



Novtel[®] Hospitality Management

The Basics of Reservations

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Hospitality Management

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Introduction



Introduction

Novtel Hospitality is a comprehensive system by which the entire facility can be managed:

- ✓ Reservations for accommodation (Individual and Group Reservations).
- ✓ A POS system accessed directly from the Front Desk to manage the sales of items sold from Reception.
- ✓ A Touch Screen based Restaurant POS System which can be set up for a single restaurant, or multiple restaurants – each with its own set of menu categories and charges.
- ✓ A dedicated Retail POS System to manage sales; issue quotations for items sold from the shop, and manage takeaways.
- ✓ An Events system by which tickets can be sold and reservations can be made.
- ✓ The Reservation Quotation System to issue quotations for reservations; venue hire, catering, event reservations or tickets, etc.



Introduction



Novtel Hospitality integrates with:

- ✓ Sage Pastel Partner and Xpress
- ✓ Sage Evolution
- ✓ Nightsbridge Online Bookings
- ✓ Microsoft Office (Word; Excel; Access; SQL and Outlook)
- ✓ Novtel Access Control
- ✓ Novtel Relations Management





Introduction

Please note that in this manual, we will only focus on the **basics** of the Reservations part of the system, and basic manuals on the Restaurant and Retail POS systems respectively, are also available for download.

The Basics of the Retail POS System

<https://www.novtel.co.za/Manuals/Hospitality/Novtel%20Hospitality%20-%20The%20Basics%20of%20the%20Retail%20POS%20System.pdf>

The Basics of the Restaurant POS System

<https://www.novtel.co.za/Manuals/Hospitality/Novtel%20Hospitality%20-%20The%20Basics%20of%20the%20Restaurant%20POS%20System.pdf>

Also note that there are a lot more information available on the features of Novtel, and which are not discussed in this document.



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Setup Procedures



Setup Procedures

Setup Company

- ✓ The Company details to be displayed on all documents throughout the system are entered.
- ✓ The default Tax Rate is selected, and the tax number is entered to display on the documents.
- ✓ The number of rows on the Grid is set – which represents the rooms.
- ✓ The number of columns are set – which represent the number of days to be viewed simultaneously on the Grid.
- ✓ Seasons can be activated on either the:
 - Room Level
 - Or on the Guest Tariff level
- ✓ Child Rates can be activated on the Guest Tariff Level and custom captions set up to be displayed on reservations and Guest Tariff Master File.
- ✓ 4 Custom captions are set up for Terms and Conditions to be selected on a Customer Master File, and for the selected terms and conditions to be displayed on the Reservation Statement.
- ✓ The use of the Fingerprint scanner can be activated, and the path –which must be accessible from all workstations on the network – is selected.
- ✓ The default deposit percentage to be automatically calculated on all reservations for accommodation.

Integration Settings

As Novtel is integrated with Sage Pastel or Evolution, pre-created GL Accounts and entry types are selected to which the financial data is posted for detailed reporting from the Financial System.

The following options can also be activated and used in Novtel once set up in the financial system:

- ✓ Multi Stores / Warehouses
- ✓ Cost Codes
- ✓ Agent Codes



Setup Procedures

Documents

- **Invoices**

3 Default Layouts are available to choose from, and your company's logo can be added to 2 of the layouts.

Novtel Hospitality also incorporates the 'Forms Designer' option which enable companies to design and use their own custom invoice.

- **Reservation Statements**

Reservation Statements will display the cost for the accommodation first, after which the total for all charges posted to the 'In-House' reservation will be listed.

- **Word Documents**

As Microsoft Word integrates with Novtel, Word Documents can be set up and linked to Novtel which will use bookmarks to derive information from the reservation and Customer for display on the document.

- **Document Notes**

Document Notes can be set up for display on various documents in the system.

- **Terms and Conditions**

4 Different sets of Terms and Conditions can be set up in Novtel. When the specific option is selected on the Customer Master File, the Terms and Conditions are displayed on the reservation statement.



Setup Procedures

Branch	Room Type
Camping	Outdoor
Chalet	2 Bedroom
Chalet	3 Bedroom
Hotel	Double
Hotel	Single
Staff Accommodation Bachelor Flat	
Weddings and Venue	

Assigned Colour

Section

Room Type

Add New Edit Delete Close

Branches vs Room Type

Branches are used to colour code the rooms on the Grid. It means that:

- ✓ All 'Double' rooms may be displayed in a specific colour, while 'Single' rooms are displayed in a different colour.
- ✓ However: some companies manage multiple Lodges from the same Grid, and the rooms linked to a specific lodge are linked to the same Branch and colour - regardless of the type or size of the room.

Room Types are created to group similar rooms together on a quotation, for example:

- ✓ 2 x Single Rooms
- ✓ 6 x Double Rooms
- ✓ 3 x Family Rooms, etc

This means that one line can be created on the quotation with the number of rooms required per room type, and the price will be calculated according to either the room, or per person rate - depending on your settings.

However: This setup is optional, and available rooms can be selected on the quote from the start.

Rooms are not reserved until the quote is accepted and the quote is converted into reservations – provided that the rooms are still available. If not, different rooms can be selected.

Room Type
1 Single
2 Double
3 Family
4 Conferencing
5 2 Bedroom Chalet



Setup Procedures

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

Anderson, Peter Res No: 636
Status: Fully Paid
Customer Invoice: IN000319

Reservation Details

General Financial Deposits Additional Costs Quick View In-House

Description	Person	Qty	Tax	Exclusive	Inclusive
+ Chalet 1 - 2 Bedroom	4	1	104.35	695.65	800.00
+ PAR001 - National Park Fees	1	1	2.61	17.39	20.00
+ REF001 - Refundable Key / Breakage Depr	1	0.00	0.00	500.00	500.00
+ INH002 - Inhouse Shop Transaction	3	44.87	299.13	344.00	
+ INH001 - Inhouse Restaurant Transaction	1	42.78	285.22	328.00	
+ TML001 - Tourism Levy	1	0.00	6.96	6.96	
TOTAL DUE :			194.61	1804.35	1998.96
- REC00405 - Deposit					800.00
- REC00406 - Res Payment					1198.96
- Credit Reserved					0.00
CURRENT DUE :			0.00	0.00	0.00

View Rooms by
☒ Code
☐ Rate Per Person
☐ Rate Per Room

Reservation Number 636
AND002 Anderson, Peter

Tourism Levy (Service Charge)

Novtel can automatically calculate and add a set Tourism levy percentage to all reservations for accommodation.

The charge must be created as a service charge, but no rate is linked to it.

The created charge code is selected in the 'Financial' tab of the Company setup screen and the percentage of the accommodation's total to be charged, is entered.

On the Room Master File, the charge is added as a fixed additional cost which will be calculated and indicated on the reservation when a reservation is made for the room.



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Users and Passwords



Users and Passwords

A User Master File is created for the purpose of:

- ✓ Linking a person to a specific set of permissions.
- ✓ To link a password to their Username - or capture their fingerprint when using a fingerprint scanner – in order for them to gain access to the applicable part of the system.
- ✓ Whenever they perform transactions during their shift, a Shift number is allocated, and an audit trail is obtained.

The screenshot shows a software window titled "Add user" with a close button (X) in the top right corner. The window has four tabs: "General", "Permissions", "Pastel", and "Departments". The "General" tab is selected and highlighted with a red rectangle. Inside the "General" tab, there are several input fields and checkboxes. The "User Name" field is the first, followed by a "Capture Fingerprint" button. Below these are "Password" and "Tag Code" fields. Further down are "First Name" and "Last Name" fields. At the bottom left, there are four checkboxes: "Hide User From Displaying on Select Lists", "Cashup With Supervisor Permission", "Master User Profile", and "Master Supervisor". To the right of these checkboxes is a "Master User ID" field with the number "0" entered. At the very bottom of the window are "Accept" and "Cancel" buttons.

The General Tab

When adding Users to the system from the 'Setup – Users/Passwords' menu, the Username; Password; First and Last Name is mandatory to be entered in the 'General' tab – regardless of creating an Administrator; Supervisor; Restaurant or Bar User.

Please note that fingerprints can be captured in order for Users to log into Novtel using a fingerprint scanner. If the option is not set up, the 'Capture Fingerprint' button is deactivated on all User Master Files.



Users and Passwords

In the 'Permissions' tab, the option selected here will determine the permissions a User will have, and they will access the relevant part of the system when entering their password.

Add user

General **Permissions** Pastel Departments

Permission Type: Administrator

Item Grid

Edit Rooms	☒
Edit Branches	☒
Edit Charges	☒
Edit Guest Tariffs	☒
Update Invoices	☒
Select Novtel Database	☒
Interface / Company Setup	☒

Accept Cancel

Administrators

Users classified as an 'Administrator', have full rights to set up and edit everything in the system – including Users and Passwords.

Although Novtel allows for an unlimited number of Administrators to be created, we recommend that the number is limited by your Company for the simple reason of control and security.

Add user

General **Permissions** Pastel Departments

Permission Type: Administrator

Item Grid

Edit Rooms	☒
Edit Branches	☒



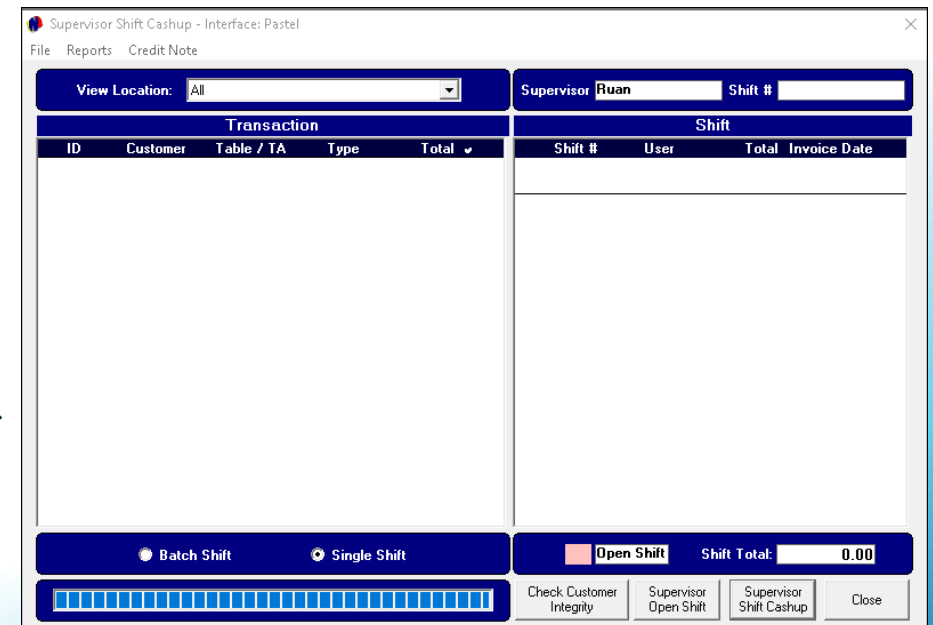
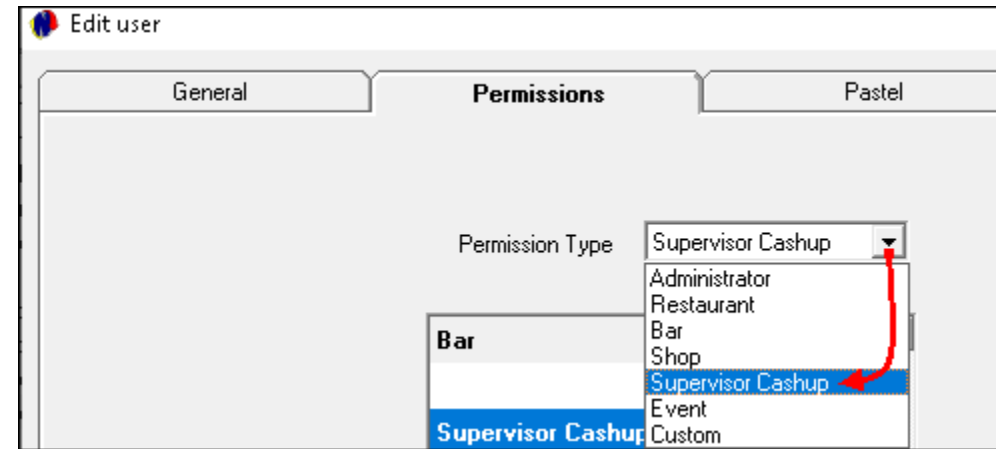
Users and Passwords

Supervisors

A Supervisor has the ability to:

- ✓ Set up Printer settings.
- ✓ Open new shifts for Users when applicable.
- ✓ Perform the Supervisor cash-up process – which sends the shift's data to Pastel or Evolution.
- ✓ Release locked User passwords.
- ✓ Issue credit notes.
- ✓ Produce various reports.
- ✓ Track transactions as it is processed by the Front Desk personnel in real time.
- ✓ Re-open a shift which was accidentally and prematurely closed by a User.
- ✓ Approve or deny actions that requires a Supervisor's permission to continue.

This is the screen the Supervisor will access when entering their password.





Users and Passwords

Allow Supervisor Access to User Shifts

The option to 'Allow Supervisor Access to User Shifts' option is only active on 'Supervisor' User profiles.

When the option is selected, the **normal** Supervisor (**NOT the Master Supervisor**) will have access to the open shifts of Restaurant Users in order to log into their shifts and perform transactions on their behalf.

Please note that we do not recommend this, as each User is responsible for their own takings at the end of their shift.

Master Supervisor

A 'Master Supervisor' is set up for the sole purpose of managing cash-ups on behalf of other Supervisors.

The 'Master Supervisor' has the following capabilities and limitations:

1. They will be able to log in as any other supervisor with an active shift in order to complete the supervisor cash-up on their behalf.
2. Cannot issue credit notes or perform any other action on another Supervisor's shift, other than:
 - ✓ Printing Shift Reports
 - ✓ And perform Cash-ups
3. Cannot add Users to their own shift
4. Cannot access the shift of a POS User



Users and Passwords

Custom Users

As the 'Setup' and 'Edit' menus are available from the Grid, it is recommended that all Front Desk Users be classified as 'Custom' Users and some permissions be restricted.

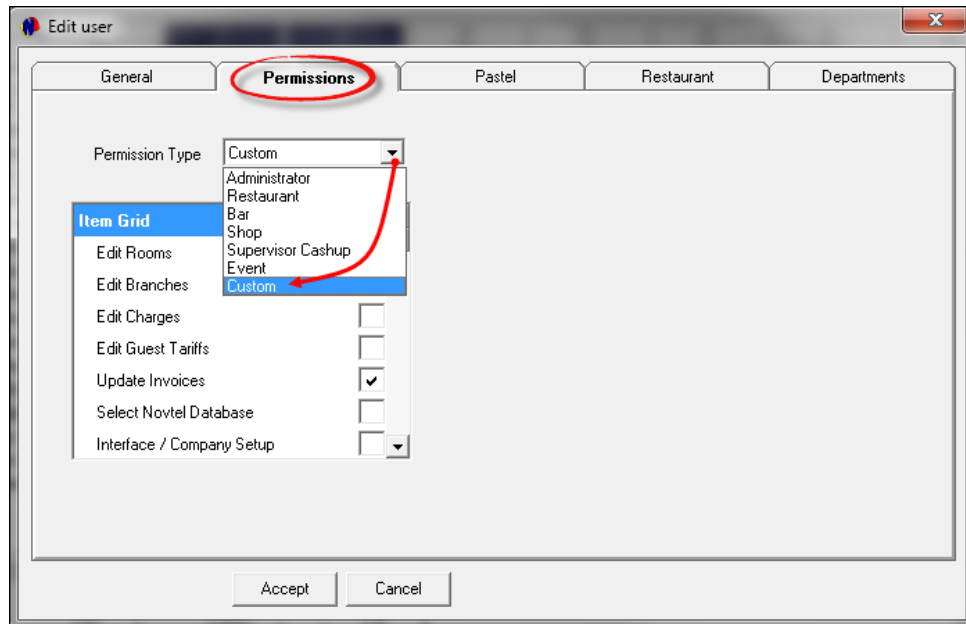
The reason being that if not restricted, the Users can access information and settings which must only be accessed by persons in authority, such as the facility's Owner; CEO or top-level Managers.

When an option is **unticked**, it means that the Custom Users will **not have access** to it.

Please consider the options carefully and untick the required items.

The options are to restrict the ability to:

- Edit or create Rooms; Branches; Charges and Guest Tariffs
- Update Invoices
- Select a Novtel Database
- Change the Interface settings
- Access the Company Setup settings
- Access; edit or create User Master Files and passwords
- Un-update Invoices and making changes to a previously invoiced booking
- Issue Credit Notes





Users and Passwords

The screenshot shows the 'Add user' dialog box with four tabs: General, Permissions, Pastel, and Departments. The 'Pastel' tab is selected and highlighted with a red rectangle. The 'Pastel' tab contains the following fields:

- Service Multi-Store: 001 | Default Store
- Restaurant Multi-Store: 001 | Default Store
- Bar Multi-Store: |
- Shop Multi-Store: |
- Import Customer Documents to Pastel User: 00 - Louise
- Import Supplier Documents to Pastel User: 00 - Louise
- Link to Pastel Database: ☐
- Daily Takings Control Account (Balance Sheet Account): | Clear
- Sales/Agent Code: | Clear Agent Description

At the bottom of the dialog box are 'Accept' and 'Cancel' buttons.

The Pastel / Evolution Tab

Depending on Novtel being integrated with Pastel Partner or Xpress, OR Sage Evolution, the 3rd tab will be displayed as either 'Pastel' or 'Evolution'.

When your system is not activated for the use of 'Multi-Stores / Warehouses', the 'Default Store' is applicable for all Users as the 'Service; Restaurant; Bar; and Shop Multi-Stores'.

However: As Multi Stores / Warehouses are set up in our system, the relevant Warehouse is selected for each option individually.

Select the specific User in Pastel or Evolution to whom this User's documents must be imported.

Select the 'Daily Takings Control Account' in Pastel to which this User's transactions are to be imported, if a CUSTOM account is required. This account may be:

- ✓ A global account used for all Users in the system;
- ✓ OR a separate account can be created for every User or Department in the system and selected here.

If activated and set up in the financial system, a dedicated 'Agent Code' can be linked per User Master File, and when the User performs transactions in the Novtel System, their Agent Code will automatically be linked to each transaction they perform.



Users and Passwords

User ID	User Name	Surname And Name	Department	Status
010	QuintonB	Davids Quinton	Bakery	
15	QuintonLR	Davids Quinton	Lighthouse Restaurant	
26	Quinton NR	Davids Quinton	Nautilus Restaurant	
37	QuintonSR	Davids Quinton	Seagull Restaurant	
48	Quinton D	Davids Quinton	Deli	
59	QuintonCS	Davids Quinton	Curios Shop	

- 1 - Administrator : Quinton Davids
- 1 - Administrator : Quinton Davids
- 5 - Lighthouse Restaurant : Quinton Davids
- 6 - Nautilus Restaurant : Quinton Davids
- 7 - Seagull Restaurant : Quinton Davids**
- 8 - Deli : Quinton Davids
- 9 - Curios Shop : Quinton Davids
- 10 - Bakery : Quinton Davids

The Master Password Functionality

In a company where one User may work in different Departments, a User profile is needed for each area in order to unlock the specific Department menu.

Novtel has the ability to link all User Profiles for a single person to a Master Profile.

This entails that an existing profile is classified as the Master Profile, and all other User Profiles for this person are linked to it.

When logging into the system with the 'Master Profile' password or fingerprint, the Department where the User is working on the specific day, is selected in order to unlock the part of the system to which the User must have access.



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User Shifts



User Shifts

Detailed Shift Summary - Supervisor:

Cashier: Rita - Shift #:SFT00048
Shift Start 2019-10-17 09:44:40 - Shift End 2019-10-24 08:10:53
Time and date report was printed: 2019-10-24 08:17:02

In-House Sales Group

TRANS #	DOC NO	GROUP	CUSTOMER	AMOUNT
341	IN000057	11	DIS001 - Discover SA and Beyond	330.00
				330.00

Reservation Invoices and Credit Notes

TRANS #	DOC NO	RESERVATION	CUSTOMER	AMOUNT
348	IN000059	84	COO001 - Cooper, Richard	1400.00
349	IN000060	86	JOH001 - Johnson, Chris	1400.00
350	IN000061	85	BEL001 - Bell, Beverly	1400.00
				4200.00

Group Invoices and Credit Notes

TRANS #	DOC NO	GROUP	CUSTOMER	AMOUNT
353	IN000062	11	DIS001 - Discover SA and Beyond	19688.00
				19688.00

Reservation Payments

TRANS #	DOC NO	CUSTOMER	RES #	AMOUNT
343	REC00212	COO001 - Cooper, Richard	84	588.00
344	REC00213	JOH001 - Johnson, Chris	86	500.00
345	REC00214	BEL001 - Bell, Beverly	85	500.00
346	REC00215	BEL001 - Bell, Beverly	85	1085.00
347	REC00216	DIS001 - Discover SA and Beyond	77	330.00
				3003.00

A new shift is opened by the Supervisor when a User is on duty.

A shift number is linked to the User's name which is date and time stamped.

All activity by this User during their shift is recorded and various reports are available to the Administrator and Supervisor.

In this case, Shift 'SFT00048' is linked to Rita, and the shift started on 17 October 2019 at 09:44, and was cashed up on the 24th of October 2019 at 08:10.

Deposits

DEPOSIT	RES #	CON #	DOC NO	CUSTOMER	AMOUNT
Paid	66	0	REC00210	GRE001 - Green, Jane	350.00
Paid	67	0	REC00208	AND002 - Anderson, Peter	1000.00
Paid	77	0	REC00209	DIS001 - Discover SA and Beyond	19688.00
					21038.00
Raised	66	0	DEP00013	GRE001 - Green, Jane	750.00
Raised	67	0	DEP00012	AND002 - Anderson, Peter	1000.00
Raised	77	0	DEP00014	DIS001 - Discover SA and Beyond	19688.00
Raised	78	0	DEP00015	JOR001 - Jordan, Celeste	550.00
Raised	80	0	DEP00016	SHA001 - Mrs Shaw, Wendy	1000.00
Raised	81	0	DEP00017	MAA001 - Maariens, Danielle	1000.00
Raised	82	0	DEP00018	BEL001 - Bell, Beverly	1000.00
Raised	83	0	DEP00019	JOR001 - Jordan, Celeste	1000.00
					25988.00
Applied	67	0	DEP00020	AND002 - Anderson, Peter	1000.00
Applied	77	0	DEP00021	DIS001 - Discover SA and Beyond	19688.00
					20688.00



User Shifts

Supervisor Shift Cashup - Interface: Pastel

File Reports Credit Note

View Location: All Supervisor: Ruan Shift #:

Transaction					Shift			
ID	Customer	Table / TA	Type	Total	Shift #	User	Total	Invoice Date

Batch Shift Single Shift

Open Shift Shift Total: 0.00

Check Customer Integrity Supervisor Open Shift Supervisor Shift Cashup Close

Opening a Shift

Please note that Front Desk personnel will not even be able to raise a deposit without an open shift linked to their username.

Therefore, the Supervisor will log into the system and click on the '**Supervisor Open Shift**' button when no other open shifts are present.

Should either open or closed shifts be displayed in this window, the button's caption will read: '**Supervisor Edit Shift**'.

Supervisor Shift Cashup - Interface: Pastel

File Reports Credit Note

View Location: All Supervisor: Ruan Shift #: SUP00002

Transaction					Shift			
ID	Customer	Table / TA	Type	Total	Shift #	User	Total	Invoice Date
Restaurant								
SFT00043	Kevin			1930.00				2019-10-11
SFT00044	James			0.00				
SFT00045	David			0.00				
Shop								
SFT00046	Stella			2546.00				2019-10-15
SFT00047	Stella			698.00				

Batch Shift Single Shift

Open Shift Shift Total: 5174.00

Check Customer Integrity Supervisor Edit Shift Supervisor Shift Cashup Close



User Shifts

Select User

Available Users	Selected Users
Duncan	Kevin (Restaurant)
Jolanda (Front Desk)	James (Restaurant)
Louise (Front Desk)	David (Restaurant)
Rita (Front Desk)	Stella (Shop)
Ruan (Credit Note)	

Accept Cancel

All available Users without an open shift at present, are displayed in the left-hand side of this screen.

To select a User, simply double click on their Username.

Immediately, the selected User will be displayed in the right-hand side of the window. Repeat the process for all other relevant Users and click 'Accept'.

Select User

Available Users	Selected Users
Duncan	Kevin (Restaurant)
Jolanda (Front Desk)	James (Restaurant)
Louise (Front Desk)	David (Restaurant)
Ruan (Credit Note)	Stella (Shop)
	Rita (Front Desk)

Accept Cancel



User Shifts

Supervisor Shift Cashup - Interface: Pastel

File Reports Credit Note

View Location: All

Supervisor Ruan Shift # SUP00002

Transaction					Shift			
ID	Customer	Table / TA	Type	Total	Shift #	User	Total	Invoice Date
Restaurant								
SFT00043	Kevin			1930.00				2019-10-11
SFT00044	James			0.00				
SFT00045	David			0.00				
Shop								
SFT00046	Stella			2546.00				2019-10-15
SFT00047	Stella			698.00				

Batch Shift Single Shift

Open Shift Shift Total: 5174.00

Check Customer Integrity Supervisor Edit Shift Supervisor Shift Cashup Close

The User for whom the shift was opened, does not yet display in this window, since she has not yet logged into the system.

When Rita logs into Novtel, her Username is displayed at the bottom left-hand side of the screen, below the Grid.

Novtel Hospitality Ultimate Enterprise 7.3.0.3 - [Item Grid]

File Edit Modify Setup Process Reports Help

17 Oct 2019 Thu

18 Oct 2019 Fri

19 Oct 2019 Sat

20 Oct 2019 Sun

21 Oct 2019 Mon

22 Oct 2019 Tue

23 Oct 2019 Wed

24 Oct 2019 Thu

25 Oct 2019 Fri

26 Oct 2019 Sat

27 Oct 2019 Sun

28 Oct 2019 Mon

29 Oct 2019 Tue

30 Oct 2019 Wed

31 Oct 2019 Thu

01 Nov 2019 Fri

02 Nov 2019 Sat

03 Nov 2019 Sun

04 Nov 2019 Mon

05 Nov 2019 Tue

06 Nov 2019 Wed

07 Nov 2019 Thu

08 Nov 2019 Fri

09 Nov 2019 Sat

10 Nov 2019 Sun

11 Nov 2019 Mon

12 Nov 2019 Tue

13 Nov 2019 Wed

C001

C002

C003

C004

C005

CA01

CA02

CA03

CA04

D201

D202

D203

View Rooms by Code Rate Per Person Rate Per Room

New Reservation 2019-10-17 2019-11-13

Mobile Phone Fax Telephone Customer ID 2nd Person's ID Vehicle Registration Passport Number

Account Balance Deposit Paid Total Invoice Total Receipt Total Deposit Forfeited Deposit Refund Reservation Balance

Cancelled Provisional Confirmed In House Departed Fully Paid Non Rev

User: Rita Database Path: C:\HospitalityCourse\VHRA.mdb



User Shifts

Viewing the Supervisor screen after Rita has logged into Novtel with her dedicated password, a shift number has been linked to her name, and the shift is displayed in a pink background colour which indicates that the shift is open.

As Rita performs transactions, the Supervisor can track the actions by clicking on the open shift. All transactions are displayed here in real time.

Supervisor Shift Cashup - Interface: Pastel

File Reports Credit Note

View Location: All

Supervisor Ruan Shift # SUP00002

Transaction					Shift			
ID	Customer	Table / TA	Type	Total	Shift #	User	Total	Invoice Date
Restaurant								
SFT00043	Kevin			1930.00	2019-10-11			
SFT00044	James			0.00				
SFT00045	David			0.00				
Front Desk								
SFT00048	Rita			0.00				
Shop								
SFT00046	Stella			2546.00	2019-10-15			
SFT00047	Stella			698.00				

Batch Shift Single Shift

Open Shift Shift Total: 5174.00

Check Customer Integrity Supervisor Edit Shift Supervisor Shift Cashup Close

Supervisor Shift Cashup - Interface: Pastel

File Reports Credit Note

View Location: All

Supervisor Ruan Shift # SUP00002

Transaction (SFT00048)				Shift			
ID	Customer	Type	Total	Shift #	User	Total	Invoice Date
322	AND002	Deposit Raised	1000.00				
323	GRE001	Deposit Raised	750.00				
324	DIS001	Deposit Raised	19688.00				
325	JOR001	Deposit Raised	550.00				
326	AND002	Deposit Paid	1000.00				
327	DIS001	Deposit Paid	19688.00				
328	GRE001	Deposit Paid	350.00				
329	SHA001	Deposit Raised	1000.00				
330	MAA001	Deposit Raised	1000.00				
331	BEL001	Deposit Raised	1000.00				
332	JOR001	Deposit Raised	1000.00				
333	AND002	Deposit Applied	1000.00				
334	DIS001	Deposit Applied	19688.00				
341	DIS001	Sales	330.00				
343	COO001	Res. Payment	588.00				
344	JOH001	Res. Payment	500.00				
345	BEL001	Res. Payment	500.00				
346	BEL001	Res. Payment	1085.00				
347	DIS001	Res. Payment	330.00				
348	COO001	Reservation Invoice	1400.00				

Batch Shift Single Shift

Open Shift Shift Total: 33745.00

Check Customer Integrity Supervisor Edit Shift Supervisor Shift Cashup Close



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Creating Charges



Creating Charges

A company will continually add new charges to their Novtel system when needed.

We recommend that **only** Administrators will have the ability to add charges to the system as the setup is to be done correctly in order to:

- ✓ Avoid cashup failures at the end of a User's shift
- ✓ Achieve the correct financial posting results

POS Item (Front Office/Reception)

Any charge applicable to an item sold via the **POS (Sales) system** accessible from the **Novtel main grid**, must be specified as a 'POS item'.

POS Items are not linked to a 'POS Category'.



Creating Charges

Import Inventory Item

Code: STD001

Description: Fanta Grape 250 ml

Inventory Group: 002 - Inventory Goods

Excl Selling Price: 7.83

Physical Item (selected)

Service Item

Code	Description
☐ 001	Lighthouse Restaurant
☐ 002	Deli
☐ 003	Curio Shop
☐ 004	Wine Tasting Room
☒ 005	Hotel
☐ 7	The Anchor Bakery
☐ 8	Pirates Pub

Multi-Store Select

All Multi-Stores

Selected Multi-Stores

Accept

When the option is ticked to 'Create Item in Pastel', and the charge is saved, it will be imported to Pastel. Please note that the specific 'Inventory Group' can be selected to which this item is to be linked, and the applicable 'Multi Store(s) / Warehouse(s)' can be selected before clicking 'Accept'.

Only when a charge is classified as a POS item, will it be available for selection by front office personnel to process a sales transaction from the grid.

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

Quinton Multi Store: 07 Agent Code: 07 Shift # SFT00068

PAYMENT DUE 0.00

15 Aug 2022 Mon 16 Aug 2022 Tue

POS

C001

C002

C003

Code	Description	Rate Includ.	Barcode
LAY0003	Lays Plainly Salted 30g.	10.00	
LAY001	Lays BBQ Chips 30g	6.00	
LAY002	Lays Salt and Vinegar 30g	6.00	
LAY003	Lays Plainly Salted 30g	6.00	
PAR001	National Park Fees	20.00	
PEA001	Salted Peanuts 250g	6.00	
PEA002	Peanuts and Raisins 250g	6.00	
RV001	Restaurant Voucher	0.00	
SPR001	Sprite 350ml	12.00	
STD001	Fanta Grape 250 ml	9.00	
SUN001	Sunscreen Cream 50ml	75.00	
SW001	Sparkling Water	15.00	
TEX001	Tex Chocolate Bar	7.00	
TSH002	T-Shirt with Logo Size Medium	130.00	
TSH003	T-Shirt with Logo Size Large	140.00	
VOU001	Oasis Lodge Voucher	0.00	
VOU002	Voucher - All Departments	0.00	
VOU005	Voucher for Accommodation	0.00	
WTT001	Wine Tasting Tours	0.00	

Search by: Code Search for:

TENDER - Cash <F3> - New

Payout / Account Payment Shift Cash Up Apply Service Charge <F5> - Quotations <F4> - Reprint Receipt Takeaway Discount Redeem Voucher <F2> - Transaction Cash Up Close



Creating Charges

Refundable Charge Item

Any charge which is refundable to the Customer, is not an income to the company, and is classified as a 'Refundable Charge Item'.

For example:

A **Key / Breakage Deposit** will be classified as a Refundable Charge Item as it is charged to the Guest at arrival – which can be added to their reservation automatically if set up; and refunded to the Guest at departure, once the key was returned to reception and the room found to be in order during check-out.



Creating Charges

Edit Charge

Code: BRE003
Description: Bankers Breakfast
Barcode:

☒ Display On Invoice
☐ Service Charge Item
☐ Event Item

☒ Physical Item
☐ Use Custom Rate
☐ Master Price
☐ Blocked

General Properties Voucher Price Update Foreign Currency

POS Item
Bar Item
Shop Item
☒ Menu Item
Component Item
Multiple Item
Payout Item
Scale Item
Refundable Charge Item
Recipe Item

POS Category: BRE
Breakfast
Split Bulk QTY Items For Preparation: ☒

Breakfast
Lunch
Dinner

Other
Not Meal Type

Department: 1 Lighthouse Restaurant

Charges to be Linked to an Accommodation Package

Accommodation Packages can be added to Guest Tariff Master Files.

Please note:

Charges added to the Accommodation Package are limited to menu items only, and the price is included in the Accommodation Total.

On the Charge Master File, the following classifications are available:

Edit Guest Tariff

Name: C2B001 Tariff not in use: ☐
Description: Chalet 2 Bedroom
Detailed Notes: Seasonal rates set up until November 2030.

Reservation Type: 2 Bed and Breakfast

Accommodation Packages (Limited To Menu Items And Included in Accommodation Total)

ID	Category	Charge	Description	Dept	Included	Adult	Child	Meal Type	Qty	Cost	Price	Package
1	C2B001	BUF001	Buffet Breakfast - Adults	Lighthouse Re...	Yes	Yes	No	Breakfast	1	0.00	150.00	125.00
2	C2B001	BUF002	Buffet Breakfast - Children up to 15	Lighthouse Re...	Yes	No	No	Breakfast	1	0.00	80.00	50.00
3	C2B001	BRE003	Bankers Breakfast	Lighthouse Re...	Yes	Yes	No	Breakfast	1	0.00	89.00	80.00

Add Package Item Edit Package Item Remove Package

Description	Start Date	End Date	Room Rate	Adult Rate	Up to 6	6 - 10	11 - 15	Expired
Low	2030-06-01	2030-11-30	850.00	350.00	0.00	100.00	150.00	0.00
High	2029-12-01	2030-05-31	850.00	350.00	0.00	100.00	150.00	0.00
Low	2029-06-01	2029-11-30	850.00	350.00	0.00	100.00	150.00	0.00
High	2028-12-01	2029-05-31	850.00	350.00	0.00	100.00	150.00	0.00
Low	2028-06-01	2028-11-30	850.00	350.00	0.00	100.00	150.00	0.00
High	2027-12-01	2028-05-31	850.00	350.00	0.00	100.00	150.00	0.00
Low	2027-06-01	2027-11-30	850.00	350.00	0.00	100.00	150.00	0.00
High	2026-12-01	2027-05-31	850.00	350.00	0.00	100.00	150.00	0.00
Low	2026-06-01	2026-11-30	850.00	350.00	0.00	100.00	150.00	0.00

Description	Start	End	Room Rate	Adult Rate	Up to 6	6 - 10	11 - 15	Expired
	2004-06-29	2004-06-29	0.00	0.00	0.00	0.00	0.00	0.00

New Season Edit Season Delete Season Apply

Accept Cancel

The default setting is 'Not Meal Type' and selecting the correct Meal Type is necessary when including the specific charge as part of an 'Accommodation Package'.

The Meal Type classification is used to group meal types together in order to give the guest the option to select different meals related to the meal type – if set up on the Accommodation Package.

Novtel will read this classification when the meal is redeemed in the restaurant.

The classification selected here, will also be displayed on the charge item line when linked to an Accommodation Package on the Guest Tariff screen.



Creating Charges

Edit Charge

Code: ☒ Display On Invoice ☐ Physical Item ☒ Use Custom Rate

Description: ☐ Master Price

Barcode: ☐ Event Item ☐ Blocked

Voucher

Voucher Item ☒ Single Voucher ☒

Single Voucher checked will create only one voucher irrespective of quantity set. Unchecked will create individual voucher to the total of the quantity set.

Voucher Description:

Display Voucher Number On Receipt ☒ Print Voucher Document ☒

Valid Start: ☒ Issue Date ☐ Specific Date

Valid End: ☒ Days ☐ Specific Date

Voucher Redeem - Accommodation ☒ Voucher Redeem - Restaurant ☒

Voucher Redeem - Bar ☒ Voucher Redeem - Takeaway ☐

Voucher Redeem - Delivery ☐ Voucher Redeem - POS Shop ☒

Oasis Lodge VOUCHER

Tel : 044 123456789
Fax : 044 123456789

Oasis Lodge Voucher

Valid From : **2019-10-24**
Valid Until : **2020-10-22**

Voucher Number : **NV000048**
Voucher Amount : **500.00**

Redeemable at the following departments:

Accommodation : YES
Restaurant : YES
Bar : YES
Takeaway : NO
Delivery : NO
POS Shop : YES

Thank You.

Voucher Charges

A single Voucher charge can be created, and the 'Custom Rate' option selected in order to sell it at a specific amount – as requested by the Guest.

The Voucher will be classified as:

1. A 'POS Item' in the 'Properties' tab in order to be sold from the Front Desk's POS system
2. A Voucher Item in the 'Voucher' tab, and the relevant settings entered and selected

A specific period can be linked to it within which it can be redeemed at the selected departments. The date upon which it is sold, is day 1.

If the voucher is valid for 365 days, the last day it can be redeemed, is on day 365.



Creating Charges

Novtel Hospitality Ultimate Enterprise 7.3.0.3 - [Item Grid]

File Edit Modify Setup Process Reports Help

Reservation Details

C001 C002 C003 C004 C005 CA01 CA02 CA03 CA04 D201 D202 D203

View Rooms by
Code
Rate Per Person
Rate Per Room

New Reservation

2019-09-26 2019-10-23

Reserv J0H100
PO Box
Swako
2583
chits@

Oasis Lodge
VOUCHER
Tel : 044 123456789
Fax : 044 123456789
Oasis Lodge Voucher
Valid From : 2019-10-24
Valid Until : 2020-10-22
Voucher Number : **NV000048**
Voucher Amount : 500.00
Redeemable at the following departments
Accommodation : YES
Restaurant : YES
Bar : YES
Takeaway : NO
Delivery : NO
POS Shop : YES
Thank You.

Deposits Additional Costs Quick View In-House

Chalet 4
Chalet 2 Bedroom 0.00
Membership
Bed and Breakfast
Search <F5> Johnson, Chris
Vehicle Desc
Child Rates
Up to 6 6 - 10 1
0 0
Departure Address

Created: 2019-10-16 14:55:32

REDEEM VOUCHER

ACCEPT CANCEL

Redeem Voucher Customer Notes Manage Credits View Audit Log REFRESH RESERVATION

Within the set time period, the voucher can be redeemed at one of the allowed departments as a method of payment, using the 'Voucher Number' as printed on the Voucher Document.

The redeemed Voucher total will be displayed on the reservation's Financial' tab as indicated here.

Reservation Details

General **Financial** Deposits Additional Costs Quick View In-House

Accommodation (Including) ... 900.00
Accommodation (Excluding) ... 782.61
Non-Standard Tax
1 - Vat - Standard rated (15%)
Details Tax 117.39
Use Price Per Room Use Price Per Person
Duration Charged 4 Persons 1
Apply Service Charge

Included In Accommodation
In-House (Including) 0.00 In-House Tax 0.00
Accomm + Included 900.00 In-House SC 0.00

Discount
Calculated by : Percentage
Amount
Percentage : 0
Amount : 0.00

Invoice Total : 900.00
Receipt Total : 0.00
Amount Forfeit : 0.00
Amount Refunded : 0.00
Current Due : 900.00
Credit Reserved : 0.00
Voucher Total : 500.00

Receipt History
Document Number | Transaction | Amount | TimeStamp

IN-HOUSE PROCESSED Created: 2019-10-16 14:55:32

EDIT ACCEPT CANCEL EVENT CLOSE

Redeem Voucher Customer Notes Manage Credits View Audit Log



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Hospitality Management

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**Guest Tariffs; Child Rates; Seasons
and Accommodation Packages**



Guest Tariffs; Child Rates; Seasons and Accommodation Packages

Company Setup

Company Details | General | **Financial** | Preferences | Images

VAT / GST / Sales Tax
Use Tax ☒ Yes ☐ No
Tax Number 123456789
Default Tax Type
15 - Vat - Standard rated (15%)

Update Customer Invoices
Next Invoice Number Format (AANNNNNN) IN000317
Invoice Date Method Reservation End Date

Update Customer Credit Notes
Next Credit Note Number Format (AANNNNNN) CN000042

Update Selling Prices
Round Selling Price to next 0.5
Example: 0.05 (0.33 to 0.35) 0.50 (0.33 to 0.50)
Default Markup Percentage 0

Additional Payment Type Caption
Caption 1 PayPal
Caption 2 BitPay
Caption 3 GiroPay

ServiceCharge
Tax on Service Charge ☐
Charge Code TML001 Service Charge 1 % Clear
Tourism Levy
Invoiced Service Charge Code - Link to Charge Code Clear
Include Service Charge in Charge Total ☐

Bad Debt Charge Code
BD001 Bad Debt Write-Off

Membership Cash Accounts
POS Button Caption
CAM001 Clear MEMBER
Cash Membership Account

Season Processing
Allow Seasons by Room ☐
Allow Seasons by Guest Tariff ☒

Child Rates
Activate Child Rates on Guest Tariff ☒

Default Deposit Percentage
Calculated on Accommodation Total 100

Default Sales Account
Cash Sales Account (Customer Account)
CAS001 Clear Customer Cash Account

Reservation Discount Account
Reservation Discount Account (Reservation Quotation)
AAA001 Clear Approved Discount

Accept Cancel

There are multiple ways in which rates can be set up in Novtel. However: to activate the option to use 'Seasons' as well as 'Child Rates', these options must be selected in the 'Financial' tab of the 'Company – Setup' screen.

In the 'Preferences' tab, custom captions can be allocated to be displayed on the Guest Tariff Master File, as well as on Reservations.

Company Setup

Company Details | General | Financial | **Preferences**

Reservation Type
Levy 1 Caption Levy 1
Levy 2 Caption Levy 2
Default Code 2 Bed and Breakfast

Guest Tariff Child Rate
Child Rate 1 Caption Up to 6
Child Rate 2 Caption 6 - 10
Child Rate 3 Caption 11 - 15
Child Rate 4 Caption
Child Rate 5 Caption



Guest Tariffs; Child Rates; Seasons and Accommodation Packages

Edit Guest Tariff

Name: C2B001 Tariff not in use ☐

Description: Chalet 2 Bedroom

Detailed Notes: Seasonal rates set up until November 2030.

Reservation Type: 2 Bed and Breakfast

Accommodation Packages (Limited To Menu Items And Included in Accommodation Total)

ID	Category	Charge	Description	Dept	Included	Adult	Child	Meal Type	Qty	Cost	Price	Package
1	C2B001	BUF001	Buffet Breakfast - Adults	Lighthouse Re...	Yes	Yes	No	Breakfast	1	0.00	150.00	125.00
2	C2B001	BUF002	Buffet Breakfast - Children up to 15	Lighthouse Re...	Yes	No	Yes	Breakfast	1	0.00	50.00	

Add Package Item Edit Package Item Remove Package

Description	Start Date	End Date	Room Rate	Adult Rate	Up to 6	6 - 10	11 - 15	Expired
Low	2020-06-01	2020-11-30	975.00	475.00	0.00	175.00	225.00	0.00
High	2019-12-01	2020-05-31	1000.00	650.00	0.00	200.00	225.00	0.00
Low	2019-06-01	2019-11-30	925.00	425.00	0.00	150.00	200.00	0.00
High	2018-12-01	2019-05-31	950.00	550.00	0.00	175.00	200.00	0.00
Low	2018-06-01	2018-11-30	900.00	400.00	0.00	125.00	175.00	0.00
High	2017-12-01	2018-05-31	950.00	450.00	0.00	150.00	200.00	0.00
Low	2017-06-01	2017-11-30	800.00	300.00	0.00	75.00	100.00	0.00
High	2016-12-01	2017-05-31	850.00	350.00	0.00	100.00	150.00	0.00

New Season Edit Season Delete Season Apply

Accept Cancel

Seasonal rates can either be set up per room or per person, or both on the Guest Tariff Master File.

Rates can be set up for years in advance if required, and a complete history of how the rates have changed can be obtained.

If an Accommodation Package is linked to the Guest Tariff, items that form part of the accommodation package will be redeemable against the Accommodation total at the Restaurant Module.

The quantity available per day per package item, will be determined by the number of Adults and/or Children as selected on reservation level.

Edit Guest Tariff

Name: C2B001 Tariff not in use ☐

Description: Chalet 2 Bedroom

Detailed Notes: Seasonal rates set up until November 2030.

Reservation Type: 2 Bed and Breakfast

Accommodation Packages (Limited To Menu Items And Included in Accommodation Total)

ID	Category	Charge	Description	Dept	Included	Adult	Child	Meal Type	Qty	Cost	Price	Package
1	C2B001	BUF001	Buffet Breakfast - Adults	Lighthouse Re...	Yes	Yes	No	Breakfast	1	0.00	150.00	125.00
2	C2B001	BUF002	Buffet Breakfast - Children up to 15	Lighthouse Re...	Yes	No	Yes	Breakfast	1	0.00	50.00	

Add Package Item Edit Package Item Remove Package

Description	Start Date	End Date	Room Rate	Adult Rate	Up to 6	6 - 10	11 - 15	Expired
Low	2020-06-01	2020-11-30	975.00	475.00	0.00	175.00	225.00	0.00
High	2019-12-01	2020-05-31	1000.00	650.00	0.00	200.00	225.00	0.00
Low	2019-06-01	2019-11-30	925.00	425.00	0.00	150.00	200.00	0.00
High	2018-12-01	2019-05-31	950.00	550.00	0.00	175.00	200.00	0.00
Low	2018-06-01	2018-11-30	900.00	400.00	0.00	125.00	175.00	0.00

Charges added to the Accommodation Package are limited to menu items only, and the price is included in the Accommodation Total.

For example:

If the Adult Rate per night is R650.00, and the Buffet Breakfast of R125.00 is included, then:

- ✓ R525.00 will be allocated to accommodation
- ✓ And R125.00 is allocated to the Restaurant when the item is redeemed



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Hospitality Management

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Rooms



Rooms

Code	Description	Cost Price
C001	Chalet 1 - 2 Bedroom	0.00
C002	Chalet 2 - 2 Bedroom	0.00
C003	Chalet 3 - 2 Bedroom	0.00
C004	Chalet 4 - 3 Bedroom	0.00
C005	Chalet 5 - 3 Bedroom	0.00
CA01	Camping 1	0.00
CA02	Camping 2	0.00
CA03	Camping 3	0.00
CA04	Camping 4	0.00
C001A	Staff Room 1	0.00
D201	Room 201 - Double	0.00
D202	Room 202 - Double	0.00
D203	Room 203 - Double	0.00
D204	Room 204 - Double	0.00
HMS001	Honeymoon Suite 1	0.00
HMS002	Honeymoon Suite 2	0.00

All rentable facilities are created as 'Rooms'. Examples include the following:

- ✓ Hotel Rooms
- ✓ Chalets
- ✓ Camping Spots
- ✓ Conference Facilities
- ✓ Wedding Venues
- ✓ Amphitheatre

Rooms can be added and edited at any time but can only be deleted if it has not been linked to a reservation yet.

Code	Description
C001	Chalet 1 - 2 Bedroom
C002	Chalet 2 - 2 Bedroom
C003	Chalet 3 - 2 Bedroom
C004	Chalet 4 - 3 Bedroom
C005	Chalet 5 - 3 Bedroom
CA01	Camping 1
CA02	Camping 2
CA03	Camping 3
CA04	Camping 4
D201	Room 201 - Double
D202	Room 202 - Double
D203	Room 203 - Double
D204	Room 204 - Double
HMS001	Honeymoon Suite 1
HMS002	Honeymoon Suite 2

The Room Code on the Grid is displayed in the colour of the Branch linked to it.



Rooms

Code: C001
Description: Chalet 1 - 2 Bedroom

General **Details** Financial User Defined Fields Pastel Interface Fixed Add Costs Activity Tracker

Detailed Description of Room
Sea View Unit.
2 Separate bedrooms; kitchen; and bathroom with shower only.
Living Area with Television and DVD player.

Single Beds: 2 Double Beds: 1 Accommodates: 4

Web Image Accept Cancel

A Detailed description of the room can be added in the 'Details' tab, and the maximum number of people to be accommodated in the room is determined by the number of beds selected.

When a reservation is made for the room, the maximum number set here, cannot be exceeded.

Code: C001
Description: Chalet 1 - 2 Bedroom

General Details **Financial** User Defined Fields Pastel Interface Fixed Add Costs Activity Tracker

	Per Room	Per Person
Rental Per Day Excl Tax	0.00	0.00
Tax	0.00	0.00
Rental Per Day Incl Tax	0.00	0.00

Accommodation Tax: 15 - Vat - Standard rated (15%) Default Charge to Use: ☐ Per Room ☒ Per Person

Web Image Accept Cancel

Rates can be set in the 'Financial' tab, **but is not used at all** when seasons and child rates are set up on the Guest Tariffs.

The Vat Rate is derived from the option selected on global level in the Company Setup screen, but can be altered on the room master file if required.

The default rate to be charged as derived from the Guest Tariff, will be calculated based on the selection of either the 'Room Rate', or the 'Per Person' rate.



Rooms

The 'Edit Room' window is shown with the 'User Defined Field' tab selected. The 'Code' field contains 'C001' and the 'Description' field contains 'Chalet 1 - 2 Bedroom'. The 'User Defined Field' tab is highlighted with a red box. Below the tabs, there are several fields: 'View' (Sea View), 'Wheelchair Accessible' (Yes), 'User Defined Field 3', 'User Defined Field 4', and 'User Defined Field 5'. At the bottom, there are two date pickers: 'Fire Extinguisher Service Due' (2023/02/01) and 'Room Airconditioner Service' (2023/12/01). The 'Web Image' button is at the bottom left, and 'Accept' and 'Cancel' buttons are at the bottom right.

In the User Defined Fields tab, custom information can be added.

Novtel also incorporates a Reminder System. Reminders regarding the room can be set up and the date set here.

The 'Edit Room' window is shown with the 'Pastel Interface' tab selected. The 'Code' field contains 'C001' and the 'Description' field contains 'Chalet 1 - 2 Bedroom'. The 'Pastel Interface' tab is highlighted with a red box. Below the tabs, there are two rows of fields: 'Pastel Inventory Code' (C001) and 'Pastel Cost Code' (ACC03). Each row has a search icon, a text field, and a 'Clear' button. The 'Web Image' button is at the bottom left, and 'Accept' and 'Cancel' buttons are at the bottom right.

The Pastel Interface Tab will display the Pastel Inventory Code to which financial information is posted when the room is rented.

A Pastel Cost Code can also be linked to the Room to determine the cost of a room when rented.



Rooms

The 'Edit Room' window shows the 'Fixed Add Costs' tab. The 'Code' field is 'C001' and the 'Description' is 'Chalet 1 - 2 Bedroom'. The 'Fixed Add Costs' tab is highlighted with a red box. Below the tabs is a table with the following data:

Charge Code	Description	Quantity
PAR001	National Park Fees	1
REF001	Refundable Key / Breakage Deposit	1

Below the table is a section titled 'Add/Edit Fixed Additional Costs' with fields for 'Code', 'Description', and 'Qty', and 'Add' and 'Remove' buttons. At the bottom are 'Web Image', 'Accept', and 'Cancel' buttons.

In the 'Fixed Additional Cost' tab, charges to be billed automatically whenever the room is reserved, can be added here, such as the 'Refundable Key / Breakage' deposit; national park fees, etc.

The 'Edit Room' window shows the 'Activity Tracker' tab. The 'Code' field is 'C001' and the 'Description' is 'Chalet 1 - 2 Bedroom'. The 'Activity Tracker' tab is highlighted with a red box. Below the tabs are fields for 'Location' (set to 'CHALET' with a dropdown arrow) and 'Grouping' (set to 'ACCOM' with a dropdown arrow). Below these is a large text area for 'Activity Description'. At the bottom are 'Web Image', 'Accept', and 'Cancel' buttons.

In the 'Activity Tracker' tab, a 'Location'; 'Grouping' option and 'Activity Description' can be linked per room.

These are automatically displayed on a quotation for reservations when the room is added to the quote.

When the quotation is accepted and converted into a reservation, the details will also appear on the 'Activity Tracker / Function Sheet'.



Novtel[®]

Hospitality Management

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Customers / Guests



Customers / Guests

In the Hospitality Industry, Customers – in reality - are called Guests. However: The Novtel system refers to these Guests as Customers.

The Guest is the person liable for the invoice issued for the Reservation and all other costs incurred during the reservation period.

These costs may include 'in-house' Restaurant; Bar or Shop charges allocated to the guest's reservation.

Examples of Customers may include the following:

- ✓ Individual Guests who has either made a reservation in advance and paid a deposit to confirm the booking, or has arrived as a 'walk-in' guest and check in immediately upon making the reservation.
- ✓ Corporate Guests using the facility when travelling for business.
- ✓ Tour Operators reserving multiple rooms for a tour group.
- ✓ Wedding Guests or Conference Attendees attending a function held at your facility, and are booked for accommodation too.
- ✓ Monthly Customers - such as employees - making use of Staff Accommodation.

Edit Customer

Account Code	AND001
Description	Andrews, Shawn
Customer Category	1 7 - Membership - Gold
Country	2 South Africa
Foreign Currency	00 - Home Currency

1. In Novtel, a Customer can be linked to a specific Customer Category – as set up in the financial system – and for which POS discounts can be administrated.

Rental Statistic Reports (Accommodation) can also be obtained for Customers linked to a specific Customer Category, and over a selected period of time.

2. A Country is linked to a Customer Master File, and rental statistics per country can be obtained.



Customers / Guests

Edit Customer

Account Code	C00002	☒ Corporate Customer
Description	Cooper Richard	☐ Monthly Customer
Customer Category	3 - International Customer	☐ Tour Operator
Country	Netherlands	☐ Use Category For Additional Cost Grouping
Foreign Currency	00 - Home Currency	Foreign Currency For Display
		EUR - Euro Member Countries
		☐ Display Foreign Currency Total On POS Invoice
		☒ Foreign Currency on Group Invoice/Statement

3. When a Customer is added to Novtel, and the **Multi-Currency** module is activated and setup in the financial system, the Customer's preferred currency can be selected here. The Novtel Invoice is produced in Rand Value, but the Pastel / Evolution invoice is produced in the selected currency, and according to the current exchange rate.

4. The Novtel '**Foreign Currency**' development was done on request of a specific client.

All of their accommodation tariffs; hunting and photo safari prices are quoted in Euro. The fixed rate is to be displayed on the 'Foreign Currency' Corporate invoices and Group reservation statements – which will be additional to the normal Corporate and Group invoice and statements in South African Rand.

The use of the 'Foreign Currency' feature will only be relevant when:

- ✓ **Additional Cost is added to a group reservation.**
- ✓ **Only for customers/guests for which the 'Foreign Currency For Display' option is set to any other option than 'Home Currency'.**
- ✓ **The option is activated on the Customer's Master File to 'Display Foreign Currency on Group Invoice/Statement'.**



5. A specific set of Terms and Conditions can be linked to the Customer and if set up, the Terms and Conditions will be displayed on the Customer's Reservation Statement.

Novtel integrates with Microsoft Outlook, and Invoices and reservation statements can be sent from the Grid reservation, using Outlook.

Depending on the email setting selected, an email can either be send directly to the Guest, OR it can first be saved to the Drafts folder in order to access it and add a custom message before sending the email.

When the Customer's email address is entered on the Customer Master File, the email address will be added to the email automatically.

General		Delivery Addresses	User Defined Fields	POSDocuments
Postal Address	PO Box 55 Newlands 6565	☐ Inactive Customer		
Tax Reference		Telephone No	029 232 252 252	
		Fax No		
		Mobile Phone	088 147 258 369	
Tag Code	0	Email Address	shawna@gmail.com	
		Credit Limit	0	



Customers / Guests

Tour Operators

Tour Operators typically combine different aspects of a holiday in one package deal, which may include flights; travel by coach; accommodation; sightseeing; selected or all meals, and sometimes even service charges.

Most companies in the Hospitality industry will have special arrangements with various Tour Operators.

Tour Operators will typically make reservations for their guests at your facility.

The Guest will then receive an invoice from the Tour Operator at your facility's **normal tariff**.

However, the Tour Operator will automatically receive discounted prices – as set up on the Customer master file - and will 'earn' the difference as an income.

Tour Operator discounts are set up on the 'Tour Operator's' Master File, and per Reservation Type.

Only if a Customer is classified as a 'Tour Operator', the 'Tour Operator Discount' tab will be activated.

In Novtel, 4 pre-created 'Reservation Types' are available, namely:

- ✓ Bed Only
- ✓ Bed and Breakfast
- ✓ All Inclusive
- ✓ Full Complimentary

Account Code: DIS001
Description: Discover SA and Beyond
Customer Category: 4 - South African Agent
Country: South Africa
Foreign Currency: 00 - Home Currency

☐ Corporate Customer
☐ Monthly Customer
☒ Tour Operator
☐ Use Category For Additional Cost Grouping
Foreign Currency For Display: 000 - Home Currency

General | Delivery Addresses | User Defined Fields | POSDocuments | **Tour Operator Discount** | Email Contacts

Rent Discounts (Per Reservation Type)

Res. Type Code	Res. Type Description	Single Day	Multiple Day
1	Bed Only	5.00	8.00
2	Bed and Breakfast	5.00	8.00
3	All Inclusive	5.00	8.00
4	Full Complimentary	100.00	100.00

Charge Discounts

Rate Code	Rate Description	Single Day	Multiple Day	
				Add
				Remove

These 'Reservation Types' are displayed in the 'Rent Discounts' section of this screen.

Discount percentages can be set up for each, and to be applied to a single day, and/or multiple days reservation.



Customers / Guests

Rent Discounts (Per Reservation Type)			
Res. Type Code	Res. Type Description	Single Day	Multiple Day
1	Bed Only	5.00	8.00
2	Bed and Breakfast	5.00	8.00
3	All Inclusive	5.00	8.00
4	Full Complimentary	100.00	100.00
5	Camping	5.00	8.00
6	Conferences	0.00	0.00
7	Weddings	0.00	0.00
8	Staff Accommodation	0.00	0.00
9	Venue Hire	0.00	0.00

Should more 'Reservation Types' be added by the System Administrator, it will also appear in this window and discount percentages can be set on those too - if applicable.

Discount percentages can also be set up for specifically selected charges if applicable, and will only be allocated when the Tour Operator is billed for it directly.

General		Delivery Addresses		User Defined Fields		POSDocuments		Tour Operator Discount		Email Contacts	
Rent Discounts (Per Reservation Type)						Charge Discounts					
Res. Type Code	Res. Type Description	Single Day	Multiple Day	Rate Code	Rate Description	Single Day	Multiple Day				
1	Bed Only	5.00	8.00	ZLA001	Zip Line Adult	20.00	20.00				
2	Bed and Breakfast	5.00	8.00	ZLK001	Zip Line - Kids	20.00	20.00				
3	All Inclusive	5.00	8.00								
4	Full Complimentary	100.00	100.00								

Add

Remove



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Hospitality Management

9

Restaurant and Diet Settings



Restaurant and Diet Settings

Restaurant & Diet

Reservation: 67
Customer Code: AND002 Customer Description: Anderson, Peter
Start Date: 07 November 2019 End Date: 08 November 2019

Schedule
Day: 1 of 2 Current Date: 07 November 2019

Person	Breakfast	Lunch	Dinner	Lunch Pack	Special Diet Notes
1	☐	☐	☒	☐	Lactose Intolerant
2	☐	☐	☒	☐	Gluten Intolerant
3	☐	☐	☒	☐	Peanut Allergy
4	☐	☐	☒	☐	Vegan

Copy Day Copy Person Back Forward Accept Cancel

Restaurant and Diet Settings can be entered on:

- ✓ Individual reservations
- ✓ Globally on Group Reservations

Novtel makes provision for these meal options to be selected where applicable:

- ✓ Breakfast
- ✓ Lunch
- ✓ Dinner
- ✓ Lunch Packs

Restaurant & Diet Report
Report Date - 7 November 2019

PERSON	BREAKFAST	LUNCH	DINNER	LUNCH PACK	SPECIAL DIET NOTES
ROOM # C001 RES # 67					CUSTOMER : AND002 - Anderson, Peter
1 - Adult	☐	☐	☒	☐	Lactose Intolerant
2 - Adult	☐	☐	☒	☐	Gluten Intolerant
3 - Child	☐	☐	☒	☐	Peanut Allergy
4 - Child	☐	☐	☒	☐	Vegan
	0	0	4	0	

Special Dietary Notes can be entered, and which will display on the Restaurant and Diet Report next to each person linked to the reservation, such as food allergies and other special preferences.



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Hospitality Management

10

Reservations and Statuses



Reservations and Statuses

Reservations on the Grid are colour coded to easily track the status of the reservations.

The Receptionist will be able to identify the status of a reservation, by simply glancing on the Novtel grid. Each time a reservation's status is amended, it will appear in a different colour.

Note:

ONLY if the checkboxes next to the following statuses below the grid, are ticked, will the reservations containing the selected status, be displayed on the grid.

1. Cancelled

Any reservation linked to the '**Cancelled**' status, should not be displayed on the grid, since the reservation will not be honoured. But should the option be selected to be displayed, the reservation's status colour is light grey.

	30 Sep 2019 Mon	01 Oct 2019 Tue	02 Oct 2019 Wed	03 Oct 2019 Thu	04 Oct 2019 Fri	05 Oct 2019 Sat	06 Oct 2019 Sun
65 Andrews, Shawn							
59 Bell, Beverly							
60 Davids, Gregg							
61 Johnson, Chris							
62 Jordan, Celeste							
63 Keen, Mike							
64 Ross, Calvin							

☐ Cancelled ☒



Reservations and Statuses

30	01	02	03	04	05	06
Sep	Oct	Oct	Oct	Oct	Oct	Oct
Mon	Tue	Wed	Thu	Fri	Sat	Sun
65 Andrews, Shawn						
59 Bell, Beverly						
60 Davids, Gregg						
61 Johnson, Chris						
62 Jordan, Celeste						
63 Keen, Mike						
64 Ross, Calvin						

☐ Cancelled
☒ Provisional

Provisional

A reservation has been created; and the room is only reserved for the selected period.

A deposit might have been raised, but the reservation is not yet confirmed with a deposit payment.

30	01	02	03	04	05	06
Sep	Oct	Oct	Oct	Oct	Oct	Oct
Mon	Tue	Wed	Thu	Fri	Sat	Sun
65 Andrews, Shawn						
59 Bell, Beverly						
60 Davids, Gregg						
61 Johnson, Chris						
62 Jordan, Celeste						
63 Keen, Mike						
64 Ross, Calvin						

☐ Cancelled
☒ Provisional
☒ Confirmed

Confirmed

A reservation is '**Confirmed**' once the Guest has paid either the full, or partial deposit amount as raised on the reservation's Deposit Tab.

The moment that the deposit is receipted, the status is changed by the system automatically.

30	01	02	03	04	05	06
Sep	Oct	Oct	Oct	Oct	Oct	Oct
Mon	Tue	Wed	Thu	Fri	Sat	Sun
65 Andrews, Shawn						
59 Bell, Beverly						
60 Davids, Gregg						
61 Johnson, Chris						
62 Jordan, Celeste						
63 Keen, Mike						
64 Ross, Calvin						

☐ Cancelled
☒ Provisional
☒ Confirmed
☒ In House
☒ Departed
☒ Fully Paid
☒ Non Rev

In-House

The Guest has checked in on the day of arrival, and the reservation status is '**In-House**'.

Please note that this is a manual process performed by the Receptionist.



Reservations and Statuses

30	01	02	03	04	05	06
29	01	02	03	04	05	06
Sep	Oct	Oct	Oct	Oct	Oct	Oct
2019	2019	2019	2019	2019	2019	2019
Mon	Tue	Wed	Thu	Fri	Sat	Sun
65 Andrews, Shawn						
59 Bell, Beverly						
60 Davids, Gregg						
61 Johnson, Chris						
62 Jordan, Celeste						
63 Keen, Mike						
64 Ross, Calvin						

☐ Cancelled
☐ Provisional
☐ Confirmed
☐ In House
☐ Departed

Departed

The Guest has checked out on the reservation's end date and the status is '**Departed**'. It will remain as such until the balance is settled in full.

30	01	02	03	04	05	06
29	01	02	03	04	05	06
Sep	Oct	Oct	Oct	Oct	Oct	Oct
2019	2019	2019	2019	2019	2019	2019
Mon	Tue	Wed	Thu	Fri	Sat	Sun
65 Andrews, Shawn						
59 Bell, Beverly						
60 Davids, Gregg						
61 Johnson, Chris						
62 Jordan, Celeste						
63 Keen, Mike						
64 Ross, Calvin						

☐ Cancelled
☐ Provisional
☐ Confirmed
☐ In House
☐ Departed
☐ Fully Paid
☐ Non Rev

Fully Paid

The Guest has settled the account, and there are no outstanding balances present.

The status of the reservation is therefore '**Fully Paid**'.

30	01	02	03	04	05	06
29	01	02	03	04	05	06
Sep	Oct	Oct	Oct	Oct	Oct	Oct
2019	2019	2019	2019	2019	2019	2019
Mon	Tue	Wed	Thu	Fri	Sat	Sun
65 Andrews, Shawn						
59 Bell, Beverly						
60 Davids, Gregg						
61 Johnson, Chris						
62 Jordan, Celeste						
63 Keen, Mike						
64 Ross, Calvin						

☐ Cancelled
☐ Provisional
☐ Confirmed
☐ In House
☐ Departed
☐ Fully Paid
☐ Non Rev

Non-Rev

Any reservation linked to this status is complimentary and no Guest Tariff is charged.

A '**Non-Revenue**' reservation must be authorized by your company's management since the Guest will be staying for free for the entire reservation period.



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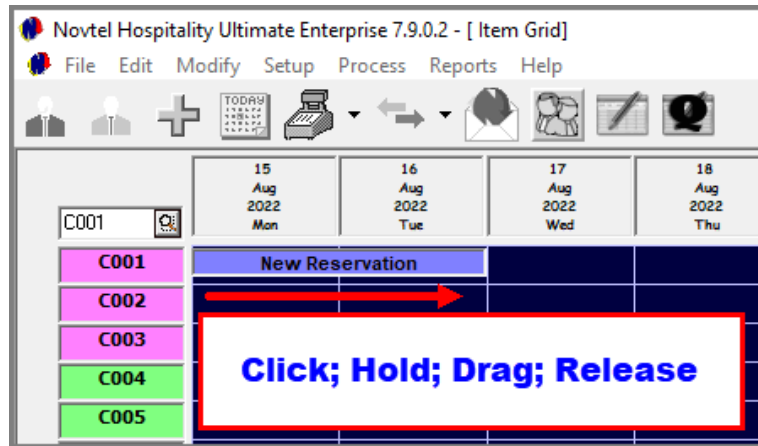
Hospitality Management

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New Individual Reservations



New Individual Reservations

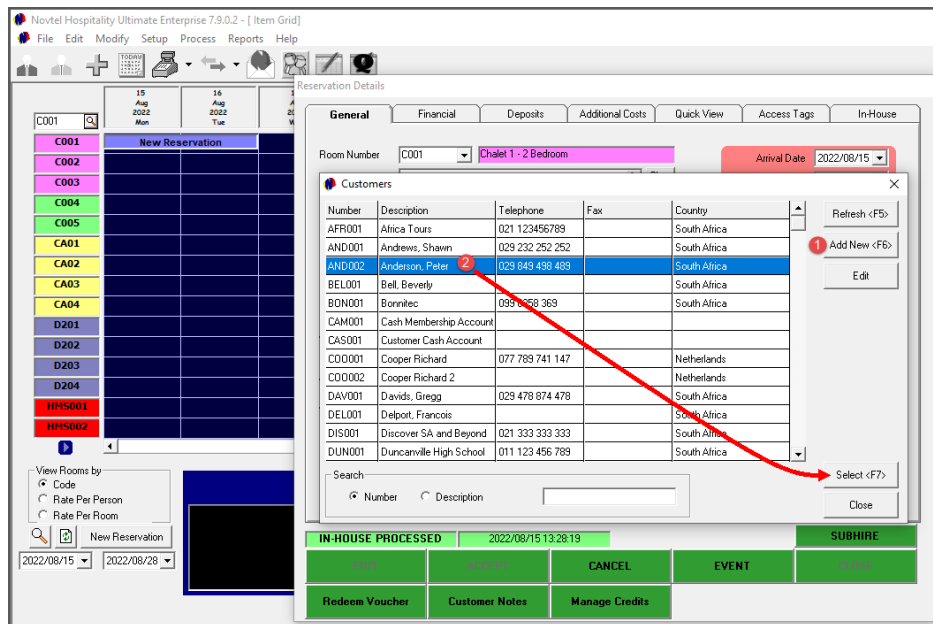


The process of reserving a single room is as easy as: Click; Hold; Drag and Release.

In the column – representing the reservation's start date, and in the row next to the required room – click; hold the mouse button down; drag the cursor to the reservation's end date, and release the button.

During the process, a purple line will appear – representing a new reservation linked to the 'Provisional' status.

Upon releasing the mouse, the 'Reservation Details' window is opened first, and then the 'Customers' window.



1. New Guest

In the case where a new Guest is reserving a room, a Guest master file can be created from this window by clicking 'Add New'. After saving the Guest to the system, their account can be selected.

2. Existing Guest

An existing Guest can be searched for by either:

- Selecting the 'Number' option and entering the Guest's account code;
- Or selecting the 'Description' option and entering the Guest's description as created on their master file.

Either way, the system will highlight the matching criteria after which the Guest is selected by clicking 'Select'.



New Individual Reservations

The General Tab

The 'Reservation Details' window is now displayed and linked to:

- ✓ The selected 'Customer's' account
- ✓ The room for which the reservation was made
- ✓ And the Arrival and Departure dates as selected on the Grid

To access the window containing all pre-created 'Guest Tariffs', click on the search option in the 'Guest Tariff' field.

- ✓ Please note that these tariffs cannot be edited or created from the 'Select Guest Tariff' window.

The applicable Guest Tariff can now be searched for by either the 'Code' or 'Description' search options; selected by clicking on it and then clicking 'Accept'.

Reservation Details

General Financial Deposits Additional Costs Quick View In-House

Room Number: C001 Chalet 1 - 2 Bedroom

Guest Tariff: [Search] Clear

Reservation #: New Reserv Order #: [Empty]

Customer Code: AND002 Search <F5> Edit Customer Membership

Customer Name: Anderson, Peter

Arrival Date: 2022/08/15 Arrival Time: 14:00:00

Departure Date: 2022/08/16 Departure Time: 10:00:00

Payment Method: [Empty]

Reservation Details

General Financial Deposits Additional Costs Quick View In-House

Room Number: C001 Chalet 1 - 2 Bedroom

Guest Tariff: [Search] Clear

Reservation #: New Reserv Order #: [Empty]

Customer Code: [Empty]

Select Guest Tariff Seasons

Code	Description	Price Per Room	Price Per Adult
C2B001	Chalet 2 Bedroom	850.00	350.00
C3B001	Chalet 3 Bedroom	1000.00	550.00
CAM001	Camping Rate	400.00	150.00
DIS001	Discounted Rate	0.00	0.00
HDR001	Hotel Double Room	1000.00	600.00
HMS001	Honeymoon Suite	3000.00	0.00
HSR001	Hotel Single Room	900.00	0.00
PLH001	None	0.00	0.00
STAFF	Staff Accommodation	1500.00	0.00
SUB001	Tulip Inn Single Room	900.00	0.00
VENUE	Venue Hire	15000.00	0.00

Accept Cancel



New Individual Reservations

Immediately the selected 'Guest Tariff' has been inserted on the reservation and the 'Reservation Type' linked to the Guest Tariff, is also inserted automatically.

An official reservation number is only allocated once the reservation is saved.

The following can be entered on the reservation:

Reservation Details

General | Financial | Deposits | Additional Costs | Quick View | In-House

Room Number: C001 | Chalet 1

Guest Tariff: C2B001 Chalet 2 Bedroom 0.00

Reservation Number: New Reservation

Order Number: | Membership

Reservation Type: 2 | Bed and Breakfast

Customer Code: AND002 | Search <F5> | Anderson, Peter

Arrival Date: 2019-11-07 | Arrival Time: 14:00:00

Departure Date: 2019-11-08 | Departure Time: 10:00:00

Payment Method: | Payment Type: |

1. Order Number

Only if an order number is supplied by a guest, it will be entered here and is ultimately displayed on the Guest's invoice. If not applicable, this field is left blank.

2. Housekeeping Notes

Any notes entered in this field will be displayed on the daily 'Housekeeping' report and for the attention of the Housekeeping Staff exclusively.

Should a Guest request additional towels, blankets, pillows or complimentary coffee sachets; does not wish to be disturbed before a set time in the morning, or any other need for which the Housekeeping staff could be responsible, a detailed note is captured here.

Reservation Details

General | Financial | Deposits | Additional Cost

Room Number: C001 | Chalet 1 - 2 Bedroom

Guest Tariff: C2B001 Chalet 2 Bedroom 0.00

Reservation #: New Reserv | Order #: ABC123

Customer Code: AND002 | Search <F5> | Edit Customer | Membership

Anderson, Peter

Reservation Type: 2 | Bed and Breakfast

Housekeeping: Please do not disturb before 10am.



New Individual Reservations

3. Vehicle Registration and Description

Since individual Guests will mostly arrive by means of either their own vehicle or a rental vehicle, the vehicle's description and registration number may be required by your company. Should the vehicle's registration number and description be captured here, it will be displayed on the 'Gate Arrival Listing Report' printed for the specific arrival date.

4. Arrival Memo

The memo entered in this field, will be displayed on the 'Comments and Remarks' report printed for a specific period.

In addition, this note will appear on the 'Housekeeping Report' on the day of the Guest's arrival as well.

Reservation Details

General	Financial	Deposits	Additional Costs	Quick View	In-House
Room Number	C001		Chalet 1 - 2 Bedroom		
Guest Tariff	C2B001 Chalet 2 Bedroom 0.00		Search Clear		
Reservation #	New Reserv		Order #	ABC123	
Customer Code	AND002		Search <F5> Edit Customer Membership		
Anderson, Peter					
Reservation Type	2		Bed and Breakfast		
Housekeeping	Please do not disturb before 10am.				
Country	South Africa				
Vehicle Reg No.	JHB001	3	Vehicle Desc	White Toyota Corolla	
Arrival Memo	Guest will arrive a bit early. Please have the room ready by 11:30am. 4				
Arrival Date: 2022/08/15 Arrival Time: 14:00:00 Departure Date: 2022/08/16 Departure Time: 10:00:00					
Payment Method Payment Type :					



New Individual Reservations

5. The number of Adults and Children

Since a statistical value is linked to the number of people to visit the facility over a period of time, it is important to always enter the number of people on the reservation – regardless of the option selected to bill the rate per person, or per room.

However, when the ‘Per Person’ rate is charged, the number of Adults and children entered on a reservation, will determine the invoice total for accommodation charges.

Using the option to bill custom child rates, the number of children must be selected under the applicable ‘Child Rates’ age group caption. The combined total of children will then automatically be displayed in the field containing the number of children - situated to the left of the screen.

Reservation Details

General	Financial	Deposits	Additional Costs	Quick View	In-House
Room Number: C001 Chalet 1 - 2 Bedroom	Guest Tariff: C2B001 Chalet 2 Bedroom 0.00	Arrival Date: 2022/08/15 Arrival Time: 14:00:00	Reservation #: New Reserv Order #: ABC123	Customer Code: AND002 Search <F5> Edit Customer Membership	Departure Date: 2022/08/16 Departure Time: 10:00:00
Reservation Type: 2 Bed and Breakfast	Housekeeping: Please do not disturb before 10am.	Country: South Africa	Vehicle Reg No.: JHB001 Vehicle Desc: White Toyota Corolla	Arrival Memo: Guest will arrive a bit early. Please have the room ready by 11:30am.	Payment Method: Payment Type:
Adults: 2 Children: 2	Child Rates: Up to 6 6 - 10 11 - 15	Confirmation Date: 2022/08/14	Status: Provisional		

6. Collection and Departure Addresses

Whenever a Guest travels by aeroplane; bus or train, and arrangements have been made for a dedicated driver from your company to collect or return them to the airport, bus or train station, the specific addresses are entered here.

When the daily ‘Arrival Report’ is printed for the specific day this Guest’s reservation starts, the details entered in the ‘Collection Address’ field will be displayed on this report.

Likewise: The ‘Departure Report’ for the specific date upon which the Guest is set to check out, will display the details as entered in the reservation’s ‘Departure Address’ field.



New Individual Reservations

Confirmation Date

A date can be set by which the reservation must be confirmed. This is especially useful when your company makes use of the 'Reminder' system which must be set up by your system Administrator.

For demonstration purposes, we have set up the system to notify the Receptionist whenever reservations are not confirmed by the date set in the 'General' tab.

Normally, the Guest's description will be displayed within the reservation on the Grid after being saved.

However: As soon as the set confirmation date is reached and the Guest has not confirmed the reservation, the 'Provisional' reservation on the Grid will display the words: 'Overdue Confirmation' instead of the Guest's description.

Room No.	Guest Name	Room Description	Status
C001	Anderson, Peter	636 OVERDUE DEPOSIT	Provisional
C002			

Status

A reservation's status will always be 'Provisional' by default, until:

- A deposit payment has been received and receipted;
- Or the status is changed to 'In-House' when a 'Walk-In' Guest arrives at the facility; makes the reservation while at reception and checks in immediately.



New Individual Reservations

Reservation Details

General **Financial** Deposits Additional Costs Quick View In-House

Accommodation (Including) ... 800.00
Accommodation (Excluding) ... 695.65
Non-Standard Tax ☐
15 - Vat - Standard rated (15%)
Tax 104.35
Details

Included In Accommodation
In-House (Including) 0.00 In-House Tax 0.00
Accomm + Included 800.00 In-House SC 0.00

Discount
Calculated by: ☒ Percentage ☐ Amount
Percentage: 0
Amount: 0
Apply Service Charge ☒

Agent Details
Agent Code 07
Louise

Invoice Total: 1326.96
Receipt Total: 0.00
Amount Forfeit: 0.00
Amount Refunded: 0.00
Current Due: 1326.96
Credit Reserved: 0.00
Voucher Total: 0.00

IN HOUSE PROCESSED 2022/08/15 13:28:19

END ACCEPT CANCEL EVENT CLOSE

Redeem Voucher Customer Notes Manage Credits

The Financial Tab

The 'Financial' tab displays the financial information of the reservation.

According to the Guest tariff selected; the number of nights booked, and the number of people entered in the General tab, the 'Accommodation' total will be calculated automatically.

If charges are added to the room by default, it will automatically be added to the reservation's 'Additional Costs' tab, and invoice total.

When an accommodation package is set up and it is linked to the selected Guest Tariff, the Restaurant staff will redeem the applicable meals against the reservation – which will reduce the amount for accommodation, and will be added to the restaurant's revenue.

Service Charge

If a service charge is set up – such as the Tourism Levy – and the option is selected to 'Apply Service Charge', Novtel will calculate the set percentage on the accommodation total only, and add it to the 'Invoice Total'.

This charge will be listed in the reservation's 'Quick View' and 'Additional Costs' tabs.

Reservation Details

General Financial Deposits **Additional Costs** Quick View In-House

Do Not Enter Negative Values For Charges!
Exception: Reservation Discount Charge
AAA001

Line Type	Charge	Description	Qty	Excl	Tax	Incl
Item	PAR001	National Park Fees	1	17.39	2.61	20.00
Item	REF001	Refundable Key / Breakage Deposit	1	500.00	0.00	500.00
Service	TML001	Tourism Levy	1	6.96	0.00	6.96

526.96

Refresh Add Remark Add Delete



New Individual Reservations

Reservation Details

General Financial **Deposits** Additional Costs Quick View In-House

☒ 1.) Deposit Raised Shift - SFT00068 Quinton

Deposit Amount : 800.00

2.) Deposit Paid

3.) Deposit Applied

3.) Deposit Refunded

Reservation Details

General Financial **Deposits** Additional Costs Quick View In-House

1.) Deposit Raised 2022/08/15 Shift - SFT00068 Quinton

Deposit Amount : 800.00 Deposit Due : 2022/08/15 Pay Deposit

2.) Deposit Paid

3.) Deposit Applied

3.) Deposit Refunded

The Deposits Tab

A default deposit percentage may apply to all reservations, and if set up, Novtel will automatically calculate the amount based on the accommodation total only.

Please note that a deposit payment CANNOT be receipted in Novtel if a deposit was not raised on the reservation.

To raise the deposit, click on the checkmark in front of the 'Deposit Raised' field.

1. The 'Deposit Raised' field has now turned the colour of the 'Provisional' status, and the current date (The date on which the deposit was raised) will always be displayed.
2. A specific date can be selected by which the deposit payment must be received.
3. The 'Pay Deposit' button is activated. But please note that a deposit must NEVER be receipted unless the proof of payment has been received. We will demonstrate how deposit payments are receipted from the 'POS' menu.



New Individual Reservations

Reservation Details

General Financial Deposits Additional Costs **Quick View** In-House

Description	Person	Qty	Tax	Exclusive	Inclusive
+ Chalet 1 - 2 Bedroom	4	1	104.35	695.65	800.00
+ PAR001 - National Park Fees	1	1	2.61	17.39	20.00
+ REF001 - Refundable Key / Breakage Depr	1	1	0.00	500.00	500.00
+ TML001 - Tourism Levy	1	1	0.00	6.96	6.96
TOTAL DUE :			106.96	1220.00	1326.96
* Deposits Report					
Deposit Raised - 2022/08/15					800.00

IN-HOUSE PROCESSED 2022/08/15 13:28:19

EDIT ACCEPT CANCEL EVENT CLOSE

Redeem Voucher Customer Notes Manage Credits

The Quick View Tab

This tab displays all items linked to the reservation, and which is payable by the Guest.

The deposit raised amount, and the date on which it was raised, is also indicated here.

At the bottom of the 'Reservation Details' screen, click 'Accept' to save the reservation, and click 'Close' to return to the Grid.

Novel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

15 Aug 2022 Mon 16 Aug 2022 Tue 17 Aug 2022 Wed 18 Aug 2022 Thu 19 Aug 2022 Fri 20 Aug 2022 Sat 21 Aug 2022 Sun 22 Aug 2022 Mon 23 Aug 2022 Tue 24 Aug 2022 Wed 25 Aug 2022 Thu

C001 Anderson, Peter Res No: 636 Status: Provisional

Reservation Details

General Financial Deposits Additional Costs Quick View In-House

Room Number C001 Chalet 1 - 2 Bedroom

Guest Name C2B001 Chalet 2 Bedroom 0.00 Clear

Reservation # 636 Order # ABC123

Customer Code AND002 Search <F5> Edit Customer Membership

Anderson, Peter

Reservation Type 2 Bed and Breakfast

Housekeeping Please do not disturb before 10am.

Country South Africa

Arrival Date 2022/08/15 Arrival Time 14:00:00

Departure Date 2022/08/16 Departure Time 10:00:00

Payment Method Payment Type :

Immediately, the reservation number is allocated and linked to the 'Provisional' reservation on the Grid.

Double clicking on the reservation, it is opened, and the reservation number is capture here too.



Novtel[®]

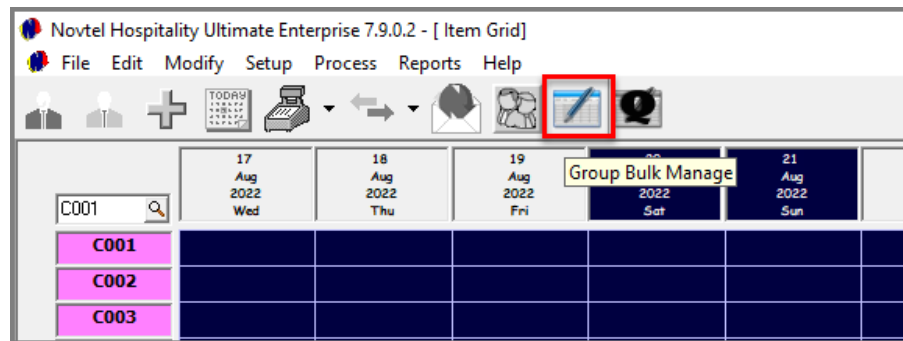
Hospitality Management

12

New Group Reservations



New Group Reservations



Group reservations can be made and managed by means of the 'Group Bulk Manage' feature.

It is extremely important that the required settings for each Group individually is entered and selected correctly, since these settings will most definitely affect the invoice to the 'Group Owner', as well as invoices issued to Guests linked to the Group.

Depending on the selected settings, the following will be true:

- ✓ **One person or company will be liable for the payment of the accommodation and all charges for ALL reservations linked to the Group**
 - The Group Owner's Customer Code is the same than that of all of the reservations linked to the Group Reservation.
 - The 'Tariff to Reservation' (TR) and 'Charges to Reservation' (CR) options are inaccessible and cannot be selected since the total invoice is for the Group Owner's account.
 - 1 Invoice will therefore be issued to the Group Owner for all accommodation and all charges incurred by the Guests linked to the Group reservation.
 - The deposit is raised on the 'Group Container Booking' and all payments are receipted against this booking specifically.

Group Bulk Management

Group Number : 11 Description : Discover SA and Beyond - Group 255 Group Status : Provisional

Invoice Number : Booking Number : 77

Customer Code : DIS001 Discover SA and Beyond

Country : South Africa

Start Date : 2019-10-21 End Date : 2019-10-22

Order Number : 123567891

Reservation Type : 2 Bed and Breakfast

Apply Service Charge

Room	Booking	Guest	Guest Name	PP	TR	CR	Date In	Date Out	DC	Tariff	Type	GT	Adult	Child	Child 1-5	Total Incl
0	C001	68	DIS001 Discover SA and Beyond	Q	✓	✗	2019-10-21	2019-10-22	1	C2B001	2	2	2	0	0	807.50
1	C002	69	DIS001 Discover SA and Beyond	Q	✓	✗	2019-10-21	2019-10-22	1	C2B001	2	2	2	0	0	807.50
2	C003	70	DIS001 Discover SA and Beyond	Q	✓	✗	2019-10-21	2019-10-22	1	C3B001	1	4	2	2	1	1235.00
3	C004	71	DIS001 Discover SA and Beyond	Q	✓	✗	2019-10-21	2019-10-22	1	C3B001	1	3	2	1	0	1235.00
4	C005	72	DIS001 Discover SA and Beyond	Q	✓	✗	2019-10-21	2019-10-22	1	C3B001	1	4	2	2	0	1520.00
5	D201	73	DIS001 Discover SA and Beyond	Q	✓	✗	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	1140.00
6	D202	74	DIS001 Discover SA and Beyond	Q	✓	✗	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	1140.00
7	D203	75	DIS001 Discover SA and Beyond	Q	✓	✗	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	1140.00
8	D204	76	DIS001 Discover SA and Beyond	Q	✓	✗	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	1140.00
9	ZGROUP01	77	DIS001 Discover SA and Beyond	Q	✓	✗	2019-10-21	2019-10-22	1		2	1	1	0	0	0.00
TOTALS >																

Accept PP - Per Person TR - Tariff to Reservation CR - Charges to Reservation DC - Duration Charged GT - Guest Total (Persons) Restaurant and Diet



- Group Bulk Management

Group Number : 11
Description : Discover SA and Beyond - Group 255
Group Status : Provisional

Invoice Number :
Booking Number : 77

Customer Code : DIS001 Discover SA and Beyond
Country : South Africa
Start Date : 2019-10-21 End Date : 2019-10-22
Order Number : 123567891
Reservation Type : 2 Bed and Breakfast

Apply Service Charge

Select All
Select None
0
Move Booking/s
Cancel Booking/s
Restaurant/Diet
Event

Add Room	Change Room	Select Guest								Clear Tariff *	Select Tariff *	Select Type *	Add Notes *	Select Child Rate 1-5 *	Clear Select *		
Room	Booking	Guest	Guest Name	PP	TR	CR	Date In	Date Out	DC	Tariff	Type	GT	Adult	Child	Child 1 - 5	Total Incl *	
0	C001	68	DIS001 Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C2B001	2	2	2	0	0	0	807.50
1	C002	69	DIS001 Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C2B001	2	2	2	0	0	0	807.50
2	C003	70	DIS001 Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C3B001	1	4	2	2	1	1	1235.00
3	C004	71	DIS001 Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C3B001	1	3	2	1	0	1	1235.00
4	C005	72	DIS001 Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C3B001	1	4	2	2	0	2	1520.00
5	D201	73	JOH001 Johnson, Chris	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1200.00
6	D202	74	ROS001 Ross, Calvin	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1200.00
7	D203	75	KEE001 Keen, Mike	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1200.00
8	D204	76	GRE001 Green, Jane	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1200.00
9	ZGROUP01	77	DIS001 Discover SA and Beyond	Q			2019-10-21	2019-10-22	1		2	1	1	0	0	0	0.00
				Q			2019-10-21	2019-10-21	0			0	0	0	0	0	0.00
TOTALS >																	

Accept

PP - Per Person

TR - Tariff to Reservation

CR - Charges to Reservation

DC - Duration Charged

GT - Guest Total (Persons)

Restaurant and Diet

<< First

< Previous

Next >

Last >>

Cancel



New Group Reservations

- ✓ **A person or company will be liable for the accommodation of all reservations linked to the Group, but none of the charges incurred**
 - If the Customer Code of the Reservations are the same than that of the Group Owner, the Group Owner will be liable for the payment of the accommodation and charges.
 - Should the linked reservations' Customer Codes differ from that of the Group owner, and the 'CR' option is selected, but not the 'TR' checkbox, the Group Owner will be liable for the payment of the Accommodation, but not the Charges incurred by the Guest.
 - The Group Owner will receive an invoice for the Accommodation of all reservations, while the Guests will receive an invoice for all charges incurred.
 - The deposit is raised and receipted on the Group Container Booking.

Group Bulk Management

Group Number : 11 Description : Discover SA and Beyond - Group 255 Group Status : Provisional

Invoice Number : Booking Number : 77

Customer Code : DIS001 Discover SA and Beyond

Country : South Africa

Start Date : 2019-10-21 End Date : 2019-10-22

Order Number : 123567891

Reservation Type : 2 Bed and Breakfast

Apply Service Charge ☐

Select All
Select None
0
Move Booking/s
Cancel Booking/s
Restaurant/Diet
Event

	Add Room	Change Room	Select Guest *						Clear Tariff *	Select Tariff *	Select Type *	Add Notes *	Select Child Rate 1-5 *	Clear Select *					
	Room	Booking	Guest	Guest Name	PP	TR	CR	Date In	Date Out	DC	Tariff	Type	GT	Adult	Child	Child 1 - 5	Total Incl	*	
0	C001	68	DIS001	Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C2B001	2	2	2	0	0	0	807.50	
1	C002	69	DIS001	Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C2B001	2	2	2	0	0	0	807.50	
2	C003	70	DIS001	Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C3B001	1	4	2	2	1	1	1235.00	
3	C004	71	DIS001	Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C3B001	1	3	2	1	0	1	1235.00	
4	C005	72	DIS001	Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C3B001	1	4	2	2	0	2	1520.00	
5	D201	73	JOH001	Johnson, Chris	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1140.00	
6	D202	74	ROS001	Ross, Calvin	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1140.00	
7	D203	75	KEE001	Keen, Mike	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1140.00	
8	D204	76	GRE001	Green, Jane	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1140.00	
9	ZGROUP01	77	DIS001	Discover SA and Beyond	Q			2019-10-21	2019-10-22	1		2	1	1	0	0	0	0.00	
					Q			2019-10-21	2019-10-21	0			0	0	0	0	0	0.00	
TOTALS >																			
Accept	PP - Per Person	TR - Tariff to Reservation	ICR - Charges to Reservation																
	DC - Duration Charged	GT - Guest Total (Persons)	Restaurant and Diet																
				<< First	< Previous	Next >	Last >>	Cancel											



New Group Reservations

- ✓ A person or company can be liable for all charges incurred by the Guests linked to the group, but not for the accommodation.
 - When the Customer Code of the reservation linked to the Group differs from the that of the Group Owner, and the 'TR' option is selected, the Guest will be liable or the payment of their own accommodation.
 - If the 'CR' option is not selected, the Group Owner will receive an invoice for all charges booked against the Group.
 - The Deposit will be raised and receipted on the individual reservations for which a different Customer Code was selected.

Group Bulk Management

Group Number : 11 Description : Discover SA and Beyond - Group 255 Group Status : Provisional

Invoice Number : Booking Number : 77

Customer Code : DIS001 Discover SA and Beyond

Country : South Africa

Start Date : 2019-10-21 End Date : 2019-10-22

Order Number : 123567891

Reservation Type : 2 Bed and Breakfast

Apply Service Charge ☐

Select All
Select None
0
Move Booking/s
Cancel Booking/s
Restaurant/Diet
Event

	Add Room	Change Room	Select Guest *			Clear Tariff *	Select Tariff *	Select Type *	Add Notes *	Select Child Rate 1-5 *	Clear Select *								
	Room	Booking	Guest	Guest Name	PP	TR	CR	Date In	Date Out	DC	Tariff	Type	GT	Adult	Child	Child 1 - 5	Total Incl	*	
0	C001	68	DIS001	Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C2B001	2	2	2	0	0	0	807.50	
1	C002	69	DIS001	Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C2B001	2	2	2	0	0	0	807.50	
2	C003	70	DIS001	Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C3B001	1	4	2	2	1	1	1235.00	
3	C004	71	DIS001	Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C3B001	1	3	2	1	0	1	1235.00	
4	C005	72	DIS001	Discover SA and Beyond	Q	✓		2019-10-21	2019-10-22	1	C3B001	1	4	2	2	0	2	1520.00	
5	D201	73	JOH001	Johnson, Chris	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1200.00	
6	D202	74	ROS001	Ross, Calvin	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1200.00	
7	D203	75	KEE001	Keen, Mike	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1200.00	
8	D204	76	GRE001	Green, Jane	Q	✓	✓	2019-10-21	2019-10-22	1	HDR001	2	2	2	0	0	0	1200.00	
9	ZGROUP01	77	DIS001	Discover SA and Beyond	Q			2019-10-21	2019-10-22	1		2	1	1	0	0	0	0.00	
					Q			2019-10-21	2019-10-21	0			0	0	0	0	0	0.00	
TOTALS >																			

Accept PP - Per Person TR - Tariff to Reservation CR - Charges to Reservation
DC - Duration Charged GT - Guest Total (Persons) Restaurant and Diet

<< First < Previous Next > Last >> Cancel



New Group Reservations

From the Group Bulk Manage window, all reservations linked to the Group can be managed simultaneously. The following actions can be applied:

- ✓ Bookings can be moved to a different date.
- ✓ The Restaurant and Diet Settings can be set up globally and will display on the Restaurant and Diet Report on the reservation dates. However: If a special note applies to a specific reservation linked to the Group, it can simply be added to the specific reservation.
- ✓ Event Tickets can be issued to the Group if the charge was added to the Group Details window and the quantity set.
- ✓ Either selected bookings, or the entire Group Booking can be cancelled from this screen.



New Group Reservations

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

13 Aug 2022 Sat 14 Aug 2022 Sun 15 Aug 2022 Mon 16 Aug 2022 Tue 17 Aug 2022 Wed 18 Aug 2022 Thu 19 Aug 2022 Fri 20 Aug 2022 Sat 21 Aug 2022 Sun

CA04

Room Code	13 Aug 2022 Sat	14 Aug 2022 Sun	15 Aug 2022 Mon	16 Aug 2022 Tue	17 Aug 2022 Wed	18 Aug 2022 Thu	19 Aug 2022 Fri	20 Aug 2022 Sat	21 Aug 2022 Sun
CA04									
D201			637 Discover SA and Beyond						
D202			638 Discover SA and Beyond						
D203			639 Discover SA and Beyond						
D204			640 Discover SA and Beyond						
HMS001									
HMS002									
S101			641 Discover SA and Beyond						
S102			642 Discover SA and Beyond						
S103			643 Discover SA and Beyond						
S104			644 Discover SA and Beyond						
STA1									
VEN001									
VEN002									
VEN003									

Discover SA and Beyond Res No : 641
Status : Provisional

View Rooms by
☒ Code
☐ Rate Per Person
☐ Rate Per Room

2022/08/13 2022/08/26

New Reservation

Part of Group 104
Discover SA Group

Reservation Number 641
DIS001 Discover SA and Beyond
PO Box 987
Cape Town
1111
discoversa@mail.co.za

Mobile Phone 082 444 444 4444
Fax
Telephone 021 333 333 333
Customer ID 86121000480082
2nd Person's ID
Vehicle Registration
Passport Number

Credit Reserved 0.00
Group Deposit Paid 0.00
Group Invoice Total 23390.42
Group Receipt Total 0.00
Group Deposit Forfeit 0.00
Group Deposit Refund 0.00
Group Balance 23390.42

For demonstration purposes, we have linked all reservations to the same Customer Code.

Therefore, a single invoice will be issued to the Group Owner for all accommodation and extra charges incurred by the Guests linked to the Group.

The reservations on the Grid is displayed in the colour of the 'Provisional' status, and moving the cursor across any of the reservations, the info area beneath the Grid displays the Group information and the current Group Balance.

All of these reservations, are linked to Group Nr 104.



New Group Reservations

Group Bulk Management

Group Number : 104 Description : Discover SA Group Group Status : Provisional

Invoice Number : Booking Number : 645

Customer Code : DIS001 Discover SA and Beyond

Country : South Africa

Start Date : 2022/08/14 End Date : 2022/08/17

Order Number :

Reservation Type : 2 Bed and Breakfast Apply Service Charge ☒

Agent Code : 07 Louise

Add Room	Change Room	Select Guest *		Clear Tariff *	Select Tariff *	Select Type *	Add Notes *	Select Child Rate 1-5 *	Clear Select *									
Room	Booking	Guest	Guest Name	PP	TR	CR	Date In	Date Out	DC	Tariff	Type	GT	Adult	Child	Child 1 - 5	Total Incl	*	
D201	637	DIS001	Mr and Mrs Smith	☒	☒		2022/08/14	2022/08/17	3	HDR001	2	2	2	0	0	0	3312.00	☒
D202	638	DIS001	Mr and Mrs Pretorius	☒	☒		2022/08/14	2022/08/17	3	HDR001	2	2	2	0	0	0	3312.00	☒
D203	639	DIS001	Mr and Mrs Fourie	☒	☒		2022/08/14	2022/08/17	3	HDR001	2	2	2	0	0	0	3312.00	☒
D204	640	DIS001	Mr and Mrs Cooper	☒	☒		2022/08/14	2022/08/17	3	HDR001	2	2	2	0	0	0	3312.00	☒
S101	641	DIS001	Mr Ross	☒	☒		2022/08/14	2022/08/17	3	HSR001	2	1	1	0	0	0	2484.00	☒
S102	642	DIS001	Mr Dunn	☒	☒		2022/08/14	2022/08/17	3	HSR001	2	1	1	0	0	0	2484.00	☒
S103	643	DIS001	Ms Pienaar	☒	☒		2022/08/14	2022/08/17	3	HSR001	2	1	1	0	0	0	2484.00	☒
S104	644	DIS001	Ms Malan	☒	☒		2022/08/14	2022/08/17	3	HSR001	2	1	1	0	0	0	2484.00	☒
ZGROUP01	645	DIS001	Discover SA and Beyond	☒	☒		2022/08/14	2022/08/17	3		2	1	1	0	0	0	0.00	☒
				☒	☒		2022/08/16	2022/08/16	0			0	0	0	0	0	0.00	☒
				☒	☒		2022/08/16	2022/08/16	0			0	0	0	0	0	0.00	☒
TOTALS >																		

Accept PP - Per Person TR - Tariff to Reservation CR - Charges to Reservation DC - Duration Charged GT - Guest Total (Persons) Restaurant and Diet << First < Previous Next > Last >> Cancel

Now please note that when the rooming list is finalized and the Group Owner sends the names of each Guest linked to the Group, the Guest description can be overtyped on the 'Group Bulk Manage' screen without compromising any settings.

This is ONLY done when the Group Owner is liable for the payment of the accommodation.

When saved, the altered Guest Descriptions per reservation will be displayed on the Grid.

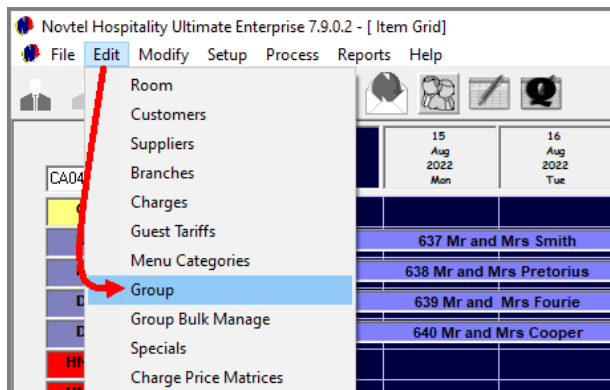
Novel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

CA04	13 Aug 2022 Sat	14 Aug 2022 Sun	15 Aug 2022 Mon	16 Aug 2022 Tue	17 Aug 2022 Wed	18 Aug 2022 Thu
CA04						
D201		637 Mr and Mrs Smith				
D202		638 Mr and Mrs Pretorius				
D203		639 Mr and Mrs Fourie				
D204		640 Mr and Mrs Cooper				
HMS001						
HMS002						
S101		641 Mr Ross				
S102		642 Mr Dunn				
S103		643 Ms Pienaar				
S104		644 Ms Malan				
STA1						
VEN001						



New Group Reservations



Raising Group Deposits

To raise a deposit on the Group Container Booking when the Group Owner is liable for the payment of the accommodation of 1 or more bookings linked to the Group,

And / OR

When a Guest – linked to the Group - is liable for the payment of their own accommodation, and therefore liable for the payment of a deposit to confirm their booking - click on 'Edit – Group'.

The relevant Group can now be searched for and selected.

Please note that no changes can be made to the Group Booking without first clicking on the 'Edit' button.



New Group Reservations

Group Details

Group Number : 104 Apply Service Charge ☒ **PROVISIONAL**

Group Description : Discover SA Group

General Financial **Reservations** Additional Costs Quick View In-House

Res Num	Room Code	Room Desc	Cust Code	Cust Desc	Total Incl	TTR	CTR	Deposit Raised	Single Be...	Double B...	Total Sle...
637	D201	Room 201 - Dou...	DIS001	Discover SA an...	3312.00	N	N	0.00	0	1	2
638	D202	Room 202 - Dou...	DIS001	Discover SA an...	3312.00	N	N	0.00	0	1	2
639	D203	Room 203 - Dou...	DIS001	Discover SA an...	3312.00	N	N	0.00	0	1	2
640	D204	Room 204 - Dou...	DIS001	Discover SA an...	3312.00	N	N	0.00	0	1	2
641	S101	Room 101 - Single	DIS001	Discover SA an...	2484.00	N	N	0.00	1	0	1
642	S102	Room 102 - Single	DIS001	Discover SA an...	2484.00	N	N	0.00	1	0	1
643	S103	Room 103 - Single	DIS001	Discover SA an...	2484.00	N	N	0.00	1	0	1
644	S104	Room 104 - Single	DIS001	Discover SA an...	2484.00	N	N	0.00	1	0	1
645	ZIGROUP01	Group Container	DIS001	Discover SA an...	0.00	N	N	0.00	0	0	0

Display

EVENT

Reservation Details

General Financial **Deposits** Additional Costs Quick View In-House

☒ 1.) Deposit Raised Shift - SFT00068 Quinton

Deposit Amount : 23184.00

2.) Deposit Paid

3.) Deposit Applied

3.) Deposit Refunded

Created: 2022/08/16 10:10:59

EDIT **ACCEPT** **CANCEL** **EVENT** **CLOSE**

Redeem Voucher **Customer Notes** **Manage Credits** **View Audit Log** **REFRESH RESERVATION**

In this case, the 'Group Owner' is liable for the payment of the accommodation and all charges linked to the Group, as the 'TTR' and 'CTR' columns display an 'N' next to each reservation to indicate that the Guests are not liable for any payment to our facility.

To raise the combined deposit for all reservations linked to the group, the 'Group Container' booking is accessed by double clicking on it, or selecting it and clicking 'Display'.

Immediately, the Group Container Booking is opened, and the deposit can be raised in the 'Deposits' tab by clicking on the checkmark in front of the 'Deposit Raised' field.



New Group Reservations

Reservation Details

General Financial **Deposits** Additional Costs Quick View In-House

1.) Deposit Raised 2022/08/16 ✓ Shift - SFT00068 Quinton

Deposit Amount : 23184.00 Deposit Due : 2022/08/16 Pay Deposit

2.) Deposit Paid

3.) Deposit Applied

3.) Deposit Refunded

Created: 2022/08/16 10:10:59

ACCEPT ✓ CANCEL EVENT

Redeem Voucher Customer Notes Manage Credits View Audit Log REFRESH

The date upon which the deposit was raised is indicated in the 'Deposit Raised' field, and the date by which the deposit is due, is to be selected.

Once again: If the deposit was not yet received, the 'Pay Deposit' button must NOT be selected.

Now click 'Accept' to save the action and close the reservation.

The Group Container Booking now indicates that a deposit of R23 184.00 was raised.

To save the changes, click 'Save' and close the Group Booking.

Group Details

Group Number : 104 Apply Service Charge ☒ **PROVISIONAL**

Group Description : Discover SA Group

General Financial **Reservations** Additional Costs Quick View In-House

Res Num	Room Code	Room Desc	Cust Code	Cust Desc	Total Incl.	TTR	CTR	Deposit Raised	Single Be...	Double B...	Total Sle...
637	D201	Room 201 - Dou...	DIS001	Discover SA an...	3312.00	N	N	0.00	0	1	2
638	D202	Room 202 - Dou...	DIS001	Discover SA an...	3312.00	N	N	0.00	0	1	2
639	D203	Room 203 - Dou...	DIS001	Discover SA an...	3312.00	N	N	0.00	0	1	2
640	D204	Room 204 - Dou...	DIS001	Discover SA an...	3312.00	N	N	0.00	0	1	2
641	S101	Room 101 - Single	DIS001	Discover SA an...	2484.00	N	N	0.00	1	0	1
642	S102	Room 102 - Single	DIS001	Discover SA an...	2484.00	N	N	0.00	1	0	1
643	S103	Room 103 - Single	DIS001	Discover SA an...	2484.00	N	N	0.00	1	0	1
644	S104	Room 104 - Single	DIS001	Discover SA an...	2484.00	N	N	0.00	1	0	1
645	ZGROUP01	Group Container	DIS001	Discover SA an...	0.00	N	N	23184.00	0	0	0

Display Add New Remove

EVENT SAVE CANCEL CLOSE



Novtel[®]

Hospitality Management

13

Deposit Receipting and the Confirmed Status

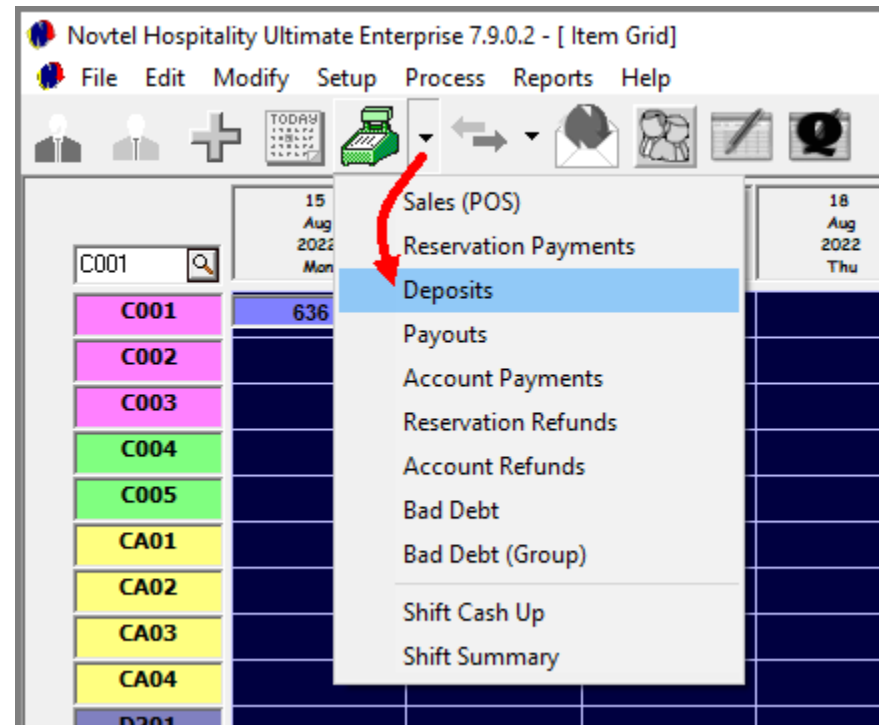


Deposit Receipting and the Confirmed Status

Only once a deposit was raised, can it be receipted. And once receipted, the reservation's status will change to 'Confirmed' automatically.

Please note that if the status was changed to 'Confirmed' manually, a deposit CANNOT be raised on a booking. In order to do so, the status must first be changed back to 'Provisional'; the action saved, and only then the deposit can be raised when the reservation is edited.

Deposits for both individual and group reservations are receipted by clicking on the arrow next to the 'POS' menu and selecting the 'Deposits' option.





Deposit Receipting and the Confirmed Status

Rese Num	Customer Code	Customer Description	Room Code	Date Due
65	GRE001	Green, Jane	D201	2019/10/2
80	SHA001	Mrs Shaw, Wendy	D202	2019/10/2
81	MAA001	Maartens, Danielle	D203	2019/10/2
82	BEL001	Bell, Beverly	D204	2019/10/2
450	AND002	Anderson, Peter	C001	2021/06/2
464	DAV001	Davids, Gregg	C001	2021/07/0
636	AND002	Anderson, Peter	C001	2022/08/1

Individual Reservations

When receipting a deposit for an individual reservation, the 'Reservation Number' option is selected. Clicking on the 'search' option in the 'Reservation Number' field, all reservations for which a deposit was raised, are displayed.

Search for and select the applicable reservation from the list.

1. The reservation number and Guest linked to it will immediately be displayed in the left-hand side of the window, and the amount raised on the reservation is displayed in the 'Amount Raised' field.
2. Unless an amount is entered in the 'Payment Received' field, the 'Accept' button will not activate.

✓ Please note that the amount does not have to match the payment due amount in order to issue a receipt. The payment amount can be **less** than the 'Payment Due' amount.

However: Should an amount in excess of the 'Payment Due' amount be entered, Novtel will issue change and will not keep the amount as a credit.

✓ More than 1 deposit receipt can be issued per reservation if required.

3. The payment method, as received from the Guest, must be selected here in order to obtain the correct results during the Cash-up procedure.
4. To print the receipt, click 'Accept'.

Rese Num	Customer Code	Customer Description	Room Code	Date Due
636	AND002	Anderson, Peter	C001	2022/08/1



Deposit Receipting and the Confirmed Status

Receipt : REC00405

Zoom 100%

Oasis Lodge
77 Long Beach Road
Long Beach
Mossel Bay
6500
Tel : 044 123456789
Fax : 044 123456789
Tax : 123456789

DEPOSIT RECEIPT

Description :	C001 - Chalet 1 - 2 Bedroom
Customer	AND002 - Anderson, Peter
Reservation	636
Payment Type :	Bank Transfer
Bank Account	12154787
Bank Type :	ABSA
Payment Due :	800.00
Tax/VAT Total :	
Payment Received :	800.00
Change :	0.00
Discount :	0.00

Staff member : Quinton
Payment Date : 2022/08/15
Print Date : 2022/08/15
Time : 14:51:36
Shift Number : SFT00068
Receipt Number : REC00405

Thank You.

Individual Reservations

The deposit receipt displays the following information:

- ☐ The room linked to the reservation; The Customer; The reservation number; The Method by which the payment was received, and the details associated with the payment.
- ☐ The payment amount received .
- ☐ The Staff member who has performed the transaction; The date upon which the payment occurred; The exact time according to your pc's settings; The Shift number linked to the User logged into Novtel, and the Receipt Number.

Closing the Deposit Receipting window, the reservation's colour and status will AUTOMATICALLY change to that of the 'Confirmed' status.



Deposit Receipting and the Confirmed Status

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

15 Aug 2022 Mon 16 Aug 2022 Tue 17 Aug 2022 Wed 18 Aug 2022 Thu 19 Aug 2022 Fri 20 Aug 2022 Sat 21 Aug 2022 Sun 22 Aug 2022 Mon 23 Aug 2022 Tue

C001 Anderson, Peter Res No: 636 Status: Confirmed

C001 636 Anderson, Peter

C002

C003

C004

C005

CA01

CA02

CA03

CA04

D201

D202

D203

D204

HMS001

HMS002

View Rooms by
Code
Rate Per Person
Rate Per Room

New Reservation

2022/08/15 2022/08/28

Reservation Number 636
AND002 Anderson, Peter
PO Box 39
Rondepoort
Johannesburg
0000
peter@anderson.co.za

Mobile Phone 083 325 568 874
Fax
Telephone 029 849 498 489
Customer ID 620215112223
2nd Person's ID
Vehicle Registration JHB258
Passport Number

Credit Reserved 0.00
Deposit Paid 800.00
Invoice Total 1326.96
Receipt Total 800.00
Deposit Forfeit 0.00
Deposit Refund 0.00
Reservation Balance 526.96

Individual Reservations

Moving the cursor across the reservation on the Grid, the following details will be displayed below the Grid:

- ✓ The Deposit Paid amount is indicated as per the amount entered on the Receipt.
- ✓ The Receipt Total is also displayed - as received from the Guest for this reservation.
- ✓ And the 'Reservation Balance' – displayed in red - is the 'Invoice Total' MINUS the 'Receipt Total' which the Guest will settle upon arrival.

Reservation Details

General Financial **Deposits** Additional Costs Quick View In-House

1.) Deposit Raised 2022/08/15 Shift - SFT00068 Quinton

Deposit Amount: 800.00 Deposit Due: 2022/08/15 Pay Deposit

2.) Deposit Paid
Paid Amount: 800.00

3.) Deposit Applied

3.) Deposit Refunded
Partial Refund: ☐
Amount Forfeit: 400.00
Amount Refunded: 400.00
Forfeit Percentage: 50

Accessing the reservation and proceeding to the 'Deposits' tab, the 'Deposit Paid' field is displayed in the colour of the 'Confirmed' status, and the amount paid is indicated below it.



Deposit Receipting and the Confirmed Status

Deposit Payment on Reservations Linked to a Group Booking

Whether a Group Owner is liable for the payment of the deposit raised on the Group Container booking, or the Guests linked to a Group are liable for the payment of the deposit raised on their booking, the 'Group Number' option is selected.

The screenshot shows the 'Deposits' window with two radio buttons: 'Reservation Number' and 'Group Number'. The 'Group Number' option is selected and highlighted with a red rectangle. Below the radio buttons are input fields for 'Reservation Number', 'Customer Description', and 'Group Number'.

The search option in the 'Group Number' field gives access to all Groups for which a deposit was raised. Search for and select the applicable Group Number.

The screenshot shows the 'Deposits' window with the 'Group Number' option selected. A 'Select Group' dialog box is open, displaying a table of groups. The table has four columns: 'Group Num', 'Group Description', 'Cust Code', and 'Cust Description'. The first two rows are highlighted in blue. The 'Accept' and 'Cancel' buttons are visible on the right side of the dialog box.

Group Num	Group Description	Cust Code	Cust Description
84	Tour Group - Netherlands	DIS001	Discover SA and Beyond
104	Discover SA Group	DIS001	Discover SA and Beyond



Deposit Receipting and the Confirmed Status

Deposit Payment on Reservations Linked to a Group Booking

The screenshot shows the 'Deposits' window with a 'Select Reservation' dialog box open. The dialog box contains a table with the following data:

Rese Num	Customer Code	Customer Description	Room Code	Date Due
645	DIS001	Discover SA and Beyond	ZGRDUP01	2022/08/11

The 'Accept' button is highlighted with a green checkmark, indicating the reservation is selected.

The specific reservation number – linked to the group – for which a deposit was raised, is required to continue.

In this case, a deposit was only raised on the Group Container Booking since the Group Owner is liable for the payment of all costs.

Therefore, only this reservation is displayed here and is selected.

The screenshot shows the 'Deposits' window with the 'Payment Received' field highlighted in red. The field contains the value 23184.00. The 'Payment Type' is set to 'Bank Transfer' and the 'Payment Date' is 2022/08/16. The 'Payment Due' is also 23184.00.

The amount – as received from the Guest – is entered in the 'Payment Received' field, and the applicable Payment method is selected.

Clicking 'Accept', the Deposit Receipt is produced, listing the Group's details; the payment method used; the payment amount received, and the Staff member performing the transaction.

The screenshot shows the 'Receipt: REC00407' window. The receipt lists the Oasis Lodge details, the deposit amount of 23184.00, and the staff member Quinton. The 'DEPOSIT RECEIPT' title is highlighted in red.

Oasis Lodge
77 Long Beach Road
Long Beach
Mossel Bay
6500
Tel : 044 123456789
Fax : 044 123456789
Tax : 123456789

DEPOSIT RECEIPT

Description :	104 - Discover SA Group
Customer	DIS001 - Discover SA and Beyond
Group	104
Payment Type :	Bank Transfer
Bank Account	123456
Bank Type :	ABSA
Payment Due :	23184.00
Tax/VAT Total :	
Payment Received :	23184.00
Change :	0.00
Discount :	0.00

Staff member : Quinton
Payment Date : 2022/08/16
Print Date : 2022/08/16
Time : 10:41:25
Shift Number : SFT00068
Receipt Number : REC00407

Thank You.



Deposit Receipting and the Confirmed Status

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

13 Aug 2022 Sun 14 Aug 2022 Sun 15 Aug 2022 Mon 16 Aug 2022 Tue 17 Aug 2022 Wed 18 Aug 2022 Thu 19 Aug 2022 Fri 20 Aug 2022 Sat 21 Aug 2022 Sun

CA04

Room	Guests	Status
CA04		
D201	637 Mr and Mrs Smith	
D202	638 Mr and Mrs Pretorius	
D203	639 Mr and Mrs Fourie	
D204	640 Mr and Mrs Cooper	
HT15001		
HT15002		
S101	641 Mr Ross	Mr Ross Res No: 641 Status: Confirmed
S102	642 Mr Dunn	
S103	643 Ms Pienaar	
S104	644 Ms Malan	
STA1		
VEN001		
VEN002		
VEN003		

View Rooms by
Code
Rate Per Person
Rate Per Room
New Reservation
2022/08/13 2022/08/26

Part of Group 104
Discover SA Group
Reservation Number 641
DIS001 Mr Ross
PO Box 387
Cape Town
1111
discoveisa@gmail.co.za

Mobile Phone 082 444 4444
Fax
Telephone 021 333 333 333
Customer ID 9612100480082
Vehicle Registration
Passport Number

Credit Reserved 0.00
Group Deposit Paid 23184.00
Group Invoice Total 23390.42
Group Receipt Total 23184.00
Group Deposit Forfeit 0.00
Group Deposit Refund 0.00
Group Balance 206.42

Closing the Deposit Receipt window, all reservations linked to Group Reservation 104, has automatically changed to the 'Confirmed' colour and status.

Moving the cursor across any of these bookings on the Grid, the following information is displayed below the Grid:

- ✓ The Group Deposit amount paid
- ✓ The Group Receipt Total
- ✓ And the Balance Due amount indicated in red

Group Details

Group Number: 104 CONFIRMED

Group Description: Discover SA Group

General Financial Reservations Additional Costs Quick View In-House

Code	Description	Dur	Qty	Tax	Inclusive
D201	Room 201 - Double	3	2	406.74	3312.00
D202	Room 202 - Double	3	2	406.74	3312.00
D203	Room 203 - Double	3	2	406.74	3312.00
D204	Room 204 - Double	3	2	406.74	3312.00
S101	Room 101 - Single	3	1	305.05	2484.00
S102	Room 102 - Single	3	1	305.05	2484.00
S103	Room 103 - Single	3	1	0.00	2484.00
S104	Room 104 - Single	3	1	305.05	2484.00
-	Additional Costs			0.00	206.42
-	Payments Made			0	-23184.00

INVOICE TOTAL 23390.42

CREDIT RESERVED 0.00

RECEIPT TOTAL 23184.00

DEPOSIT REFUND 0.00

DEPOSIT FORFEIT 0.00

PAYMENT DUE 206.42

ADD NEW EVENT EDIT UPDATE CLOSE

Accessing the 'Group Details' window and proceeding to the 'Quick View' tab, the payment processed is displayed here.



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Hospitality Management

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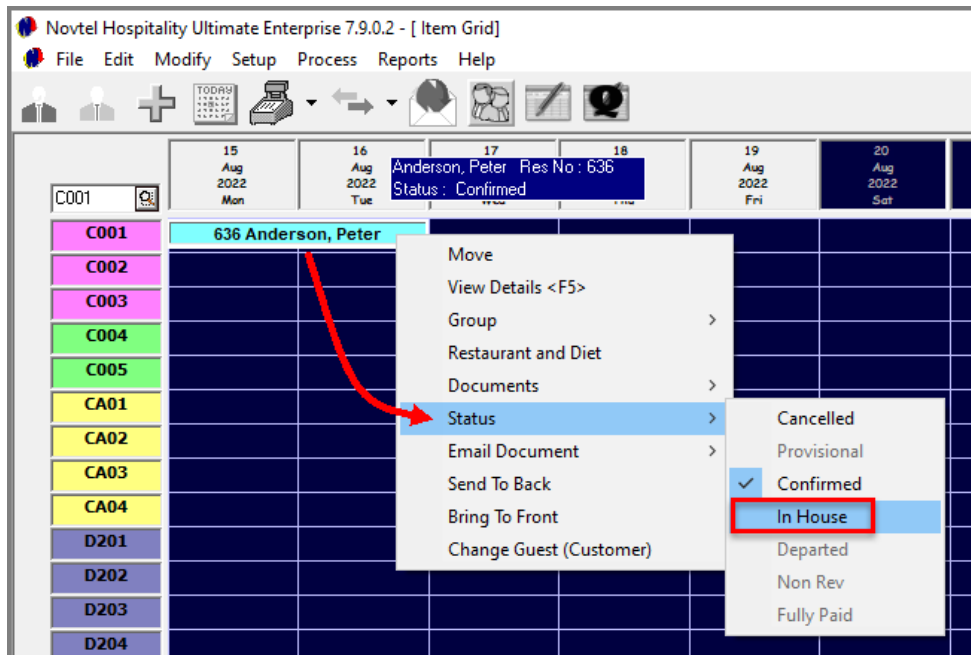
Guest Check-In and the In-House Status



Guest Check-In and the In-House Status

Only once an individual Guest or an entire Group arrives at the facility, will they be checked in on Novtel.

From the moment their reservation is 'In-House' will they be able to charge items to their reservation for payment upon departure.



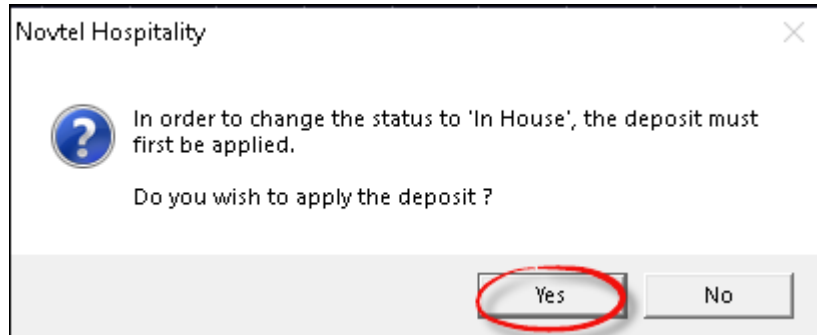
Individual Reservations

For individual reservations, the check-in procedure is a very simple and easy process.

- Simply right click on the applicable reservation
- Move the cursor across 'Status'
- And select 'In-House'



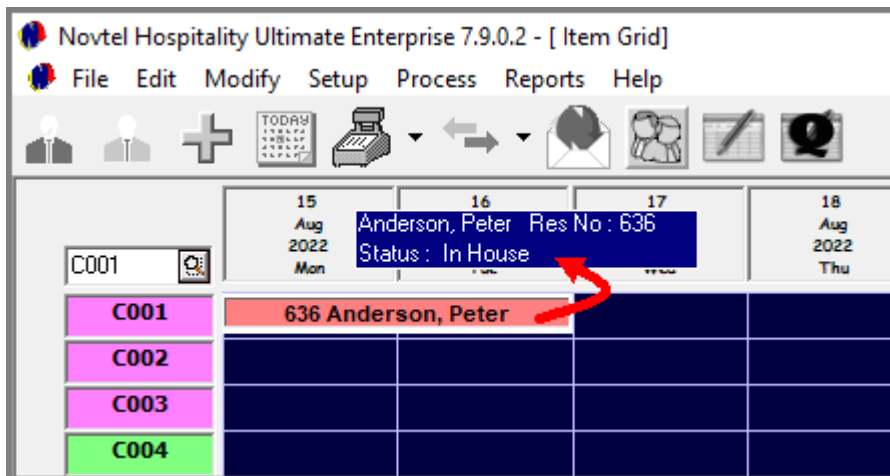
Guest Check-In and the In-House Status



Immediately, the system recognizes that a deposit payment for this reservation has been receipted, and will communicate the following:

'In order to change the status to 'In-House', the deposit must first be applied. Do you wish to apply the deposit?'

Should the Receptionist select 'No' here, the reservation's status will remain 'Confirmed' and will the Guest not be reflected as 'In-House'.



By clicking 'Yes', the deposit is applied to the reservation instantly, and the reservation's colour and status on the Grid changes to 'In-House'.



Guest Check-In and the In-House Status

Viewing the Reservation's Deposit Tab

In order to demonstrate how the reservation's 'Deposit' tab has been affected, the reservation is opened by double clicking on it, and proceeding to the 'Deposit' tab.

Here, the 'Deposit Applied' field has turned the colour of the 'In-House' status, and also stipulating which Sage Pastel account was debited, and simultaneously credited the 'Customer Account' linked to this reservation.

Please note that a Reservation payment will normally be required to settle all currently outstanding balances upon check in, such as the refundable key / breakage deposit.

Please refer to the chapter on how to process Reservation payments.

Reservation Details

General Financial **Deposits** Additional Costs Quick View In-House

1.) Deposit Raised 2022/08/15 Shift - SFT00068 Quinton

Deposit Amount : 800.00 Deposit Due : 2022/08/15

2.) Deposit Paid Paid Amount : 800.00

3.) Deposit Applied 2022/08/15

Transaction Journals : Transaction Number : 868

Dt -	6000000 (Deposits Control Account)	800.00
Cr -	AND002 (Customer Account)	800.00

3.) Deposit Refunded

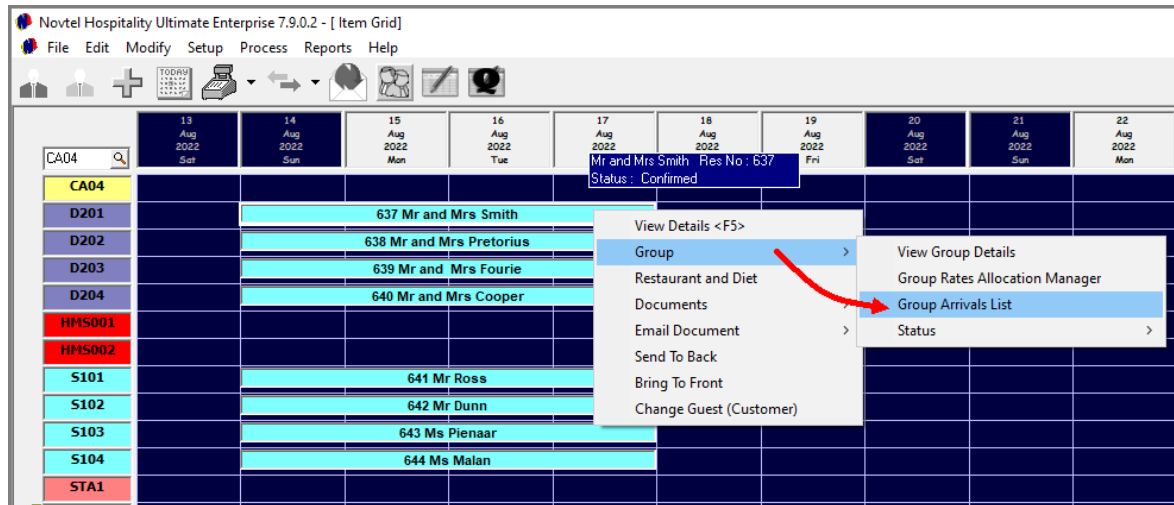
IN-HOUSE PROCESSED Created: 2022/08/15 13:28:19

EDIT ACCEPT CANCEL EVENT CLOSE

Redeem Voucher Customer Notes Manage Credits View Audit Log



Guest Check-In and the In-House Status

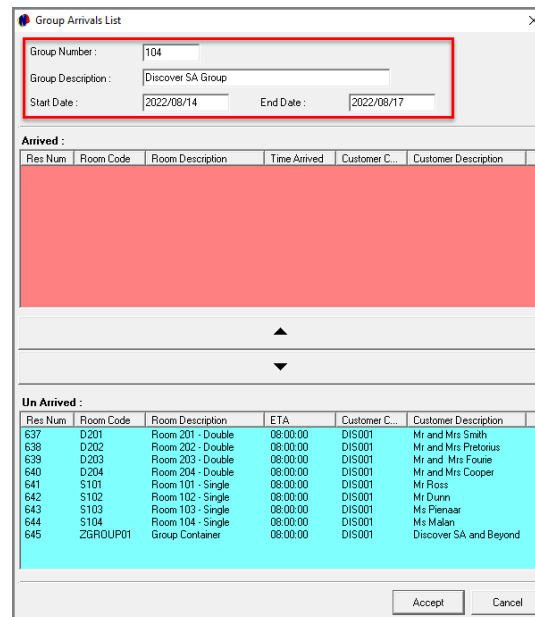


Group Reservations Check-In Procedure

Right-click on any reservation linked to the arrived Group, and select 'Group – Group Arrivals List'.

Immediately, the 'Group Arrivals List' window is opened, displaying the following details at the top:

- ✓ Group Number
- ✓ Group Description
- ✓ The start and end dates for the Group reservation



2 distinct sections are displayed, each linked to a significant 'Status' colour as follow:

1. The 'Arrived' Section

Currently, none of the bookings are linked to this section which is displayed in the same colour as the 'In-House' status colour, since the 'Group has not yet been checked in.

2. The 'Un-Arrived' Section

This section lists all reservations linked to Group 104, and is displayed in the 'Confirmed' status colour.

In order to select all of these reservations and move them to the 'Arrived' section, the following steps are required:



Guest Check-In and the In-House Status

Group Reservations Check-In Procedure

Group Arrivals List

Group Number : 104

Group Description : Discover SA Group

Start Date : 2022/08/14 End Date : 2022/08/17

Arrived :

Res Num	Room Code	Room Description	Time Arrived	Customer C...	Customer Description
---------	-----------	------------------	--------------	---------------	----------------------

Un Arrived :

Res Num	Room Code	Room Description	ETA	Customer C...	Customer Description
637	D201	Room 201 - Double	08:00:00	DIS001	Mr and Mrs Smith
638	D202	Room 202 - Double	08:00:00	DIS001	Mr and Mrs Pretorius
639	D203	Room 203 - Double	08:00:00	DIS001	Mr and Mrs Fourie
640	D204	Room 204 - Double	08:00:00	DIS001	Mr and Mrs Cooper
641	S101	Room 101 - Single	08:00:00	DIS001	Mr Ross
642	S102	Room 102 - Single	08:00:00	DIS001	Mr Dunn
643	S103	Room 103 - Single	08:00:00	DIS001	Ms Pienaar
644	S104	Room 104 - Single	08:00:00	DIS001	Ms Malan
645	Z6ROUP01	Group Container	08:00:00	DIS001	Discover SA and Beyond

Accept Cancel

As this Group of people arrived simultaneously by bus, all reservations are to be moved to the 'Arrived' section.

- ✓ Click on the first reservation (Reservation 637 as per our example).
- ✓ Press and hold the 'Shift' key on the keyboard while clicking on the last reservation (645 – Group Container' reservation). This action will highlight all reservations for selection.
- ✓ Release the 'Shift' key and click on the 'up' arrow.

Group Arrivals List

Group Number : 104

Group Description : Discover SA Group

Start Date : 2022/08/14 End Date : 2022/08/17

Arrived :

Res Num	Room Code	Room Description	Time Arrived	Customer C...	Customer Description
637	D201	Room 201 - Double	10:55:46	DIS001	Mr and Mrs Smith
638	D202	Room 202 - Double	10:55:46	DIS001	Mr and Mrs Pretorius
639	D203	Room 203 - Double	10:55:46	DIS001	Mr and Mrs Fourie
640	D204	Room 204 - Double	10:55:46	DIS001	Mr and Mrs Cooper
641	S101	Room 101 - Single	10:55:46	DIS001	Mr Ross
642	S102	Room 102 - Single	10:55:46	DIS001	Mr Dunn
643	S103	Room 103 - Single	10:55:46	DIS001	Ms Pienaar
644	S104	Room 104 - Single	10:55:46	DIS001	Ms Malan
645	Z6ROUP01	Group Container	10:55:46	DIS001	Discover SA and Beyond

Un Arrived :

Res Num	Room Code	Room Description	ETA	Customer C...	Customer Description
---------	-----------	------------------	-----	---------------	----------------------

Accept Cancel

Immediately, all selected reservations are displayed in the 'Arrived' section.

By clicking 'Accept' at the bottom right-hand side of the 'Group Arrivals List' screen, all reservations linked to Group 104 will be displayed on the Grid in the colour of the 'In-House' status.

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

	13 Aug 2022 Sat	14 Aug 2022 Sun	15 Aug 2022 Mon	16 Aug 2022 Tue	17 Aug 2022 Wed	18 Aug 2022 Thu	19 Aug 2022 Fri
CA04							
CA04							
D201							
D202							
D203							
D204							
RHS001							
RHS002							
S101							
S102							
S103							
S104							
STA1							
VEN001							
VEN002							
VEN003							



Guest Check-In and the In-House Status

Group Reservations Check-In Procedure

Group Details

Group Number : 104

Group Description : Discover SA Group

General Financial Reservations Additional Costs **Quick View** In-House

Code	Description	Dur	Qty	Tax	Inclusive
D201	Room 201 - Double	3	2	406.74	3312.00
D202	Room 202 - Double	3	2	406.74	3312.00
D203	Room 203 - Double	3	2	406.74	3312.00
D204	Room 204 - Double	3	2	406.74	3312.00
S101	Room 101 - Single	3	1	305.05	2484.00
S102	Room 102 - Single	3	1	305.05	2484.00
S103	Room 103 - Single	3	1	0.00	2484.00
S104	Room 104 - Single	3	1	305.05	2484.00
-	Deposit Applied			0.00	-23184.00
-	Additional Costs			0.00	206.42
-	Payments Made			0	-23184.00

INVOICE TOTAL
23390.42

CREDIT RESERVED
0.00

RECEIPT TOTAL
23184.00

DEPOSIT REFUND
0.00

DEPOSIT FORFEIT
0.00

PAYMENT DUE
206.42

ADD NEW EVENT EDIT UPDATE CLOSE

Viewing the 'Quick View' tab of the Group Details screen for Group 104, the deposit has automatically been applied to the Group Reservation without communication to the User.



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Hospitality Management

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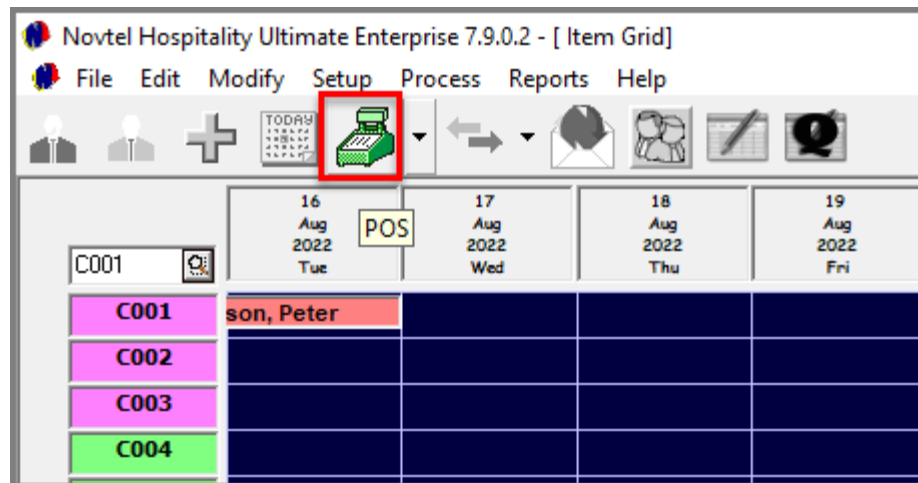
In-House Transaction Postings



In-House Transaction Postings

From the Grid, the POS system is accessed by Front Desk personnel specifically.

All charges classified as a 'POS Item' will be available for selection here.



POS items can be sold on the following 'Tender' methods:

- ✓ **Cash**
For immediate Payment
- ✓ **On Account**
For either immediate payment **or** for payment at the agreed time such as at the end of the month. This option is used to apply specific discounts per Customer or Customer Category the Customer is linked to.
- ✓ **In-House**
Items sold from the Front Desk can be posted to an individual Guest's reservation while linked to the 'In-House' status. Also note that for Guest's linked to a Group reservation and responsible for their own accumulated charges, this Tender Method will also apply.
- ✓ **In-House Group**
Whenever the Group Owner is liable for the payment of charges incurred by the Guests linked to the Group Booking, this option is selected when posting charges to a Group reservation is linked to the 'In-House' status.



In-House Transaction Postings

Code	Description	Rate Includ...	Barcode
COK010	Coke 350ml BAR	15.00	
CRE002	Credit Issued	0.00	
FDV001	Voucher	0.00	
FFA001	Facial - Full	200.00	
FR001	Fritos Tomato Chips	6.00	
GRA002	Grapetizer 350ml	15.00	
HAT001	Hat - Peak with Logo	80.00	
HAT002	Hat - Cap with Logo	90.00	
KIT001	Kit Kat Chocolate Bar	7.00	
LAY0003	Lays Plainly Salted 30g.	10.00	
LAY001	Lays BBQ Chips 30g	6.00	
LAY002	Lays Salt and Vinegar 30g	6.00	
LAY003	Lays Plainly Salted 30g	6.00	
PAR001	National Park Fees	20.00	
PEA001	Salted Peanuts 250g	6.00	
PEA002	Peanuts and Raisins 250g	6.00	
RV001	Restaurant Voucher	0.00	
SPR001	Sprite 350ml	12.00	
STD001	Fanta Grape 250 ml	9.00	
SUN001	Sunscreen Cream 50ml	75.00	

Search by: **Code** Search for: hat

TENDER - Cash <F3> - New

Payout / Account Payment Shift Cash Up Apply Service Charge <F5> - Quotations <F4> - Reprint Receipt Takeaway Discount Redeem Voucher <F2> - Transaction Cash Up Close

If a barcode scanner is in use, and the barcode has been set up on the charge master file, an item's barcode can simply be scanned, and it will be selected.

However: As a barcode scanner is not in use in our demonstration database, we will simply select the 'Search By' option as 'Code' and enter the item's code in the 'Search For' field.

The matching criteria will be highlighted in a faint grey line and is selected by simply double clicking on it.

Quantity: 4

Discount: 0

Accept Cancel

Since the 'Quick Scan' option has not been enabled in our POS Setup, this screen will appear each time an item is selected.

The quantity can be set – as selected by the Guest – and the 'Accept' button is clicked.



In-House Transaction Postings

The screenshot shows the Novtel POS interface. At the top, it displays 'Quinton Multi Store' and 'Shift # SFT00068'. An 'Agent Code' field contains '07'. A red arrow points from the 'Selected Item(s)' table to the 'PAYMENT DUE' field, which shows '320.00'. The 'Selected Item(s)' table contains one entry: 'X 4 HAT001 Hat - Peak with Logo 320.00'. The bottom of the screen features a grid of buttons for various transactions, including 'TENDER - Cash' and 'Transaction Cash Up'.

Code	Description	Rate Includ...	Barcode
COK010	Coke 350ml BAR	15.00	
CRE002	Credit Issued	0.00	
FDV001	Voucher	0.00	
FFA001	Facial - Full	200.00	
FRJ001	Fritos Tomato Chips	6.00	
GRA002	Grapetizer 350ml	15.00	
HAT001	Hat - Peak with Logo	80.00	
HAT002	Hat - Cap with Logo	90.00	
KIT001	Kit Kat Chocolate Bar	7.00	
LAY0003	Lays Plainly Salted 30g	10.00	
LAY001	Lays BBQ Chips 30g	6.00	
LAY002	Lays Salt and Vinegar 30g	6.00	
LAY003	Lays Plainly Salted 30g	6.00	
PAR001	National Park Fees	20.00	
PEA001	Salted Peanuts 250g	6.00	
PEA002	Peanuts and Raisins 250g	6.00	
RV001	Restaurant Voucher	0.00	
SPR001	Sprite 350ml	12.00	
STD001	Fanta Grape 250 ml	9.00	
SUN001	Sunscreen Cream 50ml	75.00	

Qty	Code	Description	Price Incl	Package Code
X 4	HAT001	Hat - Peak with Logo	320.00	

Search by: **Code** Search for:

TENDER - Cash <F3> - New

Payout / Account Payment Shift Cash Up Apply Service Charge <F5> - Quotations <F4> - Reprint Receipt Takeaway Discount Redeem Voucher <F2> - Transaction Cash Up Close

The selected item is displayed in the top right-hand side of the screen, indicating the quantity and the combined total.

Simply repeat the process until all selected items are displayed in the right hand side of the screen.

This screenshot shows the Novtel POS interface with multiple items selected. The 'PAYMENT DUE' field now shows '344.00'. The 'Selected Item(s)' table contains three entries: 'X 4 HAT001 Hat - Peak with Logo 320.00', 'X 2 LAY003 Lays Plainly Salted 30g 12.00', and 'X 2 PEA001 Salted Peanuts 250g 12.00'. These items are highlighted with a red box. The bottom of the screen features the same grid of buttons as the previous screenshot.

Code	Description	Rate Includ...	Barcode
COK010	Coke 350ml BAR	15.00	
CRE002	Credit Issued	0.00	
FDV001	Voucher	0.00	
FFA001	Facial - Full	200.00	
FRJ001	Fritos Tomato Chips	6.00	
GRA002	Grapetizer 350ml	15.00	
HAT001	Hat - Peak with Logo	80.00	
HAT002	Hat - Cap with Logo	90.00	
KIT001	Kit Kat Chocolate Bar	7.00	
LAY0003	Lays Plainly Salted 30g	10.00	
LAY001	Lays BBQ Chips 30g	6.00	
LAY002	Lays Salt and Vinegar 30g	6.00	
LAY003	Lays Plainly Salted 30g	6.00	
PAR001	National Park Fees	20.00	
PEA001	Salted Peanuts 250g	6.00	
PEA002	Peanuts and Raisins 250g	6.00	
RV001	Restaurant Voucher	0.00	
SPR001	Sprite 350ml	12.00	
STD001	Fanta Grape 250 ml	9.00	
SUN001	Sunscreen Cream 50ml	75.00	

Qty	Code	Description	Price Incl	Package Code
X 4	HAT001	Hat - Peak with Logo	320.00	
X 2	LAY003	Lays Plainly Salted 30g	12.00	
X 2	PEA001	Salted Peanuts 250g	12.00	

Search by: **Code** Search for:

TENDER - Cash <F3> - New

Payout / Account Payment Shift Cash Up Apply Service Charge <F5> - Quotations <F4> - Reprint Receipt Takeaway Discount Redeem Voucher <F2> - Transaction Cash Up Close



In-House Transaction Postings

Novotel Multi Store: Quinton Agent Code: 07 PAYMENT DUE 344.00

SELECT PAYMENT METHOD

- CASH
- ON ACCOUNT
- IN-HOUSE
- IN-HOUSE GROUP
- QUOTATION

TENDER: Cash

Individual Reservations

To post the charges to an individual 'In-House' reservation, click on the 'Tender Cash' button and select the 'In-House' option.

Rese Num	Room Code	Customer Code	Customer Description
19	C001A	GRE001	Green, Jane
51	C001A	JOH001	Johnson, Chris
134	ZCA001	MOS001	Mossel Bay High School
135	ZCA002	SSS001	Southern Shores Shipping Company
615	C004	JOH001	Johnson, Chris
616	HMS001	JOR001	Jordan, Celeste
618	C005	DAV001	David, Gregg
636	C001	AND002	Anderson, Peter

All individual reservations currently linked to the 'In-House' Status, will be displayed here. Search for and select the applicable reservation and click 'Accept'.

IN-HOUSE

Reservation # : 636
Room Code : C001
Description : Chalet 1 - 2 Bedroom
Customer Code : AND002
Description : Anderson, Peter
Silver Membership

Payment Methods Accept

In this window, the following information is displayed:

- ✓ The selected Posting Method.
- ✓ The Reservation Number; Room Number and Room Description.
- ✓ The Customer Code; Description and Category this Guest is linked to.

After ensuring that the details are correct, click 'Accept'.



In-House Transaction Postings

The 'Tender Method' is now displayed as 'In-House'.

To finalize the sale, click on the 'Transaction Cash Up' button.

The screenshot shows the Novotel POS system interface. At the top, it displays 'Quinton Multi Store' and 'Shift # SFT00068'. A 'PAYMENT DUE' box shows '344.00'. Below this, there are two tables: 'Select Item(s):' and 'Selected Item(s):'. The 'Select Item(s):' table lists various items like 'Coke 350ml BAR', 'Credit Issued', 'Voucher', 'Facial - Full', 'Fritos Tomate Chips', 'Grapetizer 350ml', 'Hat - Peak with Logo', 'Hat - Cap with Logo', 'Kit Kat Chocolate Bar', 'Lays Plainly Salted 30g', 'Lays BBQ Chips 30g', 'Lays Salt and Vinegar 30g', 'Lays Plainly Salted 30g', 'National Park Fees', 'Salted Peanuts 250g', 'Peanuts and Raisins 250g', 'Restaurant Voucher', 'Sprite 350ml', 'Fanta Grape 250 ml', and 'Sunscreens Cream 50ml'. The 'Selected Item(s):' table shows 'X 4 HAT001 Hat - Peak with Logo', 'X 2 LAY003 Lays Plainly Salted 30g', and 'X 2 PEA001 Salted Peanuts 250g'. At the bottom, there are several buttons: 'Payout / Account Payment', 'Shift Cash Up', 'Apply Service Charge', '<F5> - Quotations', '<F4> - Reprint Receipt', 'Takeaway', 'Discount', 'Redeem Voucher', '<F2> - Transaction Cash Up' (highlighted with a green checkmark), and 'Close'. A red box highlights the '<F2> - Transaction Cash Up' button.

The Goods Issue Note is produced immediately, indicating the Room; Guest and Reservation number linked to this document.

VERY important:

The Guest must sign the Goods Issue Note in recognition that they have indeed received the goods, and this document is to be retained by the Front Desk Staff Member to be included in their cash up documents at the end of their shift.

A second copy can be printed and handed to the Guest.

The screenshot shows a 'Goods Issue Note' document for 'Oasis Lodge'. The document includes the lodge's address (77 Long Beach Road, Long Beach, Mossel Bay, 6500), contact information (Tel: 044 123456789, Fax: 044 123456789, Tax: 123456789), and a table of items issued. The items table shows 'X 4 HAT001 - Hat - Peak with Logo' (41.74, 320.00), 'X 2 LAY003 - Lays Plainly Salted 30g' (1.57, 12.00), and 'X 2 PEA001 - Salted Peanuts 250g' (1.57, 12.00). Below the table, it lists 'Room # C001 - Chalet 1 - 2 Bedroom', 'Customer: Anderson, Peter', 'Reservation # 636', and 'Payment Type: In-House'. A summary section shows 'Payment Due: 344.00', 'Tax/VAT Total: 44.87', 'Payment Received: 0.00', 'Change: 0.00', 'Discount: 0.00', and 'Voucher: 0.00'. At the bottom, it says 'Staff member: Quinton', 'Payment Date:', 'Print Date: 2022/08/16', 'Time: 07:39:32', 'Shift Number: SFT00068', and 'Goods Issue Note: GIN00110'. A 'Thank You.' message is followed by a red box containing a line for a signature. At the very bottom, it says 'Thank you. Have a great day!'.



In-House Transaction Postings

Novel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

Reservation Details

General Financial Deposits Additional Costs **Quick View** In-House

15 Aug 2022 Anderson, Peter Res No. 638 Status: In House

Description	Person	Qty	Tax	Exclusive	Inclusive
+ Chalet 1 - 2 Bedroom	4	1	104.35	695.65	800.00
+ PAR001 - National Park Fees	1	1	2.61	17.39	20.00
+ REF001 - Refundable Key / Breakage Depc	1	1	0.00	500.00	500.00
+ INH002 - Inhouse ShopTransaction	3	44.87	239.13	344.00	344.00
+ TML001 - Tourism Levy	1	1	0.00	6.96	6.96
TOTAL DUE :			151.83	1519.13	1670.96
- REC00405 - Deposit					800.00
- Credit Reserved					0.00
CURRENT DUE :			0.00	0.00	870.96

IN-HOUSE PROCESSED Created: 2022/08/15 13:28:19

EDIT ACCEPT CANCEL

Redeem Voucher Customer Notes Manage Credit

View Rooms by:
• Code
• Rate Per Person
• Rate Per Room

New Reservation

Reservation Number 638
AND002 Anderson, Peter
PO Box 39
Roodepoort
Johannesburg
0000
peter@anderson.co.za

Viewing the reservation's 'Quick View' Tab, the transaction was added to the total payable by the Guest upon departure.

The transaction is also captured to the reservation's 'In-House' tab and can be viewed from here by simply double clicking on the transaction.

Reservation Details

General Financial Deposits Additional Costs Quick View **In-House**

In-House Detail

☒ In-House Purchases ☐ Invoice/Credit Note History

Transaction #	Date	Document #	Invoice #	Shift #	Department	Inclusive
869	2022/08/16	GIN00110	IN000317	SFT00068	Shop	344.00

Display Refresh

IN-HOUSE PROCESSED Created: 2022/08/15 13:28:19

EDIT ACCEPT CANCEL EVENT CLOSE

Redeem Voucher Customer Notes Manage Credits View Audit Log



In-House Group Transaction Postings

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - (Item Grid)

File Edit Modify Setup Process Reports Help

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Quinton Multi Store: Shift # SFT00068 Agent Code: 07 PAYMENT DUE 402.00

Select Item(s):

Code	Description	Rate Incl.	Barcode
CA04			
D201	Full Facial		
BO001	Bed Debt/Write-Off		
BRE005	Breakages		
CHA001	Champagne 750ml		
COK002	Coke 350ml		
COK010	Coke 350ml BAR		
CRE002	Credit Issued		
FDV001	Voucher		
FFA001	Facial - Full		
FR001	Fritos Tomato Chips		
GRA002	Grapetizer 350ml		
HAT001	Hat - Peak with Logo		
HAT002	Hat - Cap with Logo		
KIT001	Kit Kat Chocolate Bar		
LAY0003	Leys Plainly Salted 30g		
LAY001	Leys BBO Chips 30g		
LAY002	Leys Salt and Vinegar 30g		
LAY003	Leys Plainly Salted 30g		
PAR001	National Park Fees		
PEA001	Salted Peanuts 250g		

SELECT PAYMENT METHOD

CASH

ON ACCOUNT

IN-HOUSE

IN-HOUSE GROUP

QUOTATION

TENDER: Cash

View Rooms by: Code Rate Per Person Rate Per Room

New Reservation

2022/08/13 2022/08/26

User: Quinton

Group Reservations

Only when the Group Owner is liable for the payment of the 'In-House' charges incurred by the Guests linked to the Group, will the 'In-House Group' tender method be selected.

Only Group reservations currently linked to the 'In-House' status will be displayed here.

Search for and select the applicable Group Booking – which in this case, is Group number 104.

Select Group

Number	Description	Customer Code	Customer Description
103	Bellville High Teambuilding	DUN001	Mr and Mrs Smith
104	Discover SA Group	DIS001	Mr and Mrs Pretorius

Select Reservation

Reservation	Room Code	Customer Code	Customer Description
637	D201	DIS001	Mr and Mrs Smith
638	D202	DIS001	Mr and Mrs Pretorius
639	D203	DIS001	Mr and Mrs Fourie
640	D204	DIS001	Mr and Mrs Cooper
641	S101	DIS001	Mr Ross
642	S102	DIS001	Mr Dunn
643	S103	DIS001	Ms Pienaar
644	S104	DIS001	Ms Malan
645	Z6GROUP01	DIS001	Discover SA and Beyond

Search By: Reservation Search For:

All reservations linked to the Group will be displayed here, and for which the 'CR' checkbox is NOT selected.

A specific reservation can be selected here according to the Guest posting the charges to the Group reservation, OR the Group Container booking can be selected here since all charges will be billed to the Group Owner anyway.



In-House Group Transaction Postings

IN-HOUSE GROUP

Group Number : 104
Group Description : Discover SA Group
Reservation # : 645
Customer Code : DIS001
Customer Description : DIS001 - Discover SA and Beyond Weddings

Payment Methods **Accept**

The details of the selected Group Reservation is displayed in this screen.

Click 'Accept' to continue.

The 'Tender' option is now displayed as 'In-House Group'. To post the selected charges to the Group Booking, click 'Transaction Cash-Up'.

The Goods Issue Note is produced and is to be signed by the responsible person.

NOVTEL
www.novtel.com

Quinton
Multi Store:
Shift # SFT00068

Agent Code : 07

PAYMENT DUE
402.00

Select Item(s):

Code	Description	Rate Includ...	Barcode
ACT003	Full Facial	0.00	
BD001	Bad Debt Write-Off	0.00	
BRE005	Breakages	0.00	
CHA001	Champagne 750ml	95.00	
COK002	Coke 350ml	12.00	
COK010	Coke 350ml BAR	15.00	
CRE002	Credit Issued	0.00	
FDV001	Voucher	0.00	
FFA001	Facial - Full	200.00	
FRJ001	Fritos Tomato Chips	6.00	
GRA002	Grapetizer 350ml	15.00	
HAT001	Hat - Peak with Logo	80.00	
HAT002	Hat - Cap with Logo	90.00	
KIT001	Kit Kat Chocolate Bar	7.00	
LAY0003	Lays Plainly Salted 30g	10.00	
LAY001	Lays BBQ Chips 30g	6.00	
LAY002	Lays Salt and Vinegar 30g	6.00	
LAY003	Lays Plainly Salted 30g	6.00	
PAR001	National Park Fees	20.00	
PEA001	Salted Peanuts 250g	6.00	

Search by: Code Search for:

Select Item(s):

Qty	Code	Description	Price Incl	Package Code
X 12	PAR001	National Park Fees	240.00	
X 6	SW001	Sparkling Water	90.00	
X 6	COK002	Coke 350ml	72.00	

TENDER - In-House Group **<F3> - New**

<F2> - Transaction Cash Up

Close

Goods Issue Note : GIN00112

Zoom 100%

Oasis Lodge
77 Long Beach Road
Long Beach
Mossel Bay
6500
Tel : 044 123456789
Fax : 044 123456789
Tax : 123456789

GOODS ISSUE NOTE

X 12	PAR001 - National Park Fees	31.30	240.00
X 6	SW001 - Sparkling Water	11.74	90.00
X 6	COK002 - Coke 350ml	9.39	72.00

Room # ZGROUP01 - Group Container
Customer : DIS001
Group # 104 Res # 645
Payment Type : In-House Group

Payment Due : 402.00
Tax/VAT Total : 52.43
Payment Received : 0.00
Change : 0.00
Discount : 0.00
Voucher : 0.00

Staff member : Quinton
Payment Date :
Print Date : 2022/08/16
Time : 11:14:34
Shift Number : SFT00068
Goods Issue Note : GIN00112

Thank You.

Signature

Thank you. Have a great day!



In-House Group Transaction Postings

Group Details

Group Number : 104

Group Description : Discover SA Group

General Financial Reservations **Additional Costs** Quick View In-House

Do Not Enter Negative Values For Charges!
Exception: Reservation Discount Charge AAA001

Line Type	Charge	Description	Qty	Excl	Tax	Incl
Invoiced Item	INH002	Inhouse ShopTransaction ✓	3	349.57	52.43	402.00
Service	TML001	Tourism Levy	1	206.42	0.00	206.42

608.42

ADD NEW EVENT EDIT UPDATE

Viewing the 'Additional Costs' and 'In-House' tabs on the 'Group Details' window for Group 104, the charges are added to the bill.

Group Details

Group Number : 104

Group Description : Discover SA Group

General Financial Reservations Additional Costs Quick View **In-House**

In-House Detail

☒ In-House Purchases ☐ Invoice/Credit Note History

Transaction #	Date	Document #	Invoice #	Shift #	Department	Inclusive
876	2022/08/16	GIN00112	IN000320	SFT00068	Shop	402.00

Display Refresh

Click on Column Header to sort. Double Click on line to display Transaction.

ADD NEW EVENT EDIT UPDATE CLOSE



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Hospitality Management

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Checking a Reservation for Unprocessed In-House Transactions



Checking a Reservation for Unprocessed In-House Transactions

When a Guest is ready to check out, always open the reservation and check for un-processed In-House transactions in other parts of the system such as at the Restaurant where a table might still be open under this Guest's name – which will be displayed in red at the bottom of the screen.

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

14 Aug 2022 Sun

15 Aug 2022 Mon

16 Aug 2022 Tue

17 Aug 2022 Wed

C001

C002

C003

C004

C005

CA01

CA02

CA03

CA04

D201

D202

D203

D204

HM15001

HM15002

Anderson, Peter

Res No: 636

Status: In House

636 Anderson, Peter

View Rooms by

Code

Rate Per Person

Rate Per Room

New Reservation

2022/08/14

2022/08/27

Reservation Number 636

AND002 Anderson, Peter

PO Box 39

Rodepoort

Johannesburg

0000

peter@anderson.co.za

Telephone

Customer

2nd Person's

Vehicle Registrati

Passport Num

IN-HOUSE OUTSTANDING

EDIT

REDEEM VOUCHER

Customer I

Reservation Details

General Financial Deposits Additional Costs Quick View In-House

Room Number

C001

Chalet 1 - 2 Bedroom

Guest Tariff

C2B001 Chalet 2 Bedroom 0.00

Clear

Reservation #

636

Order #

ABC123

Customer Code

AND002

Search <F5>

Edit Customer

Membership

Reservation Type

2

Bed and Breakfast

Housekeeping

Please do not disturb before 10am.

Country

South Africa

Vehicle Reg No.

JHB001

Vehicle Desc

White Toyota Corolla

Arrival Memo

Guest will arrive a bit early. Please have the room ready by 11:30am.

Adults

2

Child Rates

Children

2

Collection Address / Departure Address

Arrival Date

2022/08/15

Arrival Time

15:01:15

Departure Date

2022/08/16

Departure Time

10:00:00

Payment Method

Payment Type

Reservation Details

General Financial Deposits Additional Costs Quick View In-House

In-House Detail

In-House Purchases Invoice/Credit Note History

Transaction #	Date	Document #	Invoice #	Shift #	Department	Inclusive
869	2022/08/16	GIN00110	IN000317	SFT00068	Shop	344.00
870	2022/08/16		Open Shift	SFT00053	Restaurant/Bar	0.00

Display Refresh

IN-HOUSE OUTSTANDING

Created: 2022/08/15 13:28:19

EDIT

ACCEPT

CANCEL

EVENT

CLOSE

Redeem Voucher

Customer Notes

Manage Credits

View Audit Log

If an un-processed transaction is present, proceed to the 'In-House' tab to view the Department where the transaction is open. In this case, it is at the 'Restaurant / Bar' and the wording for this line in the 'Invoice' column is displayed as 'Open Shift'.

The department can be contacted to finalize the transaction and post it to the reservation.



Checking a Reservation for Unprocessed In-House Transactions

When posted to the reservation, the charge will be added to the reservation's balance and an Invoice number and amount is linked to the 'In-House' Document.

When no un-processed In-House transactions are present, the wording will read: 'In-House Processed', and will be displayed in a green background colour.

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

15 Aug 2022 Mon

Anderson, Peter Res # 16
Status: In House

C001

636 Anderson, Peter

C002

C003

C004

C005

CA01

CA02

CA03

CA04

D201

D202

D203

D204

HMS001

HMS002

View Rooms by

☒ Code

☐ Rate Per Person

☐ Rate Per Room

New Reservation

2022/08/15 2022/08/28

Reservation Number 636
AND002 Anderson, Peter
PO Box 39
Roodepoort
Johannesburg
0000
peter@anderson.co.za

IN-HOUSE PROCESSED

Created: 2022/08/15 13:28:19

EDIT

ACCEPT

CANCEL

EVENT

CLOSE

Redeem Voucher

Customer Notes

Manage Credits

View Audit Log

Reservation Details

General Financial Deposits Additional Costs Quick View In-House

In-House Detail

☒ In-House Purchases ☐ Invoice/Credit Note History

Transaction #	Date	Document #	Invoice #	Shift #	Department	Inclusive
869	2022/08/16	GIN00110	IN000317	SFT00068	Shop	344.00
870	2022/08/16	GIN00111	IN000318	SFT00053	Restaurant/Bar	328.00

Display Refresh Reallocate Credit Note



Checking a Group Reservation for Unprocessed In-House Transactions

The screenshot shows the 'Group Details' window with the 'General' tab selected. A red arrow points from the 'Group Number' field (104) to a red banner at the top right that reads 'IN-HOUSE OUTSTANDING'. The form fields include:

- Group Number: 104
- Group Description: Discover SA Group
- Invoice Number: (empty)
- Customer Code: DIS001
- Customer Description: Discover SA and Beyond
- Country: South Africa
- Start Date: 2022/08/14 End Date: 2022/08/17
- Order Number: (empty)
- Group Status: In House
- Booking Number: 645
- Reservation Type: 2 Bed and Breakfast
- Agent Code: 07
- Description: Louise

Buttons at the bottom: ADD NEW, EVENT, EDIT, UPDATE, CLOSE.

To check a Group Reservation for un-processed In-House transactions, access the Group Details window.

If such transactions are present, the Group Details window for the selected Group will display that there is an outstanding 'In-House' transaction present.

The Receptionist will access the 'In-House' tab; check and contact the Department where the transaction is unprocessed, and when the transaction is finalized and posted to the Group Reservation, the Group Details window for this Group will no longer indicate an outstanding transaction.

The screenshot shows the 'Group Details' window with the 'General' tab selected. A green checkmark is visible in the top right corner, indicating that the transaction is no longer outstanding. The form fields are identical to the previous screenshot:

- Group Number: 104
- Group Description: Discover SA Group
- Invoice Number: (empty)
- Customer Code: DIS001
- Customer Description: Discover SA and Beyond
- Country: South Africa
- Start Date: 2022/08/14 End Date: 2022/08/17
- Order Number: (empty)
- Group Status: In House
- Booking Number: 645
- Reservation Type: 2 Bed and Breakfast
- Agent Code: 07
- Description: Louise

Buttons at the bottom: ADD NEW, EVENT, EDIT, UPDATE, CLOSE.



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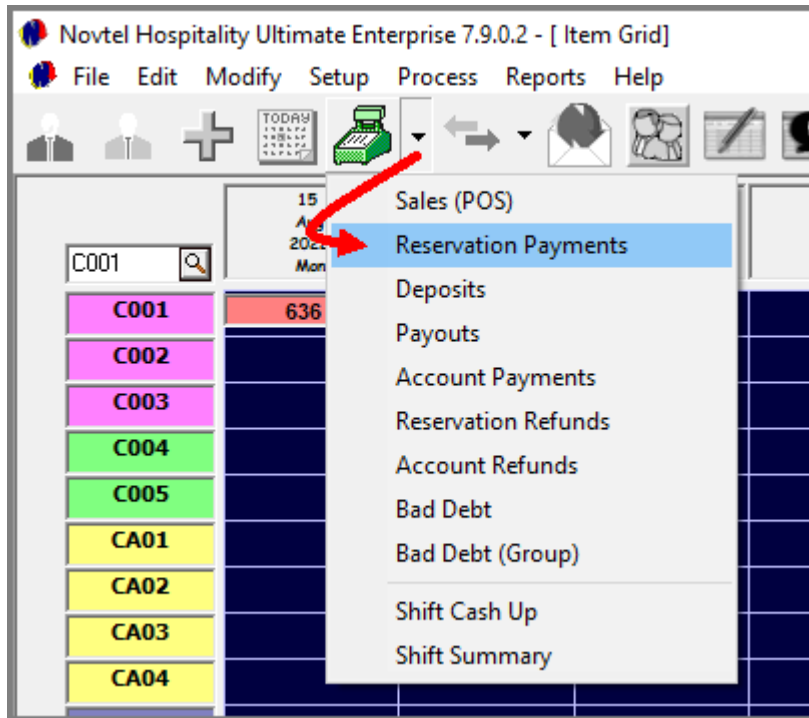
Hospitality Management

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Reservation Payments



Reservation Payments



Normally, Reservation Payments are required for all outstanding amounts not covered by the deposit payment – such as the refundable key or breakage deposit – when a Guest arrives for check in.

When the Guest is ready to check out, the reservation will be checked for outstanding balances of 'In-House' charges accumulated during the Guest's stay.

To process a reservation payment for both Individual reservations and Group reservations, proceed to click on the arrow next to the 'POS' menu and select 'Reservation Payments'.



Code	Description	Dur	Qty	Tax	Inclusive
C001	Chalet 1 - 2 Bedroom	1	4	104.35	800.00
PAR001	National Park Fees	0	1	2.61	20.00
REF001	Refundable Key / Brea...	0	1	0.00	500.00
TML001	Tourism Levy	0	1	0.00	6.96
INH002	Inhouse ShopTransacti...	0	3	44.87	344.00
INH001	Inhouse Restaurant Tra...	0	1	42.78	328.00
-	Deposit Applied			0.00	800.00
-	Payments Made			104.35	800.00

History: ☒ In-House ☐ 3 Month ☐ All
☐ Pre-payment - (No Outstanding Balance)

Reservation Number

Number :

Customer Description :
AND002 - Anderson, Peter

☐ Group Number

Payment Type : Payment Date :

Credit Card Number :

Credit Card Type :

Status Departed : ☐ Give Change : ☐

Payment Received :

Change :

PAYMENT DUE

1198.96

To access reservations with an outstanding balance, select the 'Reservation Number' option and click on the 'Number' Search option beneath it.

The Reservation's details are loaded.

1. The correct 'Payment Type' is selected according to the method of payment received by the Guest. If the Credit Card option is selected, Novtel will automatically enter the exact outstanding balance in the 'Payment Received' field.
2. The 'Status Departed' option must ONLY be selected while the Guest is in the process of checking out. If selected, the reservation's status will change to 'Departed' automatically.
3. In the case where a Guest makes a deliberate overpayment, and the option is NOT selected to 'Give Change', the amount in excess of the payment due amount will be kept as a reservation credit on this Guest's account, and can be allocated against a future reservation.

Page 105



Reservation Payments

Reservation Receipt : REC00406

Zoom 100%

Oasis Lodge
77 Long Beach Road
Long Beach
Mossel Bay
6500
Tel : 044 123456789
Fax : 044 123456789
Tax : 123456789

RESERVATION RECEIPT

Cust Description : Anderson, Peter
Cust Code : AND002
Room : C001
Payment Type : Credit Card

Payment Due : 1198.96

Payment Received : 1198.96
Change : 0.00

Staff member : Quinton
Payment Date : 2022/08/16
Print Date : 2022/08/16
Time : 08:39:22
Shift Number : SFT00068
Receipt Number : REC00406

Thank You.

The Reservation Receipt is printed.



Group Reservation Payments

The 'Reservation Payments' window has a 'Selected Item(s):' table and a 'History' section with radio buttons for 'In-House', '3 Month', 'All', and 'Pre-payment - (No Outstanding Balance)'. The 'Group Number' option is selected. A red arrow points to the 'Number' field, which contains '104' and a search icon. Below this, the 'Select Group Account' window is open, showing a table with columns: Group Num, Customer Code, Customer Description, and Invoice Num. The first row is selected: 000104, DIS001, Discover SA and Beyond. A red arrow points from the search icon in the first window to the 'Accept' button in the second window.

Code	Description	Dur	Qty	Tax	Inclusive
------	-------------	-----	-----	-----	-----------

Group Num	Customer Code	Customer Description	Invoice Num
000104	DIS001	Discover SA and Beyond	

To process a reservation payment for a Group Reservation, select the 'Group Number' option and click on the 'Number' Search option to display all Group Reservations with an outstanding balance.

The 'Reservation Payments' window shows a list of items in the 'Selected Item(s):' table. The 'Group Number' option is still selected. A red arrow points from the search icon in the 'Number' field to the 'Select Reservation' window. This window has a table with columns: Reservation, Room Code, Customer Code, and Customer Description. The last row is selected: 645, ZGROUP01, DIS001, Discover SA and Beyond. A red arrow points from the search icon in the first window to the 'Accept' button in the second window.

Code	Description	Dur	Qty	Tax	Inclusive
D201	Room 201 - Double	3	2	406.74	3312.00
D202	Room 202 - Double	3	2	406.74	3312.00
D203	Room 203 - Double	3	2	406.74	3312.00
D204	Room 204 - Double	3	2	406.74	3312.00
S101	Room 101 - Single	3	1	305.05	2484.00
S102	Room 102 - Single	3	1	305.05	2484.00
S103	Room 103 - Single	3	1	0.00	2484.00
S104	Room 104 - Single	3	1	0.00	2484.00
-	Deposit Applied				
TML001	Tourism Levy				
INH002	Inhouse ShopTransacti...				
INH001	Inhouse Restaurant Tra...				
-	Payments Made				

Reservation	Room Code	Customer Code	Customer Description
637	D201	DIS001	Mr and Mrs Smith
638	D202	DIS001	Mr and Mrs Pretorius
639	D203	DIS001	Mr and Mrs Fourie
640	D204	DIS001	Mr and Mrs Cooper
641	S101	DIS001	Mr Ross
642	S102	DIS001	Mr Dunn
643	S103	DIS001	Ms Pienaar
644	S104	DIS001	Ms Malan
645	ZGROUP01	DIS001	Discover SA and Beyond

The selected Group will be displayed, but the specific reservation number is to be selected against which the payment is receipted. In this case, as the Group Owner is liable for ALL costs, the 'Group Container' booking is selected.



Group Reservation Payments

The outstanding amount – as linked to the Group Reservation – will automatically be displayed in the 'Payment Due' field.

Select the applicable payment method by which payment was received from the Guest. If the 'Bank Transfer' or 'Credit Card' option is selected, the 'Payment Received' field will be populated with the exact 'Payment Due' amount.

However: If the amount received is less than the outstanding balance, the specific amount received, is entered.

Please note that the Guest may also make a deliberate overpayment, and when the 'Give Change' option is NOT selected, the amount will be reserved as a credit on a future reservation by this Guest.

Clicking 'Accept', the Reservation Receipt is printed.

Reservation Payments

Selected Item(s):

Code	Description	Dur	Qty	Tax	Inclusive
D201	Room 201 - Double	3	2	406.74	3312.00
D202	Room 202 - Double	3	2	406.74	3312.00
D203	Room 203 - Double	3	2	406.74	3312.00
D204	Room 204 - Double	3	2	406.74	3312.00
S101	Room 101 - Single	3	1	305.05	2484.00
S102	Room 102 - Single	3	1	305.05	2484.00
S103	Room 103 - Single	3	1	0.00	2484.00
S104	Room 104 - Single	3	1	305.05	2484.00
TML001	Deposit Applied			0.00	23184.00
INH002	Tourism Levy	0	1	0.00	206.42
INH001	Inhouse Shop Transacti...	0	3	52.43	402.00
INH001	Inhouse Restaurant Tra...	0	1	129.92	996.00
	Payments Made			0	23184.00

History: ☒ In-House ☐ 3 Month ☐ All
☐ Pre-payment - (No Outstanding Balance)

☒ Reservation Number
☐ Group Number

Number: 104 Reservation Number: 645

Customer Description: DIS001 - Discover SA and Beyond

Payment Type: Credit Card Payment Date: 2022/08/16

Credit Card Number: 741258963

Credit Card Type: VISA

Status Departed: ☐
Give Change: ☐
Payment Received: 1604.42
Change: 0.00

PAYMENT DUE
1604.42

<F2> - Accept <F3> - Reset User: Quinton Shift #: SFT00068 Close

Reservation Receipt : REC00408

Zoom 100%

Oasis Lodge
77 Long Beach Road
Long Beach
Mossel Bay
6500
Tel : 044 123456789
Fax : 044 123456789
Tax : 123456789

RESERVATION RECEIPT

Cust Description : Discover SA and Beyond
Cust Code : DIS001
Room : D201
Payment Type : Credit Card

Payment Due : 1604.42

Payment Received : 1604.42
Change : 0.00

Staff member : Quinton
Payment Date : 2022/08/16
Print Date : 2022/08/16
Time : 11:54:25
Shift Number : SFT00068
Receipt Number : REC00408

Thank You.



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Hospitality Management

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Guest Departure

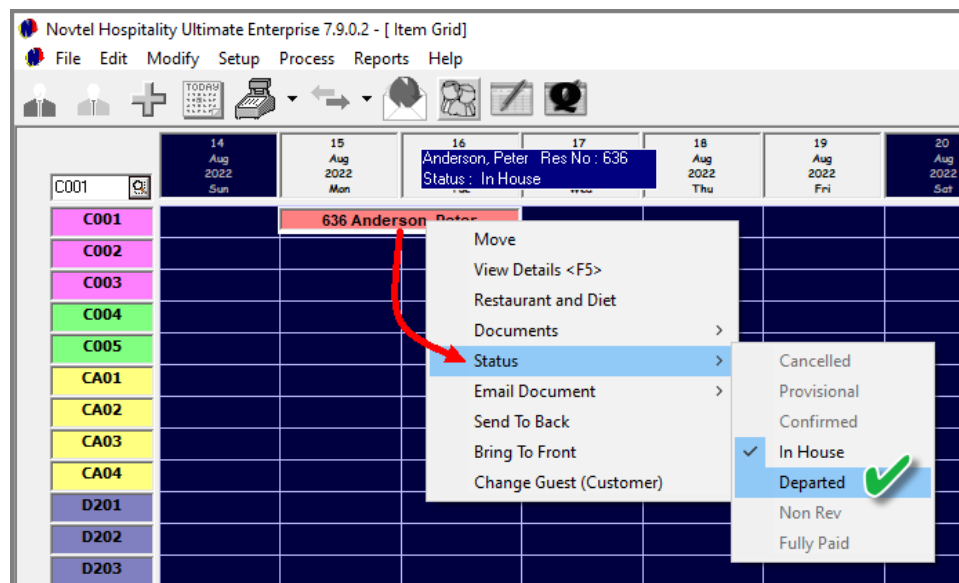


Guest Departure

If the 'Status Departed' option was not selected when the reservation payment was processed, the reservation's status will remain 'In-House'.

It is extremely important to check a Guest out in Novtel when they are standing in front of you. If the reservation remains 'In-House', it will leave an opportunity for 'In-House' transactions to be billed to the reservation by mistake.

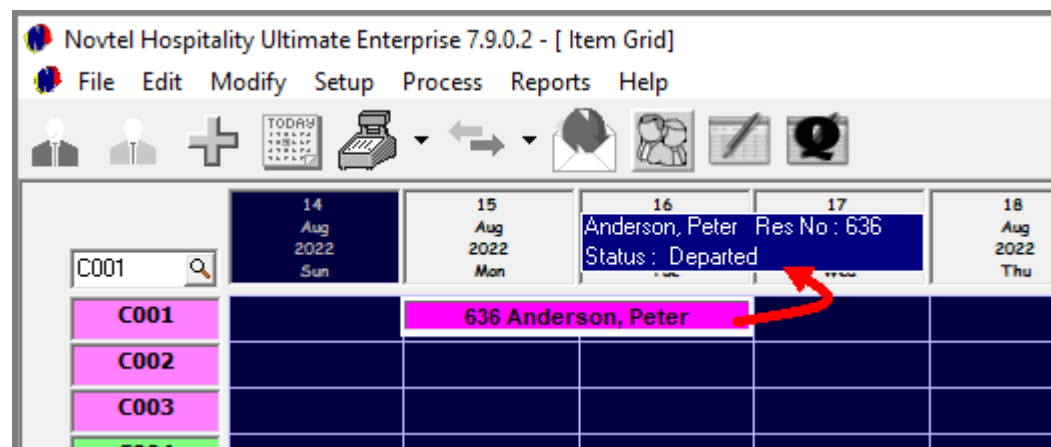
An Invoice cannot be updated, and an official Invoice number allocated if the reservation's status is not 'Departed'.



Individual Reservations Check-Out

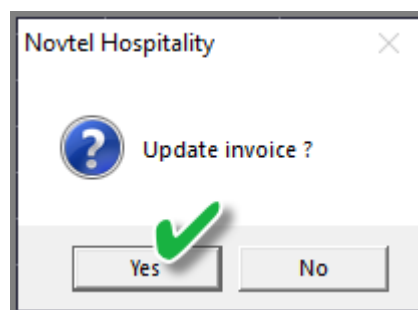
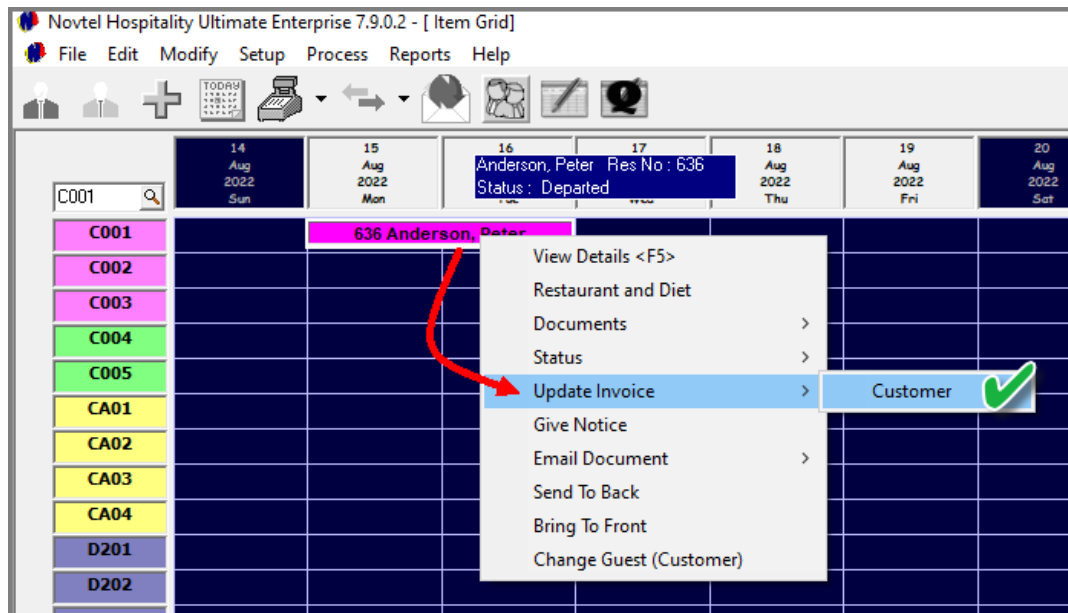
Right click on the reservation and select the status as 'Departed'.

Immediately, the reservation's colour and status is changed accordingly.





Guest Departure



Now please note that even though a reservation is fully paid, it will not be reflected as such unless the invoice is updated.

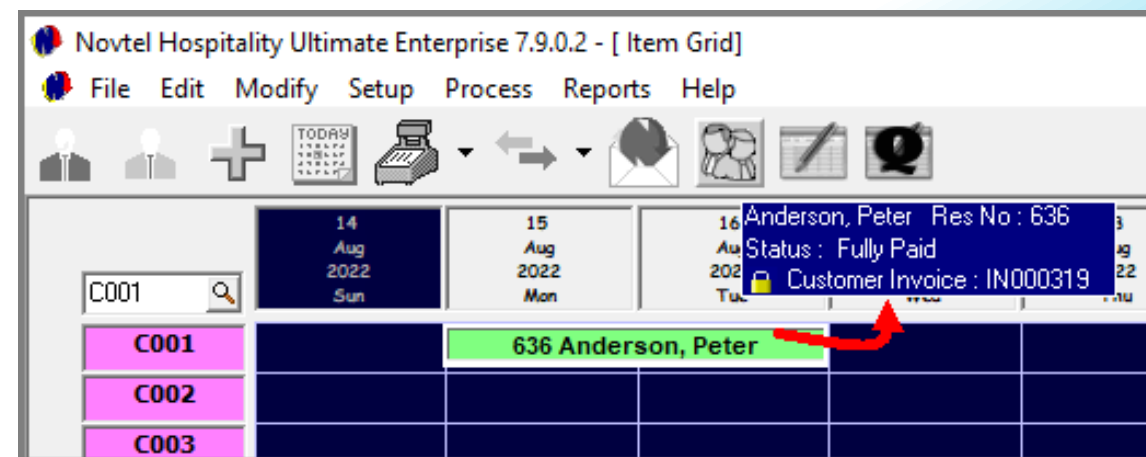
The option to update a Customer invoice is **ONLY** available when the reservation's status is 'Departed'.

Selecting the option, Novtel will confirm if you wish to update the invoice.

Clicking 'Yes', Novtel will communicate that the Invoice was updated successfully.

An Invoice Number is now linked to the booking.

If no outstanding amount is present, the status of the reservation will change to 'Fully Paid', and it will turn green.





Guest Departure

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

Anderson, Peter Res No : 636
Status : Fully Paid
Customer Invoice : IN000319

14 Aug 2022 Sun 15 Aug 2022 Mon 16 Aug 2022 Tue 19 Aug 2022 Fri 20 Aug 2022 Sat 21 Aug 2022 Sun

C001

636 Anderson, Peter

- View Details <F5>
- Restaurant and Diet
- Documents >
 - Quote <Ctrl+Q>
 - Invoice <Ctrl+I> ✓
 - Reservation Statement
 - MS Word Documents >
- Status >
- Unupdate >
- Give Notice
- Refund Refundable Charges
- Email Document >
- Send To Back
- Bring To Front
- Change Guest (Customer)

To produce an Invoice for individual reservations, simply right click on the reservation and select 'Documents – Invoice'.

Invoice

Zoom 100%

16 August 2022

TAX INVOICE

TEL : 044 123456789
FAX : 044 123456789
TAX # 123456789

OASIS LODGE
77 LONG BEACH ROAD
LONG BEACH
MOSSEL BAY
6500

Anderson, Peter

PO Box 39
Rodepoort
Johannesburg
0000

INVOICE NUMBER : IN000319
BOOKING NUMBER : 636
Date In : 2022/08/15
Date Out : 2022/08/16
ORDER # : ABC123

Room/itm	Description	Days	Person/Q	Unit	Tax	Incl Price
C001	Chalet 1 - 2 Bedroom	1	4	800.00	104.35	800.00
PAR001	National Park Fees		1		2.61	20.00
REF001	Refundable Key / Breakage Deposit		1		0.00	500.00
TML001	Tourism Levy		1		0.00	6.96
INH002	Inhouse ShopTransaction		3		44.87	344.00
INH001	Inhouse Restaurant Transaction		1		42.78	328.00
	Total Tax					194.61
	Total Excl Tax					1804.35
	Total Incl Tax					1998.96

Memo :
Guest will arrive a bit early. Please have the room ready by 11:30am.

Please use the following Banking Details for all deposit and account payments:
ABSA Bank
123456789



Guest Departure

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

Anderson, Peter Res No: 636
Status: Fully Paid
Customer Invoice: IN000319

14 Aug 2022 Sun 15 Aug 2022 Mon 18 Aug 2022 Thu 19 Aug 2022 Fri 20 Aug 2022 Sat

C001 636 Ande

View Details <F5>
Restaurant and Diet
Documents
Status
Unupdate
Give Notice
Refund Refundable Charges
Email Document
Send To Back
Bring To Front
Change Guest (Customer)

Quote <Ctrl+Q>
Invoice <Ctrl+I>
Reservation Statement
MS Word Documents

To produce a Reservation Statement, right click on the reservation and select 'Reservation Statement'.

Departure Statement



Anderson, Peter
PO Box 39
Roodepoort
Johannesburg
0000

VAT No :

Date : 2022/08/16
Start Date : 2022/08/15
End Date : 2022/08/16
Invoice Number : IN000319

Oasis Lodge
77 Long Beach Road
Long Beach
Mossel Bay
6500
South Africa
Tel : 044 123456789
Fax : 044 123456789
Email : oasis@restaurant.com
VAT No : 123456789

ACCOMMODATION:

Code	Description	Duration	Unit	Tax	Incl Amount
C001	Chalet 1 - 2 Bedroom Anderson, Peter Booking Number : 636 Order Number : ABC123	1	R 800.00	R 104.35	R 800.00
Accommodation Total :				R 104.35	R 800.00

INCIDENTALS:

Code	Description	Qty	Tax	Incl Amount
PAR001	National Park Fees	1	R 2.61	R 20.00
REF001	Refundable Key / Breakage Deposit	1	R 0.00	R 500.00
TML001	Tourism Levy	1	R 0.00	R 6.96
Incidentals Total:			R 2.61	R 526.96

Store:

Document #	Shift #	Invoice #	Transaction Date	Tax	Incl Amount
GIN00110	SFT00008	IN000317	2022/08/16	R 44.88	R 344.00
Store Total :				R 44.88	R 344.00

Page : 1

Payment Total : R 1 998.96
Balance Due : R 0.00

Tax Total :
Excl Total :
Incl Total :

Departure Statement



Anderson, Peter
PO Box 39
Roodepoort
Johannesburg
0000

VAT No :

Date : 2022/08/16
Start Date : 2022/08/15
End Date : 2022/08/16
Invoice Number : IN000319

Oasis Lodge
77 Long Beach Road
Long Beach
Mossel Bay
6500
South Africa
Tel : 044 123456789
Fax : 044 123456789
Email : oasis@restaurant.com
VAT No : 123456789

CATERING AND SERVICES:

Document #	Shift #	Invoice #	Transaction Date	Tax	Incl Amount
GIN00111	SFT00003	IN000318	2022/08/16	R 42.78	R 328.00
Catering And Services Total :				R 42.78	R 328.00

RECEIPTS:

Document #	Description	Date	Type	Amount
REC00405	Deposit - EFT	2022/08/15	3	R 800.00
REC00406	Reservation Payment - Card - VISA	2022/08/16	1	R 1 198.96
Receipt Total:				R 1 998.96

TERMS AND CONDITIONS:

The deposit percentage of 50% is payable 30 days prior to arrival.
Free cancellation up to 21 days prior to arrival.
Forfeit fee of 25% applies for cancellations 7 - 21 days prior to arrival.
Forfeit fee of 50% applies for cancellations 6 days and less prior to arrival.

Page : 2

Payment Total : R 1 998.96
Balance Due : R 0.00

Tax Total : R 194.61
Excl Total : R 1 804.35
Incl Total : R 1 998.96



Group Departure

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

CA04

14 Aug 2022 Sun 15 Aug 2022 Mon 16 Aug 2022 Tue

CA04

D201 637 Mr and Mrs Smt

D202 638 Mr and Mrs Preto

D203 639 Mr and Mrs Fou

D204 640 Mr and Mrs Coo

HFIS001

HFIS002

S101 641 Mr Ross

S102 642 Mr Dunn

S103 643 Ms Pienaar

S104 644 Ms Malan

STA1

VEN001

VEN002

VEN003

View Rooms by:

Code

Rate Per Person

Rate Per Room

New Reservation

2022/08/14 2022/08/27

Part of Group 104
Discover SA Group

Reservation Number 637
DIS001 Mr and Mrs Smith
PO Box 987
Cape Town
1111
discovera@gmail.co.za

Group Details

Group Number : 104

Group Description : Discover SA Group

General Financial Reservations Additional Costs Quick View In-House

Invoice Number :

Customer Code : DIS001

Customer Description : Discover SA and Beyond

Country : South Africa

Start Date : 2022/08/14 End Date : 2022/08/17

Order Number :

Group Status : In House

Booking Number : 645

Reservation Type : 2 Bed and Breakfast

Agent Code : 07

Description : Louise

ADD NEW EVENT EDIT DEPART

In order to simultaneously check out all Guests linked to the Group and with the same Customer Code - proceed to the 'General' tab of the 'Group Details' window.

- ✓ Please remember that no changes are permitted without first clicking 'Edit'.
- ✓ Only now the 'Group Status' can be changed to 'Departed', after which the 'Save' button is clicked.

Group Details

Group Number : 104 Apply Service Charge ☒

Group Description : Discover SA Group

General Financial Reservations Additional Costs Quick View In-House

Invoice Number :

Customer Code : DIS001

Customer Description : Discover SA and Beyond

Country : South Africa

Start Date : 2022/08/14 End Date : 2022/08/17

Order Number :

Group Status : Departed

Booking Number :

Reservation Type : 2 Bed and Breakfast

Agent Code : 07

Description : Louise

EVENT SAVE CANCEL CLOSE



Group Departure

The screenshot shows the 'Group Details' form with the 'General' tab selected. The 'Group Number' is 104 and the 'Group Description' is 'Discover SA Group'. The 'Group Status' is set to 'Departed'. A red arrow points to the 'UPDATE' button at the bottom right. A small 'Update' dialog box is open, asking 'Update group invoice?' with 'Yes' and 'No' buttons. A 'Novtel Hospitality' message box is also visible, stating 'Group invoice update completed successfully.' with an 'OK' button.

Group Details

Group Number : 104

Group Description : Discover SA Group

General Financial Reservations Additional Costs Quick View In-House

Invoice Number :
Customer Code : DIS001
Customer Description : Discover SA and Beyond
Country : South Africa
Start Date : 2022/08/14 End Date :
Order Number :
Group Status : Departed
Booking Number : 645
Reservation Type : 2 Bed and Breakfast
Agent Code : 07
Description : Louise

Update

Update group invoice ?

Yes No

Novtel Hospitality

Group invoice update completed successfully.

OK

ADD NEW EVENT EDIT UPDATE CLOSE

Only once the Group Status has been changed to 'Departed' and the change saved, will the 'Update' option be activated.

By clicking this button, the Receptionist can select 'Yes' to update the Group Invoice and allocate a unique 'Tax Invoice Number' to this Group reservation.

The screenshot shows the 'Group Details' form with the 'General' tab selected. The 'Group Number' is 104 and the 'Group Description' is 'Discover SA Group'. The 'Group Status' is set to 'Departed'. The 'Invoice Number' field is highlighted with a red box and contains the value 'IN000322'. The 'UPDATE' button has been replaced by an 'UN-UPDATE' button.

Group Details

Group Number : 104

Group Description : Discover SA Group

General Financial Reservations Additional Costs Quick View In-House

Invoice Number : IN000322
Customer Code : DIS001
Customer Description : Discover SA and Beyond
Country : South Africa
Start Date : 2022/08/14 End Date : 2022/08/17
Order Number :
Group Status : Departed
Booking Number : 645
Reservation Type : 2 Bed and Breakfast
Agent Code : 07
Description : Louise

ADD NEW EVENT EDIT UN-UPDATE CLOSE



Group Departure

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

13 Aug 2022 Sun 14 Aug 2022 Sun 15 Aug 2022 Mon 16 Aug 2022 Tue 17 Aug 2022 Wed 18 Aug 2022 Thu 19 Aug 2022 Fri 20 Aug 2022 Sat 21 Aug 2022 Sun

CA03									
CA03									
CA04									
D201			637 Mr and Mrs Smith						
D202			638 Mr and Mrs Pretorius						
D203			639 Mr and Mrs Fourie						
D204			640 Mr and Mrs Cooper						
HMS001									
HMS002									
S101			641 Mr Ross						
S102			642 Mr Dunn						
S103			643 Ms Pienaar						
S104			644 Ms Malan						
STA1									
VEN001									
VEN002									

View Rooms by:
☒ Code
☐ Rate Per Person
☐ Rate Per Room

2022/08/13 2022/08/26

Part of Group 104
Discover SA Group

Reservation Number 640
DIS001 Mr and Mrs Cooper
PO Box 387
Cape Town
1111
discoversa@mail.co.za

Mobile Phone 082 444 444 4444
Fax
Telephone 021 333 333 333
Customer ID 86121000480082
2nd Person's ID
Vehicle Registration
Passport Number

Credit Reserved	0.00
Group Deposit Paid	23184.00
Group Invoice Total	24788.42
Group Receipt Total	24788.42
Group Deposit Forfeit	0.00
Group Deposit Refund	0.00
Group Balance	0.00

If an outstanding balance is present, the reservations will be displayed in the colour of the 'Departed' status.

If no outstanding balance is present, all reservations linked to the Group Booking will turn green – the colour of the 'Fully Paid' status.



Group Departure

Novel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

13 Aug 2022 Sat 14 Aug 2022 Sun 15 Aug 2022 Mon 16 Aug 2022 Tue 17 Aug 2022 Wed 18 Aug 2022 Thu 19 Aug 2022 Fri 20 Aug 2022 Sat 21 Aug 2022 Sun 22 Aug 2022 Mon

CA03 CA04 D201 D202 D203 D204 HH15001 HH15002 S101 S102 S103 S104 STA1 VEN001

Mr and Mrs Smith Res No : 637
Status : Fully Paid
Customer Invoice : IN000322

View Details <F5>
Group
Restaurant and Diet
Documents
Give Notice
Email Document
Send To Back
Bring To Front
Change Guest (Customer)

Quote <Ctrl+Q>
Invoice <Ctrl+I>
Corporate Invoice
Group Reservation Statement
MS Word Documents

By right clicking on any of the reservations linked to Group, the cursor is moved across the 'Documents' option and the required document type selected.

For Group Reservations, and when the Group Owner is liable for the payment of the accommodation, the 'Corporate Invoice' option is selected.

TAX INVOICE



Oasis Lodge
Discover SA and Beyond
PO Box 987
Cape Town
1111

VAT No : 987654321

Date : 2022/08/18
Start Date : 2022/08/14
End Date : 2022/08/17
Invoice Number : IN000322

Oasis Lodge
77 Long Beach Road
Long Beach
Mossel Bay
6500
South Africa
Tel : 044 123456789
Fax : 044 123456789
Email : oasis@restaurant.com
VAT No : 123456789

RESERVATIONS

Code	Description	Duration	Unit	Tax	Incl
D201	Room 201 - Double Mr and Mrs Smith Booking Number : 637	3	R 1 104.00	R 406.74	R 3 312.00
D202	Room 202 - Double Mr and Mrs Pretorius Booking Number : 638	3	R 1 104.00	R 406.74	R 3 312.00
D203	Room 203 - Double Mr and Mrs Fourie Booking Number : 639	3	R 1 104.00	R 406.74	R 3 312.00
D204	Room 204 - Double Mr and Mrs Cooper Booking Number : 640	3	R 1 104.00	R 406.74	R 3 312.00
S101	Room 101 - Single Mr Ross Booking Number : 641	3	R 828.00	R 305.05	R 2 484.00
S102	Room 102 - Single Mr Dunn Booking Number : 642	3	R 828.00	R 305.05	R 2 484.00
S103	Room 103 - Single Ms Pienaar Booking Number : 643	3	R 828.00	R 0.00	R 2 484.00
S104	Room 104 - Single Ms Malan Booking Number : 644	3	R 828.00	R 305.05	R 2 484.00

Page : 1

Tax Total :
Excl Total :
Incl Total :

TAX INVOICE



Oasis Lodge
Discover SA and Beyond
PO Box 987
Cape Town
1111

VAT No : 987654321

Date : 2022/08/18
Start Date : 2022/08/14
End Date : 2022/08/17
Invoice Number : IN000322

Oasis Lodge
77 Long Beach Road
Long Beach
Mossel Bay
6500
South Africa
Tel : 044 123456789
Fax : 044 123456789
Email : oasis@restaurant.com
VAT No : 123456789

ADDITIONAL COSTS

Code	Description	Qty	Tax	Incl
INH002	Inhouse Shop Transaction	3	R 52.43	R 402.00
INH001	Inhouse Restaurant Transaction	1	R 129.92	R 996.00
TML001	Tourism Levy	1	R 0.00	R 206.42

Page : 2

Tax Total : R 724.46
Excl Total : R 22 063.97
Incl Total : R 24 788.42

All reservations linked to the Group are displayed on the invoice, and the total amount for the reservation – as invoiced – is located at the bottom right-hand side of the last page of the invoice document.



Novtel[®]

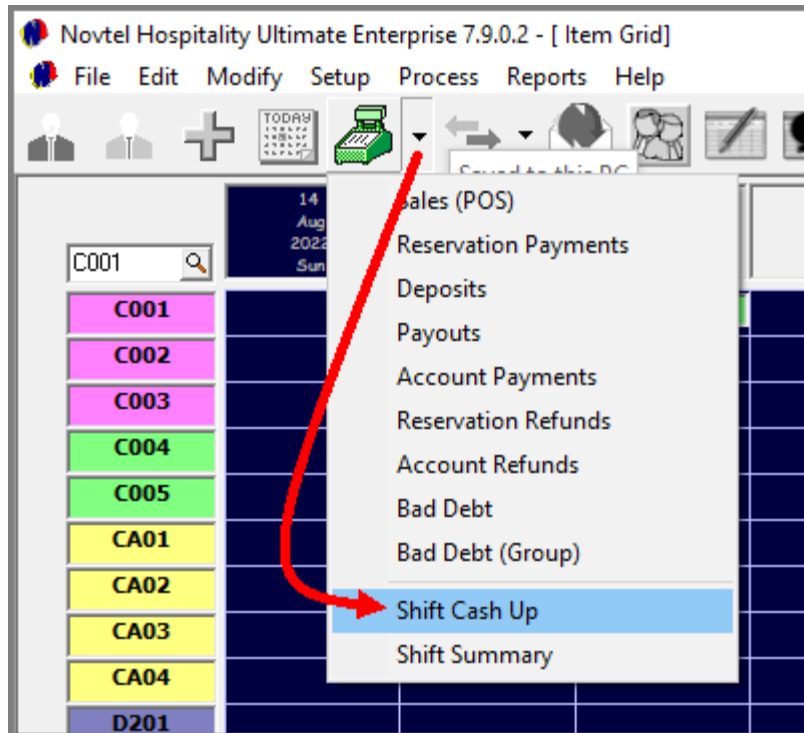
Hospitality Management

19

The Shift Cashup Procedure



The Shift Cashup Procedure



At the end of every user's shift, the user will be required to perform a shift cash-up in Novtel.

To start the Shift Cash-Up procedure, click on the **arrow next to the POS icon** in the menu bar and select '**Shift Cash Up**'.

In this case, the Shift Total for Rita (SFT00048) is displayed as R48 259.00 which includes Deposit Payments; Reservation Payments; Cash Sales; In-House and In-House Group Transactions; Account Postings and Payments; Updated Reservation Invoices; Voucher Sales, and Vouchers Redeemed.

Type	Time Stamp	Doc Num	Amount
------	------------	---------	--------

Shift Cash Up
Shift Number : SFT00048
User (Shift Owner) : Rita
Shift Start : 2019-10-17 09:44:40
Shift End :
Shift Status : OPEN
Physical Amount : 0.00
Shortage Amount : -24041.00
SHIFT TOTAL
48259.00

Cash Up Money Count Shift Summary Detailed Report Daily Takings Close



The Shift Cashup Procedure

The User will count the physical amounts in the cash drawer and capture:

- ✓ The amount of cash
- ✓ The combined total for payments received by credit cards
- ✓ Cheque payments – if allowed by your company
- ✓ Bank Transfer Amounts
- ✓ And the total for Vouchers redeemed during the shift – if any

The credit card slips; redeemed voucher documents and signed Goods Issued Notes will be included in the cash up documents.

Performing the Money Count Procedure

To start the Cash-up process, click on the 'Money Count' button.

Shift Cash Up

Transaction Type: [Dropdown]

Type	Time Stamp	Doc Num	Amount
------	------------	---------	--------

Shift Number: SFT00048

User (Shift Owner): Rita

Shift Start: 2019-10-17 09:44:40

Shift End:

Shift Status: OPEN

Physical Amount: 0.00

Shortage Amount: -24041.00

SHIFT TOTAL

48259.00

Cash Up Money Count Shift Summary Detailed Report Daily Takings Close



The Shift Cashup Procedure

Money Count

1000.00	0.50	Cash :	0.00
500.00	0.25	Cheque :	0.00
200.00	0.20	Credit Card :	0.00
100.00	0.10	Bank Transfer :	0.00
50.00	0.05	Vouchers :	0.00
20.00	0.02	Other :	0.00
10.00	0.01	Total :	0.00
5.00		- Float :	0.00
2.00		Physical :	0.00
1.00		Shortage :	24041.00
		Shift Total Cash :	24041.00
		Account Total :	0.00
		In House Total :	0.00
		Group Total :	330.00
		Other Total :	23888.00
		Shift Total :	48259.00

Comments :

Report Screen Capture Report (Slip) Accept Cancel

At present, the Money Count window indicates the following information:

- 1. Shortage and Shift Total Cash** - Since the money count has not yet been performed, Novtel indicates a **Shortage** amount – printed in Red.

According to Novtel, the 'Shift Total Cash' amount is the same than the 'Shortage' amount.

Only payments received in cash; by credit card; cheque; Bank Transfers and Novtel Internal Vouchers, will be counted and entered in the relevant fields.

- 2. Account Total** - Any transactions posted, using the 'On Account' tender method and for which no immediate payment was received, will be calculated and inserted here. Although part of the Shift Total, 'On Account' postings are not 'counted' by the Waitron.

- 3. In-House Total** - The combined total for transactions posted during this shift - using the 'In-House' tender method – is displayed here.

- 4. Group Total** - The combined total for transactions posted during this shift - using the 'In-House Group' tender method – is displayed in this field.

- 5. Other Total** - The total amount for all invoices **updated** during this shift, is calculated and inserted by Novtel in this field automatically.

- 6. Shift Total** - The Shift Total is the combined total of all amounts indicated from the 'Shift Total Cash' amount to the 'Other Total' amount.

Shortage :	24041.00
Shift Total Cash :	24041.00
Account Total :	2 0.00
In House Total :	3 0.00
Group Total :	4 330.00
Other Total :	5 23888.00
Shift Total :	6 48259.00



The Shift Cashup Procedure

As Rita now counts all the money in her cash register (which includes her cash float), she will be required to insert the exact **physical number** of notes or coins, in the corresponding field here (and *not* the value of the notes or coins).

In this case, the following number of notes and coins are present in the cash register, which includes a R400.00 float:

- ✓ R200.00 notes x 2
- ✓ R100.00 notes x 6
- ✓ R50.00 notes x 8
- ✓ R20.00 notes x 11
- ✓ R10.00 notes x 8
- ✓ R5.00 coins x 10

The total Cash amount, as well as the Total and Physical amounts are all indicated as R1750.00 at present, and the shortage amount of R22 291.00 is displayed in red.

Denomination	Count
1000.00	0
500.00	0
200.00	2
100.00	6
50.00	8
20.00	11
10.00	8
5.00	10
2.00	0
1.00	0

Category	Amount
Cash	1750.00
Cheque	0.00
Credit Card	0.00
Bank Transfer	0.00
Vouchers	0.00
Other	0.00
Total	1750.00
- Float	0
Physical	1750.00
Shortage	22291.00
Shift Total Cash	24041.00
Account Total	0.00
In House Total	0.00
Group Total	330.00
Other Total	23888.00
Shift Total	48259.00

Comments:

Buttons: Report, Screen Capture, Report (Slip), Accept, Cancel



The Shift Cashup Procedure

Money Count

1000.00	0	0.50	0	Cash :	1750.00
500.00	0	0.25	0	Cheque :	1 0.00
200.00	2	0.20	0	Credit Card :	2 1673.00
100.00	6	0.10	0	Bank Transfer :	3 21018.00
50.00	8	0.05	0	Vouchers :	4 0.00
20.00	11	0.02	0	Other :	0.00
10.00	8	0.01	0	Total :	5 24441.00
5.00	10			- Float :	0.00
2.00	0			Physical :	24441.00
1.00	0			Surplus :	6 400.00

Comments :

Report Screen Capture Report (Slip) Accept Cancel

1. Our company policy dictates that no cheques will accepted, and this field is left blank as it is not applicable.
2. The combined total for all credit card payments – as manually calculated by adding up the credit card slip totals – is entered as R1673.00.
3. The total amount for payments received by means of a Bank Transfer during this shift, is R21 108.00, and is entered here.
4. No Novtel internal vouchers were redeemed against a reservation, and therefore this field is left at zero.
5. The Total and Physical amounts increased to R24 441.00.
6. The 'Surplus' amount is R400.00, displayed in blue. This is due to the float amount which has not yet been deducted.



The Shift Cashup Procedure

The 'Money Count' window displays the following data:

Denomination	Count	Amount
1000.00	0	0.00
500.00	0	0.00
200.00	2	400.00
100.00	6	600.00
50.00	8	400.00
20.00	11	220.00
10.00	8	80.00
5.00	10	50.00
2.00	0	0.00
1.00	0	0.00

Comments:

Cash: 1750.00

Cheque: 0.00

Credit Card: 1673.00

Bank Transfer: 21018.00

Vouchers: 0.00

Other: 0.00

Total: 24441.00

- Float: 400.00

Physical: 24041.00

Surplus: 0.00

Shift Total Cash: 24041.00

Account Total: 0.00

In House Total: 0.00

Group Total: 330.00

Other Total: 23888.00

Shift Total: 48259.00

Buttons: Report (with green checkmark), Screen Capture, Report (Slip), Accept (circled in red), Cancel.

By entering the float amount in the designated field, the amount is deducted from the total of R24 441.00 for a physical amount of R24 041.00.

The Surplus amount is zero and displayed in blue.

The Physical amount and the Shift Total Cash amounts correspond – which means that the cash up is in balance.

Clicking on the 'Report' button, the Operator Cash Up report is produced in A4 format.

Both Rita and the Supervisor will sign the report after checking the cash and documents. The Supervisor will now be responsible for the pre-mentioned.

Clicking 'Accept', the 'Money Count' window is closed.



The Shift Cashup Procedure

Shift Cash Up

Shift Transactions : Transaction Type :

Type	Time Stamp	Doc Num	Amount
------	------------	---------	--------

Shift Number : **SFT00048**
User (Shift Owner) : Rita

Shift Start : 2019-10-17 09:44:40
Shift End :
Shift Status : **OPEN**

Physical Amount : **24041.00**
Surplus Amount : **0.00**

SHIFT TOTAL
48259.00

Cashing up and closing the Shift

At present, Rita's shift is still open, and no end date and time has been captured yet.

Shift Cash Up

Shift Transactions : Transaction Type :

Type	Time Stamp	Doc Num	Amount
------	------------	---------	--------

Shift Number : **SFT00048**
User (Shift Owner) : Rita

Shift Start : 2019-10-17 09:44:40
Shift End : 2019-10-24 08:10:53
Shift Status : **CLOSED**

Physical Amount : **24041.00**
Surplus Amount : **0.00**

SHIFT TOTAL
48259.00

By clicking on the 'Cash-Up' button, the shift status is changed to 'Closed' immediately, and the Shift End Date and Time is captured.



The Shift Cashup Procedure

Supervisor Shift Cashup - Interface: Pastel

File Reports Credit Note

View Location: All

Supervisor: Ruan Shift #: SUP00002

Transaction					Shift			
ID	Customer	Table / TA	Type	Total	Shift #	User	Total	Invoice Date
Restaurant								
SFT00043				1930.00		Kevin		2019-10-11
SFT00044				0.00		James		
SFT00045				0.00		David		
Front Desk								
SFT00048				48259.00		Rita		2019-10-24
Shop								
SFT00046				2546.00		Stella		2019-10-15
SFT00047				698.00		Stella		

☐ Batch Shift ☒ Single Shift

☒ Open Shift Shift Total: 53433.00

Check Customer Integrity Supervisor Edit Shift Supervisor Shift Cashup Close

The Supervisor's Screen

Rita's Shift is no longer displayed in pink since it has been closed on the date captured next to it.

The Supervisor will now perform the 'Supervisor Shift Cash-up' procedure for Rita's shift in order to send the data to the financial system.





Property
Management



Hospitality
Management



Equipment Hire



Relations
Management



Self-Storage



Vehicle Hire



The Invoice Module
and Job Tracker Utility

(For the Glass Cutting Industry)



Contract
Management



Bank Manager



Access Control



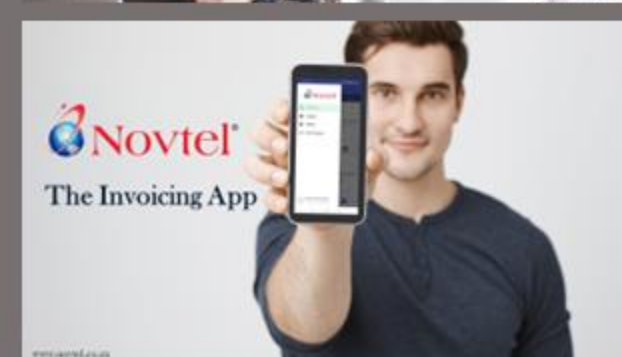
Property Management
Mobile Application



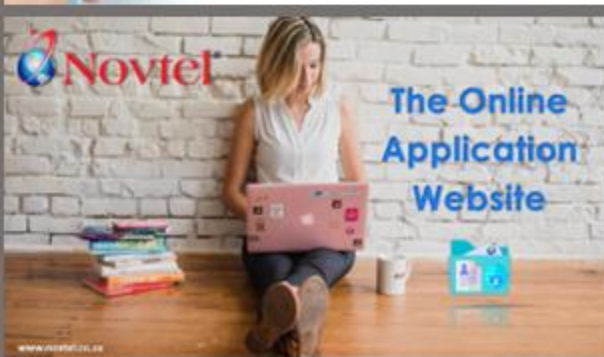
Relations Management
Mobile App



The Invoicing App

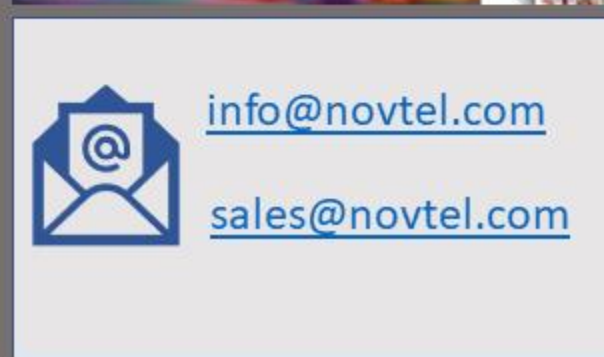


The Online
Application
Website



info@novtel.com

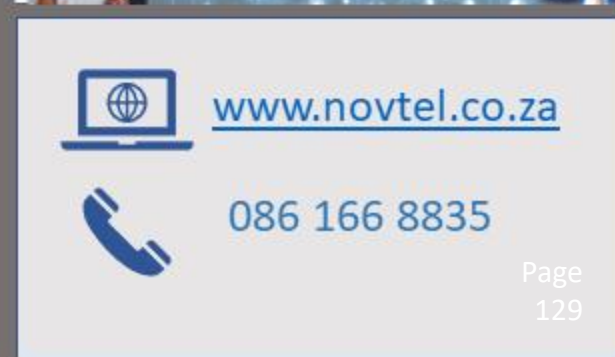
sales@novtel.com



www.novtel.co.za



086 166 8835





Novtel®

Rental Software Specialists