

Strata[®] *DK*
Digital Business Telephone Systems

**Hospitality Management Information
System (HMIS)
User Guide**

Publication Information

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Chapter 2 - Features

Introduction

This guide provides hotel/motel management and staff members with operating instructions for Toshiba's Strata DK Hospitality Management Information System (HMIS). It is written assuming that you are familiar with operating a PC, mouse, and Microsoft® Windows® 95 software.

Organization

This guide is divided as follows:

- ◆ **Chapter 1 – Grand Tour** provides an overview of the HMIS features, main screen, tabs, buttons and screen navigation.
- ◆ **Chapter 2 – Features** gives step-by-step instructions on using HMIS's many features.

Conventions

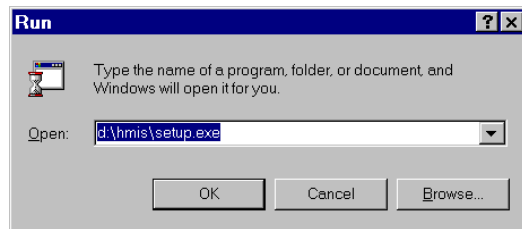
Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	<i>Calls attention to important instructions or information.</i>
CAUTION!	Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.
WARNING!	Alerts you when the given task could cause personal injury or death
[DN]	Represents any Directory Number button, also known as an extension or intercom number.
[PDN]	Represents any Primary Directory Number button (the extension number for the telephone).
[SDN]	Represents any Secondary appearance of a PDN. A PDN which appears on another telephone is considered an SDN.
[PhDN]	Represents any Phantom Directory Number button (an additional DN).
Arial Bold	Represents telephone buttons.
Courier	Shows a computer keyboard entry or screen display.
“Type”	Indicates entry of a string of text.
“Press”	Indicates entry of a single key. For example: Type prog then press Enter .
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: Esc + Enter . Entries with spaces between them show a sequential entry. Example: # + 5 .

Conventions	Description
Tilde (~)	Means “through.” Example: 350 ~ 640 Hz frequency range.
➤	Denotes the step in a one-step procedure.
➤	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata DK Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

Action/Response Table

1. *Actions* you perform appear in this column. They can consist of either a single step or a series of numbered steps.
2. When the action you perform results in a screen, menu, dialog box, etc., the example to the right displays.

The *immediate response to the action* performed appears in this column. Additional notes and comments are also included.



Related Documents/Media

The following documents and CD-ROMS can be used to reference further information about the Strata DK systems.

- ◆ **Hospitality Management Information System (HMIS) General Description** – provides an overall view of the system hardware, software, applications and features.
- ◆ **Strata DK HMIS CD-ROM** – contains a copy of all HMIS documentation/ bulletins and enables you to view, print, navigate and search publications.
- ◆ **Strata DK Library CD-ROM** – contains a copy of all Strata DK documentation, including HMIS, and enables you to view, print, navigate and search publications.

The Toshiba Strata DK Hospitality Management Information System (HMIS) is a Personal Computer (PC)-based solution that meets the specific operational needs of small- to medium-sized hotels/motels.

HMIS tightly integrates with the Strata DK telephone (Release 3.1 or higher) and the Strategy Voice Processing Systems, providing a complete and fully integrated hospitality package.

The HMIS PC is dedicated to running the HMIS program and functions as the front desk terminal. Other programs *should not* be installed and run on the HMIS PC. In applications requiring multiple front desk terminals, HMIS PC workstations can be networked together to share a common database.

Features

HMIS provides all the standard features needed by a hotel/motel facility while providing many advanced features. The following is a list of some of the main features available:

- ◆ **Automatic Wake-up** – Guests can request an automatic wake-up call for any time. The HMIS notifies the front desk of any unsuccessful wake-up attempts.

- ◆ **Call Forwarding** – If the Strategy Voice Processing System is installed, guest room telephones are automatically set to Call Forward Busy/No Answer (CFBNA) to Strategy. The guest can request that calls be blocked and all calls forwarded to voice mail.
- ◆ **Check-in** – Information previously entered from the reservation automatically appears on the check-in screen when the guest registers. Both walk-in guests and guests with reservations can be easily registered. The automatic check-in capability turns the room telephone on at check-in.
- ◆ **Check-out with Billing** – By selecting the room and clicking on a Check-Out button on the Main screen, the guest's bill is displayed at the front desk. A printed bill can be produced by simply clicking on a screen button. Clicking the Payment Received button, automatically clears the account, turns the room telephone off, clears the guest's messages, and designates the room for required maid service.
- ◆ **Consolidated Billing** – All charges incurred during the guest's stay are incorporated into one bill at check-out. This includes room rental, taxes, telephone charges, room service, movies and any other miscellaneous charges. Billing statements can be customized.
- ◆ **Do Not Disturb (DND) Call Blocking** – If a guest wishes to avoid room-to-room calls (e.g., calls made at late night hours), the front desk can enable/disable a Call Blocking feature. The feature can be set on an individual room basis and a list of rooms using the feature can be viewed from the front desk by using the Browse Window.
- ◆ **Guest Directory** – Complete guest information can be displayed at the front desk HMIS PC or printed in a report.
- ◆ **Guest Messaging** – Guest messages can be entered into the HMIS PC at the front desk and displayed or printed at any time. Multiple messages can be stored in the text field. If the Strategy Voice Processing System is installed, the HMIS can assign voice mailboxes to guests to use during their stay.
- ◆ **Liquid Crystal Display (LCD) Name Display** – HMIS automatically displays the registered guest's name on the LCD of administrative telephones at the front desk, room service, and other service locations when the guest calls.

- ◆ **Outgoing Call Restriction** – Call restriction controls the type of outgoing calls the guest is permitted to make and is also used for vacant room call restriction. Telephone class of service or restriction levels can be individually set for each guest room. Room telephone settings include enabling long distance or local and toll free use, or restricting the telephone to in-house calls only.
- ◆ **Remote Maintenance** – Technical support staff can perform on-line support and remote HMIS software upgrades, using Symantec™ pcANYWHERE™ software and the HMIS Server PC's internal modem.
- ◆ **Reports** – Seven reports can be run at any time by staff members. The report subjects include Uncleared Outgoing Phone Calls Made, All Active Balance Statements, Hotel Guest List, Maid Activity Report, Reservations List, Morning Check Out List, and Consolidated Detail Night Audit Report.
- ◆ **Reservations** – Reservations can be entered up to 20 years in advance. Reservation information is automatically displayed on the Main screen when the guest checks in.
- ◆ **Room Swap** – If a guest needs to change rooms, this is easily accomplished by selecting their room record and pressing the Swap Room button. All of the guest room information is transferred to the new room record automatically.

Main Screen

All screens and pop-up dialog boxes are accessed from the Main screen (shown in the next page). It displays reservation/check-in and room setup information gathered automatically by HMIS from other screens. Entries made on the Main screen itself are minimal and are concentrated in the Customer Detail Window and the Function Tab dialog boxes.

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Customer Detail Window
(alternates with Browse Window)

Customer Detail

Company: XYZ Company, Inc. Company Phone: 714-555-3000

Home Address: 16666 Main Street Home Phone: 714-555-3700

City: Woodland State: CA Zip: 93421 Country: USA

Auto Make/Model: Auto Tag #: Vip Status # Adults: 1 # Children: 0

Comments

Check-in/out Buttons

Room #	Ext #	Room Type	Title	First	MI	Last	Handicap?	Wakeup?
203	203	Suite		Richard		Lee	<input type="checkbox"/>	<input type="checkbox"/> PM

Check-In: Reserve from 09/19/97
Check-Out: until 09/20/97

Check-In: 09/19/97 10:56 teu
Check-Out:

Room Rate(s)

	Rate	Nights
Daily	100.00	1
Weekend	110.00	0
Holiday/Season	120.00	0
Special	90.00	0

Discount %: 0.00 Manual
Conf #: 778AGW071549

Browse Window

All Rooms Occupied Rooms Only Check-Out/Renewal Rooms Only

6 Available Rooms Requiring Cleanup Rooms with CFAC Enabled Rooms With Pending Check-In

Rm #	Ext #	Rsrv?	Status	Last Name	Res From	Res Until	HC	Port
200	200	OK	StaOvr	Fellows	09/19/97	09/20/97	No	000
201	201	OK	StaOvr	Harding	09/19/97	09/20/97	No	001
202	202							002
203	203	OK	StaOvr	Lee	09/19/97	09/20/97	No	003
204	204	OK	StaOvr	Brown	09/17/97	09/20/97	No	004
205	205	OK	StaOvr	Randolph	09/18/97	09/21/97	No	005
206	206	OK	StaOvr	James	09/19/97	09/20/97	No	006
207	207							007
208	208	Yes	Pending	Downing	09/21/97	09/24/97		008

Function Tabs

Control/Status | Messages | Restrict/Accommodate | Phone Calls | Billed Services | FOP

Enable CFAC | Change Phone Service | Phone Service: Enabled Local/LD
Forwarding Immediate: Disabled
Maid Service: Completed
Auto-Wakeup Polling: Disabled

Enable CFBNA | Toggle Maid Service

Save | Detail | Reports | Setup | Cancel | Reserve | Exit

Browse Window

Displays Customer Detail Window

Reports Database Settings

Reservations

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Main Screen Fields

Information displayed in the following fields is for the guest/room highlighted in the Browse Window. For guests who have not checked in and have a Pending reservation, only the Room #, Ext #, Room Type and Room Rate fields display information.

Field	Description
Room #	(Display only) Room number.
Ext #	(Display only) Telephone extension number.
Room Type	(Display only) Type of room (e.g., single, double, suite).
Title	(Optional) Primary guest's title. You can enter a title (max. seven-digits) or select one of the options from the drop-down menu. The options are: Mr., Ms., Mrs., Miss, Dr.
First/MI/Last	Primary guest's name. Entered during reservation or check in (walk-in guest). After registration, the names can be changed by clicking on the appropriate field, entering the name and clicking Save.
Handicap?	If the box is checked, it indicates the guest has a handicap that requires special accommodations (see "Handicapped Guest" on Page 102).
Wakeup?	If the box is checked, it indicates the guest wants a wake-up call. The field below displays the time set for the call. To cancel a wake-up call, simply click on this field to remove the check mark. See "Automatic Wake-up Calls" on Page 22 for complete instructions on using this field.
Reserve from	(Display only) Date guest checked in.
Reserve until	Date guest is expected to check out. This date can be changed to extend a guest's stay. See "Guest Extends Stay" on Page 69 for instructions.
Check-In/Out	(Display only) Date/time guest checked in. Also includes initials of clerk.

Field	Description
Room Rates	Standard rates for the room (i.e., daily, weekend, holiday/seasonal, and special). HMIS automatically calculates the number of nights at daily and weekend rates. See "Room Rates" on Page 99 for additional information.
Discount %	<p>Applicable room discount. Displays 0.00 if no discount is applicable.</p> <p>Discounts entered in the Reservation/Check-in screens, display in this field after the guest checks in (see "Room Rate Discounts" on Page 98).</p> <p>You can also enter a discount by clicking on this field and entering a percent (up to two decimal places). If you enter a whole number, HMIS adds the decimal and zero fills the two spaces (e.g., 5 becomes 5.00).</p>
Manual	Checking this field enables you to access the Nights field under Room Rate(s) in order to bill a guest's stay at holiday/seasonal or special rates. See "Change Room Rate to Holiday/Seasonal or Special Rate" on Page 100 for instructions.
Conf #	<p>(Display only) HMIS automatically adds this confirmation number during the reservation/check-in (walk-in) process. The number is 12-digits long and consists of the Julian calendar date, employee ID and time the reservation was made or the walk-in guest was checked in. For example, 778AGW130155 represents:</p> <p>778: Julian calendar date AGWEmployee ID who made reservation/check-in 1301:1:01 p.m. 55: 55 seconds.</p>

Main Screen Buttons

The HMIS Main screen provides button access to the functions and menus required to run the hospitality facilities.

Button	Description
Check-In	<p>Enables you to check in a guest.</p> <p>Displays the Check-in screen for checking in a walk-in guest. An Available Room Selection pop-up dialog box provides a list of rooms from which to choose.</p> <p>To check in a guest with a pending reservation, highlight the reservation in the Browse Window and click on this button.</p> <p>See “Check in Guest” on Page 41 for details.</p>
Check-Out	<p>Enables you to check out a guest.</p> <p>By highlighting a guest’s name in the Browse Window and clicking on this button, front desk staff can check-out and view/print the guest’s consolidated billing statement.</p> <p>Clicking on the Payment Received button on the Billing Statement screen clears the account and the database of guest information, sets the Maid Service to “Required” and the telephone service to “outgoing call restriction.”</p> <p>See “Check Out Guest with Billing” on Page 48 for details.</p>
Save	<p>Saves changes or additions to guest’s room record.</p>
Browse/Detail	<p>See “Browse/Customer Detail Windows” on Page 9 for a description of this button.</p>
Reports	<p>Displays the Report Menu screen.</p> <p>This screen enables authorized personnel to view/print up to seven reports: Hotel Guest List, Maid Activity Report, Reservation List, Uncleared Outgoing Phone Calls Made, All Active Balance Statements, Morning Check Out List, and Consolidated Detail Night Audit Report.</p> <p>See “Reports” on Page 75 for detailed information.</p>

Button	Description
Setup	<p>Displays the Setup Menu screen.</p> <p>This screen enables authorized personnel (HMIS access levels 11~20) to access a group of six setup screens which must be completed before HMIS can be used. The screens consist of: Master Room Setup and AutoGen screens for room record entries, Company for entry of company information (name, address, etc.), Employee Codes for entry of staff names/category/employee ID, Settings for telephone/tax settings, and Statement for customizing the billing statement format.</p> <p>Personnel with assigned access levels of 0~10 are allowed access only to the Master Room Setup screen.</p>
Cancel	<p>Cancels pending room reservation highlighted in Browse Window.</p>
Reserve	<p>Displays the Reservation screen.</p> <p>This screen enables the front desk clerk to make guest reservations. An Available Room Selection pop-up dialog box provides a list of rooms from which to choose. See “Reservations” on Page 87 for details.</p>
Exit	<p>Closes the Main screen and exits the program.</p>

Browse/Customer Detail Windows

Two windows are displayed on the Main screen – Browse and Customer Detail. A button at the bottom of the Main screen enables you to toggle between them.

The following is a brief description of the windows. Full details of each are explained in [Chapter 2 – Features](#).

Button	Description
Browse	<p>Replaces the Customer Detail section of the Main screen with a Browse Window.</p> <p>The window enables you to display a listing of: all rooms, occupied rooms only, rooms requiring check-out/renewal or cleanup, rooms with DND enabled/disabled or CFBNA/CFAC enabled and rooms with pending check in (see “Browse Window” on Page 33 for details).</p>
Detail	<p>Replaces the Browse Window section of the Main screen with a Customer Detail Window.</p> <p>The window enables you to enter the guest’s address, auto make/model/license number, number of people in party (adults, children), guest’s company affiliation/company telephone number and a comments section for any comments/notes.</p> <p>Entries made on the Reservation/Check-in screens automatically display on this screen after guest checks in.</p> <p>See “Customer Detail Window” on Page 55 for details.</p>

Function Tab Dialog Boxes

Dialog boxes are provided in the bottom half of the Main screen (see figure below). The boxes enable you, on a per-room basis, to enter guest or room information during the guest’s stay and view the data, whenever necessary.




To use the boxes, you must highlight a room in the Browse Window and click on one of the tabs. The following is a list of tabs with a brief description. Full details of each are explained in [Chapter 2 – Features](#).

Tab	Description
Control/Status	<p>Manually controls and displays:</p> <ul style="list-style-type: none"> ◆ Telephone service (see “Change Phone Service” on Page 40 for details) ◆ Call forwarding (see “Call Forwarding” on Page 35 for details) ◆ DND (see “Do Not Disturb Call Blocking” on Page 62 for details) ◆ Maid service (see “Maid Service Status” on Page 71 for details) <p>Also displays the status (enabled/disabled) of the Auto-wakeup Polling feature (see “Automatic Wake-up Calls” on Page 22 for details).</p> <p>At check-out, HMIS automatically turns off the room telephone by activating the vacant room “outgoing call restriction” and sets the Maid Service to “Required.”</p>

Tab	Description
Messages	<p>Enables entry of messages and logs wake-up call attempts for each room.</p> <p>Messages can be printed at any time and may remain in the database until the Clear Msgs/Wakeup Logs button is selected or the guest checks out. A log of wake-up calls is also displayed and can be cleared with the same button. See “Guest Messaging” on Page 66 for details.</p>
Restrict/Accommodate	<p>Displays amenities (cable, TV, etc.) and special accommodations (baby crib, etc.).</p> <p>The information in the two-left columns of the dialog box is taken from the Master Room Setup/AutoGen screens when the room is recorded into the database. The right column is available for additional accommodations.</p> <p>See “Special Restrictions/Accommodations” on Page 102 for details.</p>
Phone Calls	<p>Displays telephone calls/charges. At check-out, the telephone charges are included on the guest’s consolidated bill and the telephone call data is automatically cleared from the screen.</p> <p>See “Change Phone Service” on Page 40 for details.</p>
Billed Services	<p>Enables entry of billed service charges for room service, movies, etc., to the guest’s account and displays all entries during the guest’s stay.</p> <p>At check-out, all charges are posted to the guest’s bill. Upon payment, the charges are automatically cleared from the room record.</p> <p>See “Billed Services” on Page 30 for details.</p>
FOP	<p>Registers and displays Form of Payment (FOP) that is being used by the guest (cash, check or credit card) and any deposits/payments made (e.g., room deposit).</p> <p>At check-out, all deposits/payments are posted to the guest’s bill and the screen is automatically cleared of any information.</p> <p>See “Deposit/Payment” on Page 56 for details.</p>

Screen Navigation

The table below shows you how to use the screen and keyboard to navigate within the HMIS application.

Button/Key	Description
	Returns to the Main screen from any screen in the program.
Enter or Tab	Moves the cursor to the next field on the screen.
Shift+Tab	Moves the cursor to the previous field on the screen.
↑↓	Scrolls the cursor through lists.
Home	Takes the cursor back to beginning of the field.
End	Takes the cursor to the end of the field.

Employee ID Code/Password

Employees are assigned a unique three-digit Employee ID code, password, and access level (entered at system setup by management) which is required for accessing and using the HMIS. Upon entering the system, you must enter the Employee ID code (User Name) and password. Once in the HMIS application, the screens you can access depend upon the access level assigned to you.

This chapter contains instructions for using HMIS and its features. Features appear in alphabetical order and contain field descriptions for all screens and pop-up dialog boxes.

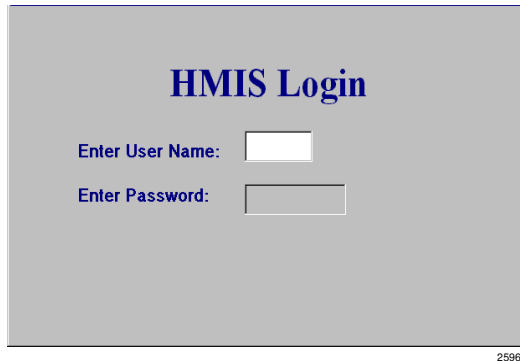
Important! *Management must set up the databases and standard telephone settings (e.g., rates, taxes, etc.) before normal operations can begin.*

Access HMIS

Important! *These procedures for logging on and off are provided only in case you accidentally close the Main screen. The Main screen must be displayed at all times. Under no circumstances should you ever deliberately close the program.*

Logging On

1. Click Start, Programs, then HMISWS icon.

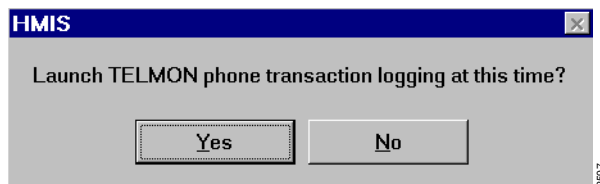


2. Type your User Name and press **Enter**.
3. Type your password and press **Enter**.

The Main screen displays.

Important! *If the HMIS was rebooted, the following screens display before the Main screen.*

The Transaction Monitor Program (TelMon) launch pop-up window displays.



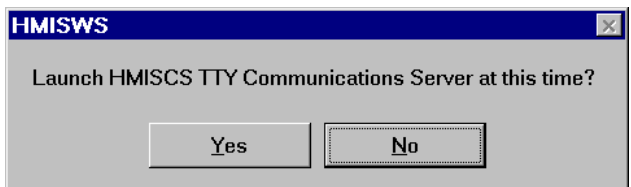
4. Click Yes.

Important! *TelMon must always be running on the server to capture telephone call data from the Strata DK SMDR port.*

This displays: .

It is placed on the desktop taskbar to keep the program running minimized in the background.

The HMISCS TTY Communications Server launch pop-up window displays.



Important! *The TTY Communications Server communicates directly with the Strata DK system and must always be running.*

Features

Additional Text Comments

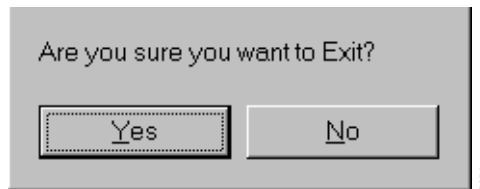
5. Click Yes.

A **Strata Hospitalit...** is placed on the desktop taskbar. This keeps the communications server running minimized in the background.

The Main screen displays.

Logging Off

1. From the Main screen, click Exit.



2. Click Yes.

Additional Text Comments

Three windows provide areas for additional comments: Details Window, Customer Detail Window, and Master Room Setup Window.

Details Window

Comments can be typed into the Details Window when:

- ◆ Making a reservation – Comments entered in this screen when making a reservation automatically remain in this screen when the guest registers. See [“Make Reservations” on Page 88](#) and [“Details Window” on Page 61](#) for instructions.
- ◆ Check in – Comments entered/displayed in this screen at registration become a part of the guest record and are automatically displayed in the Customer Detail Window (Main screen) after check in. See [“Check in Guest” on Page 41](#) and [“Details Window” on Page 61](#) for instructions.

Customer Detail Window

Comments can be typed into the Customer Detail Window anytime during the guest's stay. Any comments entered in this screen are automatically deleted when the guest checks out. To manually delete an entry, highlight it and press **Delete**.

1. Highlight the room in the Browse Window.
2. Click Detail.

The screenshot shows a 'Customer Detail' window with the following fields and values:

Company		Company Phone		
XYZ Company, Inc.		714-555-3000		
Home Address		Home Phone		
16666 Main Street		714-555-3700		
City	State	Zip	Country	
Woodland	CA	93421	USA	
Auto Make/Model	Auto Tag #	<input type="checkbox"/> Vip Status	# Adults	# Children
			1	0
Comments				
<div style="border: 1px solid gray; height: 20px;"></div>				

2550

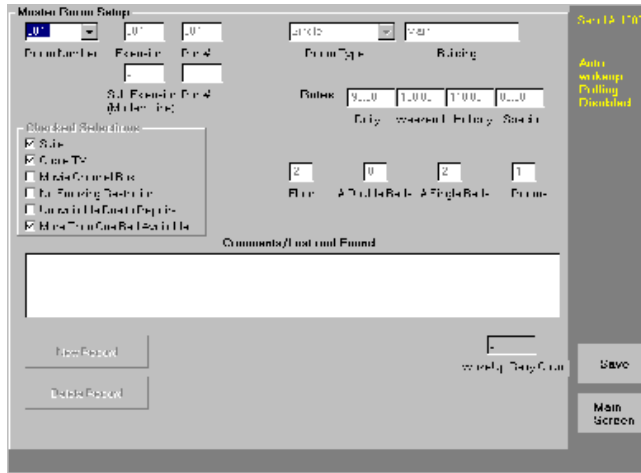
3. Type the text in the Comments section.
4. Click Save.

Text automatically wraps around as you enter it. The Comments section can be scrolled to view the entire entry.

Master Room Setup Window

Comments can be typed into the Master Room Setup window at anytime. Any comments entered in this screen must be manually deleted. To delete a comment, highlight the comment and press **Delete**.

1. Click Setup.



2. From the drop-down menu, select the room number.
3. Type the text in the Comments/Lost and Found section.
4. Click Save.

The information about the room (room rates, amenities, etc.) displays on the screen.

Text automatically wraps around as you enter it. The Comments section can be scrolled to view the entire entry.

Assigned Rooms Screen

The Assigned Rooms screen (shown below) displays a list of all occupied and reserved rooms for a specified date range. This feature enables you to cancel reservations or check-in pending reservation guests.

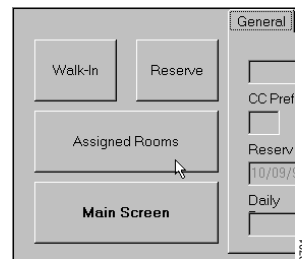
Each listing consists of the following information: room number and status, reservation dates, guest's last name, confirmation number, and weekly room rate. Click on any column heading to sort the screen by subject (e.g., room number, room status, etc.).

Room #	Status	From	Until	Last, First	Conf #	Rate
202	Checked In	09/22/97	09/23/97	Johnson, Randy	778AGW104212	100.00
203	Checked In	09/22/97	09/23/97	Doolittle, Margie	778AGW104353	100.00
204	Checked In	09/22/97	09/23/97	Harris, Lee	778AGW105437	100.00
205	Checked In	09/22/97	09/23/97	Pham, Charles	778AGW105457	100.00
206	Checked In	09/22/97	09/23/97	Jones, Bill	778AGW105515	100.00
207	Checked In	09/22/97	09/23/97	Wright, Connie	778AGW105533	100.00

Buttons: Cancel, Check-In, Okay

The screen can be accessed:

- ◆ Automatically during the reservation process.
- ◆ From Check-in/Reservation screens by clicking on the Assigned Rooms button (upper left corner of the screen – shown at right).



Features

Assigned Rooms Screen

Assigned Rooms Screen Fields (Display Only)

Field	Description
Room #	Room number.
Status	Status of room (see "Room Status" on Page 100 for an explanation of room status designations).
From	Reservation start date.
Until	Reservation end date.
Last/First	Primary guest's last, first names.
Conf #	HMIS automatically adds this number during the reservation/check-in (walk-in) process. The number is 12-digits long and consists of the Julian calendar date, employee ID and time the reservation was made or the walk-in guest was checked in. For example, 778AGW130155 represents: 778: Julian calendar date AGW Employee ID who made reservation/check-in 1301: 1:01 p.m. 55: 55 seconds
Rate	Room rate.

Cancel Reservation

<ol style="list-style-type: none">1. From the Main screen, click Reserve.2. Click Cancel in the calendar portion of the screen.3. Click Assigned Rooms in the upper-left corner.	<p>The Reservation screen displays.</p> <p>The calendar displays. You need to select a range of dates for the reservation(s) you want to view.</p>
--	--

4. Select a start date on the calendar. Click Assigned Check-in Date.
5. Select an end date on the calendar. Click Assigned Check-out Date.
6. Highlight the reservation.
7. Click Cancel.

You can scroll the calendar (months/years) by clicking the scroll buttons (◀ ▶). If you check the wrong date, click Clear Settings to start over.

The Assigned Rooms screen displays with the listing of all occupied and reserved rooms for the range of dates you entered.

This screen can be sorted by any of the columns. Click on the column head you want to search (e.g., guest's last name).



8. Click Yes.
9. Click OK.

Check in Pending-Reservation Guest

1. From the Main screen, click Check-In.
2. Click Assigned Rooms in the upper-left corner.

The Check-in screen displays.

The calendar displays. You need to select a range of dates for the reservation you want to view.

Features

Automatic Telephone Activation

- | | |
|--|---|
| <ol style="list-style-type: none">3. Select a start date on the calendar. Click Assigned Check-in Date.4. Select an end date on the calendar. Click Assigned Check-out Date.5. Highlight the Pending Reservation.6. Click Check-In. | <p>You can scroll the calendar (months/years) by clicking the scroll buttons (◀ ▶). If you check the wrong date, click Clear Settings to start over.</p> <p>The Assigned Rooms screen displays with the listing of all occupied and reserved rooms for the range of dates you entered.</p> <p>This screen can be sorted by any of the columns. Click on the column head you want to search (last name, etc.).</p> <p>The Main screen displays with the checked-in guest highlighted in the Browse Window.</p> |
|--|---|

Automatic Telephone Activation

This feature turns on the room telephone at check-in. HMIS automatically removes outgoing call restriction and enables local and long distance calling through Least Cost Routing (LCR). It also automatically sets CFBNA to a designated extension/location or the Strategy Voice Processing System.

Upon a guest request, the front desk staff can also manually change these room telephone settings by using the Control/Status Tab screen (see [“Change Phone Service” on Page 40](#) for more details).

Automatic Wake-up Calls

This feature provides for a single automatic guest wake-up call at a specified time. When the guest requests this service, the front desk enters the request into the Main screen.

HMIS initiates the wake-up call by automatically calling the operator/attendant who can announce the wake-up call to the guest. Or, by integrating an external device, a digitally recorded message, tone, silence or music can be played (music/message source required).

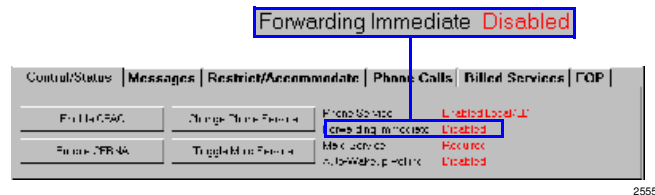
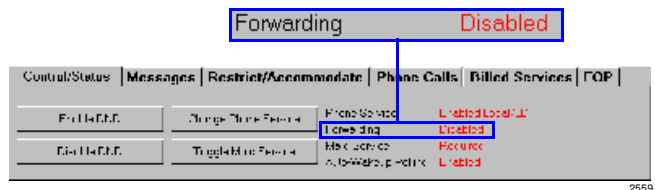
If a wake-up call has not been completed within 15 minutes of the requested time (due to no answer or high wake-up call traffic), an Overdue Wake-up Call Warning is displayed, with an audible beep, on the Main screen of all terminals listing past-due and unsuccessful attempts.

Prior to Setting Wake-up Calls

Important! For the Automatic Wake-up feature to work, the Call Forward–All Calls (CFAC)/DND Call Blocking features must be disabled and the Auto-wakeup Polling feature enabled.

1. From the Main screen, click Control/Status tab.
2. Check the Forwarding setting. If the setting reads Enabled, click Disable DND.

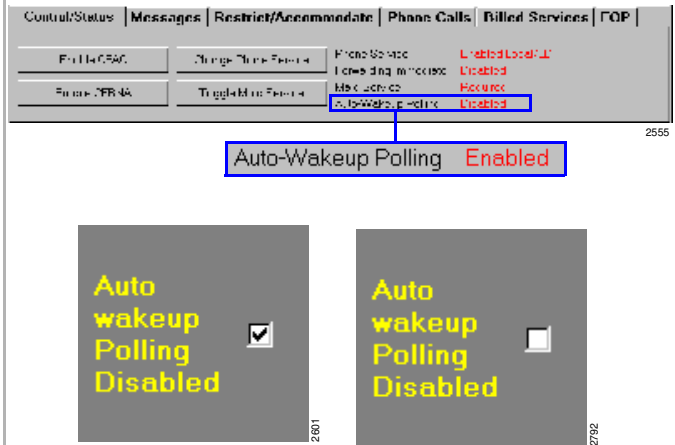
...or if Strategy is installed, check the Forwarding Immediate setting. If the setting reads Enabled, click Enable CFBNA.



Features

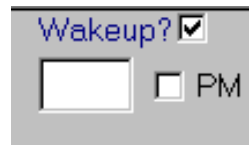
Automatic Wake-up Calls

3. Check the Auto-Wakeup Polling setting. If the status reads Disabled, click Setup at the bottom of the Main screen.
4. From the right-hand corner of the Setup Utility screen, click Auto Wakeup Polling Disabled to deselect (uncheck) it.

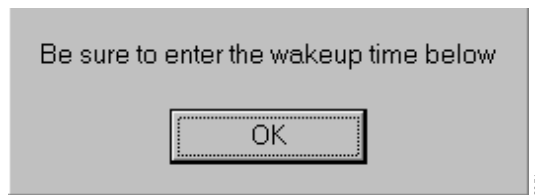


Set an Automatic Wake-up Call

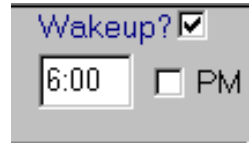
1. From the Main screen, highlight the room in the Browse Window.
2. Click Wakeup? (right top corner of the Main screen).



A pop-up dialog box (shown below) displays as a reminder to enter the time.

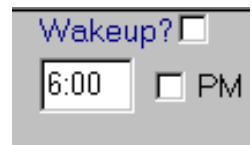


3. Click OK. Type the time in HH:MM format.
4. Check PM, if applicable.



Cancel an Automatic Wake-up Call

1. From the Main screen, highlight the room in the Browse Window.
2. Click Wakeup? (right top corner of the Main screen) to deselect (uncheck) it.



Note The time does not have to be deleted to cancel the auto wake-up call.

Handle Unanswered/Overdue Wake-up Calls

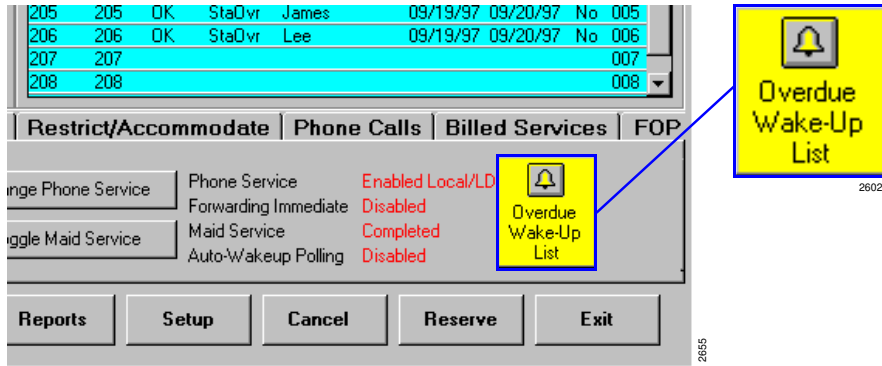
HMIS rings the room a designated number of times (set in Setup Utility). If it is busy/ no answer, the system goes on to the next wake-up call.

If the system cannot reach the room within 15 minutes or the maximum number of retries (whichever comes first), the HMIS PC server/workstation screen at the front desk emits an audible beep and an Overdue Wake-up List button displays (shown below).

Features

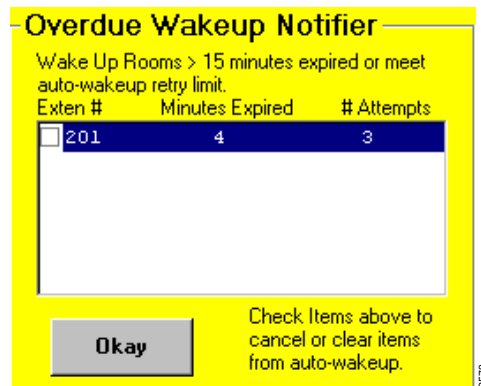
Automatic Wake-up Calls

By clicking the Overdue Wake-up List button, a screen pop-up box displays with a list of unsuccessful wake-up call attempts. The button remains on the screen for 60 minutes as a reminder or until all wake-up call listings are cleared (checked) from the box.



1. From the Main screen, click Overdue Wake-up List.

The Overdue Wakeup Notifier displays (shown below) with a list of unsuccessful wake-up call attempts. The front desk must now attempt to make the wake-up call to the room.



2. After you have made the wake-up call, click (check) the box next to the room extension number.
3. When finished making wake-up calls, click OK.

This marks the wake-up call for deletion from the list.

If all wake-up calls were made and checked, the Overdue list and button disappear from the Main screen.

If all wake-up calls were not made, the Overdue Wake-up List button remains on the Main screen for 60 minutes as a reminder. If you click on the button a second time, the overdue list displays minus any calls which were made (and checked) the first time.

View Room Wake-up Call Log

1. From the Main screen, highlight the room in the Browse Window.
2. Click Messages Tab.

Control/Status		Messages	Restrict/Accommo	
Wake Up Log			Date	Time
9/15/97	13:28	Try# 1		
9/15/97	13:28	Try# 2		
9/15/97	13:29	Try# 3		
Clear Msgs/Wakup Logs			Add	New Messa

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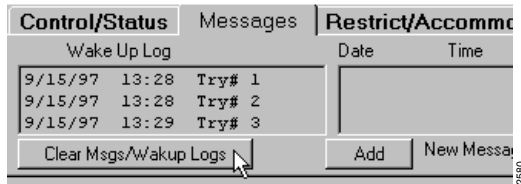
Features

Available Room Selection Screen

Clear Room Wake-up Log

Note Room Wake-up Logs are automatically cleared by HMIS when a guest checks out.

1. From the Main screen, highlight the room in the Browse Window.
2. Click Messages Tab.



3. Click Clear Msgs/
Wakeup Logs.

Important! *This also clears all messages from the room record.*

Available Room Selection Screen

The Available Room Selection screen (shown on the next page) automatically displays during the check-in (walk-in guest) or reservation processes and cannot be accessed directly. The screen displays the current room selection information and is used to reserve a room or check in a walk-in guest.

The screen can be sorted by any column heading (click on the heading). See “[Check in Walk-in Guest](#)” on Page 42 and “[Make Reservations](#)” on Page 88 for instructions on accessing and using this screen.

Room #	Ste	NS	NA	Clean	Type	# Dble	# Sng	Room	Floor	Daily	Weekend	Holiday	Special	Building
200 *	Y	N	N	N	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
201 *	Y	N	N	Y	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
202	Y	N	N	Y	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
204	Y	N	N	N	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
205	Y	N	N	N	WaterView	2	1	2	1	150.00	160.00	170.00	100.00	Main
206	Y	N	N	N	WaterView	2	1	2	1	150.00	160.00	170.00	100.00	Main
207	Y	N	N	N	WaterView	2	1	2	1	150.00	160.00	170.00	100.00	Main
208	Y	N	N	N	Poolside	1	2	1	2	120.00	130.00	150.00	90.00	Main

* Denotes room is currently occupied

Assign Cancel

Rooms that are currently occupied are noted with an * and a note appears in the lower left-hand corner of the screen.

Available Room Selection Screen Fields (Display Only)

Field	Description
Room #	Room number. An asterisk (*) in this column denotes the room is currently occupied.
Ste (Suite)	Is the room a suite? Y/N
NS	Is there a no-smoking restriction? Y/N
NA	Is the room unavailable due to repairs? Y/N
Clean	Has the room been cleaned? Y/N
Type	Room type (i.e., poolside, double, single).
#Dble/#Sng	Number of double or single beds in the room(s).
Room	Number of rooms.
Floor	Floor number.

Features

Billed Services

Field	Description
Rates (Daily, Weekend, Holiday, Special)	Daily, weekend, holiday (seasonal), and special room rates.
Building	Location of room in the complex (i.e., main, building #2).

Billed Services

Billed service charges for room service, movies, etc., are entered to the guest account using the Billed Services Tab (shown below) on the Main screen.

Control/Status	Messages	Restrict/Accommodate	Phone Calls	Billed Services	FOP	
Service Category	Charges	Service Date	Time	Description	Okay	Delete
Room Services	20	9/6/97	15:54:30	Dinner		
Delete Category						
Room Services	30.00	9/5/97	15:53	Dinner		
Movie Rental	4.00	9/5/97	15:53			
Room Services	15.00	9/6/97	15:54	Breakfast		

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The Service Category field enables you to store new categories in a drop-down menu for future use. The field can also be used to delete an outdated category.

All charges entered on this screen are posted to the guest's bill. Upon payment and check out, the charges are cleared from the room.

Billed Services Tab Fields

Field	Description
Service Category	Describes the type of service rendered (e.g., room service, movie rental). Up to 15 alphanumeric characters.
Charges	Charges for service rendered. HMIS converts any numbers to whole dollars if you do not enter a decimal/cents (e.g., 35 becomes 35.00).
Service Date/Time	HMIS automatically enters the current date and time. You can write over the entries, if you wish.
Description	Description of service rendered (up to 15 digits).

Add a Service Category

1. From the Main screen, click Billed Services.
2. Enter the new service category.
3. Press **Enter**.

The Billed Services Tab screen displays [Chapter 2 – Features](#).



4. Click Yes.

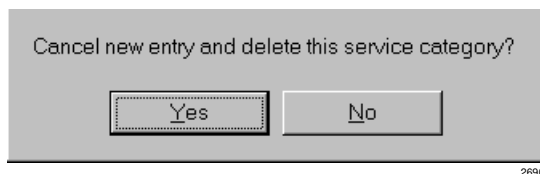
HMIS adds the category to the drop-down menu for future use.

To add another category, repeat Steps 2~4.

Delete a Service Category

1. From the Main screen, click Billed Services.
2. Select a service category from the drop-down menu.
3. Click Delete Category.

The Billed Services Tab screen displays see [Page 30](#).



Features

Billed Services

4. Click Yes.

The service category is deleted, but no charges previously entered against the category are deleted from any of the rooms.

To delete previous charges, you must use the [Delete a Service Charge on Page 33](#) procedure on [Page 33](#).

Add a Service Charge

1. From the Main screen, highlight the room in the Browse Window.

2. Click Billed Services.

The Billed Services Tab screen displays see [Page 30](#).

3. Enter the Service Category.

If the category already exists, you can select the category from the drop-down menu.

If the service category is new, you are asked if you want to save the category and add it to the drop-down menu for future use. Click Yes/No.

4. Enter the charges.

If you do not enter decimal/cents, HMIS converts the amount to whole dollars.

5. Enter the description of the charges (up to 15 digits).

6. Click OK.

The information is displayed in the window. Upon check out, each entry is printed on the guest's consolidated bill under "Billed Services" and cleared from the room record.

Delete a Service Charge

1. From the Main screen, highlight the room in the Browse Window.
2. Click Billed Services.
3. Highlight the charge and click Delete.

The Billed Services Tab screen displays see [Page 30](#).

Important! *You are not asked to confirm the deletion, so be careful what you delete.*

Browse Window

The Browse/Detail buttons at the bottom of the Main screen provide a toggle feature between the Browse and Customer Detail Windows. The Browse Window (shown below) enables you to search the HMIS database quickly and easily. The front desk clerk can browse room availability or status (i.e., list of all rooms, occupied rooms). When the Occupied Rooms Only option is selected, the window displays the entire hotel guest list. The Browse function is very useful during the check-in or check-out processes for locating guest reservations/room listings.

Number of Rooms Available

Sort Selections

Room Listings

Rm #	Ext #	Rsrv?	Status	Last Name	Res From	Res Until	HC	Port
200	200	OK	StaOvr	Fellows	09/19/97	09/20/97	No	000
201	201	OK	StaOvr	Harding	09/19/97	09/20/97	No	001
202	202							002
203	203	Yes	Pending	Brown	09/20/97	09/21/97	No	003
204	204	OK	StaOvr	Randolph	09/20/97	09/21/97	No	004
205	205	OK	StaOvr	James	09/19/97	09/20/97	No	005
206	206	OK	StaOvr	Lee	09/19/97	09/20/97	No	006
207	207							007
208	208							008

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Sort the Browse Window

- Click on column heading (e.g., Last Name) to sort by column subjects
...or click one of these six sort options (located at top of window):
 - ◆ **All Rooms** – A complete list of rooms. Designates occupied rooms and rooms with pending and expired reservations.
 - ◆ **Occupied Rooms Only** – A list of rooms with checked-in guests.
 - ◆ **Rooms Requiring Check-out/Renewal** – Rooms that have been reserved to the current day and the guests are going to stay over or be checked out.
 - ◆ **Rooms Requiring Cleanup** – Rooms that require maid service.
 - ◆ **Rooms with DND Enabled** (Strategy not installed) – A room that is in DND mode is in a state of call blocking. Calls to that room are forwarded to the front desk. The front desk can call the room, if it is an emergency; otherwise, the front desk takes a message.
 - ◆ **Rooms with CFAC Enabled** (with Strategy installed) – A room in a state of CFAC. Calls automatically go to voice mail. In case of an emergency, the front desk can highlight the room and click Enable CFBNA and call or transfer a call to the room.
 - ◆ **Rooms with Pending Check-in** – Guest is scheduled to check in on current date.

Swap Button

This button activates the swap/change room feature. HMIS automatically switches the guest information to the new room record. See [“Room Change \(Swap\)” on Page 97](#) for details.

Number of Rooms Available

HMIS automatically calculates the number of rooms available at the current date/time. This figure is instantly updated when a guest checks out or reservations are entered into the database.

Browse Window Fields (Display Only)

All of the fields are automatically filled in by HMIS from the information entered in other screens (reservation/check-in screen, etc.).

Field	Description
Rm #	Room number.
Ext #	Extension number.
Rsrv?	Yes: A reservation is pending. OK: A reservation was made and the guest has checked in or the guest is a walk-in guest. Late: Guest did not check in.
Status	The status of the room (see "Room Status" on Page 100 for explanations of room status).
Last Name	Primary guest's last name.
Res From	Check-in date set at time of reservation or date walk-in guest checked in.
Res Until	Check-out date set at time of reservation or check in.
HC	Is the guest handicapped? No or Yes. Defaults to No.
Port	Port number for telephone hook-up.

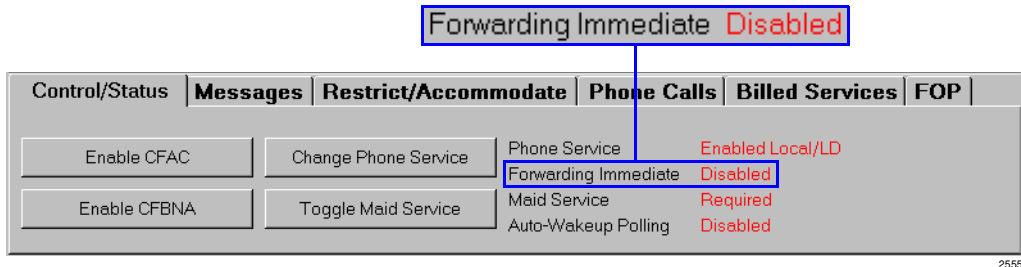
Call Forwarding

If the Strategy Voice Processing System is installed, guest room telephones are automatically set to CFBNA calls to Strategy. The guest can request that calls be blocked and all calls forwarded to voice mail.

Features

Call Forwarding

CFAC can be enabled/disabled on an individual room basis from the front desk terminal using the Control/Status Tab screen (shown below).



The call forwarding status for the room is:

- ◆ Enabled – CFAC is enabled and all calls forward to Strategy.
- ◆ Disabled – CFAC is disabled and only CFBNA calls forward to Strategy.

Guests can still contact other guests in CFAC mode by placing the call through the system attendant or front desk staff. In case of an emergency, the front desk can highlight the room in the Browse Window, click Enable CFBNA and call or transfer a call to a room. Calls can also be transferred using standard Strata DK override capabilities.

Using the Browse Window, an on-screen display of all rooms/stations that are in CFAC mode is available. If the Strategy Voice Processing System is not installed, you can use the DND Call Blocking feature to block incoming calls (see [“Do Not Disturb Call Blocking” on Page 62](#)).

Enable CFAC/CFBNA

1. From the Browse Window, highlight the room listing.
2. Click Control/Status Tab.
3. Click Enable CFAC
...or Enable CFBNA.
4. Click Save.

The Control/Status Tab screen displays see [Page 35](#).

If you selected Enable CFAC, the Forwarding Immediate status reads Enabled. All calls forward to the Strategy message box assigned to the room. The room can be called only by the front desk telephone (designated in the VM/DND Forward Port # on the Settings screen), or by the front desk clerk clicking Enable CFBNA.

If you selected Enable CFBNA, the Forwarding Immediate status reads Disabled. All calls are directed to the room telephone. If the telephone is busy or no answer is received, the call forwards to the Strategy message box assigned to the room.

Change Guest Information

You can edit information for guests that have checked in or have a pending reservation. Information includes misspelled name, phone numbers, credit card numbers, etc.

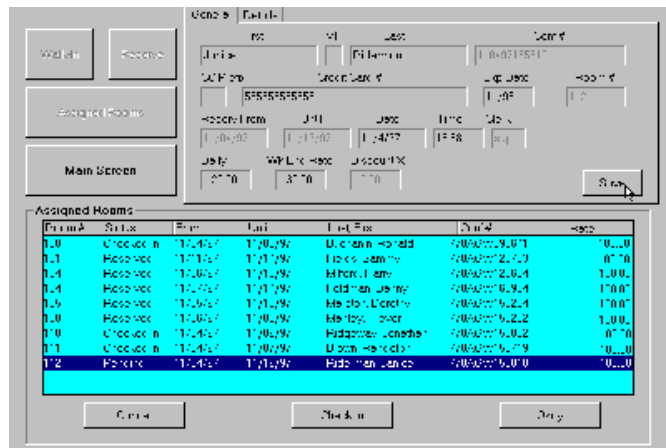
Change Guest Information for Checked-in Guest

1. From the Browse Window, highlight the room listing.
2. From the Main screen, function tab screen, or Customer Detail Window, double-click on the field you want to change. Enter the information.
3. Click Save.

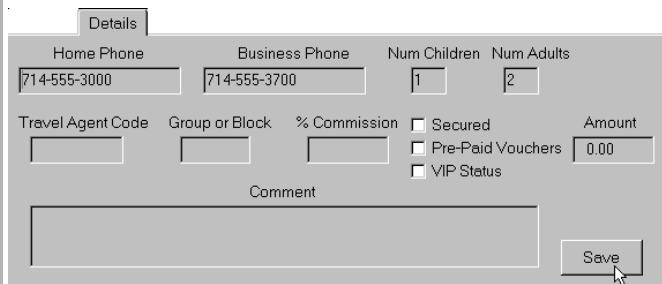
You can change information on the Main screen (name, title, room rates, discount, Reserve Until date, etc.), any of the function tab screens (FOP, Restrict/Accommodate, etc.), or the Customer Detail Window. See the individual screens for detailed information on screen fields.

Change Guest Information on Pending Reservation

1. From the Assigned Rooms screen, highlight the pending reservation.
2. From the General Window, double-click on the field you want to change. Enter the information.
3. Click Save.
4. Click Details Window tab.
5. Double-click on the field you want to change. Enter the information.
6. Click Save.
7. From the Assigned Rooms screen, click OK.



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Features

Change Phone Service

Change Phone Service

Using the Control/Status Tab screen (shown below), the front desk clerk can manually set the telephone service for each room. Telephone settings include turning the telephone service off and enabling in-house calls only, or turning the telephone service on and enabling either local and long distance (no restrictions apply) or local and toll free use only.



The telephone service status for a room is:

- ◆ Enabled Local/LD (long distance) – unlimited calling and 911 calls
- ◆ Enable Local – local, toll-free, and 911 calls
- ◆ Disabled – in-house and 911 calls

Manually Change Phone Service Status

1. From the Browse Window, highlight the room listing.
2. Click Control/Status Tab.

The Control/Status Tab screen displays (shown above).

3. Click Change Phone Service.

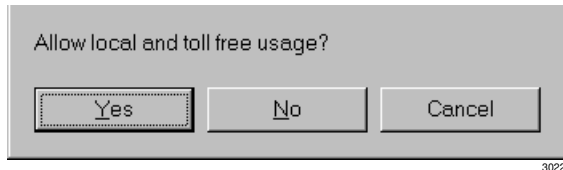
A pop-up box displays:



4. Click Yes to enable long distance and local usage
...or No to disable long distance usage.

No further messages appear and the Phone Service status on the screen reads Enable Local/LD.

A pop-up box displays:



5. Click Yes to enable local and toll-free usage
...or No to enable in-house calls only.

The Phone Service status on the screen reads Enable Local.

The Phone Service status on the screen reads Disabled.

Check in Guest

Guests, with or without reservations, are checked in using the Check-in screen (shown below). During the check-in process, the following items are automatically performed by HMIS:

- ◆ The room telephone is turned on.
- ◆ LCD name is reset to the primary guest's name.

Features

Check in Guest

- ◆ If the Strategy Voice Processing System is installed, guest room telephones are set to CFBNA to Strategy.

General | Details

Walk-In Reserve

Assigned Rooms

Main Screen

First MI Last Corf #

CC Prefix Credit Card # Exp Date Room #

Reserv From Until Date Time Clerk

Daily Wk End Rate Discount %

Save

Reservation Dates

◀ September ▶ ◀ 1997 ▶

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Clear Settings

Assigned Checkin Date

Assigned Check-Out Date

Cancel

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General/Detail Windows

Check in Walk-in Guest

Note If a Pending Reservation is highlighted when you click Check-In in this procedure, HMIS displays a pop-up box asking you to confirm the check in of the guest with the reservation. Click No and highlight an empty or occupied room.

1. From the Main screen, click Check-In.
2. Click Walk-In.

The Check-in screen displays see [Page 41](#).

The Reservation Date calendar displays with the current date highlighted.

3. Click expected check-out date on the calendar.

You can scroll the calendar (months/years) by clicking the scroll buttons (◀ ▶).

Note If you check the wrong date, click Clear Settings to start over.

4. Click Assigned Check-Out Date.

The Available Room Selection screen displays. All available rooms are listed by room number. An asterisk appears next to any room that is currently occupied. (See [“Available Room Selection Screen” on Page 28](#) for field descriptions.)

Available Room Selection														
Room #	Site	NS	NA	Clean	Type	# Dble	# Sng	Room	Floor	Daily	Weekend	Holiday	Special	Building
200	Y	N	N	N	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
201	Y	N	N	Y	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
202	Y	N	N	Y	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
204	Y	N	N	N	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
205	Y	N	N	N	WaterView	2	1	2	1	150.00	160.00	170.00	100.00	Main
206	Y	N	N	N	WaterView	2	1	2	1	150.00	160.00	170.00	100.00	Main
207	Y	N	N	N	WaterView	2	1	2	1	150.00	160.00	170.00	100.00	Main
208	Y	N	N	N	Poolside	1	2	1	2	120.00	130.00	150.00	90.00	Main

* Denotes room is currently occupied

Assign Cancel

2557

5. Highlight the desired room.

Note Clicking Cancel on this screen stops the check-in process.

Features

Check in Guest

6. In the General Window at the top of the Check-in screen, type the guest's name and credit card information.

First		MI	Last		Conf #	
Joseph			Wright		778AGW125311	
CC Prefix	Credit Card #			Exp Date	Room #	
					131	
Reserv From	Until	Date	Time	Clerk		
09/17/97	09/20/97	9/17/97	12:53:11	sup		
Daily	Wk End Rate	Discount %				
100.00	105.00					

Save

2605

(See “General Window” on Page 64 for field descriptions.)

7. (Optional) If the basic room rate does not apply, double-click on the Daily and/or Wk. End Rate fields and enter the applicable rate.
8. (Optional) If a room discount applies, enter a discount (X.XX format) in the Discount % field.

For example, if the discount is 5-1/2%, enter 5.50. If you enter a whole number, HMIS adds the decimal and zero fills the two spaces (e.g., 5 becomes 5.00).

- Click the Details Tab.
 Enter the applicable information.

(See “[Details Window](#)” on Page 61 for field descriptions.)

- In the Available Room Selection screen, click Assign

The guest is checked in and the Main screen displays.

...or click Cancel.

The check-in process is cancelled and no room assignment is made.

- (Optional) Click Detail at the bottom of the Main screen.
 Enter or change any information. Click Save.

(See “[Customer Detail Window](#)” on Page 55 for field descriptions.)

Features

Check in Guest

- Go to “Optional Check-in Requirements” on Page 47.

Note The automatic check-in capability turns the room telephone on at check-in.

Check in Pending Reservation Guest

- From the Browse Window, click Room with Pending Check-In option. Highlight the guest's name/room listing.

Rm #	Ext #	Rsrv?	Status	Last Name	Res From	Res Until	HC	Port
200	200	Yes	Pending	Johnson	09/19/97	09/20/97		000
201	201	Yes	Pending	Lloyd	09/19/97	09/20/97		001
205	205	Yes	Pending	Miller	09/21/97	09/22/97		005
207	207	Yes	Pending	Smith	09/20/97	09/21/97		007
209	209	Yes	Pending	Leslie	09/17/97	09/19/97		009

You can sort this Window by clicking on any column heading (e.g., guest's last name).

- Click Check-In (upper-left corner of Main screen).

Are you sure you want to check-in this 'Pending' reservation?

Yes No

- Click Yes.

The Pending reservation disappears from the Browse Window.

4. From the Browse Window, click All Rooms option.
5. Highlight the room listing for the guest you checked in.
6. (Optional) Click Detail (lower portion of Main screen). Enter or change any information. Click Save.

The room records display.

Guest and room information (name, confirmation number, room number, reservation dates, rate, credit card number and expiration date) entered when the reservation was made automatically appear on the Main screen.

The screenshot shows a 'Customer Detail' window with the following fields and values:

Company		Company Phone		
XYZ Company, Inc.		714-555-3000		
Home Address		Home Phone		
16666 Main Street		714-555-3700		
City	State	Zip	Country	
Woodland	CA	93421	USA	
Auto Make/Model	Auto Tag #	<input type="checkbox"/> Vlp Status	# Adults	# Children
			1	0
Comments				

2550

(See “[Customer Detail Window](#)” on [Page 55](#) for field descriptions.)

7. Go to “[Optional Check-in Requirements](#)” on [Page 47](#).

Note The automatic check-in capability turns the room telephone on at check-in.

Optional Check-in Requirements

Does the guest require any special accommodations? If yes,

1. Click Restrict/Accommodate Tab.
2. Check any requirements (e.g., baby crib, wheel chair).

Features

Check Out Guest with Billing

3. Click Save.

Is the guest handicapped, therefore having special requirements? If yes,

- Check the Handicap box at the top of the Main screen. Click Save.

If this is a cash paying guest, does he/she need to make telephone calls that will require charges? If yes,

The guest needs to make a deposit. See [“Deposit/Payment” on Page 56](#) for instructions on recording the deposit in the room record.

Does the guest require a wake-up call? If yes,

Follow the instructions in [“Automatic Wake-up Calls” on Page 22](#) to set an automatic wake-up call.

Should the room be billed at Holiday, Seasonal or Special Rates? If yes,

Follow the instructions in [“Change Room Rate to Holiday/Seasonal or Special Rate” on Page 100](#) to change the rates.

Check Out Guest with Billing

During the check-out process, the following items are automatically performed by HMIS:

- ◆ All messages and wake-up logs are cleared.
- ◆ Maid Service is set to Required.
- ◆ Phone Service is set to outgoing call restriction.
- ◆ LCD name is reset to Room Number only.
- ◆ Voice mailbox is reset (if Stratagy is installed).

In addition, a Morning Check Out List Report can be printed at any time (see [“Reports” on Page 75](#)). The report lists all rooms expected to check out on the current date. The listing includes room number, extension, guest name, check-in/out dates and number of adults/children in the party.

Check Out Guest

1. From the Browse Window, highlight the guest's name/room.
2. (Optional) If the guest's stay should be calculated using holiday/seasonal or special rates, click Manual. Enter the correct number of nights for the appropriate rate(s). Click Save.

HMIS calculates the guest's stay at daily and weekend rates. If the guest's stay includes a holiday or should be billed at seasonal or special rates, you must change the number of nights listed in the Nights field.

Room Rate(s)		
	Rate	Nights
Daily	110.00	2
Weekend	120.00	1
Holiday/Seasonal	130.00	0
Special	90.00	0
Discount %	0.00	Manual <input checked="" type="checkbox"/>
Conf #	778AGW082015	

3. (Optional) If a room discount applies, type a discount (X.XX format) in the Discount % field. Click Save.

For example, if the discount is 5-1/2%, enter 5.50 in the Discount % field. If you enter a whole number, HMIS adds the decimal and zero fills the two spaces (e.g., 5 becomes 5.00).

