

User Guide - Group Room Selection

Background

acPMS build 060.002.005.1169 introduces a new group functionality which, when enabled, allows the user to select specific rooms for a group prior to its arrival without having to make mock reservations. This allows the user to pre-assign rooms to groups so the group's guest rooms can be in the same area of the property and/or have specific rooms. (This feature is NOT currently available to Best Western properties.)

Once the feature is enabled, when a group master has been created and room type allocations set, a new form will appear listing the rooms available for the group's duration. Once rooms have been selected: 1) the rooms can be seen on the Tape Chart with the group confirmation number; 2) the user can print/display a report of the selected rooms; 3) the group name will appear on the Individual Room Status Report; and 4) the rooms will be pre-checked when making individual group reservations so the user can select a room that has already been assigned to the group.

Enabling

The group room selection function is not enabled by default when you are updated to build 1169. To enable the functionality, log into ACConfig as a user with Level 9 permissions. (If you do not have Level 9 permission or wish to find out more about user permission levels, please review the ACAdmin document on <u>www.myautoclerk.com</u>, or call acPMS Support. acPMS Support does not have the ability to change your permission level. It must be done by a staff member with ACAdmin log in credentials.)

Once logged in to ACConfig, navigate to Defaults/Options – Options and scroll to the bottom of the page. You will see the new option as seen below:

Enable Group Allocations by Room Number

Figure 1: ACConfig Checkbox to enable feature

Check the box, set the change to Pending and install the change from Station #1.

Functionality – Room Selection for Existing Groups

Once enabled, you first must update each of your existing future groups and select rooms.

From the Dashboard:

- 1. Click on Reservations Groups Modify Group Allocations/Rates Only.
- 2. Enter the Group Overbooking access code, if applicable.
 - a. Entering the code, if you have one, is by design so only staff with the code can select the group rooms.
 - If you do not know your property's code, you will need to ask a manager. acPMS Support does not know property defined codes.
 - ii. This can only be disabled by removing the Group Overbooking Access Code in ACConfig.
 - b. Enter the code and click ok.
- 3. Select the group you want to work on by double-clicking on the name.
 - a. You are re-directed to the Group Allocations form.
 - i. The form and the views have not changed.
 - b. Click ok.
- 4. You are now at the new Group Room Allocations form as seen below:

Start Date Aug04 ' 22Thu	End Date	Only show room	ns available for entire stay cked up by reservations
Aug 4'22 Thu Aug ' KG 106 107 118 119 120 121 122 123 124 125 201 205 214 225 301 314 316 317 318 319 320 321	5'22 Fri Aug 6'22 Sat QN QN 101 102 103 105 112 114 202 203 210 212 215 302 303 310 312	JS 100 109 207 209 211 221 222 307 309 311	
Allocations: 5 Alloc Remain: 2 Selected: 0	Allocations: 5 Alloc Remain: 3 Selected: 0	Allocations: 5 Alloc Remain: 5 Selected: 0	

Figure 2: Group Room Selection Form

- a. The group confirmation number and name appear at the top, along with the Start and End dates.
- b. By default, 'Only show rooms available for entire stay' is checked.
- c. 'Show rooms picked...' is not checked by default.
- d. Each day of the group has a button, which when clicked, lists the room types with allocations for that day.
- e. The specific available rooms are listed below each Room Type.
- f. At the bottom of each column is 'Allocations:' 'Alloc Remain:' and 'Selected:'
- g. In the above example, when you look at the Group Allocation form -Allocations, you will see that three room types each have five rooms allocated for each day of the group.

- i. However, in the Room Selection form, the 'Alloc Remain:' shows 2, 3 and 5.
- ii. This means that this group already has reservations booked against it. 'Alloc Remain' is the number of rooms you need to select.
 - 1. It does not matter if any existing group reservations have rooms assigned to them, they still count against the Remaining.
- h. When you create a new group, and have not made any reservations, the Alloc Remain will match the Allocations number.
- 5. The first day of the group is already selected. Click the checkbox to the left of the rooms you want to select for each room type.
 - a. When you select a room on the first day, that room is also selected on subsequent days.
 - b. Each time you select a room, the counts at the bottom will change to reflect the selection.
 - c. Because the feature has just been enabled and you are working with an existing group that DOES have reservations, you are ONLY selecting rooms for future reservations, or the 'Alloc Remain' number
 - d. If you exceed the Alloc Remain number, the labels turn red, as seen below:

AutoClerk 2 Group Roo	m Allocations	
File Toolbar Menu		
B00622: EDG	ARS-WILSO	N WEDDING
Start Date	End Date	Only show rooms available for entire stay
Aug04'22Thu	Aug07'22Sun	Show rooms picked up by reservations
Aug 4'22 Thu Aug 5'22	2 Fri Aug 6'22 Sat	
KG	QN	JS
 106 107 118 119 120 121 122 123 124 125 201 205 214 220 224 225 301 314 316 317 318 319 320 321 	 101 102 103 105 112 114 202 203 210 212 215 302 303 310 312 	□ 100 □ 109 □ 207 □ 209 □ 211 □ 221 □ 222 □ 307 □ 309 □ 311
Allocations: 5	Allocations: 5	Allocations: 5
Alloc Remain: 2 Selected: 3	Alloc Remain: 3 Selected: 0	Alloc Remain: 5 Selected: 0
Esc		

Figure 3: Exceeded Selected Rooms

6. When you check the 'Show rooms picked...' at the top of the form, the existing reservations without room assignments are listed:

AutoClerk 2 Group Room Allocations											
File Toolbar Menu											
B00622: EDG	B00622: EDGARS-WILSON WEDDING										
Start Date End Date Aug04'22Thu Aug07'22Sun ✓ Only show rooms available for entire stay ✓ Show rooms picked up by reservations											
Aug 4'22 Thu Aug 5'22 Fri Aug 6'22 Sat											
KG	QN	JS]								
 106 107 118 119 120 121 122 123 124 125 201 205 214 220 224 225 301 314 316 317 318 319 320 321 MR_22002D MR_22002D 	□ 101 □ 102 □ 103 □ 105 □ 112 □ 114 □ 202 □ 203 □ 210 □ 212 □ 215 □ 302 □ 303 □ 310 □ 312 ♥ NR_22002F ♥ NR_22002G	 100 109 207 209 211 222 307 309 311 									
Allocations: 5 Alloc Remain: 2 Selected: 5	Allocations: 5 Alloc Remain: 3 Selected: 2	Allocations: 5 Alloc Remain: 5 Selected: 0									
Esc	NR_	xxxxxx = No Room Ass	signed	Save							

Figure 4: Reservations without Room Assignments

- a. In this example, because you are working on existing groups, there are three (3) existing reservations that need room numbers assigned so you only need to select two (2) additional rooms for future group reservations.
- b. You can double click on a reservation without a room assignment to be redirected to the reservation.
 - i. You can then assign a pre-selected room and save the reservation.
 - ii. When you are returned to this page, the reservation will no longer be listed at the bottom as it now has a room assigned.

7. When you have completed your room selections, the Allocations number will match the Selected number, as seen below:

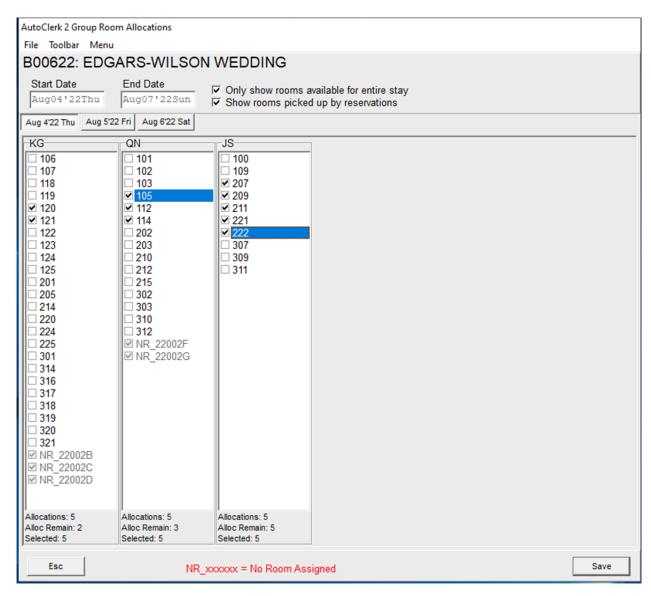


Figure 5: All Rooms Selected

- 8. Click Save and you get a pop-up 'Would you like to print a hard copy?'
 - a. Select 'yes,' to be redirected to the SendTo pipeline to make your 'print' selection.
 - b. An example of the Group Room Allocations Report is shown below:

TESTING DATASET Group Room Allocations Report

Hotel Date: Jul-16-2022

B00622	EDGARS-WILS	ON WEDDING		08/04/22	08/07/22
	Date	Door Num	Room Type	Description	
	08/04/22	105	QN	SINGLE QUEEN	
		112	QN	SINGLE QUEEN	
		114	QN	SINGLE QUEEN	
		120	KG	SINGLE KING	
		121	KG	SINGLE KING	
		207	JS	JUNIOR SUITE	
		209	JS	JUNIOR SUITE	
		211	JS	JUNIOR SUITE	
		221	JS	JUNIOR SUITE	
		222	JS	JUNIOR SUITE	
	08/05/22	105	QN	SINGLE QUEEN	
		112	QN	SINGLE QUEEN	
		114	QN	SINGLE QUEEN	
		120	KG	SINGLE KING	
		121	KG	SINGLE KING	
		207	JS	JUNIOR SUITE	
		209	JS	JUNIOR SUITE	
		211	JS	JUNIOR SUITE	
		221	JS	JUNIOR SUITE	
		222	JS	JUNIOR SUITE	
	08/06/22	105	QN	SINGLE QUEEN	
		112	QN	SINGLE QUEEN	
		114	QN	SINGLE QUEEN	
		120	KG	SINGLE KING	
		121	KG	SINGLE KING	
		207	JS	JUNIOR SUITE	
		209	JS	JUNIOR SUITE	
		211	JS	JUNIOR SUITE	
		221	JS	JUNIOR SUITE	
		222	JS	JUNIOR SUITE	

Figure 6: Group Room Allocations Report

- c. Because this is an existing group and there are reservations without room numbers assigned, they are not listed. Once they have room numbers assigned, they will be listed as seen in Figure 9 below.
- 9. You now need to assign a room number to the existing reservations.
 - a. Navigate to an unassigned reservation either through Reservations Modify or Reservations – Groups – Group Room Management.
 - b. Click on the 'Room' drop down to get the Room assignment form:

C AutoClerk 2 - Rooms				_		×
Room Type: (leave blank Number of days: Arrival Date: Include Dirty Rooms: Blocked Rooms Only: Group Conf:	KG If or all room types) 3 Aug04'22Thu Image: state s	Room F Smc SB JZ WB KC AX SH TS	SOFA BED JACUZZI WET BAR KITCHENETTE ANNEX BULDING	t = Use regard	dless of v	/alue)
Esc					OK	

Figure 7: Room Assignment – Existing Reservation

- c. Uncheck 'Blocked Rooms Only' and click 'OK.'
- d. If you do not uncheck the box, then the listed rooms will be the ones you selected earlier.
 - i. If you then assign one of those rooms, you will need to go back to the Room Selection form and add more rooms.
- e. In this example, I assigned room 119 to the existing reservation.
- f. When you look at the Room Selection form and check 'Show Rooms Picked,' you see:

AutoClerk 2 Group Room Allocations													
File Toolbar Menu	File Toolbar Menu B00622: EDGARS-WILSON WEDDING												
B00622: EDG	ARS-WILSON	WEDDING											
Start Date	✓ Only show rooms available for entire stav												
Aug 4'22 Thu Aug 5'22 Fri Aug 6'22 Sat													
KG QN JS													
□ 106 □ 107 □ 118 ♥ 119 ♥ 120 ♥ 121 □ 122 □ 123 □ 124 □ 125 □ 201 □ 205 □ 214 □ 225 □ 301 □ 314 □ 316 □ 317 □ 318 □ 319 □ 320 □ 321 ♥ NR_22002B ♥ NR_22002D	□ 101 □ 102 □ 103 □ 105 □ 112 □ 114 □ 202 □ 203 □ 210 □ 212 □ 215 □ 302 □ 303 □ 310 □ 312 □ NR_22002F □ NR_22002G	□ 100 □ 109 ♥ 207 ♥ 209 ♥ 211 ♥ 221 ♥ 222 □ 307 □ 309 □ 311											
Allocations: 5 Alloc Remain: 2 Selected: 5	Allocations: 5 Alloc Remain: 3 Selected: 5	Allocations: 5 Alloc Remain: 5 Selected: 5											
Esc	NR_>	ccccc = No Room Ass	igned		Save								

Figure 8: Existing Reservation Assigned

- g. Room 119 is an existing reservation that has been assigned a room. Any existing reservation without a room assigned will be listed at the bottom.
- h. The Group Room Allocation Report now lists the reservation and will include any reservation that has a room number assigned to it:

	Group Room Allocations Report Hotel Date: Jun-24-2022									
B00622	EDGARS-WILSO	ON WEDDING		08/04/22	08/07/22					
	Date	Door Num	Room Type	Description						
	08/04/22	105	QN	SINGLE QUEEN						
		112	QN	SINGLE QUEEN						
		114	QN	SINGLE QUEEN						
		119	KG	Resv: 22002C EDGARS						
		120	KG	SINGLE KING						
		121	KG	SINGLE KING						
		207	JS	JUNIOR SUITE						
		209	JS	JUNIOR SUITE						
		211	JS	JUNIOR SUITE						
		221	JS	JUNIOR SUITE						
		222	JS	JUNIOR SUITE						
	08/05/22	105	QN	SINGLE QUEEN						
		112	QN	SINGLE QUEEN						
		114	QN	SINGLE QUEEN						
		119	KG	Resv: 22002C EDGARS						
		120	KG	SINGLE KING						
		121	KG	SINGLE KING						
		207	JS	JUNIOR SUITE						
		209	JS	JUNIOR SUITE						
		211	JS	JUNIOR SUITE						
		221	JS	JUNIOR SUITE						
		222	JS	JUNIOR SUITE						
	08/06/22	105	QN	SINGLE QUEEN						
		112	QN	SINGLE QUEEN						
		114	QN	SINGLE QUEEN						
		119	KG	Resv: 22002C EDGARS						
		120	KG	SINGLE KING						
		121	KG	SINGLE KING						
		207	JS	JUNIOR SUITE						
		209	JS	JUNIOR SUITE						
		211	JS	JUNIOR SUITE						
		221	JS	JUNIOR SUITE						
		222	JS	JUNIOR SUITE						

TESTING DATASET

Figure 9: Group Room Allocations Report with Group Reservations

Functionality – New Groups

Once you have updated all your existing groups by selecting rooms and/or assigning rooms to existing reservations, follow the same steps when you book new groups. The Group Room Allocations form will appear once you have set the group's room type allocations and rates.

1. If a group has different numbers of allocated rooms on different days, the Alloc Remain number will reflect that.

a. If you do not remember that the number of rooms varies per day, and select rooms based on the first day, when you Save, you get a pop-up advising you which room type and day have been exceeded, if applicable, as seen below:



Figure 10: Too many rooms selected pop-up

- 2. Once you click ok to the pop-up, you are returned to the Group Room Allocations form.
- 3. When you click on the date button for the day with too many rooms selected, the Alloc Remain and Selected labels are in red, so you know how many rooms to de-select.
 - a. In the example below, the group's second day has too many QN rooms selected.

File Toolbar Me B00722: KA		ER 2022 MEETING
Start Date Oct23'22Sun Oct23'22Sun	End Date	Quiv show rooms available for entire stay
KG 106 107 118 119 120 121 122 123 124 125 201 205 201 224 225 301 314 316 317 318 319 320 321	QN 101 102 103 105 112 114 202 203 210 212 215 302 303 310 312	
Allocations: 6 Alloc Remain: 6 Selected: 6	Allocations: 4 Alloc Remain: 4 Selected: 6	

Figure 11: Room Selection Form – Too Many Rooms Selected

- 4. You cannot save the form if you have selected more rooms than have been allocated.
- 5. If you have not selected rooms for all the allocated rooms, you will not get the pop-up.

When you have selected rooms for a group and pull up the Tape Chart, the blocked rooms will appear with the group conf # as the reservation name, in an olive-green cell:

Tape Chart

File View Toolbar Menu

oom Transfer	Checked-Out	GTD/hold	Requ	ested Ch	ecked-In	000	GroupHold		
Tape Chart	Room Status	Inhouse Fr	i Feb11'22	Sat Feb12'22	Sun Feb13'22	Mon Feb14'22	Tue Feb15'22	Wed Feb16'22	Thu Feb17'22
QN 202	DIRTY								
QN 203		B	00D21	B00D21	B00D21				
DD 204		B	00D21	B00D21	B00D21				
KG 205									
DD 206		B	00D21	B00D21	B00D21				
JS 207		B	00D21	B00D21	B00D21				
DD 208	DIRTY								
JS 209		B	00D21	B00D21	B00D21				
QN 210		B	00D21	B00D21	B00D21				
JS 211		B	00D21	B00D21	B00D21				
QN 212		B	00D21	B00D21	B00D21				
KG 214									
QN 215		B	00D21	B00D21	B00D21				
DD 216	DIRTY								
DD 217		B	00D21	B00D21	B00D21				
DD 218		B	00D21	B00D21	B00D21				
DD 219		B	00D21	B00D21					
KG 220									
JS 221	DIRTY								
JS 222		B	00D21	B00D21	B00D21				
KJ 223									
KG 224	DIRTY								
KG 225									
KJ 300									

Figure 12: Tape Chart with selected Group Rooms

1. When you hold your mouse over a group cell, the group name will appear at the bottom of the Tape Chart.

Functionality – Group Individual Reservations

The process of making group individual reservations has not changed.

1. Regardless of whether you use the one-line method or use 'Add Res Full,' when you click the drop down to select a specific room the default now only includes blocked rooms for the specific group, as seen below:

CC AutoClerk 2 - Rooms				_		×
Room Type: (leave blank Number of days: Arrival Date: Include Dirty Rooms: Blocked Rooms Only: Group Conf:	Image: Second system Image: Second system <td>Room F Smo SB JZ WB KC AX SH TS</td> <td>eatures: (Grayed out king SOFA BED JACUZZI WET BAR KITCHENETTE ANNEX BULDING SHOWER ONLY TUB/SHOWER</td> <td>= Use regard</td> <td>dless of</td> <td>value)</td>	Room F Smo SB JZ WB KC AX SH TS	eatures: (Grayed out king SOFA BED JACUZZI WET BAR KITCHENETTE ANNEX BULDING SHOWER ONLY TUB/SHOWER	= Use regard	dless of	value)
Esc					OK	

Figure 13: New Group Reservation - Select Room

2. Click ok and the selected rooms are listed.

CC AutoClerk 2 - Rooms	-		×							
All Vacant & Clean SINGLE QUEENs for 3 Nights starting Feb11'22 QN 9 < Minimum Available										
203R 210R 212R										
Esc										

Figure 14: New Group Reservation – Pre-selected Rooms

- a. Once you select a room for the reservation, and save it, that room will no longer appear on the Group Room Selections form unless you check the 'Show only picked...' checkbox.
- b. The Alloc Remain number will be adjusted to account for the selected room.
- 3. If you uncheck the 'Blocked Rooms Only' check box AND your property has a group allocation access code, you are prompted to enter the code when you click ok.
 - a. This is by design so that only those with the code can change the selected rooms.
 - b. Once the code has been entered, you can select any of the listed rooms for the reservation.
 - c. The listed rooms are NOT the rooms pre-selected for the group.
- 4. You can select a non-pre-selected room for the group reservation and save the reservation, without getting an error. However, the next time you access the Group Room Allocations form, you may get an error:

α	C /	AutoCle	rk 2										×
Fil	e	Toolba	ar										
	Warning												
An	e	error	cond	ition	exists	with	room	type	QN	on	Oct24'22	Mon	
							OK						

Figure 15: Error Condition Warning

a. Click ok and you are re-directed to the form:

AutoClerk 2 Group Ro			
File Toolbar Menu	L		
B00722: KAIS	SER OCTOBER	R 2022 MEETING	
Start Date	End Date		
Oct23'22Sun		Only show rooms available for entire stay	
	1	Show rooms picked up by reservations	
Oct23'22 Sun Oct24	22 Mon		
KG	QN]	
0 106	0 101		
0 107	□ 102		
0 118	□ 103		
	☑ 105		
120			
□ 121 □ 122	□ 114 □ 202		
123			
125	212		
201	215		
205	✓ 302		
214	✓ 303		
220	☑ 310		
224	☑ 312		
□ 225 □ 301			
314			
316			
317			
318			
319			
320			
321			
Allocations: 6	Allocations: 4		
Alloc Remain: 5	Alloc Remain: 3		
Selected: 1	Selected: 5		
- 1			
Esc			Save

Figure 16: Room Selection Form

- 5. Be sure to check the 'Show rooms picked...' checkbox. In this example, all the original allocated rooms had been selected. When the clerk decided to not choose a pre-selected room for the new reservation, it caused too many rooms of that room type to be selected, which caused the error condition.
- 6. The fix is to deselect a room number for the room type, putting the numbers back in sync.
 - a. Deselecting a room on the first night will deselect it for all subsequent days. However, if you are deselecting a room on a day other than the first day, previous days will NOT be deselected, and you will need to deselect the room manually.

If your property primarily uses the Tape Chart, when you right click on one of the pre-selected group rooms, the drop down includes 'Make Group Reservation,' and 'Group Room Number Allocations':

oom Transfer	Checked-Out	GTD/I	hold Requ	ested (Checked-In	000	GroupHold	
Tape Chart	Room Status	Inhouse	Thu Aug 4'22	Fri Aug 5'22	Sat Aug 6'22	Sun Aug 7'22	Mon Aug 8'22	Tue Aug 9'22
JS 100								
QN 101								
QN 102								
QN 103								
DD 104								
QN 105			B00622	B00622	B00622			
KG 106				Make Gr	oup Reservation			
KG 107				Group R				
							e	

Figure 17: Tape Chart Group Reservation Drop Down

When you click 'Make Group Reservation, a new reservation form opens with the room type, room number and group information auto-filled:

AutoClerk 2 New Reservation						-	- 🗆 ×
File Edit Profiles Menu							
			TESTING DATASI www.bestwestern.com Hotel Date is Jun24'22	1	c	Clerk: HM Station:	1 Shift: 1
Conf Stay Total	Tax Exempt Bill-To	3 nights Status: HOLD	Room Type:	SINGLE QUEEN	De	posit 0.00	Revision: 1
Arrival Departure 08/04/22 Aug07'225un		Rate Class Smkr	Rm Type Room Requested	Adults Children Infants Crib Roll	Pet Rati Г \$.	es Hide Rates	ETA 3:00PM
Guest Company Group	p Travel Agency	C/I Slip		CRS Type: Best Western CRS Conf:	•	Change Log	Print

Figure 18: Tape Chart Reservation

Functionality – Misc.

1. If you make a non-group reservation, manually enter in a room number, and that room number has already been selected for a group, you get a warning:

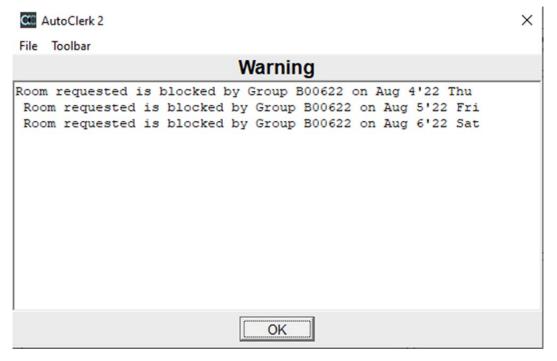


Figure 19: New Reservation Using Selected Group Room

- a. You will not be able to complete the reservation until you change the room number.
- 2. If you attach a reservation with a non-group room number to a group, it will throw the room selection count out of balance if all the room allocations have been selected.
 - a. When you add the reservation, you will be prompted to assign a room number from the group's allocated rooms.
 - b. If you escape out of there to keep the reservation's original room number, you will get a pop-up advising you of the out of balance error:

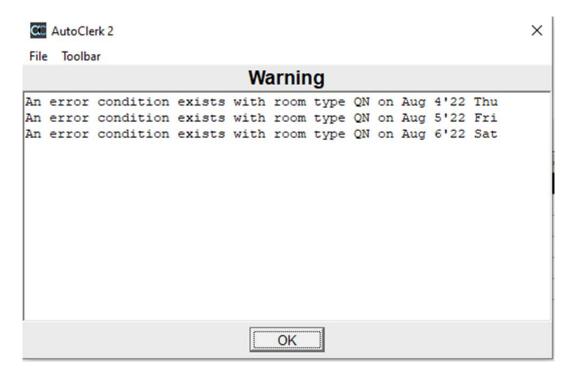


Figure 20: Error Attaching Reservation to Group

- c. When you click on 'OK,' you are re-directed to the Group Room Allocations form to correct the count.
- d. When you add the reservation, the group's room type allocation count is also correctly adjusted.
- 3. If you Detach a reservation from a group, and the 'Requested' box is checked, the room number stays with the reservation. Otherwise, when a reservation is detached, the room number stays with the group, to be used by another reservation.
- Share-with reservations, even if they have a room number assigned, do NOT show on the Group Rooms Selection for when 'Show Rooms picked up' is checked.
 - a. Share-with reservations will show on the Group Room Allocations Report.