

# Opera PMS Top Reports Guide 4.0

A VISUAL REFERENCE GUIDE

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# Introduction to the Opera Report Guide

This guide provides the top reports available. There are six chapters, each detailing a different group of reports. The report detail contains a summary of the report, the report filter, an example of the report and the field descriptions.

## **Reservations Reports**

The Reservation Reports are most useful when analyzing historical and future information specifically regarding reservations. This includes reports such as Arrivals, Deposits, Pre-Blocked Rooms and Turnaways.

## **Front Desk Reports**

The Front Desk Reports include reports useful for in house guest information such as rate checks or loyalty membership stays.

## **Accounting**

The Accounting Reports include reports to benefit the Accounting Department and useful reports for balancing one's shift at the front desk.

## **Group and Business Block**

The Group and Business Block reports are primarily for Sales staff. The Front Desk, however, may benefit from reports such as the Rooming List report.

## **Housekeeping**

The Housekeeping Reports are valuable for finding information regarding the rooms specifically. This report section includes housekeeping status of rooms, Out of Order rooms and discrepant rooms.

## **Management**

The Management Reports provide excellent information for reviewing and evaluating the operations of the hotel. These reports include information regarding market statistics, revenue, reservation statistics, profile productivity and forecast information.

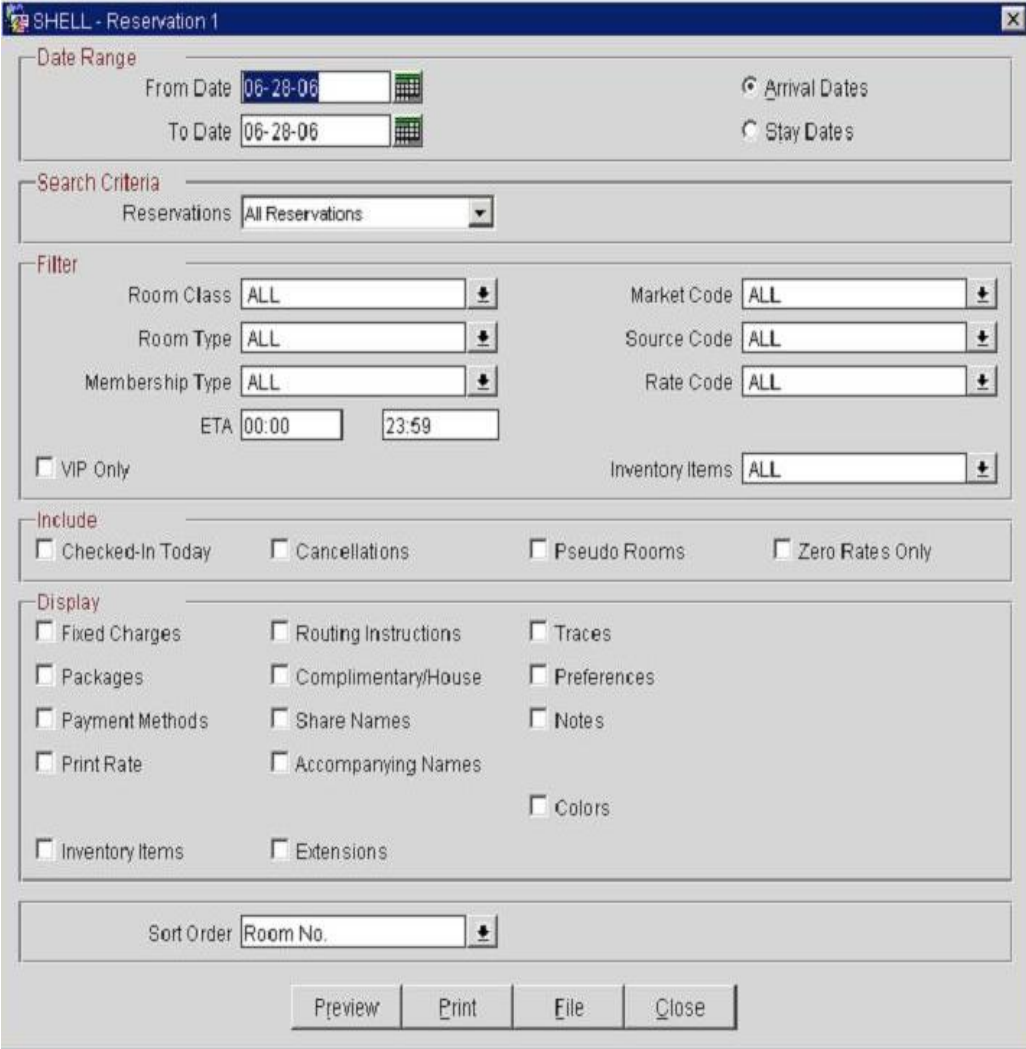




# Chapter 1 Reservation Reports

## Arrivals: Detailed

(res\_detail with RES1.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Arrivals: Detail Report</u> will display all reservations meeting the specified criteria for the selected date range. The filter criteria and options of what to include is far reaching so the output can vary widely. One of the benefits of using this report is that it allows the flexibility of selecting a range of arrival dates or a range of stay dates in the search criteria.</p>
<p><b>Report Filter</b></p>	 <p>The screenshot shows the 'SHELL - Reservation 1' dialog box with the following settings:</p> <ul style="list-style-type: none"> <li><b>Date Range:</b> From Date: 06-28-06, To Date: 06-28-06. Radio buttons for 'Arrival Dates' (selected) and 'Stay Dates'.</li> <li><b>Search Criteria:</b> Reservations: All Reservations.</li> <li><b>Filter:</b> Room Class: ALL, Room Type: ALL, Membership Type: ALL, Market Code: ALL, Source Code: ALL, Rate Code: ALL, ETA: 00:00 - 23:59, <input type="checkbox"/> VIP Only, Inventory Items: ALL.</li> <li><b>Include:</b> <input type="checkbox"/> Checked-In Today, <input type="checkbox"/> Cancellations, <input type="checkbox"/> Pseudo Rooms, <input type="checkbox"/> Zero Rates Only.</li> <li><b>Display:</b> <input type="checkbox"/> Fixed Charges, <input type="checkbox"/> Packages, <input type="checkbox"/> Payment Methods, <input type="checkbox"/> Print Rate, <input type="checkbox"/> Inventory Items, <input type="checkbox"/> Routing Instructions, <input type="checkbox"/> Complimentary/House, <input type="checkbox"/> Share Names, <input type="checkbox"/> Accompanying Names, <input type="checkbox"/> Extensions, <input type="checkbox"/> Traces, <input type="checkbox"/> Preferences, <input type="checkbox"/> Notes, <input type="checkbox"/> Colors.</li> <li><b>Sort Order:</b> Room No.</li> <li><b>Buttons:</b> Preview, Print, File, Close.</li> </ul>

**Example Report**



Opera Demo Hotel, Small

06.16.04

08:52 AM

**Arrivals: Detailed**

Room No.	Name	Company Travel Agent Source	Arr. Date	Dep. Date	Room Type	Adl.	Chl.	Rms.	Mkt. Code	Src. Code	Res. Status	Rate Code	Currency	RatePay Amount/Mth.	Deposit Received
	Confirmation No.	VIP	Prev. Stays	Last Room #	Block Code	ETA	Carr. Code	Trans. Type	Ch	Packages			Credit Card No.	Exp. Date	
<b>Arrival Date 07.20.04</b>															
2056	*CANCELA, AJ 236176		0		T- REAGAN TRAVEL D4BANA	07.20.04	07.23.04	POKB	1	0	1	GRPO COD 6PM	USD	49.00 DB	0.00
	Share with Routing Instruction	BRADY, CHRIS Routed to BANANARAMA: F&B.REST.2065,F&B.REST.2090,F&B.REST.2094,F&B.REST.2200,F&B.REST.2210,F&B.RMSV.2220,MISC.RC.1000,MISC.RC.1010,MISC.RC.2002,ROOM.GRP.1008,ROOM.GRP.1015,ROOM.GRP.1200,ROOM.PROM.1210,													
2056	*BRADY, CHRIS 236184		5	2027	T- REAGAN TRAVEL D4BANA	07.20.04	07.22.04	POKB	1	0	0	GRPO COD 6PM	USD	49.00 DB	0.00
	Share with Routing Instruction	CANCELA, AJ Routed to BANANARAMA: F&B.REST.2065,F&B.REST.2090,F&B.REST.2094,F&B.REST.2200,F&B.REST.2210,F&B.RMSV.2220,MISC.RC.1000,MISC.RC.1010,MISC.RC.2002,ROOM.GRP.1008,ROOM.GRP.1015,ROOM.GRP.1200,ROOM.PROM.1210,													
	Special Requests Inventory Items	EA,ROB CABA CABANA													
2059	*DAVIS, CHRIS 239690		0		T- REAGAN TRAVEL D4BANA	07.20.04	07.23.04	POQB	1	0	1	GRPO COD 6PM	USD	98.00 DB	0.00
	Share with Routing Instruction	BOLSTED, LANCE Routed to BANANARAMA: F&B.REST.2065,F&B.REST.2090,F&B.REST.2094,F&B.REST.2200,F&B.REST.2210,F&B.RMSV.2220,MISC.RC.1000,MISC.RC.1010,MISC.RC.2002,ROOM.GRP.1008,ROOM.GRP.1015,ROOM.GRP.1200,ROOM.PROM.1210,													
	Traces	GS 07.20.04 An envelope is at the Concierge Desk													
2059	*BOLSTED, LANCE 239695		0		T- REAGAN TRAVEL D4BANA	07.20.04	07.23.04	POQB	1	0	0	GRPO COD 6PM	USD	98.00 DB	0.00
	Share with Routing Instruction	DAVIS, CHRIS Routed to BANANARAMA: F&B.REST.2065,F&B.REST.2090,F&B.REST.2094,F&B.REST.2200,F&B.REST.2210,F&B.RMSV.2220,MISC.RC.1000,MISC.RC.1010,MISC.RC.2002,ROOM.GRP.1008,ROOM.GRP.1015,ROOM.GRP.1200,ROOM.PROM.1210,													

**Field Descriptions**

**Room No:** Displays the room number for pre-blocked guests will display in this row.

**Name:** Displays the guest's last name then first name.

**Confirmation No:** Displays the confirmation number generated in Opera (not the CRS number).

**VIP:** Displays the VIP code of the listed guest

**Prev. Stays:** Using the history of the guest profile, the total number of previous stays displays.

**Last Room #:** Displays the last room occupied by the guest, based on the history within the guest profile.

**Company/Travel Agent/Source:** Displays the account name of any additional profiles attached to the reservation. The prefix before the name indicates type of profile. For example, C - is a Company profile.

**Block Code:** Displays the business block code for any groups' guests display for easy identification in cases where there may be similar names of groups overlapping. The business block code is always unique to each group.



	<p><b>Arr. Date/ETA:</b> Displays the arrival date of each reservation with the estimated time of arrival just below.</p> <p><b>Dep. Date:</b> Displays the departure date of each reservation.</p> <p><b>Carr. Code:</b> Displays the carrier code, if applicable, just below the departure date.</p> <p><b>Room Type:</b> Displays the room type code confirmed in the reservation.</p> <p><b>Adl:</b> Displays the total number of Adults in the reservation</p> <p><b>Chl:</b> Displays the total number of Children in the reservation.</p> <p><b>C/H:</b> Identifies any comp or house use reservations with a C or an H displayed just below the Adults.</p> <p><b>Rms:</b> Displays the total number of rooms in the reservation. Helpful in finding reservations with multiple rooms booked on one confirmation number.</p> <p><b>Mkt Code:</b> Displays the Market Code attached to the reservation – usually linked to the rate code.</p> <p><b>Src Code:</b> Displays the Source Code attached to the reservation.</p> <p><b>Packages:</b> Displays any package elements attached to the reservation either by rate code or sold separately.</p> <p><b>Res. Status:</b> Displays the Reservation Type for guests not yet checked into the hotel. Otherwise, the status of Check In or Cancel displays.</p> <p><b>Rate Code:</b> Displays the Rate Code attached to the reservation. Group guests do not require a rate code so this may display blank for guests attached to a business block code.</p> <p><b>Currency:</b> Displays the currency for the reservation. Except in cases where a property accepts multiple currencies, this will usually be the base currency of the hotel.</p> <p><b>Rate Amount:</b> Displays the Amount of the rate for the reservation. Sharing guests who are splitting the rate will display the rate per each person.</p> <p><b>Pay Mth:</b> Displays the Payment Method attached to the reservation.</p> <p><b>Credit Card No</b> If applicable, displays the credit card attached to the reservation.</p> <p><b>Deposit Received:</b> Displays the total amount of advance deposits paid and automatically credited to the guest. Folio at check-in</p> <p><b>Exp Date:</b> Displays the expiration date of the credit card attached to the reservation.</p>
--	---

**Reservation By...**  
(resreserved with RES3.FMX)

**Report Summary**

The Reservation By... Report displays all reservations for a specific date range and specific information that be selected by filters. The information may display Individual Reservations, Business Block Reservations or Both.

The report title will change depending on the Search criteria selected. Additionally, the report will always group reservations by the search criteria. For example, to generate this report by Reservation type, the report will group the reservations under each reservation type - 6pm, Company Gtd, etc.

**Report Filter**

The screenshot shows a dialog box titled "SHELL - Reservation 3" with the following sections:

- Arrival Date Range:** From Date: 06-28-06, To Date: 06-28-06.
- Filter:** Room Class: ALL, Room Type: ALL, Package: ALL.
- Reservations:** Individual , Incl. Pseudo Rooms , Block , Deduct , Non Deduct .
- Options:** Company (selected), Travel Agent, Source, Group, Block, CRS, Rate Code, Reservation Type, C/H. Company dropdown: ALL.
- Sort Order:** Room No.
- Group By:** Room Class.
- Buttons:** Preview, Print, File, Close.



### Example Report



Opera Demo Hotel, Small

06-28-06

09:44

#### Reservations By Company

Room No.	Name	Company Travel Agent Source	Arr. Date	Dep. Date	Adl.	Chl.	Rms.	Nts.	Res. Type	Room Type	Mkt. Code	C/ H	Src. Code	User	Entered on	Rate Code	Rate Amt.	Package Codes	
<b>Room Class</b> JRS																			
<b>Company</b> MICROS Systems, Inc.																			
	Thomas,Alexandra.Ms.	C- MICROS Systems, Inc.	06-30-06	07-03-06	1	0	1	3	CC	KSBN	PCK		CVB	TRAIN	07-22-06	HONEY	189.00		
					<b>Company Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>										
					<b>Room Class Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>										
					<b>Grand Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>										

### Field Descriptions

**Room No:** Displays the room number for pre-blocked guests will display in this row.

**Name:** Displays the guest's last name then first name.

**Company/Travel Agent/Source:** Displays the account name of any additional profiles attached to the reservation. The prefix before the name indicates type of profile. For example, C - is a Company profile.

**Arr. Date:** Displays the arrival date of each reservation.

**Dep. Date:** Displays the departure date of each reservation.

**Adl:** Displays the total number of Adults in the reservation

**Chl:** Displays the total number of Children in the reservation.

**Rms:** Displays the total number of rooms in the reservation. Helpful in finding reservations with multiple rooms booked on one confirmation number.

**Nts:** Displays the number of nights for the reservation.

**Res. Type:** Displays the Reservation Type for each reservation.

**Room Type:** Displays the room type code confirmed in the reservation.

**Mkt Code:** Displays the Market Code attached to the reservation – usually linked to the rate code.

**C/H:** Identifies any comp or house use reservations with a C or an H displayed just below the Adults.

**Src Code:** Displays the Source Code attached to the reservation.



	<p><b>User:</b> Displays the User ID (login name) of the user that created the reservation.</p> <p><b>Made On:</b> Displays the creation date of the reservation.</p> <p><b>Rate Code:</b> Displays the Rate Code attached to the reservation. Group guests do not require a rate code so this may display blank for guests attached to a business block code.</p> <p><b>Rate Amount:</b> Displays the Amount of the rate for the reservation. Sharing guests who are splitting the rate will display the rate per each person.</p> <p><b>Package Codes:</b> Displays any package elements attached to the reservation either by rate code or sold separately.</p>
--	--



**Detailed Availability**  
 (detail\_avail with GEN2.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Detailed Availability Report</u> displays availability based on room types for a specified date range. The report can reflect either Availability or Occupancy. This information pulls directly from the Detailed Availability screen (CTRL+F2).</p>
<p><b>Report Filter</b></p>	<p>The screenshot shows a dialog box titled "SHELL - General 2" with the following settings:</p> <ul style="list-style-type: none"> <li><b>Date Range:</b> From Date: 06-28-06, To Date: 07-28-06</li> <li><b>Filter:</b> Room Class: ALL, Room Type: ALL</li> <li><b>Display:</b> Availability (selected), Occupancy (unselected)</li> <li><b>Include:</b> Non Deduct (unselected), Overbooking (selected), OOO rooms (selected)</li> <li><b>Buttons:</b> Preview, Print, File, Close</li> </ul>

**Example Report**

micros		Opera Demo Hotel, Small												05/20/03	
ODH		Detailed Availability												02:17 PM	
Date	SUP	TYUP	DLX	TK	TD	CK	CD	DBL	HUT1	SGK	SIND	STE	Total Avail		
05/20/03	17	0	21	4	9	46	12	1	0	1	1	6	79		
05/21/03	17	0	21	4	9	46	12	1	0	1	1	6	79		
05/22/03	17	0	21	12	9	47	12	1	0	1	1	6	86		
05/23/03	17	0	21	12	9	47	12	1	0	1	1	6	89		
05/24/03	17	0	26	16	9	47	13	1	0	1	1	6	98		
05/25/03	17	0	26	16	9	47	13	1	0	1	1	6	98		
05/26/03	17	0	26	17	11	47	13	1	0	1	1	6	101		
05/27/03	17	0	26	17	11	47	13	1	0	1	1	6	101		
05/28/03	17	0	26	17	11	47	13	1	0	1	1	6	138		
05/29/03	17	0	26	17	11	47	13	1	0	1	1	6	139		
05/30/03	11	0	26	17	11	47	13	1	0	1	1	6	133		
05/31/03	1	0	26	17	11	47	13	1	0	1	1	6	123		
06/01/03	11	0	24	-1	-7	47	12	1	0	1	1	6	94		
06/02/03	16	0	24	-1	-7	47	12	1	0	1	1	6	98		
06/03/03	17	0	26	-1	-7	47	12	1	0	1	1	6	100		
06/04/03	17	0	26	17	12	47	12	1	0	1	1	6	137		
06/05/03	17	0	26	17	12	47	12	1	0	1	1	6	138		
06/06/03	21	0	31	17	17	46	13	1	0	1	1	6	162		
06/07/03	21	0	31	17	17	46	13	1	0	1	1	6	162		
06/08/03	21	0	31	17	15	47	13	1	0	1	1	6	161		
06/09/03	15	0	31	17	12	46	12	1	0	1	1	6	134		
06/10/03	15	0	31	17	11	46	12	1	0	1	1	6	136		
06/11/03	16	0	31	17	13	46	12	1	0	1	1	6	137		
06/12/03	16	0	30	17	13	46	12	1	0	1	1	6	136		
06/13/03	22	0	30	17	17	47	13	1	0	1	1	6	164		
06/14/03	22	0	31	17	17	47	13	1	0	1	1	6	166		
06/15/03	22	0	31	17	17	47	13	1	0	1	1	6	166		
06/16/03	22	0	31	17	17	47	13	1	0	1	1	6	166		
06/17/03	22	0	31	17	17	47	13	1	0	1	1	6	166		
06/18/03	22	0	31	17	17	47	13	1	0	1	1	6	166		
06/19/03	22	0	31	17	17	47	13	1	0	1	1	6	166		
06/20/03	22	0	31	17	14	47	13	1	0	1	1	6	162		
<b>Total Available</b>	<b>662</b>	<b>0</b>	<b>874</b>	<b>462</b>	<b>364</b>	<b>1496</b>	<b>403</b>	<b>32</b>	<b>0</b>	<b>32</b>	<b>32</b>	<b>160</b>	<b>4067</b>		

Filter Display : Availability  
 From Date : 05/20/03  
 To Date : 06/20/03  
 Room Class : All  
 Room Type : All  
 Include : Non Deduct, Out of Order, Overbooking

Page 1 of 1      detail\_avail

**Field Descriptions**

**Date:** Listing of the dates displayed based on the selected date range.

**RC Total:** When Room Class is active, an additional column displays the subtotal of the room class selected used as a comparison with the Total Avail.

**Room Types:** In a column format the room type is displayed (i.e. SUP, DLX, DBL, etc) indicating the available rooms per date for each room type.

**Total Avail:** Displays the overall availability. This number does not represent the addition of individual room types across the page. For example, in circumstances where sell limits are deliberately set differently at the hotel level as compared to the room type level the total avail only represents the hotel level availability.





## Deposit Activity

(deposit\_activity with RES2.FMX)

<p><b>Report Summary</b></p>	<p>The Accounting Department uses the <u>Deposit Activity Report</u> to determine how much deposit revenue the hotel received for a particular date. The report may be printed based on Activity Date, Arrival Date on the Reservation, or choose both options. Print this report separately, or as part of the Night Audit sequence during cutover to the Opera PMS system to determine deposits for possible refund.</p>
<p><b>Report Filter</b></p>	

**Example Report**



Opera Demo Hotel, Small

06-28-06

09:53

**Deposit Activity**

Room No.	Name	Company Travel Agent Source	Conf. No.	Rate Code	Rate Amount	Room Type	Arr. Date	Dep. Date	Resv. Status	Pay Mth.	Total Requested	Total Paid	Total Due
		Deposit Comment			Receipt No.	Dpst. Due Date		Dpst. Recvd. Date			Requested	Paid	
	Harris, Scott	C- MICROS Systems, In T- ABC Travel	12401	CORP	75.00	KNGN	12-18-06	12-19-06	CC	VS	82.50	0.00	82.50
						12-04-06					82.50	0.00	
Total											82.50	0.00	82.50

**Field Descriptions**

**Room No:** The room number for pre-blocked guests will display in this row.

**Name:** Displays the guest's last name then first name.

**Company/Travel Agent/Source:** Displays the account name of any additional profiles attached to the reservation. The prefix before the name indicates type of profile. For example, C - is a Company profile.

**Confirmation No:** Displays the confirmation number generated in Opera (not the CRS number).

**Deposit Comment:** Any comments entered on the deposit request display just below the confirmation number.

**Receipt No:** Displays the receipt number applied to a reservation with a deposit.

**Rate Code:** Displays the Rate Code attached to the reservation. Group guests do not require a rate code so this may display blank for guests attached to a business block code.

**Rate Amount:** Displays the Amount of the rate for the reservation. Sharing guests who are splitting the rate will display the rate per each person.

**Room Type:** Displays the room type code confirmed in the reservation.

**Arr. Date:** Displays the arrival date of the reservation.

**Dep. Date:** Displays the departure date of the reservations.

**Dpst Due Date:** Displays the due date entered on the deposit request screen.



	<p><b>Resv. Status:</b> Displays the Reservation Type of any guests not yet in house and the status of any guests that already checked.</p> <p><b>Pay Mth:</b> Displays the payment method of the reservation.</p> <p><b>Dpst Recvd Date:</b> Displays the date of the advance deposit received and posted to the reservation.</p> <p><b>Deposit Req:</b> Displays the total amount requested on this reservation.</p> <p><b>Paid Deposits:</b> Displays the total amount (advance deposits) paid on this reservation.</p> <p><b>Due Amount:</b> Displays the difference between the amount requested and the amount paid for this reservation.</p>
--	---

**Reservation Pre-Blocked**  
(respreblocked with RES1.FMX)

**Report Summary**

The Reservation Pre-Blocked Report allows the user to determine what room assignments are in place and see the Front Office and Housekeeping status of the room. This is useful when run for the current business date as the front desk can keep track of the room status and make a room blocking change when necessary. The information on the report includes the guest's ETA, thus allowing the front desk to track if the room will be ready upon the anticipated arrival.

As this report does not display guest preferences, do not use this report for attempting to match a room block with a guest request - we would recommend using the resarrdetail to ascertain guest needs and block rooms appropriately.

**Report Filter**

The screenshot shows a dialog box titled "SHELL - Reservation 11" with the following sections:

- Date Range:** From Date: 06-28-06, To Date: 06-28-06.
- Filter:** Room Class: ALL, Room Type: ALL, Membership Type: ALL.
- Include:** Pseudo Rooms (unchecked), VIP Only (unchecked), Individual (unchecked), Block Code (unchecked), Preblocked Only (checked).
- Sort Order:** Room No.
- Buttons:** Preview, Print, File, Close.



### Example Report

micros FIDELIO		Opera Demo Hotel, Small										08/13/03			
ODH		Reservation Preblocked										02:08 PM			
Room No.	Name	Arr. Date	Dep. Date	Adl.	Chl	Rms.	Nts.	Room Type	Rate Amount	C / H	Deposit Received	Deposit Requested	Res. Type	Company Travel Agent Source	Block Code
VIP		ETA	ETD	HK	Status	Status	Rate Code								
102	reinstate 4	08/13/03 12:00 AM	08/14/03 12:00 AM	1	0	1	1	DLX VAC IP	150.00		0.00	163.50	6PM		REIN
104	reinstate 5	08/13/03 12:00 AM	08/14/03 12:00 AM	1	0	1	1	DLX OCC DI	150.00		0.00	163.50	6PM		REIN
117	brando,marlon	08/13/03 12:00 AM	08/14/03 12:00 AM	1	0	1	1	DLX VAC DI	100.00		0.00	100.00	6PM		
140	reinstate 6	08/13/03 12:00 AM	08/14/03 12:00 AM	1	0	1	1	DLX VAC IP	150.00		0.00	163.50	6PM		REIN
141	reinstate 7	08/13/03 12:00 AM	08/14/03 12:00 AM	1	0	1	1	DLX VAC IP	150.00		0.00	163.50	6PM		REIN
403	*Santos,David	08/13/03 11:33 AM	08/21/03 12:00 AM	1	0	1	8	SUP OCC DI	332.00		0.00	353.58	6PM		
1001	asofadstfasts	08/14/03 12:00 AM	08/16/03 12:00 AM	4	2	1	2	CK OCC IP	100.00		0.00	109.00	6PM		
1011	reinstate 3	08/13/03 12:00 AM	08/14/03 12:00 AM	1	0	1	1	DLX VAC DI	150.00		0.00	163.50	6PM		REIN
Total Rooms		8		Total		11		2							

Filter From Arrival Date 08/13/03 To Arrival Date 08/15/03  
 Room Class All  
 Room Type All  
 Membership Type All  
 Sort Order Room No.  
 Include Preblocked Only

Page 1 of 1

respreblocked

### Field Descriptions

**Room No:** Displays the room number for pre-blocked guests will display in this row.

**Name:** Displays the guest's last name then first name.

**VIP:** Displays the VIP code of the listed guest just below their name.

**Arr. Date/ETA:** Displays the arrival date of the reservation with the estimated time of arrival just below.

**Dep. Date/ETD:** Displays the departure date of the reservations with the estimated time of departure just below.

**Adl:** Displays the total number of Adults in the reservation

**Chl:** Displays the total number of Children in the reservation.

**Rms:** Displays the total number of rooms in the reservation. Helpful in finding reservations with multiple rooms booked on one confirmation number.

**Confirmation No:** Displays the confirmation number generated in Opera (not the CRS number).



	<p><b>Room Type:</b> Displays the room type code confirmed in the reservation.</p> <p><b>Status:</b> Displays the front office status (i.e. occupied, vacant) for the room blocked.</p> <p><b>Hk Status:</b> Displays the housekeeping status (i.e. clean, dirty, inspected or pickup) for the room blocked.</p> <p><b>Rate Code:</b> Displays the Rate Code attached to the reservation. Group guests do not require a rate code so this may display blank for guests attached to a business block code.</p> <p><b>Rate Amount:</b> Displays the Amount of the rate for the reservation. Sharing guests who are splitting the rate will display the rate per each person.</p> <p><b>C/H:</b> Identifies any comp or house use reservations with a C or an H displayed just below the Adults.</p> <p><b>Deposit Received:</b> Displays the total amount of advance deposits paid and automatically credited to the guest. Folio at check-in</p> <p><b>Deposit Requested:</b> Displays the amount of advance deposit requests (total) on the reservation.</p> <p><b>Res. Type:</b> Displays the Reservation Type for the reservation.</p> <p><b>Company/Travel Agent/Source:</b> Displays the account name of any additional profiles attached to the reservation. The prefix before the name indicates type of profile. For example, C - is a Company profile.</p> <p><b>Block Code:</b> Displays the business block code for each reservation. Business block codes are unique to each group.</p>
--	--



## Reservation Entered On and By (resenteredon with RES5.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Reservations Entered On and By Report</u> display reservation agents' reservation statistics. Print this report to get a listing of production activity on individual or all reservation agents. Use this report for determining awards and incentives to reservations staff.</p> <p>The report maybe printed by Stay date or Entered on date, or both. The report may also be printed for reservations for either property with a grand total when the when the multi property cross reservations option is activated.</p>
<p><b>Report Filter</b></p>	

**Example Report**



Opera Demo Hotel, Small

06-28-06  
10:01

**Reservation Entered On and By**

Room No.	Room Type	Name	Company Travel Agent Source	Arr. Date	Dep. Date	Prs.	Rms.	Nts.	Rate Amt.	Rate Code	C/H	Reservation Type	Entered On	User
<b>Room Class HSE</b>														
9003	PM	Wedding		06-28-06	06-29-06	0	1	1	0.00	HOUS	H	CKIN	06-28-06	SUPERVISOR
9029	PM	Robinson Marketing	C- Robinson Marketing	11-06-06	11-10-06	0	1	4	0.00			GC	06-28-06	SUPERVISOR
<b>Room Class Total</b>						0	2	5	0.00					
<b>Room Class JRS</b>														
114	KSBS	Schulte,Bridget		06-28-06	07-03-06	1	1	5	108.00	BEST		CC	06-28-06	SUPERVISOR
329	KSNB	Robinson Marketing 5,TBD	C- Robinson Marketing	11-06-06	11-10-06	1	1	4	100.00			GC	06-28-06	SUPERVISOR
<b>Room Class Total</b>						2	2	9	940.00					
<b>Room Class STD</b>														
135	KNGN	Smith,Jane	C- Robinson Marketing	11-06-06	11-10-06	1	1	4	75.00			GC	06-28-06	SUPERVISOR
317	SDBN	*Young,Chris	C- Robinson Marketing	11-06-06	11-10-06	1	0	4	45.00			GC	06-28-06	SUPERVISOR
317	SDBN	*Washington,Ken	C- Robinson Marketing	11-06-06	11-10-06	1	1	4	45.00			GC	06-28-06	SUPERVISOR
335	KNGN	Robinson,Cheryl	C- Robinson Marketing	11-06-06	11-10-06	1	1	4	75.00			GC	06-28-06	SUPERVISOR
428	SDBN	Johnson,Michael,Mr.	C- Robinson Marketing	11-06-06	11-10-06	1	1	4	80.00			GC	06-28-06	SUPERVISOR
438	KNGN	Robinson Marketing 6,TBD	C- Robinson Marketing	11-06-06	11-10-06	1	1	4	75.00			GC	06-28-06	SUPERVISOR
	SDBN	Williams,Robert		08-07-06	08-10-06	1	1	3	100.00	RACK		CC	06-28-06	SUPERVISOR
	SDBN	Johnson,Michael,Mr.		08-07-06	08-10-06	1	1	3	100.00	RACK		CC	06-28-06	SUPERVISOR
	SDBN	Williams,Robert		08-07-06	08-10-06	1	1	3	100.00	RACK		CC	06-28-06	SUPERVISOR
	SDBN	Smith,Jacob,Mr.		08-07-06	08-10-06	1	1	3	100.00	RACK		CC	06-28-06	SUPERVISOR
	KNGN	Abrahamsen,Kyra		06-28-06	06-29-06	1	1	1	90.00	AAA1		DB	06-28-06	SUPERVISOR
	SDBN	Cooper,Jonathon,Mr.		06-28-06	06-29-06	1	1	1	90.00	AAA1		CC	06-28-06	SUPERVISOR
<b>Room Class Total</b>						12	11	28	2,085.00					

**Field Descriptions**

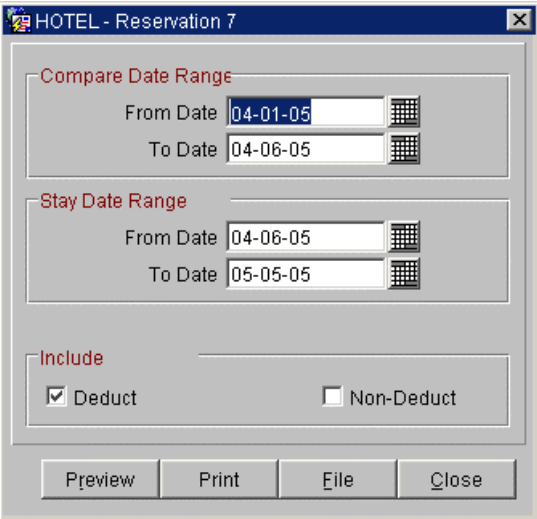
- Room No:** Displays the room number for pre-blocked guests will display in this row.
- Room Type:** Displays the room type code confirmed in the reservation.
- Name:** Displays the guest's last name then first name.
- Company/Travel Agent/Source:** Displays the account name of any additional profiles attached to the reservation. The prefix before the name indicates type of profile. For example, C - is a Company profile.
- Arr. Date:** Displays the arrival date of each reservation.
- Dep. Date:** Displays the departure date of each reservation.
- Prs:** Displays the total number of persons (adults + children) of each reservation.
- Rms:** Displays the total number of rooms in the reservation. Helpful in finding reservations with multiple rooms booked on one confirmation number.
- Nts:** Displays the number of nights for each reservation.
- Rate Amount:** Displays the Amount of the rate for the reservation. Sharing guests who are splitting the rate will display the rate per each person.
- Rate Code:** Displays the Rate Code attached to the reservation. Group guests do not require a rate code so this may display blank for guests attached to a business block code.





	<p><b>C/H:</b> Identifies any comp or house use reservations with a C or an H displayed just below the Adults.</p> <p><b>User:</b> Displays the User ID (login name) of the user that created the reservation.</p> <p><b>Entered On:</b> Displays the creation date of the reservation.</p> <p><b>Reservation Type:</b> Displays the Reservation Type (i.e. 6pm Hold, CC Gtd, Dep Req., etc) for each reservation.</p> <p><b>Company:</b> Displays the account name of any Company profiles attached to the reservation</p> <p><b>Travel Agent:</b> Displays the account name of any Travel Agent profiles attached to the reservation.</p>
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### Reservation Booking Pace (reservation\_pace with RES7.FMX)

<b>Report Summary</b>	<p>The <u>Reservation Booking Pace</u> captures how many individual and business block reservations were on the books on any specific day, and tracks booking trends to maximize revenues. Enter a compare date range and a stay date range. Opera will store the number of reservations for each day, 365 days in the past and 365 days in the future. The night audit procedures store the current number of reservations on the books for each day, 365 days into the future. Therefore, this report is most useful for comparison after a build of data or history.</p>
<b>Report Filter</b>	



### Example Report

micro picture		Opera Demo Hotel, Small										08/13/03			
ODH		Reservation Booking Pace										01:51 PM			
Date	Day	Individual Rooms					Individual Revenue			Block Rooms			Block Revenue		
		07/13/03 Avail.	07/13/03 Sold	08/13/03 Avail.	08/13/03 Sold	08/13/03 Var.	07/13/03 Room Revenue	08/13/03 Room Revenue	Variance	07/13/03 Sold	08/13/03 Sold	08/13/03 Var.	07/13/03 Room Revenue	08/13/03 Room Revenue	Variance
08/13/03	WED	153	3	134	21	18	645.00	2,721.71	2,076.71	20	65	45	3,000.00	14,027.00	11,027.00
08/14/03	THU	153	3	134	22	19	960.00	3,498.24	2,538.24	0	44	44	0.00	10,472.00	10,472.00
08/15/03	FRI	152	4	132	24	20	1,090.00	3,439.19	2,349.19	15	54	39	3,736.85	11,222.00	7,486.15
08/16/03	SAT	153	3	135	21	18	960.00	2,637.71	1,677.71	55	73	18	13,180.29	15,260.33	3,080.04
08/17/03	SUN	152	4	142	14	10	1,043.11	1,786.24	743.12	40	69	29	9,444.44	15,785.33	6,340.89
08/18/03	MON	152	4	145	11	7	1,049.00	1,382.00	333.00	40	52	12	9,444.44	12,503.33	3,058.89
08/19/03	TUE	152	4	145	11	7	1,049.00	1,382.00	333.00	60	61	1	12,444.44	12,833.33	388.89
08/20/03	WED	153	3	141	15	12	694.06	1,868.00	1,173.94	61	91	30	9,700.00	15,651.00	5,951.00
08/21/03	THU	153	3	143	13	10	697.00	1,234.00	537.00	70	91	21	8,340.00	15,610.00	7,270.00
08/22/03	FRI	154	2	143	13	11	545.00	1,402.20	857.20	50	60	10	8,600.00	11,612.00	3,012.00
08/23/03	SAT	154	2	147	9	7	545.00	951.00	406.00	50	60	10	8,600.00	10,936.00	2,336.00
08/24/03	SUN	154	2	147	9	7	545.00	951.00	406.00	0	10	10	0.00	2,336.00	2,336.00
08/25/03	MON	154	2	147	9	7	545.00	951.00	406.00	0	8	8	0.00	1,505.00	1,505.00
08/26/03	TUE	154	2	147	9	7	545.00	951.00	406.00	20	23	3	3,000.00	3,000.00	0.00
08/27/03	WED	154	2	147	9	7	545.00	951.00	406.00	20	23	3	3,000.00	3,000.00	0.00
08/28/03	THU	154	2	147	9	7	545.00	951.00	406.00	0	13	13	0.00	2,000.00	2,000.00
08/29/03	FRI	154	2	147	9	7	545.00	951.00	406.00	0	10	10	0.00	2,000.00	2,000.00
08/30/03	SAT	154	2	147	9	7	545.00	951.00	406.00	0	10	10	0.00	2,000.00	2,000.00
08/31/03	SUN	154	2	147	9	7	545.00	951.00	406.00	0	0	0	0.00	0.00	0.00
09/01/03	MON	154	2	146	10	8	545.00	1,242.00	697.00	0	0	0	0.00	0.00	0.00
09/02/03	TUE	154	2	147	9	7	545.00	1,142.00	597.00	20	20	0	3,000.00	3,000.00	0.00
09/03/03	WED	154	2	144	12	10	545.00	1,844.00	1,299.00	20	20	0	3,000.00	3,000.00	0.00
09/04/03	THU	154	2	146	10	8	545.00	1,242.00	697.00	0	0	0	0.00	0.00	0.00
09/05/03	FRI	154	2	144	12	10	545.00	1,233.11	688.11	0	0	0	0.00	0.00	0.00
09/06/03	SAT	154	2	145	11	9	782.00	2,379.86	1,597.86	0	0	0	0.00	0.00	0.00

Filter From Stay Date 08/13/03 To Stay Date 09/12/03  
From Date 07/13/03 To Date 08/13/03  
Include/Exclude

Page 1 of 2 reservation\_pace

### Field Descriptions

**Date:** Displays the reservations stay date analyzed on each row.

**Day:** Displays the day of the week as it corresponds to the date.

#### Individual Rooms

- **Avail (compare date):** Displays the amount of individual rooms sold as of the “compare date” for each row.
- **Sold (compare date):** Displays the amount of individual rooms sold as of the “compare date” for each row.
- **Avail (today):** Displays the amount of individual rooms sold as of “today” for each row.
- **Sold (today):** Displays the amount of individual rooms sold as of “today” for each row.
- **Var.:** Displays the variance between the compare date and today’s numbers.



**Individual Revenue**

- **Room Revenue (compare date):** Displays the amount of individual room revenue as of the “compare date” for each row.
- **Room Revenue (today):** Displays the amount of individual room revenue as of “today” for each row.
- **Variance:** Displays the variance between the compare date and today’s numbers.

**Block Rooms**

- **Avail (compare date):** Displays the amount of block rooms sold as of “the compare date” for each row.
- **Sold (compare date):** Displays the amount of block rooms sold as of “the compare date” for each row.
- **Avail (today):** Displays the amount of block rooms sold as of “today” for each row.
- **Sold (today):** Displays the amount of block rooms sold as of “today” for each row.
- **Var.:** Displays the variance between the compare date and today’s numbers.


**Block Revenue**

- **Room Revenue (compare date):** Displays the amount of block room revenue as of the “compare date” for each row
- **Room Revenue (today date):** Displays the amount of block room revenue as of “today” for each row.
- **Variance:** Displays the variance between the compare date and today’s numbers.



## Room Plan

(resroomplan with RES8.FMX)

<b>Report Summary</b>	<p>The <u>Room Plan Report</u> displays a functionally enhanced summary of the availability of each individual room in the property, showing 15 days per display. For each room, displays room number and room type information. Print this "rack of rooms," or "rooms-at-a-glance" report to verify the correct room blocking for individuals and groups or to assist with blocking when the property is near to capacity.</p>
<b>Report Filter</b>	

**Example Report**

<b>micros FIDELIO</b>			Opera Demo Hotel, Small										06/13/03			
ODH			Room Plan										02:30 PM			
Room	Type	Status	06/13/03 Wednesday	06/14/03 Thursday	06/15/03 Friday	06/16/03 Saturday	06/17/03 Sunday	06/18/03 Monday	06/19/03 Tuesday	06/20/03 Wednesday	06/21/03 Thursday	06/22/03 Friday	06/23/03 Saturday	06/24/03 Sunday	06/25/03 Monday	06/26/03 Tuesday
1001	CK	IP		Asstbed/bath	Asstbed/bath											
1002	CK	IP														
1003	CK	DI														
1004	CK	DI														
1005	DLX	OO	OO LINENS													
1006	CK	DI														
1008	CK	DI														
1009	CK	DI														
101	DLX	DI	IGood	IGood	IGood											
1010	CK	IP														
1011	DLX	DI	Reinstate 3													
1012	CK	DI														
1013	CK	DI														
1014	CK	DI														
1015	CK	IP														
1016	CK	DI														
1018	CK	DI														
1019	CK	DI														
102	DLX	IP	Reinstate 4													
103	DLX	DI														
104	DLX	DI	Reinstate 5													
106	DLX	DI	IDoor	IDoor	IDoor	IDoor	IDoor	IDoor	IDoor	IDoor	IDoor	IDoor	IDoor	IDoor	IDoor	IDoor
1061	CK	IP														

Filter From Date 06/13/03 To Date 06/26/03 Page 1 of 9 resroomplan  
 Room Class: All  
 Room Types: All  
 Rooms: All  
 Room Features: All  
 Smoking: All

**Field Descriptions**

- Room:** Display each row displays the room number reported for that line.
- Type:** Displays the room type associated with the room number.
- Status:** Displays the current housekeeping status of the room number
- Date:** Displays each column displays a date with the corresponding guest information listed below the dates relevant to the reservation.
- Day:** Displays the day of week for the above date.



## Reservation Summary Report (ressummary with GEN1.FMX)

### ***Report Summary***

The Reservation Summary Report provides a summarized breakdown per day of all Reservation activity in the property. The Transient Rooms will reflect Total Deducted Reservations plus Total Non-deducted Reservations.

- Total Occupied Rooms = Individual Reservations + Picked Up Block Reservations + Non-Picked Up Block Reservations (Total Occ. Rms.)
- Individual Rooms = All reservations not attached to a Block (Ind Rooms)
- Block Rooms = All reservations attached to a Block (Blk Rms PU)
- Block Rooms Remaining = Remaining block rooms which have not been reserved (Blk Rms Not PU)
- Occupancy Percentage = Total Projected Occupied Rooms / Inventory rooms (Physical Inventory - OOO Rooms) (% Occ). The Total Projected Occupied Rooms is equal to the Ind Rms + Blk Rms PU + Blk Rms Not PU
- Room Revenue = Individual Rooms + Block Rooms Picked Up
- Average Rate = Room Revenue / Individual Rooms + Block Rooms Picked Up

Therefore, the Occupancy projection will include the Business Block Rooms Picked Up but the Revenue figures are only representing actual Reservations for the Projected Revenue.

Business Block Arrival and Business Block Departure Rooms will reflect the number of reservations, attached to a business block. The Business Block Code identifies the Block regardless of the Profile type attached to the Block Header.

**Report Filter**

**Example Report**

Date		Day	Total Occ.	Ind. Rms.	Blk. Rms.	Blk. Rms.	Blk. Rms.	Total	%Occ	Room	Avg.	Arr. Rms.	Block	Dep. Rms.	Block	OOO	Adi.	Chi.	Arr.	Dep.
			Rms.		PU	Not PU	Avail.		Revenue	Rate	Arr. Rms.	Arr. Rms.	Dep. Rms.	Dep. Rms.	Rms.			Prs.	Prs.	
08/13/03	Wed		86	21	5	60	69	55.48	4,021.71	154.68	11	5	6	0	1	32	2	15	8	
08/14/03	Thu		66	22	5	39	90	42.31	4,796.24	177.71	4	0	3	0	0	35	4	9	4	
08/15/03	Fri		78	24	4	50	78	50.00	4,239.19	151.40	5	0	4	1	0	35	4	5	5	
08/16/03	Sat		94	21	4	69	62	60.26	3,437.71	137.51	5	0	8	0	0	29	2	5	13	
08/17/03	Sun		83	14	1	68	73	53.21	1,956.24	130.42	1	1	11	4	0	19	2	1	11	
08/18/03	Mon		63	11	1	51	93	40.38	1,552.00	129.33	0	0	3	0	0	16	2	0	3	
08/19/03	Tue		72	11	0	61	84	46.15	1,382.00	125.64	0	0	1	1	0	15	2	0	1	
08/20/03	Wed		106	15	16	75	50	67.95	4,819.00	155.45	21	16	1	0	0	35	2	21	1	
08/21/03	Thu		104	13	13	78	52	66.67	2,994.00	115.15	5	5	10	8	0	29	2	5	11	
08/22/03	Fri		73	13	2	58	83	46.79	1,812.20	120.81	0	0	11	11	0	18	2	0	11	
08/23/03	Sat		69	9	1	59	87	44.23	1,101.00	110.10	0	0	5	1	0	13	2	0	5	
08/24/03	Sun		19	9	0	10	137	12.18	951.00	105.67	0	0	1	1	0	12	2	0	1	
08/25/03	Mon		17	9	0	8	139	10.90	951.00	105.67	0	0	0	0	0	12	2	0	0	
08/26/03	Tue		32	9	0	23	124	20.51	951.00	105.67	0	0	0	0	0	12	2	0	0	
08/27/03	Wed		32	9	0	23	124	20.51	951.00	105.67	0	0	0	0	0	12	2	0	0	
08/28/03	Thu		22	9	0	13	134	14.10	951.00	105.67	0	0	0	0	0	12	2	0	0	
08/29/03	Fri		19	9	0	10	137	12.18	951.00	105.67	0	0	0	0	0	12	2	0	0	
08/30/03	Sat		19	9	0	10	137	12.18	951.00	105.67	0	0	0	0	0	12	2	0	0	
08/31/03	Sun		9	9	0	0	147	5.77	951.00	105.67	0	0	0	0	0	12	2	0	0	
09/01/03	Mon		10	10	0	0	146	6.41	1,242.00	124.20	2	0	1	0	0	14	2	3	1	
09/02/03	Tue		29	9	0	20	127	18.59	1,142.00	125.89	0	0	1	0	0	13	2	0	1	
09/03/03	Wed		32	12	0	20	124	20.51	1,844.00	153.67	3	0	0	0	0	16	2	3	0	
09/04/03	Thu		10	10	0	0	146	6.41	1,242.00	124.20	0	0	2	0	0	14	2	0	2	
09/05/03	Fri		12	12	0	0	144	7.69	1,233.11	102.76	3	0	1	0	0	16	2	3	1	
09/06/03	Sat		11	11	0	0	145	7.05	2,379.86	216.35	0	0	1	0	0	15	2	0	1	
09/07/03	Sun		11	11	0	0	145	7.05	2,379.86	216.35	0	0	0	0	0	15	2	0	0	
09/08/03	Mon		12	12	0	0	144	7.69	2,460.86	205.07	1	0	0	0	0	15	2	1	1	
09/09/03	Tue		32	12	0	20	124	20.51	2,410.86	209.91	0	0	0	0	0	15	2	0	0	
09/10/03	Wed		30	10	0	20	125	19.23	2,433.62	243.36	0	0	2	0	0	13	2	0	2	
09/11/03	Thu		12	12	0	0	144	7.69	3,775.62	314.64	2	0	0	0	0	15	2	2	0	
09/12/03	Fri		11	11	0	0	145	7.05	3,104.67	282.24	0	0	1	0	0	14	2	0	1	
09/13/03	Sat		10	10	0	0	146	6.41	2,873.67	287.37	0	0	1	0	0	13	2	0	1	
<b>Total</b>			<b>1285</b>	<b>388</b>	<b>52</b>	<b>845</b>	<b>3706</b>	<b>25.75</b>	<b>68,243.43</b>	<b>53.11</b>	<b>63</b>	<b>27</b>	<b>74</b>	<b>27</b>	<b>1</b>	<b>560</b>	<b>68</b>	<b>73</b>	<b>85</b>	

Filter: From Date 08/13/03 To Date 09/13/03  
Room Class All  
Include Deduct

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ressummary

**Field Descriptions**

- Date:** Displays the date identifying the summarized data.
- Day:** Displays the day of the week identified with the date.
- Total Occ Rms:** Displays the individual reservations + business





block reservations + business block rooms still available to book.

**Inc Rms:** Displays the total individual (non-group) reservations booked.

**Blk Rms PU:** Displays the total reservations booked out of the various group business blocks.

**Blk Rms Not PU:** Displays the total rooms still held in business blocks and not yet confirmed in a reservation.

**Total Avail:** Displays the total hotel inventory – Total Occ Rms

**%Occ:** Displays the total occupied (Occ) Rooms (Rms) divided by the physical inventory not including OOO (out of order) rooms.

**Room Revenue:** Displays revenue calculated from Individual reservations and business block rooms picked up. Does not include any anticipated revenue from business block rooms still available to book.

**Avg Rate:** Calculated from the room revenue as defined above and then divided by the sum of the individual reservations and the business block rooms picked up - does not include any of the anticipated rooms from business blocks that are still available to book.

**Arr Rms:** Displays the total number of individual arrivals for that date.

**Block Arr Rms:** Displays the total number of business block arrivals for that date.

**Dep Rms:** Displays the total number of individual departure rooms for that date.

**Block Dep Rms:** Displays the total number of business block room's departure for that date.

**OOO Rms:** Displays the total number of OOO (out of order) rooms for that date. Note that this number affects the % Occ above.

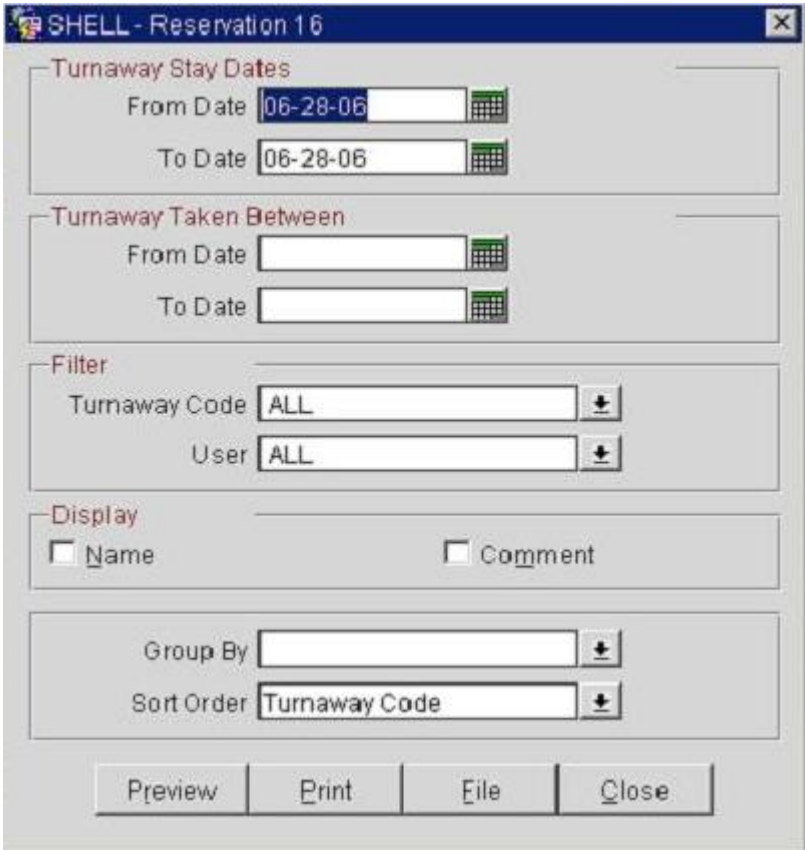
**Adl:** Displays the total number of adults for that date.

**Chl:** Displays the total number of children for that date.

**Arr. Prs:** Displays the total number of arrivals (adults + children) for that date.

**Dep Prs:** Displays the total number of departures (adults + children) for that date.

**Turnaway Details**  
(turnaway\_details with RES16.FMX)

<b>Report Summary</b>	The <u>Turnaway Detail Report</u> will display all Turnaways for a specific stay date or by turnaway date filter.
<b>Report Filter</b>	



### Example Report

		Opera Demo Hotel, Small										06-28-06					
												10:15					
<b>Turnaway Details</b>																	
Market Code	Rate Code	Room Type	Country	Region	Postal Code/City	District	State	User	Turnaway Code	Turnaway Date	Arrival Date	Departure Date	Nights	Rooms	Adults		
<b>Arrival Date 06-27-06</b>																	
ASO	AARP	SJSN	US	NAM				TRAIN	ERROR	07-22-06	06-27-06	06-29-06	2	1	1		
Name		Cook,MacKenzie															
													Subtotal Arrival Date 06-27-06		2	1	1
<b>Arrival Date 06-30-06</b>																	
LIN	RACK	KNGN						SUPERVISOR	TRAI	08-16-06	06-30-06	07-01-06	1	9	1		
IND	KEVI	KNGN	US	NAM				TRAIN	TRAI	07-22-06	06-30-06	07-03-06	3	1	1		
Name		Thomas,Alexandra,Ms.															
													Subtotal Arrival Date 06-30-06		4	10	2
<b>Arrival Date 11-22-06</b>																	
PCK	HONEY	KNGN						SUPERVISOR	TRAI	08-04-06	11-22-06	11-23-06	1	1	1		
													Subtotal Arrival Date 11-22-06		1	1	1
													Grand Total		7	12	4

### Field Descriptions

**Market Code:** Displays the market code for this turnaway reservation.

**Arrival Date:** Groups reservations turned away for a particular arrival date.

**Rate Code:** Displays the rate code for the reservation turned away.

**Room Type:** Displays the room type code for the reservation turned away.

**Country:** Displays the country of the address found on the reservation.

**Region:** Displays the region (if applicable) found on the reservation.

**Postal Code/Zip Code:** Displays the postal code/zip code of the address found on the reservation.

**District:** Displays the district (if applicable) of the address found on the reservation.

**State/Province:** Displays the state or province of the address found on the reservation.

**User:** Displays the user code of the individual who turned the reservation away.

**Turnaway Code:** Displays the turnaway code utilized on the reservation.

**Turnaway Date:** Displays the date where the reservation was turnaway.



	<p><b>Arrival Date:</b> Displays the original arrival date of the reservation prior to the reservation turned away.</p> <p><b>Departure Date:</b> Displays the original departure date of the reservation prior to the reservation turned away.</p> <p><b>Nights:</b> Displays the number of nights the reservation was booked.</p> <p><b>Rooms:</b> Displays the number of rooms the original reservation was holding.</p> <p><b>Adults:</b> Displays the number of adults on the reservation.</p>
--	---



**Turnaway by Day/MTD/YTD**  
(turnaway\_dmy with RES15.FMX)

<p><b>Report Summary</b></p>	<p>This <u>Turnaway by Day/MTD/YTD Report</u> will display all Turnaways for a specific date and group by Market Codes.</p>
<p><b>Report Filter</b></p>	

**Example Report**

		Opera Demo Hotel, Small		06-28-06			
				10:19			
<b>Turnaways Day/MTD/YTD</b>							
Market Code	Description	Day (06-28-06)		Month to Date		Year to Date	
		Arrival Rooms	Stay Rooms	Arrival Rooms	Stay Rooms	Arrival Rooms	Stay Rooms
<b>Turnaway Code ERROR Menu Error</b>							
ASO	Association	0	1	2	2	2	2
LIN	Individual Leisure	0	0	5	5	5	5
Group Total		0	1	7	7	7	7
<b>Turnaway Code JUST Just Checking</b>							
PCK	Package	0	0	1	1	1	1
Group Total		0	0	1	1	1	1
<b>Turnaway Code PRIC Price Sensitive</b>							
PCK	Package	0	0	1	1	1	1



***Field Descriptions***

**Market Code:** Displays and groups turnaways by the market code.

**Description:** Displays the brief turnaway description next to each turnaway code.

**Date:** Display the Day (as requested on the report filter), the Month To Date totals and the Year to Date totals. It displays the number of rooms arriving for this day (Arrival Rooms) and then by the number of rooms staying over (Stay Rooms).

**Turnaway Code:** Displays the turnaway code (“JUST” – Just Checking for example).



## Chapter 2 Front Desk Reports

### Guests in House by Room Number or by Alpha (gibyroom with INH1.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Guests in House by Room Number/Alpha Report</u> displays a variety of information for guests in house and sorts by room number. Change the sort order to display alphabetically by guest last name instead of sequencing by room number.</p>
<p><b>Report Filter</b></p>	

**Example Report**



Opera Demo Hotel, Small

06.10.04

Guests INH - By Room

09:04 AM

Room No.	Name	Company Travel Agent	Arr. Date	Dep. Date	Room Type	Adl.	Chl.	Pay Mth.	Rate Code	Currency	Rate Amount	Balance	Authorization Amount
VIP	Block Code	Source	EDT										
2020	BROADMORE, MARY		06.08.04	06.16.04	SEAKG	2	2	CK	PINK	USD	163.00	896.96	0.00
2022	RIGDON, SUSAN	T- LULU'S TRAVEL	06.08.04	06.18.04	SEAKG	1	0	CA	PINK	USD	103.00	1,031.04	0.00
	Accompanying Names	RIGDON, JIM											
2060	MICRI, MATT	T- MARITZ TRAVEL COMP	06.16.04	06.18.04	POKB	1	0	CA	GROUP	USD	136.00	0.00	0.00
	Accompanying Names	MOIRI, REBEKAH											
	Res. Comments	In-house	Guest will always leave room key when departing the property for the date. Please have keys ready upon their return.										
	Special Request	Early Arrival, Seasonal Flower Arra											
2062	"WERIER, MIKE		06.13.04	06.18.04	POKB	2	1	AX - N	STARS	USD	105.00	528.00	0.00
	Share with	LONDON, JEREMY											
5052	MALONEY, JACOB		06.14.04	06.17.04	BHUTKG	2	0	CA	PINK	USD	103.00	344.24	0.00
5065	BRADY, SLOANE, Ms		06.15.04	06.16.04	BHUTQE	1	0	CA	ENT	USD	90.00	99.00	0.00
	Special Request	Early Arrival, High Floor											
	Preference	LOCAL, NY											
5066	HALEY, ANGELA		06.14.04	06.19.04	BHUTKG	1	0	CA	RED	USD	152.00	332.60	0.00
	3												
9000	BT - BRITISH TELECOMMUNICATIONS		06.16.04	06.18.04	PM	1	0	CA	STARS	USD	125.00	0.00	0.00
<b>Total Rooms</b>	<b>8</b>				<b>Total</b>	<b>11</b>	<b>3</b>				<b>3,231.84</b>		

**Field Descriptions**

**Room No:** Displays the room number for pre-blocked guests will display in this row.

**Name:** Displays the guest's last name then first name.

**VIP:** Displays the VIP code of the listed guest

**Block Code:** Displays the business block code for any groups guests display for easy identification in cases where there may be similar names of groups overlapping. The business block code is always unique to each group.

**Company/Travel Agent/Source:** Displays the account name of any additional profiles attached to the reservation. The prefix before the name indicates type of profile. For example, C - is a Company profile.

**Arr. Date:** Displays the arrival date of the reservation.

**Dep. Date:** Displays the departure date of the reservation.

**EDT:** Displays the estimated departure time (if applicable) just below the departure date.

**Room Type:** Displays the room type code confirmed in the reservation.

**Adl:** Displays the total number of Adults in the reservation

**Chl:** Displays the total number of Children in the reservation.

**Pay Mth:** Displays the Payment Method attached to the reservation.





	<p><b>Rate Code:</b> Displays the Rate Code attached to the reservation. Group guests do not require a rate code so this may display blank for guests attached to a business block code.</p> <p><b>Currency:</b> Displays the currency for the reservation. Except in cases where the hotel accepts multiple currencies this will usually be the base currency of the hotel.</p> <p><b>Rate Amount:</b> Displays the Amount of the rate for the reservation. Sharing guests who are splitting the rate will display the rate per person.</p> <p><b>Balance:</b> Displays the total amount due the hotel from the guest reservation.</p> <p><b>Authorization Amount:</b> Displays the total amount authorized on the guest's credit card.</p>
--	--

# Departure Report

(departure\_all with DEP1.FMX)

## Report Summary

The Departures All Report lists all departure rooms scheduled for a specified date. The report also calculates Day-use rooms on the report. If the room is a share, an asterisk displays to the left of the name, and the room count will only display for the primary sharer, making the number of departure rooms accurate.

## Report Filter

The screenshot shows a software window titled "SHELL - Departure 1" with the following sections:

- Departure Date Range:** From 06-28-06 To 06-28-06
- Filter:** Room Class (ALL), Block Code (ALL), Room Type (ALL), Rate Code (ALL), Payment Method (ALL), Specials (ALL), Departure Time (00:00 To 23:59)
- Include:**  Psuedo Rooms,  Due Out,  Checked Out,  Late Check Out Only
- Profile Type:**  Individuals,  Company,  Travel Agents,  Source,  Group
- Display:**  Revenue,  Notes,  Specials,  Share Names,  VIP Only
- Group By:** (empty dropdown), **Sort Order:** Room No.
- Buttons:** Preview, Print, File, Close



### Example Report

micro FIDELIO		Opera Demo Hotel, Small											10/13/04		
ODH		Departures											10:09 AM		
Room No.	Name	Company Travel Agent Source Group	VIP Code	Arr. Date	Dep. Date	Adl. Chl.	Rms	Nts	Room Type	Block Code	Rate Code	Res. Status	Dep. Time	Pay Mth	Balance
<b>Departure 10/13/04</b>															
120	*HIPELNINE,FRED	G- nanik		10/09/04	10/13/04	1 0	0	5	SUP	OCT-01		DUOT	12:00 AM	CA	780.00
	Share with	MAREKEN,HAROLD													
410	LONGSHOREMAN,LORI	G- nanik		10/09/04	10/13/04	1 0	1	5	SUP	OCT-01		DUOT	12:00 AM	CA	702.00
						<b>Total</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>10</b>					<b>1482.00</b>
<b>Departure 10/14/04</b>															
120	*MAREKEN,HAROLD	G- nanik		10/09/04	10/14/04	1 0	1	6	SUP	OCT-01		CKIN	12:00 AM	CA	617.90
	Share with	HIPELNINE,FRED													
403	ISLIENEN,JACOB	T- PEOPLE'S CHOICE TRAVEL		10/13/04	10/14/04	1 0	1	1	SUP	OCT-01	CORP1	CKIN	12:00 AM	VI	0.00
		G- nanik													
						<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>7</b>					<b>617.90</b>

Filter From Departure Date 10/13/04 To Departure Date 10/13/04  
 Room Class All Room Type All Payment Methods All Block Codes OCT-01 Special Request: All  
 Departure Time From 12:00 AM To 11:59 PM Sort Order Room No.  
 Profile Type All Include Due Out Include Checked OUT Note Type All Including Internal Notes

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departure\_all

### Field Descriptions

**Room No:** Displays the room number for pre-blocked guests will display in this row.

**Name:** Displays the guest's last name then first name.

**Company/Travel Agent/Source:** Displays the account name of any additional profiles attached to the reservation. The prefix before the name indicates type of profile. For example, C - is a Company profile.

**VIP:** Displays the VIP code of the listed guest

**Arr. Date:** Displays the arrival date of each reservation.

**Dep. Date:** Displays the departure date of each reservation.

**Adl:** Displays the total number of Adults in the reservation

**Chl:** Displays the total number of Children in the reservation.

**Rms:** Displays the total number of rooms in the reservation. Helpful in finding reservations with multiple rooms booked on one confirmation number.



	<p><b>Nights:</b> Displays the total number of nights associated with this reservation.</p> <p><b>Room Type:</b> Displays the room type code confirmed in the reservation.</p> <p><b>Block Code:</b> Displays the business block code for identification in cases where similar names of group members may be overlapping. The business block code is always unique to each group.</p> <p><b>Rate Code:</b> Displays the Rate Code attached to the reservation. Group guests do not require a rate code so this may display blank for guests attached to a business block code.</p> <p><b>Dep Time:</b> Displays the estimated departure time (if applicable) just below the departure date.</p> <p><b>Pay Mth:</b> Displays the Payment Method attached to the reservation.</p> <p><b>Balance:</b> Displays the total amount due the hotel from the guest reservation.</p>
--	---



## Guests in House Rate Variance

(giratevariance with INH1.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Guests In House Rate Variance Report</u> displays consolidated rate check statistics for guests in house. Depending on the selection criteria, chosen, generated reports may be for guests Checked In Today, Occupied rooms only or for All Rooms. The Potential Net Revenue calculates based on the Rate Code attached to the Room Type in Room type configuration. If the room type does not have a rate code attached, the default from configured Default Rate Code in the Application Settings takes precedence.</p>
<p><b>Report Filter</b></p>	

**Example Report**



Opera Demo Hotel, Small

03.24.04

Rate Variance

10:54 AM

Room No.	Room Type	Name	Arr. Date	Nts. Dep. Date	Rate Code	Inclusive Amount	Disc. Amount	Net Rate	Potential Net	Net Variance
2022	SEAKG	LITTLEFAIR,IAN,Mr	03.14.04	11 03.25.04		110.00		100.00	500.00	400.00
2023	SEAGN	*HERREN,HARRY	03.21.04	3 03.24.04	TIERED	0.00	0.00	0.00	160.00	160.00
2023	SEAGN	*HICKSON,HENRIETTA	03.21.04	10 03.31.04	TIERED	110.00		100.00	100.00	0.00
2024	SEAKG	BRADY,SLOANE	03.13.04	22 04.04.04	TIERED	56.00		60.00	113.00	63.00
2050	FOKB	MIESTER,HANS	03.21.04	4 03.25.04		113.30		103.00	100.00	- 3.00
2051	FOQB	*DEAN,JAMES	03.21.04	4 03.25.04		57.00		52.00	75.00	23.00
2051	FOQB	*HEMINGWAY,ERNEST	03.21.04	4 03.25.04		56.56		51.50	75.00	23.50
2052	FOKB	HEPBURN,AUDREY	03.21.04	4 03.25.04		113.30		103.00	100.00	- 3.00
2053	FOQB	GREEN,JANE	03.21.04	4 03.25.04		113.30		103.00	160.00	47.00
2054	FOKB	CHARA,SCARLETT	03.21.04	4 03.25.04		113.30		103.00	100.00	- 3.00
2055	FOQB	*COSTAS,BOB	03.21.04	4 03.25.04		57.00		52.00	75.00	23.00
2055	FOQB	*STEWART,NORM	03.21.04	4 03.25.04		56.56		51.50	75.00	23.50
2056	FOKB	BERGMAN,INGRID	03.21.04	4 03.25.04		113.30		103.00	100.00	- 3.00
2057	FOQB	BUCK,JACK	03.21.04	4 03.25.04		113.30		103.00	160.00	47.00
2058	FOKB	BOGART,HUMPHREY	03.21.04	4 03.25.04		113.30		103.00	100.00	- 3.00
2059	FOQB	STERN,HOWARD	03.21.04	4 03.25.04		113.30		103.00	160.00	47.00
2060	FOKB	SKINK,JOHN	03.21.04	4 03.25.04		113.30		103.00	100.00	- 3.00
2061	FOQB	PILCHER,ROSEMARY	03.21.04	4 03.25.04		113.30		103.00	160.00	47.00
2062	FOKB	CHARA,MAUREEN	03.21.04	4 03.25.04		113.30		103.00	100.00	- 3.00
2063	FOQB	LEWIS,JERRY	03.21.04	4 03.25.04		113.30		103.00	160.00	47.00
2064	FOKB	SWAGGERT,JIMMY	03.21.04	4 03.25.04		113.30		103.00	100.00	- 3.00
2065	FOQB	HOPE,BOB	03.21.04	4 03.25.04		113.30		103.00	160.00	47.00
2066	FOKB	SINATRA,FRANK	03.21.04	4 03.25.04		113.30		103.00	100.00	- 3.00
2067	FOQB	*STEINBECK,JOHN	03.21.04	4 03.25.04		56.56		51.50	75.00	23.50
2067	FOQB	*SHAKESPEARE,WILLIAM	03.21.04	4 03.25.04		57.00		52.00	75.00	23.00
2068	FOKB	BUTLER,RHETT	03.21.04	4 03.25.04		113.30		103.00	160.00	47.00
2070	FOKB	LORKIN,MAY	03.22.04	4 03.25.04	ERS	166.00		166.00	160.00	0.00
6067	BHUTQB	BRADY,CHRIS	03.16.04	9 03.25.04	RACK	247.50		166.00	166.00	0.00
6068	BHUTKG	ACKERMAN,TOM	03.14.04	18 04.01.04	HOUSE	0.00		0.00	166.00	166.00
6087	BHUTQB	HARRIS,WADISON	03.22.04	3 03.25.04	B&B	236.20		102.00	166.00	63.00
<b>Total</b>						<b>3,077.45</b>		<b>2,626.50</b>	<b>3,908.00</b>	<b>1,282.50</b>

Filter Room Types All Payment Methods All Block Codes All VIP Codes All Room Status Occupied Sort Order Room No.

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giratevariance

**Field Descriptions**

**Room No:** Displays the room number for pre-blocked guests will display in this row.

**Room Type:** Displays the room type code confirmed in the reservation.

**Name:** Displays the guest's last name then first name.

**Arr. Date:** Displays the arrival date of each reservation.

**Nights:** Displays the total number of nights associated with this reservation.

**Dep. Date:** Displays the departure date of each reservation.

**Rate Code:** Displays the Rate Code attached to the reservation. Group guests do not require a rate code so this may display blank for guests attached to a business block code.

**Inclusive Amount:** Displays the total room revenue and applicable taxes.

**Disc Amount:** Displays the discount amount if applicable.

**Net Rate:** Displays the room rate for the reservation.



	<p><b>Potential Net:</b> Displays the room rate configured in the “default” rate code attached to the room type.</p> <p><b>Net Variance:</b> Calculates the difference between the potential net and the Net Rate.</p>
--	--

### Rate Check Report by Room Number (giratecheck with INH5.FMX)

**Report Summary**

The Rate Check Report by Room Number Report displays all reservation currently in house, and sorts numerically by Room Number. This report would be useful for Shift checks in verifying the rate charges against the registration cards.

**Report Filter**

The screenshot shows a dialog box titled "SHELL - Inhouse 5" with the following sections:

- Date:** A date field set to "06-28-06" with a calendar icon.
- Filter:** Five dropdown menus: Room Class (ALL), RoomType (ALL), Rate Code (ALL), Block Code (ALL), and Reservation Status (CHECKED IN).
- Include:** Two checkboxes: "Pseudo Rooms" (unchecked) and "With a Variance Only" (unchecked).
- Display:** A grid of checkboxes: "Market Code" (unchecked), "Source Code" (unchecked), "Origin Code" (unchecked), "Notes" (checked), "Routing Instructions" (unchecked), "Share Names" (unchecked), "Payment Method" (unchecked), "Packages" (unchecked), "Discount Reasons" (unchecked), and "Include Internal Notes" (unchecked). A dropdown menu next to "Notes" is set to "ALL".
- Sort Order:** A dropdown menu set to "Room No.".
- Buttons:** "Preview", "Print", "File", and "Close".





## Example Report



Opera Demo Hotel, Small

03.24.04

03:29 PM

### Guests In House Rate Check

Room No.	Name	Prs.	Block Code	Rate Code	Rate Code Amt.	Rate Amt. Curr.	Variance	Arrival	Departure	Room Type	Fixed Charges	Tax Type
2022	LITTLEFAIR,IAN,Mr	1			0.00	100.00 USD	- 100.00	03.14.04	03.25.04	SEAKG		0
2024	BRADY,SLOANE	1		TIERED	60.00	60.00 USD	0.00	03.13.04	04.04.04	SEAKG		0
2060	WIESTER,HANS	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POKB		
2061	DEAN,JAMES	1	04MICH		103.00	61.60 USD	61.60	03.21.04	03.25.04	POGB		
2061	HEMINGWAY,ERNEST	1	04MICH		103.00	61.60 USD	61.60	03.21.04	03.25.04	POGB		
2062	HEPBURN,AUDREY	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POKB		
2063	GREEN,JANE	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POGB		
2064	OHARA,SCARLETT	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POKB		
2066	COSTAS,BOB	1	04MICH		103.00	61.60 USD	61.60	03.21.04	03.25.04	POGB		
2066	STEWART,NORM	1	04MICH		103.00	61.60 USD	61.60	03.21.04	03.25.04	POGB		
2066	BERGMAN,INGRID	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POKB		
2067	BUCK,JACK	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POGB		
2068	BOGART,HUMPHREY	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POKB		
2069	STERN,HOWARD	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POGB		
2060	SKINK,JOHN	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POKB		
2061	PILCHER,ROSEMARY	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POGB		
2062	OHARA,MAUREEN	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POKB		
2063	LEWIS,JERRY	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POGB		
2064	SWAGGERT,JIMMY	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POKB		
2066	HOPE,BOB	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POGB		
2066	SINATRA,FRANK	1	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POKB		
2067	STEINBECK,JOHN	1	04MICH		103.00	61.60 USD	61.60	03.21.04	03.25.04	POGB		
2067	SHAKESPEARE,WILLIA	1	04MICH		103.00	61.60 USD	61.60	03.21.04	03.25.04	POGB		
2068	BUTLER,RHETT	2	04MICH		103.00	103.00 USD	0.00	03.21.04	03.25.04	POKB		
2070	LORKIN,MAY	4		ERS	160.00	160.00 USD	0.00	03.22.04	03.25.04	POKB		0
6067	BRADY,CHRIS	1		RACK	226.00	226.00 USD	0.00	03.16.04	03.26.04	BHUTOE		0
6068	ACKERMAN,TOM	3		HOUSE	0.00	0.00 USD	0.00	03.14.04	04.01.04	BHUTKG		0
6087	HARRIS,MADISON	1		B&B	106.00	226.00 USD	- 120.00	03.22.04	03.25.04	BHUTOE		0

Filter Room Types All  
Rate Code All Block Code All  
Sort Order Room No.

Page 1 of 1

gratecheck

## Field Descriptions

**Room No:** Displays the room number occupied by the guest.

**Name:** Displays the name (last, first) of the guest.

**Prs:** Displays the total number of persons (adults + children) occupying the room.

**Block Code:** For group's guests, displays the business block code of the associated group.

**Rate Code:** Displays the rate code associated with the reservation. Group guests do not require a rate code and this field may be blank in those cases.

**Rate Code Amt:** Displays the potential rate configured in the details of the rate code for the room type.

**Rate Amt:** Displays the rate amount in the reservation.

**Curr:** Displays the currency.

**Variance:** Displays the difference between the potential rate amount and the current rate amount.

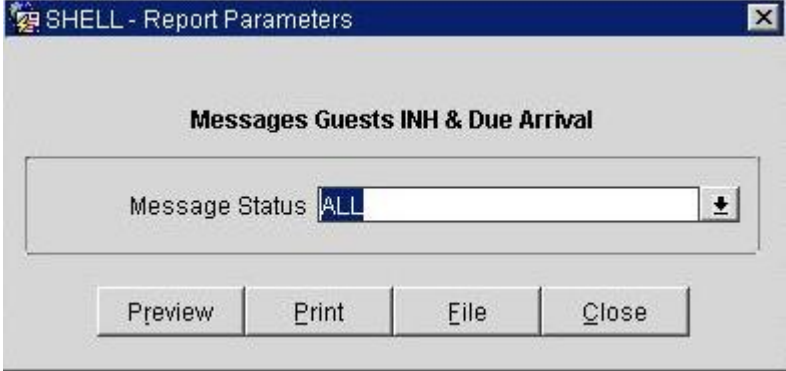
**Arrival:** Displays the arrival date of the reservation.



	<p><b>Departure:</b> Displays the departure date of the reservation.</p> <p><b>Room Type:</b> Displays the room type associated with the room number occupied by the guest.</p> <p><b>Fixed Charges:</b> Displays any additional fixed charges (Reservation Options) attached to the reservation</p> <p><b>Tax Type:</b> Displays the Tax Type associated with the reservation or the guest profile (if applicable)</p>
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## Messages for Guests in House and Due Arrivals (giarrmessage with no .FMX)

<h3>Report Summary</h3>	<p>The <u>Messages for Guests in House and Due Arrivals Report</u> displays all messages for guests in house and arriving during system down times. The user has the ability to filter on message status so they do not have to print messages that already received.</p>
<h3>Report Filter</h3>	

### Example Report

micros-PIE.LJO		Opera Demo Hotel, Small				08/13/03		
ODH		Messages Guests INH & Due Arrival				10:40 AM		
Message for	Room No.	Arr. Date	Dep. Dat	Res. Status	Message	Message Date	Time	Status
BAISLEY,TRICIA,Mr	124	07/28/03	08/16/03	CHECKED IN	fojknhsht	03/23/04	01:51 PM	Received on
BAISLEY,TRICIA,Mr	124	07/28/03	08/16/03	CHECKED IN	lffgkdfgkjshgkjhgkgf	03/23/04	02:02 PM	Received on
BAISLEY,TRICIA,Mr	124	07/28/03	08/16/03	CHECKED IN	test node1	06/17/04	04:11 PM	Received on
BARBARA,HANNA	132	07/28/03	10/26/03	CHECKED IN	dffgffg	03/16/04	05:26 PM	
BARBARA,HANNA	132	07/28/03	10/26/03	CHECKED IN	fojknhsht	03/23/04	01:51 PM	
BARBARA,HANNA	132	07/28/03	10/26/03	CHECKED IN	lffgkdfgkjshgkjhgkgf	03/23/04	02:02 PM	
BARBARA,HANNA	132	07/28/03	10/26/03	CHECKED IN	Mr John Utera Stop by Front Desk	05/27/04	01:53 PM	Lamp on
BARBARA,HANNA	203	08/04/03	10/26/03	CHECKED IN	gm called to say Welcome to the Hotel	06/04/04	11:17 AM	
BARBARA,HANNA	132	07/28/03	10/26/03	CHECKED IN	gm called to say Welcome to the Hotel	06/04/04	11:17 AM	
BEDELL,JAMES,Dr	2001	07/28/03	10/30/03	CHECKED IN	dffgffg	03/16/04	05:26 PM	
BEDELL,JAMES,Dr	2001	07/28/03	10/30/03	CHECKED IN	lffgkdfgkjshgkjhgkgf	03/23/04	02:02 PM	
BEDELL,JAMES,Dr	2001	07/28/03	10/30/03	CHECKED IN	gm called to say Welcome to the Hotel	06/04/04	11:17 AM	
BEDELL,JAMES,Dr	2001	07/28/03	10/30/03	CHECKED IN	fojknhsht	03/23/04	01:51 PM	
double checkin	112	08/11/03	08/13/03	CHECKED IN	gm called to say Welcome to the Hotel	06/04/04	11:17 AM	
double checkin	112	08/11/03	08/13/03	CHECKED IN	entering test message	06/04/04	11:23 AM	
DOZER,ELISA,Ms	2014	07/24/03	10/22/03	CHECKED IN	dffgffg	03/16/04	05:26 PM	
DOZER,ELISA	403	08/11/03	08/21/03	CHECKED IN	Mr esatur bora	06/17/04	11:23 AM	
DOZER,ELISA,Ms	106	07/29/03	11/06/03	CHECKED IN	of micros	06/04/04	11:17 AM	
DOZER,ELISA,Ms	106	07/29/03	11/06/03	CHECKED IN	gm called to say Welcome to the Hotel	03/23/04	02:02 PM	
DOZER,ELISA,Ms	106	07/29/03	11/06/03	CHECKED IN	lffgkdfgkjshgkjhgkgf	03/23/04	01:54 PM	
DOZER,ELISA,Ms	106	07/29/03	11/06/03	CHECKED IN	galsndjaoclashndja	03/23/04	01:51 PM	
DOZER,ELISA,Ms	106	07/29/03	11/06/03	CHECKED IN	fojknhsht	03/18/04	10:18 AM	
DOZER,ELISA,Ms	106	07/29/03	11/06/03	CHECKED IN	asrksaf	03/16/04	05:26 PM	
DOZER,ELISA,Ms	106	07/29/03	11/06/03	CHECKED IN	dffgffg	03/16/04	05:26 PM	
DOZER,ELISA,Ms	106	07/29/03	11/06/03	CHECKED IN	dffgffg	03/16/04	05:26 PM	
DOZER,ELISA,Ms	106	07/29/03	11/06/03	CHECKED IN	hasckhnsjd	03/16/04	02:55 PM	
DOZER,ELISA,Ms	2014	07/24/03	10/22/03	CHECKED IN	gm called to say Welcome to the Hotel	06/04/04	11:17 AM	
DOZER,ELISA,Ms	2014	07/24/03	10/22/03	CHECKED IN	fyorly	06/04/04	11:18 AM	
DOZER,ELISA,Ms	2014	07/24/03	10/22/03	CHECKED IN	lffgkdfgkjshgkjhgkgf	03/23/04	02:02 PM	
DOZER,ELISA,Ms	2014	07/24/03	10/22/03	CHECKED IN	fojknhsht	03/23/04	01:51 PM	
DOZER,MASON,Mr	127	06/13/03	09/01/04	CHECKED IN	dffgffg	03/16/04	05:26 PM	
DOZER,MASON,Mr	127	06/13/03	09/01/04	CHECKED IN	fojknhsht	03/23/04	01:51 PM	
DOZER,MASON,Mr	127	06/13/03	09/01/04	CHECKED IN	lffgkdfgkjshgkjhgkgf	03/23/04	02:02 PM	
DOZER,MASON,Mr	127	06/13/03	09/01/04	CHECKED IN	gm called to say Welcome to the Hotel	06/04/04	11:17 AM	
DOZER,MASON,Mr	128	08/11/03	09/01/03	CHECKED IN	gm called to say Welcome to the Hotel	06/04/04	11:17 AM	
generates.wrapper	112	08/09/03	08/15/03	CHECKED IN	gm called to say Welcome to the Hotel	06/04/04	11:17 AM	
Muller,Mirjam,Ms	2018	06/13/03	07/21/04	CHECKED IN	dffgffg	03/16/04	05:26 PM	
Muller,Mirjam,Ms	2018	06/13/03	07/21/04	CHECKED IN	fojknhsht	03/23/04	01:51 PM	
Muller,Mirjam,Ms	129	07/22/03	10/20/03	CHECKED IN	Mr bora batur	02/24/04	03:26 PM	
Muller,Mirjam,Ms	129	07/22/03	10/20/03	CHECKED IN	of micros			
Muller,Mirjam,Ms	129	07/22/03	10/20/03	CHECKED IN	See Housekeeping at your Convenience			
Muller,Mirjam,Ms	129	07/22/03	10/20/03	CHECKED IN	Phone No. 5551212 .			
Muller,Mirjam,Ms	129	07/22/03	10/20/03	CHECKED IN	fojknhsht	03/23/04	01:51 PM	
Muller,Mirjam,Ms	129	07/22/03	10/20/03	CHECKED IN	gm called to say Welcome to the Hotel	06/04/04	11:17 AM	
Muller,Mirjam,Ms	129	07/22/03	10/20/03	CHECKED IN	lffgkdfgkjshgkjhgkgf	03/23/04	02:02 PM	

Filter: ALL Messages

giarrmessage



<b><i>Field Descriptions</i></b>	<p><b>Message For:</b> Displays the name (last, first) of the guest.</p> <p><b>Room No:</b> Displays the room number of the reservation.</p> <p><b>Arr. Date:</b> Displays the arrival date of the reservation.</p> <p><b>Dep. Date:</b> Displays the departure date of the reservation.</p> <p><b>Res. Status:</b> For arriving guests, displays the Reservation Type (i.e. Non Gtd, CC Gtd, etc.) associated with the reservation. For in house guests, displays the Status of the reservation such as Check In or Due Out.</p> <p><b>Message:</b> Displays the text of the message. Additional lines insert for very long messages.</p> <p><b>Message Date:</b> Displays the date of the message on the reservation.</p> <p><b>Time:</b> Displays the creation date of the message.</p> <p><b>Status:</b> Indicates whether the guest has received the message.</p>
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**Member Report**  
(member with MEM1.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Member Report</u> displays all reservations that have or had a membership attached to the reservation. Additional filters include reservations due to depart or departed.</p> <p>The report provides a breakdown of the revenue generated during the reservation. This report is useful for those properties that manually export the membership statistics to the appropriate outside vendors. The breakdown of Revenues into the appropriate columns based on the Transaction Code Type assigned to the Transaction code in configuration.</p> <p>Room Rev = Lodging          F&amp;B Rev = Food and Beverage, Mini Bar          Tel. Rev = Telephone Charges          Other Rev = Others</p>
<p><b>Report Filter</b></p>	

**Example Report**

<b>microS-FIDELIO</b>		Opera Demo Hotel, Small										10-17-04		
GAMING		Member Stay Detailed										10:50		
Room No.	Name	Membership No.	Mkt Code	Rate Code	Arr. Date	Dep. Date	Nts	Room Rate	Room Rev	F&B Rev	Tel. Rev	Other Rev	Total Rev	Pay Mth
Membership Type AA		American Airlines												
7081	BABARONSKI,STEPHANIE	45132789	CORP	B&B	10-09-04	10-11-04	2	125.00	0.00	0.00		0.00	0.00	CA
7082	BOYD,LISA	1M52A1	CGP	MONEYPEI	10-12-04	10-14-04	2	142.00	234.00	0.00	0.00	0.00	234.00	CA
							Sub total	4	234.00	0.00	0.00	0.00	234.00	
Membership Type GP		Gold Passport												
0202	HALEY,ANGELA	123456	CGF	JUNGLE	10-12-04	10-14-04	2	114.25	49.99	0.00	0.00	0.00	49.99	CA
							Sub total	2	49.99	0.00	0.00	0.00	49.99	
							Grand Total	6	283.99	0.00	0.00	0.00	283.99	

Filter From Departure Date 29-SEP-04 To Departure Date 17-OCT-04  
 Room Class All Room Type All Membership Type All Payment Methods All Sort  
 Order Room No. Include Due OUT Include Checked OUT Primary Membership  
 Only  
 Include Inactive Membership Types  
 Note Type All including Internal Notes

**Field Descriptions**

- Membership Type:** Displays the membership type and subtotal with each membership type separated by membership type.
- Room No:** Displays the room number associated with the reservation.
- Name:** Displays the name (Last, First) of the guest associated with the reservation.
- Membership No:** Displays the membership number selected as primary on the guest profile.
- Mkt Code:** Displays the Market Code associated with the reservation – usually linked to the rate code.
- Rate Code:** Displays the Rate Code associated with the reservation. Group guests are not required to have a rate code so this field may be blank in reservations associated with a business block code.
- Arr. Date:** Displays the arrival date of the reservation.
- Dep. Date:** Displays the departure date of the reservation.
- Nts:** Displays the number of nights for the reservation.



	<p><b>Room Rate:</b> Displays the room rate amount on the reservation.</p> <p><b>Room Rev:</b> Displays the total revenue posted to the guest reservation where the Transaction Code is marked as “Revenue” and the Transaction Type is “Lodging”.</p> <p><b>F&amp;B Rev:</b> Displays the total revenue posted to the guest reservation where the Transaction Code is marked as “Revenue” and the Transaction Type is “Food and Beverage”.</p> <p><b>Tel. Rev:</b> Displays the total revenue posted to the guest reservation where the Transaction Code is marked as “Revenue” and the Transaction Type is “Telephone”.</p> <p><b>Other Rev:</b> Displays the total revenue posted to the guest reservation where the Transaction Code is marked as “Revenue” and the Transaction Code Type is not “Lodging”, “Food and Beverage”, “Tax”, or “Non Hotel Supplies”.</p> <p><b>Total Rev:</b> Total amount of Room Revenue, Food and Beverage Revenue and Other Revenue from all of the above Transaction Code Types posted to the reservation.</p> <p><b>Pay Mth:</b> Displays the payment method on the reservation.</p>
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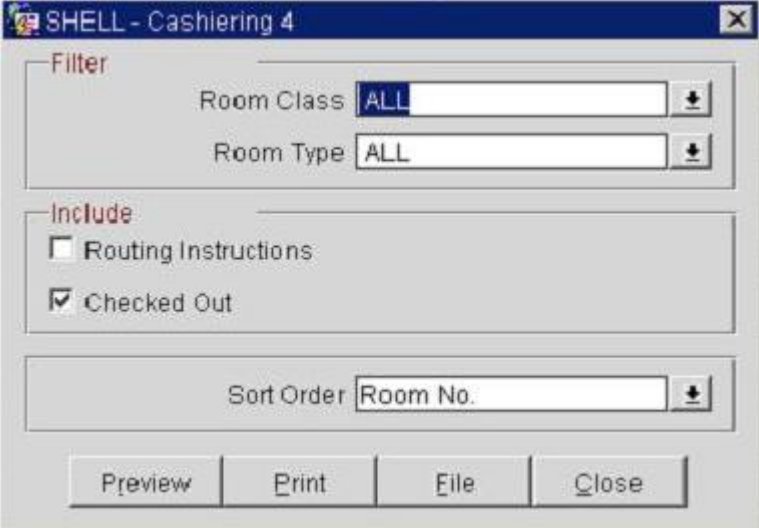




# Chapter 3 Accounting Reports

## Guest Trial Balance

(gl\_trial\_balance with CAS4.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Guest Trial Balance Report</u> displays all guests in house and their folio balances for a specific date equal to or less than the current Business Date.</p>
<p><b>Report Filter</b></p>	

### Example Report

micros FIDELIO		Opera Demo Hotel, Small								20.04.03	
ODH		10:01									
Guest Trial Balance											
Room	Name	Arr. Date	Dep. Date	Opening Balance	Debits	Transfer Debt	Credits	Transfer Credit	Closing Balance	Folio No.	Status
Reservations											
101	Peters,Russell	19.04.03	21.04.03	-457.16	0.00	0.00	0.00	0.00	-457.16	17, 18, 19, 20, 21, 22, 23, 24	CKIN
103	Lowy,Marlin	19.04.03	20.04.03	774.81	0.00	0.00	0.00	0.00	774.81		CKIN
105	Mathews,Albert	15.04.03	20.04.03	821.31	0.00	0.00	0.00	0.00	821.31		CKIN
1050	Parsons,Shawn	19.04.03	20.04.03	270.00	0.00	0.00	0.00	0.00	270.00	31, 32	CKIN
125	Slater,Todd,Mr	20.04.03	23.04.03								CKIN
306	*Marlowe,Dorek	20.04.03	21.04.03								CKIN
306	*Ashe,Carlton	20.04.03	21.04.03								CKIN
503	*Lowy,Marlin	19.04.03	20.04.03	302.50	0.00	0.00	0.00	0.00	302.50		CKIN
503	*Larson,Tammy	19.04.03	20.04.03	275.00	0.00	0.00	0.00	0.00	275.00		CKIN
515	HARRIS,MARK	19.04.03	20.04.03	250.00	0.00	0.00	0.00	0.00	250.00		CKIN
523	Guentert,Tammy	20.04.03	20.04.03	0.00	0.00	0.00	0.00	0.00	0.00	51	CKOT
910	*Mathews,Albert	15.04.03	20.04.03	1,370.15	0.00	0.00	0.00	0.00	1,370.15		CKIN
910	*DOZER,ELISA,MS	20.04.03	28.07.03								CKIN
Subtotal				3,606.61	0.00	0.00	0.00	0.00	3,606.61		
Total				3,606.61	0.00	0.00	0.00	0.00	3,606.61		

<b>Field Descriptions</b>	<p><b>Room:</b> Displays the room number of the guest in house.</p> <p><b>Name:</b> Displays the guest name as it appears on the reservation.</p> <p><b>Arr. Date:</b> Displays the arrival date on the reservation.</p> <p><b>Dep. Date:</b> Displays the departure date on the guest reservation.</p> <p><b>Opening Balance:</b> Displays the total current charges on each guest folio. The amount will balance to the trial_balance Guest Ledger Balance Today figure from the previous day.</p> <p><b>Debits:</b> Displays the total charges posted today on a guest account. Debits + Transfer Debits will balance to the Guest Ledger Charges figure on the trial_balance.</p> <p><b>Transfer Debits:</b> Displays the total posted for the current business date to another account and transferred to a guest account. Debits + Transfer Debits will balance to the Guest Ledger Charges figure on the trial_balance.</p> <p><b>Credits:</b> Displays the total payments posted for the current business date to a guest account. Credits + Transfer Credits will balance to the Guest Ledger Payments on the trial_balance.</p> <p><b>Transfer Credits:</b> Displays the total paid today to another account and transferred to a guest account. Credits + Transfer Credits will balance to the Guest Ledger Payments on the trial_balance.</p> <p><b>Closing Balance:</b> Displays the Equal to the Opening Balance + Debits + Transfer Debits – Credits – Transfer Credits. The Closing Balance figure will balance to the Guest Ledger Balance Today figure on the trial_balance.</p> <p><b>Folio No.:</b> Displays any folio number associated with a charge or credit. For example, a settlement to a credit card would generate a bill number for Accounts Receivable.</p> <p><b>Status:</b> Displays the reservation status displays as the standard abbreviation for the reservation status in order to accommodate all columns on the report output.</p> <p><b>Passerby:</b> Displays a total of all charges posted to a passerby account for the current business date. The debits and credits will zero each other out. Any new postings generated in the Accounts Receivable module will reflect in the Passerby section of the report output. This section will also reflect the transfer of Credit Cards to Accounts receivable.</p>
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## Journal by Transaction Code

(finjrnbytrans with CAS2.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Journal by Transaction Code Report</u> displays each posted transaction code individually and the corresponding amount, for a particular date. The ability to display the amount posted as Net or Gross with a filter on a Room Class (based on parameter activation), Transaction Code, Room Number, or Cashier is also available. Each transaction code will display which cashier posted the transaction. This report is very helpful for hotels that do <u>not</u> use “tax inclusive” transaction codes.</p> <p>The balance of the finjrnbytrans report will equal to that of the <b>finjrnbytrans2</b> and <b>findeptcodes</b> reports for the corresponding date. When balancing the all three reports compare the “Gross” figure amounts.</p>
<p><b>Report Filter</b></p>	

**Example Report**

micros FIDELIO

Opera Demo Hotel, Small

25.04.03

ODH

Journal by Cashier and Transaction Code

10:51

Date	Time	Room No.	Name	Trn Code	Description	Check No.	Supplement/Reference/ Credit Card No.	Currency	Debit	Credit	Cash ID	User Name
25.04.03	10:57		Dalton,John	9000	Cash			#1 USD	0.00	275.00	44-DOCUME	
25.04.03	11:03	505	Dalton,John	9000	Cash			#67 USD	0.00	-275.01	44-DOCUME	
25.04.03	13:17		McKinney,Kyle,Mr	9000	Cash			#2 USD	0.00	250.00	44-DOCUME	
25.04.03	13:23	505	Dalton,John	9000	Cash			#68 USD	0.00	-100.00	44-DOCUME	
25.04.03	13:24	505	Dalton,John	9000	Cash			#69 USD	0.00	-175.01	44-DOCUME	
25.04.03	13:26	505	Dalton,John	9000	Cash			#70 USD	0.00	275.02	44-DOCUME	
25.04.03	13:29	507	Slater, Todd, Mr	9010	Check			#3 USD	0.00	330.00	44-DOCUME	
25.04.03	13:31	507	Slater, Todd, Mr	1000	Transient Room f	391982	[NA Room]	USD	300.00	0.00	44-DOCUME	
25.04.03	13:31	507	Slater, Todd, Mr	8300	Room Tax - 6%	391983	[Add: 6%, (B)Prices]	USD	18.00	0.00	44-DOCUME	
25.04.03	13:31	507	Slater, Todd, Mr	8310	Occupancy Tax -	391984	[Add: 4%, (B)Prices]	USD	12.00	0.00	44-DOCUME	
25.04.03	08:34	907	Greenleaf, Dick	5090	Bicycle Rental			USD	75.00	0.00	44-DOCUME	
<b>Grand Total</b>									405.00	580.00		

From Date 25.04.03 To Date 25.04.03  
 Room All, Room Class All  
 Transactions All Transactions  
 Cashier All  
 Sort Order: Chronological  
 Revenue GROSS Amount

Page 1 of 1

fin/mbytrans

**Field Descriptions**

**Date:** Displays the date of the posting based on the Windows settings on the server.

**Time:** Displays the time of the posting based on the Windows settings on the server.

**Room No:** Displays the room number associated with the posting.

**Name:** Displays the name (Last, First) of the guest associated with the posting.

**Trn Code:** Displays the transaction code of the posting.

**Description:** Displays the description of the transaction code.

**Check No:** Displays the transaction check number.

**Supplement/Reference/Credit Card:** Displays additional information entered by the user. These include notes entered in the Supplement, Reference or Credit Card number fields of the posting screen.



	<p><b>Currency:</b> Displays the currency of the posting.</p> <p><b>Debit:</b> Displays transactions configured as “Revenue” or “Wrapper” display as debit on this report. For example, charges posted to guest accounts as well as their associated adjustment codes.</p> <p><b>Credit:</b> Displays transactions configured as “Payment” display as credit on this report. Some examples include Cash, Credit Card and Direct Bill.</p> <p><b>Cash ID:</b> Displays the Cashier ID of the user that posted the transaction. It is possible in Opera for multiple users to share one cashier ID so it is important to verify the User Name as well.</p> <p><b>User Name:</b> Displays the Login Name of the user that posted the transaction.</p>
--	--

### Financial Transactions with Generates (finjrnbytrans2 with CAS2.FMX)

**Report Summary**

The Financial Transactions with Generates Report output lists each transaction code and the corresponding amounts for the dates specified in the filter. A breakdown of the taxes generated by the posting of each transaction code is included. Also included is the user that posted each transaction. This report is very helpful for hotels that use “tax inclusive” transaction codes.

The balance of the finjrnbytrans2 report will equal to that of the **finjrnbytrans** and **findeptcodes** reports for the corresponding date. When balancing the all three reports compare the “Gross” figure amounts.

**Report Filter**

The screenshot shows a dialog box titled "SHELL - Cashiering 2" with a close button (X) in the top right corner. It is divided into two main sections: "Date Range" and "Filter".

- Date Range:** Contains two date pickers. "From Date" is set to "06-28-06" and "To Date" is also set to "06-28-06".
- Filter:** Contains several dropdown menus, each with a down arrow button on the right:
  - Room Class: ALL
  - Transaction Code: ALL
  - Room: ALL
  - Cashier: ALL
  - Room Type: ALL
  - Tran. Code Group: ALL
  - Tran. Code Subgroup: ALL
  - Group By: (empty)
  - Sort Order: Chronological
- Options:** Three checkboxes are present:
  - Negative Postings Only
  - Unmask Credit Cards
  - Include Currency Exch...
- Revenue:** Two radio buttons are present: "NET" (unselected) and "GROSS" (selected).
- Buttons:** At the bottom, there are four buttons: "Preview", "Print", "File", and "Close".



### Example Report

Opera Demo Hotel, Small

04-15-03

15:21

Financial Transactions with Generates

Date	Time	Room No.	Name	Trn. Code	Description	Check No.	Supplement/Ref./ Credit Card No.	Exp. Date	Debit	Credit	Tax Generates			Cash ID
											1	2	3	
04-15-03	13:09	9000	Riverview Farms	9010	Check		Deposit rec'd from M. #8		0.00	500.00	0.00	0.00	0.00	- 500.00 44.DOCUME
04-15-03	14:09	AR	Slater, Todd, Mr	9000	Cash				0.00	75.00	0.00	0.00	0.00	- 75.00 44.DOCUME
04-15-03	14:09	AR	Slater, Todd, Mr	9010	Check				0.00	20.00	0.00	0.00	0.00	- 20.00 44.DOCUME
04-15-03	14:21	AR	Slater, Todd, Mr	9010	Check				0.00	10.00	0.00	0.00	0.00	- 10.00 44.DOCUME
04-15-03	14:22	AR	Slater, Todd, Mr	9000	Cash				0.00	5.00	0.00	0.00	0.00	- 5.00 44.DOCUME
04-15-03	14:23	AR	Slater, Todd, Mr	9010	Check				0.00	30.00	0.00	0.00	0.00	- 30.00 44.DOCUME
04-15-03	11:08	124	McCord, Jason	5000	Greens Fees				45.20	0.00	0.00	0.00	0.00	45.20 44.DOCUME
04-15-03	11:09	124	McCord, Jason	5010	Cart Fee				35.50	0.00	0.00	0.00	0.00	35.50 44.DOCUME
04-15-03	11:09	124	McCord, Jason	3000	Fax				6.10	0.00	0.33	0.33	0.00	5.45 44.DOCUME
04-15-03	11:09	124	McCord, Jason	3010	Copies				11.00	0.00	0.59	0.59	0.00	9.82 44.DOCUME
04-15-03	11:10	124	McCord, Jason	3020	Shipping				15.88	0.00	0.05	0.05	0.00	16.83 44.DOCUME
04-15-03	11:10	124	McCord, Jason	5210	Sales Tax - 6%		[Add: 6%.(B)Prices]		0.95	0.00	0.00	0.00	0.00	44.DOCUME
04-15-03	16:33	AR	Slater, Todd, Mr	2500	Barquet Food &				497.23	0.00	0.00	0.00	0.00	497.23 44.DOCUME
04-15-03	16:33	AR	Slater, Todd, Mr	2200	Restaurant Food				46.98	0.00	1.68	0.00	0.00	48.86 44.DOCUME
04-15-03	16:33	AR	Slater, Todd, Mr	8000	F&B Tax - 4%		[Add: 4%.(B)Prices]		1.88	0.00	0.00	0.00	0.00	44.DOCUME
04-15-03	06:27	AR	Slater, Todd, Mr	9000	Cash				0.00	165.51	0.00	0.00	0.00	- 165.51 44.DOCUME
04-15-03	06:29	AR	Slater, Todd, Mr	9010	Check				0.00	35.00	0.00	0.00	0.00	- 35.00 44.DOCUME
04-15-03	06:30	AR	Slater, Todd, Mr	9000	Cash				0.00	15.10	0.00	0.00	0.00	- 15.10 44.DOCUME
Grand Total									630.72	855.61	3.75	0.92	0.00	- 226.72

Filter From Date 04-15-03 To Date 04-15-03  
 Room All, Room Class All  
 Room Types All  
 Transactions  
 Trn. Group All  
 Trn. Subgroup All  
 Cashier All  
 Sort Order Chronological  
 Revenue GROSS Amount

Page 1 of 1

fjyrjbytrans2

### Field Descriptions

**Date:** Displays the date of the posting based on the Windows settings on the server.

**Time:** Displays the time of the posting based on the Windows settings on the server.

**Room No:** Displays the room number associated with the posting.

**Name:** Displays the name (Last, First) of the guest associated with the posting.

**Trn Code:** Displays the transaction code of the posting.

**Description:** Displays the description of the transaction code.

**Check No:** If posted using a Point of Sale system to interface postings, the check number will display.

**Supplement/Reference/Credit Card:** Displays additional information entered by the user. These include notes entered in the Supplement, Reference or Credit Card number fields of the posting screen.

**Currency:** Displays the currency of the posting.

**Debit:** Displays transactions configured as “Revenue” or “Wrapper” display as debit on this report. For example, charges posted to guest accounts, which increase the balance as well as their associated adjustment codes.

**Credit:** Displays transactions configured as “Payment” display as credit on this report. Some examples include Cash, Credit Card and Direct Bill.

**Tax Generates 1:** Displays the first of the attached postings (i.e. taxes) automatically generated because of the transaction code posting.

**Tax generates 2:** Displays the second of the attached postings (i.e. taxes) automatically generated because of the transaction code posting

**Tax Generates 3:** Displays the third of the attached postings (i.e. taxes) automatically generated because of the transaction code posting

**Total:** Displays the total amount posted. In the case of tax inclusive transaction codes, this number will represent the amount posted because the taxes were “backed out” of the amount so that the remaining amount is shown as the debit.

**Cash ID:** Displays the Cashier ID of the user that posted the transaction. It is possible in Opera for multiple users to share one cashier ID so it is important to verify the User Name as well.

**User Name:** Displays the Login Name of the user that posted the transaction.





## Journal by Cashier and Article Code

(finjrnl\_articles with CAS13.FMX)

### **Report Summary**

The Journal by Cashier and Article Code Report for Articles will only be available after activating the application function for articles. The Journal by Cashier and Article Code will display one line for each posted Article for the selected date. This report is similar to other financial reports with the ability to print Article details on a Reservation or an AR Account.

Articles allow a property to post certain items to a guest folio in such a way that they appear to have come from a single transaction code.

A typical example would be the items in a mini bar. Configure one mini bar transaction code and instead of posting a lump sum to one transaction code it may be broken down. Instead of posting a total \$10.00 to mini bar transaction code it may be posted as \$2.00 to Orange Juice, \$2.00 to Coca-Cola, \$2.50 to Potato Chips and \$3.50 to Nuts.

### **Report Filter**

DOCUMENT - Cashiering 13

Date Range

From Date: 20.04.03

To Date: 20.04.03

Filter

Room Class: ALL

Transaction Code: ALL

Article Code: ALL

Room: ALL

Cashier: ALL

Group By: Transaction

Sort Order: Chronological

Revenue:  NET  GROSS

Preview Print File Close

**Example Report**

micro FIDELIO		Opera Demo Hotel, Small				08/27/03						
ODH		Journal by Cashier and Article Code				12:51						
Date	Time	Room No.	Name	Article Code	Description	Check No.	Supplement/Reference/ Credit Card No.	Currency	Debit	Credit	Cash ID	User Name
Transaction 4000												
08/12/03	09:08	313	Morris, Hal	01	Soda			USD	1.26	0.00	102-ALICIA	
08/12/03	09:56	313	Morris, Hal	07	Domestic Beer			USD	10.00	0.00	102-ALICIA	
08/12/03	09:56	313	Morris, Hal	02	Import Beer			USD	2.76	0.00	102-ALICIA	
08/12/03	09:57	AR	ABC Liquor	02	Import Beer			USD	2.76	0.00	102-ALICIA	
08/12/03	09:57	AR	ABC Liquor	02	Import Beer			USD	2.76	0.00	102-ALICIA	
08/12/03	10:04	313	Morris, Hal	06	Perrier Water		[NA Fixed Charge]	USD	2.50	0.00	207-ALICIA	
08/13/03	10:14	313	Morris, Hal	10	Chips			USD	10.00	0.00	102-ALICIA	
08/13/03	10:16	313	Morris, Hal	11	Candy Bar			USD	1.00	0.00	102-ALICIA	
08/19/03	16:47	319	Marz, Alicia	02	Import Beer			USD	10.00	0.00	102-ALICIA	
08/19/03	16:47	319	Marz, Alicia	01	Soda			USD	20.00	0.00	102-ALICIA	
08/19/03	16:53	319	Marz, Alicia	05	Bottled Water			USD	4.50	0.00	102-ALICIA	
08/19/03	16:54	319	Marz, Alicia	06	Perrier Water			USD	5.00	0.00	102-ALICIA	
08/19/03	16:54	319	Marz, Alicia	01	Soda			USD	1.26	0.00	102-ALICIA	
08/23/03	08:22	322	Morris, Hal	01	Soda			USD	1.26	0.00	102-ALICIA	
08/23/03	09:13	322	Morris, Hal	07	Domestic Beer			USD	10.00	0.00	102-ALICIA	
08/24/03	16:18	327	Biggio, Craig	07	Domestic Beer			USD	2.76	0.00	102-ALICIA	
08/24/03	16:20	327	Biggio, Craig	11	Candy Bar			USD	1.00	0.00	102-ALICIA	
08/24/03	16:21	327	Biggio, Craig	11	Candy Bar			USD	1.00	0.00	102-ALICIA	
08/24/03	16:22	327	Biggio, Craig	01	Soda			USD	1.26	0.00	102-ALICIA	
08/24/03	16:23	327	Biggio, Craig	01	Soda			USD	1.26	0.00	102-ALICIA	
08/26/03	16:24	331	Testing, Article	01	Soda			USD	1.26	0.00	102-ALICIA	
08/26/03	16:25	331	Testing, Article	10	Chips			USD	1.50	0.00	102-ALICIA	
08/26/03	06:33	331	Testing, Article	4316	Baseball Hat			USD	2.00	0.00	9598-ALICIA	
Transaction Total									97.00	0.00		
Grand Total									97.00	0.00		

Filter: From Date 08/01/03 To Date 08/27/03  
 Room All, Room Class All  
 Transactions All Transactions  
 Cashier All  
 Article All  
 Group By Transaction  
 Sort Order Chronological  
 Revenue GROSS Amount

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fnyml\_articles


**Field Descriptions**

- Date:** Displays the date of the posting based on the Windows settings on the server.
- Time:** Displays the time of the posting based on the Windows settings on the server.
- Room No:** Displays the room number associated with the posting.
- Name:** Displays the name (Last, First) of the guest associated with the posting.
- Article Code:** Displays the article code of the posting.
- Description:** Displays the description of the article code.
- Check No:** Displays the check number using a Point of Sale system or other interface postings.
- Supplement/Reference/Credit Card:** Displays additional information entered by the user. These include notes entered in the Supplement, Reference or Credit Card number fields of the posting screen.



	<p><b>Currency:</b> Displays the currency of the posting.</p> <p><b>Debit:</b> Displays transactions configured as “Revenue” or “Wrapper” display as debit on this report. For example, charges posted to guest accounts as well as their associated adjustment codes.</p> <p><b>Credit/Cash:</b> Displays transactions configured as “Payment” display as credit on this report. Some examples include Cash, Credit Card and Direct Bill.</p> <p><b>Cash ID:</b> Displays the Cashier ID of the user that posted the transaction. It is possible in Opera for multiple users to share one cashier ID so it is important to verify the User Name as well.</p> <p><b>User Name:</b> Displays the Login Name of the user that posted the transaction.</p>
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Cashier Audit  
(finpayments with CAS12.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Cashier Audit Report</u> will display all Payments posted for the selected Business Date. The user has the ability to filter on specific Cashiers and Payment Transaction Codes.</p> <p>The <b>finpayments</b> report will reflect any Money Exchange 'From' the General Cashier. The <b>finpayments</b> report will NOT balance to the <b>findeptcodes</b>, <b>finjrnbytrans</b>, or <b>finjrnbytrans2</b> reports if the General Cashier gave money to a Cashier.</p>
<p><b>Report Filter</b></p>	



### Example Report



Opera Demo Hotel, Small

06.15.04

01:21 PM

#### Cashier Audit

Name	Room No.	Supplement / Credit Card No.	Exp. Date	Reference / Approval Code	Amount	Folio No.	Confirmation No.	Cash User ID	Name
Cashier 746333									
Transaction Code	9100	Direct Bill							
					10.00	75			746333-MR
					0.80	75			746333-MR
					0.40	75			746333-MR
					<hr/>				
				Transaction Code	Total				11.00
				Cashier	Total				11.00
Cashier 93									
Transaction Code	9000	Cash			282.79				93-WORLD
					1,204.05	242	299175		93-WORLD
					530.80	243	369575		93-WORLD
					108.00	244	507426		93-WORLD
				[ALL]	130.40				93-WORLD
					<hr/>				
				Transaction Code	Total				2,535.94
Transaction Code	9010	Check			200.00				93-WORLD
					521.60				93-WORLD
					<hr/>				
				Transaction Code	Total				730.60
Transaction Code	9100	Direct Bill							
					-15.00	143			93-WORLD
					-0.90	143			93-WORLD
					-0.80	143			93-WORLD
					-15.00	143			93-WORLD
					-0.90	143			93-WORLD
					-0.80	143			93-WORLD
					-15.00	143			93-WORLD
					-0.90	143			93-WORLD
					-0.80	143			93-WORLD
					12.00	238			93-WORLD
					0.72	238			93-WORLD
					0.48	238			93-WORLD
					8.15	238			93-WORLD
					0.37	238			93-WORLD
					0.25	238			93-WORLD
					8.15	238			93-WORLD
					0.37	238			93-WORLD
					0.25	238			93-WORLD
					100.00	238			93-WORLD
					8.48	238			93-WORLD
					4.32	238			93-WORLD
					100.15	237			93-WORLD
					88.00	237			93-WORLD
					272.00	238			93-WORLD
					18.32	238			93-WORLD

File: For Date 06.15.04  
Transaction Code All  
Cashier All  
Group by Cashier,Transaction Code

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93payment

### Field Descriptions

**Name:** Displays the name (Last, First) of the guest associated with the posting.

**Room No:** Displays the room number associated with the posting. Passerby and AR posting would be blank.

**Supplement:** Displays additional information entered by the user in the Supplement field of the posting screen.

**Credit Card:** Displays a credit card number on a transaction posting.



	<p><b>Exp. Date:</b> Displays the credit card expiration date.</p> <p><b>Reference:</b> Displays additional information entered by the user in the Reference field of the posting screen.</p> <p><b>Approval Code:</b> Displays approval code on the credit card.</p> <p><b>Amount:</b> Displays the amount posted.</p> <p><b>Folio No.</b> Displays the folio number associated with the transaction charge or credit posting.</p> <p><b>Confirmation No:</b> Displays the posting confirmation number for in-house guests for identification.</p> <p><b>Cash ID:</b> Displays the Cashier ID of the user that posted the transaction. It is possible in Opera for multiple users to share one cashier ID so it is important to verify the User Name as well.</p> <p><b>User Name:</b> Displays the Login Name of the user that posted the transaction.</p>
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## Credit Limit Report - All Payment Methods

(gi\_authlimit with CAS1.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Credit Limit Report - All Payment Methods Report</u> verifies authorization amounts for guests in house. Print this report to obtain additional information for re-authorizing a guest.</p> <p>When <b>Payment Types per Window</b> is active, the report output will include a Window column in the report's Approval Details section.</p>
<p><b>Report Filter</b></p>	

**Example Report**

Room No. Name		Arr. Date	Dep. Date	Pay Mth.	Credit Card	Exp. Date	Credit Limit	Total Approval Amt.	Balance	Variance
Block Code	Rate Code	Rate Amount		Approval Amount		Approval Code				
100	Wilson, John	06-27-06	06-29-06						<b>97.90</b>	
0606MICROS		89.00	Window 1 AX		XXXXXXXXXXXX7889	XX/XX	- 0.01		97.90	- 97.91
113	Peterson, William	06-27-06	06-29-06						<b>97.90</b>	
0606MICROS		89.00	Window 1 CA				0.01		97.90	- 97.89
115	Smith, Wesley, Mr.	06-26-06	07-03-06						<b>151.50</b>	
AAA1		40.50	Window 1 VS		XXXXXXXXXXXX1111	XX/XX	- 0.01		151.50	- 151.51
121	Pilot, Bill, Mr.	06-26-06	06-29-06						<b>127.51</b>	
0606NEWSCH		84.00	Window 1 DB				0.00		127.51	- 127.51
Routing Instructions Routed to 9001 News Channel 3: RMTX										
125	Johnson, Michael, Mr.	06-27-06	06-29-06						<b>97.90</b>	
0606MICROS		89.00	Window 1 VS		XXXXXXXXXXXX1111	XX/XX	- 0.01		97.90	- 97.91
128	Krzemien, Richard	06-27-06	06-29-06						<b>132.00</b>	
RACK		120.00	Window 1 MC		XXXXXXXXXXXX5454	XX/XX	- 0.01		132.00	- 132.01
130	White, Nancy	06-27-06	06-29-06						<b>97.90</b>	
0606MICROS		89.00	Window 1 CA				0.01		97.90	- 97.89
302	Johnson, MacKeon	06-26-06	06-29-06						<b>92.91</b>	
0606NEWSCH		84.00	Window 1 CA				0.01		92.91	- 92.90

**Field Descriptions**

- Room No:** Displays the room number of the associated reservation.
- Name:** Displays the name (Last, First) of the guest profile attached to the reservation.
- Block Code:** Displays the business block code for group reservations.
- Rate Code:** Displays the rate code attached to the reservation.
- Routing Instruction:** Displays routing instructions on the reservation.
- Arr. Date:** Displays the arrival date of the reservation.
- Rate Amount:** Displays the rate amount on the reservation.
- Dep. Date:** Displays the departure date of the reservation.
- Credit Card:** Displays the credit card attached to the reservation.
- Balance:** Displays the total balance of the reservation.
- Pay Mth:** Displays the payment method attached to the reservation.
- Exp. Date:** Displays the credit card expirer date.
- Credit Limit:** Displays the credit limit defined in the setup screen for payment types.
- Approval Code:** Displays the approval code(s) obtained for the credit card on file.





	<p><b>Total Approval Amt:</b> Displays the sum of all the approved amounts.</p> <p><b>Approval Amount:</b> Displays the approval amount(s) obtained for the credit card on file</p> <p><b>Variance:</b> Displays the difference between the balance and the total amount approved.</p> <p><b>R&amp;T Bal:</b> Displays the room and tax balance on the guest reservation/folio.</p>
--	---

**Credit History**  
(creditcard\_history with CAS7.FMX)

**Report Summary**

The Credit History report displays all charges posted to any credit cards for the dates or date range specified. An additional filter is available to locate a specific credit card number. For security reasons, Opera does not display a list of values of credit card numbers.

**Report Filter**

**Example Report**

**microFIDELIO** Opera Demo Hotel, Small  
11-11-04  
**BORA** 11:31  
Credit Card History

Room No.	Name	Arr. Date	Dep. Date	Credit Card No.	Expiry Date	Room Revenue	F&B Revenue	Other Revenue	Non Revenue	Total Charged	Total Approved	
											Approval Code	Approval Amt.
231	Batchman,Jimmy	11-11-04	11-11-04	XXXXXXXXXXXX1114	XX/XX	250.00	0.00	0.00	25.00	275.00	325.00	
											827459	325.00
231	BRADY,KIM	11-11-04	11-11-04	XXXXXXXXXXXX1114	XX/XX	250.00	5.00	600.00	25.00	830.00	830.00	
											827459	275.00
											827459	556.00
137	Kay,Andrew	10-11-04	12-11-04	XXXXXXXXXXXX4929	XX/XX	230.00	0.00	0.00	23.00	110.00	500.00	
											123456	110.00
											124321	120.00
											123456	270.00
137	Kay,Andrew	10-11-04	12-11-04	XXXXXXXXXXXX1114	XX/XX	230.00	0.00	0.00	23.00	213.00	213.00	
											827459	110.00
											827459	33.00
											827459	70.00
A435	maskot,musun	10-11-04	11-11-04	XXXXXXXXXXXX1114	XX/XX	400.00	0.00	0.00	40.00	440.00	440.00	
											827459	440.00
328	Testing,Article	11-11-04	12-11-04	XXXXXXXXXXXX4929	XX/XX	0.00	0.00	0.00	0.00	15.00	213.55	
											123456	10.00
											123456	5.00
											123456	198.55



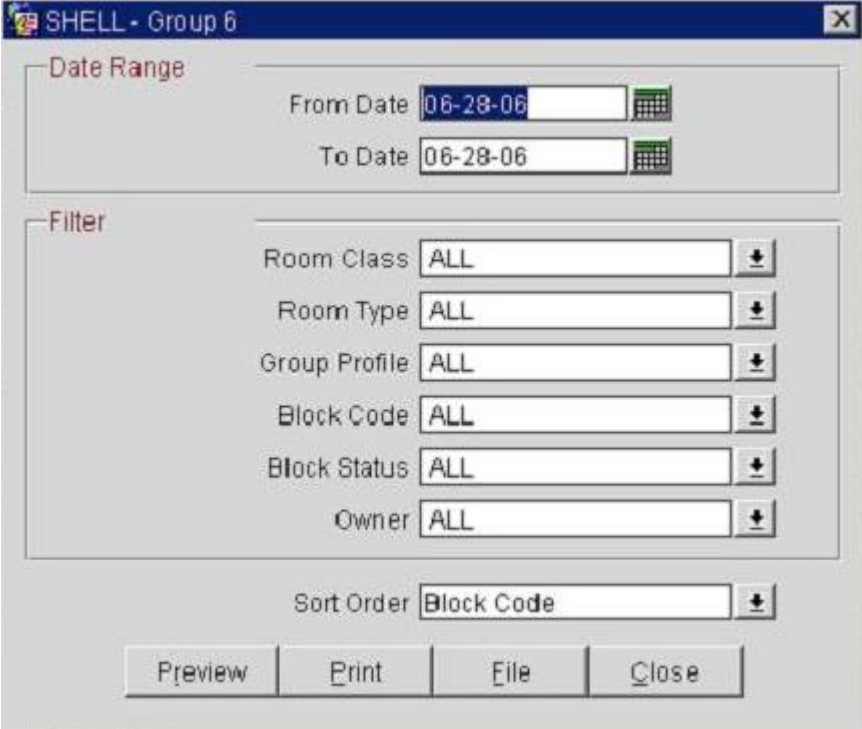
<b><i>Field Descriptions</i></b>	<p><b>Room No:</b> Displays the room number associated with the reservation.</p> <p><b>Name:</b> Displays the name (last, first) of the guest associated with the reservation.</p> <p><b>Arr. Date:</b> Displays the arrival date of the reservation.</p> <p><b>Dep. Date:</b> Displays the departure date of the reservation.</p> <p><b>Credit Card No:</b> Displays the credit card number posted.</p> <p><b>Expiry Date:</b> Displays the expiration date of the reservation.</p> <p><b>Room Rev:</b> Displays the total revenue posted to the guest reservation where the transaction code is marked as "Revenue" and the transaction type is "Lodging".</p> <p><b>F&amp;B Rev:</b> Displays the total revenue posted to the guest reservation where the transaction code is marked as "Revenue" and the transaction type is "Food and Beverage".</p> <p><b>Other Rev:</b> Displays the total revenue posted to the guest reservation where the transaction code is marked as "Revenue" and the transaction code type is not "Lodging", "Food and Beverage", "Tax", or "Non Hotel Supplies".</p> <p><b>Non Revenue:</b> Displays the total revenue posted to the guest reservation where the transaction code is not marked as "Revenue".</p> <p><b>Total Charged:</b> Total amount charged to the credit card.</p> <p><b>Total Approved:</b> Displays the sum of all the approved amounts.</p> <p><b>Approval Code:</b> Displays the approval code(s) obtained for the credit card on file.</p> <p><b>Approval Amount:</b> Displays the approval amount(s) obtained for the credit card on file.</p>
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## Chapter 4 Groups & Business Blocks Reports

### Group Pickup

(grppickup with GRP6.FMX)

<b>Report Summary</b>	<p>The <u>Group Pickup Report</u> provides a breakdown for all existing and future business blocks. The report includes the following information from the Business Block Header, Business Block Code, Start Date Source Code, Current Status, Market Code, Channel Code and Rate Code. The display includes details with the status for the Original Business Block, Current pickup, Pickup, and Available to pickup.</p>
<b>Report Filter</b>	

**Example Report**

*Group Pickup*

Block Name	Aug							Aug							Aug							Total							
	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21		22	23	24	25	26	27	28
<b>Havana Nights Reunion</b>																						130							
Block Code HAV																						130							
Start Date 05-05-05																													
Src M1																						0							
Status DEF																						0							
Mkt U																						130							
Owner TXU																													
Rate																													
Origin																													
Cutoff Days / Dat																						0 /							
<b>ATT Summer Meeting</b>																						84							
Block Code ATT																						84							
Start Date 05-09-05																													
Src M1																						0							
Status TEN																						0							
Mkt U																						84							
Owner CSA																													
Rate																													
Origin																													
Cutoff Days / Dat																						0 /							
<b>Impala Annual Party</b>																						100							
Block Code EXM																						123							
Start Date 05-09-05																													
Src M1																						0							
Status DEF																						0							
Mkt U																						123							
Owner CGG																													
Rate																													
Origin																													
Cutoff Days / Dat																						0 /							
<b>Comdex</b>																						259							
Block Code COM																						259							
Start Date 05-15-05																													
Src M3																						0							
Status DEF																						0							
Mkt F																						259							
Owner CG																													
Rate																													
Origin																													
Cutoff Days / Dat																						0 /							
<b>New Software Expo</b>																						44							
Block Code SFT																						64							
Start Date 05-22-05																													
Src M2																						0							
Status DEF																						0							
Mkt I																						64							
Owner CA																													
Rate																													
Origin																													
Cutoff Days / Dat																						0 /							
<b>Grand Total</b>																						607							
Orig																						607							
Current																						685							
Pickup																						0							
Avail																						685							

R/Wer From Date 08-01-05 To Date 08-30-05  
 Room Class All Room Type All  
 Booking Status All  
 Sort Order Starting Date, Status

**Field Descriptions**

- Block Name:** Displays the Business Block Name in the block header.
- Block Code:** Displays the Block Code of the business block header.
- Start Date:** Displays the Start Date of the business block header.
- Src:** Displays the Source Code attached to the business block header.
- Status:** Displays the Status Code of the business block header.
- Mkt:** Displays the Market Code from the business block header.
- Owner:** Displays the Owner attached to the business block header.
- Rate:** Displays the Rate Code attached to the business block header.
- Origin:** Displays the Market Code attached to the business block header.
- Cutoff Days/Date:** Displays the Cutoff Days or Cutoff Date from the business block header.
- Original:** Display the original number of rooms blocked. It can not compare against any other forecast reports.



	<p><b>Current:</b> Displays the current number of rooms blocked. It can compare with history_forecast – deduct business blocks and blk_forecast with forecast current.</p> <p><b>Pickup:</b> Displays the number of rooms picked up. It can compare with blk_forecast with forecasted pickup; ressummary – picked up rooms; resfutureoccupancy – picked up blocks.</p> <p><b>Available:</b> Displays the number of rooms still available for this business block. It can compare with res_summary – blocked rooms remaining; res_forecast2 – the Rooms column in the Block section and three_month_forecast – blocks not picked up.</p> <p><b>Total:</b> Displays the total inventory per status for the days displayed.</p>
--	--

**Blocks by Cutoff Date**  
(resblockbycutoffdate with GRP2.FMX)

**Report Summary**

The Blocks by Cutoff Date Report is useful for Reservations or Sales staff to determine which dates specific blocks will cut off. The ability exists to print summarized information or details of the Block Header.

**Report Filter**

The screenshot shows a dialog box titled "SHELL - Group 2" with a close button (X) in the top right corner. It features two radio buttons for "Summary" (selected) and "Detail". Below this is a "Date Range" section with "From Date" and "To Date" fields, both containing "06-28-06" and a calendar icon. The "Block Code" section includes three dropdown menus: "Group Profile" (ALL), "Block Code" (ALL), and "Block Status" (ALL), each with a down arrow icon. There is also a "Rates" checkbox which is unchecked. At the bottom of the filter section is a "Group by" dropdown menu set to "Block Code" with a down arrow icon. The dialog box has four buttons at the bottom: "Preview", "Print", "File", and "Close".





**Example Report**



Opera Demo Hotel, Small

11/03/02

11:34

*Blocks by Cutoff Date*

Date	Block Code	Block Name	Start Date	End Date	Room Type	Orig.	Curr.	Pickup	Avail.	Cutoff Date	Block Status	Res. Type	Sales Mgr.	Next Trace	1 Pts	2 Pts	Rates	4 Pts	
<b>Block Code</b>		<b>0209ELISAS</b>																	
11/08/02	0209ELISAS	ELISA'S TEST GROUP FO	09/27/02	09/27/03	DLX	2	2	0	2	11/08/02	ACT	4PM	ED123						
11/08/02	0209ELISAS	ELISA'S TEST GROUP FO	09/27/02	09/27/03	SUP	2	2	0	2	11/08/02	ACT	4PM	ED123						
11/08/02	0209ELISAS	ELISA'S TEST GROUP FO	09/27/02	09/27/03	TD	2	2	0	2	11/08/02	ACT	4PM	ED123						
11/08/02	0209ELISAS	ELISA'S TEST GROUP FO	09/27/02	09/27/03	TK	2	2	0	2	11/08/02	ACT	4PM	ED123						
<b>Block Code Total</b>						<b>8</b>	<b>8</b>	<b>0</b>	<b>8</b>										
<b>Block Code</b>		<b>0210MAHESH</b>																	
11/08/02	0210MAHES	MAHESHB	10/05/02	12/05/02	CK	10	10	3	7	11/08/02	ACT	CC CA	67888		500.00				
11/08/02	0210MAHES	MAHESHB	10/05/02	12/05/02	DLX	0	1	1	0	11/08/02	ACT	CC CA	67888						
<b>Block Code Total</b>						<b>10</b>	<b>11</b>	<b>4</b>	<b>7</b>										
<b>Block Code</b>		<b>0210MAHESH_001</b>																	

**Field Descriptions**

- Date:** Displays the date for the inventory displayed.
- Block Code:** Displays the business block code.
- Block Name:** Displays the name of the business block.
- Start Date:** Displays the start date of the business block.
- End Date:** Displays the end date of the business block.
- Room Type:** Displays the room type for the date of inventory displayed.
- Orig.:** Displays the room number count from the "original" room grid – tentative status.
- Curr.:** Displays the current room count from the "current" room grid – definite status.
- Pickup:** Displays the room number count from the "pickup" room grid – reservations confirmed out of the business block.
- Avail.:** Displays the room count from the "available" room grid – unsold rooms remaining in the block.
- Cutoff Date:** Displays the cutoff date of the business block and the date the unsold rooms released back into general availability.



	<p><b>Block Status:</b> Displays the status of the business block.</p> <p><b>Res. Type:</b> Displays the reservation type associated with the block.</p> <p><b>Sales Mgr.:</b> Displays the sales manager initials associated with the business block.</p> <p><b>Next Trace:</b> Displays the next trace date for any traces attached to the business block.</p> <p><b>Rates (1 Prs, 2 Prs, 4 Prs):</b> Displays the rates for one person in the room, two people in the room, etc.</p>
--	---



**Group Rooming List**  
(grprmlist with GRP1.FMX)

<p><b><i>Report Summary</i></b></p>	<p>The <u>Group Rooming List Report</u> provides a list of all reservations associated with a specific business block for the date range selected. Select a date range that encompasses the entire dates of the business block as the date filter is for 'Arrival' From Date and 'Arrival' To Date. The report includes many additional options to filter the information on the report.</p> <p>This report may assist with managing any room shares or specific requests associated within a business block. Also used as a downtime report where group leaders may want a rooming list for all groups in-house.</p>
-------------------------------------	---

**Report Filter**

SHELL - Group 1

Stay Date Range

From Date 06-28-06 To Date 06-28-06

ETA From ETA To

Filter

Room Class ALL

Room Type ALL

Pay Method ALL

Block Code ALL

Reservation Status ALL

Include Pseudo Rooms

Display

Special Requests  Rate Code

Payment Method  Market Code

ETA  Packages

Housekeeping Status  Room Status

Print Rate  Cancellations

Routing Instructions  Share Names

Accompanying Names

Notes

VIP

Group By Block Code

Sort Order Room No.

Preview Print File Close

**Example Report**

Opera Demo Hotel, Small

06-28-06

11:20

**Group Rooming List**

Room No.	Name	Conf. No. VIP	Arr. Date ETA	Dep. Date Carr. Code	Room Type	Res. Status Mkt. Code	Hskp. Status Rm. St.	Adl.	Chl.	Nts.	Rms.	Rate Code Packages	Rate Pay Amount Mth.	Credit Card No.	Exp. Date
<b>Block Code 0606MICROS MICROS Systems 2006 Conference</b>															
100	Wilson, John	10902	06-27-06 13:47	06-29-06	KNGN MET	CKIN IP	OCC	1	0	2	1		89.00 AX	XXXXXXXXXXXX7889	XX/XX
107	Clarke, Robert	10903	06-27-06 13:43	06-28-06	SDBN MET	DUOT IP	OCC	1	0	1	1		89.00 MC	XXXXXXXXXXXX5454	XX/XX
113	Peterson, William	10905	06-27-06 13:45	06-29-06	SDBN MET	CKIN DI	OCC	1	0	2	1		89.00 CA		
125	Johnson, Michael, Mr.	10901	06-27-06 13:44	06-29-06	KNGN MET	CKIN DI	OCC	1	0	2	1		89.00 VS	XXXXXXXXXXXX1111	XX/XX
130	White, Nancy	10904	06-27-06 13:47	06-29-06	SJSN MET	CKIN IP	OCC	1	0	2	1		89.00 CA		
<b>Total Block Code 0606MICROS MICROS System Reservations</b>					<b>5</b>			<b>5</b>	<b>0</b>	<b>9</b>	<b>5</b>				

**Field Descriptions**

**Room No:** Displays the room number (if preblocked) for the guest reservation.

**Name:** Displays the name (Last, First) for the guest profile attached to the reservation.

**Conf No:** Displays the confirmation number generated in Opera (not the CRS number).

**Arr. Date/ETA:** Displays the arrival date of each reservation with the estimated time of arrival just below.

**Dep. Date:** Displays the departure date of each reservation.

**Carr. Code:** If applicable, displays the carrier code just below the departure date.

**Room Type:** Displays the room type code confirmed in the reservation.

**Res. Status:** Displays the Reservation Type for guests not yet checked into the hotel. Otherwise, the status of Check In or Cancel displays.

**Hskp/Rm Status:** Displays the Housekeeping Status (i.e. Clean, Dirty) as well as the Room Status (i.e. Vacant, Occ) alongside each other.

**Adl:** Displays the total number of Adults in the reservation

**Chl:** Displays the total number of Children in the reservation.

**Nts:** Display the number of nights for the reservation.

**Rms:** Displays the total number of rooms in the reservation. Helpful in finding reservations with multiple rooms booked on one confirmation number.

**Rate Code:** Displays the Rate Code attached to the reservation. Group guests do not require a rate code so this may be blank because this report is for reservations attached to a group block.




	<p><b>Rate Amount:</b> Displays the Amount of the rate for the reservation. Sharing guests who are splitting the rate will display the rate per each person.</p> <p><b>VIP:</b> Displays the VIP code of the listed guest</p> <p><b>Mkt Code:</b> Displays the Market Code (derived from the block header) attached to the reservation.</p> <p><b>Packages:</b> Displays any additional package elements attached to either the rate code or the block header.</p>
--	--



## Chapter 5 Housekeeping Reports

### Rooms

(hkroomstatusperroom with HSK5.FMX)

<b>Report Summary</b>	The House Status per <u>Room Report</u> displays all of the property's rooms. Print this report to see a list of all rooms and their housekeeping status. A filter is available on Occupied, Vacant Rooms or print for all rooms by selecting both check boxes.
<b>Report Filter</b>	

**Example Report**

microPMS<sup>TM</sup> Opera Demo Hotel, Small 08/13/03  
 ODH 02:48 PM  
 Rooms

**Vacant Inspected**

A CK	1002	CK	1010	CK	1015	DLX	102	CK	1001	DLX	140	DLX	141	DLX	1006
STE	1705	STE	1905	STE	1905	CD	2002	CD	2008	CD	2019	HUFT	202	CD	2020
HUFT	204	HUFT	205	HUFT	206	HUFT	207	HUFT	208	HUFT	209	HUFT	210	HUFT	211
HUFT	214	HUFT	215	HUFT	216	HUFT	217	CK	219	CD	220	CK	220	CK	280
CK	287	CK	277	CK	214	CK	275	CK	277	CK	278	CK	279	CK	2057
CK	3002	CK	3003	CK	3004	CK	3005	CK	3007	CK	3008	CK	3009	DLX	301
CK	3010	CK	3012	CK	3013	CK	3014	CK	3015	SIND	3016	SGK	3017	CK	3018
DLX	302	HUFT	3023	DLX	303	DLX	305	DLX	306	DLX	308	DLX	309	DLX	310
DLX	311	DLX	312	DLX	313	DLX	314	DLX	315	DLX	316	DLX	317	DLX	318
DLX	319	DLX	320	DLX	321	SUP	402	SUP	404	SUP	405	SUP	406	SUP	407
SUP	408	SUP	409	SUP	410	SUP	411	SUP	413	SUP	418	CK	420	TK	502
CK	502	DLX	700	CD	88										

**Vacant Clean**

TK	124
----	-----

**Vacant Dirty**

CK	1003	A CK	1004	A CK	1005	CK	1005	CK	1009	DLX	1011	CK	1012	CK	1013
CK	1014	CK	1016	CK	1018	CK	1019	DLX	104	SUP	110	SUP	114	SUP	115
SUP	116	B DLX	117	SUP	118	TK	122	TK	125	TK	126	TK	130	TK	131
TK	133	STE	1905	CD	2003	CD	2008	CD	2009	HUFT	201	CD	2017	CK	284
CK	3011	DLX	3024	DLX	304	DLX	307	CK	503						

**Out of Order**

A DLX	1005
-------	------

**Assigned**

V CK	1002	V CK	1004	V DLX	1005	V CK	1008
------	------	------	------	-------	------	------	------

**Blocked**

V DLX	117
-------	-----

\* - Sharer, # - Day Use, C - Check Out / Dirty, D - Due Out, A - Assigned, V - Vacant, B - Blocked, @ - Sleep, \$ - Skip

Filter: Room Type All  
 Room Class All  
 Status Vacant Only  
 Room No All

Page 1 of 1

hkrmsstatusperroom

**Field Descriptions**

The report displays each room status in a group that includes every room with that status. Sequenced by room number with an additional code to indicate Front Office status if applicable. For example, all of the Vacant and Inspected rooms grouped together with the sequencing from left to right.

**\*:** Sharer

**#:** Day Use

**C:** Check Out and Dirty

**D:** Due Out

**A:** Assigned

**V:** Vacant

**B:** Blocked

**@:** Sleep

**\$:** Skip





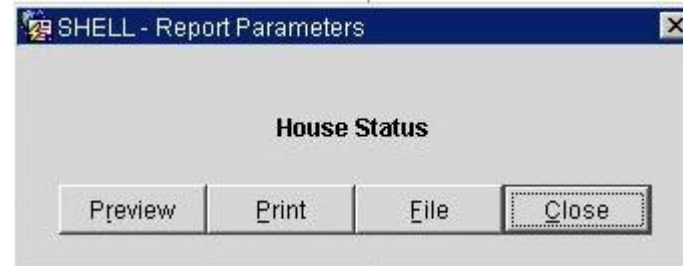
## House Status

(hkroomstatusbytype with no .FMX)

### Report Summary

The House Status Report displays all the movements for the day for each room type. It changes automatically, as house status changes. The report will also print the status forecasted status by each room type, summarized by Room Type with the quantity of Arrivals, Vacancies, Departures, and Occupied rooms. Print this report as a statistical summary to see all house activity during the day.

### Report Filter



### Example Report

micros FIDELIO

Opera Demo Hotel, Small

08/13/03

02:47 PM

ODH

#### House Status

Room Type	SUP	DLX	TK	TD	CK	CD	DBL	HUT1	GEN	SGK	ED	SEAGN
<b>Arrival</b>												
Total	2	1	0	0	0	0	0	0	0	0	0	0
Expected	0	1	0	0	0	0	0	0	0	0	0	0
<b>Vacant Rooms</b>												
Dirty	6	6	6	0	14	4	0	1	0	0	0	0
Clean	0	0	1	0	0	0	0	0	0	0	0	0
Out of Order	0	1	0	0	0	0	0	0	0	0	0	0
Out of Service	0	0	0	0	0	0	0	0	0	0	0	0
<b>Departure</b>												
Total	0	0	0	0	0	0	0	0	0	0	0	0
Expected	2	1	1	0	2	0	0	0	0	0	0	0
<b>Occupied Rooms</b>												
Dirty Rooms	3	3	6	0	2	3	0	1	0	0	0	0
Clean Rooms	0	0	0	0	0	0	0	0	0	0	0	0



<b><i>Field Descriptions</i></b>	<p><b>Room Type:</b> Displays room types along the top of the report.</p> <p><b>Arrival:</b> Displays the statistics for arrivals per room type.</p> <p><b>Vacant Rooms:</b> Displays the statistics for Vacant Rooms per room type and status code.</p> <p><b>Departure:</b> Displays the statistics for Departures per room type.</p> <p><b>Occupied:</b> Displays the statistics for Occupied Rooms per room type and status code.</p>
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**Out of Order by Reason**  
(hkooobyreason with HSK6.FMX)

**Report Summary** The Out of Order by Reason Report displays all rooms that are out of order and the reason. Print this report to identify a list of rooms that are out of order for the Engineering or Maintenance departments. This report serves as a summary of all the work orders and repairs for rooms.

**Report Filter**

**Example Report**

microFIDELIO Opera Demo Hotel, Small 08/13/03  
 ODH Out of Order by Reason 02:45 PM

Reason Code	Description	Room Number	Room Type	Status	Return Status	From	To	Completed	Remarks
AC	Air Conditioning Unit	123	TK	OS	Dirty	07/29/03	07/30/04	07/29/03	
LINENS	LINEN SHORTAGE	1005	DLX	OO	Dirty	08/13/03	08/13/03		

**Field Descriptions**

**Reason Code:** Displays the “reason code” selected for the room.  
**Description:** Defines the reason code selected for the room.  
**Room Number:** Displays the room number that removed from use.  
**Room Type:** Displays the room type of the associated room number.



	<p><b>Status:</b> Displays the status indicating whether the room is Out of Order (OO) or Out of Service (OS).</p> <p><b>Return Status:</b> Displays the Housekeeping Status the room returns to as inventory.</p> <p><b>From:</b> Displays the start date that the room is Out of Order or Out of Service.</p> <p><b>To:</b> Displays the date the room returns to inventory from Out of Order or Out of Service.</p> <p><b>Completed:</b> Display 'completion' status if already completed and the date on which the room returned displays.</p> <p><b>Remarks:</b> Displays any additional remarks entered at the time the room became Out of Order or Out of Service. These remarks may be helpful in clarifying details of the work required to return the room.</p>
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**Room Discrepancy**  
(hkroomdiscrepancy with no .FMX)

**Report Summary**

The Room Discrepancy Report displays all discrepant rooms - a listing of all room statuses that are inconsistent with Housekeeping status and Front office status. The "Sleep" discrepancy reflects that Housekeeping status as Occupied and Front Office status is Vacant. The "Skip" discrepancy reflects that Front Office status, as occupied, and Housekeeping status is Vacant. Print this report to verify room status discrepancies.

**Report Filter**

**Example Report**


Opera Demo Hotel, Small 08/13/03  
02:46 PM

**ODH Room Discrepancy**

Room Number	Room Type	Room Status	FO Persons	Hsk. Persons	FO Status	Hsk. Status	Occupancy Discrepant Reason	Person Discrepant Reason
1001	CK	Inspected	0	2	VAC	OCC	Sleep	Person
119	SUP	Dirty	0	1	VAC	OCC	Sleep	Person

**Field Descriptions**

**Room Number:** Displays the Room Number for investigation.

**Room Type:** Displays the Room Type associated with the room number.

**Room Status:** Displays the housekeeping status (i.e. clean, dirty) of the room number.

**FO Persons:** Displays the number of people in the room according to the reservation.



	<p><b>Hsk Persons:</b> Displays the number of people in the room according to housekeeping.</p> <p><b>FO Status:</b> Displays the occupancy status of the room according to the reservation.</p> <p><b>Hsk Status:</b> Displays the occupancy status of the room according to housekeeping.</p> <p><b>Occupancy Discrepant Reason:</b> Displays the type of occupancy discrepancy (i.e. Skip or Sleep)</p> <p><b>Person Discrepant Reason:</b> Displays whether or not there is a person discrepancy.</p>
--	---



## Vacant Rooms Report

(hkvacroom with HSK1.FMX)

<p><b>Report Summary</b></p>	<p>The Housekeeping <u>Vacant Rooms Report</u> displays a list of vacant rooms and all room statuses in the hotel. The report displays the rooms in two columns, and provides a status of each room. The report identifies both the status of the room (vacant or occupied) as well as the condition of the room (clean, dirty, inspected, out of order, or out of service). It also prints the specific dates that a room is "blocked" for (only the first and second block). If there is a room that is discrepant, (Housekeeping indicates as occupied while the Front Office states that it is clean) the room shows as a "Sleep" or "Skip." Print this report as a downtime report in case of a crash recovery. From this screen, choose the Room Class to view (only if the Room Class parameter is on). Only those Room Types associated with the Room Class will display. Choose a specific range of Rooms or All Rooms. Choose the types of conditions as well as the status.</p>
<p><b>Report Filter</b></p>	

**Example Report**

micros		Opera Demo Hotel, Small		06/13/03					
ODH		Vacant Rooms		02:39 PM					
Room	Room Type	FO Status	Status Name	Arr. Date	Dep. Date	Res. Status	Adts.	Chgs.	Next Blocked
1001	CK	VAC	IP						06/14/03
1002	CK	VAC	IP						
1003	CK	VAC	DI						
1004	CK	VAC	DI						
1005	DLX	VAC	OO						
1006	CK	VAC	DI						
1008	CK	VAC	DI						
1009	CK	VAC	DI						
101	DLX	OCC	DI	GOROD, BETH	06/11/03	06/16/03	Checked In	1	0
1010	CK	VAC	IP						
1011	DLX	VAC	DI						
1012	CK	VAC	DI						
1013	CK	VAC	DI						
1014	CK	VAC	DI						
1015	CK	VAC	IP						
1016	CK	VAC	DI						
1018	CK	VAC	DI						
1019	CK	VAC	DI						
102	DLX	VAC	IP						
103	DLX	OCC	DI	Hlec, Kevin	06/11/03	06/13/03	Due Out	1	0
104	DLX	VAC	DI						
106	DLX	OCC	DI	DOZER, ELISA	07/29/03	11/06/03	Checked In	1	0
1061	CK	VAC	IP						
110	SUP	VAC	DI						
111	SUP	OCC	DI	*Walt, Henry	06/11/03	06/13/03	Due Out	1	0
				*Walt, Alexandra	06/11/03	06/13/03	Due Out	1	0
112	SUP	OCC	DI	double, checkin	06/11/03	06/13/03	Due Out	1	0
113	SUP	OCC	IP	Watkins, Daniel	06/13/03	06/14/03	Checked In	1	0
114	SUP	VAC	DI						
115	SUP	VAC	DI						
116	SUP	VAC	DI						

Filter: Room Class: All  
 Room Type: All  
 FO Status: All  
 HK Status: All  
 Room No.: All  
 Sort Order: Room

**Field Descriptions**

**Room Class:** If activated, displays all rooms further separated by Room Class and a subgroup header displays.

**Room:** Displays the room number listed.

**Room Type:** Displays the room type listed.

**FO Status:** Displays the FO Status of the room listed (i.e. Vacant or Occupied)

**Status:** Displays the housekeeping status of the room (i.e. Clean, Dirty, OOO, OOS, etc)

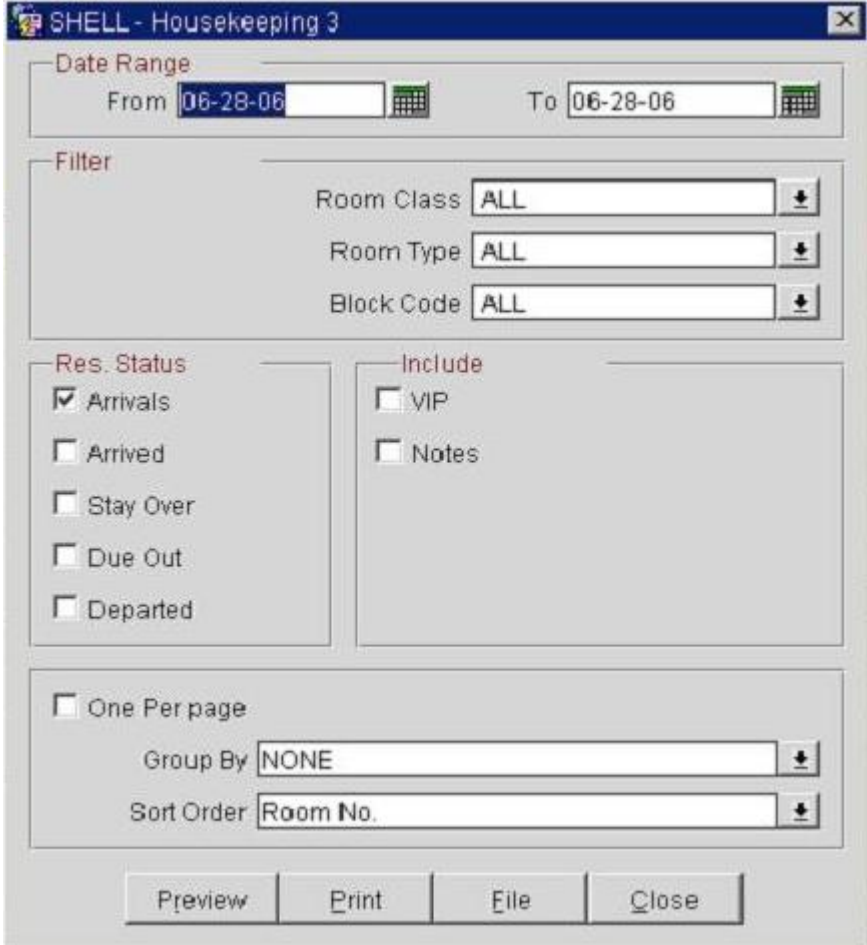
**Name:** Displays the Name (Last, First) of any guests currently occupying the room.





	<p><b>Arr Date:</b> Displays the arrival date of any guests currently occupying the room.</p> <p><b>Dep Date:</b> Displays the departure date of any guests currently occupying the room.</p> <p><b>Res Status:</b> Displays reservation status. For occupied rooms, indicates whether the guest is Checked In, Checked Out or Due Out. This information is helpful for identifying rooms that arriving guests might be able to use.</p> <p><b>Adults:</b> Displays the number of adults currently occupying the room.</p> <p><b>Children:</b> Displays the number of children currently occupying the room.</p> <p><b>Next Blocked:</b> Displays the reservations pre-blocked for the room, the arrival date for that future reservation displays.</p>
--	---

### Housekeeping Status (hk\_allstatus with HSK3.FMX)

<b>Report Summary</b>	The <u>Housekeeping Status Report</u> displays the status for all activity in every room in the hotel. Print this report to use in creating Housekeeping task assignment sheets. This report provides details on the Reservations that the Housekeeping department might find useful in scheduling of service.
<b>Report Filter</b>	



## Example Report

**micros FIDELIO**

Opera Demo Hotel, Small

25.04.03

ODH

Housekeeping Status

14:03

Room No.	Name	VIP	Block Code	Company Travel Agent Source	Room Type	Arrival Date	ETA	Departure Date	ETD	Nts.	Adl.	Chl.	Rms.	Resv.	Status
115	Summers,Michael,Mr	1			DLX	25.04.03	09:20	26.04.03	00:00	1	2	0	1		CHECKED IN
344	Sutter,John				DLX	25.04.03	15:56	26.04.03	00:00	1	1	0	1		CHECKED IN
506	Dalton,John			C- Alpha Source T- Almassi Travel	DLX	25.04.03	10:58	25.04.03	13:27	0	1	0	1		CHECKED OU
507	Slater,Todd,Mr	4		T- Sun Seekers	DLX	25.04.03	13:30	25.04.03	14:14	0	1	0	1		CHECKED OU
523	Slater,Todd,Mr	4	0304METROD	C- Metro Design S- Illinois Visitors	DLX	25.04.03	09:22	26.04.03	00:00	1	3	0	1		CHECKED IN
907	Greenleaf,Dick				CK	25.04.03	08:32	26.04.03	00:00	1	2	1	1		CHECKED IN
<b>Grand Totals</b>										4	10	1	6		

### Field Descriptions

**Room No:** Displays the room number for pre-blocked guests will display in this row.

**Name:** Displays the guest's last name then first name.

**VIP:** Displays the VIP code of the listed guest.

**Block Code:** Displays the business block code for any groups guests display for easy identification in cases where there may be similar names of groups overlapping. The business block code is always unique to each group.

**Company/Travel Agent/Source:** Displays the account name of any additional profiles attached to the reservation. The prefix before the name indicates type of profile. For example, C - is a Company profile.

**Room Type:** Displays the room type code confirmed in the reservation.

**Arr. Date:** Displays the arrival date of each reservation.

**ETA:** Displays the estimated time of arrival in the reservations screen for each reservation.

**Dep. Date:** Displays the departure date of each reservation.

**ETD:** Displays the estimated time of departure in the more fields screen for each reservation.

**Nts:** Displays the total number of nights in the reservation.

**Adl:** Displays the total number of Adults in the reservation.

**Chl:** Displays the total number of Children in the reservation.



	<p><b>Rms:</b> Displays the total number of rooms in the reservation.</p> <p><b>Res Status:</b> Display reservation status. For occupied rooms, indicates whether the guest is Checked In, Checked Out or Due Out. This information is helpful for identifying rooms that arriving guests might be able to use.</p>
--	---



## Chapter 6 Management Reports

### Day/MTD/YD Statistics

(stat\_dmy\_seg with STA3.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Day/MTD/YD Statistics Report</u> displays a breakdown of reservations for each Market Code configured. The output displays a breakdown per day, per month and per year. The daily totals match the Manager's Report.</p>
<p><b>Report Filter</b></p>	

## Example Report



Property 1 Opera Demo Multi Hotel

07-02-03

07:15

### \*Market Code Statistics Repo

Market Code	Description	DAY					MONTH					YEAR				
		Rooms	Room Revenue	ADR	% Occ.	Prs	Rooms	Room Revenue	ADR	% Occ.	Prs	Rooms	Room Revenue	ADR	% Occ.	Prs
<b>Market Group CMP CompHouse</b>																
AC	Air Crew	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
CC	Corporate Contract	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
CI	Corporate International	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
CN	Corporate Non-Contract	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
CD	Complimentary	0	0.00	0.00	0.00%	0	1	238.10	238.10	0.04%	1	1	238.10	238.10	0.01%	1
CV	Convention Group	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
GD	Group Domestic	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
GI	Group Inbound	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
GV	Government	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
HC	House Use	3	0.00	0.00	1.91%	1	8	0.00	0.00	0.22%	4	8	0.00	0.00	0.03%	4
IN	Industry Hotel/Travel	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
LD	Leisure Discount	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
LP	Leisure Package	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
LR	Leisure Rack	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
LW	Leisure Wholesale	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
<b>Group Total</b>		<b>3</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>	<b>1</b>	<b>7</b>	<b>238.10</b>	<b>34.01</b>	<b>0.28%</b>	<b>5</b>	<b>7</b>	<b>238.10</b>	<b>34.01</b>	<b>0.04%</b>	<b>5</b>
<b>Market Group COR Corporate</b>																
AC	Air Crew	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
CC	Corporate Contract	2	50.35	25.18	1.27%	4	18	4,735.06	265.94	0.50%	42	47	10,347.80	220.17	0.26%	115
CI	Corporate International	1	158.90	158.90	0.64%	1	12	2,870.94	222.58	0.49%	12	22	4,155.94	188.91	0.12%	23
CN	Corporate Non-Contract	1	150.00	150.00	0.64%	1	7	1,174.56	187.79	0.28%	7	27	6,339.56	238.65	0.15%	67
CD	Complimentary	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
CV	Convention Group	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
GD	Group Domestic	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0
GI	Group Inbound	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0	0	0.00	0.00	0.00%	0

Filter For Date 06-02-03  
 Include Unused Codes  
 Group by Market Code  
 Sort Order Alphabetical

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stat\_mark\_seg

## Field Descriptions

**Market Code:** Displays the market code.

**Description:** Displays the description of the market code

### Day

**Rooms:** Displays the total number of rooms MTD for the market code.

**Room Rev:** Displays the total amount of Room Revenue for the day per market code.

**ADR:** Displays the average daily rate for the day per market code.

**%Occ:** Displays the percentage of hotel occupancy for the day per market code.

**Prs:** Displays the total number of persons for the day per market code.

### Month

**Rooms:** Displays the total number of rooms Month-to-Date for the market code.



	<p><b>Room Rev:</b> Displays the total amount of Room Revenue Month-to-Date for the market code.</p> <p><b>ADR:</b> Displays the average daily rate Month-to-Date for the market code.</p> <p><b>%Occ:</b> Displays the percentage of hotel occupancy Month-to-Date for the market code.</p> <p><b>Prs:</b> Displays the total number of persons Month-to-Date for the market code.</p> <p><b>Year</b></p> <p><b>Rooms:</b> Displays the total number of rooms Year-to-Date for the market code.</p> <p><b>Room Rev:</b> Displays the total amount of Room Revenue Year-to-Date for the market code.</p> <p><b>ADR:</b> Displays the average daily rate Year-to-Date for the market code.</p> <p><b>%Occ:</b> Displays the percentage of hotel occupancy Year-to-Date for the market code.</p> <p><b>Prs:</b> Displays the total number of persons Year-to-Date for the market code.</p>
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## Financial Payment and Revenue

(findeptcodes with CAS3.FMX)

### Report Summary

The Financial Payment and Revenue Report displays a sum of transactions posted for the date specified. The transactions are displayed by Transaction Group and then by Transaction code with a subtotal for each Group.

The balance of the findeptcodes report will equal to that of the finjrnbytrans and finjrnbytrans2 reports for the corresponding date.

When balancing the all three reports compare the "Gross" figure amounts.

### Report Filter

The screenshot shows the 'SHELL - Cashiering 3' dialog box with the following settings:

- Types:**  Payment,  Revenue,  Ngn Revenue,  All
- Filter:**  Calendar,  Fiscal,  Month,  Week,  Month to Date
- From Date:** 06-27-06
- Display:**  Net,  Gross,  All
- Include:**  Last Year,  Tax Columns,  Budgets
- Currency:** USD
- Group By:** (empty dropdown)
- Buttons:** Preview, Print, File, Close





### Example Report

Opera Demo Hotel, Small

04-15-03

#### Revenue by Transaction Codes

14:55

Trn. Code	Description	2003 DAY Gross	2003 DAY Net	2003 MONTH Gross	2003 MONTH Net	2003 MONTH Budget	2003 MONTH Variance	2003 YEAR Gross	2003 YEAR Net	2003 YEAR Budget
<b>Group F&amp;B</b>										
<b>Sub Group</b>										
2000	Lobby Bar Food	93.38	65.38	93.38	65.38	0.00	93.38	65.38	93.38	0.00
2010	Lobby Bar Beverage	17.45	17.45	17.45	17.45	0.00	17.45	17.45	17.45	0.00
2020	Lobby Bar Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2030	Lobby Bar Grouty	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2050	ADJ - Lobby Bar Food	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2060	ADJ - Lobby Bar Beverage	10.00	10.00	10.00	10.00	0.00	10.00	10.00	10.00	0.00
2070	ADJ - Lobby Bar Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2080	ADJ - Lobby Bar Grouty	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3092	Caprice Bar Beverage Dinner	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Subgroup Total</b>		<b>120.81</b>	<b>120.81</b>	<b>120.81</b>	<b>120.81</b>	<b>0.00</b>	<b>120.81</b>	<b>120.81</b>	<b>120.81</b>	<b>0.00</b>
<b>Sub Group</b>										
2300	Member - Food	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2310	Member - Beverage	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2320	Member - Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2350	ADJ - Member Food	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2360	ADJ - Member Beverage	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2370	ADJ - Member Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Subgroup Total</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Sub Group</b>										
2045	Brunch Charge	23.22	23.22	23.22	23.22	0.00	23.22	23.22	23.22	0.00

Filter Revenue  
Last Year Y/N - N, Period - Calendar/Month to Date Date - 04-14-03  
Direction - Vertical  
Room Class - All, Include Budgets

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findeptcodes

### Field Descriptions

**Trn. Code:** Displays the transaction code.

**Description:** Displays the description of the transaction code.

**Day Gross:** Displays the amount generated by the transaction code for the day - less any deductions.

**Day Net:** Displays the amount generated by the transaction code for the day - factoring in any deductions.

**Month Gross:** Displays the amount generated by the transaction code for the month - less any deductions

**Month Net:** Displays the amount generated by the transaction code for the month - factoring in any deductions

**Month Budget:** If configured in system setup, displays the budget numbers forecasted for the month per transaction code.

**Month Variance:** Displays the variance between month's budget numbers and the actual revenue for the month.



	<p><b>Year Gross:</b> Displays the amount generated by the transaction code for the year - factoring in any deductions</p> <p><b>Year Net:</b> Displays the amount generated by the transaction code for the year - factoring in any deductions</p> <p><b>Year Budget:</b> If configured in system setup, displays the budget numbers forecasted for the year per transaction code.</p>
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## Reservation Statistics

(res\_statistics2 with STA1.FMX)

<p><b>Report Summary</b></p>	<p>The <u>Reservation Statistics Report</u> shows a statistical breakdown of reservations generated from a variety of filter options. The layout places the Filter Option vertically and the statistical breakdown horizontally. The ability to print per Month, per Week or Month to Date and if the fiscal period option is activated the report will exist print by week and/or period or period to date.</p>
<p><b>Report Filter</b></p>	

**Example Report**

Opera Demo Hotel, Small

11/01/02

12:45

*Reservation Statistics*

Market Code	No. of Rooms	Room Revenue	F&B Revenue	Misc Revenue	ADR	% Occ.	No. of Guest	% Multi Occ.	Single Occ.	Multi Occ.
ALL	26	13,428.57	0.00	100.00	516.48	6.23	32	1.27	22	4
CGA	0	0.00	0.00	0.00	0.00	0.00	0	0.00	0	0
CGC	0	0.00	0.00	0.00	0.00	0.00	0	0.00	0	0
COMP	0	0.00	0.00	0.00	0.00	0.00	0	0.00	0	0
COMPG	0	0.00	0.00	0.00	0.00	0.00	0	0.00	0	0
CORC	2	0.00	0.00	0.00	0.00	0.63	2	0.00	2	0
CORN	0	0.00	0.00	0.00	0.00	0.00	0	0.00	0	0
CORO	0	0.00	0.00	0.00	0.00	0.00	0	0.00	0	0
DIRECT	0	99.00	0.00	0.00	0.00	0.00	0	0.00	0	0
Enter Market Code	0	0.00	0.00	0.00	0.00	0.00	0	0.00	0	0

**Field Descriptions**

**Market Code:** Displays market code along the left side. Users may select Source Code, Rate Code, Room Type, Region or Country instead of Market Code.

**No. of Rooms:** Displays the number of rooms sold per selection criteria (i.e. market code).

**Room Revenue:** Displays the total amount of room revenue per selection criteria (i.e. market code)

**F&B Revenue:** Displays the total amount of F&B revenue per selection criteria (i.e. market code)

**Misc Revenue:** Displays the total amount of Miscellaneous revenue per selection criteria (i.e. market code)

**ADR:** Displays the Average Daily Rate per selection criteria (i.e. market code)

**% Occ:** Displays the Occupancy Percentage per selection criteria (i.e. market code)

**No. of Guest:** Displays the Total Number of Guests per selection criteria (i.e. market code)

**% Multi Occ:** Displays the Percentage of Occupancy where more than one person occupied the room shown per selection criteria (i.e. market code)



	<p><b>Single Occ:</b> Displays the Total number of Rooms where only one person occupied the room shown per selection criteria (i.e. market code)</p> <p><b>Multi Occ:</b> Displays the Total number of Rooms where more than one person occupied the room shown per selection criteria (i.e. market code)</p>
--	---

## History and Forecast

(history\_forecast with FOR4.FMX)

### ***Report Summary***

The History and Forecast Report provides a clear picture of past reservation activity as well as what reservations are anticipated into the future. The default for the dates is for one week into the past and four weeks into the future. The report output divides into Statistical data and Forecast data.

The history\_forecast report output will include both Business Blocks Rooms Picked Up (reservations have been made) and Business Block Rooms Not Picked up (rooms have been reserved in the Block Grid but reservations have not been made) in the GRP columns. There is a breakdown between Deduct and Non Deduct.

A comparison of the history\_forecast report output to the business\_on\_the\_books report. Please see the business\_on\_the\_books information for stipulations involving this comparison. This is not a one to one column comparison for all columns; some comparisons will require manual addition of several columns.



**Report Filter**

The screenshot shows a dialog box titled "SHELL - Forecast 4" with the following sections and controls:

- Date Range:** From Date: 06-21-06, To Date: 07-20-06
- Filter:** Room Class: ALL, Room Type: ALL
- Include:** Deduct , Non Deduct , Pseudo Rooms
- Rates:** Room Revenue , Total Revenue , Net , Gross
- Display:** Graph
- Currency:** USD
- Buttons:** Preview, Print, File, Close

## Example Report

Opera Demo Hotel, Small

06-28-06

11:45

### History and Forecast

Date	Total Occ.	Arr. Rooms	Comp. Rooms	House Use	Deduct Indiv.	Non-Deduct Indiv.	Deduct Group	Non-Deduct Group	Occ. %	Room Revenue	Average Rate	Dep. Rooms	OOO Rooms	Adj. & Chl.	Total Owners	Total Auth. Users
<b>History</b>																
06-21-06 Wed	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
06-22-06 Thu	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
06-23-06 Fri	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
06-24-06 Sat	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
06-25-06 Sun	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
06-26-06 Mon	20	20	0	0	11	0	9	0	12.90%	1,845.50	92.28	0	0	31	0	0
06-27-06 Tue	23	37	0	0	10	0	13	0	14.84%	4,786.50	208.11	34	0	34	0	0
<b>Subtotal</b>	<b>43</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>13.87%</b>	<b>6,632.00</b>	<b>154.23</b>	<b>34</b>	<b>0</b>	<b>65</b>	<b>0</b>	<b>0</b>
<b>Forecast</b>																
06-28-06 Wed	32	6	0	0	10	0	22	0	20.65%	3,070.50	95.95	8	0	48	0	0
06-29-06 Thu	6	1	0	0	6	0	0	0	3.87%	552.50	92.08	17	0	8	0	0
06-30-06 Fri	7	3	0	0	7	0	0	0	4.52%	789.50	112.79	2	0	8	0	0
07-01-06 Sat	5	0	0	0	5	0	0	0	3.23%	585.50	117.10	2	0	6	0	0
07-02-06 Sun	4	1	0	0	4	0	0	0	2.58%	362.50	90.63	2	0	4	0	0
07-03-06 Mon	3	2	0	0	3	0	0	0	1.94%	190.00	63.33	3	0	3	0	0
07-04-06 Tue	1	0	0	0	1	0	0	0	0.65%	110.00	110.00	2	0	1	0	0
07-05-06 Wed	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	1	0	0	0	0
07-06-06 Thu	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
07-07-06 Fri	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
07-08-06 Sat	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
07-09-06 Sun	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
07-10-06 Mon	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
07-11-06 Tue	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0
07-12-06 Wed	0	0	0	0	0	0	0	0	0.00%	0.00	0.00	0	0	0	0	0

## Field Descriptions

**Date:** Displays the date starting with the first date selected in the report filter and the day of the week. Any dates that precede the current business date subtotal as “history” while the current date and all future dates subtotal as “forecast” numbers.

**Total Occ:** Displays the total number of occupied rooms for each date displays.

**Arr Rooms:** Displays the total number of rooms arriving for each date displays.

**Comp Rooms:** Displays complimentary rooms. For each date, the total number of rooms that have a rate code with the complimentary checkbox selected displays.

**House Use:** Displays house use rooms. For each date, the total number of rooms that have a rate code with the house use checkbox selected displays.

**Deduct Inv:** Displays the total number of rooms from reservations (non group) with a deduct status

**Non-Deduct Inv:** Displays the total number of rooms from reservations (non-group) with a non-deduct status.

**Deduct Group:** Displays the total number of rooms held in business blocks with a deduct status.

**Non-Deduct Group:** Displays the total number of rooms held in business blocks with a non-deduct status.





	<p><b>Occ %:</b> Displays occupancy percentage. The rooms to sell (physical inventory – Out of Order) divided by Total Occ.</p> <p><b>Room Revenue:</b> Displays the total Room Revenue for each date displays.</p> <p><b>Average Rate:</b> Displays the total Room Revenue divided by the Total Occ.</p> <p><b>Dep Rooms:</b> Displays the total number of rooms departing for each date displays.</p> <p><b>OOO Rooms:</b> Displays the total number of rooms Out of Order for each date.</p> <p><b>Adl &amp; Chl:</b> Displays the total number of persons (adults + children) for each date.</p>
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**Business on the Books****(business\_on\_the\_books with FOR3.FMX)**

<b>Report Summary</b>	<p>The <u>Business on the Books Report</u> can print data from the current Business Date to any future date. Print this report to see the mix of Business currently comprising the Properties occupancy.</p> <p>A comparison of the Business_on_the_books report to the history_forecast as long as the Business_on_the_books includes Business Block rooms not picked up. Check the option of Groups in the Display on Report section of the screen below to do this. The history_forecast combines Business Block Rooms and Reservations into one column; therefore, this is not a column-to-column comparison. To compare the above two reports manual calculation is required.</p>
<b>Report Filter</b>	

**SHELL - Forecast 3**

**Date Range**  
 From Date: 06-28-06  
 To Date: 07-28-06

**Filter**  
 Room Class: ALL  
 Room Type: ALL  
 Include Pseudo Rooms:

**Reservations**  
 Deduct:  Non-Deduct:

**Blocks**  
 Combine Booking Statuses  
 Select Booking Statuses  
 Deduct:  Non-Deduct:   
 Inquiry:  Waitlist:

**Rates**  
 Net Room Rate  Grgss Rate  
 Currency: USD

**Display on Report**

<input checked="" type="checkbox"/> Individual Reservations	<input checked="" type="checkbox"/> Block Reservations
<input checked="" type="checkbox"/> Blocks	<input type="checkbox"/> Out of Service
<input checked="" type="checkbox"/> Total Rooms	<input type="checkbox"/> Turnaways
<input type="checkbox"/> Total Children	<input checked="" type="checkbox"/> Out of Order
<input checked="" type="checkbox"/> Available Rooms	<input checked="" type="checkbox"/> Occupancy Percentage
<input type="checkbox"/> Overbooked Rooms	<input checked="" type="checkbox"/> Projected Occupancy %
<input type="checkbox"/> Total Persons	<input checked="" type="checkbox"/> Individual Revenue
<input type="checkbox"/> Double Occupancy %	<input checked="" type="checkbox"/> Block Revenue
<input checked="" type="checkbox"/> Individual Average Rate	<input checked="" type="checkbox"/> Total Revenue
<input checked="" type="checkbox"/> Block Average Rate	<input type="checkbox"/> Overbooking Revenue
<input checked="" type="checkbox"/> Total Average Rate	<input checked="" type="checkbox"/> Projected Average Rate
<input checked="" type="checkbox"/> Projected Revenue	<input type="checkbox"/> Waitlist Reservations

Preview Print File Close

**Groups** – This section works in conjunction with the filter Options of ‘Group’ and ‘Group Reservations’. If the Group or Group Reservations options are not select, the report output will not include any columns for Business Block rooms or reservations.

The user has the option of combining all business blocks into a single column for Business Block Rooms Not Picked Up or selecting to breakdown the not picked up rooms by Business Block Status. The number of columns displayed on the output works in correlation with the selected options. Regardless of the parameter selections, the report output will never include cancelled Business Blocks.

**Combine Booking Statuses.** A single column for Deduct, Non Deduct, Inquiry, and Waitlist business block rooms.

- Deduct
- Non-Deduct
- Inquiry
- Waitlist

**Select Booking Statuses:** The Business Block Statuses will be broken down and will print as their own column on the report output.

**Display on Report:** Select the columns to display on the report output.

**Groups:** When selected, Business Block rooms not picked up are included in the report output. Depending on the Selection Criteria, this will be displayed in the columns labeled D-GRP (Deduct Business Block Rooms not picked up), N-GRP (Non-Deduct Business Block Rooms not picked up), I-GRP (Inquiry Business Block Rooms not picked up), W-GRP (Waitlist Business Block Rooms not picked up). If the user selected to print the report

broken down by selected booking statuses, the report output will display status as the column title, i.e. ACT, DEF, INT, etc.

**Example Report**

micros FIDELIO

Opera Demo Hotel, Small

05/19/03

ODH

03:55 PM

**Business on the Books**

MAY 03	Ind-R	Blk-R	D-Blk	N-Blk	T-Rms	OOO	Avbl	Occ%	PrOcc%	Ind-Revenue	Ind-Avg Rate	Blk-Revenue	Blk-Avg Rate	Total Revenue	Total Avg. Rate	Proj. Revenue	Proj. Avg. Rate
05/19/03 Mon	8	0	25	0	33	1	123	21.15	21.15	785.61	98.33	7,473.61	288.94	8,260.21	250.31	8,260.21	250.31
05/20/03 Tue	4	5	30	0	39	1	117	25.00	25.00	1,342.17	335.54	10,676.60	305.05	12,018.77	308.17	12,018.77	308.17
05/21/03 Wed	4	5	30	0	39	1	117	25.00	25.00	1,342.17	335.54	10,676.60	305.05	12,018.77	308.17	12,018.77	308.17
05/22/03 Thu	4	1	25	0	30	0	127	19.11	19.11	1,342.17	335.54	8,138.88	313.03	9,481.05	316.03	9,481.05	316.03
05/23/03 Fri	4	1	24	0	29	0	128	18.47	18.47	1,342.17	335.54	5,512.78	220.51	6,854.95	236.38	6,854.95	236.38
05/24/03 Sat	4	1	15	0	20	0	137	12.74	12.74	1,410.17	352.54	1,777.78	111.11	3,187.95	159.40	3,187.95	159.40
05/25/03 Sun	4	1	15	0	20	0	137	12.74	12.74	1,410.17	352.54	1,777.78	111.11	3,187.95	159.40	3,187.95	159.40
05/26/03 Mon	2	0	15	0	17	0	140	10.83	10.83	854.61	427.30	1,500.00	100.00	2,354.61	138.51	2,354.61	138.51
05/27/03 Tue	2	0	15	0	17	0	140	10.83	10.83	785.61	393.30	1,500.00	100.00	2,285.61	134.51	2,285.61	134.51
05/28/03 Wed	2	0	15	0	17	0	140	10.83	10.83	785.61	393.30	1,500.00	100.00	2,285.61	134.51	2,285.61	134.51
05/29/03 Thu	1	0	15	0	16	0	141	10.19	10.19	385.61	385.61	1,500.00	100.00	1,885.61	117.91	1,885.61	117.91
05/30/03 Fri	7	0	15	0	22	0	135	14.01	14.01	728.61	104.09	1,500.00	100.00	2,228.61	101.30	2,228.61	101.30
05/31/03 Sat	7	0	25	0	32	0	125	20.38	20.38	728.61	104.09	5,650.00	226.00	6,378.61	199.33	6,378.61	199.33
Monthly Tot.	53	14	264	0	331	3	1707	16.24	16.24	13,247.25	249.95	69,184.03	212.89	72,431.28	218.83	72,431.28	218.83

**Field Descriptions**

**Month:** Displays the month and grouped along the top column of the report.

**Date:** Displays the date for calculated data.

**Ind-R:** Individual Reservation - when selected, reservations booked for Individuals (non-Block) display.

**Blk-R:** Business Block Reservations - when selected, reservations booked against a Business Block display.

**D-Blk:** Displays Deduct Business Block Rooms not picked up for each date.

**N-Blk:** Displays Non Deduct Business Block Rooms not picked up for each date.

**T-Rms:** Displays the total rooms not picked up for each date.

**OOO:** Displays the rooms with a status of "Out of Order" for each date.

**Avbl:** Displays the total rooms available to sell for each date.

**Occ%:** Displays the Occupancy Percentage for each date including the individuals and the business block rooms picked up.

**PrOcc%:** Displays the Projected Occupancy Percentage assuming that all the group rooms pick up.

**Ind-Revenue:** Displays the Individual Revenue per date.

**Ind-Avg. Rate:** Displays the Individual Average Rate per date.

**Blk-Revenue:** Displays the Business Block Revenue per date.

**Blk-Avg:** Displays the Business Block Average Rate per date.

**Rate Total Revenue:** Displays the Total (Individual + Business Block) revenue per date.

**Total Avg. Rate:** Displays the Total Average Rate by calculating the Total Revenue / Total Rooms. The column for "Proj. Avg. Rate" will always be the same as "Total Avg. Rate". This is due to the projected average rate



	<p>calculates on the overbooking revenue, which in itself calculates on the total average rate.</p> <p><b>Proj. Revenue:</b> Displays the Projected Revenue = Total Revenue - Overbooked Revenue.</p> <p><b>Proj. Avg. Rate:</b> Displays the Projected Average Rate = Projected Revenue / (Total Rooms - Overbooked Rooms). The column for "Proj. Avg. Rate" will always be the same as 'Total Avg. Rate'. This is due to the projected average rate calculates on the overbooking revenue, which in itself calculates on the total average rate.</p> <p><b>Monthly Tot:</b> Displays the monthly total. The row at the bottom of the screen will subtotal the numbers for each column and display a total for the month.</p>
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## Forecast Future Occupancy (resfutureoccupancy with GEN1.FMX)

### Report Summary

The Forecast Future Occupancy Report will provide vital data future reservations and revenue. By selecting a date range, the report will calculate a summarized Forecasted Occupancy including projected arrivals and departures. This report will only calculate based on reservations picked up from an existing Business Block and of course depending on the Selection Criteria.

### Report Filter

### Example Report

micros FIDELIO

Opera Demo Hotel, Small

08/13/03

ODH

resfutureoccupancy

02:01 PM

Date	Day	Adl.	Chl.	Total Guests	Arr. Rms. Deducted	Dep. Rms. Deducted	Occ Rms. Deducted	%Occ. Rms. Deducted	Occ. Rms. N. Deducted	%Occ. Rms. N. Deducted	OOO Rooms	OOS Rooms	Open Blocks	Pickup Blocks	Room Revenue Deducted	Avg Room Deducted	Extra Revenue
<b>Individual</b>																	
08/13/03	Wed	26	2	28	6	6	21	13.55	0	0.00	1	0	0	0	2,721.71	129.61	756.45
08/14/03	Thu	29	4	33	4	3	22	14.10	0	0.00	0	0	0	0	3,498.24	159.01	960.09
08/15/03	Fri	31	4	35	5	3	24	15.38	0	0.00	0	0	0	0	3,439.19	143.30	882.59
08/16/03	Sat	25	2	27	5	8	21	13.46	0	0.00	0	0	0	0	2,637.71	125.61	898.73
08/17/03	Sun	18	2	20	0	7	14	8.97	0	0.00	0	0	0	0	1,786.24	127.59	822.59
	<b>Total</b>	<b>129</b>	<b>14</b>	<b>143</b>	<b>20</b>	<b>27</b>	<b>102</b>	<b>13.09</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14,083.10</b>	<b>138.07</b>	<b>4,320.45</b>
<b>Block</b>																	
08/13/03	Wed	6	0	6	5	0	5	3.23	0	0.00	1	0	60	5	1,300.00	260.00	80.00
08/14/03	Thu	6	0	6	0	0	5	3.21	0	0.00	0	0	39	5	1,300.00	260.00	80.00
08/15/03	Fri	4	0	4	0	1	4	2.56	0	0.00	0	0	50	4	800.00	200.00	80.00
08/16/03	Sat	4	0	4	0	0	4	2.56	0	0.00	0	0	69	4	800.00	200.00	80.00
08/17/03	Sun	1	0	1	1	4	1	0.64	0	0.00	0	0	68	1	170.00	170.00	0.00
	<b>Total</b>	<b>21</b>	<b>0</b>	<b>21</b>	<b>6</b>	<b>5</b>	<b>19</b>	<b>2.44</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>0</b>	<b>286</b>	<b>19</b>	<b>4,370.00</b>	<b>230.00</b>	<b>320.00</b>
<b>Individual / Block</b>																	
08/13/03	Wed	32	2	34	11	6	26	16.77	0	0.00	1	0	60	5	4,021.71	154.68	836.45
08/14/03	Thu	35	4	39	4	3	27	17.31	0	0.00	0	0	39	5	4,798.24	177.71	1,040.09
08/15/03	Fri	35	4	39	5	4	28	17.95	0	0.00	0	0	50	4	4,239.19	151.40	962.59
08/16/03	Sat	29	2	31	5	8	25	16.03	0	0.00	0	0	69	4	3,437.71	137.51	978.73
08/17/03	Sun	19	2	21	1	11	15	9.62	0	0.00	0	0	68	1	1,956.24	130.42	822.59
	<b>Total</b>	<b>150</b>	<b>14</b>	<b>164</b>	<b>26</b>	<b>32</b>	<b>121</b>	<b>15.53</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>0</b>	<b>286</b>	<b>19</b>	<b>18,453.10</b>	<b>152.50</b>	<b>4,640.45</b>

**Field Descriptions**

**Date:** Displays the date for the data shown.

**Day:** Displays the day of the week corresponding to the date.

**Adl:** Displays the number of adults in house for that date.

**Chl:** Displays the number of adults in house for that date.

**Total Guests:** Displays the total number of guests (adults + children) for that date.

**Arr. Rms Deducted:** Displays the total number of deducted rooms arriving on that date.

**Dep Rms Deducted:** Displays the total number of deducted rooms departing on that date.

**Occ. Rms Deducted:** Displays the total number of deducted occupied rooms on that date.

**% Occ Rms Deducted:** Displays the occupancy percentage based on deducted rooms for that date.

**Occ Rms N Deducted:** Displays the occupancy percentage based on non-deducted rooms for that date.

**OOO Rms:** Displays the total number of rooms with an Out or Order status on that date.

**OOS Rms:** Displays the total number of rooms with an Out or Service status on that date.

**Open Blocks:** Displays the total number of unsold rooms held in blocks for that date.

**Pickup Blocks:** Displays the total number of sold rooms in deducted business blocks for that date.


**Room Revenue Deducted:** Displays the total room revenue for deducted rooms on that date.

**Avg. Room Deducted** Displays the Average Rate for deducted rooms on that date.

**Extra Revenue:** Displays any extra revenue (non-room) for that date.

## Housekeeping Forecast

(resforecasthk with no .FMX)

<b>Report Summary</b>	The <u>Housekeeping Forecast Report</u> displays the number of guests who have arrived, departed, or stayovers. It will also display the number of arrival rooms, departure rooms, and the rooms that have been marked for evening service, for a specified day or date range. Print this report for assisting with staffing requirements and tasks.
<b>Report Filter</b>	





## Example Report

**micro**-FIDELIO

Opera Demo Hotel, Small

08/13/03

ODH

Housekeeping Forecast

01:58 PM

Date	Day	Total Guests	Morning Rooms	Arrival Rooms	Departure Rooms	Evening Rooms
08/13/03	Wednesday	34	21	11	6	26
08/14/03	Thursday	39	26	4	3	27
08/15/03	Friday	39	27	5	4	28
08/16/03	Saturday	31	28	5	8	25
08/17/03	Sunday	21	25	1	11	15
08/18/03	Monday	18	15	0	3	12
08/19/03	Tuesday	17	12	0	1	11
08/20/03	Wednesday	37	11	21	1	31
08/21/03	Thursday	31	31	5	10	26
08/22/03	Friday	20	26	0	11	15
08/23/03	Saturday	15	15	0	5	10
08/24/03	Sunday	14	10	0	1	9
08/25/03	Monday	14	9	0	0	9
08/26/03	Tuesday	14	9	0	0	9
08/27/03	Wednesday	14	9	0	0	9
08/28/03	Thursday	14	9	0	0	9
08/29/03	Friday	14	9	0	0	9
08/30/03	Saturday	14	9	0	0	9
08/31/03	Sunday	14	9	0	0	9
Grand Total		414	310	52	64	298

### Field Descriptions

**Date:** Displays the date for reference.

**Day:** Displays the day of the week corresponding to the date.

**Total Guests:** Displays the total number of guests in house on that date.

**Morning Rooms:** Displays the total number of dirty rooms at the start of the day.

**Arrival Rooms:** Displays the total number of arrivals for the date.

**Departure Rooms:** Displays the total number of departures for the date.

**Evening Rooms:** Displays the total number of rooms that will be staying overnight (stayovers + arrivals) for that date.

## Profile Production (profileproductivitystat with STA2.FMX)

### **Report Summary**

The Profile Production - Summary Report allows a property the means to determine the production a profile is generating for their property. The figures that generate include Room nights, Revenues, Cancellations, Business Block bookings, etc. The user has the ability to determine or choose what displays on the report output. Further filters allow the user to narrow down the number of Profiles that print by stipulating a Minimum Revenue production or a specific country or owner code. This report can then assist when determining negotiated rates, contracts, or possible business block bookings for the future. The report contains filters for past date ranges, by Profile Type or a specific Profile.

There are notable differences to keep in mind when comparing the Profile History Tab, profile\_productivity\_detailed and profileproductivitystat. Balancing all three reports is possible when it with the understanding of the corresponding figures and the appropriate columns.

- ProfileProductivityStat uses productivity\_view.
- Selects from profile\_stat\_daily, company\_stat\_daily, agent\_stat\_daily, group\_stat\_daily, source\_prof\_stat\_daily, and contact\_stat\_daily.
- This does NOT include the current day's postings. It is dependent upon the running of the Night Audit to populate the statistic tables and therefore appear on the report.
- This does NOT include manually entered statistics.
- This does NOT include legacy system statistics.
- The report reflects No Show Rooms - Note: This means in the case of Shares, if one guest is a no show and one guest arrives, this report will reflect zero No Show Rooms. This matches the Manager\_report logic.
- The report reflects Cancellation Rooms - Note: This means in the case of Shares, if one guest is a cancel and one guest arrives, this report will reflect zero Cancellation Rooms.
- When routing on individual folios or PM folios, the revenue will show on the routed reservation(s).
- Revenue posted to a Passerby or within an AR, account shows within the attached Profile.

## Report Filter

The profile production report provides the Master account statistical information. This enables the property to print statistics based on an established hierarchy, and, therefore, quickly ascertain those Companies, Travel Agents or Sources that are providing the most business for the property.

**Rollup Master Statistics:** When selecting “Rollup Master Statistics”, the report output will only display those profiles at the highest level and, in turn, will include all statistics attached to the Subsidiary Profiles that have a Relationship established. Additionally, when selecting a single profile in conjunction with the ‘Rollup Master Statistics’ checkbox, an additional checkbox of ‘Print all Subsidiary Profiles’ is available. When selecting both options, the report output will include all Subsidiary Profile Statistics, as well as the Master Account itself. This will allow the property to see where the business breakdown lies within the Master to Subsidiary relationship.

**Sort order:** When Food Revenue, Room Nights, Room Revenue or Total Revenue is selected in conjunction with a Profile Category (as opposed to a single Profile) and additional field will be displayed “Top Producers”. This allows the user further filtering of their criteria to look for those profiles that have “produced” for their resort. For example, if the user selected Profile Category - Company and to sort on Room Nights and then inserted a 20 in the Top Producers fields; the report would only return the 20 Company Profiles that produced the most room nights.

The screenshot shows the 'SHELL - Statistics 2' dialog box with the following settings:

- Date:** From 06-01-06, To 06-27-06
- Profile Category:** Company (selected), Travel Agent, Source, Group, Individual, Contact
- Reservation Filter:** Room Class ALL, Individuals / Blocks ALL
- Profile Filter:** Minimum Revenue 0.00, Minimum Nights 0, Country Code ALL, From Postal Code, To Postal Code, Industry Code ALL, Account Type, Currency Code USD, Owner, Business Segment ALL
- Rollup Master Statistics:**  (unchecked)
- Include Legacy/Manual Statistics:**  (unchecked)
- Display on Report:**
  - Room Nights
  - Arrival Rooms
  - Cancelled Rooms
  - No Show Rooms
  - Day Use Rooms
  - ADR
  - Total Revenue
  - Room Revenue
  - F&B Revenue
  - Extra Revenue
  - Non Revenue
  - Adults
  - Children
  - Total Revenue per Guest
  - Room Revenue per Guest
  - F&B Revenue per Guest
  - Extra Revenue per Guest
  - Non Revenue per Guest
  - Reservation Nights
  - Reservation Arrivals
  - Cancelled Reservations
  - No Show Reservations
  - Day Use Reservations
  - Block Breakdown
  - Individual Breakdown
- Print Options:** Copies 1, Sort Order Alphabetical, Net (selected), Gross
- Buttons:** Preview, Print, File, Close

## Example Report



Opera Demo Hotel, Small

06.16.04

Profile Production Statistics

11:45 AM

BRADY, SLOANE 6952 SAPPINGTON LANE DUNDEE DD1 4D2							
Client ID: 18460							
	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004	Total
Total Room Nights	0	0	29	18	11	8	66
Arrival Rooms	0	0	4	2	1	2	9
Cancelled Rooms	0	0	0	0	0	0	0
No Show Rooms	0	0	0	0	1	0	1
Day Use Rooms	0	0	0	0	0	0	0
ADR	0.00	0.00	97.97	48.08	67.09	103.13	79.84
Total Revenue	0.00	0.00	3,023.64	956.00	738.00	862.60	5,580.14
Room Revenue	0.00	0.00	2,841.00	855.44	738.00	825.00	5,269.44
F&B Revenue	0.00	0.00	62.64	70.56	0.00	37.60	170.70
Extra Revenue	0.00	0.00	120.00	0.00	0.00	0.00	120.00
Non Revenue	0.00	0.00	918.60	86.56	73.80	84.00	862.96
Persons	0	0	29	18	11	8	66
Total Revenue per Person	0.00	0.00	104.26	52.00	67.09	107.81	84.24
Room Revenue per Person	0.00	0.00	97.97	48.08	67.09	103.13	79.84
F&B Revenue per Person	0.00	0.00	2.16	3.92	0.00	4.69	2.59
Extra Revenue per Person	0.00	0.00	4.14	0.00	0.00	0.00	1.82
Non Revenue per Person	0.00	0.00	21.23	4.81	6.71	10.50	13.08
Reservation Nights	0	0	29	18	11	8	66
Reservation Arrivals	0	0	4	2	1	2	9
Cancelled Reservations	0	0	0	0	0	0	0
No Show Reservations	0	0	0	0	1	0	1
Day Use Reservations	0	0	0	0	0	0	0
Block Room Nights	0	0	0	0	0	0	0
Block Room Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Block Room ADR	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Individual Room Nights	0	0	29	18	11	8	66
Individual Room Revenue	0.00	0.00	2,841.00	855.44	738.00	825.00	5,269.44
Individual ADR	0.00	0.00	97.97	48.08	67.09	103.13	79.84

Filter: From Date 03.01.04 To Date 06.15.04  
 Net Revenue  
 Currency USD  
 Individual BRADY, SLOANE  
 Sort Order Alphabetical  
 Include Legacy/Manual Statistics

Page 1 of 1  
 \*\*\*Does not include current days transactions

profileproductivitystar

## Field Descriptions

**Profile Information:** Displays the name, address and client ID of the profile at the top of the report.

**Month/Year:** Displays a column for each month's totals.

**Total Room Nights:** Displays the total room nights.

**Arrival Rooms:** Displays the total number of room nights from reservations attached to this profile that actually arrived.

**Cancelled Rooms:** Displays the total number of room nights from reservations with a "cancel" status attached to this profile.

**No Show Rooms:** Displays the total number of rooms nights from reservations with a "no show" status attached to this profile.

**Day Use Rooms:** Displays the total number of room nights from reservations attached to this reservation that checked in and out on the same business day.

**ADR:** Displays the Average Daily Rate on this profile.

**Total Revenue:** Displays the Total Revenue generated on this profile.

**Room Revenue:** Displays the total Room Revenue generated on this profile.

**F&B Revenue:** Displays the total Food & Beverage Revenue generated on this profile.



	<p><b>Extra Revenue:</b> Displays the total Extra Revenue generated on this profile.</p> <p><b>Non Revenue:</b> Displays the total Non Revenue generated on this profile.</p> <p><b>Persons:</b> Displays the total Persons (adults + children) attached to reservations booked on this profile.</p> <p><b>Total Revenue per Person:</b> Displays the Total Revenue generated on this profile divided by the number of persons.</p> <p><b>Room Revenue per Person:</b> Displays the Room Revenue generated on this profile divided by the number of persons.</p> <p><b>F&amp;B Revenue per Person:</b> Display the total Food &amp; Beverage Revenue generated on this profile divided by the number of persons.</p> <p><b>Extra Revenue per Person:</b> Displays the Extra Revenue generated on this profile divided by the number of persons.</p> <p><b>Non Revenue per Person:</b> Displays the Non Revenue generated on this profile divided by the number of persons.</p> <p><b>Reservation Nights:</b> Displays the total number of nights from reservations attached to this profile.</p> <p><b>Reservation Arrivals:</b> Displays the total number of reservations attached to this profile that actually arrived.</p> <p><b>Cancelled Reservations:</b> Displays the total number of reservations with a "cancel" status attached to this profile.</p> <p><b>No Show Reservations:</b> Displays the total number of reservations with a "no show" status attached to this profile.</p> <p><b>Day Use Reservations:</b> Displays the total number of reservations attached to this reservation that checked in and out on the same business day.</p> <p><b>Block Rooms Nights:</b> Displays the total Room Nights from reservations attached to the profile and have a business block code.</p> <p><b>Block Room Revenue:</b> Displays the total Room Revenue from reservations attached to the profile and has a business block code.</p> <p><b>Block Room ADR:</b> Displays the Average Daily Rate from reservations attached to the profile and have a business block code.</p> <p><b>Individual Rooms Nights:</b> Displays the total Room Nights from reservations attached to the profile and do not have a business block code.</p> <p><b>Individual Room Revenue:</b> Displays the total Room Revenue from reservations attached to the profile and do not have a business block code.</p> <p><b>Individual ADR:</b> Displays the Average Daily Rate from reservations attached to the profile that does not have a business block code.</p>
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## Profile Productivity Statistics-Detailed

(profile\_productivity\_detailed with PRF5.FMX)

### **Report Summary**

The Profile Productivity Statistics Detailed Report allows a means of printing a detailed breakdown of each reservation that comprised the production for a specific profile. The report only prints for one profile at a time. The output will group the Reservations by Room Class, if the Room Class functionality is active. The reservations then sort in date order. The report output displays Room Class, Room Number, Room Type, and Primary Profile on the Reservation, Reservation Status, Arrival Date, Departure Date, Reservation Nights, Room Revenue, F&B Revenue, Other Revenue, Total Revenue, and Non Revenue. If this report runs for an entire year range, the columns will match exactly with those on the summary tab of the Profile History screen. When comparing information displayed on the main History screen, ensure the comparison is with the same reservation.

There are notable differences to keep in mind when comparing the Profile History Tab, profile\_productivity\_detailed and profileproductivitystat reports. Balancing of the three is possible when it understood what the figures represent and when using the appropriate columns.

- The report utilizes two views depending on the Profile type.
- Individual and Contacts - 'pms\_guest\_history\_resv\_view1.'
- All other Profile types- 'pms\_history\_reservation\_view1'
- The report includes current day's postings. A comparison to the profileproductivitystat report should not be conducted when a profile is still in house or has departed today as the profileproductivitystat does not reflect today's postings until the night audit is run.
- Includes manually added and Legacy system statistics.
- Reflects No Show Reservations (not Rooms). Thus, compare to the "No Show Res" column on the Summary screen within Profile History and not the No Show Rooms column.
- Reflects Cancellation Reservations (not Rooms). Thus, compare to the "Cancel Res" column on the Summary screen within Profile History and not the Cancel Rooms column.
- Routing to another room or PM will only show the revenue under the routed to reservation.
- Revenue posted to a Passerby or within an AR, account does not show.
- The 'Nights' column will show Reservation Nights (not Room Nights) to be consistent with the Nights on the Summary screen of the Profile History Tab.



**Report Filter**

**Example Report**



Opera Demo Hotel, Small 11/02/02

Detailed Profile Productivity - Individual 10:02

BRADY, SLOANE

Room No.	Room Type	Guest Name	Resv. Status	Arr. Date	Dep. Date	Resv. Nights	Room Revenue	F&B Revenue	Other Revenue	Total Revenue	Non Revenue
<b>Room Class</b>		CTG									
254	OK	BRADY, SLOANE	CHECKED OUT	10/27/02	10/28/02	1	190.48	0.00	0.00	190.48	9.52
257	OK	BRADY, SLOANE	CHECKED IN	10/26/02	11/06/02	7	2,530.00	-15.00	0.00	2,515.00	185.90
2006	CD	BRADY, SLOANE	CHECKED OUT	10/07/02	10/11/02	4	5,295.52	0.00	40.00	5,336.52	794.48
3007	OK	BRADY, SLOANE	CANCELLED	10/01/02	10/02/02	0	0.00	0.00	0.00	0.00	0.00
						<b>12</b>	<b>8,017.00</b>	<b>-15.00</b>	<b>40.00</b>	<b>8,042.00</b>	<b>989.90</b>
<b>Room Class</b>		MAIN									
	SUP	BRADY, SLOANE	CANCELLED	10/26/02	10/27/02	0	0.00	0.00	0.00	0.00	0.00

**Field Descriptions**

**Room Class:** Displays the profile results subtotaled by room class.

**Room No:** Displays the room number for each reservation attached to the profile.

**Room Type:** Displays the room number corresponding to the room number.

**Guest Name:** Displays the guest name

**Resv Status:** Displays the Reservation Status. Some examples include Checked Out, No Show and Cancelled.

**Arr Date:** Displays the Arrival Date for each reservation attached to the profile.

**Dep Date:** Displays the Departure Date for each reservation attached to the profile.

**Resv Nights:** Displays the total number of nights for each reservation attached to the profile.

**Room Revenue:** Displays the Room Revenue generated by each reservation attached to the profile.

**F&B Revenue:** Displays the F&B Revenue generated by each reservation attached to the profile.

**Other Revenue:** Displays the Other Revenue generated by each reservation attached to the profile.

**Total Revenue:** Displays the Total Revenue generated by each reservation attached to the profile.

**Non Revenue:** Displays the Non Revenue generated by each reservation attached to the profile.





## Membership Report

(loyalty\_member\_stay with PRF3.FMX)

<p><b>Report Summary</b></p>	<p>The Loyalty <u>Member Stay Report</u> displays guest membership information attached to the reservation. A hotel may print this report to anticipate what room blockings or specials to prepare for the arriving, in house, or departed guests. The ability to include Previous Stay information also exists to use as a comparison.</p>
<p><b>Report Filter</b></p>	

**Example Report**

micros FIDELIO

Opera Demo Hotel, Small

08/13/03

ODH

Loyalty Member Stay

02:54 PM

Room No.	Room Type	Room Name	Membr. Type	Membr. Level	Membership No.	Arr. Date	Dep. Date	Adj.	Chl.	Rms.	Company Travel Agent Source	Block	Res. Status
VIP													
<b>Room Class Cottages by the Sea</b>													
2014	CD	DOZER,ELISA,Ms	PTS		777412	07/24/03	10/22/03	1	0	1			CHECKED IN
	4					04:21 P	12:00 A						
2018	CD	Muller,Mirjam,Ms	PC		245625462456	06/13/03	07/21/04	1	0	1			CHECKED IN
	1					09:50 A	12:00 A						
<b>Room Class Total</b>								<b>2</b>	<b>0</b>	<b>2</b>			
<b>Room Class Main Tower</b>													
106	DLX	DOZER,ELISA,Ms	PTS		777412	07/29/03	11/06/03	1	0	1			CHECKED IN
	4					12:00 A	12:00 A						
120	SUP	DOZER,ELISA,Ms	PTS		777412	08/13/03	08/14/03	2	0	1			CHECKED IN
	4					11:47 A	12:00 A						
120	SUP	DOZER,ELISA,Ms	PTS		777412	08/13/03	08/13/03	1	0	1			CHECKED OUT
	4					11:47 A	11:49 A						
<b>Room Class Total</b>								<b>4</b>	<b>0</b>	<b>3</b>			
<b>Room Class Tower Rooms1</b>													
127	TK	DOZER,MASON,Mr	DELTA		542115648	06/13/03	09/01/04	1	0		1 C- DOZER, INC. T- FRIENDLY		CHECKED IN
<small>Filter From Date 08/13/03 To Date 08/13/03  Room Class All  Priority Club No. All  Membership Type All  Room Status Arrivals, Arrived, Stay Overs, Due Out, Checked Out  Start Order Room</small>													

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loyalty\_member\_stay

**Field Descriptions**

**Room No:** Displays the room number for each reservation attached to the profile.

**Room Type:** Displays the room number corresponding to the room number.

**VIP:** Displays the VIP code attached to the profile.

**Name:** Displays the guest name

**Member Type:** Displays the Membership Type attached to the profile

**Member Level:** Displays the Membership Level attached to the profile

**Membership No:** Displays the Membership Number attached to the profile

**Arr Date:** Displays the Arrival Date for each reservation attached to the profile.



	<p><b>ETA:</b> Displays the Estimated Time of Arrival from the reservation screen.</p> <p><b>Dep Date:</b> Displays the Departure Date for each reservation attached to the profile.</p> <p><b>ETD:</b> Displays the Estimated Departure Time from the more field's screen of the reservation.</p> <p><b>Adl:</b> Displays the number of adults for each reservation attached to the profile.</p> <p><b>Chl:</b> Displays the number of children for each reservation attached to the profile.</p> <p><b>Rms:</b> Displays the number of rooms for each reservation attached to the profile.</p> <p><b>Company:</b> Displays the Company profile name if attached to the reservation.</p> <p><b>Travel Agent:</b> Displays the Travel Agent profile name if attached to the reservation.</p> <p><b>Source:</b> Displays the Source profile name if attached to the reservation.</p> <p><b>Block:</b> Displays any business block codes associated with the reservation.</p> <p><b>Resv Status:</b> Displays the Reservation Status. Some examples include Checked Out, No Show and Cancelled.</p>
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