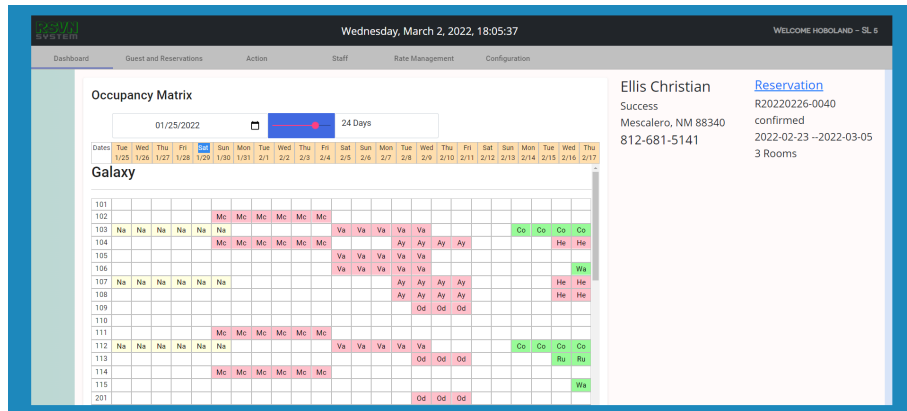


RSVN Users Manual

March 24, 2022

Part I

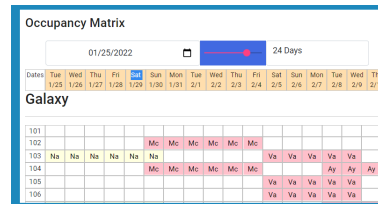
Dashboard



The Dashboard is the first view that comes up by default after logging on. It has a navigation bar, and an Occupancy Matrix that plots room numbers across dates. The right panel is an area for information panels that can display custom information (i.e., weather info, traffic info, flight schedules, tours).

1 Occupancy Matrix

The Occupancy Matrix is a quick glance view of room occupancy. The date select and range controls are on top. The room lanes show a visual histogram of rooms vs dates. The room lane shows the first 2 letters of the last name of the primary guest in each day cell. Clicking on a room lane will display basic guest and reservation information in the right sidebar. All rooms on the same reservation with the selected room will be highlighted in red. The information dialog well have a link labeled Reservation which when clicked will switch to the Guest and Reservation tab and set the current reservation and current guest.



1.1 Date Select and Range

The date axis has 3 controls:

- The calendar select will adjust the dates on the horizontal date axis. The date selected on the calendar will be the starting date.
- Clicking on any of the dates will push the start of the date line to (day - 4) of the selected date. If the first date is clicked the date line will move

forward by 4 days.

- The slider is used to adjust the number of days up to 30 days. When adjusting the slider, it does not affect the starting date.

1.2 Room Lanes

Room lanes show a room which has a reservation over a span of days. The room markers contain the first 2 letters of a guest's name and are color coded for easy recognition and identification.

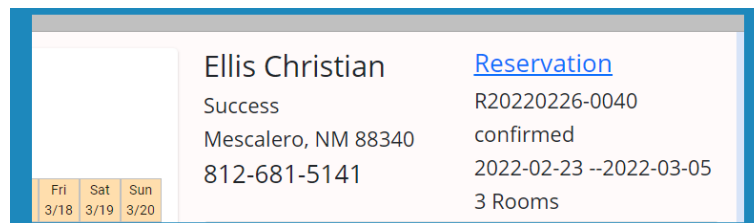
1.2.1 Color Coding

The meaning and variety of colors are all customized from the configuration screen. The color is assigned through the required Color field dropdown when creating a reservation.

1.2.2 Room Highlighting

Selecting a room bar will highlight it and any other rooms on that particular reservation.

2 Reservation Viewer



The screenshot shows a reservation viewer interface. On the left, there is a calendar view with a grid for the dates 3/18 (Fri), 3/19 (Sat), and 3/20 (Sun). The main area displays guest information: Ellis Christian, Success, Mescalero, NM 88340, and phone number 812-681-5141. To the right of this information is a link labeled 'Reservation'. Below the guest information, the reservation details are shown: R20220226-0040, confirmed, and the dates 2022-02-23 --2022-03-05. At the bottom, it indicates '3 Rooms'.

Clicking on a room lane will display a condensed room information block in the right side panel. In this block there is the guest name, address, and phone number, and information on the reservation. Clicking on the Reservation link in the view will open a full Guest and Reservation panel with the selected reservation as current.

Part II

Guest and Reservations

The screenshot displays the 'Galaxy System' interface for 'Guest and Reservations'. The main window shows a reservation for 'Truman Hoffman' with a confirmation number 'R20220302-0043', status 'Confirmed', and source 'FIT Traveller'. The reservation is for 4 rooms, from 03/02/2022 to 03/11/2022. The interface includes a search panel on the left, a central reservation details area, and a right panel showing assigned and available rooms.

Search Panel (Left):

- Search: mm/dd/yyyy
- Quick View
- SEARCH RESULTS
- CHECK IN: Regal 103, Regal 108, Regal 113, Regal 210
- CHECK OUTS
- IN HOUSE: Galaxy 103, Galaxy 106, Galaxy 112, Galaxy 206, Galaxy 209, Galaxy 302, Regal 107

Reservation Information (Center):

- Guest Information Dashboard: Truman Hoffman
- In - 2022-03-02 => Out - 2022-03-11
- RESERVATION INFORMATION
- Confirmation Number: R20220302-0043
- Status: Confirmed
- Source: FIT Traveller
- Date In: 03/02/2022
- Date Out: 03/11/2022
- No. of Rooms: 4
- Adults: 4
- Child: 0
- Infant: 0
- Color: Walk In
- Notes
- Created: 2022-03-03T03:57:52
- Modified: 2022-03-03T03:57:52
- Clerk: hoboland
- New

Right Panel:

- Truman Hoffman
- Check In: 2022-03-02
- Check Out: 2022-03-11
- Assigned Rooms - 4/4
- Regal 103, Deluxe01, occupied
- Regal 108, Patio02, occupied
- Regal 113, Deluxe02, occupied
- Regal 210, Patio01, occupied
- Rooms Available
- Galaxy
- Deluxe01: 215
- Deluxe02: 104, 113, 207
- Patio01: 107, 201, 210
- Patio02: 108, 202, 211
- Patio03: 109, 203, 212
- Standard01: 101, 110, 204, 213
- Standard02: 102, 111, 205, 214
- Suite01: 105, 114, 208, 303
- Suite02: 115
- Suite03: 201

The Guest and Reservations is the primary database information portal. It has a search system which allows the staff to find any reservation or any guest that is in the database. The search panel on the left sidebar allows for partial name searches and date searches. The date searches for any reservation that was active on that date. A reservation is considered active if the search date is between and including the check in date (dateIn) and the check out date (dateOut). There is a quick view which will display all of the guest names in the database. There is also guest record and reservation create and delete capabilities. Once a reservation has been created, and the time span during which the rooms need to be made available is determined, the application filters all available rooms from the inventory and allows the clerk to select the rooms from a matrix which has the room organized by room type.

3 Search

The Search sidebar is a handy collection of information situated on the left sidebar of the Guest And Reservations page. All guests and reservations are accessible here via quick search either by name or date. The default installation has 8 info panels which display usual and unusual events. Guests are accessed 3 ways, partial text query matching, date query and a quick view.

Text Query Enter at least 2 characters into the query box and any partial name matches will display in Search Results and No Rsvn Guests.

Date Query Select a date and any reservation that is active on that date will display in the Search Results panel.

Quick View The quick view searches the full database of guests and displays any that have not had a reservation.

The screenshot shows a 'Search' sidebar with a search bar containing 'caj' and a date field set to 'mm/dd/yyyy'. Below the search bar is a 'Quick View' button. The sidebar contains several panels:

- ALL NON RSVN GUESTS**: A list of guest names including Newton Barton, Carlos Freddy, Agatha Gallagher, Charles Gallagher, Helmut Groves, Ann Keys, Zak McKay, Everett Mullins, Salena Ritchey, Kelson Shephard, Terry Teague, Bernard Timmons, Josephine Wagner, Justin Walker, Clara Westbrook, and Lorie Whitaker.
- SEARCH RESULTS**: A table showing search results for 'caj' with columns for guest name and date range. Results include Marissa Callahan (2022-01-04 to 2022-01-07), Gaston Campos (2022-01-10 to 2022-01-12), Claude McCall (2022-01-08 to 2022-01-12), and Cain Navarro (2022-01-24 to 2022-01-31).
- NO RSVN GUESTS**: A section for guests with no reservations.
- CHECK INS**: A section for check-ins with buttons for Regal 103, Regal 112, Regal 206, and Regal 215.
- CHECK OUTS**: A section for check-outs with buttons for Galaxy 104 and Galaxy 203.
- IN HOUSE**: A section for in-house guests with buttons for Galaxy 103, Galaxy 106, Galaxy 112, Galaxy 209, and Regal 107.
- OVERDUE CHECK OUTS**: A section for overdue check-outs with buttons for Galaxy - 207, Regal - 103, and Regal - 112.
- ROOMS NOT ASSIGNED**: A section for rooms not assigned with buttons for 20220226-0040, 2022-02-23 - 2022-03-05, and 20220228-0042.
- EXPIRED OCCUPANCY**: A section for expired occupancy with buttons for Galaxy - 206, Galaxy - 302, Regal - 108, and Regal - 113.

3.1 Result Panels

All Non Rsvn Guests When toggling the Quick View button, all guests in the database that have yet to make a reservation will list out. Click on the name and a new reservation can be made.

Search Results Entering 2 or more letters in the query will produce a list of matches of reservations in this pane. The name and the dateIn dateOut values for this match.

No Rsvn Guests Entering 2 or more letters in the query will produce a list of matches of guest. The name and the dateIn dateOut values for this match.

Check Ins All rooms that are scheduled for check in today will show up. Rooms are listed by building and room numbers. Selecting the rooms will bring up guest and reservation data.

Check Outs All rooms that are scheduled for check out today will show up. Rooms are listed by building and room numbers. Selecting the rooms will bring up guest and reservation data.

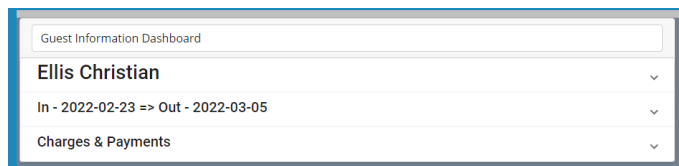
In House All rooms that are occupied or reservations have been made. Rooms are listed by building and room number. selecting the rooms will bring up guest and reservation data.

Overdue Checkouts If a room status remains at checkin after the reservation is active the room will automatically list in this poanel. Rooms can be cleared one at a time or as a batch with a single Clear All

Rooms Not Assigned This is an automatic pane which will show any reservations that have not have all the rooms assigned.

Expired Occupancy If a room has not been properly checked out after the reservation has expired it may still indicate occupied it will show up here and it can be reset to a different status. The defaults are Inspect, dirty, ready. Room status cna be changed individually or a batch which will take the room to Inspect.

4 Guest Information



The screenshot shows a web interface titled "Guest Information Dashboard". It contains three expandable sections, each with a downward arrow on the right. The first section is titled "Ellis Christian". The second section shows the dates "In - 2022-02-23 => Out - 2022-03-05". The third section is titled "Charges & Payments".

The Guest Information dashboard in the center panel on the Guest And Reservations page. It is a set of three (3) drop down accordion panels, Guest Edit, Reservation Edit and Charges and Payments. From here a new guest can be created or an existing record can be edited or deleted. A guest record can only be deleted if it has no reservations.

4.1 Guest Edit

The screenshot shows the 'Guest Information Dashboard' for Lyle Corcoran. The form is divided into several sections: GUEST INFO, IDENTIFICATION, MISCELLANEOUS, and STATUS. The GUEST INFO section contains fields for First Name (Lyle), Middle Name, Last Name (Corcoran), Email (lyle@luv2.us), Phone Number (829-785-2290), Title (Chief Revenue Officer), Company Name (Bee Well Veterinarian), Address (Success), City (Lookout Mountain), State/Country (TN), and Zip Code (37350). The IDENTIFICATION section includes ID Type (Passport), ID Number (499612052), ID Expires (12/25/2040), and DOB. The MISCELLANEOUS section has a Notes field. The STATUS section shows Created (2021-11-03T07:31:35.598496Z), Modified (2021-11-03T07:31:35.598535Z), and Clerk (api). At the bottom, there are buttons for Delete Guest Record, Update Guest Record, Create Guest Record, New Guest, and New Reservation.

Guest Information Dashboard			
Lyle Corcoran			
GUEST INFO			
First Name *	Middle Name	Last Name *	
Lyle		Corcoran	
Email *	Phone Number *		
lyle@luv2.us	829-785-2290		
Title	Company Name		
Chief Revenue Officer	Bee Well Veterinarian		
Address *			
Success			
City *	State/Country *	Zip Code *	
Lookout Mountain	TN	37350	
IDENTIFICATION			
ID Type *	ID Number *	ID Expires *	DOB *
Passport	499612052	12/25/2040	
MISCELLANEOUS			
Notes			
STATUS			
Created	Modified	Clerk	
2021-11-03T07:31:35.598496Z	2021-11-03T07:31:35.598535Z	api	
Delete Guest Record Update Guest Record Create Guest Record New Guest New Reservation			

The Guest edit form is used for data entry and update. If the Delete guest Record button is lit, the record can also be deleted.

4.2 Reservation Edit

The screenshot shows the 'Reservation Edit' form for Lyle Corcoran. The form is divided into several sections: In - 2022-02-28 => Out - 2022-03-04, RESERVATION INFORMATION, and Charges & Payments. The RESERVATION INFORMATION section contains fields for Confirmation Number (R20220228-0042), Status (Delayed), Source (Expedia), Date In (02/28/2022), Date Out (03/04/2022), No. of Rooms (3), Adults (2), Child (0), Infant (0), and Color (Comp). The Charges & Payments section has a Notes field. The STATUS section shows Created (2022-02-28T15:57:02.836032Z), Modified (2022-02-28T15:57:02.857643Z), and Clerk (hoboland). At the bottom, there is a button for New.

Guest Information Dashboard			
Lyle Corcoran			
In - 2022-02-28 => Out - 2022-03-04			
RESERVATION INFORMATION			
Confirmation Number	Status *	Source *	
R20220228-0042	Delayed	Expedia	
Date In *	Date Out *	No. of Rooms *	
02/28/2022	03/04/2022	3	
Adults *	Child *	Infant *	Color *
2	0	0	Comp
Notes			
Created	Modified	Clerk	
2022-02-28T15:57:02.836032Z	2022-02-28T15:57:02.857643Z	hoboland	
New			
Charges & Payments			

Reservation Edit for creating and updating reservations.

4.3 Charges and Payments

Guest Information Dashboard

Lyle Corcoran

In - 2022-02-28 => Out - 2022-03-04

Charges & Payments

ROOM CHARGES

Galaxy	ROOM - 106	
Galaxy	ROOM - 209	
Galaxy	ROOM - 215	
Room Charge		\$1,085.00

Charges

DATE	ITEM	DESCRIPTION	COUNT	UNIT PRICE	AMOUNT
		Misc Charges			\$0.00

Payments

DATE	ITEM	DESCRIPTION	AMOUNT
		Total Payments	\$0.00

TOTALS

Balance	\$1,085.00
---------	------------

Charges and payments panel lists each room and each day's charge. The room charges are automatically set from the Season and Rate Management system. All other charges and payments can be entered. All values are totaled and an invoice can be printed including all charges and payments.

5 Rooms Control

The Rooms control panel is on the right side panel of the Guest and Reservations Page. Once a reservation has been selected the Check In and Check Out date is displayed along with the Rooms that have been assigned. Below this the Rooms Available listing shows rooms that are available , the rooms are listed by the building and rate category alias.

Lyle Corcoran

Check In
2022-02-28

Check Out
2022-03-04

Assigned Rooms - 3/3

Galaxy 106	Suite02	occupied
Galaxy 209	Suite02	occupied
Galaxy 215	Deluxe01	occupied

Rooms Available

Galaxy

Deluxe02

113 | 207

Patio01

107 | 201 | 210

Patio02

108 | 202 | 211

Patio03

109 | 212

Standard01

101 | 110 | 204 | 213

Standard02

102 | 111 | 205 | 214

Suite01

105 | 114 | 208 | 303

Suite02

115

Suite03

301

Suite04

302

Regal

Deluxe02

104 | 113 | 207

Patio01

201 | 210

Patio02

108 | 202 | 211

Patio03

109 | 203 | 212

Standard01

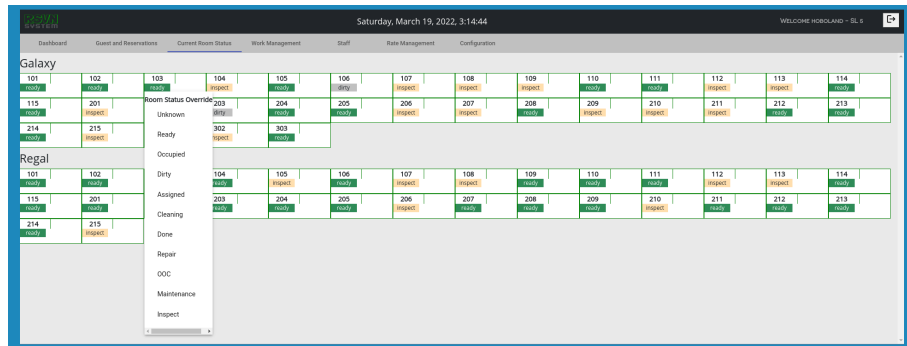
101 | 110 | 204 | 213

Standard02

102 | 111 | 205 | 214

Part III

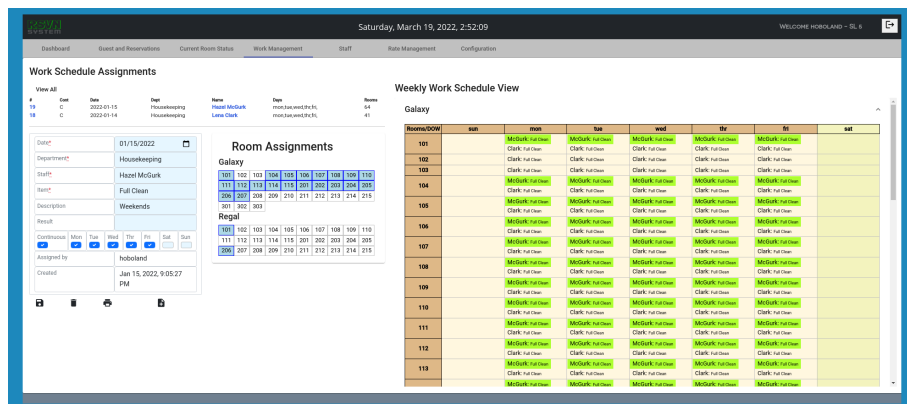
Current Room Status



View all rooms readiness status. Rooms are listed numerically and grouped by building name. From this panel we show each room's current status and a dropdown that will allow overriding any status value. The staff can keep track of all rooms and make changes to status which effect check ins. The room status is a safety measure to make sure rooms are ready to be occupied. We want to follow up on information from housekeeping and room maintenance and expedite the return to ready service. A room cannot be checked in if the status is not set to Ready.

Part IV

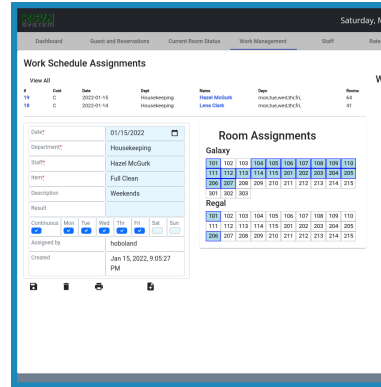
Work Management



The Work Management System allows tracking of work schedules. Work schedules can only be created for existing staff. The default look of the listed work assignments is for all that are active on the current calendar. Pressing the

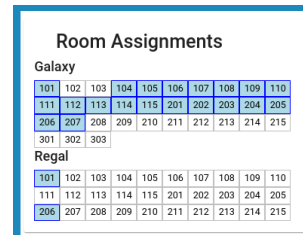
View All button will reveal all work assignments in database. From this page, staff member's schedule can be managed. Assignments are work for a specific day or any combination of days in a week. If the schedule is to be perpetual, setting the Continuous check box will make the assignment the continue weekly rotation.

Work schedule assignments are made here. All active work assignments will be shown in the list. Clicking the assignment number(#) or staff name will bring the record for update or review. To create a new record press the new page icon. Staff schedules are designed for a weekly rotation. They can be for a selected week or a continuous rotating schedule. Each work assignment requires date of assignment, the staff name, the work item optional description, and optional result field. Weekdays can be selected and rooms are assigned.




6 Room Assignments

All rooms are listed in this section. Shaded room numbers have already been selected. Pressing the room number will toggle them on or off. Any changes must be saved using the save icon on the bottom of the dialog. Once a save is made the calendar will reflect the new room assignments.




7 Icons Bar

Located on the bottom of the dialog is the control icons. They serve the editor as well as the Room Assignments.

 **Save** Any changes made to the schedules must be confirmed by a save before switching menus.

 **New** Create a new Assignment Schedule.

 **Printer** Display Printer menu, for printing of work assignments and administration manpower reports.



Trash Delete the currently displayed action. Removes all of the current action entries from the calendar.

8 Weekly Calendar

The weekly calendar shows all work that is currently assigned. It is a single week calendar with no dates. It only shows the current week Sunday thru Saturday. Every row in the calendar represents a room. The current weekday is highlighted. The staff working a particular room and a brief description of the task is shown. There can be multiple staff working a room simultaneously. Clicking on any staff's name will bring up that staff's work schedule and highlight all rooms assigned under that work assignment. If there needs to be any schedule changes, it must be done from the Work Schedule Assignnments editor which displays after selection.

Weekly Work Schedule View

Galaxy

Room/DOW	sun	mon	tue	wed	thu
101	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN
102	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN
103	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN
104	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN
105	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN
106	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN
107	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN	MICHAEL HARTMAN
108	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN	CLARK HARTMAN


Part V

Staff

Wednesday, March 23, 2022, 21:00:09

Staff List

Name	Department	Title	Security Level	Telephone	Email	Username	Temp Password	Act	St	Su	Joined
Jonathan Clark	Development	Lead	5	800-991-8888	jclark@bmc.com	Jonathan		True	None	None	12/20/21
Jonathan Clark	Development	Lead	5	610-255-2522	Jonathan@gmail.com	Jonathan		True	True	True	12/20/21
Nathaniel Clark	Development	Trainer	4	800-884-0101	nathaniel.j.clark@bmc.com	nathaniel		True	None	None	12/20/21
Scott Kuntz	Development	Senior	5	800-991-8888	skuntz@bmc.com	Scott		True	None	None	12/12/21
Colin Smith	Development	Trainer	5	800-227-0882	colin@bmc.com	Colin		True	None	None	12/12/21
David Smith	Development	Junior	5	800-227-0882	dsmith@bmc.com	David		True	None	None	12/12/21
David Smith	Development	Senior	5	800-884-0101	dsmith@bmc.com	David		True	None	None	12/12/21
David Smith	Development	Junior	5	800-991-8888	dsmith@bmc.com	David		True	None	None	12/12/21

The Staff section is where all of the staff member's information and security level is managed. It takes a level 4 security level to access this section. The staff list displays key information about each staff member. The  icon in the right hand corner is for creating a new record. When creating or selecting a member from the highlighted name, the full edit form is displayed and updates or deletes can be made.

9 Staff Edit

The Staff edit dialog is where guest records are created/updated.

When creating a record, press new icon, enter the data. This sets up the record for verification. The email address must be verified. In the Staff List, the Temp Password field will have a value until the staff member makes verification. To

send the verification email, reselect the record from the list and click on **Send email verification**. Once the staff member receives the verification email, they reset their own password. They can log in normally after that. Once a Staff record has been verified, if the password is forgotten, it can be manually reset by clicking on **Reset Password**.

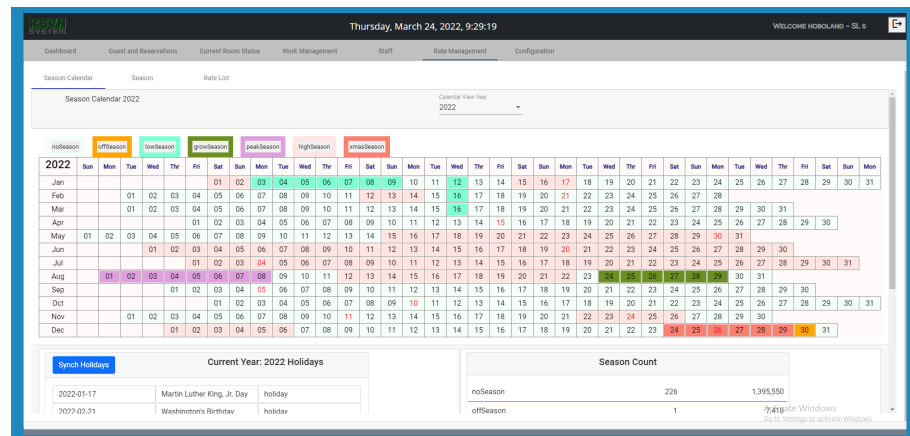
Personal		Work	
First Name		Title	
Last Name		Department	
Email		Location	
Username		Country	
Password		Temp Password	
Confirm Password			
<input type="button" value="Reset Password"/>			

Part VI

Rate Management

The Rate Management System manages room rates and season definitions. All rooms will belong to a room type. Each room type has a rack rate which is the maximum amount a room can be sold for. Seasons are predefined rate discounts, operating uniformly across all hotel rooms. Through the Season Calendar we assign which seasons are on which days throughout the year. A reservation when created, and rooms assigned, will pick up the rates from the Rate Management system automatically.

10 Rate Calendar



Current Year View This changes the active year of the displayed calendar where previous years can be researched and future years can be edited. Once leaving and returning to this tab it will revert back to the current year.



Seasons Activation Represent the current color coding for the seasons used in the rate calendar. After selecting one or a range of dates using the mouse click and shift key, pressing one of the season buttons will activate the selected days to that season.

Holidays There is a list of National Holidays for the current year. On the calendar itself the days are represented by a red number. If there are no holidays displayed, pressing Synch Holidays will regenerate the list.

Season Count The Season Count output gives the active calendar year breakdown of seasons assigned to how many days. From that information a gross dollar projection can be made. It also gives an actual revenue snapshot for that year or up-to-date on an incomplete year.

Season	Count	Gross Dollar Projection
noSeason	228	1,395,000
offSeason	1	2,410
lowSeason	10	113,150
growSeason	8	74,100
peakSeason	8	158,000
highSeason	108	2,400,840
xmasSeason	6	140,700
Total Yearly Projection		4,287,500
Total Yearly Actual	960	117,574

11 Season

Name	Discount	Description	Color
noSeason	0.250		mintcream
offSeason	0.300		orange
lowSeason	0.450		aquamarine
growSeason	0.500	Trees and roses everywhere	olivegreen
peakSeason	0.800		plum
highSeason	0.900		mistyrose
xmasSeason	0.950		salmon

Through this dialog we establish the rates we will be using. We can select the color of the field in the calendar, a short description and most importantly the amount of discount to be applied to the rack rate. The numbers will be a decimal less than 1.

12 Rate List

Alias	Color	Category	Name	Type	Class	Description	Rack Rate	NOISEASON	OFFSEASON	LOWSEASON	GROWSEASON	PEAKSEASON	HIGHSEASON	XMAISEASON
X Deluxe01	beige	Rooms	Deluxe	1 King	block		315.00							
X Deluxe02	mint	Rooms	Deluxe	2 Twin	block		567.00							
X Patio01	blue	Rooms	Patio Standar	1 King	flex		453.00							
X Patio02	whitesmoke	Rooms	Patio Standar	2 Queen	flex	If we quietly	460.00							
X Patio03	salmon	Rooms	Patio Deluxe	2 Queen	flex	Character	470.00							
X Standard01	aquamarine	Rooms	Standard	1 King	flex	Fizz	290.00							
X Standard02	sandybrown	Rooms	Standard	2 Twin	flex		300.00							
X Standard03	lime	Rooms	Standard	1 Queen 1 Tw	block	newer remodel	310.00							
X Suite01	lavender	Rooms	Suite	2 Queen	block		380.00							
X Suite02	skyblue	Rooms	Suite	2 King	flex		385.00							
X Suite03	rosybrown	Rooms	Suite	10 2T	block	More Fizz	390.00							
X Suite04	yellow	Rooms	Suite	3Q	block	No Fizz	400.00							

The Rate Table is where the Rate for a particular room type is defined. The color code is established, the rack rate is associated with a room type. Once this information the rate schedule is automatically generated for the different seasons previously defined in the season table.

Part VII

Configuration