

# FrontHotel 2013 New Features v8300

## POS Charges

- A new approach for managing the charges transferred from other point of sales (FrontRest). Consider the following points before the upgrade to new version:
  - In Configuration → Hotels there is a new field to **select the payment type** to set the room/salon charges transferred from FrontRest to FrontHotel.
  - All the items transferred from the Restaurant to room account are now visible in the reservation's new tab called **POS Charges**.
  - It is not possible to add, modify, nor remove any of these charges transferred.
  - The charges are transferred through a sales delivery note and must be invoiced totally, so that means when selecting one charge of a delivery note for invoicing the rest of charges of the document are selected as well.
  - When doing a credit of any of these charges, the credit applies over all the charges included in the delivery note.
  - In the invoicing screen there is a new tab called **POS Charges** with the aim to group or breakdown the room charges
  - In the Activities there is a new tab called **POS Charges** as well in order to see all the charges transferred to function rooms, in previous versions these were list in the Charges tab.
  - It is not possible to add, modify, nor remove any of these charges but all the delivery note.
  - Actually, it is possible to make a **Subtotal** in FrontRest and transfer the bill into room account but using the new **Subtotal** option, using the old option for Subtotal it is not possible to send the bill to room account.
  - Up on the POS charges is transferred to room account it is not possible to invoice those charges separately.
  - In order to sort out the POS charges properly by date, must set a letter in the series for delivery note with a former character by alphabet sort than used by the the invoices series. The series are set in Settings → Hotels → Data.

## Agents/Clients

- Actually it is possible to relate a Client to a Travel Agent through the field “Agency”. In a reservation; when selecting a Travel Agent with related clients these are listed by default into the clients field, and when selecting a client related to a Travel Agent this is loaded by default.
- New option to select by default to whom the fix charges are invoiced to; Agency, Client, Occupant.
- New option to select to whom the extra charges are invoiced to; Agency, Client, Occupant.

## Commission Fees

- New module created for managing commission fees:
  - The option “**Commission fees are invoiced**” is now available into every travel agent profile, thus different value can be set into each travel agent depending on how the commission fee is managed. In former versions this option was located in Settings → Hotel → Settings, and has been removed there.
  - This new field within the travel agents profile will be set as enabled for all travel agents in case the old configuration was enabled.
  - In the Hotel configuration there is a new field for the series related to “**Expenses**”, for invoicing the commission fees as an Invoice of Expenses.
  - A new field called “**Supplier**” is added in the Travel Agent profile in order to set to who invoice the commission fees.
  - The supplier is send from the central to the hotels as well.
  - Added new documents designs for “**Purchase Invoice**”
  - In the automatic invoicing screen to Travel Agents it is possible to invoice commission fees generating negative sales invoices.
  - New module “**Commissions Fee Liquidation**” in the Invoicing menu, that enables to invoice commissions through “**Expense Invoices**”
  - When it comes for invoicing it is allowed to modify the “**Number and Date**” of the Agent’s invoices generated in order to optimize these documents search.

- In the user type configuration is added a new option to access the report “**Commission fees Liquidation**”.
  - In this aforementioned report added new columns; “**Their Invoice**” and “**Their Invoice Date**”.
  - In the Commission fees Liquidation report there is a new filter for seeing; **all** the commissions, only the **invoiced**, or only the **pending to invoice**.
  - It is possible to filter by “**Locator**”
  - Added a **Total** row in the report.
  - Renamed the report “Commissions pending to invoice” to “**Commissions**”
  - Added the columns **Locator** and **Group/Occupant** in the **Reservation** part of the report.
- The commission fees generated for the accommodation and food boards in the Packs were generated at the arrival date so far, and now on, these commissions are applied amongst the revenue values on daily basis throughout the stay.
  - New option to mark the % ratio for the commission fee to all Travel Agent's rates, and still possible to use the previous commission fees assignation by rate and by season. The new option it is located within Travel Agent profile in the tab Hotel Rates → % Commission.

## Activities

- Now it is possible to select several services scheduled within the calendar of resources in order to take the same action over them.
  - In order to select the services use the CTRL key + left button of the mouse, so the selected ones turn out in blue colour, then use the right button of the mouse to pop up the available actions to apply to all the selected services; *Void, End, Change day, Change time, Invoice, Invoice and End, and Remove.*
- The columns located in the tab services of any activity can be sort out.
- Now it is possible to modify a service of an activity even though another service from the same activity is being used in another terminal, so the terminal is blocking the service and not the entire activity as before.
- New option to assign a service to a client applying a customized extras rate, the rate must be defined within the client profile in ICGManager.

- The option **Credit Charges** is disabled now within the Charges tab of the activities.
- When crediting an invoice under production closed, the credit document is generated on current date and as well as the lines charges.
- Now with the function **Assign Services** located in the employees' calendar, the service drops automatically in the time grid according to the scheduled time of the service when the service is marked as **Confirmed**.

## Allotments

- New option to increase or decrease the number of contracted rooms for selected dates in each allotment.

## Reports

- New report **Non Finished Services** added in the closing reports process; it shows daily services that have not been finished nor void. Additionally, it is possible to load the related activity, void one service (by right button), or all services in a row (by the option in the header Void not presented rooms).
- New option to show the **Production Report by Departments** taking the order as build up in the Departments, Sections, and Families scheme.
  - If the report is calculated without grouping by type of reservation and/or type of room, then the charges of accommodation, board and discounts are distributed according to the Departments, Sections, and Families scheme.
- New column **Net Production with Corrections** added in the Day Closing Report, it calculates the net production and deducting the corrections.
- In the **Associated Production to Travel Agents** report now includes all the extras related to reservations of travel agents whether these are invoiced to the agents or not.
- In the **Pending of Collections** summary, if the field client is blank it includes all the clients in the report.
- The room changes do not get accounted in the occupancy reports as arrivals and departures any more.
- Now in the **nights detail** history of the occupant, the columns are displayed fitting to the wide of the screen.
- Add the commercial name of the travel agent in the Production Desktops.
- In the Reservations List and in the Forecast of Stays add the column "Rate" showing the name of the Rate/Package.
- New row Charges/Discounts in the Day Closing report.

## Packs

- Implemented new options to manage the Packages, as follows:
  - In this version on is possible to apply one night package in the reservations through the F6 option in rate column, and the package is automatically applied as many times as nigh stays in the reservation. So it is managed as a regular rate.
  - For every extra added in a Package we can define several options to apply to the extra:
    - **Frequency:** **Fix day** (1 refers to day 1, ... ), **Every n days**, and on **Last day**.
    - **Application:** **By Room, Person, Adult, Child, Baby, Additional Adult**.
    - **Included in the Price:** The price of the extra does not increase the price of the Pack, however this price is deducted from the room production value when the application of the extra is per room.
    - **Optional:** This feature enables to select the extra when the user makes the reservation of the package, so the extra is not load by default to the reservation it is up to the customer. The price of the extra is added as a supplement to the price of the package.
    - **Kitchen:** When adding an extra an enabling this option, the extra is added as a food service contracted. Additionally, it is possible to add a kitchen note.
    - **Status:** When adding an extra it is possible to relate it to a Housekeeping status, therefore it appears in the Housekeeping reports. It has some options as follows:
      - Apply the status at the Check-in
      - Apply it every n days

Note: In a package with services, the production value set in the configuration applies on the day the services take place and not on the date of application of the package.

## Configuration

- Now it is possible to program keyboard sequences (ctrl + Function) by User Type to rapidly access any menu in FrontHotel. The sequence is set up in the User Type --> Access Front --> Access Hotel --> right click on any menu to set the fast access.
- Increased the size of the font of the status of the rooms appearing in the Rack.
- New option in the Company settings --> FrontHotel --> **for receipts with amount higher than "....." generate document type "....."**
- New feature added in Settings --> **Change Password** that enables to change the password of the vendor.

## Prices Proposal

- New screen for Prices Proposal and creation of reservations. It shows all the available rates and packages for the time period selected, also it can display the total price of the stay, the average daily rate, and the total of the stay.
- Just double click on the desired room type and board according to the correct rate in order to make a reservation. If there is no availability for selected room type the system pops up a warning dialogue box "Attention! If you continue with the selected room it will cause Overbooking."

## Reservations

- The function **Unvoid** is now available in the Rooms tab, it is only available when a room is cancelled.
- New control of the status of the reservations, where a reservation already invoiced and under status Cancelled cannot be modified the status again.
- In the tab Collections of the reservation a new column "**Charges**" is created as result to merge the previous columns; "Accommodation" and "Extras/Corrections".
- When changing the status of a reservation to; Cancelled, **No Show, without Invoicing, or Finished** the information box "**Notes of Reservation**" pops up, it also contains the comments of the agency and client.
- Now it is also possible to see the conditions of the rate together with the notes of the reservation pop-up box.
- Now the commissions are calculated over the price of the rate after applying the charges/discounts.

- When sending a proforma invoice by email, the series and number of the reservation appear in the field Subject.
- In the configuration of the status of reservations it has been added a new option "**recalculate charges /discounts in the reservation**". If this option is disabled then charges and discounts are not applied to a reservation with that status.
- In the selection of the packages added new features to select the Season and the Board. When selecting a package must select a board.
- When modifying a check-in/out date of a reservation with a Package applied into the line of the reservation, the resources get turn unassigned and the employees as well, in order to do not overlay existing pack reservations.

## Invoicing

- When doing check-out of a room before the expected time, hotel does make sure if there are pending charges to invoice and if so the system warns "**There are invoiced nights. Do yo want to credit them?**"
- Unified invoicing method in the application when it comes to invoice reservations without defined Rate and Season.
- Solved the issue at the invoicing screen for the grouped display of the discounts transferred from FrontRest in to Room charges.

## Charges

- New field included for the VAT.
- In the Charges screen and in the extras of the reservation as well the system double checks if the user has any limitation on the maximum permitted discount application. If the user does not have a maximum value of allowed discount then the user can apply any discount unless the user does not have permission to modify prices in the sales.
- When it comes to insert free charges to production, by the button Production the system warns: "**Are you sure you want to insert Free Production Charges?**"

## Rooms/Floors

- New feature to set a default **warehouse** for every Room and/or Floor. Therefore after settling an invoice it is related to a warehouse. By the other hand, in ICGManager when doing purchase invoices and expenses invoices the warehouse is set as well. So we can register all the incomes and outcomes by plant or rooms and get to know the profit.

## Audit

- When we do invoice a reservation through the option "Divide" it goes recorded into the audit of the reservation.
- The automatic invoicing to travel agents is audited as well.
- New option in the audit of activities --> Finalized Service
- Now includes the advanced payments movements in the Activities audits.

## Rates

- The observations that may be defined in a Rate are available to be added in the emailing templates by the SQL field "Rate Conditions".

## Automatic Invoicing to Travel Agents

- New feature to consult the pending charges to invoice through the new function "Query"
  - It makes appear all the charges pending to invoice matching with the settings defined.
  - Multiple selection of the charges we want to invoice
  - When selecting each charge it automatically calculates the amount to invoice.



## Charges / Discounts

- In the reservation status add new check-box "**Recalculate Charges/Discount in the reservation**" so the system calculates any applying charges/discounts in the reservation according to the reservation status of the reservation. This option configuration is available in settings --> reservation --> reservation status.

## Communications

- When initializing FrontHotel from a Central the Extra Rates and Credit Card settings are sent now as well. These are located in settings --> Hotel.

## Modifications/Corrections

- The Revenue Management tool was not considering the actual Hotel in multiple property environment so it was taking Hotel id=1 by default. Now it takes the current Hotel by default.
- The Revenue Management wizard was not possible to change the rate and season assigned to a room.
- When filtering by travel agent with assigned rates but not customized (special) it was not possible to load the rates.
- In the Revenue Management when selecting the details of the free rooms
- In the Travel Agent profile when placing the mouse over the last season of a rate and pressing arrow down it was appearing an error.
- In some closing reports the printing button was hidden.
- When applying a discount for a Package in a reservation the assignation of the services was removed and must be input again.
- If working with a rate per person including Price of the room + Price of the Board, it was not applying a Charge/Discount by amount.
- When typing in reservation comments in the creation of a reservation before saving it got blocked.
- Solved an issue related to advanced payments applied to an invoice and credited later on.
- Solved the display issue for some occupancy reports that when showing in horizontal the font size got shrink and not properly displayed.
- Solved the error that made the booking to do not show the price of the room when clicking on the room type.
- Issue related to credited invoices that were generated on the former cash-count number as registered the original invoice. Now it is registered on the next cash-count.

- Issue solved in the total screen appeared when combining several payment types.
- Problem solved about crediting invoices with part payments the values shown were wrong.
- Monthly sales report by department it displays correctly now when applying filter by Department, Section, and Family.
- Corrected the issue in the Production by Department report, when enabling the option **corrections affect** to apply corrections the values were changing.
- In the multiple reservations for groups when having cancelled rooms and room changes, the system was accounting all these PAX as part of the total guests of the reservations.
- Corrected the application of the Charge/Discount per amount.
- When creating new reservations without rate nor season, the production for accommodation and board is calculated correctly now.
- Corrected the printing of the free fields and the subjects in the charge lines of the invoices.
- Solved the application of kitchen services when modifying them in the kitchen summary.
- Increased the number of digits in the field extension in the telephone charges report, up to 9 digits maximum.
- When printing the rooming list it is displayed fold or unfold depending on the setting.