# 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 www.myautoclerk.com, 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:
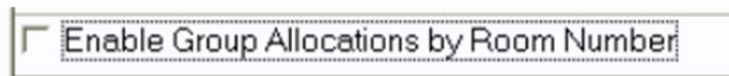


*Figure 1: ACConfig Checkbox to enable feature*

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.
      i. 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:

*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:

*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:



*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-WILSON 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:

*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:

*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:

**TESTING DATASET**
## Group Room Allocations Report
Hotel Date: Jun-24-2022

| B00622 | EDGARS-WILSON 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 |

*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:
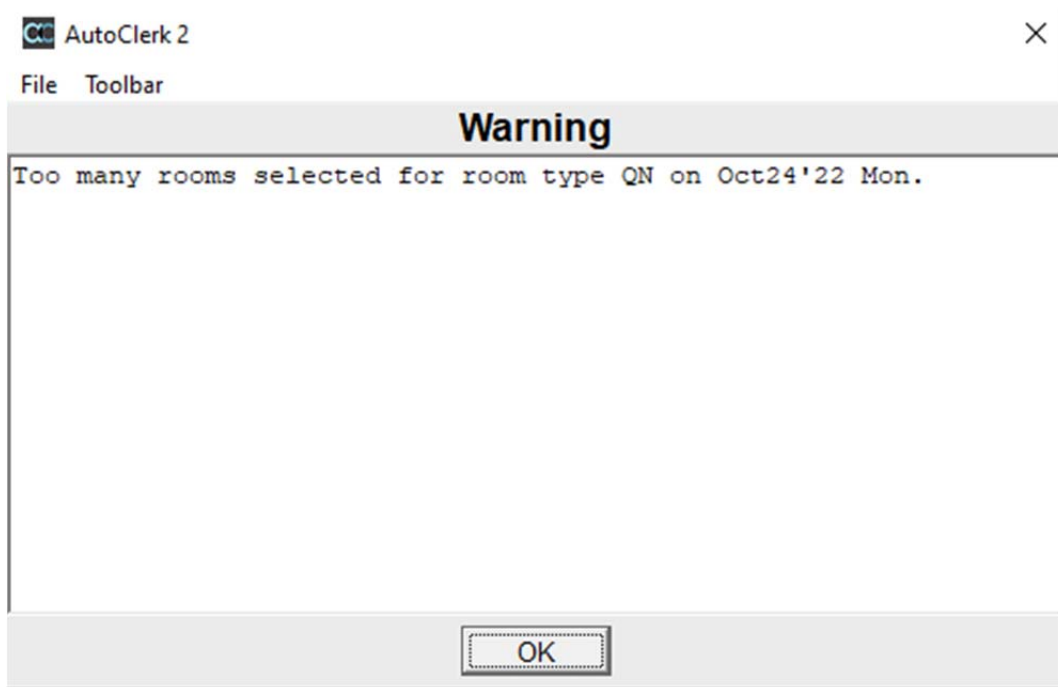


*Figure 10: Too many rooms selected pop-up*

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.

*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

| Room Transfer | Checked-Out | GTD/hold | Requested | Checked-In | OOO | GroupHold |
|---|---|---|---|---|---|---|

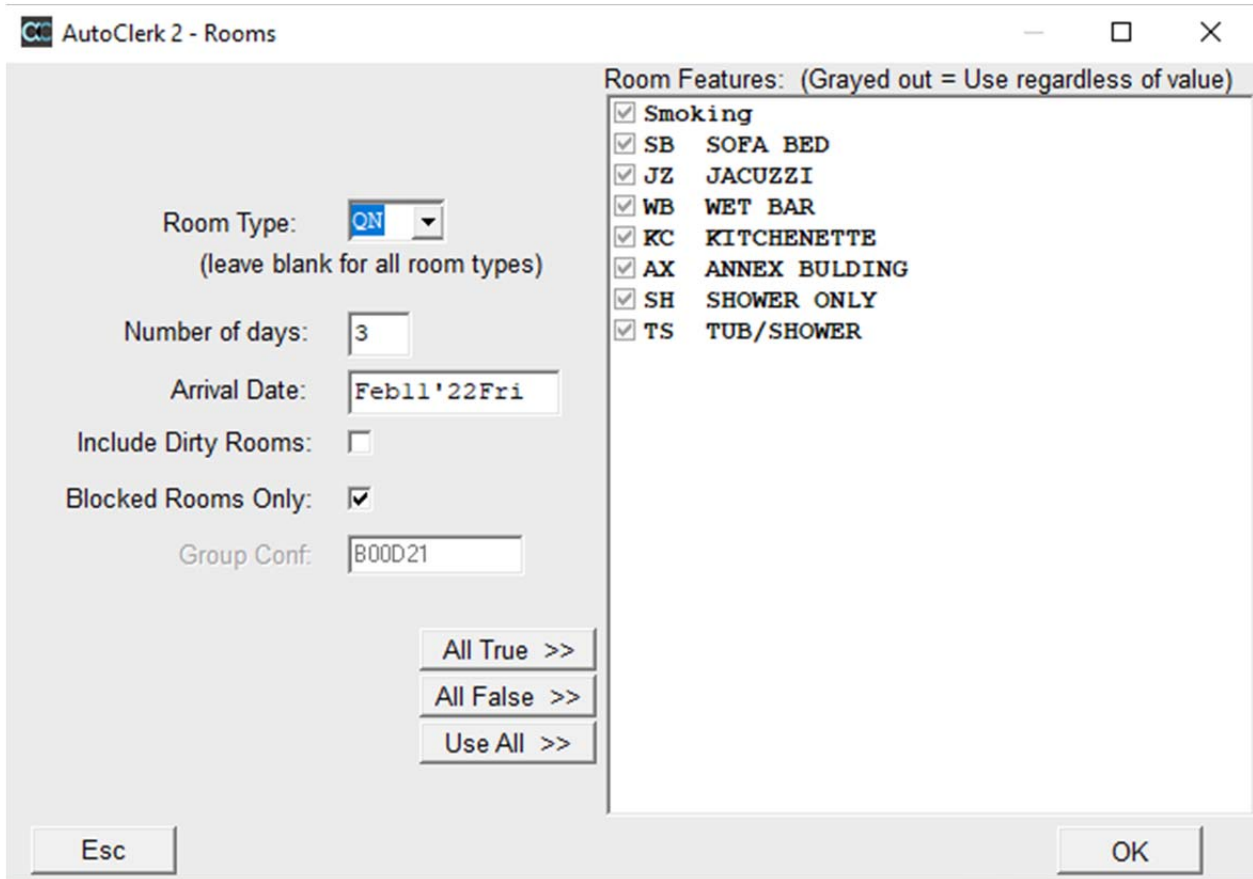| Tape Chart | Room Status | Inhouse | Fri Feb11'22 | Sat Feb12'22 | Sun Feb13'22 | Mon Feb14'22 | Tue Feb15'22 | Wed Feb16'22 | Thu Feb17'22 |
|---|---|---|---|---|---|---|---|---|---|
| QN 202 | DIRTY | | | | | | | | |
| QN 203 | | | B00D21 | B00D21 | B00D21 | | | | |
| DD 204 | | | B00D21 | B00D21 | B00D21 | | | | |
| KG 205 | | | | | | | | | |
| DD 206 | | | B00D21 | B00D21 | B00D21 | | | | |
| JS 207 | | | B00D21 | B00D21 | B00D21 | | | | |
| DD 208 | DIRTY | | | | | | | | |
| JS 209 | | | B00D21 | B00D21 | B00D21 | | | | |
| QN 210 | | | B00D21 | B00D21 | B00D21 | | | | |
| JS 211 | | | B00D21 | B00D21 | B00D21 | | | | |
| QN 212 | | | B00D21 | B00D21 | B00D21 | | | | |
| KG 214 | | | | | | | | | |
| QN 215 | | | B00D21 | B00D21 | B00D21 | | | | |
| DD 216 | DIRTY | | | | | | | | |
| DD 217 | | | B00D21 | B00D21 | B00D21 | | | | |
| DD 218 | | | B00D21 | B00D21 | B00D21 | | | | |
| DD 219 | | | B00D21 | B00D21 | | | | | |
| KG 220 | | | | | | | | | |
| JS 221 | DIRTY | | | | | | | | |
| JS 222 | | | B00D21 | 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

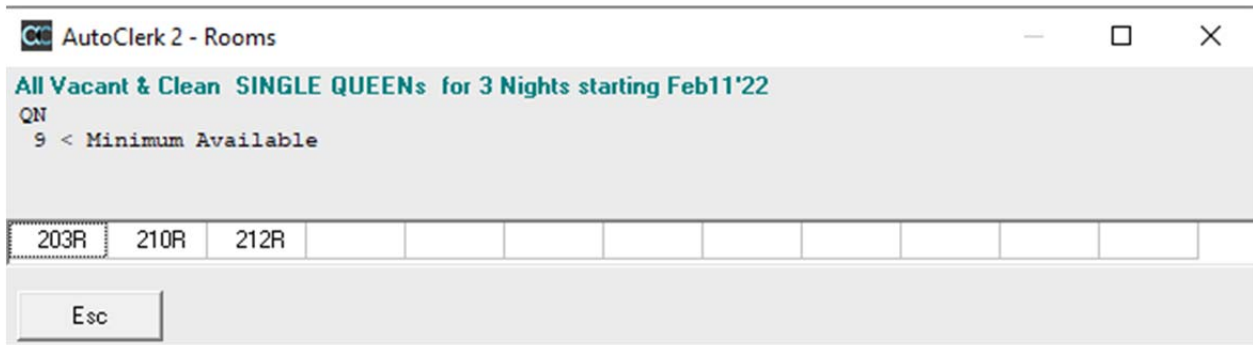The process of making group individual reservations has not changed.

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:



*Figure 13: New Group Reservation - Select Room*

2. Click ok and the selected rooms are listed.



*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:
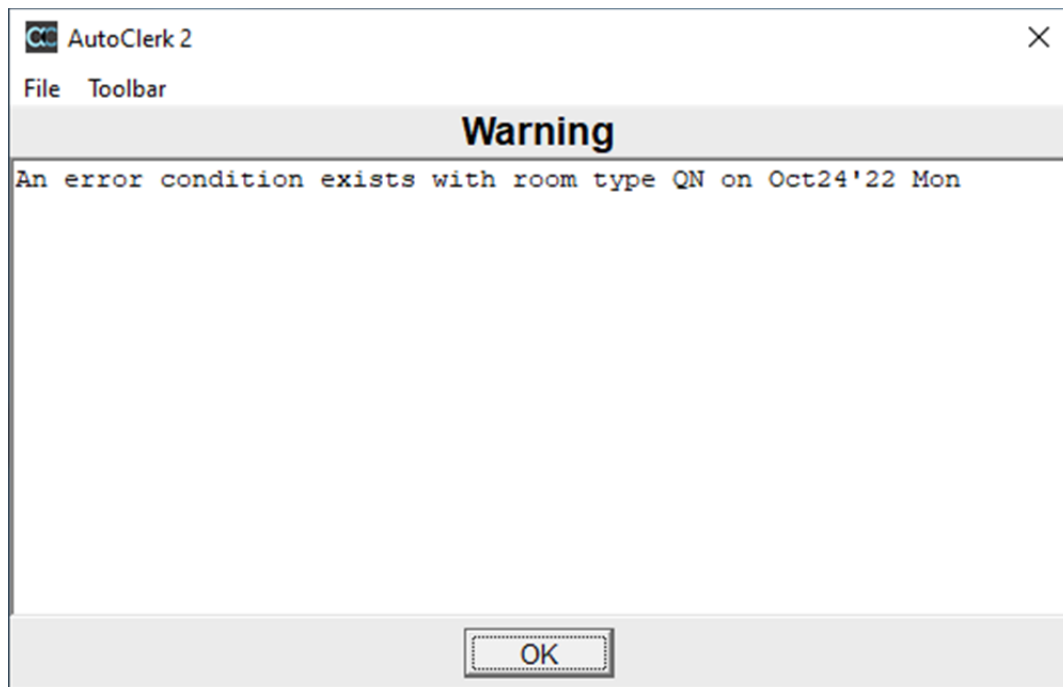


*Figure 15: Error Condition Warning*

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

*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':



*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:



*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:
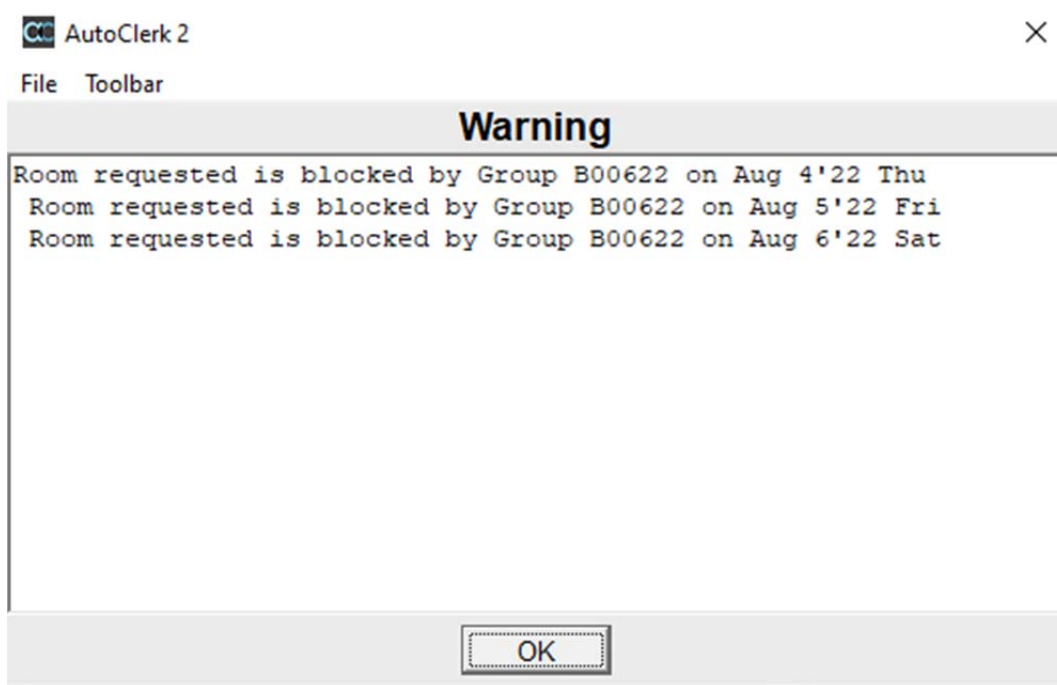


*Figure 19: New Reservation Using Selected Group Room*

    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:
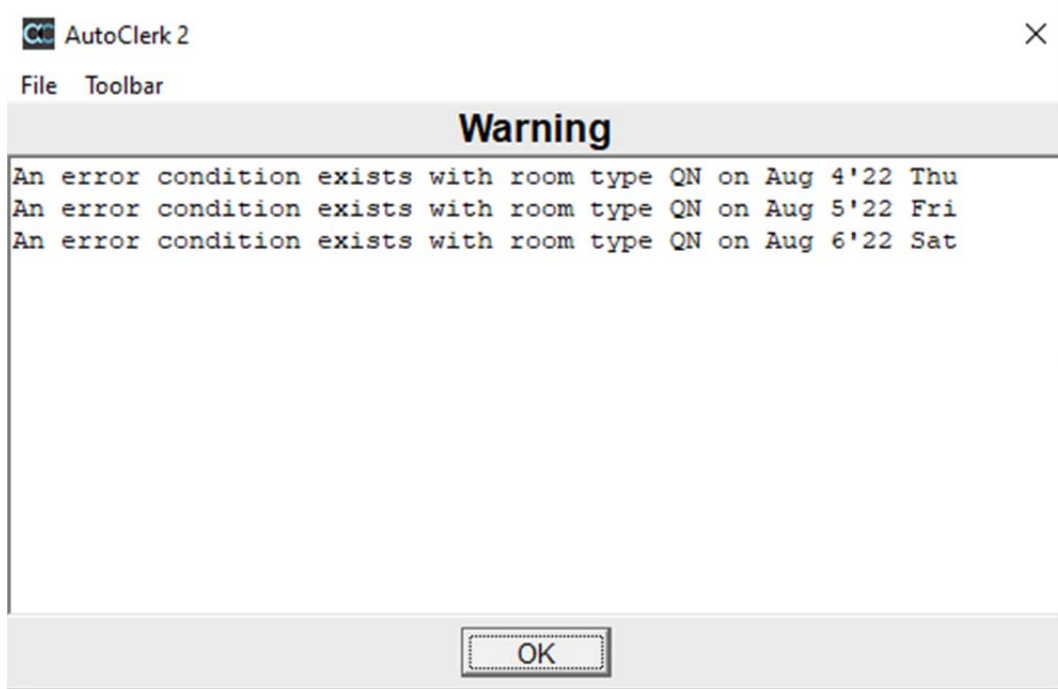
*Figure 20: Error Attaching Reservation to Group*

     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.
4. 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.