User Manual

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Welcome

Welcome to AutoClerk's cloud-based property management system: AutoClerk Cloud PMS. This hotel system platform is designed to deliver trusted guest experiences and increase hotel profit.

AutoClerk Cloud is an internet-based web application allowing you to use your PMS from any computer, with just an internet connection, web browser, and a username & password. With over 700 hospitality system integrations, AutoClerk Cloud will allow as many interface connections as needed to manage your hotel(s). Support is available 24/7 with agents resolving 98% of help tickets within the first call.

We have a growing Facebook community of AutoClerk users who help one another and discuss all things relating to AutoClerk and hotel operations. Our group features all the latest product updates, helpful videos, user feedback and much more! Join at: www.facebook.com/groups/autoclerk

This **Operations Manual** provides step-by-step instructions to get the most out of AutoClerk Cloud allowing you to manage your hotel with ease. Feel free to use the Table of Contents to navigate to a specific topic or use CTRL + F on your keyboard to find specific keywords or phrases.

We hope you enjoy using AutoClerk Cloud as much as we enjoy continuously improving and developing it to be the leading property management system in the industry.

-The AutoClerk Team

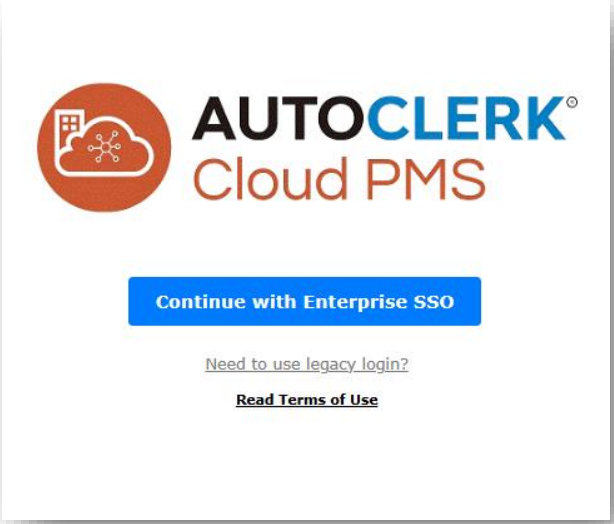
www.autoclerk.com

Logging Into AutoClerk Cloud

The URL for AutoClerk Cloud is https://www.bwh.autoclerkcloud.com/ **for Best Western Branded Hotels**, and https://myhms4.com **for our independent properties.**

To access AutoClerk Cloud, you'll need a username and password created by a "Hotel Manager" user or higher, who can set a temporary password. Users can only change their own password if the Hotel Manager sets their user to "Force password change on next login".

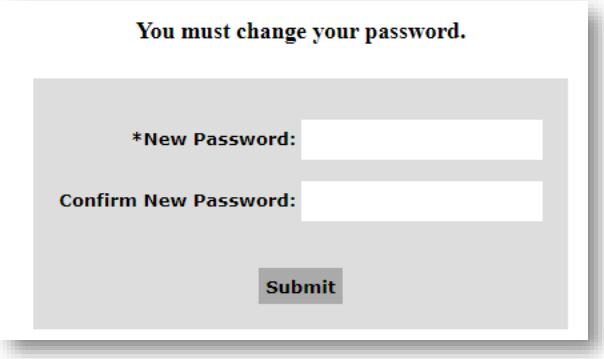
Enter your username and password and click "Login & Accept Terms of Use"; or, **for Best Western Branded Hotels only**, click on the link "Continue with Enterprise SSO" which will prompt you to login with your BWH User ID and password. The Terms of Use are also available via a link.



Independent Hotels: If you are required to change your password on the first login, the next page will ask you to create your own password.

Passwords must meet the following complexity requirements:

1. Password must be of at least 10 characters.
2. Password should not start or end with a space.
3. Password must contain at least 1 special character (such as !@#$%^).
4. Password must contain at least 1 number.
5. Password must contain at least 1 letter.



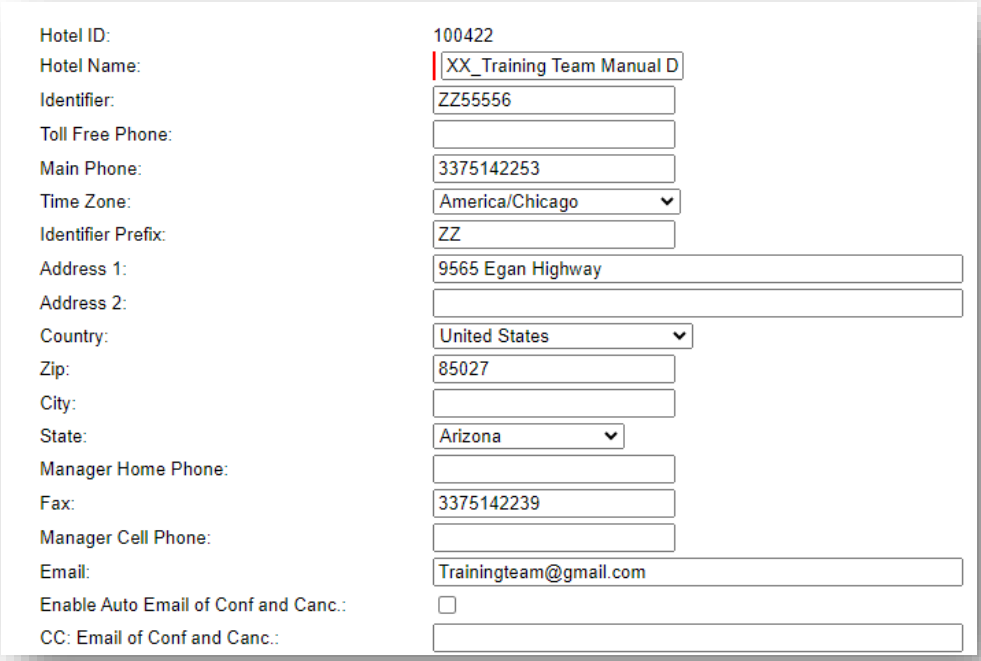
SETUP

System

Hotel

The hotel information page can be located under the setup area under the system category. This page will give you the option to enter, edit or view your hotel's general information.

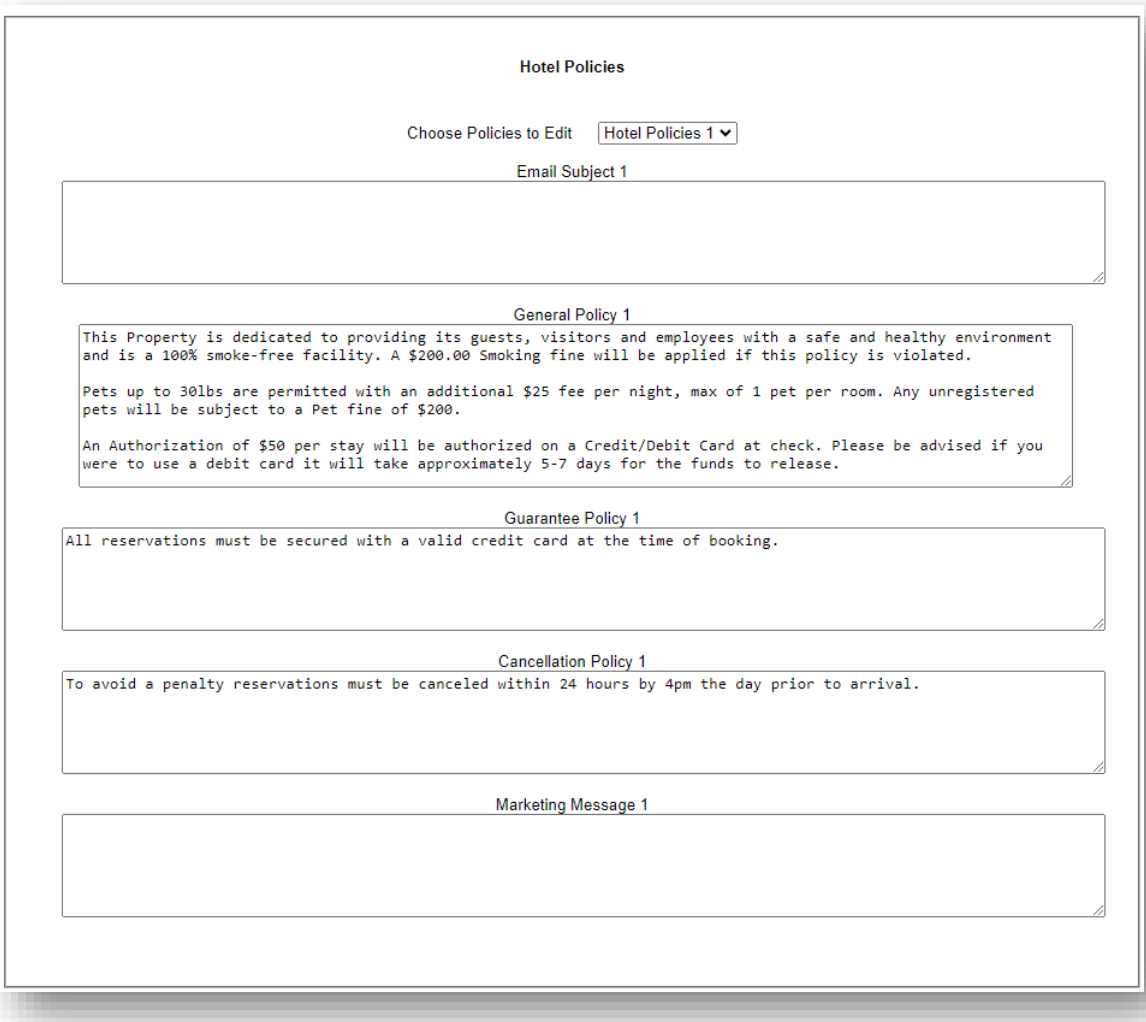
1. ***Hotel ID***- This is a unique number assigned to each property by AutoClerk.
2. ***Hotel Name***- This is how the name will appear in AutoClerk Cloud.
3. ***Identifier***- This is the property number assigned to the hotel. It is used by Best Western to identify individual properties
4. ***Toll Free Phone***- If the hotel has a toll-free phone number it can be entered here.
5. ***Main Phone***- This is the main phone number for the hotel.
6. ***Time Zone***- The hotel's time zone can be selected here.
7. ***Address 1 & 2***- The hotel address can be entered here.
8. ***Country***- You may select the country of your hotel here.
9. ***Zip***- The hotel's zip or postal code.
10. ***City***- The hotel's city can be entered here.
11. ***State***- The hotel's state can be selected here.
12. ***Manager Home Phone***- An optional field, used at the hotel's discretion.
13. **Fax**-This is the fax number for the hotel.
14. ***Manager's Cell Phone***- An optional field, used at the hotel's discretion.
15. ***Emai***l- The hotel's property email address where letters and confirmations are sent from. This email can also be used to receive the night audit reports if set up that way.
16. ***Enable Auto Email of Confirmation and Cancellation letters***- Checking this box will automatically email out confirmation and cancellation letters.
17. ***CC: Email of Confirmation and Cancellation letters*** - This is an optional field. If an email address is filled out in this area, it will receive all confirmation and cancellation letters sent out to a guest after a reservation has been made or cancelled.



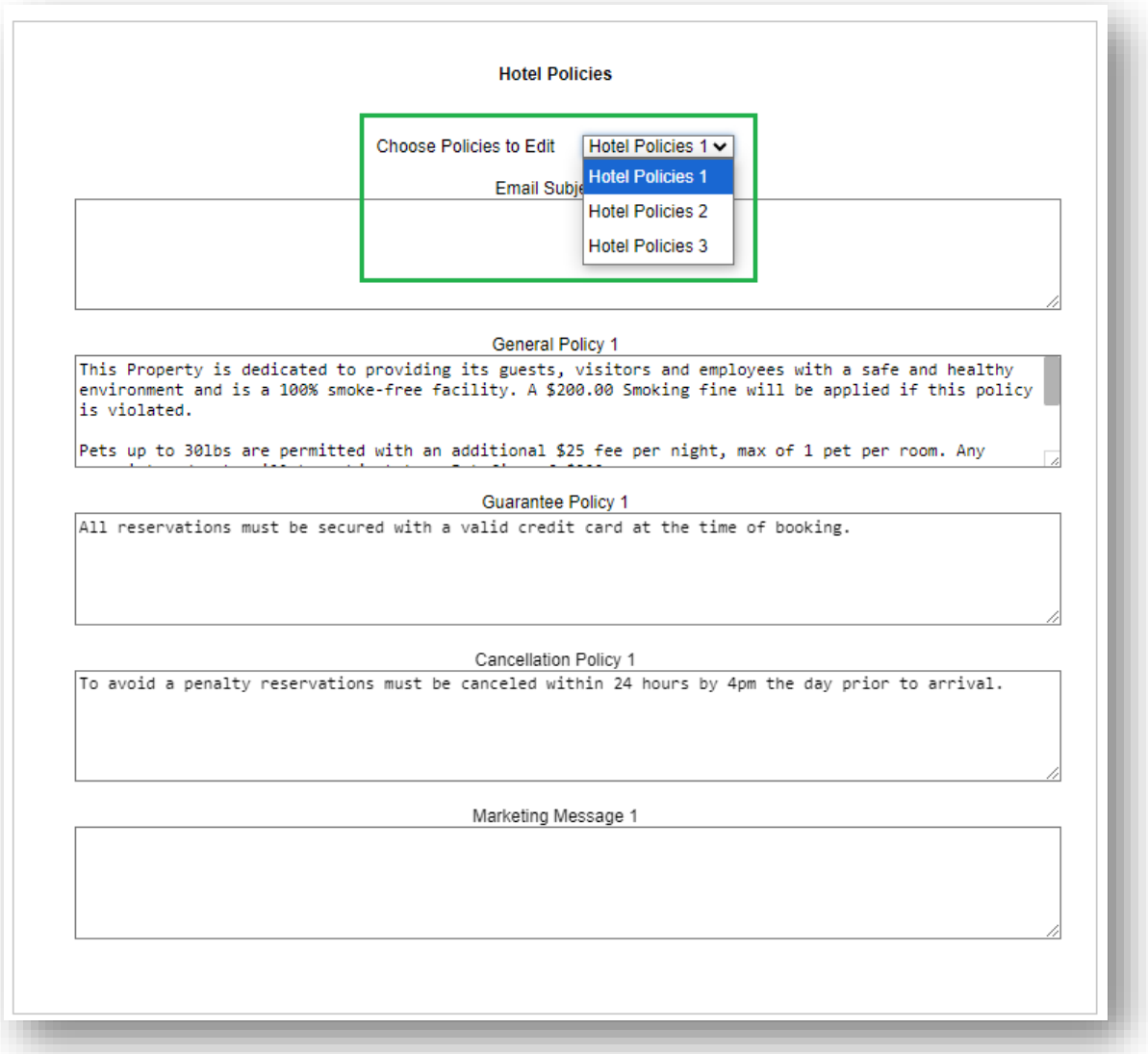
Hotel Policies

The hotel's policy information can be located below the hotel's information under the setup area under the system category. In the hotel policies area you will have the option to enter, edit or view your hotel's policies.

Email Subject 1- This field is normally left blank because it will set the subject field in letters, not folios, statements and invoices. There is a place where we can set it for letters, as well as folios, statements, and invoices.
General Policy 1- Hotel's general policies are filled out in this box. These policies will appear on the Confirmation letter and the guest registration card.
Guarantee Policy 1- If you are a Best Western Branded Hotel all your reservations are guaranteed with a Credit Card and that verbiage will be programmed into your letters automatically. This section is only going to be filled out by Independent Hotels using Autoclerk only.
Cancellation Policy 1- If you are a Best Western Branded Hotel your cancellation policies will default to what the specific Rate Plan's cancellation policy has been set up for. The verbiage will be automatically programmed into your letter. This section is only going to be filled out by Independent Hotels using Autoclerk only.
Marketing Message 1- This is typically not used but is useful when creating a group contract or where a property can list their policies that apply to all groups. This field is not used in any other letters.

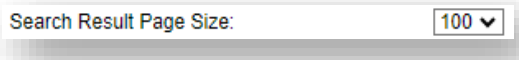


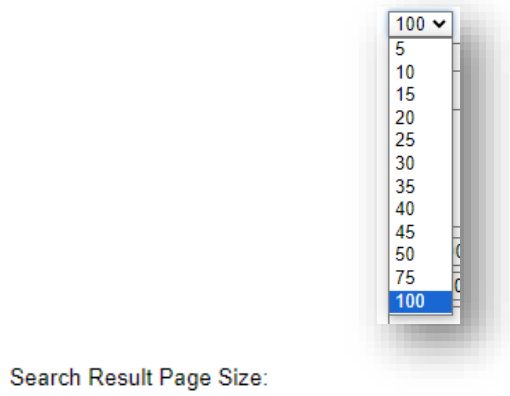
The system will support up to three sets of policies with policy 1 being the default. These policies will only work with letters. To change a letter to support a different policy click the drop down next to choose policies to edit and select the policy you would like to apply.



Search Results Page Size

This will be amount of **search results** that will be displayed on one page when searching for a guest. The maximum amount of search results per page is 100. This amount can be reduced at any time by clicking the drop-down arrow.



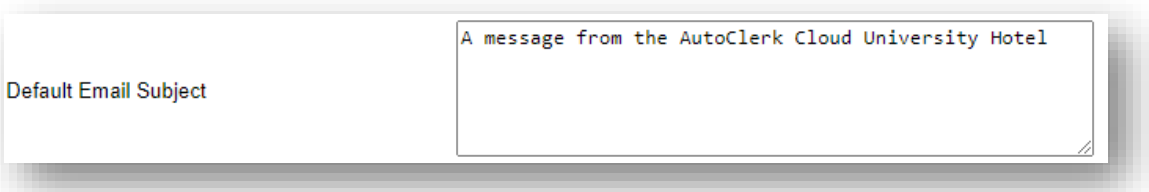


Timeout Session Duration

The **timeout session duration** is the time that it will take AutoClerk to automatically log a user out of the system after being idle. To set your preferred time, input the amount of time in minutes in the box. If you would like, for example, to set it to 1.5 hours input 90 min the box. The Hotel standard range is between 15 to 30 minutes, but this will be depending on your hotel's policy and how easily your Front Desk can be accessed by a Hotel Guest.

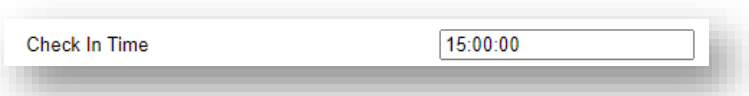
Default Email Subject Line

The **default email subject** line will be the subject line displayed when sending out any hotel letters. This includes confirmations, cancellations, and marketing letters. This subject line can be modified at any time by the hotel.



Check In Time

The hotel's **check in time** is displayed in military time. This time can be modified by the hotel using the same format.



Check Out Time

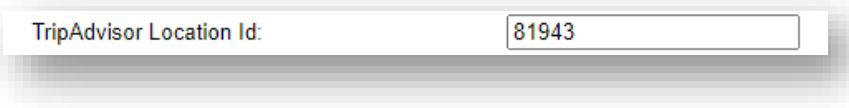
The hotel's **check out time** is displayed in military time. This time can be modified by the hotel using the same format.

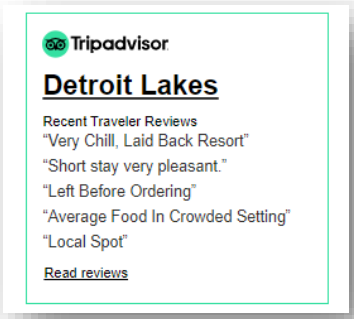
Total Number of Rooms

This area identifies the **total number of rooms** the hotel has on the property. This number includes sleeping rooms and any meeting or conference rooms that have been built in.

Trip Advisor Location ID

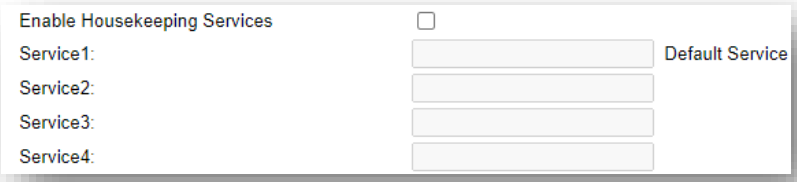
The **Trip Advisor location ID** is a unique number specific to your hotel's Trip Advisor page. Entering your hotel's location ID will display a Trip Advisor widget under the hotel's manager **dashboard** allowing you to view all your hotel's most recent reviews.

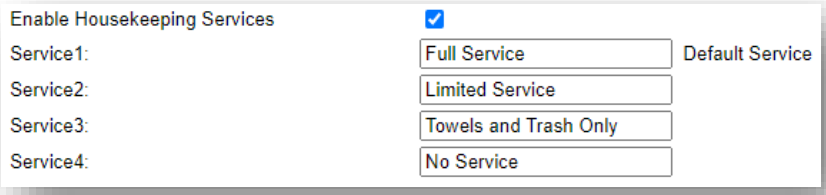




Enable Housekeeping Services

Housekeeping Services can be enabled in AutoClerk by checking the **Enable Housekeeping services** box below. Once the services have been enabled, you can input the types of services provided by the hotel.



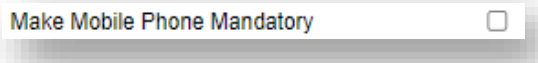


Report Email Addresses

Email addresses can be inputted into this field to receive the three-night audit reports nightly after audit has been completed. These reports include the Manager's Report, Transaction Summary, and Batch Settlements. This field will allow you to enter multiple email addresses by using a comma and space after each email.

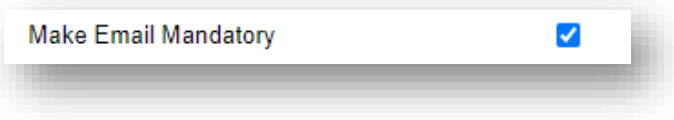
Make Mobile Phone Mandatory Setting

Hotels can check this box to require a mobile phone number on all reservations. If this will not be a requirement for the hotel this box can be unchecked. **Note: This will not apply to Best Western Branded Hotels as this will automatically be a requirement for all reservations.**



Make Email Mandatory Setting

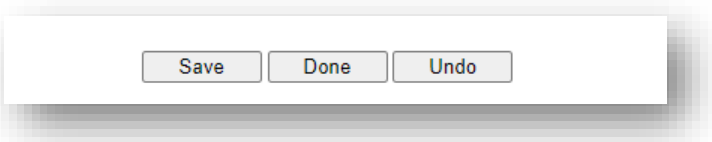
Hotels can check this box to require an email address on all reservations. If this will not be a requirement for the hotel, this box can be unchecked.



Bottom Hotel Setup Buttons

These buttons will be displayed at the very bottom of the hotel settings page.

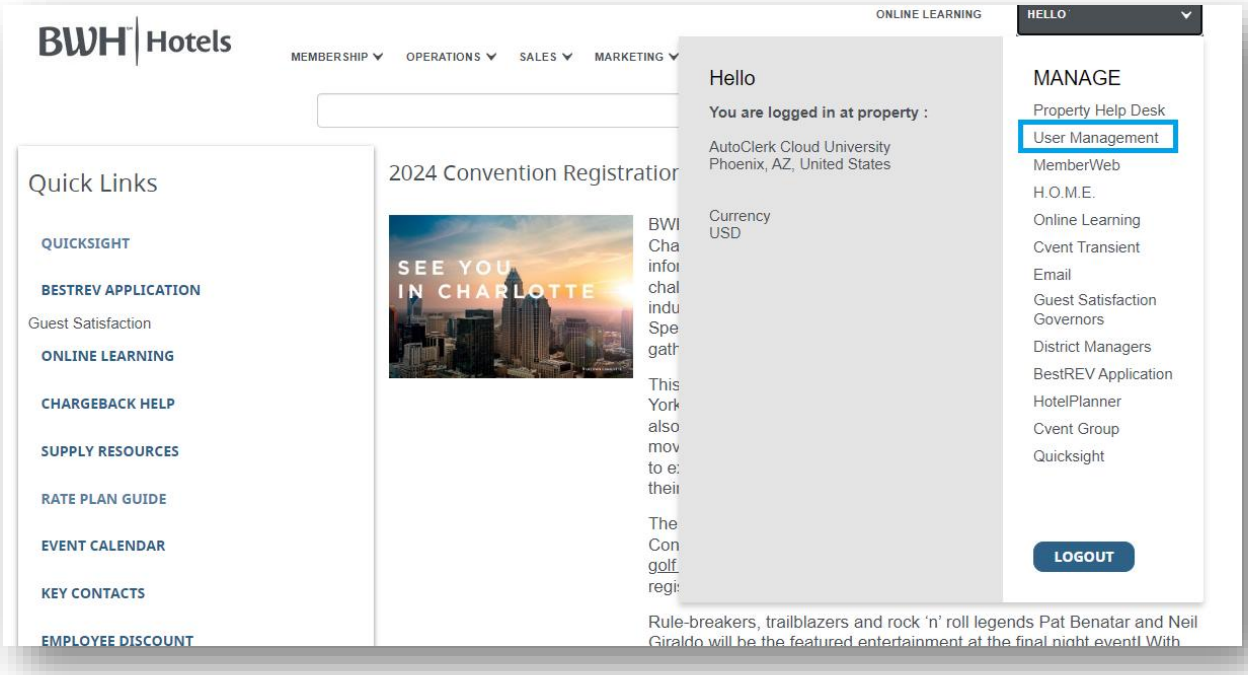
- **Save**- This button will save your changes while keeping you on the page.
- **Done**- This button will save your changes and bring you back to the dashboard.
- **Undo**- This button will not save any changes you made on the page and bring you back to the dashboard.



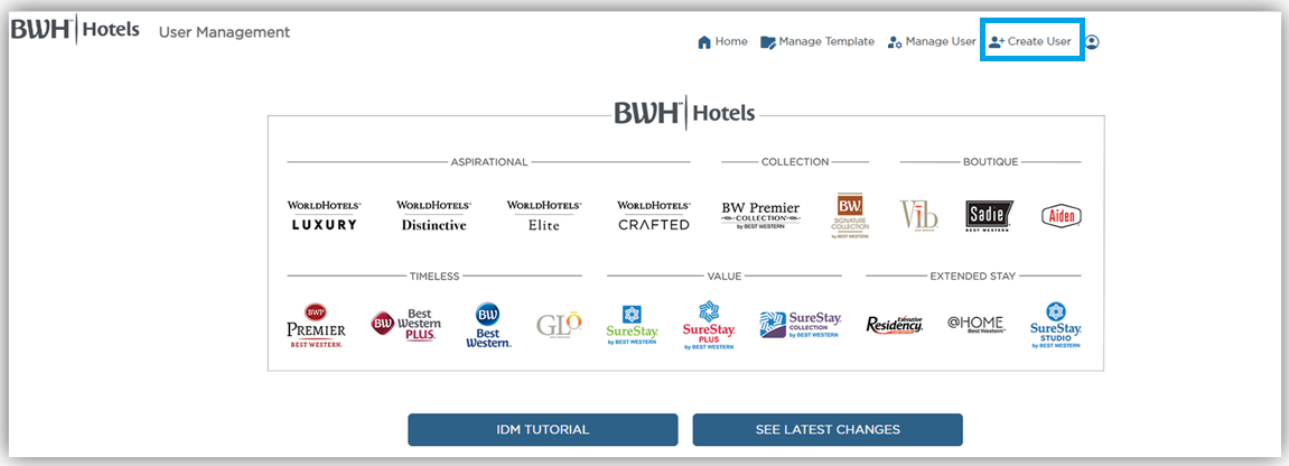
Users

Best Western Branded Hotels-How to Add/Edit a User

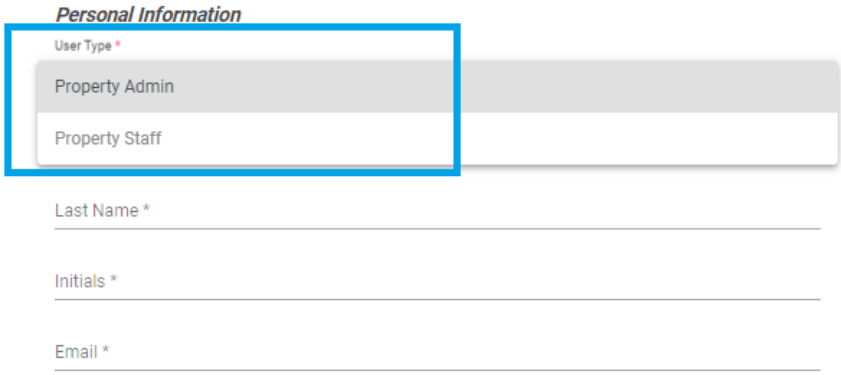
To **Add** a new user, start by logging into your Best Western account and selecting “User Management.”



In **User Management,** you will select "Create User."



Once you have selected **Create User**, you will need to enter the **User Type** and contact information.



Property Admin User Role has access to setup user roles, permissions with Best Western. This user can create or manage any user except for another Property Admin User account.

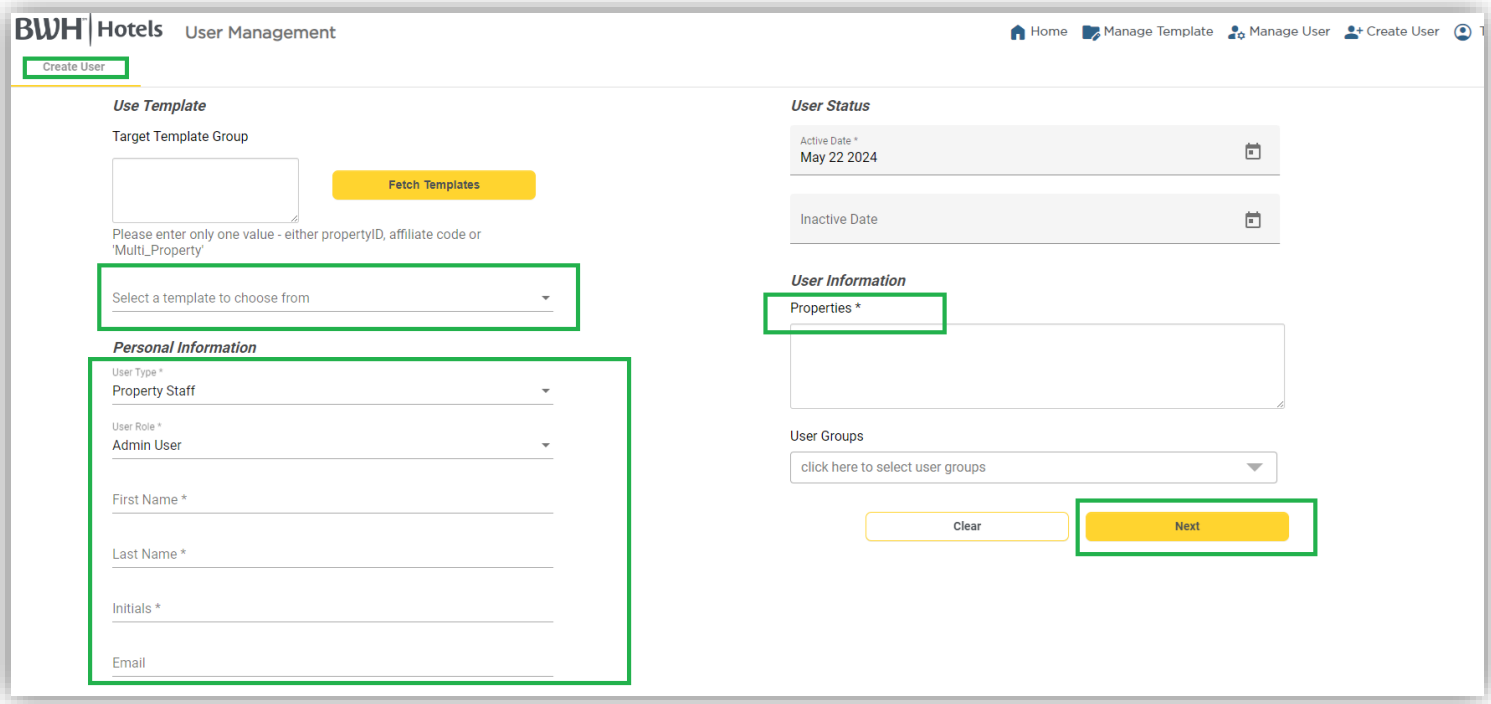
***Usually, the Owner or General Manager of the hotel.**

Property Staff User Roles available are Admin User, Power User, Restricted User, and No User Management

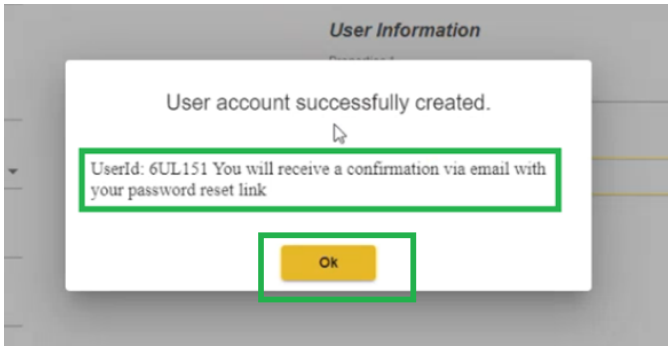
- Admin User- Can create and edit templates. Also, can create or edit a user with or without a template.
  - ***Recommended for Manager roles.**
- Power User- Cannot create or edit templates. But can create or edit a user with or without a template.
  - ***Recommended for Supervisor roles.**
- Restricted User- Cannot create or edit templates. Also, can only create or edit a user using a template.
  - ***Can be a supervisor or Manager role if templates are available, created by a Property Admin or Admin User.**
- No User Management- Does not have user Management privilege. Cannot create or manage users or templates.
  - ***Recommend for all staff members that will not need user management.**

Once a **User Role** and the contact information (Note: an email address is only a required field if creating a Property Admin), verify the property or properties to access and click Next.

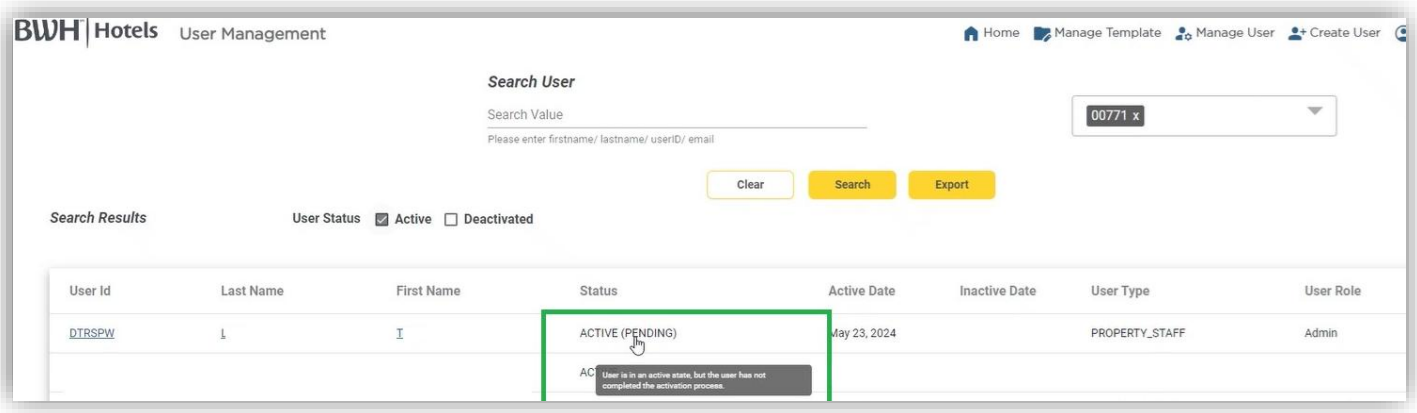
*****Note: Depending on the IDM user role they may or may not be able to access multiple properties with their account.***



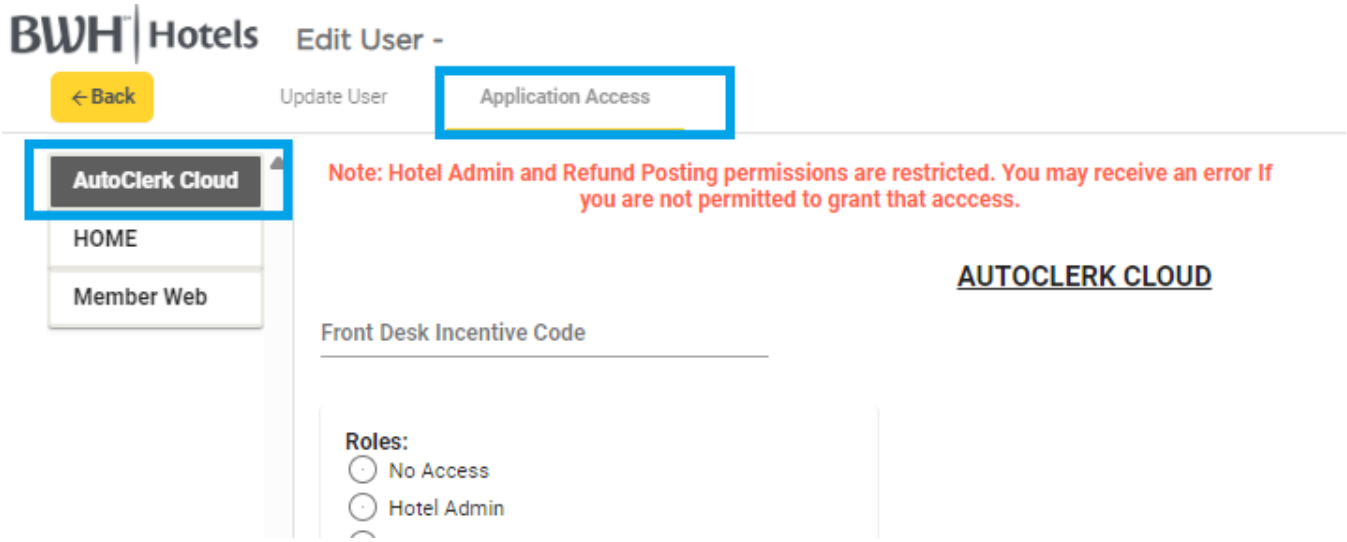
Once you click next, you see the following pop up with the User Id and the user will receive a confirmation email with a password reset link.



Please note: the new user will show as "Active (pending)" until they finish activating their account. Once the user has clicked the link to activate their account and created a password, the manager can assign access to AutoClerk under manager user access.

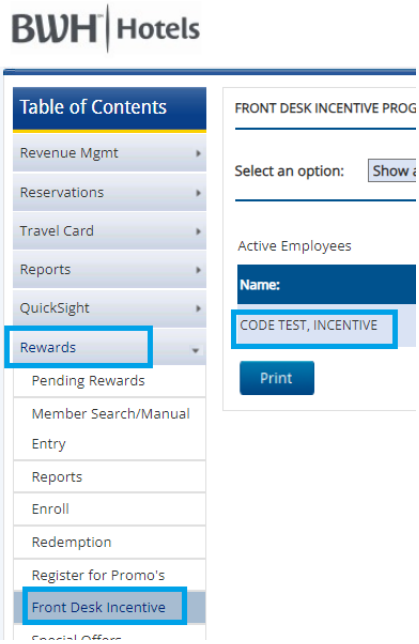


Next, you will select Application Access to give access to multiple areas in BWH. For AutoClerk access, click on the AutoClerk Cloud tab, select role and permissions, click **save** at the bottom of the screen.



In the AutoClerk Cloud tab, you will start entering access for this user. If this user has a front desk incentive code, please enter the last three digits.

*Note this is the user's Innsider account number that is property specific, found in Member Web, under **Rewards -> Front Desk Incentive.**



Next, you will select the **Role** in AutoClerk Cloud. Roles and definitions below:

Note: If the user has an existing account in AutoClerk, when logging in the first time with BWH Single Sign on, the user role in IDM and AutoClerk must match (i.e. Hotel Manager in IDM and Hotel Manager in Autoclerk).

Roles:

◉ No Access — -User is Locked out of using AutoClerk Cloud or was never set up with access.

○ Hotel Admin — -Hotel Admin can perform all hotel operations, hotel Setup, access all reports, and Manager Dashboard.

Note: Highest property role, usually Owner or General Manager. There can be more than one user that has a Hotel Admin role, but if the user has an existing AutoClerk account and signing into BWH Single Sign On for the first time to link accounts, the user role must match. Once the accounts are linked, the user can be changed to the Hotel Admin role in IDM. This is the only role with the ability to assign users the refund posting permission.

○ Hotel Manager -Hotel manager can perform all hotel operations, hotel Setup, access all reports, and Manager Dashboard.

Note: Managers and Supervisors of the property should be assigned to this role.

○ Night Audit -Night Audit can perform all hotel operations, run night audit and access most reports.

Note: Cannot access hotel Setup or Manager Features.

○ Staff -Staff can perform all hotel operations and access limited reports.

Note: This role cannot run the night audit, access hotel Setup, or Manager features.

After selecting the **Role**, you will then check boxes for **Permissions**. List of permissions and definitions below:

Permissions:

☐ Manual Rate - Allows a user to manually override a rate as well as any stay restrictions at the hotel.

☐ Over Booking - Allows a user to overbook a specific room type as well as the overall availability of the property.

☐ Editing On Rate Calendar - Allows a user to change rates in the Rate Calendar, add notes, and add stay restrictions.

☐ Folio Line Editing - Allows a user to edit a posting by right click menu to modify, remove, or transfer charges to a different folio or guest.

Note: Caution is recommended as audit trail can be tricky to find.

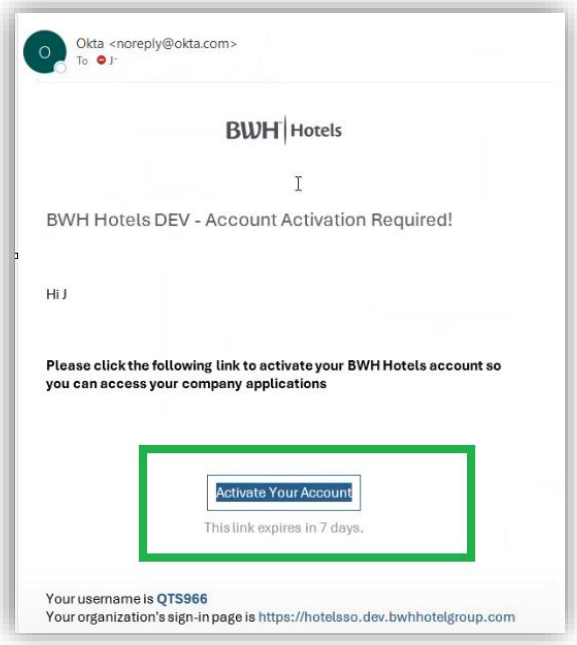
☐ Group Date Editing - Allows a user to adjust the calendar on group master to add or remove dates.

☐ Refund Posting - Allows the user to issue a refund to a credit card that was not used during the stay. They can also issue more back to a credit card than what was originally charged.

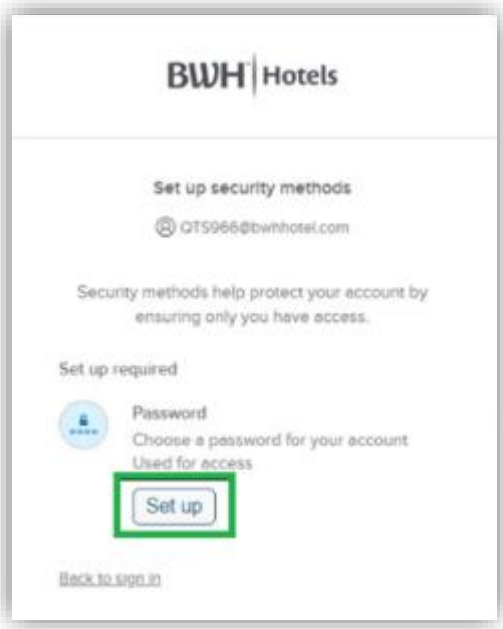
Note: This permission must be assigned by the Hotel Admin.

Once the role and permissions are entered, click save.

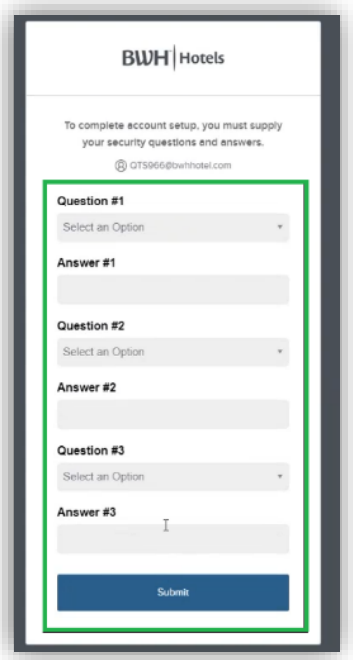
The user will receive an email to **activate their account.**



When the new user clicks on the link it will ask to Set up security methods, then they will click on Set up. The user will then enter a password per the password requirements in Enter password and Re-enter password fields:

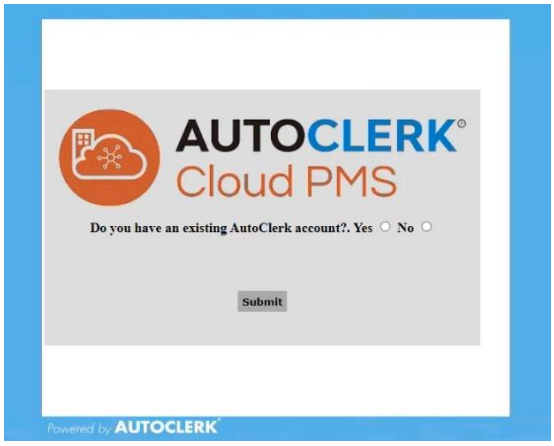


To complete account setup, the new user will have to select three Questions for #1 to #3 and enter their answers in the boxes provided in Answer #1 to #3 then click on Submit.

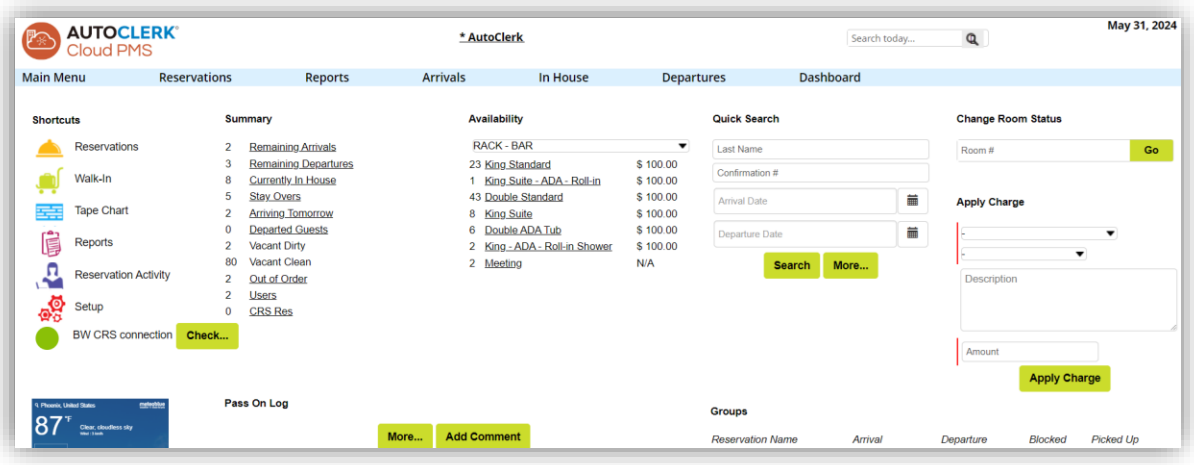


Once a user is created in BWH Hotels and given access based on their user role and permissions, the user will login to AutoClerk by selecting “Continue with Enterprise SSO” and using their BWH username or email and password.

The user will then see the following screen: If the hotel is new to BW and AutoClerk they will select No. If the user already had access to AutoClerk they will select Yes and enter their credentials.

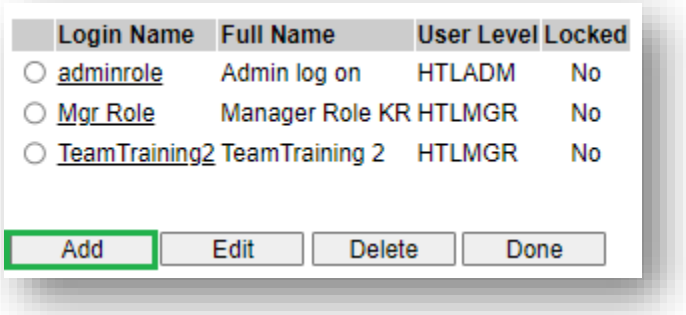


Once either selection has been made, the user will then be logged into AutoClerk and go to the front desk dashboard home page:



Independent Hotels-How to Add a User

To **Add** a new user, start by selecting add.

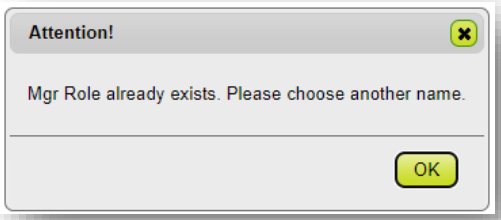


	Login Name	Full Name	User Level	Locked
○	adminrole	Admin log on	HTLADM	No
○	Mgr Role	Manager Role KR	HTLMGR	No
○	TeamTraining2	TeamTraining 2	HTLMGR	No

Add | Edit | Delete | Done

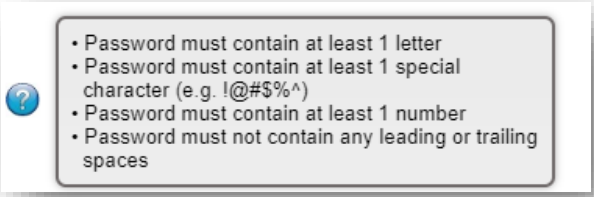
Login Name- Once you select add, you need to remove the default user, then create a login name for the new user. It is common to use the first initial and last name. **Note: AutoClerk is a cloud-based system. If a login name is already in use by another property using the AutoClerk**

system, you will receive a popup stating the login name already exists and to choose another name.

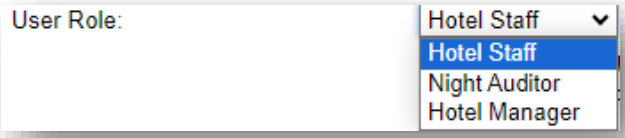


Full Name- Input the full name of the user as required.

Password- Create a password for the user. The password must contain letters, numbers, and a special character. Hovering over the blue question mark will outline the password guidelines.



User Role- Assign the new user's role. You can select from Hotel Staff, Night Auditor and Hotel Manager. Any front desk agents who will be working the Night Audit must be assigned the Night Auditor Role.

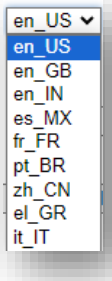


- ***Hotel Staff***- This role will perform your Basic day-to-day functions which include check-ins, check outs, processing refunds to the same credit with an equal or lesser value, and access to limited reports **Note: This role does not have the ability to run the night audit.**
- ***Night Auditor***- This role can do everything the hotel staff role can do in addition to running the night audit and having access to most reports. **Note: A staff member will need to be assigned this role to run the properties night audit.**
- ***Hotel Manager***- This role can do everything in the system. They will have access to all the reports, the manager dashboard, creating and deleting users and the hotel setup. **Note: Managers and supervisors of the property should be assigned to this role.**
- ***Hotel Administrator-*** This role has the same privileges as a Hotel Manager in addition to processing refunds to a credit card that was never used at the property or more back to a credit card than what was originally charged. **Note:** This role can assign the refund posting person to additional property users.

User Permissions- Assign the new user their specific permissions based on the hotel's policies and procedures.

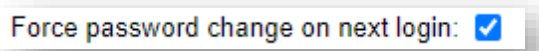
- ***Permit Manual Rate***- This will allow a user to manually override a rate as well as any stay restrictions at the hotel.
- ***Permit Over Booking***- This will allow a user to overbook a specific room type as well as the overall availability of the property.
- ***Permit Editing on Rate Calendar***- This will allow a user to make rate changes on the Rate Calendar for a single day or consecutive block of time.
- ***Permit Folio Line Editing***- This will allow a user to make edits to a folio posting by clicking on it providing them with a menu to modify, remove, or transfer charges to a different folio or guest. **Note: Caution is recommended when assigning this permission. Adjustments using this function can be found on the Transactions report under the description column listed as "null, Invoice".**
- ***Permit Refund Posting***- This permission is assigned to the designated Hotel Administrator for the property. With this permission, they will be allowed to issue a refund to a credit card that was not used during their stay. They will also be allowed to issue more back to a credit card than what was originally charged. **Note: The Hotel Administrator can decide to give this permission to any user at the property and can even decide not to give themselves this permission as well.**
- ***Permit Group Date Editing-*** This will allow a user to make changes to group block dates of a stay such as extending them out or shortening them.

Language- If you allow your staff to use Autoclerk in a different language. Select the language preference for the user.



Locked- If a user has attempted multiple failed logins the **locked** box will be checked. This can also be checked intentionally by a member of Hotel Management for any staff member who may be taking a leave or has been suspended.

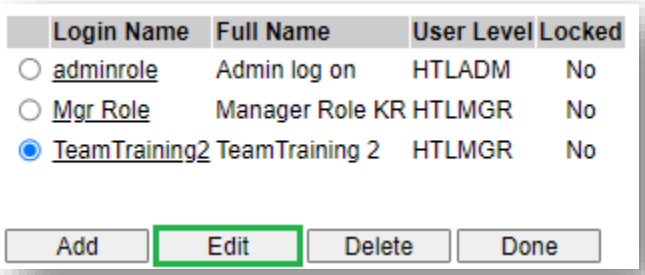
Force Password Change on Next Login- This will automatically be checked when you are creating new users with temporary passwords. This can be intentionally checked if a user has forgotten their password, and a temporary password has been created for them.



Front Desk Incentive Code- This area is for Best Western Branded hotels. This is filled out so a user can earn credit for their enrollments and contribute to the overall property enrollment goal. To receive credit for those enrollments you must enter the last 3-digits of their insider number, which can be looked up in **Member Web**.

Independent Hotels-Editing a User

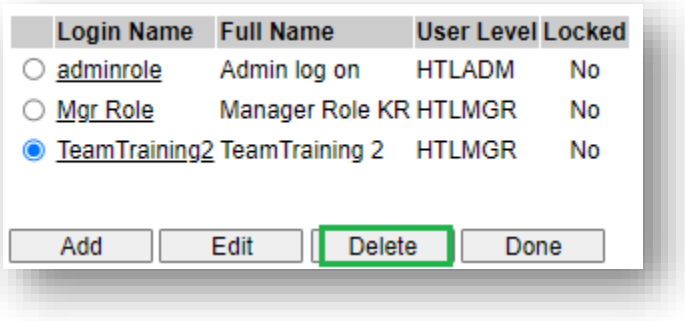
To make any changes to a user account, select the radio button for the specific user, then click edit or click on the Login name where it is underlined.



Independent Hotels-Deleting a User

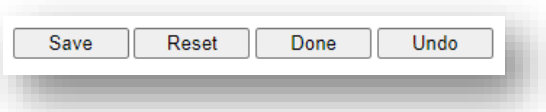
To delete a user account, select the radio button for the specific user, then click delete.

Note: It is critical to delete a user account if employee has been terminated or has resigned from the Hotel.



Independent Hotels-Bottom User Setup Buttons

- ***Save***- This button will save your changes while keeping you on the page.
- ***Reset***- This button will reset the page clearing out anything that has been filled out.
- ***Done***- This button will save your changes and bring you back to the user setup page.
- ***Undo***- This button will not save any changes you made on the page and bring you back to user setup.



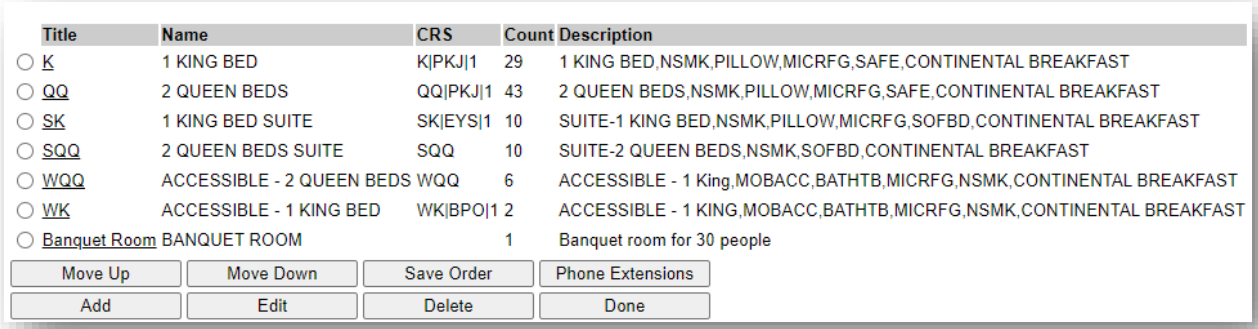
Rooms

Room Settings

In this area you can view all the rooms built for your hotel. You can also use the move up and move down buttons to help organize the room types in the order they will appear on the reservation screen.

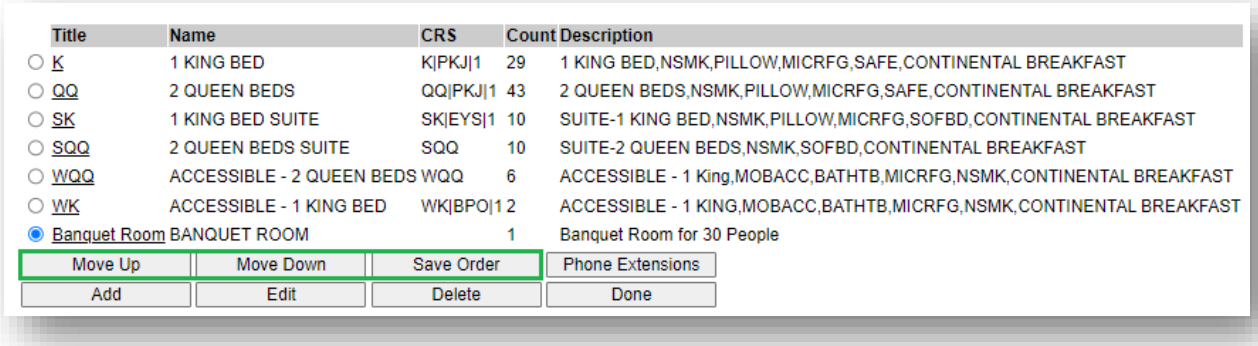
Note: For Best Western Branded Hotels Only, it is recommended to keep the rooms in the Same Sort order as they are on Memberweb. The Sort Order will be based on the CRS

column.



Title	Name	CRS	Count	Description
K	1 KING BED	K|PKJ|1	29	1 KING BED,NSMK,PILLOW,MICRFG,SAFE,CONTINENTAL BREAKFAST
QQ	2 QUEEN BEDS	QQ|PKJ|1	43	2 QUEEN BEDS,NSMK,PILLOW,MICRFG,SAFE,CONTINENTAL BREAKFAST
SK	1 KING BED SUITE	SK|EYS|1	10	SUITE-1 KING BED,NSMK,PILLOW,MICRFG,SOFBD,CONTINENTAL BREAKFAST
SQQ	2 QUEEN BEDS SUITE	SQQ	10	SUITE-2 QUEEN BEDS,NSMK,SOFBD,CONTINENTAL BREAKFAST
WQQ	ACCESSIBLE - 2 QUEEN BEDS	WQQ	6	ACCESSIBLE - 1 King,MOBACC,BATHTB,MICRFG,NSMK,CONTINENTAL BREAKFAST
WK	ACCESSIBLE - 1 KING BED	WK|BPO|1	2	ACCESSIBLE - 1 KING,MOBACC,BATHTB,MICRFG,NSMK,CONTINENTAL BREAKFAST
Banquet Room	BANQUET ROOM		1	Banquet room for 30 people

Move Up | Move Down | Save Order | Phone Extensions
Add | Edit | Delete | Done

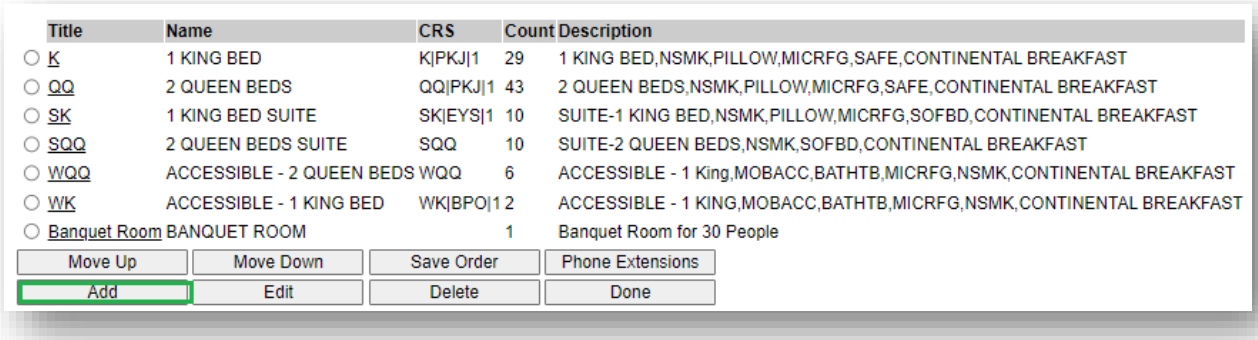


Title	Name	CRS	Count	Description
K	1 KING BED	K|PKJ|1	29	1 KING BED,NSMK,PILLOW,MICRFG,SAFE,CONTINENTAL BREAKFAST
QQ	2 QUEEN BEDS	QQ|PKJ|1	43	2 QUEEN BEDS,NSMK,PILLOW,MICRFG,SAFE,CONTINENTAL BREAKFAST
SK	1 KING BED SUITE	SK|EYS|1	10	SUITE-1 KING BED,NSMK,PILLOW,MICRFG,SOFBD,CONTINENTAL BREAKFAST
SQQ	2 QUEEN BEDS SUITE	SQQ	10	SUITE-2 QUEEN BEDS,NSMK,SOFBD,CONTINENTAL BREAKFAST
WQQ	ACCESSIBLE - 2 QUEEN BEDS	WQQ	6	ACCESSIBLE - 1 King,MOBACC,BATHTB,MICRFG,NSMK,CONTINENTAL BREAKFAST
WK	ACCESSIBLE - 1 KING BED	WK|BPO|1	2	ACCESSIBLE - 1 KING,MOBACC,BATHTB,MICRFG,NSMK,CONTINENTAL BREAKFAST
Banquet Room	BANQUET ROOM		1	Banquet Room for 30 People

Move Up | Move Down | Save Order | Phone Extensions
Add | Edit | Delete | Done

How to Add a Room Type

Start by clicking add to be directed to the room type information screen.



Title	Name	CRS	Count	Description
K	1 KING BED	K|PKJ|1	29	1 KING BED,NSMK,PILLOW,MICRFG,SAFE,CONTINENTAL BREAKFAST
QQ	2 QUEEN BEDS	QQ|PKJ|1	43	2 QUEEN BEDS,NSMK,PILLOW,MICRFG,SAFE,CONTINENTAL BREAKFAST
SK	1 KING BED SUITE	SK|EYS|1	10	SUITE-1 KING BED,NSMK,PILLOW,MICRFG,SOFBD,CONTINENTAL BREAKFAST
SQQ	2 QUEEN BEDS SUITE	SQQ	10	SUITE-2 QUEEN BEDS,NSMK,SOFBD,CONTINENTAL BREAKFAST
WQQ	ACCESSIBLE - 2 QUEEN BEDS	WQQ	6	ACCESSIBLE - 1 King,MOBACC,BATHTB,MICRFG,NSMK,CONTINENTAL BREAKFAST
WK	ACCESSIBLE - 1 KING BED	WK|BPO|1	2	ACCESSIBLE - 1 KING,MOBACC,BATHTB,MICRFG,NSMK,CONTINENTAL BREAKFAST
Banquet Room	BANQUET ROOM		1	Banquet Room for 30 People

Move Up | Move Down | Save Order | Phone Extensions
Add | Edit | Delete | Done

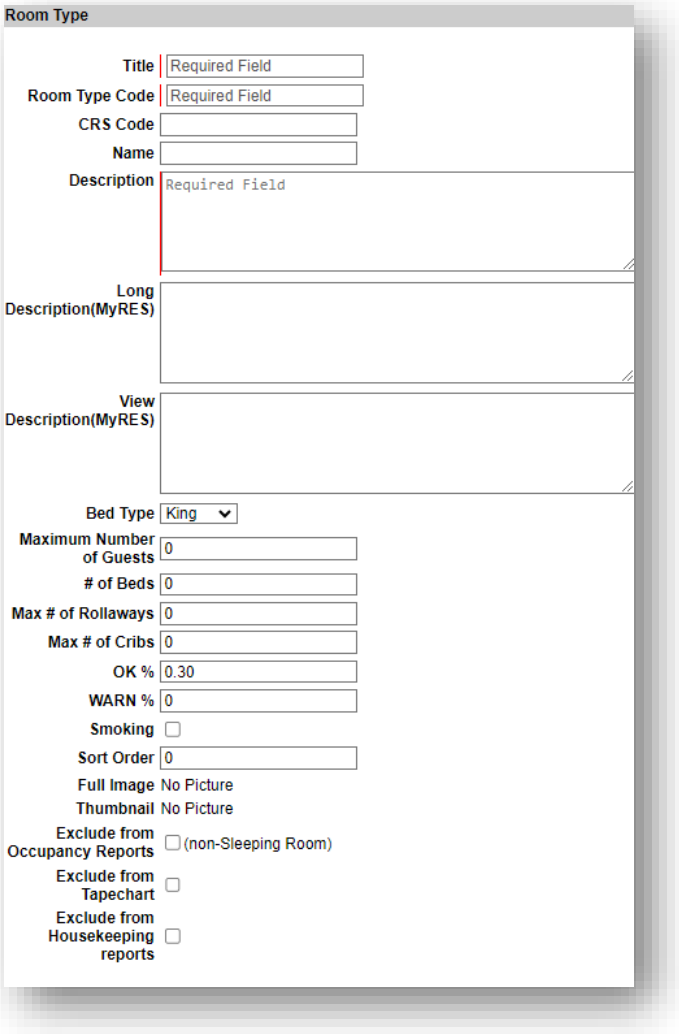
Note: Anything with a red vertical bar on the room type information screen is a required field when building a room type.

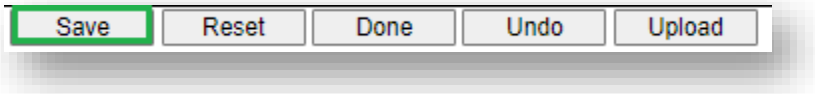
- ***Title***- Enter the title of the room, this is how it will appear in AutoClerk Cloud when the front desk goes to select it for a reservation.
- ***Room Type Code***- It is recommended to mirror the title, as this is how the room type will appear on reports in Autoclerk. Keeping these the same will make it easy to reference on reports.

- ***CRS***- This is how the room type will appear on the booking engines. For Best Western branded hotels, this is the qualifier code which matches your member web. If you need assistance with entering your **CRS Codes**- Please reach out to AutoClerk support. Entering a CRS Code incorrectly could result in out of balance issues for your property in addition to causing connection issues with your CRS. **Note: For independent hotel's using AutoClerk without a CRS this can be determined by the Hotel.**
- ***Name***- Entering a name for your room type is optional. Room type names will appear on the reservation form at the very bottom of the page in the guest itinerary and on the guest confirmation letter.
- ***Description***- A brief overview of what amenities are in the room. **For example, one king bed, non-smoking, WIFI, microwave, refrigerator, and full breakfast.**
- ***Bed Type***- Select which bed type will be in the room from the drop down. For meeting and conference rooms, the bed type will be none.
- ***Maximum # of Guests***- Enter the maximum number of guests allowed for the room.
- ***# of Beds***- Enter how many beds will be in the room. This includes any sofa beds.
- ***Max # of Rollaways***- Enter the maximum number of rollaways allowed for the room.
- ***Max # of Cribs***- Enter the maximum number of cribs allowed for the room.
- ***Smoking-*** Check this box if the room will be a smoking room.
- ***Exclude From Occupancy Reports-*** Check this box if the room will be a non-sleeping room. **For example a meeting or conference room.**
- ***Exclude From Tape Chart-*** Check this box if you do not want this room to be visible on the tape chart.
- ***Exclude From Housekeeping Reports***- Check this box if you do not want this room to appear on housekeeping reports.

Note: If you add a room type after rate seasons have been created, you will need to manually attach that new room type to all existing Parent rate plan seasons.

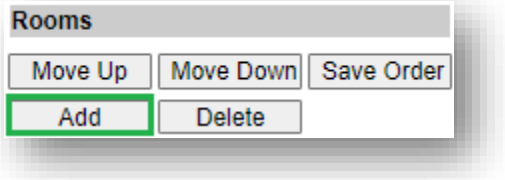
When you have finished inputting all your Room Type information click Save.





How to Assign a Room Number

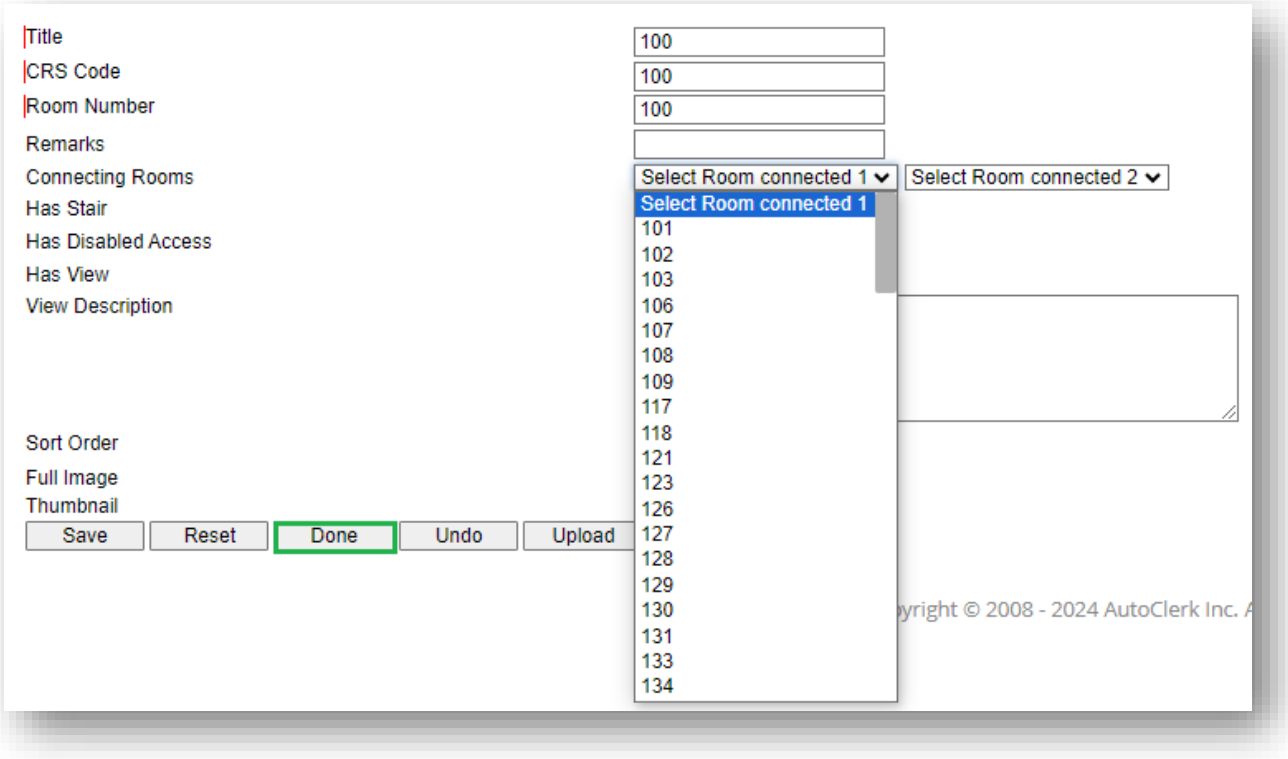
Locate the room cell on the right-hand side of the screen. To assign a room number start by selecting add.



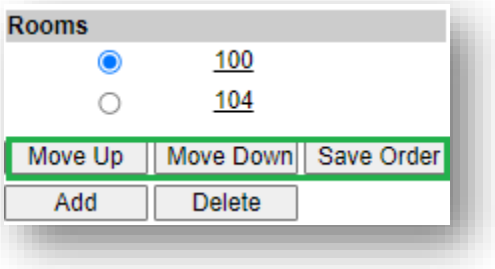
In this area you will input the room number you would like to add in the ***Title, CRS code, and Room Number* boxes**. All three boxes must match.

Remarks- Enter any remarks regarding the room. For example, this room has a lakeview. Anything noted here can be seen on the Tape chart.

Connecting Rooms- Click the drop down and select the room number the room connects to. If the room connects to multiple rooms, click the second drop down and choose the room number the room connects to.

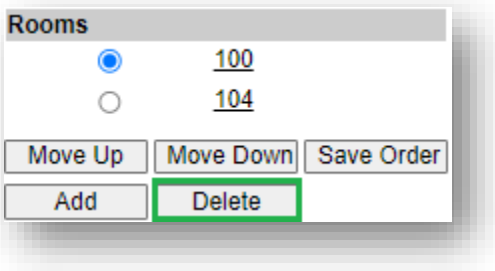


Note: If you would like your room numbers to appear in a different order. Select the radio button to the left of the room number and use the move up and move down buttons to create your order. Once you have finished select save order.



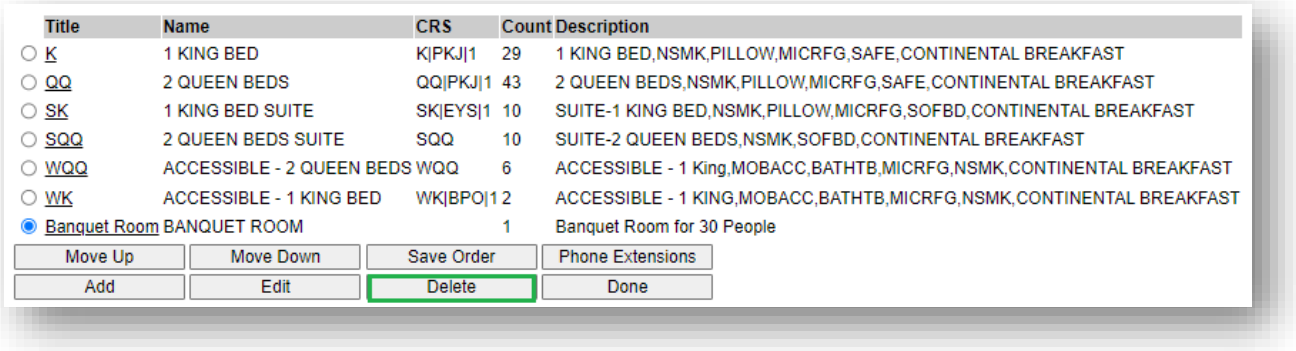
How to Delete a Room Number

To delete a room number from a room type, Select the room number by clicking the radio button to the right. Then click on the radio button for the room number you wish to delete and select delete.



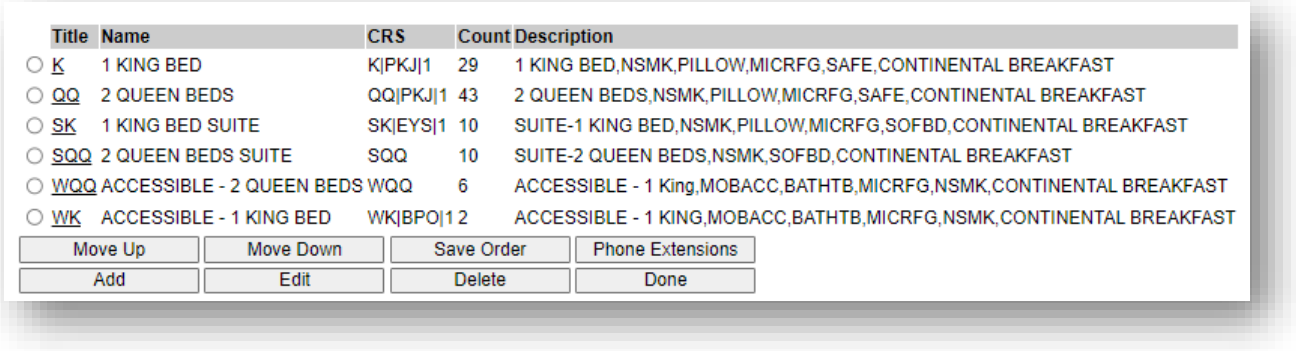
How to Delete a Room Type

To delete a room type, first go into the specific room type and delete all room numbers associated with it. Then select the Radio button next to the left of the room title and click delete.



Title	Name	CRS	Count	Description
K	1 KING BED	K|PKJ|1	29	1 KING BED,NSMK,PILLOW,MICRFG,SAFE,CONTINENTAL BREAKFAST
QQ	2 QUEEN BEDS	QQ|PKJ|1	43	2 QUEEN BEDS,NSMK,PILLOW,MICRFG,SAFE,CONTINENTAL BREAKFAST
SK	1 KING BED SUITE	SK|EYS|1	10	SUITE-1 KING BED,NSMK,PILLOW,MICRFG,SOFBD,CONTINENTAL BREAKFAST
SQQ	2 QUEEN BEDS SUITE	SQQ	10	SUITE-2 QUEEN BEDS,NSMK,SOFBD,CONTINENTAL BREAKFAST
WQQ	ACCESSIBLE - 2 QUEEN BEDS	WQQ	6	ACCESSIBLE - 1 King,MOBACC,BATHTB,MICRFG,NSMK,CONTINENTAL BREAKFAST
WK	ACCESSIBLE - 1 KING BED	WK|BPO|1	2	ACCESSIBLE - 1 KING,MOBACC,BATHTB,MICRFG,NSMK,CONTINENTAL BREAKFAST
Banquet Room	BANQUET ROOM		1	Banquet Room for 30 People

Move Up | Move Down | Save Order | Phone Extensions
Add | Edit | Delete | Done



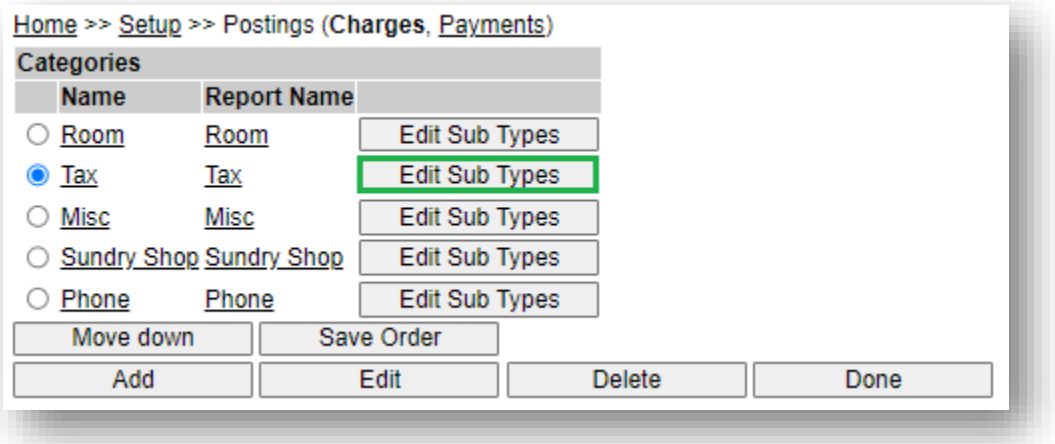
Title	Name	CRS	Count	Description
K	1 KING BED	K|PKJ|1	29	1 KING BED,NSMK,PILLOW,MICRFG,SAFE,CONTINENTAL BREAKFAST
QQ	2 QUEEN BEDS	QQ|PKJ|1	43	2 QUEEN BEDS,NSMK,PILLOW,MICRFG,SAFE,CONTINENTAL BREAKFAST
SK	1 KING BED SUITE	SK|EYS|1	10	SUITE-1 KING BED,NSMK,PILLOW,MICRFG,SOFBD,CONTINENTAL BREAKFAST
SQQ	2 QUEEN BEDS SUITE	SQQ	10	SUITE-2 QUEEN BEDS,NSMK,SOFBD,CONTINENTAL BREAKFAST
WQQ	ACCESSIBLE - 2 QUEEN BEDS	WQQ	6	ACCESSIBLE - 1 King,MOBACC,BATHTB,MICRFG,NSMK,CONTINENTAL BREAKFAST
WK	ACCESSIBLE - 1 KING BED	WK|BPO|1	2	ACCESSIBLE - 1 KING,MOBACC,BATHTB,MICRFG,NSMK,CONTINENTAL BREAKFAST

Move Up | Move Down | Save Order | Phone Extensions
Add | Edit | Delete | Done

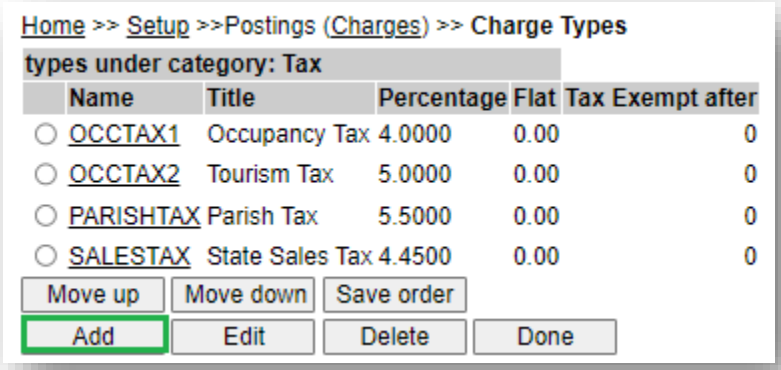
Postings

How to Add Taxes

To add taxes select the button for Tax and then click Edit Sub Types.

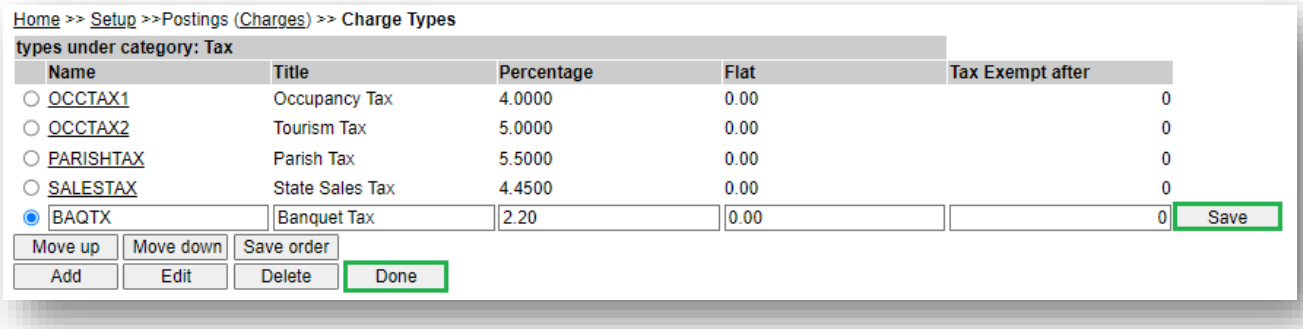


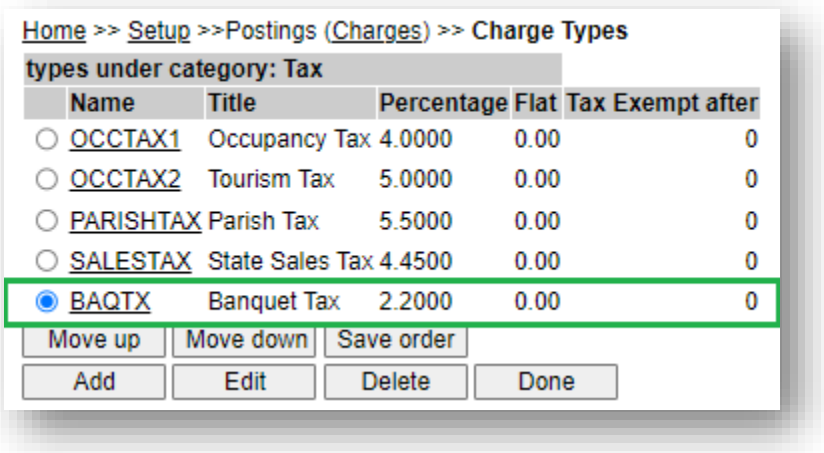
Next, Select the Add button at the bottom of the screen.



Two blank cells will appear where you will enter the **Name** of the tax and the **Title** of the tax. The **Name** of the tax is how it will appear on reports. The **Title** of the tax is how it will appear on the folio.

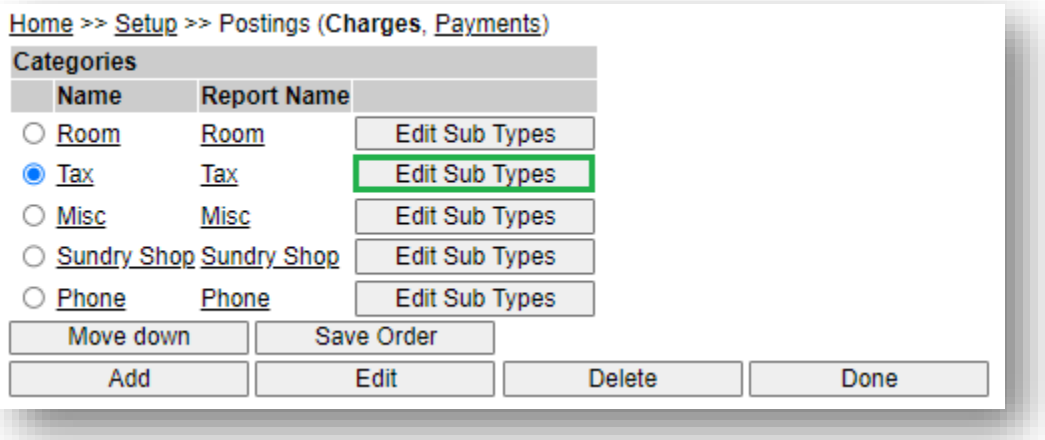
Next, enter the tax percentage or flat tax amount. If the tax becomes exempt after a certain amount of days, enter that number, and click save. When you have finished select done.



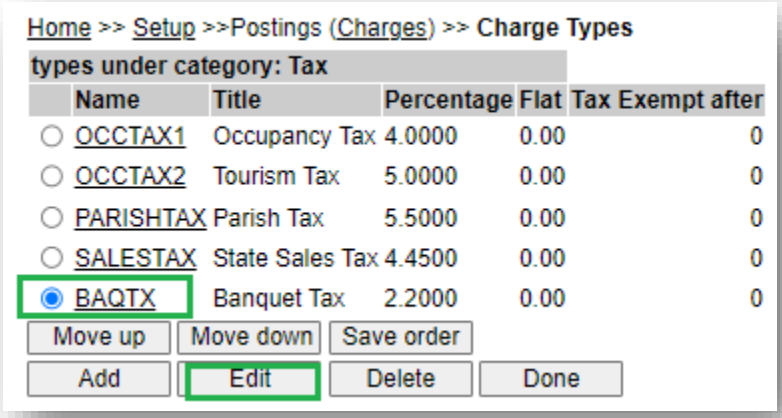


How to Change Taxes

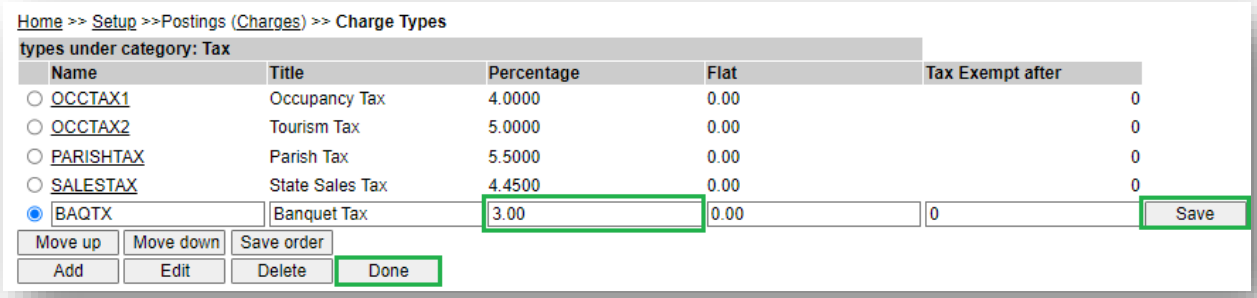
To change taxes select the button for Tax and then click Edit Sub Types.



Select the tax you would like to edit by clicking on specific Tax Underlined.

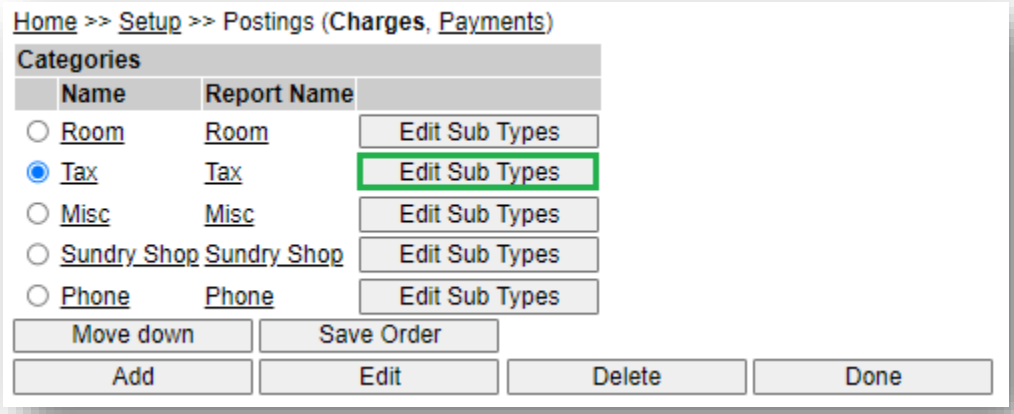


Remove the percentage or flat tax you would like to change then enter your new amounts. Click save. When you have finished select done at the bottom.

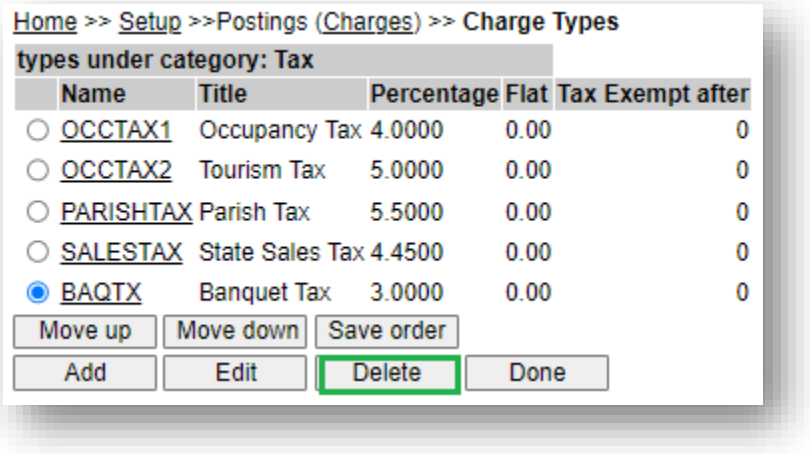


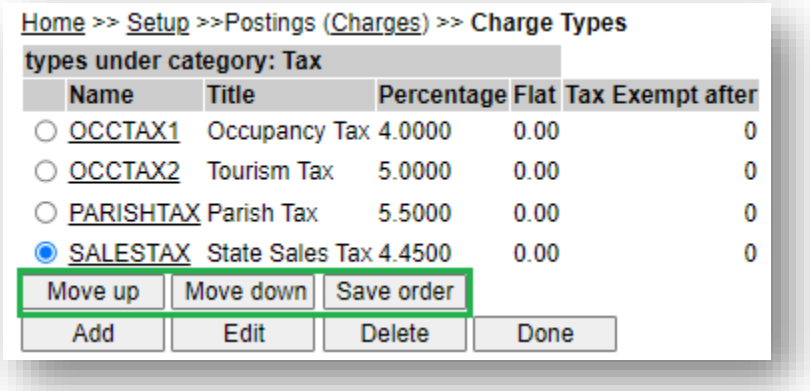
How to Delete a Tax

To delete a tax select the button for Tax and then click Edit Sub Types.



Select the tax you would like to delete by clicking on the radio button to the left of the name and selecting delete at the bottom. When you are finished click done.

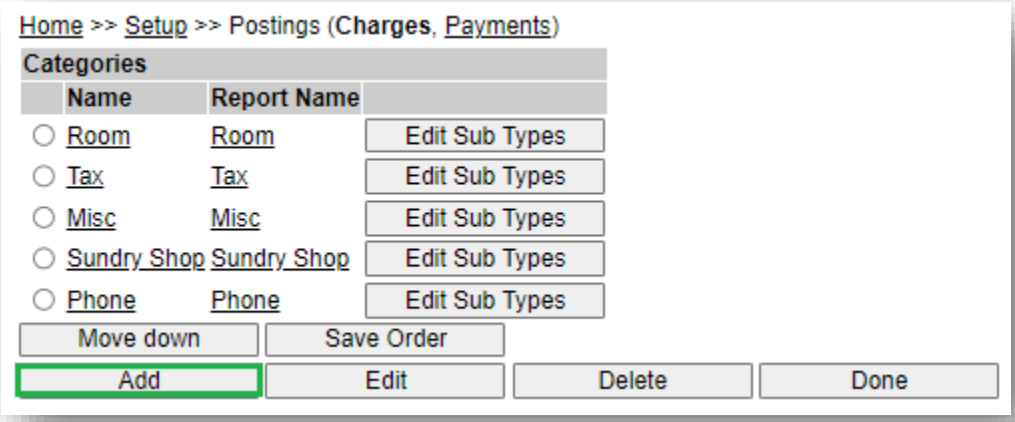




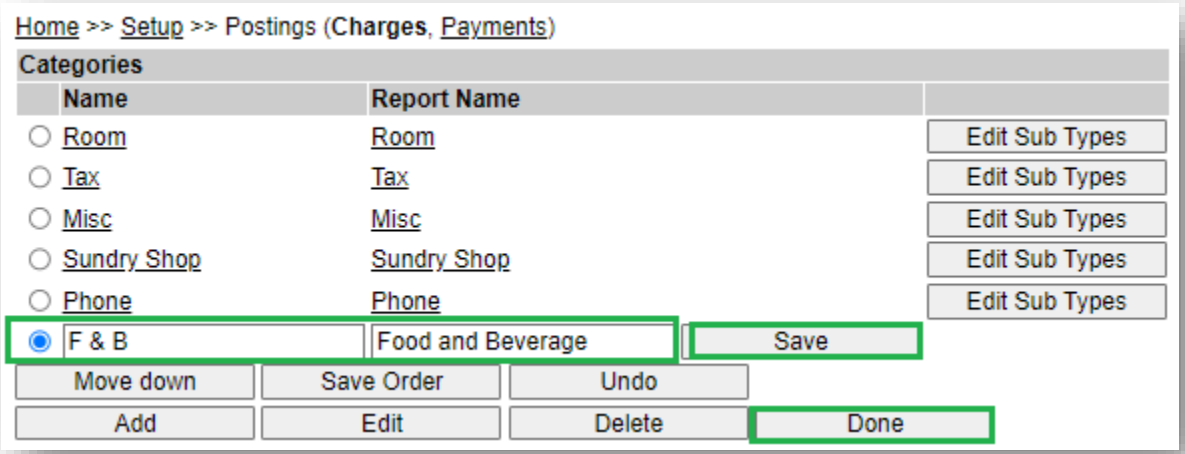
Note: If you would like your Taxes to appear in a different order. Select the radio button to the left of the Tax Name and use the move up and move down buttons to create your order. Once you have finished select save order.

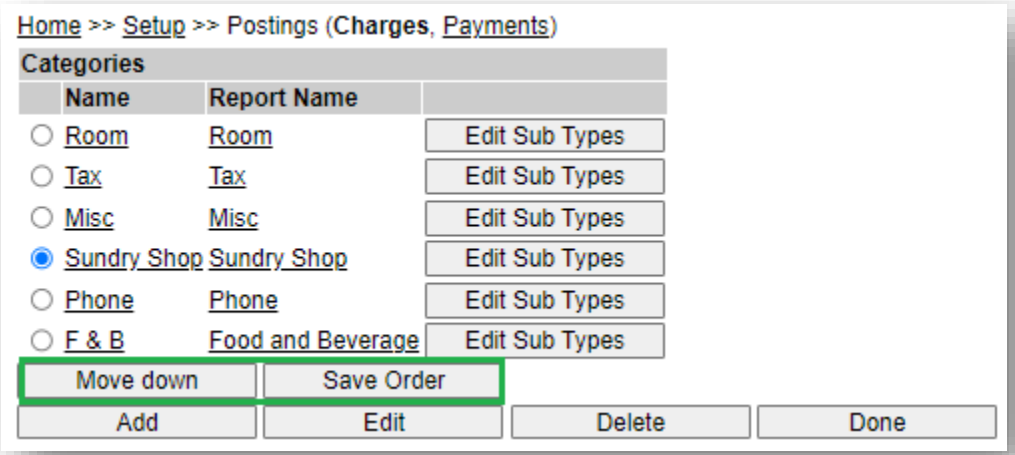
How to Add a Charge Category

To add a Charge category start by selecting add at the Bottom.



Two blank cells will appear where you will enter the name of the charge category and the report name of the charge category. These names commonly mirror each other. After entering the name and report name for the charge category click save. When you have finished select done.

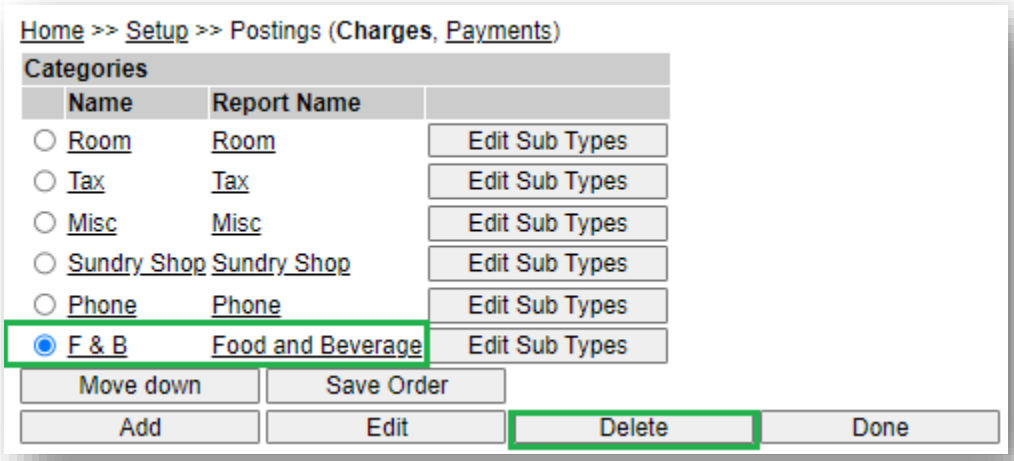


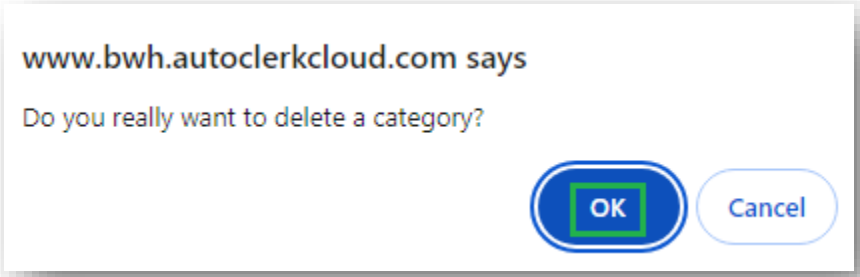


Note: If you would like your charge categories to appear in a different order. Select the radio button to the left of the category and use the move down button to customize your order. Once you have finished select save order.

How to Delete a Category

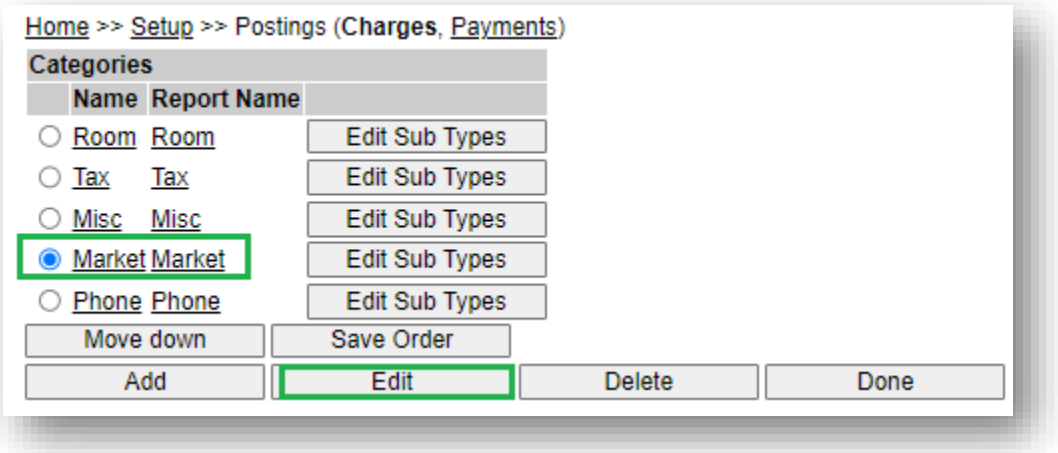
To delete a charge category select the button next to the charge category and click delete. A pop will appear asking you to confirm if you want to delete the charge category.



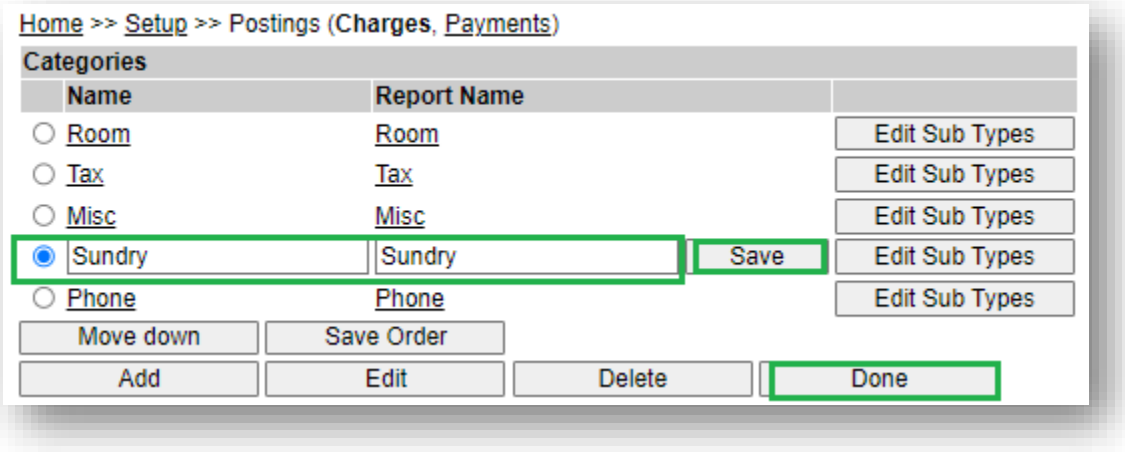


How to Edit a Category

To edit a charge category select the radio button next to the Charge Category and click edit or click directly on the name underlined.

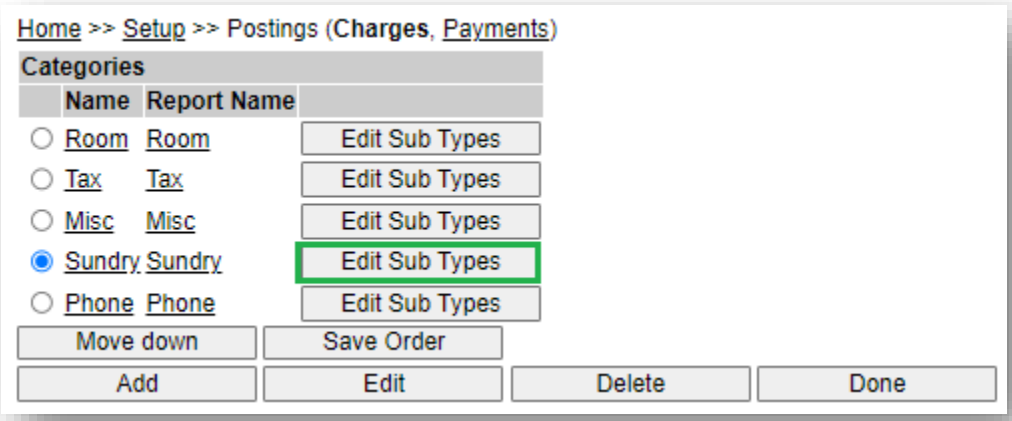


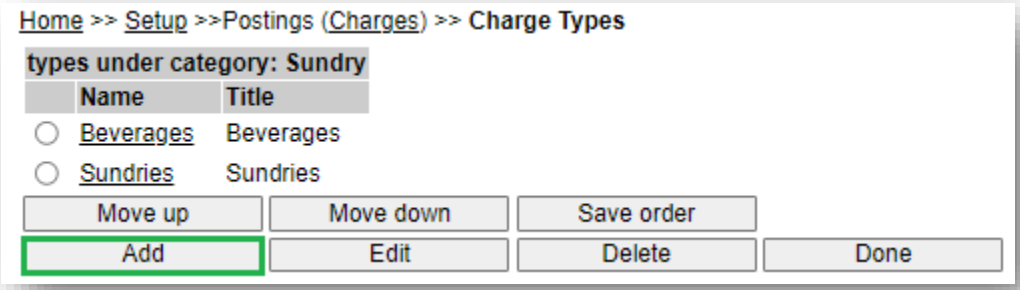
Remove the charge category name you would like to change then enter your new name and report name then click save. When you are finished select done at the bottom.



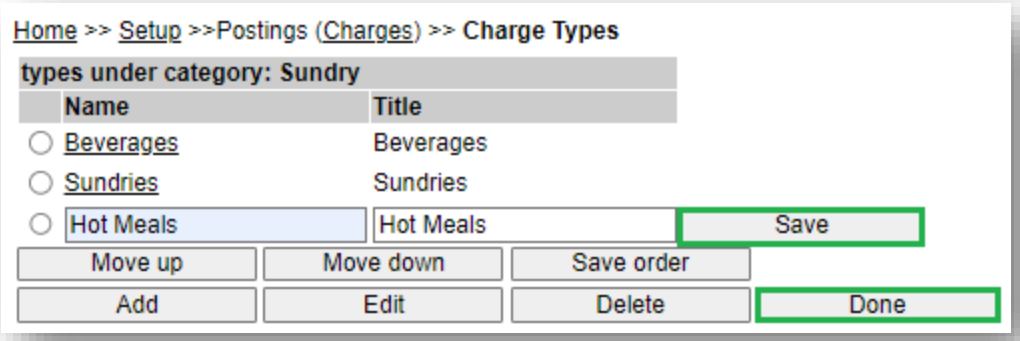
How to Add a Subcategory

To add a subcategory for a charge category start by selecting the charge category and click edit sub types. Next, select Add.

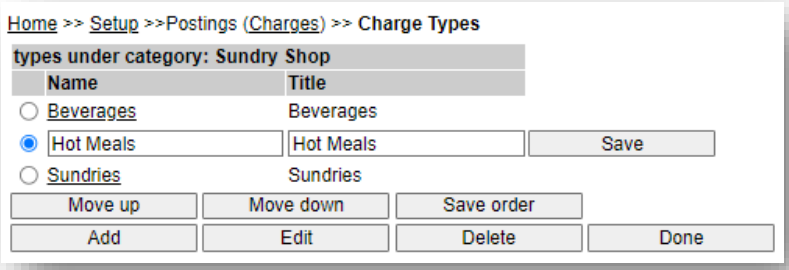


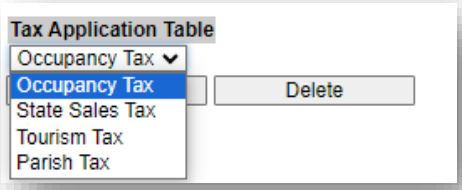


Two blank cells will appear where you will enter the **name** of the charge and the **title** of charge. These names commonly mirror each other. After entering the names of the charge click save. If you do not need to apply taxes to the charge, select done at the bottom when finished.

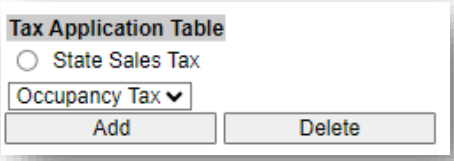


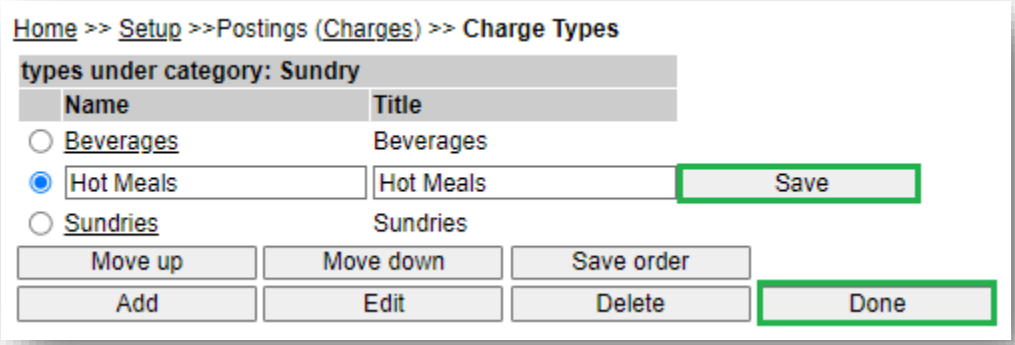
To apply taxes select the radio button next to the subcategory and click edit or click on the charge underlined. A Tax Application Table will appear to the right. Click the drop down and select the tax to apply. **Click Add.** The tax will appear on the application table. If you are applying taxes to multiple charges, select save after you complete each one. When you are finished select done at the bottom of the screen.


Home >> Setup >>Postings (Charges) >> Charge Types
types under category: Sundry Shop
Name
Title
Beverages
Beverages
Hot Meals
Hot Meals
Save
Sundries
Sundries
Move up
Move down
Save order
Add
Edit
Delete
Done


Tax Application Table
Occupancy Tax
Occupancy Tax
State Sales Tax
Tourism Tax
Parish Tax
Delete

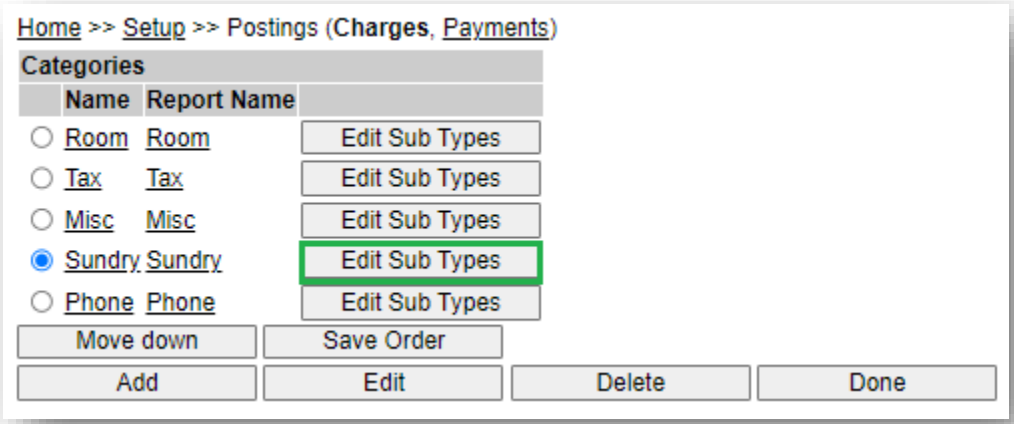
Tax Application Table
State Sales Tax
Add
Delete


Tax Application Table
State Sales Tax
Occupancy Tax
Add
Delete

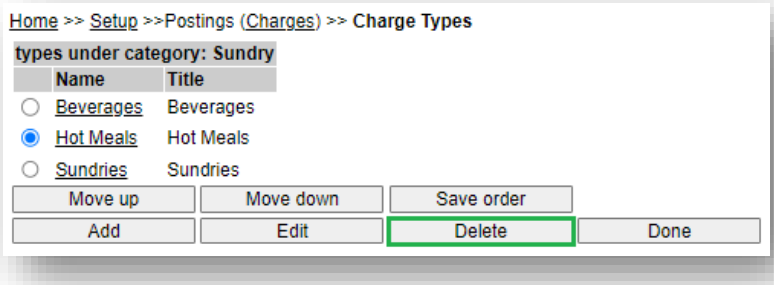

Home >> Setup >>Postings (Charges) >> Charge Types
types under category: Sundry
Name
Title
Beverages
Beverages
Hot Meals
Hot Meals
Save
Sundries
Sundries
Move up
Move down
Save order
Add
Edit
Delete
Done

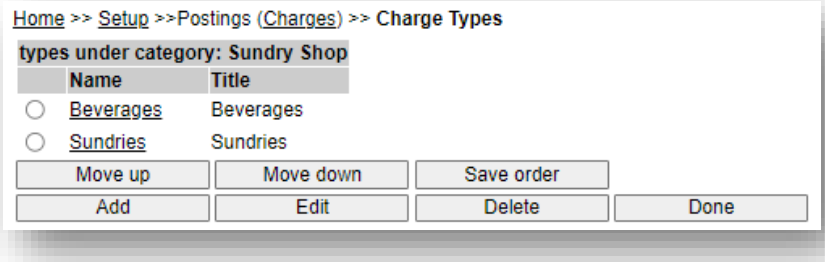
How to Delete a Subcategory

To delete a subcategory select the Radio button next to the subcategory and click Edit Sub Types.



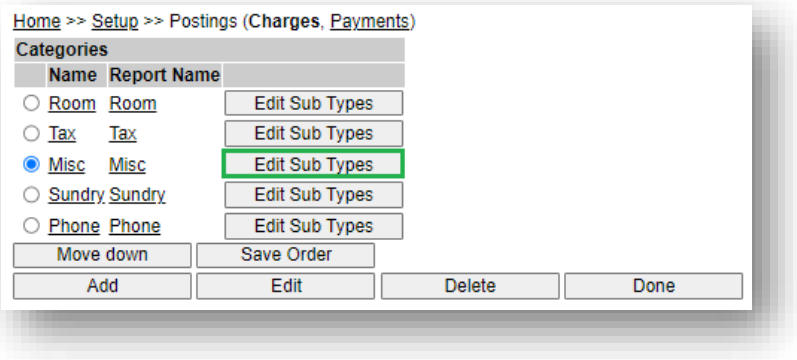
Select the radio button next to the charge and click delete. When finished select done at the bottom of the screen.



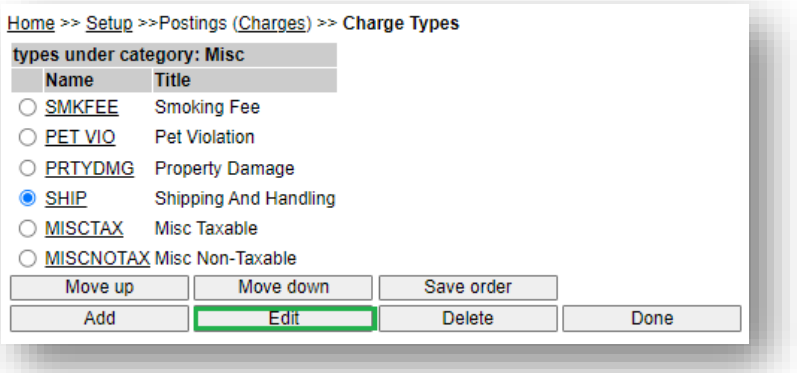


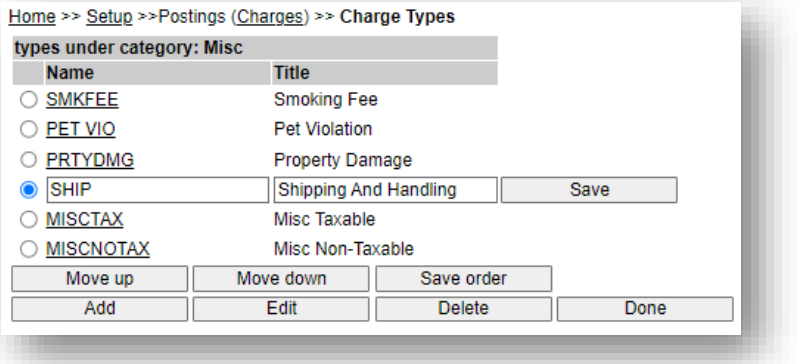
How to Edit a Subcategory

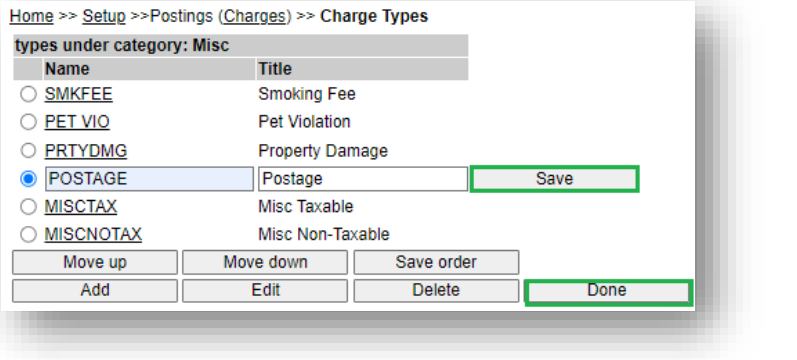
To edit a subcategory select the radio button next to the charge and click edit sub types.

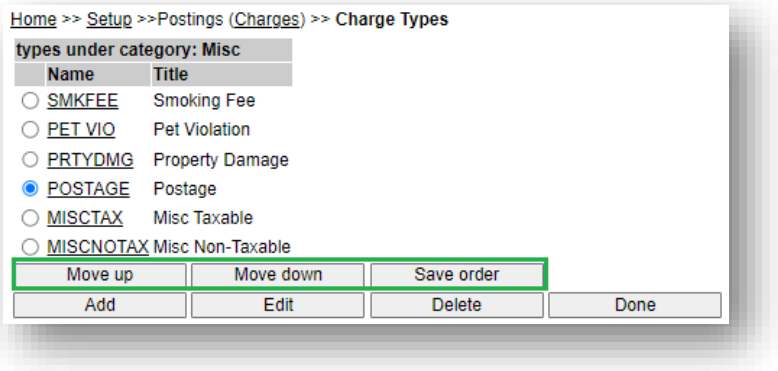


Select the Radio button next to the subcategory and click edit or click the underlined on the subcategory. Remove the charge **Name** and **Title** you would like to change then enter your new **Name** and **Title**. Click save. When you are finished select done at the bottom.





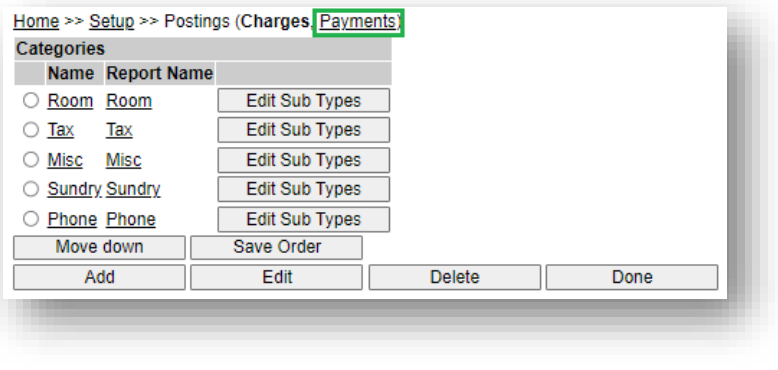




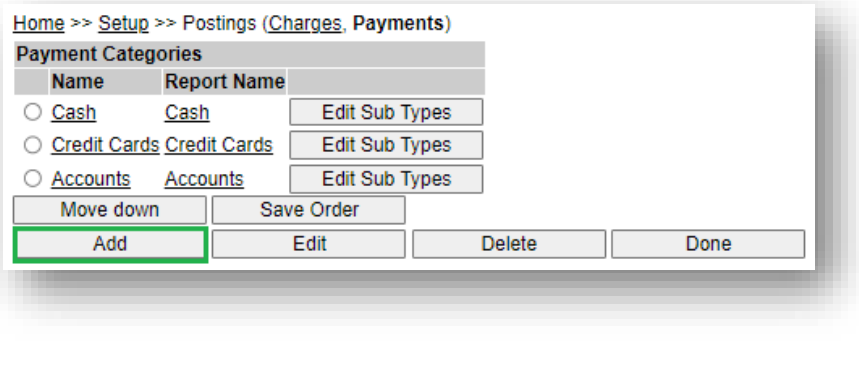
Note: If you would like your subcategories to appear in a different order. Select the radio button to the left of the category and use the move up and move down buttons to customize your order. Once you have finished select save order.

How to Add a Payment Category

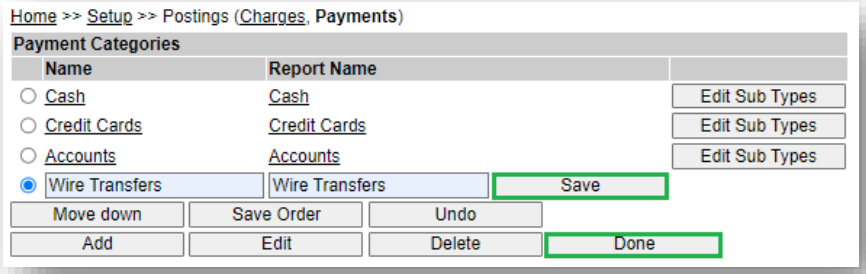
Select payments on the top of the postings screen.



To add a new payment category select add at the bottom.

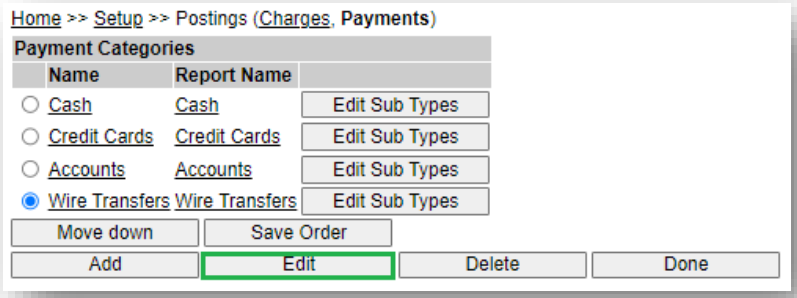


Two blank cells will appear where you will enter the **Name** of the payment category and the **Report Name**. These names commonly mirror each other. After entering the **Name** and **Report Name** click save. When you have finished select done.

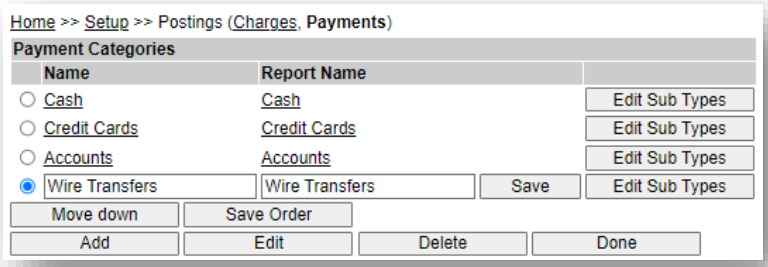


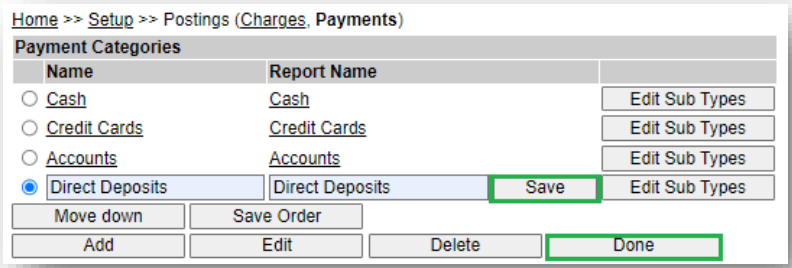
How to Edit a Payment Category

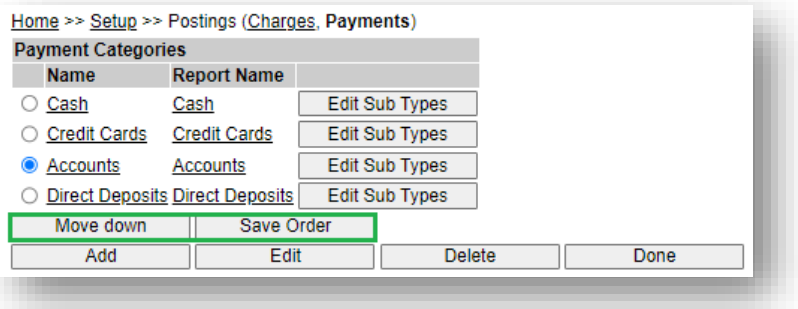
To edit a payment category select the radio button next to the payment category and click edit or click on the specific underlined of the payment category



Remove the payment **Name** and **Report Name** you would like to change then enter your new **Name** and **Report Name**. Click save. When you are finished select done at the bottom.



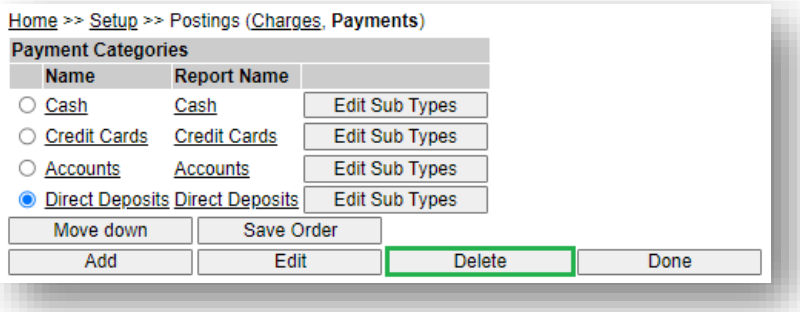


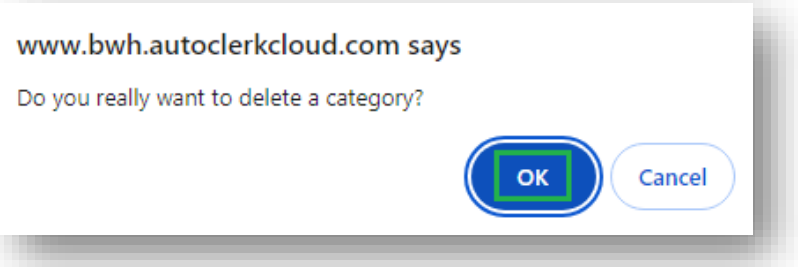


Note: If you would like your payment categories to appear in a different order. Select the radio button to the left of the payment category and use the move down button to customize your order. Once you have finished select save order.

How to Delete a Payment Category

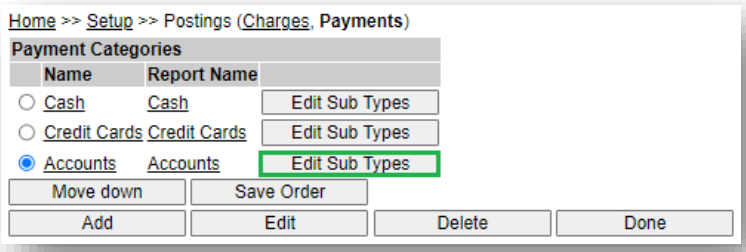
To delete a payment category select the button next to the category and click delete at the bottom of the screen.

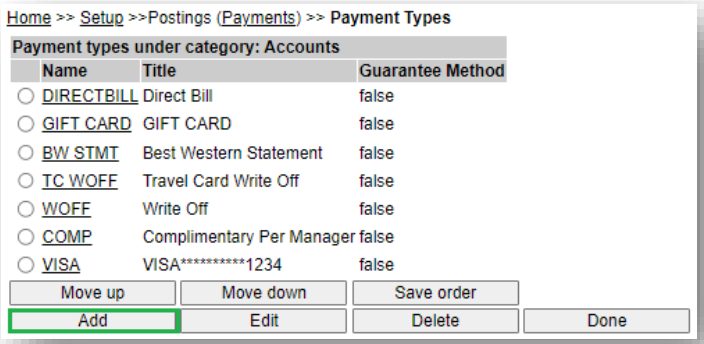




How to Add a Payment Subcategory

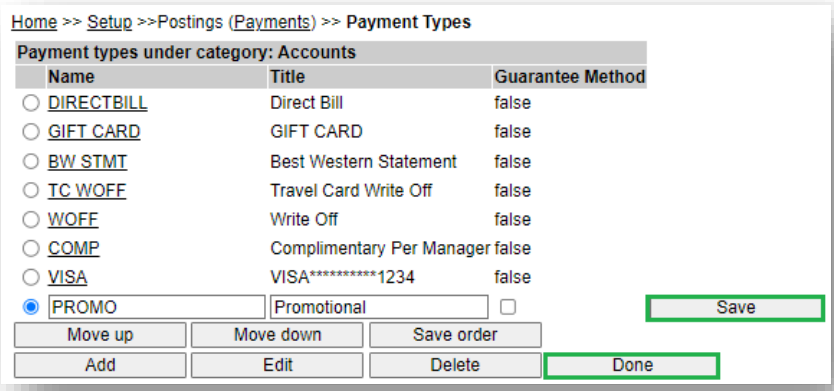
To add a subcategory for a payment category start by selecting the payment category and click edit sub types. Next select Add.





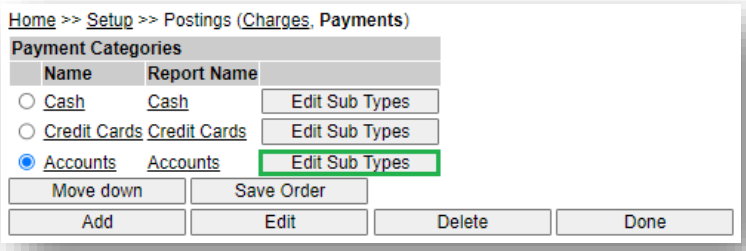
Two blank cells will appear where you will enter the **Name** of the payment type and **Title**. After entering the **Name** and **Title** check the box if this will be a guaranteed payment method. **Click Save**. When you have finished select done.

Note: A guaranteed payment method will appear as an option on the reservation screen when creating a reservation.

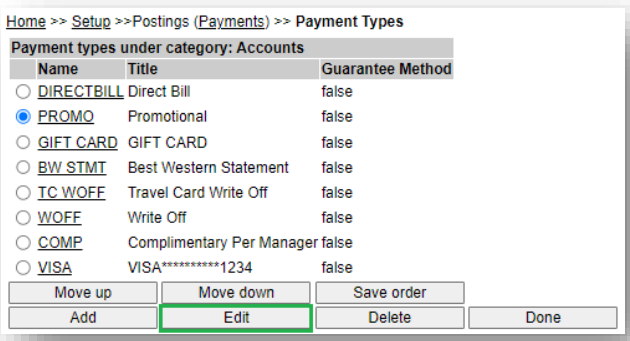


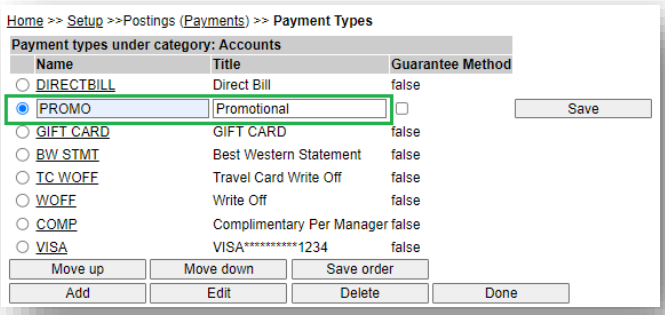
How to Edit a Payment Subcategory

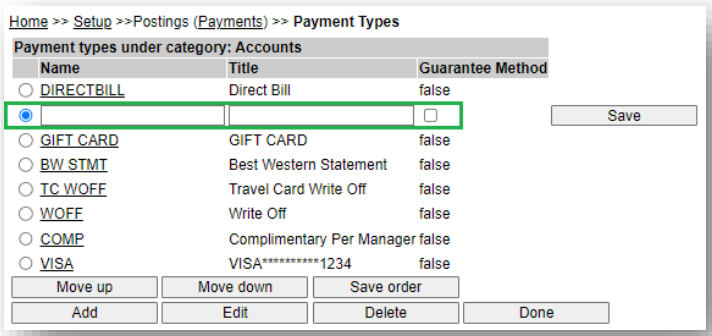
To edit a Payment subcategory select the Radio button next to the payment subcategory and click edit sub types.

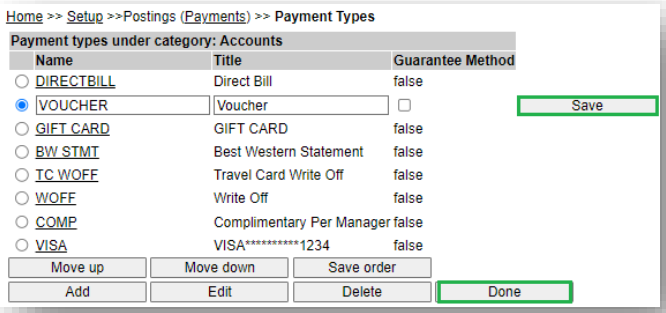


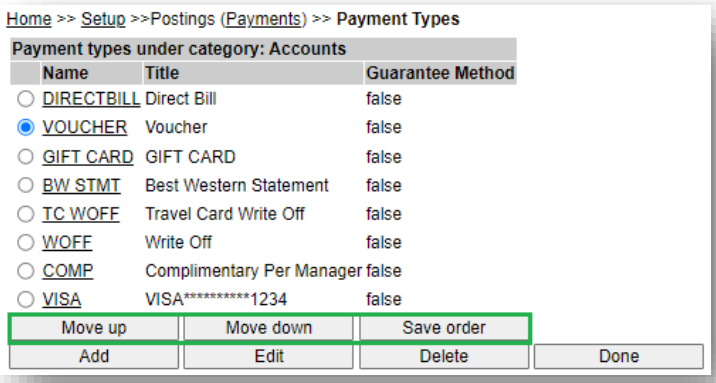
Select the button next to subcategory and click edit or click on the payment subcategory underlined. Remove the payment **Name** and **Title** you would like to change then enter your new **Name** and **Title**. Click save. When you are finished select done at the bottom.







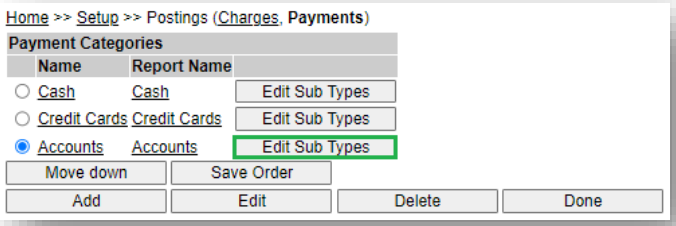




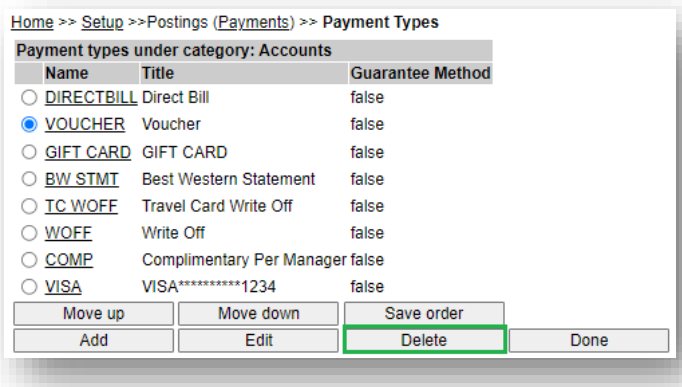
Note: If you would like your payment subcategories to appear in a different order. Select the radio button to the left of the category and use the move up and move down buttons to customize your order. Once you have finished select save order.

How to Delete a Payment Subcategory

To delete a payment subcategory select the Radio button next to the payment category and click edit sub types.



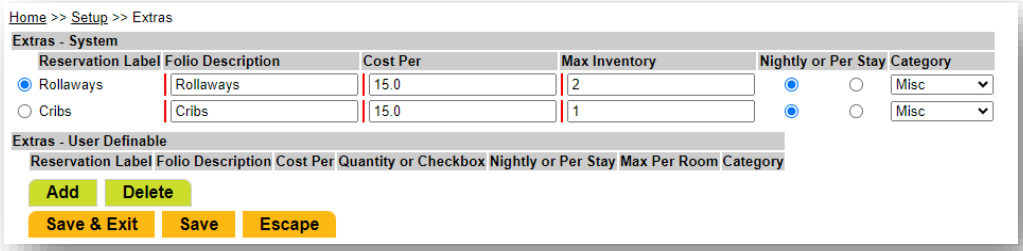
To delete a payment type select the button next to the payment type and click delete at the bottom of the screen.



Extras

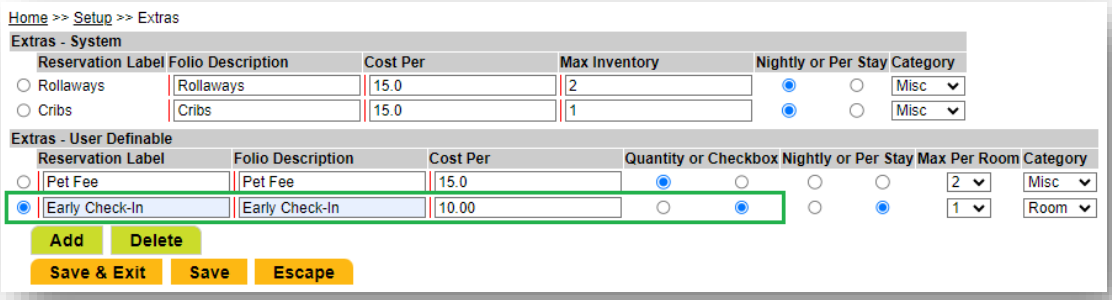
How to Add an Existing Charge

For Rollaways and Cribs, start by entering the cost for the item and how many you have in your inventory. Next, select if this will be a reoccurring nightly charge or a one-time charge for the guest stay. Then select the category under which the charge can be selected under the folio setup and which category the revenue will be recorded under. Once you have finished click save at the bottom.

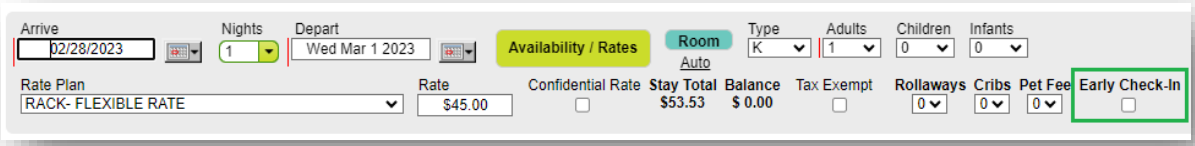


How to Add a New Charge

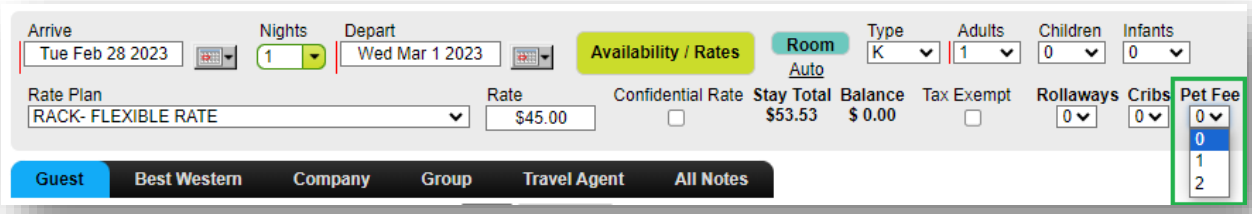
To add a new charge click add at the bottom. Enter the name of the charge type you would like to add under reservation label which will appear on the Reservation form and reports. For folio description enter how you would like the description of this charge to appear on the guest folio. Next enter the cost for the Charge and select quantity or checkbox.



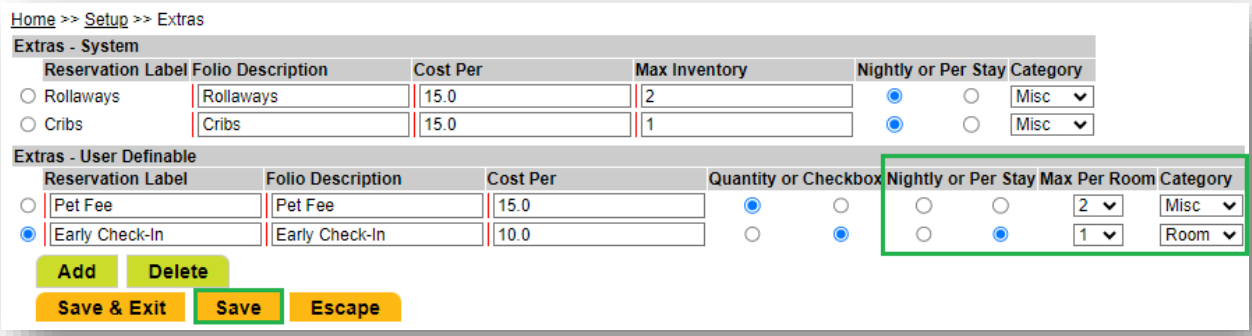
Selecting checkbox will have the item appear on the reservation form as a box to check.



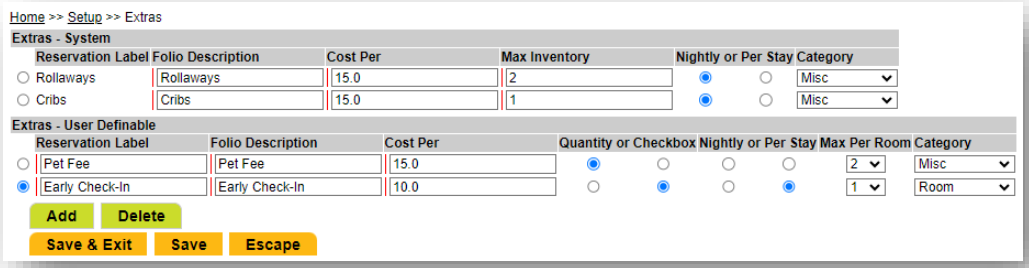
Selecting quantity will display a drop down for how many of the item will be added to the reservation.

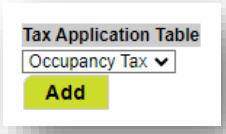


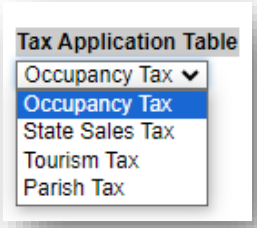
Next select if this will be a reoccurring nightly charge or a one-time charge for the guest stay. Then select the category under which the charge can be selected under the folio setup and which category the revenue will be recorded under. Once you have finished click save at the bottom.

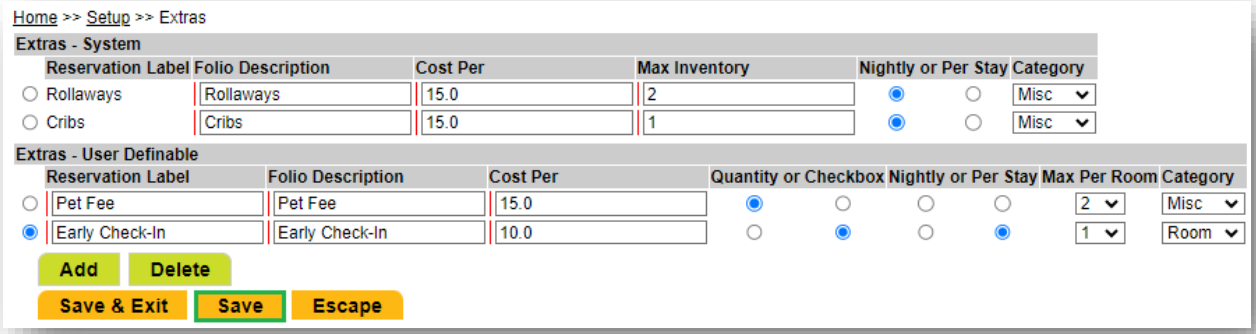


To apply taxes select the Charge type. Next click the drop-down on the tax application table to select the tax that will be applied. Then hit add. Click save at the bottom of the screen.





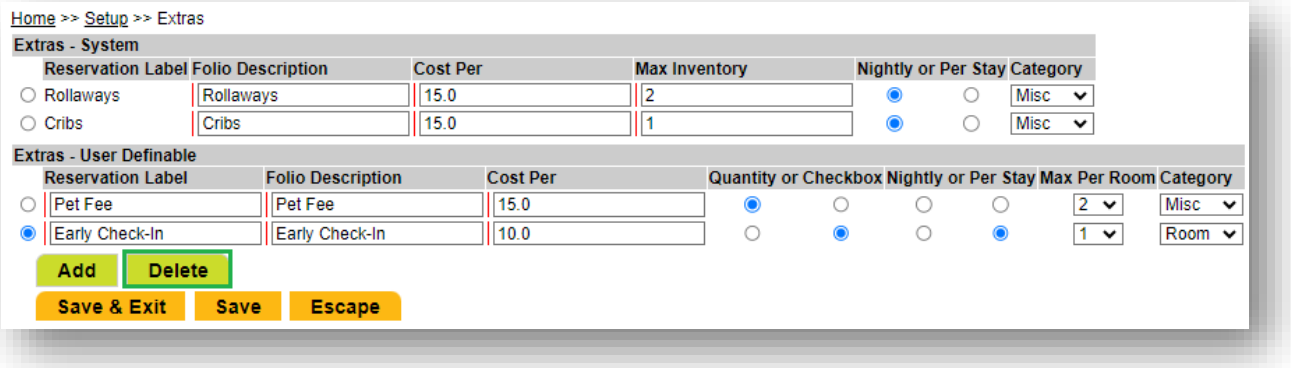


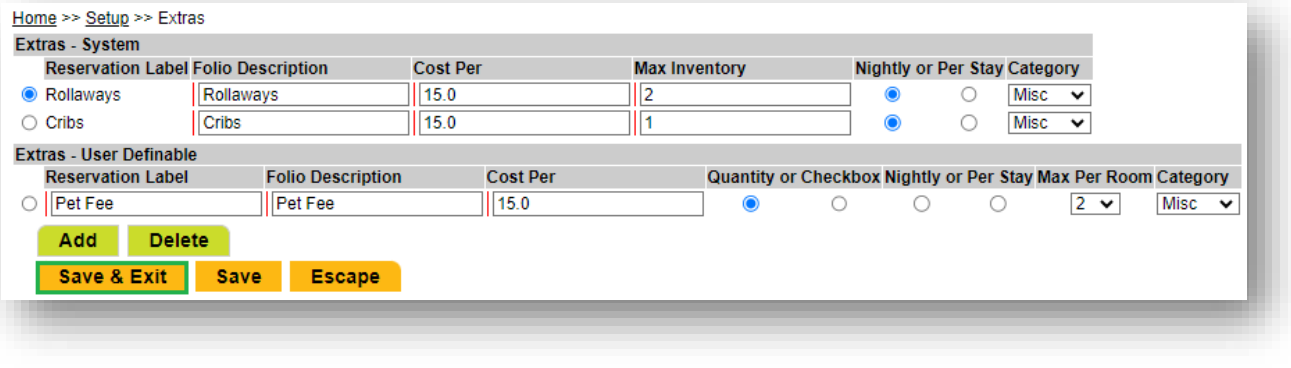


How to Delete a Charge

To delete a charge select the radio button next to the charge and click delete. Click save & exit when you are finished on the page.

Note: Rollaways and Cribs are hard coded in AutoClerk. If you will not be using these items, make sure the Cost Per and Inventory fields have a zero.

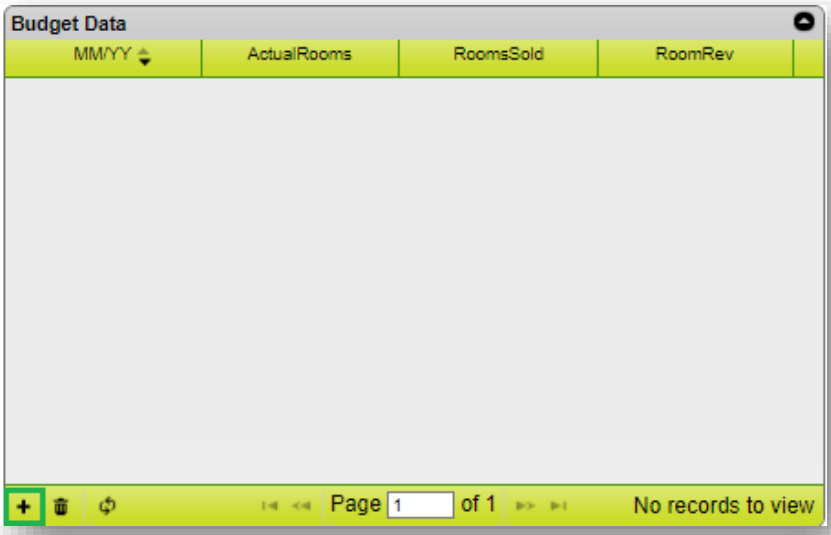




Budget

How to Set Up a Monthly Budget

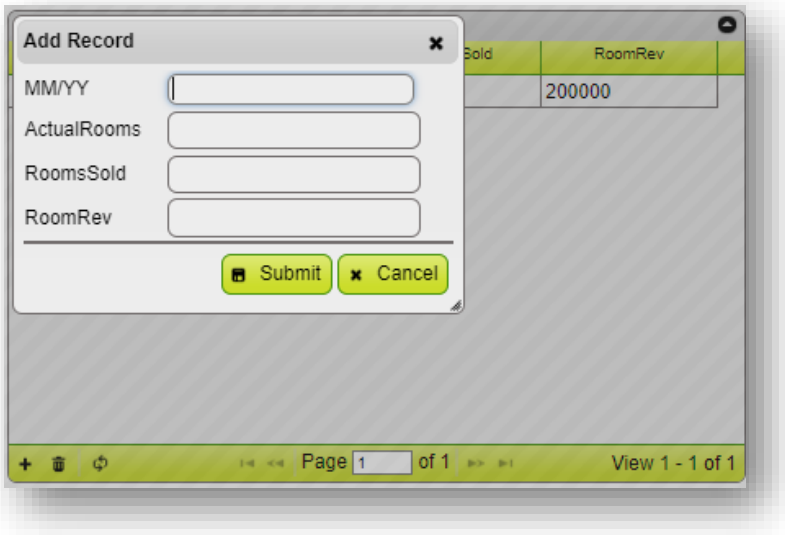
To set up a monthly budget start by clicking the plus symbol on the bottom left.

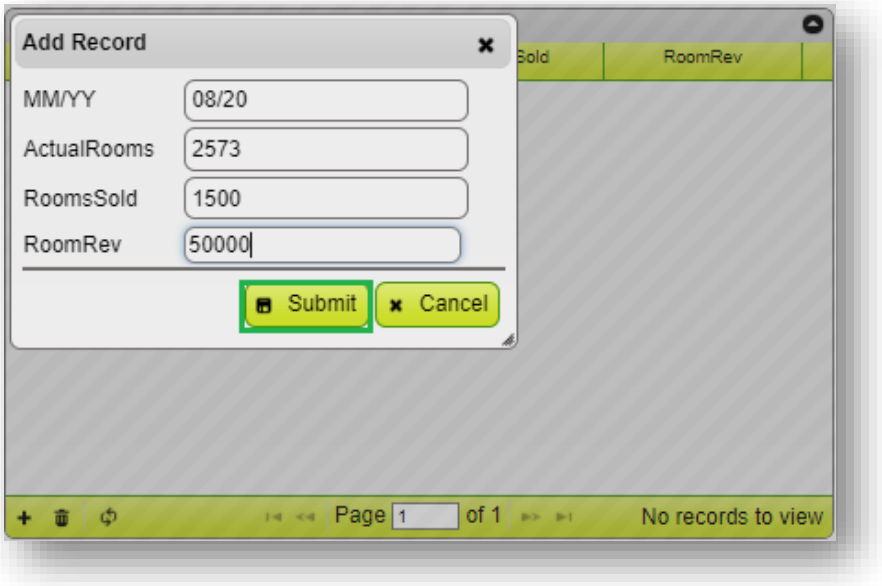


Start by inputting the two-digit month and two-digit year for your budget. For actual rooms you will take the number of days in the month multiplied by the number of rooms at your hotel. Rooms sold will be your property goal for how many total projected rooms you would like to sell for that month. Room revenue will be your property goal for how much total projected revenue you are looking to earn for that month. Once you have filled in all boxes click submit.

Column Definitions:

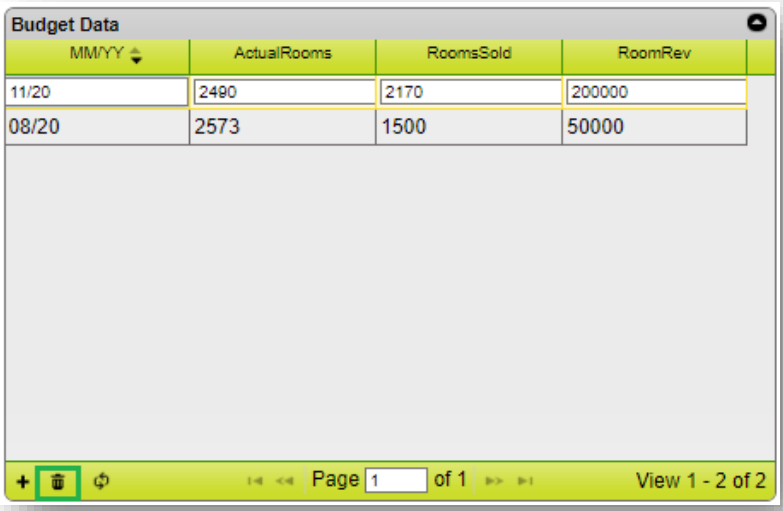
MMYYY- month and year combination. Use 2 digits for the month and 4 digits for the year separated by /. For example: 01/2016 would be used for January 2016.
ActualRooms- The number of built rooms available x the number of nights in that month. For example at a 200 room hotel for a February with 28 days the value would be 28*200=5600
RoomsSold- The number of rooms you expect to sell for that month. For example, if you expect 70% occupancy at a 200 room hotel the number for a 28 day February would be (28*200)*.80=4480
RoomsRevenue- If you expect and ADR of $125.00 then multiple the number of rooms you expect to sell by the ADR. For example 4480*125.00= 560000 (Do not include $ signs or commas or cents use only whole dollar amounts)

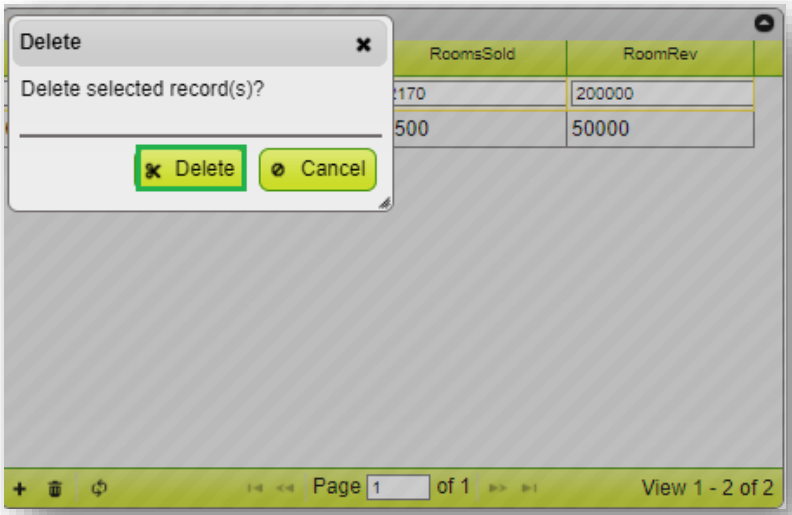




How to Delete a Monthly Budget

To delete a monthly budget entry select the row you would like to delete and select the trash bin on the bottom left. Then select Delete.


Budget Data
MM/YY
ActualRooms
RoomsSold
RoomRev
11/20
2490
2170
200000
08/20
2573
1500
50000
Page 1 of 1
View 1 - 2 of 2


Delete
Delete selected record(s)?
Delete
Cancel
RoomsSold
RoomRev
200000
50000
Page 1 of 1
View 1 - 2 of 2

Hold Types

Best Western Hold Types

This information is for branded Best Western properties Only. This provides you with what the different hold types look like when you make reservations directly through your property.

Best Western Hold Types

CC-GTD - Reservation is guaranteed, Credit Card required.

CC-DEP - Reservation is guaranteed, first night is charged on the guest's Credit Card.

CC-FULLPAY - Reservation is guaranteed, entire stay amount is charged on the guest's Credit Card.

COMPANY - Guarantee by Company Address.

DEP - Sent 1st night payment for deposit.

FULLPAY - Send payment for entire stay to hotel.

PROP PRE-PD - Prepaid at the hotel, obtain refund from destination hotel with cancellation number

GROUPPAY - Guarantee by Group Master

CRS Only Hold Types

This information is for branded Best Western properties. This provides you with what the different hold types look like when the reservations come delivered from Best Western CRS.

CRS Only Hold Types

CENTRAL BILL - Reservation is guaranteed to "CENTRAL BILL". Must not be used on PMS sourced reservations. Since payment is made by original company based on the original booking, in most cases the guest must make changes with the originating booking source only.

TA - Reservation is guaranteed. Travel Agent profile included. Must not be used on PMS sourced reservations.

CORP - Reservation is guaranteed. Corporate profile included. Must not be used on PMS sourced reservations.

VC - Must not be used on PMS sourced reservations.

FIT CB - FIT Central Bill - Must not be used on PMS sourced reservations.

HOLD-GTD - Guarantee waived to a 4PM to 6PM hold time.

PAID - Final Guarantee - Must not be used on PMS sourced reservations.

CC-OCP - Online Credit Card guarantee - Must not be used on PMS sourced reservations.

GTD - Reservation is guaranteed

Cancellations

An Overview of Best Western Cancellation Policies

This information is for branded Best Western properties only. This provides you with what the different cancellation policies look like when reservations are booked. When making a reservation locally or when a reservation delivers from the CRS, the Cancellation code will default to whichever cancellation policy has been set up for the specific Rate Plan.

Note: A 1y Cancellation policy will be make that reservation non-refundable.

Code	Description	Letter Verbiage
4PM	non-GTD 4pm Hold	Non-Guaranteed Reservation that will be cancelled at 4:00pm hotel local time.
6PM	non-GTD 6pm Hold	Non-Guaranteed Reservation that will be cancelled at 6:00pm hotel local time.
24H	24 Hour Cancellation	Guaranteed Reservation. Must be cancelled by 4:00pm the day before arrival date or the Credit card will be charged for the first night Room and Tax.
48H	48H Hour Cancellation	Guaranteed Reservation. Must be cancelled by 4:00pm 2 days before arrival date or the Credit card will be charged for the first night Room and Tax.
72H	72H Hour Cancellation	Guaranteed Reservation. Must be cancelled by 4:00pm 3 days before arrival date or the Credit card will be charged for the first night Room and Tax.

Continues Best Western Cancellation Policies

○	07D	7 Day Cancellation	Guaranteed Reservation. Must be cancelled by 4:00pm one week (7-days) before arrival date or the Credit card will be charged for the first night Room and Tax.
○	14D	14 Day Cancellation	Guaranteed Reservation. Must be cancelled by 4:00pm two week (14-days) before arrival date or the Credit card will be charged for the first night Room and Tax.
○	21D	21 Day Cancellation	Guaranteed Reservation. Must be cancelled by 4:00pm three week (21-days) before arrival date or the Credit card will be charged for the first night Room and Tax.
○	30D	30 Day Cancellation	Guaranteed Reservation. Must be cancelled by 4:00pm 30 days before arrival date or the Credit card will be charged for the first night Room and Tax.
○	60D	60 Day Cancellation	Guaranteed Reservation. Must be cancelled by 4:00pm 60 days before arrival date or the Credit card will be charged for the first night Room and Tax.
○	90D	90 Day Cancellation	Guaranteed Reservation. Must be cancelled by 4:00pm 90 days before arrival date or the Credit card will be charged for the first night Room and Tax.
○	01Y	1 YEAR Cancellation	Guaranteed Reservation. Must be cancelled by 4:00pm 365 days before arrival date or the Credit card will be charged for the first night Room and Tax.

Revenue Management

An Overview of Stay Restrictions

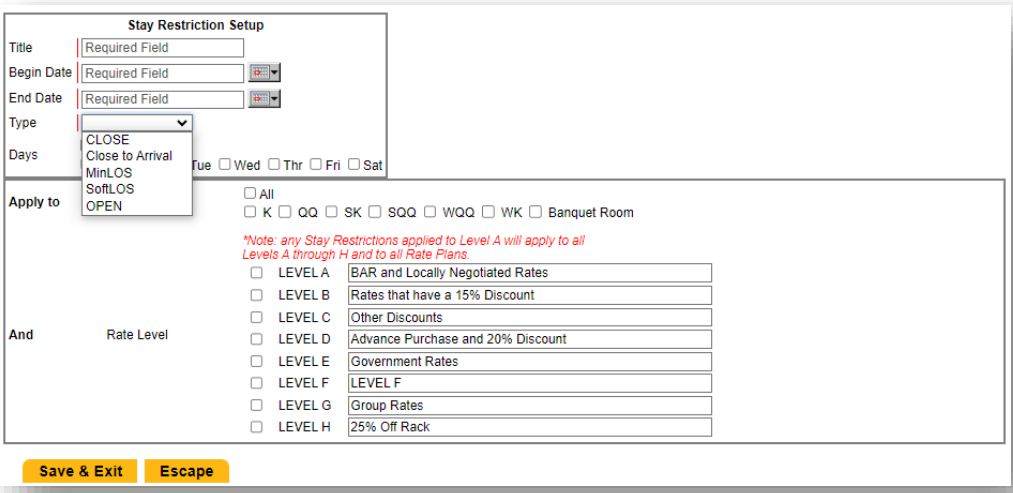
Best Western Branded Hotels: Implementing stay restrictions allows you to control the types of bookings you accept for certain dates and/or rate levels. This could mean applying a stay restriction to a specific rate level only or managing the length of stay guests can book during high- and low-demand periods for all rate levels.

Independent Hotels: Implementing stay restrictions allows you to control the types of bookings you accept for certain dates and/or rate plans. This could mean applying a stay restriction to a specific rate plan only or managing the length of stay guests can book during high- and low-demand periods for all rate plans.

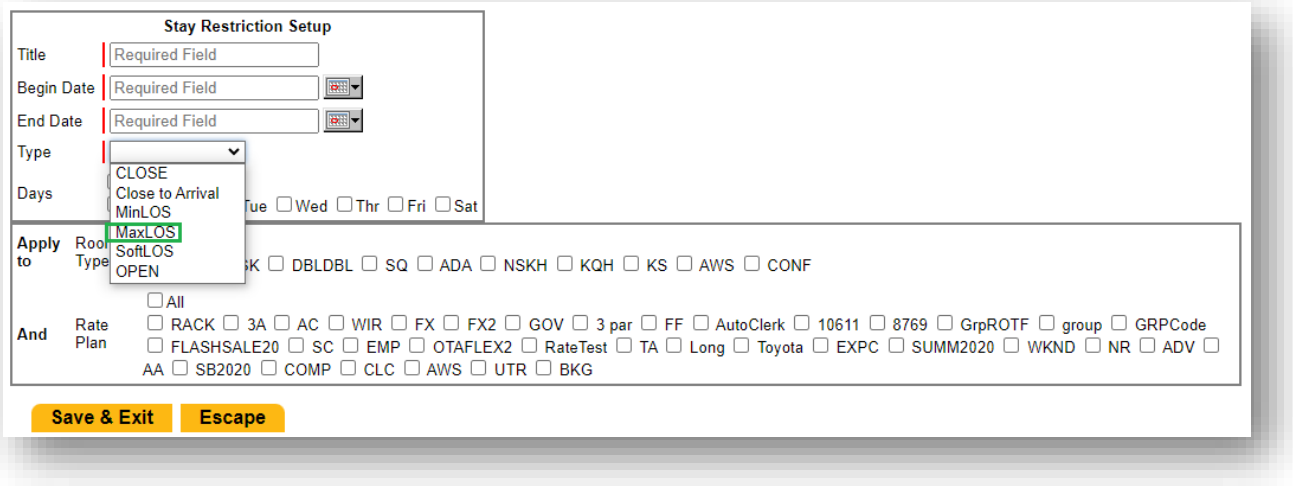
The Different Types of Stay Restrictions

CLOSE- To close out the hotel entirely for any new reservations to be booked during a certain time.
Close to Arrival- Close to Arrival means that the customer cannot arrive on a specific date, regardless of the planned length of stay.
MinLOS- Minimum length of stay guests are given a minimum number of nights that they must book if they want to arrive on a specific day.
SoftLOS- Soft length of stay guests are given a minimum number of nights that they must book if they want to stay on a specific day. **Note: It does not have to be the arrival date, it could be any day of the stay but must be the required number of total stay days.**
OPEN- To open the hotel back up when a close restriction is in place.
MaxLos- **This is for our independent hotels.** Maximum length of stay guests are given a maximum number of consecutive nights that they can stay at the hotel before having to checkout.

Best Western Branded Users:

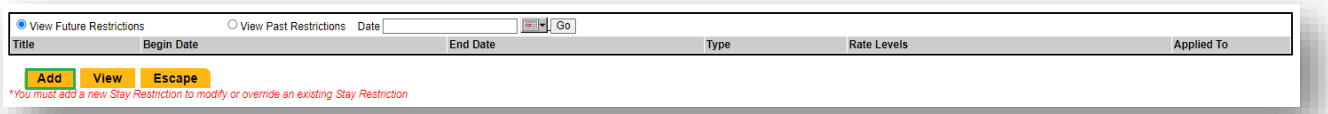


Independent Users:



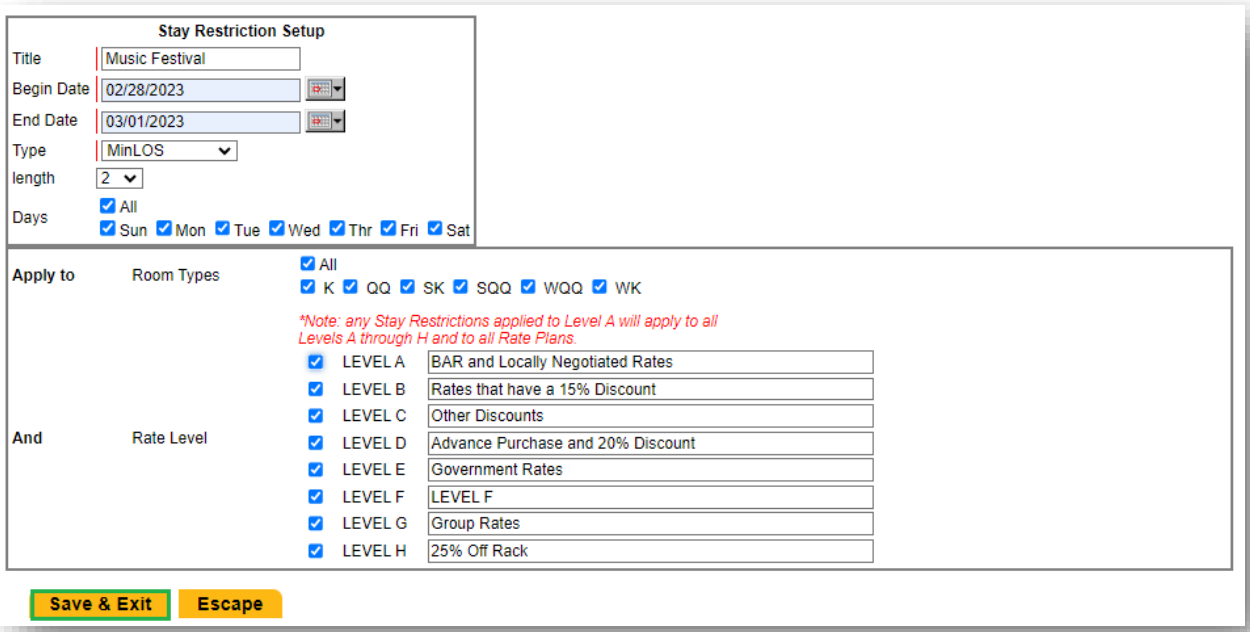
How to Input a Stay Restriction

To create a stay restriction start by selecting Add.

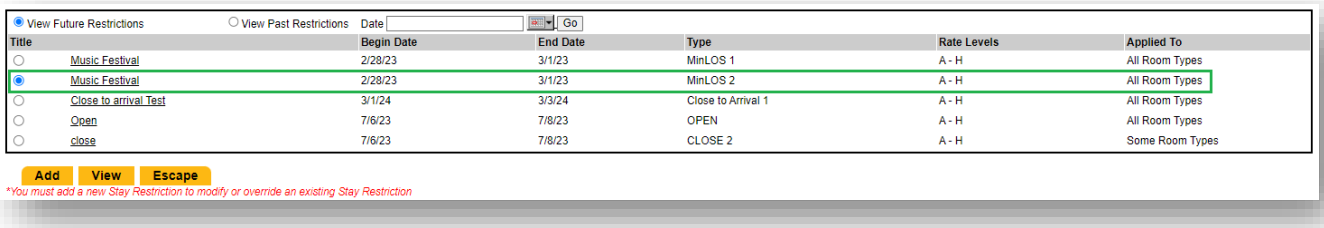


- First start by entering a title for the restriction. This will be the reason why the restriction is being applied. Next select your beginning and ending dates for the restriction.
- Next select the type of restriction being applied from the type drop down. This is how the restriction will appear on the rate calendar and in the Availability/Rates screen in AutoClerk Cloud.
- Next select the number of days you would like this restriction applied for as well of the days of the week. Selecting All will only apply the restriction to the selected dates.
- Lastly select the room types and rate levels or rate plans if you are an independent hotel, this restriction will apply to. Selecting Level A will apply to all rate levels. Once you have finished click save and exit.

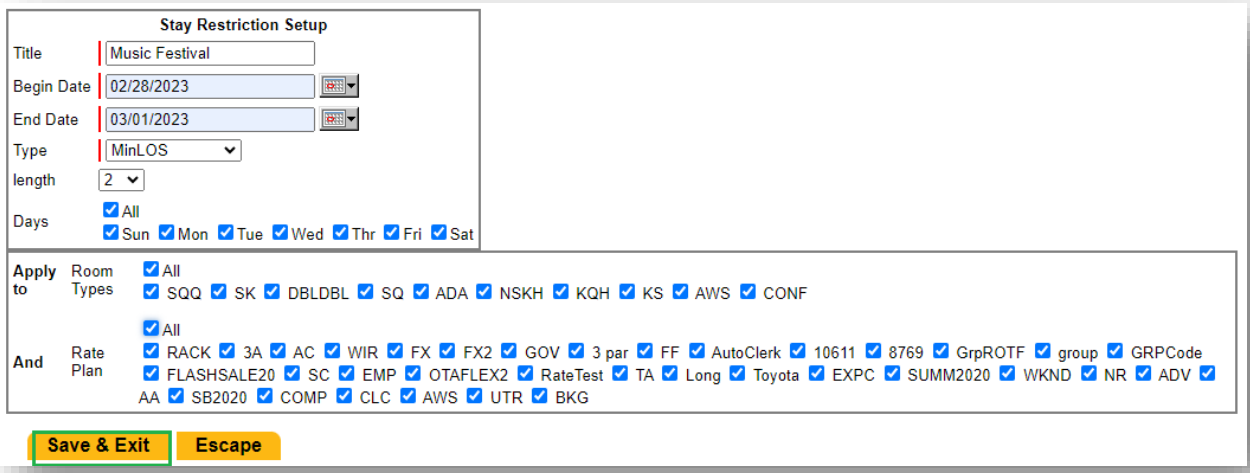
Best Western Branded Users:



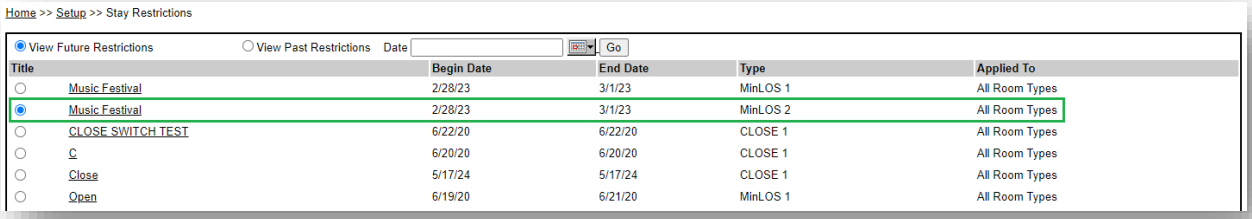
The restriction will appear on the main screen when completed.



Independent users:



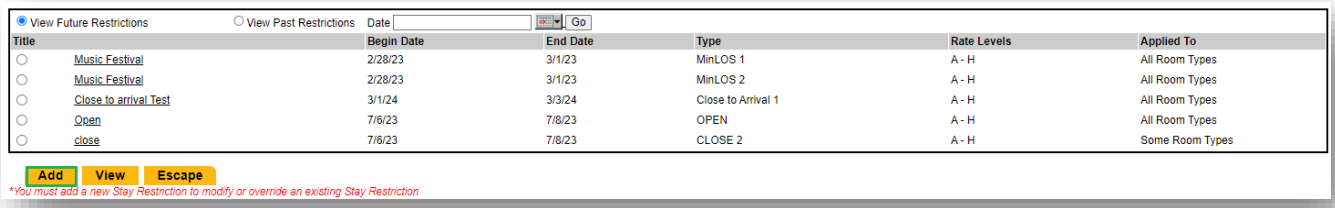
The restriction will appear on the main screen when completed.



How to Change a Stay Restriction

To change a restriction you must create a new restriction to override the current one. Start by clicking Add.

Note: You must add a new Stay Restriction to modify or override an existing Stay Restriction.

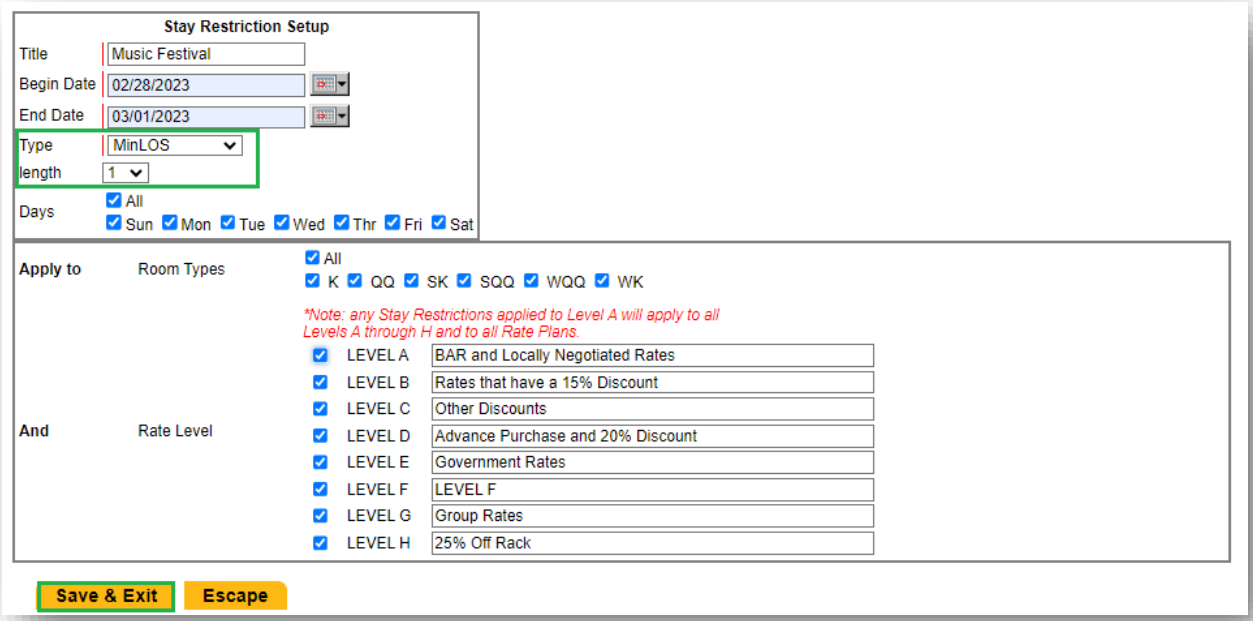


- First start by entering the same title for the restriction you are changing. This will be the reason why the restriction is being applied.
- Next select the same beginning and ending dates for the restriction being changed.
- Next select the type of restriction that will now be applied from the type drop down. This is how the restriction will appear on the rate calendar and in the Availability/Rates screen in AutoClerk Cloud.
- Next select the number of days you would like this restriction applied for as well of the days of the week. Selecting All will only apply the restriction to the selected dates.
- Lastly select the room types and Rate Levels or Rate Plans if you are an independent hotel, this restriction will apply to. Selecting Level A will apply to all rate levels. For independent hotels select room types and rate plans. Once you have finished click save and exit.

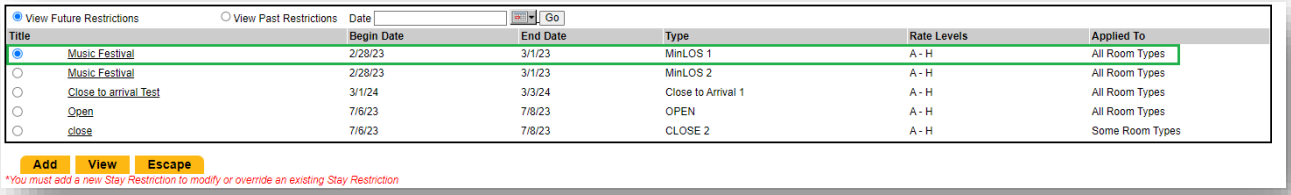
Note: To override a MinLOS for 2 nights you must create a new MinLOS for 1 night selecting the same date range.

Note: To override a CLOSE stay restriction you must create a new restriction for the same date range and select OPEN.

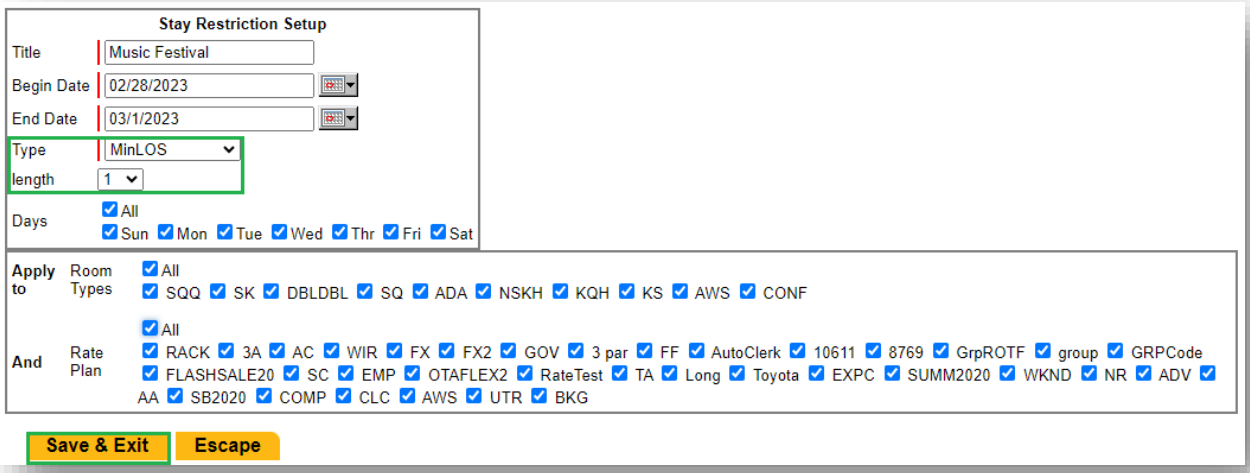
Best Western Branded Users:



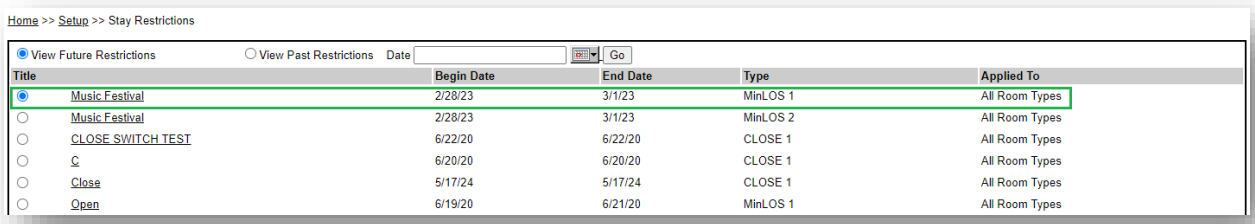
Once a new restriction is created it will display on the main screen. The current active restriction will always appear above the old one.



Independent Users:



Once a new restriction is created it will display on the main screen. The current active restriction will always appear above the old one.



Rate Plan Guarantee Cancellation

An Overview of Rate Plan Guarantee Cancellation

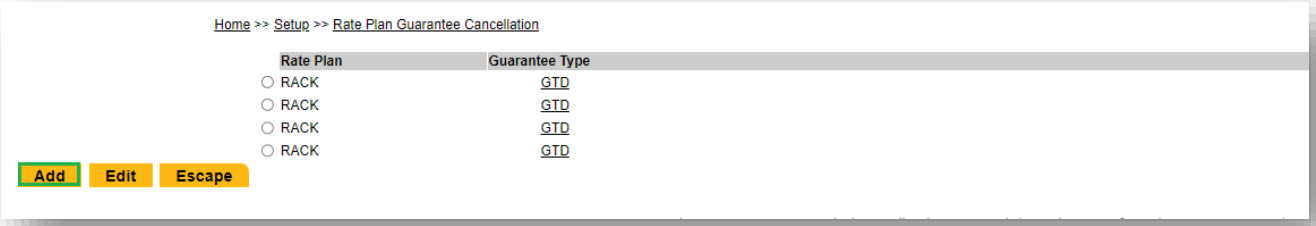
Note: All rate plans have default guarantee and cancellation policies established.

Implementing rate plan guarantee cancellations allows you to set a different policy related to how reservations are guaranteed and allow you to change the cancellation policy. These policies can be changed during stay restriction dates or overall periods of high demand using the rate plan guarantee cancellation.

Note: Rate Plan Guarantee Cancellations will only apply to CRS reservations. Reservations booked locally must have the new cancellation policy manually applied.

How to Add a Rate Plan Guarantee Cancellation

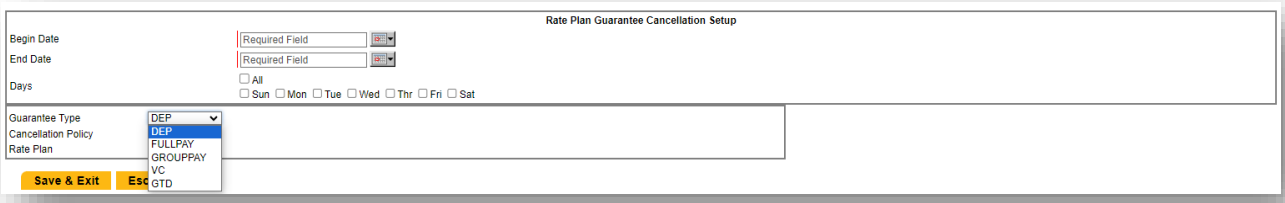
To create a rate plan guarantee cancellation policy start by selecting Add.



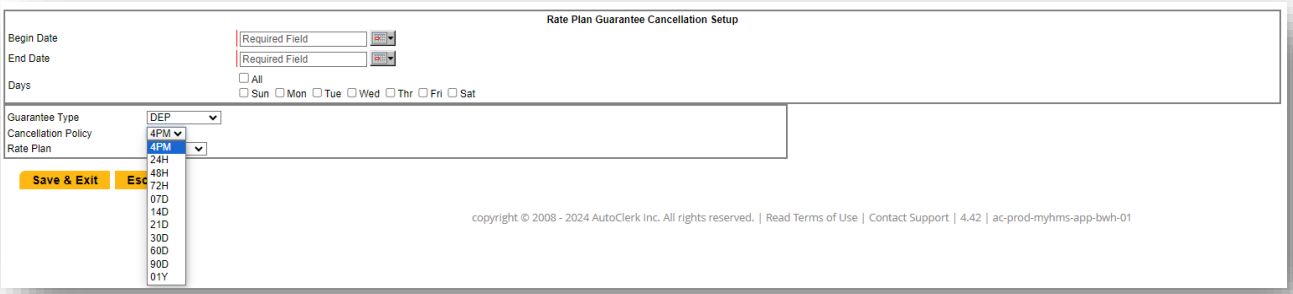
Start by entering the beginning and end dates for the policy. Next select days of the week you would like this policy applied to. Selecting **All** days will only apply the policy to the selected dates.

Next click the drop down for the **Guarantee** type of the policy and select which policy will apply.

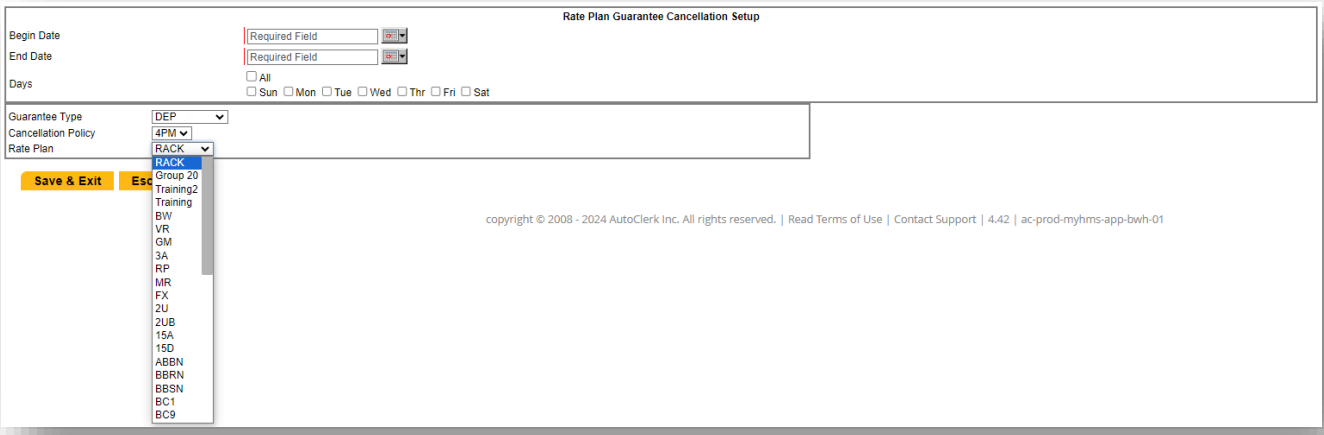
- DEP- Deposit
- FULLPAY- Full Pay
- GROUPPAY- Group Pay
- VC- Voucher
- GTD- Guarantee by credit card



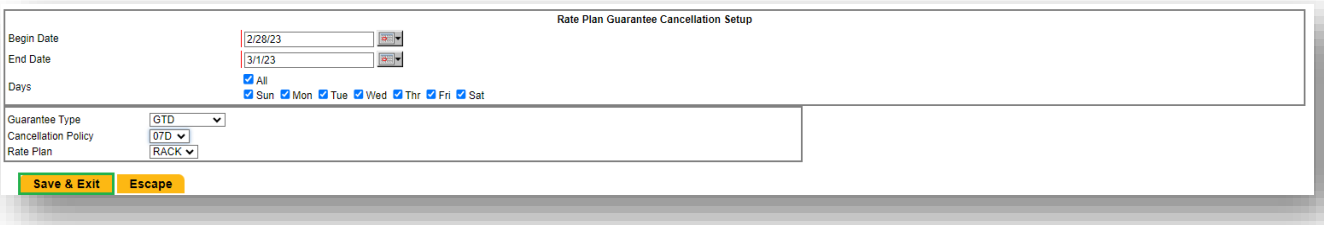
Then, click the drop down and select the cancellation policy you will be applying.



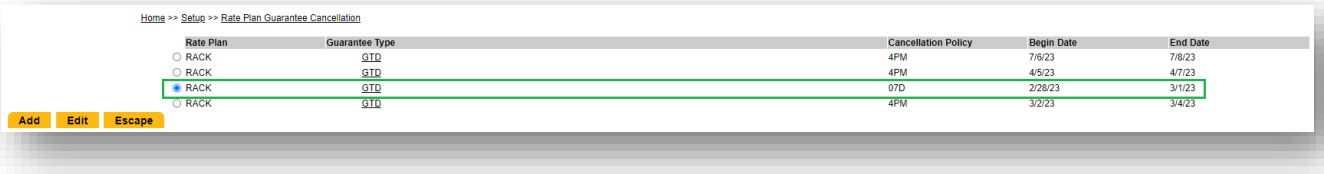
Lastly, select the rate plan you will have the guarantee and cancellation policy applied to.



Click Save & Exit when finished.



Once the rate plan guarantee and cancellation is created it will display on the main screen.

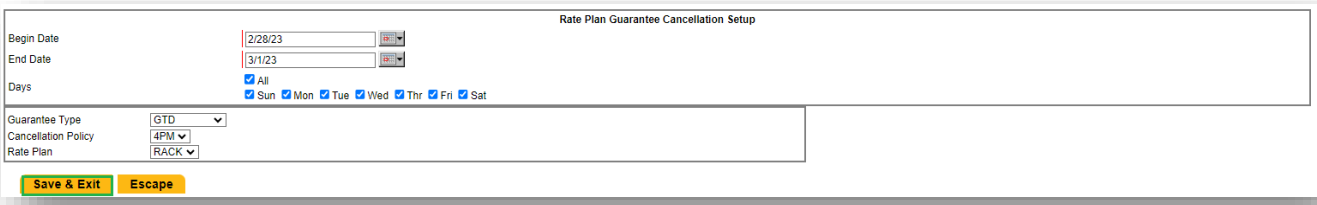


Note: You will have to do this process for each rate plan you would like to change the guarantee or cancellation policy terms. For Rate Plan Guarantee Cancellation policies to apply on the CRS, the rules for the Rate Plan must allow them to be changed.

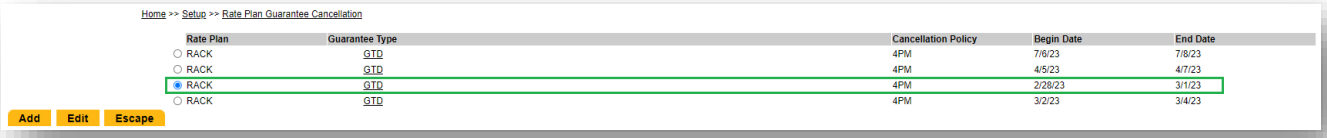
How to Edit a Rate Plan Guarantee Cancellation

To edit a **Rate Plan Guarantee Cancellation,** select the button next to the policy you would like to change and select edit at the bottom or click on the “guarantee type” underlined.

Once you have made the changes to the policy select save and exit.



Once the rate plan guarantee and cancellation changes have been save it will display on the main screen.

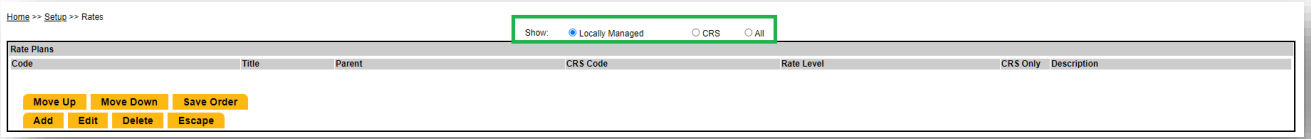


Rates

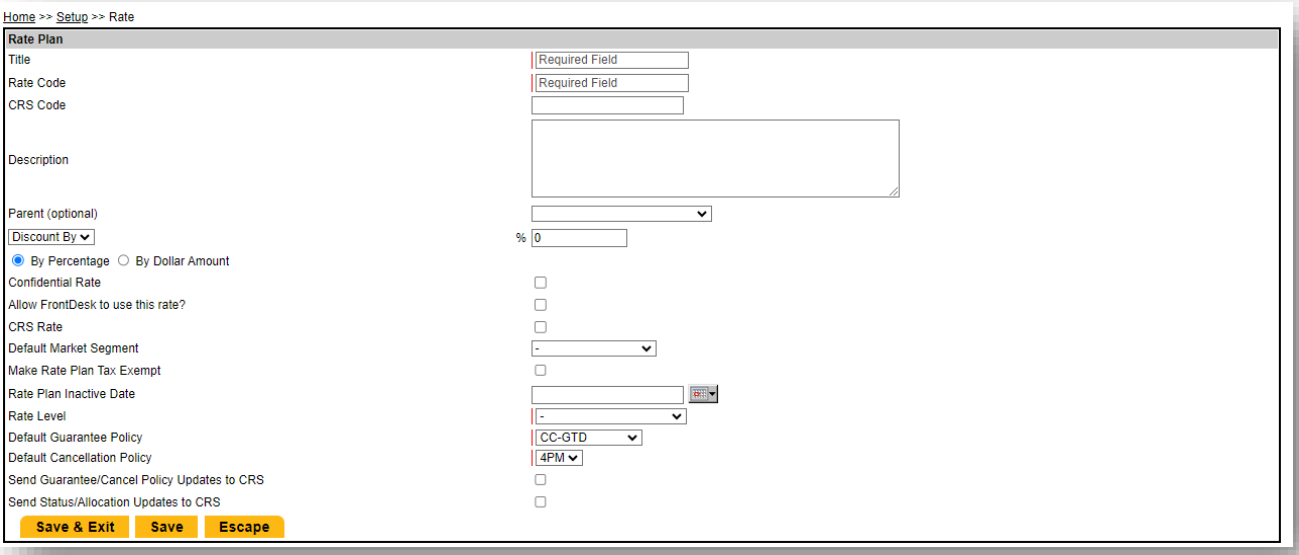
Overview of Building a Rate Plan and its Settings

Upon entering Rates under Revenue Management you will see this screen. There are three different types of display options available on this screen.

- ***Locally Managed***- Local Rates built by the property and sold only by the property.
- ***CRS***- Rates managed by BW and sold through the BW CRS.
- ***All***- All Local and CRS rate plans combined.



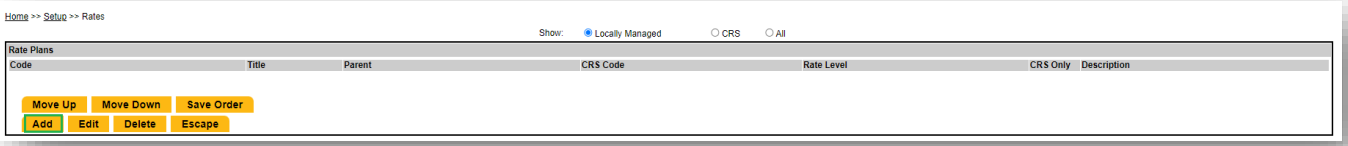
Here you will see the Rate plan settings screen.



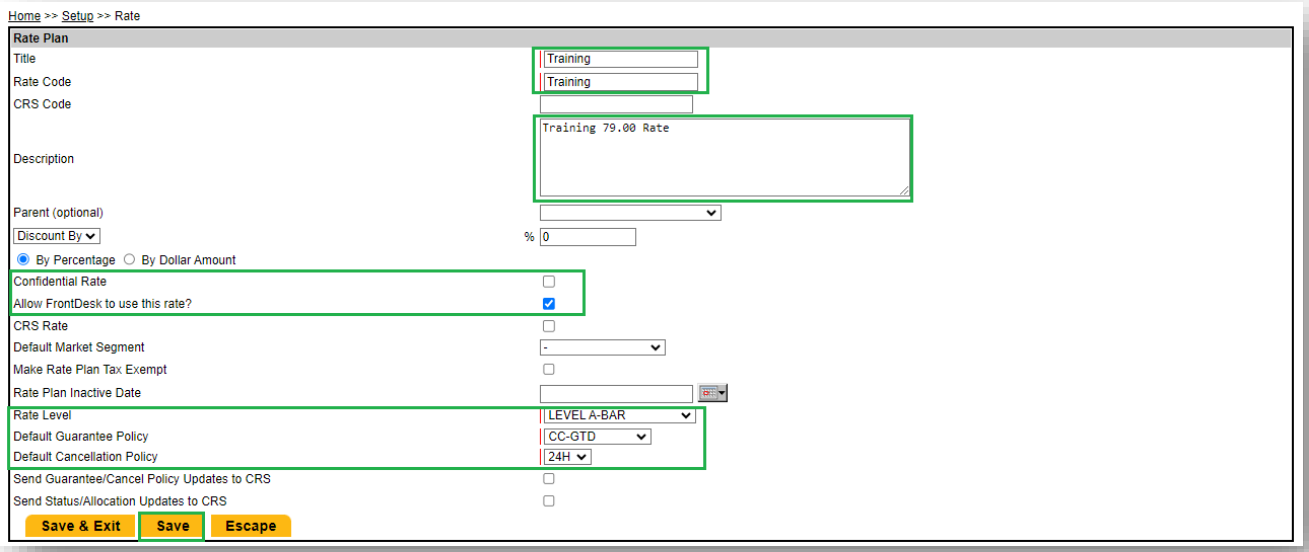
- ***Title***- This is the full Title of the rate plan and how it will appear on the reservation form.
- ***Rate Code***- How the rate code will be displayed in the system and on reports.
- ***CRS Code***- This is how the rate code plan links to the Best Western CRS. When building local rate plans the CRS Code box should be left blank.
- ***Description***- This field can be used to enter any notes about the rate. The description can be seen by clicking on Availability / Rates on the reservation form and hovering over the Rate Plan name on the table.
- ***Parent***- This will be used when one rate discount value is based off another rate.
- ***Confidential Rate***- This box can be checked if the rate will be hidden from the guest. This will suppress the rates from the Confirmation letter and Registration form.
- ***Allow Front Desk to use this Rate?*** - This box can be checked if the front desk will be allowed to book the rate.
- ***CRS Rate***- This box can be checked if this rate will be offered through the Best Western Central reservation system. This should only be selected if it must link to the CRS reservation system.
- ***Default Market Segment-*** Optional for a market segment to be applied when the Rate Plan is selected.
- ***Make Rate Plan Tax Exempt***- If the rate plan will be tax exempt this box can be checked to withhold all or specific taxes.
- ***Rate Plan Inactive Date***- A date can be entered if you will only be running this rate plan for a specific time.
- ***Rate Levels***- This is the level where that specific rate plan will be living. **Note: This is for Best Western Branded Hotels only.**
- ***Default Guarantee Policy***- This Is where you will select the guarantee policy for the rate plan. **Note: This is for Best Western Branded Hotels only.**
- ***Default Cancellation Policy***- This Is where you will select the cancellation policy for the rate plan. **Note: This is for Best Western Branded Hotels only.**
- ***Send Guarantee/Cancel Policy Updates to CRS***- CRS rate settings set by Best Western.
- ***Send Status/Allocation Updates to CRS***- CRS rate settings set by Best Western.

How to Build a Parent Rate Plan

To build a parent rate plan start by selecting Add.



- Start by entering a title for your rate plan and a Rate Code.
- Enter the CRS code if this will be sold by BW. This code links to the Best Western CRS. When building local rate plans to be sold only by the property the CRS Code box should be left blank.
- Next add any notes in the description box about this rate plan if applicable.
- The parent will be left blank. Only select a parent if the discount value is based off another rate.
- Check the box for Allow Front Desk to use this rate.
- Select the rate level this rate plan will be living. **Note: This is for Best Western Branded Hotels only.**
- Select the Default Guarantee Policy for this rate plan. **Note: This is for Best Western Branded Hotels only.**
- Select the Cancellation policy for this rate plan. **Note: This is for Best Western Branded Hotels only.**
- Click Save.

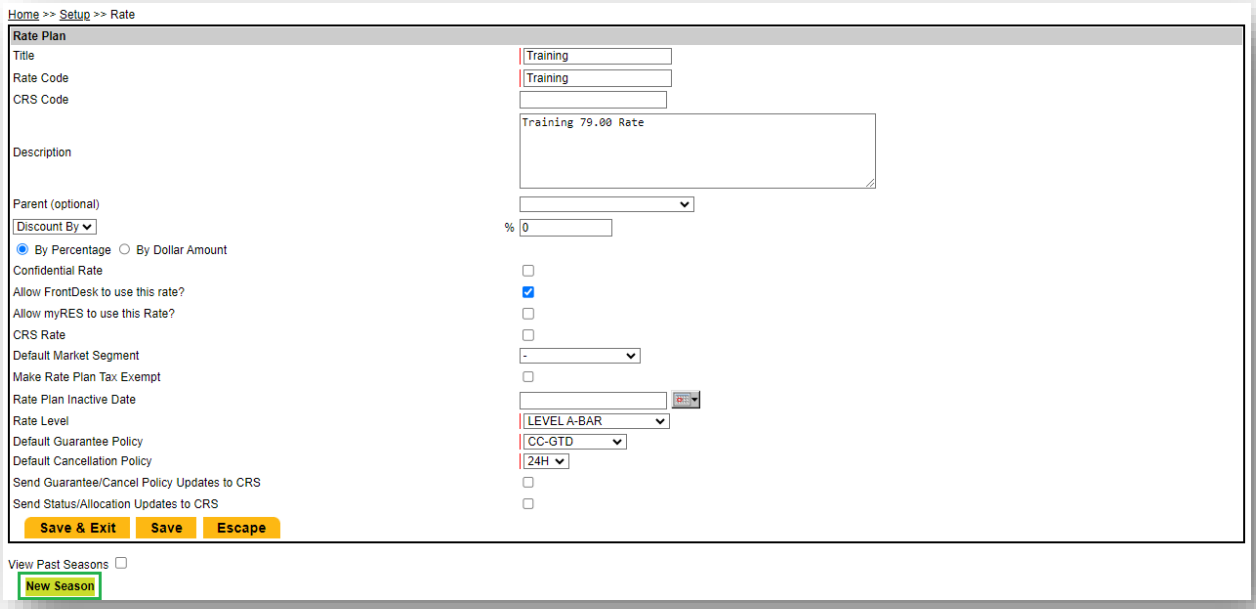


An Overview of Rate Seasons

After a Parent Rate Plan is built, you will need to create rate seasons. This is where you will input all your hotel rates over certain time periods. Seasons are only built for Parent Rate Plans.

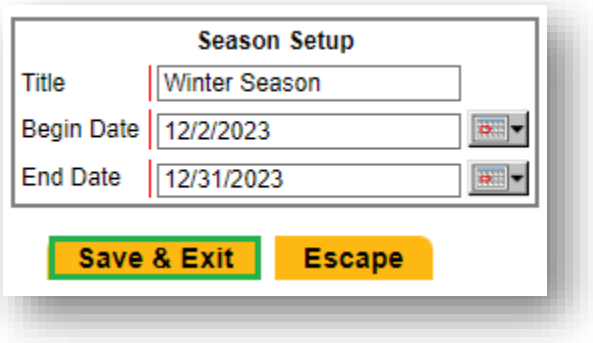
How to Build a Parent Rate Season

To begin creating a new season start by selecting the lime green button New Season.

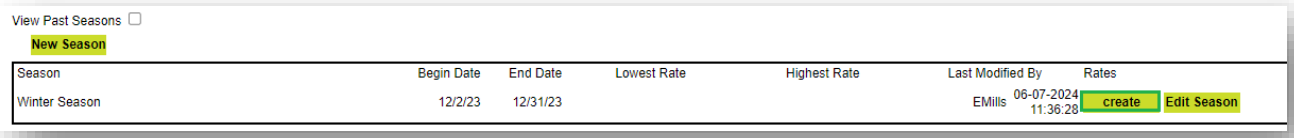


Enter a title for your season. For example Winter Season. Next enter the beginning and end dates for this rate season then click Save & Exit.

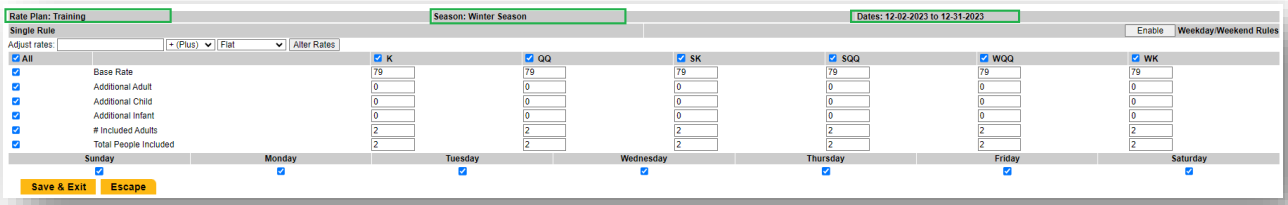
<u>Note:</u> Seasons can only be built for up to 365 days.



Once the season is created you can now start inputting your rates. To begin select the lime green button titled Create.

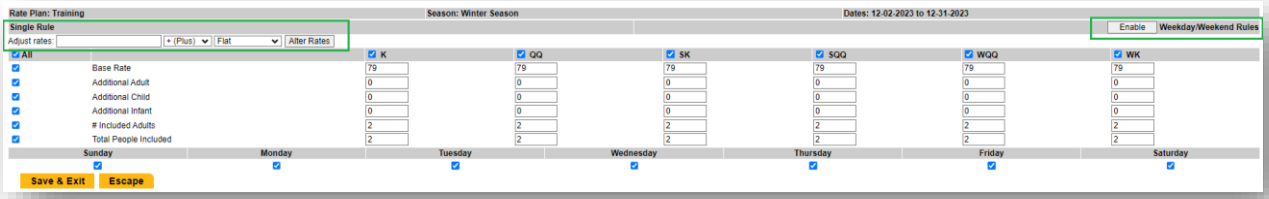


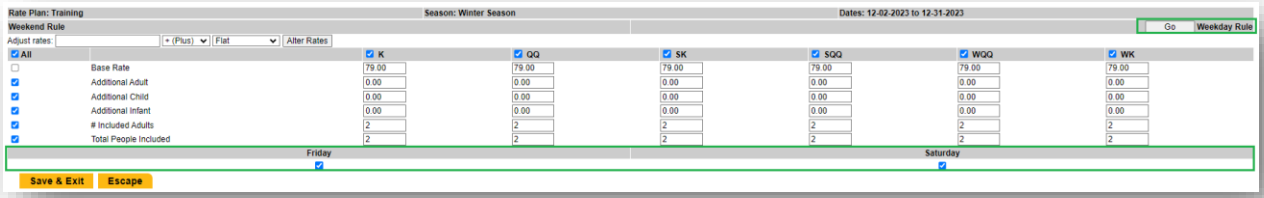
On the top of the season page, you will have the Rate Plan displayed along with the name of the season and dates.



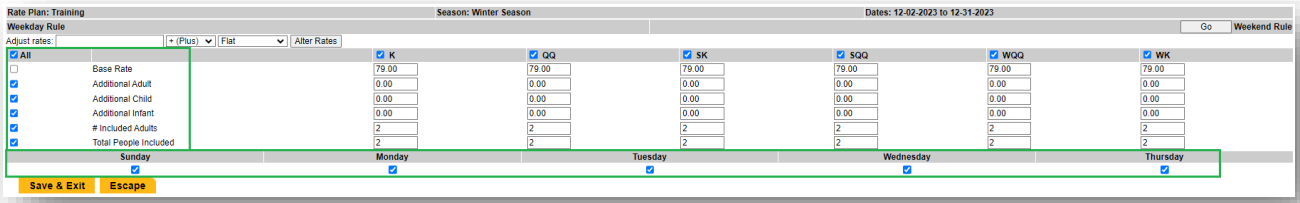
Also, on the top of the page there are settings for adjusting rates and room types. There is also an Enable **Weekend Rule** that can be enabled if your hotel has rates that are different on Friday and Saturday. Enabling this feature will require you to create separate rates for Sunday through Thursday, Friday and Saturday. If this feature is not enabled, you will have the same rates for Sunday through Saturday.

Note: Once the Weekend Rule feature is enabled it cannot be disabled.



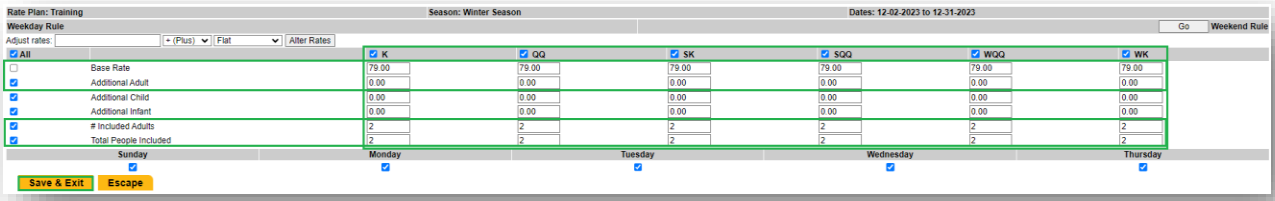


Displayed in the center are your room types and rates. On the left-hand side you will see the boxes for Base Rate, Additional Adult, Additional Child, Additional Infant, # of Included Adults, and Total People Included. On the bottom of the page there are options for selecting the day of the week.

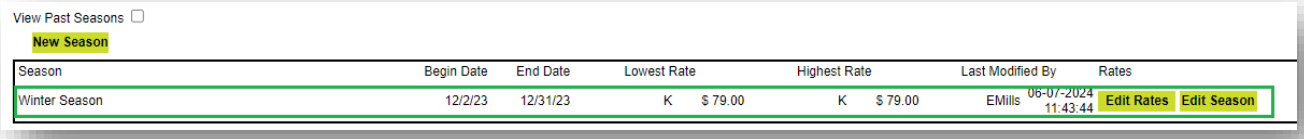


Start by selecting the room types you will be inputting rates for. Enter the rate for each specific room type in the base rate box. If you would like to add additional charges for adults and children, you may enter those amounts in the boxes. The difference between the # included adults and the total people included will be charged an additional adult charge of $10.00, see example below. The SK room type can have up to 4 people included in the room, if more than 2 people are selected on the reservation, the system will add $10.00 for the third person and add $10.00 for the fourth person, per night, plus applicable taxes. Select Save & Exit when finished.

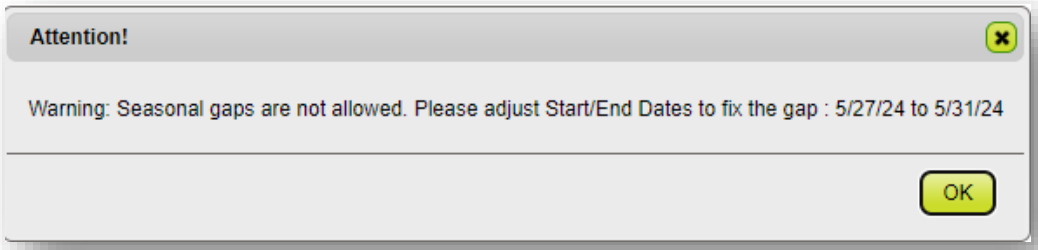
Note: If a room type is not selected for a specific rate plan, that room type will not be available to be booked.



The rate season will now be displayed at the bottom of your rate plan screen.



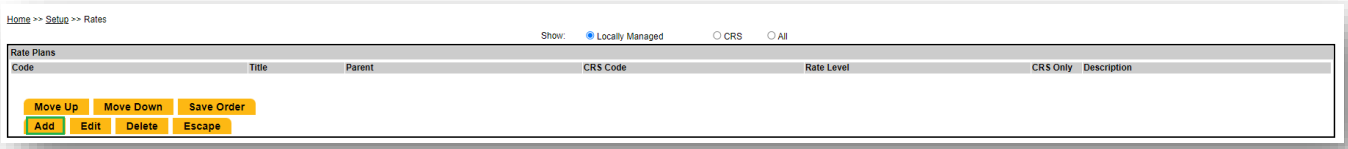
Rate seasons do not allow gaps in dates. If there is a gap between seasons you will receive a warning pop up stating to adjust the Start/End dates to fix the gap.



Note: To view past rate seasons, Select the box View Past Seasons.

How to Build a Child Rate Plan

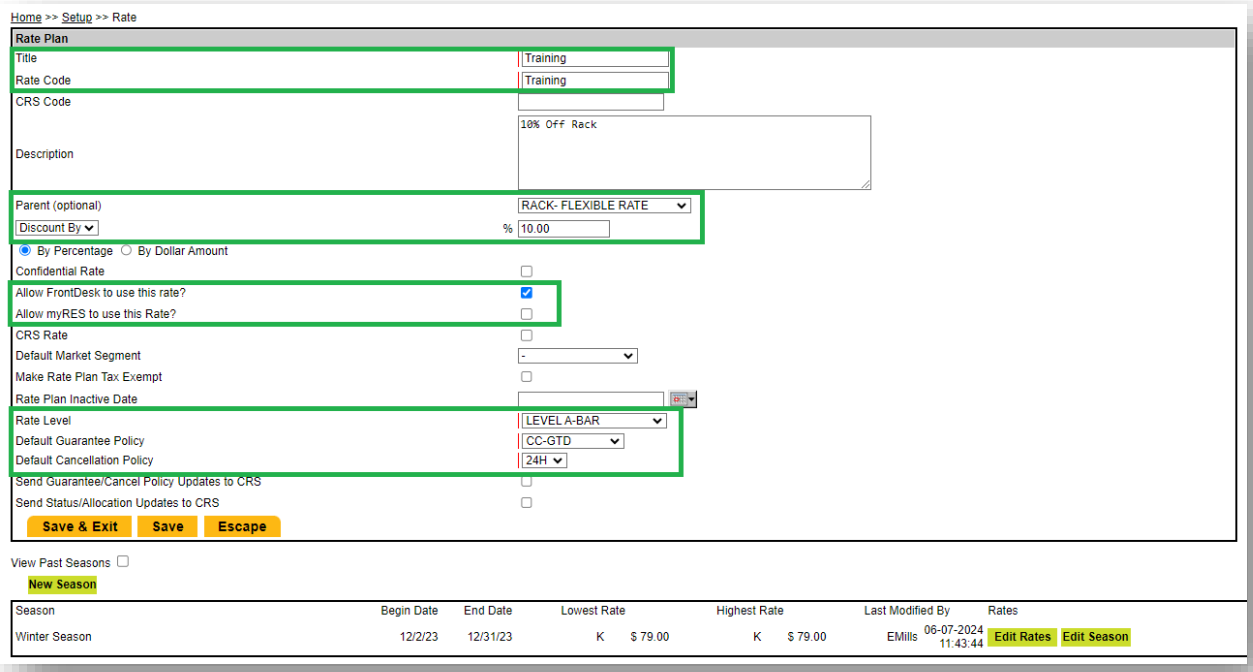
To build a Child Rate Plan start by selecting Add.



- Start by entering a title for your rate plan and a Rate Code. Next add some notes in the description box about this rate plan.
- Selecting a parent rate plan the discount value is based off for the rate plan.
- Enter the discount percentage.
- Check the box for Allow Front Desk to use this rate.
- Select the rate level this rate plan will be living. **Note: This is for Best Western Branded Hotels only.**
- Select the Default Guarantee Policy for this rate plan. **Note: This is for Best Western Branded Hotels only.**
- Select the Cancellation policy for this rate plan. **Note: This is for Best Western Branded Hotels only.**
- Click Save.

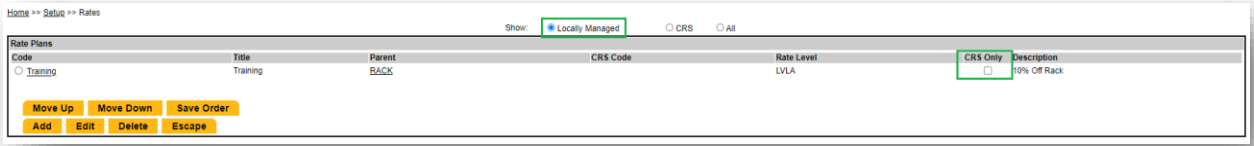
The season will automatically be created for the rate plan displaying the discounted rate.

Note: Only the red fields are required but you will need to select the Parent Rate Plan, and the Discount Percentage or Dollar Amount the Rate Plan will be discounted by.

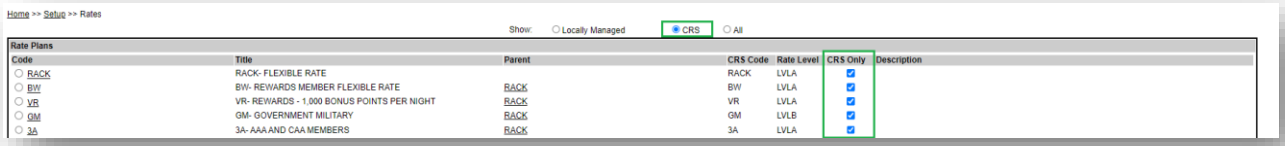


CRS vs Locally Managed Rate Plans

Locally Managed Rate Plans will be all local rates built by the property.



CRS Managed Rate Plans are rates managed by BW but does not mean they can only be booked on Bestwestern.com.



How to Change the Order of Rate Plans

To change the order display for the rate plans. Select the button next to the rate plan you would like to move and use the move up and move down buttons located at the bottom of the screen.

BK9	BK9- BOOKING COM BOOK EARLY AND SAVE	RACK	BK9	LVLB	☑	
EC1	EC1- EXPEDIA COLLECT FOR RACK	RACK	EC1	LVLA	☑	
EC9	EC9- EXPEDIA COLLECT FOR BOOK EARLY AND SAVE	RACK	EC9	LVLB	☑	
EP	EP- EMPLOYEE RATE	RACK	EP	LVLA	☑	
EX1	EX1- HOTEL COLLECT FOR RACK	RACK	EX1	LVLA	☑	
FF	FF- FRIENDS AND FAMILY RATE	RACK	FF	LVLF	☑	
FX2	FX2-PAY WITH POINTS	RACK	FX2	LVLB	☑	Points + Cash| Points have already been allocated, Rate on reservation is paid by guest.
GECN	GECN- GENERAL ELECTRIC PREFERRED	RACK	GECN	LVLA	☑	
HB1	HB1- HOTELBEDS LEISURE RATE	RACK	HB1	LVLA	☑	
HB2	HB2- HOTELBEDS LEISURE RATE 2	RACK	HB2	LVLB	☑	
HB9	HB9- HOTELBEDS COLLECT FOR BOOK EARLY AND SAVE	RACK	HB9	LVLB	☑	
LC	LC- SPECIAL PROMOTION	RACK	LC	LVLA	☑	
LP1	LP1- LEISURE PROGRAM NET RATE	RACK	LP1	LVLA	☑	
LP2	LP2- LEISURE PROGRAM NET RATE 2	RACK	LP2	LVLF	☑	
OI	OI- EXCLUSIVE EMAIL RATE	RACK	OI	LVLB	☑	
RPC	RPC- EXPEDIA COLLECT FOR AARP	RACK	RPC	LVLA	☑	
SIEN	SIEN- SIEMENS CORPORATION PREFERRED NET	RACK	SIEN	LVLA	☑	
SR1	SR1- SELL RATE FOR RACK	RACK	SR1	LVLA	☑	
SR9	SR9- SELL RATE FOR BOOK EARLY AND SAVE	RACK	SR9	LVLB	☑	
XN	XN- BBW PREFERRED RATE-NET	RACK	XN	LVLA	☑	
XW	XW- BBW PREFERRED RATE-COMMISSIONABLE	RACK	XW	LVLA	☑	
XZ	XZ- PREFERRED TRAVEL AGENCY RATE	RACK	XZ	LVLA	☑	
Z2	Z2- SECONDARY PREFERRED	RACK	Z2	LVLA	☑	
Z7	Z7- BUSINESS ADVANTAGE	RACK	Z7	LVLA	☑	

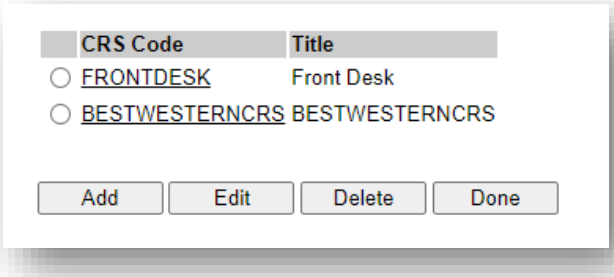
Move Up | Move Down | Save Order
Add | Edit | Delete | Escape

Once you have finished select save order at the bottom of the screen.

Channels

Overview of Channels

The Channels area allows Best Western branded hotel's to control their hotel's Rate Level allotments directly from AutoClerk.

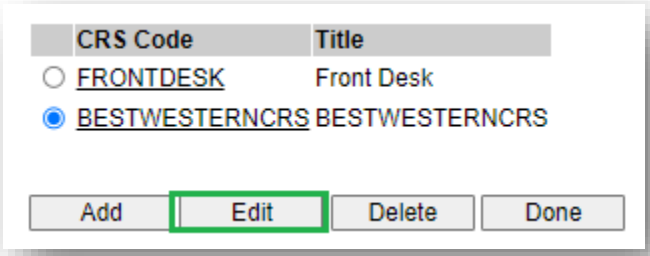


CRS Code	Title
FRONTDESK	Front Desk
BESTWESTERNCRS	BESTWESTERNCRS

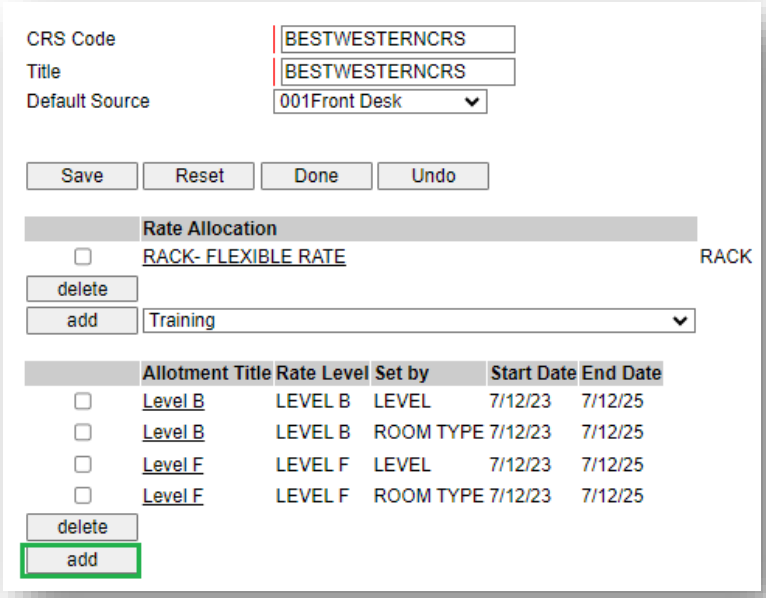
Add | Edit | Delete | Done

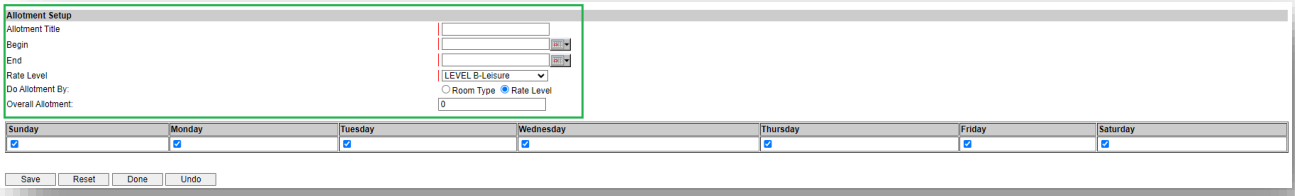
How to Manage Specific Channel by Rate Level

To manage your allotments by Rate Level start by selecting the radio button next to BESTWESTERNCRS and select edit or clicking directly on the BESTWESTERNCRS underlined.



To Add a new Rate Level Allotment start by selecting Add.





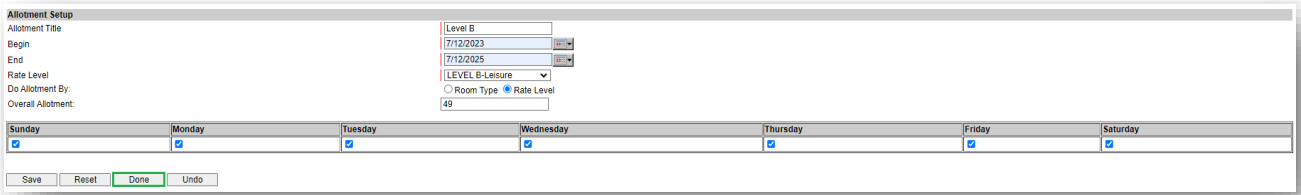
First start by inputting an Allotment title for your rate level. **Note: It is recommended to use the Rate Level name to mirror Member Web.**

Next, set the Beginning and End dates for the allotment period. **Note: These may also be set up as seasons for the rate allotments for any specific period. It is required to have at least 18 months of allotments built out.**

Next, select the rate level you will be setting the allotments for. After you have selected the Rate Level click on the radio below titled Rate Level.

Lastly, in the Overall Allotment area input the total number of rooms you will allocate to the Rate Level.

Once finished select Done.

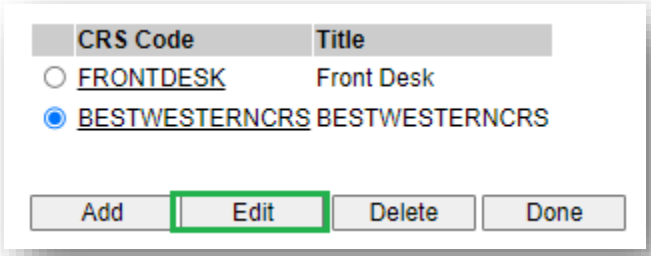


Bottom Allotment Setup Buttons

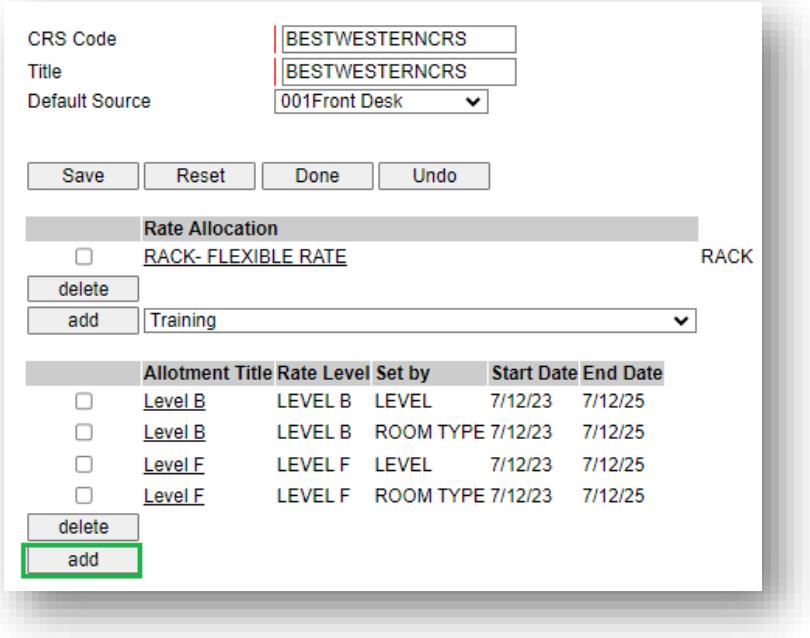
- ***Save***- This button will save your changes while keeping you on the page.
- ***Reset***- This button will reset the page clearing out anything that has been filled out.
- ***Done***- This button will save your changes and bring you back to the user setup page.
- ***Undo***- This button will not save any changes you made on the page and bring you back to Channel page.

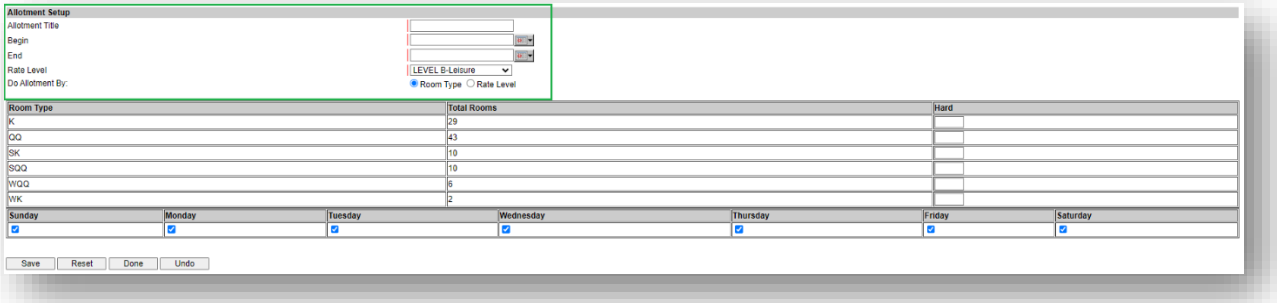
How to Manage Specific Channel by Room Type

To manage your allotments by Room Type start by selecting the radio button next to BESTWESTERNCRS and select edit or clicking directly on the BESTWESTERNCRS hyperlink.



To add Allotments to a Rate Level by Room Type start by selecting Add.





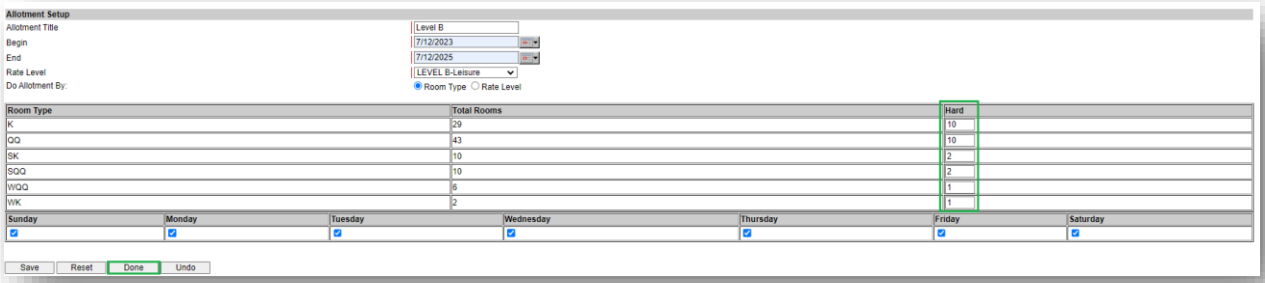
First start by inputting an Allotment title for your rate level. **Note: It is recommended to use the Rate Level name to mirror Member Web.**

Next, set the Beginning and End dates for the allotment period. **Note: These may also be set up as seasons for the rate allotments for any specific period. It is required to have at least 18 months of allotments built out.**

Next, select the rate level you will be setting the allotments for. After you have selected the Rate Level click on the radio below titled Room Type.

Below you will see a list of all the room types for your hotel. In the column labeled **Hard** will indicate how many rooms you would like to allocate for each room type for that Rate Level based on the total allocations for that Rate Level.

Once finished select Done.

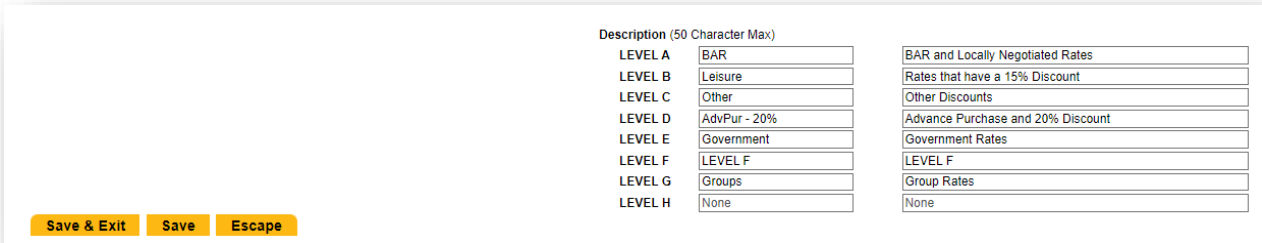


Rate Levels (Best Western Branded Hotels)

Overview of Rate Levels

Rate levels create a simplified approach to managing the availability of your hotel by grouping similar rate plans together into one rate level, or “bucket”. These levels, or "buckets," then allow you to manage availability for all rate plans in a level at one time instead of updating each individual rate plan separately.

In this area you will find all the Rate Levels active for your hotel.

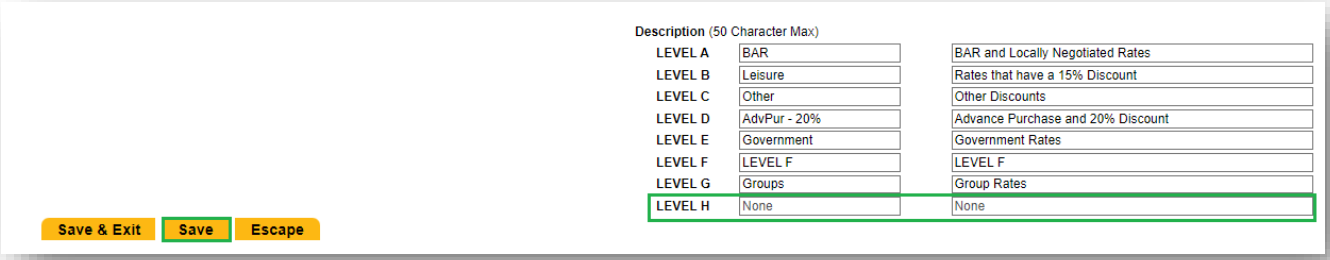


On the left-hand side you will see the Rate Level name displayed and on the right-hand side will be an additional description about that rate level.

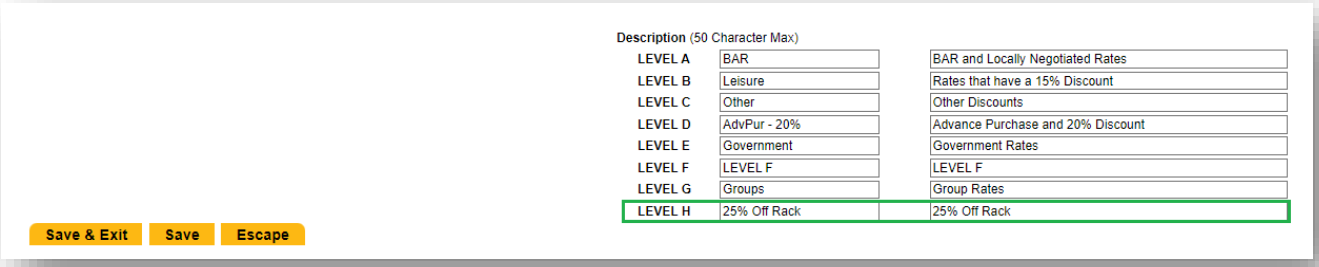
How to Add a Rate Level

To add a rate level start by creating the level name to the left and then enter a brief description about that level on the right. Click save.

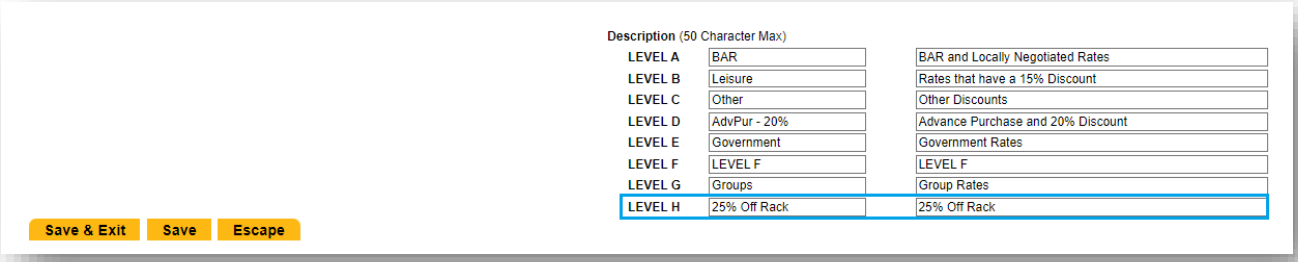
Note: Rate levels must be created on the Best Western side prior to adding them in AutoClerk.

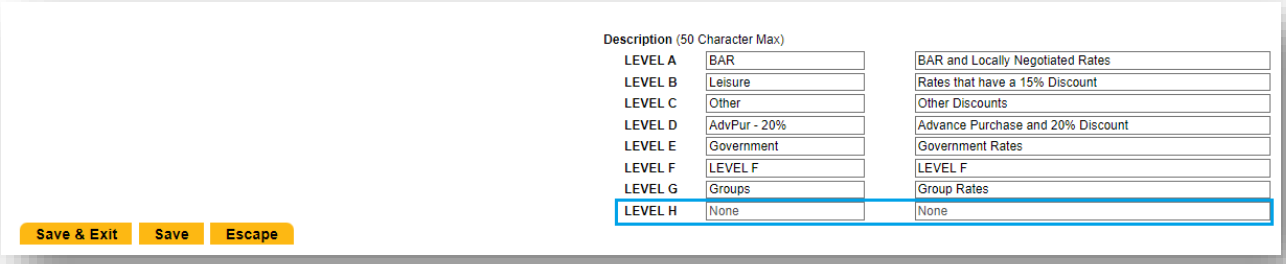


Below you can see the new rate level displayed.

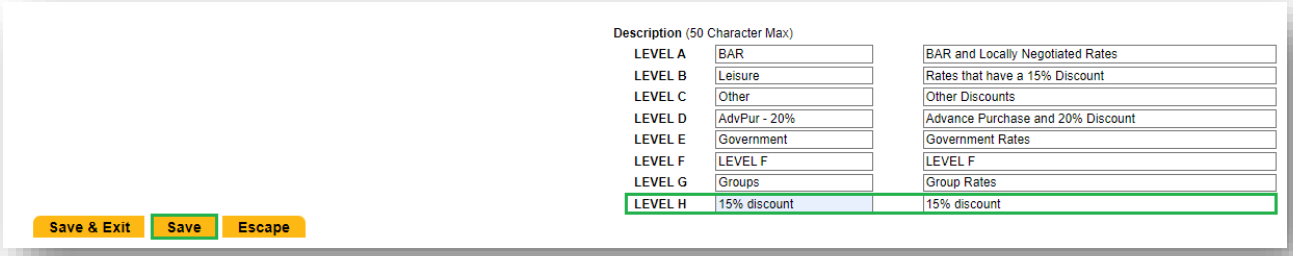


To change a rate level start by removing the level name and description.

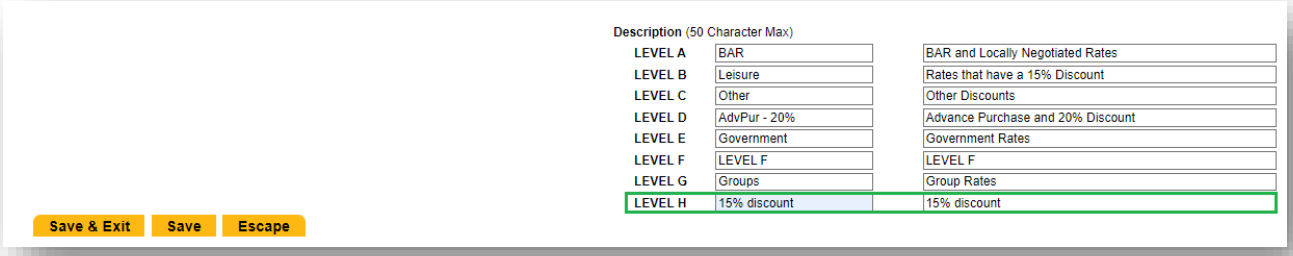


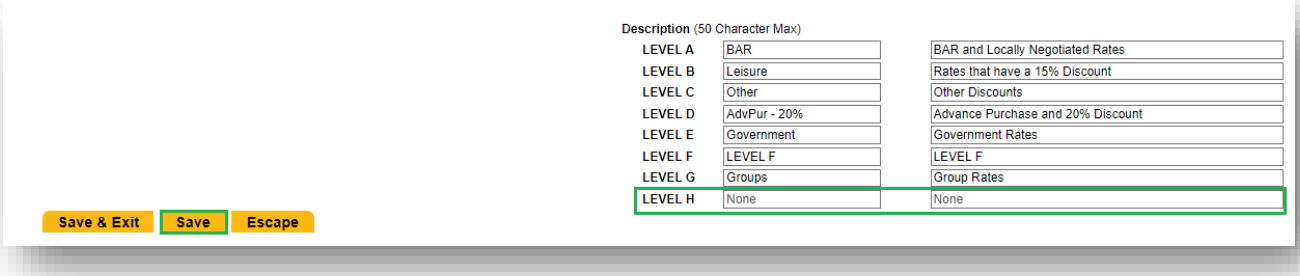


Next, enter your new level name and description then click save.



To remove a rate level start by removing the level name and description. These fields will remain blank. Then click save.





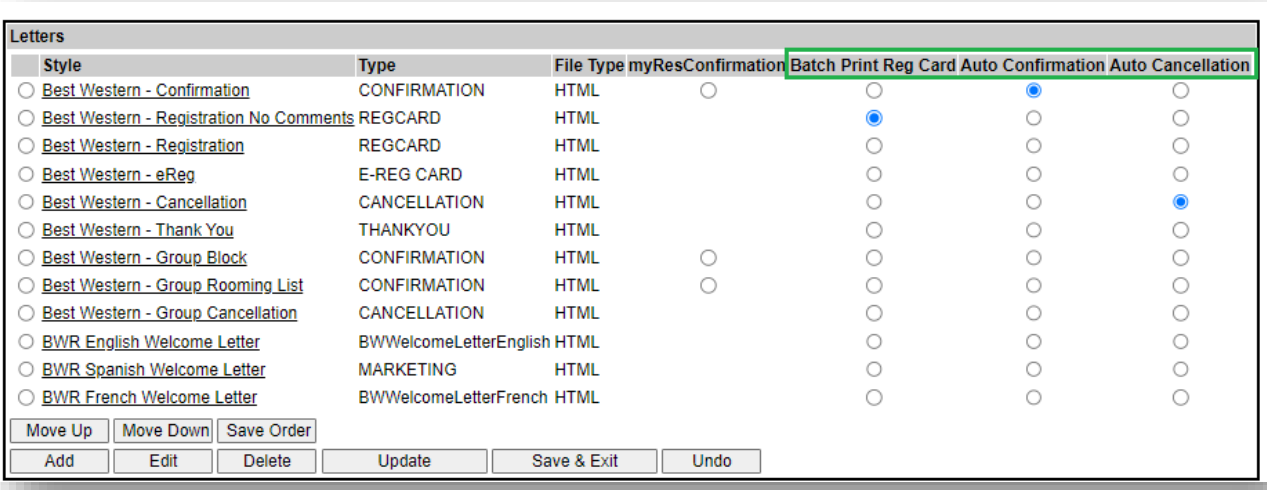
Marketing

Overview of Letters

In this area you will find all your pre-set letters that have been loaded for your property. If you are part of the Best Western brand, letters have been loaded per your assigned brand.

In this area you will also find your Batch Print Reg Card, Auto Confirmation and Auto Cancellation settings.

Letters are coded in HTML and will require support assistance to be edited.

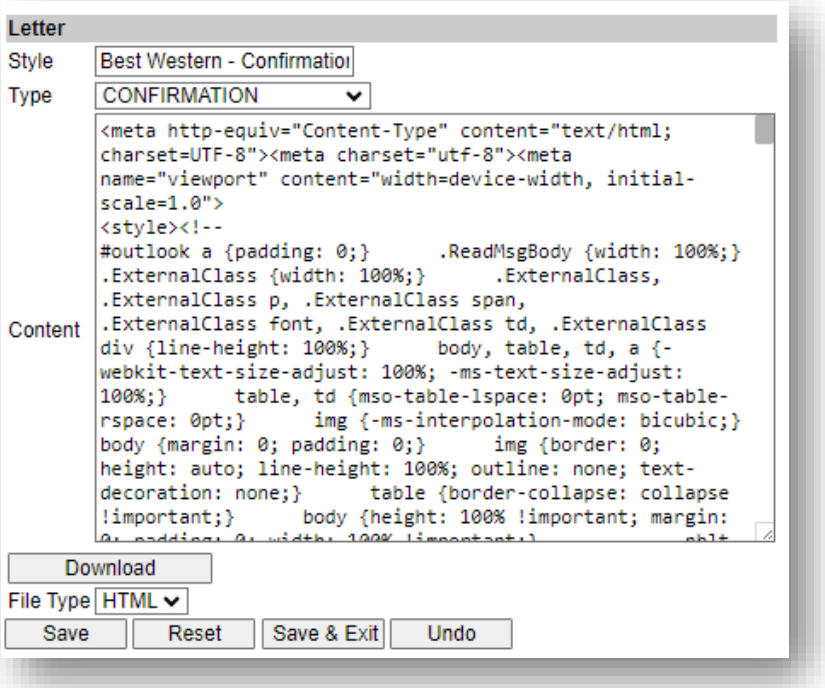


Letters

	Style	Type	File Type	myResConfirmation	Batch Print Reg Card	Auto Confirmation	Auto Cancellation
○	Best Western - Confirmation	CONFIRMATION	HTML	○	○	◉	○
○	Best Western - Registration No Comments	REGCARD	HTML		◉	○	○
○	Best Western - Registration	REGCARD	HTML		○	○	○
○	Best Western - eReg	E-REG CARD	HTML		○	○	○
○	Best Western - Cancellation	CANCELLATION	HTML		○	○	◉
○	Best Western - Thank You	THANKYOU	HTML		○	○	○
○	Best Western - Group Block	CONFIRMATION	HTML	○	○	○	○
○	Best Western - Group Rooming List	CONFIRMATION	HTML	○	○	○	○
○	Best Western - Group Cancellation	CANCELLATION	HTML		○	○	○
○	BWR English Welcome Letter	BWWelcomeLetterEnglish	HTML		○	○	○
○	BWR Spanish Welcome Letter	MARKETING	HTML		○	○	○
○	BWR French Welcome Letter	BWWelcomeLetterFrench	HTML		○	○	○

Move Up | Move Down | Save Order

Add | Edit | Delete | Update | Save & Exit | Undo



Letter

Style: Best Western - Confirmatio

Type: CONFIRMATION

Content:

```
<meta http-equiv="Content-Type" content="text/html;
charset=UTF-8"><meta charset="utf-8"><meta
name="viewport" content="width=device-width, initial-
scale=1.0">
<style><!--
#outlook a {padding: 0;}      .ReadMsgBody {width: 100%;}
.ExternalClass {width: 100%;}      .ExternalClass,
.ExternalClass p, .ExternalClass span,
.ExternalClass font, .ExternalClass td, .ExternalClass
div {line-height: 100%;}      body, table, td, a {-
webkit-text-size-adjust: 100%; -ms-text-size-adjust:
100%;}      table, td {mso-table-lspace: 0pt; mso-table-
rspace: 0pt;}      img {-ms-interpolation-mode: bicubic;}
body {margin: 0; padding: 0;}      img {border: 0;
height: auto; line-height: 100%; outline: none; text-
decoration: none;}      table {border-collapse: collapse
!important;}      body {height: 100% !important; margin:
```

Download

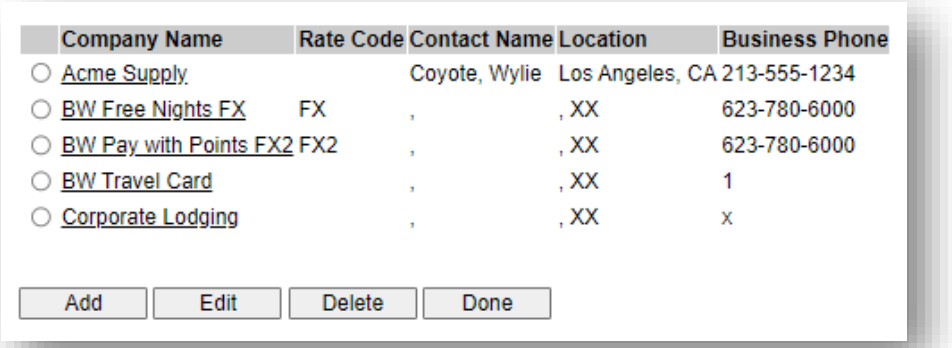
File Type: HTML

Save | Reset | Save & Exit | Undo

Contact Management

Company Overview

In this area you will build your companies for your Hotel's City Ledger Accounts.

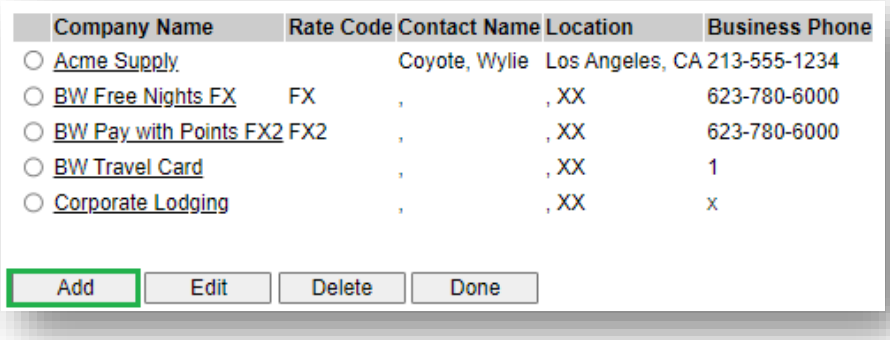


Company Name	Rate Code	Contact Name	Location	Business Phone
Acme Supply		Coyote, Wylie	Los Angeles, CA	213-555-1234
BW Free Nights FX	FX	,	, XX	623-780-6000
BW Pay with Points FX2	FX2	,	, XX	623-780-6000
BW Travel Card		,	, XX	1
Corporate Lodging		,	, XX	x

Add Edit Delete Done

How to Setup a Company Account

To set up a company account for direct bill start by selecting Add.



Company Name	Rate Code	Contact Name	Location	Business Phone
Acme Supply		Coyote, Wylie	Los Angeles, CA	213-555-1234
BW Free Nights FX	FX	,	, XX	623-780-6000
BW Pay with Points FX2	FX2	,	, XX	623-780-6000
BW Travel Card		,	, XX	1
Corporate Lodging		,	, XX	x

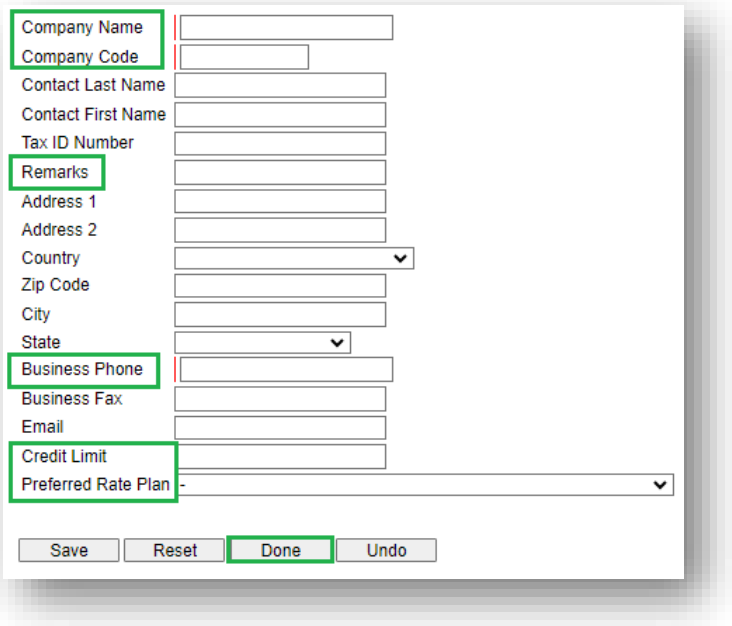
Add Edit Delete Done

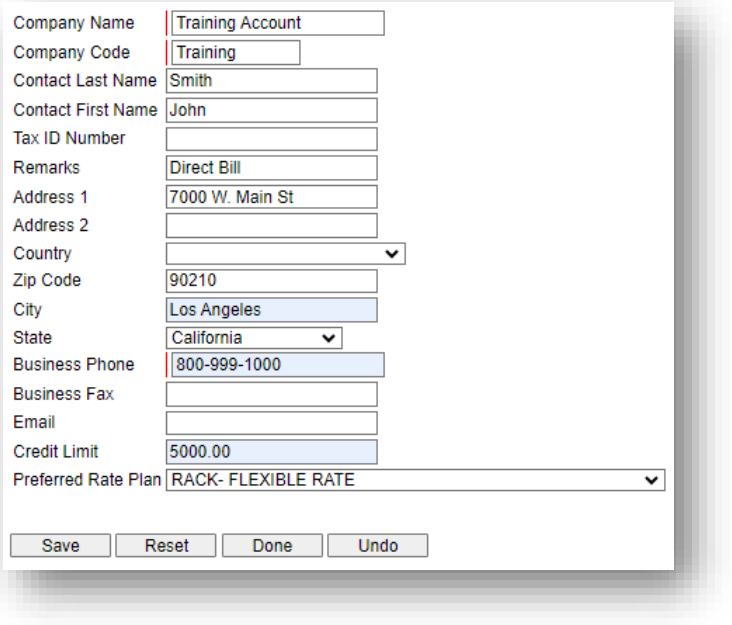
Next you will enter the Company Name, Company Code, Contact Information, Any Remarks you would like to add regarding the company, the credit limit you established with the company, and the preferred Rate Plan (If Applicable). Once finished select done.

Note: Any line with a vertical red bar is a mandatory field.

Note: For any account to become utilized as a direct bill, a credit limit must be set. If an account reaches their credit limit you will be unable to bill that account until the limit is increased or a payment is posted.

Note: Credit Limits can be left at zero if you choose to attach the company rate without direct bill privileges. This will allow the company to use their preferred method of payment.





How to Edit a Company Account

To edit a company account select the radio button to left of the company and click edit or click on the company name hyperlink.

Company Name	Rate Code	Contact Name	Location	Business Phone
Acme Supply		Coyote, Wylie	Los Angeles, CA	213-555-1234
BW Free Nights FX	FX	,	, XX	623-780-6000
BW Pay with Points FX2	FX2	,	, XX	623-780-6000
BW Travel Card		,	, XX	1
Corporate Lodging		,	, XX	x
Training Account	RACK	Smith, John	Los Angeles, CA	800-999-1000

Add | Edit | Delete | Done

Next, make the necessary changes to the account and select Done when finished.

Company Name	Training Account
Company Code	Training
Contact Last Name	Smith
Contact First Name	John
Tax ID Number	
Remarks	Direct Bill
Address 1	7000 W. Main St
Address 2	
Country	
Zip Code	90210
City	Los Angeles
State	California
Business Phone	800-999-1000
Business Fax	
Email	
Credit Limit	1000.00
Preferred Rate Plan	RACK- FLEXIBLE RATE

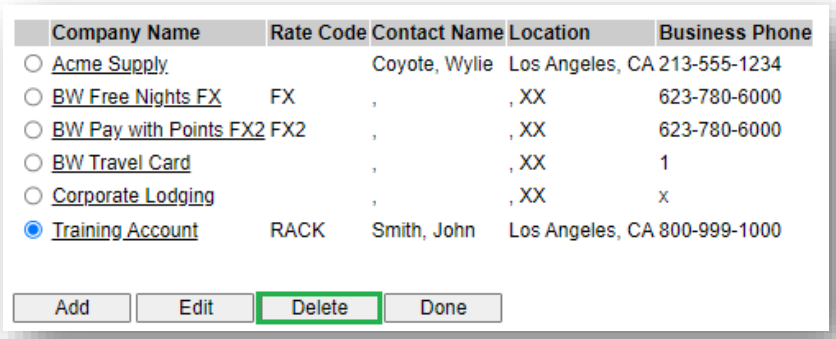
Save | Reset | Done | Undo

Company Name	Rate Code	Contact Name	Location	Business Phone
Acme Supply		Coyote, Wylie	Los Angeles, CA	213-555-1234
BW Free Nights FX	FX	,	, XX	623-780-6000
BW Pay with Points FX2	FX2	,	, XX	623-780-6000
BW Travel Card		,	, XX	1
Corporate Lodging		,	, XX	x
Training Account	RACK	Jackson, John	Los Angeles, CA	800-999-1000

Add | Edit | Delete | Done

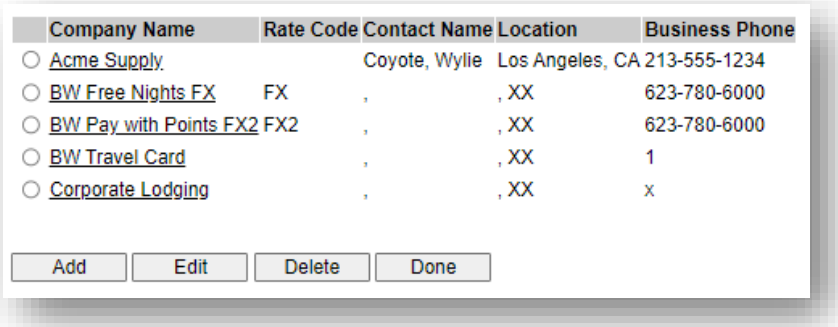
How to Delete a Company Account

To delete a company account select the radio button to left of the company and click delete.



	Company Name	Rate Code	Contact Name	Location	Business Phone
○	Acme Supply		Coyote, Wylie	Los Angeles, CA	213-555-1234
○	BW Free Nights FX	FX	,	, XX	623-780-6000
○	BW Pay with Points FX2	FX2	,	, XX	623-780-6000
○	BW Travel Card		,	, XX	1
○	Corporate Lodging		,	, XX	x
◉	Training Account	RACK	Smith, John	Los Angeles, CA	800-999-1000

Add | Edit | Delete | Done

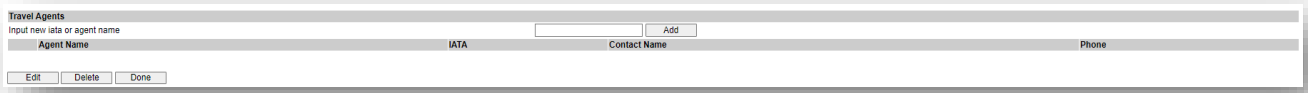


	Company Name	Rate Code	Contact Name	Location	Business Phone
○	Acme Supply		Coyote, Wylie	Los Angeles, CA	213-555-1234
○	BW Free Nights FX	FX	,	, XX	623-780-6000
○	BW Pay with Points FX2	FX2	,	, XX	623-780-6000
○	BW Travel Card		,	, XX	1
○	Corporate Lodging		,	, XX	x

Add | Edit | Delete | Done

Travel Agent Overview

Any Travel Agents built locally by the property can be found in this area.



Travel Agents

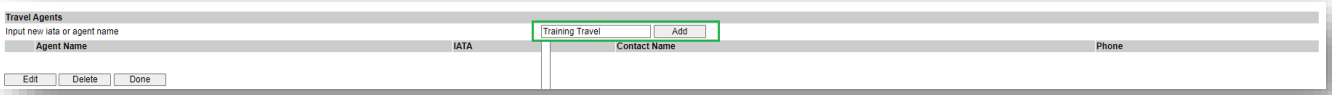
Input new iata or agent name | Add

Agent Name	IATA	Contact Name	Phone

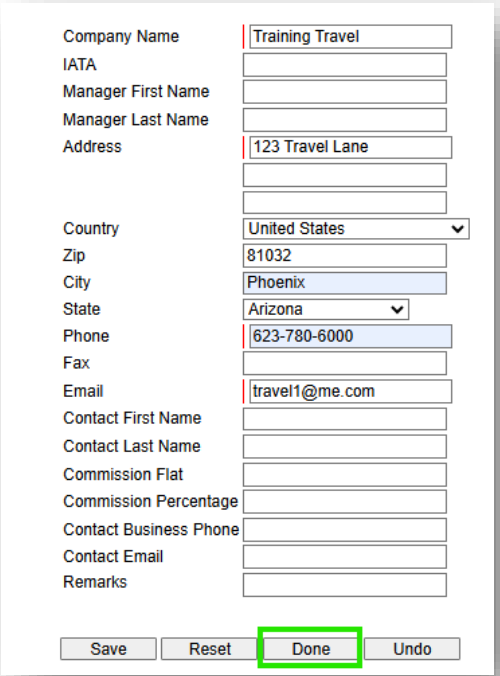
Edit | Delete | Done

How to Setup a Travel Agent

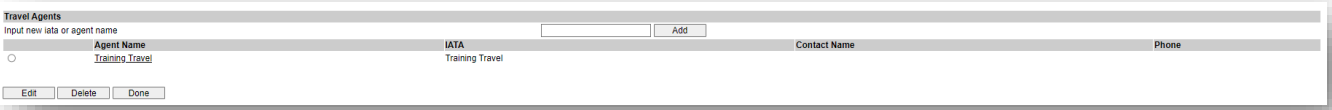
Start by typing in the IATA number or the Travel Agent name in box then select Add.



Next, you will enter the Manager Name, Contact Information, Commission Percentage, and Any Remarks you would like to add regarding the Travel Agent. Once finished select done.
Note: Any line with a vertical red bar is a mandatory field.

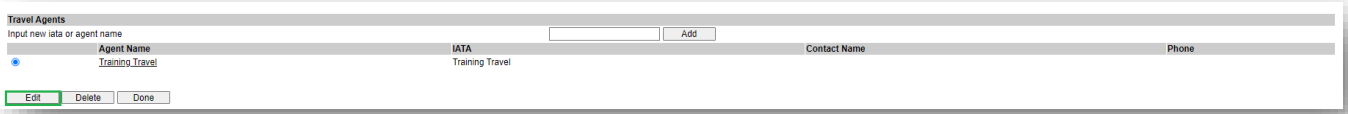


The travel agent will now appear displayed.

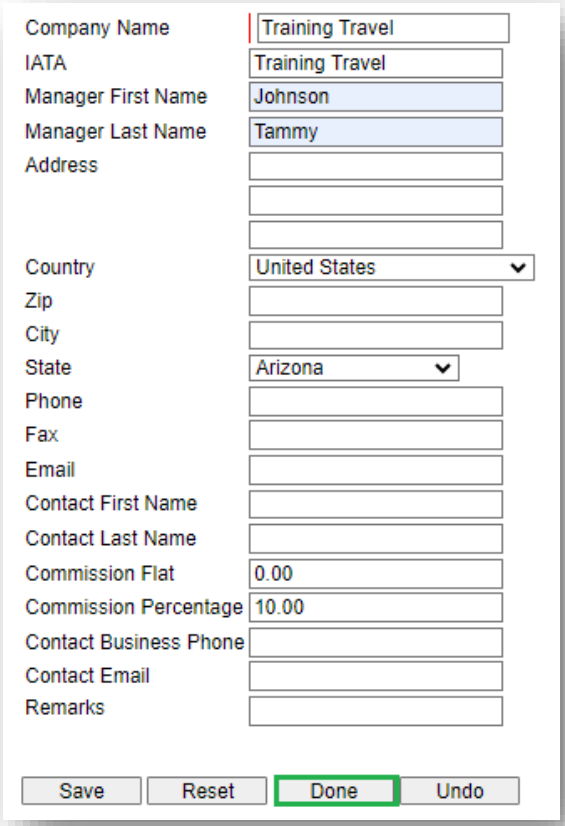


How to Edit a Travel Agent

To edit a Travel Agent select the radio button to left of the Agent and click edit or click on the hyperlink.

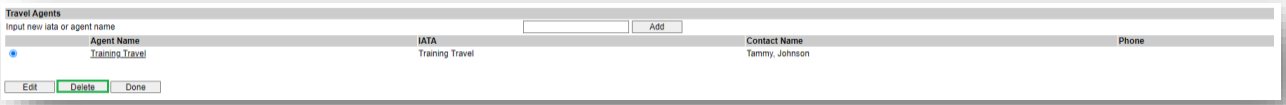


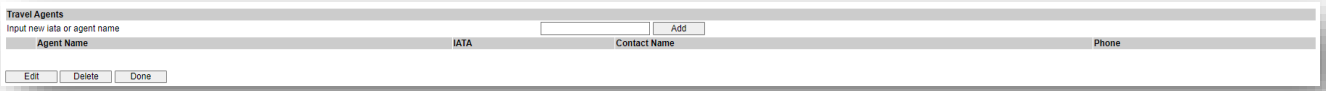
Next, make any necessary changes and click done when you are complete.



How to Delete a Travel Agent

To delete a Travel Agent select the radio button to left of the Agent and click delete.





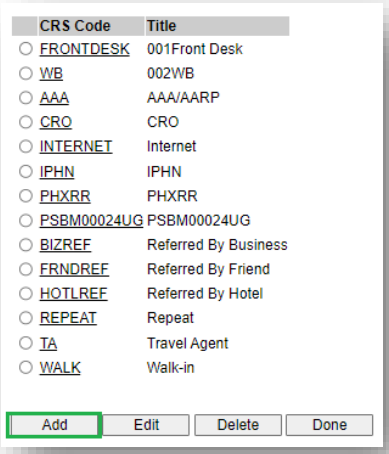
Source Codes Overview

How to Add a Source Code

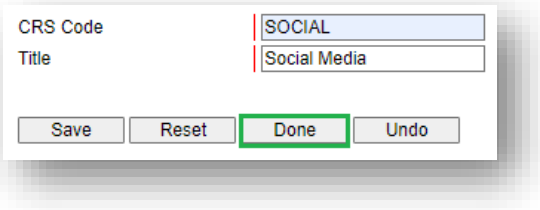
To Add a source code, start by clicking add at the bottom of the list.

A source code tracks how the reservation came to be and is required on every reservation. This is a list of source codes that come pre-loaded with auto clerk.

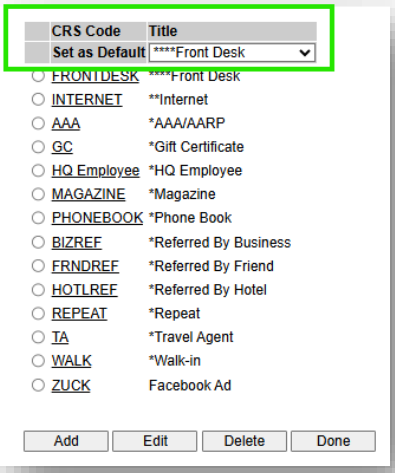
Note: Never edit or change anything related to the WALK source code or it will break your link on the dashboard under walk in reservation.

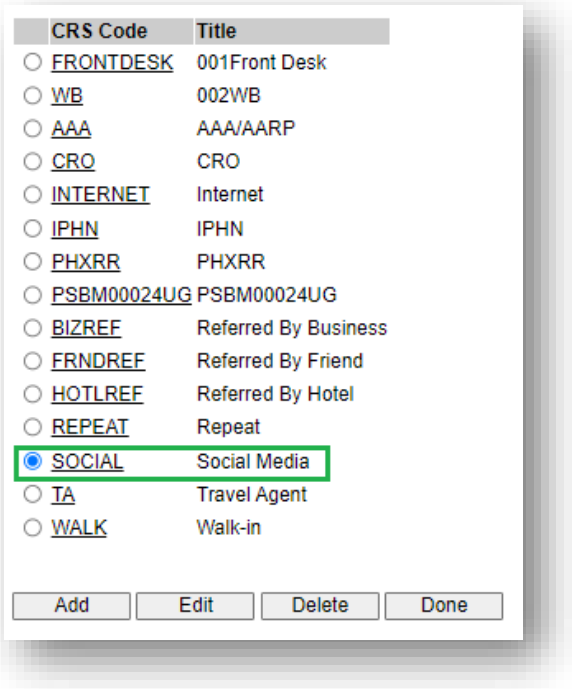


Enter in a name for your source in the CRS Code box. Next, enter in a title of your source code for how it will appear in AutoClerk Cloud. When finished click done



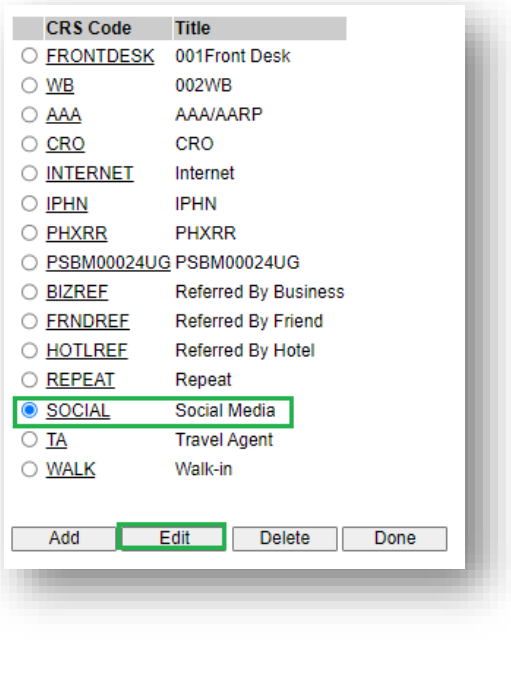
Set Default Source Code in Setup: Users are now able to set a Default Source Code in the Source Code Setup that will pre-populate when making a new reservation.



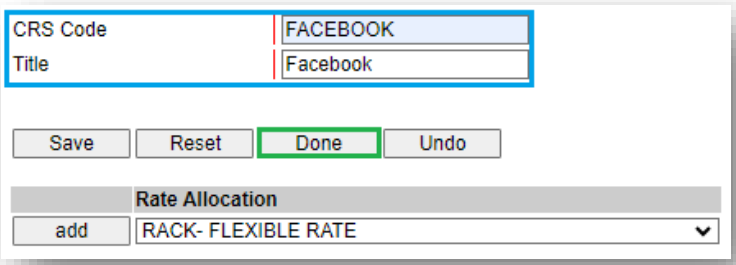


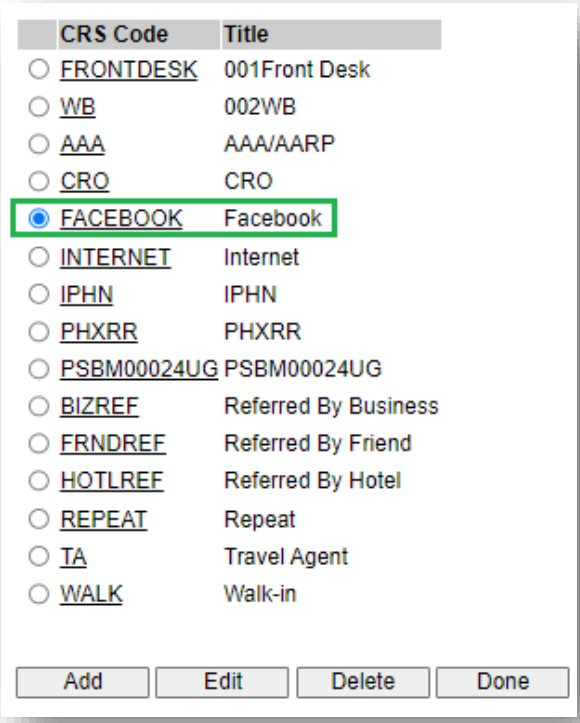
How to Edit a Source Code

To edit a Source Code select the radio button to left of the source code and click edit or click on the source code word hyperlink.



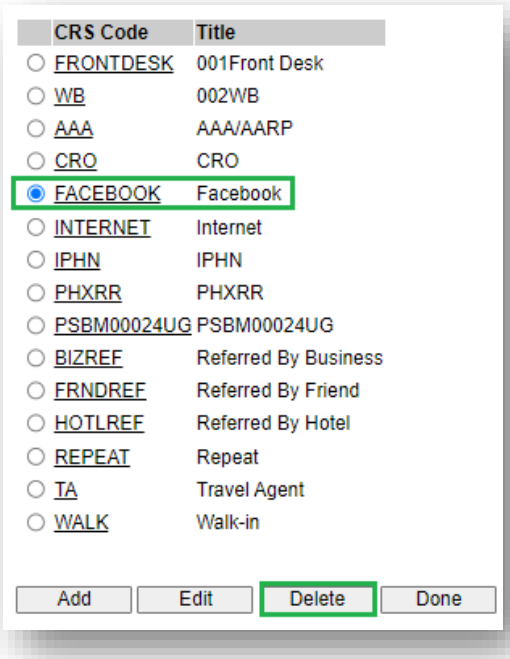
Next, make any necessary changes to your source code and click done when finished.





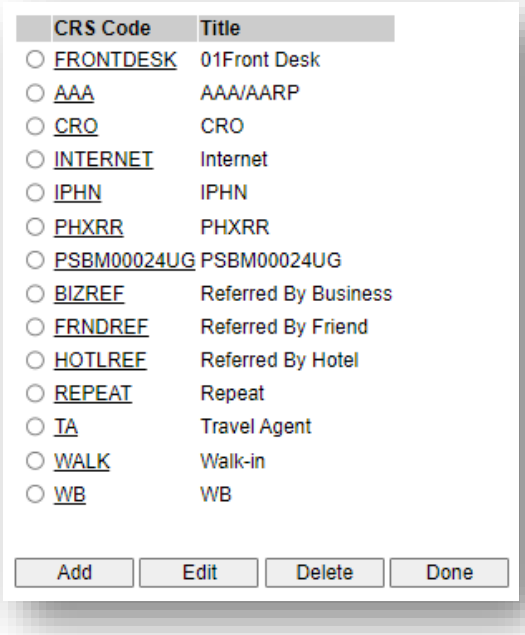
How to Delete a Source Code

To delete a Source Code, select the radio button to left of the source code and click delete.
Note: Source Codes can only be deleted by a System Administrator.



CRS Code	Title
FRONTDESK	001Front Desk
WB	002WB
AAA	AAA/AARP
CRO	CRO
FACEBOOK	Facebook
INTERNET	Internet
IPHN	IPHN
PHXRR	PHXRR
PSBM00024UG	PSBM00024UG
BIZREF	Referred By Business
FRNDREF	Referred By Friend
HOTLREF	Referred By Hotel
REPEAT	Repeat
TA	Travel Agent
WALK	Walk-in

Add Edit Delete Done



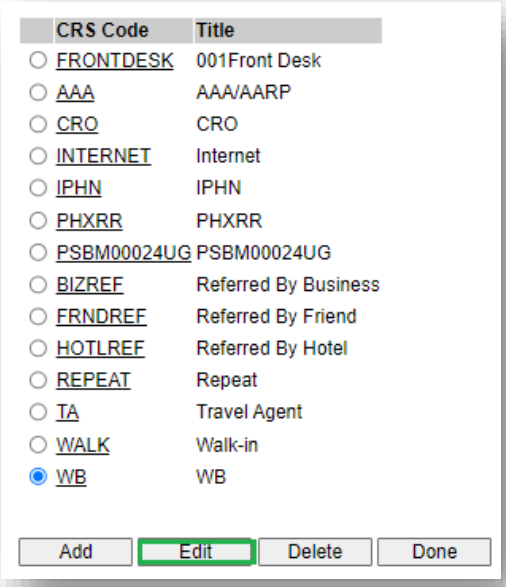
CRS Code	Title
FRONTDESK	01Front Desk
AAA	AAA/AARP
CRO	CRO
INTERNET	Internet
IPHN	IPHN
PHXRR	PHXRR
PSBM00024UG	PSBM00024UG
BIZREF	Referred By Business
FRNDREF	Referred By Friend
HOTLREF	Referred By Hotel
REPEAT	Repeat
TA	Travel Agent
WALK	Walk-in
WB	WB

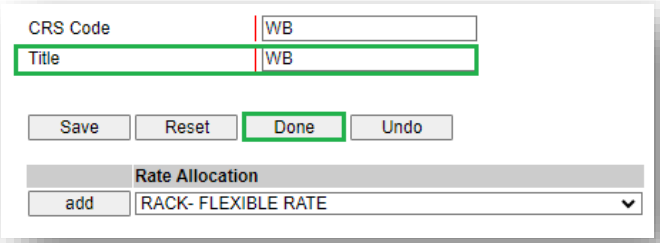
Add Edit Delete Done

How to Reorder Source Codes

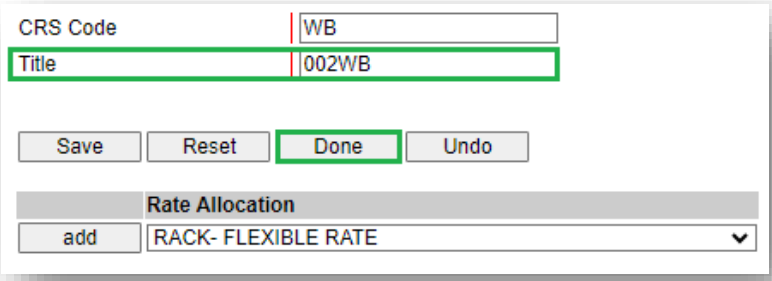
Source codes are sorted alphabetically by the title. To display your most used source codes at the top, start by selecting the radio button to the left of the source code you would like to use and selecting edit, or clicking on the source code hyperlink.

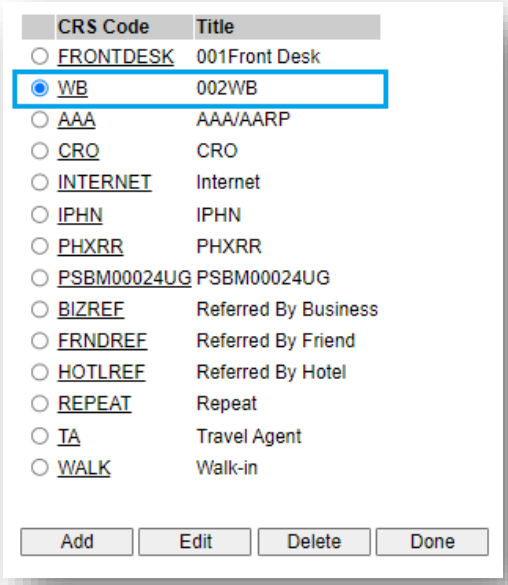
Note: Best Western branded hotels will have a source code attached to the reservation when it comes downloaded from the CRS.





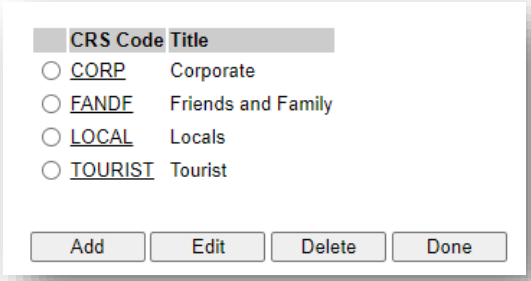
In front of the Title name input a numerical value or symbol. Once you have finished click done. This source code will now be displayed towards the top of the source list.





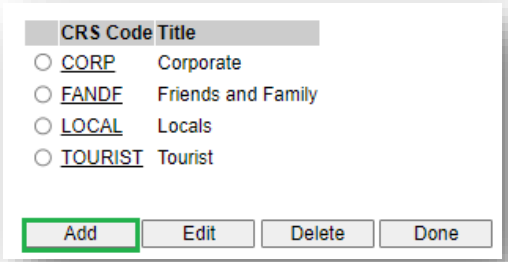
Market Codes Overview

A Market code tracks the demographic the guest belongs to and is required on every reservation. This is a list of Market Codes that come pre-loaded with auto clerk.

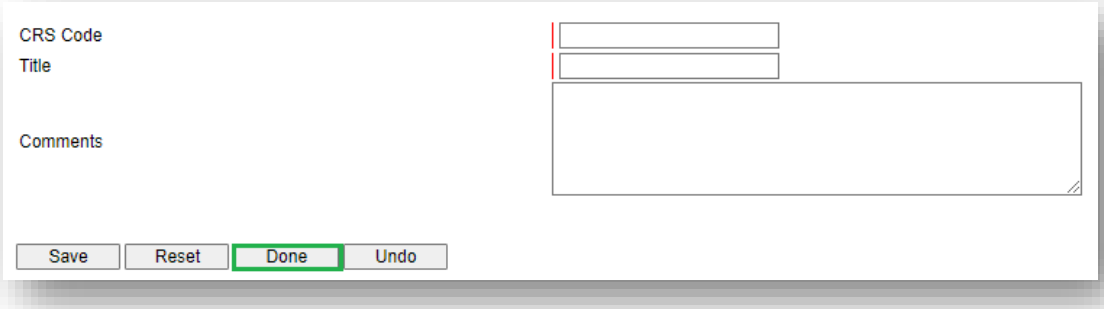


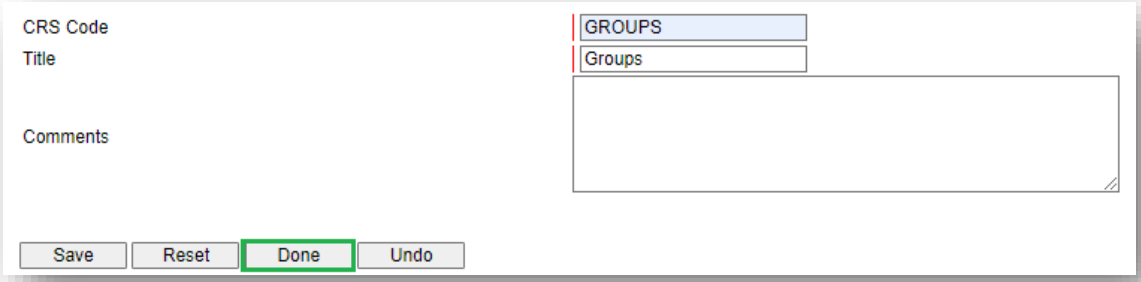
How to Add a Market Code

To add a Market Code start by clicking add at the bottom of the list.



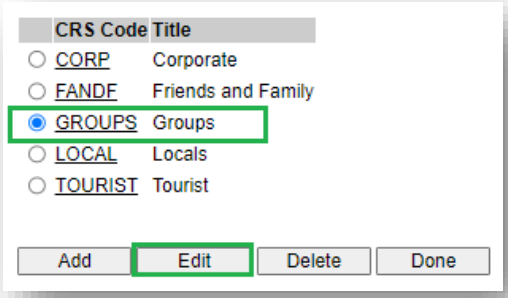
Enter in a name for your Market in the CRS Code box. Next enter in the title of your Market code for how It will appear in AutoClerk Cloud. When finished click done.

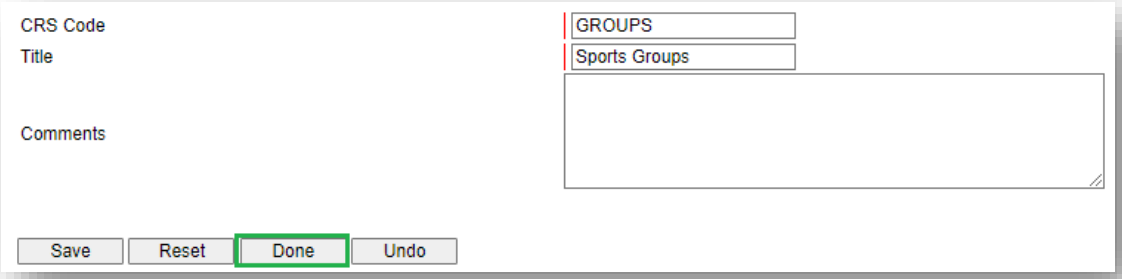




How to Edit a Market Code

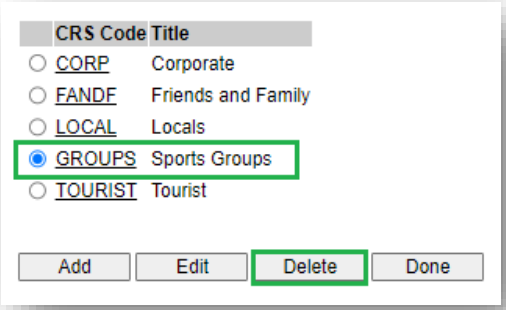
To edit a Market Code select the radio button to left of the Market code and click edit or select the Market Code name hyperlink.

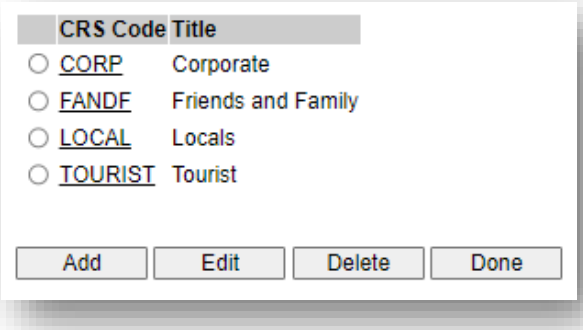




How to Delete a Market Code

To delete a Market Code select the radio button to left of the Market code and click delete.





Managers Dashboard

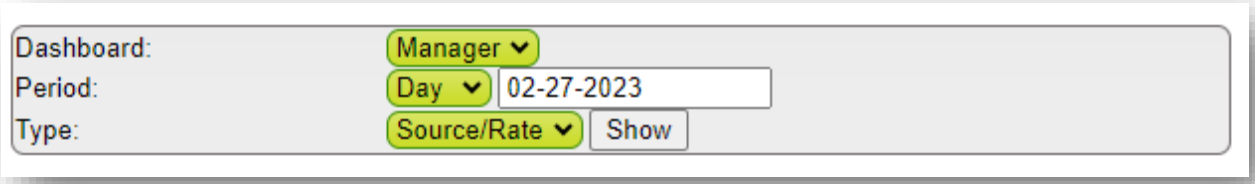
Overview of the Manager's Dashboard

The Manager's Dashboard allows you to view your hotel's performance.

KPI

The icon below allows you to select the period you would like to view for your hotel's KPI **(Key Performance Indicators)** trends.

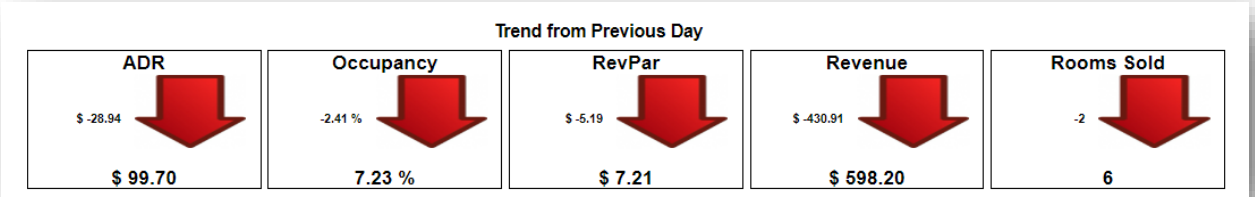
- ***Day-*** This will display the performance trend from the previous day.
- ***MTD (Month to Date)-*** This will display the performance trend from the previous month.
- ***YTD (Year to Date)-*** This will display the performance trend from the previous year.



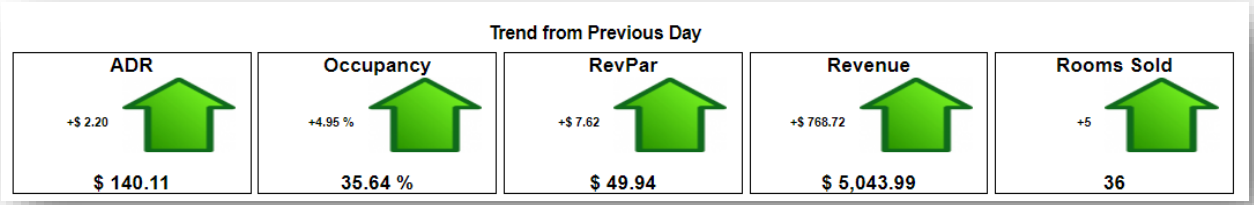
Displayed you will find Key Performance Indicators.

- ***ADR-*** Average Daily Rate
- ***Occupancy***
- ***RevPar-*** Revenue Per Available Room
- ***Revenue***
- ***Rooms Sold***

Red down arrows displayed mean your hotel is down from the previous day.

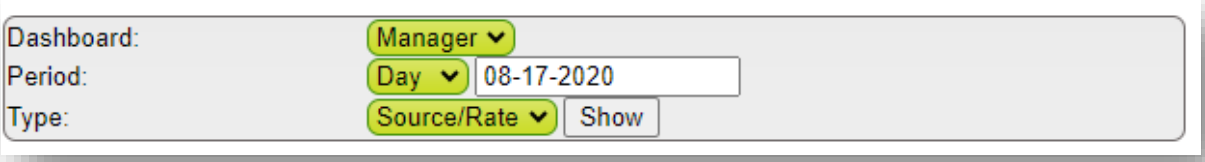


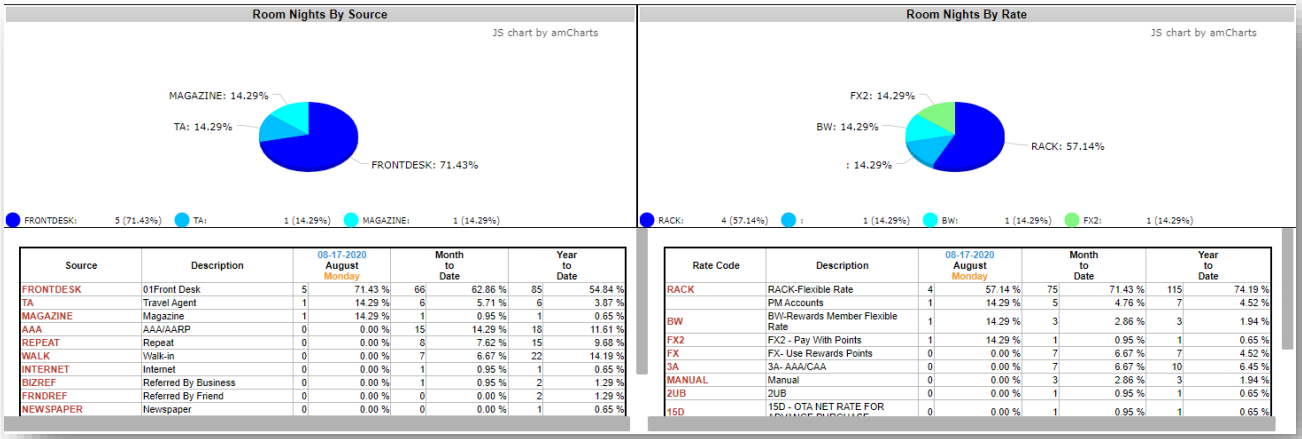
Green up arrows displayed mean your hotel is up from the previous day.



Source and Rate View

Selecting Source/Rate as your type will provide you with some graphs with Room nights by Source and Room nights by Rate. It will also provide a list for both source and rate breaking down each source and rate codes performance by Day, Month to Date and Year to Date.





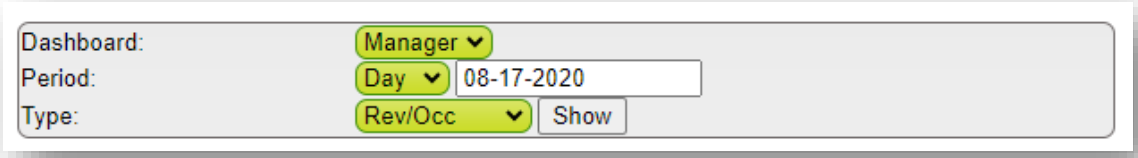
Source	Description	08-17-2020 August Monday		Month to Date		Year to Date	
FRONTDESK	01Front Desk	5	71.43 %	66	62.86 %	85	54.84 %
TA	Travel Agent	1	14.29 %	6	5.71 %	6	3.87 %
MAGAZINE	Magazine	1	14.29 %	1	0.95 %	1	0.65 %
AAA	AAA/AARP	0	0.00 %	15	14.29 %	18	11.61 %
REPEAT	Repeat	0	0.00 %	8	7.62 %	15	9.68 %
WALK	Walk-in	0	0.00 %	7	6.67 %	22	14.19 %
INTERNET	Internet	0	0.00 %	1	0.95 %	1	0.65 %
BIZREF	Referred By Business	0	0.00 %	1	0.95 %	2	1.29 %
FRNDREF	Referred By Friend	0	0.00 %	0	0.00 %	2	1.29 %
NEWSPAPER	Newspaper	0	0.00 %	0	0.00 %	1	0.65 %

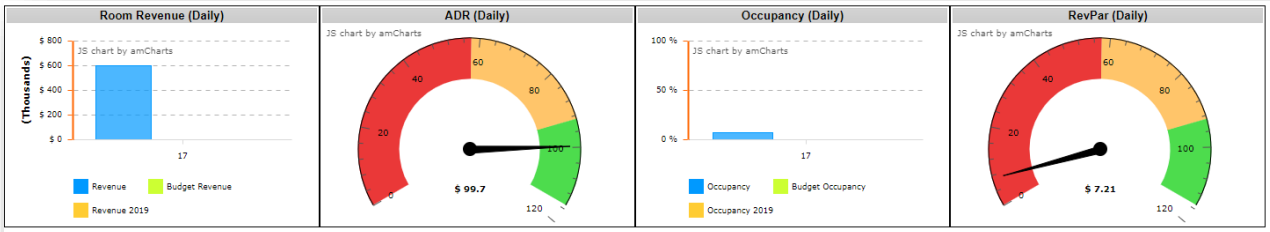
Rate Code	Description	08-17-2020 August Monday		Month to Date		Year to Date	
RACK	RACK-Flexible Rate	4	57.14 %	75	71.43 %	115	74.19 %
	PM Accounts	1	14.29 %	5	4.76 %	7	4.52 %
BW	BW-Rewards Member Flexible Rate	1	14.29 %	3	2.86 %	3	1.94 %
FX2	FX2 - Pay With Points	1	14.29 %	1	0.95 %	1	0.65 %
FX	FX- Use Rewards Points	0	0.00 %	7	6.67 %	7	4.52 %
3A	3A- AAA/CAA	0	0.00 %	7	6.67 %	10	6.45 %
MANUAL	Manual	0	0.00 %	3	2.86 %	3	1.94 %
2UB	2UB	0	0.00 %	1	0.95 %	1	0.65 %
15D	15D - OTA NET RATE FOR	0	0.00 %	1	0.95 %	1	0.65 %

Revenue and Occupancy View

Selecting Rev/Occ as your type will provide you with some graphs and speedometers with Daily numbers. It will be broken down into Room Revenue Daily, ADR Daily, Occupancy Daily, and RevPAR Daily performance by Day, Month to Date and Year to Date. If your property has created a Budget for the month, that data will also be displayed for comparisons.

If you have been live with AutoClerk you will also be able to view last year statistics

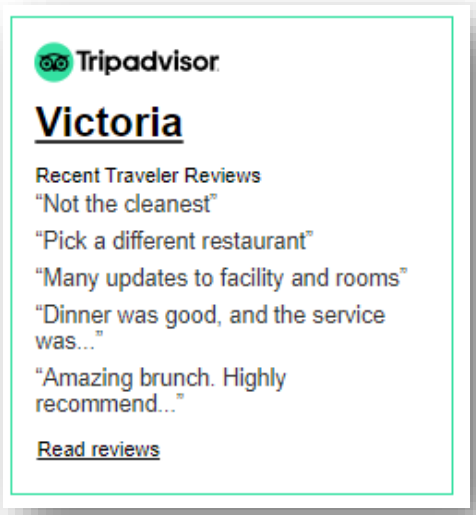




	CURRENT YEAR 2020							LAST YEAR 2019		
	08-17-2020 August Monday	Month to Date	MTD Budget	MTD Budget VAR	Year to Date	YTD Budget	YTD Budget VAR	08-17-2019 August Saturday	Month to Date	Year to Date
(ADR)	99.70	106.26	0.00	0.00 %	104.12	0.00	0.00 %	0.00	0.00	0.00
(REVPAR)	7.21	7.51	0.00	0.00 %	6.48	0.00	0.00 %	0.00	0.00	0.00
(Occupancy)	7.23 %	7.07 %	0.00 %	0.00 %	6.22 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %
(AVL RMS)	83	1,415	0	0.00 %	2,411	0	0.00 %	0	0	0
(RMS SOLD)	6	100	0	0.00 %	150	0	0.00 %	0	0	0
(RM REV)	598.20	10,625.84	0.00	0.00 %	15,618.34	0.00	0.00 %	0.00	0.00	0.00

Trip Advisor Widget

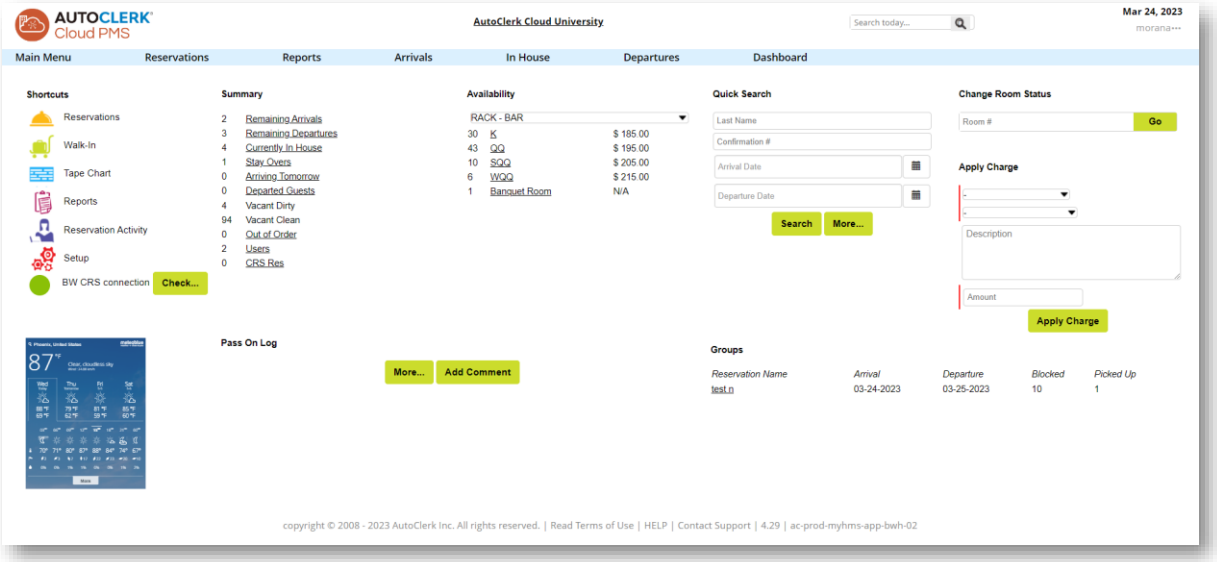
The hotel Trip Advisor widget will be displayed allowing you quick access to read your hotel's most recent reviews. Clicking on the Read reviews link will open a new window taking you directly into the Trip Advisor website where you can view the full review and respond.



OPERATIONS

Front Desk Dashboard

After logging in you'll be taken to the Front Desk Dashboard. The Dashboard is the homepage of AutoClerk Cloud and is where you will access the various areas of the system needed for daily hotel operations.

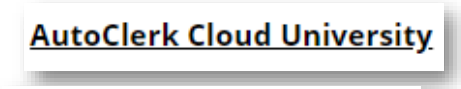


Cloud Icon

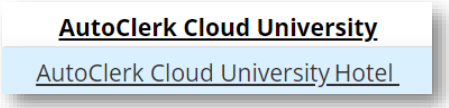
The AutoClerk Cloud logo is in the upper left corner of every page. When you "click on the cloud" you will be returned to the Front Desk Dashboard or the homepage. This button will follow you wherever you go in the system. **Note: it is not recommended to use the browser's "Refresh" or "Back" buttons. The application will function best when using all on-screen navigation.**

Hotel Name

The Hotel Name is displayed at the top center of every page. If your hotel is part of a group which all use AutoClerk Cloud, *and* your user role allows, you can click the hotel name to open a drop-down menu of all the hotels in the group, allowing you to switch hotels.



**Without Group Login



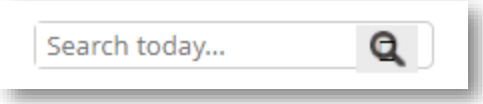
**With Group Login

Business Date and Logout

The current hotel business date displays in the top right-hand corner with your username and ellipses (three dots). To logout, click the ellipses and click “Logoff”.

Search Today

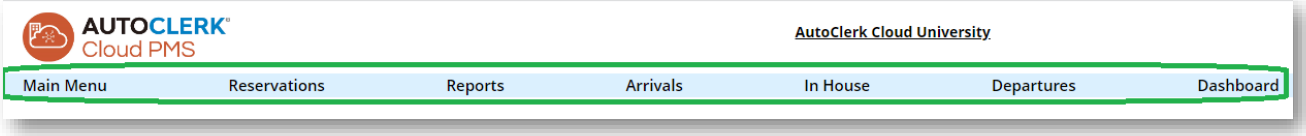
The Search Today field will allow you to look up any guest that is currently arriving, in-house, departing, or checked out on the current hotel date by entering the room number or a portion of the last or first name.



If only one match is found for an arriving guest, you will be taken directly to the reservation’s Guest Data screen. If more than one record matching the search criteria is found, it will display a results list.

If only one match is found for an in-house, departing, or checked out guest, you will be taken directly to the guest’s folio. If more than one record matching the search criteria is found, it will display a results list.

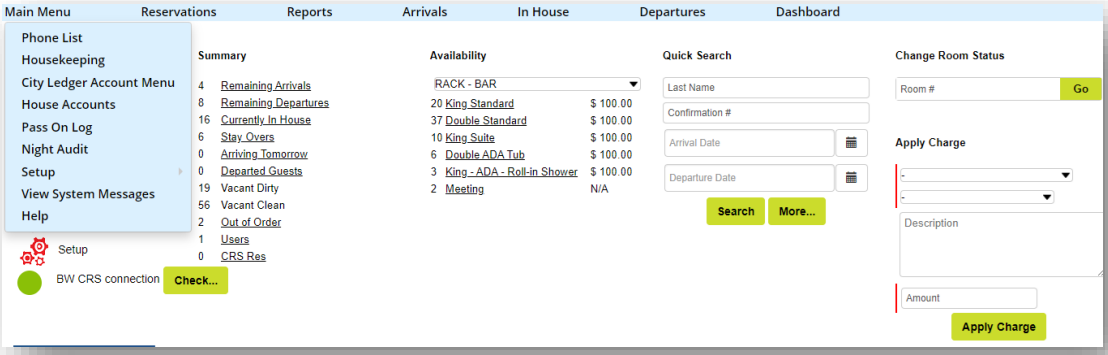
Blue Menu Bar



The blue menu bar runs across the top of the page just under the Cloud Icon, the Hotel Name, the Search Today field, Hotel Date, and User Menu. Each item on the blue menu bar will allow you to navigate to different areas of the system as well as perform tasks.

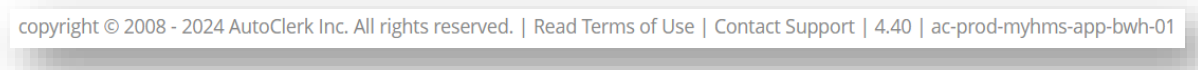
Main Menu

This menu provides access to key areas of the system. Note that a few of these areas may only be available to specific user roles (Night Audit and Setup).



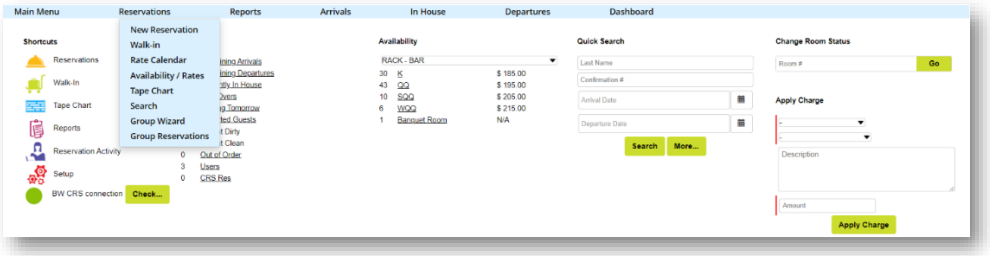
- **Phone List** – a list of guests in-house, arriving, and departing
- **Housekeeping** – opens the housekeeping area to create housekeeper sheets and change room status
- **City Ledger Account Menu** – opens the Direct Billing area to create and manage City Ledger accounts
- **House Accounts** – all non-guest and non-group master folios used for charges and payments
- **Pass On Log** – all Pass on Log messages
- **Night Audit** – opens the Night Audit pre-flight checklist (only visible to Night Audit users and higher)
- **Setup** – opens the hotel's Setup area (only visible to Hotel Manager users and higher)

- **View System Messages** – the history of system messages (official updates/communication from the AutoClerk Cloud team)
- **Help** – the system's Support area, also found at the bottom of the screen under Contact Support:



Reservations

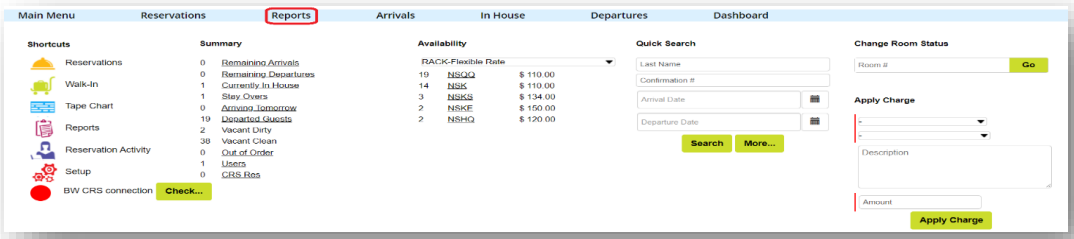
This menu will provide access to guest and group reservation functions and features.



- **New Reservation** – creates a new reservation, taken over the phone or for future dates
- **Walk-In** – creates a new reservation as a walk-in, auto-populating the Source Code "Walk-In"
- **Rate Calendar** – opens the Rate Calendar tool
- **Availability/Rates** – access to the system's Availability/Rates chart
- **Tape Chart** – opens the Tape Chart, an interactive visual of the hotel's rooms status with hotel operations functions.
- **Search** – opens the Advanced Search area
- **Group Wizard** – creates a new group profile and/or and makes a new group reservation
- **Group Reservations** – allows you to view and manage existing group blocks and their reservations

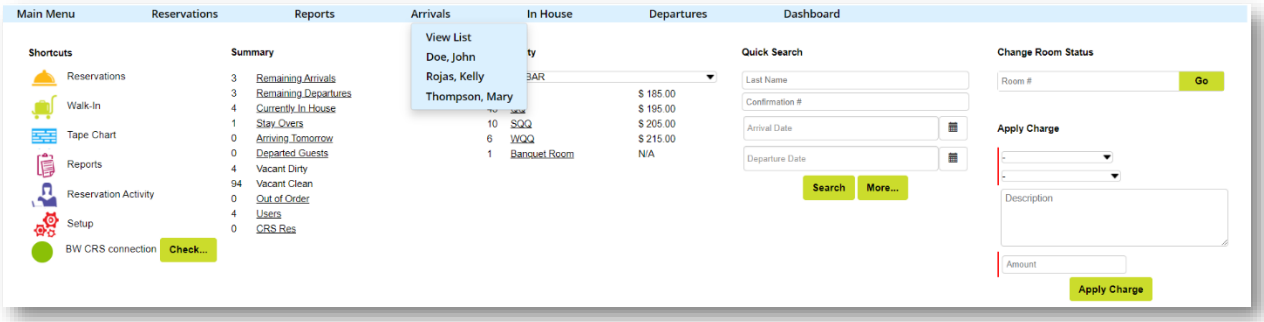
Reports

This will take you directly to the reports area. Some of these reports and report categories may only be available to specific user roles. “Reports” does not have a drop-down menu.



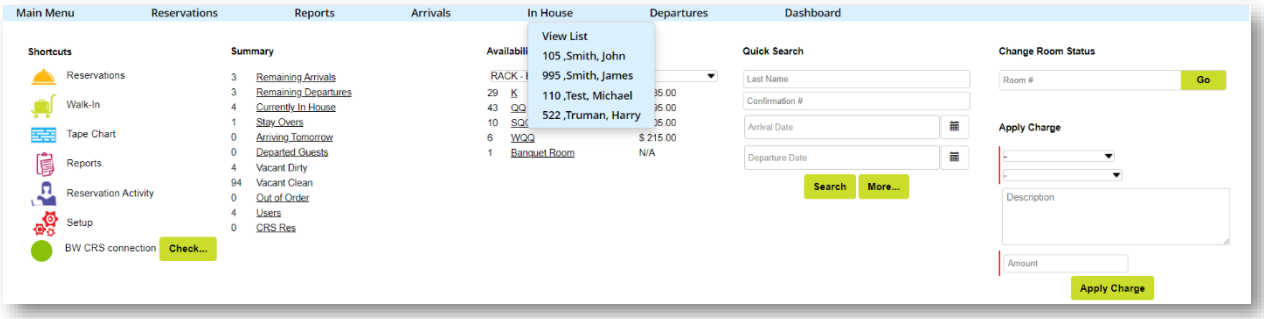
Arrivals

This drop-down menu allows you to **View List** of all remaining arrivals for the current hotel date, or to click a reservation name to navigate directly to a reservation’s Guest Data screen and process a check-in.



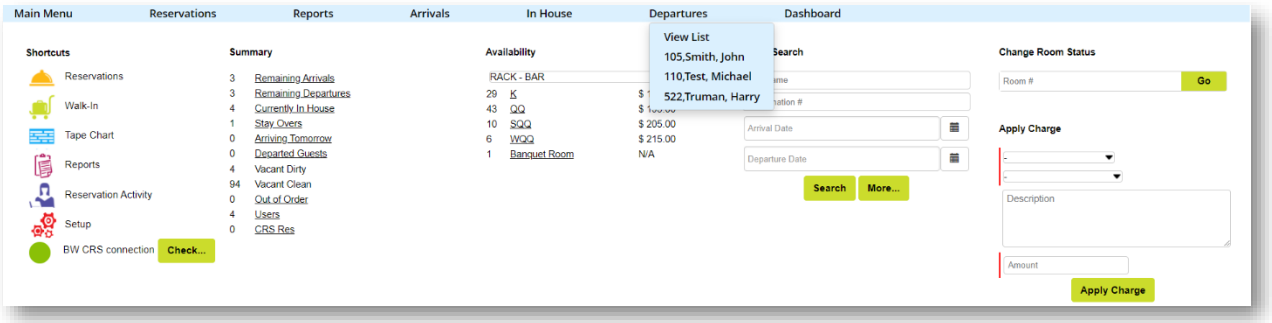
In-House

This drop-down menu allows you to **View List** of all current in-house guests including those still waiting to depart, or to click on any name to navigate directly to a reservation’s folio.



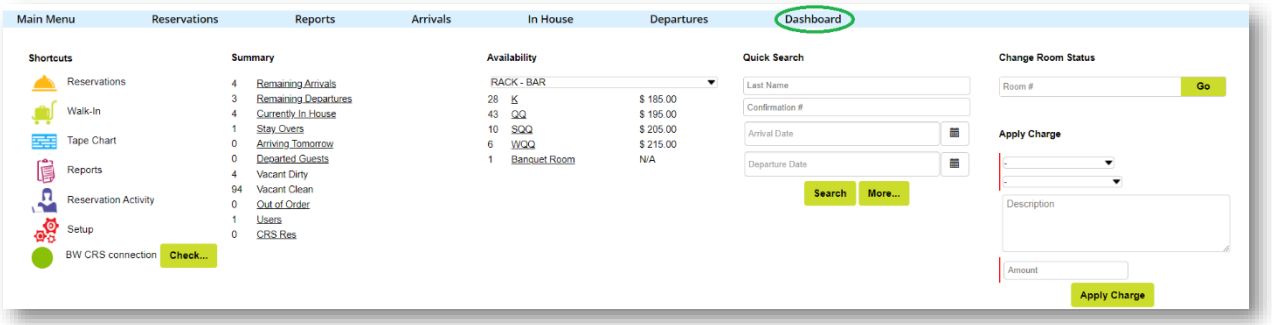
Departures

This drop-down menu allows you to **View List** of remaining departures for the current hotel date, or to click on any name to navigate directly to a reservation's folio and process a check-out.



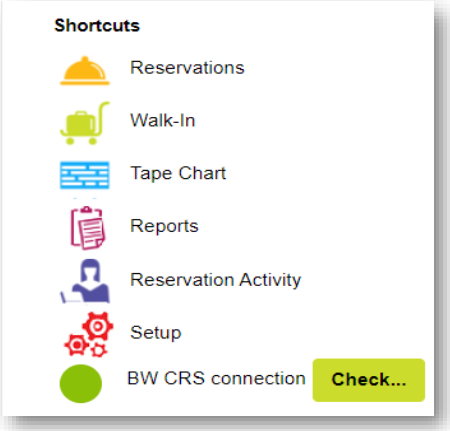
Dashboard

This will navigate to the Manager's Dashboard for current hotel performance data and is only available if your User Role is set to Hotel Manager or higher. "Dashboard" does not have a drop-down menu.



Shortcuts

The Shortcuts section on the far-left side of the Front Desk Dashboard features quick links to the most used areas of the system, and a BW CRS Connection indicator providing real time status of the connection.



- **Reservations** – Creates a new reservation taken over the phone.
- **Walk-In** – Creates a new reservation as a walk-in, auto-populating the Source Code "Walk-In"
- **Tape Chart** – Opens the Tape Chart, an interactive visual of the hotel's rooms status with hotel operations functions.
- **Reports** – Opens the Reports area. Some reports and categories will only be available to specific user roles.

- **Reservation Activity** – Displays a list of all reservations in order of the most recent activity first.
- **Setup** – Opens the hotel's Setup area. Only visible and available to the Hotel Manager user role or higher.
- **BW CRS Connection** – This indicates the status of the connection to Best Western's Two-Way Central Reservation System (CRS). Use the Cloud icon to refresh the screen and check for the latest status. **Green** indicates the hotel is connected, and **Red** indicates the hotel is not connected, which may require help from AutoClerk Cloud Support to re-establish the connection.

Summary

The **Summary** section will provide counts for common daily statistics and interactive links. The first three links will access the same lists as the "View List" menu selection in the Arrivals, In-House, and Departures of the blue menu bar.

Remaining Arrivals: Opens the remaining arrivals in alphabetical order for the current hotel date. Clicking on any guest name hyperlink will take you to the Guest Data screen to check-in.

Remaining Departures: Opens the remaining departures in alphabetical order for the current hotel date. Clicking on any guest name hyperlink will take you to the folio to checkout.

Currently In House: Opens the list of in-house guests in alphabetical order for the current hotel date. Clicking on any guest name hyperlink will take you to the folio to post any charges or payments.

Stay Overs: Opens the list of in-house guests that will not be departing for the current hotel date. Clicking on any guest name hyperlink will take you to the folio to post any charges or payments.

Arriving Tomorrow: Opens the list of arrivals in alphabetical order for the next hotel date. Clicking on any guest name hyperlink will take you to the reservation to modify it if necessary.

Departed Guests: Opens the list of checked out guests in alphabetical order for the current hotel date. Clicking on any guest name hyperlink will take you to the folio modify it if necessary.

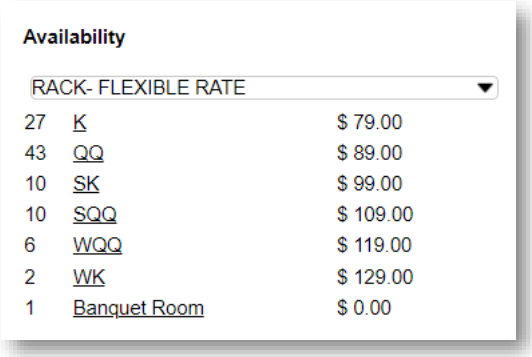
Vacant Dirty and Vacant Clean: These are statistics only, indicating the number of dirty and clean rooms for the current hotel date.

Out of Order: Generates an "Out of Order Rooms" report for the current hotel date. (This report can also be generated from the Reports area shortcut or the Reports menu in the blue menu bar.)

Users: Shows a list of users that are currently logged into the system with their log-in time and date.

CRS Res: This link is used to access a list of all reservations that were downloaded into your system from the Best Western Two-Way Central Reservation System (CRS). Clicking on any reservation link will take you to the reservation to modify it.

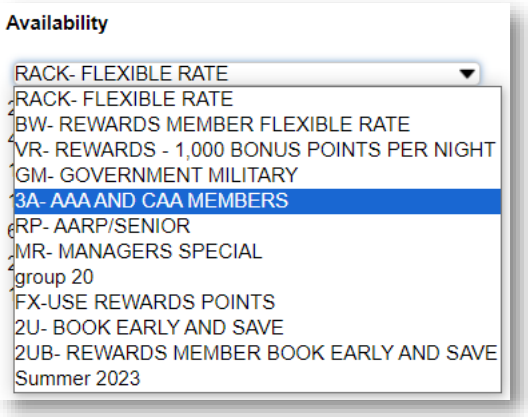
Availability

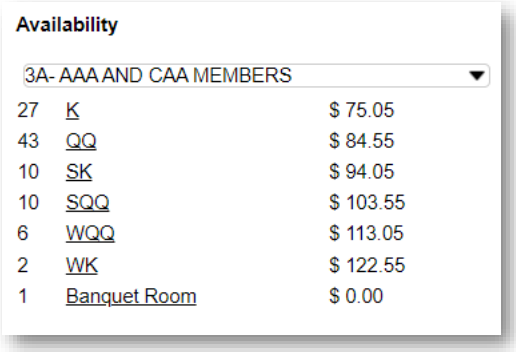


The **Availability** section will display each room type's availability and price points for the current hotel date, based on the selected rate plan from the drop-down menu.

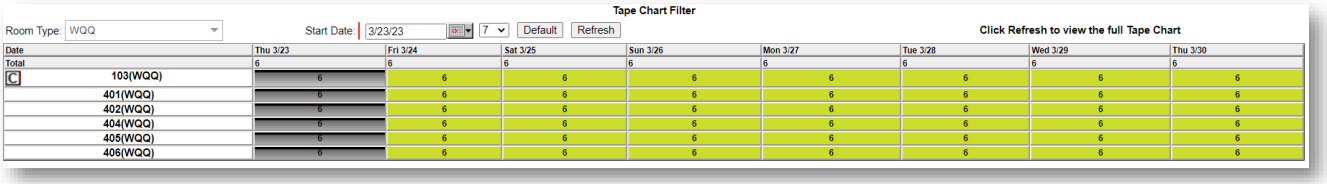
The Availability will default to the rate plan at the top in "Rates" section of Hotel Setup. When using the Best Western Two-Way Interface, it is recommended that the Hotel Manager sets "RACK", "BAR" or "Flexible Rate" as the rate plan that appears first.

The drop-down menu allows you to select the rate plan and will then display the rates per room type based on the selected rate. **Note: the drop-down menu will only contain rate plans that are allowed to be sold by the Front Desk, as defined in Setup under each rate.**

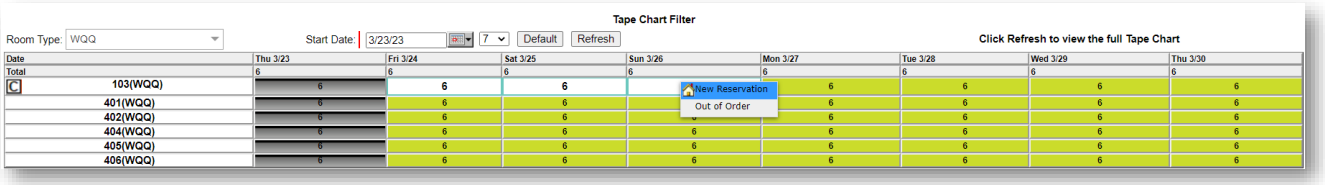




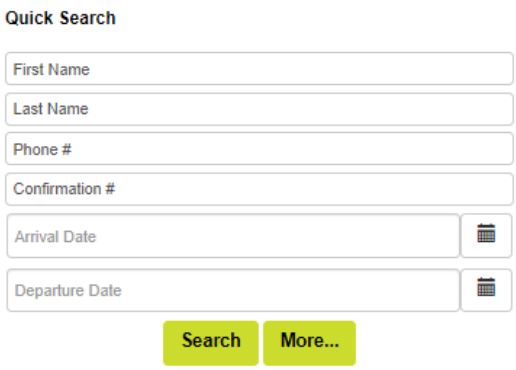
After clicking on a room type, you'll be taken to the filtered Tape Chart for that room type. Each cell will display a number which represents the total number of available rooms for that room type for that date. **Note: The Tape Chart will represent total availability, regardless of rate plan.** From here you may change the date at the top to search future availability.



To create a new reservation or place a room out-of-order, find the room number you'd like, then you can either click the cells for each night or you can select a range by clicking the first and last night. Then right-click to select the action.

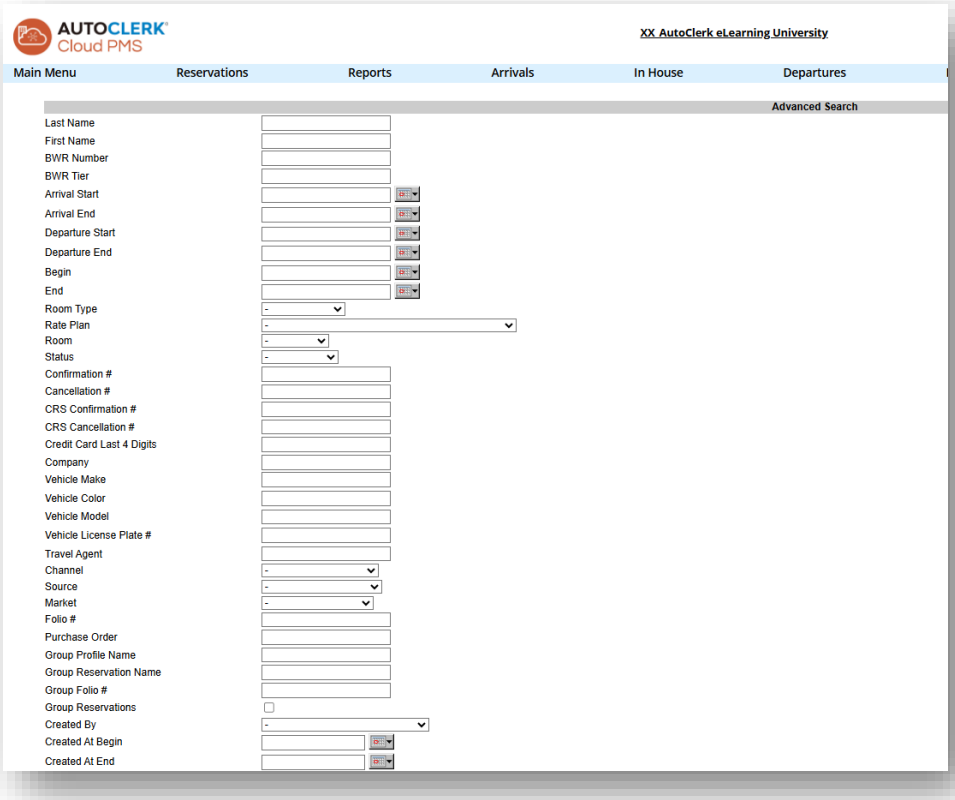


Quick Search

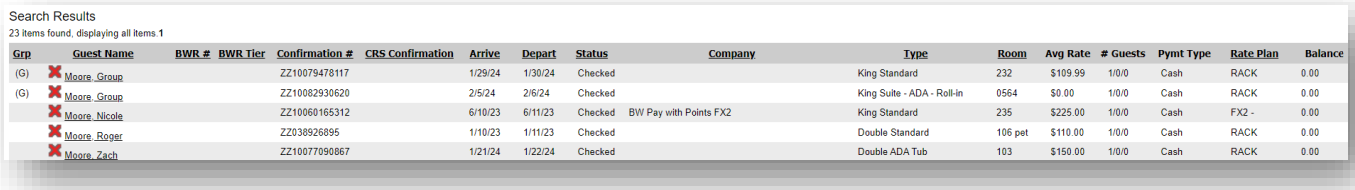


Quick Search allows you to quickly search for any past, present, or future reservation in your hotel. Search options include full or partial first name, last name, phone number, confirmation number, arrival and/or departure date. You can use multiple fields to narrow your search results.

If you are unable to find the reservation with the Quick Search options, click the **"More..."** button for an advanced search. This feature also can export the results to a .CSV file, which can be imported to a spreadsheet program and contains more even detail about the reservation(s) than the displayed search results, such as creation date and time, address, revenue, source, market, driver's license, and more. **Note: The date range search options are limited to 2 years of history at a time for efficient and quick data retrieval. Date ranges longer than 2 years should be queried in 2-year segments.**



The results will either return a matching reservation or return a list of matching reservations. The list may be organized by clicking the column title, e.g. by Rate Plan, Room, etc.



Search Results

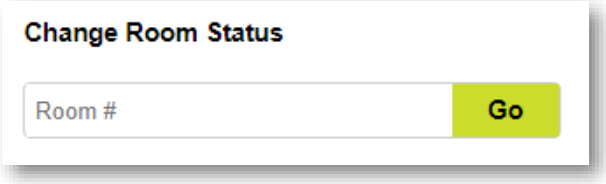
23 items found, displaying all items.1

Grp	Guest Name	BWR #	BWR Tier	Confirmation #	CRS Confirmation	Arrive	Depart	Status	Company	Type	Room	Avg Rate	# Guests	Pymt Type	Rate Plan	Balance
(G)	Moore, Group			ZZ10079478117		1/29/24	1/30/24	Checked		King Standard	232	$109.99	1/0/0	Cash	RACK	0.00
(G)	Moore, Group			ZZ10082930620		2/5/24	2/6/24	Checked		King Suite - ADA - Roll-in	0564	$0.00	1/0/0	Cash	RACK	0.00
	Moore, Nicole			ZZ10060165312		6/10/23	6/11/23	Checked	BW Pay with Points FX2	King Standard	235	$225.00	1/0/0	Cash	FX2 -	0.00
	Moore, Roger			ZZ038926895		1/10/23	1/11/23	Checked		Double Standard	106 pet	$110.00	1/0/0	Cash	RACK	0.00
	Moore, Zach			ZZ10077090867		1/21/24	1/22/24	Checked		Double ADA Tub	103	$150.00	1/0/0	Cash	RACK	0.00

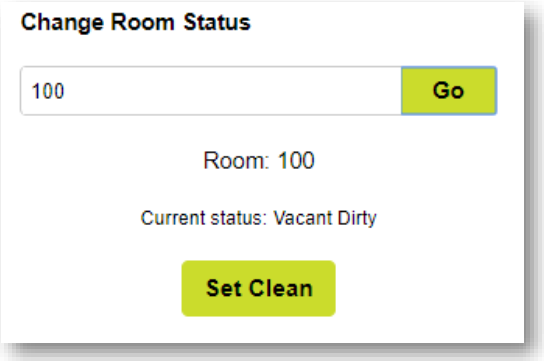
Once you make updates to a reservation, you will be returned to the home page of AutoClerk Cloud, where you can perform another search in Quick Search.

Change Room Status

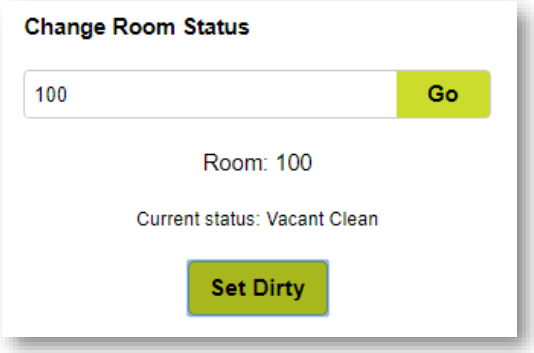
The **Change Room Status** section of the Front Desk Dashboard will quickly display and change the housekeeping status of a room.



After entering a room number, click “Go”.



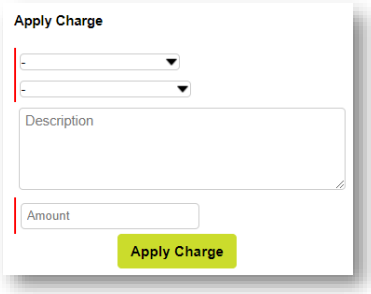
The current room status will be displayed, and you can change the status by clicking “Set Clean” or “Set Dirty”.



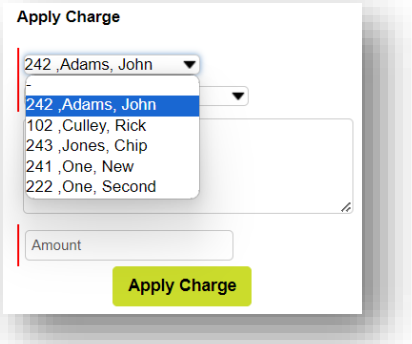
Note: Out of Order (OOO) rooms will display as Vacant Dirty. Flipping them to Vacant Clean will not delete the OOO status, and OOO rooms will always automatically flip to dirty when released.

Apply Charge

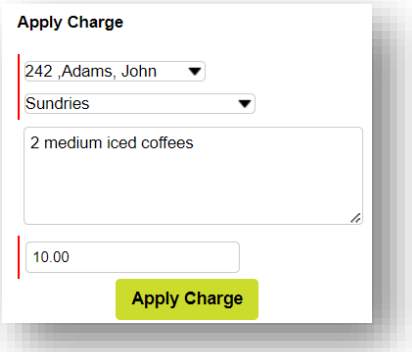
The **Apply Charge** section lets you quickly post a charge to a guest folio from the Front Desk Dashboard.



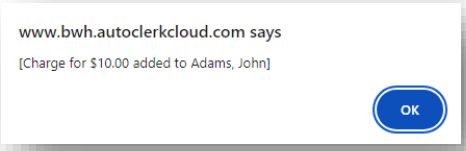
The first drop-down menu is used to select the in-house guest. The second drop-down menu is used to select the charge type to apply.



Add a description, if necessary (which will show on the guest's printed folio), and the amount to post.



After clicking "Apply Charge", the message "Charge for (amount) added to (Guest Name)" will appear. Click OK, and then you will be returned to the Front Desk Dashboard. The taxes will be applied automatically according to your hotel's posting setup.



Weather

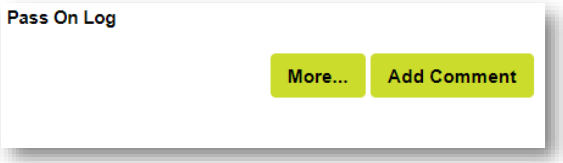
The **Weather Widget** lets the Front Desk provide forecast information to your guests, and is interactive, allowing you to toggle between different dates. It will always display in Fahrenheit.

For more weather information, or if you need to search for weather in another location, click the “More” button to open a new browser tab to MeteoBlue.com for detailed forecasts.

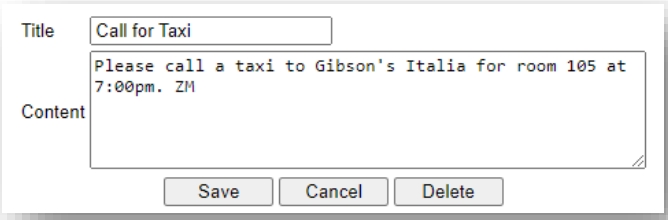
Pass On Log

The **Pass on Log** allows all users to post important messages for all other users for the current hotel date. The messages are archived when Night Audit is completed so messages from past dates are available to be reviewed.

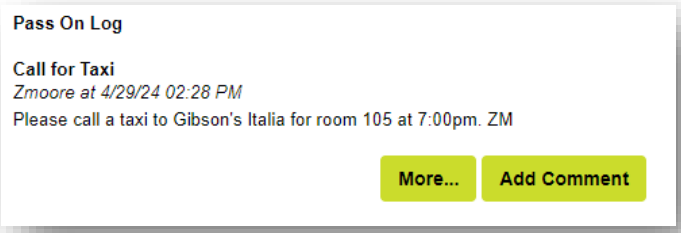
To post a new message, click “Add Comment”.



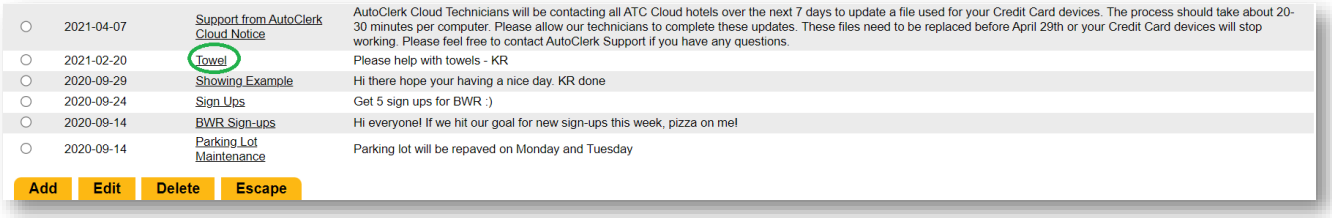
Enter a “Title” and a message in the “Content” section, then click “Save”.



The saved message will appear on the Dashboard with the user, date, and time.

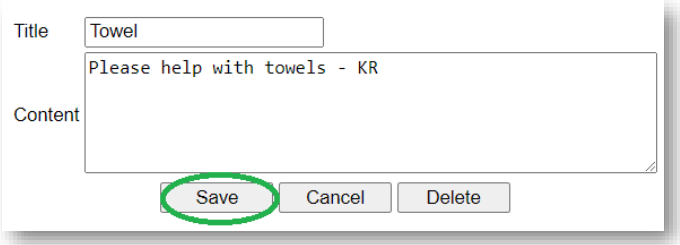


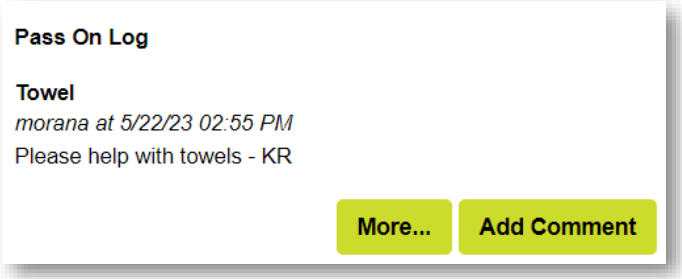
To review archived messages, click “More...”. You may repost an archived message to today’s date by clicking into the message and clicking “Save”. That message will then be reposted to the Dashboard.



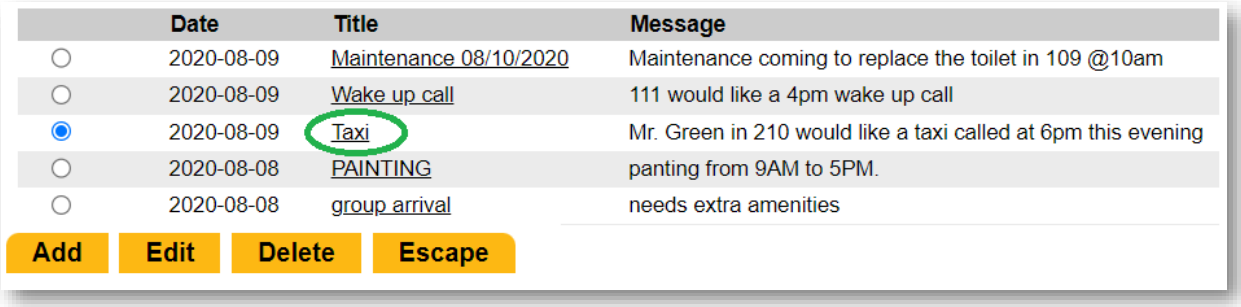
○	2021-04-07	Support from AutoClerk Cloud Notice	AutoClerk Cloud Technicians will be contacting all ATC Cloud hotels over the next 7 days to update a file used for your Credit Card devices. The process should take about 20-30 minutes per computer. Please allow our technicians to complete these updates. These files need to be replaced before April 29th or your Credit Card devices will stop working. Please feel free to contact AutoClerk Support if you have any questions.
○	2021-02-20	Towel	Please help with towels - KR
○	2020-09-29	Showing Example	Hi there hope your having a nice day. KR done
○	2020-09-24	Sign Ups	Get 5 sign ups for BWR :)
○	2020-09-14	BWR Sign-ups	Hi everyone! If we hit our goal for new sign-ups this week, pizza on me!
○	2020-09-14	Parking Lot Maintenance	Parking lot will be repaved on Monday and Tuesday

Add Edit Delete Escape





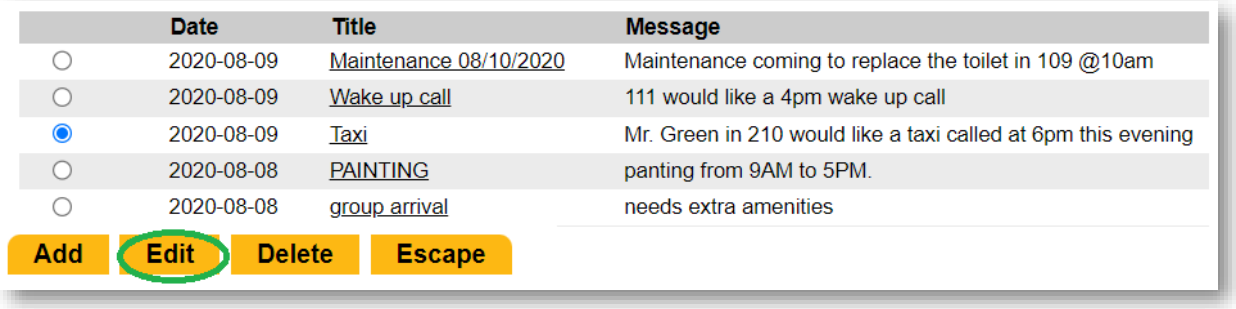
To edit a message, click on the hyperlink of the message to open the editor.



	Date	Title	Message
○	2020-08-09	Maintenance 08/10/2020	Maintenance coming to replace the toilet in 109 @10am
○	2020-08-09	Wake up call	111 would like a 4pm wake up call
◉	2020-08-09	Taxi	Mr. Green in 210 would like a taxi called at 6pm this evening
○	2020-08-08	PAINTING	panting from 9AM to 5PM.
○	2020-08-08	group arrival	needs extra amenities

Add Edit Delete Escape

You may also select the circular radio button to the left of the message and then click “Edit”.



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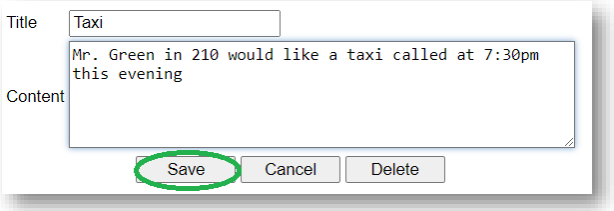
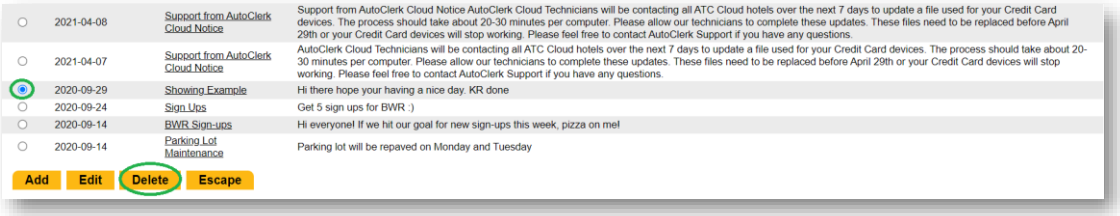
○	2020-08-08	PAINTING	panting from 9AM to 5PM.
○	2020-08-08	group arrival	needs extra amenities

Add Edit Delete Escape

After editing, clicking "Save" will move the message up to the top of the Pass On Log on the Front Desk Dashboard.



To delete a message, go to the archived list and select the message by with the circular radio button to left of the message and then click "Delete" at the bottom. **Note: once messages are deleted, they cannot be retrieved, and you will need to type out the message once again if needed.**



○	2021-04-08	Support from AutoClerk Cloud Notice	Support from AutoClerk Cloud Notice AutoClerk Cloud Technicians will be contacting all ATC Cloud hotels over the next 7 days to update a file used for your Credit Card devices. The process should take about 20-30 minutes per computer. Please allow our technicians to complete these updates. These files need to be replaced before April 29th or your Credit Card devices will stop working. Please feel free to contact AutoClerk Support if you have any questions.
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◉	2020-09-29	Showing Example	Hi there hope your having a nice day. KR done
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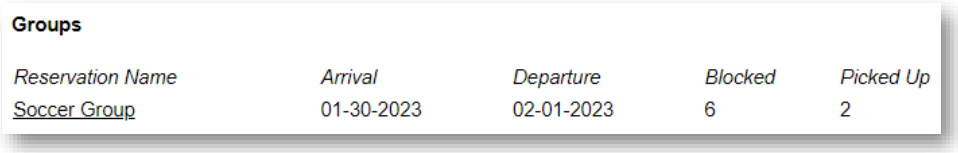
○	2020-09-14	Parking Lot Maintenance	Parking lot will be repaved on Monday and Tuesday

Add Edit Delete Escape

Groups

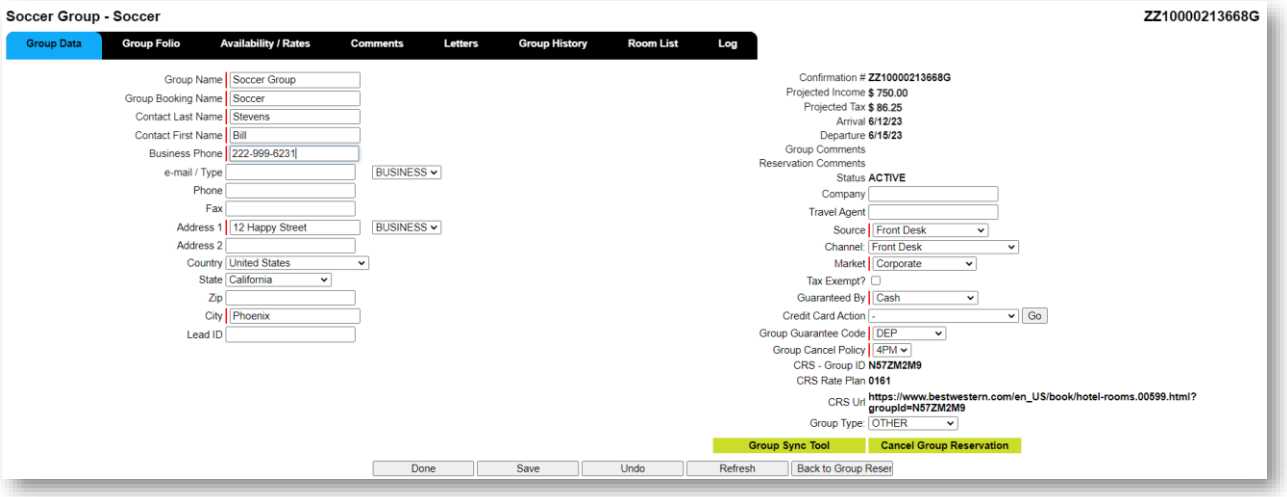
The **Groups** section of the Front Desk Dashboard will display any groups that are arriving, in-house, or departing from your hotel over the current hotel date. The information displayed includes the group Reservation Name, the Arrival and Departure dates, and room nights Blocked and Picked Up.



Groups

Reservation Name	*Arrival*	*Departure*	*Blocked*	*Picked Up*
Soccer Group	01-30-2023	02-01-2023	6	2

Click on the Reservation Name hyperlink to go to the Group Reservation page for editing, posting to the Group Folio, editing group Availability and Rates, reviewing or picking-up rooms for the group, and more. Groups are covered fully in the Groups section.

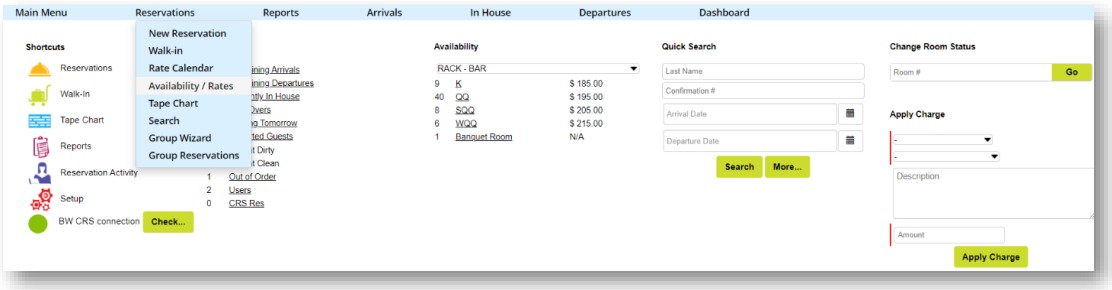


Availability / Rates

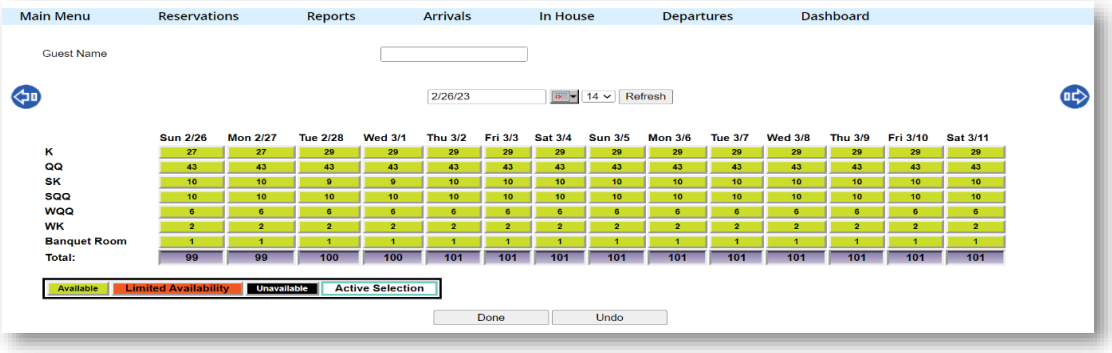
Aside from the Availability section of the Front Desk Dashboard and within a reservation, you can view detailed availability by rate plan with the **Availability / Rates** feature. For Best Western branded hotels, this can be useful for availability/inventory checks between AutoClerk Cloud and MemberWeb to make sure the two systems are synced and in balance.

Availability

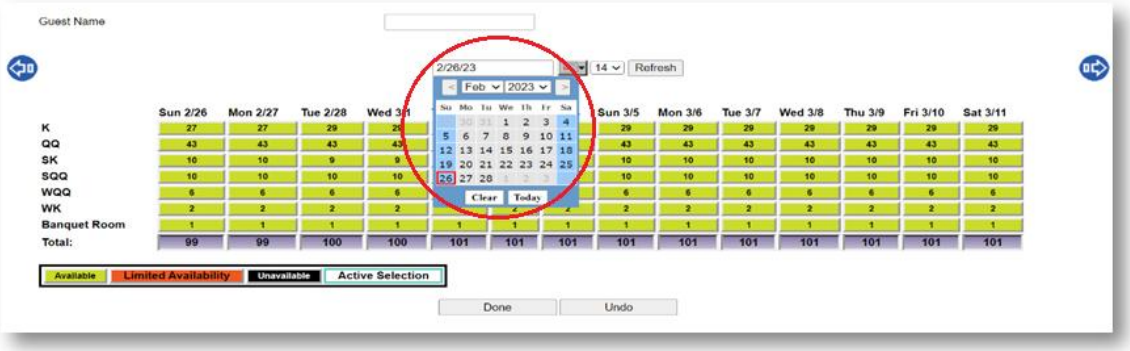
From the Front Desk Dashboard on the blue menu bar, click the Reservations drop-down menu and select Availability / Rates.



A chart will display your hotel's room types in the far-left column, and fourteen (14) days of availability per room type. Each cell will display a number which represents the total number of available rooms for that room type for that date. **Note: There will be separate lines for all room types, including any non-sleeping rooms such as Meeting Rooms. This will add to the overall total.**

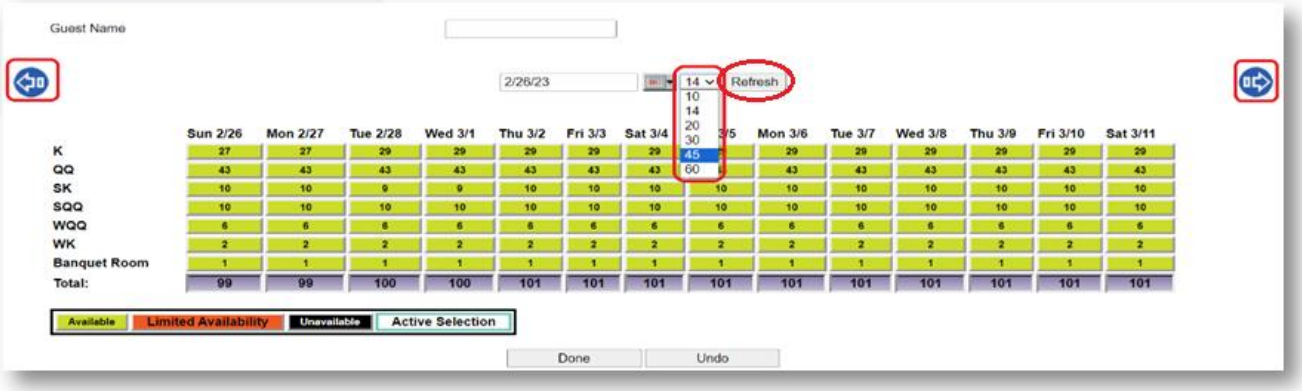


To change the date, use the date field at the top of the chart. You can type in the date (MM/DD/YYYY format) or select from the calendar icon and click Refresh.



The default view is 14 days. You can change the view to a minimum of 10 days or a maximum of 60 days, and then click Refresh.

On the left and right are blue arrows you can use to reverse or advance the dates by the chosen date range.

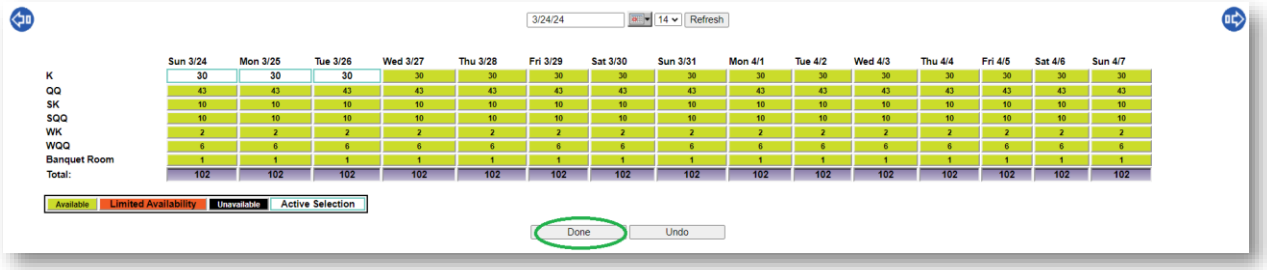


Rates

Rates are visible and more easily accessed from within a reservation. However, you may also use the Availability / Rates feature to determine rates for a single date, a range of dates, and for future dates.

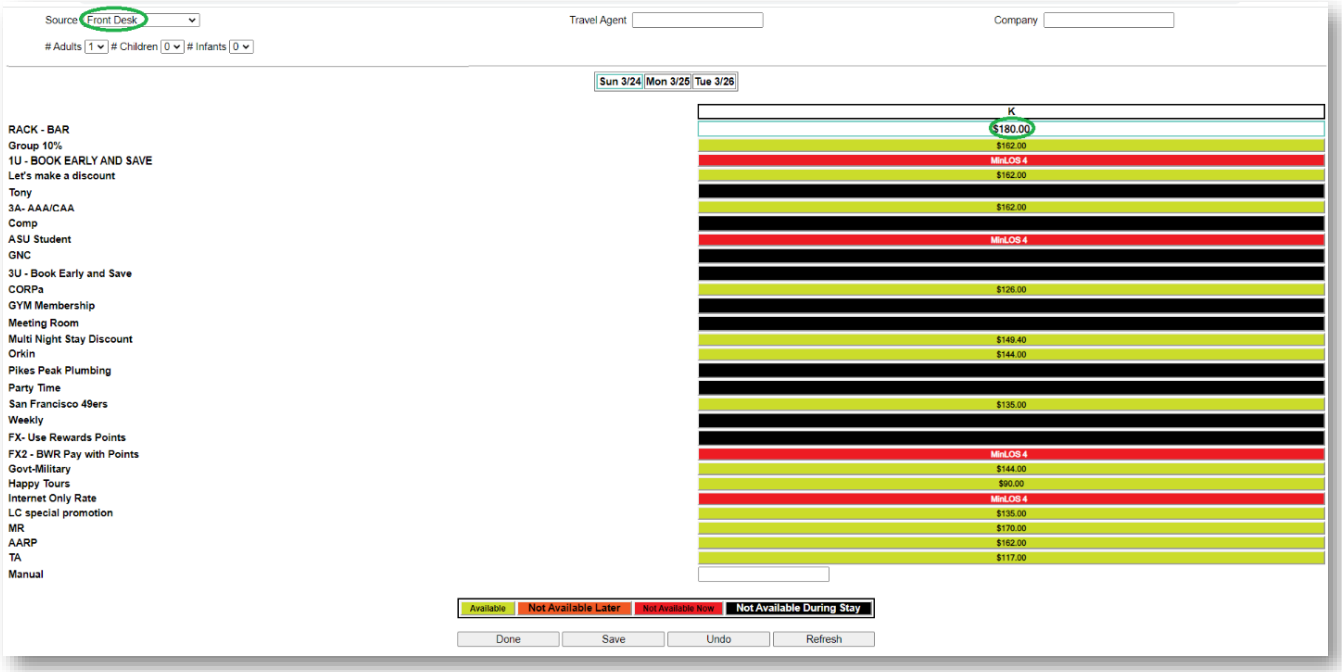
Once the chart displays the guest's desired stay dates, select room type and the date. You can select a multiple-night stay by clicking on each individual date, or by clicking on the first and last dates. **Note: Only one room type can be booked for each reservation confirmation number. After reservation creation, guests may move rooms or room types when assigning a room.**

Click "Done".



The next page will display the plans available for this room type on the arrival date of the potential reservation. The rates will be color coded per their availability:

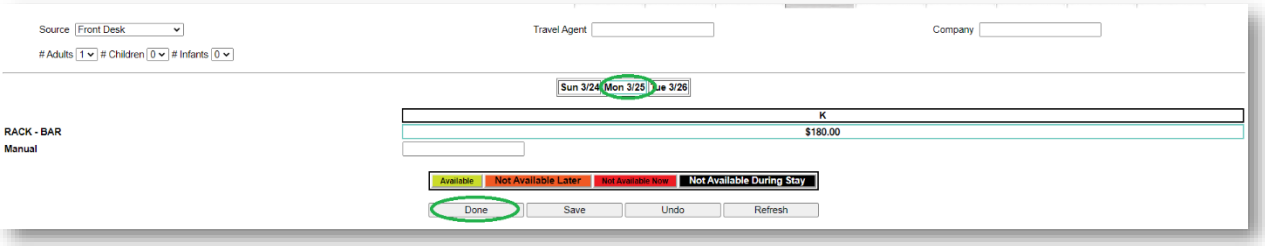
- **Green** – Available to book
- **Orange** – Not available later in the stay due to room availability, a stay restriction, or a sold-out rate plan
- **Red** – Not available for that night due to room availability, a stay restriction, or a sold-out rate plan
- **Black** – Not available during the entire stay



Note: as part of making a reservation with this method you must choose a Source at the upper left of the screen before proceeding. You may also set the Adults/Children/Infants occupancy counts at this time. The "Travel Agent" and "Company" are optional fields.

If you wish to see the rates for the remaining nights of the reservation, first choose a rate for the arrival date and source, then click on the date above the chart to see the rate for the following night(s).

The system will apply the Rate Plan chosen for the first night to the following nights. However, if you choose to view any of the following night's rates, the system will then require you to choose the rate for each night of the stay before continuing.

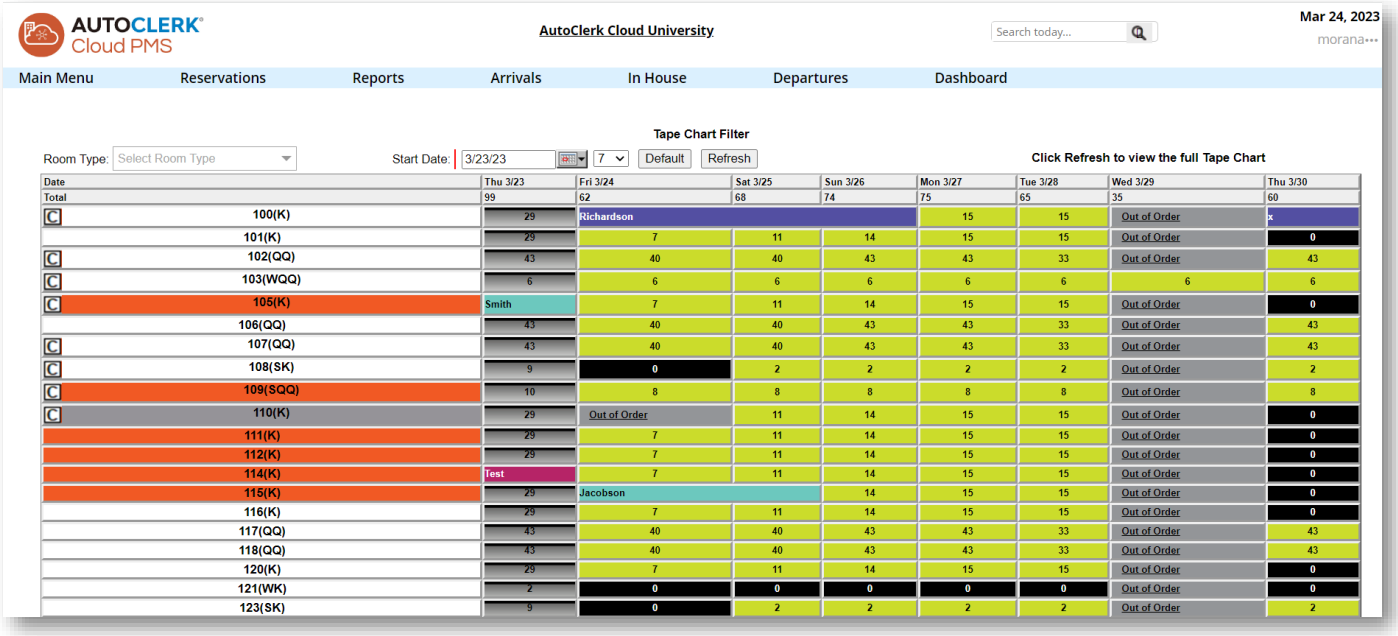


Once a rate and source are chosen, click "Done" and you will be taken to the reservation page to complete and save the reservation.

Tape Chart

The **Tape Chart** is a versatile graphic visualization of your hotel resembling a spreadsheet. You can view the status of each room in the hotel, reservations blocked to room numbers, and availability per room type. You can also place rooms out-of-order and perform other reservation tasks.

The Tape Chart may be accessed from the Front Desk Dashboard's shortcuts or through the blue menu bar by selecting the drop-down Reservations menu and click Tape Chart.



As a default, from left to right the Tape Chart columns show each room number, its type, if it is a connecting room, the previous night (gray and shaded), the current hotel date, and the following dates per the Tape Chart Filter. Each cell under the dates will either display the available rooms for that date per room type, a reservation blocked to that room number, or an Out of Order status.

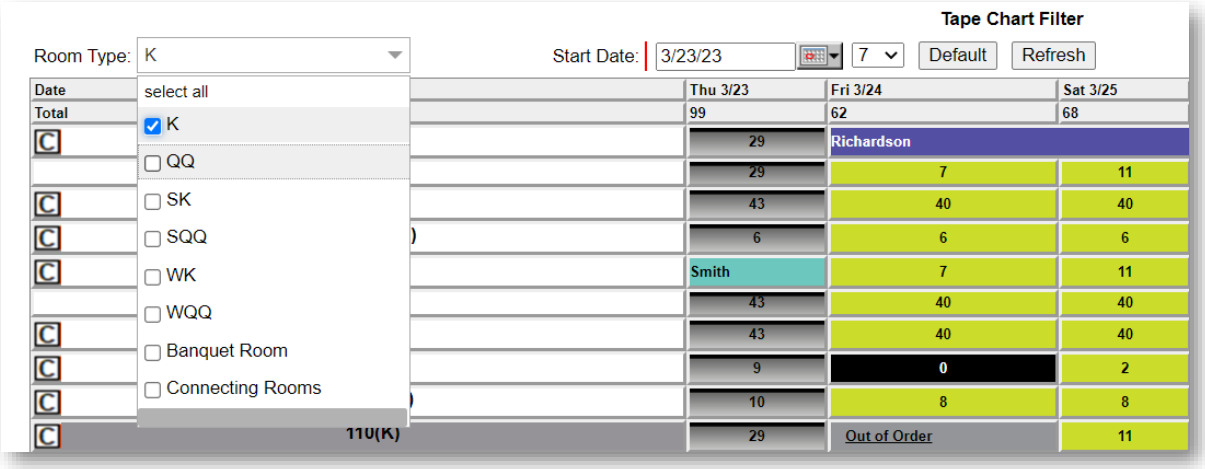
Legend

At the bottom of the Tape Chart is a Legend that will identify the meaning of the colors.

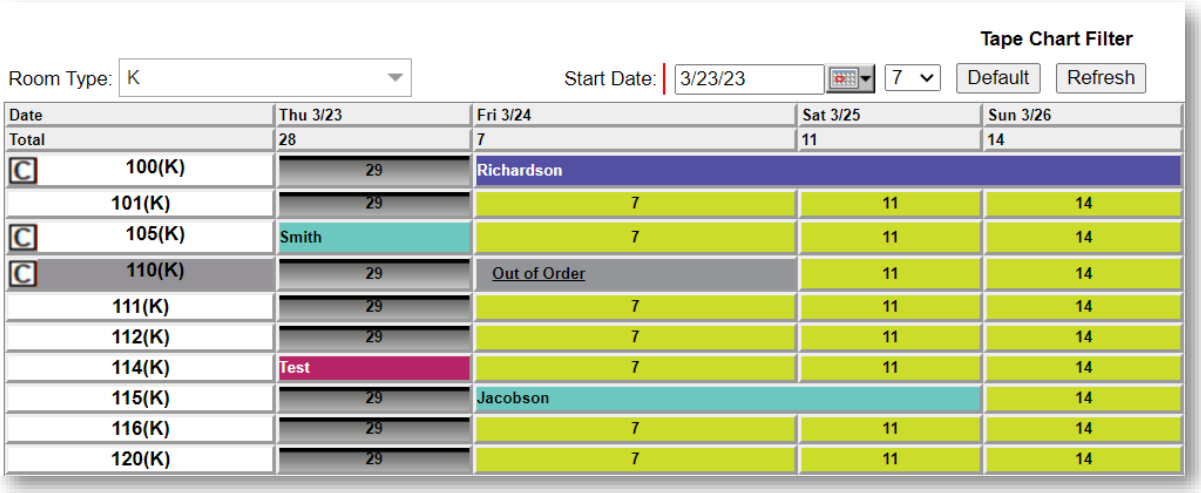
Tape Chart Filter

There are filters at the top of the Tape Chart that allow you to customize your view. By default, all room types are displayed with the Start Date as the current hotel date. The Tape Chart will always display the previous night to the left of the current hotel date.

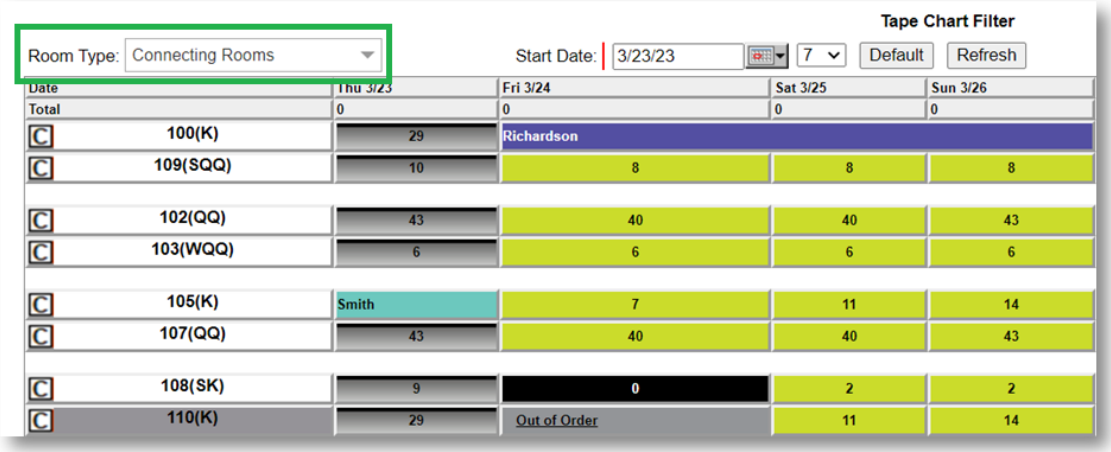
The Room Type drop-down menu allows you choose to isolate and display one or more room types.



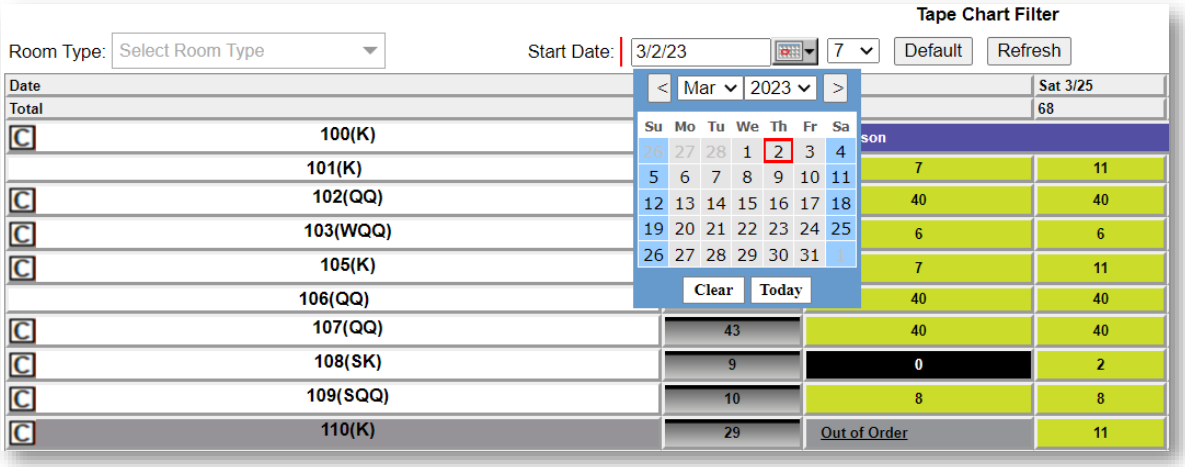
Choose the room type(s) you want to display and click “Refresh”. When the Tape Chart refreshes, it will only show rooms of the selected room type(s).



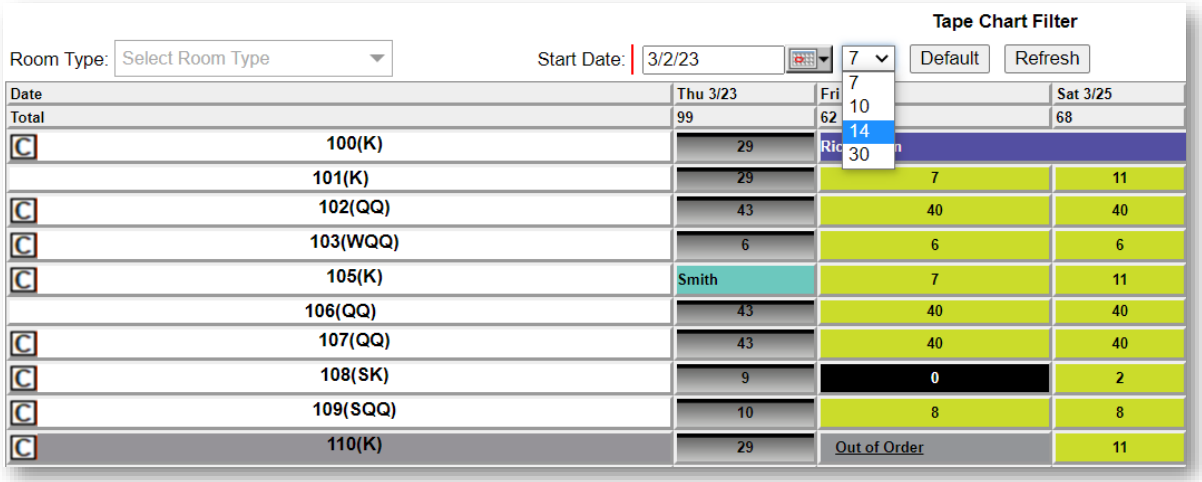
You can also choose to display just the connecting (adjoining) rooms in your hotel.



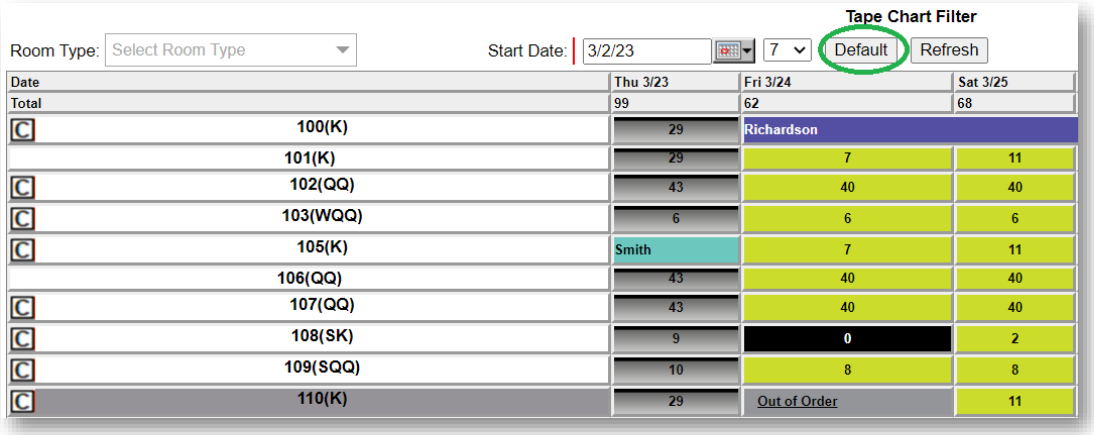
The Start Date field allows you change the view to a future date to view availability, blocking, and status of rooms. You can also view past dates to view room blocking, Out of Order status, and find past reservations.



In the right-side drop-down menu, you can choose a 7, 10, 14, or 30-day view.

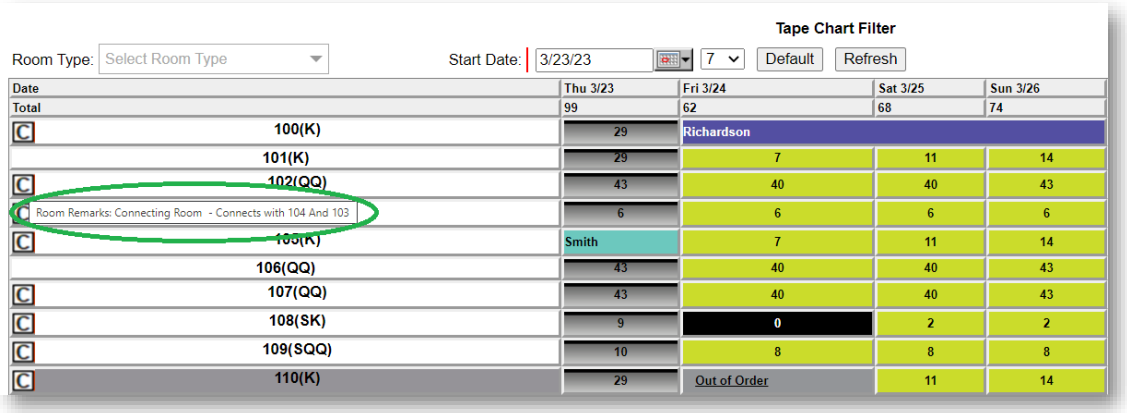


Click “Refresh” to apply your filter settings. To return to the current hotel date with a 7-day view, click “Default”. **Note: the room type selector will need to be unchecked separately.**



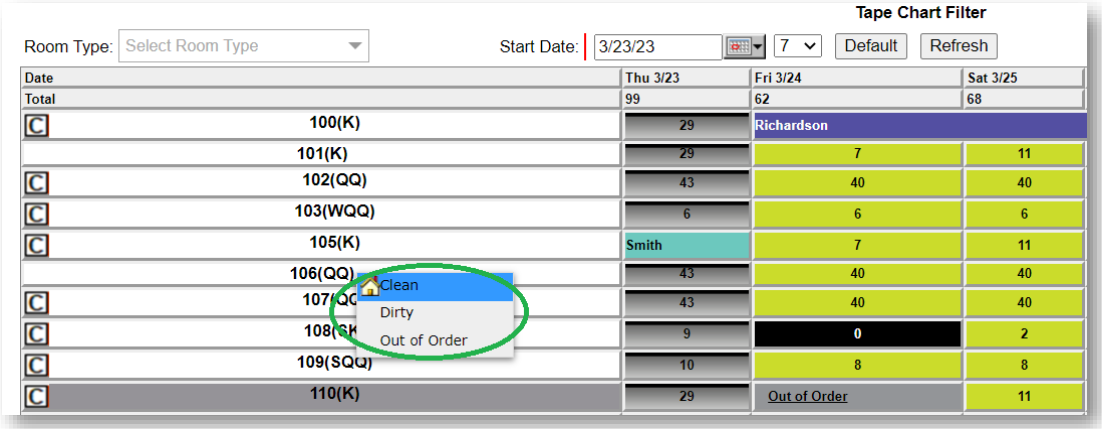
Rooms and Room Status

The far-left column displays each room and room type in your hotel. It also displays a C icon if the room is connected to another room. If you hover over the connecting icon, it will display the connecting room(s). Also, if you hover over a room number you will see any notes entered for that room.



The room number column will also display the status of the room via color: white for Clean, orange for Dirty, or gray for Out of Order.

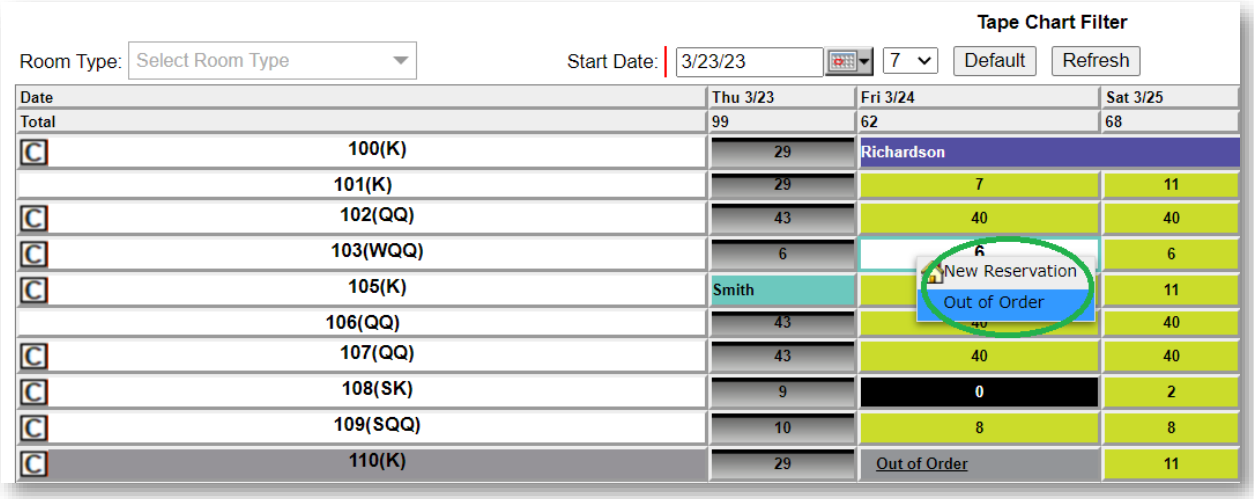
You can change the status of the room by right-clicking and changing the status between Clean or Dirty, or put the room Out of Order.



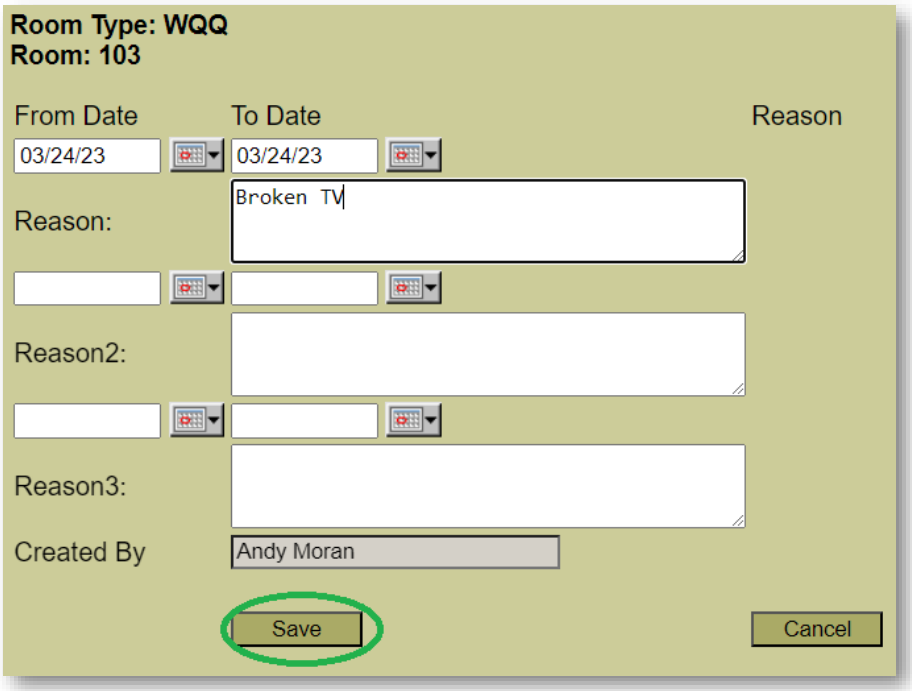
Out of Order

The Tape Chart is the only place you can place a room out of order (OOO).

To place a room OOO, right-click on the room number and choose “Out of Order”. To select a specific start date for the OOO, right-click on the cell where the room number and the date intersect.

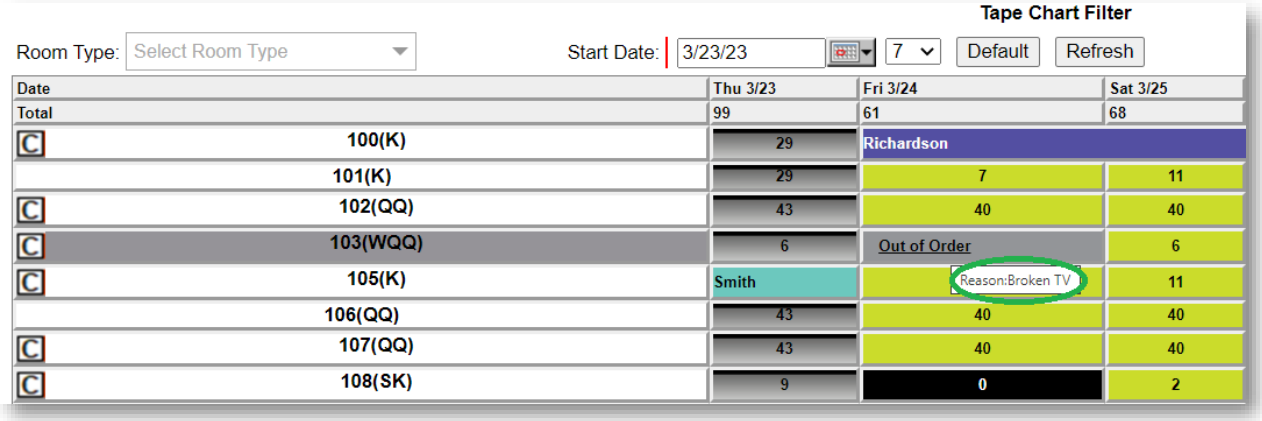


A pop-up window will allow you to choose the dates and enter a reason for the room to be OOO. You may remove the room from service for three date periods at once in the event of planned deep cleanings, room renovations, etc.

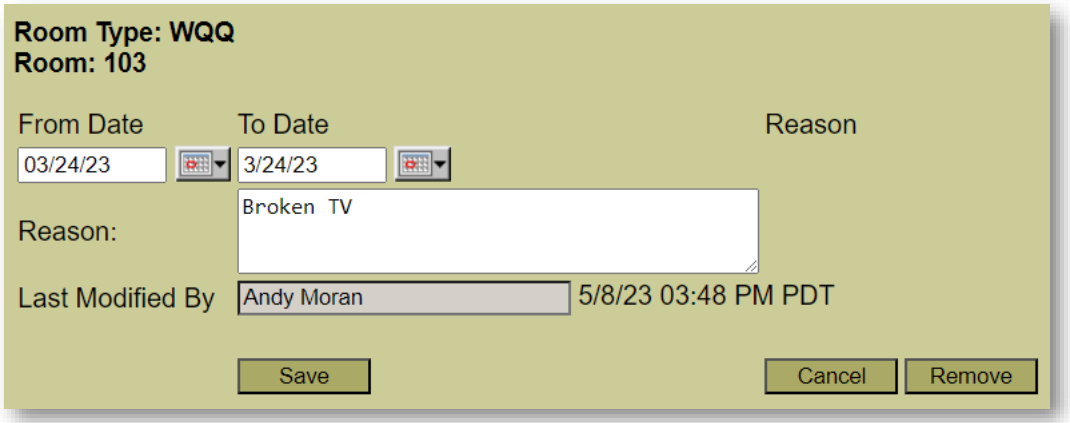


Click “Save” and the room will display on the tape chart as gray for Out of Order.

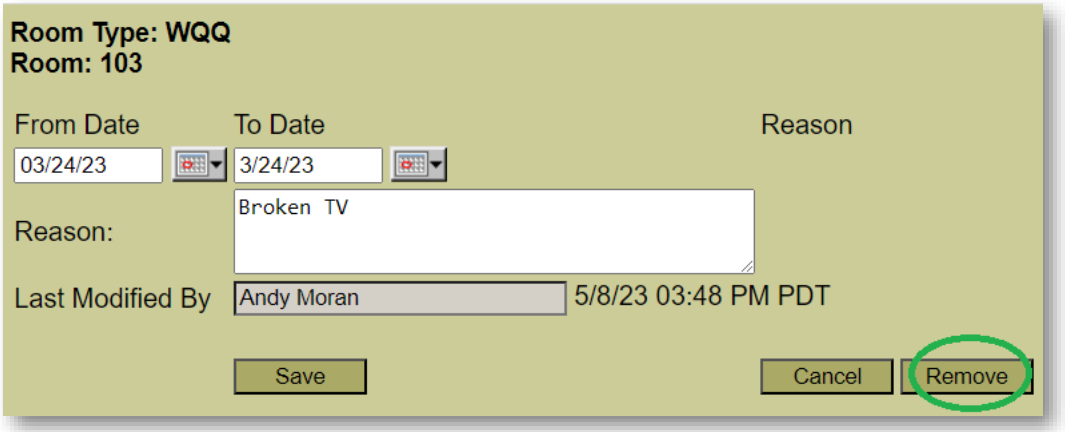
You can hover over the cell to display the reason the room is OOO.



To edit or remove the Out of Order status, dates, or reason, click on the Out of Order text in the cell and the pop-up window will appear again.



To put the room back in order, click “Remove”. Out of Order rooms will always return to service as “Dirty” until set manually to “Clean”.

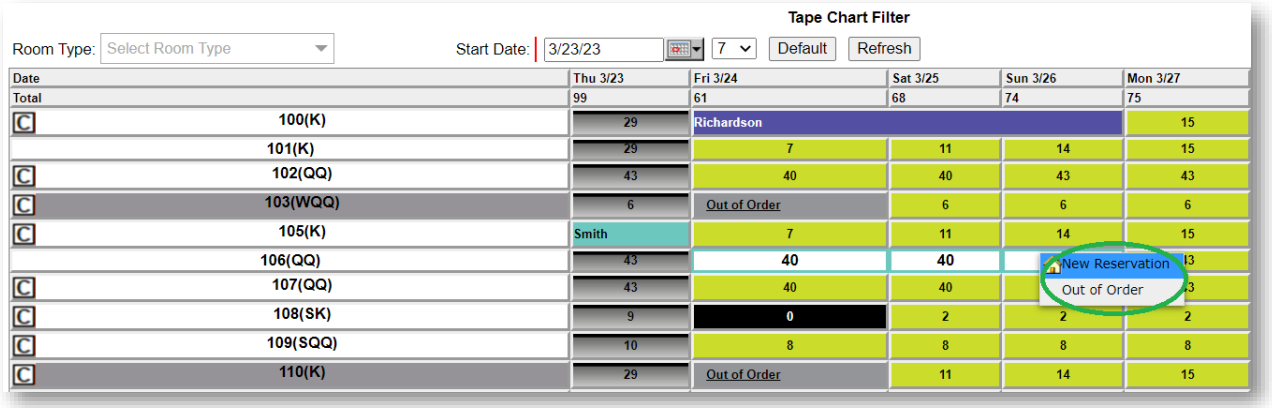


New Reservation from the Tape Chart

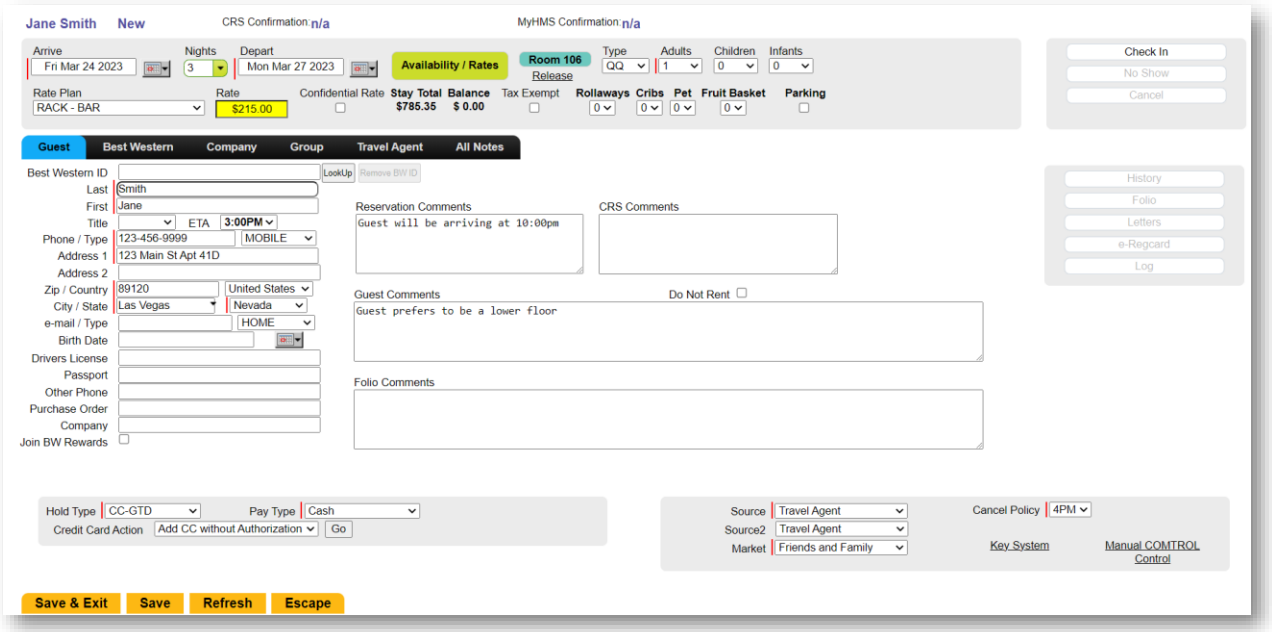
New reservations and walk-ins can be created from the Tape Chart.

Left-click the cell under the arrival date and the final night of the stay for the room number you wish to assign. If the stay is a single night, only one cell needs to be clicked. If the stay is for two (2) nights or longer, click the arrival date and the final night so that all nights in between will be selected.

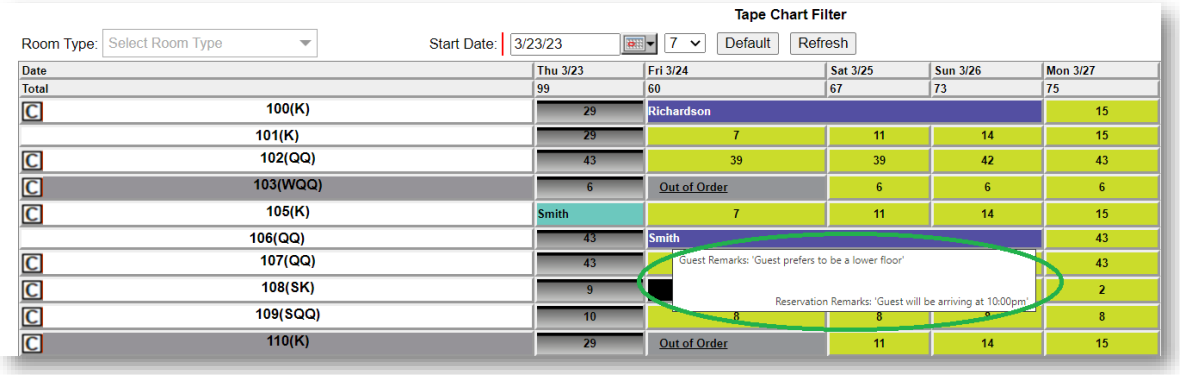
Once the night(s) are selected, right-click, and choose “New Reservation” from the menu.



The reservation page will display the dates and the room number and type chosen in the Tape Chart. You can continue to complete the reservation covering rates and entering guest information.

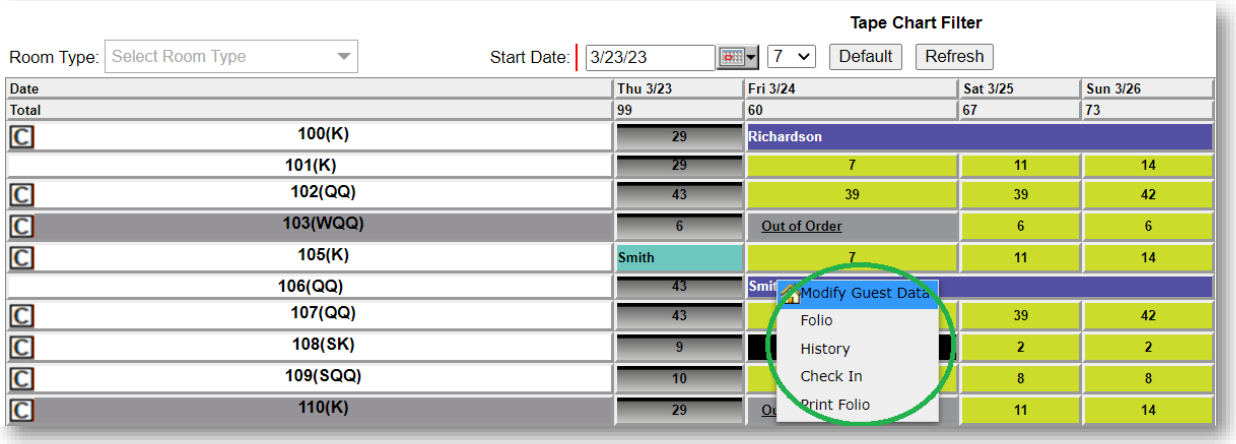


Once the reservation information has been entered and you click Save & Exit, you will be taken back to the Tape Chart. By creating a new reservation using this method, you are pre-assigning them to a specific room number. You can also hover over the guest name for Guest Remarks and Reservation Remarks.



Reservation Options

To access and modify an existing reservation on the Tape Chart, right-click on the reservation. Depending on the status of the reservation, it will give you multiple options to choose from, depending on the reservation status. You may also left-click directly on the name to modify the reservation or check-in.



- **Modify Guest Data** – Opens the reservation's Guest Data screen where you can make changes to that specific guest reservation.
- **Check In** – Also opens the reservation Guest Data screen. The user may then follow steps to process a check in.
- **Check Out** – Opens a checked-in reservation's folio where any charges/payments can be posted and a checkout can be processed.
- **Re-instate Guest** – Opens the Guest Data screen, allowing you to make necessary changes such as extending the check-out date.
    - **Note: you must Save or Save & Exit to save changes to the departure date and change the reservation status to Re-instated.**
    - Reinstatement can only be done if the Rate plan that the guest previously booked is a Rate Plan that the Front Desk is able to sell.

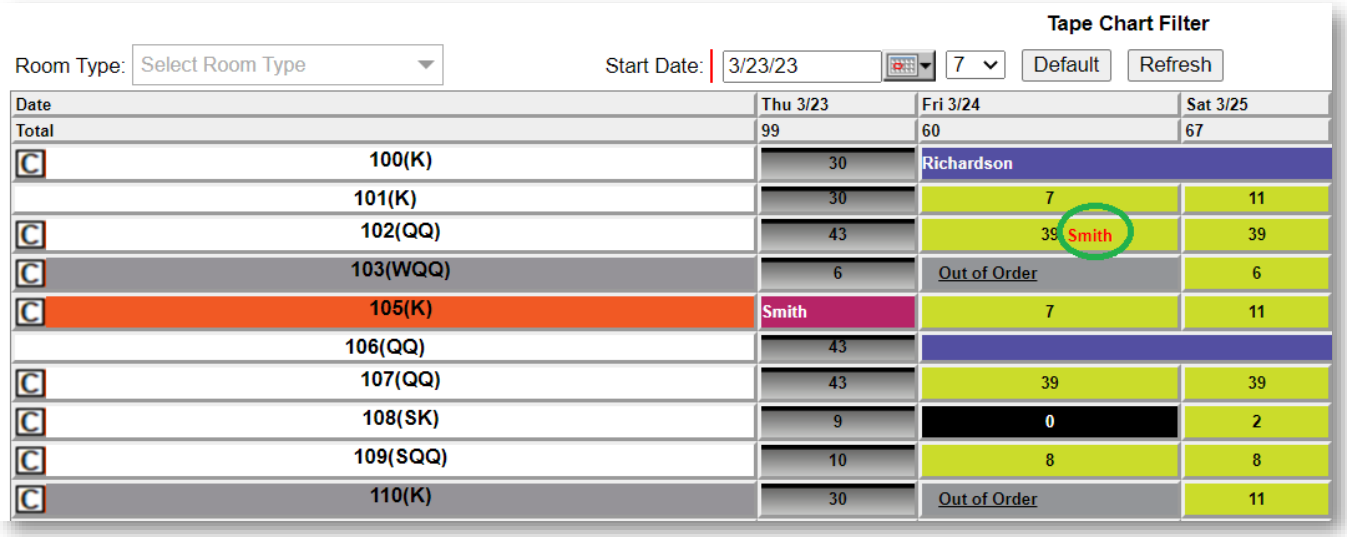
- **History** – Takes you to a list of the guest's stay history, including links to past and future reservations, and stay statistics such as most frequent room and average rate.

Room Moves and Date Changes

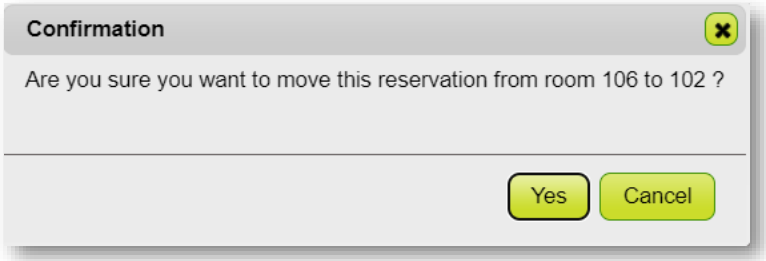
Room moves are easy from the Tape Chart using "Drag n Drop":

Place the mouse pointer on the name of the reservation you wish to move. Then click and hold down on the left mouse button and the name of the guest will turn red. While holding the mouse button down, drag the reservation to the lime green cell (clean room) of the room number you desire and release the button.

The cell you move the reservation to must be lime green (for example, you cannot move it to a black or gray cell). You can also drag a reservation in New status to another date to change the reservation's arrival date.



You are asked to confirm the room move. Once you click "Yes", the system will process the room move.

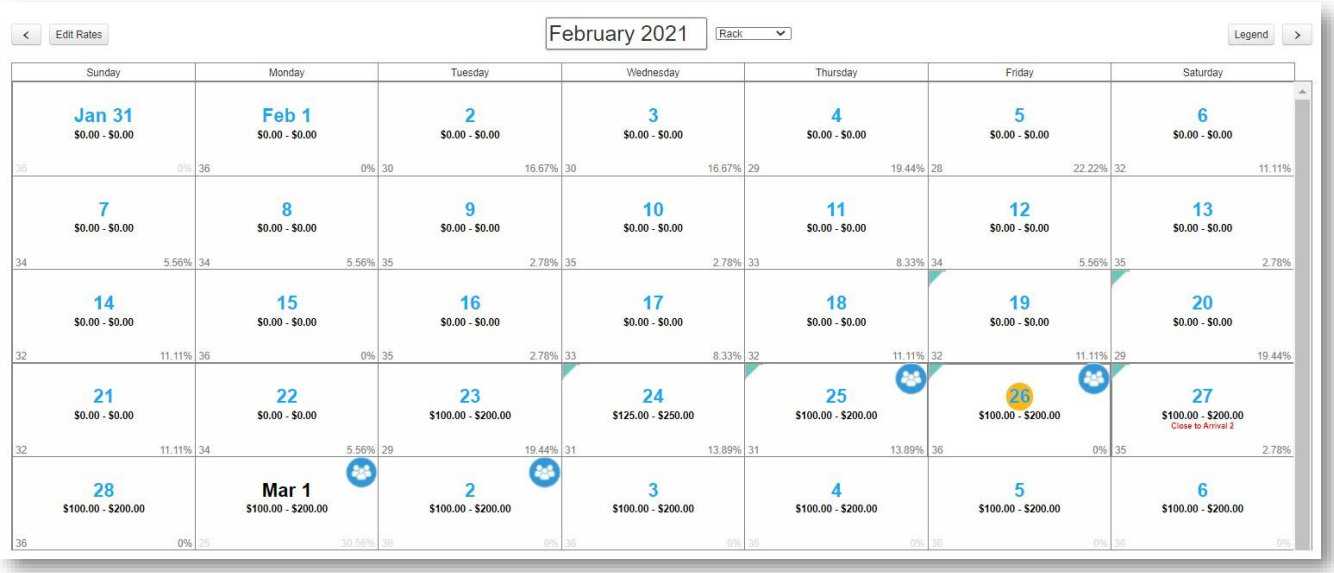


Note: "Drag n Drop" is only recommended if the guest is changing to the same room type, a room type with the same rate or a complimentary upgrade. When moving a guest through the Tape Chart, the system will keep the original room rate and will not prompt you to change the rate even if the room move results in a more expensive or less expensive rate.

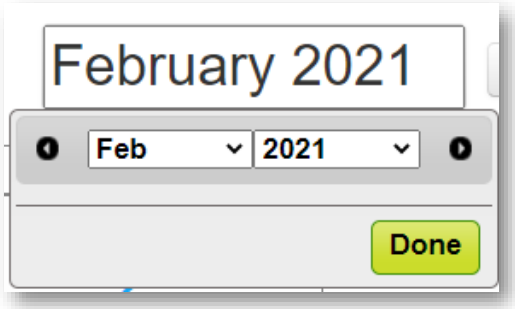
Rate Calendar

The **Rate Calendar** allows hotel staff to manage rates, stay restrictions, quickly reference occupancy, dates with group blocks, and other important notes about a particular date.From the “Reservation” Menu in the blue menu bar, select “Rate Calendar”.

The Rate Calendar will default to the current month with the first rate in your list of rates in Setup. The current date has an orange circle over it.

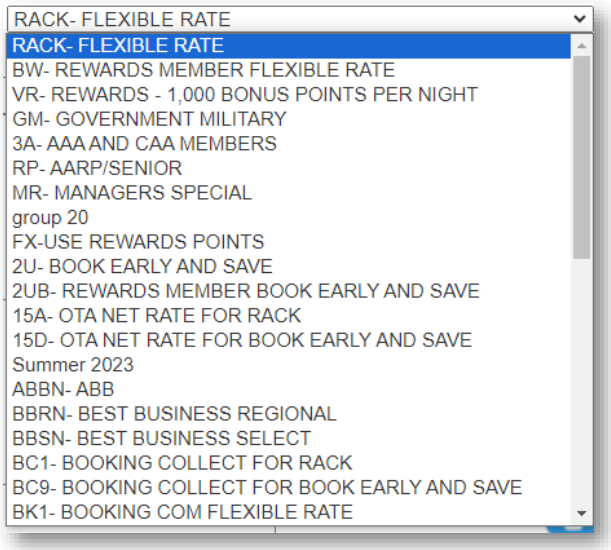


You can change the month by clicking on the current month and year.



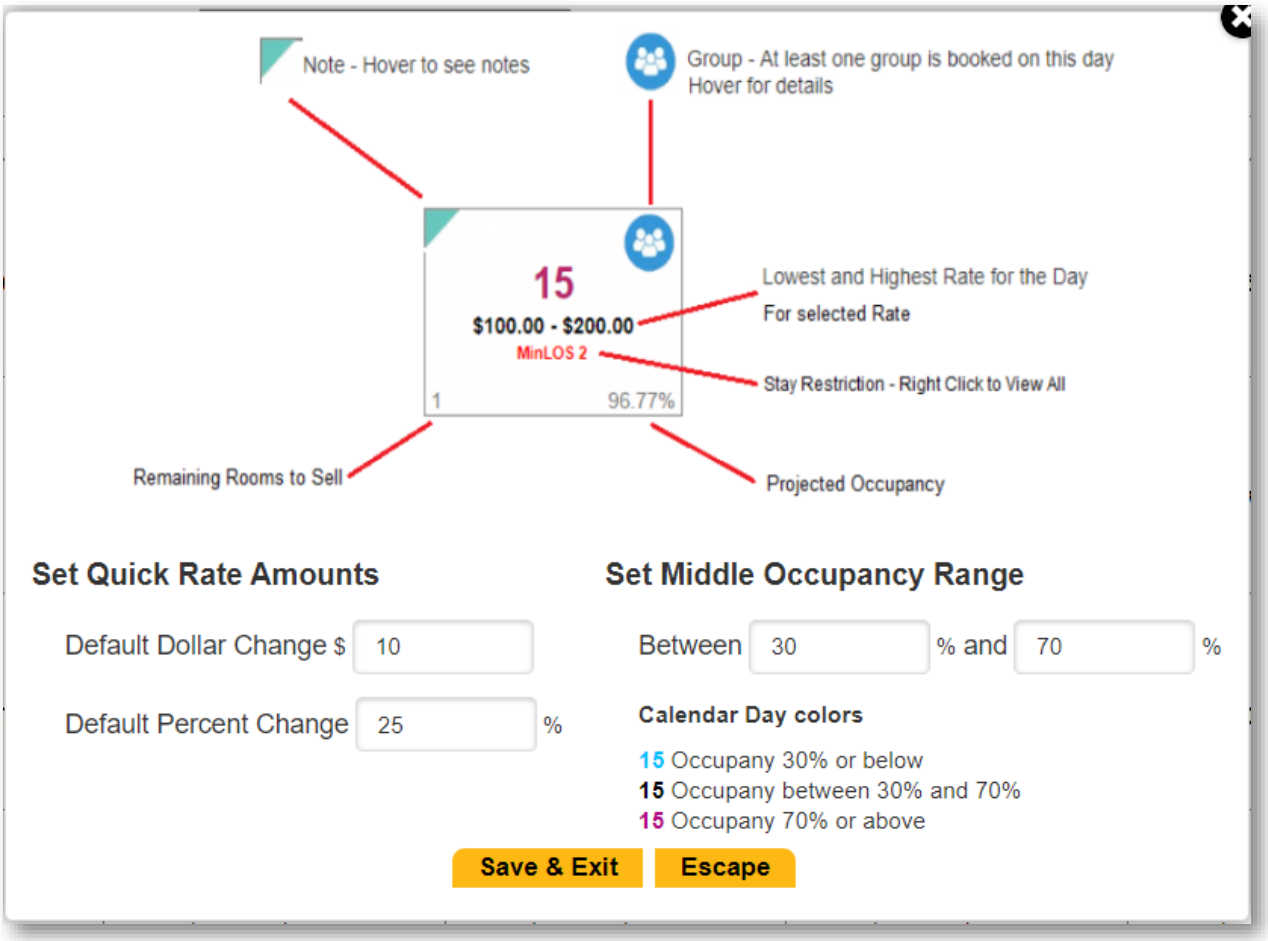
Also at the top of the Rate Calendar, there is an arrow on each side which allows a user to go forward or backwards one month at a time.

The rate calendar will display rates for one rate plan at a time. Using the drop-down list next to the month and year, you may view any rate plan, but *only parent rates can be modified*.



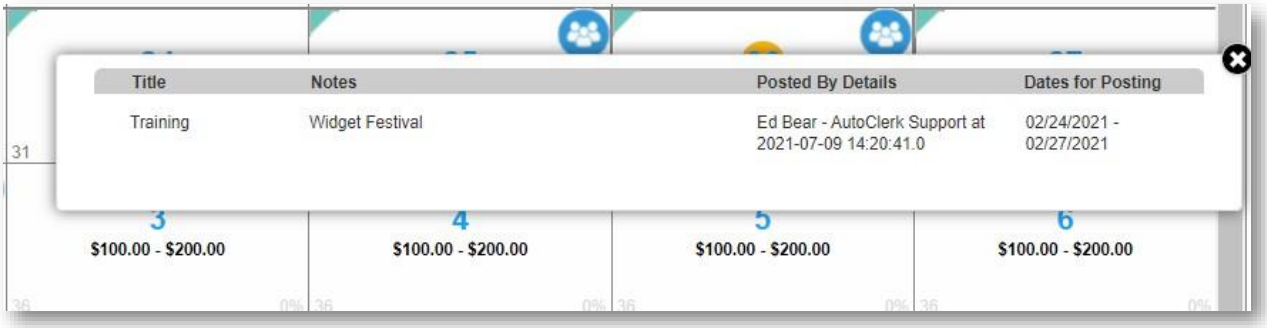
Legend

The best way to understand and interpret the Rate Calendar is to click on the button labeled "Legend" on the top right of the Calendar.



Notes

The shaded teal triangle in the upper left-hand corner indicates the date has a **Note**. To quickly view the Note, hover the mouse over the symbol.



Groups

The blue circle with three people in the upper right-hand corner indicates there is one or more groups arriving, staying over, or checking out on that date. To quickly view the groups, hover the mouse over the symbol.

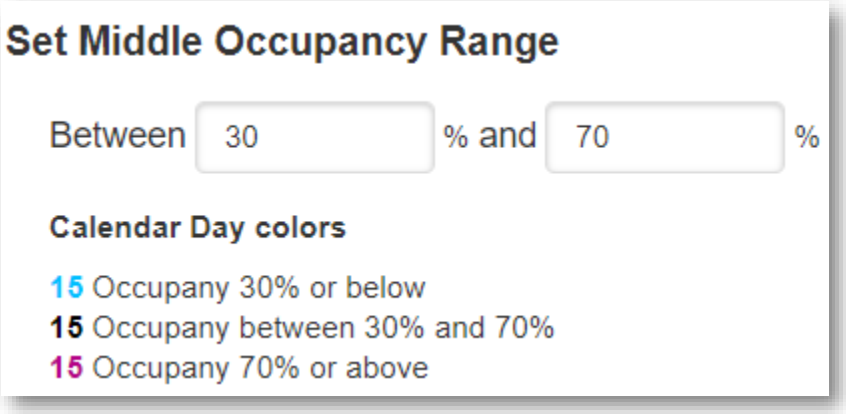
Available Rooms and Occupancy

The bottom left of the date shows the total number of rooms available to sell and the statistic at the bottom right shows the occupancy percentage.

If a stay restriction has been set for that date, it is displayed in red below the rate range.

Middle Occupancy Range

On the bottom right corner of the Legend, you may set your hotel's **Middle Occupancy Range** to customize the color indicators on the Rate Calendar. This setting can be changed at any time when and if your occupancy fluctuates throughout the year.



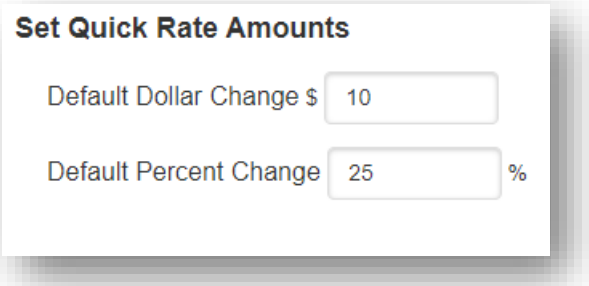
The number in the center represents the date of the selected month. The date can be either **Light Blue**, **Black**, or **Magenta**, and is determined by the occupancy level and compared to the "Middle Occupancy Range", which is customizable by the property and will give you a quick visual queue to the occupancy of that date without having read the percentage.

- If the occupancy is *below* the low number of the range, then the color of the date is **Light Blue**.
- If the occupancy level is *equal to or between* the Middle Occupancy Range then the color is **Black**.
- If the occupancy level is *above* the high number of the range, then the color of the date is **Magenta**.

For example, if the middle occupancy range is set to between 30%-60%, and the occupancy for that day is less than 30%, it will appear as **Light Blue**.

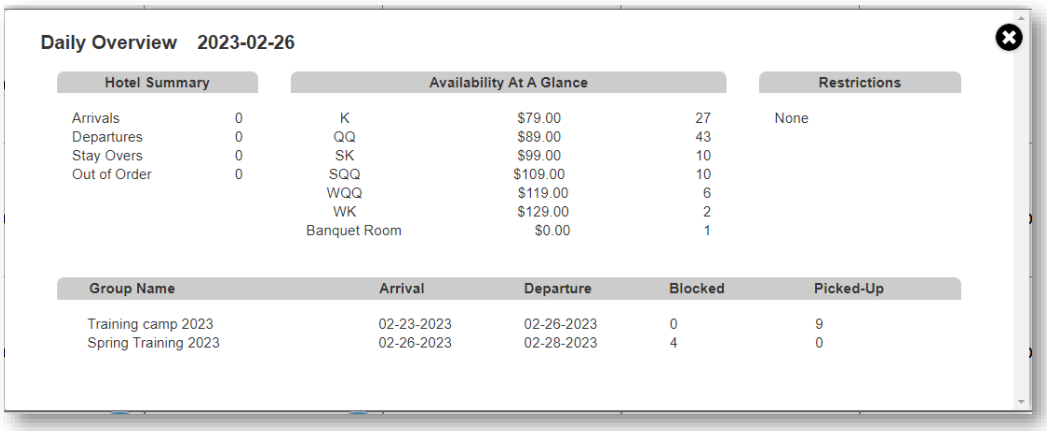
Set Quick Rate Amounts

The "Default Dollar Change $" and "Default Percent Change" settings will allow you to set a default amount for the radio buttons in the "Quick Rates" feature. This is helpful if you have fixed amounts you would normally use to quickly adjust rates.



Daily Overview

You can left click on any date to view the **Daily Overview** for that date. It will display many hotel statistics, room availability with rates, stay restrictions, and groups at the bottom.



Daily Overview 2023-02-26

Hotel Summary	
Arrivals	0
Departures	0
Stay Overs	0
Out of Order	0

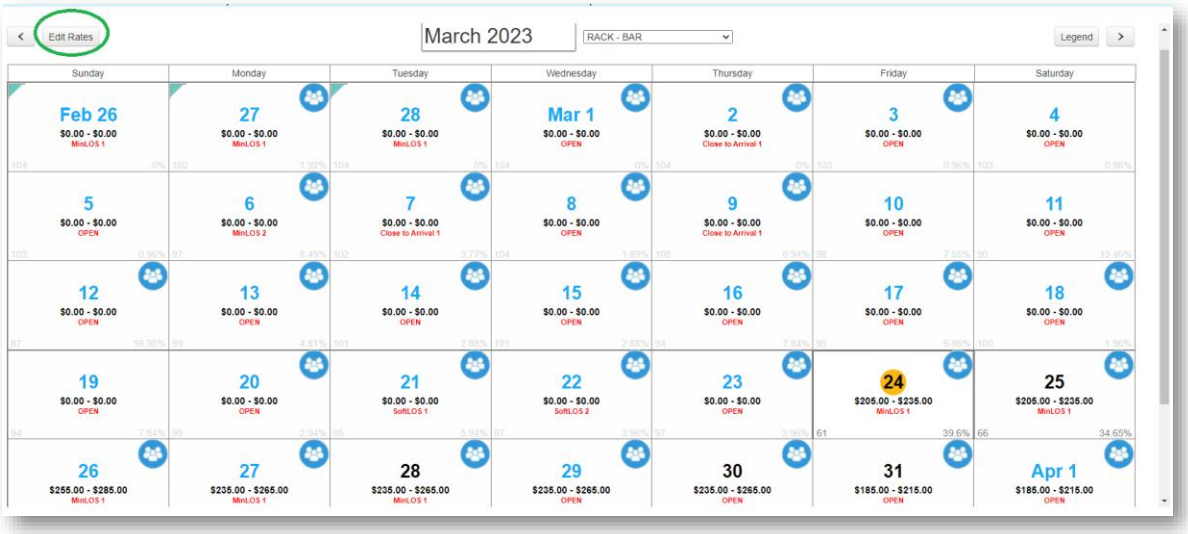
Availability At A Glance		
K	$79.00	27
QQ	$89.00	43
SK	$99.00	10
SQQ	$109.00	10
WQQ	$119.00	6
WK	$129.00	2
Banquet Room	$0.00	1

Restrictions
None

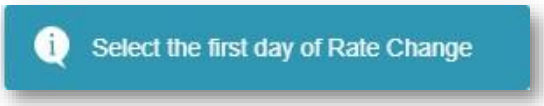
Group Name	Arrival	Departure	Blocked	Picked-Up
Training camp 2023	02-23-2023	02-26-2023	0	9
Spring Training 2023	02-26-2023	02-28-2023	4	0

Edit Rates

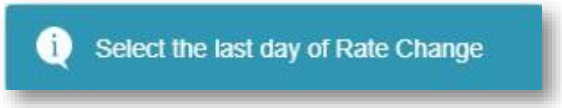
At the top of the Rate Calendar in the upper left-hand corner, “Edit Rates” allows you to change rates for any rate plans that are already defined in Setup. **Note: a user must have the “PERMIT_EDITING_ON_RATE_CALENDAR” permission to edit rates.**



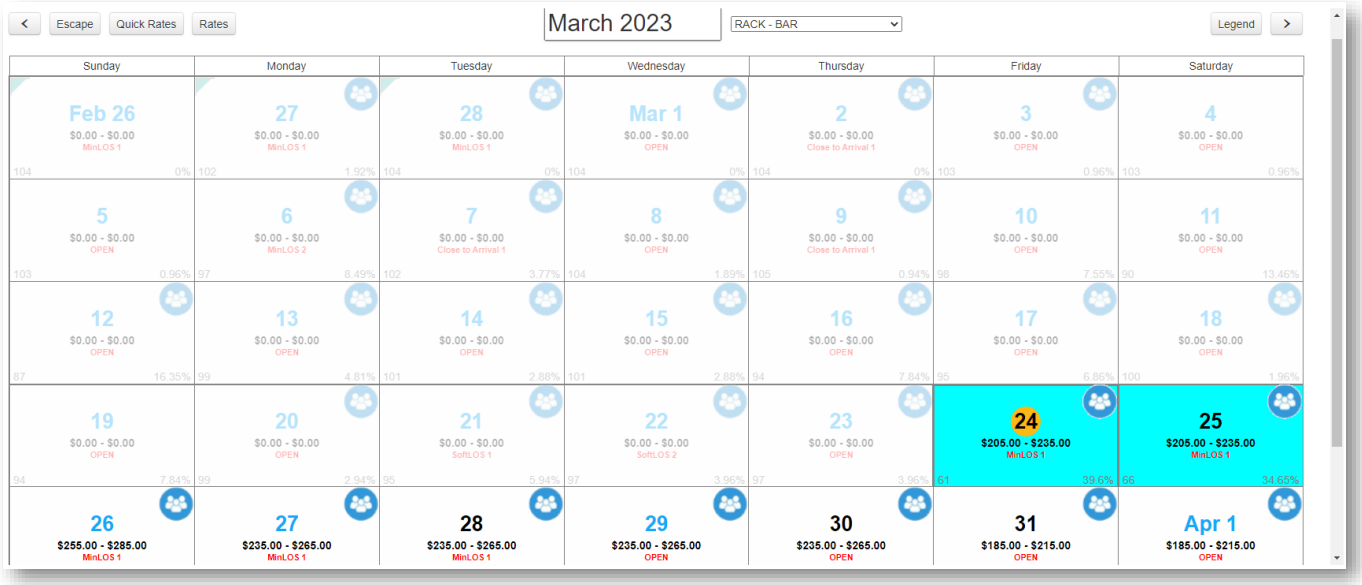
After clicking on Edit Rates, the system will display the message:



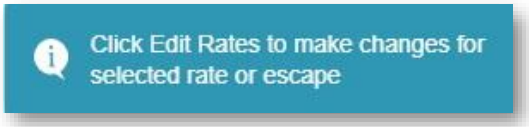
Select the start date of the Rate Change. Then the following message will display:



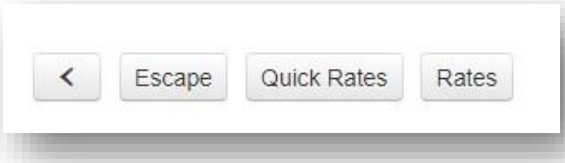
If you wish to change the rates for just one date, then click on the same date again. You can select any date into the future. The selected date(s) will appear cyan.



After selecting the date(s), the following message will display:

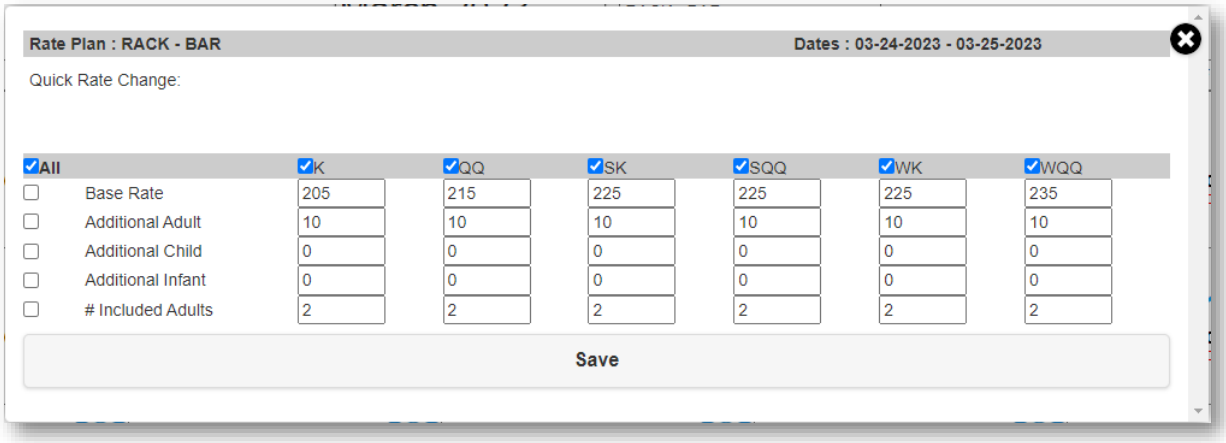


You may now Escape to cancel, use Quick Rates, or for more options use Rates.



Rates

"Rates" will give you a screen similar to "Setup" when building Parent Rate Plans.

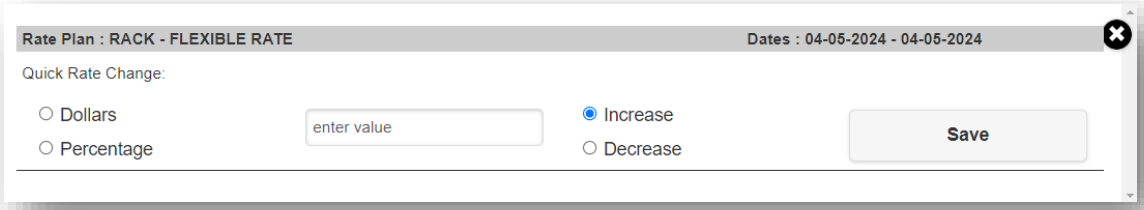


The checkboxes in the far-left column will apply your changes to the entire row. For example, if Additional Adult is checked and the value for K is changed to 15, then 15 will be applied to the entire row for all room types after clicking or tabbing out. To turn this off, uncheck the box to the left.

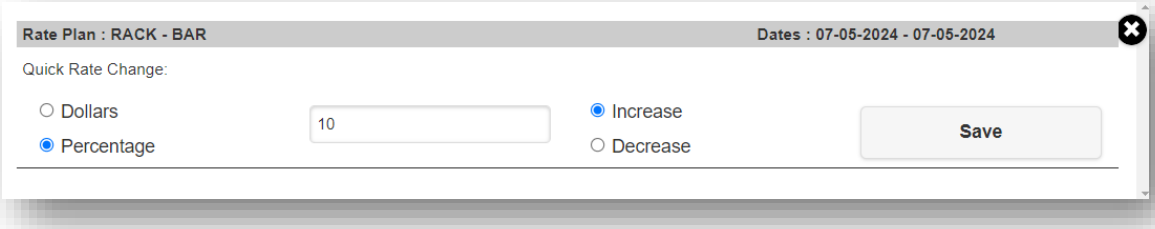
Note: The checkboxes above each room should never been unchecked because it could cause availability mismatches between the CRS and the PMS.

Quick Rates

"Quick Rates" will allow you to apply an increase or decrease for every room type and is convenient for quickly applying the same change to all room types at once for the date range.

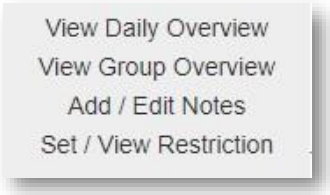


If you click the "Dollars" or "Percentage" radio button, it will auto-populate the amount set in the "Set Quick Rate Amounts" box of the Legend.

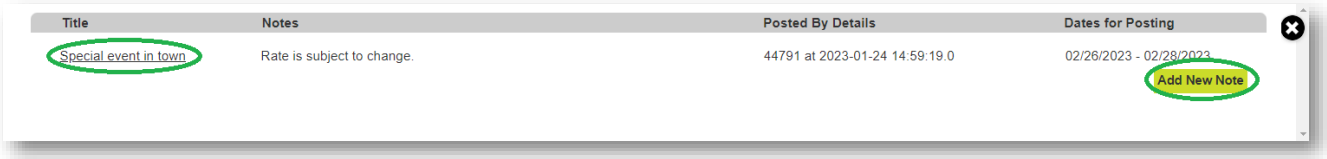


Right-Click: Other Options

If you right-click on a date you will get the following menu:



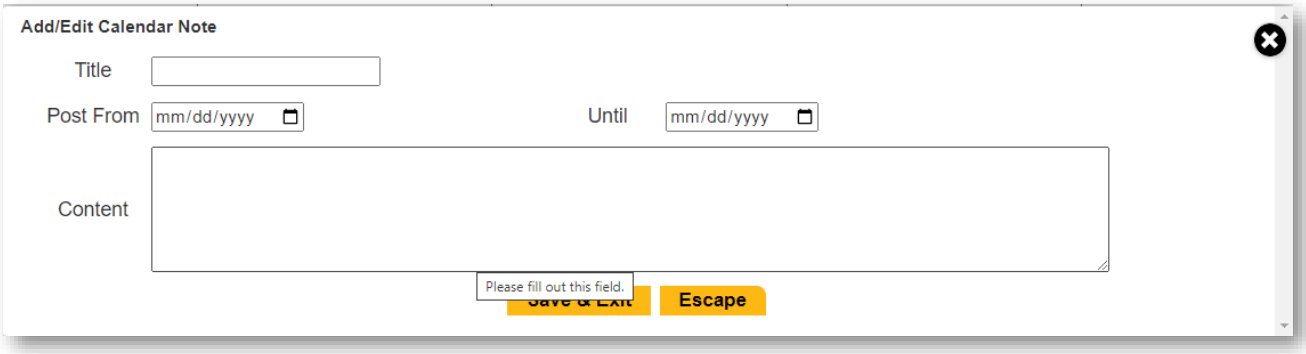
"View Daily Overview" and "View Group Overview" are already included when left-clicking on a date to get the "Daily Overview". Selecting "Add / Edit Notes" will give you the following screen:



Add/Edit Notes

You can either click on the link of the Title to view/edit the note, or you can click on the button on the right labeled "Add New Note".

It is recommended to enter a note for each event of the year that might affect your occupancy. Notes may not be deleted but can be edited to replace the text.

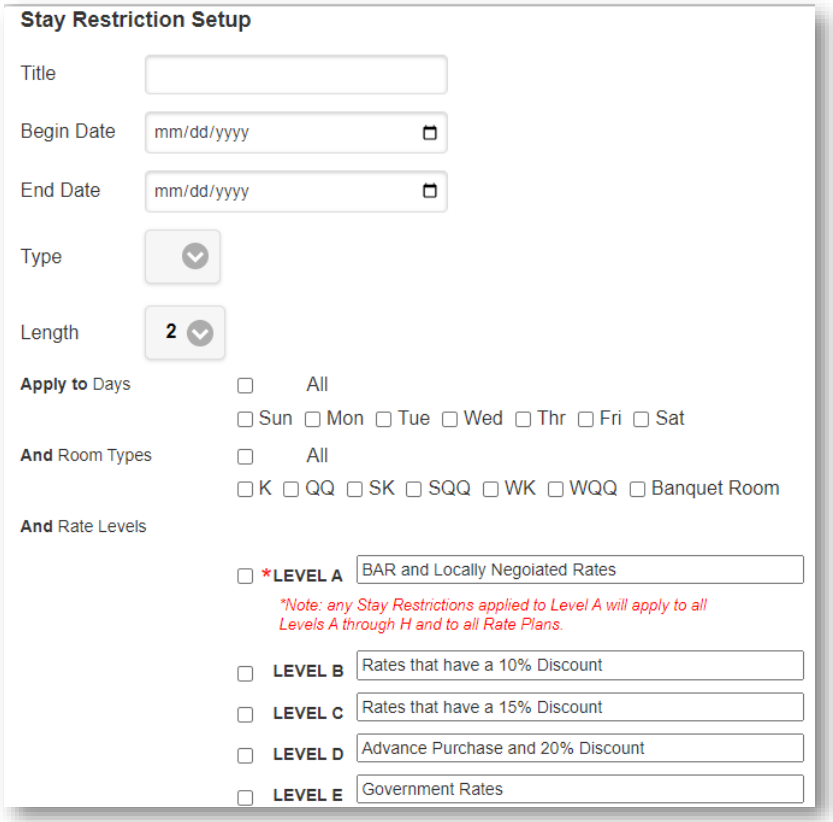


Stay Restrictions

Stay Restrictions may be set here in the Rate Calendar by right-clicking on a date, or through hotel Setup.

Notice that you can add or view, but you cannot modify or delete a stay restriction.

The Stay Restriction Setup screen in the rate calendar is almost identical to Setup > Stay Restrictions.



You will not be able to modify nor delete a stay restriction. Instead, you must create a new restriction which will override the previous restriction. Only the most recent restriction added will apply. For example:

- Create an Open restriction for a date that is Closed.
- To undo a minimum length of stay (MinLOS) rule, add a new minimum length of stay restriction of 1.

- To change the minimum length of stay rule from 2 to 3, add a new minimum length of stay restriction of 3.

Note: A MinLos rule for a stay restriction of 1 can only be applied in the Stay Restrictions setup area

Reservations

There are multiple options to create a reservation, such as from Availability / Rates or the Tape Chart. From the Front Desk Dashboard, the quickest way is to either select the Reservations icon from the Shortcuts area or use the blue menu bar and select the Reservations drop down.

The Walk-In feature is identical to the Reservations button, except Walk-In will automatically fill the "Source" code as "Walk-In".

Name, Status, Confirmation Numbers

On the reservation page underneath the Cloud, the first and last name will display with the status of the reservation (**New** which is a future or due-in reservation, **Checked In**, **Checked Out**, **Cancelled**, or **No Show**).

Once the reservation is saved, two confirmation numbers will appear at the top of the page.

- The **CRS Confirmation** number is generated from the central reservations system and signifies the inventory has been deducted from the Central Reservation System (CRS).
    - When a booking is made online and sent to the PMS, it will come with the CRS Confirmation number.

- When a reservation is booked in the PMS, there should also be a CRS Confirmation number. The CRS number would then indicate that the reservation was successfully sent to the central reservation system.

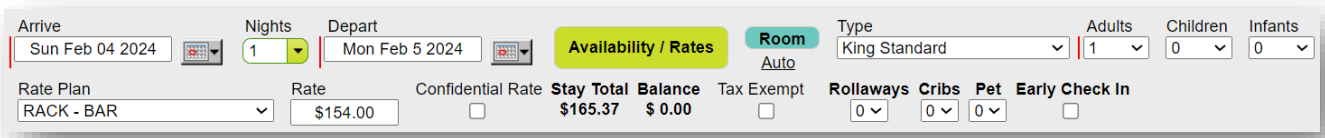
- The **MyHMS Confirmation** is the local PMS confirmation number that is automatically generated once a reservation has been saved for the first time. This also signifies that the PMS inventory for that room type has been deducted.

  Note: CRS confirmation numbers will only be generated if a property is using an interface to a CRS.

Reservation Settings

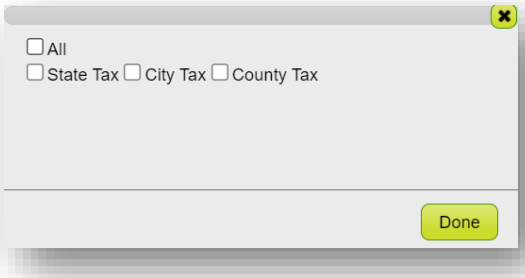
The required fields will be indicated by a red vertical bar (or "pipe") next to the cell.

Starting from top left to right, select the arrival date, number of nights or the departure date for the guest. Then select the room type, adults, children and infants. Next, choose the Rate Plan and add any "Extras" such as Rollaways, Cribs, or any others that you have created at your property such as Pet, Pool Towels, etc.



Rooms can be preassigned for future reservations. For details, see Room Selection in the Arrivals / Check-Ins section.

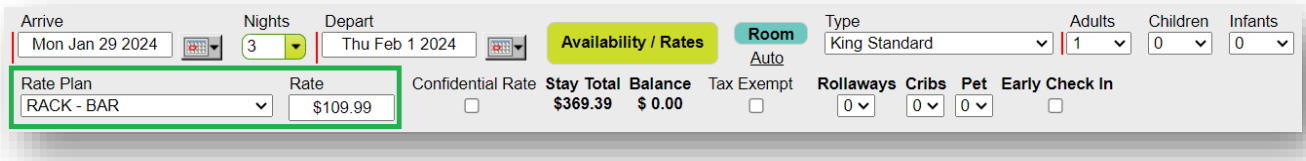
Tax Exempt Checkbox



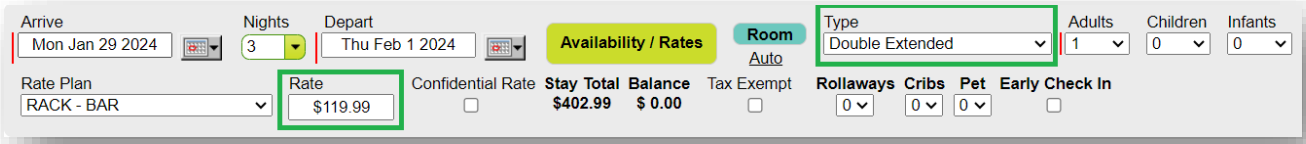
The **Tax-Exempt** checkbox will allow you to stop taxes from being posted with the Room Rent transaction (both when you manually post the transaction and if posted by the night audit). A popup will allow you to choose to exempt all room taxes or select specific room taxes. Click "Done" to apply the exemption to the reservation.

Availability/Rates within a Reservation

"Rate Plan" and "Rate" appear on the second line of the reservation screen and default to the rate listed first in Hotel Setup. All users can choose the Rate Plan, and users can edit the rate amount if they have the PERMIT_MANUAL_RATE permission. **Note: the drop-down menu will only contain rate plans that are allowed to be sold at the Front Desk, as defined in Setup under each rate.**



Use the "Type" drop-down menu to select the room type and the corresponding rate will populate in the "Rate" field.

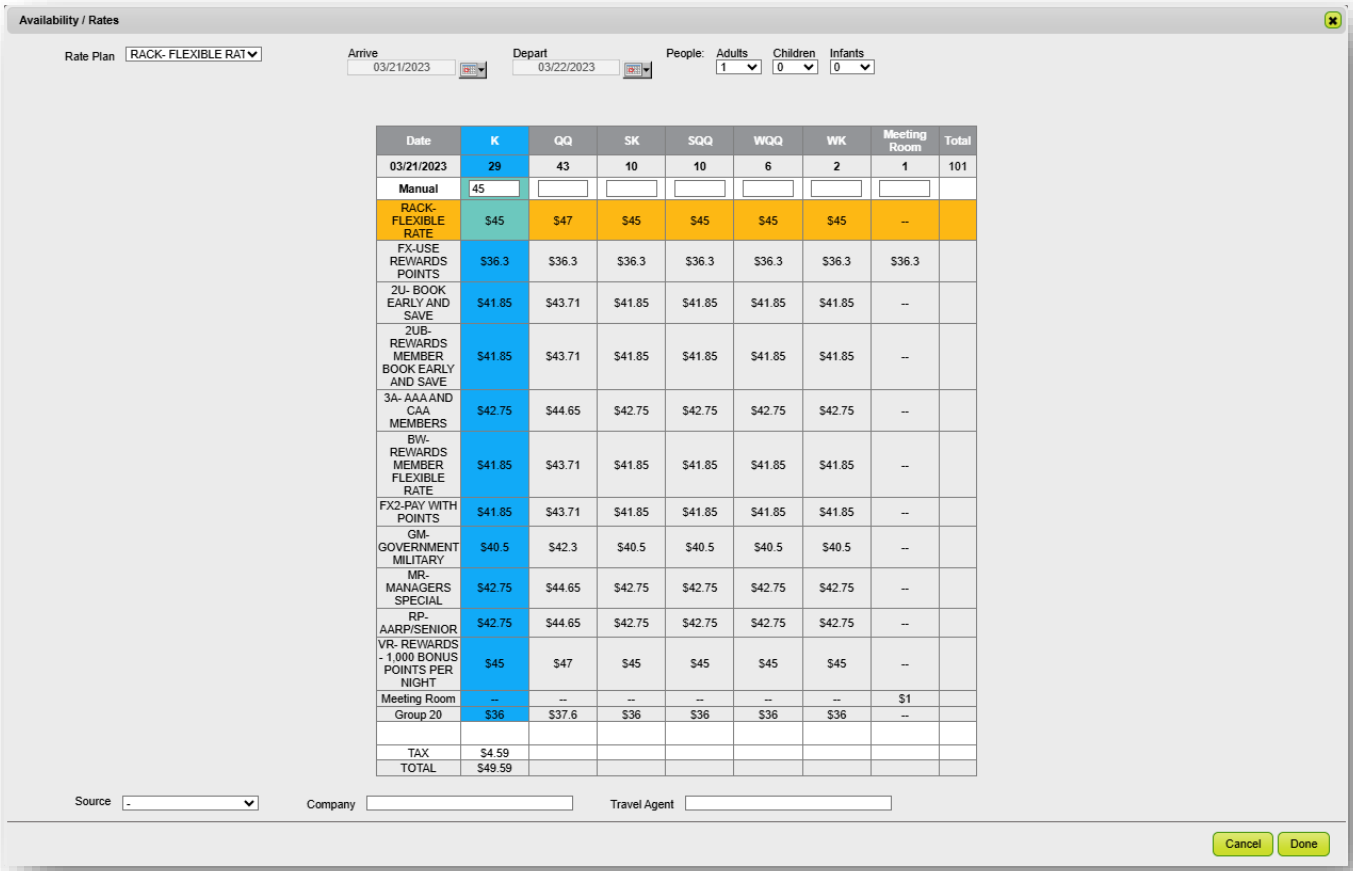


To search for rates for different room types per night, click the lime green "Availability / Rates" button.

The "Availability / Rates" popup shows each date of the stay in the rows and the room type in the columns. The room type's availability appears in **bold** and the overall rooms available are totaled on the far right. The total tax and stay total will display at the bottom of the column.

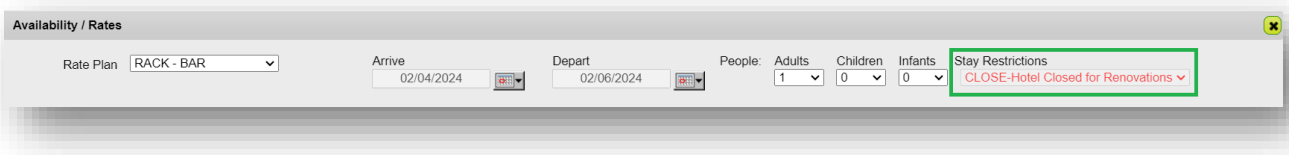
The selected rate plan appears in an **orange** row, with the selected room type in the **light blue** column. The **teal** represents the selected rate which will default to the standard rate amount for that rate plan. **Note: A user can enter a specific rate amount in the "Manual" box if they have the PERMIT_MANUAL_RATE permission. After entering a manual rate amount, click out of the field to update the "TAX" and "TOTAL".**

In this example, the selection is **RACK for the rate plan**, **NQ1 for the room type**, and **a $50.00 rate for both 01/12/2024 and 01/13/2024** (which is the default rate amount for that rate plan).

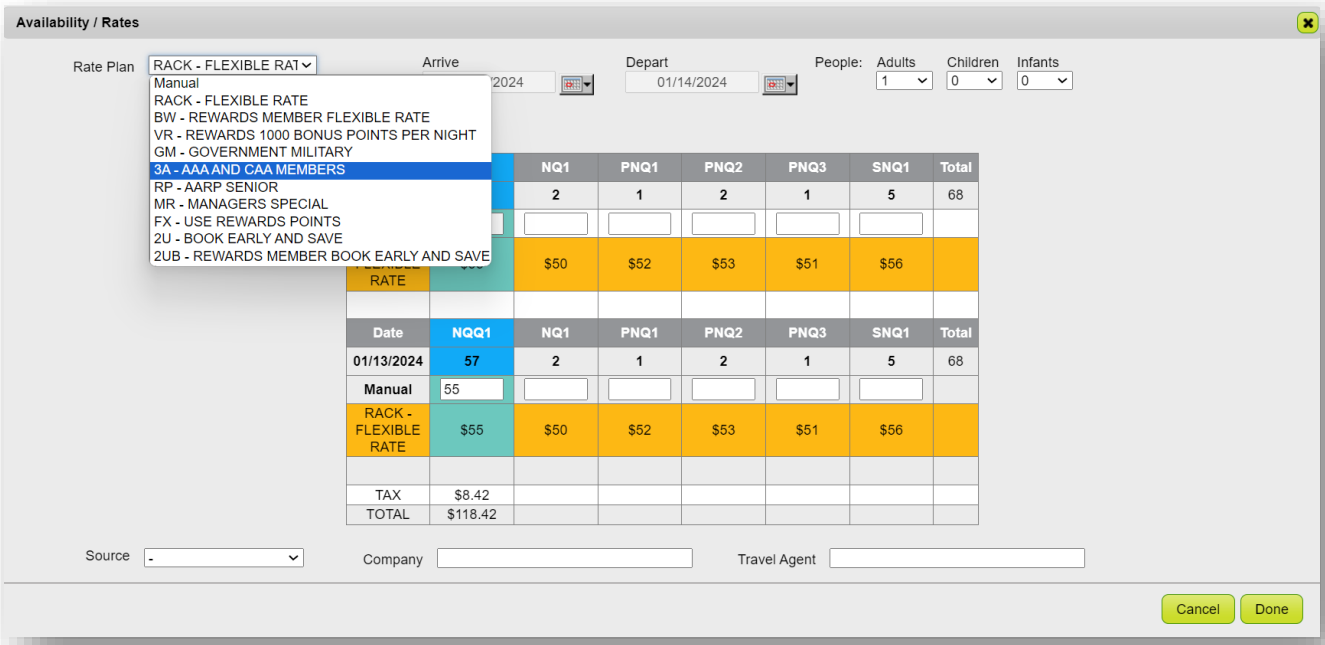


Date	K	QQ	SK	SQQ	WQQ	WK	Meeting Room	Total
03/21/2023	29	43	10	10	6	2	1	101
Manual	45							
RACK-FLEXIBLE RATE	$45	$47	$45	$45	$45	$45	--	
FX-USE REWARDS POINTS	$36.3	$36.3	$36.3	$36.3	$36.3	$36.3	$36.3	
2U- BOOK EARLY AND SAVE	$41.85	$43.71	$41.85	$41.85	$41.85	$41.85	--	
2UB-REWARDS MEMBER BOOK EARLY AND SAVE	$41.85	$43.71	$41.85	$41.85	$41.85	$41.85	--	
3A- AAA AND CAA MEMBERS	$42.75	$44.65	$42.75	$42.75	$42.75	$42.75	--	
BW-REWARDS MEMBER FLEXIBLE RATE	$41.85	$43.71	$41.85	$41.85	$41.85	$41.85	--	
FX2-PAY WITH POINTS	$41.85	$43.71	$41.85	$41.85	$41.85	$41.85	--	
GM-GOVERNMENT MILITARY	$40.5	$42.3	$40.5	$40.5	$40.5	$40.5	--	
MR-MANAGERS SPECIAL	$42.75	$44.65	$42.75	$42.75	$42.75	$42.75	--	
RP-AARP/SENIOR	$42.75	$44.65	$42.75	$42.75	$42.75	$42.75	--	
VR- REWARDS - 1,000 BONUS POINTS PER NIGHT	$45	$47	$45	$45	$45	$45	--	
Meeting Room	--	--	--	--	--	--	$1	
Group 20	$36	$37.6	$36	$36	$36	$36	--	
TAX	$4.59							
TOTAL	$49.59							

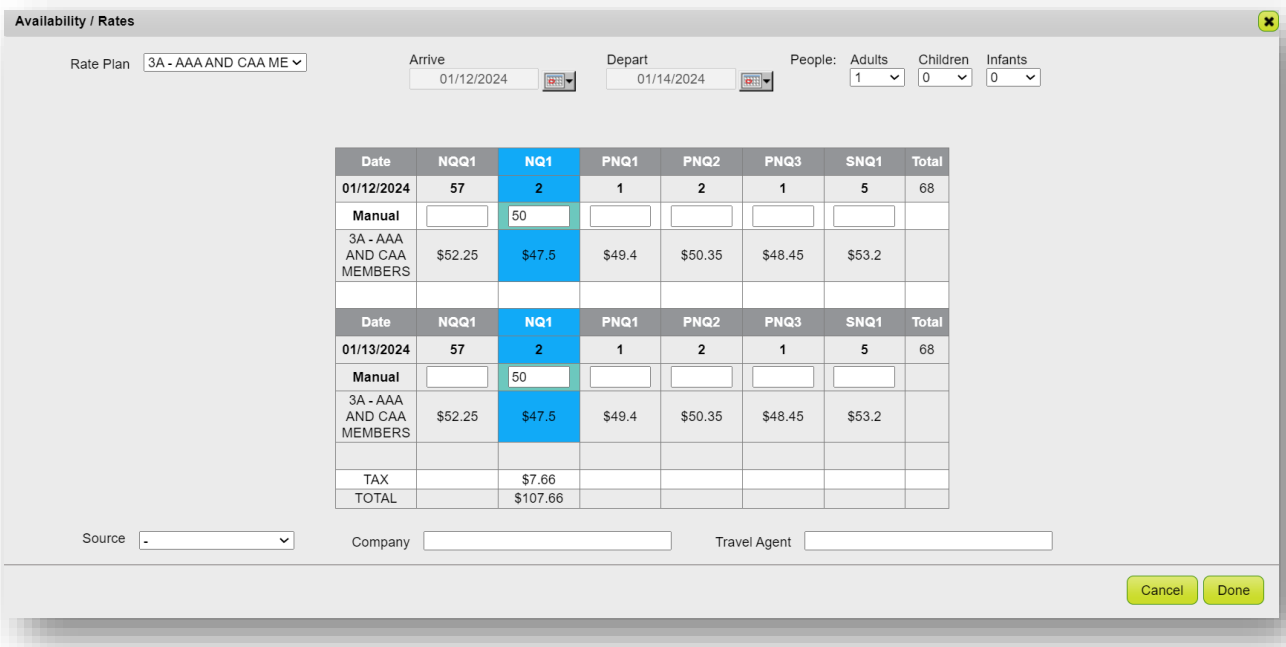
Note that any stay restrictions will appear in red next to the number of infants.



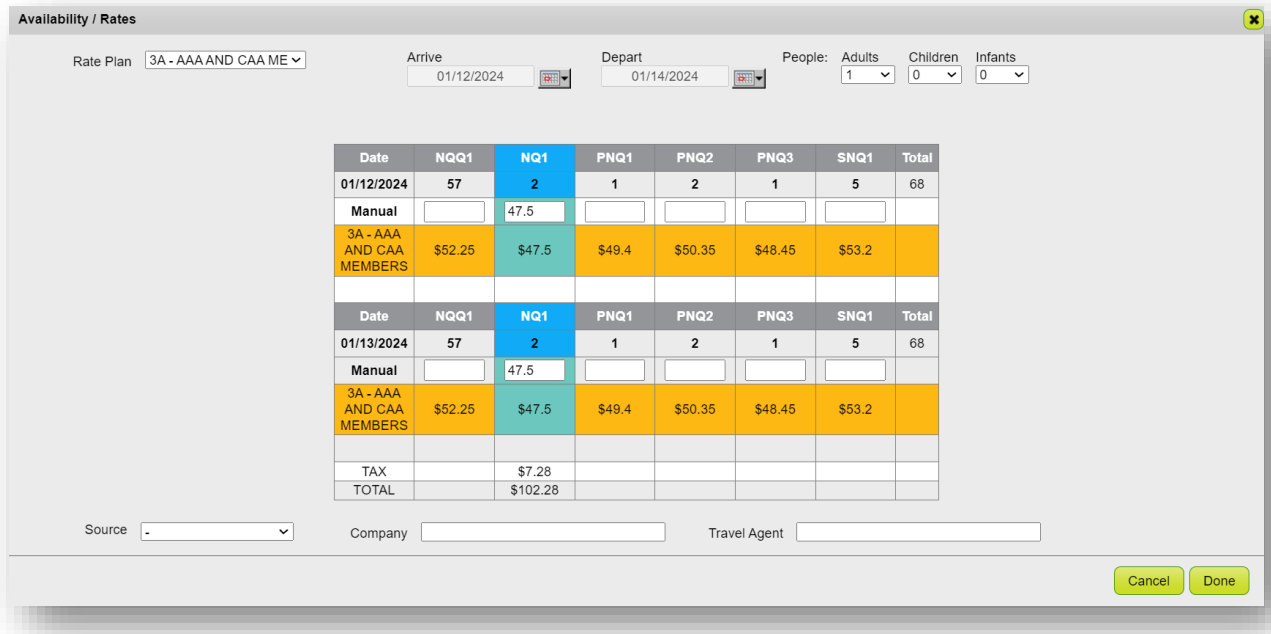
Other rate plans can be viewed with the Rate Plan drop-down menu in the upper left corner. Here we will view the 3A – AAA AND CAA MEMBERS plan.



Notice there is no orange row. This means you are viewing the rate plan but you have not selected it to apply it to the reservation and the previous selection still applies (in this case, the previous selection was RACK from the above screenshots).

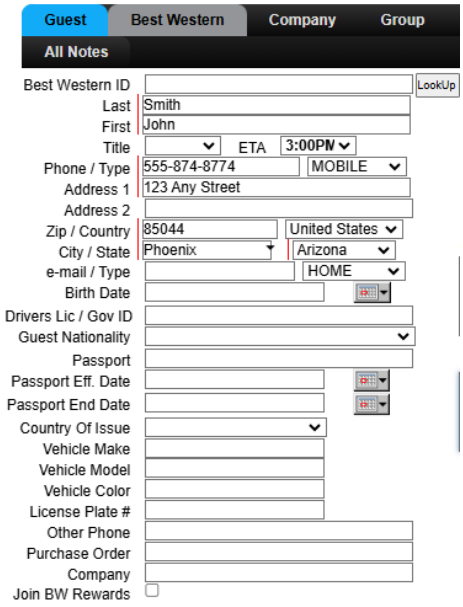


To select the rate plan for the reservation, click the rate plan name on the start of the row (3A – AAA CAA MEMBERS) to highlight the line **orange**.



From the "Availability / Rates" screen it is also optional to enter the number of people at the top right, and a source, company, or travel agent at the bottom. To apply your rate plan/amount/room type and any other choices to the reservation, click "Done" in the bottom right-hand corner and you will be returned to the reservation screen.

Guest Data Tab (and comments)



The **Guest Data tab** is the first and default tab on a reservation. All fields with the red vertical bar are mandatory. The system will accept a single character for these fields.

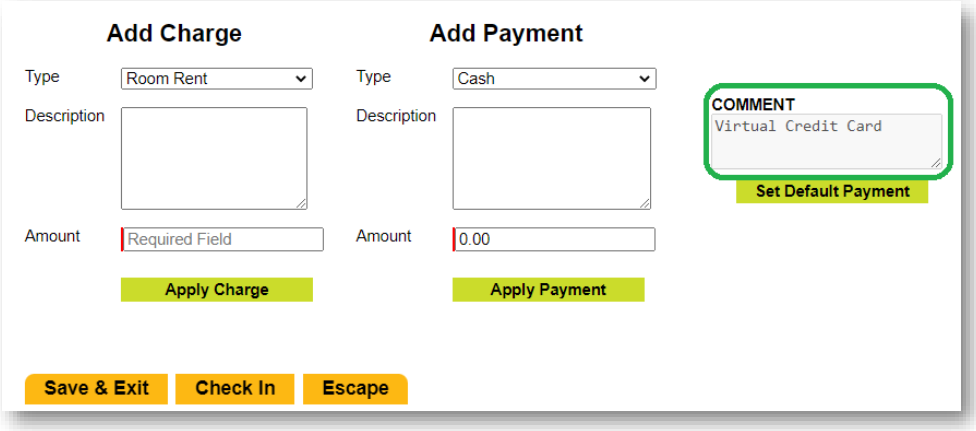
When entering a US or Canadian Zip/postal code, the system will autofill the matching City, Country, and State/Provence for you. If there are multiple options for a zip code, the system will pick the first city alphabetically, and the others are available with the black drop-down arrow. **Note: Canadian postal codes must have a space in between the groups of three (M5V 0H6).**

Other fields such as “Birth Date”, “Driver’s License”, “Guest Nationality”, “Passport”, “Vehicle Make”, and “Other Phone” are optional depending on your own hotel policies.

The “Purchase Order” field is optional. Note that the “Purchase Order” will show up on city ledger invoices, which may be helpful in certain billing situations.

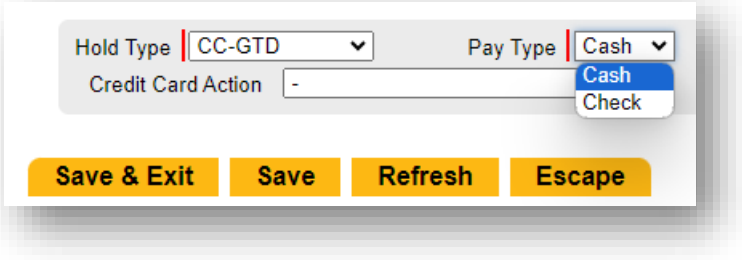
The “Company” field is optional and allows the name of a company with no address. Companies with addresses and City Ledger billing must be built in Setup and are added to reservations through the Company tab.

- **Reservation Comments**: Information for this specific stay. An example of this might be “Late Arrival”. Note: please exercise caution on the type of comments written in this box, as these comments will show up on the guest’s reservation confirmation letter.
- **CRS Comments**: Displays comments from the CRS (Central Reservation System). These only appear on the Guest tab and not the All-Notes tab.
- **Guest Comments**: Attached guest profile and will be copied over every time the guest profile is used on a reservation. An example of this might be “Guest prefers Ground Floor”. Note: please exercise caution with the type of comments written in this box, as these comments will show up on the guest’s registration card.
- **Do Not Rent:** On the Guest tab, this checkbox is used to flag if a guest is not allowed to stay at the property in the future. When checked, this causes the guest’s name to appear in red when typing the guest name in the “Last” name field on a reservation, and the guest will appear on the Do Not Rent Report. This checkbox will be saved to the guest’s profile, and it can be unchecked. **Note: The Do Not Rent box does not prevent the front desk from continuing to book the guest, and it will not prevent online bookings from the CRS.** This only appears on the Guest tab and not the All-Notes tab.
- **Folio Comments**: These comments are editable on the Guest Tab and will be visible on the Folio screen; however, they will not be visible to guests. These may be used to describe routing or billing instructions, such as a reminder for “virtual credit card”.

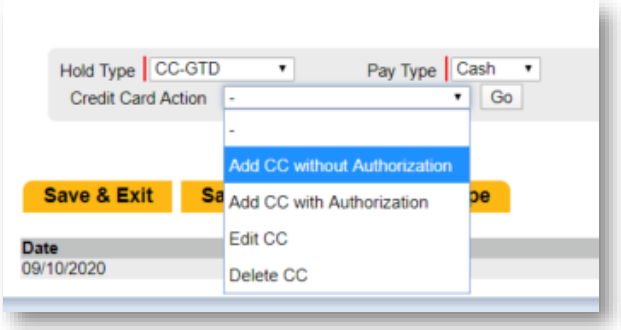


Adding a Payment Method

The payment information is added at the bottom left of the reservation screen under "Pay Type". Cash is always the default payment method when creating a new reservation.

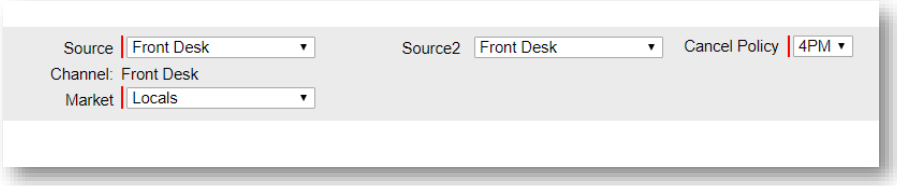


Before adding a credit card or attaching City Ledger (direct bill) account, a you must save the reservation. For details on adding a credit card, see the Credit Cards section. For details on adding a City Ledger payment method, see the City Ledger section.



Source and Market Codes

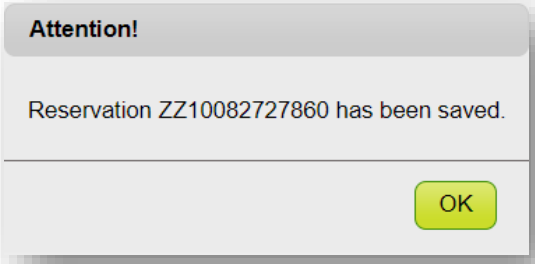
Toward the bottom right of the screen, enter in the Source and Market codes. Both are required and must be entered before you can "Save" the reservation.



Note: A source code is how the business was obtained. A market code is the demographic the guest belongs to.

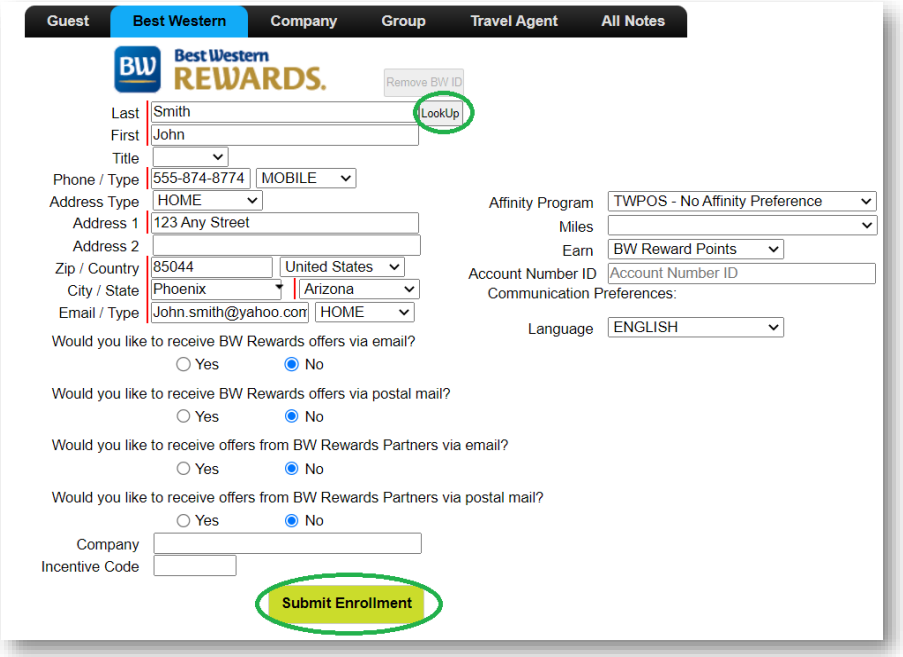
Saving the Reservation

Once all guest information on the Guest Tab is verified, click "Save" to save your progress and continue editing, or "Save and Exit" to return to the dashboard. A popup with the MyHMS Confirmation number will appear confirming that the save was successful. **Note: if the popup with the confirmation number does not appear, the changes to the reservation have not been saved.**



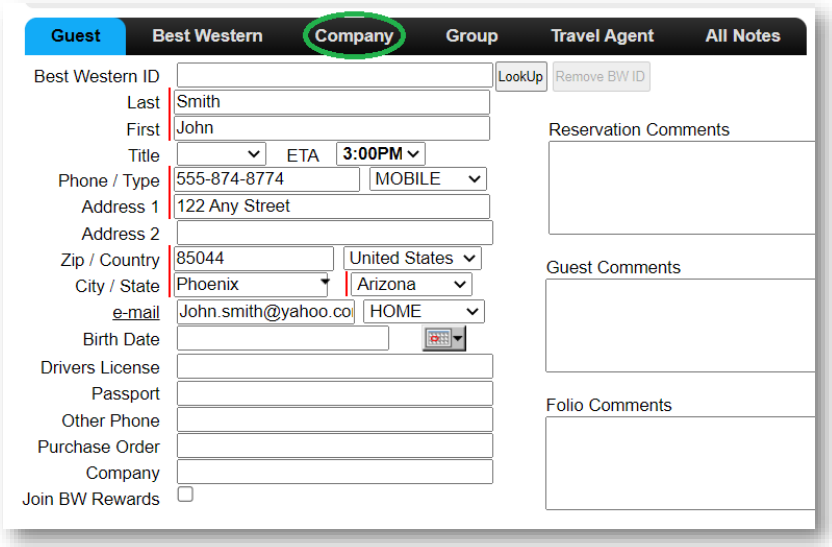
Best Western Tab

The **Best Western tab** will give you the options to either enroll a new Best Western Rewards Member or to look up an existing member. All guest information will copy over from the "Guest" tab for quicker enrollment. To enroll a new Member press the "submit enrollment" enrollment button at the bottom. To look up an existing member, use the "LookUp" button the right of the last name to bring up a separate menu. Enrolling in BWR, Looking up a rewards profile , and Enrolling a Guest in a BWR Promotion are covered in depth later in the Creating Reservations section.

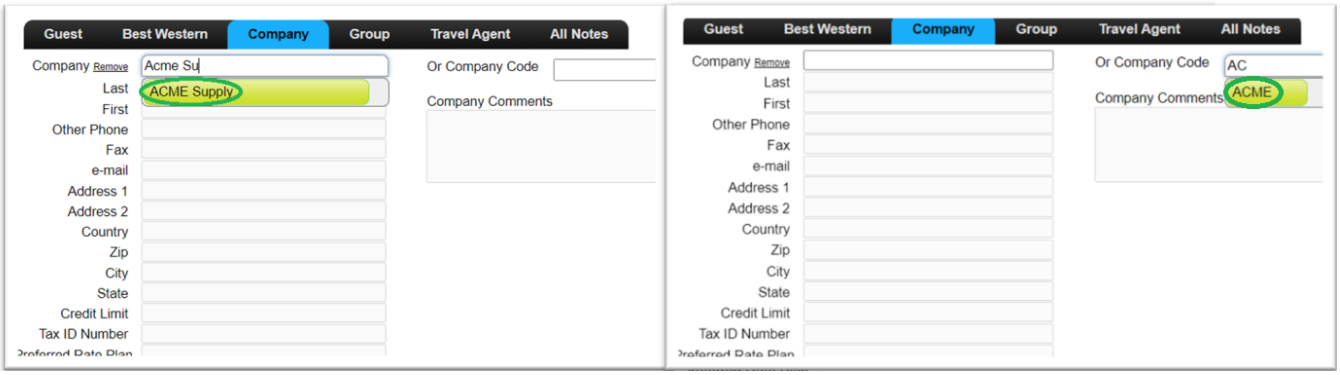


Company Tab and Attaching a Company

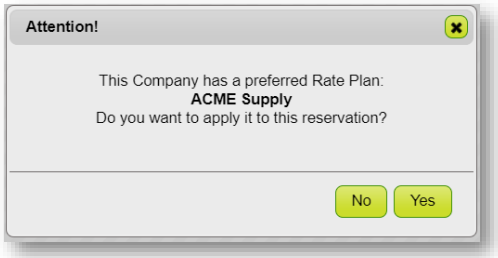
After saving a reservation, you may add a company and company address via the **Company tab**.



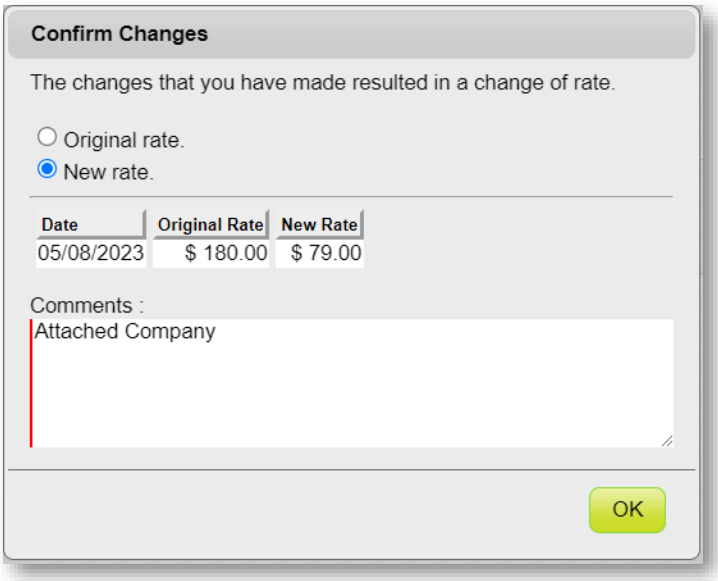
All fields (except for "Company" or "Company Code") are read-only. Begin to type the company name you would like to associate with the reservation. If the company is programmed in Setup, the company name will start to auto-populate after typing only two characters. You may also type in a Company Code for lookup. Select the correct company from the drop-down.



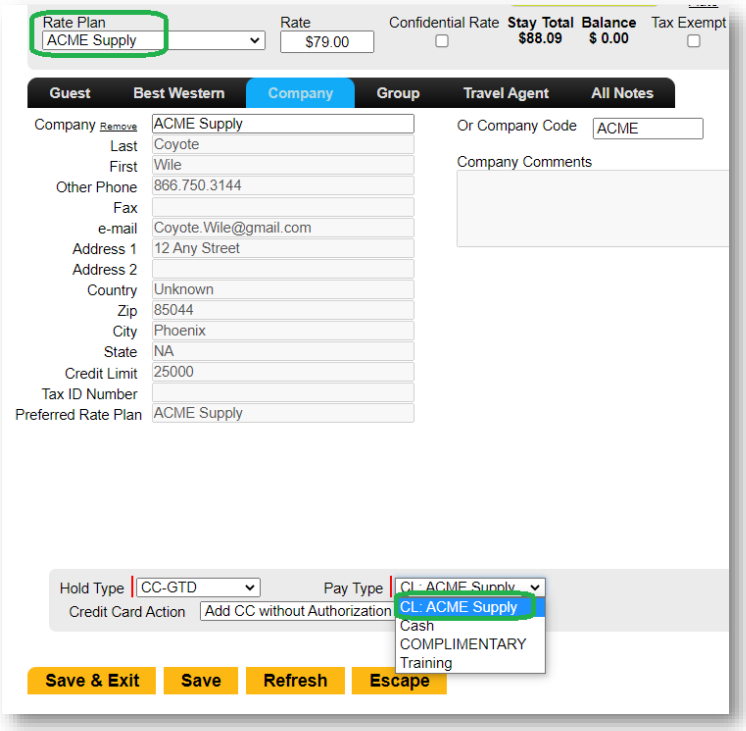
The below pop up will only appear if the company account has a "Preferred Rate Plan" set up on their Company profile. Select Yes.



The next pop-up window will show the rate change which will show the Original Rate of the reservation and the New Rate attached to the company preferred rate plan. Select New Rate and click ok.



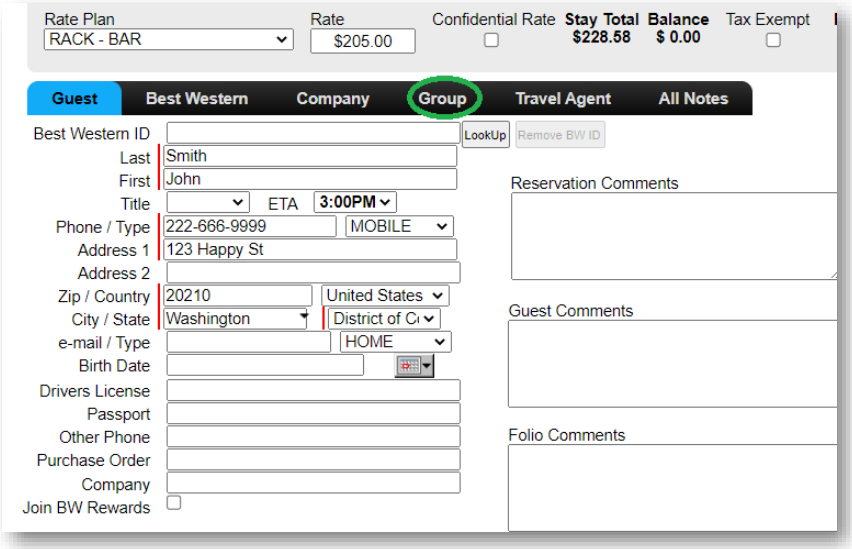
Now, all the company's information will appear in the Company tab as below. The rate plan drop-down will also show the company rate plan selected. Click "Save" to update the reservation.



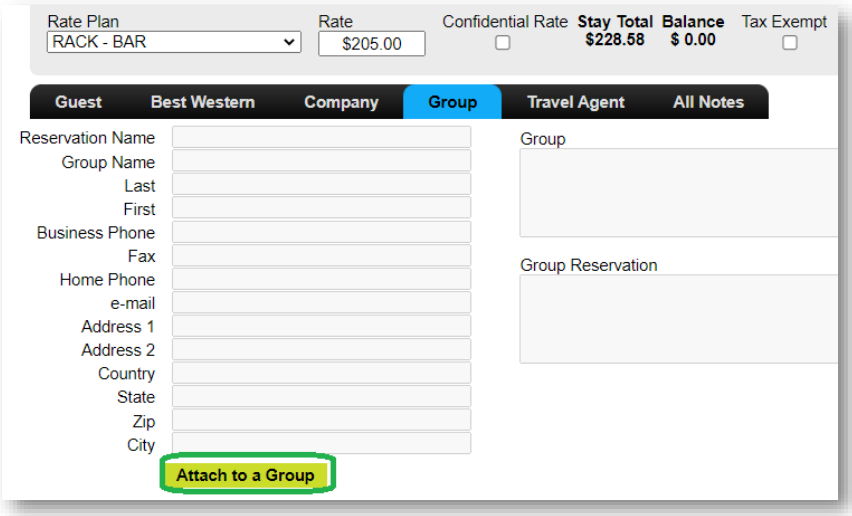
Under the "Pay Type" drop down at the bottom, if the company is set up with a credit limit, you will have the option to select the company to direct bill (Appears as *CL:* for City Ledger). You can still use any other form of payment if needed, and/or set up folio routing later.

Group Tab

From the guest data screen, after entering the guest information and saving the reservation, click on the "Group" tab.

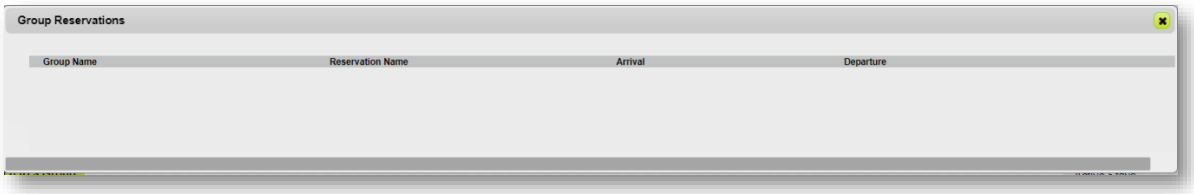


The **Group tab** fields are read-only and will be blank if the reservation is not attached to the group. To attach to a group, click "Attach to a Group" at the bottom.

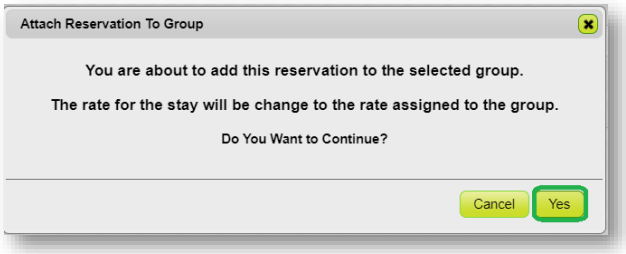


When attaching to a group, the popup below will appear. If the reservation you are making happens to be on the date(s) that a specific group is in house, the names of the specific group(s) will be available in the pop-up with the "Attach" button.

However, if the dates that you are making the reservation for do not have any groups in house, the pop-up will be blank.

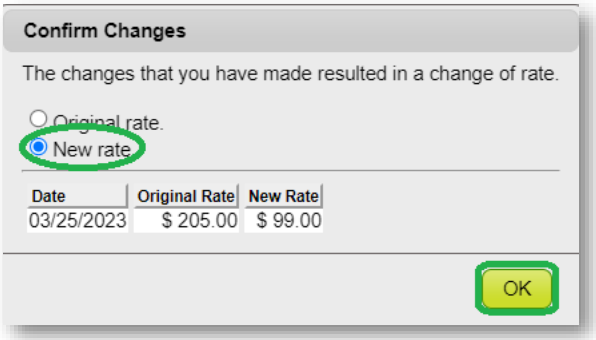


When you click “Attach”, an additional pop-up will warn you that the rate will be changed to the group rate and ask you to confirm.



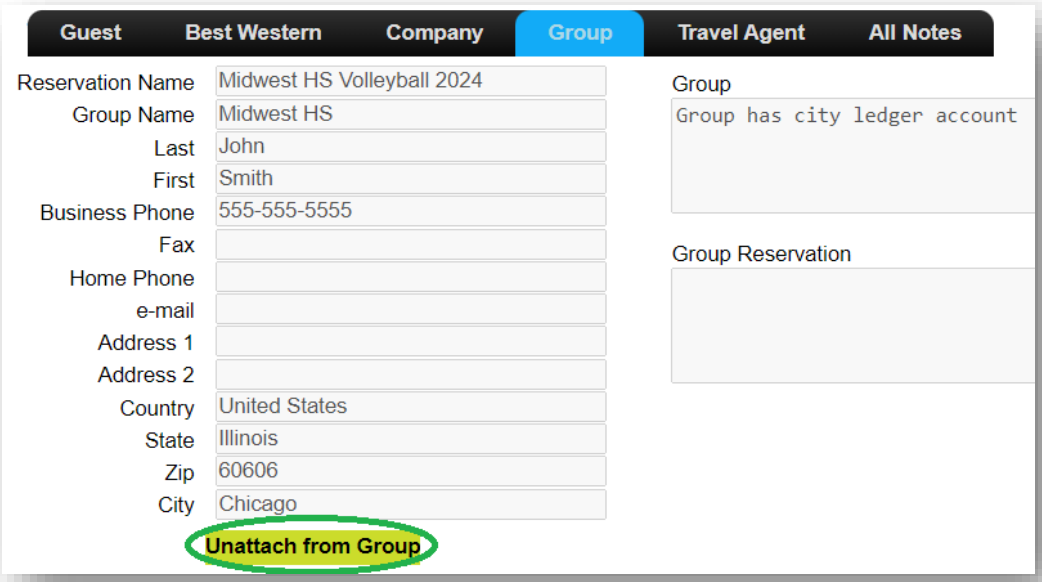
To complete the process, click “Yes”. **Important: For the reservation to be attached successfully, that specific room type that you are booking the reservation for, must be an available room type under the hard block for the group.**

If changing the rate plan changes the rate amount, there will be one more popup asking if you would like to update the rate amount.



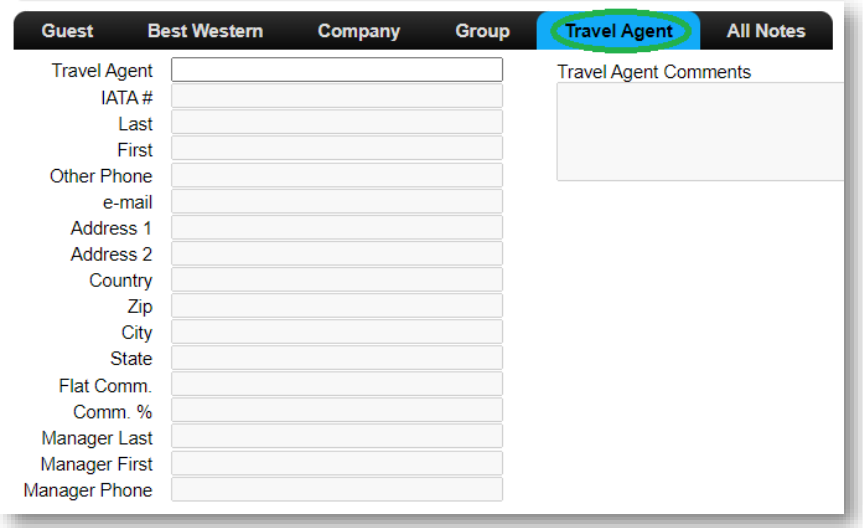
Once you select a rate and press “OK”, the reservation will update with the group Rate Plan and Rate amount. In addition, the Group profile and address will appear under the Group tab as read-only. **Note: make sure to save the reservation after making any changes.**

If the reservation is already attached to a group, there will be group profile information in the read-only fields, and there will be an “Unattach from Group” button instead. Note that the Unattach button would remove the group, however, it would not prompt you to change the rate code, which must be done manually.

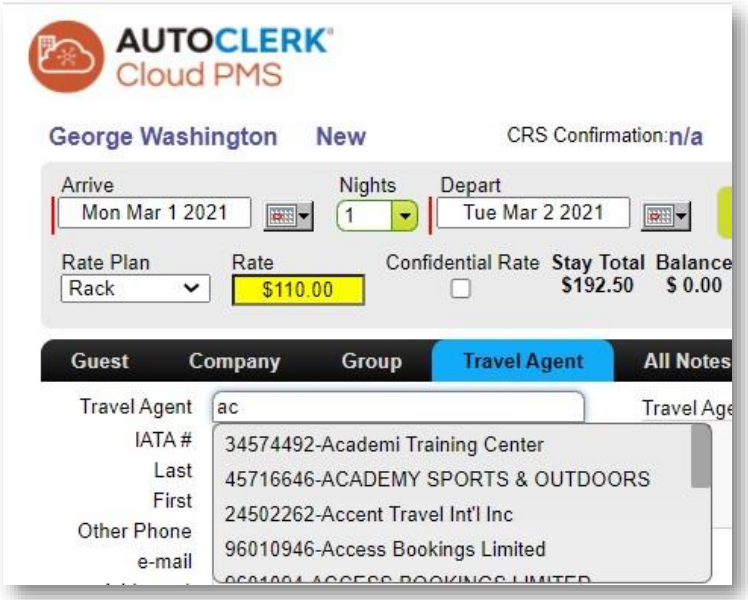


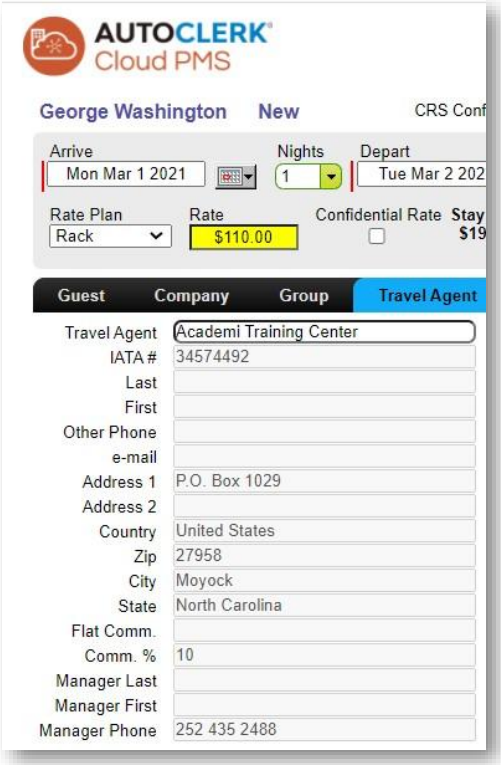
Travel Agent Tab and Attaching a Travel Agent

Most reservations that involve a TA (travel agent) will come through the CRS (Central Reservation System) and there may be a Reservation or CRS comment to indicate it came from a 3rd-party travel agent. If needed or if you have local travel agents programmed in Setup, you may attach the travel agent to the reservation by clicking on the **Travel Agent tab**.



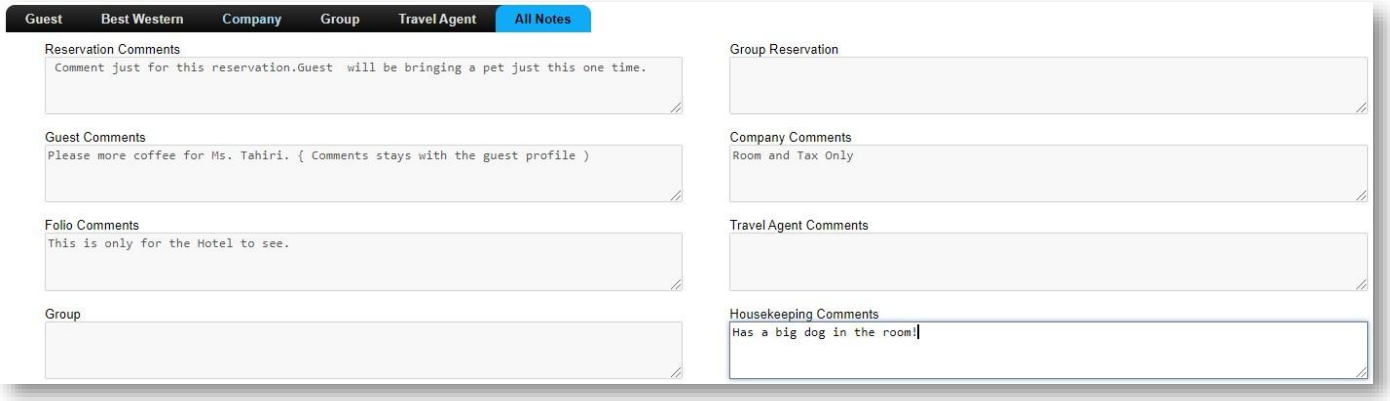
All fields (except for "Travel Agent") are read-only. The "Travel Agent" field allows you to look up the TA and once you have selected the TA, the system will fill out the fields for you. You can type in the IATA number or the name of the travel agency. Once the Travel Agent is selected, the system will auto-populate the other fields.





All Notes Tab (and comments)

The **All-Notes tab** will collect all notes from all other tabs and display them in one screen, like below:



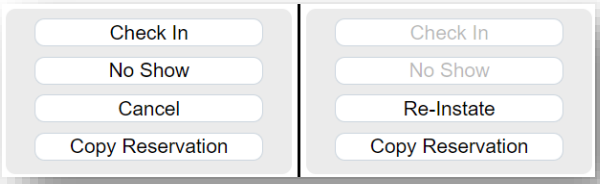
"**Reservation Comments**", "**Guest Comments**" and "**Folio Comments**" come from the Guest Data tab.

All comments on this screen are read-only because they are edited in different areas of the system, except for "**Housekeeping Comments**". Any Housekeeping Comment will appear on the housekeeper sheets and housekeeping reports; for example, "Has a big dog in the room". **Note: these comments will not sync with CleanMeNext.**

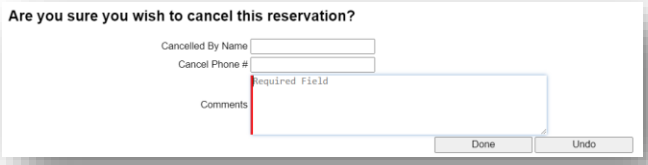
- The **Group** and **Group Reservation** comments are also visible in the Group tab, and can be edited in the group block. Examples include "This group has room and tax to the master" or "On Saturday April 24, the bus leaves at 9:00am sharp!"
- **Company Comments** come from the "Remarks" field of the Company screen in Setup.
- **Travel Agent Comments** come from the "Remarks" field of the Travel Agent screen in Setup.

Action Buttons (Check In, No Show, Cancel, Copy Reservation, Re-Instate)

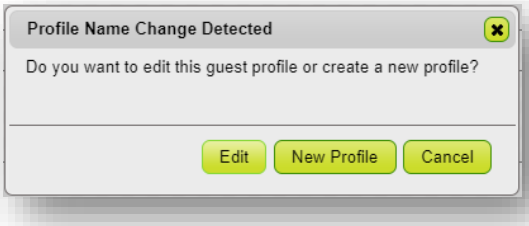
The action buttons are four white buttons on the right-hand side of the Guest Data screen. They will change depending on the reservation status.



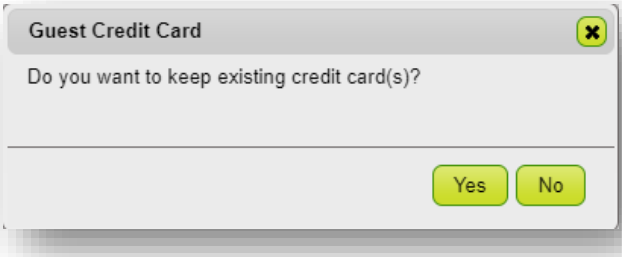
- **Check In** – Available once a room number is assigned. Changes the reservation status from "New" to "Checked In".
- **No Show** – Changes the reservation status from "New" to "No Show" and is usually only used when performing the Night Audit.
- **Cancel** – Changes the reservation status from "New" to "Cancelled" and is used to cancel a reservation either with or without penalty. The system requires a short cancellation comment and allows an optional name and phone number of the guest cancelling. It will also generate a separate Cancellation Number (ends with C) and the cancellation Comments can be edited later by accessing the reservation and clicking on the Cancellation Number. If "Enable Auto Email of Conf and Canc" is turned on in Hotel Setup, a cancellation will automatically be emailed to the guest after cancelling a reservation.



- **Copy Reservation** – Copies a reservation and will bring over all the information from the previous reservation except the Folio comments and any Extras (Rollaways, Cribs, etc.) When a reservation has been copied you will have the option to change the name on the reservation. Anytime a profile name change is detected, you will receive a pop-up warning while attempting to save the reservation:



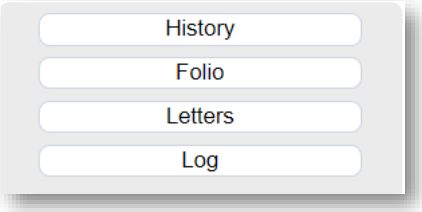
When selecting New Profile, you will be prompted with an additional pop-up warning asking if you would like to keep the existing credit card on file. Selecting **Yes** will keep the existing credit card on the copied reservation. Selecting **No** will save the new profile and remove any existing credit card that was copied over.



- **Re-Instate** – Available when a reservation has been Cancelled or has been marked a No Show. This can also be used for a guest who checked-out but decided to extend their stay. Once reinstated, the status will change from either "Cancelled" or "No Show" to "New". **Note: Re-Instate should not be used on any prepaid OTA reservations.**

Direction Buttons (History, Folio, Letters, Log)

The direction buttons are below the Action Buttons.



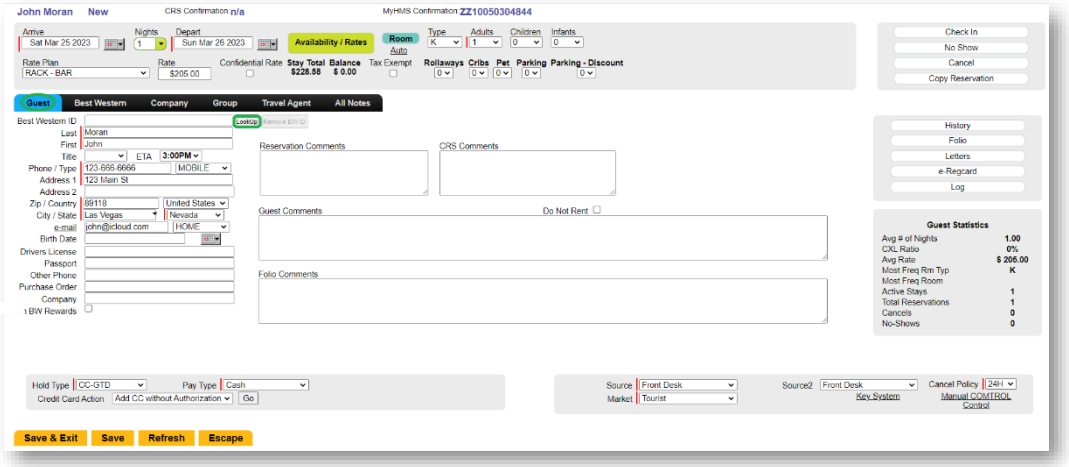
- **History** – Takes you to a list of the guest's stay history, including links to past and future reservations, and stay statistics such as most frequent room and average rate.
- **Folio** – Takes you to the guest folio where you can post charges, collect payment, and more.
- **Letters** – Allows you to preview, print, or email Letters programmed into your system such as a cancellation letter, confirmation letter, or registration card.
- **Log** – Takes you to the activity log for that specific reservation. It includes the user who made the change, a description of the change that occurred, and the date and time of the change.

Itinerary

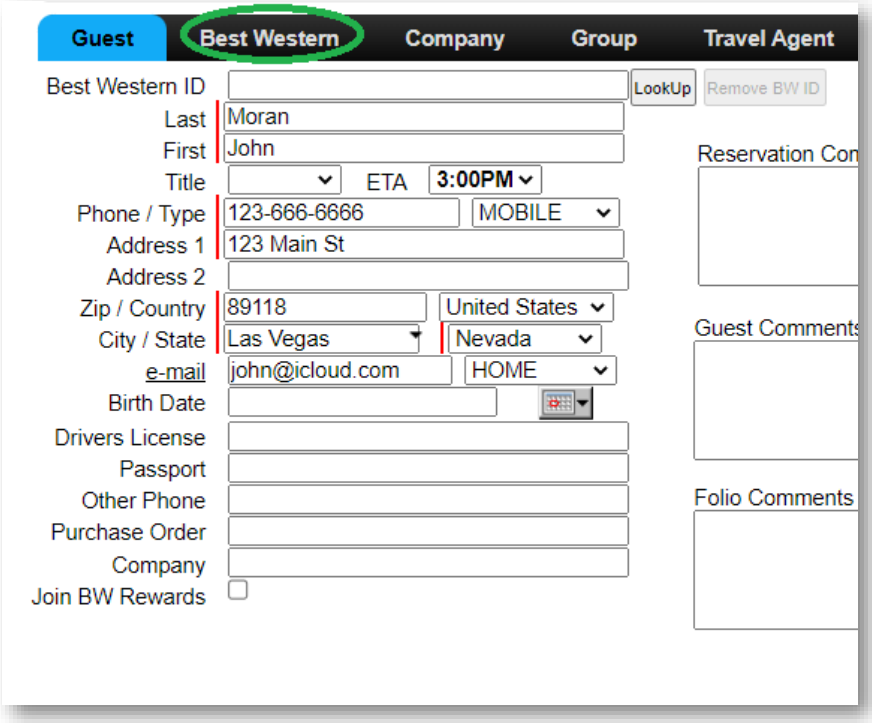
At the bottom of each page of the reservation under the orange buttons is an area called the itinerary. The itinerary shows each night of the guest stay, the current status of the reservation, the Room Type, the room number (this column will be blank if a room number has not been assigned), the Rate Plan the guest has booked each night, and what rate they are paying per night before taxes.

Best Western Rewards Profile ID Lookup

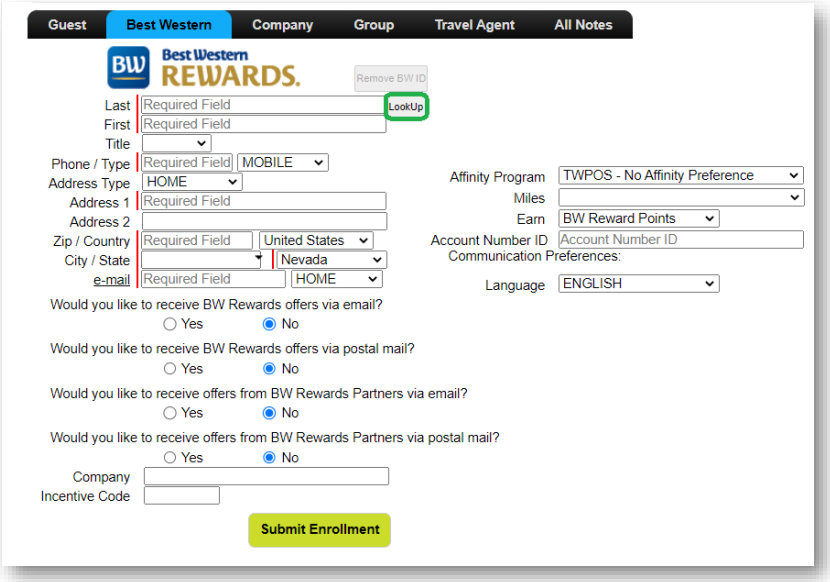
There are two ways to perform a Best Western Rewards Profile ID search. You may use “Lookup” button to the right of the Best Western ID field in the Guest tab, or you can use the Best Western tab on the black bar in the guest’s reservation.



For the first example we will demonstrate the Best Western tab lookup.



Click on the "Lookup" button to the right of the Last name field.



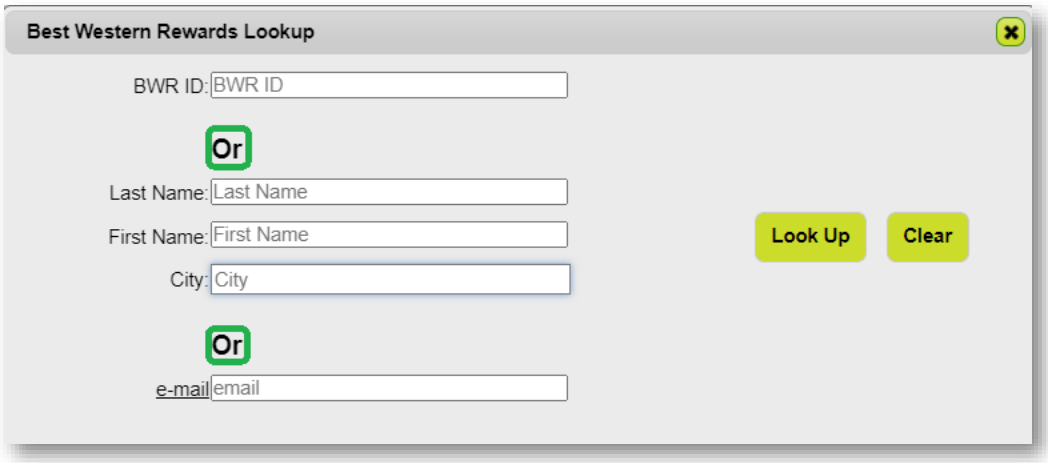
A pop-up window will appear to search for the profile.

There are three (3) search options:

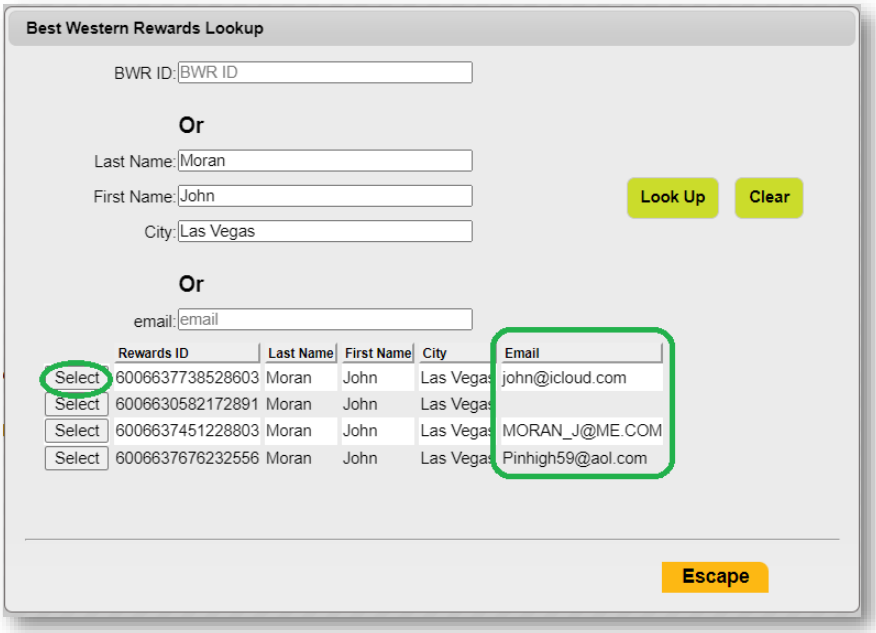
1. BWR ID
2. Last name, First Name and City
3. Email Address

Note: You may search using only one (1) option. Using more than one option will cause an error message to appear.

Enter the data in the option field(s) you are using to search by and then click “Look Up”.



If there are multiple accounts, ask the guest to confirm their email address, city, or account number. Click the “Select” button to the left of the correct account.

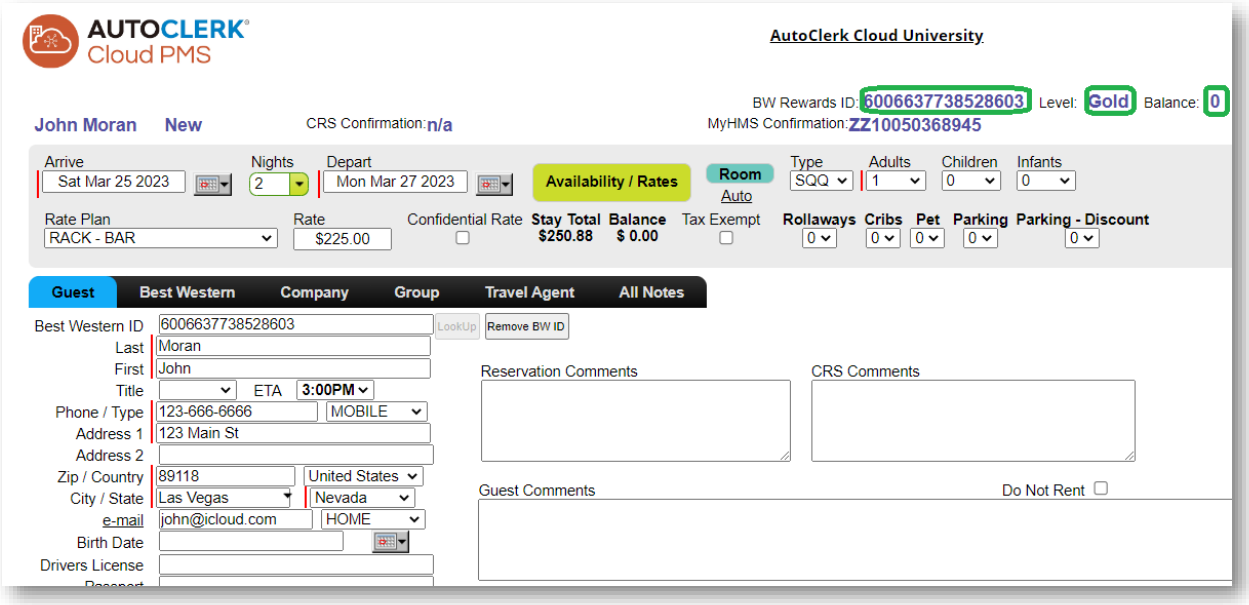


After selecting the profile, the guest’s Best Western Rewards Profile information will populate in the Guest tab.

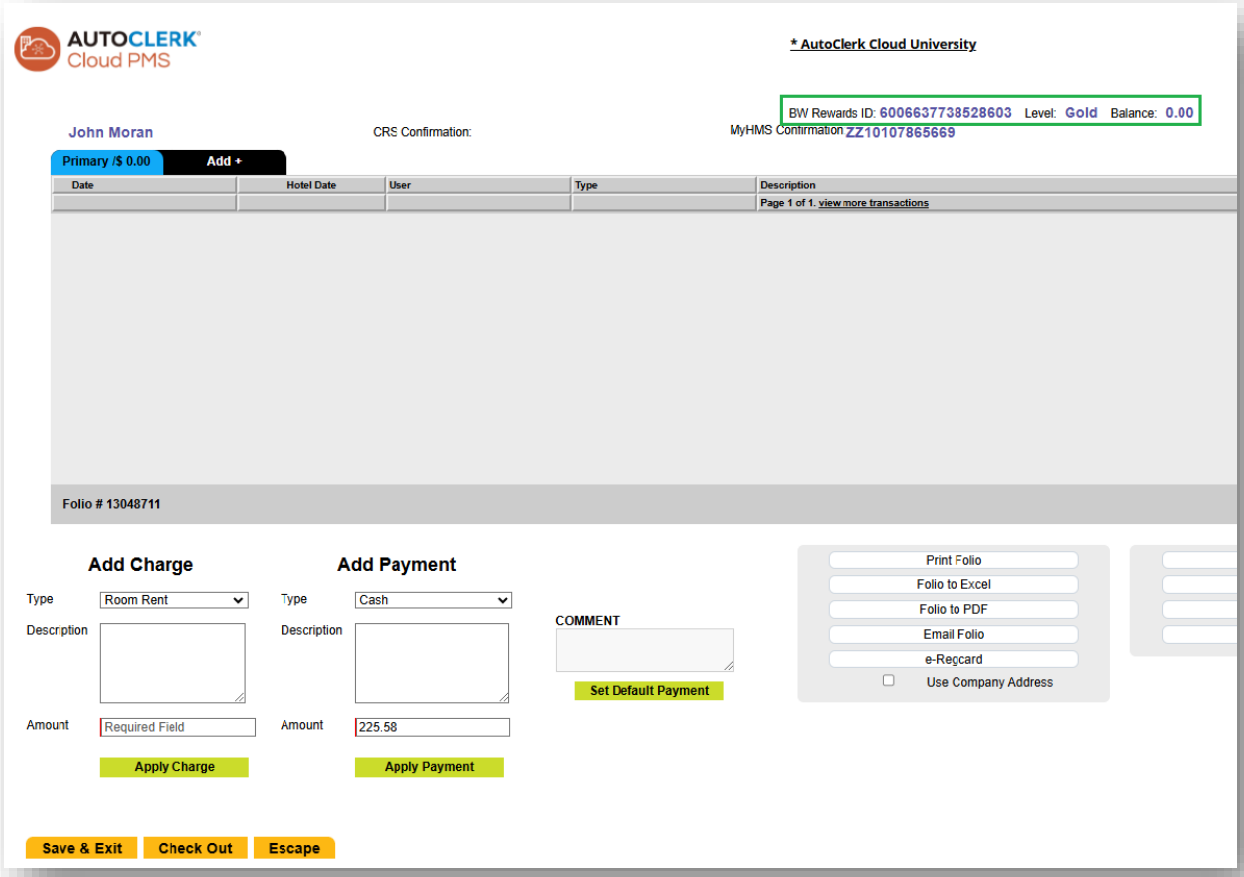
Note: When you perform a Best Western Rewards Profile ID LookUp, it will replace the guest information with the data from the rewards profile. If the rewards profile is not up to date, the guest profile will no longer have accurate guest data. *Before* you add a Rewards Profile to the reservation take note of the current guest data in the event you will need to re-enter it for accurate reservation information.

Changes to the Guest tab for a BWR member will not change the profile in the Best Western Rewards system. Guests must make updates to their rewards profile through the website, app, or by calling Best Western Rewards.

The guest's BW Rewards ID number, their Rewards Level, and Points Balance will now appear at the top of the reservation above the confirmation numbers.

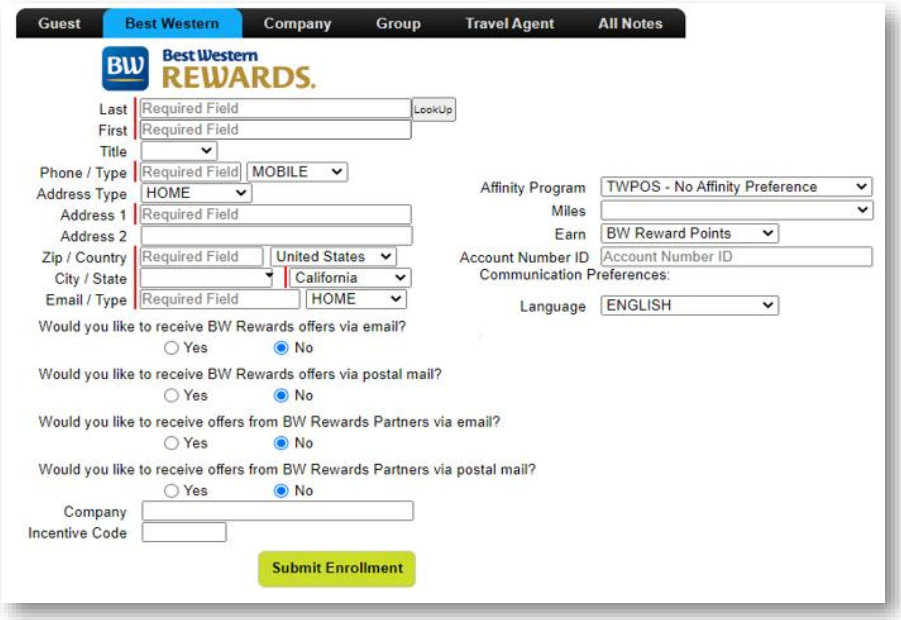


The guest's BW Rewards ID number, their Rewards Level, and Points Balance will also appear at the top of the folio above the confirmation numbers.



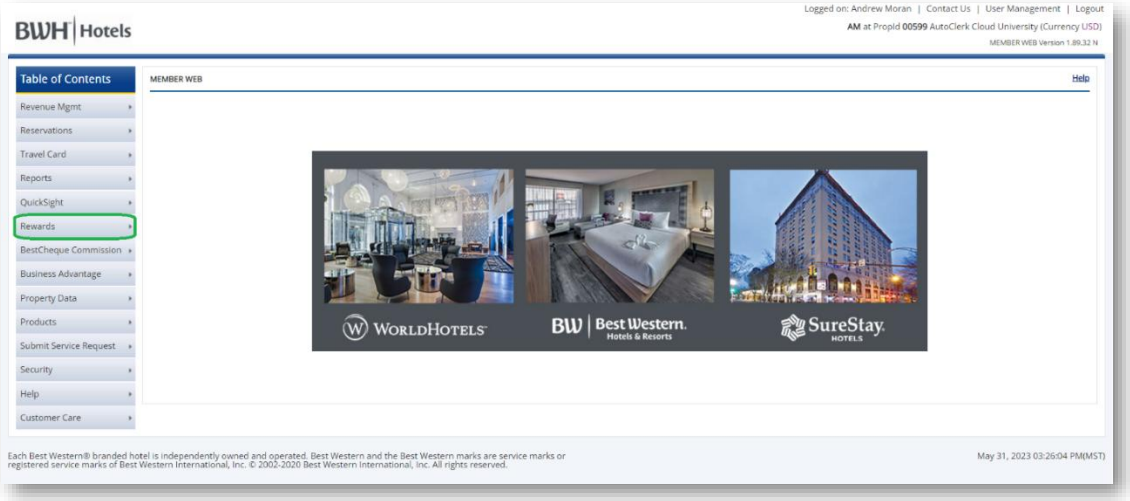
Enrolling in Best Western Rewards

Using the Best Western tab on the guest's reservation, enter the required guest's profile information (marked by a red vertical bar). **Note: If the email provided is not valid, the hotel clerk will not receive points for the enrollment.** You will need to confirm if the guest wants to opt into BW Rewards and BW Rewards Partners marketing email or postal mail; these settings are required for enrollment.

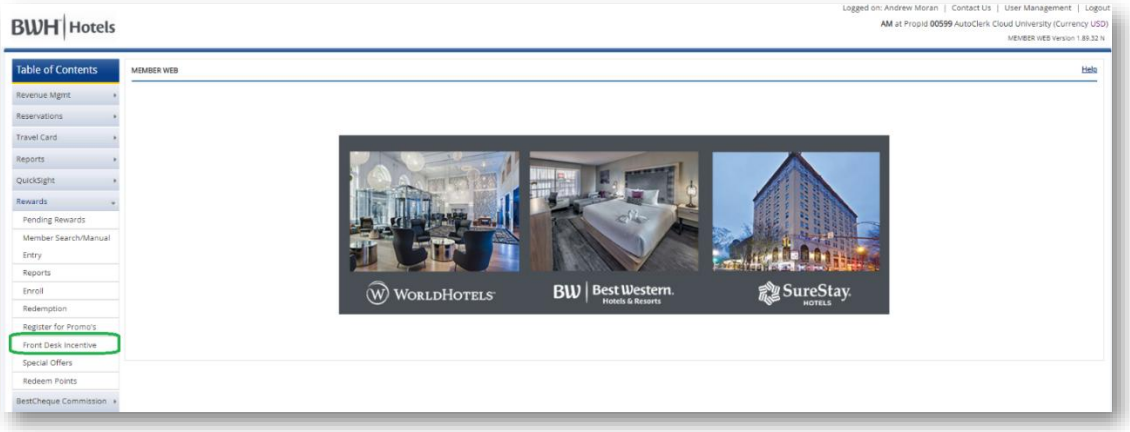


The "Incentive Code" refers to the three (3) digit code belonging to the employee who is enrolling the guest. The employee will receive credit to their Best Western Rewards account for all qualified enrollments. If the manager entered this code in their user profile, the code will automatically populate in the enrollment form. If not entered in the user profile, it needs to be manually entered during the enrollment.

If the employee does not know their code, it can be found in the property's MemberWeb. Click the "Rewards" menu option:

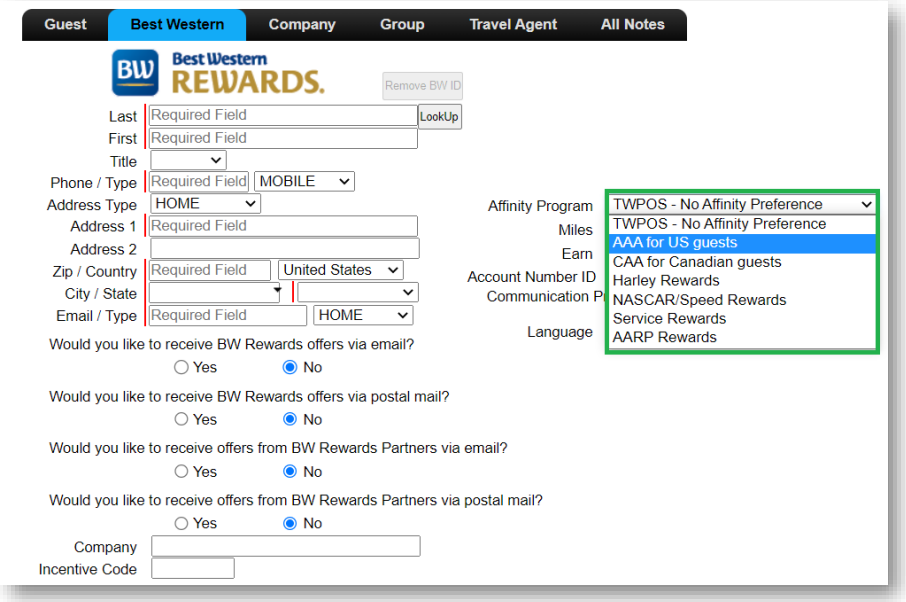


Then in the drop-down menu, click “Front Desk Incentive”:



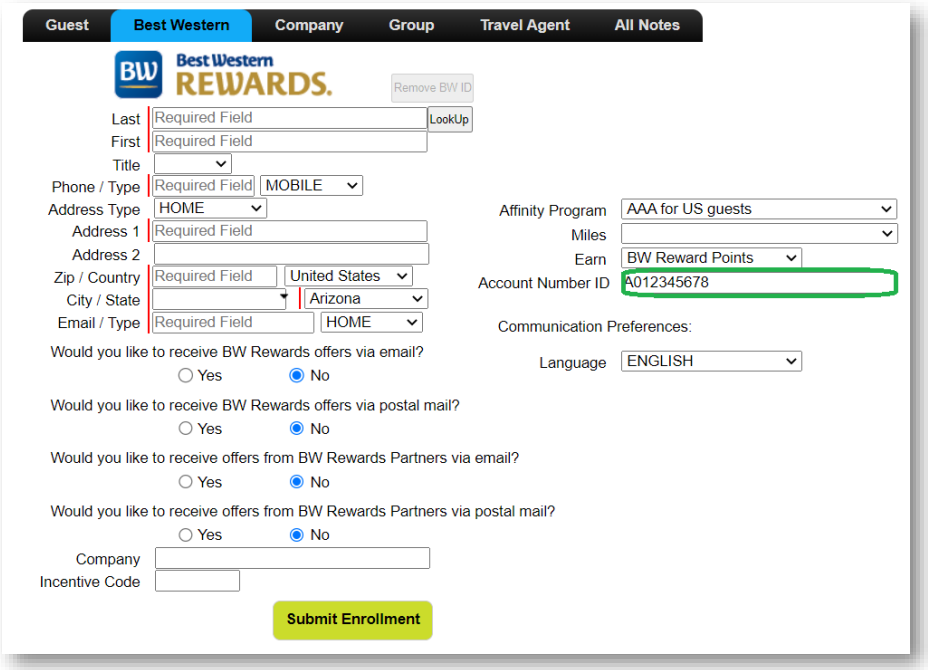
Note: Employee numbers may differ slightly between this page and other areas of the BestWestern network. For AutoClerk Cloud, the correct Front Desk Incentive code specifically comes from the last three digits of the number from the above page in MemberWeb.

An Affinity Program allows the guest to earn more points or extra benefits with their reservation. If the guest has a preference of which program to use, that may be chosen in the enrollment form from the drop-down menu:



- **TWPOS**: This is the default if the guest does not want to use an Affinity Program.
- **AAA/CAA**: American Automobile Association (USA/Canada)
- ***Harley Rewards and NASCAR Speed Rewards are no longer available.**
- **Service Rewards**: Active and veteran military personnel
- **AARP**: American Association of Retired Persons

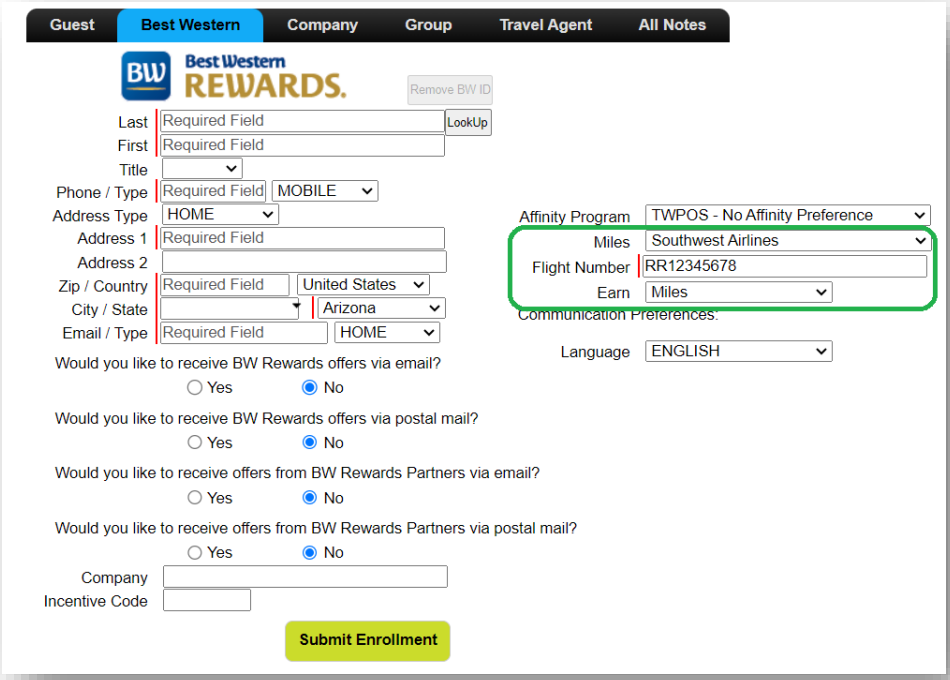
The guest will need to provide their account number for their Affinity Program which is entered in the “Account Number ID” field.



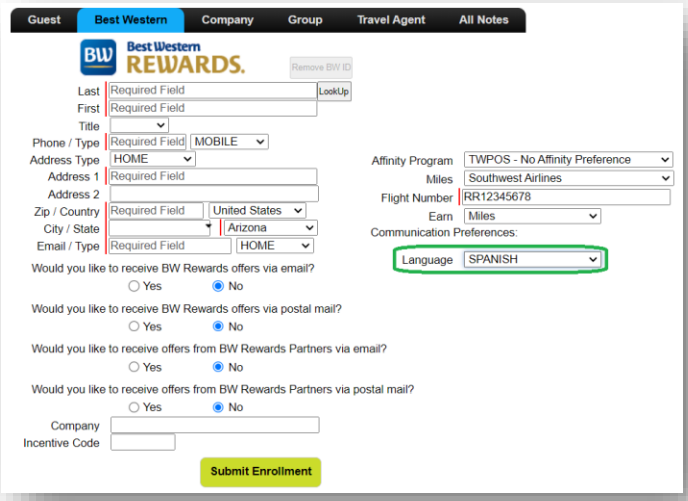
The guest has the option to earn airline miles or BW Reward Points from their reservations.

If the guest elects to earn airline miles, choose “Miles” from the “Earn” drop-down menu. You will then need to choose their airline partner from the “Miles” drop-down menu. Once chosen, a

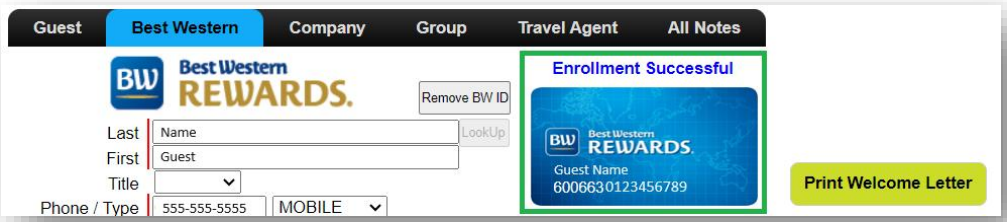
"Flight Number" field will appear and the guest must provide their frequent flyer number for that partner.



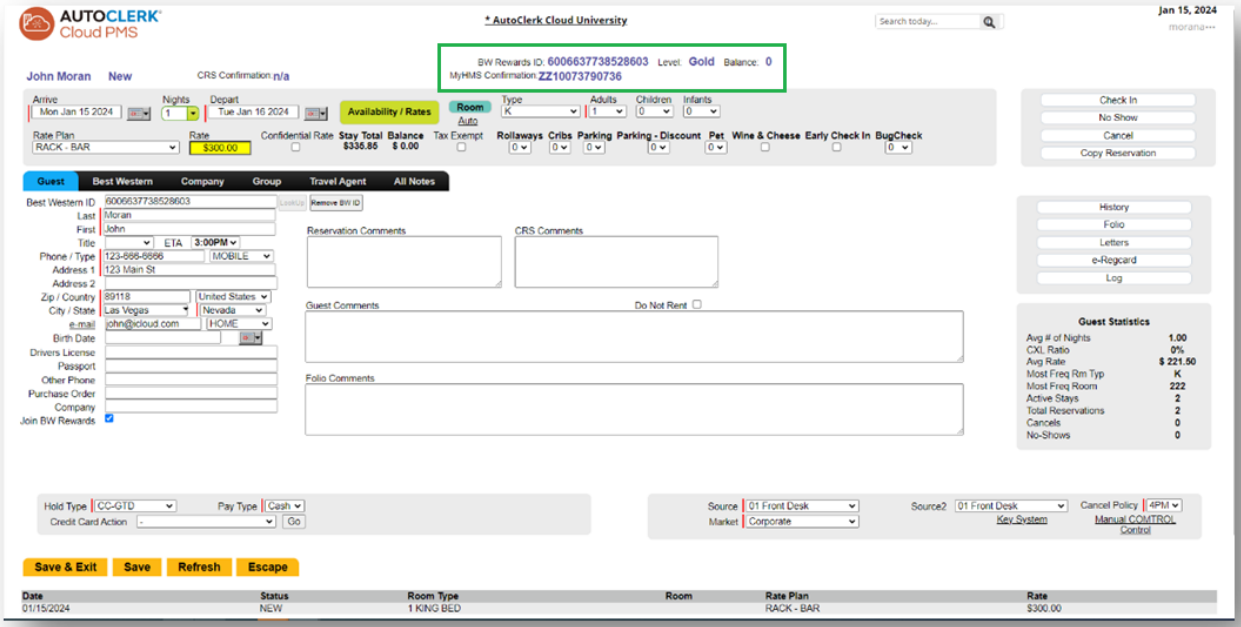
There are many languages available to receive BW Rewards correspondence if the guest prefers a language other than English. Select the option the guest prefers from the "Language" drop-down menu.



Once information and preferences have been entered and selected, click on "Submit Enrollment". You will then see an "Enrollment Successful" message along with an image of the guest's blue Best Western Rewards card displaying their name and Best Western Rewards number.

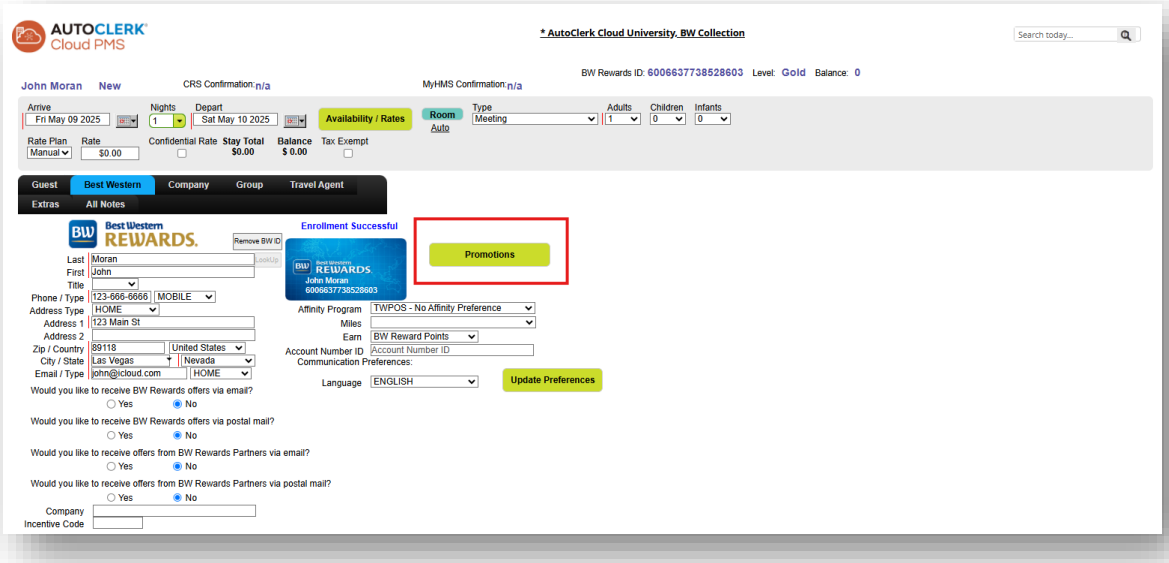


Once a member profile is added to a reservation, the **BW Rewards ID**, membership **Level**, and points **Balance** will display at the top of the guest data page:

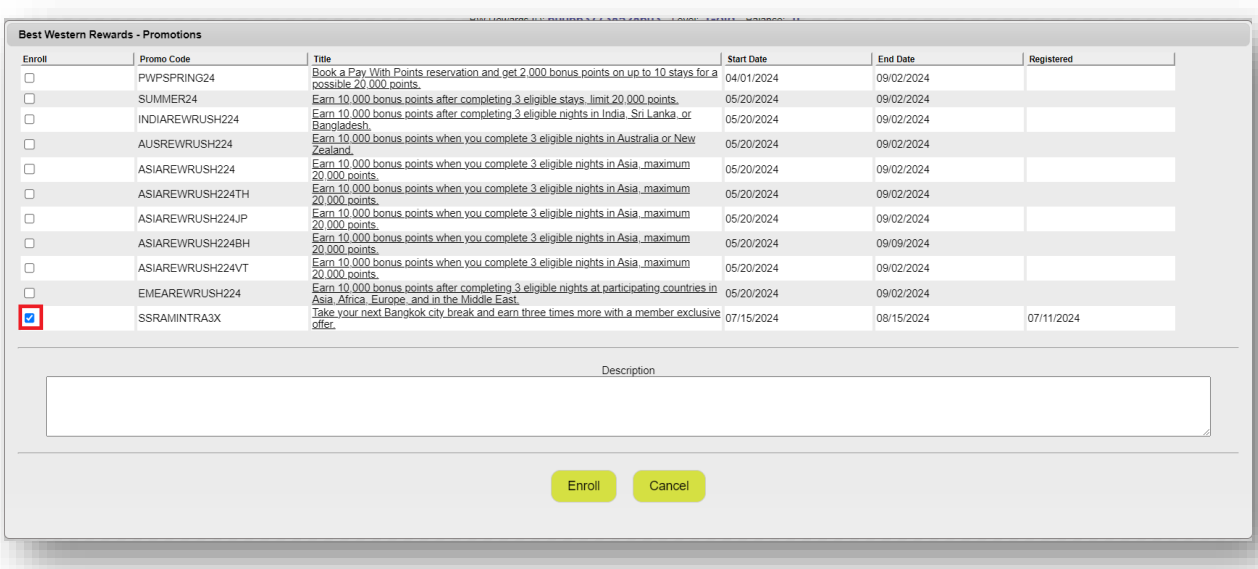


Enrolling a Guest in a BWR Promotion

Once an existing membership is attached to a reservation, you can enroll in and check enrollment status of promotions for BW Rewards members from their reservation. In the “Best Western” tab, click on Promotions:

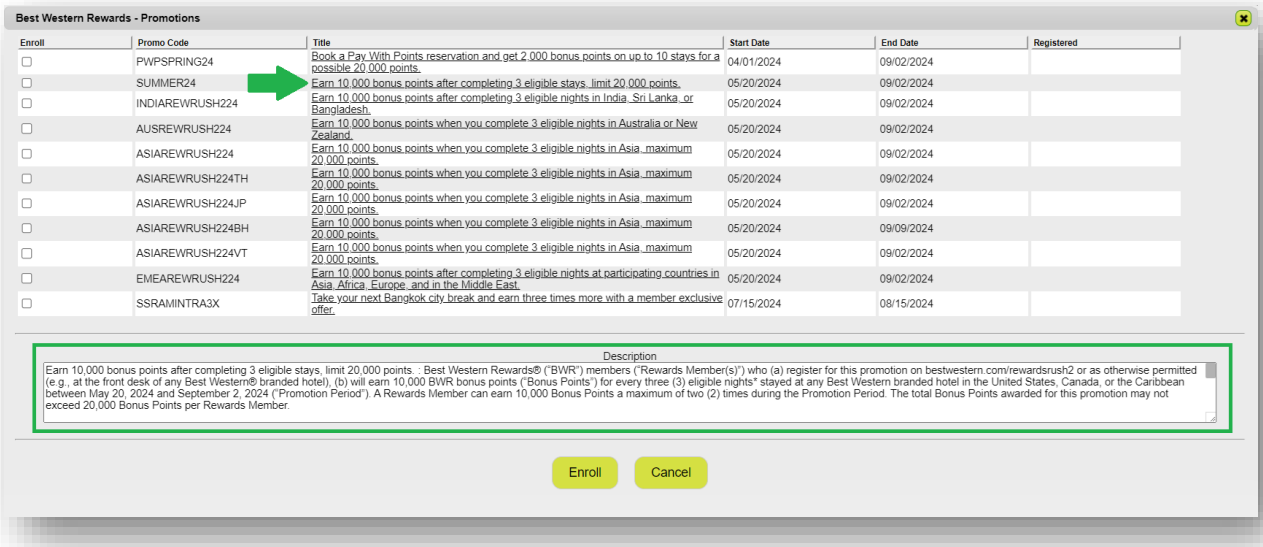


A popup will present all the promotion(s) that the guest is eligible for. If one is already checked when opening this screen, this guest is already signed up for that promotion.

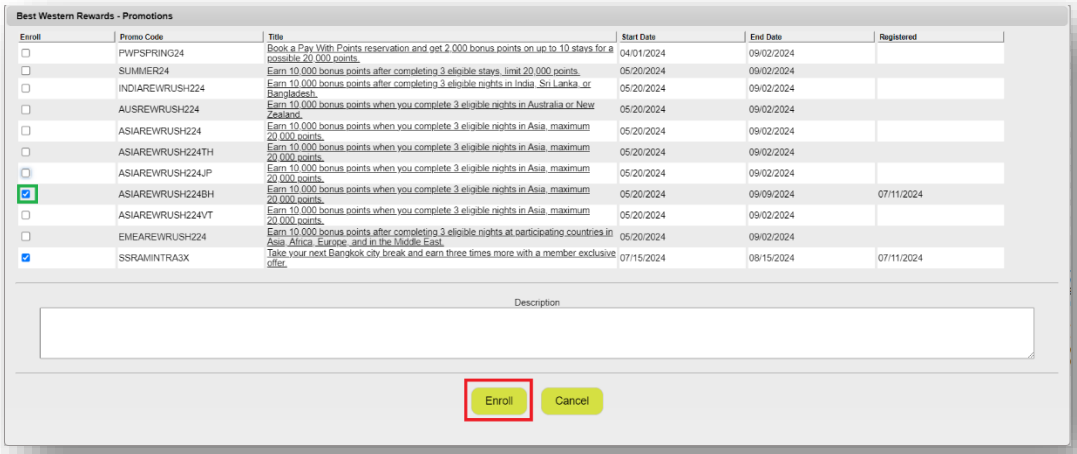


Enroll	Promo Code	Title	Start Date	End Date	Registered
☐	PWPSPRING24	Book a Pay With Points reservation and get 2,000 bonus points on up to 10 stays for a possible 20,000 points.	04/01/2024	09/02/2024	
☐	SUMMER24	Earn 10,000 bonus points after completing 3 eligible stays, limit 20,000 points.	05/20/2024	09/02/2024	
☐	INDIAREWRUSH224	Earn 10,000 bonus points after completing 3 eligible nights in India, Sri Lanka, or Bangladesh.	05/20/2024	09/02/2024	
☐	AUSREWRUSH224	Earn 10,000 bonus points when you complete 3 eligible nights in Australia or New Zealand.	05/20/2024	09/02/2024	
☐	ASIAREWRUSH224	Earn 10,000 bonus points when you complete 3 eligible nights in Asia, maximum 20,000 points.	05/20/2024	09/02/2024	
☐	ASIAREWRUSH224TH	Earn 10,000 bonus points when you complete 3 eligible nights in Asia, maximum 20,000 points.	05/20/2024	09/02/2024	
☐	ASIAREWRUSH224JP	Earn 10,000 bonus points when you complete 3 eligible nights in Asia, maximum 20,000 points.	05/20/2024	09/02/2024	
☐	ASIAREWRUSH224BH	Earn 10,000 bonus points when you complete 3 eligible nights in Asia, maximum 20,000 points.	05/20/2024	09/09/2024	
☐	ASIAREWRUSH224VT	Earn 10,000 bonus points when you complete 3 eligible nights in Asia, maximum 20,000 points.	05/20/2024	09/02/2024	
☐	EMEAREWRUSH224	Earn 10,000 bonus points after completing 3 eligible nights at participating countries in Asia, Africa, Europe, and in the Middle East.	05/20/2024	09/02/2024	
☑	SSRAMINTRA3X	Take your next Bangkok city break and earn three times more with a member exclusive offer.	07/15/2024	08/15/2024	07/11/2024

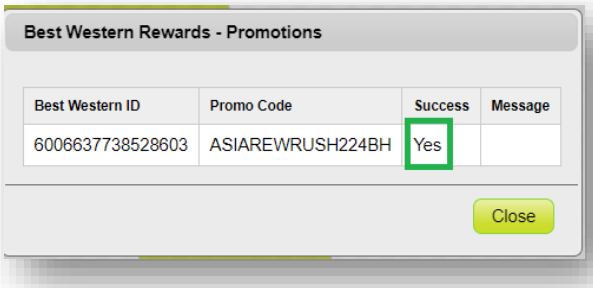
To get details about the promotion, click on the hyperlink of the promotion. A description will appear in the Description box at the bottom of the popup:



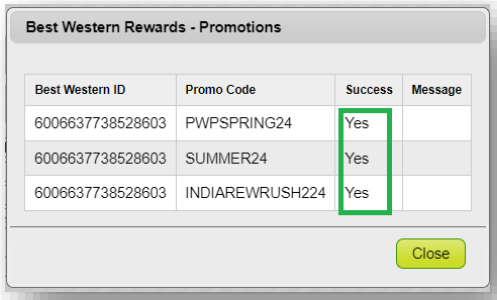
To enroll a guest into specific promotion(s) they are eligible for, checkbox the specific promotion(s) and then click Enroll at the bottom.



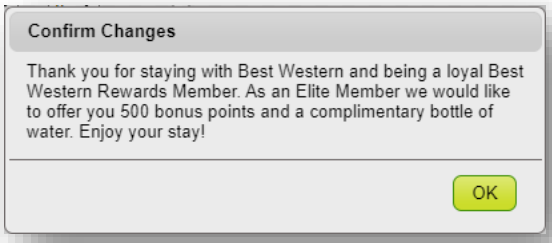
A pop up will come up; the "Yes" in the "Success" column indicates the guest has been officially enrolled into that promotion.



When you sign up for multiple promotions, you will receive a popup with all the promotions you enrolled them in.

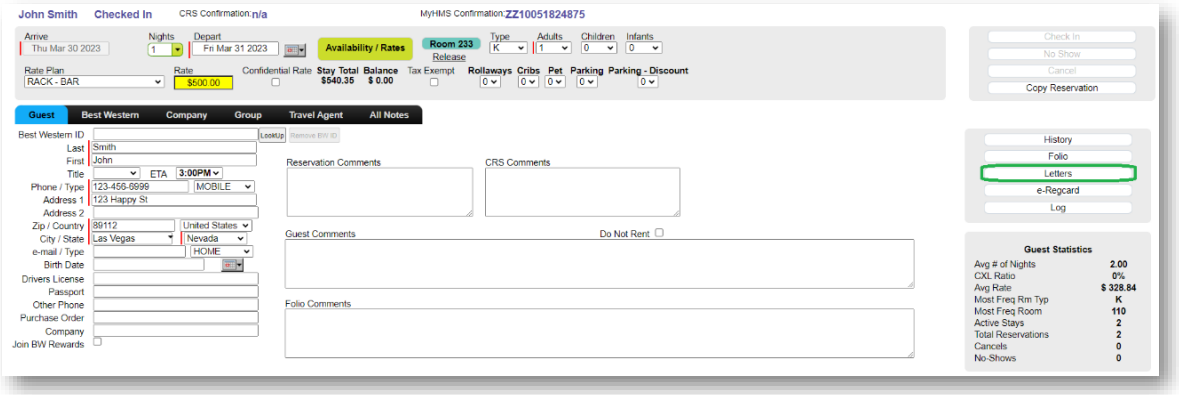


Note: When an **Elite member (Gold or above) BWR profile** has been attached to the reservation and gets checked in, the BWR Tier Reminder pop-up will say:

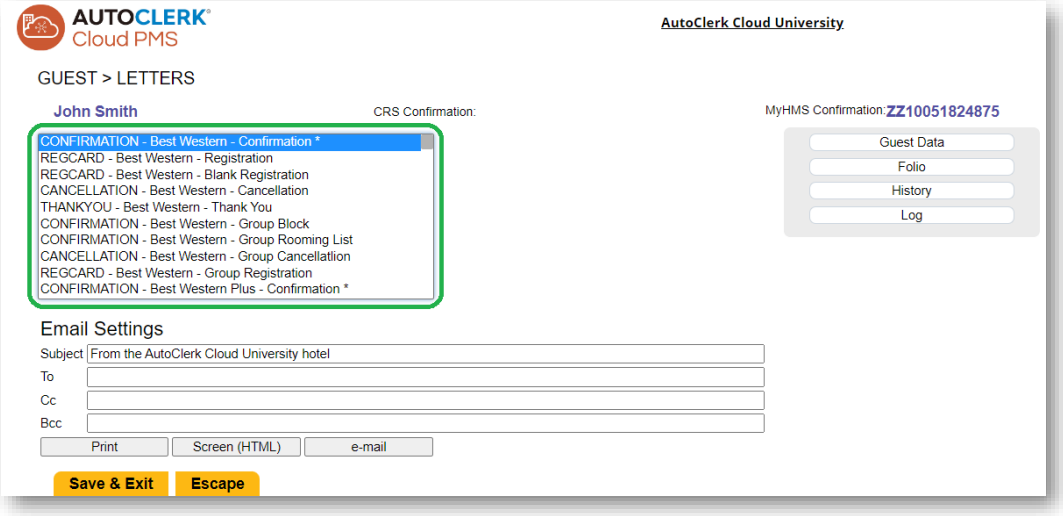


Letters

Letters are found by clicking the “Letters” button on the right side of a reservation or on the folio screen.



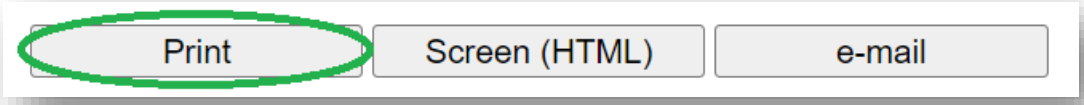
Select the letter you wish on the right-hand side of the screen. This will give you the option to “Print”, “Screen (HTML)” preview, and “e-mail” a selected letter.



- **Confirmation Letters** – Confirms that a guest has a reservation at your hotel. The details include: "Guest info", "Reservation Info" (which includes any Reservation Comments listed under the "Special Requests" field), and "Rate & Payment Info". It also lists "Terms & Conditions" which includes your hotel's general policy from Hotel Setup and the reservation's specific cancellation and guarantee policies.
- **Cancellation Letters – C**onfirms that a guest's reservation has been successfully cancelled. The letter includes the "Reservation details" which will include the "Cancellation #" (the number generated by the PMS confirming that the reservation was cancelled). **Note: if the reservation has not been cancelled in AutoClerk, the "Cancellation #" field will be blank.**
- **Registration Cards** – A document that a guest signs when they first check into the hotel to confirm their dates of stay, personal information, rate information, and that they are aware and agree to the hotel's policies. There are boxes for the guest to write their vehicle information if needed. The "Guest Info" box will populate with any "Guest Comments" from the Guest Data Tab.
- **eRegistration** – An electronic version of the Registration Card that contains the exact same information but is signed electronically on a tablet.
- **Thank You Letters** - Displays the reservation information with a summarized receipt of the reservation's room and tax charges and balance.
- **Best Western Rewards Welcome** (**BWR Welcome letter)** – A one-page letter that summarizes the benefits of the Best Western Rewards program and is available in English, Spanish, and French.

Printing Letters

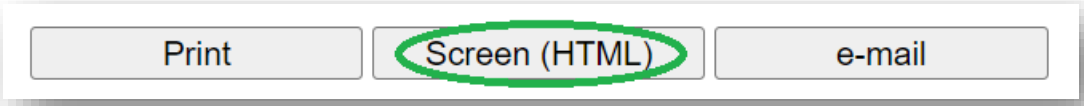
The Print button will open the Print Preview option in the browser, where you may be able to print or save to PDF depending on your computer settings.



There is also a feature to print multiple registration cards. Please see the "Batch Print Reg Cards" report under the Reports section of this manual for detailed information.

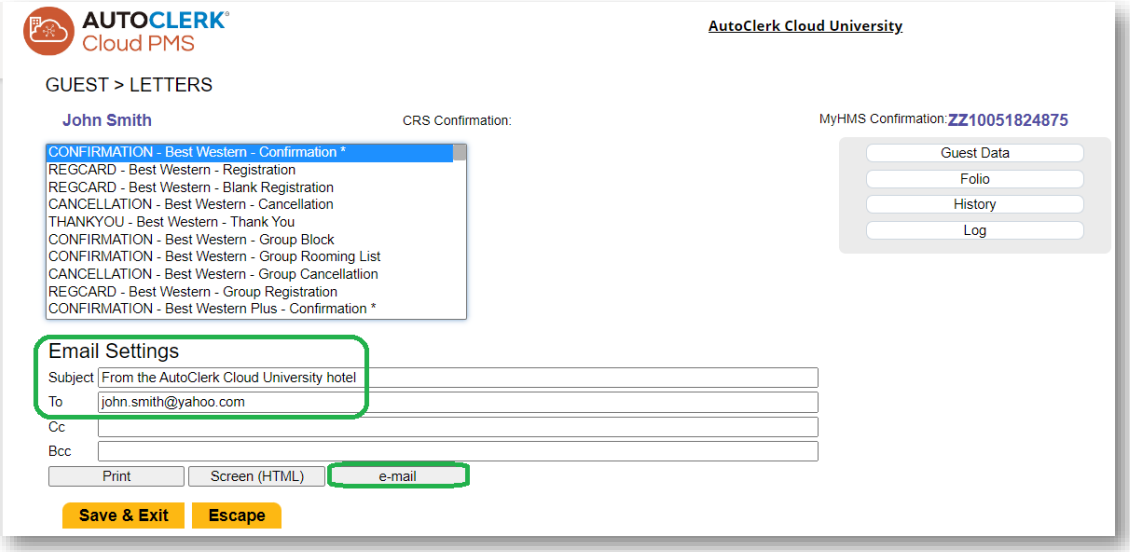
Screen (HTML) Letters

The **Screen (HTML)** button will open the letter in a new tab in HTML form and is a quick way to preview the letter. The letter may also be printed from this screen using your browser's options, however it may not fill the page as well as the Print option above.



Sending Letters via Email

Select the appropriate Letter from the list. Next, edit the "Subject" line if necessary. Enter the guest e-mail address in the "To" field (if an email is on the guest profile it will automatically populate) and any additional address under Cc (Bcc is also available). Click on e-mail to send the selected letter.

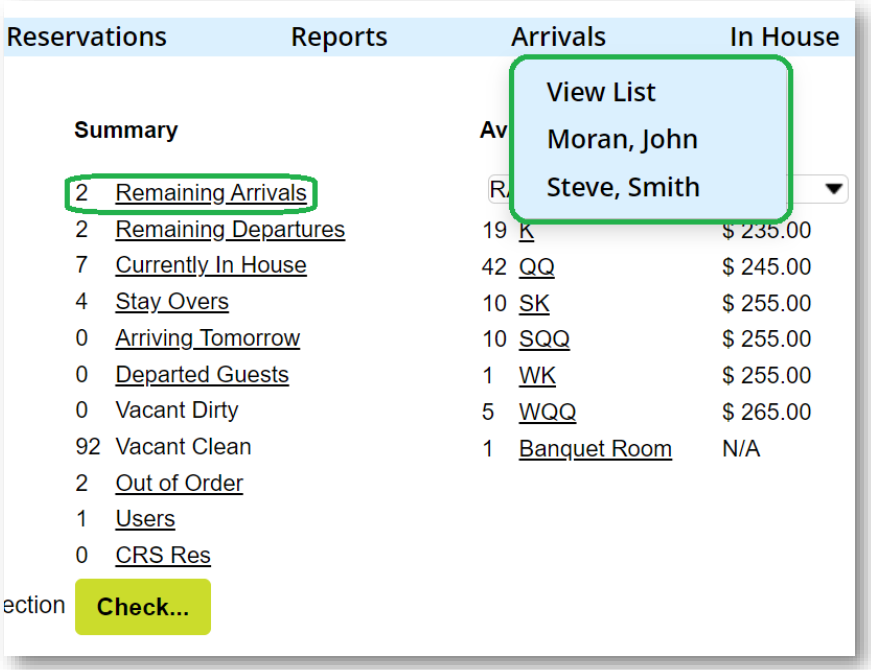


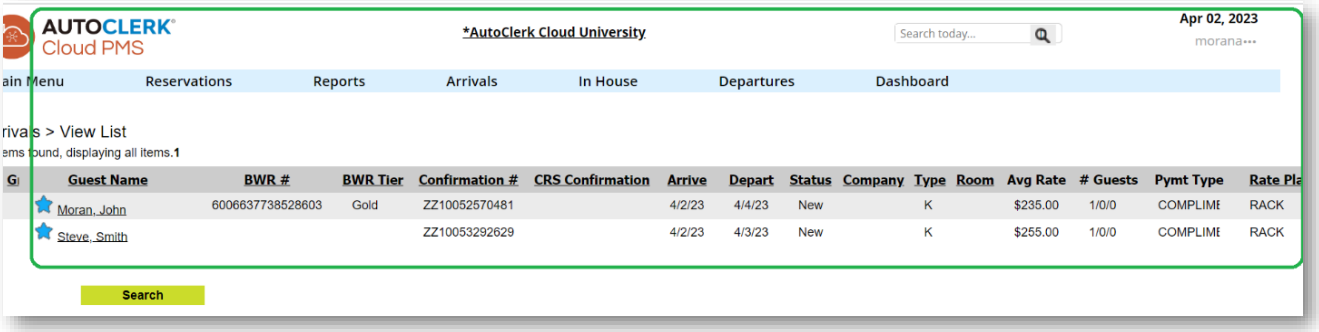
Arrivals / Check-Ins

Locating an Arrival

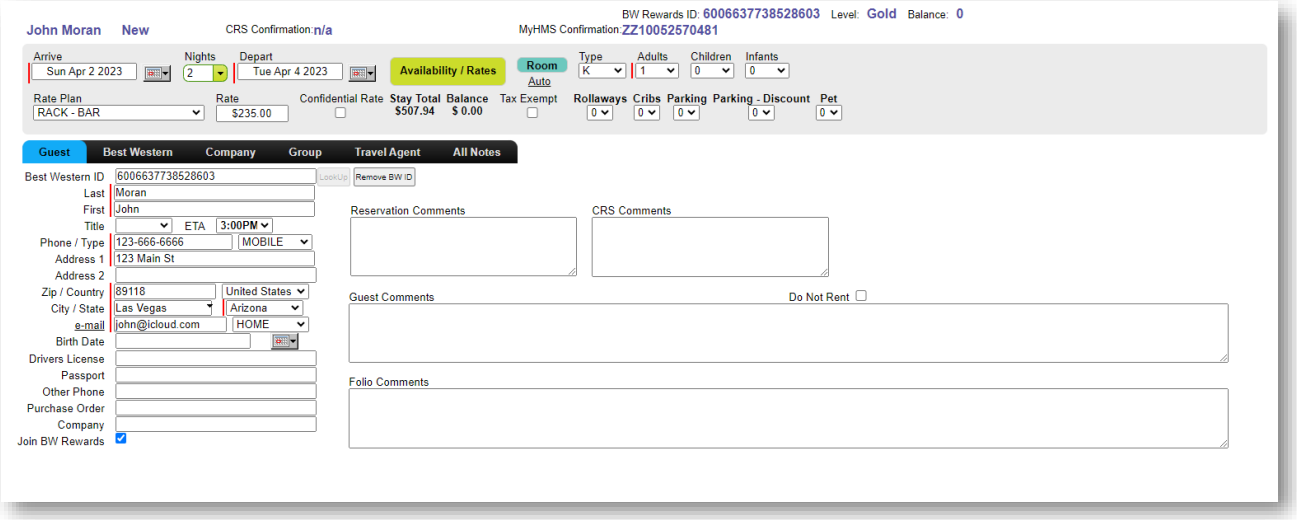
There are multiple ways to locate an Arrival for check-in:

- Tape Chart (if the reservation already has a room assigned)
- Search Today and Quick Search
- Remaining Arrivals link in the "Summary" section on the Front Desk Dashboard
- Arrivals menu in the blue menu bar:





When an arrival is clicked, you will be taken to the reservation's Guest tab:



Guest Information

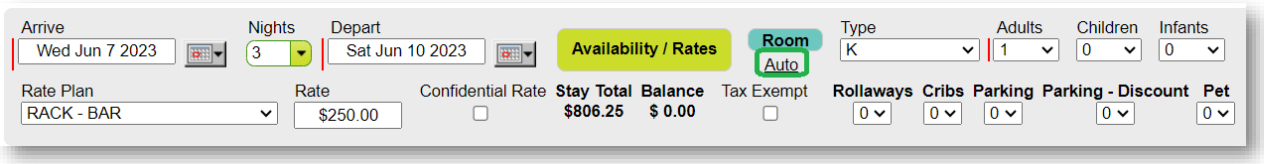
The first step is to confirm the guest's information is correct and look up a Best Western ID or enroll if necessary.

Once the guest information is updated, click "Save".

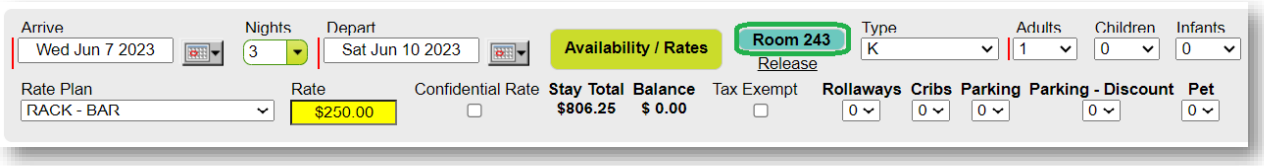
Room Selection

There are two methods to assign a room number to a reservation: Auto-assign or manual assignment.

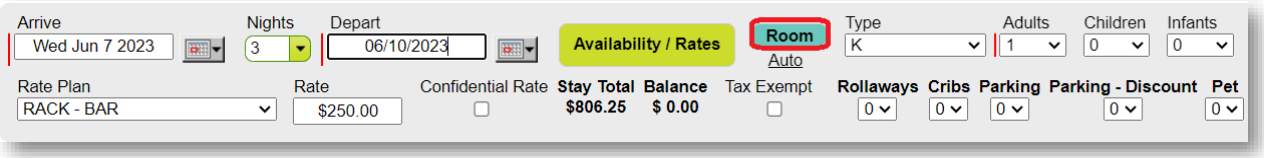
To auto-assign a room to the reservation, click "Auto" underneath the teal "Room" button.



The Auto assign method will look for rooms that are clean and on the highest floor:

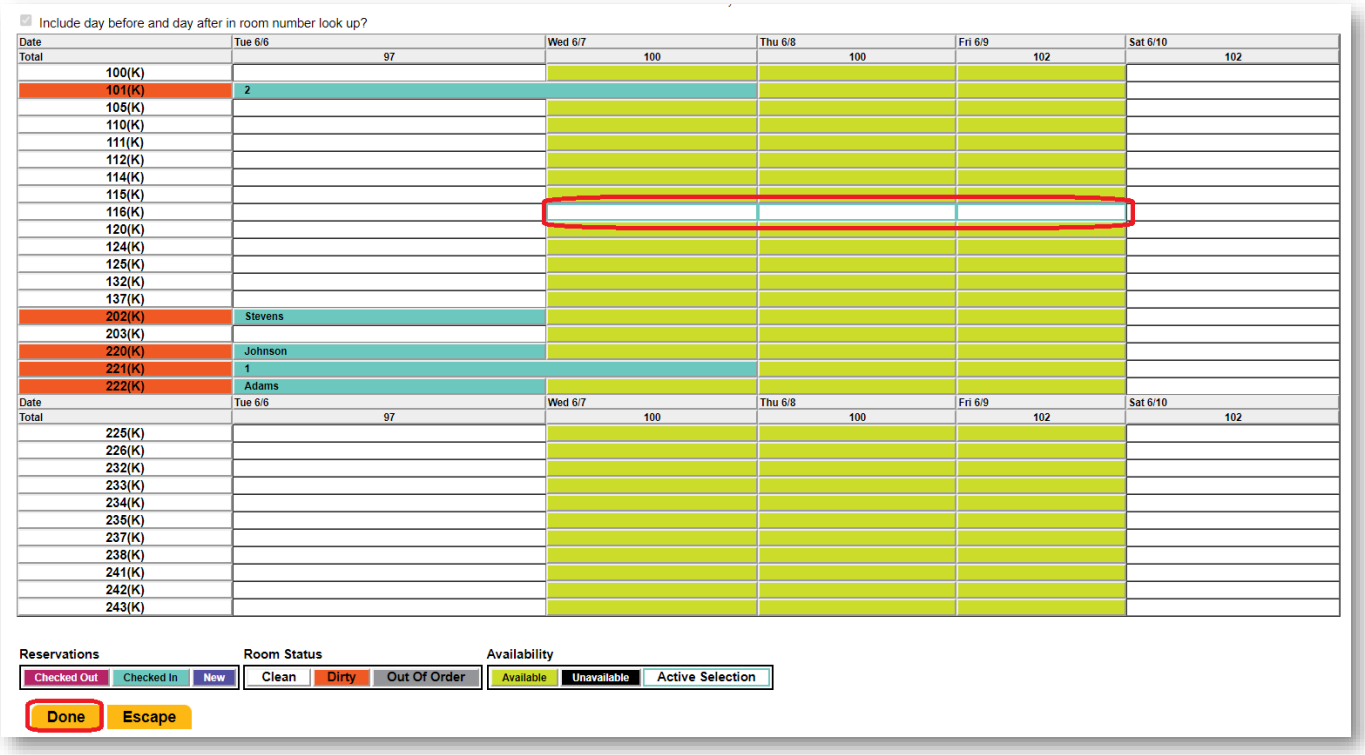


To manually assign a specific room, click the teal "Room" button, which will bring up the Tape Chart.

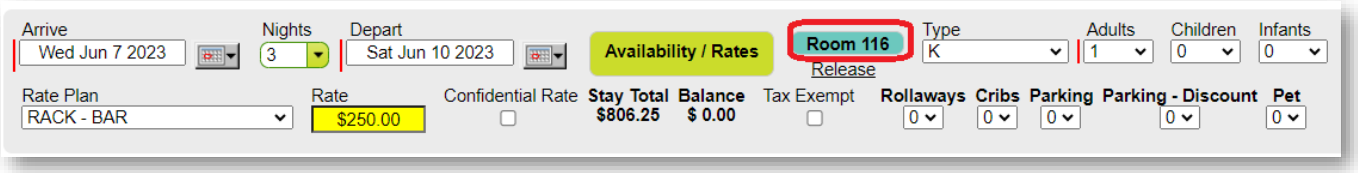


To select a specific room number, click on the first and last date of a guest stay, which will select all the nights in between those dates. You may also select a different room for each night if the guest will need to move rooms during their reservation.

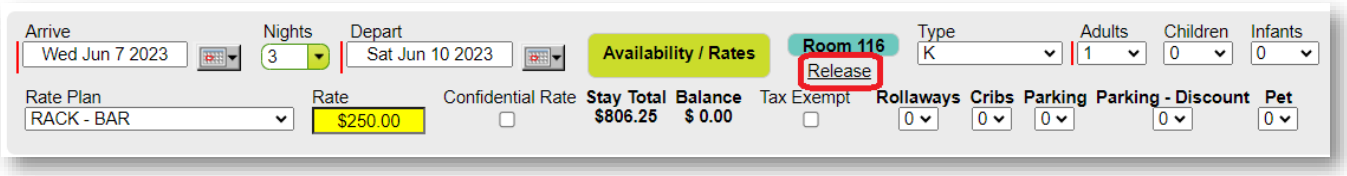
Once you have selected your room, click done at the bottom left of the screen.



The reservation will then display the room number in the teal box:



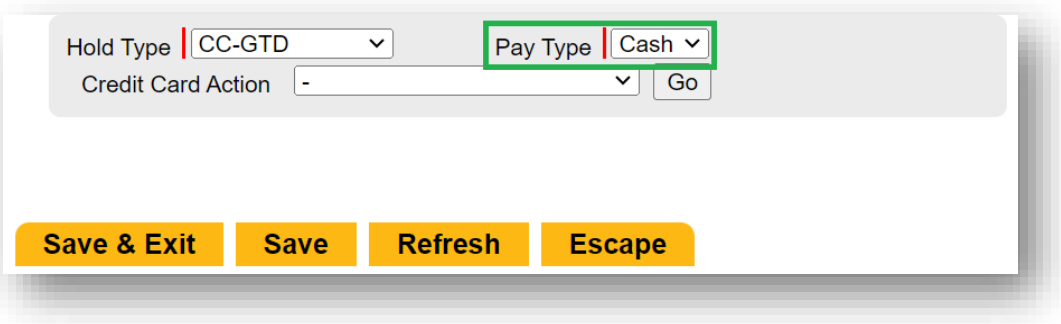
If you would like to change the room number you assigned, click the release button underneath the room number to release the room back into inventory. Then assign a new room by repeating the process above.



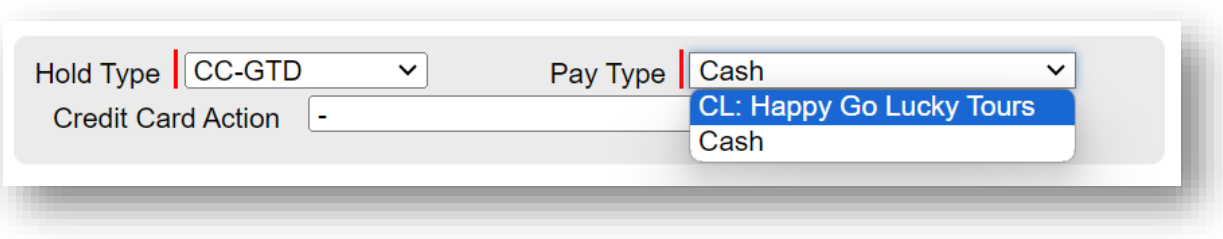
Updating a Payment Method during Check-In

Since most hotels will require payment at check-in (either for the stay or for incidentals), the next step is to obtain and update the payment from the guest. The system allows you to check in a guest without authorization if the default payment method is Cash, Check, or City Ledger (CL). If the default payment method is a credit card, the system will require that credit card to have authorization of the full Stay Total.

In the gray box above the orange buttons, you can click the drop-down menu titled "Pay Type" to change the payment method.



If the reservation is attached to a company or group, a City Ledger (direct bill) account may be available in the drop-down.

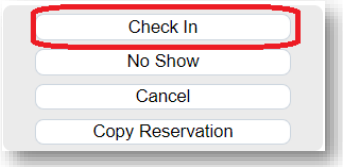


If you'd like add a credit card, visit the sections on Add CC without Authorization, Add CC with Authorization, and Splitting Authorizations between Multiple Credit Cards. **Note: before adding a credit card, you must save the reservation (which will generate a confirmation number).**

Check-in Button

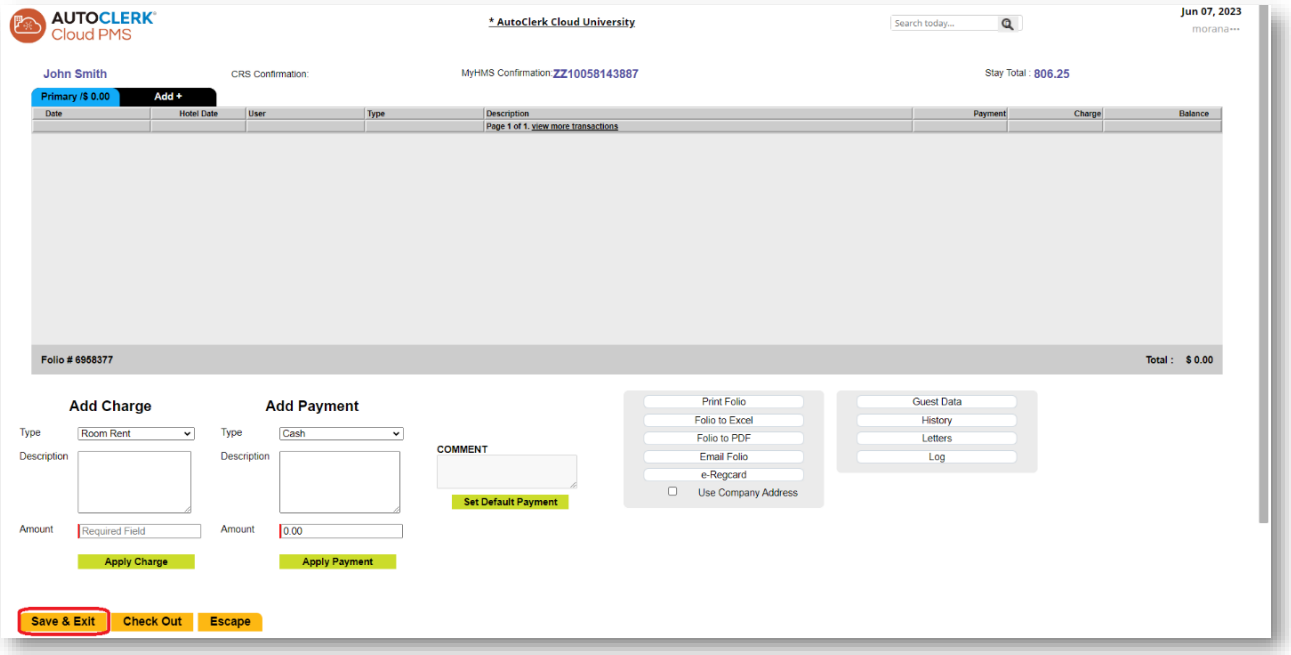
Once a room is assigned and all other details are confirmed, the reservation can be checked-in.

In the upper right-hand corner of the reservation page, click "Check In".



After a reservation is checked-in, you are taken to the Folio page where you may post any charges or payments if necessary.

Generally, hotels collect any cash payments upon check-in. Virtual Credit Card (VCC) payments are also usually posted to the folio on the day of arrival, and these reservations will typically require a credit card from the guest for incidentals. Instructions on how to post charges and payments, and how to set up additional folios, will be covered in the Folio Postings and Transfers of this manual.



To complete the check-in, click "Save & Exit" at the lower left corner. You will then be returned to the Front Desk Dashboard.

When entering the folio page, the payment due amount is automatically calculated either of two (2) ways:

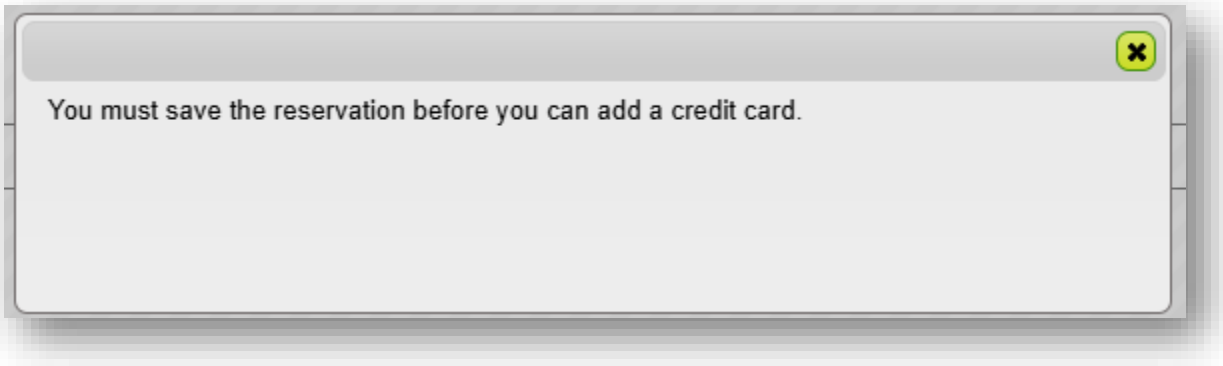
1. It will display what is needed to bring the balance to zero ($0)
2. It will display the entire Stay Total

The calculation method is determined by the "Calculate Payment on Current Balance" setting in "Hotel" section of "Setup" accessible only to the "Hotel Manager" role or higher.

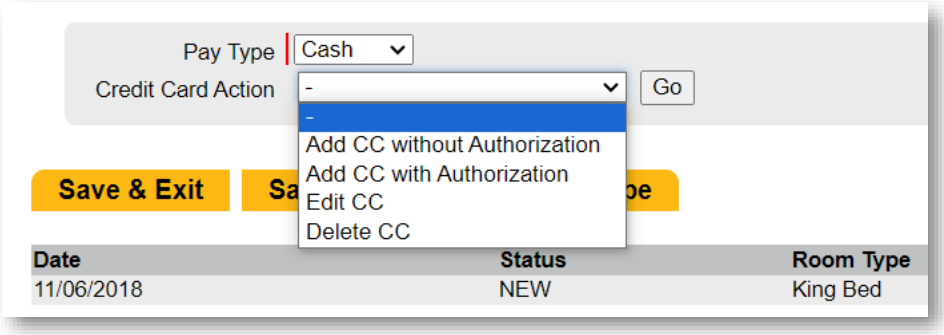
Credit Cards

Credit cards are added to guest profiles, which are available for use on any reservation (past or present) attached to that guest profile.

All credit card actions are made from a reservation. Before you can add a credit card, the reservation must be saved and have a confirmation number. If you attempt to add the Credit Card before saving the reservation, the below pop up will appear.



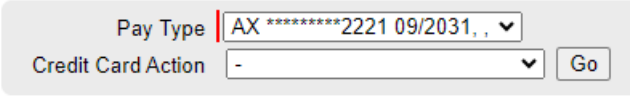
Above the orange buttons in the gray box, select the Credit Card Action drop-down list.



- **Add CC without Authorization** is normally used add a credit card when creating a reservation.
- **Add CC with Authorization** is normally used for adding a credit card at check-in.
- **Edit CC** allows you to add, increase, or release an authorization, and read the credit card log and add notes for a Credit Card.
- **Delete CC** is used to a credit card from a reservation and from the guest profile.

Default Payment Method on a Reservation

The reservation's default payment method is the "Pay Type" that displays when the reservation is opened.



To change the default payment method for the reservation, choose the desired pay type from the drop-down menu, then save the reservation.

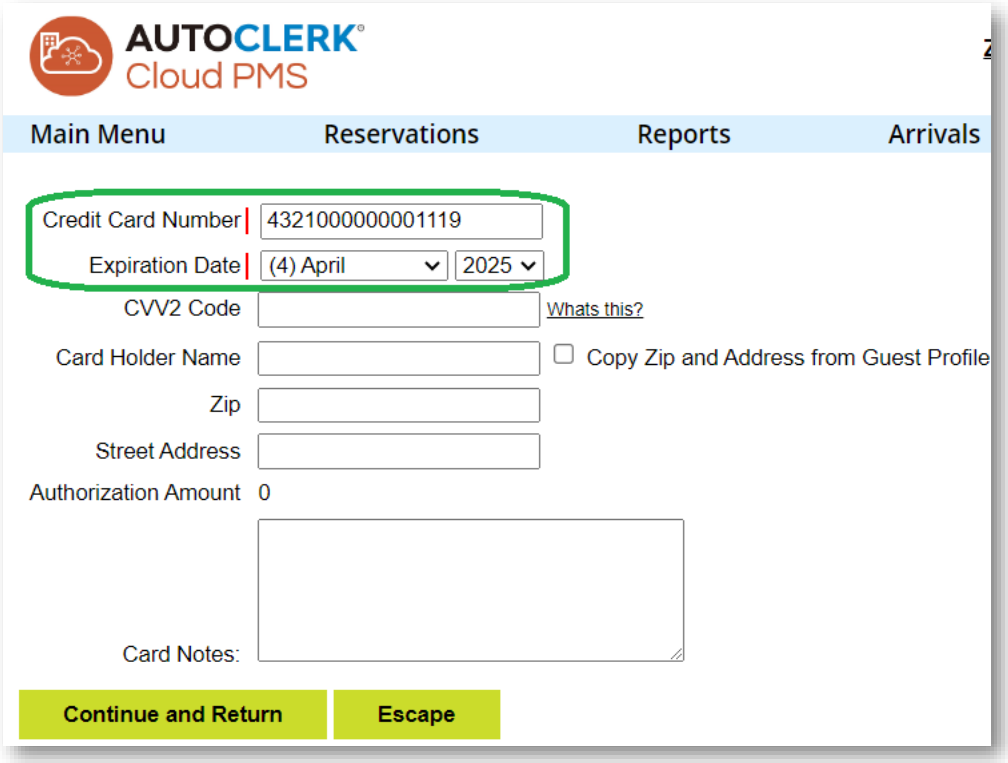
This update will also change the default payment method for the Primary folio.

Add CC without Authorization

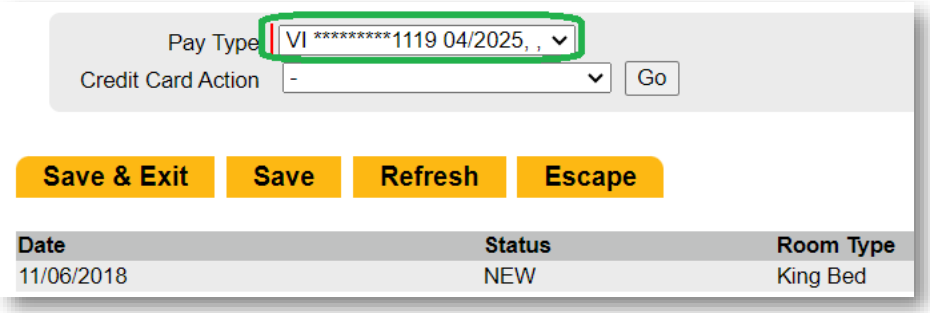
Note: when adding a credit card, the card is added to the guest profile and will be available across all reservations with that guest profile.

Normally when you are creating a reservation, you do not have the credit card in-person, so instead of using the EMV reader you would enter the card number manually into AutoClerk Cloud when a guest is calling to make a reservation.

Note: Elavon customers are required to input credit card numbers into the EMV chip readers when you are creating reservations.



The only two fields that are mandatory with the red vertical bar are the “Credit Card Number” and “Expiration Date”. Since we are not adding an authorization, the “Authorization Amount” is 0. Card notes can be used to describe what this credit card is to be used for and will appear next to the card in the Pay Type.

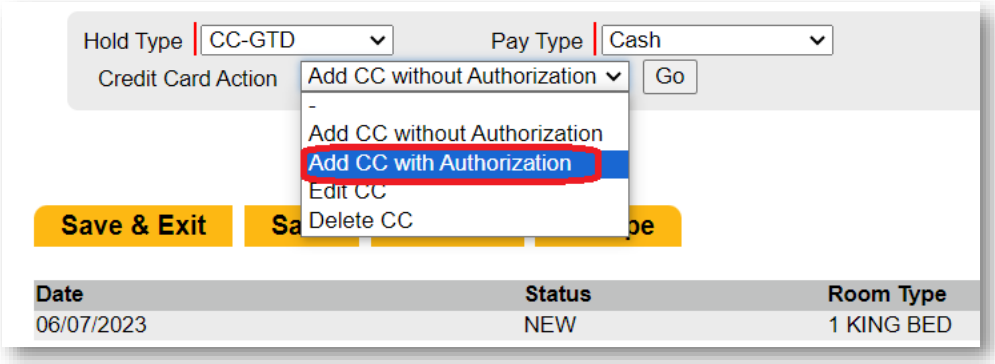


Once a credit card is added, it not only becomes a “Pay Type”, but it also becomes the default form of payment.

Add CC with Authorization

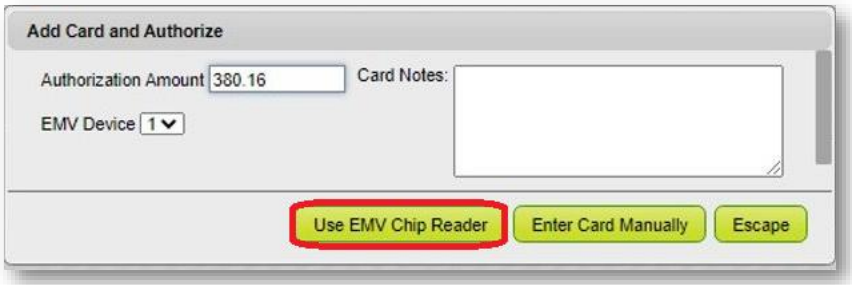
Note: when adding a credit card, the card is added to the guest profile and will be available across all reservations with that guest profile.

When a guest arrives for check-in, after verifying the credit card and photo ID, select the "Add CC with Authorization" in the "Credit Card Action" drop down menu.

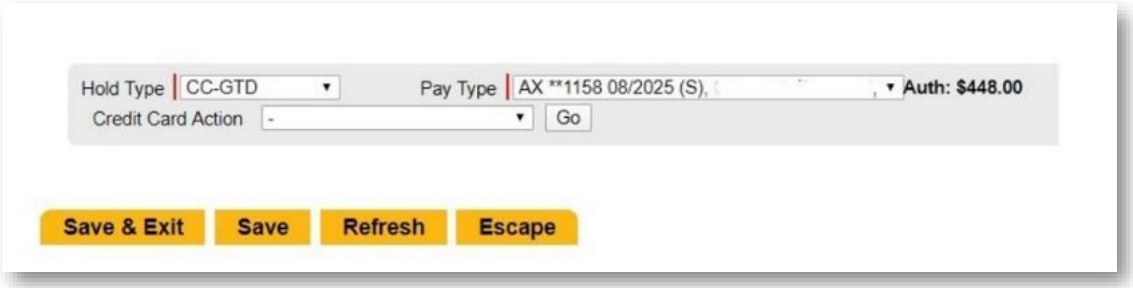


A pop-up window will appear where you can verify or change the authorization amount as well as add any short notes about the card. The authorization amount will always default to the total cost of Room and Tax (stay total). If your hotel collects an authorization for incidentals, you will need to update the amount.

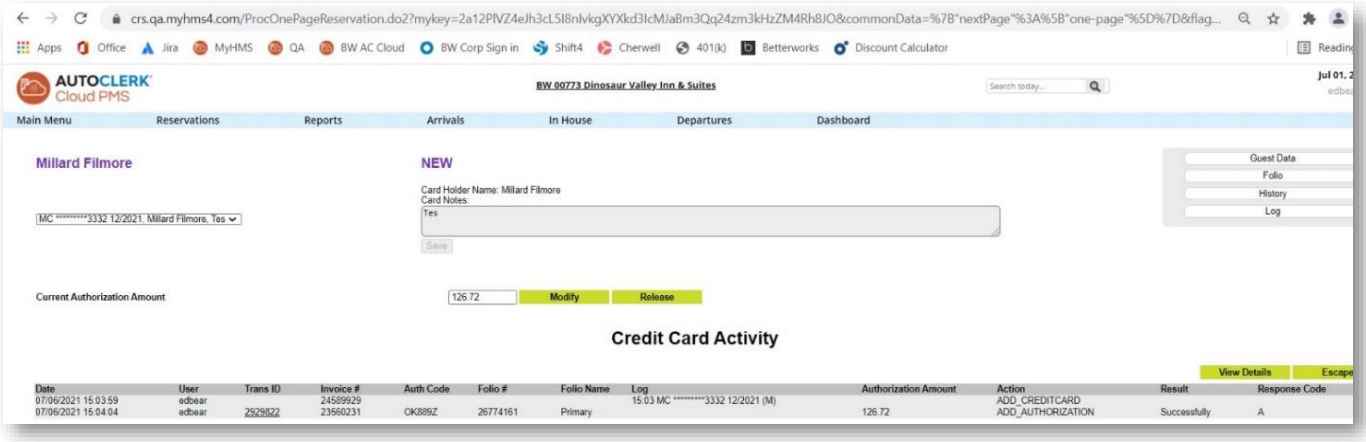
The "Use EMV Chip Reader" button will send a signal to your EMV device. Follow the prompts on the EMV device to insert, tap, or swipe the card.



Once the authorization has been taken, you will see the authorized amount in bold black letters to the right of the card number in the "Pay Type" drop-down menu. This indicates the authorization was successful.

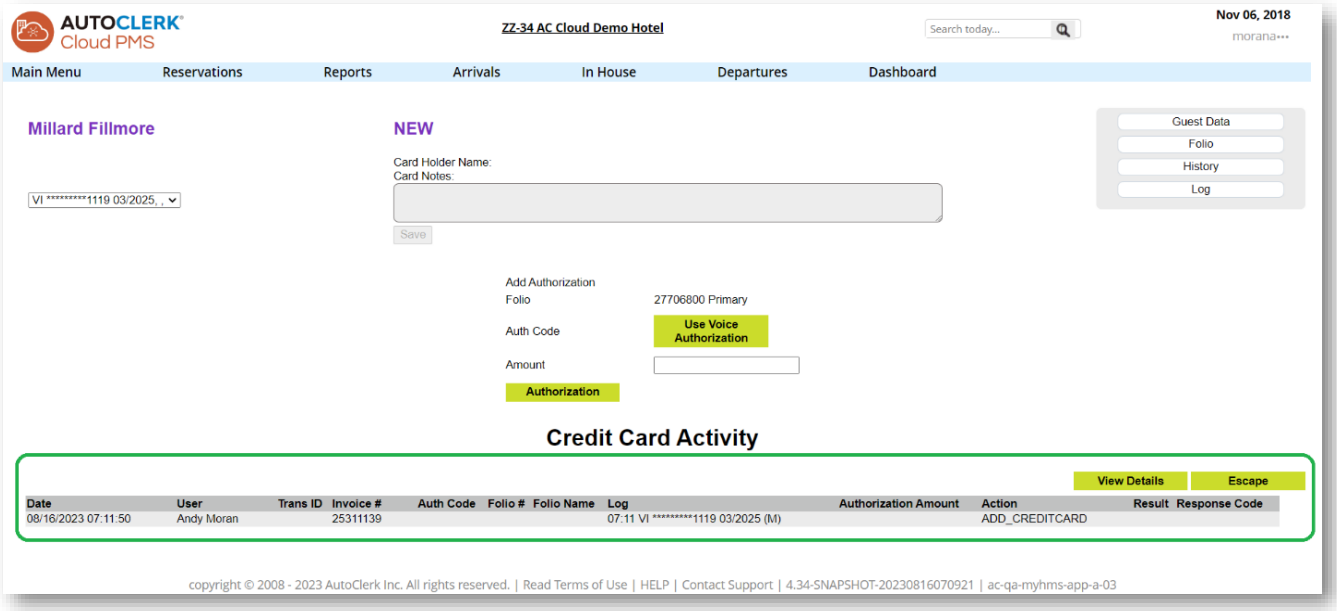


In the credit card log (described below), two actions would be added to the log: one that the card has been added, and the second that the authorization as added.

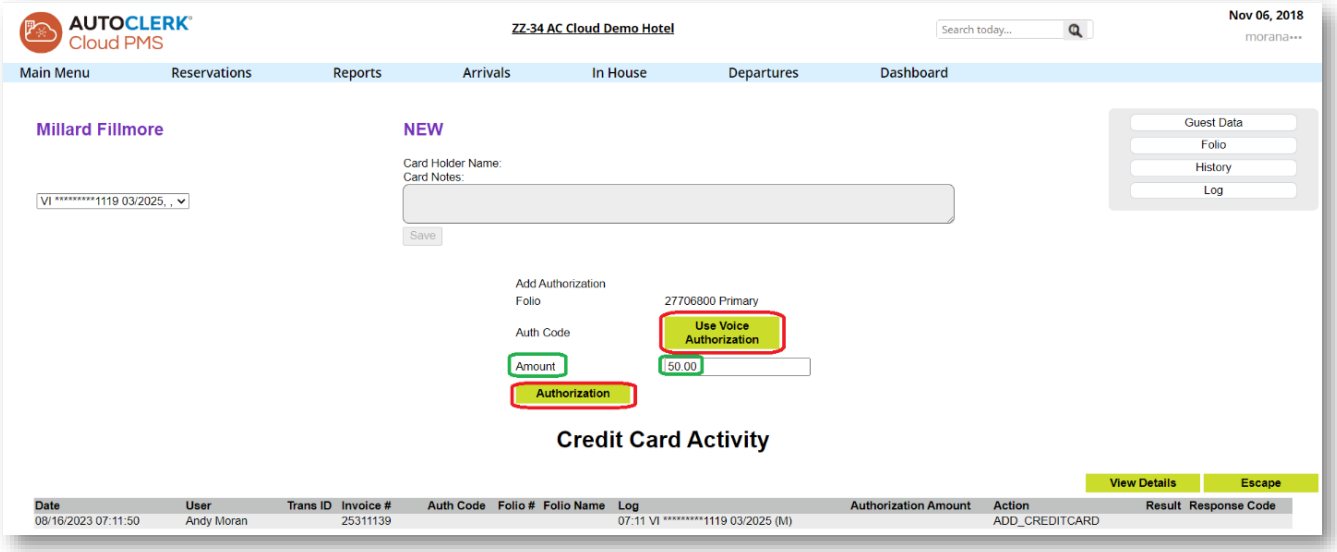


Edit CC

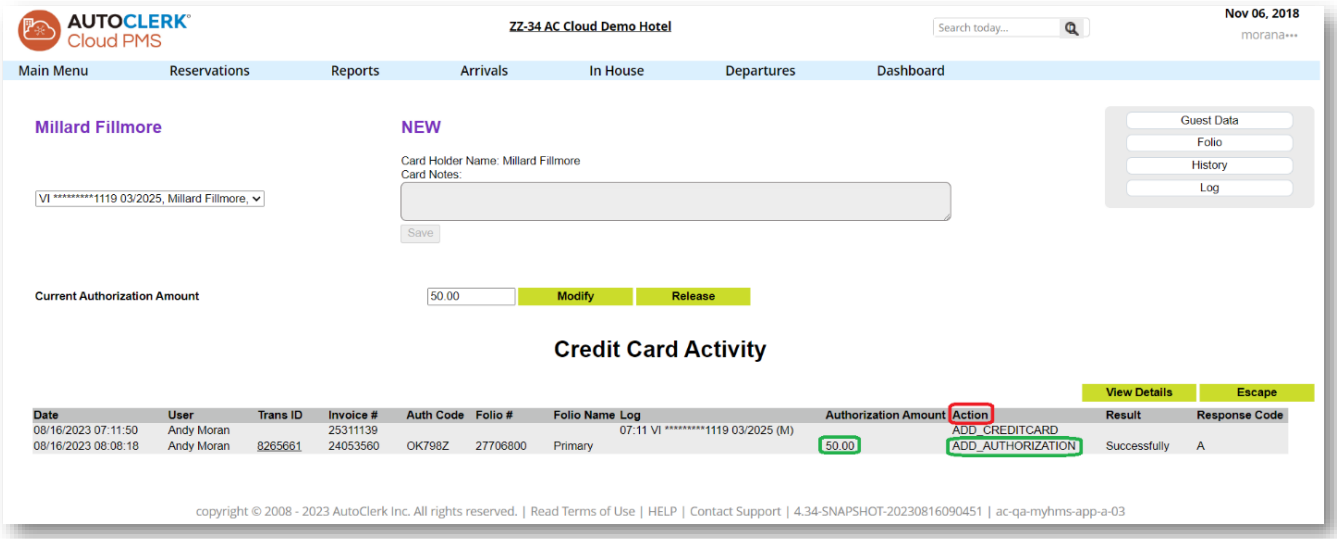
To pull up the Credit Card Log, select “Credit Card Action”, then “Edit”. This will pull up the screen below. The credit card log is located directly below “**Credit Card Activity**”. Anytime there is a new action on the reservation with a credit card, it is recorded here. So far there is only one transaction in the example log below.



To authorize a guest Credit Card on file, make sure the correct credit card is selected in the drop down on the left side of the screen. Then in the blank box labeled amount (under the “Use Voice Authorization button”), type in the authorization amount, then click the lime green “Authorization” button.

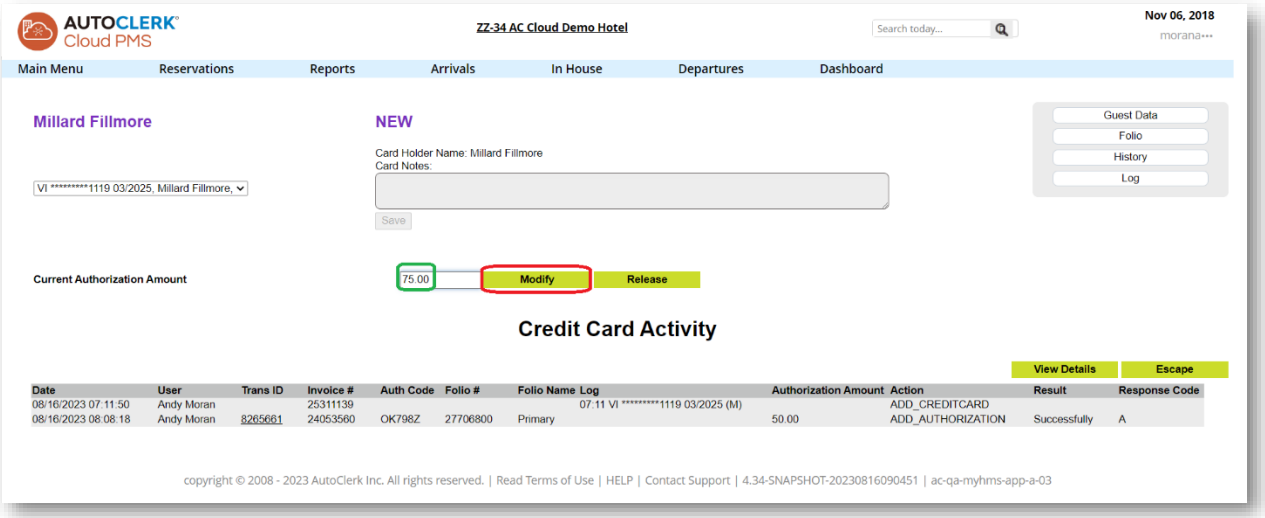


If the Credit Card is authorized successfully, a line will be added to credit card log with the authorization amount and the action (in this example, “ADD_AUTHORIZATION”).

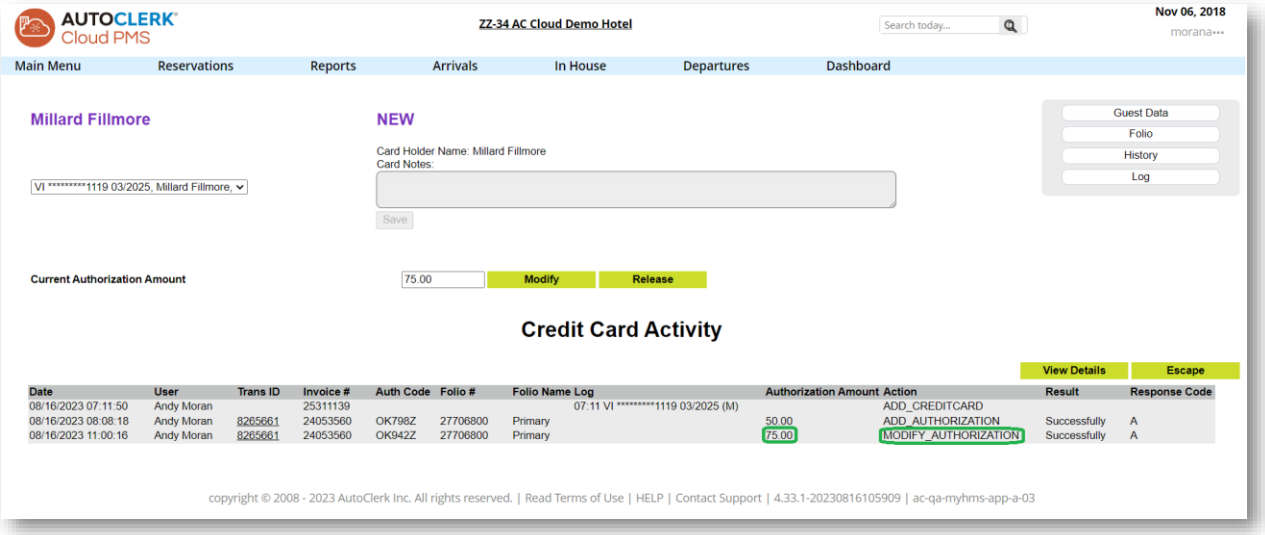


If a greater authorization amount is needed, instead of replacing the authorization, use the Modify button.

To obtain that additional authorization, in the box to left of the “Modify” button input the total authorization amount needed and then click “Modify”.



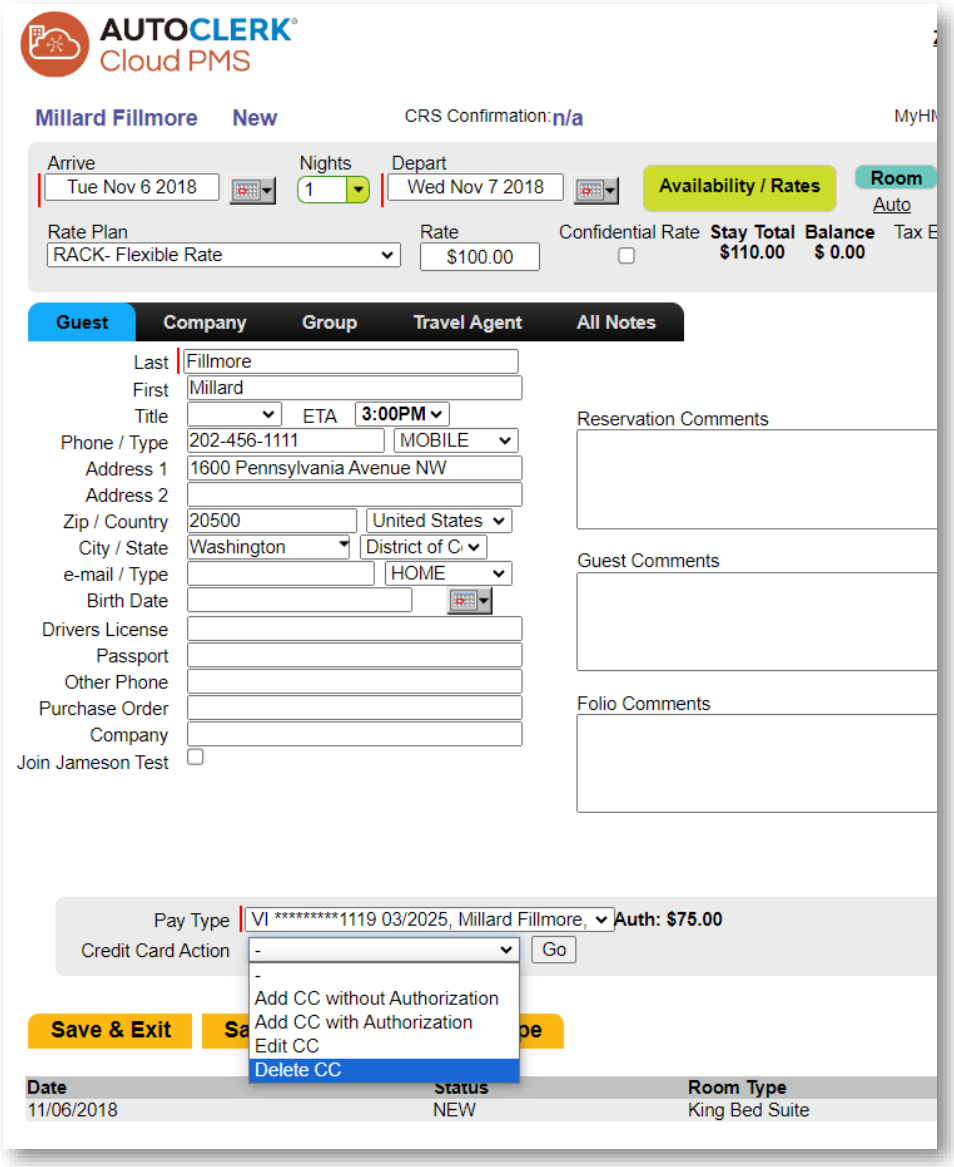
Notice that the log records another line, this time with the new total authorization amount and a “MODIFY_AUTHORIZATION” action.



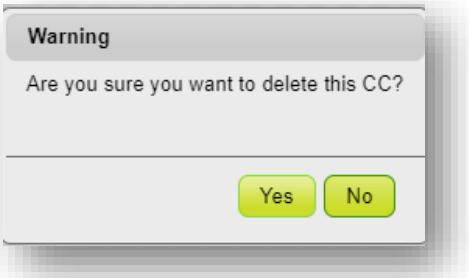
Delete CC

Note: deleting a credit card will remove it from the guest profile. It will also remove the credit card log for that card.

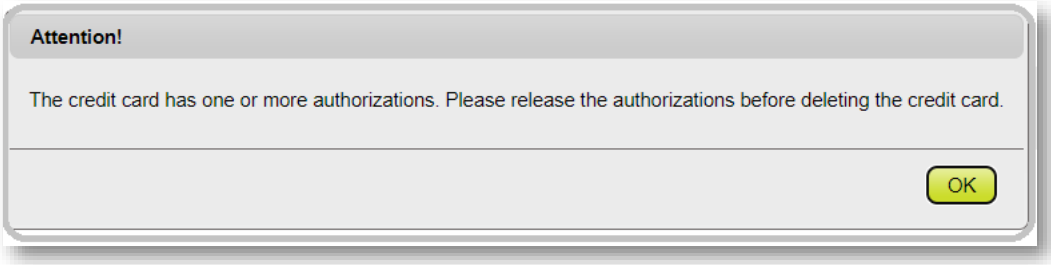
From the "Credit Card Action" we will select "Delete CC".



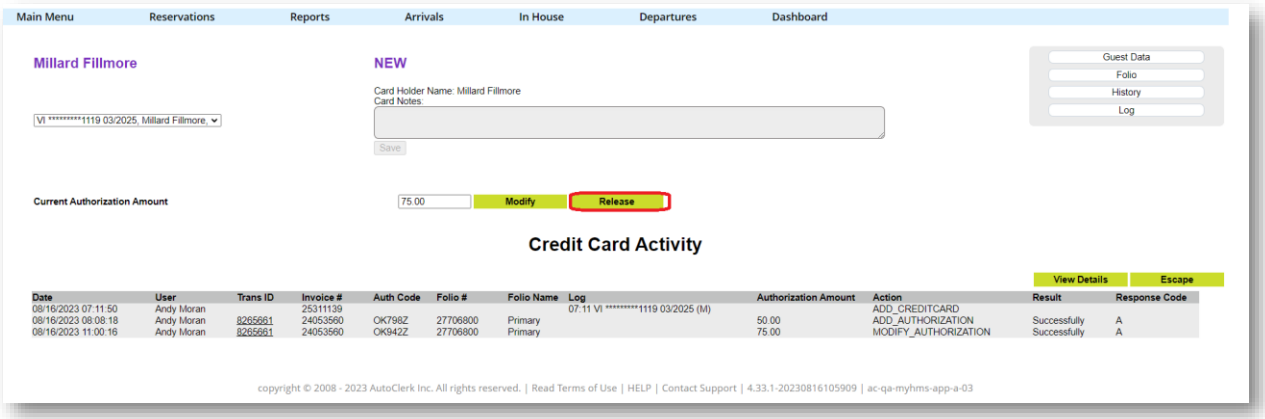
If the credit card has no pending authorization, you will receive a warning pop up:



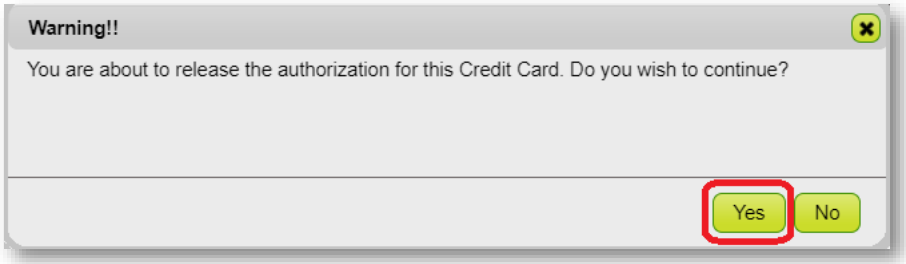
If there is a remaining authorization on the card, you will receive this response:



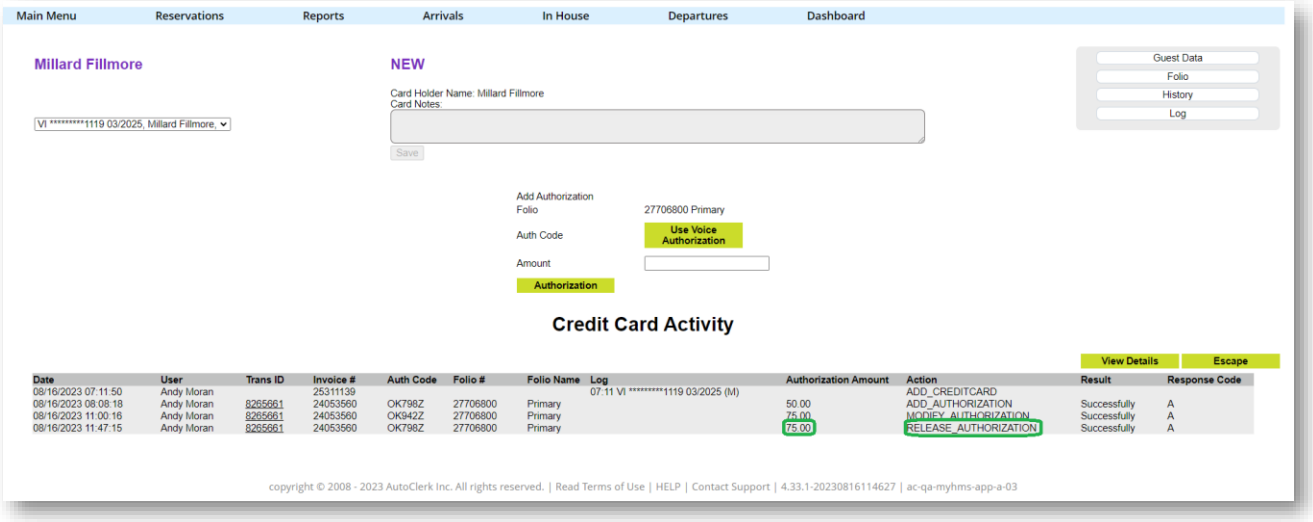
To delete a credit card with an authorization, you must return to “Edit CC” and click the “Release” button to release the authorization on the credit card.



You will be asked to confirm this action. Click “Yes”.



The credit card log will record the authorizations that were released (RELEASE_AUTHORIZATION). Now you can delete the credit card, and once it is deleted, it will be removed from the credit card list on the guest profile. However, the credit card will still be accessible in the drop-down menu of the Edit CC screen and the log will still be available.



Splitting Authorizations between Multiple Credit Cards

If the guest would like to use multiple credit cards for authorization at check-in, we recommend first checking-in the reservation with Cash as the default payment method because the system does not require an authorization for Cash payments (this is because if the default payment method is a credit card, the system will require a single credit card with an authorization of the full Stay Total).

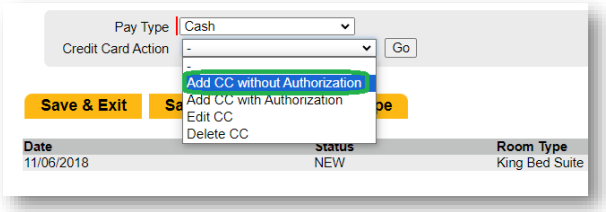
After checking the reservation in with Cash, add each credit card separately using "Add CC with Authorization" and manually enter the authorization amount. You may also "Add CC without Authorization" and then use "Edit CC" to add an authorization.

Voice Authorization

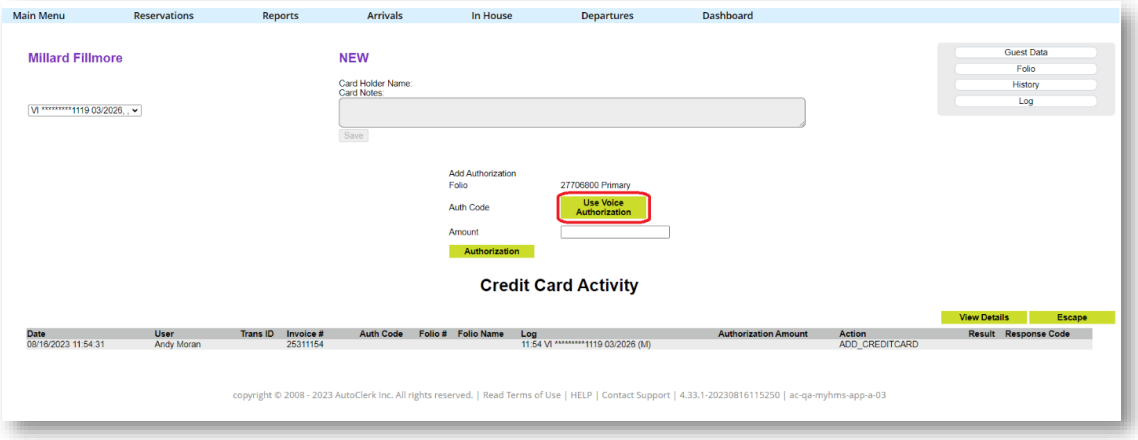
When using the "Add CC with Authorization" option with an EMV device, AutoClerk Cloud's connection to the EMV device will time out in 80 seconds. We recommend asking the guest to get their credit card ready before activating the EMV device to avoid this timeout.

If the card is tapped, swiped, or inserted during or after this timeout, or there is an error with the connection, the guest may see the authorization go through on their bank account but AutoClerk Cloud did not record the credit card at all.

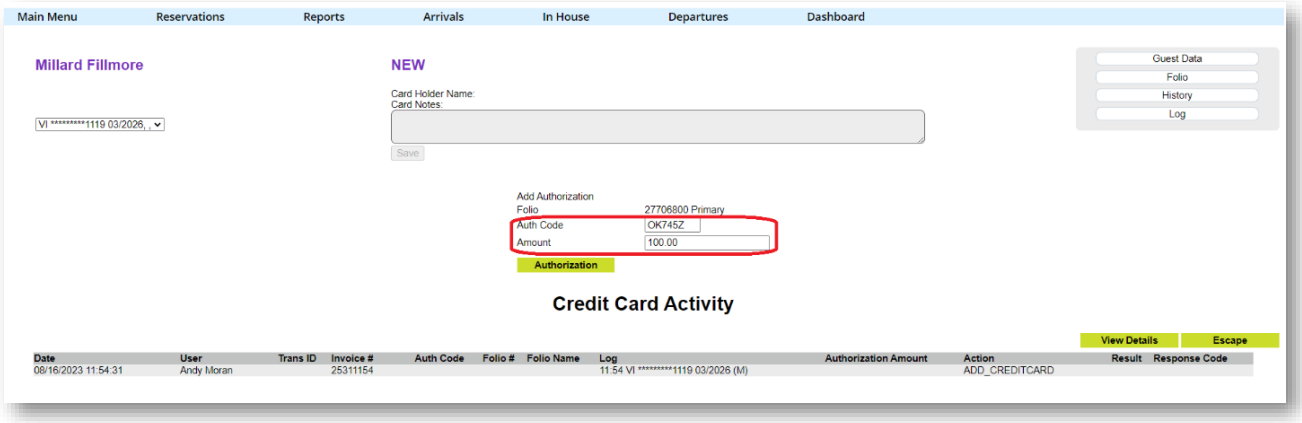
When this error occurs, the credit card administrator for your hotel will need to go into the credit card portal, locate the authorization, and obtain the authorization code and the authorization amount. The card would then need to be readded to AutoClerk Cloud with the "Add CC without Authorization" action.



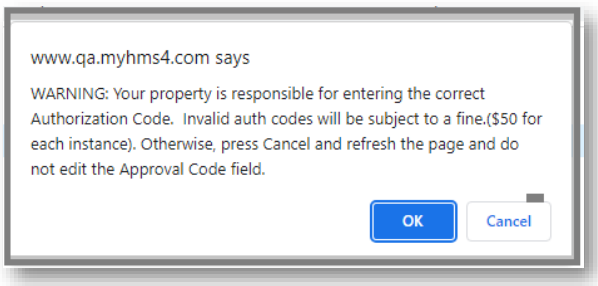
Once the Credit Card is added, go back to the drop-down menu and select “Edit CC”. Click the “Use Voice Authorization” button in the middle of the screen.



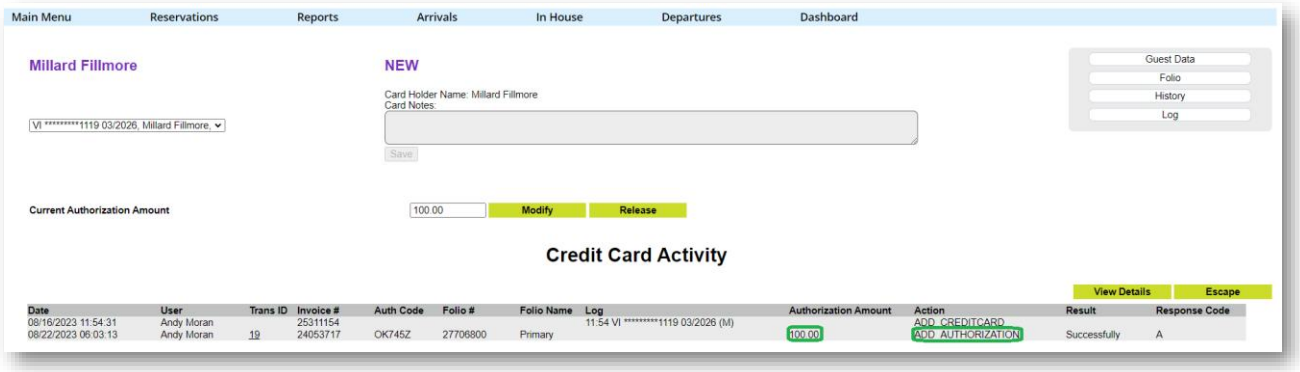
You must then input the “Auth Code” and “Amount” from the credit card portal. The Amount must be an exact match with the authorization amount. Once these fields are entered, click “Authorization”.



To verify that the correct amount is being entered you will get the following pop-up warning after clicking “Authorization”. If the amount is correct, press “OK”.

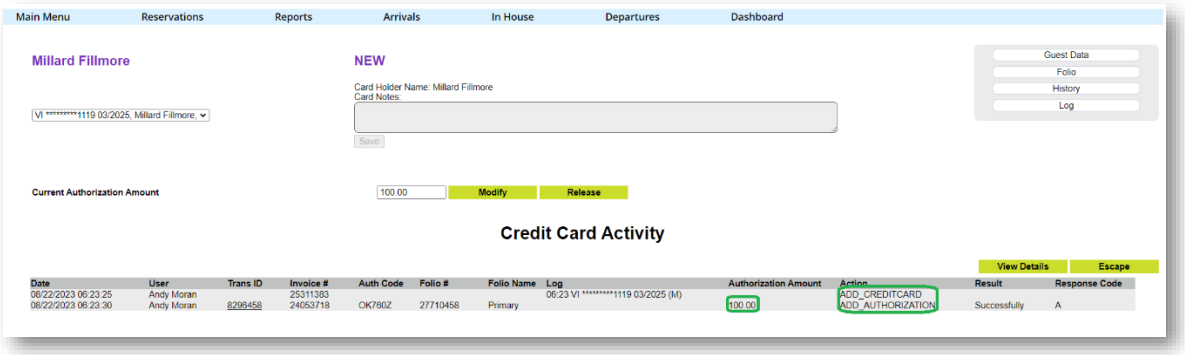


Once complete, an “ADD_AUTHORIZATION” action will be added at the bottom of the “Credit Card Activity” log. This method will not double-authorize the guest.

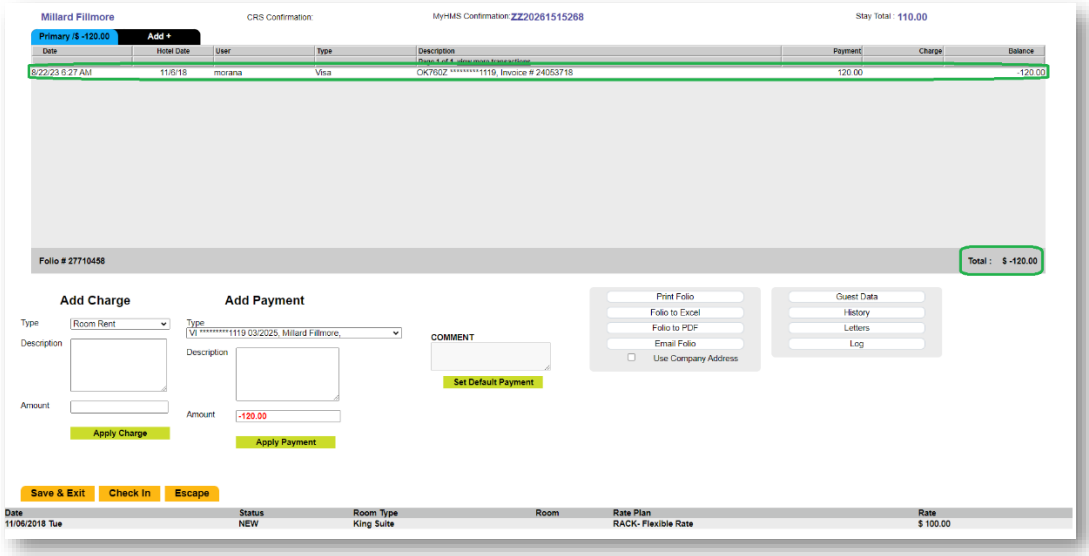


Authorization Settlements

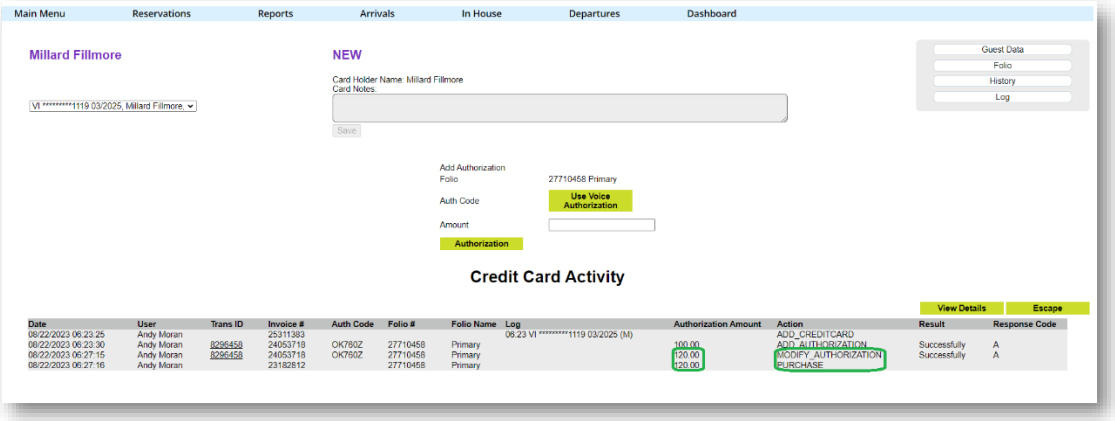
As mentioned above, when Credit Cards are authorized onto a reservation, there are two transactions that will post to the "Credit Card Activity" log: one to add the card, the another for the authorization.



Continuing this example, we will post a payment to the folio, except the payment amount will be more than the authorization (we will post $120 against the $100 authorization).

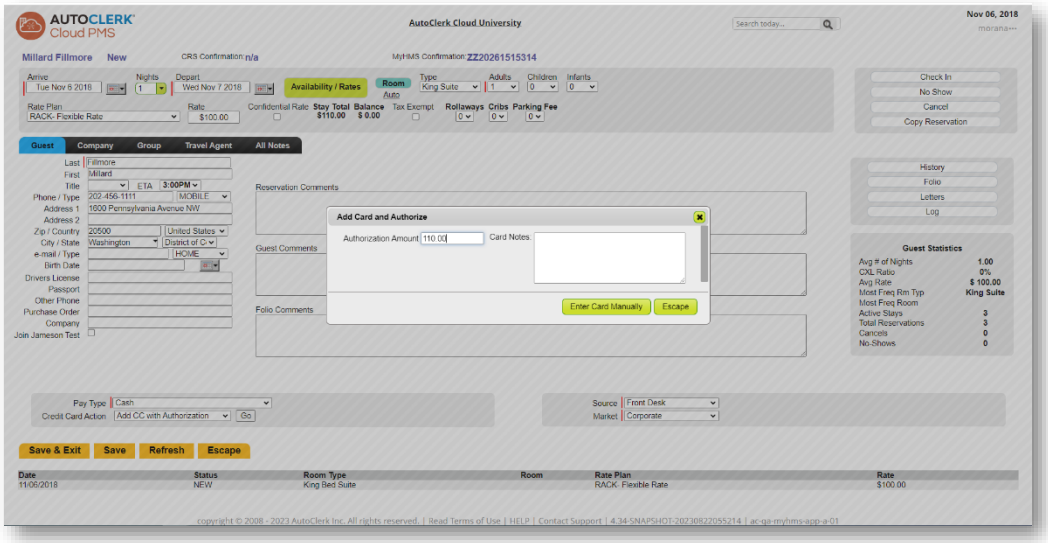


This causes the system to obtain an authorization modification (MODIFY_AUTHORIZATION) so that we have the full purchase amount authorized. The posting of the payment shows as a "PURCHASE" in the credit card log.

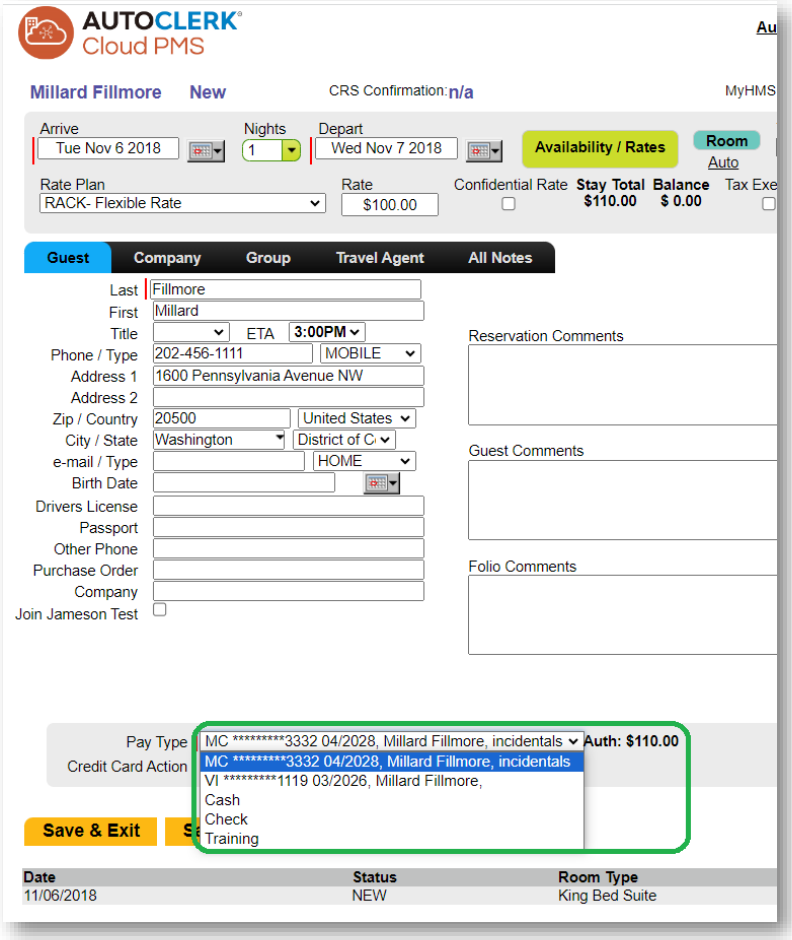


Adding Incidental Credit Cards

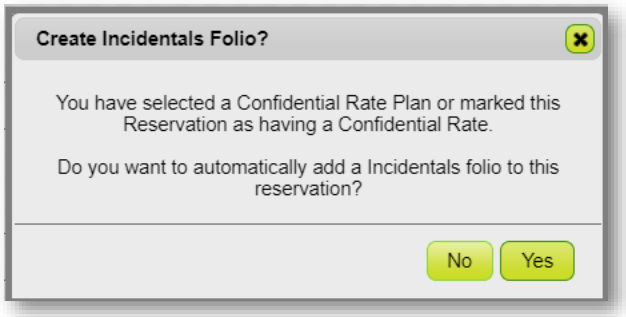
There are times when you need to add an additional credit card to a room. An example of this is when you have a reservation made by an OTA (Online Travel Agency) with a virtual credit card; you will often want to get a second credit card to cover any incidental charges the guest may have.



Once the incidentals card has been collected, it will become the default payment method. You will now have access to all credit cards on the reservation via the “Pay Type” drop-down menu.



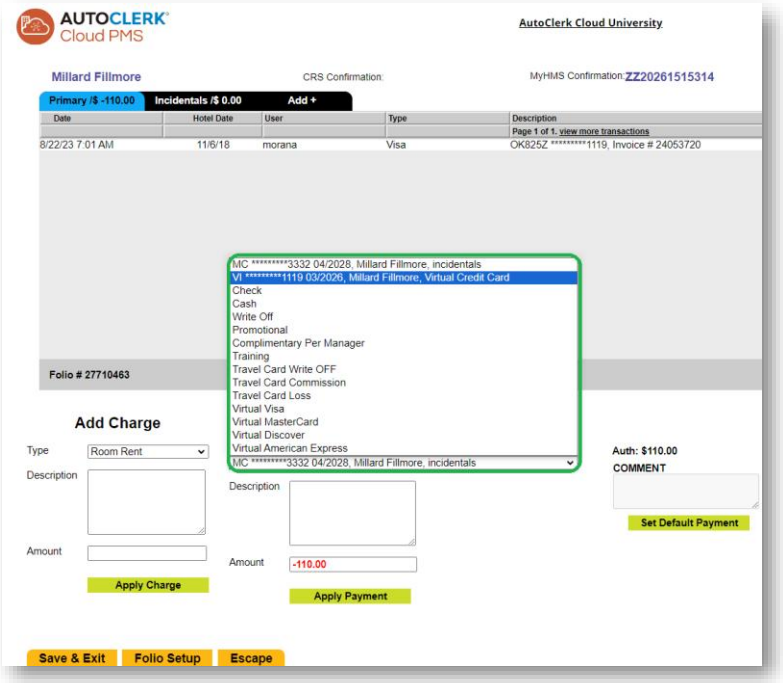
To properly set up a separate payment for incidentals, you will need to set up an Incidental folio. If you check-in a reservation that has the rate plan set as “Confidential”, the system will automatically prompt you to create an Incidentals folio.



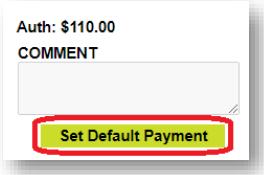
The next step is to set up routing (Folio Setup) so the system will automatically post the correct charges to the Primary or Incidentals folio. For details on routing, or to manually create folios, see Creating Additional Folios and Routing section of this manual.

Default Payment Method on a Folio

You also have the option to set a default payment for each folio. Select the folio you'd like to edit (the selected folio appears as the light blue tab at the top of the folio). From the Add Payment section, select the desired credit card in the drop-down list.



Finally, click on the button labeled "Set Default Payment".



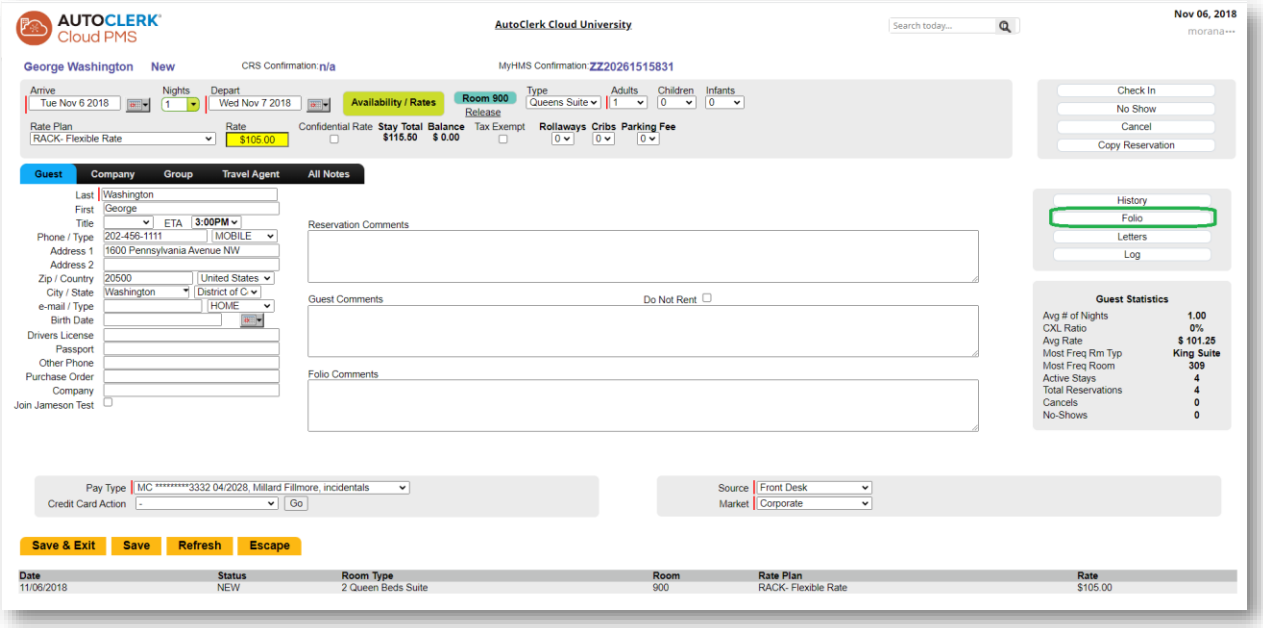
Folio Postings and Transfers

A folio (also called a bill or a receipt) is where the charges and payments for a guest's hotel stay are posted and managed.

There are three ways to locate a guest folio:

1. Arrivals/In House/Departures lists
2. Search (Search Today, Quick Search, or "More…" search)

If the guest is arriving, select the guest's name from the Arrivals list or menu and click "Folio" on the right-side of the reservation.



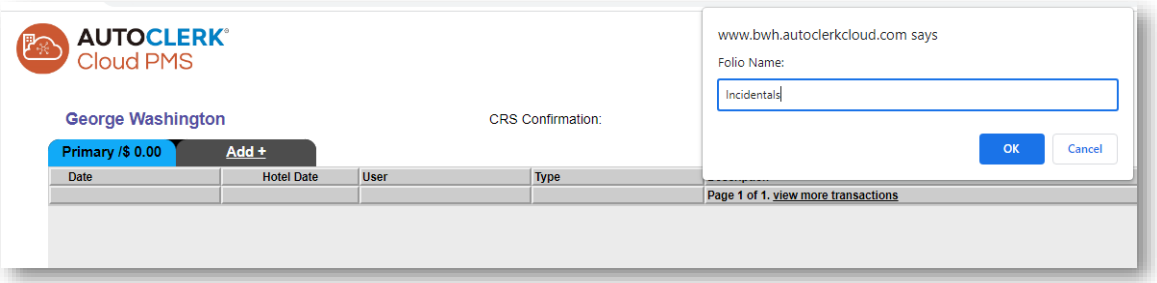
If the guest is currently in your hotel, select the guest's name from the In-House or Departures list or menu and you will be taken directly to the folio.

If the reservation is in the past or the future, use the Quick Search or Advanced Search feature from the Front Desk Dashboard to locate the reservation and click "Folio" on the right-side of the reservation.

Creating Additional Folios and Routing

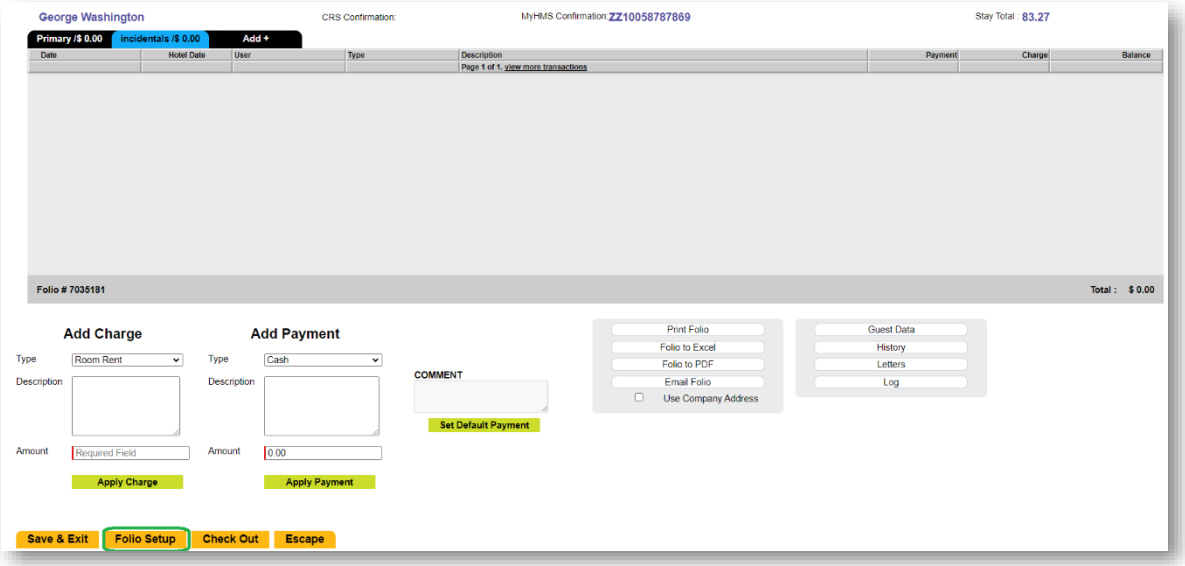
You can create as many folios as you need in a reservation. **Note: guest folios that are added cannot be deleted or renamed. See the House Accounts section for deleted a House Account folio.**

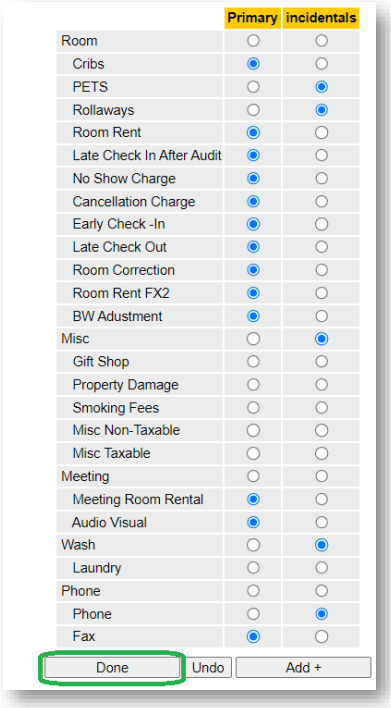
Above the folio on the left-side are two tabs labeled "Primary" and "Add +". Click "Add +" to create a new folio. A pop-up window will appear in the upper center of the page to give the new folio a name. For example, if a guest is requesting specific charges to be separated from their Room charges, you can create an "Incidentals" folio. Click "OK" to finish creating the folio. The folio name will not be visible on the printed guest folio. **We strongly recommend not creating a second folio named "Primary", as this will cause the system to recognize it as a duplicate of the Primary folio and causes issues with routing and folio closing.**



To select a folio to make changes to it, click the tab at the top. The selected folio tab will highlight in light blue.

After creating a new folio, you will need to assign what charges are to be applied to it. At the bottom of the page click the "Folio Setup" button.





The names of the folios appear at the top in orange. Assign charges to a folio by clicking the radio buttons.

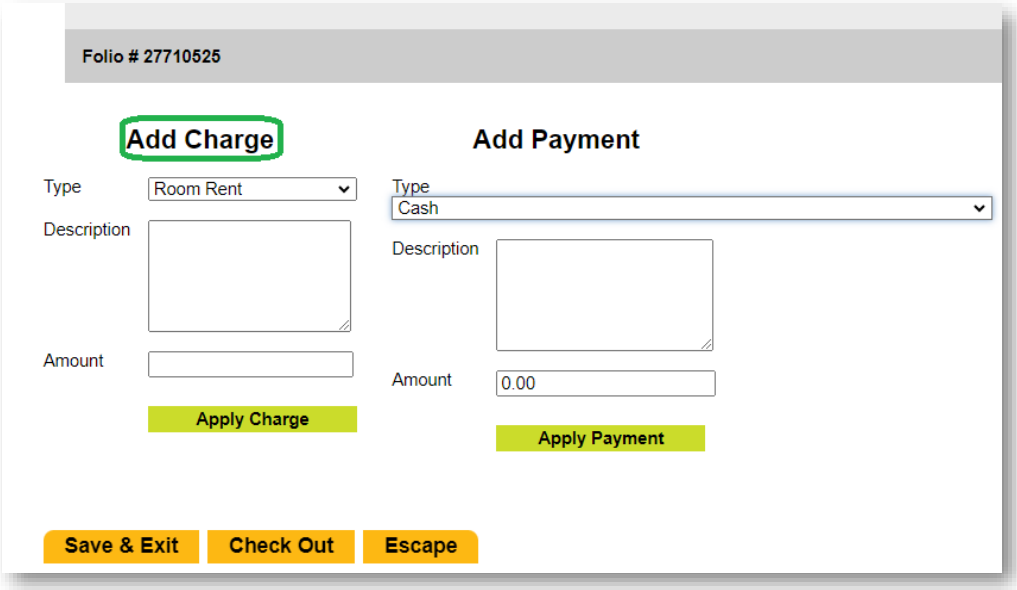
Notice how charges are listed by category (for example, several different charges fall under Room). You can route all charges in the entire category or choose only specific charges.

In this example, PETS, Rollaways, all charges under the Misc and Wash categories, and Phone charges are routed to the Incidentals folio.

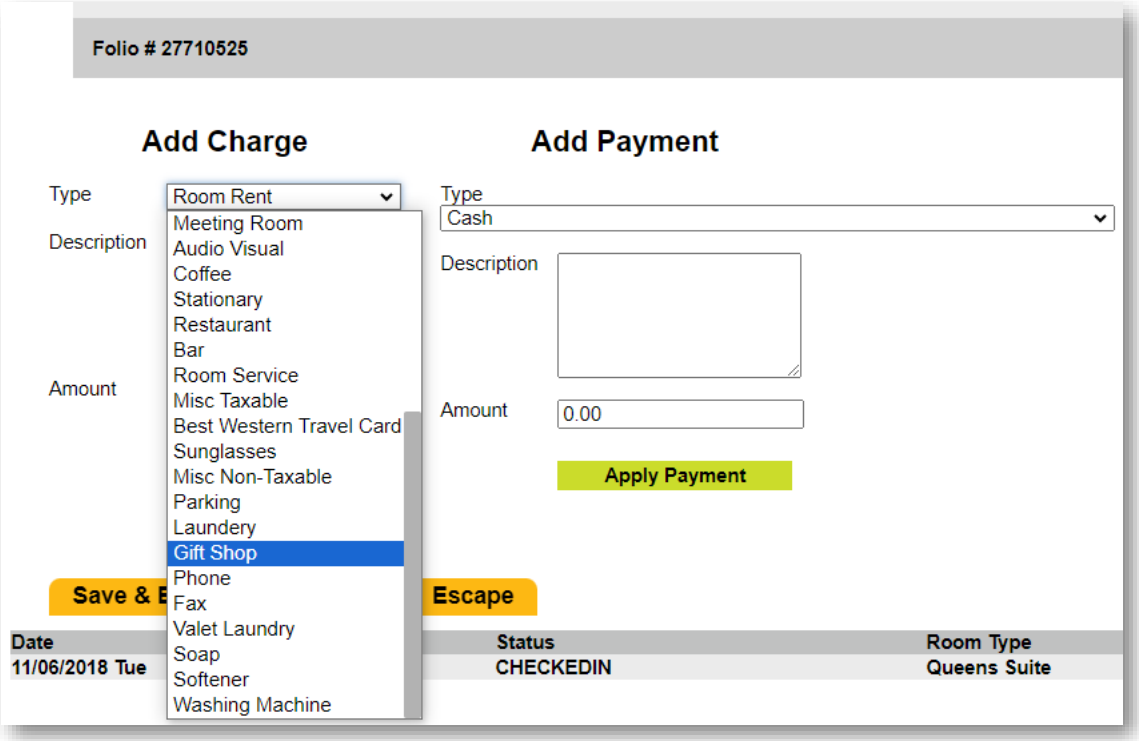
Click "Done" to save.

Posting Charges to a Folio

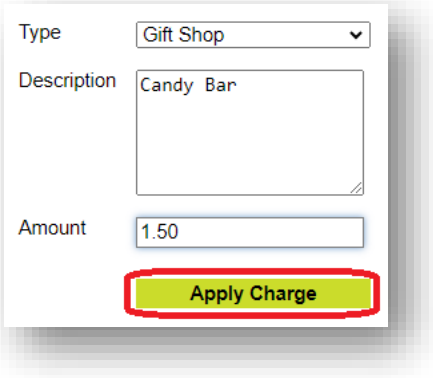
To post a charge to a guest's folio look for the "Add Charge" section below the folio on the left-side.



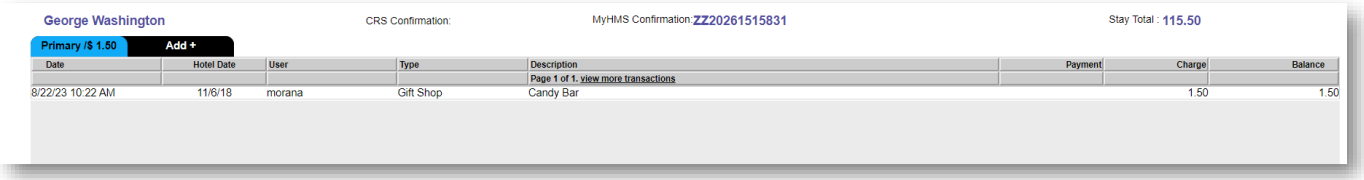
From the "Type" drop-down menu, choose the charge from the list and enter a Description (if necessary), which will be visible on the guest's folio copy. Enter the amount you wish to post in the "Amount" field.



When ready click “Apply Charge” and the transaction will post to the folio.

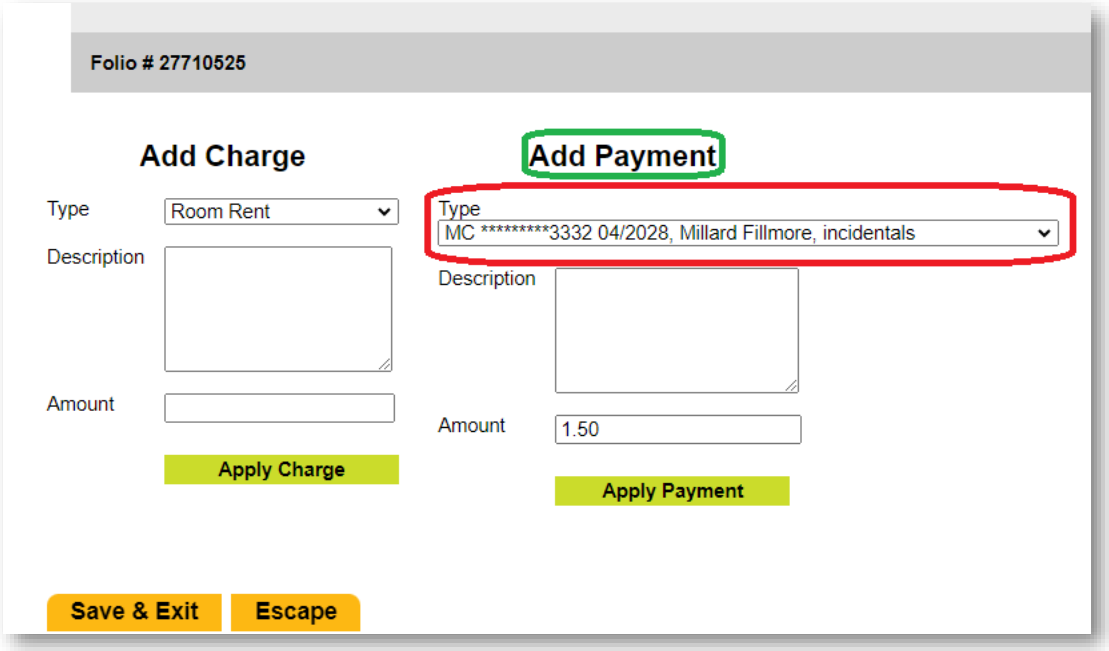


The posting Date and time (actual date), Hotel Date (business date), User, Posting Type, Description, and Charge Amount will display.



Posting Payments to a Folio

To post a payment to a guest’s folio look for the “Add Payment” section below the folio on the left-side. From the “Type” drop-down menu, choose the payment Type or credit card from the list and enter a Description (if necessary) which will appear on the guest’s folio copy.

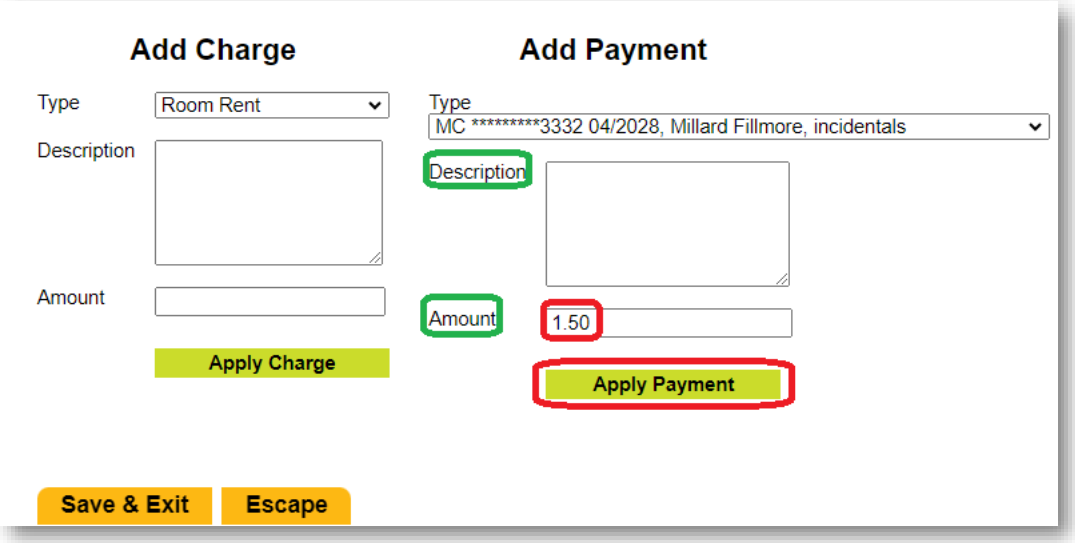


The payment due amount is automatically calculated either one of two (2) ways:

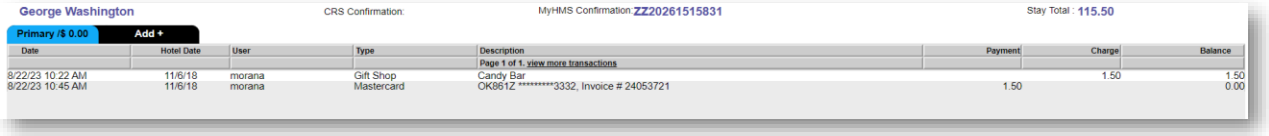
1. It will be calculated to display what is needed to bring the balance to zero ($0)
2. It will be calculated to display the entire Stay Total

The calculation method is determined by the "Calculate Payment on Current Balance" setting in "Hotel" section of "Setup" accessible only to the "Hotel Manager" role or higher.

If you would like to post a different amount, enter the amount you wish to post in the "Amount" field.



When ready click "Apply Payment" and the transaction will post to the folio. The posting Date and time (actual date), Hotel Date (business date), User, Posting Type, Description, and Charge Amount will display.



Posting a Split or Mixed-Tender Payment

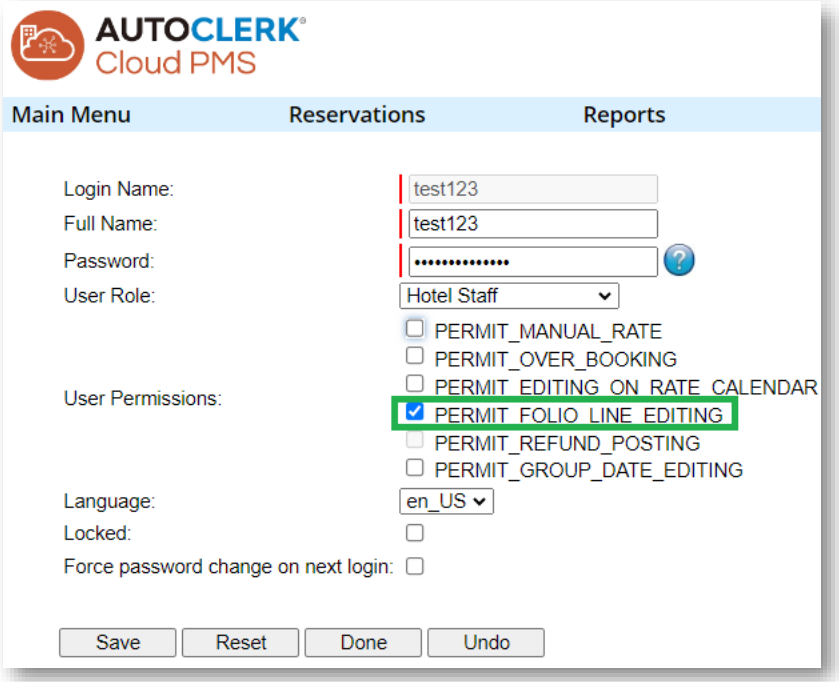
To post a split or mixed-tender payment to a guest's folio look for the "Add Payment" section below the folio on the left-side. From the "Type" drop-down menu, choose the payment type or credit card from the list you wish to apply the first part of the split and enter a Description (if necessary), which will appear on the guest's folio copy. Then repeat the process with the second payment method.

If a new credit/debit card is presented for the split, it will need to be added to the reservation from the Guest Data screen using "Add CC with Authorization" in the payment section.

Posting Corrections to a Folio

There are multiple ways to correct folio transactions: you can modify existing transactions, void transactions, or post adjustments to previous transactions. All users can post charges and adjustments.

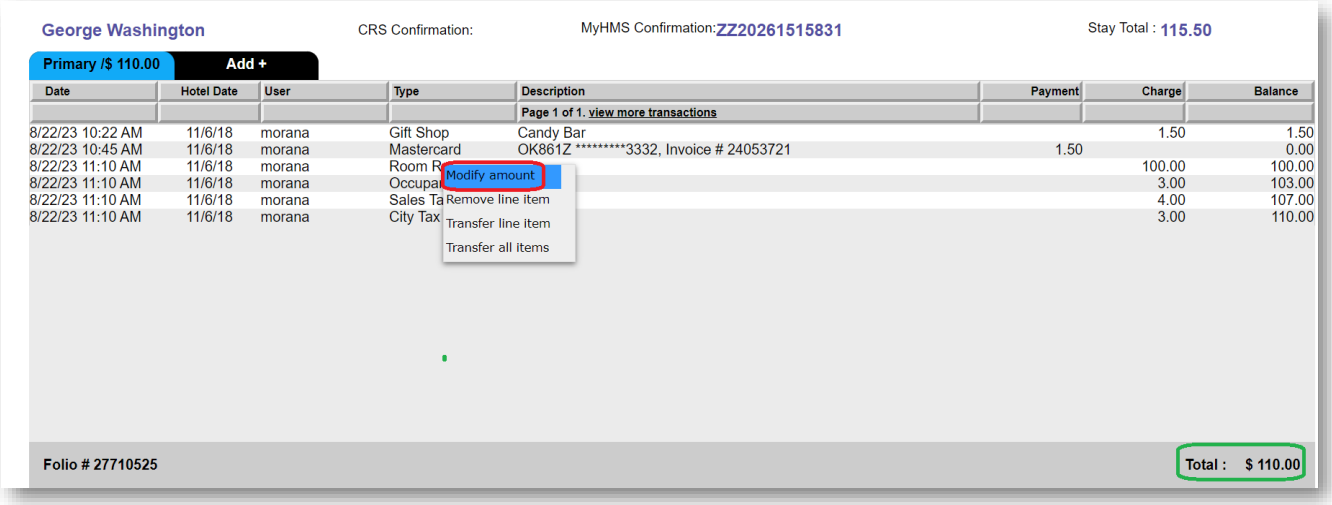
If your Hotel Manager has added the "PERMIT_FOLIO_LINE_EDITING" permission to your user, you'll be able to access a special menu to correct transactions. The specific user permission can be activated in the "Users" underneath the "System" Category in the "Setup" area.



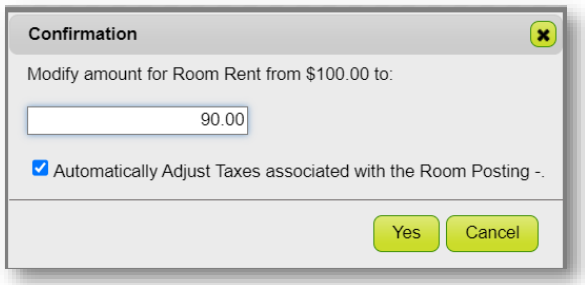
Note: City Ledger payments and credit card payments posted on a previous business day cannot be modified and must be adjusted with additional postings.

Modify amount

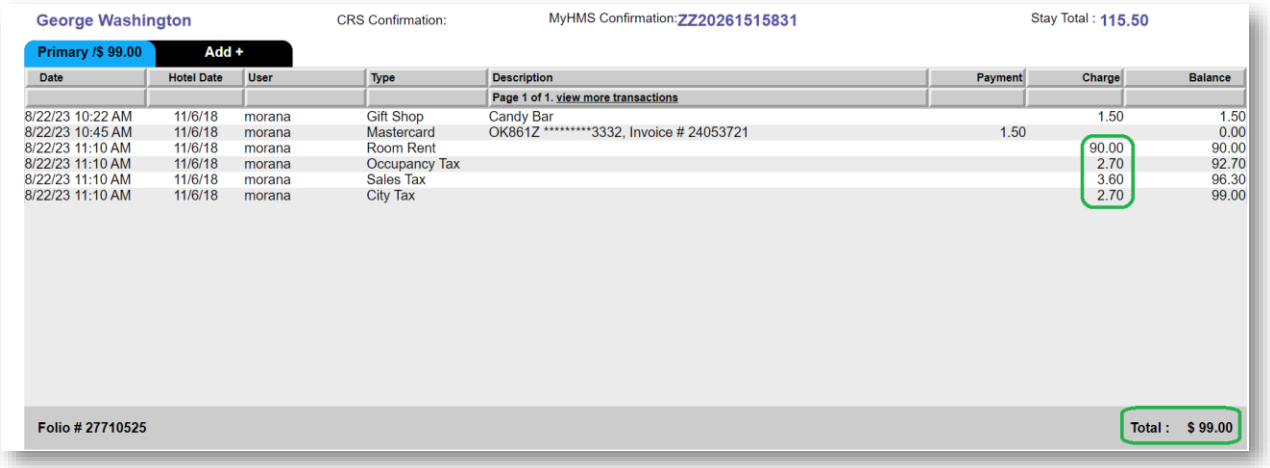
To modify existing transitions, in the guest folio, right-click your mouse on the posting line that needs to be corrected. A pop-up menu will appear with multiple options. Click on "Modify Amount". In this example we will make an adjustment to the Room Rent charge of $100.00.



A window will pop-up where you can correct the posting, in this example to $90.00. By default, this will adjust the taxes that are associated with the Room Rent charge, but you can uncheck the box if you do not want the taxes adjusted. Click "Yes" when finished.



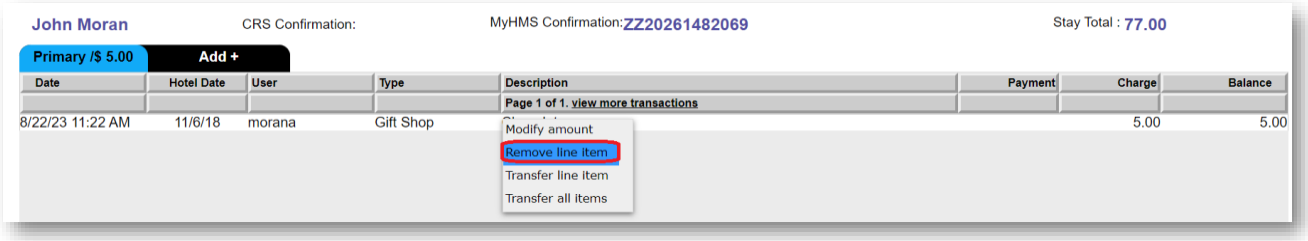
The folio will now display the adjusted room rent and taxes. The balance previously was $110 but after the adjustment the folio balance is now $99.00.



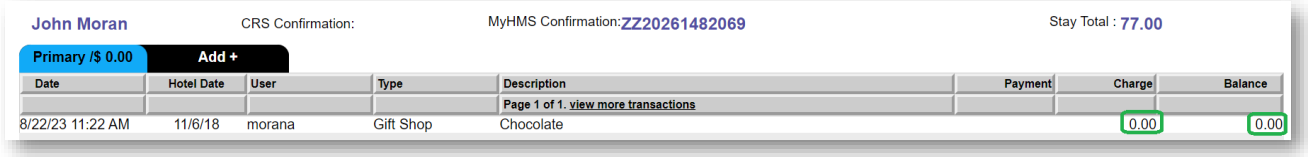
Transaction reports will provide an audit trail for modifications. Any changes are reported as adjustment postings to keep track of each instance the amount was modified. This allows accurate reporting while keeping the guest's folio uncluttered and easier to read.

Remove line item

To void the posting entirely, in the right-click menu, choose “Remove Line Item”.



After confirming that you want to remove the transaction, the line will remain on the folio, but the amount will show as $0.00. This informs hotel staff that a transaction was voided on the folio, however the transaction line will *not* display to the guest on printed folios.



Adjustments

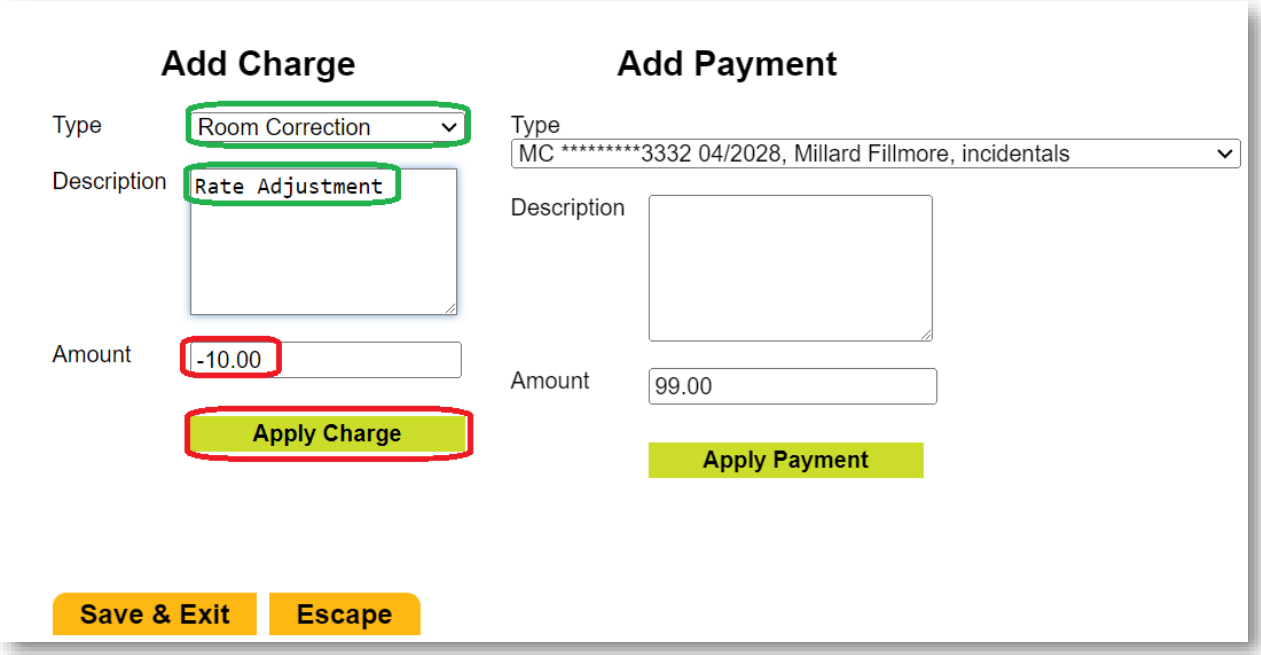
Posting adjustments is required if your manager has not permitted “Folio Line Editing”. This method is also necessary if the transaction is for a previous business day (e.g., Night Audit was completed and now an adjustment needs to be made).

Note: Posting any “Room Rent” amount, positive or negative, will prevent the system from posting room and tax to that folio during the Night Audit. You can avoid this by using a separate charge such as “Room Correction” to adjust room rent postings. For arrivals after rolling the night audit routine, use a “Late Check-In After Audit” charge.

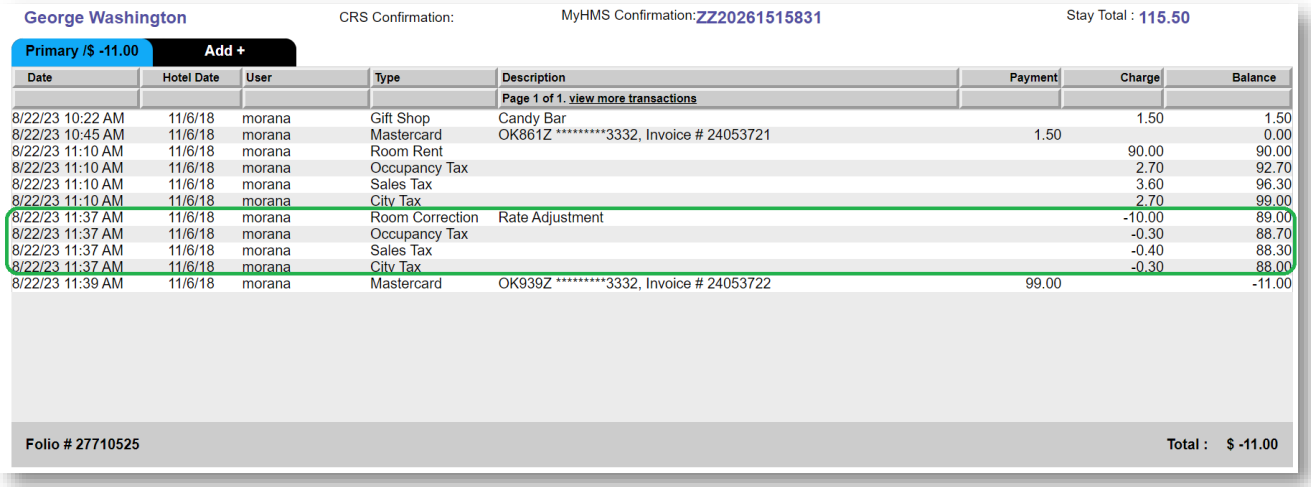
In this example we will make the same adjustment to the Room Rent charge of $100.00 however we will post a credit to room rent instead of modifying the original posting.

In the guest folio, select the transaction type from the drop-down menu in the “Add Charge” section, in our example, we will use “Room Rent”. Enter the reason for the adjustment in the “Description”, which will appear on the guest’s folio copy.

Next, enter the amount of the adjustment needed. If entering a credit, use a minus (-) to indicate a negative amount. When ready click “Apply Charge”.



The folio will now display the adjusted room rent and tax. The balance will now display a negative (-) amount indicating that there is a credit due that will need to be refunded to the guest. Details on how to post a refund are in the next section.



George Washington CRS Confirmation: MyHMS Confirmation:ZZ20261515831 Stay Total : 115.50

Primary /$ -11.00 Add +

Date	Hotel Date	User	Type	Description	Payment	Charge	Balance
				Page 1 of 1. view more transactions			
8/22/23 10:22 AM	11/6/18	morana	Gift Shop	Candy Bar		1.50	1.50
8/22/23 10:45 AM	11/6/18	morana	Mastercard	OK861Z *********3332, Invoice # 24053721	1.50		0.00
8/22/23 11:10 AM	11/6/18	morana	Room Rent			90.00	90.00
8/22/23 11:10 AM	11/6/18	morana	Occupancy Tax			2.70	92.70
8/22/23 11:10 AM	11/6/18	morana	Sales Tax			3.60	96.30
8/22/23 11:10 AM	11/6/18	morana	City Tax			2.70	99.00
8/22/23 11:37 AM	11/6/18	morana	Room Correction	Rate Adjustment		-10.00	89.00
8/22/23 11:37 AM	11/6/18	morana	Occupancy Tax			-0.30	88.70
8/22/23 11:37 AM	11/6/18	morana	Sales Tax			-0.40	88.30
8/22/23 11:37 AM	11/6/18	morana	City Tax			-0.30	88.00
8/22/23 11:39 AM	11/6/18	morana	Mastercard	OK939Z *********3332, Invoice # 24053722	99.00		-11.00

Folio # 27710525 Total : $ -11.00

–

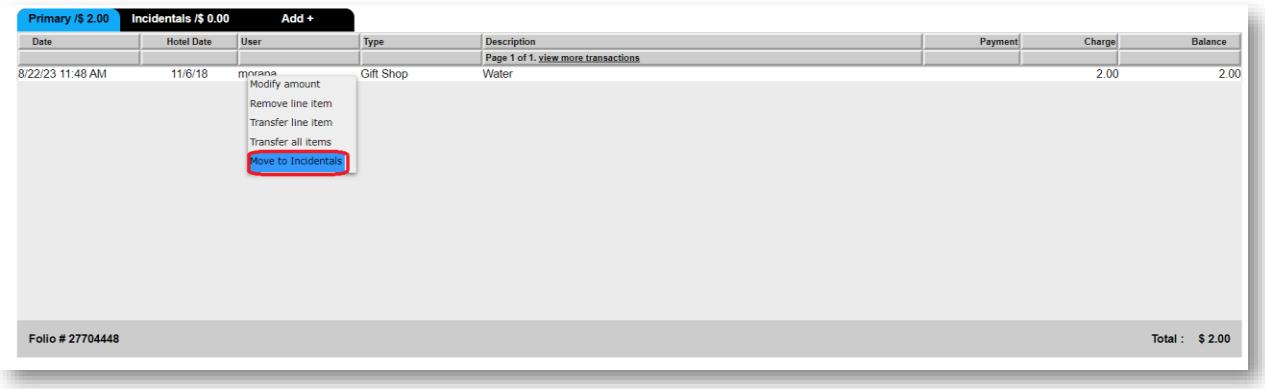
Moving and Transferring Folio Postings

Folio postings can be moved to any folio in a reservation, including the group folio if the reservation is attached to a group. They can also be transferred to a different guest's folio. Postings can only be moved or transferred if your manager has added "PERMIT_FOLIO_LINE_EDITING" permission to your user. If you do not have this permission, you will need to ask your manager to complete this task.

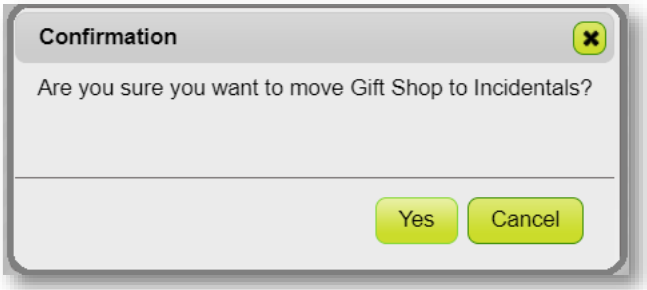
Note: All payment types except City Ledger and credit card payments can be transferred to another guest's folio. Credit card payments are tied to the guest's profile and cannot be transferred to another guest's profile. These payment types will need to be refunded and then reposted on the new folio.

Move Charges to Another Folio

In the guest folio, right-click your mouse on the posting line that needs to be moved. A pop-up menu will appear with multiple options. Click on "Move to <name of folio>", "Transfer Line Item", or "Transfer All Items".

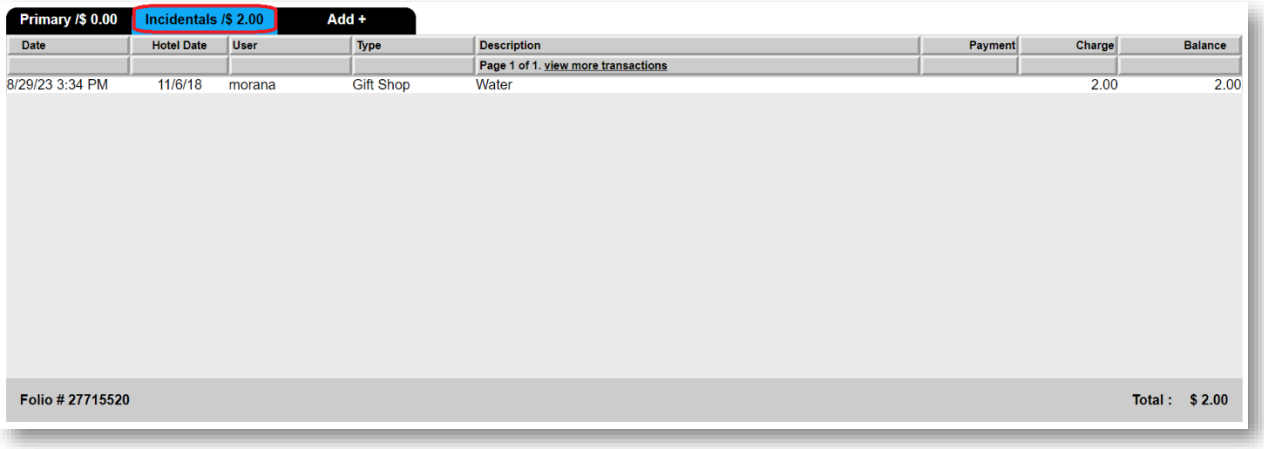


When moving to another folio in the reservation, a Confirmation window will pop-up asking, "Are you sure you want to move <transaction> to <folio name>?". Click "Yes".



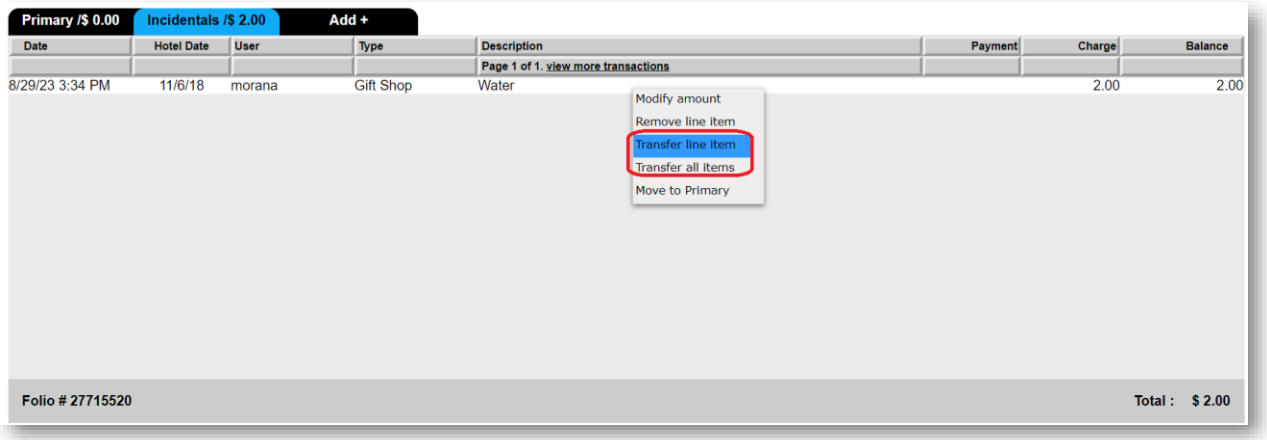
You will be taken to the destination folio and the moved transaction will display.

Note: Only the taxes associated with Rent postings can be moved automatically. All other postings will require the taxes to be moved manually to other folios in the reservation.

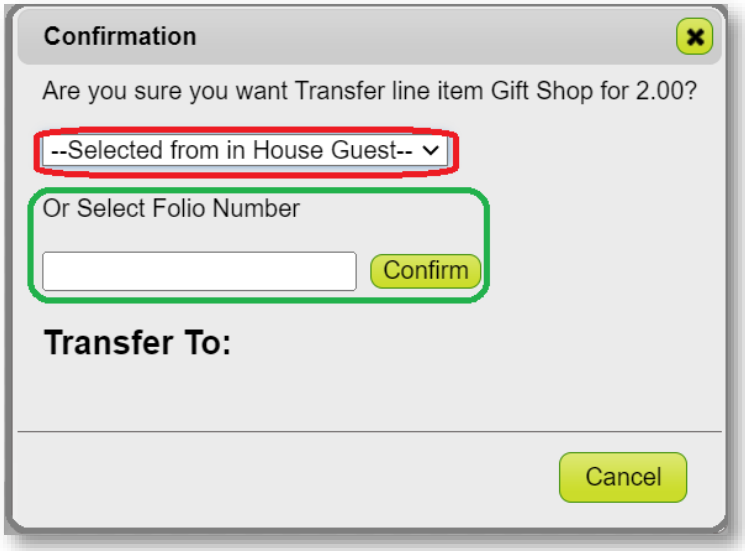


Transfer Charges to another Folio

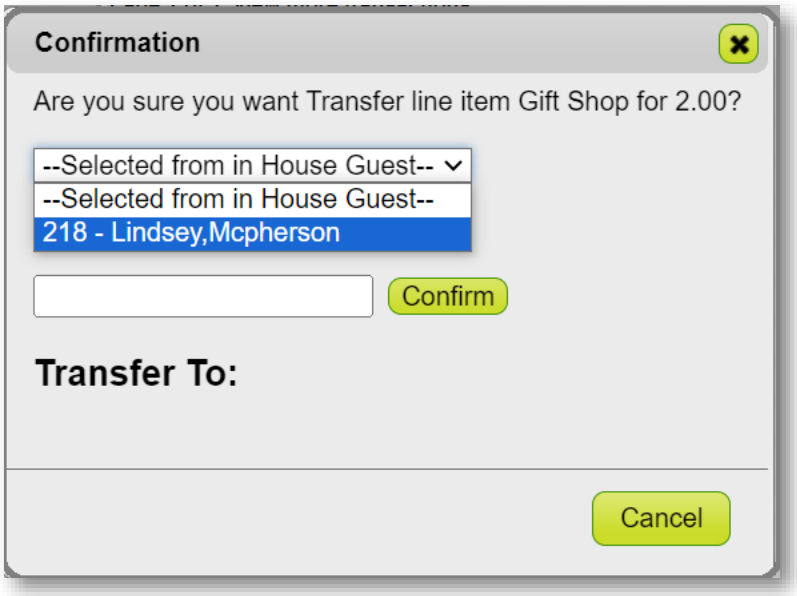
In the guest folio, right-click your mouse on the posting line that needs to be transferred.



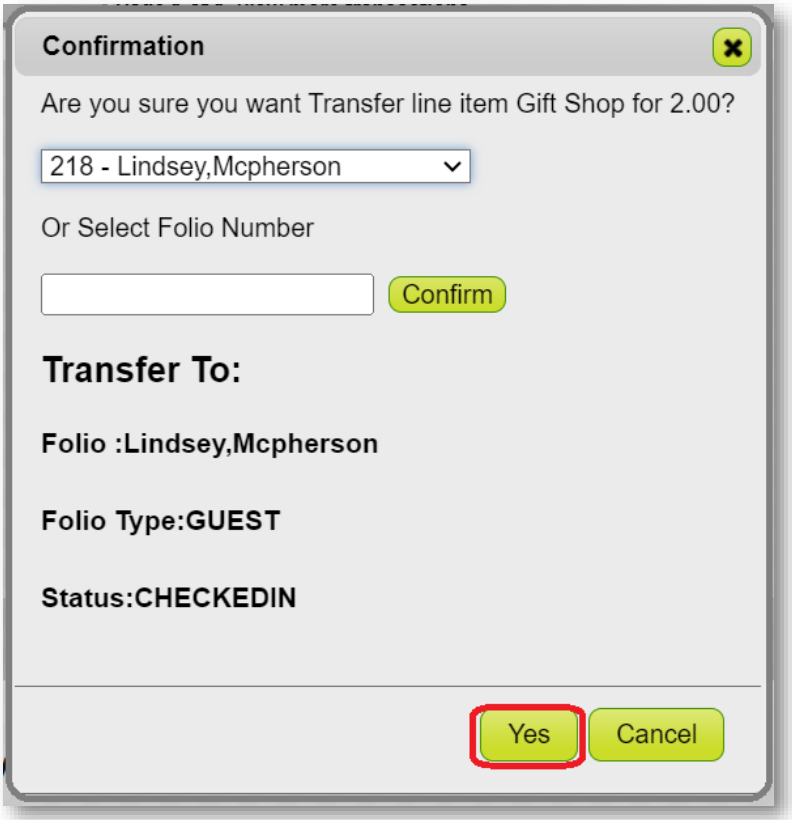
When transferring to another guest's folio, a Confirmation window will pop-up asking, "Are you sure you want to transfer line item <transaction>" or "Are you sure you want to transfer all items?".



In the drop-down menu, choose the in-house guest to transfer the posting(s) to. If the guest was checked-out, or will check-in, or you need to transfer the posting(s) to a group master folio, you may enter the Folio Number for the destination of the transfer. (The Folio Number can be found below the folio's postings on the lower left, above the "Add Charge" section).

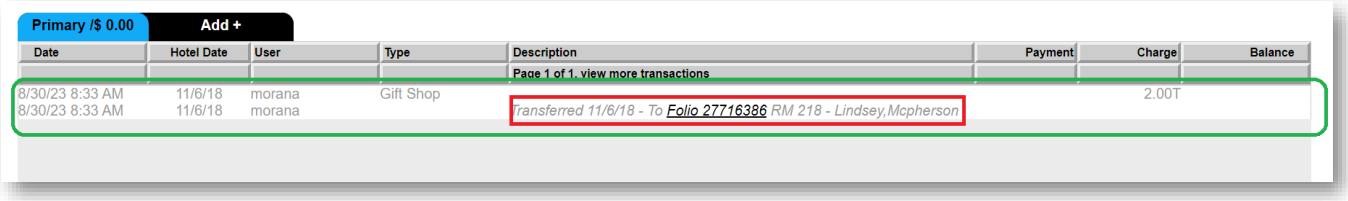


Once you have selected your folio destination and confirmed the transfer, click "Yes".



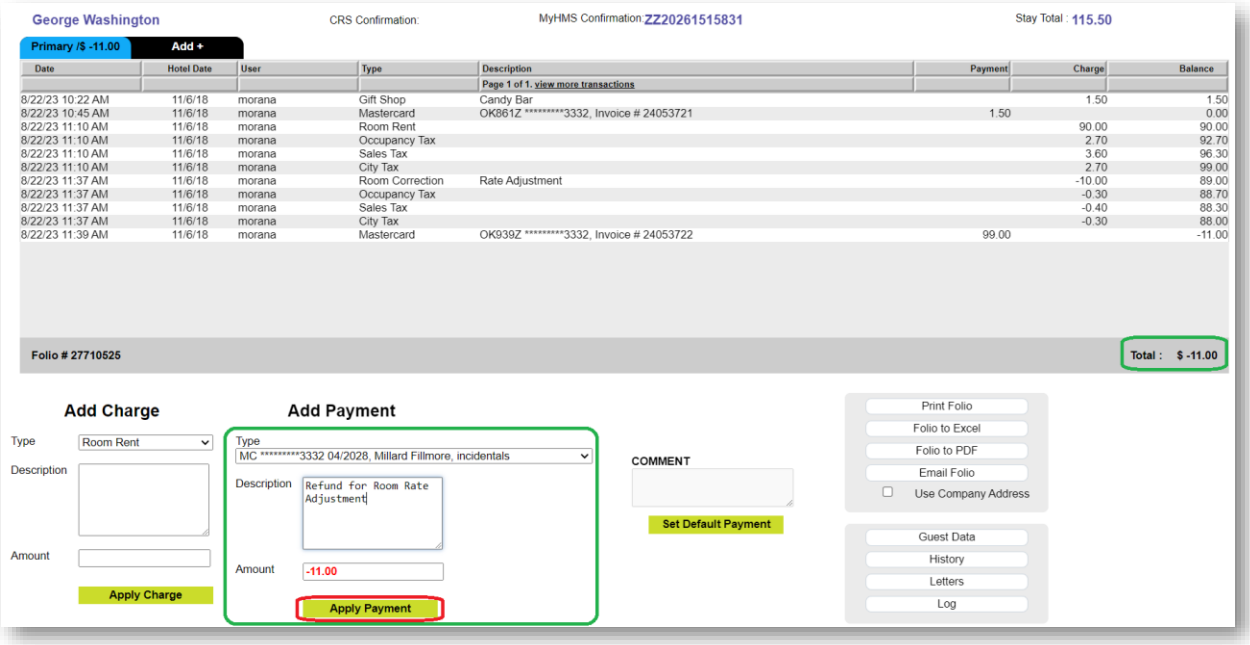
The folio posting(s) will then turn gray, and notes will appear to show where the posting(s) were transferred to. The Folio Number will be displayed as a hyperlink which will take you to that folio

to view the transferred transaction(s). These notes will not appear on printed folios and are only for the hotel to see that a transaction was transferred.

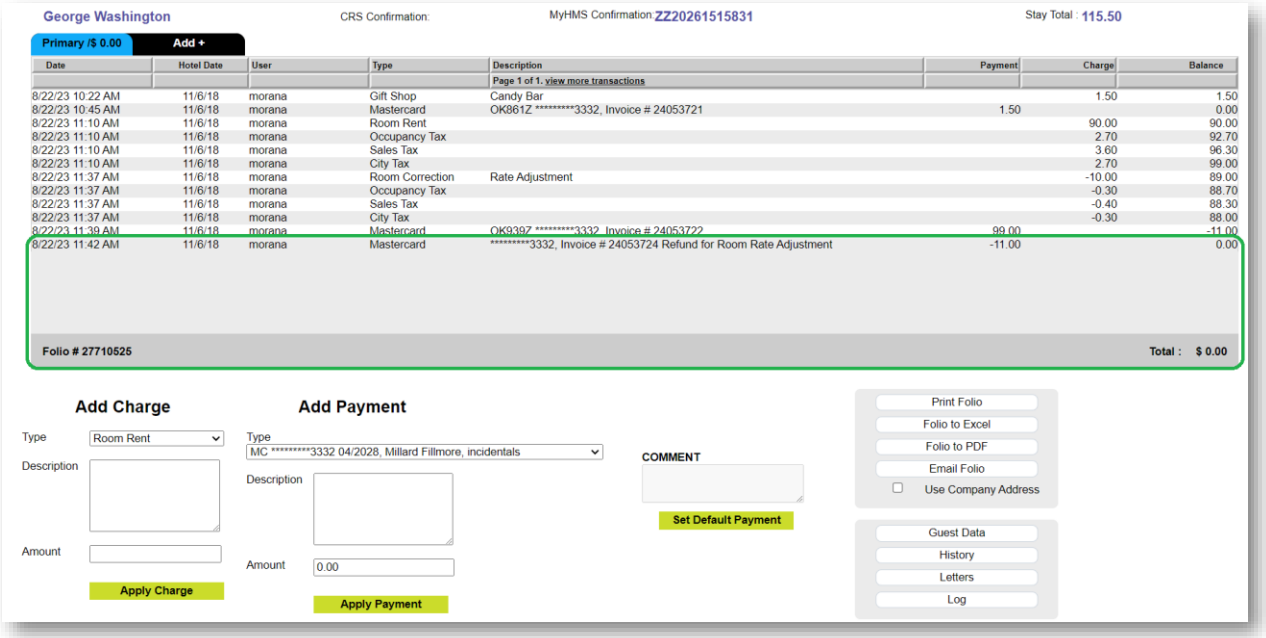


Refunding a Credit/Debit Card

After a posting has been adjusted, you may need to refund the guest if a previous payment to the folio has already been applied. This is indicated by a negative (-) amount in the "Total" balance at the bottom of the folio on the right, and you will see in the "Add Payment" section under the folio on the lower left that the Amount field will be a negative (-) red number.



- Confirm the guest's credit/debit card to be refunded in the "Type" drop down menu.
- Enter the reason for the refund in the "Description" which will appear on the guest's folio copy.
- Confirm the amount to be refunded and when ready click on "Apply Payment"
- You will see the amount refunded in the folio. The "Total" balance will be updated.
- The amount of time it will take for the guest to receive their refund varies depending on their bank's processing time and could take approximately 2-14 business days.

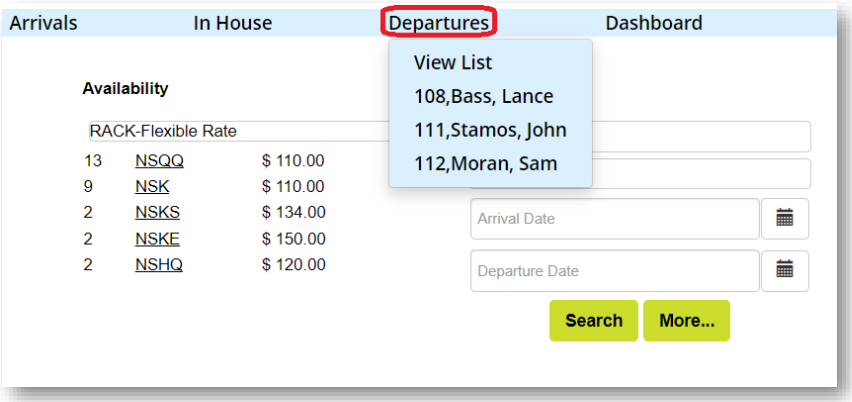


Departures / Check Outs

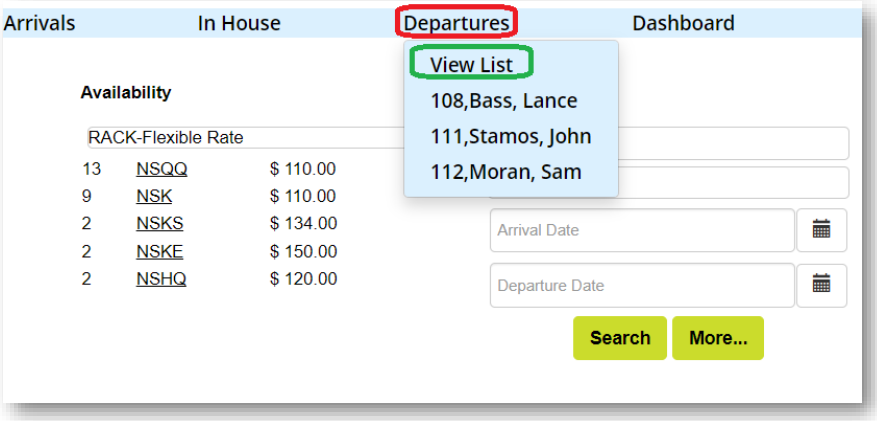
Locating a Departure

Once Night Audit has been run, there are a few different areas in the system where you can locate guests that need to be checked out:

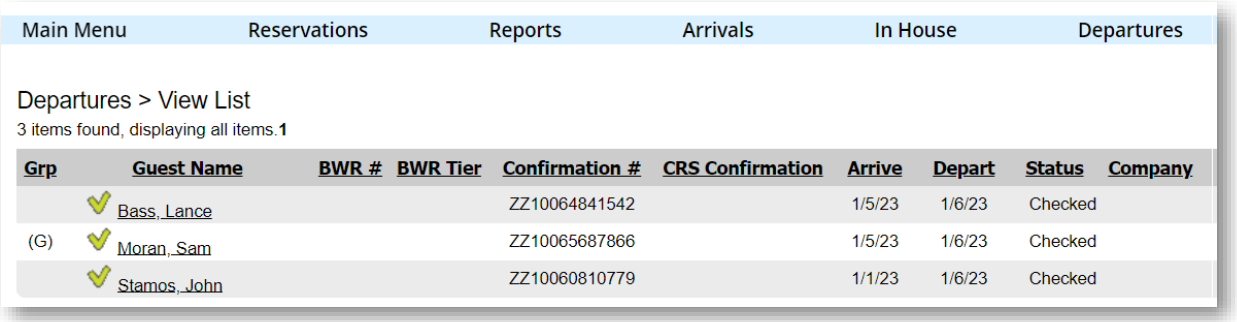
- Tape Chart (if the reservation already has a room assigned)
- Search Today and Quick Search
- Remaining Departures link in the "Summary" section on the Front Desk Dashboard
- Departures menu in the blue menu bar:



You may also see the guests due to check out by selecting the "View List" option from the drop down. This will take you to a separate screen and show additional guest data.

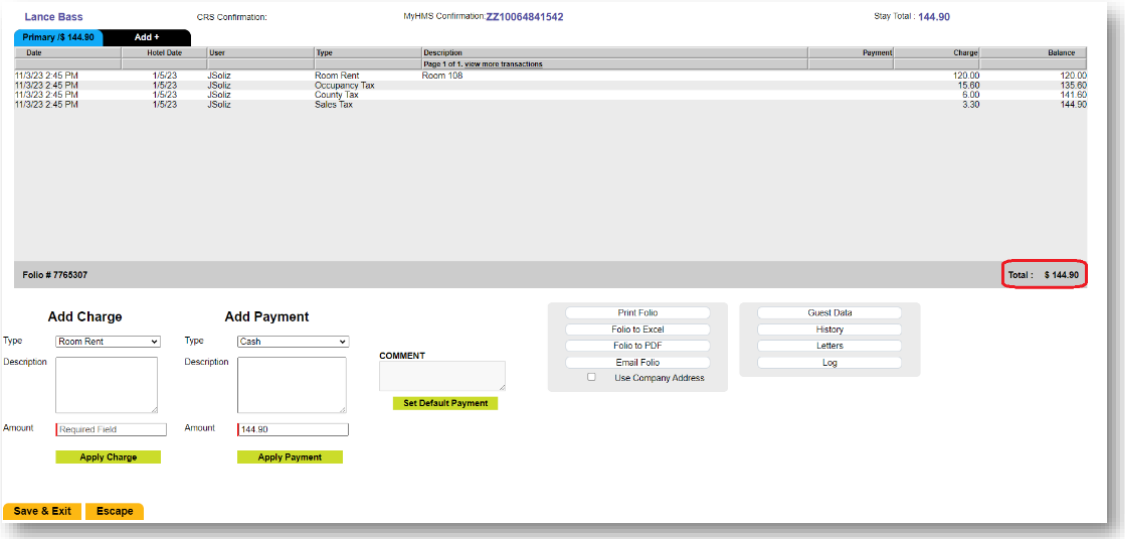


From here, you can sort the guest data by clicking on any of the **underlined column headers**. Click the individual guest's name to be taken directly to their folio.



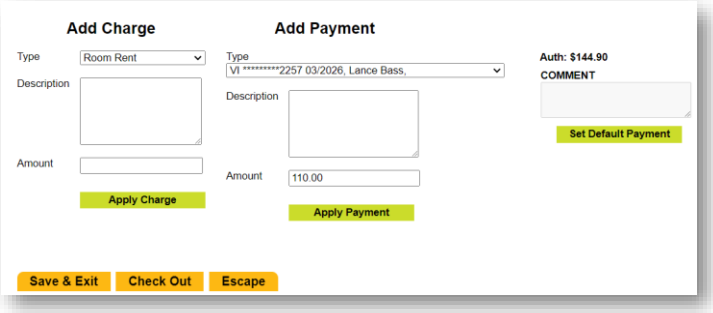
Settle the Folio

From the guest folio, you can see any charges or payments that have been posted. In the example below, room rent and tax have been charged and there is a balance of $144.90.

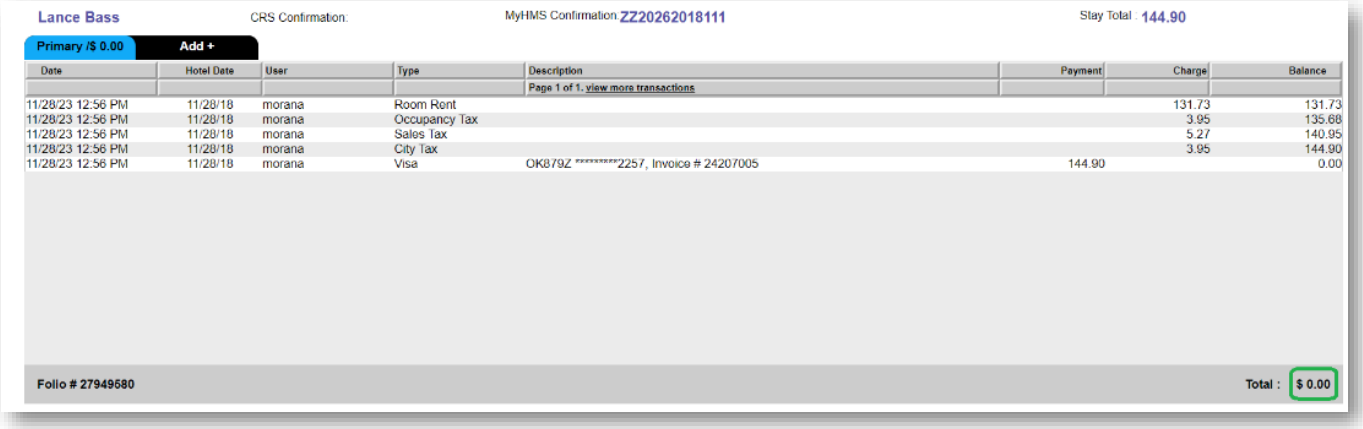


Before a guest can be checked out, all folios must have a zero balance. Payments to a folio can be made in the “Add Payment “section of the screen. Use the “type” drop down and select the

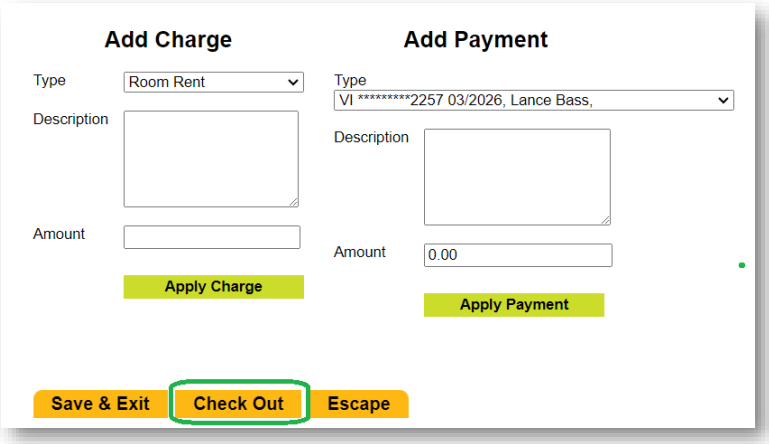
method of payment for the guest. The balance of the folio will automatically be populated in the amount field (always double check the amount being posted). When ready, click Apply Payment.



After payment has been applied, the balance must be zero before continuing the checkout:



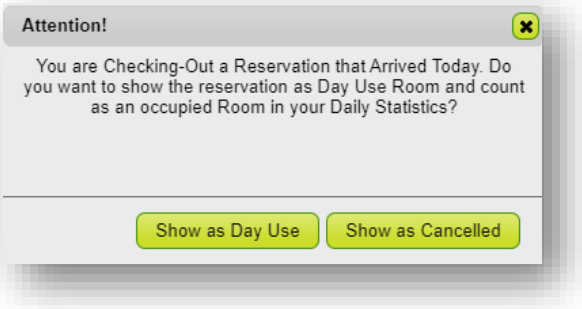
Once the payment has been applied and the folio has a $0.00 balance, an orange “Check Out” button will appear at the bottom of the folio screen.



Day Use Reservations

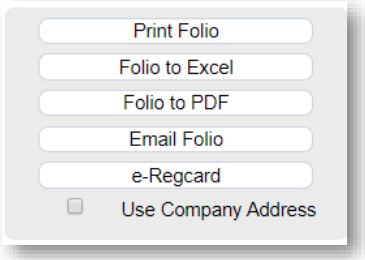
All reservations must be booked for at least a one-night stay. However, a room can be marked day use by checking it in, and then on the same day checking out the reservation with a zero balance. Any charges must be posted manually as there will not be a Night Audit routine to automatically post charges.

After clicking "Check Out" popup will ask you to confirm if you'd like to mark the reservation as a day use room or cancellation.

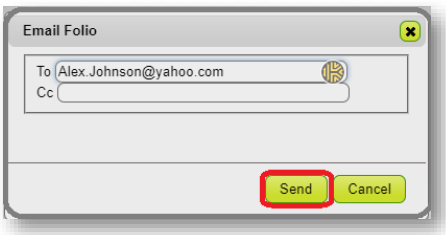


Printing or Emailing a Reservation Folio

A guest has the option for either a hard copy or digital copy of their folio. From the guest folio screen near the bottom right corner, there are a few options:



- **Print Folio**: This will produce the folio for preview in another browser tab, which can be printed by using the browser's print function. The resulting printout may appear smaller and may not fill the page.
- **Folio to Excel**: This will send the folio to a spreadsheet program like Excel in the event certain lines need to be removed before printing. The resulting printout will look the same as if printed from a PDF.
- **Folio to PDF**: This is the best printing method. This will export a copy of the folio to your PDF reader for immediate printing. It fills the page providing a professional and readable copy for the guest.
- **Email Folio**: This will send an email to the guest and attach the folio as a PDF. If there is an email address on the guest's profile, it will automatically populate, however you may edit this field and one Cc may be added. To send to more than two recipients at a time, click Email Folio again.



Example Folio

*** AutoClerk Cloud University**

100 Main Street
Phoenix, Arizona 85027
Main:(623) 780-6000 Fax:623-780-1234
00599@hotel.bestwestern.com

Guest Folio

User: EM
Date: August 21, 2024
Time: 2:52 PM

Training Manual
6201 N. 24th Parkway
Phoenix,AZ 85016

Arrival date: 7/27/2024
Departure 7/28/2024
Confirmation ZZ10098400517
Room: 125 (King
Folio #: 11889625

DATE	DESCRIPTION	TYPE	CHARGES	CREDITS	BALANCE
7/27/24		Room Rent	$ 100.00		$ 100.00
7/27/24		County Sales Tax	$ 7.38		$ 107.38
7/27/24		Occupancy Tax	$ 11.95		$ 119.33
7/27/24		Sales Tax	$ 2.00		$ 121.33
		Totals			**$ 121.33**

Guest Signature: _____

House Accounts

House Accounts are folios used to post charges and payments for non-guest or non-group purposes. Common uses include Market/Sundry sales, sales to customers who are not guests in your hotel, or to keep track of vending refunds and/or laundry commissions.

The House Account folios must all be at $0.00 balance for Night Audit to be run.

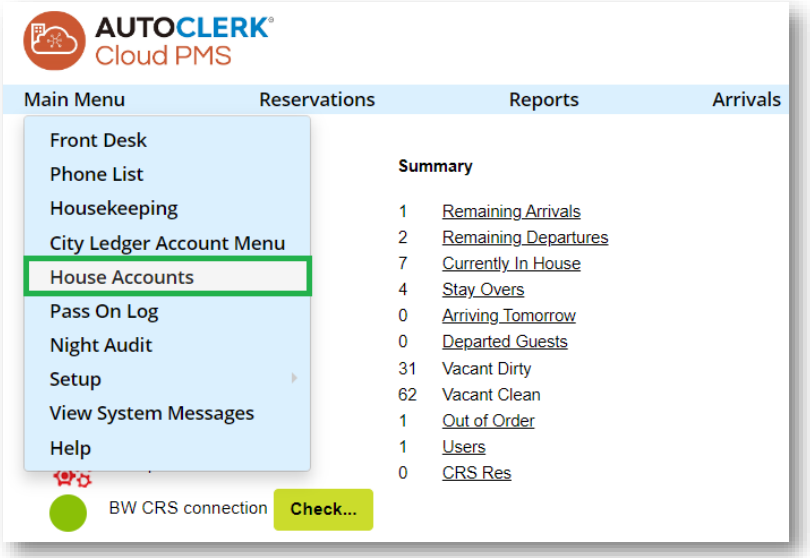
House Account folios are like guest folios, with only some key differences (described in detail in the following sections). In House Accounts:

- Specific transactions may be check-boxed to display on the printed or emailed folio.
- Folios may be closed which will wipe out all charges and recreate the folio with the same name and settings. Any folios not named "House" will give you the option to delete the folio after closing it.
- Credit cards are stored in House Accounts until the folio is closed, or until the card is removed using the white "Remove Card" button.
- It is not possible to transfer charges from a guest folio to the House Account folios. However, charges can be transferred from the House Folio to a guest folio.
- City Ledger/Direct Bill cannot be used as a payment type in House Accounts.

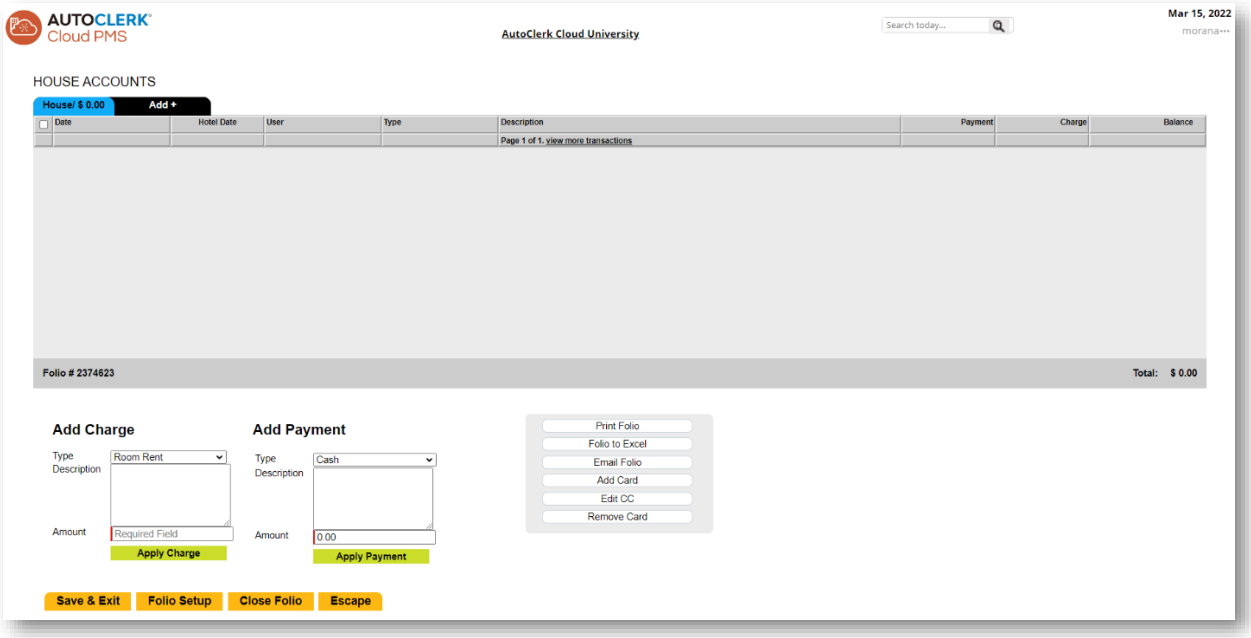
For basic information on handling folios, reference the following sections under Folio Postings and Transfers:

- Creating Additional Folios and Routing
- Posting Charges to a Folio
- Posting Payments to a Folio
- Posting a Split or Mixed-Tender Payment
- Posting Corrections to a Folio
- Refunding a Credit/Debit Card
- Moving and Transferring Folio Postings

The House Accounts can be accessed from the Main Menu drop-down menu in the blue menu bar.



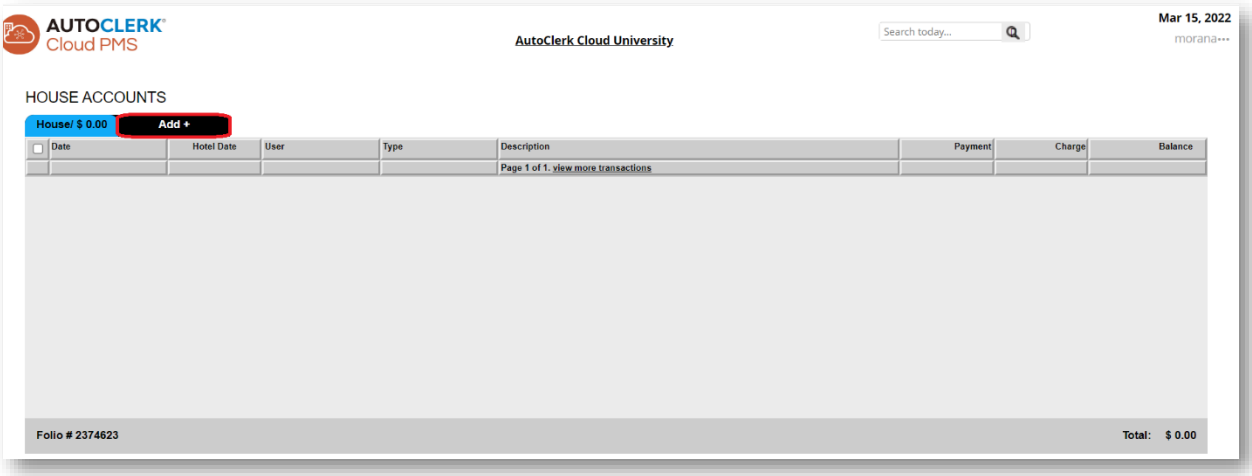
All House Accounts appear as a folio.



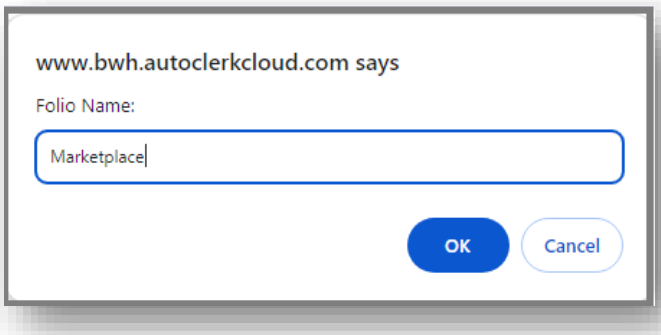
Creating Additional Folios in the House Accounts

You can create as many folios as you'd like in House Accounts. **Note: We strongly recommend not creating a second folio named "House", as this will cause the system to recognize it as a duplicate of the default House folio and causes issues with routing and folio closing.**

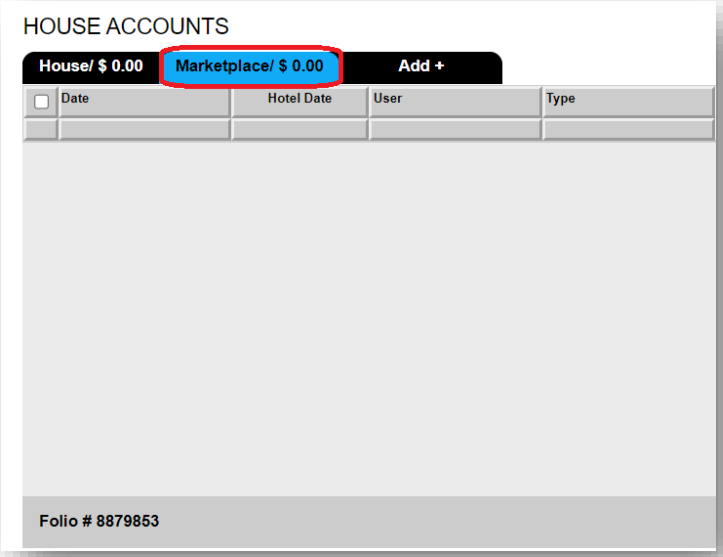
Above the folio on the left-side you'll see two tabs labeled "House" and "Add +". Click "Add +" to create a new folio. A pop-up window will appear in the upper center of the page to give the new folio a name.



For example, for a purchase from the Marketplace you can create a "Marketplace" folio. Click "OK".

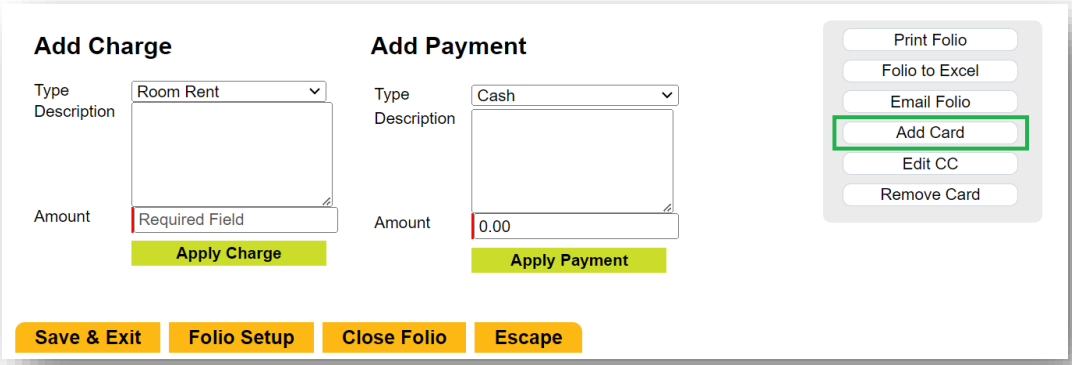


The new folio tab will appear at the top of the page.

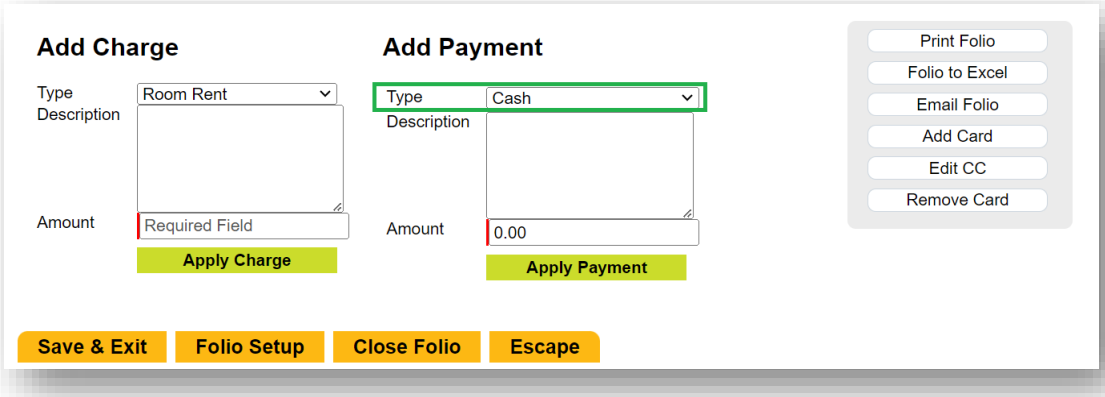


Adding a Payment in a House Account

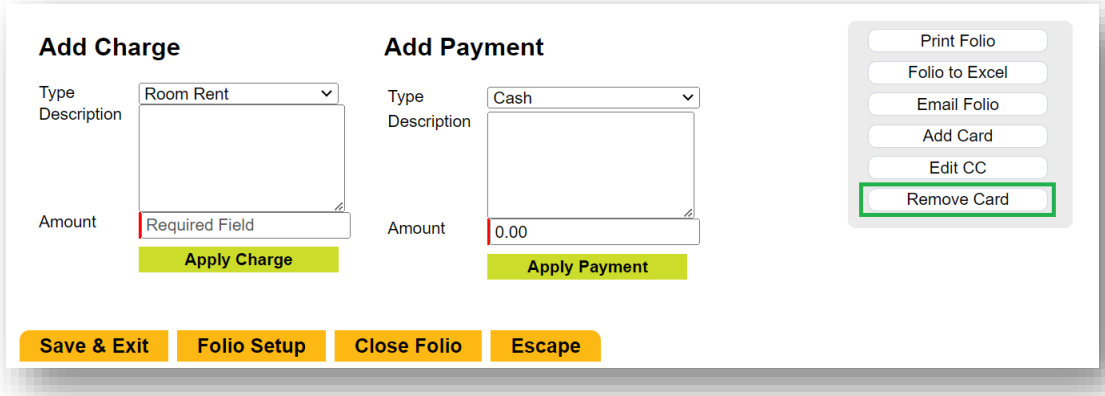
The "Add Payment" area of a House Account folio functions the same way as a guest folio. However, to take credit card payments in House Accounts, you must first add the card by clicking the "Add Card" button near the bottom-right of the screen.



Then you will have the credit card available from the “Type” drop-down menu.



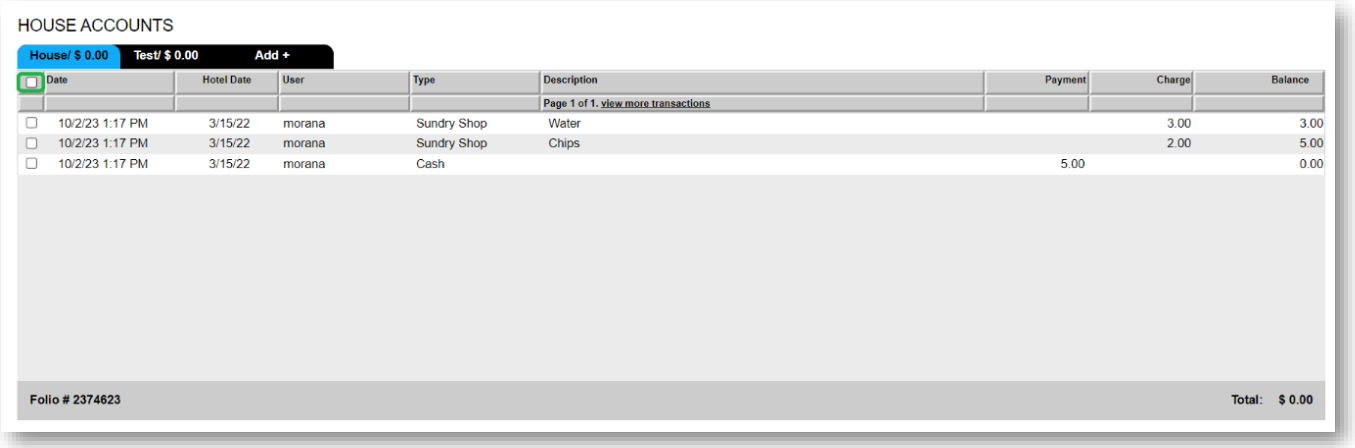
Credit cards are stored in a House Accounts folio until the folio is closed, or until the card is removed using the white “Remove Card” button.



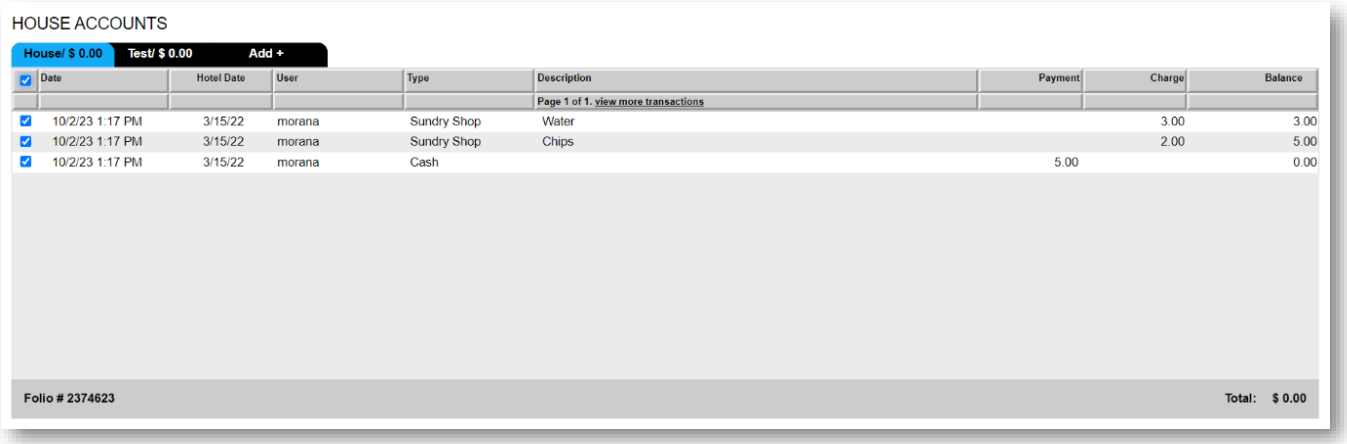
Printing or Emailing a House Account Folio

Printing and emailing a House Account folio works differently than a guest folio.

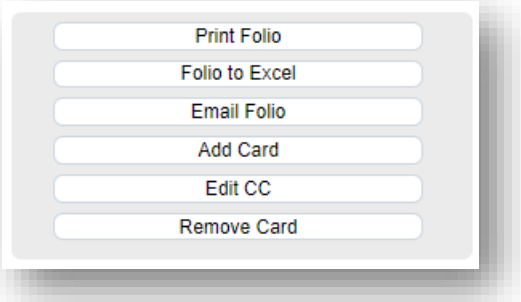
To print a copy of the folio, *select the transactions to display on the printed copy* using the checkboxes on the left-hand side. Selecting the transactions is required for folios that are kept open with running transactions in succession, to prevent the entire folio from being printed.



If the entire folio should be displayed, click the checkbox at the top left of the folio to select all.

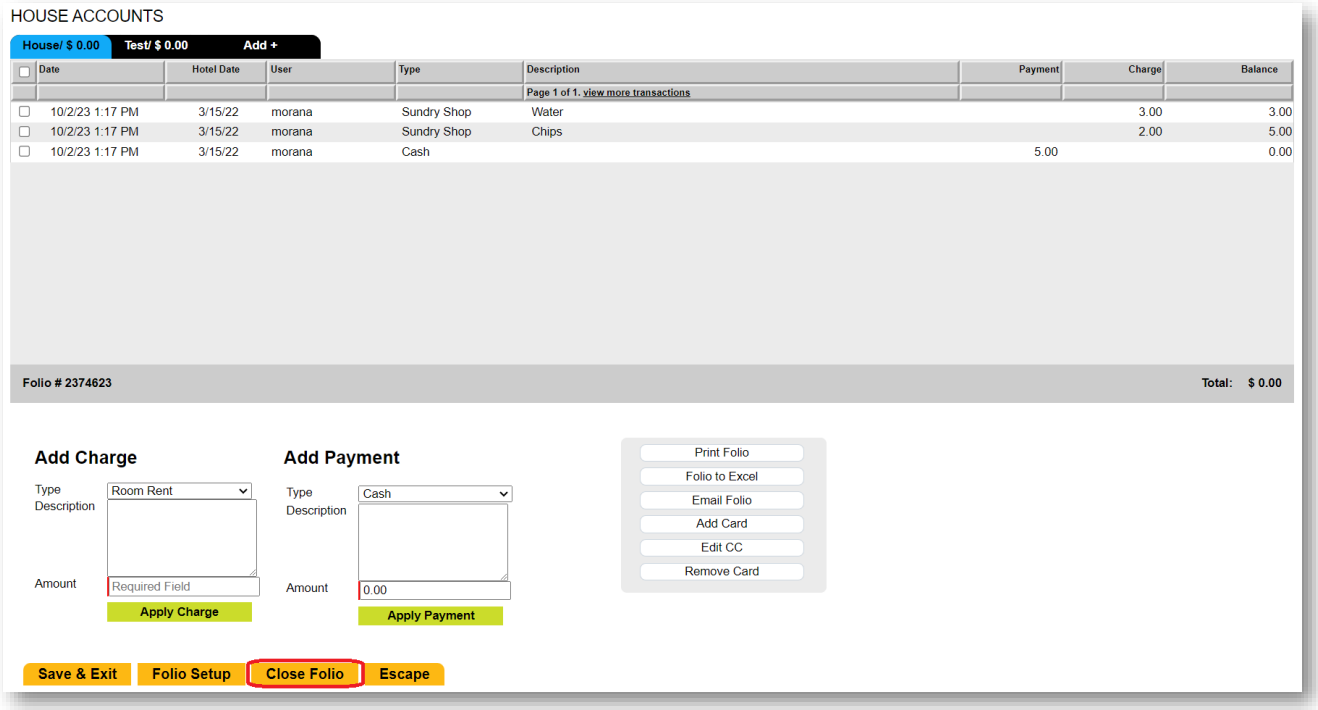


When are ready to print, click “Print Folio” to generate a PDF file. You can also export the folio to Excel or email the folio, as described in the Printing or Emailing a Folio for a Guest section.

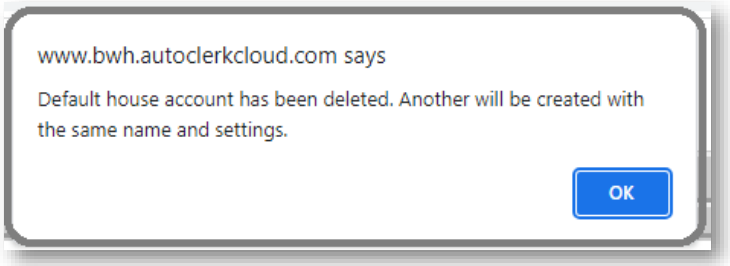


Closing a House Account Folio

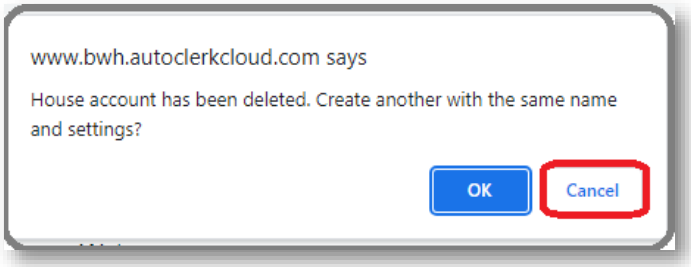
A hotel can choose to keep a folio open and display each transaction in running succession or can close the folio at any time, such as every time a transaction is completed. Each time a House Account folio is closed, all credit cards added to the folio will be removed. Once a House Account folio is closed, it cannot be reopened to edit or print, however, the transactions are still recorded and can be seen in reports. A folio can only be closed if the balance is $0.00.



If the primary "House" folio is closed, it will automatically be reopened empty and ready for new transactions.

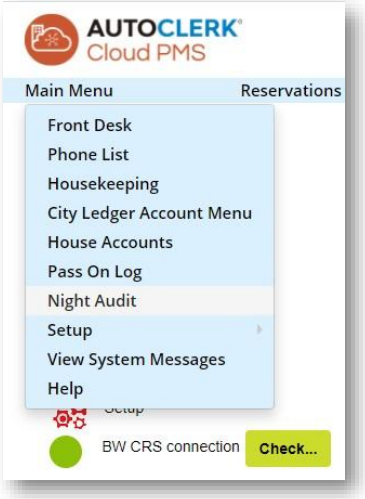


If an added folio is closed, you will be prompted to choose to reopen it empty and ready for new transactions. If you click "Cancel" the folio will be deleted and not reopened.



Night Audit

The Night Audit can be accessed from the Main Menu drop-down menu in the blue menu bar.



Preflight Checklist

You will be presented with a Night Audit Preflight Checklist indicating all 10 steps of the Night Audit process and the step's status.

There are three (3) status indicators:

1. **Blue status with "OK"** indicates the step is complete and no action is required.
2. **Green status** indicates an action that can be taken by clicking the button: "LOCK", "SETTLE", "CHARGE", and "INCREMENT".
3. **Red status with "ACTION REQ."** indicates the step needs action before moving forward with the audit. Any time a step needs attention there will be hyperlinks to the name(s) of the reservation(s) that need action.

To complete the Night Audit using "Increment Date", all steps must be **Blue status with "OK"**, except for Night Audit Lock and Increment Date which can be **Green**.

Night Audit Lock

This button is optional. Clicking the "LOCK" button will lock all users except for the user who clicked the button, preventing all other users from making any changes or postings while preparing the Night Audit.

It is not mandatory to lock the system but may be beneficial to properties who may have more than one user working on the overnight shift. This will not allow any financial changes to the system while the audit is being processed. Failure to do so could put the properties ledgers out of balance. **Note: The Night Audit must be manually unlocked. It will not unlock automatically after incrementing the date, and it can *only* be unlocked by the same user who locked it. Not even users with higher permission levels can Unlock.**

Invalid Reservations

This button should always remain **blue**. If for any reason this turns **red/ACTION REQ.**, it signifies a reservation has been corrupted. You must reach out to AutoClerk Cloud Support for assistance.

Clear Folios

If any past reservation has an open balance on the folio, this button will appear **red/ACTION REQ.** Use the link to go directly to the folio and post a payment, refund, or charge to obtain a zero ($0.00) balance. Once all are cleared, it will turn **blue/OK**, and you can then continue with the Night Audit.

Clear Group Folios

If a departed group has a group master folio with an open balance, this button will appear **red/ACTION REQ.** Use the link to go directly to the group folio and post a payment or charge to obtain a zero ($0.00) balance. Once this turns **blue/OK**, you can continue with the Night Audit.

House Folios

When a House Accounts folio is holding a balance, this button will appear **red/ACTION REQ.** Use the link to go directly to the folio and post a payment or charge to obtain a zero ($0.00) balance. Once this turns **blue/OK**, you can continue with the Night Audit. **Note: it is best practice to ensure that staff members are collecting and posting payments right away when posting any charges to House Accounts.**

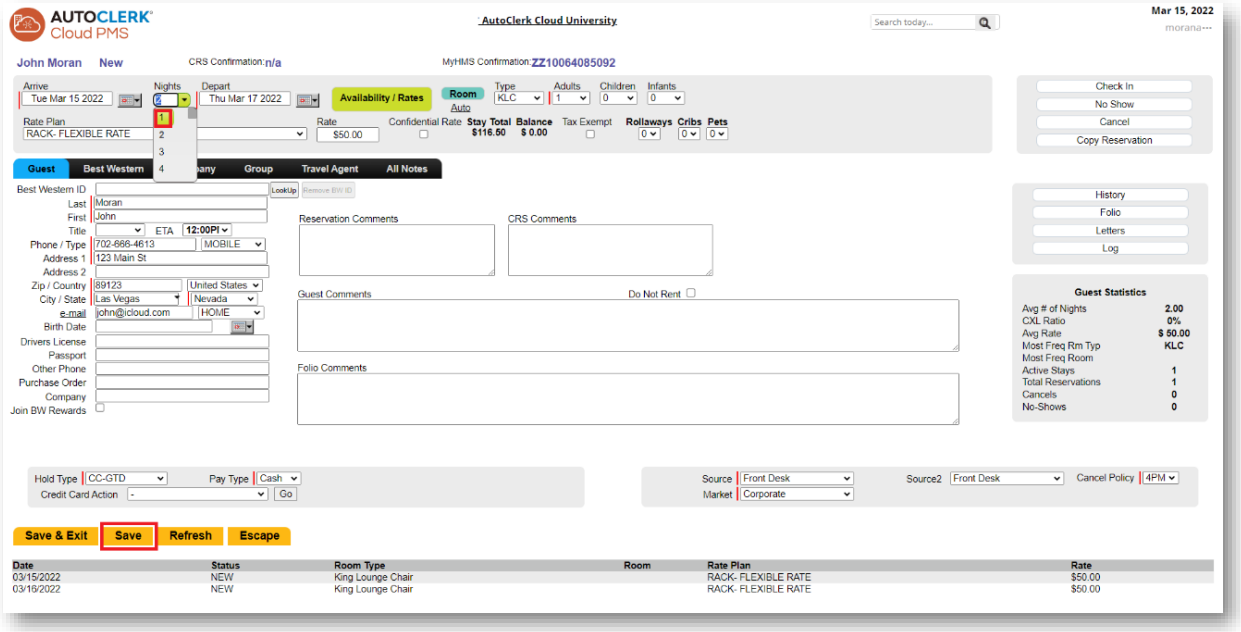
Stay Overs

If a room is due to check-out today but has not been checked-out or extended, this button will appear **red/ACTION REQ.** Use the link to check-out or extend the room if necessary. Once this turns **blue/OK**, you can continue with the Night Audit.

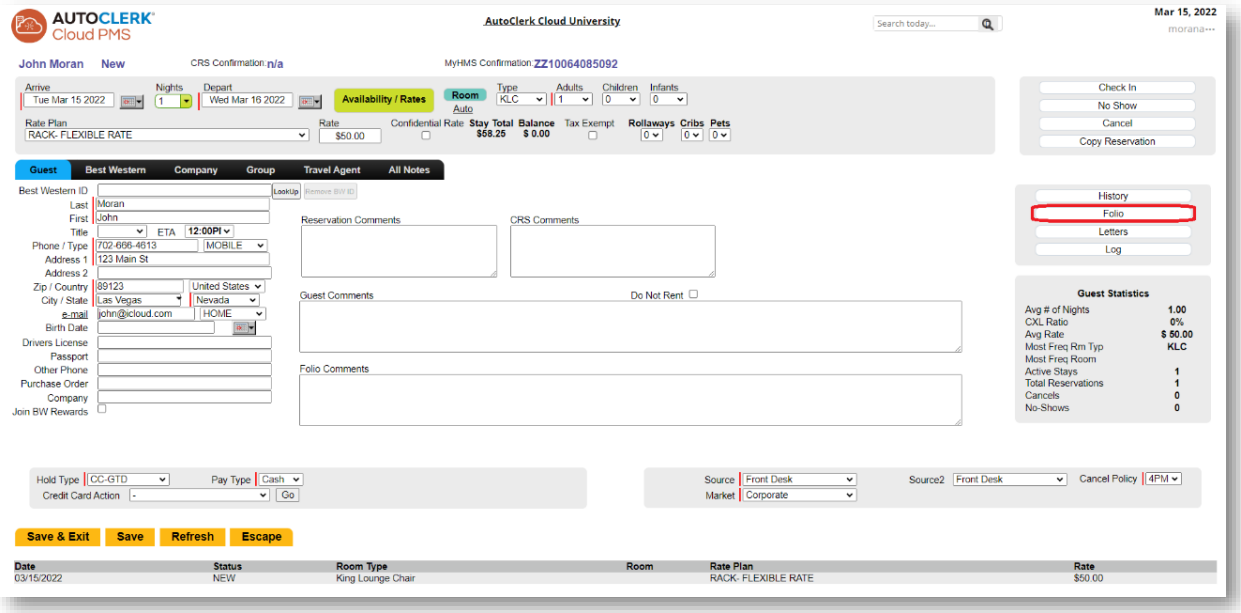
No Shows

If a reservation has not arrived before Night Audit, this button will appear **red/ACTION REQ.** Use the link to process the no-show reservation.

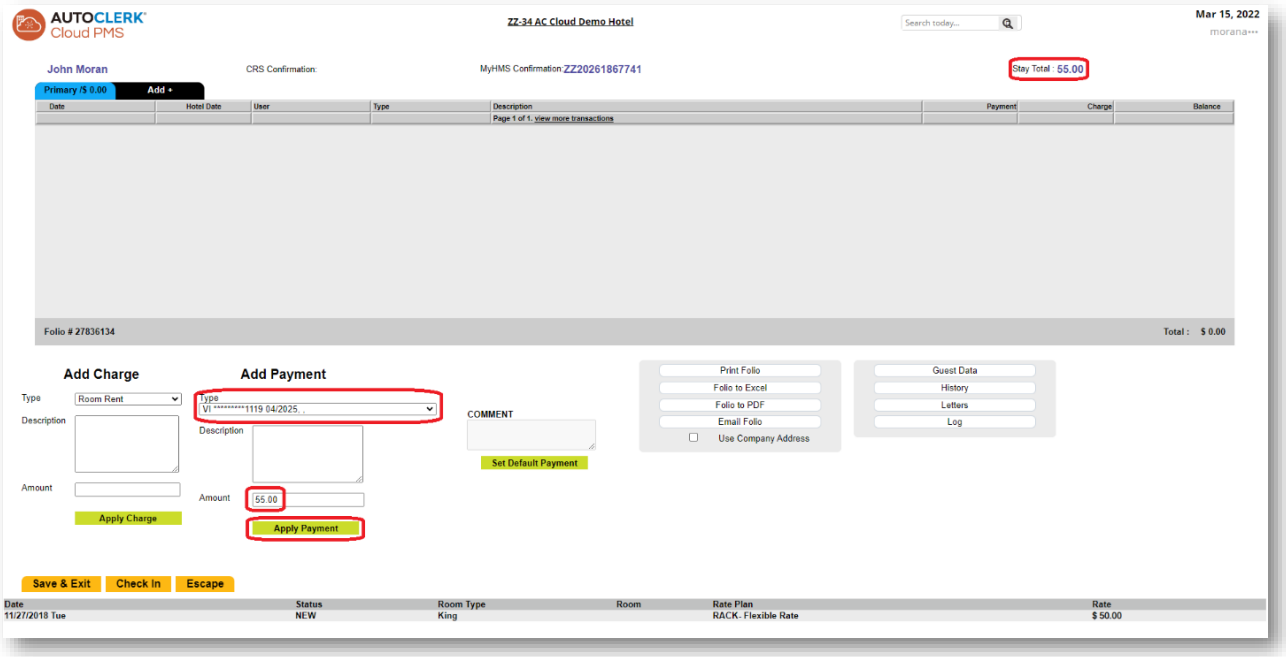
1. In the reservation adjust the number of nights to one (1) and click “Save”.



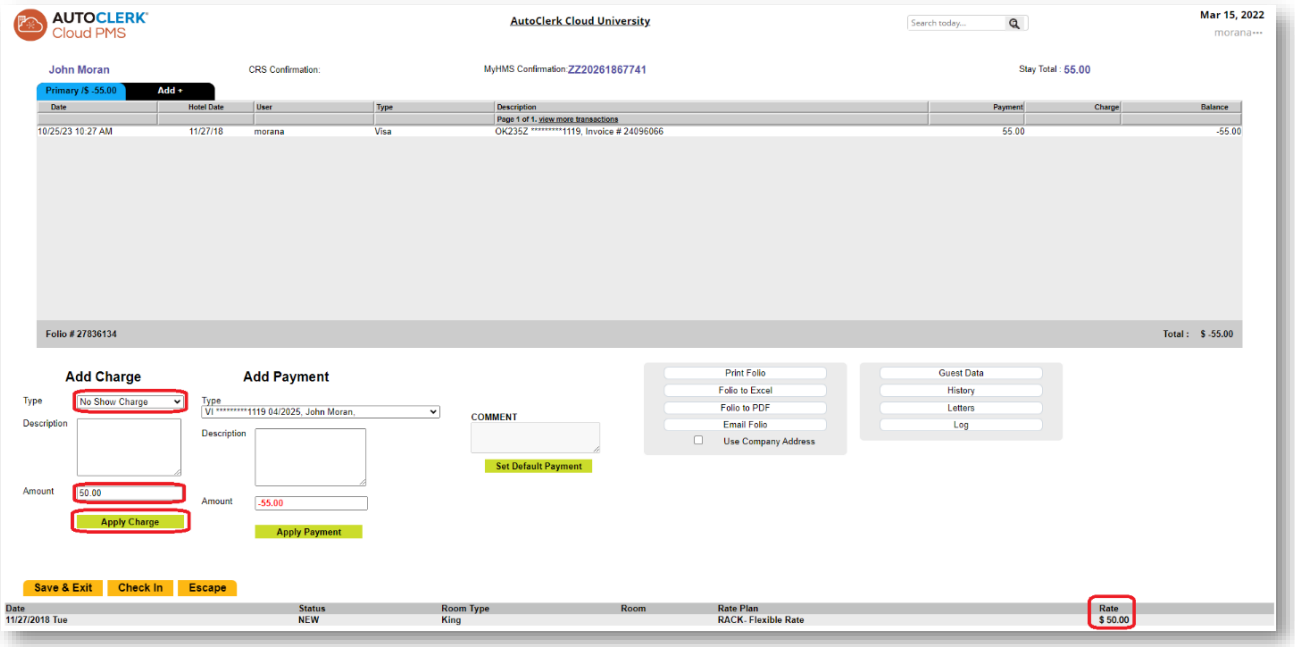
2. On the right-side of the reservation, click the “Folio” button.



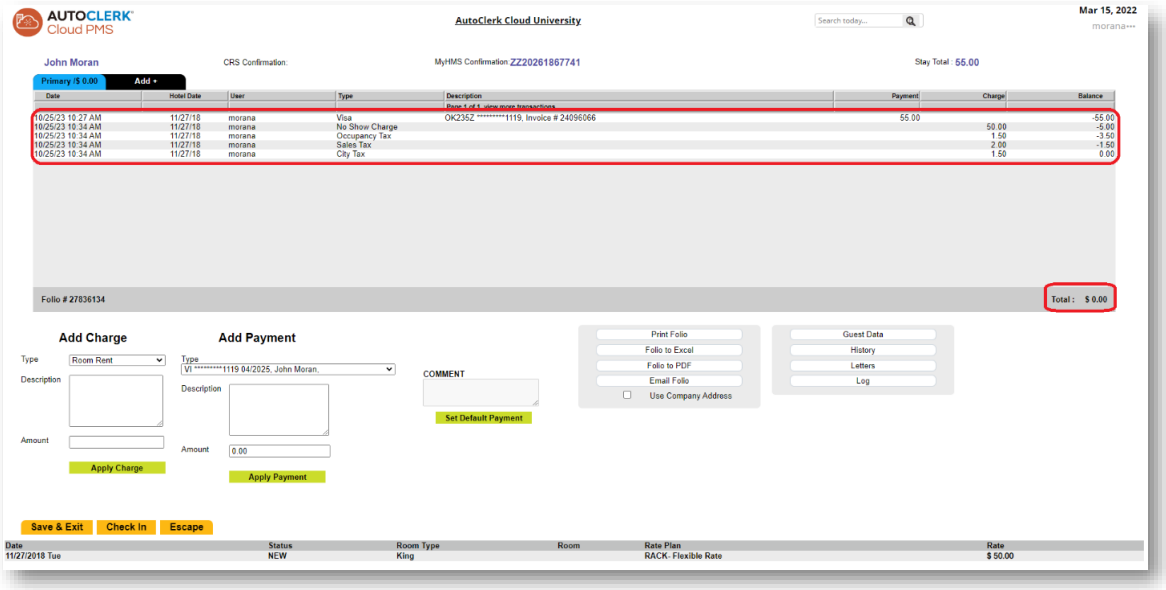
3. In the “Add Payment” section, post one night of room and tax.
    a. Use the guarantee form of payment on file from the “Type” drop-down menu.
    b. Use the “Stay Total” in the upper right above the folio for the payment amount.



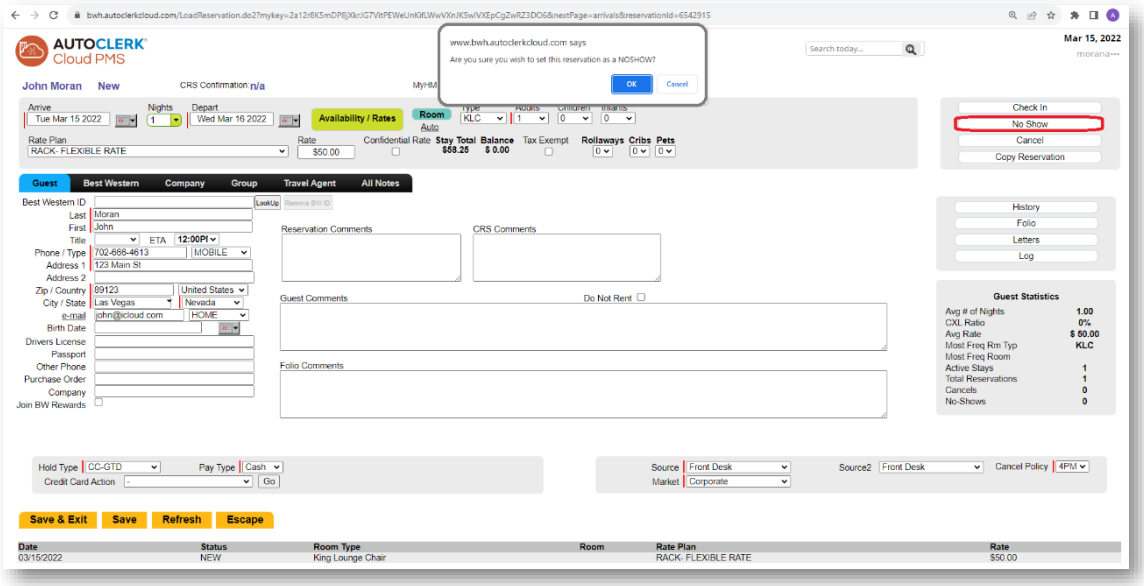
4. In the “Add Charge” section, post the no show charge.
    a. Use the “No Show Charge” transaction type from the “Type” drop-down menu.
    b. Use the pre-tax rent amount found in the Itinerary on the lower right at the bottom of the page.



5. Confirm the folio has a zero ($0.00) balance



6. Click “Guest Data” under the folio on the lower right.
7. Finally, click “No Show” in the upper right to set the reservation status and complete the no show procedure.



8. Once the reservation has been no showed, click “Save & Exit” and you will be returned to the preflight checklist. Once “No Shows” turns **blue/OK**, you can continue with the Night Audit.

Settle Credit Cards

When all previous steps are completed, this will appear as a **green “SETTLE” button**. When clicked this will settle all pending credit card transactions in the batch for the day by transmitting them to the property’s credit card processor.

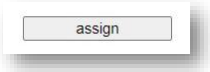
NOTE: The "Settle Credit Cards" process can be run at any time of the day, not just at Night Audit, and the Night Audit can proceed without settling your credit card batch. If you get an error during this step, finish the audit, and try again thirty (30) minutes later. If you again get an error, call AutoClerk Cloud Support.

Charge Folios

When all previous steps are completed, this will appear as a **green "CHARGE" button**. When clicked this will post room and tax to all folios that do not have "Room Rent" manually posted with today's date. This will also post any extra charges that have applied to a reservation.

Note: If you are processing a late check-in (someone who checked-in after the audit) it is best to post the previous night's rent using the "Late Check-In After Audit" transaction type. If you do not have this transaction type, it is recommended to add this charge under the "Room" Category or call AutoClerk Cloud Support to assist in adding the charge.

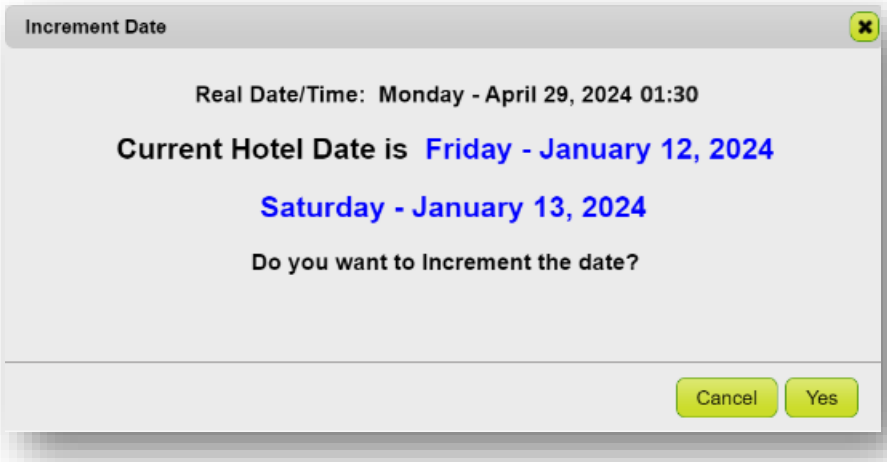
Assign Button



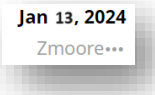
This button is optional. The "Assign" button at the very bottom center of the page will assign a room number to every reservation with an arrival date of today that does not have a room number assigned. This function assumes that the property is not overbooked. **Note: This button can be used any time to assign arrivals.**

Increment Date

When all previous steps are completed, this will appear as a **green "INCREMENT" button**. This is the final step to complete the Night Audit. When clicked, a pop-up will appear displaying the "real" (actual) date and time, the *current* hotel business date, the business date the hotel *will be changed to*, and will ask to confirm if you'd like to increment the date. Always double-check that the date being incremented to is the correct date, then click "Yes". **Note: please be careful not to run the Night Audit or Increment the date more than once.**



Once complete, you will be returned to the Front Desk Dashboard and will see the new date in the upper right corner.



Night Audit Reports

No reports will be printed when the Night Audit is complete. Instead, there are three (3) reports that are automatically emailed as PDFs to the email addresses set by the Hotel Manager in Hotel Setup.

The reports generated for each Night Audit are:

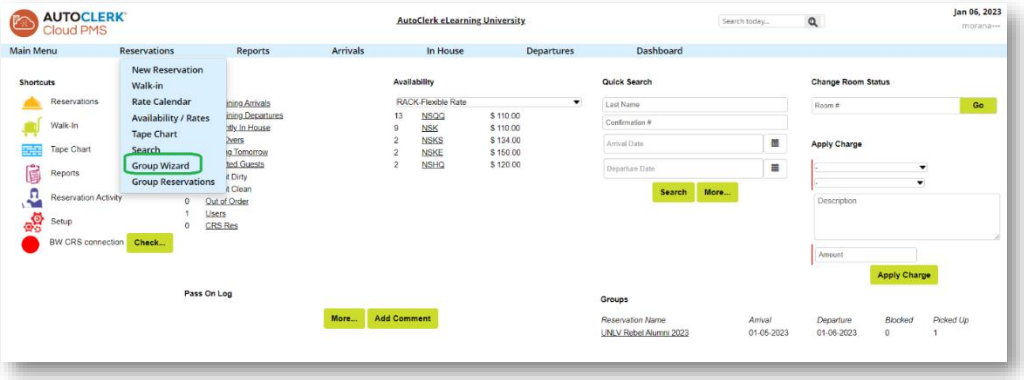
1. Managers Report – a collection of reports arranged in a single report for the manager to get a sense of the day's performance. This report can be found in the Manager section of the Reports page.
2. Transaction Summary Report – a summary report of all transaction categories and type totals for the day. This report can be found in the accounting section of the Reports page.
3. Batch Settlements Report – a report of the results of the batch settlement transmission to your credit card gateway or processor. This report can be found in the Accounting and Daily Reports sections of the Reports page.

Groups

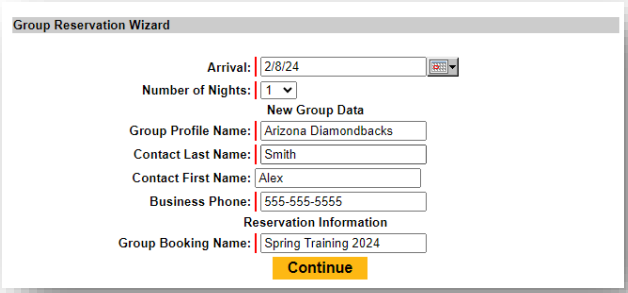
AutoClerk Cloud allows hotel staff to create and manage groups, which includes managing group allocations, producing a Best Western booking URL, entering a rooming list, maintaining a group master folio, running reports, and even processing batch check-ins and checkouts.

Group Wizard

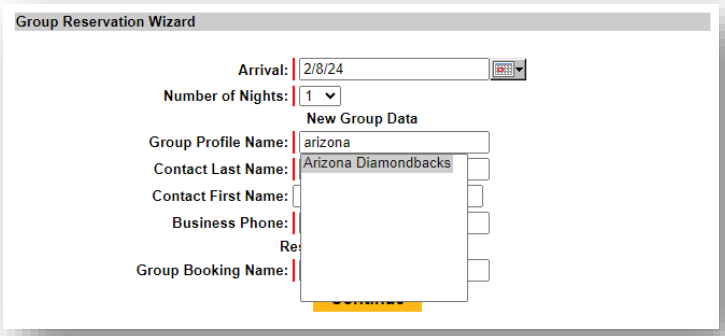
To create a group, from the main dashboard on the blue menu bar, click on Reservations and select **Group Wizard**:



Fill out the required fields with the red vertical bar.



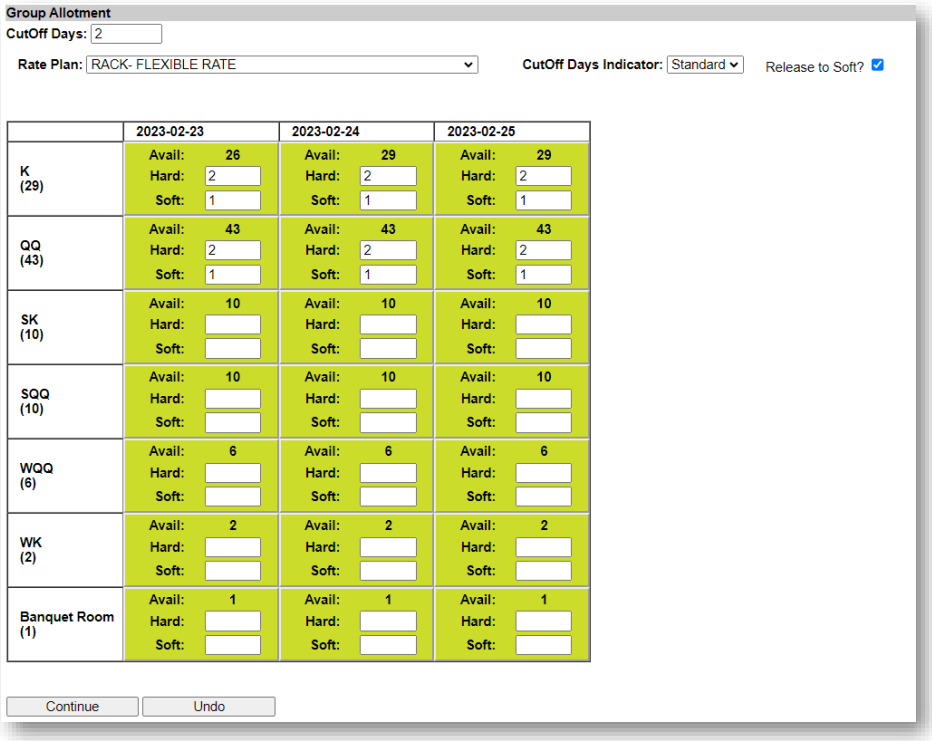
- **Group Profile Name** – This is the name of the company.
    - Since Group Profile Name is linked to a profile, if they have stayed before, the group profile name will appear as you type. Clicking the name will autofill the contact's first and last name.



- **Group Booking Name** – The name of the group for this arrival date (e.x. Spring Training 2023)
- Sometimes, the Group Profile and Group Booking name are the same. However, if you were dealing with a tour company that books many different groups, the Group Profile Name would be the name of the company and the Group Booking name would be the name or number of the specific group. (For example, Group Profile Name could be Arizona Diamondbacks, and Group Booking Name could be Spring Training 2024).

Group Room Allotment Set Up

The next page of the Group Wizard will ask you to set up Group Allotments:



- **Inventory types**:
  - **Hard Inventory**: Guaranteed rooms for the group that are withheld from your general inventory immediately so other booking channels cannot book these rooms.
  - **Soft Inventory**: Non-guaranteed rooms that still bookable by the group but also open to other booking channels to pick up. The inventory will be available on a first-come, first-served basis.
- **Cutoff Days** – The days prior to an arrival date that your inventory will be released from the group block and released to the general inventory. (in the above example, 2 days)
- **Rate Plan** – Each group must be associated with a rate. If you offer a special discount or rate, you may create a special local Rate Plan for that group, or you will have the option to customize the rates that you offer in the "Availability and Rates" of the Group Reservation.
- **Cutoff Days Indicator**:
  - **Standard**: Releases all group block inventory at the same time for all group nights, based on the "Cutoff Days" setting.
    - For example: If the group's dates are **Thursday 2/23/24 through Saturday 2/25/24** and the Cutoff Days is set to 3 days, on **Monday 2/20/24** the system will release all hard inventory not picked up into general inventory.
  - **Rolling**: Releases inventory one day at a time on a "rolling basis", based on the "Cutoff Days" setting.
    - For example: If the group's dates are **Thursday 2/23/24 through Saturday 2/25/24** and the Cutoff Days is set to **3 days**, on **Monday 2/20/24** the system will release all hard inventory not picked up for Thursday 2/23/24, but the hard inventory of the group's remaining days will still be guaranteed for the group. Then, on **Tuesday 2/21/24** the system will again release all hard inventory not picked up for **Friday 02/24/24** into soft inventory, and so on.

- **Release to Soft?** – Checking this box will cause group inventory to release to your soft inventory first (the rooms are no longer guaranteed but can still be picked up. They are available via other channels on a first-come first-served basis).

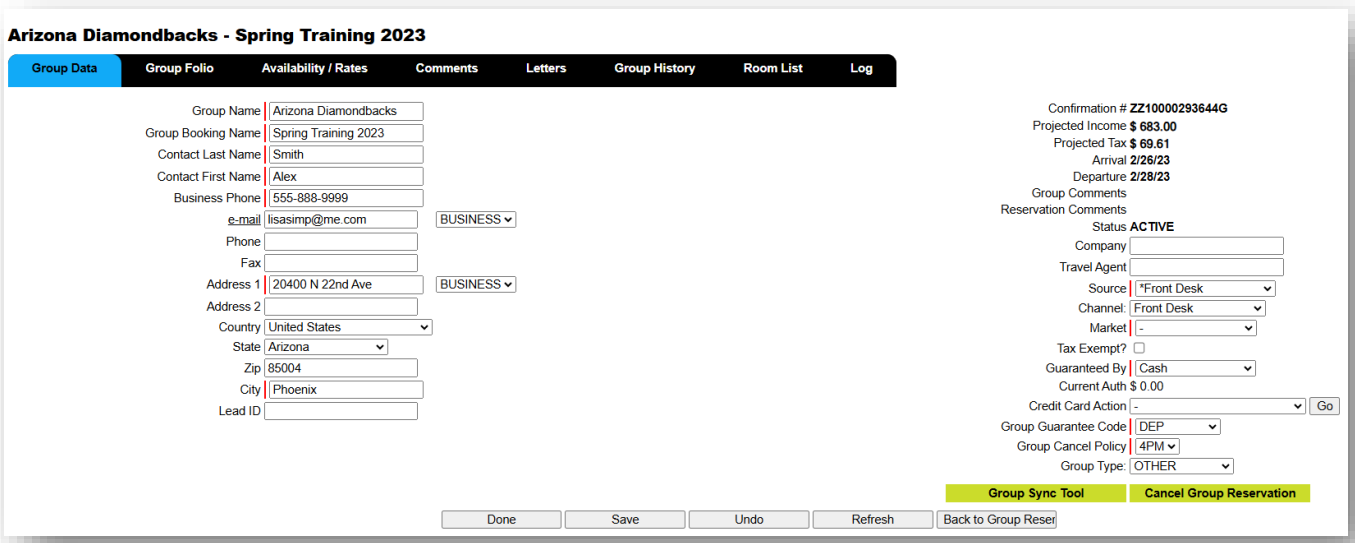
Enter the number of rooms you want for the hard and soft inventory. The room types are all notated to the far left and the number of available rooms is above the boxes where you enter your Hard and Soft inventory.

Once you have made your selections, click on continue. You will be taken to the Group Reservation page to complete more information.

Group Data Tab

On the left side:

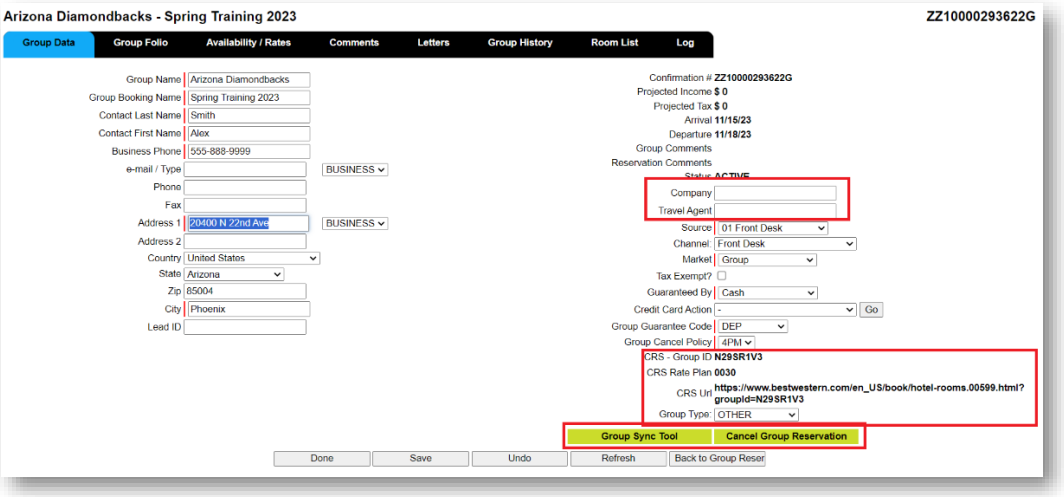
- The Group Name, Group Booking Name, contact first and last name, and Business phone will auto-populate from the first step of the Group Wizard.
- The address and city are required fields and must be filled out, but all the other information is optional.
- **Email address**: the group's email address, where you can send the confirmation, rooming list, or cancellation letters.
- **Lead ID**: This field is for the name of the staff member who booked the group, e.x. if they get credit for obtaining group business.



On the right side:

- From the right side you must enter a source code, market, guaranteed type, group cancellation code, and group cancellation policy.
- If the group is being billed to a **City Ledger account** at the end of their stay you would create a company profile in the Hotel Setup area with a credit limit and attach it here.
- **Channel**: This field represents the origin of the group booking.

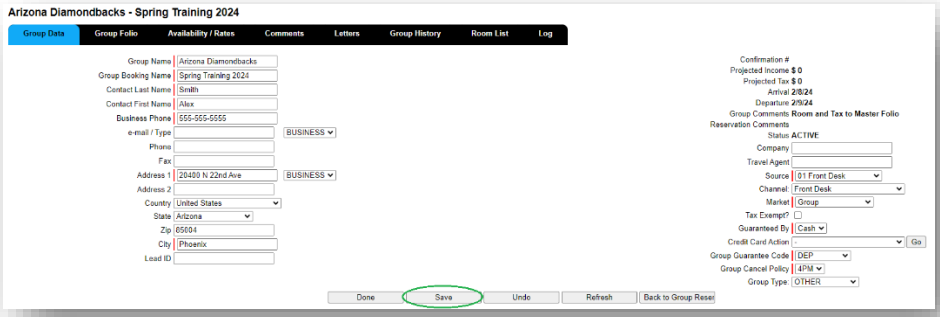
- **Tax Exempt**: This box will allow you to choose to exempt group reservations from all or specific Room Rent taxes. This will automatically check the "Tax Exempt" checkbox on both existing reservations and any new bookings.



Once you press save you will see the Group URL, Confirmation Number, Group Sync Tool and Cancel Group Reservation.

Saving a New Group Reservation

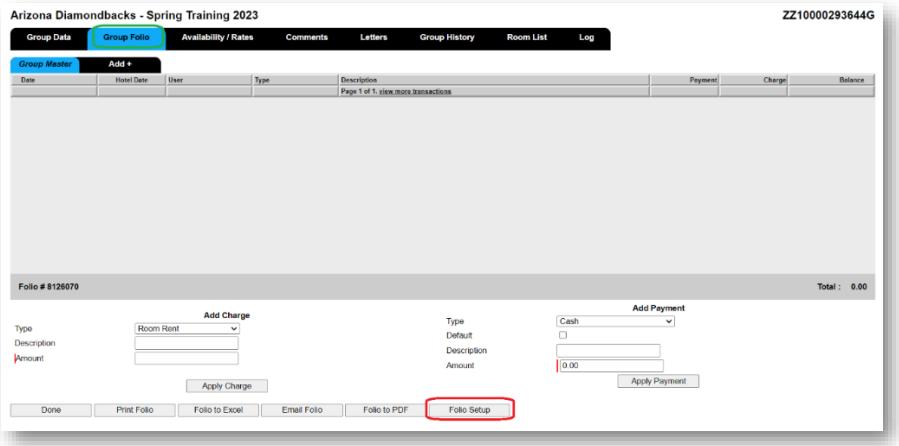
You must click “Save” or “Done” to confirm the group block, otherwise all changes will be lost.



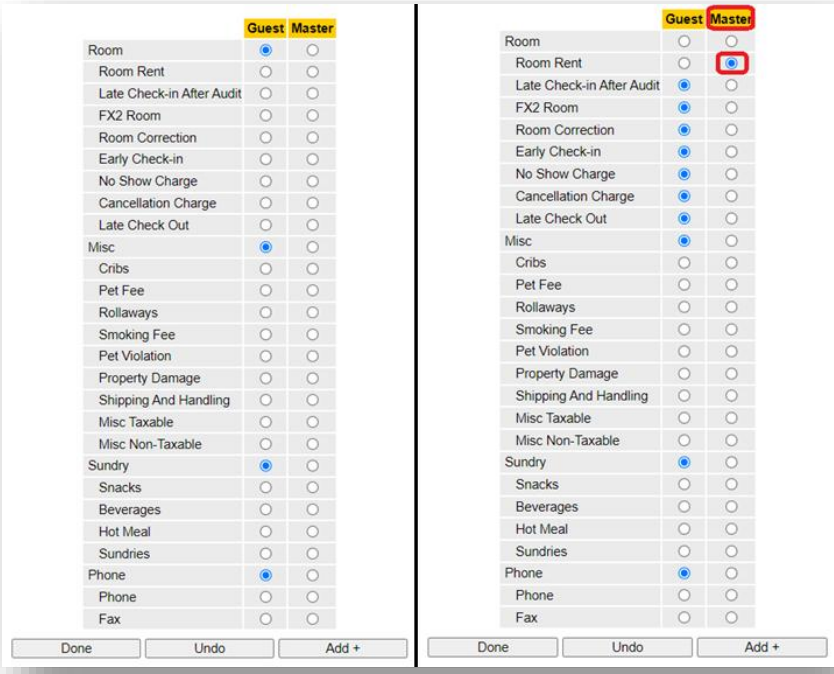
After you click “Save” or click “Done” and then return the group block, there will be a group booking confirmation number in the upper right corner and the lime green “Group Sync Tool” and “Cancel Group Reservation” buttons in the lower right corner.

Group Folio Tab

If the group should make one payment for all the charges, you will use the Group Folio to set up a “group master” and “Folio Setup” in the bottom right-hand corner to route the charges.

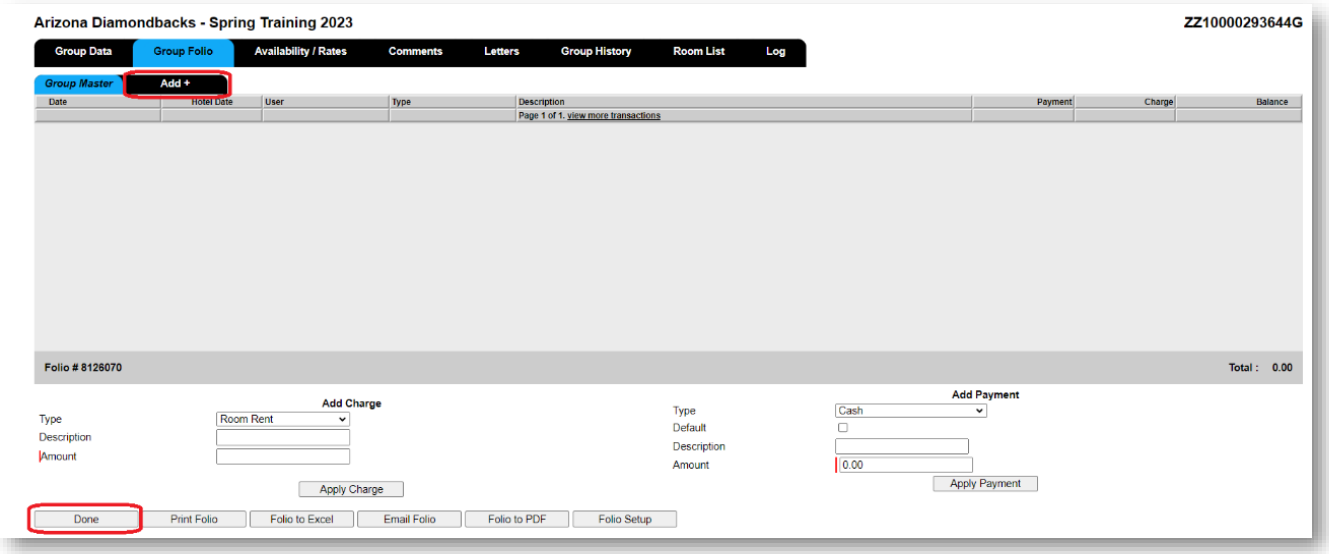


"Folio Setup" will direct you to a page with all charge categories and charges in the rows and the folio names in the columns. Charges always default to post to the guest folio (left). Simply select the radio button(s) of the charge(s) you'd like to route to the master account column. In the example on the right, room rent charges have been selected to be routed to the Master. All others will remain on the Guest folio. Press Done when finished to be taken back to the Group Folio tab.

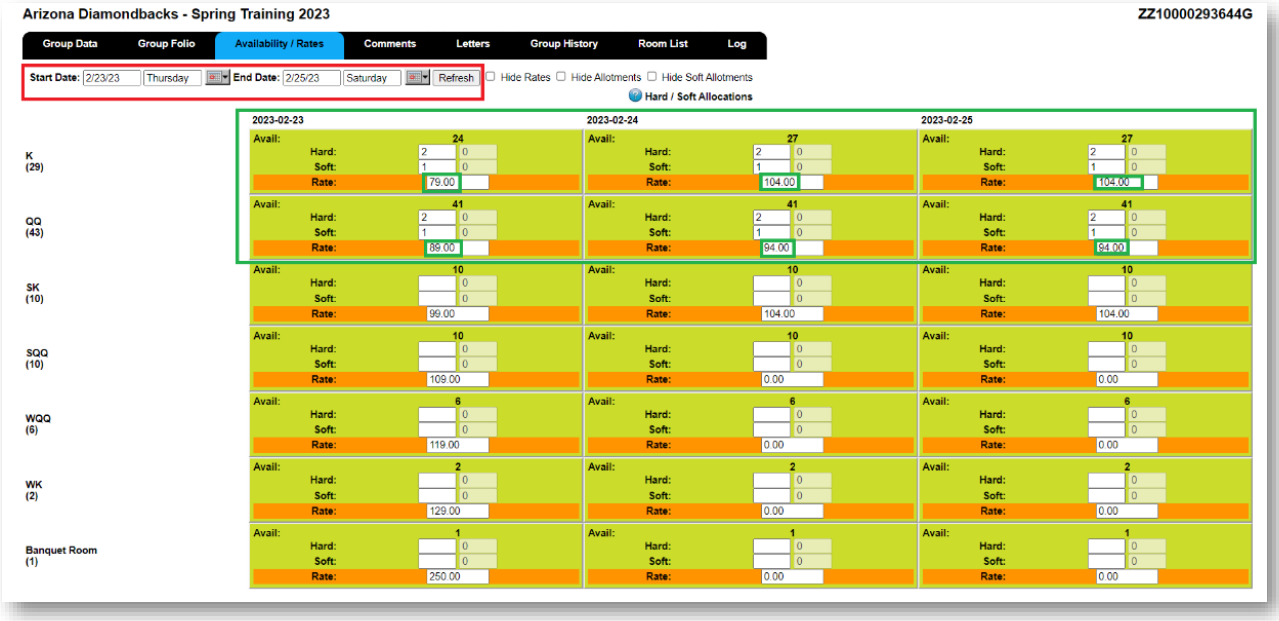


Any *new* postings that are selected to be routed will be moved to the Group Master folio. Any *existing* postings will stay on the original reservations and must be manually moved.

If you need to add an additional folio in the master account, click on "Add+" to the right of the Group Master folio tab. This will create a new folio where additional charges can be routed or added using the folio setup option. Once all routing and folios have been completed, click "Done" to save your changes.



Availability/Rates Tab

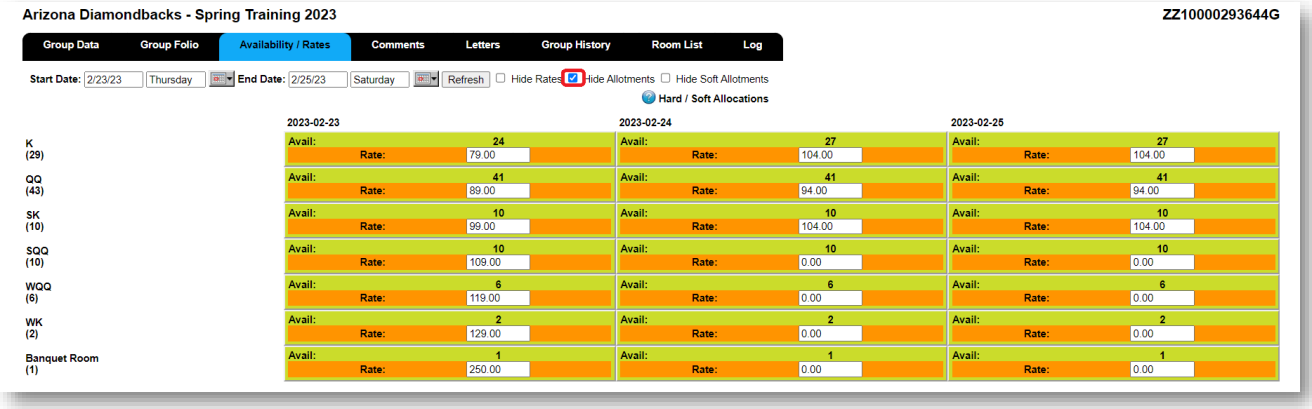


In this tab, you can change and view inventory allotment, set Rates for the group, change the group's Rate Plan, Booking Channel, Cutoff Days Indicator, and Cutoff Days, and updating Dates and Rates to Reservations.

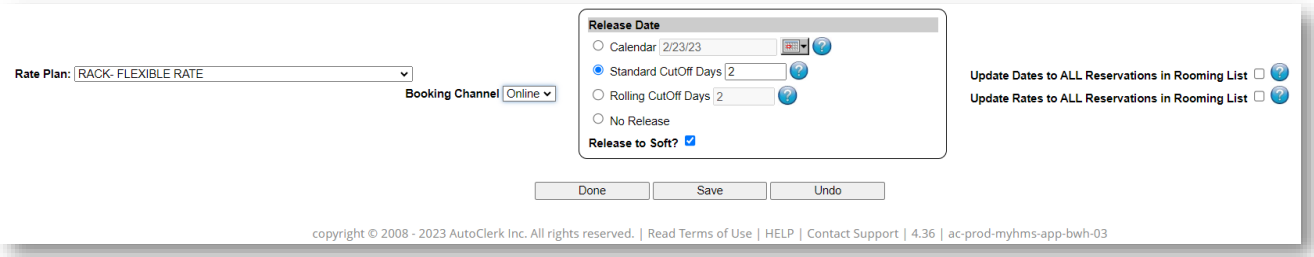
- **Modifying Group Block arrival and departure** – To modify the arrival and departure date of the group block, use the "Start Date" and End Date" fields at the top of this page.
    - The "Start Date" is the day the group block is set to arrive along with the matching day of the week and the "End Date" is last night the group block is staying over along with the matching day of the week. The group is set to check-out the day after the "End Date".
    - You can either manually type in a new date in the box or choose a new date from the calendar to the right of the day of the week and then click the "Refresh" button. **Note: to modify the Group block dates, you must have the "PERMIT_GROUP_DATE_EDITING" permission.**
- **Allocation Changes** – Hard and Soft Allocations can be changed from this screen from what was initially set when creating the group via the Group Wizard. Any changes will be communicated up to the CRS and update the inventory on MemberWeb.
- **Rate grid** – On the orange line below the Hard and Soft allocations, you can change the rate for the specific room types. The Rates for each room type will be defaulted to the Rate Plan you selected when the group was first created. However, the rates can be changed to the negotiated rates that you are offering for the specific group. This feature allows you to set rates without having to create a specific group local rate plan.
- **Rate and Allocation settings** – Next to the Start Date and End Date at the top are checkboxes to filter the view of this page.
    - ***Hide Rates*** – Hides the Rates and only leave you with the Hard and Soft allocations.
    - ***Hide Allotments*** – Hides both the Hard and Soft allocations, allowing you to only view the rates.

- ***Hide Soft allotments*** – This will hide the soft allocations only leaving you only the Hard allocations and Rates.

As an example, when "Hide Allotments" is checked, the screen will display as:



On the bottom of the screen:



- **Rate Plan** – Allows you to change the Rate plan that you originally selected when you created the group. **Note: this will change the rate amounts to what that Rate Plan offers and will erase any customized Rates that you may have set.**
- **Booking Channel** – By default, this is set to Local, however you may change it to "online" which will activate the group URL on the Group Data Page and allow guests to book their own reservations online. **Note: the URL can take up to 24 hours to activate.**
- **Release Date** – Allows you change to/from standard and rolling cutoff, the number of group cutoff days, allows two additional options (either "Calendar" which will release the room by a specific date, or "No release" which will hold all the rooms not picked up in Hard inventory).
- **Update Dates to ALL Reservations in Rooming List** – This feature will allow you change the arrival and departure date of all already existing reservations if the Group Arrival and Departure date suddenly changed.
    - For example: if three separate rooms are booked already that were for two nights, and the group decided to extend on additional day, by checking this feature it will automatically update the already existing reservations to 3 nights without having to extend each reservation individually.
- **Updates Rates to All Reservations in Rooming list** – This feature will allow you to update the Rate to all already existing reservations if the Group rates for room type(s) change.
    - For example: there are three reservations that were booked for the "K" room type and the original nightly rate was $109.00. However, the group was able to renegotiate that the price

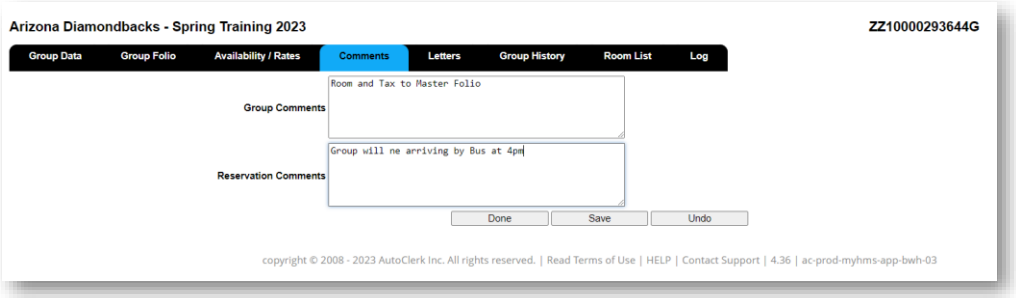
down to $89.00 per night. If this feature is checked, it would update all three reservations rates to $89.00 without having to edit each reservation individually.

- If unchecked, only any newly booked reservations moving forward will be at the new rate, and any already existing reservations will remain at the previous rate.

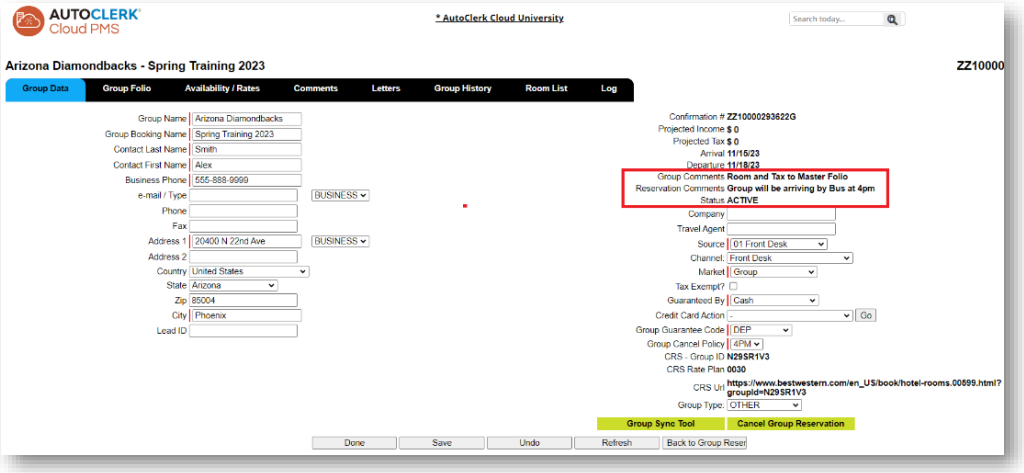
Comments Tab

In this tab, you may enter group comments, which will show up in the "Group" and "All Notes" tabs when a reservation has the group attached.

- **Group Comments** – appears in the "Group " and "All Notes" tabs on the guest data screen and stays with the group profile if they were to book again at your hotel.
- **Reservation Comments** – appears in the "Group" and "All Notes" tabs on the guest data screen. These comments are only for the upcoming arrival for the group and will not stay with the group profile if they were to book again.

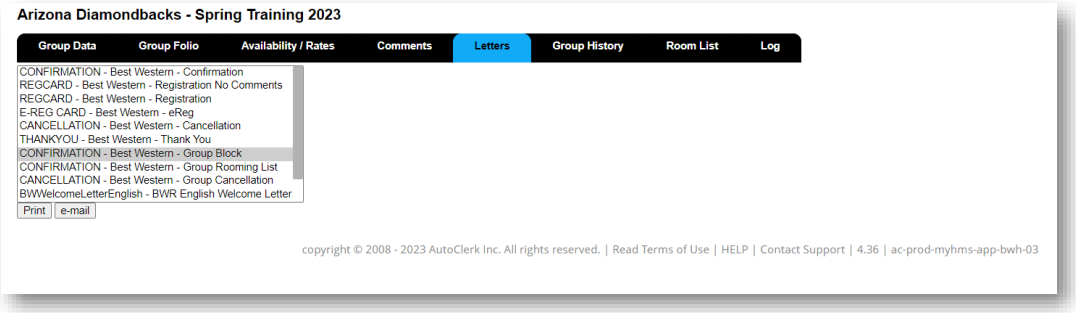


The comments will also appear on the Group Data tab.



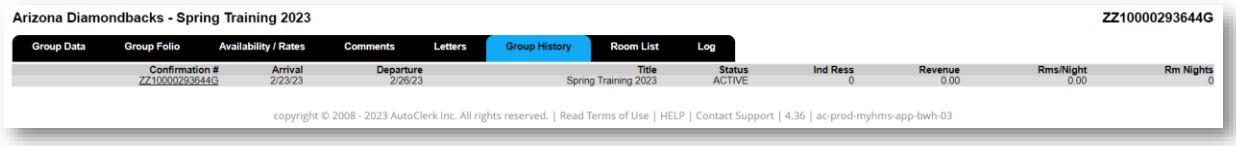
Letters Tab

From this tab, you can print and/or email registration cards, cancellation letters, and confirmation letters. This will only email the group master email (from the Group Data tab).



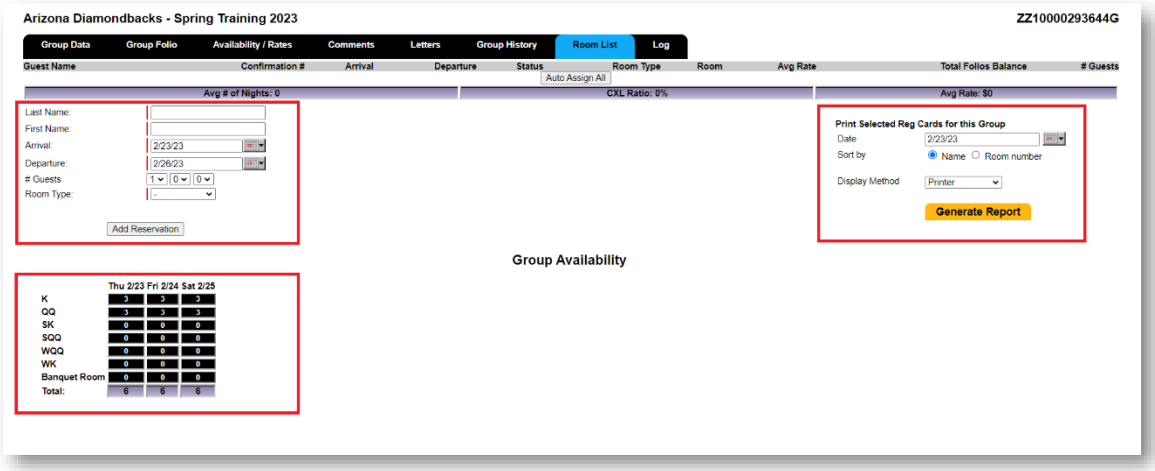
Group History Tab

This tab will show you the statistics for the group, including the confirmation number, arrival and departure dates, group name, status of group, individual reservations, blocked revenue, rate, and the number of room nights.



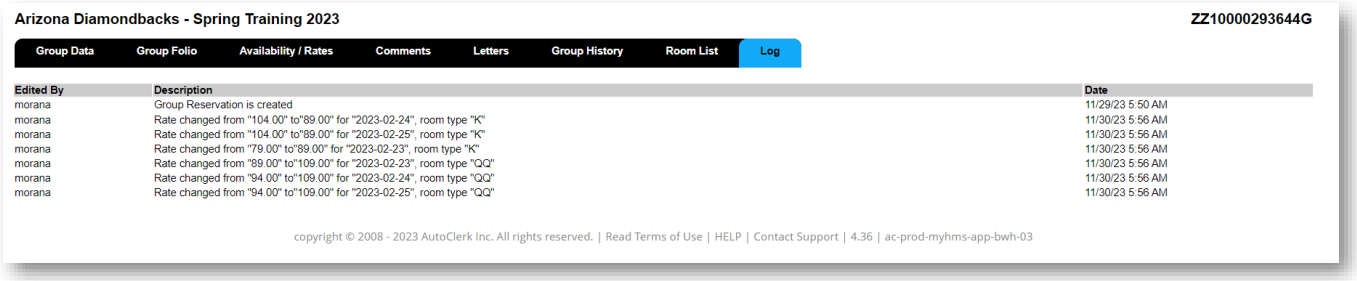
Room List Tab

This tab will allow you to add reservations to group block, which we will cover in the next section. It also displays room availability for the group in the lower left-hand side. The far right allows you to batch print registration cards by arrival date, sorting by either guest name or room number.



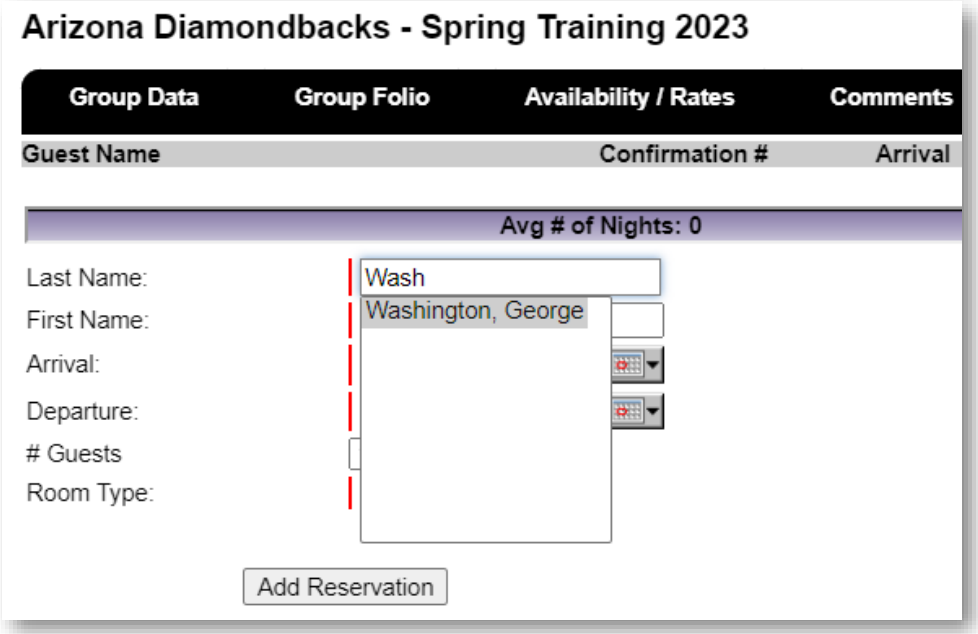
Log Tab

The Log will list changes made to the group reservation. For example: what specific date the group was created, rate changes by room type, and arrival date or departure date changes.



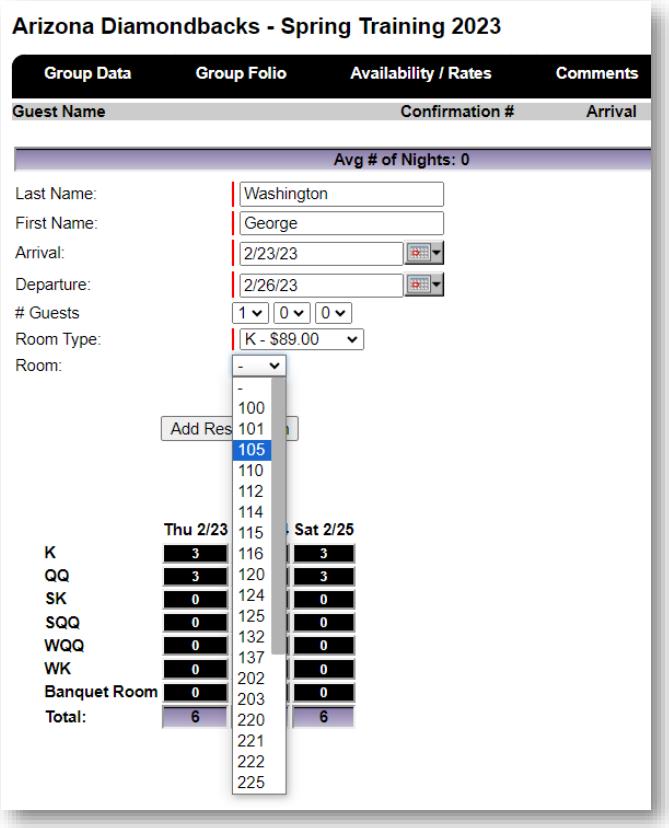
Entering a Rooming List

In the "Room List" tab of a group reservation, enter the name of the guest in the Last Name field. If the guest you are entering has stayed with you before, their name will appear in a drop-down list and you can select their guest profile. This will copy over any address and contact information in the reservation.

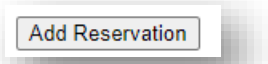


Select the number of guests (# Guest) in the room (from left to right: Adults/Children/Infants) and room type.

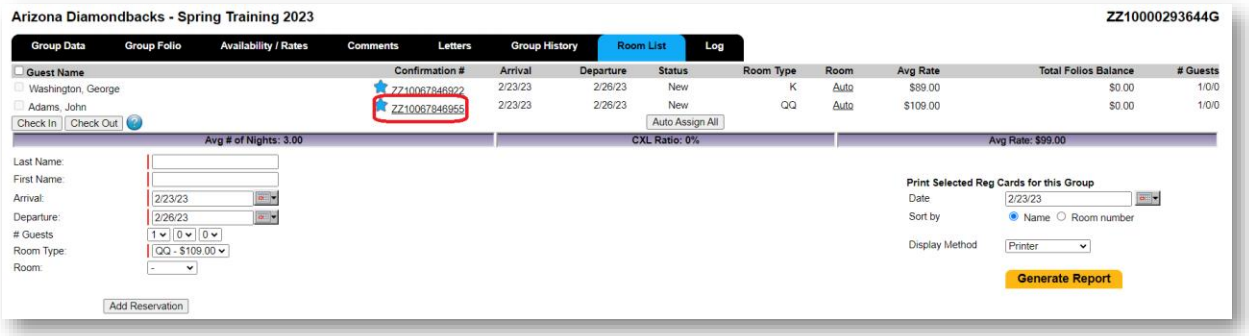
Some hotels prefer to assign room numbers to a group reservation when booking, for instance if the group would like to be on the same floor. Assigning a room number is optional and not required when making a group reservation.



Click “Add Reservation” to create the reservation. You may repeat the process with another guest.



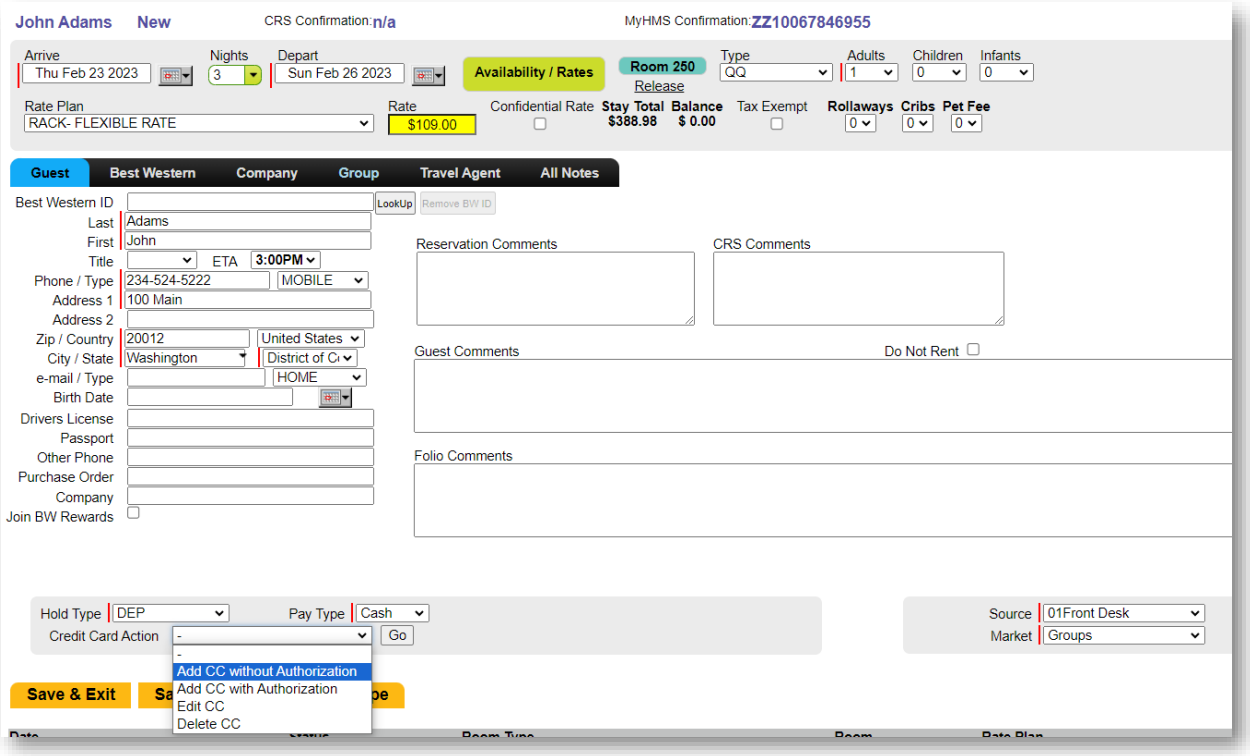
When you add reservations, a list will form at the top of this tab. Each new reservation will have a blue star next to the confirmation number.



If the Group Folio is setup to route specific charges to the Group Master like Room and tax, this will automatically apply to all reservations that have already been booked in the group block.

However, if a group requires each guest to pay on their own, you will need to collect additional information such as phone, address, email and credit card for guarantee. To do this, you will need to click on their hyperlink, which is the underlined confirmation number.

This will bring up the reservation page where you can record the contact and payment information.



Attaching a Group to an Existing Reservation

When a group block has already been created, a reservation can be attached to a group block without using the “Rooming List” tab by using the “Group” tab on the reservation. This is covered in detail in the Group Tab section.

Group Check-in

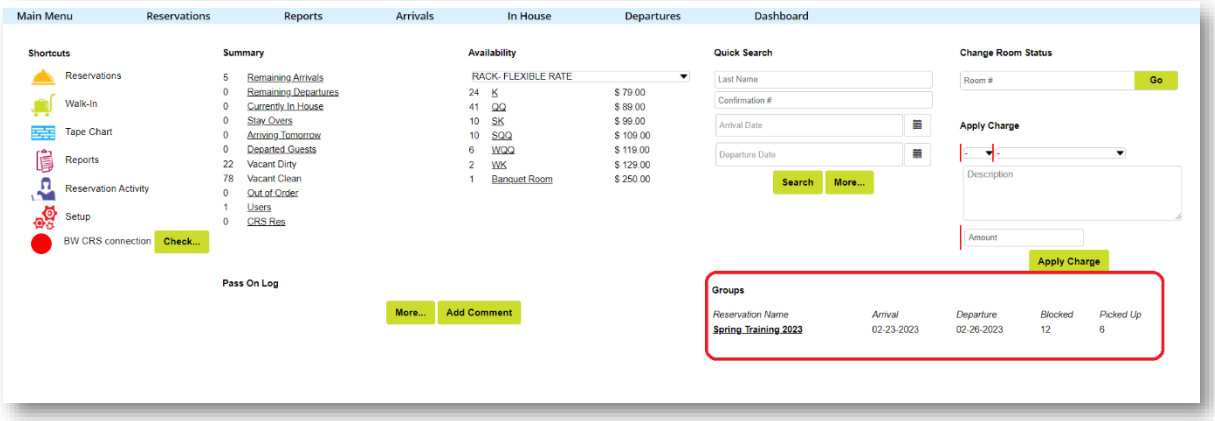
There are, in general, two types of group arrivals: the “traditional group” and the “courtesy block”.

Traditional Group Arrival

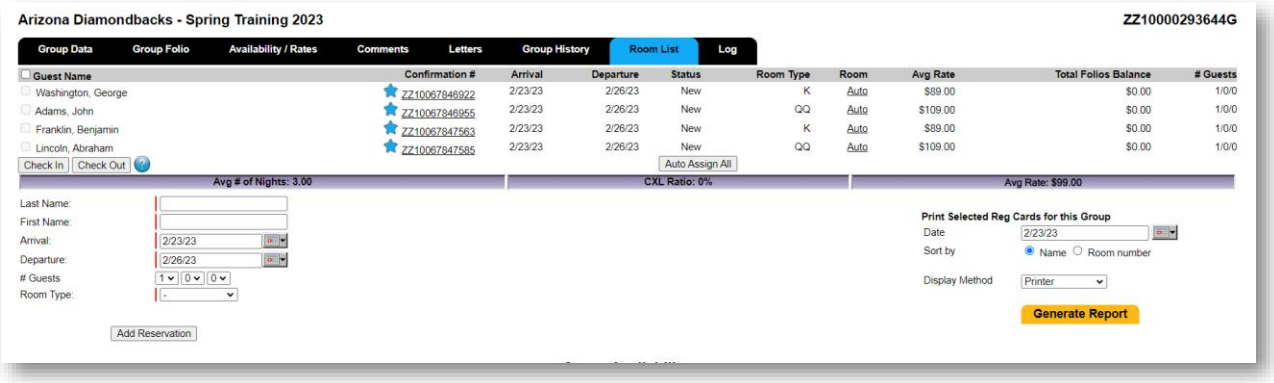
The “Traditional Group” will typically show up to the hotel as one big group and will check-in and check-out all at once as a group, with all charges to a master folio.

You can check-in all the group’s reservations at once using the “group check-in" functionality in the Rooming List tab.

The easiest way to access a group on their arrival date is to click the hyperlink of the group on the dashboard.



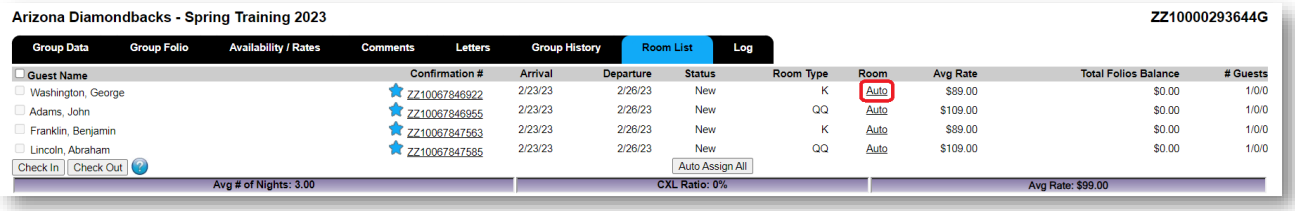
From here, you will be taken to with the “Group Data” tab. Click on the “Room List” tab.



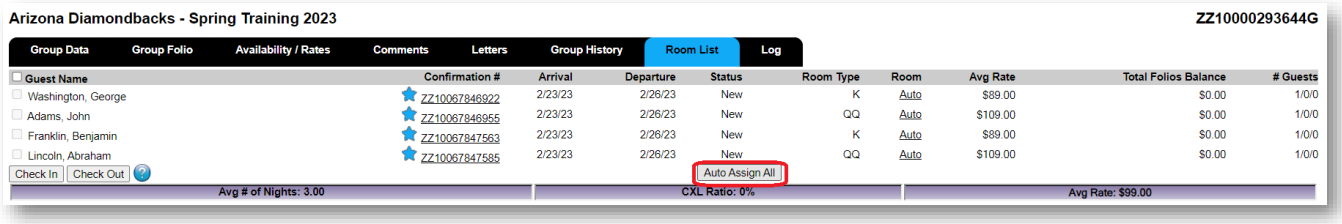
In the “Room List” tab you must assign a room to each reservation that is checking-in order for the Group Check-in function to work. However, not every reservation needs to be checked-in at once; for example, if only half the group arrived, you would just need to assign a room to guests that have arrived.

Other than going into each individual reservation and manually assigning a room, there are two ways to automatically assign rooms from this area.

1. You can assign individual reservations by clicking the “Auto” button on the right side on of that reservation to individually assign a room.

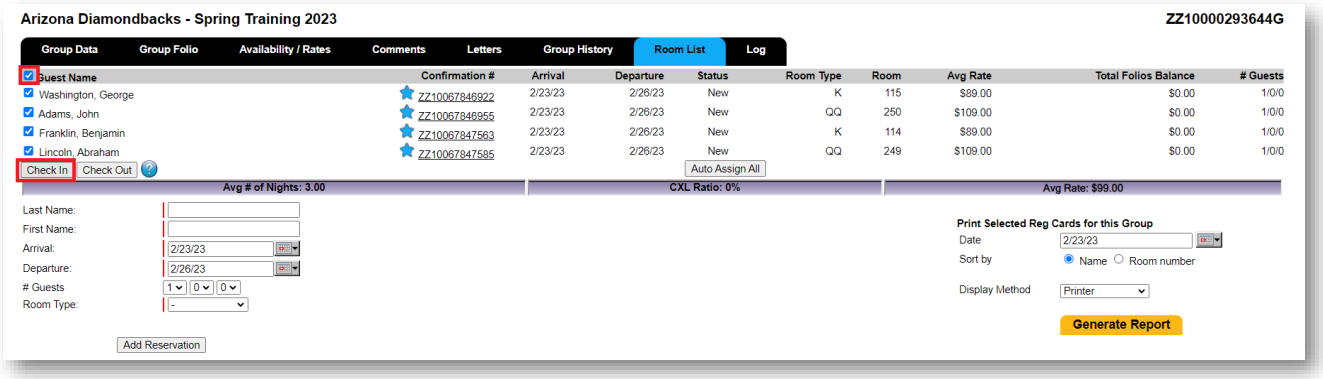


2. You may also use the “Auto Assign All” feature which will automatically assign every reservation in the group.

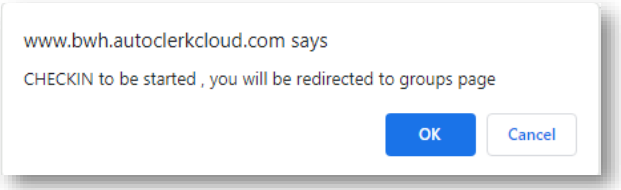


If not everyone in the group has arrived, you are able to either select the reservations individually by checking the box to left of the reservation's last name, or you can click on the "Guest Name" checkbox in the left corner to select all the reservations that have been assigned a room. **Note: Any reservations that have been assigned a dirty room will have the checkbox grayed out, preventing you from selecting it. Please make sure to go into the reservation manually and select a clean room to proceed with the group check-in.**

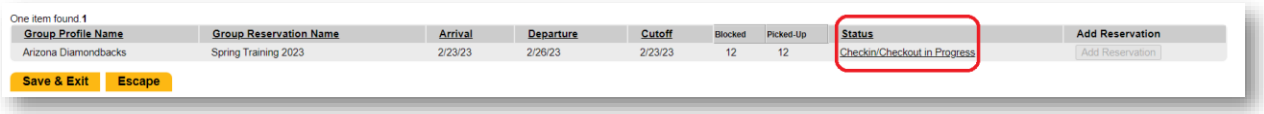
Once the names have been selected you can click "Check In" at the bottom.



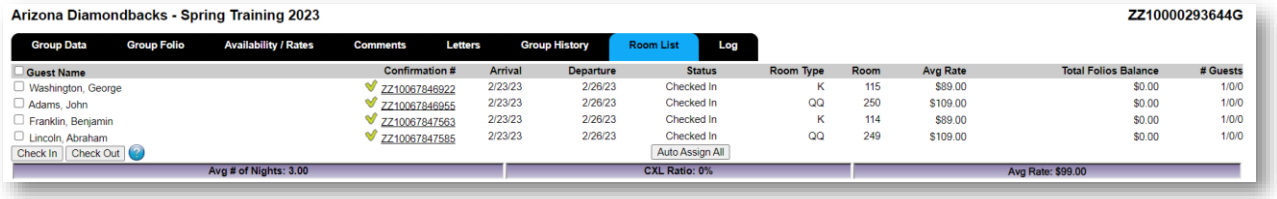
After the "Check In" button is clicked, the system will give you the below pop-up asking you to confirm by clicking "OK".



Once you click "OK", you will be taken to another screen which displays a "Check/Checkout in Progress" hyperlink while the system is checking-in the reservations. The system will check the rooms in faster if there are fewer rooms.



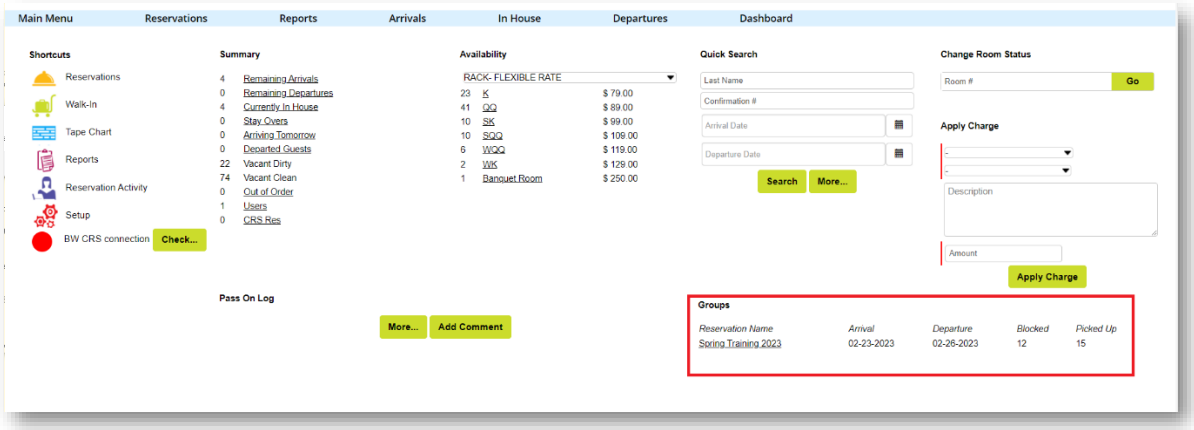
After a few minutes, go back into the group and into the "Room List" tab. The middle "Status" column should display that your selected reservations have been checked-in. There will also be a green checkmark next to the Confirmation# hyperlink:



Courtesy Block Arrival

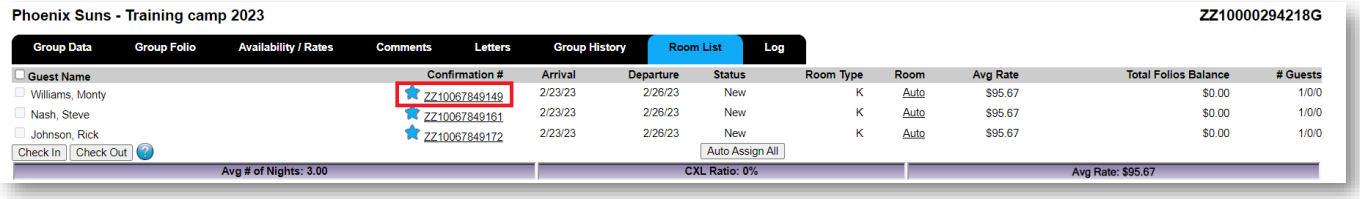
The other type of group is sometimes called a "Courtesy Block". These groups typically call in individually to book their reservations, and they check-in and check-out on their own and pay individually with no group master.

While you can check-in guests by searching for the reservation via the Arrivals section or search, you can also locate a group guest by finding them in the Room List. You can easily enter the group by clicking the hyperlink of the group on the dashboard.

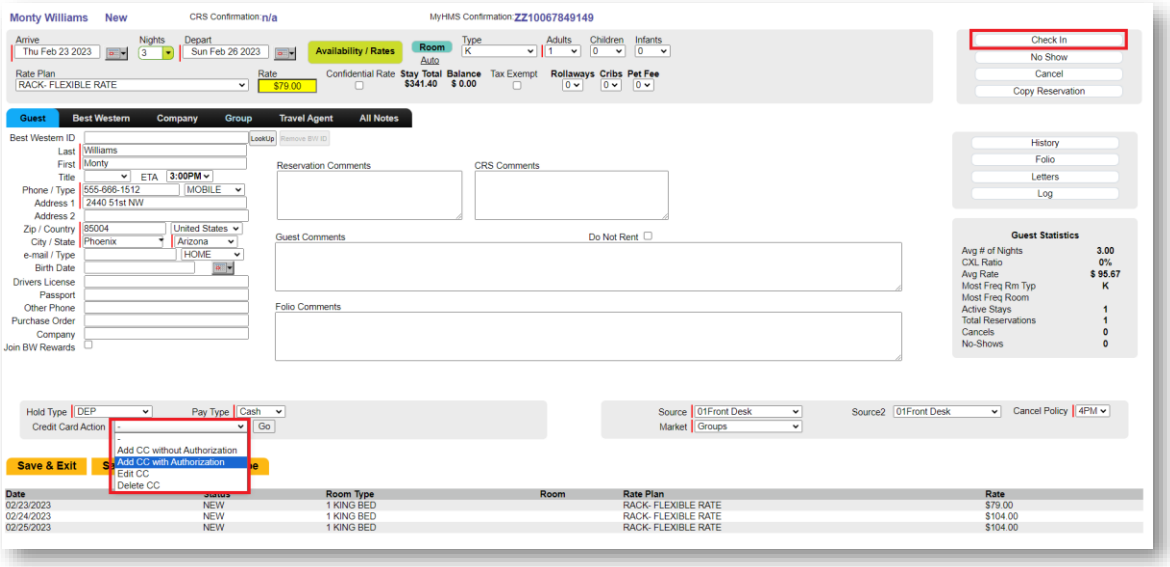


The link will open the "Group Data" tab. Click the "Room List" tab.

Click on the guest "Confirmation#" hyperlink to go directly to the guest's reservation, collect payment and get them checked-in.

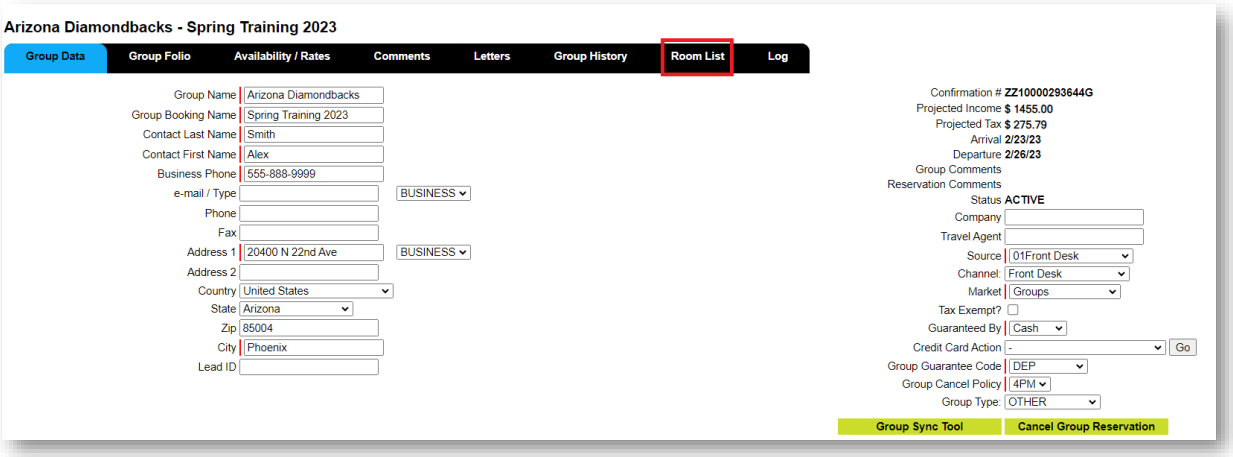


Keep in mind that before you can click the “Check-in” button, you will need to fill in all required fields (indicated by a red virtical bar).



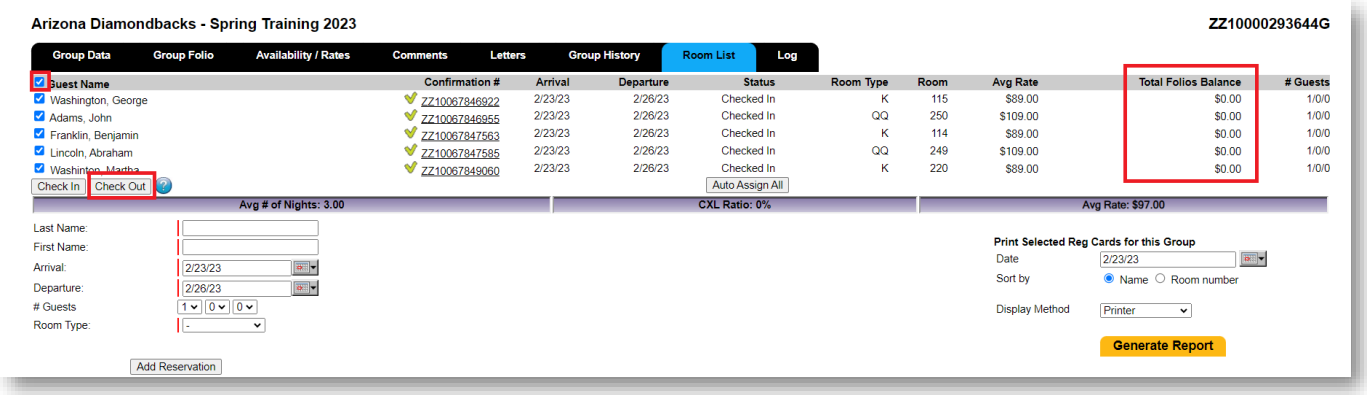
Group Check-Out

While you can check-out guests by searching for the reservation via the Departures list or search, you can also checkout an individual group guest or process a batch group checkout in the Room List. You can easily enter the group by clicking the hyperlink of the group on the dashboard.

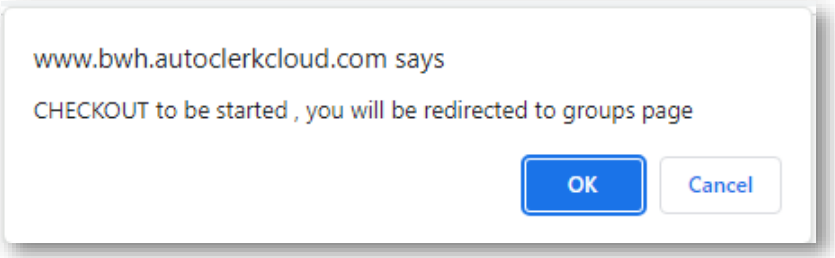


From the Rooming List tab, you have the option to either checkout the rooms one at a time by clicking the hyperlink for each reservation, or to use the Group Check out feature which will allow you to check-out multiple reservations at once.

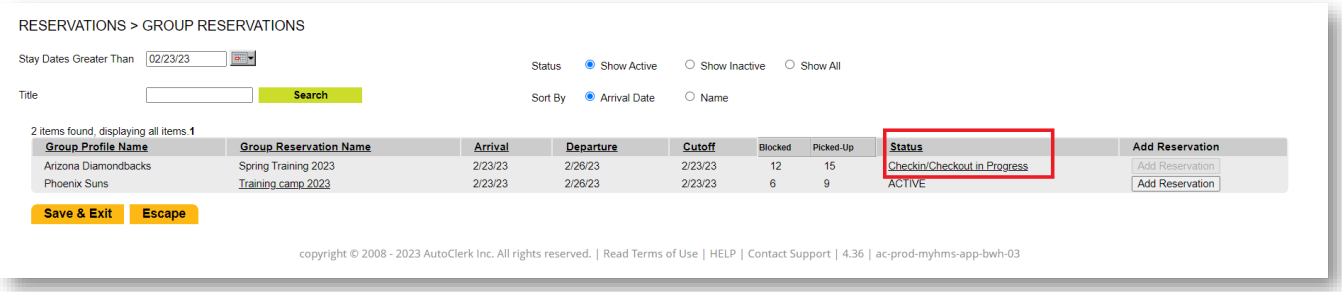
If only part of the group is checking out, you can check the boxes to left of the guest names that are checking out and then press “Check out” below. **Note – If there are any charges on the individual guest folio, that specific reservation cannot be checked out until the balance has been settled to $0.** To select all the reservations in the rooming list, click on the “Guest Name” checkbox in the upper left-hand corner, which will select all reservations that have a $0 folio balance. Then click the “Check Out” button.



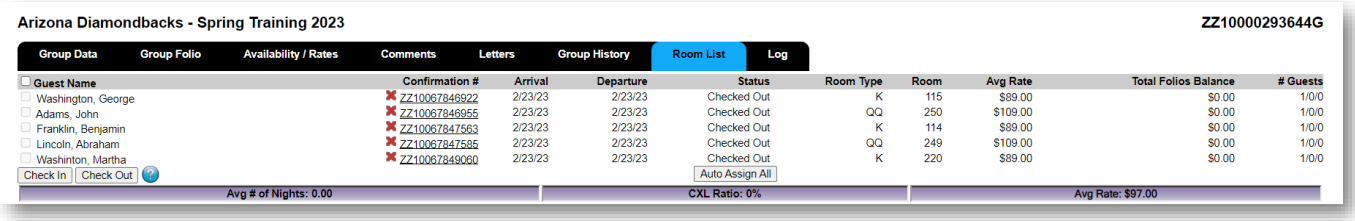
After the “Check Out” button is clicked, the system will give you the below pop-up asking you to confirm by clicking “OK”.



Once you click “OK”, you will be taken to another screen which displays a “Check/Checkout in Progress” hyperlink while the system is checking-in the reservations.



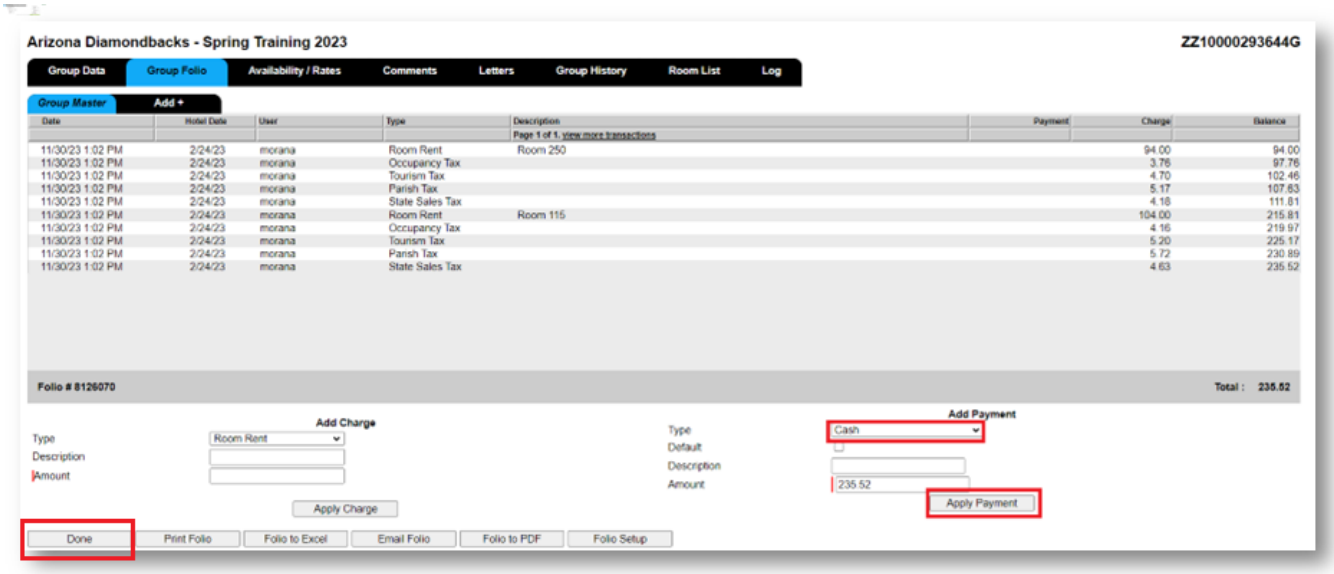
After a few minutes, go back into the group and into the “Room List” tab. The middle “Status” column should display that your selected reservations have been checked out with a red X.



As you checkout the rooms from the group, the green checkmark will change to a red “X” to indicate that the room has gone from checked-in to checked-out.

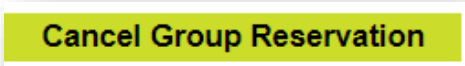
Once all the members of the group are checked out, you will need to process the group folio, or the system will not let you run the Night Audit later.

The Group Folio tab will show the group master folio(s) with all the charges that were routed from the group rooms. This folio needs to be paid by Cash, Credit Card, or City Ledger account and there is no Check Out button. The folio can be printed or emailed. When you are done, click on the "Done" button.



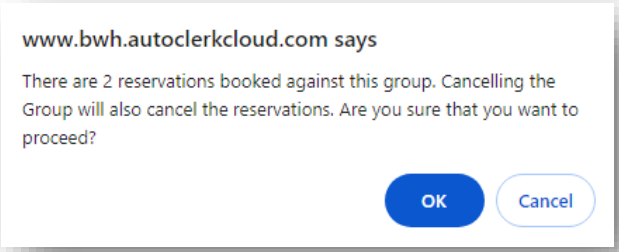
Canceling a Group

A group can be cancelled from the Group Data tab in the bottom right-hand corner.

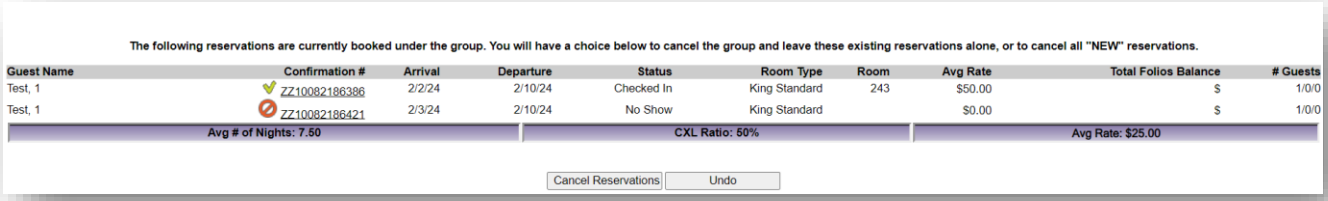


If there are no reservations picked up in the group, the group will be cancelled immediately.

If the group has reservations picked up, a popup will ask you to confirm the cancellation and take you to a list of the group's reservations.



The final screen will show all the group reservations, which must be cancelled to complete cancelling the group. Click “Cancel Reservations” to complete cancelling the group and all its reservations or click “Undo” to stop cancelling the group and return to the group block page.



The following reservations are currently booked under the group. You will have a choice below to cancel the group and leave these existing reservations alone, or to cancel all "NEW" reservations.

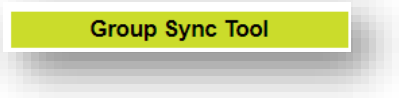
Guest Name	Confirmation #	Arrival	Departure	Status	Room Type	Room	Avg Rate	Total Folios Balance	# Guests
Test, 1	ZZ10082186386	2/2/24	2/10/24	Checked In	King Standard	243	$50.00	$	1/0/0
Test, 1	ZZ10082186421	2/3/24	2/10/24	No Show	King Standard		$0.00	$	1/0/0
Avg # of Nights: 7.50				CXL Ratio: 50%				Avg Rate: $25.00	

Cancel Reservations | Undo

Note: cancelling a group will not check out in-house group guests, and it will not change the rate plans for any group guests.

Group Sync Tool

AutoClerk Cloud’s inventory syncs with the Best Western CRS immediately after any change is saved. If a manual resync is needed or desired, the Group Sync Tool button (on the Group Data tab) allows you to push inventory updates immediately to the CRS. **Note: it is recommended to click the Group Sync Tool only once when making updates. Clicking it multiple times could briefly disrupt communication between the two systems.**



Group Reports

All group reports are run from Reports area of the system. Visit the Group Reports section of this manual for detailed information.

Group Meeting Rooms

If your hotel has meeting rooms setup as a room type, they can be booked by treating them like a real reservation. Simply create the reservation, attach them to a group block and/or billing them to a city ledger if desired, and check them in and out as normal. The day use function can be used as well.

Housekeeping

The housekeeping features are accessible from a variety of areas in the system. Rooms may either be in Clean, Dirty, or Out of Order (OOO) status.

Changing Room Status

Occupied rooms are automatically changed from Clean to Dirty when a guest is checked-in to the room. There are three ways to change a room status:

1. Front Desk Dashboard
2. Tape Chart
3. Housekeeping from "Main Menu" in the blue menu bar

Front Desk Dashboard

From the upper right-hand corner of the dashboard, you can type in a room number and quickly set a room to Clean or Dirty.

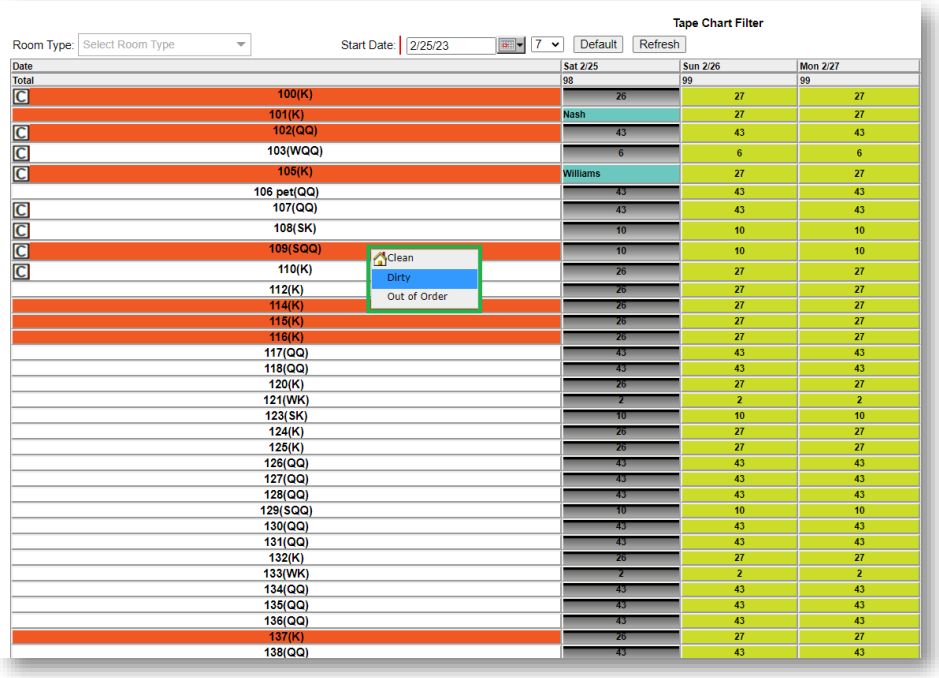
This can be handy for making quick updates, for example if a housekeeper calls down with an update of several rooms, you can update those rooms right from the Front Desk Dashboard.

Note: Out of Order (OOO) rooms will display as Vacant Dirty. Flipping OOO rooms to Vacant Clean will not delete the OOO status. When OOO rooms are released (either by removing the status in the Tape Chart or by the OOO dates ending) they will always automatically flip to Dirty.

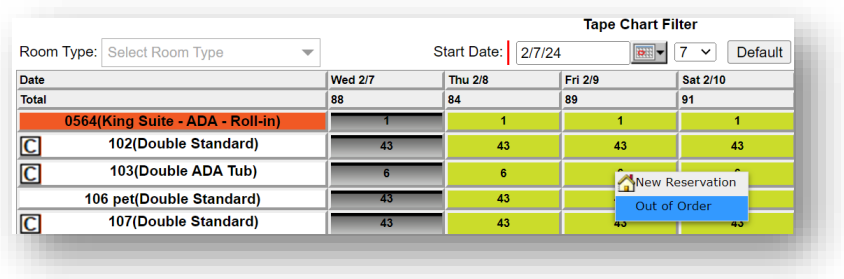
Tape Chart

The left column of the Tape Chart contains a list of all room numbers along with their room types. Room types can be filtered using the "Room Type" drop-down list at the top and clicking "Refresh".

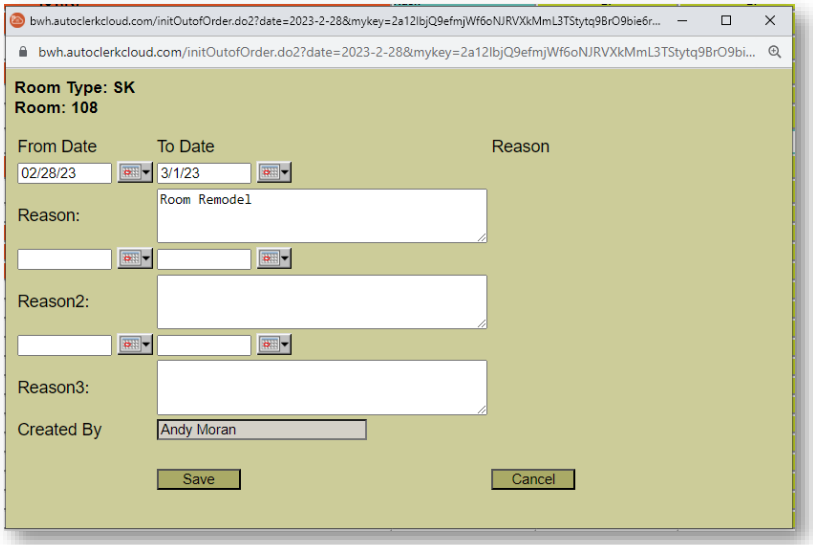
Right-click on any room number to set a room to Clean, Dirty, or OOO. **Remember:** The Tape Chart is the only place where you can change a room's OOO status.



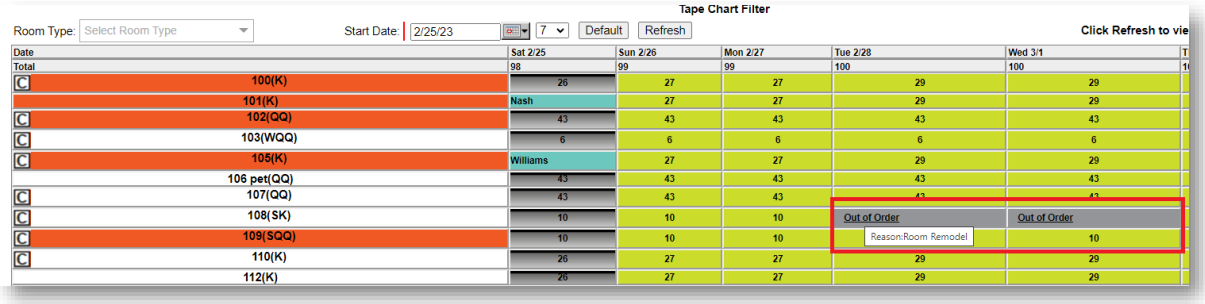
You can also set a room out of order by right-clicking on the cell of the date you'd like to start the OOO status, then right-click and select "Out of Order".



You have the option to put a room OOO for three date spans at once. After entering the "From Date" and "To Date", there is a field to record the "Reason" why the room is OOO.

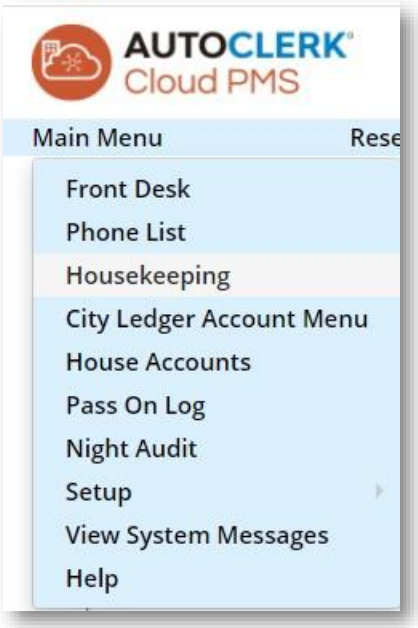


This reason will appear on the Tape Chart if you hover over the Out of Order text for the room.

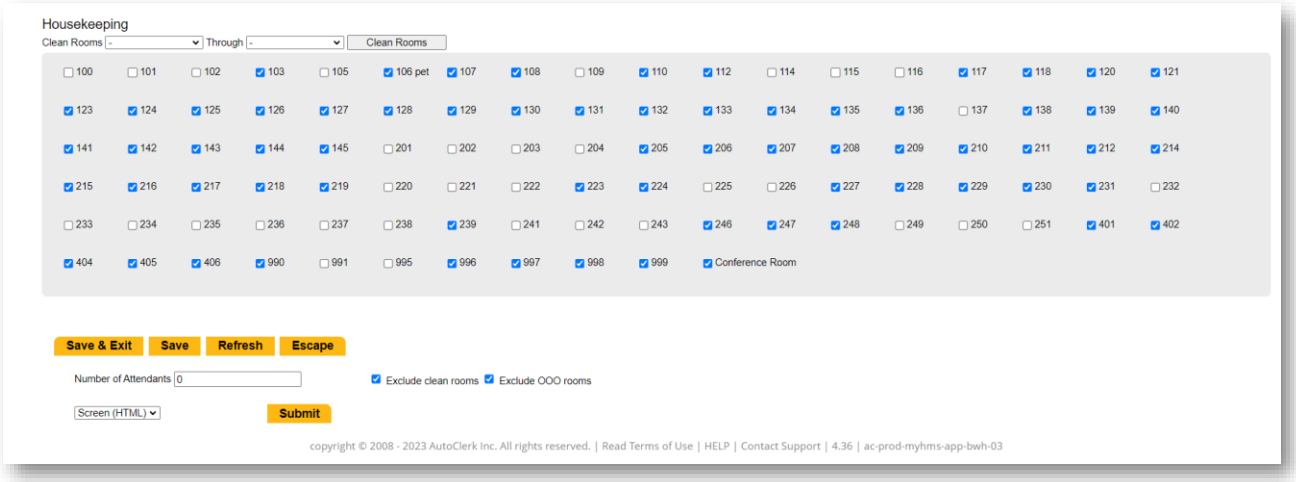


Housekeeping Menu

The main area of Housekeeping is found in the Main Menu in the blue menu bar.



It will bring you to this screen:

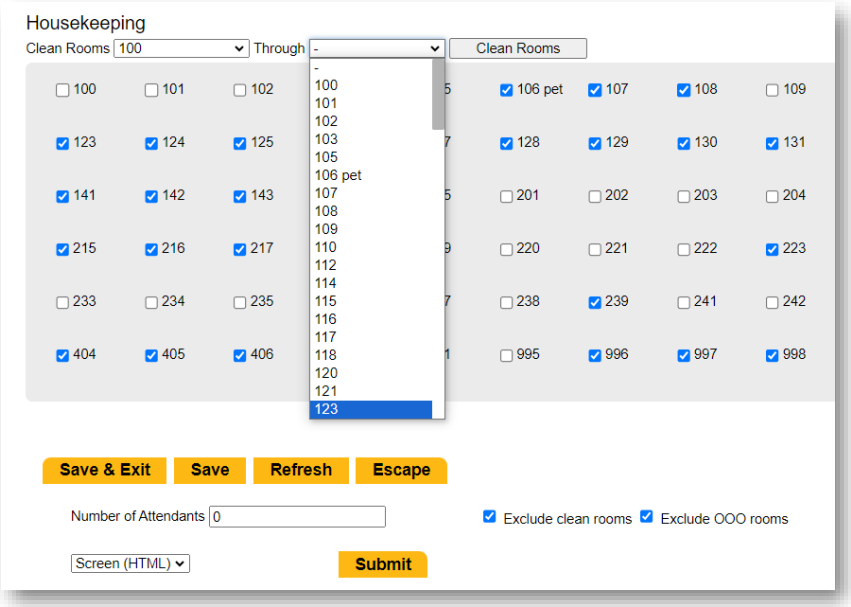


All rooms are listed with checkboxes.

☑ If the room is clean, vacant, in order, and ready for check-in, the checkbox will be blue with a checkmark.

☐ If the room is dirty or OOO, the box will be unchecked indicating the room is not ready to rent.

You can manually check or uncheck the boxes and click the "Save" button. You may also update a range of rooms to Clean by using the drop-down lists, selecting the first and last rooms of the range, and then clicking "Clean Rooms". **Note: neither option will update any OOO rooms; updates to OOO rooms must be done though the Tape Chart.**



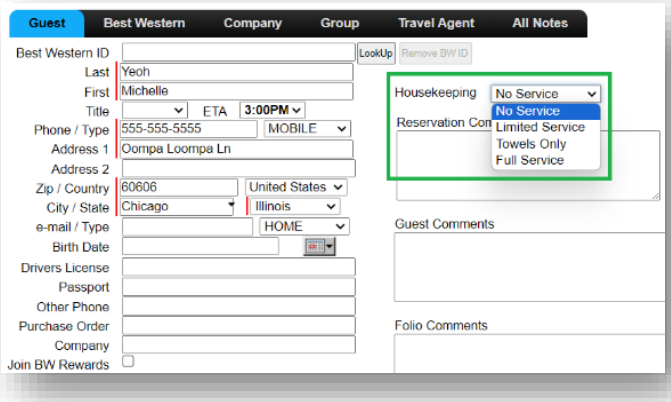
Housekeeper Sheets

From the Housekeeping screen you can also print housekeeper assignment sheets by entering the number of housekeepers and choosing whether to exclude clean and OOO rooms. This will produce a report of rooms evenly divided between the number of housekeepers and columns to checkoff what types of linen was used. See the Housekeeping Sheets section of Reports for more information.

Housekeeping Services

If Housekeeping Services are programmed in Hotel Setup, every reservation will have a drop-down list on the Guest tab. The selection can be changed at any time.

This service type, in addition to any Housekeeping Comments (from the All Notes tab), will appear on Housekeeper Sheets.

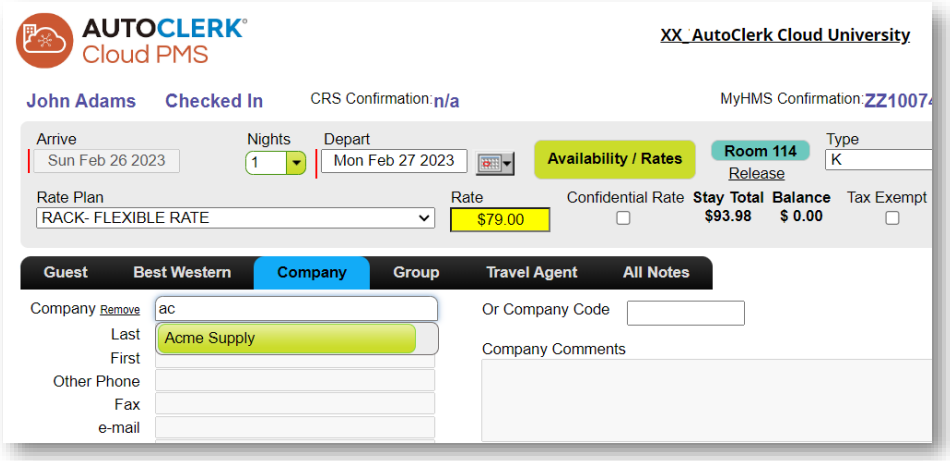


City Ledger Accounts

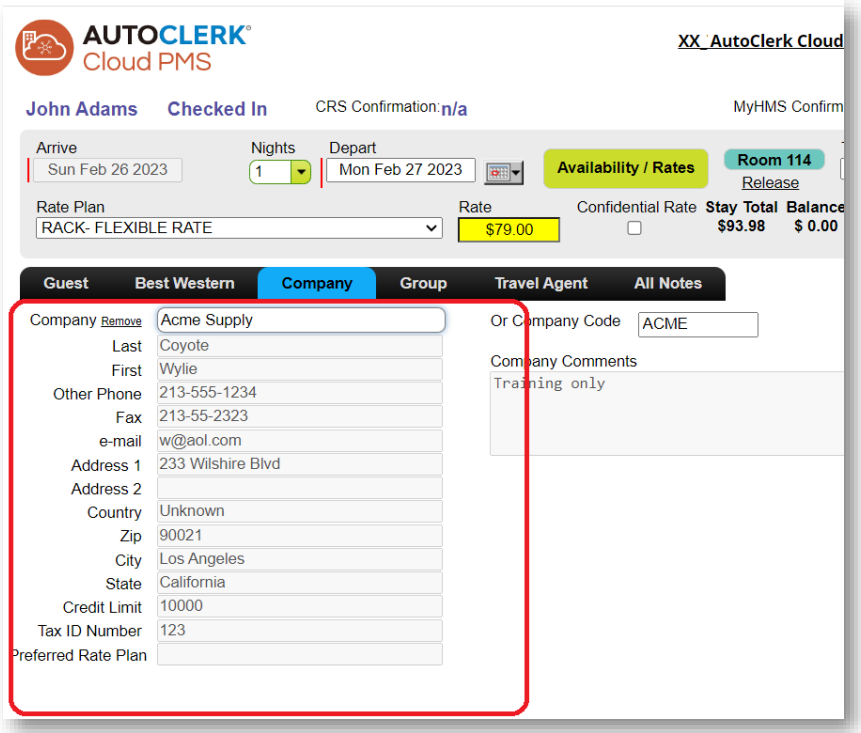
A City Ledger account, also known as a Direct Bill account, is enabled for a Company by adding a "Credit Limit" to the company profile in Setup. The City Ledger Account Menu will allow you to make payments, invoice, view payment history, and make changes to individual folios if needed.

Applying a City Ledger Payment to a Folio

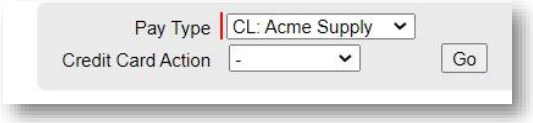
To use a city ledger as payment for a guest, you first must attach the company to the guest reservation. Click on the "Company" tab and type in the Company name or Company Code.



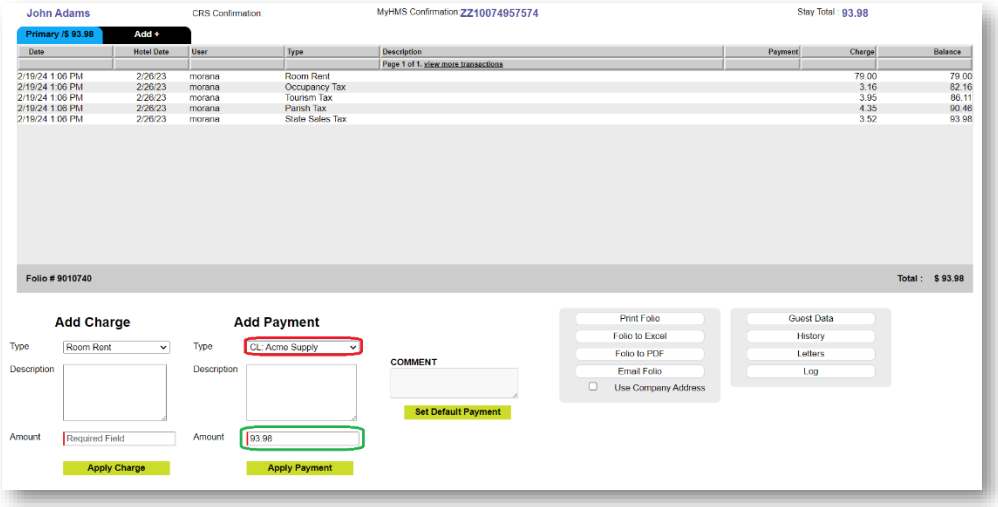
The selected company will auto-populate the remaining information for that company as read-only.



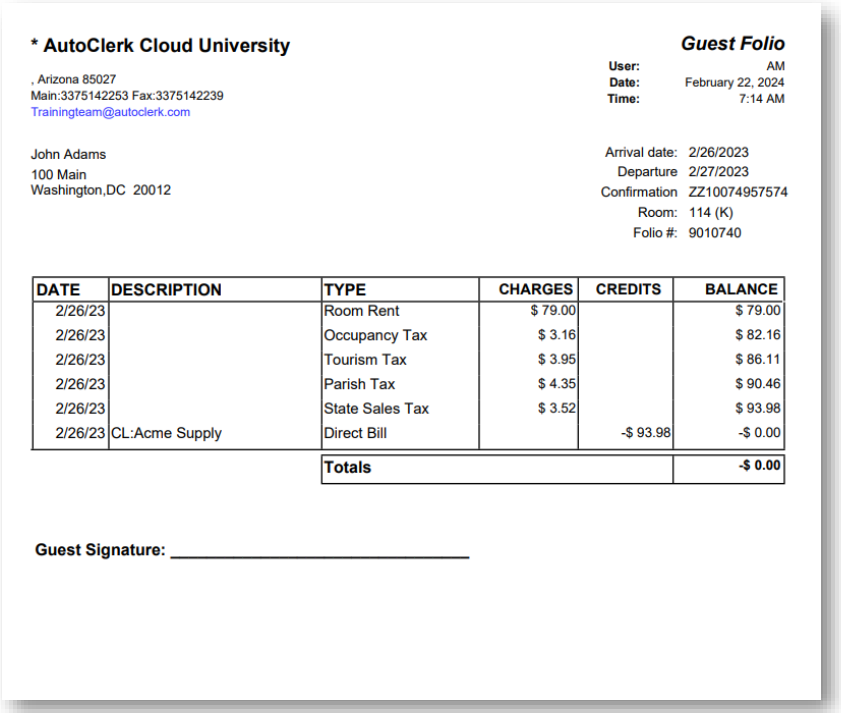
You must save the reservation before City Ledger becomes available as a “Pay Type”.



You may either set the City Ledger as the default payment method, and/or at checkout time you can post a payment using that City Ledger account.



City Ledger payments will appear on the folio like this:



*** AutoClerk Cloud University**

, Arizona 85027
Main:3375142253 Fax:3375142239
Trainingteam@autoclerk.com

Guest Folio

User: AM
Date: February 22, 2024
Time: 7:14 AM

John Adams
100 Main
Washington,DC 20012

Arrival date: 2/26/2023
Departure 2/27/2023
Confirmation ZZ10074957574
Room: 114 (K)
Folio #: 9010740

DATE	DESCRIPTION	TYPE	CHARGES	CREDITS	BALANCE
2/26/23		Room Rent	$ 79.00		$ 79.00
2/26/23		Occupancy Tax	$ 3.16		$ 82.16
2/26/23		Tourism Tax	$ 3.95		$ 86.11
2/26/23		Parish Tax	$ 4.35		$ 90.46
2/26/23		State Sales Tax	$ 3.52		$ 93.98
2/26/23	CL:Acme Supply	Direct Bill		-$ 93.98	-$ 0.00
		Totals			**-$ 0.00**

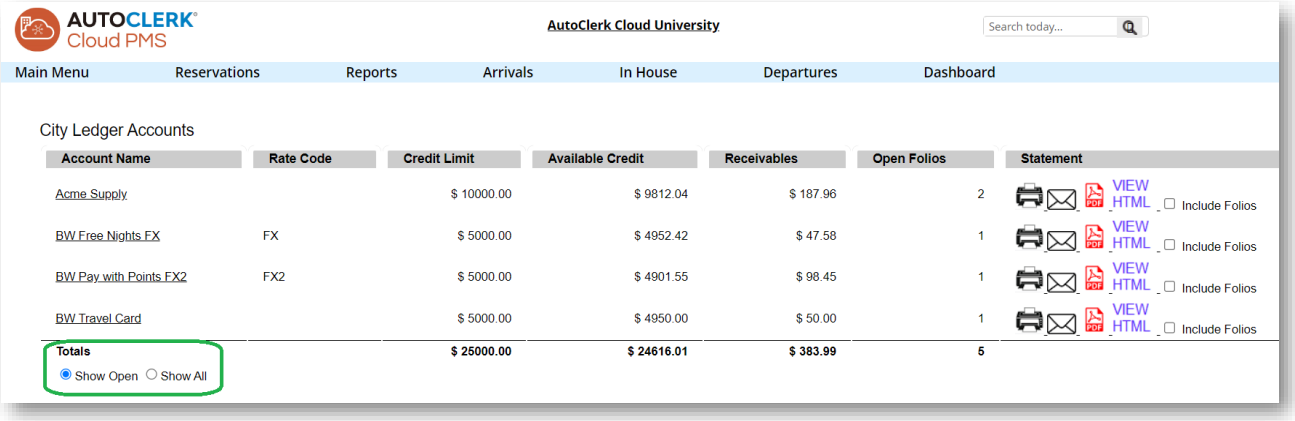
Guest Signature: _____

City Ledger Account Menu

The City Ledger Account Menu function is located under “Main Menu” in the blue menu bar.

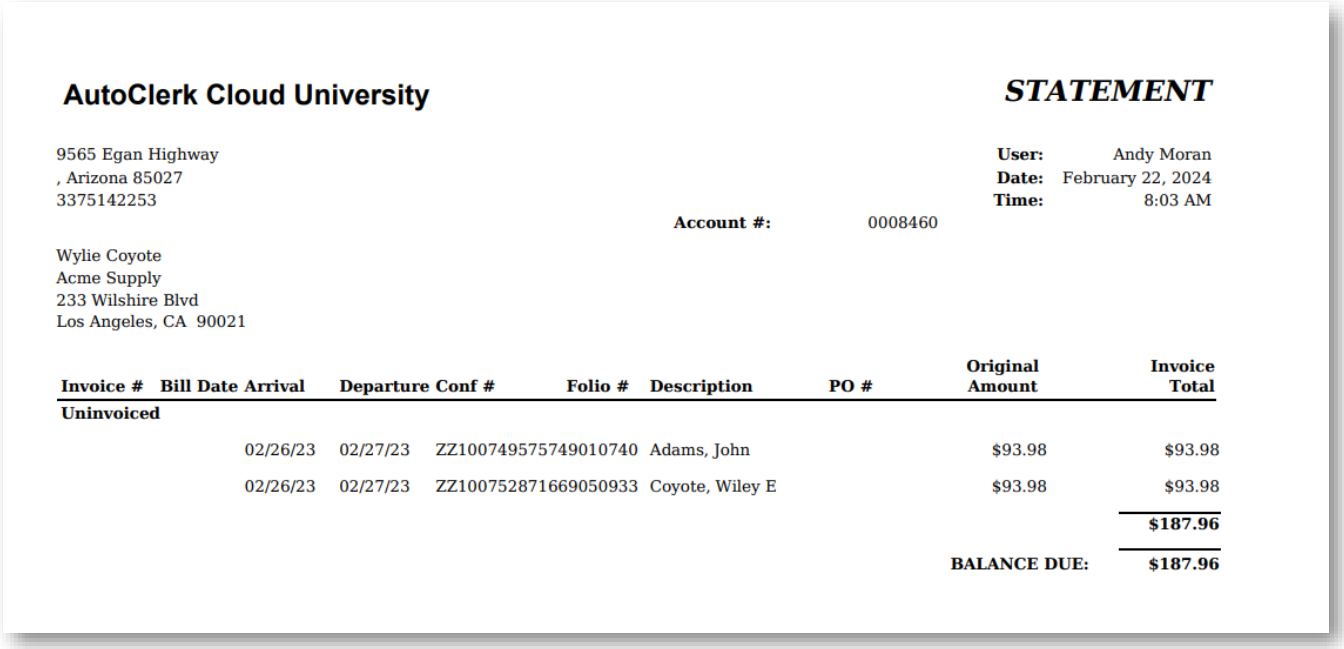
When you enter the City Ledger, the system lists all accounts that owe the hotel money (open accounts) in alphabetical order. You can use the radio button at the bottom left-hand corner to show only open accounts or all accounts (an account will display in “Show All” as long as the account has been direct billed at least once).

The accounts list displays any Rate Code assigned to the account, the total Credit Limit, the unused credit limit (“Available Credit”), the amount owed by the company (Receivables), and the number of unpaid folios (“Open Folios”).



The Statement for each account can be printed, emailed, produced as a PDF, or viewed in HTML, with the option to include the individual supporting folios.

Example Statement



AutoClerk Cloud University

STATEMENT

9565 Egan Highway
, Arizona 85027
3375142253

User: Andy Moran
Date: February 22, 2024
Time: 8:03 AM

Account #: 0008460

Wylie Coyote
Acme Supply
233 Wilshire Blvd
Los Angeles, CA 90021

Invoice #	Bill Date	Arrival	Departure	Conf #	Folio #	Description	PO #	Original Amount	Invoice Total
Uninvoiced									
		02/26/23	02/27/23	ZZ100749575749010740		Adams, John		$93.98	$93.98
		02/26/23	02/27/23	ZZ100752871669050933		Coyote, Wiley E		$93.98	$93.98
									$187.96
								BALANCE DUE:	**$187.96**

Example Folio

AutoClerk Cloud University

, Arizona 85027
Main:3375142253 Fax:3375142239
Trainingteam@autoclerk.com

Guest Folio

User: null
Date: February 22, 2024
Time: 8:03 AM

John Adams
123 Main St
Washington,DC 20012

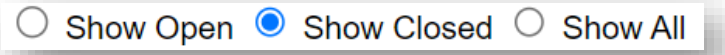
Arrival date: 2/26/2023
Departure 2/27/2023
Confirmation ZZ10074957574
Room: 114 (K)
Folio #: 9010740

DATE	DESCRIPTION	TYPE	CHARGES	CREDITS	BALANCE
2/26/23		Room Rent	$ 79.00		$ 79.00
2/26/23		Occupancy Tax	$ 3.16		$ 82.16
2/26/23		Tourism Tax	$ 3.95		$ 86.11
2/26/23		Parish Tax	$ 4.35		$ 90.46
2/26/23		State Sales Tax	$ 3.52		$ 93.98
2/26/23	CL:Acme Supply	Direct Bill		-$ 93.98	-$ 0.00
		Totals			**-$ 0.00**

Guest Signature: _____

Invoicing

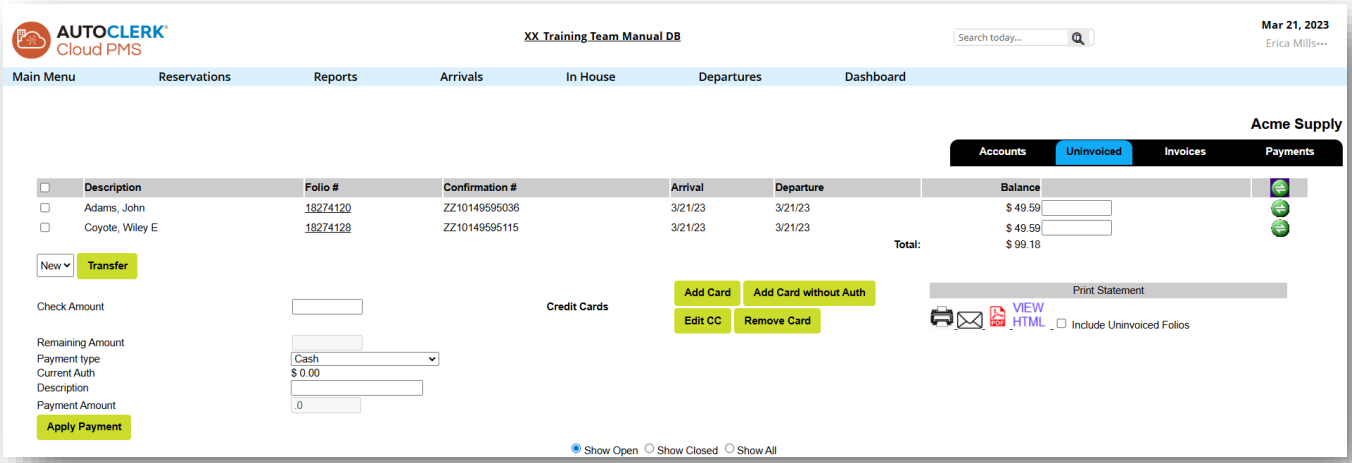
Although the invoicing feature is optional, it is recommended to always invoice folios before payment as it groups multiple folios together and is easy to view under the “Invoices” tab under “Show Closed” or “Show All”.



If a payment is applied in the Uninvoiced tab, that payment can only be found through the Transactions report or by searching the Payments tab by payment date.

When you wish to invoice a company, in the City Ledger Account Menu list, click on the name of the account which will bring up the Uninvoiced screen.

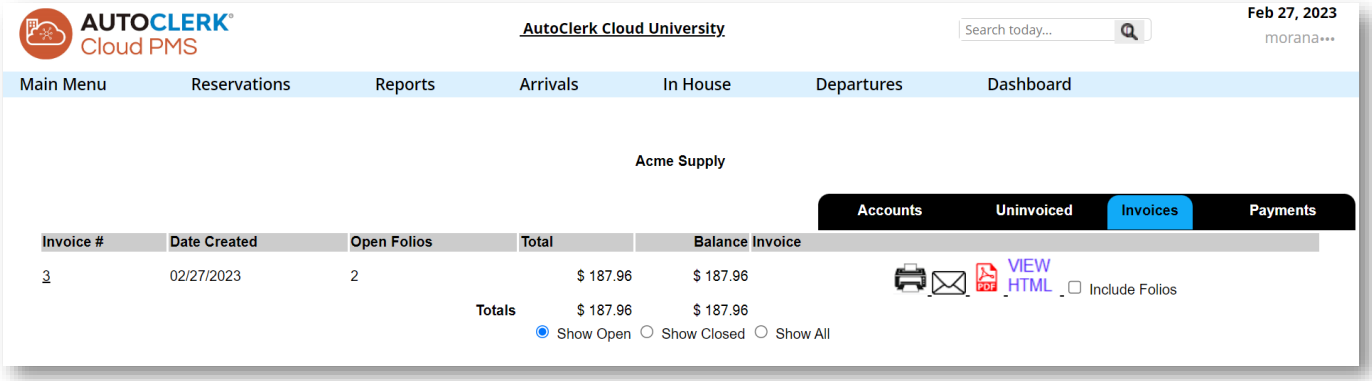
To add a folio to an invoice, first check the boxes on the left; if you wish to select all of them you can click on the box at the top in the header to select all. To add the folios to a new invoice, click the "Transfer" button. The Transfer button will allow you to transfer folios either to a new invoice or existing invoices using the drop-down list.



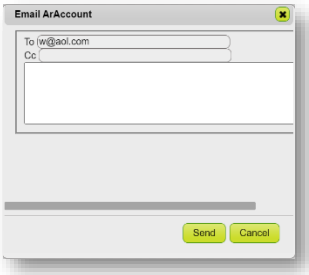
All invoiced folios will then be grouped together under one invoice number and moved from the "Uninvoiced" tab to the "Invoices" tab.

This Invoices tab will list each invoice that is not paid off. The far-left column has "Invoice #" which is a hyperlink to that invoice and all the associated folios. The Invoices tab shows the date the invoice was created, how many folios it is made up of, the original total, and the remaining balance.

At the bottom, you can use the radio buttons to show open, closed, or all invoices.



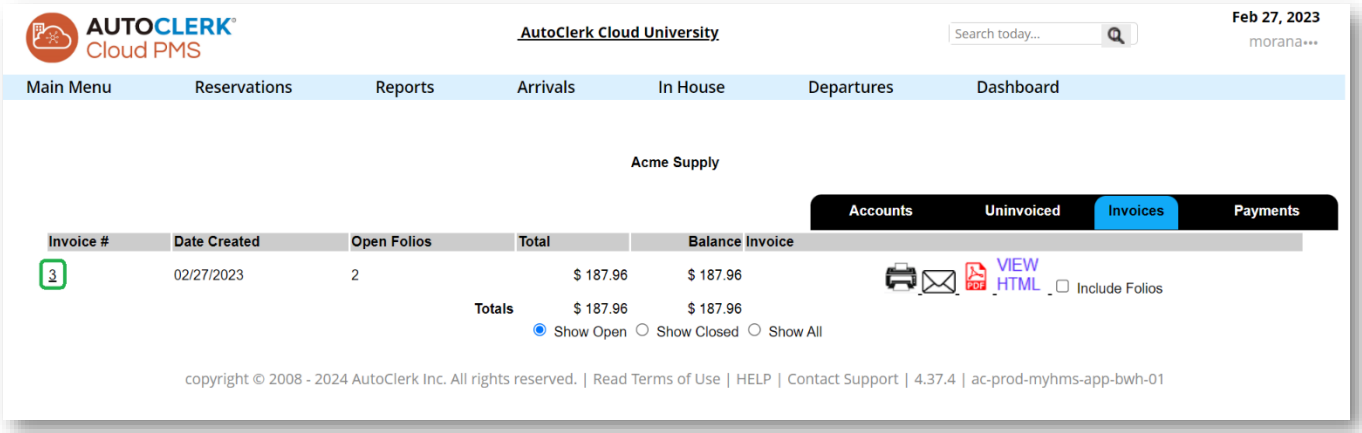
To the right, you may also print or email the invoice, preview as PDF or HTML, and choose to include the folios. The email option will pre-fill the company's email address, or you may type in a new email recipient. There is a white text box which allows you to customize the email.



Posting Payments to City Ledger Accounts

You may either post a payment directly in the Uninvoiced screen, or if invoiced, click the Invoice # hyperlink on the far left of the Invoices tab, which will bring up the folios to be paid off.

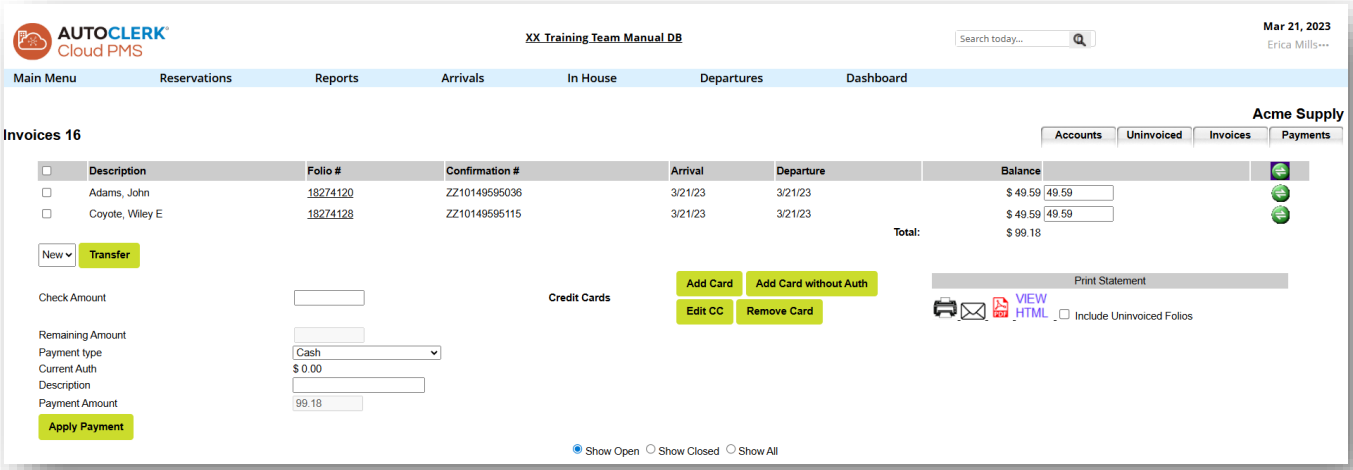
Note: If a payment is applied in the Uninvoiced tab, that payment can only be found through the Transactions report or by searching the Payments tab by payment date.



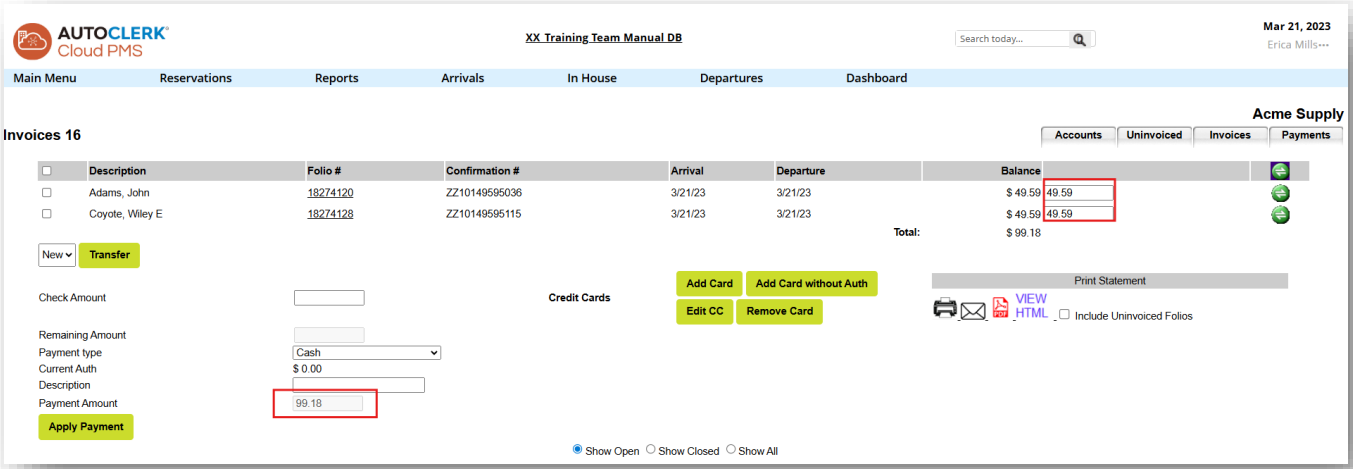
Below, the Folio # column includes hyperlink that allows you to go directly to a folio to make any corrections. The Escape button in the folio will return you to the Invoices screen.

On the right side of the invoice screen, click on the green circle of each folio that is being paid off to copy the Balance into the payment box. If all folios are being paid off in full, you can click on the top green dot in the header to autofill all payment boxes for all folios.

In the case of a partial payment, enter the actual amount being paid in the boxes.



The total being paid will appear in the “Payment Amount” field near the bottom.

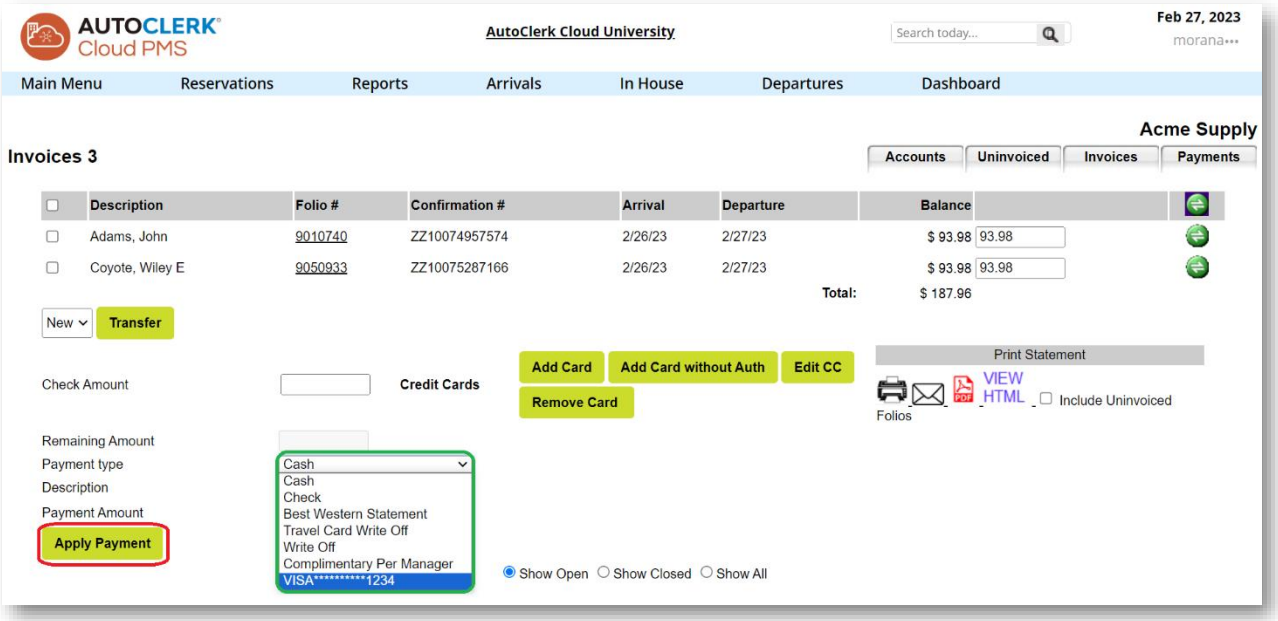


Note: the “Check Amount” field in the middle-left side of the screen is currently in use.

The default payment type is “Cash”, and you have lime green buttons that allow you to add a credit card, which will stay on file for the account until it is removed. Many City Ledger payments are done via check. In the case of a franchise account such as Best Western, those accounts are paid using the “Best Western Statement” payment type.

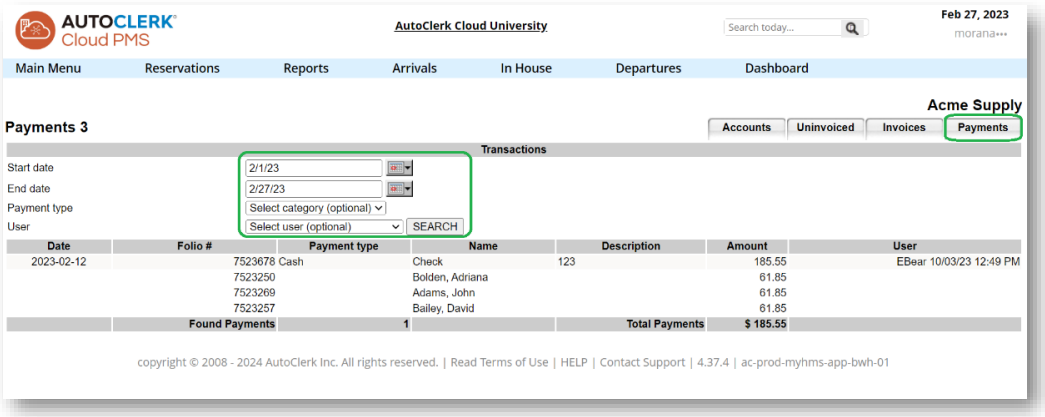
The “Description” can be used for the check number. In the case of a franchise account you will normally record the month and year of the statement that contains the credit.

When all information is correct, click the “Apply Payment” button.



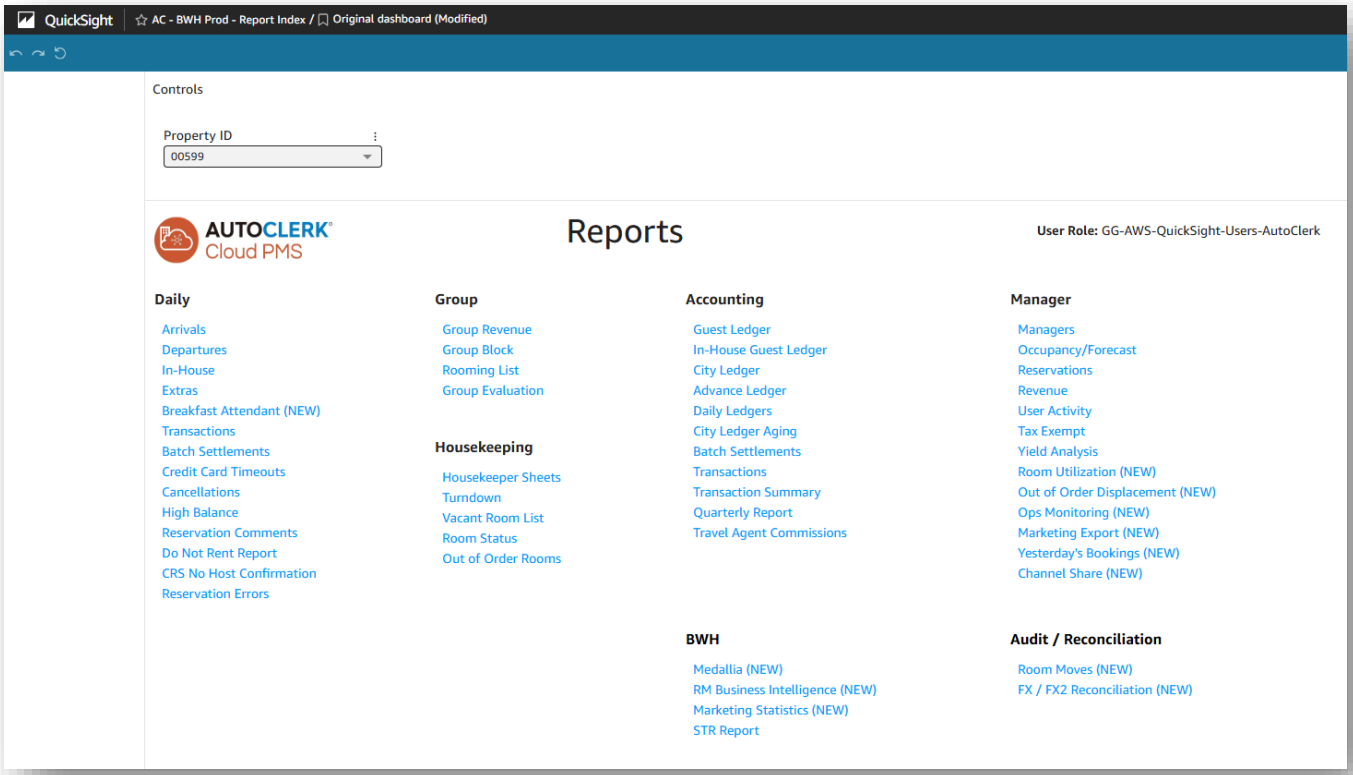
Payments Tab

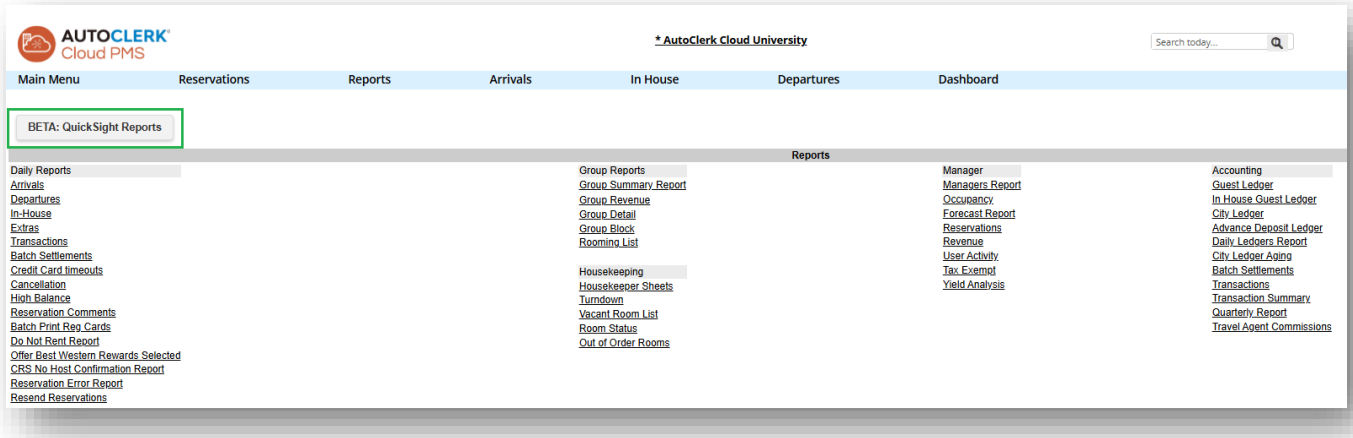
When viewing a City Ledger account, if payments have been made in the past, there will be a fourth tab on the far right labeled “Payments”. You can filter the “Start date” and “End date”, and optionally filter to a specific Payment type and/or User.



Reports

The Reports area can be reached via the “Reports” button under the Shortcuts area of the Front Desk Dashboard or use the blue menu bar and click Reports. **For our Best Western Branded hotels these reports are also available through QuickSight. You may access QuickSight using Member Web or by clicking the QuickSight button in the AutoClerk reports area.**





All reports are pre-programmed in AutoClerk Cloud and can be run with many different filters.

Reports may be displayed in up to four different formats. The Display Method is selected at the bottom of the screen after clicking a report.

- **Screen (HTML)** is the default and the quickest way to see a report. Note that HTML is normally not designed for printers or paper and so it often prints small. The screen can typically be zoomed using browser options or **CTRL +/-** on the keyboard.
- **Print (PDF)** is the best choice when printing or saving a report. The print is larger and properly fills the printed page.
- **Excel** will export the report in XLS format, typically read by the Microsoft Excel program. This format allows you to manipulate the data in an Excel spreadsheet after it is generated.
- **Data (CSV)** will export the report in CSV format. This allows other spreadsheet programs to read the data.
- **Printer** will immediately open a print preview of the report. This option is uncommon and appears on the Batch Print Reg Cards report.

Different reports are visible based on user role.

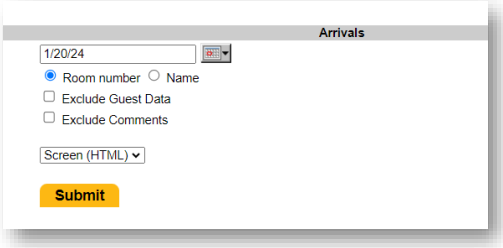
	Hotel Staff	Night Auditor	Hotel Manager
Daily Reports	All except: -Credit Card Timeouts -CRS No Host Confirmation Report -Resend Reservations	All except: -Credit Card Timeouts -CRS No Host Confirmation Report -Resend Reservations	All except: -Credit Card Timeouts
Group Reports	Only Group Summary Report and Rooming List	Only Group Summary Report and Rooming List	All
Housekeeping	All	All	All
Manager	none	All	All
Accounting	none	All	All

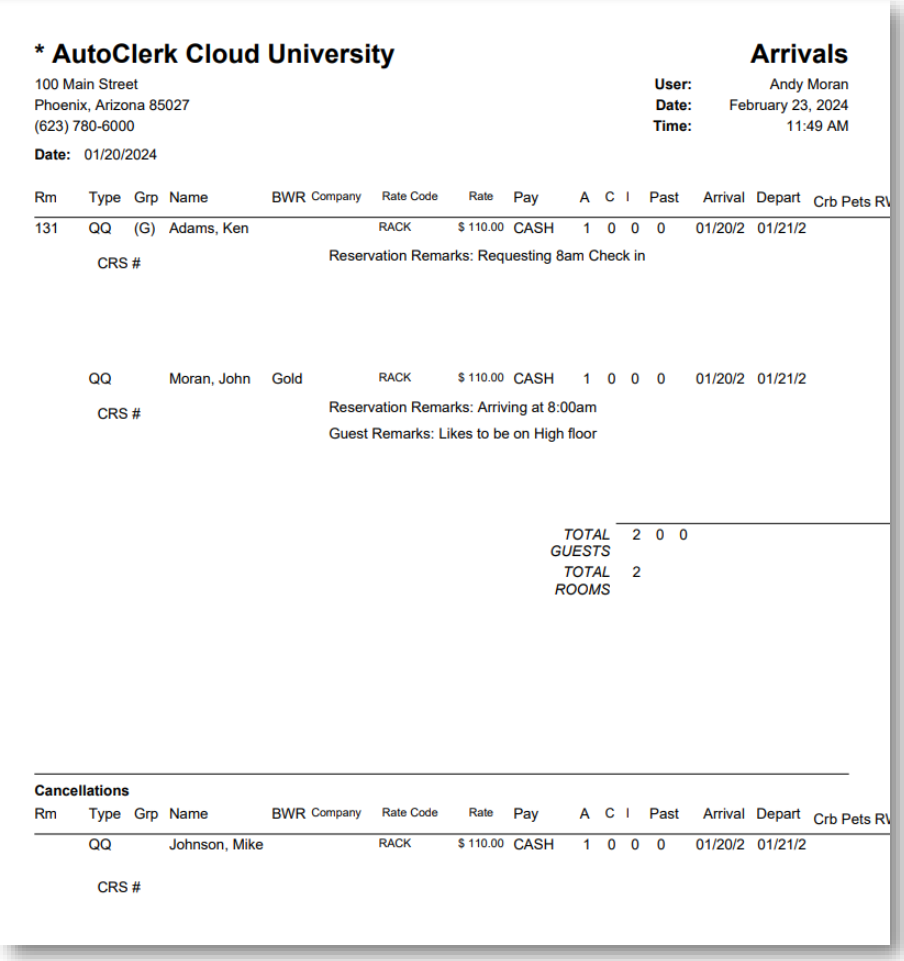
Daily Reports

Arrivals

This report displays all reservations with an arrival date of the date selected, including reservations that are already checked-in. This report is historical, so it may be run for past reservations with the selected date, or for the current date, or for a future date.

The report may be sorted by Room number or Name (last name), and there are also options to Exclude Comments or Guest Data (which will not display Group, Name, Company, Rate Code and Rate, Pay, Departure Date, Extras, or CRS #).





*** AutoClerk Cloud University**

100 Main Street
Phoenix, Arizona 85027
(623) 780-6000

Date: 01/20/2024

Arrivals

User: Andy Moran
Date: February 23, 2024
Time: 11:49 AM

Rm	Type	Grp	Name	BWR	Company	Rate Code	Rate	Pay	A	C	I	Past	Arrival	Depart	Crb	Pets	RW
131	QQ	(G)	Adams, Ken			RACK	$ 110.00	CASH	1	0	0	0	01/20/2	01/21/2			
	CRS #				Reservation Remarks: Requesting 8am Check in												
	QQ		Moran, John	Gold		RACK	$ 110.00	CASH	1	0	0	0	01/20/2	01/21/2			
	CRS #				Reservation Remarks: Arriving at 8:00am Guest Remarks: Likes to be on High floor												
								TOTAL GUESTS	2	0	0						
								TOTAL ROOMS	2								

Cancellations

Rm	Type	Grp	Name	BWR	Company	Rate Code	Rate	Pay	A	C	I	Past	Arrival	Depart	Crb	Pets	RW
	QQ		Johnson, Mike			RACK	$ 110.00	CASH	1	0	0	0	01/20/2	01/21/2			
	CRS #																

For each reservation, basic information includes room number, room type, if they are with a group (G), name, company, rate, form of payment, the number of Adults/Children/Infants (A/C/I), the number of past stays at your property, and the arrival and departure date. There are columns for cribs, pets, and rollaways (RW), regardless of whether you have these options turned on at your property.

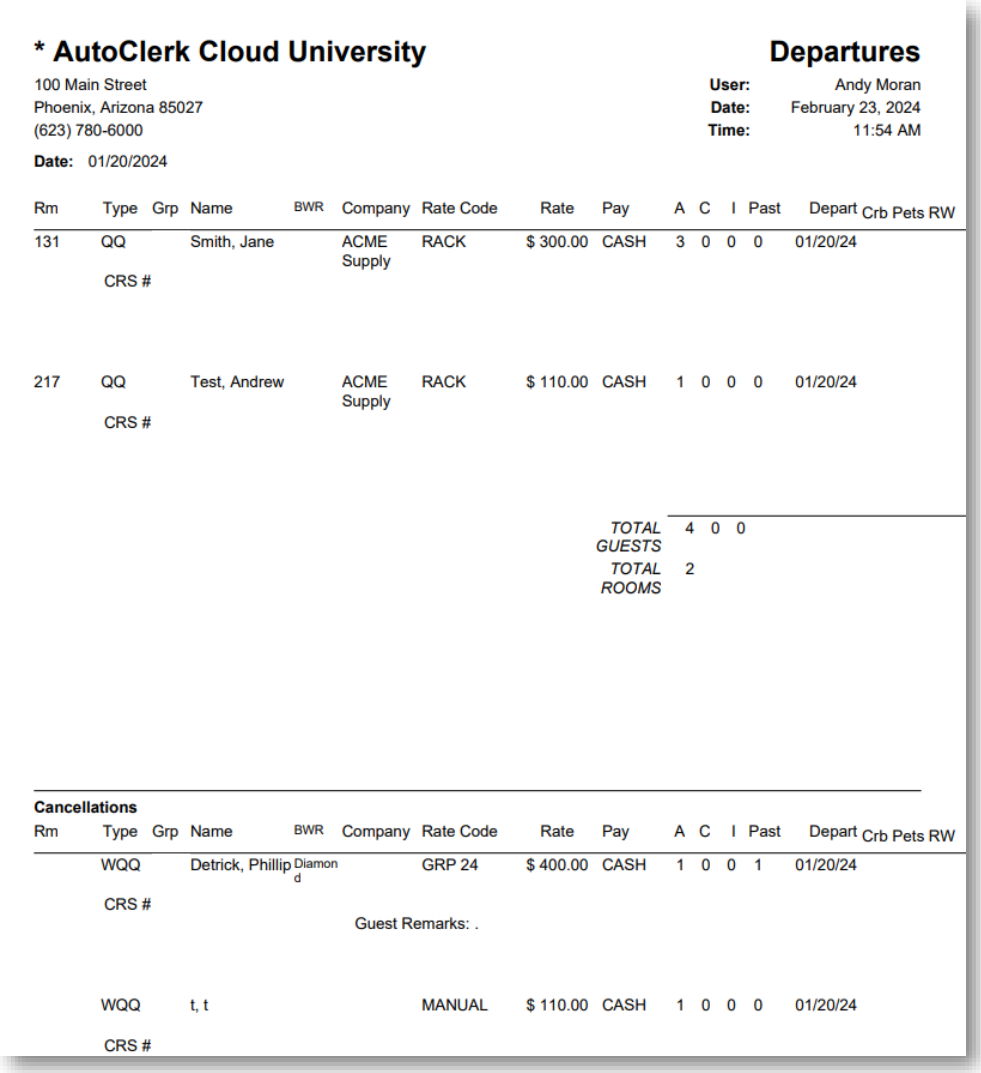
If you are a Best Western-branded property, there will also be a column labeled BWR which will show the member level for a guest if they have a Best Western Rewards account attached to their reservation. For example, if the guest has a BWR membership level of Gold, it will display “Gold” in this column.

The CRS # and Reservation and Guest Comments are listed on a second line for each reservation. The summary displays the total number of guests in the report and how many total rooms.

After this, there is a line that separates a list of cancelled reservations for that arrival date.

Departures

This report has the exact same options and format as the Arrivals report. It also has a list of cancelled reservations that have a departure date of the selected date.



*** AutoClerk Cloud University** — **Departures**

100 Main Street
Phoenix, Arizona 85027
(623) 780-6000

User: Andy Moran
Date: February 23, 2024
Time: 11:54 AM

Date: 01/20/2024

Rm	Type	Grp	Name	BWR	Company	Rate Code	Rate	Pay	A	C	I	Past	Depart	Crb	Pets	RW
131	QQ		Smith, Jane		ACME Supply	RACK	$ 300.00	CASH	3	0	0	0	01/20/24			
	CRS #															
217	QQ		Test, Andrew		ACME Supply	RACK	$ 110.00	CASH	1	0	0	0	01/20/24			
	CRS #															
								TOTAL GUESTS	4	0	0					
								TOTAL ROOMS	2							

Cancellations

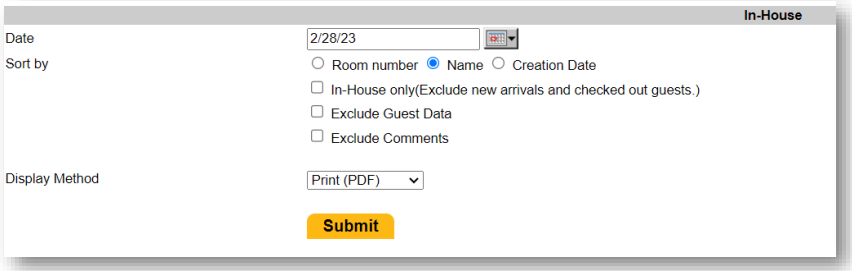
Rm	Type	Grp	Name	BWR	Company	Rate Code	Rate	Pay	A	C	I	Past	Depart	Crb	Pets	RW
	WQQ		Detrick, Phillip	Diamond		GRP 24	$ 400.00	CASH	1	0	0	1	01/20/24			
	CRS #															
					Guest Remarks: .											
	WQQ		t, t			MANUAL	$ 110.00	CASH	1	0	0	0	01/20/24			
	CRS #															

In-House

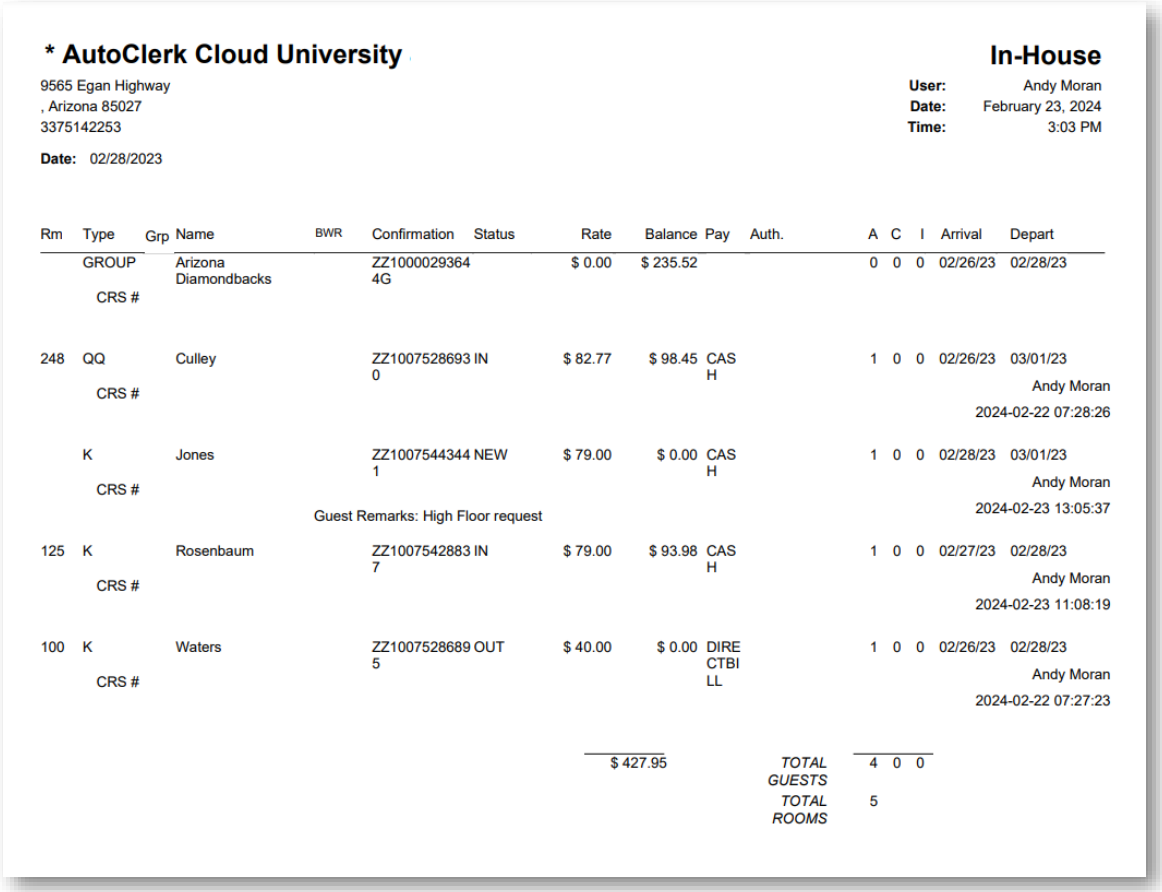
This report differs from the Arrivals and Departures reports because it can also list Reservation Status: IN for Checked in, OUT for Checked out, and NEW for New arrivals.

The report can be filtered by Room number, Name (last name), or Creation Date. You can also decide to include In-house only, Exclude Guest Data, and Exclude Guest Comments.

If you do not check “In-House only” the report will include all reservations status such as IN, OUT, and NEW. Checking “In-House only” will generate a list of the actual in-house guests only.



This report includes the guest's room number, room type, group (G), name, BWR if any, confirmation number, reservation status, rate, balance, form of payment, credit card authorized amount, number of adults/children/infants, and arrival and departure date. The second line of each reservation lists Reservation and Guest Remarks (Comments), as well as the CRS # which includes the user who created the reservation with creation date and time. Extras are not included in this report.



*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

Date: 02/28/2023

In-House

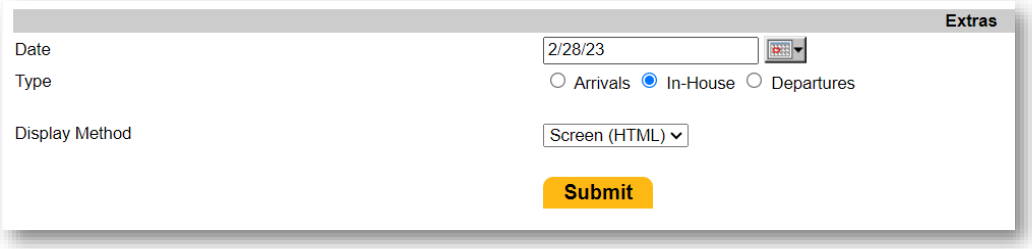
User: Andy Moran
Date: February 23, 2024
Time: 3:03 PM

Rm	Type	Grp	Name	BWR	Confirmation	Status	Rate	Balance	Pay	Auth.	A	C	I	Arrival	Depart
	GROUP		Arizona Diamondbacks		ZZ10000293644G		$ 0.00	$ 235.52			0	0	0	02/26/23	02/28/23
	CRS #														
248	QQ		Culley		ZZ10075286930	IN	$ 82.77	$ 98.45	CASH		1	0	0	02/26/23	03/01/23
	CRS #														Andy Moran 2024-02-22 07:28:26
	K		Jones		ZZ10075443441	NEW	$ 79.00	$ 0.00	CASH		1	0	0	02/28/23	03/01/23
	CRS #														Andy Moran 2024-02-23 13:05:37
				Guest Remarks: High Floor request											
125	K		Rosenbaum		ZZ10075428837	IN	$ 79.00	$ 93.98	CASH		1	0	0	02/27/23	02/28/23
	CRS #														Andy Moran 2024-02-23 11:08:19
100	K		Waters		ZZ10075286895	OUT	$ 40.00	$ 0.00	DIRECTBILL		1	0	0	02/26/23	02/28/23
	CRS #														Andy Moran 2024-02-22 07:27:23
								$ 427.95		*TOTAL GUESTS*	4	0	0		
										TOTAL ROOMS	5				

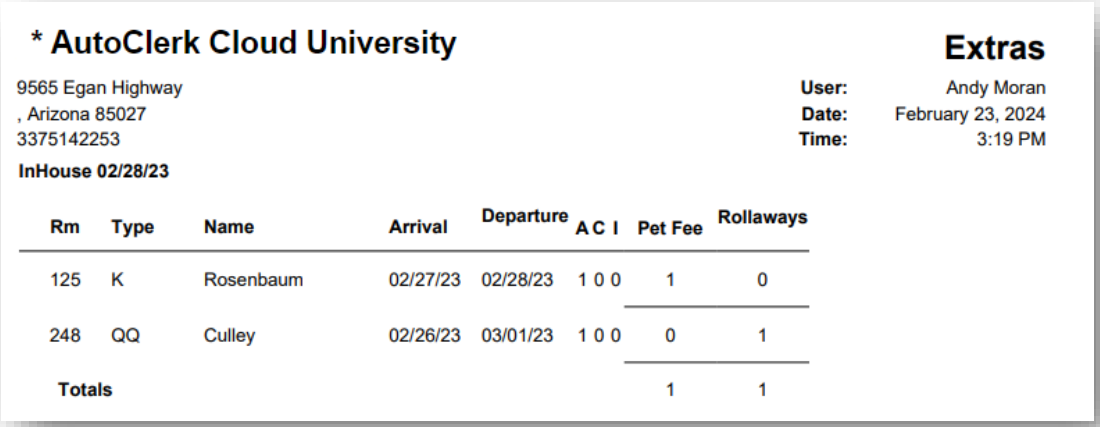
Extras

If your property has the Extras feature turned on, you will be able to generate this report to show guests who have requested cribs, rollaways, and any other Extras you have defined at your property. You can pull the extras report by Arrivals, In-House, or Departures.

While the Arrivals and Departures reports both display Extras, the Extras report is the only report that displays Extras for *in-house* guests.



Note: the report will only show a column for an Extra if the Extra is in use for that date.



* AutoClerk Cloud University

Extras

9565 Egan Highway
, Arizona 85027
3375142253

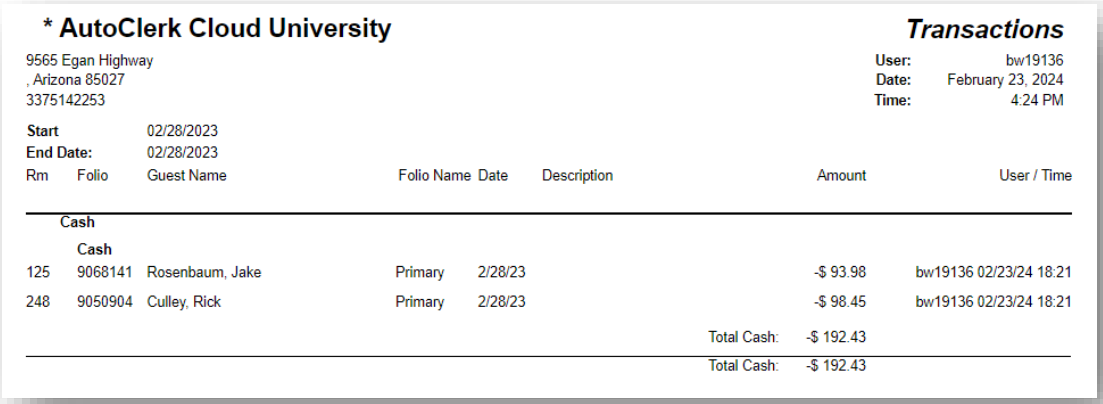
User: Andy Moran
Date: February 23, 2024
Time: 3:19 PM

InHouse 02/28/23

Rm	Type	Name	Arrival	Departure	A C I	Pet Fee	Rollaways
125	K	Rosenbaum	02/27/23	02/28/23	1 0 0	1	0
248	QQ	Culley	02/26/23	03/01/23	1 0 0	0	1
Totals						1	1

Transactions

This report lists the charges and payments for a date or date/time range with sub-totals and totals.



* AutoClerk Cloud University

Transactions

9565 Egan Highway
, Arizona 85027
3375142253

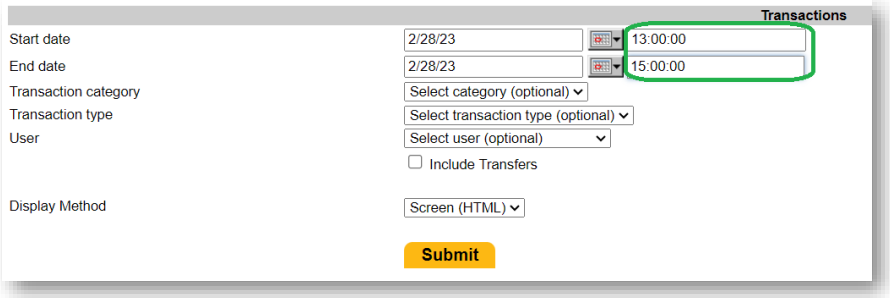
User: bw19136
Date: February 23, 2024
Time: 4:24 PM

Start 02/28/2023
End Date: 02/28/2023

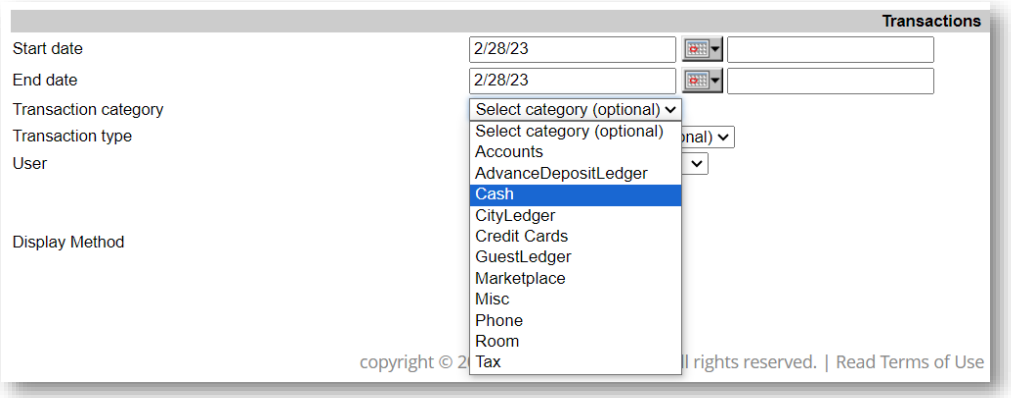
Rm	Folio	Guest Name	Folio Name	Date	Description	Amount	User / Time
	Cash						
	Cash						
125	9068141	Rosenbaum, Jake	Primary	2/28/23		-$ 93.98	bw19136 02/23/24 18:21
248	9050904	Culley, Rick	Primary	2/28/23		-$ 98.45	bw19136 02/23/24 18:21
					Total Cash:	-$ 192.43	
					Total Cash:	-$ 192.43	

The time field is the unlabeled field next to each date. If only dates are entered, the system will include all transactions at all times of that hotel date.

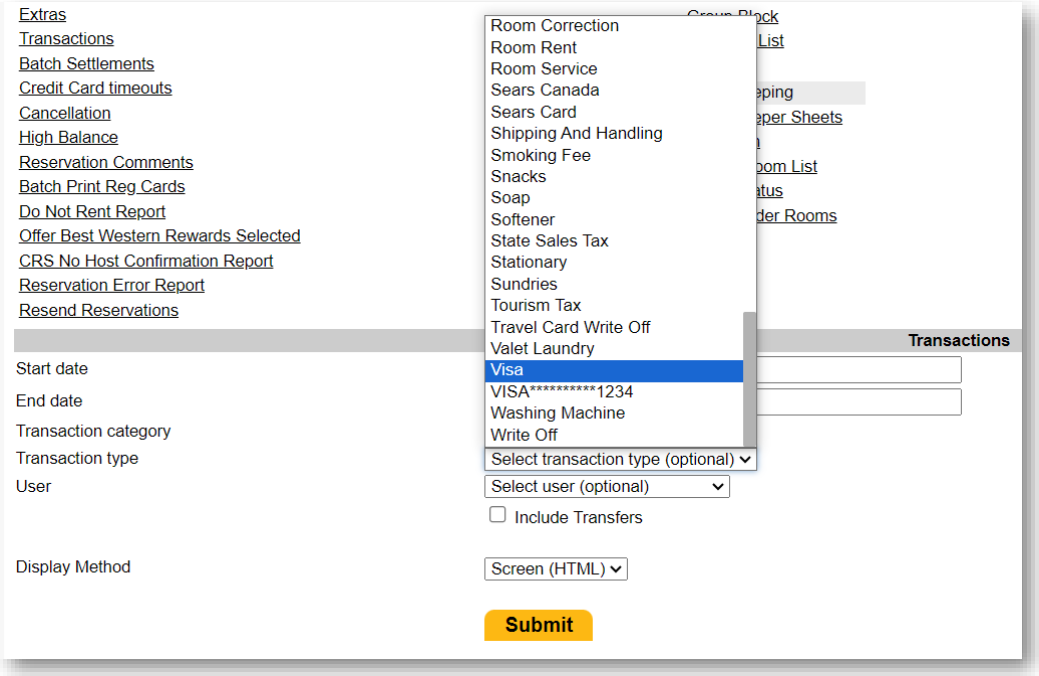
If entering a time, it must be in Military format (for example, 13:00:00 for 1PM), which will cause the system to use the calendar date and time.



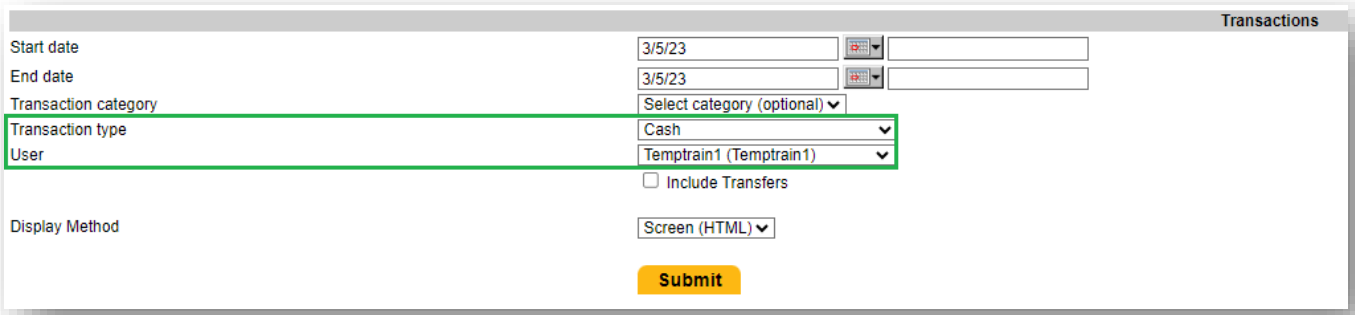
"Transaction category" allows you to filter the transaction by groups of transactions, such as credit cards or taxes.

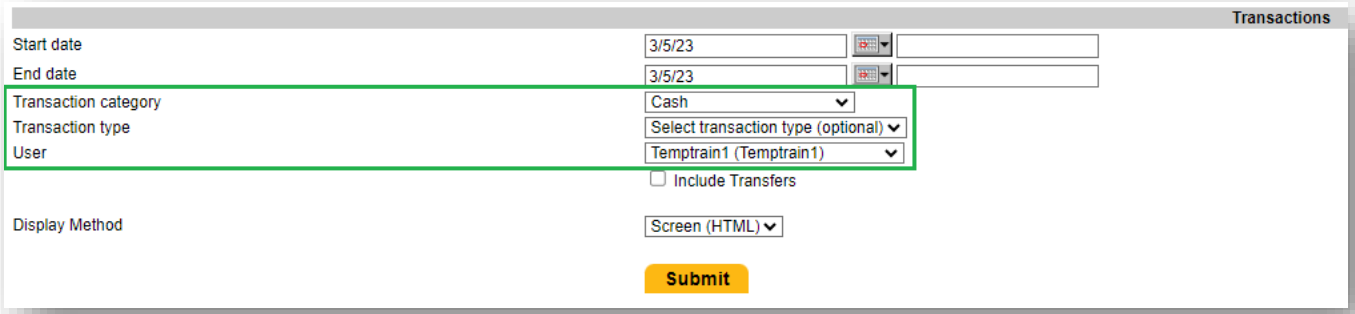


Transaction type allows you to filter the report by a single transaction such as Visa, for example.



"User" can be used to track postings by a specific user and can also be used to "cash out" at the end of a shift. Select the user and only that user's transactions will be included in the report. You can also select the transaction category as Cash, which will generate a report of all cash and check transactions posted by that user.





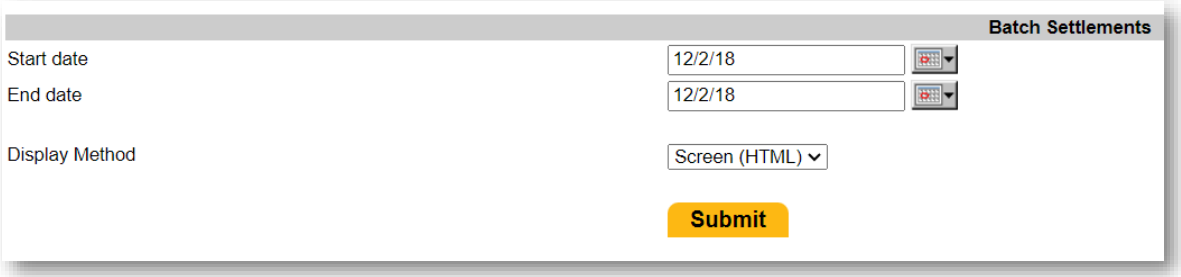
"Include Transfers" is normally left unchecked. When a transaction is transferred from one room to another, the system posts a credit from the source room and a debit to the destination. This transfer has no effect on the overall totals, so these transactions are often not included, but can be included by checking the box.

Batch Settlements

This report appears in two report sections: both "Daily Reports" and "Accounting".

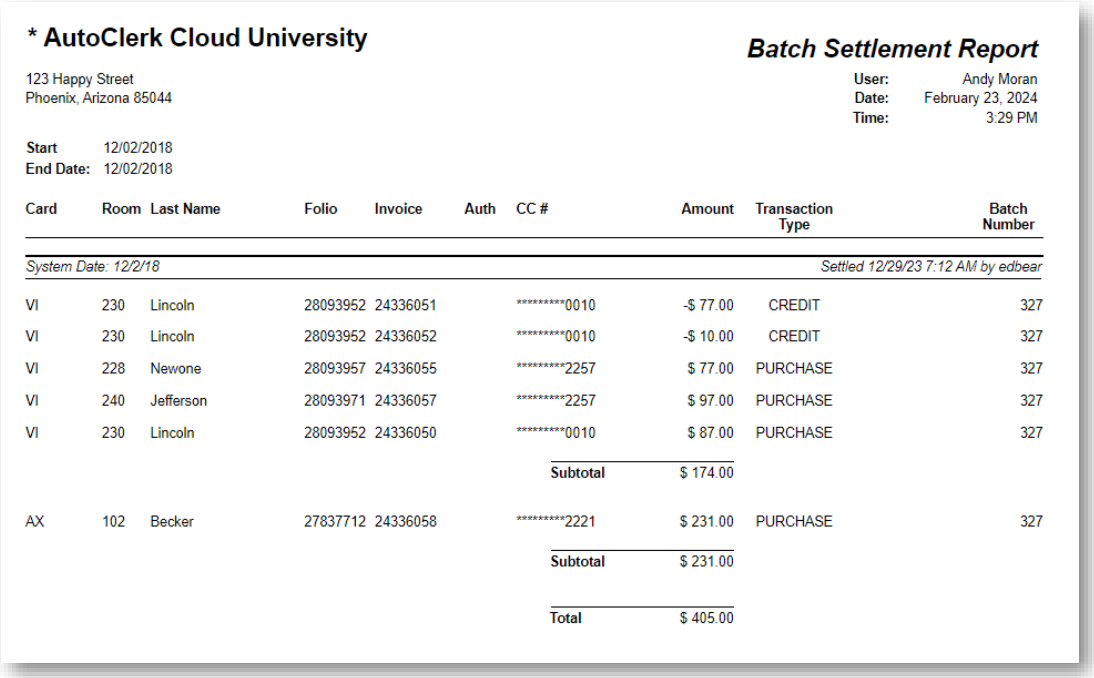
This report is one of three reports that can be emailed automatically during the Night Audit (the others being Managers Report and Transaction Summary).

The Batch Settlements report shows which credit cards transactions were sent to the credit card processor on a specific day. Note that the report filter defaults to the current business date, however it can be adjusted to past dates.



On the report, credit card purchases (payments) and credits (refunds) are grouped by credit card type (such as VI for Visa). The room number, last name, folio, and invoice numbers are displayed with the CC #, and the batch number to the far right.

Each card type has a sub-total. The Total of all card types appears at the bottom of the report.



*** AutoClerk Cloud University**

123 Happy Street
Phoenix, Arizona 85044

Batch Settlement Report

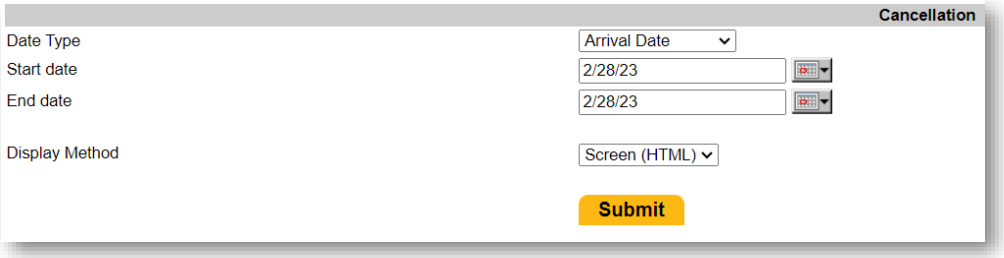
User: Andy Moran
Date: February 23, 2024
Time: 3:29 PM

Start 12/02/2018
End Date: 12/02/2018

Card	Room	Last Name	Folio	Invoice	Auth	CC #	Amount	Transaction Type	Batch Number
System Date: 12/2/18									*Settled 12/29/23 7:12 AM by edbear*
VI	230	Lincoln	28093952	24336051		********0010	-$ 77.00	CREDIT	327
VI	230	Lincoln	28093952	24336052		********0010	-$ 10.00	CREDIT	327
VI	228	Newone	28093957	24336055		********2257	$ 77.00	PURCHASE	327
VI	240	Jefferson	28093971	24336057		********2257	$ 97.00	PURCHASE	327
VI	230	Lincoln	28093952	24336050		********0010	$ 87.00	PURCHASE	327
						Subtotal	$ 174.00		
AX	102	Becker	27837712	24336058		********2221	$ 231.00	PURCHASE	327
						Subtotal	$ 231.00		
						Total	$ 405.00		

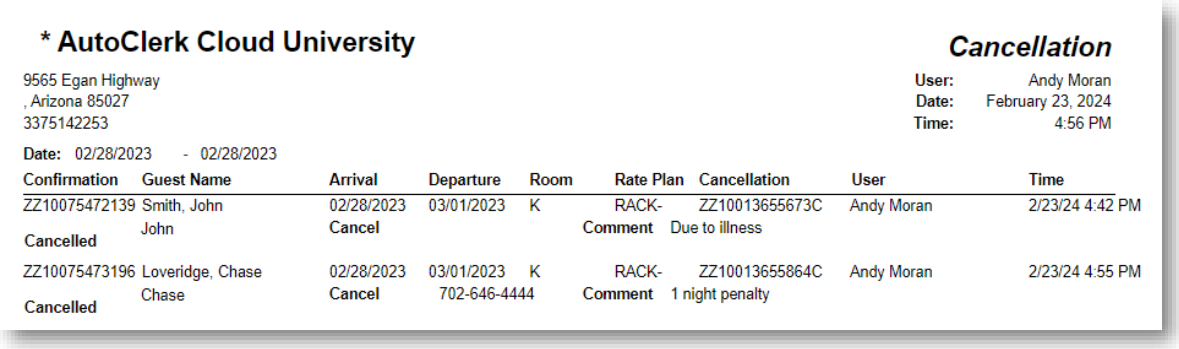
Cancellation

This report lists reservations that have been cancelled for a date range. The report can be filtered by arrival or cancellation date.



There are two lines for each cancelled reservation.

- The first line contains the confirmation, guest name, arrival and departure dates, room type, rate plan, cancellation number and the user who cancelled the reservation as well as the calendar date and time the reservation was canceled.
- The second line shows that the reservation was cancelled, the person who called to cancel the reservation and their phone number (if entered), and cancellation reason (comment).



*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

Cancellation

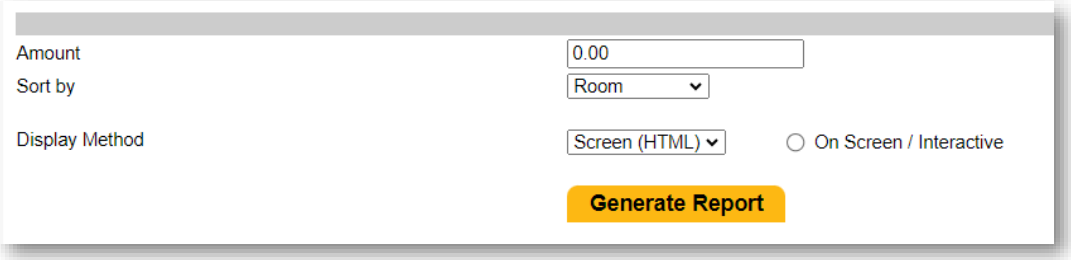
User: Andy Moran
Date: February 23, 2024
Time: 4:56 PM

Date: 02/28/2023 - 02/28/2023

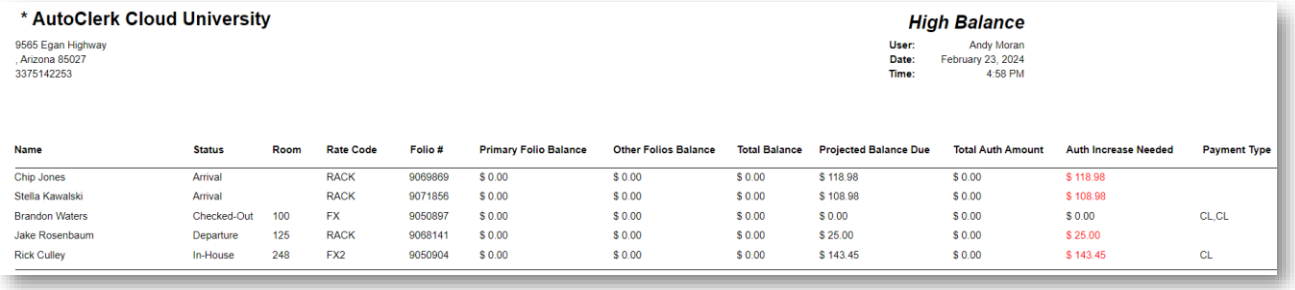
Confirmation	Guest Name	Arrival	Departure	Room	Rate Plan	Cancellation	User	Time
ZZ10075472139	Smith, John	02/28/2023	03/01/2023	K	RACK-	ZZ10013655673C	Andy Moran	2/23/24 4:42 PM
Cancelled	John	Cancel			Comment	Due to illness		
ZZ10075473196	Loveridge, Chase	02/28/2023	03/01/2023	K	RACK-	ZZ10013655864C	Andy Moran	2/23/24 4:55 PM
Cancelled	Chase	Cancel	702-646-4444		Comment	1 night penalty		

High Balance

This report lists all rooms that have a balance greater than the amount you enter when filtering.



The report displays the balance of the primary folio and all other folios, the total balance, the projected balance due based on the Stay Total, as well as the currently total authorized amount and the form of payment. The "Auth Increase Needed" column will indicate in red if the Total Auth Amount is less than the Projected Balance Due.



*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

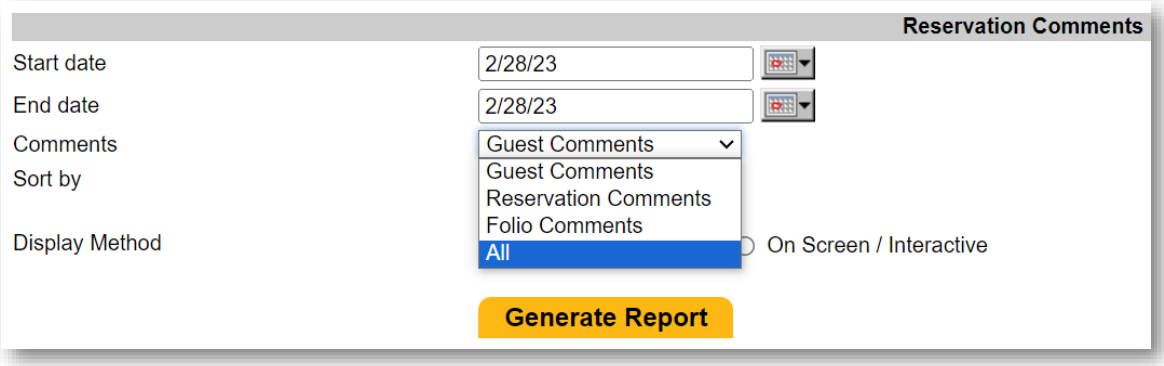
High Balance

User: Andy Moran
Date: February 23, 2024
Time: 4:58 PM

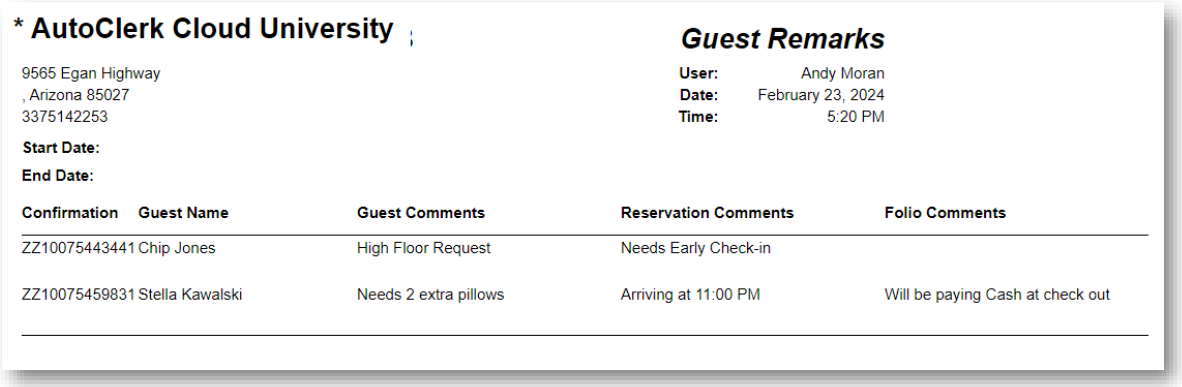
Name	Status	Room	Rate Code	Folio #	Primary Folio Balance	Other Folios Balance	Total Balance	Projected Balance Due	Total Auth Amount	Auth Increase Needed	Payment Type
Chip Jones	Arrival		RACK	9069869	$ 0.00	$ 0.00	$ 0.00	$ 118.98	$ 0.00	$ 118.98	
Stella Kawalski	Arrival		RACK	9071856	$ 0.00	$ 0.00	$ 0.00	$ 108.98	$ 0.00	$ 108.98	
Brandon Waters	Checked-Out	100	FX	9050897	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00	CL,CL
Jake Rosenbaum	Departure	125	RACK	9068141	$ 0.00	$ 0.00	$ 0.00	$ 25.00	$ 0.00	$ 25.00	
Rick Culley	In-House	248	FX2	9050904	$ 0.00	$ 0.00	$ 0.00	$ 143.45	$ 0.00	$ 143.45	CL

Reservation Comments

The **Reservation Comments report** will display reservations of all statuses with the selected arrival dates and all comments attached to those reservations. The filter defaults to "Guest Comments", however it can be changed to Reservation Comments, Folio Comments, or All.



The report displays the Confirmation Number and Guest name, along with the comments you selected in the filter.



*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

Guest Remarks

User: Andy Moran
Date: February 23, 2024
Time: 5:20 PM

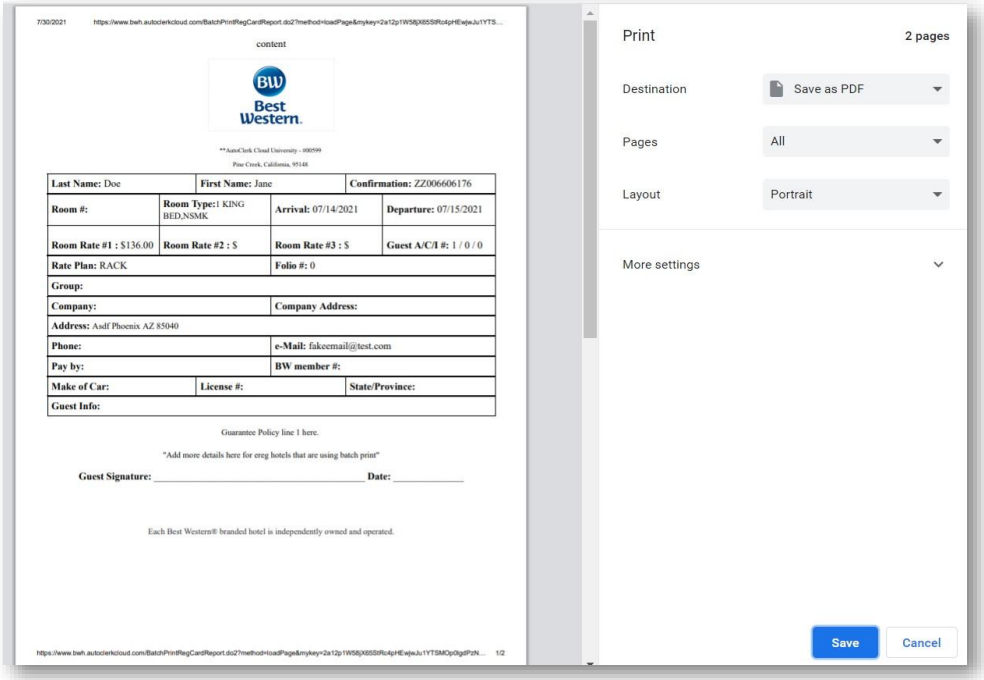
Start Date:
End Date:

Confirmation	Guest Name	Guest Comments	Reservation Comments	Folio Comments
ZZ10075443441	Chip Jones	High Floor Request	Needs Early Check-in	
ZZ10075459831	Stella Kawalski	Needs 2 extra pillows	Arriving at 11:00 PM	Will be paying Cash at check out

Batch Print Reg Cards

If a hotel does not use eReg (Electronic Registration), they can use AutoClerk's printed registration cards for guests to sign. Reg Cards may be printed one at a time on the guest reservation by clicking Letters, or all registration cards for a single arrival date can be printed out as a batch. This can be particularly useful if there is an internet or power outage.

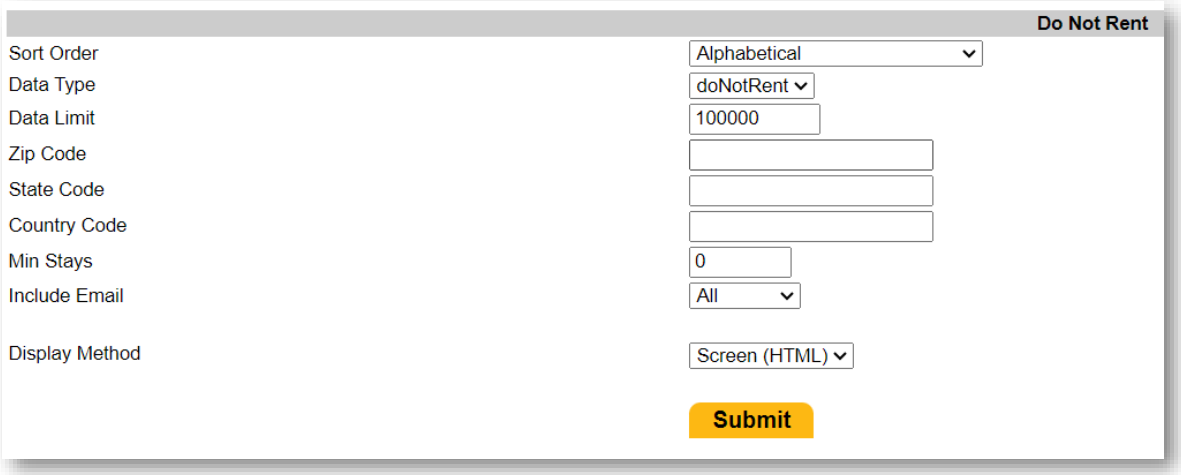
The filters allow you to select the arrival date for the registration cards and sort by Name or Room number. This is one of the few reports that default the Display Method as Printer, which will open a print preview.



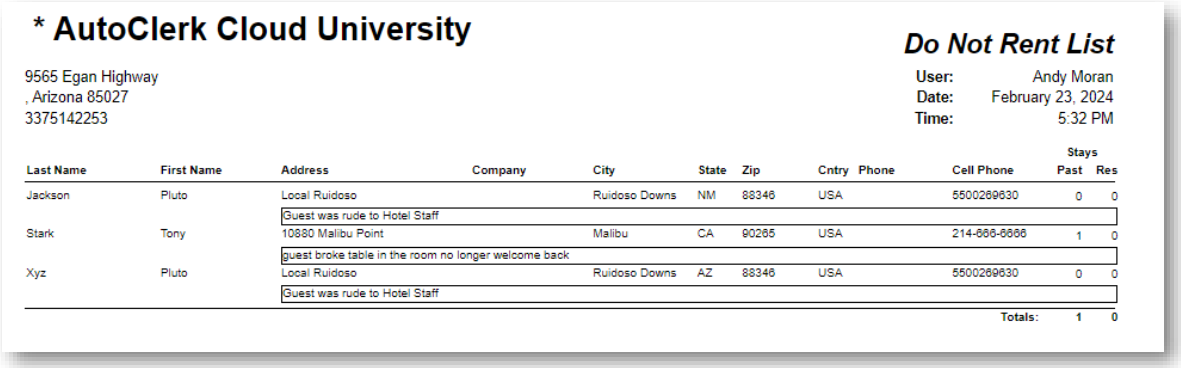
Do Not Rent Report

This report lists all guest profiles that have the "Do Not Rent" checkbox marked on their profile. This report is useful if a hotel is moving from another system to AutoClerk Cloud and wants to make sure all guests on their old "Do Not Rent" list are in AutoClerk Cloud.

This report has many options, allowing you to search by Zip Code, State Code, Country Code, and minimum stays.



The report lists basic guest information and then displays Guest Comments in a rectangular box.



*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

Do Not Rent List

User: Andy Moran
Date: February 23, 2024
Time: 5:32 PM

Last Name	First Name	Address	Company	City	State	Zip	Cntry	Phone	Cell Phone	Stays Past	Stays Res
Jackson	Pluto	Local Ruidoso		Ruidoso Downs	NM	88346	USA		5500269630	0	0
		Guest was rude to Hotel Staff									
Stark	Tony	10880 Malibu Point		Malibu	CA	90265	USA		214-666-6666	1	0
		guest broke table in the room no longer welcome back									
Xyz	Pluto	Local Ruidoso		Ruidoso Downs	AZ	88346	USA		5500269630	0	0
		Guest was rude to Hotel Staff									
									Totals:	**1**	**0**

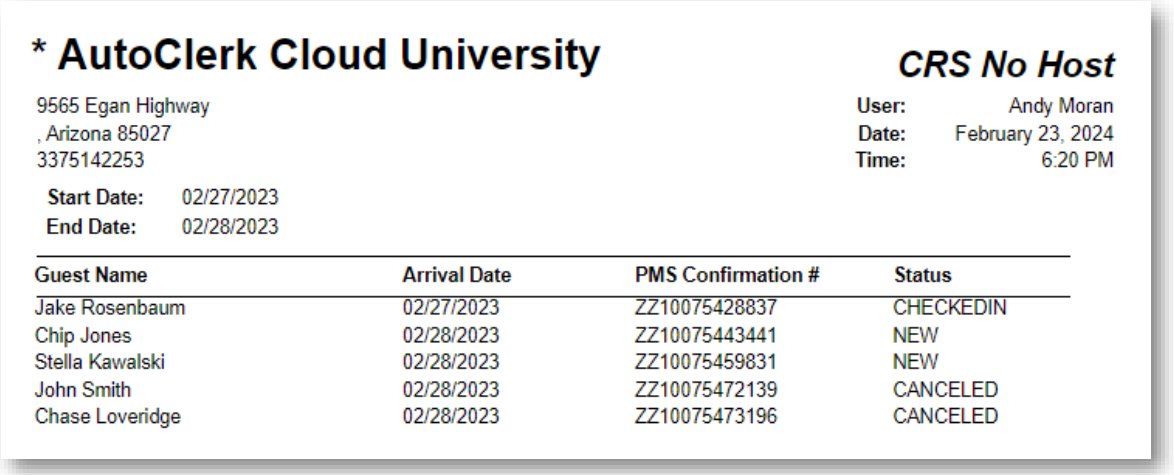
Offer Best Western Rewards Selected

This is a historic report that is no longer in use.

CRS No Host Confirmation Report

Note: This report is only available for Best Western properties.

This report will display all reservations that do not have a Best Western CRS confirmation number. This is not a problem if the reservation is for a non-sleeping room such as a conference room, a room whose checkout date has passed, or a no-show or cancelled reservation. However, if an active guest reservation does not have a CRS number, it can cause communication issues with the Best Western CRS.



* AutoClerk Cloud University

CRS No Host

9565 Egan Highway
, Arizona 85027
3375142253

User: Andy Moran
Date: February 23, 2024
Time: 6:20 PM

Start Date: 02/27/2023
End Date: 02/28/2023

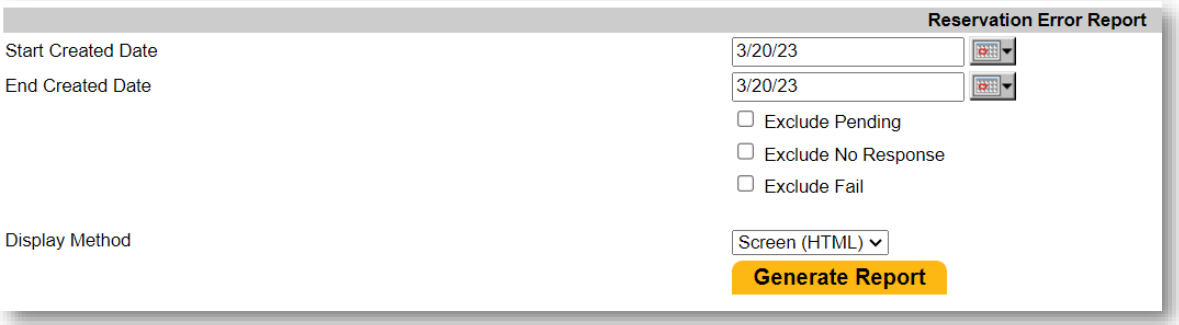
Guest Name	Arrival Date	PMS Confirmation #	Status
Jake Rosenbaum	02/27/2023	ZZ10075428837	CHECKEDIN
Chip Jones	02/28/2023	ZZ10075443441	NEW
Stella Kawalski	02/28/2023	ZZ10075459831	NEW
John Smith	02/28/2023	ZZ10075472139	CANCELED
Chase Loveridge	02/28/2023	ZZ10075473196	CANCELED

If you determine that the reservation should have a Best Western CRS confirmation number, you can resend the reservation by making a simple modification to the reservation such as putting a period at the end of a line and saving it. You can also resend the reservation by using the Resend Reservations link under "Daily Reports". If these methods do not work, please contact AutoClerk Cloud Support.

Reservation Error Report

Note: this report is only available for Best Western properties.

This report will display reservations that received an error either when they were first created or when they were modified. Because of this, they may have a BW CRS confirmation number but somehow violated a system rule and therefore got an error. A reservation with an error may be incomplete or not up to date in either the CRS or PMS and must be corrected.



You can run this report for a date range and exclude different types of error messages such as Pending, No Response, and Fail.

*** AutoClerk Cloud University**

20400 N. 29th Avenue
Phoenix, Arizona 85027
(623) 780-6000

Reservation Error Report

User: Andy Moran
Date: May 12, 2023
Time: 10:33 AM

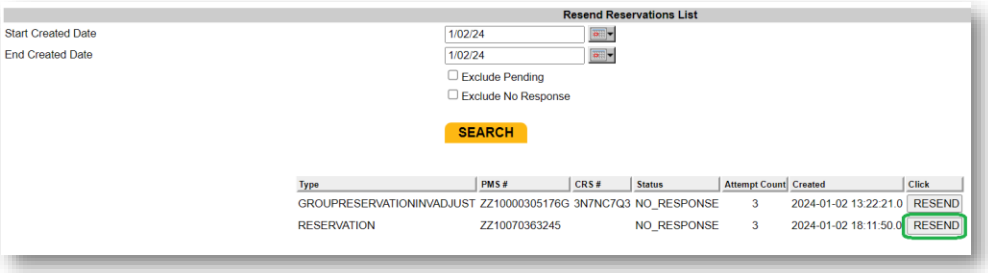
PMS #	CRS #	Status	Error Message	Created	Received
ZZ043749434		FAIL	CANNOT CREATE RESERVATION 6 DAYS AFTER DEPARTURE DATE 13-MAR-23, FOR PROPERTY 00599, TRANSACTION id=10202852858, OTA_HotelResNotifRQ	2023-03-20 06:18:10.0	2023-03-20 06:18:09.0
ZZ043749445		FAIL	CANNOT CREATE RESERVATION 6 DAYS AFTER DEPARTURE DATE 13-MAR-23, FOR PROPERTY 00599, TRANSACTION id=10202854130, OTA_HotelResNotifRQ	2023-03-20 06:18:37.0	2023-03-20 06:18:37.0
ZZ043749445		FAIL	CANNOT FIND ACTIVE CRS CONFIRMATION NUMBER , FOR PROPERTY 00599, TRANSACTION ID=10202855896, OTA_HotelResNotifRQ	2023-03-20 06:19:20.0	2023-03-20 06:19:21.0
ZZ000197737G	K89DM0C2	NO_RESPONSE	No response after 0 attempts	2023-03-20 06:26:35.0	2023-03-20 06:26:35.0
ZZ000197737G	K89DM0C2	NO_RESPONSE	No response after 0 attempts	2023-03-20 06:22:19.0	
ZZ000200833G	4L9DX2C1	FAIL	CANNOT CANCEL THIS ACTIVE GROUP MASTER ON OR AFTER EARLIEST ARRIVAL DATE. TRANSACTION ID=1709500197	2023-03-20 06:21:27.0	2023-03-20 06:25:01.0
ZZ000200215G	R58KC6P4	NO_RESPONSE	No response after 3 attempts	2023-03-20 06:26:36.0	

The report will include any PMS and CRS confirmation numbers, message status, and most importantly the Error Message, with the message date and time it was created and received.

Look up each reservation by the PMS # or CRS#. If the reservation is a valid reservation for a sleeping room, try to resend reservation by using the Resend Reservations link under "Daily Reports". If the reservation still shows as an error, please contact AutoClerk Cloud Support.

Resend Reservation

Note: this function is only available for Best Western properties.



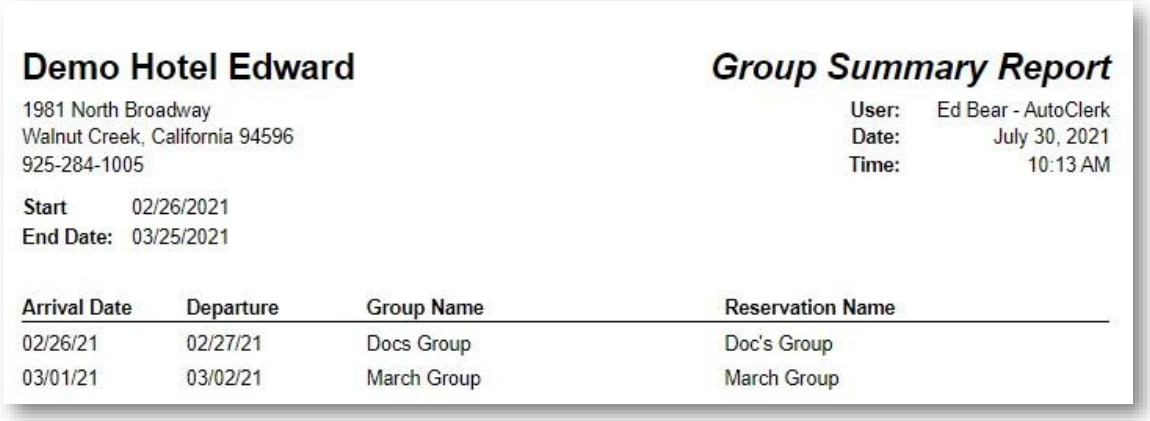
This function lists reservations with errors between the selected date range and allows you to resend them. It has the option to exclude error messages that are in status “Pending” and/or “No Response”.

Group Reports

Group Summary Report

This report lists all groups (inactive and active) between a date span and can be run for any date range.

This report lists the arrival and departure dates of Group Name (a.k.a. Group Profile Name) and “Reservation name” (a.k.a. the “Group Booking Name”)



Demo Hotel Edward

1981 North Broadway
Walnut Creek, California 94596
925-284-1005

Group Summary Report

User: Ed Bear - AutoClerk
Date: July 30, 2021
Time: 10:13 AM

Start 02/26/2021
End Date: 03/25/2021

Arrival Date	Departure	Group Name	Reservation Name
02/26/21	02/27/21	Docs Group	Doc's Group
03/01/21	03/02/21	March Group	March Group

Group Revenue

This report lists groups, and the amount of revenue posted and room nights that have been actualized by group (Group Booking Name). It can be run over a date span and even filtered out by the user who booked the group.

The report can be run by Summary (which displays one line for each group), or Detail (which breaks out individual reservations under a group). The revenue will show zero until a room has been charged.

Demo Hotel Edward
1981 North Broadway
Walnut Creek, California 94596
925-284-1005

Start 02/26/2021
End 03/25/2021

Group Revenue
User: Ed Bear - AutoClerk
Date: July 30, 2021
Time: 10:30 AM

Group Booking Name	Arrival Date	Departure Date	Booked By	Folio	Revenue	Room Nights	# Guests	ADR	Avg Per
March Group	03/01/202	03/02/202	edbear	32767987	$ 0.00	0	0	$ 0.00	$ 0.00
Doc's Group	02/26/202	02/27/202	edbear	32784944	$ 0.00	1	1	$ 0.00	$ 0.00
					$ 0.00	**1**	**1**	**$ 0.00**	**$ 0.00**

In the Summary view, each group is listed individually with dates in chronological order. It is stamped with the user who booked the group and the master folio number, along with revenue and room night/guest stats. The Detail view also shows each reservation underneath the group booking name (in **bold**) with the individual stay dates/revenue/room night/guest totals.

Group Detail

This report can only be run for one group at a time. Type in at least three letters of any of the words in either a Group Profile Name or Group Booking Name, and the system will show name matches in a drop-down list. There is also an option to include the room types that do not have blocks.

Group Detail

Select Group Reservation: Doc's Group
Start date: 02/26/21
End date: 02/27/21
☐ Include all RoomTypes (Even those without Blocks)

The report will show a grid with each row as the room type, the available/blocked/picked up/unused rooms per night in the columns, and the totals per room type on the far right. A line at the end of the report shows overall totals and estimates the amount of room revenue to be generated.

Demo Hotel Edward
1981 North Broadway
Walnut Creek, California 94596
925-284-1005
Selected: Doc's
Arrival 02/26/2021
Departur 02/27/2021
Showing: Blocked Room Types

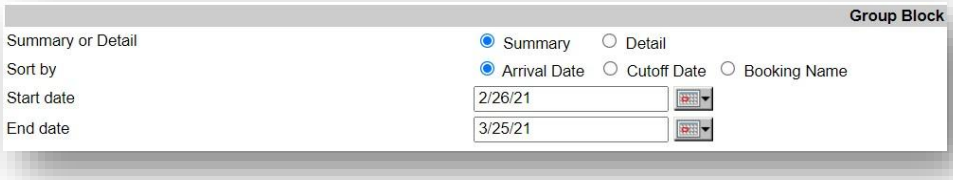
Group Block Detail
User: Ed Bear - AutoClerk
Date: July 30, 2021
Time: 10:36 AM

Room Type		Fri 2/26	Total
JS	Available	-8	-8
	Blocked	11	11
	Picked Up	0	0
	Unused	11	11
KING	Available	12	12
	Blocked	5	5
	Picked Up	0	0
	Unused	5	5
SU	Available	1	1
	Blocked	1	1
	Picked Up	0	0
	Unused	1	1
Totals	**Available**	5	5
	Blocked	17	17
	Picked Up	0	0
	Unused	17	17

Booking Name	Confirmation	Arrival Date	Departure Date	Blocked Rooms	PickedUp Rooms	Difference	Blocked Revenue	Picked Up	Difference	Cutoff Date
Doc's Group	DE002645108G	02/26/2021	02/27/2021	17	1	16	$ 2,450.00	$ 120.00	$ 2,330.00	02/26/2021

Group Block

This report lists estimated and actual group block revenue and rooms by Group Booking Name between a date range. The Summary view will display individual groups, while the Detail view will display block availability/pickup details for the entire hotel and all groups by date in a grid.



The report includes the group name, confirmation number, dates, and the number of rooms blocked, picked up, and the difference. The potential revenue is projected and the projected picked up revenue is calculated from the reservations that have been picked up.

Demo Hotel Edward — ***Group Block Summary***

1981 North Broadway
Walnut Creek, California 94596
925-284-1005

User: Ed Bear - AutoClerk
Date: July 30, 2021
Time: 10:46 AM

Hotel 02/25/2021
Start 02/26/2021
End Date: 03/25/2021
Selected: Sorted by Arrival

Group Booking Name	Confirmation	Arrive	Depart	Block	P/U	Diff	Blocked Revenue	Picked Up Revenue	Cutoff Date
Doc's Group	DE002645108G	02/26/21	02/27/21	17	3	14	$ 2,450.00	$ 360.00	02/26/21
March Group	DE002644770G	03/01/21	03/02/21	11	0	11	$ 1,200.00	$ 0.00	02/26/21
				28	3	25	$ 3,650.00	$ 360.00	

Rooming List

This report can only be run for one group at a time. It will list each reservation that belongs to that group. The list includes the guest name, confirmation, dates, rate plan and room number that has been blocked. It includes other information such as room type, number of guests and average rate for the stay.

Demo Hotel Edward — ***Rooming List***

1981 North Broadway
Walnut Creek, California 94596
925-284-1005

User: Ed Bear - AutoClerk
Date: July 30, 2021
Time: 11:11 AM

Guest Name	Conf #	Arrival	Departure	Days	Rate Plan	Room	Room Type	# Guests (A/C/I)	Avg Rate
Epson, Buddy	DE318527758	02/26/21	02/27/21	1	Rack	105	King	1 / 0 / 0	$ 120.00
Bodine, Jethroe	DE318593795	02/26/21	02/27/21	1	Rack	106	King	1 / 0 / 0	$ 120.00
Smith, Granny	DE318593818	02/26/21	02/27/21	1	Rack	108	King	1 / 0 / 0	$ 120.00

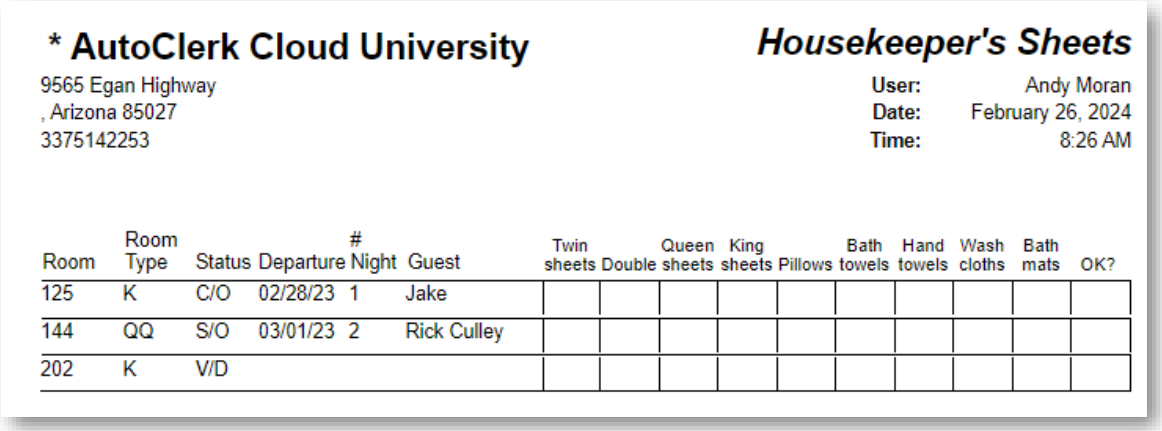
Housekeeping Reports

Housekeeper Sheets

This report is designed to be printed and given to individual housekeepers so they will know which rooms they need to clean and can keep track of the linen used. It can either be run from the Housekeeping area or from the Reports area.

This report can be filtered with a range of rooms and/or you can enter the number of housekeepers and the system will split up the rooms that need to be cleaned evenly between the housekeepers. There are options to exclude clean and OOO rooms from the report.

The room numbers are listed with their room type, status (C=clean, D=Dirty, V=Vacant, O=Occupied), departure date, which night of the stay the guest is on, and the guest name. Any Housekeeping Services or Housekeeping Comments from a reservation's "All Notes" tab will appear below the room number. To the right, there are boxes where a housekeeper could write the number of towels and sheets that were replaced. When the room is ready to be inspected, the "OK?" box can be checked.



* AutoClerk Cloud University

9565 Egan Highway
, Arizona 85027
3375142253

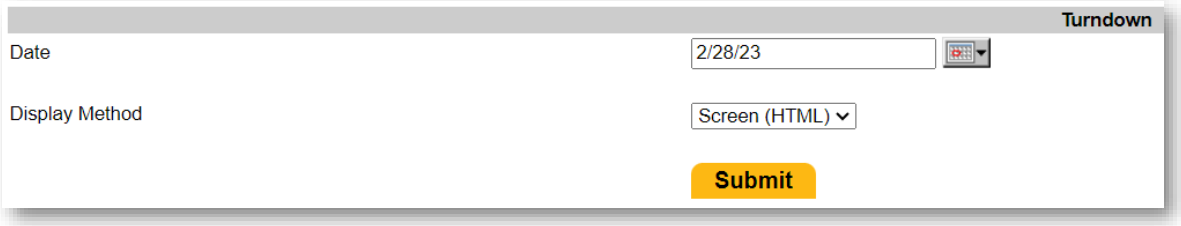
Housekeeper's Sheets

User: Andy Moran
Date: February 26, 2024
Time: 8:26 AM

Room	Room Type	Status	Departure	# Night	Guest	Twin sheets	Double	Queen sheets	King sheets	Pillows	Bath towels	Hand towels	Wash cloths	Bath mats	OK?
125	K	C/O	02/28/23	1	Jake										
144	QQ	S/O	03/01/23	2	Rick Culley										
202	K	V/D													

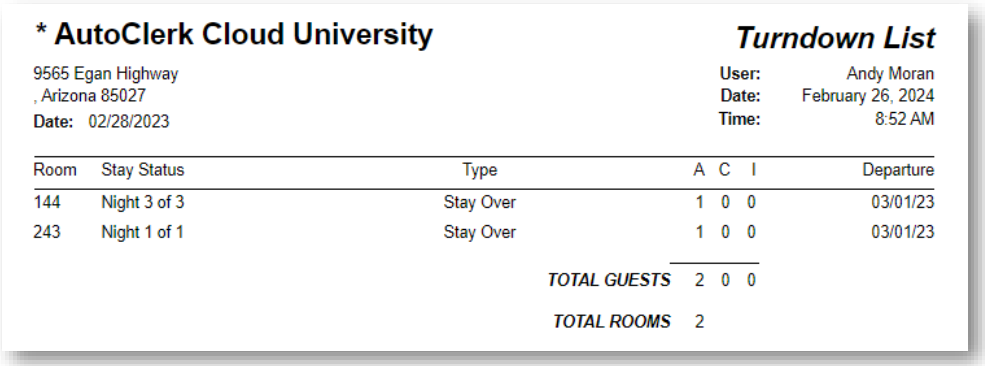
Turndown

For properties who offer turndown service (when housekeeping goes into each occupied room, makes the bed and pulls down the covers a bit, and may place a chocolate on the pillow). It produces list of rooms that are expected to be in-house at the end of the day.



The report can be run for any date in the future, but the current business date is the default.

The rooms are listed by room number and include which night of their stay the reservation is on, and "Type" (either Arriving or Stay Over). The number of people is always broken out by Adults, Children and Infants with the departure date on the far right. The total guests and total rooms are listed at the bottom of the report.



*** AutoClerk Cloud University** — ***Turndown List***

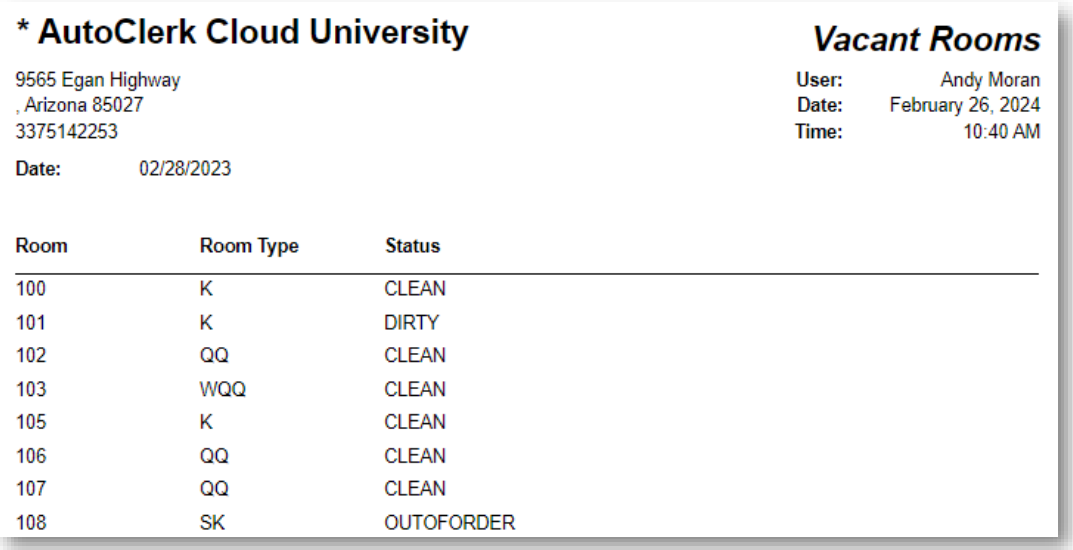
9565 Egan Highway
, Arizona 85027
Date: 02/28/2023

User: Andy Moran
Date: February 26, 2024
Time: 8:52 AM

Room	Stay Status	Type	A	C	I	Departure
144	Night 3 of 3	Stay Over	1	0	0	03/01/23
243	Night 1 of 1	Stay Over	1	0	0	03/01/23
		TOTAL GUESTS	2	0	0	
		TOTAL ROOMS	2			

Vacant Room List

This report will list all vacant rooms, the room type, and their status (Clean, Dirty, or Out of Order). This report can be useful for doing inspections, maintenance, or taking inventory.



*** AutoClerk Cloud University** — ***Vacant Rooms***

9565 Egan Highway
, Arizona 85027
3375142253
Date: 02/28/2023

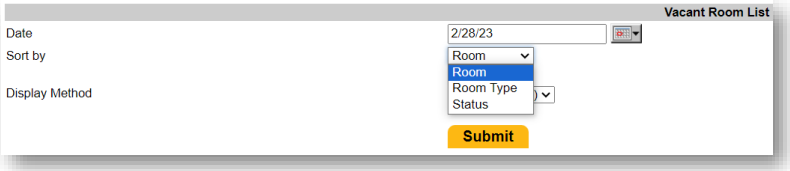
User: Andy Moran
Date: February 26, 2024
Time: 10:40 AM

Room	Room Type	Status
100	K	CLEAN
101	K	DIRTY
102	QQ	CLEAN
103	WQQ	CLEAN
105	K	CLEAN
106	QQ	CLEAN
107	QQ	CLEAN
108	SK	OUTOFORDER

There are three options to filter this report:

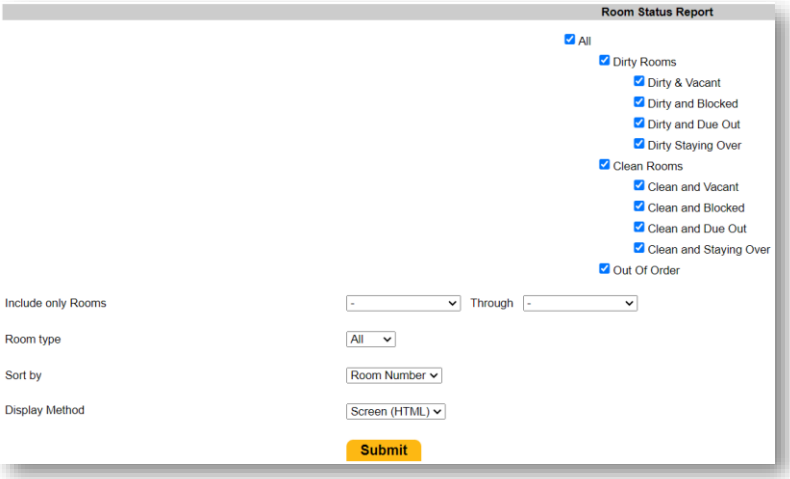
- **Room:** Displays all vacant rooms in room number order from lowest number to highest number.
- **Room type:** Displays and groups all same room types that are vacant together

- **Status:** Displays and groups the vacant rooms in the following order: Clean, Dirty, Out of Order.

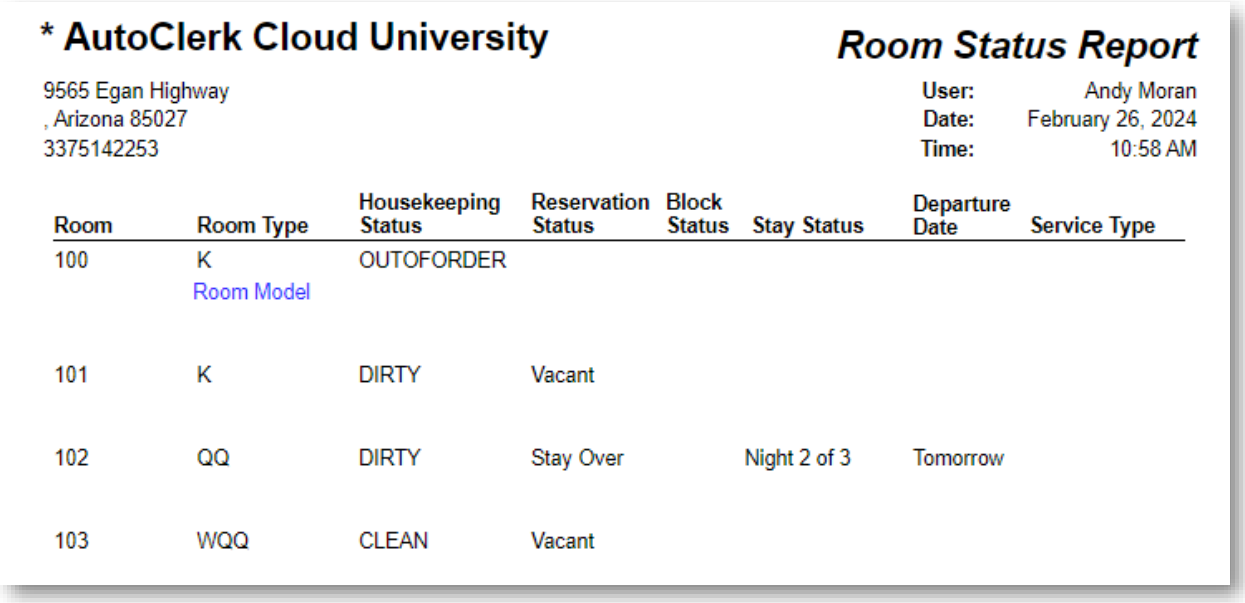


Room Status

This report lists the status of every room in the hotel, with arrivals and/or stayover nights. While there are many options to filter this report, typically the defaults are used. **Note: This report is typically used daily by the Head Housekeeper.**



Out of Order reasons are displayed in blue text.



* AutoClerk Cloud University

9565 Egan Highway
, Arizona 85027
3375142253

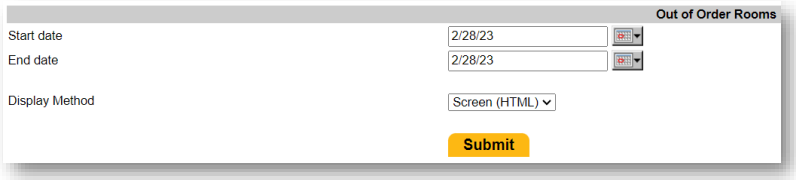
Room Status Report

User: Andy Moran
Date: February 26, 2024
Time: 10:58 AM

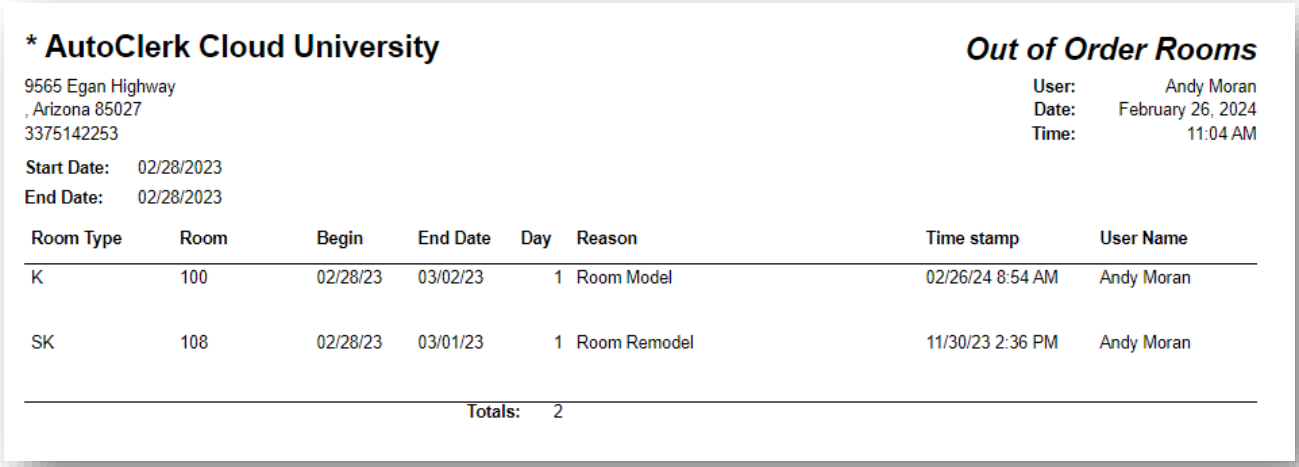
Room	Room Type	Housekeeping Status	Reservation Status	Block Status	Stay Status	Departure Date	Service Type
100	K Room Model	OUTOFORDER					
101	K	DIRTY	Vacant				
102	QQ	DIRTY	Stay Over		Night 2 of 3	Tomorrow	
103	WQQ	CLEAN	Vacant				

Out of Order Rooms

This report can be used to determine which rooms need repairs and the reason why. It can be run for any date range needed.



Rooms are listed with their room types and Reasons for OOO in the middle of the page. The begin and end date for the OOO are included along with the date and time stamp and the user who put the room OOO. The Day column is not used.



*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

Out of Order Rooms

User: Andy Moran
Date: February 26, 2024
Time: 11:04 AM

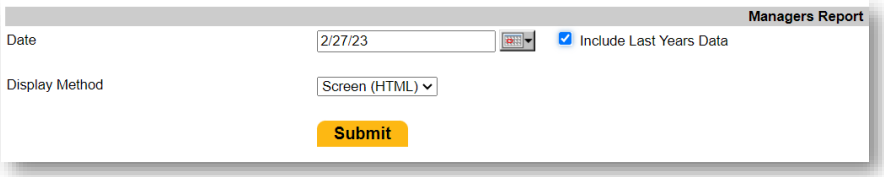
Start Date: 02/28/2023
End Date: 02/28/2023

Room Type	Room	Begin	End Date	Day	Reason	Time stamp	User Name
K	100	02/28/23	03/02/23	1	Room Model	02/26/24 8:54 AM	Andy Moran
SK	108	02/28/23	03/01/23	1	Room Remodel	11/30/23 2:36 PM	Andy Moran
			Totals:	2			

Manager Reports

Managers' Report

This report is one of three reports that can be emailed automatically during the Night Audit (the others being Batch Settlements and Transaction Summary) and will include last year's data. When running the report manually, if you do not want to include last year's data, uncheck the box to the left of the Date. You can run this report for any date in the past.



The Managers Report is a collection of other reports that give an overview of the property's performance. It contains the following six sections:

1. Charge and payment totals for today, MTD (month-to-date), YTD (year-to-date), LYSD (last year same day), LYMTD (last year month-to-date), and LYYTD (last year year-to-date):

*** AutoClerk Cloud University**

100 Main Street
Phoenix, Arizona 85027
(623) 780-6000

Manager's Report

User: Andy Moran
Date: February 26, 2024
Time: 12:20 PM

Date: 01/19/2024

Folio Charges / Income	Today	MTD	YTD	LYSD	LYMTD	LYYTD
Room	$2,409.99	$24,416.88	$47,572.31	$110.00	$9,948.17	$13,727.47
Tax	$273.87	$2,827.69	$5,953.08	$16.50	$1,188.51	$1,536.58
F&B	$0.00	$143.25	$480.65	$0.00	$0.00	$0.00
Conf	$0.00	$303.00	$315.00	$0.00	$550.00	$850.00
Misc	$0.00	$12.00	$464.59	$0.00	$369.00	$369.00
Sundry Shop	$0.00	$1.50	$39.50	$0.00	$0.00	$0.00
Room Damage	$0.00	$200.00	$200.00	$0.00	$0.00	$0.00
Pet Fee	$0.00	$60.00	$345.00	$0.00	$0.00	$0.00
Tony	$0.00	$0.00	$1.00	$0.00	$0.00	$0.00
Debit Balance	$0.00	$335.85	$335.85	$0.00	$0.00	$0.00
Total	$2,683.86	$28,300.17	$55,706.98	$126.50	$12,055.68	$16,483.05
Payments	**Today**	**MTD**	**YTD**	**LYSD**	**LYMTD**	**LYYTD**
Cash	-$9,682.17	-$31,015.20	-$53,977.16	$0.00	-$10,037.98	-$13,457.09
Accounts Category	-$123.15	-$2,419.78	-$10,636.54	$0.00	-$1,365.97	-$2,072.98
VCC	$0.00	-$956.05	-$2,085.29	$0.00	-$57.50	-$57.50
COMP	$0.00	$0.00	$0.00	$0.00	-$366.30	-$366.30
Test	$0.00	$0.00	-$113.00	$0.00	$0.00	$0.00
Credit Balance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
CARD	$0.00	-$1,108.10	-$1,108.10	$0.00	$0.00	$0.00
Total	-$9,805.32	-$35,499.13	-$67,920.09	$0.00	-$11,827.75	-$15,953.87

2. Ledger Totals for the Guest, Advance Deposit, and City Ledgers.

Ledger	Beginning Balance	Today's Debits	Today's Credits	Ending Balance	LY Today's Debits	LY Today's Credits	LY Ending Balance
Guest Ledger	$ 888.49	-$ 9,826.96	$ 2,606.50	-$ 6,331.97	$ 0.00	$ 126.50	$ 4,662.33
Advance Deposit Ledger	-$23.85	-$873.22	$973.22	$76.15	$0.00	$0.00	-$110.00
City Ledger	$1,095.42	-$1.00	$123.15	$1,217.57	$0.00	$0.00	$6,981.24
Ledger Totals	$1,960.06	-$10,701.18	$3,702.87	-$5,038.25	$0.00	$126.50	$11,533.57

3. Occupancy statistics for today, MTD, YTD, LYSD, LYMTD, and LYYTD:

Occupancy	Today	MTD	YTD	LYSD	LYMTD	LYYTD
Occupied	10	97	235	1	99	128
Occupied Percent	9.80 %	5.05 %	2.91 %	0.92 %	4.78 %	1.47 %
ADR	$241.00	$251.72	$202.44	$110.00	$100.49	$107.25
REVPAR	$23.63	$12.72	$5.89	$1.01	$4.80	$1.57
Adults	13	108	267	1	114	144
Children	1	4	6	0	0	0
Infants	1	4	4	0	0	0
Total	15	116	277	1	114	144

4. General statistics:

Statistics	Today	Yesterday	Tomorrow	LY Today	LY Yesterday	LY Tomorrow
Arrivals	8	7	6	0	0	0
Departures	12	3	2	0	0	0
In-House	10	14	14	1	1	1
No Shows	0	0	n/a	0	0	n/a
Reservations	110	7	n/a	0	0	n/a
Cancellations	103	0	n/a	0	0	n/a
Out of Order	0	0	n/a	1	1	n/a

5. City Ledger charges, payments, and balances, including both totals and aging:

City Ledger	Today	MTD	YTD	LYSD	LYMTD	LYYTD
Charges	$123.15	$789.09	$6,848.62	$0.00	$1,003.87	$1,549.63
Payments	-$1.00	-$14.07	-$5,878.55	$0.00	-$1,941.77	-$2,603.02
Balance	$122.15	$775.02	$970.07	$0.00	-$937.90	-$1,053.39

	0-30 days	31-60 days	61-90 days	91-120 days	121+ days
	$775.02	-$100.00	$542.55	$0.00	-$361,072.58
Total Running Balance:	-$359,855.01				

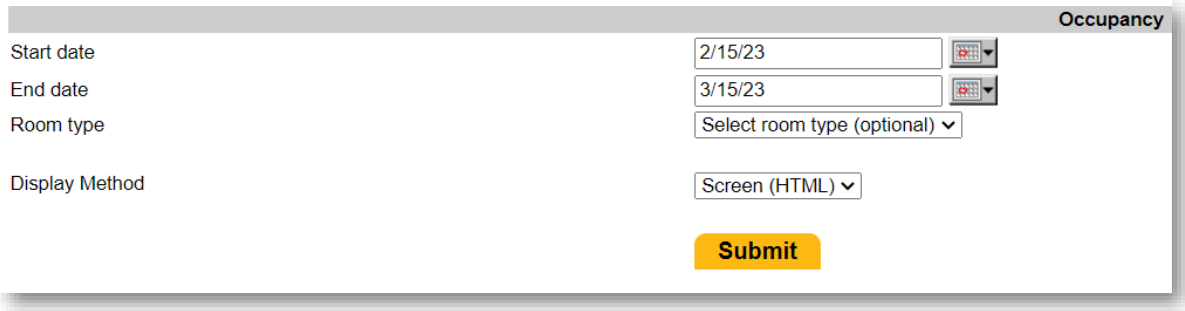
6. The 14-day forecast includes the date, expected occupied rooms, the occupancy percentage, projected room revenue, and the total number of guests. The totals and averages are calculated at the bottom.

Forecast

Date	Occupancy	Occupancy %	Room Revenue	Total Guests
02/26/21	18	51.4%	$480.00	6
02/27/21	1	2.8%	$100.00	1
02/28/21	0	0.0%	$0.00	0
03/01/21	11	30.6%	$0.00	0
03/02/21	0	0.0%	$0.00	0
03/03/21	0	0.0%	$0.00	0
03/04/21	0	0.0%	$0.00	0
03/05/21	0	0.0%	$0.00	0
03/06/21	0	0.0%	$0.00	0
03/07/21	0	0.0%	$0.00	0
03/08/21	0	0.0%	$0.00	0
03/09/21	0	0.0%	$0.00	0
03/10/21	0	0.0%	$0.00	0
03/11/21	0	0.0%	$0.00	0
Total	30		$580.00	7
Average	2.1	6.0%	$41.43	0

Occupancy

This report provides statistics by day over a date range and can be run for past, present and future dates.



The report shows, per date, the occupancy percentage, number rooms, the number adults/children/infants, room revenue, and ADR (Average Daily Rate). **Note: this report will not display any dates that have a 0% occupancy rate.**

*** AutoClerk Cloud University**

Occupancy Report

9565 Egan Highway
, Arizona 85027
3375142253

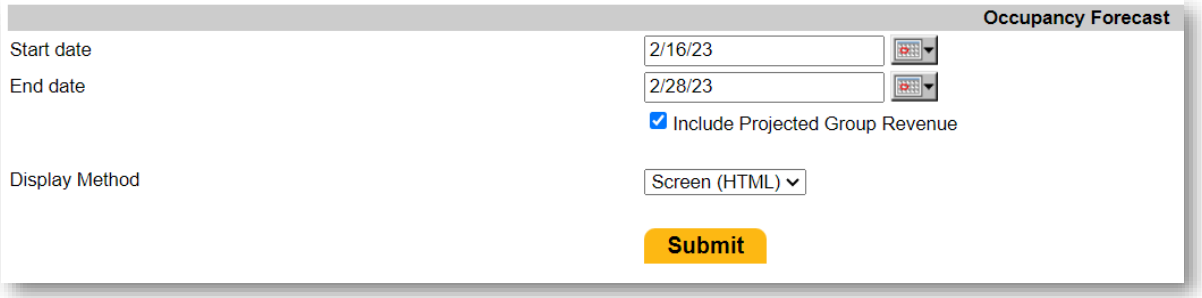
User: Andy Moran
Date: February 27, 2024
Time: 5:14 AM

Start Date: 02/15/2023
End Date: 03/15/2023

Date	Occupancy %	All Room Types	A	C	I	Room Revenue	ADR
02/16/23	9.1%	9	9	0	0	$ 795.00	$ 88.33
02/18/23	2.0%	2	2	0	0	$ 208.00	$ 104.00
02/20/23	1.0%	1	1	0	0	$ 79.00	$ 79.00
02/21/23	4.0%	4	4	0	0	$ 370.00	$ 92.50
02/23/23	11.0%	11	6	0	0	$ 474.00	$ 43.09
02/24/23	5.0%	5	5	0	0	$ 510.00	$ 102.00
02/25/23	3.0%	3	3	0	0	$ 312.00	$ 104.00
02/26/23	5.0%	5	5	0	0	$ 359.77	$ 71.95
02/27/23	3.0%	3	3	0	0	$ 201.77	$ 67.26
02/28/23	3.1%	3	3	0	0	$ 240.77	$ 80.26
Totals:	1.6%	47	43	0	0	$ 3,531.31	$ 75.13

Forecast Report

This report provides a variety of forecasting information. It can be run for any date span in the past, present and future, however the default filter includes today's business date to 30 days out.



The report displays rooms, arrivals, stayovers, departures, unused group blocks, occupancy, number of adults/children/infants, room revenue, ADR, RevPAR, OOO rooms, available rooms and more.

*** AutoClerk Cloud University**

Occupancy Forecast

9565 Egan Highway
, Arizona 85027
3375142253

User: Andy Moran
Date: February 27, 2024
Time: 5:19 AM

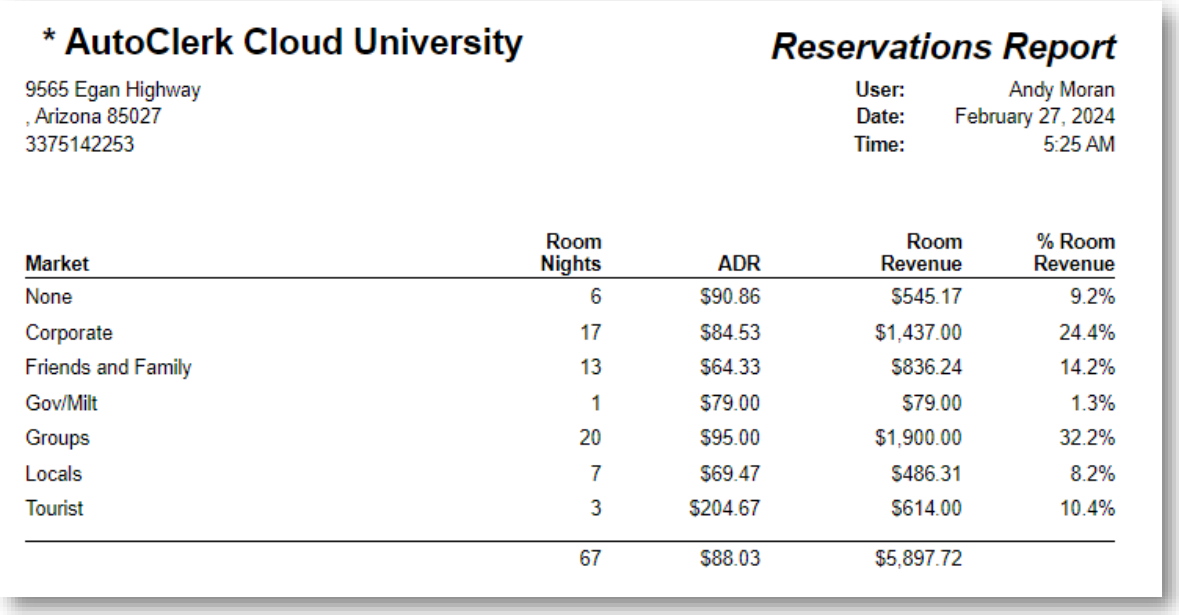
Start 02/16/2023
End 02/28/2023
Include Projected Group Revenue

Date	Rooms	Arrivals	Stay Over	Depart Today	Occup Rooms	Unused Group Blocks	Occup %	A	C	I	Room Revenue	ADR	REVPAR	OOO Rooms	Unused Allotment	Avail Rooms
02/16/2023	100	9	0	0	9	0	9.00 %	9	0	0	$ 795.00	$ 88.33	$ 7.95	1	0	90
02/17/2023	100	0	0	8	0	0	0.00 %	0	0	0	$ 0.00	$ 0.00	$ 0.00	1	0	99
02/18/2023	100	2	0	0	2	0	2.00 %	2	0	0	$ 208.00	$ 104.00	$ 2.08	1	0	97
02/19/2023	100	1	0	2	1	0	1.00 %	1	0	0	$ 0.00	$ 0.00	$ 0.00	0	0	99
02/20/2023	100	1	0	0	1	0	1.00 %	1	0	0	$ 79.00	$ 79.00	$ 0.79	0	0	99
02/21/2023	100	4	0	1	4	0	4.00 %	4	0	0	$ 370.00	$ 92.50	$ 3.70	0	0	96
02/22/2023	100	0	0	4	0	0	0.00 %	0	0	0	$ 0.00	$ 0.00	$ 0.00	0	0	100
02/23/2023	100	11	0	0	11	0	11.00 %	11	0	0	$ 474.00	$ 43.09	$ 4.74	0	0	89
02/24/2023	100	0	5	3	5	0	5.00 %	5	0	0	$ 510.00	$ 102.00	$ 5.10	0	0	95
02/25/2023	100	0	3	2	3	0	3.00 %	3	0	0	$ 312.00	$ 104.00	$ 3.12	0	0	97
02/26/2023	100	5	0	3	5	0	5.00 %	5	0	0	$ 359.77	$ 71.95	$ 3.60	0	0	95
02/27/2023	100	1	2	3	3	0	3.00 %	3	0	0	$ 201.77	$ 67.26	$ 2.02	0	0	97
02/28/2023	100	2	1	2	3	0	3.00 %	3	0	0	$ 240.77	$ 80.26	$ 2.41	2	0	95
Totals:	1300	36	11	28	47	0	3.62 %	47	0	0	$ 3,550.31	$ 75.54	$ 2.73	5	0	1248

Reservations

This report summarizes the reservations in the system created over a date range and reports the number of room nights by category selected, which can include Company, Market, Rate Plan, Source, State or Travel Agent.

The report will display the category selected above with the room nights, ADR, Room Revenue, Percentage of Room Revenue, and a summary at the bottom.



*** AutoClerk Cloud University**

Reservations Report

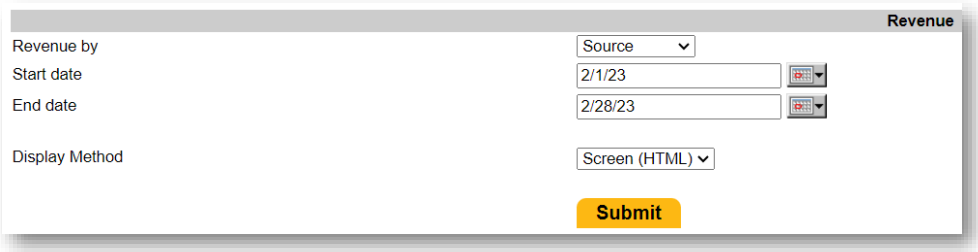
9565 Egan Highway
, Arizona 85027
3375142253

User: Andy Moran
Date: February 27, 2024
Time: 5:25 AM

Market	Room Nights	ADR	Room Revenue	% Room Revenue
None	6	$90.86	$545.17	9.2%
Corporate	17	$84.53	$1,437.00	24.4%
Friends and Family	13	$64.33	$836.24	14.2%
Gov/Milt	1	$79.00	$79.00	1.3%
Groups	20	$95.00	$1,900.00	32.2%
Locals	7	$69.47	$486.31	8.2%
Tourist	3	$204.67	$614.00	10.4%
	67	$88.03	$5,897.72	

Revenue

This report displays room and non-room revenue and their percentage, broken out by the selected category. Categories include Company, Market, Rate Plan, Source, State, Travel Agent, Room Type, and Channel.



By category selected, it will report the revenue by Rooms (room nights, ADR, and room revenue) and non-room revenue (such as meeting rooms, F&B) with percentages of each line and totals.

*** AutoClerk Cloud University**

Revenue Report

9565 Egan Highway
, Arizona 85027
3375142253

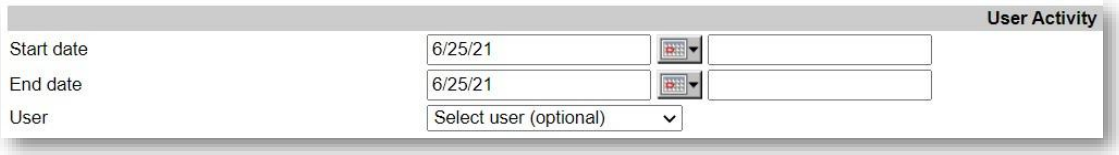
User: Andy Moran
Date: February 27, 2024
Time: 5:28 AM

Start Date: 02/01/2023
End Date: 02/28/2023

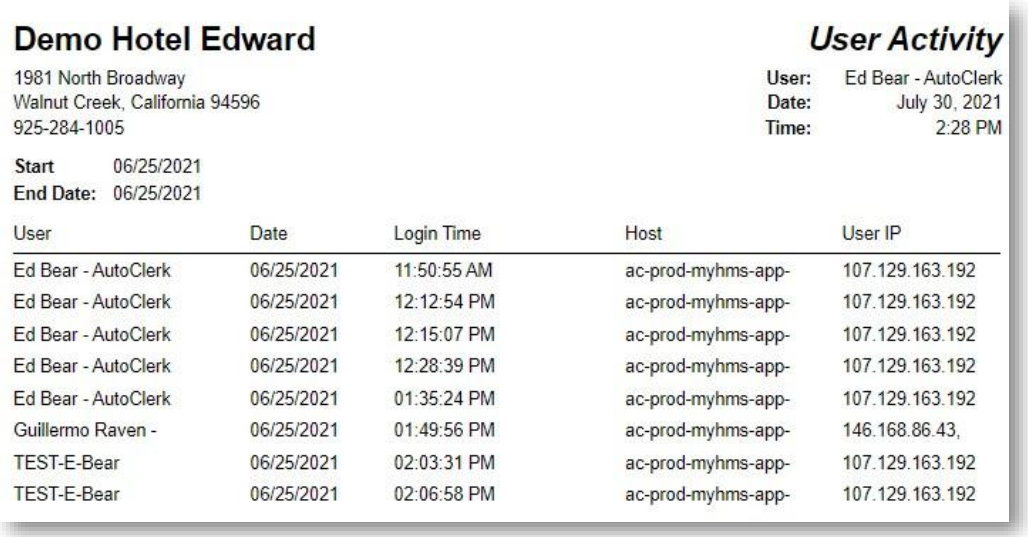
Source	Room Nights	ADR	Room Revenue	% Room Rev.	Non-Room Revenue	% Non-Room Rev.	Total Revenue	% Total Rev.
FRNDREF	1	$ 45.00	$ 45.00	1.0%	$ 0.00	0.0%	$ 45.00	1.0%
FRONTDESK	33	$ 74.34	$ 2,453.31	56.3%	$ 0.00	0.0%	$ 2,453.31	55.2%
HOTLREF	5	$ 68.60	$ 343.00	7.9%	$ 0.00	0.0%	$ 343.00	7.7%
IPHN	3	$ 93.33	$ 280.00	6.4%	$ 0.00	0.0%	$ 280.00	6.3%
None	0	$ 0.00	$ 0.00	0.0%	$ 36.00	41.9%	$ 36.00	0.8%
PSBM00024UG	1	$ 52.23	$ 52.23	1.2%	$ 0.00	0.0%	$ 52.23	1.2%
REPEAT	8	$ 70.63	$ 565.00	13.0%	$ 5.00	5.8%	$ 570.00	12.8%
TA	1	$ 0.00	$ 0.00	0.0%	$ 0.00	0.0%	$ 0.00	0.0%
WALK	9	$ 68.63	$ 617.63	14.2%	$ 45.00	52.3%	$ 662.63	14.9%
TOTALS:	61	$71.41	$ 4,356.17		$ 86.00		$ 4,442.17	

User Activity

This report lists all logins for all users or a single user. This report runs off the calendar date.



It reports login date and time in chronological order along with the IP address they accessed your system from.



Demo Hotel Edward — ***User Activity***

1981 North Broadway
Walnut Creek, California 94596
925-284-1005

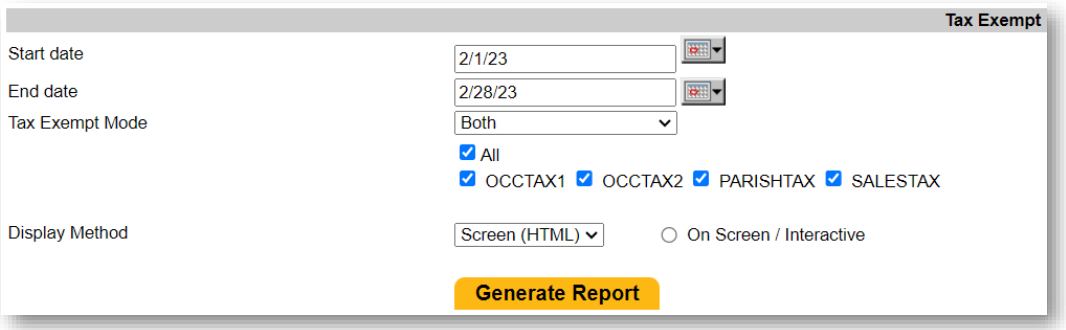
User: Ed Bear - AutoClerk
Date: July 30, 2021
Time: 2:28 PM

Start 06/25/2021
End Date: 06/25/2021

User	Date	Login Time	Host	User IP
Ed Bear - AutoClerk	06/25/2021	11:50:55 AM	ac-prod-myhms-app-	107.129.163.192
Ed Bear - AutoClerk	06/25/2021	12:12:54 PM	ac-prod-myhms-app-	107.129.163.192
Ed Bear - AutoClerk	06/25/2021	12:15:07 PM	ac-prod-myhms-app-	107.129.163.192
Ed Bear - AutoClerk	06/25/2021	12:28:39 PM	ac-prod-myhms-app-	107.129.163.192
Ed Bear - AutoClerk	06/25/2021	01:35:24 PM	ac-prod-myhms-app-	107.129.163.192
Guillermo Raven -	06/25/2021	01:49:56 PM	ac-prod-myhms-app-	146.168.86.43,
TEST-E-Bear	06/25/2021	02:03:31 PM	ac-prod-myhms-app-	107.129.163.192
TEST-E-Bear	06/25/2021	02:06:58 PM	ac-prod-myhms-app-	107.129.163.192

Tax Exempt

This report shows all tax exemptions of room revenue by room number. It can be filtered by date range for any previous month. The "Tax Exempt Mode" can show either reservations that were marked as Tax Exempt, those that were manually adjusted off, or both. It can also display all room taxes or just specific room taxes.



The report includes basic information on the guest such as name, room number, and reservation status, and includes the room revenue that was exempt from taxation, the total taxes that were exempted, as well as how the exemption was processed. ("E" means the reservation was set as Tax

Exempt and the taxes were never posted; “M” means the taxes were posted but they were adjusted off manually).

*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

Tax Exempt

User: Andy Moran
Date: February 27, 2024
Time: 5:35 AM

Start Date: 02/01/2023
End Date: 02/28/2023
Taxes Included: ALL

Room	Type	Folio	Guest	Status	Total Room Revenue	Exempted Taxes	Exempt Type	A	C	I	Arrival	Departure	Nights Included on
243	K	9069869	Chip Jones	IN	$ 79.00	$ 7.11	M	1	0	0	02/28/23	03/01/23	1
242	K	9118489	John Adams	IN	$ 79.00	$ 14.98	E	1	0	0	02/28/23	03/01/23	1
237	K	7523866	George Washington	OUT	$ 0.00	$ 0.01	M	1	0	0	02/12/23	02/13/23	1
999	SK	7522611	Adriana Bolden	OUT	$ 58.00	$ 10.99	E	2	0	0	02/09/23	02/10/23	1
					$ 216.00	$ 33.09							4

Yield Analysis

This report displays the amount of room revenue, ADR, and room nights over a date span by category over, which can be selected as Source, Market, Rate Plan, Room type or Channel. The report filter defaults to the current month but can be run for any date range. It is normally best run in HTML.

Yield Analysis

Revenue by: Source
Summary or Detail: (•) Both ( ) Summary Only ( ) Detail Only
Start date: 2/1/21
End date: 2/28/21
(•) Only those with Revenue ( ) All

The Detail view/section reports the amount of room revenue by filtered category in a table. The far right shows totals per day for room revenue, ADR, and number of room nights.

*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

Yield Analysis Report

User: Andy Moran
Date: February 27, 2024
Time: 5:38 AM

Revenue by Source Code

Start 02/01/2023 **End** 02/28/2023

2/27/24 3:38 AM — Page 1 of 1

Date	FRNDREF	FRONTDESK	HOTLREF	IPHN	PSBM00024UG	REPEAT	TA	WALK	Revenue	ADR	Nights
Feb 09, Thu	0.00	114.00	56.00	0.00	0.00	0.00	0.00	0.00	$ 170.00	$ 85.00	2
Feb 11, Sat	0.00	0.00	208.00	0.00	0.00	0.00	0.00	0.00	$ 208.00	$ 52.00	4
Feb 12, Sun	0.00	0.00	0.00	0.00	0.00	0.00	0.00	33.62	$ 33.62	$ 33.62	1
Feb 13, Mon	33.62	0.00	0.00	0.00	52.23	0.00	0.00	0.01	$ 85.86	$ 42.93	2
Feb 14, Tue	11.38	0.00	0.00	0.00	0.00	0.00	0.00	316.00	$ 327.38	$ 65.48	5
Feb 15, Wed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-19.00	-$ 19.00	$ 0.00	0
Feb 16, Thu	0.00	716.00	0.00	0.00	0.00	0.00	0.00	79.00	$ 795.00	$ 88.33	9
Feb 18, Sat	0.00	0.00	0.00	0.00	0.00	0.00	0.00	208.00	$ 208.00	$ 104.00	2
Feb 19, Sun	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$ 0.00	$ 0.00	1
Feb 20, Mon	0.00	0.00	0.00	0.00	0.00	79.00	0.00	0.00	$ 79.00	$ 79.00	1
Feb 21, Tue	0.00	0.00	0.00	280.00	0.00	90.00	0.00	0.00	$ 370.00	$ 92.50	4
Feb 23, Thu	0.00	237.00	0.00	0.00	0.00	237.00	0.00	0.00	$ 474.00	$ 43.09	11
Feb 24, Fri	0.00	510.00	0.00	0.00	0.00	0.00	0.00	0.00	$ 510.00	$ 102.00	5
Feb 25, Sat	0.00	312.00	0.00	0.00	0.00	0.00	0.00	0.00	$ 312.00	$ 104.00	3
Feb 26, Sun	0.00	161.77	79.00	0.00	0.00	119.00	0.00	0.00	$ 359.77	$ 71.95	5

Each column is totaled in green at the bottom of the table.

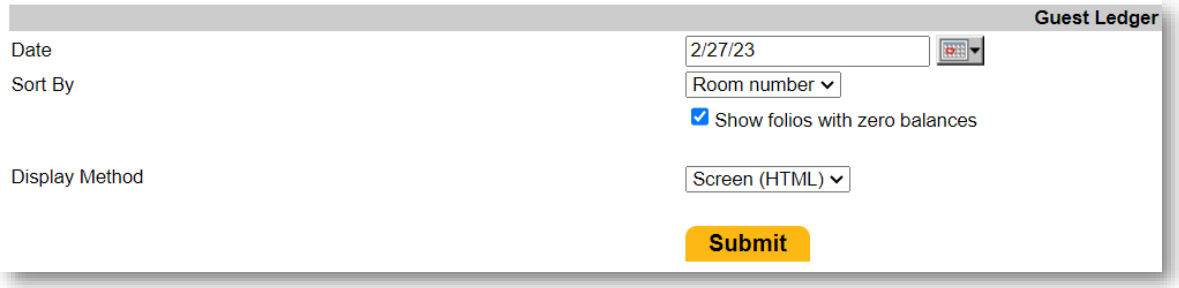
Feb 27, Mon	0.00	161.77	0.00	0.00	0.00	40.00	0.00	0.00	$ 201.77	$ 67.26	3
Feb 28, Tue	0.00	319.77	0.00	0.00	0.00	0.00	0.00	0.00	$ 319.77	$ 79.94	4
Total	45.00	2532.31	343.00	280.00	52.23	565.00	0.00	617.63	$ 4,435.17	$ 71.53	62

The Summary view/section lists nights, occupancy, and revenue totals by the filtered category.

Source Code	Nights	%Nights	Occupancy	Stays	Revenue	%	ADR
PSBM00024UG	1	1.61 %	0.04 %	1	52.23	1.18 %	52.23
WALK	9	14.52 %	0.32 %	9	617.63	13.93 %	68.63
REPEAT	8	12.90 %	0.29 %	7	565.00	12.74 %	70.63
HOTLREF	5	8.06 %	0.18 %	6	343.00	7.73 %	68.60
FRNDREF	1	1.61 %	0.04 %	1	45.00	1.01 %	45.00
TA	1	1.61 %	0.04 %	1	0.00	0.00 %	0.00
FRONTDESK	34	54.84 %	1.21 %	24	2532.31	57.10 %	74.48
IPHN	3	4.84 %	0.11 %	3	280.00	6.31 %	93.33
Total	**62**	**100 %**	**2.21 %**	**52**	**$ 4,435.17**	**100 %**	**$ 71.53**

Guest Ledger

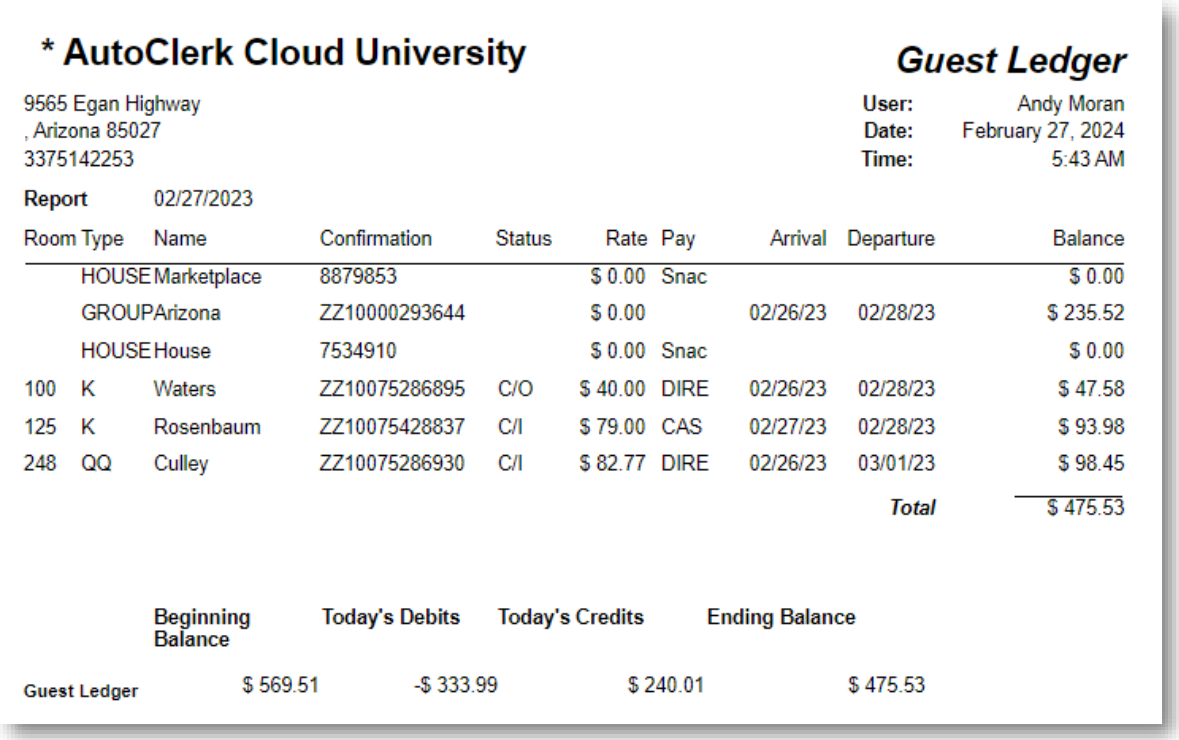
This report lists the open balances for all folios and is also used to audit that the balance and folio totals are matching. It can be run for any date in the past or the current business date, and defaults to yesterday's date.



The ***Total*** and **Ending Balance** are calculated using two different methods using unrelated data:

- The ***Total*** field adds up the balances listed vertically in the ledger.
- The **Ending Balance** is calculated horizontally, adding the beginning balance of the day (which is also the ending balance of the night before) with Today's Debits and Today's Credits, resulting in the Ending Balance.

Because these two numbers are calculated differently, the report allows the hotel to ensure the system is posting finances correctly. **Therefore, the two balances should always be the same.** If they are not matching, please contact AutoClerk Cloud Support.



*** AutoClerk Cloud University**

Guest Ledger

9565 Egan Highway
, Arizona 85027
3375142253

User: Andy Moran
Date: February 27, 2024
Time: 5:43 AM

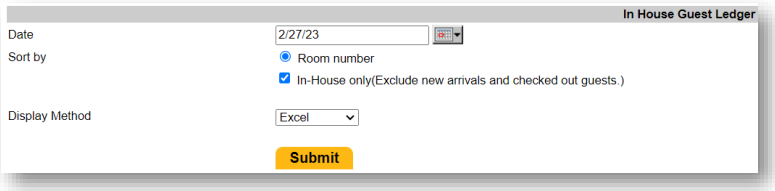
Report 02/27/2023

Room Type		Name	Confirmation	Status	Rate	Pay	Arrival	Departure	Balance
	HOUSE	Marketplace	8879853		$ 0.00	Snac			$ 0.00
	GROUP	Arizona	ZZ10000293644		$ 0.00		02/26/23	02/28/23	$ 235.52
	HOUSE	House	7534910		$ 0.00	Snac			$ 0.00
100	K	Waters	ZZ10075286895	C/O	$ 40.00	DIRE	02/26/23	02/28/23	$ 47.58
125	K	Rosenbaum	ZZ10075428837	C/I	$ 79.00	CAS	02/27/23	02/28/23	$ 93.98
248	QQ	Culley	ZZ10075286930	C/I	$ 82.77	DIRE	02/26/23	03/01/23	$ 98.45
								Total	$ 475.53

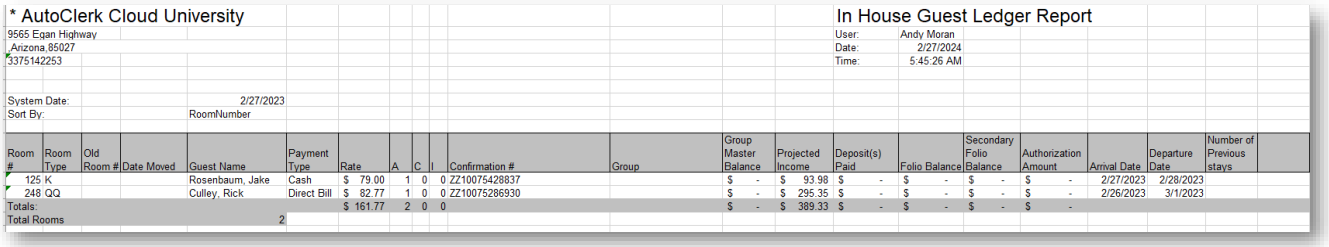
	Beginning Balance	Today's Debits	Today's Credits	Ending Balance
Guest Ledger	$ 569.51	-$ 333.99	$ 240.01	$ 475.53

In House Guest Ledger

This report is the only report that defaults to Excel as the Display Method. This report may be downloaded as a CSV file if you use a different spreadsheet software than Excel. It defaults to the current hotel date, sorted by room number, but it can be set for any date. There is an option to toggle showing in-house guests only or include both new arrivals and checked out guests for that date.



This report will display each guest on a line with basic guest information, and include balances of primary and secondary folios, the group master folio balance, the projected income, and any deposits paid.



* AutoClerk Cloud University
9565 Egan Highway
, Arizona 85027
3375142253

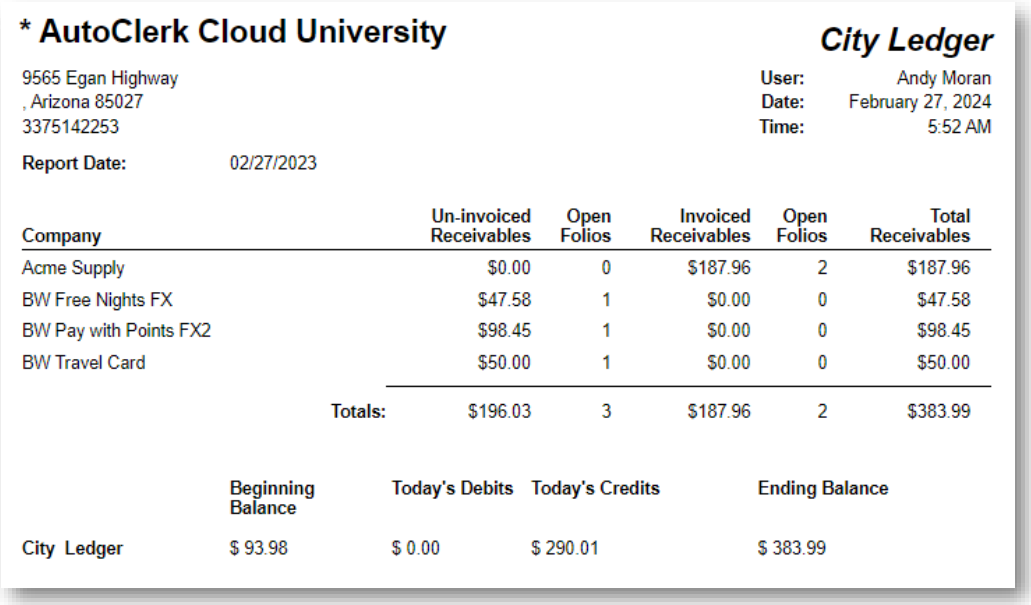
In House Guest Ledger Report
User: Andy Moran
Date: 2/27/2024
Time: 5:45:26 AM

System Date: 2/27/2023
Sort By: RoomNumber

Room #	Room Type	Old Room #	Date Moved	Guest Name	Payment Type	Rate	A	C	I	Confirmation #	Group	Group Master Balance	Projected Income	Deposit(s) Paid	Folio Balance	Secondary Folio Balance	Authorization Amount	Arrival Date	Departure Date	Number of Previous stays
125	K			Rosenbaum, Jake	Cash	$ 79.00	1	0	0	ZZ10075428837		$ -	$ 93.98	$ -	$ -	$ -	$ -	2/27/2023	2/28/2023	
248	QQ			Culley, Rick	Direct Bill	$ 82.77	1	0	0	ZZ10075286930		$ -	$ 295.35	$ -	$ -	$ -	$ -	2/26/2023	3/1/2023	
Totals:						$ 161.77	2	0	0			$ -	$ 389.33	$ -	$ -	$ -	$ -			
Total Rooms				2																

City Ledger

This report is similar to the Guest Ledger report, however, only displays direct bill accounts that have balances. The report can be run for any date in the past or the current business date, defaulting to yesterday.



*** AutoClerk Cloud University**

City Ledger

9565 Egan Highway
, Arizona 85027
3375142253

User: Andy Moran
Date: February 27, 2024
Time: 5:52 AM

Report Date: 02/27/2023

Company	Un-invoiced Receivables	Open Folios	Invoiced Receivables	Open Folios	Total Receivables
Acme Supply	$0.00	0	$187.96	2	$187.96
BW Free Nights FX	$47.58	1	$0.00	0	$47.58
BW Pay with Points FX2	$98.45	1	$0.00	0	$98.45
BW Travel Card	$50.00	1	$0.00	0	$50.00
Totals:	$196.03	3	$187.96	2	$383.99

	Beginning Balance	Today's Debits	Today's Credits	Ending Balance
City Ledger	$ 93.98	$ 0.00	$ 290.01	$ 383.99

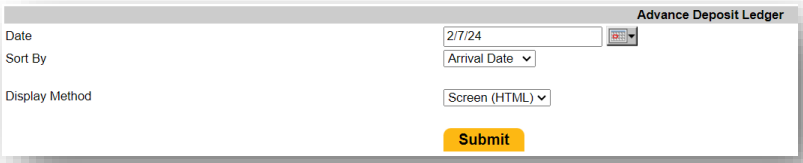
The ***Total*** and **Ending Balance** are calculated using two different methods using unrelated data:

- The ***Total*** field adds up the balances listed vertically in the ledger.
- The **Ending Balance** is calculated horizontally, adding the beginning balance of the day (which is also the ending balance of the night before) with Today's Debits and Today's Credits, resulting in the Ending Balance.

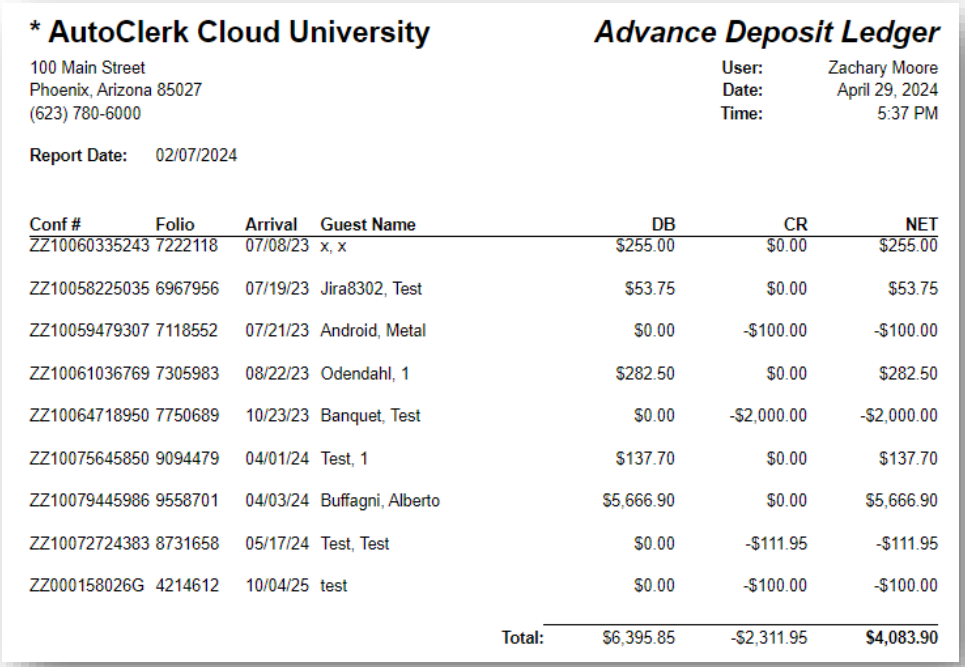
Because these two numbers are calculated differently, the report allows the hotel to ensure the system is posting finances correctly. **Therefore, the two balances should always be the same.** If they are not matching, please contact AutoClerk Cloud Support.

Advance Deposit Ledger

This report is similar to the City Ledger and Guest Ledger reports, however it only displays reservations that have not yet checked in with balances. The report can be run for any date and can be sorted either by Arrival Date or Guest Name.



The report will display the confirmation number, folio number, arrival date, guest name, DB (total debits), CR (total credits), and NET (balance).



*** AutoClerk Cloud University** — ***Advance Deposit Ledger***

100 Main Street
Phoenix, Arizona 85027
(623) 780-6000

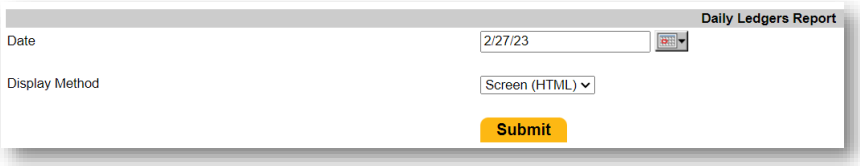
User: Zachary Moore
Date: April 29, 2024
Time: 5:37 PM

Report Date: 02/07/2024

Conf #	Folio	Arrival	Guest Name	DB	CR	NET
ZZ10060335243	7222118	07/08/23	x, x	$255.00	$0.00	$255.00
ZZ10058225035	6967956	07/19/23	Jira8302, Test	$53.75	$0.00	$53.75
ZZ10059479307	7118552	07/21/23	Android, Metal	$0.00	-$100.00	-$100.00
ZZ10061036769	7305983	08/22/23	Odendahl, 1	$282.50	$0.00	$282.50
ZZ10064718950	7750689	10/23/23	Banquet, Test	$0.00	-$2,000.00	-$2,000.00
ZZ10075645850	9094479	04/01/24	Test, 1	$137.70	$0.00	$137.70
ZZ10079445986	9558701	04/03/24	Buffagni, Alberto	$5,666.90	$0.00	$5,666.90
ZZ10072724383	8731658	05/17/24	Test, Test	$0.00	-$111.95	-$111.95
ZZ000158026G	4214612	10/04/25	test	$0.00	-$100.00	-$100.00
			Total:	$6,395.85	-$2,311.95	**$4,083.90**

Daily Ledgers Report

This report displays the balances, debits, and credits in each letter for a specific date for all three ledgers (Guest Ledger, City Ledger, and Advance Deposit Ledger). It can be run for any date.



The Guest Ledger is displayed first, with the Previous Ledger Balance (the balance at the end of the last business date). Each transaction for that date is summarized in Debits. The Credits for that date are grouped by cash (cash and checks), other (credit cards), applied deposits (advance deposits that checked-in the date of the report), and direct bill to city ledger for that date. The Ending Balance summarizes the above for that date.

*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

Daily Ledgers Report

User: Andy Moran
Date: February 27, 2024
Time: 6:00 AM

Report Date: 02/27/2023

Guest Ledger

Guest Ledger Previous Balance	**$569.51**
OCCTAX1	$8.07
PARISHTAX	$11.10
RENT	$201.77
SALESTAX	$8.98
OCCTAX2	$10.09
Total Guest Ledger Debits	**$240.01**
Guest Payments, cash	-$43.98
Guest Payments, other	$0.00
Applied Deposits	$0.00
Direct Bill to City Ledger	-$290.01
Total Guest Ledger Credits	**-$333.99**
Guest Ledger Ending Balance	**$475.53**

Next is the City Ledger, which is typically made up of direct bill charges for that date. The Previous Balance is the ending balance of the ledger from the previous business date. The CL Debits for that date (City Ledger Debits) are typically the reservations that checked out to direct bill accounts. The "CL Credits" may include a form of payment made that day to a City Ledger such as a check, credit card payment, write-off, or statement credit.

City Ledger	
City Ledger Previous Balance	$2,796.00
CL Debits	
DIRECTBILL	$946.25
Total Debits	$946.25
CL Credits	
Total Credits	$0.00
City Ledger Ending Balance	$3,742.25

The City Ledger Ending Balance is the difference between the Previous Balance and all Debits and Credits for the day.

City Ledger	
City Ledger Previous Balance	$93.98
CL Debits	
DIRECTBILL	$290.01
Total Debits	$290.01
CL Credits	
Total Credits	$0.00
City Ledger Ending Balance	$383.99

Lastly, the Advance Deposit Ledger summarizes direct bill to City Ledger and Applied Deposit to GL (Guest Ledger) for the date.

Advance Deposit Ledger

Adv. Deposit Previous Balance	**$0.00**
Direct Bill To City Ledger	$0.00
Applied Deposit to GL	$0.00
Today Changes to Advance Deposit	$0.00
Advance Deposits Ending Balance	**$0.00**

At the bottom of the Daily Ledgers Report, the three Ledgers' activity for the day is summarized along with their ledger totals for that date at very bottom.

Ledger	Beginning Balance	Today's Debits	Today's Credits	Ending Balance
Guest Ledger	$ 569.51	-$ 333.99	$ 240.01	$ 475.53
Advance Deposit	$0.00	$0.00	$0.00	$0.00
City Ledger	$93.98	$0.00	$290.01	$383.99
Ledger Totals	$663.49	-$333.99	$530.02	$859.52

City Ledger Aging

This report shows all outstanding totals for City Ledger company accounts and how long the amount has been owed to the hotel. It can display all Companies or one at a time.

The standard categories of 30, 60, 90, and over 120 days are used and the report displays by Company. The Amount column shows the remaining Credit Limit, and the Amount owed shows the amount that is still owed to the hotel. The running total across the days is displayed to the far right.

*** AutoClerk Cloud University** — ***City Ledger***

9565 Egan Highway
, Arizona 85027
3375142253

User: Andy Moran
Date: February 27, 2024
Time: 6:16 AM

Reporting: All companies

	Credit Limit	Amount	Amount Owed	Running Total
Company: Acme Supply - 213-555-1234				
120+ Days	$10,000.00	$10,000.00	$0.00	$0.00
90 Days	$10,000.00	$10,000.00	$0.00	$0.00
60 Days	$10,000.00	$10,000.00	$0.00	$0.00
30 Days	$10,000.00	$10,000.00	$0.00	$0.00
Current	$10,000.00	$9,812.04	$187.96	$187.96
		Total	$187.96	
Company: BW Free Nights FX - 623-780-6000				
120+ Days	$5,000.00	$5,000.00	$0.00	$0.00
90 Days	$5,000.00	$5,000.00	$0.00	$0.00
60 Days	$5,000.00	$5,000.00	$0.00	$0.00
30 Days	$5,000.00	$5,000.00	$0.00	$0.00
Current	$5,000.00	$4,904.84	$95.16	$95.16
		Total	$95.16	
Company: BW Pay with Points FX2 - 623-780-6000				
120+ Days	$5,000.00	$5,000.00	$0.00	$0.00
90 Days	$5,000.00	$5,000.00	$0.00	$0.00
60 Days	$5,000.00	$5,000.00	$0.00	$0.00
30 Days	$5,000.00	$5,000.00	$0.00	$0.00
Current	$5,000.00	$4,901.55	$98.45	$98.45
		Total	$98.45	
Company: BW Travel Card - 1				
120+ Days	$5,000.00	$5,000.00	$0.00	$0.00
90 Days	$5,000.00	$5,000.00	$0.00	$0.00
60 Days	$5,000.00	$5,000.00	$0.00	$0.00
30 Days	$5,000.00	$5,000.00	$0.00	$0.00
Current	$5,000.00	$4,950.00	$50.00	$50.00
		Total	$50.00	

There are totals for all accounts at the end of the City Ledger Aging report.

TOTALS				
120+ Days	$30,000.00	$30,000.00	$0.00	$0.00
90 Days	$30,000.00	$30,000.00	$0.00	$0.00
60 Days	$30,000.00	$30,000.00	$0.00	$0.00
30 Days	$30,000.00	$30,000.00	$0.00	$0.00
Current	$30,000.00	$29,568.43	$431.57	$431.57
		Total	$431.57	

Batch Settlements

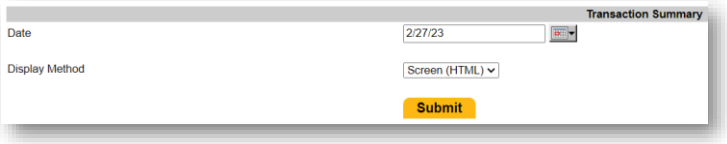
This report is the same as the Batch Settlements report in Daily Reports.

Transactions

This report is the same as the Transactions report in Daily Reports.

Transaction Summary

This report is one of three reports that can be emailed automatically during the Night Audit (the others being Batch Settlements and Managers Report). When running the report manually, you may select any past date since you've had the system.



This report lists transactions by Category and totals by Category for Today, MTD, and YTD. Note that the report will show the totals for each transaction (for example, Mastercard or Room Rent) in the Credit Cards category. If a charge has no postings for that day, it will not appear on the report.

*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

Transaction Summary

User: Andy Moran
Date: February 27, 2024
Time: 6:18 AM

Transaction Summary
02/27/2023

Category	Type	TODAY	MTD	YTD
Room				
	Room Rent	$ 201.77	$ 3,971.17	$ 3,971.17
	Late Check-in After	$ 0.00	$ 79.00	$ 79.00
	FX2 Room	$ 0.00	$ 19.23	$ 19.23
	Room Correction	$ 0.00	-$ 10.00	-$ 10.00
	No Show Charge	$ 0.00	$ 56.00	$ 56.00
	TOTAL Room:	$ 201.77	$ 4,115.40	$ 4,115.40
Cash				
	Cash	-$ 43.98	-$ 3,323.62	-$ 3,323.62
	Check	$ 0.00	-$ 185.55	-$ 185.55
	TOTAL Cash:	-$ 43.98	-$ 3,509.17	-$ 3,509.17
Tax				
	Occupancy Tax	$ 8.07	$ 162.28	$ 162.28
	Tourism Tax	$ 10.09	$ 201.91	$ 201.91
	Parish Tax	$ 11.10	$ 222.20	$ 222.20
	State Sales Tax	$ 8.98	$ 179.81	$ 179.81
	TOTAL Tax:	$ 38.24	$ 766.20	$ 766.20
Misc				
	Misc Non-Taxable	$ 0.00	$ 50.00	$ 50.00
	TOTAL Misc:	$ 0.00	$ 50.00	$ 50.00
Accounts				
	Direct Bill	-$ 290.01	-$ 733.07	-$ 733.07
	Best Western	$ 0.00	-$ 158.53	-$ 158.53
	Write Off	$ 0.00	-$ 5.00	-$ 5.00
	VISA**********1234	$ 0.00	-$ 435.38	-$ 435.38
	TOTAL Accounts:	-$ 290.01	-$ 1,331.98	-$ 1,331.98

The grand totals for Today, MTD, and YTD are at the bottom of the report.

Category	Type	TODAY	MTD	YTD
	Snacks	$ 0.00	$ 21.50	$ 21.50
	Beverages	$ 0.00	$ 1.50	$ 1.50
	Hot Meal	$ 0.00	$ 8.00	$ 8.00
	Sundries	$ 0.00	$ 5.00	$ 5.00
	TOTAL Marketplace:	$ 0.00	$ 36.00	$ 36.00
	GRAND TOTAL:	-$ 93.98	$ 126.45	$ 126.45

Quarterly Report

This report lists the same data the Transaction Summary report, except instead of specific date it is broken up by 3-month quarters (Jan-Mar, Apr-Jun, Jul-Sep, and Oct-Dec). You can select any year since you've had the system.

*** AutoClerk Cloud University**

9565 Egan Highway
, Arizona 85027
3375142253

Quarterly Report

User: Andy Moran
Date: February 27, 2024
Time: 6:22 AM

Hotel Date: 02/28/2023
Year: 2023

	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Total
Room					
Room Rent	$ 4,129.17	$ 0.00	$ 0.00	$ 0.00	$ 4,129.17
Late Check-in After Audit	$ 79.00	$ 0.00	$ 0.00	$ 0.00	$ 79.00
FX2 Room	$ 19.23	$ 0.00	$ 0.00	$ 0.00	$ 19.23
Room Correction	-$ 10.00	$ 0.00	$ 0.00	$ 0.00	-$ 10.00
No Show Charge	$ 56.00	$ 0.00	$ 0.00	$ 0.00	$ 56.00
*****TOTAL:***	**$ 4,273.40**	**$ 0.00**	**$ 0.00**	**$ 0.00**	**$ 4,273.40**
Cash					
Cash	-$ 3,516.05	$ 0.00	$ 0.00	$ 0.00	-$ 3,516.05
Check	-$ 185.55	$ 0.00	$ 0.00	$ 0.00	-$ 185.55
*****TOTAL:***	**-$ 3,701.60**	**$ 0.00**	**$ 0.00**	**$ 0.00**	**-$ 3,701.60**
Tax					
Occupancy Tax	$ 162.28	$ 0.00	$ 0.00	$ 0.00	$ 162.28
Tourism Tax	$ 201.91	$ 0.00	$ 0.00	$ 0.00	$ 201.91
Parish Tax	$ 226.55	$ 0.00	$ 0.00	$ 0.00	$ 226.55
State Sales Tax	$ 183.33	$ 0.00	$ 0.00	$ 0.00	$ 183.33
*****TOTAL:***	**$ 774.07**	**$ 0.00**	**$ 0.00**	**$ 0.00**	**$ 774.07**
Misc					
Misc Non-Taxable	$ 50.00	$ 0.00	$ 0.00	$ 0.00	$ 50.00
*****TOTAL:***	**$ 50.00**	**$ 0.00**	**$ 0.00**	**$ 0.00**	**$ 50.00**
Accounts					
Direct Bill	-$ 780.65	$ 0.00	$ 0.00	$ 0.00	-$ 780.65
Best Western Statement	-$ 158.53	$ 0.00	$ 0.00	$ 0.00	-$ 158.53
Write Off	-$ 5.00	$ 0.00	$ 0.00	$ 0.00	-$ 5.00
VISA**********1234	-$ 435.38	$ 0.00	$ 0.00	$ 0.00	-$ 435.38
*****TOTAL:***	**-$ 1,379.56**	**$ 0.00**	**$ 0.00**	**$ 0.00**	**-$ 1,379.56**

Travel Agent Commissions

This report will display the calculated travel agent commissions based on the commission rate for each Travel Agent in Setup.

This report can be generated between any two date ranges.

The report includes the travel agent with the commission rate, the stays for that travel agent are listed with the date, confirmation number, Name, ADR, and the amount of the commission.

**AutoClerk Cloud University

Pine Creek, California 95148

Agent Commissions

User: Edward Bear
Date: August 02, 2021
Time: 7:46 AM

Start 09/01/2020
End Date: 09/30/2020

01123 Luna Wolves
8832 Glendon Way
Rosemead, CA 91770

Commission rate: 10 %

Arrival	Departure	Nights	Confirmation	Name	Rate Code	ADR	Amount
09/06/2020	09/07/2020	1	ZZ000341266	Jameson Stevens	MR	300.00	$ 30.00

Amount due: $ 30.00

TOTAL AMOUNT DUE: $ 30.00

This report can be used to calculate payment for individual local travel agents.

Some franchises may have a service that will pay online travel agents (OTAs) on behalf of the hotel, and/or the franchise will bill the hotel.

Interfaces

AutoClerk Cloud has connections available with several systems. For more information about adding interfaces, contact our sales team at sales@autoclerk.com.

Contact Support and Training

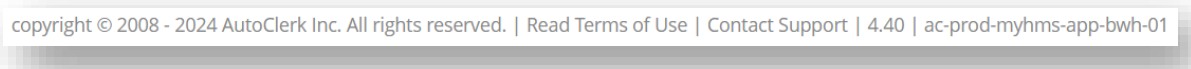
AutoClerk Cloud Support is available 24/7. *

Phone: 1.800.365.2585

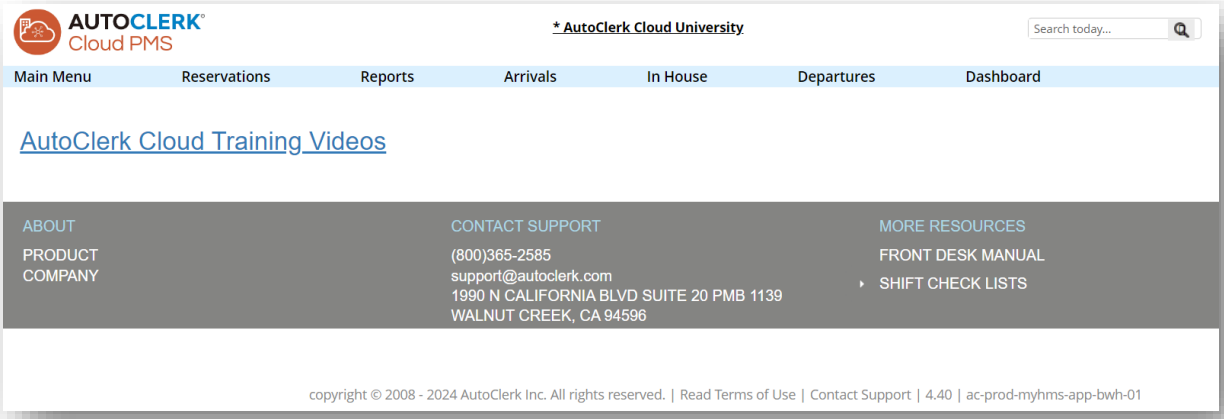
Email: support@autoclerk.com

*If your property is in the process of installing AutoClerk Cloud, and it is before your install date, please contact your AutoClerk Cloud Onboarding team directly for all support needs as our team is still preparing your system.

At the bottom of every page, there is a bar with the “Contact Support” link.



The **Contact Support** page has a link to our AutoClerk Cloud video library, which can be a great resource for brushing up on a particular topic or training a new staff member.



For **Best Western Branded Hotels only**, these videos can be found by logging into Online Learning also known as OWL from the hotel portal. Once logged in you can watch or assign one of our Learning Path courses or use the AutoClerk Cloud Video Library to watch a specific video.

This learning path is best assigned to a **brand-new employee**. It an hour long of content to show them what they need to know to get started at the front desk, focusing on reservations, check-ins, check-outs, and more

This learning path is for **any hotel employee that will need to use the PMS**. It will include all hotel operations topics a Front Desk and Night Auditor need.

This learning path is for any **management level hotel employee** that needs to know how to use AutoClerk.

AutoClerk Cloud Video Library. This course allows the view to select and watch any video and not have to watch them in a specific order.

In case of internet or power outage, we recommend that you keep a hard copy of the support contact information at the front desk and in the hotel offices.