



User Manual Sales Point

Index

1 User Login	4
1.1 Login	4
1.1.1 Access	4
1.1.2 Forgotten Password	4
2 Search Panel	6
2.1 Search	6
2.2 Guest verification	8
3 Charges Panel	9
3.1 Charge Consumption	9
3.2 Attach Ticket	12
3.3 Autorización por el usuario	13
3.4 Autorización por el cliente	13
3.5 Aprobación	14

Illustrations Index

Figure 1 - Login	4
Figure 2 - Login 2	5
Figure 3 - Forgotten Password	5
Figure 4 - Password Recovery	5
Figure 5 - Search Panel	6
Figure 6 - Hotel Information.....	6
Figure 7 - Select Hotel	6
Figure 8 - Select Hotel Room Number.....	7
Figure 9 - Search Button.....	7
Figure 10 - Close Session button	7
Figure 11 - Informative Icon	7
Figure 12 - User Manual	7
Figure 13 - Search Panel.....	8
Figure 14 - Guest Verification.....	9
Figure 15 - Consumption Charge.....	9
Figure 16 - Guest's General Information.....	10
Figure 17 - Service Costs	10
Figure 18 - Attachment Button	10
Figure 19 - Begin Operation	10
Figure 20 - Example Consumption Charge	11
Figure 21 - Charge hotel room 2	11
Figure 22 - Attachment Button 2	12
Figure 23 - Ticket File Select.....	12
Figure 24 - Ticket Verification	12
Figure 25 - Charge Approval.....	13
Figure 26 - Guest aproval sign.....	13
Figure 27 - Verified Charge.....	14
Figure 28 - Verification email	14

1 User Login

1.1 Login

This section allows users from each hotel, have access to their account. Once the user has logged in, the user can make charges of the client's consumption. As seen in the login screen the user can perform 2 actions:

- Access by "Login" to make charges of the total consumption of the client.
- Recover password in case it has been forgotten.

1.1.1 Access

To gain Access to the user account, requires the administrator of each hotel to have previously registered the personal indicating the role the user will have. Once this is done, the user will be able to access the link where they will see the next window.

See Figure 1.

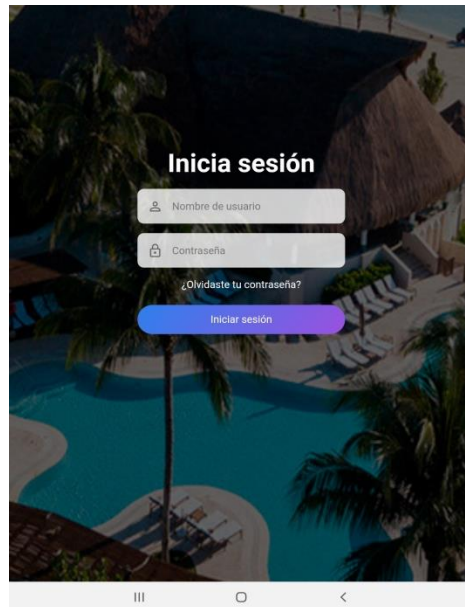


Figure 1 - Login

In this part the user must input the USERNAME and PASSWORD, that has been registered previously, then click the ***"Iniciar sesión"*** button.

After the data has been input, they are validated by the system along with the device, if they are correct the system will grant access to the user account. If they are incorrect an error message will be displayed.

1.1.2 Forgotten Password

This function gives the user the option to reset their password. To access this function, the user must click the link "¿Olvidaste tu contraseña?". **See Figure 2 and Figure 3**

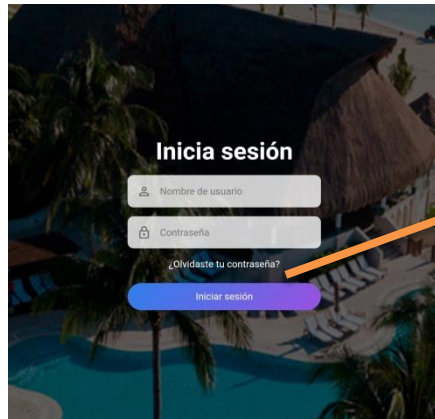


Figure 2 - Login 2



Figure 3 - Forgotten Password

After that a new interface will appear as follows:

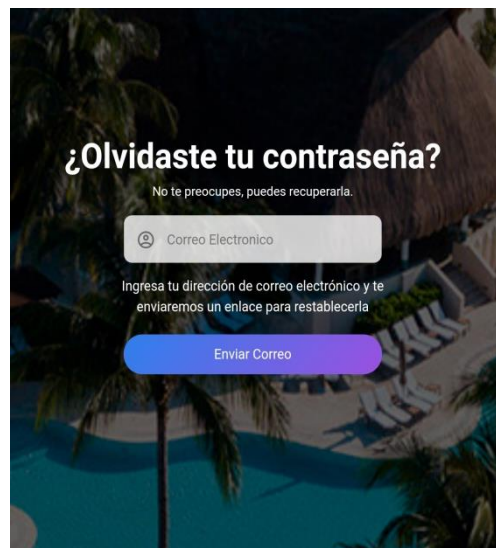


Figure 4 - Password Recovery

To get reset the password, the user must input the email its account was registered and click the button “**Enviar Correo**”. **See Figure 4**

After being click the user will receive an email with the steps to get its password reset.

2 Search Panel

2.1 Search

Now once inside the system, the user will see the search window, where the client will indicate the hotel where he resides and the hotel room. The system will validate the status of the room and hotel checkout. It's important that this information is only used in cross charges and must not be used to get personal information of the clients or properties.

In this way the user can make charges of the consumption of each client.

In this window the user can perform two actions:

- Select the hotel where the client resides
- Input the hotel room of the client

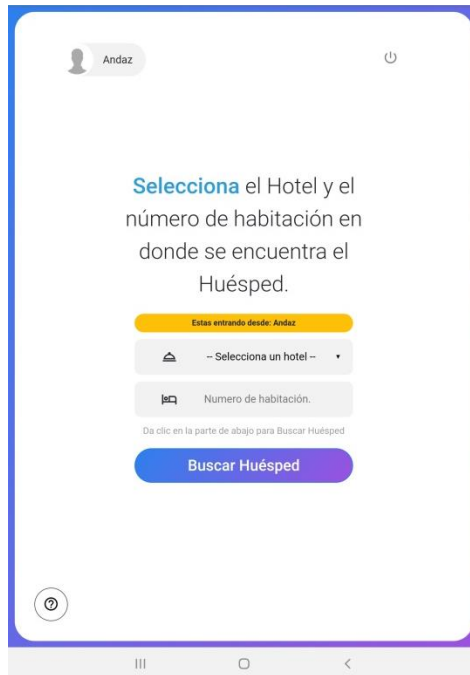


Figure 5 - Search Panel

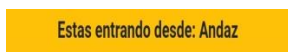


Figure 6 - Hotel Information

This yellow alert let the user know from which hotel its making the charge. The user can only consult the information of the hotel where the client resides.

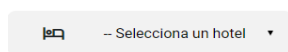


Figure 7 - Select Hotel

This dropdown list is where the user can select any three other hotels that are inside Mayakoba.

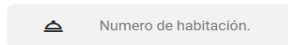


Figure 8 - Select Hotel Room Number

In this area the user input the hotel room number where the client reside.

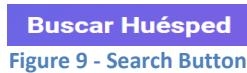


Figure 9 - Search Button

Upon click on this button the system start searching for matches



Figure 10 - Close Session button

This button close the current user session and returns to the login window.

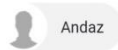


Figure 11 - Informative Icon

This icon shows the name of the logged in user.



Figure 12 - User Manual

This button shows an option to select which user manual will open english or spanish version.

To begin the searching the guest the user must input the guests data as follows:

See Figure 13

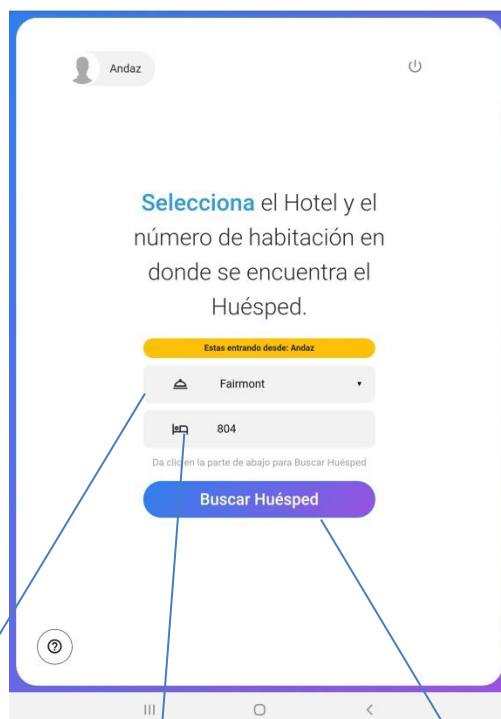
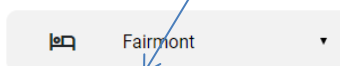
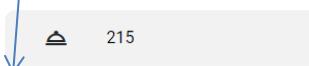


Figure 13 - Search Panel



Select the hotel where the guest resides.



Input the guest's room number



Click on this button to begin searching.

After the search completes the information must be verified by using the guest's name, credit limit, room number and the hotel where the guest reside.

2.2 Guest verification

In the next window it must be verified the guest's information, it must be correct. If the hotel room has more than one guest, the system will show a list with the others, for the user to select the correct one. **See Figure 14**

Huéspedes

Room: 804 - Hotel: Fairmont

Charles Shoop

Credito activo

Cerrar

User must select which guest to charge correctly

Figure 14 - Guest Verification

3 Charges Panel

3.1 Charge Consumption

<

Fairmont

Este es el Hotel donde se hospeda el huésped

Charles Shoop

Número de habitación: 804

Credito activo.

Pesos mexicanos

Cross Charges

Andaz

Adjuntar ticket

Total a cargar:

Cargar a la Habitación

Presiona el botón para realizar el cargo

Figure 15 - Consumption Charge

Within this section of the system, the user can charge the guest the total amount of the consumption made inside any consume center of the hotel. To make a charge, it must be attached the ticket of consumption of the guest and input the amount of the charge. This way the user can make charges to each guest individually.

In this window the user can take two actions: **See Figure 15**

- Attach the consumption ticket.
- Charge the consumption cost.

This section is one of the most important of the system to properly make a charge.

Next is a review of the components:

Charles Shoop

Número de habitación: 804

Crédito activo.

Figure 16 - Guest's General Information

Total a cargar: \$300

Figure 17 - Service Costs

Adjuntar ticket

Figure 18 - Attachment Button

Cargar a la habitación

Figure 19 - Begin Operation

This is the part where the user can verify the guest information.

This part is editable by the user. Its used to add or modify the consumption costs accordingly to the productos that where consumed in the place.

This is the button which allows the user to attach the ticket by taking a photo with the device or by a file.

Once the user has complete filling all fields, the user must click the button to begin with the operation.

In the next figure there is a clear example of how to make charges. **See Figure 20.**

Figure 20 - Example Consumption Charge

Charles Shoop
Número de habitación: 804
Crédito activo.

Verify guest information.

Total a cargar: \$300

Input the amount to charge based on the consumption

Adjuntar ticket

Click to attach the ticket by taking a photo or by file.

Cargar a la habitación

Figure 21 - Charge hotel room 2

To begin the operation user must click the button **“Cargar a la habitación”**.

3.2 Attach Ticket

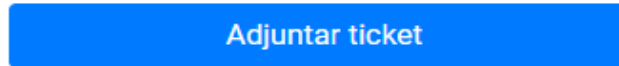


Figure 22 - Attachment Button 2

Upon click on the “**Adjuntar ticket**” attach button, it will open the gallery of the device, where the user can select to take a new photo by opening the camera or select the photo of the ticket previously taken. **See Figure 23**



Figure 23 - Ticket File Select

Once the consumption ticket is attached by gallery or by a new photo, on the bottom left of the window appears a mini of the ticket as a preview of the file, also an alert will popup at the top of the window indicating that the file has been loaded correctly with the message “El archivo fue cargado correctamente”. **See Figure 24.**

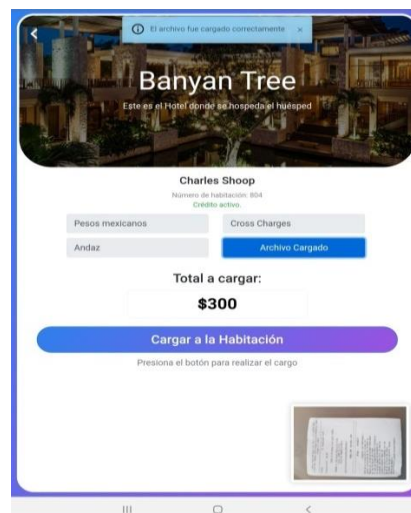


Figure 24 - Ticket Verification

3.3 User Authorization



Figure 25 - Charge Approval

Once the user has issued the charge to the hotel room, the next window shows up to validate the information:

- The charge amount is correct.
- The room number and hotel is correct.
- The guest's name is correct.

Next the guest must review and validate the charge information, and with a click on the button **"Aprobar cargo"** the system will send us the next window. **See Figure 25.**

3.4 Guest Authorization

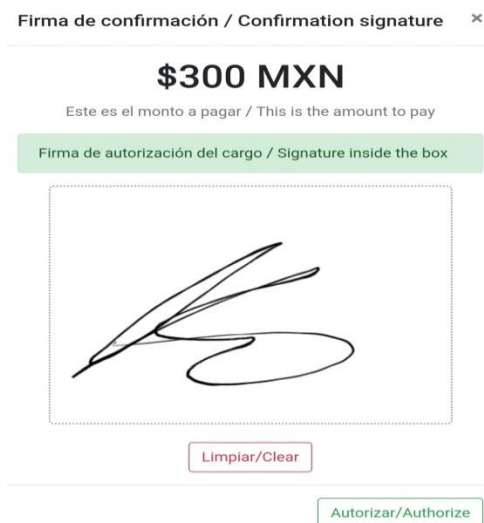


Figure 26 - Guest aproval sign

The guest must authorize and validate the charge information is correct, then the guest must sign the screen to aprove the charge. This windows offer two buttons:

- **Limpiar/Clear:** This button allows the guest to clean the sign space to sign again in cas of correction.
- **Autorizar/Authorize:** This button allows the guest to authorize the charge and continue with the process.

Upon authorization by the guest the charging process will begin, sending to the next window for verification. **See Figure 26.**

3.5 Approval

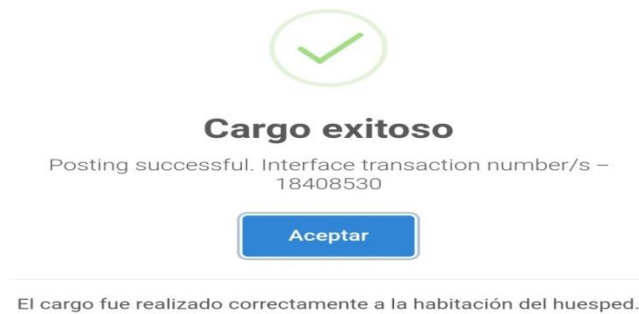


Figure 27 - Verified Charge

This window is merely for information and to verify that the charge was successful, also allows to see the serial of the charge that is registered in the system. **See Figure 27.**

The system will send a verification email to the registered distribution list of emails with details of the charge made and status in OPERA system. **See Figure 28**

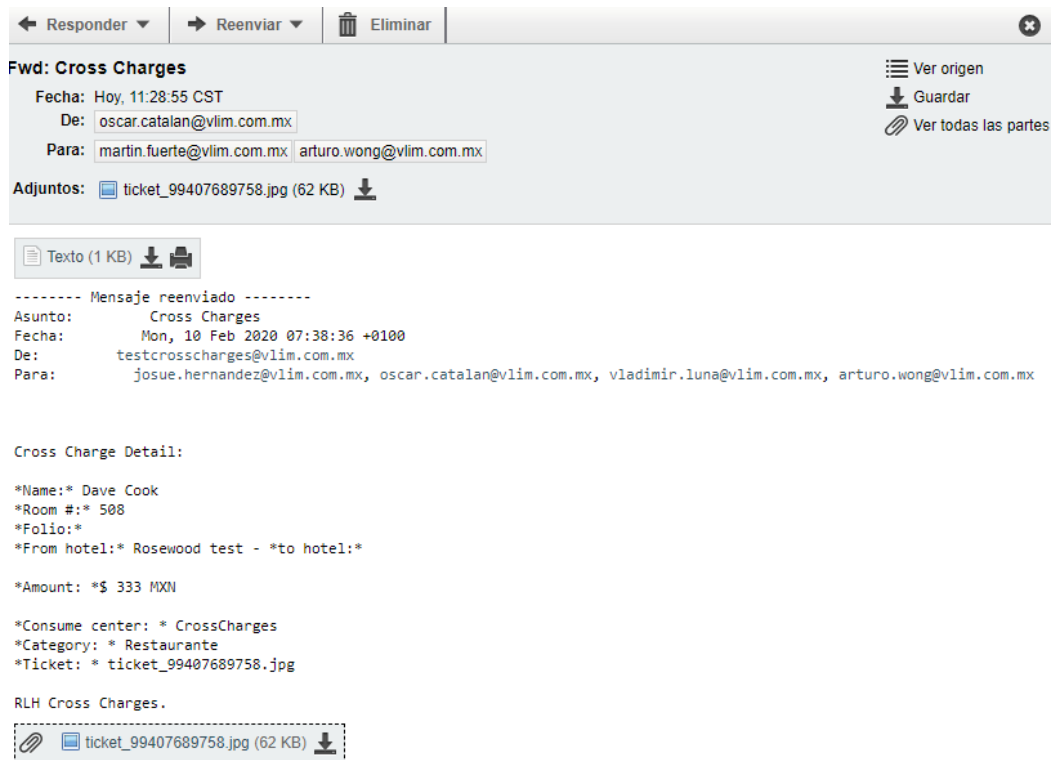


Figure 28 - Verification email