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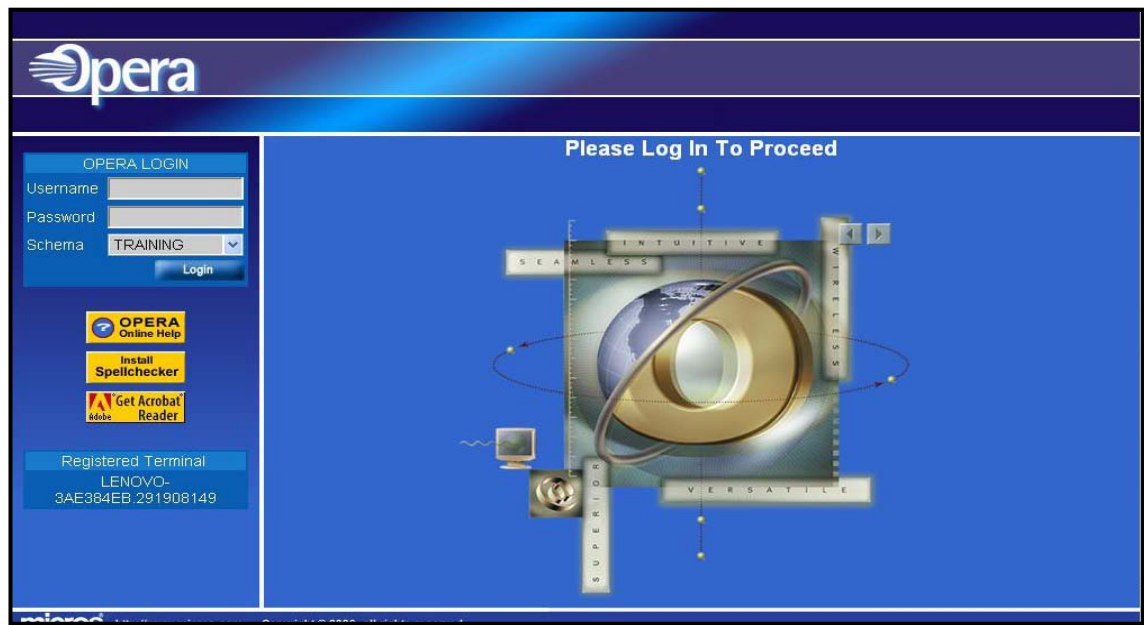
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第一章 概述

1.1 系统登录界面



User name (用户名)-----英文名前三位+姓的前三位（酒店自定义）

Password (密 码)-----ihg123456 （酒店自定义的默认密码）

Schema (系统环境)---- **OPERA@opera** （酒店正式系统）

TRAINING （培训系统）

SIMULATION （测试系统）

在系统登录界面里输入 User(用户名)→Password(密码)→点击 “Login” →进入系统主界面。如图

1.2 系统主界面

Log in -----进入系统

Log off -- -退出系统

子系统如下：

PMS: 酒店管理系统

前台操作系统

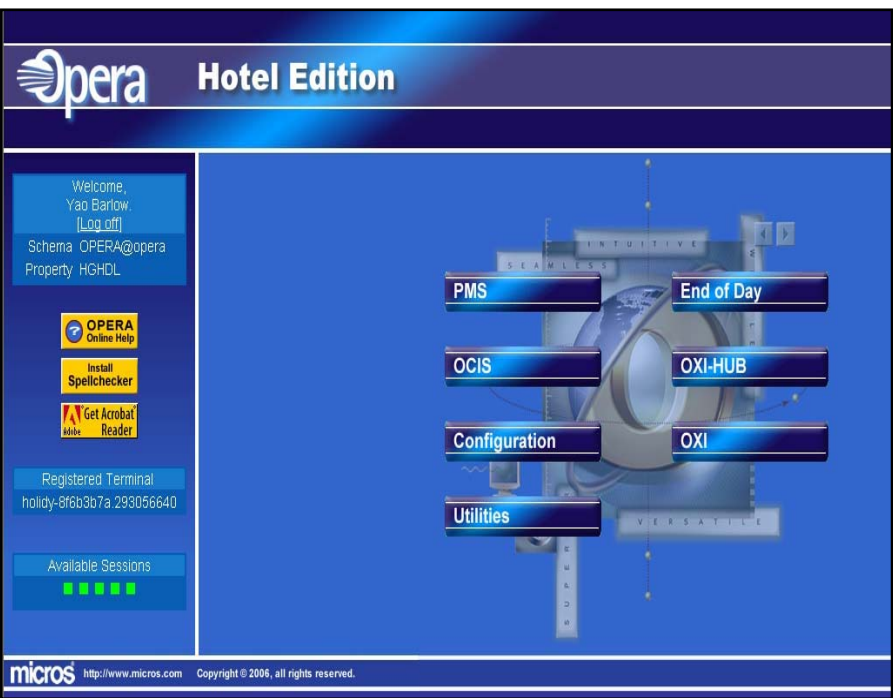
End of Day: 夜审系统

OXI: Holidex

Utiliies: 系统管理

系统维护工具

Configuraton: 设置



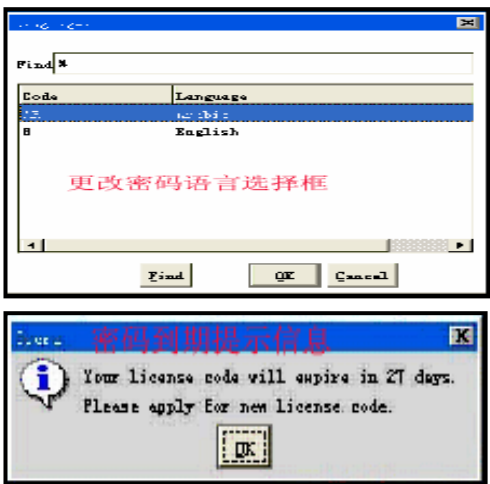
特殊键及系统默认说明

- ALT+带有下列划的字母（注：在下拉菜单中可以直接按带下划的字母）。
- “Tab”-----下移动单元格；“》 & 《”-----翻页；“Shift+Tab”-----上移动单元格；
- “F9”-----下拉菜单 Spacebar (as mark key) -----选中（键一次）/不选（再键）
- “&<”-----移动单元格；“F8”----为切换用户的快捷键。
- Opera 里蓝色为必填栏，黄色为查询框，红色为多重信息，Opera 里没有双击键。
- 在信息录入界面：用 Tab 键向前进格； Shift+Tab 向后退格；
- 日期输入格式为“月-日-年”，输入 030204，输完用 Tab 键移开；
- 输入日期比当前系统日期晚，系统默认为当月该天；输入日期比当前系统日期早，系统默认下月该天；
- F9 打开下拉菜单选项，用上下键选择，回车选中；Esc 取消；
- **F1**：在线帮助、用户手册；

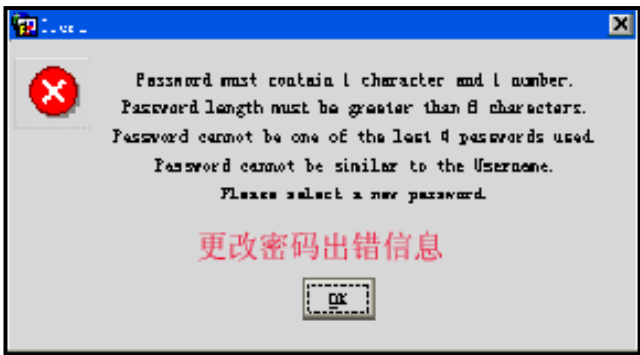
1.3 操作系统登录 点击相应子系统图标进入。如:PMS----进入前台操作系统

注：第一次登录系统要求修改密码(如图)，规则如下：

- 1、字母+数字组合（6 位）；
- 2、不能使用和用户名相同的；
- 3、不能使用前四次的密码相同，
- 4、60 天更改密码（30 天开始出现提示信息,如图）。未到 60 天的用户名更改密码的方法:“Miscellan”
→ “change password”进行更改

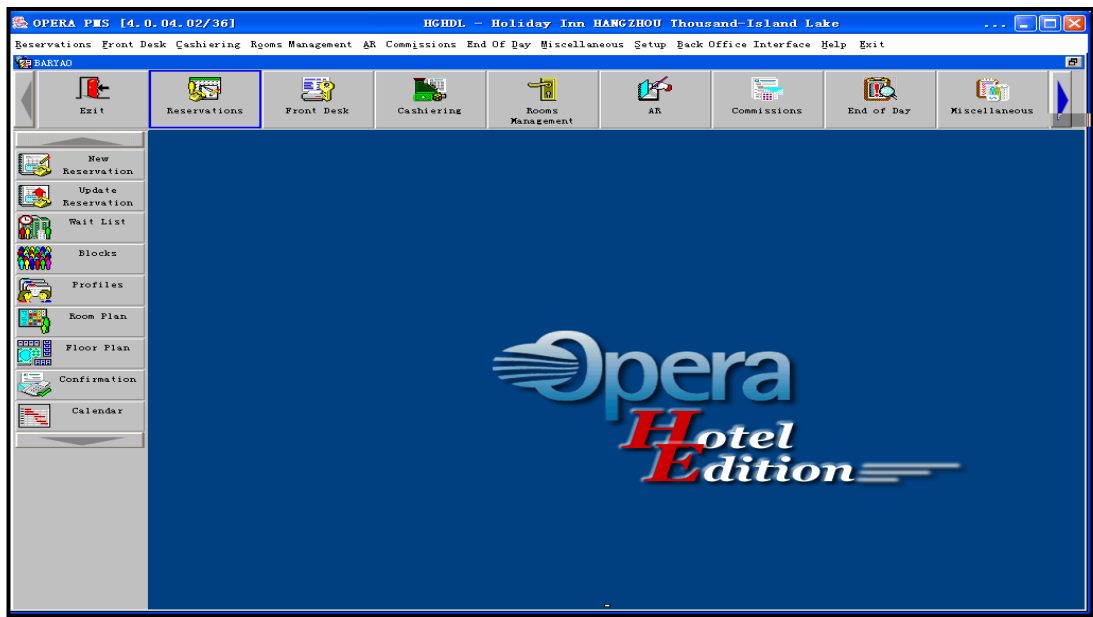


密码到期提示信息



- 密码必须包含字母和数字。
- 密码长度必须大于 6 个字符。
- 密码不能是过去 4 密码使用。
- 密码不能类似的用户名。
- 请选择一个新密码。

1. 4 操作主界面



横向图标功能组:

- Reservation-----预定;
- Front Desk-----前台;
- Cashiering-----收银;
- Room Management-----房务;
- AR-----应收;
- Commissions-----佣金;
- End of Day-----夜审;
- Miscellaneous-----杂项;
- Setup-----设置;
- Back Office Interface -----后台接口;
- Help-----帮助;
- Exit-----退出;

注: 菜单栏: 与横向图标功能组的内容相同。

1.5 操作常用选项

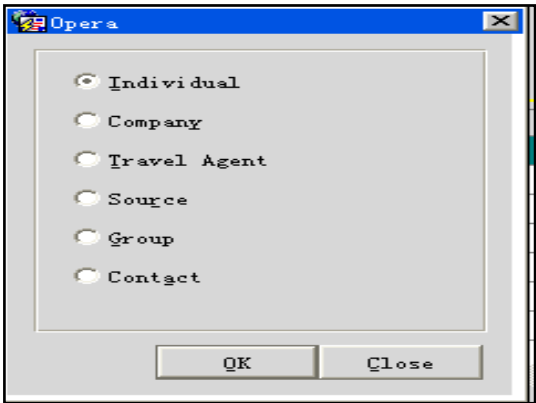
New—新建; Edit—编辑; Change—更改; Search—查询; Save—保存
Close—关闭; OK—确定; Options—选项; Find—查找; Clear—清除
Detail—详细; Delete—删除; Cancel—取消; Return—返回
Last Resv.—操作员本人最后建立的预订; Preview—预览; Print—打印
Refresh—刷新 Report—报表 File—文件 Revenue—收益

第二章 Profiles 档 案

Profile-----档案资料，系统里所有操作的基础。

2.1 档案类型 （如图）

- **Individual.....**个人
- **Company.....**公司
- **Travel Agent.....**旅行社
- **Source.....**订房中心
- **Group.....**团队
- **Contact**联系人(客户的联系人)



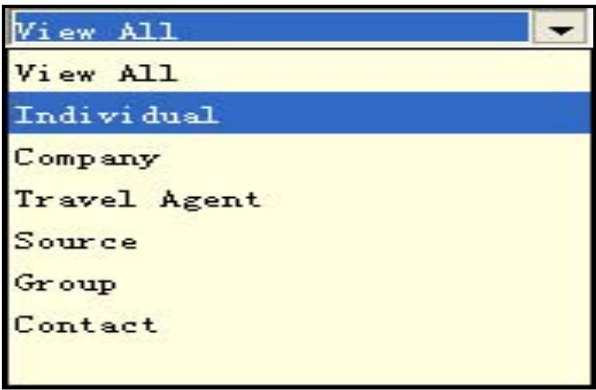
2.2 新建档案

方法: 1、在 **Profile Search** 查询窗口中先选择档案类型，再按“New”。(如下图)

Reservation→Profile→选择 View By （查看类型）→New

2、在 **Profile Search** 查询窗口中先按“New”，再选择档案类型。(如上图)

Reservation→Profile→New→选择档案类型→OK




(View By 查看类型)

注意：在新建档案时应 “先查询后新建”

2.2.1 Individual-----个人档案

➤ **Last Name** 姓：首母要大写。


点击“”里可以输入多重信息，也可以输入中文但不显示。

➤ **First/Middle** 名：首母要大写。两字以上可用空格分开，如：You Ping 。

同时可在中文名（指拼音）前加英文名以空格分开。如：Barlow You Ping

➤ **Language/ Title** 语言/称呼：语言。同时控制打印帐单、叫早服务等其它功能的语言。

➤ **Address** 地址：可以多重输入。

点击“”，new→选择地址类型，

Business Address-----工作地址：

Billing Address-----帐单地址

Home Address-----家庭地址（默认）

Mailing Address-----邮件地址

Shipping Address-----航空地址

Po Box-----邮政信箱

→OK→Address(地址)→City（城市）

→Postal Code（邮编）→County（国家）→Stats（省）→Primary（优先权）→OK

档案主页上显示的是 **Primary** 地址，要将地址显示在档案上的操作：→选择要显示的地址→点击

Primary (选中的地址会带个号)→Close 。

➤ **Home address** 字体为蓝色表示与上一框链接，上栏输不下可以在此栏输入。

- **City**----城市； **Postal code/Ext**-----邮政编码/区号（一旦输入，省份自动显示）
- **Country/state**-----国家/省份
- **Communications**-----通信工具 电话号码的国家代码、区号去除首“0”，中间以空格相连。

点击“”，会出现 **Communication Type** 对话框。如图

HOME: 家庭电话号码

BUSINESS: 公司电话号码

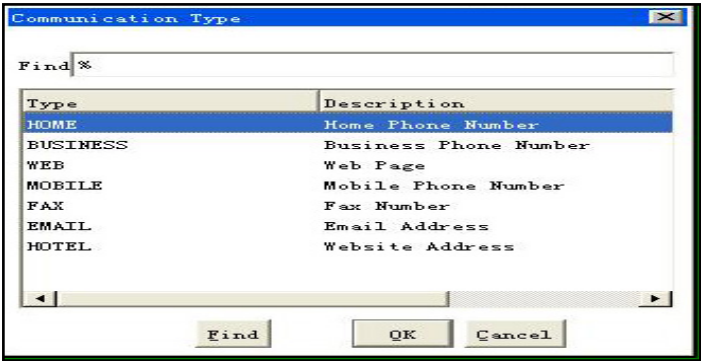
WEB: 网页

MOBILE: 移动电话号码

FAX: 传真号码

EMAIL: 邮箱地址

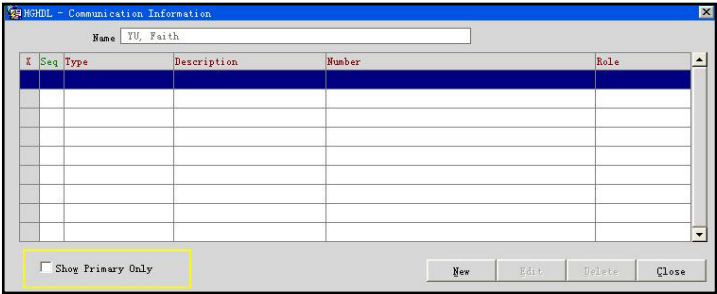
HOTEL: 居住地址



点击“”，会出现 **Communication Information** 文本框。如图

Show Primary Only:

只显示优先权选中
的信息记录。



- **Salutation**: 赞扬词（如：向 xx 先生或女士致敬）。在填写了 Title（称呼）后，系统会自动生成。）
- **Vip**: Vip 类型选择

VIP 1 PC Base,Freq Guests,Long Stay

VIP 1 普通会员，常客，长住客

VIP 2 PC Gold,Special Freq Guests,Diplomats

VIP 2 黄金会员，特别常、长住客，外交官

VIP 3 PC Platinum,Top Freq Guests,Celebrities

VIP 3 白金会员，超级常、长住客，名人

VIP 4 Heads of State,Royalty

VIP 4 国家元首，王族（成员）

VIP 5 Gold Ambassador

VIP 5 黄金大使


VIP 6 Platinum Ambassador

VIP 6 白金贵宾大使

VIP 7 Royal platinum Ambassador

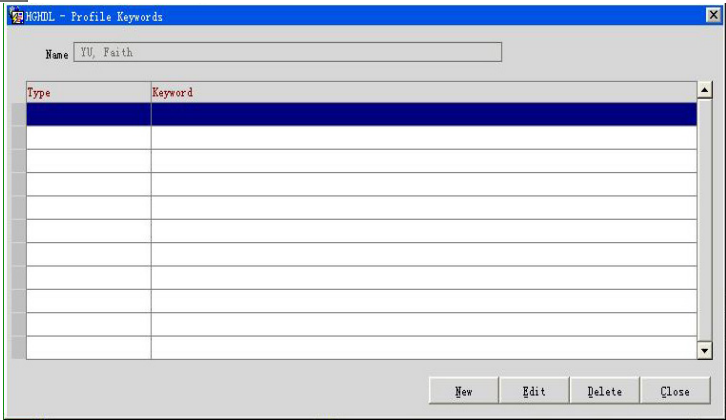
VIP 7 皇家白金贵宾大使



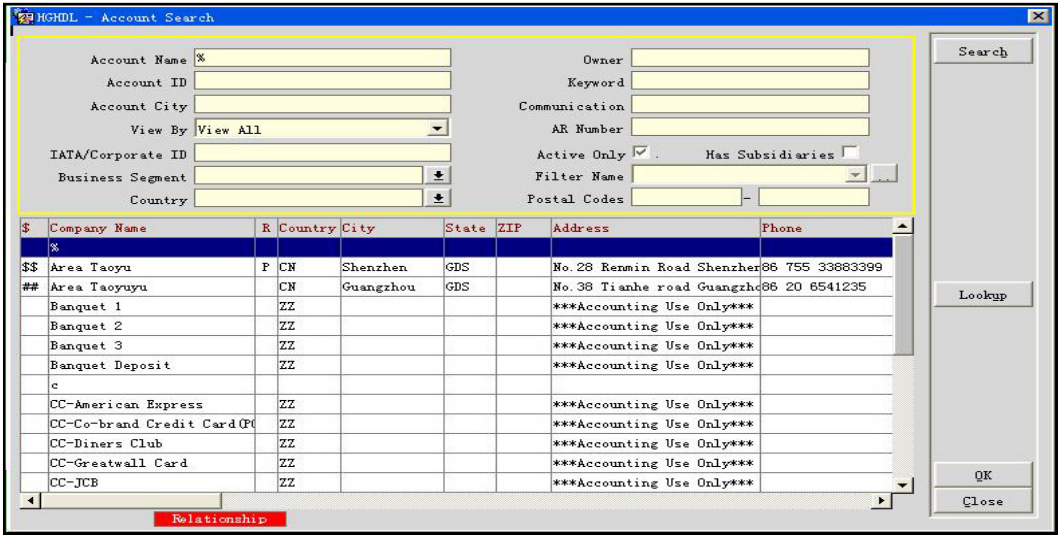
- **VIP reason:** VIP 理由; 原因
- **Pref. room:** 喜欢的房间或房间类型
- **Other 1 :** 其它输入框 1（酒店自己定义）
- **Other 2 :** 其它输入框 1（酒店自己定义）
- **Date of birth:** 出生日期 输入方式: 日/月/年 注: 1949 年（包括 49 年）以前出生的，年份不能简写。
- **Nationality:** 国籍/民族
- **Passport:** 护照号 注: 签证/签证有效期/身份证号码
- **Mailing list**☐**Mail_list** （是否有酒店派送的礼物）
客人要求邮寄的信息☐客人是否要求邮寄酒店相关信息
- **Active:** 活泼的, 主动的;
- **History:** 是否保留档案。打√保留，不打√则一段时间后系统自动删除。）
- **Keyword:** 关键词 点击“”，会进入 **Profile Keywords** 文本框。如图

Keyword Type:

- **ABBR:** 公司名字缩写
- **CPI :** 公司标识
- **Master_Account:** 公司协议帐号



- **Contact:** 联系人选中此选项会进入 **account search** 对话框，进行客人关联操作。如图



Relationship-----关系、关联（公司与公司的关系；公司与个人的关系）。

➤ **Notes:** 客人信息备注（用来输入客人的特征和喜好）

Note Type: 备注类型

Backgroud Notes-----职业备注

Central Comments-----主要的备注

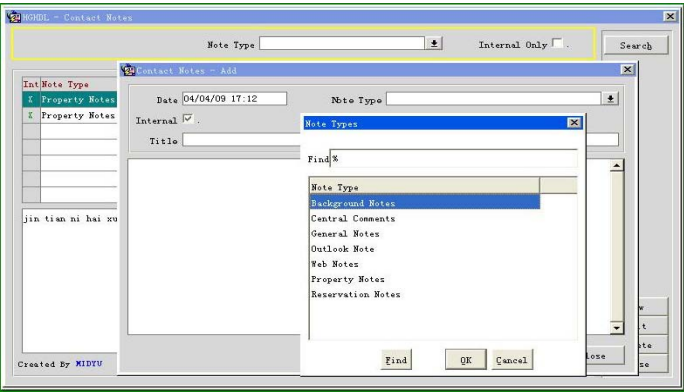
会连到 PMS。其它的不会。

General Notes-----一般的备注

Outlook Notes-----观点喜好

Web Notes-----网络信息备注

Property Notes-----属于本酒店



Reservation Notes: 预订备注；注：只有 **Reservation Notes** 可以复制到预订上的备注中；

输入或拥有多种备注时，在Profile 下栏有红灯提示，可以双击显示所有内容；

常用的备注为Reservation 与General ，而须知晓的是，Reservation Note 是可以保留至Future Reservation 中的。

注：Note 文本框中最好输入日期和姓名,以便管理。

点击 “ ” 对话框时 New 选择 **Notes Type**-----**Central notes** 会连到 PMS，其他的不会。

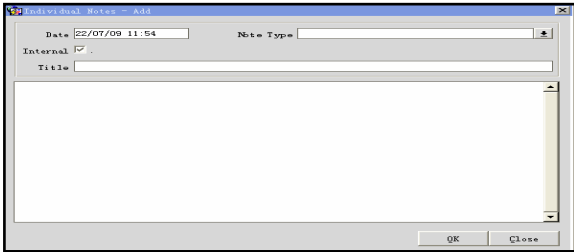
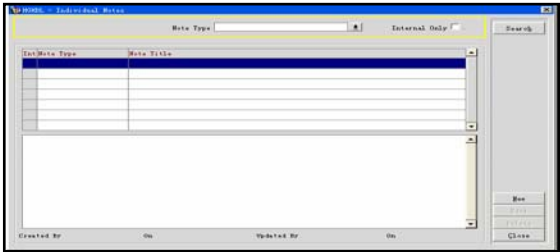
新建 Notes:

→New→**Note Type:** 备注类型 。如图

→**Internal Only:** 打√只想内部的人知道，可控制是否打印；

→**Global:** 打√自动复制到所有酒店，对所有酒店公开，否则只能选择其中一家酒店，规定：酒店的协议单位的 **Notes** 不得勾选 **Global**；(本酒店还没有开通)

→**Title:** 标题可以自己输入，也可以与 **Note Type** 可以相同。如图



➤ **Attributes**-----客人信息

Rate code -----价格代码

A/R No.-----应收代码

Member No.-----会员号

➤ **Search name:** 查询姓

➤ **First** : 次数 。 如图

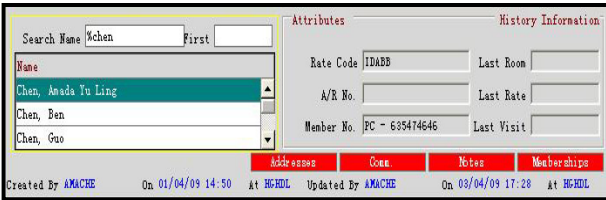
在查询框中输入条件，直接按回车。不要按 “**Search**”键 。
红色条表示有重要信息或多重信息

History information-----历史资料

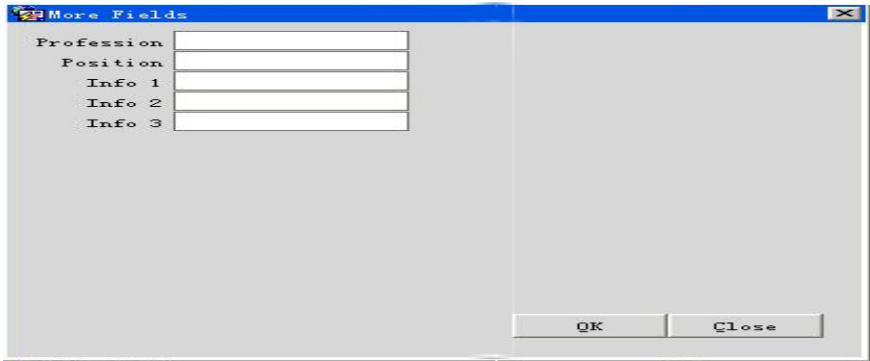
Last Room-----上次房间

Last Rate-----上次房价

Last Visit-----上次日期

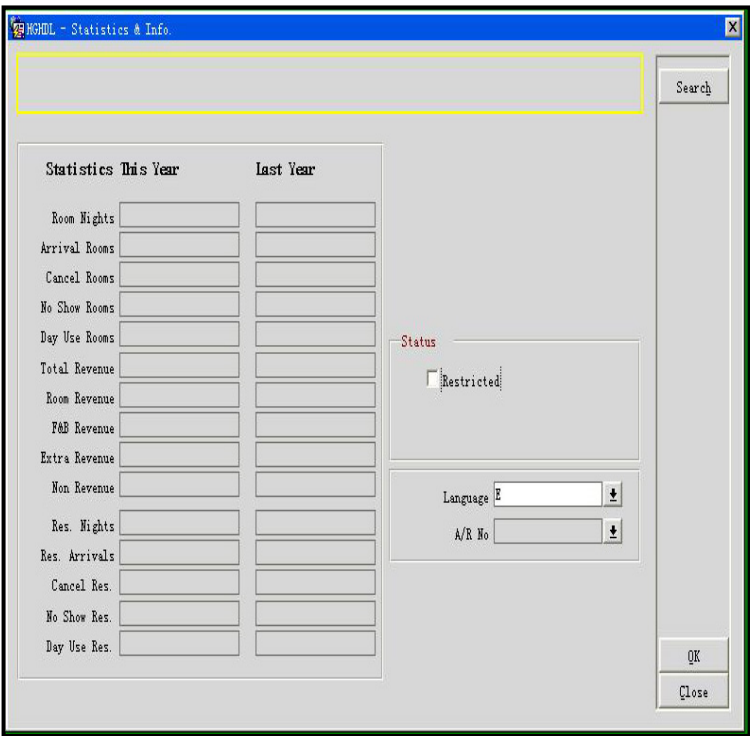


➤ **More Fields:** 更多栏位。点击出现 “More Fields” 对话框。



➤ **Statistics & Info:** 客人统计资料信息。点击出现 “Statistics & Info” 对话框。
记录近两年客人在酒店的入住信息

- Room Nights**-----住几晚
- Arrval Rooms**-----到达房间数
- Cancel Rooms**-----取消房间数
- No show Rooms**-----预订未到
- Day use Rooms**-----当日抵离
- Total Revenue**-----总消费
- Room Revenue**-----房间消费
- F&B Revenue**-----餐饮消费
- Extra Revenue**-----额外消费
- Non Revenue**-----承包部门消费
- Res. Nights**-----预订住宿天数
- Res. Arrirals**-----预订次数
- Cancel Res.**-----预订取消次数
- No show Res.**-----应到未到次数
- Day use Res.**-----日用房次数
(钟点房、半日租)
- Status**-----黑名单
- Resertcted**----受限 (勾选项)
- Language**-----语言
- A/R No.**-----应收账号

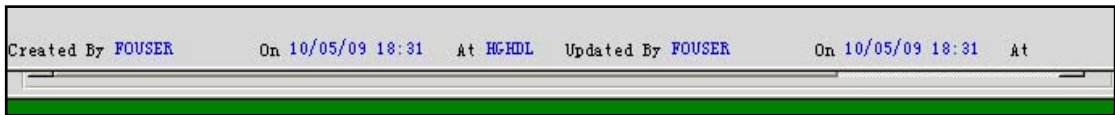


■ 档案页面左上方 如图



Save 或 OK 后出现 ID 号，为电脑自动生成编码（唯一的），不能作为查询条件。

■ 档案页面下方 如图



Created By: 创建人； **On:** 时间； **At:** 操作酒店代码

Update By: 最后修改人； **On:** 时间； **At:** 操作酒店代码

2.2.2 Options: 功能选项

- Changes-----更改
- Credit Cards-----信用卡
- Delete-----删除
- Enrollment-----申请会员
- Future-----将来、前景
- History-----历史资料
- Lookup-----找寻
- Memberships-----客户信息
- Merge-----合并
- Neg. Rates-----合同价
- Notes-----客人信息备注
- Rreferences-----客人喜好
- Relationship-----关系、联系



2.2.2.1 Changes-----修改记录

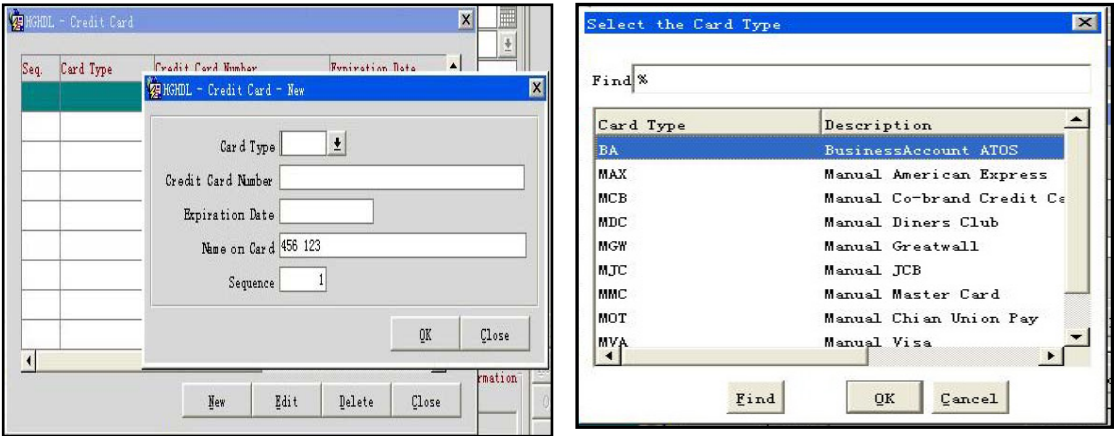
The 'KYXSBG - User Activity Log - Profile' window displays a table with the following data:

	Time	Date	Station ID	Action Type	Action Description
FOLX	15:22	12/28/04	kymdf013.15732097	UPDATE PROFILE	ADDED PHONE BUSINESS - 13698452369 -PHONE PRIM
WJK	10:54	12/04/04	YG-FO-8508.145826	UPDATE PROFILE	PROFILE TITLE CHANGED FROM ->Mr
OCYT	19:38	09/04/04	QDF06508	MERGE PROFILE	MERGED PROFILE 王为栋 (117371) TO 王一峰, HOM
OCYT	19:37	09/04/04	QDF06508	UPDATE PROFILE	ADDRESS CHANGED -STATE ->ZJS
JTT	20:28	09/03/04	YG-FO-8518.145825	NEW PROFILE	CREATED NEW PROFILE 王一峰, RESTRICTED/CASHLIST

A 'Close' button is located at the bottom right of the window.

2.2.2.2 -----Credit Card

信用卡资料，可将客人常用的信用卡的资料保留在档案中；



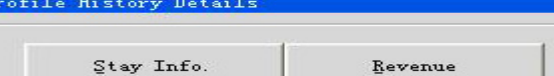
2.2.2.4 Future 将来预订信息

[illegible]

点击“new”，出现“rate query”对话框（如图），可新建预定

2.2.2.5 History 历史信息

在店客人统计在 History 中。



Profile History Details

Stay Info. Revenue

Close

Stay Info: 客人详细记录

Revenue: 消费金额汇总（每次），完整保留。

The figure displays two screenshots from the NCHDL system interface.

Left Screenshot: History

At the top, there is a "Currency Code" dropdown menu set to "CNY" and a "Search" button. Below this is a table with the following columns: Arrival, Departure, Room, Room Type, Rate, Rate Code, Adults, Child, and Name. The first row of data shows an arrival on 29/05/09, departure on 30/05/09, room 0312, room type TTKS, rate 311.30, rate code 30T00R2, 2 adults, 0 children, and the name "Shan". The table has a scrollbar on the right. To the right of the table is a sidebar with buttons: Summary, Points, Resy, View Folio, Gen, Edit, Delete, and Close.

Right Screenshot: Revenue Bucket Details

At the top, there is a "Search" button. Below this is a table with the following columns: Arrival, Departure, Name, Food and Beverage, Other Revenue, and Room Revenue. The first row of data shows an arrival on 03/05/09, departure on 03/05/09, name "Fu, Chang Bao", Food and Beverage revenue of 80.00, Other Revenue of 64.91, and Room Revenue of 932. The table has a scrollbar on the right. To the right of the table is a sidebar with buttons: Summary, Points, Resy, View Folio, and Close.

New---可以新建客人的详细记录

Summary---摘要 Points---要点 Resv. ---预定 View Folio ---查看明细帐单

2.2.2.6 Membership 会员

→Memberships(出现 Membership List 对话框)→New(出现 Memberships 对话框)。如图

Type: 会员卡类型; 散客卡、协议卡

Card Number: 卡号;

Name on Card: 持卡人姓名;

Level: 会员卡等级; 金卡、白金卡等;

Expiration: 有效期;

Sequence: 序号;

Member Since: 开始日期;

Comments: 备注;

Inactive: 会员卡是否有效。打勾代表卡无效;

KYMSBG - Memberships

Member Name: 丁伟明

Type: [dropdown]

Card Number: [text]

Name on Card: 丁伟明

Level: [dropdown]

Expiration: [text]

Sequence: 1

Member Since: [calendar icon]

☐ Inactive

Comments: [text area]

Save Close

HGHDL - Profile Membership List

Member Name: Ai Zhong 10, Song

☐ Show Inactive

Seq.	Type	Card No.	Description	Expiration	Level	Class

Lookup Enrollment New Edit Delete Close

Guest Enrollment

Guest Details

Last Name: YU

First Name: Faith

MI: [text] Title: [dropdown]

Suffix: [text] Gender: Unknown

Address Type: Home

Address: 304-2

City: hs

Postal Code: [text]

Country: ZZ

State: [text]

Phone Type: [dropdown]

Fax Type: [dropdown]

Email Type: [dropdown]

Nationality: [dropdown]

Country of Residence: [dropdown]

Room Type Pref.: [dropdown]

Language: ZH

Smoking Pref.: [dropdown]

Passport No.: [text]

Issue Country: [dropdown]

Alliance Code: [dropdown]

Program: FC

CC Type: [dropdown]

CC Number: [text]

CC Expiry: [text]

Employee ID: [text]

Enrollment 对话框

OK Cancel

HGHDL - Lookup

Number: [text]

Profile Type: [dropdown]

Name: YU

First Name: FAITH

City: HZ

State: [text]

Country: USA

Postal Code: [text]

Interface: [dropdown]

Lookup 对话框

OK Close

在 Pprofile 查询界面里，右侧有“Enrollment”和”Lookup”按键。点击会出现相应的对话框

2.2.2.7 Merge 合并档案

点击”Merge”进入“Profiles Search”对话框（标题栏中多“Merge”字样）， 选择记录单击OK，出现 “Profiles Merge”对话框， 点击“Merge”,出现合并信息进度条及完成对话框。先打开的被保留，后打开的被合并。

合并前提必须是同一类型档案。确认需合并档案，选定完整档案，合并缺失不全的档案，多种选项区域内容将一并保留，如： Address 与communication 栏，合并后的档案是以完整档案为主的。

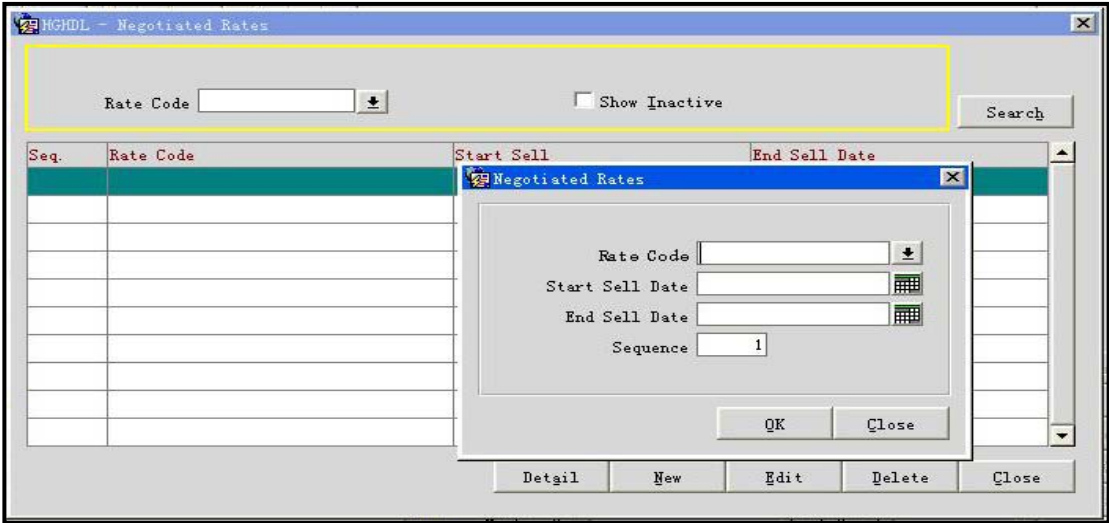
操作：打开第一个档案→Options→Merge→Name（输入要被合并的档案的名字）→Search→选择要被合并的档案→OK→Merge。

注：合并界面上左边的（Profile to Merge）为被合并档案，右边(Original Profile)为要保留档案。合并后所有历史和将来的数据以及客人的联系方式等都会被合并。

完在对话框

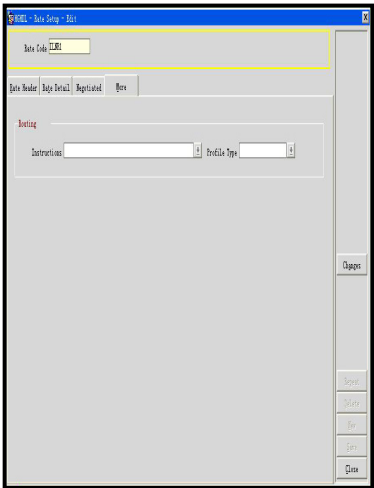
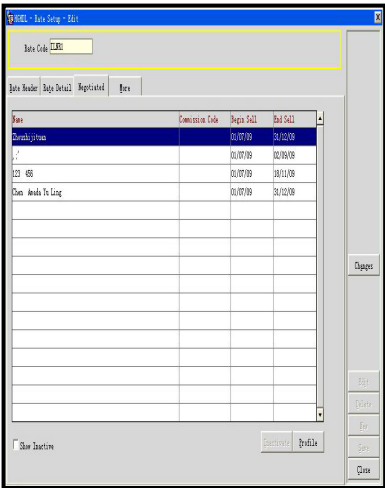
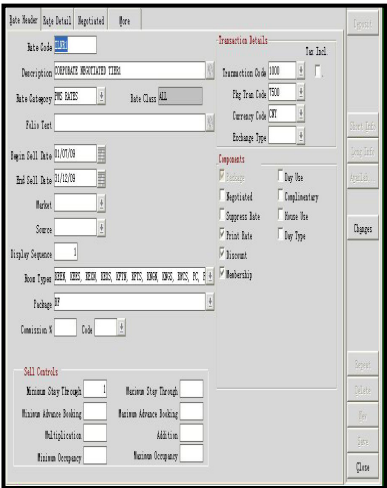
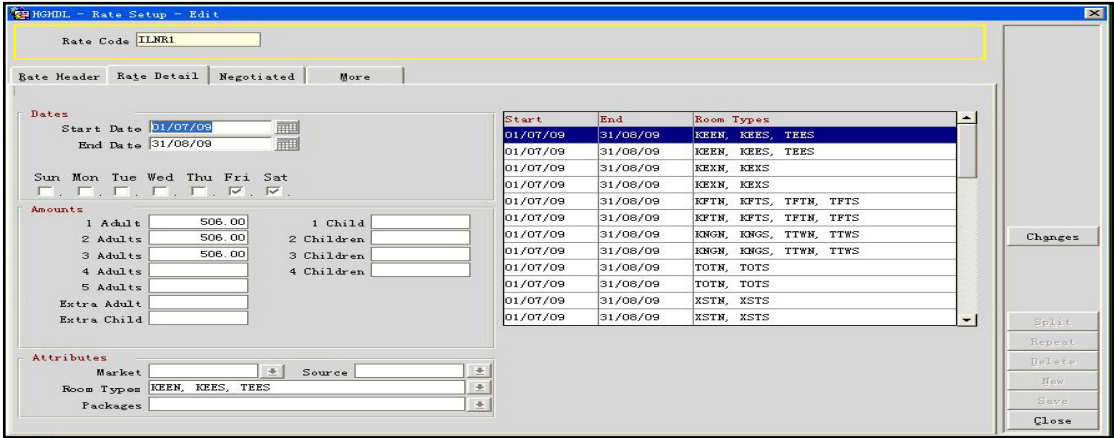
2.2.2.8 Neg. Rates 连接协议价格代码

点击出现“negotiated rates”对话框 ,可以”New”。如图所示，根据房价代码，选择销售开始时间和销售结束时间，点击 OK。show inactive---显示无效的记录。



如果要结束给予协议公司的协议价格则必须在 **End Sell Date** 中输入相应的结束时间。

Detail-----详细 点击“Detail”会出现“rate setup edit”窗口。如图



Rate header 栏 Negotiated 栏: （点击“profiles”可以打开“company profiles”对话框）

2.2.2.9 Notes 客人信息备注 与主界面上 Notes 同。

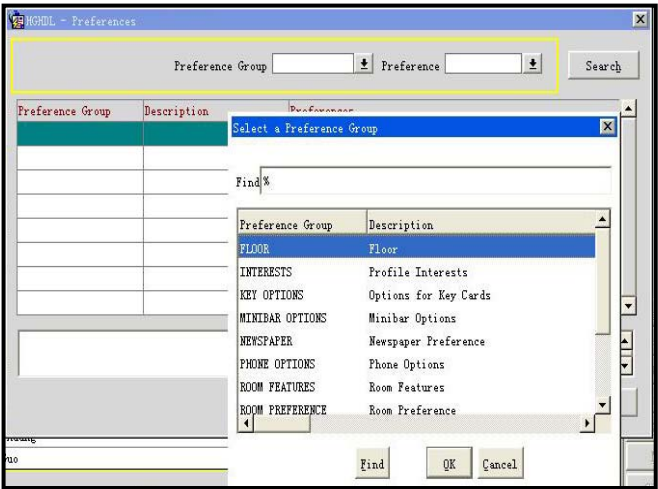
根据客人的喜好录入，但是不能跟预订走。

2.2.2.10 Preferences 喜好

客人的普通喜好(客人的一般喜好，如：楼层、房型等)

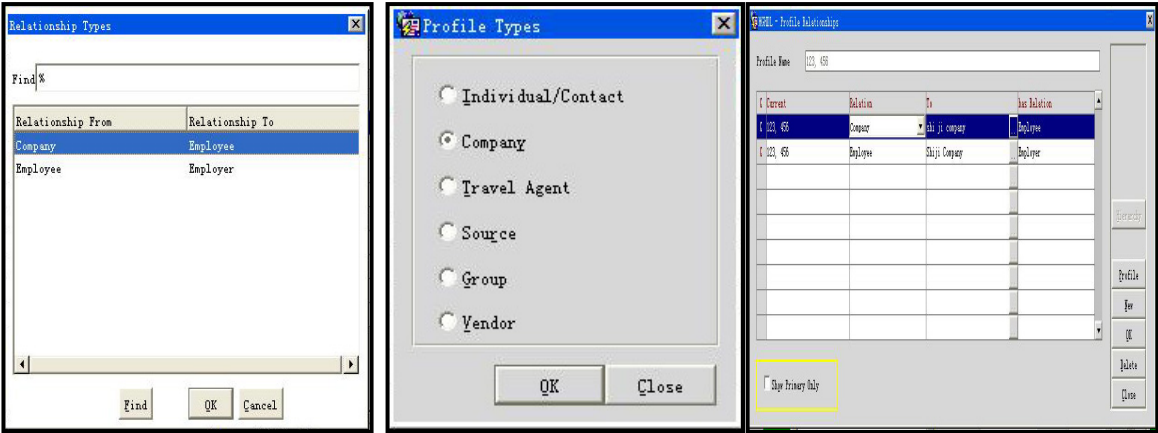
Preference Group: 喜好类型 Preference: 喜好

- FLOOR(楼层喜好)→选择楼层→OK
- ROOM Features(房间特征)→View Lake→OK
- SMOKING(吸烟喜好)→NON-Smoking\Smoking Preferences→OK



2.2.2.11 Relationship 关系、联系 （用于建立档案之间的联系。）

点击进入“profile relationship”对话框，“New”会出现“profile type”对话框、如图，选择类型进入 “relationship type”对话框、如图，确定关系进入 “profile search”查询框、如图，找到对象，点击“OK”完成。 如图



- Company-----Employee（公司-----雇员）
- Employee----- Employer (雇员-----雇主)
- Company master-----总公司
- Compay.Subsidiary----分公司
- 当在 Individual 界面里时，选择“Individual/contact”时会出现错误信息（没有任何关系类型与之相符）



2.2.3 新建公司档案

Reservation→Profile→New→Company(公司) →OK

Account: 公司名称。

注：只有第一行可用作查询，完整名称输在第一行，第二、三行输入备注说明。

Address: 地址。具体操作与个人档案上的 Address 操作同。

City: 城市； **Postal code/Ext**-----邮政编码/区号 **Country/state**-----国家/省份

Corporate ID: 公司号，自己设定标准输入，可用作查询（Corp. No.）；

Active: 有效，激活；选√表示该档案有效，不选为无效，档案状态变为 **Inactive**；

注：当要删除公司档案时，不能直接用 Delete 删除，不然会使统计数据无法查询，只要把状态改为 Inactive 即可。

Routing: 行程安排。

Communications: 联系方式；与个人档案同；

Owner: 酒店销售经理

Contacts: 连接“Contact Search”查询框。

Potential: 连接“Potential Search Screen”查询框

E-Mail: 连接“E-Mail” (要先进行初始化定义)。

■ Stats & Info: 额外数据;

MGHDL - Statistics & Info.

Statistics This Year

Last Year

Room Nights	<input type="text" value="1"/>	<input type="text"/>
Arrival Rooms	<input type="text" value="1"/>	<input type="text"/>
Cancel Rooms	<input type="text" value="0"/>	<input type="text"/>
No Show Rooms	<input type="text" value="0"/>	<input type="text"/>
Day Use Rooms	<input type="text" value="0"/>	<input type="text"/>
Total Revenue	<input type="text" value="1,150.00"/>	<input type="text"/>
Room Revenue	<input type="text" value="1,000.00"/>	<input type="text"/>
F&B Revenue	<input type="text" value="0.00"/>	<input type="text"/>
Extra Revenue	<input type="text" value="150.00"/>	<input type="text"/>
Non Revenue	<input type="text" value="0.00"/>	<input type="text"/>
Res. Nights	<input type="text" value="1"/>	<input type="text"/>
Res. Arrivals	<input type="text" value="1"/>	<input type="text"/>
Cancel Res.	<input type="text" value="0"/>	<input type="text"/>
No Show Res.	<input type="text" value="0"/>	<input type="text"/>
Day Use Res.	<input type="text" value="0"/>	<input type="text"/>

Status

☐ Restricted

Language

A/R No

Potential Rm. Ngts.

Potential Revenue CNY

Search

OK

Close

Statistics this Year 与 Last Year: 与个人档案同

Status: 信用情况。 Normal: 信用良好（默认不显示）； Restriction: 信用有限制。Rule: 描述受限原因，简短提示语，该提示语会在客人预订入住时自动跳出。

A/R NO: 应收账号。

Potential Rm. Ngts.: 合同中至少房夜数，与左边实际发生做比较；

Potential Revenue: 合同中至少消费额，与左边实际发生做比较；

■ Sales Info: 销售数据（Sale Info（可以更改信贷信息））

Opera - Sales Info

Priority

Rooms Potential

Scope

Scope City

Action Code

Business Segment

Account Type

Source

Industry Code

Competition Code

OK

Close

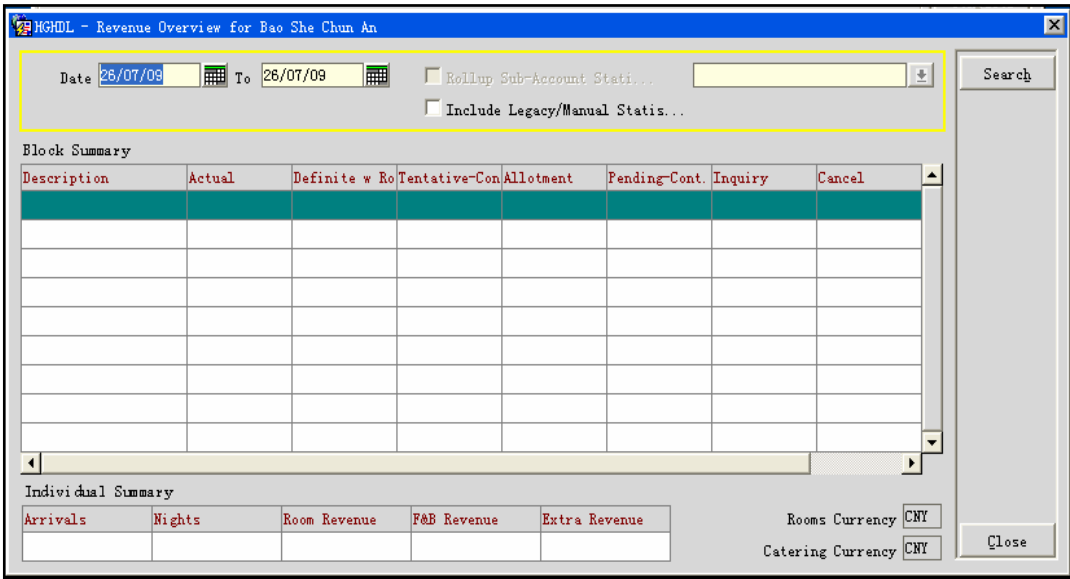
2.2.4 公司 Options 标准说明



Notes: 备注； 举例说明仅供参考（协议公司备注输入类型为 General Notes。输入格式为： 协议号： 联系人： 折扣： 签单人： 酒店销售经理： 合同有效期）
注：酒店不需要将协议信息备注共享给其它酒店。

Neg. Rates: 协议价。（最好定为：协议公司连接协议价。）

Overview: 信息； 如图



上下两部分代表团队与散客的信息。

- Rollup Sub-Account Statistical: 汇总分账户统计
- Include Legacy/Manual Statistical: 包括遗产/手工统计
- Block Summary: 团队信息
- Individual Summary: 散客信息
- Rooms Currency: 客房币种
- Catering Currency: 餐饮币种

2.2.5 新建旅行社档案

Reservation→Profile→New→Travel Agent(旅行社) →OK

界面与公司档案同，可参考公司档案； **IATA**：国际名称，可用作旅行社编号；

■ **Stats & Info** 如图

■ **Back Account**：佣金；如图

→Back Account(选账户，默认人民币)如图

→Commission Code（选比例）如图

→OK

Commission Code：佣金比例，针对所有账户；

注：Neg. Rate（协议价）中的 **Commission Code**（针对该价格）优先级高。

Sales Info：销售数据(同与公司档案)。在“options”有“commission---返佣”界面

Bank Accounts

Find %

Bank Name	Account No	Currency
Central Pay - Holiday ECS	999999999	TAF
Local Pay - Hotel	111111111	USD

Find OK Cancel

Commission Codes

Find %

Code	Description
NON	No Commission
10	10%
08	8%
CEN	Centrally Paid

Find OK Cancel

More Fields:更多选项

Opera - More Fields

Tax ID

Routing Instructions

OK Close

2.2.6 新建财务/订房中心档案

Reservation→Profile→New→Source(订房中心) →OK

HGHD - Source Profile ID - 51887

Account

More Fields Stats & Info Sales Info

Address Information

Account Beijing Jiu Dian Wang

Address Beijing China

Business Address

City Beijing

Postal Code

Country / State CN PEK

Internal Information

Opera Supervisor

Owner ALL

Keyword

Corporate ID

Routing

A/R No.

Communications

BUSINESS 010-62364776

FAX 010-58850925

Search Account

Account Name

Beijing Jiu Dian Wang

CC-American Express

CC-Co-brand Credit Card (PCR-SFDBCC)

Property HGHD Active


Return Options OK Save New Close

Created by LISPAN On 23/06/09 15:06 At HGHD Updated by LISPAN On 23/06/09 15:07 At HGHD

界面与公司档案相同，可参考公司档案； Corporate ID: 社团的、法人的账号

Stats & Info 与公司档案相同； Sales Info 与公司档案相同； 在“options”有“commission 返佣”界面

More Fields:更多选项



Opera - More Fields

Tax 1

Tax 2

OK Close

2.2.7 新建团队档案

The screenshot shows the 'HGHDL - Group Profile' window with ID 84869. The window is divided into several sections:

- Address Information:**
 - Group Name: China Bank Chun An
 - Language: E
 - Address: (empty)
 - Business Address: (empty)
 - City: (empty)
 - Postal Code: (empty)
 - Country/ State: CN
- Internal Information:**
 - VIP: (empty)
 - Acct. Contact: (empty)
 - Account Type: (empty)
 - Notes: (empty)
- Communications:**
 - (empty)
 - (empty)
- Search:**
 - Search Name: (empty) First: (empty)
 - Results list:
 - Name
 - China Bank Chun An
 - Chun An Sport Bureau
 - Chun An Xian Fa Yuan
- Attributes:**
 - Rate Code: (empty)
 - A/R No.: (empty)

At the bottom, the status bar shows: Created By SARYU On 24/07/09 15:35 At HGHDL Updated By SARYU On 24/07/09 15:35 At

2.2.8 新建联系人档案

必须有一个公司的档案，在此基础上可以新建→查询帐户名称→选择帐户→OK

[illegible]

Internal Information

(酒店)内部的信息

Personal Information

个人的、私人的信息

MSM - Contact

Contact

More Fields

Stats & Info

Sales Info

Individual

Address Information

Last Name

First / Middle

Position / Dept.

Language / Title

Envelope Greeting

Salutation

Address

City

Postal Code / Ext.

Country / State

Home Address

Internal Information

Order

A/R No.

Keyword

Active

Personal Information

Birth Date

Communications

Account

E-Mail

FBI Contr.

Options

OK

Save

Get

Close

Active

Created By

On

At

Updated By

On

At

Sales Info: 销售数据

MSM - Sales Info

Scope

Scope City

Influence

Business Segment

Action Code

OK

Close

More fields: 更多选项

MSM - More Fields

Routing Instructions

OK

Close

Routing Instructions:行程按排指示。（下拉框为“transaction codes”框）

MSM - Transaction Codes

Code

Description

Transactions

Routing

Available

Selected

All

None

Add

All

None

Remove

OK

Close

Individual: 个人档案(连接 “Individual Profile “界面)

The screenshot shows the 'Individual Profile' window for ID 24621. It contains several sections: 'Address Information' with fields for Last Name (Cheng), First/Middle (Yun Rong), Language/Title (ZH, Mr), Address, Home Address, City, Postal Code, and Country/State (CN); 'Internal Information' with Salutation (Mr. Yun Rong Cheng), Date of Birth, Nationality, Passport, VIP, VIP Reason, Pref Room, Other 1, Other 2, and Mailing List (checked); 'Communications' with MOBILE (13586337630) and FAX (64861105); 'Attributes' with Rate Code, A/R No., and Member No.; and 'History Information' with Last Room, Last Rate, and Last Visit. There are also checkboxes for Active and History. A search bar is on the right, and a list of names is on the left. The bottom status bar shows creation and update details.

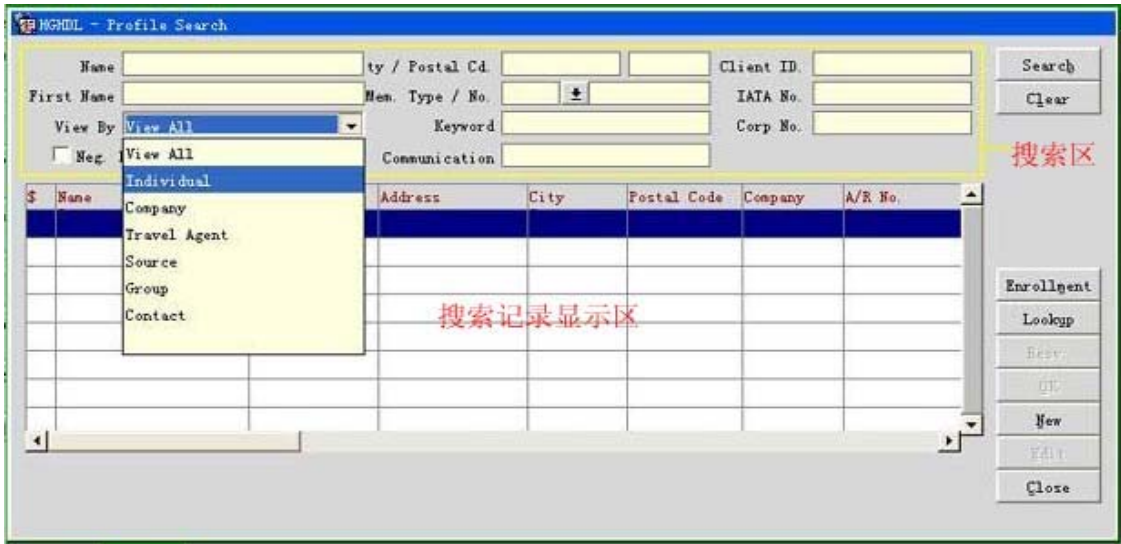
注意事项:

- 1 、系统默认自动保留History, 如果此History 不需要保留, 请将History 的 ‘√’点掉。
系统默认在Active 上打勾, 如果以后不需要再使用客史, 请将Active 的 “√ ” 点掉。
- 2 、City 均输拼音或英文。
- 3 、建立公司或旅行社时, 如该公司为分公司, 则将地名输在公司名的后面, 如无分公司, 则地名输在公司名的前面。
- 4 、Credit Card / Negotiated Rate / Preferences 三栏目内容可以保存至Future Reservation 。
- 5 、档案查询操作界面切换时出现灰色界面呈不可键入状态, 此为提醒多重界面已经点开, 点托开当前封面界面即可。
- 6 、日期的输入喜达屋标准为 “月、日、年 ”。

2.3 档案查询 Reservation→Profile

2.3.1 在查询界面进行查询

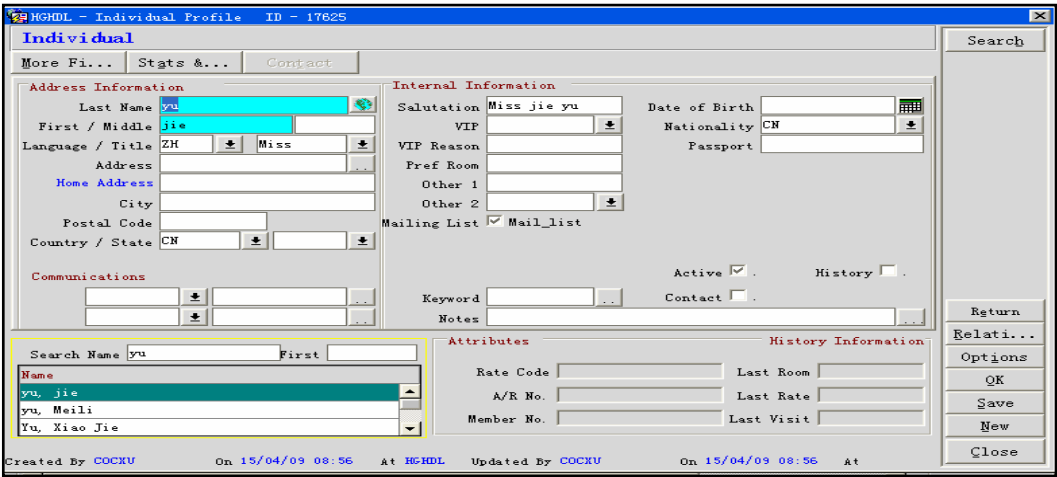
在新建 Profile 时，应先进行档案查询，避免出现重复的 Profile 信息。
进入方法： 1、Reservation →Profile，会出现“profile search”查询框。如图
2、ALT+R 在出现下拉菜单时按“P”键，会出现“profile search”查询框。如图



黄色区域为查询区域：可以具有单项、多项的查询条件。
方法：输入查询条件→选择“Search”按钮。“Clear”：清除查询条件及内容。“%”为查询条件的通配符。
Name---姓 First Name---名 View By---查看类型 Enrollment---申请会员。{需接入 PMS}
Lookup-----搜索是否是会员。 {此功能在接入 PMS 中央预定系统时用上}
Resv. -----查询预订信息。点击“Resv.”会出现“Rate Quer”对话框，可以看见客人的预订信息，
在对话框中点击“List Resv.”会进入预订单界面。

2.3.2 在档案界面进行查询

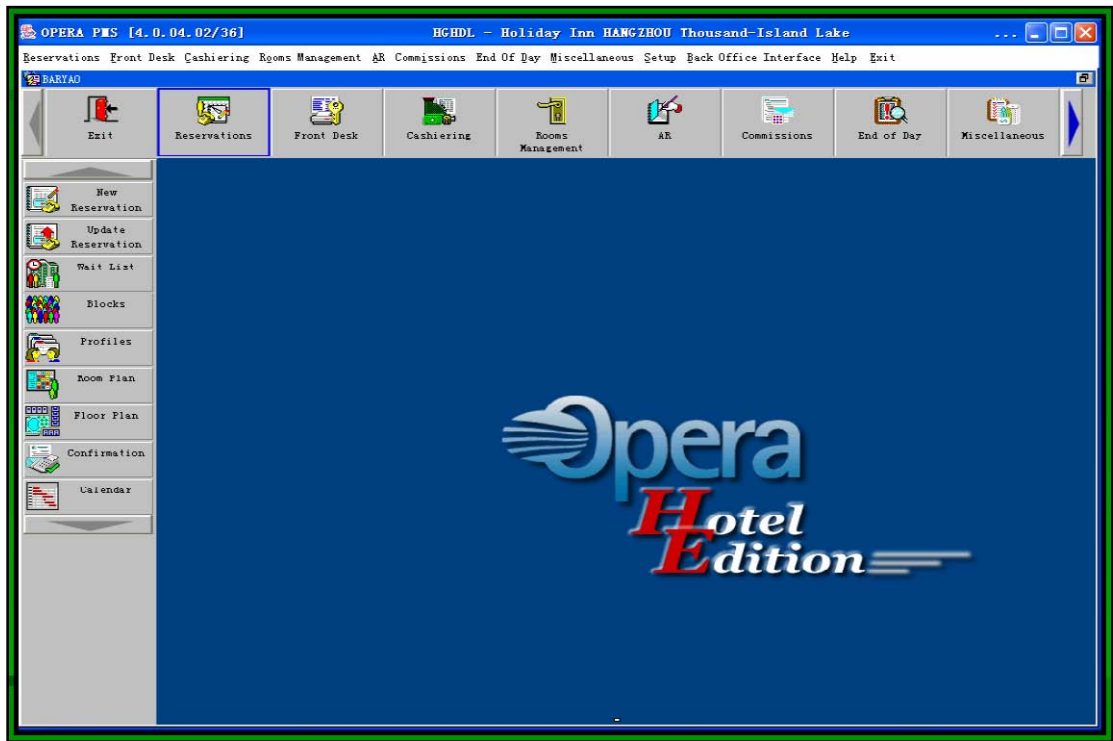
打开的档案界面→输入 Search Name→按 Tab 键→选中要查看的档案名



(如在新建档案时建立了“%”为 Last Name 的档案，可在档案界面的搜索界面中找到。)

第三章 Reservation 预订

3.1 预订概述



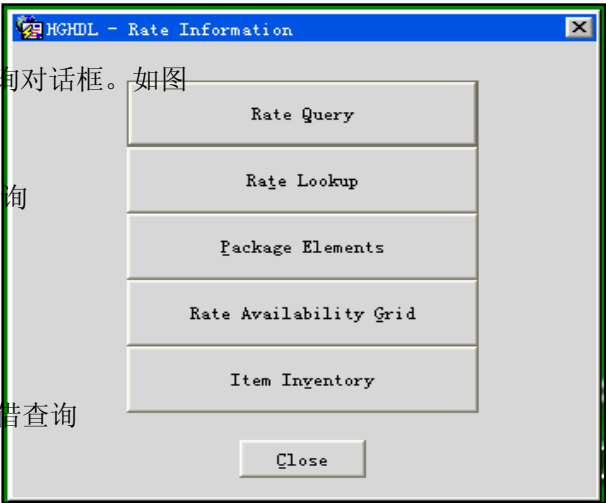
- New Reservation-----新建预订
- Update Reservation-----更新预订
- Blocks-----团队锁房
- Wait List-----等候名单
- Profiles-----档案
- Room Plan-----房间平面图
- Floor Plan-----楼层平面图
- Confirmation-----预订确认信
- Calendar-----日历

3.2 新建预订 (Reservations→New Reservation)

3.2.1 散客预订

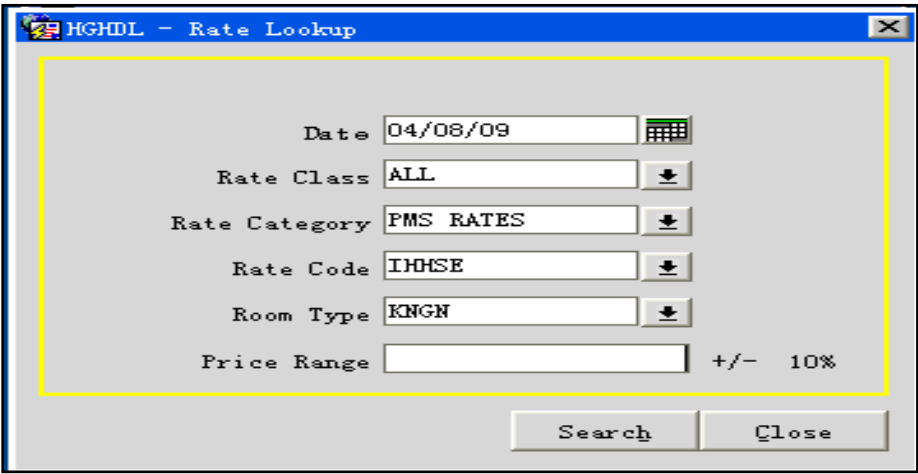
方法一：直接点击 F5→“Rate Information” 查询对话框。如图

- Rate Query-----价格查询
- Rate Lookup-----会员价格查询
- Package Elements-----包价查询
(房价是否包含其它的费用)
- Rate Availability Grid---房价表查询
- Item Inventory-----HSKP 的租借查询

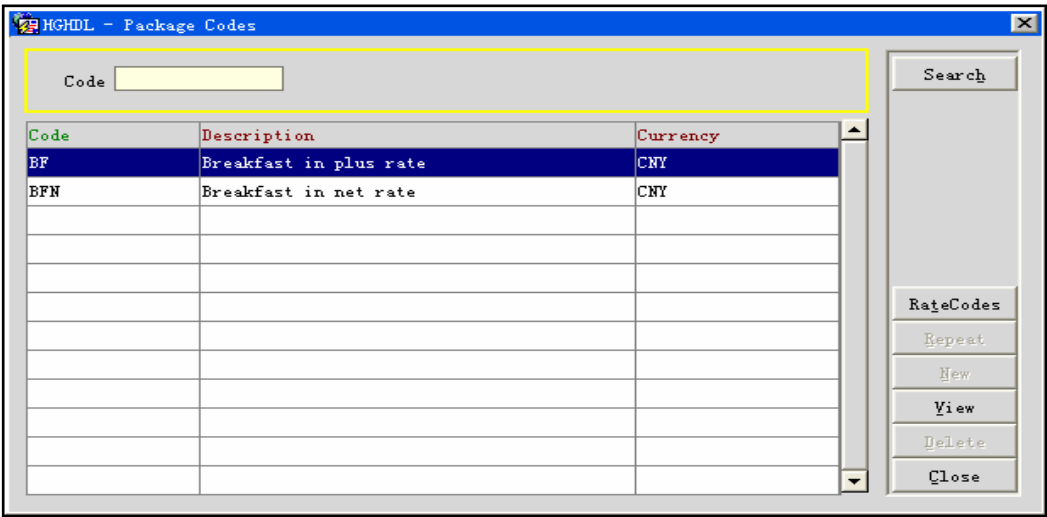


选项分类说明：

- Rate Query-----价格查询。见“方法二中的”Rate Query“框
- Rate Lookup-----会员价格查询



- Package Elements-----包价查询



[illegible]The screenshot shows a software window titled "MGHDDL - Item Inventory Availability". At the top, there's a search bar with fields for "Date" (set to 04/08/09), "Time" (with a dropdown arrow), and "Item Group" (with a dropdown arrow). A "Search" button is located to the right. Below the search bar is a large grid displaying inventory availability. The grid has columns for days of the week: Tue, Wed, Thu, Fri, Sat, Sun, Mon. Each day column contains a date: 04/08/09, 05/08/09, 06/08/09, 07/08/09, 08/08/09, 09/08/09, 10/08/09. The rows represent different items, with the first row highlighted in blue. The grid cells are colored green or white, indicating availability status. At the bottom left, there are two checkboxes: "Inventory" (checked) and "Disabled Item" (unchecked). Navigation buttons include "<<", "<", ">", and ">>". On the bottom right, there are three buttons: "Resv", "Details", and "Close".

方法二： 直接点击“New Reservation” →“Rate Query”对话框。

此查询框可以了解客人入住信息：
姓名、证件、入住日期/离店日期、入住
人数、支付方式、房型、给客人的价格、
会员卡、住宿天数（晚/数）、公司信息。
必须填写： **Arrival**---到店日期

Night---晚数

Departure --入住期限

Adults---成人数

Children---儿童数

Name: 先输“姓”再输“名”中间有“，”隔开。

如：Liu,Lynn（如果不这样输入再进入下对话框时

不会自动分行）→点击“OK”→进入 “**Profile S**

earch”对话框→点击“OK”→进入“**Rate Query**

Details”对话框，如图。

输入姓名→下接菜单→

- 已有档案：选择正确的 Profile→OK
- 没有档案：New→输入档案内容

→Rate Code：价格代码； →OK→进入价格列表

■ 右面功能键介绍：

Overbooking----超额预订

Item Inv.----- HSKP 的租借

Waitlist-----备用预订

Rate Info-----房价组成

Analyze-----房间代码分析

Long Info-----价格详细说明

Scope-----返回上一步

Average Rate-----平均房价

Total Rates-----总房价

First Night-----首晚房费

Closed-----显示被关闭的 code

- Room Types 房型: Include overbooking: 超额预定; Physical Inventory: 酒店可卖房数
Back Rate: 门市价 (散客) ; Training Use: 合同价

Advance Purchase: Training Use Only:

- 勾选功能: Average Rate: 平均房价 Total Rates: 所有房价 First Night: 首晚房价

Closed: 已经停用(被关闭的 code) Negotiated: 协议价格 Day Use: 显示日用房

注: Day use-----显示日用房 (新建预订才会显示), 此对话框可以从预订的“Rate Code”进入。

→选择符合要求的房间类型→Res. →

- 具体步骤: 点击“New Reservation”→出现“Rate Query”界面→填写 Arrived Date (到达日期)、Nights(住几晚)、Name(客人姓名)、Company (选择公司)、Agent(旅行社)、Source(来源)等信息→点击“Ok”→进入“Profile”→Name(英文及汉语拼音)→First Name(英文及汉语拼音)→View By 栏目选择 Individual—如果之前已经建有档案, 选择 Ok,如果无选择 New Profile(新档案)→建立档案后 Ok 后, →进入房费代码接口 (Rate Query) 选择相应的房费代码和房型, →点击 Reservation→进入 Reservation 界面, 补充相应的 Source (来源)、Payment (付款方式)→点击 Save→Close 即完成。如图:(上面的部分均自动转自 Profile)

注: 输入入住时间后, 如果先点击入公司名的话, 我们可以看出房间状况, 红色为订满, 绿色为可销售, 因此我们需先输公司名再输客人名字。选择相应 Rate Code, 查询框可条件选择明细, 推出接口选择 Scope 键。


- 界面具体说明:


客客信息:

- Name: 姓氏
- First Name: 名字 Title: 头衔
- Phone: 电话
- Member Type: 会员类型 #: 会员号码
- Level: 会员级别 VIP: 贵宾
- Address: 地址
- City: 城市
- Zip/State:
- Country: 国家 Lang: 语言
- Pre`d Room: 喜欢的房间号码
- Last Stay: 上次入住时间
- Agent: 旅行社
- Company: 公司
- Group: 团体
- Source : 财务/订房中心


More Fields:

- | | |
|--|--|
| ➤ Arrival Date: 抵店日期 | ➤ Expired Date: 有效期 |
| ➤ Nights: 入住几晚 | ➤ CC Holder: |
| ➤ Departure: 离店日期 | ➤ Booker Name: |
| ➤ Adults: 入住成人数 Ghild: 儿童 | ➤ Booker Details: |
| No. of Rms: 房间数 | ➤ No Post <input type="checkbox"/> : 营业点可否入房帐选项 |
| ➤ Room Type: 房间类型代码 RTC — | Send Confirmation <input type="checkbox"/> |
| Rate to Charge: 应收价钱的房型代码 | ➤ Print Rate <input type="checkbox"/> 保密房价选项 |
| ➤ Room: 房间号码 Features: | Video C/Out? <input type="checkbox"/> |
| ➤ Rate Code: 房价代码 | ➤ GRS No.: 订房中心号码 |
| DNM <input type="checkbox"/> : 锁定房间(不能换房) | ➤ Discount Amount / % : |
| <input type="checkbox"/> Fixed Rate: 固定房价 | 折扣金额 / 百分比 |
| ➤ Room Rate: 房价 | ➤ Reason: 折扣原因 |
| ➤ Packages: 包价 Curr.: 币种 | ➤ Specials: 特别要求 |
| ➤ Block Code: 团队锁房代码 | ➤ Comments: 备注 |
| ➤ ETA: 预抵时间 C/0 Time: 预离时间 | ➤ Item Inventory: 借用物品 |
| ➤ Res. Type: 预订类型 | ➤ Extra 1: 酒店自定义 1 |
| ➤ Market: 市场代码 | ➤ Extra 2/3: 酒店自定义 2/3 |
| ➤ Source: 订房来源代码 | ➤ Folio Balance: 客人帐单余额 |
| ➤ Original: 订房途径 | ➤ Approval Amount: 预取授权金额 |
| ➤ Payment: 付款方式 | ➤ Approval Code: 预取授权号 |
| ➤ Credit Card No.: 信用卡号码 | |


 **Upgrade** 的房型设定为第一位(左边-实际入住的房型), 第二位(右边-实际收费价格的房型)为原来的, 必须有原因输入。

 **Rate Code:** 一旦选定, 连接带出设置好的相应 Market Code。


 选定的 Rate Code 为 Package Rate 时, “Package” 栏目蓝色显示。


 **Room Rate:** 可以 **Refresh** 或者点击价格单元格直接更改(权限限制)。


 **Room Type:** 房间类型代码(客人实际入住的房型)


 **DNM** ☐ : DNM 为 “DO not move(请勿换房)” 的缩写, 锁定后房间号就成红色。

 **ETA:** 预抵时间(当系统 check in 时, 就成了入住时间)


 **C/0 Time:** 预离时间(当系统 check out 时, 就成了结帐时间)


 **Block Code** 栏可以直接连接, 将 **Individual Guest** 添加入团体中。


 **Fixed Rate:** 栏默认空白, 一旦选上, 房价被固定了, 将不可在 Package、Discount、Multiple Rate 三栏目作任何有关价格更改的操作
实际价格与规定价格不相同, 会 “√”。当免费升级时 Room Type 与 RTC 才会不同。


 **Room:** 出现房间号。证明已排房, 反之没有。


 付款方式选择为现金时, **Comments** 栏须输入 “POA—Paid Own Account”, 信用卡接口呈阴影(不可操作状态); 选择信用卡时必须输入相关信用卡信息(信用卡号码, 有效期, 授权号, 授权金额)。

 **Discount:** 金额输入负数金额可以记录为 **Upselling**。


 **Special:** 栏信息可以带入 **Profile Preference**。


 **Comments:** 栏会有 **Profile Note** 信息栏内容反映, 一旦输入多项信息, 此栏显示黄色。


 **Item Inventory:** 客人借用物品记录, 适用与 **Housekeeping**, 快捷键 F5 可以操作。


 **No Post** : 营业点可否入房帐选项


注: “No Post” 视客人押金是否足够而决定客人可否在营业点挂房帐; 营业点收银员在入房帐时遇到大额度的账单需电话咨询前台

 **Print Rate:** 保密房价选项

 **Res. Type:** 预订类型, 默认为 “1”, 必须根据实际情况选择预订类型; **必输项;**

 **Market:** 市场代码; 根据所选的价格代码自动显示, 可根据实际情况改动; **必输项;**

 **Source:** 来源, 客源; **必输项;**

 **Origin:** 客人订房途径; **必输项;**



Short Info.:

Rate Code Short Information

OK

Cancel

Search

Specials: 特殊要求； 早餐的份数(Y1\Y2....)，免费升级的原因(XO\X1)等等。

List of Special Code Values

Code

Description

Search

All

None

OK

Close

X	Code	Description
	CB	Crib Needed
	EB	Extra Bed Requested
	XO	Force Upgarde
	X1	Free Upgrade
	Y1	1 Breakfast
	Y2	2 Breakfast
	Y3	3 Breakfast
	X2	Upselling
	X3	Hotel Use Only
	X4	Hotel Use Only
	X5	Hotel Use Only

注：宾客档案中的 Preferences 中的 Specials 会自动放入预订接口上的 Specials；预订新加的 Specials 系统会提示是否加入档案中，可根据情况选择；



Packages: 包价；价格内包含项目将不显示在主接口上；

MGHDL - Packages

Package	Description	Rate Code	Qty.	Price	Posting Rhythm	Begin Date	End Date	Excl.
BF	Breakfast	ABCD	1	34.78	Every Night			

New

Edit

Delete

OK

Close

- **Package:** 包价
- **Quantity:** 数量
- **Exclude:** 扣除
- **Posting Phythm:** 过账期间

MGHDL - Packages - Edit

Package

BF

Quantity

1

Exclude

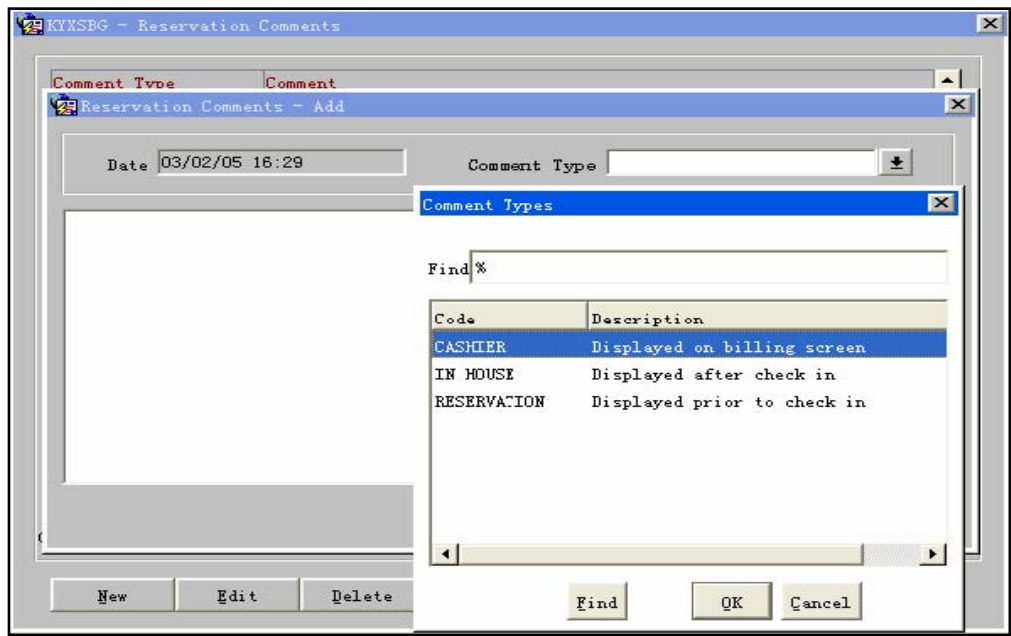
Posting Rhythm

Every Night

OK

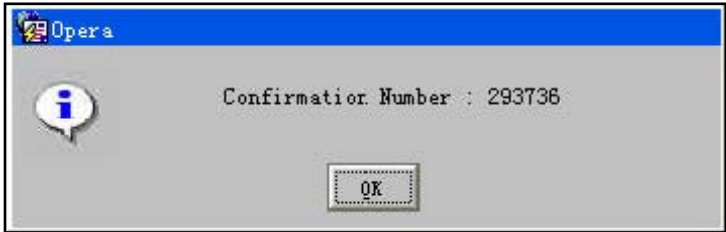
Close

Comments: 备注；操作：下拉菜单→New→Comment Type（选择备注类型）



- CASHIER Displayed on billing screen: 在账务接口上显示；
 - IN HOUSE Displayed after check in: 在入住后显示；
 - RESERVATION Displayed prior to check in: 在入住前显示；
- 输入备注内容→OK→Close. 注：每个预定中每种 Comments 只能有一条。

VISA Type: 签证类型；
VISA Exp.: 签证有效期；
Member #: 会员卡卡号；如该客人为金爵会协议卡消费，并可享受积分时为**必填项**；
No Post: 签单控制，✓表示不能签单，NCR 系统中客账**不能**传入 OPERA 系统客人账单中；
Print Rate: 打印价格，✓表示打印价格，默认打✓；
→Save →出现该预订的预订号（**唯一的，要求记录**）→OK→OK



注：Comments 变黄色，表示有两个备注或以上；
Member type 变黄色，说明有两个会员号或以上；
RM. Type/RTC: 左：实际入住的房间类型；
右：预订时的房间类型；价格参照右边，用作免费升级。

预定状态:



- | | |
|-------------------------|------------------------|
| ■ Reserved: 预定（未到的普通预定） | Walked in: 无预定的散客(已在店) |
| ■ Due in: 当日预抵未抵 | Due out: 当日预离未离 |
| ■ Checked in: 入住（在店） | Check out: 已离店 |
| ■ No show: 应到未到 | Cancelled: 取消预定 |

3.2.2 公司、旅行社散客预订

在新建预订的第一个接口中连接 Company 协议公司档案或 Agent 协议旅行社档案、同时连接 Source 销售员档案。

MGHDL - Rate Query

Arrival: 23/04/09
Nights: 1
Departure: 24/04/09
Adults: 1 Children: 0
No. of Rooms: 1

Name: Chen, Yang Block:
Member Type: Member No:
Company: jingjiyuang CORP No:
Agent: IATA No:
Source: CC-American Express Source No:

Show Rates
☐ Closed ☐ Day Use ☐ Pseudo

Rate Class: Room Class:
Rate Category: Features:
Rate Code: Packages:

Incl Non Deduct: ☐

Last Resv.
OK
Close

OK 后进入价格列表：后面操作与简单散客预订操作同。

MGHDL - Rate Query Details

Thursday, April 23, 2009, 1 Nights, 1 Rooms, 1 Adults, 0 Children

Room Types	KEEN	KEES	KEXN	KEXS	KFTN	KFTS	KNGN	KNGS	KWCS
Include Overbooking	20	16	9	8	16	30	15	24	1
Physical Inventory	20	16	9	8	16	30	15	24	1
abce CNY Pkg.	300.00	300.00	300.00	300.00	300.00	300.00	300.00	300.00	300.00
Best Flex Rate CNY Pkg.	450.43	450.43	450.43	450.43	450.43	450.43	450.43	450.43	450.43
CORPORATE NEGOTIAT CNY Pkg.							250.43	250.43	
CORPORATE NEGOTIAT CNY Pkg.	328.69	328.69	328.69	328.69	328.69	328.69	328.69	328.69	328.69
GOVERNMENT FOR CHU CNY Pkg.	653.43	653.43							
NORATE CNY	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Rack Rate CNY	250.43	250.43	250.43	250.43					
WHOLESALES (W) TIE CNY Pkg.	389.56	389.56	389.56	389.56	389.56	389.56	389.56	389.56	389.56
WHOLESALES (W) TIE CNY Pkg.	300.00	300.00	300.00	300.00	300.00	300.00	300.00	300.00	300.00

300.00 << < > >>

☐ Average Rate ☐ Total Rates ☒ First Night
☐ Closed
☐ Negotiated
☐ Day Use

Info: abce, 1 King Bed Executive Deluxe Non-smoking

Events:

Overboo...
Item Inv.
Waitlist
Rate Info
Analyze
Long Info
Scope
OK
Close

Abce:

Best flex rate:

CORPORATE NEGOTIA...

CORPORATE NEGOTIA...

Government for ch:

Ngrate:

Rack Rate:

Wholesales:

Wholesales:

3.2.3 优悦会会员预订

优悦会会员在 OPERA 系统中有会员信息，在预订时可根据会员卡卡号确定客人；

HGHDL - Rate Query

Arrival 08/08/09
Nights 1
Departure 09/08/09
Adults 1 Children 0
No. of Rooms 1

Name Ai, Zhao Jun Block
Member Type PC Member No. 397359664
Company CORP No.
Agent IATA No.
Source Source No.

Show Rates
☐ Closed ☐ Day Use ☐ Pseudo

Rate Class Room Class
Rate Category Features
Rate Code Packages

Incl Non Deduct

Last Resv.
OK
Close

Member Type/Member No.: 会员类型/会员号；输入会员卡号后按回车，系统自动出现该会员卡持卡人姓名，选择相应价格代码；(后面操作与简单散客预订操作同)。

- Block: 团队代码；在新建团队成员预订时可选择相应团队代码；
- Member Type/Member No.: 会员类型/会员号
- Company/CORP No.: 公司/公司号；
- Agent/IATA No.: 旅行社/旅行社号；
- Source/Source No.: 销售员/销售员号；
- **Show Rates: 显示房价选项；**
 - Closed: 显示被关闭的房价代码；
 - Day Use: 显示日用房房价代码；
 - Pseudo: 显示假房
- Room Class: 酒店区域；
- Rate Category: 价格大类；
- Rate Class: 价格区域；
- Rate Code: 价格代码
- Last Reservations: 操作员本人最后建立的预订。

3.2.4 预订中的特殊操作

3.2.4.1 修改 Rate

1. 固定整段入住期间的价格：修改价格（直接输入）→将 Fixed Rate 打勾→Fixed Rate （固定价格）→Yes→是否针对 3 天（整段入住时间）→Yes
2. 取消 Fixed Rate，去掉 Fixed Rate 前的勾 →Yes（只针对第 1 种的取消）
3. 固定第一天的价格：Rate（直接输入价格）→将 Fixed Rate 打勾→Fixed Rate→Yes→是否针对整个入住时间→No
4. 修改入住期间某些天的价格代码：→ ☒ Multiple Rate Code 多重价→选中要修改的那天的价格记录→Edit

Date	Rate Code
FEB 21, MON	COR55
FEB 22, TUE	COR55
FEB 23, WED	COR55
FEB 24, THU	COR55
FEB 25, FRI	COR55
FEB 26, SAT	COR55

- Rate code: 选择要改成的价格代码;
- Market code 是否改: 是;
- Source code 是否改: 否;
- Resv. Change Until: 修改价格到哪天为止;
- Ok: 有黄色记录出现;

5. 修改入住期间某些天的具体价格: → ☒ Multiple Rate Code 多重价→选中要修改的那天的价格记录→Edit

Date	Rate Code
FEB 21, MON	COR55
FEB 22, TUE	COR55
FEB 23, WED	COR55
FEB 24, THU	COR55
FEB 25, FRI	COR55
FEB 26, SAT	COR55

- Rate Amount: 价格，将原来价格直接改成需要价格;
- Fixed Rate: 是否固定此价格，选 Yes;

注：预订接口上的 Rate Code、Marked Code、Rate、Source 变成黄色，代表入住期间价格有变化。

3.2.4.2 免费升级

在免费升级时输入折扣金额或百分比，系统会自动算出房价金额（Rate）。如图所示

MGHDL - Reservation 28640 DUE IN

Name: esfeet 1
First Name: e01
Phone:
Member Type:
Level:
VIP:
Address:
City:
Zip/State:
Country: CN
Lang: E
Agent:
Company:
Group: Zhejiang Zhong Qing
Source:
Pref'd Room:
Last Stay:
More Fields:
Arrival: 23/04/09 Thursday
Nights: 2
Departure: 25/04/09 Saturday
Adults: 1 Child: 0 No. of Rms: 1
Room Type: XSTN RTC TTWS
Room:
Features:
Rate Code: TAFI2 DNM
Rate: 250.00
Packages:
Block Code: E02
ETA:
C/O Time:
Res. Type: INN Hotel Gtd: Wholesale/FI
Market: W
Source: IW
Origin: WI
Payment: CA Cash
Credit Card No.:
Exp. Date:
CC Holder:
Booker Name:
Booker Details:
No Post:
Send Confirmation:
Print Rate:
Video C/Out?:
Disc. Amt: 50.00 %
Reason:
Specials:
Comments:
Item Inv.:
Extra 1:
Extra 2 / 3:
Folio Balance: 0.00
Approval Amt.:
Approval Code:
Save OK
Options Close
Created By: BARYAO On: 23/04/09 Updated By: BARYAO On: 23/04/09

将 Rm. Type 中房间类型改成升级后房间类型，Rate Code 将保持原来价格不变，输入折扣金额，实现免费升级操作。如果是更换预订房间类型，则需将 Rm. Type 和 RTC 都改成相应房间类型。

3.2.4.3 Package 包价

KXYSBG - Reservation 401773 DUE IN

Guest Name: 文熙熙
First Name: Mun Hee Yeon
Title: Mr.
Language: C
Phone: 13967107247
Member Type:
Country: KR
VIP:
Agent:
Company:
Group: PARTY:文熙熙
Source: 李国玉-萧宾
More Fields:
Arrival: 02/22/05 Tuesday
Nights: 1
Departure: 02/23/05 Wednesday
Adults: 1 Child: 0 No. of Rms: 1
Room Type: 1
Features:
Rate Code:
Rate: 60.00
Packages:
Block Code:
ETA:
C/O Time:
Res. Type: 1 Hotel Gtd: 6pm Hold保留
Market: KEY
Source: LCD
Origin: DRE
Payment: CA Cash
Credit Card No.:
Exp. Date:
CC Holder:
Booker Name:
Booker Details:
No Post:
Send Confirmation:
Print Rate:
Video C/Out?:
Disc. Amt:
Reason:
Specials:
Comments:
Item Inv.:
Extra 1:
Extra 2 / 3:
Folio Balance: 0.00
Approval Amt.:
Approval Code:
Save OK
Options Close
Created By: BARYAO On: 02/22/05 Updated By: BARYAO On: 02/22/05

酒店服务费、早餐、加床都在 Package 中进行设置。

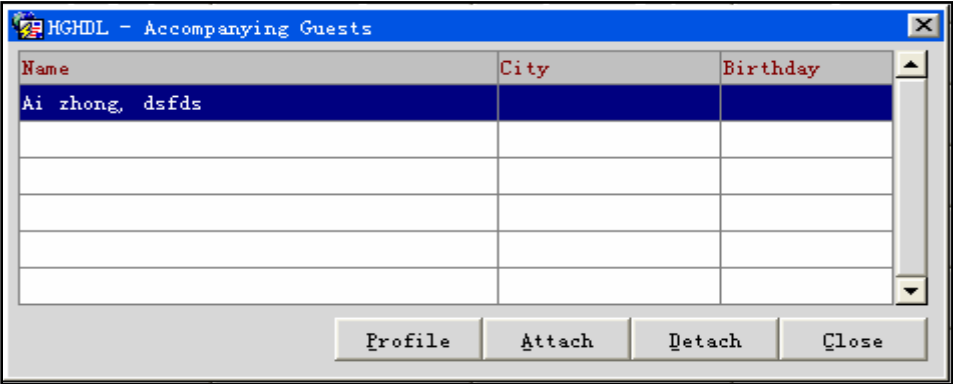
- Incl/Excl: 包含/不包含；（只对默认包价有效）
- New: 建新包价；
- Edit: 编辑包价；
- Delete: 删除包价，只可删除新建的包价。

注：团队的 Package 在 Check in 前确定，避免入住后更改造造成失误。

3.2.5 预订中 Option



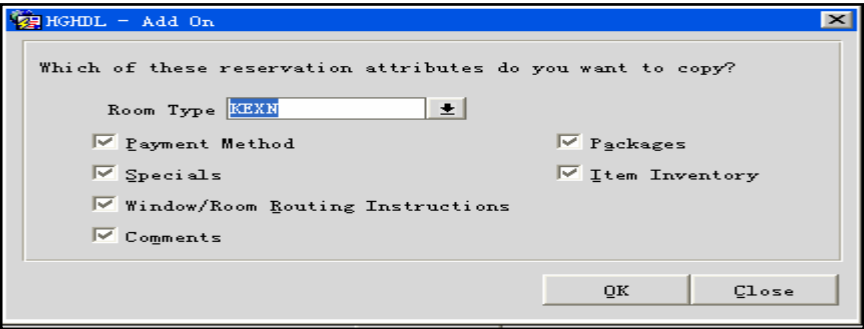
3.2.5.1 Accompanying 附随的



用于客人的别称，如客人的名字为广东拼音--林（LAM ）;王（WONG ）等。AttachNew Name ，查询客人资料时只要输入广东拼音的姓氏，系统设置将自动连接并显示出相应的标准拼音姓氏。多用于快捷服务中心 “Ctrl+F7”。

Attach 添加； Detach 清除

3.2.5.2 Add On 复制：(用于同一位客人不同时间内的预订)

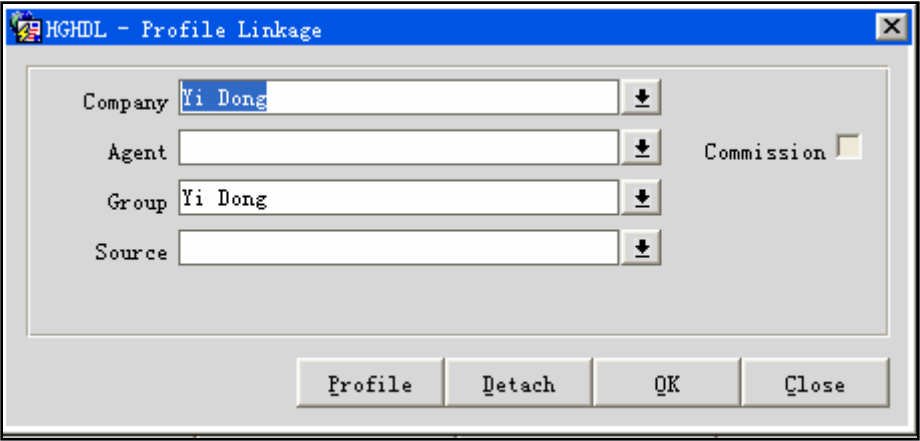


留意Payment 提问选项，复制完毕其中一预订需要更新姓名时，先Search Profile 查找，确认此人之前有否Profile ，没有请选New ，否则的话，你的更改会将OriginalProfile 一同覆盖。须知，每人均须建立有一档案，而一人是可以同时拥有两个或以上的预订。

操作：选中要进行复制的预订→Option→Add On→Yes→Ok

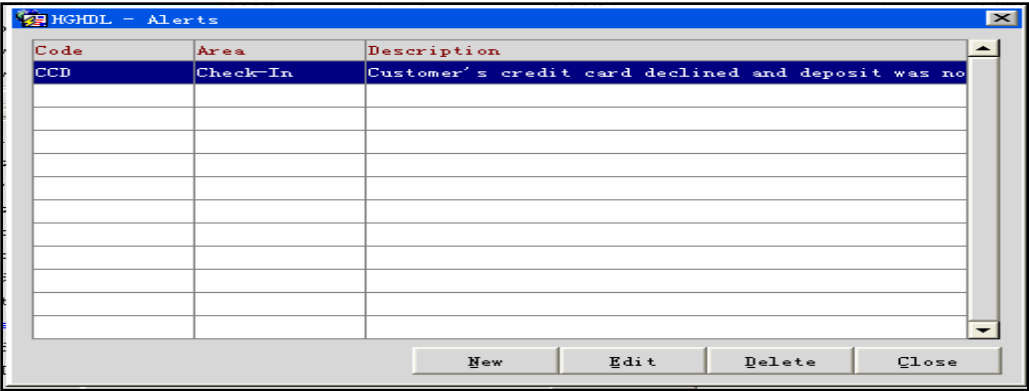
注：要修改复制出来的预订的名字，不能直接在 Profile 上修改名字，这样会将原 来的预订的名字也同时改掉。正确操作：选择一个预订→Profile→Search→输入名字→Search（为了避免重复建档案）→New→Ok→Ok

3.2.5.3 Agent/Company 公司、旅行社；可用于修改公司旅行社连接信息；



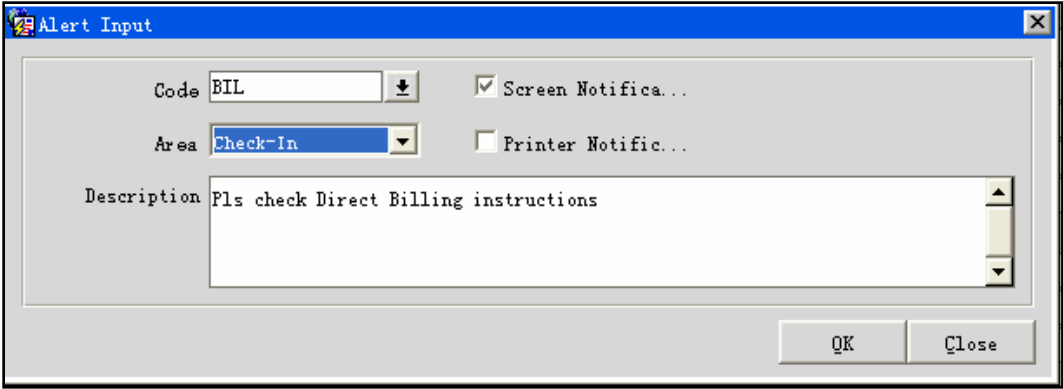
有协议的本地公司预订散客,此客人已有预订,可以选择RSVN —Option —Agent /Company -Profile Linkage —Options —Negotiated Rate 选择此公司Rate Code ；如果客人自付帐单而不享用协议价,此操作步骤已完成,日后查询与统计该公司订房数已经计入该客人房数,此客人原预订Room Rate 不变。而此客人享受公司协议价时,接着操作Refresh Room Rate 。

3.2.5.4 Alerts 警告用语；弹出框显示；



Code	Area	Description
CCD	Check-In	Customer's credit card declined and deposit was no

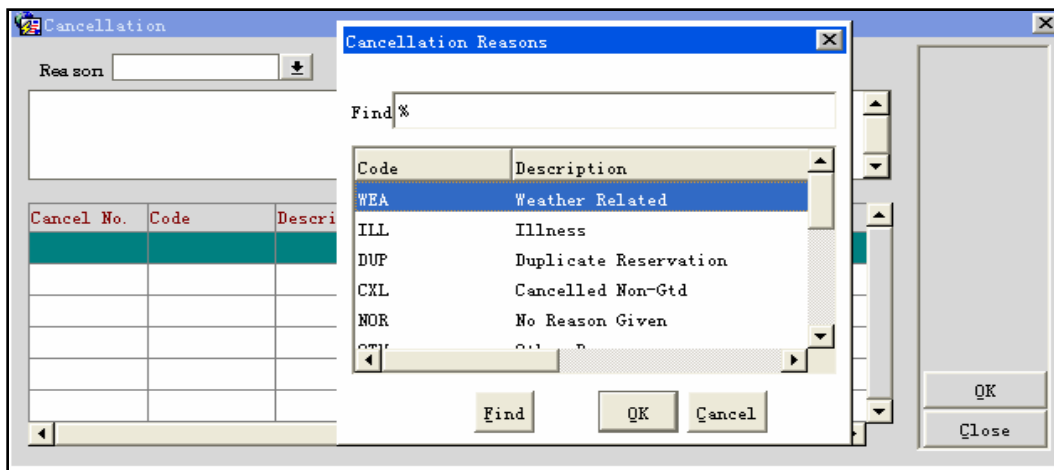
操作：New



- Code→Descriptions（内容，可进行修改）→Area: 选择一个显示时段；
- Check In: 入住时显示； 在 checkin 的时候跳出一次以后便不再跳出。
 - Check Out: 退房结账时显示； 在进入 Billing 界面时跳出
 - Reservation: 每次打开预订接口都会显示； Reservation Alert 会在进入预订时提示。
- Save→Close
- Screen Notification: 屏幕通知

■ Printer Notification: 打印通知

取消预订; 注: 办理入住后此功能会屏蔽。

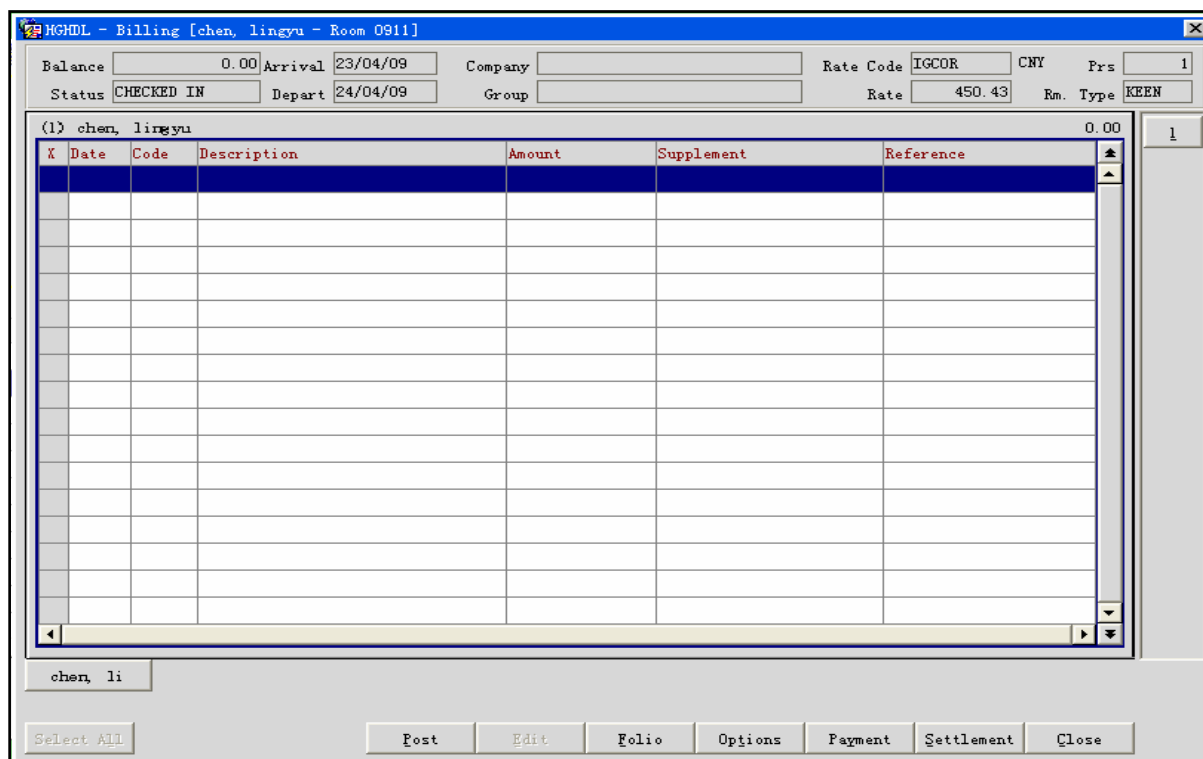
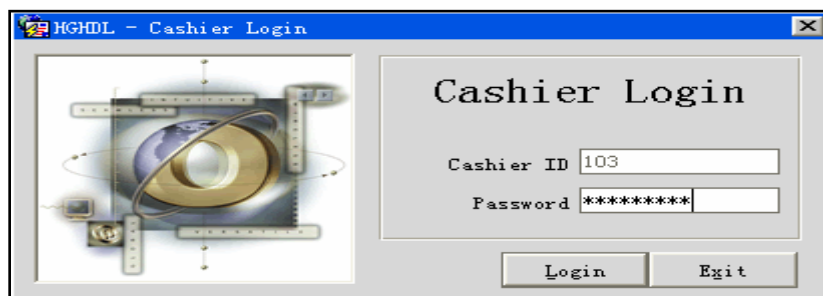


操作：点击“Cancel”→“Cancellation”对话框，选择“Reason(原因)”→“OK”。

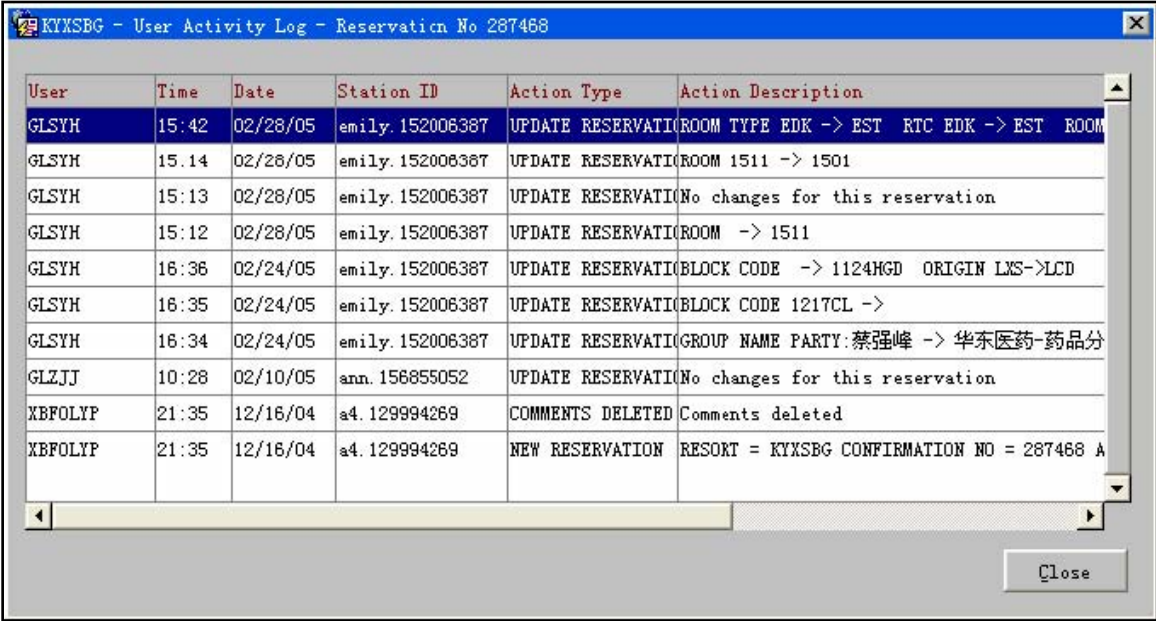
3.2.5.6 Billing 账务

进入该客人入账界面；必须是已入住客人才有此功能；

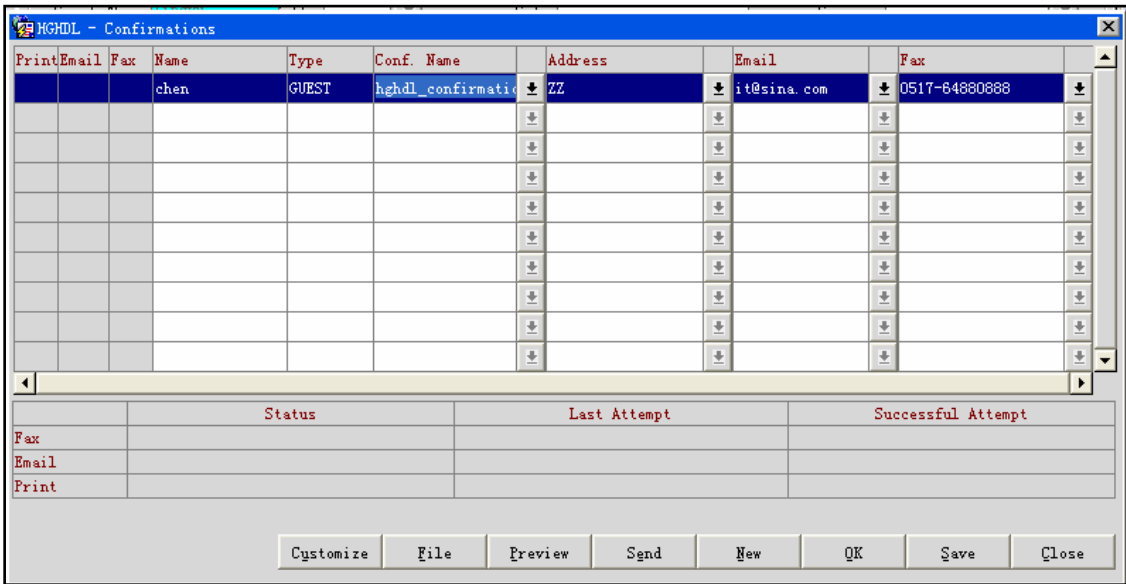
操作：点击“Billing”→“Cashier Login”(如图)→“Billing”界面。



预订修改记录;

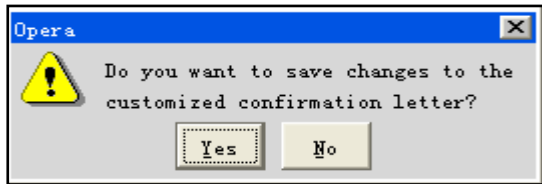
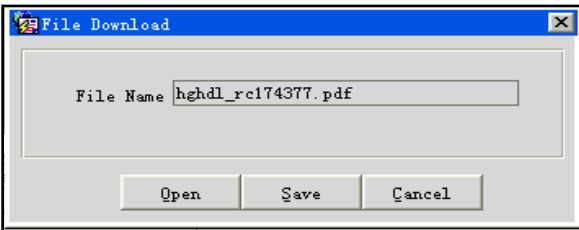


预订确认信;



Conf.Name: 系统设置的文件名。

- Send: 发送
- Preview: 预览;
- Customize: 灵活的编辑功能。点击生成一张 WORD 文档。
- File: 生成档。会生成一个 PDF 文件。如图

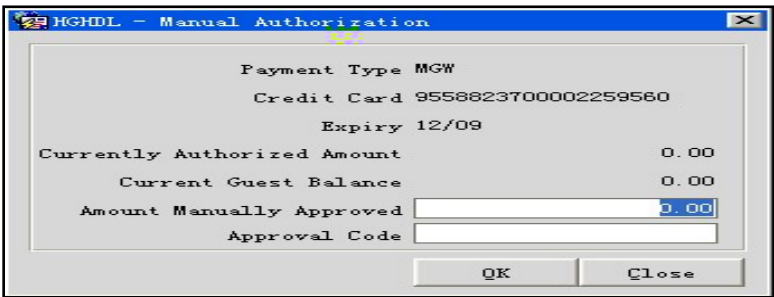


你想更改保存到自定义的确认函

3.2.5.9 Credit Cards 信用卡，银行界面；
输入授权金额以及授权号码，金额输入更改输入负数金额，Manual 键操作。



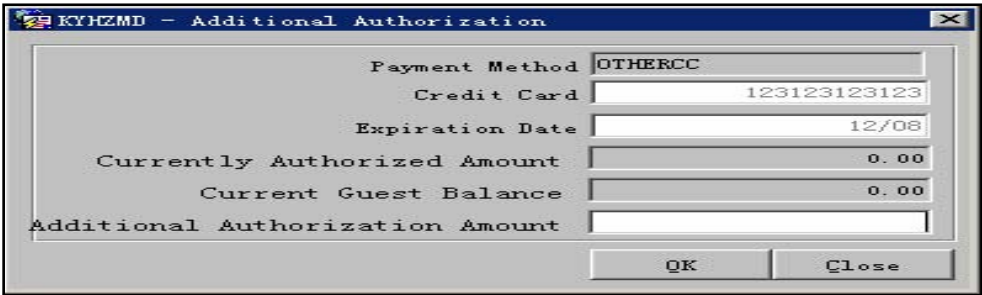
- Manual Approval: 手工授权，输入授权金额、授权号；
预订接口上的 Approval 中显示授权号及授权金额。
注：追加授权后预订接口上显示的为总金额及最新的一次授权号。
只有结账方式为信用卡时此功能才可操作。



- Authorization Rule:PGBS 预授方式授权的授权规则。



- Additional Authoriza...:PGBS 方式预授的追加预授。



- Credit Card History : 信用卡历史信息

3.2.5.10 Delete 删除预订，一般没有权限进行操作； Check in 后变灰色。

3.2.5.11 Deposit

预订押金; 预订客人所交的押金可输入其中, 当客人入住时系统将会自动将押金通过 9000 代码 转到客人账上。(客人在预交订金时, 可以在 Depost 里直接输入, 如客入住了可在 Billing→Payment 输入)。

MGHDL - Deposit

Block

Name

Zhejiang Zhong Qing LV20090501

Code

HD1

Type	%	Deposit Req.	Due Date	Paid Deposits	Due Amount	Rule Code	Comments

Total

0.00

0.00

Balance

0.00

Date	Payment Method	Amount	Reference / Remark	Receipt No

Comments

New

Edit

Delete

Transfer

Payment

Folio

Receipt

View

Apply

Close

- New: 输入要求客人预交的押金;
- Edit: 编辑要求客人预交的押金;
- Delete: 删除要求客人预交的押金;
- Transfer: 转账客人已交的押金;
- Payment: 挂账客人已交的押金

MGHDL - Deposit - New

Type

Rooms

Deposit Rule

Percentage

Deposit Amount

Due Date

Comments

OK

Close

- 订金输入后需要更正, Edit 键入, 输入相同金额的负数;
- Description 栏需要详细注明订金使用日期、用途;
- Deposit Transfer 指预订状态下的订金转移, 此预订一旦Check In , 订金转移就转换为Transaction Code Transfer 操作步骤了;
- 有订金的预订当天未到, 视情况而定: 如果延期, 直接更新到达日期即可; 确认保证预订款逾期不退, 由经理确认No Show Charge (如交易会期间预订); 有订金的预订不认可取消预订, 还可以建立并Check In 一间PM 并且将订金转至PM 房内, 由财务部应收跟进。

3.2.5.12 Fixed Charges 固定收费；

用于指定某个周期（可能是每天，每周或每月）每天固定金额的收费（TransactionCode 收费代码、Amount 金额、Quantity 数量），固定收费必须金额与收费代码固定，夜审过房费时自动过帐。办理续住时如仍须加收此固定收费需要重新设置。

HGHDL - Fixed Charges

Trn. Code	Description	Qty	Amount	Frequency	Begin Date	End Date
				Daily	30/04/09	01/05/09

Delete

New

Edit

Close

操作：New→

HGHDL - Fixed Charges - New

Name

Alice 10, Alice

Arrival

30/04/09

Nights

1

Departure

01/05/09

Once

Daily

Weekly

Monthly

Quart...

Yearly

Begin Date

30/04/09

End Date

01/05/09

Trn. Code

Article Code

Amount

Quantity

1

Supplement

OK

Close

- Once: 一次;

■ Daily: 每天;

■ Weekly: 每星期;

■ Supplement : 补充
- Monthly: 每月;

■ Quarterly: 每季度;

■ Yearly: 每年;

→Trn. Code（入账代码）→Amount(金额) →Qty（数量）→Begin Date（开始时间）
→End Date（结束时间）→Ok

3.2.5.13 History

历史，与 Profile 中的 History 同；

3.2.5.14 Housekeeping 客房，是否开夜床；
通知客房部做夜床（一般不用，此工作为客房部每晚必做）

HGHDL - Housekeeping

Room Instructions

OK

Close

3.2.5.15 Locator 客人去向。

客人在某段时间所在的酒店区域； 客人有正在发生和还未发生的 Locator 会在预订接口上有红色显示； 入住后，客人交待某一段时间在哪个方位或需要保密方位（Do not Disturb ）的情况，超过截止时间后，Locator 会自动取消。时间输入为 24 小时制。DND 状态需 TakeMessage 。Reservation 栏下有 Trace Lamp 显示。

HGHDL - Locators

NameAi Zhong 2

Arrival29/04/09

StatusRESERVED

Room No.0620

Departure30/04/09

X	Begin Date	End Date	From Time	To Time	Entered By	Entered On
	29/04/09	29/04/09	12:00	18:00	BARYAO	10/08/09 12:18

Text System

New

Edit

Delete

Close

操作：New→

HGHDL - Locators - New

Begin Date29/04/09

End Date29/04/09

From Time

To Time

Location

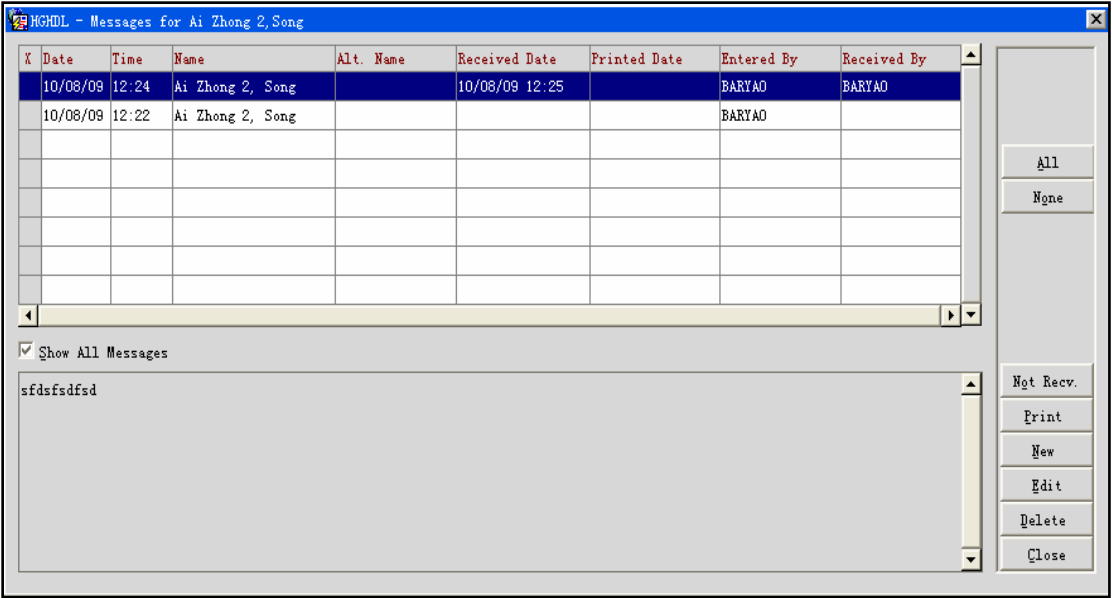
Text

Save

OK

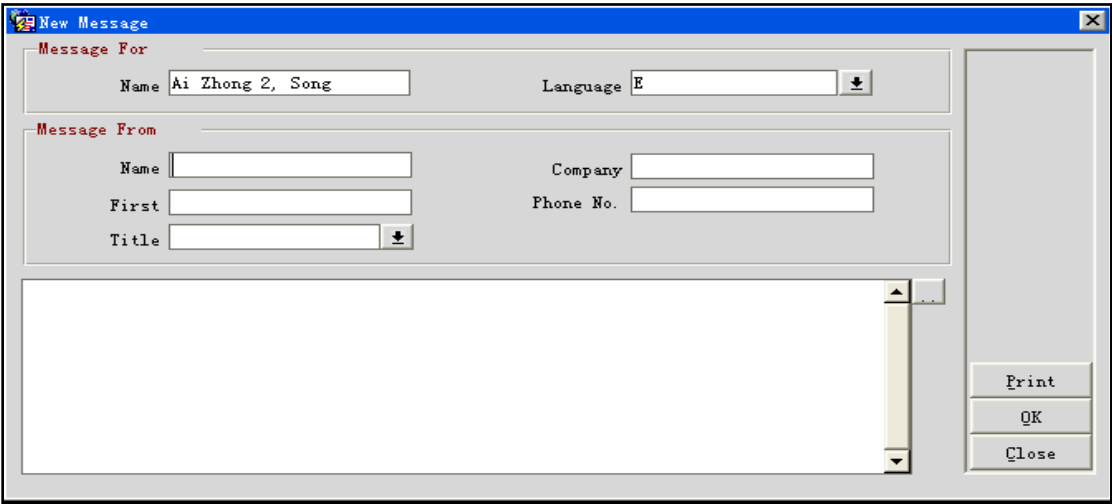
Close

3.2.5.16 Messages 留言；



- ALL: 全选
 - None: 取消
 - Received/Not Received: 收到/没有收到
 - New: 新建;
 - Delete: 删除, 一般不要用;
 - Print: 打印
- ☐ Show All Messages 显示全部留言

操作: New→



- ✚ New---Message Text, 输入message 内容并存档, reservation 界面下方会自动出现红色Message , 表示该客人有过一个留言。当客人反馈看到留言后, Option- Message- Message Received (如果有多条message 便点击Received All 键), 此时预订下方红色的Message 就会自动消失, Received 的留言还可恢复及打印。
- ✚ 提醒: 留言应简明扼要, 字符输入太满会影响数据库。
- ✚ 同时给多人留同一信息, 先Search , 选定客人再输入信息 (常用FD -Message 界面操作)

注：生成 Party 后，系统会生成一个 Party 名，显示在预订接口的 Group 中，为主预订客人 的姓名。
可用查询接口上的 Party 进行查询。

Split: 拆分(单项);

MGHDL - Party

Guest

fxnf, xnfn

Party Name

Conf. No.	Name	Room Type	Adults	Children	Rooms
31871	fxnf, xnfn	KEEN	1	0	10

Total1010

Split

Split All

Resv.

Add to ...

Chg. Party

Detach

OK

Close

Split All: 拆分所有

MGHDL - Party

Guest

aaaa, bbbb

Party Name

(P) 27871 aaaa, bbbb

Conf. No.	Name	Room Type	Adults	Children	Rooms
27871	aaaa, bbbb	KEEN	1	0	1
27872	aaaa, bbbb	KEEN	1	0	1
27873	aaaa, bbbb	KEEN	1	0	1
27874	aaaa, bbbb	KEEN	1	0	1
27880	aaaa, bbbb	KEEN	1	0	1
27876	aaaa, bbbb	KEEN	1	0	1
27877	aaaa, bbbb	KEEN	1	0	1
27878	aaaa, bbbb	KEEN	1	0	1
27879	aaaa, bbbb	KEEN	1	0	1
27875	aaaa, bbbb	KEEN	1	0	1

Total10010

Split

Split All

Resv.

Add to ...

Chg. Party

Detach

OK

Close

3.2.5.19 Privileges 特权

- No Post:
不能挂帐
- Post Stay Charging:
停止挂帐费用

MGHDL - Privileges

☒No Post

☐

☒Post Stay Charging

OK

Close

3.2.5.20 Rate Info. 价格信息,

显示整个入住期间房价组成信息，默认人民币；可查看套价，服务费明细。

[illegible]

Currency: 选择货币种类，会自动计算成该币种货币；

Details: 详细入账情况 (参考作用)

Long Info.:

3.2.5.21 Register Card

登记卡，事后打印，在预订后、入住后均可打印；

The screenshot shows a Windows-style dialog box titled "HGHDLE - Registration Card". It contains a table with two columns: "Registration Card" and "Description". The first row has the value "hghdl_rc1" under the first column and "Registration Card E" under the second column. There are several empty rows below. At the bottom right, there are two buttons labeled "Print" and "Close".

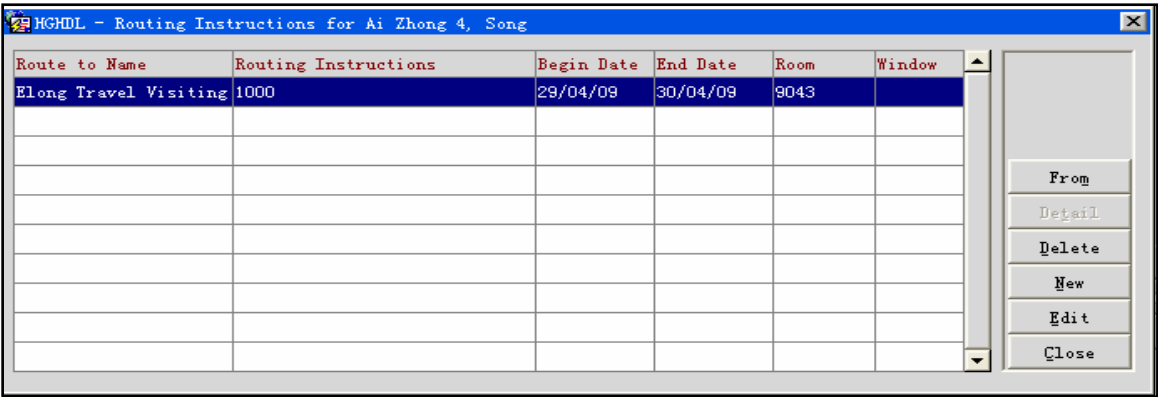
X	Registration Card	Description
X	hghdl_rc1	Registration Card E

3.2.5.22 Room Move 换房



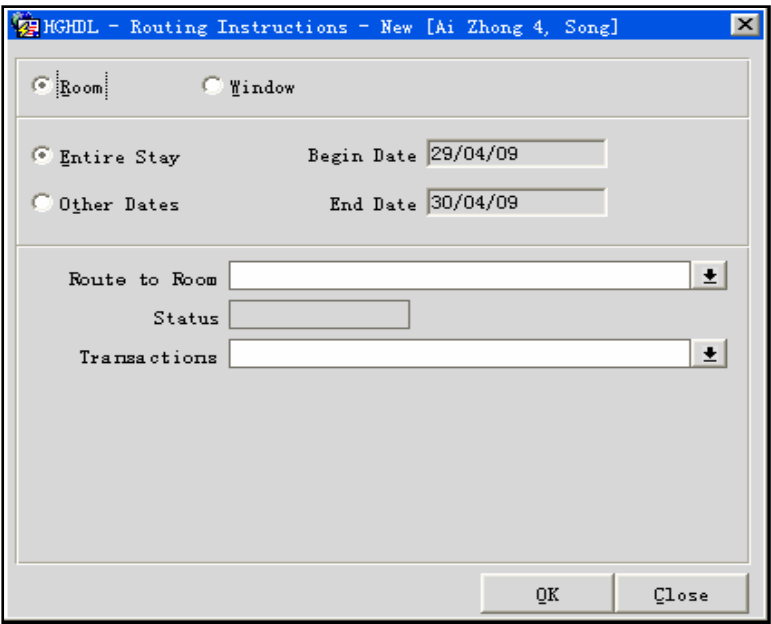
- ✚ 预订必须已经进入Checked In 状态, 已经拥有一个房号;
- ✚ Option>Room Move, 输入想要换的房间号码 (或者点下拉键可以进入Room Search界面选择, 选中新的房号) 选择是否改变原来房间的房态 (选择的房型默认在Room Type 第一栏), 换房成功。回到Reservation 界面后, Room Number 自动转换为新的房号。
- ✚ 如果换入房间已有客人入住, 执行Room Change 时, 可以直接进入Share 状态, 确认付款人, Rate Code 。

3.2.5.23 Routing 分单, 转账;



操作: New→

- Room: 客人与客人间自动转账, 主要用于团队;
- Windows: 窗口与窗口间转账, 用于同一个客人分窗口; 可用于 AR 挂账;
- Entire Stay: 整个入住期间;
- Other Dates: 选择转账的时间, 日期; 注: 包括开始和结束的时间。
- Begin Date: 开始时间;
- End Date: 结束时间;
- Route to Room: 选择转的房间;
- Transactions: 选择要分账的入账代码;
- Status: 状态。
- From: 转账记录



→ 选择 “Route to Room” 下拉框(选择转的房间) → “OK”。

MGHDL - Charge Routing - Select Guest

Name

Room

Search

Profile

Res

OK

Close

Room	Type	Name	Arrival	Departure	Rooms
9605	PI	POS-Visa,	19/04/09	23/04/09	1
9606	PI	POS-Master Card,	19/04/09	23/04/09	1
9608	PI	POS-JCB,	19/04/09	23/04/09	1
0510	KNGN	Shao, Doris Xiaoyuan	19/04/09	23/04/09	1
0412	TTWS	Elong Travel Visiting group ell 4, Xia	20/04/09	23/04/09	1
0707	TFTS	Zhou, Len	20/04/09	23/04/09	1

■ → 选择 “Transactions” 下拉框（选择要分账的入账代码） → “OK”

MGHDL - Transaction Codes

Code

Description

Transactions

Routing

Available

X	Trn. Code	Routing Code	Description
	1000		Room Charge++
	1010		No Show/Cancellation++
	1015		Day use++
	1020		Extra Bed++
	1025		Accommodation Tax Exempt 1++
	1030		Room Charge Commission++
	1040		Room Charge-Package Adjustment
	1100		Adj Room Charge++

All

None

Add

Selected

X	Trn. Code	Routing Code	Description
	1110		Adj No Show/Cancellation++

All

None

Remove

OK

Close

选择相应代码，点击‘Add’添加

- 把特定的日期，特定的帐号转到相应的公司、团队或房间。
- Room Routing 部分费用转到别的房间
一般用于团队分账，将各个房间的帐通过 routing 转到统一的 PM 房。FIT 的 Paid By 、Paid For 不做 Routing，可以作 Party，结帐采用 Balance Transfer（余额转帐—Code：8888），确保客史的完整。
- Window Routing 在自己房间分账
同一间房费用的分单，根据客人要求不同的费用打印不同的帐单，适用于 FIT。
Opera 默认第二个窗口（最多可加有 8 个窗口）。
- Entire Stay 整个住店期间
- Other Stay 特定的转账日期
- Routing Code 不可重叠选择

操作：点击 Routing →New →选择 Room Routing 或 Window Routing 以及 Entire / Other Dates- Route Room（选择要转入的房间号）Route to Name（要将账转给的公司名称）→ Routing Code（分账内容的代码，此为大项，若此大项里找不到它分账的内容，则在 Group, Subgroup, Transaction Codes(小项)里选择→点击 Ok →Close 即可。

3.2.5.24 Share 合住；

- 前提条件：一房最多Share 三人；入住时间必须形成交叉状态；Rate Code 必须一致；Share 的所有预订的Fixed Rate 栏必须为空白，否则,Entire, Split , Full 等键呈阴影不可操作状态。
- Combine: 1 Profile: 没有做预订的两个人合住
2 Reservation: 已经存在预订的两个人合住
- Entire:点击确认的客人名字，再点击Entire ，则表示房费由此位客人结帐。
- Split: 点击后房费会平均分配给share 的每个预订，俗称AA 制。
- Full: 所有预订均按原价支付，一般不操作。
- Break share: 点击后出现输入新房间号码的输入框（点击下拉菜单可进入Room Search 界面进行选择房间），被选预订已被转到新的房间，Break Share 即成功。

Room	Room Type	Occupied From	Occupied To
0550	KNGN	29/04/09	30/04/09

Nightly Rate	Effective From	Effective To
0.00	29/04/09	29/04/09

Name	Arrival	Departure	Status	Adults	Children	Rate Code	Rate
Ai Zhong 4, Song	29/04/09	30/04/09	Ge	1	0	NORATE	0.00

- Room Details: 房型;
- Nightly Rate Details: 每晚价格情况;
- Share Reservation Details: 显示合住人员;
- Entire: 一个全价，一个为零，选中的为全价;
- Split: 一个一半;
- Full: 全部全价;
- Combine: 合住;
- Break Shr.: 拆开;
- Resv.: 预订;

操作：1、加新预订（原来没有）与当前预订合住 Combine→

From ☒ Profile ☐ Reservation ☐ Search Guest Profile

Name

First Name

Adults Children

Res. Type

Payment

Credit Card No.

Exp. Date

→Profile→Name（输入名字）；→下拉键头→选择正确的档案或新建→OK→你是否要复制付款方式→Yes→选择价格分配

2、两个预订合住 Combine→Reservation（预订）→Name→ Select→Ok

3、两个预订的房价代码不同，以第一个为准

按 2 操作→选择一个客人→Resv.→修改价格代码与另一预订一致→OK

注：多重价不会复制到合住的客人上，要手工改。

3.2.5.25 Traces 内部留言；

注：日期选择要处理该事件的日期；可用于总台交接，打印 Traces 报表。

Date

Department

☒ Resolved

☒ Unresolved

K	Name	Date	Time	Department	Resolved On	Resolved By
	chen, lingyu	23/04/09	13:47	FD		
	chen, lingyu	23/04/09	13:48	MGT		
	chen, lingyu	23/04/09	13:48	NA		

Arrival23/04/09

Departure24/04/09

Room0911

StatusCHECKED IN

dghnfdhdf

Search

All

None

Resolve

New

Resy.

Edit

Delete

Close

操作：New→

Name

Room No.

Arrival

Departure

Status

chen, lingyu

0911

23/04/09

24/04/09

CHECKED IN

From Date23/04/09

To Date23/04/09

Time13:47

Dept Code

Trace Text

Save

OK

Close

- 点击 Traces →New →选择需要留言岗位，并点击为“×”→在 Text 输入留言内容→Save →Close
- 完成 trace 后，如果再次进入 reservation 界面左下角会出现红色 trace 提示框，点击即可进入 trace 。如果 trace 事件已经收到并解决，点击 resolved 表示，reservation 的红色提示会自动消失。
- Urgent 及 On Date 事项不用此功能键。

Wake Up Call 叫醒服务; (总机)

3.2 查询预订

3.2.1 简单查询

Reservations→Update Reservation

- Name: 姓名; 可用模糊查询;
- Company: 公司;
- Group: 团队;
- Source: 销售员;
- Arrival From: 到店时间从...开始;
注: 默认为当天开始, 如果去掉时间, 可查出所有历史和将来的预订信息;
- IATA No.: 旅行社号;
- Member No.: 会员号;
- Conf. No.: 预订号;
- Party: 散客小团队代码, 做 Party 后生成;
- Agent: 旅行社;
- First Name: 名;
- Corp. No.: 公司号;
- Block: 团队代码;
- To: 到店时间到...结束;
- CRS No.

操作: 输入查询条件后→点击 Search→(如图)

- 界面绿色标题字段为当前排序字段。
注: 直接单击要做排序的字段名, 查询记录将根据该字段重新排序;
- 选择字段标题, 单击右键:
 - Add this item in Order by, descending 增加该列排序(降序)默认。
 - Order by this item in descending order 为了这个项目, 以递减顺序排列
 - Add this item in Order by: 增加该列排序;
 - Remove this item from order by: 删除该列排序;
 - Don't order by: 恢复原有排序(默认排序);
 - Show Existing Order By: 显示当前排序的顺序;
- 名字前带 * 表示该名客人与别人合住, 合住人在左下角显示(蓝色);
- New: 新建预订;
- Check In / Cancel C/I: 入住(当天入住且没有费用产生的预订才能操作) / 取消入住;
- Cancel / Reinstate: 取消预订(取消原因→OK→取消号→OK) / 恢复取消的预订;
注: 要恢复的预订的到店日期必须是今天或今天以后的, 不能恢复以前的预订。
- Profile: 档案, 打开当前预订客人档案;
- Options: 选项;
- Edit: 编辑预订, 与鼠标直接双击效果一样;
- Search: 重新回到查询界面;
- Close: 关闭。

3.2.2 高级查询

Advanced: 高级，更多的查询条件。

Advanced Search

- Room Type: 房间类型;
- Stay On: 在店日期;
- Room No.: 房间号;
- Market Code: 市场代码;
- Res. Type: 预订类型;
- Source Code: 来源代码;
- Rate Code: 价格代码;
- ETA From/ETA To: 预抵时间从……到……;
- Rate From/Rate To: 价格从……到……;
- Deposit Date: Deposit From/Deposit To: 预订押金录入时间; 预订押金从……到……;
- Created On/Created By: 何时做的预订/何人做的预订;
- Country: 国家
- City: 城市;
- Custom Ref.:
- Conf. Letter: 确认信
- Credit Card #: 信用卡
- VIP: VIP 等级
- Room Class: 房间等级

Search Type

- General: 普通;
- Day Use: 当天来当天走;
- Due IN: 预抵;
- Due Out: 预离;
- Waitlist: 候补预订
- Cancellation: 取消;
- Checked Out 退房;
- No Shows: 预订未出现;
- Complimentary: 免费。
- Mass Cancellation: 大规模取消
- Partial String Match: 部分字符串匹配
- Partial Condition Match: 部分条件匹配

3.3 候补预订 Reservations→Waitlist List

HGHDL - Waitlist

Name Date Room Type Conf No
Rate Code Market Code
Reasons Priority

Company Source
Agent Group

Room	Room Type	Priority	Name	Alt. Name	Arrival	Departure	Rms	Prs	Rate Amount

Search
Advanced
Profile
Details
Resv.
Options
Accept Res
Cancel
Close

在接口上显示所有候补预订；可能过 Name 和 Date 进行筛选；

- Profile: 打开当前预订客人的档案；
- View: 查看预订信息；
- Accept Res.: 将该信息恢复成正常预订；
- Cancel: 取消预订。

第四章 团队预订

4.1 新建团队预订

4.1.1 新建团队主预订 Reservation→Block

MGHDL - Business Block Search

Name

Block Code

Stay Date

Master

Block ID

Status

Start Date

Owner

Search

Advanced

Account

Agent

Master ID

Contact

Contact

Source

20/04/09

Elong Travel Visiting group el

12 DEF

23/04/09

E11

20/04/09

jingjiyuang

0 DEF

24/04/09

J12

22/04/09

Michael Ma

0 DEF

23/04/09

M22

22/04/09

22/04/09

22/04/09

Qian Dao Hu Yong An T/A

0 DEF

23/04/09

Q01

22/04/09

kk

0 DEF

24/04/09

P08

22/04/09

23/04/09

22/04/09

Nan Tian Travel

0 DEF

24/04/09

N08

22/04/09

23/04/09

22/04/09

Qian Dao Hu Yong An T/A

0 DEF

23/04/09

Y02

22/04/09

Back

0 DEF

23/04/09

B08

23/04/09

kang hui trave

0 DEF

25/04/09

Q24

24/04/09

Ka Fa Company

0 INQ

25/04/09

K05

Options

New

Edit

Close

Manually Cutoff

注：团队信息默认为当前在店及预订的团队；

■ Rm Nts: 总房夜数； Status: 团队状态；

→New: 新建（客房团队与宴会团队）

MGHDL - Business Block - 13206

Acct/Com

Agent

Source

Group

Contact

Contact

Potential

Block ID 13206

Name

Start Date

Nights

End Date

Status

Market

Source

Owner

Origin

Rooms

Details

More

Cancel

Block Code

Rate Code

CNY

Cutoff Date

Cutoff Days

Res. Type

Packages

Follow up Date

Decision Date

Flat Rate

Print Rate

Suppress Rate

Elastic

Pax/Room

Owner

Rooms Revenue (in CNY)

Calc.

Blocked

Picked-Up

Available

Room Nights

Net Revenue

Net Rate

Statistics

Resv.

Grid

Options

OK

Save






Close

Created By FOUUSER

On 10/05/09 14:42

Updated By FOUUSER

On 10/05/09 14:46

- Acct/Comp: 公司。左边框显示的是符合输入条件的档案, 若连接多个公司, 则可点击  , 公司名后的数字为Profile ID, 如果变成黄色, 表示连接了多个档案)。如为协议单位的团队用  选择档案连接;
 - Agent: 旅行社; 协议旅行社用  选择档案连接;
 - Source: 销售人员档案连接; **必输**;
 - Group: 团队; 不需要输入, 档案将在团队预订保存后自动建立; ;
 - Contact: 联系人
 - Name: 团队名;
 - Start Date: 开始日期;
 - Nights: 晚数; **必输项**;
 - End Date: 结束日期;
 - Block ID: 系统自动生成
 - Potential: 潜在的
 - Status: 团队状态;
 - Market: 市场代码; 根据价格代码自动生成; 必输项;
 - Source: 来源; 必输项;
 - Owner: 酒店销售经理; 必输项
 - Origin: 起源
 - **Status:** 团队状态; **Tentative:** 不确认的; **Definite:** 确认的; 新预订的状态默认为 **TEN**。
 - 当在Tentative 状态下, 要把整个团队取消, 直接下拉菜单选择Los 键就可以取消团队了, 而且此团队不可以再激活;
 - 当一个团队确认了之后, 要将Reservation Type 更改为Definite ;
 - 在Definite 状态下, 还没有生成确认号码, 如果想取消此团队就直接进入Option —Cutoff 就可以把此团队房间清除; 若生成了确认号码的团队就必须进入Reservation 给每一个预订作取消, 之后才可以进入Option —Cutoff 把团队房间清除。对于团队的更改与取消都要及时, 否则影响到酒店入住率。
 - Block Code: 锁房代码; 根据 Name 自动生成; **必输项**;
 - Res. Type: 预订类型;
 - Rate Code: 价格代码; 必输项; 注: 团队不按协议价, 原来连接的协议价对团队不起用;
 - Packages: 包价; 此处只做说明, 不影响实际
 - Decision Date: 决定日期
 - Cut off date: 停止时间 (整体的)
 - Flat Rate: 统一房价
 - Cut off days: 按时间段确认停止时间 (逐个的)
 - Owner: 酒店销售经理
 - Follow up Date: 跟进日期。针对 Sales, 提醒提前确认的最后日期
 - Elastic: 伸缩性, 打√表示在排房时可增加房数;
- 注: 规定必须选择 “√”, 否则不可 Overbooking, 做成的预订日期也不可更改。
- **Details:** 详细



The screenshot shows a software interface with a 'Details' tab selected. The interface includes several input fields and buttons. Red handwritten annotations are placed over the interface to identify specific fields:

- 预订方法** (Reservation Method) points to the 'Resv. Method' dropdown menu.
- 应到的团队名单** (Team list to arrive) points to the 'Rooming List Due' field.
- 到达时间** (Arrival Time) points to the 'Arrival Time' field.
- 离开时间** (Departure Time) points to the 'Departure Time' field.
- 付款方式** (Payment Method) points to the 'Payment' dropdown menu.
- 回扣率** (Commission Rate) points to the 'Comm%' field.

Rooms	Details	More	Cancel
-------	---------	------	--------

☒ Control Block Locally
☐ Guarantee Required

Rooms	Details	More	Cancel
-------	---------	------	--------

Rooms Cancellation 房间取消

No.

Reason 

Comments

Destination 

原因

备注

目的地

→Save: 保存; Grid 按钮变亮, 界面上出现占房表。

4.1.2 团队预订占房 Grid:

选择房型与日期直接在空格中输入房间数。

[illegible]

- Original: 最初预订锁房数;
- Current: 实际用的锁房数;
- PickUp: 用掉的房间数 (已 Rooming List)

- **Display:** 显示列表 Available: 可用的; Current: 当前的; Rates: 显示价格。
- **Currency:** 货币
- **Rates:** 显示价格。
- **Wash:** 减少房间数
- **Range:** 选择房数
- **Priorities:** 查看房型明细表（可用于排序）
- **Res.:** 预订分房
- **Details:** 详细
- **Close:** 关闭

4.1.2.1 Wash 减掉，减少房间数；

Wash : 范围，挑选范围，日期，房型，房间数。点击Wash → By value 更改数值

- By Value: 按数量减少;
 - By Percentage: 按百分比减少; (少操作)
 - Room Type: 选择修改数量的房间类型;
 - Advance: 可选择每天减少不同的数量;
- 输入相应的 Value 或 Percentage → 选择房型 → OK。

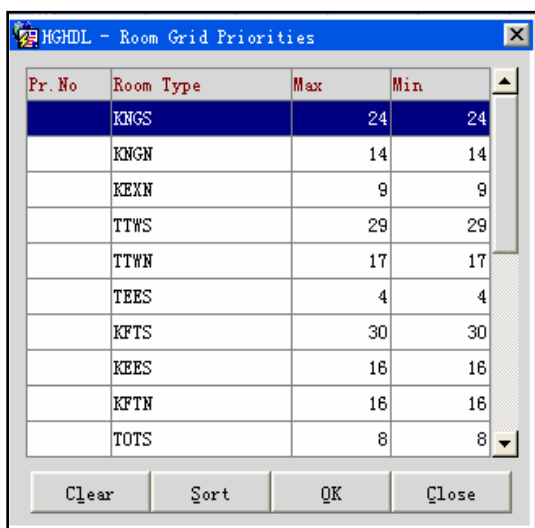
4.1.2.2 Range 选择房间数;

- Room Type: 选择房间类型;
- ☐ Increase/Decrease Rooms:
打√表示在原房间数上增减, 不打√表示覆盖原来输入的同一天同一类型的房间数;
- No. of Rooms: 房间数;
- Advance: 可选择每天减少不同的数量
- Cutoff Date: 停止时间 (整体的) ■ Cutoff Days: 按时间段确认停止时间 (逐个的)

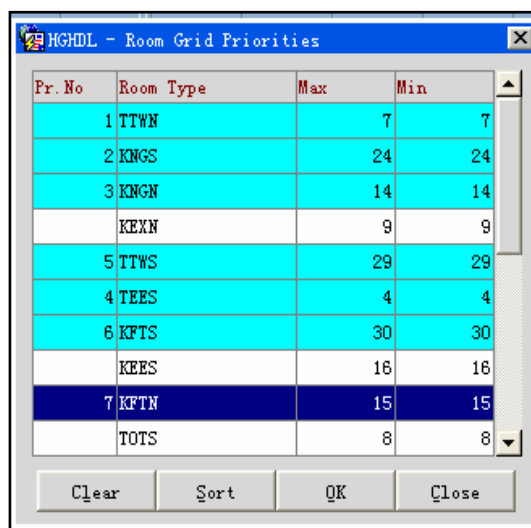
操作: 点击Range → 选择Room type → 点击Increase/Decrease → 在No of Rooms 处输入数量, 如果是减少数量, 输入数量负数, 点击OK。

4.1.2.3 Priorities

查看每个房型的最少可卖房情况;



Pr.No	Room Type	Max	Min
	KNGS	24	24
	KNGN	14	14
	KEXN	9	9
	TTWS	29	29
	TTWN	17	17
	TEES	4	4
	KFTS	30	30
	KEES	16	16
	KFTN	16	16
	TOTS	8	8

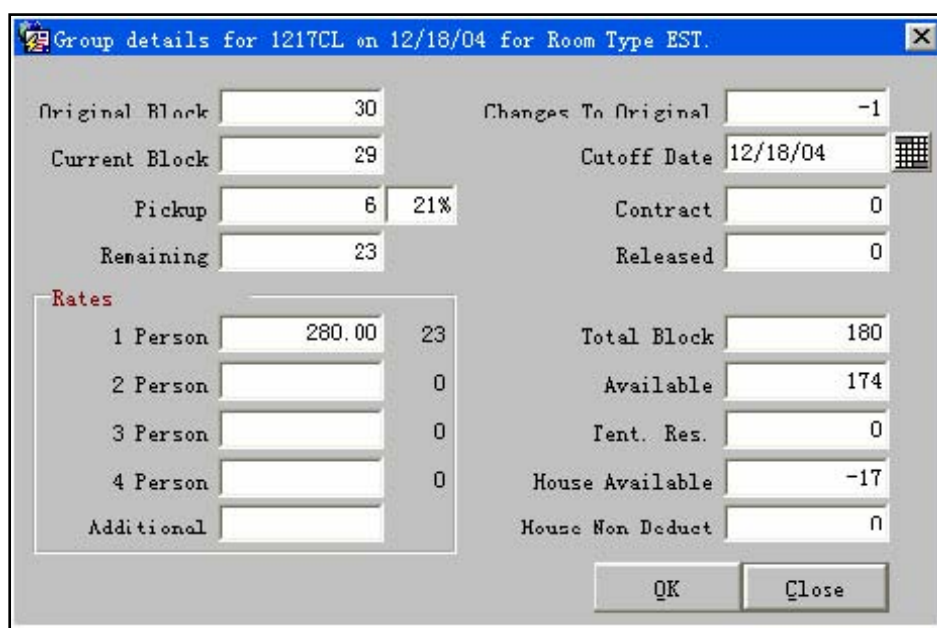


Pr.No	Room Type	Max	Min
1	TTWN	7	7
2	KNGS	24	24
3	KNGN	14	14
	KEXN	9	9
5	TTWS	29	29
4	TEES	4	4
6	KFTS	30	30
	KEES	16	16
7	KFTN	15	15
	TOTS	8	8

- Clear: 清除所有排列序号;
 - Sort: 按序号排序; 占房界面中将按该排列顺序排序;
- 注: 点击要进行排序的房间类型记录, Pr.No 出现序号(1...); 点击已有序号的记录, 原序号会去掉;

4.1.2.4 Details

详细说明;



Original Block	30	Changes To Original	-1
Current Block	29	Cutoff Date	12/18/04
Pickup	6	Contract	0
Remaining	23	Released	0
Rates		Total Block	180
1 Person	280.00	Available	174
2 Person		Int. Res.	0
3 Person		House Available	-17
4 Person		House Non Deduct	0
Additional			

- Pickup: 用掉的房间数 (已 Rooming List)
PickUp Pct.: 用掉的房间数百分比
- Remaining:
- Contract:
- Released: Cut off 的房间数

4.1.3 团队预订分房

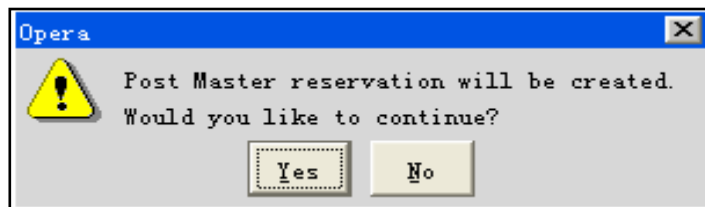
打开新建的团队主预订

→修改 Statue（团队状态为）Definite;

→Save; →Resv.: 预订分房;

→Post Master reservation will be created. Would you like to continue?一个假房预订生成， 你想继续吗？

Yes: 是; No: 否;



→Would you like to set this as a default PM to booking?你想生成一个 PM 房房号吗?

Yes: 是; No: 否; Cancel: 取消;

[illegible]

4.1.3.1 快速分房 Group Option: 团队选项;

注: 在进行分房操作时, 必须选择 PM 假房预订记录

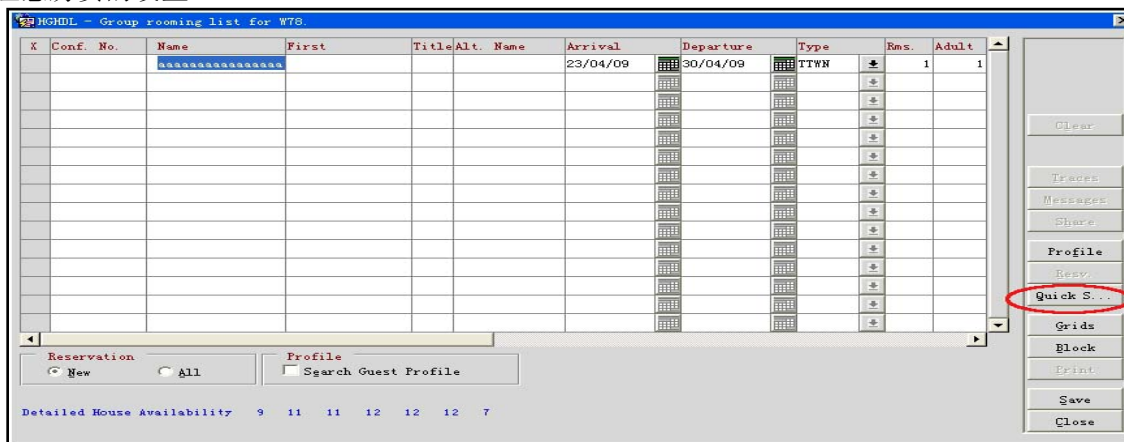
- Rooming List: 团队名单
- Check In Group: 团队入住
- Room Assign: 团队分房
- Room Status: 房态
- Print Registration: 打印登记表
- New Post Master: 建立新PM帐户
- Delete: 清除
- Cut Keys: 作房间钥匙



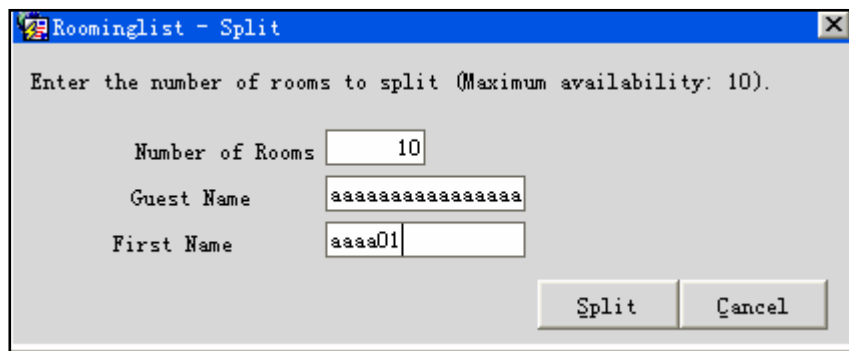
Rooming List: 团队名单

→Rooming List: 分房名单;

选择Rooming List, 先分一个PM 房给团队, 然后按团队预定的房间类型进行分配, 若Share 的房间要注意房费的设置。



→Quick Split: 快速分房; 可根据实际情况输入要分房间数量。



First: 输入名字

→Split→Save→Close

Room Assign: 团队分房

HGHDL - Automatic Room Assignment for W78

Type: ☒ Assign ☐ Unassign

Guests: Arrival Date: 23/04/09 All Dates ☐
Room Type: ETA From: To:

Rooms: Features: Dirty Rooms ☐
Smoking: Clean Rooms ☐
Floor: Inspected Rooms ☒
Start from Room: Include Due Out Rooms ☐
Room Class: Include Out of Service Rooms ☐
Use Associated Preferences ☒

Status:

Start Close

→ 点击 “Start”

HGHDL - Automatic Room Assignment for T44

Type: ☒ Assign ☐ Unassign

Guests: Arrival Date: 23/04/09 All Dates ☐
Room Type: ETA From: To:

Rooms: Features: Dirty Rooms ☐
Smoking: Clean Rooms ☐
Floor: Inspected Rooms ☒
Start from Room: Include Due Out Rooms ☐
Room Class: Include Out of Service Rooms ☐
Use Associated Preferences ☒

Status:
test - 9043
test 2 - 0318
test 4 - 0750
test 6 - 0750
test 5 - 0750
test 3 - 0406
0 assigned, 0 unassigned

Start Close

→ 点击 “Close”

HGHDL - Reservation List for T44

X	Conf. No.	Name	Alt. Name	Arrival	Departure	Frs	Rm Type	Room	Rms	Rate
28882		test		23/04/09	24/04/09	0/0	PM	9043	1	0.00
28883		test 2, t01		23/04/09	24/04/09	1/0	KNGS	0318	1	300.00
28884		test 3, t01		23/04/09	24/04/09	1/0	KNGS	0406	1	300.00
28885	*	test 4, t01		23/04/09	24/04/09	1/0	KNGS	0750	1	300.00
28886	*	test 5, t01		23/04/09	24/04/09	1/0	KNGS	0750	1	0.00
28887	*	test 6, t01		23/04/09	24/04/09	1/0	KNGS	0750	1	0.00

S&C Room Type

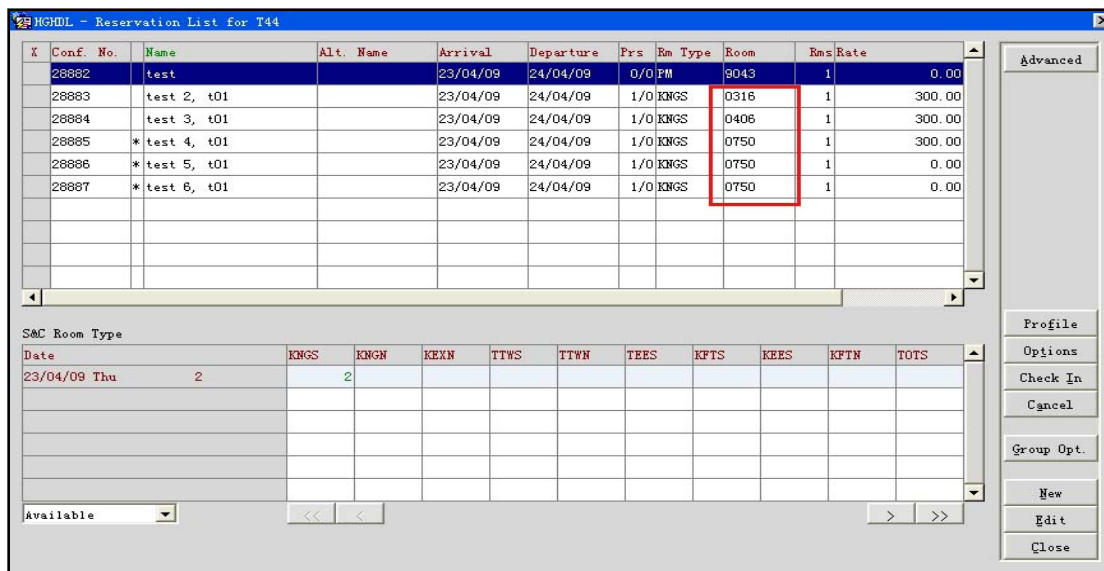
Date	KNGS	KNGN	KEXN	TTWS	TTWN	TEES	KPTS	KEES	KFTN	TOTS
23/04/09 Thu	2									

Available << < > >>

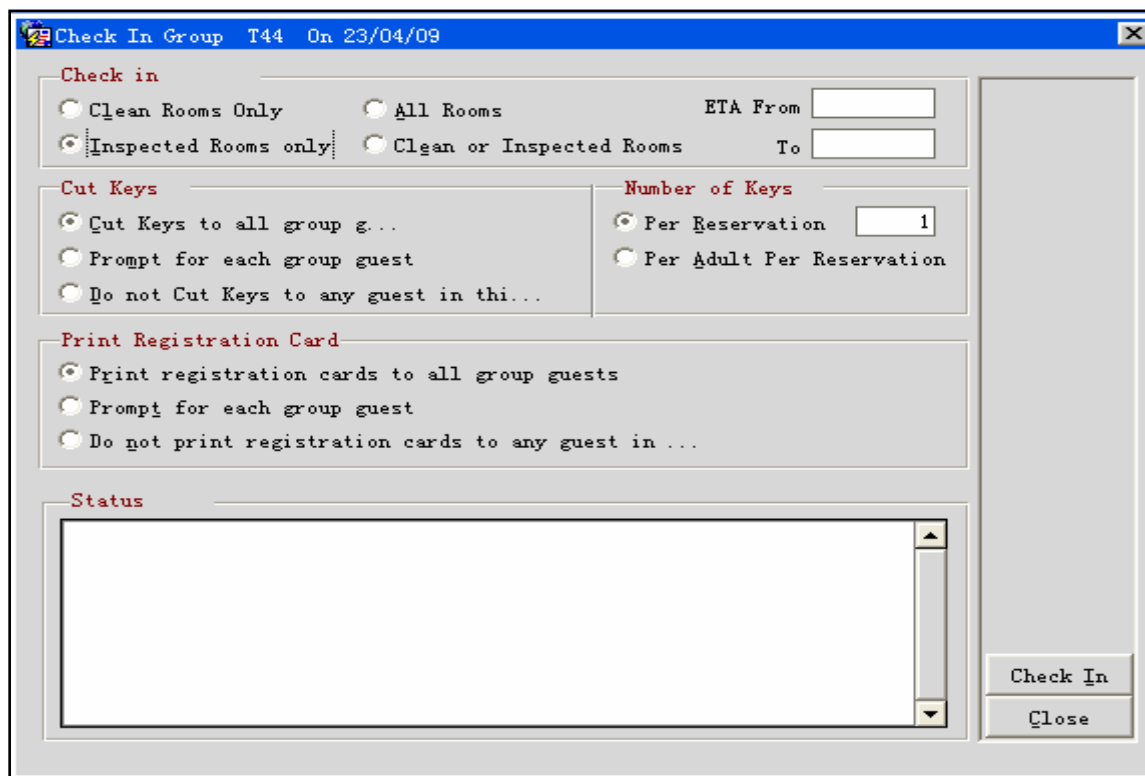
Advanced Profile Options Check In Cancel Group Opt. New Edit Close

Check In Group: 团队入住

- 先将 PM 房 Check In，再使用团队 Check In 的功能键，Check In 该团所有的房间。
- 选择 Inspected Rooms Only - Cut Keys to all group guest - Number of Keys - Per Reservation — Don't print RC — Check In
- 团体其中一房需延住，先 Block Head 延长日期，再选 This Guest Only，Routing 需相应地作延长。



→ 点击 “Group Option” → 点击 “Check In Group”。如图



详见团队入住操作

Cut keys

Cut Keys

☒ Cut Keys for All Arriving Guests

☐ Prompt and Cut Keys for Each Arriving Guest

Number of Keys

☒ Per Reservation

☐ Per Adult Per Reservation

OK Close

4.1.3.2 手工分房

Group Option→Rooming List→按“Enter”→输入Frist (a01、a02.....)→按键盘上的“↓”键头继续下行。

[illegible]

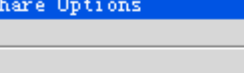
→ Save → Close

4.1.3.3 合住分房

Group Option→Rooming List→快速分房或手工分房分出新的预订→在预订上隔一个打‘X’

[illegible]

全部全价



Share Options

☐ Entire Rate for Primary Sharer

☐ Split Rate evenly for all Sharers

☒ Full Rate for all Sharers

OK

→OK→合住客人名字前出现‘*’号，在左下角出现合住信息

X	Conf. No.	Name	Alt. Name	Arrival	Departure	Frs	Rm Type	Room	Rms	Rate
	22121	Qian Dao Hu Travel		12/05/09	13/05/09	0/0	PM	9000	1	0.00
	22130	Qian Dao Hu Travel 10,		12/05/09	13/05/09	1/0	KEKS		1	250.43
	22131	* Qian Dao Hu Travel 11,		12/05/09	13/05/09	1/0	KEKS		1	0.00
	22136	Qian Dao Hu Travel 11,		12/05/09	13/05/09	1/0	KEKS		1	250.43
	22122	* Qian Dao Hu Travel 2, 0		12/05/09	13/05/09	1/0	KEKS	0802	1	250.43
	22123	* Qian Dao Hu Travel 3, 0		12/05/09	13/05/09	1/0	KEKS	0802	1	0.00
	22132	* Qian Dao Hu Travel 3, 0		12/05/09	13/05/09	1/0	KEKS	0818	1	250.43
	22135	* Qian Dao Hu Travel 3, 0		12/05/09	13/05/09	1/0	KEKS	0818	1	0.00
	22124	* Qian Dao Hu Travel 4, 0		12/05/09	13/05/09	1/0	KEKS	0808	1	250.43
	22133	* Qian Dao Hu Travel 4, 0		12/05/09	13/05/09	1/0	KEKS	0808	1	0.00

S&C Room Type											
Date	KNGS	KNGN	KEXN	TTWS	TTWN	TEES	KFTS	KEES	KFTN	TOTS	
12/05/09 Tue	1										

Available << < > >>

注：可在分房前根据占房数计算出预订数（房间数 X2），通过手工分房分出所有预订进行合住操作。

4.1.3.4 团队分房界面其它功能

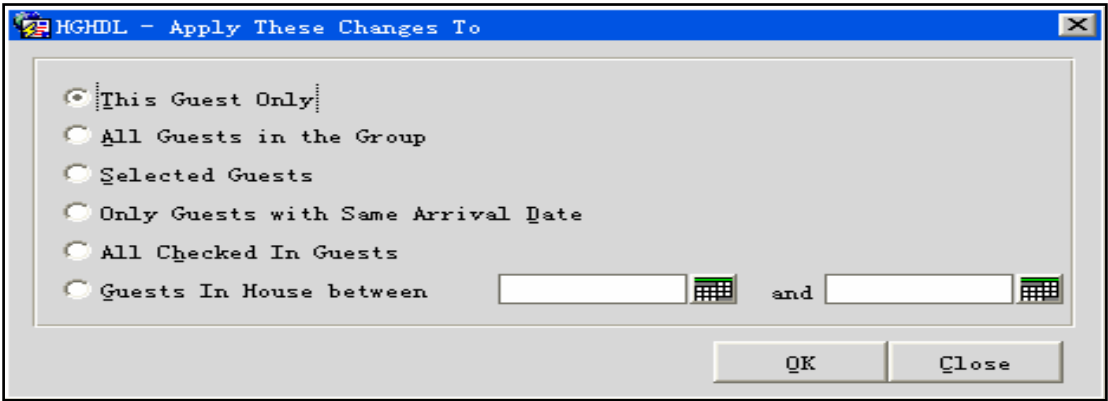
[illegible]

- New: 显示新的预订;
- All: 显示所有预订;
- Traces: 留言;
- Messages: 内部留言;
- Share: 合住;
- Profile: 档案;
- Res.: 预订;
- Grids: 占房;
- Block: 团队;
- Print: 打印;
- Search Guest Profile: 打√表示查询 Profile, 不打√表示不查询, 默认为不打√;

4. 1. 4 其它团队分房操作

4. 1. 4. 1 两人住，不做合住

操作: 选中一个团队→Resv. →选中任一房间（不能为 PM 房）→Edit→Adults（人数）改为 2 →OK

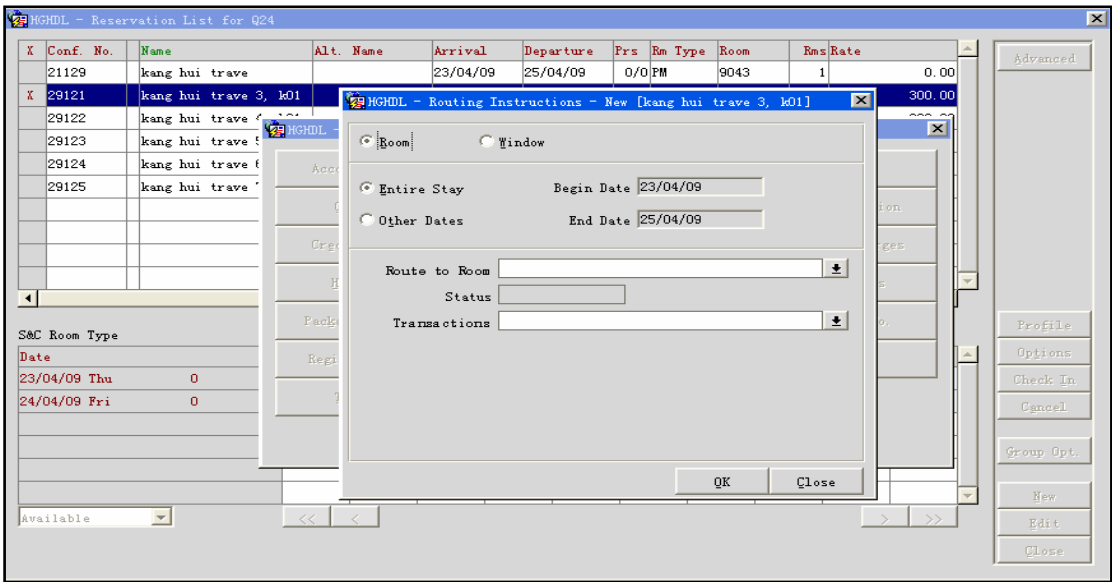


- This Guest Only: 只是该客人;
- All Guests in the Group: 团队中所有客人;
- Selected Guests: 选中的客人;
- Only Guests with Same Arrival Date: 到店日期相同的客人;
- All Checked In Guests: 所有入住的客人;
- Guests In House between□ and□: 在店日期从□到□之间;

→根据情况选择→OK。

4. 1. 4. 2 团队账务转主账房 Routing

操作: 选中一个团队→Resv. →选中任一预订（不能为 PM 房）→Option→Routing→New



→Room→Route to Room 输入房号选择，选择当前团队假房→Transactions（要分单的项目）

MGHDL - Reservation List for T44

X	Conf. No.	Name	Alt. Name	Arrival	Departure	Prs	Rm Type	Room	RmsRate
	30121	test		23/04/09	24/04/09	0/0	PM		1 0.00
	28882	test							0.00
	28883	test 2, t01							00
	28884	test 3, t01							00
X	28885	* test 4, t01							00
	28886	* test 5, t01							00
	28887	* test 6, t01							00

S&C Room Type

Date

23/04/09 Thu 2

Available

Share with test 5, t01 / test 6, t01

MGHDL - Routing Instructions - New [test 4, t01]

Room

Window

Entire Stay

Begin Date

23/04/09

Other Dates

End Date

24/04/09

Route to Room

9605 POS-VISA,

Status

DUE OUT

Transactions

1000

OK

Close

Advanced

Profile

Options

Check In

Cancel

Group Opt.

New

Edit

Close

→OK。注：Routing 详见散客预订操作。

MGHDL - Routing Instructions for test 4, t01

Route to Name	Routing Instructions	Begin Date	End Date	Room	Window
POS-Visa	1000	23/04/09	24/04/09	9605	

From

Detail

Delete

New

Edit

Close

4.1.4.3 团队账务分界面处理 Windows(最多可以分 8 个界面)

MGHDL - Routing Instructions for Zhejiang Zhong Qing LV20090501

Route to Name	Routing Instructions	Begin Date	End Date	Room	Window
Zhejiang Zhong Qing LV		01/05/09	02/05/09		2

From
Detail
Delete
New
Edit
Close

→NEW

MGHDL - Routing Instructions - New [opopop 20, o01]

☐ Room ☒ Window

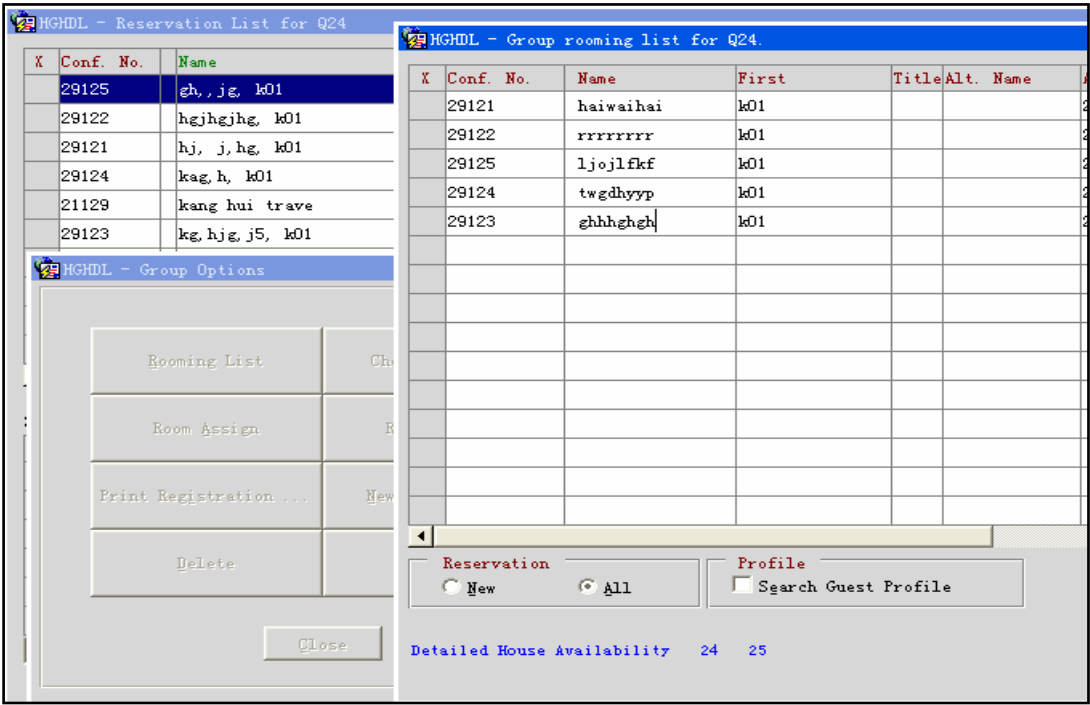
☒ Entire Stay Begin Date 23/04/09
☐ Other Dates End Date 24/04/09

Name OPOPOP 20, 001
Address
Transactions 1020
Window No 2

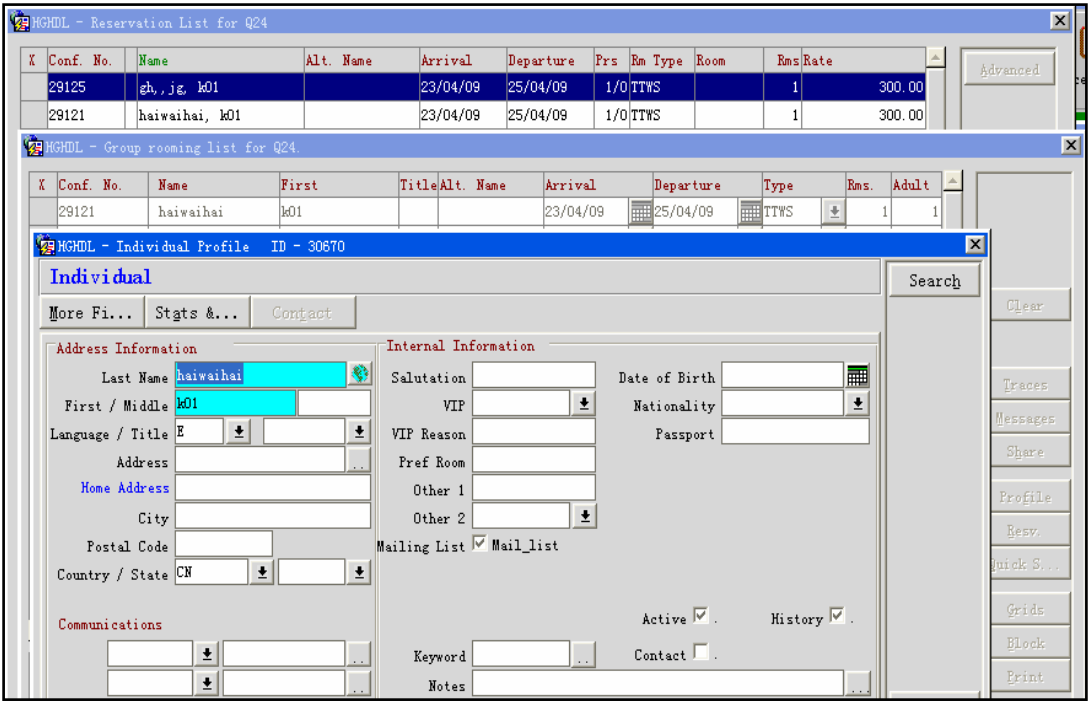
OK Close

4.1.4.4 名字修改

操作 1：已分房后进行名字修改，不需要连接原有档案 Rooming List→All→直接对 Name 修改
→若 2 人 XXX/XXX。（可能出现重复档案）



操作 2：已分房后进行名字修改，要连接原有档案 Rooming List→All→Profile→通过 Profile Search 选择正确的档案，没有则新建（档案 选择、新建详见散客档案操作）



4.1.4.5 散客入团

操作：打开散客预订→Block Code→选择要加入的团队

The screenshot shows two windows from the HGHDL system. The left window, titled 'HGHDL - Reservation 28833', displays reservation details for a guest named 'Name: dddddd'. It includes fields for First Name, Phone, Member Type, Level, Arrival (23/04/09), Nights (7), Departure (30/04/09), Adults (1), Child (0), Room Type (TTWK), Room, Rate Code (NORATE), Rate (0.00), Packages, Block Code (Q24), and ETA. The right window, titled 'HGHDL - Block Search', shows a search interface with fields for Block Code and Block Name, and a Search button. Below these fields is a table listing available blocks:

Block Code	Name	Start Date	End Date	Status	Method
E11	Elong Travel Visiting group ell	20/04/09	24/04/09	GC	
Q24	kang hui trave	23/04/09	25/04/09	INN	BML
W78	aaaaaaaaaaaa	23/04/09	30/04/09	INN	

Below the table is a calendar view showing rates for 23/04/09 Thu and 24/04/09 Fri. At the bottom, there are radio buttons for selecting the rate type: 1 Person Rate, 2 Person Rate, 3 Person Rate, 4 Person Rate, Add Person Rate, and Available. The 'Select' and 'Close' buttons are at the bottom right.

→Select

The screenshot shows the Opera window with a message box that says: "Please verify the Rate code and Room type availability on the Rate Query Screen." There is an 'OK' button at the bottom.

→OK→系统按团队价格刷新该客人价格。

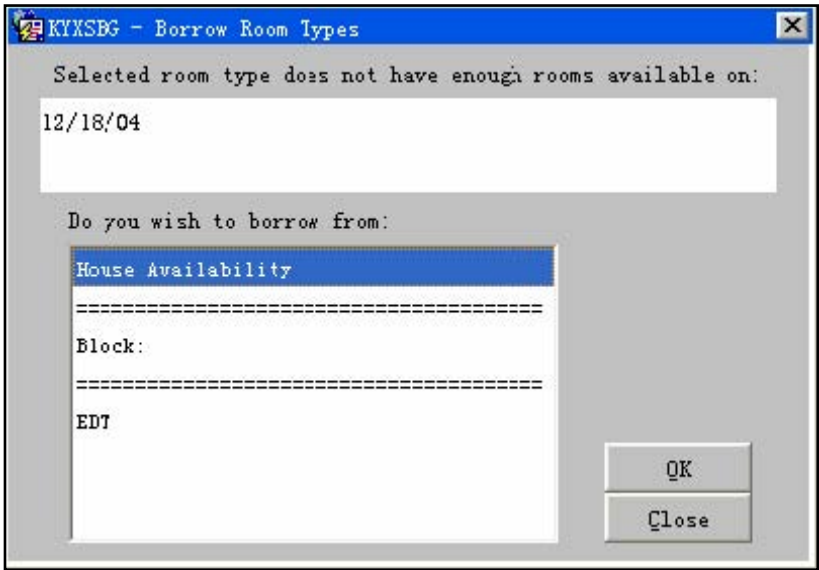
The screenshot shows the HGHDL - Reservation 27871 DUE IN window. It displays reservation details for a guest named 'Name: dddd'. The window includes fields for First Name, Address, City, Zip/State, Country, Lang, Agent (Elong Travel Agent), Company, Group, Source, Level, VIP, Pref'd Room, Last Stay, Arrival (23/04/09), Nights (1), Departure (24/04/09), Adults (1), Child (0), No. of Rms. (1), Room Type (KEEN), RTC (KEEN), Room, Features, Rate Code (IGCOB), Rate, Packages, Block Code (E11), ETA, C/O Time, Res. Type (NON), Non-Gtd, Market (E), Rack Rate, Source (TA), Travel Agency, Origin (FH), Phone, Payment (CA), Cash, Credit Card No., Exp. Date, CC Holder, Booker Name, Booker Details, No Post, Send Confirmation, Print Rate, Video C/Out?, CRS No., Disc. Amt., Reason, Specials, Comments, Item Inv., Extra 1, Extra 2 / 3, Folio Balance (0.00), Approval Amt., and Approval Code. The 'Save', 'OK', 'Options', and 'Close' buttons are at the bottom right. The status bar at the bottom shows 'Created By BARYAO On 23/04/09 Updated By BARYAO On 23/04/09'.

4.1.4.6 团员出团

操作：打开要出团的团员预订→将 Block Code, Group 中内容删除→将价格改成相应散客价格→ OK

4.1.4.7 借房

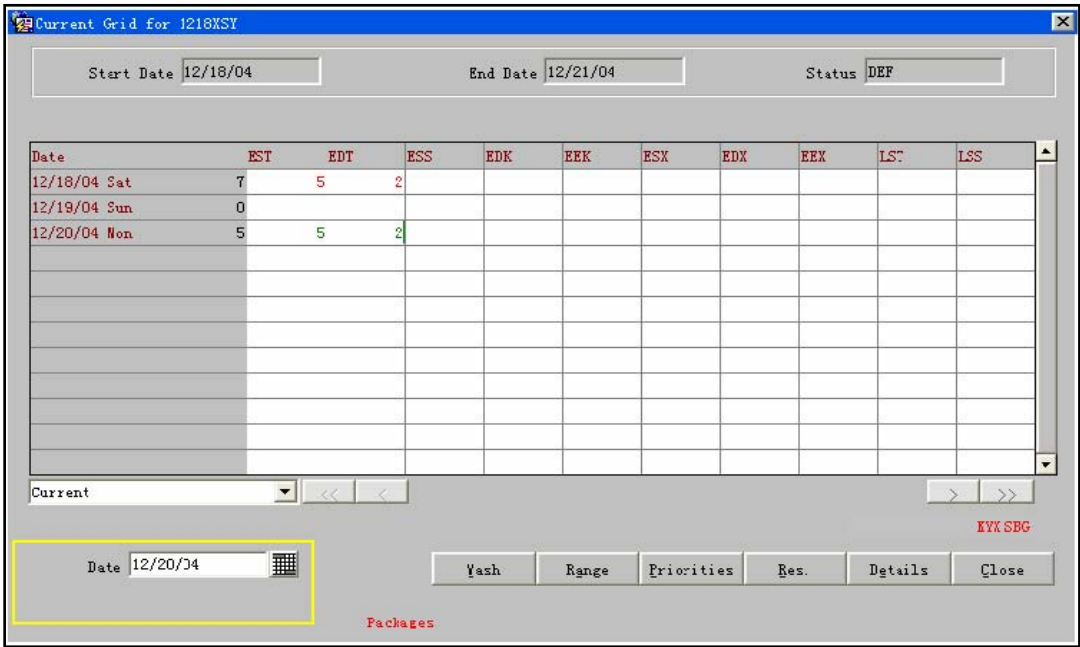
如果团队预订时 Elastic Block 打√，则当分房时团队所占房间数不够时系统将提示借房



- House Availability: 从酒店可用房中借房；
- Block: 从团队其它房间类型中借房

4.2 团队延期

- 1、将团队主预订日期在原日期基础延长相应天数 End Date 延长 2 天→Save
- 2、在团队延期那天占上相应的房间数 Grid→输入相应房间数



KXYSBG - Quick Business Block											
Acct/Comp											
Agent											
Group		萧山雅马哈								Source 张春雅-萧宣, 2844	
Block ID 87250											
Rooms Catering											
Name		萧山雅马哈		Market		GPM					
Start Date		12/20/04		Monday		Source		LCD			
Nights		1									
End Date		12/21/04		Tuesday							
Block Code		1218XSY		Elastic Block		<input checked="" type="checkbox"/>		Catering Only		<input type="checkbox"/>	
Status		DEF									
Res. Type		8		Catering Attendees		0					
Rate Code		CPMG4		Trace Code							
Packages		GRP2B40									
<div> Resv. Grid Events Options QK Save Close </div>											
S&C Room Type											
Date	EST	EDT	ESS	EDK	EKK	ESX	EDX	EEX	LST	LSS	
12/20/04 Mon	5	2									
Current	<<	<							>	>>	
Manually Cutoff											

4.3 取消团队预订

4.3.1 取消不确认团队

在 Tentative 状态下，将 Status 状态改为 Lost Booking;

4.3.2 取消确认团队

在 Definite 状态下

1、取消所有团队中成员的预订

操作：Resv.选 PM 房预订→Cancel→输入取消原因→OK

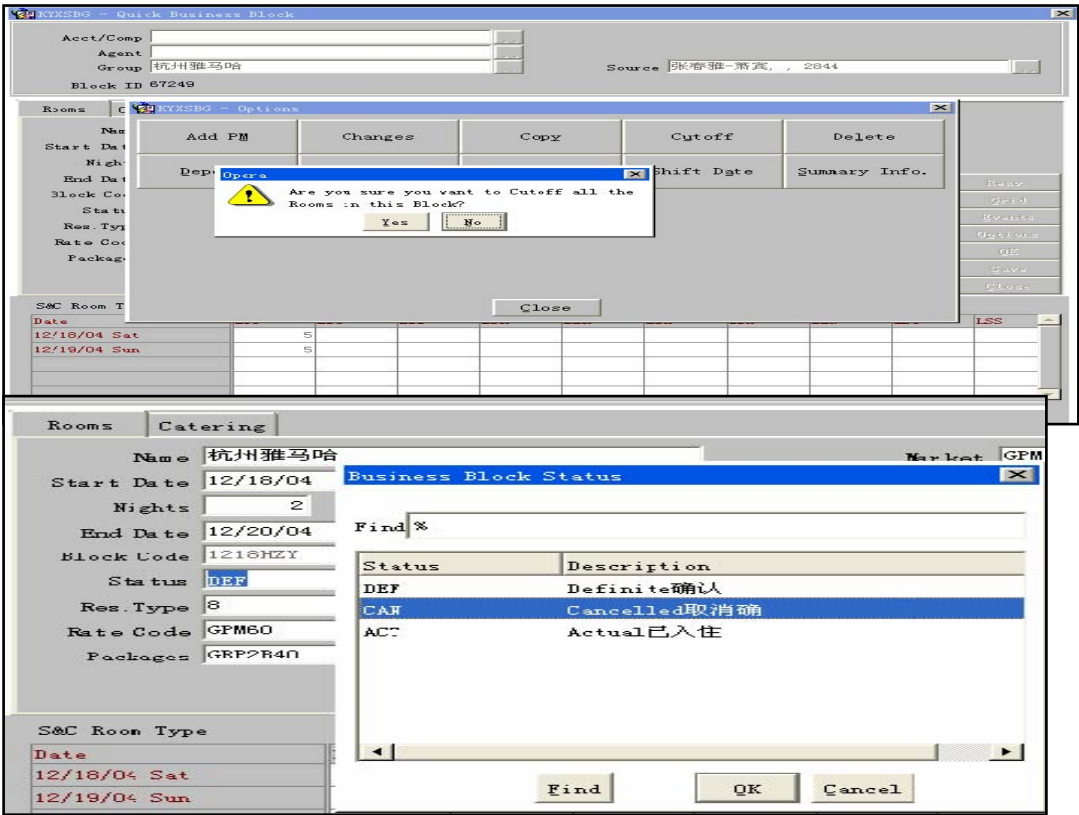


→Do you want cancel entire group: 你是否想取消整个团队预订

→Yes→Are you sure: Yes→Close;

2、将团队所占的房间释放出来

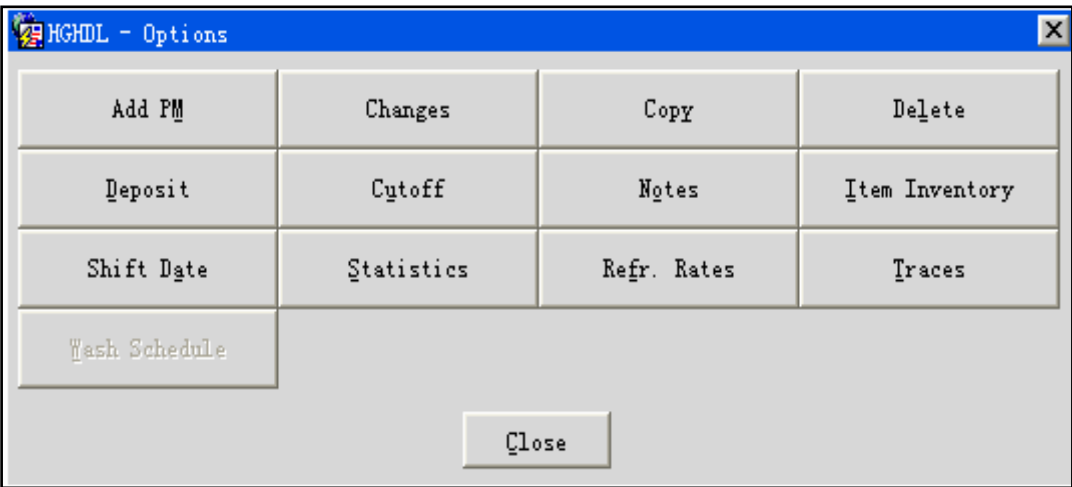
操作：Option→Cut off→Yes



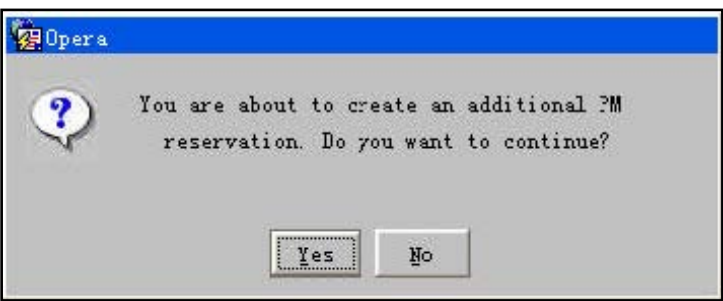
注：只能取消没有房间入住的团队。

4.5 团队预订功能

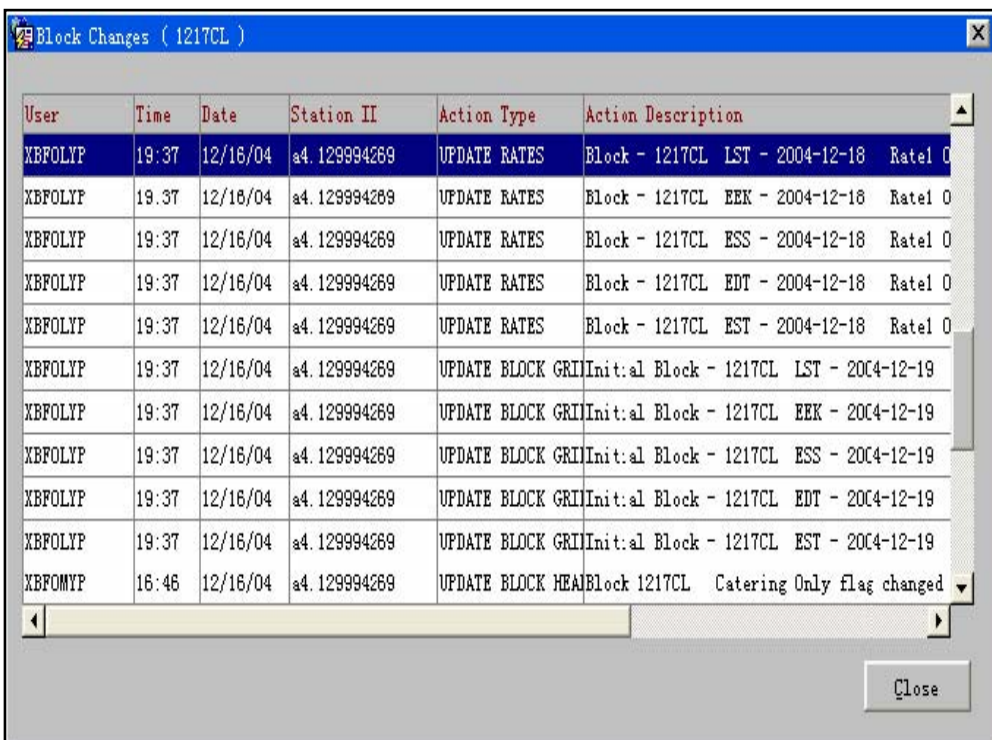
4.5.1 Option



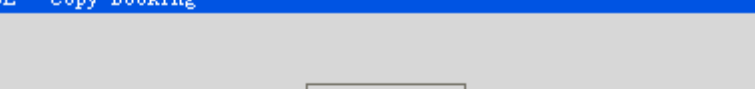
4.5.1.1 Add PM 增加 PM 房;



4.5.1.2 Changes 修改记录; 打开团队的操作修改记录;




4.5.1.3 Copy 复制一个团队,只能复制主信息界面;



MGHDL - Copy Booking

New Business Block Status

New Start Date 

New Block Code

☐ Keep same Group Profile

在使用复制功能的时候不要直接按键盘的 Enter,在更改完 New Block Code 后按 OK 否则团队代码将出现中文名。

4.5.1.4 Delete 删除:

4.5.1.5 Deposit 预付订金;

MGHDL - Deposit									
Block	Elong Travel Visiting group e11			Block Code	E11		Block Dates	20/04/09 - 24/04/09	
Deposit									
Projected Revenue									
Room	12,000.00			CNY					
Type	%	Deposit Req.	Due Date	Paid Deposits	Due Amount	Rule Code	Comments		
Total	0.00		0.00		Balance		0.00		
Date	Payment Method		Amount		Reference / Remark		Receipt No		
Comments									

New
Edit
Delete
Transfer
Payment

Folio
Receipt
View
Apply

Close

操作方法同散客预订中 Deposit.

4.5.1.6 Cutoff

把多出来的团队占房删除;



4.5.1.7 Notes 备注:

KYXSBG - Business Block Notes

Date	Int	Note Type	Title	Last Modified

New

Edit

Delete

Close

4.5.1.8 Item Inventory 物品租赁

HCHDL - Item Inventory

Item	Description	Quantity	Begin Date	End Date	Package	Rate Code

Item Inv.

New

Edit

Delete

OK

Close

4.5.1.9 Shift Date 调整、移动团队，没有预订，时间往后推;

KYXSBG - Shift Date

New Starting Date

12/19/04

OK

Close

注：只适用于还没有分房团队预订。

4.5.1.10 Statistics 统计

KYXSBG - Business Block Summary

	Potential	Actual	
Rooms Sold			3.33%
Room Revenue	44,300.00	1,360.00	3.07%
F&B Revenue	7,200.00	260.00	3.89%
Other Revenue	0.00	0.00	0.00%
Total Revenue	51,500.00	1,640.00	3.18%
Avg. Room Rate	246.11	226.67	92.10%

Block Info

Daily

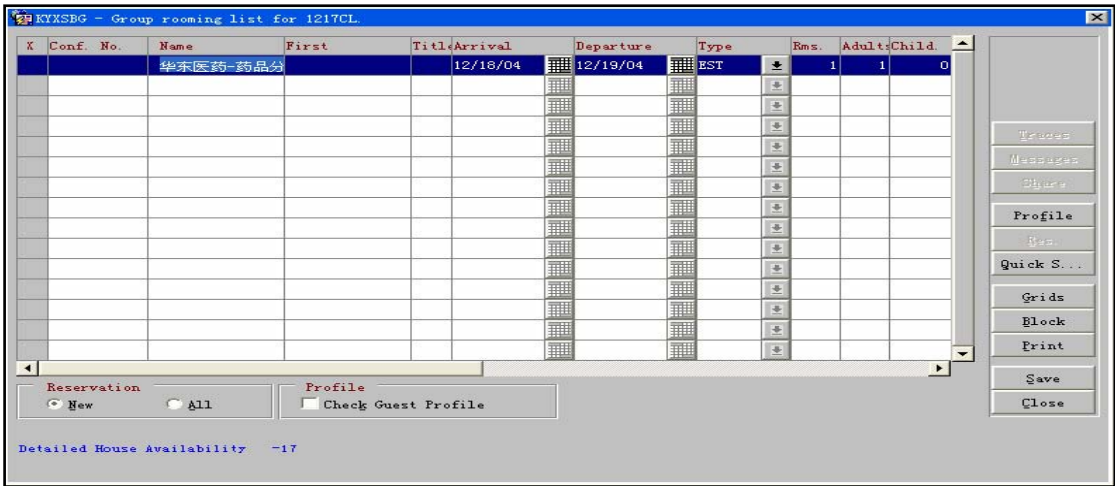
Close

Block Info：打印团队汇总信息报表。

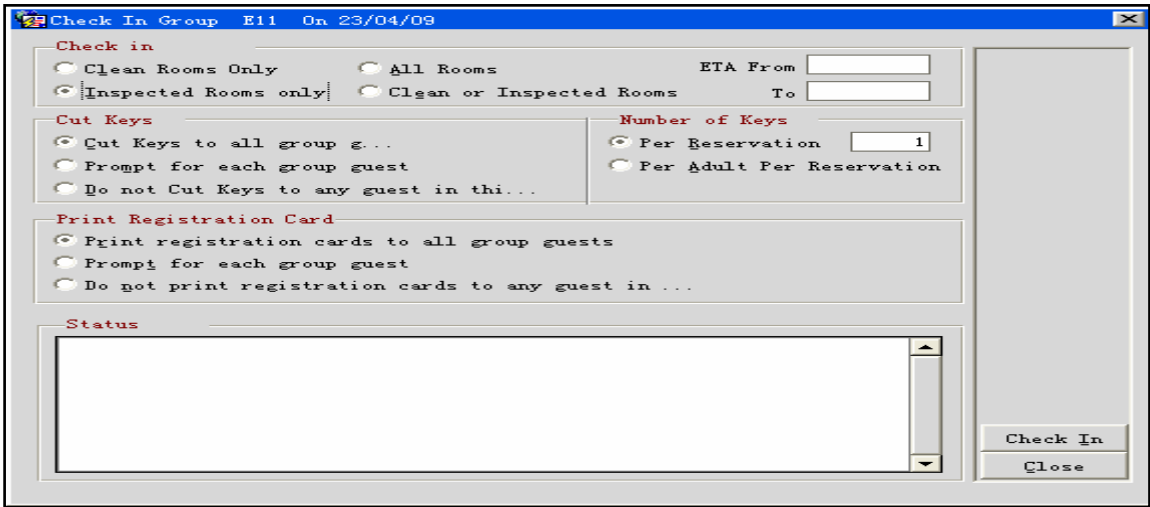
- 4.5.1.11 Refr. Rates 刷新价格;
 - 4.5.1.12 Traces 备注
 - 4.5.1.13 Wash Schedule 洗涤清单
- 4.5.2 Group Options



4.5.2.1 Rooming List 团队分房;



4.5.2.2 Check In Group 团队入住；只有当天预抵团队才可使用。



详细见团队入住操作。

4.5.2.3 Room Assign 房间分配;

MGHDL - Automatic Room Assignment for E11

Type

☒ Assign ☐ Unassign

Guests

Arrival Date 23/04/09 ☐ All Dates

Room Type ETA From To

Rooms

Features

Smoking

Floor

Start from Room

Room Class

☐ Dirty Rooms

☐ Clean Rooms

☒ Inspected Rooms

☐ Include Que Out Rooms

☐ Include Out of Service Rooms

☒ Use Associated Preferences

Status

4.5.2.4 Room Status 房间状态;

KYXSBG - Group room status for 1217CL on 02/01/05

Name	First	Room	Type	Status
华东医药-药品分公		9100	FM	CL
华东医药-药品分公		9105	FM	CL

4.5.2.5 Print Registration Cards 打印登记卡

Print Reg. Cards for 1217CL

Print Options

☒ Due In Guests

☐ Inhouse Guests

☐ Reserved Guests

4.5.2.6 New Post Master 建 PM 房;

4.5.2.7 Delete 删除;

4.5.2.8 Cut Keys 做房间钥匙;

Opera

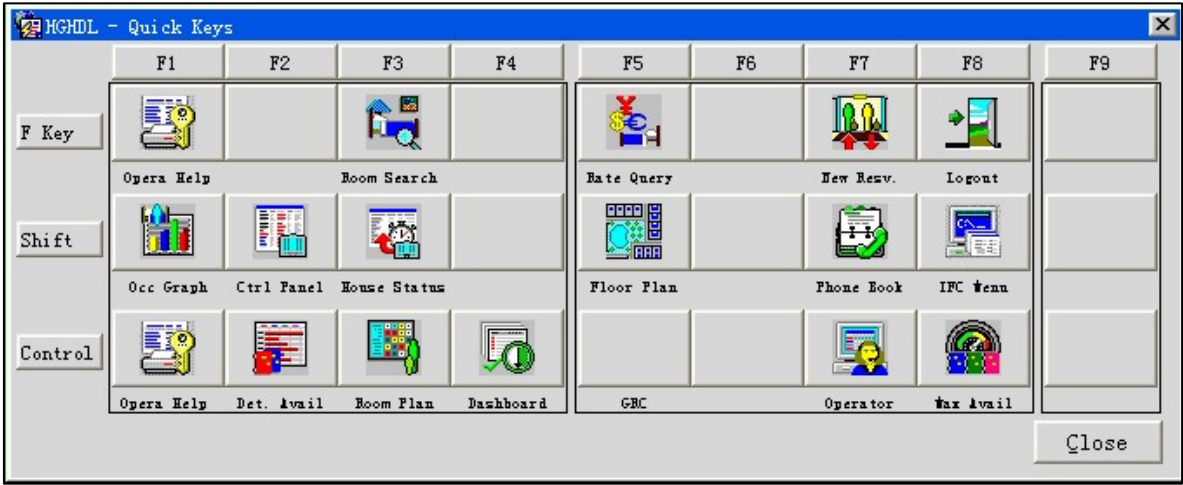
Print Keys

☒ Print keys to all group gue... No. of keys

☐ Prompt for each group guest

第五章 快捷键

Miscellaneous→Show Quick Keys

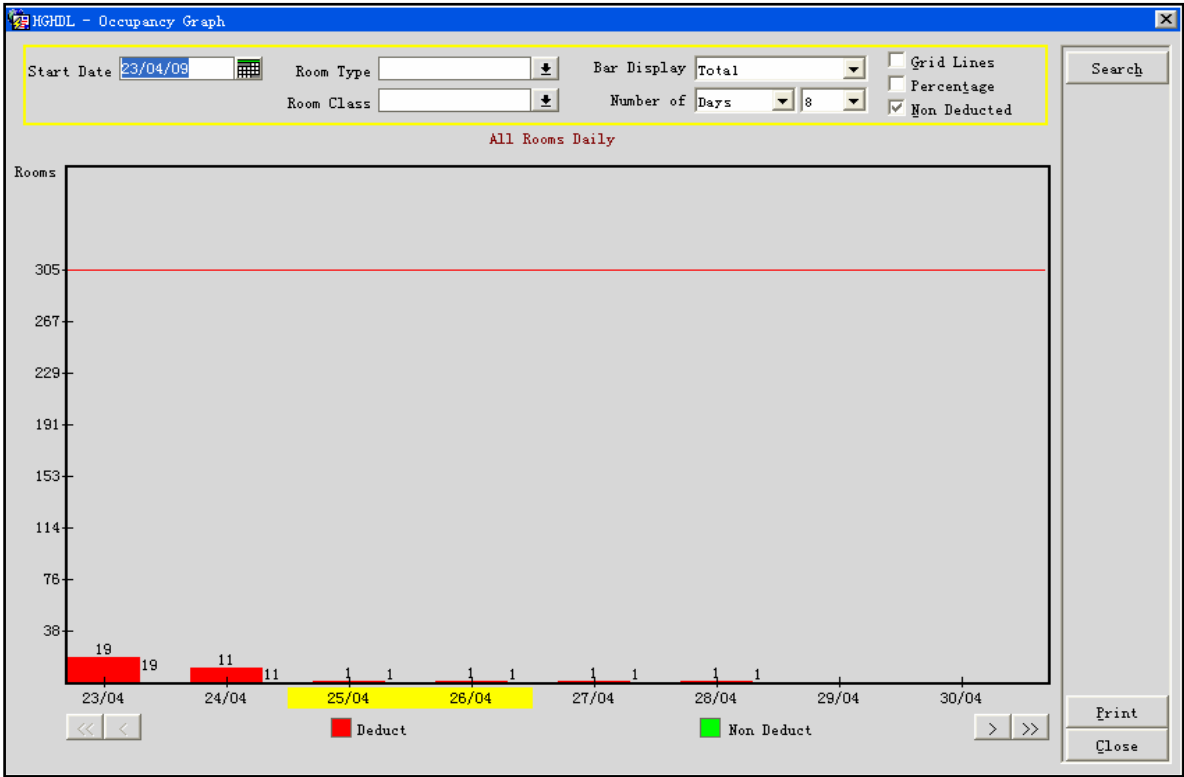



组合方式：横向+纵向

- | | | |
|---------------------|------------------------|--------------|
| 1. F1: | Help: | 帮助 |
| 2. Shift+F1: | Occupancy Graph Scope: | 出租率图表 |
| 3. Ctrl+F1: | OPERA Help | 快捷键说明 |
| 4. Shift+F2: | Control Panel: | 控制面板 |
| 5. Ctrl+F2: | Detailed Availability: | 可卖房状态详情 |
| 6. F3: | Room Search: | 房间查询 |
| 7. Shift+F3: | House Status: | 当前房态 |
| 8. Ctrl+F3: | Room Plan: | 房间平面图 |
| 9. Ctrl+F4: | Dashboard | 导航盘 |
| 10. F5: | Rate Query: | 房价查询 |
| 11. Shift+F5: | Floor Plan: | 楼层平面图 |
| 12. F7: | New Reservation: | 新的预订 |
| 13. Shift+F7: | Phone Book: | 电话簿 |
| 14. Ctrl+F7: | Operator: | 总机（查询客人历史档案） |
| 15. F8: | Logout: | 退出 |
| 16. Interface Menu: | Shift+F8 | 做房间钥匙 |
| 17. Ctrl+F8: | Maximum Availability: | 最大可卖房 |

5.1 F1: Help 在线帮助，可跳出当前使用功能的帮助文件；

5.2 Shift+F1: Occ. Graph 简单的酒店出租率表；



- Start Date: 开始日期；
- Room Type: 房间类型；打  表示选中
- Room Class: 酒店区域；
- Grid Lines: 显示格线；
- Percentage: 房间数量与百分比之间的切换；
- Non Deducted: 包括未确认预订；
- Number of Days: 横坐标每格比例；
- Bar. Display: 选择显示数据类型；
 - Total: 所有；
 - Reservations: 预订；
 - Blocks: 团队；
 - Non Picked Up Blocks:
- Search: 查找

5.3 Ctrl+F1: OPERA Help 快捷键说明；

Keys	
Function	Key
Change User	F8
Change User	F8
Clear Field	Ctrl+U
Commit	F10
Control Panel	Shift+F2
Dashboard	Ctrl+F4
Detailed Availability	Ctrl+F2
Display Error	Shift+Ctrl+F1
Floor Plan	Shift+F5

- Change User

➤ Clear Field

➤ Commit

➤ Control Panel

➤ Dashboard

➤ Detailed Availability

➤ Display Error

➤ Floor Plan

➤ Form Help

➤ Function 3

➤ Function 4

➤ Function 5

➤ Function 6

➤ Function 7

➤ Function 8

➤ Function Diary

➤ Group Room Control

➤ House Status

➤ Inquiry

➤ Interface

➤ Max Availability

F8

Ctrl+U

F10

Shift+F2

Ctrl+F4

Ctrl+F2

Shift+Ctrl+F1

Shift+F5

Shift+Ctrl+PageDown

Shift+Ctrl+F3

Shift+Ctrl+F4

Shift+Ctrl+F5

Shift+Ctrl+F6

Shift+Ctrl+F7

Shift+Ctrl+F8

Shift+F9

Ctrl+F5

Shift+F3

Shift+F4

Shift+F8

Ctrl+F8
- Next Block

➤ Next Field

➤ Next Record

➤ Occupancy Graph

➤ Previous Block

➤ Previous Field

➤ Previous Record

➤ Quick Booking

➤ Quick Tack

➤ Rate Info

➤ Reservation

➤ Return

➤ Room Plan

➤ Scroll Down

➤ Scroll Up

➤ Show Keys

➤ Tack Navigator

➤ Telephone

➤ Telephone Operator

➤ Vacant Rooms

Shift+PageDown

Tab

Shift+Down

Shift+F1

Ctrl+PageUp

Shift+Tab

Shift+Up

Shift+F6

F4

F5

F7

Return

Ctrl+F3

PageDown

PageUp

Ctrl+F1

F6

Shift+F7

Ctrl+F7

F3

5.4 Shift+F2: Control Panel

控制面板:

点击 Search:

MCHOL - Control Panel

Start Date23/04/09

Room Class

	Sat. 04/17/04	Sun. 04/18/04	Mon. 04/19/04	Tue. 04/20/04	Wed. 04/21/04	Thu. 04/22/04	Fri. 04/23/04
Total Physical Rooms	353	353	353	353	353	353	353
Out of Order	0	0	0	0	0	0	0
Inventory Rooms	353	353	353	353	353	353	353
Overbooking	0	0	0	0	0	0	0
Sell Limits	353	353	353	353	353	353	353
Deducted Blk. Rooms Not P/V	0	0	0	0	0	0	0
Deducted Block Rooms P/V	106	6	0	0	0	0	0
Total Deducted Rooms	250	46	38	28	28	28	25
Non Deducted Blk. Rms Not P/V	0	0	0	0	0	0	0
Non Deducted Blk. Rooms P/V	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service	19	19	19	18	7	7	7
Available Physical Rooms	103	307	315	324	324	325	328
Maximum Availability	103	307	315	324	324	325	328
Minimum Availability	103	307	315	324	324	325	328
Min. Occupancy %	70.82	13.03	10.76	08.22	08.22	07.93	07.08
Max. Occupancy %	70.82	13.03	10.76	08.22	08.22	07.93	07.08
Total Rooms Reserved	250	46	38	28	28	28	25
Event							
Bar Type							
Adults In-House	283	46	38	28	28	28	25
Children In-House	0	0	0	0	0	0	0
People In-House	283	46	38	28	28	28	25
Arrival Rooms	137	0	1	0	0	0	0
Arrival Persons	137	0	1	0	0	0	0
Departure Rooms	218	204	9	9	0	1	3

Search

Waitlist

Blocks

Det

Close

- | | |
|----------------------------------|-------------------------|
| ➤ Total Physical Rooms: | 实际总房间数; |
| ➤ Out of Order: | 坏房; |
| ➤ Inventory Rooms: | 可出租房 (前两项之差) |
| ➤ Overbooking: | 允许超预订房间数; |
| ➤ Sell Limits: | 整个酒店卖房上限; |
| ➤ Deducted Blk. Rooms Not P/U: | 确认团队锁房未分数; |
| ➤ Deducted Block Rooms P/U: | 确认团队预订已分房间数; |
| ➤ Total Deducted Rooms: | 确认预订房间数 (包括散客和团队) |
| ➤ Non Deducted Blk. Rms Not P/U: | 未确认团队未分预订; |
| ➤ Non Deducted Blk. Rms P/U: | 未确认团队已分预订; |
| ➤ Total Non Deducted Rooms: | 所有没有确认团队用房 (锁房) |
| ➤ Out of Service: | 暂停服务房 (不从可出租房中扣除); |
| ➤ Available Physical Rooms: | 实际剩下可卖房; |
| ➤ Maximum Availability: | 最多剩下可卖房; |
| ➤ Minimum Availability: | 最少剩下可卖房; |
| ➤ Min. Occupancy %: | 最小出租率; 确认预订/实际可卖房; |
| ➤ Max. Occupancy %: | 最大出租率; 所有预订/实际可卖房; |
| ➤ Total Rooms Reserved: | 实际预订总数, 要减掉未分房 (Not PM) |
| ➤ Event: | 重要活动 |
| ➤ Day Type: | 日期类型 |
| ➤ Adults In-House: | 在店成人数; |
| ➤ Children In-House: | 在店客儿童数; |
| ➤ People In-House: | 在店客人数; |
| ➤ Arrival Rooms: | 预抵房间数; |
| ➤ Arrival Persons: | 预抵人数; |
| ➤ Departure Rooms: | 预离房间数; |
| ➤ Departure Persons: | 预离人数; |
| ➤ Day Rooms/Persons: | 日用房数/人数; |
| ➤ Waitlist rooms/Persons: | 候补预订房间数/人数; |

[illegible]

MGHDL - Details on 23/04/09

Reservation Types	CHECKED IN	CC	CO	TA	NON	INN	DP	DR	BC	GC	GT	GP
Room Types	18	0	0	0	0	10	19	0	0	0	2	0
KEEN	0	0	0	0	0	0	0	0	0	0	0	0
TOTS	0	0	0	0	0	0	0	0	0	0	0	0
KEES	0	0	0	0	0	0	0	0	0	0	0	0
XSTN	0	0	0	0	0	0	0	0	0	0	0	0
XVUS	0	0	0	0	0	0	0	0	0	0	0	0
XVUN	0	0	0	0	0	0	0	0	0	0	0	0
XPTS	1	0	0	0	0	0	0	0	0	0	0	0
KNGS	1	0	0	0	0	0	2	0	0	0	0	0
KEEN	1	0	0	0	0	10	0	0	0	0	0	0
XSTS	1	0	0	0	0	0	0	0	0	0	0	0
TOTN	0	0	0	0	0	0	0	0	0	0	0	0
TPTS	2	0	0	0	0	0	0	0	0	0	0	0
TFTN	0	0	0	0	0	0	0	0	0	0	0	0

<<<

>>>

Close

■ Waitlist: 候补预订;

MGHDL - Waitlist

Name

Date

Room Type

Conf No

Rate Code

Market Code

Reasons

Priority

Company

Source

Phone

Agent

Group

VIP

Search

Advanced

Profile

Details

Resv.

Options

Accept Res

Cancel

Close

5.5 Ctrl+F2: Det. Avail

显示每个房型在将来每天的可卖房情况；

MGHDL - Detailed Availability as of 23/04/09

Start Date: 23/04/09

Room Class:

☐ Include Non Deducted

☒ Include Overbooking

☒ Include 000

Search

Date	Total	RC Total	KNGS	KNGN	KEYN	TTWS	TTWN	TEES	KFTS	KEES	KFTN
Thu 23/04/09	245	245	19	15	9	24	-1	4	30	16	16
Fri 24/04/09	275	275	24	15	9	25	11	4	30	16	16
Sat 25/04/09	285	285	24	15	9	30	11	4	30	16	16
Sun 26/04/09	288	288	25	17	9	30	12	4	30	16	15
Mon 27/04/09	293	293	25	17	9	30	12	4	30	16	20
Tue 28/04/09	293	293	25	17	9	30	12	4	30	16	20
Wed 29/04/09	285	285	25	14	9	30	7	4	30	16	20
Thu 30/04/09	274	274	25	12	3	22	19	4	30	15	20
Fri 01/05/09	219	219	15	-16	9	-1	19	4	30	15	20
Sat 02/05/09	263	263	25	-11	9	27	19	4	30	16	20
Sun 03/05/09	292	292	25	18	9	27	19	4	30	16	20
Mon 04/05/09	304	304	25	18	9	30	22	4	30	16	20
Tue 05/05/09	293	293	25	18	9	23	22	4	25	16	20
Wed 06/05/09	285	285	22	18	9	18	22	4	25	16	20

<< < > >>

Zoom In
Blocks
Details
Occupancy
Close

- Start Date: 开始日期；
- Room Class: 酒店区域；
- Include Non Deducted: 打√表示包括不确认的预订（一般为不确认团队）；
- Include Overbooking: 打√表示包含可超额订房间数；不打√为实际房间数，默认为打√；
- Include 000: 打√表示**不包含**严重坏房，默认为打√；
- Total: 整个酒店剩下的可卖房数量；
- RC Total: 该区域剩下的可卖房数量；
- Search: 刷新；
- Details: 预订详情；

MGHDL - Availability on 24/04/09

Availability

Arrivals Day Type Total Hotel Avail.

Departures Event Max. Avail.

Adults Day Use Rooms Persons Min. Avail.

Children Waitlist Rooms Persons House Overbooking

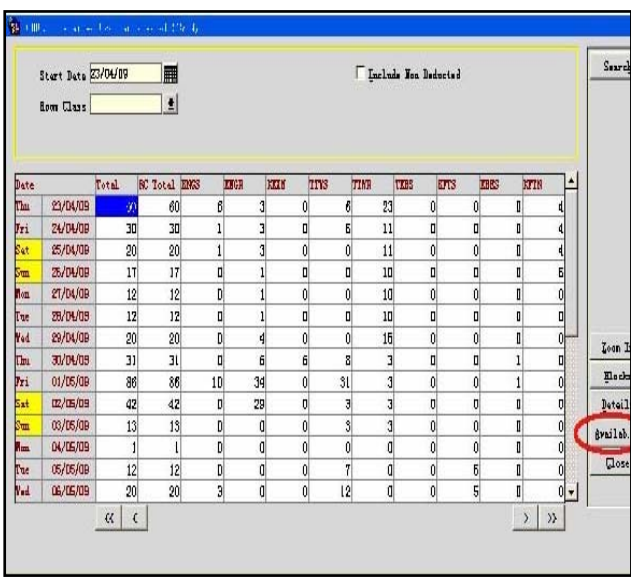
000 Rooms

00S Rooms

Over Bkg Occupancy Close

- Arrivals: 抵店; Day Type: 日历;
- Departures: 离店; Event: 活动, 会议, 宴会;
- Adults: 成人数; Day Use Rooms: 日用房 Persons: 人数
- Children: 儿童数; Waitlist Rooms: 候补预订 Persons: 人数
- OOS Rooms: 轻微坏房; 可用下拉键头查看详细信息;
- OOO Rooms: 严重坏房;
- Total Hotel Avail: 整个酒店可卖房,
- Max. Avail: 最大可卖房;
- Min. Avail: 最小可卖房; 与最大区别在于未确认预订;
- House Obkg.: 酒店总的超预订;

■ Occupancy: 占房情况/ Availability: 汇总信息; 注: 此选项是互相切换的。

[illegible]

- **Block:** 实际现在占房多少间;
- **P/U:** 分了多少间;
- **%:** 分房用掉的占所占房数的百分比;
- **Avail:** 剩余多少间没分;
- **Initial:** 最初占房数;
- **Status:** 团队状态;
- **Block:** 查看团队主信息;
- **Res.:** 查看预订;

■ Zoom In 放大（详细）

MGHDL - Details on 23/04/09													
Reservation Types	CHECKED IN	CC	CO	TA	NOW	INN	DP	DR	BC	GC	GT	GP	
Room Types	18	0	0	0	0	10	19	0	0	0	2	0	0
KEKN	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTS	0	0	0	0	0	0	0	0	0	0	0	0	0
KEES	0	0	0	0	0	0	0	0	0	0	0	0	0
XSTN	0	0	0	0	0	0	0	0	0	0	0	0	0
XVUS	0	0	0	0	0	0	0	0	0	0	0	0	0
XVUN	0	0	0	0	0	0	0	0	0	0	0	0	0
XFTS	1	0	0	0	0	0	0	0	0	0	0	0	0
KNGS	1	0	0	0	0	0	2	0	0	0	0	0	0
KEEN	1	0	0	0	0	10	0	0	0	0	0	0	0
XSTS	1	0	0	0	0	0	0	0	0	0	0	0	0
TOTN	0	0	0	0	0	0	0	0	0	0	0	0	0
TFTS	2	0	0	0	0	0	0	0	0	0	0	0	0
TFTN	0	0	0	0	0	0	0	0	0	0	0	0	0

5.6 F3: Available Room Search

可用房查询，具体房间，只能查询，不能排房；

Date23/04/09

Floor

Days1

Smoking

Room Class

Features

Room Type

☐Incl. Pseudo Rooms

☐Connecting Rooms

FO Status

☐Due Out

☐Checked Out

Room Status

☒Clean☒Inspected

☒Dirty☐Out of Ser...

☐Out of Order

Description1 King Bed Superior Smoking

Room	Room Type	HK Status	FO	Status	Floor	Features	Remarks
0301	KFTS	Clean	VAC		03	AWY, NST, OUT	
0307	TFTS	Clean	VAC		03	AWY, NST, OUT, QUB	
0309	KFTS	Clean	VAC		03	AWY, OUT	
0311	TFTS	Clean	VAC		03	AWY, OUT	
0312	TTWS	Clean	VAC		03	INW, AWY	
0316	KNGS	Clean	VAC		03	INW	
0318	TTWS	Clean	VAC		03	INW	
0321	TFTS	Clean	VAC		03	OUT	
0322	TTWS	Clean	VAC		03	NER, INW	
0323	KFTS	Clean	VAC		03	NER, OUT	
0325	XVUS	Clean	VAC		03	NER, VIN, BAH, FRW	
0326	TTWS	Clean	VAC		03	INW, NER, WFW	

- Date: 日期;

■ Days: 天数;

■ Room Class: 酒店区域;

■ Room Type: 房间类型;

■ Floor: 楼层;

■ Smoking: 吸烟房;

■ Features : 房间特点;

■ ☐ Incl. Pseudo Rooms: 包括假房
- Due Out: 预离;

■ Checked Out: 已退房;

■ Connection Rooms: 连通房

■ Clean Rooms: 干净房;

■ Dirty Rooms: 脏房;

■ Out of Order: 严重坏房

■ Inspected: 已检查

■ Out of Service: 轻微坏房;

5.7 Shift+F3: House Status 房间状态;

MGHDL - House Status - 23/04/09

Room Summary

Total Physical Rooms

Out of Order

Total Rooms to Sell

Out of Service

Activity

	Room	Persons	VIP
Stayovers	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Departures Expected	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Departures Actual	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Arrivals Expected	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Arrivals Actual	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Extended Stays	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Early Departures	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Day Use Rooms	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Walk Ins	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>

Room Class

Date

Complimentary and House Use

	Room	Persons	VIP
Complimentary Arrivals	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Stayovers	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Departures	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
House Use Arrivals	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Stayovers	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>
Departures	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/>	<input type="text"/>

End of Day Projection

Min. Available Tonight

Max. Occupied Tonight

Max. % Occupied Tonight

Blocks not Picked Up

Individuals

Groups & Blocks

Room Revenue

Room Revenue Avg.

Housekeeping Room Status

	Vacant	Occupied
Inspected	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/> <input type="button" value="↓"/>
Clean	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/> <input type="button" value="↓"/>
Dirty	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/> <input type="button" value="↓"/>
Out of Order	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/> <input type="button" value="↓"/>
Out of Service	<input type="text"/> <input type="button" value="↓"/>	<input type="text"/> <input type="button" value="↓"/>

- Room Summary:
 - Total Hotel Rooms: 总房数;
 - Out of Order: 严重坏房; 按下拉键可查看详细信息;
 - Total Rooms to Sell: 可卖房数;
 - Out of Service: 轻微坏房;
- Activity: 总台进出情况;
 - Stayovers: 过夜房; 注: 不是今天到也不是今天走;
 - Departures Expected: 实际预离;
 - Departures Actual: 实际离开;
 - Arrivals Expected: 实际预抵;
 - Arrivals Actual: 实际到店;
 - Extended Stays: 续住;
 - Early Departures: 提前离店;
 - Day Rooms: 日用房, 当天来, 当天走;
 - Walk Ins: 上门散客;
- Complimentary and House Use: 免费和内部使用
 - Complimentary Arrivals: 免费使用抵店
 - Stayovers: 过夜房
 - Departures: 离店
 - House Use Arrivals: 内部使用抵店

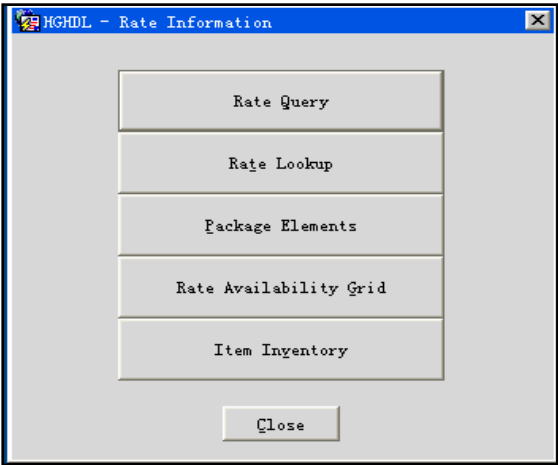
Ctrl+F4:Dashboard 导航盘

[illegible]

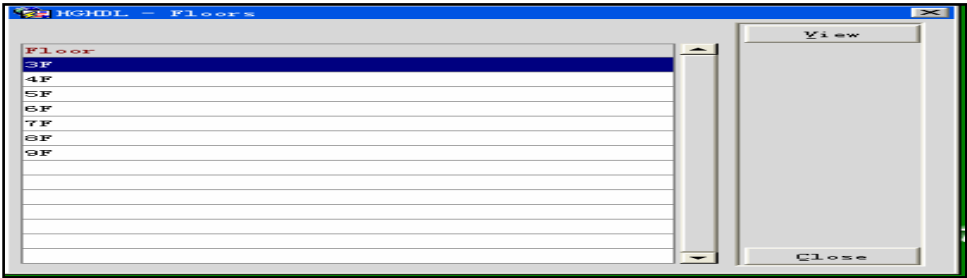
- **Searching option:**
 - Searching by: Room Number / Name / Confirmation Number /Advanced column
 - Reports option
 - Housekeeping function
- **Reservation option:**
 - Cancel reservation
 - Change reservation
 - Check in the guest
 - Reservation option
- **New Reservation**
- **Cashiering Option**
 - Balance showed
 - Payment showed
 - View charge function
- **Calendar**

5.10 F5: Rate Query 价格查询。

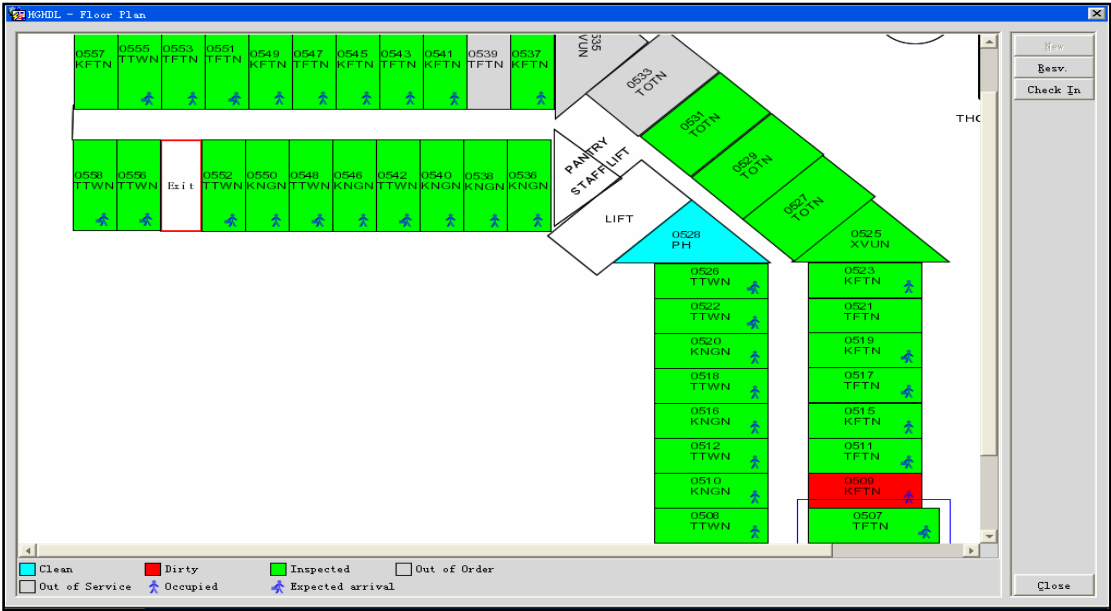
- Rate Query:
价格列表，可用于新建预订；
- Rates By Room Number/Type:
查询价格；
- Package Elements:
包价查询；
- Rate Availability Grid:
价格有效期查询；
- Item Inventory:
单项明细



5.11 Shift+F5: Floor Plan 楼层图。



- 选择要查看的楼层，View 查看



- Clean: 干净房
- Dirty: 脏房
- Inspected: 已检查过的房间
- Out of Order: 坏房
- Out of Service: 暂停服务房
- Occupied: 在住房
- Expected arrival: 预抵房间

5.12 F7: New Resv. 新建散客预订

5.13 Shift+F7: Telephone Book 系统黄页；

- Category: 大类；
- Remarks: 备注；
- New: 新建；根据当前鼠标所在位置新建大类或明细；
- Print: 打印，选中一个大类，打印该大类下所有详细信息；
- Edit: 编辑；
- Preview: 预览；
- Partial Name Search: 明细查询；可用‘%’；
- Category Search: 大类查询。

5.14 Ctrl+F7: Telephone OPERator 总机查询功能； 点击 Search:

- All Guests: 显示所有客人；
- Arrivals: 预抵客人；
- Stay overs: 住店客人；
- Departures: 离店客人；
- T. OPERator: 总机房查询用；
- Include No Shows: 包含该到未到客人；
- Include Check Outs: 包含已退房客人；

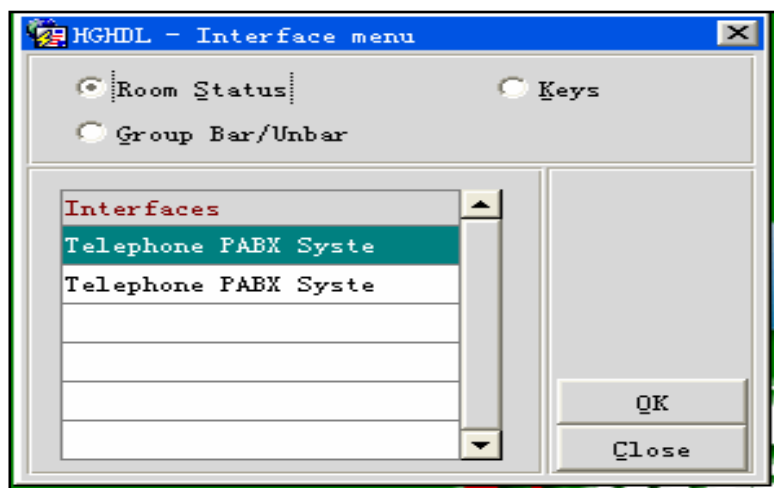
5.15 F8: Logout 用户切换。



切换到登录状态，用于操作员切换。

5.16 Shift+F8: IFC Menu 与其它系统连接的程序（接口程序）

- Room Status:
房间状态;
- Group Bar/Unbar:
分类选项/删除选项
- Keys:
钥匙接口



➤ Room Status:



➤ Group Bar/Unbar:

X	Block Code	Block Name
	Q18	Qian Dao Hu Travel
	Y18	Fu Pin Ban Chun An Xian
	A18	Hai Wai Zhejiang Travel Co
	W18	Qing Nian Qian Dao Hu Travel

➤ Keys

Room	Name	Arrival	Departure
0755	Chen, Qiujia	18/08/09	19/08/09
0508	Li, Shaofan	17/08/09	19/08/09
9232	FF-Holding Account	11/08/09	18/08/09
0553	Yang, Zhe	18/08/09	20/08/09
0455	Yang, Yu	18/08/09	20/08/09
0541	Zhang, Liang	17/08/09	19/08/09
0547	Shao, Feng	17/08/09	19/08/09
9001	Qian Dao Hu Travel	17/08/09	18/08/09
0405	Shi, Jing	17/08/09	19/08/09
0407	Huang, Zhi Jun	17/08/09	19/08/09
9808	Zhang, Michelle	18/08/09	18/08/09
9206	FF-Income Auditor Adjustme	18/08/09	18/08/09

- Duplicate: 复制，重复。

5.17 Ctrl+F8: Maximum Availability

一段时间内最多可卖房数；
点击 Search 选择

Room Type	Hotel Availability	Maximum Availability	Minimum Availability (Tentative)
BST	-17	-17	-17
EDT	-1	-1	-1
ESS	17	17	17
EDK	4	4	4
EEK	19	19	19
ESX	6	6	6
EDX	7	7	7
EEK	2	2	2
LST	11	11	11
LSS	6	6	6

RC Total: 65 65 65 65
Total: 65 65 65 65

Start Date: 12/18/04 Days: 1

Room Class: [dropdown]

☒ Include Overbooking

Search Close

第六章 Front Desk 前台

- 1. Arrivals.....入住
- 2. In House Gusts.....在店客人查询
- 3. Accounts.....酒店 PM（假房）帐号
- 4. Room Assignment.....锁房(分房)
- 5. Message.....客人留言
- 6. Trace.....内部留言

6.1 排房功能 Room Assignment

Front Desk→Room Assignment

Date23/04/09

Name

Room Type

Group

Features

Res. Type

Room Class

Block

Specials

Smoking

VIP

Company

Source

Features

Groupaaaaaaaaaaaa

Agent

Preferred Room

Specials

HK Status	Room Type	Room	Name	Alt. Name	ETA	Rms	Departure	Adult	Child
	PM		aaaaaaaaaaaaaa		00:00	1	30/04/09	0	0
	TTWN		aaaaaaaaaaaaaa 2, aa		00:00	1	30/04/09	1	0
	TTWN		aaaaaaaaaaaaaa 3, aa		00:00	1	30/04/09	2	0
	PM		Ctrip Travel Group1		00:00	1	25/04/09	0	0
	KEXS		Ctrip Travel Group1 4,		00:00	1	25/04/09	1	0
	KEXS		Ctrip Travel Group1 6,		00:00	1	25/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0

Assign

UnAssign

Auto

Profile

Resv.

Check In

Close

→输筛选项查找符合要求的记录:

- Date: 日期;

■ Name: 姓名;

■ Room Type: 房间类型;

■ Group: 团队名;

■ Room Features: 房间特色;

■ Res. Type: 预订类型

🚩 Auto: 电脑自动选房，一般用于团队。

🚩 Advanced;: 高级
- Room Class:

■ Block: 锁房代码;

■ Specials: 特殊要求;

■ Smoking: 是否吸烟房;

■ VIP: 贵宾等级;

■ Advanced; 高级

Rate Code	<input type="text"/>	ETA From	<input type="text"/>	Market Code	<input type="text"/>
Company	<input type="text"/>	ETA To	<input type="text"/>	Length of Stay	<input type="text"/>
Agent	<input type="text"/>	Party	<input type="text"/>	Incl. Assigned Res.	<input type="checkbox"/>

- Rate Code: 价格代码;
- Company: 公司;
- Agent: 旅行社;
- ETA From: 到店日期从;
- ETA Time To: 到店日期至;
- Party: 散客小团体代码;
- Market Code: 市场代码;
- Length of Stay: 在店天数;
- Incl. Blocked Res.: 打√表示显示包含已排过房的预订;

6.1.1 手工排房

→选中要排房的记录

→Assign: 排房; **注:** 也可通过 Assign 来换房; (弹出“Room Assign”界面)

MGHDL - Room Assignment

Date	23/04/09	Floor	<input type="text"/>	FO Status	<input type="checkbox"/> Due Out	Room Status	<input type="checkbox"/> Clean	<input checked="" type="checkbox"/> Inspected
Days	2	Smoking	<input type="text"/>	<input type="checkbox"/> Checked Out	<input type="checkbox"/> Dirty	<input type="checkbox"/> Out of Ser...	<input type="checkbox"/> Out of Order	
Room Class	<input type="text"/>	Features	<input type="text"/>	<input type="checkbox"/> Connecting Rooms				
Room Type	KEYS							

Description: 1 King Bed Executive Superior Smoking

Room	Room Type	HK Status	FO	Status	Floor	Features	Remarks
0812	KEYS	Inspected	VAC	CANCELLED	08	INW, AWY	
0818	KEYS	Inspected	VAC	CANCELLED	08	INW	
0822	KEYS	Inspected	VAC		08	NER, INW	
0838	KEYS	Inspected	VAC		08	NER, INW	
0842	KEYS	Inspected	VAC		08	INW	
0846	KEYS	Inspected	VAC		08	INW	
0850	KEYS	Inspected	VAC		08	AWY, NST, INW	

OK Close

→选择房间(选择“Inspected”)→OK

6.1.2 取消排房

Front Desk→Room Assignment→选择要取消的记录（已排房）
→Un Assign: 取消排房;

Search filters: Date 23/04/09, Group, Block, Name, Features, Res. Type, Room Class, Room Type, Specials, Smoking, VIP, Rate Code, ETA From, Market Code, Company, ETA To, Length of Stay, Agent, Party, Incl. Assigned Res. ☒

HK Status	Room Type	Room	Name	Alt. Name	ETA	Rms	Departure	Adult	Child
	PM		aaaaaaaaaaaaaaaa		00:00	1	30/04/09	0	0
	TTWN		aaaaaaaaaaaaaaaa 2, aa		00:00	1	30/04/09	1	0
	TTWN		aaaaaaaaaaaaaaaa 3, aa		00:00	1	30/04/09	2	0
	PM		Ctrip Travel Group1		00:00	1	25/04/09	0	0
Inspected	KEXS	0850	Ctrip Travel Group1 4,		00:00	1	25/04/09	1	0
	KEXS		Ctrip Travel Group1 6,		00:00	1	25/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0

Buttons: Assign, UnAssign, Auto, Profile, Resv., Check In, Close

6.1.3 自动排房

Front Desk→Room Assignment→选择要排房的记录（可通过筛选条件选择）

Search filters: Date 23/04/09, Group, Block, Name, Features, Res. Type, Room Class, Room Type, Specials, Smoking, VIP, Company, Source, Features, Group, Agent, Preferred Room, Specials

HK Status	Room Type	Room	Name	Alt. Name	ETA	Rms	Departure	Adult	Child
	PM		aaaaaaaaaaaaaaaa		00:00	1	30/04/09	0	0
	TTWN		aaaaaaaaaaaaaaaa 2, aa		00:00	1	30/04/09	1	0
	TTWN		aaaaaaaaaaaaaaaa 3, aa		00:00	1	30/04/09	2	0
	PM		Ctrip Travel Group1		00:00	1	25/04/09	0	0
	KEXS		Ctrip Travel Group1 4,		00:00	1	25/04/09	1	0
	KEXS		Ctrip Travel Group1 6,		00:00	1	25/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0
	KEEN		dddd, bbbb		00:00	1	24/04/09	1	0

Buttons: Assign, UnAssign, Auto, Profile, Resv., Check In, Close

→Auto: 自动排房;

HGHDL - Automatic Room Assignment

Type: ☒ Assign ☐ Unassign

Guests: Arrival Date: 23/04/09, Room Type: , ETA From: , To:

Rooms: Features: , Smoking: , Floor: , Start from Room: , Room Class:

Dirty Rooms: ☐ Dirty Rooms
Clean Rooms: ☐ Clean Rooms
Inspected Rooms: ☒ Inspected Rooms
Include Due Out Rooms: ☐ Include Due Out Rooms
Include Out of Service Rooms: ☐ Include Out of Service Rooms
Use Associated Preferences: ☒ Use Associated Preferences

Status:

Start Close

- Assign: 排房;
 - Unassign: 取消排房;
注: 将取消所有当天符合条件的已排房(一般不用);
 - Arrival Date: 到店日期;
 - Room Type: 房间类型;
 - Features: 特点;
 - Smoking: 是否吸烟房;
 - Floor: 楼层;
 - Start from Room: 开始房间;
 - Room Class:
 - Dirty Rooms: 脏房;
 - Clean Rooms: 干净房;
 - Inspected Rooms: 已检查房
 - Include Due Out Rooms: 包括预离房;
 - Include Out of Service Rooms: 包括暂停服务房;
 - Use Associated Preferences:
- Start: 排房;

HGHDL - Automatic Room Assignment

Type: ☒ Assign ☐ Unassign

Guests: Arrival Date: 23/04/09, Room Type: KEEN, ETA From: , To:

Rooms: Features: , Smoking: , Floor: , Start from Room: , Room Class:

Dirty Rooms: ☐ Dirty Rooms
Clean Rooms: ☐ Clean Rooms
Inspected Rooms: ☒ Inspected Rooms
Include Due Out Rooms: ☐ Include Due Out Rooms
Include Out of Service Rooms: ☐ Include Out of Service Rooms
Use Associated Preferences: ☒ Use Associated Preferences

Status: dddd - 0951
dddd - 0953
dddd - 0907
dddd - 0909
dddd - 0917
dddd - 0919
10 assigned, 0 unassigned

Start Close

→Close: 关闭→完成。如图所示

MGHDL - Room Assignment - Confirmation No. 27871

Date: 23/04/09
Name:
Room Type: KEEN
Group:
Features:
Res. Type:
Room Class:
Block:
Specials:
Smoking:
VIP:
Rate Code:
Company:
Agent:
ETA From:
ETA To:
Party:
Market Code:
Length of Stay:
Incl. Assigned Res. ☒

HK Status	Room Type	Room	Name	Alt. Name	ETA	Rms	Departure	Adult	Child
Inspected	KEEN	0943	dddd, bbbb		00:00	1	24/04/09	1	0
Inspected	KEEN	0941	dddd, bbbb		00:00	1	24/04/09	1	0
Inspected	KEEN	0947	dddd, bbbb		00:00	1	24/04/09	1	0
Inspected	KEEN	0949	dddd, bbbb		00:00	1	24/04/09	1	0
Inspected	KEEN	0919	dddd, bbbb		00:00	1	24/04/09	1	0
Inspected	KEEN	0953	dddd, bbbb		00:00	1	24/04/09	1	0
Inspected	KEEN	0907	dddd, bbbb		00:00	1	24/04/09	1	0
Inspected	KEEN	0909	dddd, bbbb		00:00	1	24/04/09	1	0
Inspected	KEEN	0917	dddd, bbbb		00:00	1	24/04/09	1	0
Inspected	KEEN	0951	dddd, bbbb		00:00	1	24/04/09	1	0

Accompany: ☐ No Post: ☐

Search
Advanced
Assign
UnAssign
Auto
Profile
Resv.
Check In
Close

6.1.4 团队自动排房

Reservations→Blocks→选择要进行排房的团队→Edit

→Resv. →GroupOption→Room Assign: 自动排房

MGHDL - Automatic Room Assignment for WTS

Type: ☒ Assign ☐ Unassign

Guests
Arrival Date: 23/04/09
Room Type:
ETA From:
To:
All Dates: ☐

Rooms
Features:
Smoking:
Floor:
Start from Room:
Room Class:
Dirty Rooms: ☐
Clean Rooms: ☐
Inspected Rooms: ☒
Include Due Out Rooms: ☐
Include Out of Service Rooms: ☐
Use Associated Preferences: ☒

Status

Start
Close

→输入排房条件→Save→Close.

注: Room Assign 中的 Unassign 只取消该团队的所有已排房间。

6.2 前台入住

6.2.1 预订散客入住 Front Desk→Arrivals

MGHDL - Arrivals - Confirmation No. 28371

Name	First Name	CRS No
Company	Corp. No.	Conf/Cxl No.
Group	Block	Mem. Type / No.
Source	Arrival From 23/04/09	Arrival To 23/04/09
Agent	IATA No.	Party

Name	Alt. Name	Room	Room Type	Arrival	Departure	Rms	Prs	Status
Ctrip Travel Group1			PM	23/04/09	25/04/09	1	0/0	GC
Ctrip Travel Group1		0850	KEXS	23/04/09	25/04/09	1	1/0	GC
Ctrip Travel Group1			KEXS	23/04/09	25/04/09	1	1/0	GC
dddd, bbbb		0943	KEEN	23/04/09	24/04/09	1	1/0	NON
dddd, bbbb		0941	KEEN	23/04/09	24/04/09	1	1/0	NON
dddd, bbbb		0947	KEEN	23/04/09	24/04/09	1	1/0	NON
dddd, bbbb		0949	KEEN	23/04/09	24/04/09	1	1/0	NON
dddd, bbbb		0919	KEEN	23/04/09	24/04/09	1	1/0	NON
dddd, bbbb		0953	KEEN	23/04/09	24/04/09	1	1/0	NON
dddd, bbbb		0907	KEEN	23/04/09	24/04/09	1	1/0	NON
dddd, bbbb		0909	KEEN	23/04/09	24/04/09	1	1/0	NON

Search
Advanced
Clear
Walk In
Check In
Cancel
Reg. Card
Profile
Options
Edit
Close

→输入筛选项进行选择→Search→选择要入住的记录

Advanced

MGHDL - Arrivals - Confirmation No. 28371

Name	First Name	CRS No
Company	Corp. No.	Conf/Cxl No.
Group	Block	Mem. Type / No.
Source	Arrival From 23/04/09	Arrival To 23/04/09
Agent	IATA No.	Party

Advanced Search

Room Type	ETA	Created
Stay On	From	On
Room No.	To	By
Market Code	Rate	Search Type
Res. Type	From	<input type="radio"/> General <input type="radio"/> Checked In
Source Code	To	<input type="radio"/> Day Use <input type="radio"/> Complimentary
Rate Code	Deposit	<input type="radio"/> Waitlist <input type="radio"/> All Reservat...
Country	Date	<input type="checkbox"/> Mass Cancellation
City	From	<input type="checkbox"/> Partial String Match
Custom Ref.	To	<input type="checkbox"/> Partial Condition Match
Conf. Letter	VIP	
Credit Card #	Room Class	

Walk In
Check In
Cancel
Reg. Card
Profile
Options
Edit
Close

6.2.1.1 直接入住

Check In: 入住；如未排房，出现排房界面。如排房了直接 Check In。

MGHDL - Payment Method

Name: Ctrip Travel Group1 8, uyiyuiyu

Room: 0812

Method Of Payment:

Credit Card No.:

Expiration Date:

Available Rooms

0818, 0822, 0838, 0842, 0846

OK Close

- Room: 房号；系统自动显示一个当前可用房，下面蓝色显示其它可选房，可直接输入这些房号，也可用下拉键头选择其它符合条件的房间；
- Method Of Payment: 付款方式； **必填项**
- Credit Card No.: 信用卡号；
- Expiration Date: 信用卡有效期；

→OK;

✚ Check In: 电脑会自动选择房号，并于下方给出另外 5 间可供选择的房号。

6.2.1.2 编辑查看后入住

Edit: 打开预订；

MGHDL - Reservation 28879 DUE IN

Name: dfsfbs 10

First Name: 403

Address:

City:

Zip/State:

Country: CN

Lang: E

Agent:

Company:

Group: dfsfbs

Source:

Arrival: 23/04/09 Thursday

Nights: 1

Departure: 24/04/09 Friday

Adults: 1 Child: 0

No. of Rms: 1

Room Type: TTWN

Room: 0626

Rate Code: NURALE

Rate: 0.00

Package: CNY

Block Code: D01

ETA:

C/O Time:

Res. Type: INN

Market: D

Source: IW

Origin:

Payment:

Credit Card No.:

Exp. Date:

CC Holder:

Booker Name:

Booker Details:

No Post: ☒ Send Confirmation: ☐

Print Rate: ☒ Video C/Out?: ☐

CRS No.:

Disc. Amt.:

Reason:

Specials:

Comments:

Item Inv.:

Extra 1:

Extra 2 / 3:

Folio Balance: 0.00

Approval Amt.:

Approval Code:

No Post

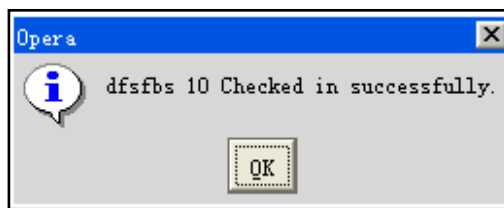
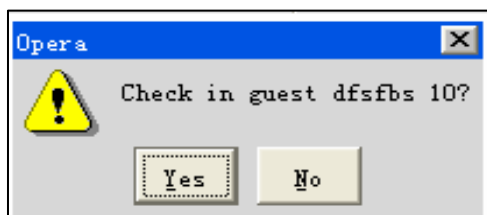
0626, 0648

Created By: DARYAO On: 23/04/09 Updated By: DARYAO On: 23/04/09

Save OK

Options Close

鼠标单击 Room 旁边的下拉框，自动排房，左下角出现其它可用房→OK



→Yes

→OK

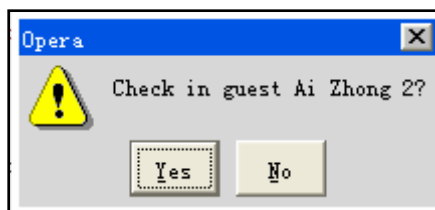
6.2.2 上门散客入住 Front Desk→Arrivals→Walk In

6.2.2.1 确认没有预订

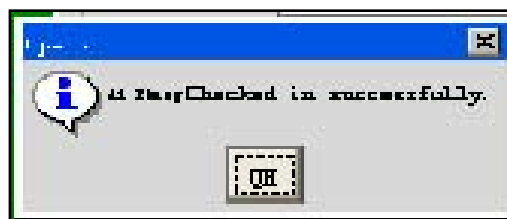
询问客人是否有预订，确定没有预订情况下→Front Desk→Arrivals

Arrivals→输入宾客姓名→没有档案则新建，有档案选中→选择价格代码→OK→Resv. 进入预订操作→选择房间、输入客人资料(操作与散客预订相同)

→OK



→Yes



→记录预订号

注：Walk In 操作一定要一次性完成，分次完成将变成一个 Check In 客人。

6.2.2.2 不确认是否有预订

询问客人是否有预订，在不确认情况下→Front Desk→Arrivals→输入客人姓名进行查询→有预订，则进行预订客人入住。没有出现预订未找到

➤ Reservation not found, what would you like to

预定未找到，是否做上门散客入住

➤ Search other Dates

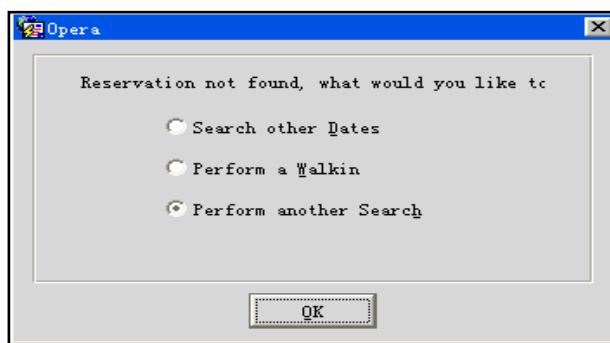
查询其它到店日期

➤ Perform a Walk in

执行 walk in

➤ Perform another Search

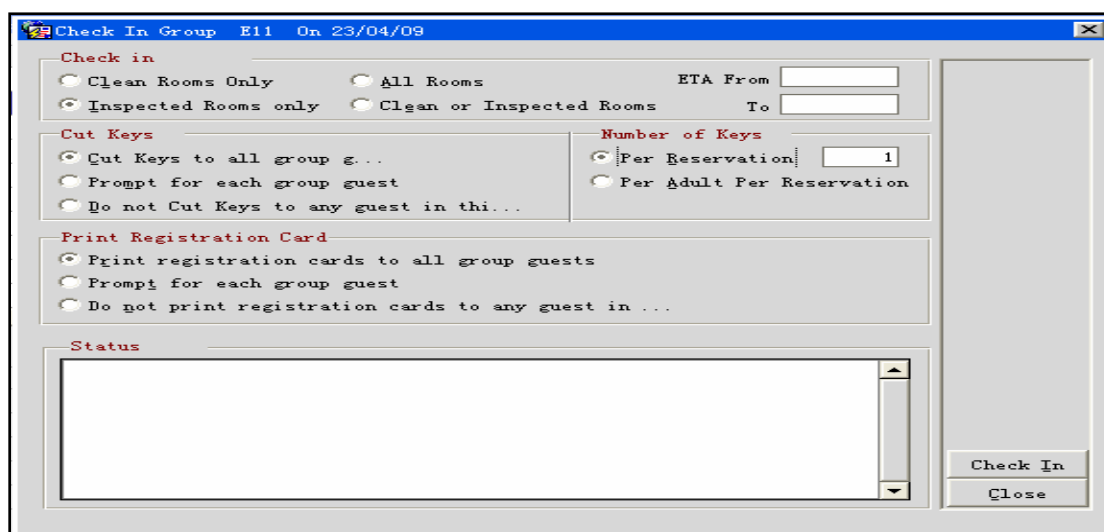
执行其他搜索



→选择“Perform a Walk in”→OK→按 6.2.2.1 上门散客入住操作。

6.2.3 团队入住

Reservations→Blocks→选择要入住的团队→Edit→Resv.→Group Option→Check In Group: 团队入住;



Check In

- Clean Rooms Only: 只是干净房;
- All Rooms: 所有房间;
- Inspected Rooms only: 只是已检查的房间。
- Clean or Inspected Rooms: 干净房和已检查的房间。

Cut Keys

- Cut keys to all group guests: 所有客人做钥匙;
- Prompt for each group guest: 每个客人都提示;
- Do not print keys to any guest in this group: 所有该团队客人都不做钥匙;

Number of Keys

- Per Reservation ☐: 每个预订的房卡数量
- Per Adult Per Reservation: 每个预订的成人来做房卡。



Print Registration Card

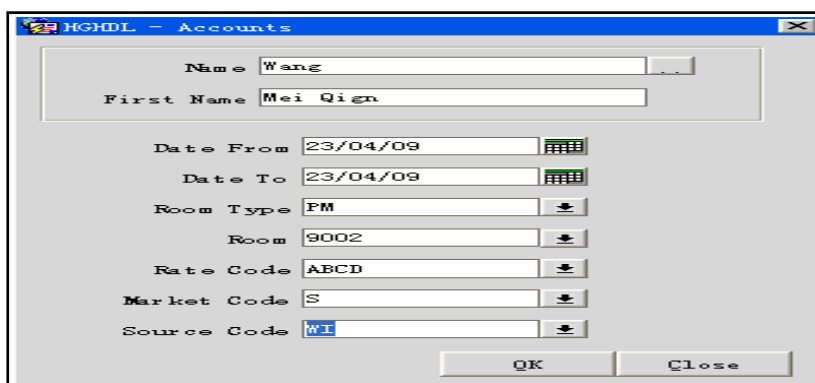
- Print registration cards to all group guests: 打印所有客人登记表;
- Prompt for each group guest: 每个客人都提示;
- Don not print registration cards to any guest in this group: 不打印;

→Check In→Close.

6.2.4 假房入住 Accounts

Front Desk→Accounts: 假房入住;

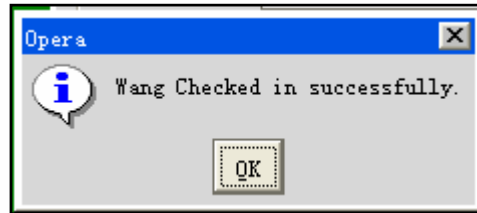
-  客人在酒店消费, 但不在酒店住宿, 客人要求打印帐单, 可从此做假房。
-  Accounts 的另外一种用途: 客人在外不能及时回酒店办退房, 但要求先把帐单准备好, 此时可做PF, 将客人原有房间的帐目转到PF上, 再将原房间退掉。



➤ Room Type (PF):

- PM —Posting Master
- PF —Permanent Folio
- PQ —Banquet Event Posting
- PY —House Use

- Name: 名字; 必须在 Profile 中 Search;
- First Name: 姓;
- Date From: 开始日期;
- Date To : 结束日期;
- Room Type: 房间类型; PM/PF;
- Room: 房号;
- Rate Code: 房价代码
- Marked Code: 市场代码;
- Source Code: 客源代码;



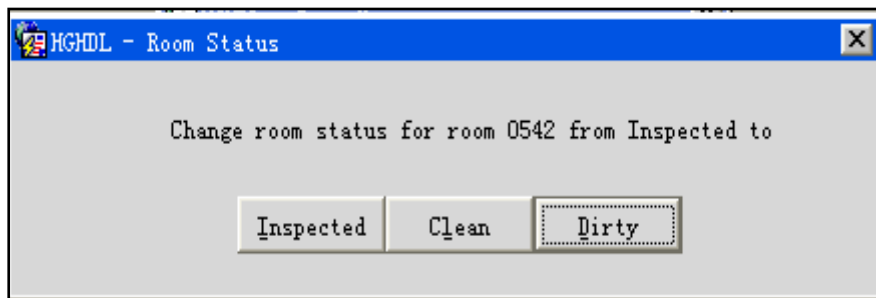
→OK **注**: 要求夜审在做 PF () 假房入住时, 将预定中的价格代码设置为 NR。

6.2.5 入住后换房

打开预订→Option→Room Move



可通过下拉键头选取同类其它房间; **注**: 如果选择其它类型房间, 系统做为免费升级; →OK。



将房间状态改为已检查房/ 干净房/脏房? Inspected\Clean\Dirty。

6.3 在店客人查询

Front Desk→In-House Guest

[illegible]

- Room No.: 房号;
 - Name: 姓名;
 - Company: 公司;
 - Group: 团队;
 - Source: 来源, 销售员;
 - Advanced: 高级
 - First Name: 姓名, 英文名;
 - Agent: 旅行社;
 - Block: 团队;
 - Party: 散客小团体;
 - Advanced: 高级;

MGMOL - In House Guests			
Room No.			
Name	First Name	CRS No.	
Company	Corp. No.	Conf. No.	
Group	Block	Mem. Type / No.	
Source	Arrival From	Arrival To	
Agent	IATA No.	Party	

Advanced Search		ETA		Search Type	
Room Type		From		<input type="radio"/> General	<input type="radio"/> Complimentary
Stay On		To		<input type="radio"/> Day Use	<input type="radio"/> Checked Out
Market Code				<input type="radio"/> Dye Out	
Source Code		From		<input type="checkbox"/> Partial String Match	
Rate Code		To		<input type="checkbox"/> Partial Condition Match	
Country					
City		From			
Custom Ref.		To			
Room Class		Created			
VIP		On			
		By			
Credit Card #					

Search
Advanced
Clear
New
Check In
Cancel
Profile
Options
Edit
Close

- Arrival Date From/To:到店日期;
- Departure Date From/To:离店日期;
- Country: 国家;
- Room Type: 房间类型;
- VIP Status: 贵宾等级;
- Market Code: 市场代码;
- Arrival Time From/To: 到店时间
- Member No.: 会员号;
- City: 城市
- Res. Type: 预订类型;
- Source Code: 客源代码;
- Rate Code: 价格代码;
- Conf No.: 预订号;
- General: 普通;
- Day Use: 日用房;
- Checked Out: 已退房;
- Due Out: 预离房;
- Complimentary: 免费房;

6.4 取消入住

Front Desk→In House Guests→选择要取消的记录

Name	Alt. Name	Room	Room Type	Arrival	Departure	Rms	Frs	Status
Ai Zhong 10, Song		0546	KNGN	22/04/09	23/04/09	12/0		DUE OUT
Alice 2, Alice 23		0540	KNGN	22/04/09	23/04/09	11/0		DUE OUT
aaaaaaaaaaaaa		9001	FM	23/04/09	30/04/09	10/0		CHECKED IN
aaaaaaaaaaaaa 2,		0611	TFTN	23/04/09	30/04/09	11/0		CHECKED IN
aaaaaaaaaaaaa 3,		0615	KFTN	23/04/09	30/04/09	12/0		CHECKED IN
Ai Zhong 2, Song		0531	TOTN	23/04/09	24/04/09	11/0		WALKIN
dddd, bbbb		0943	KEEN	23/04/09	24/04/09	11/0		CHECKED IN

→Cancel C/I→是否要取消入住→Yes. 注：只能取消当天入住，且没有费用发生的记录。

(Do you want to block room?是否要保留房号) 当客人有消费后便不可取消入住。

6.5 批量留言 Messages

6.5.1 新建批量留言 Front Desk→Messages

X	Date	Time	Name	Alt. Name	Received Date	Printed Date	Entered By
	10/08/09	14:59	dddd, bbbb				BARYAO
	10/08/09	14:57	dddd, bbbb				BARYAO
	10/08/09	12:22	Ai Zhong Z, Song				BARYAO

■ Received: 已收到;

■ Print: 打印留言;

→New。

X	Name	Alt. Name	Room	Arrival	Departure	Status	Company	Group
	chen, lingyu		0911	23/04/09	24/04/09	CHECKED IN		
	Michael Ma		9044	22/04/09	23/04/09	DUE OUT		M22
	Michael Ma 2, Face		0658	22/04/09	23/04/09	DUE OUT		M22
	Michael Ma 3, Face		0612	22/04/09	23/04/09	DUE OUT		M22
	Michael Ma 4, Face		0618	22/04/09	23/04/09	DUE OUT		M22
	Michael Ma 5, Face		0552	22/04/09	23/04/09	DUE OUT		M22
	Michael Ma 6, Face		0552	22/04/09	23/04/09	DUE OUT		M22
	Michael Ma 7, Face		0556	22/04/09	23/04/09	DUE OUT		M22
	Michael Ma 7, Face		0556	22/04/09	23/04/09	DUE OUT		M22

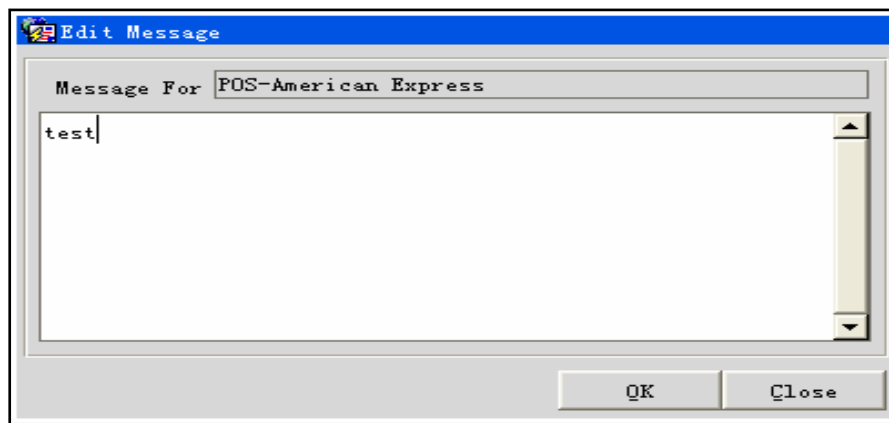
→选择需要留言的对象→OK。

Name	Alt. Name	Room	Arrival	Departure	Status
chen, lingyu		0911	23/04/09	24/04/09	CHECKED IN
Michael Ma		9044	22/04/09	23/04/09	DUE OUT
Michael Ma 2, Face		0658	22/04/09	23/04/09	DUE OUT
Michael Ma 3, Face		0612	22/04/09	23/04/09	DUE OUT
Michael Ma 4, Face		0618	22/04/09	23/04/09	DUE OUT
Michael Ma 5, Face		0552	22/04/09	23/04/09	DUE OUT

→输入留言的内容

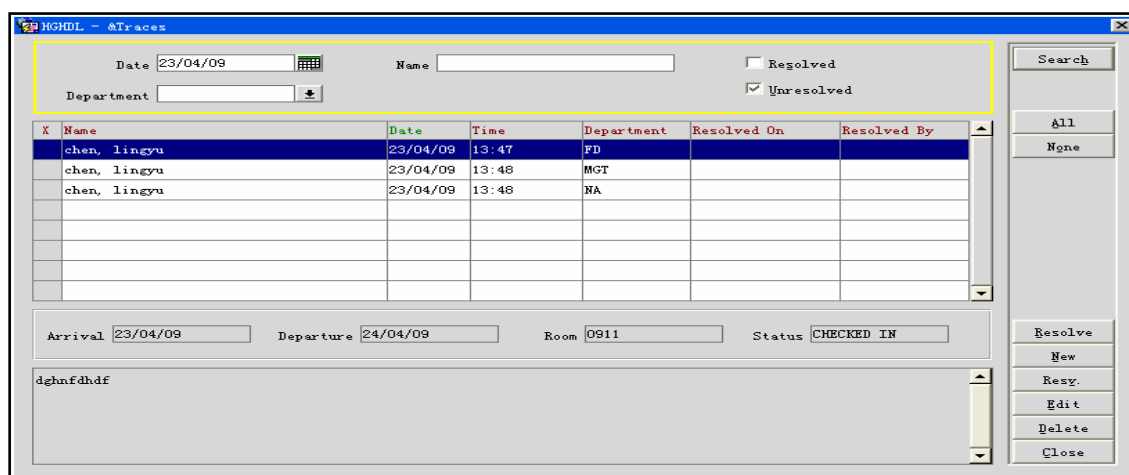
6.5.2 Display Messages: 查看留言;

→ 点击 “Messages” → 选择查看的对象 → 点击 “Edit”。如图



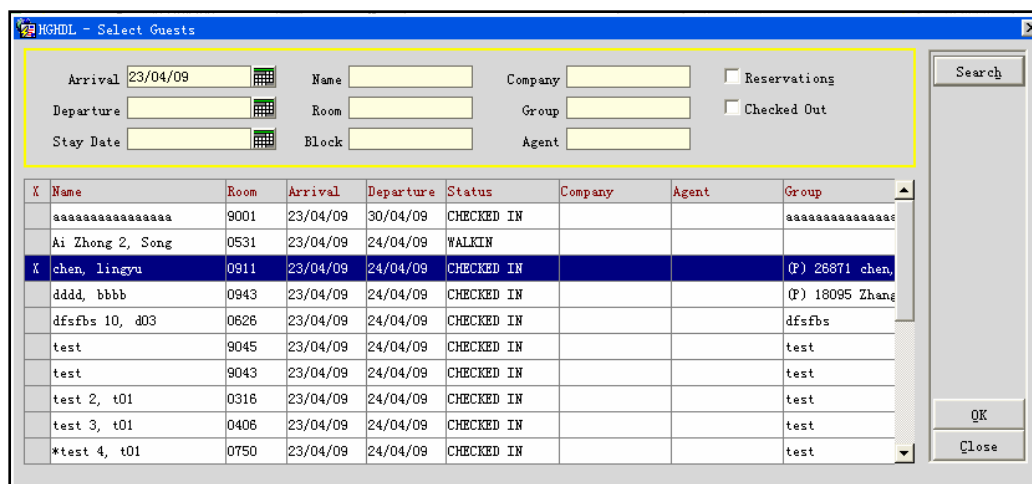
6.6 内部留言 Trace

6.6.1 新建内部留言 Front Desk → Trace



■ Resolved: 已解决的留言;

→ New.



→选择需要留言的对象→OK。

Name	Room No.	Arrival	Departure	Status
chen, lingyu	0911	23/04/09	24/04/09	CHECKED IN

From Date: 23/04/09 To Date: 23/04/09 Time: 17:13
Dept Code: FD
Trace Text: test

Search
Save
OK
Close

→Department: 留言部门→输入留言内容→Save

6.6.2 查看内部留言

→点击“Traces”→选择查看的对象→点击“Edit”。如图

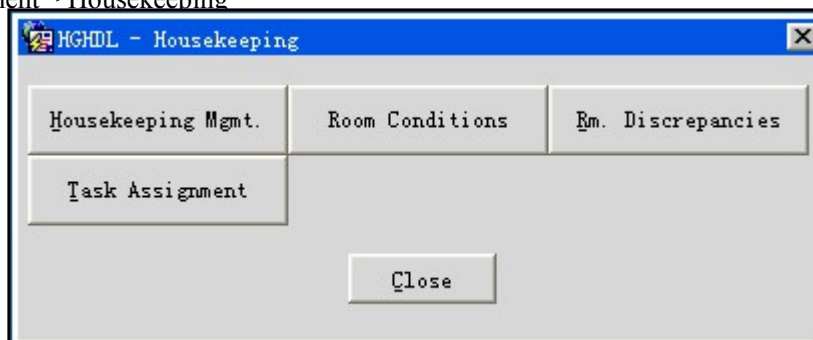
Date: 23/04/09 Entered On: 10/08/09
Time: 13:47 Entered By: BARYAO
Department: FD Front Desk
Text: test

OK Close

第七章 HOUSEKEEPING 客房部

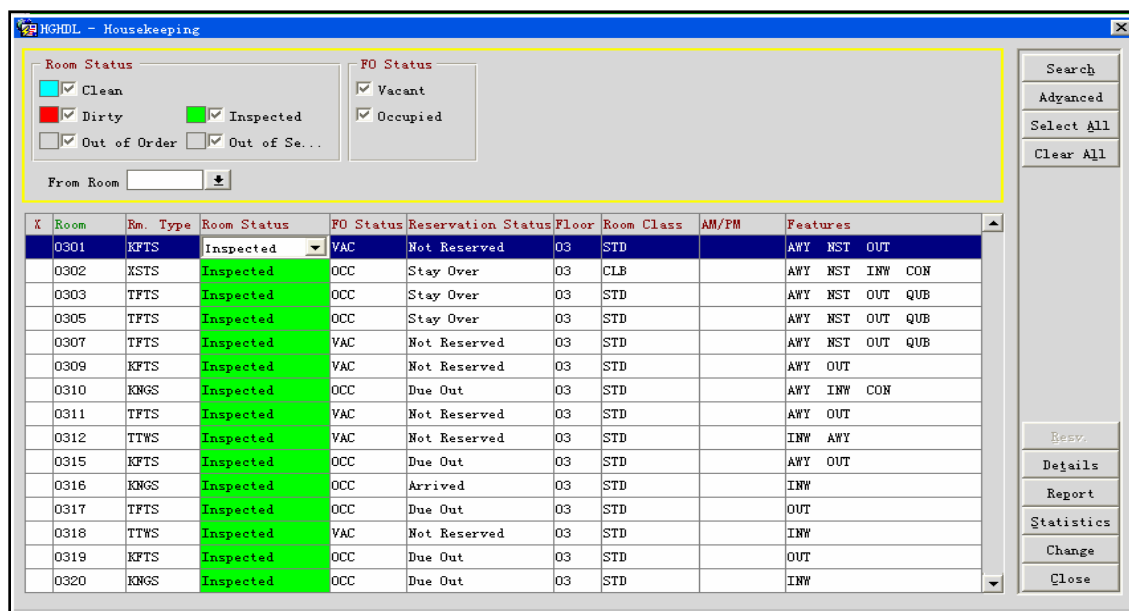
7.1 修改房态

Room Management→Housekeeping



- Housekeeping Management.....客房管理
- Room Conditions.....房间展示
- Room Discrepancies.....矛盾房
- Task Assignment.....任务委派

Housekeeping Management.....客房管理



- Room States: 房间状态;
 - Clean: 干净;
 - Dirty: 脏;
 - Inspected: 已检查房;
 - Out of Order: 坏房;
 - Out of Server: 暂停服务房;

- FO States: 前台状态;
 - Vacant: 空的;
 - Occupied: 占用的, 有人住
 - Select All: 全选;
 - Clear All: 全清;

■ Advanced: 高级选项;

- Arrivals: 预抵;
- Arrived: 已到店;
- Stay Over: 在店;
- Day Use: 日用房(当天来当天走);
- Due Out: 预离;
- Departed: 已离店;
- Not Reserved: 纯空房, 没有预订;
- Floor: 楼层
- AM:
- PM:

■ Details: 房间详情

- Room: 房号, 为光标当前选中的房间;
- Room Type: 房间类型;
- Description: 描述;
- Published Rate Code: 出版房价代码
- Published Rate Amount: 出版房价数量
- Max. Occupancy: 最大出租率
- Features: 房间特色
- Component Rooms: 房间结构
- Display Sequence: 显示次序
- Connecting Rooms: 连通房
- Room Class: 房间级别
- Floor Preference: 楼层首选项
- Smoking Preference: 吸烟首选项
- Phone Number: 电话号码
- Square Units: 平面单位
- Measurement: 尺寸
- Key Code: 关键代码
- Key Options: 关键菜单
- **Housekeeping**
- Day Section
- Evening Section
- Stayover Credits
- Departure Credits

■ Details Statisites: 详细统计数据

✚ Statisites

- Room Status:
- FO Status:
- HK Status:
- Persone:

✚ From Fiscal Start Date

- Room Revenue:
- Extra Revenue:
- Room Arrivale:
- Days Occupied:
- Person Nights:

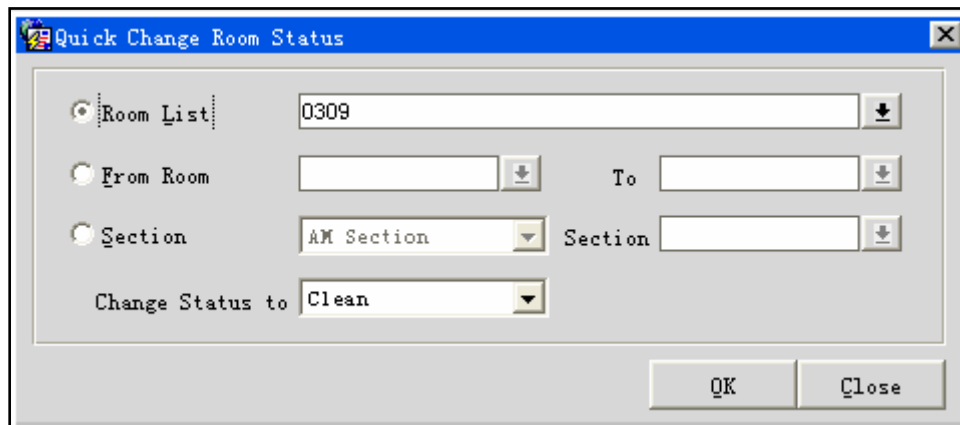
Room	Statistics
Statistics	
Room Status	DI
FO Status	VAC
HK Status	VAC
Persons	0
From Fiscal Start Date	
Room Revenue	6,460.99
Extra Revenue	973.07
Room Arrivals	23
Days Occupied	45
Person Nights	97

■ Statistics 统计数据

Room Statistics		
Totals		
Total Rooms		301
Total Clean		0
Total Dirty		228
Total Inspected		4
Total Out Of Order		69
Total Out Of Service		0
Details		
Not Reserved - Clean		0
Not Reserved - Dirty		125
Not Reserved - Inspected		2
Not Reserved - Out Of Service		0
Reserved - Clean		0
Reserved - Dirty		103
Reserved - Inspected		1
Reserved - Out Of Service		0
<div> Refresh Report Close </div>		

- | | |
|------------------------|-------------------------------|
| ➤ Total Rooms | ➤ Not Reserved-Dirty |
| ➤ Total Clean | ➤ Not Reserved-Inspected |
| ➤ Total Dirty | ➤ Not Reserved-Out of Service |
| ➤ Total Inspected | ➤ Reserved-Clean |
| ➤ Total Out of order | ➤ Reserved-Dirty |
| ➤ Total Out of service | ➤ Reserved-Inspected |
| ➤ Not Reserved-clean | ➤ Reserved-Out of Service |

- Change: 修改房态，可批量修改；



Quick Change Room Status

☒ Room List: 0309

☐ From Room: [] To: []

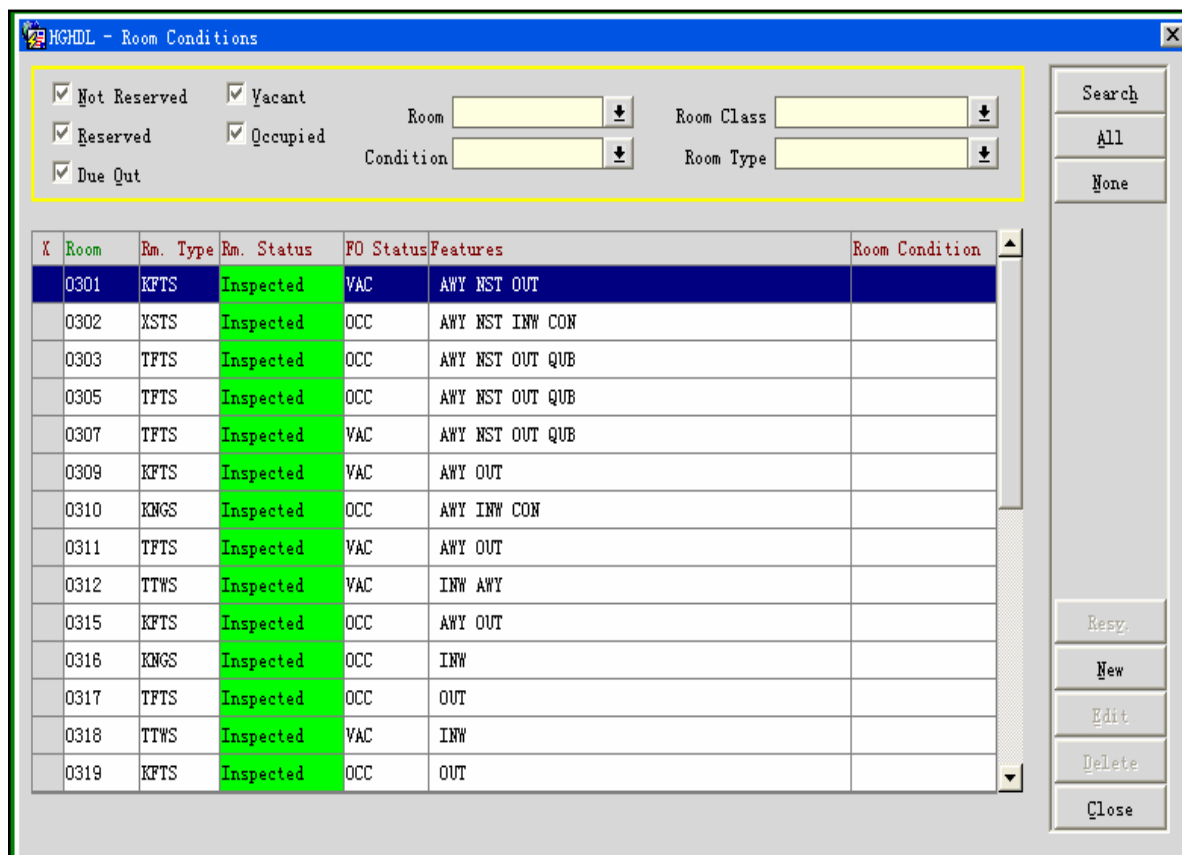
☐ Section: AM Section Section: []

Change Status to: Clean

OK Close

- Room List: 房间列表；点击下拉键头可选择要修改的房间；
- From Room... To...: 房间号从...到...；
- Section: 可选楼层；
- Change Status to: 将房间状态修改为...；

Room Conditions.....房间展示



MGHDL - Room Conditions

☒ Not Reserved ☒ Vacant ☐ Reserved ☒ Occupied ☒ Due Out

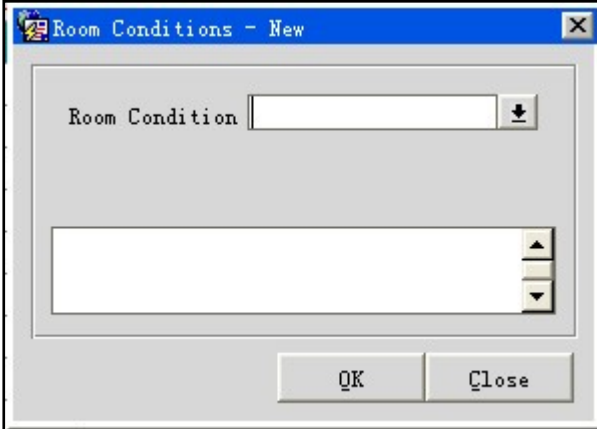
Room: [] Room Class: [] Condition: [] Room Type: []

Search All None

Resy. New Edit Delete Close

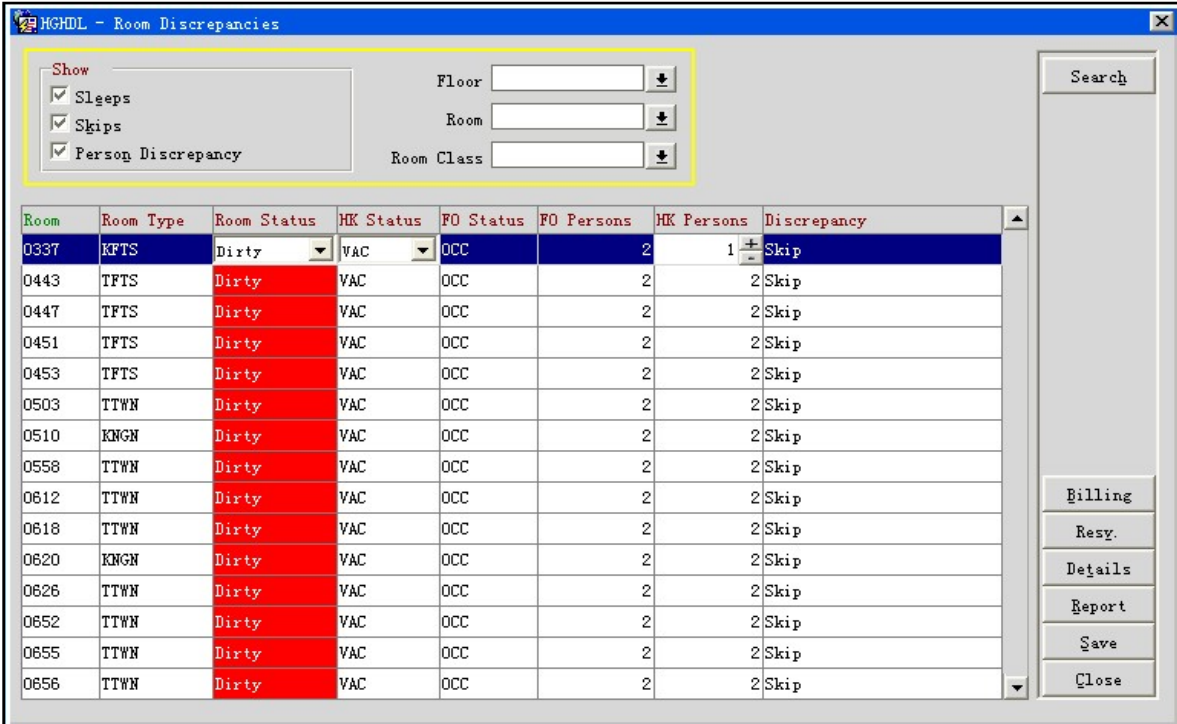
X	Room	Rm. Type	Rm. Status	FO Status	Features	Room Condition
	0301	KFTS	Inspected	VAC	AWY NST OUT	
	0302	XSTS	Inspected	OCC	AWY NST INW CON	
	0303	TFTS	Inspected	OCC	AWY NST OUT QUB	
	0305	TFTS	Inspected	OCC	AWY NST OUT QUB	
	0307	TFTS	Inspected	VAC	AWY NST OUT QUB	
	0309	KFTS	Inspected	VAC	AWY OUT	
	0310	KNGS	Inspected	OCC	AWY INW CON	
	0311	TFTS	Inspected	VAC	AWY OUT	
	0312	TTWS	Inspected	VAC	INW AWY	
	0315	KFTS	Inspected	OCC	AWY OUT	
	0316	KNGS	Inspected	OCC	INW	
	0317	TFTS	Inspected	OCC	OUT	
	0318	TTWS	Inspected	VAC	INW	
	0319	KFTS	Inspected	OCC	OUT	

■ New 新建



A dialog box titled "Room Conditions - New". It contains a "Room Condition" label followed by a text input field and a dropdown arrow. Below this is a larger empty text area with a scrollbar. At the bottom are "OK" and "Close" buttons.

■ Room Discrepancies.....矛盾房




A window titled "HCHDL - Room Discrepancies". It features a search area with "Show" checkboxes for "Sleeps", "Skips", and "Person Discrepancy". To the right are filters for "Floor", "Room", and "Room Class", each with a dropdown arrow. A "Search" button is on the far right. Below the filters is a table with columns: Room, Room Type, Room Status, HK Status, FO Status, FO Persons, HK Persons, and Discrepancy. The table lists 17 rows of data, with "Room Status" highlighted in red for all entries. On the right side of the window are buttons for "Billing", "Resy.", "Details", "Report", "Save", and "Close".


Room	Room Type	Room Status	HK Status	FO Status	FO Persons	HK Persons	Discrepancy
0337	KFTS	Dirty	VAC	OCC	2	1	Skip
0443	TFTS	Dirty	VAC	OCC	2	2	Skip
0447	TFTS	Dirty	VAC	OCC	2	2	Skip
0451	TFTS	Dirty	VAC	OCC	2	2	Skip
0453	TFTS	Dirty	VAC	OCC	2	2	Skip
0503	TTWN	Dirty	VAC	OCC	2	2	Skip
0510	KNGN	Dirty	VAC	OCC	2	2	Skip
0558	TTWN	Dirty	VAC	OCC	2	2	Skip
0612	TTWN	Dirty	VAC	OCC	2	2	Skip
0618	TTWN	Dirty	VAC	OCC	2	2	Skip
0620	KNGN	Dirty	VAC	OCC	2	2	Skip
0626	TTWN	Dirty	VAC	OCC	2	2	Skip
0652	TTWN	Dirty	VAC	OCC	2	2	Skip
0655	TTWN	Dirty	VAC	OCC	2	2	Skip
0656	TTWN	Dirty	VAC	OCC	2	2	Skip


- Sleeps: 有人住;
- Skips: 逃帐;
- Person Discrepancy: 人数矛盾

Task Assignment.....任务委派

HGHDL - Task Assignment

Task Date: 23/08/09 

Task Code: 000/S  Room going Out of Order

Task Sheet: 

☒ Pending
☐ Completed

Search



Sheet	Section	Rooms	Credits	Completed On	Task Codes	Task Instructions

Expanded
 Report
 New
 Auto
 Complete
 Details
 Delete
 Save
 Close


- Auto Assign: 自动排房;
- Complete: 所有工作表


■ New 新建

Task Sheet Details



Task Sheet:  Task Code: 000/S 

Attendant Detail:

Attendant ID: 

Attendant Instructions: 

Room Details

Room	Credits	AM Sect.	PM Sect.	Floor	Room Instructions
					

New Room
 Delete
 Save
 Close

7.2 封停房

Room Management→Housekeeping→Out of Order/Server

[illegible]

- Details :详细
 - Resv.: 预订
 - Copy: 复制, 原因、时间段均相同;
 - New: 新建封停房;
 - Edit.: 编辑
 - Delete: 删除
 - Close: 关闭

 **New:** 新建封停房;

MGWDL - Out of Order/Service - New

Room List

From Room To Room

From Date 23/04/09 Through Date 23/04/09


Status

Return Status

Reason

Remarks

OK Close



00 - OS Status

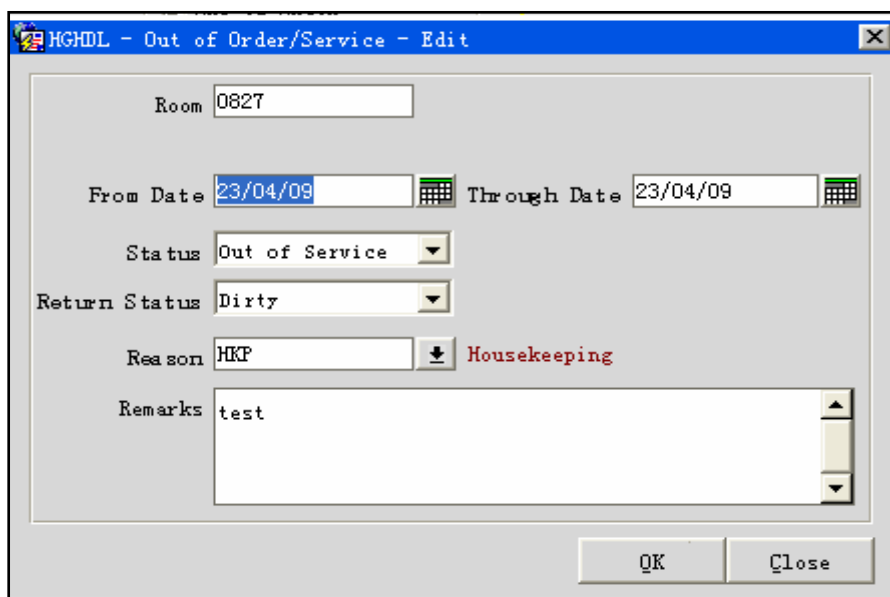
Room 0831 updated successfully.

OK

新建成功提示信息

- Room List: 房间列表; 点击下拉键头可选择要封闭的房间;
- From Room… To Room…: 房间号从…到…;
- From Date: 开始日期;
- Through Date: 结束日期; 日期头和尾都包含在内;
- Status: 选择设为 OO/OS;
- Return Status: 恢复后房态; 一般为脏房;
- Reason: 原因;
- Remarks: 手工输入原因 (中文)

- **Edit:** 修改，可做延长；



MGHDL - Out of Order/Service - Edit

Room: 0827

From Date: 23/04/09 Through Date: 23/04/09

Status: Out of Service

Return Status: Dirty

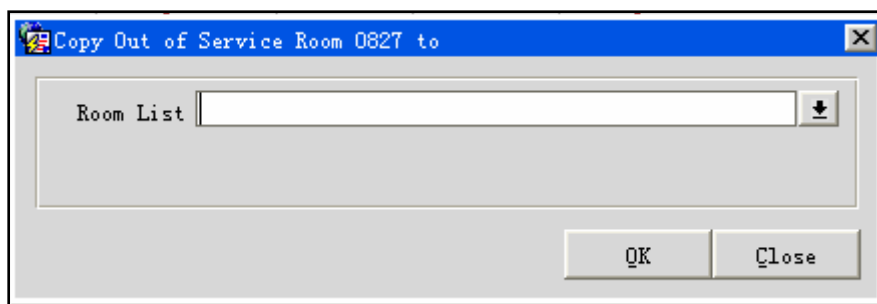
Reason: HKP Housekeeping

Remarks: test

OK Close

延长：修改时间

- **Copy:** 复制，原因、时间段均相同

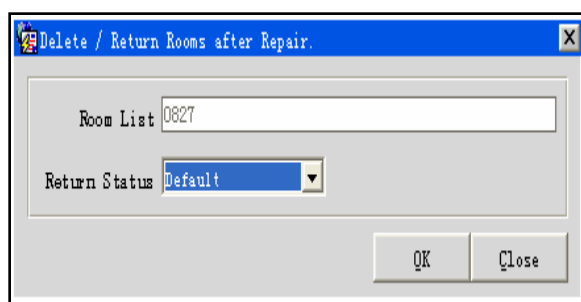


Copy Out of Service Room 0827 to

Room List:

OK Close

- **Delete:** 删除，提前释放；

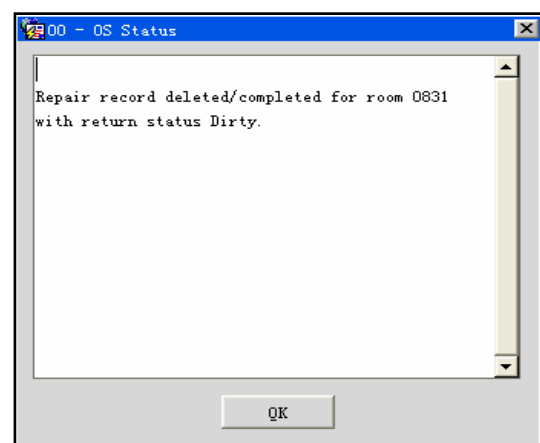


Delete / Return Rooms after Repair.

Room List: 0827

Return Status: Default

OK Close



00 - OS Status

Repair record deleted/completed for room 0831 with return status Dirty.

OK

删除成功提示信息

7.3 房间历史

Room Management→Room History→输入房间号码后 Search

Room Number: 0601 Departure Since: 22/07/09 Credit Card No.:

Room	Name	Arrival	Departure	Frs	Rate Code	Revenue	Rate
0601	Pan, Rong Fu	24/07/09	25/07/09	2/0	ILNR2	478.01	415.66
0601	Zhang, Sheng	25/07/09	26/07/09	2/0	IGCOA	636.00	553.05
0601	Chang San Jiao Car Club Lian	01/08/09	02/08/09	2/0	TOUR1		380.87
0601	Chun An Xian Wei Ban 26, a	03/08/09	03/08/09	1/0	ILNR2		113.04
0601	Yancao Company Chun An Hangz	05/08/09	07/08/09	2/0	ILNR2		372.18
0601	Zhou, Bao Qin	14/08/09	15/08/09	2/0	IGCOB	608.00	528.70
0601	Lin, Xiu Ying	15/08/09	16/08/09	2/0	TOUR2		476.53
0601	Xu, Jian Long	18/08/09	19/08/09	2/0	IMGOC	300.00	260.87
0601	Fang, Xing Sheng	21/08/09	22/08/09	2/0	IGCOA		553.05

Buttons: Search, Profile, Resv., Revenue, Folio, Close

- Profile: 打开档案;
- Resv.: 预订

- Revenue: 收益
- Folio: 打开历史账单

Revenue: 收益

Revenue Details

Room Revenue	346.10
Extra Revenue	51.92
F&B Revenue	-478.01
Payment	

Close


- Room Revenue:
- Extra Revenue:
- F&B Revenue:
- Payment:

→ Folio

7.4 可超预订房间

Room Management→Overbooking

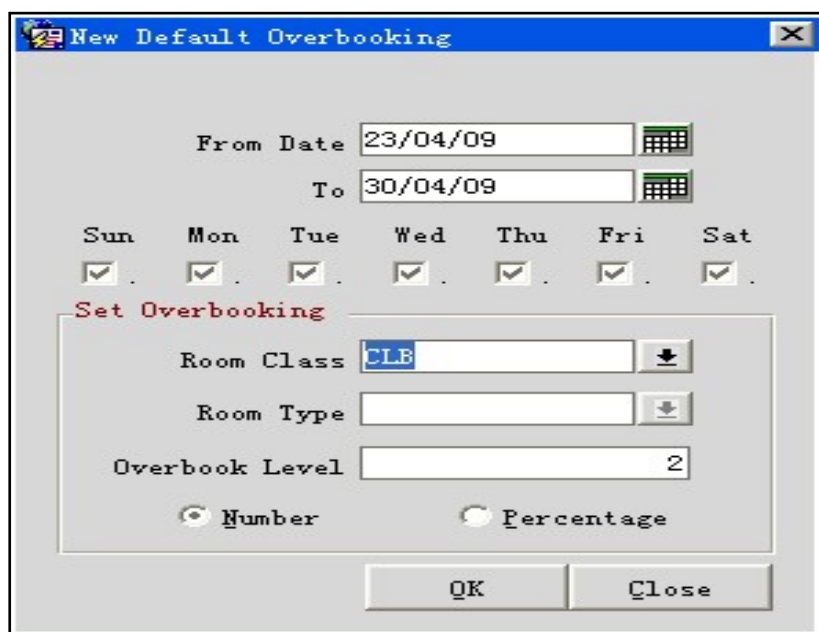
23 HGHDL - Overbooking Setup

Date: 

Date	Room Class	Room Type	Overbooking	No. to Sell
23/04/09	STD		10	232
24/04/09	STD		10	232
25/04/09	STD		10	232
26/04/09	STD		10	232
27/04/09	STD		10	232
28/04/09	STD		10	232
29/04/09	STD		10	232
30/04/09	STD		10	232

- **Physical:** 查看各房型房间数;
- **Edit:** 编辑;
- **New:** 新建可超预订房间数;
- **Delete:** 删除

🌈 **New:** 新建可超预订房间数

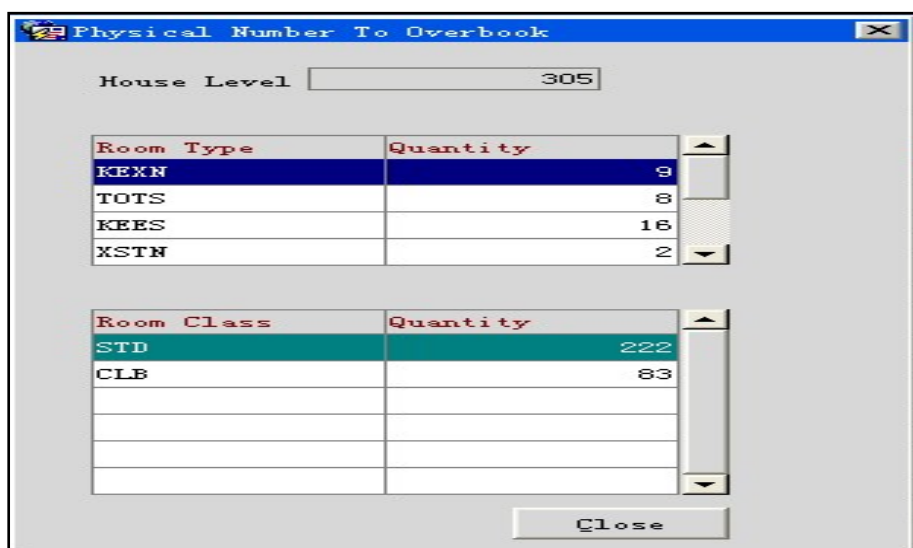


The dialog box 'New Default Overbooking' contains the following fields and controls:

- From Date:** 23/04/09
- To:** 30/04/09
- Days:** Sun, Mon, Tue, Wed, Thu, Fri, Sat. Each day has a checkbox, all of which are checked.
- Set Overbooking:**
 - Room Class:** CLB
 - Room Type:** (empty)
 - Overbook Level:** 2
 - Number:** Selected radio button.
 - Percentage:** Unselected radio button.
- Buttons:** OK, Close

- Overbook Level: 超额数量
- Room Class: 房间级别
- Room Type: 房间类型
- Number: 数量
- Percentage: 百分比

🌈 **Physical:** 查看各房型房间数



The dialog box 'Physical Number To Overbook' contains the following fields and controls:

- House Level:** 305
- Room Type Table:**

Room Type	Quantity
KEKN	9
TOTS	8
KEES	16
XSTN	2
- Room Class Table:**

Room Class	Quantity
STD	222
CLB	83
- Buttons:** Close

7.5 出租率图表 Occupancy Graph (略)

第八章 Cashiering 收银

8.1 收银

Cashiering→Billing

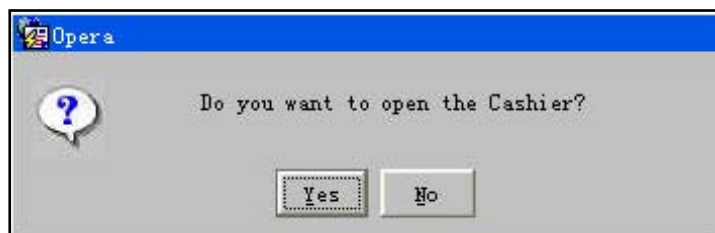


→输入收银密码;

■ Cashier No: 收银员号;

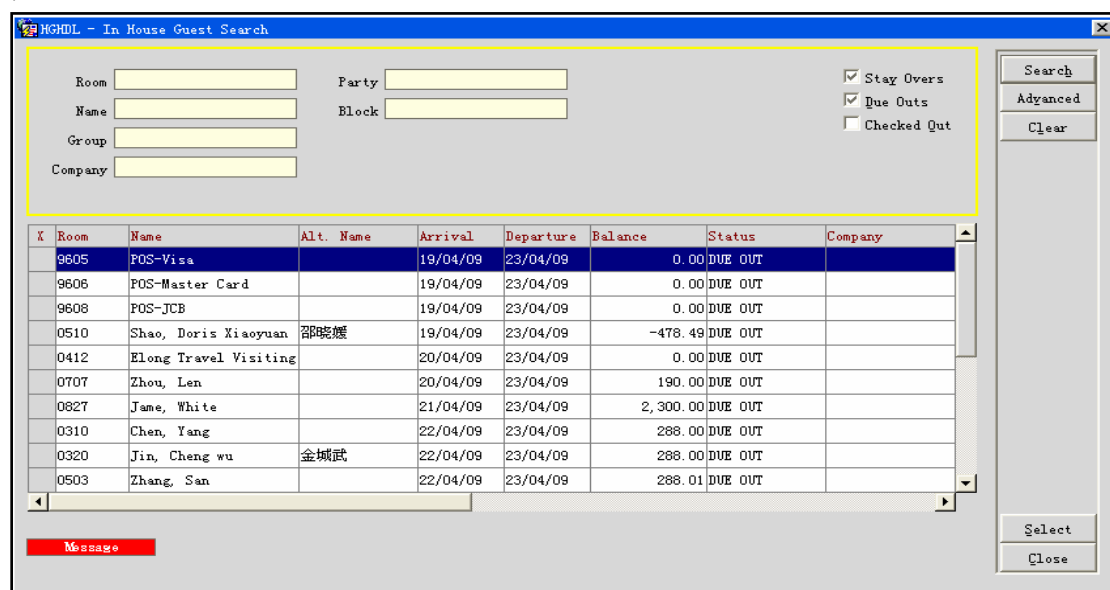
■ Password: 密码; 与登陆密码同;

→Login; 如为当天第一次登陆收银操作, 系统将出现下面对话框;



你想打开收银吗?

→Yes;



X	Room	Name	Alt. Name	Arrival	Departure	Balance	Status	Company
	9605	POS-Visa		19/04/09	23/04/09	0.00	DUE OUT	
	9606	POS-Master Card		19/04/09	23/04/09	0.00	DUE OUT	
	9608	POS-JCB		19/04/09	23/04/09	0.00	DUE OUT	
	0510	Shao, Doris Xiaoyuan	邵晓媛	19/04/09	23/04/09	-478.49	DUE OUT	
	0412	Elong Travel Visiting		20/04/09	23/04/09	0.00	DUE OUT	
	0707	Zhou, Len		20/04/09	23/04/09	190.00	DUE OUT	
	0827	Jane, White		21/04/09	23/04/09	2,300.00	DUE OUT	
	0310	Chen, Yang		22/04/09	23/04/09	288.00	DUE OUT	
	0320	Jin, Cheng wu	金城武	22/04/09	23/04/09	288.00	DUE OUT	
	0503	Zhang, San		22/04/09	23/04/09	288.01	DUE OUT	

→根据筛选条件进行查询:

- Room: 房号;
- Name: 姓名;
- Block: 团队代号;
- Group: 团名;
- Party: 散客小团体代码;
- Company: 公司;
- Stay Overs: 在店客人;
- Due Outs: 预离;
- Arrivals: 预抵;
- Checked Out: 已退房

→选择客人后双击或点 Select

注: 最多可允许 3 个人同时打开同一账户。

Advanced 高级选项

Res. Type
☐ Open Balance
☐ Checked Out
☐ No Shows
☐ Cancellations
☐ Open Folio

Open Balance:

Cancellations:

Open Folio:

8.1.1 收银界面说明

MGHDL - Billing [Pass-by Guest - Room 9402]

Balance -6,000.00 Arrival 19/04/09 Company 查询 Rate Code NORATE CNY Prs 0
Status CHECKED IN Depart 17/08/09 Group Rate 0.00 Rm. Type FC

(1) Pass-by Guest					(2) Chun Qiu Guo Lv 2, Chunqiu Guolv				
X	Date	Code	Description	Amount	X	Date	Code	Description	Amount
	23/04	9000	Cash	-1,000.00		23/04	9000	Cash	-1,000.00
						23/04	9000	Cash	-2,000.00
						23/04	9000	Cash	-3,000.00

明细栏上标题

Windows

Pass-by G...

工具栏

Post Edit Folio Options Payment Settlement Close

- Balance: 总余额;
- Status: 状态;
- Arrival: 到店时间;
- Depart: 离店时间;
- Company: 公司;
- Group: 团队;
- Rate Code: 价格代码;
- Rate: 房价;
- 蓝色提示: Cashier Comments, 可单击打开
- 明细栏上标题:

X	Date	Code	Description	Amount	Supplement	Reference
---	------	------	-------------	--------	------------	-----------

- Date: 日期;
- Code: 入账代码;
- Supplement: 账目信息备注, 手工输入账目的一些备注信息;
- Reference: 账目单据备注, 手工输入或者系统自动生成;
用于存放单据号及操作痕迹, 不能修改;
- +: 账单相同的号记录合并显示, 双击“+”可展开成明细; 展开后双击“-”可合并;
- Description: 描述;
- Amount: 消费金额

8.1.2 Post: 入账;

[illegible]

输入账单:

Code: 入账代码:

输入代码方法：

- 1、点击下拉菜单选择相应代码
- 2、直接输入代码
- 3、输入代码前几位，按 Tab 键
- 4、输入描述，可用‘%’；

- | | |
|--|---------------------|
| ■ Code 1 ××× : Room Revenue | 房费收入代码 |
| ■ Code 2 ××× - 3 ××× : F&B Revenue | 餐饮收入代码 |
| ■ Code 4 ××× - 5 ××× : Other Operating Revenue | 其他营业收入代码 |
| ■ Code 8 ××× : Adjust | 调整 |
| ■ Code 9 ××× : Payment | 付款 |
| ■ Code ××88 : (on Revenue Code) Manual Post | 手工入帐 |
| ■ Code ××99 : (on Revenue Code) Rebate | 帐务减免 |
| ■ Code8000 : Paid Out | 现金支付 |
| ■ Code8001 : Deposit Refund | 订金退款 |
| ■ Code8002 : Cash Advance | 预支现金 (信用卡提现) |
| ■ Code8010 : Unicef Donation | 联合国儿童金捐赠 |
| ■ Code8888 : Balance Transfer | 余额转帐 (适用P/B & P/F) |
| ■ Code8899 : Paid Out Commission | 预支现金手续费 (5 %) |
| ■ Code9100 : Cash | 现金 |
| ■ Code9104 : Cheque | 支票 |
| ■ Code92 ×× : Credit Card | 信用卡付款 |
| ■ Code9300 : City Ledger | 挂帐 |

 Paid Out : 現金支付

收回客人押金单，核对Deposit 与Paid Out 两者签名是否一致；不一致的话，争取获得押金交付客人的授权函；或者得到部门经理批准复制结算客人的有效证件及获取其申明，在Opera → Profile → Note 中备注以便日后查询。

 Cash Advance : 预支现金

前提必须是住店客人,并且须得到部门经理批准,视情况而定(备用金额度)有限额;交易进行时,别忘记须收取5%的手续费并入帐至相应的交易代码(#8899),交易(预支现金与手续费之和)必须现结,不可挂房帐:

紧急事故预支现金不支持此操作，由大堂经理执行现金报销程序，先行 House Bank 中支付。

*Westin 不支持 Cash Advance from Credit Card, 建议客人使用大堂的 ATM 机。

- ✚ **Cashier Report** : 收银员报表
Code “1xxx” — “5xxx” (收入交易代码) 出现在报表时, 意味着“凭证在哪”, 否则财务部门同事事后得问你要了;
Code “8xxx” (调整交易代码) 是否经理须批示;
Code “xx99” (交易减免代码) 必须是经理批准的, “Surcharge ” No Discount ;
Code “92xx” (前台信用卡交易代码), 而 “POS Credit Card” —Infrasys 的信用卡交易代码。

- ✚ **Balance Transfer** : 余额转帐
入住时确认好 Paid By (被付款人) 和 Paid For (付款人) 关系, 获取 Paid For 的付款承诺书, 明确付款项目 (“All of Charges” or “Part of Charges”) 及支付期间, 为保持客史统计数据的完整性, 不建议 “Routing ” 操作, 因此退房采取余额转帐;
Paid By 先行退房时, 请打印其消费明细帐单让其预览并确认签名, 帐单转Paid For帐袋中;
对于多间房Paid By 和Paid For 关系的客人还可以用 “Party ” 组合, 提醒查询与退房结算。

- ✚ **City Ledger** : 挂帐
首先需要建立有AR Account (应收帐号), 接着Option →Routing→Window →Profile→Linkage – Company / Agent / Booking Center– “All of Charge” or “Part of Charge” (Routing Code) ;
挂帐房间宜先结算个人帐部分。

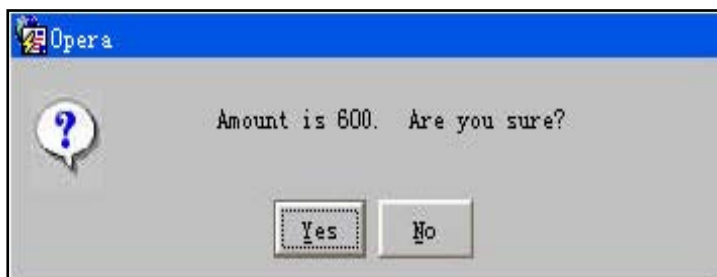
➤ **Post** —入帐

- ✚ 帐务需一笔一笔入, Check No#(帐单号)系统打印帐单号, 手写单输入印刷品单号, Supplement (附录) 简明扼要;
 - ✚ Transaction Code 栏可输入Transaction Group 的英文开头字母进行模糊查询;
 - ✚ 选定Transaction Code 后Arrangement Code 自动默认, 不可私自更改此栏;
 - ✚ 若Check No.相同, 系统会将两笔费用归类在第一个Transaction Code 中, 屏幕出现 “+” 双击即可显示明细。
- | | |
|----------------------------|------------------------------------|
| ■ Description: 描述; | ■ Check No.: 账单号; 同一账单号的记录会自动合并显示; |
| ■ Amount: 金额; | ■ Supplement: 备注; |
| ■ Qty: 数量; | ■ Reference: 系统备注 |
| ■ Win: 窗口, 默认为 1; | |
| ■ Arr. Code: 合并账单代码, 做假账用; | |

注: 如果为 No Post 则在 Post 时会提示



金额大于等于 500 元时会提示。



8.1.3 Edit: 编辑, 查看;

Room 0850
Name Ctrip Travel Group1 4, uyiyuiyu
Code 9000 Cash
Price -10,000.00
Quantity 1
Amount -10,000.00
CNY
Cashier 103 Barlow Yao
Folio No. (1)
Arr. Code
Posting Date 23/08/09 14:20
Revenue Date 23/04/09
Article
Credit Card No. Exp. Date
Supplement
Reference
Check No. Covers
OK
Close

- Cashier: 收银员号;
- Folio No.: 账单号;
- Posting Date: 入账时间, 实际时间
- Revenue Date: 入账 OPERA 系统时间
- Supplement: 备注
- Reference: 系统备注

8.1.4 Folio : 打印账单;

From Date 23/04/09
To Date 25/04/09
Folio Text 1
Folio Text 2
☐ Print Phone Details
☐ Print Check Number
Summary Curr.
Summary by Check No. (Date) (14)
Folio Style
Preview
Print
Fax
Email
File
Close

- From Date: 开始日期; 如已结过账, 则日期从上次结账后开始。
- To Date: 结束日期;
- Summary by Check No. (Date) (14): 当前账单格式。
- Folio Style: 账单格式

Edit Post 更改帐务

更改帐务条件为: 当天, 同一交易代码, 同一金额, 同一收银员代码, 更改方法为: 更改帐务数量 (负一笔, 非负数金额), 原因须附上。

✚ Folio Style: 账单格式:

HGHDOL - Folio Style

☐ Detailed Folio (Date) (1)

☐ Transaction Code Summary per Day (Code) (2)

☐ Transaction Code Summary per Stay (Code)...

☐ Arrangement Summary per Day (Date) (4)

☐ Arrangement Summary per Stay (Date)...

☐ One Line per Day (Date) (6)

☐ Daily Summary for Groups (Date) (7)

☐ Person Summary for Groups (Date) (8)

☐ Detailed Folio (Room) (9)

☐ Resort Hotel Folio (Date) (11)

☐ Arrangement Summary (Date) (13)

☒ Summary by Check No. (Date) (14)

☐ Group Folio Subtotal (Date) (15)

☐ Group Folio Subtotal per Guest (Date) (16)

☐ Group Folio Subtotal per Trn. Code (Date) (18)

☐ Group Summary Folio (Room) (19)

☐ Group Summary Folio (Alpha) (20)

OK

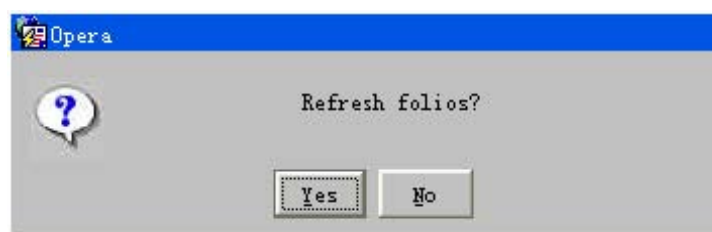
- 1、 明细;
- 2、 根据入账代码合并 (每天的相同代码合并);
- 3、 根据入账代码合并 (入住的整段时间);
- 4、 根据 Arr. Code 合并账单 (每天);
- 5、 根据 Arr. Code 合并账单 (入住的整段时间);
- 6、 一天一行;
- 13、 按 Arr. Code 合并;
- 14、 按 Check No 合并;

8.1.5 Option



- Agent/Company: 公司/旅行社;
- Changes: 修改记录
- Credit Cards: 信用卡, 预授权代码、金额;
- Deposit: 订金
- Fixed Charges: 固定收费;
- Folio History: 历史账单
- Package Options: 包价信息;
- Phone Details: 显示所有电话费用;
- Post Rate Code: 入账价格代码;
- Posting History: 入账历史;
- Privileges: 特别待遇
- Profile: 档案;
- Reservation: 预订;
- Room Move: 换房
- Routing: 分单;
- Disable Phone: 隐藏电话号码, 默认: Enable。

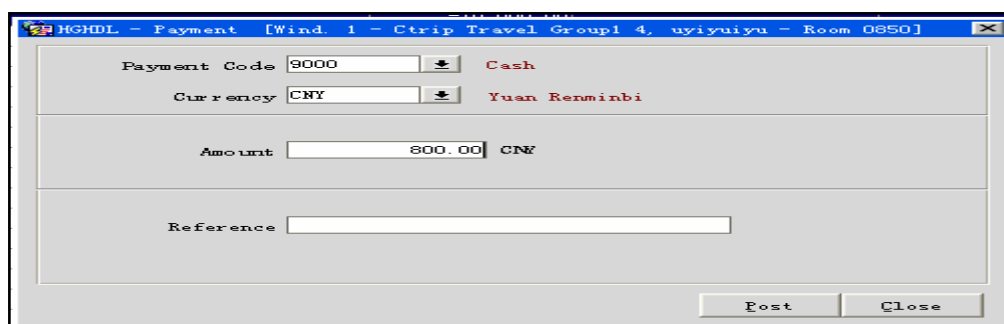
保存 Routing 后提示:



是否更新账单?

Yes: 所有更新; No: 以前不更新, Routing 以后发生的按要求分账

8.1.6 Payment: 付款, 入押金;

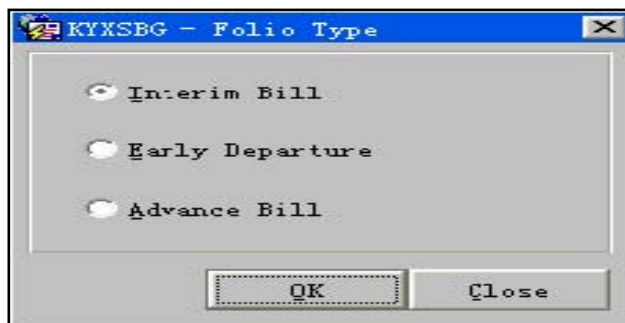


- Payment Code: 入账代码;
- Amount: 总数, 默认当前窗口余额, 根据实际情况输入金额; 注: 输入押金显示为负数。即要退还给客人的。
- Reference: 备注;
- Currency: 货币, 付款方式

8.1.7 Settlement/Check Out: 付款, 结帐;

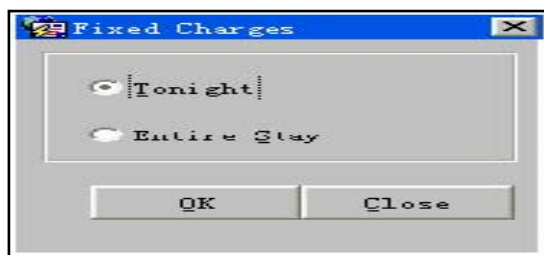
- 预离房房现 Check Out, 直接点击 Check Out, 根据实际情况结账退房即可。
- 非预离房出现 Settlement。

→ 点击 “Settlement” →



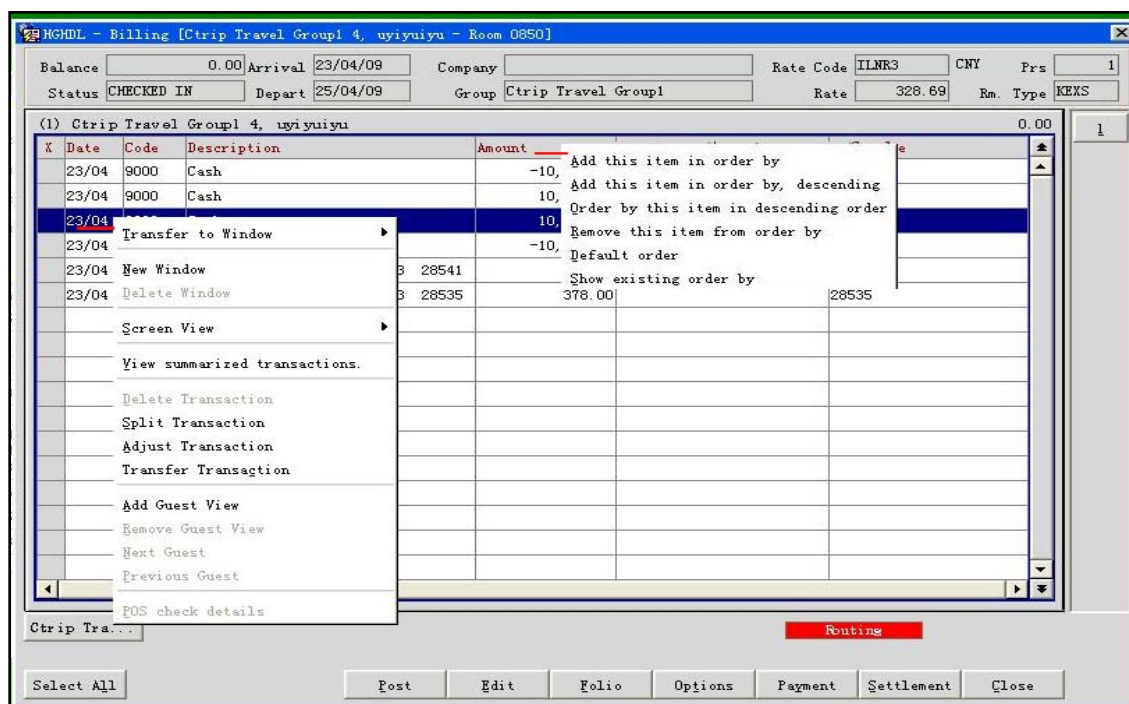
- **Interim Bill:** 暂结账, 不退房; 付款方式默认预订时设置;
 - 等同 Payment 操作, 结算当前帐单, 此操作可连接帐单打印选择。
- **Early Departure:** 提前退房结账, 提前离店;
 - 当天Check In 房间, Option —Reservation —Room Nights — “0 ” —OK—Settlement —Early Departure —Post Room and Tax , 让系统遵循Rate Code 过房费;
 - Walk In 房间禁Room Nights — “0 ”, 因为一旦选择, 退出预定后, 进入Billing 客人Folio 时将自动遵循Rate Code 过一晚房费; 即使客人出租房间为日用房性质, Room Nights 必须是 “1”。
 - 当天Check In 或者Walk In 房间提前离店, 收取折扣房费, Option —Reservation—Room Nights—“0”—Discount (Amount or “%”)—Discount Reason—OK ; 避免手工算房费出错, 建议采用遵循Rate Code 系统过房费方法为佳。
 - Room Nights — “o” 完成后, Room Rate 处点击直接更改房价, 或者下拉菜单选择Refresh Rate 功能键更改房价, 建议不采用此方法。
 - 完成 Early Departure 后可在 “Shift +F3 ” —Activity 框可查询。
注: 只要用过提前离店不论是否完成, 状态都会变成当天预离。
- **Advance Bill:** 追加房费, 提前结账;
→ 点击 “Advance Bill” →

- Tonight: 追加当天房费;
- Entire Stay: 后面有几晚加几晚;
注: 最好不用, 会影响平均房价。



- Settlement→Advance Bill→Fixed Charges→ “Tonight “ or “Entire Stay ” →Payment→ “Post ” or “Close ”
- 选择好预过房费的期间 (今晚或入住期间), 如果只是预先试算房费消费不结算, 选择Close 键; 而如果客人需要预付房费在内的帐单, 选择Post 键, 结算的金额为当前客人消费总额 (含刚滚过的房费在内)。
- Advance Bill 一旦操作, 房费 (一晚或多晚) 将提前过帐, 系统夜审时不会再有房费过帐。
- 一般情况下, 不建议选择 “Entire Stay ”, 首先影响当晚的平均房价 (Shift +F3 —End of Day Projection 框可查询), 再者可能会出现客人提前离店而将减免房费。

8.1.8 右键



✚ 单项记录右键

Transfer to window.....转帐至另一窗口
 New window.....新建窗口
 Delete window.....删除窗口
 Screen View.....屏幕预览
 View summarized transcatations.....预览交易汇总
 Delete Transaction.....删除费用
 Split Transaction.....拆分金额
 Adjust Transaction.....调整费用
 Transfer Transaction.....转账
 Add Guest View.....添加客人预览
 Remve Guest View.....移动客人预览
 Next Guest.....下一个客账
 Previous Guest.....上一个客账
 POS check Details.....营业点帐单明细

✚ 明细栏上标题右键

Add this item in order by.....添加排序，升
 Add this item in order by, descending.....添加排序，降
 Order by this item in descending order.....这个项目秩序降序
 Remove this item from order by.....删除此项排序
 Default order.....默认顺序
 Show existing order by.....显示现有顺序

MGMHL - Billing [yu, jie, Miss - Room 0303]										
Balance	8,900.00	Arrival	19/04/09	Company		Rate Code	IGCOB	CNY	Fr	1
Status	CHECKED IN	Depart	24/04/09	Group		Rate	1,000.00	Rm. Type	TFTS	
(1) yu, jie, Miss									8,900.00	1
X	Date	Code	Description	Amount	Supplement	Reference				
	21/04	1000	Room Charge++	3,010.44						
	22/04	2005	+ Coffee B/Fast - Svc	5.22						
	22/04	7100	Rooms Revenue Svc	884.34						
	22/04	7500	Package Rate	3,000.00						
<div> <div>Select All</div> <div>Post</div> <div>Edit</div> <div>Folio</div> <div>Options</div> <div>Payment</div> <div>Settlement</div> <div>Close</div> </div>										

8.1.8.6 Delete Transaction 删除费用

8.1.8.7 Split Transaction 拆分金额

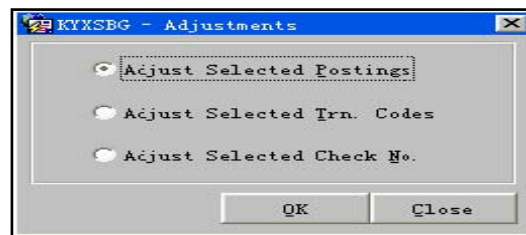
- Amount: 固定金额;
- Percentage: 百分比;

注: 拆分后不能合。

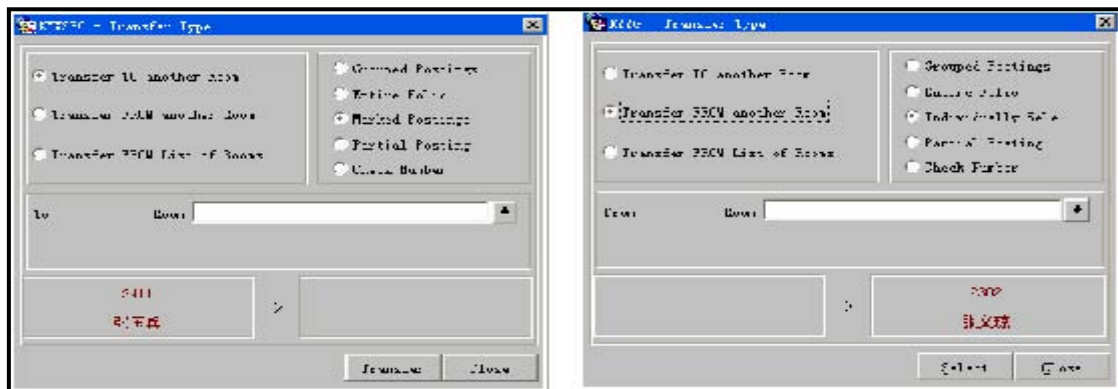


8.1.8.8 Adjust Transaction 调整费用

- Adjust Selected Postings
- Adjust Selected Trn. Codes
- Adjust Selected Check No.



8.1.8.9 Transfer Transaction 转账



- Transfer To another Room: 转到其它房间;
- Transfer From another Room: 从其它房间转入;
- Transfer From List of Rooms: 从一批房间内转入;
- Grouped Postings: 转整类费用

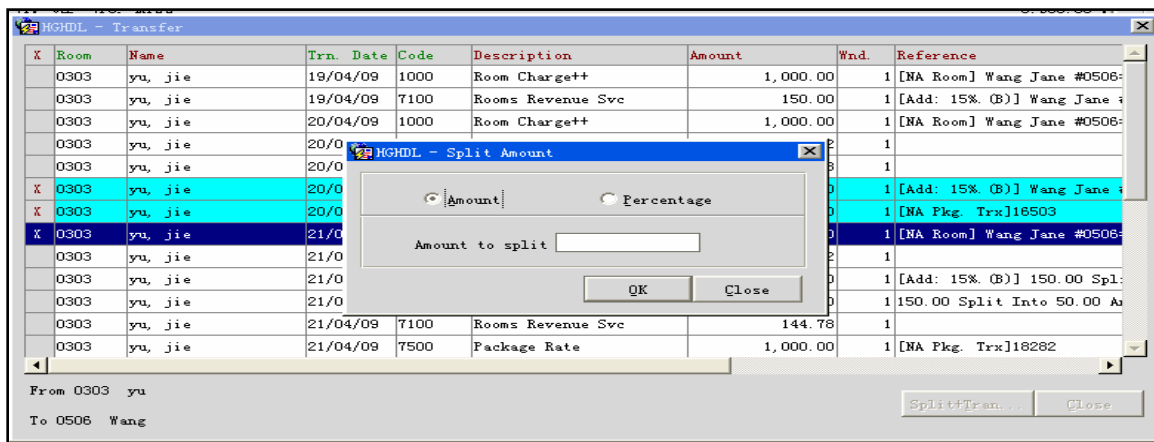
操作: 选择要转的房间号码, Select 选择类,



- Transaction Code(s): 选择要转移的代码;
- Inclusive: 打√表示包含的, 要转的;
- Period...To...: 时间段;

- Entire Folio: 转全部所有账单记录;
- All Marked Postings/ Individually Select: 打标记的费用转账; 注: 转一条不需打标记
- Partial Posting: 调整转账, 把费用拆分的同时转掉一笔;

操作：输入要分转的房间号码→Selects→选择要拆分并转移的费用→点击 Split + Transfer→出现 Split（拆分金额）界面



→按照 Split（拆分金额）进行操作→OK。注：输入的数字代表被转的费用。

8.1.8.10 Add Guest View 添加客人预览

增加打开另一个客人账单

8.1.8.11 Remve Guest View 移动客人预览

关闭窗口；将当前客人收银窗口关闭。

8.1.8.12 Next Guest 下一个客账

客人账单间切换至下一个客账；

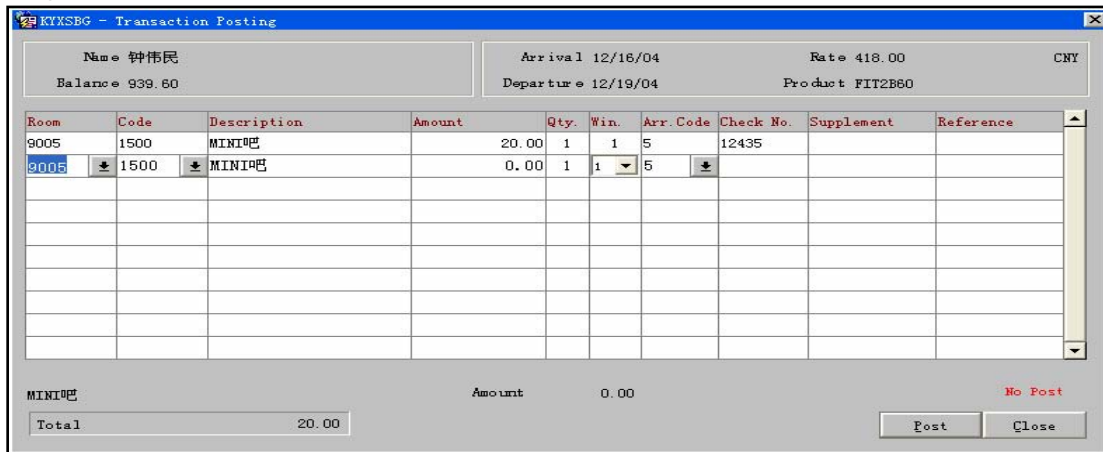
8.1.8.13 Previous Guest 上一个客账

客人账单间切换至上一个客账；

8.1.8.14 POS check Details 营业点帐单明细

8.2 快速入账

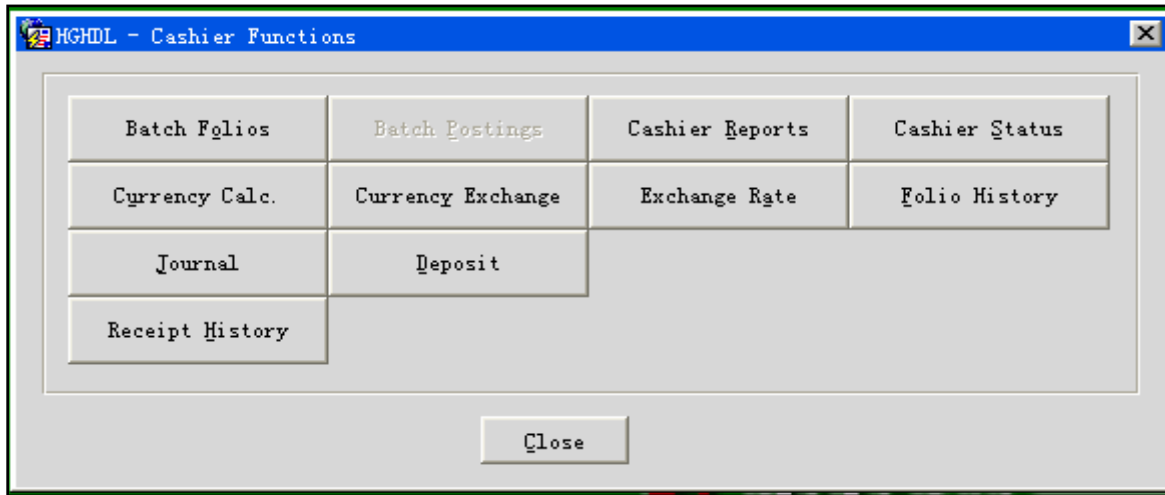
Cashiering→Fast Posting



- 比 Post 入账多一个 Room，下一条的房号与入账代码会默认上一条记录，输入一条记录后，No Post 不会弹出提示。
- 不用进入客人房间帐单的入帐，下栏处有不间断输入的合计金额、笔数。
- 关注左下方如果有蓝色 “No Post”显示，意味着该客人没有足够押金可挂房帐，同时栏目上方有 “Balance ” 显示，如果继续输入房帐，记得随后马上追收押金。

8.3 收银功能

Cashiering→Cashier Functions



- Batch Folios: 批量打印账单
- Batch Postings: 批量入账
- Cashier Reports: 收银员报表;
- Cashier Status: 收银员状态;
- Currency Calc.: 外币兑换计算
- Currency Exchange: 外币兑换
- Exchange Rate: 汇率
- Folio History: 账单历史
- Journal: 查账, 对账工具(日记帐)
- Deposit: 押金/取消
- Receipt History: 收据历史

8.3.1 Batch Folios 批量打印账单;

- Folios for Guests Departing Tomorrow
- Folios for Guests Departing Today
- Folio for Guest Departing Today
- Folios for All Guests
- Folio for One Guest
- Store Unprinted Folios in Folio h...
- Folio for Guest Departed Yesterday



MGHDL - Batch Folios

☒ Interim Bill
☐ Advance folio

☐ Include Folios with No Charges

Previous Next Close

→Next

MGHDL - Batch Folios

☒ Room Number Order
☐ Name Order
☐ Room Class Order

Previous Next Close

MGHDL - Batch Folios

☒ All Guests
☐ All VIP
☐ All Group Members
☐ All Non-Groups
☐ All Companies
 Room Class

Previous Next Close

→Next

MGHDL - Batch Folios

☒ All Payment Methods
☐ Only Credit Cards

Previous Next Close

MGHDL - Batch Folios

☒ All Windows
☐ Only Windows Billed to Guest

Previous Next Close

→Next

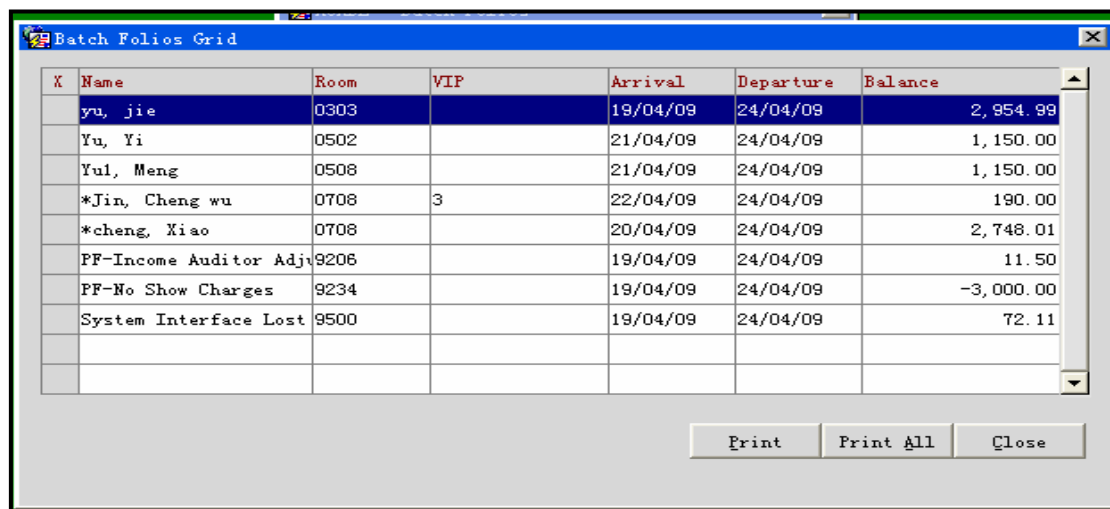
MGHDL - Folio Style

☐ Detailed Folio (Date) (1) ☐ Arrangement Summary (Date) (13)
☐ Transaction Code Summary per Day (Code) (2) ☒ Summary by Check No. (Date) (14)
☐ Transaction Code Summary per Stay (Code)... ☐ Group Folio Subtotal (Date) (15)
☐ Arrangement Summary per Day (Date) (4) ☐ Group Folio Subtotal per Guest (Date) (16)
☐ Arrangement Summary per Stay (Date)... ☐ Group Folio Subtotal per Inn. Code (Date) (17)
☐ One Line per Day (Date) (6) ☐ Group Folio Subtotal per Room (Date) (18)
☐ Daily Summary for Groups (Date) (7) ☐ Group Summary Folio (Room) (19)
☐ Person Summary for Groups (Date) (8) ☐ Group Summary Folio (Alpha) (20)
☐ Detailed Folio (Room) (9)
☐ Resort Hotel Folio (Date) (11)

Summary Curr.

OK

→Next



X	Name	Room	VIP	Arrival	Departure	Balance
	yu, jie	0303		19/04/09	24/04/09	2,954.99
	Yu, Yi	0502		21/04/09	24/04/09	1,150.00
	Yui, Meng	0508		21/04/09	24/04/09	1,150.00
	*Jin, Cheng wu	0708	3	22/04/09	24/04/09	190.00
	*cheng, Xiao	0708		20/04/09	24/04/09	2,748.01
	PF-Income Auditor Adj	9206		19/04/09	24/04/09	11.50
	PF-No Show Charges	9234		19/04/09	24/04/09	-3,000.00
	System Interface Lost	9500		19/04/09	24/04/09	72.11

Print Print All Close

→选择对象→Print (单项打印)/Print All(打印全部)

8.3.2 Batch Postings: 批量入账

同一交易代码，同一交易金额，同时入账不同房间，可以选择此功能键。

8.3.3 Cashier Reports 收银员报表；只能查看本人的收银员报表。

- Cash Report: 现金报表；
- Check Report: 支票报表；
- Foreign Currency Report: 外币兑换报表；
- Credit Card Report: 信用卡报表；
- AR Settlements Report: 应收报表；
- Miscellaneous Payments Report: 其它付款方式报表；



KYXSBG - Cashier Report Menu

☒ Cash Report

☐ Check Report

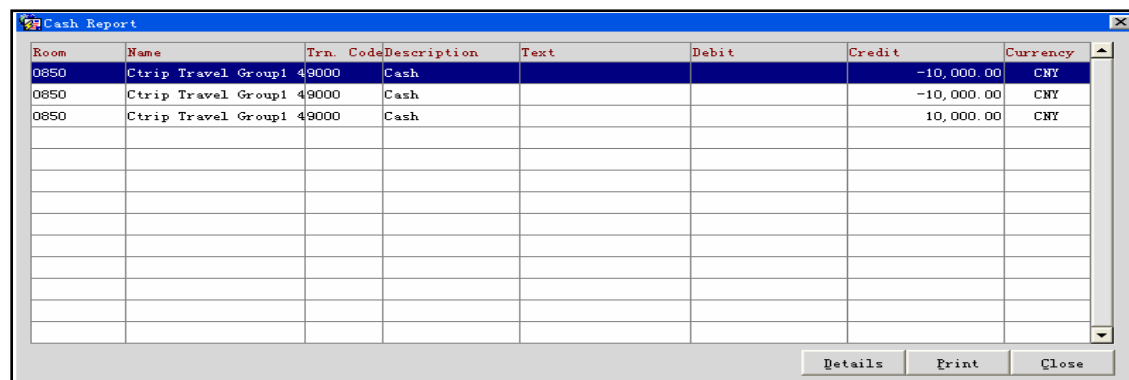
☐ Foreign Currency Report

☐ Credit Card Report

☐ AR Settlements Report

☐ Miscellaneous Payments Report

OK Close



Room	Name	Trn. Code	Description	Text	Debit	Credit	Currency
0850	Ctrip Travel Group1	49000	Cash			-10,000.00	CNY
0850	Ctrip Travel Group1	49000	Cash			-10,000.00	CNY
0850	Ctrip Travel Group1	49000	Cash			10,000.00	CNY

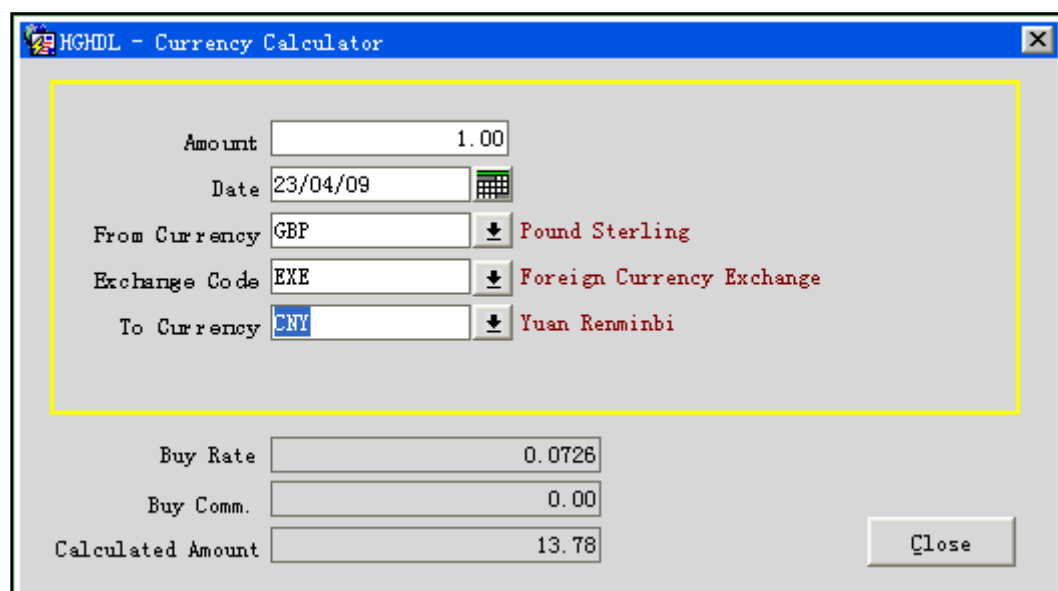
Details Print Close

8.3.4 Cashier Status 收银员状态；显示所有未关帐的收银员；



Cashier No.	Cashier Name	Max Open	Times Open	Opened	Last Closed
70	Supervisor	99	1	11:26	11:57
101	Amanda Chen	3	1	12:02	11:56
102	Lynn Lin	3	1	00:00	11:57
103	Barlow Yao	3	3	11:03	10:00
202	Michael Ma	3	1	16:30	11:57
210	Jone Xiang	3	1	13:35	10:44

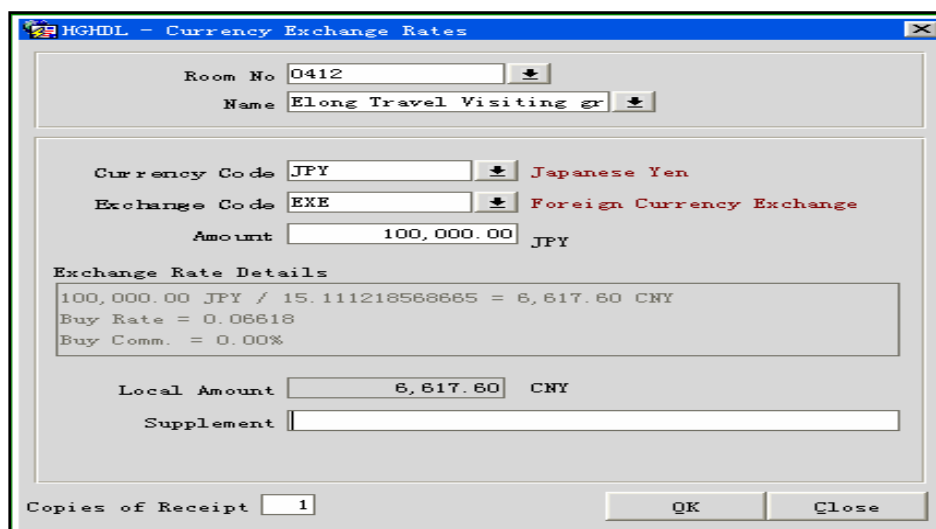
8.3.5 Currency Calc. 货币兑换计算；只计算，不计账；



Amount: 1.00
 Date: 23/04/09
 From Currency: GBP (Pound Sterling)
 Exchange Code: EXE (Foreign Currency Exchange)
 To Currency: CNY (Yuan Renminbi)
 Buy Rate: 0.0726
 Buy Comm.: 0.00
 Calculated Amount: 13.78

- Amount: 金额；
- Date: 日期
- From Currency: 被兑换的货币；
- Exchange Code: 兑换类型代码；
- To Currency: 兑换成的货币；

8.3.6 Currency Exchange 货币兑换;



Room No: 0412
Name: Elong Travel Visiting

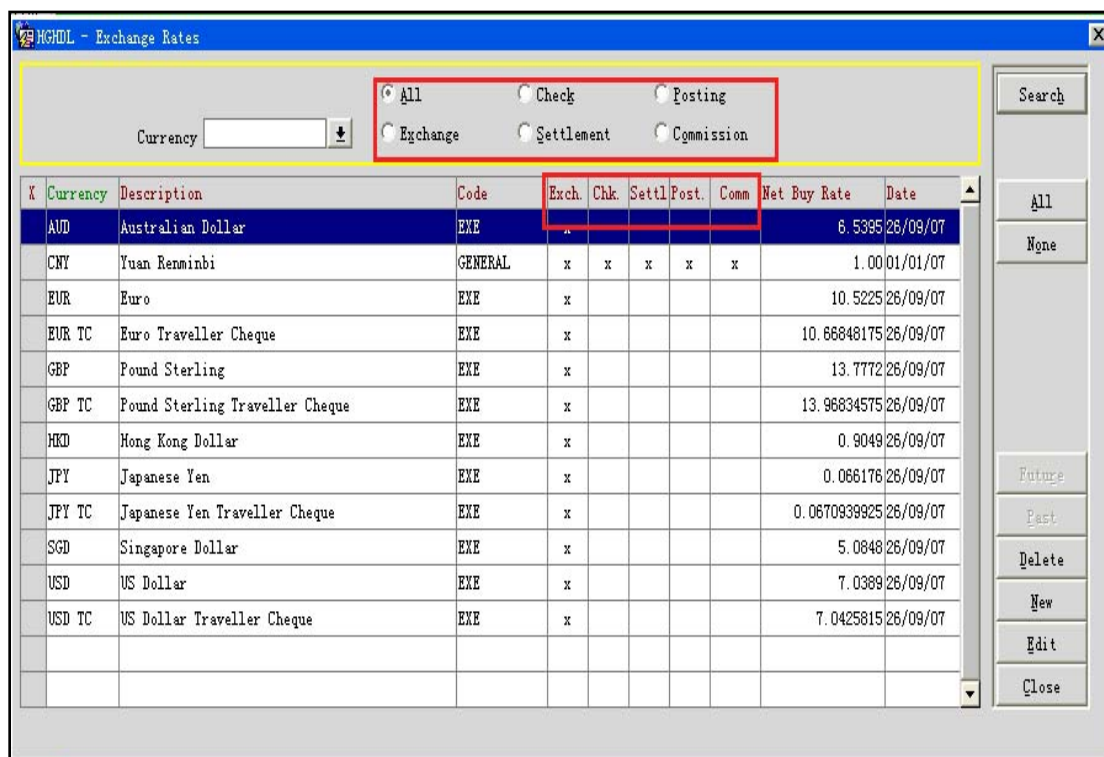
Currency Code: JPY Japanese Yen
Exchange Code: EXE Foreign Currency Exchange
Amount: 100,000.00 JPY

Exchange Rate Details:
100,000.00 JPY / 15.11218568685 = 6,617.60 CNY
Buy Rate = 0.06618
Buy Comm. = 0.00%

Local Amount: 6,617.60 CNY
Supplement:
Copies of Receipt: 1

- Room No.: 房号;
- Name: 姓名;
- Currency Code: 兑换货币代码;
- Exchange Code: 兑换类型代码;
- Amount: 金额;
- Supplement: 备注, 输入兑换水单单号;
- ✚ 仅对住店客人服务, 除非得到部门总监批准的 (非住店但为酒店消费客人);
- ✚ Exchange Code 栏有Cash 和Check 必选项;
- ✚ 手工操作须知: 旅行支票兑换有0.75 %的贴息率须扣除; 外币钞票运用现钞率, 旅行支票运用现汇率;
- ✚ 外币兑换操作不显示在 Billing 内, 可通过收银报表或者是 Receipt History 栏查询;

8.3.7 Exchange Rate 汇率, 兑换率;



X	Currency	Description	Code	Exch	Chk	Settl	Post	Comm	Net Buy Rate	Date
	AUD	Australian Dollar	EXE	x					6.5395	26/09/07
	CNY	Yuan Renminbi	GENERAL	x	x	x	x	x	1.00	01/01/07
	EUR	Euro	EXE	x					10.5225	26/09/07
	EUR TC	Euro Traveller Cheque	EXE	x					10.66848175	26/09/07
	GBP	Pound Sterling	EXE	x					13.7772	26/09/07
	GBP TC	Pound Sterling Traveller Cheque	EXE	x					13.96834575	26/09/07
	HKD	Hong Kong Dollar	EXE	x					0.9049	26/09/07
	JPY	Japanese Yen	EXE	x					0.066176	26/09/07
	JPY TC	Japanese Yen Traveller Cheque	EXE	x					0.0670939925	26/09/07
	SGD	Singapore Dollar	EXE	x					5.0848	26/09/07
	USD	US Dollar	EXE	x					7.0389	26/09/07
	USD TC	US Dollar Traveller Cheque	EXE	x					7.0425815	26/09/07

8.3.8 Folio History 账单历史；生成时间为结账时间或暂结账时间。

Date22/04/09

Room

Folio No.

Name

First Name

Credit Card No.

☒ Check Out

☐ AR

☐ Passer By

☐ Noshow

Search

☒ Print Phone Details

Folio

Close

Receipt Type : Currency Exchange Cash ; Currency Exchange Check ; Deposit ; Paid Out ; Payment可以选项查询明细。

8.3.9 Journal Folio 打开账单，可选择账单格式；
查询，对账工具；

Cashier No.80

Transaction CodeALL

Arrangement CodeCR

List of RoomsALL

Reference No.

Credit Card No.

Check Number

Date From23/04/09

Date To23/04/09

OK


Close

Cashier No.: 收银员号;
Transaction Code: 入账代码;
Arrangement Code: 调整代码;
List of Rooms: 房号列表;
Reference No.: 备注;
Date From/To: 日期从…/至…

8.3.10 Deposit/Cancellation 押金/取消;


[illegible]

8.3.11 Receipt History 收据历史;


HGHDL - Receipt History


From

23/04/09




To

23/04/09



Receipt No.

Receipt Type



Name

First Name

Search

X	Receipt No.	Receipt Description	Date	Name	Alt. Name	Amount
	71	Payment	23/04/09	CC-Other Card China Un		100.00
	72	Payment	23/04/09	CC-Other Card China Un		4,916.00
	73	Payment	23/04/09	Pass-by Guest		1,000.00
	74	Payment	23/04/09	Pass-by Guest		2,000.00
	75	Payment	23/04/09	Pass-by Guest		3,000.00
	76	Payment	23/04/09	Ctrip Travel Group1 4,		10,000.00
	77	Payment	23/04/09	Ctrip Travel Group1 4,		-10,000.00
	78	Payment	23/04/09	Ctrip Travel Group1 4,		-10,000.00
	79	Payment	23/04/09	Ctrip Travel Group1 4,		10,000.00
	80	Payment	23/04/09	Ctrip Travel Group1 4,		756.00

Print

Preview

Close

每位收银员至多可以开关收银帐三次。

每位收银员至多可以开关收银帐三次。



→Details:详细

核对每项记录，可用 Details 查看每项明细；

MGHDL - Cashier Closure - 103

Shift Drop			
Opening Balance Including Float Cash			0.00
Opening Balance Check			0.00
Cash	-10,000.00 -		
Paid Out	0.00		
Total Cash Drop	-10,000.00 +	Actual Cash	0.00
Checks	756.00	Actual Checks	756.00
Expected Shift Drop	-9,244.00		
Shift Drop Short			-10,000.00

Foreign Currency				
Currency	Opening	From Today	Shift Drop	Difference

Foreign Check				
Currency	Opening	From Today	Shift Drop	Difference

Back
OK
Close

Cash: 现金收入;

Paid Out: 现金退款;

Total Cash Drop: 合计现金收入;

Checks: 支票;

注: 现金合计为负数, 不可以关账, 要求在 General Cashier (内部银行) 内借款平账后才能进行关账。

注: 关账后系统打印关账报告, 如果关账报告由于某种原因未能打印出来, 将无法再次打印。一天的关账次数最多为 3 次。

8.5 快速结账 Cashiering→Quick Check Out

适用于团体 Check Out Zero 房间, 即快速将 PM 中 Balance 为零房间先行退房。

MGHDL - In House Guest Search

X	Room	Name	Alt. Name	Arrival	Departure	Balance	Status	Company
	9605	FOS-Vize		19/04/09	23/04/09	0.00	DUE OUT	
	9605	FOS-Master Card		19/04/09	23/04/09	0.00	DUE OUT	
	9608	FOS-JCB		19/04/09	23/04/09	0.00	DUE OUT	
	0510	Shao, Doris Xiaoyuan	邵晓媛	19/04/09	23/04/09	-478.49	DUE OUT	
	0412	Elong Travel Visiting		20/04/09	23/04/09	0.00	DUE OUT	
	0707	Zhou, Lan		20/04/09	23/04/09	190.00	DUE OUT	
	0627	Jamu, White		21/04/09	23/04/09	2,300.00	DUE OUT	
	0310	Chen, Yang		22/04/09	23/04/09	288.00	DUE OUT	
	0320	Jin, Chengwu	金城武	22/04/09	23/04/09	288.00	DUE OUT	
	0503	Zhang, San		22/04/09	23/04/09	288.01	DUE OUT	

Message

Search
Advanced
Clear
C/O All
Billing
C/O Zero
Check Out
Close

只显示当天预离房。

■ Select All: 所有都结账;

■ Billing: 进入 Billing 界面;

■ C/O Zero: 零余额结账; 所有零余额客人全部结账;

注: 当天来当天走 (日用房) 不属于零余额房, 主要用于团队客人结账。

■ Select: 选择要退的房直接退房

8.6 特殊结账及调整参考

8.6.1 Check Out

- 1、散客当天预离，余额大于 0
根据预订中的付款方式结账
- 2、散客当天预离，余额小于 0
Posting → 8000 退余额 → 结账
Posting → 8000 退所有押金 → 用新的付款方式结账
- 3、散客当天预离，余额临时挂账，余额大于 0
用 8500 代码 Posting 与余额相同的一正一负两笔
→ Transfer 正数到 9601PF 前台临时挂 账短款 → 房间零余额结账
- 4、散客当天预离，余额临时挂账，余额小于 0
用 8500 代码 Posting 与余额相同的一正一负两笔 →
Transfer 负数到 9602PF 前台临时挂 账长款 → 房间零余额结账
- 5、散客预离，城市挂账挂公司或旅行社
Option → Windows Routing 到有 AR 账号的公司或旅行社档案 → 城市挂账结账
- 6、散客预离，由其它客人付
(客人 A 为客人 B 付款) 分别打印客人 A 和客人 B 的账单 →
Transfer 客人 B 的所有费用到客人 A → 客人 B 结账 (余额 0) → 根据付款方式为客人 A 结账。
(客人 A 为客人 B 付款) 分别打印客人 A 和客人 B 的账单 → 在客人 B 中用 8500 入 一正一负两笔余额 →
Transfer 客人 B 余额到客人 A → 客 B 结账 (余额 0) → 根据付款方式为客人 A 结账
- 7、散客白天用房结账
当打开客人账单时系统自动入一笔房费 → 根据付款方式结账
- 8、散客明天预离，提前结账
Settlement → Advance Bill → 入当晚房费 → 按账单支付 (没有退房)
- 9、散客提前结账退房
客人提前到当天走: Settlement → Early Departure → 系统自动入一笔房费 → 根据付款方式结账
客人住超过一晚: Settlement → Early Departure → 要根据付款方式结账
延迟退房: Posting → post 延迟房费及服务费 → 进行同上操作
- 10、散客结清帐，不退房
Settlement → Interim Bill → 根据付款方式结帐。(没有退房)
结帐过程系统不会抛房费，只是对客人当前已有的费用结算。
- 11、团队结账
团队成员有余额: Cashiering → Billing → 选择房间 → 根据付款方式结账
团队成员没有余额: Cashiering → Quick Check Out → C/O Zero
团队主单结账: Cashiering → Billing → 选择房间 → 根据付款方式结账

8.6.2 调整

- 1、错账调整 当时: 用原代码入负数做冲减; 事后: 用 9 结尾代码入负数做减免;
- 2、漏结 Reinstate 恢复已结账 → 'Y' → 'No' → Post 漏结的费用 → 用付款方式结账
- 3、结账后改结账方式
其它结账改城市挂账结: 恢复结账 Reinstate → 'Yes' → 'No' → '原付款方式调整 → 城市挂账结
城市挂账用其它结账方式结: 恢复结账 Reinstate → 'Yes' → 'No' → Payment 正确的付款 → 用城市挂账结
- 4、关账, 收入大于 0 打印 FI14 报表 → 核对当天入账及收入 → Close Cashier → 'Ok' → 'Yes' → 'Yes' → 'Ok'
- 5、关账, 收入小于 0
打印 FI14 报表 → 核对当天入账及收入 → Cashiering → Cashier Functions → General Cashier →
Transfer from the amount of due back → Close Cashier → 'Ok' → 'Yes' → 'Yes' → 'Ok' →

第九章 AR 应收

- | | |
|-----------------------|--------------|
| 1、Account Maintenance | 账户维护 |
| 2、Transfer F/O Data | (中间地带)前台挂账转移 |
| 3、Credit Cards | (中间地带)信用卡数据 |
| 4、Research | 挂账调查 |
| 5、Statement History | 历史声明 |
| 6、Traces | 跟踪 |
| 7、Batch Processing | 批处理 |

9.1 账户维护 Account Maintenance

9.1.1 账户查询 AR→Account Maintenance

X	Account Name	Alt. Name	Account No.	Balance	Contact	Type	City
	CC-American Express		C010001			C01	
	CC-Co-brand Credit Card		C010012			C01	
	CC-Diners Club		C010005			C01	
	CC-Greatwall Card		C010006			C01	
	CC-JCB		C010004			C01	
	CC-Master Card		C010003	0.00		C01	
	CC-Other Card China UnionPay		C010011	11,945.12		C01	
	CC-Visa		C010002	0.00		C01	
	China International Travel Service		C030010			C03	
	Elong Travel Agent		C030001	0.00		C03	
	jing chen wu gong shi 金城武公司		C020005		Jim	C02	
	POS-City Ledger		C000001	538.20		C06	

- | | |
|----------------------------|-------------------------|
| ■ Account Name: 账户名 | ■ All: 显示所有 |
| ■ From Account No.: 账户从... | ■ Open Balance: 显示带余额账户 |
| ■ To Account No.: 账户叫至... | ■ No Balance: 显示余额为零的账户 |
| ■ Account Type: 账户类型 | |
| 🚩 Options: 选项 | 🚩 New: 新建 |
| 🚩 Delete: 删除 | 🚩 Select: 选择 |

9.1.2 新建账户 AR→Account Maintenance

→New→档案查询→选择正确的档案→OK→账户设置界面

Account Type: C02 COMPANY
Account Number:
Credit Limit:
Status: ☐ Flagged
Contact:
Phone / FAX:
Email:
AR Address: 301-5-8 Qian dao Garden
Qian do hu
Chunan
City: Hangzhou
Postal Code: 311700
Country / State: CN ZJS
Reference Currency: CNY
Last Reminder Sent:
Last Statement Sent:
Last Statement Sent to:
Include in Batch Stmt: ☒
Permanent Account: ☒
Created by Yao Barlow On
OK Close

- Account Type: 账户类型; 2 个代码;
- Account Number: 账户代码; AA9999 格式, 不能重复;
- Credit Limit: 信用额, 限额; 必输项 注: 超过限额时前台挂账时会出现提示, 可生成限额报表。
- Status: 状态; ☐ Flagged : ■ Phone/Fax: 电话/传真;
- Contact: 联系人; ■ Email: 邮箱地址
- AR Address: 地址, 档案中的地址会自动复制过来, 修改后不影响档案中地址;
- City: 城市 ■ Country/State: 国家/省份
- Postal Code: 邮编 ■ Reference Currency: 货币; 人民币;
- Include In Batch Stmt: 打√表示包含在批量打印日结单;
- Permanent Account: 打√表示该账户为永久账户, 不可删除;

→OK。(查看各账户的具体内容, 可在查询界面里“双击”进入, 如下图)

Account Maintenance (opopop 10, 0002 - C015555)
Date:
Folio No.:
Invoice No.:
All
Open
Payments Only
C015555 - opopop 10, 0002
Account Balance: 0.00
X + Date Name Folio No. Invoice No. Amount Open
New
Edit
Invoice
Payment
Complete
Options
Close

➤ 建立AR Account 路径有:

- Profile → Profile Search (New or Edit) → View By (选择Profile Type) → Account (建立账户) → Address需要详细输入, 日后邮寄帐单地址以此界面地址为依据 → Statistic & Information → AR 栏下拉菜单 → Setup Account 操作界面 → Account Type → Account Number (前两位为字母, 后六位为数字) → Credit Limit 信贷限额(提示City Ledger Settlement) → Reference Currency 默认人民币 → OK → OK
- AR → Account Maintenance → AR Account Search → New → Profile Search → 接下来步骤同上。
- Delete AR Account
 - 光标停留在所选帐号, 点击Edit → Setup Account 界面 → Permanent Account 点除勾号 → OK → Delete。
 - AR Account 有 Balance 的帐号无法操作 Delete 键 (呈阴影状态)

➤ AR Post 调整金额

- 光标停留在所选帐号, Select - AR Account - Detail - Post - 接下来步骤同Billing栏Post 键
- 一旦操作将影响 Trail Balance Report 与 Aging 帐龄

9.1.3 账户操作

9.1.3.1 账户界面说明

AR→Account Maintenance→选择要进行处理账户(可同时选择多个账户)→Select→点击“Detaile”。

The screenshot shows the 'Account Maintenance' window for 'CC-Other Card China Union Pay - C010011'. The window is divided into several sections:

- Header:** Title bar 'HGHDL - Account Maintenance (CC-Other Card China Union Pay - C010011)'.
- Form Fields:** Date, Folio No., Invoice No., and a 'Payments Only' checkbox.
- Account Details:** CC-Other Card China Union Pay, Account Type C01, Phone, Fax, Email, and a '***Accounting Use Only***' field.
- Summary:** Up to 30: 11,945.12; 31 - 60: 0.00; 61 - 90: 0.00; 91 - 120: 0.00; 121 - 150: 0.00; 151 and Over: 0.00.
- Table:** A table with columns: X, +, Date, Name, Folio No., Invoice No., Amount, Open. It lists transactions from 22/04/09 to 23/04/09.
- Footer:** Account Balance: 11,945.12.
- Buttons:** Search, Details, New, Edit, Invoice, Payment, Compress, Options, Close.

- Up to: 账龄; Up to 30:30 天以内; 31-60: 31 天-60 天

明细标题说明:

- Date: 挂账日期, 实际发生日期;
- Amount: 金额 (原始的);
- Open: 余额;
- Paid: 冲减;
- Supplement: 增补;
- Reference: 备注;

- Accounts Balance: 总余额;

- Payment Only: 打√表示只显示冲账记录;

- All: 显示所有记录;

- Open: 只显示带余额的记录;

9.1.3.2 压缩账 Compress 适用于信用卡

合并, 一笔以上, 当天的费用不能合并;

注: 1、被合并的账不能是被冲减过的;

2、合并后名字变成账户名;

3、合并后有“+”, “+”是真正的费用, 下面两笔只是信息;

4、可用右键 Uncompress 拆开, 只能是当天的才能进行拆分。

- 可压缩更改的错帐 (正负两笔) 及同一性质付款;

- 查询框点击 “All”, 压缩后的帐呈 “+” 状态隐藏, 点击即可显示明细

- 操作前提为: 只是Invoices (非Payment) 可操作, 不支持Paid Invoices, 同一Current Day 的 Posting。

9.1.3. 3 Invoice 发票明细;

[illegible]

9.1.3. 4 Edit 查看账户信息;

HGMDL - Edit Postings			
Name		CC-Other Card China Union Pay	
Room			
Folio No.		Transfer Date	23/04/09
Invoice No.	6	Check Out Date	
		Check Out Time	
Cashier	Jone Xiang	Adjusted	<input type="checkbox"/>
Original Amount	13,800.00	Close Date	
Amount	13,800.00	Closed By	
Paid	0.00	CNY	
Open Amount	13,800.00		
Posting Date	01/08/09 14:04	Revenue Date	23/04/09 14:04
Credit Card No.		Exp. Date	
Market			
Source			
Room Class			
Supplement			
Reference			

Profile
OK
Close

- Amount: 金额;
- Paid: 冲账金额, 0 代表没有冲过账;
- Open Amount: 余额;
- Cashier: 收银员;

New Invoice, Transfer FO/Data 转移完毕出现丢失时，先求助IT 查找，得到确认后再操作此功能键。

→ "OK"

9.1.3. 6 Parment 冲账

Payment→Payment Code→Currency→Amount→Supplement→Post ； 适用单笔或部分帐款支付。

- Payment Code: 入账代码;
- Currency: 付款方式;
- Amount: 金额;
- Unallocated Payment: 无去向的账, 不是用于冲账, 如押金、预付;
- Apply payment to oldest charges: 从最早的账开始冲;
- Apply payment to marked charges: 冲选中的记录, 打 X 的;
- Apply payment selectively: 有选择性的自由分配冲账;
- Supplement Info: 补充信息;
- Reference: 备注;

Deposit or Payment

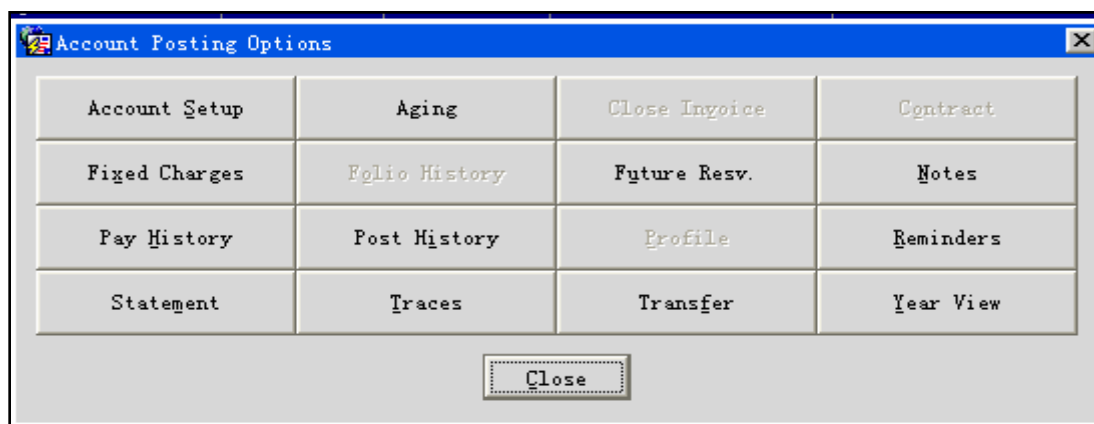
- ✧ Unallocated Payment — Payment Code — Currency — Amount — Supplement — Reference — Post ; 此款项将入到该应收帐号内, 不会抵冲任何挂帐。
- ✧ 需要从Deposit 中结算账户内的挂帐: “×” 选中Deposit Amount 栏及需 支付帐务栏 — Pay — 付款步骤如上。
- ✧ Back Charge Payment : 点击右键—Unapply —选中—Unapply , Open栏将 恢复Balance 。
- ✧ 在黄色查询框点击Open 为所有余额账户显示; 点击Payment Only 为已付款账户显示。
- ✧ Deposit Cancel : 点击右键—Reverse Payment 。

Apply Payment to Oldest Charges : 支付最早账户, 如有剩余金额将自动冲抵其他应

Apply Payment to Marked Charges 。

Apply Payment Selectively : 在 Apply 栏直接输入应付款。

9.1.3. 7 Option 功能选项;



9.1.3.7. 1 Account Setup 账户设置, 修改;

9.1.3.7.2 Aging 账龄;

MGHDL - Aging Info for POS-CITY LEDGER		
Levels	Open	Credits
Up to 30	269.10	269.10
31 - 60	0.00	0.00
61 - 90	0.00	0.00
91 - 120	0.00	0.00
121 - 150	0.00	0.00
151 and Over	0.00	0.00
Total	269.10	269.10

 Aging 栏: “Up to 30, 30-60,60-90,90-120 ” 显示Open (Balance)栏中的数据帐龄;
月末的帐龄越小意味着酒店收入越大, 因此 Open 栏中的数据不可超过 90 天 Pay , 此为信贷规定

9.1.3.7. 3 Folio History 历史账单;

[illegible]

9.1.3.7.4 Future Resv. 将来预订;

[illegible]

9.1.3.7.5 Notes 备注;

Created	Title	Last Modified

Buttons: New, Edit, Delete, Close

9.1.3.7.6 Pay History 付款历史;

Invoice	Type	Trn. Code	Description	Post Date	Amount	App. Amt	Reference
500	ARCL	9003	中华保险公司	03/03/04	6,868.70	6,868.70	
1396	C	9003	POS餐厅协议挂帐,	03/31/04	1,103.50	1,103.50	

From Date:

Close

9.1.3.7.7 Post History 入账历史;

Action	Reason	Date	Time	User
Post - 9201 - 应收支票 - 7972.2 CNY		05/17/04	16:39	Yangguomei user 杨国梅
Correct		03/31/04	09:47	Yangguomei user 杨国梅
A/R Close Invoice for Invoice No. 500, Folio No. , Prop		03/03/04	18:46	Yangguomei user 杨国梅
Old Balances		03/03/04	18:46	Yangguomei user 杨国梅
Old Balances		03/03/04	18:46	Yangguomei user 杨国梅

Terminal: b3.129926580

Machine: b3.129926580

Details Close

Pay History & Post History 同等 Profile & Reservation 的 “Changes”键。

9.1.3.7.8 Profile 档案;

9.1.3.7.9 Statement 对账单;

Balance Forward From... To...: 这段时间的费用合并起来打印; Promo Text: 可输入短语;

Statement -Promo Text (发送短信), 输入后显示在月结单左下方。

9.1.3.7.10 Transfer 转账;

注: 1、冲过的不能转; 2、合并过的不能转; 3、负数最好不要转;

具体步骤: Transfer (Payment): Payment 入错账户, 需转入正确的账户, 光标选中Payment→点击右键→Unapply→Unapply→Pay→Payment Code (9804→AR Inter Transfer)→Select the “AR Inter Transfer”→Option→Transfer→Transfer Search (AR Account Search)→OK→Yes。

9.1.3.7.11 Year View 查看从当天前一年的账户情况;

Period	Debits	Credits	Balance
JAN 2004	0.00	0.00	0.00
FEB 2004	0.00	0.00	0.00
MAR 2004	6,777.90	0.00	6,777.90
APR 2004	27,929.00	34,706.90	-6,777.90
MAY 2004	5,148.90	5,148.90	0.00
JUN 2004	7,511.86	0.00	7,511.86
JUL 2004	2,877.00	0.00	2,877.00
AUG 2004	7,108.10	17,496.96	-10,388.86
SEP 2004	7,128.30	0.00	7,128.30
OCT 2004	4,214.90	0.00	4,214.90
NOV 2004	6,362.30	17,705.50	-11,343.20
DEC 2004	13,229.40	0.00	13,229.40

Debits: 发生额; Credits: 冲账; Balance: 余额;

9.2 前台挂账转移 AR→Transfer F/O Data

MGHDL - Transfer accruals to AR

From Date: To Date: 24/08/09 Folio No.: Invoice No.: Account Name: Name:

X	Account Name	Account No.	Name	Date	Amount	Folio No.	Invoice No.
	CXL Elong	C030002	PF-No Show Charges	21/08/09	1,254.00	5442	2275
	Chun An Xian Nong Ban	C020050	Xian Nong Ban Chun An	21/08/09	4,400.00	5436	2274
	Chun An Xian Ping An	C020089	Chen, Ping Hua	22/08/09	478.01	5505	2279
	Chun an Ad Production	C020076	Qian, Xiao Chun	22/08/09	568.00	5473	2278
	Chun'an county people	C020037	Zhang, Mei Fei	24/08/09	1,575.00	5706	2315
	Chunan Jingji KaiFa Z	C020004	Chunan Jingji KaiFa Z	21/08/09	4,440.00	5410	2251
	Gong An Ju Chun An Xi	C020059	Gong, An Ju	24/08/09	1,134.01	5666	2292
	Gong An Ju Chun An Xi	C020059	Wu, Wen Ping	23/08/09	2,292.00	5568	2282
	Guo Jia Shui Wu Ju Ch	C020045	Mao, Zhao Jun	23/08/09	666.98	5661	2288
	Ji Guan Shi Wu Guan L	C020091	Ye, Dong Hua	23/08/09	440.00	5629	2285

Selected: 0.00 Remaining: 27,694.49

Search, All, None, Folio, Transfer, Details, Edit, Close

明细标题说明:

- Account Name: 账户名;
- Account No.: 账户号码;
- Name: 客人名;
- Date: 日期;
- Amount: 总金额;
- Folio No.: 前台账单号;
- Invoice No.: 应收查询单号;
- From Date... To Date...: 日期从...到..., To 默认为前一天

9.2.1 Edit

FO Transfer Edit

A/R Account	City	Contact	Type	Account No.
Airline Shang Hai Travel			C10	C100001
Beijingdayang Times Inter			C03	C030006
CC-American Express			C01	C010010
CC-Co-brand Credit Card (P			C01	C010012
CC-Diners Club			C01	C010005
CC-Greatwall Card			C01	C010006
CC-JCB			C01	C010004
CC-Master Card			C01	C010003
CC-Other Card China Union			C01	C010011
CC-Visa			C01	C010002
China Bank Chun An	Qian Dao Hu	yan hai tao	C02	C020002

Name: Number: Type:

☒ All ☐ Open Balance ☐ No Balance

OK Close

→选择正确的账号→OK

9.2.2 Details 账单明细;

Invoice Details

Account Name	CXL Elong	Folio No.	5442	Arrival	21/08/09
Name	PF-No Show Charges	Invoice No.	2275	Departure	21/08/09
Group				Amount	1,254.00
Company				Rate Code	NORATE
Account No.	C030002			Rate	0.00 CNY

Date	Code	Description	Amount	Supplement	Reference	Exchange
21/08	7200	Adj. Room Revenue Svc	54.52		[Add: 15% (B)]	
21/08	1100	Adj. Room Charge++	363.48	0001606		
21/08	7200	Adj. Room Revenue Svc	54.52		[Add: 15% (B)]	
21/08	1100	Adj. Room Charge++	363.48	0001607		
21/08	7200	Adj. Room Revenue Svc	54.52		[Add: 15% (B)]	
21/08	1100	Adj. Room Charge++	363.48	0001608		

PF-No Show

Folio Edit Profile Close

右键菜单:

- Edit: 每笔明细详细记录;
- Delete: 删除明细纪录;
- Pos check Details: POS 详细检查;

Edit: 每笔明细详细记录

HGMOL - Edit Transaction Details

Room	9404
Name	Chunan Jingji KaiFa Zone Managment commi
Code	2005 e Coffee B/Fast - Svc
Price	0.00
Quantity	1
Amount	0.00
Cashier	1 Night Audit
Folio No.	5410
Arr. Code	CS
Posting Date	21/08/09 02:47
Revenue Date	20/08/09
Article	
Credit Card No.	
Exp. Date	
Supplement	
Reference	[Add: 15% (B)]
Check No.	184353
Covers	

OK Close

9.2.3 Transfer 转移:

选中一笔转一笔，两笔打 X 转两笔；/转移所有；多项为合并转移。

MGHDL - Transfer accruals to AR

From Date: To Date: 24/08/09 Folio No.: Invoice No.: Account Name: Name:

Search: All None

Transfer Record

Are you sure?

Yes No

X	Account Name	Account No.	Amount	Folio No.	Invoice No.
	CXL Elong	C030002	1,254.00	5442	2275
	Chun An Xian Nong Ban	C020050	4,400.00	5436	2274
	Chun An Xian Ping An	C020089	478.01	5505	2279
	Chun an Ad Production	C020076	568.00	5473	2278
	Chun'an county people	C020037	1,575.00	5706	2315
X	Chunan Jingji KaiFa Z	C020004	4,440.00	5410	2251
	Gong An Ju Chun An Xi	C020059	1,134.01	5666	2292
	Gong An Ju Chun An Xi	C020059	2,292.00	5568	2282
	Guo Jia Shui Wu Ju Ch	C020045	666.99	5661	2286
	Ji Guan Shi Wu Guan L	C020091	440.00	5629	2285

Selected: 4,440.00 Remaining: 23,454.49

Folio Transfer Details Edit Close

9.2.4 Folio 账单

MGHDL - Folio Options

From Date: To Date:

Folio Text 1: Folio Text 2:

☐ Print Phone Details ☐ Print Check Number

Summary Curr.:

Summary by Check No. (Date) (14)

Folio S... Preview Print Fax Email File Close

9. 3 信用卡数据 Credit Cards (中间地带)信用卡数据

MGHDL - Credit Cards

Credit Card: From Date: To Date:

Search

X	Date	Name	Folio No.	Amount	Credit Card / Reference
	27/08/09	Ma, Jian	5838	550.91	4367421473057002965
	27/08/09	Chen, Xin Hua	5829	4,000.00	6228480361053556318
	27/08/09	Chen, Xin Hua	5829	2,832.03	6228480361053556318
	27/08/09	Shen, Yang	5833	2,080.00	5124128815731061
	27/08/09	Guo, Jun	5834	1,282.01	6227533700030830
	27/08/09	Xu, Wei Long	5837	976.00	5324227726067017
	27/08/09	Huang, Cang Sang	5839	756.00	6222868800003500
	27/08/09	Li, Xian Jie	5842	756.00	6227533300173162
	27/08/09	Wu, Rong Qi	5846	1,000.00	4518110348252200
	27/08/09	Wu, Rong Qi	5846	792.00	4518110348252200

Invoice Supplement: Balance:

Transfer FO/Data & Credit Card

Transfer

Tfr. All

Print

Print All

Close

Transfer FO/Data & Credit Card

- 每晚夜审后，Transfer FO/Data 与Credit Card 数据库生成，如果不转移会累加帐龄；
- Transfer Accruals to AR→Edit→支持更改挂错公司、旅行社或订房中心等名称；
- Transfer 完成后Trail Balance Report 中将反映出来，下一步骤进入Account Maintenance

9. 4 挂账查询 Research

MGHDL - Transaction Search

Invoice No. Account No. Date

Folio No. Account Name Amount From

Name Amount To

Search

Account Name	Account No.	Name	Date	Open	Invoice No.	Folio No.
CC-Other Card China Uni	C010011	*A/R- CC Commission	14/07/09	0.00		
CC-Other Card China Uni	C010011	*A/R- T/T	14/07/09	0.00		
CC-Other Card China Uni	C010011	*A/R- CC Commission	14/07/09	0.00		
CC-Other Card China Uni	C010011	*A/R- T/T	14/07/09	0.00		
CC-Other Card China Uni	C010011	*A/R- CC Commission	14/07/09	0.00		
CC-Other Card China Uni	C010011	*A/R- T/T	14/07/09	0.00		
CC-Other Card China Uni	C010011	*A/R- CC Commission	14/07/09	0.00		
CC-Other Card China Uni	C010011	*A/R- T/T	14/07/09	0.00		
CC-Other Card China Uni	C010011	*A/R- CC Commission	14/07/09	0.00		
CC-Other Card China Uni	C010011	*A/R- T/T	14/07/09	0.00		

Account

Pay

Transfer

History

View

Edit

Close

9.5 Statement History

MGHDL - Statement History

☒ Statement ☐ Reminder

X	Account No.	Account Name	Letter Name	Date	Type
	C010003	CC-Master Card	hghdl_statement	11/06/09	C01
	C010011	CC-Other Card China Un	hghdl_statement	27/04/09	C01
	C020002	China Bank Chun An	hghdl_statement	09/06/09	C02
	C020002	China Bank Chun An	hghdl_statement	16/06/09	C02
	C020002	China Bank Chun An	hghdl_statement	11/06/09	C02
	C020002	China Bank Chun An	hghdl_statement	08/06/09	C02
	C020002	China Bank Chun An	hghdl_statement	05/08/09	C02
	C020076	Chun an Ad Production	hghdl_statement	21/07/09	C02
	C020075	Chun An Fang Ding Shu	hghdl_statement	01/07/09	C02
	C020039	Chun An Gong Xiao He	hghdl_statement	11/06/09	C02

Account Name Date

Account No. Letter Name

Account Type

Preview Print Close

9.6 Traces 内部留言

MGHDL - Traces

Date Account Name

☒ All Traces ☐ Resolved Traces ☐ Unresolved Traces

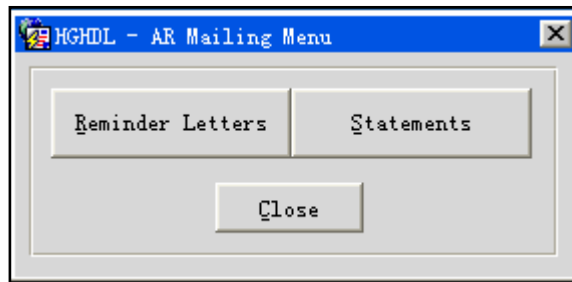
X	Name	Trace On	Resolved On	Resolved By	Created By	Created On

Resolve...
Resolve

New
Edit
Delete
Close

9.7 批处理 Batch Processing

- Remainder Letters: 生成对账单
- Statements: 成批打印所有月结单



Remainder Letters: 生成对账单

X	Account Name	Alt. Name	Account No.	Balance	Contact	Type	City
	CC-Master Card		C010003	176.00		C01	
	CC-Other Card China Un		C010011	25,137.95		C01	
	China Bank Chun An	淳安中国银行	C020002	9,941.46	yan hai tao	C02	Qian Dao Hu
	Chun An Mobile Company	淳安移动公司	C020047	1,712.00	Jiang Rong	C02	Chun An
	Chun An Qian Dao Hu Ch	淳安千岛湖船业	C020077	1,248.00	Qian Shu Qin	C02	Chun An
	Chun An Renkou And Jit	淳安县人口和计划	C020054	995.99	Xu	C02	
	Chun An Xian Nong Ban	淳安县农办	C020050	4,400.00	Wang Qiang	C02	Chun An
	Chun An Xian Ping An	淳安县平安药店	C020089	478.01	Chen Ping Hua	C02	Chun An
	Chun An Xian Ren Fang	淳安县人防办	C020085	2,644.03	Hu Bin	C02	Qian Dao Hu
	Chun An Xian Shui Li	淳安县水利水电局	C020033	3,536.00	Lin Jie	C02	Chun An
	Chun An Xian Xin Zhou	浙江淳安县新洲镇	C020092	288.58	liu yue hong	C02	Chun An
	Chun An Xian Zheng Fa	淳安县政法委	C020040	346.00	Yu Jia Qiang	C02	Chun An

■ Generate:生成

Statements: 成批打印所有月结单

X	Account Name	Account No.	Balance	Contact	Type	VIP	City
	Airline Shang Hai Travel	C100001	0.00		C10		
	Beijingdayang Times Inter	C030006	0.00		C03		
	CC-American Express	C010010	0.00		C01		
	CC-Co-brand Credit Card	C010012	0.00		C01		
	CC-Diners Club	C010005			C01		
	CC-Greatwall Card	C010006			C01		
	CC-JCB	C010004	0.00		C01		
	CC-Master Card	C010003	176.00		C01		
	CC-Other Card China Union	C010011	25,137.95		C01		
	CC-Visa	C010002	0.00		C01		

9.8 成批入账 Batch Posting

HGHDL - AR Batch Postings

Trn. Code

Article

Amount

Account Type

Account

Supplement

Reference

☐ Override Credit Limit

Progress Bar

OK

Close

Commission 佣金

- Payment Processing 处理付款
- Payment Activity 付款行动
- Research 调查

Commission 路径

- ✧ Rate Code : Setup→Rate Management→ Rate Code →Rate Setup → “Commission ” —Linkage to Transaction Code (Transaction / Package Transaction Code)
- ✧ Profile : Profile Search —Profile Type (Agent)→Statistic & Information →Bank Account→ Commission
- ✧ “In house guest”→ Advance search →Rate Code (选定有Commission Code 的) —Reservation Form→ “Profile ” 栏的Agent (Linkage)Commission , 此状态选择不同的Commission Code 冲突了, 系统默认Rate Code 优先选择。

Setup Commission Code

- ✧ Setup→ System Configuration →Commission→ Commission Code →New
- ✧ 按照百分比设置: Commission code 输入百分比- Description- Sequence→ Commission Based on→ Revenue→ New- Commission Code Transaction -选择-OK —Tick the “Based on Net Amount→ Commission Amount→ OK→ Hold Status→ Tick “Always”→ Reservation History Records — Commission Paid on “Per Night ” & “Percentage ”→OK

第十章 其它杂项

Reports	报表
Reports Scheduler	调整报表
Interfaces	后台接口
Show Quick Keys	快捷键
Change Password	更改密码
Data Extraction	提取数据
Track It	跟踪日记
Log Book	日志
Enrollment	申请会员
Lookup	查找会员
Print Tasks	设置打印
User Activity Log	查询操作记录
File Export	文件导出
File Download	文件下载
Registration Cards	登记卡

10.1 Reports 报表

Miscellaneous→Report

Report Name	REP Name
AR01. Aging Summary of All Accounts	aragingsum
AR02. Aging Summary for All Types	arallagetype
AR03. Aging By Type Only	aragetype
AR04. Aging Summary by Types	araging
AR05. AR Credit Card Transfer	arcctransfer
AR06. Transfer From F/O	artransfer
AR07. AR Detailed Aging	aragingdet
AR08. A/R Ledger	arledger
AR09. AR Payments	arpayments
AR10. AR Traces	artraces
AR11. AR Credit Limit	ar_balance
AR12. AR Adjustments	aradjustments

Report Group 报表分组

All Reports
Accounts Receivable
Arrival
Blocks and Groups
Configuration
Dashboard
Departure
Financial
Forecast
Guests in House
Housekeeping
Profile
Reservation
Shift Reports
Statistical
Yield Management

Accounts Receivable:	应收账款报表
Arrival:	到店客人报表
Blocks and Groups:	团队报表
Configuration:	配置报表
Dashboard:	导航报表
Departure:	离店客人报表
Financial:	财务报表
Forecast:	预测分析报表
Guests in House:	在店客人报表
Housekeeping:	客房报表
Profile:	档案报表
Reservation:	预订报表
Shift Reports:	交班报表
Statistical:	统计报表
Yield Management:	收益管理报表

10.2 Reports Scheduler 调整报表

X	Report Name	Start Date/Time	Repeat Interval	End Date/Time

Communication Type	Address

10.3 Interfaces 后台接口

Interface Sub Menu

Close

➤ Interface Sub Menu: 接口子菜单

- Room Status
- Group Bar/Unbar
- Keys

Room Status | Keys

Group Bar/Unbar

Interfaces

Telephone PABX System

Telephone PABX System

OK

Close

→ Room Status

MGHDL - Room status - Telephone PABX System

Room Extn.

Search

Room	Extension	Name
0540	0540	Zheng, Wen Ping
0541	0541	Cheng, Yan Yan
0542	0542	Cai, Guo Jun
0547	0547	Zheng, Zhen
0551	0551	Cai, Liang
0552	0552	Cui, Dong Dong
0553	0553	Yue, Xue You
0556	0556	Wang, Zhao Zhong
0626	0626	Fang, Jiao
0646	0646	Zhou, Hui
0652	0652	Cai, Guo Jun

Save Close

→ Group Bar/Unbar

MGHDL - Group Bar/Unbar - Telephone PABX System

Block Code Block Name

Search
Select All
Clear All

X	Block Code	Block Name
	S01	Kang Hui Guo Lv Zhejiang Travel
	S03	Zhong Lv hangzhou Travel
	D02	Jin Se Jia Ri Qian Dao Hu Travel A

Save Close

→ Keys

MGHDL - Guest list

Name Room
First Name ☒ Checked-In guests

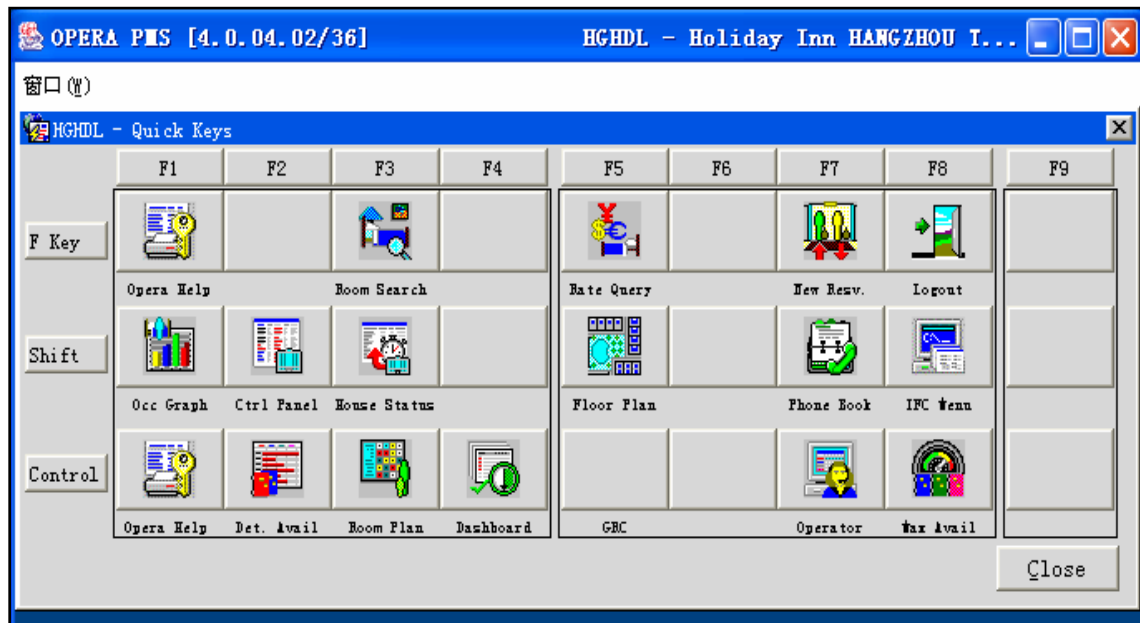
Search

Room	Name	Arrival	Departure
9233	Advance Deposit	05/07/09	02/09/09
0541	Cheng, Yan Yan	01/09/09	05/09/09
0547	Zheng, Zhen	01/09/09	05/09/09
0551	Cai, Liang	01/09/09	05/09/09
0553	Yue, Xue You	01/09/09	03/09/09
0652	Cai, Guo Jun	01/09/09	02/09/09
9037	Kang Hui Guo Lv Zhejiang	10/09/09	02/09/09
0552	Cui, Dong Dong	01/09/09	02/09/09
0556	Wang, Zhao Zhong	01/09/09	02/09/09
0542	Cai, Guo Jun	01/09/09	02/09/09
9205	PF-F0 Daily Sales	02/09/09	02/09/09
9221	PF-B' fast	02/09/09	02/09/09

New
Duplicate
Close

■ Duplicate:复制

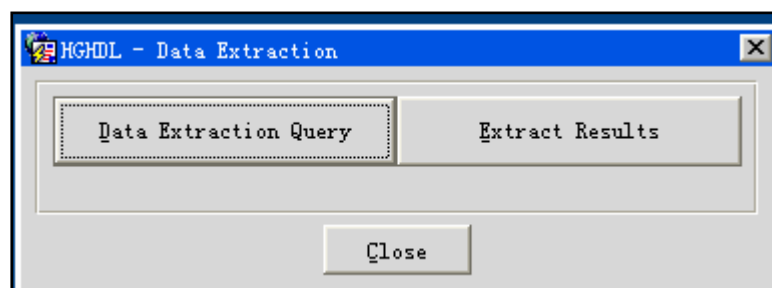
10.4 Show Quick Keys 快捷键



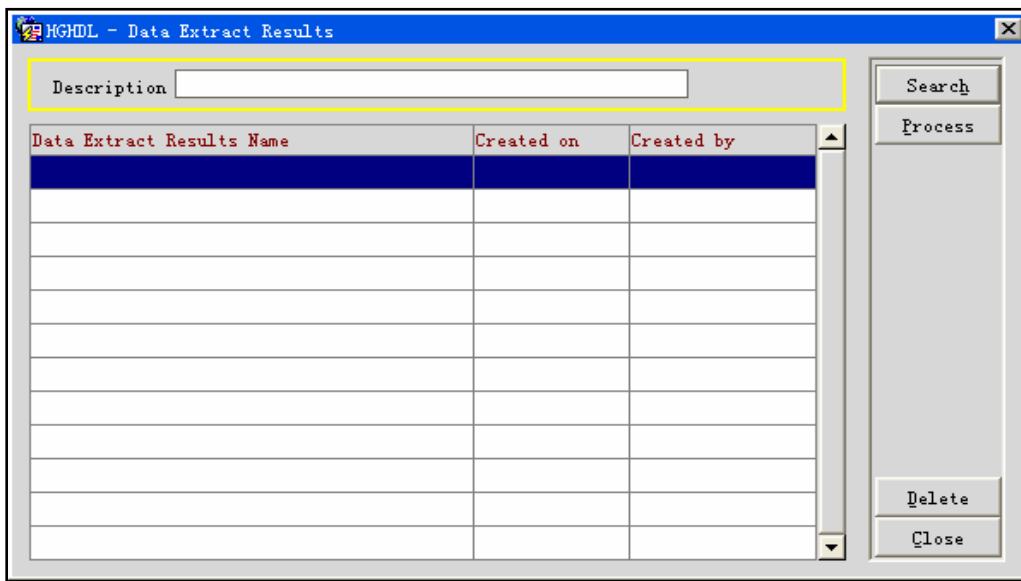
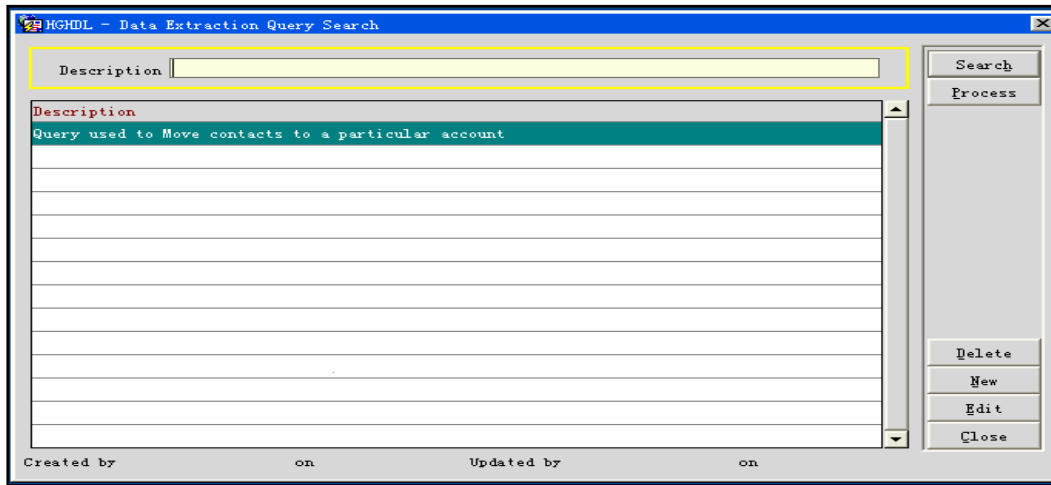
10.5 Change Password 更改密码



10.6 Data Extraction 提取数据

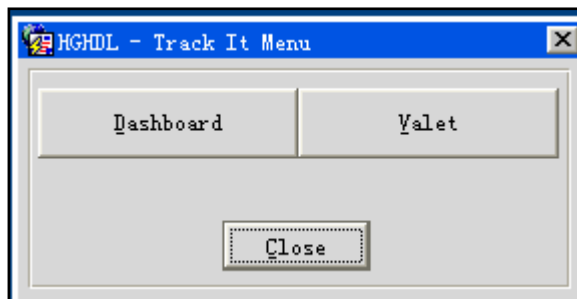


- Data Extraction Query: 数据提取查询
- Extract Results: 提取结果

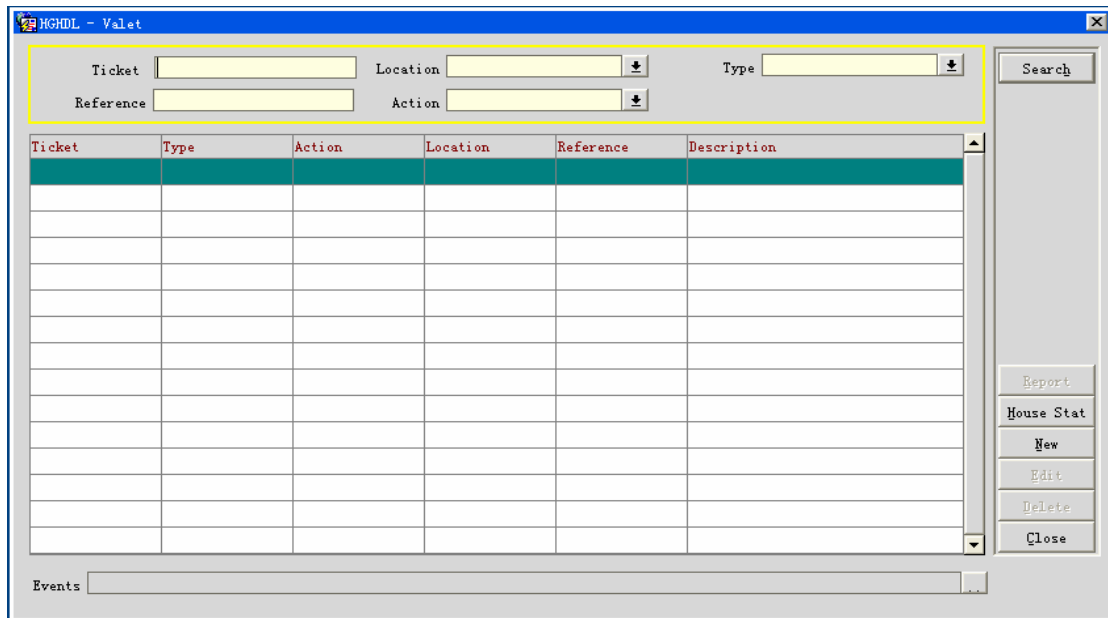


10.7

跟踪日记

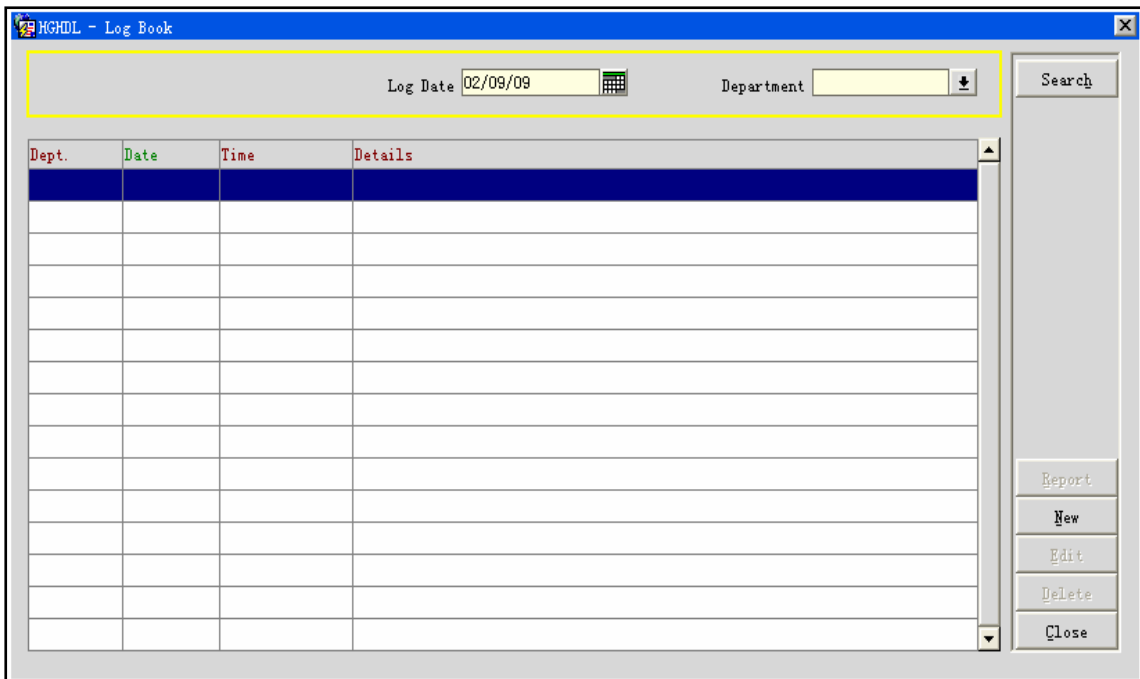


- Dashboard: 导航板
- Valet: 服务员



10.8 Log Book

日志



10.9 Enrollment

申请会员

10.10 Lookup

查找会员

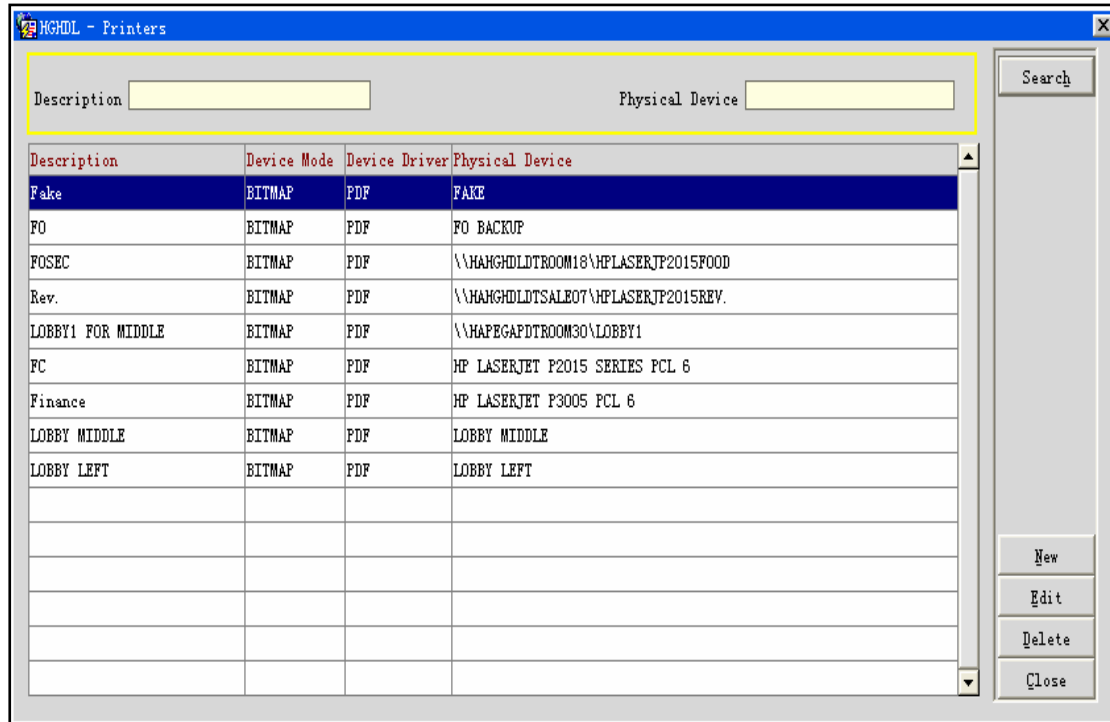
10.11 Print Tasks

设置打印(打印任务的设置)

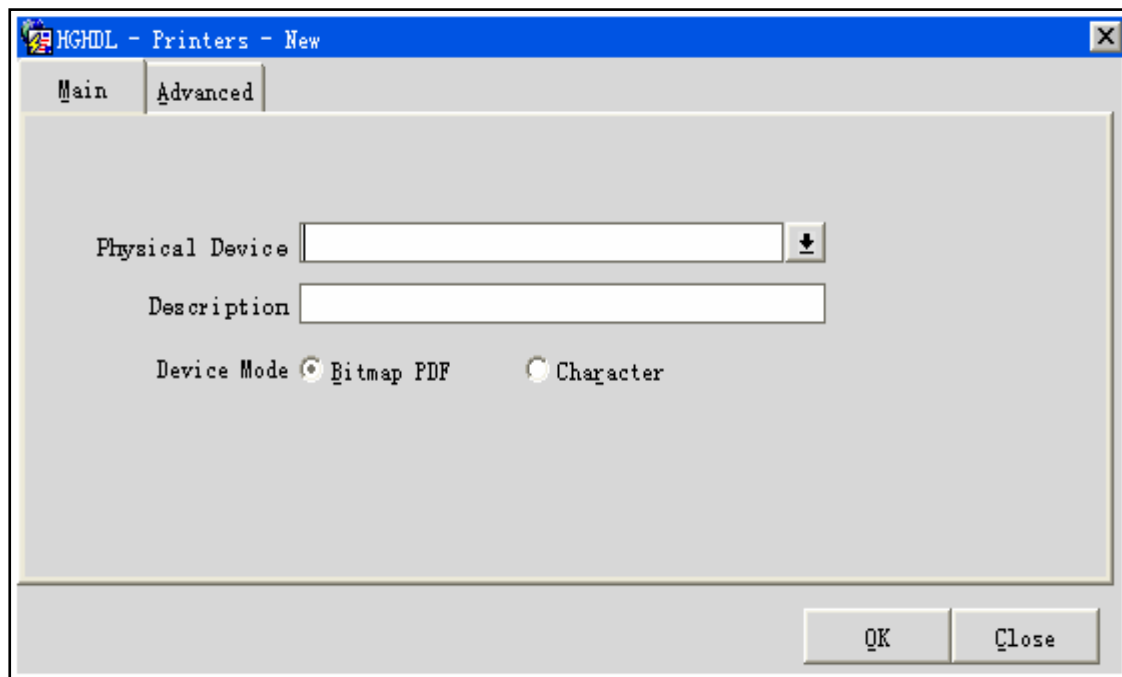
10.11.1 添加打印机

在设置打印机任务之前，先添加打印机，步骤如下：

→Setup→Configuration→Setup→Printers→New。



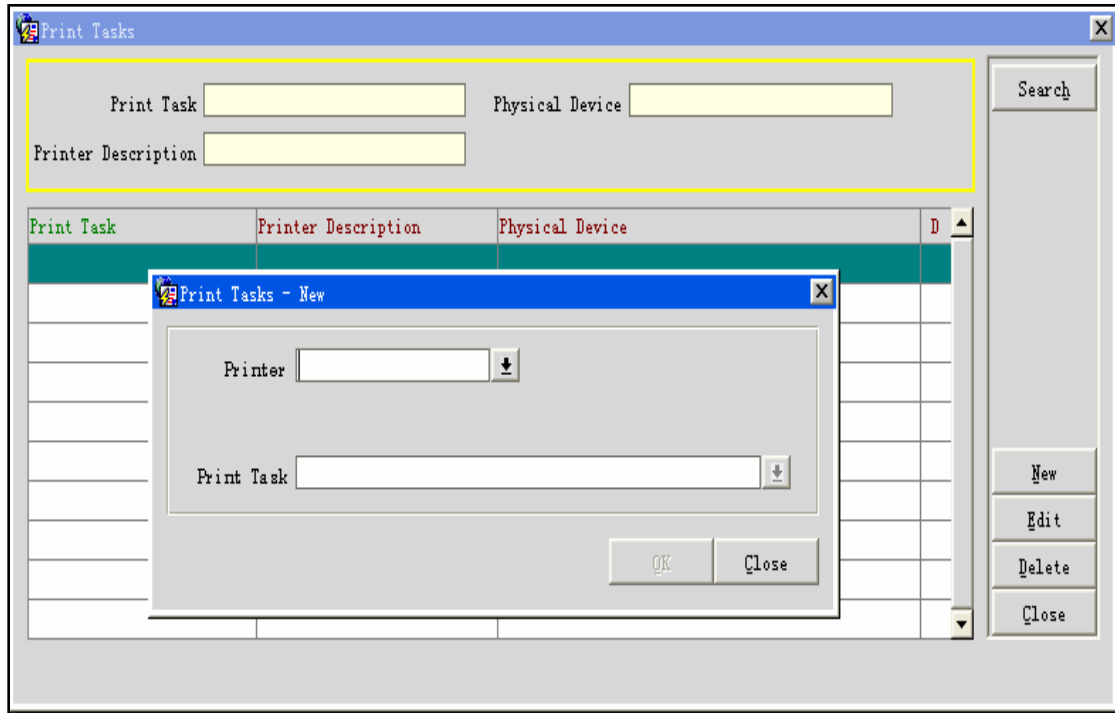
→New



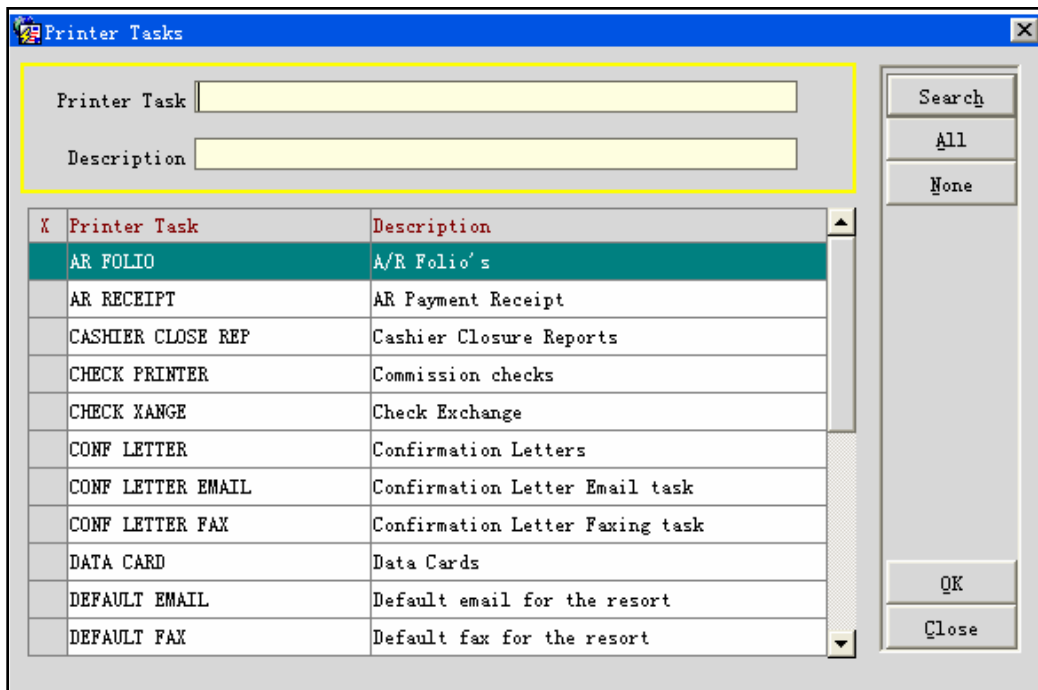
→Physical Device(选择打印机)→输入 Description(描述)→Ok。

10.11.2 添加打印任务

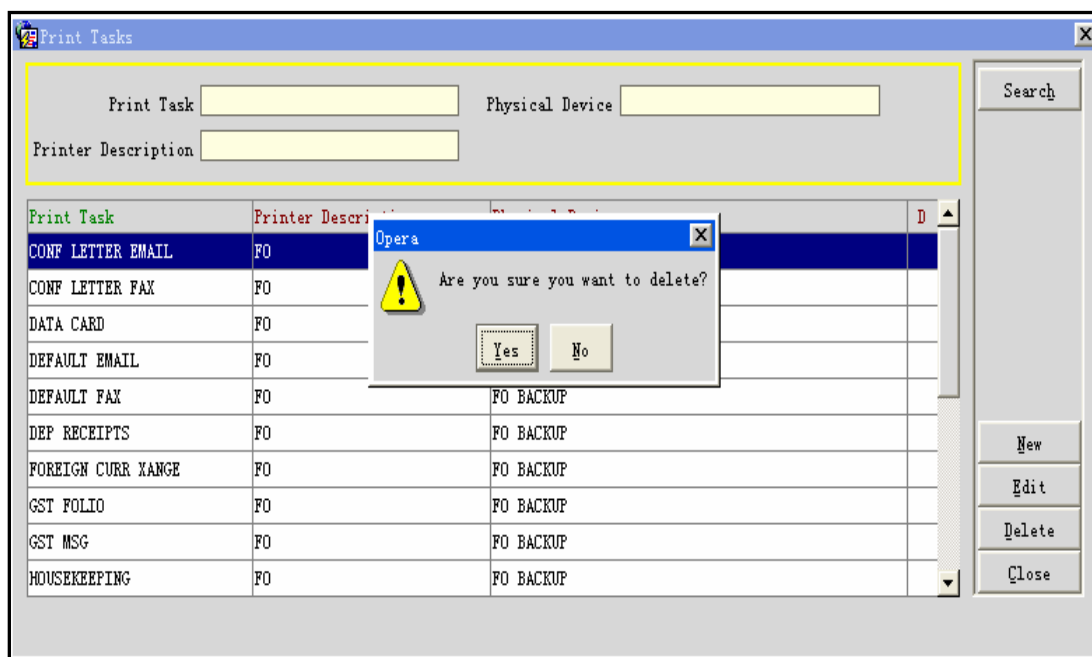
→Setup→Configuration→Setup→Workstations
(或→Miscellaneous→Print Tasks)



→Printer(选择打印机)→Print Task(选择打印任务)→Ok。

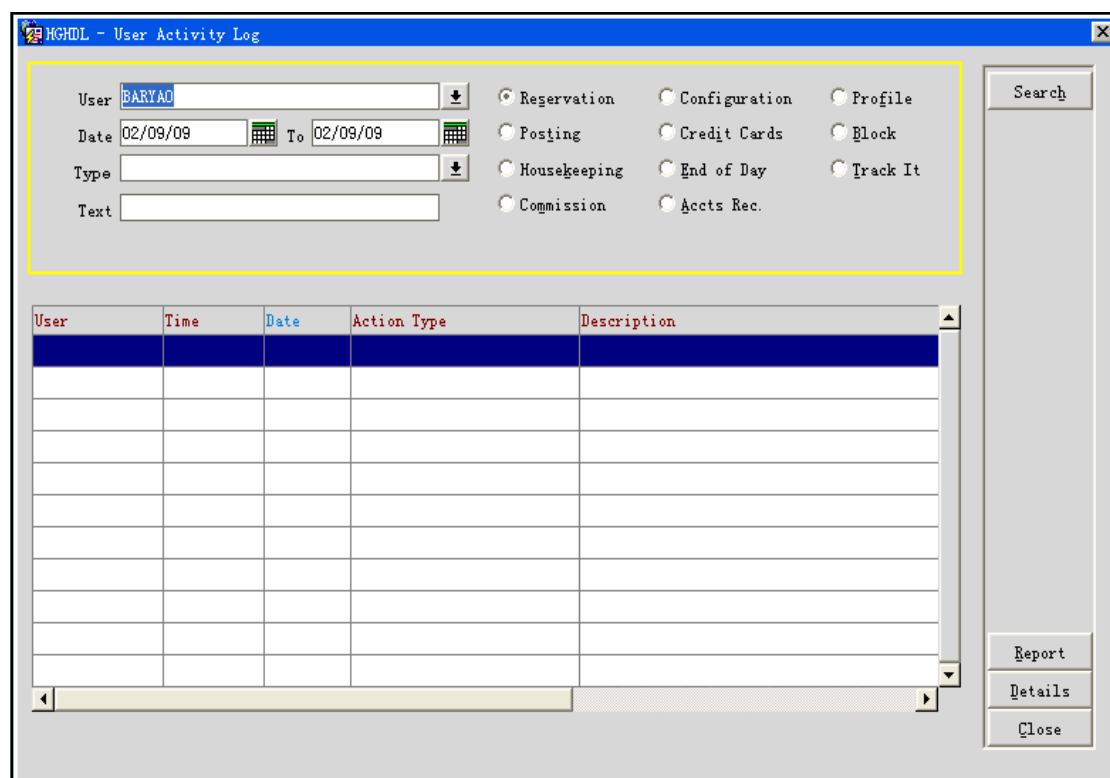


10.11.3 删除打印任务

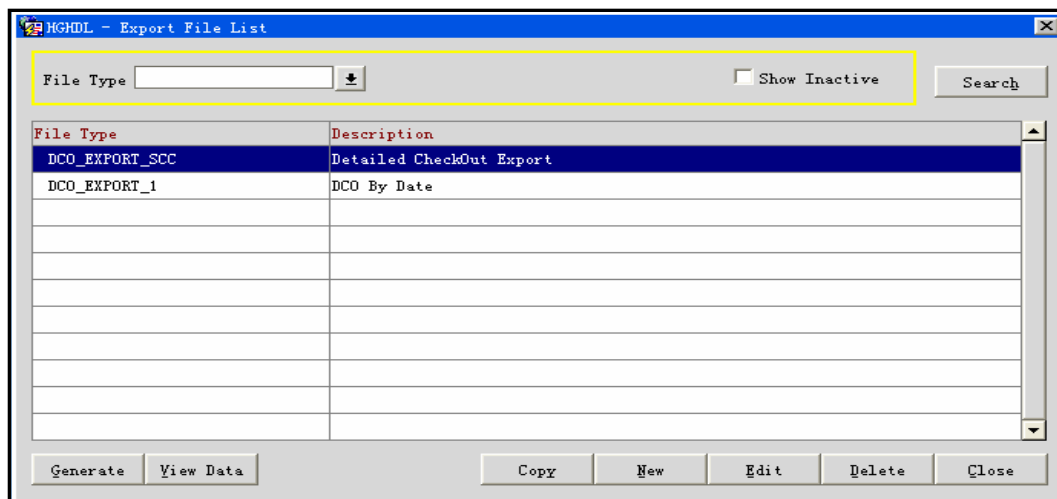


选择打印任务→点击“Delete”。快捷方法：一边按“Delete”，一边按空格。

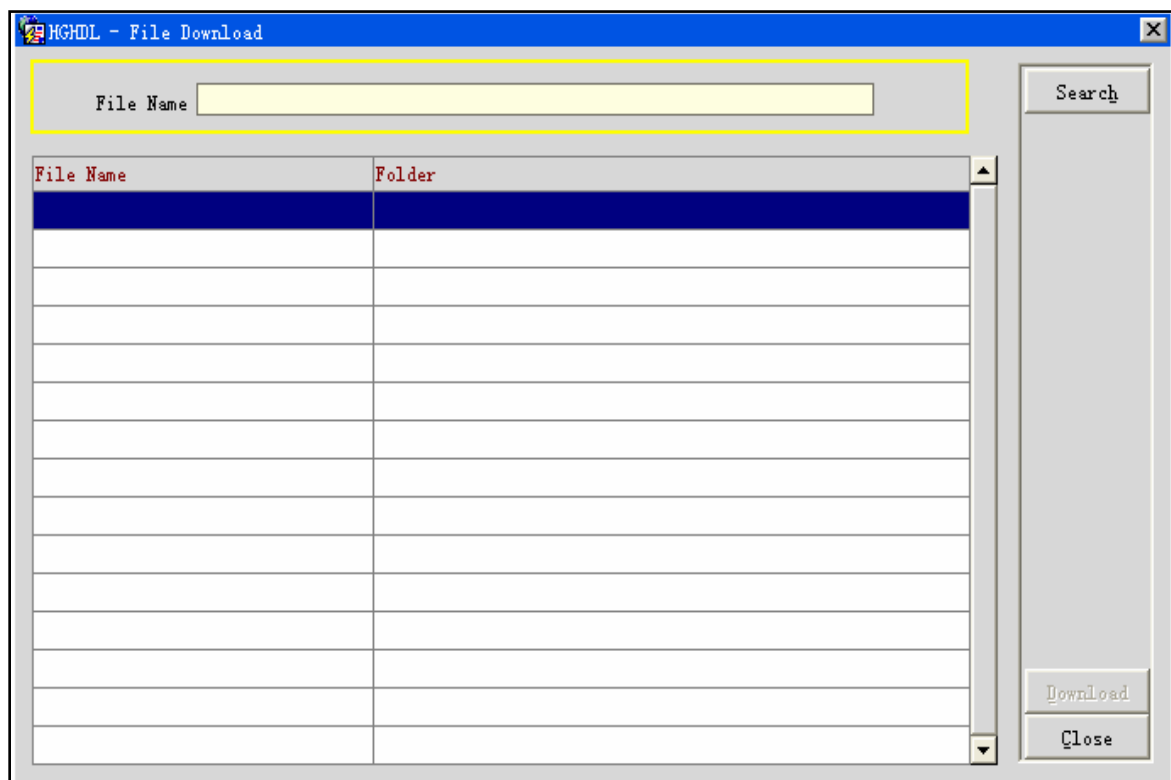
10.12 User Activity Log 查询操作记录



文件导出



文件下载





10.15 Registration Cards 登记卡

OPERA PMS [4.0.04.02/36] HGHDL - Hol...

窗口 (W)

HGHDL - Print Registration Forms

Registration Form 

Arrival Date  ETA From To

Reservation Types



☒ Individuals



☐ Blocks

Filter

☒ Print if City is Omitted ☐ Only Reservations Made Today

From Name To Name

Room Class  Rate Code 

Membership Type  VIP Code 

Include

☐ In-House Guests ☐ Pseudo Rooms

Sort Order 