



AUTOCLERK®

* It's how you manage.™

What's New

Version 9

060-002-005-1167

Through

060-002-005-1177

Nov. 2023

Copyright

©2023 AutoClerk, Inc.

AutoClerk What's New Version 9

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise without prior written permission of AutoClerk.

AutoClerk, Inc.

1990 N. California Blvd., Ste. 20 PMB1139, Walnut Creek, CA 94596

Phone: 925.284.1005

www.autoclerk.com

www.myautoclerk.com

support@autoclerk.com

Table of Contents

COPYRIGHT	2
RESERVATIONS.....	6
NEW RESERVATION.....	6
MODIFY/VIEW A RESERVATION	12
GROUPS	12
<i>Create a New Group Master.....</i>	12
<i>Post an Advance Deposit to a Master.....</i>	14
ADVANCE DEPOSITS.....	16
<i>Post an Advance Deposit or Refund.....</i>	16
LIST RESERVATIONS.....	18
CHECK-IN.....	19
CHECK IN A GUEST WITH A RESERVATION	19
MODIFY A CHECK-IN	19
<i>Modify Folio Information.....</i>	19
<i>Open Additional Room Folio(s)</i>	19
BUCKET CHECK	19
POSTING	19
POST TO A ROOM	19
AUTO-POSTING.....	20
FOLIO PRINTING	20
GENERAL REPORTS	20
GUEST REPORTS.....	20
<i>Bill to List</i>	20
<i>Extra Charges Report.....</i>	21
<i>Usage Report.....</i>	21
ROOM STATUS.....	21
<i>Room Chart.....</i>	21
<i>Compressed Room Chart</i>	21
<i>Electronic Room Rack</i>	22
<i>Individual Room Status.....</i>	22
TRANSACTION REPORTS.....	22
<i>Bank Deposit.....</i>	22
TAPE CHART	23
CITY LEDGER.....	24
LEDGER CARD(S) WITH AGING	24
INVOICING.....	24
POST A PAYMENT	25
POST MONTHLY INTEREST	27
POST REOCCURRING CHARGE	27
MARKETING	30

ROOM TYPE STACK REPORTS (YEARLY AND MONTHLY)	30
EXPORTS	31
<i>Checkout Email Export</i>	31
<i>Room Stack Report by Month</i>	31
YIELD MANAGEMENT	31
CREDIT CARDS	32
SHOW CREDIT CARD LOGS	32
UTILITIES	32
DAILY CASH REPORT (DCR)	32
HISTORICAL FOLIOS	32
HISTORICAL REPORTS	33
<i>Historical Out-of-Order Report</i>	33
HISTORICAL NO-SHOWS AND CANCELLATIONS	33
FUNCTIONS	33
FUNCTION KEYS	33
NIGHT AUDIT	33
ACCONFIG	33
RATES	33
<i>Rate Class Setup</i>	33
<i>Extra Charges Setup</i>	33
TAX SETUP	34
GTD/CANCEL SETUP	36
SET OPTIONS	ERROR! BOOKMARK NOT DEFINED.
DEFAULTS/OPTIONS	41
<i>Options,</i>	41
<i>Night Audit Report Suppression</i>	42
TRANSACTION TYPES	43
<i>Define Charge and Payment Types</i>	43
SOFTWARE AND APPLICATION UPGRADES	43
DASHBOARD	43
MISC	43
PCI-DSS/PCI-SSF	44
INTERFACES	44
CREDIT CARDS	44
<i>Elavon</i>	44
BEST WESTERN	44
ALLOCATION MONITOR AND LOS RULES	44
BESTREV	44
BEST WESTERN (BWI) 2-WAY INTERFACE	44
BEST WESTERN REWARDS (BWR)	45
MISC. BEST WESTERN	45

MOBILE KEY AND PRE-REGISTRATION45
TABLE OF FIGURES46

Reservations

New Reservation

- The Set Guarantee Info button has been relabeled Set Deposit Info to better reflect what it does.
 - If the reservation is part of a group and the Group master has an amount in the 'Rez Deposit Needed' field, then that amount will auto-fill in the 'Amount Needed' field and the reservation will appear on the Deposits Due Report.
- As of build 1174, there is a new feature available: Extra Charges.

The screenshot shows the 'AutoClerk 2 New Reservation' window. The title bar includes 'AutoClerk 2 New Reservation' and standard window controls. The menu bar has 'File', 'Edit', 'Profiles', and 'Menu'. The main header area displays 'TESTING DATASET', 'www.bestwestern.com', and 'Hotel Date is Jul16'22 Sat'. On the right, it shows 'Clerk: HM Station: 1 Shift: 1'. Below this is a 'Deposit: 0.00' field and a 'Revision: 1' field. The main form area contains several sections: 'Conf', 'Stay Total', 'Tax Exempt', 'Bill-To', '1 night', 'Status: HOLD', and 'Room Type:'. There are also fields for 'Arrival' (07/16/22), 'Departure' (Jul17'22Sun), 'Res Type' (GTD/hold), 'Rooms' (1), 'Rate Class' (RA), 'Smkr', 'Rm Type', 'Room', 'Requested' (2), 'Adults' (0), 'Children' (0), 'Infants' (0), 'Crib', 'Roll', 'Pet', 'Rates', 'Hide Rates', and 'Extra Charges' (highlighted with a red arrow). At the bottom, there are fields for 'Guest', 'Company', 'Group', 'Travel Agency', 'Cif Slip', 'CRS Type: Best Western', 'CRS Conf', 'Change Log', and 'Print'.

Figure I: Extra Charges – New Res Form

- The feature is enabled in ACConfig and allows a property to set up charges to be posted during the night audit after room charges and taxes have been posted.
 - An example would be Pets, Resort Fee, or Parking.
- Properties do not have to create Rate Packages to have the transactions post.
- Transactions can be set to post by default on all in house guests; post if certain criteria are met, such as checking the 'Rollaway' checkbox; and/or allow a user to select which transaction(s) to post on any guest.
- Please see the separate documentation: User Guide – Extra Charges, for details, including, activating, set-up and use. It can be found at www.myautoclerk.com in the Documentation section.
- If you are creating or modifying a reservation that includes setting up bill-to, the Bill-to form has been improved to include the ability to select a primary transaction code's sub-transactions.
 - When the user first clicks on the Bill-to button, he will see some transactions have a '+' to the left of the checkbox.
 - This indicates the primary transaction has sub-transactions.
- When you click '+,' the transaction expands to list the sub-transactions.

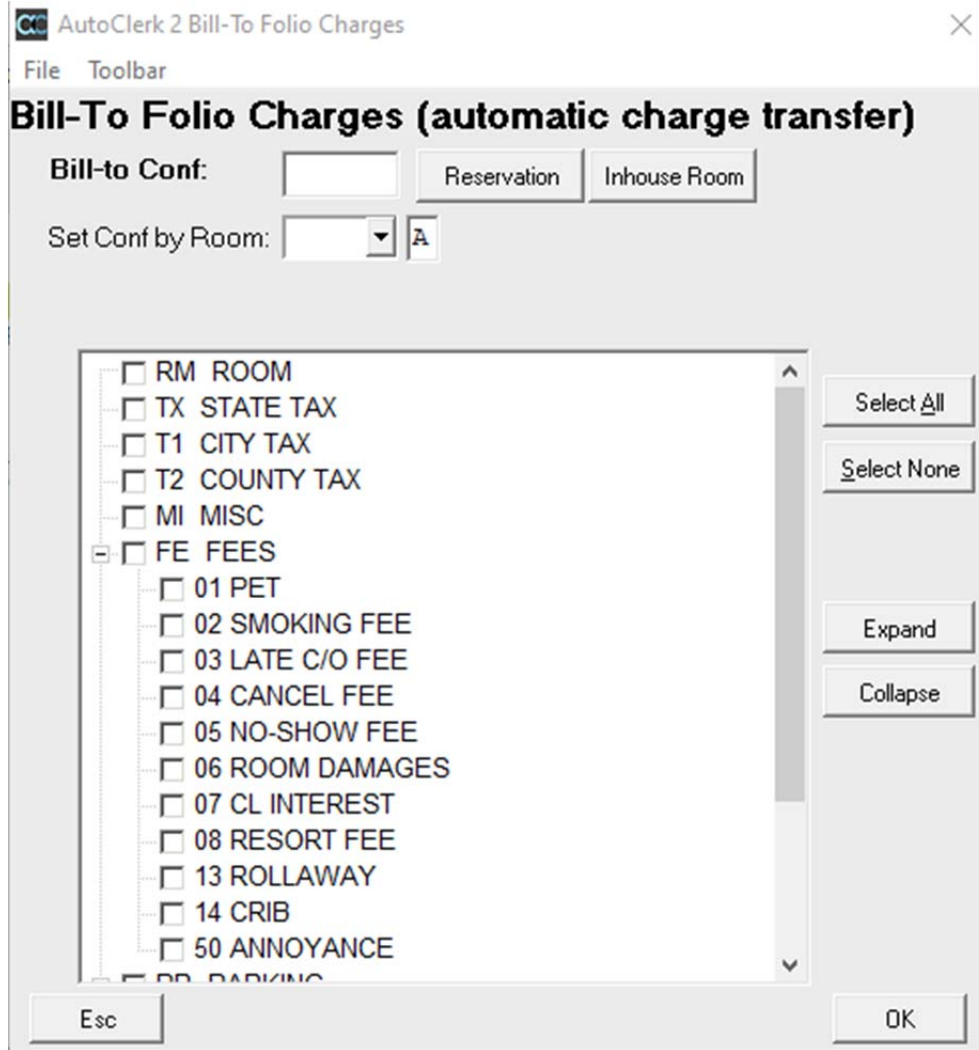


Figure 2: Bill-to Expanded Codes 2

- If the user wants to select all of the sub-transactions to be billed to another room/folio, they can check the checkbox to the left of the primary.
 - This will select all of the sub-transaction and the primary transaction's label will be bold.

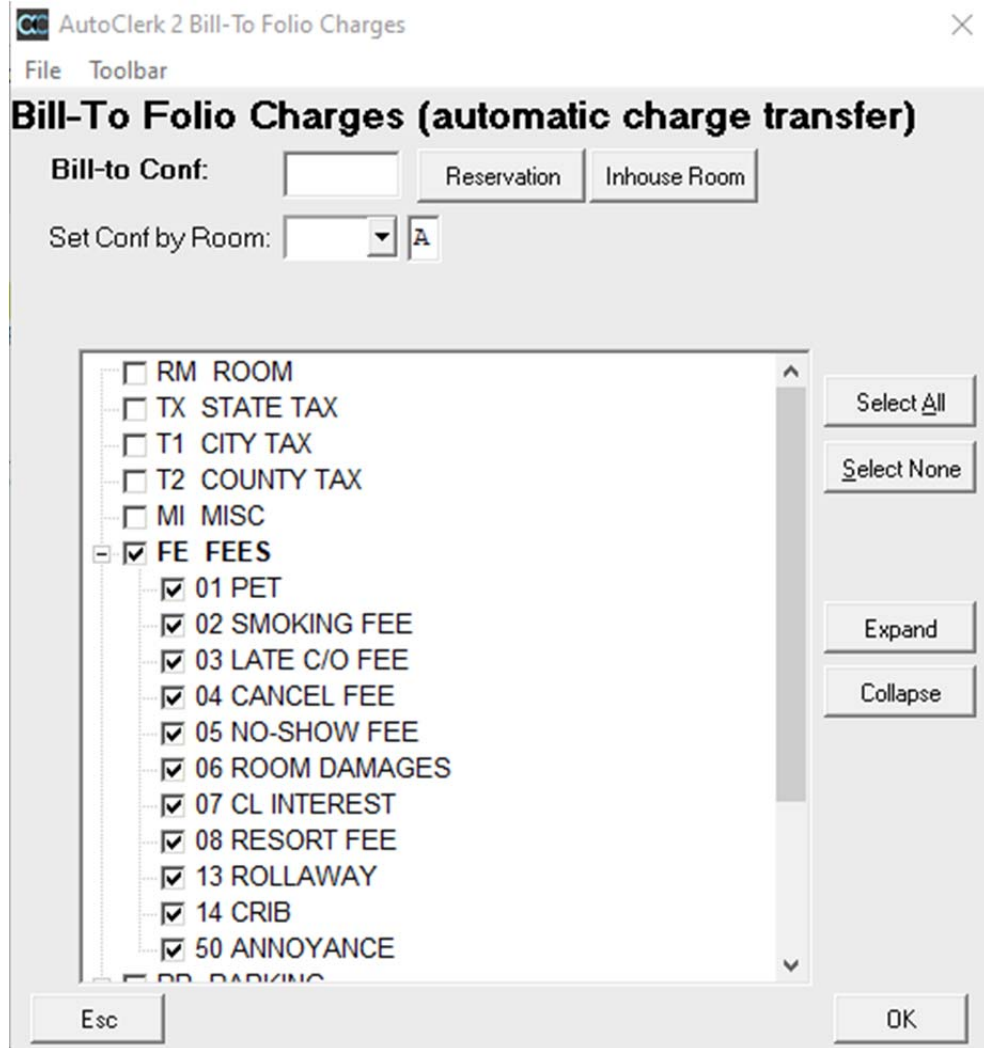


Figure 3: Bill-to All Sub-transactions Selected

- If the user only wants to select certain sub-transactions, check the checkbox to the left of those transactions.
 - Once checked, the primary transaction will be bold but its checkbox will remain unchecked.

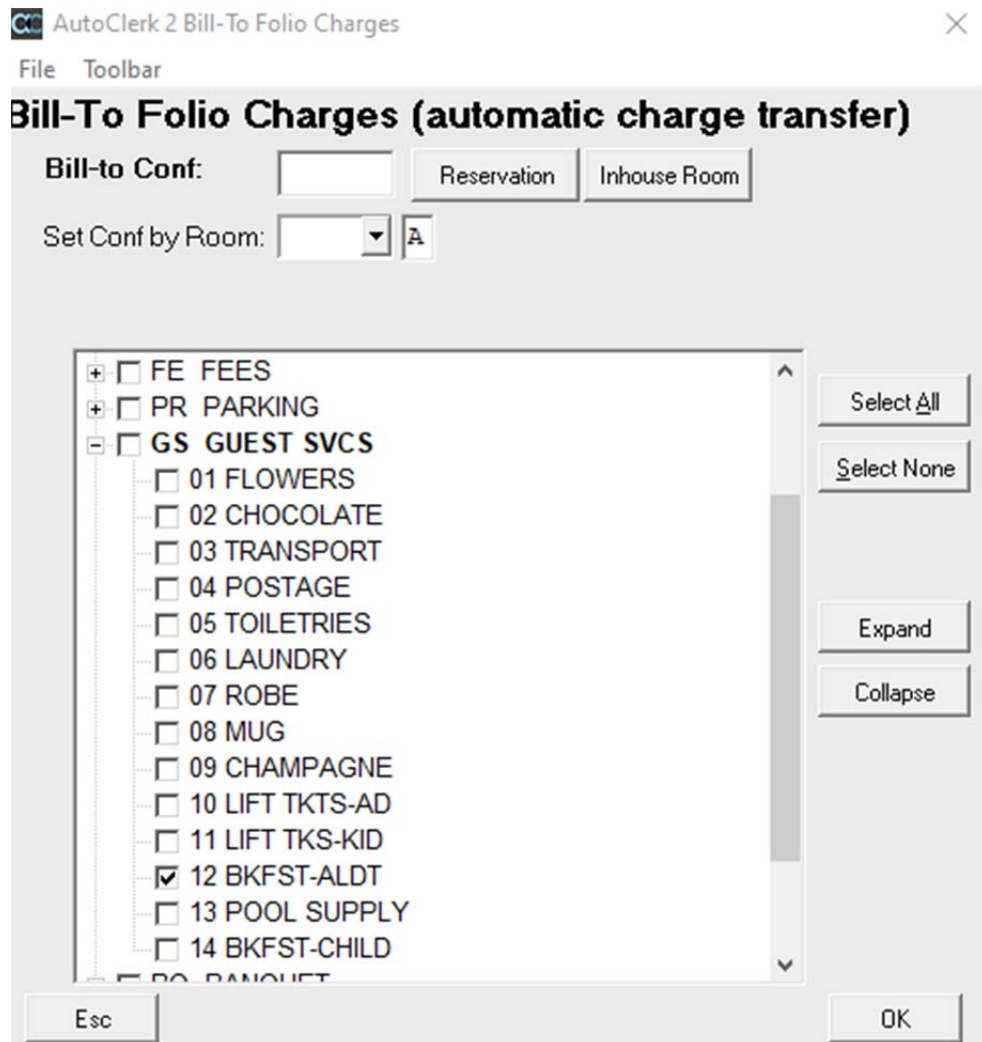


Figure 4: Bill-to One Sub-transaction Selected

- If a guest's folio has both selected sub-transactions and all sub-transactions selected, it would look like the below example:

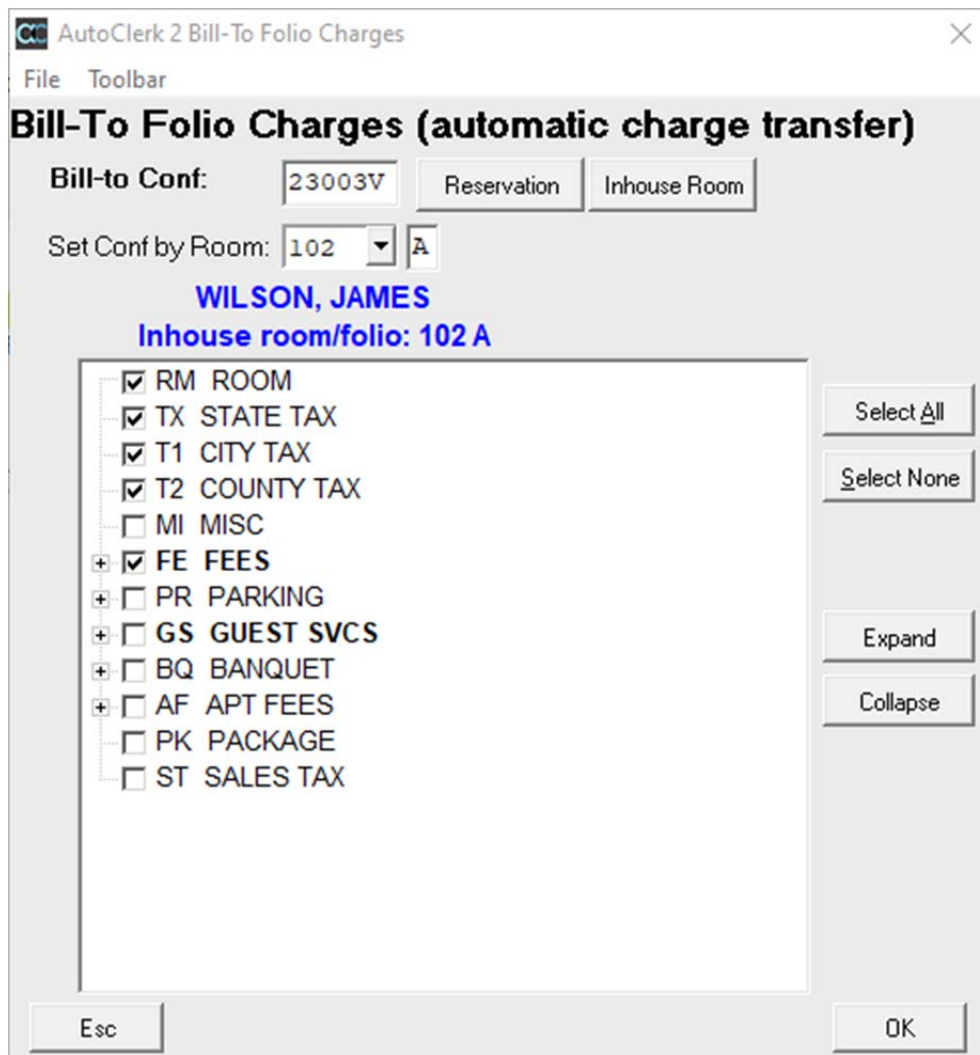


Figure 5: Bill-to Partial and Full Sub-transactions Selected

- When the user clicks on the “Due’ button, it will indicate which charges are being billed to another room/folio as well as what the guest is responsible for.
 - The Due amount includes any Extra Charges.
 - The bill-to room/folio is listed as the reservation’s confirmation number and NOT the actual room/folio.

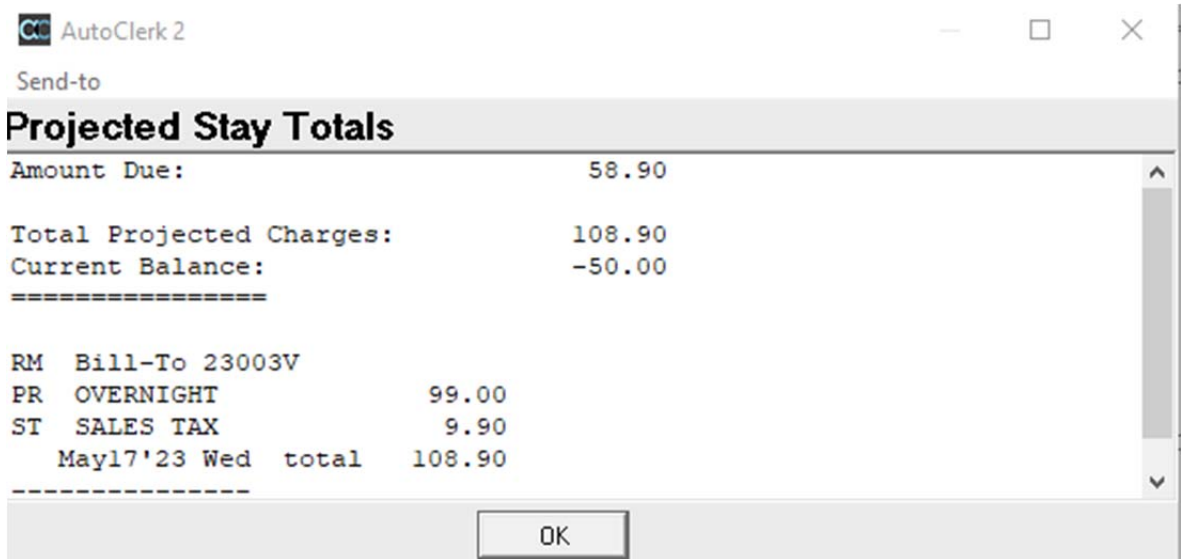


Figure 6: Due/Stay Total with Bill-to

- When the user posts to the folio with the bill-to, the posting line will show the primary transaction which indicates all sub-transactions have been selected (FE), or will have an asterisk, indicating only some of the sub-transactions have been selected (GS).



Figure 7: Posting – Bill-to

- The Bill-to Report also indicates which transactions and sub-transactions have been selected to be billed to another room/folio.
 - In the report, the specific sub-transactions are listed (GS-12).

TESTING DATASET
Bill-To Report
Hotel Date: May-17-2023

Master #	Conf #	Room Name	Status	Arrival	Depart	Deposit	Transactions Transferred
23003V		102a WILSON, JAMES	CHK/IN	May13'23	May18'23	\$0.00	
	230040	102b WILSON, JAMES	CHK/IN	May16'23	May18'23	\$0.00	RM TX T1 T2 FE GS-12
230041		QUNICE	HOLD	May17'23	May19'23	\$0.00	
	230042	JAM	SHARE	May17'23	May19'23	\$0.00	All Transactions

Figure 8: Bill-to Report

- The field previously labelled 'Specials' was inadvertently changed to Ck/in Slip. It has been reverted to Specials unless a property has Reg Slip Tracking enabled.

Modify/View a Reservation

- The change log was not visible in Classic view when modifying a reservation/inhouse form. That has been resolved as of build 1167.
- Properties using the wide screen format could not scroll to read a CRS note. This has been resolved in build 1169.
- If a guest changes his form of payment either at or after checking in, if the user clicks the Checking Slip button, the form of payment will be the one on the reservation and NOT the one on the folio.

Groups

Create a New Group Master

- The Group master form now has fields for individual reservations' deposit and a master group deposit.
 - These allow the user to set a deposit amount for both/either a group master or an individual group reservation.
 - The fields are labelled Res Deposit Needed and Grp Deposit Needed, as seen below:

The screenshot shows the 'AutoClerk 2 New Group Master' form. At the top, it displays 'Conf' and '2 nights'. The date is 'Today: Apr10'20 Fri (04/10/20)' and the revision is 'Revision: 0'. The form includes fields for 'Arrival (Default)' (May22'20Fri) and 'Departure (Default)' (May24'20Sun). There are checkboxes for 'People', 'Crib Roll', and 'Pet'. The 'Per Room' field is set to '2 0 0'. The 'Cancel Deadline' is 'May15'20Fri' and the 'ETA' is '5:00PM'. The 'Rate & Guest Class' is 'GP'. The 'Release Once' is 'May10'20Sun'. The 'Group Cut-off' is 'May10'20Sun'. The 'Rez Deposit Needed' is '\$ 250.00' and the 'Grp Deposit Needed' is '\$ 5,000.00'. The 'Group Name' is 'MEYER WEDDING' and there is a 'Tax Exempt' checkbox.

Figure 9: Group Master Form – Deposits

- This can be useful if, for example, you have a wedding group and a deposit is needed for the banquet space, and you want each guest to pay a deposit.
- 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:

AutoClerk 2 Group Room Allocations

File Toolbar Menu

B00622: EDGARS-WILSON WEDDING

Start Date: Aug04 '22Thu End Date: 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
<input type="checkbox"/> 106	<input type="checkbox"/> 101	<input type="checkbox"/> 100
<input type="checkbox"/> 107	<input type="checkbox"/> 102	<input type="checkbox"/> 109
<input type="checkbox"/> 118	<input type="checkbox"/> 103	<input type="checkbox"/> 207
<input type="checkbox"/> 119	<input type="checkbox"/> 105	<input type="checkbox"/> 209
<input type="checkbox"/> 120	<input type="checkbox"/> 112	<input type="checkbox"/> 211
<input type="checkbox"/> 121	<input type="checkbox"/> 114	<input type="checkbox"/> 221
<input type="checkbox"/> 122	<input type="checkbox"/> 202	<input type="checkbox"/> 222
<input type="checkbox"/> 123	<input type="checkbox"/> 203	<input type="checkbox"/> 307
<input type="checkbox"/> 124	<input type="checkbox"/> 210	<input type="checkbox"/> 309
<input type="checkbox"/> 125	<input type="checkbox"/> 212	<input type="checkbox"/> 311
<input type="checkbox"/> 201	<input type="checkbox"/> 215	
<input type="checkbox"/> 205	<input type="checkbox"/> 302	
<input type="checkbox"/> 214	<input type="checkbox"/> 303	
<input type="checkbox"/> 220	<input type="checkbox"/> 310	
<input type="checkbox"/> 224	<input type="checkbox"/> 312	
<input type="checkbox"/> 225		
<input type="checkbox"/> 301		
<input type="checkbox"/> 314		
<input type="checkbox"/> 316		
<input type="checkbox"/> 317		
<input type="checkbox"/> 318		
<input type="checkbox"/> 319		
<input type="checkbox"/> 320		
<input type="checkbox"/> 321		

Allocations: 5 Allocations: 5 Allocations: 5
Alloc Remain: 2 Alloc Remain: 3 Alloc Remain: 5
Selected: 0 Selected: 0 Selected: 0

Esc Save

Figure 10: Group Room Allocations

- This form allows you to select the specific rooms you want to assign to the group.
- Once selected, when you make a group reservation, you must select one of those rooms and assign them to the reservation.
- The selected rooms can also be seen on the Tape Chart with the group confirmation number as the 'name' until they are assigned to a reservation.

- For more information and details on this new functionality, please see the separate documentation: User Guide – Group GTD at www.myautoclerk.com in the Documents section.

Post an Advance Deposit to a Master

- When you post an Advance Deposit to a Group Master, if you entered an amount in Grp Deposit Needed, that amount will be the Res Deposit Needed as well as the 'Total Deposit' at the bottom.
 - If you did not enter an amount, the fields' amounts will be \$0.00.
 - In either case, you can change the amount being posted.

Post Advance Deposit to Reservation

Confirmation Number: **22003S** Status: **SHARE-WITH**

08/04/22 - 08/07/22 EDGARS-WILSON WEDDING, DEPOSIT

Credit Card# 432100XXXXXX1119 Expire: 1223

Res Deposit Needed: \$ **3000.00**

Configured Default: \$ **0.00**

Date	Dep/Refund	Transaction Note	Adjustment	Payments	Balance	Rates & Taxes
						Res Deposit Due: 3,000.00 Advance Deposit: 0.00 Reservation Days: 3 Deposit Style: 1 day Add Taxes to deposit Posting + Taxes: ===== Total All Days: 0.00 Deposit Fudge Amt 0.00 RM ROOM 0.00 **Day Total** 0.00 ----- RM ROOM 0.00 **Day Total** 0.00 ----- RM ROOM 0.00 **Day Total** 0.00 -----

Pay Type: **VI**

Total Deposit \$ **3,000.00** TA Withheld

TA Withheld **0.00** Change Credit Card

Amount Received **0.00** Credit Card on file: 432100XXXXXX1119

Esc OK

Figure 11: Post Group Master Adv Dep

- In the above example, no group individual reservations have been made, so there is no information on rates on the right side.
- For some groups, you may receive a rooming list that will need to be set up as a bill-to and you will need to post a deposit.
 - Do not put an amount on the group master unless there is a deposit due for non-room/tax charges.
 - Start the Advance Deposit process by having acPMS create the deposit share-with reservation, but do not post the deposit yet.
 - Set up the bill-to to go to the share-with reservation.
 - Enter the rooming list reservations and verify the bill-to is set.
 - When you post the deposit to the share-with reservation, the Configured Default and Total Deposit will be the Room and Tax amount of the existing group reservations.

Autoclerk 2

Help Menu

Post Advance Deposit to Reservation

Confirmation Number: **220046** Status **SHARE-WITH**

11/01/22 - 11/04/22 KAISER NOVEMBER MEETING

FP: KP - Deposit Total \$ 0.00

Date	Dep/Refund	Transaction Note	Adjustment	Payments	Balance

Master Dep Needed: \$ 0.00

Configured Default: \$ 3936.60

Pay Type **CA** Total Deposit \$ 3,936.60 TA Withheld

TA Withheld 0.00

Amount Received 0.00

Esc OK

Figure 12: Post Group Master Deposit with Reservations and Bill-to

Advance Deposits

Post an Advance Deposit or Refund

- Once you have posted an Advance Deposit to a reservation, the deposit amount will show on the Reservation's Modification and Check in forms above the Rates field.
- If your property is using the additional paytypes, the paytype will show as the deposit paytype.
- When you post an advance deposit to a group individual reservation, the 'Total Deposit' amount depends on 1) if you have entered an amount in the Res Deposit

Needed field on the Group Master form; 2) if you have entered an amount on the reservation in the 'Set Deposit Info' form; and/or 3) if you have configured an Advance Deposit Default in ACConfig.

- If you entered a 'Res Deposit Needed' amount in the Group Master form, that amount will populate the 'Res Deposit Needed' and the 'Total Deposit' fields regardless of what, if anything, has been configured for the Advance Deposit Default.
- If you have not entered an amount on the group master, then the Configured Default amount will be the 'Total Deposit.'
- If there is an amount in the Group Master and a different amount in the guest's reservation, the amount in the reservation will be the Total Deposit
- In the example below, the default amount for an Advance Deposit is 1 day plus taxes. However, the Res Deposit amount is \$250.00, so the Total Deposit amount is \$250.00.
 - You can always change the amount if needed when posting the deposit.

Autoclerk 2

Help Menu

Post Advance Deposit to Reservation

Confirmation Number: **20003V** Status **GUARANTEED**

05/22/20 - 05/24/20 EVANS, LAURA

FP: VI - Deposit Total \$ 0.00

Date	Dep/Refund	Transaction Note	Adjustment	Payments	Balance	Rates & Taxes
						Res Deposit Due: 250.00 Advance Deposit: 0.00 Reservation Days: 2 Deposit Style: 1 day Add Taxes to deposit Posting + Taxes: ===== Total All Days: 262.78 Deposit Fudge Amt 0.00 RM ROOM 114.75 TX STATE TAX 11.48 T1 CITY TAX 5.16 **Day Total** 131.39 ----- RM ROOM 114.75 TX STATE TAX 11.48 T1 CITY TAX 5.16 **Day Total** 131.39 -----

Res Deposit Needed: \$ **250.00**

Configured Default: \$ **131.39**

Pay Type **VI** Total Deposit \$ **250.00** TA Withheld

TA Withheld **0.00**

Amount Received **0.00**

Esc OK

Figure 13: Group Individual Adv Dep

List Reservations

- When the user selected Options, 'Edit' on the title bar has been changed to View and Fast Selections added.

Check-in

Check in a Guest with a Reservation

- If a user hits the PgDn button when viewing the list of arrivals, an exception error would sometimes happen. This has been resolved.

Modify a Check-in

Modify Folio Information

- The change log was not visible in Classic view in the modify a reservation/inhouse form. That has been resolved as of build 1167.
- If the guest changed form of payment at check in or any time after checking in, and the user clicks the Checking Slip button, the form of payment will be the current one and not the one on the reservation.

Open Additional Room Folio(s)

- The F3 - Room Selection form popped up when the user tried to select that room to open a new folio. This has been resolved so the user can select a room/folio to open.

Bucket Check

- When a user clicked on View – Show Fields, the scroll function was not working properly. This has been resolved.

Posting

Post to a Room

- If the room/folio you are posting to has Bill-to set up, the posting form will indicate which primary and/or sub transactions have been set up to be billed-to another room/folio.
 - The primary transaction which indicates all sub-transactions have been selected (FE), or will have an asterisk, indicating only some of the sub-transactions have been selected (GS).

WILSON, JAMES		Arrival: May16'23			
		Balance: \$ 50.00 CR			
#14:	Room Folio	Chrg/Pymt	Amount	Comment	
	102 B		\$.00		
Active Folios:AB					
BILL TO 102-A: RM TX T1 T2 FE GS*					
					Esc
					Save

Figure 14: Room/Folio with Bill-to Set up

Auto-Posting

- When a user clicked on View – Show Fields, the scroll function was not working properly. This has been resolved.

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:

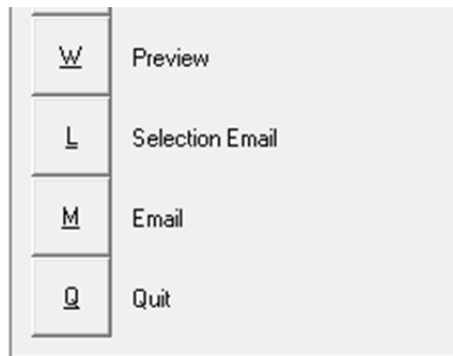


Figure 15: Selection Email

- Even if the guest folio does not have an email address on it, you can use this to email the folio.
- Please see the separate document on New Reports and Features for more information and details. It can be found at www.myautoclerk.com in the Documentation section.

General Reports

Guest Reports

Bill to List

- The Bill-to Report indicates which primary transactions and sub-transactions have been selected to be billed to another room/folio.
 - In the report, the specific sub-transactions are listed (GS-12).

TESTING DATASET
Bill-To Report
Hotel Date: May-17-2023

Master #	Conf #	Room Name	Status	Arrival	Depart	Deposit	Transactions Transferred
23003V		102a WILSON, JAMES	CHK/IN	May13'23	May18'23	\$0.00	
	230040	102b WILSON, JAMES	CHK/IN	May16'23	May18'23	\$0.00	RM TX T1 T2 FE GS-12
230041		QUNICE	HOLD	May17'23	May19'23	\$0.00	
	230042	JAM	SHARE	May17'23	May19'23	\$0.00	All Transactions

Figure 16: Bill-to Report with Primary and Sub-transactions Selected

Extra Charges Report

- This report is produced by default by the Night Audit if Extra Charges have been enabled.
 - 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.
- See the New Reports and Features documentation for more details on this report. If you want more information on setting up and using Extra Charges, please refer to User Guide – Extra Charges. Both can be found at www.myautoclerk.com 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 to see the usage of cribs and rollaways to know when they should be replaced.
- See the New Reports and Features documentation for more details. It can be found at www.myautoclerk.com in the Documentation section.

Room Status

Room Chart

- As of build 1169, if you have selected a room for a group, the blocked day(s) will be in olive green and will have the group confirmation number as a reference.

Compressed Room Chart

- As of build 1169, if you have selected a room for a group, the blocked day(s) will be in olive green and will have a G as the code.

Electronic Room Rack

- If a guest's reservation has the 'Requested' box checked, then reservation's background will be orange.

Individual Room Status

- As of build 1169, if you have assigned rooms to a group, the group confirmation number will show in the Status Report.

Transaction Reports

Bank Deposit

- If your property has added additional paytypes, the Bank Deposit will look different, as seen below:

TESTING DATASET
Bank Deposit Report

Report Date: May-17-2023

Bank Deposits

Pay Type	Guest Ledger	City Ledger	Adv Dep Ledger	Total
CASH	0.00	0.00	0.00	0.00
VISA	0.00	0.00	0.00	0.00
MASTER CARD	0.00	0.00	0.00	0.00
AMEX	-50.00	0.00	0.00	-50.00
DISCOVER	0.00	0.00	0.00	0.00
APPLE PAY	0.00	0.00	0.00	0.00
VENMO	-200.00	0.00	0.00	-200.00
GOOGLE PAY	0.00	0.00	0.00	0.00
CHECK	0.00	0.00	0.00	0.00
COINS	0.00	0.00	0.00	0.00
TVLRS CHECKS	-200.00	0.00	0.00	-200.00
FOREIGN CURR	0.00	0.00	0.00	0.00
TRAVEL CARD	0.00	0.00	0.00	0.00
EXPEDIA PAY	-100.00	0.00	0.00	-100.00
WALK AWAY	0.00	0.00	0.00	0.00
Total	-550.00	0.00	0.00	-550.00

Deposits by Clerk

Clerk	CA	VI	MC	AX	DI	AP	VM	GO
AC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
HM	0.00	0.00	0.00	-50.00	0.00	0.00	-200.00	0.00
Total	0.00	0.00	0.00	-50.00	0.00	0.00	-200.00	0.00

Clerk	CK	CN	TC	FC	TV	EP	WA
AC	0.00	0.00	-200.00	0.00	0.00	-100.00	0.00
HM	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	0.00	0.00	-200.00	0.00	0.00	-100.00	0.00

Figure 17: Bank Deposit with Additional Paytypes

- If multiple users have posted to paytypes, in the Deposit by Clerk section, the paytypes remain in two (2) rows with the clerk's initials and postings listed below.

Tape Chart

- If a guest's reservation has the 'Requested' box checked, then reservation's background will be orange.
- As of build 1169, if your property has enabled the new Group Room Selection feature and has selected rooms for a group, the blocked day(s) will be in olive green and will have the group confirmation number as a reference.

- The Tape Chart was not correctly displaying who was scheduled to check into a room if the previous guest checked out that same day AND had room and tax posted to their folio.
 - This has been resolved so that the priority order of who shows on the Tape Chart is correct.

City Ledger

Ledger Card(s) with Aging

- Ledger Cards with Aging did not show the Reference field if it had data in it. This has been resolved.

Invoicing

- You can now email an invoice even if there is no email address on the account detail.
- When you select Invoicing from the City Ledger menu, you are brought to the Invoice City Ledger Transactions screen which lists the accounts that can be invoiced.
 - Double click on the account you want to email, and you are brought to a screen listing the folio(s) to be included on the invoice.
 - Click ok and the SendTo pipeline now includes a Selection List option.
 - When you select that, you are re-directed to a new form as seen below:

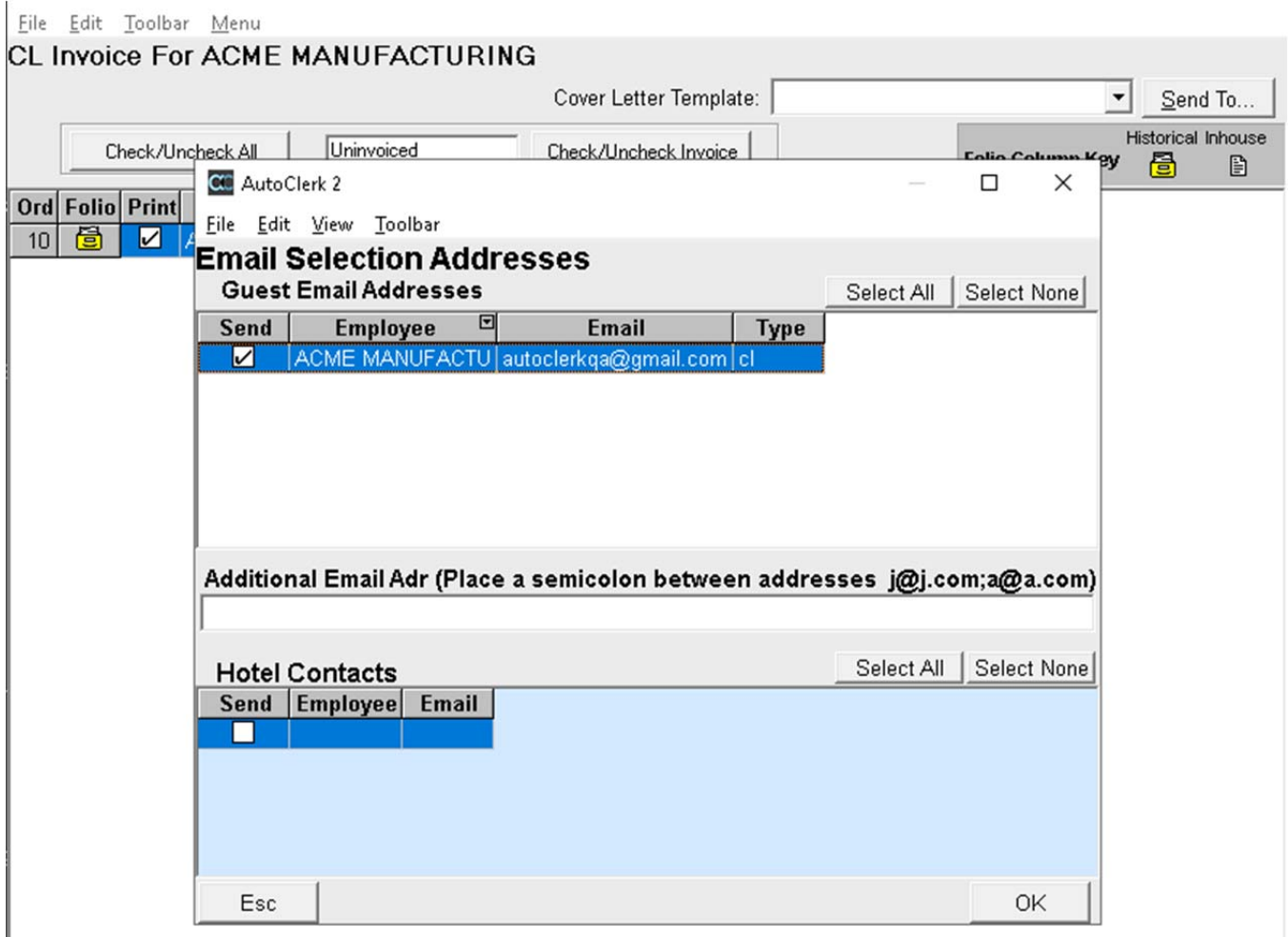


Figure 18: CL Invoice Email Selection

- If there is an email address in the CL account, then it will appear in the top section.
 - If not, enter email addresses in the Additional Adr section.
 - This will NOT add an email address to the CL account.
- This does NOT send the folios being invoiced, only the Invoice itself.

Post a Payment

Several changes have been made to the Post a Payment screens/forms for a CL account.

- When a user first goes into Post a Payment, they will see a new column on the right-hand side. If the user has several payments to make to the same account, they can now post each one without having to go back into the account from the

main menu and will be able to see what has been posted during that session. An example of multiple payments is below:

Cust	Gross
KP	1,900.63
C	148.85

Customer: Invoice Number (Optional)
 COMPLIMENTARY

Pay Method CASH

Net Payment: \$ Check Number

Discount \$ Write-off \$ Tradeout \$

Gross Total \$

Start Date End Date
 Note: Leaving the Start Date blank will return all charges before the end date.

Next >>

Esc

Figure 19: CL Post Payment – Multiple Payments

- Once a user has entered the account code, form of payment and amount and clicked 'Next,' the next screen allows the user to check all folios from the same invoice, manually select which folios to pay, and/or select a date range of folios to pay off.
- When the payment has been posted, at the SendTo pipeline, if the user selects 'Quit' they are brought back to the posting for so they can make another payment.

- The payment they just posted is listed in the right-side column. It notes the account as well as the amount so if the user posts to a different account, they can still what has been posted during that CL session.

Post Monthly Interest

- The CL Monthly Interest transaction code can now be an expanded transaction code such as OF-02 (Other Fees-CL Interest).

Post Reoccurring Charge

- In the past, the user had to enter the reoccurring charge's transaction code in the Comment section in the CL account for acPMS to know which account needed to be charged and what transaction should be used.
- As of build 1173, a user can post any transaction to any CL account(s) without having a charge set up.
- When the user goes to post a reoccurring charge, the form below appears:

AutoClerk 2

File Toolbar Menu

Post Reoccurring CL charges

Charge Code: Amount: Note:

Select the Charge to post and to which CL Customers
 (To set defaults, in the CL customer comment put in {charge-sub} e.g. {SU} or {MI-01})
 (To use these defaults, click the "Select Default" button below.)

Select All Select None Select Default

AM: ACME MANUFACTURING
 C: COMPLIMENTARY
 C1: CONDO 1
 H: HOUSE USE
 KP: KAISER PERMANANTE
 YT: YELLOW TRUCKING

Esc Continue

Figure 20: Post a Reoccurring CL Charge

- The form lists all the property's CL accounts regardless of whether there is a reoccurring charge set up or not.
 - Enter the transaction to be posted, the amount and a comment.
 - If you do not enter a Comment, on the receipt and M1 reports, the Comment will be 'REOCCUR'.
 - Select which CL account(s) is to be charged.
 - Click Continue and the transaction is posted to the CL account(s).
 - The user is then directed to a SendTo pipeline to print a record of what was posted as seen below:

TESTING DATASET				
CL Reoccurring Charges				
Hotel Date: Jul-16-2022				
CL	Customer	Posted	Amount	Comment
C1	YELLOW TRUCKING	MONTHLY FEE	250.00	JULY 2022
C2	CONDO 1	MONTHLY FEE	250.00	JULY 2022
Count = 2 (without Errors)			500.00	

Figure 21: Post Reoccurring CL Charge – Receipt

- If you have accounts with an existing set-up, enter the transaction and click 'Select Default.' Those accounts will be selected to be charged as seen below:

AutoClerk 2

File Toolbar Menu

Post Reoccurring CL charges

Charge Code: Amount: Note:

AF 03 \$ 250.00 JULY 2022

APT FEES MONTHLY FEE

Select the Charge to post and to which CL Customers
 (To set defaults, in the CL customer comment put in {charge-sub} e.g. {SU} or {MI-01})
 (To use these defaults, click the "Select Default" button below.)

Select All Select None Select Default

AM: ACME MANUFACTURING
 C: COMPLIMENTARY
 C1: CONDO 1
 C2: CONDO 2
 H: HOUSE USE
 KP: KAISER PERMANANTE
 YT: YELLOW TRUCKING

Esc Continue

Figure 22: Post Reoccurring CL Charge - Default

Marketing

Room Type Stack Reports (Yearly and Monthly)

- This is a new report as of build 1173.
- You can select to run the report for a specific month or year as seen below:

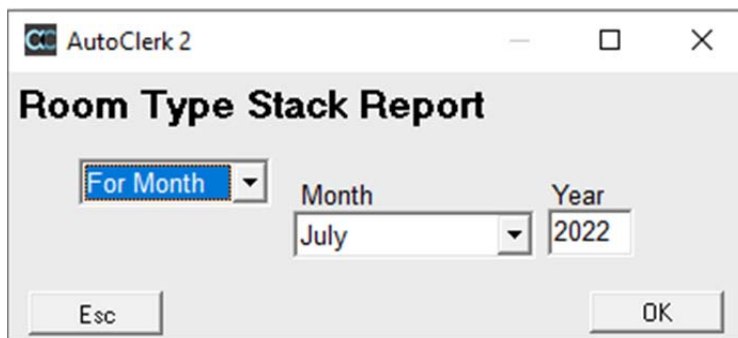


Figure 23: Room Type Stack Report Parameters

- When run, it reports on the occupied room count and room revenue for each room type during the selected period.

Exports

Checkout Email Export

- This exports information on guests who checked out 'today' who had an email address on 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.
- Please refer to the separate documentation on the New Reports and Features for more information and details. It can be found at www.myautoclerk.com in the Documentation section.

Room Stack Report by Month

- This export was removed in error.
- This exports Monthly Revenue into .csv format.
- When selected, it asks for the month and year to be exported.
 - It then exports the files into the export: room stack directory.
 - The files are: rooms_2021_11.csv and revenue_2021_11.csv (these files are for Nov 2021)
- Note: if you run the export for the same period, only the latest export will be saved.

Yield Management

- There was an issue with Yield Management that was primarily affecting new properties.

- Because their 'current' date was bumped to put the online, there was 'missing' data. This caused the report to return all zeros, depending on the date span requested.
- This has been resolved.
- When the Yield Management Report was exported to .csv format, it was not always going to the correct place so users could not access it.
 - This has been resolved.

Credit Cards

Show Credit Card Logs

- Credit card transactions processed through an EMV machine that were declined, were not displaying correctly in the CC Logs. This has been resolved.

Utilities

Daily Cash Report (DCR)

- If you have opted to show 'Non-taxable Room Revenue,' then your primary occupancy tax will show in the row after 'Total Revenue' as opposed to in order with your other transactions.
 - Your primary occupancy tax is the transaction listed in slot 2 in Transaction Types – Charges and Payments in ACConfig.
- The format of the DCR has been updated to list the transactions in the order they are set up in ACConfig as well as using the actual transaction name.

Historical Folios

- Shift4 users were not able to process refunds in Historical Folios due to a change Shift4 made. This has been resolved so the credit card transaction line is not in red and is usable.
- The enhanced email feature, as discussed in the Folio Printing section, is also available when emailing a Historical Folio.
- When a user was in Historical Folios and used the down arrow to navigate the initial folio, the next folio was not being loaded. This has been fixed as of build 1167.
- When the user posts room revenue corrections to an Historical Folio, and the property has a flat tax that is associated with room postings, the user will now be asked if they want to also post the flat tax.

Historical Reports

Historical Out-of-Order Report

- This lists, by date, which room(s) was 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 see.
- Please refer to the separate documentation on the New Reports and Features for more information and details. It can be found at www.myautoclerk.com in the Documentation section.

Historical No-Shows and Cancellations

- Some files were not closing properly which caused the report to produce different data when run multiple times. This has been fixed.

Functions

Function Keys

- F9 was missing the Email option in the SendTo pipeline when the guest's folio had an email address. This has been resolved.

Night Audit

- If Extra Charges have been enabled, the Night Audit will produce the Extra Charges report. The printing can be suppressed in ACConfig – Defaults/Options – Suppress Night Audit Reports.
- A few properties were reporting that the Night Audit was going out and getting a \$1.00 credit card authorization when it is not needed. This has been resolved.

ACConfig

Rates

Rate Class Setup

- Please refer to the separate documentation on New Reports and Features for more details and how to set them up. It can be found at www.myautoclerk.com in the Documentation section.

Extra Charges Setup

- As of build 1174, managers can activate and set up Extra Charges in ACConfig. An example of the ACConfig setup is shown below:

AutoClerk 2

Extra Charge Type Setup

Active
 Require clerk to enter Extra Charges if not set up

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 Item	Folio Comment	Max Quantity	Post On	Selection Name	Re-Order
1	FE	8	\$ 35.00		1	Nightly	RESORT FEE	<input type="checkbox"/>
RESORT FEE Preselect Extra Charges: <input checked="" type="checkbox"/> always. Using this many units <input type="text" value="1"/>								
2	PR	1	\$ 15.00		4	Nightly	OVERNIGHT PARKING	<input type="checkbox"/>
OVERNIGHT Preselect Extra Charges: <input type="checkbox"/> always. Using this many units <input type="text" value=""/>								
3	FE	1	\$ 10.00		3	Arrival Night	PET FEE	<input type="checkbox"/>
PET FEE Preselect Extra Charges: <input checked="" type="checkbox"/> if the Pet checkbox is marked <input type="text" value=""/>								
4	FE	13	\$ 15.00		2	Nightly	ROLLAWAY	<input type="checkbox"/>
ROLLAWAY Preselect Extra Charges: <input checked="" type="checkbox"/> if the Rollaway checkbox is marked <input type="text" value=""/>								
5	GS	12	\$ 7.50		9	Nightly	BREAKFAST	<input type="checkbox"/>
BREAKFAST Preselect Extra Charges: <input type="checkbox"/> always. Using this many units <input type="text" value=""/>								

Esc OK

Figure 24: Extra Charges Setup

- Extra Charges allows a property to designate transactions to be charged to inhouse folios during the Night Audit, after room and tax postings. The transactions can be set to be applied by default to any new reservation; be applied if certain criteria are met on the reservation form, such as the Rollaway checkbox being checked; or simply listed as transactions the user can decide to apply to a guest's folio, such as parking.
- Properties no longer need to set up packages to add amenities and/or charges to a guest's folio.
- For more information and details on how to set up and use Extra Charges, please refer to the User Guide – Extra Charges. It can be found at www.myautoclerk.com in the Documentation section.

Tax Setup

- When you add in a new tax and it needs to be tax-exempt on a rate class, you need to modify the rate class and update the tax-exempt settings.

- As of build 1177, if a tax is set as a flat tax, you can set the tax to NOT post on a zero rate folio.
 - This has been an issue because flat taxes were always posting to folios, even if the rate was \$0.00. If the guest was a comp/house use, or the rate was on another folio, staff had to adjust off the flat tax.
 - When a user is updated to build 1177, all flat taxes are set to post to a zero rate folio for continuity.
 - To change the setting:
 - Log into ACConfig as a level 9 user
 - Click on Tax Setup and double-click on the flat tax you want to change
 - Highlight the date span you need and click on Modify
 - You will see a 'Post to zero rate folios' checkbox
 - Uncheck the box
 - Save and install your changes
 - If you are creating a new tax and/or existing flat tax's dates, you can check/uncheck the box, as necessary.

Figure 25: Flat Tax – Post to Zero Rate Checkbox

GTD/Cancel Setup

- As of build 1177, users can select multiple rate classes and apply the same Gtd/Cancel policy. You no longer have to set them up one rate class at a time.
 - When the user selects GTD/Cancel Setup Configuration, he now sees the below form:

Default Guarantee Type / Cancel Policy Setup

Check All | Uncheck All

ADV = Some days have been set up in "Advanced" which will supersede the default shown here.

Set Guarantee Class:

Set Guarantee Type:

Set Cancel Policy:

(Daily values can be set using the "Advanced" button)

Unassigned Defaults

GtdClass GTD
GtdType CC-GTD
CxlPolicy 24H

Use	ADV	Code	Description	GTD Class	GTD Type	CXL Policy	Ord
<input type="checkbox"/>		RA	RACK	GTD	CC-GTD	4PM	1
<input type="checkbox"/>		3A	AAA/CAA	GTD	CC-GTD	4PM	2
<input type="checkbox"/>		SR	AARP/SENIOR	GTD	CC-GTD	4PM	3
<input type="checkbox"/>		CO	CORPORATE	CORP		4PM	4
<input type="checkbox"/>		GV	GOVERNMENT/MILITARY	GTD	CC-GTD	4PM	5
<input type="checkbox"/>		GC	GROUP CORPORATE	GTD	CC-GTD	14D	6
<input type="checkbox"/>		GS	GROUP SOCIAL	GTD	CC-GTD	14D	7
<input type="checkbox"/>		MS	MANAGER'S SPECIAL				8
<input type="checkbox"/>		WR	WALK RATE	HOLD	HOLD-GTD	4PM	9
<input type="checkbox"/>		RP	ROMANCE PACKAGE	GTD	CC-GTD	4PM	10
<input type="checkbox"/>		VP	PARKING PACKAGE	GTD	CC-GTD	4PM	11
<input type="checkbox"/>		HP	HOLIDAY PACKAGE	GTD	CC-GTD	4PM	12
<input type="checkbox"/>		H1	STAY & PARK	GTD	CC-GTD	24H	13
<input type="checkbox"/>		S3	STAY 3 GET 7%	GTD	CC-GTD	4PM	14
<input type="checkbox"/>		EH	EXPEDIA HOTEL COLLECT	GTD	CC-GTD	4PM	15
<input type="checkbox"/>		EC	EXPEDIA COLLECT	GTD	CC-GTD	4PM	16
<input type="checkbox"/>		YT	YELLOW TRUCKING RATE	HOLD	HOLD-GTD	4PM	17

Figure 26: Gtd/Cxl Initial Setup Form

- In the above example, the rate class in red does not have a gtd or cancel policy set.
 - Until the user sets a policy, reservations using this rate class will use the 'Unassigned Defaults' policies.
- To set/modify an existing guarantee and/or cancel policy, use the dropdown menus to set the policies; check the checkbox to the left of the rate class(es) you want to set/modify and click Update.
- To change the Unassigned Defaults, use the dropdowns to change the Gtd and Cancel Policies. Then click on 'Edit' – 'Set Unassigned Defaults...'

- If you want a rate class to have different gtd/cxl policies for different days of the week, different months, etc., click on Advanced.
 - A new form opens:

Guarantee Type / Cancel Policy Setup

First Sunday Date: 05/28/23 Last Saturday Date: Jun01'24Sat Rate Class: [Dropdown]

Dates will be automatically set from Sundays to Saturdays

Tag Cells

Clear Tags	Sundays	Wednesdays	Fridays
Tag All	Mondays	Thursdays	Saturdays
Tag Blanks	Tuesdays		

Only set the daily values if they should change from the defaults

Rate Class :	Guarantee Class	Guarantee Type	Cancel Policy

Set Tagged Cells by Column

Guarantee Class: <Ignore Cell> Guarantee Type: <Ignore Cell> Cancel Policy: <Ignore Cell>

Assign Values

Apply values to additional rate classes

Select All Select None Find

- RARACK
- 3AAAA/CAA
- CO CORPORATE
- GV GOVERNMENT/MILITARY
- RP ROMANCE PACKAGE
- SR AARP/SENIOR
- GC GROUP CORPORATE
- EH EXPEDIA HOTEL COLLECT
- EC EXPEDIA COLLECT
- MS MANAGER'S SPECIAL
- WR WALK RATE
- VP PARKING PACKAGE
- S3 STAY 3 GET 7%
- H1 STAY & PARK
- HP HOLIDAY PACKAGE
- YT YELLOW TRUCKING RATE
- GS GROUP SOCIAL

Esc OK

Figure 27: Gtd/Cxl Setup – Specific Days

- For this example, the Romance Package will have a different gtd/cxl policies for Friday and Saturday.
 - Enter the rate class code in the top field.

- The First and Last Dates are populated in the grid.
- Use 'Tag Cells' and select Fridays and Saturdays. Those rows are highlighted in the selected date span:

Guarantee Type / Cancel Policy Setup

First Sunday Date: May28'23Sun | Last Saturday Date: Jun01'24Sat | Rate Class: RP

Tag Cells: Clear Tags, Sundays, Wednesdays, Fridays, Tag All, Mondays, Thursdays, Saturdays, Tag Blanks, Tuesdays

Only set the daily values if they should change from the defaults

Set Tagged Cells by Column: Guarantee Class: <Ignore Cell>, Guarantee Type: <Ignore Cell>, Cancel Policy: <Ignore Cell> [Assign Values]

Apply values to additional rate classes: [Select All] [Select None] [Find]

Rate Class : RP	Guarantee Class	Guarantee Type	Cancel Policy
May28'23 Sun			
May29'23 Mon			
May30'23 Tue			
May31'23 Wed			
Jun 1'23 Thu			
Jun 2'23 Fri			
Jun 3'23 Sat			
Jun 4'23 Sun			
Jun 5'23 Mon			
Jun 6'23 Tue			
Jun 7'23 Wed			
Jun 8'23 Thu			
Jun 9'23 Fri			
Jun10'23 Sat			
Jun11'23 Sun			
Jun12'23 Mon			
Jun13'23 Tue			
Jun14'23 Wed			
Jun15'23 Thu			
Jun16'23 Fri			
Jun17'23 Sat			
Jun18'23 Sun			
Jun19'23 Mon			
Jun20'23 Tue			
Jun21'23 Wed			
Jun22'23 Thu			

Rate Class List:

- RARACK
- 3AAAA/CAA
- CO CORPORATE
- GV GOVERNMENT/MILITARY
- RP ROMANCE PACKAGE
- SR AARP/SENIOR
- GC GROUP CORPORATE
- EH EXPEDIA HOTEL COLLECT
- EC EXPEDIA COLLECT
- MS MANAGER'S SPECIAL
- WR WALK RATE
- VP PARKING PACKAGE
- S3 STAY 3 GET 7%
- H1 STAY & PARK
- HP HOLIDAY PACKAGE
- YT YELLOW TRUCKING RATE
- GS GROUP SOCIAL

Figure 28: Gtd/Cxl Setup – Selected Days

- Use the dropdowns to select the Guarantee and Cancel policies you want to apply to the weekends, in this case: DEP and 48H.

- Click Assign Values and the selected policies are applied.

Guarantee Type / Cancel Policy Setup

Ignore Changes

Tag Cells

Clear Tags Sundays Wednesdays Fridays
Tag All Mondays Thursdays Saturdays
Tag Blanks Tuesdays

Only set the daily values if they should change from the defaults

Set Tagged Cells by Column

Guarantee Class: DEP
Guarantee Type: CC-DEP
Cancel Policy: 48H
Assign Values

Apply values to additional rate classes
Select All Select None Find

Rate Class : RP	Guarantee Class	Guarantee Type	Cancel Policy
May28'23 Sun			
May29'23 Mon			
May30'23 Tue			
May31'23 Wed			
Jun 1'23 Thu			
Jun 2'23 Fri	DEP	CC-DEP	48H
Jun 3'23 Sat	DEP	CC-DEP	48H
Jun 4'23 Sun			
Jun 5'23 Mon			
Jun 6'23 Tue			
Jun 7'23 Wed			
Jun 8'23 Thu			
Jun 9'23 Fri	DEP	CC-DEP	48H
Jun10'23 Sat	DEP	CC-DEP	48H
Jun11'23 Sun			
Jun12'23 Mon			
Jun13'23 Tue			
Jun14'23 Wed			
Jun15'23 Thu			
Jun16'23 Fri	DEP	CC-DEP	48H
Jun17'23 Sat	DEP	CC-DEP	48H
Jun18'23 Sun			
Jun19'23 Mon			
Jun20'23 Tue			
Jun21'23 Wed			
Jun22'23 Thu			

RARACK
 3AAAA/CAA
 CO CORPORATE
 GV GOVERNMENT/MILITARY
 RP ROMANCE PACKAGE
 SR AARP/SENIOR
 GC GROUP CORPORATE
 EH EXPEDIA HOTEL COLLECT
 EC EXPEDIA COLLECT
 MS MANAGER'S SPECIAL
 WR WALK RATE
 VP PARKING PACKAGE
 S3 STAY 3 GET 7%
 H1 STAY & PARK
 HP HOLIDAY PACKAGE
 YT YELLOW TRUCKING RATE
 GS GROUP SOCIAL

Esc OK

Figure 29: Gtd/Cxl Setup Selected Days Applied

- Click OK twice, then click Esc to go back to the previous form.
- Romance Package now has a red check mark, indicating daily values have been set.

AutoClerk 2

File Edit

Default Guarantee Type / Cancel Policy Setup

Check All Uncheck All

ADV = Some days have been set up in "Advanced" which will supersede the default shown here.

Set Guarantee Class: FULLPAY

Set Guarantee Type: FULLPAY

Set Cancel Policy: 30D

Update

(Daily values can be set using the "Advanced" button)

Advanced

Unassigned Defaults
GtdClass FULLPAY
GtdType FULLPAY
CxlPolicy 30D

Esc

Use	ADV	Code	Description	GTD Class	GTD Type	CXL Policy	Ord
<input type="checkbox"/>		RA	RACK	GTD	CC-GTD	4PM	1
<input type="checkbox"/>		3A	AAA/CAA	GTD	CC-GTD	4PM	2
<input type="checkbox"/>		SR	AARP/SENIOR	GTD	CC-GTD	4PM	3
<input type="checkbox"/>		CO	CORPORATE	CORP		4PM	4
<input type="checkbox"/>		GV	GOVERNMENT/MILITARY	GTD	CC-GTD	4PM	5
<input type="checkbox"/>		GC	GROUP CORPORATE	GTD	CC-GTD	14D	6
<input type="checkbox"/>		GS	GROUP SOCIAL	GTD	CC-GTD	14D	7
<input type="checkbox"/>		MS	MANAGER'S SPECIAL				8
<input type="checkbox"/>		WR	WALK RATE	HOLD	HOLD-GTD	4PM	9
<input type="checkbox"/>	<input checked="" type="checkbox"/>	RP	ROMANCE PACKAGE	GTD	CC-GTD	4PM	10
<input type="checkbox"/>		VP	PARKING PACKAGE	GTD	CC-GTD	4PM	11
<input type="checkbox"/>		HP	HOLIDAY PACKAGE	GTD	CC-GTD	4PM	12
<input type="checkbox"/>		H1	STAY & PARK	GTD	CC-GTD	24H	13
<input type="checkbox"/>		S3	STAY 3 GET 7%	GTD	CC-GTD	4PM	14
<input type="checkbox"/>		EH	EXPEDIA HOTEL COLLECT	GTD	CC-GTD	4PM	15
<input type="checkbox"/>		EC	EXPEDIA COLLECT	GTD	CC-GTD	4PM	16
<input type="checkbox"/>		YT	YELLOW TRUCKING RATE	HOLD	HOLD-GTD	4PM	17

Figure 30: Daily Gtd/Cxl Policies Indicated

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.

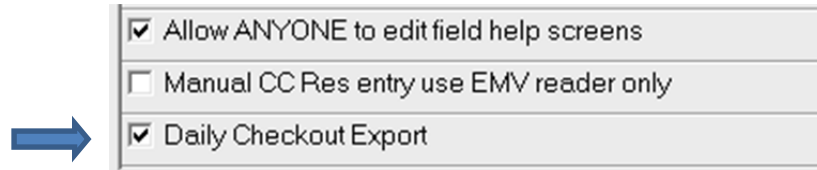


Figure 31: Enable Daily Checkouts Export

- 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.
 - You will now see 'Daily Checkout Export' at the bottom of the list.
 - Leave the item unchecked and add in an email address.
 - Mark the changes to Pending and install them at Station #1.
 - Each night on the audit, acPMS will then email a .csv list of those guests who checked out and who had an email address on their folio.
- As of build 060.002.005.1169, a non-Best Western property can enable a function which will allow them to pre-select room numbers for a group.
 - At the bottom of Options there is a checkbox as seen below:



Figure 32: Enable Group Room Selection Function

- Once enabled, when the user creates a new group master and has set the room allocations by room type, a new form appears which allows the user to select specific rooms for each room type for the group.
- Please see the separate document: User Guide – Group Room Selection at www.myautoclerk.com in the Documentation section.

Night Audit Report Suppression

- If the hotel has the Medallia interface and wants to export the Daily Checkout data, leave the box UNCHECKED and enter an email address. There MUST be an email address.

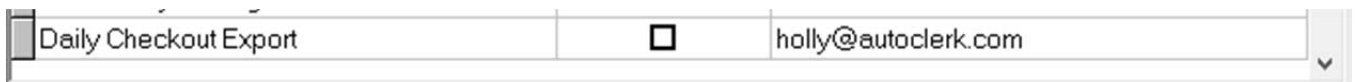


Figure 33: Daily Checkout NA Export Setup

- You must have already checked the checkbox in Defaults-Options/Options for this line to appear in Suppressions.

- The export is in a .csv format so it can be imported into different spreadsheet programs.
- As of build 1177, the Extra Charges Report has been added to the Night Audit Suppression list and if checked, will not be printed.

Print Extra Charges Report	<input checked="" type="checkbox"/>	
----------------------------	-------------------------------------	--

Figure 34: Extra Charges Report – NA Email Setup

Transaction Types

Define Charge and Payment Types

- As of build 1175, users have an additional 7 slots for paytypes, bringing the total to 15.
- The new slots are not credit cards but can be used for paytypes such as Google Pay.

Software and Application Upgrades

Dashboard

- If you had assigned rooms for today's arrivals and the rooms were dirty, when you clicked on Vacant Dirty, you would not see all rooms, just the unreserved vacant. You had to click on 'esc' to then see the reserved rooms.
 - This has been changed so when you click on Vacant Dirty all rooms are listed.
 - Clicking on Vacant Clean and OOO rooms also were updated.
- When making a reservation for today's arrival, the Dashboard's Availability was not updated correctly. This has been fixed as of build 1167.

Misc

- When a user logs into acPMS or ACConfig, if the password entered is incorrect, the user can click on the 'eye' to see what was entered.
- In certain instances, when a user opted to copy locally when saving an exported report and/or file, the file was not copying locally, and the user could not access it.
 - This has been resolved so the files are copied correctly.

PCI-DSS/PCI-SSF

- As of October 2022, the PCI Council discontinued the PA-DSS program certification for payment applications and is now using the PCI-SSF (Payment Card Industry- Software Security Framework).
 - AutoClerk successfully validated against the PCI-SSF's Secure Software Standard v1.1
- Properties are still required to validate against PCI-DSS. The latest version is 4.0 and was released in March of 2022.

Interfaces

Credit Cards

- In some cases, on a walk-in, if a property has a flat occupancy tax, and the rate is \$0.00, the authorization included the flat tax. It will now only include the flat tax if it is set up to post on a zero rate folio.

Elavon

- acPMS is certified with Elavon to process credit cards.
- If you are interested in switching credit card processors, please contact AutoClerk Sales at Adam.Williams@autoclerk.com.

Best Western

Allocation Monitor and LOS Rules

- If you are having issues saving your LOS rules, please contact AutoClerk Support and ask a tech to run PACKROOMSTAT.

BestREV

- A non-production issue when a property's rate is more for one person than for two or more persons has been resolved. When the new rate comes in from BestREV, acPMS correctly updates the rates and sends them back up to BW.
 - In addition, any negative incremental rates are supported.

Best Western (BWI) 2-Way Interface

- acPMS was sending a ResModify message on every checkout. This was causing rate and data reporting issues.
 - This has been resolved so only checkouts with modifications trigger the message.

Best Western Rewards (BWR)

- The BWR Enrollment letter has been changed and two (2) additional letters in French and Spanish have been added.
 - When the property is updated, the new letters will be loaded.
 - If a property wants to add the French and/or Spanish version, they will need to add it per the instructions in the separate documentation.
- When a guest is enrolled in the BWR program, the Opt-in checkboxes are now unchecked by default.
 - If a property has made an email address mandatory for enrollment, Opt-in will still be unchecked.
- There are situations when a user needs to remove the BWR number from a guest's record. For example, a guest makes two (2) reservations, and the second guest wants to enroll.
 - Previously, only a Level 9 permission level user could remove a BWR number from a guest record. Because a Level 9 user has access to areas a manager may not want a staff member to access, the access has been changed to Level 4.
- In specific instances, when enrolling a new BWR member, if the country was the United States, acPMS was returning US and not United States. This was causing issues with validation.
 - This has been resolved so countries are being changed to the correct full name.

Misc. Best Western

- acPMS was sending a ResModify message on all checkouts which was affecting some statistics on Rate Plans. This has been fixed so that only when needed, a ResModify is sent. An example would be a guest checks out early.
- Prior to build 1174, when an employee needed their BW ID number added for enrollment credit, it had to be done only at the front desk, through the Support menu item.
 - It has been moved to the Xtra menu item for ease of use.

Mobile Key and Pre-registration

- Properties can participate in BWI's Pre-registration program.
 - The feature is automatically enabled on the acPMS side.
 - You need to advise BWI that you would like to participate so they can enable their side before it functions correctly.
 - Please see additional documentation on www.myautoclerk.com in the Documents section for information on how the feature works.

Table of Figures

Figure 1: Extra Charges – New Res Form.....	6
Figure 2: Bill-to Expanded Codes 2	7
Figure 3: Bill-to All Sub-transactions Selected	8
Figure 4: Bill-to One Sub-transaction Selected	9
Figure 5: Bill-to Partial and Full Sub-transactions Selected	10
Figure 6: Due/Stay Total with Bill-to	11
Figure 7: Posting – Bill-to.....	11
Figure 8: Bill-to Report	11
Figure 9: Group Master Form – Deposits	12
Figure 10: Group Room Allocations.....	13
Figure 11: Post Group Master Adv Dep.....	14
Figure 12: Post Group Master Deposit with Reservations and Bill-to.....	16
Figure 13: Group Individual Adv Dep	18
Figure 14: Room/Folio with Bill-to Set up.....	19
Figure 15: Selection Email.....	20
Figure 16: Bill-to Report with Primary and Sub-transactions Selected	21
Figure 17: Bank Deposit with Additional Paytypes	23
Figure 18: CL Invoice Email Selection	25
Figure 19: CL Post Payment – Multiple Payments.....	26
Figure 20: Post a Reoccurring CL Charge	28
Figure 21: Post Reoccurring CL Charge – Receipt.....	29
Figure 22: Post Reoccurring CL Charge - Default.....	30
Figure 23: Room Type Stack Report Parameters	31
Figure 24: Extra Charges Setup	34
Figure 25: Flat Tax – Post to Zero Rate Checkbox	36
Figure 26: Gtd/Cxl Initial Setup Form.....	37
Figure 27: Gtd/Cxl Setup – Specific Days	38
Figure 28: Gtd/Cxl Setup – Selected Days	39
Figure 29: Gtd/Cxl Setup Selected Days Applied	40
Figure 30: Daily Gtd/Cxl Policies Indicated.....	41

Figure 31: Enable Daily Checkouts Export..... 42

Figure 32: Enable Group Room Selection Function 42

Figure 33: Daily Checkout NA Export Setup 42

Figure 34: Extra Charges Report – NA Email Setup 43