

Getting Start with eZee

Nextgen Frontdesk Version 7.0.

Introduction -----	2
Launch the eZee Frontdesk -----	2
Login Window -----	3
Opening the Shift -----	4
Frontdesk Office Window -----	6
Dashboard -----	6
Room View -----	6
List View -----	8
Stay View -----	10
Front Office Tab -----	14
Walk In -----	14
Sharer Information -----	26
Other Information -----	29
Rate Information -----	30
Extra Charge -----	36
Payment Information -----	38
Folio Summary -----	41
Reservation -----	43
Reservation List -----	46
New Booking -----	48
Booking List -----	52
Out of Order -----	57
Guest Ledger -----	59
Arrival List -----	61
Departure List -----	61
Guest Database -----	62
Back Office Tab -----	64
Pay Out -----	65
Paid Out Voucher -----	68
Misc. Sales -----	69
Insert Transaction -----	72
Undo Transaction -----	74
Business Source -----	75
City Ledger -----	78
Network Lock -----	83
Night Audit -----	85
Database Backup -----	87

Introduction

eZee Frontdesk 7.0 has come with new studding look, faster operations and more data space. If one is familiar with earlier version, Nextgen 6.0, probably will find 7.0 with quite similar functionality, and flow. This manual is for all the users, even if you are new or going to use the software very first time. Manual will guide you with all the functionality available in the version 7.0

After completion of configuration, we can use eZee Frontdesk, that performs various operation, like WalkIn, Reservation, Booking (Group Booking), Check In/Out, Invoicing, etc.

1) Perform below steps to launch the eZee Frontdesk 7.0.



Double click on the eZeeFD icon available on your desktop.

2) eZee Nextgen database selection window will appear.

eZee Frontdesk Manual

The screenshot shows a blue-themed setup interface. At the top, it says "Real System Environment" with a database icon containing a checkmark. Below it, "Sample Practice Data Environment" is shown with a database icon containing a play button. A checkbox at the bottom left is labeled "Remember this setting".

Real System Environment: Is to connect live database, you have configured for your property.

Sample Practice Data Environment: Is to connect sample database, prepared to practice or test the software operations.

Check Box of “Remember this setting”: Is to save the settings for the database choices, we made and wish to directly getting in without selecting database next time.

For example, I want to directly login to my property database, I would check mark “Remember this setting” check box and click on Real system Environment so when I get login next time, system will open live database and will not ask for demo database.

3) Demo Notification: User will be notified how many days are left for demo period.

The screenshot shows a blue-themed demo notification screen for "eZee NextGen". It features a bell icon with a minus sign. The text reads: "Demo Notification: At the end of the evaluation period the software will stop working. You can however continue using the software after the evaluation time is over by purchasing the license." It also says "You have 31 days left after today." and "Thank you for evaluating eZee FrontDesk 7.0". Contact information is provided: Phone: +91 97277 09911, Email: sales@ezetechnosys.com. At the bottom are three buttons: "REGISTER" (yellow), "CONTINUE" (green), and "FEEDBACK" (orange).

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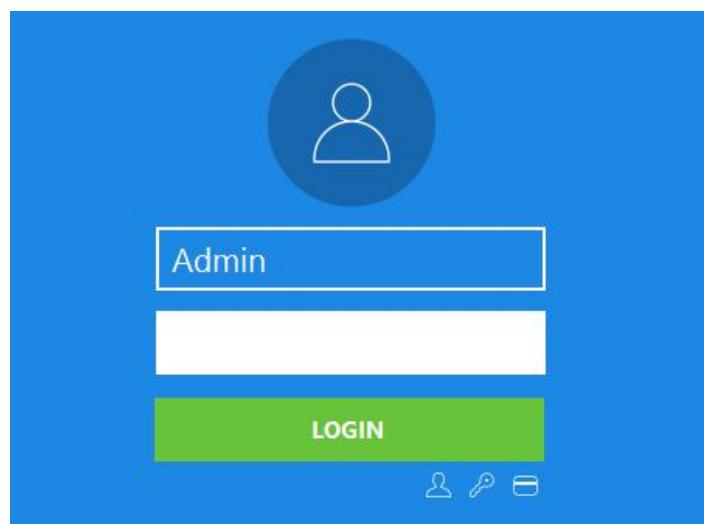
Register Button: to register or license your software

Continue Button: to get in to the software.

Feedback Button: to submit product feedback.

Note: Demo notification window will not be appear in case of software is licensed.

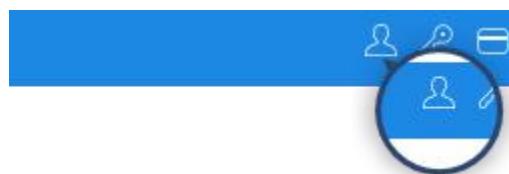
- 4) **User Login Window:** Select your user name and enter password to get in.



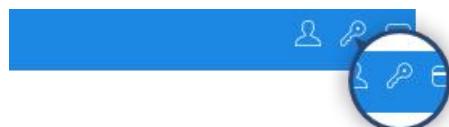
User list will be appear, if click on User name box. Example “Admin” above screenshot.

There are four different ways to get login into the software.

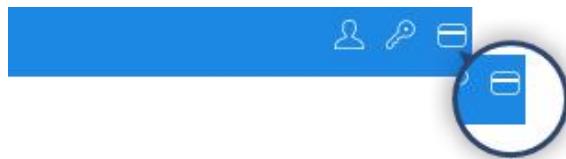
- a) Username and Password (Default)



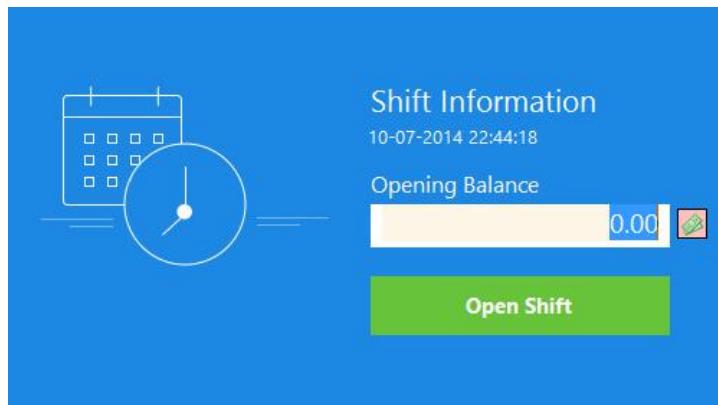
- b) User code



- c) Swipe card



5) **Shift Information:** Shift information of User. Software opens new shift when user get login very first time in the software or starting their day.



A) **Opening Balance :** User can enter opening balance by click on Dollar icon (Shown in below image). Opening balance can be anything, carry forwarded amount from last shift, petty cash in your cash drawer, etc.



Shift information is useful to know the cash drawer balance, transactions happens during the day. Detail report is available on *Closing shift report while closing the shift.

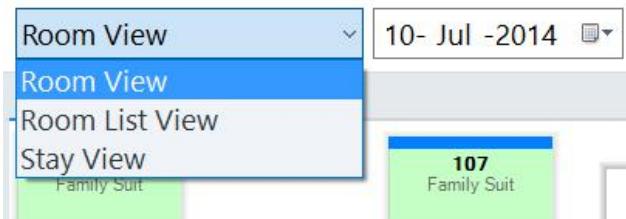
**Closing shift report is explained later in the tutorial.*

Frontdesk Office Window

Dashboard:

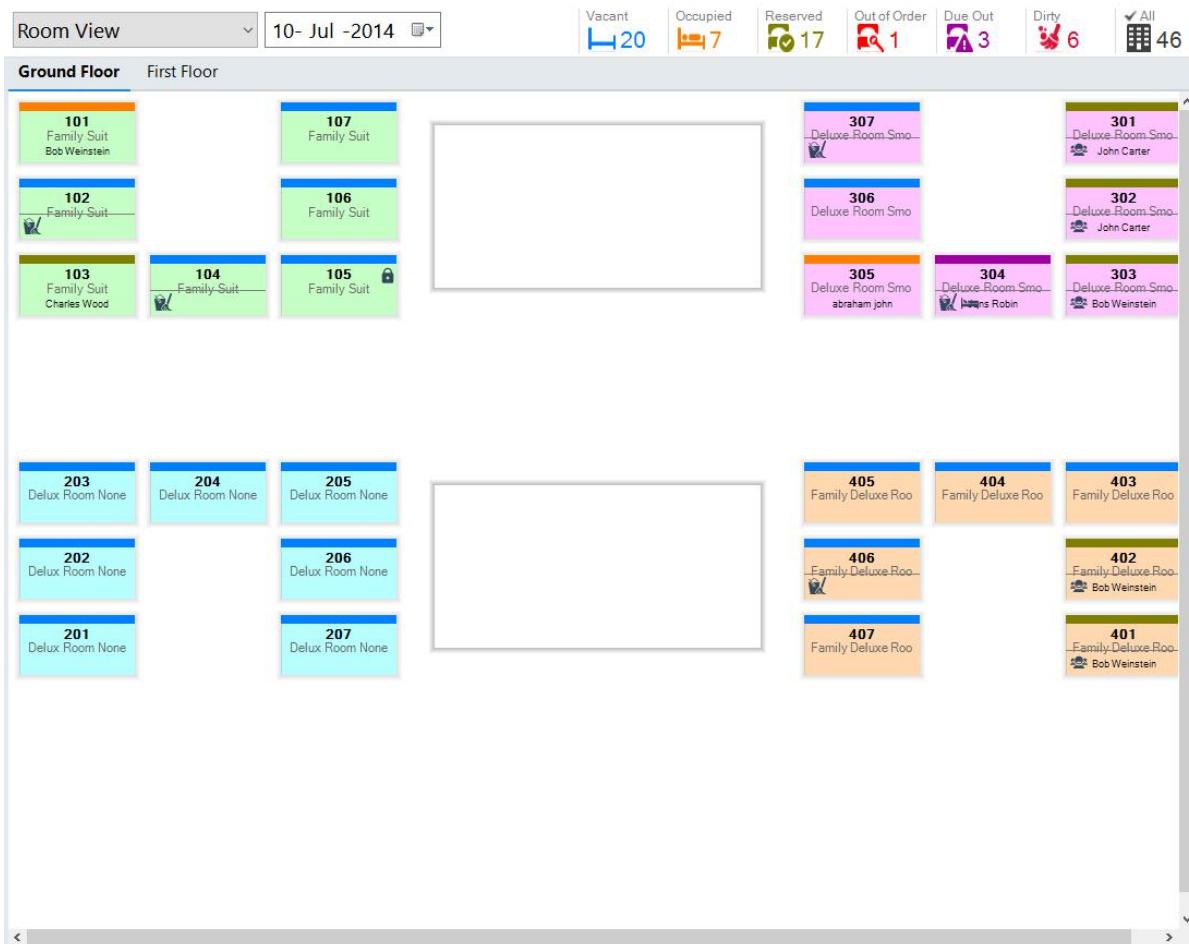
Dashboard is the very window will appear after login. Dashboard holds different views, Universal search bar and also provides more advance options & features to work with guest information, rooms, searching transactions, and many more. Lets look at each option closely.

- 1) **Views:** There several views, provided and distributed based on the modules in the software. Dashboard allows users to work with basic 3 standard views, to perform all the basic operations, including Check In / Out , Reservation or Booking, Room status etc. We can easily switch between different views by using drop down box.

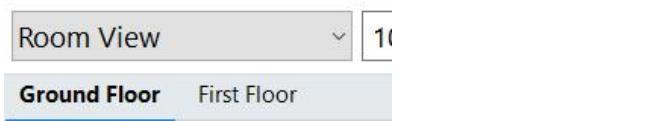


- A) **Room View :** Room view is graphical view shows floor information, room type, room # or name, status of room (Dirty, Vacant, Clean, Reserved, Out of Order, or Occupied), In house guest name and also jump to future or past date.

eZee Frontdesk Manual



- 1) Easily switch between floor by clicking on the tab.



- 2) Get the rooms highlighted by its status. *This is the common feature available on all the views.

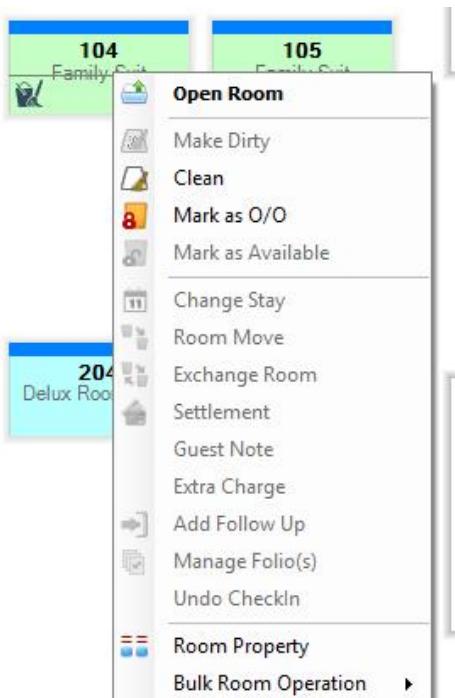


- 3) Guest name gets displayed on the room icon, when guest Checked / In house, Reservations for working date. Also displays the Status of rooms, if dirty.

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- 4) Room window can be open by single click or right click on the room icon.



B) **Room List View :** Room List view lists all the rooms available on different floors with more information on existing guests / rooms display as fields and columns.

- a) View holds floor information, room type, room # or name, status of room (Dirty, Vacant, Clean, Reserved, Out of Order, or Occupied), House / reserved guest information, arrival and departure date and also jump to future or past date.

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Room List View 10- Jul -2014

Vacant 40 | Occupied 3 | Reserved 0 | Out of Order 1 | Due Out 3 | Dirty 5 | All 46

Room	Room Type	Guest Name	Arrival	Departure	Folio #	Reservation #	Rate Type	Balance
101	Family Suit							
102	Family Suit							
103	Family Suit							
104	Family Suit							
105	Family Suit							
402	Family Deluxe R...							
401	Family Deluxe R...							
403	Family Deluxe R...							
201	Delux Room No...							
202	Delux Room No...							
203	Delux Room No...							
204	Delux Room No...							
205	Delux Room No...							
301	Deluxe Room S...							
302	Deluxe Room S...							
303	Deluxe Room S...							
304	Deluxe Room S...							
304	Deluxe Room S... Jons Robin		03-06-2014	11-06-2014	FN12		Modified Ameri...	1,144.00
305	Deluxe Room S... Test Test		10-07-2014	14-07-2014	FN91		Rack Rate	4,000.00
106	Family Suit							
107	Family Suit							
206	Delux Room No...							
207	Delux Room No...							
306	Deluxe Room S...							
307	Deluxe Room S...							
404	Family Deluxe R...							
405	Family Deluxe R...							
A0R	Family Deluxe R...							

Room window can be open by single click or right click on the room icon.

Room	Room Type	Guest Name
101	Family Suit	
102	Family Suit	
103	Family Suit	
104	Family Suit	
105	Family Suit	
402	Family Deluxe R...	
401	Family Deluxe R...	
403	Family Deluxe R...	
201	Delux Room No...	
202	Delux Room No...	
203	Delux Room No...	
204	Delux Room No...	
205	Delux Room No...	
301	Deluxe Room S...	
302	Deluxe Room S...	
303	Deluxe Room S...	
304	Deluxe Room S...	

Open Room

- Make Dirty
- Clean
- Mark as O/O
- Mark as Available
- Change Stay
- Room Move
- Exchange Room
- Settlement
- Guest Note
- Extra Charge
- Add Follow Up
- Manage Folio(s)
- Undo Check In

Room Property

- Print List
- Bulk Room Operation ▾

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C) Stay View: Stay View is the combination of graphics and text. This view is widely likable and used by hotel's Frontdesk staff due to its flow, features an the information available on it. Holds room type, room # or name, status of room (Dirty, Vacant, Clean, Reserved, Out of Order, or Occupied), House / reserved guest information, arrival and departure date and also jump to future or past date.

Stay View		10- Jul -2014		Vacant 40 Occupied 3 Reserved 0 Out of Order 1 Due Out 3 Dirty 5 All 46															
		< Today >												7 Days		15 Days		30 Days	
+/-	Room(s)	10 (Thu)	11 (Fri)	12 (Sat)	13 (Sun)	14 (Mon)	15 (Tue)	16 (Wed)	17 (Thu)	18 (Fri)	19 (Sat)	20 (Sun)	21 (Mon)	22 (Tue)	23 (Wed)	24 (Thu)			
—	Family Delu...	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
●	402																		
●	401																		
●	403																		
●	404																		
●	405																		
●	406																		
●	407																		
—	Family Suit	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
●	101																		
●	102																		
●	103																		
●	104																		
●	105																		
●	106																		
●	107																		
—	Deluxe Roo...	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
●	301																		
●	302																		
●	303																		
●	304																		
●	305																		
●	306																		
●	307																		
●	2001																		
●	2002																		
●	2003																		
●	2004																		
●	2005																		
●	2006																		

a) Gives room detail by Room type

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+/-	Room(s)	10 (Thu)
—	Family Delu...	0
●	402	
●	401	Family Delu...
●	403	402
●	404	
●	405	
●	406	▼
●	407	
—	Family Suit	0
●	101	
●	102	▼
●	103	
●	104	▼
●	105	
●	106	
●	107	
—	Deluxe Roo...	0
●	301	

b) User can see up to the month calender.

7 Days	15 Days	30 Days
21 (Mon)	22 (Tue)	23 (Wed)
0	0	0

c) Indicates Weekdays / Week off

July 2014						
+/-	Room(s)	10 (Thu)	11 (Fri)	12 (Sat)	13 (Sun)	14 (Mon)
—	Family Delu...	0	0	0	0	0
●	402					
●	401					

d) Number of bookings received from web or manual.

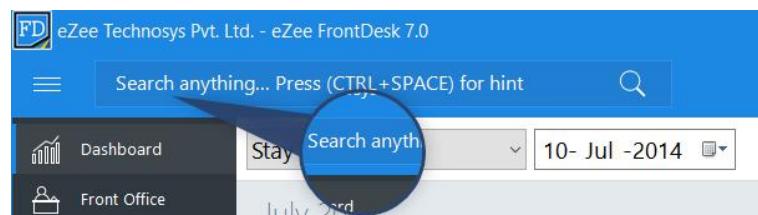
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2009	0	0	0	1	0
Delux Room...	0	0	0	1	0
201					
202					
203					

e) Drag and drop feature to move, exchange, extend stay.

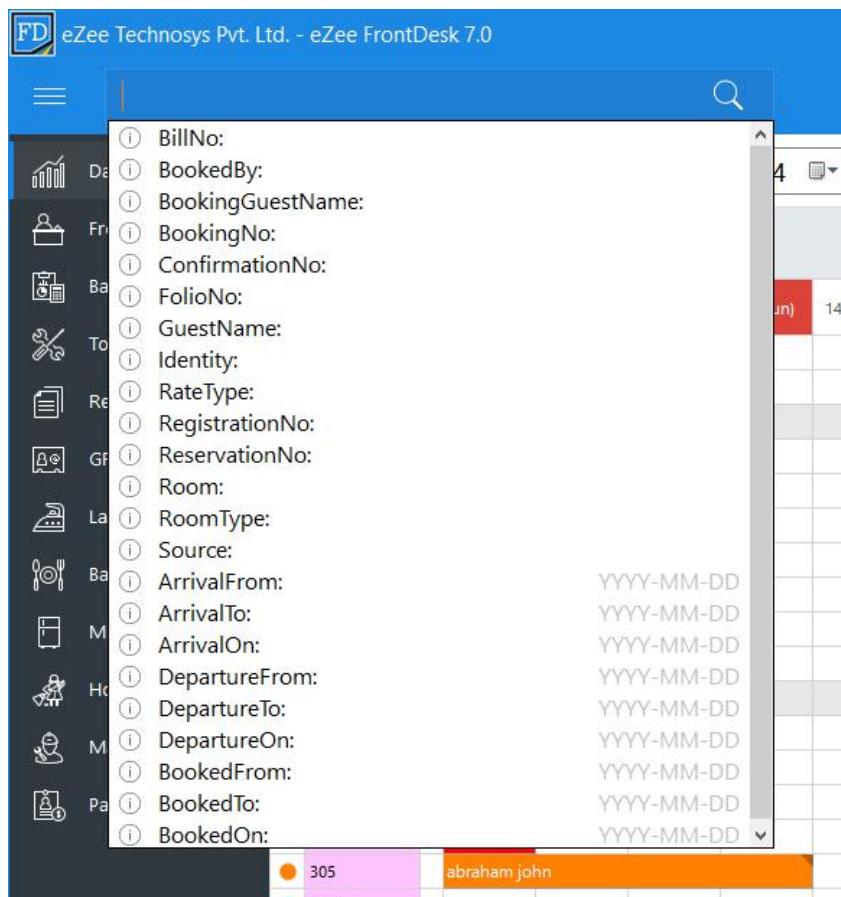
Room(s)	10 (Thu)	11 (Fri)	12 (Sat)	13 (Sun)	14 (Mon)	15 (Tue)	16 (Wed)	17 (Thu)	18 (Fri)	19 (Sat)	20 (Sun)	21 (Mon)	22 (T)
406													
407													
Family Suit	0	0	0	0	0	0	0	0	0	0	0	0	0
101													
102													
103													
104													
105													
106													
107													
Delux Room...	0	0											
301													
302													
303													
304													
Reason:A													
305													
306													

2) **Universal search:** Universal search is most effective and time saving feature available in the system, allows users to search past, present or future transactions through the various search criteria.

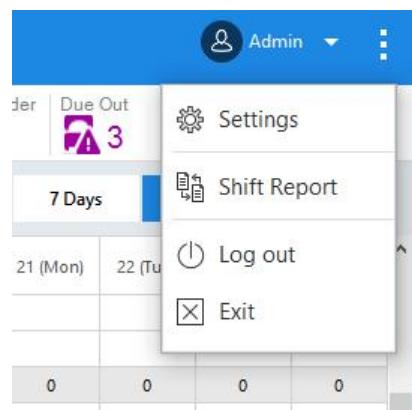


Search can be performed by supplying any information or fields, available on the transaction.

eZee Frontdesk Manual

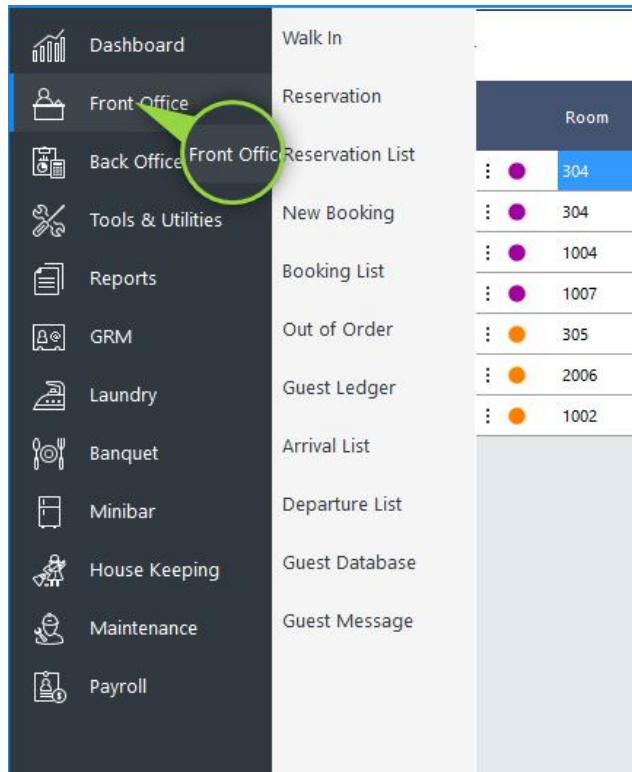


- 3) **User detail tab:** User detail tab available on Dashboard where can perform various options, like changing password, Populating User shift report, Closing the shift or turn off the software.

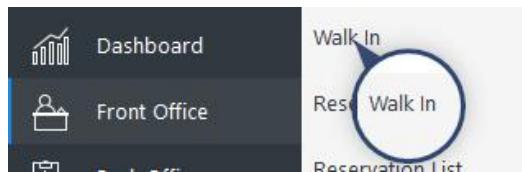


Front Office Tab

Software does have multiple tabs / options available based on different modules. Front Office tab covers WalkIn, Reservation, Bookings, Out of Order, Guest ledger / database etc. Lets take a look at each option closely.



Walk In: Walk In option is used when we have guest on the Front Office desk and looking for the room.



- A) Walk In wizard will appear after click on Walk In, which will guide us to enter guest stay information.

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 Walk In Wizard

Walk In Wizard
This wizard will step you through Check In a Guest. Key in all information on this dialogue and press Next button. Please note by default Arrival date will be today's date.



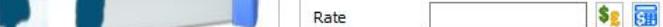
Welcome to Walk In Wizard...

Walk In Steps

1. Select Walk In Info.
2. Select Room
3. Select Business Source

Rate Type: Rack Rate | | 1
Departure: 11-07-2014 | | Nights: 1
Adult: 1 | | **Child:** 0 |

Tax Exempt
 Luxury Tax | VAT
 Service Charge

Inclusive/Exclusive Tax | Comp. Rate
 Rate Inclusive Tax | Rate Exclusive Tax
Rate: | 
 Override Rate

Buttons: Back | Next | Close

- Rate Type: It can be (American Plan, Modified American Plan, Continental Plan, etc.)
- Departure Date or # of Nights.
- Number of Adults & Child

B) **Tax Exempt:** Tax applies automatically once it is configured in the system. But we can exempt (Waving the tax) particular taxes by selecting the checkbox.

Tax Exempt

<input checked="" type="checkbox"/> Luxury Tax	<input type="checkbox"/> VAT
<input type="checkbox"/> Service Charge	

C) **Inclusive / Exclusive Tax:** Rate which has been defined in the configuration would apply as default but we can override default rate by using Rate option available on Wizard. In other words its manual rate other than configured, which can either Inclusive or Exclusive of Tax.

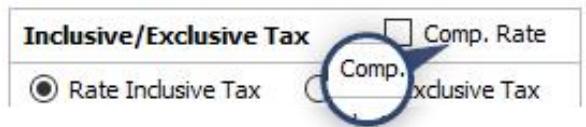
Inclusive/Exclusive Tax | Comp. Rate

Rate Inclusive Tax | Rate Exclusive Tax

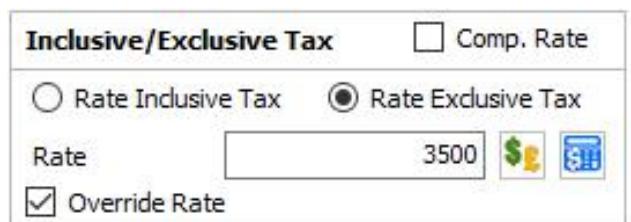
Rate: | 
 Override Rate

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- i) Comp. Rate Checkbox: This option is useful when we wish to give room as complementary, free of cost.



- ii) Override Checkbox: Its required when we want to apply manual rate for whole stay. For an example, guest saying for 3 nights. To apply 3500 inclusive of taxes, for 3 night required check mark on Override Checkbox perhaps room rate would be considered for each single day.



D) Select Room : Next window leads us to allocate a room for available room inventory on selected stay duration.

Room Type	Room Name	Room Alias	Room Type Alias
Delux Room None Smoking	1001	1001	
Delux Room None Smoking	1003	1003	
Delux Room None Smoking	1005	1005	
Delux Room None Smoking	1006	1006	
Delux Room None Smoking	1008	1008	
Delux Room None Smoking	1009	1009	
Family Suit	101	101	
Family Suit	102	102	
Family Suit	103	103	
Family Suit	104	104	
Family Suit	105	105	
Family Suit	106	106	
Family Suit	107		
Deluxe Room Smoking	2001		
Deluxe Room Smoking	2002		

- i) Room search filters are available by Room Type, available Amenity in particular, or by Owner.

eZee Frontdesk Manual

ii) Or Get the clean room only by checking mark the checkbox.

Search Criteria			
Room Type	-- All --	Room Name	<input type="text"/>
Room Amenity	Select Room Ame	Room Owner	Select Owner
<input type="checkbox"/> Show Clean Rooms only			
Room Type	Room Name	Room Alias	Room Type Alias
Delux Room None Smoking	1001	1001	

E) Select Business Source: Source of the the booking, reservation receives from.
(But its optional).

Walk In Wizard

This wizard will step you through Check In a Guest. Key in all information on this dialogue and press Next button. Please note by default Arrival date will be today's date.

Walk In Steps	Scan Credit Card/ Identity Proof	Inventory																																								
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 1. Select Walk In Info. <input checked="" type="checkbox"/> 2. Select Room <input checked="" type="checkbox"/> 3. Select Business Source 	<p>Date [Delux Room None Smoki... 10-07-2014 - Thursday]</p> <p>Market Place Travel Agent</p> <p>-N/A-- Booking.com Boooking.com Expedia eZeeTechnosys Huzeifa_eZee ICICI Bank</p> <p>Commission Plan Fixed Amount Per Nic</p> <p>Value 0</p> <p>Sub Source Select</p> <p><input type="checkbox"/> Apply Rate <input type="checkbox"/> Connect Room</p>	<table border="1"> <thead> <tr> <th>Rate Type</th> <th>Rate</th> <th>Extra Adult</th> <th>Extra Chi</th> </tr> </thead> <tbody> <tr> <td>Daily</td> <td>450.0000</td> <td>100.0000</td> <td>25.0000</td> </tr> <tr> <td>Afternoon (W)</td> <td>460.0000</td> <td>105.0000</td> <td>25.0000</td> </tr> <tr> <td>American Plan</td> <td>495.0000</td> <td>105.0000</td> <td>20.0000</td> </tr> <tr> <td>Modified Ame...</td> <td>475.0000</td> <td>105.0000</td> <td>25.0000</td> </tr> <tr> <td>Continental Plan</td> <td>455.0000</td> <td>95.0000</td> <td>20.0000</td> </tr> <tr> <td>* Daily</td> <td>450.0000</td> <td>100.0000</td> <td>25.0000</td> </tr> <tr> <td>* Afternoon (W)</td> <td>460.0000</td> <td>105.0000</td> <td>25.0000</td> </tr> <tr> <td>* American Plan</td> <td>495.0000</td> <td>105.0000</td> <td>20.0000</td> </tr> <tr> <td>* Modified Ame...</td> <td>475.0000</td> <td>105.0000</td> <td>25.0000</td> </tr> </tbody> </table> <p>* WeekEnd Rates</p>	Rate Type	Rate	Extra Adult	Extra Chi	Daily	450.0000	100.0000	25.0000	Afternoon (W)	460.0000	105.0000	25.0000	American Plan	495.0000	105.0000	20.0000	Modified Ame...	475.0000	105.0000	25.0000	Continental Plan	455.0000	95.0000	20.0000	* Daily	450.0000	100.0000	25.0000	* Afternoon (W)	460.0000	105.0000	25.0000	* American Plan	495.0000	105.0000	20.0000	* Modified Ame...	475.0000	105.0000	25.0000
Rate Type	Rate	Extra Adult	Extra Chi																																							
Daily	450.0000	100.0000	25.0000																																							
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* Afternoon (W)	460.0000	105.0000	25.0000																																							
* American Plan	495.0000	105.0000	20.0000																																							
* Modified Ame...	475.0000	105.0000	25.0000																																							
	Back	Finish	Close																																							

i) Commission appears on the window, if its configured for particular business source.

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Market Place	Travel Agent
-N/A-- Booking.com Boooking.com Expedia eZeeTechnosys Huzeфа_eZee ICICI Bank	
Commission Plan	Select Plan
Value	0
Sub Source	Select

ii) If special rate for business is defined, can be selected by Apply Rate option.

Market Place	Travel Agent
-N/A-- Booking.com Boooking.com Expedia eZeeTechnosys Huzeфа_eZee ICICI Bank	
Commission Plan	Select Plan
Value	0
Sub Source	<input type="checkbox"/> Apply Rate <input checked="" type="checkbox"/> Connect <input type="checkbox"/> Connect Room

Room Window: Room window gets open after adding the stay duration, where we enter guest information. Room window has all the features available front office staff is looking for, like Check In /Check out, Payment, Misc sales, printing invoice, and other basis options available. We will see each option in detail.

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Walk In

Room Name: 1001 - Room Type: Delux Room None Smoking
Information for Check In/Reservation. Please click on respective tab to set up respective information.

General Information **Room Sharing** **Other Information** **Rate Information** **Extra Charges** **Payment Details** **Folio Summary**

Guest Information	Stay Information	Rate Information
Last Name: Mr. Weinstein First Name: Robert	Arrival: 10-07-2014 02:18:30 Thursday Departure: 11-07-2014 02:18:30 Friday No of Night(s): 1 Adult: 1 Child: 0	Total Charges: 0.00 Discount: 0.00 Total Tax: 0.00 Total Rate: 0.00 Extra Charges: 0.00 Total: 0.00 Flat Discount: 0.00 Amount Paid: 0.00 Deposit: 0.00 Round Off: 0.00 Balance: 0.00
Settlement Option <input checked="" type="radio"/> Cash <input type="radio"/> Credit <input type="radio"/> Partial Credit Type: Select Settlement Type Card No: Expire: _____ Bill To: _____ Folio No: _____	Tax Exempt <input type="checkbox"/> Luxury <input type="checkbox"/> VAT <input type="checkbox"/> Service Season & Rate Type Information Season: --N/A-- Rate Type: Rack Rate Days: 1	Business Source Settings Market Place: Travel Agent Source: Booking.com Commission: Fixed Amount Value: 0 <input checked="" type="checkbox"/> Generate Bill No <input checked="" type="checkbox"/> Show Rate on Registration Card <input type="checkbox"/> Stop Room Move <input type="checkbox"/> Override Rate <input type="checkbox"/> Connect Room
Release Information Date: 27-03-2018 Amt.: 0 % Min. Payment/day to extend stay: 000	Documentation Information Reservation #: _____ Folio #: _____ Registration #: _____	Next Reservation 01-08-2014
Check In Close		

Booked By: _____ Reserved By: _____ Check In By: _____ Check Out By: _____

i) General information tab : General information tab holds summary and basic information of the guest and stay.

(1) Guest information: To enter guest's basic to advance detail.

General Information **Room Sharing** **Other Information**

Guest Information
Last Name: Mr. Weinstein First Name: Robert

(2) Click on the Small drop down box below the First name to enter advance detail of guest

eZee Frontdesk Manual

The screenshot displays the 'Guest Information' section of the eZee Frontdesk software. At the top, there's a header bar with tabs: General Information, Room Sharing, Other Information, Rate Information, Extra Charges, Payment Details, and Folio Summary. Below this, the main area is divided into two panes. The left pane contains fields for 'Last Name' (Mr., Weinstein) and 'First Name' (Robert), with a magnifying glass icon pointing to the dropdown menu for 'First Name'. The right pane is titled 'Guest Images' and includes a 'Manual Crop' checkbox and a toolbar with various image editing icons. On the far left, a vertical sidebar lists sections: Address Information, Contact Information, and Identity Information, each with its own set of input fields.

Additional field will be open after clicking on the drop down, where we can enter Guest's address, email, phone, Identity proof.

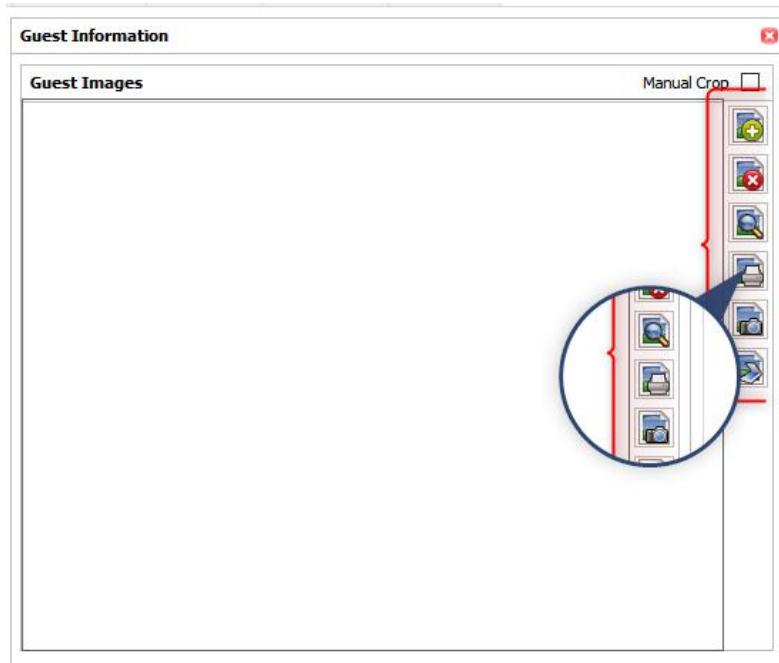
eZee Frontdesk Manual



The screenshot shows a guest information form with the following fields:

- General Information**: Room Sharing, Other Information tabs.
- Guest Information**:
 - Last Name: Mr., Weinstein
 - First Name: Robert
- Address Information**: Address, City, State, Postal Code, Country (United States).
- Contact Information**: Email, Phone.
- Identity Information**: ID Type (Select ID Type), ID Number, Exp. Date (27-03-2018), Rel. Date (27-03-2018).

Also can insert scanned image or capture Image photo.



(3) Summary Information: Summarize all the rate and payment related information for the transactions.

Rate Information

Total Charges	560.00
Discount	0.00
Total Tax	89.60
Total Rate	649.60
Extra Charges	0.00
Total	649.60
Flat Discount	0.00
Amount Paid	0.00
Deposit	0.00
Round Off	0.40
Balance	650.00

(4) Session wise rate and information: System picks up session, if rates are defined based on sessions. Session can be, Christmas, Winter, Summer, Monsoon, etc.

Season & Rate Type Information

Season: Summer

Rate Type: Rack Rate

Days: 1

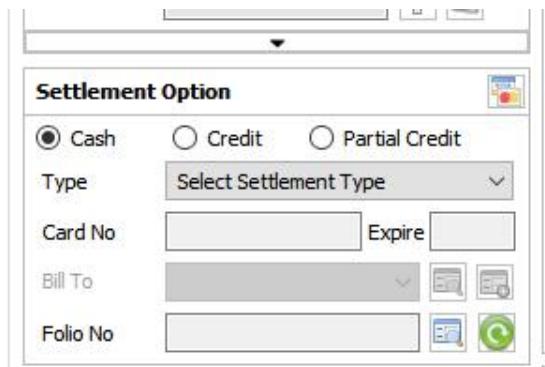
(5) Reservation notification also available and indicate, if any next reservation on the room.

Registration #

Next Reservation
01-08-2014

(6) Settlement information: To save settlement option, how guest will pay.

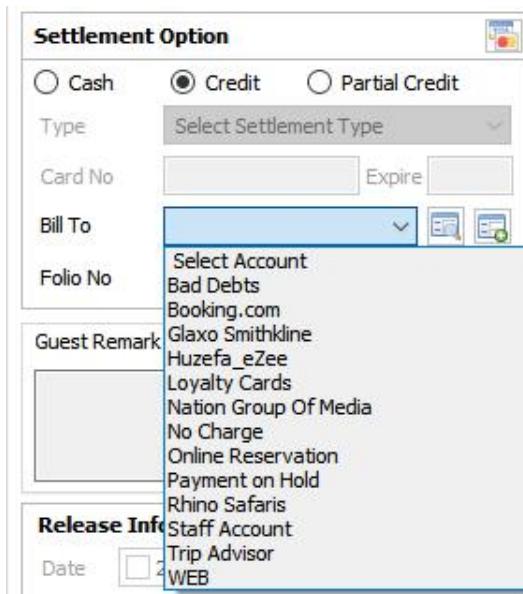
eZee Frontdesk Manual



Cash refers to instant payment, does includes Hard cash, Card Payment, etc..
Also can store card information for later use.

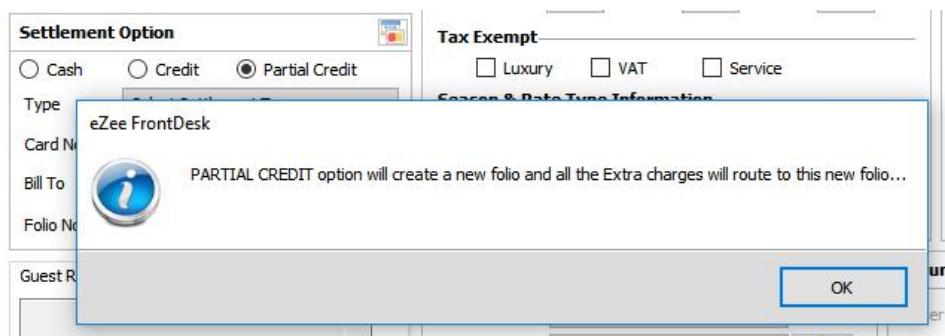
The left screenshot shows the 'Settlement Option' window with the 'Type' dropdown open, displaying options such as Cash, Credit, Check, Visa, Master Card, Discover, American Express, ATM Card, Online Banking - ICICI bank, HDFC Bank, and Online Payment. The 'Credit' option is selected. The right screenshot shows the same window with 'Credit' selected, and a card number '86121222' and an expiration date '20-20' entered.

Credit is to allow Guest or company (City Ledger) to pay after certain period.



eZee Frontdesk Manual

Partial Credit is used when guest only pays for accidental charges (extra charge) and room charge goes to company account (City ledger). System creates two different folios when use Partial Credit.



(7) Remark to be filled based on room status, like CheckIn, CheckOut, Cancellation, No Show, etc.



(8) More options : To generate bill #, showing rate on Guest Registration Card, Stop Room move, Connecting rooms (when sell two different rooms as one), Override the rates on room updates, etc..

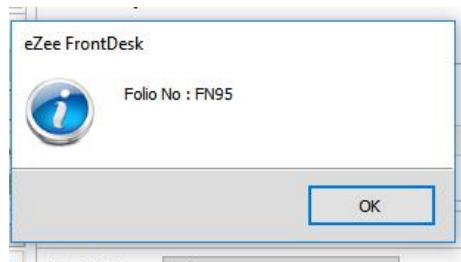


(9) Check In: Check In button will be activated while working with Walk In.



(10) User gets notified of unique Folio # generated after clicking on Check IN button

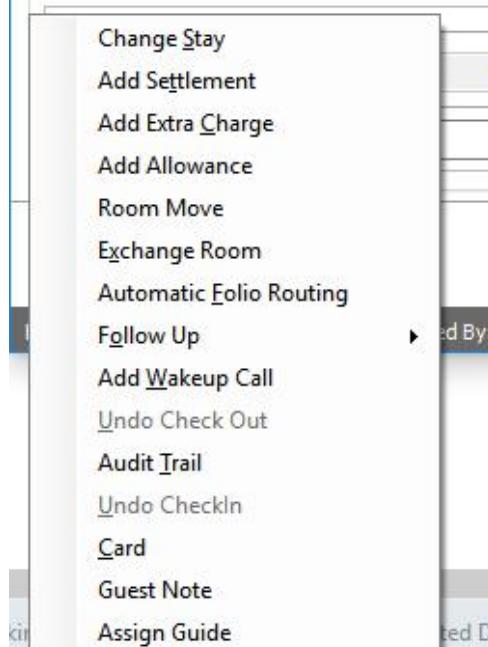
eZee Frontdesk Manual



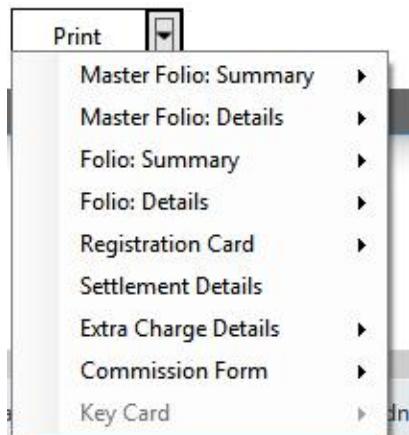
(11) More options get activated, after Checkin in, to perform basic operation such as Room move, Room Exchange, Changing the Stay, Routing Folio, printing Guest Registration card, Invoice, and many more.



Below are options from “More” button drop down.



Another is from “Print” button drop down.



Notes : Frontdesk provides almost same options for Reservation or Bookings, which explained above for WalkIn option. The only difference is, provides future date to select.

Advance features in Room Window:

Room Window does have more features & option to perform basic Front Office Operations, such as Adding Room Sharer, Posing Extra Charge on Folio, Collecting Payments from Guest, Folio Operations. We will see each feature in detail.

Room Sharer: Is used when wish to enter all the guest information in the room.

eZee Frontdesk Manual

Walk In

Room Name: 101 - Room Type: Family Suit
Information for Check In/Reservation. Please click on respective tab to set up respective information.

General Information **Room Sharing** **Other Information** **Rate Information** **Extra Charges** **Payment Details** **Folio Summary**

Guest Information	Arrival Information	Stay Information
Last Name First Name	Mode Name Station Date/Time Pick Up Weekdays	Last Name First Name
Visa Information	Departure Information	Vehicle Information
Serial No Visa No Visa Date Arrived From Arrival Transportation Date of Arr. in Country Time of Arr. in Country Purpose of Visit Going To Depart. Transportation	Mode Name No. Station Date/Time Drop Off Weekdays	Company Model Lic. Plate
<input type="button" value="Print Reg. Form"/> <input type="button" value="Visa Form"/> <input type="button" value="New"/> <input type="button" value="Save"/> <input type="button" value="Update"/> <input type="button" value="Delete"/>		
<input type="button" value="More"/> <input type="button" value="Print"/> <input type="button" value="Update"/> <input type="button" value="Close"/>		
Booked By : <input type="text"/> Reserved By: <input type="text"/> Check In By: Admin Check Out By: <input type="text"/>		

Q) How to add Room Sharer?

Open the room and go to Room Sharer Tab.

Click on New

New	Save	Update
<input type="button" value="New"/> <input type="button" value="Save"/> <input type="button" value="Update"/>		
<input type="button" value="New"/> <input type="button" value="Update"/>		
Check Out By: <input type="text"/>		

Enter the sharer guest information. Please make a note Sharer does have same fields and flow as master guest. (Explained while Walk In)

eZee Frontdesk Manual

The screenshot shows the 'Guest Information' section of the software. It includes fields for Last Name ('Wood') and First Name ('Charles'). Below this is the 'Visa Information' section with a 'Serial No.' field. At the bottom of the guest info area is a toolbar with 'New', 'Save', and 'Update' buttons. The 'Save' button is circled in blue.

Click on “Save” Button besides “New”, once enter the guest information and sharer detail will appear on right hand corner

The screenshot shows a more comprehensive view of the software. On the left, there's a 'Guest Information' section with 'Last Name' set to 'Wood' and 'First Name' set to 'Charles'. To the right, there's an 'Arrival Information' section with 'Mode' set to 'Select', 'Name' set to 'Select', 'Station' set to 'Select', and a date/time of '11-04-2018 00:46:09'. A modal window titled 'eZee FrontDesk' displays the message 'Guest saved successfully' with an 'OK' button. To the right of the arrival info, a list of guests is shown with 'Last Name' and 'First Name' columns; 'Wood' and 'Charles' are listed and highlighted with a red box. Below the arrival info is a 'Stay Information' section with 'Arrival' and 'Departure' dates. At the bottom, there are buttons for 'Print Reg. Form', 'Visa Form', 'New', 'Save', 'Update', and 'Delete'.

Other Information Tab :

Other information tab hold more information regarding the guest arrival and departure, Pick Up and Drop facility, DNR (Do NOT Rent), Guest Preference (which is the part of Guest Relationship Management module), House Use, etc.

Room Name: 101 - Room Type: Family Suit

Information for Check In/Reservation. Please click on respective tab to set up respective information.

General Information | Room Sharing | Other Information | Rate Information | Extra Charges | Payment Details | Folio Summary

Arrival Information

- Mode: Select
- Int. Flight: Select
- Int. Flight #:
- Domestic: Select
- Int. Date Time: 11-04-2018 00:58:37
- Domestic: 11-04-2018 00:58:37
- Weekdays: -

Departure Information

- Mode: Select
- Int. Flight: Select
- Int. Flight #:
- Domestic: Select
- Departure Dt.: 11-04-2018 00:58:37
- Drop Off Dt.: 11-04-2018 00:58:37
- Weekdays: -

Visa Information

- Serial No:
- Visa No:
- Visa Date: 11-04-2018
- Visa Issue Place:
- Arrived From:
- Date of Arrival in: 11-04-2018
- Time of Arrival in: 00:58:37
- Purpose of Visit:
- Going To:
- Depart. Transportation:

DNR

- Reason:
 - Mis Behave
 - Money Not Paid
 - Stole Inventory
- Allow Integration Posting

Guest Preferences

- Room: -
- Room Floor: -
- Room Type: -

Web Reservation Information

- Affiliate Name:
- Affiliate Code:

Vehicle Information

- Company: -N/A-
- Color:
- Model: -N/A-
- Year: Select Year
- Lic. Plate:
- State:

House Use

- House Use
- Remark:

Buttons:

- More
- Print
- Update
- Close

Booked By: **Reserved By:** **Check In By:** Admin **Check Out By:**

eZee Frontdesk Manual

Rate Information Tab:

Room Name: 101 - Room Type: Family Suit
Information for Check In/Reservation. Please click on respective tab to set up respective information.

Rate Information

Date: 10-07-2014	Rate: \$ 420	Tax Exempt:	Adult: 2	Show Close Folio Rent <input type="checkbox"/>
Rate Type: American Plan	Discount: 0.0000	Tax 1: 42.0000	Child: 0	<input type="radio"/> Apply to selected
Apply new Rate Type Tariff <input type="checkbox"/>	Taxable Rate: 420.0000	VAT: 16.8000	Change only pax info. <input type="checkbox"/>	<input type="radio"/> Apply to checked
		Service: 8.4000		<input checked="" type="radio"/> Apply to full stay
		Net Rate: \$ 487.20		

Split Bulk Rent Merge Bulk Apply Discount Apply Changes

Date	Day	Room	Rate Type	Rate	Dis.	Tax 1	VAT	Servi...	Total	Season	Adult	Child	
10-07-2...	Thu	101	American ...	420.00	0.00	42.00	16.80	8.40	487.20		2	0	S

More **Print** **Update** **Close**

Booked By : Reserved By : Check In By: Admin Check Out By:

Rate Information holds tariff information per each day, Number of Pax, And tax bifurcations. This tab is also used to change Room Tariff, Number of Pax, assigning new rate type, or to give a discount on specific date(s) or complete stay. Lets take a look each option in detail.

Q) How to Change Room Tariff for the room?

Steps:

Open the room and go to Rate Information Tab.

Enter the amount either in Net Rate field (When offered rate is inclusive of Taxes) or Rate field (When offered rate is Exclusive of Taxes).

eZee Frontdesk Manual

Rate  431.0344	Tax Exempt <input type="checkbox"/> Tax 1 43.1000 <input type="checkbox"/> VAT 17.2400 <input type="checkbox"/> Service 8.6200	Adult 2 Child 0 Change only pax info. <input type="checkbox"/>	Show Close Folio Rent <input type="checkbox"/> <input type="radio"/> Apply to selected <input type="radio"/> Apply to checked <input checked="" type="radio"/> Apply to full stay
Discount 0.0000	Net Rate  500		
Taxable Rate 431.0300			
<input type="button" value="Split Bulk Rent"/> <input type="button" value="Merge Bulk"/> <input type="button" value="Apply Discount"/> <input type="button" value="Apply Changes"/>			

Select Apply To:

Apply to selected : When want to apply entered rate for selected date (Selection can be for single date).

Apply to Checked : When want to apply entered rate for selected date(s) (Check mark the boxes, can be for multiple date)

Apply to full Stay : When want to apply entered rate for each day.

Rate  431.0344	Tax Exempt <input type="checkbox"/> Tax 1 43.1000 <input type="checkbox"/> VAT 17.2400 <input type="checkbox"/> Service 8.6200	Adult 2 Child 0 Change only pax info. <input type="checkbox"/>	Show Close Folio Rent <input type="checkbox"/> <input type="radio"/> Apply to selected <input type="radio"/> Apply to checked <input checked="" type="radio"/> Apply to full stay
Discount 0.0000	Net Rate  500		
Taxable Rate 431.0300			
<input type="button" value="Split Bulk Rent"/> <input type="button" value="Merge Bulk"/> <input type="button" value="Apply Discount"/> <input type="button" value="Apply Changes"/>			

Click on "Apply" Button to make changes.

Rate  431.0344	Tax Exempt <input type="checkbox"/> Tax 1 43.1000 <input type="checkbox"/> VAT 17.2400 <input type="checkbox"/> Service 8.6200	Adult 2 Child 0 Change only pax info. <input type="checkbox"/>	Show Close Folio Rent <input type="checkbox"/> <input type="radio"/> Apply to selected <input type="radio"/> Apply to checked <input checked="" type="radio"/> Apply to full stay
Discount 0.0000	Net Rate  500		
Taxable Rate 431.0300			
<input type="button" value="Split Bulk Rent"/> <input type="button" value="Merge Bulk"/> <input type="button" value="Apply Discount"/> <input type="button" value="Apply Changes"/>			

Q) How to Change the Rate Type?

Steps:

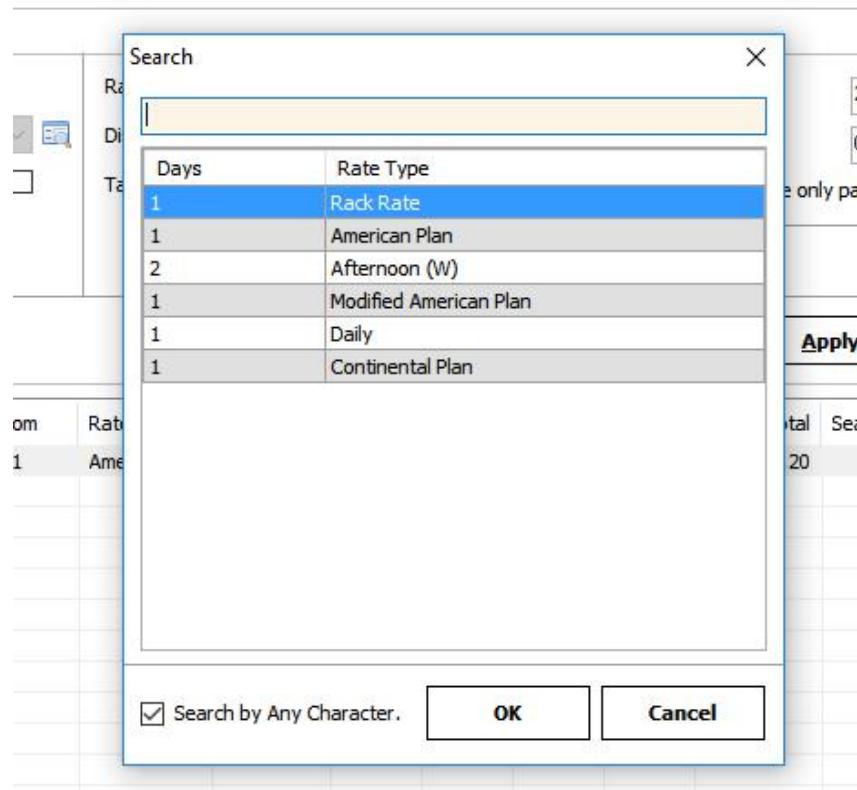
eZee Frontdesk Manual

Open the room and go to Rate Information Tab.

The screenshot shows the 'Rate Information' tab with the following details:

- Date: 10-07-2014
- Rate Type: American Plan (highlighted with a magnifying glass)
- Rate: \$ 431.0344
- Discount: 0.0000
- DRate: 431.0300
- Tax Exempt:
 - Tax 1: 43.1000
 - VAT: 17.2400
 - Service: 8.6200
- Net Rate: \$ 500
- Show Close Folio Rent:
- Adult: 2
- Child: 0
- Change only pax info:
- Apply to selected:
- Apply to checked:
- Apply to full stay:
- Buttons: Split Bulk Rent, Merge Bulk, Apply Discount, Apply Changes

Select the rate type by click on Magnifier icon ()



Select the Rate Type want to change to.

eZee Frontdesk Manual

Rate Information				Show Close Folio Rent <input type="checkbox"/>
Date 10-07-2014	Rate 431.0344	Tax Exempt 43.1000 17.2400 8.6200	Adult 2 Child 0 Change only pax info. <input type="checkbox"/>	<input type="radio"/> Apply to selected <input type="radio"/> Apply to checked <input checked="" type="radio"/> Apply to full stay
Rate Type American Plan	Discount 0.0000	D Rate 431.0300	Net Rate 500	
Apply new Rate Type Tariff <input type="checkbox"/>	<input type="button" value="Split Bulk Rent"/> <input type="button" value="Merge Bulk"/> <input type="button" value="Apply Discount"/> <input type="button" value="Apply Changes"/>			

Select Apply To:

Apply to selected : When want to apply entered rate for selected date (Selection can be for single date).

Apply to Checked : When want to apply entered rate for selected date(s) (Check mark the boxes, can be for multiple date)

Apply to full Stay : When want to apply entered rate for each day.

Rate Information				Show Close Folio Rent <input type="checkbox"/>
Date 10-07-2014	Rate 431.0344	Tax Exempt 43.1000 17.2400 8.6200	Adult 2 Child 0 Change only pax info. <input type="checkbox"/>	<input type="radio"/> Apply to selected <input type="radio"/> Apply to checked <input checked="" type="radio"/> Apply to full stay
Rate Type American Plan	Discount 0.0000	D Rate 431.0300	Net Rate 500	
Apply new Rate Type Tariff <input type="checkbox"/>	<input type="button" value="Split Bulk Rent"/> <input type="button" value="Merge Bulk"/> <input type="button" value="Apply Discount"/> <input type="button" value="Apply Changes"/>			

Click on “Apply Changes” button to make changes.

Q) How to give a discount?

Steps:

Open the room and go to Rate Information Tab.

Select the particular date(s).

eZee Frontdesk Manual

General Information Room Sharing Other Information Rate Information Extra Charges Payment Details Folio Summary

Rate Information												Show Close Folio Rent <input type="checkbox"/>																																																									
Date	10-07-2014	Rate	\$ 420	Tax Exempt									<input type="radio"/> Apply to selected																																																								
Rate Type	American Plan	Discount	0.0000	<input type="checkbox"/> Tax 1	42.0000	<input type="checkbox"/> VAT	16.8000	<input type="checkbox"/> Service	8.4000	Adult	2	<input type="button" value="▼"/>	<input type="radio"/> Apply to checked																																																								
Apply new Rate Type Tariff <input type="checkbox"/>		Taxable Rate	420.0000							Child	0	<input type="button" value="▼"/>	<input checked="" type="radio"/> Apply to full stay																																																								
												Change only pax info. <input type="checkbox"/>																																																									
												Net Rate	\$ 487.20																																																								
													Split Bulk Rent	Merge Bulk	Apply Discount	Apply Changes																																																					
<table border="1"> <thead> <tr> <th>Date</th> <th>Day</th> <th>Room</th> <th>Rate Type</th> <th>Rate</th> <th>Dis.</th> <th>Tax 1</th> <th>VAT</th> <th>Servi...</th> <th>Total</th> <th>Season</th> <th>Adult</th> <th>Child</th> <th></th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> 10-07-2...</td> <td>Thu</td> <td>101</td> <td>American ...</td> <td>420.00</td> <td>0.00</td> <td>42.00</td> <td>16.80</td> <td>8.40</td> <td>487.20</td> <td></td> <td>2</td> <td>0</td> <td>S</td> </tr> <tr> <td><input checked="" type="checkbox"/> 11-07-2...</td> <td>Fri</td> <td>101</td> <td>American ...</td> <td>420.00</td> <td>0.00</td> <td>42.00</td> <td>16.80</td> <td>8.40</td> <td>487.20</td> <td></td> <td>2</td> <td>0</td> <td>S</td> </tr> <tr> <td><input type="checkbox"/> 12-07-2...</td> <td>Sat</td> <td>101</td> <td>American ...</td> <td>420.00</td> <td>0.00</td> <td>42.00</td> <td>16.80</td> <td>8.40</td> <td>487.20</td> <td></td> <td>2</td> <td>0</td> <td>S</td> </tr> </tbody> </table>														Date	Day	Room	Rate Type	Rate	Dis.	Tax 1	VAT	Servi...	Total	Season	Adult	Child		<input checked="" type="checkbox"/> 10-07-2...	Thu	101	American ...	420.00	0.00	42.00	16.80	8.40	487.20		2	0	S	<input checked="" type="checkbox"/> 11-07-2...	Fri	101	American ...	420.00	0.00	42.00	16.80	8.40	487.20		2	0	S	<input type="checkbox"/> 12-07-2...	Sat	101	American ...	420.00	0.00	42.00	16.80	8.40	487.20		2	0	S
Date	Day	Room	Rate Type	Rate	Dis.	Tax 1	VAT	Servi...	Total	Season	Adult	Child																																																									
<input checked="" type="checkbox"/> 10-07-2...	Thu	101	American ...	420.00	0.00	42.00	16.80	8.40	487.20		2	0	S																																																								
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<input type="checkbox"/> 12-07-2...	Sat	101	American ...	420.00	0.00	42.00	16.80	8.40	487.20		2	0	S																																																								

Click on “Apply Discount” Button.

Rate Information												Show Close Folio Rent <input type="checkbox"/>				
Date	10-07-2014	Rate	\$ 431.0344	Tax Exempt									<input type="radio"/> Apply to selected			
Rate Type	American Plan	Discount	0.0000	<input type="checkbox"/> Tax 1	43.1000	<input type="checkbox"/> VAT	17.2400	<input type="checkbox"/> Service	8.6200	Adult	2	<input type="button" value="▼"/>	<input type="radio"/> Apply to checked			
Apply new Rate Type Tariff <input type="checkbox"/>		Taxable Rate	431.0300							Child	0	<input type="button" value="▼"/>	<input checked="" type="radio"/> Apply to full stay			
												Change only pax info. <input type="checkbox"/>				
												Net Rate	\$ 500			
													Split Bulk Rent	Merge Bulk	Apply Discount	Apply Changes

Another window will open to choose, whether discount would apply by (%) or amount.

eZee Frontdesk Manual

The screenshot shows the 'Group Discount' dialog box. At the top, it says 'Group Discount' and provides a note: 'This discount will be applicable to all transactions selected on previous dialogue.' Below this is a section titled 'Group Discount' with fields for 'Discount Plan' (a dropdown menu currently set to 'Select Plan'), 'Value' (a text input field), and 'Remark' (a text input field). A dropdown menu is open over the 'Select Plan' field, listing options: 'Select Plan', '% of all Nights', '% of First Night', '% of selected Nights', 'Fixed Amount Per Night', 'Fixed Amount Per selected Nights', and 'Fixed Amount Per Stay'. At the bottom are 'Apply Discount' and 'Cancel' buttons.

Select the discount type from the list and put the remark.

The screenshot shows the 'Group Discount' dialog box. It includes the same header and note as the first screenshot. In the 'Group Discount' section, 'Discount Plan' is set to '% of selected Nights', 'Value' is '10.00', and 'Remark' is 'Christmas Discount'. A red box highlights the 'Apply Discount' button at the bottom.

Click on "Apply Discount" button to give discount and will appear as below.

	Date	Day	Room	Rate Type	Rate	Dis.	Tax 1
<input type="checkbox"/>	10-07-2...	Thu	101	American ...	420.00	42.00	37.80
<input type="checkbox"/>	11-07-2...	Fri	101	American ...	420.00	42.00	37.80
<input type="checkbox"/>	12-07-2...	Sat	101	American ...	420.00	0.00	42.00

eZee Frontdesk Manual

Extra Charge Tab:

Walk In

Room Name: 101 - Room Type: Family Suit

Information for Check In/Reservation. Please click on respective tab to set up respective information.

General Information Room Sharing Other Information Rate Information Extra Charges Payment Details Folio Summary

Posted Extra Charges

Date	Folio No	Charge Type	Voucher #	Remark	User name	Amount	Tax	Adjustment	Total
10-07-20...	FN96	American Plan	VN66	Meal Plan poste...	Admin	20.00	0.00	0.00	20.00

Show Voided Charge Show Close Folio Charge

Special Packages

Alias	Package Name	Description
BP	Business Package	

Add Package Remove Package

Inclusion

Int. Flight	Posting Type

More Print Update Close

Booked By : Reserved By : Check In By : Admin Check Out By :

This option is used to post charges to the room tariff for accidental charges (Extra service), which was provided to guest.

Click “NEW” Button to select the charge (service) name, already created in the system.

Allowance Print New Edit Void

Inclusion

Int. Flight Posting Type

More Print Update Close

Booked By : Reserved By : Check In By : Admin Check Out By :

eZee Frontdesk Manual

Extra Charge window appears where user can select the extra charge from the list and put the amount in the Rate.

Add/Edit an Extra Charge

Extra Charge Voucher

Voucher Date	10-07-2014	Category	All																			
Extra Charge	Select Extra Service	Folio No	Select Extra Service																			
		Charges from Online Reservation Continental Plan eZee Fax Charges Laundry Modified American Plan New Papers Print Copy Telephone Charge Tent WEB																				
Remark	<table border="1"> <tr> <td>\$</td> <td>Amount</td> <td>0.0000</td> </tr> <tr> <td>%</td> <td>Discount</td> <td>0.00 % 0.0000</td> </tr> <tr> <td></td> <td>Tax</td> <td>0.0000</td> </tr> <tr> <td></td> <td>Quantity</td> <td>1.0000</td> </tr> <tr> <td></td> <td>Adjustment</td> <td>0.0000</td> </tr> <tr> <td></td> <td>\$</td> <td>Net Amount</td> <td>0.0000</td> </tr> </table>			\$	Amount	0.0000	%	Discount	0.00 % 0.0000		Tax	0.0000		Quantity	1.0000		Adjustment	0.0000		\$	Net Amount	0.0000
\$	Amount	0.0000																				
%	Discount	0.00 % 0.0000																				
	Tax	0.0000																				
	Quantity	1.0000																				
	Adjustment	0.0000																				
	\$	Net Amount	0.0000																			
<input type="button" value="Save"/> <input type="button" value="Close"/>																						

Add/Edit an Extra Charge

Extra Charge Voucher

Voucher Date	10-07-2014	Category	Other Charges																			
Extra Charge	Laundry	Folio No	FN96 Bob Weinstein																			
Remark	<table border="1"> <tr> <td>\$</td> <td>Amount</td> <td>50.0000</td> </tr> <tr> <td>%</td> <td>Discount</td> <td>0.00 % 0.0000</td> </tr> <tr> <td></td> <td>Tax</td> <td>7.0000</td> </tr> <tr> <td></td> <td>Quantity</td> <td>2.0000</td> </tr> <tr> <td></td> <td>Adjustment</td> <td>0.0000</td> </tr> <tr> <td></td> <td>\$</td> <td>Net Amount</td> <td>114.0000</td> </tr> </table>			\$	Amount	50.0000	%	Discount	0.00 % 0.0000		Tax	7.0000		Quantity	2.0000		Adjustment	0.0000		\$	Net Amount	114.0000
\$	Amount	50.0000																				
%	Discount	0.00 % 0.0000																				
	Tax	7.0000																				
	Quantity	2.0000																				
	Adjustment	0.0000																				
	\$	Net Amount	114.0000																			
<input type="button" value="Save"/> <input type="button" value="Close"/>																						

User can also enter the Allowance, given to the guest and edit, void or Print as per their requirement.

eZee Frontdesk Manual



Payment Information Tab:

The screenshot shows the "Payment Details" tab of the eZee Frontdesk software. At the top, there is a header bar with tabs: General Information, Room Sharing, Other Information, Rate Information, Extra Charges, **Payment Details** (which is highlighted with a red box), and Folio Summary. Below the header is a table with one row of data:

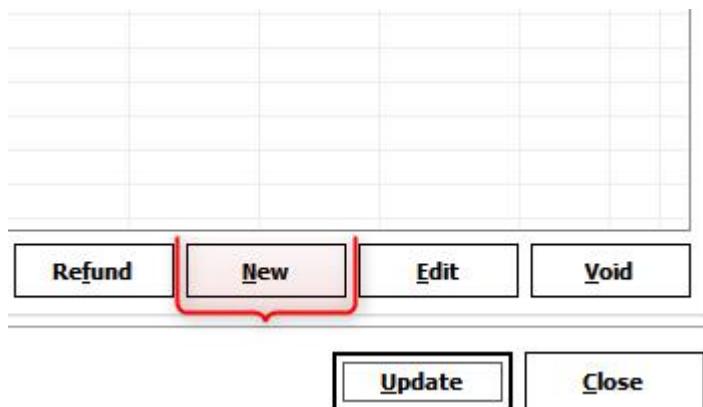
Date	Folio No	Payment Type/Account	Card #	Exp. date	Auth #	Receipt #	Amount	User	Cur. Amt	Sign	R..
10-07-201...	FN96	Cash				RCPTN119	400.00	Admin	400.00	\$	

Below the table are several action buttons: "Show Close Folio" (checkbox), "Encash", "Print", "Refund", "New", "Edit", "Void", "More", "Print", "Update", and "Close". At the bottom of the screen, there are status messages: "Booked By:", "Reserved By:", "Check In By: Admin", and "Check Out By:".

This tab is used when to collect payment from the guest, either as advance deposit or against a invoice.

Click on “New” button to take a payment for the room.

eZee Frontdesk Manual



Payment window will appear where user can enter actual amount collecting from guest, and check mark if its deposit.

There numbers of Payment method provided in the system and new one can be created from the Frontdesk Configuration.

Amount Paid

Payment Information

Account Name	Bob Weinstein
Date	10-07-2014 <input type="button" value="Calendar"/>
Amount	984 \$ <input type="button" value="▼"/> / Exchange Rate <input type="text" value="1.0"/> = <input type="text" value="984.00"/> \$
Folio	FN96 <input type="button" value="▼"/> <input type="checkbox"/> Deposit <input type="button" value="Select Deposit Type"/>

Payment Option(s)

Payment Type Folio Transfer City Ledger

Payment Type

Select Settlement Type

- Cash
- Check
- Visa
- Master Card
- Discover
- American Express
- ATM Card
- Online Banking - ICICI bank
- HDFC Bank
- Online Payment

Remark

Also post one room charges to another room by using Folio Transfer.

eZee Frontdesk Manual

Payment Option(s)

Payment Type	Folio Transfer	City Ledger
Folio No	<input type="text"/>	<input type="button" value=""/>
Guest Info	<input type="text"/>	
Room	<input type="text"/>	
Balance	0.00	

Remark

Process **Close**

Also post the room charges to Company's account (City Ledger)

Payment Option(s)

Payment Type	Folio Transfer	City Ledger
City Ledger	<input type="button" value="Select Account"/> <input type="button" value=""/>	
Credit Limit	<input type="text"/>	
Term (Days)	<input type="text"/>	
Remark	<input type="text"/>	

Select Account

- Bad Debts
- Booking.com
- Glaxo Smithkline
- Huzefa_eZee
- Loyalty Cards
- Nation Group Of Media
- No Charge
- Online Reservation
- Payment on Hold
- Rhino Safaris
- Staff Account
- Trip Advisor
- WEB

Process **Close**

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Folio Summary Tab:

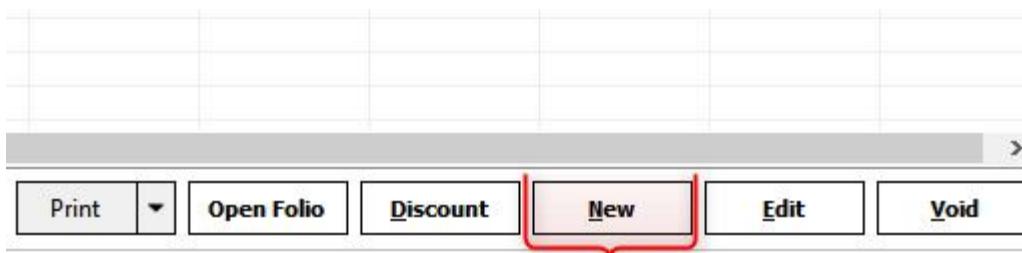
The screenshot shows the Folio Summary Tab for Room Name: 101 - Room Type: Family Suit. The tab is highlighted with a red box. The interface includes sections for General Information, Room Sharing, Other Information, Rate Information, Extra Charges, Payment Details, and Folio Summary. The Folio Information table shows a single row for FN96 with Bob Weinstein as the guest name. The Payment Summary table shows transactions from 10-07-2014, including Tariff, American Plan, Cash, and Adjustment Amount. Buttons at the bottom include Print, Open Folio, Discount, New, Edit, Void, More, Print, Update, and Close.

Folio	Bill No	Guest Name	Rate	Ext Charge	Discount	Payment	Adjustment	Balance
FN96		Bob Weinstein	1,364.16	20.00	0.00	400.00	-0.16	984.00

Date	Particular	Debit	Credit	Balance
10-07-2014	Tariff	438.48		438.48
10-07-2014	American Plan	20.00		458.48
10-07-2014	Cash		400.00	58.48
10-07-2014	Adjustment Amount	-0.16		58.32

Folio Summary Tab holds the detail of Room charge, extra charges, and payment taken.

Also can create new folio for the room and routing the charges by using “NEW” folio button.



eZee Frontdesk Manual

Add/Edit Folio

Folio Information				Stay Information																																							
Folio #				Room #	101	No. of Guest	2 / 0																																				
Name	Bob Weinstein			Arrival Date	10-07-2014	Departure Date	13-07-2014																																				
Address				Arrival Time	02:12:31 AM	Departure Time	02:11:05 AM																																				
United States																																											
Settings for Extra Charge Posting				Settings for POS Charge Posting																																							
Extra Posting Type	Upto Credit Limit			POS Posting Type	Unlimited																																						
Extra Credit Limit	0.0000 <input type="checkbox"/> Daily Credit			POS Credit Limit	0.0000 <input type="checkbox"/> Daily Credit																																						
Room Rate		Extra Charges		Amount Paid																																							
<table border="1"> <tr> <td><input type="checkbox"/></td> <td>Date</td> <td>Rate</td> <td>Tax</td> <td>Total</td> </tr> <tr> <td><input type="checkbox"/></td> <td>10-07-2014</td> <td>378.00</td> <td>60.48</td> <td>438.4</td> </tr> <tr> <td><input type="checkbox"/></td> <td>11-07-2014</td> <td>378.00</td> <td>60.48</td> <td>438.4</td> </tr> <tr> <td><input type="checkbox"/></td> <td>12-07-2014</td> <td>420.00</td> <td>67.20</td> <td>487.2</td> </tr> </table>		<input type="checkbox"/>	Date	Rate	Tax	Total	<input type="checkbox"/>	10-07-2014	378.00	60.48	438.4	<input type="checkbox"/>	11-07-2014	378.00	60.48	438.4	<input type="checkbox"/>	12-07-2014	420.00	67.20	487.2	<table border="1"> <tr> <td><input checked="" type="checkbox"/></td> <td>Date</td> <td>Charges</td> <td>Amount</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>10-07-2014</td> <td>American ...</td> <td>20.00</td> </tr> </table>		<input checked="" type="checkbox"/>	Date	Charges	Amount	<input checked="" type="checkbox"/>	10-07-2014	American ...	20.00	<table border="1"> <tr> <td><input type="checkbox"/></td> <td>Date</td> <td>Pay Type</td> <td>Amount</td> </tr> <tr> <td><input type="checkbox"/></td> <td>10-07-2014</td> <td>Cash</td> <td>400.00</td> </tr> </table>				<input type="checkbox"/>	Date	Pay Type	Amount	<input type="checkbox"/>	10-07-2014	Cash	400.00
<input type="checkbox"/>	Date	Rate	Tax	Total																																							
<input type="checkbox"/>	10-07-2014	378.00	60.48	438.4																																							
<input type="checkbox"/>	11-07-2014	378.00	60.48	438.4																																							
<input type="checkbox"/>	12-07-2014	420.00	67.20	487.2																																							
<input checked="" type="checkbox"/>	Date	Charges	Amount																																								
<input checked="" type="checkbox"/>	10-07-2014	American ...	20.00																																								
<input type="checkbox"/>	Date	Pay Type	Amount																																								
<input type="checkbox"/>	10-07-2014	Cash	400.00																																								
Total 0.00		Total 20.00		Total 0.00																																							
Remark: <input type="text"/>				<input checked="" type="checkbox"/> Generate Bill No <input type="checkbox"/> Show Bill to Guest Always		Discount: 0.00 Adjustment: 0.00 Balance Amount: 20.00																																					
<input type="button" value="Save"/> <input type="button" value="Close"/>																																											
Created By: Admin Created On: 10-07-2014 03:09:52																																											

Also can provide discount on complete invoice from the Folio summary.

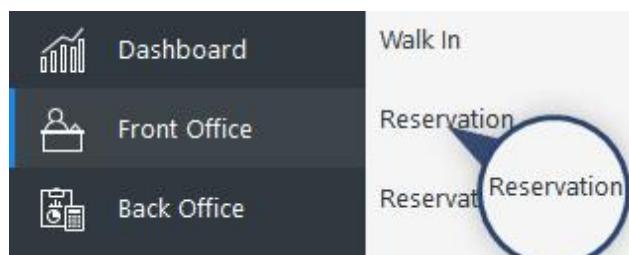


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Discount

Folio Information			
Folio #	FN96	Room #	101
Name	Mr. Bob Weinstein		
Folio Information			
Discount:	10.00	%	138.420
<input type="button" value="Add"/>			
Date	Time	User	Remark
10-07-2014		Admin	Christmas discount
			138.4200
<input type="button" value="<"/> <input type="button" value=">"/>			
Total Discount <input type="text" value="138.42"/>			
<input type="button" value="Delete"/>		<input type="button" value="Close"/>	

Reservation: Reservation is to reserve or allocate a new room for future guest.



- A) Reservation wizard appears when click on Reservation option.

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Reservation wizard does have similar option as WalkIn wizard. The only difference is to have Arrival Date to select and Release Before option. Selection of room is also mandatory. Room view appears after completing the Reservation wizard.

Note: Walk and Reservation has similar window and flow

1) Release Before / Release Amount

Reservation / booking can be confirm or unconfirm. Its normal practice to ask for advance deposit to confirm reservation or booking. Release Before / Release Amount is to remind user on the night audit or reservation list to collect requested advance deposit from guest.

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Lets have an example for better understanding. We do have a guest wants us to reserve a room for 15th of April. We are asking for 20% advance deposit to confirm reservation and enter as:

Arrival	15-04-2015		
Rate Type	Rack Rate		
Departure	17-04-2015	Nights	2
No of Adults	3	No of Child	0
<input checked="" type="checkbox"/> Release Before 3 days of Arrival			
Release Amount	20 %		

Now, we will enter payment as advance deposit, if we get payment from the guest before 3 days as mentioned. Otherwise, system will notify us on Night Audit to release the room allocated or void reservation.

Reservation Position for the Day									
Reservation Detail									
	Res. No	Room	Guest Name	Check In	Check Out	Rt. Type	Tariff Orfd.	Payment	User
<input type="checkbox"/>	RESN108	2001	John Carter	10-07-2014	11-07-2014	Rack Rate	0.0000	0.0000	Admin
<input type="checkbox"/>	RESN109	2002	John Carter	10-07-2014	11-07-2014	Rack Rate	0.0000	0.0000	Admin
<input type="checkbox"/>	RESN110	2003	John Carter	10-07-2014	11-07-2014	Rack Rate	0.0000	0.0000	Admin
<input type="checkbox"/>	RESN111	2004	John Carter	10-07-2014	11-07-2014	Rack Rate	0.0000	0.0000	Admin
<input type="checkbox"/>	RESN112	2005	John Carter	10-07-2014	11-07-2014	Rack Rate	0.0000	0.0000	Admin
<input type="checkbox"/>	RESN114	2008	John Carter	10-07-2014	11-07-2014	Rack Rate	0.0000	0.0000	Admin
<input type="checkbox"/>	RESN115	2009	John Carter	10-07-2014	11-07-2014	Rack Rate	0.0000	0.0000	Admin
<input type="checkbox"/>	RESN116	301	John Carter	10-07-2014	11-07-2014	Rack Rate	0.0000	0.0000	Admin
<input type="checkbox"/>	RESN117	302	John Carter	10-07-2014	11-07-2014	Rack Rate	0.0000	0.0000	Admin

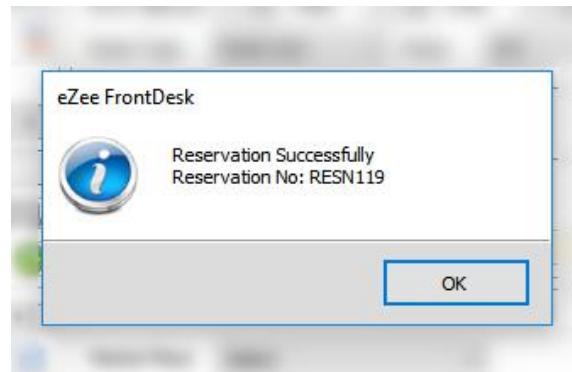
*Reservation is supposed to be cancelled because no deposit is given.

Room view where we enter the guest information (Explained in detail in Walk In section) will have "Reserve" button instead of "Check In".

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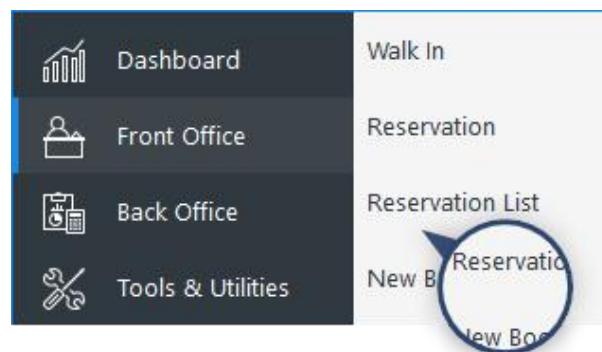


And once done with reservation, system will gets unique reservation #.



Completed reservation appears in “Reservation List”.

Reservation List: Reservation List gets guests information who support to arrive on particular month /day.



eZee Frontdesk Manual

Reservation List

List of reservation on the basis of search criteria. You can set different search criteria to get desired Reservation List.

Search Criteria

Reservation No.	<input type="text"/>	F, L Name	<input type="text"/> <input type="text"/>	<input checked="" type="checkbox"/> Arrival From <input type="text" value="01-07-2014"/> To <input type="text" value="31-07-2014"/>	<input type="checkbox"/> Res. Date <input type="text" value="06-04-2018"/> To <input type="text" value="06-04-2018"/>
Voucher No.	<input type="text"/>	Room	Select Room	<input type="checkbox"/> Can. Date <input type="text" value="06-04-2018"/> To <input type="text" value="06-04-2018"/>	<input type="checkbox"/>
Cancellation No.	<input type="text"/>	Source	-N/A--	<input type="checkbox"/>	<input type="checkbox"/>

Active Cancelled No Show Void All Optioned Wait For Payment

<input type="checkbox"/> Res. No	Room	Guest Name	Res. Date	Arrival	Departure	Source	Voucher No
<input type="checkbox"/> RESN107	106	Huzefa Hajoori	10-07-2014 ...	13-07-2014	14-07-2014	Expedia	
<input type="checkbox"/> RESN108	2001	John Carter	10-07-2014 ...	10-07-2014	11-07-2014		
<input type="checkbox"/> RESN109	2002	John Carter	10-07-2014 ...	10-07-2014	11-07-2014		
<input type="checkbox"/> RESN110	2003	John Carter	10-07-2014 ...	10-07-2014	11-07-2014		
<input type="checkbox"/> RESN111	2004	John Carter	10-07-2014 ...	10-07-2014	11-07-2014		
<input type="checkbox"/> RESN112	2005	John Carter	10-07-2014 ...	10-07-2014	11-07-2014		
<input type="checkbox"/> RESN114	2008	John Carter	10-07-2014 ...	10-07-2014	11-07-2014		
<input type="checkbox"/> RESN115	2009	John Carter	10-07-2014 ...	10-07-2014	11-07-2014		
<input type="checkbox"/> RESN116	301	John Carter	10-07-2014 ...	10-07-2014	11-07-2014		
<input type="checkbox"/> RESN117	302	John Carter	10-07-2014 ...	10-07-2014	11-07-2014		
<input type="checkbox"/> RESN119	103	Charles Wood	10-07-2014 ...	10-07-2014	11-07-2014		

Numbers of filter fields available to search for particular reservation such as by Reservation No, Guest Name, Business Source, Room#, Arrival and departure date & date of booking.

Search Criteria

* Reservation is supposed to be cancelled because no deposit is given. 

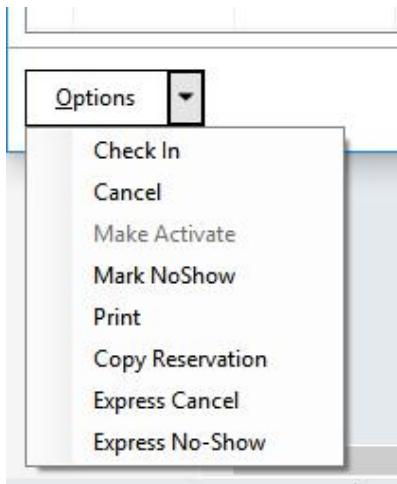
Reservation No.	<input type="text"/>	F, L Name	<input type="text"/> <input type="text"/>	<input checked="" type="checkbox"/> Arrival From <input type="text" value="01-07-2014"/> To <input type="text" value="31-07-2014"/>	<input type="checkbox"/> Res. Date <input type="text" value="06-04-2018"/> To <input type="text" value="06-04-2018"/>
Voucher No.	<input type="text"/>	Room	Select Room	<input type="checkbox"/> Can. Date <input type="text" value="06-04-2018"/> To <input type="text" value="06-04-2018"/>	<input type="checkbox"/>
Cancellation No.	<input type="text"/>	Source	-N/A--	<input type="checkbox"/>	<input type="checkbox"/>

Active Cancelled No Show Void All Optioned Wait For Payment

Also does have to see the Active, Canceled, No Show / Void, & on Hold reservation due to payment.

“Option” Button (Allocated on Left bottom corner): Can perform Check In, Cancel, No Show, Copy Existing Reservation to new, operation for the listed reservation.

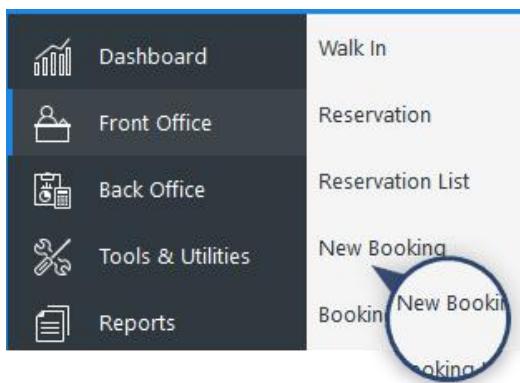
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Also, can take new / edit reservation, and void it as well.



New Booking : Booking can be for one room or more than one room. This option is very useful while working with Group. All the basic operations like Check In /Out, Payment, Changing Stay, Allocating a room can be perform by single click .



There are 4 steps to take booking for a one or more than one room.

Step 1: Booking does have very similar wizard as Walk In or Reservation.

eZee Frontdesk Manual

Room Booking Wizard

Book Room for Guests

This wizard helps you to Book Room for Guests, Later you can assign Rooms to it. You can use it for Groups or for individual Booking where you do not want to associate Room. Press Next button to continue.

Welcome to Booking Wizard...

Confirm Booking

Booking Steps

1. Select Booking Information
2. Select Business Source
3. Enter General Information
4. Select Room(s)

Tax Exempt

Tax 1 VAT
 Service Charge

Inclusive/Exclusive Tax Comp. Rate

Rate Inclusive Tax Rate Exclusive Tax

Rate

Arrival 10-07-2014 **Rate Type** Rack Rate **Departure** 11-07-2014 **Nights** 1
No of Adult 1 **No of Child** 0

Group Color
Arrival time 03:08:35
 Release Before 0 days of Arrival
Release Amount 0 %

Back **Next** **Book & Close** **Cancel**

Step 2: To select Business source, which is not mandatory. (Business source on wizard explain while demonstrating Walk option)

Room Booking Wizard

Source Information

If applicable, select Source from list. If applicable apply Source Rate and set Commission plan. Press Next button to continue.

Booking Steps

1. Select Booking Information
2. Select Business Source
3. Enter General Information
4. Select Room(s)

Business Source Information

Market Place **Commission Plan**
 Value
 Voucher No
 Apply Source Rate
Sub Source

RoomType	10-Jul
Deluxe Room with Jacuzzi	0
Delux Room None Smoking	12
Deluxe Room Smoking	2
Family Deluxe Room	7
Family Suit	5

Back **Next** **Book & Close** **Cancel**

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Step 3: Enter the Booker and guest information.

Room Booking Wizard

Group Information
Enter Contact's Information for this Booking. This information will help in further communication. Press Next button to continue.



Booking Steps	
<input checked="" type="checkbox"/> 1. Select Booking Information	
<input checked="" type="checkbox"/> 2. Select Business Source	
3. Enter General Information	
4. Select Room(s)	

General Information

Booked For: Marriage

Salutation: Mr.

Last Name: Weinstein

First Name: Bob

Address:

City: Dallas

State: TX

Postal: 74022

Country: United States

Email: bob@ezee.com

Phone: +165554

Fax:

Copy to guest information



Remark:

Buttons: Back | Next | Book & Close | Cancel

Step 4: Is to select or block room inventory for required rooms. User can enter required room numbers in the last column (Shown in the screenshot).

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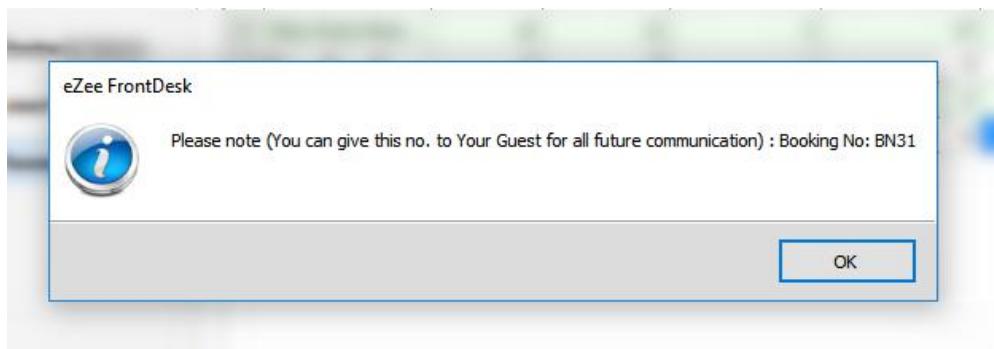
Room Booking Wizard X

Room Information
Enter no of rooms you may want to book for each Room Type. You may press Save Close to save this Booking, or you may press Save Next to enter further information.

Booking Steps	Room Type	Total Rooms	Available Rooms	Over Booking Rooms	Total Available Rooms	No. of Rooms
<input checked="" type="checkbox"/> 1. Select Booking Information	Deluxe Room wit...	0	0	0	0	0
<input checked="" type="checkbox"/> 2. Select Business Source	Delux Room None...	16	12	2	14	4
<input checked="" type="checkbox"/> 3. Enter General Information	Deluxe Room Sm...	16	2	1	3	1
<input checked="" type="checkbox"/> 4. Select Room(s)	Family Deluxe Room	7	7	0	7	2
	Family Suit	7	5	1	6	0

Back Book & Continue Book & Close Cancel

Unique Booking number gets generated after clicking on either “Book & Continue” or “Book & Close” button.



Difference between Reservation and Booking.

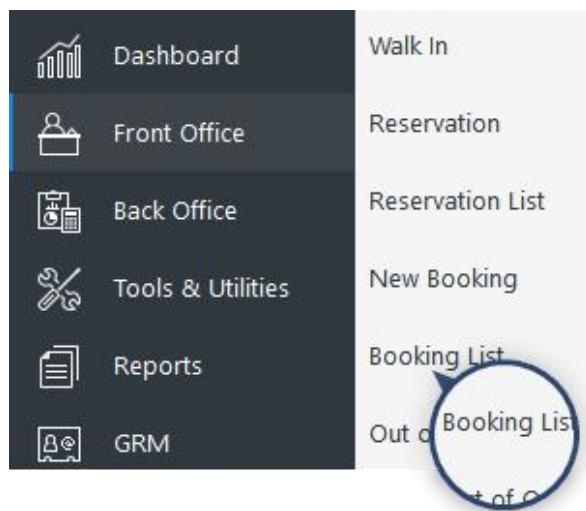
Reservation	Booking
Room allocation is mandatory	Room allocation is not mandatory but to block room inventory from room type(s)
Reservation is for single room	Booking can be for single and more than one room
Ask to open the reservation to edit it.	All the rooms under one booking can

eZee Frontdesk Manual

	be modify together by group option.
Room owner and Booker would be same	Can define Group owner and Booker name separately.

All the bookings appears in booking list.

Booking List :



Booking List
List of Bookings/Groups. Please select one and do needful operations. You can also set search criteria to obtain specific Bookings.

Search Criteria

Booking No	<input type="text"/>	Source	-N/A-	Select Option	All Booking	<input checked="" type="checkbox"/> Arrival Date From	10-07-2014
Voucher No	<input type="text"/>	Booked For	<input type="text"/>	Room Type	- All -	To	10-07-2014
Web No	<input type="text"/>	Guest Name	<input type="text"/>	<input checked="" type="checkbox"/> Active booking only			
Booked On	06-04-2018						

Booking List

Booking No	Booked For	Booked date	First Name	Last Name	Source	Phone No	Arrival	Departure	PMS
BN29	Marriage	10-07-2014 02:00:00	Bob	Weinstein		165554	10-07-2014	12-07-2014	31
BN30	Johnson & John...	10-07-2014 03:00:00	John	Carter			10-07-2014	11-07-2014	32
BN31	Marriage	10-07-2014 03:00:00	Bob	Weinstein		+165554	10-07-2014	11-07-2014	33

Booking = Green Color
Void Booking = Red Color
Half Voided Booking = Blue color

Buttons: Retrieve Web Rsrv., Print List, New, Edit, Void, Close

Numbers of filter fields available to search for particular booking such as by Booking No, Guest Name, Booked For, Status of booking (with Room or No Room allocated), Business Source, Room#, Arrival date & date of booking.

eZee Frontdesk Manual

Search Criteria									
Booking No	<input type="text"/>	Source	-N/A--	Select Option	All Booking		Arrival Date From	10-07-2014	
Voucher No	<input type="text"/>	Booked For	<input type="text"/>	Room Type	-- All --		To	10-07-2014	
Web No	<input type="text"/>	Guest Name	<input type="text"/>			<input checked="" type="checkbox"/> Active booking only	Booked On	06-04-2018	
<input type="button" value="Search"/> <input type="button" value="Clear"/>									

Basically, we do not allocate a room to the booking but we do allocate when guest appears at hotel.

Allocate room: Click on “Edit” Button, after finding out your booking from the Booking List.

Booking No	Booked For	Booked date	First Name	Last Name	Source	Phone No	Arrival	Departure	PMS
BN29	Marriage	10-07-2014 02:...	Bob	Weinstein		165554	10-07-2014	12-07-2014	31
BN30	Johnson & John...	10-07-2014 03:...	John	Carter			10-07-2014	11-07-2014	32
BN31	Marriage	10-07-2014 03:...	Bob	Weinstein		+165554	10-07-2014	11-07-2014	33

 Booking = Green Color
 Void Booking = Red Color
 Half Voided Booking = Blue color

Booking Information window appears which holds the actual # of rooms (booking) we blocked while working with New Booking wizard.

Booking Information																																																																																																																																																																															
Booking Information You can set up all booking related information from this screen. You can assign room, check in them, add more rooms to group, take payment, edit information, etc.																																																																																																																																																																															
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Weinstein Bob	10-07-2014	11-07-2014	0.00	0.00	0.00	<input type="checkbox"/>	166	Delux Roo...	Weinstein Bob	10-07-2014	11-07-2014	0.00	0.00	0.00	<input type="checkbox"/>	167	Delux Roo...	Weinstein Bob	10-07-2014	11-07-2014	0.00	0.00	0.00	<input type="checkbox"/>	168	Delux Roo...	Weinstein Bob	10-07-2014	11-07-2014	0.00	0.00	0.00	<input type="checkbox"/>	169	Deluxe Roo...	Weinstein Bob	10-07-2014	11-07-2014	0.00	0.00	0.00	<input type="checkbox"/>	170	Family Delu...	Weinstein Bob	10-07-2014	11-07-2014	0.00	0.00	0.00	<input type="checkbox"/>	171	Family Delu...	Weinstein Bob	10-07-2014	11-07-2014	0.00	0.00	0.00
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eZee Frontdesk Manual

Group Option with the drop down box is available on the Booking Information window which has a list of the basic options such as, Check In / Out, Rooming (To allocate a room(s)), Payment, Generating Invoice, or Booking Voucher, extend Stay, and many more.

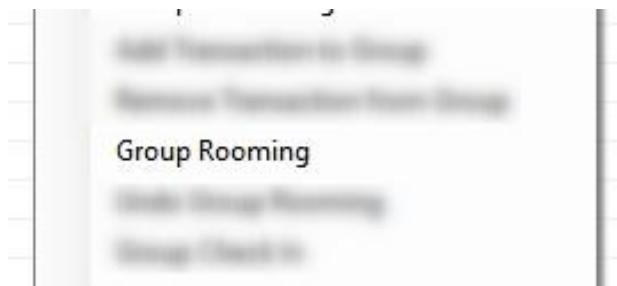


List of options appears clicking upon the Group Options.

Departure	Total	Paid	Balance
11-07-2014	0.00	0.00	0.00
11-07-2014	0.00	0.00	0.00
11-07-2014	0.00	0.00	0.00
11-07-2014	0.00	0.00	0.00
11-07-2014	0.00	0.00	0.00
11-07-2014	0.00	0.00	0.00
11-07-2014	0.00	0.00	0.00
11-07-2014	0.00	0.00	0.00
11-07-2014	0.00	0.00	0.00
11-07-2014	0.00	0.00	0.00

Group Rooming option is to allocate a room to one or more rooms together.

eZee Frontdesk Manual



Group Rooming window opens after clicking the “Group Rooming” option

Group Rooming

This dialogue allows you to assign rooms to Group. Check transaction from list, select Room from drop down and press 'Assign'. Repeat this steps for all transactions you want to allocate room to. Optionally you can use 'Auto Allocate'.

Show Clean Rooms Only

Room Type	Floor	Room	Last Name	First Name		
Delux Room None S	--All--		Weinstein	Bob	<input type="button" value="Assign"/>	
<input type="checkbox"/> Room Type	Room	Last Name	First Name	Arrival	Departure	Balance
<input type="checkbox"/> Delux Room None...	Weinstein	Bob	10-07-2014 03:...	11-07-2014 03:...	0.00	
<input type="checkbox"/> Delux Room None...	Weinstein	Bob	10-07-2014 03:...	11-07-2014 03:...	0.00	
<input type="checkbox"/> Delux Room None...	Weinstein	Bob	10-07-2014 03:...	11-07-2014 03:...	0.00	
<input type="checkbox"/> Delux Room None...	Weinstein	Bob	10-07-2014 03:...	11-07-2014 03:...	0.00	
<input type="checkbox"/> Deluxe Room Smo...	Weinstein	Bob	10-07-2014 03:...	11-07-2014 03:...	0.00	
<input type="checkbox"/> Family Deluxe Room	Weinstein	Bob	10-07-2014 03:...	11-07-2014 03:...	0.00	
<input type="checkbox"/> Family Deluxe Room	Weinstein	Bob	10-07-2014 03:...	11-07-2014 03:...	0.00	

Select “Auto” button to allocate a room(s) by software itself. System allocates all the available rooms from the respective room type(s).

10-07-2014 03:...	11-07-2014 03:...	0.00
10-07-2014 03:...	11-07-2014 03:...	0.00
10-07-2014 03:...	11-07-2014 03:...	0.00

Auto

eZee Frontdesk Manual

Group Rooming

This dialogue allows you to assign rooms to Group. Check transaction from list, select Room from drop down and press 'Assign'. Repeat this steps for all transactions you want to allocate room to. Optionally you can use 'Auto Allocate'.

Show Clean Rooms Only

Room Type	Floor	Room	Last Name	First Name																																																										
Delux Room None S	--All--		Weinstein	Bob	<input type="button" value="Assign"/>	<input type="button" value="Print"/>																																																								
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Booking state gets change after allocating a room, or Check IN / Out, which appears in bottom of the window with color & Caption.

Booking Information

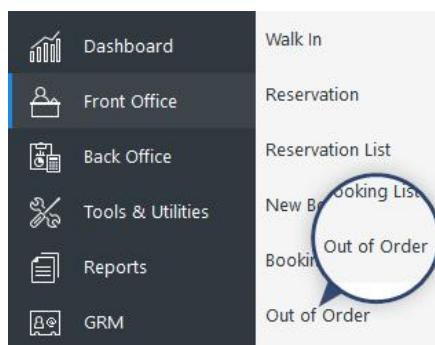
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<input type="button" value="Check In"/> <input type="button" value="Check Out"/>																																															

All other operations for one room or group can be perform through the options in "Group Operations" Button.

Business Source Settings
Copy Guest Information
Group Change Rate
Group Change Stay
Group Discount
Remove Meal Plan
Move Payment
Group Payment
Group Guest Note(s)
Group Identity
Group Inclusion
Group Extra Charge
Add Transaction to Group
Remove Transaction from Group
Group Rooming
Undo Group Rooming
Group Check In
Group Check Out
Mark as Confirm
Mark as Unconfirm
Set Release Date
Group Settlement Option
Group Cancel
Group No-Show
Activate Transaction
Group Occupancy
Set Group Voucher
Reprint Group Payment
Email Group Voucher
Folio : Group
Group Folio Listing
Group Extra Charge Report
Folio Transfer to Master

Out of Order: This option is used when user want to block a room for specific reason, for an example, when room would be under maintenance for couple of days.



List of blocked rooms appears when click on Out of Order option for working date.

eZee Frontdesk Manual

Out of Order Room List

Out of Order Room List
Define Out of Order rooms list.

Search Criteria

Room Type	-- All --	Room	Select Room	From Date	10-07-2014	To Date	10-07-2014
<input type="checkbox"/> Date		O/O Date	Room Type	Room	Remark		
<input checked="" type="checkbox"/>	08-07-2014 02:1...	10-07-2014	Deluxe Room S...	304	AC is NOT working, Painting		
Mark O/O Unmark O/O Close							

“Mark O/O” Button : Will be used when user wants to block a room.

Step 1 : Select the date To & From (You want to block a rooms for the duration).

Out of Order Room Wizard

Out of Order Room
This wizard will help you through Out of Order Rooms. Please note that once you mark a room as Out of Order, they will not be available for Check In and Reservation. Set dates and press Next button to continue.



From Date: 10-07-2014
To Date: 10-07-2014

Back **Next** **Cancel**

eZee Frontdesk Manual

Step 2: Select a room(s) which you want to block for selected duration with specific reason.

 Out of Order Room Wizard X

Out of Order Room
Please check mark rooms and specify the reason for marking them as Out of Order Rooms. Out of Order Rooms will not be available for Reservation and Walk In.



Search Criteria			
Room Type	-- All --	Room	Select Room
<input type="checkbox"/> Room Type		Room Name	Room Alias
<input type="checkbox"/> Delux Room None Sm...	1008	1008	
<input type="checkbox"/> Delux Room None Sm...	1009	1009	
<input type="checkbox"/> Family Suit	102	102	
<input type="checkbox"/> Family Suit	104	104	
<input type="checkbox"/> Family Suit	105	105	
<input type="checkbox"/> Family Suit	106	106	
<input type="checkbox"/> Family Suit	107		
<input type="checkbox"/> Delux Room None Sm...	201	201	
<input type="checkbox"/> Delux Room None Sm...	202	202	
<input type="checkbox"/> Delux Room None Sm...	203	203	
<input type="checkbox"/> Delux Room None Sm...	204	204	
<input type="checkbox"/> Delux Room None Sm...	205	205	

From 10-07-2014 To 10-07-2014

Reason

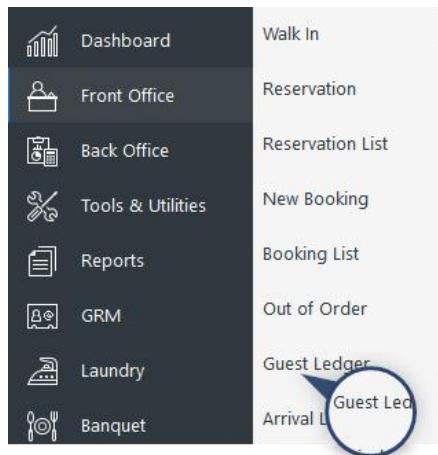
Back Finish Cancel

Unmark O/O : Will be used to release a room(s) which are already blocked.



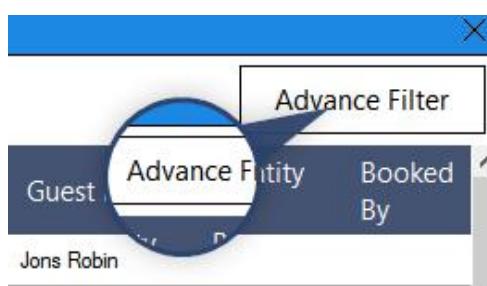
Guest Ledger : One of very important feature of the software which allows user to play with Past, Present and Future transactions. Also, allows to print the list of guest for arrival / departure or In house.

eZee Frontdesk Manual



Guest Ledger												
	Room	Booking No	Reservation No	Folio No	Registration No	Bill No	Confirmation No	Arrival	Departure	Guest Name	Identity No	Booked By
:	304			FN12	RN12,			03-06-2014	11-06-2014	Jons Robin		
:	304			FN13	RN12,			03-06-2014	11-06-2014	Jons Robin		
:	1004			FN53	RN50,			07-07-2014	09-07-2014	Testing AP		
:	1007			FN54	RN51			07-07-2014	09-07-2014	Bob Weinstein		
:	2001	BN29	RESN108					10-07-2014	11-07-2014	John Carter	Marriage	
:	2002	BN29	RESN109					10-07-2014	11-07-2014	John Carter	Marriage	
:	2003	BN29	RESN110					10-07-2014	11-07-2014	John Carter	Marriage	
:	2004	BN29	RESN111					10-07-2014	11-07-2014	John Carter	Marriage	
:	2005	BN29	RESN112					10-07-2014	11-07-2014	John Carter	Marriage	
:	2008	BN29	RESN114					10-07-2014	11-07-2014	John Carter	Marriage	
:	2009	BN29	RESN115					10-07-2014	11-07-2014	John Carter	Marriage	
:	301	BN29	RESN116					10-07-2014	11-07-2014	John Carter	Marriage	
:	302	BN29	RESN117					10-07-2014	11-07-2014	John Carter	Marriage	
:	103		RESN119					10-07-2014	11-07-2014	Charles Wood		
:	1004	BN31	RESN120					10-07-2014	11-07-2014	Bob Weinstein	Marriage	
:	1005	BN31	RESN121					10-07-2014	11-07-2014	Bob Weinstein	Marriage	
:	1006	BN31	RESN122					10-07-2014	11-07-2014	Bob Weinstein	Marriage	
:	1007	BN31	RESN123					10-07-2014	11-07-2014	Bob Weinstein	Marriage	
:	303	BN31	RESN124					10-07-2014	11-07-2014	Bob Weinstein	Marriage	
:	401	BN31	RESN125					10-07-2014	11-07-2014	Bob Weinstein	Marriage	
:	402	BN31	RESN126					10-07-2014	11-07-2014	Bob Weinstein	Marriage	
:	305			FN91	RN85			10-07-2014	14-07-2014	abraham john		
:	2006			RESN105	FN92	RN86		10-07-2014	11-07-2014	eZee123654987...		

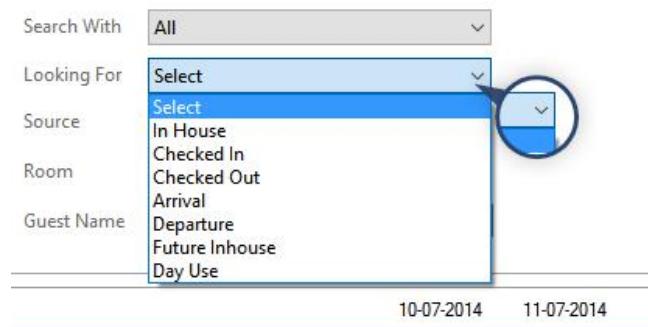
Guest ledger list Inhouse list by default but can search for Past, Present and Future transaction (Feature In Houser, Bookings. etc) when click on Advance Filter available on Top Right Corner.



eZee Frontdesk Manual

The screenshot shows the 'Guest Ledger' search window. It includes fields for 'Document No.', date range ('From' and 'To'), 'Market Place', 'Room Type', 'City Ledger', and dropdowns for 'Search With' (set to 'All'), 'Looking For' (set to 'Select'), 'Source' (set to '--N/A--'), 'Room' (set to 'Select Room'), and 'Guest Name'. Buttons for 'Reset', 'Search', and 'Cancel' are at the bottom right.

Numbers of filter fields available to search for particular or number of transactions such as by document No (Folio#, Invoice #, etc.), Guest Name, Room Type, Business Source, Room#, Arrival date and “Looking for” which has options to see Past Present or Future transactions.



Also Universal Search feature available on the Guest Ledger Window (Explained above while demonstrating different Views)

The screenshot shows the 'Guest Ledger' search window with a universal search bar at the top. Below it, a table header row shows columns for 'Room', 'Booking No', 'Reservation No', 'Folio No', and 'P'. The rest of the table is partially visible.

Arrival List : Arrival list help user to know and print the list of guest who suppose to arrive for selected date.

Departure List : Departure list help user to know and print the list of guest who suppose to checked Out for selected date.

Note: Guest ledger, Arrival list, and Departure List do have similar window and can perform same task from any of the window.

The only difference is:

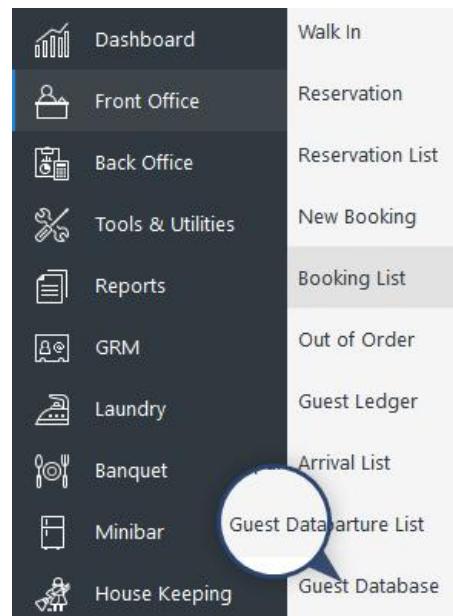
eZee Frontdesk Manual

Guest Ledger : Shows InHouse List by default.

Arrival List: Shows Guest to Check In by default.

Departure List: Shows Guest to Check out by default.

Guest Database : System stores all the guest information entered while CheckIn, Reservation, and Booking in the database and can be accessible anytime using Guest Database.



Guest Type	Guest Name	Country	Source	Email	City	Phone	More Details
	Ashok Kamat	United States					More Details
	flora hire	India		flora@ezetechnosys.com	surat	4534	More Details
	abraham john	United States					More Details
	Marshall Alfred	United States					More Details
	Farin Alexander	United States	Booking.com				More Details
	Lenger Justin	United States					More Details
	Jons Robin	United States					More Details
	Stefen Johnson	United States					More Details
	Castilo Cesar	United States					More Details
	Imtiyaz Adamjee	Kenya					More Details
	Kalyan Ron	India	Booking.com	Ron@yahoo.com	Surat	9890907654	More Details
	Victor Desouza	United States					More Details
	Larry Swot	United States			Arlington		More Details
	Ang Ken	United States					More Details
	Ted Raymond	United States					More Details
	Suzi Roma	United States					More Details
	Imtiyaz Adam	United States					More Details
	Lenger Justin	United States					More Details
	Martin Demanian	United States					More Details
	Matthias Kocher	Australia					More Details
	Robin D'Souza	Madagascar					More Details
	Mohammed Tofiq	United States					More Details
	Mark Tully	United States					More Details
	Paul Martinez	United States					More Details
	Mark Thompson	United States					More Details
	Sarah Parker	United States					More Details
	John Carter	United States		hozefa.hajoori@ezete...			More Details
	Sarah Martin	United States		sarah@someemail.com	Florida	1234567890	More Details
	Robert Weinstein	United States		robert@eze...		249877878	More Details
	Charles Wood	United States	Expedia	wood@eze...		136548	More Details
	Bob Mathew	United States	Telephone	bob@eze...		254447	More Details
	Huzefa Hajoori	United States	Expedia				More Details
	1 Test	United States					More Details
	65 Test	United States					More Details
	Robert Weinstein	United States		robert@eze...		6245554	More Details
	Charles Wood	United States	Telephone	charles@eze...		258655	More Details
	17 17	United States					More Details

eZee Frontdesk Manual

User can enter Guest additional or pull the existing information using Guest Database. Numbers of filters are available to populate the guest information on specific criteria such as Guest's Gender, Marital status, Birth date, Anniversary or Spouse Birth date and many more Options.

The screenshot shows a search interface titled "Guest Profile List". At the top, there is a section labeled "Filtered By" with a checkbox and a "Value" input field. Below this are two buttons: "Reset" and "Search". The main area contains several search categories:

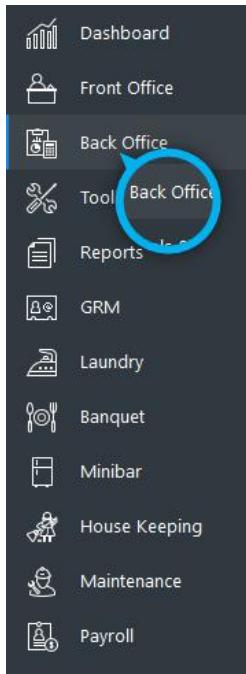
- Search By Personal Information:** Includes dropdowns for "Gender" (Select Gen), "Marital Status" (Select Marital Status), and three date fields: "Birth date" (Month: Apr, Day: Any), "Anniversary" (Month: Apr, Day: Any), and "Spouse Birth" (Month: Apr, Day: Any).
- Search By Address Information:** (button)
- Search By Identification Information:** (button)
- Search By Contact Information:** (button)
- Search By Miscellaneous Information:** (button)

Also can print or export guest list in the different format available in system.

The screenshot shows a list of names: Robert Weiste, Charles Wood, and 12 12. To the left of the list is a vertical column of checkboxes. Below the list is a button labeled "Options" with a dropdown arrow. At the bottom of the screen, there is a menu bar with the following items:

- Merge Profile
- Print List
- Import/Export

Back Office Tab



Back Office tab holds another view called “Summary View”. Summary View is the combination charts and numbers (statistics) which is very useful for Management authorities, presents detailed Sales, rooms, payment, and other miscellaneous features’ statistics of particular working date.

Note: This view provide information only and not perform any operations.

eZee Frontdesk Manual

Dashboard

Front Office

Back Office

Tools & Utilities

Reports

GRM

Laundry

Banquet

Minibar

House Keeping

Maintenance

Payroll

Paid Out Voucher

Misc. Sales

Insert Transaction

Undo Transaction

Business Source

Cityledger A/C

Web Updates

Booking / Reservation

	Booking	Reservation	Total
Expected Arrival	2	17	19
No of Cancel	0	0	0
No. of No-Show	0	0	0
No of Void	0	0	0
Booked / Reserved	3	20	23

Exempted Tariff

Tax 1	0.00	Service Charge	0.00
VAT	0.00		

Availability Summary

Statistics

10 July 2014

Current ADR	731.63
Projected Revenue	4,310.34
Room Revenue	5,121.38
Today's Tax	
Tax 1	512.14
VAT	204.86
Service Charge	102.43
Tax Collected	
819.43	
Today's Summary	
Sold Room	3
Complimentary Room	4
Expected Check Out	0
DayUse Room	0
Pax (Adults / Child)	8 / 0

Settlement Information

Cash Collection	1,336.00
Cheque Collection	0.00
Card Collection	0.00
Account Posting	0.00
Folio Transfer	0.00
Payment On Hold	0.00
Today's Void	
Extra Charges	0.00
Tax Collection	
0.00	

Check In Activity

Hour	Chkin	Hour
1 AM	0	1 PM
2 AM	4	2 PM
3 AM	1	3 PM
4 AM	2	4 PM
5 AM	0	5 PM
6 AM	0	6 PM
7 AM	0	7 PM
8 AM	0	8 PM
9 AM	0	9 PM

Occupancy

Occupancy Chart (%) for July 2014

Working Date: Thursday, July 10, 2014 | Audited Date: Wednesday, July 09, 2014 | Shift Date: Monday, March 26, 2018 12:02:58 AM

Powered By:
eZee Technosys Pvt. Ltd.
Version : 7.0.215.4

Live Support

Pay Out : Pay Out option helps to manage expense transactions happens in the hotel such as Internet Bill, Telephone Bill, News paper expense, etc.

Dashboard

Front Office

Back Office

Paid

Out

Voucher

Misc. Sales

eZee Frontdesk Manual

Pay Out (Accounts Payable)

Pay Out (Accounts Payable)

This dialog is used to record all the miscellaneous pay outs. Such Pay Outs will reflect on Shift Report/Cashier Report. Use 'Paid Out Voucher', in case the payout is for In-House guests.

Search Criteria									
Payment Type	Select Settlement Typ:	Voucher #	Ref #	From Date	10-07-2014	To Date	10-07-2014		
Room Name	Select Room	Paid For	Select Extra Service						
<input type="checkbox"/> Date	Paid To	Payment Type	Card Number	Exp. date	Room	Voucher #	Amount	User	Remark
<input checked="" type="checkbox"/> 10-07-2014	NY Times	Cash				8	100.00	Admin	
<input type="button" value="New"/> <input type="button" value="Edit"/> <input type="button" value="Void"/> <input type="button" value="Print List"/> <input type="button" value="Print"/> <input type="button" value="Close"/>									

List of existing transaction appears when click on Pay Out option.

User can enter New/Edit transaction by using New option available on the window.

Pay Out (Accounts Payable)

Information

Voucher No	<input type="text"/>	Amount	100.0000												
Paid To	<input type="text"/> NY Times	Discount	0.00 % 0.0000												
Reg No.	<input type="text"/>	Tax	0.0000												
Category	<input type="text"/> Other Charges	Quantity	1.0000												
Extra Charge	<input type="text"/> New Papers	Adjustment	0.0000												
Room No	<input type="text"/> Select Room	Total Amount	100												
Outlet	<input type="text"/> The Little Shamrock - Bar	<input type="button" value="Update"/> <input type="button" value="Void"/> <input type="button" value="Cancel"/>													
Remark <input type="text"/>															
<table border="1"> <tr> <th>Extra Charge</th> <th>Remarks</th> <th>Qty</th> <th>Amount</th> </tr> <tr> <td><input checked="" type="checkbox"/> New Papers</td> <td></td> <td>1</td> <td>100.00</td> </tr> <tr> <td colspan="4"> Total Amount <input type="text"/> 100.00 Paid Amount <input type="text"/> 100.00 </td> </tr> </table>				Extra Charge	Remarks	Qty	Amount	<input checked="" type="checkbox"/> New Papers		1	100.00	Total Amount <input type="text"/> 100.00 Paid Amount <input type="text"/> 100.00			
Extra Charge	Remarks	Qty	Amount												
<input checked="" type="checkbox"/> New Papers		1	100.00												
Total Amount <input type="text"/> 100.00 Paid Amount <input type="text"/> 100.00															
<input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Close"/>															

eZee Frontdesk Manual

Paid to Name: It can be person name from the particular company.

Extra Charge : Extra charge needs to be selected from the list. New extra charge(s) can be created from the eZee Frontdesk Configuration (Refer the Frontdesk Configuration manual).

The screenshot shows a software interface with a sidebar on the left containing fields for Category, Extra Charge, Room No, Outlet, and Remark. A dropdown menu titled 'Other Charges' is open under 'Extra Charge', showing a list of options: 'New Papers', 'Select Extra Service', 'eZee', 'Flowers', and 'New Papers'. The option 'Select Extra Service' is highlighted with a blue selection bar.

Room : Can select existing room from the list. But its not mandatory.

Note: Selecting a room will not post a charge to Guest room or folio. Room selection on Pay Out is just for record purpose.

Outlet : Selling existing Outlet, created in POS Backoffice will appear on the Payout. Selecting Outlet is mandatory.

Add Button : To keep adding list charge(s) to transactions.

Save : System does provide settlement window when click on Save button to enter our payment method. Also can post charges to City Ledger account when we offering credit.

The screenshot shows the 'Pay Out (Accounts Payable)' window. On the left, there's an 'Information' panel with fields for Voucher No, Paid To, Reg No., Category, Extra Charge, Room No, Outlet, and Remark. Under 'Extra Charge', 'New Papers' and 'Flowers' are checked. Below this is a large 'Remark' text area. On the right, a modal window titled 'Amount Paid' is open, showing 'Payment Information' with 'Paid By' set to 'NY Times', 'Date' as '10-07-2014', and 'Amount' as '110 \$'. An exchange rate of '1.0' converts it to '\$ 110.00'. Below this is the 'Payment Option(s)' tab, which has 'Payment Type' set to 'City Ledger' and 'Select Settlement Type'. At the bottom of the modal are 'Print' and 'Process' buttons, along with a 'Close' button.

Paid Out Voucher: is used when user wants to post expense/charge to guest room/folio which is done by hotel or cashier on behalf of guest.

Lets understand with an example. Guest came back to hotel by Taxi after sight scene, but guest does not have change to pay to Taxi driver, therefor requesting Cashier to pay on behalf of him/her and agreed to pay while check out or final settlement. User will use Paid Out Voucher to manage expense happens from case drawer and post charges to guest folio at the same time.

Note : Paid Out voucher does have similar window and flow same as Pay Out Voucher, but have folio transfer or folio selection option for In House guest while settling.

System gives us settlement window on click on Save button, after adding expense information (Explained for Pay Out)

The screenshot shows the 'Pay Out (Accounts Payable)' window. The 'Information' tab is selected. In the 'Payment Information' section, 'Paid By' is set to 'Taxi Driver', 'Date' is '10-07-2014', 'Amount' is '50 \$', and 'Exchange Rate' is '1.0 = 50.00 \$'. In the 'Payment Option(s)' section, 'Payment Type' is 'Folio Transfer'. The 'Folio No' field has a magnifying glass icon to its right, indicating it's a search field. The 'Remark' section contains a note about 'Taxi Commission'. At the bottom, there are 'Print' and 'Process' buttons.

Select the Room # /Folio # of In House guest by click on Search Icon.

eZee Frontdesk Manual



Guest Search

Search guest information on basis of different filter criteria

Search Criteria [14 Records Found]

Last Name	<input type="text"/>	First Name	<input type="text"/>	Bill No	<input type="text"/>	Vch. No	<input type="text"/>
Folio No	<input type="text"/>	Reservation	<input type="text"/>	Booking No	<input type="text"/>	Room No	<input type="text"/>
Reg. No	<input type="text"/>	<input type="checkbox"/> Display Check Out Guest		<input type="checkbox"/> Display Void Guest		<input type="checkbox"/> Display No Show Guest	

Doc. No	Room	Guest Name	Tran Date	Arrival	Departure	Vch. No
FN12	304	Jons Robin	03-06-2014	03-06-2014	11-06-2014	
FN12	304	Suzi Roma	03-06-2014	03-06-2014	11-06-2014	
FN13	304	Martin Demanian	03-06-2014	03-06-2014	11-06-2014	
FN13	304	Suzi Roma	03-06-2014	03-06-2014	11-06-2014	
FN53	1004	Testing AP	07-07-2014	07-07-2014	09-07-2014	
FN53	1004	11333 Huzefa	07-07-2014	07-07-2014	09-07-2014	
FN54	1007	Bob Weinstein	07-07-2014	07-07-2014	09-07-2014	
FN91	305	abraham john	10-07-2014	10-07-2014	14-07-2014	
FN92	2006	eZee123654987 Test	10-07-2014	10-07-2014	11-07-2014	

Display only In-house folio

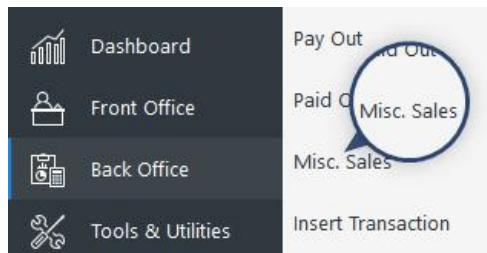
Select **Close**

System will Paid out post Charges to Guest folio and appears in extra charge tab.

Misc. Sales: Is helpful to manage income transaction other than Room or room service, for example, hotel does provide Spa service, or gift shop, etc.

Note : Misc. Sales does have Similar functionality and flow same as Pay out or Paid Out Voucher. The only different is this is for receivable account or income transaction.

eZee Frontdesk Manual



Misc.Sales (Account Receivable)

This dialog is used to record all miscellaneous sales. Such miscellaneous sales will reflect on Shift Report/Cashier Report.

Search Criteria											
Payment Type	Select Settlement Typ	Receipt #	Ref #	From Date	10-07-2014	To Date	10-07-2014				
Room Name	Select Room	Received For	Select Extra Service								
<input type="checkbox"/>	Date	Received By	Payment Type	Card Number	Exp. date	Room	Receipt #	Amount	User	Remark	
<input checked="" type="checkbox"/>	10-07-2014	Bob	Cash				11	150.00	Admin		
<input type="button" value="New"/> <input type="button" value="Edit"/> <input type="button" value="Void"/> <input type="button" value="Print List"/> <input type="button" value="Print"/> <input type="button" value="Close"/>											

List of existing transaction appears when click on Misc Sales option and can be printed.

User can enter New/Edit transaction by using New option available on the window.

eZee Frontdesk Manual

Misc.Sales (Account Receivable)

Information																	
Voucher No	<input type="text"/>																
Guest Name	Bob																
Reg No.	<input type="text"/>																
Category	Other Charges																
Extra Charge	Scrap of New Paper																
Room No	Select Room																
Outlet	The Little Shamrock - Bar																
Amount	150.0000																
Discount	0.00 % 0.0000																
Tax	0.0000																
Quantity	1.0000																
Adjustment	0.0000																
Total Amount	150																
<input type="button" value="Update"/> <input type="button" value="Void"/> <input type="button" value="Cancel"/>																	
<table border="1"> <thead> <tr> <th>Extra Charge</th> <th>Remarks</th> <th>Qty</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Scrap of New Pa...</td> <td></td> <td>1</td> <td>150.00</td> </tr> <tr> <td colspan="2"></td> <td>Total Amount</td> <td>150.00</td> </tr> <tr> <td colspan="2"></td> <td>Rec. Amount</td> <td>150.00</td> </tr> </tbody> </table>		Extra Charge	Remarks	Qty	Amount	<input type="checkbox"/> Scrap of New Pa...		1	150.00			Total Amount	150.00			Rec. Amount	150.00
Extra Charge	Remarks	Qty	Amount														
<input type="checkbox"/> Scrap of New Pa...		1	150.00														
		Total Amount	150.00														
		Rec. Amount	150.00														
<input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Close"/>																	

Guest Name: It can be person name from the particular guest name.

Extra Charge : Extra charge needs to be selected from the list. New extra charge(s) can be created from the eZee Frontdesk Configuration (Refer the Frontdesk Configuration manual).

Category	Other Charges
Extra Charge	Scrap of New Paper
Room No	Select Extra Service
Outlet	eZee
Remark	New Papers Scrap of New Paper Swimming - Adults Tent

Room : Can select existing room from the list. But its not mandatory.

eZee Frontdesk Manual

Note: Selecting a room have no effect on Guest room or folio. Room selection on Misc Sales is just for record purpose.

Outlet : Selling existing Outlet, created in POS Backoffice will appear on the Misc Sales. Selecting Outlet is mandatory.

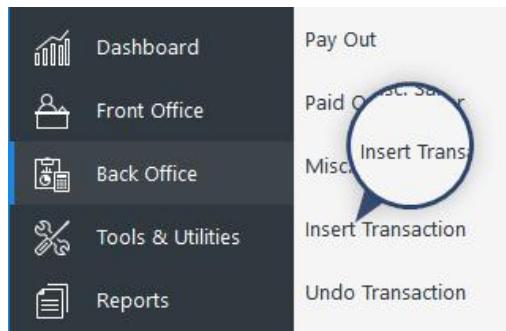
Add Button : To keep adding list charge(s) to transactions.

Save : System does provide settlement window when click on Save button to enter our payment method.

The screenshot shows the 'Amount Paid' transaction window. It has two main sections: 'Payment Information' and 'Payment Option(s)'. In the 'Payment Information' section, the account name is 'Bob', the date is '10-07-2014', and the amount is '250 \$'. An exchange rate of '1.0' converts it to '250.00 \$'. In the 'Payment Option(s)' section, the payment type is 'City Ledger'. A dropdown menu titled 'Select Settlement Type' is open, listing various options: Cash, Check, Visa, Master Card, Discover, American Express, ATM Card, Online Banking - ICICI bank, HDFC Bank, and Online Payment. At the bottom right of the window are 'Process' and 'Close' buttons.

Insert Transaction : Walk In, Reservation or Booking feature does not allow to select past date. Insert Transaction is specially designed and used, when want to enter room or Check In / Out detail for past date.

eZee Frontdesk Manual



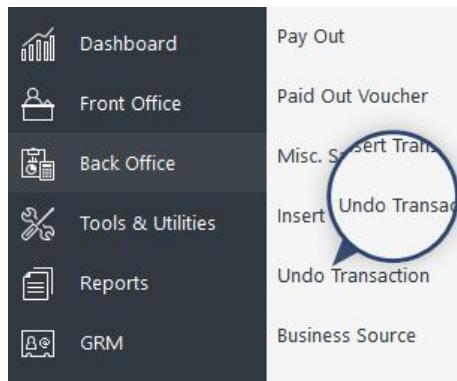
Insert Wizard does appear when click on the Insert transaction option. It has similar options and functionality as WalkIn or Reservation but allow us to select the past date.

A screenshot of the 'Insert Transaction Wizard' window. The title bar says 'Insert Transaction Wizard'. The main area is titled 'Welcome to Insert Transaction Wizard...'. On the left, there is a sidebar with 'Insert Transaction Steps': '1. Select Walk In Info.' (highlighted in light blue), '2. Select Room', and '3. Select Business Source'. The central part of the window features a graphic of a woman and a child walking towards a door. To the right, there are input fields for 'Arrival' (set to '09-07-2014'), 'Rate Type', 'Departure' (calendar showing July 2014 with the 1st circled), 'No of Adult' (set to 1), and 'Tax Exempt' (checkboxes for Tax 1, VAT, Service Charge). Below these are sections for 'Inclusive/Exclusive Tax' (radio buttons for Rate Inclusive Tax and Rate Exclusive Tax, with Rate Inclusive Tax selected), 'Rate' (input field and currency symbols), and 'Override Rate for whole stay' (checkbox). At the bottom are 'Back', 'Next', and 'Cancel' buttons.

All other basic options are available in the insert transaction such as well, entering guest information, payment, extra charge etc. Check Out process does not required as entering past records for Check In /Out, which been occurred already.

eZee Frontdesk Manual

Undo Transaction: is used to void the Checked In or In House room.



Undo Transaction

Select the transaction you want to UNDO from list and press Void Transaction button. This dialogue generally used to Undo erroneously entered transaction.

Transaction												
Search Criteria [7 Records Found]												
<input type="checkbox"/>	Folio No	Room	Room Type	Guest Name	Phone	Email	Rate Type	Arrival	Departure	Source	Balance	Curr. Stat.
<input checked="" type="checkbox"/>	FN91	305	Deluxe Room ...	abraham john			Rack Rate	10-07-2014 23:28:07	14-07-2014 23:27:49		4,000.00	In House
<input type="checkbox"/>	FN92	2006	Deluxe Room ...	eZee123654987 Test			Rack Rate	10-07-2014 02:15:23	11-07-2014 02:15:23	Booking.com	0.00	In House
<input type="checkbox"/>	FN93	1002	Delux Room N...	Test!st!st!Test! Test!...			Rack Rate	10-07-2014 02:16:16	11-07-2014 02:16:16		0.00	In House
<input type="checkbox"/>	FN94	1001	Delux Room N...	Robert Weinstein			Rack Rate	10-07-2014 04:10:21	11-07-2014 04:07:05		-1,456.00	In House
<input type="checkbox"/>	FN95	1003	Delux Room N...	Tes Test			Rack Rate	10-07-2014 04:19:14	11-07-2014 04:19:10		0.00	In House
<input type="checkbox"/>	FN96	101	Family Suit	Bob Weinstein	165444558	bob@test.com	American Plan	10-07-2014 02:12:31	11-07-2014 02:11:05	Booking.com	461.00	In House
<input type="checkbox"/>	FN97	2007	Deluxe Room ...	John Carter		hozefa.hajo...	Rack Rate	10-07-2014 02:22:57	12-07-2014 02:22:57		9,500.00	In House

< >

Master Folio

Note: Undo Transaction, Guest ledger, Arrival list, and Departure List do have similar window and can perform same task from any of the window.

"Void Transaction" Button: Select the transaction and click on Void Transaction Button to void

eZee Frontdesk Manual

Undo Transaction

Select the transaction you want to UNDO from list and press Void Transaction button. This dialogue generally used to Undo erroneously entered transaction.

Folio No	Room	Room Type	Guest Name	Phone	Email	Rate Type	Arrival	Departure	Source	Balance	Curr. Statu
<input checked="" type="checkbox"/> FN91	305	Deluxe Room ...	abraham john			Rack Rate	10-07-2014 23:28:07	14-07-2014 23:27:49		4,000.00	In House
<input type="checkbox"/> FN92	2006	Deluxe Room ...	eZee123654987 Test			Rack Rate	10-07-2014 02:15:23	11-07-2014 02:15:23	Booking.com	0.00	In House
<input type="checkbox"/> FN93	1002	Delux Room N...	TestTstTstTest TestT...			Rack Rate	10-07-2014 02:16:16	11-07-2014 02:16:16		0.00	In House
<input type="checkbox"/> FN94	1001	Delux Room N...	Robert Weinstein			Rack Rate	10-07-2014 04:10:21	11-07-2014 04:10:05		-1,456.00	In House
<input type="checkbox"/> FN95	1003	Delux Room N...	Tes Test			Rack Rate	10-07-2014 04:19:14	11-07-2014 04:19:10		0.00	In House
<input type="checkbox"/> FN96	101	Family Suit	Bob Weinstein	165444558	bob@test.com	American Plan	10-07-2014 02:12:31	11-07-2014 02:11:05	Booking.com	461.00	In House
<input type="checkbox"/> FN97	2007	Deluxe Room ...	John Carter		hozefa.hajo...	Rack Rate	10-07-2014 02:22:57	12-07-2014 02:22:57		9,500.00	In House

Void Transaction

Master Folio Master Folio

When we perform Void operation in the system, reason or remark of why transaction is getting delete is mandatory.

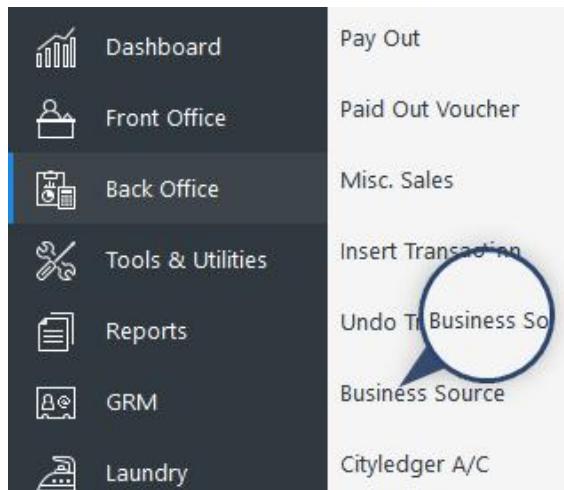
Reason/Remark

Please select Reason/Remark from List.

	N/a
Client	Client Not Travelling
Wrong	Wrong Check In

Business Source : To create / edit business source (The source of reservation or booking such as Corporate company, Online Travel Agent, Local Travel agent, etc.). Business source feature is also available in Configuration but provided in the front part to easy and fast access.

eZee Frontdesk Manual



Business Source

Business Source/Company/Market Codes
Defines all the sources you may get business from. Additionally, you will be able to define special rates for each Business Source. These rates can be defined from Configuration.

Search Criteria							
<input type="checkbox"/>	Company Name	<input type="text"/>	City	<input type="text"/>	Phone	<input type="text"/>	<input type="checkbox"/> Show Inactive
<input type="checkbox"/>	Market Place	<input type="button" value="▼"/>		Hotel Representative	Select	<input type="button" value="▼"/>	
<input type="checkbox"/>	Alias	Company Name	Contact Person	City	Phone	Email	Plan
<input checked="" type="checkbox"/>	Booking.com	Steve Rafel	Chicago	+001 - 770659	sales@booking....		0.0000
<input type="checkbox"/>	Boooking.com	Boooking.com Boooking....					0.0000
<input type="checkbox"/>	Expedia	Carls Miranda	Las Vegas	+ 001 - 5849...	rooms@expedi...	Fixed Amount Per...	150.0000
<input type="checkbox"/>	eZeeTechnosys	Hajooni Huzefa					0.0000
<input type="checkbox"/>	Huzefa_eZee	Gillisp Jason	Phonix	+001-34550923	jason@trip.com	% of First Night	2.0000
<input type="checkbox"/>	ICICI Bank	Joel Barnard	San Jose	+ 001 - 21067...	icicleisure@hot...	% of First Night	50.0000
<input type="checkbox"/>	Online Booking Engine	Online Booking Engine O...					0.0000
<input type="checkbox"/>	Telephone	Telephone Telephone					0.0000

Options

User can add more information related to Business source and its representative. Also the commission set for the business source.

eZee Frontdesk Manual

Add/Edit Business Source

Business Source		<input checked="" type="checkbox"/> Active							
Alias	<input type="text"/>	Description	<input type="text"/>						
Company Name	<input type="text"/> Booking.com	Create an Account	<input type="checkbox"/>						
Last Name	<input type="text"/> Steve	Un-Map related Account	<input type="checkbox"/>						
First Name	<input type="text"/> Rafel								
Market Place	<input type="text"/> Travel Agent 								
<input type="button" value="Address Information"/> <input type="button" value="Contact Information"/> <input type="button" value="Credit Card Info"/> <input type="button" value="Other Information"/> <input type="button" value="Other Option"/>		<input type="checkbox"/> Define Special Season <input checked="" type="checkbox"/> Define Special Room Rates							
Commission Plan Information <table border="1"> <tr> <td>Plan</td> <td><input type="button" value="Select Plan"/></td> </tr> <tr> <td>Value</td> <td> <input type="button" value="Select Plan"/> % of all Nights % of First Night Fixed Amount Per Night Fixed Amount Per Stay </td> </tr> <tr> <td>With Holding Tax %</td> <td><input type="text"/> 0</td> </tr> </table>				Plan	<input type="button" value="Select Plan"/>	Value	<input type="button" value="Select Plan"/> % of all Nights % of First Night Fixed Amount Per Night Fixed Amount Per Stay	With Holding Tax %	<input type="text"/> 0
Plan	<input type="button" value="Select Plan"/>								
Value	<input type="button" value="Select Plan"/> % of all Nights % of First Night Fixed Amount Per Night Fixed Amount Per Stay								
With Holding Tax %	<input type="text"/> 0								
<input type="button" value="Save"/> <input type="button" value="Close"/>									

Business source wise room allocation:

Software offers to configure room rate based on Business source.

For an example : Hotel offers different rates to the guest who comes from Business source reference than the rate, hotel does offer to normal guest. Business source wise is useful in this case.

<input type="button" value="Address Information"/>	Define Special Season <input type="checkbox"/>							
<input type="button" value="Contact Information"/>	Define Special Room Rates <input checked="" type="checkbox"/>							
<input type="button" value="Credit Card Info"/>	Commission Plan Information <table border="1"> <tr> <td>Plan</td> <td><input type="button" value="Select Plan"/></td> </tr> <tr> <td>Value</td> <td>0.00 <input type="button" value="Terms"/> 0 <input type="button" value=""/></td> </tr> <tr> <td>With Holding Tax %</td> <td><input type="text"/> 0</td> </tr> </table>		Plan	<input type="button" value="Select Plan"/>	Value	0.00 <input type="button" value="Terms"/> 0 <input type="button" value=""/>	With Holding Tax %	<input type="text"/> 0
Plan	<input type="button" value="Select Plan"/>							
Value	0.00 <input type="button" value="Terms"/> 0 <input type="button" value=""/>							
With Holding Tax %	<input type="text"/> 0							
<input type="button" value="Other Information"/>								
<input type="button" value="Other Option"/>								

eZee Frontdesk Manual

City Ledger : is a credit account used when hotel gives credit to the guest or the company and post due amount to their ledger.

For example: Company A books room on regular basis for their staff and as per agreement, company A will settle due room bill once a month. Now, hotel will post all the room bills to Company A's city ledger account and send an invoice at the end of the month.



Account List

Define all Accounts to whom you offer credit sales. Normally they are your Corporate Accounts, Travel Agent and Reservation Websites etc. typically known as 'Direct Billing' accounts.

Search Criteria								
Company Name	<input type="text"/>	Account Type	Select	Hotel Representative	Select			
Contact Person	<input type="text"/>	City	<input type="text"/>	Phone	<input type="text"/>	<input type="checkbox"/> Inactive		
<input type="checkbox"/>	Alias	Account Name	Contact Person	City	Phone	E-mail	Credit Limit	
<input checked="" type="checkbox"/>	Bad Debts	Bad Debts				0.00	-1,862.0	
<input type="checkbox"/>	Booking.com	Rafel Steve	Virginia	+ 001 - 51...	steve@yahoo.com	0.00	-15,000.0	
<input type="checkbox"/>	Folio Transfers	Folio Transfers	Zurich			0.00	31,202.0	
<input type="checkbox"/>	Glaxo	Glaxo Smithline	Irene Bibi	Dar-es-Salam	+ 07 - 222...	bibi@gmail.com	0.00	2,088.0
<input type="checkbox"/>	Huzefa_eZee	Jason Gillispi	Phoenix	+001-345...	jason@trip.com	0.00	-9,743.0	
<input type="checkbox"/>	Loyalty Cards	Loyalty Cards Loyalty Cards				0.00	-23,456.0	
<input type="checkbox"/>	Natio	Nation Group Of Media	James Kariuki	Nairobi	6648258907	nic@kenya.co.org	0.00	9,837.0
<input type="checkbox"/>	NC	No Charge				0.00	5,225.0	
<input type="checkbox"/>	Online Reservation	Technosys Pvt. Ltd. eZee	Chicago	+1-23879...	ezee@ezeefrontd...	0.00	0.0	
<input type="checkbox"/>	POH	Payment on Hold	Payment on Hold			0.00	-400.0	
<input type="checkbox"/>	Rhin	Rhino Safaris	Juliet Masinga	Nairobi	+28-0928...	jul@masinga.com	0.00	0.0
<input type="checkbox"/>	SAC	Staff Account	Staff Account			0.00	0.0	

Options Print List New Edit Delete Close

eZee Frontdesk Manual

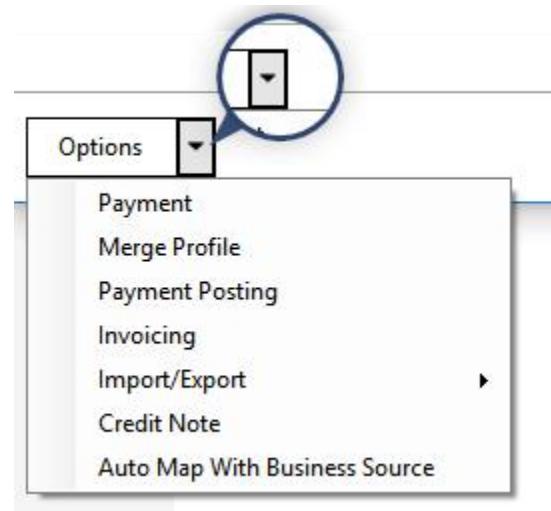
The amount which gets posted to the company's City Ledger account, its total due visible on the City Ledger window. (Last Column : Balance)

alias	Account Name	Contact Person	City	Phone	E-mail	Credit Limit	Balance
	Bad Debts	Bad Debts				1,862.00	
	Booking.com	Rafel Steve	Virginia	+ 001 - 51...	steve@yahoo.com	-15,000.00	
	Folio Transfers	Folio Transfers	Zurich			31,202.20	
Glaxo	Glaxo Smithkline	Irene Bibi	Dar-es-Salam	+ 07 - 222...	bibi@gmail.com	15,000.00	2,088.00
	Huzefa_eZee	Jason Gillispi	Phoenix	+001-345...	jason@trip.com	0.00	-9,743.00
	Loyalty Cards	Loyalty Cards Loyalty Cards				0.00	-23,456.00
Natio	Nation Group Of Media	James Kariuki	Nairobi	6648258907	nic@kenya.co.org	0.00	9,837.00
NC	No Charge	No Charge				0.00	5,225.00
	Online Reservation	Technosys Pvt. Ltd. eZee	Chicago	+1-23879...	ezee@ezefrontd...	0.00	0.00
POH	Payment on Hold	Payment on Hold				0.00	-400.00
Rhin	Rhino Safaris	Juliet Masinga	Nairobi	+28-0928...	jul@masinga.com	0.00	0.00
SAC	Staff Account	Staff Account				0.00	0.00

The amount which gets posted to the company's City Ledger account, its total due visible on the City Ledger window. (Last Column : Balance)

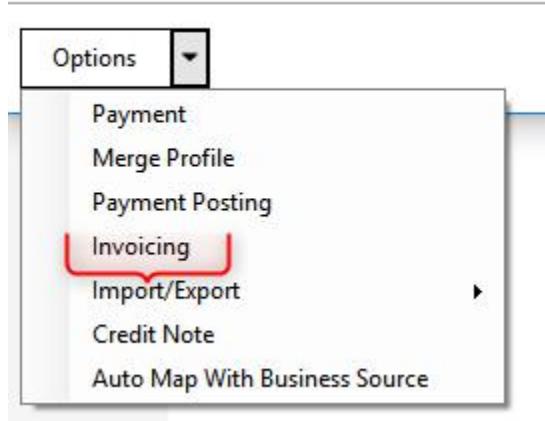
How to send invoice to City Ledger (Company):

City Ledger window does have button called “Option” with the drop down on right bottom corner.



Click on Invoicing option available under “Option” button.

eZee Frontdesk Manual



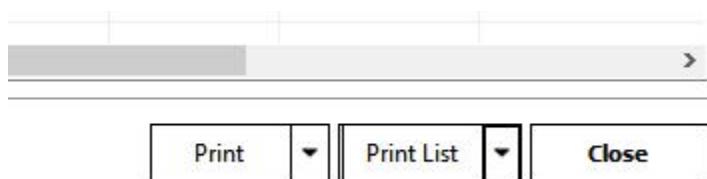
Supply the date on the Invoicing window.

The image shows the 'City Ledger Invoice' search criteria window. It includes fields for 'On Arrival' and 'On Departure', 'Folio No / Receipt No' and 'Inv. No.', 'Posted From' (checkboxes for 'FrontDesk' and 'POS'), 'Currency' (dropdown), and 'All' or 'Open' status. Below this is a grid of invoice data:

Folio No / Receipt No	Invoice No	Arrival Date	Departure Date	First Name	Last Name	Payment Posted	Payment Received
<input type="checkbox"/> 11		19-01-2010	19-01-2010			4,182.00	0.00
<input type="checkbox"/> FN15	BL39	03-06-2014	05-06-2014	Larry	Swot	741.00	0.00
<input type="checkbox"/> FN18	BL32	03-06-2014	07-06-2014	Mark	Thompson	4,914.00	0.00

At the bottom, there is a checkbox for 'Show Due Amount Total in Print List' and three buttons: 'Print', 'Print List', and 'Close'.

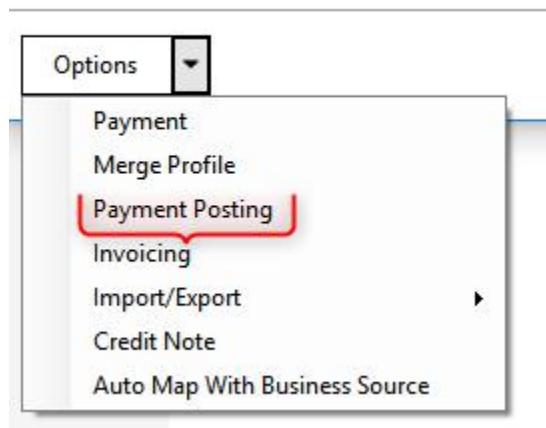
Print Individual Invoice receipt or Summary invoice for all the invoice.



How to collect payment for City Ledger (Company):

Click on "Payment Posting" under "Option" button.

eZee Frontdesk Manual



FD

Payment Posting

Use this dialogue to post payment to specific folio(s). The payment can be a partial payment or a full payment.

Search Criteria

Doc. No.	Inv. No.	Date	Room	Description	User	Amount	Paid	Open
<input checked="" type="checkbox"/> FN15	BL39	03-06-2014	205	Swot Larry	Admin	741.00	0.00	741.00
<input checked="" type="checkbox"/> FN18	BL32	03-06-2014	201	Thompson Mark	Admin	4914.00	0.00	4914.00
<input checked="" type="checkbox"/> 11	11	19-01-2010		Receipt#: 11 /	Admin	4182.00	0.00	4182.00

Balance 9837.00

Print List **Pay** **Close**

Click “Pay” button to collect payment against invoice.

Balance 9837.00

Print List **Pay** **Close**

Enter the paid amount with payment type.

eZee Frontdesk Manual

FD

Account List

Amount Paid

Payment Information

Account Name	Nation Group Of Media		
Date	10-07-2014		
Amount	8000	\$	8000.00
		Deposit	Select Deposit Type

Payment Option(s)

Payment Type	Cash
--------------	------

Remark

Process Close

Next window with payment will appear where need to assign (Map) collected amount (payment) to individual invoice. (Column called “Assign”)

FD

Payment Posting

Payment Posting

Use this dialogue to post payment to specific folio(s). The payment can be a partial payment or a full payment.

Payment Information

Receipt No	RCPTN118	Date	10-07-2014 031655	Payment Type	1	Amount Paid	8000.00
------------	----------	------	-------------------	--------------	---	-------------	---------

No	Invoice No	Date	Room	Description	User	Amount	Paid	Open	Assign	
<input checked="" type="checkbox"/>	FN15	BL39	03-06-2014	205	Swot Larry	Admin	741.00	0.00	741.00	0.00
<input checked="" type="checkbox"/>	FN18	BL32	03-06-2014	201	Thompson Mark	Admin	4914.00	0.00	4914.00	0.00
<input checked="" type="checkbox"/>	11	11	19-01-2010		Receipt#: 11 /	Admin	4182.00	0.00	4182.00	0.00

Balance 8000.00

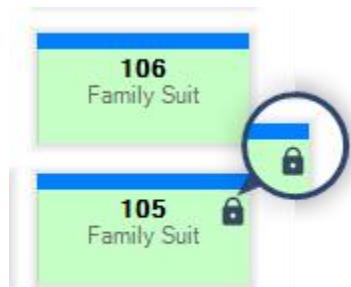
Save Close

eZee Frontdesk Manual

Amount Paid	8000.00
Paid	Open
0.00	741.00
0.00	4914.00
0.00	4182.00
Assign	
	741.00
	4914.00
	2345.00
Balance	0.00

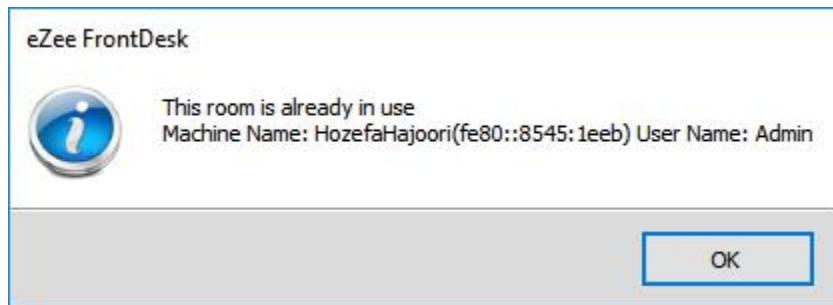
Finally Save it to complete the process.

Network Lock: is the state where two users try to access one room but only user will allow to have access of the room and another will see the message of network lock.



When try to access locked room, will get a alert message.

eZee Frontdesk Manual



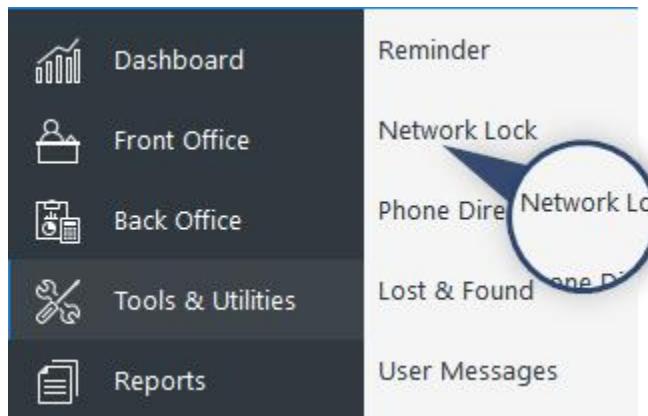
There are two scenarios where one can fine room locked:

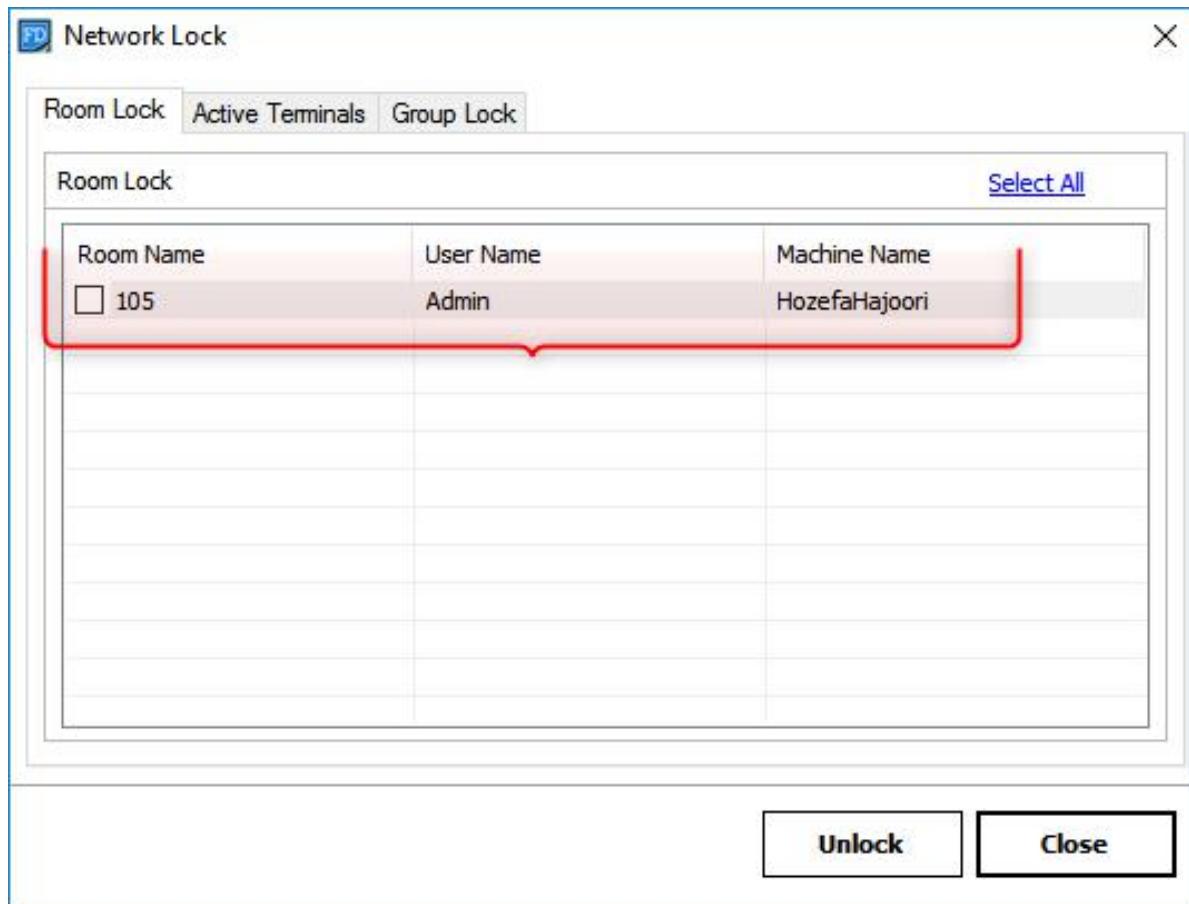
Scenario 1: Particular room is in network lock state as it is being used by another user on other Terminal.

Scenario 2: While the room was edited, the software was closed abruptly.

Solution:

Network Lock option is available under “Tools & Utilities” tab.





Select the room, and click on “Unlock” button, in order to release the room from locked state.

Night Audit Process

Night Audit is very vital process in the software due to:

- 1) Night Audit process lists all the transactions, were performed during the day.
- 2) It indicates if does have any pending reservation, booking, or deposit with the options to further respective operations.
- 3) List the charges information and allow user to post from the window, if forgotten
- 4) Gets Settlement detail with payment type.
- 5) Post the room tariff for next day
- 6) Change the software date.

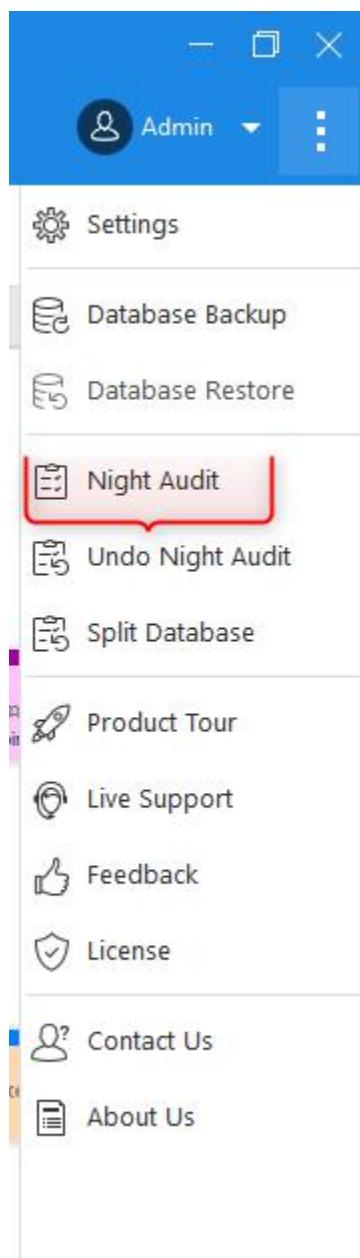
7) Gives an option to take back of database.

Q) How to perform Night Audit?

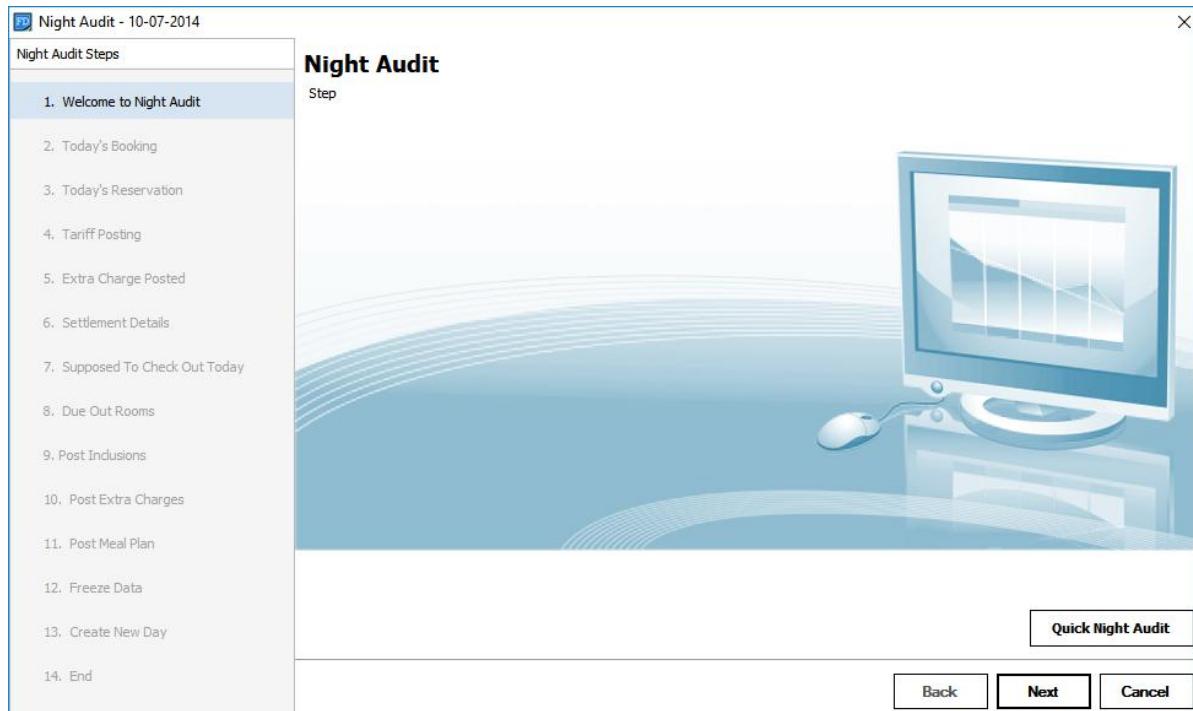
More options are available on the Right top corner with the icon



When click on the icon list of more option appears where the Night Audit option is available.



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After completing the Night Audit process, software date gets changed to next date which can appear on the bottom of the window.

Working Date: Friday, March 30, 2018 | Audited Date: Thursday, March 29, 2018 | Shift Date: Saturday, March 31, 2018 11:55:43 PM

Database Backup

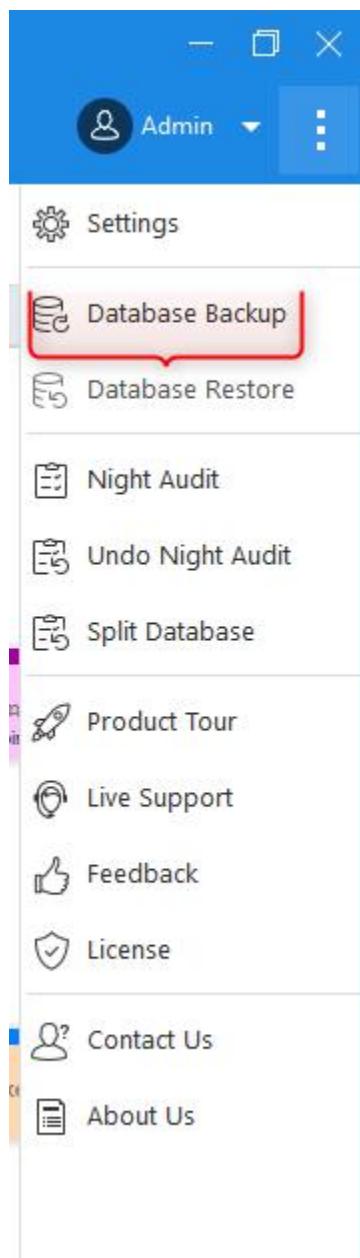
Database backup is always necessary and advisable on daily basis, so if computer gets failed can resort from the backup.

More options are available on the Right top corner with the icon

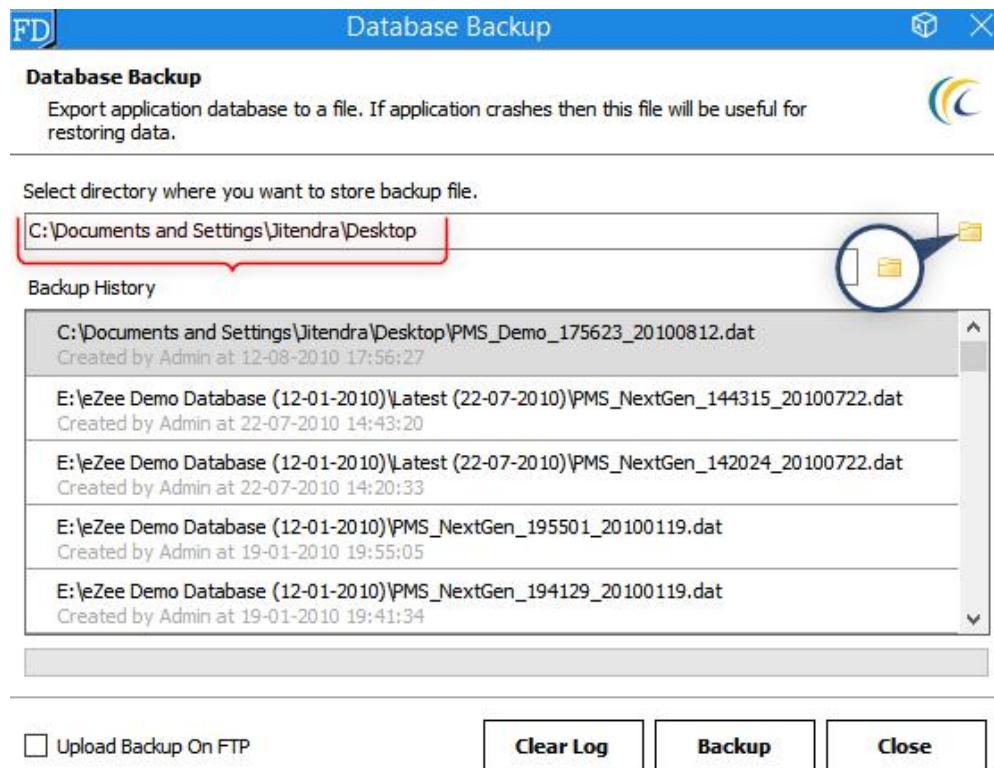


eZee Frontdesk Manual

When click on the icon list of more option appears where the Database option is available.



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Select the secure path on the machine and click on “Backup” button to save the file.