from a subsequent data file must be indirectly accessed, a sub-control line is necessary. For example, in order to print a report showing future reservations by group master, access a main file (group masters) and an indirect file (reservations).

5 STEPS TO CREATE A REPORT

Changing system reports is a progressive skill. It is very easy to make minor changes to any report. Changes to complex reports are more difficult. Like most progressive skills, start by modifying easy reports and move into more complex reports.

When a report is run from a menu, the menu item references a form definition in Table H0. The form definition includes which form file in the \RDP\FORMS directory is used.



The five steps used to create a new report are:

1. Create a new report form file. The easiest way to do this is to copy an existing, similar report to a new file name.

2. Define the form in Table H0. The form name is specified along with the sequence, range, and qualifiers.

3. Add the form to a menu table (X? table). Refer to the menu sub-record for the report that was copied in step 1 as an example.

4. Use “Edit” to modify the form.

5. Run the report to test the form and return to step 4 if needed.

HOW TO READ DATA ITEMS - TABLE H1

Before explaining the five steps to creating a report, a review of Table H1 and finding data items is provided. Table H1 stores all available data items used during form design and for qualifiers. Table H1 may be printed using Option 090 on the System Manager menu or use <F5 - INQUIRE> to display Table H1. In order to access Table H1 through <F5>, use option “K” (More...), “A” (User Defined Tables), and “B” (H1 Report Writer Data Items).

A copy of Table H1 is printed in ***Appendix A*** at the end of the ***System Administrator*** manual. RDP frequently adds new data items to the system. If a printed copy of Table H1 is used when creating reports, reprint the table after receiving an update, as the table may change.

Most common data items in Table H1 are grouped together. The common groupings are listed below.

Because some data items do not follow these common groupings, be sure to scan the entire table.

Data Items	Used For
00-99	Common system information, including company name, current date, statement summary line items, sub-totals data items.
A! - B& B3 - BZ	Master data items: groups , units, travel agents, owners, and credit cards. These data items are available when reading file 80 (HRESERVE.DAT).
B1 - B2	Sub-control line data items used to access an indirect file. Examples: In a group master report reservation information is also needed. Use "[B1" on the sub-control line to access reservation data items as well.
C! - G}	Reservation file reports
H1 - MV	
N! - OF	Transaction Reports
T! - T3	
Q0 - RR	Statistical reports
S1 - SR	Owner and Travel Agent 1099 reports
U1 - UF	Aging on Report “769” - “Checked-out with balance due”
V0 - VV	Voucher file
WO - WE	Guest History Access for Last Three Reservations
Y0 - Z1	Enhanced housekeeping reports

Table H2 contains data items used for the statistical reports, including daily, month-to-date, and year-to-date room revenue, occupied rooms, and average daily rate.

STEP 1 - CREATE THE FORM LAYOUT

Create new reports from existing, similar reports. Do not “reinvent the wheel” by starting with an empty form file; instead use a similar report and make a copy. Any new reports should be numbered in the 400 or 900 series.

☒ ***RDP reserves the right to add or change system reports at any time. RDP will NOT use form numbers 400-499 and 900-999. ALWAYS use a custom report number for modified reports.***

Before beginning a new report, print a copy of table H1 using option 090 on the System Manager menu. This table holds all available data items used during form design. In this example, we will use report 712, the arrival report, on the Front Desk Reports menu. A copy of this report's form layout appears on the following page.

1. Exit the RDP system to a DOS prompt and change to the \RDP\FORMS directory:

   CD\RDP\FORMS <ENTER>

2. Copy the existing form to a new number:

   COPY FOR712.FOR FOR???.FOR <ENTER>

   Where "???" represents the number of the new form. Example:

   COPY FOR712.FOR FOR412.FOR <ENTER>

   Always number new reports in the 400 or 900 series.

↳ *Refer to the FOR412.FOR sample form on the next page for a complete explanation of the form layout.*

Sample Arrival Report

A sample of the new 412, Arrival Report, appears below. To print a copy of a report form file to a local printer, use the following steps:

1. Turn the printer on and put it in “Compressed Print Mode” (17 characters per inch).

2. Exit RDP to the DOS prompt.

3. With a Novell network, use the following command to make the local printer active:

   ENDCAP

4. Enter the following command to print the form:

   PRINT \RDP\FORMS\FOR412.FOR

```
(1) ..FOR412.FOR
(2) ;TYR;HL7;TL5;FILE80;SORT+C7;
(3) ;QUALDL=Y;
(4) ------------------------------------------------------------------------------
(5) [00                                    [10    ]  [04            ] ([03])
(6) Report: *RN ARRIVALS FOR [CJ    ] - Sequence: *SQ      Resort: [13     Page *PN
(7) ------------------------------------------------------------------------------
-
(8)                                                          Unit   Rate Room
(9) Guest Name  Res #  Arrive   Depart   Room# Type   Plan Rate     Adlt Chld Gtd
(10)---------- ------ -------- -------- ------ ------ ---- -------- ---- ---- ---
(11)[C7        [C1    [CJ      [CL      [C2    [C-    [FQ] [CR    ] [CP] [FS] [DL
(12)
(13)=============================================================================
=
(14)        Number of Arrivals =        [90 ]          Total Adults   = [FE  ]
(15)        Total Charges      = [EH        ]          Total Children = [FV  ]
(16)        Total Balance Due  = [EN        ]
```

Line numbers have been added to the sample arrival report above, FOR412.FOR. Actual forms do not contain line numbers.

☒ ***Whenever a standard report is modified, always create a new report number that begins with a 4 or a 9. Otherwise, each time an update is loaded, the RDP standard report overwrites any changes.***

Line by Line Explanation of the Arrival Report

A line by line explanation of the sample arrival report (FOR412.FOR) follows:

Line 1

..FOR412.FOR

Line 01 is always the form file name. This line is used to identify the form being modified. The name of the form must always appear "..FORxxx.FOR", as follows:

1. The first two characters must always be periods. This indicates a report name to the Report Writer module.

2. The next three characters must always be "FOR".

3. The next three characters are the form number, xxx. In the case of FOR412.FOR, this is 412. In most cases, this number corresponds to the menu option within RDP.

   When creating custom reports, use form numbers that begin with a 4 or a 9. This ensures that RDP will not overwrite a custom report. After making a copy of an existing report, change the form number in line one.

4. The last three characters are always "FOR", the extension for the DOS file name.

Line 2

;TYR;HL7;TL5;PL66;FILE80;SORT+C7;

Line two is the main control line. This line must begin with a ";" (semi-colon) and each control string is separated by a semi-colon. In the example above, we have the following control strings:

Control String	Description
TYR (optional)	TYR stands for "Type = Report". There are two report types: TYR (Report) and TYL (Letter). A standard report with a header on each page is a "TYR". When printing marketing letters, mailing labels, and other forms that do not require a header, use "TYL". If the TY? is omitted, Report Writer assumes the type TYR.
HL7	The header length is 7 lines, meaning the first seven lines after the three control lines reprint at the top of each page. If the header length is not entered, it is assumed to be zero.
TL5	The trailer length is the last 5 lines of the form. *The trailer is only printed on the last page of the report.* A trailer is usually used for grand totals or comments. If the trailer is not entered, it is assumed to be zero.
PL66 (optional)	This report is designed for 66 lines per page. Most printers use six lines per inch, therefore 66 lines corresponds to an 11 inch page. If the "PLxx" string is NOT included in the main control line, the report uses the page length found in "096" - "Update Printer Options" setting for the printer. When printing one inch labels, the PL is six. If printing a seven inch check, the PL is 42.
FILE80 (required)	This report is designed to read file 80 as the "direct file". File 80 is the reservation file. Defining the direct file is critical to the overall function of the report. Please see ***Step 3 - Adding the Form to a Menu Table*** in this chapter for a complete list of Version 12 data files.
SORT+C7; (optional)	Reports can be sorted by any data item. In this case, the report is to be sorted by guest name (data item C7). Up to 11 different sort levels are allowed. Use "SORT+xx" to sort data items in ascending order and "SORT-xx" to sort data items in descending order.

Line 3

;QUALDL=Y;

Line three is an optional qualifier. In this case, the qualifier states that data item DL must be equal to "Y". Table H1 defines data item DL as a reservation's "Guaranteed" flag. A report with this qualifier produces an arrival report that only shows guaranteed arrivals. If this line were deleted, the report would show ALL arrivals.

Qualifiers can be placed in table H0 or in the form itself. Table H0 allows a maximum of 20 characters for the qualifier, while 80 characters are allowed in the form. Because of space limitations in table H0, complex qualifiers should be placed in the form.

Line 4

Line 4 is simply a line of dashes (hyphens) in the first line of the header. The header length is defined as the first seven lines (See HL7 in line #1).

Line 5

[00 [10] [04] ([03])

Line 5 is the second header line. The header can contain text and data items from table H1. A left square bracket ([ ) indicates a data item follows.

Data Item	What Prints On The Report
[00	Prints data item 00, company name.
[10	Prints data item 10, time of day.
[04	Prints the current date in "long format." Data items 04, 05, and 06 are different date formats. Please be aware this is the current computer date, not the RDP system date. The RDP system date always appears in the top left hand corner of each menu and screen. Data items 07, 08, and 09 are be used for the RDP system date.
[03	Prints the current period, in the form YYMM. 9812 is December of 1998.

Line 6

Report: *RN ARRIVALS FOR [CJ] Sequence: *SQ Resort: [13 Page: *PN

Line 6 is the third line of the header. If contains both text and data items.

Report String	What Prints on the Report
Report *RN	An **"*"** (asterisk) indicates that a special data item code follows. These codes do not appear in table H1. In this case, the text "Report *RN" prints the word "Report" followed by the report writer program number. The final text for our sample report would be: **Report 410-412.**
Arrivals for [CJ]	Prints the text "Arrivals for" followed by data item CJ, which is the arrival date entered for this report. If the FOR412.FOR report was printed for arrivals on July 4, 1998, the text would appear as: **Arrivals for 07/04/98**
Sequence: *SQ	Prints the text "Sequence:" followed by the sequence used for this report. On line 2 of the report, we have a SORT+C7 which sorts the report by data item C7, the guest's last name. The sequence text would appear as follows: **Sequence: Customer Name - Last/First**
Resort: [13	Prints the text "Resort:", followed by data item 13, the directory number chosen when the system is started. For example, it is possible to have directory 01 as the "real" system and a demonstration system in directory DE. Data item [13 would be either "01" or "DE" in this case.

If the system does not display a "Resorts" menu, only one resort exists

Report String	What Prints on the Report
Page *PN	Prints the text "Page" followed by the report's page number.

Line 7

Line 7 is another line of dashes in the header.

Lines 8, 9 & 10

Lines 8, 9 and 10 are the last 3 lines of the header and constitute column descriptions.

Guest Name	Res. #	Arrive	Depart	Room #	Unit Type	Rate Plan	Room Rate	Adlt	Chld	Gtd

Line 11

[C7 [C1 [CJ [CL [C2 [C- [FQ] [CR] [CP] [FS] [DL]

Line 11 is the first line of repeating data and contains only data items. These data items correspond to the headings in lines 8, 9 , and 10. It is critical to space the data items correctly, depending on the number of characters for a given data item. For example, data item C7 is the guest last name. The far right hand number in table H1 for a data item is the default print length. For data item C7, the length equals 22. The left square bracket indicates the starting position for the name. If a right square bracket "]" is entered prior to the default twenty two spaces, the data item is truncated.

Line 12

Line 12 is a blank line for spacing. Line 12 is also the first line of the “trailer”. The trailer only prints on the last page of the report. In this example, the trailer length is 5 (TL5), meaning lines 12-16 are the trailer.

Line 13

==========

Line 13 contains a string of equal signs (=). The line is used to provide a visual break between the report and the grand total information in the trailer on the report’s final page.

Line 14

Number of Arrivals = [90] Total Adults = [FE]

Line 14 is also part of the trailer. It prints the text "Number of Arrivals" followed by data item 90, the total number of items printed. If qualifiers were used on the report, only the number of qualified items are counted. For example, there may be 30 arrivals today, but if only 20 of these arrivals have the guaranteed flag set to “Y”, and this report qualifies for guaranteed reservations, the number of arrivals would be printed as 20. The text “Total Adults” also prints, along with data item “FE” - “People Field #1 - Total - 3”. The Total-3 data items are always used in the trailer area for grand totals.

Line 15

Total Charges = [EH] Total Children = [FV]

Line 15 only appears on the last page of the report because it is in the trailer area defined by the TL5 in the main control line. The text "Total Charges" and “Total Children” is printed followed by their respective data items.

Line 16

Total Balance Due = [EN]

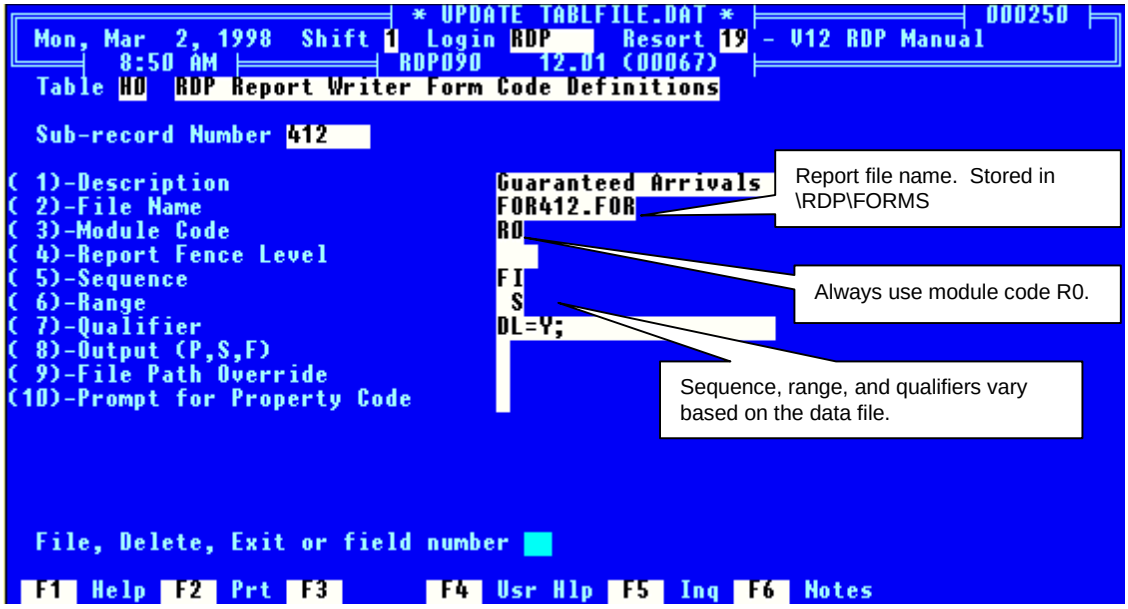
Line 16 is also part of the trailer and prints the text "Total Balance Due" followed by the data items.

STEP 2 - ADDING THE REPORT TO TABLE H0

All reports are defined in Table H0 using option 090 from the System Manager menu. Use the following information to define the new arrival report, FOR412.FOR.

Table H0

Select option 090 from the System Manager menu, and use option "U" - "Update Table records". Update table number H0 (H+zero). Enter S for sub-record and then enter the report number to add or change, 412. The following screen displays:



H0 Field	Description
#1 - Description	The description entered in field #1 only appears on the report if the Report Title data item (i.e. *RT) is used. Up to 30 characters are allowed. This description does not have to be identical to the report name that appears on a menu.
#2 - File Name	Field #2 must contain the DOS file name stored in the \RDP\FORMS sub-directory. Use the entire field length. In this case the file name is FOR412.FOR.
#3 - Module Code	Always use R0 (R zero) as the module code.
#4 - Fence Level	The fence level should be blank in table H0. All report security should be entered on the menu where the report appears. See the ***Maintaining System Tables*** chapter for more information about adding security to menu options.

H0 Field	Description
#5 - Sequence	Sequence is a two-character code that determines the order a file is read. If the sequence is blank, RDP prompts for the sequence each time the report is used. The available sequences depend on which file is used as the direct file. If one character (first or second) is NOT defined for a file, it should be left blank. See the following section, ***Table H0 Sequences***, for a detailed listing of valid sequences for each RDP data file.
# 6 - Range	The range is a two-character code that determines how much data is printed on a report. If the range is blank, the system prompts for the range each time a report is printed. For example, when running a reservation report for future reservations in reservation number sequence (sequence =FN), if the range is blank the system prompts for the starting and ending reservation number. If the range is set to " A" (space A), the system automatically reads all reservations by number. If the range is " S" (space S), the system prompts for one selected reservation number. The valid options for range are:

Range Input	Range Used
" A"	Read the entire file, no prompting. (space+A).
" C"	Read for the current date only. For example, an arrival report could be set to " C" to always read the current date only. This range option is only valid for sequences that are date oriented (such as in-date, out date, deposit date, etc).
"<C"	Read for all dates less than or equal to the current date.
" >C"	Read for all dates greater than or equal to today.
" S"	System prompts for one selected item. For example, when reading reservations by number, with a range of " S" (space+S), the system allows entry of one reservation number.
" " (Blank)	Prompt for a range each time the report is run.

#7 - Qualifier	Qualifiers can be placed in table H0 or in the form itself. Table H0 allows a maximum of 20 characters for the qualifier, while 80 characters are allowed in the form. The qualifier in the form always overrides the qualifier in Table H0. Any data item from table H1 can be used as a qualifier, and multiple qualifiers are allowed. The qualifier is an extremely powerful feature in report design. Here are a few of the data items from table H1 to be used in the following examples:

Data Item	Description
C!	First letter of reservation type (ie "O" for Owner, I for Inventory, etc)
C-	Room Type on the reservation
CD	State the guest is from
CR	Daily room rate

Assume a reservation report exists with a sequence of "FN" and a range of " A", telling the system to read all future reservations in reservation number sequence. To further limit the reservations on the report, use a qualifier. A few qualifier examples are:

Qualifier	Reservations Printed
C!=X;	Maintenance (Out of Order) reservations (type X) only.
C!=O:C!=G;	Reservations of type O (owner) or G (guest of owner) only. The ":" character indicates an OR operator.
CB=CO;	Reservations from the State of Colorado
CB=CO:CB=IL;	Reservations from State of Colorado OR Illinois.
CR>10000	Reservations with a daily room rate greater than $100. When using monetary amounts, ***do not*** enter the dollar sign or the decimal. A qualifier of 10000 represents $100.00.
C-=1BL;C!=X;	Reservations with a room type of 1BL and maintenance reservations (type X). The ";" symbol indicates the AND operator.
CB=?;	The question mark creates a state prompt each time the report is run. With this qualifier, the report can be run for a variety of states without changing the qualifier. By entering "CA" at the state prompt, a report with all reservations from California is produced. Pressing <ENTER> at this prompt produces a report for all states.
CB=?:CB=?	Prompts for the state twice, using the OR condition. For example, when this report is run, the clerk inputs CA and CO to produce a report of all reservations from California and Colorado. The next time the report is run, the clerk inputs TN and WV, producing a report of all future reservations from Tennessee and West Virginia.

Qualifiers always end with a semi-colon (i.e. ";")

H0 Field	Description
#8 - Output (P, S, F)	Report Writer can send output to the printer, screen, or a disk file. If the output field in table H0 is blank the system prompts "Printer, Screen, File" each time the report is used. Following is a description of each output device.

Device	Description
Printer	All system reports are formatted to print on 8 ½" x 11" paper. Confirmation letters, guest folios, marketing letters, and other items presented to guests are designed to use uncompressed type (80 columns). Laser printers can be used for high quality output at fast speeds. Reports for internal use are designed to use "compressed print" at 132 columns. Printers can be specified for particular reports. With multiple printers, use one for folios, one for registration cards, and one for general printing. Each printer is assigned a number, seen in the "Choose Printer Box" whenever a report or screen is printed. In order to by-pass this choice, enter the printer number in the X? table (see step 3).
Screen	Output to the screen is used to preview results before printing. Any report can be displayed to the screen. No changes to the report are required for screen output. However, only the first 79 characters of each line are displayed and no scrolling is available.

Device	Description
File	All reports can be sent to a disk file. This feature can be used to export data to other software packages. For example, a report of all reservations can be sent to the disk file "**RESERVE.TXT"**. This file can then be transferred via modem to another computer, or used by a spreadsheet application. Through Report Writer, reports can be modified to fit the format of other software applications.

H0 Field	Description
#9 File Path Override	Normally, all forms are placed in the \RDP\FORMS sub-directory. However, customers using the central reservation system may require a different version of the same report for each resort. For example, the central reservations Resorts screen appears as:

Each of these four properties may want a different version of the FOR412.FOR arrival report, unique to their property. This can be accomplished by modifying FOR412.FOR and placing the unique copy for property 01 (Honolulu Resort Hotel) in sub-directory \RDP\RDP01. Then set the "File Path Override" field in Table H0 to "1", to indicating the report is in the data path. The unique FOR412.FOR for resort 02 (Cancun Resort Condominiums) would be placed in \RDP\RDP02 and a "2" entered in file path override.

Table H0 Sequences

Each data file contains unique table H0 sequences, listed in the following sections.

Itinerary Sequences - File 50

1st Character	Sequence	2nd Character	Sequence
C	Current Itineraries	N	Itinerary Number
H	Historic Inquiries	D	Itinerary Date
B	Both Current & Historic	R	Reservation Number
		V	Vendor

Itinerary Range - File 50

1st Character	Range	2nd Characrter	Date Range for Vendor
Blank	Prompt second sequence character range.	Blank	All itineraries for vendor
A	All itineraries	A	All itineraries for vendor
S	Select based on second sequence character	S	Select an itinerary date for vendor
		P	Prompt for date range for vendor

Master Sequences - Files 70-74

"Masters" refer to a room, travel agent, owner, group master, or credit card master. Reports for masters always have "FILE82" on the main control line and the sequence field tells the Report Writer which master file to access. If no sequence is specified in Table H0, options 1 through 9, are displayed when the report is run. To make the report easier to use, one of the sequences should be specified.

Second Character	Sequence Used
1	Rooms by Number
O (Letter)	Prompts with the owner options 2 & 3 below
2	Owners by Number
3	Owners by Name
C	Prompts with the group options 4 & 5 below
4	Group Masters by Number
5	Group Masters by Name
T	Prompts with the travel agent options 6 & 7 below
6	Travel Agents by Number
7	Travel Agents by Name
Y	Prompts with the credit card options 8 & 9 below
8	Credit Cards by Number
9	Credit Cards by Name

Guest History Sequences - File 75

First Character	Sequence Used
A	Guest History Name (Alphabetic)
N	Guest History Number
T	Guest History Type
Z	Zip Code

Reservation Sequences - File 80

The sequences for reservation reports use two characters. For example, a sequence of "FN" would read future reservation by reservation number. Sequence "IU" would read in-house guests by room number. Valid characters for the first and second sequence position for reservation reports are:

1st Character	Sequence Used	2nd Character	Sequence Used
F	Future	N	Reservation Number
I	Checked-In	I	Arrival Date
A	Active History	O	Departure Date
N	Non-Active History	D	Deposit Due Date
*	All of the Above	L	Guest Last Name
1	Future & In-House	U	Unit Number
2	Future, In-House, & Active	A	Travel Agent Number
3	Active & Non-Active History	G	Group Master Number
		R	Group Leader Reservation Number
		H	Guest History Number
		E	Entry Date
		C	Last Changed Date

Transaction Sequences & Ranges - File 85

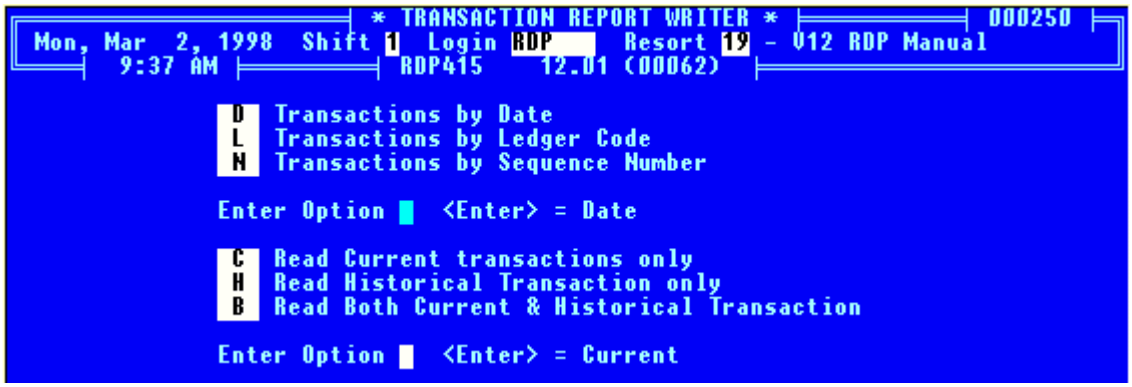
The sequence and range for transaction file reports differ from the other reports because the system has the ability of reading either the active transaction file (File 85-HEXPENSE.DAT), the non-active transaction file (FILE 92-HEXPHIST.DAT), or both files. Transactions may be read in date order, transaction sequence number, or ledger code. The following options are available for the sequence and range fields for transaction reports.

There are two characters for transaction report sequences:

1. The file(s) to read (current, historical or both)
2. What order to read expenses (date, ledger code, or sequence number).

Blank Sequence

Leave the sequence blank to prompt for both of these items. The system displays:



First Sequence Character

The first sequence character in Table H0 can be set for the file to read. The options are:

'C' or Blank	Current Transaction File (File 85)
'H'	Historical Transaction File (File 92)
'B' or '*'	Both Transaction Files

Second Sequence Character

The second sequence character in Table H0 can be set to determine which key to read. The options are:

'N' or Blank	Transaction Sequence Number
'D'	Transaction Date
'L'	Ledger Code

If the file is specified in the first character and the second character is blank, the system reads the file(s) by sequence number. If the first character is blank, but the second sequence character is set, the system reads just the current transaction file (file 85).

Transaction Range

The range options are dependent on the sequence. Only the first character of the range for transactions reports is used.

Blank Sequence

If the sequence is blank and the user has to choose the sequence, there are two options for the range:

Blank	System prompts for starting and ending dates. The system assumes all sequence numbers or all ledger codes for the specified date range are included.
R	System prompts for starting and ending sequence numbers if 'N' is chosen or starting and ending ledger codes if 'L' is chosen. The system then prompts for starting and ending dates.

If the sequence field is NOT blank, the range options vary according to the key being read:

Sequence by Date

'A'	All Transactions by Date
'S'	Transactions for a Selected Date
'C'	Transactions for the Current Date
'R' or Blank	Prompt for Starting and Ending Date

Sequence by Transaction Sequence Number

'A'	All Transactions by Sequence Number
'S'	Transactions for a Select Date
'C'	Transactions for the Current Date
'R'	Prompt for Starting and Ending Transaction Sequence Number and Starting and Ending Date
Blank	Prompt for Starting and Ending Date

Sequence by Ledger Code

'R'	Prompt for Starting and Ending Ledger Code and Starting and Ending Date
Blank	Prompt for Starting and Ending Date

Using 'R' makes the system prompt for the main key (transaction sequence number or ledger code) and for starting and ending transaction dates.

Sequence	Range	Result
" "	"A "	Prints current transactions by sequence number
" "	"S "	Prints current transactions by sequence number for a select date
" "	"C "	Prints current transactions by sequence number for the current system date
"*D"	" "	Prompts for beginning and ending dates, prints current and historical transactions by transaction date.
" "	" "	Prompts for beginning and ending dates, prints current transactions by sequence number.
"* "	" "	Prompts for beginning and ending dates, prints current and historical transactions by sequence number.
"*N"	" "	Prompts for beginning and ending dates, prints current and historical transactions by sequence number.
"* "	"R "	Prompts for beginning and ending: sequence # and dates, prints current and historical transactions by sequence number.
"*N"	"R "	Prompts for beginning and ending: sequence # and dates, prints current and historical transactions by sequence number.
" N"	" "	Prompts for beginning and ending dates, prints current transactions by sequence number.
" N"	"R "	Prompts for beginning and ending: sequence # and dates, prints current transactions by sequence numbers.
" L"	" "	Prompts for beginning and ending dates, prints current transactions by ledger code.

Sequence	Range	Result
"*L"	" "	Prompts for beginning and ending dates, prints current and historical transactions by ledger code.
" L"	"R "	Prompts for beginning and ending: ledger codes and dates, prints current transactions by ledger code.
"*L"	"R "	Prompts for beginning and ending: ledger codes and dates, prints current transactions by ledger code.

STEP 3 - ADDING THE FORM TO A MENU TABLE (X?)

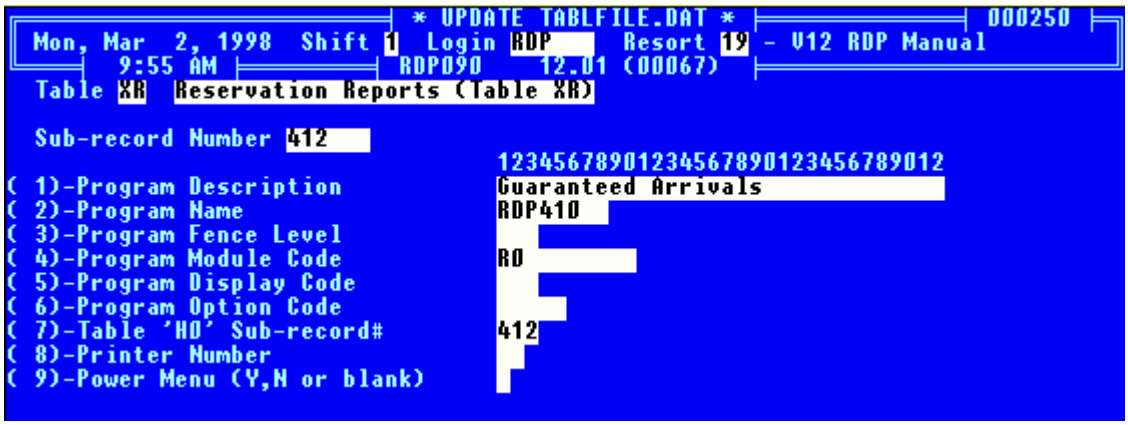
After a new report has been defined in the H0 table it must be added to one of the system menus listed below or to a user defined menu.

Table	Description
X1	Reservations Menu
X2	Front Desk Menu
X3	Night Audit Menu
X4	Statistical Reports Menu
X6	Group Master Menu
X8	Travel Agent Menu
X9	Past Guest Master Menu
XA	Check Maintenance Menu
XF	Front Desk Reports
XG	Group Reports
XH	Housekeeping Menu
XI	System Utilities Menu
XJ	Enhanced Housekeeping Menu
XN	Night Audit Reports
XO	Owner Master Menu
XQ	Owner Reports
XR	Reservation Reports
XS	System Manager Menu
XU	Room Master Menu
XV	Housekeeping Reports Menu
XW	Enhanced Housekeeping Reports Menu
XX	Reservation Power Menu
XY	Front Desk Power Menu
XZ	Night Audit Power Menu

To add the sample report FOR412.FOR to the Reservation Reports menu, use option 090 on the System Manager menu and update table XF. Add sub-record 412. The completed sub-record follows.

Table XR for Report 412

The completed sub-record 412 for Table XR appears as:



Program Description

The program description is the text that appears on the menu. 32 characters are allowed. Since report FOR412.FOR is used as a guaranteed arrival report, the description has been entered as "Guaranteed Arrivals". The standard arrival report on the Reservations menu, 712, could have a description of "Arrival Report - ALL".

Program Name

There are various report writer programs, depending on what type of information is accessed. The following table shows which program to use depending on the file number in the first control line.

Version 12 File	Table 00 File #	Report Program	File in Main Control Line	Table H0 Sequence	Comments
STATFILE.DAT	63	RDP470	FILE63		
OTOTALYY.DAT	67	RDP464	FILE67		
TOTALSYY.DAT	68	RDP450	FILE68		
UNITS.DAT	70	RDP400	FILE82	SEQ: U	
OWNERS.DAT	71	RDP400	FILE82	SEQ: O	Use RDP450 for statements
GROUPMST.DAT	72	RDP400	FILE82	SEQ: G	Use RDP450 for statements
AGENTS.DAT	73	RDP400	FILE82	SEQ: T	Use RDP450 for statements
CCARDS.DAT	74	RDP400	FILE82	SEQ: C	Use RDP450 for statements
GUESTS.DAT	75	RDP400	FILE81		
HRESERVE.DAT	80	RDP410	FILE80		
FUTRKEYS.DAT	81	RDP410	FILE80	SEQ: F	
CURRKEYS.DAT	82	RDP410	FILE80	SEQ: C	
PASTKEYS.DAT	83	RDP410	FILE80	SEQ: A	

Version 12 File	Table 00 File #	Report Program	File in Main Control Line	Table H0 Sequence	Comments
HEXPENSE.DAT	85	RDP415	FILE85		
BOOKHIST.DAT	90	RDP410	FILE80	SEQ: N	
HEXPHIST.DAT	92	RDP415	FILE92		
ITINCURR.DAT	50	RDP460	FILE50		

Program Fence Level

The fence level controls which users are allowed to access the report.

Module Code

The module code controls which system module the report belongs to. Always use R0 (zero).

Display Code

Leave the program display code blank. This field does not apply to reports.

Option Code

Leave the program option code blank. This field does not apply to reports.

Table 'H0' Sub-record#

Enter the Table H0 sub-record number for this report. Enter 412 for our example. *This field must be completed!* In previous versions, this field was 6 characters in length. Starting with version 10.08 it was changed to only use the 3-digit H0 sub-record number.

The Form Name field on a sub-record in the report menu table directs the system to the sub-record in Table H0. The H0 sub-record directs the system to the actual report in the \RDP\FORMS directory on the disk.

Printer Number

RDP systems support up to 16 network printers and 4 local printers. A given report can be set to default to any of these printers by entering the printer number in field #8. Leaving the printer number blank prompts for a printer number whenever the report is output to option “P” (printer):

Power Menu

Leave this field blank.

STEP 4 - MODIFYING THE NEW FORM FILE

1. Access the new form through the DOS editor (or any word processor that has an ASCII display mode). The DOS command for accessing the new form is:

   EDIT FOR412.FOR <ENTER>

2. The new arrival report, FOR412.FOR is now displayed on the screen. The sample report still shows "..FOR712.FOR" on the first line because no changes have been made. The file name is FOR412.FOR. If you are unfamiliar with the use of the DOS Edit utility, please consult the DOS manual.

3. Change the report number on line one to ..FOR412.FOR

4. Add the optional qualifier described in line three of the Sample Arrival report described in ***Step 1 - Create the Form Layout***. The qualifier, **QUALDL=Y;**, alerts the system to only prints reservations arriving today with the guaranteed flag set to "Y".

5. In addition, modify the arrival report so that the column for Departure Date is eliminated and replaced with the reservation's length of stay (in number of nights). Using the arrow keys, move the cursor to the word "Depart" on line 9 of the report.

6. Press the <INSERT> key to put DOS Edit into overwrite mode. The cursor should change to a flashing box. With the cursor on the D of Depart, type "**# NTS**".

7. Move the cursor down one line to the text "[CL." Look at the printout of table H1 and find that data item CQ is "Number of Days". Overwrite [CL with [CQ. Move the cursor so that it is directly over the L of CL and type **Q** (this must be a capital letter).

8. The form has been changed. Press **<Alt>, <F>** to bring up the File menu. Press <**X>** to exit and press **<ENTER>** to save the changes.

Modified FOR412.FOR

The qualifier has been added and the Departure Date column replaced with the # of Nts.

```
(1)  ..FOR412.FOR
(2)  ;TYR;HL7;TL5;PL66;FILE80;SORT+C7;
(3)  ;QUALDL=Y;
(4)  ------------------------------------------------------------------------------
-
(5)  [00                                          [10    ] [04            ] ([03])
(6)  Report: *RN ARRIVALS FOR [CJ    ] - Sequence: *SQ  Resort: [13        Page *PN
(7)  ------------------------------------------------------------------------------
-
(8)                                  Unit Rate Room
(9)  Name Res# Ty Arrive #Nts Room# Type Plan Rate Adlt Chld Comm  Gtd BalDue Note
(10) ---- ---- -- ------ ---- ----- ---- ---- ---- ---- ---- ----  --  ------ ----
(11)[C7   [C1 [C0[CJ     [CQ  [C2   [C-  [FQ] [CR] [CP] [FS][CG   ][DL [CZ    ][GZ
(12)
(13)==============================================================================
=
(14)   Number of Arrivals =        [90 ]          Total Adults   = [FE  ]
(15)   Total Charges      = [EH        ]          Total Children = [FV  ]
(16)   Total Balance Due  = [EN        ]
```

STEP 5 - TESTING THE NEW REPORT

Once the report is copied, added to the H0 and X? tables, and modified to suit the property's needs, test the report by accessing the menu option on the specified X? table. In our example, the new arrival report has been added to the Reservations Reports menu (table XR). From the Reservations Reports menu, choose option "412" - "Guaranteed Arrivals Report". With the sequence and range already defined in table H0, the system first prompts for an output type (Printer, Screen, or File) followed by the text:

Here, enter an arrival date in the month/day/year format. It is not necessary to enter the slashes and the system defaults to the current year. A date entered as 09/19/98, 091998, or 0919 would all be valid entries for September 19, 1998 (assuming the current year is 1998). After entering the arrival date (in-date), the system displays records on the screen, to a printer or a disk, based on the selected output type. If records display, the new report is working correctly (unless no records meet the report's criteria). If the report is not correctly defined, several error messages can display, including:

Error	Description
FORM FILE DOES NOT EXIST	Field #2, File Name, in the H0 table is incorrect or incomplete.
INVALID - MODULE NOT INSTALLED	Field #3, Module Code, in the H0 table is incorrect or incomplete (always use R0).
INVALID FILE DEFINITION	Field #2, Program Name, in the X? table is incorrect or incomplete.
INVALID MENU OPTION	If the report displays on the menu, but this error message displays, double check the Module Code (field #4) in the X? table. It should be equal to R0.

QUALIFIERS

Qualifier Conditional Symbols

A wide range of qualifiers are possible. The following symbols are allowed.

Symbol	Definition
=	Equal to
>	Greater Than
<	Less Than
<>	Not Equal To
>=	Greater Than or Equal to
<=	Less Than or Equal to
;	The AND Operator (i.e. - Arrival Date equal to today AND guaranteed)
:	The OR Operator (i.e. - Transaction code equal to D0 (Cash) OR D1 (Credit))
#CD	Current Date
*	The asterisk is used as a wildcard. For example, when using reservation type (data item C0) as the qualifier, C0=*2 can be used. This will show all reservations of type I2, P2, M2, G2, and O2.
?	Prompts for entry of the data item each time the report is initiated. See “H2=?” above.

If a qualifier is entered using the "?", press <ENTER> to display all entries. For example, the qualifier is "C-=?;" prompts for room type. When the system displays:

Room Type [ ] <Enter> = All

press <ENTER> to run the report for all room types stored in the system. Also, <F3 - LOOK> is active for certain data items at this prompt.

Force Upper& Lower Case

Any data item can be printed with only the first letter capitalized, regardless of how it was entered into the system. This allows names and addresses on letters or labels to be uniform. If a data item such as C6 (Guest Name) is to be printed on reports in this format, add "UL" to Table H1 one character after the data item length (location 50 in RDP090). Contact RDP Support for assistance in changing any data items.

Large Dates

The reservation report writer has the ability to print short format dates in text characters. For example, “09/19/98” can be printed as “September 19, 1998”. This type of printing can be used to print parking permits that have a large departure date on them which can be easily checked by a parking attendant. To implement this feature, add “BIG” to table H1 one character after the data item length (location 50 in RDP090).

NOSHARE Qualifier

The text "NOSHARE" can be added as a qualifier to exclude secondary sharewiths from reports. For example, if only 1 registration card is needed for each room, add NOSHARE as a qualifier for option 770 and the report writer will print a registration card for only the primary sharewith and not secondary sharewiths.

ARITHMETIC CALCULATIONS

The Report Writer module has the capability of performing arithmetic functions on master, reservation, transaction and statistical reports. The symbols below are arithmetic operators. The data items do not have to display on the report in order for report writer to perform the operation:

+	Addition
-	Subtraction
*	Multiplication
/	Division
%	Percent

The format is [xxOxx] where “xx” is a data item and “O” is the operator. For example, to calculate average daily rate on statistics reports, the report may have [QR/QI], Room Charge divided by Occupancy. The data item formula is placed on the report where the calculated amount should display or print. Use square brackets "[ ]" to enclose the formula like a regular data item. Spaces should be placed before the right bracket "]" to allow for the size of the number being calculated.

☒ ***This feature is limited to one mathematical operation only. For example, [QR/QI] is allowed, while [QR/QI+CR] has two operations and is not allowed. For complex reports that require many levels of operation, print the report to a disk file and then import the file into a spreadsheet program for manipulation.***

FOR375.FOR Using '/'

The file layout for report 375-Rev. by Market Code-Detail shows an example of using division in the Average Daily Rate column on the far right.

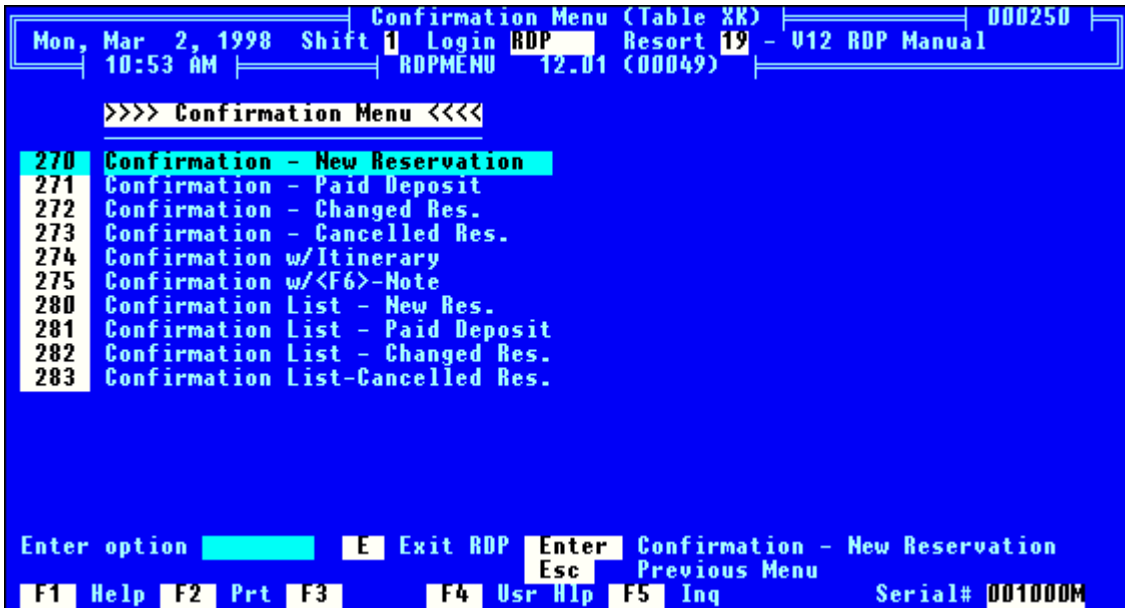
```
..FOR375.FOR
;TYR;HL8;TL2;FILE63;SORT+QD;
-------------------------------------------------------------------------------------------------------------------------------
[00                                                                                                  [10    ]  [04            ] ([03])
Report: *RN                          Revenue by Market Segment - Detail                                 Resort: [13   Page *PN
-------------------------------------------------------------------------------------------------------------------------------

                                        Unit     Rate                                                                  Average
Market Segment          Date     Res#   TY Number   Plan SOB ST  Occ  Occupancy Reason     Room Charge  Total Charge Daily Rate
----------------------- -------- ------ -- -------- ---- --- --  ---- -------------------- ------------ ------------ ------------
[97;LC3;DCQD;
                                                                ====                      ============ ============ ============
Sub-Totals for Market Segment *DC, Stat records: [91]           [R1]                        [RJ        ] [RA        ] [RJ/R1     ]

[QD[RP               ] [Q0    ] [Q2  ] [Q3[Q1    ] [QC] [QG][QE][QI] [Q5              ] [QR        ] [QO        ] [QR/QI     ]

GRAND TOTALS             Total stat records for this report [90] [R2]

[RK        ]               [RB        ]              [RK/R2     ]
```

The room charge data item ‘RJ’ is divided by the occupancy data item ‘R1’ to calculate the average daily rate for each market code for the dates entered.

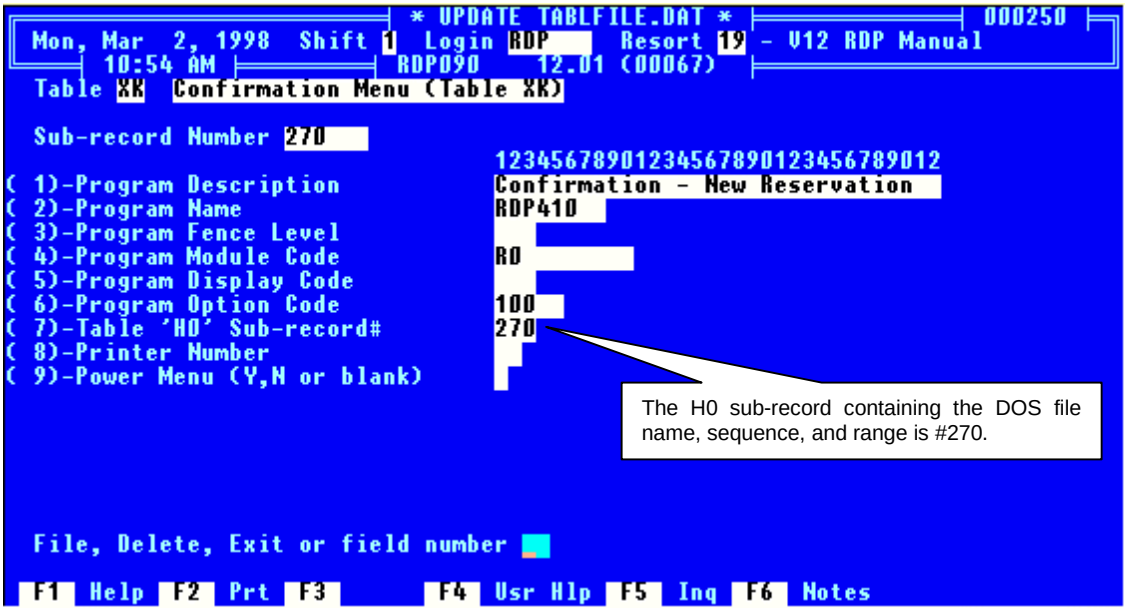
Arithmetic operations allow properties to calculate average daily rate on a weekly basis as opposed to the daily, monthly, and yearly options that are available on all statistical reports.

CONFIRMATIONS AND REPORT WRITER

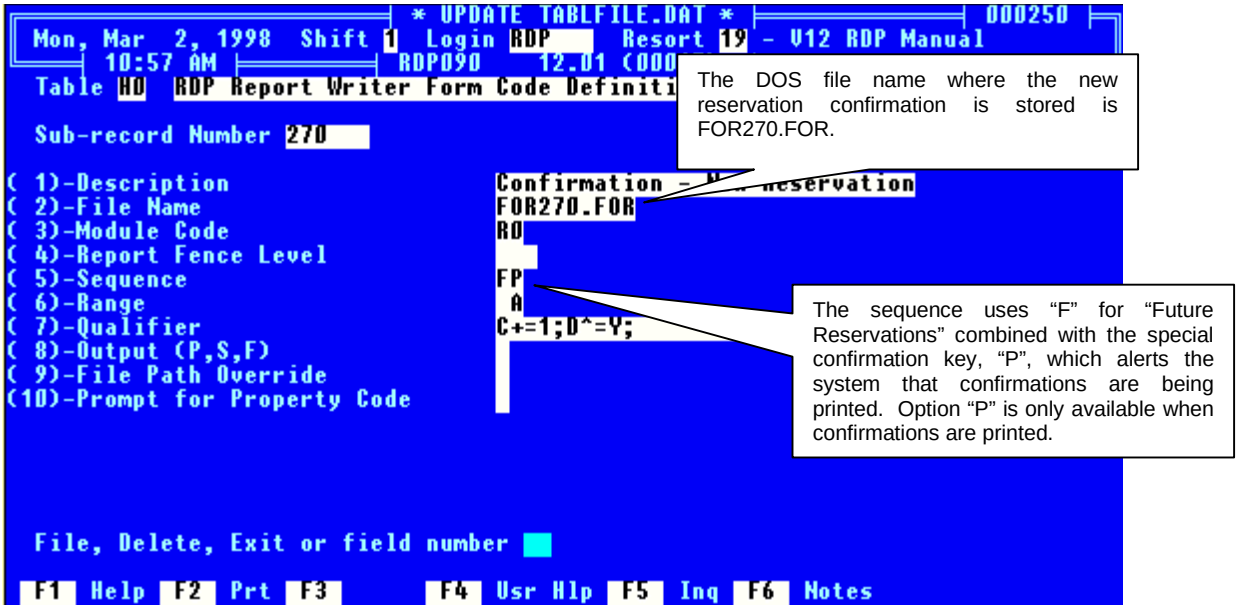
All confirmations are stored in the Reservations Confirmation menu (option “CON” on the Reservations menu). RDP provides several standard confirmations that should be updated in order to reflect property specific information. The standard confirmations RDP provides are:



Each confirmation is stored in table XK, displayed in the header above. Looking at sub-record 270 in table XK - “Confirmation - New Reservation”, the H0 sub-record that contains the sequence, range, DOS form name, and qualifier is 270. Sub-record 270 in table XK is displayed below:



The corresponding H0 sub-record, #270, displays the DOS file name (FOR270.FOR), sequence (FP), range (_A), and qualifier. Sub-record 270 in table H0 is displayed below.



Use table H1 to read the qualifier in field #7. Data item C+ represents the second character of the reservation type. With the second character equal to "1", the system finds all new reservations. (P1, I1, G1, O1, S1, etc.) The semi-colon represents the AND operator, meaning that all reservations that print must be a type "1" AND have the print confirmation flag (D^) set to "Y".

All confirmations which are utilized by the property should be updated to include all information the property views as necessary. Use step 4 above, Modifying the Form File, to update confirmation form FOR270.FOR. Confirmations are NOT included in standard RDP updates, therefore they do NOT have to be re-named to a 400 or 900 series report. The standard RDP "New reservation" confirmation follows.

```
..FOR270.FOR  - New Confirmation
;TYL;FILE80;
    RESORT DATA PROCESSING
    P.O. BOX 1170
    VAIL, CO 81658

    970/845-1140

          [C6                                   Reservation #:    [C1
          [C8                                   Arrival Date:     [CJ
          [C9                                   Departure Date:   [CL
          [G;                                   DEPOSIT AMOUNT:   [CY     ]
                                                DEPOSIT DUE DATE: [CN
                                                Adults/Children:  [CP]/[FS][H!]
                                                Room Number:      [c2]
    To guarantee your reservation, please send us a deposit of [CY   ] by
    [CN     ].  Based on your reservation, the charges for your stay are:
                        Room Charge:      [CS     ]
                        Misc. Charge:     [CT     ]
                        Misc. Charge:     [CU     ]
                        Security Deposit: [CV     ]
                        Tax:              [CW     ]
                        TOTAL CHARGE:     [CX     ]
    Your deposit will be credited to your account when it is received.
    Full payment by cash or credit card is expected upon check-in.
    Thank you for using Resort Data Processing for you accommodations.  The
    enclosed map will show you the location of our main office.  All check-ins
    and check-outs are handled in our main office.  In addition, we have
    information about restaurants, recreation, entertainment and boat rental
    in the office.

    We look forward to seeing you on [CK
```

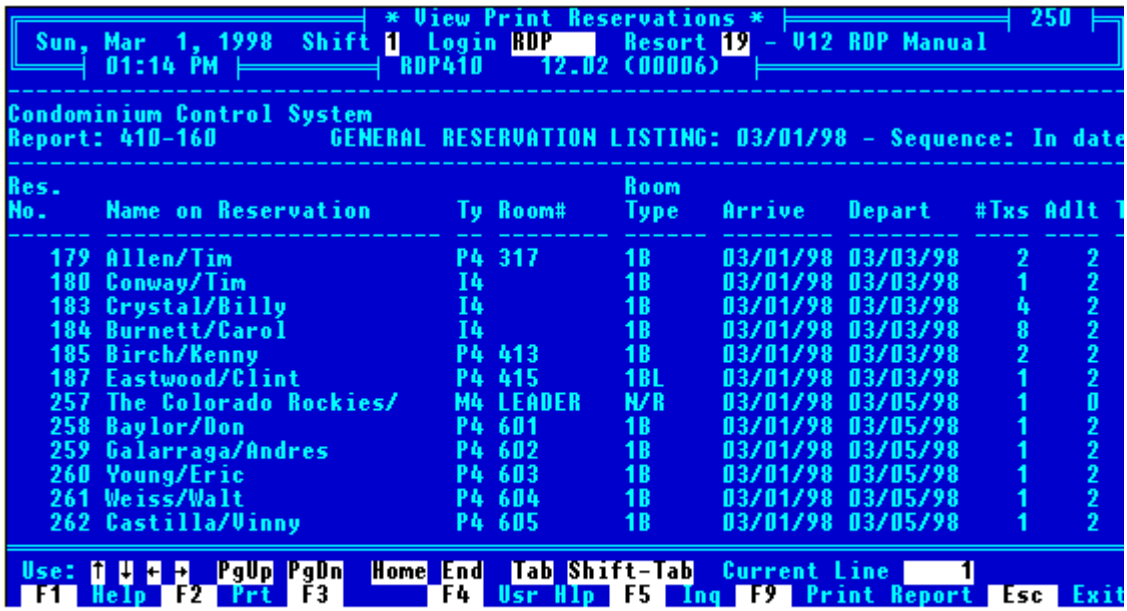
Update the form to include all information the property views as necessary for a "New Reservation" confirmation.

RDP recommends using the Crystal Reports module for ALL guest correspondence, including confirmations. Using the Crystal Reports module allows for various fonts, colors, and graphics to be included on any RDP report. Please contact RDP Sales for additional information about Crystal Reports.

Only use DOS confirmations if the Crystal Reports module is NOT installed.

SCROLLING REPORTS ON THE SCREEN

With RDP Version 12.02, it is now possible to scroll reports left, right, up, and down while displayed on screen. The available keys are displayed on screen while viewing reports. Each key is described below.



The directional arrow keys, page up, page down, home, end, tab, and shift-tab are all available when viewing reports to the screen in Version 12.02.

Key	Description
Up Arrow	Scrolls towards the top of the report.
Down Arrow	Scrolls towards the bottom of the report.
Left Arrow	Scrolls the report left
Right Arrow	Scrolls the report right
Page Up	Scrolls the report up one page
Page Down	Scrolls the report down one page
Home	Scrolls to the top of the report
End	Scrolls to the bottom of the report
Tab	Scrolls to the last column on the right-hand side of the report
Shift-Tab	Scrolls to the first column on the left-hand side of the report

ADVANCED REPORT WRITER

OVERVIEW

This chapter is intended as a continuation of the Beginning Report Writer chapter. Topics covered include:

Review of Report Writer Basics
Reading Table H1 Data Items
Sorting Reports
Using Data Items for Totals
Indirect Files
Main Control Line Keywords
Modifying Statements for Travel Agents, Group Masters and Owners
Changes Allowed to Statements
Statement Areas Not to Change

REVIEW OF REPORT WRITER BASICS

Notes regarding Report Writer:

1. Report Writer is a module that may or may not be installed. If module R5 is listed on the RDP login screen, Report Writer is available.

2. Most RDP reports are modifiable with Report Writer. Some exceptions are the “360” - “Occupancy Statistics” on the Night Audit Reports menu, the “173” - “Group Master Room Block Report” and the “176” - “480 Day Booking Report” on the Reservation Reports menu, and the “370” - “Daily Manager’s Report” on the Night Audit Reports menu.

3. Confirmations, folios, and registration cards are report writer forms.

4. Virtually any word processor or text editor can be used to modify reports. However, modifications must be done in "non-document" mode. RDP recommends using the DOS “EDIT” utility available with DOS version 5.0 or higher.

5. Reports may be sent to a printer, screen or disk file. They can be configured to automatically default to one of these output options.

6. When creating a new report, always use report numbers 400 - 499 and 900 - 999. These are reserved for custom reports and will never be overwritten by RDP during an update. All standard reports are subject to change and may be overwritten.

7. The easiest way to change how a report prints is to change the sequence, range and qualifier. All three are found in Table H0. The qualifier may be stored in table H0 or the form itself.

8. Five steps to create a report:

   A) Create a new report form file by copying an existing, similar report.

   B) Define the form in Table H0. The form name is specified along with the sequence, range, and qualifier(s).

   C) Add the form to a menu table (X? table). Refer to the sub-record for the report that was copied as an example.

   D) Use DOS "Edit" to modify the form.

   E) Test the new report and return to step D if necessary.

RDP recommends using the Crystal Reports module for ALL guest correspondence, including confirmations, registration cards, and guest folios. The Crystal Reports module allows for various fonts, colors, and graphics to be included on any RDP report. Please contact RDP Sales for additional information about Crystal Reports.

READING TABLE H1 DATA ITEMS

Table H1 stores all available data items available for form design and qualifiers. Table H1 may be printed using Option 090 on the System Manager menu. The H1 Table is available in ***Appendix C***.

Data Items	Used For
00-99	Common system information, including company name, current date, statement summary line items, sub-totals data items.
A! - B& B3 - BZ	Master data items: groups , units, travel agents, owners, and credit cards. These data items are available when reading file 80 (HRESERVE.DAT).
B1 - B2	Sub-control line data items used to access an indirect file. Examples: In a group master report reservation information is also needed. Use "[B1" on the sub-control line to access reservation data items as well.
C! - G}	Reservation file reports
H1 - MV	
N! - OF	Transaction Reports
T! - T3	
Q0 - RR	Statistical reports
S1 - SR	Owner and Travel Agent 1099 reports
U1 - UF	Aging on Report "769" - "Checked-out with balance due"
V0 - VV	Voucher file
WO - WE	Guest History Access for Last Three Reservations
Y0 - Z1	Enhanced housekeeping reports

Table H2 contains the data items used for the statistical reports such as daily, month-to-date, and year-to-date room revenue, occupied rooms, and average daily rate.

SORTING REPORTS

The order in which information is printed on a report is normally controlled by the sequence defined in Table H0. For example, if a report has a sequence of FN, report writer reads future reservations by reservation number. However, assume a report is needed for printing future reservations by state. No sequence (or key) exists for reservations by state, so the sort utility is used on the form's main control line.

```
;TYR;HL7;TL10;FILE80;SORT+CB;
```

"SORT+CB" tells Report Writer to print reservations by state in ascending order. If the main control line is:

```
;TYR;HL7;TL10;FILE80;SORT-CB;
```

The report is sorted by state in descending order.

Multiple Sorts

Up to 14 sorts are allowed on a report. For example, if the main control line is:

```
;TYR;HL7;TL10;FILE84;SORT+CB+CC+C1;
```

The command "SORT+CB+CC+C1" tells Report Writer to print reservations sorted by state (CB), sub-sorted by zip code (CC) and sorted within zip code by reservation number (C1).

When using the sort facility, the report will not begin to print until the entire sort is complete.

Using Sequence and Sort

A sort should only be used if a corresponding report sequence does not exist. Since a sequence is required, choosing sequences and ranges correctly make reports run efficiently.

Sequence

The sequence is a two-character code that determines what order a direct file is read. With a blank sequence, the system prompts for one each time the report is printed. The available sequences depend on which file is used as the direct file. If one character (first or second) is NOT defined, it should be left blank.

Reservation Sequences File 80

Sequences for reservation reports (file 80) use two characters. For example, a sequence of "FN" reads future reservation by reservation number. Sequence "IU" reads in-house guests by room number. Valid characters for the first and second sequence position for reservation reports are:

1st Character	Sequence Used	2nd Character	Sequence Used
F	Future	N	Reservation Number
I	Checked-In	I	Arrival Date
A	Active History	O	Departure Date
N	Non-Active History	D	Deposit Due Date
*	All of the Above	L	Guest Last Name
1	Future & In-House	U	Room Number
2	Future, In-House, & Active	A	Travel Agent Number
3	Active & Non-Active History	G	Group Master Number
		R	Group Leader Reservation Number
		H	Guest History Number
		E	Entry Date
		C	Last Changed Date

Using Range and Sort

The Range field in Table H0 can also be used with the sort utility. For example, if a reservation report reads records in reservation number sequence and is sorted by state, the range controls which reservation numbers display on the report, i.e. - numbers 1 to 100.

*Please see the **Beginning Report Writer** chapter for more information about sequence and range.*

Using Qualifiers and Sort

Using a qualifier in Table H0 or in the form file controls which records print on a report. For example, suppose a property needs a report listing all reservations from Nebraska and Illinois, sorted by state and sub-sorted by city. The H0 table appears as follows:

SEQUENCE:	FN (Future Reservations by Number)
RANGE:	A (All Reservations)
QUALIFIER:	CB=CO:CB=IL; (State = NE or State = IL)
MAIN CONTROL LINE:	SORT+CB+CA; (Sort by State, Sub-sort by City)

In the above example, only reservations meeting the criteria in the qualifier field are sorted.

Qualifiers & Sort In a Report

A qualifier can be entered on a report's main control line or sub-control line. Using the above example, the qualifier can be placed on the main control line in the form file as follows:

```
SORT+CB+CA;QUALCB=CO:CB=IL;
```

☒ ***Enter a qualifier in either Table H0 or in the form file. If the qualifier is in both places, the system will only use the qualifier in the form file. The qualifier MUST be the last command on the main control line. It may also be entered on a separate line below the main control line starting with a ";".***

USING DATA ITEMS FOR TOTALS

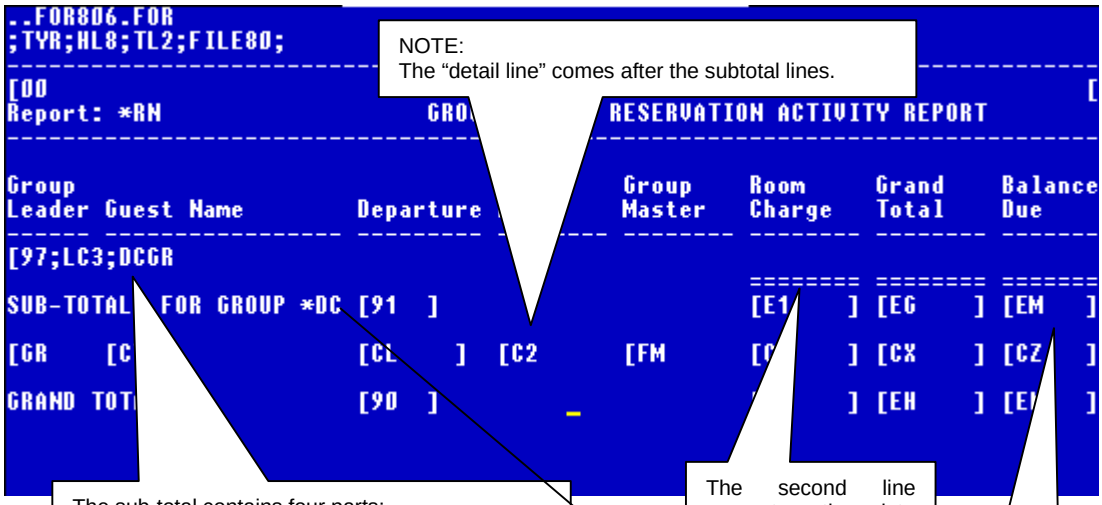
There are various totals available with Report Writer. Throughout table H1 there are data items labeled "Total-1", "Total-2", and "Total-3". These data items provide report sub-totals and grand totals. The following are a few general rules regarding totaling:

1. If the form is reading a direct file, use sub-total data items with the label "Total-2".
2. If the form has a sub-control line that accesses an indirect file, use "Total-1" data items.
3. "Total-3" data items are always used for grand totals and are placed in the trailer section.
4. Only one subtotal line is allowed per report.

Subtotals From a Direct File

To subtotal fields when reading a direct file, use "Total-2" data items from Table H1 and the following sub-control line:

FOR806.FOR



NOTE:
The “detail line” comes after the subtotal lines.

The sub-total contains four parts:
“[97” is the data item that tells Report Writer a sub-total follows.

“LC3” represents "Line Count" and indicates the next three lines are subtotals.

“DC” indicates which data item is to be sub-totaled.

“GR” is the data item for group leader reservation number. DCGR tells Report Writer to stop and print sub-totals each time the group leader reservation number changes.

The second line separates the data from the sub-total. In this case, “===“, equal signs are used.

The third line where subtotal data items are entered.

When displaying the data item being subtotaled, “DC” is used and not the actual data item.

“[91” is the data item that displays the number of reservations arriving for each room type.

The fourth line is blank.

INDIRECT FILES

If a direct data file does not have access to all data items needed for a report, additional data items can be accessed via an indirect file. For example, housekeeping reports read information from the UNITS.DAT file and also the HRESERVE.DAT file. The sub-control line from report FOR332.FOR appears as:

```
[B1;LC1;FILE82;KEY01;ONE LINE PER ROOM;
```

There are several data items that signal Report Writer to access an indirect file, including:

B1 - Reservation Address (Masters)

B2 - Transaction Address (Masters)

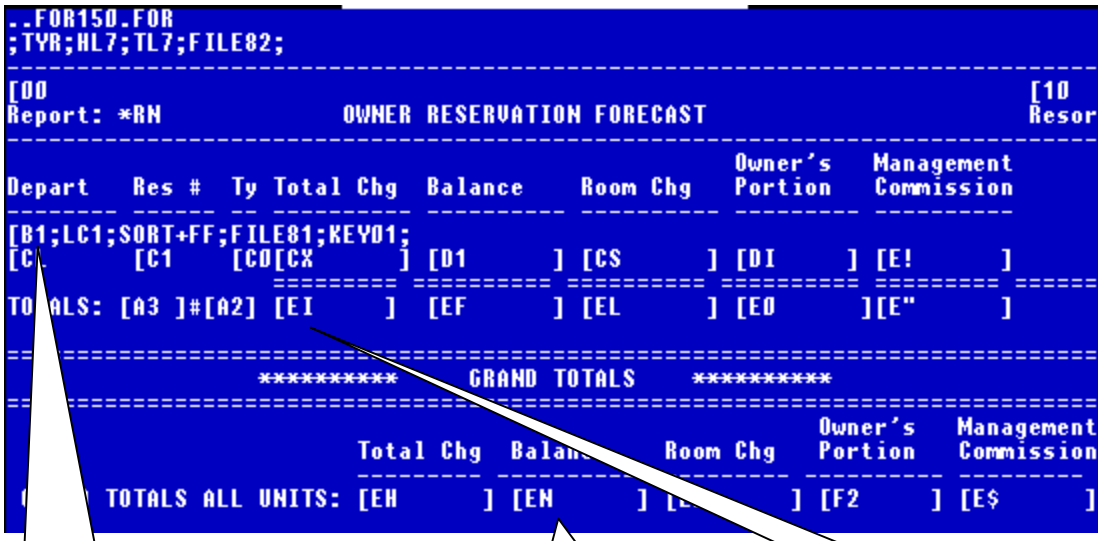
G0 - Itinerary Address (Res)

G1 - Transaction Address (Res)

Description of Sub-Control Line

Item	Description
[B1;	Tells Report Writer to access information in HRESERVE.DAT (File 80)
LC1;	Line Count 1 - One line for reservation data
FILE82;	Read in-house reservations only (CURRKEYS.DAT) and not future or active history reservations.
KEY01	The room number key.

A sample report follows which reads the rooms file and accesses reservations.



"[B1" in the sub-control line indicates reservations are being accessed for this room.

"SORT+FF" sorts reservations in arrival date order.

"FILE81" indicates only future reservations are accessed, not in-house or active.

"KEY01" indicates future reservations are read by room number.

Grand-total data items for the indirect file are all Total-3 data items.

Sub-total data items for the indirect file are all Total-2 data items.

MAIN CONTROL LINE KEYWORDS

RANGE=

For reports that do not use the standard sequences or keys, use the “RANGE=” keyword to have the report prompt for the beginning/ending range. This keyword must be in the qualifier field in table H0 or the main control line in the form. For example, to prompt for a range of arrival dates, enter the following string in the form's main control line:

“QUALRANGE=CB”

“QUAL” designates the qualifier string is starting. “CB” is the reservation state data item.

This feature is not available in RDP464 (Statistics & Totals).

TOTALSONLY (Sub-Totals)

This keyword is only used on the “[97” sub-control line which sub-totals based on a selected data item. Without this keyword, the report prints a blank line after each sub-total. See statistical report 395 (Revenue by Room Number - Totals).

RDP400 - Masters

TIMESPAN

With “TIMESPAN;” in the main control line, Report Writer prompts for four beginning/ending ranges. Next, it searches the master file for records with a reservation in any of the time frames entered. Report Writer also prompts to use canceled reservations in the search. If a valid reservation for the master exists during the time frame entered, the master prints, an ideal scenario for printing labels and letters from guest history.

RANGE DATA ITEMS *R1 & *R2

For reports using a standard sequence and leaving the range field blank, the *R1 (beginning) and *R2 (ending) range descriptors can be used in the header to make it more descriptive. When using the “RANGE=“ qualifier, *R1 and *R2 report the range of the main sequence as defined in Table H0.

RDP410 - Reservations

TICKET

This keyword is used for printing activity tickets generated by the guest itinerary module. "TICKET" in the main control line tells the system to only print ticket and reservation information if the reservation has an activity that generates a ticket.

REPEAT

This keyword allows various forms to be printed multiple times. With the keyword REPEAT in the main control line, the form prints as many times as there are people in categories #1 and #2. If every person on the reservations is supposed to have "voucher" the system easily prints one ticket per person.

NOSHARE

Report Writer will only print the first (primary) sharewith it finds.

NOPRINT

Report Writer normally skips “no printed” transactions so that transaction errors do not print on guest reports. With this keyword in the main control line, all transactions print, regardless of the “no print” flag. This is useful for internal audit reports.

RDP415 - Transactions

RANGE DATA ITEMS *R1 & *R2

See ***RANGE DATA ITEMS *R1 & *R2*** in the RDP400 section above. The transaction report writer also uses *R3 and *R4 since there are two sets of range prompts if the range field in Table H0 is blank.

RDP450 - Transactions

STATEMENT MONTH=?

RDP450 prints billing statements or totals reports. With this keyword activated, RDP450 prompts for a month.

RDP460 - Itinerary

RANGE DATA ITEMS *R1 & *R2

See ***RANGE DATA ITEMS *R1 & *R2*** in the RDP400 section above. The transaction report writer also uses *R3 and *R4 since there are two sets of range prompts if the range field in Table H0 is left blank.

RDP470 - Statistics Detail

RANGE DATA ITEMS *R1 & *R2

See ***RANGE DATA ITEMS *R1 & *R2*** in the RDP400 section above.

MODIFYING STATEMENTS FOR TRAVEL AGENTS, GROUP MASTERS, OWNERS

The standard statement forms for travel agents, group masters, owners, and credit card masters are good examples of forms that can be modified with Report Writer. The form below is FOR569.FOR, the balance forward statement form for travel agents.

FOR569.FOR

```
;TYR;HL12;TYPEF;

YOUR COMPANY NAME HERE            ** BALANCE FORWARD STATEMENT **
1650 E. Vail Valley Drive             **  TRAVEL AGENTS **
Vail, CO 81657
(303) 476-9244
[A4                    ]               Date   [05    ]
[A5                    ]               Number [A2    ]
[A6                    ]
[A7           ] [A8  [A9      ]

Res #       Guest Name   Arrival  Departure     Room Charge    Comm. Amount
[B2;LC1;QUALN1=DD;
[C1  ]     [C7       ]   [CJ    ] [CL     ]      [CS        ]   [NG        ]
============ ============
Res Activity [20                          ]       [E2        ]   [A\        ]

Date        Code   Description                  Charge         Tax     Total
[B2;LC1;QUALN#<>D;
[N7 ]       [N+]   [N2                      ]   [NE      ]     [NF  ] [NG      ]
                   ==========
Direct Charge Activity     [20                           ]              [A^      ]

STATEMENT SUMMARY
[B2;LC1;QUALN1=D@;
[24                                              ]                     [N\
]
[B2;LC1;QUALN1=D0:N1=D1:N1=D2:N1=D3:N1=D4:N1=D5;
[24                                              ]                     [NG
]
Reservation Activity [20                          ]                    [A\
]
Direct Charge Activity [20                          ]                  [A^
]                                                                       ============
[25                                              ]  [26                      ]
[22                                              ]  [23                      ]
[27                                              ]  [28                      ]
```

CHANGES ALLOWED ON STATEMENTS

This section describes changes that can be made to statement forms.

Company Name and Address

```
YOUR COMPANY NAME HERE                          ** BALANCE FORWARD STATEMENT **
1650 E. Vail Valley Drive., Suite C1                  **  TRAVEL AGENTS **
Vail, CO 81657
(303) 476-9244
```

The information above must be changed to reflect the individual property's address. Add additional address and phone/fax numbers as needed. The location of this information can be moved and/or deleted to fit several statement forms. The text to the right of the address information, "Balance Forward Statement - Travel Agents" can also be changed or deleted.

Customer Name and Address

```
      [A4                    ]              Date   [D5    ]
      [A5                    ]              Number [A2    ]
      [A6                    ]
      [A;
```

The address information is automatically printed on statements. Any master data items in table H1 can be used in this area (Data Items A! - B&, B3 - BZ). The address location can be changed to fit several statement forms. It is possible to add a phone number (data item AA) or one of the master remark fields.

Reservation Activity

```
Res #  Guest Name              Arrival  Departure Room Charge  Total Amount
------ ---------------------- -------- --------- ------------ ------------
[B2;LC1;SORT+FF;QUALN1=DL;
[C1  ] [C7                  ] [CJ    ] [CL     ] [CS        ] [NG         ]
                                                               ============
Res Activity [2D                      ]                        [A\         ]
```

Several parts of this section may be altered. Headings for each column can be changed or deleted entirely for pre-printed forms. Also, add or replace any of the current data items. For example, the guest name field can be replaced with the room number and room type. The section would then appear as:

```
Res #  Room Number    Room Type     Arrival  Departure Room Charge  Total Amount
------ -------------- -------- -------- --------- ------------ ------------
[B2;LC1;SORT+FF;QUALN1=DL;
[C1  ] [C2          ] [C-      [CJ    ] [CL     ] [CS        ] [NG         ]
                                                               ============
Res Activity [2D                 ]                             [A\         ]
```

☒ ***Do not change the "[B2" sub-control line without consulting RDP.***

Direct Charges

```
Date  Code Description                  Charge     Tax    Total
----- ---- ---------------------------- ---------- ------ ----------
[B2;LC1;QUALN#<>D;
[N7 ] [N+] [N2                       ] [NE      ] [NF  ] [NG      ]
                                                         ==========
Direct Charge Activity [20                          ]    [A^      ]
```

The direct charge section is very similar to the reservation activity section except that any data item changes are made with transaction data items (N! - OF and T! - T3) as opposed to reservation data items (C! - G} and H1 - MV).

Comments & Remarks

Immediately following the Settlement Summary section, enter a blank line and add any necessary owner, group, or agent comments. Examples in this section are news bulletins or reminders for travel agents. This comment section applies to all statement forms.

Suppressing Summary on Billing Statements

It is possible to suppress the summary portion of a balance forward statement for either groups, owners, or travel agents by placing the text NOPRINT on the line where printing is to stop. The remaining lines after the text NOPRINT process in order to create the appropriate ending statement transactions for the master, but they will not appear on the actual statement.

AREAS *NOT* TO BE CHANGED ON STATEMENTS

The following is a list of areas that should not be changed on statements.

Main Control Line

```
..FOR569.FOR
;TYR;HL12;TYPEF;
```

The first two lines of statement forms must appear similar to the travel agent statement above, with the appropriate form number listed on the first line. Do not change these lines.

Settlement Summary

```
STATEMENT SUMMARY
-----------------
[B2;LC1;QUALN1=D@;
[24                                                ]              [N\       ]
[B2;LC1;QUALN1=D0:N1=D1:N1=D2:N1=D3:N1=D4:N1=D5;
[24                                               ]              [NG       ]
Reservation Activity [20                           ]             [A\       ]
Direct Charge Activity [20                           ]           [A^       ]
                                                                 ===========
[25                                                ]  [26                   ]
[22                                                ]  [23                   ]
[27                                                ]  [28                   ]
```

On all master statement forms, this area is specially designed to produce summary information. Do not change this area without consulting RDP support.

APPENDICES

See Appendices A - D for the following listings:

Appendix	Description
A	Version 12 Data Files
B	Version 12 File Keys
C	Table H1 Data Items
D	Reservation Data Items Sorted by Description
E	Table H2 Data Items

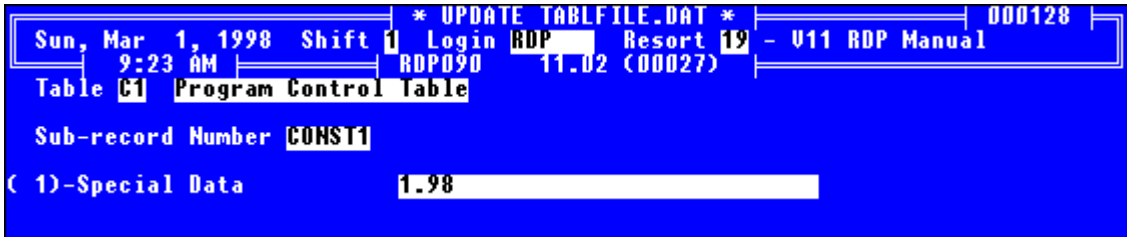
MATHEMATICAL CONSTANTS

Many properties use the RDP system outside of the United States. Many of these properties print a U.S (or other currency) equivalent on confirmations. In order to accomplish this, define a constant to be used in the confirmation report writer. Once this constant is defined, data item 15 ([15]) is inserted in the form.

Currency Constant Definition

From the System Manager menu, choose option "090" - "Update System Tables".

1. Choose option "U" - "Update System Tables".
2. Enter table number C1.
3. Add sub-record CONST1 to table C1.
4. In the Special Data field, enter the currency constant to be used in report writer.



Data item 15 can now be printed on a report or used with mathematical operators. For example, divide the room rate field by the constant defined in C1CONST1 by adding the following data items and operator to the confirmation:

[CR/15]

<F4 - HELP>

OVERVIEW

RDP provides an "on-line" customizable user help and concierge system. The <F4 - HELP> key is available throughout the system and contains *help screens* with information ranging from reservation procedures to local restaurants. The flexibility of the <F4 - HELP> system allows each property to enter information that it deems important. For example, one property may use the <F4 - HELP> system as an on-line training tool, with property level instructions for each function - night audit, front desk, reservations, etc. Whereas another property in a busy tourism area may use <F4 - HELP> more as an on-line concierge system, with help screens containing information about local restaurants, attractions, churches, and golf courses. These information screens are 100% customizable and may contain addresses, directions, and phone numbers. In addition, these screens may be accessed and printed from anywhere in the system. This chapter contains detailed steps for creating help screens and adding them to the system, including:

Editing Help Screens
Table UL
Accessing and Printing Help Screens

EDITING HELP SCREENS

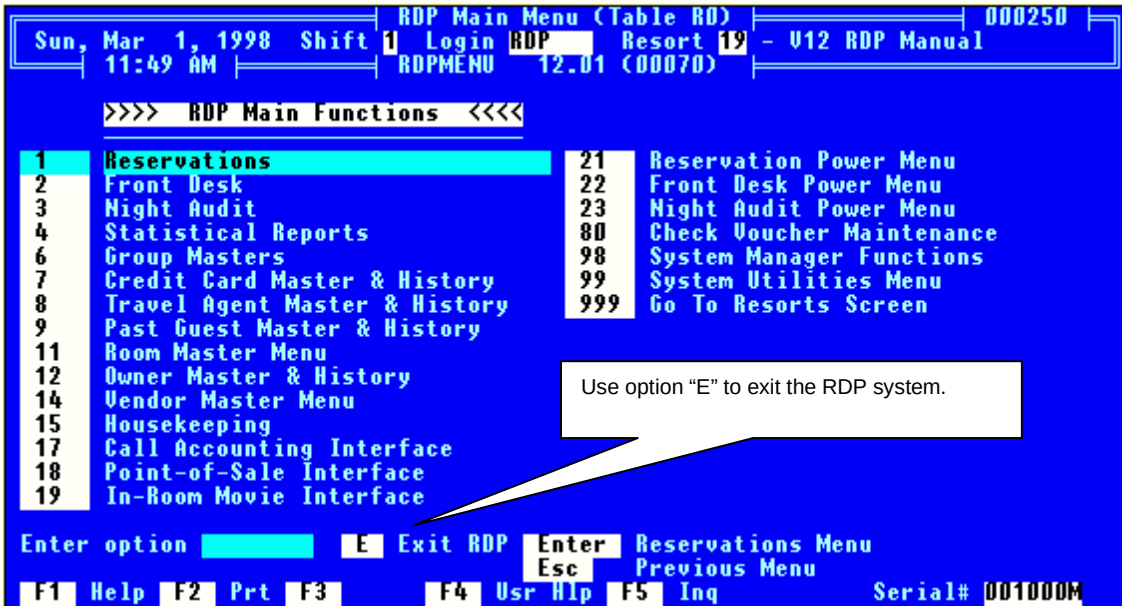
All help screens are created with a text processor, similar to the forms used in Report Writer. Although any text editor may be used, RDP recommends the use of the DOS Edit function, available with DOS version 5.0 or higher. The steps for creating <F4 - HELP> screens are:

1. Exit the RDP system to the DOS prompt.
2. Change Directories to the RDP Help sub-directory.
3. Access the DOS editor.
4. Create the help screen using free form text and special formatting.
5. Save the Help file.

Each step is explained below.

Step #1 - Exit the RDP System

All <F4 - HELP> screens are created with a text editor. In order to access the text editor, exit the RDP system to a DOS prompt. Each menu contains the exit command seen below, "E" - "Exit RDP":



Step #2 - Change Directories to the RDP Help Sub-Directory

All <F4 - HELP> screens are stored in the Help sub-directory. After exiting the RDP system, change directories to the RDP\HELP sub-directory. Assuming the RDP system is on the F: drive, use the following DOS command to access the Help sub-directory:

F:\RDP>**CD\RDP\HELP** <ENTER>

After pressing <ENTER>, the cursor should now be at the following prompt (assuming the RDP system is on the F: drive):

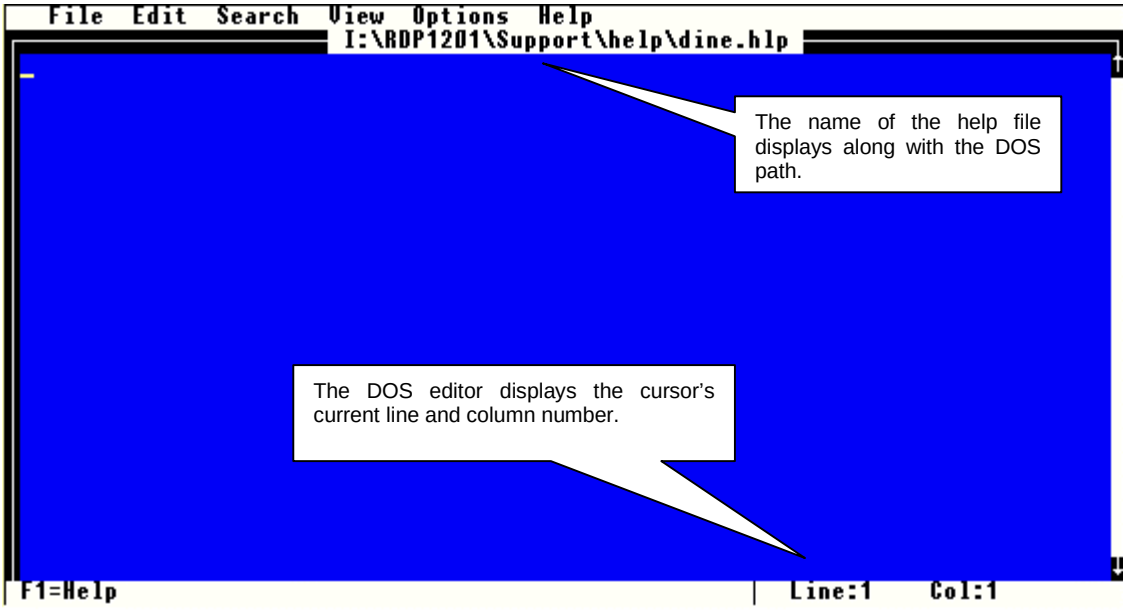
F:\RDP\HELP>

Step #3 - Access the DOS Editor

Once the cursor is at the RDP\HELP sub-directory (seen above), access the DOS editor and name the help file. All <F4 - HELP> files must be between 3 and 6 characters and must end with the extension .HLP. For example, assume a property is creating a help file with a list of local restaurants, along with an address and phone number. The name of the help file could be DINE.HLP. In order to name and access the new help file, type the following command:

F:\RDP\HELP>**EDIT DINE.HLP** <ENTER>

This command accesses the DOS editor and names the new <F4 - HELP> screen DINE.HLP. After pressing <ENTER>, the DOS editor displays a blank screen with the name of the help file centered on the top line:

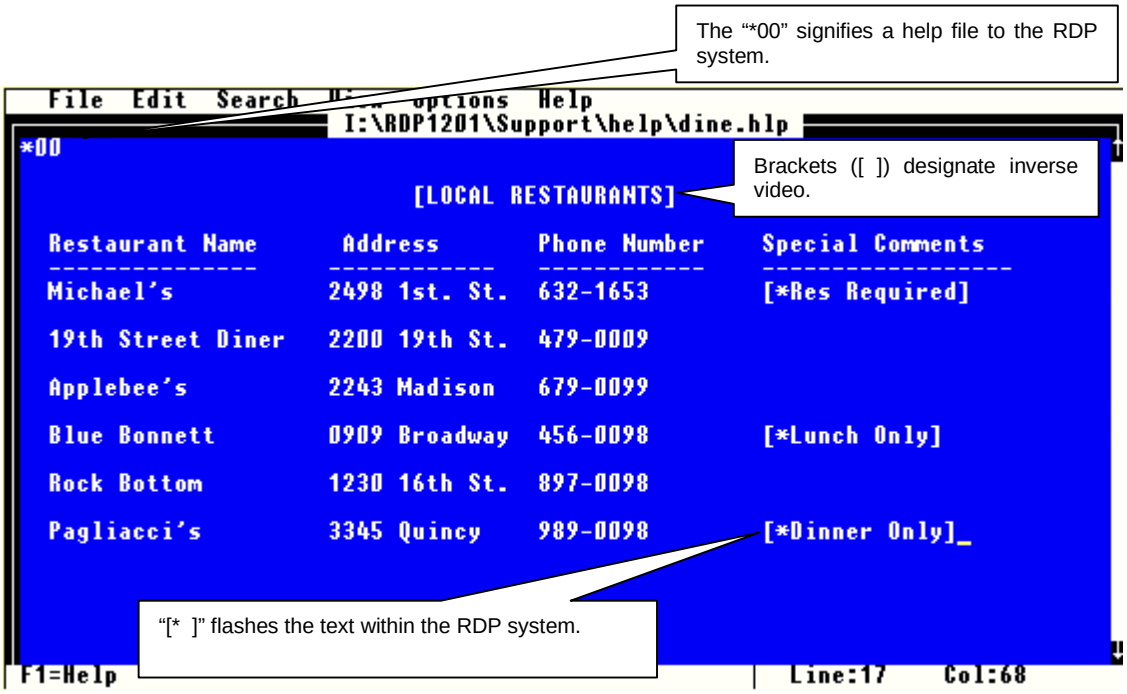


Step #4 - Create the Help Screen

Create the Help screen using free form text and special formatting. The first line of the help file (Line: 1 Column: 1) MUST be "*00". The *00 alerts the RDP system that a help file follows. After entering the *00, use free form text to list local restaurants. The following commands are also available for special formatting:

Command	Formatting
[ ]	Any text in square brackets appears in inverse video when displayed in the RDP system.
[*]	Any text in brackets with an "*" as the first character flashes in the RDP system.
\	A "\" indicates a multi-screen help file. If the help file contains more information than can be displayed on one screen, the "\" designates a page break. Pressing <ENTER> in the RDP system displays the next screen.

A sample help screen with information on local restaurants follows:



Step #5 - Save the Help File

Use the following instructions to save the new <F4 - HELP> file:

A) Press the <ALT> key.

B) Press the <F> key, a drop-down box appears in the upper left corner of the screen, similar to the following:

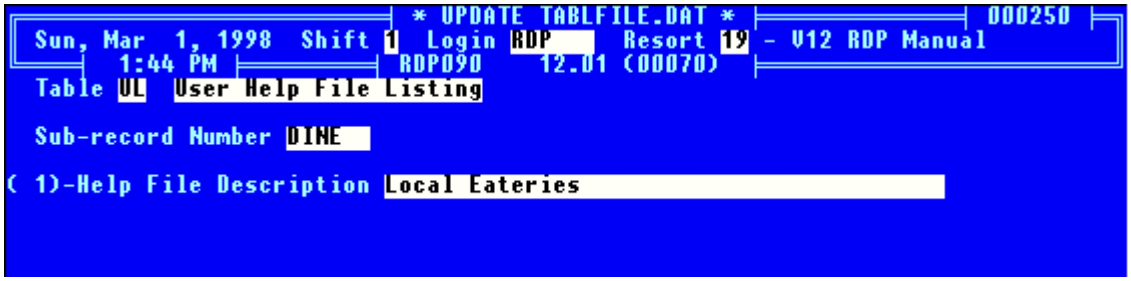
C) Type the letter "X" to exit the DOS editor.

D) The following message displays, press <ENTER> to save the help file.

The cursor returns to the RDP\HELP sub-directory.

TABLE UL

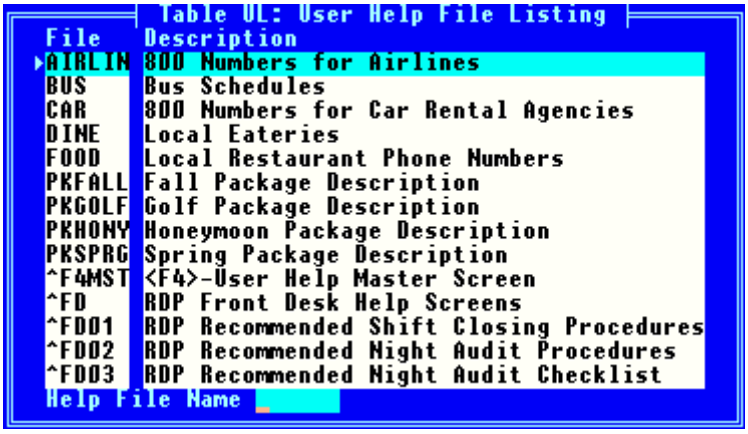
Once the help screen is created at the DOS level, add it to the <F4 - HELP> system through table "UL" - "User Help File Listing". To access the UL table, use option 090 from the System Manager menu, and choose option "U" - "Update Table Records". Next, enter table UL as the table number and choose option "S" to add a new sub-record. The completed UL sub-record follows:



The sub-record MUST equal the 3 - 6 character DOS file name used in ***Step #3*** above. Our example uses the DOS file name DINE.HLP, therefore the sub-record in the UL table is "DINE". The description is a text field that describes the help file. The description may be up to 40 characters.

ACCESSING AND PRINTING <F4 - HELP> SCREENS

Once the sub-record is added to the UL table, the new help file displays in the <F4 - HELP> listing, accessed by pressing <F4> from any menu.



In order to display the help file, highlight it using the directional arrow keys and press <ENTER>. The data entered in the help file displays.

In order to print the screen for a guest, use the <F2 - PRT> key and choose the appropriate printer.

BACK OFFICE ACCOUNTING

OVERVIEW

Back office accounting is one of the most important functions at any property. All financial activity from reservations, front desk, night audit, travel agents, group masters, owners, etc. flows to the back office. This chapter covers RDP's approach to back office accounting including:

RDP Property Management Ledger Vs. Back Office General Ledger
RDP Back Office Sequence of Events
Assigning Account Numbers
Adding New Accounts
Changing Offset Accounts for RDP Ledgers
Changing System Defined Transaction Codes
Adding Property Specific Transaction Codes
Explode Transactions into General Ledger Components
Daily Manager's Report
Making Adjusting Entries to The Totals File
General Ledger Daily Export
RDP Year End

RDP PROPERTY MANAGEMENT LEDGER VS. BACK OFFICE GENERAL LEDGER

RDP offers a complete property management ledger that acts as a subsidiary ledger to a back office accounting system's general ledger. The definitions of these terms follow.

RDP Property Management Ledger

Every transaction generated within the RDP system is automatically posted to RDP's property management ledger. These transactions include deposits, guest charges, interfaced phone system charges, travel agent commissions, group charges, etc. Each customer defines the debit and credit accounts for each transaction code. As part of the night audit a balanced daily general ledger journal entry is produced. This journal entry may then be imported into a third party back office general ledger system.

Back Office General Ledger

In double entry accounting, the general ledger acts as a collection point for subsidiary activity from sales, accounts payable, accounts receivable, payroll, fixed assets depreciation, etc. RDP's property management ledger acts as a subsidiary ledger to the back office general ledger.

Manual Interface

The standard integrated property management system ledger included with all RDP systems produces a balanced journal entry for the total of all transactions. A sample of this report appears in this chapter in the ***Daily Manager's Report*** section. This report is printed with option 370 as part of the night audit and then keyed into the third party general ledger as a manual entry. This process takes about 10 minutes each day.

Automated Interface

RDP interfaces to the following back office accounting systems - ACCPAC Plus, Attache Accounting, Data Pro, MAS90, Open Systems, Peachtree, and Real World. With these products it is possible to automatically transfer the balanced daily general ledger journal entry from the RDP subsidiary property management ledger to the general ledger. This eliminates the 10 minute per day manual process of keying the entry. Currently, RDP is working on interfaces to additional third party accounting systems. Please see the section titled ***General Ledger Daily Export*** for more information regarding this topic.

Calendar Year Totals

The month-to-date and year-to-date totals shown on all reports and screens are for the calendar year. The system does not provide fiscal period and fiscal year totals. However, fiscal year totals can be accumulated and printed from virtually any back-office system.

RDP BACK OFFICE SEQUENCE OF EVENTS

The sequence of events in RDP'S back office design is:

1. Decide whether to use RDP's standard GL account numbers or property specific numbers.
2. Add new accounts to the Chart of Accounts.
3. Change Offset Accounts for RDP Ledgers.
4. Change General Ledger Account numbers assigned to all system defined transaction codes.
5. Define property specific transaction codes and GL Account numbers.
6. Explode daily transactions into general ledger components.
7. Print the Balanced Daily General Ledger Report, summary or with detail.
8. Optional On-line inquiry into any GL Account number with full transaction detail.
9. Verify the daily journal entry.
10. Enter daily journal entry into the third party accounting system, manually or through an automated interface.
11. Print financial statements (balance sheet, income statements, etc) from third party accounting system.

ASSIGNING ACCOUNT NUMBERS

Consult A CPA

The first step in using RDP's property management ledger is to decide whether or not to use RDP's standard account numbering system. During system installation, each property has the choice of using its own account numbering system or the standard RDP account numbers. Consult a CPA to decide which is appropriate for your property. The RDP standard general ledger accounts use a five character numbering system.

Beginning Account #	Type of Account
1xxxx	Assets
2xxxx	Liabilities
3xxxx	Equity
4xxxx	Revenue
5xxxx	Expense
6 - 9	Other Income Statement Items

RDP Standard Accounts

Account	Description
10002	Cash in Bank
11200	Guest Ledger
11300	City Ledger - Group Master Accounts
10002	Cash in Bank
11400	Credit Card Company Ledger
11600	Travel Agent Ledger
11700	City Ledger Owner Billing
20001	State Excise Tax
20002	Municipal Tourist Tax
20100	Advance Deposit Ledger
20800	Security Deposit Liability
40100	Revenue - Forfeited Deposits & No Shows
40200	Revenue - Nightly Room Charges
40220	Revenue - Room Charge Adjustment
40281	Revenue - Local Telephone
40282	Revenue - Long Distance Telephone
40283	Revenue - Operator Assisted Telephone
40701	Revenue - Management Commission Fees
40900	Revenue - Forfeited Security Deposit
50206	Expense - Travel Agent Commissions
50399	Expense - Bad Debt, Group Ledger
50499	Expense - Bad Debt, Credit Card Company Ledger

Account	Description
50699	Expense - Bad Debt, Travel Agent Ledger
50701	Expense - Owner Portion of Reservation
50799	Expense - Bad Debt, Owner Ledger
99999	Clearing Account

Standard Ledger Accounts

The standard RDP account numbers assigned to property management ledgers are:

Ledger Code	Description	Standard Account
B1	Advance Deposit Ledger	20100
B2	In-House Guest Ledger	11200
B3	City Ledger - Group Masters	11300
B4	City Ledger - Credit Cards	11400
B5	City Ledger - Vendors	22000
B6	Travel Agent Ledger	11600
B7	City Ledger - Owners	11700

Transaction Codes and Standard Accounts

The standard accounts assigned to system transaction codes are:

Ledger Code	Description	Standard Account
B1	Adv. Deposit Ledger	20100
B1D0	Adv. Dep. Rcv. CASH	10002
B1D1	Adv. Dep. Rcv. CHECK	10002
B1D2	Adv. Dep. Rcv. CCard	10002
B1D4	Adv. Dep. Rcv. WIRE	10002
B1D5	Adv. Dep. Rcv. MISC.	10002
B1D6	Adv. Dep. Ref. CASH	10002
B1D7	Adv. Dep. Ref. CHECK	10002
B1D8	Adv. Dep. Ref. CCard	10002
B1DA	Adv. Dep. Ref. WIRE	10002
B1DB	Adv. Dep. Ref. MISC.	10002
B1DC	Forfeited Advance Deposit	40100
B1DD	Transfer to Guest Ledger	99999
B2	In-House Guest Ledger	11200
B200	Nightly Room Charge	40200
B20001	Room Charge - Tax1	20001
B20002	Room Charge - Tax2	20002
B206	Manual Pre-Deduct TA Comm.	50206

Ledger Code	Description	Standard Account
B208	Security Deposit	20800
B220	Room Charge Adjustment	40220
B22001	Room Charge - Tax1	20001
B22002	Room Charge - Tax2	20002
B2D0	Guest Payment CASH	10002
B2D1	Guest Payment CHECK	10002
B2D2	Guest Payment CCard	10002
B2D4	Guest Payment WIRE	10002
B2D5	Guest Payment MISC.	10002
B2D6	Guest Refund CASH	10002
B2D7	Guest Refund CHECK	10002
B2D8	Guest Refund CCard	10002
B2DA	Guest Refund WIRE	10002
B2DB	Guest Refund MISC	10002
B2DD	Transfer from Advance Deposit	99999
B2DJ	Credit for Pre-Deduct Comm.	50206
B2DL	Billed to Group Master	99999
B2DM	Billed to Guest History	99999
B2DN	Billed to Owner Statement	99999
B2DO	Trans. To Secur. Dep Ledger	99999
B2DP	Billed to Group Leader	99999
B2DQ	From Reservation	99999
B2DS	Trans. To Res#	99999
B2DT	From Res#	99999
B2DZ	Pre-Payment from T.A.	99999
B3	City Ledger - Group Masters	11300
B399	Group Master - A/R Write-off	50399
B3D0	Rcv. From Group - CASH	10002
B3D1	Rcv. From Group - CHECK	10002
B3D2	Rcv. From Group - CCard	10002
B3D4	Rcv. From Group - WIRE	10002
B3D5	Rcv. From Group - MISC.	10002
B3D6	Paid to Group CASH	10002
B3D7	Paid to Group CHECK	10002
B3D8	Paid to Group CCard	10002
B3D2	Statement Marker	99999
B3DA	Paid to Group WIRE Transfer	10002
B3DB	Paid to Group MISC.	10002

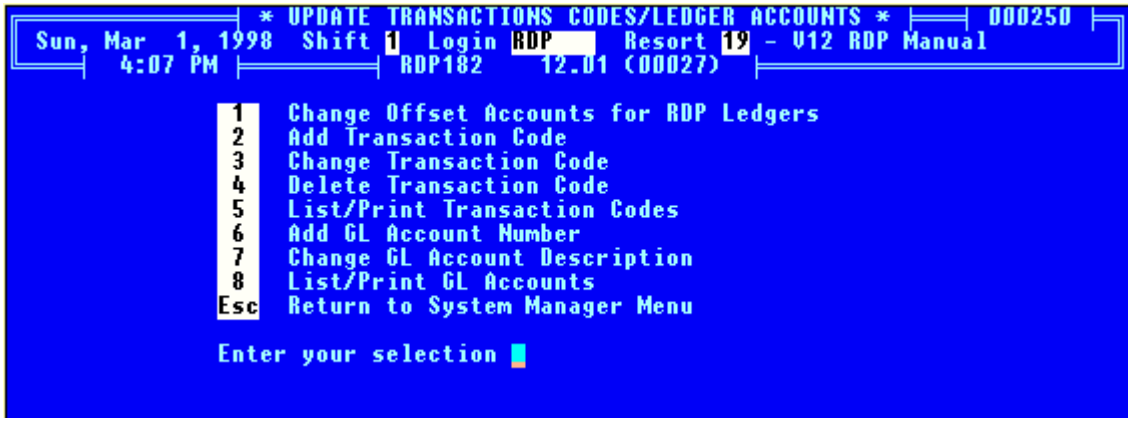
Ledger Code	Description	Standard Account
B3DB	Paid to Group MISC.	10002
B3DL	Transfer from Group Member	99999
B3DM	Zero Group Res. - Trans to Cent.	11350
B4	Credit Card Ledger	11400
B499	CCard - A/R Write-Off	50499
B4D0	Rcv from CCard - CASH	10002
B4D1	Rcv from CCard - CHECK	10002
B4D2	Rcv from CCard CCard	10002
B4D4	Rcv from CCard - WIRE	10002
B4D5	Rcv. From CCard - MISC.	10002
B4D6	Paid to CCard - CASH	10002
B4D7	Paid to CCard - CHECK	10002
B4D8	Paid to CCard CCard	10002
B4D@	Statement Marker	99999
B4DA	Paid to CCard WIRE	10002
B4DB	Paid to CCard MISC	10002
B6	Travel Agent Ledger	11600
B699	Agent - A/R Write-Off	50699
B6D0	Rcv from Agent - CASH	10002
B6D1	Rcv from Agent - CHECK	10002
B6D2	Rcv from Agent - CCard	10002
B6D4	Rcv from Agent WIRE	10002
B6D5	Rcv from Agent - MISC	10002
B6D6	Paid to Agent CASH	10002
B6D7	Paid to Agent CHECK	10002
B6D8	Paid to Agent - CCard	10002
B6D@	Statement Marker	99999
B6DA	Paid to Agent WIRE	10002
B6DB	Paid to Agent MISC	10002
B6DD	Travel Agent Commission	50206
B7	City Ledger - Owners	11700
B799	Owner - A/R Write-Off	50799
B7D0	Rcv from Owner - CASH	10002
B7D1	Rcv from Owner - CHECK	10002
B7D2	Rcv from Owner - CCARD	10002
B7D4	Rcv from Owner - WIRE	10002
B7D5	Rcv from Owner - MISC	10002
B7D6	Paid to Owner - CASH	10002

Ledger Code	Description	Standard Account
B7D7	Paid to Owner - CHECK	10002
B7D8	Paid to Owner - CCard	10002
B7D@	Statement Marker	99999
B7DA	Paid to Owner - WIRE	10002
B7DB	Paid to Owner - MISC.	10002
B7DF	Revenue for Owner	11700
B7DG	Management Fee from Owner	50701
B7DH	TA Reimbursement from Owner	50706
B7DI	Non-Revenue Reservation	99999
B7DJ	CC Fee Reimbursement/Owner	49000

ADDING NEW ACCOUNTS

Use the following steps for adding new general ledger account numbers.

1. Choose option “182” - “Update Transaction Codes” from the System Manager menu. The following screen display.



2. Choose option “6” - “Add GL Account Number”. Enter the account number and description. To view existing accounts, press <F3 - LOOK> at the account number prompt.

Account Description

To change the description of an account, use option “182 - 7” - “Change GL Account Description”. The system prompts:

Account Number [ ]

Enter the account number to change. Use <F3 - LOOK> to display all account numbers in the system. After a valid account number is selected the system displays the old description and allows input of a new description.

Deleting Accounts

Deleting an account number is a potentially dangerous procedure and should only be done after consulting RDP Support. Deleting an account number assigned to any transaction code component causes option "900" - "Explode Transactions" to re-route the activity for the deleted account number to a default account, 99999. To delete an account number, follow these steps:

1. Use option 090 from the System Manager menu to print the PK table. Table PK holds all transaction code components. Ensure the account number in question is not assigned to *any item* in table PK. If the account number appears anywhere in table PK, use option "182 - 3" - "Change Transaction Code" to alter the component's GL account number.

2. Use option "184 - 4" - "Inquire on GL Account Number" to view GL account number entries. If any activity exists for the GL account number in the current year, it cannot be deleted.

3. If components are not tied to the GL Account Number and no activity has occurred in the current year, use option "180 - 1" - "Update an Account", option "D" - "Delete An Account From the Totals File" to delete the account. Enter the table number as "YY" followed by the account number.

CHANGING OFFSET ACCOUNTS FOR RDP LEDGERS

What is a Ledger?

The RDP accounting system uses the ledgers listed on the following page. The list may be slightly different depending upon software configuration. Each ledger is assigned a two-character ledger code, beginning with a B. For example, the In-house Guest ledger is B2 and transactions that effect in-house folios begin with a B2. A B200 transaction code is the daily room charge transaction.

The two-digit code associated with each ledger (B1, B2, etc.) is assigned by RDP and cannot be changed.

Offset Accounts

Each ledger is assigned an offset account. This account number is part of the chart of accounts and represents the asset or liability account used as either the debit or credit account for all transactions in a given ledger. For example, a B220 transaction code is used to post room charge adjustments and is part of the B2 ledger, which applies to all in-house guests. When a B220 code is defined, either the debit or credit account must be the offset account assigned to the B2 ledger. The other side of the entry will be room revenue. In the case of a B220, the debit account is 11200 - In House Guest Ledger and the credit account 40000 - Room Revenue.

With the RDP standard chart of accounts installed, the offset accounts displayed in the following table are assigned to the various ledgers. If the property is using its own chart of accounts, the offsets default to RDP standards and must be changed after installation.

Ledger Code	Ledger	Standard Offset Account
B1	Advance Deposit Ledger	20100
B2	In-House Guest Ledger	11200
B3	City Ledger - Group Masters	11300
B4	City Ledger - Credit Cards	11400
B5	City Ledger - Vendors	22000
B6	Travel Agent Ledger	11600
B7	City Ledger - Owner Billing	11700

Changing Offset Accounts

If the property has elected to use its own chart of accounts, change the offset accounts for all ledgers prior to entering new transaction codes. The account numbers assigned should always be an asset or liability account. Offset accounts are changed as follows:

1. The asset or liability account used as an offset for a given ledger must first be added to the chart of accounts with option “182 - 6” - “Add GL Account Number”. See ***Adding New Accounts to the Chart of Accounts*** in this chapter for more information.

2. Use option “182 - 1” - “Change Offset Accounts” on the System Manager menu. The system displays all ledgers with their current offset account, along with the following prompt:

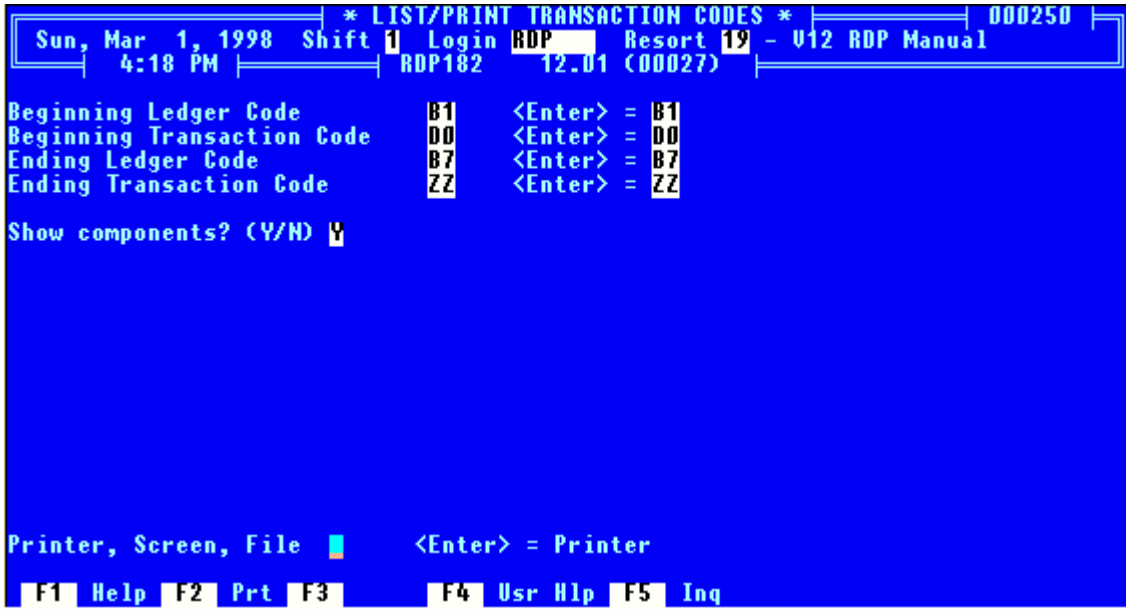
3. Enter the ledger code, for example B2, to change the offset for the in-house guest ledger. The system allows input of any ledger account in the chart of accounts. Use <F3 - LOOK> to list valid choices. Select an asset or liability account (beginning with a 1, 2, or 3).

CHANGING SYSTEM DEFINED TRANSACTIONS CODES

Verify Accounts

RDP has over 100 system defined transaction codes. If the property has elected to use the RDP standard chart of accounts, account numbers are assigned to all system transaction codes during installation. However, system transaction codes may be added, deleted, or changed since this manual’s publishing. To print a report of all transaction codes and their corresponding general ledger accounts, follow these steps:

1. Use option 182 from the System Manager menu. Select option "5” - “List/Print Transactions Codes". The system prompts:



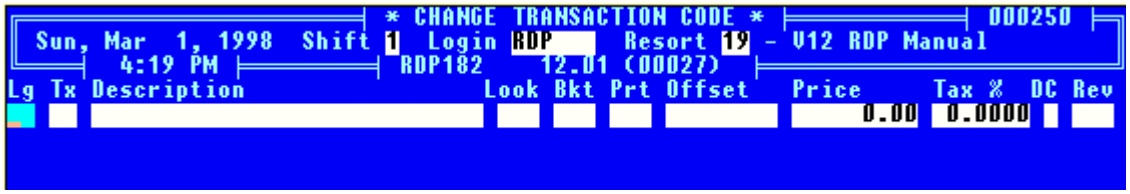
2. Use the defaults for the four fields above and enter "Y" to show components. The system prints a report of all transaction codes and the account number currently assigned to each.

Changing Accounts

To change the GL account number assigned to any transaction code component, follow these steps:

1. Add the transaction code using option “182 - 6” - “Add GL Account Number”. The account number must exist prior to assigning it to any transaction code. See ***Adding New Accounts to the Chart of Accounts*** in this chapter for more information.

2. After adding the account number, use option “182 - 3” - Change Transaction Code” on the System Manager menu to change the assigned account number The system displays fields with the following headings:



3. Enter the RDP ledger that contains the transaction code, i.e. - B1 for the Advance Deposit Ledger, B2 for the Guest Ledger, etc. <F3 - LOOK> is available for listing all valid RDP ledgers.
4. Enter the transaction code within the ledger. For example, to change the ledger account assigned to transaction code B1D0 - Guest Payment Cash, enter D0 at the “Tx” prompt. Again, <F3 - LOOK> is available for displaying all transaction codes for the specified ledger.
5. Enter 01 for the component number in order to change the general ledger account.
6. The account number in the transaction code header is the offset account for this ledger.

ADDING PROPERTY SPECIFIC TRANSACTION CODES

After changing all RDP system defined transaction codes, enter property specific transaction codes. Refer to the ***Transactions Codes*** chapter for more information. RDP recommends the following numbering system for property specific transaction codes when using the standard RDP chart of accounts.

Assume the property creates a B235 transaction code for Room Service charges. This transaction code is posted to guest folios only. Follow these steps to add the room service charge:

1. Use option "182 - 6" - "Add GL Account Number" to add an account signifying room service revenue. In this example, assume account 40230. Use a five-digit number for all revenue accounts, beginning with a 4. The second two positions are the RDP ledger the revenue account resides in (the B1 ledger is 01, the B2 ledger is 02, the B3 ledger is 03, etc). Positions 4 and 5 represent the transaction code within the ledger (35 in this example). The following table illustrates the numbering logic:

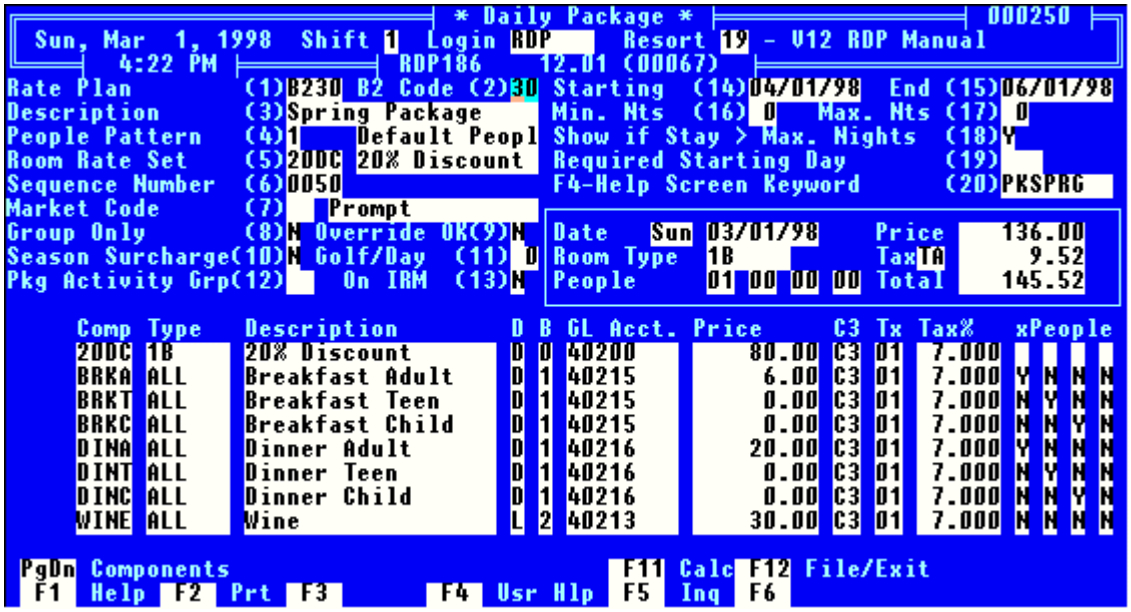
Transaction Code	Description of Sample Transaction Code	Ledger where the Code Applies	GL Account Number
B235	Room Service	B2 - Guest Ledger	40235
B241	In-House Movies	B2 - Guest Ledger	40241
B350	Conference Room Rental	B3 - Group Master City Ledger	40350
B695	Travel Agent Penalty Charge	B6 - Travel Agent Ledger	40695

2. Use option "182 - 2" - "Add Transaction Code" to add the room service transaction code to the B2 ledger. The general ledger account in the component section is 40230.
3. Post the transaction code to guest folios.
4. When running "900" - "Explode Transactions", each B235 transaction code posted debits the offset account for the In-House Guest Ledger (RDP standard account 11200) and credits the revenue account assigned to the B235 transaction (40235 - Revenue - Room Service).

PROCESS TRANSACTIONS INTO GENERAL LEDGER COMPONENTS

After transaction codes are defined, post them to reservations, groups, travel agents, credit card masters, and owners. The entity's balance due is incremented immediately. However, the general ledger effects of the transaction are not updated on any system report or inquiry screen when transactions are posted.

Option "903" - "Explode Transactions" from the Night Audit Menu reads all new transactions posted since the last time transactions were *exploded*. All new transactions are exploded into their general ledger components. Many different accounts are potentially incremented by 900. The following B230 variable package code is an example:



Sample Explosion

The B230 code above increments a variety of accounts in the TOTALSYY file. The daily *journal file* is also created, providing audit detail for totals. After exploding, use the Daily Manager's Report to print daily, monthly and yearly totals. Option 184 can also be used for on-line inquiry. Option "900 - E" - "Explode transactions", increments the sample B230 transaction into the following totals:

Account Number	**Description**
B2	The B230 code is first exploded into the total for the B2 ledger. Every transaction that begins with B2 increments the "B2 " record in the TOTALSYY file. The "B2" record is used to print daily ledgers with the Daily Manager's Report, including the starting balance, all transactions for the day and the ending balance. Option "184 - 1" - "Inquire by RDP Ledger" also uses the B2 account and detail.
B230	Any B230 postings are also exploded into the total of the B230 transaction code, allowing the Daily Manager's Report to print totals and detail for each system transaction code. Option "184 - 2" - " Inquire by Transaction Code", allows inquiry by any four character transaction code.
20DC	The B230 code has eight components. Rate set 20DC is the first component, labeled "20DC" - "20% Discount." 900 explode increments totals account B23000 (transaction code B230, component 00) for $80, the amount of the rate component. Accounts B23000 - B23007 allow the Daily Manager's Package component report to print all component totals of a given package. Option "184 - 3" - "Inquire by Package Component" can also be used for on-line inquiry on any package component.
B23001	B23001 is the second B230 component and has a description of "BRKA" - "Breakfast Adult". It is incremented $6 times the number of adults on the reservation.
B23002	B24002 is the third component of the B230 code and has a description of "Breakfast Teen."

Account Number	Description
B23003	B23003 is the fourth component of the B230 code and has a description of "Breakfast - Child".
B23004	B23004 is the fifth component of the B230 code and has a description of "DINA" - "Dinner Adult". It is incremented $20 times the number of adults on the reservation.
B23005	B23005 is the sixth component of the B230 code and has a description of "Dinner Teen".
B23006	B23006 is the seventh component of the B230 code and has a description of "Dinner Child".
B23007	B23007 is the eighth component of the B230 code and has a description of "WINE" - "Wine". It is incremented as a lump sum $30 every time a code B230 is posted.
YY11200	Any total account that begins with a YY is a general ledger account. YY11200 is account number 11200, and stores the totals of all transactions that affect the 11200 account (In-House Guest Ledger). The Daily manager's Report prints a balanced GL entry each day based on these YY accounts. Option "184 - 4" - "Inquire by GL Account Number" is also available for providing on-line inquiry into daily, monthly and yearly totals on any GL account.
YY40200	The YY40200 account (Revenue - Room Charges) is the GL account assigned to component zero (room revenue) of the B230 transaction. This account is incremented based on the number of people in each people classification per reservation.
YY40215	The YY40215 account (Revenue - Breakfasts) is the GL account assigned to components two through four of the B230 transaction code. This account is incremented $6 times the number of adults per reservation. (Teen and Child breakfasts are free)
YY40216	The YY40216 account (Revenue - Dinners) is the GL account assigned to components five through seven of the B230 transaction code. This account is incremented $20.00 times the number of adults per reservation. (Teen and Child breakfasts are free)
YY40213	The YY40213 account (Revenue - Wine) is the GL account assigned to component eight of the B230 transaction code. This account is incremented $30 each time a code B230 is posted.
YY40214	The YY40214 account (Revenue - Sleigh Rides) is the GL account assigned to component five of the B240 transaction. This account is incremented $60 by this transaction.
Taxes	Tax accounts are incremented based on the categories assigned to each variable component and the code assigned to each reservation.

DAILY MANAGER'S REPORT

After transactions are exploded, use the “370” - “Daily Manager's Report” to print a wide variety of critical reports, including:

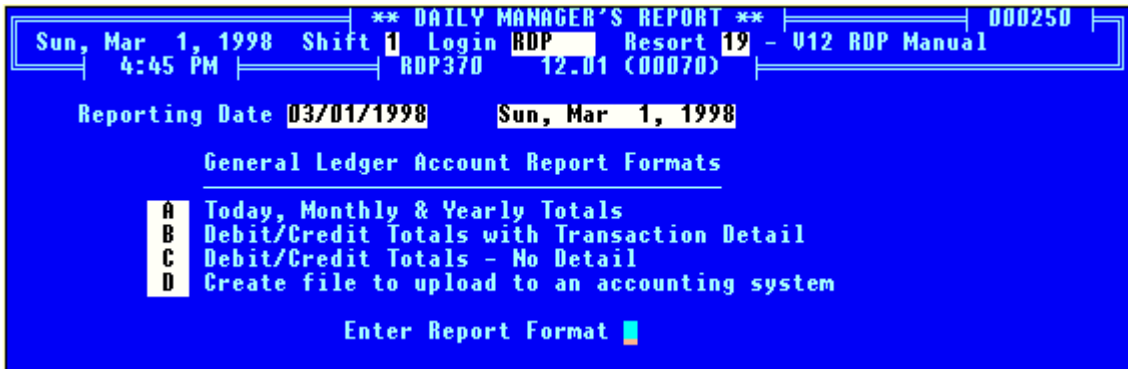
1. 370 option “3A” - “Today, Monthly, and Yearly Totals” prints all general ledger accounts along with daily, month-to-date, and year-to-date totals. Properties that make one journal entry in the general ledger for the entire month should use this option.

2. 370 option “3B” - “Debit/Credit Totals with Transaction Detail” prints debit and credit totals for each general ledger account along with the detail supporting the entry on a daily basis. Properties that make daily journal entries should use Option B.

3. 370 option “3C” - “Debit/Credit Totals - No Detail” contains the same totals as Option B without the detail of each transaction that affected that general ledger account.

4. 370 option “3D” - Create file to upload to an accounting system” creates an ASCII file for uploading to a third party accounting system. The system prompts for the file format to use. Table FA contains the list of accounting system formats. The file path and file name may be set in Table FA. Table FB stores the download file layout specified by the accounting system. See the section ***General Ledger Daily Export*** for more information on the general ledger interface.

Daily Manager’s Report (370) Option 3



Report 370 Option 3-C

```
-------------------------------------------------------------------------------------------------------------------------
Condominium Control System                          General Ledger - Report Option 3C                 Tue, Sept  6, 1998
Report# 370                    DAILY MANAGER'S REPORT for Tue, Sept  3, 1998  Time: 11:29                      Page  1
-------------------------------------------------------------------------------------------------------------------------
Acct# Description                                  Beg. Balance  Debit Amount  Credit Amount End. Balance  Net Change
-------- ------------------------------------------ ------------ ------------ ------------ ------------ ------------
10002 Cash in Bank                                    8,465.47     1,113.48         0.00      9,578.95      1,113.48
11200 Guest Ledger                                    5,139.87     1,724.63     1,724.63      5,139.87          0.00
11300 City Ledger - Group Master Accounts             1,283.02         0.00       200.00      1,083.02       -200.00
11600 Travel Agent Ledger                                 0.00       -84.00       198.00       -282.00       -282.00
20100 Advance Deposit Ledger                           -660.00         0.00       755.00     -1,415.00       -755.00
40282 Revenue - Long Distance Telephone                 -43.43         0.00         7.43        -50.86         -7.43
40606 Travel Agent Commission - Adjustment                0.00         0.00        16.00        -16.00        -16.00
50206 Expense - Travel Agent Commission                   0.00       198.00         0.00        198.00        198.00
50610 Expense - Travel Agent Bonus Program                0.00         0.00      -100.00        100.00        100.00
99999 Clearing Account                                    0.00     1,566.15     1,717.20       -151.05       -151.05
============= =============                 =============
Grand Totals for:   Tue, Sept 3, 1998                          4,518.26    4,518.26                        0.00
```

The above report is printed as part of night audit. Enter the daily amounts into the back office general ledger system. If the amount in Net Change is a positive number, the account should be debited. If the amount is negative, the entry is a credit. Notice the sum of the Net Change column is 0.00, indicating that the debits equal the credits.

Detail Behind Totals

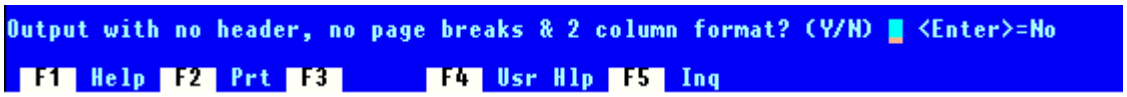
The above report shows the total balanced GL entry for the day. To see each transaction code that generated the total for any account number, there are two options:

1. Option “370 - 3B” - “Debit/Credit Totals with Transaction Detail” can be used to print the detailed report showing all transactions. This report appears on the next page.

2. Option “184 - 4” - “Inquire by GL Account Number” can be used to display the detail for all GL accounts for any day of the year. The full GL entry for any account can be viewed with the <F6 - JOURNAL ENTRY> option of “182 - 4” - Inquire by GL Account Number”.

370 - A to a 'File'

If Option “370 - A” - "Today, Monthly, & Yearly Totals" is output to a file, the system prompts:



This option facilitates uploading these totals to another software package for further data manipulation. The file format contains only the general ledger account numbers and the total for the date the report is generated. This two-column format simplifies the upload to a third party software package.

Switch #419-17

Switch #419-17, Print detail lines even though all columns are zero, controls which transaction codes and general ledger account numbers print on the various Daily Manager's Report options.

Yes	Print each transaction code or general ledger account number even if all the columns are zero: Daily, Month-to-Date, and Year-to-Date.
No	Print only those transaction codes or general ledger account numbers that have activity in the current year. Transaction codes and general ledger accounts that have not been used for the current year do NOT print.

Balanced GL Entry Report with Detail

The following report is printed with option 370 from the Night Audit Reports menu and provides all transactions that comprise the daily GL totals. On-line inquiry is also available with option 184-4 from the System Manager menu.

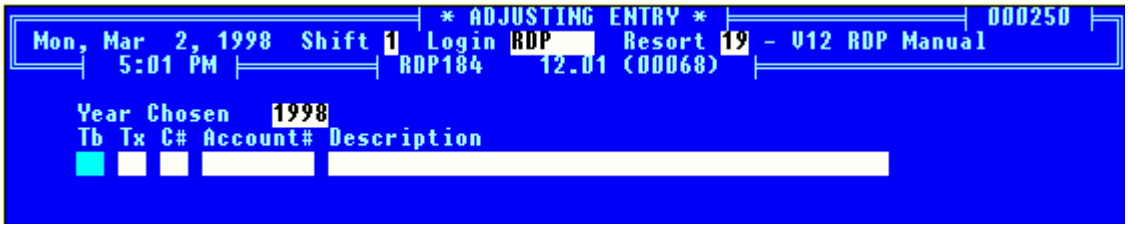
Report 370 Option 3-B

```
-------------------------------------------------------------------------------------------------
CCS Demonstration System          Transactions - ACCT Sequence          Wed, Sept  4, 1998
Report # R370              DAILY MANAGER'S REPORT for Wed, Sept  4, 1998          Page  1
-------------------------------------------------------------------------------------------------
Date       Code Seq.  Description         Beg. Balance  Debit Amount Credit Amount  End. Balance

09/03/1996      Account Number: 11200          201.23
09/04/1996 B200 00065 Nightly Chg.-Room 105                   91.16                      294.39
09/04/1996 B200 00066 Nightly Chg.-Room 106                   87.98                      380.37
09/04/1996 B240 00067 Daily Ski Package                      418.00                      798.37
09/04/1996 B200 00068 Nightly Chg.-Room 117                  110.77                      909.14
============ ============ ============ ============
11200    In-house Guest Ledger    Change:         0.00        707.91          0.00        909.14

09/03/1996      Account Number: 20001          -45.39
09/04/1996 B200 00065 Nightly Chg.-Room 105                    3.44        -48.83
09/04/1996 B200 00066 Nightly Chg.-Room 106                    3.32        -52.15
09/04/1996 B240 00067 Daily Ski Package                       12.00        -64.15
09/04/1996 B200 00068 Nightly Chg.-Room 117                    4.18        -68.33
============ ============ ============ ============
20001    Taxes - Federal          Change:         0.00          0.00         22.94        -68.33

09/03/1996       Account Number: 20002          -25.02
09/04/1996 B200 00065 Nightly Chg.-Room 105                                   3.44        -28.46
09/04/1996 B200 00066 Nightly Chg.-Room 106                                   3.32        -31.78
09/04/1996 B200 00068 Nightly Chg.-Room 117                                   4.18        -35.96
09/04/1996 B200 00065 Nightly Chg.-Room 105                                   1.72        -37.68
09/04/1996 B200 00066 Nightly Chg.-Room 106                                   1.66        -39.34
09/04/1996 B240 00067 Daily Ski Package                                       6.00        -45.34
09/04/1996 B200 00068 Nightly Chg.-Room 117                                   2.09        -47.43
                                        ============ ============ ============ ============
20002    Taxes - City             Change:         0.00          0.00         22.41        -47.43

09/03/1996      Account Number: 40000          -64.50
09/04/1996 B200 00065 Nightly Chg.-Room 105                                  86.00       -150.50
09/04/1996 B200 00066 Nightly Chg.-Room 106                                  83.00       -233.50
09/04/1996 B200 00068 Nightly Chg.-Room 117                                 104.50       -338.00
============ ============ ============ ===========
40000    Room Revenue             Change:         0.00          0.00        273.50       -338.00

09/03/1996      Account Number: 40200          -200.00
09/04/1996 B240 00067 Daily Ski Package                                     100.00       -300.00
============ ============ ============ ===========
40200    Ski Pkg Room Revenue     Change:         0.00          0.00        100.00       -300.00
```

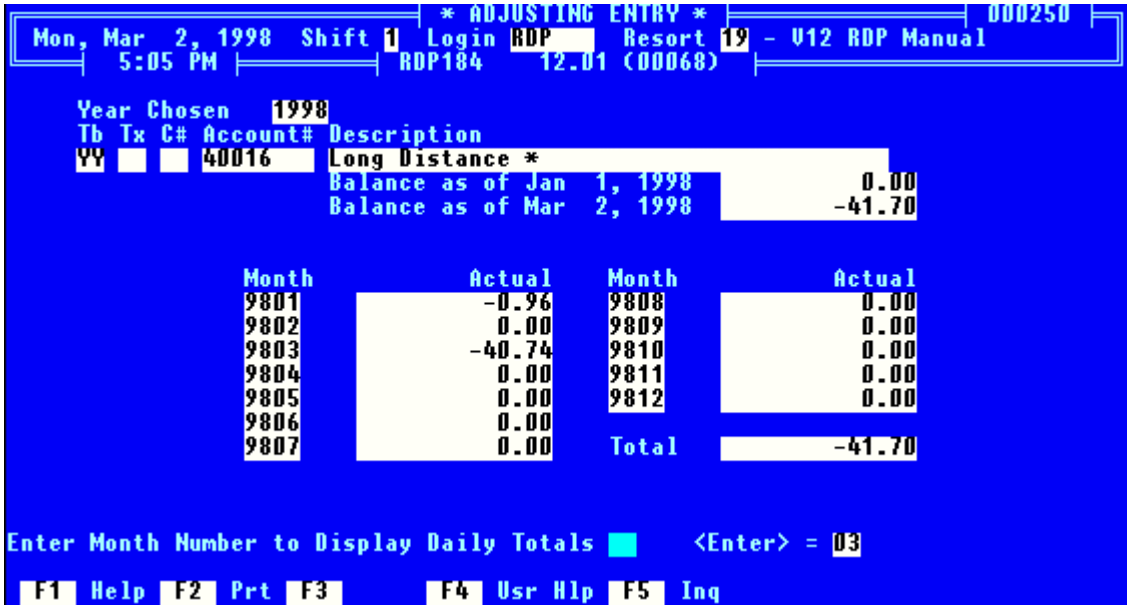
MAKING ADJUSTING ENTRIES TO THE TOTALS FILE

Totals for a general ledger account are normally changed by the explode process. However, there are occasions when it is necessary to adjust the stored totals. For example, after initial installation, the Advance Deposit Ledger account (YY20100 in this example) may not balance the advance deposit detail on the "766" - "Advance Deposits Detail" report. To adjust the YY20100 account and the "B1 " record into balance, use the following information.

Use option "184 - 5" - "Adjusting Entry.." from the System Manager menu. After entering the year, RDP prompts for the following information:



To adjust a GL account, enter "YY" as the table followed by the account number. The system displays monthly totals, similar to the following:

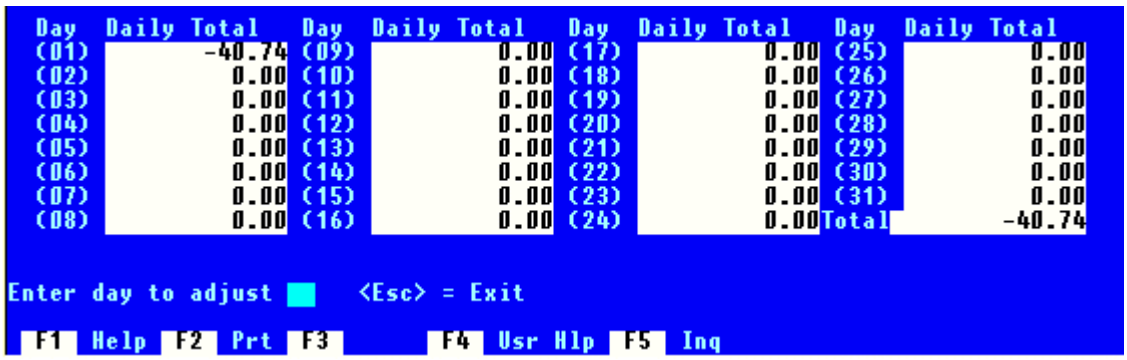


Period to Adjust

Any month can be adjusted, in the form "MM". For example, 03 represents March. The default is the current month. After entering a valid month, the system displays the daily totals for the selected account for each day of the month.

Daily Totals

Daily totals can be adjusted from the following screen. For example, to adjust the first day of period 9803, enter 1. The following screen displays:



After inputting the day to adjust, the system prompts for an amount and an adjustment description. Next, the system increases or decreases the account total for the selected day, month, and year.

☒ ***Adjusting entries in the RDP ledger are one-sided entries. For example, it is possible to make a debit adjustment to an account without an offsetting credit. The purpose of an adjusting entry is to allow you to change the balance of ANY account in the TOTALSyy file. It is critical to make an entry from the RDP property management ledger to a full back office general ledger of your choice.***

Contact RDP Support for assistance in making adjusting entries.

GENERAL LEDGER DAILY EXPORT

In order to make balanced journal entries into an accounting package, it is necessary to have a concise report of debits and credits by general ledger account number for activity in the RDP system. Daily manager's Report option "370 - 3" - "General Ledger Account Number Sequence", contains various reporting options for printing debit and credit activity.

RDP has the ability to automate the process of transferring the day's totals to several back-office accounting packages. Instead of printing the Daily Manager's Report, option "3 - C" - "Debit/Credit Totals - No Detail" and manually keying the information, export this information to a file and use the accounting software package's import feature to update the general ledger automatically - increasing efficiency and decreasing the possibility of data entry errors.

Accounting Packages Supported for Export

Currently, RDP interfaces to the following accounting packages:

Accounting System	Version
ACCPAC Plus for DOS	
Attache' Accounting	
Data Pro	Version 3.1
Data Pro	Leroy
MAS 90	Evolution 2
**Open Systems	4.6 and 5.1
**Peachtree for DOS	8 or 9
Real World	6.0 - 6.6

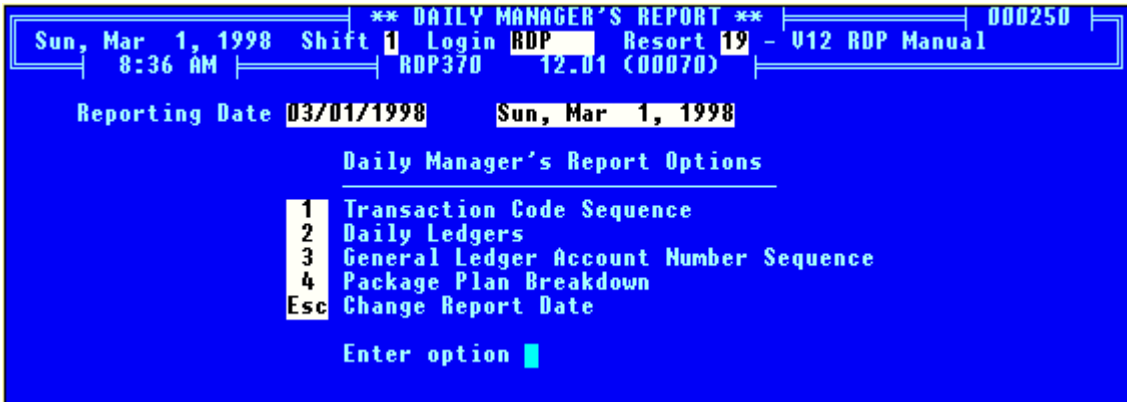
** 3rd Party Interface Programs

Because Open Systems and Peachtree do not have the ability to import a standard ASCII file, a "3rd Party Program" is required to move the file from RDP to the accounting software. This "3rd Party" is simply a "middle man" which takes the information being sent from RDP and puts it into a format that Open Systems or Peachtree understands.

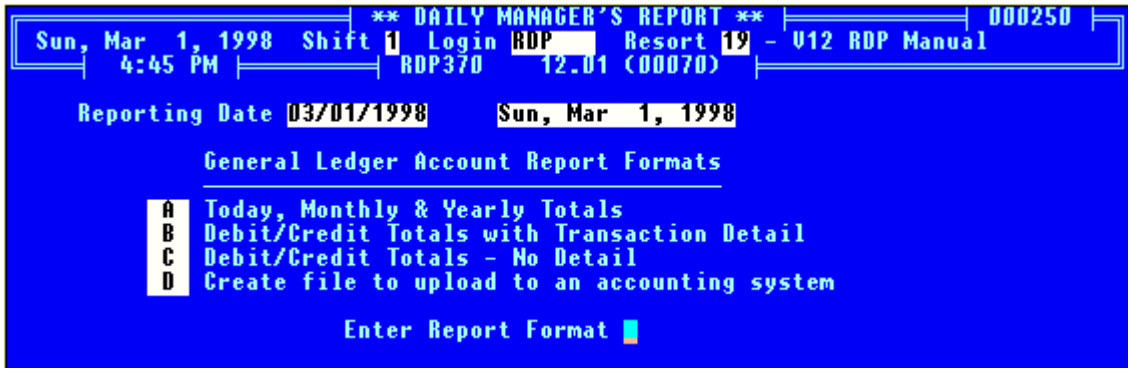
If more information is needed on either interface, please contact RDP sales at (970) 845-1140.

Generating a 370 Export File

In order to generate the export file, use option 370 on the Night Audit Reports menu for the correct date. The following options display:



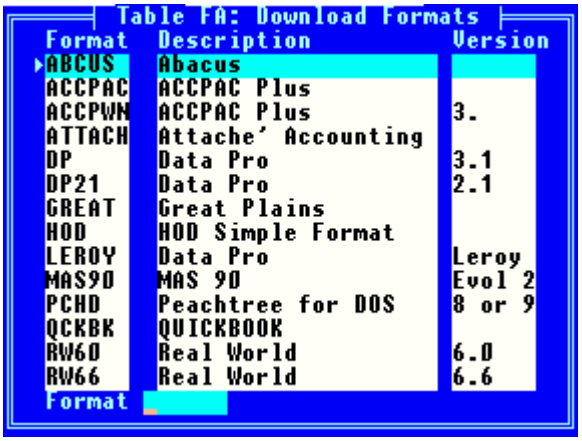
1. Choose option “3” - “General Ledger Account Number Sequence”. Next, the system prompts:



2. Choose option “D” - “Create file to upload to an accounting system”

3. The system displays:

4. Press <F3 - LOOK> for a list of accounting system formats or enter the accounting system (i.e. - DP for Data Pro). The <F3 - LOOK> screen is similar to the following:



6. The system prompts for file name. Enter the name for the export file using standard DOS naming conventions. Example: “060196.TXT”, indicating the date. The accounting software may require a specific file name.

7. If the file already exists, the system prompts:

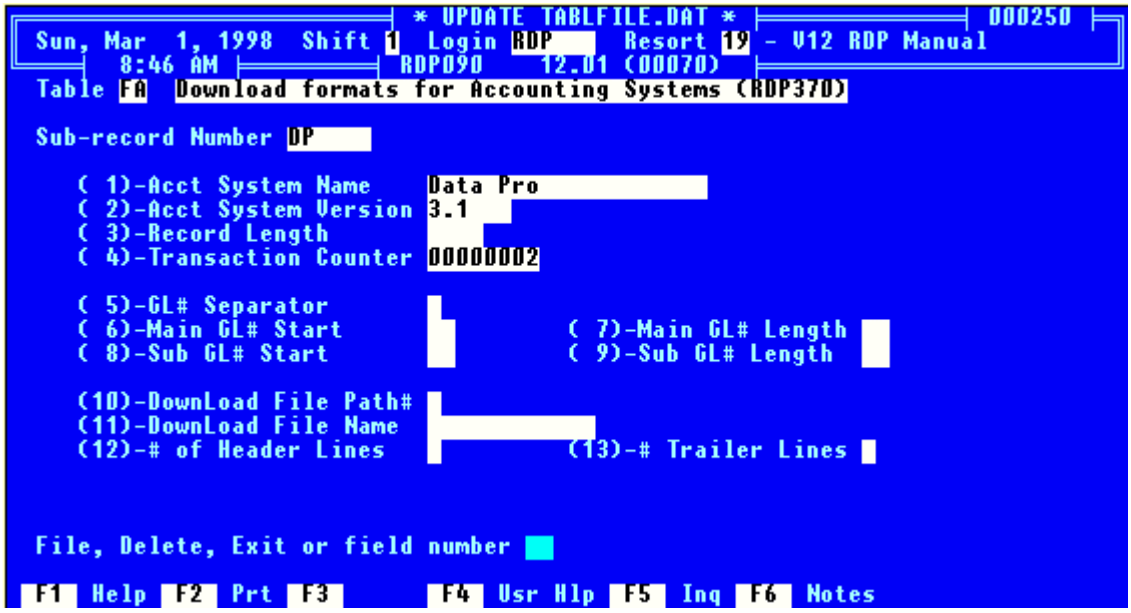
8. Enter “Y” to delete the old file and replace it with the current file. Enter an “N” to keep the old file. The system returns to the File name prompt where a different name may be entered.

8. After a unique file name is entered, the system generates the file using the layout format for the accounting system chosen.

The file name can be set in Table FA so the system skips prompts 5 - 9. Refer to the next section for configuring Table FA for a particular accounting system.

Configuring Table FA

Table FA contains the system name, version numbers, and file name information for each accounting system. ***Changes to this table should only be made with the assistance of RDP support personnel***. When prompted for the accounting system format, <F3 - LOOK> displays the name from Table FA. For each accounting system, Table FA contains the following fields:



Field	Description
1-Acct System Name	The name of the accounting system is stored in field #1.
2-Acct System Version	The version(s) this file layout applies to are stored in field #2. If an accounting system changes its import facility, there could be more than 1 record for each system.
3-Record Length	Some systems require the record length as part of the export file. If the record length is needed, it is stored in field #3.
4-Transaction Counter	The transaction counter starts at “00000000” and is incremented by 1 each time Option 370-Download is used. Some systems require a unique number for each ASCII file. RDP uses the transaction counter for the Export Journal Number.
5-GL# Separator	Field #5 stores the character used if the general ledger account number should be split. Example: A “-” in the GL number 5000-04.

Field	Description
6-Main GL# Start	Real World uses fields 6-9 to divide the RDP general ledger account number into a main and sub account number. Field #6 stores the starting position for the main portion of the G.L. account number. Example: RDP's account number is 10002 for Cash in Bank. The main portion is 10 so the starting position is a 1.
7-Main GL# Length	The main G.L. account number length in the above example is 2 (10).
8-Sub GL# Start	If the sub G.L. number is 002, the starting position is 3.
9-Sub GL# Length	The sub G.L. number length in the above example is 3 (002).
10-Download File Path#	Fields 10 and 11 are the most likely fields to change. Normally, the export file is stored in the \RDP directory (like other report writer programs sent to a file.) If the file needs to be written to another directory, use field 10 to indicate the file path number from RDP094 (From the System Manager's Menu). RDP094 can be changed to use whatever directory is needed for the export file. Example: Data Pro imports the file from the \DATA\TEXT directory. Enter 8 in field number 10 for path 8 from RDP094. Use option 094 and update the field for path 8 and enter "\DATA\TEXT\". Use the drive letter if necessary: "[Drive:]Path". When Option 370 is run, the file is written to the \DATA\TEXT directory. Field #10 in Table FA can use either 8 or 9--those are the only file paths in RDP094 that are not used for another purpose.
11-Download File Name	To eliminate the file name prompt, enter the export file name in field #11. Each time Option 370-Download is run, the system automatically purges the old file and creates a new file with the same name. Some systems may require a specific file name. If so, the file name is indicated in this field.
12-# of Header Lines	Field #12 indicates the header lines in the export file. DO NOT change this field. The header lines are determined from the accounting system specifications.
13-# Trailer Lines	Field #13 indicates the trailer lines in the ASCII file. DO NOT change this field since the trailer lines are determined from the accounting system specifications.

Table FA Summary

1. Real World Systems: Change fields 6-9 to separate the RDP GL Account Number into a main and sub account number.

2. Change field 10 if the export file should be written to another directory besides \RDP. Use Option 094 and add that directory to the path number entered in field #10 in Table FA.

3. Change field 11 if the file name should be the same each time 370-Download is run. Example: MAS 90 requires "GLIMPORT" as the file name.

WHAT TO LOOK FOR IN AN ACCOUNTING SYSTEM

There are over 20 Novell network based accounting systems on the market that have a tremendous number of state-of-the-art features and a wide variety of modules. These systems range in price from under $200 to over $40,000, depending on the modules requires and the degree of accounting sophistication. For example, Peachtree Accounting for Windows includes modules for General Ledger, A/R, Invoicing, A/P, Payroll, Inventory, Job/Project Tracking, Account Reconciliation, Financial Report Writer, Custom Forms Design, To Do List, Alert Signal and an Event Log.

RDP's philosophy is to build the best possible front office system, and allow each customer to select the back office system they believe is best. The major vendors of accounting systems have an installed base with over 100,000 customers and a R&D budget for product improvements over $10 million a year. We believe it is not possible for any property management system vendor to create their own back office system to compete. RDP's R&D is directed towards improving the front office system and creating a seamless interface to a variety of high quality back-office systems.

An accounting system has many more functions than interfacing with RDP. First and foremost, the system should meet all accounting needs, including payables, financial statements, payroll, etc. Interfacing to RDP should not be the determining factor.

If a system is being considered which is not included on the above list, but an RDP interface is desirable, the key question to ask the accounting system vendor is: “Do you have an ASCII file import facility to the general ledger?” If yes, RDP needs the file specifications in order to assist in creating the export file format.

If the accounting system does NOT have an ASCII file import facility, a 3rd party program is necessary to upload into the accounting system. RDP does NOT locate 3rd party vendors or pay the cost for any conversion programs. RDP can create a file layout for a 3rd party program, but does not provide training or support any changes if upgrades are made to the accounting software.

RDP GENERAL LEDGER AT YEAR-END

Carry-Over Accounts

When the year is closed in RDP, the following accounts carry forward balances to the new-year:

1. Offset accounts for RDP ledgers

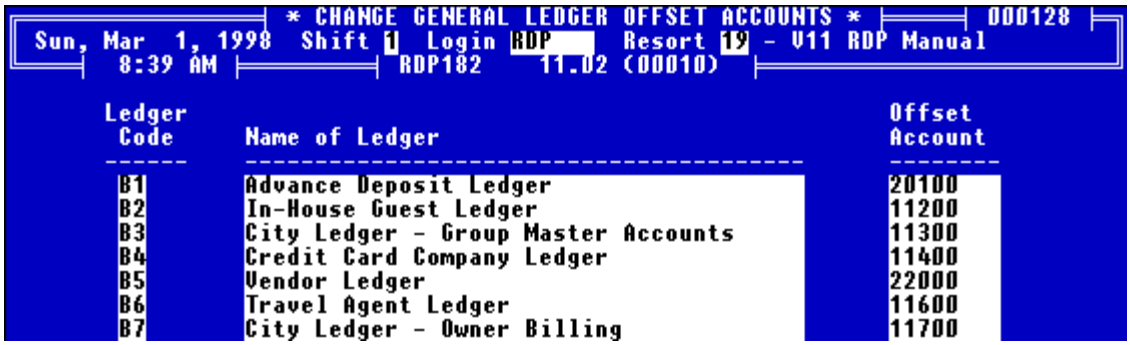
2. General ledger accounts assigned to RDP ledgers.

All other accounts are zeroed out for the New Year and the month-to-date and year-to-date totals start over. These accounts include transaction codes and general ledger accounts assigned to transaction codes. For example:

1. Transaction Code "B200" - "Nightly Charge".

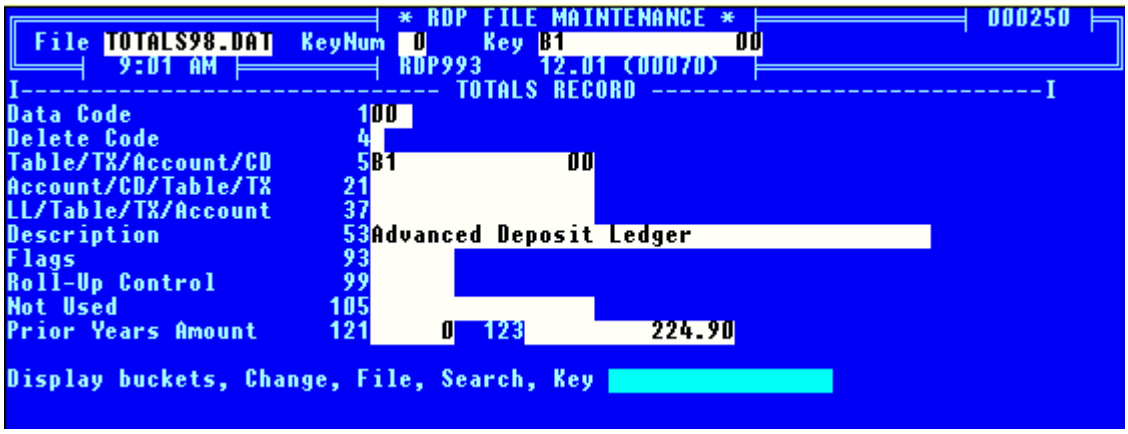
2. General Ledger account number "40200" - "Revenue - Nightly Room Charges".

Use Option 182 on the System Manager Menu to view RDP ledgers and the general ledger accounts that are carried forward to the new-year (please see example shown below). The general ledger accounts differ for each customer, but the RDP ledgers (B1, B2, etc.) remain the same.



Stored Totals

The total from the prior year for each entry in the totals file is stored in "Field #121" - "Previous Year's Amount". This total can be viewed using option "993" - "File Maintenance Utility" on the System Utilities menu. The example below displays the file maintenance record for the B1 ledger.



In the example above, the total as of 12/31/97 for the Advance Deposit Ledger is $224.90 (The decimal is not stored).

Accounting Overview

Because RDP is a collection of subsidiary property ledgers and not the entire general ledger, RDP ledgers and the general ledger account numbers assigned to them are the only system accounts carried forward to the new-year. The accounts within these subsidiary ledgers are zeroed-out at year-end, but the total of the ledger itself is carried forward from the previous year.

In the property's general ledger as a whole, asset, liability, and equity accounts are carried forward to the new-year. Revenue and expense accounts are zeroed-out by making an entry to the retained earnings account for the difference between revenue and expenses. This entry keeps the balance sheet balanced for the start of the new-year. The income statement is then started over for revenue and expense accounts. Since RDP does not contain every general ledger account, there is no process for making the entry to retained earnings in the RDP system.

Tax Accounts with Variable Packages

Option 182-1 also displays the four taxes and their corresponding general ledger account numbers used with module RN - Enhanced Rates and Packages. The general ledger accounts assigned to TAX1 - TAX4 are also reset to zero for the New Year.

APPENDIX

APPENDIX A - VERSION 12 DATA FILES - TABLE 00

Version 12 File	File Number
ITINCURR.DAT	50
ITINHIST.DAT	51
NOTEFILE.DAT	60
NOTEHIST.DAT	61
COMMENT.DAT	62
STATFILE.DAT	63
COMMHIST.DAT	64
TOTSTRUC.DAT	66
OTOTALYY.DAT	67
TOTALSYY.DAT	68
AVAILABL.DAT	69
UNITS.DAT	70
OWNERS.DAT	71
GROUPMST.DAT	72
AGENTS.DAT	73
CCARDS.DAT	74
GUESTS.DAT	75
VENDORS.DAT	76
HOUSKEEP.DAT	78
HOUSKEEQ.DAT	79
HRESERVE.DAT	80
FUTRKEYS.DAT	81
CURRKEYS.DAT	82
PASTKEYS.DAT	83
HEXPENSE.DAT	85
VOUCFILE.DAT	86
TCSOWNER.DAT	87
TCSWEEKS.DAT	88
BOOKHIST.DAT	90
BOOKKEYS.DAT	91
HEXPHIST.DAT	92

Version 12 File	File Number
RATEPLAN.DAT	93
PKGCOMP.DAT	94
ACTUATOR.DAT	95

APPENDIX B - FILE KEYS - TABLE 01

File/Key	Description
50	ITINCURR.DAT
5000	Activity Number
50010	Date/Start Time/Activity Number
50011	Number NAME
50012	Activity Number
50020	Master Number/Date/Time/Activity Number
50021	Master Number
50022	Number NAME
50023	Number NAME
50024	Activity Number
50030	Vendor Number
50031	Number NAME
50032	Number NAME
50033	Activity Number
5004	Transaction Sequence Number
50050	Entry Date/User/Activity Number
50051	Number NAME
50052	Activity Number
50060	Change Date/User/Activity Number
50061	Number NAME
50062	Activity Number
51	ITINHIST.DAT
5100	Activity Number
51010	Date/Start Time/Activity Number
51011	Number NAME
51012	Activity Number
51020	Master Number/Date/Time/Activity Number
51021	Master Number
51022	Number NAME
51023	Number NAME
51024	Activity Number
51030	Vendor Number
51031	Number NAME
51032	Number NAME
51033	Activity Number
5104	Transaction Sequence Number

File/Key	Description
51050	Entry Date/User/Activity Number
51051	Number NAME
51052	Activity Number
51060	Change Date/User/Activity Number
51061	Number NAME
51062	Activity Number
60	NOTEFILE.DAT
6000	Primary Key (File / Value)
61	NOTEHIST.DAT
6100	Primary Key (File / Value)
62	COMMENT.DAT
6200	File Number/Master Number
63	STATFILE.DAT
63000	Date/Room Number/Reservation Number
63001	Room Number
63002	Reservation Number
63010	Room Number/Date/Reservation Number
63011	Number NAME
63012	Reservation Number
64	COMMHIST.DAT
6400	File Number/Master Number
66	TOTSTRUC.DAT
6600	Assy Number/Component Number
66010	Component Number
66011	Number NAME
67	OTOTAL98.DAT
6700	Access Code/Owner Number/Account Number
67010	Account Number
67011	Number NAME
68	TOTALSYY.DAT
6800	Table/TX Code/Account/Code
6801	Account/Code/Table/TX Code
6802	LL/Table/TX Code/Account
69	AVAILABL.DAT
6900	Access Code
6901	Room Number
6902	Room Type/Room Number
69030	Room Type

File/Key	Description
69031	Number NAME
69040	Record Code
69041	Number NAME
69042	Number NAME
69043	Number NAME
6905	Room Number Manual Sequence-1
69060	Room Type Manual Sequence-1
69061	Number NAME
69062	Number NAME
69070	Room Type Manual Sequence-2
69071	Number NAME
69072	Number NAME
69080	Room Type Manual Sequence-3
69081	Number NAME
69082	Number NAME
70	UNITS.DAT
7000	Room Number
7001	Room Type/Room Number
71	OWNERS.DAT
7100	Owner Number
7101	Owner Type/Owner Number
71020	Owner Name/Owner Number
71021	Number NAME
7103	Room Number/Owner Number
72	GRPOUPMST.DAT
7200	Group Master Number
7201	Group Master Type/Number
72020	Group Name/Group Number
72021	Number NAME
73	AGENTS.DAT
7300	Agent Number
7301	Agent Type/Agent Number
73020	Agent Name/Agent Number
73021	Number NAME
74	CCARDS.DAT
7400	Credit Card Number
7401	Credit Card Type/Number
74020	CCard Name/CCard Number

File/Key	Description
74021	Number NAME
75	GUESTS.DAT
7500	Guest Number
7501	Guest Type/Guest Number
75020	Guest Name
75021	Number NAME
75030	Zip Code
75031	Number NAME
76	VENDORS.DAT
7600	Vendor Number
7601	Vendor Type/Number
76020	Vendor Company Name
76021	Number NAME
78	HOUSKEEP.DAT
78000	Date/Room Number
78001	Room Number
78010	Room Number/Date
78011	Number NAME
79	HOUSKEEQ.DAT
79000	Initials/Date/Room Number
79001	Number NAME
79002	Room Number
79010	Date/Room Number/Initials
79011	Room Number
79012	Number NAME
80	HRESERVE.DAT
8000	Reservation Number
80010	Guest Name
80011	Number NAME
8002	Confirmations to Print
80030	Room Number/Arrival Date/Res Number
80031	Number NAME
80032	Res Number
80040	Grp Ldr/Share/Arrival/Res Number
80041	Number NAME
80042	Res Number
80050	Entry Date/Res Number
80051	Number NAME

File/Key	Description
80060	Changed Date/Res Number
80061	Number NAME
80070	Guest Number/Res Status/Res Number
80071	Number NAME
80072	Res Number
8008	Res Number (Numeric)
80090	Master ID/Res Number
80091	Res Number
80100	Res Status/Arrival/Res Number
80101	Number NAME
80102	Res Number
80110	Conf/Grp Ldr/Share/Arr/Res Number
80111	Number NAME
80112	Number NAME
80113	Number NAME
80114	Res Number
80120	Room Number/Arrival Date/Res Number
80121	Number NAME
80122	ResNumber
81	FUTRKEYS.DAT
8100	Reservation Number
81010	Room Number/Arrival/Res Number
81011	Number NAME
81012	Res Number
81020	Guest Number/Arrival/Res Number
81021	Number NAME
81022	Res Number
8103	Guest Name/Res Number
81040	Comp Number/Arrival/Res Number
81041	Number NAME
81042	Res Number
81050	Agent Number/Arrival/Res Number
81051	Number NAME
81052	Res Number
81060	Owner Number/Arrival/Res Number
81061	Number NAME
81062	Res Number
81070	Conference Number/Arrival/Res Number

File/Key	Description
81071	Number NAME
81072	Res Number
8108	Not Used
81090	Arrival/Arrival/Res Number
81091	Number NAME
81092	Res Number
81100	Departure/Arrival/Res Number
81101	Number NAME
81102	Res Number
81110	Deposit/Arrival/Res Number
81111	Number NAME
81112	Res Number
82	CURRKEYS.DAT
8200	Reservation Number
82010	Room Number/Arrival/Res Number
82011	Number NAME
82012	Res Number
82020	Guest Number/Arrival/Res Number
82021	Number NAME
82022	Res Number
8203	Guest Name/Res Number
82040	Comp Number/Arrival/Res Number
82041	Number NAME
82042	Res Number
82050	Agent Number/Arrival/Res Number
82051	Number NAME
82052	Res Number
82060	Owner Number/Arrival/Res Number
82061	Number NAME
82062	Res Number
82070	Conference Number/Arrival/Res Number
82071	Number NAME
82072	Res Number
8208	Not Used
82090	Arrival/Arrival/Res Number
82091	Number NAME
82092	Res Number
82100	Departure/Arrival/Res Number

File/Key	Description
82101	Number NAME
82102	Res Number
82110	Deposit/Arrival/Res Number
82111	Number NAME
82112	Res Number
83	PASTKEYS.DAT
8300	Reservation Number
83010	Room Number/Arrival/Res Number
83011	Number NAME
83012	Res Number
83020	Guest Number/Arrival/Res Number
83021	Number NAME
83022	Res Number
8303	Guest Name/Res Number
83040	Comp Number/Arrival/Res Number
83041	Number NAME
83042	Res Number
83050	Agent Number/Arrival/Res Number
83051	Number NAME
83052	Res Number
83060	Owner Number/Arrival/Res Number
83061	Number NAME
83062	Res Number
83070	Conference Number/Arrival/Res Number
83071	Number NAME
83072	Res Number
8308	Not Used
83090	Arrival/Arrival/Res Number
83091	Number NAME
83092	Res Number
83100	Departure/Arrival/Res Number
83101	Number NAME
83102	Res Number
83110	Deposit/Arrival/Res Number
83111	Number NAME
83112	Res Number
85	HEXPENSE.DAT
8500	Sequence Number

File/Key	Description
85010	Tx Date/Sequence Number
85011	Number NAME
85020	Master ID/Date/Seq Number/Tx Code
85021	Master Number
85022	Number NAME
85023	Number NAME
85024	Sequence Number
85025	Number NAME
85030	Tx Code/Date/Seq Number
85031	Number NAME
85032	Number NAME
85033	Sequence Number
85040	Agent1/Res Number/Sequence Number
85041	Res Number
85042	Sequence Number
85050	Agent2/Res Number/Sequence Number
85051	Res Number
85052	Sequence Number
85060	Agent3/Res Number/Sequence Number
85061	Res Number
85062	Sequence Number
85070	Owner/Res Number/Sequence Number
85071	Res Number
85072	Sequence Number
85080	900 Post Flag/Sequence Number
85081	Sequence Number
85090	Rate Plan/Sequence Number
85091	Sequence Number
85100	Res Number/Date/Shift/Seq Number
85101	Number NAME
85102	Number NAME
85103	Sequence Number
86	VOUCFILE.DAT
8600	Voucher Number
86010	Master File/Master Number/Voucher Number
86011	Number NAME
8602	Check Number
8603	Status Code/Voucher Number

File/Key	Description
86040	Voucher Date/Voucher Number
86041	Voucher Number
86050	Date Printed/Voucher Number
86051	Voucher Number
87	TCSOWNER.DAT
87000	Room Number/Date/Owner Number
87001	Number NAME
87002	Owner Number
87010	Date/Room Number/Owner Number
87011	Room Number
87012	Owner Number
87020	Owner Number/Date/Room Number
87021	Number NAME
87022	Room Number
88	TCSWEEKS.DAT
8800	Sequence Number
88010	Owner Number/Sequence Number
88011	Sequence Number
88020	Owner Number/Week Number/Period Number/Seq Number
88021	Week Number
88022	Period Number
88023	Sequence Number
88030	Room Number/Owner Number/Week Number/Period Number/Seq Number
88031	Owner Number
88032	Week Number
88033	Period Number
88034	Sequence Number
88040	Week Number/Owner Number/Sequence Number
88041	Owner Number
88042	Sequence Number
88050	Period Number/Owner Number/Sequence Number
88051	Owner Number
88052	Sequence Number
88060	Week Number/Room Number/Sequence Number
88061	Room Number
88062	Sequence Number

File/Key	Description
90	BOOKHIST.DAT
9000	Reservation Number
90010	Guest Name
90011	Number NAME
9002	This key not used in file 90
9003	This key not used in file 90
90040	Grp Ldr/Share/Arrival/Res Number
90041	Number NAME
90042	Res Number
90050	Entry Date/Res Number
90051	Number NAME
90060	Changed Date/Res Number
90061	Number NAME
90070	Guest Number/Res Status/Res Number
90071	Res Status
90072	Res Number
9008	Res Number (Numeric)
90090	Master ID/Res Number
90091	Res Number
90100	Res Status/Arrival/Res Number
90101	Number NAME
90102	Res Number
90110	Conf/Grp Ldr/Share/Arr/Res Number
90111	Number NAME
90112	Number NAME
90113	Number NAME
90114	Res Number
91	BOOKKEYS.DAT
9100	Reservation Number
91010	Room Number/Arrival/Res Number
91011	Number NAME
91012	Res Number
91020	Guest Number/Arrival/Res Number
91021	Number NAME
91022	Res Number
9103	Guest Name/Res Number
91040	Comp Number/Arrival/Res Number
91041	Number NAME

File/Key	Description
91042	Res Number
91050	Agent Number/Arrival/Res Number
91051	Number NAME
91052	Res Number
91060	Owner Number/Arrival/Res Number
91061	Number NAME
91062	Res Number
91070	Conference Number/Arrival/Res Number
91071	Number NAME
91072	Res Number
9108	Not Used
91090	Arrival/Arrival/Res Number
91091	Number NAME
91092	Res Number
91100	Departure/Arrival/Res Number
91101	Number NAME
91102	Res Number
91110	Deposit/Arrival/Res Number
91111	Number NAME
91112	Res Number
92	HEXPHIST.DAT
9200	Sequence Number
92010	Tx Date/Sequence Number
92011	Number NAME
92020	Master ID/Date/Seq Number/TxCode
92021	Master Number
92022	Number NAME
92023	Number NAME
92024	Sequence Number
92025	Number NAME
92030	Tx Code/Date/Seq Number
92031	Number NAME
92032	Number NAME
92033	Sequence Number
92040	Agent1/Res Number/Sequence Number
92041	Res Number
92042	Sequence Number
92050	Agent2/Res Number/Sequence Number

File/Key	Description
92051	Res Number
92052	Sequence Number
92060	Agent3/Res Number/Sequence Number
92061	Res Number
92062	Sequence Number
92070	Owner/Res Number/Sequence Number
92071	Res Number
92072	Sequence Number
92080	900 Post Flag/Sequence Number
92081	Sequence Number
92090	Rate Plan/Sequence Number
92091	Sequence Number
93	RATEPLAN.DAT
93000	Rate Plan
93001	Number NAME
93010	Room Type
93011	Number NAME
93020	Rate Plan Type
93021	Number NAME
93022	Number NAME
93030	Rate Plan
93031	Number NAME
93032	Number NAME
93040	Rate Set
93041	Number NAME
93050	Component
93051	Number NAME
93060	Component
93061	Number NAME
93070	Transaction Code
93071	Number NAME
94	PKGCOMP.DAT
94000	Rate Plan
94001	Number NAME
94002	Number NAME
94010	Rate Plan
94011	Number NAME
94012	Number NAME

File/Key	Description
94020	Component
94021	Number NAME
94022	Number NAME
95	ACTUATOR.DAT
9500	Primary Sequence
9501	Manual Sequence

APPENDIX C - TABLE H1 DATA ITEMS

Data Item	Description	Length
00	Company Name	34
01	Serial Number	6
02	Single/Multi-User Code	1
03	Current Period (yymm)	4
04	Current Date - Long Format	17
05	Current Date (mm/dd/yy)	8
06	Current Date (yymmdd)	6
07	System Date Long Format	17
08	System Date (mm/dd/yy)	8
09	System Date (yymmdd)	6
10	System Time (hh:mm:ss)	8
11	Selected Property Code & Desc.	56
13	Global Property Code	2
14	Global Property Name	32
15	Customer Defined Constant	8
20	450 - Statement date range	30
21	450 - Not Used	30
22	450 - Transaction Description	30
23	450 - Not Used	30
24	450 - Summary Line Desc.	76
25	450 - Total Bal Due Line	76
26	450 - Please Remit Line	76
27	450 - Prior Bal Due Line	76
28	450 - 450 Amount for Item 27	76
29	454 - Invoice Number	13
30	1099 Data - Tax Payer ID#	9
31	1099 Data - Trans Control#	5
32	1099 Data - Company Name	40
33	1099 Data - Company Address	40
34	1099 Data - City, State ZIP	51
35	1099 Data - Phone Number	15
36	1099 Data - Contact Name	40
40	Res Date Range #1 (RDP400)	19
41	Res Date Range #2 (RDP400)	19
42	Res Date Range #3 (RDP400)	19
43	Res Date Range #4 (RDP400)	19

Data Item	Description	Length
44	Include Canceled Res (RDP400)	3
45	450 - Mgmt. Fee - Total-1	12
46	450 - Due Owner (DF-DG-DH)	12
47	450 - Due Owner - Total-1	12
50	450 - Owner Travel Agent Fee	12
51	450 - Owner TA Fee - Total-1	12
52	450 - Owner Net (DF-DH)	12
53	450 - Owner Net - Total-1	12
54	450 - Mgmt. Fee (DG)	12
55	450 - Mgmt. Fee - Total-1	12
56	450 - Due Owner (DF-DG-DH)	12
57	450 - Due Owner - Total-1	12
58	450 - Credit Card Fee (DJ)	12
59	450 - CCard Fee - Total-1	12
60	People 1 - Short Description	4
61	People 1 - Long Description	12
62	People 2 - Short Description	4
63	People 2 - Long Description	12
64	People 3 - Short Description	4
65	People 3 - Long Description	12
66	People 4 - Short Description	4
67	People 4 - Long Description	12
80	Statement Month	10
81	Statement Year	4
90	Number of Records Printed	6
91	Number of Sub-Totaled Records	6
92	Number of Records-RIGHT JUST	6
97	Print/Reset Total - 2	
98	Form Feed with Header	
99	Form Feed without Header	
A!	Property Code - (Files 71-75)	2
A#	Owner's Room Number Owned	8
A$	Room Status Description	8
A%	Vac., Occ., Stayover, Chk-out	1
A&	<F6>-Note on Master-All Text	76
A)	E-Mail Address	40

Data Item	Description	Length
	******* OWNER/GROUP MASTER DATA ****	
A+	Fixed Week Owner (Y/N)	1
A-	Room Type Description	24
A0	STATE AND ZIP FOR 1099	12
A1	Owner/Group Type	6
A2	Owner/Group Number	8
A3	Last/First Name	24
A4	First Last Name	24
A5	Address - 1	24
A6	Address - 2	24
A7	City Name	16
A8	State Abreviation	2
A9	Zip Code	10
A;	City, State Zip	31
A<	Whole Ownership (Y/N)	1
A=	Week Number	2
A>	Address - 2 (No Skip)	24
A@	Country (No Skip)	12
AA	Phone Number 1	12
AB	Remarks - 1	40
AC	Remarks - 2	40
AD	Remarks - 3	36
AE	Payment/Discount Code	2
AF	Maid Zone - Rooms	2
AG	Maid Zone Description	32
AH	Facilities Labels	40
AI	Room Status	1
AJ	Maximum Invoice Age	6
AK	Balance Due	12
AL	Owner Trust Amount	12
AM	Balance Due - Total - 2	12
AN	Balance Due - Total - 3	12
AO	Trust Amount - Total - 2	12
AP	Trust Amount - Total - 3	12
AQ	Owner Percent of Room Owned	8
AS	Owner Recurring Charge	8
AT	Rate Plan on Company	4
AV	Market Code on Group Master	2

Data Item	Description	Length
AX	Group Master Res Open Total	12
AY	Group Master Direct Open Tot	12
AZ	Group Master Payment Open Tot	12
A\	Group Master Res Activity	12
A^	Group Master Direct Activity	12
A_	Group Master Payment Activity	12
A{	Room Tax Code	2
A|	Week starts on (1=Mon,2=Tues)	1
A}	Phone Number 2	12
A~	Property Code (ROOMS)	2
B!	Maid Comment From Room Master	24
B"	Manual Seq. Number-Room Mstr	4
B#	Room Value	12
B$	Room Value - Total 1	12
B%	Room Value - Total 2	12
B&	Room Value - Total 3	12
	******* OWNER/GROUP MASTER SUB-LISTING *******	
B+	Entered By	6
B-	Entry Date	8
B0	Owner CCard Fee Percentage	7
B1	Reservation Address	0
B2	Transaction Address	0
B3	Master or Slave (M, S, or " ")	1
B4	Lockoff - 1	8
B5	Lockoff - 2	8
B6	Lockoff - 3	8
B7	Lockoff - 4	8
B8	Owner Billing (Y/N)	1
B9	Travel Agent Split (P,S,E,M)	1
B:	Address-1 - Room Master	24
B;	Address-2 - Room Master	24
B<	City - Room Master	16
B=	State - Room Master	2
B>	Zip Code - Room Master	10
B@	Phone - Room Master	12
BA	Owner Pay Code	2
BB	Download with RDP930	1
BC	Prt Grp Mst Charges on Folio	1

Data Item	Description	Length
BD	Allow One Group Leader only	1
BE	Allow Group Billing	1
BF	Allow Auto-pay in RDP500	1
BG	Generate checks - Credit Bal.	1
BH	Tentative/Def/Canc Grp (T/D/X)	1
BI	Remarks - 4	20
BJ	Remarks - 5	20
BK	Remarks - 6	20
BL	Remarks - 7	20
BM	Remarks - 8	20
BN	Remarks - 9	20
BO	Remarks - 10	10
BP	Remarks - 11	10
BQ	Remarks - 12	5
BR	1st Facility Label	3
BS	2nd Facility Label	3
BT	3rd Facility Label	3
BU	4th Facility Label	3
BV	5th Facility Label	3
BW	6th Facility Label	3
BX	7th Facility Label	3
BY	8th Facility Label	3
BZ	9th Facility Label	3
B\	Contact or Spouse Name	24
B^	Contact/Spouse (Last/First)	24
B_	Group Arrival Date	8
B{	Group Cut-off Date	8
B|	Phone - 2	12
B}	Country	12
C!	First letter of Res. Type	1
C"	Base Count (Room Master)	3
C#	1st 3 Digits of Zip Code	3
C$	Guest Type on Res.	6
C%	Property Code on Res.	2
C&	Number of Trans. on Res.	4
C(	Days Prior to Arrival	4
C)	Days Since Arrival	4

Data Item	Description	Length
	******* RESERVATION DATA *******	
C+	Second letter of Res. Type	1
C-	Room Type	6
C/	Room Type Description	24
C0	Reservation Type	2
C1	Reservation Number	6
C2	Room Number	8
C3	Entry Date	8
C4	Entry Date - Long Format	17
C5	Entered By	6
C6	Customer Name	22
C7	Customer Name - Last/First	22
C8	Customer Address - 1	22
C9	Customer Address - 2	22
C@	Guest History Num on Res (cts)	6
CA	City Name	16
CB	State	2
CC	Zip Code	10
CD	Home Phone	12
CE	Business Phone	12
CF	Market Code Description	20
CG	Comment - 1	20
CH	Comment - 2	12
CI	Comment - 3	12
CJ	Arrival Date	8
CK	Arrival Date - Long Format	17
CL	Departure Date	8
CM	Departure Date - Long Format	17
CN	Deposit Date	8
CO	Deposit Date - Long Format	17
CP	People Field #1 Count	4
CQ	Number of Days	4
CR	Daily Room Rate	12
CS	Total Room Charge on Res.	12
CT	Other Charge - 1	12
CU	Other Charge - 2	12
CV	Security Deposit	12
CW	Tax	12

Data Item	Description	Length
CX	Total Charge	12
CY	Deposit	12
CZ	Balance Due	12
C\	Credit Card Pre-Auth. Number	8
C^	Credit Card Pre-Auth. Amount	8
C_	Folio A Balance	12
C{	Room Rate - 'Group Pays'	12
C|	Folio B Balance	12
C}	Age of Checked-out Res.	4
D!	Allow Room Move	1
D"	Cancellation Reason	20
D#	Cancellation Number	6
D$	Last Updated/Changed By	6
D%	Itinerary Exists on Res	1
D&	Replace Name w/RENTAL (owner)	22
D(	Days Prior to Departure	4
D-	Wake-up Time (RG Module only)	5
D0	Group Master Portion	12
D1	Individual Balance Due	12
D2	Refund	12
D3	Refund (short check form)	12
D4	Refund (long check form)	40
D5	First Agent Commission	12
D6	Second Agent Commission	12
D7	Third Agent Commission	12
D8	Total Agent Commission	12
D9	Selected Agent Commission	12
D@	CCard Swiped Flag	1
DA	Owner Payment Code	2
DB	Tax Code	2
DC	Group Master Discount Code	2
DD	First Travel Agent Code	4
DE	Second Travel Agent Code	4
DF	Third Travel Agent Code	4
DG	Guest Credit Limit	12
DH	Guest Over Credit Limit	12
DI	Owner Portion this Reserv.	12
DJ	Mgmt Portion this Reserv	12

Data Item	Description	Length
DK	VIP Flag	1
DL	Guaranteed Flag	1
DM	Last Changed Date	8
DN	Last Changed Date - Long	17
DO	Non Standard Room Rate Flag	1
DP	Room Rate - Total - 1	12
DQ	Room Rate - Total - 2	12
DR	Room Rate - Total - 3	12
DS	Long Term Flag	1
DT	Long Term: Last Posting Date	8
DU	Long Term: Rent	12
DV	Check-in Time	5
DW	Check-out Time	5
DX	Last Changed By Name	6
DY	Pre-Deduct Travel Agent Comm.	12
DZ	State Description	24
D\	Big Character Departure Date	5
D^	Print Confirmation Flag	1
D_	30 Days Prior to Arrival	8
D{	Daily Charge Flag (Y/N)	1
D|	Var Days Bef Arrival Long	17
D}	Variable Days Before Arrival	8
E!	Mgmt Commission	12
E"	Mgmt Commission - Total - 1	12
E#	Mgmt Commission - Total - 2	12
E$	Mgmt Commission - Total - 3	12
E0	Room Charge - Total - 1	12
E1	Room Charge - Total - 2	12
E2	Room Charge - Total - 3	12
E3	Charge 1 - Total - 1	12
E4	Charge 1 - Total - 2	12
E5	Charge 1 - Total - 3	12
E6	Charge 2 - Total - 1	12
E7	Charge 2 - Total - 2	12
E8	Charge 2 - Total - 3	12
E9	Security Deposit - Total - 1	12
EA	Security Deposit - Total - 2	12
EB	Security Deposit - Total - 3	12

Data Item	Description	Length
EC	Tax - Total - 1	12
ED	Tax - Total - 2	12
EE	Tax - Total - 3	12
EF	Total Charge - Total - 1	12
EG	Total Charge - Total - 2	12
EH	Total Charge - Total - 3	12
EI	Deposit - Total - 1	12
EJ	Deposit - Total - 2	12
EK	Deposit - Total - 3	12
EL	Balance Due - Total - 1	12
EM	Balance Due - Total - 2	12
EN	Balance Due - Total - 3	12
EO	Grp Master Portion - Total 1	12
EP	Grp Master Portion - Total 2	12
EQ	Grp Master Portion - Total 3	12
ER	Net Bal. Due - Total - 1	12
ES	Net Bal. Due - Total - 2	12
ET	Net Bal. Due - Total - 3	12
EU	Refund - Total - 1	12
EV	Refund - Total - 2	12
EW	Refund - Total - 3	12
EX	Total Commission - Total - 1	12
EY	Total Commission - Total - 2	12
EZ	Total Commission - Total - 3	12
E\	Folio A Balance - Total - 1	12
E^	Folio A Balance - Total - 2	12
E_	Folio A Balance - Total - 3	12
E{	Folio B Balance - Total - 1	12
E|	Folio B Balance - Total - 2	12
E}	Folio B Balance - Total - 3	12
F!	Tax 1	12
F"	Tax 2	12
F#	Tax 1 - Total - 1	12
F$	Tax 1 - Total - 2	12
F%	Tax 1 - Total - 3	12
F&	Tax 2 - Total - 1	12
F'	Tax 2 - Total - 2	12
F(	Tax 2 - Total - 3	12

Data Item	Description	Length
F0	Owner Portion - Total - 1	12
F1	Owner Portion - Total - 2	12
F2	Owner Portion - Total - 3	12
F3	Mgmt Portion - Total - 1	12
F4	Mgmt Portion - Total - 2	12
F5	Mgmt Portion - Total - 3	12
F6	Guest Over Credit - Total - 1	12
F7	Guest Over Credit - Total - 2	12
F8	Guest Over Credit - Total - 3	12
F9	Number of Days - Total - 1	6
FA	Number of Days - Total - 2	6
FB	Number of Days - Total - 3	6
FC	People Field #1 - Total - 1	6
FD	People Field #1 - Total - 2	6
FE	People Field #1 - Total - 3	6
FF	Sort Arrival Date - YYYYMMDD	8
FG	Selected Agent - Total - 1	12
FH	Selected Agent - Total - 2	12
FI	Selected Agent - Total - 3	12
FK	Sort Departure Date- YYYYMMDD	8
FL	Source of Business - Res.	2
FM	Group Master Number (Reser's)	8
FN	1st Travel Agent on Res.	8
FO	2nd Travel Agent on Res.	8
FP	3rd Travel Agent on Res.	8
FQ	Rate Plan on Reservation	4
FR	Daily Maid Flag (Y/N)	1
FS	People Field #2	4
FT	People Field #2 - Total - 1	6
FU	People Field #2 - Total - 2	6
FV	People Field #2 - Total - 3	6
FW	Package Plan Flag	1
FX	Daily Post Flag	1
FZ	Pre-deduct TA Code (Y)	1
F\	Owner # on TCS Owner Res.	8
F^	Res. Rate Plan Description	32
F{	Sort Arrival Date - YYMM	4
F}	Sort Departure Date - YYMM	4

Data Item	Description	Length
G!	Source of Business - Desc.	24
G"	Early Departure Flag	1
G#	Guest History Number on Res.	6
G$	Folio A Pay Code	2
G%	Folio B Pay Code	2
G&	<F6>-Note on Res.-All Text	76
G'	<F6>-Note on Unit (RDP410)	76
	******* RESERVATION SUB-LISTING ****	
G0	Itinerary Address	0
G1	Transaction Address	0
G2	Group Master Address	0
G3	Res Type Description	22
G4	Total People on Res.	6
G5	Tot People on Res - Total - 1	6
G6	Tot People on Res - Total - 2	6
G7	Tot People on Res - Total - 3	6
G;	City, State & Zip	31
G<	Address-2 (No Skip)	22
G=	Country (No Skip)	12
G>	Last Name Only	22
G@	First Name Only	22
GA	Comment - 4	20
GB	Comment - 5	20
GC	Comment - 6	20
GD	Comment - 7	20
GE	Comment - 8	20
GF	Comment - 9	20
GG	Comment - 10	20
GH	Comment - 11	20
GI	Comment - 12	10
GJ	Comment - 13	10
GK	Comment - 14	2
GL	Comment - 15	2
GM	Comment - 16	2
GN	Comment - 17	2
GO	Country	12
GP	Market Code (Both Numbers)	2
GQ	Market Code (1st Number)	1

Data Item	Description	Length
GR	Group Leader Res. Number	6
GS	Group Leader Pay Code	2
GT	Group Leader Portion	12
GU	Share-with Res. Number	6
GV	Group Master Pay Code (RES)	2
GW	Arrival Date - Statements	8
GX	Departure Date - Statements	8
GY	Number of Days - Statements	4
GZ	<F6>-Notes on Reservation	1
G\	Geographic Code - 2 (Res.)	2
G^	Grp Leader Portion - Total 1	12
G{	Grp Leader Portion - Total 2	12
G}	Grp Leader Portion - Total 3	12
H!	People Field #3	4
H"	People Field #3 - Total - 1	6
H#	People Field #3 - Total - 2	6
H$	People Field #3 - Total - 3	6
H%	People Field #4	4
H&	People Field #4 - Total - 1	6
H(	People Field #4 - Total - 2	6
H)	People Field #4 - Total - 3	6
	******* GROUP MASTER DATA *******	
H1	Group Master Type	6
H2	Group Master Number	8
H3	Last/First Name	24
H4	First Last Name	24
H5	Address - 1	24
H6	Address - 2	24
H7	City Name	16
H8	State Abreviation	2
H9	Zip Code	10
HA	Phone Number	12
HB	Remarks - 1	40
HC	Remarks - 2	40
HD	Remarks - 3	36
HE	Discount Code	2
HF	Group Status Code	1
HG	Group Status Description	32

Data Item	Description	Length
	******* SELECTED TRAVEL AGENT DATA******	
HI	Selected Travel Agent Type	6
HJ	Selected Travel Agent Number	8
HK	Last/First Name	24
HL	First Last Name	24
HM	Address - 1	24
HN	Address - 2	24
HO	City Name	16
HP	State Abreviation	2
HQ	Zip Code	10
HR	Phone Number	12
HS	Remarks - 1	40
HT	Remarks - 2	40
HU	Remarks - 3	36
HV	Commission Code - Agent	2
HW	Pre-Ded/Owner Split/Comm Code	4
HX	Pre-Deduct - Res.	1
HY	Commission Code - Res.	2
HZ	Owner Split - Res.	1
H\	Group Master Rate Plan	4
H^	Grp Mst Rate Plan Description	32
H_	Entered By	6
H{	Entry Date	8
	******* FIRST TRAVEL AGENT DATA ****	
I1	First Travel Agent Type	6
I2	First Travel Agent Number	8
I3	Last/First Name	24
I4	First Last Name	24
I5	Address - 1	24
I6	Address - 2	24
I7	City Name	16
I8	State Abreviation	2
I9	Zip Code	10
IA	Phone Number 1	12
IB	Remarks - 1	40
IC	Remarks - 2	40
ID	Remarks - 3	36
IE	Commission Code	2

Data Item	Description	Length
IG	Pre-Deduct TA Comm. Total - 1	12
IH	Pre-Deduct TA Comm. Total - 2	12
II	Pre-Deduct TA Comm. Total - 3	12
IJ	Phone Number 2	12
IK	Res Facility Label-1	3
IL	Res Facility Label-2	3
IM	Res Facility Label-3	3
IN	Res Facility Label-4	3
IO	Res Facility Label-5	3
IP	Res Facility Label-6	3
IQ	Daily Charge (Y/N) 1	1
IR	Daily Charge (Y/N) 2	1
IS	Daily Charge (Y/N) 3	1
IT	Daily Charge (Y/N) 4	1
IU	Daily Charge (Y/N) 5	1
IV	Daily Charge (Y/N) 6	1
IW	Daily Charge (Y/N) 7	1
IX	Daily Charge (Y/N) 8	1
IY	Daily Charge (Y/N) 9	1
IZ	Daily Charge (Y/N) 10	1
I\	Res Facility Label-7	3
I^	Res Facility Label-8	3
I_	Res Facility Label-9	3
	******* SECOND TRAVEL AGENT DATA ***	
J1	Second Travel Agent Type	6
J2	Second Travel Agent Number	8
J3	Last/First Name	24
J4	First Last Name	24
J5	Address - 1	24
J6	Address - 2	24
J7	City Name	16
J8	State Abreviation	2
J9	Zip Code	10
JA	Phone Number 1	12
JB	Remarks - 1	40
JC	Remarks - 2	40
JD	Remarks - 3	36
JE	Commission Code	2

Data Item	Description	Length
JF	Entered By	6
JG	Entry Date	8
JJ	Phone Number 2	12
	******* THIRD TRAVEL AGENT DATA ****	
K1	Third Travel Agent Type	6
K2	Third Travel Agent Number	8
K3	Last/First Name	24
K4	First Last Name	24
K5	Address - 1	24
K6	Address - 2	24
K7	City Name	16
K8	State Abreviation	2
K9	Zip Code	10
KA	Phone Number 1	12
KB	Remarks - 1	40
KC	Remarks - 2	40
KD	Remarks - 3	36
KE	Commission Code	2
KF	Entered By	6
KG	Entry Date	8
KJ	Phone Number 2	12
	******* CREDIT CARD COMPANY DATA ***	
L1	Credit Card Number	16
L2	Credit Card Name (short)	8
L3	Credit Card Expiration Date	5
L4	Credit Card Receipt Number	16
L5	CC Card Company Type	6
L6	CC Card Company Number	6
L7	Last/First Name	24
L8	First Last Name	24
L9	Address - 1	24
LA	Address - 2	24
LB	City Name	16
LC	State Abreviation	2
LD	Zip Code	10
LE	Cash Credit Card (Y/N)	1
LF	Phone Number	12
LG	Remarks - 1	40

Data Item	Description	Length
LH	Remarks - 2	40
LI	Remarks - 3	36
LJ	Entered By	6
LK	Entry Date	8
	******* MAIL-TO DATA *******	
M1	Mail-to Type	6
M2	Mail-to Number	8
M3	Last/First Name	24
M4	First Last Name	24
M5	Address - 1	24
M6	Address - 2	24
M7	City Name	16
M8	State Abreviation	2
M9	Zip Code	10
M;	Mail-to City, State & Zip	31
M<	Address - 2 (No Skip)	24
M=	Country (No Skip)	12
MA	Phone Number	12
ME	Mail-to Country	12
MF	CTS Mail-to Contact Name	24
MG	CTS Contact Name (Last/First)	24
MO	Next Res. - Reservation Type	2
MP	Next Res. - Reservation No.	6
MQ	Next Res. - Guest Name	22
MR	Next Res. - Arrival Date	8
MS	Next Res. - Departure Date	8
MT	Next Res. - People 1 Count	2
MU	Next Res. - People 2 Count	2
MV	Next Res. - Comment-1	20
MW	Next Res. - GTD field	1
MX	Next Res. - Move ok?	1
MY	Next Res. - VIP	1
M\	Next Res. - People 3 Count	2
M^	Next Res. - People 4 Count	2
N!	Transaction Code Table (B1-BB)	2
N"	Transaction Date - Sorting	7
N#	Transaction Code Byte 1	1
N$	Sequence Number	8

Data Item	Description	Length
N%	Transaction Age	5
N(	OTOTALyy Adjustment Flag	1
N)	Owner Pay Code on Tx	2
	******* TRANSACTION DATA *******	
N+	Transaction table & code	4
N,	Property Code on Transaction	2
N-	Transaction Room Type	6
N0	Pay Flag (M, L, or I)	1
N1	Transaction Code ("*" = All)	2
N2	Transaction Description	28
N3	Res, Owner, Grp, CCard, T.A.	1
N4	Reservation Number	6
N5	Special Flag	1
N6	CCard Auth. Number	8
N7	Activity Date	8
N8	Activity Date - Long Format	17
N9	Shift Code (1,2,3 or *)	1
NA	Enter Initials ("*" = All)	2
NB	Charge Code (Bucket)	1
NC	Quantity	12
ND	Cost	12
NE	Extension	12
NF	Tax Amount	12
NG	Total Cost	12
NH	Extension - Total - 1	12
NI	Extension - Total - 2	12
NJ	Extension - Total - 3	12
NK	Tax Amount - Total - 1	12
NL	Tax Amount - Total - 2	12
NM	Tax Amount - Total - 3	12
NN	Total Cost - Total - 1	12
NO	Total Cost - Total - 2	12
NP	Total Cost - Total - 3	12
NQ	Program Name on Trans.	8
NR	Room#, Guest#, Grp Mst, Ownr#	8
NS	Reservation Type (P1,I2,etc)	2
NT	Cash, Check, CCard Descriptor	6
NU	Voucher/Check # Descriptor	6

Data Item	Description	Length
NV	No Print Flag	1
NW	Master Package Flag (D or " ")	1
NX	Package Flag (P or D)	1
NY	Transaction Code - Byte 2	1
NZ	Flag-Posted to TOTALSyy File	1
N\	Open Balance	12
N^	Running Balance	12
N_	Transaction Time Stamp	5
N{	Group Master Number on Exp.	8
N}	Activity Date & Time (Special)	12
O!	Transaction Tax 1	12
O"	Transaction Tax 2	12
O#	Transaction Tax 1 - Total 1	12
O$	Transaction Tax 1 - Total 2	12
O%	Transaction Tax 1 - Total 3	12
O&	Transaction Tax 2 - Total 1	12
O'	Transaction Tax 2 - Total 2	12
O(	Transaction Tax 2 - Total 3	12
	******* TRANSACTION RECAP *******	
O1	Owner Transaction Recap	0
O2	Reservation Transaction Recap	0
O3	Transaction table & code	4
O4	Transaction Description	28
O5	G/L Account Number	8
O6	Extended Cost (Qty * Price)	12
O7	Tax Amount	12
O8	Total Cost	12
O9	Extension - Total	12
OA	Tax Amount - Total	12
OB	Total Cost - Total	12
OC	Room Charge Portion on Tx	12
OD	Room Chg on Tx -Total-1	12
OE	Room Chg on Tx - Total-2	12
OF	Room Chg on Tx - Total-3	12
OG	1st Letter of Initials on Tx	1
OH	Invoice Date	8
OI	Open Balance - Total - 1	12
OJ	Open Balance - Total - 2	12

Data Item	Description	Length
OK	Open Balance - Total - 3	12
OL	Open Balance - Recap	12
OM	Open Balance - Recap - Total	12
ON	Tax Code	2
OO	People Field #1 Var Pkg.	4
OP	People Field #2 Var Pkg.	4
OQ	People Field #3 Var Pkg.	4
OR	People Field #4 Var Pkg.	4
OS	Owner Portion on Tx	12
OT	912 Process Flag on Tx	1
OU	Last 2 Characters of Tx Desc.	2
OV	Tran to Res#	6
OW	Tran From Res#	6
OX	Rate Plan on Trans.	4
OY	SDC Mode	2
OZ	SDC Reference Number	8
O{	Running Balance (RDP454)	12
P!	URL Field - CTS Only	40
P&	<F6>-Note on Guest-All Text	76
	******* GUEST DATA *******	
P-	E-Mail Address	40
P1	Guest Type	6
P2	Guest Type Description	24
P3	Guest Number	6
P4	Last/First Name	22
P5	First Last Name	22
P6	Address - 1	22
P7	Address - 2	22
P8	City Name	16
P9	State (Geo #1)	2
P;	City, State & Zip	31
P<	Address - 2 (No Skip)	22
PA	State (Geo #1) Description	24
PB	Zip Code	10
PC	Home Phone	12
PD	Geographic Code #2	2
PE	Geographic Code #2 Descrip.	24
PF	Source of Business Code	2

Data Item	Description	Length
PG	Source of Business Desc.	24
PH	Group Master Number in G/H	8
PI	Business Phone	12
PJ	Credit Card Name (short)	8
PK	Credit Card Number	16
PL	CC Expiration Date	2
PM	Market Code Description	20
PN	Comment - 1	20
PO	Comment - 2	12
PP	Comment - 3	12
PQ	Comment - 4	20
PR	Comment - 5	20
PS	Comment - 6	20
PT	Comment - 7	20
PU	Comment - 8	20
PV	Rate Plan in Guest History	4
PW	Frequency	6
PX	Nights	6
PY	Property Code	2
PZ	Property Code Description	32
P\	Comment - 9	20
P^	Entered By	6
P_	Entry Date	8
P{	Market Code in G/H (2 Chars)	2
P|	Country (No Skip)	12
P}	Country in Guest History	12
	******* STATISTICS FILE DATA ITEMS*******	
Q/	Res Type - First Letter	1
Q0	Stat Date	8
Q1	Room Number	8
Q2	Reservation Number	6
Q3	Reservation Type	2
Q4	Sharewith Number	6
Q5	Occupied Reason	20
Q6	Travel Agent #1	8
Q7	Travel Agent #2	8
Q8	Travel Agent #3	8
Q9	Owner Number	8

Data Item	Description	Length
QA	Group Master Number	8
QB	Room Type	6
QC	Rate Plan	4
QD	Market Code	2
QE	State	2
QF	Geographic Code	2
QG	Source of Business Code	2
QH	Sequence Number	8
QI	Occupied Count	4
QJ	People Field #1	4
QK	People Field #2	4
QL	Tax #1	12
QM	Tax #2	12
QN	Housekeeper Rate per Hour	8
QO	Total Cost	12
QP	Group Master Portion	12
QQ	Individual Portion	12
QR	Room Charge	12
QS	Other Charge 1	12
QT	Other Charge 2	12
QU	Security Deposit	12
QV	Tax Amount	12
QW	Deposit Amount	12
QX	Balance Due	12
QY	Open Balance	12
QZ	Group Portion	12
Q\	Property Code	2
R0	Occupied Count - Total - 1	12
R1	Occupied Count - Total - 2	12
R2	Occupied Count - Total - 3	12
R3	People Field #1 - Total - 1	12
R4	People Field #1 - Total - 2	12
R5	People Field #1 - Total - 3	12
R6	People Field #2 - Total - 1	12
R7	People Field #2 - Total - 2	12
R8	People Field #2 - Total - 3	12
R9	Total Cost - Total - 1	12
RA	Total Cost - Total - 2	12

Data Item	Description	Length
RB	Total Cost - Total - 3	12
RC	Group Mstr Portion - Total-1	12
RD	Group Mstr Portion - Total-2	12
RE	Group Mstr Portion - Total-3	12
RF	Individual Portion - Total-1	12
RG	Individual Portion - Total-2	12
RH	Individual Portion - Total-3	12
RI	Room Charge - Total-1	12
RJ	Room Charge - Total-2	12
RK	Room Charge - Total-3	12
RL	Tax Amount - Total-1	12
RM	Tax Amount - Total-2	12
RN	Tax Amount - Total-3	12
RO	Source of Business Desc.	24
RP	Market Code Description	24
RQ	State Description	24
RR	Rate Plan Description	24
RS	People Field #3 Count	4
RT	People Field #3 - Total - 1	12
RU	People Field #3 - Total - 2	12
RV	People Field #3 - Total - 3	12
RW	People Field #4 Count	4
RX	People Field #4 - Total - 1	12
RY	People Field #4 - Total - 2	12
RZ	People Field #4 - Total - 3	12
R\	Property Code Description	32
S&	<F6>-Note on Activity-All Txt	76
	******* INVOICE/BOOKING GRAND TOTAL*******	
S0	Itinerary - Activity Date	8
S1	Itin - Activity Start Time	7
S2	Itinerary - Activity Number	8
S3	Itin - Activity End Time	7
S4	Itinerary - Vendor Number	8
S5	Period (5)	12
S6	Print Itinerary	1
S7	Starting Day of Res.	4
S8	Number of Persons Billed	4
S9	Ticket Form Code	3

Data Item	Description	Length
SA	Ticket Quantity Code	1
SB	Number Persons per Ticket	4
SC	Conf. # from Vendor	12
SD	Confirmed By (RDP User)	6
SE	Confirmed With (Vendor)	6
SF	Confirmation Date	8
SG	Entered By	6
SH	Entered Date	8
SI	Last Changed By	6
SJ	Last Changed Date	8
SK	Access File Number	2
SL	Access ID (Res #)	8
SM	Activity Date	8
SN	Last Year Total-2 (Paper)	12
SO	Last Year Total-3 (Paper)	12
SP	Confirmation Notes 1	18
SQ	Confirmation Notes 2	18
SR	Itinerary - Activity Name	32
SS	Itinerary - Remarks-1	32
ST	Itinerary - Remarks-2	32
SU	Itinerary - Remarks-3	3
SV	Itinerary - Remarks-4	3
SW	Itinerary - Remarks-5	3
SX	Itinerary - Remarks-6	3
SY	Itinerary - Remarks-7	3
SZ	Itinerary - Remarks-8	3
S\	Persons Billed - Total 1	4
S^	Persons Billed - Total 2	4
S_	Persons Billed - Total 3	5
S{	Persons Per Ticket - Total 1	4
S|	Persons Per Ticket - Total 2	4
S}	Persons Per Ticket - Total 3	4
T!	Reservation # from Invoice	6
	******* INVOICE DATA *******	
T0	Credit Card Name on Trans.	8
T1	Credit Card Number on Trans.	16
T2	CCard Authorization Number	8
T3	Credit Card Exp. Date - Tx	5

Data Item	Description	Length
T4	Update	8
T5	Invoice Age	4
T6	Invoice Amount	12
T7	Balance Due	12
T8	Overdue Flags	4
	******* INVOICE JOURNAL SUB-LISTING*******	
TA	Itinerary - Remarks-9	3
TB	Itinerary - Remarks-10	3
TC	Itinerary - Remarks-11	3
TD	Itinerary - Remarks-12	3
TE	Itinerary - Remarks-13	3
TF	Itinerary - Remarks-14	3
TG	Itinerary - Remarks-15	20
TH	Itinerary - Remarks-16	20
TI	Itinerary - Remarks-17	20
TJ	Activity Date - Long Format	17
TK	Confirm Date - Long Format	17
TL	Entry Date - Long Format	17
TM	Changed Date - Long Format	17
TN	Number of Golfers on Res.	4
TO	Number of res days w/golf pkg	4
TP	Rounds included on res.	4
TQ	Rounds booked at pkg price	4
TR	Number of rounds remaining	4
TS	Total Extra Rounds Booked	4
TT	Golf Pkg Problem Description	20
TU	Count Golfer Info Flag	1
TV	No of Golfer on Res - Total-3	6
TW	Res Days w/Golf Pkg - Total-3	6
TX	Rounds incl on res - Total-3	6
TY	Pkg Rounds Booked - Total-3	6
TZ	No of rounds left - Total-3	6
T\	Total Extra Rounds - Total-3	6
T^	Activity Open/Closed Status	1
	******* INVOICE AGING *******	
U1	Open Balance - Current	12
U2	Open Balance - Over 30 days	12
U3	Open Balance - Over 60 days	12

Data Item	Description	Length
U4	Open Balance - Over 90 days	12
U5	Open Balance - Over 120 days	12
U6	Open Balance - Total	12
	******* TOTAL INVOICE AGING *******	
UA	Open Balance - Current	12
UB	Open Balance - Over 30 days	12
UC	Open Balance - Over 60 days	12
UD	Open Balance - Over 90 days	12
UE	Open Balance - Over 120 days	12
UF	Open Balance - Total	12
	******* CHECK VOUCHER DATA *******	
V0	Status Code	1
V1	Status Code Description	12
V2	Voucher Number	6
V3	Create Date	8
V4	Status Override Flag	1
V5	Program Number	8
V6	Transaction Sequence Number	8
V7	Check Number	12
V8	Date Check Printed	8
V9	Initials on Check Voucher	2
VA	Check Amount	12
VB	Check Amount (Short form)	12
VC	Check Amount (Long form)	40
VD	Amount - Total-1	12
VE	Amount - Total-2	12
VF	Amount - Total-3	12
VG	Description	40
VH	Master File	2
VI	Master File Description	5
VJ	Master Number	8
VK	Payee Name	24
VL	Payee Name - Last/First	24
VM	Address - 1	24
VN	Address - 2 (No Skip)	24
VO	City	16
VP	State	2
VQ	Zip Code	10

Data Item	Description	Length
VR	Country (No Skip)	12
VS	Telephone - 1	12
VT	Telephone - 2	12
VU	Contact/Attn to Name	24
VV	Check Amt (Long Form-Dollar)	40
VW	Address - 2	24
VX	City, State & Zip	31
VY	Country	12
VZ	Check Amt - All Words	66
W!	Vendor Address-1 (RDP410)	24
W"	Vendor Address-2 (RDP410)	24
W#	Vendor City (RDP410)	16
W$	Vendor State (RDP410)	2
W%	Vendor Zip (RDP410)	10
W&	Vendor Phone-1 (RDP410)	12
W(	Vendor Name	24
W/	Vendor E-Mail Address	40
W0	Vendor Type Description	24
W1	Vendor - Activity Name	32
W2	Vendor - Remarks-1	32
W3	Vendor - Remarks-2	32
W4	Vendor - Remarks-3	3
W5	Vendor - Remarks-4	3
W6	Vendor - Remarks-5	3
W7	Vendor - Remarks-6	3
W8	Vendor - Remarks-7	3
W9	Vendor - Remarks-8	3
WA	Vendor - Remarks-9	3
WB	Vendor - Remarks-10	3
WC	Vendor - Remarks-11	3
WD	Vendor - Remarks-12	3
WE	Vendor - Remarks-13	3
WF	Vendor - Remarks-14	3
WG	Vendor - Remarks-15	20
WH	Vendor - Remarks-16	20
WI	Vendor - Remarks-17	20
WJ	Vendor - H0 Form Code	3
WK	Vendor - Ticket Qty Code	1

Data Item	Description	Length
WL	Vendor - Starting Day	4
WM	Vendor - Surcharge	12
WN	Vendor - Activity Start Time	5
WO	Vendor - Activity End Time	5
WP	Vendor - Transaction Code	4
WQ	Vendor - People per Ticket	4
WR	Vendor - Prt Itinerary (Y/N)	1
WT	Vendor - Auto Repeat (Y/N)	1
WU	Vendor - Check Open Stat	1
WV	<F6>-Notes on Vendor (RDP410)	76
X0	Res #1 - Reservation Number	6
X1	Res #2 - Reservation Number	6
X2	Res #3 - Reservation Number	6
X3	Res #1 - Arrival Date	8
X4	Res #2 - Arrival Date	8
X5	Res #3 - Arrival Date	8
X6	Res #1 - Number of Nights	4
X7	Res #2 - Number of Nights	4
X8	Res #3 - Number of Nights	4
X9	Res #1 - Departure Date	8
XA	Res #2 - Departure Date	8
XB	Res #3 - Departure Date	8
XC	Res #1 - Res Type	2
XD	Res #2 - Res Type	2
XE	Res #3 - Res Type	2
	******* HOUSEKEEPER DATA *******	
Y0	Housekeeper Initials	3
Y1	Housekeeper Name	32
Y2	Cleaning Date	8
Y3	Room Number	8
Y4	Maid Zone	2
Y5	Reservation Type	1
Y6	Reservation Number	6
Y7	Guest Name	22
Y8	Guest Comment 1	20
Y9	Cleaning Type	1
YA	Cleaning Type Description	32
YB	Inspector Initials	3

Data Item	Description	Length
YC	Inspector Name	32
YD	Inspector Comments	16
YE	Date Cleaned	8
YF	Projected Hours	8
YG	Actual Hours	8
YH	Rate per Hour	8
YI	Total Cost	8
YJ	Cleaned Flag	1
YK	Housekeeper Comments	24
YL	Housekeeper Projected Hours	8
YM	Housekeeper Actual Hours	8
YN	Housekeeper Rate per Hour	8
YO	Housekeeper Total Cost	8
YP	Group Master Portion	12
YQ	Individual Portion	12
YR	Hskpr Proj Hours - Total - 1	12
YS	Hskpr Proj Hours - Total - 2	12
YT	Hskpr Proj Hours - Total - 3	12
YU	Hskpr Act Hours - Total - 1	12
YV	Hskpr Act Hours - Total - 2	12
YW	Hskpr Act Hours - Total - 3	12
YX	Hskpr Total Cost - Total - 1	12
YY	Hskpr Total Cost - Total - 2	12
YZ	Hskpr Total Cost - Total - 3	12
Z1	Combined Hskpr Initials	23

APENDIX D - RESERVATION DATA ITEMS (SORTED BY DESCRIPTION)

Data Item Description	Data Item	Length
30 Days Prior to Arrival	D_	8
Address - 1 (Credit Card)	L9	24
Address - 1 (Group Master)	H5	24
Address - 1 (First Travel Agent)	I5	24
Address - 1 (Second Travel Agent)	J5	24
Address - 1 (Third Travel Agent)	K5	24
Address - 1 (Mail-To)	M5	24
Address - 1 (Selected Travel Agent)	HM	24
Address - 2 (Credit Card)	LA	24
Address - 2 (Group Master)	H6	24
Address - 2 (First Travel Agent)	I6	24
Address - 2 (Second Travel Agent)	J6	24
Address - 2 (Third Travel Agent)	K6	24
Address - 2 (Mail-To)	M6	24
Address - 2 (Selected Travel Agent)	HN	24
Address - 2 (No Skip)	M<	24
Address-2 (No Skip)	G<	22
Age of Checked-out Res.	C}	4
Allow Room Move	D!	1
Arrival Date	CJ	8
Arrival Date - Long Format	CK	17
Arrival Date - Statements	GW	8
Balance Due	CZ	12
Balance Due - Total - 1	EL	12
Balance Due - Total - 2	EM	12
Balance Due - Total - 3	EN	12
Big Character Departure Date	D\	5
Business Phone	CE	12
Cancellation Number	D#	6
Cancellation Reason	D"	20
Cash Credit Card (Y/N)	LE	1
CC Card Company Number	L6	6
CC Card Company Type	L5	6
CCard Swiped Flag	D@	1
Charge 1 - Total - 1	E3	12
Charge 1 - Total - 2	E4	12

Data Item Description	Data Item	Length
Charge 1 - Total - 3	E5	12
Charge 2 - Total - 1	E6	12
Charge 2 - Total - 2	E7	12
Charge 2 - Total - 3	E8	12
Check-in Time	DV	5
Check-out Time	DW	5
City Name (Credit Cards)	LB	16
City Name (Group Master)	H7	16
City Name (First Travel Agent)	I7	16
City Name (Second Travel Agent)	J7	16
City Name (Third Travel Agent)	K7	16
City Name on Reservation	CA	16
City Name (Mail-To)	M7	16
City Name (Selected Travel Agent)	HO	16
City, State & Zip	G;	31
Comment - 1	CG	20
Comment - 10	GG	20
Comment - 11	GH	20
Comment - 12	GI	10
Comment - 13	GJ	10
Comment - 14	GK	2
Comment - 15	GL	2
Comment - 16	GM	2
Comment - 17	GN	2
Comment - 2	CH	12
Comment - 3	CI	12
Comment - 4	GA	20
Comment - 5	GB	20
Comment - 6	GC	20
Comment - 7	GD	20
Comment - 8	GE	20
Comment - 9	GF	20
Commission Code (First Travel Agent)	IE	2
Commission Code (Second Travel Agent)	JE	2
Commission Code (Third Travel Agent)	KE	2
Commission Code - Agent	HV	2
Commission Code - Res.	HY	2
Country	GO	12

Data Item Description	Data Item	Length
Country (No Skip)	G=	12
Country (No Skip - Mail-To)	M=	12
Credit Card Expiration Date	L3	5
Credit Card Name (short)	L2	8
Credit Card Number	L1	16
Credit Card Pre-Auth. Amount	C^	8
Credit Card Pre-Auth. Number	C\	8
Credit Card Receipt Number	L4	16
CTS Contact Name (Last/First)	MG	24
CTS Mail-to Contact Name	MF	24
Customer Address - 1	C8	22
Customer Address - 2	C9	22
Customer Name	C6	22
Customer Name - Last/First	C7	22
Daily Charge (Y/N) 1	IQ	1
Daily Charge (Y/N) 10	IZ	1
Daily Charge (Y/N) 2	IR	1
Daily Charge (Y/N) 3	IS	1
Daily Charge (Y/N) 4	IT	1
Daily Charge (Y/N) 5	IU	1
Daily Charge (Y/N) 6	IV	1
Daily Charge (Y/N) 7	IW	1
Daily Charge (Y/N) 8	IX	1
Daily Charge (Y/N) 9	IY	1
Daily Charge Flag (Y/N)	D{	1
Daily Maid Flag (Y/N)	FR	1
Daily Post Flag	FX	1
Daily Room Rate	CR	12
Days Prior to Departure	D(	4
Departure Date	CL	8
Departure Date - Long Format	CM	17
Departure Date - Statements	GX	8
Deposit	CY	12
Deposit - Total - 1	EI	12
Deposit - Total - 2	EJ	12
Deposit - Total - 3	EK	12
Deposit Date	CN	8
Deposit Date - Long Format	CO	17

Data Item Description	Data Item	Length
Discount Code	HE	2
Early Departure Flag	G"	1
Entered By (Credit Card)	LJ	6
Entered By (Selected Travel Agent)	H_	6
Entered By (Second Travel Agent)	JF	6
Entered By (Third Travel Agent)	KF	6
Entered By (Reservation)	C5	6
Entry Date (Credit Card)	LK	8
Entry Date (Selected Travel Agent)	H{	8
Entry Date (Second Travel Agent)	JG	8
Entry Date (Third Travel Agent)	KG	8
Entry Date (Reservation)	C3	8
Entry Date - Long Format	C4	17
<F6>-Note on Res.-All Text	G&	76
<F6>-Note on Unit (RDP410)	G'	76
<F6>-Notes on Reservation	GZ	1
First Agent Commission	D5	12
First Last Name (Credit Card)	L8	24
First Last Name (Group Master)	H4	24
First Last Name (First Travel Agent)	I4	24
First Last Name (Second Travel Agent)	J4	24
First Last Name (Third Travel Agent)	K4	24
First Last Name (Mail-To)	M4	24
First Last Name (Selected Travel Agent)	HL	24
First Name Only	G@	22
First Travel Agent Code	DD	4
First Travel Agent Number	I2	8
First Travel Agent on Res.	FN	8
First Travel Agent Type	I1	6
Folio A Balance	C_	12
Folio A Balance - Total - 1	E\	12
Folio A Balance - Total - 2	E^	12
Folio A Balance - Total - 3	E_	12
Folio A Pay Code	G$	2
Folio B Balance	C|	12
Folio B Balance - Total - 1	E{	12
Folio B Balance - Total - 2	E|	12
Folio B Balance - Total - 3	E}	12

Data Item Description	Data Item	Length
Folio B Pay Code	G%	2
Geographic Code - 2 (Res.)	G\	2
Group Leader Pay Code	GS	2
Group Leader Portion	GT	12
Group Leader Res. Number	GR	6
Group Master Address	G2	0
Group Master Discount Code	DC	2
Group Master Number	H2	8
Group Master Number (Reser's)	FM	8
Group Master Pay Code (RES)	GV	2
Group Master Portion	D0	12
Group Master Rate Plan	H\	4
Group Master Type	H1	6
Group Status Code	HF	1
Group Status Description	HG	32
Grp Leader Portion - Total 1	G^	12
Grp Leader Portion - Total 2	G{	12
Grp Leader Portion - Total 3	G}	12
Grp Master Portion - Total 1	EO	12
Grp Master Portion - Total 2	EP	12
Grp Master Portion - Total 3	EQ	12
Grp Mst Rate Plan Description	H^	32
Guaranteed Flag	DL	1
Guest Credit Limit	DG	12
Guest History Num on Res (cts)	C@	6
Guest History Number on Res.	G#	6
Guest Over Credit - Total - 1	F6	12
Guest Over Credit - Total - 2	F7	12
Guest Over Credit - Total - 3	F8	12
Guest Over Credit Limit	DH	12
Home Phone	CD	12
Individual Balance Due	D1	12
Itinerary Address	G0	0
Itinerary Exists on Res	D%	1
Last Changed By Name	DX	6
Last Changed Date	DM	8
Last Changed Date - Long	DN	17
Last Name Only	G>	22

Data Item Description	Data Item	Length
Last Updated/Changed By	D$	6
Last/First Name (Credit Card)	L7	24
Last/First Name (Group Master)	H3	24
Last/First Name (First Travel Agent)	I3	24
Last/First Name (Second Travel Agent)	J3	24
Last/First Name (Third Travel Agent)	K3	24
Last/First Name (Mail-To)	M3	24
Last/First Name (Selected Travel Agent)	HK	24
Long Term Flag	DS	1
Long Term: Last Posting Date	DT	8
Long Term: Rent	DU	12
Mail-to City, State & Zip	M;	31
Mail-to Country	ME	12
Mail-to Number	M2	8
Mail-to Type	M1	6
Market Code (1st Number)	GQ	1
Market Code (Both Numbers)	GP	2
Market Code Description	CF	20
Mgmt Commission	E!	12
Mgmt Commission - Total - 1	E"	12
Mgmt Commission - Total - 2	E#	12
Mgmt Commission - Total - 3	E$	12
Mgmt Portion - Total - 1	F3	12
Mgmt Portion - Total - 2	F4	12
Mgmt Portion - Total - 3	F5	12
Mgmt Portion this Reserv	DJ	12
Net Bal. Due - Total - 1	ER	12
Net Bal. Due - Total - 2	ES	12
Net Bal. Due - Total - 3	ET	12
Next Res. - Arrival Date	MR	8
Next Res. - Comment-1	MV	20
Next Res. - Departure Date	MS	8
Next Res. - GTD field	MW	1
Next Res. - Guest Name	MQ	22
Next Res. - Move ok?	MX	1
Next Res. - People 1 Count	MT	2
Next Res. - People 2 Count	MU	2
Next Res. - People 3 Count	M\	2

Data Item Description	Data Item	Length
Next Res. - People 4 Count	M^	2
Next Res. - Reservation No.	MP	6
Next Res. - Reservation Type	MO	2
Next Res. - VIP	MY	1
Non Standard Room Rate Flag	DO	1
Number of Days	CQ	4
Number of Days - Statements	GY	4
Number of Days - Total - 1	F9	6
Number of Days - Total - 2	FA	6
Number of Days - Total - 3	FB	6
Other Charge - 1	CT	12
Other Charge - 2	CU	12
OTOTALyy Adjustment Flag	N(	1
Owner # on TCS Owner Res.	F\	8
Owner Pay Code on Tx	N)	2
Owner Payment Code	DA	2
Owner Portion - Total - 1	F0	12
Owner Portion - Total - 2	F1	12
Owner Portion - Total - 3	F2	12
Owner Portion this Reserv.	DI	12
Owner Split - Res.	HZ	1
Package Plan Flag	FW	1
People Field #1 - Total - 1	FC	6
People Field #1 - Total - 2	FD	6
People Field #1 - Total - 3	FE	6
People Field #1 Count	CP	4
People Field #2	FS	4
People Field #2 - Total - 1	FT	6
People Field #2 - Total - 2	FU	6
People Field #2 - Total - 3	FV	6
People Field #3	H!	4
People Field #3 - Total - 1	H"	6
People Field #3 - Total - 2	H#	6
People Field #3 - Total - 3	H$	6
People Field #4	H%	4
People Field #4 - Total - 1	H&	6
People Field #4 - Total - 2	H(	6
People Field #4 - Total - 3	H)	6

Data Item Description	Data Item	Length
Phone Number (Credit Card)	LF	12
Phone Number (Group Master)	HA	12
Phone Number (Mail-To)	MA	12
Phone Number (Selected Travel Agent)	HR	12
Phone Number 1 (First Travel Agent)	IA	12
Phone Number 1 (Second Travel Agent)	JA	12
Phone Number 1 (Third Travel Agent)	KA	12
Phone Number 2 (First Travel Agent)	IJ	12
Phone Number 2 (Second Travel Agent)	JJ	12
Phone Number 2 (Third Travel Agent)	KJ	12
Pre-Ded/Owner Split/Comm Code	HW	4
Pre-Deduct - Res.	HX	1
Pre-deduct TA Code (Y)	FZ	1
Pre-Deduct TA Comm. Total - 1	IG	12
Pre-Deduct TA Comm. Total - 2	IH	12
Pre-Deduct TA Comm. Total - 3	II	12
Pre-Deduct Travel Agent Comm.	DY	12
Print Confirmation Flag	D^	1
Rate Plan on Reservation	FQ	4
Refund	D2	12
Refund - Total - 1	EU	12
Refund - Total - 2	EV	12
Refund - Total - 3	EW	12
Refund (long check form)	D4	40
Refund (short check form)	D3	12
Remarks - 1 (Credit Card)	LG	40
Remarks - 1 (Group Master)	HB	40
Remarks - 1 (First Travel Agent)	IB	40
Remarks - 1 (Second Travel Agent)	JB	40
Remarks - 1 (Third Travel Agent)	KB	40
Remarks - 1 (Selected Travel Agent)	HS	40
Remarks - 2 (Credit Card)	LH	40
Remarks - 2 (Group Master)	HC	40
Remarks - 2 (First Travel Agent)	IC	40
Remarks - 2 (Second Travel Agent)	JC	40
Remarks - 2 (Third Travel Agent)	KC	40
Remarks - 2 (Selected Travel Agent)	HT	40
Remarks - 3 (Credit Card)	LI	36

Data Item Description	Data Item	Length
Remarks - 3 (Group Master)	HD	36
Remarks - 3 (First Travel Agent)	ID	36
Remarks - 3 (Second Travel Agent)	JD	36
Remarks - 3 (Third Travel Agent)	KD	36
Remarks - 3 (Selected Travel Agent)	HU	36
Replace Name w/RENTAL (owner)	D&	22
Res Facility Label-1	IK	3
Res Facility Label-2	IL	3
Res Facility Label-3	IM	3
Res Facility Label-4	IN	3
Res Facility Label-5	IO	3
Res Facility Label-6	IP	3
Res Facility Label-7	I\	3
Res Facility Label-8	I^	3
Res Facility Label-9	I_	3
Res Type Description	G3	22
Res. Rate Plan Description	F^	32
Reservation Number	C1	6
Reservation Type	C0	2
Room Charge - Total - 1	E0	12
Room Charge - Total - 2	E1	12
Room Charge - Total - 3	E2	12
Room Number	C2	8
Room Rate - 'Group Pays'	C{	12
Room Rate - Total - 1	DP	12
Room Rate - Total - 2	DQ	12
Room Rate - Total - 3	DR	12
Room Type	C-	6
Room Type Description	C/	24
Second Agent Commission	D6	12
Second letter of Res. Type	C+	1
Second Travel Agent Code	DE	4
Second Travel Agent Number	J2	8
Second Travel Agent on Res.	FO	8
Second Travel Agent Type	J1	6
Security Deposit	CV	12
Security Deposit - Total - 1	E9	12
Security Deposit - Total - 2	EA	12

Data Item Description	Data Item	Length
Security Deposit - Total - 3	EB	12
Selected Agent - Total - 1	FG	12
Selected Agent - Total - 2	FH	12
Selected Agent - Total - 3	FI	12
Selected Agent Commission	D9	12
Selected Travel Agent Number	HJ	8
Selected Travel Agent Type	HI	6
Sequence Number	N$	8
Share-with Res. Number	GU	6
Sort Arrival Date - YYMM	F{	4
Sort Arrival Date - YYYYMMDD	FF	8
Sort Departure Date - YYMM	F}	4
Sort Departure Date- YYYYMMDD	FK	8
Source of Business - Desc.	G!	24
Source of Business - Res.	FL	2
State (Reservation)	CB	2
State Abreviation (Credit Card)	LC	2
State Abreviation (Group Master)	H8	2
State Abreviation (First Travel Agent)	I8	2
State Abreviation (Second Travel Agent)	J8	2
State Abreviation (Third Travel Agent)	K8	2
State Abreviation (Mail-To)	M8	2
State Abreviation (Selected Travel Agent)	HP	2
State Description	DZ	24
Tax	CW	12
Tax - Total - 1	EC	12
Tax - Total - 2	ED	12
Tax - Total - 3	EE	12
Tax 1	F!	12
Tax 1 - Total - 1	F#	12
Tax 1 - Total - 2	F$	12
Tax 1 - Total - 3	F%	12
Tax 2	F"	12
Tax 2 - Total - 1	F&	12
Tax 2 - Total - 2	F'	12
Tax 2 - Total - 3	F(	12
Tax Code	DB	2
Third Agent Commission	D7	12

Data Item Description	Data Item	Length
Third Travel Agent Code	DF	4
Third Travel Agent Number	K2	8
Third Travel Agent on Res.	FP	8
Third Travel Agent Type	K1	6
Tot People on Res - Total - 1	G5	6
Tot People on Res - Total - 2	G6	6
Tot People on Res - Total - 3	G7	6
Total Agent Commission	D8	12
Total Charge	CX	12
Total Charge - Total - 1	EF	12
Total Charge - Total - 2	EG	12
Total Charge - Total - 3	EH	12
Total Commission - Total - 1	EX	12
Total Commission - Total - 2	EY	12
Total Commission - Total - 3	EZ	12
Total People on Res.	G4	6
Total Room Charge on Res.	CS	12
Transaction Address	G1	0
Transaction Age	N%	5
Transaction Code Byte 1	N#	1
Transaction Code Table (B1-BB)	N!	2
Transaction Date - Sorting	N"	7
Var Days Bef Arrival Long	D|	17
Variable Days Before Arrival	D}	8
VIP Flag	DK	1
Wake-up Time (RG Module only)	D-	5
Zip Code (Credit Card)	LD	10
Zip Code (Group Master)	H9	10
Zip Code (First Travel Agent)	I9	10
Zip Code (Second Travel Agent)	J9	10
Zip Code (Third Travel Agent)	K9	10
Zip Code (Reservation)	CC	10
Zip Code (Mail-To)	M9	10
Zip Code (Selected Travel Agent)	HQ	10

APPENDIX E - TABLE H2 DATA ITEMS

Data Item	Description	Length
01	Company Name	34
01	Serial Number	6
02	Single/Multi-User Code	1
10	Current Date Long Format	17
11	Current Date (mm/dd/yy)	8
12	Current Date (yymmdd)	6
13	Global Property Code	2
14	Global Property Name	32
20	System Date Long Format	17
21	System Date (mm/dd/yy)	8
22	System Date (yymmdd)	6
30	System Time (hh:mm:ss)	8
40	Current Period (yymm)	4
41	Reporting Period (mm)	2
42	Reporting Period (yymm)	4
43	Reporting Day (mmddyy)	6
44	Reporting Day Long Format	17
45	Reporting Day (yyyymmdd)	8
46	Reporting Day (mm/dd/yy)	8
47	Reporting Day	6
90	Number of records printed	6
91	Number of sub-records printed	6
97	Print/Reset Total - 2	
98	Form Feed with Header	
99	Form Feed without Header	
A#	Export Journal Number (370)	8
A$	Unique Time per Line (370)	6
	******* TOTALS DATA *******	
A/	Debit/Credit Entry (370)	1
A0	General Ledger Account# (370)	8
A1	Account Number	16
A2	Account Description	40
A3	Roll-Up Control Number	6
A4	Low Level Code	2
A5	Format Information	4
A8	Report Title	4

Data Item	Description	Length
A9	Report Line	8
AA	External GL Acct #	12
AF	Print Sign	2
AG	Dollar Sign	1
AH	Column Offset	1
	******* REVENUE *******	
B1	Today - Actual	14
B2	Month to Date - Actual	14
B3	Year to Date - Actual	14
B4	Today - Forecast	14
B5	Month to Date - Forecast	14
B6	Year to Date - Forecast	14
B7	Today - Last Year	14
B8	Month to Date - Last Year	14
B9	Year to Date - Last Year	14
BA	Today - Actual - Total	14
BB	MTD - Actual - Total	14
BC	YTD - Actual - Total	14
BD	Today - Forecast - Total	14
BE	MTD - Forecast - Total	14
BF	YTD - Forecast - Total	14
BG	Today - Last Year - Total	14
BH	MTD - Last Year - Total	14
BI	YTD - Last Year - Total	14
	******* ROOM/TRANSACTION COUNT *****	
C1	Today - Actual	6
C2	Month to Date - Actual	6
C3	Year to Date - Actual	6
C4	Today - Forecast	6
C5	Month to Date - Forecast	6
C6	Year to Date - Forecast	6
C7	Today - Last Year	6
C8	Month to Date - Last Year	6
C9	Year to Date - Last Year	6
CA	Today - Actual - Total	10
CB	MTD - Actual - Total	10
CC	YTD - Actual - Total	10
CD	Today - Forecast - Total	10

Data Item	Description	Length
CE	MTD - Forecast - Total	10
CF	YTD - Forecast - Total	10
CG	Today - Last Year - Total	10
CH	MTD - Last Year - Total	10
CI	YTD - Last Year - Total	10
	******* AVERAGE *******	
D1	Today - Actual	8
D2	Month to Date - Actual	8
D3	Year to Date - Actual	8
D4	Today - Forecast	8
D5	Month to Date - Forecast	8
D6	Year to Date - Forecast	8
D7	Today - Last Year	8
D8	Month to Date - Last Year	8
D9	Year to Date - Last Year	8
DA	Today - Actual - Total	10
DB	MTD - Actual - Total	10
DC	YTD - Actual - Total	10
DD	Today - Forecast - Total	10
DE	MTD - Forecast - Total	10
DF	YTD - Forecast - Total	10
DG	Today - Last Year - Total	10
DH	MTD - Last Year - Total	10
DI	YTD - Last Year - Total	10

GLOSSARY

900 Explode - The process which moves transaction detail to the totals file, from which month-to-date and year-to-date totals can be generated.

Active History - Checked-out reservations remain in active history for a user-defined number of days, defined in C1 sub-record 910. Reservations in active history display in options 120 and 131.

B3DL Transaction Code - The system generated transaction code used to transfer reservation balances from individual folios to group masters.

Bonus Use Reservations - Timeshare properties often sell additional usage at a discounted rate as part of the sales effort. The additional time is referred to as "Bonus Use".

BTRHELP - A BTRIEVE utility used to recover damaged data files.

BTRIEVE - RDP's record manager. BTRIEVE organizes records in the RDP database and retrieves records for queries, i.e. - availability and reports.

Bucket - Transaction codes accrue to one of three main reservation buckets, 0 (room charges), 1 (other charge-1), and 2 (other charge-2). Travel agents receive commissions, owners receive revenue, and groups pay charges based on these bucket totals.

Chart of Accounts - A listing of general ledger accounts and their corresponding descriptions.

Data Items - Variables that represent data in the RDP system. For example, table H1 data item C2 represents the room number assigned to each reservation.

Guest Request Labels - Three character descriptive fields that describe rooms to reservationsists, i.e. - NSK stands for non-smoking rooms.

Fence Level - Assigned to menus and menu options, the fence level coupled with the user power level, determines system security. Fence levels are assigned numbers between 1 and 999.

File Lock - A programming tool used to prevent two users from simultaneously accessing the same record, i.e. - a reservation.

Folio Taxes - RDP provides four independent taxes which are tracked independently through general ledger account numbers. These four taxes are combined into two tax buckets, 7 and 8, for display on the guest folio.

Group Pay Code - The group pay code determines which charges will be transferred to the group master or leader upon checkout. Pay codes are defined to pay for room charges, other charge 1 (bucket 1) and/or other charge 2 (bucket 2).

Guest Type Key (Sorting) - A programming key in the guest history which allows records to be quickly sorted by the guest type field.

Header - The portion of a report that is printed at the top of each page. The header usually includes data field labels, title, property name, page number, date, and time.

Help Screens - User-defined (F4) or system generated (F1) display screens that provide on-line documentation.

Journal File - Data files created daily which store transaction detail supporting general ledger, transaction code, and daily ledger totals.

Key Files - Files 81 (FUTRKEYS.DAT), 82 (CURRKEYS.DAT), and 83 (PASTKEYS.DAT). A reservation is stored in one of these three files until it transfers to non-active history. The key files allow for quick reservation look-up.

Local Printer - Printer that is physically attached to a workstation.

LPT1 - Serial port #1 on the workstation. Usually, LPT1 is the default printer.

Main Control Line - This control line directs the overall formatting of a report, including: data file to read (reservations, transactions, etc.), number of lines on the form, header length, trailer length, sort. Qualifiers may be on the control line or in Table H0, but not in both places.

Module Code - Each RDP module is assigned a code, displayed on the RDP login screen. For example, code RN refers to the Enhanced Rates and Packages module.

Multiple Folio - A type of reservation that allows several reservations to be checked-in to one room. Used as "sharewith" reservations in pre-V10 RDP systems. Post V10 RDP systems primarily use multiple reservations for dummy group leader folios.

Network Printers - Shareable printers. Network printers are accessible from various RDP workstations. All network printers display in the "Choose Printer" box displayed when printing reports or screens.

Non-Active History - Reservations that have been checked-out for more than the specified number of days in the 910 C1 sub-record without a balance due are transferred to non-active history. Non-active history is an "archived" reservation file which can be viewed at any time through <F5 - INQUIRE>. Reservations in non-active history *do not* appear in RDP120 or RDP131.

Non-Rental Rooms - Rooms that are not rented to guests. Most properties utilize non-rental rooms for miscellaneous front desk folios.

No-Show Factor - A property specific percentage which management counts on when overbooking the hotel. For example, if a 100 room hotel has a 10% no-show factor, management feels comfortable booking 110 reservations for any single night.

Novell Print Queue I.D.'s - The Novell network software assigns a unique number to each network printer. This queue i.d. is defined in RDP when network printers are installed.

Offset Account - Each RDP Ledger is assigned an offset account. Each transaction in that ledger debits or credits the offset account accordingly. For example, the RDP standard offset for the B2 ledger is 20100, representing guest receivables.

One-Sided Entry - An adjusting entry to any RDP Ledger, general account or transaction code total can be made without the corresponding debit or credit. The total is adjusted without an off-set.

Owner Pay Code - Determines the revenue percentage an owner receives from each reservation bucket when revenue is processed with option 912. For example, owner pay code OA could be defined as 65,0, 0 - meaning the owner receives 65% of bucket zero's total, and 0% of all incidentals.

Package Components - Variable lump sum and daily packages consist of components, defined in option 186-6 on the System Manager menu. Example components include: dinner, lift tickets, golf, and theater tickets.

Package Master - Pertains to customers who do NOT use RDP's Enhanced Rates and Packages module (RN). The flag is either a D for daily package master or blank. If the is set to D, the system regards the transaction as a package "master" and automatically posts the transaction code nightly during room and tax posting.

Paid-By Code - On each transaction code, the last character in the "FLAGS" column refers to the entity responsible for the charge. Options include "I" for Individual, "L" for Leader, and "M" for Master.

People Classifications - RDP has the ability to track room inhabitants in four categories. These categories can include classifications of guests, i.e. - adults, teenagers, children, and juniors or classifications of charges, i.e. - vehicles. These categories may or may not count in minimum/maximum room counts.

Power Level - A user's power level dictates the menus and options available. Power levels coupled with fence levels define system security. A user power level is a number between 1 and 999.

Pre-posted Transaction - Future transactions not yet realized in accounting totals. Pre-posted transactions are not realized in accounting reports or system totals until the pre-posted flag (*) is removed and option 900 - Explode is run.

Qualifier - A Report Writer statement used to define which records appear on a report.

Range - Defines the amount of records read when a report is run. For example, if an arrival report reads future reservations by arrival date, the range specifies which arrival dates are included in the query. (Beginning and ending arrival dates)

Rate Plans - Room rates are pre-defined by rate plans. These rate plans are assigned to reservations and reduce the number of variables front desk clerks are required to memorize. With rate plans installed, room rates are automatically calculated when a reservation is booked. In addition, travel agent (and guest) access to specific rate plans may be cut-off based on occupancy percentages.

Rate Sets - A rate set defines the room component price for variable and lump sum packages. For example, the rate set 10DC (10% Discount) is defined for each possible people classification combination in each room type.

RDP Ledgers - The seven possible ledgers in which transaction codes are created. RDP ledgers include Advance Deposits (B1), Guest (B2), Groups (B3), Credit Cards (B4), Vendors (B5), Travel Agents (B6), and Owners (B7).

Recurring Charge - A unique charge amount for each condominium and timeshare owner. Recurring charges are defined in the owner master and posted with option 212 on the Owner Master menu. The recurring charge is defined in the B7 ledger with a bucket of 1.

Screen Header - Contains the date, login name, and resort number and appears at the top of each screen.

Sequence (Report Writer) - A Report Writer term describing which file keys are being read. For example, a reservations report may read all in-house reservations by departure date. In this example, the first sequence is in-house guests and the second sequence is departure date. The sequence and range define which records are read by Report Writer.

Sequence Number (Tx Codes) - The unique number assigned to each transaction code in the system. Pressing <F3 - DETAIL> from the <F7 - TRANSACTIONS> listing displays the transaction sequence number.

Station Number - A unique number assigned to each RDP workstation in the system AUTOEXEC.BAT file.

System Defaults (C1 Table) - The data or option which is accepted by pressing <ENTER>. Many defaults are located in the C1 System Control table.

System Defined Transaction Code - Transaction codes which are shipped with every RDP system. System defined transaction codes may not be deleted or changed, except for general ledger account numbers.

System Utility - An RDP program that performs system maintenance or is developed to maintain system integrity.

Sub-Control Line - Sub-control lines provide access to a subsequent data file. For example, in order to print a report showing future reservations by group master, access a main file (group masters) and an indirect file (reservations).

Tax Category - Define the tax percentage applicable to variable daily and lump sum components.

Tax Code - The tax percentage applicable to reservations, i.e. - a tax exempt government employee.

Timespan - The number of days a rate plan applies to a reservation. The timespan may be changed in the yield management and RDP120 Adjust Room Rate screens with the <F11 - SPAN> key.

Transaction Code (Tx Code) - A charge code posted to a reservation which immediately increments the balance due. Transaction codes are defined in RDP ledgers.

Travel Agent Commission Code - Travel agent commissions are defined as a percentage of the three main reservation buckets (room revenue, other charge-1, and other charge-2). These codes are defined in the C7 table and assigned to travel agent reservations.

Trailer - The lines that print at the bottom of the report on the last page only. Often, grand totals are included in the trailer.

UPD - An update file that provides changes to the TABLFILE.DAT file. Any system table can be updated through a UPD file.

User Defined Tx Code - Charge codes which are unique to individual properties. For example, a busy downtown hotel may have a “FAX” transaction code while a timeshare resort may have a “GOLF” transaction code.

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