OFFICE PROCESSES (BACKOFFICE)
B.7. Control Registers (Setup-General)

September 2.019

We are going to deal now with one of the most important themes of **SEVEN STARS**, it should be known that according to the values we give in this chapter **SEVEN STARS**, it **will work** ONE WAY or OTHERWISE, and "**VERY DIFFERENT**".

It is really the point where the tailor changes the **suit "pret a porter"**, for his suit "**to measure**".

By default we have left him some values, "they are the most usual", but that evidently **each HOTEL is DIFFERENT**.

Access to this part of the PROGRAM is restricted and can only be accessed by **KEYS of MAXIMUM LEVEL**, as no user can change the parameters of the "**autopilot**" that will lead us every day to "**good airport**".

We, "the computer scientists", know these points as the **CONTROL REGISTRIES**. Next we expose to him which they are and their more habitual values.

If a Terminal MODIFIES any of the parameters of this file, it is probable that for the rest of the Terminals they will not assume them until they enter Seven Stars again.

We can accede directly pressing the icon of configuration, or for the option B.7, or for the menu hamburger

General

Active Date: The correct functioning of Seven Stars requires a strict control of the dates, for this reason we will always act with this active date, which does not have to coincide with that of the system. The active date is updated by increasing by one day with each daily closing (obligatory process).

Opening date/season closing date: Normally coincide with the natural beginning and end of the year, but may not. The hotel may close a certain period for vacation or other reasons, its basic seasons may not coincide with the calendar year. The corresponding date must be entered in these fields.

Data of the Personification.
Not accessible by the user.

Logo, color and background of the application

Literal currency "current"

Max. Overbooking %: Although we can give reservations in overbooking, this option can limit the maximum overbooking we want to admit in our hotel.

Hotel Code: Analytical code of the Hotel. It corresponds to the Hotel Cost Center for the analytical studies contemplated in the Allar accounting through the XYZ system.

Name of the Hotel: It will appear in all the screens. Very important when handling MULTI-HOTEL.

Code for Police Cards: This is the code assigned by the POLICE to the Hotel.

Number of days to invoice: According to the days that we indicate in this section, when closing the night will warn us of those customers who have stayed more days than indicated, so we can choose to invoice or not.

Maximum Risk Invoice: According to the amount indicated in this section, when closing the night will warn us of those customers whose pending exceeds the indicated.

Connectivity

Interconnection with the Web Services of the rest of the Applications

B.7. Setup - General
Privileges

This option should have the maximum access restriction of all the options of the application, only the most trusted authorized personnel should access it, since it regulates the access permissions of all the user keys to the different menus of the application.

In total, a maximum of eight access keys are available to be distributed among different user categories. The lower the number, the higher the access level.

Thus, for example, key 1 is the maximum, but its use is reserved exclusively for the owner, accessing successful operations that can only be accessed through this key. Key 2 is the highest level of normal use, given that both this key and key 1 have no access clippings. It is from key 3 that we can define which menus and options can be accessed.

Users.
In each user that we will create we will assign the corresponding role.
Only users can be created by the system administrator.

Privileges

Restricted access

Special privileges

- Use restricted rates ☑
- Allow price modify ☑
- Allow Discount Bookings ☑
- Allow Discount Invoices ☑
- Allow Special conditions ☑
- "Open" rates in reservations ☑
- Disable self invoicing ☐
- Generate negative/cancel invoice ☑
- Allow Invitation ☑
- Access to client historical (Cardex) ☑
- Access client remarks (Cardex) ☑
- Show complete names ☑
- Access card data ☑
- Disable change privileges ☐
- Allow change between graphical/hierarchical menu ☐
- Show notifications from CWM ☐
- Allow Change Date Payments ☐

Restricted access options: In the following example options 1B, 1C, 1D, 3, 41, 421 and so on are restricted up to 30 possibilities.

Restricted access options: In the following example options 1B, 1C, 1D, 3, 41, 421 and so on are restricted up to 30 possibilities.

[13] - Opciones de Acceso Restringido:

| 1B | 1C | 1D | 3 | 41 | 421 | | | | |

If a user presses any of these options, the system will display a message like the following:

IDENTIFICACION ESPECIAL

Opcion de ACCESO RESTRINGIDO. Introduzca su Clave de Identificacion.

Nueva Clave [   ]

ok

Where they would have to enter the key contained in option G.1, in the following fields:

Tpo.contr.   Dpto.
Clav/Usua: 1234 SABARIZ

Special Privileges.

Also called granulation. On the one hand we have the Roles that may be associated with different users, yet there is a level within the roles that is the granulation, where you can restrict or open certain special privileges

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

Counters

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Privileges - Alternate menu
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Business Intelligence
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¡Warning! Be careful, because every time you go through a field, that value will be save, and it could be an outdated value.

Last number POLICE card

(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		

In this section is where Seven Stars will number invoices, reservations, vouchers, etc..
All the counters are updated automatically, being impossible its duplicity by the internal controls of collision that Seven Stars realizes. Obviously, this will be the case as long as there is no uncontrolled manipulation of them.
Basically, this section will be accessed on two important occasions: When a new installation is started, so that it starts numbering from the last invoice, reservation, etc. that would have been made by the previous procedure.
At the beginning of the new year, if you want to start with a new series, for example:
- 200200000: All invoices for the year 2002 (up to 1,000,000 invoices in this series).
- 20020000: All invoices for the year 2002 (up to 100,000 invoices in this series).

B.7. Setup - General
Condicionals Parameters

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(01) Allow room discount charge ☑
(02) Allow board discount charge ☑
(03) Emptying rooms in invoicing ☐
(04) Shifts control ☑
(05) Required remarks audit ☑
(06) Required remarks room ch. ☑

(07) Do no ask for police record ☐
(08) SW taxes 2 ☐
(09) SW taxes 3 ☐
(10) Lodge breakdown ☐
(11) Renumber NF 5e ☐
(12) Subtract blocked rooms in occupation % ☐

Delete police record: Activating this option will omit the police record when checking in.

Sw (2/3): Used to apply more than one tax to a service. Applicable in other countries (USA, Canada, Brazil,...)

Breakdown of pensions: By activating this option you can make your own pension breakdown (Option A.9).

Renumbering of the Fiscal Note for Services: Only valid for Brazil.

Substract blocked rooms for % Occupancy: Activating this option, it will calculate the percentage of occupation ignoring the blocked rooms.

Empty Room When Invoicing: Indicates whether rooms will be marked as empty after invoicing.

Shift control: If this option is enabled, when entering the application, in addition to requesting the operator also requests the shift.
WARNING: If this option is enabled, it is essential to use the function key (F4) to change the operator and shift at the start of the shift.

Mandatory Remarks in Audit: If this option is activated, each time you change or delete a charge the system will ask for the reason and it will be saved in option B.2. Production audit.

Mandatory Remarks Due to Change of Room: If this option is activated, when changing rooms to a client the system will ask for the reason, which will be saved in option 5.9. Diary of room changes.

Discount in room/regime: It will be indicated if for the calculation of the maximum discount at the time of invoicing the amount of the room/regime is computed.

B.7. Setup - General

Optionals Parameters

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(01) Accounting mode   Production accounting ▼

USA Segmentation ☐

(09) Fictional room for non-staying diners   000

(10) Do not preload bookings in modification (speed up the page loading time) ☐

(11) Old invoicing mode ☐

(02) Min. room assign. condition   Clean ▼
(03) Attempts days notice   7
(04) Empty room days notice   7

(05) Travelers report ☑
(06) Police & Travelers ☐
(07) Accomodation contract ☑
(08) Traveler signature (Tablet) ☐

Accounting mode: There are essentially two different ways to account the hotel: [Option 1] = Production Accounting, [Option 2] = Invoicing Accounting.

[Option 1]: On a daily basis, a production pending invoicing is charged (group 4), against Sales (group 7), and when an invoice is made, a download of a production pending invoicing against Clients and VAT is made.

Another more useful style for USALI (Uniform System of Account for Lodging Industry).
It can also be imputed by market segmentation if the corresponding option is checked (it takes the sales accounts that appear in segments).

[Option 2]: Daily can be imputed CUSTOMERS PRODUCED against PRODUCED and NOT INVOICED, and in negative and to the same accounts what has been invoiced in the DAY (CUSTOMERS PRODUCED (NEGATIVE) against PRODUCED and NOT BILLED (NEGATIVE)), and of course in invoicing the normal notes of sales.

The first method is recommended.

Minimum Condition for Allocation of Rooms:
When a guest enters the hotel, when allocating a room, Seven Stars can control that it is simply empty (**V**), that it is clean (**L**) or that it is clean and checked (**R**).

Number of Days Reservations Tentative: Since Seven Stars contemplates reservations in tentative (Reservations not confirmed), it is possible to obtain in the closings an informative list of those reservations pending confirmation. The value entered in this section specifies the number of days in advance for the issuance of this list.

Travelers report, Police & Travelers, Accommodation contract, Travel signature (Tablet): By marking some of these, it is designated that at the time of check-in they will be printed or not (those that are marked). The documents must be defined in section B.8. Setup - Formats/Interfaces.

No. Days notification of unoccupied room: An informative list of those rooms that have been unoccupied for 7 or more days is obtained in the daily closings. The value introduced in this section specifies the number of days for the emission of this list.

Optionals Parameters

(09) Fictional room for non-staying diners   000

(10) Do not preload bookings in modification (speed up the page loading time) ☐

(11) Old invoicing mode ☐

Fictional room for non-staying diners
There is a real control (check) of the diners (.1.E.) that are going to enjoy the services of Breakfast, half board or complete pension, but also it can happen by certain circumstances that come to realize these services people not lodged in the hotel (by invitation of the director, of a guest, ...), these services must be charged to a room although in this case it is a fictitious one.

Whenever we make a modification all reservations are fully charged, in hotels with many rooms (+ 300), it is advisable that this bullet is activated so that the loading speed is higher.

Fictional room for non staying guests not configured correctly.

Invoices: as we well know at the time of calculating the final invoice there can be imbalances when the amounts line by line are with VAT included (the most normal thing in Europe for the regulation of publication of prices), trying to make the quadrature of the circle (the sum of partial is not equal to the sum of total), in the breakdowns of Base, VAT/IGIC/IGI/Tax/IGV/..., Total, we can apply two different criteria:
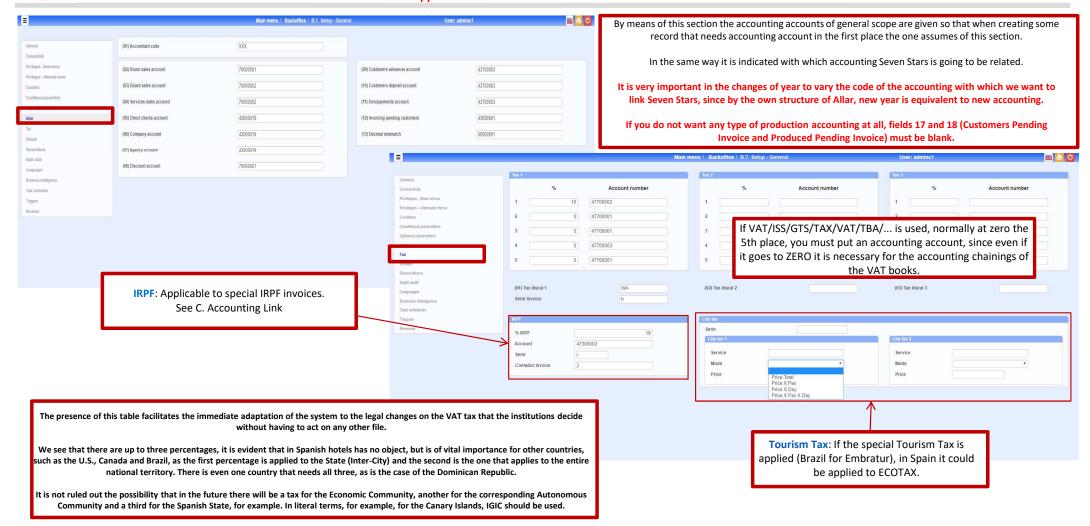
➢ If the bullet is not inhabited. That the total amounts correspond to the Total, so that the resulting rounding is applied in the VAT/IGIC/IGI/Tax/IGV/.... quota,
➢ Enabled. The rounding is applied in the total, so that the bases and quotas will coincide but not the Total with the sum of the partial (line to line).

B.7. Setup - General

Allar // Taxes

(01) Accountant code	XXX

(02) Room sales account	70000000
(03) Board sales account	70000002
(04) Services sales account	70000002
(05) Direct clients account	43000019
(06) Company account	43000019
(07) Agency account	43000019
(08) Discount account	70000001

(09) Customers advances account	43700003
(10) Customers deposit account	43700003
(11) Overpayments account	43700003
(12) Invoicing pending customers	43090001
(13) Decimal mismatch	55500001

Menu items (sidebar): General, Connectivity, Privileges - Main menu, Privileges - Alternate menu, Counters, Conditional parameters, **Allar**, Tax, Default, Reservations, Night audit, Languages, Business Intelligence, Task scheduler, Triggers, Revenue

By means of this section the accounting accounts of general scope are given so that when creating some record that needs accounting account in the first place the one assumes of this section.

In the same way it is indicated with which accounting Seven Stars is going to be related.

It is very important in the changes of year to vary the code of the accounting with which we want to link Seven Stars, since by the own structure of Allar, new year is equivalent to new accounting.

If you do not want any type of production accounting at all, fields 17 and 18 (Customers Pending Invoice and Produced Pending Invoice) must be blank.

Tax 1

	%	Account number
1	10	47700002
2	0	47700001
3	5	47700001
4	0	47700003
5	0	47700001

Tax 2

	%	Account number
1		
2		
3		
4		
5		

Tax 3

	%	Account number
1		
2		

(01) Tax literal 1	IVA
Serie Invoice	h
(02) Tax literal 2	
(03) Tax literal 3	

If VAT/ISS/GTS/TAX/VAT/TBA/... is used, normally at zero the 5th place, you must put an accounting account, since even if it goes to ZERO it is necessary for the accounting chainings of the VAT books.

IRPF: Applicable to special IRPF invoices.
See C. Accounting Link

IRPF

% IRPF	19
Account	47300002
Serie	r
Contador Invoice	2

City tax

Serie	

City tax 1

Service	
Mode	▼
Price	

(dropdown options: Price Total, Price X Pax, Price X Day, Price X Pax X Day)

City tax 2

Service	
Mode	▼
Price	

The presence of this table facilitates the immediate adaptation of the system to the legal changes on the VAT tax that the institutions decide without having to act on any other file.

We see that there are up to three percentages, it is evident that in Spanish hotels has no object, but is of vital importance for other countries, such as the U.S., Canada and Brazil, as the first percentage is applied to the State (Inter-City) and the second is the one that applies to the entire national territory. There is even one country that needs all three, as is the case of the Dominican Republic.

It is not ruled out the possibility that in the future there will be a tax for the Economic Community, another for the corresponding Autonomous Community and a third for the Spanish State, for example. In literal terms, for example, for the Canary Islands, IGIC should be used.

Tourism Tax: If the special Tourism Tax is applied (Brazil for Embratur), in Spain it could be applied to ECOTAX.

B.7. Setup - General

Default Values

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(01) Rate — DIR
(02) Country code
(03) Code State
(04) Room type — A
(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

Parking Code: This service must have been created. It is used for the booking of parking and in some welcome

Service Code for Cribs.

Matter Verbatim Advances/deposits.
Seven Stars, will put by default this literal in the receipts that are emitted when we give an advance payment or deposit.

For certain options, the program assumes the default values indicated in this section.

Native Country Code: Important as it is necessary for INE statistics and without this data they cannot function. It must be created in COUNTRIES.

Default values in general

ClassOne|HospitalitySoftware&Advisory

Possibility to modify prices: Activate if you want to be able to modify the pre-established prices.

Allow duplicate Voucher Number: This is a good way to control duplicate bookings, if we give the number of booking, reservation, voucher, etc., that the agency provides us in the fax of bookings.

Automatic Voucher Number: For Agencies. The situation of this option activated or does not determine that Seven Stars automatically numbers or not the agency vouchers.

Control quotas/release: In Agencies. It is evident that not all hotels are vacation or beach, that is why the control of quotas and release in some hotels is very important, in others is not even necessary, rather a nuisance.

Reservations in Overbooking: The possible values that this field can have are: (S) Allow, (1) No, when exceeding a maximum percentage of overbooking, (2) No, when exceeding the maximum per type.

No Show compensation: If we cancel a reservation that had an advance payment, whether non-refundable or normal, the system automatically generates a production invoice for this concept, charging it against the previous advance payment, in this way, advances will never be "hung up".
Normally this concept can be SUPPLIED, as it is considered compensation (WITHOUT VAT).

Reservations Black List: Indicates whether reservations should be admitted if the Agency/Company/Customer is in a black-list situation.

B.7. Setup - General
Reservations

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| Privileges - Main menu |
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| **Reservations** |
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(01) Allow price modify ☑
(02) Allow duplicate voucher number ☐
(03) Auto voucher number ☐
(04) Allotment/Release control ☐
(05) Booking in overbooking Allow
(06) Booking blacklist ☐
(07) Booking over allotment ☑
(08) Channel/Segment/Commission None
(09) Service Non refundable NUR

No Show compensation
Active ☐
Service

	Stop	Editable	Default
(10) Time Check-in	☑	☑	16:00
(11) Time Check-out	☑	☑	12:00
(12) Nights	☑	☑	
(13) Vias	☑	☑	
(14) Room type Alt.	☐	☑	
(15) Contact	☐	☑	
(16) Email	☑	☑	
(17) Full credit	☐	☑	
(18) Special conditions	☑	☑	
(19) Payment type	☐	☑	
(20) Confirmed booking	☐	☑	
(21) Date Delay	☐	☑	
(22) Invoice grouper	☐	☑	
(23) Channel	☐	☑	
(24) Segment	☐	☑	
(25) Commissioners	☐	☑	

Customization Reservations.
Seven Stars, According to the values that we have in this section it will react in the Load of Reserves asking and stopping in the fields that we specify to it, as well as taking values by default if it proceeded

Stop in alternative room: When you activate this option, at the time of making a reservation you will stop in the "Alternative room" field.

Alternative Rooms, which stops when the Reservation is entered.

What is the Alternative Room concept?

We can also call it, it behaves like, the definition is very simple, we can assign a Suite-junior but we can say that it behaves or that it operates as if it were a Double (for being the special client), we can sell Vista Montaña (for economic reasons cheaper -although our quota is small), but when the client arrives to give him Vista Mar, although the price is Vista Montaña, and in addition in the invoice it will appear as Vista Mar.

Channel/Segment/Commission:
Possible values are: (1) Mandatory full and segment, (2) Channel only, (3) none, (4) Commissioners only.

Non-refundable service: We assign it an identification code for non-refundable reservations.

Booking over allotment: Allow bookings if the agency is out of quota and/or release.

B.7. Setup - General

Night Audit

General
Connectivity
Privileges - Main menu
Privileges - Alternate menu
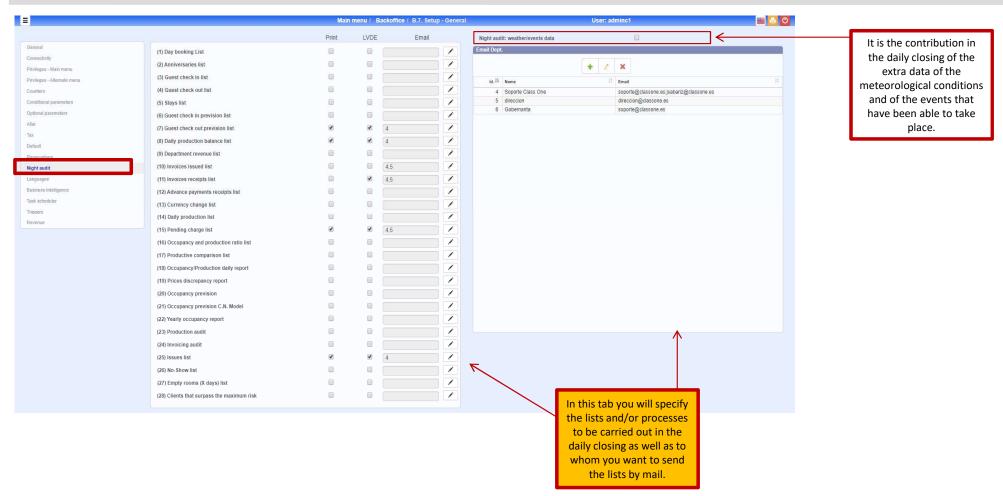Counters
Conditional parameters
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	Print	LVDE	Email
(1) Day booking List			
(2) Anniversaries list			
(3) Guest check in list			
(4) Guest check out list			
(5) Stays list			
(6) Guest check in prevision list			
(7) Guest check out prevision list	☑	☑	4
(8) Daily production balance list	☑	☑	4
(9) Department revenue list			
(10) Invoices issued list			4,5
(11) Invoices receipts list		☑	4,5
(12) Advance payments receipts list			
(13) Currency change list			
(14) Daily production list			
(15) Pending charge list	☑	☑	4,5
(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	☑	☑	4
(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.	Name	Email
4	Soporte Class One	soporte@classone.es;jsabariz@classone.es
5	direccion	direccion@classone.es
6	Gobernanta	soporte@classone.es

It is the contribution in the daily closing of the extra data of the meteorological conditions and of the events that have been able to take place.

In this tab you will specify the lists and/or processes to be carried out in the daily closing as well as to whom you want to send the lists by mail.

B.7. Setup - General

Languages

Languages

Language	Code	Published
German	de	✔

Languages.
As there is an IQCS module for interrelation with customers, it will take certain data from our own data, with this option we define the different languages that our customers can use to communicate with the system.

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i: Insert / m: Edit / d, supr: Delete

Code	Short desc.		Price	Photos
100	almohada de plumas		0.00	0

Edit Pillow

Code 100
Short desc. almohada de plumas
Price 0.00
Long desc.

Characters (with HTML): 0/256

Photos

Other languages

Short desc.
Long desc.

Characters (with HTML): 0/256

Language de - German

Class One

B.7. Setup - General
Business Intelligence

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Business intelligence (BI) is the set of strategies and tools focused on the management and creation of knowledge through the analysis of existing data in an organization or company. This set of tools and methodologies have in common the following characteristics:

- **Accessibility to information**. Data is the main source of this concept. The first thing that must guarantee this type of tools and techniques will be the access of the users to the data independently of the origin of these.
- **Decision-making support**. We seek to go further in the presentation of information so that users have access to analysis tools that allow them to select and manipulate only those data that interest them.
- **End-user orientation**. Independence is sought between the technical knowledge of the users and their ability to use these tools.

Seven Stars provides tools to incorporate BI into the business.
Accessing with an authorized key we will be able to reach the BI rules definition section.

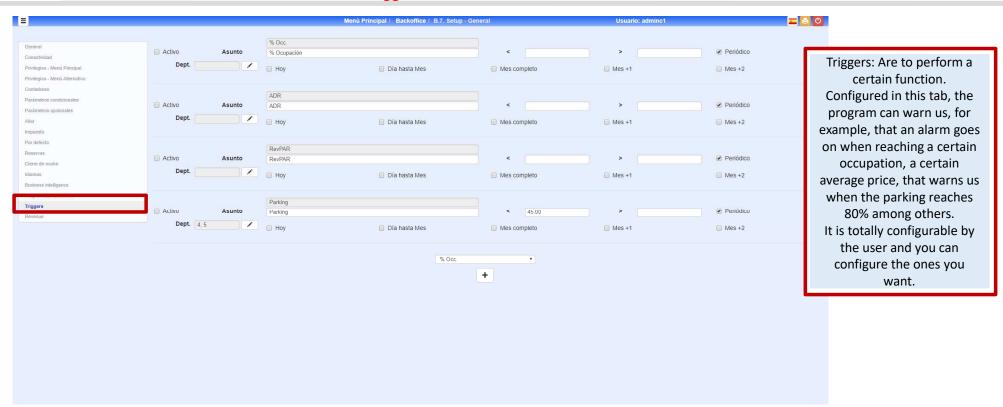< 1 >

B.7. Setup - General

Task Scheduler

In this tab we can define the different programs that the program wants us to do, for example, make a backup at a certain time and day, that the night closing becomes automatic, that exports the data to accounting, and so on.

Backup: We define the local and/or remote route, host, User, Port...

Triggers

Triggers: Are to perform a certain function.
Configured in this tab, the program can warn us, for example, that an alarm goes on when reaching a certain occupation, a certain average price, that warns us when the parking reaches 80% among others.
It is totally configurable by the user and you can configure the ones you want.

B.7. Setup - General
Revenue

We define the percentage ranges we want to get in 1.8. Yield planned corporate from the Alternative Menu.