AutoClerk User Guide

Utilities and Functions

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Copyright Information

AutoClerk, Inc.

Address: 1981 North Broadway, Suite 430 Walnut Creek, CA 94596

Phone: 925.284.1005

Fax: 925.284.3423

URL: www.autoclerk.com

1. Utilities

Access

Properties have the ability to restrict access to certain menu Utilities menu items by requiring an access code. The code is set in ACConfig – Set User Access Codes. The menu items the code protects are revenue related reports such as the M2.

In addition, a user must have a permission level of at least 3 to access Guest Letters. This is in addition to knowing the Utilities access code. Permission levels are set in ACAdmin on a per-user basis.

AutoClerk does not maintain your access codes.

Monthly Accounting Report—M2

Use this report to give you detailed accounting information per month per date. For example, you can look on an actual date and see how many rooms were occupied and how much revenue was generated.

This only reports past transactions (not future). In our example, we are going to focus on the main M2 report. (There are many ways to use this feature, please contact AutoClerk Support for advanced feature procedures: (925) 284-1005, Option 2.

1. Click on the Utilities icon on the Main menu.

2. Select Monthly Accounting Report-M2. An AutoClerk Information box appears asking if you would like to show the M2 report sideways on screen.

3. If you click the Yes button, the M2 Report parameters window appears.

   a. In the M2 Month/Year field, select a month and year you want the report to pull the information.

   b. The Display Only checkbox is checked by default. This means it only displays the report. If it is unchecked, you are prompted to print each individual page of the report.

   c. The Total Only? Checkbox is unchecked by default. If it is checked, the report displays the totals only of the categories and not the day by day details.

   d. Select your options, and click the OK button. The M2 report window appears. A partial report is shown in Figure 1

Date	Walkins	Reservations	Check-outs	Modify Checkin	Intra CL Trsfr	Units Rented
Dec 1'16	2	5	5	1	0	0
Dec 2'16	4	8	0	1	0	4
Dec 3'16	0	0	1	0	0	3
Dec 4'16	2	0	1	0	0	4

Figure 1: M2 Sideways

    i. On the left-hand side is the date column containing each day of the month you selected. Across the top of the report are the categories this report provides. For all ledger debits and credits, totals are displayed at the bottom of the report. You may need to scroll down to see all of the days.

e. The columns are as follows:

    i. The first six (6) columns reflect the amount of activity at your property. Accounting totals are shown starting with the column seven (7).

    ii. Walkins

    iii. Reservations

    iv. Check-outs

    v. Modify Checkin

    vi. Intra Cl Transfer

    vii. Units Rented: Final Room Count

    viii. CC Discounts: Credit Card commissions taken. This is rarely done anymore.

    ix. Uncollectibles: Amounts adjusted off a CL account.

    x. AD Payable: Advance Deposit refunds sent by check

    xi. AD Discount: Commission taken out by a TA in advance and not included in the Advance Deposit check amount.

    xii. Deposit Cash: Cash to be deposited. This may differ from the amount posted.

    xiii. Deposit Other: CC deposits

    xiv. Over/Short: Overages and shortages as posted. These must agree with the difference of deposits and posted amounts.

    xv. AD Debits: Advance Deposits attached to reservations that were checked in. They are transferred from the Ad Leger to the GL Ledger.

1. Total debits plus beginning balance must equal total month's credits plus ending monthly balance. This is true for AD, CL and GL.

2. You will notice at the bottom of these columns there are three (3) figures. The first is the total of the month's numbers. The second if the start of month balance. The last number is the difference.

    a. In order for your ledgers to be in balance, the debits and credits must ALWAYS zero out.

xvi. AD Credits: Deposits received, less any refunds.

xvii. GL Debits: Total of ALL charges to the GL.

xviii. GL Credits: Guest payments, AD checkins, CL as payment

xix. CL Debits: Amounts transferred to CL and CL Adjustments

xx. CL Credits: Payments to CL accounts, adjustments, credits to trade out accounts, cc discounts (rarely used).

xxi. CL Tradeouts: Amounts credited to trade out accounts

xxii. Room: Taxable room revenue.

xxiii. Non-taxable: Non-taxable room revenue. This is determined by dividing the amount of tax by the tax rate. This is then subtracted from the total amount of room revenue posted, giving the total non-taxable room revenue.

xxiv. Tax: This column's label depends on what the transaction is called in ACConfig. This column pulls data from the second transaction listed in ACConfig.

xxv. The rest of the columns will vary from property to property and are determined by the transaction codes they have.

    1. If a primary transaction code has sub categories, then only the total amount is shown here.

xxvi. The last columns are your credit cards and Direct Bill numbers. There is a columns for each of your credit card types and one (1) for the Direct Bill activity.

4. You can access the F keys by using the keyboard, or clicking on Toolbar on the Title bar and clicking on your option.

5. To close the report, click Escape on your computer keyboard, or click on the X in the right corner.

    a. When you close the report, an AutoClerk Information box appears asking if you would like to include M2 details for the sub-categories of any primary charge type that has sub-categories.

  b. Click the Yes button if you want to view these details or the No button if you do not want to see these sub-categories.

4. If you clicked No when you first entered Utilities – M2, the M2 Options window appears as shown in Figure 2.
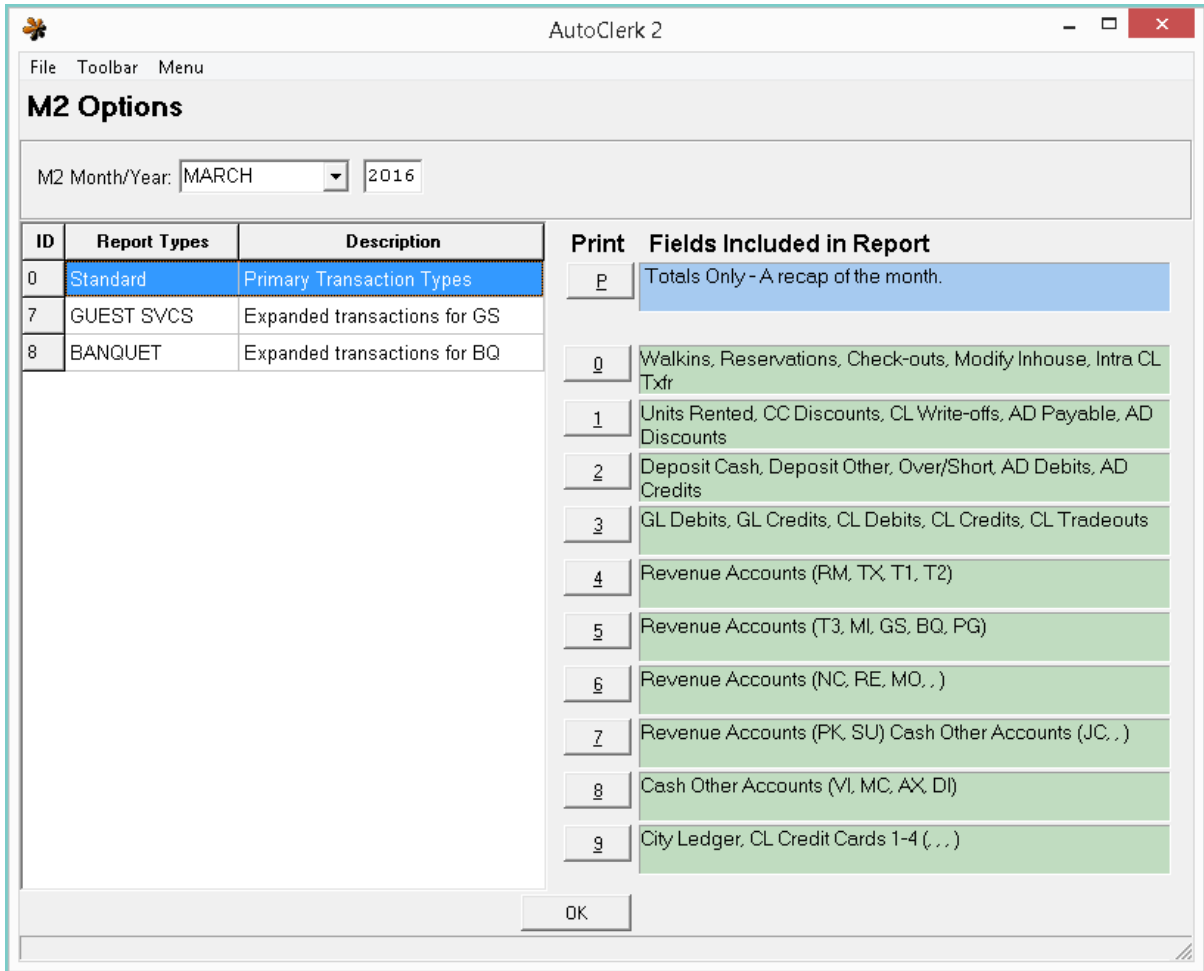
<p align="center">Figure 2: M2 Options</p>

  a. Use the drop down or type in the month and year you want to view.

  b. The left side of the form lists, in addition to Standard, any primary accounts that have sub-categories.

  c. The numbered lists on the right side break out the transactions in groups of five (5).

    i. If you want to see the daily breakout of one of your primary accounts with sub-categories, simply click on that account. In the above example, you could click on Guest Svcs to see the daily totals for the sub-accounts under Guest Svcs.

       ii.   Viewing Standard is the default.

d. Click the numbered button of the accounts you want to see. Or click on 'P' to just see the month's totals. If you click OK without selecting accounts, you are returned you to the Main menu.

       i.   Once you click on a numbered button, the SendTo menu appears. You can display or print the report. The report lists the daily totals for each of the five (5) transactions you selected with a monthly total at the bottom.

e. If you selected P, the report is a recap of the month with a totals breakout of each of any primary account that has sub-categories.

Export M2—Variable

Use this feature to export the M2 report to a CSV (Comma Separated Variable) file, which you can import into a spreadsheet utility such as Excel, as well as a .txt file (text file).

1. Click on the Utilities icon on the Main menu.

2. Select Export M2-Variable. An M2 Report Option window opens.

3. Enter your desired date range in the Start Date and End Date fields. You can enter past dates only.

4. The Write with Header Description checkbox is checked by default. This places header descriptions on the exported file.

5. If you want to include subcategories of expanded charge types, the Charge Type box on the M2 Report Option window allows you to check those subcategories you wish to include. You can use the Select All and Select None buttons, as well as check individual checkboxes. (This variable is optional. You can choose not to check any checkboxes.)

6. Click the OK button.

7. The Export Result box opens displaying the path to the files you exported. Please contact AutoClerk Support if you cannot find this path: (925) 284-1005, Option 2.

    a. In the Top menu bar on the Export Results box, you can select SendTo, and the SendTo menu appears.

    b. Select Print to print the file paths.

Detail of Misc Posting—M3

Use this report to view or print all of the miscellaneous postings you created during a selected date range.

The Misc (MI) transaction code is used for those transactions that require a charge type that does not exist in your configured system.

For example, if a guest requests a bell boy to get a bag of pet food from the market, this charge would be entered as a miscellaneous charge, since there is no category that exists in the system for pet food.

1. Click on the Utilities icon on the Main menu.

2. Select Details of Misc Posting. The M3 Options box appears.

   a. Select the Report Type you want to see.

      i. Totals Only: No breakouts by day or amount.

      ii. Daily Totals: When this is selected, the Show Day Totals By selections are enabled. You can show the Daily totals by Amount, Count (number of transactions that day), or Both.

      iii. Details: This reports gives day by day breakout with each posting listed, a daily total and a grand total.

   b. Use the drop down to select a month and enter the year you want to see. You can enter past and present dates only.

   c. The default Chg/Pymt is MI. However, you can select any transaction code you want, including a specific sub-category.

   d. If you only want to see transaction with a specific comment, you can enter that.

      i. Ideally, when a MI posting is done, the clerk will enter in a comment describing what the MI charge is for. Running this report can be used as a training tool for new employees so they learn to put in a comment or use the correct charge code is one already exists. This can also be used by Accounting to review the comments and decide a new charge category needs to be created.

3. Click the OK button, the SendTo menu appears, and you can display or print the report.

Enter Bank Deposit and Overage/Shortage

Use this function to 1) adjust your daily Cash deposit if there is any overage or shortage, and/or 2) modify the number of units rented on a specific day.

Changes made here are only reflected on the M2 report. The Night Audit Reports will not change.

1. Click on the Utilities icon on the Main menu.

2. Select Enter Bank Deposit and Overage Shortage. The Bank Deposit window opens.

3. Enter the month and year in a MMMYY format. You can enter past month and year only.

4. Click the OK button. The Enter Bank Deposit window opens as in Figure 3.

Figure 3: Enter Bank Deposit

5. Enter in the Day of Month field the number associated with the date. For example, November 2 means you enter 2. As you move from this field, all of the fields in the bottom half of the window auto fill with revenue numbers for that date.

   a. Adjusted Figures: These fields contain your defined payment types such as: Cash, Visa, Diner's Club, Discover, American Express, JCB (Japanese Credit Bureau), MasterCard. (Not all are shown in the example.)

   b. Totals: This shows the addition of all payment types for that date.

   c. Difference: This field contains the actual monetary difference.

6. In most cases, you will only be adjusting your Cash due to an overage/shortage. To make an adjustment:

   a. For example, the cash deposit for a day was $251.03. However, the actual cash deposit was only $250.00.

   b. In the Enter Cash Overage /-Shortage field, put -$1.03.

   c. In the CA field, put $150.00

      i. Both fields must be changed as the Difference MUST be $0.00 for the record to be saved.

   d. When you tab out of the CA field, you will see that the Difference is $0.00

   e. Click the OK button. An AutoClerk Info box opens informing you the M2 report is now updated.

   f. Click the OK button. You are returned to Bank Deposit window. Click the Esc button to return to the Main menu.

7. Adjusting the Units Rented can occur when a manual posting of a room charge is done and the occupancy question is not answered correctly. To adjust the number of rooms, enter the correct number in the Units Rented field.

   a. Click the OK button. An AutoClerk Info box opens informing you the M2 report is now updated.

   b. Click the OK button. You are returned to Bank Deposit window.

8. When you have completed all your adjustments, click the Esc button to return to the Main menu.

Daily Cash Report (DCR)

The Daily Cash Report shows the previous day's transaction totals, as well as occupancy figures. There are additional columns for month-to-date and year-to-date. You can view previous day's reports through Utilities→View Past Night Audit Reports.

1. Click on the Utilities icon on the Main menu.

2. Select Daily Cash Report. The SendTo menu opens.

3. Click the Display or Print button, as needed.

4. The DCR report opens. There are columns for Today, MTD and YTD. Today is actually yesterday's amounts as today has not been closed out.

   a. If you want to see days other than yesterday, you can view all past DCRs through View Past Night Audit Reports.

5. The DCR only gives transaction type totals as well as numbers for rooms rented, etc.

Historical Folios

You can use Historical Folios to reprint or make adjustments to a checked out guest's bill and or research a guest's stay.

1. Click on the Utilities icon on the Main menu.

2. Select Historical Folios. A History for Date window opens.

    a. Enter your desired date range in a DD/MM/YY format in the Start Date and End Date fields. You can enter past and current day dates only.

    b. Click the OK button. The Historical Folio Headers for Checkout *<DateYouSelected>* appears.

3. The window is divided into two areas: the top section lists the checked out folios during the selected date span. You can click on any of the header cells to sort that column. The bottom section is the folio for the highlighted folio as shown in Figure 4.

Figure 4: Historical Folios

a. Title bar Menu:

    i. File:

        1. Change date: This allows you to change the dates of your search.

        2. Exit: This returns you to the Main menu.

b. Edit:

    i. Post Correction: This allows you to post a correction. You can post transactions, charge credit card on file, or a new payment type.

    ii. When you click this button, the Post to History window appears for the highlighted guest's folio. You can enter corrections in the bottom of the window. (See Posting Historical Corrections below for more details.)

        1. If you have any questions regarding this feature, contact AutoClerk Support for assistance: (925)284-1005, Option 2.

c. Reports:

    i. Folio Send To: This opens the SendTo menu. You can choose to print, display or email the selected folio.

        1. If you select Options, you can select which folio transactions to display or print.

            a. If you select certain transactions to print, all of the existing transactions remain on the folio. You are only selecting transaction for this one time.

    ii. Export Headers List To: This opens the Export History Options box. You can choose to export with or without headers.

        1. In the Export Fields section, you can choose additional fields to export.

        2. You can Add Inhouse Folios.

        3. Click the OK button. The SendTo menu appears.

            a. You can print this report or display the export.

            b. If you select Edit, you can save it as a Comma Separated Variable (CSV) file. This CSV file can then be exported to a spreadsheet application.

    iii. Thank You Letter: This allows you to send a thank you letter. Contact AutoClerk support to configure the Thank You Letter feature: (925)284-1005, Option 2.

    iv. Change Log: This allows you to see the Change Log for the selected guest.

d. Search:

       i. Find: This opens a Find in History box. You can set parameters in this box in order to narrow your search criteria or filter certain variables.

          1. The Begin and End dates are based on what you originally entered but you can search any date range.

          2. Click on one of the section tabs, enter what you are looking for in the Find field and use the 'in' drop down to select a field and click on Add Search.

          3. When you have entered all your search parameters, click OK.

          4. The search results, if any, will be displayed.

   e. Help: This opens a Help window associated with any field you highlight.

   f. Menu: Allows you to open another instance of AutoClerk.

4. Modify Email/Opt-In: When clicked, it brings up a window where you can add in an email address (es) for the selected guest.

   a. You can also select whether the guest wishes to opt in or out of email.

5. Historical Folio Display: The bottom portion shows the details of the selected folio.

   a. Select from the Template dropdown the template you wish to use for Folio Send To.

       i. Historical Folio: This is the default. It produces a folio similar to the one produced when the guest is in house or at check out.

       ii. Historical Folio with Data allows you to view all information associated with a folio. Historical folio does not allow you to see the large note, for example.

          1. Unless you are doing research on a folio and need to see all the data that was on it, leave this at Historical Folio.

          2. If you select Historical Folio with Data, to see all the data, click on Folio Send To and then select Edit.

   b. Folio Send To button: Click this button and the SendTo menu appears. You can choose to preview, print or display the folio.

       i. If you Display the folio, you have the ability to select which transactions you want to print on a one-time basis, or view any voided transactions.

   c. Change Log: This allows you to see the Change Log for the selected guest.

   d. Post a Correction button: When you click this button, the Post to History window appears.

       i. You can post new charges and/or make corrections to existing transactions on the folio.

ii. Corrections can be entered using the line at the bottom, or by highlighting the transaction and using the action buttons on the right side.

Posting Historical Folio Corrections

1. When in Historical Folios, highlight the folio you want to post to and click on Post a Correction button. The Post to History form appears as in Figure 5.

Figure 5: Post to History

a. The Inc column indicates whether a posted room charge was counted as an occupied room. If the room was posted as part of the Night Audit, it will have a '+' in this column. Manual room posting may have a '+', '-', or

be blank, depending on how the clerk posting the charge answered the Count Occupancy question. You can make corrections by using the entry line at the bottom of the form or the buttons on the right.

2. Posting additional charges to a folio. (For example, you need to add in a pet charge)

   a. When in Historical Folios, highlight the folio you want to post to and click on Post a Correction button. The Post to History form appears as shown inFigure 5.

      i. Select the transaction code by either typing it in or using the drop down. Enter a transaction sub-code if necessary.

      ii. Enter the charge amount.

      iii. Enter a Comment, if necessary.

      iv. Click on 'Add to List' and the transaction is added to the folio.

      v. You can use the credit card from the reservation, from the folio, or what was used to check out the guest by using the buttons on the right side. AutoClerk includes the last four (4) digits of the card for your reference.

         1. 'Use Posted CC' will not become enabled until you click on the credit card transaction in the list.

         2. In this example, click on the Visa card entry.

         3. The 'Use Posted CC' button is now enabled.

         4. Click on the 'Use Posted CC' button and AutoClerk will auto-fill the card's data.

      vi. Enter the amount to be charged. This is usually the amount showing as the 'Late Posting Total'.

      vii. Click Add to List.

      viii. The Late Posting Total MUST be $ 0.00 to complete the transactions.

         1. Click on 'OK'.

      ix. AutoClerk will call out for additional authorization on the selected card.

         1. If approved, you are returned to the main Historical Folios screen.

      x. Click on 'Folio Send To' to print/email a revised folio to the guest and for your daily records.

3. Posting Adjustments to a Folio

   a. When in Historical Folios, highlight the folio you want to post to and click on Post a Correction button. The Post to History form appears as in Figure 5.

      i. Highlight the transaction you want to adjust. In this example, adjust off 1 night of parking.

     ii. Click the 'Post Adjust' button.

         1. AutoClerk auto-fills in the posting line with the amount as a negative as well as a comment of ADJ.

    iii. Click on 'Add to List' and the transaction is added to the folio.

    iv. You can use the credit card from the reservation, from the folio, or what was used to check out the guest by using the buttons on the right side. AutoClerk includes the last four (4) digits of the card for your reference.

         1. 'Use Posted CC' will not become enabled until you click on the credit card transaction in the list.

         2. In this example, click on the Visa card entry.

         3. The 'Use Posted CC' button is now enabled.

         4. Click on the 'Use Posted CC' button and AutoClerk will auto-fill the card's data.

     v. Enter the amount to be charged. This is usually the amount showing as the 'Late Posting Total'.

    vi. Click Add to List.

   vii. The Late Posting Total MUST be $ 0.00 to complete the transactions.

         1. Click on 'OK'

  viii. AutoClerk will ask for the Rebate Password. Once correctly entered, AutoClerk will process the refund. (If you do not know the password, contact a property manager. If you are a manger and do not know the password, contact AutoClerk Support. The password will ONLY be given to a verified manager.)

         1. If approved, you are returned to the main Historical Folios screen.

    ix. Click on 'Folio Send To' to print/email a revised folio to the guest and for your daily records.

4. Posting Room Charges to Historical Folios

    a. When you post room charges to Historical Folios, depending on the amount being posted, you may be asked 'Increase/Decrease Tonights Room Count.

    b. How you answer this question depends on your property's policy as well as the circumstances.

i. Keep in mind that the answer may affect the property's occupied room count for that day; not the day the room posting was originally counted.

ii. If answered incorrectly, a manager can adjust the count through Utilities – Enter Bank Overage Shortage, as explained earlier in this guide.

c. AutoClerk asks the question whenever a room posting is more of less than 50% of the room rate on the folio.

i. Because a Historical Folio has a room rate of $0.00, you will always be asked the question.

ii. Here are some examples of postings and the possible 'correct' answer. However, you must always follow property policy.

1. Guest was charged $175.00 room rate and should have been charged $150.00

a. Post a -$25.00 adjustment and say No to decrease the room count because the guest was inhouse, just charged the incorrect rate.

b. If the rate was mischarged for multiple nights, you can post the total and not one posting for each night.

2. Guest checked out early but was not checked out of AutoClerk so there is an additional night.

a. Post a full room rate adjustment and say Yes to decrease the count as the room was in fact, not occupied.

Historical Data

You can use this feature to reprint a Post to No Room, Post a Ticket or City Ledger payment; as well as research cancelled reservations and City Ledger payments.

1. Click on the Utilities icon on the Main menu.

2. Select Historical Data. A History Folios window opens.

3. Enter your desired date range in an MMMYY format in the History From Which Month field. You can enter past dates only.

4. Click the OK button. The Historical Information appears.

   Button Bar:

   a. Find: This button opens a Search box. You can enter search criteria.

   b. Repeat Find: After you set criteria in the Find button Search box, the Repeat Find button uses your criteria. You can repeat a search with these stored criteria by clicking the Repeat Find button.

       c. Jump: This button opens a Jump to Day box. This command allows you to jump to a certain day or the start or end of your search criteria.

       d. Page Down: This pages down through the data incrementally.

       e. Page Up: This pages up through the data incrementally.

       f. Next Folio: This button automatically jumps you to the next folio.

       g. Show Folio: This button opens the SendTo menu. You can then choose to print or preview a folio.

5. Click on the X at the top of the window, or click the Esc button on the window to return to the Main menu.

Searching and Reprinting a Folio/Payment Example

You need to reprint a payment to the Acme Trucking CL account.

1. Click on the Utilities icon on the Main menu.

2. Select Historical Data. A History Folios window opens.

3. Enter the month and year the payment was made in an MMMYY format in the History From Which Month field.

4. Click the OK button. The Historical Information appears.

5. Click Find, enter Acme in the Find What field and click Find Next.

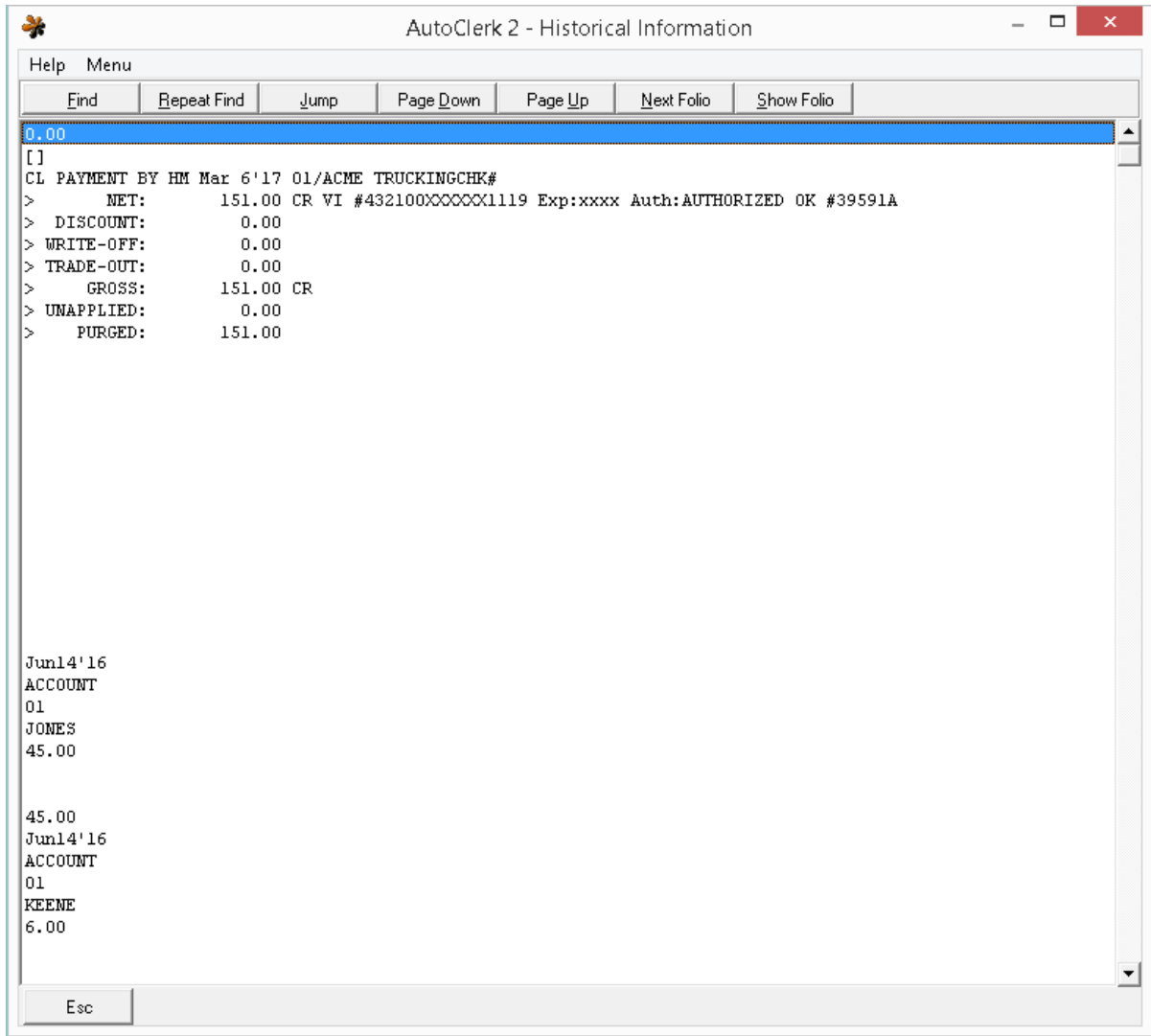   a. The first instance is found as shown in Figure 6.

Figure 6: Historical Folio Search Result

    b. This is the payment you need to reprint.

        i. Click on Show Folio. The SendTo menu opens.

        ii. Select Print.

    c. If this is not the payment you need, click on Repeat Find and AutoClerk will look for the next instance.

Mailing Lists

Depending on your choice, you can export different segments of guests for marketing purposes.

Inhouse Folios

Use this to generate a report about current inhouse guest information. This report can be exported into a spreadsheet program.

1. Click on the Utilities icon on the Main menu.

2. Select Mailing Lists.

3. Select Inhouse Folios. The Export Inhouse Folios window opens.

4. The following checkboxes are available.

    a. A Folios Only: If checked, only Folio A's are represented on the export.

    b. Must have Guest Address: If checked, only folios with guest addresses are displayed. This is checked by default.

    c. Must have Guest Email Address: If checked, only folios with guest email addresses are displayed.

    d. Must have Company Address: If checked, only folios with company addresses are displayed.

    e. Must have Company Email Address: If checked, only folios with company email addresses are displayed.

    f. Must have TA Address: If checked, only folios with travel agent addresses are displayed.

    g. Must have TA Email Address: If checked, only folios with travel agent email addresses are displayed.

    h. Include Header: If checked, then the export will include column headers

5. Click the OK button. The SendTo menu appears.

6. Choose a desired option from the SendTo menu.

    a. Click on File. This opens the Save File window. Name the file. AutoClerk saves the file to export_clerkid\ [id]\. Then, when you click the Save button, your data is saved as a text file. Contact AutoClerk support, if you have a problem locating saved files: (925) 284-1005, Option 2.

    b. Selecting Display allows you to search within the report.

    c. Selecting Edit produces the report as a text file which can then be imported into a spreadsheet program.

Reservations

Use this to generate a report with guest Reservation information. This can be exported into a spreadsheet program.

1. Click on the Utilities icon on the Main menu.

2. Select Mailing Lists.

3. Select Reservations. The Export Reservations window opens.

4. Enter your desired date range in an MMMYY format in the Start Date and End Date fields. You can enter future dates only.

5. The following checkboxes are available.

    a. A Folios Only: If checked, only Folio A's are represented on this report.

    b. Must have Guest Address: If checked, only folios with guest addresses are displayed. This is checked by default.

    c. Must have Guest Email Address: If checked, only folios with guest email addresses are displayed.

    d. Must have Company Address: If checked, only folios with company addresses are displayed.

    e. Must have Company Email Address: If checked, only folios with company email addresses are displayed.

    f. Must have TA Address: If checked, only folios with travel agent addresses are displayed.

    g. Must have TA Email Address: If checked, only folios with travel agent email addresses are displayed.

    h. Include Header: If checked, the export will include column headers.

    i. In addition, you can select to export reservations with only certain statuses. By default, Guarantees, Holds and Share-withs are checked.

6. Click the OK button. The SendTo menu appears.

7. Choose a desired option from the SendTo menu.

    a. Click on File. This opens the Save File window. Name the file. AutoClerk saves the file to export_clerkid\ [id]\. Then, when you click the Save button, your data is saved as a text file. Contact AutoClerk support, if you have a problem locating saved files: (925) 284-1005, Option 2.

    b. Selecting Display allows you to search within the report.

    c. Selecting Edit produces the report as a text file which can then be imported into a spreadsheet program.

Historical Folios

Use this to generate a report about past guest information. This report can be exported into a spreadsheet program.

1. Click on the Utilities icon on the Main menu.

2. Select Mailing Lists.

3. Select Historical Folios. The Export History window opens.

4. Enter your desired date range in an MMMYY format in the Start Date and End Date fields. You can enter past dates only.

5. The following checkboxes are available.

     a. A Folios Only: If checked, only Folio A's are represented on this report.

     b. Merge Rates on A-D Folios – Include Orphans: If these are checked, AutoClerk will merge the rates on the B-D folios of the same guest/stay with the rates on the A folio.

          i. An orphan is determined to be one if an A folio is not found that was inhouse during the dates of the B-D folio and the B-D folio is within the date range. All orphans for a given day are combined together for that day into one record. I.e. you have three B folios 100.00, 20.00, and 50.00 for the 3rd, the total rate will be 170.00 and the average rate will be 170.00 because it is for 1 day.

     c. Must have Guest Address: If checked, only folios with guest addresses are displayed. This is checked by default.

     d. Must have Guest Email Address: If checked, only folios with guest email addresses are displayed.

     e. Must have Company Address: If checked, only folios with company addresses are displayed.

     f. Must have Company Email Address: If checked, only folios with company email addresses are displayed.

     g. Must have TA Address: If checked, only folios with travel agent addresses are displayed.

     h. Must have TA Email Address: If checked, only folios with travel agent email addresses are displayed.

     i. Include Header: If checked, the export will include column headers.

6. Select a template to which you wish to export the data from the Template to Use pull-down menu. (This exports your data as a CSV file to a text file.)

7. Click the OK button, and the SendTo menu appears.

8. Choose a desired option from the SendTo menu.

     a. Click on File. This opens the Save File window. Name the file. AutoClerk saves the file to export_clerkid\ [id]\. Then, when you click the Save button, your data is saved as a text file. Contact AutoClerk support, if you have a problem locating saved files: (925) 284-1005, Option 2.

     a. Selecting Display allows you to search within the report.

     b. Selecting Edit produces the report as a text file which can then be imported into a spreadsheet program.

Travel Agent Historical Folios

1. Click on the Utilities icon on the Main menu.

2. Select Mailing Lists.

3. Select Travel Agent Historical Folios.

4. The Export History window opens.

5. Enter your desired date range in an MMMYY format in the Start Date and End Date fields. You can enter past dates only.

6. The following checkboxes are available.

   a. A Folios Only: If checked, only Folio A's are represented on this report.

   b. Merge Rates on A-D Folios – Include Orphans: If these are checked, AutoClerk will merge the rates on the B-D folios of the same guest/stay with the rates on the A folio.

      i. An orphan is determined to be one if an A folio is not found that was inhouse during the dates of the B-D folio and the B-D folio is within the date range. All orphans for a given day are combined together for that day into one record. I.e., you have three B folios 100.00, 20.00, and 50.00 for the 3rd, the total rate will be 170.00 and the average rate will be 170.00 because it is for 1 day.

   c. Must have Guest Address: If checked, only folios with guest addresses are displayed.

   d. Must have Guest Email Address: If checked, only folios with guest email addresses are displayed.

   e. Must have Company Address: If checked, only folios with company addresses are displayed.

   f. Must have Company Email Address: If checked, only folios with company email addresses are displayed.

   g. Must have TA Address: If checked, only folios with travel agent addresses are displayed. This is checked by default.

   h. Must have TA Email Address: If checked, only folios with travel agent email addresses are displayed.

   i. Include Header: If checked, the export includes column headers.

7. Select a template to which you wish to export the data from the Template to Use pull-down menu. (This exports your data as a CSV file to a text file.)

8. Click the OK button, and the SendTo menu appears.

9. Choose a desired option from the SendTo menu.

   a. Click on File. This opens the Save File window. Name the file. AutoClerk saves the file to export_clerkid\ [id]\. Then, when you click the Save button, your data is saved as a text file. Contact AutoClerk support, if you have a problem locating saved files: (925) 284-1005, Option 2.

   a. Selecting Display allows you to search within the report.

   b. Selecting Edit produces the report as a text file which can then be imported into a spreadsheet program.

Historical No-Shows and Cancellations

1. Click on the Utilities icon on the Main menu.

2. Select Historical No-Shows and Cancellations. A No Show/Cancellation Report for which Month and Year window opens.

   a. Enter date for which you wish to see the report. Use a MMMYY format. For example, if you enter APR11, you see no-shows and cancellations from January and February (60 days past).

3. Click the OK button. The SendTo menu appears.

   a. Click the Display or Print button as needed.

   b. The report is separated by Cancellations and No Shows for the requested time period. There is a count at the end of each section.

4. Click on the X to close the Report Display window, and you return to the Main menu.

Guest Letters

The Guest Letter features allow you to create and modify Confirmation, Cancellation, Reinstate, Welcome, Thank you, and No Show letters. In addition, if you are a BW property, you can modify your BWR/Loyalty Welcome Letter. Properties can also create a City Ledger/Accounts Receivable Invoice Cover letter here. Letters can also be created for groups. Contact AutoClerk Support for help in creating/modifying letters: (925) 284-1005, Option 2.

AutoClerk offers an eLetters option which is done through a third party. As reservations are made, modified, cancelled, guest arrives and departs, different letters can be sent out to the guest. Please contact AutoClerk Sales (925) 284, 1005 if you are interested in this product.

Letter Templates Editor

Contact AutoClerk Support for help in creating/modifying letters: (925) 284-1005, Option 2.

CL Cover letters are the simplest letters to create. The steps are:

1. Navigate to Utilities – Guest Letters – Letter Templates Editor and select CL Invoice Cover Letters.

2. The initial form opens as shown in Figure 7.
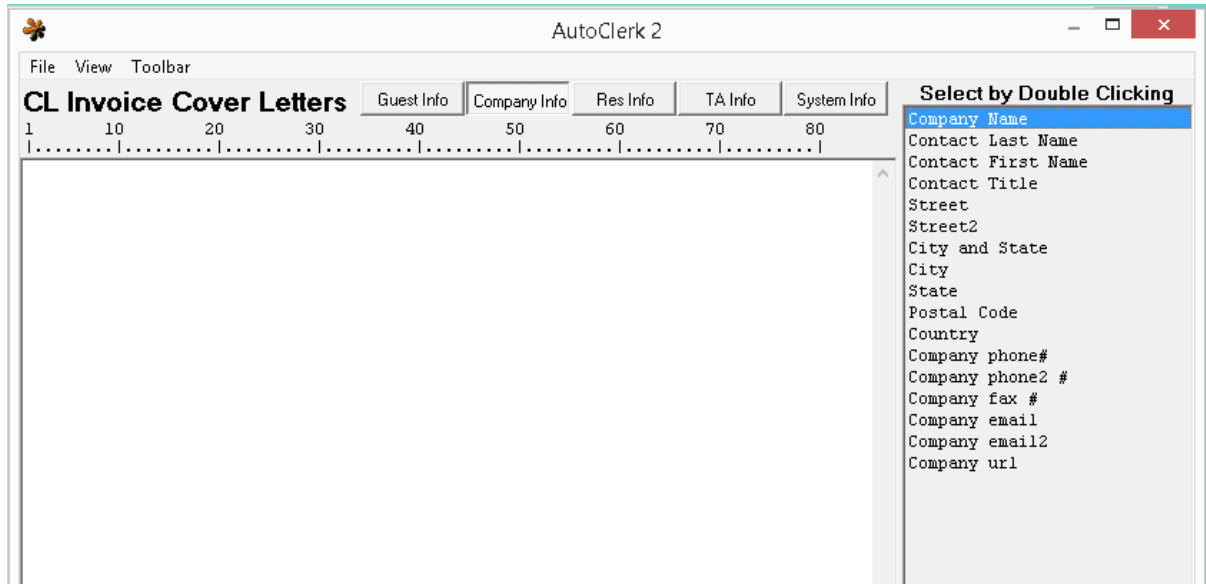
Figure 7: Cl Cover Letter Template

3. The form opens with Guest Info tags listed but as you will be using mostly Company Info, this has been selected.

4. You will be printing these letters on your letterhead so be sure to leave spacing at the top and bottom, as necessary, to account for a logo, address, etc.

5. If you want date you are sending the letter to appear, click on the System Info button, and then double click on 'The date today' in the list. A parameter window opens as shown in Figure 8.
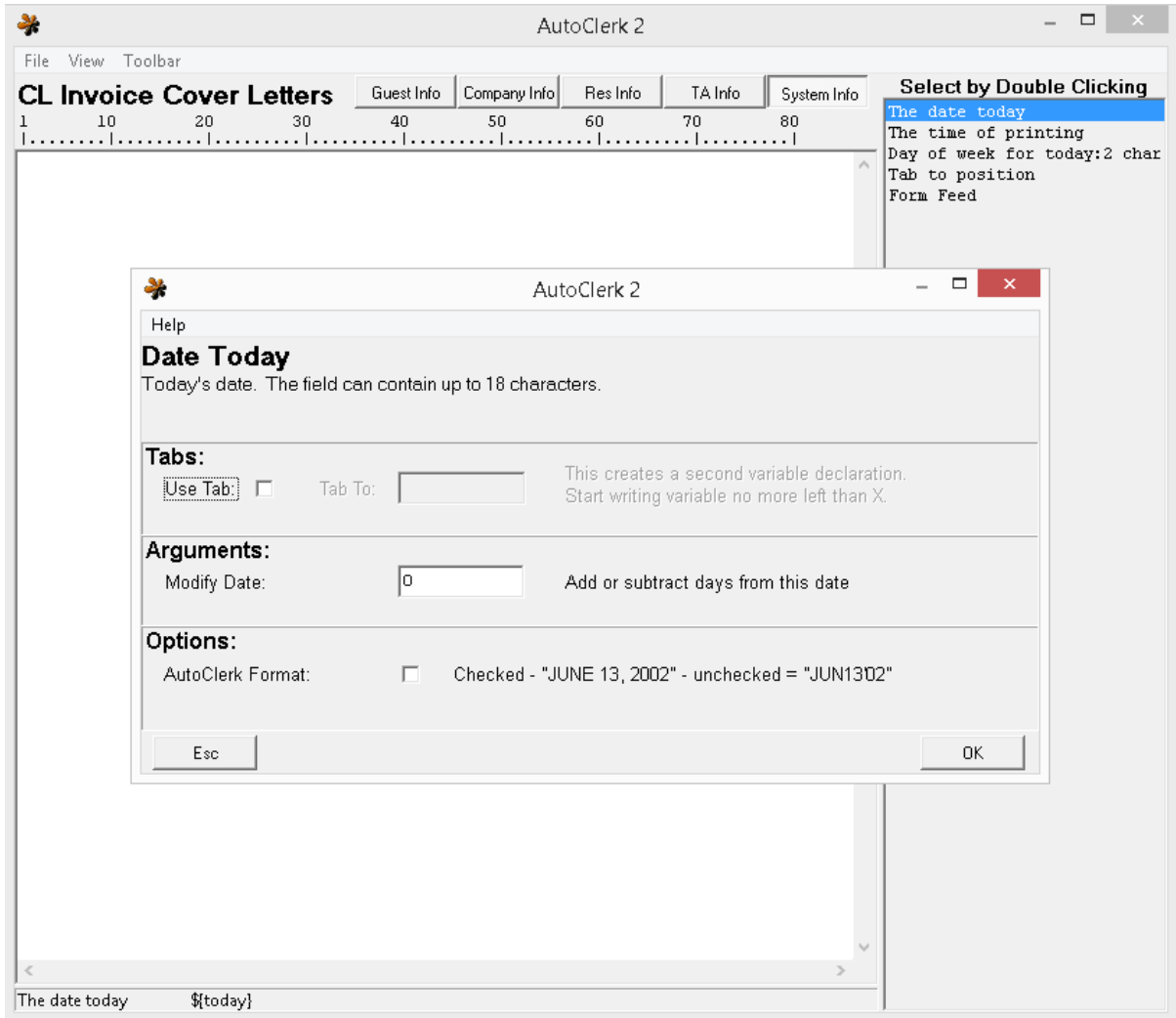
Figure 8: Cl Cover Letter Date Parameter

    a. In most cases, you will want to use the full date format so check that checkbox. If you want to tab the date, set that parameter.

        i. When complete, click OK and the token will appear on the screen.

        ii. You can move the token by using the 'enter' key on the keyboard.

    b. The next step is to add in the Cl Account mailing info.

        i. Click on the Company Info tab.

        ii. The CL Account info correlates to the Company Info selections.

        iii. Position the information on the template by using the enter key. Where the blinking cursor is, is where the token will appear.

      iv. Double click on the information particulars such as Company Name, Address, etc.

          1. Each time you double click on an item, a parameter window will open, similar to the one shown in Figure 8. This will allow you to format how the data will appear on your letter.

c. Once the address tokens have been added, you can type in what you want your cover letter to say.

d. When you have completed the letter's text, click on File, the Save & Install.

      i. Give the letter a name. In this example, it is cl_cover.txt, as shown in Figure 9.
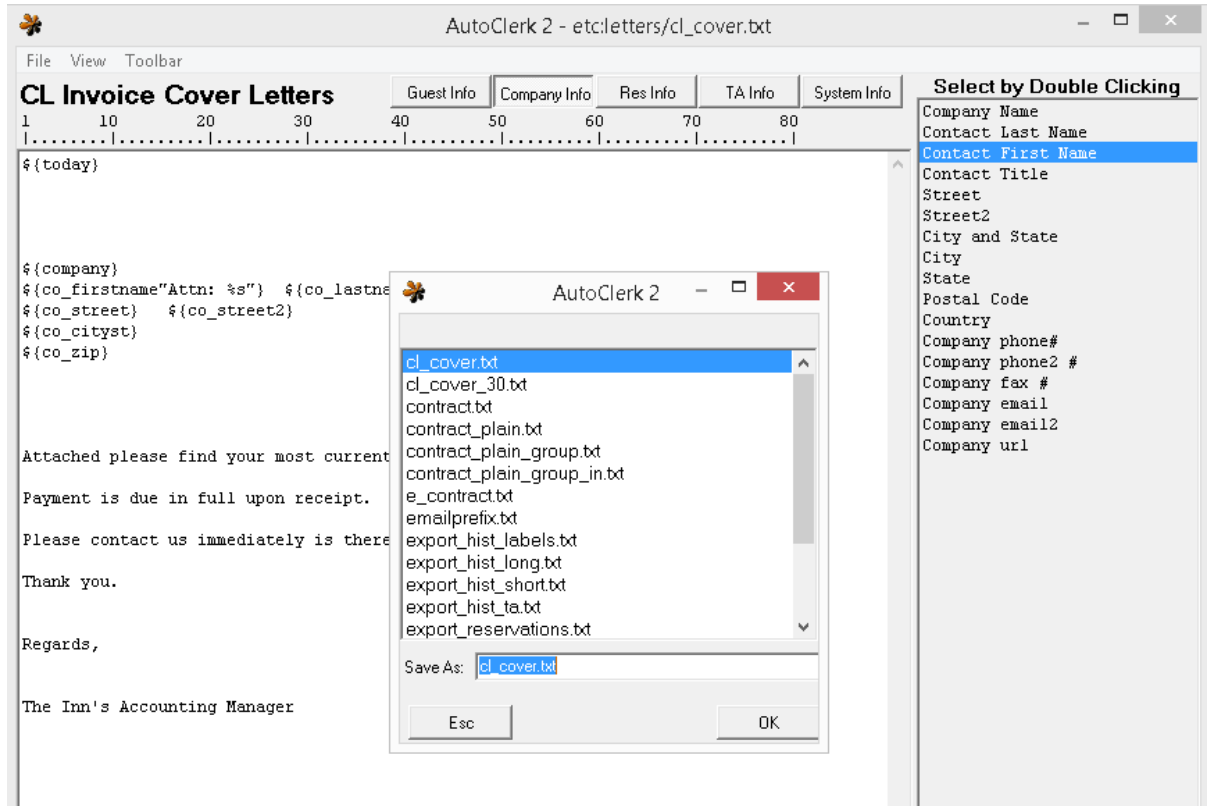
Figure 9: Cl Cover Letter Save

e. Click OK at the Confirm window,

      i. You are brought back to the main letter form.

      ii. Click on the red 'x' to close the form and you are brought to the distribution form.

6. Click on the drop down arrow for 'Choose a Letter Number'.

a. Select 00.

b. You can give the letter a name. This is handy is you want to have a different letter for overdue invoices. This one has been named 'Default'.

c. Drag and drop the text file you just created to the Template field for 'Use for Display…' and 'Use for Print'.

   i. CL Cover letters cannot be emailed at this time so that field does not need to be completed.

d. The completed form is shown in Figure 10.
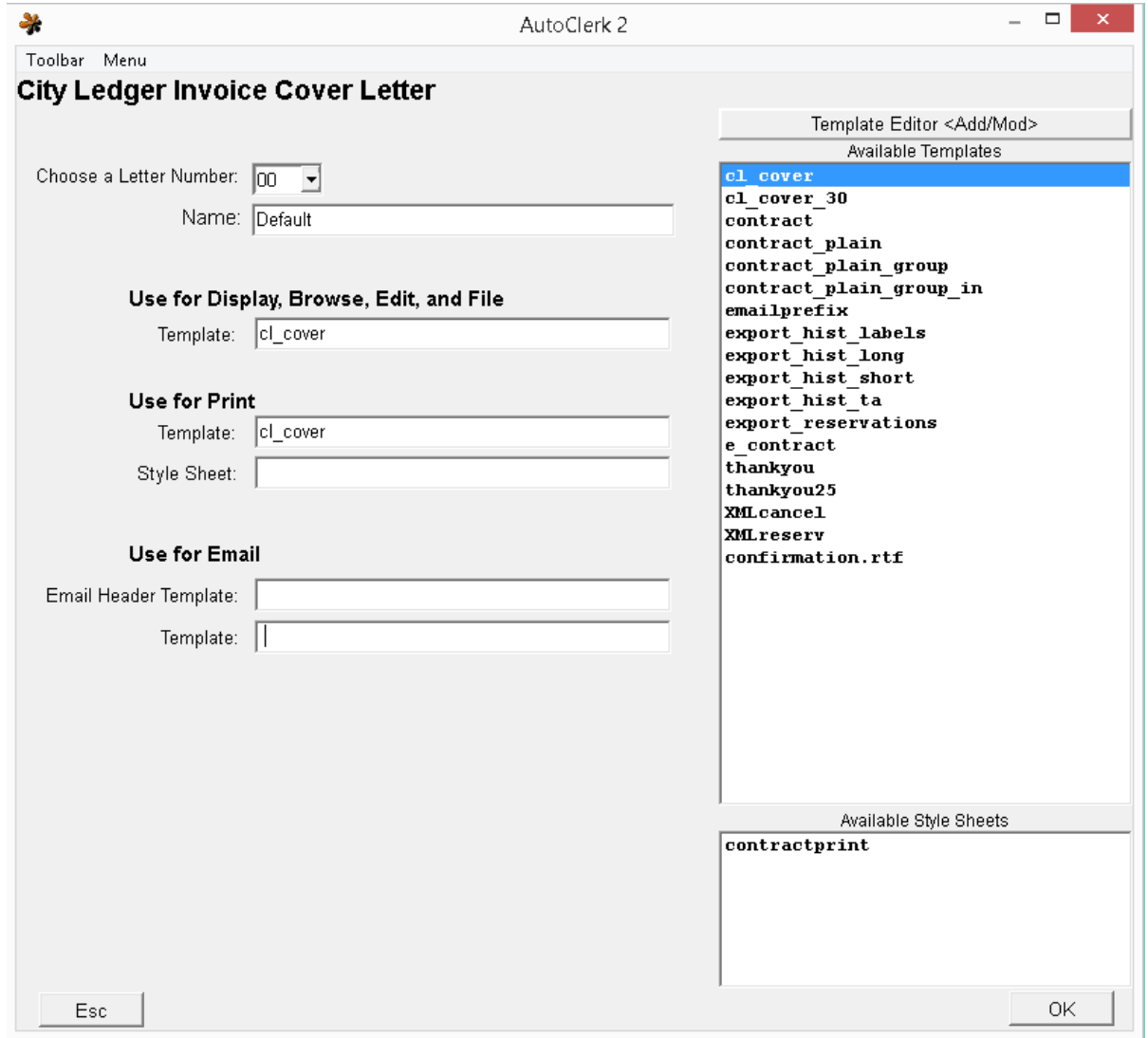
Figure 10: CL Cover Letter Distribution

e. Click OK to save your setup, and click OK on the confirm window.

    i. Click ok to return to the AutoClerk main menu.

f. Repeat the same steps if you want to create additional letters.

g. Once you have created a letter(s), when you go into the CL Cover Letters form, your Letter Template(s) will be listed, as shown in Figure 11.
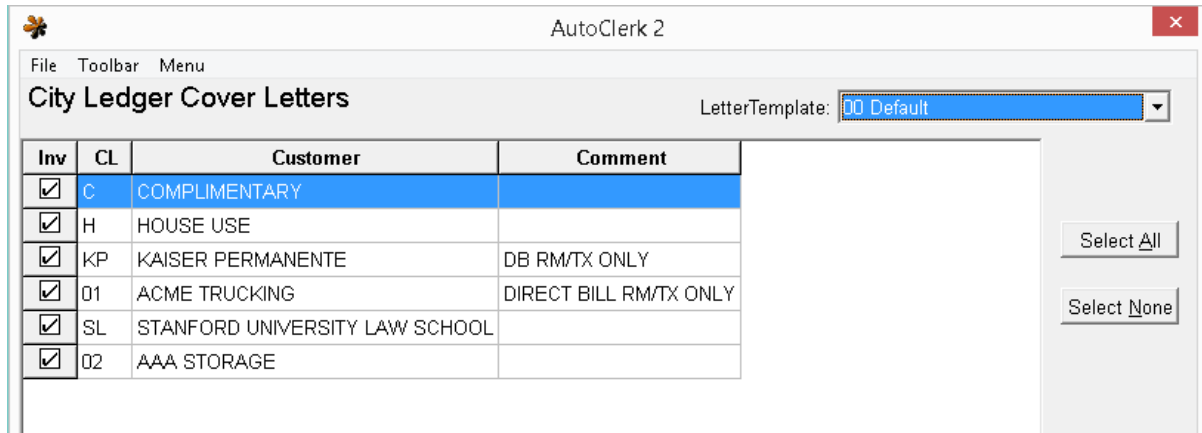
Figure 11: CL Cover Letters

h. You should always run a test cover letter to make sure your formatting is correct.

    i. If not, you can go back into Guest Letters and make adjustments. Be sure to Save and Install you changes. You can use the same name for the modified letter template.

Setup Letter Templates

This is where you go to set up the distribution of your letters. For example, you have multiple confirmation letters. By setting them up here, when you make a reservation you can decide which letter to send.

Contact AutoClerk Support for help in creating/modifying letters: (925) 284-1005, Option 2.

Extended Setup for Letter Templates

Contact AutoClerk Support for help in using this feature: (925) 284-1005, Option 2.

Print Thank You Letters

Once you have created a Thank you letter, you can then send out Thank you letters via email or regular letter.

1. Click on the Utilities icon on the main menu. Select Guest Letters, then Print Thank you Letters.

2. Enter the guest check out date range you want to send letters for.

   a. Click OK.

   b. The Thank you Letters form opens as shown in Figure 12.
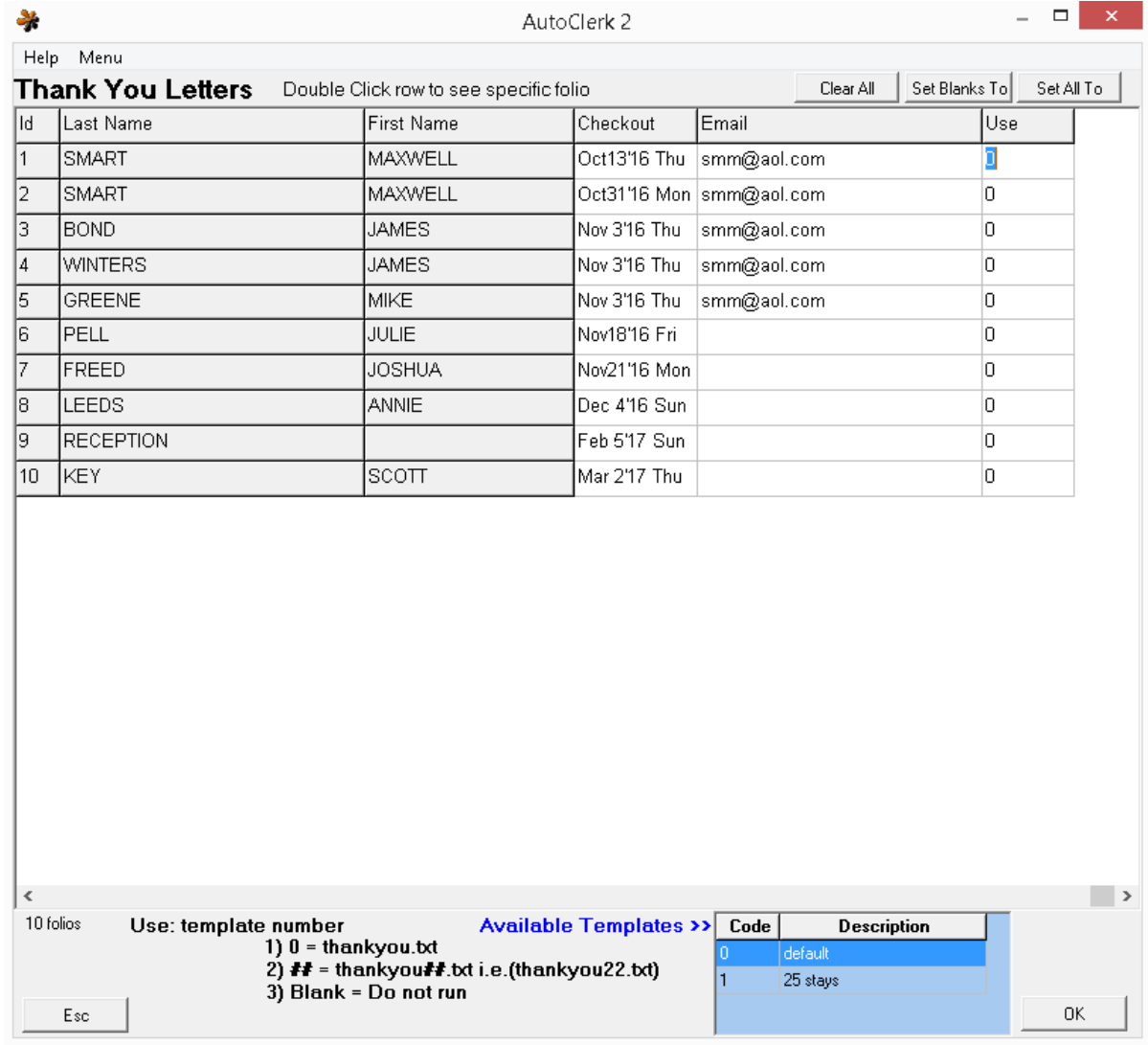
Figure 12: Thank You Letters

3. If the guest had an email address on the folio, it is included here.

4. Use the buttons at the top of the form to auto-clear or fill the 'Use'. Column.

   a. This column tells AutoClerk which letter to use for which guest.

5. Once the setup is complete, click 'OK' and you are presented with a SendTo pipeline where you can select to print or email the letters.

View Past Night Audit Reports

1. Click on the Utilities icon on the Main menu.

2. Select View Past Night Audit Reports from the Utilities menu. The Past Night Audit Reports window opens as in Figure 13. The left pane contains reports for the past 30 days. The right pane lists the report types produced during the audit, regardless of whether or not they are marked to be suppressed.
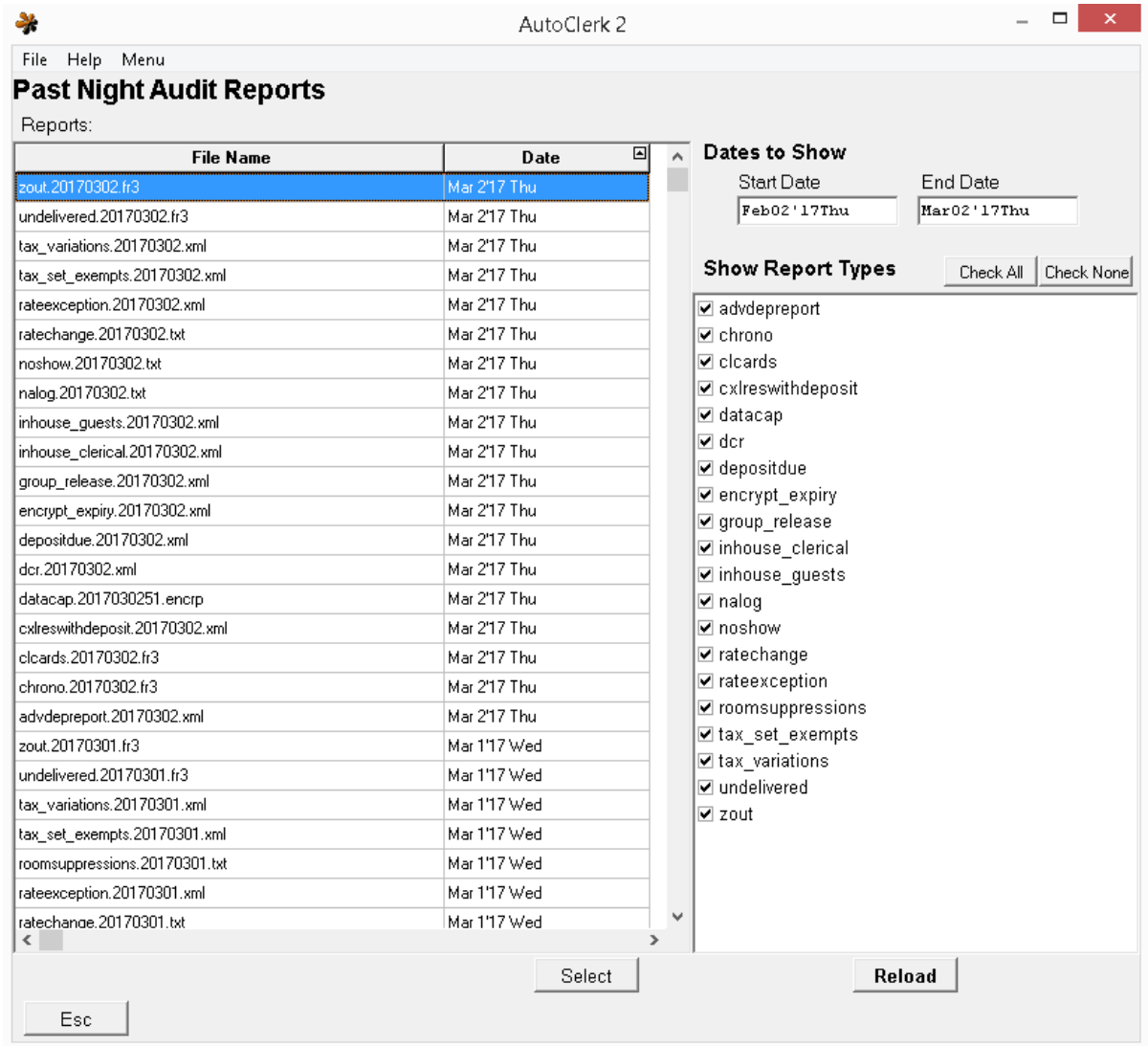
Figure 13: View Past Night Audit Reports

3. Click the File Name or Date header to sort that column.

4. Double-click on a line entry in any of the reports, and the SendTo menu opens.

    a. Click Display or Print, as appropriate.

5. You also have the ability to set date and report parameters.

    a. For example, you need to see just the credit card sales batch from the previous month.

        i. Enter the start and end dates of your search.

        ii. Click on 'Check None', then just check the box by 'datacap'.

        iii. Click 'Reload'.

        iv. The left pane refreshes to list the datacap reports for the selected dates.

    b. Double-click on a line entry in any of the reports, and the SendTo menu opens.

    c. Click Display or Print, as appropriate

6. Click the X in the Report Display window when you are finished reading the report, and you return to the Main menu.

Pace Report Export

AutoClerk can produce a Pace report automatically as part of the audit. This feature allows you to produce the report outside of the audit.

1. Click on the Utilities icon on the Main menu.

2. Select Pace Report Export from the Utilities menu. The Export to CSV Source Projections window opens.

3. Select your export options on this window.

4. The Include Headers checkbox is checked by default, so you Check see headers in the report. Unchecked it if you do not want to see headers.

5. Enter your desired date range in an MMMYY format in the Start Date and End Date fields. You can enter past dates only.

6. From the Rate Inclusion menu, select the rate range you wish for the report. You can choose to use today's rates or not use today's rates.

7. From the Posting Inclusion menu, select the posting range you wish you use. You can choose to use today's postings or not use today's posting.

8. Click the OK button, the SendTo menu appears.

9. Select Display, and a window opens with the Pace Data Export report.

10. Click the red X to close the window and return to the Main menu.

TA to QuickBooks

This is a back-office accounting software interface. Contact AutoClerk Support in order to use this feature: (925) 284-1005, Option 2.

CRM Exports

This is a customer relations management (CRM) software interface. The two (2) menu items are only used by AutoClerk technicians when the interface is first enabled at your property. If you are interested in this interface, contact AutoClerk Sales: (925) 284-1005.

Checkouts File

Arrivals File

Call Accounting Report

A Call Accounting interface calculates and charges accordingly for phone calls made from a guest room to the guest's bill.

This report is only applicable is you have the interface. It reports on the calls made from guest rooms. If you are interested in this interface contact AutoClerk Sales: (925) 284-1005.

Administrative Extension Report

The Administrative Extension allows you to generate a report of phone calls made from non-guest rooms. For example, the GM's office phone bills. You must have a Call Accounting interface in order to use this report. If you are interested in the interface, contact AutoClerk Sales: (925) 284-1005.

Encryption Key/Login Expiration Report

Generate this report to find out when your encryption keys and login information for AutoClerk and its interfaces expire.

1. Click on the Utilities icon on the Main menu.

2. Select Encryption Key/Login Expiration from the Utilities menu. The SendTo menu opens.

3. Select Display from the SendTo menu.

4. The Encryption Key Expiration Report opens in your default browser window. You can return to the Main menu whenever you wish. This report stays open until you choose to close it by closing the browser window.

5. This report prints by default on the Night Audit when there is a key scheduled to expire in the next 14 days.

   a. The report will continue to print until the issue is resolved.

   b. Review the ACAdmin Module documentation for more information and/or contact AutoClerk Support: (925) 284-1005, Option 2.

2. Functions

This section details functions related to managing your property.

Night Audit

Much of a night auditor's job is property specific. The function of a night audit is to use AutoClerk's features to do as follows:

1. Automatically posts room and tax to inhouse rooms and folios

2. Transmits the sales batch

3. Obtains increases in credit card authorizations as necessary

4. Backs up data

5. Closes out the data for the day

6. Begins a new day cycle of data

In order to run the Night Audit, the following must be in place:

1. The data must be on Shift 3

2. All guests due to check out must be checked out. You need to extend the stay of those particular guests for the audit to run.

3. A checked in room must at least have an A folio.

4. The Night Audit must be run on Station #1.

Pre-Audit Checks

The pre-audit checks are determined by the auditor's assigned tasks. They may include the following:

1. Check for dirty rooms.

2. Cancel any non-guaranteed reservations.

3. Post any outstanding charges such as parking or pet fees.

4. Balance the day's work.

5. Print reports needed while the audit is running.

6. All guests due to check out are checked out of the system

Running a Night Audit

You can run the Night Audit at any time but only on the current day. For example, if your front desk is closed from 10pm to 7am, you can run the Night Audit at 9:30pm or 6:30am.

1. On the Main menu, select Hotel from the Top menu bar.

2. Select Night Audit from the Hotel menu. The Night Audit Access Code box opens.

   a. Enter the code. (It was given to management during training.)

3. The NA Reports Not to Print window opens.

   a. Click the OK button.

4. If you do not have 10 transactions that current day, an AutoClerk Warning box appears.

   a. Click the OK button.

   b. You must post dummy transactions in order to have 10 for the day.

   c. Once you have at least 10 transactions for the day, re-start the Night Audit.

   d. If you have questions on posting, contact AutoClerk Support: (925) 284-1005, Option 2.

5. Click the OK button. The Room Posting window opens, as shown in Figure 14.

   a. The left panel lists all the inhouse rooms and folios.

   b. Rooms which appear in a red font indicate that room charges were manually posted during the current day. Investigate any rooms or folios in a red font to determine if room charges need to be posted during the audit.
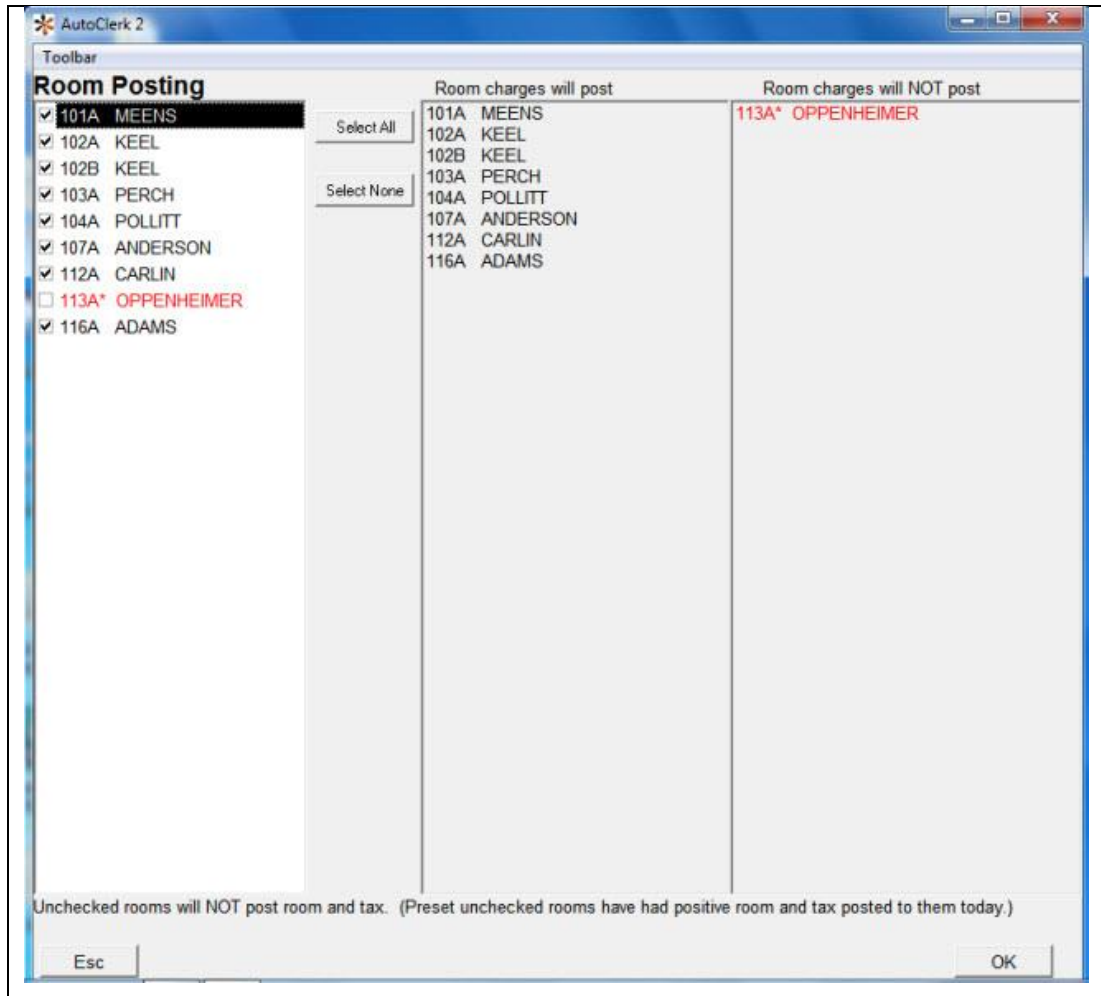
Figure 14: Room Posting Window

6. To check those rooms in a red font, press F9 on your computer keyboard. The Post to Room window opens.

7. Enter the room number, Folio A and a transaction code.

8. Click the Folio-F5 button on the right side of the window. The SendTo menu opens.

9. Click on Display and the guest folio appears. You can review the folio to determine if you need to post the room charges, since by default AutoClerk does not post room charges for those rooms if they appear in a red font. In our example, you are not posting room charges to this room.

10. Click the OK button on the Room Posting window. This starts the audit. An AutoClerk Information box appears informing you that the data backup is complete, room charges are posted, charges are transmitted, and a new day is starting. When the audit completes, you return to the Main menu on a new day on Shift 1.

11. Any reports not suppressed (in ACConfig), print at this time.

12. Make sure to review the sales batch to confirm both the batch and the increased authorizations transmitted without error.

13. Perform any functions related to preparation for the new day. For example, print registration slips for today's arrivals.

Function Keys

Use the function keys to interrupt any process in AutoClerk. For example, if you are in the middle of a checkin, and someone calls on the phone asking for a guest, you can press F2, and lookup a guest without losing the reservation information.

F1-Help

1. This button toggles on when you are in a different window, and if you click it, available help messages appear in a pop-up window.

2. Also, if your cursor is in the following fields, which have a Magnifying glass icon next to them, you can access the Profiles list.

   - Reservation form: Last name, first name, phone number, company name, company phone, travel agent.

   - Checkin form: Last name, first name, phone number, company name, company phone, travel agent.

F2-Guest

Use this to lookup guests, search, and check messages for guests while you are performing another process in AutoClerk.

Click the F2 button. The Guest Lookup window appears. This window displays all inhouse, arriving, and checked out guests for the current day as shown in Figure 15.
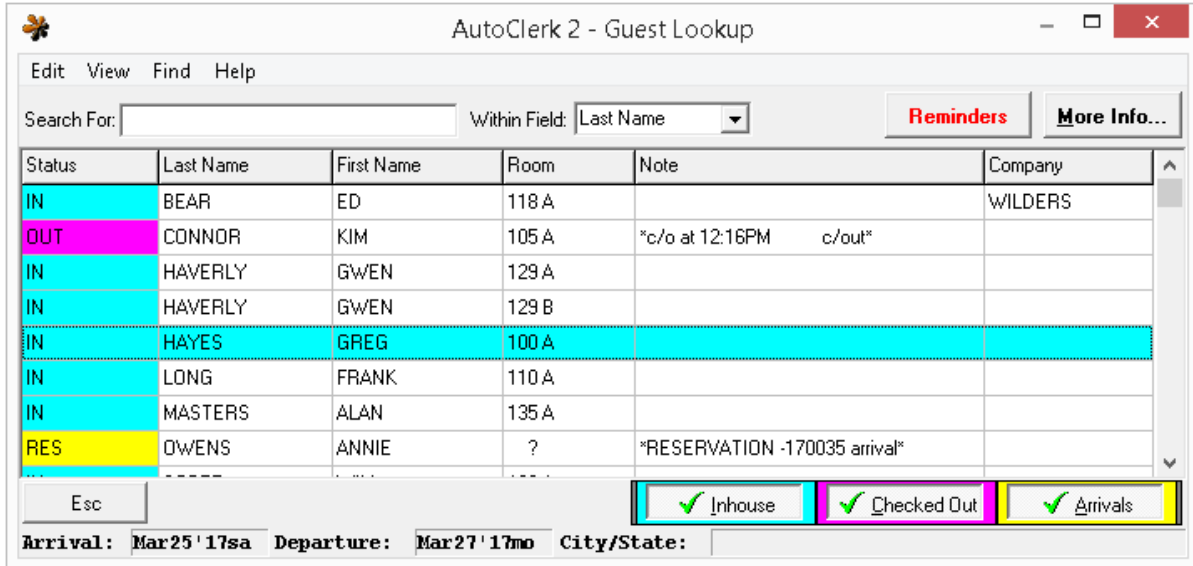
Figure 15: F2-Guest Lookup.

Toolbar

1. Edit

   a. Save "View Setup" As: Once you have set up parameters for your use through View, you can save that setup so you can use it in the future.

   b. Exit: Escape from the F2 screen

2. View

   a. Sort by Status: Clicking this re-sorts the list, grouping guest by status, then room number order.

   b. Show Columns: You can go here and select which columns you want to see.

      i. The defaults for column headings are: Last name, First name, Company, Room number, and Note.

         1. You can pick which columns you wish to appear during this one viewing by checking the space next to the column heading.

      ii. If you want your parameters to be template, once you have set them up, click on Edit – Save "View Setup" As and name your template.

         1. The next time you are logged into a station and you want to use your template, click on View and you will see it listed at the bottom. Click on it and your template will be loaded.

Search

1. Search For:/Within Field: Use these fields to quickly find a guest. The default is to look within Last Name.

More Info

1. Once you have highlighted a guest, if you click on More Info, you are directed to a new screen with more of the guest's info such as Pay Type, Number of guests, etc.

Body

1. You can view the last name, first name, Room, Note, Company, Arrival, Departure and City/State of a guest. Highlight a guest and click the More Info button to obtain a guest's pay type, current balance, rate class, and guest contact information.

2. Click on any of the column headers to sort them. (The window defaults to last name.

3. Besides using View – Show Columns to customize the form, a manager can set global parameters as to what is initially shown through ACConfig – Defaults/Options – Options.

Status Showing

1. The Inhouse (teal), Checked Out (pink), and Arrivals (yellow) buttons at the bottom of the window are filters. If you click on a button with a green checkmark, the checkmark toggles to a red X and the guest with that status are not shown.

Phone Messages and General Messages

This feature is set up through ACConfig, and it is not normally enabled. In this example, the function has been labelled 'Reminders'.

1. On the Guest Lookup window, if you single click to highlight a guest name, and the Phone Msg button appears in red, it means that guest has a message.

   a. For example, someone called the desk to leave a message for the clerk to give to the guest.

2. The label for this button is user configurable so it may say Reminders, Notes, etc. It is each property's responsibility to know if they are using this feature, and if so, what the label reads.

   a. Refer to the ACConfig Module documentation for setting this feature up. Or contact AutoClerk Support: (925) 284-1005, Option 2.

3. If you click on the Phone Msg button for a guest that has messages, all messages are listed. New messages are marked with New. If a message has been delivered to a guest, it is marked with the date and time it was delivered.

   a. New, undelivered phone messages also appear in the Checkout screen when you check out a guest.

4. If you need to leave a new message for a guest, double click on the guest's name.

   a. Click the New button.

   b. Enter the name of the caller in the Caller field.

   c. Enter the callback number in the Phone field.

   d. Enter the message in the Message field.

   e. Click the Save button to save your message.

   f. Click the Print button if you wish to print the message and hand it to the guest.

   g. If you click the Delivered button, the status changes from New to Delivered, and the Phone text with a yellow background no longer appears on the Checkout form.

F3-Rooms

Use this to look up individual, available rooms and their status. You can pick a room when you checkin a guest or checkin a walkin. You can also use F3 to authorize a guest's credit card in order to save time, and then formally checkin a guest at a later time.

Lookup Rooms and Authorize Credit Card

1. Click the F3 button. The Rooms window appears as shown in .Figure 16.

.Figure 16: F3-Rooms

2. Enter a room type in the Room Type field, or choose one from the pull-down menu. If you leave this field blank, the display shows all room types.

   a. Enter the number of days the guest wants to stay. For example, if you need a King room available for 3 days, enter the number 3.

      i. It is important that you put in the correct number of days as the results may not be accurate if you do not. For example, if you have a guest staying 3 nights and you only put in 1 night, the results that are returned and the room you select may only be available for 1 night and not 3.

   b. Enter a current or future date in the Arrival Date field. The default is the current date.

      i. If you are in a reservation and hit F3, the Arrival Date is the Arrival Date of the reservation.

   c. If you leave the Include Dirty Rooms checkbox unchecked, you see only vacant and clean rooms.

     d. If the Blocked Room checkbox is checked, you see only rooms that are pre-assigned. If it is unchecked, you see all available rooms. (This feature isn't intended for making reservations. It's a checkin function.)

     e. If you need to find a room with a view, and view is a specified room feature, you can filter all available rooms by this feature.

        i. To search for rooms with certain features shown in the Room Features list, use the following buttons:

           1. All True: Checks all the checkboxes.

           2. All False: Unchecks all the checkboxes.

           3. Use All: Checks all the checkboxes. This is the default.

3. Click the OK button, and the Rooms Grid window opens as shown in Figure 17.
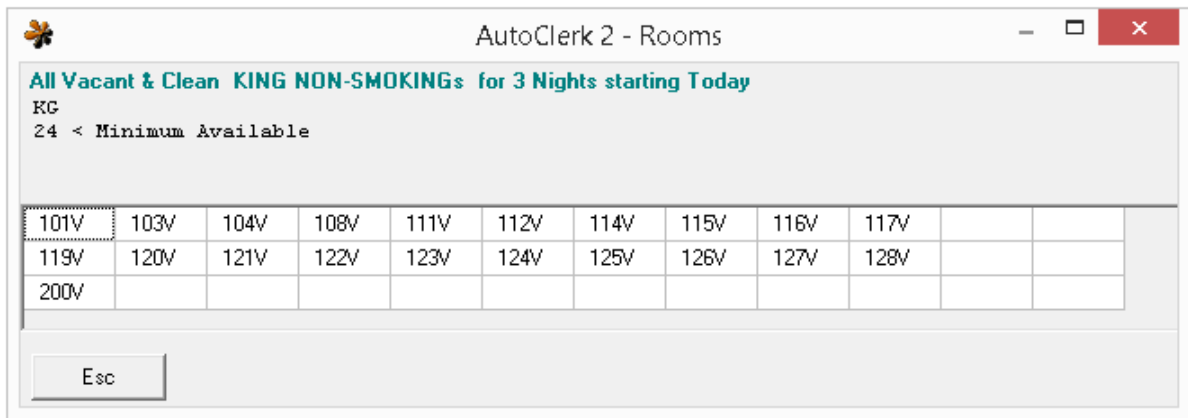
<div align="center">Figure 17: F3-Rooms Results</div>

     a. Notice on the grid is states "24 < Minimum Available. However, only 21 rooms are listed. This may be due to rooms still occupied or are not yet clean.

     b. The legend for the last character of the room number is:

        i. V: Vacant and Clean

        ii. D: Vacant and Dirty

        iii. R: Reserved and Clean

        iv. W: Reserved and Dirty

4. Click on the cell with the room number. The Authorization Amount window appears.

     a. In the Folio A field, enter the amount to authorize.

     b. The default amount is your designated Rack rate for the number of days selected and whatever amount your property configures to cover incidentals.

      c. Click the Save button. You are prompted to either swipe a credit card or process the card through your EMV unit.

          i. If you wish to enter a card number manually, click the Esc button. The Manual Entry of Credit Card window opens.

          ii. Once the credit card is authorized, the room is now tagged with a blue background.

      d. Click the Save button. You return to the Main menu.

5. Up to this point, you have chosen the room and authorized the credit card. When you need to check in the guest, on the Main menu, click the Checkin icon.

      a. Select the guest and double click.

      b. Enter the guest's room. Once you have tabbed past the room number, the Pay Type now contains all of the credit card information you entered previously on the F3 screen.

F4-Avail

Use this to see the available number of rooms for your hotel broken out by room type. In addition, you can view rates for each particular room type. You can specify rooms by rate class and other variables. You can also view the total number of rooms available as well as the percentage of rooms available.

1. On the Main menu, click on F4. The Availability box appears as shown in Figure 18.
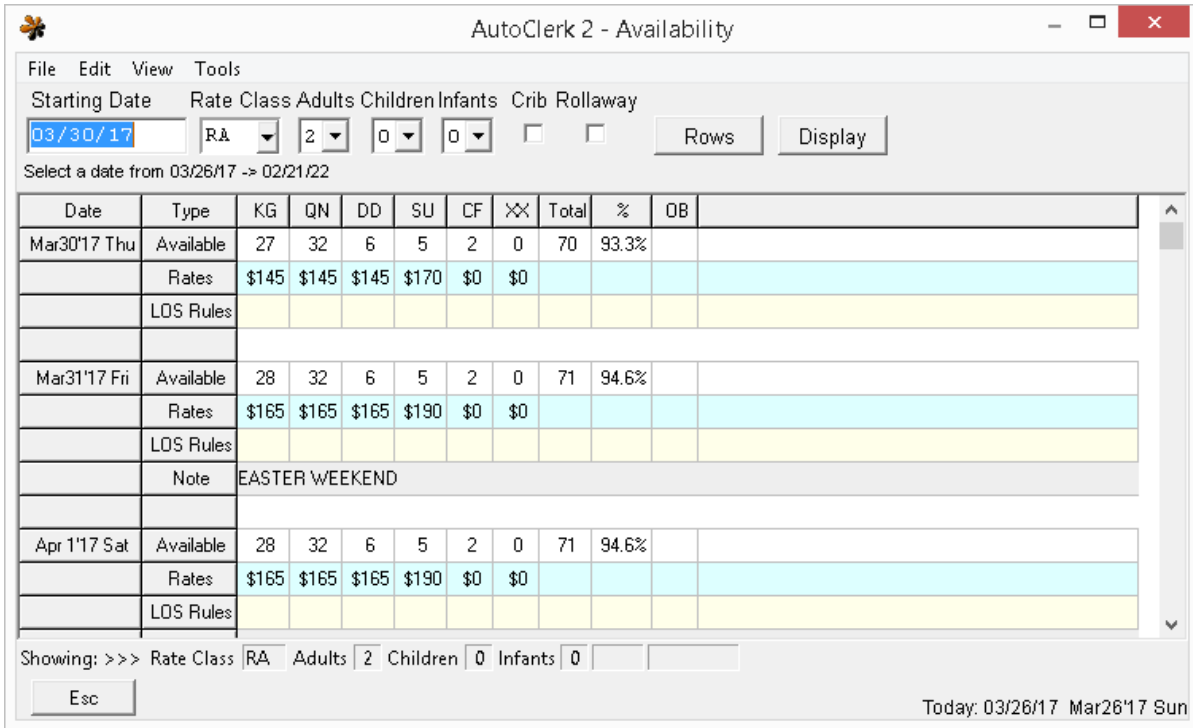
Figure 18: F4-Availability

Toolbar

1. File

   a. Exit: Escapes from F4 and returns you to the Main menu.

2. Edit

   a. Open Design: Lets you Open a saved design (template)

   b. Save Design: Lets you save a design/template so that it will become a Fast Selection and then you can always get to the template.

   c. Manage Fast Selections: Allows you to add in a saved design as a Fast Selection.

      i. Fast Selections are templates you have saved. For example, you want to use the F4 with specific parameters. Set up those parameters, save the design, then add it through this menu item. Then, the next time you are in F4, click on Edit – Manage and pick your Selections.

3. View

   a. Change Views: Allows you to check boxes determine what data you see.

        i. If the Rates box is unchecked, you will not see rates, only availability. It is checked by default.

        ii. LOS Rules are Length of Stay rules. For example, a 3 night minimum,

            1. If checked, your LOS rules will show up in yellow under the Rates row.

        iii. If your rates have cents, you can check the 'Show Cents' box so the rates shown are accurate.

            1. This can be set as a default in ACConfig – Defaults/Options - Options

        iv. If you have entered Yield Notes, such as big event weekends, check the 'Show Notes' box.

            1. An additional line will show any entered notes in gray.

        v. House Availability is checked by default.

        vi. If you have enabled Rate Levels, then this box can be checked to also show Rate level availability.

        vii. Making a change here remains the same as long as the same user is logged on.

    b. Hide/Show Individual Room Types: Clicking this brings up another checkbox form listing your property's room types. By Checking and/or unchecking the check boxes, you can select which specific room types to show.

    c. Hide/Show Non-sleeping Room Types: Clicking this changes the viewing of room types designated as non-sleeping rooms, i.e. Conference rooms, House use rooms, etc.

    d. Hide/Show Sleeping Room Types: Clicking this changes the viewing of room types designated as sleeping rooms.

    e. Show All Room Types: Clicking this resets to show all designations of room types. It is a way to reset the form without escaping out and coming back in.

    f. Options b-d only are applied to the current F4 session. As soon as you leave the form, the next time you go in, the form resets to the defined defaults.

4. Tools

    a. Help Current Field F1: Clicking this brings up Help window, if configured.

Parameters

1. The Starting Date field defaults to the current day.

    a. If you click F4 while making a reservation, the Starting Date field auto fills with the Reservation's Arrival date.

2. The Rate Class defaults to your designated Rack rate.

    a. You can change the starting rate class in ACConfig – Defaults/Options – Options.

3. Select the appropriate Adults, Children, Infants, Crib, and Rollaway.

    a. Defaults are 1 adult, 0 Children and Infants and unchecked Crib and Rollaway.

        i. These defaults can be changed in ACConfig – Defaults/Options – Options.

4. Rows: Clicking this brings up the same form as View – Change Views.

Process

1. Once you have set your parameters, click the Display button.

    a. The arrows on the right side allow you to scroll down through the screens.

2. If you have one or more room type that is overbooked, but your house is not overbooked, the availability shows up in blue.

    a. If you are completely overbooked and your house is overbooked, the availability shows up in red.

3. You can enable an option in which the F4 screen automatically pop-up when the user tabs past the arrival date when making a new reservation.

    a. If you are interested in this feature, please contact AutoClerk Support at (925) 284-1005, Option 2.

F5-Events

The F5 button is only enabled if you have a Central Reservations System (CRS) interface and there is an issue with it. CRS interfaces examples are Best Western and iHotelier.

1. When the interface causes an 'event', the F5 button will flash red.

    a. Click on the button to view the issue(s).

    b. If necessary, contact AutoClerk Support at (925) 284-1005, Option 2 to help resolve the issue.

F6-Promos

The F6 button only appears at a Best Western property and under certain circumstances.

1. If you have a reservation or inhouse folio for a BWR member, the F6 button is enabled.

2. Once you are in the reservation or inhouse folio, click the F5 button.

    a. You are re-directed to the 'Available Promotions' window.

    b. You can view which promotional offers the guest is entitled to.

    c. If the guest selects a promotion, highlight the promotion tab, check the 'Use Promotion for this Guest' box and click 'Register'.

    d. The system will call out to BW to register the guest.

        i. When complete, 'Registration complete' will appear at the bottom of the window.

    e. Click OK to return to the reservation/inhouse folio.

F7-Maid

Use this function key to quickly update the status of a room.

1. On the Main menu, click on F7. The Maid Status box appears.

    a. Enter a number in the Room field. If you leave the Room field blank and click the Enter key on your computer keyboard, you can view a list of all the rooms and their current status.

    b. Double-click on the room in the list you wish to update. The Room field auto fills.

    c. Enter a status in the Status field or chose a status from the pull-down menu. The status abbreviations are as follows: Vacant (V), Back in order (B), Out of Order (O), Checked-in/Clean (C), Dirty (D).

    d. Click the Save button. The room and the new status appear on the right side of the Maid Status box.

2. If you need to place a room out of order or back in order, and you enter an O or B in the Status field. The Out-of-Order Info box or Back-in-Order Info box appears on the Maid Status box.

    a. Enter a start date and end date in the appropriate fields.

    b. You must enter a reason the room is out of order to save that status.

    c. When you place a room back in order, the room status defaults to dirty. You need to change it back to clean after it is cleaned.

        i. Similarly, when an out of order room comes back into service, it comes back as dirty.

F8-Note

Use this function to store concierge notes, such as phone numbers for taxis. You can use this feature as a Rolodex. (You can generate a list of all notes from General Reports→Guest Reports→Notes→All Notes.)

Concierge Notes

1. Click the F8 button. The Notes box opens with the Concierge label in black text.

2. If searching for a note, enter a note name in the Note Name field. Or select a Note Name from the pull-down menu.

    a. If the note doesn't exist, the AutoClerk Confirm box confirms the note is not found. Click the Yes button to create a new note.

3. To create a new entry, enter a name for the note in the Note Name field.

  a. Tab out of the field and you get a Confirm window: Note not found, create new one?

      i. Click Yes

  b. In the white Note Text window. Enter your note text.

  c. Click Save when you are done.

4. If you want to replace your note with an external text file, select File from the Top menu.

  a. Select Replace Note with External Text File.

  b. A browser window opens to your computer files. Navigate to the file you wish to attach it.

  c. Click the Save button.

5. If you want to save your note as an external text document, for example, if you created a list of taxi cab phone numbers and want to email this list, select File from the Top menu, and select Save As External Text File.

  a. Click the Save button. This saves your note.

6. If you need to amend an existing note, when you go into F8, select the existing note from the drop down.

  a. Make your changes.

  b. Click Save.

City Ledger Account Notes

1. You can also use F8 to add notes to a City Ledger/Accounts Receivable account.

  a. From the Main menu, click on City Ledger→Modify a Customer.

  b. Enter the account code or select from the drop down list.

      i. Click OK

      ii. You are brought to the Modify a Customer form.

  c. Click on Toolbar on the title bar and select Notes F8; or hit the F8 key on your keyboard.

      i. The account's code is the Note Name and has auto-filled. The Direct Bill label is in red.

      ii. Type in the note.

      iii. Click Save when you are done.

      iv. Click OK on the Confirm window.

      v. You are returned to the Modify a Customer form and there is now an F8 flashing red.

          1. This indicates there is a F8 note.

2. Click on the flashing F8 to see the note.

d. Once an account has a F8 note, when it is used as the form of payment in a reservation or inhouse folio, the Paytype description button will flash red.

i. Click on the button to see the note attached to the account.

F9-Post

Use this feature to post charges to an inhouse room.

1. Click on F9. The Post to Room box opens as shown in Figure 19.
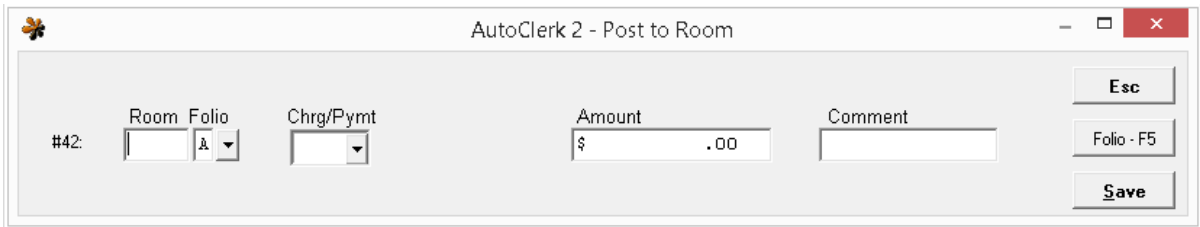
Figure 19: F9 -Blank

2. The # counter displays the transaction number of the day. For example, #42 is the 42nd transaction of the day.

3. Enter a room in the Room field or click the pull-down menu and a list of inhouse guests appears. Select a guest from the list, and the Room and Folio fields both auto fill as shown in Figure 20.
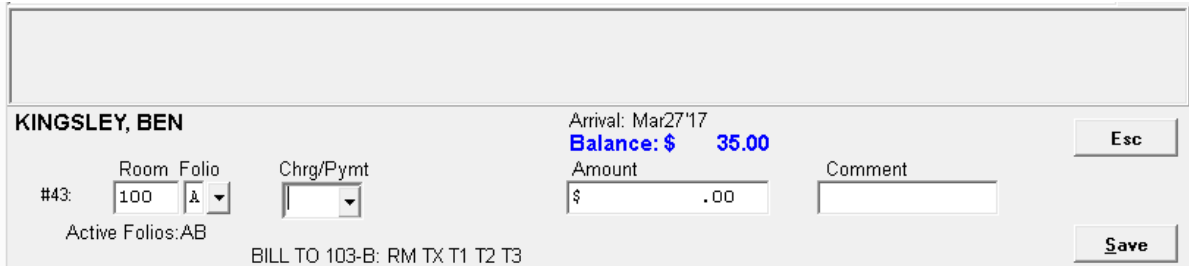
Figure 20: F9 –Filled in

4. In the Chrg/Pymt field, enter the charge or payment type. Click on the pull-down menu to select a charge payment type from the Select Charge or Payment box. Click the OK button on the Select Charge or Payment box.

a. Click the Folio F5 button on the Post to Room box. The Inhouse Folio for that guest appears. You can now see the charges on the room. This is a way to double-check to see if charges were already posted to the room. If the charges were already posted to the room, click the Esc button on the Post to Room box.

      b.   Enter the amount in the Amount field.

      c.   Enter a comment, if applicable, in the Comment field.

      d.   Click the Save button. The SendTo menu appears.

      e.   Click the appropriate button to Print, Display, Email or Quit.

5. If you are already in an inhouse room and folio, when you click F9, that room's number and folio are auto-filled. However, you can still post to any room/folio by changing the fields.

F10-Save

The F10 Save button is available when you need to save your work in various features and functions in AutoClerk.

ACAdmin

Please see the ACAdmin module for all information regarding ACAdmin.

BackUps

The AutoClerk program performs a backup of the AutoClerk data at each shift change and during the Night Audit. A copy of the backup is stored on the hard drive of the AutoClerk server and an additional copy is stored on the hard drive of Station 1.

Note: AutoClerk does not retain any property data daily backups and is unable to access any backup data that you do not directly provide. If hotel management chooses to have no external device backup, and chooses to have no other online external backup service, the hotel is at risk of catastrophic data loss, in the event of a hard drive crash on the server and/or Station 1.

The AutoClerk Night Audit can send an additional copy of the backup to an external storage drive of your choice attached to Station 1. The hotel's administrator can use any backup device of hotel management's choice except optical drives (such as CDs). The hotel's network administrator, not AutoClerk, is responsible for supporting removable backups. Removable backup is disabled by default.

There is an option to place a data backup on an extra directory or drive on the hotel's dedicated server or Station 1. The extra backup is in lieu of the removable backup and takes place during the night audit. We recommend the contents of this extra backup directory/drive then be copied to yet another external storage device and stored securely off site. (For example, if you make three backups, but they are all on the physical property and there is a weather event, you could lose all of your backed up data.

One third-party backup software solution used by AutoClerk properties is IPVault by GIM Electronics. Online backup is available as an additional service and fee. Please contact AutoClerk Sales for more information: (925) 284-1005.

The AutoClerk PMS automatically performs rolling purges of the AutoClerk backup files on a nightly basis after a backup file ages beyond a certain set point, as determined by hotel management.

Profiles

Profiles are a history of stays categorized by home, company, or travel agency. When making a reservation, accessing profiles can streamline the process and make it faster.

Home

When making a new reservation, do the following:

1. Ask the guest if they have stayed at your property before. If they say yes, enter in the guest's last name and either click on the Magnifying Glass icon to the right of the last name field, or press F1 on the keyboard.

2. If the guest has a common last name, you can refine the lookup by entering the guest's first name and then either clicking on the Magnifying Glass icon or hitting F1 on the keyboard while still in the First Name field. The Profile: Addresses by Home screen appears, as shown in Figure 21.

Figure 21: Profile: Addresses by Home

3. In our example, Julie Pell is making a new reservation.

   a. Highlight her record and click the Copy/OK button. The Profile Field
      Selection form opens, as shown in Figure 22.

      i. This form shows the fields which can be copied to the guest's new
         reservation.

      ii. AutoClerk does not copy credit card information so the Payment
          Type is unchecked by default. If the guest's previous stay has
          email and/or website information, that information appears, and
          the boxes checked copy to the new reservation.

iii.   In this example, Julie's last stay had a note attached to it so the Notes button is enabled. It also had a Company attached.
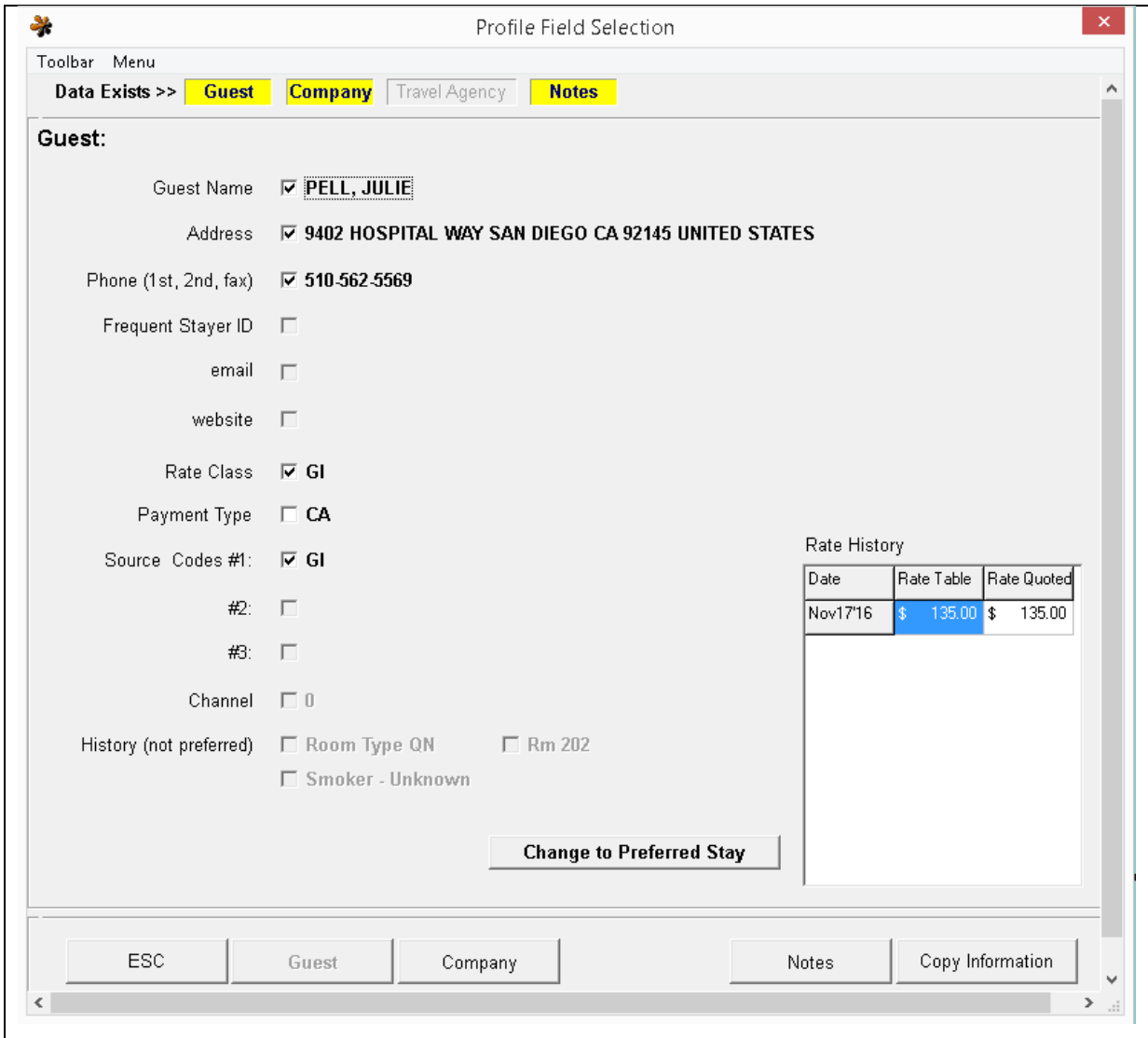
Figure 22: Profile Field Selection - Home

4. To view the notes, click on the button. The Profile Notes screen opens with any notes from the past stay. By default, they are all unchecked. Simply check the checkbox to the left of any note you want to copy to the new reservation.

a. The same instructions apply to the Travel Agent and Company buttons.

5. If you have a regular guest, and you want to be sure that their room type and/or specific room number are part of their profile, you can make a specific stay Preferred.

a. Then, the next time you access that guest's profile, the preferred stay is the stay copied to the new reservation. Otherwise, the guest's last stay is copied to the new reservation.

6. The guest's rate history appears in a box on the right side. This helps you to determine if the guest is always given a discount, as well as what their rate was on previous stays.

7. The information to the right of any checked box is copied to the new reservation. Check and/or uncheck any additional boxes, in order to copy information to the new reservation.

   a. Click on the Copy Information button. You are returned to the Reservation form with the selected information copied into the appropriate fields.

Company

1. When making a new reservation, regardless of whether or not the guest has stayed with you before, you can access Company profiles.

2. Enter the Company name, and click on the Magnifying Glass icon to the right of the field. The Profile: Addresses by Business screen opens as shown in Figure 23.

3. In place of Last Name, First Name as seen in Home profile, the second column is Company, Branch.

4. The process for viewing and copying a Business profile to a reservation is the same as for copying a Home profile.

Figure 23: Profile: Addresses by Business

Travel Agency

AutoClerk also keeps profiles on Travel Agencies. When making a new reservation, regardless of whether or not the guest has stayed with you before, if the reservation is being made by a travel agent, you can access the Travel Agent profile.

1. On the Reservation form, click on the Travel Agent button in the bottom right corner.

    a. The Travel Agent form appears.

    b. Enter the travel agency name and click on the Magnifying Glass icon to the right of the field.

c. The Profile: Addresses by Travel Agency screen opens as shown Figure 24.

Figure 24: Profile: Addresses by Travel Agency Selection List

2. If you do not know the agency name and/or only have the IATA number, AutoClerk can search in Travel Agency profiles by IATA number.

   a. Enter the travel agency's IATA number and click on the Magnifying Glass icon to the right of the field.

   a. The Profile: Addresses by Travel Agency screen opens as shown in Figure 25.

Figure 25: Profile: Addresses by Travel Agency

    b. In place of last name, first name as seen in Home profile, the second and third columns are Travel Agency, Branch, and IATA#.

    c. The process for viewing and copying a Travel Agency profile to a reservation is the same as a Home profile.

Maintenance

1. Each time you make a reservation and use a profile, that stay becomes part of that profile record.

2. Once you access a profile, click on the More Info button to view how many past stays are part of that record. The All Stays screen opens and lists all that record's past stays, including no show and cancelled reservations.

3. From here, highlight a specific stay.

4. Click on the More Info button to view all versions of that specific stay. This is helpful if you are trying to research a stay. For example, see when a guest's requested room number was changed.

5. When you make a reservation and use profiles for the guest, company and/or travel agency, AutoClerk adds that stay to the profile record.

6. If you do not use a profile, and there is an existing one, when you save the reservation, a new profile record is created. When this happens, you may have multiple records for the same guest and then several stays within each record. The individual profile records may be identical, or it may have as small a difference as Robert vs. Bob as the first name.

Merging Profiles

AutoClerk gives you the ability to merge profile records so all stays can be merged into one profile record. This can be helpful if not all users access profiles when making reservations or if the guest has moved and you want to update their profile.

To merge profiles, do as follows:

1. Click the Reservations icon on the Main menu.

2. Select Create a New Reservation from the Reservation menu.

3. In the Last Name field, enter the guest's last name

4. Click on the Magnifying Glass icon to the right of the Last Name field. The Profile: Addresses by Home screen appears, as shown in **Error! Reference source not found.**.

Figure 26: Merging Profiles

5. In our example, you can see that Julie Pell has two (2) profile records. Each with a different address.

6. Decide which profile record is the one you want to be the Merge Master. The Merge Master is the record into which you want to merge the other records. This is going to be the last record that you access. For our example, we are going to use the second entry.

   a. Highlight the first record.

   b. Click on the Tag/UnTag button at the bottom.

      i. A Y appears in the first column for that record, and the next record is highlighted.

c. The second entry, which is already highlighted, is going to be the Master record.

d. Click on the Merge Master button. An AutoClerk confirmation window opens confirming that you want to merge 2 profile records into Pell and are asking for the Merge Access code.

e. If you click Escape, you are returned to the previous screen.

f. Enter the Merge Access code.

g. Click the OK button.

h. AutoClerk merges the records. When complete, you are returned to the Profile window.

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