# TWENTY-FIRST CENTURY

# HOTEL SYSTEMS<sup>TM</sup>

**INN SYSTEM
FRONT OFFICE SOFTWARE
PROCEDURES MANUAL**

**WINDOWS  VERSION 3.0**

**TWENTY-FIRST CENTURY HOTEL SYSTEMS**

**TWENTY -FIRST CENTURY HOTEL SYSTEMS**

**NOTICE**

Twenty-First Century Company, Inc. reserves the right to make improvements to the product described in this document at any time without prior notice.

**DOCUMENTATION**

The INN SYSTEM Front Office Software Procedures Manual presents a summary of the Twenty-First Century INN SYSTEM -- computer software package for hotel management. The document presents installation, setup and operating procedures.

**SUPPORT SERVICES**

Twenty-First Century operates on the premise that providing the best front office software is only part of the job. Support services are equally important. Twenty-First Century provides  telephone support, custom programming and internet access at http://www.21stcenturycompany.com

**TRADEMARKS**

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# TWENTY-FIRST CENTURY HOTEL SYSTEMS

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# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Installation Procedures

### Part 1: Front Office Software

Insert the CD in the Drive.

Double click on the MyComputer Icon on the Windows Desktop.

Double click on the CD Drive Icon.

Double click on the Setup.exe Icon for the Setup Launcher.

Click on the Next Button.

Click on the Next Button.

Review the License Agreement, and click on the I Accept the Terms Button,
Then click on the Next Button.

Enter your Name and Company, then click on the Next Button.

Click on the Next Button to install the Front Office Software
In the c:\Program Files\Twenty-First Century\Front Office System Directory.

Review the Settings, then click on the Install Button to begin copying files.

Click on the Finish Button.

Click on the Windows Start Button, and restart the computer.

Leave the CD in the Drive for Part 2 of the Installation Procedure.

**TWENTY-FIRST CENTURY HOTEL SYSTEMS**

**Installation Procedures**

**Part 2:  Interbase Database Software**

Insert the CD in the Drive if it isn't still there from Part 1 of the Installation Procedure.

Double click on the MyComputer Icon on the Windows Desktop.

Double click on the Icon for the CD Drive.

Double click on the Interbase Folder.

Double click on the Setup.exe Icon for the Interbase 6.5 Setup Wizard.

Click on the Next Button.

Review the License Agreement, then click on the Yes Button.

Click on the Next Button.

Enter the Certificate ID:  50-60-55-VAR-13506        (note: uppercase/ include dashes)
And the Certificate Key:  31-10-66-0                          (note:  include dashes)
Then click on the Next Button.

Click on the Next Button to install in
the Destination Directory:  C:\Program Files\Borland\Interbase

Click on the Next Button.

Click on the Next Button.

Click on the Install Button.

Click on the Finish Button.  ( Ignore Installation Error: specified file is not readable ).

Click on the x to close the Interbase Folder on the CD Drive.

Remove the CD from the Drive.

Click on the Windows Start Button, and restart the computer.

## TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Front Office System Directories/Files

**c:\Program Files\Twenty-First Century\Front Office System**

    FrontOffice.exe    - Front Office System Program
    FrontOffice.hlp    - Front Office System Help File
    BackInterface.exe   - Back Office Interface Program
    CallInterface.exe    - Call Accounting Interface Program
    POSInterface.exe    - Restaurant POS Interface Program
    ReserveInterface.exe  - Central Reservations Interface Program
    VideoInterface.exe   - Video Rental Interface Program
    VoiceInterface.exe   - Voice Mail Interface Program

**c:\Program Files\Twenty-First Century\Powerscan Availability System**

    PowerScan.exe    - Powerscan Availability System Program

**c:\Program Files\Twenty-First Century\Condominium Management System**

    Condo.exe     - Condominium Management System Program

**c:\Program Files\Twenty-First Century\Front Office System**

    Hotels.gdb     - Front Office System SQL Database

**c:\Program Files\Borland\InterBase\BIN**

    ibserver.exe    - Interbase SQL Database Server Program

**c:\Program Files\twenty-first century\Front Office System**

    FrontOffice.rav   - Front Office System Report Writer Interface
    Rave.ini     - Rave Report Writer Configuration File
    RaveSolo.dll    - Rave Report Writer Dynamic Link Library

**CD ROM**

    ADVANCE.doc   - Front Office System Advanced Procedures Manual
    PROCEDURES.doc - Front Office System Procedures Manual
    ReportWriter.pdf  - Rave Report Writer Manual
    SAMPLE.doc    - Front Office System Sample Reports

**TWENTY-FIRST CENTURY HOTEL SYSTEMS**

**Setup Procedures**

**Part 1:  System Parameters**

Click on the Start Button on the Windows Desktop.

Select  All Programs on the Start Menu.

Select the Twenty-First Century Folder on the Programs Menu.

Click on the Front Office System Icon to display the Login Window.
Enter       Employee ID:  GM                    (note:  uppercase)
                    Password:  demo              (note:  lowercase)
Click on OK button to login to the Front Office System.

Click on Front Office , Click on General Manager, Click on Modify System Parameters to
view the Pull Down Menu of System Parameters
which contain codes and the associated descriptive information.
Once the system is setup,  the System Parameters are used during front desk operations
 to validate data entry of codes  and generate reports with descriptive information.

The System Parameter Screens all use the Database Navigator Bar with the following ten
Buttons:

| **Button** | | **Function** |
|---|---|---|
| first | \|< | displays the first system parameter value in the table |
| prior | < | displays the previous system parameter value |
| next | > | displays the next system parameter value in the table |
| last | >\| | displays the last system parameter value in the table |
| insert | + | adds a new system parameter value to the table |
| delete | - | deletes the system parameter value currently displayed |
| edit | ^ | changes the system parameter value currently displayed |
| post | curved | updates the database  permanently with modifications |
| | arrow | by the insert, delete and edit buttons |
| cancel | x | clears the database modifications |
| | | by the insert, delete and edit buttons |
| refresh | check | updates the system parameters with any changes by other users |
| | mark | |

Click on the Print Button to print all entries in the System Parameter Table.  The values
will be displayed before printing.  Click on the Printer Icon to Print then click on close.

Review and update the information in the following System Parameters:

## System Parameters

**Room Types:** mandatory table of  room type codes used for allocating room availability and setting up room rates.  Each room in the property must be assigned a room type code.

**Rooms Information:** mandatory table of rooms.  All rooms in the property must be entered with a 3 to 5 digit room number and a room type code.   Optional fields include a view type code, location code, tv code, and room rating on a scale of 1 to 10.

**Room Rate Schedule:** mandatory table of room rates.  The room rates are organized by room type code and day of the year with four rates for each day of the year based on the number of persons checked into the room 1, 2, 3, 4 or more.

**Guest Types:** mandatory table of guest type codes.  Each guest type code is assigned a room charge frequency,  a room tax percentage and a sales tax percentage.  The room charge frequency may be daily, weekly, monthly, annually or complimentary.  The room tax percentage is used to automatically post the room charge based on the room rate with zero for exempt.  The sales tax will also be posted automatically if applicable.

**Source of Business:** mandatory table of source of business codes used to track the amount of business by source.  The codes are assigned to different categories of advertising  and answer to the question:  How did you hear about us?

**Charge/Receipt Codes:** mandatory table of charge and receipt codes used to post transactions to the guest folios by type of charge or receipt. Examples of charges are room charge, room tax, phone charge. Examples of receipts are cash, mastercard, visa, american express. Also, include the general ledger account corresponding to each charge code.

**Payment Methods:** mandatory table of payment method codes such as CASH, BILL, MC, VISA.  Each payment method code is assigned a corresponding receipt code.

**Employee Information:** mandatory table of ID codes for employees who will be using the system and entering transactions.  Two entries are required with ID codes equal to SYSDBA corresponding to the System Administrator and GM for General Manager.

**Maintenance Problems:** optional table used by the property maintenance module.  Each maintenance work order  may be assigned a problem code to categorize the work orders and track the volume of work by type of problem for future preventative maintenance.

**Commission Rates:** optional table of commission rates for travel agents.  The rates are used to calculate the travel agent commission payable and print the agents checks and statements.

**Guest Packages:** optional of guest package codes used to setup special marketing deals for guests.  The setup includes the breakdown of charges associated with the package.  An example might be a GOLF package with room charge, room tax and green fees.  Only the total package charge is printed on the guest folio with the detail transactions broken down for accounting.

**Accounts:** optional table of general ledger accounts used to create a back office interface file to post to the general ledger system.  Also, assign a general ledger account to each charge/receipt code in the charge/receipt codes table.

## Setup Procedures

### Part 2:  System Features – Currently Available
The following menu selections are available in the current version 2.0 of the system
For the windows operating system.

### Individual Reservations Menu
- **Add reservation  -  enter new guest information**
- **Add reservation  -  copy from guest history information**
- **Add reservation  -  copy from frequent guest information**
- **Add reservation  -  copy from registered guest information**
- **Change reservation**
- **Display reservation**
- **Print reservation**
- **Cancel reservation**
- **Reactivate reservation**
- **Update deposit**
- **Search for reservation**
- **Copy reservation**
- **Display room availability**

### Group Reservations Menu
- **Add group information**
- **Add group reservation**
- **Copy group reservation**
- **Print group arrivals list**
- **Enter group names/ assign rooms**
- **Change group reservation**
- **Update group deposit**
- **Cancel group reservation**
- **Search for group reservation**

### Reservations Display Screens Menu
- **Display room availability**
- **Display daily summary forecast**
- **Display house status**
- **Display arrivals**
- **Display departures**
- **Display room rack**

### Reservations Reports Menu
- **Room rack report**
- **Room availability report**
- **Arrivals list**
- **Departures list**
- **Deposits on hand report**
- **Deposits received report**
- **Deposits due report**
- **Confirmation letters**
- **Reservations report**
- **Daily summary forecast report**

**Setup Procedures**

**Part 2: System Features – Currently Available**

**Company/Group Information Menu**
- **Add company/group information**
- **Change company/group information**
- **Delete company/group information**
- **Print company/group information**
- **Delete folios from company/group**
- **Transfer company/group charges to receivables**
- **Post payments from company/group**
- **Print billing statements**
- **Print reminder notices**
- **Print billing dates report**
- **Print aged receivables report**
- **Print ytd revenue history for one company**
- **Print monthly revenue history for all companies**
- **Print ytd revenue summary for all companies**
- **Print daily reconciliation report**

**Check In Menu**
- **Check in with reservation**
- **Check in walk in – enter new guest information**
- **Check in walk in – copy from guest history information**
- **Check in walk in – copy from frequent guest information**
- **Check in walk in – copy from registered guest information**
- **Check in group**
- **Change room**
- **Recheck in checked out guest**
- **Display room rack**
- **Print arrivals list**
- **Process cancellations/no shows**
- **Print reservation registration forms**
- **Display/update room sharing information**

**Front Desk Menu**
- **Change guest information**
- **Close cashier shift**
- **Access guest messages**
- **Transfer charges**
- **Employee time clock**
- **Update current room status/condition**
- **Update scheduled future room status**
- **Search for guest**
- **Display guests by room number**
- **Display guests alphabetically by name**
- **Display rooms by type, status, or condition**
- **Display house status**
- **Display room rack**
- **Display/update folio charges/receipts**

**Setup Procedures**

**Part 2:  System Features – Currently Available**

**Front Desk Reports Menu**
- **Room rack report**
- **Bucket  check report**
- **House status report**
- **Allocated rooms report**
- **Guest name list by room number**
- **Alphabetical guest name list**
- **Cashier report by shift**
- **Folio balance report**
- **Credit limit report**
- **Cashier report by shift**
- **Transactions by posting type report**
- **Guest comments/special requests**
- **Cashier shift closing times report**
- **Vehicle list by room number**

**Check Out Menu**
- **Display/update/print folio for registered guest**
- **Check out group**
- **Check out individual guest**
- **Print departures list**
- **Display late check outs**
- **Print folio for checked out guest**
- **Print folio for registered guest**
- **Print master folio for group**
- **Print folios for all departures**
- **Post folio charges/receipts to guest history**
- **Post charges from call accounting system**

**Night Audit Menu**
- **Post room and tax charges**
- **Print daily summary report**
- **Print daily detail report**
- **Print guest ledger balances report**
- **Print cashiers report for all shifts**
- **Print  rooms audit report**
- **Print transactions by posting type**
- **Post to back office system**
- **Post folio charges/receipts**
- **Perform all night audit tasks**

**House Accounts Menu**
- **Add new account**
- **Change existing account**
- **Delete existing account**
- **Post charges/receipts to account**
- **Purge account charges/receipts**
- **Display all accounts**
- **Print folio statement for account**
- **Print summary report for all accounts**

**Setup Procedures**

## Part 2: System Features – Currently Available

### Housekeeping Menu
- **Enter rooms cleaned**
- **Enter room status/condition**
- **Display room status/condition summary**
- **Print room status/condition summary**
- **Print housekeeping schedules**
- **Enter maintenance work order**
- **Display room rack**
- **Display occupied rooms**
- **Display vacant rooms**
- **Print discrepancies report**

### Property Maintenance Menu
- **Enter work order**
- **Update work order status**
- **Display/print work order status summary**
- **Display/print work orders**
- **Display occupied rooms**
- **Display vacant rooms**
- **Enter room status/condition**
- **Display room status/condition summary**
- **Preventive Maintenance Frequency By Activity**
- **Preventive Maintenance Activity By Room**
- **Print current preventive maintenance schedule by date**
- **Enter preventive maintenance work completed**

### Recent  Guest History Menu
- **Add guest history information**
- **Change guest history information**
- **Delete guest history information**
- **Display guest history information**
- **Print guest history information**
- **Search for guest by last name**
- **Search for guest by company/group**
- **Search for guest by arrival date**
- **Print  transactions by posting type**
- **Post charges/receipts to folio**
- **Print folio statement**
- **Print guest registration information**
- **Print marketing reports**
  - **Business by company/group**
  - **Business by source**
  - **Business by guest type**
  - **Business by state**
  - **Business by travel agent**
  - **Business by zip code**
  - **Business by country**

**Setup Procedures**

**Part 2: System Features – Currently Available**

**General Manager Menu  -- GM access restricted by id code/password**

- **Modify system parameters**
  - **Employee information**
  - **Rooms information**
  - **Room types**
  - **Room rates schedule**
  - **Guest types**
  - **Source of business**
  - **Maintenance problems**
  - **Agent commission rates**
  - **Payment methods**
  - **Charge/receipt codes**
  - **Guest package information**
  - **Payroll information**
  - **Update time clock information**
  - **General ledger accounts**

**General Manager Menu  --  GM access restricted by id code/password**

- **Print managers reports**
  - **Daily management report**
  - **Monthly management report**
  - **Corrections and adjustments report**
  - **Room rate report with variances**
  - **Complimentary rooms report**
  - **List of checked out folios**
  - **Room assignments report**
  - **Reservation cancellations report**
  - **Daily receipts recap spreadsheet**
  - **Daily revenues recap spreadsheet**
  - **Transactions by posting type report**
  - **Credit limit report**
  - **Guest type analysis report**
  - **Arrivals list**
  - **Deposits received report**
  - **Deposits due report**
  - **Front office data entry report**
  - **Comparative management report (this year vs last year)**
  - **Travel agent business report**
  - **Employee time report**
  - **Employee time clock status**
  - **Weekly labor report**
  - **Payroll summary report**
  - **Cashier shift time report**

**TWENTY-FIRST CENTURY HOTEL SYSTEMS**

## Setup Procedures

**Part 2:  System Features – Currently Available**

**Archive Guest History Menu**
- **Archive guest history**
- **Add guest history information**
- **Change guest history information**
- **Delete guest history information**
- **Display guest history information**
- **Print guest history information**
- **Search for guest by last name**
- **Search for guest by company/group**
- **Search for guest by arrival date**
- **Print transactions by posting type**
- **Post charges/receipts to folio**
- **Print folio statement**
- **Print guest registration information**
- **Print marketing business reports**
  - **Business by company/group**
  - **Business by source**
  - **Business by guest type**
  - **Business by state**
  - **Business by travel agent**
  - **Business by zip code**
  - **Business by country**
- **Print length of stay report**
- **Print frequent guest report**
- **Print frequent guest mailing labels**
- **Create word processing file**

**Marketing Information Menu**
- **Print business by state**
- **Print business by source**
- **Print business by guest type**
- **Print business by company/group**
- **Print business by travel agent**
- **Print business by zip code**
- **Print business by country**
- **Print length of stay report**
- **Print frequent guest report**
- **Print frequent guest mailing labels**
- **Create word processing file**

**Credit Card Processing**
- **Interface to the credit card company via the Internet**
- **Automatically post transactions  to the credit card company system**
- **Input credit card information via card swipe**

**Setup Procedures**

**Part 2: System Features – Currently Available**

**Travel Agent Information Menu**
- **Add travel agent information**
- **Change travel agent information**
- **Delete travel agent information**
- **Display travel agent information**
- **Print travel agent information**
- **Search for agent id by agent name**
- **Search for agent id by city/state**
- **Search for guest by agent id**
- **Calculate agent commissions**
- **Update  checked out folio with travel agent id**
- **Modify agent commissions by folio**
- **Print commission summary report**
- **Print commission statements**
- **Print commissions checks**
- **Print commission check register**
- **Enter manual commission check information**
- **Void agent commission check**
- **Reissue agent commission check**
- **Print mailing labels**
- **Create word processing file**

**Frequent Guests Menu**
- **Add frequent guest**
- **Change frequent guest**
- **Delete frequent guest**
- **Display frequent guest**
- **Print frequent guest**
- **Print business by state**
- **Print business by source**
- **Print business by guest type**
- **Print frequent guest report**
- **Print frequent guest mailing labels**
- **Display frequent guest history**
- **Create word processing file**

**Help Topics**

   The Front Office System help screens provide good documentation regarding the setup and operation of the system.  The help screens may be accessed either by clicking on the help menu item at the top of the Twenty-First Century screen or by highlighting a particular menu item such as check in with reservation and then pressing the F1 function key to display the help topic for that menu item.

**Report Writer**

   The Front Office System includes an interface to the RAVE Report Writer to design and print customized reports with full access to the hotels databases. The Report Writer is used for custom guest folios, confirmation letters, registration cards and commission checks.

**TWENTY-FIRST CENTURY HOTEL SYSTEMS**

## Setup Procedures

### Part 3: System Features – Future Version

The following menu selections are not available in the current version 2.0 of the system for the windows operating system. These features are under development for the future version of the system.

### Room Sharing Guest Functions

- **Add sharing guests to alphabetical guest list**
- **Add sharing guests to guest list by room number**
- **Post room and tax separately for sharing guests**
- **Print separate guest folios for sharing guests**

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### Part 1.  Checking In A Guest

This section presents procedures for checking in both a walk in guest and a guest with a reservation corresponding to the first two selections on the Check In Menu

**\***   Note:   During the check in process for both individuals and groups, a unique guest ID number is assigned to their folio.  This number is broken down into three parts -  the year, the arrival date, and the room number.

```
┌─────────────────────────────────────────────────────────────┐
│             TWENTY-FIRST CENTURY INN SYSTEM                  │
│                                                             │
│     guest name:     HERBERT         G.        WELLES        │
│   address line 2:   324 DOVER WAY                           │
│   address line 3:   SUITE 113                               │
│   city/state/zip:   SAN FRANCISCO    CA   96373    USA      │
│     home phone:     (415) 3879981     business phone:  (405) 2875534 │
│   auto make/year:   VOLVO    03         license/state:  3GZA554  CA │
│  company/group:     MBA          company pay code:   I      │
│  payment method:    MC      limit:    500.00               │
│    credit card no:  8762709264644093        exp date:  01/05 (mm/yy) │
│    arrival date:    02 / 12 / 04           room type:   DOUBLE │
│         nights:     11                  room number:   102A │
│        persons:     01                     room rate:   26.00 │
│      guest type:    50           source of business:   AD  │
│       comments:     HAVE A WORD PROCESSOR AND A BOTTLE OF   │
│                     MERLOT READY IN HIS ROOM PRIOR TO CHECK │
│                     IN AT 10:00 P.M.                        │
│                                                             │
├─────────────────────────────────────────────────────────────┤
│   TYPE THE GUEST INFORMATION THEN CLICK OK FOR ROOM RATE    │
└─────────────────────────────────────────────────────────────┘
================CHECK IN A WALK IN GUEST================
```

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# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### A.  Step By Step Procedure For Checking In Walk In Guests

This procedure will assist the front desk clerk with the process of checking in a guest that does not have a reservation.

1. Check room availability by using the reservations display screens menu to display the availability by room type  or by room number.

2. From the Front Office Menu, click on (check in)  to display the Check In Menu.

3. From the Check In Menu, click on (check in walk in) to display the Check In Walk In Data Entry Screen.

4. Enter the required information and make any necessary changes then click on OK to display the Guest Information Screen.

5. Next, fill in all available guest information.   The following fields, entered in step 4,   cannot be updated on this screen.

| | |
|---|---|
| arrival date | number of nights |
| room number | number of persons |
| room type | room rate |

6. All except the four fields noted above will accept data entry, but some will offer a choice of selecting specific codes.   The following list of fields have the ability to make a selection from a list of predetermined codes by clicking the down arrow.  These fields will only accept certain data input.  If any other information is entered, you will be prompted for correct input.

| | | |
|---|---|---|
| company/group code | company pay code | payment method code |
| guest type code | source of business | country |
| address state | license state | |

7. When you are certain that all of the information on the screen is correct, click on OK.   You will be prompted to enter the prepayment amount that the guest is giving you at check in and to confirm the room rate.  If the room rate is correct , click on OK.  To make an adjustment, move the cursor to the room rate field and , type in the correct amount, set the override to Y, and enter your employee ID, then click on OK.

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### B.  Step By Step Procedure For Checking In Guests With Reservations

This procedure will assist the front desk clerk to check in a guest that has a reservation.  First, you should print the registration forms for all of the day's arrivals and separate them while keeping them in alphabetical order.  When a guest with a reservation arrives, just ask the last name and select the registration form from the file.  Ask the guest to correct and/or complete the form while you process their credit card if one is being used.

1.  From the Front Office Menu, click on  (check in)  to display the Check In Menu.

2.  From the Check In Menu, click on (check in with reservation)    to display the Reservation Search Screen.

3.  You will be prompted to input the unique reservation number for the guest.   Either select the reservations from the list or  type in this number from the registration card  to display the Check In With A Reservation Screen.

4.  From the Check In With A Reservation Screen, you will be prompted for the room number that will be assigned to the guest.  You may also change the existing information.  Type in the required guest information by using [TAB] to move from field to field.  Once you are certain that the information on the screen is correct  click on  OK  to display the Guest Information Screen.

5.  Change the appropriate guest information.  The following fields cannot be updated:

| | | |
|---|---|---|
| reservation number | advance deposit | arrival date |
| room type | number of nights | room number |
| number of persons | room rate | travel agent id |

6.  All except the nine fields noted above will accept data entry, but some will offer a choice of selecting specific codes.   The following list of fields have the ability to make a selection from a list of predetermined codes by clicking the down arrow.  These fields will only accept certain values.  If any invalid information is entered, a small  popup window will appear and will allow you to select the valid code.  Use the mouse to highlight  your selection, then click on it to place your selection into the appropriate field.

| | | |
|---|---|---|
| company/group code | company pay code | payment method |
| guest type code | source of business | country |
| address state | license state | |

7.  When you are certain that all of the information on the screen is correct, click on OK.   You will be prompted to confirm the room rate and enter a prepayment amount that the guest may give you at check in.  If the room rate is correct, click on OK.  To make an adjustment, move the cursor to the room rate field and type in the correct amount, set the override to Y, enter the employee ID,  then click on  OK.

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### Part 2.  Changing Guest Information

This procedure will assist the front desk clerk with changing guest information after a guest has been checked in. The most common uses of this procedure are to change the room rate and to extend the departure date if the guest wants to stay longer.  Care must be taken when updating any guest information.

```
              TWENTY-FIRST CENTURY INN SYSTEM

        guest name:    HERBERT      G.      WELLES
     address line 2:   324 DOVER WAY
     address line 3:   SUITE 311
     city/state/zip:   SAN FRANCISCO        CA       96373
        home phone:    (415) 3879981    business phone:  (405) 2875534
     auto make/year:   VOLVO    03        license/state:  3GZA554  CA
     company/group:    MBA          company pay code:   I
     payment method:   MC                credit limit:   500.00
      credit card no:  8762709264644093      exp date:   01/05 (mm/yy)
       arrival date:   02 / 12 / 04          room type:  DOUBLE
            nights:    1                   room number:   102A
           persons:    02           room rate/override?:  100.00 / Y
         guest type:   50               clerk's initials:  JHS
   source of business: AD               travel agent id:
          comments:    HAVE A WORD PROCESSOR AND A BOTTLE OF
                       MERLOT READY IN HIS ROOM PRIOR TO
                       CHECK IN AT 10:00 P.M.

       TYPE THE GUEST INFORMATION THEN CLICK ON OK
        OR CLICK ON CANCEL TO RETURN TO THE MENU
```

==============CHANGE GUEST INFORMATION==============

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

1.  From the Front Office Menu, click (front desk) to display the Front Desk Menu.

2.  From the Front Desk Menu, click (change guest information) to display the Change Guest Information Screen.

3.  From the Change Guest Information Screen, you will be prompted to input the room number of the guest. Type this number or select it from the list of occupied rooms, then click on OK to display the Guest Information Update Screen.

4.  From the Guest Information Update Screen, you may either input additional information or change the existing information. Type in the guest information by using [TAB] to move from field to field. The following fields can not be updated on this screen:

    arrival date            room type            room number
    departure date

    Change the number of nights to update the departure date. If you change the room rate, then set the rate override to Y and enter your employee ID under the clerk's initials.

5.  Once you are certain that the information is correct, click on OK to update the databases. If you decide not to make any changes, then click on CANCEL to return to the menu without updating the databases.

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### Part 3.  Posting Charges and Receipts

1.  From the Front Office Menu, click on  (front desk)  to display the Front Desk Menu.

2.  From the Front Desk Menu, click on  (display / update folio charges / receipts)  to display the Display / Update Folio Charges / Receipts Menu.

3.  Type in the room number of the guest folio that you want to display or select it from the list of occupied rooms then click on OK to display the Guest Information Screen.

```
TWENTY-FIRST CENTURY INN SYSTEM
_____

        guest ID:      40212102A
      guest name:      HERBERT  G.  WELLES
         address:      324 DOVER WAY
                       SUITE 311
                       SAN FRANCISCO,  CA     96373

     room number:      102A              room rate:    100.00
     arrival date:     02 / 12 / 04    due from guest:  287.50
   departure date:     02 / 13 / 04   billed to company: 000.00

      pay method:      MC            pay indicator:   I  (C or I)
   credit card no:     876270926464093
  expiration date:     01 / 05 (mm/yy)
   company/group:      MBA
        comments:      HAVE  A  WORD  PROCESSOR  AND  A  BOTTLE  OF
                       MERLOT READY IN HIS ROOM PRIOR TO HIS
                       CHECK IN AT 10:00 P.M.

_____
  TYPE ANY REQUIRED CHANGES THEN CLICK ON OK TO UPDATE
   OR CLICK ON CANCEL TO RETURN TO THE MENU
```
==============GUEST INFORMATION SCREEN==============

4.  From the Guest Information Screen you may change the information for the following fields:

| payment method | pay indicator | company / group code |
|---|---|---|
| credit card number | credit card expiration date | |

5.   When you are certain that all of the information is correct, click on POST NEW TRANSACTION  to display the Display / Update Folio Charges / Receipts Screen.

## Operating Procedures

| DATE (YYMMDD) | TIME (HHMMSS) | CHARGE / RECEIPT CODE | | AMOUNT ($) | PAY IND | CHARGE / RECEIPT REFERENCE |
|---|---|---|---|---|---|---|
| 040212 | 140223 | 2F | Meeting Room | 25.00 | I | Gold Room |
| 040212 | 140225 | 05 | Phone Call | 12.50 | I | (805)964-6677 |
| 040212 | 140226 | 11 | Boat Dock | 30.00 | I | Boat #12 |
| 040212 | 140227 | 2A | Audiovisual Equipment | 120.00 | I | Projector |
| 040212 | 240000 | 01 | Room Charge | 100.00 | I | |
| 040212 | 240000 | 02 | Room Tax | 10.00 | I | |

room:   102A          MC          due from guest:     $287.50          amount billed:          .00

TYPE THE CHARGE / RECEIPT INFORMATION   THEN CLICK ON OK TO UPDATE
OR CLICK ON CANCEL TO EXIT

============DISPLAY / UPDATE  CHARGES / RECEIPTS  SCREEN============

6.   If the folio contains many entries, there will be multiple pages of information.   You may use mouse to click on the up or down arrow to scroll through the folio. At this screen, you may enter new charges / receipts by typing in the charge / receipt code, charge / receipt amount, and pay indicator.  You will not be allowed to change an existing charge / receipt entry.  Click on OK to update the database after entering each charge / receipt.   If you post an incorrect amount, then you must post an adjustment with the same code and a minus amount to reverse the entry.

**Charge codes  00 - 49** are  charges  against  the  room or guest  for  services provided or products  purchased. These may include room charge, room tax, restaurant charges, phone calls, movie rentals, and other charges.

**Receipt codes 50 - 99**  are receipts or moneys paid to the hotel by the guest that cover the expenses incurred by the guest.  These may include payments by cash/check/credit card, deposits received, pay outs (house or guest), and company/group billings.

7.   When you have finished entering charges / receipts,  click on OK to return to the menu

## Operating Procedures

Following are some possible mistakes to avoid during the updating / posting process:

- Incorrect number of persons might produce an incorrect room rate.

- Incorrect company / group code might produce an incorrect room rate.

- Incorrect pay indicator code will affect the method of payment.

  I - Used to indicate that payment is due from the guest.

  C - Used to indicate that charges will be billed to the group or company that is entered in the company / group field.

- Incorrect guest type codes might produce a wrong room rate and/or incorrect tax rate  as well as the incorrect room charge frequency: daily, weekly, or monthly.

- If the room rate is to have a discount applied which is not determined by the company / group code, the room rate override flag must be set to Y.  This insures that the posting of room and tax during the night audit procedure does not post the rate that is assigned by the room rate schedule and possibly adjusted by the discount as determined by the company / group code.

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### Part 4.  Checking Out A Guest

This section  will assist  the front desk clerk with the process of checking out an individual guest, collecting or refunding money, and printing a receipt for the guest

### A.  The Five Basic Steps To Follow While Checking Out A Guest

Step 1:  Display and review the guest folio.

Step 2:  Collect money due  or refund balance to  guest.

Step 3:  Post the receipt or refund.

Step 4:  Print the guest folio receipt.

Step 5:  Check out the guest to the guest history database.

### STEP 1:   Display And Review The Guest Folio

- From the Front Office Menu, click on  (check out)  to display the Check Out Menu.

- From the Check Out Menu, click on (display / update / print folio for registered guest)  to display the Display / Update Folio Charges / Receipts Menu.

- From the Display / Update Folio Charges / Receipts Menu, you will be prompted to input the room number of the guest.

- Type in the room number or select it from the list of occupied rooms then click on OK to display the Guest Information screen.

## Operating Procedures

```
┌──────────────────────────────────────────────────────────────┐
│                                                                │
│             TWENTY-FIRST CENTURY INN SYSTEM                     │
│                                                                │
│        guest ID:      40212102A                                │
│      guest name:      HERBERT G. WELLES                         │
│         address:      324 DOVER WAY                             │
│                       SUITE 311                                 │
│                       SAN FRANCISCO, CA  96373                  │
│    room number:       102A              room rate:    100.00   │
│    arrival date:      02 / 12 / 04   due from guest:  287.50   │
│  departure date:      02 / 13 / 04  billed to company:    .00  │
│     pay method:       MC           pay indicator:   I   (C or I)│
│   credit card no:     876270926464093                          │
│  expiration date:     01 / 05  (mm/yy)   company / group:  MBA  │
│        comments:      HAVE A WORD PROCESSOR AND A BOTTLE OF     │
│                       MERLOT READY IN HIS ROOM PRIOR TO         │
│                       CHECK IN AT 10:00 P.M.                    │
│                                                                │
│      TYPE ANY REQUIRED CHANGES   THEN CLICK ON OK TO UPDATE     │
│         OR CLICK ON CANCEL TO RETURN TO THE  MENU               │
└──────────────────────────────────────────────────────────────┘
==============GUEST INFORMATION SCREEN==============
```

- From the Guest Information Screen, you may change the information for the following fields:

  | payment method | pay indicator |
  |---|---|
  | credit card number | company / group code |
  | credit card expiration date | |

- Once you are certain that the information is correct, click on POST NEW TRANSACTION  to display the Display / Update Folio Charges / Receipts Screen.

```
┌──────────────────────────────────────────────────────────────┐
│   DATE        TIME      CHARGE / RECEIPT    AMOUNT  PAY  CHARGE /│
│ (YYMMDD)    (HHMMSS)    CODE                  ($)   IND  RECEIPT │
│                                                        REFERENCE │
│ ─────────────────────────────────────────────────────────────── │
│  040212     140223    2F  Meeting Room        25.00   I  Gold Room│
│  040212     140225    05  Phone Call          12.50   I  (805)964-6677│
│  040212     140226    11  Boat Dock           30.00   I   Boat #12│
│  040212     140227    2A  Audiovisual Equipment 120.00 I  Projector│
│  040212     240000    01  Room Charge         100.00  I          │
│  040212     240000    02  Room Tax             10.00  I          │
│                                                                │
│   room:   102A     MC      due from guest:  $287.50   amount billed:  .00│
│                                                                │
│ TYPE THE CHARGE / RECEIPT INFORMATION   THEN CLICK ON OK TO UPDATE│
│       OR CLICK ON CANCEL TO EXIT WITHOUT UPDATING              │
└──────────────────────────────────────────────────────────────┘
================FOLIO  CHARGES / RECEIPTS  UPDATED================
```

## Operating Procedures

### STEP 2:   Collect Money Due Or Refund Balance  To Guest

• From the Display / Update Folio Charges / Receipts Screen, you may review the charges incurred by the guest and collect any money due from the guest or refund any money due to the guest.

\*\*\* Note:  If the guest either has a balance due, or is to be refunded money, you should post these entries to the folio before proceeding to the next step.

### STEP 3:   Post The Receipt Or Refund

• Additionally. you may enter new charges / receipts by typing in the  charge / receipt code, charge / receipt amount, and pay indicator.  You will not be allowed to change an existing charge / receipt entry using this option.  Click on OK to update the database after entering each charge / receipt.

• When you have finished entering charges / receipts, click on PRINT FOLIO to display the Guest Folio Print Menu.

### STEP 4:   Print Out The Guest Folio Receipt

• From the Guest Folio Print Menu, you will have the option of printing the updated folio for the guest.  If a receipt is desired, select the print option A for all charges  then click on OK to print  otherwise click on cancel to exit to the menu.  When the folio is displayed, click on the printer icon to print then click on close to return to the menu.

### STEP 5:  Check Out The Guest To The Guest History Database

• From the Check Out Menu,  click  (check  out individual guests) to display the Check Out Guest Screen.

• From the Check Out Guest Screen, you will be prompted for the room number of the guest  to be checked out. Type in the room number or select it from the list of occupied rooms then click on OK to display the Check Out Guest Information Screen.

• From the Check Out Guest Information Screen, you may review the balance either due from or refunded to the guest.  You can also change the following:

method of payment                    credit card number               credit card expiration date

If the guest has an outstanding balance due, click on cancel to SKIP the remaining steps and to display the Check Out Menu.  Please repeat numbers 1 through 4.

If the guest does not have an outstanding balance and the information is correct, click on OK to check out the guest. The guest information will be transferred from the registered guest database to the recent guest history and the room
 Status will be set to vacant.

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### B. Adjustments To Folios For Checked Out Guests

This procedure will assist the front desk clerk in posting adjustments to folios for guests that have already checked out.

1. From the Front Office Menu, click on (check out) and to display the Check Out Menu.

2. From the Check Out Menu, click on (recent guest history menu) to display the Recent Guest History Menu.

3. From the Recent Guest History Menu, click on (post charges / receipts) and to display the Post Charges / Receipts to Guest History Menu.

4. At the Post Charges / Receipts to Guest History Menu Display Screen, you will be prompted for the folio number of the previously checked out guest. Type this number or select if from the list of checked out folios then click on OK to display the Guest Information Screen.

```
┌─────────────────────────────────────────────────────────────────┐
│                 TWENTY-FIRST CENTURY INN SYSTEM                   │
│                                                                   │
│         guest ID:     40212102A                                   │
│       guest name:     HERBERT G. WELLES                           │
│          address:     324 DOVER WAY                               │
│                       SUITE 311                                   │
│                       SAN FRANCISCO, CA  96373                    │
│     room number:      102A                room rate:   100.00     │
│     arrival date:     02 / 12 / 04     due from guest:  287.50    │
│   departure date:     02 / 13 / 04    billed to company:   .00    │
│      pay method:      MC                 pay indicator:  I  (C or I)│
│    credit card no:    876270926464093                             │
│   expiration date:    01 / 05  (mm/yy)    company / group:  MBA   │
│         comments:     HAVE A WORD PROCESSOR AND A BOTTLE OF       │
│                       MERLOT READY IN HIS ROOM PRIOR TO           │
│                       CHECK IN AT 10:00 P.M.                      │
│                                                                   │
│  TYPE ANY REQUIRED CHANGES   THEN CLICK ON POST NEW TRANSACTION TO│
│                  DISPLAY CHARGES / RECEIPTS                        │
│            OR  CLICK ON CANCEL  TO RETURN TO THE MENU              │
└─────────────────────────────────────────────────────────────────┘
   ===============GUEST INFORMATION SCREEN===============
```

5. From the Guest Information Screen, you may change the information for the following fields:

payment method                pay indicator
credit card number            company / group code
credit card expiration date

## Operating Procedures

6. Once you are certain that the information is correct, click on POST NEW TRANSACTION to display the Display / Update Folio Charges / Receipts Screen.

| DATE (YYMMDD) | TIME (HHMMSS) | CHARGE / RECEIPT CODE | | AMOUNT ($) | PAY IND | CHARGE / RECEIPT REFERENCE |
|---|---|---|---|---|---|---|
| 040212 | 140223 | 2F | Meeting Room | 25.00 | I | Gold Room |
| 040212 | 140225 | 05 | Phone Call | 12.50 | I | (805)964-6677 |
| 040212 | 140226 | 11 | Boat Dock | 30.00 | I | Boat #12 |
| 040212 | 140227 | 2A | Audiovisual Equipment | 120.00 | I | Projector |
| 040212 | 240000 | 01 | Room Charge | 100.00 | I | |
| 040212 | 240000 | 02 | Room Tax | 10.00 | I | |

room:   102A          MC          due from guest:     $287.50          amount billed:          .00

TYPE THE CHARGE / RECEIPT INFORMATION   THEN CLICK ON OK TO UPDATE
OR CLICK ON CANCEL TO EXIT TO THE MENU WITHOUT UPDATING

===============FOLIO CHARGES / RECEIPTS UPDATED===============

7. At the Display / Update Folio Charges / Receipts Screen, you may update the folio by typing in the charge / receipt code, charge / receipt amount, and pay indicator. You will not be allowed to change an existing charge / receipt entry using this option. Click on OK to update the database after entering each charge/ receipt.

8. When you have finished entering charges / receipts, you have the option of clicking OK to exit or CANCEL.
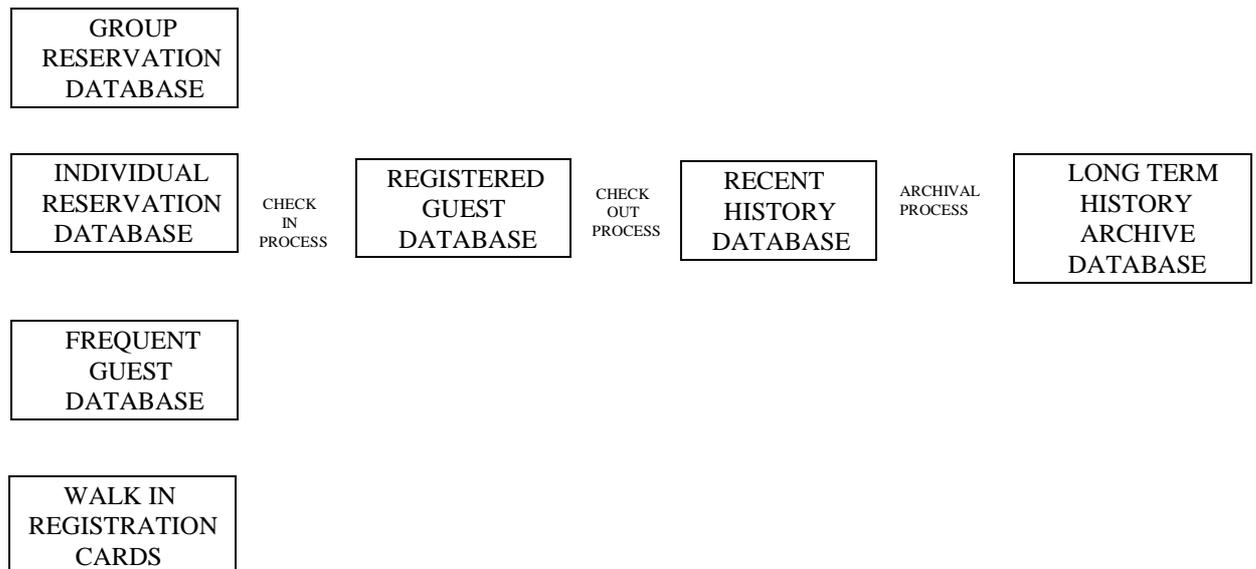
# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### C.  Description Of Guest History

The following diagram depicts the flow of information through the INN System Databases:

```
┌─────────────┐
│   GROUP     │
│ RESERVATION │
│  DATABASE   │
└─────────────┘

┌─────────────┐          ┌─────────────┐          ┌─────────────┐          ┌─────────────┐
│ INDIVIDUAL  │  CHECK   │ REGISTERED  │  CHECK   │   RECENT    │ ARCHIVAL │ LONG TERM   │
│ RESERVATION │   IN     │   GUEST     │   OUT    │   HISTORY   │ PROCESS  │  HISTORY    │
│  DATABASE   │ PROCESS  │  DATABASE   │ PROCESS  │  DATABASE   │          │  ARCHIVE    │
│             │          │             │          │             │          │  DATABASE   │
└─────────────┘          └─────────────┘          └─────────────┘          └─────────────┘

┌─────────────┐
│  FREQUENT   │
│   GUEST     │
│  DATABASE   │
└─────────────┘

┌─────────────┐
│  WALK IN    │
│REGISTRATION │
│   CARDS     │
└─────────────┘
```

Information from advance reservations records and walk in registration cards is transferred to the registered guest database during the check in process.   When a guest checks out, the information is transferred to the recent guest history database.  On the fifteenth of each month, the information for the previous month is archived to the long term archive history database.

The long term guest history database provides statistical information for the following marketing reports:

- business by guest type
- business by source code
- business by state
- business by zip code
- business by company / group
- business by travel agent
- frequent guest list

The guest history database may also be used to print mailing labels and may be merged with word processing to generate letters.

**TWENTY-FIRST CENTURY HOTEL SYSTEMS**

## Operating Procedures

## Part 5.  Making Reservations

This part describes operating procedures for adding, changing, and canceling individual reservations and printing confirmation letters - the most frequently used reservations functions.

### A.   Procedure For Adding Individual Reservations

This procedure will assist the reservationist with adding individual guest reservations  to the reservations database.

1.   From the Front Office Menu, click on  (reservations) to display the Reservations Menu.

2.   From the Reservations Menu, click on (individual reservations) to display the Individual Reservations Menu.

3.   Check room availability by clicking on (display availability) to display the Availability By Room Type or the Availability By Room Number.

4.   From the Individual Reservations Menu, click on  (add reservation)  to display Add Reservation Screen.

## Operating Procedures

```
┌─────────────────────────────────────────────────────────────┐
│                                                             │
│             TWENTY-FIRST CENTURY INN SYSTEM                  │
│        ─────────────────────────────────────────           │
│       reservation no:   99999993R    ACTIVE      reservationist:    JHS │
│           guest name:   HERBERT     G.      WELLES          │
│        address line 2:  324 DOVER WAY                        │
│        address line 3:  SUITE 311                            │
│         city state zip: SAN FRANCISCO    CA      96373       │
│          home phone:    (405) 3879981       business phone:  (405) 2875534 │
│       company/group:    MBA         company pay code:   I    │
│        deposit amount:     .00       deposit due date:  02 / 02 / 04 │
│      payment method:    MC           deposit paid date: 00 / 00 / 00 │
│         credit card no: 876270926464093      exp date:  01/05 (mm/yy) │
│       number persons:   02           number rooms:      01   │
│      reservation type:  P               room type:      DOUBLE │
│          arrival date:  02 / 12 / 04    room number:    102 A │
│              nights:    1         room rate / override?: 100.00 / Y │
│           guest type:   50        source of business:   AD   │
│       travel agent id:            commission rate code:      │
│       agent type code:              commission rate:       .00 │
│           comments:     HAVE A WORD PROCESSOR AND A BOTTLE OF │
│                         MERLOT READY IN HIS ROOM PRIOR TO HIS │
│                         CHECK IN AT 10:00 P.M.               │
│                                                             │
│        ─────────────────────────────────────────           │
│             TYPE IN THE RESERVATION INFORMATION             │
│             THEN CLICK ON OK  FOR THE ROOM RATE             │
│                                                             │
└─────────────────────────────────────────────────────────────┘
          =============ADD  RESERVATION  INFORMATION=============
```

5.   Enter all available guest information using the [TAB] key to move from field to field.

6.   All fields, except reservation number, will accept data entry, but some will offer a choice of selecting specific codes. The following list of fields have the ability to make a selection from a list of predetermined codes by clicking the down arrow. These fields will only accept certain data input. If invalid information is entered, you will be prompted for correct input.

| | | |
|---|---|---|
| company / group | company pay code | payment method |
| reservation type | room type | room number |
| guest type | source of business | travel agent id |
| state | country | |

7.   When you are certain that all of the information is correct, click on OK. You will be prompted to confirm the room rate. If the room rate is correct, click on OK. To make an adjustment, type in the correct amount, set the override to Y, and enter the employee ID then click on OK to update the database and room availability.

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### B.  Procedure For Changing Individual Reservations

This procedure will assist the reservationist with changing the information on an individual guest reservation that has already been made.  Care must be taken when updating any guest information.

1.  From the Front Office Menu, click on  (reservations) to display the Reservations Menu.

2.  From the Reservations Menu, click on (individual reservations) to display the Individual Reservations Menu.

3.  From the Individual Reservations Menu, click on (change reservation) to display the Reservation Search Menu.

4.  The Reservation Search Menu will prompt for the unique reservation number or select it from the list of active reservations then click on OK to display the Change Reservation Information Screen.

```
                    TWENTY-FIRST CENTURY INN SYSTEM
        _____
      reservation no:   99999993R    ACTIVE      reservationist:    JHS
         guest name:    HERBERT    G.      WELLES
       address line 2:  324 DOVER WAY
       address line 3:  SUITE 311
        city state zip: SAN FRANCISCO    CA      96373
          home phone:   (405) 3879981        business phone:   (405) 2875534
      company/group:    MBA              company pay code:   I
       deposit amount:      .00          deposit due date:   02 / 02 / 04
      payment method:   MC               deposit paid date:  00 / 00 / 00
        credit card no: 876270926464093         exp date:   01/05 (mm/yy)
      number persons:   02               number rooms:       01
      reservation type: P                      room type:    DOUBLE
          arrival date: 02 / 12 / 04           room number:  102 A
              nights:   1          room rate / override?:    100.00 / Y
          guest type:   50               source of business:  AD
       travel agent id:            commission rate code:
      agent type code:                   commission rate:        .00
            comments:   HAVE A WORD PROCESSOR AND A BOTTLE OF
                        MERLOT READY IN HIS ROOM PRIOR TO HIS
                        CHECK IN AT 10:00 P.M.


        _____
               TYPE IN THE RESERVATION INFORMATION
               THEN CLICK ON OK FOR THE ROOM RATE
```

==========CHANGE  RESERVATION  INFORMATION==========

**Operating Procedures**

5.  Change the appropriate guest information using the [TAB] key to move from field to field.  You cannot update the following fields on this screen:

| | | |
|---|---|---|
| reservation number | deposit amount | deposit due date |
| deposit paid date | agent type code | reservationist |
| room rate | rate override | number of rooms |

6.  All except the five fields noted above will accept data entry.  Some will offer a choice of selecting specific codes. The following list of fields have the ability to make a selection from a list of predetermined codes by clicking the down arrow.  These fields will only accept certain data input.  If invalid information is entered, you will be prompted for correct input.

| | | |
|---|---|---|
| company / group | company pay code | payment method |
| reservation type | room type | room number |
| guest type | source of business | state |
| travel agent id | | |

7.  When you are certain that all of the information is correct, click on OK.  You will be prompted to confirm the room rate.  If the room rate is to be adjusted, type in the correct amount, set the override to Y and the employee ID,  then click on OK.  If the room rate is correct, click on OK to accept the change and update the database.

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### C. Procedure For Canceling Individual Reservations

This procedure will assist the reservationist with canceling reservations for individual guests.

1. From the Front Office Menu, click on (reservations) to display the Reservations Menu.

2. From the Reservations Menu, click on (individual reservations) to display the Individual Reservations Menu.

3. From the Individual Reservations Menu, click on (cancel reservation) to display the Reservation Search Menu.

4. The Reservation Search Menu will prompt you for the unique reservation number. Type this number or select it from the list of active reservations then click on OK to display the Cancel Reservation Information Screen.

```
              TWENTY-FIRST CENTURY INN SYSTEM
      ────────────────────────────────────────────────
      reservation no:   99999993R   CANCELED   reservationist:   JHS
         guest name:    HERBERT     G.      WELLES
      address line 2:   324 DOVER WAY
      address line 3:   SUITE 311
       city state zip:  SAN FRANCISCO     CA       96373
        home phone:    (405)  3879981        business phone:   (405)  2875534
      company/group:    MBA            company pay code:   I
      deposit amount:       .00          deposit due date:   02 / 02 / 04
     payment method:    MC             deposit paid date:   00 / 00 / 00
        credit card no:  876270926464093            exp date:   01/05 (mm/yy)
      number persons:   02                number rooms:   01
      reservation type:  P                    room type:   DOUBLE
          arrival date:  02 / 12 / 04          room number:   102 A
              nights:   1         room rate / override?:   100.00 / Y
          guest type:   50            source of business:   AD
        travel agent id:             commission rate code:
       agent type code:                 commission rate:       .00
      cancellation no:   93RWEL
       person calling:   MRS. WELLES
     reason for cancel:   ILLNESS IN FAMILY
      ────────────────────────────────────────────────
             CLICK ON OK TO CANCEL THE RESERVATION
```

==========CANCEL RESERVATION INFORMATION==========

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

5.  Verify that this is the correct reservation to cancel then click on OK to update the database or click on CANCEL to return to the menu without canceling the reservation.

6.  Enter the following information:

    - Reservationist ID
    - Name of caller
    - Reason for canceling

    Give the caller the six character cancellation number.  Click on OK to cancel the reservation.

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### D.  Procedure For Printing Confirmation Letters

This procedure will assist the reservationist with printing confirmation letters for the following options:

- guaranteed with credit card
- advance deposit due
- cancellation notice
- change in reservation
- check in date reminder

1.  From the Front Office Menu, click on  (reservations) to display the Reservations Menu.

2.  From the Reservations Menu, click on (reservations reports) to display the Reservations Reports Menu.

3.  From the Reservations Reports Menu, click on (guest confirmation letters) to display the Guest Letter Options Menu.

4.  From the Guest Confirmation Letter  Menu, click on an option 1 - 5 to display the Print Options Menu.

5.  From the Print Options Menu, enter the reservation date range and the reservation confirmation number and then click on OK to print the letters.

    Note:  The date range should include the date that the reservation was made and entered into the computer and not the arrival date.  For example, enter today's date for the beginning and ending date to print a confirmation letter for all reservations entered today.

    For the reservation confirmation number, you may enter a specific number to print just one letter for that reservation or type [ALL] to print letters for all reservations that fit with in the other options.

**TWENTY-FIRST CENTURY HOTEL SYSTEMS**
**SAMPLE GUEST CONFIRMATION LETTER**

---

**TWENTY-FIRST CENTURY HOTEL**
**P. O. Box 1419**
**Santa Barbara, CA 93102**
**(805) 964 - 6677**

February 11, 2004

HERBERT G. WELLES
324 Dover Way
Suite 311
San Francisco, CA 96373

Dear Guest,

We are writing to confirm your reservation on FRIDAY, FEBRUARY 27, 2004 at the
Twenty-First Century Hotel.

- Confirmation number : 9999999993R
- Number of guests : 02
- Number of rooms : 01
- Room type : Double Bed
- Room rate : $100.00
- Arrival date : FRIDAY, FEBRUARY 27, 2004
- Departure date : SATURDAY, FEBRUARY 28, 2004
- Number of days : 1

Thank you very much.

Sincerely,

TWENTY-FIRST CENTURY HOTEL

---

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### Part 6.  Closing A Cashier Shift

Front Desk Clerks must count the cash and credit card receipts at the end of their shift and close out the system to start the next shift.  The system maintains four shifts per day with the last shift ending when the night audit closes out the business day and begins shift one for the following day.  Shift two starts when the night auditor leaves in the morning. Shift three ends when the night auditor arrives in the evening and starts shift four.

SAMPLE CASHIER SHIFT TIMES:

- SHIFT 1:   3:00 AM  -  7:00 AM

- SHIFT 2:   7:00 AM  -  3:00 PM

- SHIFT 3:   3:00 PM  -  11:00 PM

- SHIFT 4:   11:00 PM  -  3:00 AM

The following steps should be performed to  close a cashier shift:

### STEP 1:   Print The Cashier Shift Report

To print the cashier shift report, select the Cashier Report By Shift option on the Front Desk Reports Menu.  Enter the date and the shift number for the report.  A cashier summary report will be printed listing the total amount for each receipt code.  A detailed transaction report will also be printed listing each receipt transaction for the shift.

Compare the figures on the summary report with the manual counts of the items in the receipts drawer.  In the event of a discrepancy, check the detailed transaction report to find the error and enter an adjustment transaction on the corresponding folio.  If there is a cash over / short amount, follow the procedures in step 2.  A sample report is on page 37.

## Operating Procedures

**STEP 2:  Post The Cash Over/Short Amount To House Account**

To post the cash over / short amount, two entries must be made to the house account named HOUSE.  One entry would be a receipt code 50 (cash) for a positive amount if cash is over or negative amount if cash is short.  The other entry would be a receipt code 99 (cash over / short) for a negative amount is cash is over or positive amount if cash is short. For example, if the cash drawer is short $10.00, meaning there is $10.00 less cash in the drawer than showing on the cashier shift report, then post a receipt code 50 for -10.00 and a receipt code 99 for 10.00.

To post two transactions, select the House Accounts Menu option on the Front Desk Menu.  Then click on the ( Post Charges / Receipts To Account) option on the House Accounts Menu.  When prompted for the house account code, enter the house account code HOUSE.  Enter both the code 50 transaction and the code 99 transaction.  For both transactions,  click on POST NEW TRANSACTION, then enter the charge / receipt code, the charge / receipt amount, the payment indicator should be "I" and the charge / receipt reference (cash short or cash over).

**STEP 3:  Reprint The Cashier Shift Report**

Reprint the cashier shift report after posting corrections and / or  over / short amounts  If the report is correct, submit it with the bank deposit for the shift.

**STEP 4:  Close The Shift**

To close the shift, click on the Front Desk Menu then click on (close cashier shift).  Enter the correct shift number then click on OK.  Enter the employee ID code, then click on OK to close the shift and return to the menu.

## TWENTY-FIRST CENTURY HOTEL SYSTEMS
## SAMPLE CASHIER REPORT BY SHIFT

TWENTY-FIRST CENTURY INN SYSTEM            DATE:  09 / 26 / 2004
CASHIER SUMMARY REPORT                     TIME:   15:43:28
FOR SHIFT 2 ON 09 / 26 / 2004

| | | |
|---|---|---|
| 50 | CASH | 1483.37 |
| 55 | AMERICAN EXPRESS CARD | 583.98 |
| 60 | VISA CARD | 857.35 |
| 65 | MASTERCARD | 636.84 |
| 75 | BILL TO COMPANY | 246.65 |

Compare these figures with manual counts of the items in the receipts drawer.  In the event of a discrepancy, check the detailed transaction report to find the error and enter an adjustment transaction on the corresponding folio or enter the cash over / short amount on the house folio.

---

TWENTY-FIRST CENTURY INN SYSTEM            DATE:  09 / 26 / 2004
CASHIER DETAILED TRANSACTION REPORT        TIME:  15:43:28
FOR SHIFT 2 ON 09 / 26 / 2004

| ROOM | FOLIO | DATE | TIME | CODE | AMOUNT |
|---|---|---|---|---|---|
| **CASH** | | | | | |
| 110 | 40925110 | 09/26/04 | 134238 | 50 | $61.38 |
| . | . | . | . | . | . |
| . | . | . | . | . | . |
| | | | | | _____ |
| | SUBTOTAL CASH | | | | $1438.37 |
| **AMERICAN EXPRESS CARD** | | | | | |
| . | . | . | . | . | . |
| . | . | . | . | . | . |
| | | | | | _____ |
| | TOTAL RECEIPTS | | | | $3808.19 |

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### Part 7. Performing The Night Audit

This section provides an overview of the night audit process to assist the night auditor and provides suggestions for balancing the day's business.

#### A. Suggested Night Audit Check List

<div align="center">START IMMEDIATELY AT BEGINNING OF SHIFT</div>

| | | |
|---|---|---|
| STEP 1: | FRONT OFFICE MENU | front desk menu |
| | FRONT DESK MENU | front desk reports menu |
| | FRONT DESK REPORTS MENU | print room rack report |
| | | vacant/available rooms by room type |
| | FRONT DESK REPORTS MENU | print guest name list by room number |
| | FRONT DESK REPORTS MENU | print alphabetical guest name list |
| | FRONT DESK REPORTS MENU | print folio balance report |
| | | |
| STEP 2: | FRONT OFFICE MENU | night audit menu |
| | NIGHT AUDIT MENU | post any charges/receipts such as phone charges which haven't been posted |
| | | |
| STEP 3: | FRONT OFFICE MENU | front desk menu |
| | FRONT DESK MENU | front desk reports menu |
| | FRONT DESK REPORTS MENU | print bucket report |
| | | check to see that all rooms are checked in and out compared to folio bucket |
| | | |
| STEP 4: | FRONT OFFICE MENU | night audit menu |
| | NIGHT AUDIT MENU | print rooms audit report |
| | | check the room rates and correct as necessary and check with bucket by changing guest information. |
| | FRONT DESK MENU | change guest information |
| | | enter room number to be changed |
| | | click Ok to start processing change |
| | | tab to room rate field and update |

**Operating Procedures**

**WAIT UNTIL AFTER MIDNIGHT**

| STEP 5: | FRONT OFFICE MENU<br>NIGHT AUDIT MENU | night audit menu<br>post room & tax (wait until after<br>    midnight) **IMPORTANT** |
|---|---|---|
| STEP 6: | FRONT OFFICE MENU<br>FRONT DESK MENU | front desk menu<br>close cashier shift for shift #4<br>(enter military time for end of business<br>day) |
| STEP 7: | FRONT OFFICE MENU<br>NIGHT AUDIT MENU<br>NIGHT AUDIT MENU<br>NIGHT AUDIT MENU<br>NIGHT AUDIT MENU<br><br>NIGHT AUDIT MENU | night audit menu<br>print daily summary report<br>print guest ledger balances<br>print cashiers report for all shifts<br>print transactions by posting type<br>(all shifts combined)<br>post to back office<br>check to see that the calculated cash<br>over / short is zero = in balance |
| STEP 8: | FRONT OFFICE MENU<br>HOUSEKEEPING MENU | housekeeping menu<br>print housekeeping schedule |
| STEP 9: | FRONT OFFICE MENU<br>RESERVATIONS MENU<br>RESERVATIONS RPT MENU | reservations menu<br>reservations report menu<br>daily summary forecast (enter<br>beginning of month and end of month) |
| STEP 10: | FRONT OFFICE MENU<br>CHECK OUT MENU | check out menu<br>print departures list |
| STEP 11: | FRONT OFFICE MENU<br>CHECK IN MENU | check in menu<br>print process cancellations / no shows |
| STEP 12: | FRONT OFFICE MENU<br>WINDOWS DESKTOP | exit system<br>my computer icon<br>Open folder<br>(c:\Program Files\Twenty-First<br>Century\Front Office System)<br>Edit/Copy Hotels.gdb<br>Edit/Paste to zip disk, cd or tape. |

**Operating Procedures**

| | | |
|---|---|---|
| STEP 13: | FRONT OFFICE MENU<br>CHECK IN MENU | check in menu<br>print arrivals list for the **NEXT DAY** -<br>list to assign rooms |
| STEP 14: | FRONT OFFICE MENU<br>FRONT DESK MENU<br>FRONT DESK REPORTS MENU | front desk menu<br>front desk reports menu<br>print guest comments / special request<br>for reservations to arrive |
| STEP 15: | FRONT OFFICE MENU<br>RESERVATIONS MENU<br>RESERVATIONS REPORTS MENU | reservations menu<br>reservations reports menu<br>room availability  (forecast type -<br>options = #1 individual print for 3<br>weeks period by room number<br>assign room numbers to all arrivals<br>based on the room type and availability<br>write room numbers on the arrivals list |
| STEP 16: | FRONT OFFICE MENU<br>CHECK IN MENU | check in menu<br>print reservation registration forms for<br>the **NEXT DAY** arrivals |
| STEP 17: | FRONT OFFICE MENU<br>RESERVATIONS MENU<br>GROUP RESERVATIONS MENU | reservations menu<br>group reservations<br>assign room numbers<br>enter room numbers for the **NEXT DAY**<br>arrivals |

**TWENTY-FIRST CENTURY HOTEL SYSTEMS**

## Operating Procedures

### B. List Of Potential Data Entry Errors

- Possible front desk mistakes during an updating / posting process.

- Incorrect number of persons might produce an incorrect room rate.

- Incorrect company / group code might produce an incorrect room rate.

- Incorrect company pay code will affect the method of payment.

  I - Used to establish that payment is due from the guest.

  C - Used to establish that charges will be billed to the group or company that is entered in the company / group field.

- Incorrect guest type codes might produce a wrong room rate and / or incorrect room tax rate.

If the room rate is to have a discount applied to it which is not determined by a company / group code, the room rate override flag must be set to Y. This insures that the posting of room charges and room taxes during the night audit procedure does not post the standard rack rate from the room rate schedule and possibly adjusted by the discount as determined by the company / group code and / or the guest type.

### C. Importance Of System Backup

System backup is like an insurance policy. Everyone agrees that it's a good idea, but few know how to use it to its best advantage. Both system backup and insurance are based on the premise that sooner or later something terrible is going to happen. You can pay now or later. Prudent business practice dictates that you pay now, because later will invariably be much more painful and inevitably very costly. In the event of a problem, it will take approximately 15 - 30 minutes. A manual recovery could take hours and even possibly days, which by comparison, makes a system recovery appear trivial. The system databases contained in the file c:\Program Files\Twenty-First Century\Front Office System\Hotels.gdb should be backed up daily to zip disk, tape, cd or other backup media.

### D. Balancing The Day's Business

The Front Office Data Entry Report is printed from the Night Audit Menu selection Post to Back Office. This report summarizes the business for the day and month to date and indicates if the system is in balance on the calculated cash over / short line. If the system is in balance, this should be zero.

## TWENTY-FIRST CENTURY HOTEL SYSTEMS
## SAMPLE FRONT OFFICE DATA ENTRY REPORT

BEST WESTERN INN AND SUITES             DATE: 11/25/04
DAILY FRONT OFFICE DATA ENTRY REPORT        TIME: 01.22.32
FOR NOVEMBER 24, 2004

| R E V E N U E | | | DAY | M-T-D |
|---|---|---|---:|---:|
| | 01 | Room Charge | 1,707.00 | 47,107.52 |
| | 02 | Room Tax | 153.63 | 4,239.71 |
| | 15 | Phone Charge | 94.50 | 1,456.63 |
| | 16 | Admin. Phone Allow. | 8.55 | -296.67 |
| | 1A | Room Charge Adjustment | .00 | -157.00 |
| | 21 | Postage | .65 | -3.32 |
| | 25 | Miscellaneous Charge | 4.50 | 470.84 |
| | 2A | Room Tax Adjustment | .00 | -14.13 |
| | 30 | Non-Revenue Misc. | .00 | 457.52 |
| | | TOTAL REVENUE | 1,951.73 | 53,261.10 |

| G U E S T   R E C E I P T S | | | | |
|---|---|---|---:|---:|
| | 50 | Cash or Check | 933.47 | 31,401.60 |
| | 51 | Paid Outs | -121.18 | -2,978.89 |
| | 55 | American Express | 123.42 | 4,999.70 |
| | 60 | Visa Card | 73.53 | 9,369.63 |
| | 65 | Master Card | 330.52 | 8,311.81 |
| | 70 | Discover Card | 29.43 | 1,254.46 |
| | 75 | Bill To Company | 49.92 | 167.39 |
| | | TOTAL RECEIPTS | 1,414.11 | 52,525.70 |

| A D V A N C E   D E P O S I T   R E C E I P T S | | |
|---|---:|---:|
| BEGINNING BALANCE | 404.39 | 291.03 |
| PLUS PAYMENTS RECEIVED | .00 | 670.35 |
| LESS ARRIVALS / REFUNDS | .00 | 556.99 |
| ENDING BALANCE - DEPOSITS ON HAND | 404.39 | 404.39 |

| G U E S T   L E D G E R   B A L A N C E | | |
|---|---:|---:|
| BEGINNING BALANCE | 2,771.00 | 2,459.86 |
| ENDING BALANCE | 3,308.62 | 3,308.62 |
| RECEIVABLES NET CHANGE | 537.62 | 848.76 |

| C O M P A N Y / G R O U P   L E D G E R   B A L A N C E | | |
|---|---:|---:|
| BEGINNING BALANCE | 1,112.18 | 989.06 |
| PLUS CHARGES TO BE BILLED | .00 | 895.58 |
| LESS PAYMENTS RECEIVED | -3.50 | 768.96 |
| ENDING BALANCE | 1,115.68 | 1,115.68 |
| RECEIVABLES NET CHANGE | 3.50 | 126.62 |

| O V E R / S H O R T | | |
|---|---:|---:|
| CALCULATED | .00 | .00 |
| REPORTED | .00 | .00 |

| S T A T I S T I C S | | DAY | M-T-D |
|---|---|---:|---:|
| TOTAL ROOMS: 223 | | | |
| OCCUPIED: 61 | PERCENT OCCUPANCY: | 27.354% | 29.783% |
| AVAILABLE: 100 | AVERAGE DAILY RATE: | 27.98 | 29.45 |
| OUT OF SERVICE: 62 | | | |
| CLEANED TODAY: 52 | AGENT COMMISSIONS: | .00 | 94.60 |
| OCCUPIED YESTERDAY: 52 | BANK DEPOSIT: | 812.29 | 28,422.71 |
| CLEANED/NOT RENTED: 0 | | | |

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

The following sections present reports that may be printed to analyze the detail breakdown of the summary information presented on the Front Office Data Entry Report.

### Report Section:  Revenues And Guest Receipts

Verification of these two sections can be accomplished by analyzing the detailed transactions by posting type report.  This report can be printed by the following steps:

1. From the Front Office Menu,  click on  (night audit menu)

2. From the Night Audit Menu, click on  (transactions by posting type)

3. Select all charge codes and all shifts combined on one report

### Report Section:  Advance Deposit Receipts

Verification of this section can be accomplished by analyzing the deposits on hand report.  This report can be printed by the following steps:

1. From the Front Office Menu, click on  (reservations menu)

2. From the Reservations Menu, click on  (reservations reports menu)

3. From the Reservations Reports Menu, click on (deposits on hand report)

### Report Section:  Guest Ledger Balance

Verification of this section can be accomplished by analyzing the guest ledger balance report.  This report can be printed by the following steps:

1. From the Front Office Menu, click on  (night audit menu)

2. From the Night Audit Menu, click on (folio balance report)

### Report Section:   Company/Group Ledger Balance

Verification of this section can be accomplished by analyzing the daily reconciliation report for accounts receivable.  This report can be printed by the following steps:

1. From  the Front Desk Menu, click on ( reservations menu)

2. From the Reservations Menu, click on (company / group information menu)

3. From the Company / Group Information Menu, click on (company / group management reports)

4. From the Company / Group Management Reports Menu, click on (daily reconciliation report)

**Operating Procedures**

**Part 8.  Front Office System Speed Buttons**

The Front Office System provides quick access to several of the most frequently used functions with speed buttons:

- **printer setup**
- **display room availability**
- **add reservation for new guest**
- **add reservation from guest history**
- **check in with reservation**
- **check in walk in**
- **display house status**
- **post folio charges/receipts**
- **check out guest**
- **help topics**

To access these functions, the front desk clerk simply clicks on the speed button conveniently located across the top of the Twenty-First Century screen.  The speed buttons save time by eliminating the need to navigate the front office system menus.

**Help Topics**

The Front Office System help screens provide good documentation regarding the setup and operation of the system.  The help screens may be accessed either by clicking on the help menu item at the top of the Twenty-First Century screen or by highlighting a particular menu item such as check in with reservation and then pressing the F1 function key to display the help topic for that menu item.

**Report Writer**

The Front Office System includes an interface to the RAVE Report Writer to design and print customized reports with full access to the hotels databases. The Report Writer is used for custom guest folios, confirmation letters, registration cards and commission checks. The Report Writer may be access through the interface menu.  The Front Office System cd rom contains a Report Writer User Manual  in the file ReportWriter.pdf

**Operating Procedures**

**Part 9.  Front Office System Popup Windows**

The Front Office System provides quick access to important information with popup windows:

- **room availability by room type**
- **room availability by room**
- **room rack by room number**
- **alphabetical guest name list**
- **guest list by room number**
- **housekeeping status/condition**
- **front office system codes**
- **room rate schedule**
- **company/group account list**
- **frequent guest list**
- **reservations by check in date**
- **travel agent list**

To access these windows, the front desk clerk holds down the CTRL key and presses the function key [F1] – [F12] for the popup window.  The popup windows save time by eliminating the need to navigate the front office system menus.

**TWENTY-FIRST CENTURY FRONT OFFICE SYSTEM**
**POPUP WINDOWS**

[CTRL] + [F1]　= **Room Availability By Room Type**

[CTRL] + [F2]　= **Room Availability By Room Number**

[CTRL] + [F3]　= **Room Rack By Room Number**

[CTRL] + [F4]　= **Alphabetical Guest Name List**

[CTRL] + [F5]　= **Guest List By Room Number**

[CTRL] + [F6]　= **Housekeeping Status/Condition**

[CTRL] + [F7]　= **Front Office System Codes**

[CTRL] + [F8]　= **Room Rate Schedule**

[CTRL] + [F9]　= **Company/Group Account List**

[CTRL] + [F10] = **Frequent Guest List**

[CTRL] + [F11] = **Reservations By Check In Date**

[CTRL] + [F12] = **Travel Agent List**

**TWENTY-FIRST CENTURY HOTEL SYSTEMS**
**SAMPLE POPUP WINDOWS**

**[CTRL] + [F1]**

### ROOM AVAILABILITY BY ROOM TYPE

| TYPE | NUMBER OF ROOMS AVAILABLE BY DAY STARTING 9/30/06 | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | SAT 0930 | SUN 1001 | MON 1002 | TUE 1003 | WED 1004 | THU 1005 | FRI 1006 | SAT 1007 | SUN 1008 | MON 1009 | TUE 1010 | WED 1011 | THU 1012 | FRI 1013 |
| DOUBLE | 25 | 30 | 40 | 48 | 52 | 56 | 56 | 56 | 56 | 56 | 56 | 56 | 56 | 56 |
| KING | 17 | 20 | 20 | 20 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 |
| SUITE | 2 | 4 | 4 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| TOTAL | 44 | 54 | 64 | 74 | 80 | 84 | 84 | 84 | 84 | 84 | 84 | 84 | 84 | 84 |

**[CTRL] + [F2]**

### ROOM AVAILABILITY BY ROOM NUMBER

| ROOM | ROOM AVAILABILITY BY DAY STARTING 9/30/06 | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | SAT 0930 | SUN 1001 | MON 1002 | TUE 1003 | WED 1004 | THU 1005 | FRI 1006 | SAT 1007 | SUN 1008 | MON 1009 | TUE 1010 | WED 1011 | THU 1012 | FRI 1013 |
| 101 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 102 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 103 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 104 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 105 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 106 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 107 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 108 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 109 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 110 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

## TWENTY-FIRST CENTURY HOTEL SYSTEMS
## SAMPLE POPUP WINDOWS

**[CTRL] + [F3]**

### ROOM RACK BY ROOM NUMBER

| ROOM NUMBER | ROOM TYPE | ROOM CONDITION | ROOM / OCCUPANCY STATUS | ROOM LOCATION | ROOM VIEW | TV | ROOM RATING |
|---|---|---|---|---|---|---|---|
| 101 | KING | C | A VACANT / AVAILABLE | DF | SB | 25 | 9.9 |
| 102 | KING | D | O BOB BULLEMER | DF | HC PT | 25 | 9.9 |
| 103 | KING | D | O TIM BANNER | DF | HCNSCR | 25 | 9.9 |
| 104 | DOUBLE | C | A VACANT / AVAILABLE | DF | NS CR | 19 | 9.9 |
| 105 | DOUBLE | D | O ALICE EARLS | DF | OCEAN | 19 | 9.9 |
| 106 | DOUBLE | C | A VACANT / AVAILABLE | DF | OCEAN | 19 | 9.9 |
| 107 | KING | C | A VACANT / AVAILABLE | DF | SB | 25 | 9.9 |
| 108 | KING | C | A VACANT / AVAILABLE | DF | SB | 25 | 9.9 |
| 109 | SUITE | D | O BOBBY KING | DF | SB | 25 | 9.9 |
| 110 | SUITE | C | A VACANT / AVAILABLE | DF | SB | 25 | 9.9 |

**[CTRL] + [F4]**

### ALPHABETICAL GUEST NAME LIST

| NAME OF GUEST | ROOM NUMBER | FOLIO NUMBER | ARRIVAL DATE | DEPARTURE DATE | PAY IND. |
|---|---|---|---|---|---|
| BAILEY, DONNIE | 232 | 50919232 | 09/19/05 | 09/20/05 | I |
| BANNER, TIM | 231 | 50919231 | 09/19/05 | 09/20/05 | I |
| BULLEMER, BOB | 102 | 50919102 | 09/19/05 | 09/23/05 | I |
| EARLS, ALICE | 218 | 50919218 | 09/19/05 | 09/22/05 | I |
| FOWLER, RANDALL | 233 | 50919233 | 09/19/05 | 09/20/05 | I |
| GOSSETT, HAROLD | 116 | 50919116 | 09/19/05 | 09/21/05 | I |
| JOHNSON, HARSBEL | 244 | 50919244 | 09/19/05 | 09/21/05 | I |
| JUSTICE, FLORA | 104 | 50919104 | 09/19/05 | 09/20/05 | I |
| KING, BOBBY | 135 | 50919135 | 09/19/05 | 09/22/05 | I |
| MAYBERRY, THOMAS | 240 | 50919240 | 09/19/05 | 09/22/05 | I |

# TWENTY-FIRST CENTURY HOTEL SYSTEMS
## SAMPLE POPUP WINDOWS

**[CTRL] + [F5]**

### GUEST LIST BY ROOM NUMBER

| ROOM NUMBER | NAME OF GUEST | FOLIO NUMBER | ARRIVAL DATE | DEPARTURE DATE | PAY IND. |
|---|---|---|---|---|---|
| 101 | JAMES FARLEY | 50919101 | 09/19/05 | 09/21/05 | I |
| 102 | BOB BULLEMER | 50919102 | 09/1905 | 09/23/05 | I |
| 104 | FLORA JUSTICE | 50919104 | 09/19/05 | 09/20/05 | I |
| 106 | ENGLENE SMITH | 50919106 | 09/19/05 | 09/22/05 | I |
| 112 | DENNIS ARRWOOD | 50919112 | 09/19/05 | 09/23/05 | I |
| 114 | KATHERINE OVERTON | 50919114 | 09/19/05 | 09/21/05 | I |
| 116 | HAROLD GOSSETT | 50919116 | 09/19/05 | 09/21/05 | I |
| 118 | TRAVIS NORMAN | 50919118 | 09/19/05 | 09/20/05 | I |
| 128 | HARRY PRUITT | 50919128 | 09/19/05 | 09/21/05 | I |
| 135 | BOBBY KING | 50919135 | 09/19/05 | 09/22/05 | I |
| 218 | ALICE EARLS | 50919218 | 09/19/05 | 09/22/05 | I |
| 231 | TIM BANNER | 50919231 | 09/19/05 | 09/20/05 | I |
| 232 | DONNIE BAILEY | 50919232 | 09/19/05 | 09/20/05 | I |
| 233 | RANDALL FOWLER | 50919233 | 09/19/05 | 09/20/05 | I |
| 240 | THOMAS MAYBERRY | 50919240 | 09/19/05 | 09/23/05 | I |
| 244 | HARSBEL JOHNSON | 50919244 | 09/19/05 | 09/21/05 | I |

**[CTRL] + [F6]**

### HOUSEKEEPING STATUS / CONDITION

| ROOM STATUS | ROOM NUMBER | CLEAN | DIRTY | INSPECTED |
|---|---|---|---|---|
| VACANT / AVAILABLE | 101 | | DIRTY | |
| VACANT / AVAILABLE | 102 | CLEAN | | |
| VACANT / AVAILABLE | 103 | CLEAN | | |
| VACANT / AVAILABLE | 104 | CLEAN | | |
| VACANT / AVAILABLE | 105 | | DIRTY | |
| VACANT / AVAILABLE | 106 | | DIRTY | |
| VACANT / AVAILABLE | 107 | CLEAN | | |
| VACANT / AVAILABLE | 108 | CLEAN | | |
| VACANT / AVAILABLE | 109 | | DIRTY | |
| VACANT / AVAILABLE | 110 | CLEAN | | |
| VACANT / AVAILABLE | 111 | CLEAN | | |
| VACANT / AVAILABLE | 112 | | DIRTY | |

**[CTRL] + [F7]**

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### FRONT OFFICE SYSTEM CODES

**REVENUE (+) / EXPENSE (-) CODES**

01 = Room Charge
02 = Room Tax
03 = Sales Tax
1A = Room Charge Adjustment
2A = Room Tax Adjustment
3A = Sales Tax Adjustment
15 = Phone Charge
4A = Miscellaneous Charge

**RECEIPT / ASSET CODES**

50 = Cash
55 = American Express Card
60 = Master Card
65 = Visa Card
70 = Discover Card
74 = Gift Certificate
75 = Bill to Company
80 = Advance Deposit
85 = Folio Balance Forward
99 = Cash Over / Short

_____

**PAYMENT INDICATOR CODES**

C = Company Billed
I = Individual Pays

_____

**PAYMENT METHOD CODES**

AMEX = American Express Card
BILL = Direct Bill
CASH = Cash
DISC = Discover Card
GIFT = Gift Certificate
MC = Master Card
VISA = Visa Card

**GUEST TYPE CODES**

C = Complimentary Guest
DE = Daily Tax Exempt
DT = Daily Taxable
FG = Frequent Guest
GP = Guest Package
ME = Monthly Tax Exempt
MT = Monthly Taxable
WE = Weekly Tax Exempt
WT = Weekly Taxable

**SOURCE OF BUSINESS CODES**

AD = Advertisement
AR = Advance Reservation
RG = Repeat Guest
WI = Walk In

## TWENTY-FIRST CENTURY HOTEL SYSTEMS
## SAMPLE POPUP WINDOWS

**[CTRL] + [F8]**

### ROOM RATE SCHEDULE

| ROOM | ONE PERSON | | | TWO PERSON | | | THREE PERSON | | | FOUR PERSON | | |
|------|------|-----|-------|------|-----|-------|------|-----|-------|------|-----|-------|
| TYPE | ROOM | TAX | TOTAL | ROOM | TAX | TOTAL | ROOM | TAX | TOTAL | ROOM | TAX | TOTAL |
| DOUBLE | 40 | 4.00 | 44.00 | 45 | 4.50 | 49.50 | 50 | 5.00 | 55.00 | 55 | 5.50 | 60.50 |
| DD / HC | 45 | 4.50 | 49.50 | 50 | 5.00 | 55.00 | 55 | 5.50 | 60.50 | 60 | 6.00 | 66.00 |
| DD / JAC | 50 | 5.00 | 55.00 | 55 | 5.50 | 60.50 | 60 | 6.00 | 66.00 | 65 | 6.50 | 71.50 |
| KING | 55 | 5.50 | 60.50 | 60 | 6.00 | 66.00 | 65 | 6.50 | 71.50 | 70 | 7.00 | 77.00 |
| KING / HC | 60 | 6.00 | 66.00 | 65 | 6.50 | 71.50 | 70 | 7.00 | 77.00 | 75 | 7.50 | 82.50 |
| SUITE | 75 | 7.50 | 82.50 | 80 | 8.00 | 88.00 | 85 | 8.50 | 93.50 | 90 | 9.00 | 99.00 |

**[CTRL] + [F9]**

### COMPANY / GROUP ACCOUNT LIST

| CODE | NAME | DISCOUNT | RATE |
|------|------|----------|------|
| 0001 | ABC Equipment | 5.000 | P |
| 2463 | Boeing Air Company | 10.000 | P |
| 3452 | Chapter Ten Finances | 5.000 | P |
| 3500 | Dow Jones, Inc. | 10.000 | P |
| 4001 | Hewlett Packard | 15.000 | P |
| 4239 | IBM | 52.000 | R |
| 4683 | Radisson | 5.000 | P |
| 5200 | Sun Micro System | 10.000 | P |
| 6900 | Zenith Appliances | 4.000 | D |

**[CTRL] + [F10]**

### FREQUENT GUEST LIST

| ARRIVAL DATE | DEPART DATE | NUMBER STAYS | NUMBER NIGHTS | ROOM NUMBER | ROOM RATE | ROOM REVENUE | TOTAL REVENUE |
|------|------|------|------|------|------|------|------|
| HAROLD  GREEN | | 4 | | | | | |
| 06/15/05 | 06/18/05 | | 3 | 110 | 75.00 | 225.00 | 275.00 |
| 07/15/05 | 07/18/05 | | 3 | 110 | 75.00 | 225.00 | 310.00 |
| 08/15/05 | 08/18/05 | | 3 | 110 | 75.00 | 225.00 | 291.13 |
| 09/15/05 | 09/18/05 | | 3 | 110 | 75.00 | 225.00 | 269.40 |

# TWENTY-FIRST CENTURY HOTEL SYSTEMS
## SAMPLE POPUP WINDOWS

**[CTRL] + [F11]**

### RESERVATIONS BY CHECK IN DATE

| RESERVATION NUMBER | TYPE | CHECK IN DATE | CHECK OUT DATE | DEPOSIT DUE DATE | DEPOSIT REQUIRED | LAST NAME | ROOM | RATE |
|---|---|---|---|---|---|---|---|---|
| 99993837R | ID | 11/02/05 | 11/05/05 | 11/01/05 | 55.00 | Walston | DOUBLE | 55.00 |
| 99995894R | P | 11/02/05 | 11/07/05 | *NONE* | 0.00 | Bishop | 103 | 60.00 |
| 99994635R | I | 11/02/05 | 11/03/05 | *NONE* | 0.00 | Mitchell | KING | 65.00 |
| 99994578R | ID | 11/02/05 | 11/04/05 | 11/01/05 | 55.00 | Rosenthal | DOUBLE | 55.00 |
| 99993825R | I | 11/02/05 | 11/03/05 | *NONE* | 0.00 | Cushman | DOUBLE | 55.00 |
| 99993375R | ID | 11/02/05 | 11/08/05 | 11/01/05 | 60.00 | Holcomb | QUEEN | 60.00 |
| 99998773R | PD | 11/02/05 | 11/04/05 | 11/01/05 | 60.00 | Vogel | 121 | 60.00 |
| 99992384R | ID | 11/02/05 | 11/05/05 | 11/01/05 | 55.00 | Sedgwick | DOUBLE | 55.00 |
| 99992358R | I | 11/02/05 | 11/06/05 | *NONE* | 0.00 | O'Donnell | QUEEN | 60.00 |
| 99994578R | PD | 11/02/05 | 11/03/05 | 11/01/05 | 65.00 | Hyndman | 234 | 65.00 |
| 99994746R | I | 11/02/05 | 11/06/05 | *NONE* | 0.00 | Rodriguez | DOUBLE | 55.00 |
| 99992948R | ID | 11/02/05 | 11/04/05 | 11/01/05 | 65.00 | Flanigan | KING | 65.00 |

**[CTRL] + [F12]**

### TRAVEL AGENT INFORMATION

| ID CODE | AGENT NAME | TELEPHONE NUMBER | COMMISSION TYPE | COMMISSION RATE |
|---|---|---|---|---|
| 9372746323 | Age of Travel | (213) 836-8937 | N | 10 |
| 8362358456 | American Express Travel - Chicago | (312) 383-3836 | N | 10 |
| 1276347463 | American Express Travel - New York | (212) 847-9372 | P | 10 |
| 2346487348 | California West Travel | (714) 348-3836 | N | 5 |
| 0834463532 | Daytime Travel | (818) 387-5710 | N | 10 |
| 2193744648 | Gateway Travel & Tour Services | (805) 841-9175 | N | 5 |
| 3873673642 | Innovations In Travel | (213) 943-2104 | P | 10 |
| 2939492946 | Lori Travel Bureau | (714) 739-8583 | N | 10 |
| 6902392874 | Twenty-First Century Travel | (213) 827-6247 | N | 5 |

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Operating Procedures

### Part 10.  Powerscan Availability Display

The Powerscan Availability Display provides an electronic version of the widespread manual roller board powerscan reservation system which was popular in many hotels prior to the advent of computers. The spreadsheet format is shown below:



The Powerscan Availability Display provides the following system function buttons which may also be accessed by function keys to quickly and easily update the system:

- **Add Reservation**               **Ctrl  F1**
- **Check In Reservtion**           **Ctrl  F2**
- **Check In Walk In**              **Ctrl  F3**
- **Check Out Guest**               **Ctrl  F4**
- **Change Room**                   **Ctrl  F5**
- **Change Arrival Date**           **Ctrl  F6**
- **Extend Stay**                   **Ctrl  F7**
- **Shorten Stay**                  **Ctrl  F8**
- **Change Guest Information**   **Ctrl  F9**
- **Post Folio Charges/Receipts  Ctrl  F10**

You may page up and down to display more rooms.  You may arrow to the left and right to display other dates up to 2 years in the future.  Hold the arrow key down for rapid movement.

**TWENTY-FIRST CENTURY HOTEL SYSTEMS**

## Operating Procedures

The Powerscan Availability Display makes it much quicker to check room availability and perform reservations, check ins, check outs and other system functions.  The spreadsheet cells are **color coded** to easily distinguish between the following **room status** categories:

- **Reservations Due to Arrive**          Green
- **In House Guests Staying Over**         Blue
- **In House Guests Checking Out Today**   Yellow
- **Out Of Service Rooms**                 Red

The Powerscan Availabilty Display operates as a separate system or in tandem with the Front Office System.  If both systems are installed, they share a common database.  Changes made to the Powerscan Availability Display are automatically transferred to the Front Office System and vice versa.

You may **quickly flip back and forth** between the Front Office System and the Powerscan Availability Display by pressing the following keys:

- **Alt  Tab    Front Office System**
- **Alt  Tab    Powerscan Availability Display**

The Front Office System provides quick access to **other popup windows:**

- **room availability by room type**
- **room availability by room**
- **room rack by room number**
- **alphabetical guest name list**
- **guest list by room number**
- **housekeeping status/condition**
- **front office system codes**
- **room rate schedule**
- **company/group account list**
- **frequent guest list**
- **reservations by check in date**
- **travel agent list**

To access these windows, the front desk clerk holds down the CTRL key and presses the function key [F1] – [F12] for the popup window.  The popup windows save time by eliminating the need to navigate the front office system menus.

**Operating Procedures**

### Part 11.  Condominium Management System

The Condominium Management System tracks rental revenue and posts monthly fees for condominium owners. The spreadsheet format is shown below:



The Condominium Management Display provides the following system function buttons which may also be accessed by function keys to quickly and easily update the system:

- **Add New Owners Information**                    Ctrl  F1
- **Modify Existing Owners Information**          Ctrl  F2
- **Modify Daily Rental Revenue**                     Ctrl  F3
- **Post Monthly Fees**                                        Ctrl  F4
- **Post Payments To/From Owners**              Ctrl  F5
- **Print Owners Summary Report**                   Ctrl  F6
- **Print Owners Statements**                     Ctrl  F7
- **Print Business Report By Unit**                   Ctrl  F8
- **Print Property Management Report**          Ctrl  F9
- **Print Rental Priority Report**                      Ctrl  F10

The Condominium Management Display is color coded blue if the unit is available for rental and red if the unit is not part of the rental pool.

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Data Definitions

### Part 1:  Database Information

| | |
|---|---|
| **agedreceivables** | **Aged Receivables  Database** |
| **agents** | **Travel Agent  Information Database** |
| **agenthistory** | **Travel Agent Commission History Database** |
| **archive** | **Archive Guest History Database** |
| **archivecharges** | **Archive Guest History Charge Transactions Database** |
| **availability** | **Room Availability  Database** |
| **backcharges** | **Back Office Charge/Receipt Transactions Database** |
| **backoffice** | **Back Office Interface Information Database** |
| **commissions** | **Travel Agent Commission Check Transactions Database** |
| **companycharges** | **Company/Group Charge Transactions Database** |
| **companyinvoices** | **Company/Group Direct Bill Invoices Database** |
| **companyreceipts** | **Company/Group Receipt Transactions Database** |
| **companyreceivables** | **Company/Group Receivables Database** |
| **companys** | **Company/Group Information Database** |
| **employeehours** | **Employee Hours Database** |
| **guestcharges** | **Guest Charge/Receipt Transactions Database** |
| **guests** | **Guest Information Database** |
| **guestsharing** | **Guest Sharing Information Database** |
| **history** | **Recent Guest  History Information Database** |
| **historycharges** | **Recent Guest History Charge/Receipt Transactions Database** |
| **messages** | **Guest Messages Database** |

## Data Definitions

### Part 1:  Database Information

**pmactivities**          **Preventive Maintenance Activities Database**

**pmschedule**           **Preventive Maintenance Schedule Database**

**reserve**                  **Reservations Information Database**

**reservedeposits**      **Reservations Deposits Transactions Database**

**roomschedule**        **Room Schedule Database**

**sharinghistory**       **Room Sharing History Database**

**shifts**                     **Cashier Shift Closing Times Database**

**timeclock**              **Employee Time Clock  Database**

**workorders**            **Property Maintenance Work Orders Database**

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Data Definitions

## Part 2:  System Parameters

| roomtypes | **Room Types Table** | |
|---|---|---|
| | ROOMTYPECODE | CHAR(6) |
| | ROOMTYPEDESCRIPTION | CHAR(35) |

| rooms | **Rooms Information Table** | |
|---|---|---|
| | ROOMNUMBER | CHAR(5) |
| | ROOMSTATUSCODE | CHAR(1) |
| | ROOMCONDITIONCODE | CHAR(1) |
| | LOCATION | CHAR(6) |
| | ROOMTYPECODE | CHAR(6) |
| | VIEWTYPECODE | CHAR(6) |
| | TVTYPECODE | CHAR(3) |
| | ROOMRATING | INTEGER |
| | FOLIONUMBER | CHAR(9) |

| roomrates | **Room Rate Schedule Table** | |
|---|---|---|
| | RATECODE | CHAR(10) |
| | RATEONE | DOUBLE |
| | RATETWO | DOUBLE |
| | RATETHREE | DOUBLE |
| | RATEFOUR | DOUBLE |

| guesttypes | **Guest Types Table** | |
|---|---|---|
| | GUESTTYPECODE | CHAR(2) |
| | GUESTTYPE DESCRIPTION | CHAR(35) |
| | ROOMTAXRATE | DOUBLE |
| | SALESTAXRATE | DOUBLE |
| | FREQUENCYCODE | CHAR(1) |

| sources | **Source of  Business Table** | |
|---|---|---|
| | SOURCECODE | CHAR(2) |
| | SOURCEDESCRIPTION | CHAR(35) |

| chargecodes | **Charge/Receipt Codes Table** | |
|---|---|---|
| | CHARGECODE | CHAR(2) |
| | CHARGEDESCRIPTION | CHAR(20) |
| | ACCOUNTCODE | CHAR(6) |
| | DEBITCREDITCODE | CHAR(1) |

| accounts | **General Ledger Accounts Table** | |
|---|---|---|
| | ACCOUNTCODE | CHAR(6) |
| | ACCOUNTDESCRIPTION | CHAR(35) |

# TWENTY-FIRST CENTURY HOTEL SYSTEMS

## Data Definitions

### Part 2:  System Parameters

| paymethods | **Payment Methods Table** | |
|---|---|---|
| | PAYMETHODCODE | CHAR(4) |
| | CHARGECODE | CHAR(2) |
| | CREDITLIMIT | DOUBLE |
| | PAYMETHODDESCRIPTION | CHAR(35) |

| employees | **Employees Table** | |
|---|---|---|
| | EMPLOYEEID | CHAR(9) |
| | DATAENTRYDATE | DATE |
| | PUNCHSTATUS | CHAR(1) |
| | STATUSDATE | DATE |
| | STATUSTIME | INTEGER |
| | EMPLOYEEPASSWORD | CHAR(4) |
| | LASTNAME | CHAR(25) |
| | FIRSTNAME | CHAR(15) |
| | MIDDLEINITIAL | CHAR(2) |
| | DEPARTMENTCODE | CHAR(1) |
| | WORKLOCATION | CHAR(6) |
| | PROPERTY | CHAR(3) |

| problems | **Maintenance Problems Table** | |
|---|---|---|
| | PROBLEMCODE | CHAR(2) |
| | PROBLEMDESCRIPTION | CHAR(35) |

| commissionrates | **Travel Agent Commission Rates Table** | |
|---|---|---|
| | COMMISSIONCODE | CHAR(2) |
| | COMMISSIONPERCENT | DOUBLE |

| packages | **Guest Package Information Table** | |
|---|---|---|
| | PACKAGECODE | CHAR(8) |
| | PACKAGEDESCRIPTION | CHAR(35) |
| | FOLIOROOMCHARGE | DOUBLE |
| | FOLIOTAXCHARGE | DOUBLE |
| | FOLIOTOTALCHARGE | DOUBLE |

| packagecharges | **Guest Package Charge Breakdown Table** | |
|---|---|---|
| | PACKAGECODE | CHAR(8) |
| | CHARGECODE | CHAR(2) |
| | CHARGEAMOUNT | DOUBLE |
| | PAYINDICATOR | CHAR(1) |

## Data Definitions

## Part 3: Code Tables

| | | |
|---|---|---|
| **AGENTTYPES** | **Travel Agent Type Code Table** | |
| | | no travel agent |
| N | commission payable after check out | |
| P | commission pre-deducted from payment | |
| **COUNTRYS** | **World Countries Code Table** | |
| | | unknown country |
| CAN | Canada | |
| MEX | Mexico | |
| US | United States | |
| **DEPARTMENT** | **Employee Department Code Table** | |
| A | administration/Management | |
| F | front desk | |
| H | housekeeping | |
| M | maintenance | |
| S | sales/marketing | |
| B | beverage | |
| R | restaurant | |
| G | gift Shop | |
| **DISCOUNTS** | **Company Discount Code Table** | |
| | | no discount |
| D | dollar amount off | |
| P | percent off | |
| R | flat rate dollar amount | |
| **FREQUENCY** | **Room Charge Frequency Code Table** | |
| D | daily | |
| W | weekly | |
| M | monthly | |
| Q | quarterly | |
| A | yearly | |
| C | complimentary | |
| **GUESTSTATUS** | **Guest Status Code Table** | |
| R | reservation | |
| C | cancellation | |
| F | frequent guest | |
| I | checked in | |
| O | checked out | |
| H | house account | |
| **PAYTYPES** | **Employee Pay Type Code Table** | |
| R | regular | |
| V | vacation | |
| S | sick | |
| H | holiday | |
| O | overtime | |
| **RESERVETYPES** | **Reservation Type Code Table** | |
| I | inventory – no room number assigned | |
| ID | inventory/deposit required | |
| P | pre-assigned room | |
| PD | pre-assigned room/ deposit required | |
| **ROOMCONDITION** | **Room Condition Code Table** | |
| C | clean | |
| D | dirty | |
| I | inspected | |
| **ROOMSTATUS** | **Room Status Code Table** | |
| A | vacant/available | |
| N | vacant/reserved – no deposit | |
| R | vacant/reserved – with deposit | |
| O | occupied | |
| X | out of service | |
| **WOSTATUS** | **Work Order Status Code Table** | |
| C | completed | |
| H | on hold | |
| O | open | |
| P | pending | |

| STATES | United States Code Table |
|---|---|
| | unknown state |
| AK | Alaska |
| AL | Alabama |
| AR | Arkansas |
| AZ | Arizona |
| CA | California |
| CO | Colorado |
| CT | Connecticut |
| DC | District of Columbia |
| DE | Delaware |
| FL | Florida |
| GA | Georgia |
| HI | Hawaii |
| IA | Iowa |
| ID | Idaho |
| IL | Illinois |
| IN | Indiana |
| KS | Kansas |
| KY | Kentucky |
| LA | Louisiana |
| MA | Massachusetts |
| MD | Maryland |
| ME | Maine |
| MI | Michigan |
| MN | Minnesota |
| MO | Missouri |
| MS | Mississippi |
| MT | Montana |
| NE | Nebraska |
| NC | North Carolina |
| ND | North Dakota |
| NH | New Hampshire |
| NJ | New Jersey |
| NM | New Mexico |
| NV | Nevada |
| NY | New York |
| OH | Ohio |
| OK | Oklahoma |
| OR | Oregon |
| PA | Pennsylvania |
| RI | Rhode Island |
| SC | South Carolina |
| SD | South Dakota |
| TN | Tennessee |
| TX | Texas |
| UT | Utah |
| VA | Virginia |
| VT | Vermont |
| WA | Washington |
| WI | Wisconsin |
| WV | West Virginia |
| WY | Wyoming |
| AB | Alberta Canada |
| BC | British Columbia Canada |
| MB | Manitoba Canada |
| NB | New Brunswick Canada |
| NF | Newfoundland Canada |
| NS | Nova Scotia Canada |
| ON | Ontario |
| PE | Prince Edward Island |
| PQ | Quebec Canada |
| SK | Saskatchewan |