

TWENTY-FIRST CENTURY

HOTEL SYSTEMS™

**IRS SYSTEM
INTERNET RESERVATIONS SOFTWARE
PROCEDURES MANUAL**

WINDOWS VERSION 1.0

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 IRS SYSTEM Internet Reservations Software Procedures Manual presents a summary of the Twenty-First Century IRS 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>

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Installation Procedures

Part 1: Microsoft .Net Framework

Insert the CD in the Drive.

Double click on the MyComputer Icon on the Windows Desktop.

Double click on the Icon for the CD Drive 21stCentury.

Double click on the Microsoft .Net Folder.

Double click on the dotNETRedist Folder.

Double click on the dotnetfx Icon for the Setup Wizard.

Click on the Run Button to start the installation.

Click on the Yes Button to install the Microsoft .Net Framework.

Review the License Agreement, and click on the I Agree Button,
Then click on the Install Button.

Click on the OK Button.

Click on the x to close the dotNETRedist Folder window.

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

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Installation Procedures

Part 2: Internet Reservations Software

Insert the CD in the Drive.

Double click on the MyComputer Icon on the Windows Desktop.

Double click on the CD Drive Icon 21stCentury.

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.

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

Click on the Finish Button.

Click on the x to close the 21stCentury Folder window.

Remove the CD from the Drive.

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

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Installation Procedures

Part 3: .Net Framework Configuration

Double click on the MyComputer Icon on the Windows Desktop.
Double click on the Local Disk c: icon.
Double click on the Windows Folder.
Double click on the Microsoft.NET Folder.
Double click on the Framework Folder.
Double click on the v1.1.4322 Folder.
Double click on the mscorecfg icon.
Click on Manage the Assembly Cache.
Click on Add an Assembly to the Cache.
Click on the down arrow in the Look In Drop Down Box.
Double click on Local Disk c:
Double click on Program Files Folder.
Double click on Common files Folder.
Double click on Borland Shared Folder.
Double click on BDS Folder.
Double click on shared assemblies Folder.
Double click on 3.0 Folder.
Hold the shift key down and select all files to highlight them.
Click on the Open button in the lower right corner.
Click on the OK button for the message Must be an Assembly File.
Click on Applications under MyComputer in the left panel of the .Net Framework.
Click on Add an Application to Configure.
Click on IRESERVESERVER.exe to highlight it.
Click on the OK button at the bottom.
Click on the x in the upper right corner to close the .NET Configuration 1.1 window.
Click on the x in the upper right corner to close the v1.1.4322 window.
Click on the Windows Start Button, and restart the computer.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Internet Reservations System Directories/Files

c:\Program Files\Twenty-First Century\Internet Reservations System
IReserveServer.exe - Internet Reservations 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\common files\borland shared\BDS\shared assemblies\3.0
Borland.data.common.dll - Borland Dynamic Link Library
Borland.data.datasync.dll - Borland Dynamic Link Library
Borland.data.provider.dll - Borland Dynamic Link Library
Borland.data.data.web.dll - Borland Dynamic Link Library
Borland.delphi.dll - Borland Dynamic Link Library
Borland.vcl.dll - Borland Dynamic Link Library
Borland.vcldbrtl.dll - Borland Dynamic Link Library
Borland.vclrtl.dll - Borland Dynamic Link Library
Policy.9.0.Borland.vcldbrtl.dll - Borland Dynamic Link Library

c:\windows\system32
bdpint20.dll - Borland Interbase Dynamic Link Library

c:\windows\Microsoft.NET\Framework\v1.1.4322
accessibility.dll - Microsoft .Net Dynamic Link Library
cscompmgd.dll - Microsoft .Net Dynamic Link Library
microsoftvisualC.dll - Microsoft .Net Dynamic Link Library
mscorlib.dll - Microsoft .Net Dynamic Link Library
system.dll - Microsoft .Net Dynamic Link Library
system.data.dll - Microsoft .Net Dynamic Link Library
system.design.dll - Microsoft .Net Dynamic Link Library
system.directoryservices.dll - Microsoft .Net Dynamic Link Library
system.drawing.dll - Microsoft .Net Dynamic Link Library
system.enterpriseservices.dll - Microsoft .Net Dynamic Link Library
system.runtime.remoting.dll - Microsoft .Net Dynamic Link Library
system.runtime.serialization.formatters.soap.dll
system.web.dll - Microsoft .Net Dynamic Link Library
system.web.regularexpressions.dll
system.windows.forms.dll - Microsoft .Net Dynamic Link Library
system.xml.dll - Microsoft .Net Dynamic Link Library

CD ROM

INTERNETRESERVE.doc - Internet Reservations System Manual

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Setup Procedures

Part 1: Front Office System

The Internet Reservations System allows guests to make reservations on the hotel web site. They may check availability and room rates for a specified room type from the desired arrival date to the departure date. If rooms are available for the requested dates, they may book a reservation and print a confirmation form. The reservation is automatically added to the Front Office System database at the hotel front desk.

In order for the Internet Reservations System to work, the Front Office System must be installed prior to installing the Internet Reservations System. This includes the Interbase Database software. The Internet Reservations System uses the same database as the Front Office System.

If the Front Office System is installed on a multiuser network, then the Internet Reservations System is installed on the network server. It should not be installed on any of the client work stations. The network server must have a high speed broadband internet connection with a static ip address. The Internet Reservations System will send and receive information from the hotel web site via the internet connection.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Setup Procedures

Part 2: Internet Reservations System

The Internet Reservations System is installed on the computer at the front desk of the hotel. If the hotel has a multiuser network, then the Internet Reservations System is installed on the network server which also contains the Front Office System database.

The Internet Reservations System should be running in the background at all times. The following procedure should be performed to start the system:

Click on the windows start button and select All Programs.

Click on the Twenty-First Century Folder and select the Internet Reservations System icon.

Once started, click on the minimize button in the upper left corner of the window to run in the background.

The Internet Reservations System can be setup to start automatically when the front desk computer or network server is started by adding a shortcut to the startup folder:

Click on the windows start button and select All Programs.

Right Click on the Startup Folder and select Open to open the Startup Folder

Click on File in the upper left corner of the Startup Folder.

Click on New and Select Shortcut.

Click on the Browse Button. Browse to My Computer: Local Disk c:
C:\Program Files\twenty-first century\Internet Reservations System\IreserveServer.exe

Click on Ok Button

Click on Next Button.

Click on Finish Button.

Click on x in upper right corner to close the Startup Folder.

This completes the setup procedure to start the Internet Reservations System automatically each time the front desk computer or network server is started.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Setup Procedures

Part 3: Hotel Internet Web Site

Twenty-First Century works with the hotel internet service provider to install the Internet Reservations Software on the hotel web site. The web site designer must add a button labeled make reservation to link to the Internet Reservations Software.

The Internet Reservations Software is setup with the static ip address for the computer at the hotel which holds the Front Office System database. This setup allows guests to check availability and book reservations from the web site to the database at the hotel.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Part 1. Adding Individual Reservations

This procedure is for guest to add reservations from the hotel web site

1. From the Home Page, click on the make reservation button to display the following screen.
2. Enter the arrival date, number of nights, number of nights, number of guests and room type.
3. Check room availability by clicking on the check availability button
4. If rooms are available the following screen will be displayed showing the room rate.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Twenty-First Century Hotel Reservations

arrival date: 07/04/2006 room type: One King Bed
departure date: 07/11/2006 room rate: \$ 79.95

first name: John
middle initial: A.
last name: Smith
address: Twenty-First Century
address: P.O. Box 1419
city: Santa Barbara
state: California
zip code: 93102
country: United States
day phone: 805 964 6677
evening phone: 805 964 6677
email address: tfc@21stcenturycompany.com
credit card type: American Express
card number: 370012340001234
expiration date: 07 2010
special requests: requesting non-smoking room
will be arriving after midnight
schedule wakeup call at 6:00 am

submit cancel

5. Enter all available guest information using the [TAB] key to move from field to field.
6. All fields, except arrival date, room type, departure date and room rate, 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.
 - state
 - country
 - credit card type
 - expiration date
7. After entering all of the information, click on submit to book the reservation.
8. A confirmation form will be displayed, click on the print button to print the confirmation.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Operating Procedures

Part 2. 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=====

TWENTY-FIRST CENTURY HOTEL SYSTEMS

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

Part 3. 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

Part 4. 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 : 999999993R
- 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 5. 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 Availability 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.

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

TWENTY-FIRST CENTURY HOTEL SYSTEMS

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)
	FOLIROOMCHARGE	DOUBLE
	FOLIOTAXCHARGE	DOUBLE
	FOLIOTOTALCHARGE	DOUBLE
packagecharges	Guest Package Charge Breakdown Table	
	PACKAGECODE	CHAR(8)
	CHARGECODE	CHAR(2)
	CHARGEAMOUNT	DOUBLE
	PAYINDICATOR	CHAR(1)

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Data Definitions

Part 3: Code Tables

		STATES	United States Code Table
AGENTTYPES	Travel Agent Type Code Table		unknown state
N	no travel agent	AK	Alaska
P	commission payable after check out	AL	Alabama
	commission pre-deducted from payment	AR	Arkansas
COUNTRYS	World Countries Code Table	AZ	Arizona
	unknown country	CA	California
CAN	Canada	CO	Colorado
MEX	Mexico	CT	Connecticut
US	United States	DC	District of Columbia
DEPARTMENT	Employee Department Code Table	DE	Delaware
A	administration/Management	FL	Florida
F	front desk	GA	Georgia
H	housekeeping	HI	Hawaii
M	maintenance	IA	Iowa
S	sales/marketing	ID	Idaho
B	beverage	IL	Illinois
R	restaurant	IN	Indiana
G	gift Shop	KS	Kansas
DISCOUNTS	Company Discount Code Table	KY	Kentucky
	no discount	LA	Louisiana
D	dollar amount off	MA	Massachusetts
P	percent off	MD	Maryland
R	flat rate dollar amount	ME	Maine
FREQUENCY	Room Charge Frequency Code Table	MI	Michigan
D	daily	MN	Minnesota
W	weekly	MO	Missouri
M	monthly	MS	Mississippi
Q	quarterly	MT	Montana
A	yearly	NE	Nebraska
C	complimentary	NC	North Carolina
GUESTSTATUS	Guest Status Code Table	ND	North Dakota
R	reservation	NH	New Hampshire
C	cancellation	NJ	New Jersey
F	frequent guest	NM	New Mexico
I	checked in	NV	Nevada
O	checked out	NY	New York
H	house account	OH	Ohio
PAYTYPES	Employee Pay Type Code Table	OK	Oklahoma
R	regular	OR	Oregon
V	vacation	PA	Pennsylvania
S	sick	RI	Rhode Island
H	holiday	SC	South Carolina
O	overtime	SD	South Dakota
RESERVETYPES	Reservation Type Code Table	TN	Tennessee
I	inventory – no room number assigned	TX	Texas
ID	inventory/deposit required	UT	Utah
P	pre-assigned room	VA	Virginia
PD	pre-assigned room/ deposit required	VT	Vermont
ROOMCONDITION	Room Condition Code Table	WA	Washington
C	clean	WI	Wisconsin
D	dirty	WV	West Virginia
I	inspected	WY	Wyoming
ROOMSTATUS	Room Status Code Table	AB	Alberta Canada
A	vacant/available	BC	British Columbia Canada
N	vacant/reserved – no deposit	MB	Manitoba Canada
R	vacant/reserved – with deposit	NB	New Brunswick Canada
O	occupied	NF	Newfoundland Canada
X	out of service	NS	Nova Scotia Canada
WOSTATUS	Work Order Status Code Table	ON	Ontario
C	completed	PE	Prince Edward Island
H	on hold	PQ	Quebec Canada
O	open	SK	Saskatchewan
P	pending		