



**OPTIONAL**  
**MODULES**



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# **SOUTHERN DATACOMM CREDIT CARD INTERFACE**

## **OVERVIEW**

The Southern DataComm (SDC) credit card interface enables the RDP Property Management System to transmit credit card transactions to various third-party processors. The SDC module includes the following features:

- Ability to select from many processors.
- Certified to the CPS (Custom Payment Service) standards, required for the lowest rate.
- Fast transactions processing.
- Only one modem line required for multiple workstations.
- Inexpensive card swipes.
- A wide variety of printers are available.
- Reconcile RDP to credit card nightly transmission.

This chapter covers the use of the SDC credit card interface in both the RDP system and Southern DataComm's PAdmin software. Topics include:

- Overview of Southern DataComm
- Available Softrans Modules (Processors)
- Components of a Credit Card Transaction
- Requirements for SDC Interface
- Workstation Setup
- Processing Credit Card Transactions in RDP
- Using PAdmin
- PAdmin Reports
- Balancing RDP and PAdmin Nightly
- Deposit Transactions
- Transaction History Menu
- Database Management Menu
- Troubleshooting

## **SOUTHERN DATACOMM INCORPORATED (SDC)**

RDP's clients do business with over a dozen different credit card processing companies (third-party processors). It would be virtually impossible for RDP to create an interface to each processor. Additionally, software maintenance would be very difficult since these processors change their systems constantly.

Southern DataComm Incorporated (SDC) solves these problems by providing their integrated software utility, ProtoBase, with accompanying SofTrans modules. The SofTrans modules interface to the third-party processors. RDP only needs to interface with ProtoBase. As processors change their rules and procedures, SDC makes the appropriate changes and RDP's interface remains the same.

SDC offers a variety of products designed to improve credit card processing. A description of these products follows.



*Protobase and PAdmin are registered trademarks of Southern DataComm, Inc.*

<b>SDC Product</b>	<b>Description and Price</b>
ProtoBase for Win95 with SofTrans	ProtoBase is a communications utility integrated into the RDP system. Using third-party processor-specific SofTrans modules, ProtoBase has the ability to interface to a variety of third-party processors. When a credit card payment is authorized in the RDP system, the transaction is stored both in the RDP database and in ProtoBase.
PBAdmin	PBAdmin is a "back office" database utility that performs settlement, reporting, history, and maintenance functions. It is used to reconcile and transmit the daily deposit from the database to your bank. It is also used for tracking CPS data and "charge back" research.
Modem Gateway	SDC provides software that is installed on a Windows '95 "modem Gateway" machine. This software communicates with RDP workstations to provide instantaneous credit card authorizations and verification. Only one modem Gateway PC and phone line is required to quickly service many RDP workstations. This product is included with ProtoBase.
Multi-Merchant Module	This module is only required if a property wishes to separate the nightly deposit into more than one bank account. Most RDP customers will not require this module.
Lodgelink	Connects non-RDP credit card location to the Protobase database allowing for a consolidated bank reconciliation and deposit. For example, a Veriphone 395 could be placed in the gift shop. All transactions would store in the same ProtoBase database as RDP transactions.
Network ProtoBase	Connects non-RDP point of sale systems, such as Remanco, to ProtoBase. Allows one settlement and reporting point.
Annual Maintenance	There is an additional support cost of \$600/year for the credit card module.

**LIST OF AVAILABLE SOFTRANS MODULES (PROCESSORS)**

<u>SofTrans Module Name</u>	<u>SofTrans Module #</u>	<u>Communications Method</u>	<u>Capture Method</u>	<u>Tender Type</u>	<u>Transaction Types</u>
American Express Authorization Only	13	Dial-up	Auth Only	Credit	01
American Express Authorization/Settlement	40	Dial-up	Terminal	Credit	01, 02, 07, 09, 11, 13, 17
American Express Authorization X4	89	TCP/IP	Auth Only	Credit Check	01
BancTec (CPS)	110	Dial-up	Terminal	Credit Check	01, 02, 07, 09, 11, 13, 17
FDMS/CES (CPS)	77	Dial-up	Terminal	Credit Debit Check	01, 02, 07, 09, 11, 13, 17,
FDMS/CES UDP (CPS)	83	UDP/IP	Terminal	Credit Debit Check	01, 02, 07, 09, 11, 13, 17
FDMS/CES ISDN (CPS)	103	ISDN	Terminal	Credit Debit Check	01, 02, 07, 09, 11, 13, 17
FDMS/Envoy (CPS)	84	Dial-up	Terminal	Credit Check	01, 02, 07, 09, 11, 13, 17
FDMS/FDR (CPS)	65	Dial-up	Terminal	Credit Debit	01, 02, 07, 09, 11, 13, 17
First Hawaiian Bank (CPS)	90	Dial-up	Terminal	Credit	01, 02, 07, 09, 11, 13, 17
First Tennessee Bank (CPS)	42	Dial-up	Terminal	Credit	01, 02, 07, 09, 11, 13, 17
First USA (CPS)	66	Dial-up	Terminal	Credit	01, 02, 07, 09, 11, 13, 17
Gensar (CPS)	47	Dial-up	Terminal	Credit Check	01, 02, 07, 09, 11, 13, 17
GPS/MAPP (CPS)	45	Dial-up	Host	Credit Debit Check	01, 02, 07, 09, 11, 13, 17
GPS/MAPP (CPS)	52	Dial-up	Terminal	Credit Check	01, 02, 07, 09, 11, 13, 17
FDMS/NaBANCO (CPS)	6	Dial-up	Terminal	Credit Check	01, 02, 07, 09, 11, 13, 17
FDMS/NaBANCO-Mexico (CPS)	91	Dial-up	Terminal	Credit	01, 02, 07, 09, 11, 13, 17
FDMS/NaBANCO-Caribbean (CPS)	92	Dial-up	Terminal	Credit	01, 02, 07, 09, 11, 13, 17
FDMS/NaBANCO-Canada (CPS)	102	Dial-up	Terminal	Credit Check	01, 02, 07, 09, 11, 13, 17
FDMS/NaBANCO-(CPS)	123	Dial-up	Host	Debit	09, 13
GPS/NDC (CPS)	46	Leased line	Terminal	Credit Debit Check	01, 02, 07, 09, 11, 13, 17

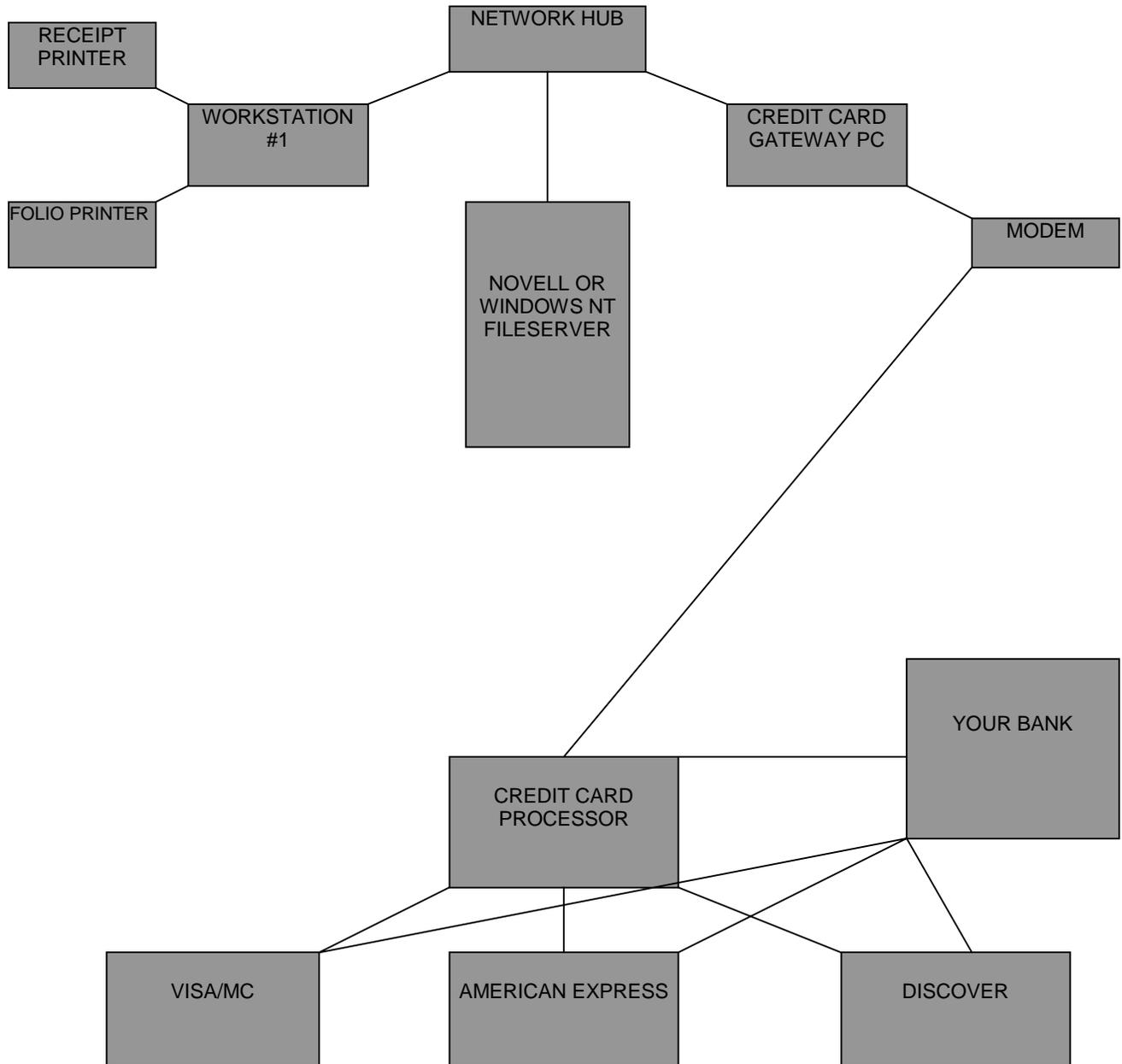
<u>SofTrans Module Name</u>	<u>SofTrans Module #</u>	<u>Communications Method</u>	<u>Capture Method</u>	<u>Tender Type</u>	<u>Transaction Types</u>
GPS/NDC (CPS)	95	Dial-up	Terminal	Credit Debit Check	01, 02, 07, 09, 11, 13, 17
GPS/NDC Canada (CPS)	117	Dial-up	Terminal	Credit Debit Check	01, 02, 07, 09, 11, 13, 17
NOVA (CPS)	68	Dial-up	Terminal	Credit Check	01, 02, 07, 09, 11, 13, 17
FDMS/TeleMoney (CPS)	73	Dial-up	Host	Credit Debit Check	01, 02, 07, 09, 11, 13, 17
FDMS/TeleMoney (CPS)	101	Leased line	Host	Credit Debit Check	01, 02, 07, 09, 11, 13, 17
VisaNet K (CPS)	88	Leased line	Terminal	Credit Debit	01, 02, 07, 09, 11, 13, 17
VisaNet (CPS)	112	ISDN	Terminal	Credit Debit	01, 02, 07, 09, 11, 13, 17

The following table describes the settlement types listed above:

<u>Settlement Type</u>	<u>Description</u>	<u>RDP Equivalent</u>
01	Authorization Only	RDP120 Power User Option "Y" or Authorization at Check-in.
02	Sale	RDP120 Power User Option "D", Payment at Checkout, or Advance Deposit
07	Prior Authorized Sale	RDP120 Power User Option "D" or Checkout
09	Return	RDP120 - Canceling a Reservation with a Deposit ("C") or a Negative Payment ("D")
11	Void	<F8 - CHANGE>
13	Settlement/Deposit	RDP120 Power User option "D"
17	Void a Return	<F8 - CHANGE>

## COMPONENTS OF A CREDIT CARD TRANSACTION

Processing a credit card transaction involves many companies and computer systems, including:



## REQUIREMENTS FOR SDC INTERFACE

In order to use the SDC Credit Card Interface, the following RDP items are required.

- RDP Version 12.01 (or higher). The version is displayed in the middle of the third line on every RDP screen.
- The Credit Card Module (RQ) must be purchased and installed.
- A support fee of \$600/year, in addition to RDP's normal support contract.
- For site activation, Southern DataComm charges activation and license fees. RDP is a reseller of the SDC products. Once RDP receives payment for the SDC module, the payment is forwarded to SDC with a completed site activation form to create a merchant file. Site activation takes a minimum of 30 days. The cost for the SDC software and site activation starts at \$1,200, including a certified SDC modem.

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### Credit Card Workstation Required

The credit card interface requires at least one dedicated Windows 95 Pentium workstation with a minimum of 32 Megabytes (MB) of RAM and 500 MB of disk storage. This machine is termed the "credit card gateway PC" and must be connected to the network and have the SDC software and modem installed.

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### Dedicated Phone Line and Modem

A direct, dedicated telephone line is required for the Gateway PC modem. This phone line cannot access the switchboard and cannot be shared by any other device, such as a fax machine.

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### Support Hours

RDP provides support for the credit card module during regular support hours only. While 24-hour/365 day support is available for the RDP software, most credit card processors, banks, and Southern DataComm do not offer 24-hour support, so it is not possible to support all aspects of the credit card module during non-business hours.

To ensure the smoothest interface installation, RDP strongly suggests all deposit and balancing functions be scheduled during normal work hours. For example, RDP suggests reconciling and settling weekend transactions on Monday morning. Separate deposits are still possible for each day.

---

## WORKSTATION SETUP

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### Card Swipes and Receipt Printers

A card swipe is required for every workstation that processes credit cards. Receipt printers should be purchased for any workstation where printed receipts are necessary. For example, a workstation at the front desk requires both a card swipe and a receipt printer. However, a workstation in the reservations department may not require either a card swipe or receipt printer if all credit card transactions from that workstation are done over the phone.

A given workstation can have a folio/report printer connected to LPT1 and the credit card receipt printer connected to LPT2. Since most computers are initially configured with only one LPT port, an additional parallel port (LPT2) may be required.

RDP does not sell credit card swipes or receipt printers. These devices may be purchased from Ann Rosko at Instruments and Equipment Company, (800) 432-1255.

<b>Part # and Description</b>	<b>Price</b>
WA6920-3 Card swipe with connector for PS2 type keyboard (small)	\$119
WA6920-1 Card swipe with connector for AT type keyboard (large)	\$119
SP-212-FC-120 Printer, 2.5 lines per second	\$172
SP-312-FC-120 Printer, 3.1 lines per second	\$286
CR-14M Parallel Printer Cable	\$7
A second LPT port may be necessary if two local printers are utilized on one workstation. The second LPT port may be purchased from your hardware vendor.	

## Configuring a Workstation for the SDC Interface

Perform the following steps at EACH workstation where credit card transactions are processed.

- Using option "094" - "Update File Paths" on the System Manager menu, set field "#12" – "CCard Scanner" to YES.
- Again using option "094" - "Update File Paths" on the System Manager menu, set field "#13" – "CC Receipt Printer (LPTx)" to the appropriate LPT number (0, 1, or 2.)
  - 0 No credit card printer for this workstation
  - 1 Credit card printer attached to LPT1
  - 2 Credit card printer attached to LPT2
  - F Credit card receipt printed on folio

## PROCESSING CREDIT CARD TRANSACTIONS IN RDP

### Authorizations

During check in, the system prompts:

```

Checking-in Res# 180 Guest Conway/Tim Ind. Bal. Due 114.00
1=Collect Payment now, 2=Authorize CCard, 3=Neither
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

```

For authorizations, choose option two (2). The system prompts for the authorization amount. The default amount is based on the individual balance due and the system's configuration. Press <ENTER> to use the default authorization amount or enter an amount from the keyboard. The system then prompts:

```

Checking-in Res# 310 Guest Klanner/Franz Ind. Bal. Due 54.57
1=Use the card above, 2=Enter card from keyboard, 3=Scan a card
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

```

Choose the option according to the following chart:

<u>Option</u>	<u>Description</u>
3-Scan a card	Use this option whenever the credit card is available to be swiped. <b>If the credit card is not swiped, the transaction will not be CPS compliant, and the property will be charged a higher processing fee.</b>
2-Enter card from keyboard	Use this option if the card swipe cannot read the credit card.
1-Use the card above	This option will appear only if there is a credit card number on the reservation. Use this option only when the card CANNOT be swiped. RDP displays cards in red that have not been swiped.

Once the credit card number is entered, the system prompts:

```

* Authorization *
Guest Name      Klammer/Franz
Credit Card     VISA INTERNATIONAL
Credit Card#    4200000000000000
Amount         54.57
Expiration Date 09/98
OK to process? (Y/N) █ <Enter> = Yes
  
```

Press <ENTER> to process the authorization. If the credit card is approved, the system displays the approval number and a receipt prints. Press <ENTER> to complete the authorization.

After check-in, the approval number is displayed in Field 27 on the reservation, and the authorization amount is displayed in Field 29.

## Incremental Authorizations

Incremental authorizations can be processed at anytime during a guest's stay. Use RDP120 power user option "Y" - "Authorize Credit Card" to process the incremental authorization. The authorization process used with option "Y" is identical to the "Authorization" steps described above.

Once the incremental authorization is complete, field 27 on the reservation displays the new approval number, and Field 29 displays the total amount authorized.

## Sales and Prior Authorized Sales

Sales and prior authorized sales are performed using RDP120 power user option "D" - "Deposit or Guest Payment" or in option 131 during guest checkout. When using either of these options, the system prompts for the amount received. After entering the amount, the system prompts for the form of payment.

```

1=Cash, 2=Check, 3=CCard-Manual, 4=CCard-Auto, 5=Wire, 6=Misc, 7=Transfer
F1 Help F2 Prt F3          F4 Usr Hlp F5 Inq          io
  
```

Choose option "4" - "Ccard-Auto" to use the SDC credit card interface for processing the payment.

Next, the system prompts:

```

Checking-in Res# 310 Guest Klammer/Franz Ind. Bal. Due 54.57
1=Use the card above, 2=Enter card from keyboard, 3=Scan a card
F1 Help F2 Prt F3          F4 Usr Hlp F5 Inq
  
```

Choose the option according to the following chart:

<u>Option</u>	<u>Description</u>
3-Scan a card	Use this option whenever the credit card is available to be swiped. <b>If the credit card is not swiped, the transaction will not be CPS compliant, and the property will be charged a higher processing fee.</b>
2-Enter card from keyboard	Use this option if the card swipe cannot read the credit card.
1-Use the card above	This option will appear only if there is a credit card number on the reservation. Use this option only when the card CANNOT be swiped. RDP displays cards in red that have not been swiped.

After the credit card number has been entered, the system prompts:

```

* Sale *
Guest Name      Klammer/Franz
Credit Card     VISA INTERNATIONAL
Credit Card#    4200000000000000
Amount         55.00
Expiration Date 09/98
OK to process? (Y/N) █ <Enter> = Yes

```

Press <ENTER> to process the sale. If the credit card was authorized prior to this sale and there is an amount in field 29 and approval code in field 27, the word "Sale" at the top of the box changes to "Prior Authorized Sale".

If the credit card is approved, the system displays the approval number and a receipt prints. Press <ENTER> to complete the sale. A transaction is generated in RDP and in PBAAdmin.

## Deposit Refunds

When a reservation with an advance deposit is cancelled, the system prompts:

```

** DEPOSIT REFUND & FORFEIT **
Enter Deposit Refund Amount 50
Minimum = 0.00 Maximum = 100.00
Refund Amount 50.00
Forfeit Amount 50.00
OK to continue? (Y/N) █

```

Once the refund amount is entered, the system displays the amount of the refund along with the forfeited amount and the above prompt to continue. After answering YES to continue, the system prompts for the form of refund, i.e. - cash, check, credit card. Here, choose option "4" "Ccard-Auto". Next, the system displays the following prompt:

```

Checking-in Res# 310 Guest Klammer/Franz Ind. Bal. Due 54.57
1=Use the card above, 2=Enter card from keyboard, 3=Scan a card █
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

```

Choose the option according to the following chart:

<u>Option</u>	<u>Description</u>
3-Scan a card	Use this option whenever the credit card is available to be swiped. <b>If the credit card is not swiped, the transaction will not be CPS compliant, and the property will be charged a higher processing fee.</b>
2-Enter card from keyboard	Use this option if the card swipe cannot read the credit card.
1-Use the card above	This option will appear only if there is a credit card number on the reservation. Use this option if the card will not swipe and the number on the reservation is correct.

Once the credit card number is entered, the system prompts:



```

* Return *
Guest Name  Abbott/Bud
Credit Card VISA INTERNATIONAL
Credit Card# 4000444444444444
Amount      -50.00
Expiration Date 09/98
OK to process? (Y/N) [ ] <Enter> = Yes
  
```

Note the amount is displayed as a negative when processing a return.

Press <ENTER> to process the return. When the transaction is processed, a receipt prints and the system prompts:

"COMPLETE - Press <ENTER>"

Press <ENTER> and a credit transaction is generated in both RDP and PAdmin.

## Voids/Refunds

Use the following steps for voiding a credit card sale.

1. Choose option 120 from the Reservations, Front Desk, or Night Audit menu.
2. Access the reservations by guest name, reservation number, or room number (if checked-in).
3. Press <F7> to view transactions.
4. Highlight the credit card sale, and press <F8 - CHANGE>. The system prompts:

```

Change Single Transaction
Description (1) Adv. Dep. Rcv. VISA
Quantity (2) 1.00
Price (3) 114.00 Code B102
Extended Cost 114.00 Seq# 00001958
Total Tax 0.00 Date 03/01/1998
Total Charge 114.00

Folio Type (4) I Folio I
Folio Override *
SDC Reference# 29000003 VISA
Credit Card# 4388401840001857

File, Exit, Refund, Print receipt, Transfer, field#
  
```

The SDC "Reference Number" is stored on the transaction. Transactions entered manually are denoted by the text "MANUAL" in this field.

On SDC Credit Card transactions, the "Delete" option is replaced with "Refund".

5. The option "Refund" appears in the place of "Delete" when the credit card has been processed using the SDC interface. Type R to process a refund and reverse the transaction.
6. The system prompts:

```

Change Single Transaction
Description (1) Adv. Dep. Rcv. VISA
Quantity (2) 1.00
Price (3) 114.00 Code B102
Extended Cost 114.00 Seq# 00001958
Total Tax 0.00 Date 03/01/1998
Total Charge 114.00

Folio Type (4) I Folio I
Folio Override *
SDC Reference# 29000003 VISA
Credit Card# 4388401840001857

Folio Type Options:
I = Individual Folio I
A = Individual Folio A
B = Individual Folio B

This credit card transaction will be reversed using the
above card. Press Enter to continue or Esc to cancel
  
```

7. Press <ENTER> to continue. The following window displays.

```

* Void *
Guest Name Eastwood/Clint
Credit Card VISA
Credit Card# 4388401840001857
Amount -114.00
Expiration Date 10/99

OK to process? (Y/N) <Enter> = Yes
  
```

- Press <ENTER> to process the refund. If the sale being voided has already been deposited in PAdmin, the word "Void" changes to "Return". When the process is complete, the system displays the approval number and a receipt prints. Press <ENTER> to complete the void. A transaction is generated in both RDP and PAdmin.

## Reprinting Credit Card Receipts

Use the <F8 – CHANGE> key for reprinting credit card receipts in the RDP system. The following steps outline the process.

- Access the reservation using option 120 on the Reservations, Front Desk, or Night Audit menu.
- Press <F7> to view reservation transactions.
- Use the directional arrow keys to highlight the credit card transaction.
- Press <F8 – CHANGE>, the following window displays.

```

Change Single Transaction
Description (1) Adv. Dep. Rcv. VISA
Quantity (2) 1.00
Price (3) 114.00 Code B102
Extended Cost 114.00 Seq# 00001958
Total Tax 0.00 Date 03/01/1998
Total Charge 114.00

Folio Type Options:
Folio Type (4) I Folio I I = Individual Folio I
Folio Override * A = Individual Folio A
SDC Reference# 29000003 VISA B = Individual Folio B
Credit Card# 4388401840001857

File, Exit, Refund, Print receipt, Transfer, field# █

```

- Use option "P" – "Print Receipt" to print another credit card receipt.

## Non-Swiped Credit Cards and Payment Defaults

RDP tracks whether the credit card appearing on a reservation has been swiped using the PADMIN database. By ensuring that credit cards are swiped, the property benefits by receiving "preferred" credit card processing rates.

When a credit card has not been swiped, the card number is displayed in error message colors (usually red) in the RDP100 and RDP120 screens.

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 29 - Denise
3:56 PM RDP120E 12.01 (00047)
* CHANGE RESERVATION DETAIL *
Reservation Number 2 Type 12 U ADVRES Room# (1) Type (2) 1B
Arrival Mon (3) 03/23/1998 Nts (3) 2 Departure Wed (3) 03/25/1998
Last/First Name(16) Eastwood/Clint (4) Adlt 2 Teen 0 Chld 0 Pets 0
Address - 1 (17) 1 Make My Day Drive Plan/Rate(5) RACK (6) 100.00
Address - 2 (18) Total Room Chg (7) 200.00
City Name (19) Peoria State(20) IL Other Charges 0.00
Zip & Country (21) 31687 (22) Sec. Deposit 0.00
Home/Bus Phone (23) 312-634-0865(24) Total Tax (8) 1A 14.00
CC Name/Exp/Aut(25) VISA (26) 10/99(27) Total Charge 214.00
CC #/Authorize$(28) 4388401840001857 (29) 0.00 Deposit (9) 214.00
Market Code (30) F.I.T. Transient 01 Total Balance Due 0.00
Share-With (31) Deposit Date (10) ** PAID **
Prt. Confirm. (33) Y Maid Y STD(35) Y GrpMst(11) 0.00
Mail Conf. To (36) 0.00
Daily Post (38) Y 0.00
Housekeeping (40) A (14) IP 0.00
Comment-2 (41) Non-Smoking B (15) IP 0.00
deposit date (42) HIGH FLOOR Request No Guest Folio I 0.00
Pre-deduct Agent Comm 0.00
Check-in, Yield Mgmt, Search, File, or Field Number
PgDn Page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 View Folio
    
```

With the SDC credit card interface installed, cards that have NOT been swiped appear in error message colors (usually red).

In conjunction with the card displaying in red, the RDP system also displays a reminder to swipe the card when a payment is taken at checkout or when using RDP120. The following "Card has not been swiped" message displays after selecting option "4" - "CCard Auto". In addition, the default format for entering the card number is "3" - "Scan a Card".

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 29 - Denise
4:02 PM RDP130C 12.01 (00047)
* GUEST PAYMENT *
Reservation Number 2 Type 12 U ADVRES Room# Type 1B
Arrival Mon 03/23/1998 Nts 2 Departure Wed 03/25/1998
Last/First Name Eastwood/Clint Adlt 2 Teen 0 Chld 0 Pets 0
Address - 1 1 Make My Day Drive Plan/Rate RACK 100.00
Address - 2 Total Room Chg 200.00
City Name Peoria State IL Other Charges 0.00
Zip & Country 31687 Sec. Deposit 0.00
Home/Bus Phone 312-634-0865 Total Tax 1A 14.00
CC Name/Exp/Aut VISA 10/99 Total Charge 214.00
CC #/Authorize$ 4388401840001857 0.00 Deposit 214.00
Market Code F.I.T. Transient 01 Total Balance Due 0.00
Share-With VIP N Deposit Date ** PAID **
Prt. Confirm. Y Maid Y STD Y GrpMst 0.00
Mail Conf. To Y Srce of Bus 01 Conf. 0.00
Daily Post Y Move OK? Y Grpldr 0.00
Housekeeping Non-Smoking Dly Chg No Guest Folio A IP 0.00
Comment-2 HIGH FLOOR Request No Guest Folio B IP 0.00
deposit date Pre-deduct Agent Comm 0.00
1=Use the card above, 2=Enter card from keyboard, 3=Scan a card <Enter> = 3
* This card has NOT been swiped *
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
    
```

RDP alerts users that a card has NOT been swiped.



After a card is swiped, the default to the above prompt changes to option "1" - "Use the Card Above" and the message "This card has ALREADY been swiped" appears.

## Printing Credit Card Information on the Guest Folio

With the SDC credit card interface it is possible to print credit card receipt information directly on the guest folio. For example, in addition to the RDP description "Guest Payment Received - VISA" appearing on a credit card transaction, additional information including the transaction type, account number, merchant number, transaction identification number, and authorization number can be included on the guest folio.

A sample guest folio follows.

Guest Name & Address		Folio#:	179		
-----					
Tim Allen		Room:	317	Rate:	90.00
65 Tool Time Road		Arrive:	03/01/98	Depart:	03/03/98
Grand Rapids, MI 66532		Adults:	2	Chldrn:	0
-----					
Date	Description	Total	Tax	Balance	
03/01/98	Guest Payment VISA	-60.00	0.00	-60.00	I
	Transaction Type:	VISA - Sale			
	Account Number:	4012888888881881 12/99 Auth: DEMO-7			
	Merchant Number:	99999999999999999999			
	Transaction ID:	9990039970000000			
03/01/98	Nightly Chg. - Room 317	90.00	6.30	36.30	I
03/01/98	Fax Charge	5.25	0.00	41.55	I
03/01/98	Guest Payment VISA	-41.55	0.00	0.00	I
	Transaction Type:	VISA - Sale			
	Account Number:	4012888888881881 12/99 Auth: DEMO-8			
	Merchant Number:	99999999999999999999			
	Transaction ID:	9990063300000000			

In order to activate the above folio feature, set field #13 (CC Receipt Printer) in option "094" - "Update File Paths" on the System Manager menu to "F". In addition, a signature line and disclosure statement should be printed on the guest folio.

## SDC Credit Card Transactions and <F8 - CHANGE>

<F8 - CHANGE> CANNOT be used to delete a batch of transactions that include a credit card payment processed using the SDC interface. This change was made in an effort to keep RDP and PBADMIN in balance. In past versions, when a credit card transaction was deleted in a batch with <F8 - CHANGE>, the refund had to be manually entered in PBADMIN. The following message is displayed when an SDC credit card transaction is being deleted in a batch.

In the example below, the credit card payment and "Cart Fees" transactions are selected. (In order to multi-select transactions, use the <RIGHT ARROW> key)

```

* RESERVATION TRANSACTIONS *
Wed, Aug 25, 1999 Shift 1 Login RDP Resort 99 - Pawleys - 08/24
4:31 PM RDP12DF 12.01 (00130) 000250

Selected Guest McMlntic/Katherine Room 1411A Res# 1525

Transaction Detail (EXP12DFL.TXT)

```

Date	P	Tx Code	Description	Transfer From	Transfer To	Total Charge	F T*	Pkg *M	N P
08/04/99		B2D2	Guest Payment VISA			-112.50	I*		
08/25/99		B2CF	Cart Fees			15.00	I		
08/25/99		B2GF	Green Fees			25.00	I		

After transactions are selected, use <F8 - CHANGE> and choose the option for delete. The following message displays.

```

Change Multiple Transactions
2 Transactions are Highlighted $-97.50

Folio Type Options:
Folio Type 1) I = Individual Folio I
              A = Individual Folio A
              B = Individual Folio B

1 will NOT be Deleted Alt-F1 View
Do you wish to continue? (Y/N)

```

The pop-up window above warns that one transaction will NOT be deleted. For an explanation of why the transaction will remain, press the <ALT> and <F1> keys simultaneously.

```

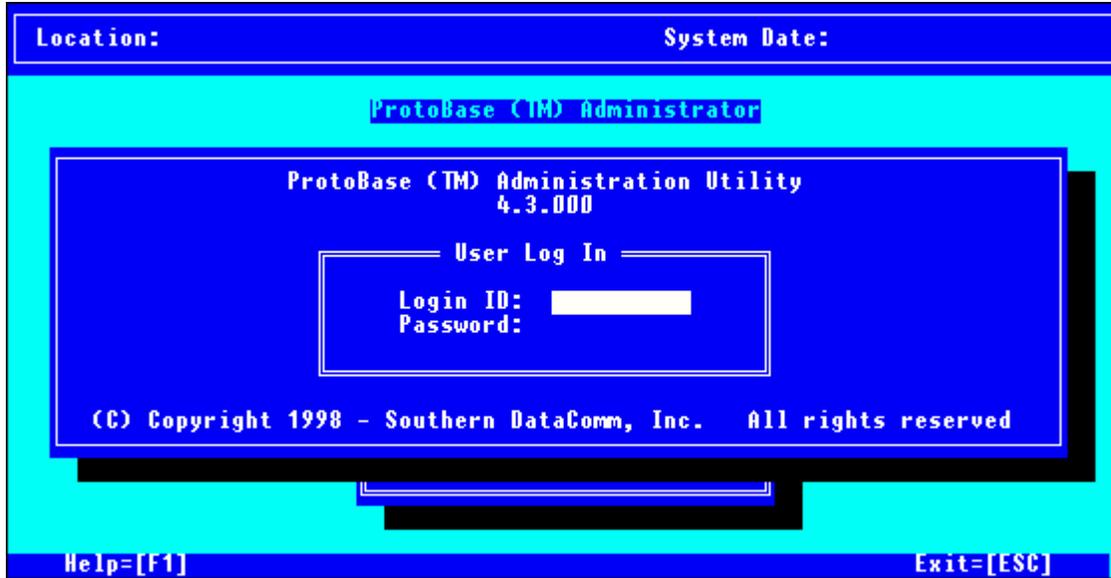
** Exceptions **
Why transactions will not be Deleted
08/04/99 00005453 Guest Payment VISA Delete not allowed for CC

↑↓←→ PgUp PgDn Home End (Esc=Quit)

```

## USING PADMIN

To start PAdmin, double click on the PAdmin icon, or from the RDP\PB> prompt, type PAdmin. The system prompts:



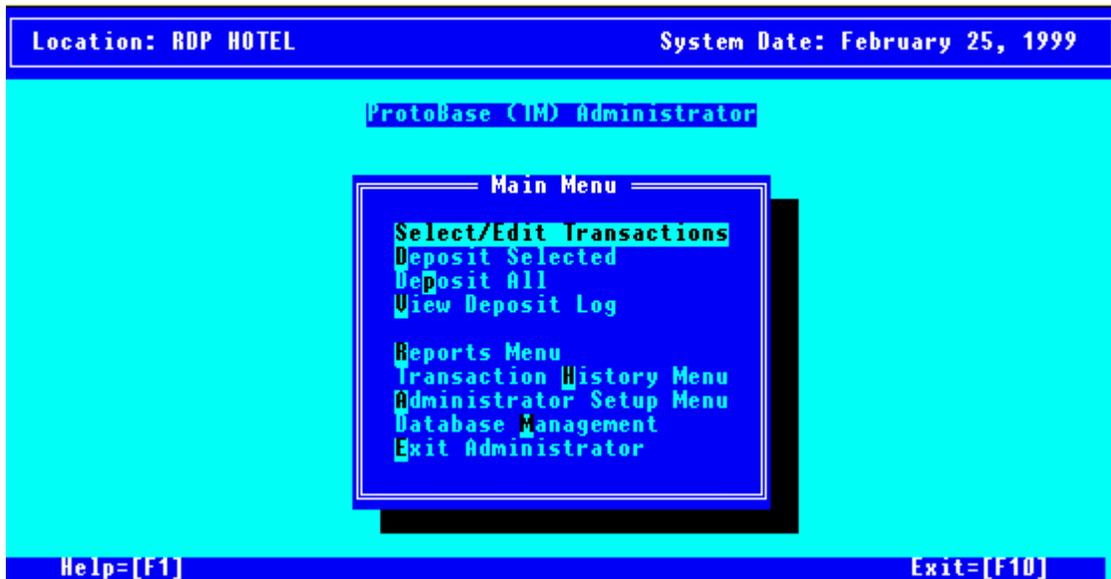
Enter a valid login name and password.



*PAdmin logins and passwords are case sensitive.*

## Main Menu

After correctly entering a valid login name and password, the system displays the Main Menu.





### **Available Function Keys**

The following key commands are available on the main select screen:

<b><u>Key(s)</u></b>	<b><u>Description</u></b>
<SHIFT><F3>	Key Listing - Displays window that lists available keys for this screen. Press the <ESCAPE> key to exit window.
<F1>	Help – Displays help for current screen.
<i>Keys &lt;F3&gt;, &lt;F4&gt;, &lt;F6&gt;, &lt;F8&gt;, and &lt;F9&gt; are explained in further detail in the next section.</i>	
<F3>	Add new transaction - Adds a new transaction to the location's database. Available transaction types are Prior Auth, Return, Void Sale, and Void Return.
<F4>	Transaction search - Allows entry of search criteria information and then searches database for first matching record that falls <b>after</b> the current record position indicated at the top of the screen.
<F6>	Detail information - Modifies transaction detail information. Transactions can also be deleted in this selection.
<F8>	Select Transactions. Allows for group selection of all transactions that match the entered criteria. Transactions can be processed by date, terminal ID, and/or cashier ID.
<F9>	Deselect Transactions. Allows for group deselection of all transactions that match the entered criteria. Transactions can be processed by date, terminal ID, and/or cashier ID.
<SHIFT><F4>	Select Display Mode - Used to select which type of transactions to display on the main Select/Edit screen.
<SHIFT><F6>	Toggle Host Pending Status - Used to toggle a transaction between host pending and selected. Used for host capture processors only.
<SHIFT><F7>	Top of Database
<SHIFT><F8>	End of Database
<SPACEBAR>	Toggle - Used to toggle selection status value between unselected (blank) and selected (√).
<ESCAPE>	Exit – Returns to the main menu. Any changes to the <b>selection status</b> field <b>WILL NOT</b> be undone.

## Add Transaction (<F3>)

After choosing the "Add New Transaction" key (<F3>) from the main selection screen the following screen displays:

```

Select/View/Edit Transactions
Add New Detail Transaction

Reference: [ ] Folio :
Host Ref : Charge Desc.:
Terminal : Hotel Code :
Cashier : Check-In : //
Tran Type: Check-Out : //
Account : Room Number :
Exp. Date: / Room Rate :
Card Type: MKey : Tax Amount :
Card Name: Duration :
Amount : Operator/Svr:
Customer : ROC Number :
Date : // ( // ) Extra Charge:
Time : : X Chg Reason:
Auth # : Guest :
PS2000 :
Inc. Info:
CPS Data :
MERIT :

Help=[F1] Save=[F10] Exit=[ESC]

```

### Field Descriptions

Field	Description
Reference (required)	12 position alphanumeric reference that must be unique. RDP suggests using 55mmddyXX (where XX is a number starting with 01 in case there are multiple manual transactions in the same day).
Host Ref (Optional)	Press <ENTER> to leave this field blank.
Terminal (Required)	Eight position terminal identifier of authorizing/settling terminal. Press the <F2> key for a list of valid values.
Cashier (Required)	Seven position cashier identifier of authorizing/settling cashier. RDP uses the user's login name.
Tran Type (Required)	Ten position description of type of transaction. Press the <F2> key to select from a list of the following valid values.

Option	Description
Prior Auth	Used for sales.
Refund	Used for credits to the guest.
Void Sale	Used to void a sale that has not been settled yet.
Void Ret	Used to void a credit to the guest that has not been settled yet.
AO-Forced	Used for authorizations only

Account (required)	24 position credit card number for this transaction.
Exp Date (required)	The date the account number expires. In MM/YY format.

<b>Field</b>	<b>Description</b>
Amount (required)	Transaction dollar amount. Nine positions including two decimal positions.
Customer (optional)	26 position customer name. RDP puts the name in the format of Last Name/First Name.
Date (required)	Press <ENTER> and the date will default to the current date set on this workstation.
Time (required)	Press <ENTER> and the time will default to the current time set on this workstation.
Date in Parenthesis	Press <ENTER> to accept the default business date.
Auth #	Authorization approval number returned by the processor. This field is required for prior auth type transactions.
PS2000 (optional)	Press <ENTER> four times to leave this line blank.
Inc. Info (optional)	Press <ENTER> twice to leave this line blank.
CPS Date	Press <ENTER> four times to skip this line.
Merit	Press <ENTER> five times to skip this line.
Folio	Enter the reservation number.
Charge Desc	Press <F2> and then choose "Lodging".
Hotel Code	Press <F2> and then choose "Adv Deposit" for advance deposits, or "Sale" for all other payments.
Check-In	Enter the check-in date.
Checkout	Enter the checkout date.
Room Number	Enter the room number.
Room Rate	Enter the daily room rate.
Tax Amount	Enter the tax amount.
Duration	Enter the number of nights.
Operator/Svr	Press <ENTER> to skip this field
ROC Number	Press <ENTER> to skip this field
Extra Charge	Press <ENTER> to skip this field
X Chg Reason	Press <ENTER> to skip this field
Guest	Enter the guest name as Last/First
Press <F10> to save the transaction.	



*Any transaction added manually must be entered in the RDP system using option "3" – "Ccard-Manual".*

**Available Function Keys**

The following function keys are active while adding a transaction.

<u>Key</u>	<u>Description</u>
<F1>	Help - Provides help information based on the current field.
<F10>	Save - Saves all changes made to the detail screen.
<ESCAPE>	Abort - Returns to the main select screen, discarding any changes made. If any information has been modified, a warning message displays to confirm the escape by toggling the yes/no field to "Yes" to continue.

**Search for Transaction <F4>**

Pressing <F4> from the View/Select/Edit Transactions screen displays the "Search Criteria" screen below.

```

Search Criteria
Reference: [ ]
Host Ref :
Terminal :
Cashier  :
Tran Type:
Account  :
Exp. Date: /
Card Type:      MKey :
Card Name:
Amount   :
Customer :
Date     : ( / / )
Time     : :
Auth #   :

Help=[F1]      Begin search=[F4]      Exit=[ESC]

```

Enter any combination of search criteria. The system performs the search by starting at the top-most record in the database. It compares the search criteria entered with each transaction in the database and displays a list of matching transactions. Select the desired record from this list. Below is a sample of the screen that appears, showing the records that match the search criteria.

Reference	Account Number	Amount	Date	File	Rec
29000005	5490990896005152	25.00	02/24/99	MAIN	1430
29000003	4388401840001857	114.00	02/24/99	MAIN	1170
29000004	4653451405556959	50.00	02/24/99	MAIN	1300

The message, "No Matching Records Found" appears when no records in the database match the search criteria. After selecting the desired record, PBAdmin returns to the Select/View/Edit Transactions screen with the selected record at the top of the screen.

**Available Function Keys**

The following function keys are available while searching for a transaction.

<b>Key</b>	<b>Description</b>
<F1>	Help - Provides help information based on the current field.
<F4>	Search - Accepts search criteria entered and performs actual search.
<ESCAPE>	Abort - Returns to the main select screen, discarding any changes made. If any information has been modified, a warning message displays to confirm the escape by toggling the yes/no field to "Yes" to continue.

**View/Modify Detail (<F6>)**

<F6> displays detail data for the selected transaction. From the detail screen, the user may modify or delete the transaction.

```

----- Detail View of Transaction -----
Reference: 29000005      Folio      : 175
Host Ref  :              Charge Desc.: Lodging
Terminal  : 1131188     Hotel Code : Adv Deposit
Cashier   : USER       Check-In   : 04/20/98
Tran Type: Prior Auth   Check-Out  : 04/22/98
Account   : 5490990896005152 Room Number: 223
Exp. Date: 11/00       Room Rate  : 75.00
Card Type: MC           Tax Amount  : 10.50
Card Name: MASTERCARD   Duration   : 2
Amount    : 25.00       Operator/Svr: 9998
Customer  :              ROC Number  : 175
Date      : 02/24/99 (02/24/99) Extra Charge: 0.00
Time      : 10:27:00    X Chg Reason: 0
Auth #    : 025967     Guest      : Abbott Bud
PS2000   : 5 0224MPLWA4J93      P
Inc. Info: 25.00
CPS Data : 905517702329      0      H
MERIT    : 00      1 P
Choice List=[F2]
Help=[F1]   AUS Info=[Shft][F3]  Delete=[F8]   Save=[F10]   Exit=[ESC]

```

**Available Function Keys**

The following function keys are active while modifying transaction detail.

<b>Key</b>	<b>Description</b>
<F1>	Help - Provides help information based on the current field.
<F8>	Delete - Removes transaction from the database and returns the user to the main select screen. An "Are You Sure?" prompts the user to toggle "Yes" before continuing.
<F10>	Save - Saves all changes made to the detail screen.



**Available Function Keys**

The following function keys are active when Selecting and Deselecting Transactions.

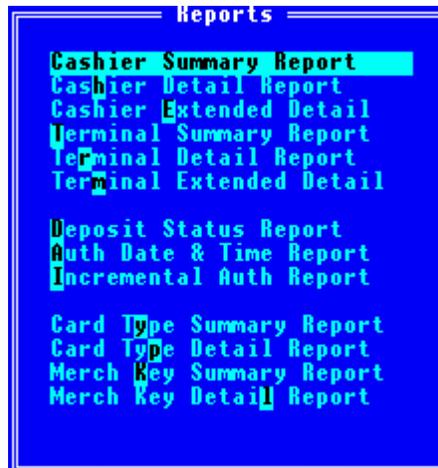
<b>Key</b>	<b>Description</b>
<F1>	Help - Provides help information based on the current field.
<F10>	Accept - Accepts the input criteria and begins the selection/deselection process.

*If the criteria fields are left blank, pressing <F10> causes all transactions to be selected.*

<ESCAPE>	Abort - Aborts selection process.
----------	-----------------------------------

## REPORTS

From the Main Menu, selecting the Reports Menu displays the following screen.



After selecting a report, PAdmin prompts for the type of transactions to include on the report - All, Selected, or Pre-Settlement. The default is Pre-Settlement.

Find a brief description of each report below. Each report is displayed on the screen prior to printing. Print the report by pressing <F7> or abort without printing by pressing <ESCAPE>. Examples of selected reports are also included in this section.

## Cashier Summary Report

Provides a summary of all transactions sorted by cashier ID. Features include:

- Breakpoints by cashier, with totals
- Totals by card type
- Grand totals

Credit Totals for Cashier: USER								
Card Type	# Auth	Auth \$	# Sale	Sales \$	# Ret	Return \$	# Net	Net \$
MASTERCARD	0	0.00	1	25.00	0	0.00	1	25.00
VISA	0	0.00	2	164.00	0	0.00	2	164.00
	0	0.00	3	189.00	0	0.00	3	189.00
Credit Totals for All Cashiers in Location: RDP HOTEL								
Card Type	# Auth	Auth \$	# Sale	Sales \$	# Ret	Return \$	# Net	Net \$
MASTERCARD	0	0.00	1	25.00	0	0.00	1	25.00
VISA	0	0.00	2	164.00	0	0.00	2	164.00
	0	0.00	3	189.00	0	0.00	3	189.00

\*\*\*\*\* End of Report \*\*\*\*\*  
 Scroll=PgUp/PgDn    Print=[F7]    Save As=[F10]    Exit=[ESC]

## Cashier Detail Report

Provides a standard detail list of all transactions, sorted by cashier ID. Features include:

- Standard detail only
- Breakpoints by cashier, with totals
- Totals by card type
- Grand totals

ProtoBase Administrator Cashier Report								
Transactions by Cashier for Pre-Settlement Records								
with Standard Detail								
Printed: 03/04/99 15:59							Page 1	
Location: RDP HOTEL								
Cashier: USER								
Ref #	Account	Exp	Type	Amount	Date	Bus.	Auth#	Terminal
29000005	5490990896005152	11/00	PA*H	25.00	02/24/99	02/24	025967	TERM88
29000003	4388401840001857	10/99	PA*H	114.00	02/24/99	02/24	068642	TERM88
29000004	4653451405556959	10/00	PA*H	50.00	02/24/99	02/24	584681	TERM88
Credit Totals for Cashier: USER								

## Cashier Extended Detail

Provides an extended detail list of all transactions, sorted by cashier ID. Features include:

- Standard detail
- Industry specific detail
- Breakpoints by cashier, with totals
- Totals by card type
- Grand totals

```

ProtoBase Administrator Cashier Report
Transactions by Cashier for Pre-Settlement Records
with Lodging Industry Detail

Printed: 03/04/99 16:03                               Page 1
Location:  RDP HOTEL
Cashier :  USER
-----
Ref #   Account      Exp Type  Amount  Date   Bus. Auth#  Terminal
Ch. Desc. Folio #   Am Rate  Arr Date Dep Date Code Tax Amt. Dur Cashier  Am
-----
29000005 5490990896005152  11/00 PA*H   25.00 02/24/99 02/24 025967 TERM88
LODGING  175             75.00 04/20/98 04/22/98  03   10.50 2   9998   223
29000003 4388401840001857  10/99 PA*H  114.00 02/24/99 02/24 068642 TERM88
LODGING  2             100.00 03/23/98 03/25/98  06   14.00 2   9998   ADV
  
```

## Terminal Summary Report

Provides a summary of all transactions sorted by terminal ID. Features include:

- Breakpoints by terminal, with totals
- Totals by card type
- Grand totals

```

ProtoBase Administrator Terminal Report
Transactions by Terminal for Pre-Settlement Records

Printed: 03/04/99 16:04                               Page 1
Location:  RDP HOTEL
-----
Credit Totals for Terminal:  TERM88
Card Type  # Auth  Auth $  # Sale  Sales $  # Ret  Return $  # Net  Net $
-----
MASTERCARD  0      0.00    1    25.00    0      0.00    1    25.00
VISA        0      0.00    2   164.00    0      0.00    2   164.00
-----
              0      0.00    3   189.00    0      0.00    3   189.00
=====
Credit Totals for All Terminals in Location:  RDP HOTEL
Card Type  # Auth  Auth $  # Sale  Sales $  # Ret  Return $  # Net  Net $
-----
Scroll=PgUp/PgDn  Print=[F7]  Save As=[F10]  Exit=[ESC]
  
```

## Terminal Detail Report

Provides a standard detail list of all transactions, sorted by cashier ID. Features include:

- Standard detail
- Breakpoints by terminal, with totals
- Totals by card type
- Grand totals

ProtoBase Administrator Terminal Report									
Transactions by Terminal for Pre-Settlement Records with Standard Detail									
Printed: 03/04/99 16:06							Page 1		
Location: RDP HOTEL									
Terminal: TERM88									
Ref #	Account	Exp	Type	Amount	Date	Bus.	Auth#	Cashier	
29000005	5490990896005152	11/00	PA*H	25.00	02/24/99	02/24	025967	USER	
29000003	4388401840001857	10/99	PA*H	114.00	02/24/99	02/24	068642	USER	
29000004	4653451405556959	10/00	PA*H	50.00	02/24/99	02/24	584681	USER	
Credit Totals for Terminal: TERM88									
Card Type	# Auth	Auth \$	# Sale	Sales \$	# Ret	Return \$	# Net	Net \$	
MASTERCARD	0	0.00	1	25.00	0	0.00	1	25.00	
VISA	0	0.00	2	164.00	0	0.00	2	164.00	
Scroll=PgUp/PgDn Print=[F7] Save As=[F10] Exit=[ESC]									

## Terminal Extended Detail

Provides an extended detail list of all transactions, sorted by terminal ID. Features include:

- Standard detail
- Industry specific detail
- Breakpoints by terminal, with totals
- Totals by card type
- Grand totals

ProtoBase Administrator Terminal Report									
Transactions by Terminal for Pre-Settlement Records with Lodging Industry Detail									
Printed: 03/04/99 16:07							Page 1		
Location: RDP HOTEL									
Terminal: TERM88									
Ref #	Account	Exp	Type	Amount	Date	Bus.	Auth#	Cashier	
Ch. Desc.	Folio #	Rm Rate	Arr Date	Dep Date	Code Tax	Amt.	Dur	Cashier	Rm
29000005	5490990896005152	11/00	PA*H	25.00	02/24/99	02/24	025967	USER	
LODGING	175	75.00	04/20/98	04/22/98	03	10.50	2	9998	223
29000003	4388401840001857	10/99	PA*H	114.00	02/24/99	02/24	068642	USER	
LODGING	2	100.00	03/23/98	03/25/98	06	14.00	2	9998	ADU
29000004	4653451405556959	10/00	PA*H	50.00	02/24/99	02/24	584681	USER	
LODGING	172	80.00	05/22/98	05/26/98	03	21.70	4	9998	105
Scroll=PgUp/PgDn Print=[F7] Save As=[F10] Exit=[ESC]									

Card Type	# Auth	Auth \$	# Sale	Sales \$	# Ret	Return \$	# Net	Net \$
<b>LODGING 172 80.00 05/22/98 05/26/98 03 21.70 4 9998 105</b>								
<b>Credit Totals for Terminal: TERM88</b>								
MASTERCARD	0	0.00	1	25.00	0	0.00	1	25.00
VISA	0	0.00	2	164.00	0	0.00	2	164.00
	0	0.00	3	189.00	0	0.00	3	189.00
<b>Credit Totals for All Terminals in Location: RDP HOTEL</b>								
MASTERCARD	0	0.00	1	25.00	0	0.00	1	25.00
VISA	0	0.00	2	164.00	0	0.00	2	164.00
	0	0.00	3	189.00	0	0.00	3	189.00
Scroll=PgUp/PgDn Print=[F7] Save As=[F10] Exit=[ESC]								

### Deposit Status Report (Log)

Displays the settlement (deposit) log. This report provides all settlement deposit attempts, both successful and unsuccessful.

In addition to selecting the Deposit Status Report from the Reports Menu, this report can be generated in two other ways:

1. Select "View Deposit Log" from the PAdmin Main Menu
- or
2. Select the "Database Management Menu" from the PAdmin Main Menu, select "View Log", and then choose "Settlement".

### Authorization Date & Time Report

Lists transactions sorted by Authorization Date, and within each date, by Authorization Time. Totals are provided for each date by card type and then totals for all dates by card type.

### Incremental Authorization Report

Lists transactions by location and terminal, showing the original and total authorization amounts.

### Card Type Summary Report

Provides a summary of all transactions sorted by card type. This includes any "card type" defined in the ProtoBase configuration, including CHECK and DEBIT. Features include:

- Sort by card type, with separate totals for credits and returns by card type.
- Totals by card type
- Totals for all card types

---

## Card Type Detail Report

Provides a standard detail list of all transactions, sorted by card type. This includes and “card type” defined in the ProtoBase configuration, including CHECK and DEBIT. Features include:

- Standard transaction detail only (no extended industry data)
- Sort by card type, with separate totals for credits and returns by card type
- Totals by card type
- Totals for all card types

---

## Merchant Key Summary Report

Provides a summary of all transactions sorted by merchant key (ID). Features include:

- Sort by merchant key
- Totals by card type for each merchant key
- Totals by card type for all merchant keys

---

## Merchant Key Detail Report

Provides a standard detail list of all transactions, sorted by merchant key. Features include:

- Standard transaction detail only ( no extended industry data)
- Sort by merchant key
- Totals by card type for each merchant key
- Totals by card type for all merchant keys

---

## Report Criteria

Each of the above reports allow for printing three different record criteria:

<u>Criteria</u>	<u>Description</u>
Pre-Settlement	Reports on all transactions selected for settlement, excluding “authorization only” transactions.
Selected	Reports on all transactions selected for settlement, including “authorization only” transactions.
All	Reports on all unsettled transactions for the current location, regardless of status.

## BALANCING RDP AND PADMIN NIGHTLY

Prior to depositing the day's credit card transactions using PAdmin, it is critical that the total credit card transactions in RDP match the total credit card transactions in PAdmin. To verify these totals, use the following steps.

1. From the Night Audit Reports Menu, print the "719" – "Credit Card Transactions by Card #".
2. From PAdmin, go to the Reports menu and print the "Terminal Detail Report".
3. Compare the total credit card transactions on these two reports. It is CRITICAL that these totals match exactly! If the totals do NOT match, continue to step #4. If the totals DO match, go directly to step #6.
4. Make manual corrections to RDP and/or SDC.
5. Repeat steps 1 –3.
6. Once the reports generated in steps 1 and 2 match, use PAdmin to transmit the credit card transactions.

Each step is described in detail below.

### Step 1 – Run Report 719

Use report 719 on the Night Audit Reports Menu for balancing credit card transactions prior to processing a deposit. This RDP report is designed to match the layout of PAdmin's "Terminal Detail Report".

A sample "719" – "Credit Card Transactions by Card#" follows.

Condominium Control System		CCard Transactions by Ref.#		Sun, Mar 1, 1998		Page 1	
Ref. #	CCard Number	CCExp Mode	Amount	Date	Time	CC Auth	In CCard
MANUAL	4000444444444444	05/99	-150.00	02/24/98	11:20		
29000005	5490990896005152	11/00 02	- 25.00	02/24/98	08:14	025967	XX MC
29000003	4388401840001857	10/99 02	-114.00	02/24/98	09:08	068642	XX VISA
29000004	4653451405556959	10/00 02	- 50.00	02/24/98	10:14	584681	XX VISA
Total Amount			-339.00	Total Transactions		4	

In the example above, there are four credit card transactions for February 24, 1998 that should be included in the day's deposit. The first transaction, for \$150.00, is a MANUAL charge, one that has NOT been added to the PAdmin database automatically. All manual transactions must be added to PAdmin prior to processing the day's deposit.



See the section titled **Add Transaction** under the heading **Using PADMIN** in this chapter for more information about manually adding transactions to PADMIN.

## Step 2 – Run the Terminal Detail Report

Use PAdmin's Terminal Detail Report for verifying credit card totals in PAdmin against credit card transactions in RDP. A sample Terminal Detail Report is shown below.

```

ProtoBase Administrator Terminal Report
Transactions by Terminal for Pre-Settlement Records
with Standard Detail
Printed: 02/26/99 09:29                               Page 1
Location: RDP HOTEL
Terminal: TERM88
-----
Ref #   Account                Exp Type   Amount   Date     Bus. Auth#  Cashier
-----
29000005 5490990896005152    11/00 PA*H    25.00  02/24/98  02/24 025967  USER
29000003 4388401840001857    10/99 PA*H   114.00  02/24/98  02/24 068642  USER
29000004 4653451405556959    10/00 PA*H    50.00  02/24/98  02/24 584681  USER
-----
Credit Totals for Terminal: TERM88
-----
Card Type  # Auth  Auth $  # Sale  Sales $  # Ret  Return $  # Net  Net $
-----
MASTERCARD    0    0.00    1    25.00    0    0.00    1    25.00
VISA          0    0.00    3   164.00    0    0.00    3   164.00
-----
0    0.00    4   189.00    0    0.00    4   189.00
=====
Credit Totals for All Terminals in Location: RDP HOTEL
-----
Card Type  # Auth  Auth $  # Sale  Sales $  # Ret  Return $  # Net  Net $
-----
MASTERCARD    0    0.00    1    25.00    0    0.00    1    25.00
VISA          0    0.00    3   164.00    0    0.00    3   164.00
-----
0    0.00    4   189.00    0    0.00    4   189.00
=====
***** End of Report *****

```

- The totals on the Terminal Detail Report MUST match RDP's 719 report PRIOR to sending the daily credit card batch.*

### Step 3 - Compare Credit Card Totals

It is absolutely critical that the total credit card balance on PAdmin's Terminal Detail Report match the credit card total on RDP's 719 report. For example, these totals do NOT match below. Any time these totals do NOT match, further investigation must be done in order to find those transactions that are missing from one database.

```

Credit Totals for All Terminals in Location: RDP HOTEL
-----
Card Type  # Auth   Auth $  # Sale  Sales $  # Ret  Return $  # Net   Net $
-----
MASTERCARD  0       0.00    1     25.00    0       0.00    1     25.00
VISA        0       0.00    3    164.00    0       0.00    3    164.00
-----
              0       0.00    4    189.00    0       0.00    4    189.00
=====
***** End of Report *****
  
```

In this example, the totals do NOT match on the 719 report and PADMIN's Terminal Detail Report. The total on the 719 is \$339.00, while the total on the Terminal Detail Report is \$189.00.

```

-----
Condominium Control System                               Sun, Mar  1, 1998
Report: 415-718                                         CCard Transactions by Ref.#   Page 1
-----
Ref. #  CCard Number  CExp  SDC  Mode  Amount  Date  Time  CC  Auth  In  CCard
-----
MANUAL  4000444444444444 05/99  -150.00 02/24/98 11:20
29000005 5490990896005152 11/00  02    - 25.00 02/24/98 08:14 025967  XX MC
29000003 4388401840001857 10/99  02   -114.00 02/24/98 09:08 068642  XX VISA
29000004 4653451405556959 10/00  02    - 50.00 02/24/98 10:14 584681  XX VISA
-----
              Total Amount  -339.00  Total Transactions  4
  
```

In the case where the totals on the RDP report is higher than that in PAdmin (as seen above), first check for MANUAL transactions on the 719. A MANUAL transactions is designated by the text "MANUAL" in the first column on the 718 (Ref. #). If MANUAL transactions exist on the 719 they must be added to the PAdmin database.

The second scenario for the two reports not balancing is a transaction being added manually to the SDC system and not recorded on the reservation folio in RDP. In this scenario, the credit card payment must be recorded in RDP.

## Step 4 - Manual Credit Card Transactions

As explained above, if the 719 report in RDP does NOT match PAdmin's Terminal Detail Report, a manual credit card transaction must be added to one of the systems.

### Adding a Manual Transaction to PAdmin

Please see the section titled *Add Transaction <F3>* in the *Using PAdmin* section of this chapter for specific steps for adding a transaction manually to the PAdmin database.

### Adding a Manual Transaction to RDP

Use the following steps for adding a manual credit card transaction to a reservation folio in the RDP system.

1. Access the reservation with option 120 on the Reservations, Front Desk, or Night Audit Menus.
2. Select RDP120 Power User option "D" – "Deposit or Guest Payment".
3. Enter the payment amount.
4. Choose the payment type "3" – " Ccard-Manual".
5. Either use the card already entered on the reservation or enter a new card from the keyboard.
6. Enter the authorization number.
7. File the transaction.

## Step 5 – Compare Totals Again

Now that all manual transactions are entered in both RDP and PAdmin, run the balancing reports again. This time, the credit card totals should match exactly.

Condominium Control System		CCard Transactions by Ref.#		Sun, Mar 1, 1998		Page 1	
Ref. #	CCard Number	SDC CCExp Mode	Amount	Date	Time	CC Auth	In CCard
MANUAL	4000444444444444	05/99	-150.00	02/24/98	11:20		
29000005	5490990896005152	11/00 02	- 25.00	02/24/98	08:14	025967	XX MC
29000003	4388401840001857	10/99 02	-114.00	02/24/98	09:08	068642	XX VISA
29000004	4653451405556959	10/00 02	- 50.00	02/24/98	10:14	584681	XX VISA
Total Amount			-339.00	Total Transactions		4	

After adding the manual transaction to PADMIN, the total on the 719 report matches the total on the Terminal Detail Report. Once the totals match, a deposit may be processed.

Credit Totals for All Terminals in Location: RDP HOTEL									
Card Type	# Auth	Auth \$	# Sale	Sales \$	# Ret	Return \$	# Net	Net \$	
MASTERCARD	0	0.00	1	25.00	0	0.00	1	25.00	
VISA	0	0.00	3	314.00	0	0.00	3	314.00	
	0	0.00	4	339.00	0	0.00	4	339.00	
***** End of Report *****									

---

## Step 6 - Send Credit Card Batch

Once the totals in both RDP and PAdmin match, use the steps outlined in the section below to deposit the credit card transactions.

---

### Worksheet for Balancing RDP to PAdmin

Use the following worksheet for balancing RDP to PAdmin.

<b>BALANCING RDP AND PADMIN</b>	
1) Total Credit Card Transactions from 719.....\$	_____
2) Total Credit Card Transactions from PADMIN's Terminal Detail Report.....\$	_____
<p>Do the figured entered in steps 1 and 2 match?  <b>YES</b> – Continue with depositing credit card batch.  <b>NO</b> – Do NOT continue depositing credit card batch. First, identify manual transactions in the RDP system. Add these transactions to the PADMIN database. (MANUAL credit card transactions have a reference number "MANUAL" on RDP's 719 report) Identify any transactions entered manually in the PADMIN database. These transactions begin with "55" in the "Select/View/Edit Transactions screen. Verify that these transactions are in the RDP system.</p> <p>Once all manual transactions are accounted for, re-run reports 718/719 and PADMIN's Terminal Detail Report.</p>	
3) Total Credit Card Transactions from 719.....\$	_____
4) Total Credit Card Transactions from PADMIN's Terminal Detail Report.....\$	_____
<p>The figures entered above in (3) and (4) should now match. Continue with credit card deposit in PADMIN.</p> <p><b>** If the totals in steps (3) and (4) do NOT match, contact RDP Support during normal support hours. (RDP does NOT provide credit card interface support on a 24 hour basis)</b></p>	

## DEPOSIT TRANSACTIONS

Use the "Deposit Selected" option on the Main Menu to settle all transactions marked for deposit through the Select/Edit Transaction selection. After selecting "Deposit Selected", PBAAdmin calculates and displays the number of transactions currently marked for deposit:



### Available Function Keys

The following function keys are active when depositing transactions.

<u>Key</u>	<u>Description</u>
<F1>	Help - Provides help information based on the current screen.
<F10>	Normal Settlement - Accepts values and continues with normal settlement process.
<ESCAPE>	Abort - Abort settlement

Continuing here initiates the settlement procedure, which can be quite lengthy. Upon completion, the View Deposit Log selection on the Main Menu views the results.

## View Deposit Log

Use the View Deposit Log selection on the Main Menu to check the current location's deposit status.

```

MESSAGE: COMMUNICATIONS ERROR
-----
02/12/99    10:16:43    USER:PBADSET    TYPE:DEP    ADM:0    PB:3    BATCH:50
*****    MKEY:M47    TERM:TERM47
MESSAGE: COMMUNICATIONS ERROR
-----
02/12/99    11:17:16    USER:PBADSET    TYPE:DEP    ADM:0    PB:60    BATCH:17
*****    MKEY:M88    TERM:TERM88
MESSAGE: QD000170212
-----
02/12/99    11:19:27    USER:PBADSET    TYPE:DEP    ADM:0    PB:60    BATCH:18
*****    MKEY:M88    TERM:TERM88
MESSAGE: QD000180212
-----
02/12/99    11:20:28    USER:PBADSET    TYPE:DEP    ADM:0    PB:0    BATCH:19
*****    MKEY:M88    TERM:TERM88
MESSAGE: GB00019 ACCEPTED
-----
02/12/99    11:27:33    USER:PBADSET    TYPE:DEP    ADM:0    PB:0    BATCH:20
*****    MKEY:M88    TERM:TERM88
MESSAGE: GB00020 ACCEPTED
-----
Scroll=PqUp/PqDn    Print=[F7]    Save As=[F10]    Exit=[ESC]

```

### Available Function Keys

The following function keys are available when viewing the deposit log.

Key	Description
<F1>	Help - Provides help information based on the display screen.
<F7>	Print - Prints the settlement log.
<ESCAPE>	Exit - Returns to Main Menu.

## TRANSACTION HISTORY MENU

Use the Transaction History Menu to research previously settled transactions. The following features are available from this menu.

- Search for transactions
- View historical transaction detail
- Move history transactions to the current working database
- Print various historical reports



**Available Function Keys**

The following key commands are available on the main select screen:

<b><u>Key</u></b>	<b><u>Description</u></b>
<SHIFT><F3>	Key Listing - Displays window that lists available keys for this screen. Press the [ESC] key to exit window.
<F1>	Help - Displays help for current screen.

*Keys <F4> and <F6> are explained in further detail in the next section.*

<F4>	Transaction search - Allows entry of search criteria information and then searches database for first matching record that falls within a given month/year date range.
<F6>	Detail information - Allows for viewing and transfer of detail information.
<F8>	Select transactions. Allows for group selection of all transactions that match the entered criteria. These transactions may then be copied back to the main working file for reprocessing. See the Select/Edit transaction section for a more detailed explanation.
<F9>	Deselect transactions. Allows for group deselection of all transactions that match the entered criteria. These transactions may then be copied back to the main working file for reprocessing. See the Select/Edit transaction section for a more detailed explanation.
<SHIFT><F6>	Copy selected transactions back to main - Copies all transactions marked as selected (√) back to the main working file.
<SPACE>	Toggle - Used to toggle selection status value between unselected (blank) and selected (√).
<SHIFT><F7>	Top of database
<SHIFT><F8>	End of database
<ESCAPE>	Exit - Returns to the main menu. Any changes to the selection status field <b>will not</b> be undone.

**Search for Transaction (<F4>)**

Displays the base detail screen. Enter any combination of search criteria. To accept the input data and perform the actual database search, press the <F4> key.

A message prompts the user for a start month/year and end month/year. The system performs the search by starting at the first date entered and searches through the entire month/year range until a match is found. It compares the search criteria entered with each transaction in the database and displays a list of matching transactions. Select the desired record from this list.

The message, "No Matching Records Found" appears when no records in the database match the search criteria.

**Available Function Keys**

The following keys are available when searching for a transaction.

<b><u>Key</u></b>	<b><u>Description</u></b>
<F1>	Help - Provides help information based on the current field.
<F4>	Search - Accepts search criteria entered and performs actual search.

---

## View Detail (<F6>)

Displays detail data for the transaction selected. The user may choose to transfer this transaction to the current working database.



*The detail information may not be edited.*

## Available Function Keys

The following function keys are available when viewing transaction detail.

<u>Key</u>	<u>Description</u>
<F1>	Help - Provides help information based on the current field.
<F8>	Transfer - Moves a copy of the transaction from the history database to the current working database. An "Are You Sure?" prompts the user to toggle "Yes" before continuing.

---

## Deposit Date and Time Report

The Deposit Date and Time report lists settlements by date and time and includes net totals for each. After choosing this report, a message prompts for the historical month and year.

---

## Various History Reports

In the same format as those on the Reports submenu, these reports are listed by terminal or cashier and contain various levels of data. A message prompts for the month, year, and beginning batch number for creating each historical report.

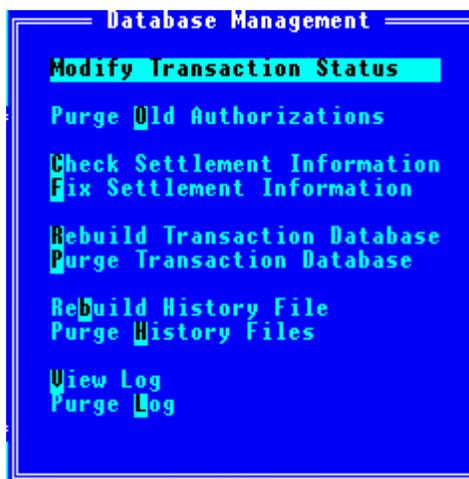


*See the Reports section for examples similar to these historical reports.*

---

## DATABASE MANAGEMENT MENU

The DataBase Management menu is used for miscellaneous database "cleanup" functions. After choosing this option from the Main menu, the following submenu displays:



---

## Modify Transaction Status

Use this option for changing the transaction status indicator viewed through the Select/Edit Transactions selection on the Main Menu. Occasionally, errors may occur that leave transactions in an invalid status. This selection enables the status to be changed.

---

## Purge Old Authorizations

This function deletes all expired authorization transactions from the main database for a particular location.

---

## Check Settlement Information

This option checks for discrepancies between settlement information on all transactions, and the current settlement terminal and settlement merchant key configuration. Use this function to check settlement information before running settlement.

---

## Fix Settlement

This function fixes transactions if there are discrepancies between settlement information for a transaction and the current terminal and merchant key information. Use this function to fix corrupted transactions, as indicated by the Check Settlement Information option.

---

## Rebuild Transaction Database

Rebuilds (re-indexes) the main transaction database `pbadmin.dat (idx)`. From time to time, the index to this file may become corrupted. Use this selection to create new indexes.

---

## Purge Transaction Database

This option removes all records from the main transaction database. Use this only in extreme cases where the database cannot be recovered through the rebuild function. It is recommended that the files `pbadmin.dat` and `pbadmin.idx` be backed up prior to purging.

---

## Rebuild History File

Rebuilds (re-indexes) specific history files.

---

## Purge History Databases

Removes all records from a given range of history databases. Use this only in extreme cases when the indexes cannot be rebuilt or in the case of periodic system cleanup. It is recommended that the following range of files be backed up before purging:

`pbad<mmy>.dat` and `pbad<mmy>.idx`

---

## View Log(s)

Use this selection to view and print any of the three Administrator system logs. Choose from the following list:

<u>Log</u>	<u>Description</u>
Administrator	The main Administrator log. Lists process statuses of functions run through PAdmin.
Settlement	Lists settlement statuses of all deposits initiated through PAdmin.
Transaction	The main front end log. Lists statuses of all transactions run through PBFE.

## Available Function Keys

The following function keys are active when viewing logs.

<u>Key</u>	<u>Description</u>
<F7>	Print - Prints log information on view screen.
<F10>	Save As – Save the log as a file on a hard disk.
<ESCAPE>	Quit Selection - Exits the View Log selection.

---

## Purge Log(s)

Clears the selected log of all transactions older than the configured number of days on the Location Information Screen. Choose the appropriate log to purge from the list provided above (Administrator, Settlement, or Transaction).

## TROUBLESHOOTING

### PBAdmin Setup Errors

The following errors may occur when accessing PBAdmin during the initial installation.

<u>Error #</u>	<u>Error Message</u>	<u>Reason/Solutions</u>
-1	INTERNAL ERROR	For reasons unknown, an error occurred while attempting to access any of the c-tree databases. Possible reasons:  Insufficient memory  The database is corrupted  Try reindexing the databases by using the "admbuild -a" command in the Administrator subdirectory or increasing memory size.
-2	INVALID DATABASE	An invalid database number was given while trying to process a command. Call help desk.
-3	DATABASE ALREADY EXISTS	An attempt was made to create a database that already exists. Call help desk. If you have attempted to delete a database, make sure you remove both the .DAT and .IDX files.
-4	DATABASE DOES NOT EXIST	An attempt was made to open a database that does not exist. Probable cause is that the paths on the Global/Local INI File screens were not set up.  Log into PbAdmin, go into Administrator Setup->Global/Local INI File screens and save the information.  Verify paths on the Global/Local INI File screens and the environment variables.
-5	DUPLICATE ERROR	A transaction currently being processed or previously processed has been received a second time. If the duplicate is of a previous transaction, setting the "Duplicates Allowed" flag to "Yes" in the Location Information screen will allow this transaction into the database.
-6	FIND FIRST OR LAST	An error occurred during a search procedure. Call help desk.
-7	NO MATCHING RECORDS	No matching records were found when at least one was expected. Verify information.
-8	RECORD NOT A SUBSET	Same as above
-9	OUT OF MEMORY	The program has run out of memory during processing. Increase memory or reduce the number of transactions being processed.
-10	RECORD LOCKED	An attempt was made to modify a record that was already locked by another process. Retry the transaction, and if that fails, try reindexing the file using the DataBase Management->Rebuild Database selection in the Administrator System.

<b>Error #</b>	<b>Error Message</b>	<b>Reason/Solutions</b>
-11	DATABASE NOT INITIALIZED	A transaction could not be processed due to an internal logic error. Call help desk.
-12	LOCATION NOT SET UP FOR MERCHANT	The terminal given in field 109 does not reference back to a valid card number/merchant key/location combination. Log into the Administrator Setup->ProtoBase Configuration area and verify that:  The terminal belongs to the proper location (Terminals).  The terminal and card type combination is setup with the proper merchant key (Card Tables->Edit).  The settings were successfully configured with ProtoBase (Run Configuration).
-13	UNABLE TO OPEN FILE	An attempt was made to open a file that does not exist. Probable cause is that the paths on the Global/Local INI File screens were not set up.  Log into PbAdmin, go into Administrator Setup->Global/Local INI File screens and save the information.  Verify paths on the Global/Local INI File screens and the environment variables.  Make sure the file MKEYLIST.DAT exists in the DB directory.  Verify that all of the files in the DB directory have read/write permissions set for all users.
-14	PROTOBASE OUTPUT FILE NOT FOUND	ProtoBase did not respond with an output file.  Verify paths are set properly on the Global/Local INI File screens and environment variables.  Verify ProtoBase is currently running.
-15	TRANSACTION NOT YET SUPPORTED	A transaction was received in the input file that is not currently supported by the Administrator System. Call help desk.
-16	FINAL AMOUNT TOO LARGE	A prior authorization or close transaction was received whose final amount exceeds the previously authorized amount for the matching reference/card number. Solutions:  Issue an authorization for the difference  OR  Setup the Administrator System to automatically do so by setting the "Auto Authorize Difference" flag to "Yes" in Location Information.
-17	SETTLEMENT IN PROGRESS	Transactions cannot currently be run because a settlement is in progress for this location. Try again later. If the problem persists and is confirmed that no settlement is actually in progress, set the "Settlement in Progress" flag to "No" in Location Information. (<Shift> + <F3> is the "hot key" combination to go to this field.) Also, go to Database Management->Modify Transaction Status and move "In Progress" to "Selected".
-18	INVALID DATA IN FIELD	The field number listed contains invalid data. Consult the "Input Fields with Descriptions" section for validation criteria.
-19	INVALID LENGTH FOR FIELD	The field number listed is either missing or contains invalid data. Consult the "Input Fields with Descriptions" section for valid lengths.

<b>Error #</b>	<b>Error Message</b>	<b>Reason/Solutions</b>
-21	CANNOT OPEN TABLE FILE	The reversal file "pbrevsup.txt" or history file "pbhstbl.tbl" could not be accessed.  Verify paths on the Global/Local INI File screens and environment variables.  Verify the files exist in the DB directory.  Verify files have read/write permissions for all.
-22	BATCH OUT OF BALANCE	For host capture systems only. The batch totals of the Administrator "shadow" file do not match what the host processor expects. Extra reconciliation with the processor should take place.
-23	ERROR MOVING TO HISTORY-BATCH GOOD	An error occurred while moving an approved settlement to history. These records will usually show up with a status of "I" on the Select/View/Edit Transactions screen.  Confirm with the processor that the settlement was accepted.  If batch was accepted, use the Database Management->Modify Transaction Status utility to move the in-progress (I) transactions to history.  If batch was not accepted, use the Database Management->Modify Transaction Status utility to change all of the in-progress (I) back to selected (X).
-24	ERROR RESETTING WORKING FLAGS-BATCH BAD	An error occurred while moving an approved settlement to history. These records will usually show up with a status of "I" on the Select/View/Edit Transactions screen. See above for procedures.
-25	ERROR RESETTING WORKING FLAGS-BATCH GOOD	An error occurred while moving an approved settlement to history. These records will usually show up with a status of "I" on the Select/View/Edit Transactions screen. See above for procedures.
-26	FILE NOT FOUND	An attempt was made to open a file that does not exist.  Verify paths on the Global/Local INI File screens and the environment variables.
-27	RETURN CODE NOT FOUND	An error occurred when trying to access file. Call help desk.
-28	SHELL PROGRAM NOT RUNNING	An error occurred while attempting to run the Administrator System on an OS/2 operating system and the shell program has not been started. Start shell program (PBSHELL.EXE).
-29	UNABLE TO CREATE CHILD PROCESS	An error occurred while attempting to spawn a process. Call help desk.
-30	FILE LOCKED	An attempt was made to access a file that is already locked by another process. Try again later, or look for *.LCK files in the subdirectory. If message continues, call help desk.
-31	UNABLE TO OPEN VALID.DAT	The specified file could not be opened. Check permissions, see if the file still exists, or look for *.LCK files.
-32	UNABLE TO OPEN REVSUP.TXT	The specified file could not be opened. Check permissions, see if the file still exists, or look for *.LCK files.
-33	(Not used at this time)	(Reserved for future use.)

<b>Error #</b>	<b>Error Message</b>	<b>Reason/Solutions</b>
-34	UNABLE TO OPEN PBERROR.TXT	The specified file could not be opened. Check permissions, see if the file still exists, or look for *.LCK files.
-35	UNABLE TO OPEN PBADERRS.TXT	The specified file could not be opened. Check permissions, see if the file still exists, or look for *.LCK files.
-36	UNABLE TO OPEN MKEYLIST.LCK	The specified file could not be opened. Check permissions, see if the file still exists, or look for *.LCK files.
-37	UNABLE TO OPEN MKEYLIST.DAT	The specified file could not be opened. Check permissions, see if the file still exists, or look for *.LCK files.
-38	UNABLE TO OPEN TERM.DAT	The specified file could not be opened. Check permissions, see if the file still exists, or look for *.LCK files.
-39	MASTER INDUSTRY ERROR	A transaction cannot be run through a terminal set to a "Master Industry" location.
-40	DEBIT CODE ERROR	A transaction illegal for Debit was attempted with the Debit qualifier set. This is an integration error.
-41	UNABLE TO OPEN PROTOBASE BATCH FILE	A batch file was not successfully created for ProtoBase to settle, or PbAdmin could not open a batch file after settlement. Check the batch file or other files in the settlement directory for errors. Call help desk.
-42	UNABLE TO OPEN PROTOBASE OUTPUT FILE	PbAdmin could not open the output file after a transaction was run through ProtoBase. This indicates ProtoBase abnormally terminated without returning an output file. Call help desk.
Any # not in this table	UNDEFINED ERROR	An unknown error was encountered. Call help desk and report the error number.

## PBAdmin Errors

The following errors may be displayed when accessing PBAdmin.

<u>Error</u>	<u>Description/Solution</u>
Access Denied!	The logged in user does not have security permissions to perform this function.
American Express Pending	There is already an American Express settlement pending. This deposit must be cleared either manually or by calling the processor to check the status via the "View Deposit Log" option. If there is no actual batch pending, change the "American Express Pending" flag to "No" in Location Information.
At least two fields must be used	At least two fields must be entered to perform a proper search.
Cannot access settlement file	The settlement file could not be accessed. ProtoBase is currently settling another batch. Try again later. Make sure permissions for the ProtoBase directory are set for read/write.
Cannot lock file. Already in use	The record is already in use by another process. The changes could not be saved. Try again later.
Cannot remove current user. NOT DELETED!	An attempt has been made to remove the logged in user. This is not allowed.
Card type not valid for this location	This card type is not set up for the location in question.
Changes have been saved	The changes have been successfully saved
Comm Director not running	During settlement, PbAdmin determines that the ProtoBase communications director is not running. Ensure the director is running.
c-tree Error	C-tree encountered a memory error. Increase the largest executable size (available memory)
c-tree Internal Error	For unknown reasons, an error occurred while attempting to access any of the c-tree databases. Possible reasons: <ul style="list-style-type: none"> <li>• Insufficient memory</li> <li>• The database is corrupted</li> <li>• Try reindexing the databases by using the "admbuild -a" command in the Administrator subdirectory or increasing the memory size</li> </ul>
Delete program not found	The program "admpurge" was not located in the base Administrator System directory.
Error configuring card types	The file "master.crd" in the Administrator DB directory could not be accessed. <ul style="list-style-type: none"> <li>• Verify file paths on the Global/Local INI File screens and environment variables.</li> <li>• Verify the directory and file permissions for the DB directory are set to read/write for all.</li> <li>• After running "Run Configuration", confirm the "master.crd" file exists.</li> </ul>

<b>Error</b>	<b>Description/Solution</b>
Error configuring modems	<p>The file "ucomm.dat" in the Administrator DB directory could not be accessed.</p> <p>Verify file paths on the Global/Local INI File screens and environment variables.</p> <p>Verify the directory and file permissions for the DB directory are set to read/write for all.</p> <p>After running "Run Configuration", confirm the "ucomm.dat" file exists.</p>
Error configuring processors	<p>The file "uproc.dat" in the Administrator DB directory could not be accessed.</p> <p>Verify file paths on the Global/Local INI File screens and environment variables.</p> <p>Verify the directory and file permissions for the DB directory are set to read/write for all.</p> <p>After running "Run Configuration", confirm the "uproc.dat" file exists.</p>
Error configuring terminals	<p>The file "uterm.dat" or "&lt;terminal&gt;.dat" files in the Administrator DB directory could not be accessed.</p> <p>Verify file paths on the Global/Local INI File screens and environment variables.</p> <p>Verify the directory and file permissions for the DB directory are set to read/write for all.</p> <p>After running "Run Configuration", confirm the files exists.</p>
Error deleting record	<p>The selected record could not be deleted:</p> <p>Record is already locked by another user. Try again later.</p> <p>c-tree encountered a memory error.</p> <p>The files in the Administrator System DB directory do not have read/write permission.</p>
Error during status check	<p>An error occurred during the American Express status check. Either no status was available, or some other error occurred. Try again later.</p>
Error executing ProtoBase configuration program	<p>The ProtoBase configuration program "pbconfig" could not be executed. Possible reasons are:</p> <p>"Pbconfig" is not located in the ProtoBase directory.</p> <p>You are running 32 bit ProtoBase with PBOS=DOS or PBOS=Client.</p> <p>The paths on the Global/Local INI File screens and in environment variables are invalid.</p> <p>"Pbconfig" does not have read/write/execute permissions set for all.</p>
Error Loading File – Not enough Memory	<p>The program is running out of memory. In a DOS system, increase available memory (largest executable program size).</p>

<b>Error</b>	<b>Description/Solution</b>
Error purging file	An error occurred while attempting to purge records from a file. Make sure that the Administrator System DB directory and all of its files have read/write permissions set for all.
Error rebuilding index	An error occurred attempting to reindex a file. Make sure that the Administrator System DB directory and all of its files have read/write permissions set for all.
Error saving file NOT SAVED	An error occurred while attempting to save a file. Verify file permissions.
Error setting up choice list	<p>The choice list file could not be created and read into memory. Possible reasons:</p> <ul style="list-style-type: none"> <li>• Not enough memory on machine</li> <li>• Choice list file "admlist.txt" is missing in the Administrator System DB directory</li> <li>• File paths on the Global/Local INI File screens or environment variables are incorrect</li> <li>• All files in the Administrator System DB directory do not have read/write permissions set for all.</li> </ul> <p>Possible Solutions:</p> <ul style="list-style-type: none"> <li>• Add memory to machine</li> <li>• Verify file exists in the DB directory</li> <li>• Verify paths are correct on the Global/Local INI File screens and environment variables</li> <li>• Verify that directory permissions for all ProtoBase and Administrator directories are set for read/write for all</li> </ul>
Error writing to printer	Check printer and printer settings.
File Saved Successfully	Your file was saved. (Not an error.)
File too Large for Default Viewer	File is too large to view with default viewer. Either install an optional internal viewer, or save/print file when prompted.
Insufficient Memory Available	Increase largest executable program size.
Invalid account number	<p>The account number is invalid.</p> <p>The card type is not setup to be accepted by this terminal.</p> <p>The card did not pass a MOD 10 check.</p> <p>The card number contained invalid data.</p> <p>The length is incorrect.</p> <p>Re-enter, or check configuration.</p>
Invalid amount entered	<p>The dollar amount entered is invalid.</p> <p>Missing decimal point.</p> <p>Too many numbers to add decimal point.</p> <p>Amounts may not be negative.</p>
Invalid expiration date	The card is expired or the date entered is not a proper date.

<b>Error</b>	<b>Description/Solution</b>
Invalid login. Access denied	The permissions set for this user do not allow access to this selection/function.
Invalid mag stripe info entered	The track information does not match between track 1 and 2.
Invalid Merchant Key	One of two errors have occurred: <ul style="list-style-type: none"> <li>The merchant key entered does not exist in the ProtoBase file "pbmerc.dat".</li> <li>While saving a terminal card table, a blank merchant key was encountered for a selected (checked" card range.</li> </ul>
Invalid password. Please reenter	The password corresponding to the previous login is incorrect.
Invalid printer parameters in file	The Administrator file "print.txt" contains invalid data, or is corrupted. Try selecting a different printer.
Invalid printer port	The port specified in the Location Information screen cannot be accessed
Invalid processor	The processor entered is not in the ProtoBase merchant file "pbmerc.dat". Please verify. Call help desk.
Invalid Range Entered for Card	A card BIN range must have a lower number on the left and a greater number on the right.
Invalid Record -- Duplicates Existing Entry	The entry you are saving already exists in the database.
Invalid selection	The value entered in this field is invalid. Press the [F2] key to view a list of valid values.
Invalid terminal/location combination entered	The terminal selected for this transaction does not belong to the currently logged in location.
No printer defined	No printer type has been defined in Location Information.
No records available for selection	PbAdmin cannot find any records of the requested type in the database.
No settlement pending	There is not settlement currently pending with American Express so the status check could not be performed. If this is incorrect, change the "American Express Pending" flag to "Yes" in Location Information and run again.
Printer is currently busy	Printer has sent back a busy signal, try again later.
Printer is out of paper	Printer is offline or out of paper
Printer is turned off or is offline	Printer is offline or not turned on.
Processor setup files not found	The ProtoBase setup files "pbset#.dat" and "pbmrc#.dat" are not currently located in the ProtoBase directory. Please verify. Call help desk.

<b>Error</b>	<b>Description/Solution</b>
ProtoBase Configuration program not found	The program "pbconfig" was not found in the ProtoBase directory: <ul style="list-style-type: none"> <li>• Verify the ProtoBase directories specified in the Global/Local INI File screens and environment variables are correct.</li> <li>• Verify that the executable "pbconfig" is located in the ProtoBase directory.</li> <li>• Verify the "pbconfig" program has read/write/execute permissions for all.</li> </ul>
ProtoBase is currently running a deposit	The reconfiguration could not be completed because ProtoBase is currently running a settlement. Try again later.
Record is No Longer Valid	A record on the screen has been deleted or changed. Exit and re-enter the Select/View/Edit Transactions screen to refresh the display.
Reference number not found	The reference number entered is not located in the current work file.
Report generator not found	The program "pbadrep" was not located in the base Administrator System directory.
Required Field not Entered – Not Saved	The cursor will be placed on the missing field when the message is cleared. Please enter a value for this field.
Restart ProtoBase to activate new settings	Upon successful completion of "Run Configuration" ProtoBase must be brought down and restarted for the updated values to be activated.
Sale not Valid—Use Prior Auth	Indicates that a Sale transaction has been entered for a non-host processor. Enter as a Prior Authorization transaction instead.
Selected file not found	The Administrator could not locate a required file. This can also happen if you perform a report that generates no data, or if your database contains no data. Call help desk.
Sorting program not found	PBSORT (for non-UNIX) or SORT (for UNIX) could not be executed.
Terminal Mkey does not match transaction Mkey	The terminal deposit Mkey currently defined does not match information in the transaction. You may attempt to fix this on the Database Management menu.
Terminal not valid for this location	The specified terminal is not set up for the current location. Select a valid terminal.
Transaction not found	No transaction was found that matched the entered criteria. Make sure the cursor is at the top of the database ([Shift]-[F7]) and try again.
Transaction status error - change not allowed	The status flag indicator of this transaction is set to a value that does not allow editing. Status flags that cannot be edited are: <ul style="list-style-type: none"> <li>• 'U' = Host Pending</li> <li>• 'P' = American Express Pending</li> <li>• 'I' = In progress for Settlement</li> </ul>

<b>Error</b>	<b>Description/Solution</b>
Transaction type error - change not allowed	<p>The transaction type/code of this transaction is set to a value that does not allow editing. Current transaction types that cannot be edited are:</p> <ul style="list-style-type: none"> <li>• Checks</li> <li>• Debit Sale</li> <li>• Debit Return</li> <li>• Debit Void</li> </ul>
Unable to access choice list file	<p>The choice list file could not be created and read into memory. Possible reasons:</p> <ul style="list-style-type: none"> <li>• Not enough memory on machine</li> <li>• Choice list file "admlist.txt", "admmodem.txt", or "admproc.txt" is missing in the Administrator System DB directory</li> <li>• File paths on the Global/Local INI File screens or environment variables are incorrect</li> <li>• All files in the Administrator System DB directory do not have read/write permissions set for all.</li> <li>• Exiting ProtoBase and *.lck files still exist.</li> </ul> <p>Possible Solutions:</p> <ul style="list-style-type: none"> <li>• Add memory to machine</li> <li>• Verify file exists in the DB directory</li> <li>• Verify paths are correct on the Global/Local INI File screens and environment variables</li> <li>• Verify that directory permissions for all ProtoBase and Administrator directories are set for read/write for all</li> </ul>
Unable to access help text file	<p>The help text file could not be read into memory. Possible reasons:</p> <ul style="list-style-type: none"> <li>• Not enough memory on machine</li> <li>• Choice list file "admhelp.txt" or "pbcfghlp.txt" is missing in the Administrator System DB directory</li> <li>• File paths on the Global/Local INI File screens or environment variables are incorrect</li> <li>• All files in the Administrator System DB directory do not have read/write permissions set for all.</li> </ul> <p>Possible solutions:</p> <p>See Error message above</p>
Unable to access modem file	<p>The file "ucomm.dat" in the Administrator System DB directory could not be accessed.</p> <p>Verify file paths on the Global/Local INI File screens and environment variables.</p> <p>Verify the directory and file permissions for the DB directory are set for read/write for all.</p> <p>If running "Run Configuration", confirm the "ucomm.dat" file exists.</p>

<b>Error</b>	<b>Description/Solution</b>
Unable to access PB MERC.DAT	The ProtoBase setup file "pbmerc.dat" cannot be accessed: <ul style="list-style-type: none"> <li>• Check ProtoBase paths on the Global/Local INI File screens and the environment variables for accuracy.</li> <li>• Verify the file "pbmerc.dat" exists in the ProtoBase directory.</li> <li>• Verify the file "pbmerc.dat" has read/write permissions set for all.</li> </ul>
Unable to access printer defs file	The Administrator file "print.txt" was unable to be accessed. <ul style="list-style-type: none"> <li>• Verify paths on the Global/Local INI File screens and environment variables.</li> <li>• Verify the file "print.txt" exists in the Administrator System DB directory.</li> <li>• Verify the file "print.txt" has read/write permissions for all.</li> </ul>
Unable to access processor file	The file "uproc.dat" in the Administrator System DB directory could not be accessed. <ul style="list-style-type: none"> <li>• Verify file paths on the Global/Local INI File screens and environment variables.</li> <li>• Verify the directory and file permissions for the DB directory are set for read/write for all.</li> <li>• If running "Run Configuration", confirm the "uproc.dat" file exists.</li> </ul>
Unable to access report file	The report file could not be accessed. No records were found to generate the report.
Unable to access selection list	The processor, terminal, or device list could not be built. Verify the Administrator System DB directory has read/write permissions set.
Unable to access terminal file	The file "uterm.dat" or "<terminal>.dat" files in the Administrator System DB directory could not be accessed. <ul style="list-style-type: none"> <li>• Verify file paths on the Global/Local INI File screens and environment variables.</li> <li>• Verify the directory and file permissions for the DB directory are set for read/write for all.</li> <li>• If running "Run Configuration", confirm the files exists.</li> </ul>
Unable to build selection list	The processor, terminal, or device list could not be built. Verify the Administrator System DB directory has read/write permissions set.
Unable to change directory	An unsuccessful attempt was made to change to a specific directory. <ul style="list-style-type: none"> <li>• Verify the ProtoBase directory paths on the Global/Local INI File screens and environment variables.</li> <li>• Verify the ProtoBase directory has read/write access set for all.</li> </ul>

<u>Error</u>	<u>Description/Solution</u>
Unable to change industry because unsettled records exist	An attempt has been made to change the location industry code while unsettled transactions are still in the current working database. Settle or remove existing settleable transactions.
Unable to execute Editor command	Unable to execute the optional internal viewer program. Check path on the Global/Local INI File screens.
Unable to execute settlement program PBADSET	The settlement program "pbadset" could not be executed. Possible reasons: <ul style="list-style-type: none"> <li>• "Pbadset" is not located in the ProtoBase directory.</li> <li>• The paths on the Global/Local INI File screens and in environment variables are invalid.</li> <li>• "Pbadset" does not have read/write/execute permissions set for this user.</li> </ul>
Unable to execute System command	Unable to "shell" to a subprogram. Check for bad COMPSEL (DOS) or PBOS setting.
Unable to open file	An error occurred while attempting to open a file. <ul style="list-style-type: none"> <li>• Verify paths specified on the Global/Local INI file screens and environment variables.</li> <li>• Verify all files in the Administrator System DB directory have read/write permission set for all.</li> </ul>
Unable to open PBCONFIG.CFG	The ProtoBase file "pbconfig.cfg" in the ProtoBase directory could not be accessed. Verify the directory and file permissions for this directory are set to read/write for all.
Unable to update selection list	The processor, terminal, or device list could not be built. Verify the Administrator System DB directory has read/write permissions set.
Unable to write to Administrator Log	The location's Administrator Log could not be updated. Make sure all of the files in the Administrator System DB directory have read/write permissions set for all.
Unable to write to printer port	The port specified in Location Information cannot be accessed. Check permissions, verify path, and configure the device name.

## ProtoBase Response Messages

Protobase issues the following messages when processing a credit card through RDP.

<u>Error</u>	<u>Description</u>	<u>Solution</u>
0000 COMPLETE	This transaction is successful.	None necessary.
0001 BAD DEVICE	ProtoBase has been configured to use a malfunctioning or nonexistent device.	Make sure a valid device is configured (modem or line). Make sure the configured device works.
0002 COMM DIRECTOR NOT RUNNING	Pbdirect, the communications director process, is not running	Ensure the Pbdirect is running and the pbd.LCK is present when Pbdirect is running.
0003 COMMUNICATIONS ERROR	ProtoBase was unable to complete the transaction due to an interruption in communications.	Retry the transaction. If continued failure, check phone and modem connections. Run the transaction again and watch the modem for proper operation. Check baud rate. Most third-party transaction processors communicate at 1200 baud.
0004 COMMUNICATIONS FAILURE	A fatal communications error has occurred. Similar to error #0003, but usually indicates a failure in the modem.	Retry the transaction. If continued failure, check phone and modem connections. Test modem with another communication software package. If these are OK, report problem to help desk.
0005 ERROR INITIALIZING PORT	Could not initialize port.	Check and repair malfunctioning communications port. Make sure configured port actually exists. Make sure that the device name matches that specified in the pbconfig.cfg file.
0006 MODEM DIAL ERROR	ProtoBase is unable to dial the modem.	Repair malfunctioning modem. Make sure a phone or data line is connected. Make sure correct Dial String, such as ATDT, is in the Device Configuration entry in the Configuration file, pbconfig.cfg.
0007 MODEM RESPONSE ERROR	Modem is not responding correctly.	Check and repair broken modem. Be sure modem is turned on and attached to correct port. Ensure that the Init string is defined properly in the Configuration file. Make sure that the max baud rate is larger or equal to the modem speed in the configuration file.
0008 NO ANSWER FROM HOST	Host did not answer.	Check phone number in the Processor Configuration entry in the Configuration file, pbconfig.cfg. Try transaction again.
0009 NO DIAL TONE	No dial tone.	Check and, if necessary, connect phone line to modem. If necessary, have phone line repaired. Be sure line is not in use.
0010 NO ENQ FROM HOST	Host did not send ENQ. A transaction or deposit was attempted and ProtoBase was unable to receive the initial character sent from the host computer.	Verify the phone number and baud rate are valid.

<b>Error</b>	<b>Description</b>	<b>Solution</b>
0011 NO HOST CONNECTION	No response from host on initial connection attempt.	Try again. Network connection not established. Check phone number and baud rate.
0012 NO PHONE NUMBER	No phone number in the Processor Configuration entry in the Configuration file, pbconfig.cfg.	Check Processor Configuration, and enter a valid phone number.
0013 NO RESPONSE FROM HOST	Host did not respond to transaction.	Try transaction again.
0014 NO RESPONSE FROM MODEM	Modem is not responding.	Check and repair malfunctioning modem. Verify the modem is turned on and attached to the correct port. Verify the Init string is defined properly in PBCONFIG.CFG. Verify the Max Baud Rate is greater than or equal to the modem speed in PBCONFIG.CFG.
0015 RECEIVE TIME OUT	Host did not respond in time.	Try transaction again.
0016 TRANSMISSION ERROR	A transmission error occurred.	Try transaction again.
0017 UNEXPECTED DISCONNECT	The telephone line disconnected before the transaction completed.	Try transaction again. Make sure Call Waiting feature is disabled.
0018 UNKNOWN PROCESSOR	SofTrans module for selected processor not present.	Check Define Terminal Section of Config File to be sure that proper processor is defined. Contact Help Desk to purchase appropriate SofTrans module, or select another processor.
0019 UNKNOWN PROTOCOL	PBCOM.DAT is missing a communications protocol definition or the file is corrupt.	Contact help desk.
0020 UNKNOWN DEVICE	ProtoBase has been configured to use a malfunctioning or nonexistent device.	Make sure a valid device (modem or line) is configured. Make sure the configured device works.
0022 BATCH FILE IS EMPTY	The user attempted to run a report or deposit with no current credit card transactions in the current batch file. The batch file must contain transactions to run a report or settlement from it.	Continue processing as usual.
0023 CANNOT CREATE HISTORY FILE	Unable to create batch History file.	Ensure that disk is not full and that permissions are set correctly.
0024 DEVICE FILE ERROR	Error in the Device Configuration entry of the Configuration file, pbconfig.cfg.	Usually caused by a scrambled file. Edit and repair the file. Run pbconfig.exe.
0025 INVALID TRANSACTION FILE	Bad or nonexistent input file.	Repair file; ensure that it is in the current working directory. Be sure path of input file points to the ProtoBase directory.

<b>Error</b>	<b>Description</b>	<b>Solution</b>
0026 PROCESSOR FILE ERROR	The Processor Configuration entry of the Configuration file, pbconfig.cfg, is missing, corrupt or contains an error.	Recreate the Processor Configuration entry in the Configuration file, pbconfig.cfg and run pbconfig.exe. If error persists, call Help Desk.
0027 PROTOCOL FILE ERROR	Pbcom.dat, the protocol file, is missing, corrupt, or contains an error.	Call Help Desk.
0028 UNABLE TO ACCESS BATCH FILE	Either no pbbatch.dat file exists, or the path to the file is incorrect. May be caused intermittently by transactions being recorded at the same time.	Check permissions. Supply correct path. Verify upload criteria. Delete any pbbatch.LCK files.
0029 UNABLE TO CREATE FILE	Cannot create any file.	Check permissions; make room on disk.
0031 UNABLE TO OPEN MERCHANT FILE	Cannot open pbmerc.dat, the merchant data file.	Make sure the live merchant file has been installed. Check permissions, supply correct path.
0032 UNABLE TO OPEN OUTPUT FILE	Cannot open output file, the data file to which the results of each transaction are written.	Check permissions, make room on disk.
0035 UNABLE TO OPEN TERMINAL FIELD #0109	Could not open TTTTTTTT.trm, the Terminal file.	Enter a valid value for field #109, Terminal ID as defined in pbconfig. Supply a valid correct entry for field #105, Data Files Path. Create a valid TTTTTTTT.trm terminal file. Note: The pbconfig.exe file entries are case sensitive.
0036 UNABLE TO OPEN TRANS FILE	Bad or nonexistent input file.	Repair file; ensure that it is in the current working directory.
0037 UNABLE TO READ FROM FILE	Corrupted disk.	Repair disk or reinstall ProtoBase.
0038 UNABLE TO WRITE TO FILE	Corrupted disk or permissions not set correctly.	Verify permissions; repair disk or reinstall ProtoBase.
0039 UNABLE TO OPEN DEVICE FILE	Cannot open pbdev.dat, Device Configuration data file.	Be sure file is in ProtoBase files directory. Check permissions. Run pbconfig and retry trans.
0040 UNABLE TO OPEN REPORT FILE	Cannot open file supplied in field #107, Report File.	Supply correct path and file name.
0041 INVALID ACCOUNT NUMBER FIELD #0003	Account number data is invalid. If the data was manually input, the account number may have been miskeyed.	Re-swipe or reenter the card data. If error occurs again, manually enter the account number and expiration date. If the error condition continues, ask the customer for another credit card or type of payment.
0042 INVALID ADJUSTMENT AMOUNT	The amount entered or passed from the POS product is invalid.	Re-enter the amount in the format 9999.99.

<b>Error</b>	<b>Description</b>	<b>Solution</b>
0043 INVALID AMOUNT	The transaction amount (field 2) entered or passed from the POS product is invalid.	Re-enter the amount in the format 9999.99.
0045 INVALID BATCH DEPOSIT LEVEL	Batch Deposit Level is not 1, 2, 3, or 4.	Check Configuration file for value of Batch Deposit Level field, Value must be 1 - all, 2 - deposit, for merchant number specified, 3 - deposit for cashier ID specified, or 4 - Deposit for terminal ID specified.
0046 INVALID CARD INFORMATION FIELD #0003	Account number data is invalid. If the credit card was input via a card reader, the magnetic stripe on the credit card may be damaged or the credit card may be fraudulent.	Re-swipe or re-enter the credit card. If error occurs again, manually enter the account number and expiration date. If the error conditions continues, ask the customer for another credit card or type of payment.
0047 INVALID CARD TYPE	The credit card being used for payment is not listed in the Card Type section of PBCONFIG.CFG for this terminal, or the BIN does not match any defined ranges in the CardType section. If the credit card was manually entered, the account number may have been typed incorrectly.	Try the transaction again. If error condition recurs, ask customer for another credit card or form of payment. Call Help Desk for assistance in customizing the Card Type entry in the Configuration file to include this type of credit card. Check the Processor configuration entry and Terminal Configuration entry to add the card type information and save the file. Acceptance of this card type must be input into the merchant's file on the third-party transaction processor computer as well.
0048 INVALID DATE ENTERED	Date entered is invalid.	Enter a valid date in format MMDDYY.
0049 INVALID EXPIRATION DATE FIELD #0004	Date entered is invalid.	Enter a valid date in format MMY. Ensure that no spaces exist in card account number.
0050 PIPE OPEN FAILURE	Indicates a system level failure. The system could not open the Interprocess Communication (IPC) link between the various elements of the ProtoBase system.	Check system permissions and system resources.
0051 INVALID INDUSTRY CODE ENTERED	Critical system error. Industry code read is not valid.	Call Help Desk.
0053 INVALID MAG STRIPE FIELD #0003	Invalid CRC (cyclical redundancy check) via a card reader. The magnetic stripe on the credit card may be damaged or the credit card may be fraudulent.	Re-swipe or re-enter the credit card. If error occurs again, manually enter the account number and expiration date. If the error condition continues, ask the customer for another credit card or type of payment.
0054 INVALID REFERENCE NUMBER	The reference number in Field 7 is either less than 1 or greater than 99999999.	Verify and re-enter a valid reference number, or call the Help Desk.

<b>Error</b>	<b>Description</b>	<b>Solution</b>
0057 INVALID TERM ID	Terminal ID in Field 109 is invalid.	Supply a valid terminal ID as defined in "Terminal Configuration Section," or define the terminal in the Terminal Configuration entry in the Configuration file, pbconfig.cfg file.
0058 INVALID TIME ENTERED	Time entered is invalid.	Enter a valid time in HHMMSS. Verify the system time is correct. Retry the transaction.
0059 INVALID TRANSACTION CODE	Critical system error. Transaction code in Field 1 is not valid.	Verify integration with POS System. Call Help Desk.
0060 UNDEFINED VALIDATION ERROR	The response from the host, as interpreted by ProtoBase, did not fit the pattern for an approved or accepted transaction. (this may be a DECLINE, HOLD CARD, CALL CENTER, etc.)	Retry transaction. If error condition recurs, request another form of payment. If this error occurs during testing, check the input data.
0061 CARD NOT MARKED FOR EDC IN BIN	A transaction type other than Authorization Only is being performed on a card type that has no Depositor set up for it in the Configuration file.	Ask to use another credit card or type of payment. Perform an Authorization Only transaction and then mail receipts to the bank via existing company procedures. Call Help Desk for assistance in customizing the Card Type section to include the desired credit card type. Check the Processor and Terminal sections in PBCONFIG.CFG to add the card type information. The merchant file, PB MERC.DAT, may also need to be edited for the desired card type to be accepted.
0062 MERCHANT NUMBER NOT IN PB MERC.DAT	PB MERC.DAT contains an invalid or test merchant number, or the Terminal section in PBCONFIG.CFG contains invalid merchant keys.	Edit the merchant keys in PBCONFIG.CFG. If the error continues, contact Help Desk for merchant update.
0063 PIPE READ FAILURE	Indicates a system level failure. The system could not read the Interprocess Communication (IPC) link previously opened between the various elements of the ProtoBase system.	Check system permissions and system resources.
0064 PIPE WRITE FAILURE	Indicates a system level failure. The system could not write to the Interprocess Communication (IPC) link previously opened between the various elements of the ProtoBase system.	Check system permissions and system resources.
0065 TRANSACTION NOT FOUND	An invalid reference number in Field 7 was entered during a Void operation.	Edit Field 7 in the input file. Retry the transaction.
0066 NO DELIMITER IN INPUT LINE	The comma is missing from a line in the input file. Can also be caused by blank line in input file.	Correct the input file.
0067 MISSING OR INVALID FIELD #	Field #xxxx is missing or invalid in input file. This field is required for the transaction.	Add or supply a valid value for the field number specified.

<b>Error</b>	<b>Description</b>	<b>Solution</b>
0068 INPUT LINE GREATER THAN 256 CHARS	An input line is too long.	Correct the input.
0069 INCORRECT ACCT LENGTH	Credit card # is incorrect.	Check credit card #. Verify that Card Type entry is pbconfig file is correct.
0071 NO DEPOSITORS FOUND IN BIN	Could not find a depositor in TTTTTTTT.trm, the terminal file.	Make sure that the depositor is specified for each card type for each terminal in the Configuration file.
0072 ERROR IN BATCH UPLOAD	There was an error during the settlement process.	Contact your processor and retry the settlement.
0073 INVALID BATCH DEPOSIT LEVEL	Deposit level in input file is incorrect.	Enter a valid value in field 111. Valid values are:  1 = All  2 = Deposit for merchant number specified  3 = Deposit for cashier ID specified  4 = Deposit for terminal ID specified.
0074 NO MATCHING RECORDS IN BATCH	Could not find record to void or modify.	Select a valid record.
0077 AWK FAILED	Awk failed to execute. Awk is a transaction and reporting system used with UNIX related systems. ProtoBase uses awk for file handling during batch deposits.	Check the path, and make sure the awk executable is not named differently.
0078 DEPOSIT IN PROGRESS, TRY LATER	Deposit for this merchant in progress.	Retry the transaction after the deposit is complete.
0079 UNABLE TO LOCK BATCH, TRY LATER	Could not lock Batch file to add transaction.	Try the transaction again later.
0081 UNABLE TO CHANGE DIRECTORY	Incorrect path given in field 105, 106, 107, or 108.	Supply valid paths for data files, batch file, report file, and history files. Make sure the trailing slash (\) character exists.
0084 NOT ENOUGH MEMORY	ProtoBase was unable to allocate enough memory to run the requested transaction.	Add memory to the system, or fire up existing memory. Be sure that the Softrans files or Merchant file were compiled on the proper system, intel vs non-intel.
0085 COMM PROCESS TERMINATED	Pbcom processing ended abnormally.	Run pbkill to shut down pbdirect. Check configuration; retry transaction. If problem persists, call Help Desk. If pbcom is not present, delete UNX* and *.LCK files, kill the pbdirect process and restart pbdirect.

<b>Error</b>	<b>Description</b>	<b>Solution</b>
0086 COMM NOT AVAILABLE	Pbdirect cannot locate pbcom.	Check Configuration file to make sure that the correct devices are configured and the number of requests for each device have not exceeded their limits. Also make sure a device is available for the desired processor. Stop and restart pbdirect. Check permission of pbcom.
0087 UNABLE TO OPEN CUHIST.NDX	Could not open history index.	Supply valid path for field #108, History file path, or correct permissions.
0088 NO RESPONSE FROM COMM DIRECTOR	Pbdirect not running. Pbd.LCK exists and pbdirect appears to be running but is not.	Remove pbd.LCK and UNX*. Kill the pbcom process if necessary and restart pbdirect.
0089 CANNOT FIND FILE PATH	Batch file cannot be located.	Check file path for input file. Check history or bad files for batch file to be deposited.
0090 COULD NOT ACCESS FIELD CHK DATA	Wrong version of SofTrans module loaded for this processor.	Call Help Desk.
0091 NO DEVICES ARE AVAILABLE	Cannot access comport specified.	Check config file for device specified. Ensure that the Max Baud in the device is greater than or equal to the Baud Rate in the processor section.
0092 UNABLE TO RESTORE VOID TRANSACT	Unable to restore void.	Check reference # to match with voided transaction.
0093 – 0100 UNDEFINED MISC ERROR (S)	An error has occurred and ProtoBase was unable to define the cause	Try transaction again. If this persists, call Help Desk.
<i>Note: Responses to messages numbered from 101 to 117 are normally status responses for ongoing transactions. Numbers 101, 102, and 103 may be returned if the maximum number of tries have been exceeded in any one transaction. These status messages return during the course of each transaction and may be directed to the terminal device if desired.</i>		
0101 MODEM ERROR		No fix necessary. See note above.
0102 MODEM BUSY		No fix necessary. See note prior to message 0101.
0103 MODEM NO ANSWER		No fix necessary. See note prior to message 0101.
0104 MODEM RINGING		No fix necessary. See note prior to message 0101.
0105 DIALING		No fix necessary. See note prior to message 0101.
0106 WAITENQ		No fix necessary. See note prior to message 0101.
0107 ONLINE		No fix necessary. See note prior to message 0101.
0108 TRANSMIT		No fix necessary. See note prior to message 0101.

<b>Error</b>	<b>Description</b>	<b>Solution</b>
0109 WAITING		No fix necessary. See note prior to message 0101.
0110 RECEIVE		No fix necessary. See note prior to message 0101.
0111 COMPLETE		No fix necessary. See note prior to message 0101.
0112 RESPONSE		No fix necessary. See note prior to message 0101.
0113 HEADER		No fix necessary. See note prior to message 0101.
0114 PACKET		No fix necessary. See note prior to message 0101.
0115 HANGUP		No fix necessary. See note prior to message 0101.
0116 INACTIVE		No fix necessary. See note prior to message 0101.
0117 ACK		No fix necessary. See note prior to message 0101.
0118 NO DIRECT PROCESSOR	A direct processor has been indicated in the Processor Configuration entry in the Configuration file, when no direct line is present.	Add direct line or reconfigure for dial-up processor.

## Input Fields with Descriptions

This section describes the fields that are in the input file that RDP creates.

<u>Field Number</u>	<u>Field Name</u>	<u>Data Type</u>	<u>Size/Format</u>
1	Transaction Type	Numeric	2
2	Transaction Amount	Decimal Amount	99999.99
3	Account Number/ Track	Anything	128
4	Expiration Date	Numeric	MMYY
6	Authorization Number	Anything	6
7	Reference Number	Alpha Numeric	12
9	Batch Number	Numeric	8
12	Force Flag	Numeric	1
15	PS2000 Data	Alpha Numeric	23
16	PS2000 Amount	Alpha Numeric	9999.99
18	Debit PIN Number	Alpha Numeric	20
32	Transaction Date	Date	MMDDYY
33	Transaction Time	Time	HHMMSS
34	CPS PSI Indicator	Alpha Numeric	1
35	CPS Transaction Code	Alpha Numeric	4
36	CPS Transaction ID	Alpha Numeric	15
37	CPS Authorizer	Alpha Numeric	1
38	Reason Code	Alpha Numeric	2
39	POS Entry Mode	Alpha Numeric	4
40	CVC Error Indicator	Alpha Numeric	1
41	Mag Strip Quality Indicator	Alpha Numeric	1
42	Authentication Code	Alpha Numeric	6
100	X Display Coordinate (DOS Only)	Numeric	2
101	Y Display Coordinate (DOS Only)	Numeric	2
105	ProtoBase Data Path	Alpha Numeric	50
106	Batch Path	Alpha Numeric	50
107	Report Path	Alpha Numeric	50
108	History Path	Alpha Numeric	50
109	Terminal ID	Alpha Numeric	8
110	Cashier ID	Alpha Numeric	7
112	Processor ID	Numeric	2
115	Transaction Qualifier	Numeric	3
118	Reversal ID	Numeric	1

<u>Field Number</u>	<u>Field Name</u>	<u>Data Type</u>	<u>Size/Format</u>
125	Retrieval Reference Number	Numeric	8
126	Acquiring ICA	Alpha Numeric	2
127	Authorization Characteristic Indicator	Alpha Numeric	1
128	Original Authorization Amount	Numeric	9
129	Preferred Customer Indicator	Alpha Numeric	1
130	Total Authorized Amount	Numeric	9
	<b>Lodging</b>		
300	Change Description	Numeric	2 <sup>4</sup>
301	Folio Number	Numeric	8
302	Room Rate	Decimal Amount	999.99
303	Check-in Date	Date	MMDDYY
304	Check-out Date	Date	MMDDYY
305	Program Code	Numeric	2
306	Tax Amount	Decimal Amount	9999.99
307	Length of Stay	Numeric	6
308	Ticket Number/ROC Number	Alpha Numeric	10
309	Operator/Server ID	Numeric	6
310	Room Number	Alpha Numeric	4
311	Extra Charges	Decimal Amount	9999.99
312	Extra Charges Reason	Numeric	6 <sup>5</sup>

<sup>4</sup> Charge Description values: 00-Health Spa, 01-Lodging, 02-Food/Beverage, 03-Gift Shop, 04-Beauty Salon, 05-Convention Fees, 06-Tennis/Pro Shop, 07-Golf/Pro Shop, 08-Unassigned, 09-Unassigned

<sup>5</sup> Extra Reason Codes: 0-None, 2-Restaurant, 3-Gift Shop, 4-MiniBar, 5-Telephone, 6-Other, 7-Laundry



# OWNER ACCOUNTING

## OVERVIEW

This chapter is designed for customers using RDP's whole ownership system (one owner per room). It provides an explanation of owner accounting features. Topics include:

- Creating an Owner Master
- Transferring Ownership Of Rooms
- Secondary Owners
- Folio Transactions and Owner Statements
- Processing Owner Income with Option 912
- Posting Transactions to Owner Masters
- Transferring Owner Reservation Balances at Checkout
- Automatically Posting Reservation Cleaning Fees
- Printing Owner Monthly Statements
- Changing Owner MTD/YTD Statements
- Recording Payments from Owners
- Making Payment Corrections
- Generating Refunds
- Inquiring on Owner History - Option 502
- 1099 Statements
- Owner Statement Checklist

---

## Order of Events

Following is a summary of the steps required to properly handle owner accounting. A complete explanation of each step follows this summary.

1. Rooms are defined and owners are entered. (See the **Rooms** chapter in the User's Manual for more information)
2. Create owner masters with option 200 on the Owner Master menu.
3. Reservations are entered, checked-in, and checked-out.
4. Option 912 processes reservation income to owners.
5. Transactions can be posted directly to owner masters for owner charges.
6. Statements are printed, reviewed, and re-printed.
7. Payments are collected.
8. Historical inquiry is available.
9. 1099 statements can be printed.

## CREATING AN OWNER MASTER

Add owner masters with option "200" - "Add Owner Information" on the Owner Master menu (12). A sample completed owner master follows:

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual		000250	
10:51 AM	RDP200	12.01	(00049)
Owner Number	123	Entered By/Date	12/01/97
Owner Type	(1) 3B Three Bedroom Co	Remarks-4	(20)
Property Cd	(2)	Remarks-5	(21)
Last/First	(3) Agassi/Andre	Remarks-6	(22)
Address - 1	(4) 1 Rebel Place	Remarks-7	(23)
Address - 2	(5)	Remarks-8	(24)
City Name	(6) Las Vegas	Remarks-9	(25)
State	(7) NV Zip (8) 85111	Remarks-10	(26)
Country	(9)	Remarks-11	(27)
Spouse Name	(10)	Remarks-12	(28)
Phone - 1	(11) 805-114-7430	Open Item (N)/Balance Fwd (Y)	(29) Y
Phone - 2	(12)	Generate checks if Bal. Due	(30) Y
Unique Charge	(13) 0.00	Group Master	(31)
Room# Owned	(14) 123 % 100.00	Balance Due	0.00
Trust Amount	(15) 0.00		
E-Mail Address	(16)		
Remarks-1	(17)		
Remarks-2	(18)		
Remarks-3	(19)		

File, Exit or Field number F7 Transactions  
 F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Reservations

It is very important to pay attention to the use of the terms "room number" and "owner number" in this documentation. Room numbers apply to the physical room rented, and are added with option 200 on the Room Master menu. Owner numbers refer to the owner of a given room number. Owner numbers are added with option 200 from the Owner Master Menu. The room must always be created *before* the owner master. **All reservations are made for room numbers and not owner numbers.** The owner number usually matches the room number.

### Owner Type

The owner type should match the room type. For example, if the owner owns a 1B (one-bedroom) room, the owner type should be 1B. Owner types must be defined in table C2 before they can be assigned to either room numbers or owner numbers.

Option "212" - "Global Post Owner Charge" allows transactions to be posted to all owners of one owner type at the same time. For example, if a \$100 management fee is charged to all owners of type 1B, option 212 can post a charge to all owners of type 1B with only a few keystrokes.

There are two special owner types, Z and OLD. Type Z is reserved for entering "secondary" owners, defined as more than one owner of the same room. See **Secondary Owners** in this chapter. Use type OLD when an owner sells his room and the history of both the old owner and the current owner need to be maintained. See **Transferring Ownership of Rooms** in this chapter.

## Property Code

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 charge, be disbursed amongst 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". Properties qualified on a room's property code in order to print various housekeeping reports by location.
4. Group status 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 rooms called "maid zone" to allow the customer to do both property code accounting and maid reports independently. The Group Tentative/Definite status codes are moved to a new look-up table to separate them from property codes entirely.

### Summary of Property Codes

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 now property code. And, all rooms added to the system with a room type of "King Ambassador (KA)" default to a property code 20.

```

* UPDATE TABLFILE.DAT *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:14 AM RDP090 12.01 (00042) 000250
Table C2 Room Type Validation 03 06 01 24
Sub-record Number KA
( 1)-Description King Ambassador
( 2)-Room Type Sequence-1
( 3)-Room Type Sequence-2
( 4)-Room Type Sequence-3
( 5)-Base 2
( 6)-Look Qualifier 0/G/T/C/Y 0
( 7)-Property Code 20
( 8)-Display in IRM (Y/N)

```

### General Ledger Enhancements

It is now possible to enter a "PC" in the offset accounts for the B1, B2, B7, and TAX1 - TAX4. This allows true separation of G/L accounts based on property code. When this feature is activated, room moves between property codes are NOT allowed.

General Ledger accounts based on property code may be added to the B1, B2, B7, and TAX1 - TAX4 Ledgers.

Ledger Code	Name of Ledger	Offset Account
B1	Advance Deposit Ledger	2220PC
B2	In-House Guest Ledger	1100PC
B3	City Ledger - Group Master Accounts	1140
B4	Credit Card Company Ledger	11400
B5	Vendor Ledger	22000
B6	Travel Agent Ledger	1101
B7	City Ledger - Owner Billing	1110PC
TAX1	VAT	2000PC
TAX2	Tax Account #2	21002
TAX3	SERVICE CHARGE	2300PC
TAX4	Tax Account #4	21004

Enter Ledger Code to Change      Press <Esc> when editing is complete

**Room Moves and Property Codes**

With the property code features activated in Version 12, 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.

\* CHANGE RESERVATION DETAIL \* 000250

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - 012 RDP Manual

11:22 AM RDP120E 12.01 (00048)

Last/First Name Allen/Tim R# 179 Ty P4 Room 905 Ty RA

Comment-4 (44) Prop. Code 20

Comment-5 (45)

Comment-6 (46) Other Charge 0.00

Comment-7 90.00

Comment-8 0.00

Cash Customers 0.00

Comment-10 (50) Agent 3 (61) 0.00

Comment-11 (51) Room (62) 905 0A 130.00

Comment-12 (52) Guest Hist. 65 304.00

Comment-13 (53) Credit Limit (63) 0.00

Comment-14 (54) Refund Amount 0.00

Comment-15 (55) Cancellation Number

Comment-16 (56) Canc. Reason (64)

Entered By/Date RESERV 01/18/1998

Last Changed By(58) RDP 03/01/1998 Last RDP211 Posting NOT POSTED

Early Departure Long Term: Last Posting

Check-in/Check-out

E-Mail Address (66)

Check-in, Yield Mgmt, Search, File, or Field Number

PgUp Page 1 F9 Post Charge F8 Itinerary

F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 View Folio

The property code is listed on the second reservation page.

---

### **Enabling Property Codes**

Use the following steps for implementing the property code features described above. Please contact RDP Support with any questions.

1. Set switch 422-12 to "Yes".
2. Build the R2 table with the required Property Codes.
3. Add the Property Code to field #6 for every Room Type in the C2 Table.
4. Run RDP995 to set the PC on all rooms based on field #6 of the room type in Table C2.
5. Add all GL Account numbers using 182-6, include accounts for all PC combinations.
6. Using 182-1 set the offset accounts using the PC logic for the desired accounts.
7. Using 182-2 and 182-3 add the Transaction codes and GL accounts as desired.

---

### **Last/First Name**

Enter the owner's name, last name first, followed by a "/" and then the first name. For sorting purposes, it is critical to enter the "/" character to separate the last name from the first. Additionally, be consistent with the use of upper and lower case letters. A maximum of 24 characters is allowed, including the slash.

---

### **Address**

Enter the owner's address, city, state, zip, country, spouse name, and phone numbers.

---

### **Unique Charge**

Each owner is allowed one "unique" charge. A unique charge is posted to all owners at the same time, but is a different amount for each owner. An example might be a monthly management fee that is unique per owner. One owner might be \$150/month, another \$155/month, a third \$160/month, etc. The system allows up to 1000 charges per month for each owner. The unique charge field on the owner master should only be used for a *unique* recurring charge per owner. The various charge methods allowed for owners are:

1. A specific charge can be posted to one owner.
2. The same dollar amount can be posted to all owners of one owner type, or all types.
3. A recurring charge that is *unique* for each owner can be posted to all owners automatically.



*See Posting Transactions Directly to Owner Masters in this chapter.*

---

## Room # Owned

The Room Number field on the owner master refers to the room number owned. The system defaults this field to match the owner number. RDP strongly suggests that owner numbers and room numbers are the same. <F3 - LOOK> provides a list of all room numbers in the system.

---

## Percentage (%)

The percentage that appears to the right of the Room Number field is a display only field that is either 100 or 0. A 100 indicates the owner for the room number. All reservation revenue processed with option 912 is always posted to the current active owner. Any owner with a type other than Z or OLD is considered the active owner and is displayed as 100. Any type Z (secondary owner) or OLD (old owner of the room) owners are displayed as zero and will never receive any reservation revenue.

---

## Trust Amount (Withhold from Revenue)

The system can hold a trust balance that is unique for each owner when statements are printed and closed with option 564. For example, assume \$500 is the trust amount. When statements are printed and closed with option 564, the system only generates a check to the owner for an amount greater than \$500. The following example looks at the effect of the trust amount field on a series of statements. When looking at this example, keep in mind that a negative balance is an amount owed to the owner and a positive balance is an amount due from the owner.

<u>Description</u>	<u>Statement 1</u>	<u>Statement 2</u>	<u>Statement 3</u>	<u>Statement 4</u>
Balance From Last Statement	0.00	500.00 (Trust)	295.00 (Balance from Statement 2)	150.00
Payments Recvd From Owner	0.00	0.00	205.00	350.00
Gross Reservation Revenue	1000.00	300.00	0.00	1500.00
Management Fee	(350.00)	(105.00)	0.00	(525.00)
Direct Charges	<u>(100.00)</u>	<u>(400.00)</u>	<u>(350.00)</u>	<u>(250.00)</u>
<b>Net Due to Owner</b>	550.00	295.00	150.00	1225.00
Trust Amount to Hold	500.00	500.0 0	500.0 0	500.0 0
Amount of Actual Check	50.00	0.00	0.00	725.00
<b>Amount Due From Owner</b>	N/A	205.00	350.00	N/A

Notice on the first statement, the net due to the owner is \$550. However, since the trust amount on this owner is \$500, the system generates a check for \$50.00. The balance forward to the next statement is \$500 (the trust amount). On statement two there were more direct charges than revenue, resulting in a balance due the owner of \$295. Since this amount is less than the trust amount of \$500.00, the system generates no check at all and carries the balance due of \$295 to statement three. Please note that the system does not attempt to bill the owner for the difference between the trust balance and amount due. On statement two, \$500-295=\$205 is the amount that the owner needs to pay to reach the trust balance of \$500. To bill the owner for \$205, a different procedure is used - see **Trust Billing** below.

---

## Remarks

Remark-1 is used for the owner's social security number for 1099 statements. Remark fields 2 - 12 can be used to track any miscellaneous information, such as secondary addresses or important dates (purchase date, sale date, etc.) These comment fields can be changed to reflect the data entered.

---

## Open Item (N) or Balance Forward (Y)

"N" - No	Do NOT allow automatic payment of the oldest open transactions. Payments must be matched with specific charges. Enter an N if Open Item statements are used.
"Y" - Yes	RDP has the ability to automatically pay off the oldest open transaction for an owner. With this method, the payment is recorded WITHOUT matching it to specific charges. Enter a Y if Balance Forward statements are used. RDP recommends the use of Balance Forward statements for owners.

---

## Generate Checks

When balance forward statements are printed and closed with option 564 on the Owner Master menu, the system provides the option to generate checks for all owners with a negative balance due. A Yes answer to this question generates a check for the owner if his balance due is negative. Answering "No" will not generate a check even though the owner may have a negative balance due. Most customers pay owners their share of rental income, less direct charges. In this scenario, enter "Y" (YES). However, if all income is held on account for a particular owner, enter "N" (NO).

---

## Trust Billing

The trust amount in the owner master explained above can only be used as an automatic device to withhold payment of reservation revenue. In the previous example, the owner has a trust amount of \$500, telling the system to only pay the owner when the balance due exceeds \$500.00. On statement number 1, there was a Net Due to Owner of \$550.00, but the system only paid the owner \$50.00 because of the trust amount of \$500.00. On statement 2, the Net Balance Due to the Owner was \$295.00, which is below the trust amount of \$500.00, and the owner is paid nothing.

However, some properties wish to bill the owner to replenish the trust. Their view is the owner still owes \$205.00 (the trust target of \$500.00 less the balance already held from the owner of \$295.00). The system will not automatically print a statement billing the owner for the \$205.00. If owners should be billed for the trust amount, a procedure requiring manual transfer codes must be implemented. For example, assume a new owner (number 123) requiring a \$500.00 trust balance at all times is entered into the system. The procedure for replenishing the trust amount follows:

1. Add owner number 123 as the regular owner. Set the owner to have a trust amount of zero.
  - A. Add a second owner (the trust owner) to the system with the following characteristics:
    - Use a number of "xxxTR", where "xxx" is the owner's actual number. In this example, 123TR.
  - B. Use owner type ZTRUST. (Add to C2 table first).
  - C. Use a name of "Last/First (Trust)", for example, Agassi/Andre (TRUST). Use the owner's actual address.
  - D. The room number, field #14, should be blank.

- E. Set field #16 - Generate Checks for Balance Due When Statements are Printed to NO. This prevents the system from generating refund checks to the trust owner.
2. Make sure the trust amount in field #17 is zero.
3. To bill the owner for the original trust requirement of \$500.00, define a B7 transaction code 90 as "Trust Transfer \*". Make sure the asterisk is in the last character of the description to allow a different description each time code 90 is used.
4. Use option 210 from the Owner Master menu to post code 90 to the actual owner for \$500.00, with a description of "Initial Trust Balance". A statement can then be printed for the owner showing a balance due of \$500.00.
5. Use option 210 from the Owner Master menu to post code 90 to the trust owner for \$-500.00 (negative 500). Use a description of "Transfer from Owner". This statement will be printed in the "all" mode but is not normally sent to the owner.
6. The actual balance due from the owner is the sum of the balance due on owner 123 and 123TR. In this example, when the owner is first billed, owner 123 has a balance due of \$-500.00 and owner 123TR has a balance due of \$500.00, giving a "settlement balance due" at this instant of \$0.00.
7. When the owner makes the payment of \$500, apply this in the autopay mode to the actual owner number 123. This brings the balance due on owner 123 to \$0.00.
8. Use code 90 to move the balance from owner 123 to and from 123TR as needed.

---

### <F6 - NOTES>

The <F6 - NOTES> feature is available for reservations, travel agents, rooms, group masters, past guests, credit card masters, and owners. <F6 - NOTES> is particularly useful for owners. Many customers use notes to track additional owner information. Use <F4 - USER HELP> for "static" information on rooms or owners (room inventory, room description, etc.), and the notes feature for variable information that changes frequently. <F6 - NOTES> can be attached to the room or any owner including owner type OLD and can be customized so that a "standard" <F6 - NOTES> screen appears when the additional information is accessed.

## TRANSFERRING ROOM OWNERSHIP

The system separates the room number and the owner number to facilitate the processes of transferring ownership and maintaining old owner history. The procedure is:

1. The Room# Owned field (#14) is blanked out on the old owner and the room type changed to OLD. Ensure all owner revenue has been processed with option 912 before blanking out this field.
2. The new owner is entered. If desired, a comment field can be used to record the date of transfer. The Room# Owned field is entered with the correct room number, forcing the 912 program to transfer all reservation revenue to the new owner.
3. All historical transactions are still linked to the old owner. All reservation activity (future and past) is still linked to the room number. The change is complete.
4. 1099's can be printed for both owners.

From this point on, any attempt to access the old owner will begin with the following warning:

```
Owner type is OLD. Do you wish to continue? (Y/N) █
```

Enter a "Y" to continue posting charges to the "OLD" owner or an "N" to return to the standard owner access screen, where a different owner may be accessed.

## SECONDARY OWNERS

Adding a secondary owner is very similar to adding a standard owner with two exceptions:

1. The room type on the secondary owner master record is "Z", signifying a secondary owner.
2. The percentage of ownership will automatically default to zero. Charges may be posted directly to a secondary owner, payments may be received and statements generated. However, all revenue from the room owned will appear on the primary owner's statement. The system does not automatically divide revenue based on an ownership percentage.

The example presented earlier in this chapter showed Andre Agassi owning room 123. If Andre's brother Emile owned a portion of room 123, Emile is entered as a secondary owner. The primary owner should have the owner number equal to the room number. For secondary owners, use a number close to the room number, for example 123A. When completed, Emile's owner master record looks similar to the following:

**Add Owner Information** 000128

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U1  
10:20 AM RDP200 11.02 (00026)

Owner Number 123A  
Owner Type (1) Z Secondary Owner  
Property Cd (2)  
Last/First (3) Agassi/Emile  
Address - 1 (4) 1220 Cannon Pl.  
Address - 2 (5)  
City Name (6) Lost Wages  
State (7) NV Zip (8) 11111  
Country (9) USA  
Spouse Name (10)  
Phone - 1 (11) 702/887-0990  
Phone - 2 (12) 522-09-0099  
Recur. Chg. (13) 0.00  
Unit# Owned (14) 123 % 0.00  
Trust Amount (15) 0.00  
Remarks-1 (16)  
Remarks-2 (17)  
E-Mail Address (18)  
Balance Due 0.00

File, Exit or Field number  
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Reservations

For our example we have decided that all secondary owners have an "A" after their owner number.

The owner type is "Z" for secondary owners.

The percentage owned defaults to zero for secondary owners.

The unit number owned is the actual unit.

## Rental Revenue for Secondary Owners

The system will not divide revenue from a single room across multiple owners. To do this manually:

1. Create a transaction code in the B7 ledger to represent rental income for secondary owners.
2. Create a rental income transfer transaction in the B7 ledger for transferring a portion of the rental income from the primary owner to the secondary owner.
3. Calculate the secondary owner's share of the revenue and post the revenue transaction directly to the master. Be sure to post it as a negative number since this is a credit and not a charge.
4. Post the transfer transaction directly to the primary owner for the amount of the secondary owner's rental income. This should be a positive since it is "charging" the primary owner.
5. Process payments and statements for both owners normally.

## FOLIO TRANSACTIONS AND OWNER STATEMENTS

Owner statements are comprised of reservation revenue less management commission and direct charges. Owners are paid based on folio transactions. Whenever a transaction is posted to a folio, the system immediately calculates the owner's portion and places the transaction in a queue to be paid to the owner the next time revenue is processed with option 912. Owners are not paid on transactions posted to group masters, travel agents, or credit card masters. This section describes how reservation revenue flows from the reservation to the owner statement.

### Transactions on Advance Reservations

Reservations show totals for estimated room charge, other charge-1, other charge-2, and security deposit. These totals are always equal to the sum of the transactions on the reservation. In the example below, Travis McGee has a reservation with estimated total room charges of \$195.00.

```

* CHANGE RESERVATION DETAIL *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - 012 RDP Manual
3:27 PM RDP120E 12.01 (00048) 000250
Reservation Number 335 Type P1 U ADVRES Room# (1)716 Type (2)1B
Arrival Sun (3) 03/01/1998 Nts (3) 3 Departure Wed (3) 03/04/1998
Last/First Name(16) McGee/Travis (4) Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 (17) The Busted Flush Plan/Rate(5) FLYR (6) 65.00
Address - 2 (18) Slip F-18 Total Room Chg (7) 195.00
City Name (19) Ft. Lauderdale State(20) FL Other Charges 33.00
Zip & Country (21) 22090 (22) Sec. Deposit 0.00
Home/Bus Phone (23) (24) Total Tax (8) TA 13.65
CC Name/Exp/Aut(25) (26) (27) Total Charge 241.65
CC #/Authorize$(28) (29) 0.00 Deposit (9) 0.00
Market Code (30) Regular Guest PN Total Balance Due 241.65
Share-With (31) VIP (32) N Deposit Date (10) *** N/A **
Prt. Confirm. (33) Y Maid(34) Y GTD(35) N GrpMst(11) 0.00
Mail Conf. To (36) Srce of Bus(37) 00 Conf. (12) 0.00
Daily Post (38) Y Move OK?(39) Y Grpldr (13) 0.00
Housekeeping (40) Guest Folio A (14) IP 0.00
Comment-2 (41) Dly Chg(43) Set Guest Folio B (15) IP 0.00
Comment-3 (42) Request(70) No Guest Folio I 241.65
Pre-deduct Agent Comm 0.00
Check-in, Yield Mgmt, Search, File, or Field Number
PgDm Page 2 F9 Post Charge F8 Itinerary
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 View Folio
    
```

Press <F7 - TRANSACTIONS> to view the B200 code that corresponds to the \$195.00 room charge and \$13.65 tax for a total of \$208.65:

Transaction Detail (EXP120GL.TXT)									
Date	P	Tx Code	Description	Charge	Tax	Total	F	Pkg	N
>03/01*		B200	Frequent Flyer	195.00	13.65	208.65	I	U	
03/01*		B223	Parking Garage	30.00	0.00	30.00	I		
03/01*		B224	Parking Surcharge	3.00	0.00	3.00	I		

**B200 Transaction**

Every future reservation with a non-zero estimated total room charge has a B200 transaction equal to the total room charge. These are pre-posted transactions (not yet "real" to the financial reports). This B200 code includes a rate plan description, Frequent Flyer in this example. Switch #421-2, Use Nightly Charge - Room ##### as desc. on non-package plans, controls whether or not the system displays the above description or the text "Nightly Room Charge - Room 716" on the guest folio.

**Pre-Posted Transaction Flag**

Transactions on future reservations are considered "pre-posted". A pre-posted transaction does not appear on any night audit reports or in the general ledger. To determine if a given transaction is pre-posted, highlight it and press <F3 - DETAIL>. If the "Pre-posted?" field in the bottom middle of the screen has an "\*", the transaction is pre-posted. If this field is blank, the transaction has been posted on a checked-in reservation and will appear on all audit reports. The detail screen appears as follows:

Trans Detail Page#1 (EXP120FD.1XT)

Date	P Code	Description	Transfer From	Transfer To	Total Charge	F T*	Pkg *M	N P
03/01/98*	B200	Frequent Flyer			208.65	1	0	

Res#/Type	335	P1	Shift	1	Initials	XX	Price	65.00
Room Number	716		PrePosted	*	No Print		Quantity	3.00
Room Type	1B		Rate Plan	FLYR	Override		Ext. Cost	195.00
Tx Time	15:25		Package	U	Override		Tax 1	13.65
Sequence	00001958		900 Post	P	9			
Program Name	RDP100Y		Bucket	R				
Tran To Res#			Grp Master#				Grp Mst Amt	0.00
Tran Fr Res#			SDC Ref.#				Grp Ldr Amt	0.00
CCard Name			Folio	1	Override		Indiv. Amt	208.65
CCard Auth#								
CCard Number								

Esc Prev Screen F9 Daily Pkg Mstr F10 No Print PgDn Scrn 2

**Changing Estimated Totals on Advance Reservations**

When advance reservations are changed the system automatically recalculates the estimated total room charge. The estimated totals shown on the reservation are changed as well as the total on the B200 transaction. Whether dealing with an advance reservation, a checked-in guest, or a historical reservation, the reservation totals are always equal to the sum of the transactions.

**Reservation Posting Options**

With RDP's Enhanced Rates and Packages module (RN), room charges must be posted nightly. Switch #109-13, Default to Daily Post Room and Tax, controls this setting and cannot be accessed with module RN installed. This is the recommended setting.

RATES	Include children in rate calculation	(12)	NO
NEW RES	Default to 'Daily Post Room & Tax'	(13)	YES
GST HIST	Prompt for Guest Type when adding to Guest History	(14)	NO
NEW RES	Allow transactions to be posted	(15)	YES
TA	Prompt for pre-deduct travel agent reservations	(16)	YES
OWNER	Bill owner for pre-deduct travel agent at check-out	(17)	NO

F5 Inq

With switch #109-13 set to YES, the estimated total room charge is reset to zero at check-in. All pre-posted B200 transaction codes remain in the system as pre-posted transactions in order to account for pre-scheduled rate changes. The room rate is then posted and declared as revenue each night by using option "212" - "Post Nightly Room & Tax" from the Night Audit menu.

### **Posting Room Charges without RN Installed**

Without the Enhanced Rates and Packages module (RN) installed, the estimated total room charges on advance reservations are either reset to zero or declared as revenue at check-in depending on the setting of reservation field #38, "Daily Post". The daily post field (#38) is tied directly to switch #109-13. With switch #109-13 set to YES, field #38 on each reservation defaults to YES. With a NO setting in switch #109-13, field #38 on each reservation defaults to NO. The final option for switch #109-13, PROMPT, requires field #38 to be set on a reservation-by-reservation basis. The following table summarizes the settings of the "Daily Post" field (#38 on the first reservation screen).

<b><u>Daily Post Setting</u></b>	<b><u>System Action at Check-in</u></b>
YES (Y)	The estimated total room charge is reset to zero at check-in. The room rate is then posted and declared as revenue each night by using option "212" - "Post Nightly Room & Tax" from the Night Audit menu.
NO (N)	If the Daily Post field on the reservation is NO, the estimated total room charge is declared at check-in. The "pre-posted" flag on this transaction is changed from "*" to ". The transaction now appears on all night audit reports and in the general ledger. The revenue for the entire guest stay is declared on the day of check-in. This reservation will then be skipped each night when using option "212" - "Post Nightly Room & Tax" from the Night Audit menu. However, option 212 will change the room status to "Dirty" if the daily maid flag is Y.  When using the NO setting, also set system switch #319-4 (Always mark folios as allow move=NO at Check-in?) to YES.

- ☒ *Room moves after check-in can only generate revenue to multiple owners if Daily Post is YES.*

---

### **Automatic Check-In and Checkout**

Many RDP customers are in the "Vacation Rentals" business. These organizations rent homes or condominiums to guests and do NOT operate a front desk or run a nightly audit. These customers rarely see guests since all balances are paid prior to arrival and there are no incidental charges to post while the guest is in-house. For these customers, the RDP system can be configured with a new feature that changes a guest from a future reservation to a checked-out reservation. And, as part of this process, room charges are posted.

In order to activate the "VRS" (Vacation Rental System) features, use the following steps.

1. From the System Manager menu, use option 090 to update system tables.
2. Add sub-record VRS to table C1.
3. Re-start RDP.
4. From the System Utilities menu (99), use option "997-1" - "Update TABLE.DAT from UPD File" to run the "AUTOCICO.UPD".

```

* CHANGE UPD FILE & UPDATE TABLFILE.DAT *
Tue, Jul 7, 1992 Shift 1 Login RDP Resort 63 - Test - Mark
11:40 AM RDP997 12.01 (00112)
Current UPD File: None
Enter update file name AUTOCICO.UPD Default extension = UPD

```

After entering the VRS sub-record in table C1 and running the AUTOCICO.UPD, the following changes appear in the RDP system.

1. All options for check-in are removed from the menus. There is no longer a power user option "8" (Check-in this Reservation) in RDP120 or an option "Check-In" in the RDP120 full-screen mode.

```

Search, File, or Field Number
PgDn Page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 View Folio
F9 Post Charge

```

2. A new option exists in the RDP131 power user menu, "Z" - "Auto Check-In and Checkout".

```

Table CH: RDP130 OPTIONS
Code Description
> 9 Change reservation detail
  0 Deposit or Guest Payment
  F Print Folio
  G Check-out the entire group
  I Inquire on Reservation Detail
  O Checkout reservation
  P Post Charge to Folio
  R Bill to Group Leader
  S Refund security Deposit
  Z Auto Check-in & Check-out
Code ->

```

3. A new prompt displays when posting direct charges to owners, an "Invoice Date".

```

* POST TRANSACTION TO OWNER MASTER *
Tue, Jul 7, 1992 Shift 1 Login RDP Resort 63 - Test - Mark
11:50 AM RDP210 12.01 (00128)
Posting Date Tue, Jul 7, 1992 Shift 1 Old Balance Due 0.00
Posting To 160 Dole/Bob New Balance Due 53.90
Totals for this posting: 0.00 53.90
Cd Description Price Quantity Tax Total Flag
12 Monthly Cable TV Charge 26.95 2.00 0.00 53.90
Reference Number 11-090 Invoice Date 10/05/99

```

The "Invoice Date" can be used as another form of tracking transactions. Use data item OH for displaying the "Invoice Date" on owner reports or statements. The "Invoice Date" is independent of the posting date.

### Utilizing the Auto Check-In/Out Feature

After running AUTOCICO.UPD, power user option "Z" - "Auto Check-in and Check-out" appears on the RDP131 power user menu. For VRS customers, this is the only option for checking in and out. Since all manual check-in options are deleted from the menus, option "Z" checks the reservation in and out automatically. Features of the auto check-in and check-out program (RDP940) include:

1. VRS customers should have "Daily Post" set to NO so that all room charges are posted at check-in as part of RDP940.
2. Enhanced Rates and Packages cannot be used in conjunction with the automatic check-in features ("Daily Post" must be set NO).
3. The room must be assigned and the reservation must have correct dates.
4. All check-in prompts are skipped.
5. Early departure prompts are skipped.
6. Currently, balance transfers are not supported between group members and leaders/masters. This is a feature that will be released in a future update.
7. Amount received prompt is skipped.
8. If guest is not in guest history, the system will prompt to add.
9. "Checkout with a Balance Due" warning defaults to Yes.
10. "File, Exit" prompt is defaulted to File.

---

### Calculation of Net Owner Amount

The system calculates the net owner amount on folio transactions as follows:

1. First, the system attaches the transaction to the folio and recalculates the total balance due. The transaction increments the Room Charge (Bucket 0), Other Charge-1 (Bucket 1), or Other Charge-2 (Bucket 2) based on the "bucket number" assigned to the transaction. See the **Transaction Codes** chapter in the System Administrator manual for details.
2. Next, the system looks at the room number on the folio. The system checks field #12 on the room master record to see if the room is owned. If the Owner Billing field is set to Yes, the system continues to the next step. If the Owner Billing field is set to No, there will never be an owner payment on any folio for that room number *even if the room is assigned an owner*.
3. The system now looks at the owner payment code assigned to the reservation. This code appears on the second reservation screen, field #62, as shown on the next page:

\* CHANGE RESERVATION DETAIL \* 000250

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - 012 RDP Manual  
 3:46 PM RDP120E 12.01 (00048)

Last/First Name	McGee/Travis	R#	335	Ty	P10	Room	716	Ty	1B
Comment-4 (44)									Prop. Code
Comment-5 (45)									
Comment-6 (46)									
Comment-7 (47)									
Comment-8 (48)									
Cash Customers (49)									
Comment-10 (50)									
Comment-11 (51)									
Comment-12 (52)									
Comment-13 (53)									
Comment-14 (54)									
Comment-15 (55)									
Comment-16 (56)									
Comment-17 (57)									
Entered By/Date	RDP		03/01/1998						
Last Changed By(58)			03/01/1998						
Early Departure									
Check-in/Check-out									
E-Mail Address (66)									

Other Charge-1		0.00
Other Charge-2		33.00
Agent 1 (59)		0.00
Agent 2 (60)		0.00
Agent 3 (61)		0.00
Room (62)	716	126.75
Guest Hist.	71	241.65
Credit Limit (63)		0.00
Refund Amount		0.00
Cancellation Number		
Canc. Reason (64)		
Last RDP211 Posting		
Long Term: Last Posting		

T POSTED

Check-in, Yield Mgmt, Search, File, or Field No

PgUp Page 1 F9

F1 Help F2 Prt F3 F4 Usr Hlp F5

The owner payment code appears on the second reservation screen in the middle of the right hand column, to the right of the room number.

In this example, the folio is in room number 716 with an owner payment code of OA. The owner portion for all transactions already posted to this folio is \$126.75. Owner payment codes are defined in table C7 and assigned to room masters. Each reservation uses the owner payment code assigned to the room master as a default, but allows an override on a reservation-by-reservation basis. In this example, assume that owner payment code OA has been defined as: OA = 65, 0, 0, signifying that the owner receives 65% of room revenue (bucket 0), and 0% of incidentals (buckets 1 & 2).

- The system multiplies the owner payment code percentage for the transaction bucket times the amount of the transaction. In this example, the B200 transaction was for \$195.00 (the Room Charge field). Since the owner payment code of OA for bucket 0 is 65%, the owner portion for this transaction is calculated as:

$$\$195.00 \times .65 = \$126.75 \text{ (the owner portion of this transaction)}$$

- The system stamps the room number, owner portion, and owner payment code on the transaction's second detail screen, illustrated in the following section.

## Viewing Transactions

After the owner portion is calculated, the system increments the total owner portion for the reservation. The total owner portion for the folio is always displayed on the second reservation screen to the right of field #62. The owner portion for any one transaction can be viewed as follows:

- Use menu option 120 to access the reservation.
- <PAGE DOWN> to display the second reservation screen. The total owner portion for the entire reservation is displayed to the right of field #62.
- From either reservation screen or from the 120 Change Individual/Group Reservations screen, press <F7 - TRANSACTIONS>. This displays a list of all folio transactions.
- Move the highlight bar to the transaction in question and press <F3 - DETAIL> to view the first transaction detail screen. Press <PAGE DOWN> to display the second transaction detail screen, appearing similar to the following:

\* RESERVATION TRANSACTIONS \*

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual  
 3:54 PM RDP120F 12.01 (00049) 000250

Selected Guest **McGee/Travis** Room **716** Res# **335**

Trans Detail Page#2 (EXPENS2D.TXT)

Date	Tx P Code	Description	Transfer From	Transfer To	Total Charge	F T*	Pkg *M	H P
03/01/98	B200	Nightly Chg. - Room 716			69.55	1	0	

Agent 1 Commission	0.00	Agent 2 Commission	0.00	Agent 3 Commission	0.00
Owner Split	Pre	Owner Split		Owner Split	
912 Flag	Key	912 Flag	Key	912 Flag	Key
B6DD Seq#		B6DD Seq#		B6DD Seq#	

---

Room Number	716	Owner B7DF Seq#		B7D0
Key	716	Owner B7DH Seq#		B7D0
Pay Code	0A	912 Processed		
Owner Portion	42.25	Owner CCard Fee	0.00	

**Esc Previous**

The room number and pay code are stamped on the transaction, along with the system "key".

The amount the owner will receive for a given transaction can be viewed on the second transaction detail screen.

## Checked-In Guest Room Moves

Each transaction on a given guest folio can be assigned to a different owner number. As a result, if the property posts room and tax nightly, it is possible to move a checked-in guest from room to room with the system automatically paying the appropriate owners. For example, assume a guest is in-house for 10 days and changes rooms on the seventh day. All transactions for the first seven days will pay the owner of the first room and the transactions for the last three days will pay the owner of the second room. Reservations may be moved as many times as needed after check-in, provided the following conditions are met:

1. The reservation is posted daily with option 212.
2. The "Allow Move" flag is set to YES.
3. The folio is not a lump sum package reservation. For example, if a guest is charged \$650 for seven nights and the entire stay is posted as one transaction, room moves after check-in are not allowed since there is only one transaction.
4. The system allows any reservation to be moved after check-in if the "Allow Move" field on the first reservation screen is set to Yes, including owners, guest of owners, and lump sum package reservations. If the property utilizes lump sum packages, switch #319-12, Always Mark Folios as 'Allow Move=No' at Check-in, should be set to Yes. This will set the Allow Move field to NO at check-in for every reservation.
5. If the above criteria are NOT met, and a room move is necessary, adjustments to owner revenue must be made through direct charges with a code defined in the B7 (Owner) ledger.

## Room Moves as Multiple Reservations

If an in-house guest is moved from one room to another, the owner statement shows the actual arrival and departure dates on both owner statements, not the dates the reservation occupied the owner's room. These dates often confuse owners. To show the actual dates the reservation occupied the owner's room, do not "move" in house reservations. Instead:

1. Set switch #319-4, Always Mark folios Allow Move=No, to YES. With switch 319-4 set to YES, in-house guests cannot be moved without changing field #39 on the first reservation screen to "Y".

```

* CHANGE RESERVATION DETAIL *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
1:45 PM RDP120E 12.01 (00132)
Reservation Number 282 Type P6 U CKO-IN Unit# (1)111 DType (2)2B
Arrival Wed (3)02/25/1998 Nts (3) 4 Departure Sun (3)03/01/1998
Last/First Name(16)Hamm/Mia (4) Adlt 2 Teen 0 Child 0 Pets 0
Address - 1 (17)4 Soccer Lane Plan/Rate(5)3AAA (6) 108.00
Address - 2 Total Room Chg (7) 428.50
City Name Other Charges 132.54
Zip & Country Sec. Deposit 250.00
Home/Bus Phone Total Tax (8) 30.01
CC Name/Exp/Aut(25) (26) (7) Total Charge 841.05
CC #/Authorize$(28) (9) 0.00 Deposit (9) 854.42
Market Code (30)F.I.T. Transien 01 Total Balance Due -13.37
Share-With (31) VIP (32) (7) Deposit Date (10)** PAID **
Prt. Confirm. (33) N Maid(34) Y TD(35) Y GrpMst(11) 0.00
Mail Conf. To (36) Srce of Bus(37) 01 Conf. (12) 0.00
Daily Post (38) Y Move OK?(39) N GrpLdr (13) 0.00
Housekeeping (40) Guest Folio A (14) IP 0.00
Comment-2 (41) Dly Chg(43) Set Guest Folio B (15) IP 0.00
Comment-3 (42) Request(70) No Guest Folio I -13.37
Pre-deduct Agent Comm 0.00

Check-in, Search, File, or Field Number
PgDn Page 2 F9 Post Charge F8 Itinerary
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 View Folio
    
```

An in-house guest cannot be moved with field #39 set to "N".

2. Change the reservation's departure date to today's date.
3. Check the reservation out with a balance due.
4. Make a new reservation, with the arrival date equal to today's date. Check the new reservation into the new room.

Transfer the reservation balance from the first reservation to the new reservation. To transfer a reservation balance, use a B2 transaction code, similar to the one shown below.

```

* CHANGE TRANSACTION CODE *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
1:53 PM RDP182 12.01 (00105)
Lg Tx Description Look Bkt Prt Offset Price Tax % DC Rev
B2 TR Transfer * Y 1 11200 0.00 0.0000 0
Comp Component Description Rev Bkt D/C Account Price $/%
01 Transfer * 1 C 99999 0.00 $
    
```

Assign the transaction code to the RDP transfer account. The transfer account should always have a zero balance.

Post the transfer code as a credit (negative) to the checked-out reservation and as a charge (positive) to the new reservation. Because the transaction code does not effect room revenue, the second owner will not receive revenue on the transfer charge.

The two folios appear as:

**Folio One**

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
03/01/98	Long Distance 1-513-844-1245	6.54	0.00	478.04	I
03/01/98	Fax Charge	6.00	0.00	484.04	I
03/01/98	Guest Payment CASH	-604.42	0.00	-120.38	I
03/01/98	AAA Rate	100.00	7.01	-13.37	I
03/01/98	Bar Service	50.00	3.00	39.63	I
03/01/98	Breakfast	12.00	0.00	51.63	I
03/01/98	Transfer to Room #208	-51.63	0.00	0.00	I

The transfer code is used to zero-out the folio.

**Folio Two**

Date	Description	Total	Tax	Balance	
03/01/98	Transfer from Room #111	51.63	0.00	51.63	I

A charge is applied to the second reservation to account for the outstanding balance.

After room charges are applied to folio number two, a statement can be produced for each owner with the correct arrival and departure dates for their units, seen below.

**Statement for Owner# 111**

Bart Simpson		Date 03/05/98					
21 Jump Street		Number 111					
Beverly Hills, CA 90210							
----- RENTAL ACTIVITY -----							
Ty	Res#	Share With	Arrive	Depart	Nts	Description	Gross Amount
P8	33		01/20/98	01/24/98	4	Preassign	-525.00
P7	282		02/25/98	03/01/98	4	Preassign	-432.87
Res Activity from 12/31/97 to 03/05/98							=====
						Total Nights	8
							-957.87

The owner statement includes the actual dates the reservation occupied the owner's unit.

Statement for Owner #208

George Bush						Date	03/05/98
Wouldn't Be Prudent Lane						Number	208
Kennebunkport, ME 04102							
----- RENTAL ACTIVITY -----							
Ty	Res#	Share With	Arrive	Depart	Nts	Description	Gross Amount
P8	338		03/01/98	03/05/98	4	Preassign	-531.63
Res Activity from 03/04/98 to 03/05/98							=====
						Total Nights	4
							-531.63

Although the one reservation occupied two rooms, the owner statements are clear and concise, including the correct arrival and departure dates.

**PROCESSING OWNER INCOME WITH OPTION 912**

Owners are paid based on folio transactions. The system calculates the owner portion of a folio transaction immediately. However, the owner balance due is not changed until option "912 - 4" - "Process Owner Revenue", on the Owner Master menu is run. This option provides the ability to review folio transactions and, in a separate step, process owner revenue. The options in 912 are:

Sun, Mar 1, 1998		* GENERATE BILLING STATEMENT CODES *		000250	
3:59 PM		Shift 1	Login RDP	Resort 19	- U12 RDP Manual
		RDP912	12.01	(00034)	
1	Change processing switches				
2	Review owner revenue prior to processing - Detail & Recap				
3	Review owner revenue prior to processing - Recap only				
4	Process owner revenue				
Esc	Return to Owner Master Menu				
Enter your selection █					

912 Option

Description

1

**Change Processing Flags.** Option 1 provides access to the critical system flags that control the operation of 912. Set these flags prior to processing owner revenue.

Always process owner statements on calendar month only	( 1 )	<b>YES</b>
Pay owners all revenue based on checkout date	( 2 )	<b>NO</b>
Please enter switch number █		

**Flag 1 = YES:** Indicates that owners are paid once and only once a month. With a Yes setting, the system processes folio transactions with a transaction date in the *prior* month. For example, if the current date is 9/16/98, a YES setting processes folio transactions dated prior to 8/31/98. This is the setting most customers use, since they are processing

August owner statements in September. Use a YES setting to process owner statements monthly.

**Flag 1 = NO:** Indicates that owners are paid more than once a month. With a NO setting, the system processes all folio transactions through the current system date. For example, if the current date is 9/16/98, a NO setting processes folio transactions with a date of 9/16/98 and earlier. Use a NO setting to generate owner statements on a non-monthly basis.

**Flag 2 = YES:** Indicates that owners are only paid one time for each folio, based on the check-out date. A YES setting forces 912 to only process checked-out reservations.

**FLAG 2=NO:** Indicates that owners are paid more than once on the same reservation. For example, a reservation from 08/28/98 to 09/03/98 will be paid in August for the revenue from 08/28/98 through 08/31/98 and in September for the revenue from 09/01/98 through 09/03/98. With a No setting, 912 processes transactions on *in-house and checked-out* reservations.



*As a general rule, if flag 2 is NO, flag 1 should be Yes since revenue is processed monthly.*

### 912 Option

### Description

1 (Continued)

**FLAG 3=YES:** Indicates that travel agents are paid once and only once a month. With a YES setting the system processes reservation transactions with a transaction date in the prior month. For more information on this topic, see the **Travel Agent** chapter in the User's Manual.

**FLAG 3=NO:** Indicates that travel agents are paid more than once a month. With a NO setting, the system processes all transactions on reservations through the current system date. Most customers use a NO setting for flag 3, allowing travel agents to be paid more than once a month. For more information on this topic, see the **Travel Agent** chapter in the User's Manual.

2

**Review owner revenue prior to processing - Detail & Recap.** The review mode of 912 reads and prints each folio transaction that has not been posted by 912 and prints a sub-total for each folio. This detailed report is useful to provide an audit trail showing that each folio transaction was paid. Since this is a print-only function, no transactions are generated, it can be used as often as required.

3

**Review owner revenue prior to processing - Recap Only.** This produces a report with a single total printed for each folio. The detailed transactions are not printed. This is also a print only function and can be run as often as necessary.

4

**Process Owner Revenue.** Option 4 generates transactions for owner masters based on the folio transactions. **Statements for owners cannot be printed until owner revenue has been processed with option 4.** One set of codes is generated for each folio, not each transaction on the folio. For example, assume there was a 10 day reservation for \$100/day, with a 10% travel agent and a 65% owner split. There would be 10 daily room charges of \$100 each. Option 912-4 generates the following codes:

<u>Code</u>	<u>Description</u>	<u>Amount</u>
B7DF	Gross Revenue Room #/Res#	\$-1000.00
B7DG	Mgt Fee Room#/Res#	\$350.00
B7DH	TA Commission Room#/Res#	\$100.00

## PROCESSING OWNER REVENUE: AN EXAMPLE

Use option 912-4 to process all owner revenue from folio transactions. To illustrate, use the following sample reservation:

<b>Reservation number:</b>	314	<b>Owner Number :</b>	130
<b>Arrival Date:</b>	03/01/98	<b>Owner Payment Code:</b>	OA (65, 0, 0)
<b>Departure Date:</b>	03/03/98	<b>Travel Agent-1:</b>	ABC
<b>Daily Rate:</b>	\$50.00	<b>Travel Agent-1 Code:</b>	CA (10, 0, 0)
<b>Total Room Charge:</b>	\$100.00(2 days at 50)	<b>Pre-deduct Flag:</b>	N
<b>Tax:</b>	\$6.00	<b>Owner TA Share Flag:</b>	S (Owner Shares)
<b>Total Charge:</b>	\$106.00	<b>Guest Pays at Checkout:</b>	\$106.00
<b>Room Number:</b>	130		

### Flags

The first step in processing owner revenue is using option "912 - 1" - "Change Processing Switches" to ensure that flags #1 and #2 are set correctly. Assume flag #1 is set to YES to process revenue on a calendar month, and flag #2 is set to NO to pay owners twice on reservations staying over month-end. Once these flags have been set, do not alter them unless there has been a policy change regarding the time period for paying owners.

### Options 912-2, 912-3, and Report 830

Once the processing flags are set correctly, use option 912-2 or 912-3 to review owner revenue prior to processing (Detail or Recap, respectively). Review this printout to ensure all owner pay codes are correct prior to processing. Since the system allows reservation changes after checkout, it is possible to change the revenue percentage due an owner prior to processing revenue with option 912-4. For example, if a reservation has an owner pay code of OB, where the owner receives 50% of the revenue, and was supposed to have the default pay code of OA (65%), use RDP120 to change the owner pay code field (#62 on the second page of the reservation screen) and then process owner revenue with option 912-4.

### Report 830 - No Print Transactions by Room Number

In addition to verifying all owner revenue amounts with option 912-2 or 912-3, use report 830 on the Owner Reports menu to review all no-printed reservation transactions. For example, assume a reservation was in house from May 30<sup>th</sup> - June 3<sup>rd</sup>, and a room charge adjustment was made on June 2<sup>nd</sup> for an incorrect posting on May 30<sup>th</sup>. Properties using monthly owner revenue statements capture one transaction on the May statement and the reversal and correction on the June statement. Many properties want to eliminate this scenario and display the revenue only once (on the June statement).

---

## Option 912-4

When using option "912 - 4" - "Process Owner Revenue", the following prompts appear:

```
Date to process owner revenue through: 02/28/1998 Shift 3
Starting Owner Number 130 <Enter> = Start of File
Ending Owner Number 130 <Enter> = End of File
```

### Finding the Room

By entering 130 as both the starting and ending owner numbers, option 912-4 processes revenue for owner 130 only. The system reads the owner master record for owner 130 to load the correct room number. In this example, both the owner number and the room number are 130. However, if the room had been sold in the past, the owner number could be 130A and the room 130.



*The revenue from a lock-off room is placed on the statement for the owner of the master room.*

---

### Reading Transactions

After finding the room number, option 912-4 reads the transaction file for any folio transactions from room 130, starting with the first transaction through the ending processing date of 08/31/98. Transactions already processed by option 912-4 are skipped.

### Calculating Amounts

Next, the system groups transactions together by reservation. For each reservation in room 130, the system calculates four numbers:

1. The reservation's gross revenue
2. The management fee for the reservation
3. The travel agent commission (if there is a travel agent on the reservation), and
4. The owner's portion of the credit card fee (if applicable).

These four dollar amounts are calculated for each reservation in room 130 based on all transactions read.

### Posting The Amounts

The system posts a transaction code with each of the four amounts to the owner master. For each reservation that effects the owner, four codes are posted, including:

<u>Code</u>	<u>Description</u>
B7DF	The reservation's gross revenue
B7DG	The management portion
B7DH	The percentage of the travel agent's commission the owner should pay if there is one on the reservation.
B7DJ	The percentage of the credit card company's fee the owner should pay if there is one on the reservation.

### Calculation of Gross Amount (B7DF Code)

The B7DF code reflects the gross amount of the reservation on the owner statement. For the sample reservation #314 below, there are two B200 codes for \$50 each, equaling total gross revenue of \$100. The B7DF code for this example is -\$100, with a description of "Revenue O# 130 R# 314." It is calculated by adding the dollar value of every transaction (that hasn't already been processed) for reservation #314 with a date less than or equal to the processing date. The calculation follows:

<u>Item</u>	<u>Room</u>	<u>Other-1</u>	<u>Other-2</u>
Revenue values for first B200 code on res #314	\$50.00	0.00	0.00
Owner Pay Code on first B200 = OA	65.00%	0.00	0.00
Factor used for calculation of code B7DF-GROSS (If OA code value = 0 this is 0.00 otherwise the factor is 1.00)	1.00	0.00	0.00
If the owner split is zero on a given bucket, it does not count in the gross total. However, if the owner gets any percentage of a bucket, the entire total appears in the gross total of B7DF.			
Dollar value for B7DF code (gross amount) for first B200 code. This is calculated by multiplying the factor times the revenue value. For room charge this is 1.00 X \$50.00 = \$50.00.	\$ 50.00	0.00	0.00
Dollar value for B7DF code (gross amount) for 2nd B200 code. This is a repeat of the above steps for the second code.	\$ 50.00	0.00	0.00
Total B7DF code for all transactions on this res. (This is the sum of the two codes on the res.)	\$100.00	0.00	0.00

### Management Fee (B7DG Code)

The B7DG code shows the management fee on a given reservation. In the example of reservation #314, the owner payment code is 65, 0, 0, therefore the management fee is the reciprocal, or 35, 0, 0. In this example, the management fee on \$100 worth of transactions is a positive \$35.00, with a description reading "Mgt Fee O# 130 R# 314." It is calculated as follows:

<u>Item</u>	<u>Room</u>	<u>Other-1</u>	<u>Other-2</u>
Revenue values for first B200 code on res #314	\$ 50.00	0.00	0.00
Owner Pay Code on first B200 = OA	65.00%	0.00	0.00
Management percentage based on OA code (reciprocal)	35.00%	0.00	0.00*
Dollar value for BFDG code (mgt fee) for the first B200 Code	\$ 17.50	0.00	0.00
Dollar value for BFDG code (mgt fee) for the second B200 Code	\$ 17.50	0.00	0.00
Total of the B7DG code generated for res. #314:	\$ 35.00	0.00	0.00



*Notice that the management fee is 35.00, 0.00 and 0.00. Because the owner percentage of Other Charges-1 & 2 are zero, the amounts in these fields on the reservation are not used in the calculation of owner revenue.*

## Travel Agent Commission (B7DH Code)

The B7DH code reflects the owner's portion of a travel agent commission. In the example for reservation #314, there is a \$10 total commission. The reservation has an "S" in the Owner/T.A. commission field, meaning the owner will share the travel agent commission based on the owner's revenue percentage. In this case, the owner pays 65% of the commission (identical to owner pay code "OA"):

$\$10$  (commission) X .65 (owner percentage) =  $\$6.50$  (owner share of the commission).

This is a positive number with the description "TA Comm O# 130 R# 314". It is calculated as follows:

<u>Item</u>	<u>Room</u>	<u>Other-1</u>	<u>Other-2</u>
TA-1 commission on first B200, as stored in the res. transaction	\$ 5.00	N/A	N/A
TA-1 commission on second B200, as stored in the res. transaction	\$ 5.00		
Owner Pay Code on first B200 = OA	65.00%		
Owner Share flag from TA code in res. transaction	"S"		
Dollar value for B7DH code for the first B200 code on res. 314.	\$ 3.25		
Dollar value for B7DH code for the second B200 code on res. 314.	<u>\$ 3.25</u>		
Total value of B7DH code for owner travel agent reimbursement:	\$ 6.50		

The setting of the Owner Share field on the reservation is critical to the calculation of the B7DH code, as follows:

### Owner Share Setting

S = Share

M = Management Pays

O = Owner Pays

E = Even Split

### Calculation used for creation of the B7DH code

Multiply the owner pay code percentage for room charge times the T.A. commission. In this example:  $.65 \times 5.00 = 3.25$ .

The B7DH is always 0 since the owner is reimbursing nothing to management.

The B7DH is always the total commission since the owner is paying 100%.

The B7DH is always 50% of the commission.

## Credit Card Fees (B7DJ)

Owners may share any applicable credit card company fees on a reservation by reservation basis. In order to activate this feature:

1. Set switch #420-14, Owner fee on credit card payments (P, M, S, or E) to the proper setting, similar to travel agent commission splits. The options include:

<u>Setting</u>	<u>Description</u>
P	The owner pays for the entire credit card fee.
M	Management pays for the entire credit card fee.
S	The credit card fee is split between owner and management, based on the owner's room charge split.
E	The credit card fee is split evenly between the owner and management.

2. Enter the credit card fee percentage in field number 27 on the credit card master.

```

Change Credit Card Master 000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
11:33 AM RDP200 12.01 (00052)
CCard Number AMEX Entered By/Date U10.U7 01/01/95
CCard Type (1)Y Credit Card Comp
Property Cd (2) Terminal ID - (Std) (20) TERM47
CCard Name (3) AMEX Terminal ID - (Alt) (21)
Address - 1 (4) Remarks-4 (22)
Address - 2 (5) Remarks-5 (23)
City Name (6) Remarks-6 (24)
State (7) Zip (8) Open Item (N)/Balance Fwd (Y)(25) N
Country (9) Generate checks if Bal. Due (26) Y
Contact Name (10) Owner CCard Fee % (27) 0.0000
Phone-1 (11)
Phone-2 (12)
Cash Y/N (13) Y Cash CCard
E-Mail Address(14)
Remarks-1 (15)
Remarks-2 (16)
Remarks-3 (17)
Merchant Num. (Std) (18) 99999999999999999999
Merchant Num. (Alt) (19)

File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes
    
```

The credit card fee appears as an owner charge:

Running Balances							
Activity	Date	(YYYYMMDD)->			Total	Running Bal	Flags
03/01/98	B7DF	Revenue U# 716	R# 313		-65.00	-65.00	
03/01/98	B7DG	Mgt Fee U# 716	R# 313		22.75	-42.25	
03/01/98	B7DJ	CC Fee U# 716	R# 313		1.01	-41.24	

**Net to Owner**

The net paid to the owner for reservation #314 is \$57.44, the sum of the B7DF, B7DG, B7DH, and B7DJ codes, as follows:

Activity Date	Code	Code Description	Code Total	Running Balance
08/04/98	B7DF	Revenue U#130 U# 314	-100.00	-100.00
08/04/98	B7DG	Mgt Fee U#130 R# 314	+35.00	- 65.00
08/04/98	B7DH	TA Com U#130 R# 314	+6.50	- 58.50
08/04/98	B7DJ	CC Fee U#130 R#314	+1.06	- 57.44

## Posted Flag on Transactions

After 912 generates the B7DF, B7DG, B7DH, and B7DJ codes for all reservation transactions, several changes are made indicating the transactions are processed, providing an audit trail and preventing duplicate processing. These changes include:

1. The room key is removed from the transaction. This key drives the 912 program.
2. A "Y" (for processed = yes) is placed next to the owner payment code in the transaction.
3. The B7DF, B7DG, B7DH, and B7DJ sequence numbers are stamped on the transaction code.

## Sequence Numbers

When the B7DF, B7DG, B7DH, and B7DJ codes are posted to an owner master, they are assigned a unique number called a sequence number. This number is also stamped on each folio transaction that created the code providing an audit trail from individual folio transactions to the owner statement.

For example, two room charge transactions for \$50 created the B7DF gross revenue code for \$100 posted to the owner master from the sample reservation #314 above. The B7DF code was assigned sequence number 1145 after being posted to the owner master. This same number, 1145, was also stamped on both room charge folio transactions (seen below).

## A Processed Transaction

Use the steps outlined in the *Viewing Transactions* section earlier in this chapter to display the second page of the transaction detail screen. The "Y" after the owner payment code on this transaction and the sequence numbers indicate that this transaction has been processed by option 912-4.

* RESERVATION TRANSACTIONS *				000250	
Sun, Mar 1, 1998	Shift 1	Login RDP	Resort 19	- U12 RDP Manual	
11:43 AM		RDP120F	12.01 (00050)		
Selected Guest Name/Trans#		Room 716	Res# 335		
Transaction Detail Page#2 (EXPENS2D.TXT)					
Transaction	Transfer From To	Total Charge	F T* *M P		
Room - Room 716		69.55	I U		
Agent 2 Commission		0.00	Agent 3 Commission		
Owner Split			Owner Split		
912 Flag		Key	912 Flag		
B6DD Seq#			B6DD Seq#		
Room Number	716	Owner B7DF Seq#	00001977	B7DG Seq#	00001978
Key		Owner B7DH Seq#		B7DJ Seq#	00001979
Pay Code	0A	912 Processed	Y		
Owner Portion	42.25	Owner CCard Fee	0.00		
Esc Previous Screen					
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq					

This transaction is processed because:  
 1) A "Y" is entered in the "912 Process" field, and  
 2) Sequence numbers are stamped on the B7DF, B7DG, and B7DJ transaction codes.

**Recap Mode**

Given our sample reservation #314, 912 prints the following recap:

**912 Review - Detail & Recap**

Condominium Control System													Time: 11:15 Tue, Sept 3, 1998	
Report# 912													Page 1	
Review Owner Activity - Detail														
Owner Number	Room Number	Res #	Tx Ty	Tx Code	Tx Date	Room Charge	Other Charge-1	Other Charge-2	Gross Rev Cd	Mgmt. Fee Code	Owner T/A Code	CCard Fee Code	Owner Net	
130	130	314	P8	B200	08/04/98	50.00	0.00	0.00	OA	50.00	17.50	3.25	29.25	
130	130	314	P8	B200	08/05/98	50.00	0.00	0.00	OA	50.00	17.50	3.25	29.25	
Moran/Sean		50				100.00	0.00	0.00		100.00	35.00	0.00	68.50	

Condominium Control System													Time: 11:15 Tue, Sep 3, 1998	
Report# 912													Page 2	
Review Owner Activity - Detail														
Owner Number	Room Number	Res #	Room Charge	Other Charge-1	Other Charge-2	Gross Rev Code	Mgmt. Fee Code	Owner T/A Code	CCard Fee Code	Owner Net				
130	130	314	100.00	0.00	0.00	100.00	35.00	6.50	1.00	58.50				
Grand Totals			100.00	0.00	0.00	100.00	35.00	0.00	1.00	58.50				

## POSTING TRANSACTIONS TO OWNER MASTERS

When an owner is first entered into the system, the balance due is zero, and there are no transactions. The balance due is only incremented by transactions, including revenue generated by option "912 - 4" - "Process Owner Revenue", direct charges to owners, payments from owners, and checks generated to the owner.

Any transaction applied to an owner (or any other entity) increments the balance due immediately. For example, when a direct charge is posted to an owner with option "210" - "Post Charge to Owner", a B7xx transaction code increments the balance due immediately. The balance due field on the owner master is always equal to the sum of all transactions.

### Accessing Owners

In order to post a charge to an owner use option "210" - "Post Charge to Owner" from the Owner Master menu. When choosing option 210, and entering the posting date, the standard owner access screen displays, similar to the following:

```

Sun, Mar 1, 1998 12:31 PM Shift 1 Login RDP Resort 12 - U12 RDP Manual 000250
RDP200 12.01 (00052)

Owner Name/Owner# _____ Room# _____ Owner# _____

FIELD:          ACTION:
-----          -
Owner Name/Owner# Enter the owner name or owner number or press
                  <F3>-Look for the owner list in name order.
Room#            Enter the room number assigned to the owner or
                  press <F3>-Look for the rooms in number order.
Owner#           Enter the owner number or press <F3>-Look for
                  the owner list in number order.

F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq
  
```

This is the identical access screen used in options 202, 204, 215, 500, and 502 on the Owner Master menu. Access owners by name, number, or room number, which is particularly useful after a room is sold. For example, assume owner #100 originally owns room #100. The room is sold to a new owner, assigned number "100A". In the owner master record, owner 100A is now marked as owning room 100. With the standard access screen, the current owner of room 100 can be found by entering 100 in the "room#" field. It is not necessary to remember that owner "100A" is the current owner of room 100.

## Defining Transactions and Posting Options

All transactions that effect owners must first be defined with option "182 - 2" - "Add Transaction Code" in the B7-Owner Ledger prior to posting the charge in option 210. There are various methods for posting transactions to owners, including:

1. Posting to one owner with option "210" - "Post Charge to Owner".
2. The same dollar amount, or a percentage, can be posted to all owners of a certain type through option "212" - "Global Post Owner Charge".
3. A recurring charge that is unique to each owner can be posted automatically through option "212" - "Global Post".

## Posting to an Individual Owner

Follow these steps to post a charge to an owner or to make a manual correction to an owner statement after processing revenue with option 912-4:

1. Choose option "210" - "Post Charge to Owner" from the Owner Master menu.
2. Enter a posting date. The system prompts for a posting date based on the setting of switch #219 -16, Prompt for transaction posting date for masters. The default posting date is today's date.
3. Choose the correct owner using the standard owner access screen described in the previous section.
4. Enter the transaction code to post as defined in the B7 ledger along with the price (positive to charge the owner, negative to "credit" the owner) and quantity.
5. File the transaction.
6. Enter a reference number, i.e. - the initials of the person posting the charge or a work order number.

## Option 212 - Global Post

The following options are available in option "212 - Global Post Owner Charge":

```

Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - U11 RDP Manual 000128
12:08 PM RDP211 11.02 (00020)

Global Post Owners
A Post to All owners except types that begin with N/R & OLD
B Post to All owners except types that begin with OLD
T Post to owners by owner Type
P Post to owners with Balance Due
Esc Return to Owner Master Menu

Choose option █
  
```

<u>Option</u>	<u>Description</u>
A	Option A posts the same charge to all owners, except those beginning with "N/R" or "OLD". Note the owner types only have to begin with these letters. It is possible to add several categories of non-rental owners to the C2 table, for example "N/R1B" for a non-rental one bedroom and "N/R2B" for a two bedroom. Option "A" skips both types "N/R1B" and "N/R2B".
B	Option B posts to all owners except those that begin with type "OLD".
T	Option T posts the same charge(s) to all owners of one particular owner type. This option could be used to post a \$50.00 management fee to all owners of a "1B" condominium and \$75.00 to all owners of a "2B". This is an "exact match" feature. Selecting owner type "N/R", the system only posts to owners that are "N/R", not "N/R1B" or "N/R2B".
P	Option P is designed to post a late fee to owners with a balance due as of a specific date. The following page details the sequence of events for automatic late fee posting.

---

### Automatic Late Fee Posting

Before using option 212-2 to post a late fee to all owners, use option 182-2 from the System Manager menu to define a new "B7???" code used for "Late Fee Charge". Assign a general ledger account to this transaction code and leave the price blank. To post a late charge to all overdue owners, use option "212" - "Global Post Owner Charge" from the Owner Master menu and select option "2" - "Post late fee to owners with Balance Due". The system prompts for the owner type and then:

**Post a Percentage of the balance due or a Dollar amount? (P/D)**

P - Percentage	Enter a "P" to post a percentage late fee. The system prompts for the "late fee percentage". Enter 2.25 percent as "2.25", not ".0225". This amount is charged to the total of all open items that are older than the transaction cut-off date entered. For example, if the owner had 2 transactions of \$250.00 each that were older than the cut-off date, the system would post:  $(250+250) * .0225 = \$11.25$
D - Flat Dollar Amount	Enter a "D" and the system prompts for a flat dollar amount to post to any owner that has at least one open transaction older than the cut-off date input. For example, if the flat amount entered was \$30.00, and the owner had 1 transaction of \$10.00 that was older than the cut-off date, the system would post a \$30.00 charge. If the owner had 10 transactions of \$250.00 each, the system would still only charge \$30.00.

Next, the system then prompts:

```
Enter transaction cut-off date to calculate charge [redacted] <Enter> = 03/01/98
```

The function of the transaction cut-off date prompt is different for "P = Percentage" or "D = Flat Dollar Amount", as described above. After entering the date, the system prompts:

```
Posting Date [redacted] <Enter> = Sun, Mar 1, 1998
```

After inputting the transaction posting date, the system prompts for a B7 transaction code. This code is defined with option 182-2 on the System Manager menu. After selecting a valid B7 code, the system prompts:

```

P Global post late fee to owners (Type: ALL)
Esc Return to option line

Choose Option █

```

Enter "P" and the system posts the late fee transaction code to all appropriate owners.

## Posting a Recurring Charge

A recurring charge is a unique dollar amount for each owner and is defined in the owner master. A recurring charge example is a yearly cleaning fee that is different for each owner, as opposed to being different for each owner (room) type. Once the charge is defined for each owner, add a transaction code in the B7 ledger through option 182-2. In order to flag this code as the recurring charge, enter a "1" in the bucket field. RDP allows only one transaction to be designated as the recurring charge with a bucket of "1" in the B7 ledger.

After entering the recurring charge to the B7 ledger, use option 212 to globally post the charge to selected owners. When choosing the unique transaction code, the system responds with "FromFile" in the price field:

```

* GLOBAL POST OWNERS *
Mon, Mar 2, 1998 Shift █ Login RDP Resort 19 - U11 RDP Manual 000128
12:40 PM RDP211 11.02 (00020)
Posting Date Mon, Mar 2, 1998 Shift █

```

Cd	Description	Price	Qty	Tax	Total
Cf	Yearly Cleaning Fee	FromFile	1.00	0.00	0.00

Press **Enter** when posting is complete or **Esc** to

"FromFile" refers to the dollar amount stored in the "Recurring Charge" field in the owner master.

After entering the transaction, the system prompts:

```

P Global post charge to owners (All - Except type OLD)
Esc Return to option line

Choose Option █

```

Choose Option "P" to post the recurring charge to all selected owners based on the dollar amount stored in the owner master.

## Unlimited History

All transactions for an owner can be viewed in date order using options 502 and 215 on the Owner Master menu, or a pop-up window can be accessed at any time using <F5 - INQUIRE>. See *Inquiring on Owner History* in this chapter.

## Exploding Transactions

Each transaction in the system is defined with a debit and credit account. When transactions are posted to owners, reservations, travel agents, group masters, or credit card masters, the balance due increments immediately. However the debit/credit effect to the general ledger does not occur until the "900 - E" - "Explode Transactions" option is used. Option 900 can be used as often as required.

## Revenue Totals

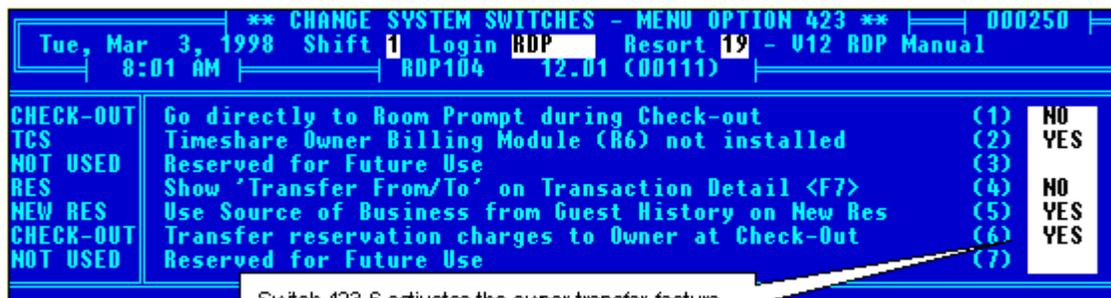
Owner transaction totals are provided in a variety of fashions, including:

1. Daily, month-to-date, and year-to-date totals by transaction code are printed on the Daily Manager's Report (370) from the Night Audit Reports menu.
2. Transaction detail to audit the 370 report is available on-line with option 184 on the System Manager menu.
3. All transactions for any given owner can be viewed with option 502 on the Owner Master menu.
4. Option "560" - "Running Balance Statements" can be used from the Owner Master menu to print all transactions for any given owner or range of owners.
5. Month-to-date and year-to-date totals for each owner are available with option 551 on the Owner Reports menu.
6. Balance forward statements (option 564) can be re-printed for any past period.

## TRANSFERRING OWNER RESERVATION BALANCES AT CHECKOUT

RDP can be configured to transfer owner reservation balances to the master record at checkout. For example, assume an owner accrues telephone and dining room charges during his stay at the property. With this feature, RDP can automatically transfer these charges to the owner master record at checkout. With this transfer, similar to a group master transfer, the one-line charge appears on the owner statement at month-end, deducting the charges from reservation revenue.

Switch #423-6 activates this feature.



With switch #423-6 set to YES (the default), prompts are added to the owner checkout process, assuming the owner has a balance due. These prompts are seen below.

When an owner checks out with a balance due, the system includes the following prompt for transferring the balance to the owner master record.

```

Folio I Amount to Transfer to Owner            Pre-deduct Agent Comm            0.00
<Enter>=            38.90 P=Print folio

F1      F2    Prt   F3      F4    Usr Hlp   F5    Inq
  
```

The above prompt is included in the checkout process when an owner has a balance due and switch #423-6 is set to YES.

Once the transfer is complete, the owner sees a line item on his monthly statement for the reservation balance. This balance is deducted from any reservation revenue received for the statement period.

OWNER CHARGES				
Date	Description	Charge	Tax	Total
03/03	From Campbell/Travis R# 335	52.00	0.00	52.00
03/03	From Campbell/Travis R# 338	38.90	0.00	38.90
Direct Charge Activity from 03/02/98 to 03/03/98				90.90
STATEMENT SUMMARY				
Balance as of 03/02/98				0.00
Gross Reservation Revenue from 03/02/98 to 03/03/98				-280.25
Management Fees from 03/02/98 to 03/03/98				98.09
Direct Charge Activity from 03/02/98 to 03/03/98				90.90
Total balance due (held on account)				-91.26

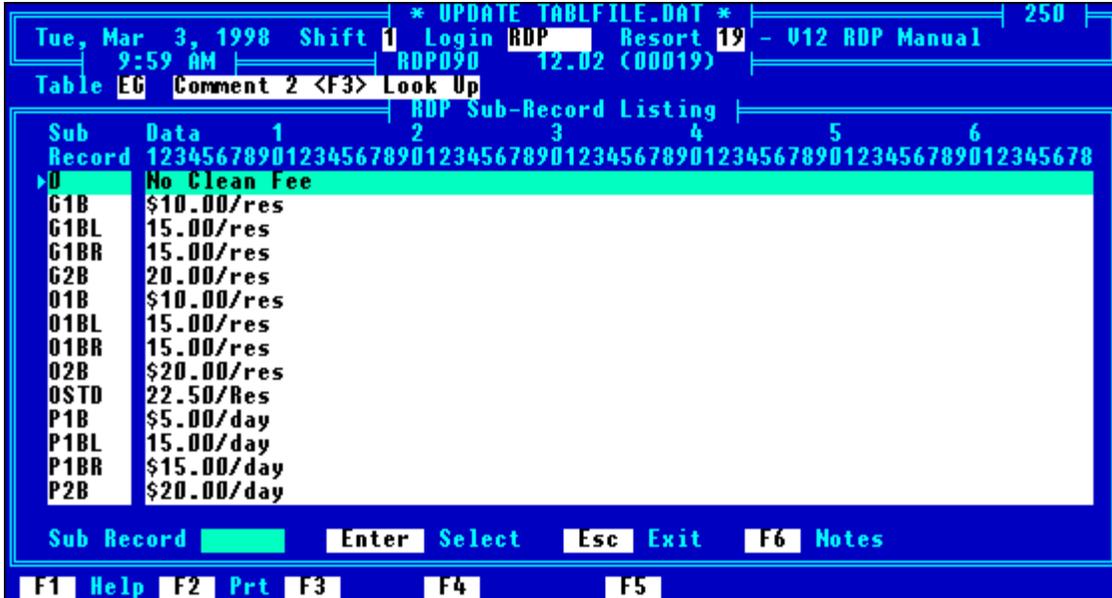
Reservation balances appear as direct charges on the statement.

Direct charges, including owner reservation balances, are deducted from reservation revenues for the statement period.

## AUTOMATICALLY POSTING RESERVATION CLEANING CHARGES

Option "914" - "Process Owner Cleaning Fees" on the Owner Master menu (12) reads in-house and active reservations by departure date and posts cleaning fees to owners. The system uses reservation comment-2 and the EG table for determining cleaning fees on a reservation-by-reservation basis.

Table EG contains the cleaning fee for each combination of reservation and room types.



The following table describes a sub-record in table EG.

Sub-Record Characteristic	Description	Example
1 <sup>st</sup> Character	The first character in a table EG sub-record is the first letter of the reservation type. For example, a "P" represents a "Pre-assigned" reservation.	P
2 <sup>nd</sup> - 6 <sup>th</sup> Characters	The second through sixth characters in a table EG sub-record represent a room type. For example, "1B" represents a one-bedroom unit.	1B
Description (Field #1)	The description holds the cleaning fee dollar amount. This dollar amount can be either per day or once per reservation. The format MUST be "amount/frequency".  Example: \$5.00/Day or \$10.00/Res  The "\$" is optional. The frequency can be upper or lower case. The "/" must be used to separate the dollar amount from the frequency.	\$5.00/Day

When using RDP914 to automatically post cleaning fees to owners, reservation comment-2 should be left blank. If comment-2 is blank, RDP914 finds the appropriate reservation type and room type combination in table EG. The data in field #1 is used for the cleaning fee price and frequency. As noted in the above table, the frequency is either daily or once per reservation. If the reservation type and room type is not found, the system uses the default cleaning fee reservation type and room type combination stored in table C1 sub-record "OWMAID". This combination is then used to cross-reference the EG table. A sample C1 sub-record OWMAID is displayed below.

```

* UPDATE TABLFILE.DAT *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual 250
10:17 AM RDP090 12.02 (00019)
Table C1 Program Control Table
Sub-record Number OWMMAID
(1)-Special Data P1B

```

C1 sub-record OWMMAID is used as the default reservation and room type combination if a reservation's room type and reservation type cannot be found in table EG.

For example, assume a pre-assigned reservation is assigned to a studio (S) unit. Using the EG table displayed above, there is no "PS" sub-record. In this scenario, the RDP914 uses the default "P1B" reservation type/room type combination to post the reservation's cleaning charge. The cleaning charge specified in table EG for a pre-assigned reservation in a one-bedroom room type is \$5.00 per day.

By adding C1 sub-record OWMMAID, all reservations have a cleaning fee posted. The standard cleaning fees entered in table EG can be overridden by manually entering a cleaning fee in reservation comment-2. When entering a cleaning fee manually, the format **MUST** be "amount/frequency". For example, enter "\$5.00/Day" to post a \$5 per day cleaning charge. The "\$" is optional and the frequency can be entered in upper or lower case. The "/" must be used to separate the dollar amount from the frequency.



To avoid a cleaning fee, enter "No Cleaning Fee" in Comment-2.

## Processing Owner Cleaning Fees

Option 914 on the Owner Master menu (12) should be run once a month. After selecting option 914, the following prompt displays.

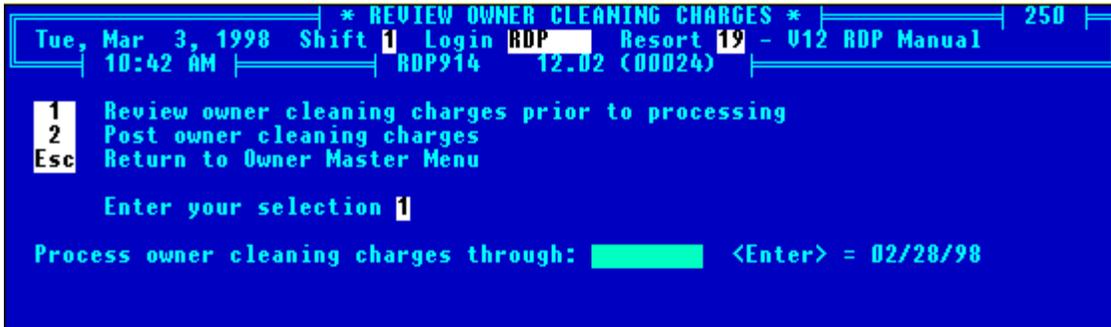
```

* GENERATE OWNER CLEANING FEES *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual 250
10:38 AM RDP914 12.02 (00024)
1 Review owner cleaning charges prior to processing
2 Post owner cleaning charges
Esc Return to Owner Master Menu
Enter your selection █

```

Option "1" - "Review owner cleaning charges prior to processing", generates a review of owner cleaning charges that will be posted based on existing reservations. When reviewing charges, comment-2 is updated with the cleaning fee found in Table EG for the reservation and room type. The "914 Comment" column reads "Will Post". Option 2 posts the charges. The printout for option 2 changes the "914 Comment" from "Will Post" to "Posted".

Both selections prompt for an "ending date" for posting owner cleaning charges. The default is the last day of the previous month.



If the cleaning fee frequency is once per reservation, the fee will not be posted to the owner until the reservation has checked-out. If the cleaning fee is daily, the fee is posted upon departure or month-end, whichever is first.

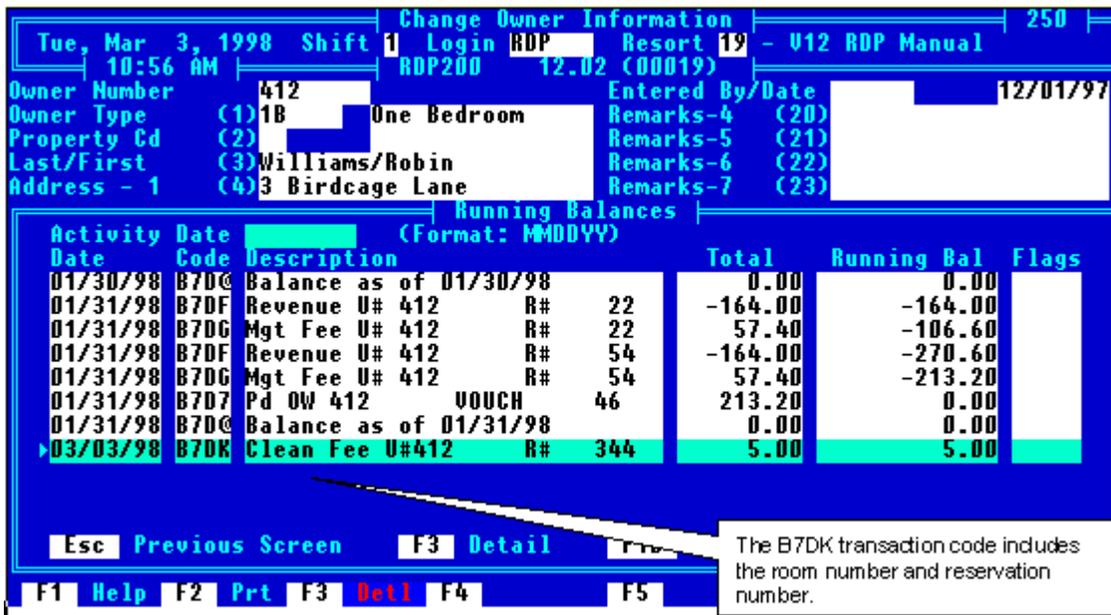
For example, a reservation arrives September 25<sup>th</sup> and departs October 5<sup>th</sup>. The cleaning fee is set to post daily. The owner charge will post on September 30<sup>th</sup> for the days in September and then again October 31<sup>st</sup> for the days in October.



The cleaning fee transaction date is the reservation's departure date or the posting date (last day of previous month).

### Owner Transactions

Option 914-2 posts a B7DK transaction to the owner for the cleaning fee. The B7DK transaction includes the room number and reservation number, seen below.



### To Enable

1. Update to the most current revision of Version 12.02.
2. Using option 997 on the System Utilities menu, run the "CLEANJA.UPD".
3. Populate table EG.
4. Enter C1 sub-record OWMAID with the default reservation and room type combination.

## PRINTING OWNER STATEMENTS

After revenue is processed with option 912 and all direct charges posted, owner statements are printed with option "562" - "Open Item Statements" or option "564" - "Balance Forward Statements".

For owners, RDP recommends using the balance forward statement since it provides the balance due from the last billing period plus any new reservation activity and direct charges. On the other hand, the open item statement is better suited for company billing. Specifically, the scenario where an organization uses the property on a periodic basis and needs a bill reflecting outstanding reservations (open items).

There is one other type of statement which is intended strictly for internal use, the "560" - "Running Balance Statement". Use this statement format as an "audit trail", displaying a range of transactions for a certain owner. When using the Running Balance Statement remember that:

1. ALL transactions for a range of dates are, including "No-Printed" items.
2. The statement is not divided into sections for reservations and direct charges.
3. The date range allows various starting and ending dates, eliminating many transactions required for an accurate balance due.

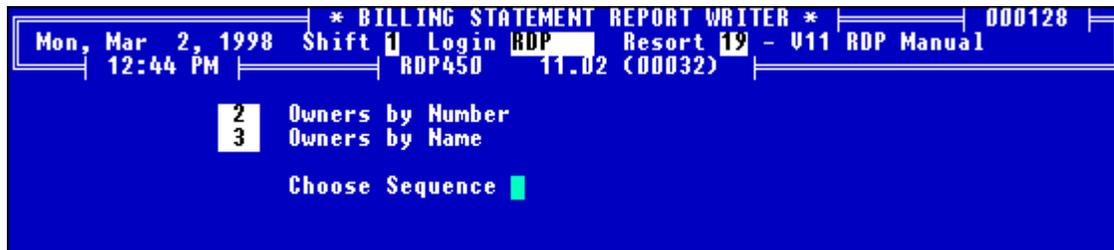
### Changing Statements

All statement forms can be changed with Report Writer. The columns that appear may also be changed to display information stored in the reservation record. Please see the chapter titled *Advanced Report Writer* for more information on altering statements.

### Printing a Running Balance Statement

The running balance statement prints all transactions for an owner in transaction date order. Transactions include payments received, direct charges, transfers from reservations, and refunds. A range of owners and/or transactions can be printed.

To print a running balance statement, choose option "560" - "Running Balance Statements" on the Owner Master menu, and choose option "P" to Print. The system displays the following prompt:



After selecting either option, the system prompts for a range, either numeric or alphabetic (Numeric in this case), and three questions pertaining to the type of owner:

```

* BILLING STATEMENT REPORT WRITER *
Mon, Mar 2, 1998 Shift [ ] Login RDP Resort 19 - U11 RDP Manual
12:44 PM RDP450 11.02 (00032) 000128

Beginning Numeric [ ] <Enter> = Start of file
Ending Numeric [ ] <Enter> = End of file

Print owner statements with no activity? (Y/N) [ ] <Enter> = Yes
Print N/R Owner Types with no activity? (Y/N) [ ] <Enter> = No
Print OLD Owner Types with no activity? (Y/N) [ ] <Enter> = No

```

Next, the system prompts for a beginning and ending transaction date:

```

Starting Date [ ] <Enter> = First Transaction
Ending Date [ ] <Enter> = Last Transaction

```

### 560 - Running Balance Statement

Davis Jones					Date Printed	03/03/98	
					Group Master #	130	
Date	Code	Description	Charge	Tax	Balance		
03/03/98	B7DF	Revenue U# 130 R# 314	-100.00	0.00	-100.00		
03/03/98	B7DG	Mgt Fee U# 130 R# 314	35.00	0.00	-65.00		
03/03/98	B7DH	TA Comm U# 130 R# 314	6.50	0.00	-58.50		
03/03/98	B7DJ	CC Fee U# 130 R# 314	1.56	0.00	-56.94		
03/03/98	B7DF	Revenue U# 130 R# 315	-100.00	0.00	-156.94		
03/03/98	B7DG	Mgt Fee U# 130 R# 315	35.00	0.00	-121.94		
03/03/98	B7DH	TA Comm U# 130 R# 315	6.50	0.00	-115.44		
03/03/98	B7MN	Maintenance - Roof	153.70	0.00	38.26		
03/03/98	B7MN	Maintenance - Roof	-153.70	0.00	-115.44		

"No-Printed" transactions appear on the Running Balance Statement.

Reservation revenue appears along with direct charges.

### Printing Balance Forward Statements

Balance forward statements print the balance due from the last statement plus all new transactions that are not marked as no-print. Transactions include:

1. All direct charges or adjustments applied to the owner with options 210 and 212.
2. Reservation revenue for the period.
3. Payments from the owner.
4. Refunds to the owner.

### No-Print Transactions

Transactions marked as non-printing (with an "\*\*") do not print on the balance forward statement. The sum of all non-printing transactions must be zero or statements do not print.

### Closing Statements

A balance forward statement can be printed at any time for an owner. The statement shows all transactions since the last time statements were closed. After a statement is closed, no additional corrections can be made for that time period. Corrections after closing a balance forward statement must be made in the next period.

### Statement Markers

When a balance forward statement is closed, the system generates a statement marker transaction, defining the end of one statement and the beginning of the next. Statement markers appear as a B7D@ transaction code whenever owner transactions are viewed with option "502" - "Inquire on Owner History" or when running balance statements are printed with option 560. In the following example, the statement markers are the first and last transactions.

Activity Date	Date	Code	Description	Total	Running Bal	Flags
12/30/97		B7D@	Balance as of 12/30/97	0.00	0.00	
12/31/97		B7DF	Revenue U# 318 R# 6	-60.00	-60.00	
12/31/97		B7DG	Mgt Fee U# 318 R# 6	21.00	-39.00	
12/31/97		B7D7	Pd OW 318 VOUCH 24	39.00	0.00	
12/31/97		B7D@	Balance as of 12/31/97	0.00	0.00	
01/31/98		B7DF	Revenue U# 318 R# 49	-164.00	-164.00	
01/31/98		B7DG	Mgt Fee U# 318 R# 49	57.40	-106.60	
01/31/98		B7D7	Pd OW 318 VOUCH 42	106.60	0.00	
01/31/98		B7D@	Balance as of 01/31/98	0.00	0.00	
03/03/98		B7MH	Maintenance - Roof	100.00	100.00	
03/03/98		B711	Li	12.50	112.50	

B7D@ = Statement Marker

Balance forward statements can be reprinted for any past period from one statement marker to the next.

### Open Item (YES) or Balance Forward (NO)

When owners are created with option "200" - "Add Owner Information", field #28 reads:

**Open Item (N)/Balance Fwd (Y)(28) Y**

It is critical to set this field to YES (Y) in order to print balance forward statements. Balance forward statements allow payments to be quickly applied towards an owner without allocating the payment against individual open transactions.

## Printing A New Statement

To print a balance forward statement showing all new activity for an owner since the last statement marker, follow these steps:

1. Choose option "564" - "Statements Balance Forward" on the Owner Master menu. Choose an output method (Printer, Screen, or File), and a range of owners. The system prompts:

```
Beginning Numeric      [ ]      <Enter> = Start of file
Ending Numeric        [ ]      <Enter> = End of file

A - Print new activity since last statement
B - Reprint a previous statement that has already been closed

Please choose a statement mode (A/B) █
```

2. Enter an A to print a new statement. Next, the system prompts:

```
No new transactions can be posted to any statement after statements
have been closed. Do you wish to CLOSE these statements? (Y/N) █
```

3. Enter an N the first time balance forward statement are printed. Entering NO the first time statements are printed is critical, since corrections cannot be posted after statements are closed. Also, when printing statements with CLOSE = NO, the last line on the statement reads:

"Total Balance Due (held on account)"

4. This line indicates a "first draft" statement. The balance due is paid to the owner and a check generated when CLOSE = YES is used.
5. The next prompt is:

```
Beginning statement date  VARIOUS
Ending statement date     [ ]      Shift █   <Enter>=03/01/1998  Shift 1
```

The ending statement date defaults to the current system date, 03/01/98 in this example. Based on the setting off switch #912-1, Always process owner statements on calendar month only, the default date will either be the last day of the last month (YES) or the current system date (NO). If <ENTER> is used to select the default, the system prints transactions from the end of the last statement marker (the last B3D@ transaction) to the current date. This includes all new transactions. An example of the statement without closing follows:

**First Draft of Balance Forward Statement (Close=NO)**

YOUR COMPANY NAME HERE  
 PO Box 1170  
 Vail, CO 81658  
 (970) 845-1140

\*\* BALANCE FORWARD STATEMENT \*\*  
 \*\* OWNER STATEMENTS \*\*

Paula Abdul  
 1 Laker Girl Lane  
 Los Angeles, CA 99906

Date 09/17/98  
 Number 130

----- RENTAL ACTIVITY -----											
Ty	Res#	Share With	Arrive	Depart	Nts	Description	Gross Amount	Travel Agent Commissions	Credit Card Fees	Management Fees	Due Owner
P8	48		09/06/96	09/07/98	2	Preassign	-273.00	17.75	2.73	95.55	-156.97
P8	75		09/07/96	09/09/98	2	Preassign	-260.00	0.00	2.60	91.00	-166.40
Res Activity from 09/06/98 to 09/17/98							-533.00	17.75	5.23	186.55	-323.47

----- OWNER CHARGES -----						
Date	Code	Refer#	Description	Charge	Tax	Total
09/10	B7MN	0090	Maintenance Fee - Carpet Cln	135.00		135.00
Direct Charge Activity from 09/06/98 to 09/17/98						135.00

## STATEMENT SUMMARY

Balance as of 08/06/98	0.00
Gross Reservation Revenue from 09/06/98 to 09/17/98	-533.00
Management Fees from 09/06/98 to 09/17/98	186.55
Travel Agent Commissions from 09/05/98 to 09/17/98	17.75
Credit Card Fees from 09/05/98 to 09/17/98	5.23
Direct Charge Activity from 09/06/98 to 09/17/98	135.00
=====	
Total balance due (held on account)	-188.47

**Review and Correct**

After printing the balance forward statement, review it carefully. Correct any errors before printing the final copy for the owner. Possible errors include:

1. The format of the form is wrong. For example, the text "YOUR COMPANY NAME HERE" may still appear on the form. The statement forms must be modified with the Report Writer prior to printing.
2. The ending statement date is incorrect, causing transactions not to appear.
3. Transactions that should appear do not appear because of incorrect use of the "\*" no-print flag.
4. Transactions are printing that should not print because they were not marked as non-printing.
5. Transactions are missing because they were not posted with option "210" - "Post Charge to Owner".
6. Payments are missing because they were not posted with option "500" - "Apply Payment from Owner".
7. The statement may have already been closed, in which case the re-print mode should be used instead of the new activity mode.

---

## Re-Print After Corrections

After balance forward statements are printed the first time with Close = No, they must be re-printed with Close =Yes. The Yes answer to the Close question ends one statement and starts a new one. A D@ statement marker is used to delineate the end of one statement and the start of the next.

- Without re-printing statements with Close=Yes, the statement will not close and the next owner statement will include all activity instead of just new activity. Even if no corrections were made to the first statement, re-print them with Close=Yes.*

---

## Generate Checks

When statements are closed, the system prompts:

**Do you wish to generate a check for any credit balance? (Y/N) ↓**

<u>Entry</u>	<u>Action</u>
Y - YES	The system looks in field #16, "Generate Checks for balance due..." on the owner master record for each owner printed. If field #16 is Y, and the master has a negative balance due, a check is generated for the total. If field #16 is N, the system never generates a check for the master even if there is a negative balance due.  The Yes answer should be used to generate checks for any owner with a negative balance.
N - No	Checks are not generated for any master even if there is a negative balance due. A No answer should be used to hold a balance "on account" for the owner.

---

## The Check Queue

Checks are generated with balance forward statements depending on the answer to the "generate check" question and the setting of field #20 in the master. If a check is generated, it is placed in the check queue. The check queue is printed through the Check Maintenance menu (80) on the RDP Main Functions menu. Check forms can be purchased from the RDP forms department at 1-800-RDP-PAPR (1-800-737-7277).

**Sample Balance Forward Statement (Close = YES)**

YOUR COMPANY NAME HERE  
 PO Box 1170  
 Vail, CO 81658  
 (970) 845-1140

\*\* BALANCE FORWARD STATEMENT \*\*  
 \*\* OWNER STATEMENTS \*\*

Paula Abdul  
 1 Laker Girl Lane  
 Los Angeles, CA 99906

Date 09/17/98  
 Number 130

## -----RENTAL ACTIVITY-----

Ty	Res#	Share With	Arrive	Depart	Nts	Description	Gross Amount	Travel Agent Commissions	Credit Card Fees	Management Fees	Due Owner
P8	48		09/07/98	09/09/98	2	Preassign	-273.00	17.75	2.73	95.55	-156.97
P8	75		09/11/98	09/13/98	2	Preassign	-260.00	0.00	2.60	91.00	-166.40
Res Activity from 09/06/98 to 09/17/98							-533.00	17.75	5.23	186.55	-323.47

## -----OWNER CHARGES-----

Date	Code	Refer#	Description	Charge	Tax	Total
09/10	B7MN	0090	Manitenance Fee - Carpet Cln	135.00		135.00
Direct Charge Activity from 09/06/98 to 09/17/98						135.00

## STATEMENT SUMMARY

Balance as of 08/06/96	0.00
Gross Reservation Revenue from 09/06/98 to 09/17/98	-533.00
Management Fees from 09/06/98 to 09/17/98	186.55
Travel Agent Fees from 09/06/98 to 09/17/98	17.75
Credit Card Fees from 09/06/98 to 09/17/98	5.23
Direct Charge Activity from 09/06/98 to 09/17/98	135.00
=====	
Total balance due Owner 130	-188.47
Paid Owner 130 - 6	188.47
Total balance due as of 09/17/98	0.00



**Sample Print Line:**

Column Location:

---



---

	1	2	3	4	5	6	7
123456789012345678901234567890123456789012345678901234567890123	&71X	23	B701	Direct Owner Charge	B701	{H\$B	}

---



---

**Loc# Character Definition**

- 1 & Location #1 is always an "&", indicating control information for the OTOTALy file. The report can have a mixture of "&" lines and normal report writer lines. These data items can also be mixed with normal "[" data items and the OTOTALy "{" data items.
- 2-3 7? Locations 2-3 contain the master file number. A "&71" indicates File 71 (Owner) information. A mixture of different master lines can be used on a given report, including file 70 (units).

<u>File Name</u>	<u>File Number</u>
Units	70
Owners	71
Groups	72
Travel Agents	73

- 4 " " or "X" If it is " ", the line always prints. If it is an "X", RDP450 does not print the line if all values are 0.00. For example, in report FOR558, the "direct owner charge" has the line:

---



---

Column Location:

	1	2	3	4	5	6	7
123456789012345678901234567890123456789012345678901234567890123	&71X	23	B703	Direct Owner Charge	B703	{H\$B	}

---



---

**Loc# Character Definition**

- If transaction "B703" has never been used or totals to zero for a given owner, it will not print.
- 5 " " or "X" Location #5 will also be " " or "X". If it is " ", RDP450 prints the line. If it is "X", RDP450 NEVER prints the line, but the amounts on this line will be included in the TOTALS lines. In the bottom section of FOR558, there is a line:

---



---

Column Location:

	1	2	3	4	5	6	7
123456789012345678901234567890123456789012345678901234567890123	&70 XX	67	MC01	Paying Guest-Market Code	01	{HCA	}

---



---

- This line is never actually printed. However, the values are included in totals 6 and 7 because of the totals marked "67".
- 6 " " or "X" Controls a "repeat on lockoff" routine. This is used in the "owner day" count to provide separate counts for each lockoff room.

Column Location:  
 1 2 3 4 5 6 7  
 123456789012345678901234567890123456789012345678901234567890123  
 &70 XX 67 MC01 Paying Guest-Market Code 01 {HCA }

<u>Loc#</u>	<u>Character</u>	<u>Definition</u>
		The "&70" indicates Room totals for the owner being printed. Read the master room for this owner and print the line. Then read the first "sub-lockoff" room for the master room and print the line. Read the remaining sub-lockoffs for this room.
7-15	123456789	Locations 7-15 indicate totals 1 through 9. The sample form has 3 totals lines. If location 7 is a "1", this indicates that the amounts on this line are to be included in total #1. If the character is blank, we do NOT include this line in total #1. Locations 7-15 must be used specifically for totals 1-9. Example: Total 4 must be indicated with a "4" specifically in location 10 and not in location 9 or 12. Each line may be added into more than one total. The sample form shows that the direct charges are added into totals 2 and 3.
18-25	B*??	Locations 18-25 specify which code to use from the OTOTALy file for this particular master. The format is "B*??" where "B*" is the ledger for the master and "??" is the transaction code in that ledger. Currently, all codes must be specified individually. There are no range functions. The ledger codes are:

<u>Master</u>	<u>Ledger</u>
Room	None
Group	B3
Travel Agent	B6
Owner	B7

Other special records found in the OTOTALy file can also be used. These differ according to the type of master:

<u>Code</u>	<u>Description</u>
XXUN	Room - Room revenue and guest nights
MC??	Room - Revenue & guest nights by market code ??
MCON	Room - Number of owner nights
MCOG	Room - Number of guest of owner nights
XXGMR	Group master - Room revenue and guest nights
XXGMT	Group master - All revenue and guest nights
XXTAR	Travel agent - Room revenue and guest
XXTAR	Travel agent - Room revenue and guest
XXTAT	Travel agent - All revenue and guest nights
XXOWR	Owner - Room revenue and guest nights
XXOWT	Owner - All revenue and guest nights

**Loc# Character Definition**

18-21 TOT? Bytes 18-21 may also indicate that a total is to be printed. The lines below show examples of totals lines.

---



---

		Column Location:													
		1		2		3		4		5		6		7	
1234567890123456789012345678901234567890123456789012345678901234567890123															
&70	X	5	7	MCOG		Guest Days - Room	[A2			{HCA		}			
&															
&70				TOT5		Total Guest Days				{HCA		}			

---



---

On the first line of the example, the "5" in location 11 tells Report Writer to add the amounts on this line to Total #5. Line #2 is text only. Line #3 has "TOT5" starting in location 18 so the Report Writer will now print Total #5 on this line. Notice also that Line #1 has "7" in location 13. The amounts on this line are also included in Total #7.

---

**Data Items**

All data items for the OTOTALyy file are enclosed with "{" characters. The print length is the number of spaces between these characters + 2. H1 data items may be intermixed on the "&" lines as well.

A typical format for a data item is:

{H\$B }	Statement Month Dollar amount (Output "123.33")
{HCA }	Guest Nights (Output "367")

**Data Item Location #1** The character in this location tells the Report Writer which monthly totals to use. The options are listed below.

Location #1 Character	1=	2=	3=	4=	5=	6=	7=	8=	9=	10=	11=	12=	D=	E=	F=	G=	H=	I=	J=
	January	February	March	April	May	June	July	August	September	October	November	December	1 <sup>st</sup> Quarter 1+2+3	2 <sup>nd</sup> Quarter (4+5+6)	3 <sup>rd</sup> Quarter (7+8+9)	4 <sup>th</sup> Quarter (10+11+12)	Statement Month (see below)	YTD through statement month	YTD – All 12 Months

**H=Statement Month and I=YTD through Statement Month**

In order to use "H", the main control line must contain the text STATEMENT MONTH=?. The system will prompt:

"Statement Month (YYMM) [ ] Default = Current month."

The report form may contain 2 data items to print the response:

[80        [81

Data item [80] prints the statement month ("January", "February", etc.).

Data item [81] prints the statement year ("1998", "1999", etc.).

**Data Item Location #2**    The character in this location determines what total is used and the numeric format.

**Character****Description**

\$	Prints the dollar value for the month and code. The currency format is used (Example 3342.34).
D	This is the same value as above but prints the amount without the decimal point (Example 334234). This is used for 1099 magnetic media output.
C	The value printed is the "count" for the month and code. This can be the number of occurrences of a transaction code or, for some codes, the number of nights.

**Data Item Location #3**    This character determines the format of the number.

**Character****Description**

A	Prints the count value without a decimal point. Normally used with "\$" above.
B	Prints the dollar value with a decimal point. Normally used with "C" above.
Z	Prints the dollar value right justified and zero filled. Used for 1099 magnetic media. Normally used with "D" above.

**Data Item Location #4**    If a "-" appears in this location, the system negates the value to be printed. This is used on 1099 statements since the normal revenue amount for masters is a negative number.

## Owner 1099 Statements

Owner 1099 statements consist of 3 reports used by RDP450 to access the OTOTALy file. These reports are:

<u>Menu</u>	<u>Report</u>	<u>Form File</u>	<u>Description</u>
XQ	845	FOR845.FOR	Owner - Review 1099 Amounts
XQ	846	FOR846.FOR	Owner - 1099 Statements - Paper Media
XQ	847	FOR847.FOR	Owner - 1099 Statements - Magnetic Media

Table CZ must be filled out with company information for 1099 reporting. The sub-records and corresponding data items are:

<u>Sub-Record</u>	<u>Data Item</u>	<u>Length</u>	<u>Description</u>
01	30	9	Tax Payer ID# (No Dashes, Only Numbers)
02	31	5	Transmitter Control Number (Only Numbers)
03	32	40	Company Name
04	33	40	Company Address
05	34	40	Company City, State, & Zip

### **Special Main Control Line Keyword for Paper 1099 forms**

The 1099 forms for paper media must have the amount as the first line on the form. It must also have the following in the main control line:

QUALJ\$0;1099;

This tells Report Writer to skip the entire 1099 form if the owner has no revenue. The magnetic media form uses the "X" at location 4 of the specific owner line to skip zero revenue owners.

## RECORDING PAYMENTS FROM OWNERS

Payments are applied to owners with either the autopay or manual pay methods. However, autopay is required when using Balance Forward statements and manual pay for Open Item statements. Since most properties will use Balance Forward statements for owners, this section will detail taking payments with the autopay method.

### Overview of Option 500 - Apply Payment from Owner

Option "500" - "Apply Payment from Owner" contains the following options:

```

Tue, Mar 3, 1998 Shift 1 * PAYMENT FROM MASTER * 000128
1:57 PM RDP500 11.02 (00036) - U11 RDP Manual
Owner Number 102 Owner Type 1B Unit Owned 102
Owner Name Powell/John Balance Due 0.00
Posting Date Tue, Mar 3, 1998 Shift 1

A Autopost a payment to the oldest open transactions.
M Manual post a payment to specific open transactions.
O Offset one open transaction against others (no payment received).
R Generate a refund
Esc Return to Menu

Please choose a payment option █

```

Option	Description
A	Posts a payment and then automatically applies the payment against open transactions. Autopost should only be used with balance forward masters. Any customer using open item statements should never use autopost.
M	Manually posts a payment. The user allocates the payment against one or more open transactions. Manual post must be used with open item statements.
O	The offset option is used with open item statements to offset one open transaction against others without receiving a payment. For example, assume a deposit is received for \$1000. Two weeks later a folio is checked-out and billed to the group master for \$1000. Both of these transactions would show on the open item statement. The deposit shows in the Unallocated Payment section. The offset mode is used to apply one transaction against the other, thus removing both transactions from the open item statement. The offset mode should never be used with balance forward statements.

**Option****Description**

R

The refund mode is the only method available to generate a refund check when using open item statements. With balance forward statements, refund checks are generated with option 500 - Refund or when statements are printed with Close=Yes.

Refunds can only be generated if the balance due on the master is negative. The default refund amount is always the full balance due. When refunding the full balance due, the system automatically sets the open balance on all transactions to zero. If a partial amount is refunded, no items are set to zero and offset mode must be used for bringing closed balances to zero.

**Autopost a Payment**

To autopost an owner payment:

1. From option 500, enter the posting date and correct owner.
2. Choose option "A" - "Autopost a payment to the oldest open transactions".
3. Enter the payment amount and the form of payment.

```

* PAYMENT FROM MASTER *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 12 - U11 RDP Manual 000128
2:00 PM RDP500 11.02 (00036)
Owner Number 211 Owner Type 2BL Unit Owned 211
Owner Name Abdul/Paula Balance Due -62.75
Posting Date Tue, Mar 3, 1998 Shift 1
Payment Amount 62.75 <Enter> = 0.00
1=Cash, 2=Check, 3=Credit card, 4=Wire transfer, 5=Other
  
```

Payment Amount

Payment Types

4. File the payment.

## ENTERING PAYMENT CORRECTIONS

If a payment correction has to be made for an owner utilizing balance forward statements, use option "500 - A" - "Autopost a payment...". For example, assume a check is received for \$500 from owner #123 and this was autoposted by mistake to owner #456. This mistake can be corrected as follows:

1. Use option 500-A and select owner 456. Enter the amount received as -500.00 (negative \$500). The system prompts for the type of payment (cash, check, and credit card).
2. Select "2=Check" since the original \$500 was posted as a check. The system prompts:



Notice that the "R=Refund" choice is not allowed. The system assumes that any negative amount entered with the "A=Autopay" option of RDP500 is always a correction and never an actual refund. In this example, use option C to correct the \$500 payment that was applied by mistake to owner #456.

3. Enter "C" for Correction and a check number of "CORRECT". The system generates a "B7D1- Rcv from Owner" code for +500.00 to offset the B7D1 code for -500.00 already generated.
4. Use option 500-O and offset the two payments against each other making the open balance for both transactions 0.00.
5. Use option 215 from the owner menu to select owner 456 and display transactions with <F7-TRANSACTIONS>. Use <F10 - NO PRINT> to mark the original B7D1 for -\$500 and the correcting B7D1 codes as "non printing". The owner will not see either of these transactions.
6. Autopost the correct payment to owner 123.

## GENERATING A REFUND CHECK

RDP500 option "R-Refund" is used to generate a refund, not to enter a correction. For example, assume an owner has a \$1500 credit balance held to offset against possible expenses. However, the owner wants a refund of \$500 of the credit balance. In this case, use RDP500, option "R-Refund". The system prompts:

```

* PAYMENT FROM MASTER *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - U11 RDP Manual 000128
2:12 PM RDP500 11.02 (00036)
Owner Number 211 Owner Type 2BL Unit Owned 211
Owner Name Abdul/Paula Balance Due -1500.00
Posting Date Tue, Mar 3, 1998 Shift 1

A Autopost a payment to the oldest open transactions.
M Manual post a payment to specific open transactions.
O Offset one open transaction against others (no payment received).
Refund Amount 500 <Enter> = 1500.00

```

To refund \$500, enter "500" not "-500". The system prompts for the refund payment type, i.e. - cash, check, credit card. Select the method of refund. If "2=Check" is selected, the system prompts:

```
Do you wish to PRINT this voucher? (Y/N)
```

The system generates a "B7D7 - Owner Refund" transaction and check voucher on both a "Y" and "N" response. Check vouchers can be viewed at any time with <F5 - INQUIRE>. With a "YES" response, print the check voucher through option 323 on the Check maintenance menu (80).

## INQUIRING ON OWNER HISTORY

Option 502 on the Owner Master menu is one of the most powerful options available for viewing owner transaction history. After choosing option 502 and selecting an owner, the following screen appears:

```

* INQUIRE ON MASTER *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - 011 RDP Manual 000128
3:50 PM RDP500 11.02 (00036)
Owner Number 318 Owner Type 1B Unit Owned 318
Owner Name Osborne/Ozzy Balance Due -433.50
Posting Date Shift 1
Ledger B7 Code DF Owner Gross Revenue (1999's) Year 1998
January (01) -164.00 May (05) 0.00 September (09) 0.00
February (02) 0.00 June (06) 0.00 October (10) 0.00
March (03) 0.00 July (07) 0.00 November (11) 0.00
April (04) 0.00 August (08) 0.00 December (12) 0.00
1998 Year-to-Date for B7DF (13) -164.00

1 Change the transaction code displayed
2 Change the year displayed
3 Display transactions for a selected month/year for the Tx code above
4 Display all transactions for this Owner
5 Display reservations for this Owner
C Change monthly total for this Owner
Esc Exit

Enter your selection █

F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F9 Days

```

### Option

### Description

- 1 **Change the transaction code displayed.** Choosing 1 allows the MTD and YTD totals for a different B7xx transaction code to be displayed for this owner. In the example above, the B710 - Extra Maid Service is currently displayed. After using option 1, use <F3 - LOOK> to display all B7xx codes. For example, code B7DF can be entered to display the MTD and YTD gross reservation activity for this owner.
- 2 **Change the year displayed.** Option 2 changes the year for the displayed MTD and YTD totals. Any past year can be displayed.
- 3 **Display transactions for a selected month/year for the TX code above.** Option 3 displays each transaction code that comprises the MTD or YTD total for the B7xx code currently displayed. In the example above, the B710 code has a \$15.00 total for February, 1998. Option 3 shows each transaction comprising the \$15.00.
- 4 **Display all transactions for this owner.** Option 4 displays all transactions for this owner, regardless of transaction code or year. For example, using option 4 we can see all transactions on a given owner, as follows:

						Running Balances			
Activity	Date	(YYYYMMDD)->				Total	Running Bal	Flags	
Date	Code	Description	U#	R#	R#				
03/03/98	B7DG	Mgt Fee	U# 318	R# 86		56.00	8.50		
03/03/98	B7DF	Revenue	U# 318	R# 117		-160.00	-151.50		
03/03/98	B7DG	Mgt Fee	U# 318	R# 117		56.00	-95.50		
03/03/98	B7DF	Revenue	U# 318	R# 138		-160.00	-255.50		
03/03/98	B7DG	Mgt Fee	U# 318	R# 138		56.00	-199.50		
03/03/98	B7DF	Revenue	U# 318	R# 159		-160.00	-359.50		
03/03/98	B7DG	Mgt Fee	U# 318	R# 159		56.00	-303.50		
03/03/98	B7DF	Revenue	U# 318	R# 316		-100.00	-403.50		
03/03/98	B7DG	Mgt Fee	U# 318	R# 316		35.00	-368.50		
03/03/98	B7DF	Revenue	U# 318	R# 317		-100.00	-468.50		
03/03/98	B7DG	Mgt Fee	U# 318	R# 317		35.00	-433.50		

Esc Previous Screen    F3 Detail    F10 Toggle No Print Flag

**Option****Description**

5

Display reservations for this owner. Reservations can be displayed for the owner with option 5, including future, in-house, active history, and non-active history.

C-Change

Option 502-Change is specifically designed for adjusting 1099 totals. Any adjustments made with 502-Change will alter the displayed monthly totals for the transaction code, but will NOT appear on the night audit, accounts receivable, or statements. The balance due on the master is NOT changed. Normally, changes are made to masters with option 210-Post Charge or option 500-Post Payment. Option 502-Change should only be used to adjust 1099 totals or on specific direction by RDP Support.

## OWNER 1099 STATEMENTS

Owner 1099 statements can be printed to paper or magnetic media. The proper procedure for 1099's is to first enter the "static" information in table "CZ" with RDP090 as follows:

**Sub-Record****Description**

01	Taxpayer ID#, 9 numbers, no "-"
02	Transmitter Control Number, 5 numbers, no "1"
03	Company name, maximum of 40 characters
04	Street address, maximum of 40 characters
05	City, state, and zip, maximum of 40 characters

After entering the above information, use the following steps for completing owner 1099's.

1. From the Owner Reports menu, run report "845" - "Review 1099s Before Printing". This report displays 1099 information for each owner, including the taxpayer ID number, and totals for this year and last year.
2. Verify ALL information on the printout, including:
  - A. Are all owners on the report?
  - B. Are the taxpayer ID numbers correct. These can be changed by updating the "remark-1" field with option "202" - "Change Owner Information" (menu 12).
  - C. Any property filing on magnetic media cannot have any "-" characters in the taxpayer ID number.
3. Verify that totals are correct for each owner. These can be changed from the owner master menu with option 502-C.
4. After verifying all data and making corrections, 1099 forms are printed with the correct option from the Owner Reports menu. Please contact the IRS for tractor feed 1099 paper forms.
5. Verify the 1099 forms for correctness.

***Verify 1099 totals. Since the user can change these totals, RDP does not guarantee accuracy. The filing of 1099 information is the responsibility of the user, not RDP. RDP shall not be held liable for the accuracy or procedures used for filing 1099 information. Please be aware that the IRS has penalties relating to exact 1099 filing procedure and it is completely THE PROPERTY'S responsibility to follow the correct procedure.***

## OWNER STATEMENT CHECKLIST

Prior to beginning the process of printing owner statements, double-check the 912 Owner Processing switches:

```

* GENERATE BILLING STATEMENT CODES * 000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
4:42 PM RDP912 12.01 (00034)
Always process owner statements on calendar month only ( 1) NO
Pay owners all revenue based on checkout date ( 2) YES
Please enter switch number █
  
```

As a review, the settings of these switches refer to:

<u>Switch</u>	<u>Description</u>
1	<p>Does the property pay owners all revenue for one month in the following month? (YES/NO)</p> <p>Example: Do you pay owners all revenue for July in August? If so, set switch #1 to YES.</p> <p style="text-align: center;">OR</p> <p>Do you pay owners at various times during the month, once on the 15th and once on the 30th? If the answer to this question is yes, set switch #1 to NO.</p>
2	<p>If a reservation stays over the end of a month (July 29 - August 3) is the owner paid twice on the reservation, once on July's statement and once on August's, or does the owner receive ALL revenue on August's statement?</p> <p>If the answer is "Pay the owner twice", set switch #2 to NO. If the answer is "Pay the owner once", set switch #2 to YES.</p>

After verifying these switches, proceed with the following checklist:

STEP	DESCRIPTION	DONE? √
1. Review Owner Revenue Prior to Processing	Option 912 - 2 or 3	
2. Make any necessary corrections	Change incorrect pay codes in option 120	
3. Process Owner Revenue	Option 912 - 4	
4. Post direct charges	Use option 210 for one owner, 212 for several owners	
5. Post applicable late fees	Use option 212	
6. Post any owner payments	Use option 500	
7. <b>Review</b> owner statements	Option 564 - <b>NO to Close</b>	
8. <b>Close</b> owner statements	Option 564 - <b>YES to Close, YES to Print Checks</b>	
9. Print owner revenue checks	Option 322 from the Check Maintenance menu (80)	



# TIMESHARE OWNERS

## OVERVIEW

The Timeshare Control System (TCS) is the most powerful system in RDP's portfolio. TCS includes a superset of all Condominium Control System (CCS) features for whole ownership, and the Hotel Control System (HCS) for full function hotels. Since TCS includes all features of the CCS system for whole ownership, please read the Owner Accounting chapter of the manual before reading this section. Only the unique TCS aspects are presented here. Topics include:

- Timeshare Methods Supported
- Fixed Week Owner Overview
- Floating Week Owner Overview
- Adding the Owner Master
- Loading Fixed Week Ownership Data
- Loading Floating Week Ownership Data
- Developer Owned Time
- Creating Fixed Week Owner Reservations
- Reservation Types
- Timeshare Owner Reservations

## TIMESHARE METHODS SUPPORTED

TCS is designed for the management of interval ownership resorts. TCS provides full reservations, front desk and complete owner accounting. Mailing labels and letters to past guests or owners can be printed to market the resort. TCS tracks all owner reservations and processes rental revenue. A variety of time-share resorts are supported, including:

### Fixed Week

Fixed week resorts assign an owner to a specific week in a specific room. The weeks run from Friday to Friday, Saturday to Saturday, or Sunday to Sunday. For example, if an owner owns week #01 on a Saturday-Saturday resort, his ownership runs from 01/02/98 to 01/09/98, 01/01/99 to 01/08/99, 01/07/00 to 01/14/00, etc. The dates vary slightly each year and are known many years in advance.

### Floating Week

In floating week ownership, an owner does not own any specific week or specific room number, instead he is allowed to stay at the resort for a specific number of days. The owner may be able to stay at any time during the year and in any type of room he wishes, on a first come first serve basis. Other floating methods allow different classes of owners. For example, the "silver" membership may only be allowed to rent in the off season, while the "gold" membership allows rental during any period. TCS tracks each owner usage as well as seasonal limitations per owner.

---

## Quartershare

With quartershare each owner owns one fourth interest (13 weeks/year) in a specific room number. This method is similar to fixed week, but the owner owns 13 weeks during the year instead of just one. The weeks are distributed throughout the year.

---

## Combination Resorts

Many resorts offer a combination of different vacation ownership methods. For example, building A may be set up as fixed week, Friday to Friday. Building B may be fixed week, Saturday to Saturday. Building C may be floating week, and building D is quartershare. All combinations are allowed within TCS. In addition, each room number can be a combination of fixed, floating, developer time, bonus time, etc. The resort can also mix "pure" hotel rooms with time-share rooms.

## FIXED WEEK OWNER OVERVIEW

A fixed week owner is one who owns a specific room number for a specific week number, for a specific starting day. For example, the owner may own room number 1000, for week number 01, starting on Fridays, meaning the owner always arrives and departs on a Friday, for week 01, for room 1000. The procedure for fixed week owners is:

1. The room master must be created first with option 200 on the Room Master menu.
2. The owner master is added with option 200 on the Owner Master menu. A room number is assigned to the owner, along with a week number and week starting day.
3. After all owners are added, reservations for the current year and the next year can be entered automatically with option "220 - 2" - "Generate Timeshare Owner Reservations For All Fixed Week Owners". This option uses the owner week number, room number, and starting date to make a reservation for the appropriate days. See **Creating Fixed Week Owner Reservations** later in this chapter.
4. Ownership information is automatically loaded with option "220 - 1" - "Process Fixed Week Owners Into Ownership Cross Reference File". This allows the system to automatically pay the correct owner or owners for reservation revenue if the owner elects to rent his time. See **Loading Fixed Week Ownership Data** later in this chapter.
5. If the owner uses his time, the reservation is checked-in, charges are posted, and the reservation is checked-out using the normal procedures explained in this manual.
6. If the owner exchanges his week with an exchange organization such as RCI or Interval International, the owner reservation is deleted and a type "E" reservation is made with option 100 to hold the room for the exchange guest.
7. If the owner decides to rent his week, the reservation is deleted. If the owner's week (or part of his week) is rented, the system automatically pays the owner his share.
8. Charges are posted globally to all owners of a given owner type with option "212" - "Global Post Owner Charges" on the Owner Master menu.
9. Charges are posted individually to selected owners with option "210" - "Post Charge to Owner" on the Owner Master menu.
10. Statements are printed to owners with the standard owner statement process described in the **Owner Accounting** chapter of the manual.

## FLOATING WEEK OWNER OVERVIEW

With floating week ownership, an owner does not own a specific week or specific room number. Instead he is allowed to stay at the resort for a specific number of days. The owner may be able to stay at any time during the year and in any type of room on a first come first serve basis. Other floating week methods allow different classes of owners. For example, the "silver" membership may only be allowed to rent in the off season, while the "gold" membership allows rental during any period. There are many possible floating owner types, and TCS can handle them all using variations of the following steps.

1. The room master must be created first with option 200 on the Room Master menu.
2. The owner master is added with option 200 on the Owner Master menu. Room numbers and week number are not assigned to the owner.
3. Owner reservations cannot be automatically loaded for floating owners. Reservations are made one owner at a time, using the "T" (timeshare owner) option of the reservation program. More than one reservation can be made for the same owner if needed. See **Loading Floating Week Ownership Data** later in this chapter.
4. Use the comment fields in the owner master to track the days used. For example, if a four day reservation is made for an owner, Comment-2 on the owner master can be changed to "days used = 4" to track owner usage. All reservations for any given owner can also be displayed during the reservation process using <F3 - LOOK>.
5. Ownership information for floating week owners cannot be loaded automatically, since, by definition, the ownership period is different each year. Ownership information is manually loaded with option "220 - 3" - "Enter Floating Week Owners Into Ownership Cross Reference File". This information allows the system to automatically pay the floating week owner if he rents his time.
6. If the owner uses his time, the reservation is checked-in, charges are posted, and the reservation is checked-out using the normal procedures explained in this manual.
7. If the owner exchanges his week with an exchange organization such as RCI or Interval International, the owner reservation is deleted and a type "E" reservation made with option 100 to hold the room for the exchange guest.
8. If the owner decides to rent his week, the reservation is deleted. If the owner's week (or part of his week) is rented, the system automatically pays the owner his revenue share.
9. Charges are posted globally to all owners of a given owner type with option "212" - "Global Post Owner Charge" on the Owner Master menu.
10. Charges are posted one at a time to select owners with option "210" - "Post Charge to Owner" on the Owner Master menu.
11. Statements are printed to owners with the standard owner statement process described in the Owner Accounting chapter.

## ADDING THE OWNER MASTER

The process of adding an owner master is explained in the *Owner Accounting* chapter. Specific fields for timeshare systems appear below.

<u>Field</u>	<u>Description</u>
Owner Number	The owner number is an eight character alpha-numeric field. In fixed week situations, RDP suggests the numbering convention of "room number - week number." For example, owner number 1000-01 would own room 1000 in week 01.
Room Number	Owner 1000-14 would own room number 1000 for week number 14.
Owner Type	The owner type is a six character alpha-numeric field, defined in table C2. Up to 1000 owner types may be defined. The system allows charges to be globally posted to all owners of a specific type.
Room Number Owned	If the room number owned field is left blank, the system assumes this is a floating week owner and the Fixed Week field is set to NO. If a room number is assigned to an owner, the fixed week field is set to YES. The system automatically loads all reservations for fixed week owners.

### <F9 – Weeks>

Once the owner master is complete, use the <F9 – WEEKS> key for adding owner weeks. After pressing <F9 – WEEKS>, the system prompts:

```
No weeks exist for Mark Kleinsmith. Do you wish to add? (Y/N)
F1 Help F2 Prt F3      F4 Usr Hlp F5 Inq
```

Answer "Y" to add owner weeks. Next, the system prompts for the week number owned, the starting day, and other information describing the owner week. A sample "Timeshare Week Maintenance" screen follows.

```
Timeshare Week Maintenance
Fixed Week?      ( 1) Y
Week Number     ( 2)   for
Week Starts On  ( 3) 6 Saturday
Period          ( 4)
Room Number Owned ( 5) 1000
Autoload Reservation? ( 6) Y
Load Ownership File? ( 7) Y
Rotate Week Forward? ( 8) Y
Billing Type     ( 9)
Skip Global Posting (10) N
Unique Posting Amount (11) 0.00
Posting Description (12)

Remarks 1 (13)
Remarks 2 (14)
Remarks 3 (15)
Remarks 4 (16)
Remarks 5 (17)

Entered By      RDP
Entry Date     03/01/98
Changed By
Changed Date   03/01/98
```

<u>Field</u>	<u>Description</u>
Fixed Week	Fixed week owners own the same room the same week, every year. Enter a "Y" if the owner is fixed week. Switch #422-16 sets the default for this field.
Week Number	Enter the week number and year for Fixed Week ownership weeks. By definition access to this field is restricted and is blank for floating week ownership. After entering the Week Number the Period is computed automatically by scanning the Period Definition table - Table DA.

<b><u>Field</u></b>	<b><u>Description</u></b>
Week Starts On	Enter a number, 1- 7, that corresponds to the day the owner's week begins. (1 = Monday, 7=Sunday) Switch #422-15 controls the default starting date for all fixed week timeshare owners (Sunday (1) - Saturday (7)).
Period	Access to this field is only allowed when the Fixed Week field is NO. Periods are defined in Table DA. If only one period is required, enter a default of A for the sub-record and 01 for field #3 and either 52 or 53 in field #4.
Room Number Owned	Defaults to the room number owned on the owner master. The "Room Number Owned" is optional in each "ownership record".
Autoload Reservation	Enter a "Y" if the owner's reservation is loaded automatically using option "220 – Process Timeshare Owners" on the Owner Master menu.
Load Ownership File?	Enter a "Y" if the owner's reservation is loaded automatically using option RDP220-2 or RDP220-4 "Process Timeshare Owners" on the Owner Master menu.
Rotate Week Forward?	Enter a "Y" if the owner's week automatically moves forward one week each year within the period. Option RDP220-5 is used once a year to rotate the weeks forward, for example, enter a "Y" if the owner owns week #1 in 1999, week #2 in 2000, week #3 in 2001, etc. If the owner owns the last week of the period, then the owner will be assigned the first week of the period when rotating. If the owner always owns the same week, enter an "N" in this field.
Billing Type	This field is optional. It is possible to globally post charges to owners using option 212 based on this field. For example, create a "GOLD" ownership record, and use option 212-W to globally post code 16 to all owners of type "GOLD".
Skip Global Posting	If this field is "Y", the owner will not be charged during the global post process when posting based on owner weeks.
Unique Posting Amount	This field allows a unique posting amount for a particular ownership record. If the user selects code 88, the system globally posts a code "B788" to all "timeshare ownership records" using the unique posting amount.
Posting Description	If this field is NOT blank, option 212 uses this description when posting charges based on the weeks owned.
Remarks 1 – 5	Enter any additional remarks regarding this owner week.

A single owner can own multiple weeks, as seen below for owner #1000 below. Use the <F9 – WEEKS> key from option "202" – "Change Owner Information" on the Owner Master menu (12) for displaying and adding owner weeks.

Week	Pd.	Year	Room	TCS Owner	Fixed	Entry By	and Date	Chg. By	and Date	Seq.
01	1	1998	1000		Y	RDP	03/01/98	RDP	03/01/98	00000001
12	2	1998	1000		Y	RDP	03/01/98	RDP	03/01/98	00000002

**Esc** Previous Screen      **F3** Detail  
**Enter** Change Highlighted Line      **Insert** Add a New Week      **Del** Delete

Additional weeks may be added by pressing the <INSERT> key and completing a "Timeshare Week Maintenance" form.

## LOADING FIXED WEEK OWNERSHIP DATA

The TCS system automatically pays the correct owner his share of reservation rental income if the owner elects to rent the room. To correctly pay the owner, TCS maintains a file called TCSOWNER.DAT, indicating which owner owns each room for each day of every year. After all owners are entered into the system, the ownership file is created using option "220" - "Process Timeshare Owners" on the Owner Master menu. Selecting option 220 displays the following screen:

Sun, Mar 1, 1998 Shift 1		* UPDATE TCS OWNER FILE *		000250	
11:03 AM	RDP202	Login RDP	Resort 19	- U12 RDP Manual	
			12.01 (00044)		
1	Process fixed week owners into ownership cross reference file				
2	Generate Timeshare Owner (T) reservations for all fixed week owners				
3	Enter floating week owners into ownership cross reference file				
4	Generate ALL fixed week T-type and Q-type reservations for Timeshare owners				
5	Rotate Owner Weeks Forward				
<b>Esc</b>	Return to Owner Master Menu				
	Enter your selection				

Use option 1 to load fixed week ownership data. After selecting option 1, enter "Y" for a printout followed by the current year. When prompted for starting and ending owner numbers, use <ENTER> as the default to automatically load all ownership information for fixed week owners.

Option 1 is normally only used once for a given owner and year. However, it can be used more than once for the same time period. Whenever option 1 is used, the system erases all fixed week ownership information for the owner (record type "1"), and regenerates this information based on the current week number owned. Any ownership information manually entered for floating week owners with option "220-3" is not changed. Each day displays three pieces of information, the date, the owner number, and the method used to enter the data.

Date	Owner #	
01/01/98	T1000	3
01/02/98	F1000	3
01/03/98	S1000	3
01/04/98	S1000	3
01/05/98	T1000	3
01/06/98	T1000	3
01/07/98	T1000	3
01/08/98	T	
01/09/98	F	
01/10/98	S	
01/11/98	S	
01/12/98	F	

There are two methods available for entering timeshare owner data, including:

Method	Description
1	Indicates ownership information was automatically generated for a fixed week owner option "220-1".
3	Indicates ownership information was manually inserted into the TCSOWNER.DAT file with option "220-3".

Use option 2 for generating fixed week-fixed room owner reservations. Use option 4 to automatically generate ALL fixed week (fixed room T-type and floating room Q-type) reservations for timeshare owners. When using option 4, the system checks for future owner reservations and will not generate an additional reservation if one already exists.

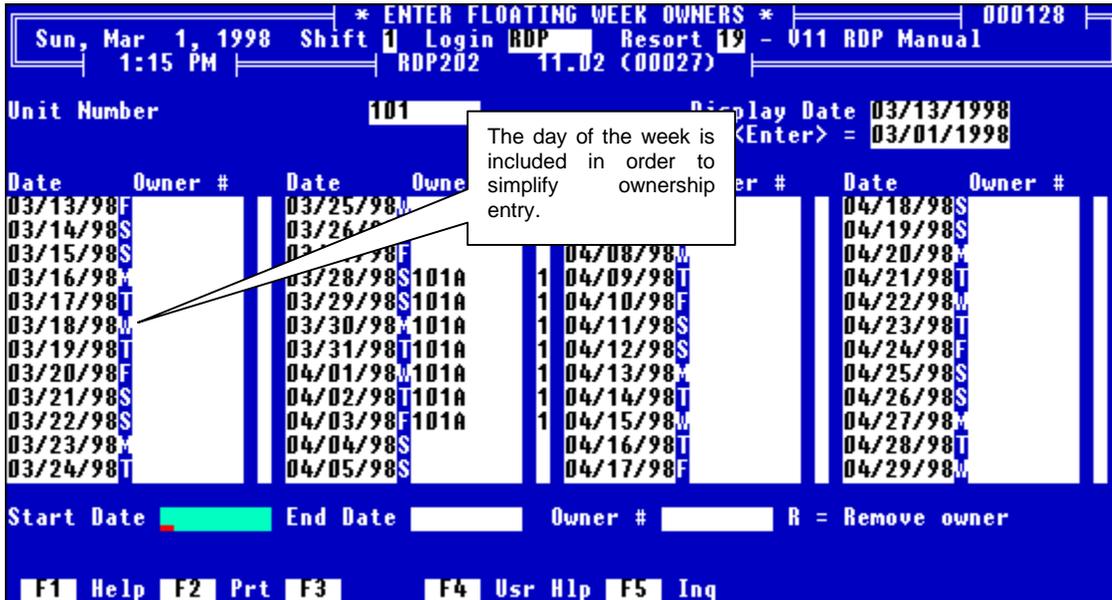


*Use option 2 or option 4, but NOT both!*

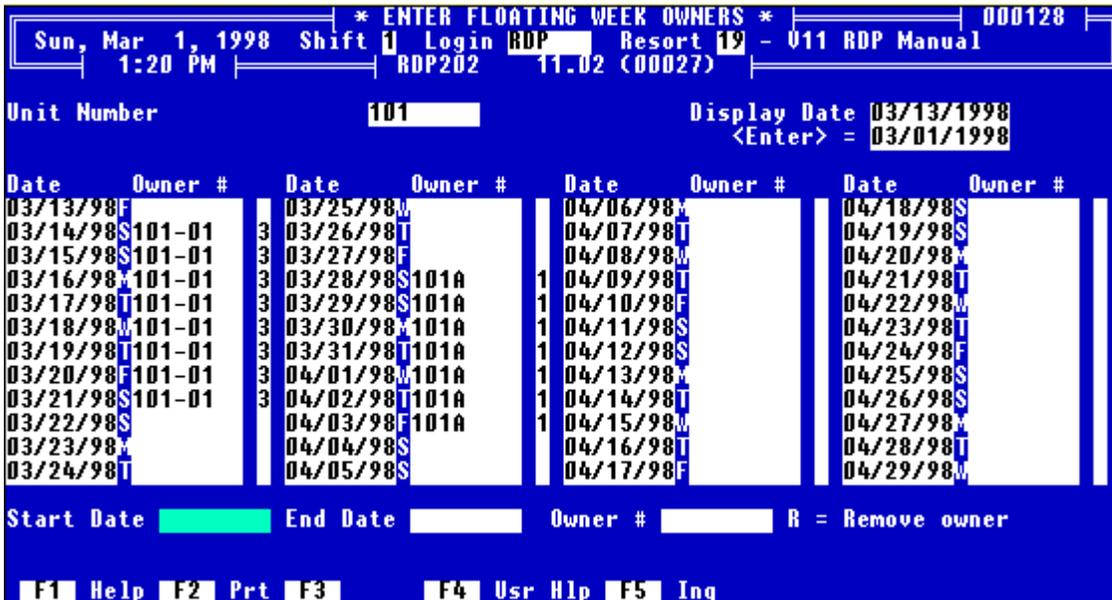
Option 5 is reserved for those properties that rotate owner weeks forward each year. For example, owner #1000 owns week #1 in 1999, week #2 in 2000, and week #3 in the year 2001.

**LOADING FLOATING WEEK OWNERSHIP DATA**

Floating week owners can also rent their week. A floating week owner selects a week or time period over a range of months. If a floating week owner rents his week, use option 220 from the Owner Master menu to define the ownership data. Use option "3" - "Enter Floating Week Timeshare Owners Into Ownership Cross Reference File". The system displays:



Above, the ownership information for room 101 is displayed, starting with 03/13/98. At present, there is no owner assigned to room 101 for the week beginning Saturday, March 14. After entering a starting date of 03/14/98 and ending of 03/21/98 for owner number 101-01, the screen would appear as:



## DEVELOPER OWNED TIME

At many timeshare resorts, certain time periods are left unsold and developer owned. There are several ways to handle this situation. One way is to add an owner master record, NONE, to the system and then use option 220-3 to assign owner number NONE to any time frame required. For example, entering a start date of 03/08/98 and end date of 03/15/98 with owner number NONE displays the following screen:

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - 011 RDP Manual
1:24 PM RDP202 11.02 (00027) 000128
* ENTER FLOATING WEEK OWNERS *
Unit Number 101 Display Date 03/01/1998
<Enter> = 03/01/1998

Date Owner # Date Owner # Date Owner # Date Owner #
03/01/98S 03/13/98F NONE 3 03/25/98M 04/06/98M
03/02/98M 03/14/98S 101-01 3 03/26/98T 04/07/98T
03/03/98T 03/15/98S 101-01 3 03/27/98F 04/08/98M
03/04/98M 03/16/98T 101-01 3 03/28/98S 101A 1 04/09/98T
03/05/98T 03/17/98T 101-01 3 03/29/98S 101A 1 04/10/98F
03/06/98F 03/18/98T 101-01 3 03/30/98M 101A 1 04/11/98S
03/07/98S 03/19/98T 101-01 3 03/31/98T 101A 1 04/12/98S
03/08/98S NONE 3 03/20/98F 101-01 3 04/01/98M 101A 1 04/13/98M
03/09/98M NONE 3 03/21/98S 101-01 3 04/02/98T 101A 1 04/14/98T
03/10/98T NONE 3 03/22/98S 04/03/98F 101A 1 04/15/98M
03/11/98M NONE 3 03/23/98M 04/04/98S 04/16/98T
03/12/98T NONE 3 03/24/98T 04/05/98S 04/17/98F

Start Date End Date Owner # R = Remove owner

F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

```

NONE tells the system to pay no owner for any reservation in room number 101 from 03/08/98 through 03/13/98. This setting forces the owner processing program, option 912, to mark any reservations for the room during this time period as already posted.

Alternatively, developer owned time periods can be left blank in the TCSOWNER file. No owner will be paid and the reservation transactions will remain in the transaction file as "not posted" until the reservation transfers to non-active history.

## CREATING FIXED WEEK OWNER RESERVATIONS

After entering timeshare owner masters, reservations for fixed week timeshare owners are automatically created using option 220 on Owner Master menu. After selecting option 220, the system prompts:

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - 012 RDP Manual
11:03 AM RDP202 12.01 (00044) 000250
* UPDATE TCS OWNER FILE *
1 Process fixed week owners into ownership cross reference file
2 Generate Timeshare Owner (T) reservations for all fixed week owners
3 Enter floating week owners into ownership cross reference file
4 Generate ALL fixed week T-type and Q-type reservations for Timeshare owners
5 Rotate Owner Weeks Forward
Esc Return to Owner Master Menu
Enter your selection

```

Enter option "2" to generate timeshare owner reservations and then a "Y" for a printout. Option 2 generates type T (i.e. timeshare owner) reservations for every fixed week owner. Please check the printout to make sure all reservations are made correctly.

## Re-Execution of Option 2

Normally option 220-2 is executed only once for each calendar year. However, it is possible to re-execute option 2 several times if needed. For example, if option 2 is used on June 1, 1998 for the year 1999, the system loads type T (i.e. timeshare owner) reservations for all fixed week owners for 1999. If 400 more owners are added between June 1, 1998 and July 1, 1999, and option 2 re-executed, only reservations for the additional 400 owners are made.

## Reservation Types

There are several reservation types in the timeshare system. Option "100" - "New Reservation" displays the following choices:



### Inventory Availability

Option "A" - "Inventory Availability" is a quick option for checking availability. Option A is described in detail in the *Reservations* chapter of the User's Manual.

### Room Availability

Choose Option "R" - "Room Availability" to display actual room numbers available for specific dates. Option R is described in detail in the *Reservations* chapter of the User's Manual.

### Bonus Time

A Bonus time owner reservation is an optional reservation type used by some properties to reserve additional time for owners. Many resorts use this as part of the sales effort. In effect, the owner purchases his week but is allowed to reserve additional time at a reduced rate if it is not already sold to a full paying guest. Policies are different at each property.

For example, an owner may be allowed to book bonus time up to 7 days prior to the arrival date, at a rate of \$20.00/day. Rates can be automatically calculated using unique rate plans for bonus time. See switch #319-11, Calculate rates for bonus time owner reservation, to turn on/off rate calculation for bonus time reservations. Bonus owner reservations are checked-in and out normally.

If the yield management module is installed a unique rate plan should be established for Bonus time reservations. This allows the system to automatically calculate the correct rental rate for type "B" reservations. (Set switch #319-11 to YES)

### **Exchange Week**

An exchange week reservation is used to reserve a room for a timeshare exchange reservation. The flow of events is:

1. The owner reservation is pre-loaded for a fixed week owner with option 220-2 or manually loaded with option 100 as a type "T" reservation.
2. If the owner exchanges his week, the type "T" reservation is deleted and a new type "E" reservation is put in its place. This reserves the room for the correct days for the exchange guest. The name on the reservation is normally set to "Exchange Guest" at this point and NOT added to guest history. These reservations are indicated with an "E" on the tape chart.
3. The system can calculate rates for exchange week reservations or set the rate to \$0. This is controlled by system switch #319-12 on the System Manager menu.
4. When the resort is notified of the exchange guest's name, option 120 is used to change the name on the correct reservation to the guest's name. The address is also added at this time. If there is a charge to this guest to be collected by the property, it can also be added.
5. Exchange week reservations are checked-in and out normally, with full folio and night audit functions.

### **Timeshare Owner Pre-assign**

The letter "T" on the tape chart indicates Timeshare owner pre-assign reservations. They are automatically made for all fixed week owners for each future year with option "220" - "Process Timeshare Owners" on the Owner Master menu. Type T reservations are made for floating week owners with option T from the New Reservation option (100). Rates can be calculated for type T reservations or automatically set to \$0 by using switch #319-13 on the System Manager menu.

### **Timeshare Owner Inventory**

Timeshare owner inventory reservations are used for floating week or floating time period owners. However, only a room type is assigned, not a specific room number, very similar to an inventory type reservation for a paying guest. These reservations are not indicated on the 142 calendar since a room number has not been assigned. Timeshare owner inventory reservations are designated as a type "Q". For example, if a floating week owner has the right to any two bedroom room for his week, a type Q reservation is used. Rates can be calculated based on the setting of switch #319-14. The flow of events is:

1. When the floating week owner calls to reserve his time period, a type Q reservation is made with option 100. The owner name, room type, arrival, and departure dates are entered.

```
Convert to Timeshare owner or Bonus owner time? (T/B) █
```

```
█ F1 Help █ F2 Prt █ F3 █ █ F4 Usr Hlp █ F5 Inq
```

2. Any time prior to arrival, or when the owner arrives, a room is assigned and the system prompts:

If timeshare owner inventory reservations (type Q) should always be converted to type "T" reservations, set switch #109-10, Convert inventory res. to pre-assign when room assigned, to YES. (RDP recommends the YES setting for switch #109-10)

### Pre-Assign

Pre-assign reservations in the timeshare system are identical to pre-assign reservations in any other RDP system. Please see the **Reservations** chapter for more information. Any pre-assign reservation automatically pays the correct owner or owners based on the ownership calendar established in TCSOWNER.DAT with option 220 on the Owner Master menu. For example, assume a reservation is from 01/10/98 to 01/20/98. This time period may overlap three owners, as follows:

<u>Dates</u>	<u>Owned By</u>
01/10/98-01/12/98	1000-01
01/12/98-01/18/98	1000-02
01/18/98-01/20/98	1000-03

In this example, the system automatically pays owner 1000-01 for the first two days, owner 1000-02 for the next 6 days, and owner 1000-03 for the last two days.

### Inventory

An inventory reservation in the timeshare system is identical to an inventory reservation in any other RDP system. A room type is assigned, not a room number. Any time prior to check-in, a room number is assigned and the reservation is converted to a type "T", appearing on the reservation tape chart (142).

## TIMESHARE RESERVATIONS

Additional features are included in the timeshare system when making a reservation with RDP100. Specifically, the system prompts for an owner number when using reservation types B, T, and Q. After entering an owner name or number, the system displays the owner master record, where important data is viewed, including the owner's balance due and the number of nights used, by year. The number of nights is displayed using the <F9 - OWNER NIGHTS> key. A sample owner master record in RDP100 follows:

```

Timeshare Owner - P                                000128
Sun, Mar 1, 1998  Shift 1  Login RDP100  Resort 19 - U11 RDP Manual
1:33 PM                                RDP100  11.02 (00034)
Owner Number 123                               Entered By/Date USER 12/01/97
Owner Type (1) 3B Three Bedroom Co             Remarks-4 (19)
Property Cd (2)                               Remarks-5 (20)
Last/First (3) Agassi/Andre                   Remarks-6 (21)
Address - 1 (4) 1 Rebel Place                  Remarks-7 (22)
Address - 2 (5)                               Remarks-8 (23)
City Name (6) Las Vegas                       Remarks-9 (24)
State (7) NV Zip (8) 85111                   Remarks-10 (25)
Country (9)                                   Remarks-11 (26)
Spouse Name (10) Brooke                      Remarks-12 (27)
Phone - 1 (11) 805-114-7430                  Open Item (N)/Balance Fwd (Y) (28) Y
Phone - 2 (12)                               Generate checks if Bal. Due (29) Y
Recur. Chg. (13) 0.00                        Fixed week owner (30) N
Unit# Owned (14) % 0.00                      Week Number (31)
Trust Amount (15) 0.00                       Week starts on (32)
Remarks-1 (16)
Remarks-2 (17)
E-Mail Address(18)
Balance Due 0.00
Is this the correct Owner? (Y/N) Y

F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Owner Nights
F8 Reservations F9 Owner Nights

```

The <F9 - OWNER NIGHTS> key displays the number of owner nights per year.

```

* Nights Used/Reserved by Year *
Owner: 123 Agassi/Andre Balance Due: 0.00
Year: 1998
Nights: 7
Res# Ty Status Name Arrival Departure Room
333 18 Checked-Out Agassi/Andre 02/22/1998 03/01/1998 123
Press ESC for the previous screen

```



# **CENTRAL RESERVATIONS**

## **OVERVIEW**

This chapter is designed to provide an overview of the Central Reservations module. Topics covered include:

- Central Reservation Philosophy
- Downloading From Central Reservations
- Uploading at the Property
- Downloading From the Property
- Using a Range of Reservation Numbers
- Installation

## **CENTRAL RESERVATION PHILOSOPHY**

RDP systems allow the customer to have a central reservation office that is at a different physical location from the property. For example, one customer has a reservation office in Texas with the property in Belize. Another customer has reservations in Honolulu, and six resorts on different islands. The RDP Central Reservations module (RL) allows a mixture of RDP systems. Central reservations can be made for one resort that is a hotel, another that is a full ownership condominium, and a third that is a timeshare resort.

### **Module Required**

To use the RDP Central Reservations module, a copy of RDP software is required for each property. Additionally, the Central Reservation module (RL) must be purchased which allows reservations to be uploaded and downloaded.

### **Terminology**

The term "central reservations" applies to the physical location that will make all advance reservations. The term "property" refers to the actual property the guest visits. A central reservations site can make reservations for multiple properties.

### **Reservation Control**

The central reservations site is in control of all future reservations. Future reservations are defined as all reservations prior to check-in, or reservation types 1, 2, 3, and 4. Reservations are made and stored on the central reservations network, then downloaded (copied) nightly to the property. Advance reservations are a one way information flow, from central to the property. Only central reservations can make new reservations, changes, or deletions.

### **Simultaneous Reservations**

If the environment requires simultaneous advance reservations at central and the property, implementing central reservations with a full time modem to the property, and NOT using the RDP930 upload/download process can accomplish this goal. Please contact RDP support for details.

## Reservation Changes

All changes to advance reservations must be made at central reservations. No changes to advance reservations can be made by the property. For example, if a new reservation is made and the guest name is spelled incorrectly, this new reservation is transferred to the property the first night. If the property notices the name is spelled incorrectly, *it should notify central to make the change*. This change is then made at central, and the changed reservation is downloaded the next day, along with all other changes, deletions, and new reservations. If the property were to correct the spelling on an advance reservation directly on their system, this information would *not* appear on the central reservations system. If central then changed some other aspect of this reservation, such as the arrival date or address, this reservation would be copied to the property and all property level changes would be lost.

---

## Control After Check-in

Control passes from central reservations to the property after the guest checks-in. The property can now make changes to reservations, post transactions, perform a full night audit, and use all other aspects of the system. If central reservations makes a change to a reservation that has been checked-in at the property, the 930 upload process ignores this reservation and keeps the property's version of the reservation. All changes after check-in should be made by the property, not central.

---

## Date Changes After Check-in

Date changes on a reservation after check-in provide a special case. For example, assume a guest decides to stay an extra day. If the date is changed on the reservation at the property, central must be notified of this change so they do not rent the room during the same time frame. RDP suggests any date changes to in-house guests at the property are tracked manually, and a FAX sent to central at the end of the day so that central can change the dates on the same reservation number, keeping availability in balance.

---

## Walk-In Guests

If a guest wishes to make a reservation for a future date, this reservation must be entered into the system at central reservations. However, if a guest walks-in to the property and wants a room immediately, the reservation can be entered at the property. However, if this walk-in is for more than one night, the reservation should be added to the list of date changes that is FAXED to central each day to ensure that availability is updated.

The starting reservation number and guest history number at the property must be set to 700,000 during initial system set-up. This allows walk-in reservations at the property without reservation number conflict at central.

In addition, the transaction sequence number at the property should be changed to 1,000,000 in order to prevent transaction number conflicts between central and the property.

---

## Control After Checkout

Control of the reservation after checkout can be maintained at either the property or central reservations, *but not both*. Most customers keep the completed folio and transaction detail only at the property, and all accounting functions for travel agents, group leaders, group masters, and owners is done by the property. This is the suggested approach. However, after checking out the folio all transactions can be transferred from the property back to central reservations. See *Downloading From the Property* in this chapter.

## Downloading From Central Reservations

Central reservations is in control of all advance reservations. Once each day, all new reservations, changes, and deletions are downloaded to temporary transfer files at central reservations. These temporary transfer files are then compressed with "PKZIP" and transmitted via modem or e-mail to the property, where they are uploaded. This section details the steps required to download from central reservations.

Make a directory \RDP\RDPTR. This will become the temporary storage location for all files. Use option 094 and set file path #5 on any workstation that will be used for download to RDPTR\.

1. Make a directory \RDP\RDPTR. This will be used as the transfer directory.
2. From the System Utilities menu, choose option "997 - 1" - "Update TABLFILE.DAT from UPD file" and load the RDP930.UPD at both central and the property.
3. Use option 090 and put a fence level on sub-record XS930. This is the System Manager menu option for 930. This power level controls access to the upload/download features of 930. Repeat for each directory at central.
4. Use option 090 and add sub-record CRSBC with the special data field set to "CENTRAL". This is used for controlling specific options at both the property and central reservations.
5. From the System Manager menu, choose option 930 and use option 1 to change the system flags. At central reservations, they should appear as:

```

* Download/Upload Reservations *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - 012 RDP Manual
3:16 PM RDP930 12.01 (00050) 000250

Download new/changed future reservations (Types 1, 2 and 4) ( 1) YES
Download checked-in reservations (Types 5 and 6) ( 2) NO
Download checked-out reservations (Types 7 and 8) ( 3) NO
Download cancelled reservations (Type 9) ( 4) YES
Download reservation transactions ( 5) YES
Download reservation notes ( 6) YES
Download guest history master on the reservation ( 7) YES
Download travel agents 1, 2 and 3 on the reservation ( 8) YES
Download group master on the reservation ( 9) YES
Upload: Create group master billing code (B3DL) if master=central (10) YES

Please enter option █
  
```

Field #10 should only be set to YES if the central reservations site processes all group billing.

Use option 219 from the System Manager menu to change switch #6 to **YES**. This allows a *manual* change of the Changed By Date field. Repeat this for all directories.

The 930 program creates a report of all reservations included in the upload/download, if any reservations are on the report that should not be, use RDP120 to change field 58 (last changed date) to a date *prior* to the upload/download date. This prevents the reservation from being downloaded.

From the central reservations site, select option 930-2 on the System Manager menu to download reservations. Enter the correct upload/download date. Next, the system downloads all reservations of type 1, 2, 3, 4 and 9 from the central reservations site with a date equal to or greater than the date specified. All transactions, notes, guest history, agents, and group masters are downloaded based on the settings of switches 3 - 8. Option 930 creates temporary BTRIEVE files in file path #5, with an extension of \*.930. The transfer directory contains these files:

HRESERVE.930  
HEXPENSE.930  
NOTEFILE.930  
GROUPMST.930  
AGENTS.930  
GUESTS.930  
ITINCURR.930  
VENDORS.930

After running 930, review the printout carefully. Verify that all reservations included on the report should be downloaded to the property. If any reservations are on the printout do not belong, use RDP120 to change field #58, adjusting the "last changed by" date. Then, repeat the download.

After valid files are created in \RDP\RDPTTR\\*.930, exit the system to the DOS level. To change to the transfer directory type:

**CD\RDP\RDPTTR**

To minimize the cost of copying the temporary files to the property, the program PKZIP.EXE can be used to compress the files. Compressing the files can significantly reduce the modem transfer time, reducing telephone costs. To compress the files, enter the following command from the \RDP\RDPTTR directory.

**PKZIP PCYMMDD.ZIP \RDP\RDPTTR\\*.930**

In the above command, substitute a logical file name for the text PCMMDDYY, for example 0119970224 (Property Code followed by date).

Send the ZIP file to the property via the modem or internet e-mail. In this example, the only file sent would be \RDP\RDPTTR\0119970224.

After the ZIP file has been successfully uploaded by the property, erase the temporary files and the temporary ZIP file by typing the following:

**ERASE \RDP\RDPTTR\\*.930**

**ERASE \RDP\TRANSFER\\*.ZIP**

## UPLOADING AT THE PROPERTY

New reservations, changes, and deletions from central reservations are transferred to the property in the ZIP file. These changes must be uploaded from the transfer directory to the property's database as follows:

1. Make a directory \RDP\RDPTTR. This will become the temporary storage location of the transfer file. Use option 094 and set file path #5 on any workstation that will be used for upload to \RDP\RDPTTR\ (Only perform this step during installation)
2. Use option "997 - 1" - "Update TABLE.DAT..." on the System Utilities menu and enter file name RDP930.UPD. (Only perform this step upon installation)
3. Use option 090 to put a fence level on sub-record XS930. This is the System Manager menu option for 930. This will control access to the upload/download features of 930 at the property. (Only perform this step upon installation)
4. Use option 090 to add sub-record CRSBC with the special data of "PROPERTY". (Only perform this step upon installation)
5. From the System Manager menu, run 930 and use option 1 to change the system flags. At the property, they should appear as:

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
3:33 PM RDP930 12.01 (00050) 000250
* Download/Upload Reservations *
Download new/changed future reservations (Types 1, 2 and 4) ( 1) NO
Download checked-in reservations (Types 5 and 6) ( 2) YES
Download checked-out reservations (Types 7 and 8) ( 3) YES
Download cancelled reservations (Type 9) ( 4) NO
Download reservation transactions ( 5) YES
Download reservation notes ( 6) YES
Download guest history master on the reservation ( 7) YES
Download travel agents 1, 2 and 3 on the reservation ( 8) YES
Download group master on the reservation ( 9) YES
Upload: Create group master billing code (B3DL) if master=central (10) YES

Please enter option

```

- Exit to DOS. Make sure the transfer files from yesterday are erased with the following command.

```
ERASE \RDP\RDPTR\*.930
```

- Unzip the daily upload file from central reservations. The unzip command is:

```
UNZIP \RDP\RDPTR\*.ZIP
```

- Use option 930 from the System Manager menu and select option 3 to upload. A printout will be created. Review this carefully as these are the changes to the system at the property. The upload process deletes and adds any reservations sent from central. For example, if reservation #2 already exists at the property and is changed by central, the upload process deletes reservation #2 from the property, along with all <F6 - NOTES> and <F7 - TRANSACTIONS>. The complete reservation, notes, and transactions are then copied from the file uploaded from central.

## DOWNLOADING FROM THE PROPERTY

The property has the option of downloading checked-out reservations along with transactions and sending them back to central for billing purposes. The process is identical to the download from central. However, the flags at the property should be set so flag #2 is **YES** and flag #3 is **YES**, as seen above.

## USING A RANGE OF RESERVATION NUMBERS

In order to avoid confusion, properties with RDP's central reservations module use different reservation number ranges for bookings made at the central reservations office versus those bookings made at the property. During installation, these ranges are set.

For example, the central reservations office starts at reservation number "1" while the property starts with reservation number 950,000. Because the RDP reservation number is limited to six characters, properties with a high volume of reservations are nearing the end of the reservation number range. If this were to happen, the reservation counter starts over, overwriting existing reservations. In order to solve this problem, RDP has added a feature that allows properties to take advantage of a range of reservation numbers. For example, in the example outlined above, the property can take advantage of reservation numbers 700,000 - 949,999.

- Use the following steps in order to define a range of reservation numbers.
- From the System Manager menu, choose option "090" - "Update System Tables".
- Select option "U" to "Update Table Records".
- Enter table number C1.
- Choose option "S" for "Sub-record".

6. Enter sub-record "RESNUM".
7. In the "Special Data" field, enter the range of reservation numbers, as seen below.

```

* UPDATE TABLFILE.DAT *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
5:46 PM RDP090 12.01 (00111)
Table C1 Program Control Table
Sub-record Number RESNUM
(1)-Special Data >700000-949999
  
```

## INSTALLATION

The following steps are critical to the successful installation of the RDP Central Reservations module (RL):

1. Install the Central Reservations module.
2. Run RDP930.UPD with option "997 - 1" - "Update TABLFILE.DAT from a UPD file"
3. Add sub-record CRSBC at the property with special data of PROPERTY.
4. Add sub-record CRSBC at central with special data of CENTRAL.
5. Create the transfer sub-directory (RDP\RDPTR)
6. Change RDP094 to reflect the 930 transfer directory (Usually set to RDPTR\)
7. Change the default reservation number at the property to 700,000 in order to avoid conflicts between reservation numbers.
8. Change the default transaction sequence number in file 85 to avoid duplicate transaction sequence numbers.
9. Set the 930 switches at both central and the property.

*Contact RDP Support for assistance with steps 1 - 9 above.*

# LONG TERM AND MONTHLY RESERVATIONS

## OVERVIEW

RDP's Long Term module posts rent every 30 days using the Global Post Room and Tax option, RDP212. The module is designed to post rent once a month, based on a user-defined variable. This chapter outlines installation and use of the Long Term module, RT.

## MONTHLY RENTALS

The monthly feature is designed to post rent once a month - regardless of the number of days in the month.

### Installation

After purchasing the Long Term module, specify the day of the month rent is posted using the following steps.

1. From the System Manager menu, choose option "090" - "Update System Tables".
2. Choose option "U" - "Update Table Records".
3. Update table C1 and choose option "S" for "sub-record".
4. Add sub-record "MONTH", with the special data field equal to the day rent is posted.

```

* UPDATE TABLFILE.DAT *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
4:39 PM RDP090 12.01 (00051)
Table C1 Program Control Table
Sub-record Number MONTH
( 1)-Special Data 1
  
```



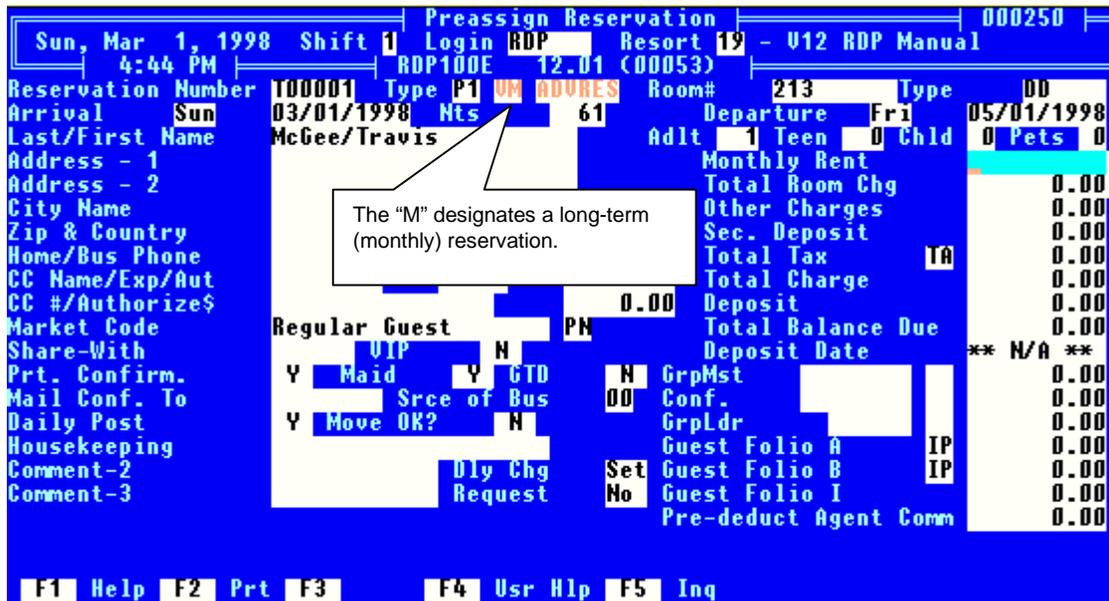
*In the example above, rent is posted on the first day of the month.*

### Features

With the monthly rental features installed, RDP100 contains the following reservation types, including those for long term reservations:



Using options "K" - "Inventory – Long Term (Monthly)" or "L" – "Preassign – Long Term (Monthly)" the monthly rent amount is entered on reservation screen one. The system displays an "M" for monthly at the top of screen one.



RDP posts a pro-rated rent for the first month from the check-in date until the last day of the current month. For example, a reservation arrives on March 7 with a monthly rent charge of 500.00. RDP212 posts 403.23 upon check-in on March 7, with the dates 3/7 - 3/31 on the transaction.

The last long term posting date is stored on the second reservation screen.

```

* CHANGE RESERVATION DETAIL *
Sat, Mar 7, 1998 Shift 1 Login RDP Resort 19 - 012 RDP Manual
4:56 PM RDP120E 12.01 (00053) 000250
Last/First Name McGee/Travis R# 320 Ty P50 Room 424 TyK
Comment-4 (44)
Comment-5 (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-15 (55)
Comment-16 (56)
Comment-17 (57)
Entered By/Date RDP 03/07/1998
Last Changed By(58) RDP 03/07/1998
Early Departure
Check-in/Check-out 04:52PM
E-Mail Address (66)
Other Charge-1 0.00
Other Charge-2 11.00
Agent 1 (59) 0.00
Agent 2 (60) 0.00
Agent 3 (61) 0.00
Room (62) 0.00
Guest Hist. 65 914.00
Credit Limit (63) 0.00
Refund Amount 0.00
Cancellation Number
Canc. Reason (64)
Last RDP211 Posting 03/07/1998
Long Term: Last Posting M 03/07/98

Check-in, Yield Mgmt, Search, File,
PgUp Page 1
F1 Help F2 Prt F3 F4
F8 Itinerary
F7 View Folio
    
```

The last long term posting date is stored on the second reservation screen.

### ADDITIONAL FEATURES

1. When rent is posted for the last month of a reservation, the system pro-rates the rent from the first day of the month to the departure date.
2. If rent has been posted for the month, and the guest checks out early, a manual adjustment must be made.
3. If the reservation is attached to a group, and the group is paying rental charges, option 212 posts a "B202" - "Billed to Group Master" for a negative amount. On the group master, the system posts a "B303" transaction code with the reservation name and rent dates for the rental amount. The property can then send a billing to the company before the rent is actually due to collect a payment. An example follows:

The reservation transactions appear similar to the following once rent is posted.

```

* RESERVATION TRANSACTIONS *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - 011 RDP Manual
1:06 PM RDP120F 11.02 (00023) 000128
Selected Guest Lewis/Jim Room 215 Res# 310
Res. Unit Unit Arrival Depart Share Daily
Transaction Detail (EXP120FL.TXT)
Date Code Description Charge Tax Total Flags
03/01 B201 Rent 03/01/98 - 03/31/98 600.00 36.00 636.00 M 0
03/01 B202 Billed to Grp Mst # IBM -600.00 0.00 -600.00 M 9
    
```

And, for billing purposes, the group master has the following transaction:

```

* POST TRANSACTIONS TO MASTERS *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U11 RDP Manual 000128
1:08 PM RDP210 11.02 (00020)

Grp Number IBM
Grp Type W Group Master - No Remarks - 4
Tent./Def. D Definite Group Remarks - 5
Grp Name IBM Corporation Remarks - 6

Running Balances
Activity Date (YYYYMMDD)->
Date Code Description Total Running Bal Flags
>01/12/98 B30C Balance as of 01/12/98 0.00 0.00
01/13/98 B30L From Neuheiser/Ri Res# 75 278.20 278.20 M
01/20/98 B30L From Neuheiser/Ri Res# 76 278.20 556.40 M
01/27/98 B30L From Neuheiser/Ri Res# 77 278.20 834.60 M
01/31/98 B30C Balance as of 01/31/98 0.00 834.60
03/01/98 B303 Lewis/Jim 03/01/98-03/31/98 600.00 1434.60 M

Esc Previous Screen F3 Detail F10 Toggle No Print Flag

```

Set switch 419-12 to YES to prompt for a starting date when printing folios to generate a statement for the current month only. The system starts the folio with a beginning balance line that includes the total of all transactions to the starting date entered.

## LONG TERM AND MONTHLY RESERVATIONS WITH R3 (OWNER ACCTG)

RDP supports both long term and monthly reservations for individually owned units. The process for paying owners on these long term reservations is identical to the process for paying owners on short term rentals. In order to pay owners for long term reservations, verify the following:

1. The owner pay code defined in the C7 table pays the owner on the correct reservation buckets.
2. The reservation has the correct owner pay code assigned.
3. The switches in option "912" - "Process Owner Revenue" are set according to your property's owner accounting procedures.

# **VENDORS & GUEST ITINERARY**

## **OVERVIEW**

Many RDP customers do extensive group business requiring activity scheduling. Activities can include a conference room rental on Monday morning, lunch in the afternoon, a different conference room in the evening, projector rentals, food service, and much more. Guest itineraries provide the ability to schedule up to 500 activities for a group and provide the group leader with an itinerary detailing each of them.

Guest itineraries are also used by the concierge or guest services department. For example, if a guest requests a dinner reservation, the concierge can schedule the activity and charge the guest a service fee. A wide variety of activities can be sold by the concierge, including balloon rides, golf, skiing, etc.

Using the Guest Itinerary module includes:

- Creating Vendor Masters
- Searching for Vendors
- Assigning Activities to Guests and Group Leaders
- Fields on Activity Screens 1 & 2
- Reading the Guest Itinerary Display
- Scanning for "Open" Activities at Checkout
- Multiple Activities and Seasonal Pricing for Vendors
- Using the Itinerary Module with Golf Packages
- Printing Tickets for the Guest.
- Printing Complete Guest Itineraries
- Printing Activities by Vendor
- Reconciling Tickets from Vendors

## CREATING VENDOR MASTERS

Every activity on a guest itinerary must be associated with a vendor. Vendors are defined using option "200" - "Add Vendor Master" from the Vendor Master menu (14). A completed vendor screen follows:

```

Change Vendor Master
Sun, Mar 1, 1998 Shift 1 Login USER Resort 01 - Resort Data Processin
1:28 PM RDP200 12.00 (00079) 000055
Vendor Number SGLTREE Entered By MANAGE Date 02/26/98
Vendor Type (1) GOLF Golf Course Remark-3 (24) Remark-4 (25)
Property Cd (2) Remark-5 (26) Remark-6 (27)
Vendor Name (3) Singletree Golf Course Remark-7 (28) Remark-8 (29)
Address - 1 (4) Berry Creek Road Remark-9 (30) Remark-10 (31)
Address - 2 (5) Remark-11 (32) Remark-12 (33)
City Name (6) Edwards ST(7) CO Remark-13 (34) Remark-14 (35)
Zip/Country (8) 81620 (9) Remark-15 (36)
Contact Name (10) Tom Remark-16 (37)
Phone-1 (11) 970-926-8500 Remark-17 (38)
Phone-2 (12) Print Itinerary (39) Y
Str/End Time (13) (14) Persons per Ticket (40) 1
Auto Repeat (15) N Starting Day (16) Open Item (Y)/Balance Fwd (N) (41) Y
Repeat on CO (17) Generate checks if Bal. Due (42) Y
Form Code (18) 650 Misc. Tickets by Arr Tx Code (43) Golf Charge
Tkt Qty Code (19) A One Tkt per Activity Surcharge Amount (44) 0.00
Activity (20) Golf Allow Open/Close Check (45) N
E-Mail (21) Balance Due 0.00
Remark-1 (22)
Remark-2 (23)
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Activities

```

### Vendor Number

The Vendor number is an eight character alphanumeric field that uniquely identifies each vendor. Prior to adding activities to a guest or group leader, the vendor number must be selected.

- ☒ *Once a vendor number has been assigned it cannot be changed. Please select vendor numbers carefully.*

### Vendor Type (Field #1)

The vendor type is a six character alphanumeric field that categorizes vendors, such as golf, dinner, etc. Prior to assigning vendor types, first define them using option 090 on the System Manager menu, updating table VT.

The vendor type is used as a sorting qualifier on vendor reports. For example, a report can be printed showing all golf vendors (i.e. golf courses), or all tee times by date range for each course.

### Property Code (#2)

Vendors can also be sorted by property code. To activate the property code feature, please contact RDP support.

### Vendor Name and Address (#s 3-12)

The vendor name, address, contact name, and two phone numbers are held in fields 3-12. The system allows mailing labels and letters to be generated for all vendors, or selected vendors. Additionally, ticket vouchers may contain address information or any other fields on the vendor master screen.

### Start/End Time (#13)

The activity starting and ending times are stored in the vendor master and transferred to each new guest activity. In this example, the starting and ending times for Singletree Golf Course are blank, meaning tee times are entered on a guest by guest basis.

If a vendor called "Dinner" is created for an activity "Dinner at Our Restaurant" the starting and ending times can be entered as 5:30PM and 10:30PM, respectively, indicating the dining room hours. These hours then display on the itinerary for every guest with the activity "Dinner in Our Restaurant".

### Auto Repeat (#15), Starting Day (#16), and Repeat on Checkout (#17)

The auto repeat, starting day, and repeat on checkout fields are used together to control activities that are repeated during each day of a guest stay. In our example, golf at Singletree does not automatically repeat for each day of the guest's stay, so all three fields are NO or blank. However, assume breakfast, lunch and dinner are included every day. Three separate vendors could be created, as follows:

Vendor Name	Activity Description	Starting Time	Ending Time	Auto Repeat	Start Day	Repeat on Checkout
Singletree	Golf at Singletree			NO		
Michael's	Breakfast at Michael's	6:30 AM	9:30 AM	YES	2	YES
Picasso's	Lunch at Picasso's	11:30 AM	2:00 PM	YES	1	NO
Courtney's	Dinner at Courtney's	6:00 PM	10:00 PM	YES	1	NO

In the table above, an activity for a guest from the vendor "Singletree", is a "one time" activity. Each time this activity is added for a guest the system prompts for the starting time (the tee time). When a "Breakfast at Michael's" is added, the system automatically repeats this activity, starting with the day after arrival (start day = 2). This activity is repeated on the departure day, since breakfast is included on departure.

Lunch and dinner are also set to auto repeat for each day of the reservation. However, the starting day is "1". Lunch and dinner in this example are included on the arrival day, but not the departure day.

A sample guest itinerary using these three vendors for a reservation from 03/1/98 to 03/5/98 appears below:

```

Sun, Mar 1, 1998 Shift 1 Login USER Resort 01 - Resort Data Processin
1:45 PM RDP150 12.00 (00079) 000055

Selected Guest Lubick/Sonny Room 510 Res# 311

Res. Unit Unit Arrival Depart Share Daily
Res Activity Listing (ITNS002L) Vendor Closed Prt Ppl Charge
Date Time Activity Name
03/01/98 06:00PM DINNER AT COURTNEY'S COURT Y 1 0.00
03/02/98 06:30AM BREAKFAST AT MICHAELS MICHAELS Y 1 0.00
03/02/98 08:00AM GOLF AT SINGLETREE SGLTREE Y 1 0.00
03/02/98 11:00AM LUNCH AT PICASSO'S PICASSO Y 1 0.00
03/02/98 06:00PM DINNER AT COURTNEY'S COURT Y 1 0.00
03/03/98 06:30AM BREAKFAST AT MICHAELS MICHAELS Y 1 0.00
03/03/98 11:00AM LUNCH AT PICASSO'S PICASSO Y 1 0.00
03/03/98 06:00PM DINNER AT COURTNEY'S COURT Y 1 0.00
03/04/98 06:30AM BREAKFAST AT MICHAELS MICHAELS Y 1 0.00
03/04/98 11:00AM LUNCH AT PICASSO'S PICASSO Y 1 0.00
03/04/98 06:00PM DINNER AT COURTNEY'S COURT Y 1 0.00
03/05/98 06:30AM BREAKFAST AT MICHAELS MICHAELS Y 1 0.00
Esc Previous Screen F3 Detail F10 No Print
Enter Change Highlighted Line Insert Add a New Activity Del Delete

F1 Help F2 Prt F3 Del F4 F5 F7 Tra
    
```

---

## Form Code (18)

A ticket voucher can be printed for every activity. For example, a voucher is printed as "Golf for One at Singletree". The ticket is given to the guest, who hands it to the starter at the golf course. The golf course then returns the same ticket to the property for payment.

The form code on the vendor master controls which ticket form prints for the vendor. Each vendor can have a different form if required. In the Singletree example, form code "401" indicates the vendor ticket is printed using form file \RDP\FORMS\FOR401.FOR. This form is modified with RDP's Report Writer and includes any data from the vendor, activity, or reservation.

---

## Ticket Quantity Code (19)

The ticket quantity code controls whether one ticket is printed per activity or per person. This field is set as follows:

<u>Code</u>	<u>Description</u>
A	One Person Per Activity
P	One Ticket Per Person
X	No Ticket Printing for this Vendor

For example, assume four people are staying in two rooms making a foursome at the Singletree golf course. A setting of "A" prints only one ticket ("Golf for 4 at Singletree"), the "P" setting prints four tickets ("Golf for 1 at Singletree"), and "X" prints no tickets.

---

## Activity Name (20)

The activity name is a 32 character alphanumeric field that transfers from the vendor master to the guest activity, itinerary, and ticket. Standardize activity names by adding sub-records to table LR using option 090. Table LR provides an optional look up table for activity names. Using <F3 - LOOK> from field #20 displays activity choices from table LR. An activity can either be selected from the table or a new one can be entered.

---

## Remark Fields (21-38)

There are a variety of remark fields available on the vendor master. These fields can be labeled to reflect the property's needs using a text editor and modifying file \RDP\FORMS\RDP200V.SCR. The field sizes are:

<u>Field Name</u>	<u>Size</u>
Remarks 1 & 2	32
Remarks 3 - 10	3
Remarks 15 - 17	20

When utilizing remark fields keep sizes in mind. For example, field 25 (a three character field) may be labeled "Golf Range", and a YES or NO entered indicating whether or not a golf course has a driving range.

---

## Print on Guest's Itinerary Y/N (39)

Field 38, "Print on Guest's Itinerary" controls whether an activity for this vendor prints on the guest's itinerary. Normally this is set to "YES", however it can be used to post a charge on the guest folio without a corresponding activity printing on the itinerary, such as a service charge for booking a golf tee time.

---

### Persons Per Ticket (40)

An activity on a guest itinerary prints a ticket for one or more individuals. For example, the concierge frequently makes dinner reservations as part of the Honeymoon Package component "dinner for two". This activity has "persons per ticket" set to 2. On the other hand, an adult ski lift ticket is set to 1. The value for "persons per ticket" is transferred from the vendor master to the guest activity record and can be overridden as needed.

---

### Open Item or Balance Forward (41)

This field is not currently active. Vendor statements will be released in a future version of the Guest Itinerary and Concierge module.

---

### Generate Checks if Balance Due (42)

This field is not currently active. Vendor statements will be released in a future version of the Guest Itinerary and Concierge module.

---

### Transaction Code (43) and Surcharge (44)

It is possible to automatically apply a surcharge to the guest or group leader folio when adding or changing an activity on the itinerary. Field #42 indicates which guest ledger (B2) transaction code to use. This code is defined in option 182 on the System Manager menu prior to adding it to a vendor master. This transaction code may be posted in excess to the standard package price.

For example, if the property sells golf packages to twenty golf courses in the area and the guest decides which course to play, it is likely that certain courses cost more than others. In these cases, it is possible to use the surcharge field as an "extra" charge, above and beyond the normal package price. Another example of using this surcharge field is the concierge who sells a guest tickets to the local baseball game. In this instance, the concierge would add the activity and the price would automatically transfer from field #42 in the Vendor Master. The charge can be overridden on an activity by activity basis.

- A surcharge is NOT necessary for "standard" package components, such as breakfast or lift tickets. The price for standard components is defined in option 186-8, Maintain Variable Packages - Package components from the System Manager menu*

---

### Balance Due

This field is currently not active. An active Balance Due field will be released in a future version of the Guest Itinerary and Concierge module.



*The labels on the vendor screen can be changed to meet your requirements. For example, the field "Phone-2" can be changed to "FAX Number", or "Remark-17" to "E-Mail Address". To change these fields, exit to the DOS prompt and use a text editor to modify the file \RDP\FORMS\RDP200V.SCR. Any text on the screen can be edited, but the bracket ("[" and "]") characters cannot be moved or their lengths changed.*

## SEARCHING FOR VENDORS

It is possible to search for vendors by name, number, or type. When adding an activity to a reservation, pressing <F3 - LOOK> at the Vendor Name field displays the following look screen.

```

Sun, Mar 1, 1998 Shift 1 * Itinerary Maintenance * 000055
1:26 PM Login RDP Resort 19 - Mark
Arrival Mon 03/23/98 Mts 2 Departure Wed 03/25/98 Unit Type 00
Guest Eastwood/Clint L1 2 Adlt 2 Teen 0 Child 0 Pets 0
Leader
Rate RACK Rack Rate
Phone 1 & 2 312-634-0865

Choose Below:
> 1 Vendor Name
  2 Vendor Number
  3 Vendor Type

Vendor Name/Number (1)
Activity Name (2)
Auto Repeat (3) Repeat on Check-Out Date (4)
Activity Date Mon (5) 03/23/98
Starting Day (6)
Start/End Times (7)
Print Itinerary (8)
Ticket Qty Code (9) Form Code
Persons per Tkt (10) 1
Persons Billed (11) 1
Cost (12) 0.00
Total Cost (13) 0.00

Confirmation# (14)
Confirmed with (15)
Confirm Note1 (16)
Confirm Note2 (17)
Closed (18)
Entered By RDP 03/01/98
Changed By RDP 03/01/98
Confirm By

F1 Help F2 Prt F3 F4 F5
  
```

## ASSIGN ACTIVITIES TO GUESTS AND GROUP LEADERS

Once vendors are created, activities can be added to guests and group leaders. From the Front Desk menu, use option 120 and select the guest. The "Change Individual/Group Reservations" screen displays:

```

Sun, Mar 1, 1998 * CHANGE INDIVIDUAL/GROUP RESERVATIONS * 000055
1:56 PM Shift 1 Login USER Resort 01 - Resort Data Processin
RDP120 12.00 (00080)

Selected Guest Eastwood/Clint Room Res# 2

Res. Ty Number Last/First Name Unit Type Unit Number Arrival Date Depart Date Share With Daily Rate
1 2 Eastwood/Clint 00 03/23/98 03/25/98 100.00

Enter option # <F3>=Power user menu, <Esc>=Exit, <Enter>=Change detail
F8 Itinerary
F7 Transact

F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F6 Notes
  
```

The <F8 - ITINERARY> key accesses all guest itinerary functions.

**Using <F8 - ITINERARY>**

When <F8 - ITINERARY> is pressed, the system does one of the following:

1. Displays all existing activities for this guest.
2. Displays the following prompt:



When a new activity is added, the screens on the following page are displayed:

**Individual Activity Screen #1**

Reservation comments 4-6 should be used to define activities, making them convenient for the concierge to view when accessing the itinerary.

Information above the "Individual Activity - Screen 1" line is transferred directly from the reservation screen.

Add activities in "Individual Activity - Screen 1" including the name, start/end times, ticket information, and cost.

**Individual Activity**

Vendor Name/Number (1) Singletree Golf Course SGLTREE Activity Number  
 Activity Name (2) Golf Cd & Seq# 18  
 Auto Repeat (3) N Repeat on Check-Out Date (4)  
 Activity Date (5) Mon 03/23/98  
 Starting Day (6)  
 Start/End Times (7) 11:30AM 02:30PM Confirmation# (14)  
 Print Itinerary (8) N Confirmed with (15)  
 Ticket Qty Code (9) X Form Code 650 Confirm Note1 (16)  
 Persons per Tkt (10) 1 Confirm Note2 (17)  
 Persons Billed (11) 1 Closed (18) X Entered By USER 03/01/98  
 Cost (12) 0.00 Changed By USER 03/01/98  
 Total Cost (13) 0.00 Confirm By

File, Exit, De Press PgDn for screen 2  
 F1 Help F2 F8 Itinerary  
 F6 Notes F7 Transact

## Individual Activity Screen #2

**\* Itinerary Maintenance \*** 000055  
 Sun, Mar 1, 1998 Shift 1 Login USER Resort 01 - Resort Data Processin  
 2:09 PM RDP150 12.00 (00079)  
 Arrival Mon 03/23/98 Nts 2 Departure Wed 03/25/98 Unit Type 00  
 Guest Eastwood/Clint 11 2 Adlt 2 Chld 0  
 Leader Comment-4  
 Rate RACK Rack Rate Comment-5  
 Phone 1 & 2 312-634-0865 Comment-6

**Individual Activity**

Vendor Name/Number Singletree Golf Course SGLTREE Type  
 Activity Name Golf Activity Number 18  
 Activity Date Mon 03/23/98 Code & Seq#  
 Remarks 1 (19)  
 Remarks 2 (20)  
 Remarks 3 (21)  
 Remarks 4 (22)  
 Remarks 5 (23)  
 Remarks 6 (24)  
 Remarks 7 (25)  
 Remarks 8 (26)  
 Remarks 9 (27)  
 Remarks 10 (28)  
 Remarks 11 (29)  
 Remarks 12 (30)  
 Remarks 13 (31)  
 Remarks 15 (33)  
 Remarks 16 (34)  
 Remarks 17 (35)

File, Exit, Delete, Field Number  <Enter> = File  
 F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

The second activity screen displays the same reservation header. In addition, multiple comments may be added to further describe the activity.

## FIELDS ON ACTIVITY SCREENS 1 AND 2

### Fields from the Vendor Master

The following fields on the activity detail screens come directly from the vendor master. The field number on the activity detail screen is in parenthesis (certain fields cannot be accessed from the activity detail screen, i.e. - Ticket Form Code). Refer to the above vendor master section for detailed field explanations.

Vendor Name (1)	Starting Day (6)	Print on Itinerary (8)
Vendor Number (1)	Auto Repeat (3)	Ticket Quantity Code (9)
Vendor Type (1 - Page 2)	Repeat on C/O (4)	Ticket Form Code
Activity Name (2)	Start/End Time (7)	Persons Per Ticket (10)

### Activity Date ( 5)

A date greater than or equal to the reservation's arrival date and less than or equal to the reservation's departure date must be entered for each activity. Activities are always sorted on the guest itinerary in date/time order.

### Activity Sequence Number

A unique sequence number is assigned by the system to every activity record. This is an eight digit number, and is displayed in the top right hand corner of activity detail screens 1 and 2. This unique number can be used for reconciliation with vendors to be sure the same vendor invoice is not paid more than once.

## Persons Billed, Cost, Total Cost (11 - 13)

A surcharge is optional on each activity. To activate the surcharge on a given vendor, field (43), Tx code, must contain a valid B2 transaction code. The system always calculates the total charge as:

$$(\text{Cost Per Person [Surcharge]}) \times (\text{Persons billed}) = \text{Total Cost (field 11)}$$

When the new activity is filed to the guest itinerary, the system automatically posts the correct B2 transaction code.

### Changing Surcharges on Activities

The cost per person or number of persons billed can be changed after the activity is filed and the system will recalculate the total cost. When filing the activity change, RDP automatically corrects the B2 transactions posted to the folio, as follows:

- If the transaction is pre-posted, the system changes the B2 transaction code.
- If the reservation has been checked-in, and the transaction is real (not pre-posted), the system posts a reversing entry to offset the original transaction and posts another transaction for the correct amount. The system automatically marks the original transaction and correcting transaction as "non-printing" on the folio. For example, if the following activity (Golf at Singletree) is changed from billing one person to billing two people, and the surcharge is \$15.00 per person, the system posts the reversing entry and the actual charge.

\* RESERVATION TRANSACTIONS \* 00055  
 Sun, Mar 1, 1998 Shift 1 Login USER Resort DEI - Resort Data Processing  
 2:31 PM RDP12DF 12.00 (0008)

Selected Guest Hamm/Mia Room 119

Transaction Detail (EXP12DFL.TXT)

Date	P	Tx Code	Description	Transfer From To	Total Charge	T*	N	P
03/01/98		B215	Breakfast	300	-26.29	I*		*
03/01/98		B2GF	Golf Surcharge		15.00	I	I	*
03/01/98		B2GF	Golf Surcharge		-15.00	I	I	*
03/01/98		B2GF	Golf Surcharge		30.00	I	I	

The correcting transactions are automatically marked as "No-Print".



*If a correction is made for a past date, the correcting entries will be dated the current system date.*

### Realizing Activity Transactions for Checked-In Guests

When the system date is changed with option 900, the pre-posted flag is removed on all activity-related transactions for the new date on checked-in guests and the folio totals are adjusted accordingly.

---

## Confirmation with Vendor (12-15)

Many properties confirm activities with the vendor. For example, a guest makes a reservation on May 1st for arrival on September 6th. On May 1st a golf activity for September 6th is created. During August, the property confirms this tee time with the course. The related fields are:

<u>Field Name</u>	<u>Field Number</u>	<u>Length</u>	<u>Description</u>
Confirmation Number	14	12	Stores the confirmation number from the vendor for this activity
Confirmed With	15	6	Name of vendor employee who confirmed the confirmation.
Confirmed Date	15	8	System automatically inserts the date of the confirmation.
Confirm Note 1	16	18	Note1 about the confirmation (i.e. - "No golf carts available")
Confirm Note 2	17	18	Note2 about the confirmation (i.e. - "arrive early")

---

## Entered By, Changed By, Confirmed By

At the bottom right of activity detail screen 1, RDP displays the login name of the person who first entered this activity, the person who last changed the activity, and the person who input the confirmation information. These are system-generated fields that cannot be changed.

---

## Remarks 1-17

Remark fields 1-17 are displayed on the second itinerary detail screen, displayed by pressing <PAGEDOWN> from the first detail screen. These fields can be re-labeled using a text editor, modifying \RDP\FORMS\RDP200V.SCR. Field sizes are:

<u>Field Name</u>	<u>Size</u>
Remark 1 & 2	32
Remark 3 -14	3
Remark 15 - 17	20

---

## <F6 - NOTES> on Each Activity

In addition to 17 remark fields, each activity can have a free form note. The note can be up to 4000 characters and 100 lines long.

When an activity is displayed, it is possible to add a "free-form" note by pressing the <F6 - NOTES> key. In this example, the following note has been added:

```

Sun, Mar 1, 1998 Shift 1 * Itinerary Maintenance * 000055
2:45 PM Login USEM Resort 01 - Resort Data Processin
Arrival Sun 03/01/98 Nts 4 RDP150 12.00 (00079)
Guest Lubick/Sonny F4 311 Adlt 2 Chld 0
Leader
Rate RACE Rack Rate Comment-4
Comment-5

Please Alert Mr. Lubick to arrive one-half hour early in order to get a
table with a view of the Gore Range.

Row 2 Col 37 Size 100 Overtype Changed Alt-N=Del, <Esc>=File/Exit
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transact

```

Any time the activity is accessed by pressing <ENTER>, the <F6 - NOTES> key displays in red, alerting the concierge that special care is required for this activity.

## FILE, EXIT, DELETE, COPY, TRANSFER, FIELD NUMBER

When accessing activity records, the following options are available:

Option	Description
File	Files the new or changed activity to the guest itinerary.
Exit	Exits the activity without filing.
Delete	Deletes the entire activity and corresponding surcharge transaction code. If the transaction code has already been exploded through option 900, the system posts an offsetting correction instead of deleting the transaction.
Copy	Allows an activity and its surcharge transaction to be copied from one guest or group leader to another. For example, if two couples are staying in separate rooms and playing golf in a foursome, an activity record can be created for one guest and copied to the other three. Any surcharges are also copied.

## READING THE GUEST ITINERARY DISPLAY

To display a guest itinerary, follow these steps:

1. Select the guest using option 120 from the Reservations, Front Desk, or Night Audit menu.
2. With the correct guest highlighted on the "Change Individual/Group Reservations" screen, use <F8 - ITINERARY> to display the itinerary screen. Each line is one activity and the entire screen is the guest's itinerary.

Res.		Unit	Unit	Arrival	Depart	Share	Daily
Date	Time	Activity Name	Vendor	Closed	Prt	Ppl	Charge
03/01/98	06:00PM	DINNER AT COURTNEY'S	COURT	Y	Y	1	0.00
03/02/98	06:30AM	BREAKFAST AT MICHAELS	MICHAELS	Y	Y	1	0.00
03/02/98	08:00AM	GOLF AT SINGLETREE	SGLTREE	Y	Y	1	0.00
03/02/98	11:00AM	LUNCH AT PICASSO'S	PICASSO	Y	Y	1	0.00
03/02/98	06:00PM	DINNER AT COURTNEY'S	COURT	Y	Y	1	0.00
03/03/98	06:30AM	BREAKFAST AT MICHAELS	MICHAELS	Y	Y	1	0.00
03/03/98	11:00AM	LUNCH AT PICASSO'S	PICASSO	Y	Y	1	0.00
03/03/98	06:00PM	DINNER AT COURTNEY'S	COURT	Y	Y	1	0.00
03/04/98	06:30AM	BREAKFAST AT MICHAELS	MICHAELS	Y	Y	1	0.00
03/04/98	11:00AM	LUNCH AT PICASSO'S	PICASSO	Y	Y	1	0.00
03/04/98	06:00PM	DINNER AT COURTNEY'S	COURT	Y	Y	1	0.00
03/05/98	06:30AM	BREAKFAST AT MICHAELS	MICHAELS	Y	Y	1	0.00

Esc Previous Screen      F3 Detail      F10 No Print  
 Enter Change Highlighted Line      Insert Add a New Activity      Del Delete

F1 Help    F2 Prt    F3 Del    F4    F5    F7 Tra

### Available Options from Guest Itinerary Screen

The following options are available from the guest itinerary screen above:

Entry	Action
<ESCAPE>	Returns to the previous screen
Scrolling Keys	The highlight bar can be moved from one activity to another with the <ARROW KEYS>, <PAGEUP>, <PAGEDOWN>, <HOME>, and <END>.
<ENTER>	Allows the highlighted activity to be changed, deleted, copied, or transferred.
<INSERT>	Adds a new activity for this guest
<F10 - NO PRINT>	Activities can be toggled to print or not-print on the guest's itinerary. In the "ITN" column there is a "Y" or "N", indicating whether or not a given activity is flagged to print on the itinerary. (The default comes from the Vendor master)
<DELETE>	Used to delete the highlighted activity. This has the same effect as pressing <ENTER> and then using <D> to delete from the activity detail screen.

## SCANNING FOR OPEN ACTIVITIES AT CHECKOUT

Many properties using the Vendor and Guest Itinerary module for renting or loaning items to guests during their stay, perhaps sports equipment or amenities such as an iron and ironing board. And, when the guest leaves, the property wants to be sure the loaned item is returned. RDP has developed "Open" and "Closed" activities specifically for this purpose.

In order to activate this feature set switch #422-8 to YES. When an activity is added to a reservation, it is automatically marked "Open" in field #18 on Activity Screen #1.

The Activity Name (field #2) describes the item(s) loaned to a guest.

Field #18 on Activity Screen #1 tracks whether the activity is "Open" or "Closed".

With switch #422-8 set to YES, the system checks for any open activities as part of the checkout process. If the system finds an open activity, the following prompt displays.

Upon seeing the above prompt, the clerk can access the open activity using the <F8 - ITINERARY> key. To change the activity to closed, highlight the proper activity on the guest itinerary, press <ENTER> to display detail and change field #18 to "Y".

A "Y" in field #18 indicates a closed activity.

## Vendor Properties

In order to activate "open" and "closed" activities for a specific vendor, field #45 on the vendor master record must be set to "Y", seen below.

**Change Vendor Master** 000250  
 Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - 012 RDP Manual  
 10:20 AM RDP200 12.01 (00113)  
 Vendor Number (1) SPORTS Entered By RDP Date 03/03/98  
 Vendor Type (1) EQUIP Equipment Rental Remark-3 (24) Remark-4 (25)  
 Property Cd (2) Remark-5 (26) Remark-6 (27)  
 Vendor Name (3) Sports Equipment Loans Remark-7 (28) Remark-8 (29)  
 Address - 1 (4) Remark-9 (30) Remark-10 (31)  
 Address - 2 (5) Remark-11 (32) Remark-12 (33)  
 City Name (6) St(7) Remark-13 (34) Remark-14 (35)  
 Zip/Country (8) (9) Remark-15 (36)  
 Contact Name(10) Remark-16 (37)  
 Phone-1 (11) Remark-17 (38)  
 Phone-2 (12) Print Itinerary (39) Y  
 Str/End Time(13) (14) Persons per Ticket (40) 1  
 Auto Repeat (15) N Starting Day (16) Open Item (N)/Balance Fwd (Y)(41) Y  
 Repeat on CO(17) Generate checks if Bal. Due (42) Y  
 Form Code (18) Tx Code (43) Surcharge Amount (44) 0.00  
 Tkt Qty Code(19) A One Tkt per Activity Allow Open/Close Check(45) Y  
 Activity (20) EQUIPMENT LOAN Batch Code (46)  
 E-Mail (21) Balance Due 0.00  
 Remark-1 (22)  
 Remark-2 (23)  
 File, Exit or Field number F1 Help F2 Prt F3 F8 Activities

In order for an activity to be marked "open" or "closed", the vendor must have a "Y" in field #45.

## MULTIPLE ACTIVITIES AND SEASONAL PRICING FOR VENDORS

It is possible to assign multiple activities and seasonal pricing to vendors, helping automate the addition of reservation activities. With RDP, an activity can be tied to both a component record to allow for seasonal pricing and to an RDP "people classification". When an activity is added to a reservation, the system finds its seasonal price and multiplies it by the number of people in the assigned classification.

Example:

1. River Rafting is 30.00/Adult in May and 40.00/Adult in June.
2. A reservation is booked for three adults.
3. A rafting activity is added for May 31, the activity cost is 30.00, the number of people billed is 3, and the total charge is 90.00. If the rafting activity is added for June 1, the cost is 40.00, the number of people billed is 3, and the total charge is 120.00.

## Defining Activity Batches and Activities in Table VP

Use the following steps for adding activity batches and activities.

1. From the System Manager menu, choose option "090" - "Update System Tables".
2. Update table VP.
3. Add two-character sub-records that define a batch of activities. Enter a generic description in field number one. For example, River Rafting has been added as sub-record "RR". Leave all other fields blank on this first sub-record.

```

Sun, Mar 1, 1998 Shift 1 * UPDATE TABLFILE.DAT * 000055
1:41 PM Login RDP Resort 19 - U12 RDP Manual
Table VP Activity Batch RDP090 12.00 (00109)
Sub-record Number RR
(1)-Description River Rafting
(2)-Component Number
(3)-Transaction Code
(4)-People Category

```

4. File the new sub-record.
5. For each activity within the batch, define a sub-record that includes the batch code and a sequence number. Example: "RR0010" for "River Raft – Adult", "RR0020" for "River Raft – Child".
6. For all sub-records with a batch code and sequence number (i.e. - River Raft - Child), define a component number (field #3), a transaction code (field #4), and a people category (classification - field #5).
7. The four-character component record in field #2 relates to a Variable Package component defined with Option "186-8" - "Package Component". By defining the component with option 186-8, seasonal price changes are allowed. A sample "River Rafting - Adult" component is seen below.

```

Sun, Mar 1, 1998 Shift 1 * Package Component * 000055
1:44 PM Login RDP Resort 19 - U12 RDP Manual
RDP186 12.00 (00113)
Component (1)RRAD Description (7)River Raft - Adult
Unit Type (2)ALL Season Table (8)C3 Standard Seasons
Times # Adult (3)Y Tax Category (9)01 Standard Taxes
Times # Teen >12 yrs (4)N G/L Account (10)40214
Times # Child <12 yrs (5)N Bucket (11)1 Other - 1
Times # Pets (6)N Daily/Lump (12)0
Seasonal Rates
A (14) 45.00 G (20) 45.00 M (26) 0.00 S (32) 0.00 Y (38) 0.00
B (15) 45.00 H (21) 45.00 N (27) 0.00 T (33) 0.00 Z (39) 0.00
C (16) 45.00 I (22) 0.00 O (28) 0.00 U (34) 0.00
D (17) 45.00 J (23) 0.00 P (29) 0.00 V (35) 0.00
E (18) 45.00 K (24) 0.00 Q (30) 0.00 W (36) 0.00
F (19) 45.00 L (25) 0.00 R (31) 0.00 X (37) 0.00
File, Exit, Delete, Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Change All Rates

```

If the activity has no cost, define a component FREE and enter this in Table VP for the component number.

8. Enter the activity's transaction code in field #3 of table VP. Define the transaction code with Option "182-2" - "Add Transaction Code" on the System Manager menu. Leave this field blank if the activity is free.
9. In field #4, enter the people classification this activity applies to, 1 - 4, or "A" for "All". Use an "A" if the system should add the number of people entered in each classification (for a specific reservation) for billing purposes. People classifications are found in option "186-10" - "Configure People Classifications" on the System Manager menu. Leave this field blank if the activity is free.

10. Each "batch" (i.e. - River Rafting) should have at least two sub-records, one for the two-character batch code (i.e. - sub-record RR for River Rafting), and one for the six-character activity sub-record (i.e. - sub-record RR0010 for River Rafting - Adult). A sample listing of table VP follows.

```

* UPDATE TABLFILE.DAT *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
1:46 PM RDP090 12.00 (00109) 00055
Table VP Activity Batch
RDP Sub-Record Listing
Sub Data 1 2 3 4 5 6
Record 1234567890123456789012345678901234567890123456789012345678
BS Base Mountain Sports
BS0001 1 Day Adult Ski Rental BS05251
BS0005 1 Day Teen Ski Rental BS05252
BS0010 1 Day Child Ski Rental BS10253
BS0015 6 Day Adult Ski Rental BS15251
BS0020 6 Day Teen Ski Rental BS15252
BS0025 6 Day Child Ski Rental BS20253
CS Christy Sports
CS0001 1/2 Day Bike Rental CS05260
CS0005 Full Day Bike Rental CS10260
CS0010 1/2 Day Guided Bike Tour CS1526
RR River Rafting
RR0001 Rafting Trip RR0528
TM Timberline Tours
TM0001 Snowmobile 1/2 Day/Single TM0527
Sub Record Enter Select Esc Exit F6 Notes
F1 Help F2 Prt F3 F4 F5

```

### Updating a Vendor Record

If a vendor has multiple activities or the activity price changes seasonally, update field #46 on the vendor record with the two-character batch code defined in Table VP. Use the <F3 - LOOK> key in field #46 for a list of batch code options.

### Adding an Activity to a Reservation

Use the following steps for adding a seasonal priced activity to a reservation.

1. Access the reservation using RDP120.
2. Use the <F8 - ITINERARY> key to add an activity.
3. Press <INSERT> to add a new activity.
4. Select the vendor in field #1. If the vendor has a two-digit table VP activity batch assigned in field #46, the following prompt appears:

```

Sun, Mar 1, 1998 Shift 1 * Itinerary Maintenance * 000055
9:51 AM Login RDP Resort 19 - U12 RDP Manual
Arrival Mon 04/20/98 Nts 2 RDP150 12.00 (00113) Departure Wed 04/22/98 Unit 223 Type 1B
Guest Abbott/Bud P4 175 Adlt 4 Teen 0 Child 0 Pets 0
Leader Comment-4
Rate BACK Back Rate Comment-5
Phone 1 & 2 906-433-8588 Comment-6

Individual Activity
Vendor Name/Number (1) Canyon Rafting Tours CANYON Activity Number
Activity Name (2) RAFTING Cd & Seq#
Auto Repeat (3) N Repeat on Check-Out Date (4)
Activity Date Mon (5) 04/20/98 Component
Starting Day (6)
Start/End Times (7) Confirmation# (14)
Print Itinerary (8) Y Confirmed with (15)
Ticket Qty Code (9) X Form Code Confirm Note1 (16)
Persons per Tkt (10) 1 Confirm Note2 (17)
Persons Billed (11) 1 Closed (18) 2 Entered By RDP 03/01/98
Cost (12) 0.00 Changed By RDP 03/01/98
Total Cost (13) 0.00 Confirm By

Activity Date: (mm/dd/yy) <Enter> = 04/20/1998

F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

```

Here, enter the activity date. The default activity date for a future reservation is the reservation's arrival date. For checked-in reservations, the activity date default is set to the current system date. Based on the activity date, the system calculates the price based on the component data, entered in option "186-8" - "Package Component".

- After entering the activity date, the system displays those VP activities that correspond to the activity batch entered in field #46 on the Vendor Master. In this river rafting example, the assigned batch is defined as "RR" in table VP. The corresponding activities in table VP are "RR0001" - "River Rafting - Adult" and "RR0002" - "River Rafting - Teen". Therefore the system displays the following activity options.

```

Sun, Mar 1, 1998 Shift 1 * Itinerary Maintenance * 000055
10:04 AM Login RDP Resort 19 - U12 RDP Manual
Arrival Mon 04/20/98 Nts 2 RDP150 12.00 (00113) Departure Wed 04/22/98 Unit 223 Type 1B
Guest Abbott/Bud P4 175 Adlt 4 Teen 0 Child 0 Pets 0
Leader Comment-4
Rate BACK Back Rate Comment-5
Phone 1 & 2 906-433-8588 Comment-6

Activities by Vendor
A# Activity Description Price
1 Rafting Trip 30.00
2 River Rafting - Teens 20.00

Select activity for 04/20/98 for Canyon Rafting Tours PgDn PgUp

F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

```

Here, enter option 1 for adult rafting and option 2 for teen rafting. If only one activity exists for a particular batch, the above screen does not display.

- Next the system calculates the activity price based on the seasonal data entered in option 186-8, the sub-records in the VP table, and the number of people entered on the reservation. For example, assume that adult rafting trips are entered with the following information.

**Adult Rafting Sub-Record in Table VP**

```

Sun, Mar 1, 1998 Shift 1 * UPDATE TABLE.DAT * 000055
10:20 AM RDP090 Login RDP Resort 19 - U12 RDP Manual
Table VP Activity Batch
Sub-record Number RR0001
(1)-Description Rafting Trip
(2)-Component Number RR05
(3)-Transaction Code 28
(4)-People Category 1
    
```

Sub-record RR0001 points the system to component RR05 in order to find the seasonal price for adult river rafting.

In addition, field #4 tells the system to multiply the price found in component RR05 times the number of people entered in classification #1.

**Adult Rafting Component - Option 186-8**

```

Sun, Mar 1, 1998 Shift 1 * Package Component * 000055
10:10 AM RDP186 Login RDP Resort 19 - U12 RDP Manual
Component (1)RR05 Description (7)River Rafting
Unit Type (2)ALL Season Table (8)C3 Standard Seasons
Times # Adult (3)Y Tax Category (9)99 Tax Exempt
Times # Teen >12 yrs (4)N G/L Account (10)40228
Times # Chld <12 yrs (5)N Bucket (11)2 Other - 2
Times # Pets (6)N Daily/Lump (12)0
Seasonal Rates
A (14) 30.00 G (20) 0.00 M (26) 0.00 S (32) 0.00 Y (38) 0.00
B (15) 40.00 H (21) 0.00 N (27) 0.00 T (33) 0.00 Z (39) 0.00
C (16) 50.00 I (22) 0.00 O (28) 0.00 U (34) 0.00
D (17) 0.00 J (23) 0.00 P (29) 0.00 V (35) 0.00
E (18) 0.00 K (24) 0.00 Q (30) 0.00 W (36) 0.00
F (19) 0.00 L (25) 0.00 R (31) 0.00
File, Exit, Delete, Field number
F1 Help F2 Prt F3 F4 Usr
    
```

Assuming the reservation is arriving on April 20<sup>th</sup> (Season A), the system uses the price entered in field #14 for calculating the activity price.

## Activity Price Calculation

Sun, Mar 1, 1998 Shift 1 \* Itinerary Maintenance \* 000055  
 10:26 AM Login RDP Resort 19 - U12 RDP Manual  
 RDP150 12.00 (00113)

Arrival Mon 04/20/98 Nts 2 Departure Wed 04/22/98 Unit 223 Type 1B  
 Guest Abbott/Bud P4 175 Adlt 4 Teen 0 Chld 0 Pets 0  
 Leader  
 Rate RACK Rack Rate  
 Phone 1 & 2 906-433-8588

Individual Activity  
 Vendor Name/Number (1) Canyon Rafting Tours CANYON  
 Activity Name (2) Rafting Trip  
 Auto Repeat (3) N Repeat on Check-Out Date (4)  
 Activity Date Mon (5) 04/20/98  
 Starting Day (6)  
 Start/End Times (7)  
 Print Itinerary (8) Y Confirmation# (14)  
 Ticket Qty Code (9) X Form Code Confirmed with (15)  
 Persons per Tkt (10) 1 Closed Cost  
 Persons Billed (11) 4  
 Cost (12) 30.00  
 Total Cost (13) 120.00

Component RR05

There are four adults entered in people classification #1.

Using the tables listed above, the system calculates the seasonal price for adult river rafting in June (\$30) times the number of adults entered in people classification #1 (4). The total cost calculates to \$120.00 (\$30 x 4).

F1 Help F2 Prt F3 F4 Usr Hlp F5

There are two possible error messages when adding activities:

- A. "Component Not Found" displays if the component in Table VP is not defined with option 186-8.
  - B. "Transaction Code Not Found" displays if the transaction code in Table CP is not defined with option 182-2.
7. After calculating the price, the system returns to the "Auto Repeat" field on the itinerary screen. Here, the user can change the surcharge or people billed fields if necessary.

## Multiple Activities and Seasonal Pricing for Vendors - An Example

With the information outlined above, this section provides an example using the multiple activity feature for vendors. In this example, input the following activities into the RDP system.

### Vendor - Vail Ski Area

Activity	Season A (Early/Late)	Season B (Regular)	Season C (Holiday)
Adult Lift Tickets	\$45	\$58	\$62
Child Lift Tickets	\$35	\$48	\$52

### Season Definition

Season A	November 10 - 24, March 15 - April 15
Season B	November 29 - December 23, January 3 - March 14
Season C	November 25 - 28, December 24 - January 2

### Create Vendor Seasonal Table

The first step to automating activities for a specific vendor is to create a unique seasonal table. All unique seasonal tables begin with the letter "Q". In our example, the Vail Ski Area seasonal calendar is the Q1 table. In order to add the table, use the following steps.

1. From the System Manager menu, choose option "090" - "Update System Tables".
2. Choose option "U" to "Update System Tables" and enter table number Q1.
3. The system returns the following message:

```

** INVALID TABLE **          * UPDATE TABLFILE.DAT *          000250
4:05 PM          RDP090      12.01 (00111)          <Esc>=Exit, <Enter>=Continue
Enter Table Number Q1
  
```

4. Press the <ALT> and <C> keys simultaneously to create the new table.
5. Enter a name for the new table.

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
4:11 PM          RDP090      12.01 (00111)
Enter Title for Q1
0      1      2      3      4      5      6      7
123456789012345678901234567890123456789012345678901234567890123456
Vail Ski Area Seasonal Calendar
  
```

6. <ESCAPE> back to the "Enter Table Number" prompt and enter table Q1. Enter "S" for sub-record. Add sub-records to the Q1 table using the information provided above. For example, November's seasonal calendar appears as:

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
4:13 PM          RDP090      12.01 (00111)
Table Q1 Vail Ski Area Seasonal Calendar
Sub-record Number 9811
000000000111111111122222222233
1234567890123456789012345678901
(1)-Special Rate Days          AAAAAAAAAAAAAAAAAACCCBBB
  
```

Complete the Q1 table.

7. Add the Q1 table to the Q0, Enhanced Package Season, table. The sub-record in table Q0 is Q1. The description is "Vail Ski Area Seasons".

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
4:18 PM          RDP090      12.01 (00111)
Table Q0 Enhanced Package Season Tables
Sub-record Number Q1
1      2
12345678901234567890
(1)-Description          Vail Ski Area Season
  
```

For more information regarding seasonal calendars, please see the *Maintaining System Tables* chapter in the *System Administration* manual.

### Update Table VP

Once the seasonal table is complete, update the Activity Batch table, VP. The first sub-record added to the VP table is the "Activity Batch". In this example, the "Activity Batch" is "VS" - "Vail Ski Area Lift Tickets". Sub-record VP is seen below.

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
4:27 PM RDP090 12.01 (0011) 000250
Table VP Activity Batch
Sub-record Number VS
(1)-Description Vail Ski Area Lift Tickets
(2)-Component Number
(3)-Transaction Code
(4)-People Category
  
```

Fields 2, 3, and 4 are blank in the "Activity Batch" sub-record. Next, add sub-records to the VP table for the activities sold for Vail Ski Area. These sub-records use the following naming convention:

"XXYYYY"

Where "XX" is the activity batch number and "YYYY" is the sequence number. The sequence number determines how the sub-record displays when reservation activities are added. In our example for the Vail Ski Area, only two activities are added, adult lift tickets and child lift tickets. The adult lift ticket sub-record is seen below.

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
4:32 PM RDP090 12.01 (0011) 000250
Table VP Activity Batch
Sub-record Number US0010
(1)-Description Adult Lift Tickets - Vail
(2)-Component Number VAAD
(3)-Transaction Code VA
(4)-People Category 1
  
```

With the sub-record displayed above, a component named "VAAD" must be added as a package component using option 186-8 on the System Manager menu. With the transaction code entered in field number three, a "VA" transaction code is posted any time an adult lift ticket is added to a reservation. Field number four, People Category, tells the system to look at the number of adults entered in people classification #1. (People classifications are entered using option "186-10" - "Configure People Classifications" on the System Manager menu).

The child lift ticket sub-record is displayed below.

```

Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - U12 RDP Manual
4:38 PM RDP090 12.01 (0011) 000250
Table VP Activity Batch
Sub-record Number US0020
(1)-Description Child Lift Ticket - Vail
(2)-Component Number VACH
(3)-Transaction Code VC
(4)-People Category 2
  
```

1. Component number "VACH" must be added using option 186-8.
2. The transaction code VC is posted any time a child lift ticket is added to a guest itinerary.
3. The system uses people classification two (children) for determining the number of lift tickets to post.

**Add Transaction Codes**

Transaction codes must be added for both adult and child lift tickets. In our example, transaction codes VA (Adult lifts) and VC (Child Lifts) must be created using option 182 on the System Manager menu. The adult (VA) transaction code is displayed below.

```

Sun, Mar 1, 1998 Shift 1 * CHANGE TRANSACTION CODE * 000250
11:07 AM RDP182 Login RDP Resort 19 - V12 RDP Manual
12.01 (00105)
Lg Tx Description Look Bkt Prt Offset Price Tax % DC Rev
82 VA Adult Lift tickets - Vail Y 1 11200 0.00 0.0000 0
Comp Component Description Rev Bkt D/C Account Price $/%
01 Adult Lift tickets - Vail 1 C 40217 0.00 $
    
```

**Create Components in Option 186**

Add components "VAAD" and "VACH" using option 186-8 on the System Manager menu. Include pricing information for seasons A, B, and C. The completed components are seen below.

```

Sun, Mar 1, 1998 Shift 1 * Package Component * 000250
5:01 PM RDP186 Login RDP Resort 19 - V12 RDP Manual
12.01 (00113)
Component (1)VAAD Description (7)Adult Lifts - Vail
Room Type\Room Number (2)ALL Season Table (8)01 Vail Ski Area Seas
Times # Adult (3)Y Tax Category (9)01 Standard Taxes
Times # Teen >12 yrs (4)N G/L Account (10)40217
Times # Chld <12 yrs (5)N Bucket (11)1 Other - 1
Times # Pets (6)N Daily/Lump (12)D
Seasonal Rates
A (14) 45.00 G (20) 0.00 M (26) 0.00 S (32) 0.00 Y (38) 0.00
B (15) 58.00 H (21) 0.00 N (27) 0.00 T (33) 0.00 Z (39) 0.00
C (16) 62.00 I (22) 0.00 O (28) 0.00 U (34) 0.00
D (17) 0.00 J (23) 0.00
E (18) 0.00 K (24) 0.00
F (19) 0.00 L (25) 0.00
File, Exit, Delete, Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Change All Rates
    
```

The adult lift ticket component uses seasonal calendar Q1.

Rates vary by season for adult lift tickets.

```

Sun, Mar 1, 1998 Shift 1 * Package Component * 000250
5:02 PM Login RDP Resort 19 - U12 RDP Manual
RDP186 12.01 (00113)

Component (1) UACH Description (7) Child Lifts - Vail
Room Type\Room Number (2) ALL Season Table (8) Q1 Vail Ski Area Seas
Times # Adult (3) N Tax Category (9) 01 Standard Taxes
Times # Teen >12 yrs (4) Y G/L Account (10) 40217
Times # Child <12 yrs (5) N Bucket (11) 1 Other - 1
Times # Pets (6) N Daily/Lump (12) D

Seasonal Rates
A (14) 35.00 G (20) Child lift ticket rates are entered according to seasons defined
B (15) 48.00 H (21) in the Q1 table.
C (16) 52.00 I (22)
D (17) 0.00 J (23)
E (18) 0.00 K (24)
F (19) 0.00 L (25)
P (29) 0.00 Q (30)
R (31) 0.00 W (36)
X (37) 0.00

File, Exit, Delete, Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Change All Rates
    
```

**Update the Vendor Master**

After adding components for adult and child lift tickets using option 186-8 on the System Manager menu, update the vendor master record to include the correct batch code. The batch code is stored in field number 46 on the vendor master. Batch codes are stored in table VP, described above.

```

Sun, Mar 1, 1998 Shift 1 Add Vendor Master 000250
10:55 AM Login RDP Resort 19 - U12 RDP Manual
RDP200 12.01 (00113)

Vendor Number VAIL Entered By RDP Date 03/01/98
Vendor Type (1) LIFT Lift Tickets Remark-3 (24) Remark-4 (25)
Property Cd (2) Remark-5 (26) Remark-6 (27)
Vendor Name (3) Vail Ski Area Remark-7 (28) Remark-8 (29)
Address - 1 (4) 1111 Beaver Creek Rd. Remark-9 (30) Remark-10 (31)
Address - 2 (5) Remark-11 (32) Remark-12 (33)
City Name (6) Remark-13 (34) Remark-14 (35)
Zip/Country (7)
Contact Name (8)
Phone-1 (9)
Phone-2 (10)
Str/End Time(13) (14)
Auto Repeat (15) N Starting Day (16)
Repeat on CO(17)
Form Code (18)
Tkt Qty Code(19) A One Tkt per Activity Surcharge Amount (44) 0.00
Activity (20) LIFT TICKETS Allow Open/Close Check(45) N
E-Mail (21) Batch Code (46) US
Remark-1 (22)
Remark-2 (23)

File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Activities
    
```

The transaction code field (#43) is blank in this example. With field #43 blank, the system uses the transaction code defined in field #3 of table VP.

**Adding Activities**

After completing the setup tasks outlined above, activities may be added to reservations. In our example, the Vail Ski area has three seasons in the month of November, A, B, and C. The Q1 sub-record for November is listed below.

```

Sun, Mar 1, 1998 Shift 1 * UPDATE TABLFILE.DAT * 000250
4:13 PM Login RDP Resort 19 - U12 RDP Manual
RDP090 12.01 (00111)
Table Q1 Vail Ski Area Seasonal Calendar
Sub-record Number 9811
00000000011111111122222222233
1234567890123456789012345678901
AAAAAAAAAAAAAAAAACCCBBBB
(1)-Special Rate Days
    
```

A given reservation is arriving on November 24<sup>th</sup> and departing November 30<sup>th</sup>, spanning three seasons at the ski area. The RDP itinerary module will automatically calculate adult and child lift tickets for all three, seen below.

```

Sun, Mar 1, 1998 Shift 1 * Itinerary Maintenance * 000250
11:12 AM Login RDP Resort 19 - U12 RDP Manual
RDP150 12.01 (00111)
Arrival Tue 11/24/98 Nts 6 Departure Mon 11/30/98
Guest Abbott/Bud P4 175 Adlt 2 Teen 0 Child 0 Pets 0
Leader
Rate RACK Rack Rate
Phone 1 & 2 906-433-8588
Activities by Vendor
A# Activity Description Price
1 Adult Lift Tickets - Vail 45.00
2 Child Lift Ticket - Vail 35.00
    
```

RDP calculates adult and child lift ticket prices for season A.

```

Sun, Mar 1, 1998 Shift 1 * Itinerary Maintenance * 000250
11:14 AM Login RDP Resort 19 - U12 RDP Manual
RDP150 12.01 (00111)
Arrival Tue 11/24/98 Nts 6 Departure Mon 11/30/98 Room 223 Type 1B
Guest Abbott/Bud P4 175 Adlt 2 Teen 0 Child 0 Pets 0
Leader
Rate RACK Rack Rate
Phone 1 & 2 906-433-8588
Activities by Vendor
A# Activity Description Price
1 Adult Lift Tickets - Vail 62.00
2 Child Lift Ticket - Vail 52.00
    
```

Adding an activity in season C causes RDP to display season C rates.

```

Sun, Mar 1, 1998 Shift 1 * Itinerary Maintenance * 000250
11:17 AM Login RDP Resort 19 - U12 RDP Manual
RDP150 12.01 (00111)
Arrival Tue 11/24/98 Nts 6 Departure Mon 11/30/98 Room 223 Type 1B
Guest Abbott/Bud P4 175 Adlt 2 Teen 0 Child 0 Pets 0
Leader
Rate RACK Rack Rate
Phone 1 & 2 906-433-8588
Activities by Vendor
A# Activity Description Price
1 Adult Lift Tickets - Vail 58.00
2 Child Lift Ticket - Vail 48.00
    
```

Adding an activity for November 30<sup>th</sup> displays Vail's season B rates.

## USING THE ITINERARY MODULE WITH GOLF PACKAGES

The RDP system can be used for tracking golf packages on guest itineraries. Specifically, the RDP system has the ability to automatically calculate the number of golf rounds available on a reservation, the available courses, course prices, and what constitutes a "standard package round" versus an "extra round" (one not included in the package). This section includes the following sections specifically regarding the RDP itinerary system and golf packages:

- Package Setup
- The VY Table
- The VZ Table
- Adding Golf Components
- The "Count as Golfer" Switch
- Adding Golf Activities
- Activity Screen
- Changing Reservations and Scheduled Activities

### Package Setup

There are various switches, fields, and tables in the RDP system used to automatically monitor the assignment of golf rounds to reservation itineraries. The first 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".

\* Variable Daily Package \*

Wed, Oct 1, 1997 Shift 1 Login RDP186 Resort 29 - Sea Mist-Demo 000128  
1:33 PM RDP186 11.02 (00016)

Rate Plan (1) B2 Code (2) Starting (13) End (14)  
Description (3) Min. Nts (15) 0 Max. Nts (16) 0  
People Pattern (4) 1 Default Peopl Show if Stay > Max. Nights (17) N  
Room Rate Set (5) Required Starting Day (18)  
Sequence Number (6) F4-Help Screen Keyword (19)  
Market Code (7) Prompt  
Group Only (8) N Override UK(9) N Date Price  
Season Surcharge(10) N Golf Days (11) U Unit Type Tax  
Pkg Activity Grp(12) People Total

Comp	Type	Description	GL	Acct.	Price	C3	Tx	Tax%	xPeople

The fields "Golf Days" and "Pkg Activity Grp" can only be accessed with switch #421-13 set to YES.

PgDn Components F11 Calc F12 File/Exit  
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F6

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

<u>Field</u>	<u>Description</u>
Golf Days	The number of golf rounds associated with this package. 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 "Classic Courses", "Choice Courses", and "Platinum Courses".  In the setup described in the previous sentence, a code is associated with each golf course grouping. For example, "CL" for Classic, "CH" for Choice courses, and "PL" for Platinum courses. These codes are used along with a second RDP table, VZ, in order to calculate surcharges.

When creating a golf package, the components are built along the same lines as normal packages, with the exception of the two fields listed above. For example, a rate set is still assigned to the package (i.e. - 10% Discount) and components are still built in to the package. Using the example terminology above, a "Classic" golf package might include the following:

<u>Package Component</u>	<u>Description</u>
Rate Set	The rate set is defined using option 186-4. The rate set is the room portion of the package. In our example, the rate set may be 10DC for a 10% discount.
Golf	A component is added to the Classic golf package for the amount of the package allocated to golf. This component is created using option 186-8. For example, the package may include \$50 for golf. However, there may be certain courses that cost more than \$50 for the guest to play. For these courses, RDP allows a surcharge to be applied to the guest while making the reservation. See the following section titled "The VZ Table" for more information.
Breakfast	The breakfast component is also created using option 186-8 and following the standard component rules described in the chapter titled <b>Creating and Maintaining Variable Packages</b> in the <b>System Administrator</b> manual.

## The VY Table

Package activity groups are defined in the VY table. A package activity group is a two-character code that groups golf courses into various classifications. In our example above, three package activity groups are defined, Classic, Choice, and Platinum.

These groups are used for defining charges for various golf packages. For example, a "Classic Golf Package" allows the guest to play those courses in the "Classic" package activity group. A sample VY table follows.

```

* UPDATE TABLE.DAT *
Tue, Jun 15, 1999 Shift 1 Login RDP Resort 19 - Pawley's Plantation
11:28 AM RDP090 12.01 (00111) 000250
Table VY Package Activity Groups Definition Table
RDP Sub-Record Listing
Sub Data 1 2 3 4 5 6
Record 1234567890123456789012345678901234567890123456789012345678
CH CHOICE GOLF PACKAGE COURSES
CL CLASSIC GOLF PACKAGE COURSES
PL PLATINUM GOLF PACKAGE COURSES

```

## The VZ Table

The VZ table stores sub-records for each golf course in each package activity grouping (VY table). Certain courses may be entered twice if they are offered in more than one course "grouping". For example, the Tidewater golf course may be available in both the Classic and Platinum groupings. In the Classic grouping, the surcharge is \$30 and in the Platinum grouping Tidewater may be played for free. A sample VZ table sub-record follows:

```

Tue, Jun 15, 1999 Shift 1 * UPDATE TABLFILE.DAT * 000250
11:17 AM Login RDP Resort 19 - Pawley's Plantation
RDP090 12.01 (00111)
Table VZ Package Activity Group Table
Sub-record Number CLD770
( 1)-Vendor Number TIDEWTR
( 2)-Component Number CLTW
  
```

The sub-record is entered as ZZYYYY. Where "ZZ" is the grouping from the VY Package Activity Groups Definition Table, and "YYYY" is the user-defined numerical sequence number. This sequence number controls the order golf courses display when adding them to a guest itinerary. For example, 0010 displays before 0020.

The Vendor Number is a unique eight character alphanumeric field for the selected golf course. Vendors are added using option 200 on the Vendor Master menu (14).

The Component Number is a unique four-digit code used to calculate surcharges for this course in the particular grouping. In this example, playing the "TIDEWTR" course under the "Classic Golf Package" (CL) finds the course price by cross-referencing component "CLTW". Component "CLTW" is added using option 186 on the System Manager menu, option #8. If there is no surcharge to play the course, field #2 is set to "FREE".

For consistency purposes, RDP recommends beginning all component codes under the same package activity group with the same two letters. For example, all golf course surcharge components for "Classic" (CL) golf packages should begin with the letters "CL".

In addition to sub-records for each course grouping, the VZ table also contains sub-records for "extra" rounds – those not included with the package. All extra round sub-records begin "EX" and contain a component in field #2. This component number lists the full price for playing the course.

## Adding Golf Components with RDP186

Once the VY and VZ tables are defined, add components using option 186 on the System Manager menu. From option 186, use #8 to add package components. A sample package component for the Tidewater course follows:

```

* Package Component *
Tue, Jun 15, 1999 Shift 1 Login RDP Resort 19 - Pawley's Plantation
11:37 AM RDP186 12.01 (00113) 000250

Component (1)CLTW Description (7)CLAS TIDEWTR SURCH
Room Type (2)ALL Season Table (8)Q2 Golf Course Season
Times # ADULT (3)N Tax Category (9)02 Service Charge - 1
Times # CHILDREN (4)N G/L Account (10)04000010
Times # GOLFER (5)Y Bucket (11)1 Other - 1
Times # NON-GOLFER (6)N Daily/Lump (12)0

Seasonal Rates
A (14) 30.00 G (20) 60.00 M (26) 65.00 S (32) 65.00 Y (38) 65.00
B (15) 60.00 H (21) 60.00 N (27) 65.00 T (33) 65.00 Z (39) 65.00
C (16) 60.00 I (22) 60.00 O (28) 65.00 U (34) 65.00
D (17) 60.00 J (23) 60.00 P (29) 65.00 V (35) 65.00
E (18) 60.00 K (24) 60.00 Q (30) 65.00 W (36) 65.00
F (19) 60.00 L (25) 65.00 R (31) 65.00 X (37) 65.00

File, Exit, Delete, Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Change All Rates
    
```

Each golf course can have its own seasonal calendar.

Each golf course can have its own seasonal calendar, defined in field #8. The seasonal calendar tells the system what rates are charged every day of the year. Many courses change rates based on the season, or the weekend. For more information on adding package components, please see **Creating and Maintaining Variable Packages** in the RDP System Administration manual.

**Included Rounds**

A component "FREE" must be added with rates of \$0.00 for each season. This component is used for all package rounds without a surcharge (field #2 in the VZ table set to "FREE").

```

* Package Component *
Tue, Jun 15, 1999 Shift 1 Login RDP Resort 19 - Pawley's Plantation
11:52 AM RDP186 12.01 (00113) 000250

Component (1)FREE Description (7)Included Rounds
Room Type (2)ALL Season Table (8)C3 Standard Seasons
Times # ADULT (3)N Tax Category (9)01 Full Tax - 12%
Times # CHILDREN (4)N G/L Account (10)04000010
Times # GOLFER (5)Y Bucket (11)1 Other - 1
Times # NON-GOLFER (6)N Daily/Lump (12)0

Seasonal Rates
A (14) 0.00 G (20) 0.00 M (26) 0.00 S (32) 0.00 Y (38) 0.00
B (15) 0.00 H (21) 0.00 N (27) 0.00 T (33) 0.00 Z (39) 0.00
C (16) 0.00 I (22) 0.00 O (28) 0.00 U (34) 0.00
D (17) 0.00 J (23) 0.00 P (29) 0.00 V (35) 0.00
E (18) 0.00 K (24) 0.00 Q (30) 0.00 W (36) 0.00
F (19) 0.00 L (25) 0.00 R (31) 0.00 X (37) 0.00

File, Exit, Delete, Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Change All Rates
    
```

## Updating Vendor Masters

Once the VZ and VY tables are complete and golf components are added using option 186-8, each vendor master must be updated to include a transaction code that is posted every time a surcharge or extra round is added to a guest itinerary. This transaction code is posted when the guest checks in. A sample vendor master for the Tidewater golf course is displayed below.

Tue, Jun 15, 1999 Shift 1		Change Vendor Master		000250	
3:43 PM		Login RDP		Resort 19 - Pawley's Plantation	
RDP200		12.01 (00113)			
Vendor Number	TIDEWTR	Entered By	USER	Date	15/44/39
Vendor Type (1)	GOLF Golf Courses	Remark-3	(24)	Remark-4	(25)
Property Cd (2)		Remark-5	(26)	Remark-6	(27)
Vendor Name (3)	Tidewater	Remark-7	(28)	Remark-8	(29)
Address - 1 (4)	Hwy 17 N to Little Neck	Remark-9	(30)	Remark-10	(31)
Address - 2 (5)		Remark-11	(32)	Remark-12	(33)
City Name (6)	Cherry Grove St(7) SC	Remark-13	(34)	Remark-14	(35)
Zip/Country (8)	(9)	Remark-15	(36)		
Contact Name(10)		Remark-16	(37)		
Phone-1 (11)	2 829	Remark-17	(38)		
Phone-2 (12)		Print Itinerary	(39)	Y	
Str/End Time(13)	(14)	Persons per Ticket	(40)	1	
Auto Repeat (15)	N Starting Day (16)	Open Item (N)/Balance Fwd (Y)	(41)	Y	
Repeat on CO(17)		Generate checks if Bal. Due	(42)	Y	
Form Code (18)	440 Golf Course Tickets	Tx Code (43)	XA Tidewater		
Tkt Qty Code(19)	A One Tkt per Activity	Surcharg	Amount (44)	0.00	
Activity (20)	Golf at Tidewater	Allow	en/Close Check(45)	N	
E-Mail (21)		atch Code	(46)		
Remark-1 (22)		ance Due		0.00	
Remark-2 (23)					
File, Exit or Field number					
F1 Help	F2 Prt	F3			Activities

In this example, transaction code XA is posted every time a surcharge or extra round for the Tidewater golf course is added to a guest itinerary.

Enter the transaction code that is posted for surcharge and extra rounds in Field #43, Tx (Transaction) Code. For reconciliation purposes, RDP recommends creating a unique transaction code for each vendor. With unique transaction codes for each vendor, a unique general ledger account number can be tied to each golf course, allowing revenue to be easily broken out using the 370 - Daily Manager's Report (option 3 - general ledger account number sequence).

## Count as Golfer?

With switch #421-13 set to YES, an additional field for defining people classifications appears in option 186-10. The new field, "Count as Golfer" determines how many guests are playing golf on a reservation by reservation basis. All room charge calculations are based on the number of adults, children, teenagers, pets, etc. However, for determining the number of golfing rounds and the price, the system uses the "Count as Golfer" field.

For example, two couples are spending the weekend in Myrtle Beach and the wives do not care to play golf. However, they are splitting a two-bedroom suite. In this example, the number of adults would be set to four in order to calculate the correct room rate. However, the number of golfers on the reservation would be two, and all golf surcharges would calculate correctly.

The "Define People Classifications" screen follows. This screen is accessed through option 186 on the System Manager menu.

```

Tue, Jun 15, 1999 Shift 1 Login RDP186 Resort 19 - Pawley's Plantation
11:54 AM RDP186 12.01 (00113) 000250
* Display Room Rate Sets *

```

People Class	In Use	Short Name	Long Name	Count in Min/Max	Count as Golfer?
(1) 1	Y	ADLT	ADULT	Y	N
(2) 2	Y	CHLD	CHILDREN	N	N
(3) 3	Y	GOLF	GOLFER	N	Y
(4) 4	Y	NGOL	NON-GOLFER	N	N

File, Exit, Field number █

The "Count as Golfer" column only displays with switch #421-13 set to YES.

The only People Classification with "Count as Golfer" set to "Y" is #3 – Golfer. With this configuration, the system bases all per person golf charges based on the number of "golfers". Also, the system calculates room charges based on the number of adults and teenagers (the "Y" in the Count in Min/Max field). The people classifications would appear as follows for the two couples whose wives are not playing golf.

```

Tue, Jun 15, 1999 Shift 1 Login RDP100Y Resort 19 - Pawley's Plantation
11:57 AM RDP100Y 12.01 (00113) 000250
* YIELD MGMT & ENHANCED RATES & PACKAGES *

```

Gst	Arv	Dts	Nts	4	Dep	TA	08/05/99	ADLT	4	CHLD	0	GOLF	2	NGOL	2	Type
	Sun				Thu											

## Adding Golf Activities

Once packages are built using option 186 on the System Manager menu, and reservations are made using RDP100, a guest itinerary can be added using option 120 on the Reservations, Front Desk, or Night Audit menus. (It is also possible to add an activity using the <F8 - ITINERARY> key from the "Reservation Complete box in RDP100) From option 120, access the guest reservation by name or reservation number. Next, use the <F8 – ITINERARY> key to add activities, i.e. – golf tee times. If no activities exist on the reservation, the system prompts:

```

No activities exist for Sonny Lubick. Do you wish to add? (Y/N) █
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

```

With a YES answer and with switch #421-13 set to YES, RDP prompts for either a normal activity (N) or a golf activity (G). In order to add a tee-time choose option "G" for a golf activity. Next, the system displays a "Golf Activity" box, similar to the following:

```

Golfers on this reservation:      2
Res golf days:                    x 5
Rounds included for this res:    10
Rounds booked at package price:  - 2
Number of package rounds left:   = 8
Total Extra Rounds Booked:      0
New Round Date: (mm/dd/yy)

```

The "Golf Activity" box contains the following fields:

<u>Field</u>	<u>Description</u>
Golfers on Reservation	Sum of the "Count as Golfer" field. The total number of "Golfers" on the reservation.
Res. Golf Days	The total of the "Golf Days" on each package assigned to this reservation.
Rounds Included with this res.	Multiplies the number of golfers by the number of reservation days with a golf package. (Golfers x Res. Days)
Rounds booked at package price	The number of rounds already booked for this reservation, not including "Extra" rounds.
Number of package rounds left	Subtracts the rounds booked from the total number of rounds.
Total extra rounds booked	Number of rounds booked in addition to the "included" package rounds. These reservations are marked with an "E" in field #35 on the activity screen.
New round date (mm/dd/yy)	The date the round will be played. This date must fall between the reservation's arrival and departure dates.

If adding an activity and fewer package rounds remain than the number of golfers on the reservation, the number of people billed is set to the package rounds remaining as opposed to the number of golfers. With this setup, RDP charges the correct amount. Otherwise, a golf round would be added at the surcharge amount or FREE when an extra round should be charged.

### Package Rounds vs. Extra Rounds

Any time the "Number of Package Rounds Left" is greater than zero, a new golf activity is booked as a "Package" round. The system then uses the first rate plan on the reservation that has "golf days" not equal to zero for displaying available golf courses. For example, if the reservation has a rate plan of "Original Golf Package" on the first day, and the original golf package has golf days equal to one with an activity table of "SS" for Super Saver courses, the system displays those courses in the VZ table beginning with "SS".

Any pre-scheduled rate changes MUST use the same package activity table (VY). For example, if a reservation is on the "Original Golf Package" the first two days and the "Golf 'til You Drop" package the last two days, both packages MUST use the same activity table, for example "SS" for Super Saver. RDP does NOT check the activity table when assigning pre-scheduled rate changes – this is the reservationist's responsibility.

Any time the "Number of Package Rounds Left" is zero or negative, the system flags the new golf activity as an "Extra" round. Extra rounds are calculated using the sub-records beginning with "EX" in the VZ table. All "EX" sub-records have a component listed in field #2. This component is added using option 186-8 on the System Manager menu. The component lists the full price for playing the course.

**Entering a New Round Date**

Once the "New Round Date" is entered and the system determines whether the new activity is an extra round or an included round, the available courses display based on the package and the VZ table. Up to forty-four golf courses appear on each screen. Use the <PAGEUP> and <PAGEDOWN> buttons to scroll between screens. The maximum number of courses for any grouping is 200. Notice, at the bottom of the screen, the text "Select course for golf included in package" alerts the reservationist that the reservation has NOT exceeded the maximum number of rounds. If the reservation has exceeded the maximum number of rounds the text at the bottom of the screen appears as:



The text at the bottom of the "Select Course" screen changes based on included rounds or extra rounds.

Golf courses display based on the user-defined sequence numbers assigned in the VZ table.

Wed, Oct 1, 1997 Shift 1 \* Itinerary Maintenance \* 000128  
 10:35 AM Login RDP Resort 29 - Sea Mist-Demo  
 RDP150 11.02 (00014)  
 Arrival Wed 10/01/97 Hts 4 Departure Sun 10/05/97 Unit 70208 Type CSBRDD  
 Guest Lubick/Sonny P4 2 Adlt 4 Chld 0 Golf 2 NGlf 2  
 Leader Golfers 2 Res Golf Day 4 Tot 8  
 Rate ORIG Original Golf Pk Pkg Rnd Booked 0 Pac Rnd Left 8 Ext 0  
 Phone 1 & 2

Package Surcharge Per Person											
C#	Vendor #	Price	C#	Vendor #	Price	C#	Vendor #	Price	C#	Vendor #	Price
1	ARCADIAN	15.00	12	CAROLINA	0.00	23	LIONSPAW	0.00	34	MYBCNSTH	0.00
2	AZALEA	0.00	13	COLNCHAR	0.00	24	INDIAN	0.00	35	MYRBCHMM	0.00
3	BAYGOLD	0.00	14	CYPRESS	0.00	25	INDIGO	0.00	36	MYRTLEWS	0.00
4	BAYGREEN	0.00	15	DEERTRCK	0.00	26	ISLANDGR	0.00	37	MYRTLEPA	14.00
5	BAYSILVE	0.00	16	DEERTRKS	0.00	27	LEGENDSH	30.00	38	MYRTLEPH	14.00
6	BEACHWOOD	0.00	17	EAGLENS	0.00	28	LITCFD	12.00	39	OCEAN	0.00
7	BRICK	0.00	18	EASTPORT	0.00	29	LOCKWOOD	0.00	40	TIDEWTR	45.00
8	BRUNSWIC	0.00	19	GATOR	0.00	30	LONGBAY	26.00	41	OYSTER	30.00
9	BUCKREE	0.00	20	HEATHER	25.00	31	MARSH	30.00	42	LEGENDSP	30.00
10	BURNRDGE	0.00	21	HERITAGE	30.00	32	LEGENDSM	30.00	43	PEARLE	10.00
11	BURNRDGM	0.00	22	HERON	0.00	33	MYBCHKW	40.00	44	PEARLW	10.00

Select course for 19971002 for golf included in package PgDn PgUp  
 F1 F2 Prt F3 F4 Usr Hlp F5 F6 F7 Transact

Courses display based on their user defined sequence number in the VZ table. In this example, "ARCADIAN" has the lowest sequence number, followed by "AZALEA", "BAYGOLD", and "BAYGREEN".

Courses listed with a price of 0.00 are FREE with the package purchased.  
 All courses with a price of 0.00 are listed as "FREE" in field #2 of the VZ table.

Once a course is selected, the clerk verifies the vendor and completes the "Individual Activity Screen".

If the price column reads "NOVEND", the vendor number was entered in Table VZ, but there is no vendor master record. If the price column says "NOCOMP", a component was entered in Table VZ, but the component was not defined with Option 186-8. These messages display in red.

## The Individual Activity Screen

The upper right portion of the "Individual Activity" screen displays the number of golfers, the reservation golf days, the total number of rounds available, the package rounds booked, the package rounds left, and the number of extra rounds booked.

```

Wed, Oct 1, 1997 Shift 1 * Itinerary Maintenance * 000128
10:41 AM Login RDP Resort 29 - Sea Mist-Demo
RDP150 11.02 (00014)
Arrival Wed 10/01/97 Nts 4 Departure Sun 10/05/97 Unit 70208 Type CSBRDD
Guest Lubick/Sonny P4 2 Adlt 4 Chld 0 Golf 2 NGlf 2
Leader Golfers 2 Res Golf Day 4 Tot 8
Rate ORIG Original Golf Pk Pkg Rnd Booked 0 Pac Rnd Left 8 Ext 0
Phone 1 & 2

Individual Activity
Vendor Name/Number ( 1) Arcadian Shores ARCADIAN Type GOLF
Activity Name ( 2) Golf at Arcadian Shores Activity Number
Auto Repeat ( 3) N Code & Seq# 18
Activity Date Thu ( 4) 10/02/97 Package/Extra Round(35)P
Starting Day ( 5) Repeat on Check-Out Date ( 6) Component OGAC
Start/End Times ( 7) Confirmation# (14)
Print Itinerary ( 8) Confirmed with(15)
Ticket Qty Code ( 9) X Form Code Confirm Hotel (16)
Persons per Tkt (10) 1 Confirm Note2 (17)
Persons Billed (11) 2 Entered By RDP 10/01/97
Cost (12) 15.00 Changed By
Total Cost (13) 30.00 Confirm By

Press PgDn for screen 2

F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

```

Prices are displayed based on the VZ table and package components defined using option 186-8. All prices are **per person**, with the total cost (#13 above) based on the number of golfers on the reservation (\$15.00 x 2 = \$30.00). The cursor starts at the "Start/End Times" field, since the vendor name, activity name, and activity date are filled in from the previous "choose course" screen. In addition, the "Persons Billed" field (#11) defaults to the number of golfers on the reservation, the Package/Extra Round field (#35) defaults based on the number of rounds booked, and, for audit purposes, the component number defined in option 186-8 displays below field #35.

Once the new activity is filed, the system returns to the "Normal Activity (N) or Golf Activity (G)" prompt where additional tee times may be added to the guest itinerary.

## Changing Reservations and Activities

If a reservation's arrival and departure dates are changed, any activities and transactions outside of the new dates are automatically deleted from the guest itinerary. Also, if an activity requires a new vendor or a date change, the original activity must be deleted and a new one added. If a clerk attempts to change the vendor name on an existing activity, the following warning displays:

```

** Warning ** Warning ** Warning **
This activity is tied to a package. The cost
and total cost will NOT be recalculated if the
Vendor Name/Number is changed. For accuracy,
delete this activity and re-add it with the
correct information.

Do you wish to proceed with the change? (Y/N)

```

It is possible to add a password to the RDP system to control access to the following activity fields: #people billed, cost, total cost, and the "Pkg/Extra Round" field. In order to utilize this password; add sub-record PKGACT to the C1 table using option 090 on the System Manager menu. The password is added in field number 1 – Special Data.

## PRINTING GUEST ITINERARIES

From the Vendor Master menu, guest itineraries can be printed using option "670" - "Itineraries by Arrival Date", or "671" - "Itinerary - Select by Res Number". Option 670 is used to print guest itineraries in a "batch" by arrival date, whereas 671 will print an itinerary for only one guest. Both of these reports are modifiable using Report Writer and a text editor, changing file \RDP\FORMS\FOR670.FOR. Both reports read the same form, with different sequences and ranges. Also, as in the example on the following page, messages can be added to the basic itinerary:

```

** SAMPLE ITINERARY **

Lubick/Sonny                                Reservation #:   311
                                             Arrival:       03/01/98
                                             Departure:     03/07/98

          A C T I V I T I E S

Date      Time    #Ppl  Activity          Comments        Cost
-----
03/01/98  06:00     1  DINNER AT COURTNEY'S  0.00
03/02/98  06:30     1  BREAKFAST AT MICHAELS 0.00
03/02/98  08:00     1  GOLF AT SINGLETREE   0.00
03/03/98  11:00     1  LUNCH AT PICASSO'S   0.00
                                             =====
                                             0.00

Please Note: There will be a $5.00 per person service charge if you change
"any" portion of your package. Your deposit will be refundable minus $25.00
per person on all cancellations more than 14 days prior to arrival. Less
than 14 days notice results in forfeiture of deposit. The group leader
should make all changes.

```

Customized notes can be added to the itinerary, in order to inform guests of vendor rules or special offers!

## PRINTING TICKETS FOR GUESTS

In order to print a guest activity ticket, use option "650" - "Print Activity Tickets" from the Vendor Master menu. When selecting this option, enter the guest reservation number and the system uses the vendor master to access the correct form code, ticket quantity code, and persons per ticket in order to create the voucher. A sample "Bike Rental" follows:

```
          A C T I V I T Y   V O U C H E R

Name:  Michelle Pfeiffer           Ticket #: 00000064
# in Party:    1
Activity: BIKE RENTAL
Date: 03/01/98
Starting Time: 06:00PM
Confirmed with: jeff
Confirmation #: 52345

Misc. Comments:
```

Each vendor form code can be customized to reflect its use with the Report Writer module. In the example above, one "generic" ticket is used for all activities. This ticket details the activity name, the valid date, the number in the party, and the time. In addition, the sequence number appears for reconciliation purposes. Any vendor master comment fields can be included, such as Comment-17 - Additional Information.

## PRINTING ACTIVITIES BY VENDOR

Using RDP's report writer, activities can be printed by vendor. It is possible to create a wide variety of reports showing activities in different formats, including:

1. All activities for the vendor.
2. Activities by date range, such as "all tee times for September 16<sup>th</sup>".
3. Confirmed vs. Non Confirmed activities.
4. Total surcharge for all activities.
5. Activities sorted by remark fields (such as "golf tee times where cart = YES).

## RECONCILING ACTIVITY TICKETS

Reconcile activity tickets using the unique number assigned to each activity. The activity number displays in the upper-right hand corner of each activity, seen below.

```

* Itinerary Maintenance *
Tue, Jun 15, 1999 Shift 1 Login RDP Resort 19 - Pawley's Plantation 000250
1:21 PM RDP150 12.01 (00111)
Arrival Fri 07/23/99 Nts 2 Departure Sun 07/25/99 Room Type 2BS
Guest Patton/Glenn 14 149 ADLT 1 CHLD 0 GOLF 1 NGOLF 0
Leader Patton/Glenn 14 149 Comment-4 4 rooms sxs
Rate S1CC Single SW CGS Ca Comment-5
Phone 1 & 2 Comment-6

Group Leader Activity
Vendor Name/Number (1) Pawleys Plantation PAWLEYS Activity Number 00000158
Activity Name (2) Golf at Pawleys Plantation Cd & Seq#
Auto Repeat (3) N Repeat on Check-Out Date (4)
Activity Date Sat (5) 07/24/99
Starting Day (6)
Start/End Times (7) 08:43AM
Print Itinerary (8) Y
Ticket Qty Code (9) A Form Code 440 Confirmed with(15)
Persons per Tkt (10) 16 Confirm Note1 (16) 9:02
Persons Billed (11) 1 Closed (18) X Entered By JENNY 06/15/99
Cost (12) 0.00 Changed By JENNY 06/15/99
Total Cost (13) 0.00 Confirm By

File, Exit, Delete, Copy, Transfer, Field Number Press PgDn for screen 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 View Folio
  
```

RDP assigns a unique number to each reservation activity.

Often times, vendors bill a property based on tickets collected from guests. By printing the activity number on the activity ticket, the property can easily reconcile tickets to invoices.

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