

AutoClerk User Guide (Version 9: **Build 1009)**

Module: ACConfig

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AutoClerk User Guide Version 9

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1. ACConfig

The majority of what was Configuration in previous versions of AutoClerk is now a separate program called ACConfig. It can be accessed through a short-cut on any station. The user must be above a permission level 5 to access ACConfig.

By being accessible on any station, ACConfig allows configuration changes to be made without interrupting hotel operations.

When you are finished working in ACConfig, you must 'Mark Ready to Install' through Install on the Tool Bar. The changes can then be either installed at Station 1, or automatically at the next forward shift change. If ACConfiguration work was done and marked as Ready to Install, it is *not* installed during the Night Audit.

This section details each screen in ACConfig. If you are not comfortable using ACConfig, please call AutoClerk Support: (925) 284-1005, Option 1. The functionality in ACConfig is sensitive. Incorrect configuration information can negatively influence the day-to-day running of your property. When you first log into ACConfig, the ACConfig Main menu appears as follows.

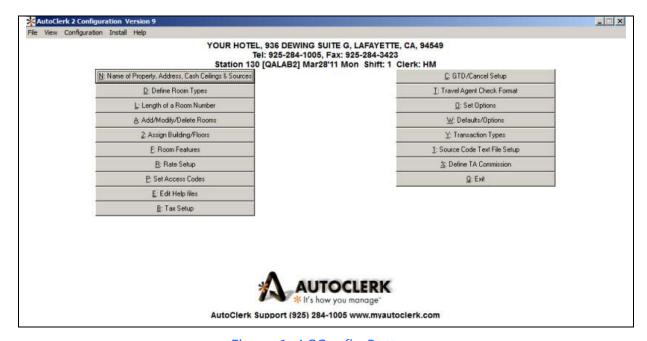


Figure 1: ACConfig Buttons

Name of Property, Address, Cash Ceilings & Sources

Use this screen to set your property information, source codes, and your cash ceilings.

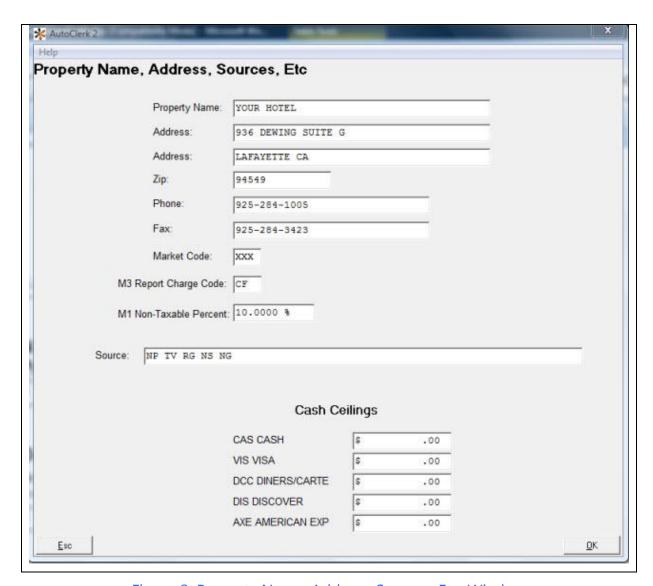


Figure 2: Property Name, Address, Sources, Etc. Window

Property Name

The property name, address and phone and fax information you enter here will appear on the AutoClerk and ACConfig Main Menus.

Sources

Your Primary Source Codes (Source #1) must be set here prior to defining them in Source Code Text File Setup (ACConfig Menu item 1). You are limited in this section to 24 sources, but you can have more if needed.

Market Code

If your property is part of a management company, you can enter a three (3) character code here so that on certain reports, the specific properties are designated by the market code.

M3 Report Charge Code

One of the AutoClerk Monthly Accounting reports is called the M3. At most properties, their Miscellaneous (MI) transaction charge code is not expanded. This prompts users to enter a comment or explanation when they post to the MI charge code. It is usually for a transaction for which there is no existing code, for example, Limo. At the end of the month, the accountant can view the report and see if there are transaction codes which need to be added to their Chart of Accounts.

The transaction code entered here is what is reported on the M3 report. The norm is MI.

M1 Non-Taxable Percent

The amount you put here must be the same as your primary occupancy tax. This information tells AutoClerk what percentage of Room revenue should be taxable vs. non-taxable.

If you need to change this amount, you should contact AutoClerk support for help so your accounting figures are accurate.

Cash Ceilings

A cash ceiling sets the cash limit to a specified amount. Once a cash paying guest exceeds this amount, their room and folio will appear on the High Balance report. The Front Desk should contact the guest and request additional payment. For credit card paying guests, the credit limit, even if set here, is determined by the authorization amount. If a credit card paying guest exceeds their authorization, their room and folio will appear on the High Balance report.)

Define Room Types

Use this to setup your room types. An example would be QN for queen non-smoking rooms.

Note: When you designate or undesignated a room type to be Run of House, you will get a warning that confirms that this is the correct action. (Run of House means any room type.)

You can use the Set Order button to put the rooms in the order you want them to appear on reports and on the F4 Availability screen.

If your property has a CRS (Central Reservation System) or GDS (Global Distribution System) interface, the room types must be set up on the other side before you add them in AutoClerk. You also set the CRS/GDS mapping files in this section. You should contact AutoClerk support if you have ANY questions about working in this section.

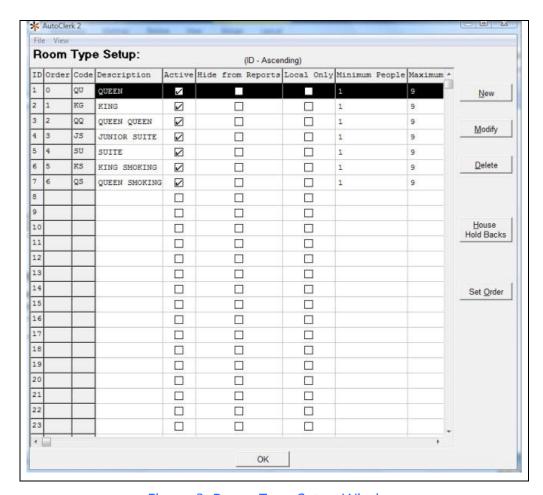


Figure 3: Room Type Setup Window

Length of a Room Number

The Length of Room Number feature is controlled by AutoClerk support only. If you want to extend your room numbering sequences, please contact AutoClerk Support: (925) 284-1005, Option 1.

Add/Modify/Delete Rooms

Use this feature to add/modify/delete a room number from your inventory.

If you want to modify your room numbers, please contact AutoClerk Support: (925) 284-1005, Option 1 as there are additional steps which have to be taken before a room number is deleted.

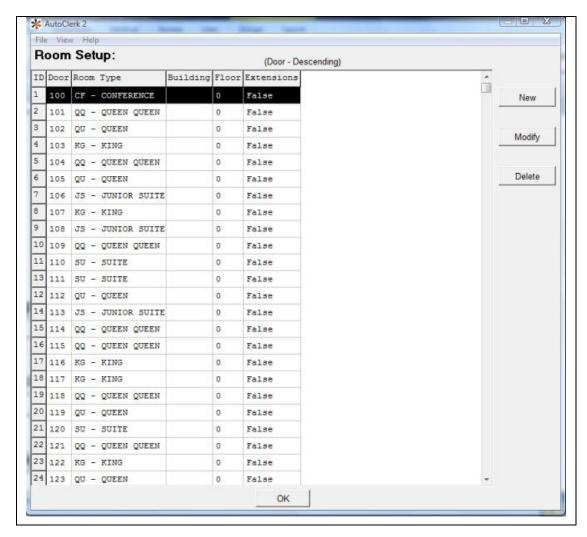


Figure 4: Room Setup Window

Assign Building/Floors

Use this feature to identify the building and floor to which a room number is associated.

- 1. Before using this feature go to Default Options→Defined Buildings feature.
- 2. Set up the name of the buildings associated with your property.
- 3. The names you setup appear in the drop-menu of the Assigned Building/Floors ACConfig feature.
- 4. Assign Buildings and Floors to your rooms.
- 5. That information can then also appear on various Housekeeping reports depending on which options are chosen before they are run.

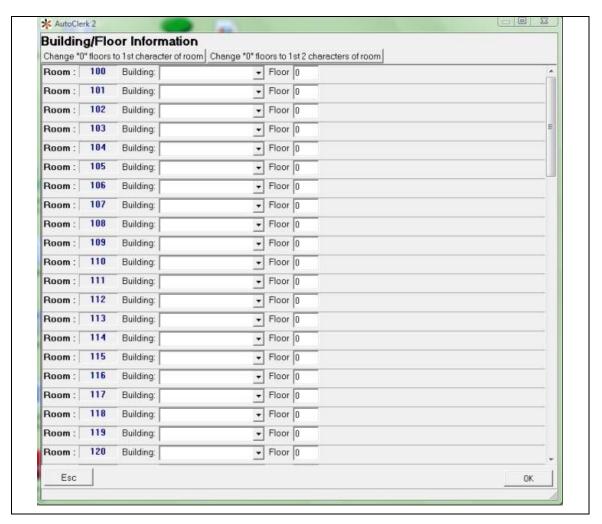


Figure 5: Building/Floor Information Window

Room Features

Room features is divided into two sections. Note: It is easier for new users to use this feature in this chronological order:

- 1. Define the room features.
- 2. Assign the room features.

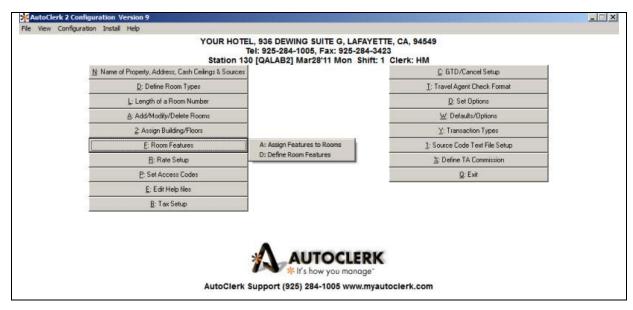


Figure 6: Room Features Submenus

Assign Features to Rooms

Use this feature to assign specific room features to specific room numbers. For example, once you define your room features, this allows you to map them to particular rooms.



Figure 7: Assign Room Features Window

Define Room Features

Use this function to specify certain unique features to a room. Every room amenity is not a feature. Features are unique. For example, a TV in every room is not a feature. A 50" flat screen in a Presidential suite is a feature. If you have 6 suites and 4 of them have sofa beds, then sofa bed would be a feature as well.

You should define your room features prior to Adding you rooms because as you complete adding a room, this form automatically pops up so you do not have to take extra steps to assign features to rooms as a separate function.



Figure 8: Define Room Features

Rate Setup

Use this to set up your rate classes; rates per rate class, room type, and time period; tiers for yielding; and your packages.

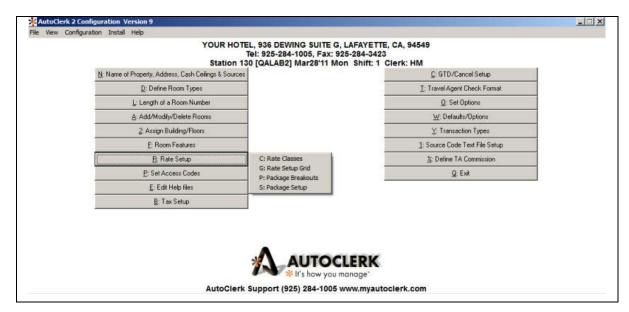


Figure 9: Rate Setup Submenus

Rate Classes

Use this to set up your rate classes. This includes your package and group rate classes. Note: Make sure one rate class is denoted as the Rack rate class. You can have only one Rack rate class.

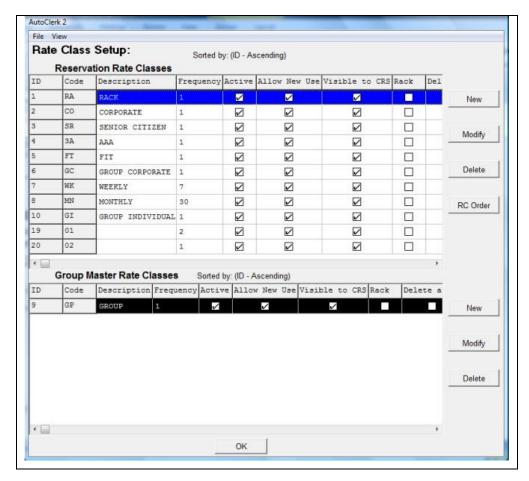


Figure 10: Rate Class Setup Window

Rate Setup

Use this feature to Setup your Rates and Tiers. There are three main features in the Rate Setup area: Rates Setup Grid, Tier Setup, and Tier Selection Rules.

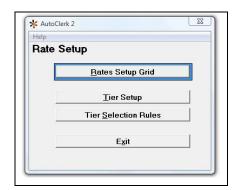


Figure 11: Rate Setup Submenus

Rate Setup Grid

In this area you can setup up all your rates. You can configure them according to rate class, room type and time period. If rate classes have been configured to be associated with other rate classes, you can set up varying discounts on a room type and/or time period basis.

This is a sensitive configuration and can negatively affect the way your rooms are sold. Please contact AutoClerk Support if this is the first time you are using this feature: (925) 284-1005, Option 1.

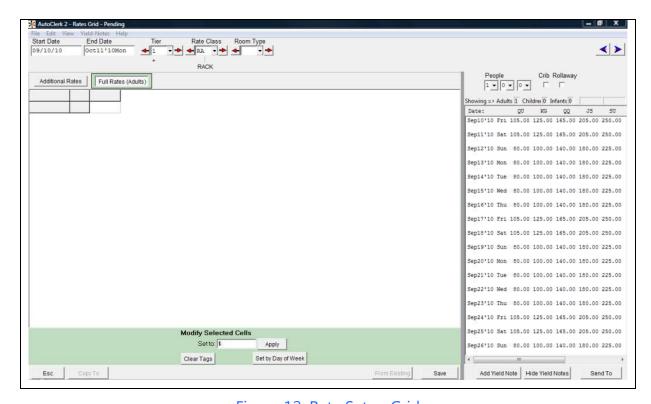


Figure 12: Rate Setup Grid

Tier Setup

The Tier Setup area allows you to set up how many rate tiers you wish to use at your property. For example, you can setup a default, a high, and a low rate tier. The specific Tier used to determine rates in a reservation are controlled by the Rate Tier rules you set up.



Figure 13: Tier Setup: Pending Window

Tier Selection Rules

Use this to setup the Tier Selection rules that control the rates that you sell at your property. For example, the rules might include high, low, and default rates, all of which are controlled by percentages used by the rules. This is a complicated configuration and can adversely affect the way you sell your property if it is configured incorrectly.

Note: Please contact AutoClerk support if you have any questions using this feature: (925) 284-1005, Option 1.

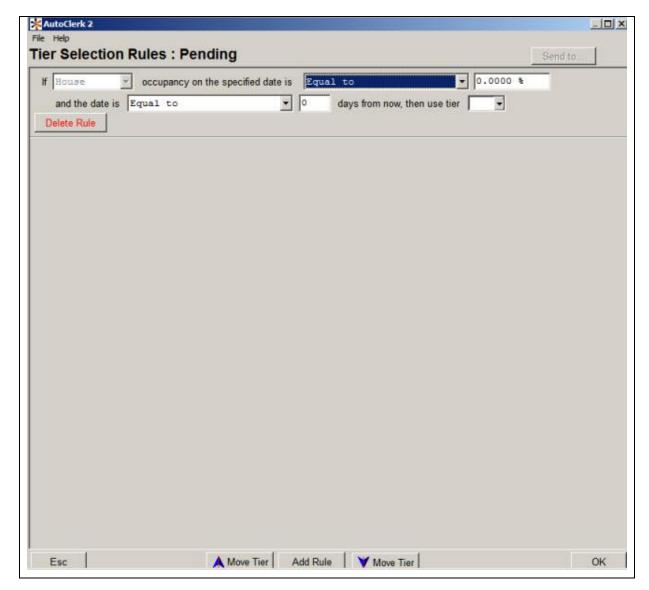


Figure 14: Tier Selection Rules: Pending Window

Package Breakouts

Use this area to assign the pricing to the amenities in a package. You can have many different package breakouts. For example, a typical package breakout could include the room charge, breakfast, theatre tickets, and champagne.

You can set up the breakout to increase the total package price depending on the number of adults, children and/or infants. You can set Minimum stay requirements as well as spread the cost of a package over several days for back office accounting purposes, even though the guest will only see one charge on their folio.

Note: Please contact AutoClerk support if you decide to use this feature: (925) 284-1005, Option 1.

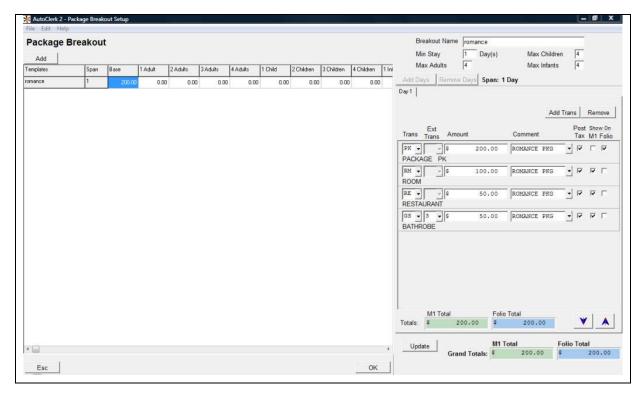


Figure 15: Package Breakout Window

Package Setup

Use this feature to assign the package breakouts to package rate classes, time periods and room types. For example, you can set up a Romance package to be available to all room types at all times, but a Mother's Day package to only be available that specific weekend.

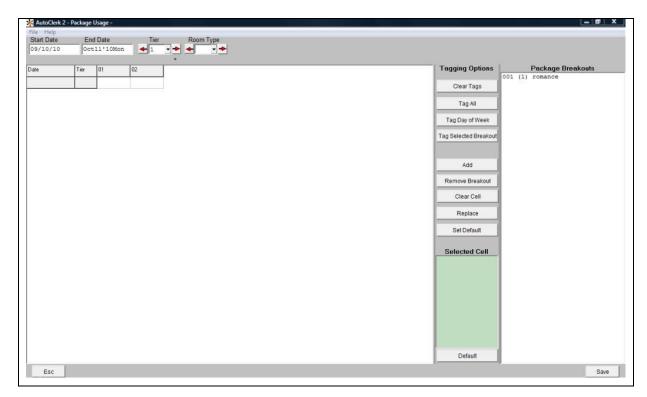


Figure 16: Package Setup Window

Set Access Codes

Use this area to set your property access codes for specific areas in your AutoClerk program. Note: Codes must be alphanumeric only. You can't use special characters like punctuation or programming code standards, for example, {}. Codes are case sensitive.



Figure 17: Property Access Codes

Edit Help Files

This feature is rarely used. It is generally used for the Source Code text files. However, there is another, easier area to set these up. Please contact AutoClerk support before you use this feature: (925) 284-1005, Option 1.

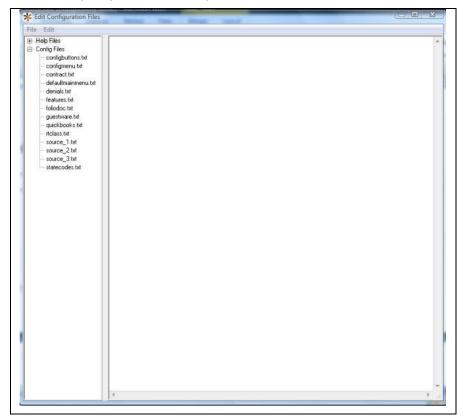


Figure 18: Help & Configuration File Window

Tax Setup

Use this to setup your Occupancy, Sales, and any additional taxes your property uses. You can setup multiple Occupancy taxes, set them as flat or a percentage, as well as have the amount vary depending on room type or even room number. Please contact AutoClerk Support before using this feature: (925) 284-1005, Option 1.

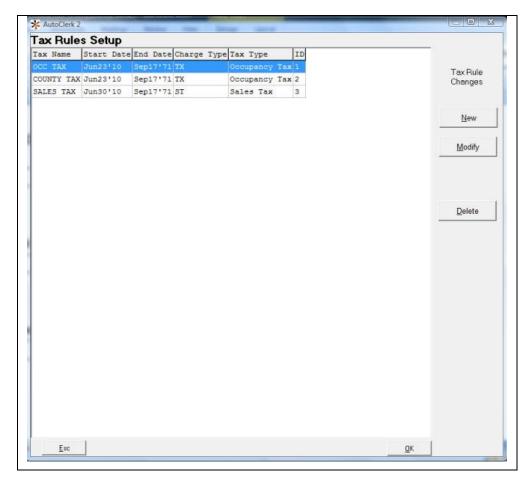


Figure 19: Tax Rules Setup Window

GTD/Cancel Setup

This feature is for properties using a full CRS integration and may not apply to your property. Please contact AutoClerk Support for additional information: (925) 284-1005, Option 1.

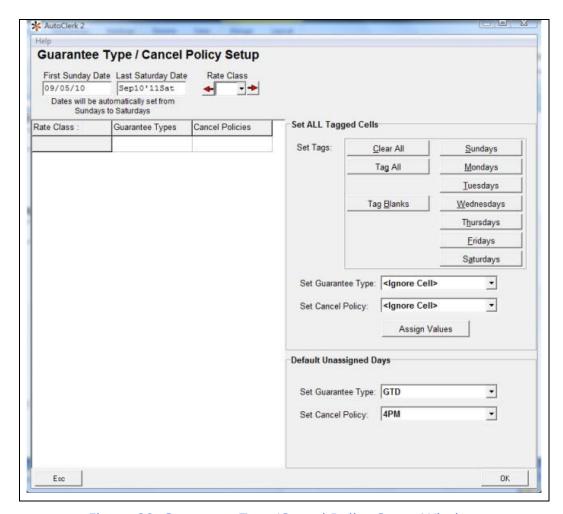


Figure 20: Guarantee Type/Cancel Policy Setup Window

Travel Agent Check Format

Use this to format the commission checks your property sends to travel agents. AutoClerk formats the checks for you. Please contact AutoClerk Support for information: (925) 284-1005, Option 1.

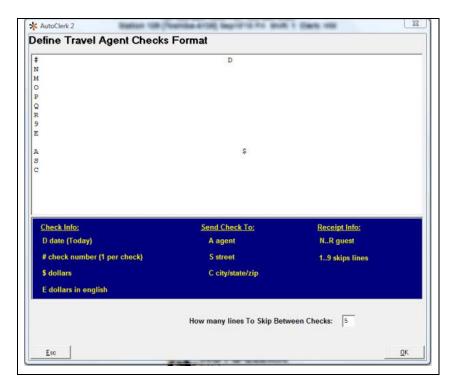


Figure 21: Define Travel Agent Checks Format Window

Set Options

This feature sets AutoClerk-specific options. An example would be to have the F4 Availability screen automatically pop-up in a New Reservation form one you have tabbed past the arrival date. Please call AutoClerk for a list of Options available. An AutoClerk support person can then instruct you on the code to use to enable the option.



Figure 22: Set Options Box AutoClerk Use Only

Defaults/Options

These are additional set up features you can enable with the help of the AutoClerk support team. You are not required to use these options.



Figure 23: Default Options Submenus

Guest Email Setup

Use this to configure AutoClerk to send confirmation emails to guests.

Note: You need your network or computer vendor to help configure this area. You need to have information regarding your current email setup such as account names and passwords. Additionally, you need to contact an AutoClerk representative to configure your confirmation letters. Please contact AutoClerk Support before using this feature: (925) 284-1005, Option 1.

Define Buildings

Use this in conjunction with the Assigned Building/Floors ACConfig feature. You can set up the name of the buildings of your property. The names you choose appear in the drop-menu of the Assigned Building/Floors ACConfig feature.

The Buildings are used when setting up rooms for the Housekeeping reports.

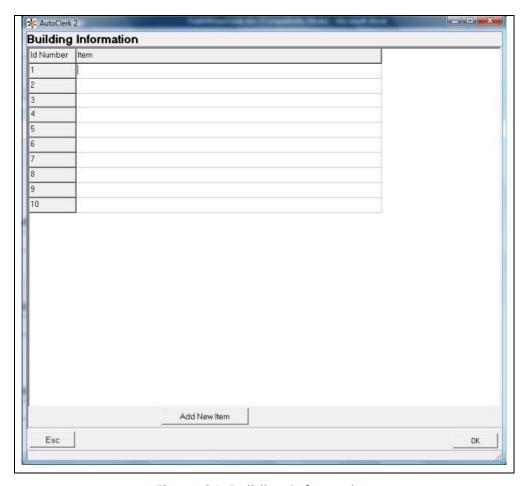


Figure 24: Building Information

Set Housekeeping Defaults

Use this feature to add details to room numbers. These additional details appear in the Housekeeping reports. Before you use this feature, do as follows:

- 1. Select Default Options → Set Housekeeping Room Use.
- 2. Enter a name for each room use in the Item field on the Set Housekeeping Room Use window.
- 3. The Default Housekeeping Room Used For pull-down menu on the Set Housekeeping Defaults window is populated with names you defined in the Item field of the Set Housekeeping Room Use window.
- 4. This feature needs to be configured prior to using the AutoClerk Housekeeping features. Please contact AutoClerk Support before using this feature: (925) 284-1005, Option 1.

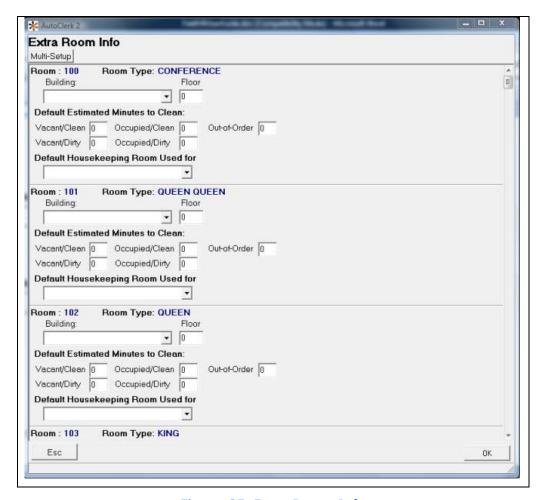


Figure 25: Extra Room Info

Set Housekeeping Room Use

Use this feature to set the Default Housekeeping Room Used For menu items in the Set Housekeeping Default feature.

- 1. Enter a name for the default housekeeping room use in the Item field on this window.
- 2. The name you entered appears on the Default Housekeeping Room Used For pulldown menu for the Set Housekeeping Default feature.
- 3. Examples would be: Sleeping Room, Conference Room, and Banquet Room.

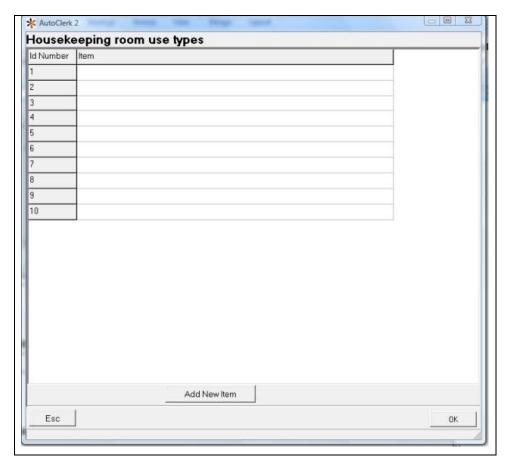


Figure 26: Housekeeping Room Use Types

Set Reservation Options

Use this to feature to name the user-defined fields and checkboxes in a Reservations form. An example would be if your property accepts pets, to change 'Box 3' to 'Pets'. When a reservation is taken, if a guest is bringing a pet, the clerk can check the box to so indicate. If you do not want the field to appear at all, blank out the existing definition.

The second part of this form applies only to properties that receive reservations from a CRS, such as Best Western. If an Omit box is checked, then AutoClerk will not validate the Source code if the reservation came from a CRS. Please contact AutoClerk support: (925) 284-1005, Option 1.for more information on this feature.

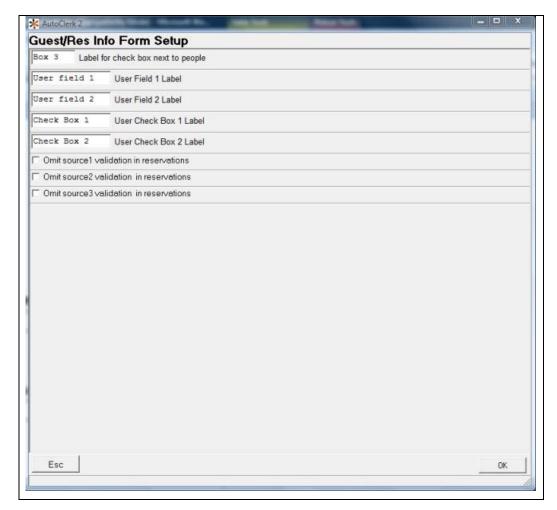


Figure 27: Guest/Res Info Setup Form Window

Options

In this area you can configure additional defaults and features. An example would be which fields you would like to appear on the F2-Guest Lookup form; or the default for Advance Deposits.

Do *not* use this feature until you contact AutoClerk support: (925) 284-1005, Option 1 to ensure that you get the Options you need.

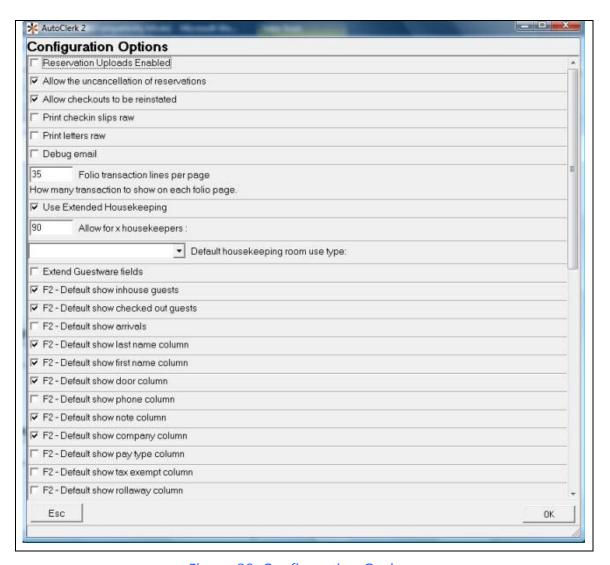


Figure 28: Configuration Options

Report Options

Use these to set up additional reporting feature options.

Options

Contact AutoClerk support: (925) 284-1005, Option 1 before changing the Options in this form.

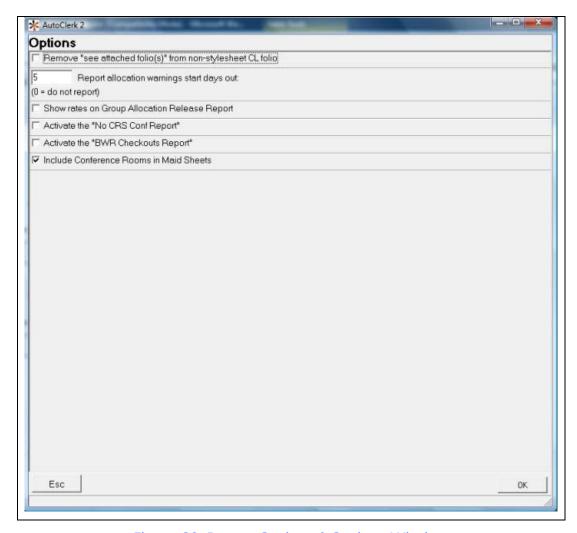


Figure 29: Report Options → Options Window

Setup Pace Data Export Parameters

AutoClerk can produce and export a Pace report on each Night Audit. The Pace report can then be imported into a spreadsheet and used for forecasting and budgeting.

This is where you can setup the parameters for the report such as where it will export, what it is called and what fields are included.

Contact AutoClerk support: (925) 284-1005, Option 1 for more information on the Pace Data report feature, as well as how to set up this form.

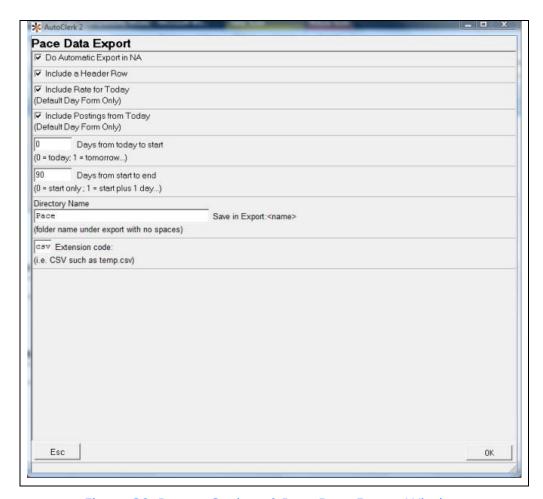


Figure 30: Report Options→Pace Data Export Window

Night Audit Report Suppression

Use this feature to suppress the Night Audit reports you do not wish to print out during the Night Audit process. Remember that even though the reports are suppressed, you will still have access to them and reprint them through the AutoClerk main menu: Utilities → View Past Night Audit Reports.

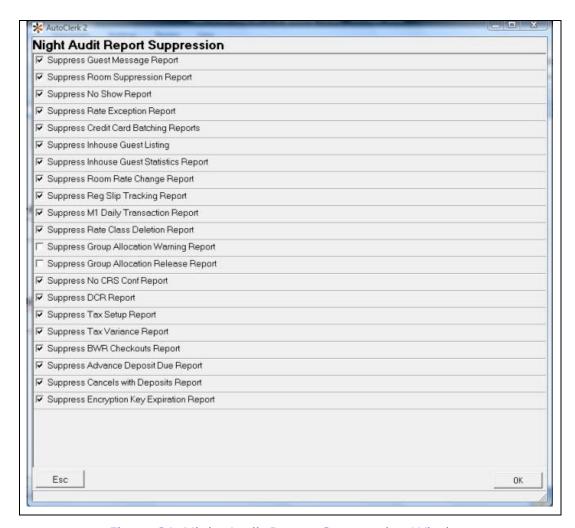


Figure 31: Night Audit Report Suppression Window

Set AutoClerk Colors

Use this feature to set the background colors you desire on your AutoClerk application. Please contact AutoClerk support before using this feature: (925) 284-1005, Option 1

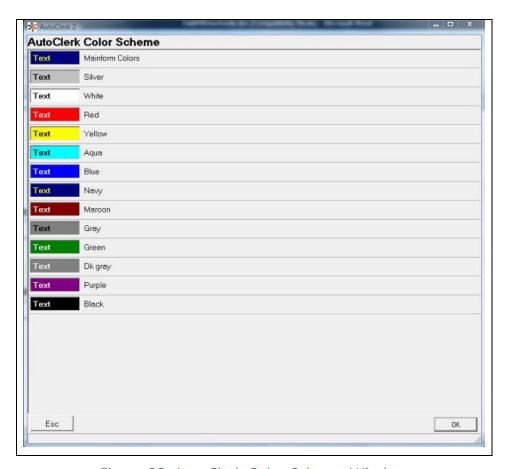


Figure 32: AutoClerk Color Scheme Window

Set CRS Channels

This feature sets the code and description for any Central Reservation System (CRS) to which your property is connected.

Please contact AutoClerk support before using this feature: (925) 284-1005, Option 1.

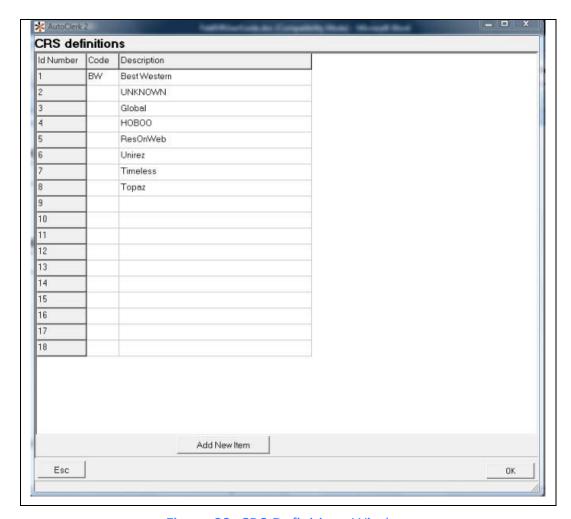


Figure 33: CRS Definitions Window

Transaction Types

Use this section to define your Transaction types: map your credit cards; setup your Customer Relations Management (CRM) export, such as Guestware; and setup up your back office accounting software mapping, such as QuickBooks.

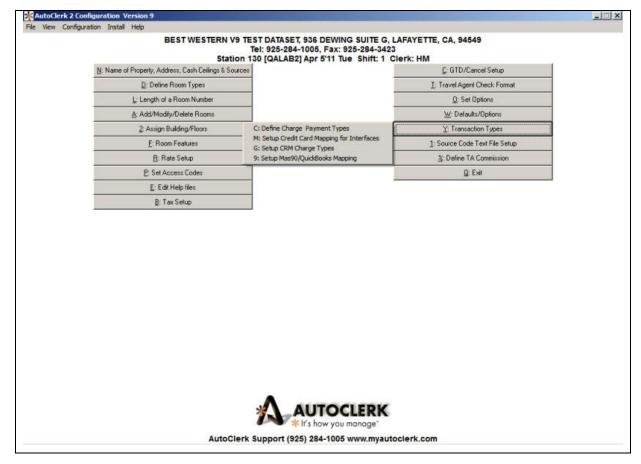


Figure 34: Transaction Types Submenus

Define Charge Payment Types

This is where you setup the charge and payment types for your hotel. Charges, for example, might include room, phone, postage, and laundry. Payments would be your credit cards. Direct Bill or City Ledger payment types are set up in the City Ledger section, not here. You can also set up taxes to post automatically when a charge is posted.

Please contact AutoClerk support before creating any payment types or charge types: (925) 284-1005, Option 1.

AutoClerk support can help you define payment and charge types as well as map these payments and charge types per interface. Do not attempt to do this for the first time without an AutoClerk Support representative.

Note: The Setup Credit Card Mapping Types form pulls the information you enter into the Credit Card Map Types fields on the Define Non-City Ledger Transaction Types Window.

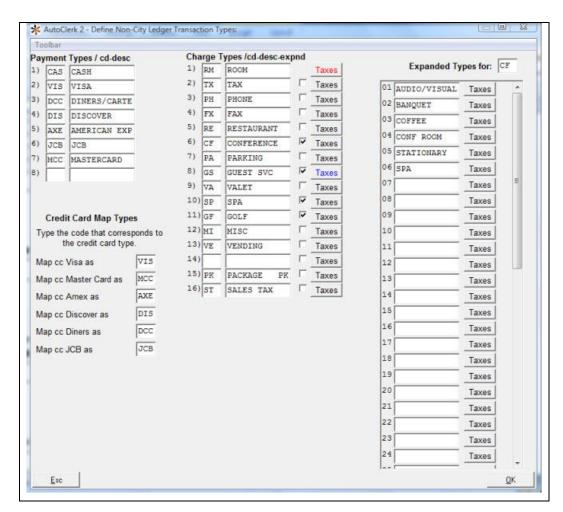


Figure 35: Define Non-City Ledger Transaction Types Window

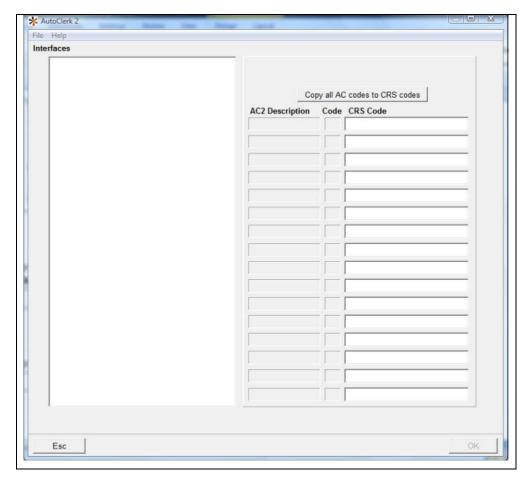


Figure 36: Define Non-City Ledger Transaction Types→Interfaces Window

Setup Credit Card Mapping for Interfaces

Use this feature if you do not need to set the payments or charge types, but need to set up the credit card type only. This is a shortcut, to credit card mapping. This is usually used by AutoClerk technicians when they are converting a property to AutoClerk.

Note: The Interfaces window is populated from the Credit Card Map Types fields on the Define Non-City Ledger Transaction window.

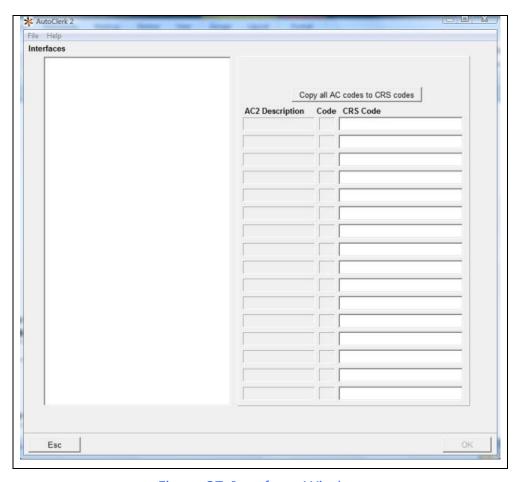


Figure 37: Interfaces Window

Setup GuestWare Charge Types

GuestWare is a CRM (Customer Relations Management) interface. This feature is only enabled if you purchased the interface.

Please contact AutoClerk support for more information on the GuestWare interface and how to use this form: (925) 284-1005, Option 1.

Setup Mas90/Quickbooks Mapping

If you purchased the Mas90 or the Quickbooks interface, use this feature to map your payment codes and your charge codes.

AutoClerk technicians will help you configure this feature. Please contact AutoClerk support before using this feature: (925) 284-1005, Option 1.

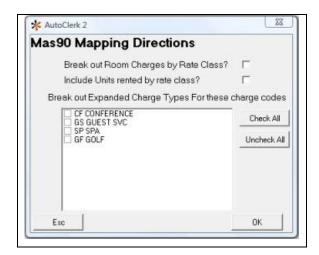


Figure 38: Mas90 Mapping Directions Window

Source Code Text File Setup

Use this feature to define all of your source codes. The source codes on the Reservation form are pulled from the Source Lists window. By listing Sources here, they become mandatory on Reservations and Walkins. The sources listed here appear on the Yield Management report if selected as a parameter, as well as other Marketing reports.

If you add, delete, or modify source codes in the first column (Source List 1), then you must change the source codes listed in the configuration sub-menu item: N: Name of Property, Source 1, Ceilings.

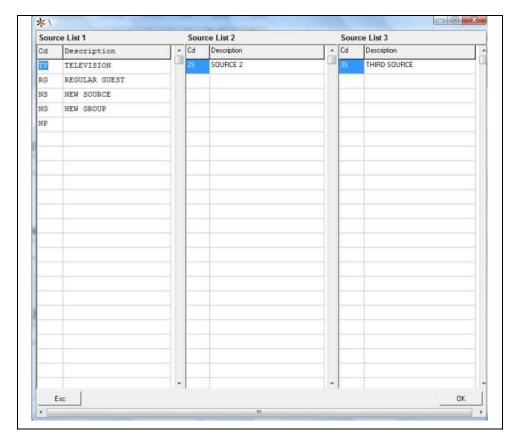


Figure 39: Source List Window

Define TA Commission

Use this feature to define the commission percentage your property pays to those travel agents who book directly with your property as well as any CRS (Central Reservation System) or GDS (Global Distribution System).

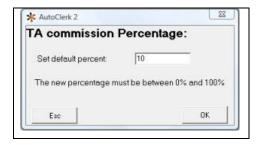


Figure 40: TA Commission Percentage

Exit

This button exits you from ACConfig and returns you to the AutoClerk Login box.

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