# Masters
## A.A/B/C. Agencies/Companies/Clients Masters

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This file allows us to record the most relevant data of customers who have stayed at the hotel. It is not necessary to register a client before entering the hotel, but quite the opposite, it is when the client enters the hotel when his card is created automatically, first by covering the police records, and then when the invoice is issued to update the outstanding balances and invoiced amounts.

However, you can always use the maintenance of the customer file to add some more data, to modify others, or simply to cancel it (see section A.C.).

The following screen shows the fields that must be covered in order to register a customer.

Now let's see what data needs to be covered in order to register a client.

**Personal data:** Two addresses can be controlled if appropriate, for example personal and professional address.

**Country:** Coast of two parts, the Geographical Origin, for example America of the North, and the Country, for example USA.

**Corporate card:** Identification by means of a fideíización card. The Check-In in this case could be immediate.

**Method of Payment:** Used to provide guidance to the operator. For example, when the form of payment is -3- it means that it is a prepayment, that is to say, when loading the reservation the payment of an advance must take place. When the form of payment is -2: it means that it is credit, and if it is -1 - it is cash. These values are shown after invoicing and just before enter the form of payment, so that you know this data without having consult the Client Card.

**Payment Days:** So that Risk Control notifies us of those invoices whose collection has not yet taken place and which exceed the days shown in this section.

**Deferred Invoicing:** Only for Chains. When it is given daily in Closing by invoiced, since it is the central who is going to invoice all amounts corresponding to this Account. Available to from realease 97.09.

**Invoicing at the end of the month:** Those customers who will bill them at the end of the month. Available release .03.11.

**VAT:** If the prices for this Customer/Agency/Company carry VAT included or not, or is zero (in the case of Official Bodies).

**VIP:** VIP level (0..9). Quality level of the client at the discretion of the Hotel.

**Activity/Sector/Motives:** Up to 3.

**Account:** The account code for the chart of accounts. If it is blank, the one in Control Records is assumed.

**Maximum Risk:** Maximum amount assumed for this Client/Agency/Company. In the same way that in the case of the days it will warn us in the list of Pending of Collection for conditions exceeded of this Client/Agency/Company.

**Last Room/Last visit:** This field is automatically updated each time the client enters the Hotel.

**Pending balance:** This field is updated each time an invoice is issued to the client and it is credited. When it is credited, the amount is subtracted from this field.

**Observations:** lines to introduce comments of interest on the client, as for example his personal tastes, preferences and any other data that interests to know in reception, which is where he is taken care of. These lines appear in the Load of Reserves.

**Particular remarks:** (Arrival/Stay/Departure/Black list)

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**Field.1:** Significant field concerning the customer, and which may be of interest to know. Since this field does not have a fixed assignment is recommended to use a predefined criterion, for example, could be the code of the company where you work, the profession. It could be used to associate and relate to each other different customers for a common hobby (HIPICA contest, SAMPLES fair, etc.).

**User and password:** for use by CRS IRS (Internet Processes for Client Identification)

**Car license plate:** This field is index, so we can locate someone by the license plate of your car, regardless of that in Route Motels is used as identification.
Segment/Channel: Allows you to choose which Channel/Segment the customer belongs to.

**Parent Agency:** If in turn it is included in a major card.

**Agency/Inplan:** Agency that manages this client and IMPLAN code if it possesses it.

**Black List (S/N):** In principle, the normal situation is N. If we mark it as S, the client will automatically go to the black list (delinquent clients, who caused damage or some kind of altercation while staying at the hotel).

**Discount/Tariff:** Up to five different are specified, either a percentage discount on the "DIR" rate or no discount, but a special price rate.

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As we can see the fields of COMPANIES/AGENCES and/or CUSTOMERS are the same so we do not give more explanation.

Remember that at the beginning of the fields enters the query mode