

New Reports and Features

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#### AutoClerk New Reports and Features

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In addition, RevPAR has been updated to be calculated using the property's inventory divided into the day's room revenue. Inventory is all sleeping rooms and does not deduct out-of-order rooms.

This document supplements the What's New document. Note that some reports and features, because of their complexity, also have their own User Guide.

# Reservations

## **New Reservation**

• When you go into a new reservation, if your manager has enabled and set up the new Extra Charges feature, you will see an Extra Charges button to the right of the Hide Rates checkbox as seen below:



Figure I: Extra Charges button

- Extra charges allow a manager to set up charges to be posted automatically during the night audit, after Room and Tax have been posted.
- When the user clicks on the Extra Charges button, a new form appears as seen below:

AutoClerk 2						—		×
Extra Char Reset to Defaults		<mark>ns will Post A</mark> r	rival Night Only		?			
Posted	Units	Amount	Comment					
RESORT FEE	e)		ID: 1		Name	Based On	Add	
RESORT FEE (FE- Nightly	-o) 1 • \$	35.00	_	0	RESORT FEE	Fixed 1		
			1	<u> </u>	OVERNIGHT PARKING		+	
					PET FEE	Pet	+	
					ROLLAWAY	Rollaway	+	
					BREAKFAST		+	
Esc					J		OK	2

## Figure 2: Extra Charges – New Res

- In this example, Resort Fee has been set up to be automatically added to each reservation, so it is listed on the left side. The right side lists the transactions a user can add and/or the system will add if specific criteria are met.
- If the user had checked the 'Pet' checkbox on the reservation and the guest had a car, the Extra Charges would like the below example:

CC AutoClerk 2						- C	X C
Extra Charg	es	Changed			?		
Reset to Defaults	Key	Trans will Post A	rrival Night Only		<u> </u>		
Posted	Units	Amount	Comment				
RESORT FEE RESORT FEE (FE-8)			ID: 1		Name	Based On	Add
Nightly -		\$ 35.00		0	RESORT FEE	Fixed 1	
PET FEE		1	ID: 3		OVERNIGHT PARKING		
PET FEE (FE-1)					PET FEE	Pet	
Arrival Night 💌	1 🔻	\$ 10.00		0	ROLLAWAY	Rollaway	+
OVERNIGHT PAR			ID: 2		BREAKFAST		+
OVERNIGHT (PR-1)		\$ 15.00		0			
	1 💌	ļ\$ 15.00		0			
Esc							OK

Figure 3: New Res with Additional Charges

- Because Pet was checked on the reservation, the Pet fee was added by the system. The clerk manually added Overnight Parking.
- As Extra Charges are added to a reservation, the Stay Total reflects the added charges.
- Please the separate document: User Guide Extra Charges for more details on how to set, configure and use Extra Charges.

## Groups

#### **Create a New Group Master**

- As of build 1169, non-Best Western properties can enable a new feature that allows the user to select specific room numbers once a group has been created and room type allocations set.
  - If you have enabled the functionality ACConfig, once you have entered in the new group's room type allocations and rates and click ok, you get a room type selection form as seen below:

Aug 6'22 Sat		vailable for entire stay d up by reservations		
Aug 6'22 Sat Aug 6'22 Sat 101 102 103 105 112 114 202 203 210 2215 302	Show rooms picke           JS           100           109           207           209           211           222           307           309	vailable for entire stay d up by reservations		
N 101 102 103 105 112 114 202 203 210 212 215 302	<ul> <li>100</li> <li>109</li> <li>207</li> <li>209</li> <li>211</li> <li>221</li> <li>222</li> <li>307</li> <li>309</li> </ul>			
101 102 103 105 112 114 202 203 210 210 212 215 302	<ul> <li>100</li> <li>109</li> <li>207</li> <li>209</li> <li>211</li> <li>221</li> <li>222</li> <li>307</li> <li>309</li> </ul>			
102 103 105 112 114 202 203 210 210 212 215 302	<ul> <li>109</li> <li>207</li> <li>209</li> <li>211</li> <li>222</li> <li>307</li> <li>309</li> </ul>			
310 312				
oc Remain: 3	Alloc Remain: 5			
0	c Remain: 3	c Remain: 3 Alloc Remain: 5	c Remain: 3 Alloc Remain: 5	c Remain: 3 Alloc Remain: 5

Figure 4: Group Room Allocations – Room Selection

- This form allows you to select the specific rooms you want to attach to the group.
- Once selected, those rooms will be the default when making group individual reservations.
- For more information on this new functionality, please see the separate documentation: User Guide Group Room Selection at <u>www.myautoclerk.com</u>.

## **Repeat Guests from History**

- This new feature allows the user to see which incoming guests have stayed with the property in the past.
  - Set up the criteria for what determines a 'previous stay' and then see who your repeat guests are.
  - You are also able to view the guests' past reservations, past guests' folios and arriving guests' reservations.
- When you first go into the form it looks like the example below:

Ge AutoClerk 2	— 🗆 X
File Toolbar Menu	
Repeat Guests from History	
Show Detail Hide Detail	
Historical Counts (Note: Folios, Stays and Days are historical folio counts, they do not contain the current arrival info)	
Arr Folios Stays Days Conf Last Name First Name Arrival Departure Nights RmType Room	Repeat Guests Options
	Arrivals for this Start and End Date
	Apr23'20Thu Apr23'20Thu
	Search History (Checkouts this date to today)
	Apr24'19Wed
	Repeat Options
	What Identifies a Guest as Previous Stay
	Name is Identical AND
	Email Address OR
	Phone Address OR
	✓ Home Address
	Street
	✓ City ✓ State
	✓ State ✓ Zip Code
	,
	Show Options
	Repeat Guest Only
	✓ Show detail on load
	Sort Order
	Arrival 💽 Last Name
	Load Changes
Esc	

Figure 5: Repeat Guests from History – Initial Form

- Fill out your search criteria on the right-hand side, then click Load Changes.
  - Arrivals Enter the dates of future arrivals you want to be the base.
    - Current inhouse guests will not be included in the search, only guests due to arrive.
    - Only Gtd/Hold/Share reservations are included in the search.
    - The default start and end date are Today.
  - Search History Enter the past date you want to start the search for repeat guests.
    - The default start date is a year in the past.
  - Repeat Options Uncheck the criteria you want to exclude as necessary to be a match.
    - If you uncheck all the fields, then the only criteria for a repeat guest would be an identical name.
    - The more criteria you select, the fewer results may be returned.
      - The results can depend on whether your staff are using Guest Profiles when they make reservations and therefore are not creating new records.
  - Show Options You can select to see all guests due to arrive during the entered time frame or only those that are matches.
  - Show detail on load When checked, will show the repeat guests and all their matches.
    - Once you have loaded a list, you can change the detail showing by clicking the Show Detail/Hide Detail buttons at the top.
  - Sort Order Use the drop-down menus to change the order of the results.
- Once you have set your criteria, click on Load Changes and the result will be displayed as seen below:

	storica				olios, Stays and I	Days are historic						
	lios St	tays D				First Name		Departure	Nights		e Room	Repeat Guests Options
2	1	1		21004K			03/12/2021		3		]	Arrivals for this Start and End Date
				18005P			11/01/2018		1	ST	121a	Mar10'21Wed Mar24'21Wed
2	1	1					03/12/2021		2	KN		, ,
_							01/31/2021		1	ΚN	103a	Search History (Checkouts this date to today
2	1	1				WOODROW			3	KN	102	Jan01'18Mon
						WOODROW			1	KN	102a	1
ζ.	1	1					03/14/2021		2	KN	136	Repeat Options
5							02/09/2021		1	KN	136a	What Identifies a Guest as Previous Stay
Y		- 1		21004T 2000CR			03/15/2021 07/16/2020		2	KN	136a	Name is Identical AND
	11	11		2000CR 21004G			03/17/2021		2	KN	1308	
4			20	19001V			03/01/2019		2	KN	144a	🔽 Email Address OR
				200007			01/30/2020		2	KD	126a	Phone Address OR
-				20000X			02/03/2020		1	KN	137a	✓ Home Address
-				20006G			03/28/2020		2	KD	125a	▼ Street
				20006			03/30/2020		6	KN	154a	✓ City
-				20007L			04/01/2020		4	KK	115a	✓ State
				200082			04/19/2020	04/21/2020	2	KN	103a	✓ Zip Code
				2000BK			06/04/2020		1	QF	221a	
1				2000D3	SIMS	YSABEL	08/13/2020	08/15/2020	2	KN	143a	Show Options
				2000D9	SIMS	YSABEL	08/17/2020	08/20/2020	3	KN	143a	
				21001K	SIMS	YSABEL	01/26/2021	01/28/2021	2	KN	141a	Repeat Guest Only
	1	1	1	21004L	BLU	BUBBA	03/19/2021	03/22/2021	3	KD		☐ Show detail on load
				18005P	BLU	BUBBA	11/01/2018	11/02/2018	1	ST	121a	Sort Order
												Arrival 🗾 Last Name

Figure 6: Repeat Guests from History - Results

- Here are some things you can do with the results:
  - Future Reservations
    - These have a gray background.
    - Click on the magnifying glass to hide the details for that one record.
    - Double click on an incoming reservation to see the reservation form.
      - You can make changes if necessary.
    - Click once on a future reservation and then click on File at the top to see the Advance Deposit Folio, or the reservation form.
  - Historical Reservations/Stays
    - These have a yellow background.
    - Double click on the Historical result to see the original reservation.
      - o Changes to past reservations are not allowed.
  - Single click on a Historical result, then click on File.
    - You can then either see the guest's Historical Folio; or see the original reservation.

• You can also change the criteria on the right and click Load Changes to see new results. You do not have to reload the entire form.

# Check in

# **Bucket Check**

- The Bucket Check allows front desk staff to indicate they have done a bucket check, save it for the next shift and/or produce a copy for the manager.
  - When you first go into Bucket Check, the form looks like:

Bucke	t Ch	neck	Start Ne	w	R	eload	1																					
hecked By	Chk	Room	Guest	Conf	eReg	Arrival	Beparture	Bays	Remain	Street	Street2	City	State	Zip	Country	Phone	Email	RC	A C	I Crib	Roll	Rate	Pay	Src1	Src2	Src3	Billto	check
		100a		200065		04/23/2020	04/26/2020			8423 KELLER AVE		DIXIANA			UNITED STATES	245-895-6154								FF				
		103a	LONGTERM,	20004B		04/10/2020	08/08/2020	120	107						UNITED STATES			MN	1 0 0			96.00	CA	IN				
		112a	WATSON, JEREMY	20006X		04/23/2020	04/27/2020	4	- 4	9045 10TH AVE	APT 473	MARIANNA	FL	32448	UNITED STATES	589-548-2215		3A	1 1 0	)	1	108.00	AM	RG				
		120a	OWENS, SALLY	20006T		04/23/2020	04/25/2020	2	2	7823 WAVERLY AVE		WINGETT RUN	OH	45789	UNITED STATES	548-895-8956		RA	1 0 0	)	1	120.50	AX	RG				
		201a	HOUSEMAN, SAM	20006J		04/20/2020	04/27/2020	7	4	4823 RIVER RD		WAYNESFIELD	OH	45896	UNITED STATES	258-865-5124		RA	2 0 0	)		0.00	н	IN				
		207a	KINGSLEY, ARTHUR	20006Y		04/23/2020	04/25/2020	2	2	1842 HAVENWOOD DR		BARTLETT	IA	51654	UNITED STATES	259-895-4664		RA	2 0 1	X	1	135.00	AX	FF				
		208a	TRAVERS, JAKE	20006V		04/23/2020	04/25/2020	2	2	8494 OAK AVE		SWANTON	MD	21561	UNITED STATES	258-452-5562		RA	1 0 0	)		60.00	CA	101				
		208b	JACKSON, BLAKE	20006W		04/23/2020	04/25/2020	2	2	8494 OAK AVE		SWANTON	MD	21561	UNITED STATES	258-452-5562		RA	1 0 0	)		60.00	VI	101				
		219a	GRANGER, TODD	20003R		04/21/2020	04/24/2020	3	1	4892 HAVES AVE		DRESHER	PA	19025	UNITED STATES	215-568-4582		SR	2 0 0	)	1	108.00	VI	IN				
		500a	INTERVIEWS,	20006R		04/21/2020	04/24/2020	3	1						UNITED STATES			RA	3 0 0			0.00	CA	RG				

## Figure 7: Bucket Check

- o All the checked in rooms and folios are listed with the default columns.
  - If you want to change the columns on a one-time basis, click on View – Show Fields and deselect the columns you want to hide.
  - If you want to set up a 'permanent' column set-up. Use View Show Fields to set up the columns you want to see.
    - Then save the design and set it up as a Fast Selection.
    - The Fast Selection will be saved under your user id, but other staff can use your setup as a Fast Selection for themselves.
- If you are doing the first bucket check of the day, double click on the first room and folio.
  - You will be re-directed to that inhouse folio.
  - Verify the data as per your property's policy, making changes as necessary and saving the changes, or click on Esc to go back to the Bucket Check form.
    - Click in the 'Chk' checkbox to indicate you have checked the folio.

- Repeat these steps until all rooms/folios have been checked.
- You could also verify/change each room/folio and use the red arrows in the inhouse folio form to move to the next checked in room/folio.
  - When you have completed going through the folios, click Esc to go back to the Bucket Check form and check the Chk boxes.
- When you are done, click 'ok.'
  - You will be returned to the Main menu and your work will be saved.
  - When you go back into the Bucket Check, you will see your initials, date, and time in the 'Checked By' column as seen below:

#### 🚾 AutoClerk 2

<u>File Edit View T</u>oolbar <u>M</u>enu

Bucket Che	ck		Start New	Relo	ad			
Checked By	Chk	Room 🛡	Guest	Conf	eReg	Arrival	Departure	Days
LC 03/04/2021 15:44:25		100a	GREENE, LINDA	200068		04/23/2020	04/26/2020	3
		103a	LONGTERM,	20004B		04/10/2020	08/08/2020	120
LC 03/04/2021 15:44:27		112a	WATSON, JEREMY	20006X		04/23/2020	04/27/2020	4
		120a	OWENS, SALLY	20006T		04/23/2020	04/25/2020	2
LC 03/04/2021 15:44:43		201a	HOUSEMAN, SAM	20006J		04/20/2020	04/27/2020	7
LC 03/04/2021 15:44:44		207a	KINGSLEY, ARTHUR	20006Y		04/23/2020	04/25/2020	2
LC 03/04/2021 15:44:44		208a	TRAVERS, JAKE	20006V		04/23/2020	04/25/2020	2
LC 03/04/2021 15:44:45		208b	JACKSON, BLAKE	20006W		04/23/2020	04/25/2020	2
		219a	GRANGER, TODD	20003R		04/21/2020	04/24/2020	3
		500a	INTERVIEWS,	20006R		04/21/2020	04/24/2020	3

### Figure 8: Partially Completed Bucket Check

• If you do a bucket check at the beginning and end of your shift, this is a good way to see which rooms/folios you have already checked, and which ones remain.

- You can also use this method if your manager wants one report for the day. As each clerk logs in and does their Bucket Check; when saved, their initials, date and time will be logged.
- When you are ready to print or save your completed Bucket Check for the manager, click on File, and then select either Print or Export.
  - When you export the report, it is exported in .csv format.
    - Follow your property's policy for the exports name and save location. The default location is the desktop.
  - You can now clear the report for the next clerk by clicking on 'Start New.'
    - If you forgot to print/export the report, click on Reload, save/print/export, and then click Start New.
    - You can also start a new form by clicking on Edit Start New Shift.

# **Folio Printing**

- The user can now email a guest's folio to 1) multiple addresses; 2) select which email address(es) to send it to; and 3) include employee/corporate email addresses.
- Once you have selected the room number and folio to print and clicked 'ok,' the SendTo pipeline appears. You will see a new option – 'L'- Selection Email, as seen below:

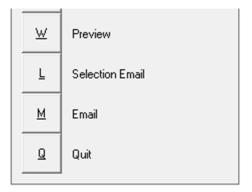


Figure 9: Selection Email

 Click on L-Selection Email, and you are re-directed to a new form as seen below:

Eile Edit	Clerk 2 : View <u>T</u> oolbar			_		×
Email	Selection Add			Select All	Select	None
Send	JOHNSON, SAMUE	Email <a href="mailto:book">Email</a> <a href="mailto:book">L holly@autoclerk.com</a> <a href="mailto:book">L support@autoclerk.com</a>	Type guest guest2			
Additio	nal Email Adr (Plac	ce a semicolon betwee	en addre	sses j@j.co	om;a@a	a.com)
-	Contacts Employee Email	1		Select All	Selec	t None
		Í				
Esc					C	ik

Figure 10: Selection Email Addresses

- In this example, the guest had two (2) email addresses on his folio.
  - If the guest folio has company, group, group planner and or TA email(s), those will be included in the selection list.
- In the form, the guest's primary email address is checked by default. However, the user can deselect and/or select which address(es) to use.
  - In addition, the user can enter an additional email address in the blank field.
  - If a manager has built Hotel Contacts, those are also available for selection.
    - Hotel contacts can be useful if you need to send a folio to a corporate office.

- See the section on Employee Email Addresses on how to set up Hotel Contacts.
- If the guest did not have an email address listed, you can still email the folio by filling in the address in the Additional Email Adr field.
  - Adding an email in this field does NOT add it to the guest record.
- You can also set up a Fast Selection for emails. When you set up a Fast Selection, it will only apply to email addresses listed in the 'Additional Email Adr' section.
- This email feature is also available on the Checkout form, CL Cover Letters, CL Invoicing, CL Billings and Historical Folios.

# **General Reports**

## **Guest Reports**

#### Extra Charges Report

- This report is produced by default by the Night Audit if the new Extra Charges feature has been enabled.
  - o Printing can be suppressed in ACConfig.
- The report lists the Extra Charges that are either set to post 'tonight' or were posted in the past.
  - The transactions themselves are reported with other similar transactions in the M1 and M2 reports.
- For detailed information on Extra Charges, please refer to the separate documentation: User Guide Extra Charges. It can be found on <u>www.myautoclerk.com</u> in the Documentation section.

### **Usage Report**

- The Usage Report allows the user to see which reservations (past, current, and future) had the Rollaway, Crib, and/or User Defined Checkboxes and Fields checked/filled out.
  - This can help the hotel know if there are enough rollaways/cribs for future use and/or how many guests bring their pets.
  - It can also help track past usage, so hotels know when cribs and/or rollaways need to be replaced.
- When you first run the report, the default is the current day and all the 'Include Columns' checked. An example is seen below:

	utoCl	lerk 2									_		×
ile	View	Tool	oar Menu										
Jsa	ade	e Re	port	?									
Statu	_		Confirmation		Arrival	Departure	Nights	In-Dates	Cribs Ro	Ĩ	Report	t Dates	
les		12	22004G	OVERTON	10/02/2022	10/04/2022	2	1	0		Oct02'2	2Sun	
													_
										End	Oct02'2	2Sun	
										🔽 In	clude Chec	ked Colu	ımn
										St St	atus		
										Ro Ro			
											onfirmation		
											lest Name		
										Ar			
											eparture		
										✓ Ni	gnts Dates		
											ollaways		
										Pe			
											neck Box 1		
										V Cł	neck Box 2	2	
										VU:	er Field 1		
										V.Us	ser Field 2		
										Filte	r by:		
										Cr			
-											ollaways		
			C	Current N	Ctored D .	E-d D-c	Martin	In D. (	>				
Statu	IS	Room	Confirmation Totals	Guest Name	Start Date 10/02/2022	End Date	Nights 2		Cribs Ro				
			Totals		10/02/2022	10/02/2022	2	1	U		eck Box 2 ser Field 1		
											ser Field 1		
									>		Sel Fleid Z		
-	Esc	1								1	[	oad	

### Figure 11: Usage Report – Default

- The bottom of the report shows totals for the Checked Columns.
- To run the report with different parameters:
  - Change the start and end dates.
    - You can enter past, current and/or future dates.
  - Check/uncheck the checkboxes next to the fields listed in 'Include Columns.' The report will only include data for the checked boxes.
    - If your property has changed the default labels of the User Defined Checkboxes and or User Fields in ACConfig, then those labels will be listed. Otherwise, the default label will show. For example, Check Box 3 has been relabeled 'Pet'.

- If one of these fields'/checkboxes label has been removed, then it will not appear in the list.
- You can filter the results by checking a box(es) in the 'Filter' list.
  - If you leave all the checkboxes unchecked, the report will include ALL guests in an A folio and/or with a reservation status of Gtd/Hold during the defined time frame.
  - For example, if you only want to see guests with the 'Rollaway' checkbox checked, then click on Rollaway in the Filter by field.
  - If you select more than 1 item, the report uses the 'Or' criteria. This means that you check Crib and Pet; the report will show those guests who had/have either Crib or Pet checked but not both.
- o Once you set your parameters, click Load.
- Below is an example of a report run for 90 days to include past, current, and future guests, and all 'Include Column' checkboxes checked.

Usag	je Re		?									
Status	Room	Confirmation	Guest Name	Arrival					Rollaways	_	Check Box 1	Report Dates
Res		22004D	ADAMS, CHARLIE	11/01/2022	11/04/2022	3	3	0	0	0	-	Start Jul15'22Fri
Res		220048	,		11/04/2022	3	3	0	0	0	0	End Nov09'22Wed
Res		220049	EDWARDS, KIM		11/04/2022	3	3	0	3	0	0	Lind 110003 22/red
Res		220047	FOSTER, ADAM	11/01/2022		3	3	0	0	0	0	🔽 Include Checked Colum
Res	325	220032	HASLETT		10/25/2022	2	2	0	0	0	0	✓ Status
Res	118	220040	HAVENS		10/25/2022	2	2	0	0	0	0	Room
Res		220042	HAYES, HENRY	11/01/2022		3	3	0	0	0	0	Confirmation
Res		22003V	JONES	10/05/2022		2	2	0	0	0	0	Guest Name
Out	112a	22004H	MAYS	10/01/2022	10/02/2022	1	1	0	0	0	0	✓ Arrival
Res	112	22004G	OVERTON	10/02/2022	10/04/2022	2	2	0	2	2	0	✓ Departure
Res	120	22002J	OWENS, FRANK	10/23/2022	10/25/2022	2	2	0	0	0	0	✓ Nights
Out	209a	22003M	PATTON, GEORGE	07/13/2022	07/20/2022	7	5	0	5	5	0	✓ In-Dates
Res	105	22002H	PELL, JULIE	10/23/2022	10/25/2022	2	2	0	0	0	0	✓ Cribs
Res		220041	PELL, JULIE	11/01/2022	11/04/2022	3	3	0	0	0	0	✓ Cribs ✓ Rollaways
Res		220045	QUIGLEY, SAM	11/01/2022	11/04/2022	3	3	0	0	3	0	Pet
Res		22004C	SIMMS, PAUL	11/01/2022	11/04/2022	3	3	0	0	0	0	Check Box 1
Res	315	220033	SINGLETON	10/23/2022	10/25/2022	2	2	0	0	0	0	Check Box 1
Res		22003W	SMITH	10/09/2022	10/11/2022	2	2	0	0	0	0	
Res		22004B	WALTERS, ANNE	11/01/2022	11/04/2022	3	3	0	0	0	0	✓ User Field 1
Out	103a	22003N	WILLIS	07/15/2022	07/20/2022	5	5	5	5	5	0	✓ User Field 2
Res	117	220031	WILSON	10/23/2022	10/25/2022	2	2	0	0	0	0	
Res		22003X	WILSON	10/08/2022	10/09/2022	1	1	0	0	1	0	
												Filter by:
												Cribs
												Rollaways
<											>	Pet 🗌
Status	Room	Confirmation	Guest Name	Start Date	End Date	Nights			Rollaways	_	Check Box 1	Check Box 1
		Totals		07/15/2022	11/09/2022	59	57	5	15	16	0	Check Box 2
												User Field 1
												User Field 2

Figure 12: 90 Day Usage Report

USage Report         ?           Status         Room         Confirmation         Guest Name         Arrival         Departure         Nights         In-Dates         Cribs         Rollaways         Pet         Check Box 1         Status         Status         Status         10/02/2022         10/04/2022         3         3         0         3         0         0         Status         Julis':22F1         End         Julis':22F1         End         Mov09':22Wed         Vulis':22F1         End         Nov09':22Wed         Vulis':22F1         End         Nov	Room	Confirmation										
es         220049         EDWARDS, KIM         11/01/2022         11/04/2022         3         3         0         3         0         0         0         Stat           es         112         2204G         OVERTON         10/02/2022         10/04/2022         2         2         0         2         0												
es 112 22004G OVERTON 10/02/2022 10/04/2022 2 2 2 0 2 0 2 2 0 ut 209a 22003M PATTON, GEORGE 07/13/2022 07/20/2022 7 5 0 5 5 0 0 ut 103a 22003N WILLIS 07/15/2022 07/20/2022 5 5 5 5 0 0 ✓ Include Checked Column ✓ Status © Confirmation © Guest Name ✓ Arrival © Departure ✓ Nights ✓ In-Dates ✓ Cribs ✓ Rollaways ♥ Pet ✓ Check Box 1 ✓ Check Box 2 ✓ User Field 1	112			1				Cribs			Check Box 1	
ut 209a 22003M PATTON, GEORGE 07/13/2022 07/20/2022 7 5 0 5 5 0 ut 103a 22003N WILLIS 07/15/2022 07/20/2022 5 5 5 5 5 5 5 0 ✓ Include Checked Column ✓ Status Confirmation ✓ Guest Name ✓ Arrival ✓ Departure ✓ Nights ✓ In-Dates ✓ Cribs ✓ Rollaways ✓ Pet ✓ Check Box 1 ✓ Check Box 2 ✓ User Field 1	112											
at       2003       PARTON, GLONGE       0/1/13/2022       0/1/13/2022       1       3       0       3       5       0       ✓       Include Checked Column         ut       103a       22003N       WILLIS       07/15/2022       07/20/2022       5       5       5       5       0       ✓       Include Checked Column         ✓       Status       ✓       Status       ✓       Status       ✓       Status         ✓       Confirmation       ✓       Guest Name       ✓       Arrival       ✓       Departure         ✓       Nights       ✓       In-Dates       ✓       Cribs       ✓       Rollaways       ✓       Pet         ✓       Check Box 1       ✓       Check Box 2       ✓       User Field 1       ✓											-	End in concern t
<ul> <li>✓ Retracted could</li> <li>✓ Status</li> <li>✓ Room</li> <li>✓ Confirmation</li> <li>✓ Guest Name</li> <li>✓ Arrival</li> <li>✓ Departure</li> <li>✓ Nights</li> <li>✓ In-Dates</li> <li>✓ Cribs</li> <li>✓ Rollaways</li> <li>✓ Pet</li> <li>✓ Check Box 1</li> <li>✓ Check Box 2</li> <li>✓ User Field 1</li> </ul>											•	
<ul> <li>✓ Status</li> <li>✓ Room</li> <li>✓ Confirmation</li> <li>✓ Guest Name</li> <li>✓ Arrival</li> <li>✓ Departure</li> <li>✓ Nights</li> <li>✓ In-Dates</li> <li>✓ Cribs</li> <li>✓ Rollaways</li> <li>✓ Pet</li> <li>✓ Check Box 1</li> <li>✓ Check Box 2</li> <li>✓ User Field 1</li> </ul>	103a	22003N	WILLIS	07/15/2022	07/20/2022	5	5	5	5	5	0	✓ Include Checked Colur
												Confirmation Guest Name Arrival Departure Nights Cribs Rollaways Pet Check Box 1 Check Box 2 User Field 1
											>	
Rollaways	Room	Confirmation	Guest Name	Start Date	End Date	Nights	In-Dates	Cribs	Rollaways	Pet	Check Box 1	
■ Rollaways □ Pet						17		5				
Status       Room       Confirmation       Guest Name       Start Date       End Date       Nights       In-Dates       Cribs       Rollaways       Pet         Status       Room       Confirmation       Guest Name       Start Date       End Date       Nights       In-Dates       Cribs       Rollaways       Pet       Check Box 1								-				
Kollaways         Status       Room       Confirmation       Guest Name       Start Date       End Date       Nights       In-Dates       Cribs       Rollaways       Pet         Totals       07/15/2022       11/09/2022       17       15       5       15       12       0       Check Box 2												User Field 2
Kollaways         Status       Room       Confirmation       Guest Name       Start Date       End Date       Nights       In-Dates       Cribs       Rollaways       Pet         Totals       07/15/2022       11/09/2022       17       15       5       15       12       0       Check Box 2         User Field 1											>	
												Room         Confirmation         Guest Name         Start Date         End Date         Nights         In-Dates         Cribs         Rollaways         Pet         Check Box 1           Totals         07/15/2022         11/09/2022         17         15         5         15         12         0

• The below report is the 90-day report filtered by Rollaways

Figure 13: Usage Report with Filter for Rollaway

- A few things to note:
  - The report is based ONLY on A folios for inhouse and past guests. So, if Crib was checked on a guest's B-D folios, it will NOT be counted or reported.
  - Report numbers are based upon the Start and End dates. If the requested start and end dates are January 1<sup>st</sup> to January 2<sup>nd</sup> and a guest with a crib stayed December 31<sup>st</sup> to January 4<sup>th</sup>, the number of reported cribs will be 2 because this is the number of crib nights that were used during the requested time period.
  - "In-Dates" is the number of days a guest was/is/will be in house during the requested period. This lets you know how the number of items is calculated. So, if the number of "In-Dates" is 3, and Crib is checked as a filter, then the number of cribs will be 3 even if the guest's stay was 5 days.

- The check boxes and text fields report what the 'current' status of the field is for the requested dates. For example, a guest checked in for 3 nights. Crib is checked for only the first night. As the current status for the Crib is unchecked, it will NOT be reported as having had a crib. acPMS does not know about changes to checkboxes during a guest's stay.
- Cribs and Rollaways are indicated in acPMS by a check box. If a guest needs and gets two cribs, acPMS does not know this. All it knows is the box has been checked and will report one.
- Although the User Defined fields are included, the way they are reported varies. If the field contains just a number, then that number will be reported. If the field contains just text, then a 'one' will be reported. If the field contains text and a number, then a 'one' is reported.
- If there are certain parameters you consistently want reported, you can set up a Fast Selection to use.
  - If you set up a Fast Report, the dates will load based on the number of days from 'today.'
  - Please contact Support for more information on how to create and use Fast Reports.
- The report can be printed and/or exported using the File dropdown. The printed version includes the totals at the bottom of the displayed report.

# **Room Status**

### House Standings

- The House Standings Report is like the House Status Report, but it allows you to view multiple days and includes additional room and reservation data.
- It produces data for the current day and future days only.
- It is not automatically produced as part of the Night Audit.
- By default, the report shows data for 'Today' and the following the (10) days, with detail for each room type.
- If you select Options in the SendTo Pipeline you can select:
  - Which day(s) in the future to report.
  - Whether to include Room Type Detail.
  - Whether to include a separate section for Today.
    - If you select a start date other than the current day, the Today section is not included.
- The report for Today and the next day including Today, and Room Type Detail is seen below:

#### YOUR 804 HOTEL

## **House Standings**

Hotel Date: Jan-13-2021

Date		Departed	Vacant Clean	Vacant Dirty	Total Vacant	Occupied Clean	Occupied Dirty		Posted Rm Cnt	Res Taken	Cancels Taken	Wait List
Today		1	95	1	96	3	0	3	0	19	0	0
	KN	0	24	0	24	1	0	1	0	2	0	0
	QN	0	19	0	19	1	0	1	0	8	0	0
	KA	0	2	0	2	0	0	0	0	0	0	0
	SK	0	14	0	14	0	0	0	0	4	0	0
	KD	0	10	0	10	0	0	0	0	2	0	0
	ST	1	4	1	5	0	0	0	0	0	0	0
	КК	0	11	0	11	1	0	1	0	2	0	0
	QF	0	11	0	11	0	0	0	0	1	0	0
	CF	0	2	0	2	0	0	0	0	0	0	0

Date	Total Rms		Room Inventory	GTD	Hold	Unused Groups	Groups	Non- Groups	People	Arrivals	Departs	Proj. Occup.	Avail	Pet	Crib	Roll
Today	99	0	99	3	0	0	0	6	12-0-0	3	0	6	93	0	0	0
KN	25	0	25	0	0	0	0	1	2-0-0	0	0	1	24	0	0	0
QN	20	0	20	2	0	0	0	3	6-0-0	2	0	3	17	0	0	0
KA	2	0	2	0	0	0	0	0	0-0-0	0	0	0	2	0	0	0
SK	14	0	14	0	0	0	0	0	0-0-0	0	0	0	14	0	0	0
KD	10	0	10	0	0	0	0	0	0-0-0	0	0	0	10	0	0	0
ST	5	0	5	0	0	0	0	0	0-0-0	0	0	0	5	0	0	0
KK	12	0	12	1	0	0	0	2	4-0-0	1	0	2	10	0	0	0
QF	11	0	11	0	0	0	0	0	0-0-0	0	0	0	11	0	0	0
CF	2	0	2	0	0	0	0	0	0-0-0	0	0	0	2	0	0	0
01/14 Thu	99	0	99	3	1	0	0	6	11-0-0	3	3	6	93	0	0	0
KN	25	0	25	1	0	0	0	2	4-0-0	1	0	2	23	0	0	0
QN	20	0	20	0	0	0	0	0	0-0-0	0	3	0	20	0	0	0
KA	2	0	2	0	0	0	0	0	0-0-0	0	0	0	2	0	0	0
SK	14	0	14	1	0	0	0	1	2-0-0	1	0	1	13	0	0	0
KD	10	0	10	0	0	0	0	0	0-0-0	0	0	0	10	0	0	0
ST	5	0	5	0	0	0	0	0	0-0-0	0	0	0	5	0	0	0
KK	12	0	12	1	0	0	0	2	4-0-0	0	0	2	10	0	0	0
QF	11	0	11	0	1	0	0	1	1-0-0	1	0	1	10	0	0	0
CF	2	0	2	0	0	0	0	0	0-0-0	0	0	0	2	0	0	C

Figure 14: House Standing Report – Default

- The top Today section is a snapshot of the house including housekeeping status, arrivals, departures, and reservation activity.
  - There is detail for each room type.

- In the top Today section, column header clarification:
  - Departed Rooms that have checked out when the report is run.
  - Posted Rm Cnt Room charges that that have been posted and the occupancy count has been affected.
    - For example, you check in a day use room, post the room charge and tax(es), and say 'Yes' to increase the room count. This would result in a Posted Rm Cnt of one.
    - If you post room charges in Historical Folios, regardless of how you answer the occupancy count question, it will NOT be included in the specific room type row as Historical Folio postings are not associated to a specific room/room type. However, it will be counted in the top Today row's data.
  - Wait List The number of Wait list reservations due to arrive.
- In the body of the report, column clarification:
  - GTD and Hold The number of rooms expected in-house that day.
  - Unused Groups Group rooms that have not been picked up if the group has allocations for that day.
    - Specific group information can be seen in the Forecast Report.
  - Groups Total number of group rooms for that day. This number includes any Unused Group Rooms.
  - Proj. Occup. This number includes Unused Group Rooms.
  - Pet This 'property' has labelled Checkbox 3 as Pet in ACConfig.
    - Whatever you have labelled this checkbox will appear as the column header.
    - If the box is checked and the room/reservation will be inhouse, it is counted.
    - Rooms due to check out are not included.
- The report without Room Type Detail, is shown below:

#### YOUR 804 HOTEL

#### **House Standings**

Hotel Date: Jan-13-2021

Date		Depart		/acant Clean		t Total Vacant		ccupied Clean	Occupied Dirty		Poste Rm Ci		Res Taken	Cancels Taken	t. Ç	Wait List
Today			1	95	1	96		3	0	3		0	19	0	ð 2	0
Date	Total Rms	000	Room Inventory	GTD		Unused Groups	Groups	Non- Groups		Arrivals	Departs	Proj. Occup.	Avail	Pet	Crib	Roll
Today	99	0	99	3	0	0	0	6	12-0-0	3	0	6	93	0	0	0
01/14 Thu	99	0	99	3	1	0	0	6	11-0-0	3	3	6	93	0	0	0
01/15 Fri	99	0	99	2	0	0	0	2	5-0-0	1	5	2	97	0	0	0
01/16 Sat	99	0	99	2	0	0	0	2	5-0-0	0	0	2	97	0	0	0

#### Figure 15: House Standings Report – No Detail

## **Advanced Reports**

This new Reports section contains a variety of reports that managers can use for revenue information, staffing and other hotel data.

Once you get into many of the reports, if you click on the red question mark, an imbedded help document will appear.

You can also print most of the reports by clicking on the Print button.

#### Manager Tools

Arrivals vs Booking Date Data

- This tool is an extension of the Booking Patterns Report/Tool, the Days Out/No Show tab.
  - It reports on different 'sources,' such as rate class, clerk, channel; in conjunction with date of arrival and how far in advance a reservation was booked.
- The report's defaults are: 1) First day of current month to current day; 2) Channel as the 'Type'; and all Days Out time frames.
  - o The initial report is seen below:

File Toolbar Menu Arrivals VS Booking Date Data Arrivals Start Date 05/01/20 End Date May17*20Sun Type Channel Load Reservation Counts Code Same Day 1.7 days 8-14 days 15-30 days 61-90 days 91-120 days Over 120 days Selected % Avg Da Include for Days-Out 0 10 20 14 2 1 0 0 0 100.00% All None V Same Day V 1.7 days V 8-14 days V 1.5 30 day V 31-60 days V 91-120 days V 0.ver 120 d	G AutoClerk 2 - Zip Look	-		×
Arrivals Start Date       05/01/20       End Date       May17*20Sun       Type       Channel       Load         Reservation Counts         0       16       26       14       2       1       0       0       100.00%       All       None         Same Day       1-7 days       8-14 days       1-7 days       8-14 days       1-7 days       8-14 days       1-7 days       8-14 days       1-7 days       9-16-00 days       9-1120 days       9-120 days       9-130 days       9-1120 days       9-14 days       9-120 days				
Reservation Counts           Code         Same Day         1-7 days         Include for Days-Out           0         16         26         14         2         1         0         0         100.00%         All         None           V         Same Day         V         14         2         1         0         0         100.00%         All         None	Arrivals vs Booking Date Data			
Reservation Counts           Code         Same Day         1-7 days         Include for Days-Out           0         16         26         14         2         1         0         0         100.00%         All         None           V         Same Day         V         14         2         1         0         0         100.00%         All         None           V         Same Day         V         1-7 days         V         8-14 days         V         1-7 days         V         1-17 days         V         1-120 days         V         1-120 days         V         1-120 days         V         9 1-120 days         V         9 1-120 days         V         0 Over 120 days         V         0 Over 120 days	Arrivals Start Date 05/01/20 End Date May17'20Sun Type Channel			
Code         Same Day         1-7 days         8-14 days         15-30 days         31-60 days         91-120 days         Over 120 days         Selected %         Avg Da         Include for Days-Out           0         18         26         14         2         1         0         0         100.00%         All         None           ✓ Same Day         ✓ 1.7 days         ✓ 8.14 days         ✓ 1.7 days         ✓ 8.14 days         ✓ 1.70 days         ✓ 1.70 days         ✓ 1.70 days         ✓ 1.70 days         ✓ 8.14 days         ✓ 1.70 days         ✓ 8.14 days         ✓ 1.70 days         ✓ 1.10 days         ✓ 0.100.00%         ✓ 0.100.00%         ✓ 0.170.00%				
0       16       26       14       2       1       0       0       100.00%       All       None         ✓ Same Day       ✓ 1.7 days       ✓ 1.7 days       ✓ 1.7 days       ✓ 1.4 days       ✓ 91.120 days       ✓ 91.120 days       ✓ 91.120 days       ✓ 0.4 days		include fo	r Davs-(	Dut
▼ 1-7 days ▼ 8-14 days ♥ 1-5-30 day ♥ 31-60 days ♥ 91-120 days ♥ Over 120 days ♥ Over 120 days				
		<ul> <li>1-7 days</li> <li>8-14 day</li> <li>15-30 da</li> <li>31-60 da</li> <li>61-90 da</li> <li>91-120 da</li> </ul>	s ys ay ays ays days	

Figure 16: Arrivals vs Booking Date Data – Initial Report

- Click on the Type drop down to get reports on different criteria.
  - The dropdown choices are Channel, Clerk, Rate Class, Room Type, Source 1, Source 2, and Source 3.
  - Clerk is based on the initials of the clerk that is logged onto the computer and not necessarily the clerk who took the reservation.
- The user can change the Start and End as needed. These dates are the reservations' arrival dates.
  - Click on the dropdown for Type and select the type you want reported.
  - If you only want to see specific Days Out, uncheck the date spans you do not want to see.
- Once you have set your parameters click Load.
  - An example of arrivals by Rate Class is shown below:

		ite prese	1'20Wed	End Dat	e Apr30'2	OThu	Type Rate C	class 💌 🔄	Load			
		tion Cou										
Code								Over 120 days				
R	3	1	1	0	0	0	0	0	100.00%	2.40	All	None
P	9	6	0	0	0	0	0	0	100.00%	1.60	Same D	
	30	15	2	0	0	0	0	0	100.00%	1.32	✓ 1-7 day	
	5	1	0	0	0	0	0	0	100.00%	0.17	✓ 8-14 day	
<b>`</b>	4	0	0	0	0	0	0	0	100.00%	0.00	✓ 15-30 d ✓ 31-60 d	
>	1	0	0	0	0	0	0	0	100.00%	0.00	✓ 51-80 d	
)	5	1	0	0	0	0	0	0	100.00%	0.33	♥ 91-120	
	3	0	0	0	0	0	0	0	100.00%	0.00	✓ Over 12	
'	1	0	0	0	0	0	0	0	100.00%	0.00		
1	1	0	0	0	0	0	0	0	100.00%	0.00		

Figure 17: Arrivals vs Booking Date Data by Rate Class

- Each column is a time frame of how far out from the arrival date a reservation was booked.
  - The numbers represent how many reservations/folios fall into that bracket.
    - Only reservations with a status of guaranteed or hold reservations and are for a sleeping room are counted.
    - If a reservation has already come and gone, only the A folios are counted from Historical Folios.
- The right-side column allows the user to deselect time frames to be included in the totals for Selected % and Avg Days-Out.
  - Be sure to click Load once you have deselected and/or selected time frames to refresh the grid.

#### **Booking Patterns**

• The Booking Patterns tool gives you four (4) reports to help you understand your reservations based on when they were booked.

- The reports' initial ending date is the previous day so when you see data for 'Today,' it is yesterday.
  - You can change the date by clicking on Edit, then Change Date.
    - Remember the date you enter is the creation date for reservations.

#### Booked & Stayed

• When you first run Booking Patterns, the Booked & Stayed data is displayed, as seen below:

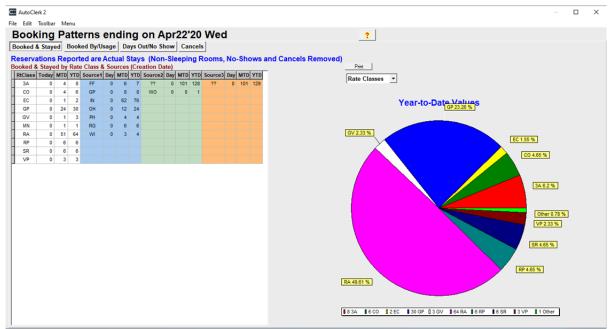
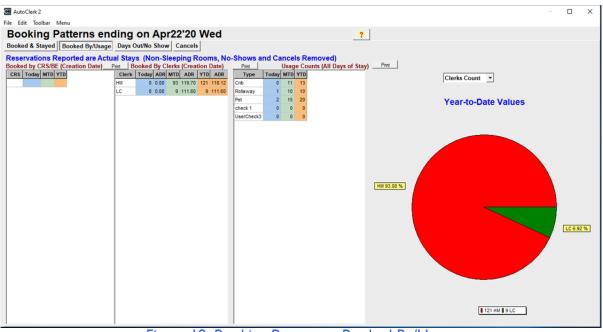


Figure 18: Booking Patterns – Booked and Stayed

- Booked & Stayed counts reservations 1) made on the requested date (Today); 2) MTD to the requested date; and 3) YTD to the requested date. So, if today is February 19<sup>th</sup> and you request this to show February 10<sup>th</sup> the data will be based on reservations created from the 1<sup>st</sup> of January to the 10<sup>th</sup> of February.
  - The data reported is sorted by Rate Class and the three (3) Source Codes.
- The pie chart on the right shows only Year-to-Date values.
  - o Use the drop down to change the category you want to see.
  - Each color shows the code for the data represented and the percentage.
     For example, if you are looking at rate classes, you may see RA 67% which indicates your Rack rate class accounted for 67% of the reservations for the year.
  - A bar at the bottom shows the codes with the number of reservations for that code.
- You can print the report, without color, by clicking on the Print button.

#### Booked By/Usage

• Booked By/Usage includes information on where your reservations came from: a CRS and specific staff; as well as crib, rollway, and checkbox usage.



• The initial report is shown below:

Figure 19: Booking Patterns – Booked By/Usage

- If you have multiple CRSs, each will be listed separately along with the reservation data.
- o Clerk data is based on the clerk who is logged onto the computer.
  - If your property procedure is that clerks also use one of the Source code boxes for their initials, that data will not be reflected here.
- If you have labelled your configurable user check boxes in ACConfig, then that label will appear. Otherwise, it will say UserCheck 1, 2, and/or 3.

#### Days Out/No Show

- Days Out/No Show provides data on 1) how far out, on average, your guests are booking, and which days have the most no shows.
- The report is shown below:

AutoClerk 2									×
File Edit Toolba	r Menu								
Booking	Patte	rns ei	nding on A	pr22'20	Wed	?			
			e Days Out/No Sh						
			F						
Days Out = (A	Arrival Da	te - Crea	tion date) These Print No Shows by	are YTD Fi	gures				
Avg Days Out B Month	Hotel	CRS	Day	MTD	YTD YTD				
Totals	2.05	0.00	Sunday	MID	0	Days Out Hotel			
January	0.00	0.00	Monday	6	6				
February	16.00	0.00	Tuesday	0	0				
March	1.00	0.00	Wednesday	4	4				
April	0.68	0.00	Thursday	0	0				
May	0.00	0.00	Friday	3	3				
June	0.00	0.00	Saturday	0	0				
July	0.00	0.00							
August	0.00	0.00							
September	0.00	0.00							
October	0.00	0.00							
November	0.00	0.00							
December	0.00	0.00				February 90.5 %	/ _	ril 3.85 % h 5.66 %	
						🔳 16 February 🕽 1 March 🛛 🛢 0.68 Apri			

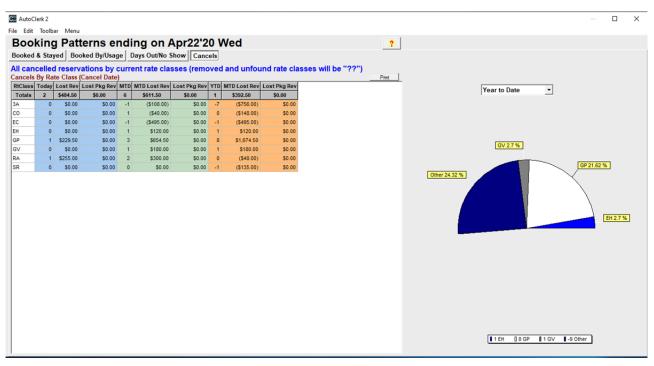
Figure 20: Booking Patterns – Days Out

- Bookings are broken down by month as well as by reservations taken by the hotel vs made through a CRS.
- No shows are only counted as a no show if the reservation was not checked in when the night audit was run.
- If you want more information on days out booked, navigate to Advanced Reports

   Manager Tools Arrivals vs Booking Date Data.
  - This tool is explained above in this document.

#### Cancels

- Cancels show by rate class, how many reservations were canceled and how much revenue was lost due to the cancellations.
  - The report is shown below:



#### Figure 21: Booking Patterns – Cancels

- The report counts the cancelled reservations, regardless of when they were due to arrive.
- Lost revenue vs. package revenue is split out because the room rate is kept for a non-package reservation, but the total package amount is kept for those package reservations.
  - You can see the room rate revenue you lost, or the total package revenue lost.

#### Daily Manager Report/Form

- This is the Daily Manager Report as found in Manager Reports, with additional Tools to get you more information from the report.
- An example of the full report and tools page is shown below:

Change Date						?	
Variable	Today	MTD	YTD	Last Year	LY MTD	LY YTD	Room Revenue (Today)
Room Count	75	1660	8475	75	1650	8432	Room Count Revenue ADR Detail
Ion Sleeping Rms	1	7	7	0	0	0	Posted To Room 5 444.00 88.80
Dut-of-Order	7	72	120	0	0	0	Adjustment to Room 0 0.00 0.00
Occupied	5	147	200	0	0	0	Posted To History/Ticket 0 0.00 0.00
Jnoccupied	63	1431	8155	75	1650	8432	Adjustment to History/Ticket 0 0.00 0.00
Stay Overs	5	76	101	0	0	0	Top Values Print
Arrivals	0	82	110	0	0	0	RC CT Rate Class ADR S1 CT Source 1 ADR S2 CT Source 2 ADR S3 CT Source 3 ADR
Comp Rooms	1	5	6	0	0	0	1 CO 1 120.00 120.00 N 5 444.00 88.80 ?? 5 444.00 88.80 ?? 5 444.00 88.80
House Rooms	1	5	5	0	0	0	2 SR 1 108.00 108.00 RG 0 0.00 0.00
Adults	9	254	342	0	0	0	3 MN 1 96.00 96.00
Children	1	17	34	0	0	0	4 RA 2 120.00 60.00
nfants	0	6	8	0	0	0	Other Revenue (Today)
Check-Ins	0	49	66	0	0	0	Transaction Tax Charges Adjustments Tax% Detail.
Nalk-Ins	0	33	44	0	0	0	T1 (CITY TAX) . 2 19.98 0.00 4.50%
No Shows	1	14	24	0	0	0	TX (STATE TAX) . 🖌 44.40 0.00 10.00%
Cancels Arriving Today	0	7	12	0	0	0	
Canceled Today	0	7	12	0	0	0	Avg Length of Stay YTD (Arrival Date)
Check-outs	10	77	105	0	0	0	All Information is based upon Historical Folios by Check-out Date Print
ength of Stay Nights	135	1867	1976	0	0	0	RC Rate Class S1 Source 1 S2 Source 2 S3 Source 3 CH Channel
Room Revenue	\$444.00	\$16,987.00	\$23,244.50	\$0.00	\$0.00	\$0.00	1 MN 120.00 IN 3.67 ?? 2.83 ?? 2.81
Other Revenue	\$64.38	\$9,288.67	\$10,591.83	\$0.00	\$0.00	\$0.00	2 GP 2.10 GP 2.00 WO 1.00
fotal Revenue	\$508.38	\$26,275.67	\$33,836.33	\$0.00	\$0.00	\$0.00	3 VP 2.67 OH 1.91
Avg Length of Stay	27.00	12.70	9.88	0.00	0.00	0.00	4 GV 2.00 FF 1.57
Occupancy %	6.67	8.91	2.36	0.00	0.00	0.00	5 EC 2.00 RG 1.83
ADR	88.80	115.56	116.22	0.00	0.00	0.00	6 RA 1.57 WI 1.00
RevPAR	5.92	10.30	2.74	0.00	0.00	0.00	7 3A 1.75 PH 1.00
Adults per Room	1.80	1.73	1.71	0.00	0.00	0.00	8 CO 1.67
wg RoomRev per Adult	49.33	66.88	67.97	0.00	0.00	0.00	9 RP 1.50

Figure 22: Daily Manager Report and Form

- The default day is yesterday as today has not closed. You can change the date either when you first access the report, or by clicking on 'Change Date' once you are in the report.
- The 'Variables' column gives you data on your past guests' stays.
  - o 'Today's' figures are calculated from the Night Audit.
    - The figures are built each night on the audit and then make up the data for MTD and YTD.
  - Adults/Children/Infants Counts people in all folios in sleeping rooms.
    - This uses the Inhouse Guest Listing and Historical Folios for day use rooms for the count. It does NOT look at the daily transactions, so the number may differ from the Inhouse Statistics Report.
  - No Shows Reservations due to arrive that are not checked in at the time the Night Audit is run.
    - If you process your No-Show reservations in a different way, this count may not be what you expect.
  - Length of Stay Nights Adds up all nights of in–house A folios in sleeping rooms.
  - Room Revenue 'Room' postings less adjustments.

- If you post 'Room' to non-sleeping rooms, or Post to No Room/Post a Ticket, that amount will be included in this amount.
- o Other Revenue Taxes and other charges posted that day.
  - Other charges could include parking, pets, banquet room, etc.
- Avg Length of Stay Only counts sleeping room nights.
- The Daily Manger Report found in Advanced Reports Manager Reports has additional 'variable' data.
- The left side of the report has three (3) additional tools to get additional information on the report's data
  - Click on the yellow bar for the drop down to appear. The panels are as follows:
  - Room Revenue –Posted Room revenue and adjustments made to rooms, tickets and/or historical folios. This is only for the 'current' day and does not give MTD or YTD figures.
    - Below the totals is a breakdown by rate class of what and how much was posted. It includes data for sources as well.
    - Click on Detail and you are re-directed to the day's M1/Zout Room postings.
      - You can use this to research the day's reported totals.
  - Other Revenue Posted transactions other than Room, broken out by Taxes and non-taxes (Incidentals).
    - The charges' posting code and description are included as well as the tax percentage, if applicable.
    - Click on Detail are you are re-directed to the day's M1/Zout.
  - Avg Length of Stay YTD (Arrival Date) This looks at the YTD figures, by rate class and source code(s), and reports the Average Length of Stay.
    - Sources and/or Rate Classes with ?? means 1) the code/class has been deleted; or 2) was not defined.

#### Google MyMaps Export

- Google MyMaps export is a way to export guest location information and import it into the Google MyMaps program.
  - Once in MyMaps, you can see where your guests are coming from based on the data you imported.
- The acPMS function only exports the data. AutoClerk Support does not have the ability or knowledge to troubleshoot issues with Google MyMaps once the data has been imported.

- We chose Google MyMaps to document the exports because it is a free map maker program, the maps become shareable at your discretion, and is the largest mapping program.
- We do not know if the exported data will work in other similar mapping programs.
- When you first go into the export, you see the below form:

CC AutoClerk 2			$\times$
Google MyMap Exports		?	1
Choose the export information you want to see on	the map		_
Data Type Arrival Date			
Start Date Apr01'20Wed End Date A	pr23'20T	hu	
Guest ⊂ Company C     Company     C     Company     C	Travel Age	ency	
Choose the fields you want exported. While the we suggest that you only include the Zip code an Name Street Street 2 City State Zip Export		to you	Ι,
Esc			

Figure 23: Google MyMaps Export Form

- Select the Data Type, Start and End dates, where the address is coming from: Guest/Company/Travel Agency, and fields you want exported.
  - The fields you select depend on the data you want to see.
  - These will make up the map 'points' once imported into MyMaps.

- You can export different data and then layer them in one map; however, you do need to export them separately.
- Once you have made your selections, click on Export.

CC MyMap Expo	ort				×
Save in:	Documents		•	- 🗈 📸 🎟	
Quick access Desktop Libraries This PC	Fax Outlook	Office Templates Files Documents		Date modified 10/23/2020 11:24 AM 1/27/2021 9:44 AM 3/5/2021 1:36 PM 1/27/2021 9:44 AM	Type File fc File fc File fc
	<				>
	File name: Save as type:	Comma Separated Variable			ave
	ouro do type.	Joonnia Separated Valiable			

• You will then get:

Figure 24: Google MyMaps Export location

- Name and save the export in location you have access to.
- Click ok at the Complete popup.
- You now need to import that file into Google MyMaps.
- Open a browser and navigate to <u>https://www.google.com/mymaps</u>.
  - If you do not have an account, open a free account.
  - Once you are at the Maps page, click on Create a New Map.
    - Import the file you just saved, following the prompts on naming conventions.
- Once you have the map and the points, you can save it to your account, add more layers, change colors, etc.

• For detailed help with importing into Google MyMaps and using the data, click on the question mark in the MyMaps Export form.

#### Occupancy Heat Map

- The Occupancy Heat Map is a color grid representation of your Occupancy.
- The initial report is seen below:

AutoClerk 2			
File Edit Toolbar Menu			
Occupancy Heat Map Past days are based upon room postings ?			
	Save My Design	Load My Design	Reset
Month 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 9 20 21 22 23 24 25 26 27 28 29 30 31			
March 2020			
June 2020			
Juby 2020			
September 2020			
November 2020			
December 2020			
January 2021			
February 2021			

Figure 25: Occupancy Heat Map

- The default time frame displayed is the month prior to the current month through the next twelve (12) months.
  - o The current day's cell has a 'T.'
  - Once the report is displayed, click on Edit Change Date to see a different time frame.
    - When you change the start date, the day you selected is indicated by '\*\*\*' in the cell. The report's dates will be the month of the day you selected, for the next twelve (12) months.
- The cells' colors are determined by the occupancy percentage legend at the top.
  - If you want to set your own color scheme, click on a color on the legend and then select the color you want to use.
  - You can then save your design or reset back to the default.
- By default, Fri and Sat are checked and therefore have a gray border.
  - Use the day of the week check boxes to change which day(s) have a border.
- When you hold your mouse over a cell, a pop-up appears showing that day's occupancy percentage and number of rooms occupied as seen below:

C AutoClerk 2																																
File Edit Toolba	ar N	lenu																														
Occupanc Past days are b					post	ings																								?		
0 1-20 21-40 41-6	0 61-80 8	81-100	sun m	on tue		u #i   🗸																										
Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
March 2020																																
April 2020																							Т									
May 2020																																
June 2020																																
July 2020																								- ×	o% (0	5/24	/2020	) - 0(	ccup	ed:42	) "Mer	norial Day
August 2020										_						1								_							_	

Figure 26: Occupancy Heat Map – Day's Statistics

- The statistics also show at the bottom of the form in the bar.
- If you click on a cell, a grid with the day's statistics by room types appears at the bottom as seen below:

Date	Туре	KG	QN	DD	KH	KQ	JS	KJ	BQ	CF	Total	%	OE
May24'20 Sun	Capacity	24	15	15	2	4	10	5	2	2	75	100.0%	
	Reservations	15	9	10	0	2	6	0	0	0	42	56.0%	
	Rates	\$120.00	\$120.00	\$120.00	\$120.00	\$135.00	\$135.00	\$165.00	\$0.00	\$0.00			
	LOS Rules	m03											

Figure 27: Occupancy Heat Map – Room Type Statistics

- The grid shows each room type's capacity, how many reservations are on the books, the rate for 1 person, and the LOS rule, if applicable.
  - Reservations include all group rooms that have been allocated, regardless of pickup.
- The room types are in the order set in ACConfig.
  - If you click on a past day, the room types are in alphabetical order.
  - If a room type is overbooked for that day, it will be noted in the OB column.
- If you want to set a Special Day, right click on the day's cell, and then click on Special Dates.

I

0 1-20 21-40 41-6	0 61-80 8	1-100	sun m	on tue (	wed thu		ot 7					
Month	1	2	3	4	5	6	7	8	9	10	11	12
March 2020												
April 2020												
May 2020												
June 2020												
July 2020												
August 2020					Sp	ecial	Date	es.				
September 2020				<b>C</b>	1	ad C	lerk [	Desig	n			
October 2020				Γ.,		au c		Jesig			_	
November 2020												
December 2020												
January 2021												
February 2021												

Figure 28: Occupancy Heat Map – Special Dates

- A new form opens allowing you to enter one or multiple Special Dates.
  - This can be useful if you want to see how special events/days affect your Occupancy.

AutoClerk 2						×
Hot	Spot Spe	ecial Dates				
	Date		Reason			
<u>Delete</u>	05/24/2020	Memorial Day				
0.7	10,1,200					1
077	04/20	<b>-</b>			Add	
E	sc				Save	•

Figure 29: Occupancy Heat Map – Set Special Dates

• If you are in the report and want help, click on the yellow question mark.

### Manager Reports

Daily Manager Report

- The Daily Manager Report shows room status, reservation activity, and revenue and stay information for 'Today,' MTD, YTD and the same time frames in the Previous Year.
- The first time you run the report, acPMS gathers data from various files and reports, including Transactions, Historical Folios, Inhouse Statistics, and the Year files.
  - The report is then written and is updated each night on the audit.

			G DATASET nager Renoi	nt					
Daily Manager Report Hotel Date: Apr-23-2020									
		Hotel Dat	C. Api-20-2020						
Date 04/20/2020 Monday				Previous Year					
	Today	MTD	YTD -	Today	MTD	YTI			
Room Count	75	1500	8325	75	1500	828			
Non Sleeping Rms	0	5	5	0	0	1			
Out-of-Order	7	58	106	0	0				
Occupied	16	126	179	0	0	1			
Vacant Rooms	52	1316	8040	75	1500	828			
Stay Overs	4	58	83	0	0	1			
Arrivals	12	79	107	0	0	1			
Comp Rooms	1	3	4	0	0				
House Rooms	1	3	3	0	0				
Adults	29	218	306	0	0	1			
Children	3	12	29	0	0	1			
Infants	2	4	6	0	0	1			
Check-ins	8	47	64	0	0				
vValk-ins	4	32	43	0	0	1			
No Shows	0	13	23	0	0				
Cancels Arriving Today	0	5	10	0	0	1			
Canceled Today	1	6	11	0	0				
Check-outs	2	63	91	0	0				
Length of Stay Nights	156	1576	1685	0	0	1			
Room Revenue	\$1,547.75	\$14.985.00	\$21,242,50	\$0.00	\$0.00	\$0.0			
Room Posting	\$1,547.75	\$15,130.00	\$21,387.50	\$0.00	\$0.00	\$0.0			
Adjusted Rn Posting	\$0.00	(\$145.00)	(\$145.00)	\$0.00	\$0.00	\$0.0			
Other Revenue	\$86.70	\$9,012.87	\$10,316.03	\$0.00	\$0.00	\$0.00			
Taxes Incidentals	\$224.45 (\$137.75)	\$2,142.87 \$6,870.00	\$3,025.53 \$7,290.50	\$0.00 \$0.00	\$0.00 \$0.00	\$0.0 \$0.0			
Total Revenue	\$1,634.45	\$23,997.87	\$31,558.53	\$0.00	\$0.00	\$0.0			
Avg Length of Stay	9.75	12.51	9.41	0.00	0.00	0.0			
Occupancy %	23.53%	8.74%	2.18%	0.00%	0.00%	0.00%			
ADR	\$96.73	\$118.93	\$118.67	\$0.00	\$0.00	\$0.0			
RevPAR	\$20.64	\$9.99	\$2.55	\$0.00	\$0.00	\$0.0			
Adults per Room	1.81	1.73	1.71	0.00	0.00				
Avg RoomRev per Adult	\$53.37	\$68.74	\$69.42	\$0.00	\$0.00	\$0.0			

#### • An example of the report is below:

## Figure 30: Daily Manager Report

- By default, the report is for the previous day, so 'Today' is yesterday.
  - If you select Options in the SendTo pipeline, you can select another past day as well as select specific day(s) of the week.
    - By selecting specific days of the week, you can, for example, see how you did on weekends.
- Today's figures are calculated from the Night Audit.

- Adults/Children/Infants Counts people in all folios in sleeping rooms.
  - This uses the Inhouse Guest Listing and Historical Folios for day use rooms for the count. It does NOT look at the daily transactions, so the number may differ from the Inhouse Statistics Report.
- No Shows Reservations due to arrive that are not checked in at the time the Night Audit is run.
  - If you process your No-Show reservations in a different way, this count may not be what you expect.
- Length of Stay Nights Adds up all nights of in-house A folios in sleeping rooms.
- Room Revenue 'Room' postings less adjustments.
  - If you post 'Room' to non-sleeping rooms, or Post to No Room/Post a Ticket, that amount will be included in this amount.
- Taxes All taxes posted: occupancy and sales.
  - If a tax percentage changed during the time frame (MTD, YTD, and Previous Year), the change will be reflected.
  - If a tax transaction code has been deleted, then those amounts will show in Incidentals.
- Avg Length of Stay Only counts sleeping room nights.

Daily Manager Report Export

- The Export can include one or many past days' data.
  - The default is one day (yesterday), but the user can enter a date span and/or specific days of the week to be included, as seen below:

CC AutoClerk 2		×
Toolbar		
Manager Options		
Start Date 02/04/18		
End Date Feb04'185	un	
Include Sundays		
Include Mondays	<b>V</b>	All
Include Tuesdays	<b>v</b>	
Include Wednesdays	$\overline{\checkmark}$	Weekends
Include Thursdays		Weekdays
Include Fidays		
Include Saturdays	<b>V</b>	
By NOT including days of the week, included in the MTD/YTD information to only show Wednesdays, only the selected will be counted.	on. In other	words, if you choose
Esc		ОК

Figure 31: DMR Export – Options

- Once the export options have been set, the user selects the location and name of the file.
  - The default location is the Desktop, and the default file type is .csv.

CC Save Manage	er Export		×
Save in:	Desktop 💌	- 🛍 💣 📰 -	r -
4	Name	Size	Date modi ^
Quick access	🖾 test.csv	4 KB	1/6/2021 2
QUICK DCCESS	🖾 sdd.csv	1 KB	12/7/2020
	1160 Reports Screenshots		1/6/2021 2
Desktop	default		1/6/2021 1
-	19120402_blank		1/6/2021 1
-	1160 Documentation		1/6/2021 8
Libraries	Training-Support Docs		1/6/2021 8
	myCRS docs		1/5/2021 1
	060.002.005.1160		12/21/2020
This PC	Toe1160		12/7/2020
<b>1</b>	Spec docs		11/13/2020
Network	060.002.005.1155		10/29/2020
The the the	Documentation Screen Shots		9/22/2020 ¥
	<		>
	File name:	-	Save
	Save as type: CSV (Comma Separated Variable)	•	Cancel

Figure 32: DMR Export – Save

- As it is saved as a .csv, it can be opened in a spreadsheet program.
- If the user has selected multiple days, each day is a row in the spreadsheet.
  - o Column headers are automatically included in the export.

Labor Management Report

- This report looks back at the hotel's check-in, check-out, and reservation activity so management can see when they are busiest. This can be helpful for scheduling at the front desk as well as housekeeping.
- The default date range is the first day of the current month to today.
  - The user can change the date range when they first access the report.
- The report includes color charts showing Activity by Day as well as Activity by Hour as seen below:

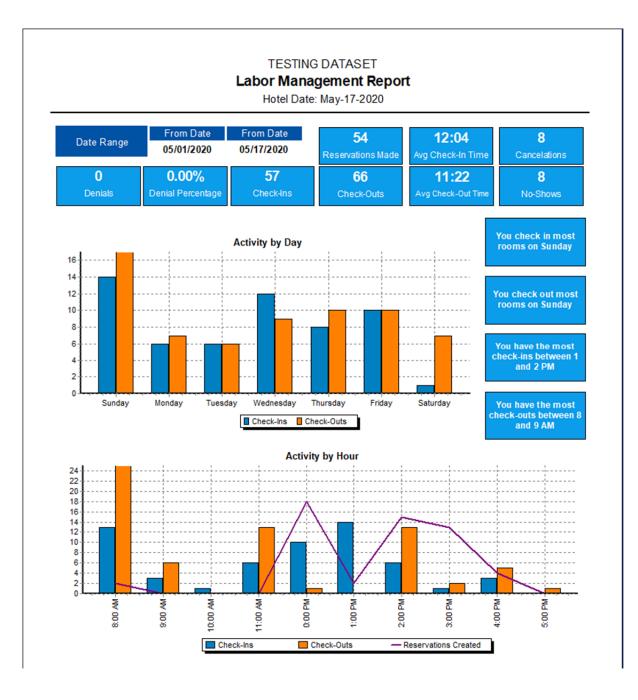


Figure 33: Labor Management Report

• Data for Denials and Denials Percentage will only populate if you have Reservation Denials enabled.

- If you do not have denials as mandatory, this data will be incomplete as a clerk could escape from entering a denial code.
- If you are interested in setting up Denials, please contact AutoClerk Support during normal business hours at (925) 284-1005, option 2.

### **Out-of-Order Report**

- This lists, by date, which rooms were out-of-order on that day including the reason.
- The default date span is current day back 10 days.
  - Click on Options in the pipeline to change the date span you want to report.
  - You can enter any past or future dates for the report.
- There is a total for each day as well as a total for the selected date range.
- If you have put a room out-of-order and then back in order on the same day, it will not show in the report. This is by design as the OOO has been cleared.
- Below is an example of the report:

## TESTING DATASET

## Out of Order Report

Hotel Date: Apr-12-2020

Room	Clerk	Reason	
Date: 04	/03/2020		
108	HM	CARPET CLEANING	
121	HM	CARPET CLEANING	
122	HM	CARPET CLEANING	
203	HM	CARPET CLEANING	
210	HM	CARPET CLEANING	
217	HM	CARPET CLEANING	
Count 6		Rooms 6	
Date: 04	/04/2020		
108	HM	CARPET CLEANING	
122	HM	CARPET CLEANING	
203	HM	CARPET CLEANING	
210	HM	CARPET CLEANING	
217	HM	CARPET CLEANING	
Count 5		Rooms 5	
Date: 04	/05/2020		
108	НМ	CARPET CLEANING	
122	HM	CARPET CLEANING	
203	HM	CARPET CLEANING	
210	HM	CARPET CLEANING	
217	НM	CARPET CLEANING	
Count 5		Rooms 5	
Count 16	i	Rooms 16	

### Figure 34: Out of Order Report

#### Past Cancel Patterns Report

- This report shows you data for the nights and revenue lost due to cancellations. The user can select/filter which cancellations should be counted and provide totals.
- The form is blank when you first access it.
  - o Enter the start and end dates you want to see cancelation records for.
    - Remember these are the cancellation dates and not the creation or arrival dates for the reservations.
      - If you want to see cancelations by arrival date, you will need to set the starting cancel dates far in the past to capture the most data possible.

 Click Load. acPMS gathers the data and the page refreshes with the report as seen below. The report shown below has been cropped for visibility. The actual report has columns in the top section for each of the 'Totals Types' listed in the bottom section.

_	toClerk 2 <u>H</u> elp <u>M</u> enu	1								-		×
_		els Patte	rn R	eport								
				Start Date	End Dat	e					8	
	Ca	ncel Date W	ithin:	Jan01'20Wed	Apr23'	20Thu	Loa	ad		E		•
СК	DataType	CancelDate		CancelReason	Conf		LastName		F	irstName	Arriva	<u> </u>
	reshist	04/04/2020	PLANS	CHANGED	20002V	HERNY			JAI	VIES (	04/06/20	)20
	reshist	04/04/2020			20002W	MONTGO	OMERY		TR	AVERS (	04/07/20	)20
	reshist	04/07/2020			20003H	HASKILL	-		INC	RID (	04/08/20	)20
	reshist	04/08/2020	AGAIN		20003K	LOCKE			BE	RNIE	04/08/20	)20
	reshist	04/09/2020	CUZ		20001L	WILSON		KIN	4 (	04/17/20	)20	
	reshist	04/21/2020	LATE C	XL, KNOWS OF CHARGE	20006B	KINNER		JAI	VIES (	04/21/20	)20 🗸	
<												>
Cheo	Check All Date Type					)e			Num	ber Type		
	Stay Within Dates					Reason		-	Nigh	ts		•
Chec	k None g	Start Date		End Date	Text Fi	eld Conta	ains					_
		Feb23'2051	ın	Jun22'20Mon					۲	n <= 0 🔿	n > 0	
		Check	Unche	eck	Cheo	k Ur	ncheck			Check Ur	ncheck	
Tot	als Type			oad							A	
				Code	Nights	Rates	Group Nights	Group Ra	tes	<b>Total Nights</b>	Total I	Rate ^
	ncel Reaso ncel Clerk	in		Totals >	11	1260.00	46	4777.0	0	57	603	7.00
	ncel Date		Group	B00220 Cancellation	0	0.00	10	1020	0.00	10	10	20.0
C Rat	te Class		PLAN:	S CHANGED	2	180.00	0	(	0.00	2	1	80.0
	Room Type			5	600.00	0	(	0.00	5	6	00.0	
	urce 1 urce 2		AGAIN	I	2	240.00	0	(	0.00	2	2	240.0
	urce 3		CUZ		0	0.00	2	221	1.00	2	2	21.0
C Sta			LATE	CXL, KNOWS OF CHARGE	2	240.00	0	(	0.00	2	2	40.0
	stal Code ginal Statu	0	CANT	MAKE IT	0	0.00	2	204	4.00	2	2	204.0
	oup Conf	2	TEST <		l n	0 00	2	229	9.50	2	2	29 f ¥

Figure 35: Past Cancels Pattern Report

- The reservations that were canceled during the selected time frame are listed in the top section, by cancellation date.
- In the top section, when the data is first loaded, all reservations are checked to be counted.

- You can click on any of the column headers to sort the data per that column. For example, Last Name, Number of Nights, etc.
- Non-sleeping room and/or non-GTD/Hold reservations will have 0 as the number of nights.
- Use the fields underneath the list of reservations to further filter your results and totals. You do not need to re-load the data.
  - The fields are:
    - Data type This section allows you to auto check only those cancels which correspond to the type of dates you want. So, if you want arrivals between 02/01/2020 and 02/28/202 you would choose "Arrival" in the dropdown and then enter these dates and choose check.
    - Text Type Allows you to see cancellations for a specific reason. For example, you only want records that have "COVID" in the Cancel Reason. Choose "Cancel Reason" in the drop down, and then put "Covid" in the "Text Field Contains" box. Choose the "Check" button and it will automatically check only those with "Covid" as part of the reason.
      - The field is not case sensitive but will search for exactly what you enter. If you search for 'can,' the results may include cancel, Canada or scan depending on what was entered at the time of cancellation.
    - Number Type Use this if you only want those cancelations for people who would have stayed more than 1 night. Choose Nights and then choose the "n > 0" radio button.
    - Only checked records are used to calculate the Totals in the bottom. Before running a filter to get totals, it is a good idea to click 'Check None,' set your filter and then click on 'Check' for the specific filter to see the results in the Totals in the bottom section.
      - If you do not see the numbers you expect, uncheck all the reservations, then run your filter again.
  - The buttons at the top right allow you to print the report and/or save it as a .csv export.
    - You can also use the print and export options under File.
    - You can also hide the top or bottom sections.
  - The Totals section at the bottom will refresh with new Totals if you have used the filters in the top section.
    - Use the radio buttons on the left side to see the Totals filtered by the types listed.
    - As with the top section, you can re-sort the bottom columns by clicking on any of the column headers.

- There are buttons in the top right of each section that allow you to print and/or export the data.
  - You can also hide the top or bottom section.

#### Year Comparison Charts

- This report shows bar charts of the hotel's Occupancy %, ADR and RevPAR by month, for two (2) years.
- When you first access the report, you are asked to enter the year you want to compare:

AutoClerk 2 - Year for	Chart Comparison
Which year do yo	u want to compare?
,	021 year with the previous one
Escape	OK

Figure 36: Year Comparison Charts - Parameter

- The year you enter will be compared against the previous year.
- Click ok and the report is generated as shown below:

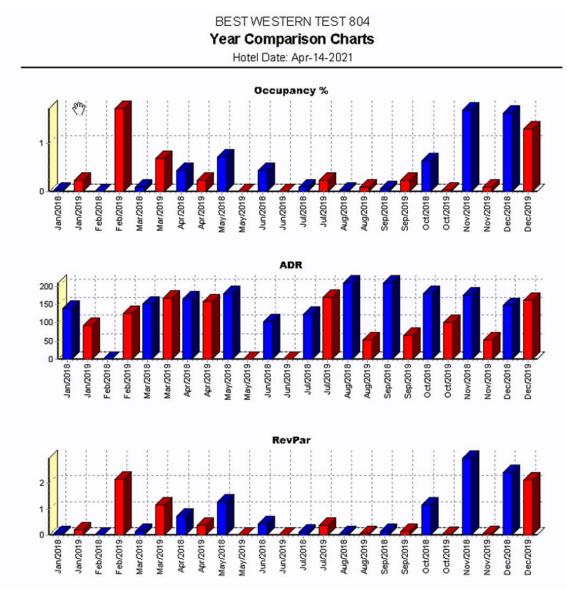


Figure 37: Year Comparison Charts - Results

### **Accounting Reports**

Room Tax Comparison Report

- The Room Tax Comparison (RTC) Report lists all the Room revenue and Occupancy Tax posted during the selected time frame.
- The report ONLY looks at taxes that have been set up as an Occupancy Tax in ACConfig.

- If you have a Sales tax that posts with Room charges, those transactions will not be included in the report.
- If you have a tax that is active during the requested time frame, but is not set to post with Room charges, it will still be listed in the report.
- The default time frame is the past month.
  - When you first go into the report, there is no data loaded so you can select the time frame you want to see.

CC s										-		$\times$
Help	Menu											
Roo	m Tax	Com	nparison l	Report	Ĩ	∭ Grid <u>C</u> SV	1 <b>5</b> F	Report <u>G</u> rid	🕞 Grid <u>T</u> otals	🕞 Totals by Ta <u>x</u>	🕵 Orpha	n Trans
	t Date 01/20		End Date Apr30'20Thu	Load	On "Sa	ly transacti ales Tax" ar	ons u re use	sed in Tax d.	k Setup which a	are not marked as	8	
,												
Date	TransIDs	Room	Room Amount	TX(STATE TAX)	%	T1(CITY T	AX)	%				
	-											
Note:	Transactio	ons do	not know abou	t other transaction	s, so t	the taxes as	ssocio	cated with	the room here,	are our best gue	SS.	
						Esc						
				Figure 38:	RTO	C Redor	rt - S	Start				

• Once you have entered the date range you want, click Load. A sample of the report is below:

CCC s													- 0
Help Mer												_	
		npari	son Repo	ort		li su li	Grid <u>C</u> SV	6	Report Grid	Report Grid 🕞 Grid Totals	Report Grid 🗗 🗊 Grid Iotals 🕼 Totals	Report Grid 🕞 Grid Totals 🕞 Totals by Tax	Report Grid 🕞 Grid Iotals 🔀 Totals by Tax 🔂 Orpho
Start Dat		• End Dat			v tranca					ch are not marked as			
Apr01'2	20Wed	Apr30'	20Thu			are used.	an Octu	/ 1111	on are not i	and not marked as	are not marked as	are not marked as	
Date	TransIDs			TX(STATE TAX)	%	T1(CITY TAX)	%						
04/02/2020		103a	130.00		10.0000		4.5000						
04/02/2020		105a	102.00		10.0000		4.5000						
04/02/2020		118a	102.00		10.0000		4.5000						
04/03/2020		103a	130.00		10.0000		4.5000						
04/03/2020		105a	102.00		10.0000		4.5000						
04/03/2020		110a	120.00		10.0000		4.5000						
04/03/2020		112a	120.00		10.0000		4.5000						
04/03/2020		114a	120.00		10.0000		4.5000						
04/03/2020	47/49/50	118a	102.00	10.20	10.0000	4.59	4.5000						
04/03/2020	53/55/56	207a	126.00	12.60	10.0000	5.67	4.5000						
04/03/2020	57/59/60	315a	120.00	12.00	10.0000	5.40	4.5000						
04/04/2020	71/73/74	?	-25.00	-2.50	10.0000	-1.13	4.5200						
04/04/2020	86/88/89	101a	135.00	13.50	10.0000	6.08	4.5037						
04/04/2020	90/92/93	102a	135.00	13.50	10.0000	6.08	4.5037						
04/04/2020	94/96/97	103a	130.00	13.00	10.0000	5.85	4.5000						
04/04/2020	98/100/101	105a	102.00	10.20	10.0000	4.59	4.5000						
04/04/2020	66/68/69	110a	120.00	12.00	10.0000	5.40	4.5000						
04/04/2020	9/11/12	112a	120.00	12.00	10.0000	5.40	4.5000						
04/04/2020	63/62/61	112a	-120.00	-12.00	10.0000	-5.40	4.5000						

Figure 39: RTC – Data loaded

- The column headers are as follows:
  - Date The date of the posting. The report lists each day in the requested time frame and then each posting on that day.
  - Trans ID The transaction number of the day for the postings and a reference to research a posting.
    - For example, the first line, TransID is 32/34/35. If you look at the M1/Zout for that day, in the Room posting section, you will see that the room posting to room 103, folio A was the 32<sup>nd</sup> transaction of the day, the state tax was 34<sup>th</sup> and the city tax the 35<sup>th</sup>.
  - Room The room number and folio of the postings. If the room number is '?', then the posting was done in Historical Folios or to a Ticket/Post to No Room.
  - Room Amount How much room revenue was posted.

- TX [State Tax] This is the transaction code and description of the first occupancy tax. (In my example, the transaction code TX is called State Tax.)
  - The column lists how much tax was posted to each room/folio
- % This indicates the tax is a percentage. The column states the percentage amount posted.
- These two (2) columns repeat for as many Occupancy Taxes as you have.
  - If a tax is a Flat amount, the second column will be headed '\$,' but the amount is only listed under the tax description.
- If a room and folio was marked as Tax Exempt, then the amount cell for the exempt tax(es) will be blank.
  - An example of tax-exempt postings is shown below:

Room T	Tax Com	ipari	son Repo	ort 📃	Grid <u>C</u> S	V 🛐 Report <u>G</u> ri	id 👩 G	rid <u>T</u> otals	😭 Totals by Ta <u>x</u>	🚯 Orpha	n Tra
Start Dat	e E	Ind Dat	e	Only	y transa	ctions used in T	ax Setu	which a	re not marked as	;	
Apr01'2	20Wed A	pr30'	20Thu	Load "Sa	les Tax"	are used.					
Date	TransIDs	Room	Room Amount	TX(STATE TAX)	%	T1(CITY TAX)	%				
04/07/2020	73/75/76	222a	121.50	12.15	10.0000	5.47	4.5021				
04/07/2020	78/80/81	225a	114.00	11.40	10.0000	5.13	4.5000				
04/08/2020	25/27/28	102a	108.00	10.80	10.0000	4.86	4.5000				
04/08/2020	33/35/36	106a	120.00	12.00	10.0000	5.40	4.5000				
04/08/2020	29/31/32	106a	120.00	12.00	10.0000	5.40	4.5000				
04/08/2020	37/39/40	112a	102.00	10.20	10.0000	4.59	4.5000				
04/08/2020	43/45/46	119Ь	102.00	10.20	10.0000	4.59	4.5000				
04/08/2020	47/49/50	120a	102.00	10.20	10.0000	4.59	4.5000				
04/08/2020	51/53/54	204a	106.25	10.63	10.0047	4.78	4.4988				
04/08/2020	56/0/0	219a	114.00		0.0000		0.0000				
04/09/2020	18/20/21	106a	120.00	12.00	10.0000	5.40	4.5000				
04/09/2020	22/24/25	106a	120.00	12.00	10.0000	5.40	4.5000				
04/09/2020	27/0/0	219a	114.00		0.0000		0.0000				
04/10/2020	17/19/20	101a	145.00	14.50	10.0000	6.53	4.5034				
04/10/2020	79/81/82	102a	135.00	13.50	10.0000	6.08	4.5037				
04/10/2020	119/121/122	103a	108.00	10.80	10.0000	4.86	4.5000				
04/10/2020	87/89/90	103a	110.00	11.00	10.0000	4.95	4.5000				
04/10/2020	124/126/127	107a	128.25	12.83	10.0039	5.77	4.4990				
04/10/2020	22/24/25	119a	110.00	11.00	10.0000	4.95	4.5000				
04/10/2020	129/131/132	119a	135.00	13.50	10.0000	6.08	4.5037				

### Figure 40: RTC – Tax Exempt Postings

- On the top right side are buttons which give you more detail and tools on the taxes:
  - Grid CSV Allows you to save the report in .csv format so it can be imported into a spreadsheet program of your choosing.

CC AutoClerk 2			×
Save jn:	Desktop 💌	+ 🗈 💣 📰 ◄	
Quick access Desktop Libraries This PC	Name 1160 pics 1163_buttons_mainmenu 19120402_blank AutoClerks myCRS myCRS docs p Releases Test plans Toe1160 Training-Support Docs ist test	Date modified 3/3/2021 10:45 AM 2/5/2021 3:28 PM 1/6/2021 10:17 AM 1/7/2021 3:07 PM 8/26/2020 9:26 AM 1/5/2021 11:31 AM 7/26/2019 11:18 AM 2/4/2021 12:57 PM 2/19/2021 4:57 PM 12/7/2020 12:33 PM 2/25/2021 11:31 AM 2/25/2021 1:43 PM	Type File folder File folder
	< File name:	<b>-</b>	> Save
	Save as type: Comma Separated Variable (CSV)		Cancel

Figure 41: RTC-Grid CSV

- Report Grid Produces a printable form of the report.
- Grid Totals Reports the daily totals for room and each tax.

C AutoClerk 2 - RT Comp: Grid Totals

File Search Menu

TESTING DATASET Page 1 **RT Comp: Grid Totals** Date TX(STATE TAX) % T1(CITY TAX) % Room Amount 15.03 4.5000 04/02/2020 10.0000 334.00 33.40 04/03/2020 940.00 94.00 10.0000 42.30 4.5000 04/04/2020 1389.00 138.90 10.0000 62.53 4.5018 04/05/2020 1010.00 101.00 10.0000 45.45 4.5000 04/06/2020 933.50 93.35 10.0000 42.01 4.5003 887.75 04/07/2020 88.78 10.0006 39.95 4.5001 04/08/2020 874.25 76.03 8.6966 34.21 3.9131 04/09/2020 354.00 6.7797 10.80 3.0508 24.00 04/10/2020 1269.50 114.13 8.9902 51.38 4.0473 10.0000 04/11/2020 628.00 62.80 28.28 4.5032 04/12/2020 462.50 46.25 10.0000 20.82 4.5016 04/13/2020 1856.00 185.60 10.0000 83.53 4.5005 04/14/2020 761.00 76.10 10.0000 34.25 4.5007 04/15/2020 216.00 21.60 10.0000 9.72 4.5000 04/16/2020 219.00 21.90 10.0000 9.86 4.5023 04/17/2020 231.00 23.10 10.0000 10.40 4.5022 04/18/2020 108.00 10.80 10.0000 4.86 4.5000 04/19/2020 963.75 96.38 10.0005 43.38 4.5012 04/20/2020 1547.75 154.78 10.0003 69.67 4.5014 1558.00 04/21/2020 145.80 9.3582 65.62 4.2118 04/22/2020 444.00 44.40 10.0000 19.98 4.5000 04/23/2020 1298.50 129.85 10.0000 58.43 4.4998 04/24/2020 1160.00 116.00 10.0000 52.21 4.5009 04/25/2020 1454.50 145.45 10.0000 65.50 4.5033 04/26/2020 924.00 92.40 10.0000 41.58 4.5000 04/27/2020 96.00 9.60 10.0000 4.32 4.5000 584.50 58.45 10.0000 26.31 4.5013 04/28/2020 04/29/2020 533.50 44.35 8.3130 19.96 3.7413 24561.00 2392.50 9.7411 1076.85 4.3844 Totals: < >

Figure 42: RTC – Grid Totals

• Totals by Tax – Breaks out the Occupancy tax(es) and provides detail on posting adjustments as well as singular postings.

Page 1			_	TESTING DATASET		
			I	otals By Tax (04/02/2020-04/12/2020)		
Tax Types						
TX(STATE TAX)	Room Amount	Tax Amount	%			
Room & Tax Postings	8871.25	887.14	10.00%			
Adj Room & Tax Postings	-145.00	-14.50	10.00%			
Room Postings Only	356.25	0.00				
Adj Room Postings Only	0.00	0.00				
Tax Postings Only	0.00	0.00				
Adj Tax Postings Only	0.00	0.00				
T1(CITY TAX)	Room Amount		%			
Room & Tax Postings	8871.25		4.50%			
Adj Room & Tax Postings	-145.00		4.50%			
Room Postings Only	356.25	0.00				
Adj Room Postings Only	0.00	0.00				
Tax Postings Only	0.00	0.00				
Adj Tax Postings Only	0.00	0.00				

## Figure 43: RTC-Totals by Tax

• Orphan Trans – Reports on the 'Orphan' transactions. Orphan transactions are room charges without tax(es), and tax postings without room.

Page 1					TES	STING DATAS	SET		
				Re	oom an	d Tax Unusual	Postin	3	
Date	TransIDs	Room	Room Amount	TX(STATE TAX)	%	T1(CITY TAX)	%		
04/08/2020	56/0/0	219a	114.00		0.0000		0.0000		
04/09/2020	27/0/0	219a	114.00		0.0000		0.0000		
04/10/2020	138/0/0	219a	128.25		0.0000		0.0000		
04/21/2020	53/0/0	110a	100.00		0.0000		0.0000		
04/22/2020	44/0/0	201a	0.00	12.00		5.40			
04/22/2020	50/0/0	500a	0.00	8.50		3.83			

Figure 44: RTC-Orphan Transactions

#### Transactions Comparisons Report

- The report allows the user to compare a date to a date, a month to another month and/or a year to a year.
- Only transactions that were used during the requested time are listed.
  - If a transaction has been deleted, the data will appear but only with the transaction's ID number.
  - If a transaction is changed to break out into 50 sub types, or sub types are removed, the report may show the code with a 0 sub transaction or a transaction without a sub transaction depending on what has been done.
  - Negative numbers are in red.
- When you first access the report, it looks like the below example:

C AutoClerk 2	>
File Menu	
<b>Transactions Comparisons Report</b>	:
	Compare Days Sep30'22Fri Oct01'22Sat
	Compare Days Compare Months September  2022 October 2022 Compare Months
	Compare Years 2021 2022 Compare Years
Esc	

Figure 45: Transactions Comparisons Report

- Depending on the date parameter you select, the report will look like one of the following: Days, Month, Year.
  - The default 'Days' are the prior two (2) days, because the current day has not closed.
  - The default 'Month' is the current month and the past month.
  - The default 'Year' is the current year and last year.

CC A	utoClerk 2			
File	Menu			
Tra	nsaction	s Compa	risons	Report
Tra	saction Type	Jul14'22 Thu	Jul15'22 Fri	Difference
)1 RC	MO	317.50	329.00	-11.50
)2 ST	ATE TAX	20.00	22.15	-2.15
)3 CI	Y TAX	9.00	9.52	-0.52
)7:01	PET FEE	10.00	30.00	-20.00
)7:08	RESORT FEE	70.00	70.00	0.00
	ROLLAWAY	0.00	10.00	-10.00
08:01	OVERNIGHT	50.00	15.00	35.00
	BREAKFAST	0.00	22.50	-22.50
16 SA	LES TAX	5.12	1.54	3.58
21 CA	SH	-264.00	-555.56	291.56
24 AN	1EX	-1,135.52	0.00	-1,135.52
F	Esc			

Figure 46: Transactions Comparisons Report – Days

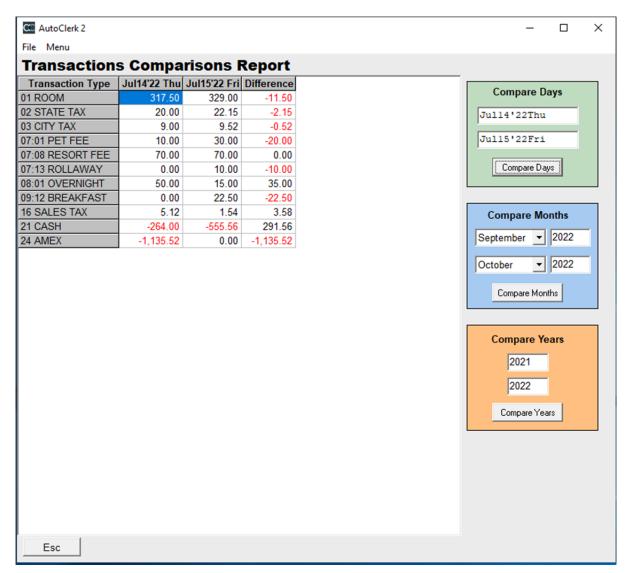


Figure 47: Transactions Comparisons Report – Months

Transactions	2021	2022	Difference
01 ROOM			-13,456.50
02 STATE TAX	471.80		
03 CITY TAX	212.38	793.22	-580.84
06 MISC	0.00	54.24	-54.24
07:01 PET FEE	51.00	150.00	-99.00
07:03 LATE C/O FEE	0.00	60.00	-60.00
07:06 ROOM DAMAGES	0.00	1,000.00	-1,000.00
07:07 CL INTEREST	0.00	223.03	-223.03
07:08 RESORT FEE	0.00	1,190.00	-1,190.00
07:13 ROLLAWAY	0.00	80.00	-80.00
08:00 PARKING	0.00	0.00	0.00
08:01 OVERNIGHT	195.00	390.00	-195.00
09:01 FLOWERS	60.00	0.00	60.00
09:12 BREAKFAST	0.00	75.00	-75.00
11:01 CLEANING	0.00	25.00	-25.00
11:02 MAINTENANCE	0.00	15.00	-15.00
11:03 MONTHLY FEE	0.00	550.00	-550.00
16 SALES TAX	19.98	39.74	-19.76
21 CASH	-1,533.61		
22 VISA	-3,342.84		282.39
24 AMEX 25 DISCOVER	-177.25	-5,575.93	
		1,679.98	-2,001.04

Figure 48: Transactions Comparisons Report - Years

# Marketing

# **Exports**

### **Checkout Email Export**

- This exports information on guests who checked out 'today' who had an email address their folio.
  - This can be used by marketing companies such as Medallia.

- The feature must be enabled in two (2) places in ACConfig.
  - Please see the ACConfig sections below for instructions on how to enable the function.
- The exported data includes Guest first and last name; email; check-in and checkout dates; property name; reservation confirmation number; and room number.
  - All checked out folios with an email address are exported.
  - TA information is not exported.
  - Guests without an email address are not exported.
- Use this function to export the data outside of the audit process.
  - When you use the export here, you can export multiple days at a time as you are asked to enter a date range when you first access the export:

AutoClerk 2		×
Toolbar		
Email Checko	out Export	
Start Date	05/17/20	
End Date	May17'20Sun	
1		
Esc		OK

Figure 49: Email Checkout Export – Date Selection

• Once you have entered the start and end dates, click ok and you can select the name and location for the export:

CC Save CSV Ex	xport	×
Save in:	n: 📃 Desktop 💽 🔶 🛅 🕶	
Quick access	Holly McGlothlin	^
Desktop	This PC	
Libraries	Libraries	
This PC	Network	
Network	1160 Documentation	
	File name:	ave
		incel

Figure 50: Email Checkout Export – Save

• Once exported, whether here or through the Night Audit, if enabled, the .csv file can be imported into a spreadsheet program.

# Utilities

# Historical Reports

### **Historical Daily Pace Report**

- This report is like the Forecast Report but is for past days. It takes a snapshot of the hotel information at the start of the day and then uses the transactions during the day to the end of the day to show the user daily start and end of day data but for past days
  - The default report is for the past seven (7) days and for each day, gives start and end of day data for categories such as Inventory, Arrivals, Departures, OOO, Occupancy and Groups.
  - The report is configurable by selecting Options in the SendTo pipeline.
  - A sample report for three (3) days is seen below:

C AutoClerk 2 - Historical Daily Pace Report

File Search Menu

Page 1 TESTING DATA Historical Daily Pace											
-									67		-
Туре	DD	JS	KG	KH	KJ	KQ	QN	BQ	CF	Total	Total%
May 9'20 Sat											
Proj Occupancy	0	0	5	0	1	0	4	0	0	10	13%
Act Occupancy	0	0	8	0	1	0	1	0	0	10	13%
Proj Departs	1	0	0	0	0	0	0	0	0	1	1%
Act Departs	1	0	0	0	0	0	0	0	0	1	1%
Proj Arrivals	0	0	0	0	0	0	0	0	0	0	0%
Act Arrivals	0	0	0	0	0	0	0	0	0	0	0%
Proj Group Inhouse	0	0	5	0	0	0	3	0	0	8	11%
Act Group Inhouse	0	0	5	0	0	0	3	0	0	8	11%
May10'20 Sun											
Proj Occupancy	0	1	1	0	1	0	1	0	0	4	5%
Act Occupancy	0	1	1	0	1	0	1	0	0	4	5%
Proj Departs	0	0	5	0	0	0	3	0	0	8	11%
Act Departs	0	0	5	0	0	0	3	0	0	8	11%
Proj Arrivals	0	1	1	0	0	0	0	0	0	2	3%
Act Arrivals	0	1	1	0	0	0	0	0	0	2	3%
Proj Group Inhouse	0	0	0	0	0	0	0	0	0	0	0%
Act Group Inhouse	0	0	0	0	0	0	0	0	0	0	0%
May11'20 Mon											
Proj Occupancy	0	1	1	0	0	0	1	0	0	3	4%
Act Occupancy	0	1	1	0	0	0	1	0	0	3	4%
Proj Departs	0	0	0	0	1	0	0	0	0	1	1%
Act Departs	0	0	0	0	1	0	0	0	0	1	1%
Proj Arrivals	0	0	0	0	0	0	0	0	0	0	0%
Act Arrivals	0	0	0	0	0	0	0	0	0	0	0%
Proj Group Inhouse	0	0	0	0	0	0	0	0	0	0	0%
Act Group Inhouse	0	0	0	0	0	0	0	0	0	0	0%

Figure 51: Historical Daily Pace Report

- For each section of data, 'Proj' is the start of day data and 'Act' is the figure at the end of the day, after the Night Audit has run.
- When you are first updated to the build that has this report, you will need to have run one (1) audit for the Start of Day numbers to correctly calculate.
- When you select Options in the SendTo pipeline, you can configure the report for that one-time printing/display, as seen below:

CC AutoClerk	2		×
File Toolbar			
Historica	I Daily Pace Repo	rt	
	Date: 05/09/20 Date: May16'20Sat	 (Includ	led)
Report Data:	Include Start of Day	$\overline{\mathbf{v}}$	]
	Include End of Day	$\overline{\mathbf{v}}$	
Report Parts:	Include Inventory Include Out-of-Order Include Occupancy Include Departures Include Arrivals Include Group Totals Include Group Details		
<u>E</u> sc			<u>0</u> K

Figure 52: Historical Pace Report Options

- When you select Options, the checked boxes indicate the default fields for the report. However, the user can select whichever box(es) he wants to see for that occurrence of the report.
- The fields are:
  - o Dates: As the report is historical, only past dates can be entered.
  - Report Data: Unchecking one of these boxes removes that line of data from the report so you would only see the start or end of day figures.
    - Start of day is projections and end of day is actual as the numbers are taken from the Night Audit.
  - Report Parts: Checking and unchecking a box adds or removes that row of data from the report. The rows are:
    - Inventory: The number of rooms that have been configured for each room type. It does not factor in out-of-order rooms. If room numbers are changed during the day, for example a King bedded room is changed to a Queen bedded room, then the numbers will be affected.

- Out-of-Order: The number of OOO rooms for the day. If a room is set to come back in order that day, it will NOT be counted.
- Occupancy: As with other Occupancy reports in acPMS, the end of day number depends on the posting of room charges and the 'increase/decrease room count'
  - If you post a room charge adjustment in Historical Folios and say 'yes' to decrease the room count, then the actual (end of day) figure will be reduced by 1.
- Departures: The number of rooms due to check out vs the number that did check out. A voided checkout decreases the number for checkouts.
- Arrivals: The number of expected arrivals vs. actual arrivals. Walkins, cancels, and no shows will all affect the end of day number.
- Group Totals: This is the number of 'picked up' rooms and does NOT include unused group rooms.
  - If there were multiple groups in that day, the totals for all the groups are listed here.
- Group Detail: Like the Forecast when you include group detail, when checked, if there was a group inhouse that day, i.e., had 'picked up' rooms, then it will be listed.
  - There is only one line for each group and the numbers are the "end of day" numbers.
  - If there were multiple groups in on a day, you will see the figures for each group.
- An example of the report with all options checked is below:

C AutoClerk 2 - Historical Daily Pace Report

File Search Menu

Page 1									Т	ESTIN	G DATA
											aily Pace
Туре	DD	JS	KG	KH	КJ	KQ	QN	BQ	CF	Total	Total%
May 9'20 Sat								-	-		
Start Inventory	15	10	24	2	5	4	15	2	2	75	100%
End Inventory	15	10	24	2	5	4	15	2	2	75	100%
Proj Out-of-Order	0	0	0	0	0	0	0	0	0	0	0%
Act Out-of-Order	0	0	0	0	0	0	0	0	0	0	0%
Proj Occupancy	0	0	5	0	1	0	4	0	0	10	13%
Act Occupancy	0	0	8	0	1	0	1	0	0		13%
Proj Departs	1	-	0	0	0	0	0	0	0	1	1%
Act Departs	1	0	0	0	0	0	0	0	0	1	1%
Proj Arrivals	0	0	0	0	0	0	0	0	-	0	0%
Act Arrivals	0	0	0	0	0	0	0	0	0	0	0%
Proj Group Inhouse	0	0	5	0	0	0	3	0	0	8	11%
Act Group Inhouse	0	0	5	0	0	0	3	0	0	8	11%
B00820	0	0	2	0	0	0	0	0	0		
B00K20	0	0	3	0	0	0	3	0	0	6	
May10'20 Sun	15	10	24	2	6		16	2	2	26	1000/
Start Inventory	15 15	10 10	24	2	5	4	15 15	2	2	75 75	100%
End Inventory				2	0 0	4		2	2		100%
Proj Out-of-Order	0	0	0	0	-	0	0	0	0	0	0%
Act Out-of-Order	0	0	0	0	0	0	0	0	0	0	0%
Proj Occupancy	0	1	1	0	1	0	1	0	0		5%
Act Occupancy	0	1	1	0	1	0	1	0	0		5%
Proj Departs	0	0	5	0	0	0	3	0	0	8	11%
Act Departs	0	0	5	0	0	0	3	0	0	8	11%
Proj Arrivals	0	1	1	0	0	0	0	0	0	2	3%
Act Arrivals	0	1	1	0	0	0	0	0	0	2	3%
Proj Group Inhouse	0	0	0	0	0	0	0	0	0	0	0%
Act Group Inhouse	0	0	0	0	0	0	0	0	0	0	0%
May11'20 Mon	10	10	24	2	6		10	2	2	26	1000/
Start Inventory	15	10	24	2	5	4	15	2	2		100%
End Inventory	15	10	24	2		4	15		_	75	100%
Proj Out-of-Order	0	0	0	0	0	0	0	0	0	0	0%
Act Out-of-Order	0	0	0	0	0	0	0	0	0	0	0%
Proj Occupancy	0	1	1	0	0	0	1	0	0	3	4%
Act Occupancy	0	1	1	0	0	0	1	0	0		4%
Proj Departs	0	0	0	0	1	0	0	0	0		1%
Act Departs	0	0	0	0	1	0	0	0	0	1	1%
Proj Arrivals	0	0	0	0	0	0	0	0	0	0	0%
Act Arrivals	0	0	0	0	0	0	0	0	0	0	0%
Proj Group Inhouse	0	0	0	0	0	0	0	0	0	0	0%
Act Group Inhouse	0	0	0	0	0	0	0	0	0	0	0%
<											

Figure 53: Historical Daily Pace Report – All Options

 $\Box$   $\times$ 

# ACConfig

# Rates

## **Rate Class Setup**

- Rate Classes can be set up to be Tax-Exempt.
  - This can be useful for Government Rate Classes as well as certain OTA rate classes where the OTA is paying the tax(es).
  - When Creating a New or Modifying an Existing Rate Class, there is a Tax-Exempt button to the right of the Package checkbox.
    - Click on the button and a new window opens which is identical to the Tax-Exempt window in a Reservation and Inhouse Folio, as seen below:

AutoClerk 2	×
<u>E</u> ile <u>H</u> elp	
	As Tax Exempt
Rates Fixed Rates Linked Status set on Allocation by CRS on CRS CRS Base	Call AutoClerk to reset Rack Status Base Rate Base
CRS Discount Type None  (109 Tax Exemptions:	Uednesday - □ × hursday riday aturday
SALES TAX [Sales Tax	-
Options	NON-SMOKING E-DOUBLE
<ul> <li>✓ Active</li> <li>✓ Allow New Use</li> <li>□ Local</li> <li>□ Delete at NA</li> </ul>	RENCE ROOM F THE HOUSE
Esc	

Figure 54: Rate Class Tax Exemption

- Enter a Reason, select the tax(es) to be exempt, and click ok.
  - Once you have installed the changes, when this rate class is used locally, it will be Tax Exempt.

- Any reservation coming in from a CRS using this rate class will also be Tax-Exempt.
- The Reason will appear on the Tax-Exempt Report as the reason why the room/folio was exempt.
- You MUST modify any existing reservations, groups and/or inhouse folios using that Rate Class, and mark them as Tax Exempt, if not already set. The installation of the change will not retroactively change them.
- If you add a new tax and you want it to be tax-exempt on a rate class, you need to modify the tax-exempt setting for that rate class(es).
- You can now set default source code(s) to be used on a rate class.
  - The Source Code fields are below the Options section on the Rate Class main form as seen below:

CC /	AutoClerk 2					>
<u>F</u> ile	<u>H</u> elp					
2	Code Description		Rack Packag	e Tax Exe	mpt	
	by CRS on CRS CRS Discount Type Percent (10) (10)	.00 % \$	mount .00 - Amount)	Rate Base RA Reset ALL Rates Availab V KG S V QN S V KJ K	Available for D Sunday Monday Tuesday Wednesday Wednesday Friday Saturday All Ie for Room Type Single KING Single QUEEN CING BED W/JACK	None
	<ul> <li>✓ Active</li> <li>✓ Allow New Use</li> <li>Local</li> <li>Delete at NA</li> </ul>	☐ Zero Rate O ☐ Occupancy ☐ Hide Rates ☑ Send GTD/0	by Class	✓ DD 2 ✓ JS J ✓ KQ K	ING HANDICAP DOUBLE BEDS UNIOR SUITE ING/QUEEN ANQUET ROOM	
	Sources:				None	· ·

Figure 55: Rate Class Source Code

- o There are certain rules for entering Source Codes.
  - The Source Code(s) must already exist.

- On existing reservations, the sources will only change if you modify the reservation and change the rate class to one that has different sources.
- If you have set up Default Source Codes for a CRS interface, those codes will not be overwritten by the Rate Class source codes.
- Once you have set up source codes, when you make a reservation for that rate class, the source code(s) will auto-populate, even if you do not have sources as a mandatory field.

### Extra Charges Setup

- As of build 1174, a manager to set up transactions to be posted during the Night Audit, after room and tax are posted, on a folio-by-folio basis. The charges are posted on the guest folios without having to create a room rate package.
- The initial setup form is seen below:

AutoClerk										
	Active Automatic Save	Setup			Note: Reservations created by an interface will NOT automatically have required charges set up until Extra Charges are modified by a clerk.					
		Cost Per Unit	Folio Comment	Max Quantity	Post On	Selection Name	Re-Order			
Esc							O			

Figure 56: Extra Charge Setup – Initial

- A manager then activates the feature, adds in transactions to be added to reservations and/or inhouse folios and installs the configuration.
  - The transactions can be set up to always be applied, applied per defined criteria, such as the Rollaway checkbox being checked, or just listed for the user to apply.

CC AutoClerk 2									_		×
	arge Type Se ctive equire clerk to ente	-	narges if no	Note: Reservations created by an interface will NOT automatically have required charges set up until Extra Charges are modified by a clerk.							
Add Item	Charge Sub	Cost Per	tem	Folio Comment	Max Quantity	Post On		Selection Name	Re-Order		
1	FE V 8 V RESORT FEE	\$	35.00		1	Nightly	-	RESORT FEE		0	
	Preselect Extra Ch	arges: 🔽	always. Us	ing this many units		• 1					
2	PR • 1 •	Ş	15.00		4	Nightly	•	OVERNIGHT PARKING		0	
	OVERNIGHT Preselect Extra Ch	arges: 🗆	always. Us	ing this many units		v					
3	FE 🕶 1 💌	Ş	10.00		3	Arrival Nig	ht 👻	PET FEE		0	
	PET FEE Preselect Extra Ch	arges: 🔽	if the Pet ch	eckbox is marked		•					
4		\$	15.00		2	Nightly	-	ROLLAWAY		0	
	ROLLAWAY Preselect Extra Ch	arges: 🔽	if the Rolla	way checkbox is marked		-					
5	GS 🔻 12 💌	\$	7.50		9	Nightly	•	BREAKFAST		0	
	BREAKFAST Preselect Extra Ch	arges: 🗆	always. Us	ing this many units		~					
Esc										Oł	

• A completed setup is below:

Figure 57: Completed Extra Charges Setup

 Please see separate documentation: User Guide – Extra Charges for details on how to set up and use this feature. The Guide can be found at <u>www.myautoclerk.com</u> in the Documents section

# **Defaults/Options**

## Options

• At the bottom of the page is the checkbox to enable the nightly export of checked-out guests with an email address.



## Figure 58: Daily Checkout Export Setup

- The first step is to check the box labelled 'Daily Checkout Export,' and then click ok 2 times.
- Then navigate to Defaults/Options Night Audit Report Suppression.
  - See that section below for instructions.

### Night Audit Report Suppression

- There are two (2) new reports/functions that can be suppressed.
  - o The Daily Email Checkout Export.
    - You must have already checked the checkbox in Defaults-Options/Options for this item to appear.
    - Leave the checkbox unchecked and add in the email address(es) you want the export to go to.
    - The export will be in a .csv format so it can be imported into many spreadsheet programs.
  - Print Extra Charges Report
    - Even I the report is suppressed on the Audit, you can still see it in Utilities – View Past Night Audit Reports.
    - You can also produce the report for current and future dates through Gen Reports Guest Reports Extra Charges

	Daily Checkout Export		
	Print Extra Charges Report	$\mathbf{\nabla}$	
E			`

Figure 59: Night Audit Suppression Additions

Figure 1: Extra Charges button 3
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Figure 48: Transactions Comparisons Report - Years
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