

TWENTY-FIRST CENTURY

HOTEL SYSTEMS™

**CALLS SYSTEM
CALL ACCOUNTING SOFTWARE
PROCEDURES MANUAL**

WINDOWS VERSION 2.0

TWENTY-FIRST CENTURY HOTEL SYSTEMS

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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 CALLS SYSTEM Call Accounting Software Procedures Manual presents a summary of the Twenty-First Century CALLS 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 call accounting 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>

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Installation Procedures

Part 1: Call Accounting 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.

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 Call Accounting Software
In the c:\Program Files\Twenty-First Century\Call Accounting 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.

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

Call Accounting System Directories/Files

c:\Program Files\Twenty-First Century\Call Accounting System

CallAccounting.exe - Call Accounting System Program
CallAccounting.hlp - Call Accounting System Help File
CallPri.exe - Call Pricing Program
CallPri.pif - Call Pricing Program Information File
CallRat.exe - Call Rate Lookup Program
CallRat.pif - Call Rate Lookup Program Information File
CallRecs.exe - Call Receipt Interface Program
CallRecs.pif - Call Receipt Program Information File

c:\Program Files\Twenty-First Century\Call Accounting System

Calls.gdb - Call Accounting System SQL Database

c:\Program Files\Twenty-First Century\Call Accounting System

Araint.dat - International Country Code Table
Araldr.dat - U.S. Long Distance Area Code Table
Aranpa.dat - U.S. Area Code Exchanges Table
Araslt.dat - Call Slot Rates Table
Aratar.dat - Call Tariffs Mileage Table
Calextdat - Phone System Extensions Table
Calfld.dat - Phone System Call Record Format
Calhol.dat - Holidays For Discount Rates Table
Calnpa.dat - Supplemental Rate Table
Calpar.dat - Call Accounting System Parameters Table
Calpat.dat - Special Phone Number Patterns Table
Calsur.dat - Rate Surcharges Table
Comcfg.dat - Communications Port Configuration Table
Call.rec - Call Records File For Front Office System Interface
Rwcall.rec - Raw Call Records File From Phone System
SMDR.rec - Phone System SMDR Record Format File

c:\Program Files\Borland\InterBase\BIN

ibserver.exe - Interbase SQL Database Server Program

c:\Program Files\twenty-first century\Call Accounting System

CallAccounting.rav - Call Accounting System Report Writer Interface
Rave.hlp - Rave Report Writer Help File
Rave.ini - Rave Report Writer Configuration File
RaveSolo.dll - Rave Report Writer Dynamic Link Library

CD ROM

CALLACCOUNTING.doc - Call Accounting System Procedures Manual
ReportWriter.pdf - Rave Report Writer Manual

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 Call Accounting Icon to start the Call Accounting System.

Click on Call Accounting, Click on System Configuration to view the Pull Down Menu for System Configuration which contain codes and the associated descriptive information. Once the system is setup, the System Configuration Parameters are used to communicate with the phone system, receive raw call records, price the calls and store the information in the system databases.

Review and update the information in the following System Configuration Parameters:

- General parameter configuration
- Port configuration and protocol
- Extension database setup
- Surcharge table setup
- Special phone patterns
- Raw call record format definition

TWENTY-FIRST CENTURY HOTEL SYSTEMS

System Parameters

General Parameter Configuration:

mandatory table of general parameters to configure the Call Accounting System including the check out option, tear and post option, store calls option, send to pms option, and guest phone tax.

- rate table in use (Y/N)
- area code/prefix
- check out option (Y/N)
- save smdr option (Y/N)
- tear and post option (Y/N)
- store calls option (Y/N)
- store no cost calls (Y/N)
- store administrative calls (Y/N)
- store local calls (Y/N)
- guest phone tax %
- print calls over amount \$
- phone switch name
- send call records to Front Office System (Y/N)
- send guest call records only (Y/N)
- send com port (= 0 if Front Office System on same computer)
- day time (ex: 8:00 A)
- eve time (ex: 5:00 P)
- night time (ex: 11:00 P)
- hard disk drive letter (ex: c:)
- call price limit amount \$
- period to store calls (days)

Port Configuration calls and Protocol:

mandatory table of parameters to configure the communications port to receive from the phone system.

- com port number (1/2)
- baud rate (300/600/1200/2400/9600)
- parity (odd/even/none)
- data bits (7/8)
- stop bits (1/2)
- hand shaking ack/nak (Y/N)
- enquiry used (Y/N)
- smdr print mode (leave blank to turn off printing)
- display call records from phone system (Y/N)
- record framing minimum record length (ex: 20)
- auto-frame option (Y/N)
- first constant (ex: 0)
- terminating characters (ex: 13, 10)

note: if the auto-frame option is set to Y, then the first constant and terminating character fields should be left blank

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System Parameters

Extension Database Setup:

mandatory table of phone extension information for both guest and administrative extensions.

- extension number
- extension type code (Guest/Admin)
- status code (A = active / D = delete)
- surcharge table (0 = guest/ 1 = admin)
- room number
- extension name (ex: general manager)
- department (ex: housekeeping)
- credit limit (\$)
- account code
- last check out date (mm/dd/yyyy)

Surcharge Table administrative Setup:

mandatory table of rate surcharges with separate entries for guest and administrative calls. The factors include the grace period (seconds), cost adjustment percent,

Markup percent, and fixed surcharge amount (\$).

- local calls
 - operator assisted calls
 - local directory assistance
 - long distance directory assistance
 - 1-800 calls including 888, 877, 866, etc.
 - 1-900 calls
 - international calls outside the United States
 - interstate calls with in the United States
 - intrastate calls with in the home state
 - intralatta calls with in the home area code
 - special phone pattern calls
 - other phone pattern calls
-

TWENTY-FIRST CENTURY HOTEL SYSTEMS

System Parameters

**Special Phone
Patterns:**

optional table of special phone patterns such as account numbers, access codes or credit card access numbers.

- phone pattern identification (Y/N)
- leading digits to ignore (ex: 10288/ 10333/ 9501022/ 950/ 0)
- access code
- special phone patterns (ex: ???-976)
- other phone patterns (ex: 700-NNN)
- area code/prefix (npacoc/ slot)

**Raw Call Record
Format Definition:**

mandatory table to define the format of the raw call records sent from the phone system.

- date of call position
- date of call format (ex: MM/DD)
- time of call position
- time of call format (ex: HH:MM)
- extension position
- dialed number position
- call duration format (ex: MMM.T)

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Setup Procedures

Part 2: System Features

The following menu selections are available in the current version 2.0 of the system for the windows operating system.

System Configuration Menu

- general parameter configuration
- port configuration and protocol
- extension database setup
- surcharge table setup
- special phone patterns
- raw call record format definition

Process Calls From Phone System

Reports Menu

- phone call search report
- extension report
- phone call profit report
- calls pending profit report
- raw call record report
- credit limit report
- client billing report
- cost center report

Utilities Menu

- enter holidays for rate adjustment
- purge phone call report database
- display raw call records
- update supplemental rate table
- display standard rate table
- display supplemental rate table
- display holidays for rate adjustment
- compute the price of a call

Display Calls For Extension

Print Extension Check Out Report

Check Out Extension

Report Writer Interface

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Setup Procedures

Part 2: System Features

Help Topics

The Call Accounting 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 Process Calls From Phone System and then pressing the F1 function key to display the help topic for that menu item.

Report Writer

The Call Accounting 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 report formats. Documentation for the RAVE Report Writer is contained on the Twenty-First Century CD in the Rave.pdf file.

To access the RAVE Report Writer, click on Interfaces/Report Writer.

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Operating Procedures

Part 1. Process Calls From Phone System

This routine is used to load priced call records from the Call Receipt Interface Program and store them in the Call Accounting System database.

As calls are made by the guests, the phone switch sends a message out its SMDR port to the call accounting computer. The message contains the extension number, call date, call time, duration, and phone number called.

The messages are received on the call accounting computer by the Call Receipt Interface Program which looks up the cost of the call using the system rate tables and applies the rate surcharges to compute the price of the call.

If the SMDR print option is on, then the Call Receipt program prints a copy of the raw call records as they are received from the phone system.

If the send PMS option is on, then the Call Receipt Program sends a record of the call including the price to the Front Office System which posts the phone charges to the guest folio.

If the tear and post option is on, then the Call Receipt Interface Program prints a record of the call including the price on the printer each time a call is made. This provides a hard copy backup of the guest phone charges.

If the check out option is on, then the call records are stored in the extension calls database. The calls are accumulated until the guest comes to check out. At that time, the front desk clerk may print an Extension Check Out Report showing the price of each call made by the guest and a grand total of the charges to be paid. After the guest leaves, the front desk clerk should check out the extension to clear the database for the next guest.

The check out option is designed primarily to be used when the Call Accounting System is a stand alone system with no Front Office Property Management System. When the Call Accounting System is used in tandem with the Front Office System, then the phone charges are posted to the guest folio. When the guest comes to check out, the Front Office System is used to print the guest folio showing all of the charges including phone charges. Under this scenario, it is not normally necessary to have another print out from the Call Accounting System so the check out option is turned off and it is not necessary to Check Out the Extension on the Call Accounting System.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Part 2. Display Calls For Extension

This feature is available if the check out option is on. In this case, calls made by each guest are accumulated in the ExtensionCalls Database. The following information may be displayed for each call made by the guest:

- extension number
- call date
- call time
- call duration
- call price
- call cost
- phone number called

When the guest comes to check out, the front desk clerk may display and/or print all calls for the extension. The clerk should then check out the extension to clear the database for the next guest at the extension.

Note: if the check out option is off and the send PMS option is on, then the call records are posted to the guest folio in the Front Office System.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Part 3. Print Extension Check Out Report

This feature is available if the check out option is on. In this case, calls made by each guest are accumulated in the ExtensionCalls Database. The following information will be printed for each call made by the guest:

- extension number
- call date
- call time
- call duration
- call price
- call cost
- phone number called

When the guest comes to check out, the front desk clerk may print all calls for the extension on the Extension Check Out Report. The clerk should then check out the extension to clear the database for the next guest at the extension.

Note: if the check out option is off and the send PMS option is on, then the call records are posted to the guest folio in the Front Office System. In this case, the guest folio may be printed for the guest at check out time showing all charges including phone charges. This eliminates the need for the Extension Check Out Report.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Part 4. Check Out Extension

This feature is available if the check out option is on. When the guest comes to check out, the front desk clerk may display or print the calls made by the guest

The front desk clerk should then check out the extension to clear the database for the next guest at the extension. This function is performed by selecting the Call Accounting Menu then selecting Check Out Extension and entering the extension number to be checked out.

The check out option is designed primarily to be used when the Call Accounting System is a stand alone system with no Front Office Property Management System. When the Call Accounting System is used in tandem with the Front Office System, then the phone charges are posted to the guest folio. When the guest comes to check out, the Front Office System is used to print the guest folio showing all of the charges including phone charges. Under this scenario, it is not normally necessary to have another print out from the Call Accounting System so the check out option is turned off and it is not necessary to Check Out the Extension on the Call Accounting System.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Part 5. Purge Phone Call Report Database

This feature is used periodically to delete some of the older call accounting information to reduce the size and improve the efficiency of the phone call report database

It is generally up to the hotel owners to decide how long to keep the call accounting records. However, six months or 180 days is probably a good rule of thumb.

To perform this function, select the Call Accounting Menu, then select the Utilities Menu, then select Purge Phone Call Report Database. The system will prompt for the begin date and end date. All call records made between the begin date and end date will be deleted from the CallRecords Database.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Part 6. Print Call Accounting Reports

The Call Accounting System provides several reports with information on the revenue and profits generated from phone calls. The reports include the following:

- Phone Call Search Report
- Extension Report
- Phone Call Profit Report
- Calls Pending Profit Report
- Raw Call Record Report
- Credit Limit Report
- Client Billing Report
- Cost Center Report

These reports may be accessed by selecting the Call Accounting Menu, then selecting the Reports Menu.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Sample Phone Call Search Report

trial system	twenty-first century call accounting system	date: 2/5/2005
not for commercial use	phone call search report	time: 8:52 AM
copyright protected	from 12/01/2004 to 12/31/2004	
	from 0 to 240000	
	from extension 000 to extension 999	

Guest call records

call date	call time	extension	duration (min)	number called	price	cost	profit	markup
12/01/04	100000	101	50.00	8059646677	\$4.44	\$2.09	\$2.35	112.440 %
12/10/04	140000	101	35.00	8059646677	\$24.55	\$12.34	\$12.21	98.947 %
totals for	Guest	call records			\$28.99	\$14.43	\$14.56	100.001

Sample Extension Report

trial system	twenty-first century call accounting system	date: 2/5/2005
not for commercial use	extension report	time: 9:51 AM
copyright protected		

extension number	rate table	type	room	status	credit limit	name	department	account code
101	0	Guest	101	A	\$1,000.00		Hotel	101101
104	0	Guest	104	A	\$0.00			
105	0	Guest	105	A	\$0.00			
106	0	Guest	106	A	\$0.00			
109	0	Guest	109	A	\$0.00			
110	0	Guest	110	A	\$0.00			
111	0	Guest	111	A	\$0.00			
120	0	Guest	120	A	\$0.00			
121	0	Guest	121	A	\$0.00			
12345	1	Admin	12345	A	\$10,000.00	Office	Administration	1234512345
125	0	Guest	125	A	\$0.00			
201	0	Guest	201	A	\$0.00			
54321	1	Admin	54321	A	\$1,000.00	123456789012345678901234	123456789012345	1234567890123456

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Sample Phone Call Profit Report

trial system
not for commercial use
copyright protected

twenty-first century call accounting system
phone call profit report
from 12/01/2004 to 12/31/2004

date: 2/5/2005
time: 8:47 AM

Guest call records

call date	call time	extension	duration (min)	number called	price	cost	profit	margin
12/01/04	100000	101	50.00	8059646677	\$4.44	\$2.09	\$2.35	112.4
12/10/04	140000	101	35.00	8059646677	\$24.55	\$12.34	\$12.21	98.9
totals for Guest call records					\$28.99	\$14.43	\$14.56	100.0

Sample Raw Call Record Report

trial system
not for commercial use
copyright protected

twenty-first century call accounting system
raw call record report
from 12/01/2004 to 12/31/2004

date: 2/5/2005
time: 10:27 AM

12/01/04 10:00 101 50.00 18059646677
12/01/04 8:00 54321 45.00 13104441234
12/10/04 14:00 101 35.00 18059646677
12/01/04 12:00 12345 30.00 18059671234

Sample Credit Limit Report

trial system
not for commercial use
copyright protected

twenty-first century call accounting system
credit limit report

date: 2/5/2005
time: 10:29 AM

extension number	rate table	type	room	status	credit limit	balance due	account code remaining
101	0	Guest	101	A	\$1,000.00	\$0.00	\$1,000.00
12345	1	Admin	12345	A	\$10,000.00	\$5.50	\$10,005.50
54321	1	Admin	54321	A	\$1,000.00	\$6.00	\$1,006.00
110	0	Guest	110	A	\$0.00	\$0.00	\$0.00
105	0	Guest	105	A	\$0.00	\$0.00	\$0.00
111	0	Guest	111	A	\$0.00	\$0.00	\$0.00
201	0	Guest	201	A	\$0.00	\$0.00	\$0.00
120	0	Guest	120	A	\$0.00	\$0.00	\$0.00
121	0	Guest	121	A	\$0.00	\$0.00	\$0.00
125	0	Guest	125	A	\$0.00	\$0.00	\$0.00
109	0	Guest	109	A	\$0.00	\$0.00	\$0.00
106	0	Guest	106	A	\$0.00	\$0.00	\$0.00
104	0	Guest	104	A	\$0.00	\$0.00	\$0.00

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Sample Client Billing Report

trial system
not for commercial use
copyright protected

twenty-first century call accounting system
client billing report
from 12/01/2004 to 12/31/2004

date: 2/5/2005
time: 10:29 AM

call charges for client account: 1234567890

call date	call time	extension	duration (min)	charge	number called
12/01/04	100000	101	50.00	\$4.44	8059646677
12/10/04	140000	101	35.00	\$24.55	8059646677
12/30/04	120000	12345	30.00	\$10.76	4568901234
total charges for client account:1234567890				\$39.75	

Sample Cost Center Report

trial system
not for commercial use
copyright protected

twenty-first century call accounting system
cost center report
from 12/01/2004 to 12/31/2004

date: 2/5/2005
time: 10:30 AM

call charges for cost center: Admin

call date	call time	extension	duration (min)	charge	number called
12/01/04	100000	101	50.00	\$4.44	8059646677
12/10/04	140000	101	35.00	\$24.55	8059646677
12/30/04	120000	12345	30.00	\$10.76	4568901234
total charges for cost center: Admin				\$39.75	

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Data Definitions

Part 1: Database Information

callrecords	Phone Call Records Database		
		CALLDATE	TIMESTAMP
		CALLTIME	INTEGER
		CALLEXTENSION	CHAR(5)
		CALLTYPECODE	CHAR(5)
		CALLDURATION	DOUBLE
		CALLCOST	DOUBLE
		CALLBASECOST	DOUBLE
		CALLPHONENUMBER	CHAR(15)
		CALLSLOT	INTEGER
		CALLNAME	CHAR(25)
		CALLDEPARTMENT	CHAR(15)
		CALLACCOUNTCODE	CHAR(16)
		CALLCREDIT	DOUBLE
		CALLMIN	DOUBLE
		CALLROOMNUMBER	CHAR(5)
		CALLRECORD	CHAR(70)
extensioncalls	Phone Calls By Extension Database		
		EXTENSION	CHAR(5)
		CALLDATE	TIMESTAMP
		CALLTIME	INTEGER
		CALLDURATION	DOUBLE
		CALLPRICE	DOUBLE
		CALLCOST	DOUBLE
		CALLPHONENUMBER	CHAR(15)

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Data Definitions

Part 2: System Parameters

areacodes	U.S. Area Code Exchanges Table	AREACODE	CHAR(3)
		EXCHANGE	CHAR(3)
		VERTICAL	INTEGER
		HORIZONTAL	INTEGER
		RATESLOT	INTEGER
		AREACITY	CHAR(15)
		AREASTATE	CHAR(2)
arealdr	U.S. Area Codes Table	AREACODE	CHAR(3)
		VERTICAL	INTEGER
		HORIZONTAL	INTEGER
		RATESLOT	INTEGER
		AREACITY	CHAR(15)
		AREASTATE	CHAR(2)
areaslots	Call Slots Rate Table	CALLSLOT	INTEGER
		INITIALRATE	INTEGER
		INITIALTIME	INTEGER
		ADDITIONALRATE	INTEGER
		ADDITIONALTIME	INTEGER
areatariffs	Rate Tariffs By Region Table	TARIFFREGION	CHAR(2)
		TARIFFLEVEL	INTEGER
		MILESMIN	INTEGER
		MILESMAX	INTEGER
		INITIALRATE	INTEGER
		ADDITIONALRATE	INTEGER
callnpa	Supplemental Rate Table	NPAPATTERN	CHAR(7)
		CALLSLOT	INTEGER
		INITIALRATE	INTEGER
		INITIALTIME	INTEGER
		ADDITIONALRATE	INTEGER
		ADDITIONALTIME	INTEGER
callpatterns	Special Phone Patterns Table	HOSTIDCODE	CHAR(5)
		PHONEPATTERNCODE	CHAR(1)
		DIGITSTOIGNORE1	CHAR(7)
		DIGITSTOIGNORE2	CHAR(7)
		DIGITSTOIGNORE3	CHAR(7)
		DIGITSTOIGNORE4	CHAR(7)
		DIGITSTOIGNORE5	CHAR(7)
		DIGITSTOIGNORE6	CHAR(7)
		SPECIALPATTERNS1	CHAR(7)
		SPECIALPATTERNS2	CHAR(7)
		OTHERPATTERNS1	CHAR(7)
		OTHERPATTERNS2	CHAR(7)
		INTRALATTA1	CHAR(7)
		INTRALATTA2	CHAR(7)
		CALLSLOT1	INTEGER
		CALLSLOT2	INTEGER
ACCESSCODE	CHAR(3)		

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Data Definitions

Part 2: System Parameters

Extensions	Phone Extensions Table	EXTENSION	CHAR(5)
		SURCHARGECODE	CHAR(1)
		NAME	CHAR(25)
		DEPARTMENT	CHAR(15)
		EXTENSIONTYPE	CHAR(5)
		CREDITLIMIT	DOUBLE
		ROOMNUMBER	CHAR(5)
		DATAENTRYDATE	TIMESTAMP
		STATUSCODE	CHAR(1)
		ACCOUNTCODE	CHAR(16)
		CHECKOUTTIME	INTEGER
holidays	Holidays For Rate Discounts Table	HOLIDAYDATE	TIMESTAMP
		HOLIDAYDESCRIPTION	CHAR(25)
		HOLIDAYDISCOUNT	DOUBLE
international	International Country Code Table	COUNTRYCODE	CHAR(3)
		CITYCODE	CHAR(4)
		CALLSLOT	INTEGER
		COUNTRYNAME	CHAR(15)
		CITYNAME	CHAR(20)

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Data Definitions

Part 2: System Parameters

surcharges	Rate Surcharges Table		
		SURCHARGECODE	CHAR(1)
		SURCHARGEDESCRIPTION	CHAR(10)
		LOCALRATE	DOUBLE
		OPERATORASSISTANCE	DOUBLE
		DIRECTORYASSISTANCE	DOUBLE
		USDAYRATE	DOUBLE
		FIXED800	DOUBLE
		FIXED900	DOUBLE
		LOCALGRACE	INTEGER
		OPERATORASSISTGRACE	INTEGER
		DIRECTORYASSISTGRACE	INTEGER
		GRACE800	INTEGER
		GRACE900	INTEGER
		INTERSTATEADJUST	INTEGER
		INTERSTATEMARKUP	DOUBLE
		INTERSTATESURCHARGE	DOUBLE
		INTERSTATEGRACE	INTEGER
		INTERSTATERATE	INTEGER
		INTRASTATEADJUST	INTEGER
		INTRASTATEMARKUP	DOUBLE
		INTRASTATESURCHARGE	DOUBLE
		INTRASTATEGRACE	INTEGER
		INTRASTATERATE	INTEGER
		INTRALATTAADJUST	INTEGER
		INTRALATTAMARKUP	DOUBLE
		INTRALATTASURCHARGE	DOUBLE
		INTRALATTAGRACE	INTEGER
		INTRALATTARATE	INTEGER
		INTERNATIONADJUST	INTEGER
		INTERNATIONMARKUP	DOUBLE
		INTERNATIONSURCHARGE	DOUBLE
		INTERNATIONGRACE	INTEGER
		INTERNATIONRATE	INTEGER
	WATTSADJUST	INTEGER	
	WATTSMARKUP	DOUBLE	
	WATTSSURCHARGE	DOUBLE	
	WATTSGRACE	INTEGER	
	WATTSRATE	INTEGER	
	OTHERADJUST	INTEGER	
	OTHERMARKUP	DOUBLE	
	OTHERSURCHARGE	DOUBLE	
	OTHERGRACE	INTEGER	
	OTHERRATE	INTEGER	
systemparameters	Call Accounting System Parameters Table		
		COMMISSIONCODE	CHAR(2)
		COMMISSIONPERCENT	DOUBLE

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Data Definitions

Part 2: System Parameters

systemparameters Call Accounting System Parameters Table

HOSTIDCODE	CHAR(5)
RATETABLE	CHAR(1)
HOMENPA	CHAR(6)
SMDRPRINT	CHAR(1)
TEARNPOST	CHAR(1)
PHONETAX	DOUBLE
CALLOVER	DOUBLE
STORECALLS	CHAR(1)
STORENOCOST	CHAR(1)
STOREADMIN	CHAR(1)
STORELOCAL	CHAR(1)
PRICELIMIT	DOUBLE
SYSTEMDATEFORMAT	CHAR(8)
DAYSTOPURGE	INTEGER
VENDORCODE	CHAR(16)
DAYTIME	CHAR(7)
EVENINGTIME	CHAR(7)
NIGHTTIME	CHAR(7)
COMPOR	CHAR(1)
BAUDRATE	CHAR(5)
PARITY	CHAR(5)
DATABITS	CHAR(1)
STOPBITS	CHAR(1)
ACKNAK	CHAR(1)
ENQCODE	CHAR(1)
ACKVAL	CHAR(2)
NAKVAL	CHAR(2)
ENQVAL	CHAR(2)
RECORDLENGTH	CHAR(2)
ENDCHARONE	CHAR(2)
ENDCHARTWO	CHAR(2)
STARTONE	CHAR(2)
AUTOFRAME	CHAR(1)
PHONEPOSITION	CHAR(2)
PHONELENGTH	CHAR(2)
TIMEPOSITION	CHAR(2)
TIMEFORMAT	CHAR(8)
DURATIONPOSITION	CHAR(2)
DURATIONFORMAT	CHAR(8)
DATEPOSITION	CHAR(2)
DATEFORMAT	CHAR(6)
EXTENSIONPOSITION	CHAR(2)
LPTSMDR	CHAR(4)
COMDISPOSITION	CHAR(1)
SENDGUESTCODE	CHAR(1)
SENDPMSCODE	CHAR(1)
CHECKOUTCODE	CHAR(1)
INTERFACEDRIVE	CHAR(2)
SENDPORT	CHAR(1)

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Data Definitions

Part 3: Code Tables

CALLTYPECODES	Call Type Code Table
Guest	Guest Call
Admin	Administrative Call
STATUSCODES	Extension Status Code Table
A	Active Extension
D	Delete Extension
SLOTCODES	Call Slots Table
1	Directory Assistance
2 - 7	Operator Assistance
10 - 22	Interstate Calls
25 - 46	Intrastate Calls
50 - 72	Intralatta Calls
75 - 82	Local Calls
85 - 123	AL, HI, CB, MEX Calls
125 - 135	International Calls
SURCHARGES	Surcharge Code Table
0	Guest Surcharge Table
1	Administrative Surcharge Table

STATES

AK
AL
AR
AZ
CA
CO
CT
DC
DE
FL
GA
HI
IA
ID
IL
IN
KS
KY
LA
MA
MD
ME
MI
MN
MO
MS
MT
NE
NC
ND
NH
NJ
NM
NV
NY
OH
OK
OR
PA
RI
SC
SD
TN
TX
UT
VA
VT
WA
WI
WV
WY
AB
BC
MB
NB
NF
NS
ON
PE
PQ
SK

United States Code Table

unknown state
Alaska
Alabama
Arkansas
Arizona
California
Colorado
Connecticut
District of Columbia
Delaware
Florida
Georgia
Hawaii
Iowa
Idaho
Illinois
Indiana
Kansas
Kentucky
Louisiana
Massachusetts
Maryland
Maine
Michigan
Minnesota
Missouri
Mississippi
Montana
Nebraska
North Carolina
North Dakota
New Hampshire
New Jersey
New Mexico
Nevada
New York
Ohio
Oklahoma
Oregon
Pennsylvania
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Utah
Virginia
Vermont
Washington
Wisconsin
West Virginia
Wyoming
Alberta Canada
British Columbia Canada
Manitoba Canada
New Brunswick Canada
Newfoundland Canada
Nova Scotia Canada
Ontario
Prince Edward Island
Quebec Canada
Saskatchewan