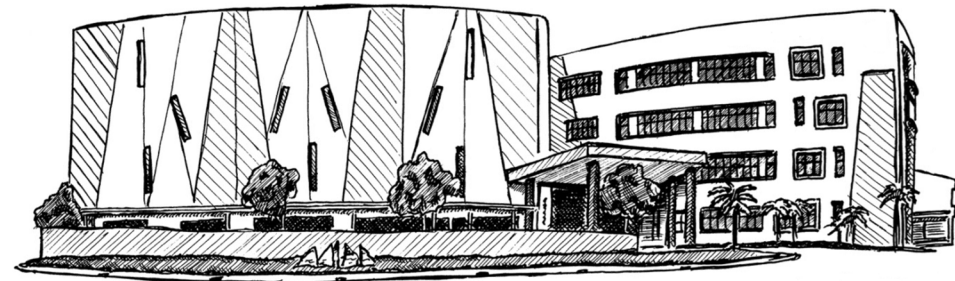


Hotel Pre-installation Questionnaire



November 2.017





Hotel Pre-installation Questionnaire



1 . General Parameters

1.- General Parameters

- 1.1.- Do you have contracts with Travel Agencies?
- 1.2.- Do you manage reservations through the Internet?
- 1.3.- Do you want the system to accept a certain percentage of overbooking? What percentage?
- 1.4.- Are you going to automatically account for hotel sales?
- 1.5.- Will you account for daily production or for invoices issued?
 - If you accounted by Production you want to do it by Market Segments (USALI).
- 1.6. Do you want to apply discounts when invoicing accommodation Y/N and in Y/N regimes?
- 1.7. Do you want to activate the booking by price categories S/N?
- 1.8. What is the minimum condition to assign rooms:
 1. That be empty
 2. That be cleaned
 3. That be revised
- 1.9. Operations that you wish to carry out automatically from check-in:
 1. print the accommodation contract Y/N
 2. activate the telephone line
 3. activate interactive television
 4. engrave magnetic keys
 5. covering police files
- 1.10. How will you collect?
 1. By shift control
 2. By the hours
- 1.11. Specify the number of days in advance for the program to notify you of reservations for which the confirmation period expires.
- 1.12. Wishes to make it obligatory to write the reason for the following changes:
 1. Room change
 2. Changing or deleting customer charge amounts
- 1.13. Do you want to use programming for changing sheets and towels?
- 1.14. Will you use channels and market segments in your bookings?
 1. Only channel and / or commissioners
 2. Channel and segment
 3. None
- 1.15. Will you use weekend rate?
- 1.16. Possibility of manually modifying the prices coming from the rates in the reservations:
 1. Never
 2. Can only be done by authorized persons (head of reception, director, etc.)
 3. All receptionists can change prices
- 1.17. Do you want to use quotas and release for contracts with travel agencies?
- 1.18. You wish to accept reservations that are out of quota or release with respect to the contract agreed with the agencies.



Hotel Pre-installation Questionnaire

Class One

2. MASTER FILES

ROOMS FILE

Specify how many room types you have and detail the following data for each type:

1. CODE. Maximum 4 characters (letters and numbers) e.g. DB, I1, 2S, etc.
2. Type Description
3. Number of people who normally occupy this type of room (in doubles 2, in singles 1, etc.).
4. Type of price: 1. per person 2. per room (the price does not depend on the occupants, e.g. apartments)
5. Number of rooms of this type
6. VAT rate/IGIC/VAT/TBA/ISS/GST... (8 %, 18 %, 5 %, etc.)
7. Sales account
8. CAD Accounts (Type of Revenue / Department)

You must specify the numbers of each of the rooms that belong to this type:

Nro observations characteristics
101 communicated with 102 NF.VM.CM.MB.BS....

Room	Remarks	Room Features	Photos
01A	comunicada con la 01B		0
01B			0

It is convenient for each hotel to create a table of possible characteristics for the rooms, specifying the code and description of each characteristic, for example:

NF NON-SMOKERS // VM SEA VIEW // CM DOUBLE BED // BS ZONE BUSSINES ...

It should be noted that the characteristics can be used during the allocation of rooms, so for example, we can ask the program to give us a list of free rooms that have the characteristics NF.VM.CM.

Edit Room type

Code

B

Description

APT. PUERTA COMUNICANTE

Pax

3

Price type

P - Price/pax

Rooms

38

Tax type

1 - 10.0

Account

70000001

CAD income

CAD dept.

Other languages

Number

01A

Remarks

comunicada con la 01B

Room Features

NO PISCI... TERRAZA 1 PISO VISTA M... ANIPOOL RUHEPO...

Código	Descripción
CO	Cocina
TV	Televisión Plasma
MN	Minibar
MV	Minusválidos
VM	Vista Mar
VP	Vista Piscina
VI	Interior



Hotel Pre-installation Questionnaire

2. MASTER FILES



LOUNGE MASTER

Similar to the rooms, but the lounges do NOT affect the hotel booking. There are also lounge numbers. Observations here will be used as room names. For example, we can have room 001 with the name VERSALLES LOUNGE.

BOARDS MASTER

Each reservation, in addition to specifying the type of room contracted, may include the type of regime (breakfast, half board, etc.) This is why it is necessary to define the types of regimes that hotel guests may contract: The following data must be specified for each regime:

Code (2 characters, letters and numbers)

Description VAT rate/IGIC/VAT/TBA/ISS/GST... (8%, 18 %, 5%, ...)

Includes breakfast Y/N

lunch Y/N

dinner Y/N

Account number A "lodging only" type of regime must be defined for those clients who are not going to use any regime.

Code	Description	Breakfast	Lunch	Dinner	All included	Tax type	Account	Active
AI	ALL INCLUSIVE	✓	✓	✓	✗	1 - 10.00	70000002	✓
AS	ALOJAMIENTO SOLO	✗	✗	✗	✗	1 - 10.00	70000001	✓
HD	HABITACION CON DESAYUNO	✓	✗	✗	✗	1 - 10.00	70000002	✓
MP	MEDIA PENSION	✓	✗	✓	✗	1 - 10.00	70000002	✓



Hotel Pre-installation Questionnaire

2. MASTER FILES

Class One

SERVICES MASTER

All the services that the client can consume at a given moment are defined, with the purpose of being invoiced later. For example, they are typical services of a hotel: minibar, restaurant, bar, telephone, sauna, laundry, excursions, souvenirs, and so on.

The data that must be specified for each service are the following:

Code (4 characters, letters and numbers)

Description

Imputation category (H,R,S) according to whether you want this service to appear in statistics in group H (room, accommodation) R (catering, food & beverage) or S (other services).

Discount Y/N That is, possibility of applying discounts when invoicing this service.

Price for agencies and direct. In the case of fixed prices, such as a safe that has a fixed price per day. IVA/IGIC/VAT/TBA/ISS/GST... including Y/N. Here it is specified whether the tax is already included in the price of the service. Normally it is not included, but in services such as cafeteria or restaurant, when they are charged to hotel, the amount already includes the VAT/IGIC/VAT/TBA/ISS/GST...

VAT rate/IGIC/VAT/TBA/ISS/GST... (8%, 18%, 5%, ...)

Accounting account number (maximum 8 digits).

Other data for connections with Clients.
Pictures, Published, Long Description, and
also can be given different languages

Code	Description	Type	Discount	DIR. price	Agency price	Tax incl.	Tax type	Account
A	APARTAMENTO ESTANDAR	H	X	0.00	0.00	✓	1 - 10.00	70000001
AC	ALQUILER COCHES	S	X	0.00	0.00	✓	1 - 10.00	70000325
ACCI	ACCIONES ANIMACION	S	X	0.00	0.00	✓	1 - 10.00	70000399
AI	ALL INKLUSIVE	R	X	0.00	0.00	✓	1 - 10.00	70000002
ALOJ	ALOJ.NATACION	S	X	0.00	0.00	✓	1 - 10.00	70000399
ANT	ANTICIPO IGIC 5%	S	X	0.00	0.00	✓	3 - 5.00	43800004
ATEL	ATELIER ANIMACION	S	X	0.00	0.00	✓	1 - 10.00	70000341
B	APARTAMENTO DOBLE	H	X	0.00	0.00	✓	1 - 10.00	70000001
BOU	ALO. BOUT. N. 1	S	X	0.00	0.00	✓	1 - 10.00	70000363
BU	ALQUILER ESCUELA BUC	S	X	0.00	0.00	✓	5 - 0.00	70000362
C	DOBLE VISTA MAR	H	X	0.00	0.00	✓	1 - 10.00	70000001

Id.

Code

Description

Type

Discount

DIR. price

Agency price

Tax incl.

Tax type

Account

CAD income

CAD dept.

Photos

Published

Long desc.



Hotel Pre-installation Questionnaire

2. MASTER FILES

Class One

PAYMENTS METHODS MASTER

The following data must be specified for each of the payment forms:

Code (4 characters, letters and numbers)

Description

Accounting account number (maximum 8 digits)

Type of payment. 0=cash, 1=credit, 2=credit available

Percentage of commission (applied to credit cards)

Treasury Account Number for Credit Cards

Commission accounting account number for Credit Cards.

Code	Description	Type	Account	Commission	Credit account	Commission account	Active
AMEX	AMERICAN EXPRESS	Credit	43000005	2.00	57200002	62600001	✓
BP	BANCO POPULAR	Cash	57200002	0.00	-	-	✓
CASA	CUENTA CASA	Cash	62700013	0.00	-	-	✓
CO	CONTADO	Cash	57000002	0.00	-	-	✓
COT	CONTADO C/TARJETA	Cash	57000003	0.00	-	-	✓
CRED	CREDITO	Cash	43000002	0.00	-	-	✓
TM	TARJETA MONEDERO	Available credit	43000003	0.00	-	-	✓
VISA	TARJETA VISA	Available credit	43000025	1.00	57200002	62600001	✓

Other data for Payment media interfaces connections

Id.
Code
Description
Type
Account
Commission
Credit account
Commission account
Currency change
Prepaid card
Points
Virtual POS
Active

COUNTRIES MASTER

All countries already coded are provided in the Database as well as the Autonomous Communities (Spain), States (USA and Brazil), the language they speak, ISO2 code, ISO3 code and web code.

Code	Description	TV code	Switchboard code	Scanner code	Language	INE code	TL domain	Country	Active
ES11	Galicie	-	-	-	gal	GAL	gal	España	✓
ES12	Principado de Asturias	-	-	-	es	AST	es	España	✓
ES13	Cantabria	-	-	-	es	CAN	es	España	✓
ES21	Euzkadi	-	-	-	eus	EUS	eus	España	✓
ES22	Comunidad Foral de Navarra	-	-	-	es	NAV	es	España	✓
ES23	La Rioja	-	-	-	es	RIO	es	España	✓
ES41	Castilla y León	-	-	-	es	CAS	es	España	✓
ES24	Aragón	-	-	-	es	ARA	es	España	✓
ES51	Cataluña	-	-	-	cat	CAT	cat	España	✓
ES30	Comunidad de Madrid	-	-	-	es	MAD	es	España	✓
ES42	Castilla la Mancha	-	-	-	es	MAN	es	España	✓

Code	Description	Description English	TV code	Switchboard code	Scanner code	Language	INE code	TL domain	Country group	Active
ARG	Argentina	Argentina	-	-	-	es	-	ar	AMERICA DEL SUR	✓
AUS	Australia	Australia	-	-	-	en	-	au	AUSTRALIA	✓
AUT	Austria	Austria	-	-	-	de	-	at	EUROPA	✓
BEL	Bélgica	Belgium	-	-	-	nl	-	be	EUROPA	✓
BGR	Bulgaria	Bulgaria	-	-	-	bg	-	bg	EUROPA	✓
BRA	Brasil	Bracil	-	-	-	pt	-	br	AMERICA DEL SUR	✓
CAN	Canada	Canada	-	-	-	en	-	ca	NORTE AMERICA	✓
CHE	Suiza	Switzerland	-	-	-	de	-	ch	EUROPA	✓
CHL	Chile	Chile	-	-	-	es	-	cl	AMERICA DEL SUR	✓
CHN	China	China	-	-	-	zh	-	cn	ASIA	✓
COL	Colombia	Colombia	-	-	-	es	-	co	AMERICA DEL SUR	✓



Hotel Pre-installation Questionnaire

2. MASTER FILES



PRICE RATES MASTER

A generic way we give a brief explanation although you should see in detail the explanatory section of SmartRate.

A tariff is a system of prices which is subdivided into a number of seasons and which contains price specifications to be applied for each of the possible cases of room types and regimes. For each tariff the following data must be specified

Code (5 characters, letters and numbers)

Description (up to 20 characters)

VAT/IGIC/VAT/TBA/ISS/GST... including Y/N in prices

The start and end dates of each season for the current period.

The prices for each type of room in each of these seasons, specifying the price for 1 pax, 2 pax, 3 pax ... So for example:

01/01/2018 30/05/2018 DB1 103,00

01/01/2018 30/05/2018 DB2 185,50

01/06/2018 31/08/2018 DB1 160,55

01/06/2018 31/08/2018 DB2 290,00

....

If you want to control prices for types of minors, they must also be distinguished from the price per person. You can specify up to 3 different prices per type of minor, and up to 2 prices per type of extra person. Prices must also be specified for each type of regime.



Hotel Pre-installation Questionnaire

Counters and other Controls



Counters

At the moment of starting definitively with the program you must update the initial counters: Invoices, Reservation Numbers, ...

Main menu / Backoffice / B.7. Setup - General

Counters

Warning! Be careful, because every time you go through a field, that value will be save, and it could be an outdated value.

(01) Invoice/Payment	2019090006	2019006
(02) Booking	90007	56
(03) Voucher		
(04) Failure	240	
(05) Invoice consignment	1	
(06) Travelers report	9001	
(07) Kill number	92	
(08) Invoice paid not billed	2	
(09) Invoice City tax		



Hotel Pre-installation Questionnaire

Counters and other Controls



Conditional and Optional Parameters

Check all the parameters of the different setup programs

The screenshot displays the 'Conditional parameters' section of the Hotel Pre-installation Questionnaire. The interface includes a sidebar menu on the left with options like General, Connectivity, Privileges, Counters, and Conditional parameters (which is currently selected). The main area is divided into two columns of parameters, each with a checkbox for selection.

Parameter	Checkbox
(01) Allow room discount charge	<input checked="" type="checkbox"/>
(02) Allow board discount charge	<input checked="" type="checkbox"/>
(03) Emptying rooms in invoicing	<input type="checkbox"/>
(04) Shifts control	<input checked="" type="checkbox"/>
(05) Required remarks audit	<input checked="" type="checkbox"/>
(06) Required remarks room ch.	<input checked="" type="checkbox"/>
(07) Do no ask for police record	<input type="checkbox"/>
(08) SW taxes 2	<input type="checkbox"/>
(09) SW taxes 3	<input type="checkbox"/>
(10) Lodge breakdown	<input type="checkbox"/>
(11) Renumber NF Se	<input type="checkbox"/>
(12) Subtract blocked rooms in occupation %	<input type="checkbox"/>



Hotel Pre-installation Questionnaire

Counters and other Controls



Conditional and Optional Parameters

Check all the parameters of the different setup programs

The screenshot displays the 'Optional parameters' section of the Hotel Pre-installation Questionnaire. The interface includes a left sidebar with a menu, a top navigation bar, and a main content area. The sidebar menu lists various setup categories, with 'Optional parameters' highlighted. The top navigation bar shows the current path: 'Main menu / Backoffice / B.7. Setup - General' and the user 'User: admin1'. The main content area contains several parameters, each with a label, a value field, and a checkbox. The parameters are:

- (01) Accounting mode: Production accounting (dropdown menu)
- USA Segmentation: ☐
- (02) Min. room assign. condition: Empty (dropdown menu)
- (03) Attempts days notice: 7 (text input)
- (04) Empty room days notice: 7 (text input)
- (05) Travelers report: ☒
- (06) Police & Travelers: ☐
- (07) Accomodation contract: ☐
- (08) Traveler signature (Tablet): ☐
- (09) Fictional room for non-staying diners: 000 (text input)
- (10) Do not preload bookings in modification (speed up the page loading time): ☐
- (11) Old invoicing mode: ☐



Hotel Pre-installation Questionnaire

Counters and other Controls



Default parameters

They are those data that we want that they leave us by default in the application: Reserves, Booking of cradles/parking, ...

The screenshot displays the 'B.7. Setup - General' configuration page in the application. The interface includes a sidebar menu on the left with options like General, Connectivity, Privileges, Counters, and Default (which is currently selected). The main content area is divided into two columns of parameter settings. The left column contains parameters (01) through (09), and the right column contains parameters (10) through (15). Each parameter has a corresponding input field or dropdown menu.

Parameter ID	Parameter Name	Value
(01)	Rate	DIR
(02)	Country code	
(03)	Code State	
(04)	Room type	
(05)	Board	
(06)	Lounges code	
(07)	Booker	Client
(08)	Auto invoice grouping	Voucher
(09)	Entry date reservation charge	Same day
(10)	ParkingCode	
(11)	Code Crib	CUNA
(12)	Country code Phone	Spain (+34)
(13)	Subject (Adv. payment)	
(14)	Subject (Deposit)	
(15)	Language	es



Hotel Pre-installation Questionnaire

Counters and other Controls



Reservations

As they will behave reservations and a formatter of those data that have to be mandatory and those that do not, even with predetermined values, ...

Main menu / Backoffice / B.7. Setup - General User: adminc1

General
Connectivity
Privileges - Main menu
Privileges - Alternate menu
Counters
Conditional parameters
Optional parameters
Allar
Tax
Default
Reservations
Night audit
Languages
Business Intelligence
Task scheduler
Triggers
Revenue

(01) Allow price modify ☒
(02) Allow duplicate voucher number ☐
(03) Auto voucher number ☐
(04) Allotment/Release control ☐
(05) Booking in overbooking
(06) Booking blacklist ☐
(07) Booking over allotment ☒
(08) Channel/Segment/Commission
(09) Service Non refundable
No Show compensation
Active ☐
Service

	Stop	Editable	Default
(10) Time Check-in	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="--:--"/>
(11) Time Check-out	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="--:--"/>
(12) Nights	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(13) Vias	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(14) Room type Alt.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(15) Contact	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(16) Email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(17) Full credit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(18) Special conditions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(19) Payment type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(20) Confirmed booking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(21) Date Delay	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(22) Invoice grouper	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(23) Channel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(24) Segment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
(25) Commissioners	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>



Hotel Pre-installation Questionnaire

Counters and other Controls



Night Audit

What listings we want to run directly and even which email we want you to send it automatically

Main menu / Backoffice / B.7. Setup - General User: adminc1

Print LVDE Email

General
Connectivity
Privileges - Main menu
Privileges - Alternate menu
Counters
Conditional parameters
Optional parameters
Aillar
Tax
Default
Reservations
Night audit
Languages
Business Intelligence
Task scheduler
Triggers
Revenue

(1) Day booking List
(2) Anniversaries list
(3) Guest check in list
(4) Guest check out list
(5) Stays list
(6) Guest check in prevision list
(7) Guest check out prevision list
(8) Daily production balance list
(9) Department revenue list
(10) Invoices issued list
(11) Invoices receipts list
(12) Advance payments receipts list
(13) Currency change list
(14) Dally production list
(15) Pending charge list
(16) Occupancy and production ratio list
(17) Productive comparison list
(18) Occupancy/Production daily report
(19) Prices discrepancy report
(20) Occupancy prevision
(21) Occupancy prevision C.N. Model
(22) Yearly occupancy report
(23) Production audit
(24) Invoicing audit
(25) Issues list
(26) No-Show list
(27) Empty rooms (X days) list
(28) Clients that surpass the maximum risk

Night audit: weather/events data

Email Dept.

Id, Id	Name	Email
4	Soporte Class One	soporte@classone.es
5	direccion	direccion@classone.es
6	Gobernanta	soporte@classone.es



Hotel Pre-installation Questionnaire

Option B.7



For more details of the Setup see

<http://www.reservahotel.com/90/indexSevenStars/201711enSSb70.pdf>