Novtel® Hospitality Management

The Basics of Reservations

© 2022 Novtel – All copyrights reserved V6

Hotel reception photo created by freepik - www.freepik.com

INDEX

Click on a chapter to skip to the required page

1. Introduction

2. Setup Procedures

3. Users and Passwords

4. User Shifts

5. Creating Charges

6. Guest Tariffs; Child Rates; Seasons and Accommodation Packages

7. Rooms

8. Customers / Guests

9. Restaurant and Diet Settings

10. Reservations and Statuses

11. New Individual Reservations

12. New Group Reservations

13. Deposits and the Confirmed Status

14. Guest Check-In and the In-House Status

15. In-House Transaction Postings

16. Checking a Reservation for Unprocessed In-House Transactions

17. Reservation Payments

18. Guest Departure

19. The Shift Cashup Procedure

Novtel®

Hospitality Management

1

Introduction

Hotel reception photo created by freepik - www.freepik.com

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.

Novtel® Hospitality Management

2

Setup Procedures

Hotel reception photo created by freepik - www.freepik.com

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

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.

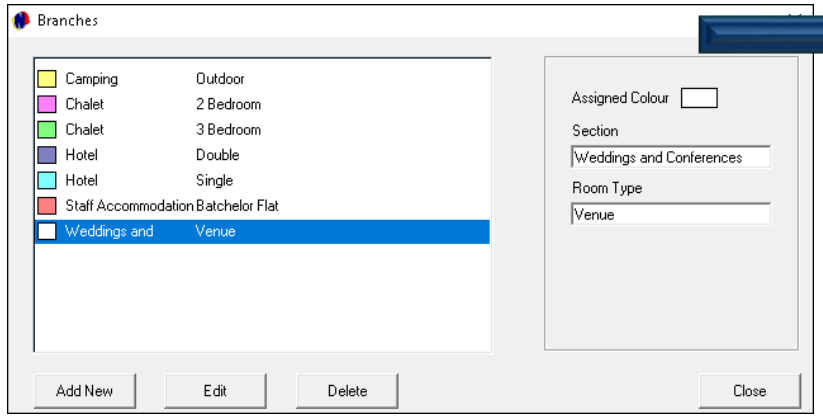
- **Document Notes**

  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



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.

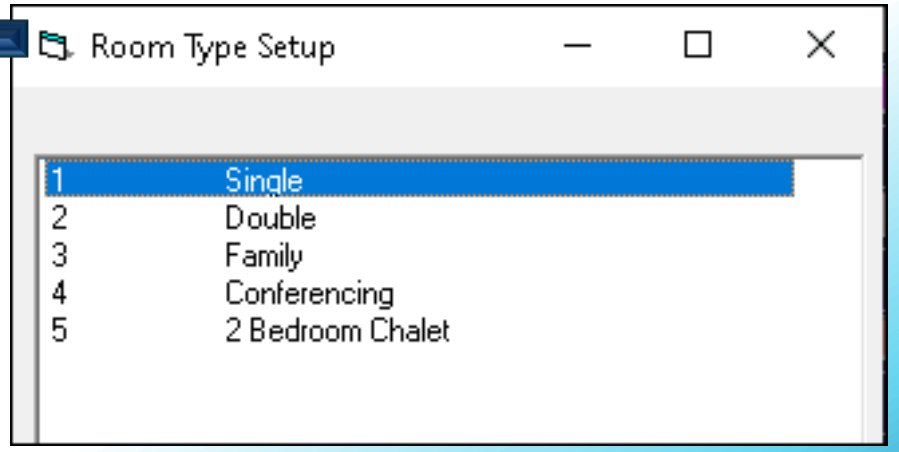
Room Types are created to group similar rooms together on a quotation, for example:

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

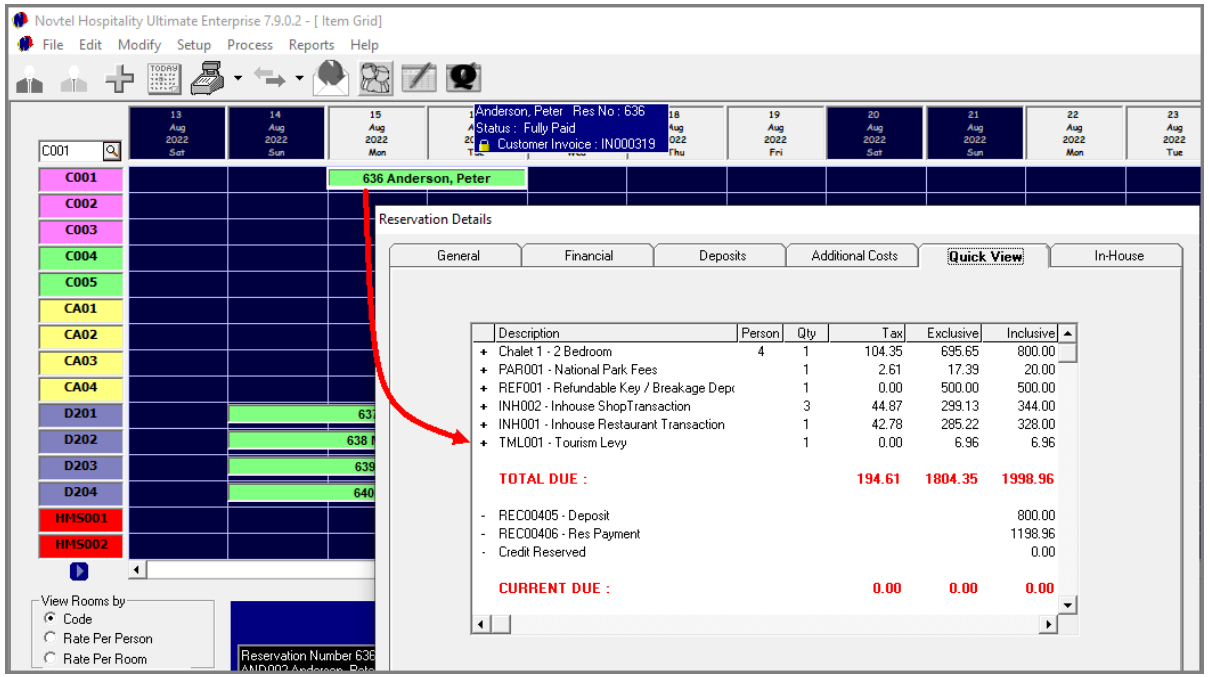
This means that one line can be created on the quotation with the number of rooms required per room type, and the price will be calculated according to either the room, or per person rate - depending on your settings.

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.



Setup Procedures



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.

Novtel® Hospitality Management

3

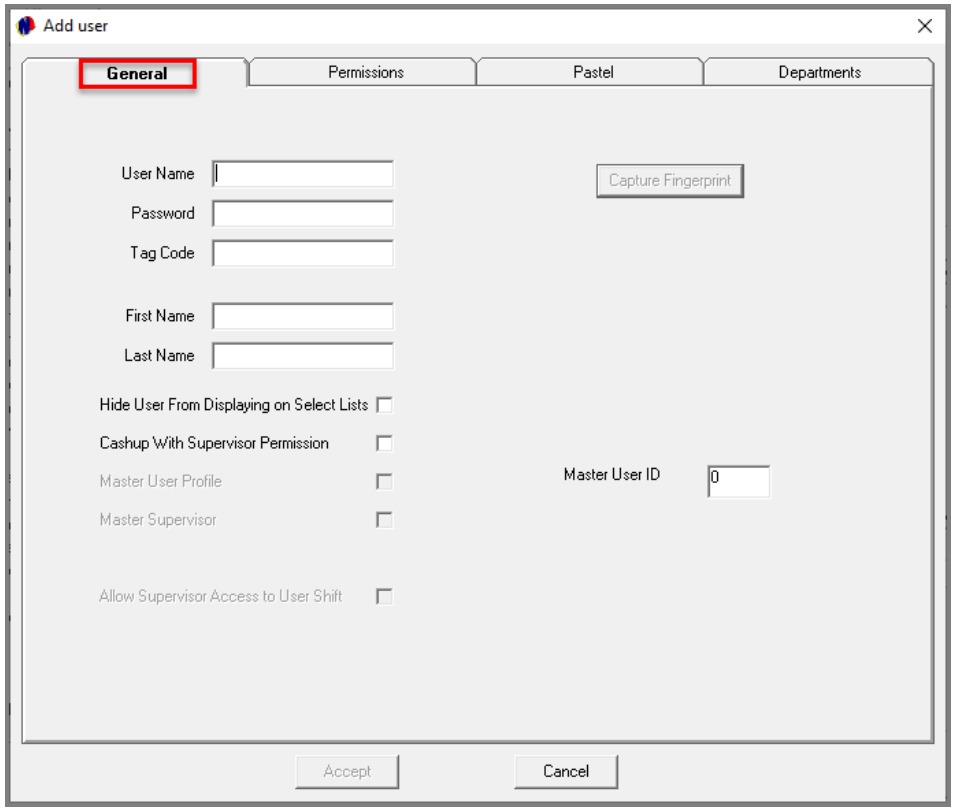
Users and Passwords

Hotel reception photo created by freepik - www.freepik.com

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.



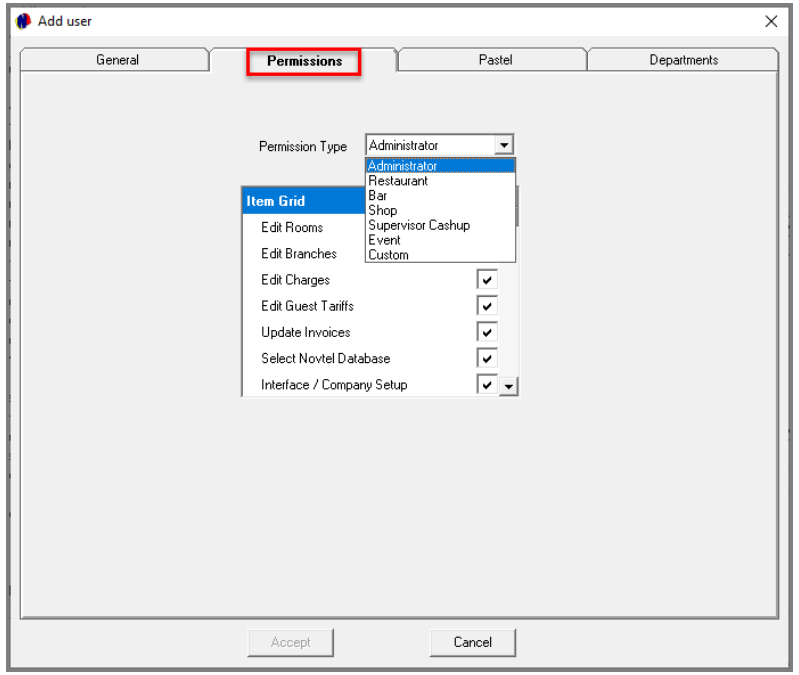
The General Tab

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

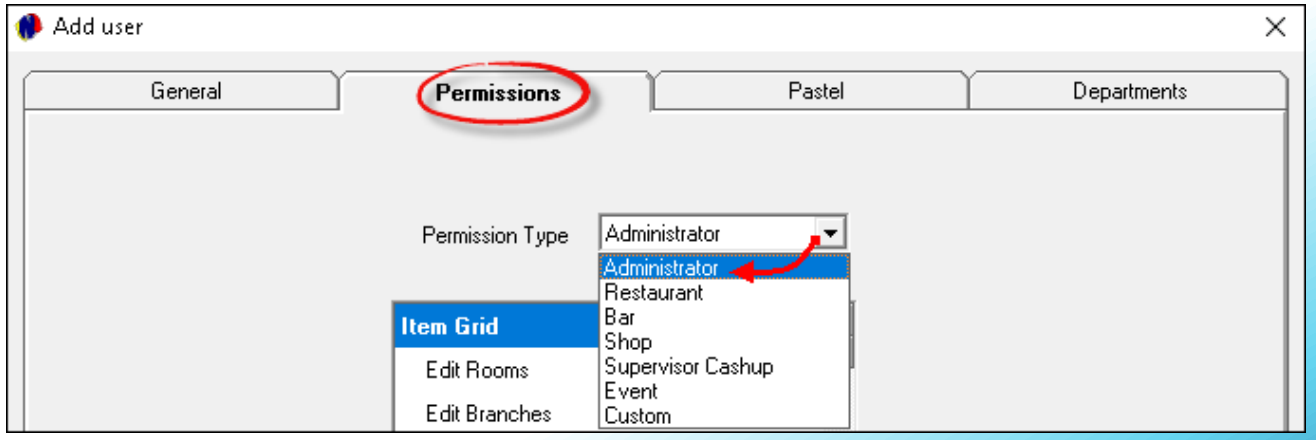
In the ‘Permissions’ tab, the option selected here will determine the permissions a User will have, and they will access the relevant part of the system when entering their password.



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.



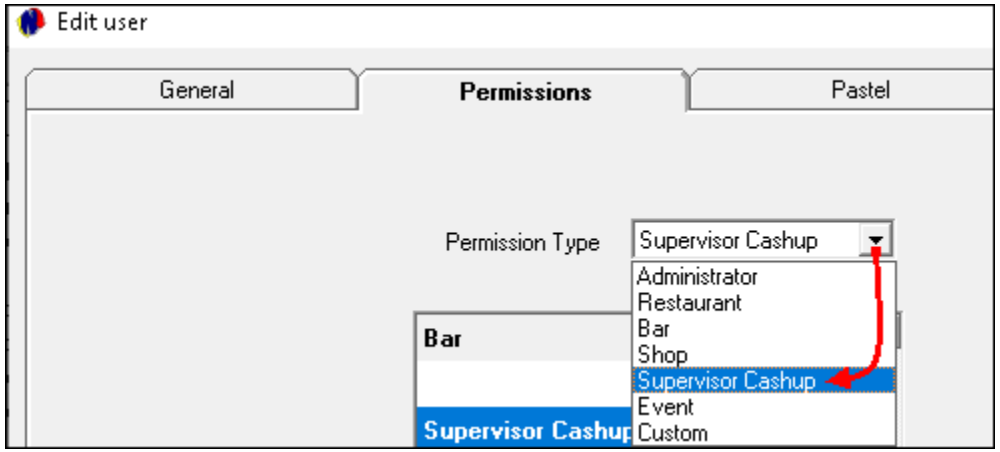
Users and Passwords

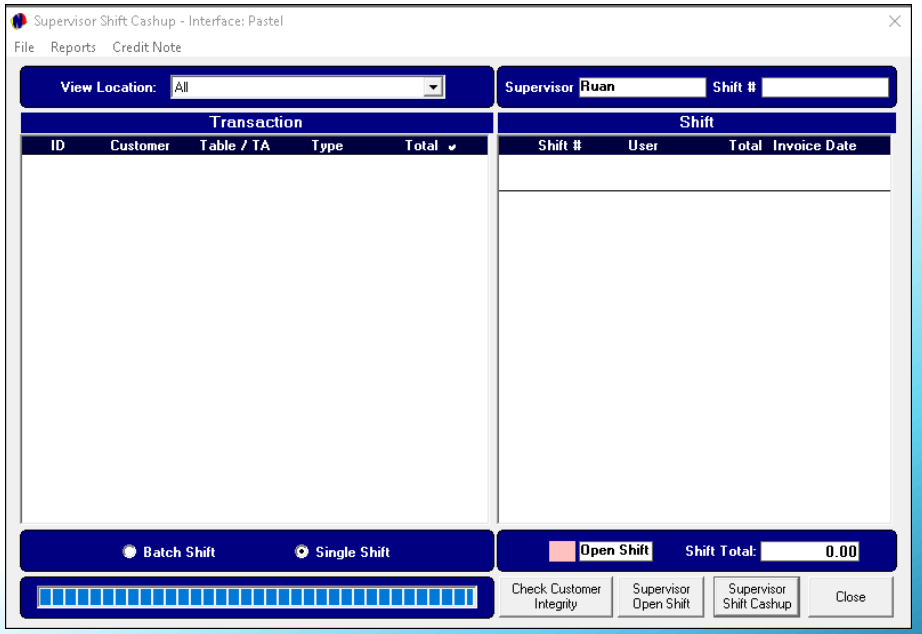
Supervisors

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.





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.

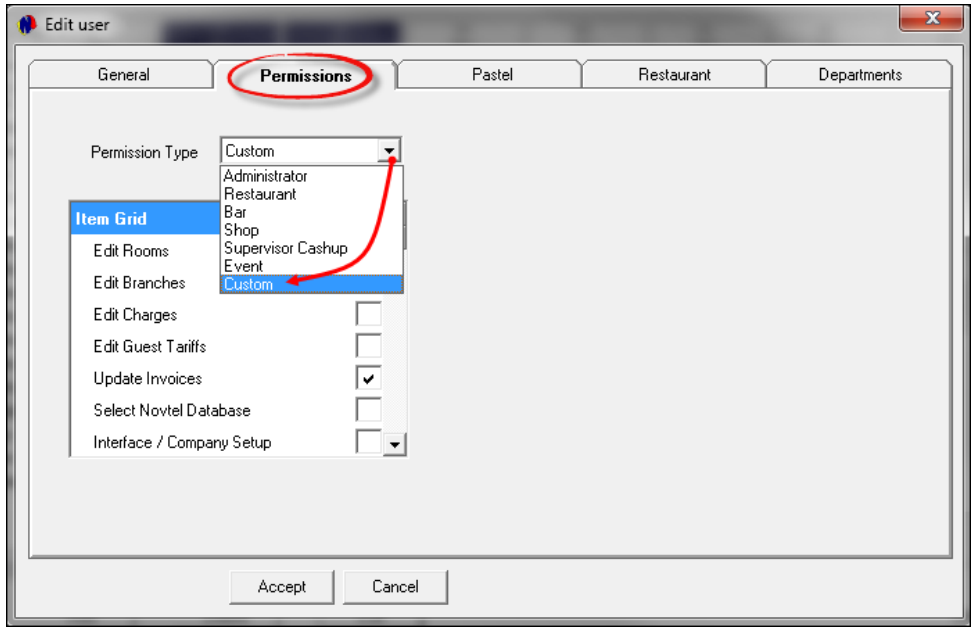
Master Supervisor

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.

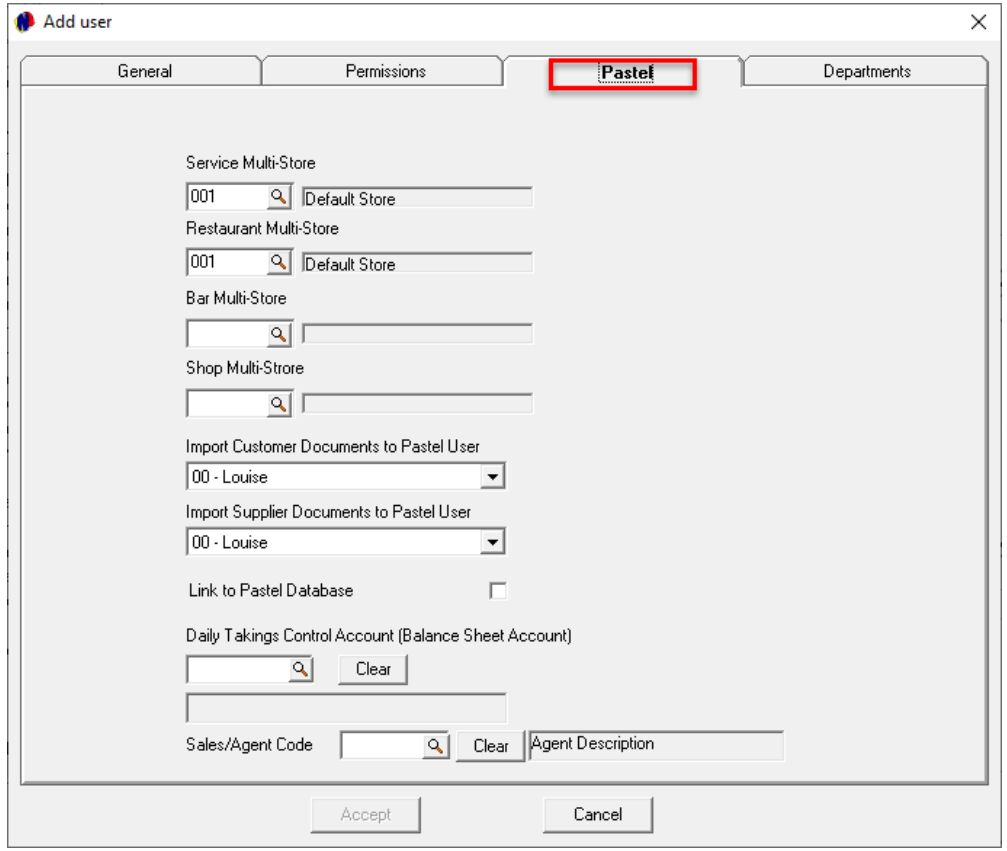
When an option is ***unticked***, it means that the Custom Users will ***not have access*** to it.

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 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.

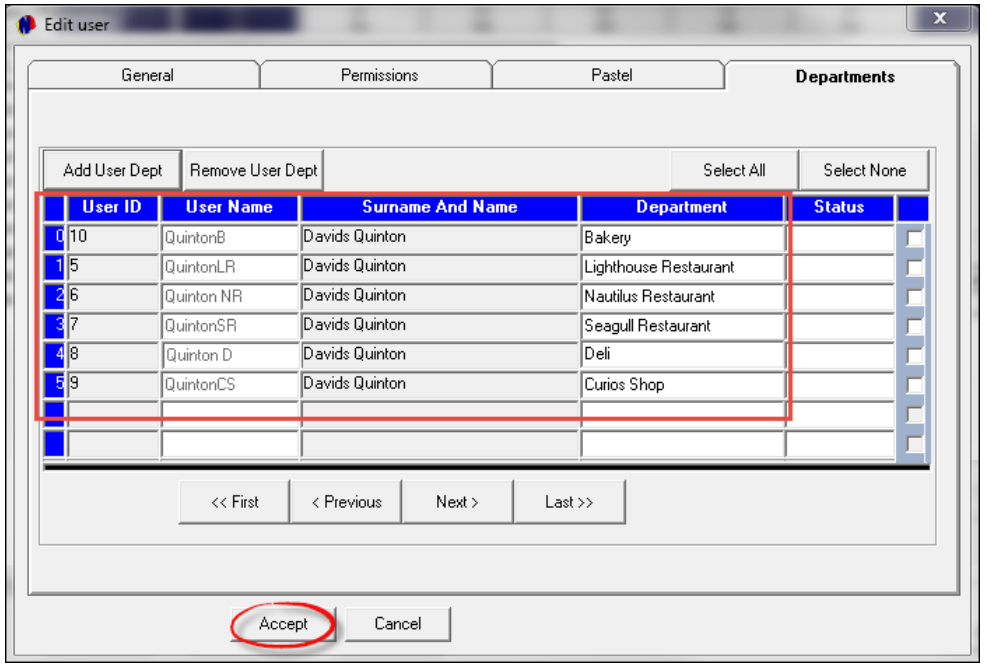
Select the specific User in Pastel or Evolution to whom this User's documents must be imported.

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



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.

Novtel® Hospitality Management

4

User Shifts

Hotel reception photo created by freepik - www.freepik.com

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.

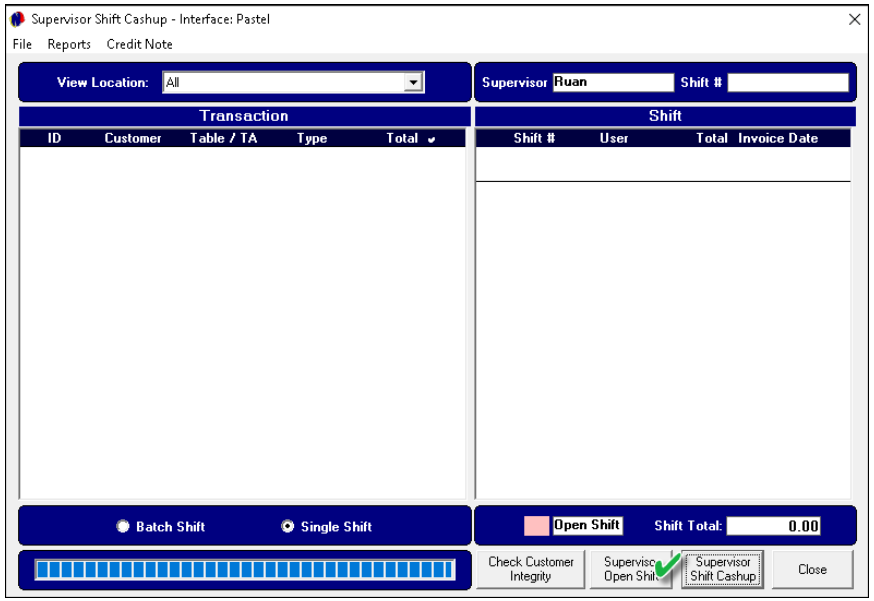
All activity by this User during their shift is recorded and various reports are available to the Administrator and Supervisor.

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 - Maartens, 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

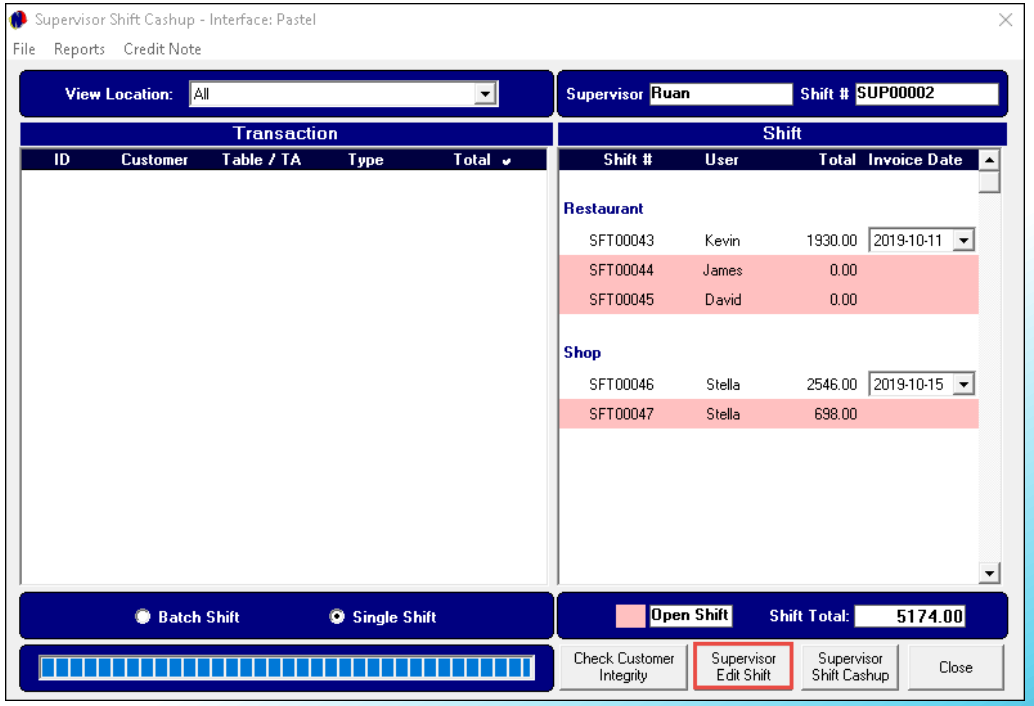


Opening a Shift

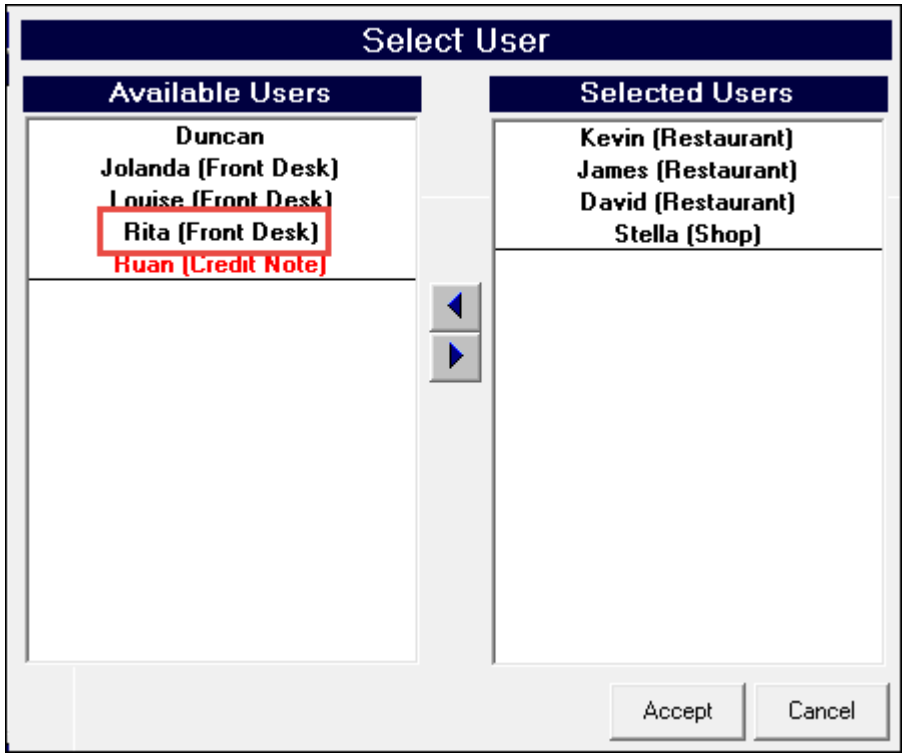
Please note that Front Desk personnel will not even be able to raise a deposit without an open shift linked to their username.

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'.



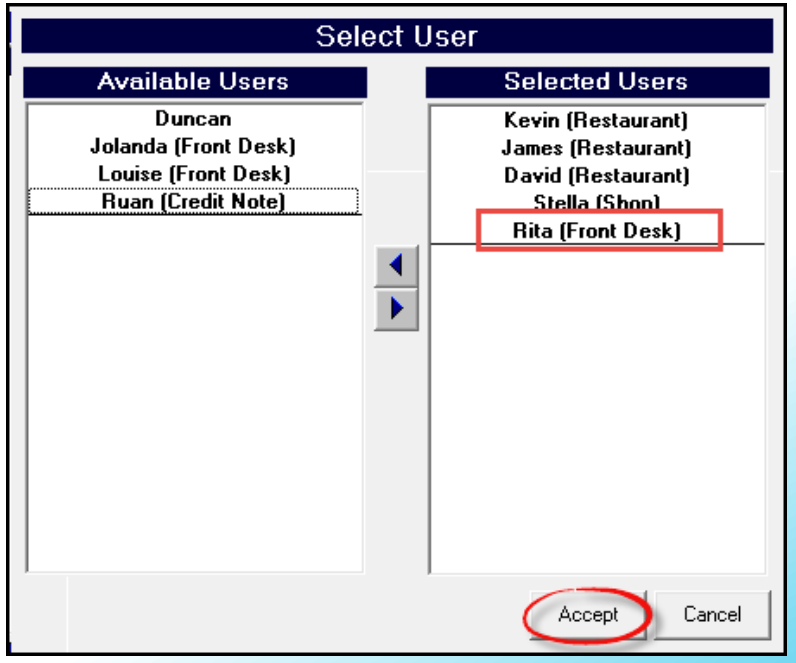
User Shifts



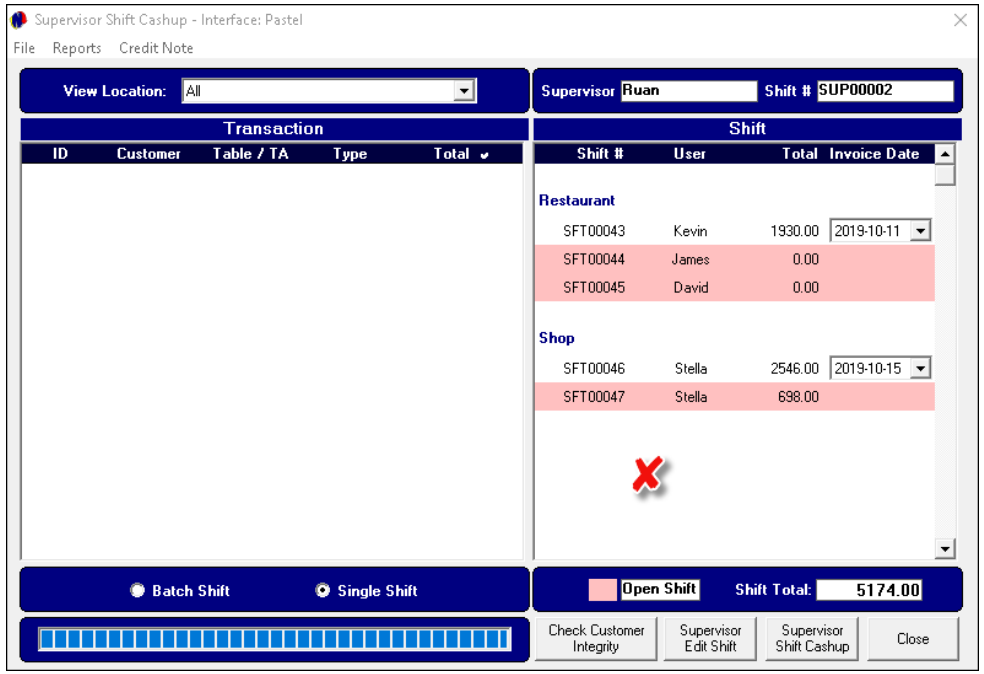
All available Users without an open shift at present, are displayed in the left-hand side of this screen.

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'.

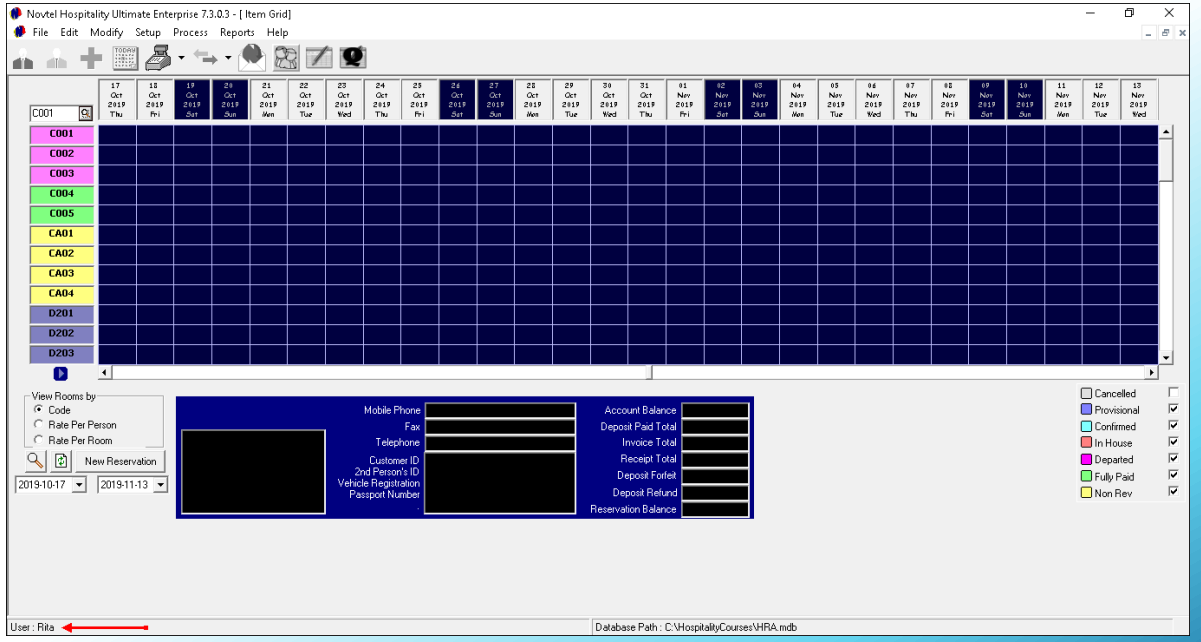


User Shifts

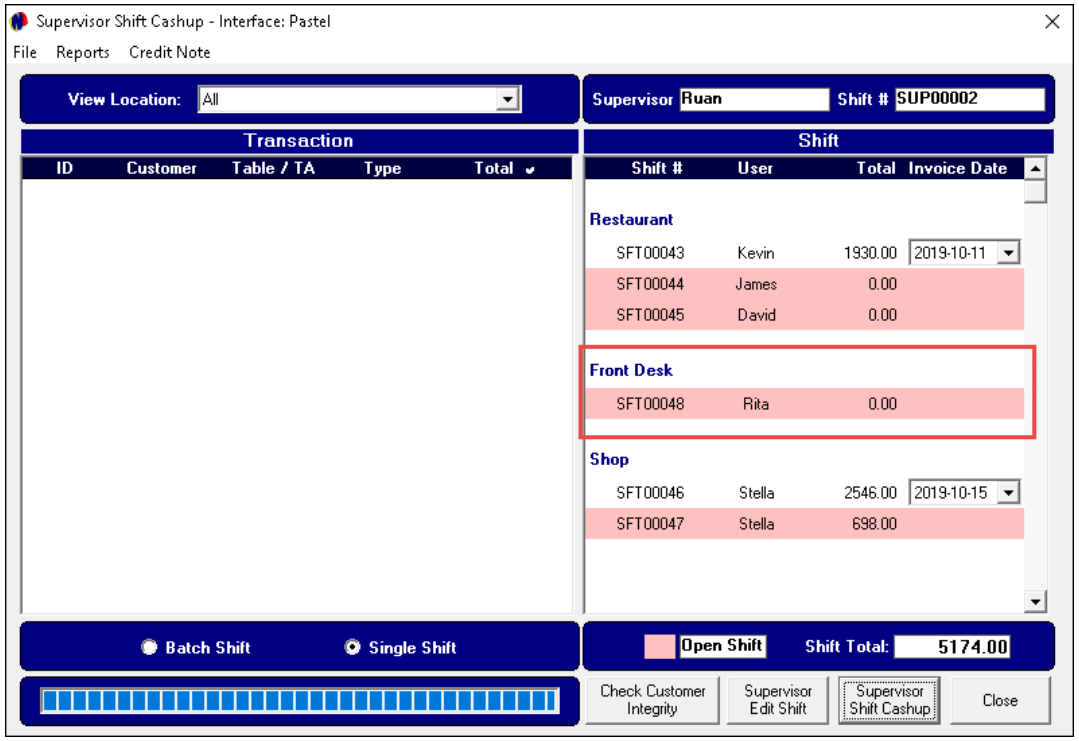


The User for whom the shift was opened, does not yet display in this window, since she has not yet logged into the system.

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

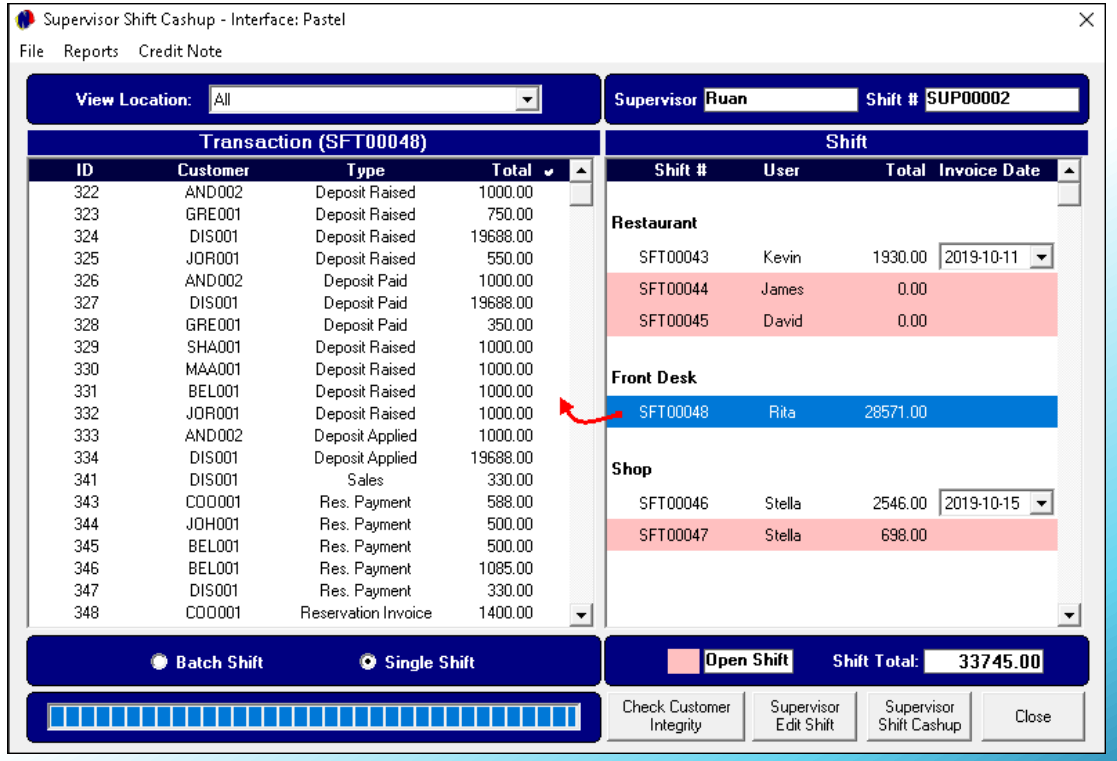


User Shifts



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.



Novtel® Hospitality Management

5

Creating Charges

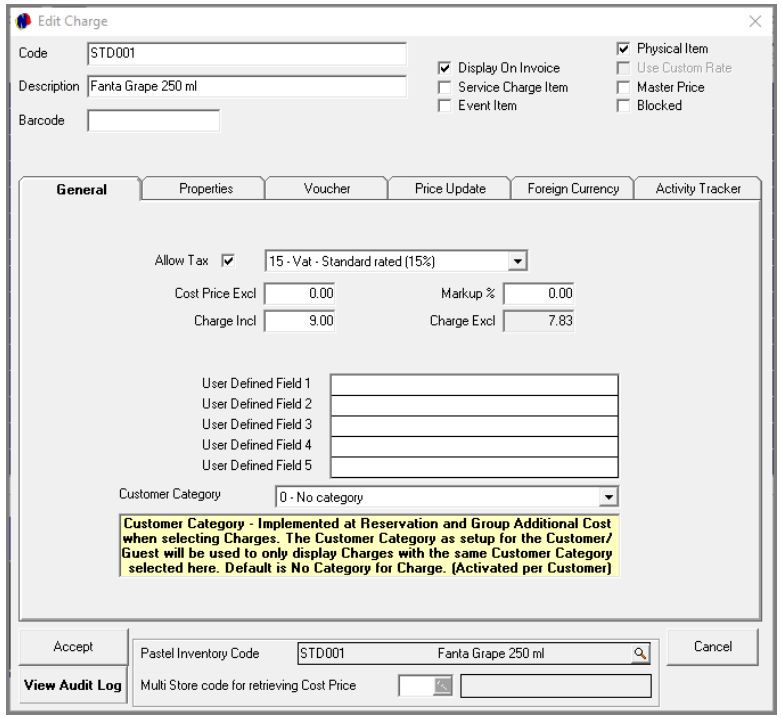
Hotel reception photo created by freepik - www.freepik.com

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:

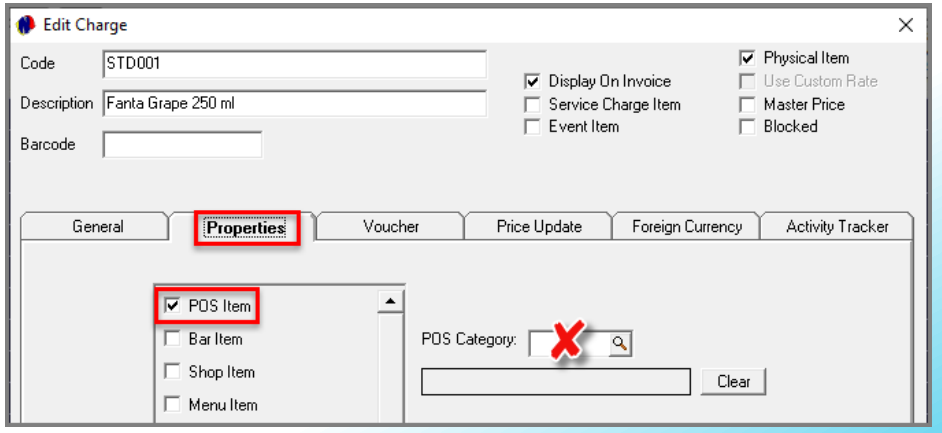
- ✓ Avoid cashup failures at the end of a User's shift
- ✓ Achieve the correct financial posting results



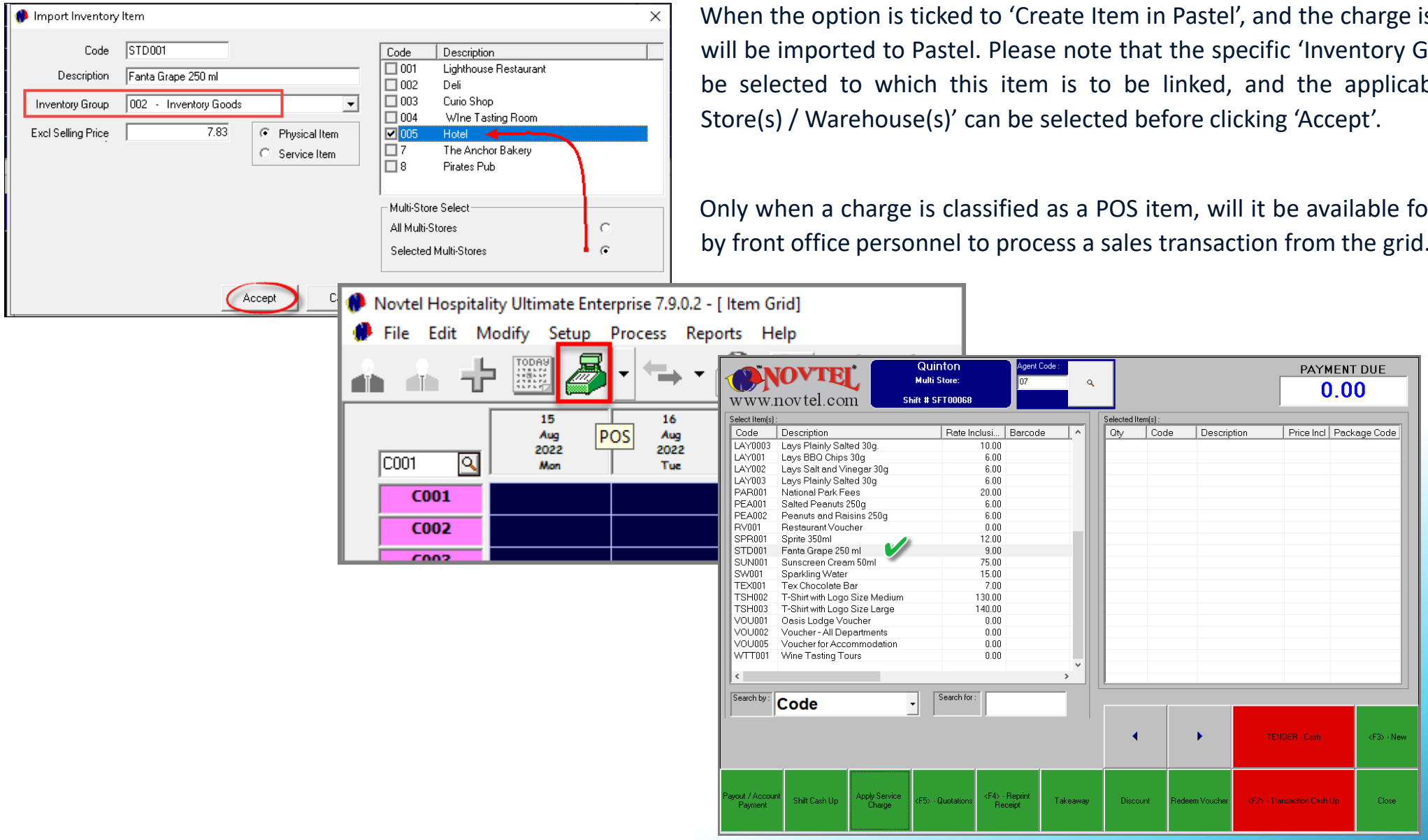
POS Item (Front Office/Reception)

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'.



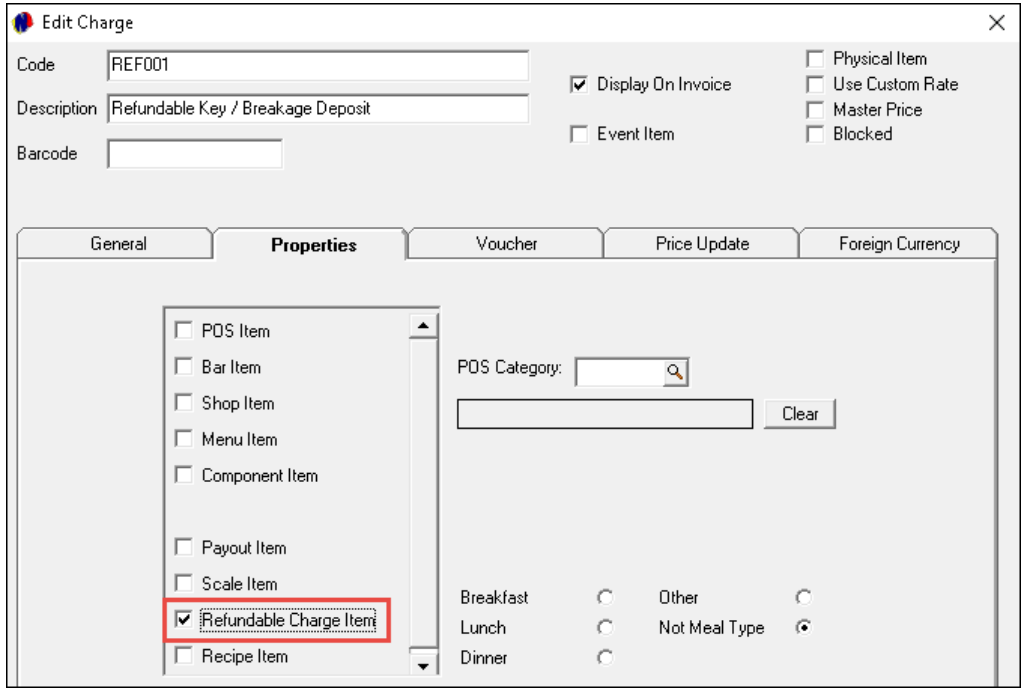
Creating Charges



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.

Creating Charges



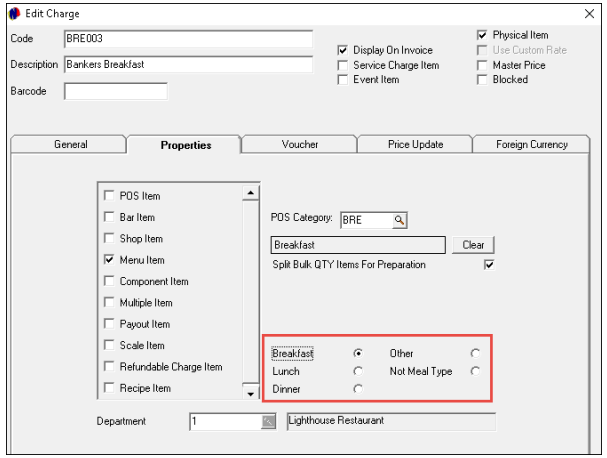
Refundable Charge Item

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



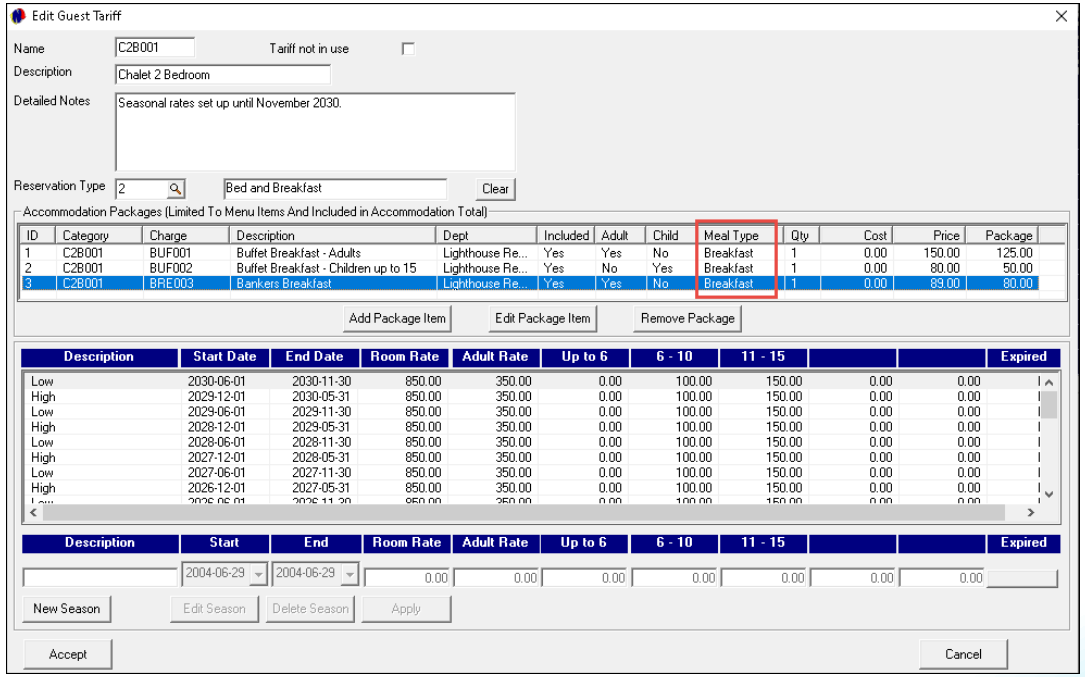
Charges to be Linked to an Accommodation Package

Accommodation Packages can be added to Guest Tariff Master Files.

Please note:

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

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



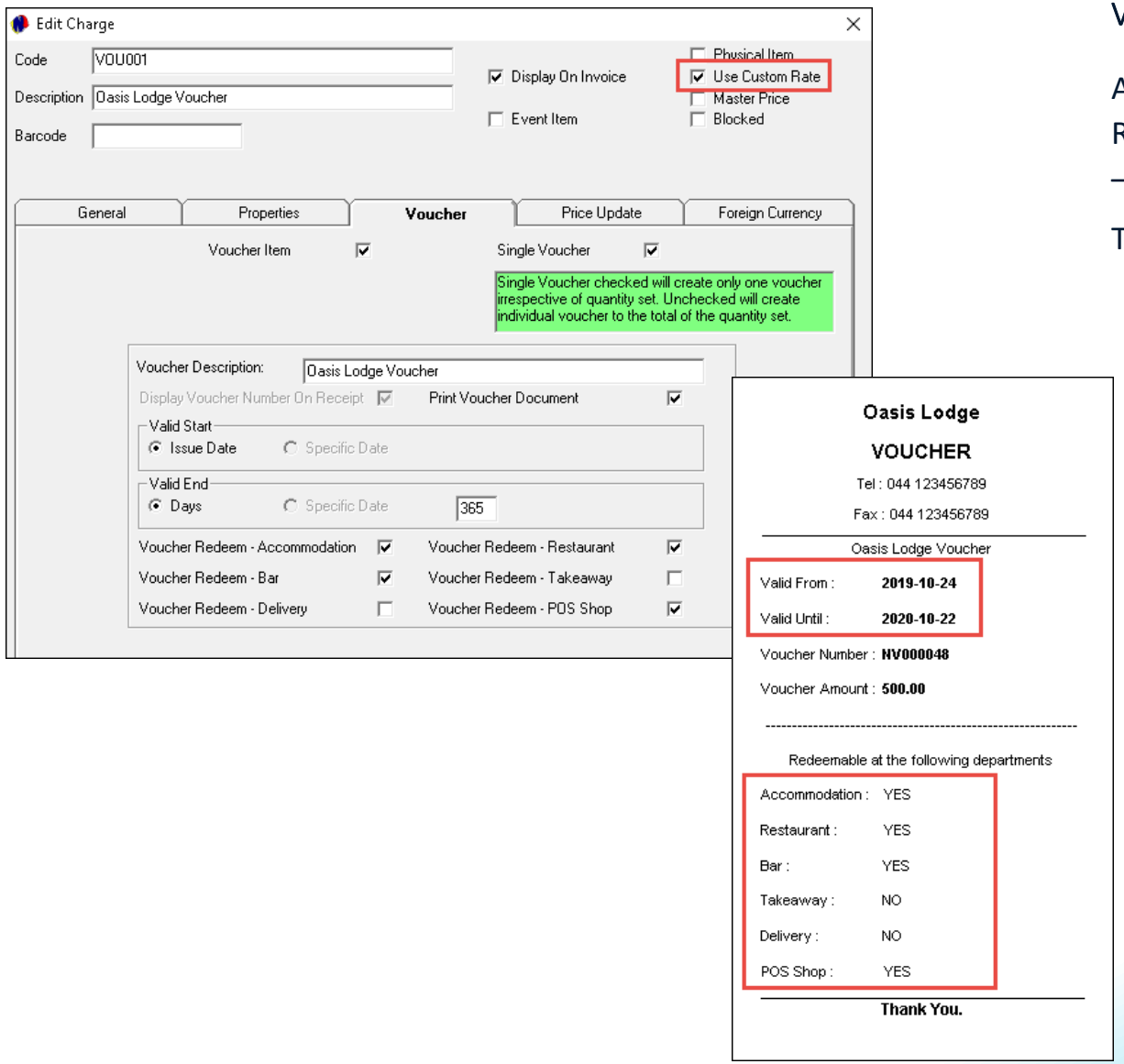
The default setting is 'Not Meal Type' and selecting the correct Meal Type is necessary when including the specific charge as part of an 'Accommodation Package'.

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



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.

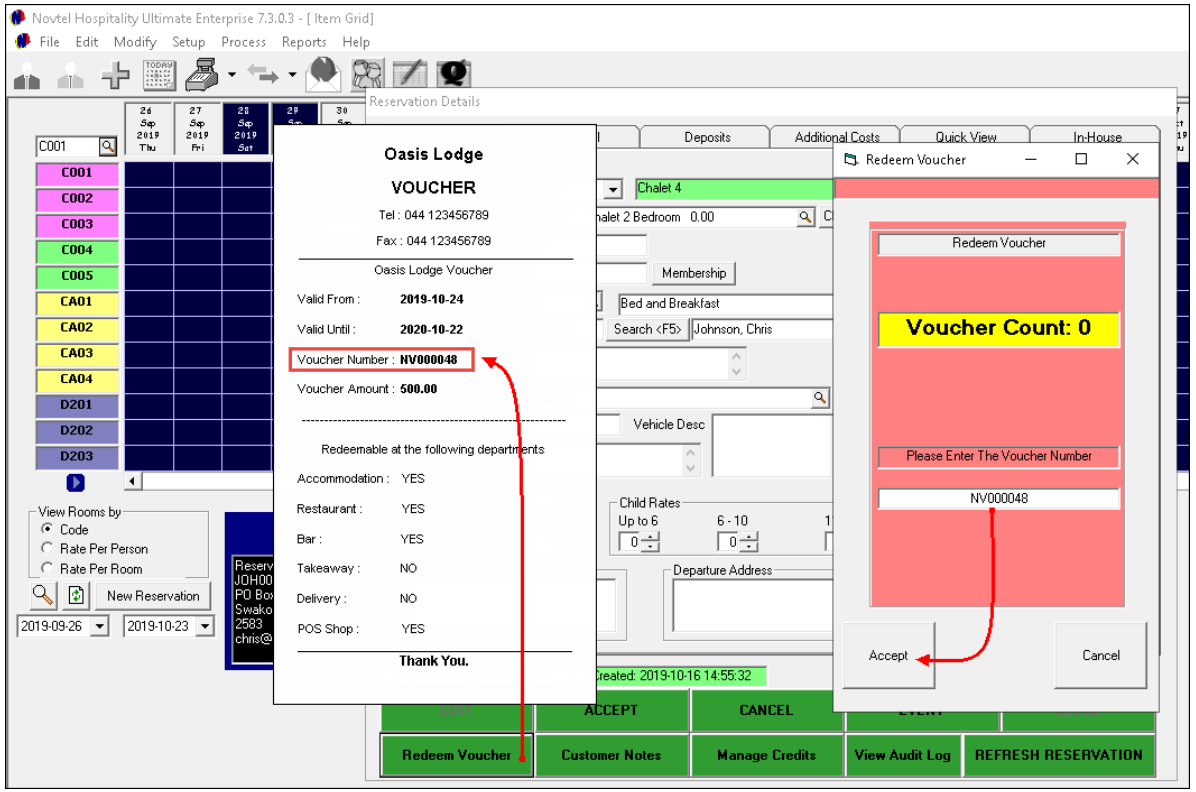
The Voucher will be classified as:

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.

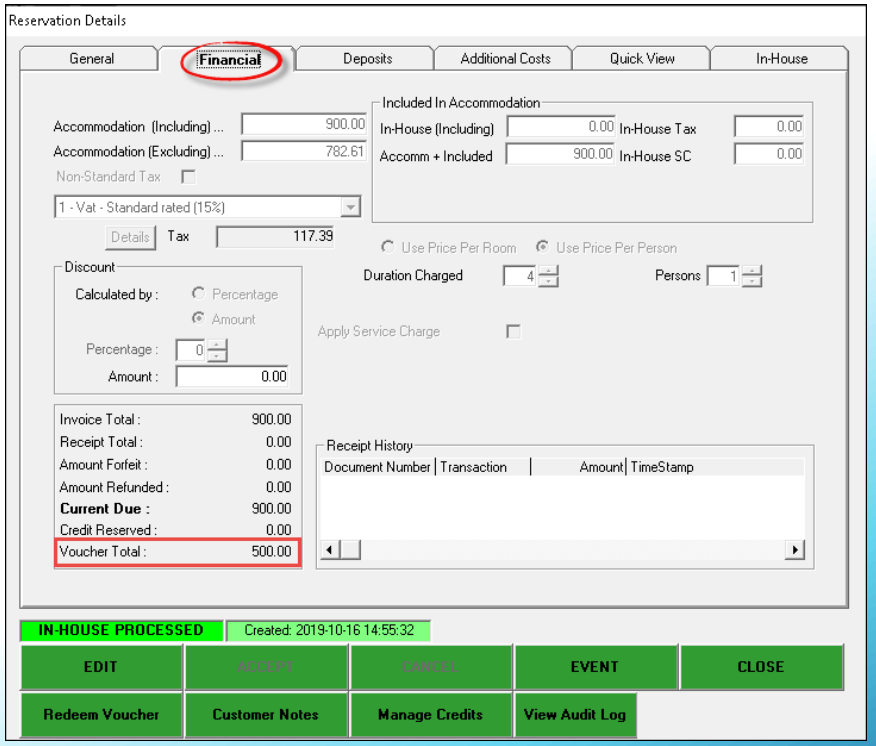
If the voucher is valid for 365 days, the last day it can be redeemed, is on day 365.

Creating Charges



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.



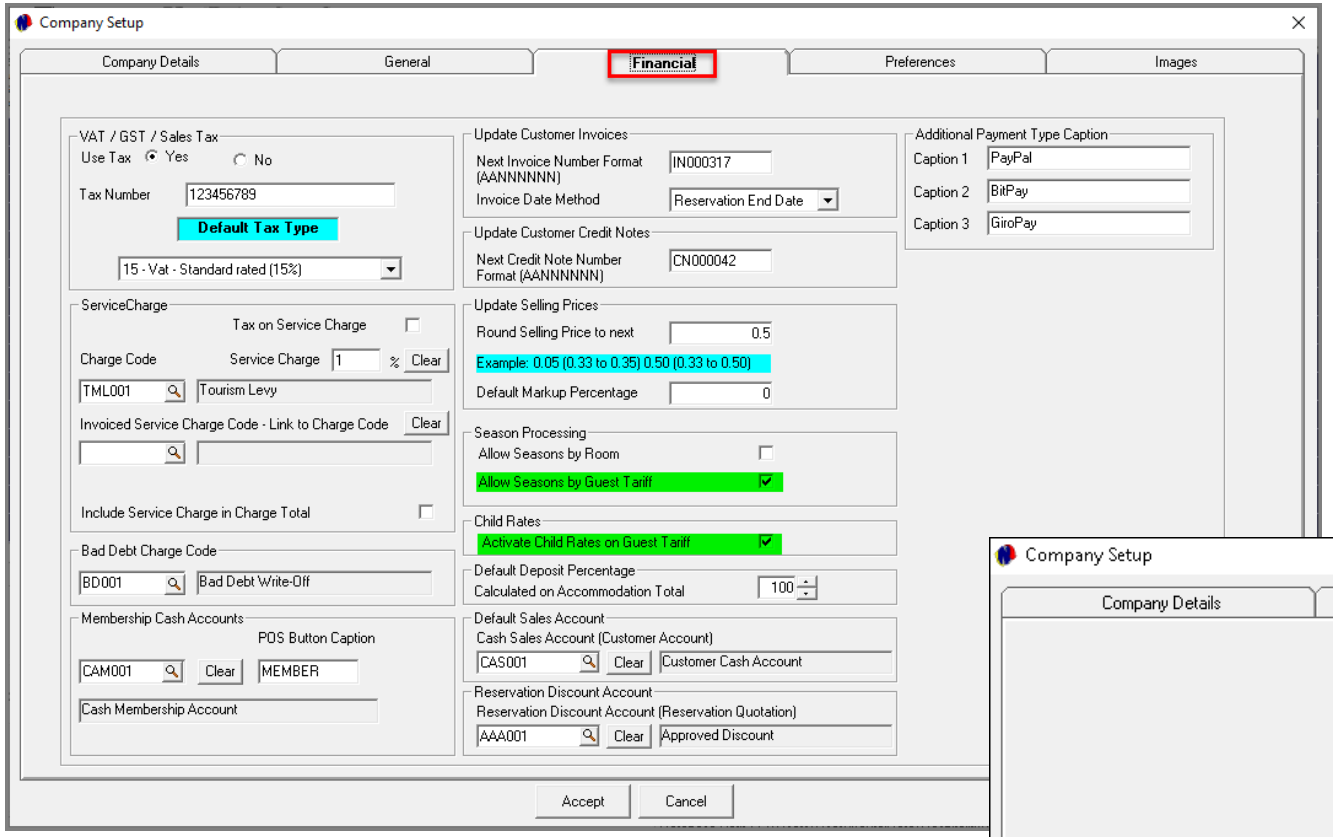
Novtel® Hospitality Management

6

Guest Tariffs; Child Rates; Seasons and Accommodation Packages

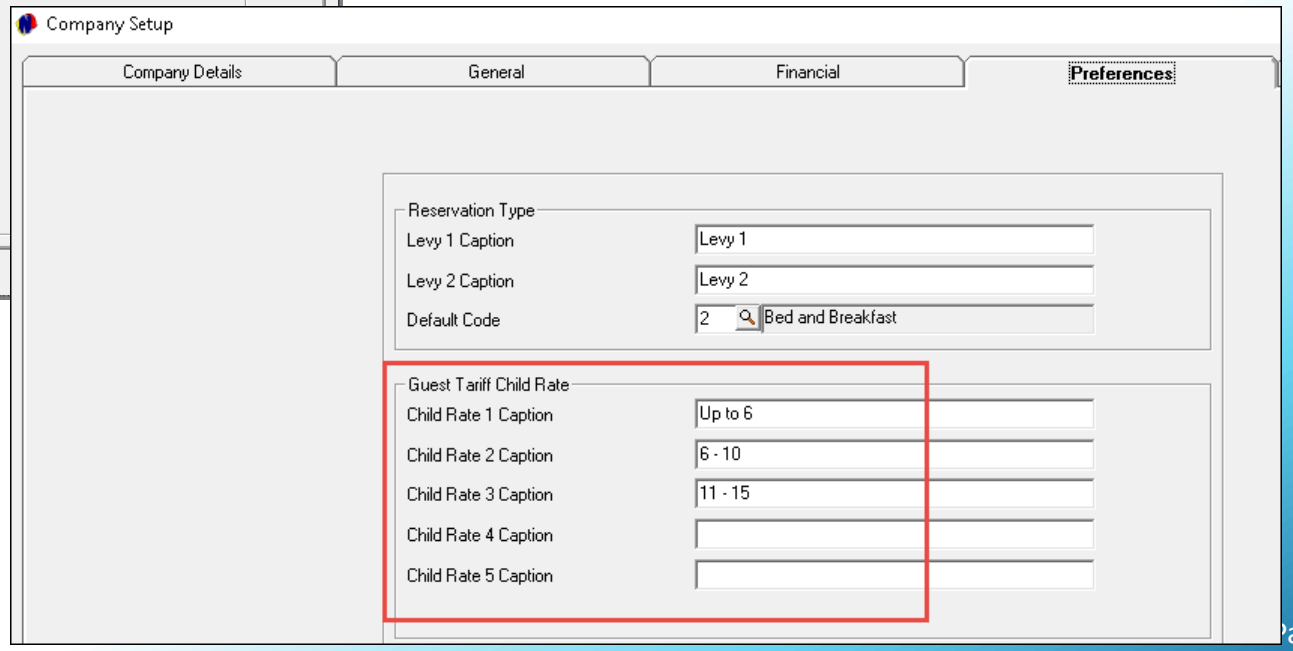
Hotel reception photo created by freepik - www.freepik.com

Guest Tariffs; Child Rates; Seasons and Accommodation Packages

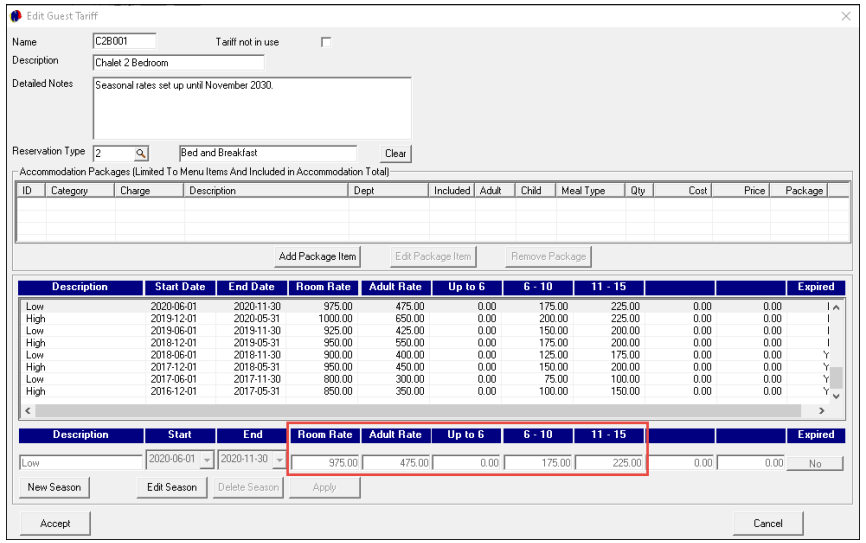


There are multiple ways in which rates can be set up in Novtel. However: to activate the option to use 'Seasons' as well as 'Child Rates', these options must be selected in the 'Financial' tab of the 'Company – Setup' screen.

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



Guest Tariffs; Child Rates; Seasons and Accommodation Packages

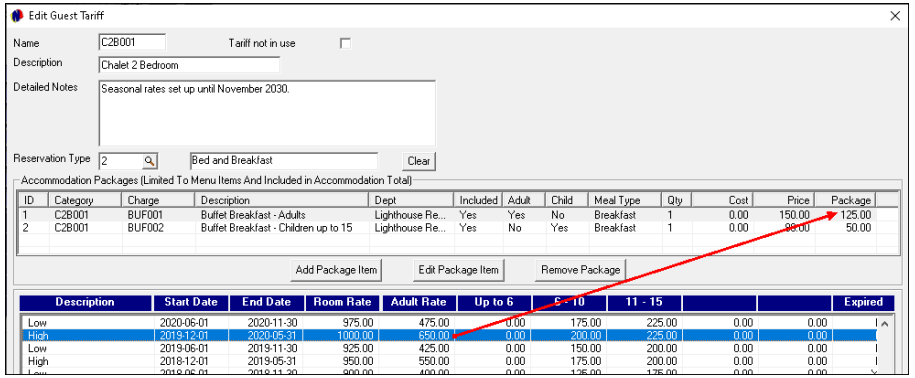


Seasonal rates can either be set up per room or per person, or both on the Guest Tariff Master File.

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.



Charges added to the Accommodation Package are limited to <u>menu items</u> 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

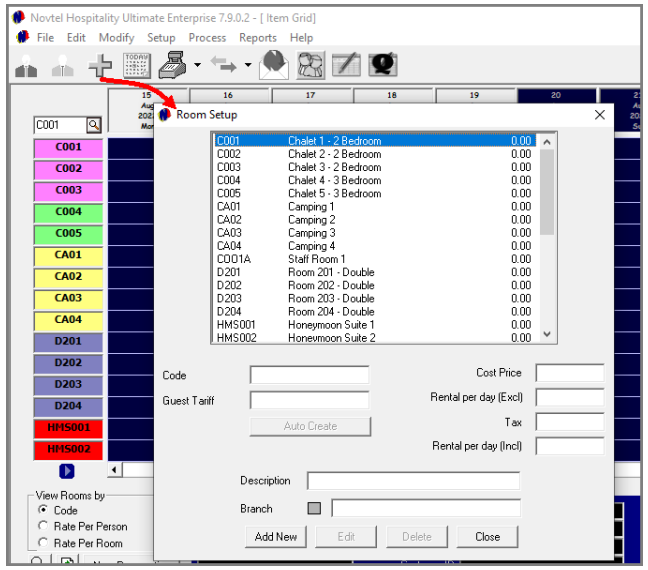
Novtel® Hospitality Management

7

Rooms

Hotel reception photo created by freepik - www.freepik.com

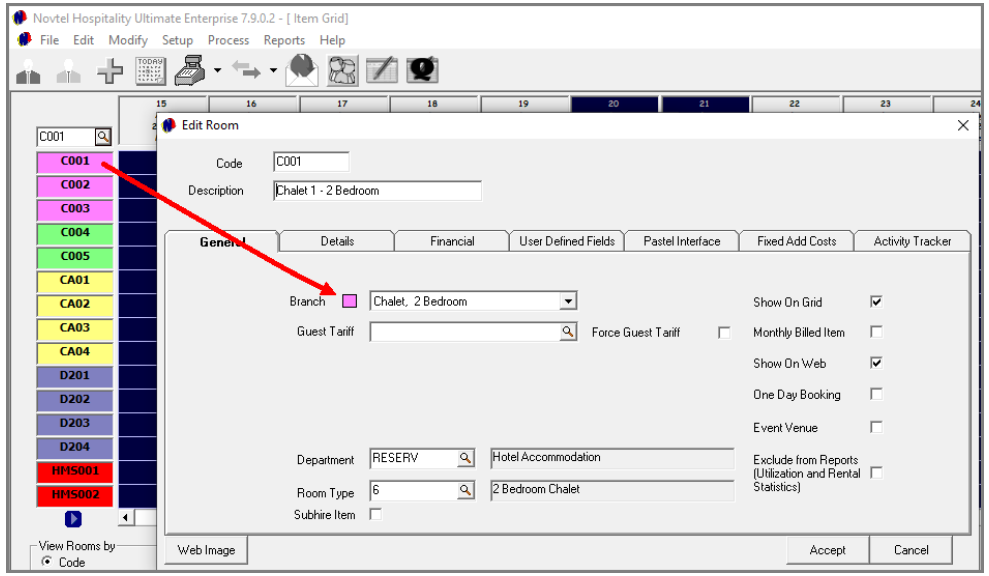
Rooms



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

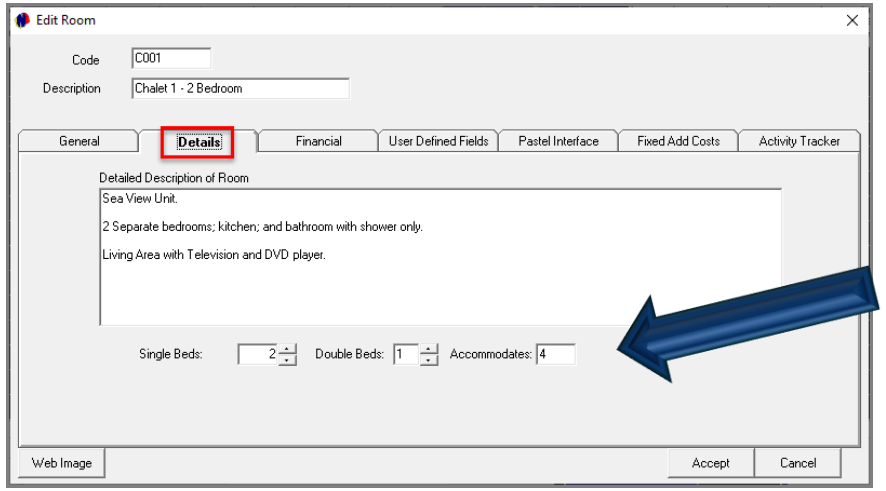
- ✓ Hotel Rooms
- ✓ Chalets
- ✓ Camping Spots
- ✓ Conference Facilities
- ✓ Wedding Venues
- ✓ Amphitheatre

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



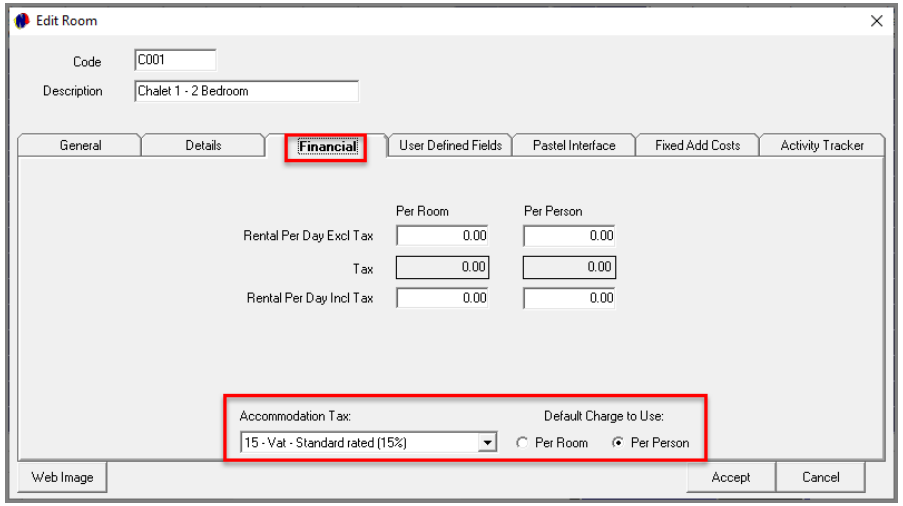
The Room Code on the Grid is displayed in the colour of the Branch linked to it.

Rooms



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.

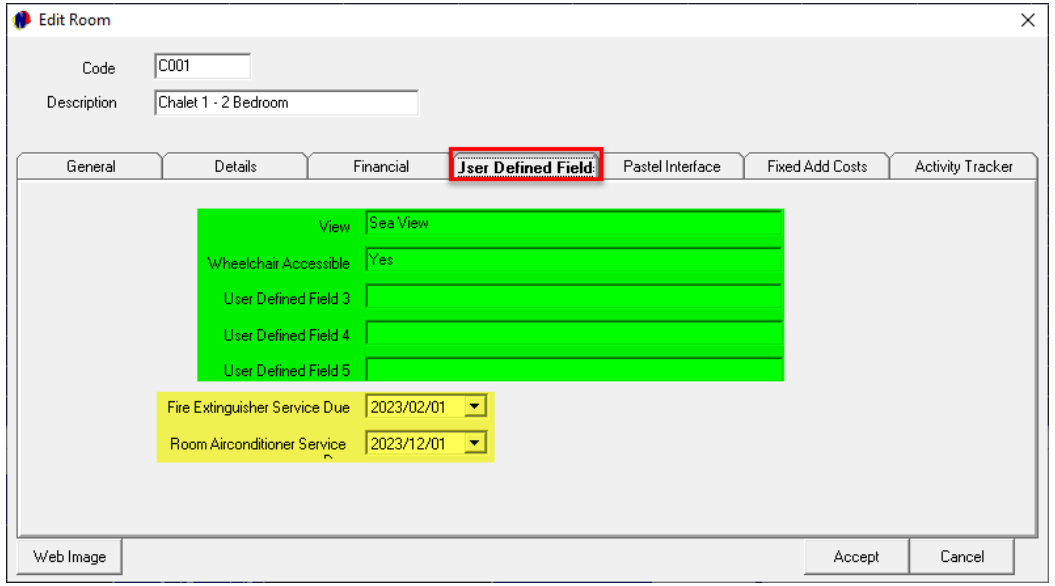


Rates can be set in the 'Financial' tab, **but is not used at all** when seasons and child rates are set up on the Guest Tariffs.

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.

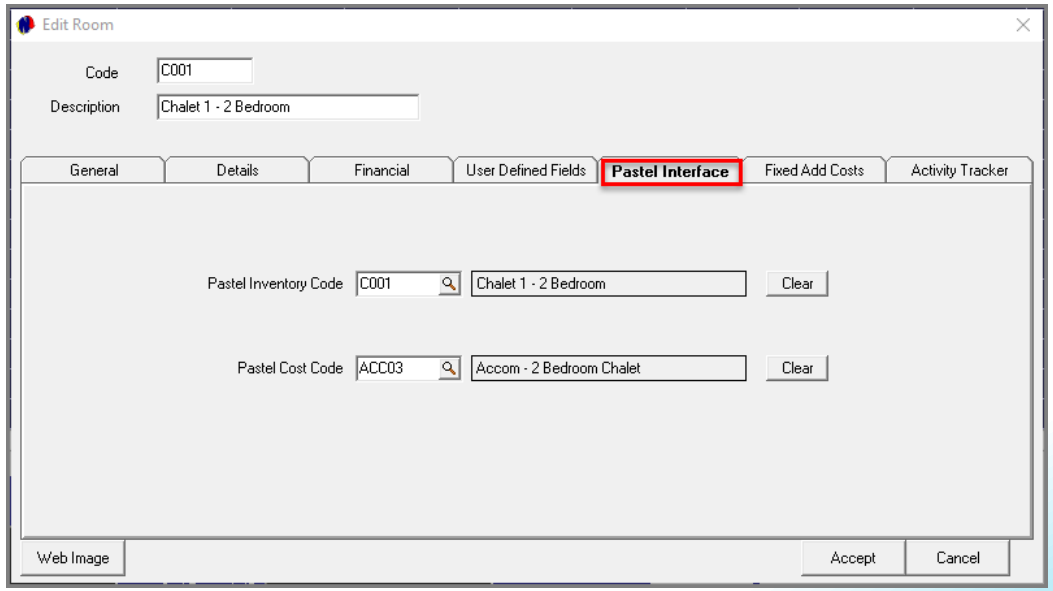
The default rate to be charged as derived from the Guest Tariff, will be calculated based on the selection of either the 'Room Rate', or the 'Per Person' rate.

Rooms



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

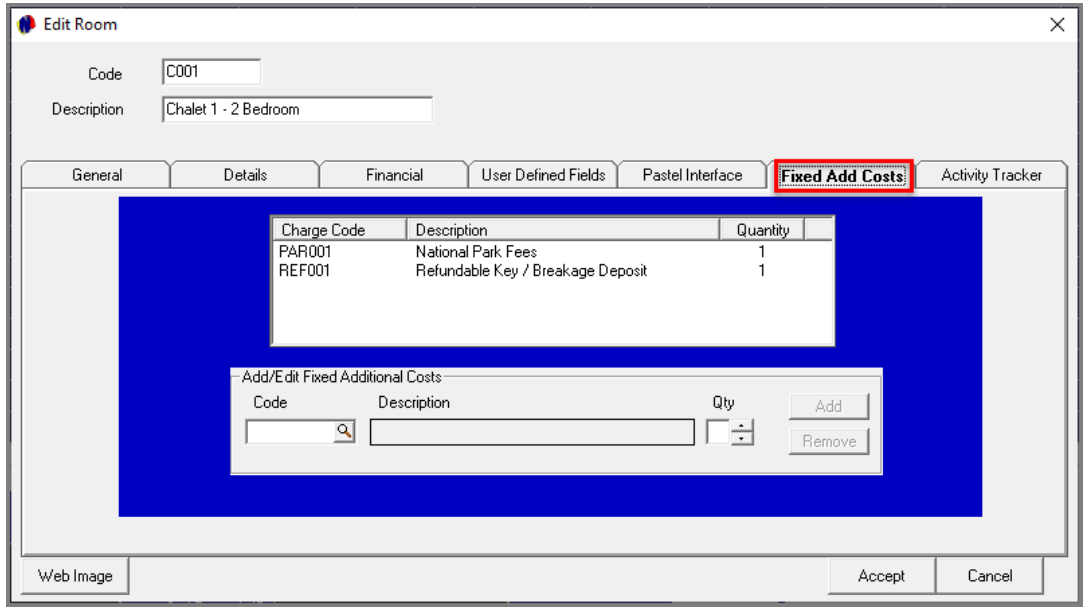
Novtel also incorporates a Reminder System. Reminders regarding the room can be set up and the date set here.



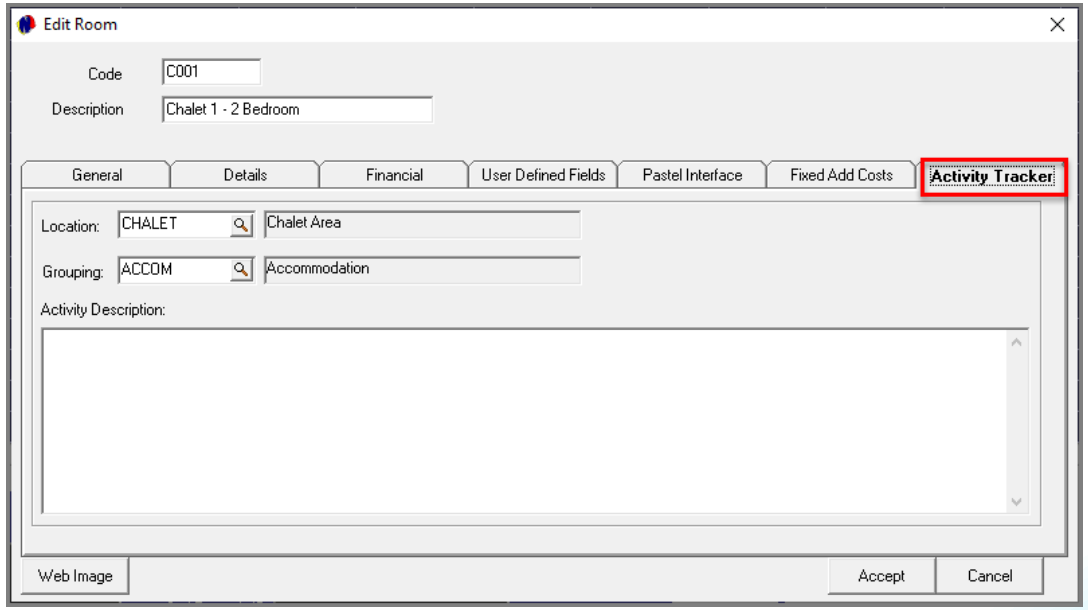
The Pastel Interface Tab will display the Pastel Inventory Code to which financial information is posted when the room is rented.

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

Rooms



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.



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

8

Customers / Guests

Hotel reception photo created by freepik - www.freepik.com

Customers / Guests

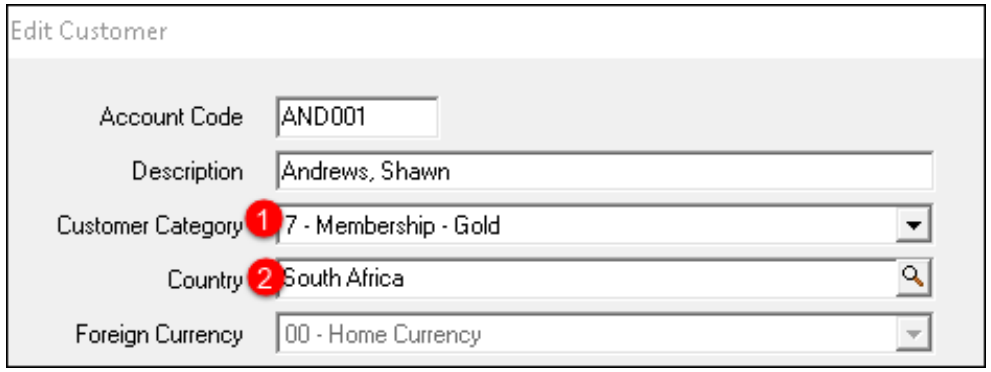
In the Hospitality Industry, Customers – in reality - are called Guests. However: The Novtel system refers to these Guests as Customers.

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.

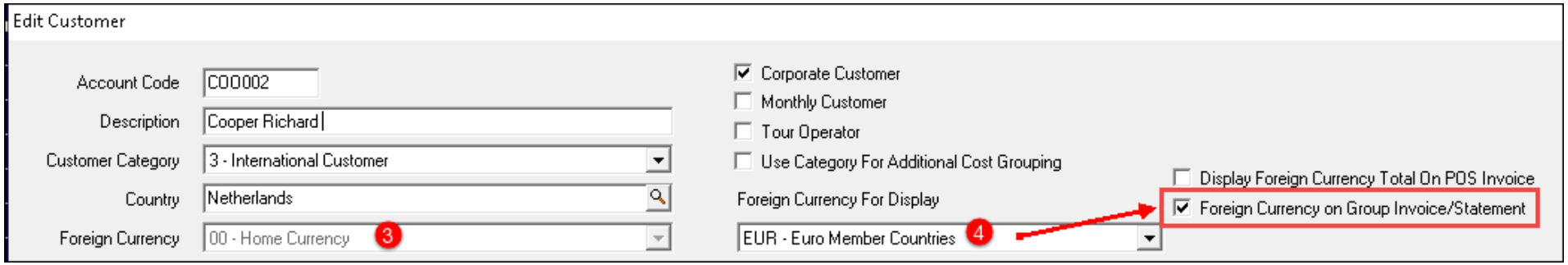


1. In Novtel, a Customer can be linked to a specific Customer Category – as set up in the financial system – and for which POS discounts can be administrated.

   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



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.

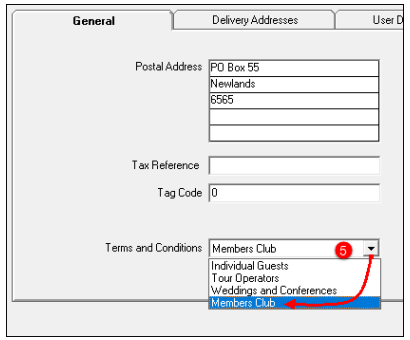
4. The Novtel **'Foreign Currency'** development was done on request of a specific client.

   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.

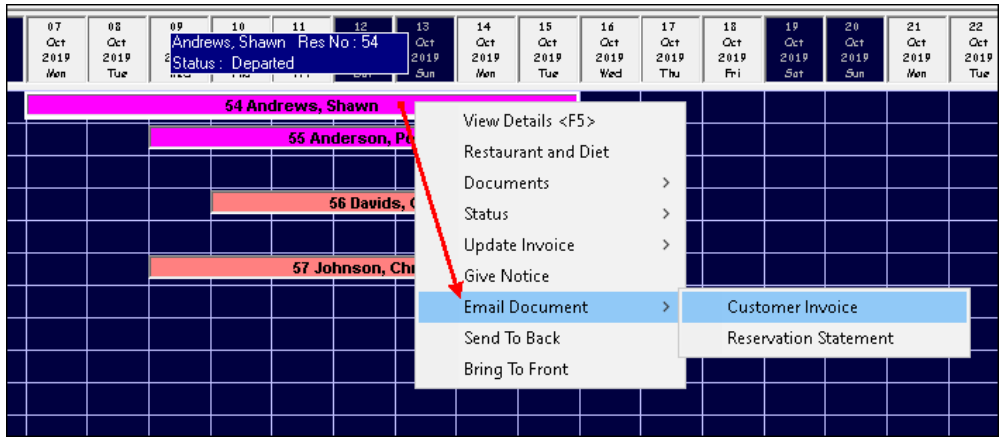
   The use of the 'Foreign Currency' feature will only be relevant when:

   - ✓ **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'.**

Customers / Guests



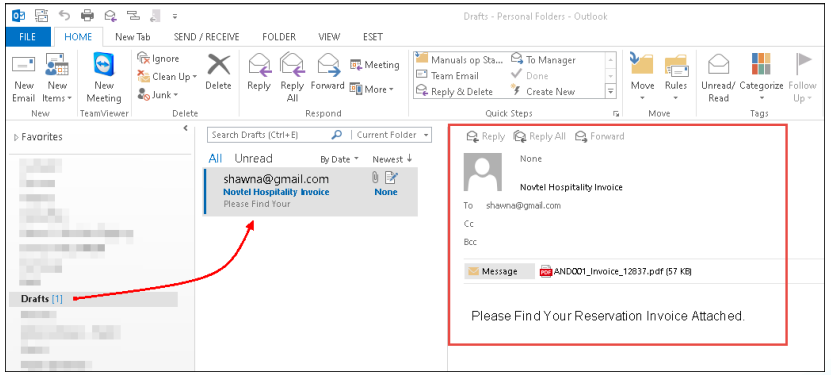
5. A specific set of Terms and Conditions can be linked to the Customer and if set up, the Terms and Conditions will be displayed on the Customer's Reservation Statement.

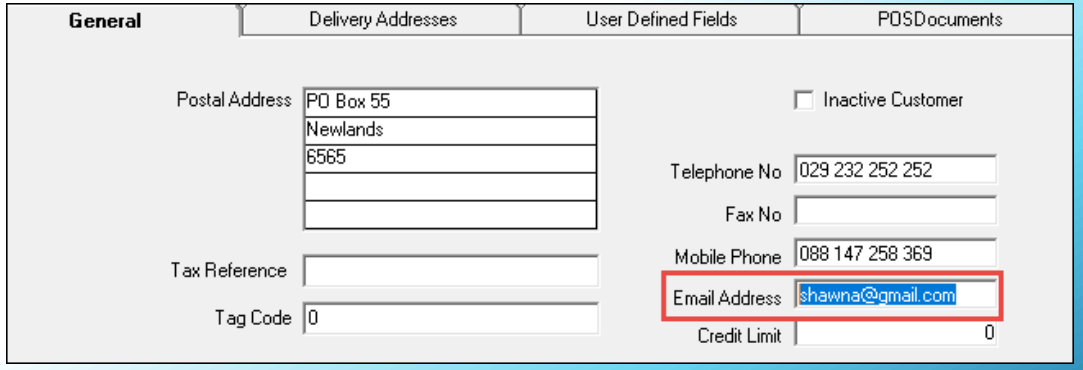


Novtel integrates with Microsoft Outlook, and Invoices and reservation statements can be sent from the Grid reservation, using Outlook.

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.





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**.

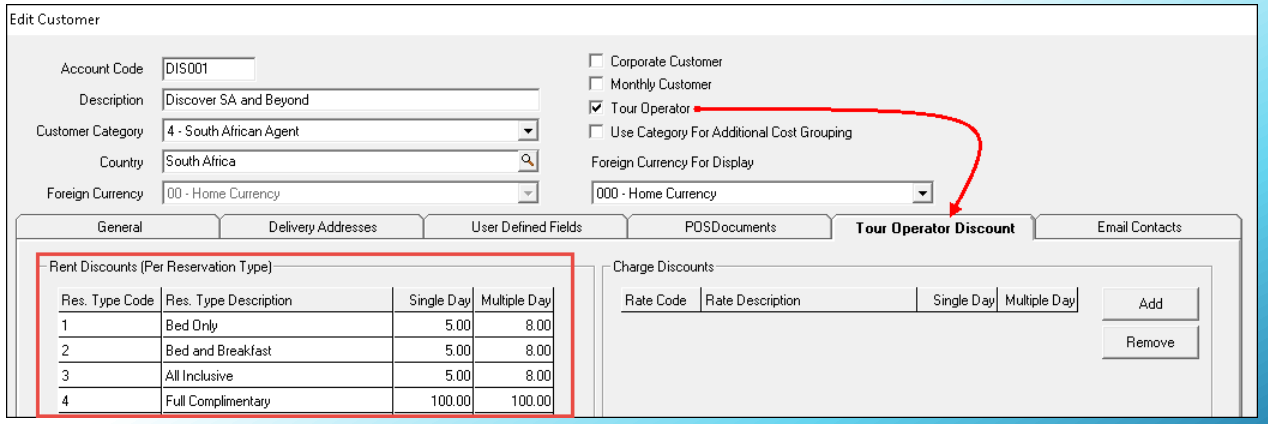
However, the Tour Operator will automatically receive discounted prices – as set up on the Customer master file - and will 'earn' the difference as an income.

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



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)

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
ZLA001	Zip Line Adult	20.00	20.00
ZLK001	Zip Line - Kids	20.00	20.00

Add

Remove

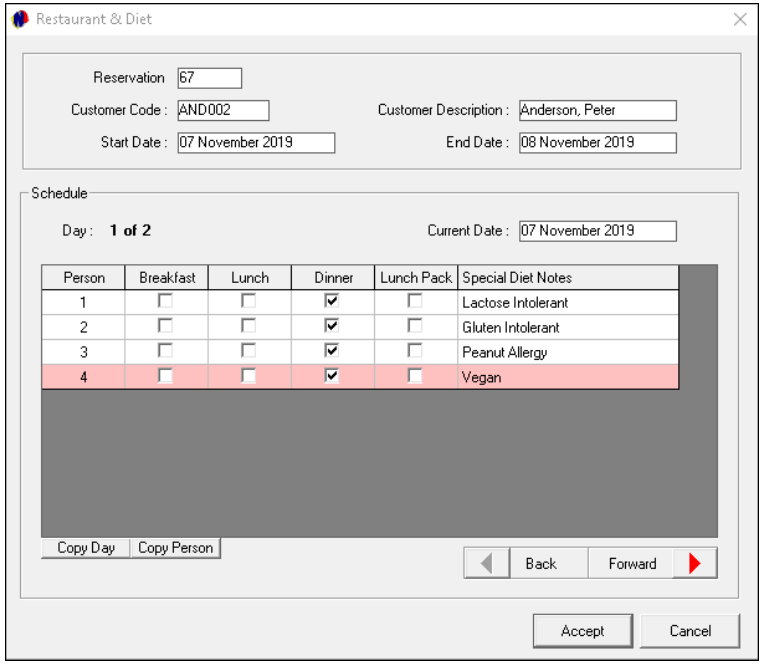
Novtel® Hospitality Management

9

Restaurant and Diet Settings

Hotel reception photo created by freepik - www.freepik.com

Restaurant and Diet Settings



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

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.

Novtel® Hospitality Management

10

Reservations and Statuses

Hotel reception photo created by freepik - www.freepik.com

Reservations and Statuses

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

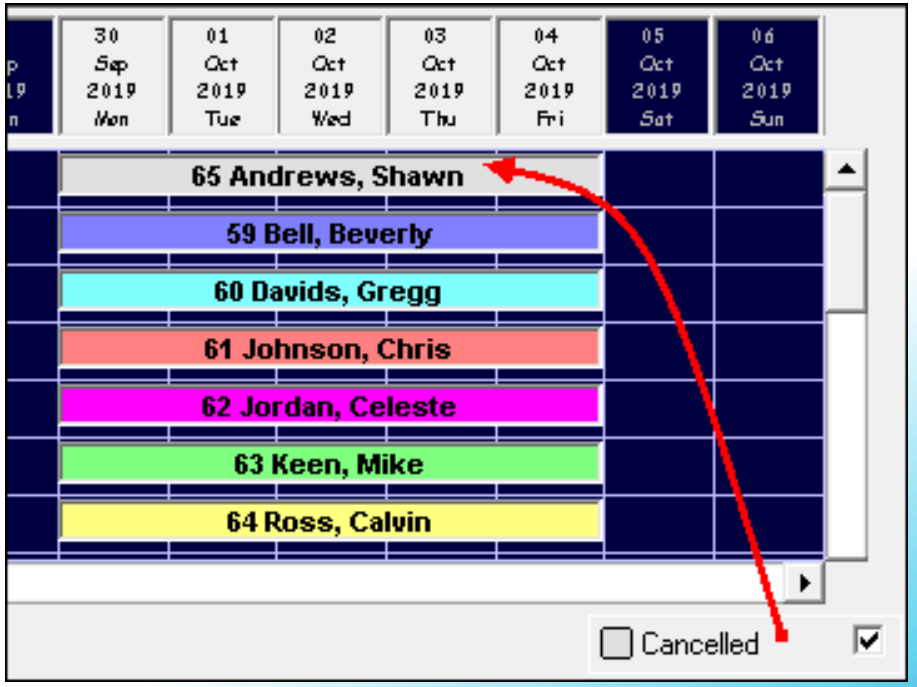
The Receptionist will be able to identify the status of a reservation, by simply glancing on the Novtel grid. Each time a reservation's status is amended, it will appear in a different colour.

Note:

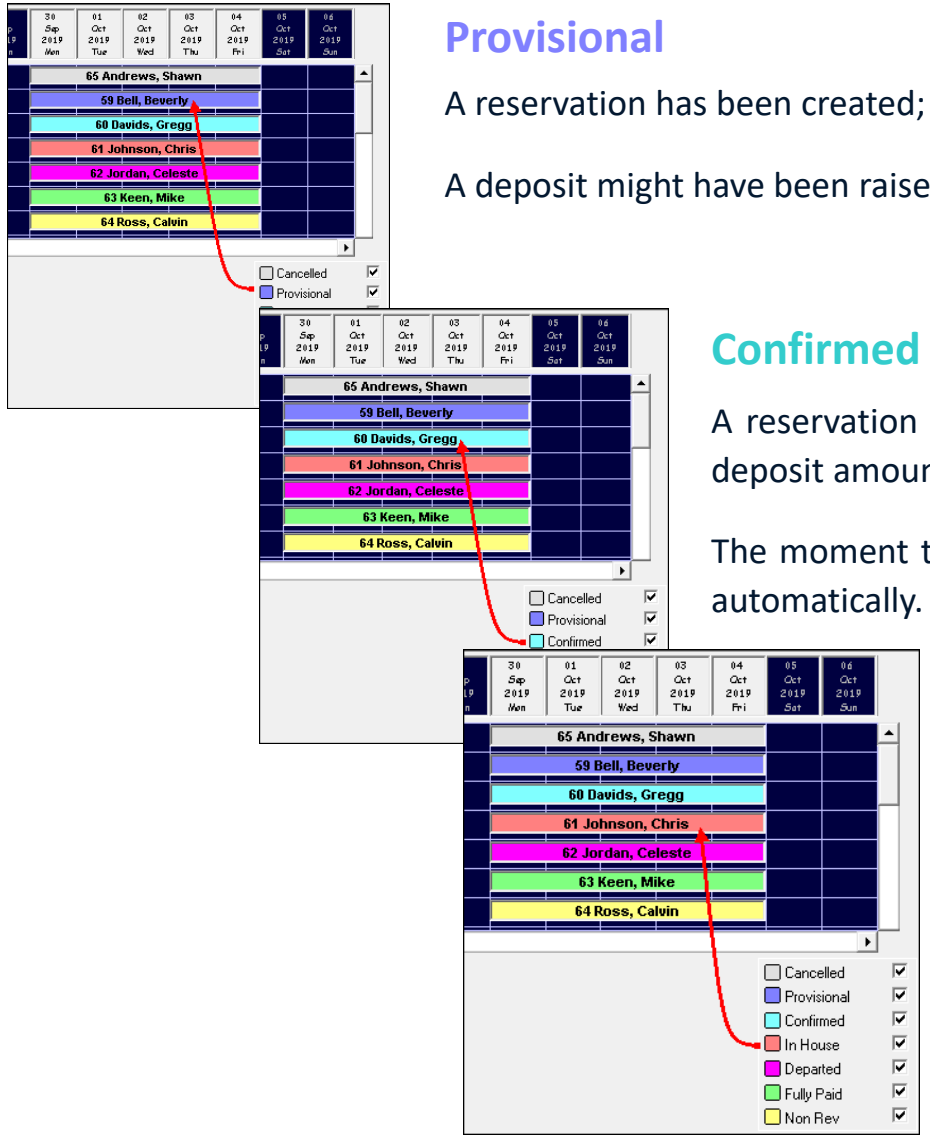
ONLY if the checkboxes next to the following statuses below the grid, are ticked, will the reservations containing the selected status, be displayed on the grid.

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.



Reservations and Statuses



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.

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.

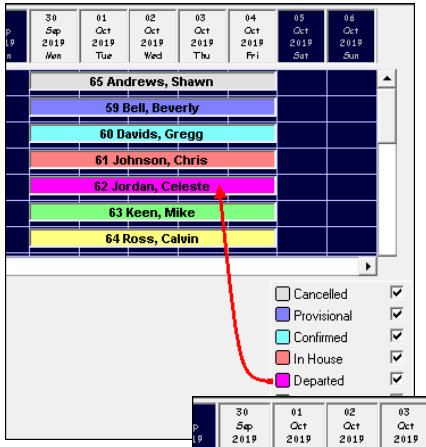
The moment that the deposit is receipted, the status is changed by the system automatically.

In-House

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

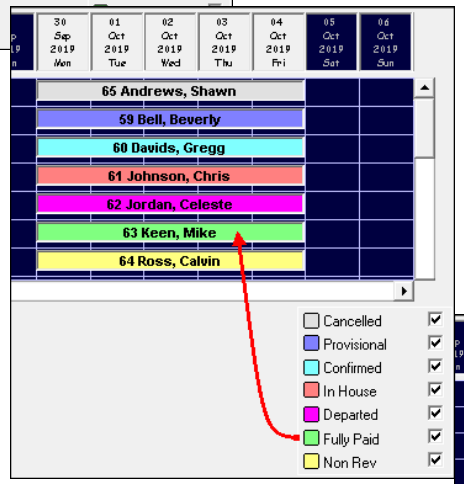
Please note that this is a manual process performed by the Receptionist.

Reservations and Statuses



Departed

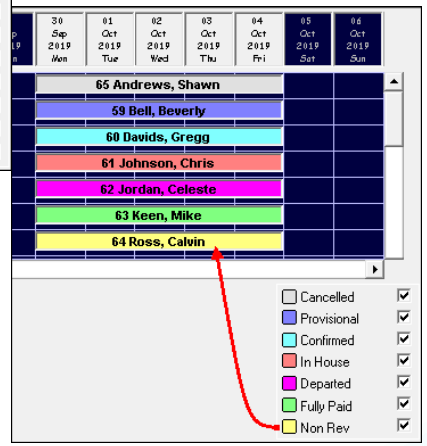
The Guest has checked out on the reservation's end date and the status is '**Departed**'. It will remain as such until the balance is settled in full.



Fully Paid

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

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



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.

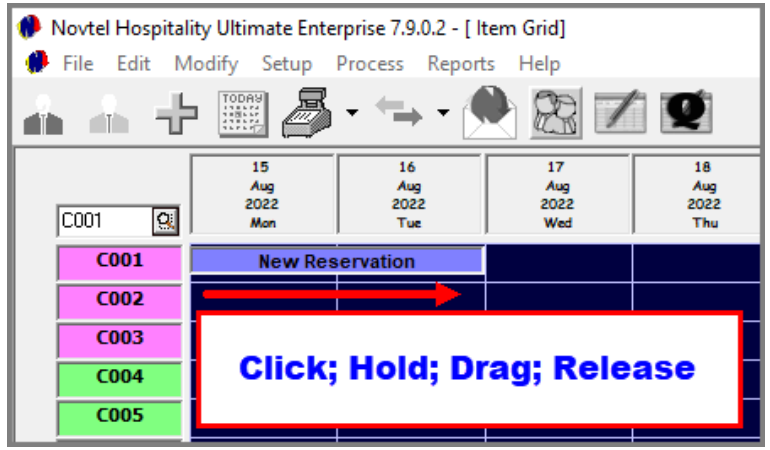
Novtel® Hospitality Management

11

New Individual Reservations

Hotel reception photo created by freepik - www.freepik.com

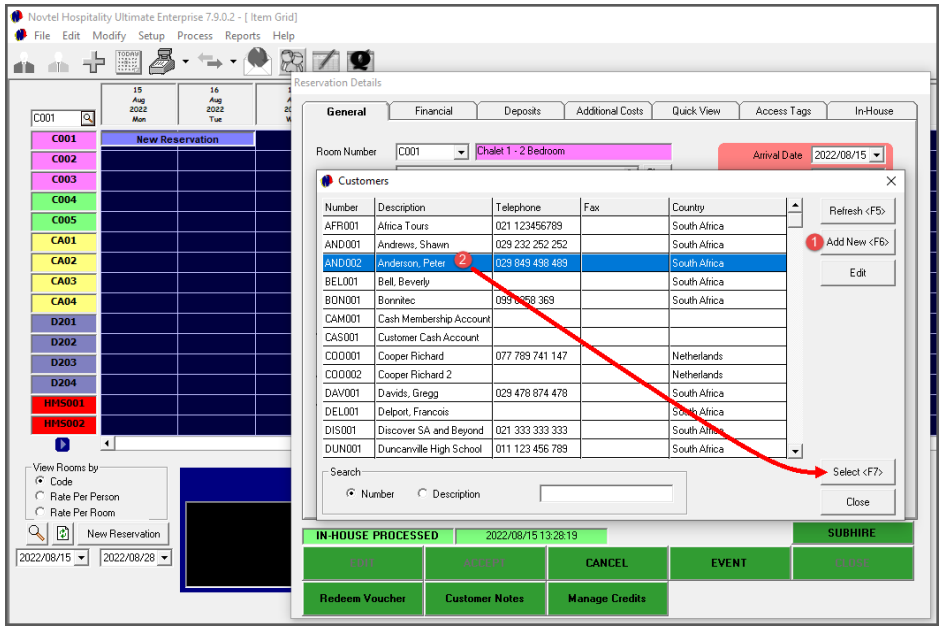
New Individual Reservations



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.

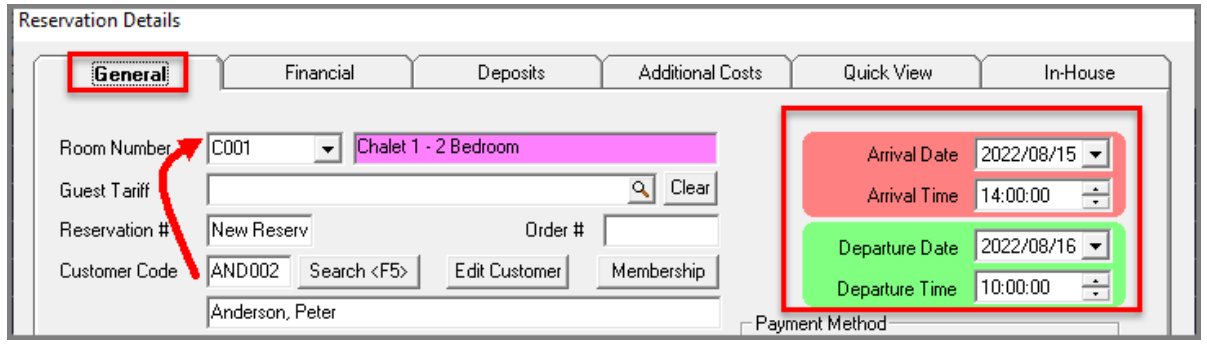
Either way, the system will highlight the matching criteria after which the Guest is selected by clicking 'Select'.

New Individual Reservations

The General Tab

The ‘Reservation Details’ window is now displayed and linked to:

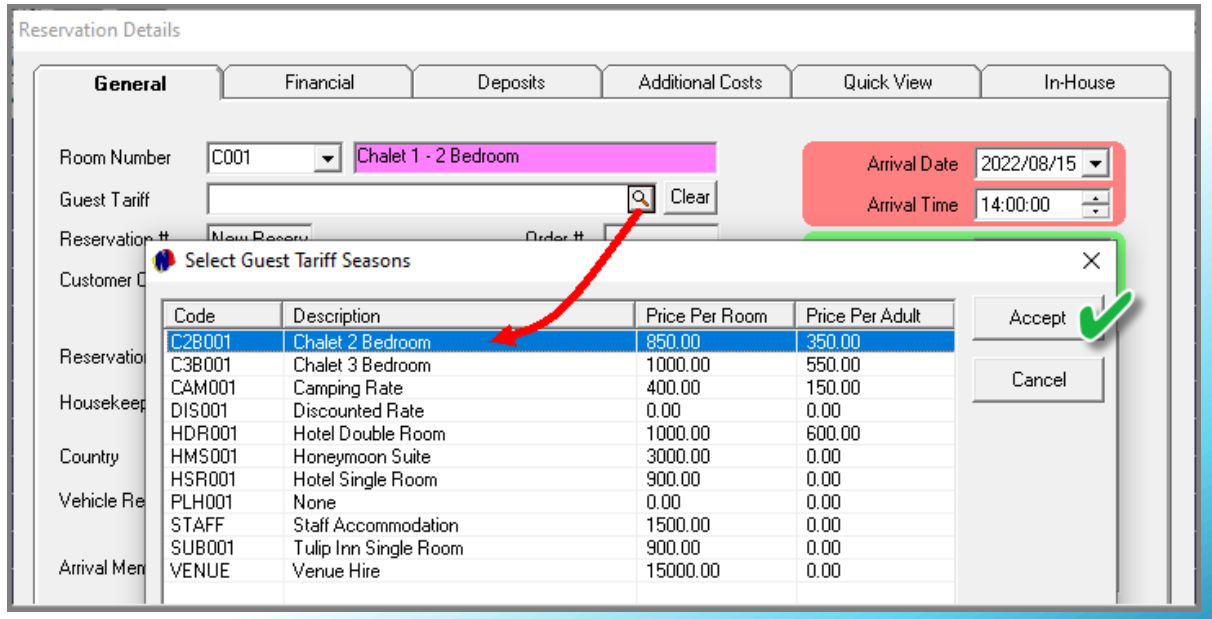
- ✓ The selected ‘Customer’s’ account
- ✓ The room for which the reservation was made
- ✓ And the Arrival and Departure dates as selected on the Grid



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’.

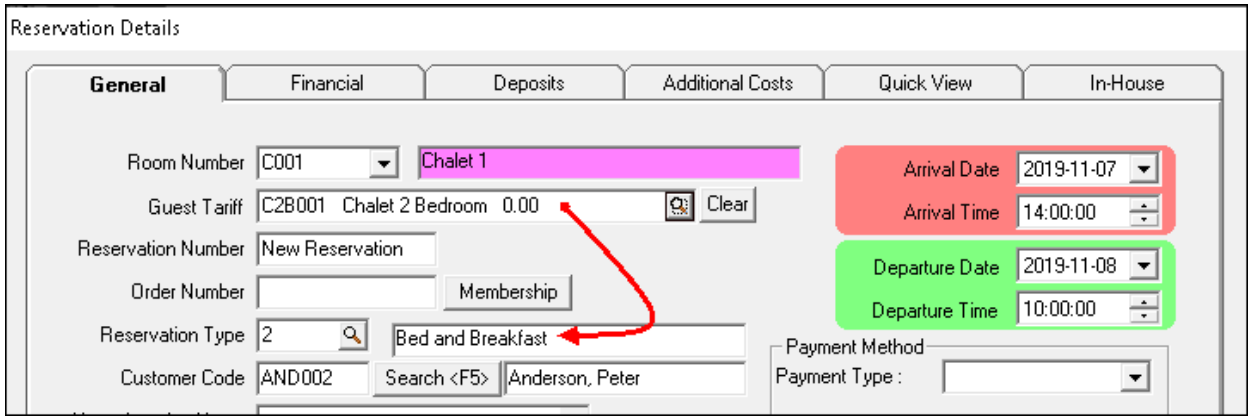


New Individual Reservations

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:



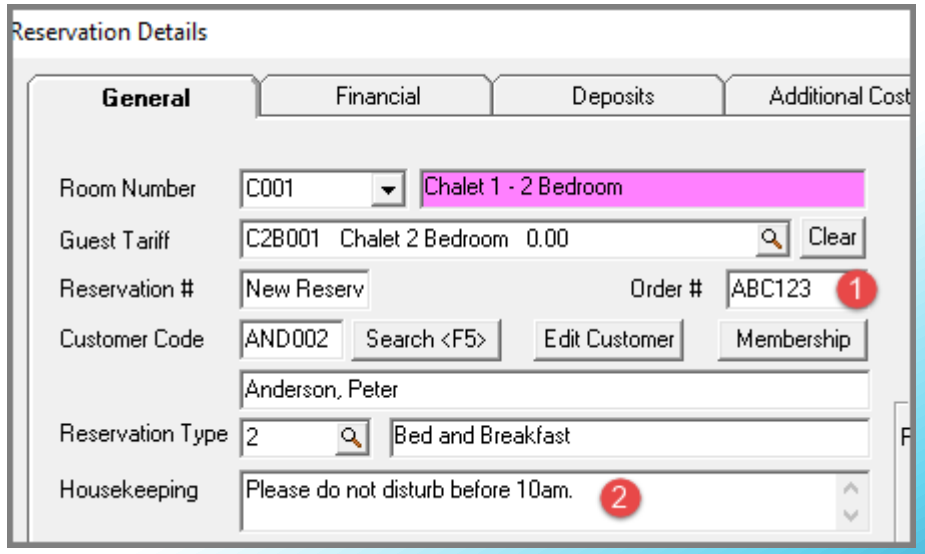
1. Order Number

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.



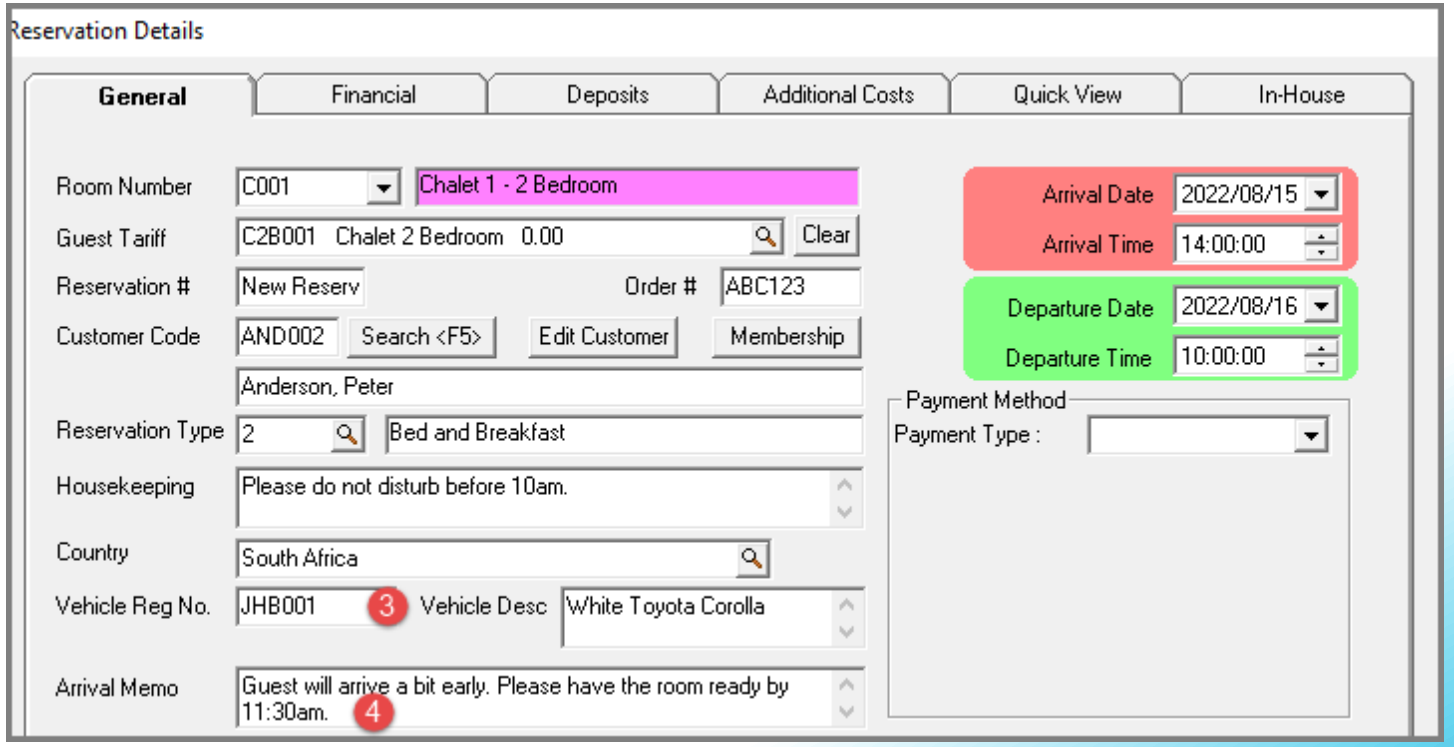
3. Vehicle Registration and Description

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.

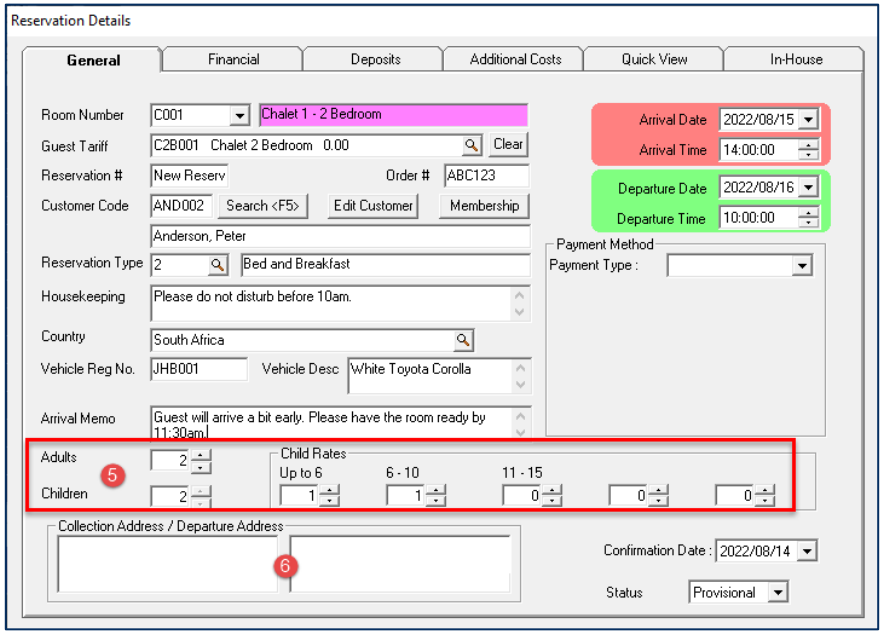
4. Arrival Memo

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.



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.

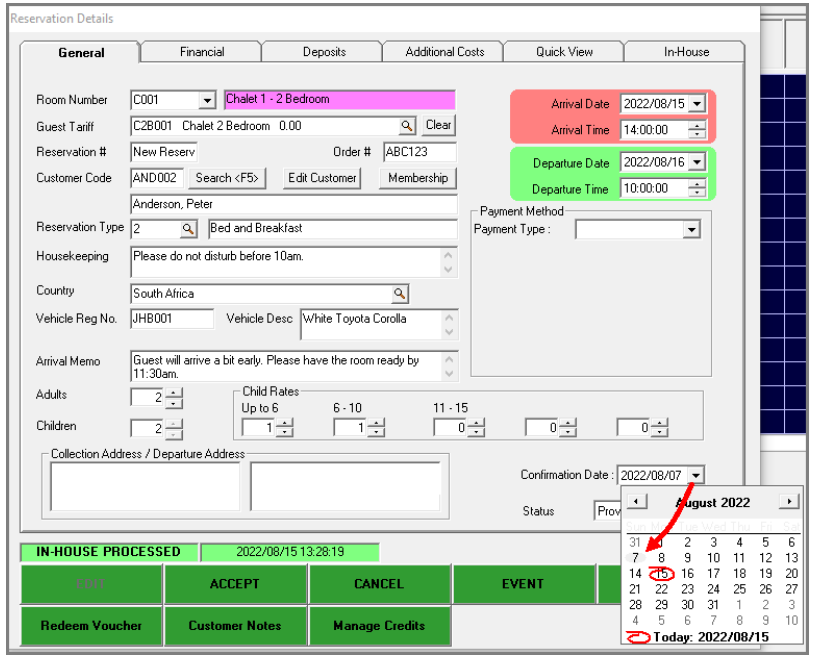
6. Collection and Departure Addresses

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



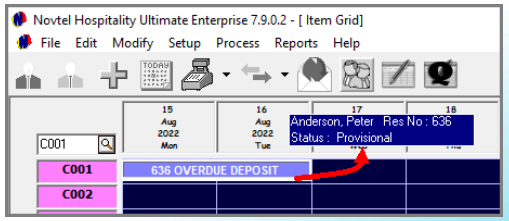
Confirmation Date

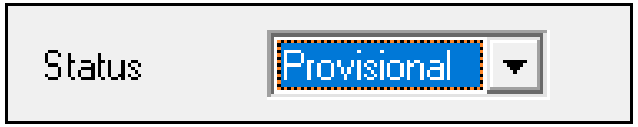
A date can be set by which the reservation must be confirmed. This is especially useful when your company makes use of the 'Reminder' system which must be set up by your system Administrator.

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.



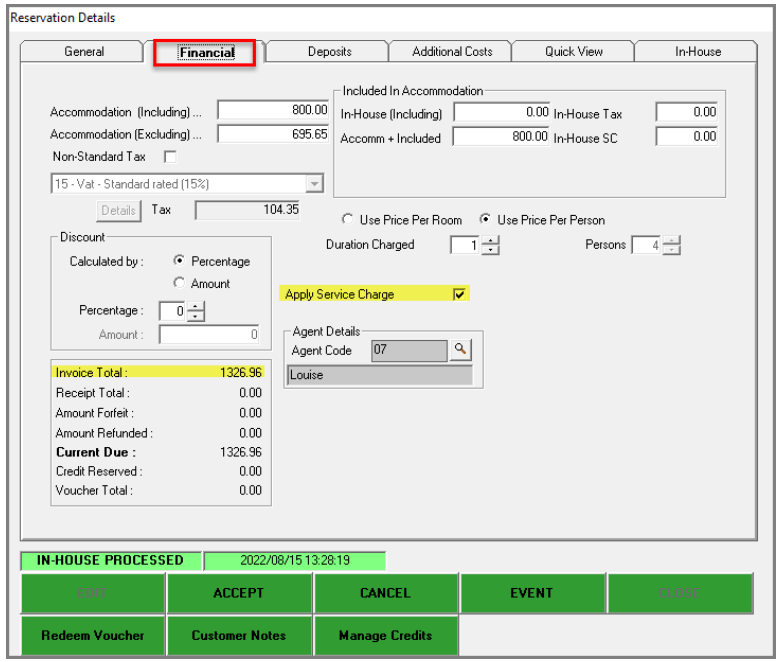


Status

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



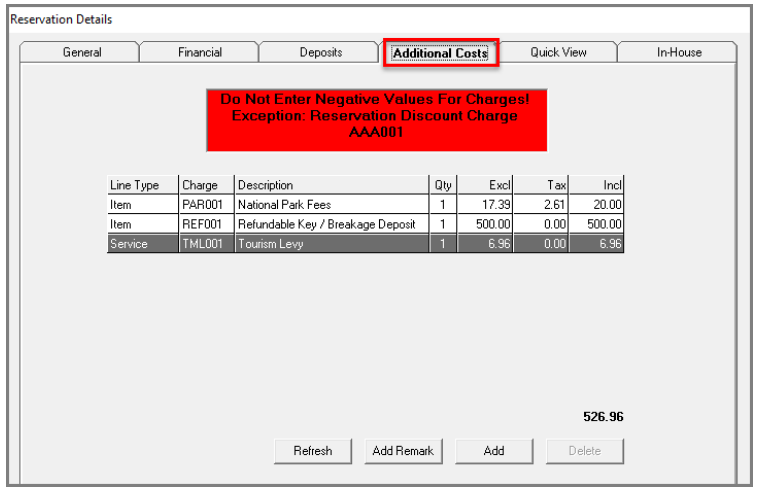
The Financial Tab

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.

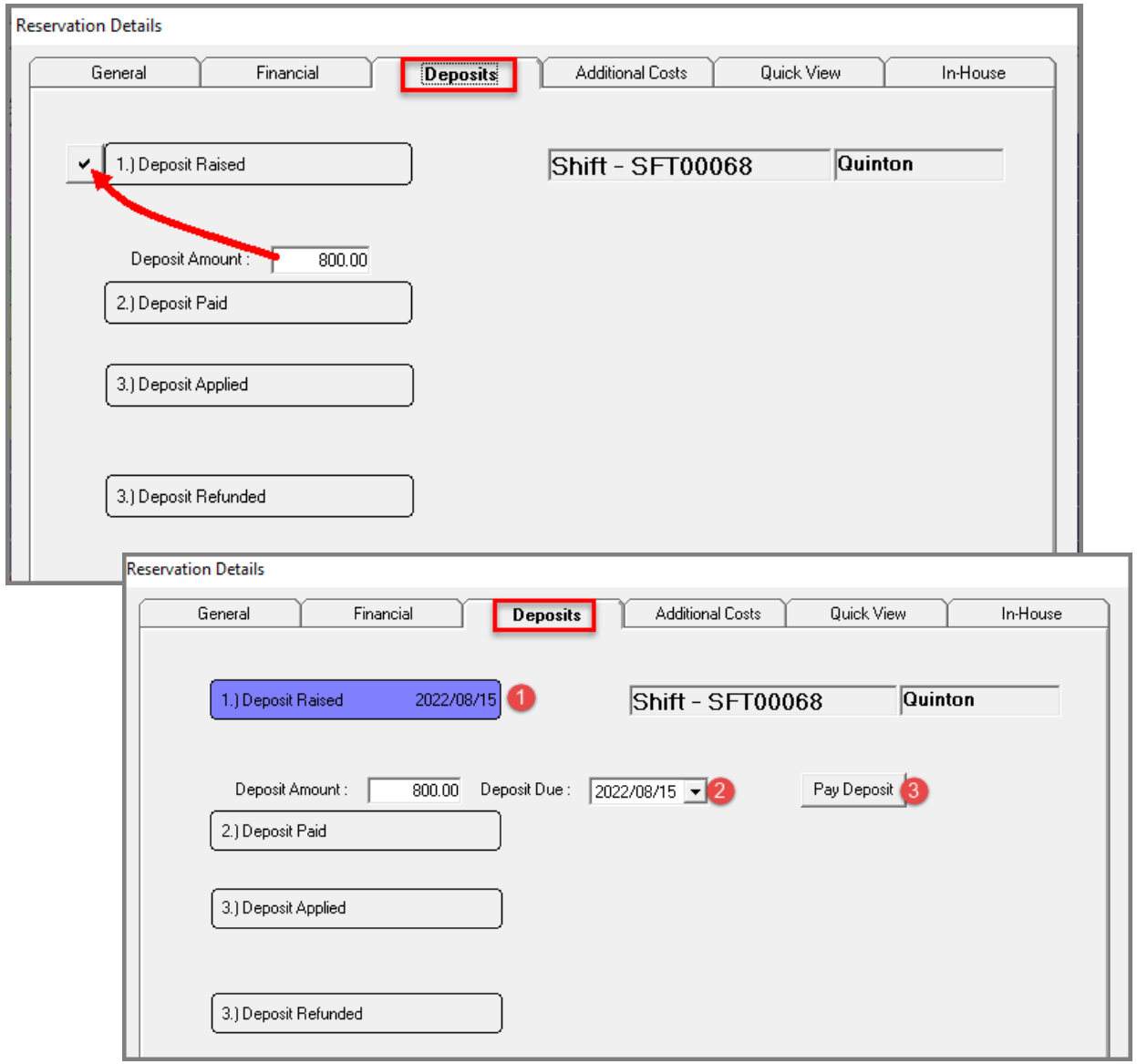


Service Charge

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.

New Individual Reservations



The Deposits Tab

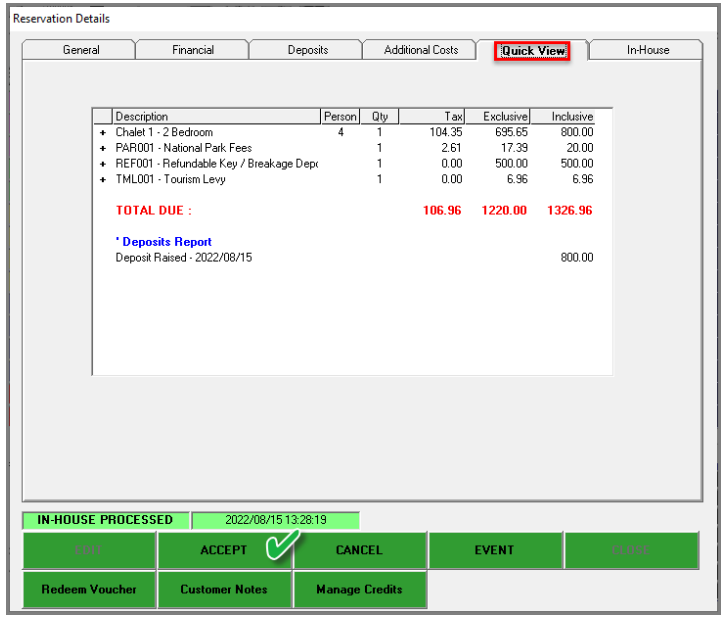
A default deposit percentage may apply to all reservations, and if set up, Novtel will automatically calculate the amount based on the accommodation total only.

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

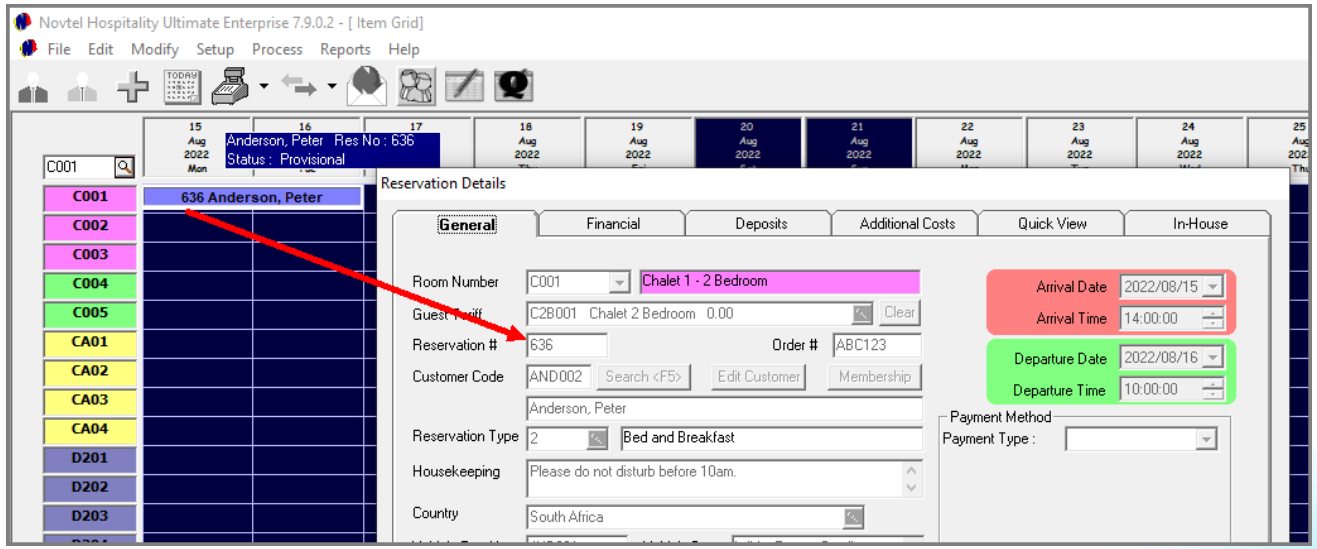


The Quick View Tab

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.



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.

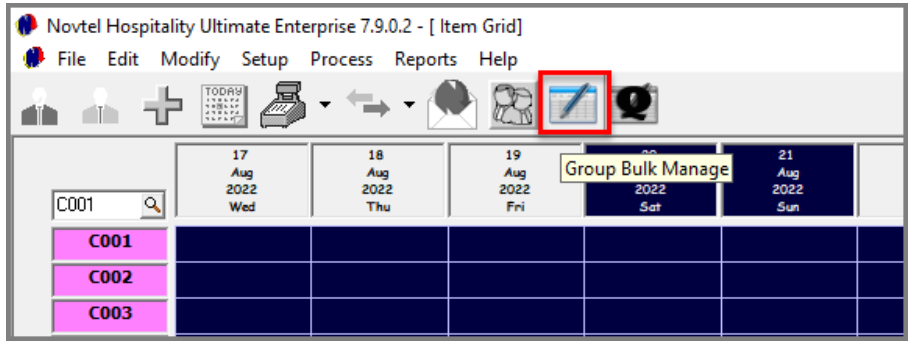
Novtel® Hospitality Management

12

New Group Reservations

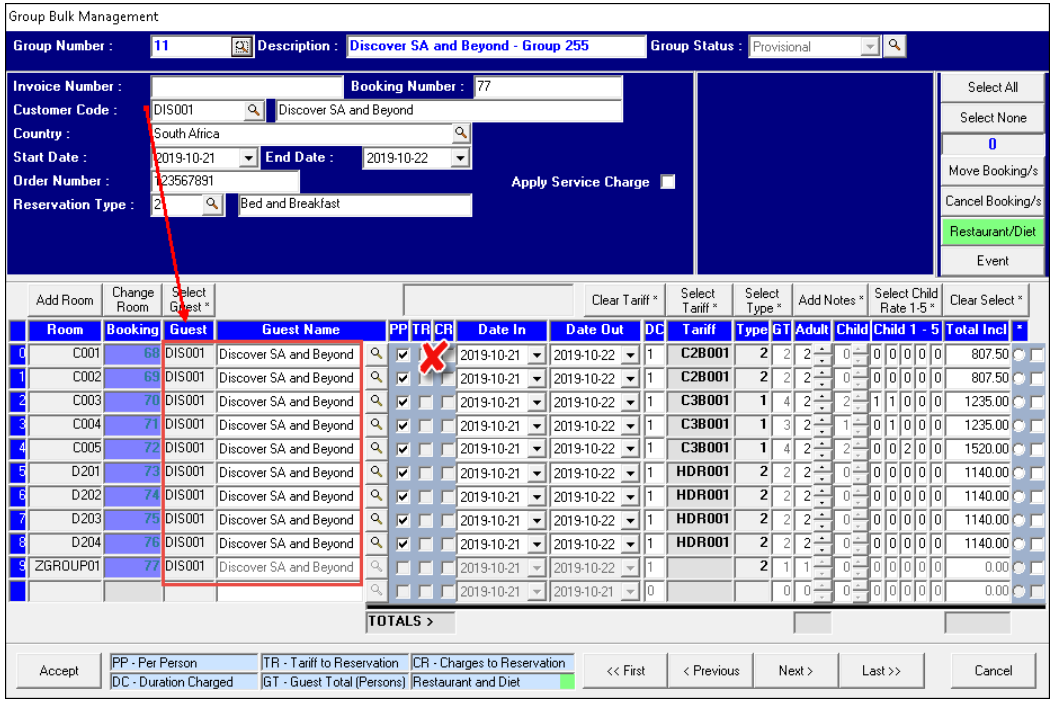
Hotel reception photo created by freepik - www.freepik.com

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.

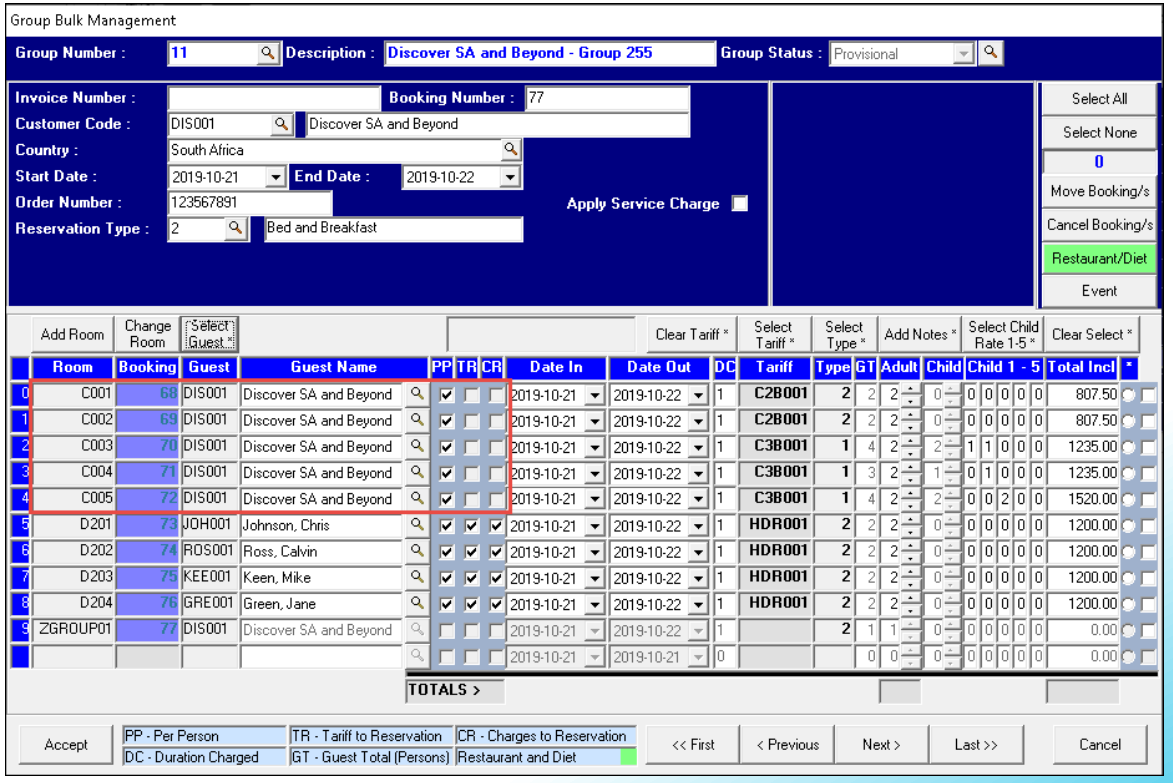


Depending on the selected settings, the following will be true:

- ✓ **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.

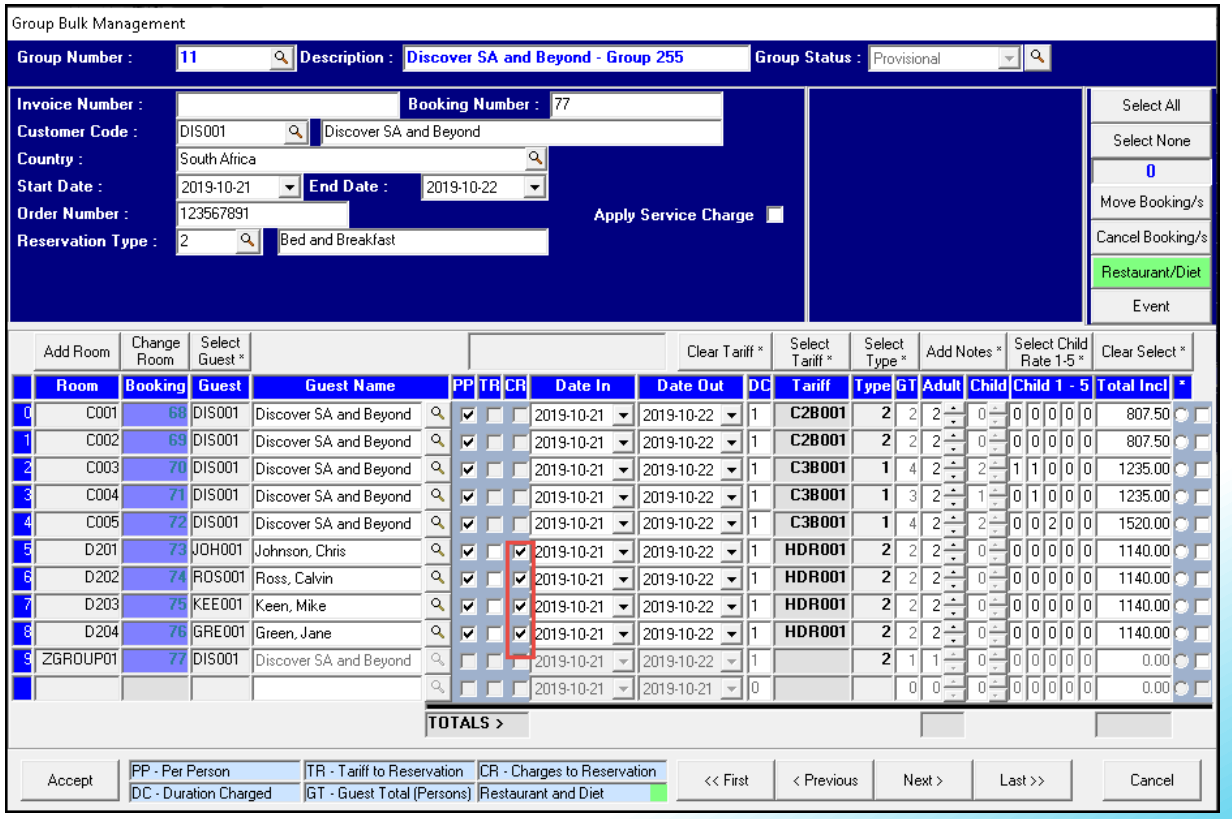
New Group Reservations

- ✓ **A person or company will be liable for one or more reservation's accommodation cost and charges**
  - When the Customer Master File of the reservations linked to the Group **is the same** than that of the Group Owner, the Group Owner is liable for the payment of the accommodation and charges
  - As for the rest of the reservations, the **Customer Code differs** and therefore the 'TR' and 'CR' options are activated. If selected, it will cause an invoice to be issued to the individual Guests under their own Customer Code.
  - The deposit for reservations with the same Customer Code than the Group Owner, is raised on the 'Group Container Booking' and all payments are receipted against this booking specifically.
  - Deposits for the Guests with a different Customer Code than the Group Owner (and the 'TR' tick is selected) are raised on the individual reservations, and not on the Group Container Booking. All payments are receipted on the reservations individually.



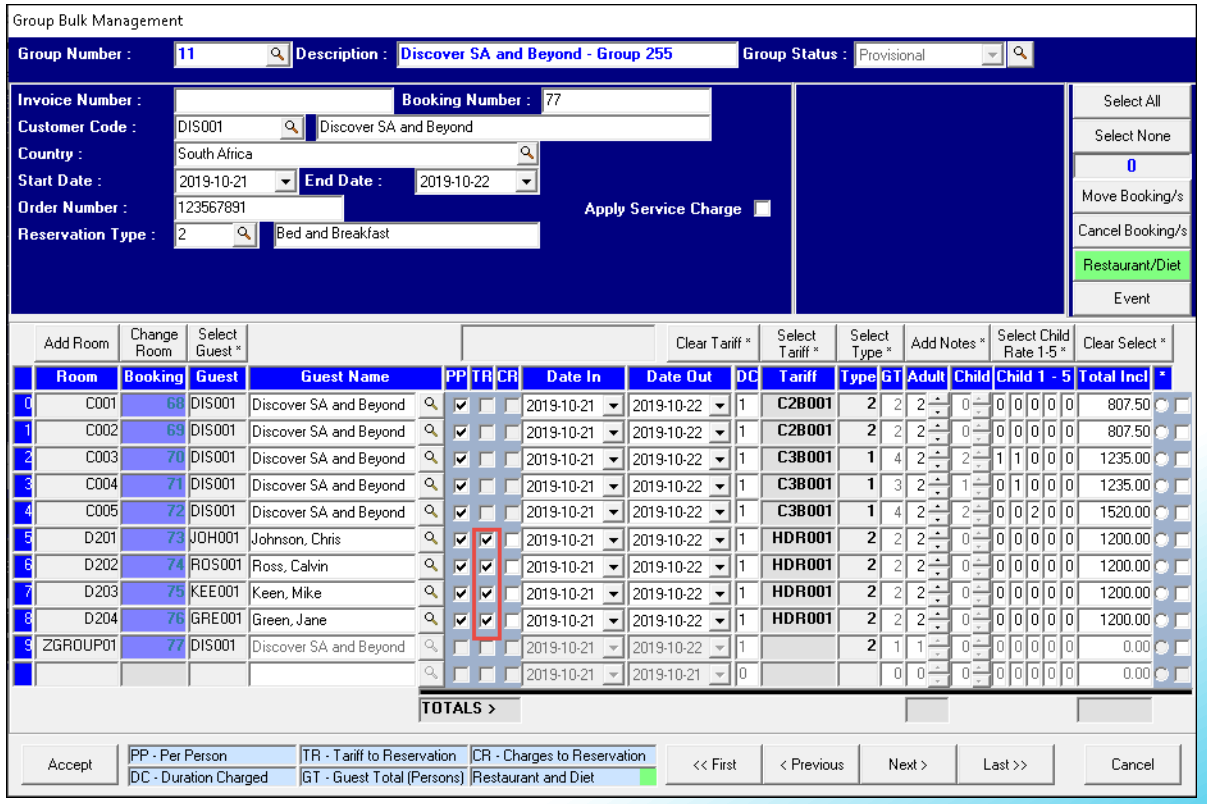
New Group Reservations

- ✓ **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.



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.

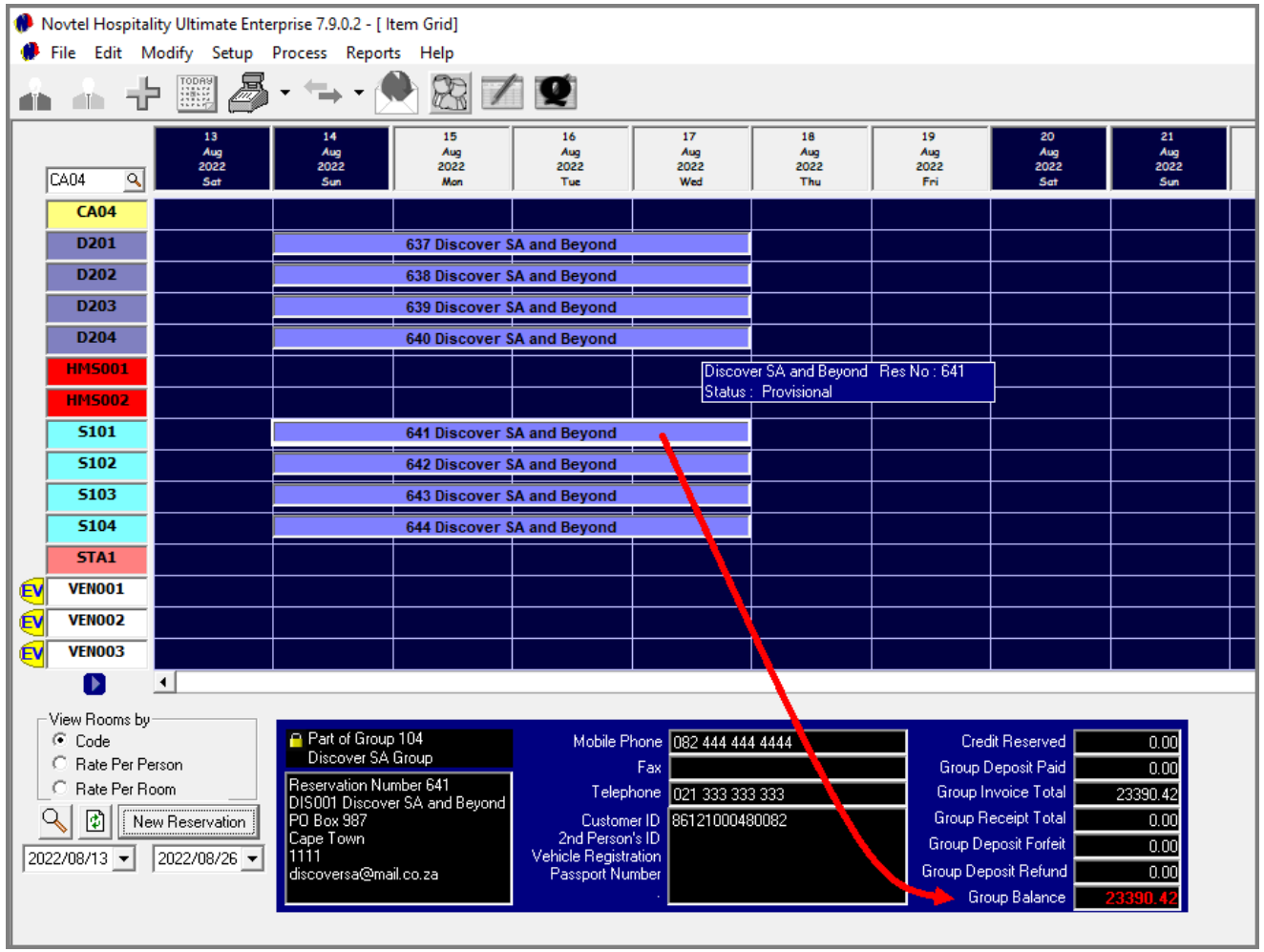


New Group Reservations

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



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 : Apply Service Charge ☑
Reservation Type : 2 Bed and Breakfast
Agent Code 07 Louise

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	Child 2	Child 3	Child 4	Child 5	Total Incl	*
0	D201	637	DIS001	Mr and Mrs Smith	☑			2022/08/14	2022/08/17	3	HDR001	2	2	2	0	0	0	0	0	0	3312.00	
1	D202	638	DIS001	Mr and Mrs Pretorius	☑			2022/08/14	2022/08/17	3	HDR001	2	2	2	0	0	0	0	0	0	3312.00	
2	D203	639	DIS001	Mr and Mrs Fourie	☑			2022/08/14	2022/08/17	3	HDR001	2	2	2	0	0	0	0	0	0	3312.00	
3	D204	640	DIS001	Mr and Mrs Cooper	☑			2022/08/14	2022/08/17	3	HDR001	2	2	2	0	0	0	0	0	0	3312.00	
4	S101	641	DIS001	Mr Ross				2022/08/14	2022/08/17	3	HSR001	2	1	1	0	0	0	0	0	0	2484.00	
5	S102	642	DIS001	Mr Dunn				2022/08/14	2022/08/17	3	HSR001	2	1	1	0	0	0	0	0	0	2484.00	
6	S103	643	DIS001	Ms Pienaar				2022/08/14	2022/08/17	3	HSR001	2	1	1	0	0	0	0	0	0	2484.00	
7	S104	644	DIS001	Ms Malan				2022/08/14	2022/08/17	3	HSR001	2	1	1	0	0	0	0	0	0	2484.00	
8	ZGROUP01	645	DIS001	Discover SA and Beyond				2022/08/14	2022/08/17	3		2	1	1	0	0	0	0	0	0	0.00	
								2022/08/16	2022/08/16	0			0	0	0	0	0	0	0	0	0.00	
								2022/08/16	2022/08/16	0			0	0	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.

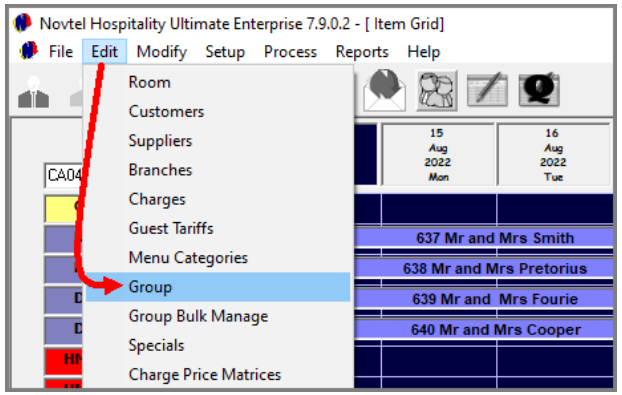
When saved, the altered Guest Descriptions per reservation will be displayed on the Grid.

Novtel 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						
EV VEN001						

New Group Reservations

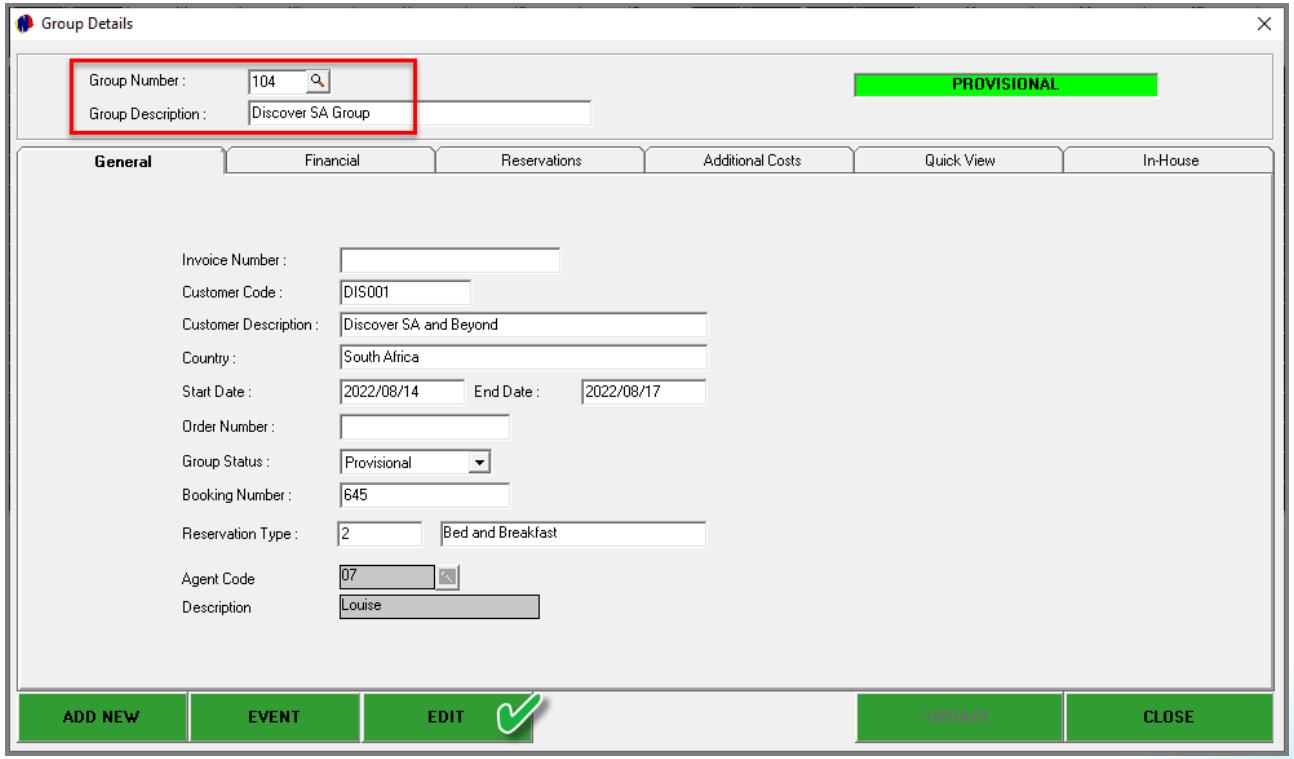


Raising Group Deposits

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

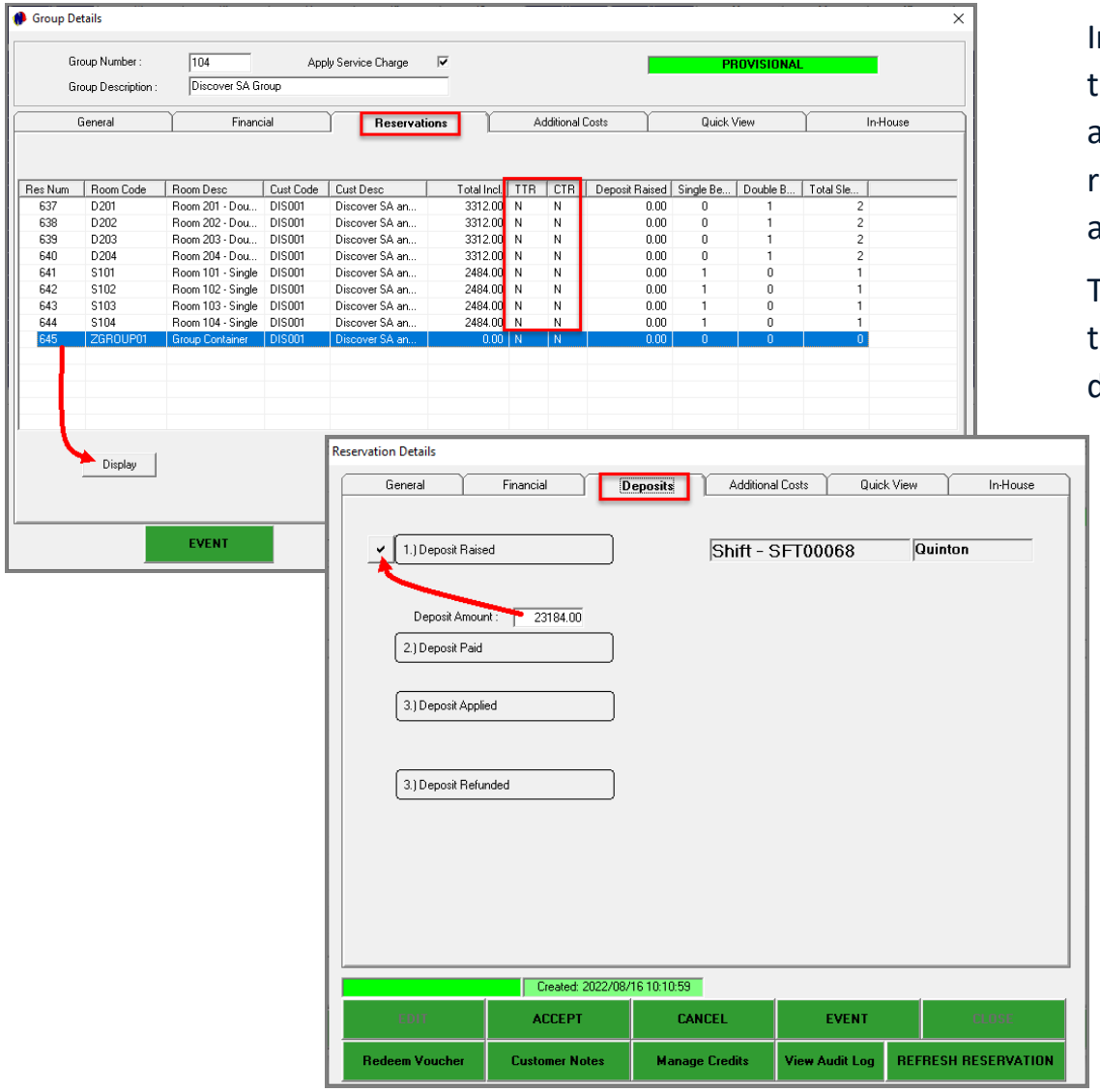
When a Guest – linked to the Group - is liable for the payment of their own accommodation, and therefore liable for the payment of a deposit to confirm their booking - click on 'Edit – Group'.



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

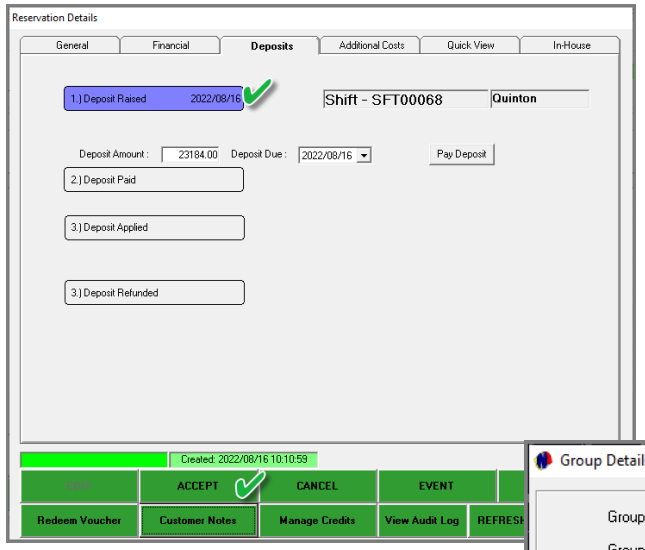


In this case, the ‘Group Owner’ is liable for the payment of the accommodation and all charges linked to the Group, as the ‘TTR’ and ‘CTR’ columns display an ‘N’ next to each reservation to indicate that the Guests are not liable for any payment to our facility.

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



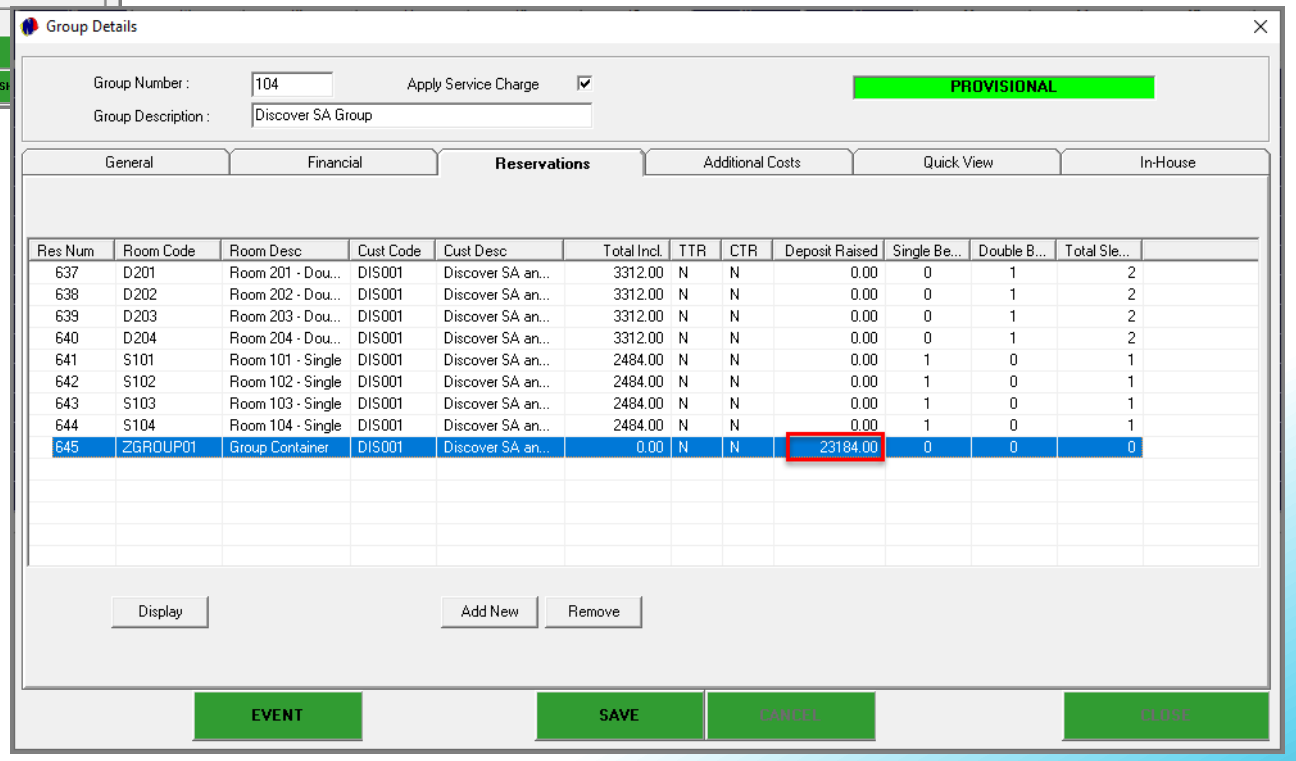
The date upon which the deposit was raised is indicated in the ‘Deposit Raised’ field, and the date by which the deposit is due, is to be selected.

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.



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

Novtel® Hospitality Management

13

Deposit Receipting and the Confirmed Status

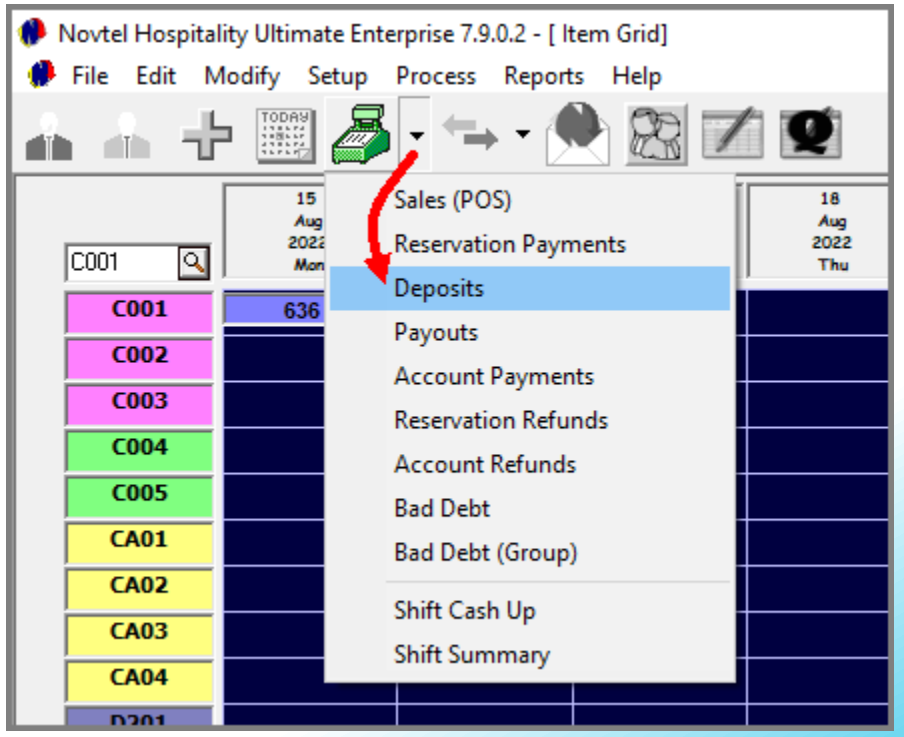
Hotel reception photo created by freepik - www.freepik.com

Deposit Receipting and the Confirmed Status

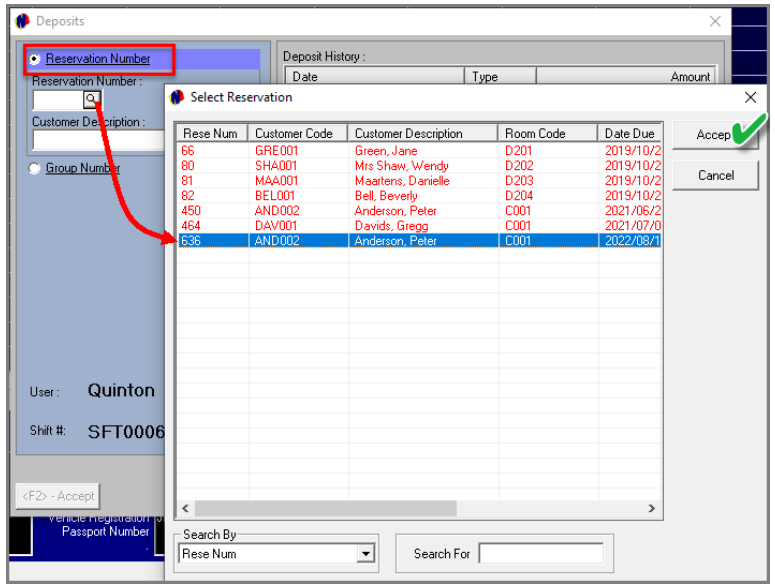
Only once a deposit was raised, can it be receipted. And once receipted, the reservation's status will change to 'Confirmed' automatically.

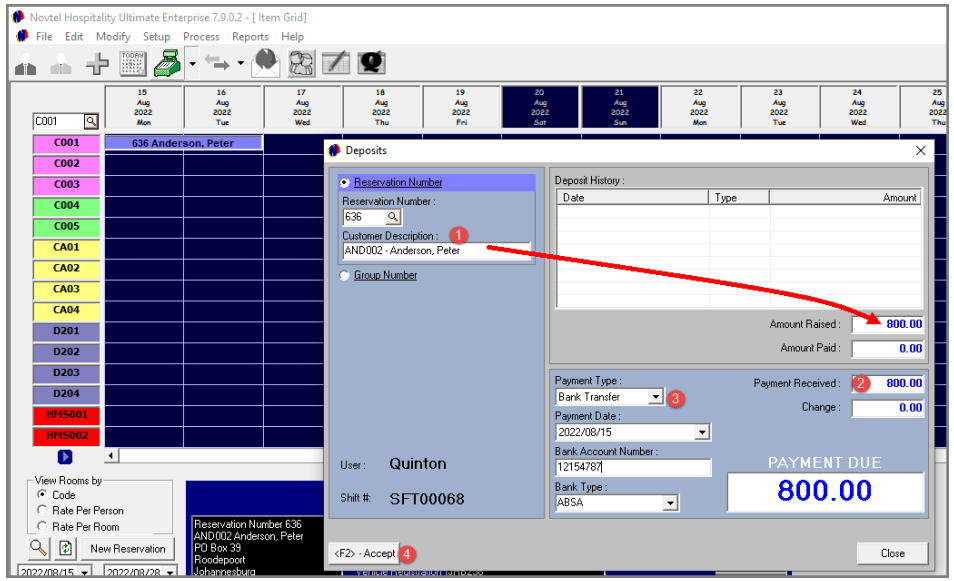
Please note that if the status was changed to 'Confirmed' manually, a deposit CANNOT be raised on a booking. In order to do so, the status must first be changed back to 'Provisional'; the action saved, and only then the deposit can be raised when the reservation is edited.

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





Individual Reservations

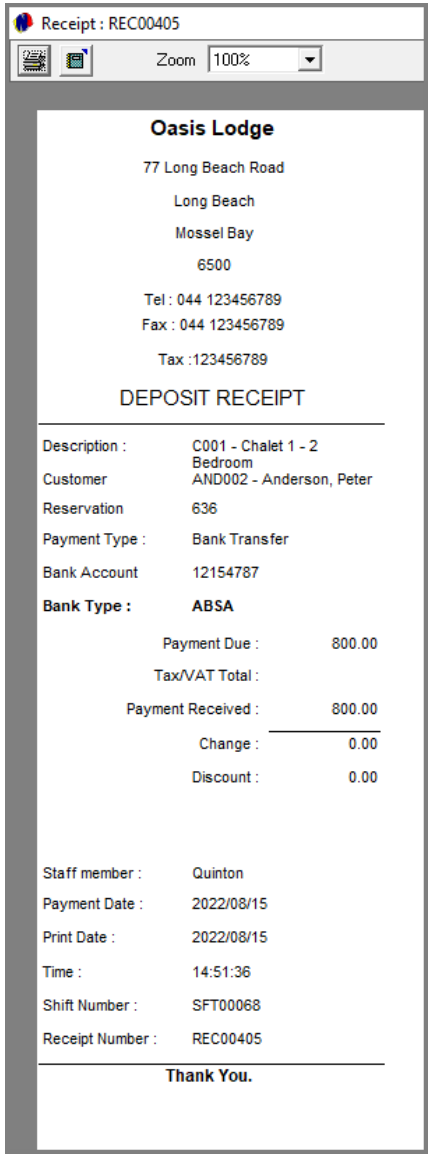
When receipting a deposit for an individual reservation, the 'Reservation Number' option is selected. Clicking on the 'search' option in the 'Reservation Number' field, all reservations for which a deposit was raised, are displayed.

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 form 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'.

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.

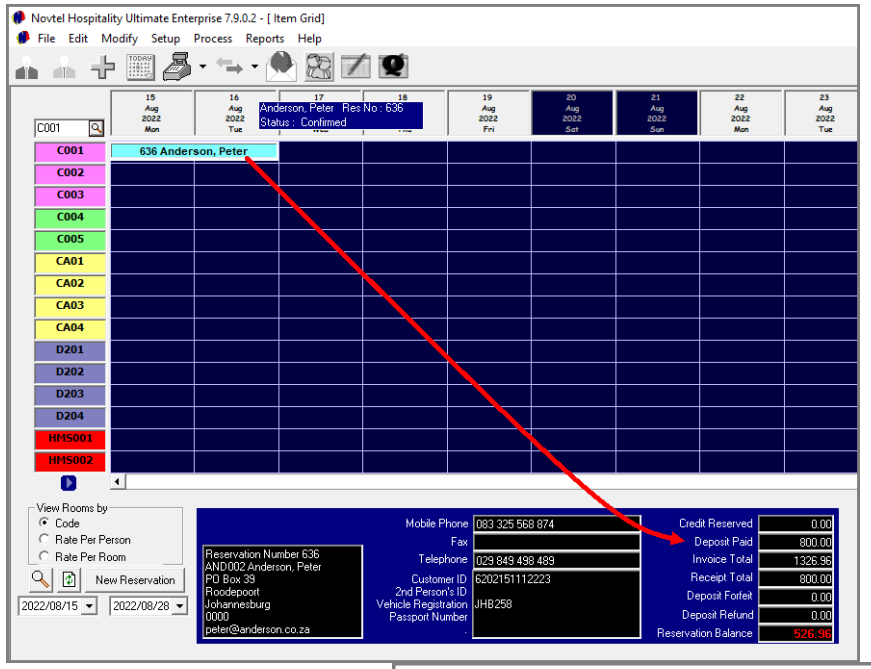
Individual Reservations

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.

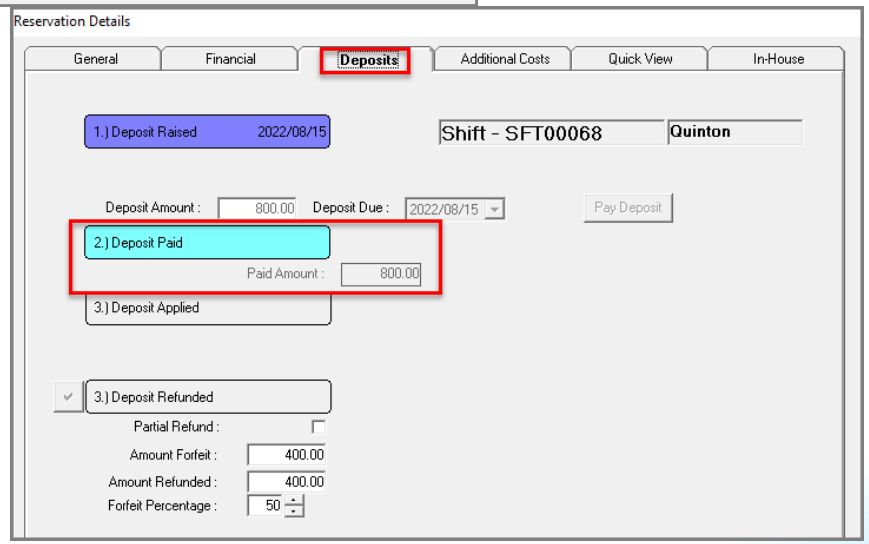
Deposit Receipting and the Confirmed Status



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.

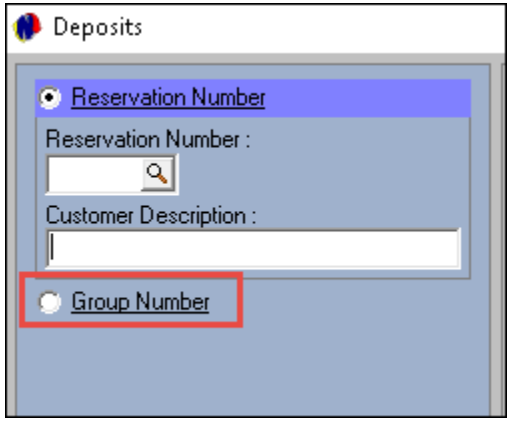


Accessing the reservation and proceeding to the 'Deposits' tab, the 'Deposit Paid' field is displayed in the colour of the 'Confirmed' status, and the amount paid is indicated below it.

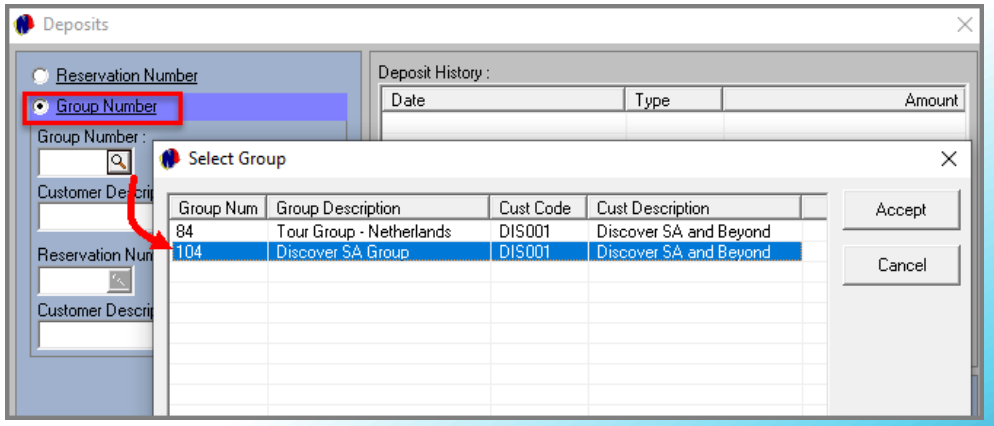
Deposit Receipting and the Confirmed Status

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.

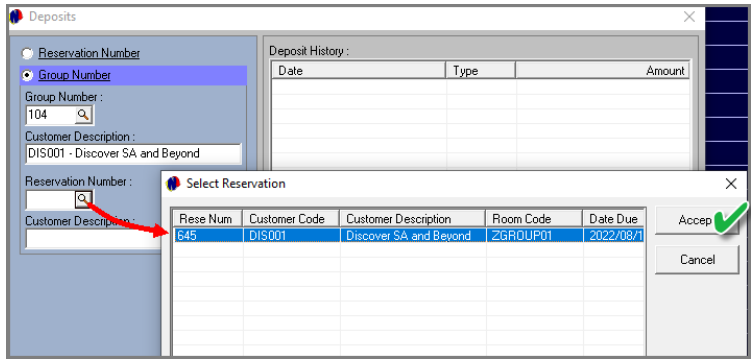


The search option in the 'Group Number' field gives access to all Groups for which a deposit was raised. Search for and select the applicable Group Number.



Deposit Receipting and the Confirmed Status

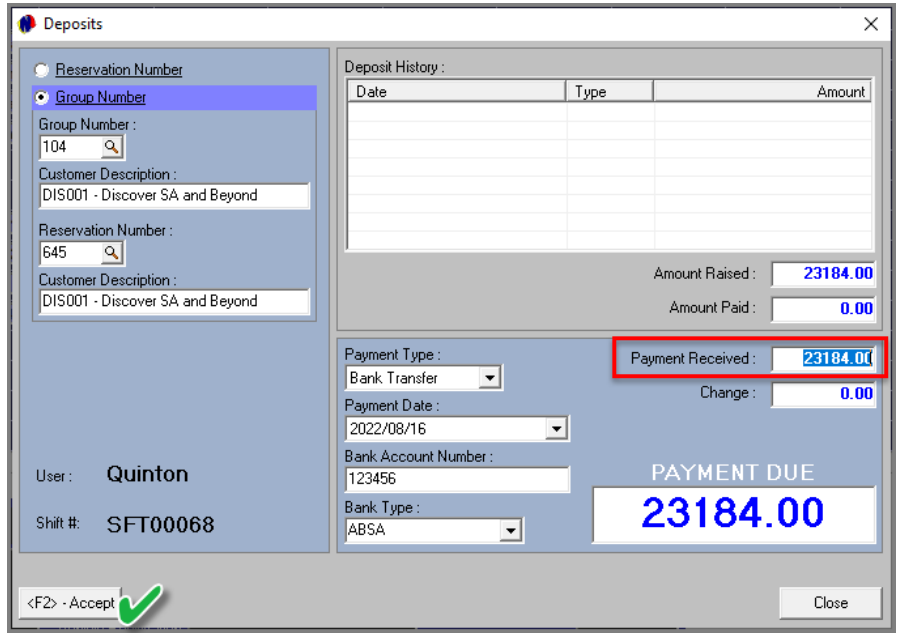
Deposit Payment on Reservations Linked to a Group Booking



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

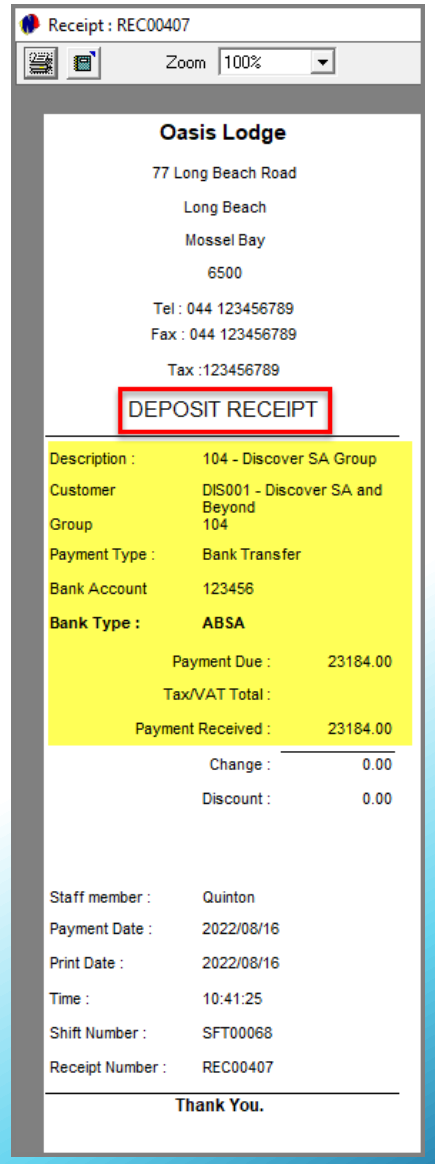
In this case, a deposit was only raised on the Group Container Booking since the Group Owner is liable for the payment of all costs.

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

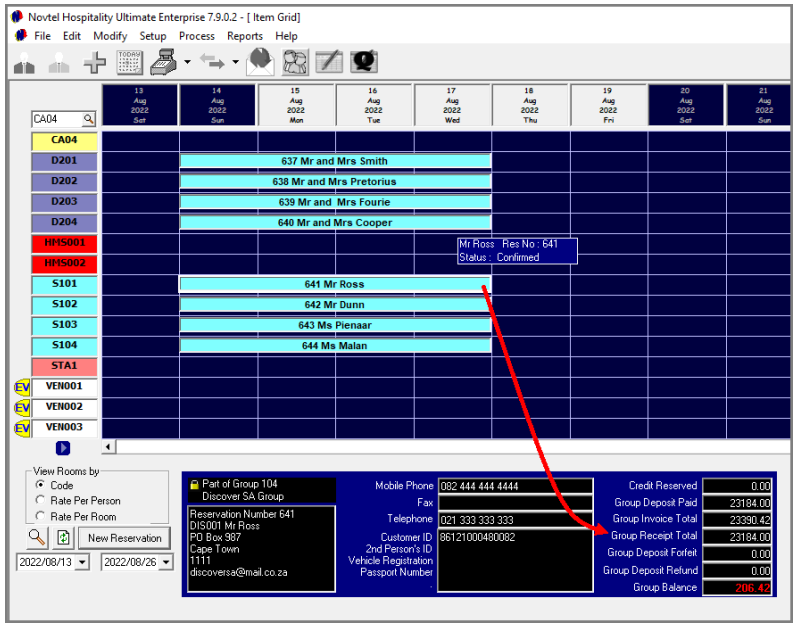


The amount – as received from the Guest – is entered in the 'Payment Received' field, and the applicable Payment method is selected.

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.



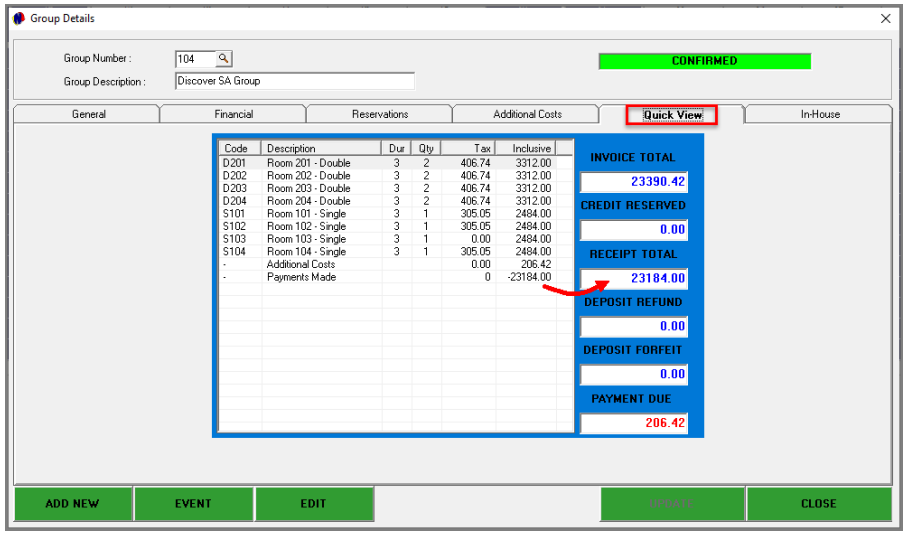
Deposit Receipting and the Confirmed Status



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



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

Novtel® Hospitality Management

14

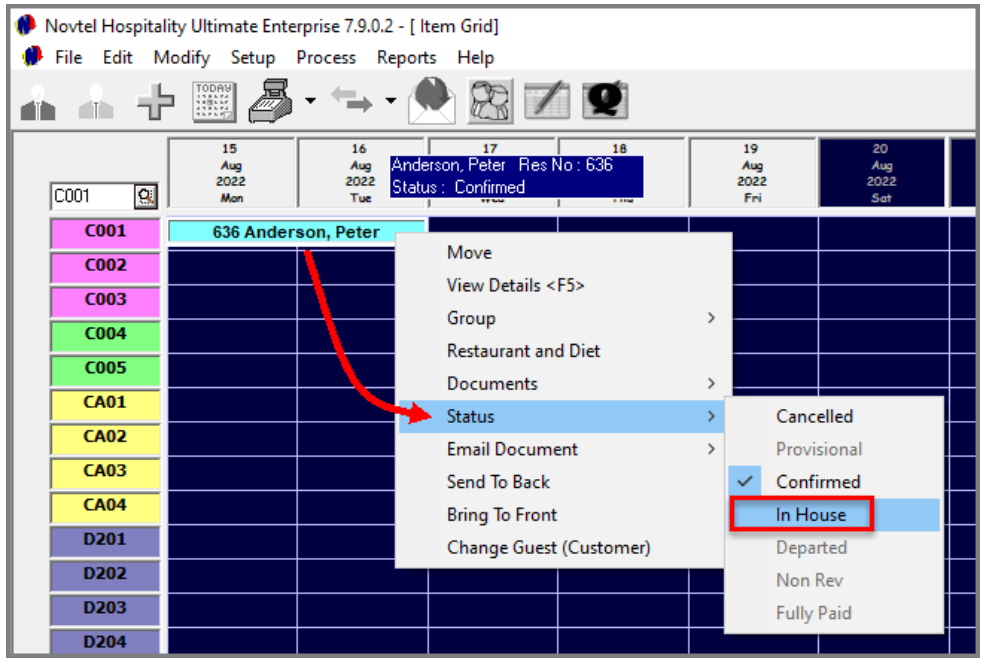
Guest Check-In and the In-House Status

Hotel reception photo created by freepik - www.freepik.com

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.

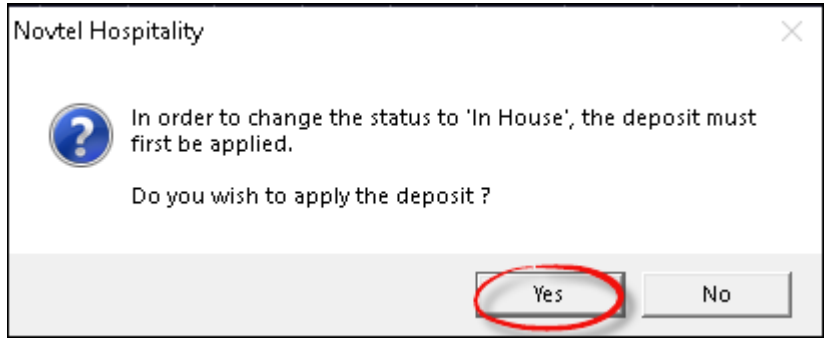


Individual Reservations

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’

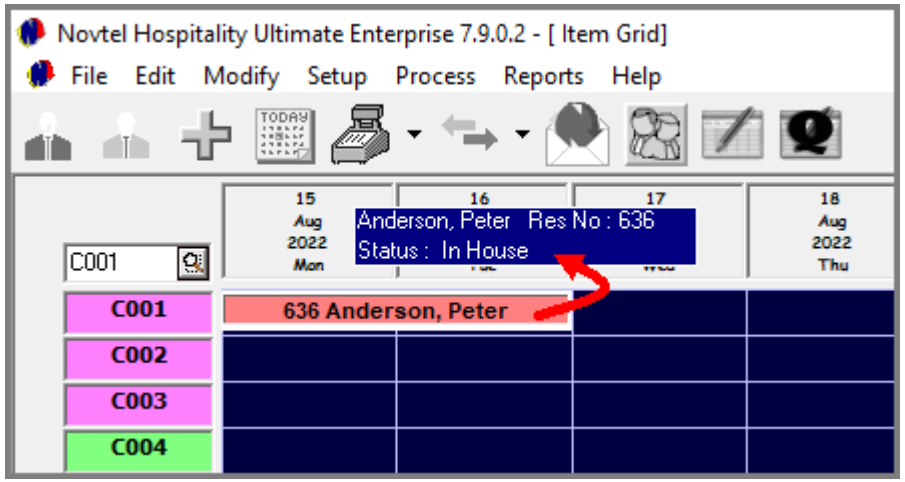
Guest Check-In and the In-House Status



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

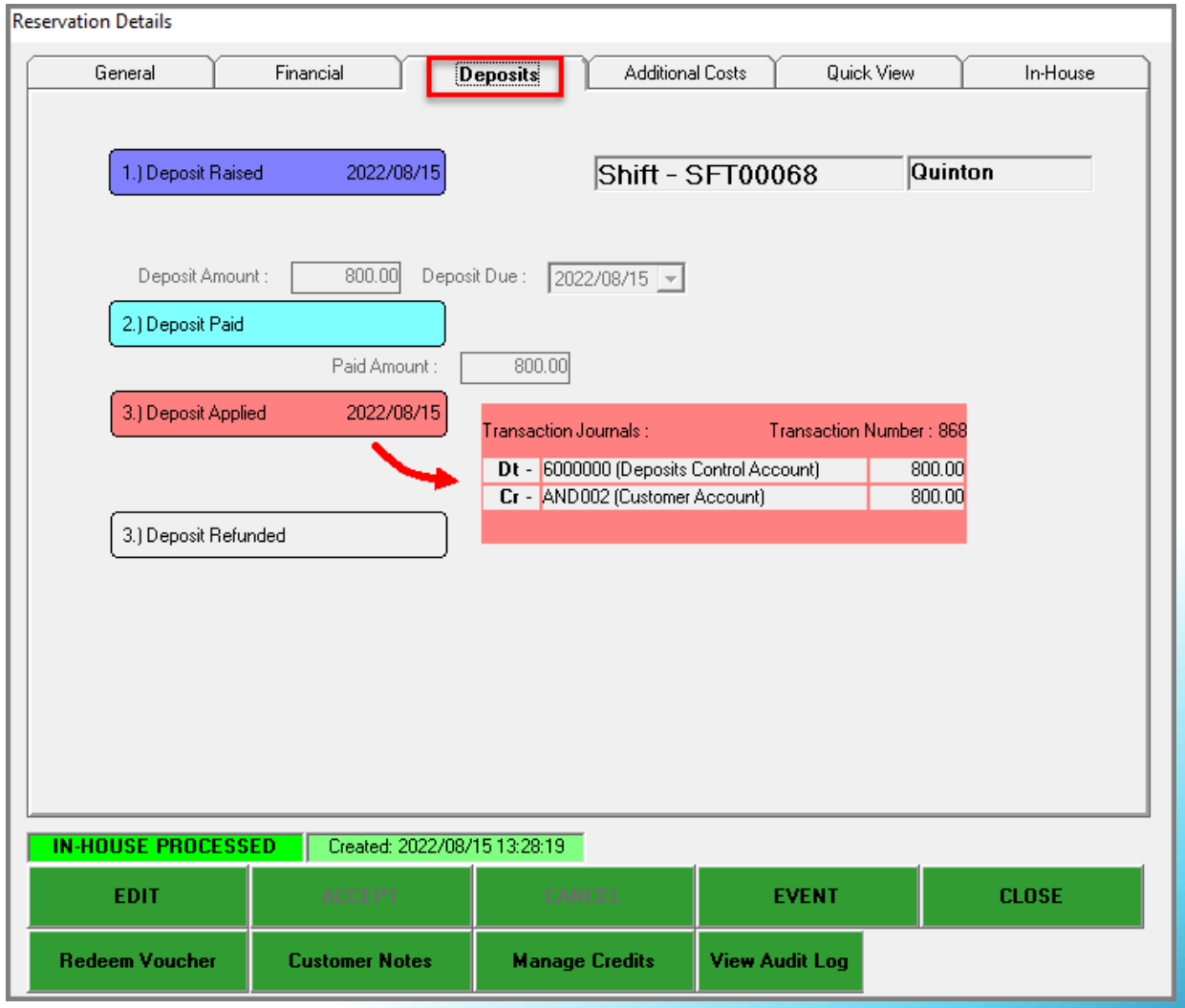
Viewing the Reservation's Deposit Tab

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.

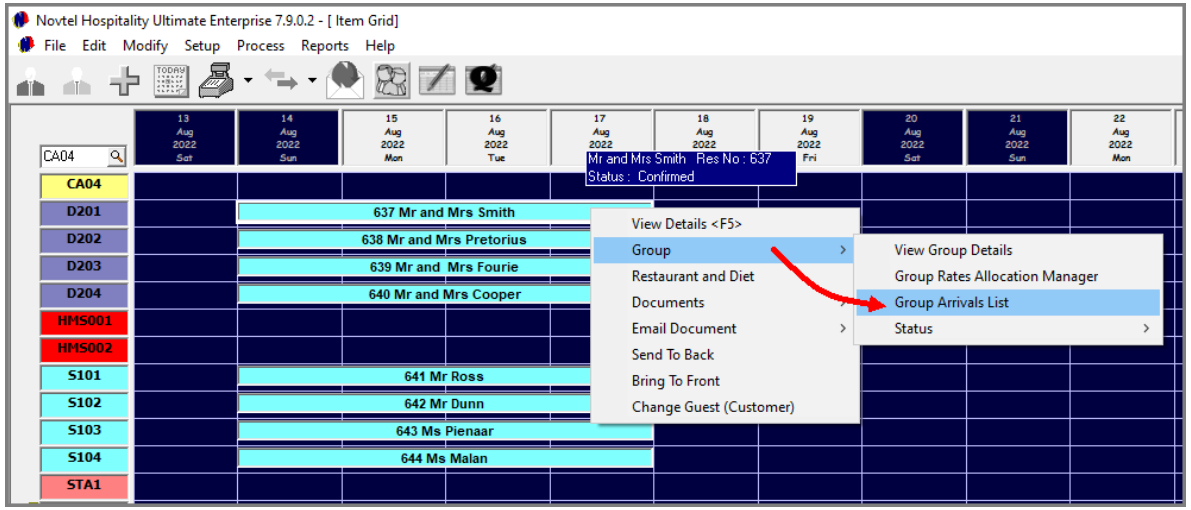
Here, the 'Deposit Applied' field has turned the colour of the 'In-House' status, and also stipulating which Sage Pastel account was debited, and simultaneously credited the 'Customer Account' linked to this reservation.

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.



Guest Check-In and the In-House Status

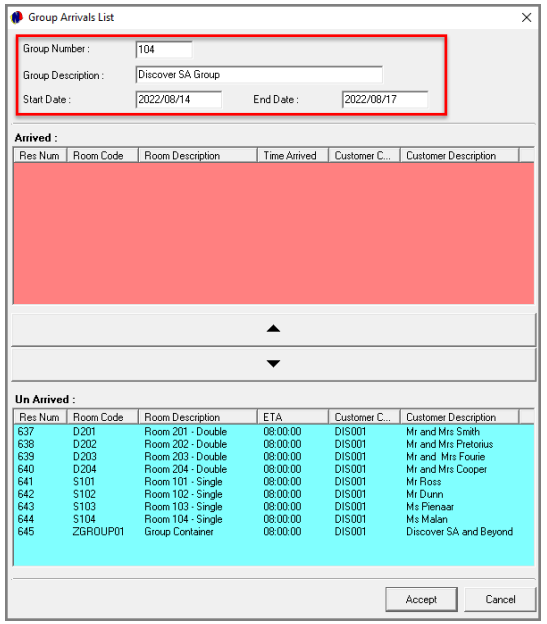


Group Reservations Check-In Procedure

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

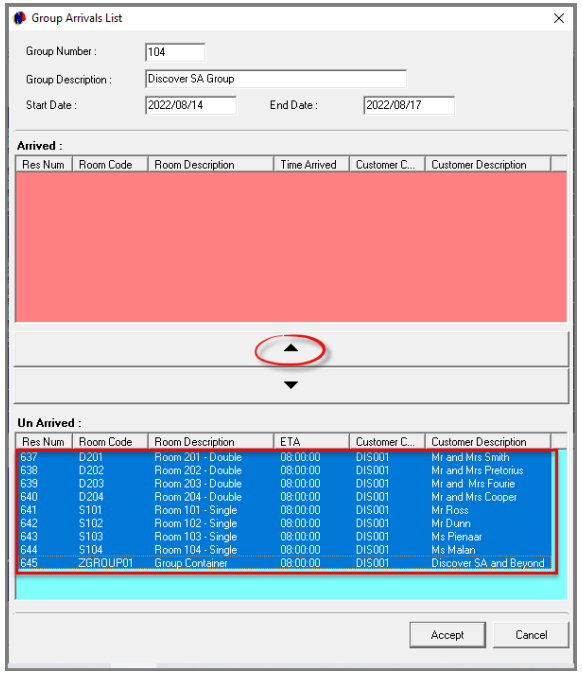
Currently, none of the bookings are linked to this section which is displayed in the same colour as the 'In-House' status colour, since the 'Group has not yet been checked in.

2. The 'Un-Arrived' Section

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

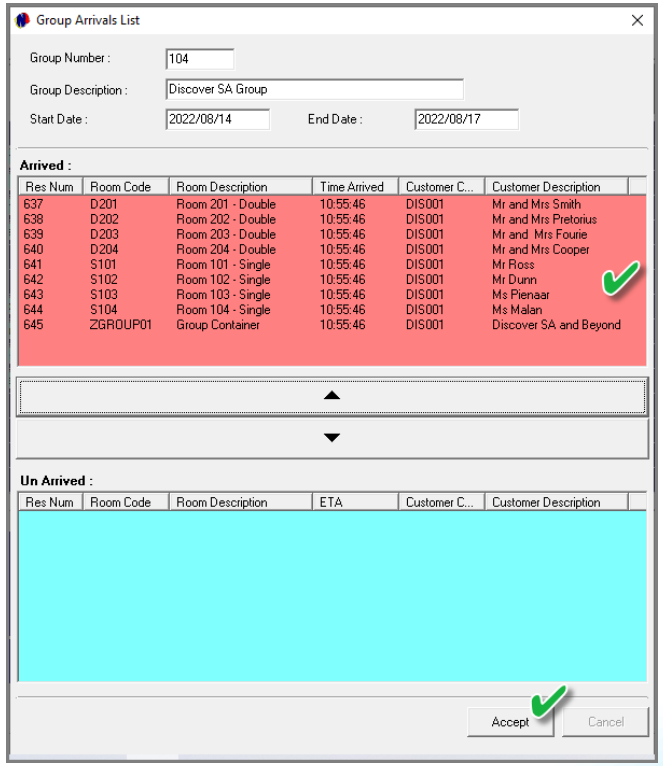
In order to select all of these reservations and move them to the 'Arrived' section, the following steps are required:

Guest Check-In and the In-House Status



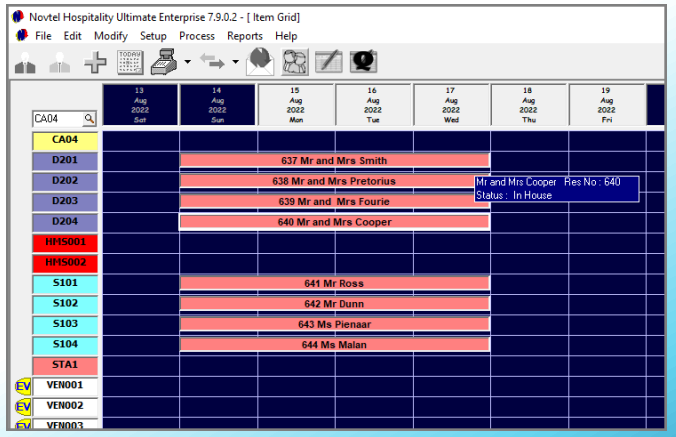
As this Group of people arrived simultaneously by bus, all reservations are to be moved to the 'Arrived' section.

- ✓ 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.



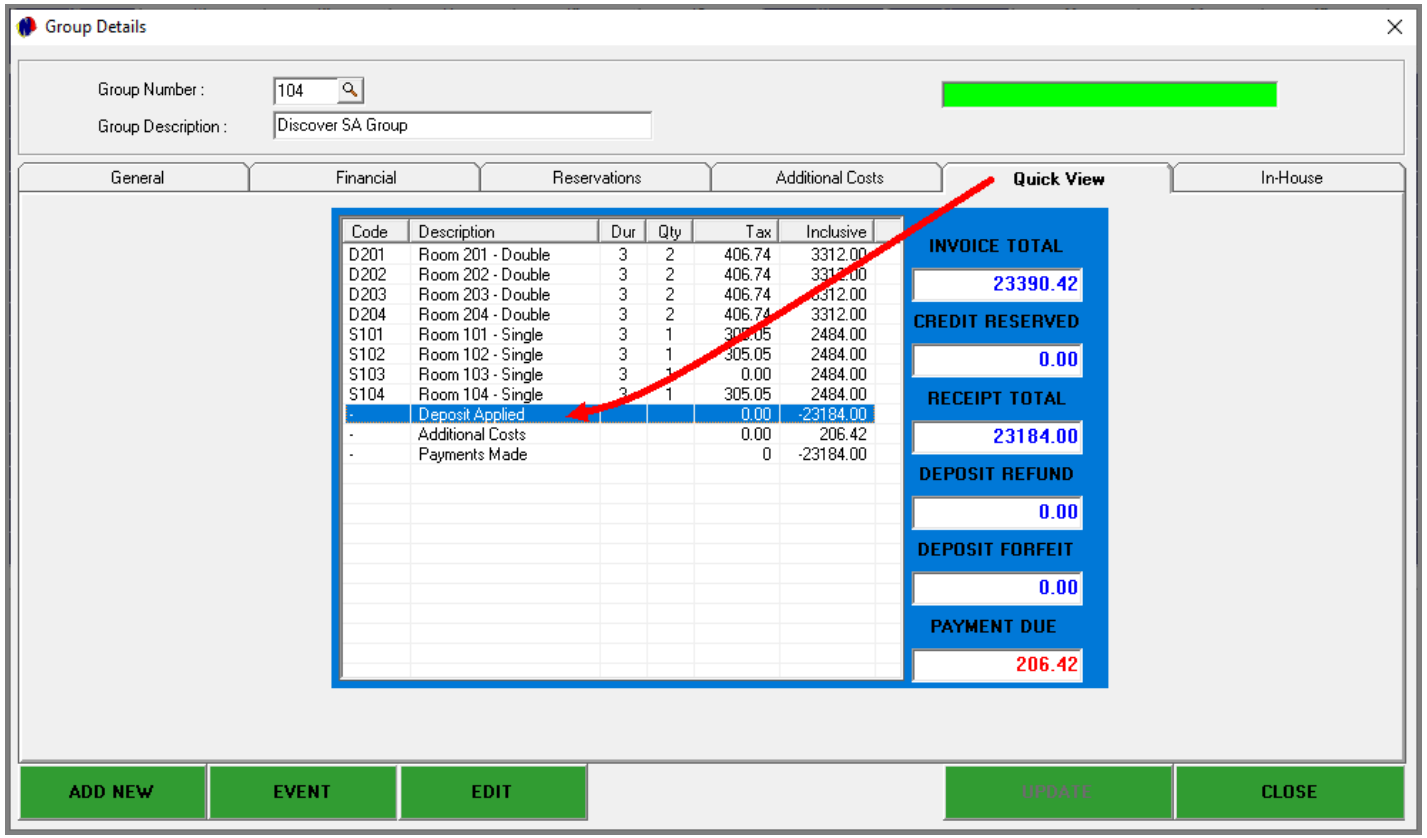
Immediately, all selected reservations are displayed in the 'Arrived' section.

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.



Guest Check-In and the In-House Status

Group Reservations Check-In Procedure



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.

Novtel® Hospitality Management

15

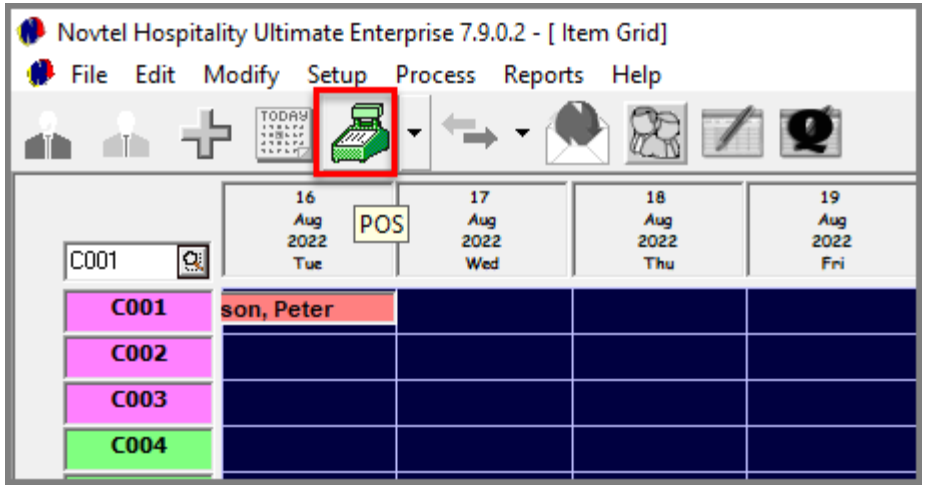
In-House Transaction Postings

Hotel reception photo created by freepik - www.freepik.com

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.

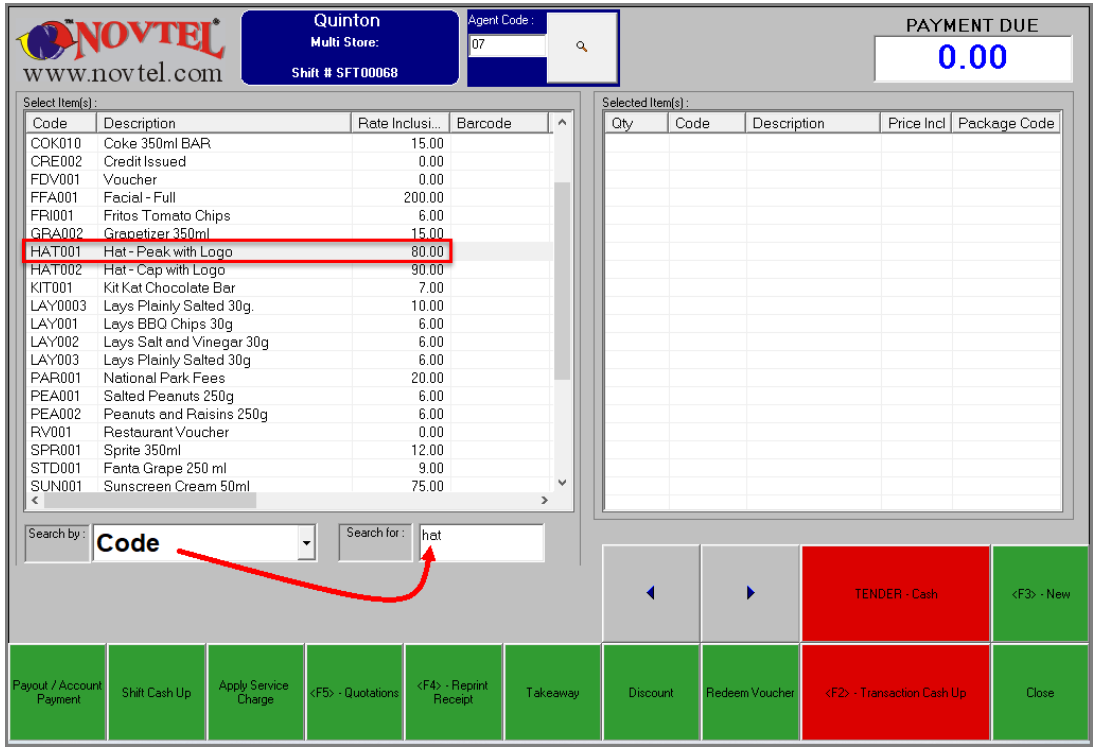
- ✓ **In-House**

  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.

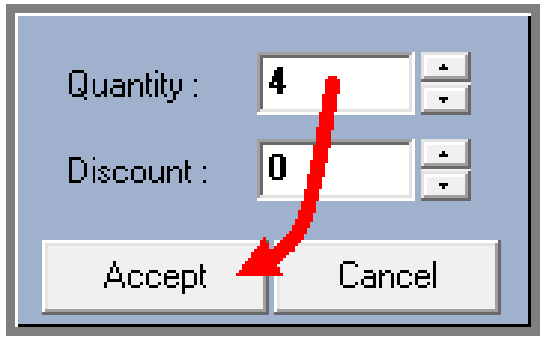
In-House Transaction Postings



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.

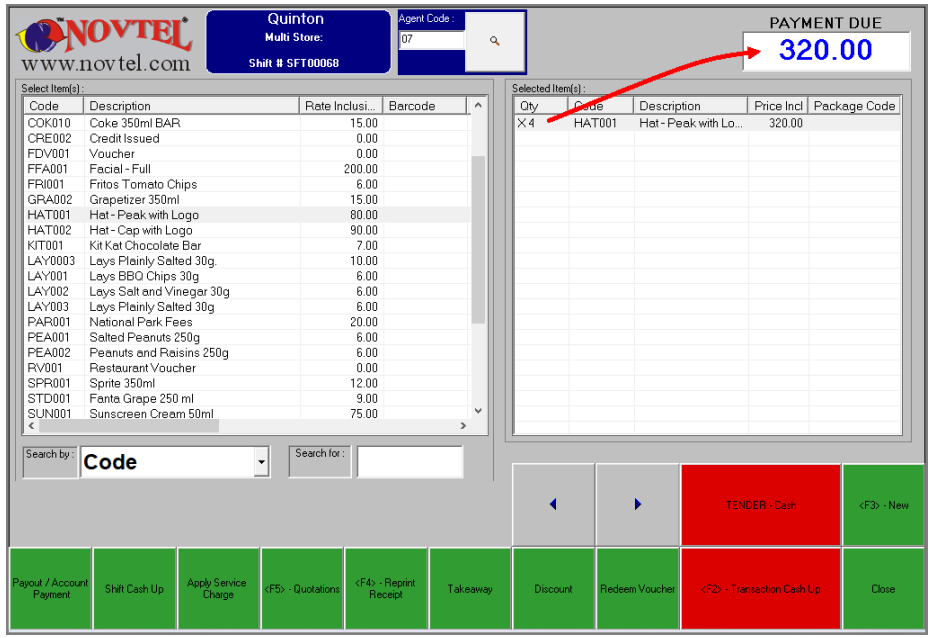
The matching criteria will be highlighted in a faint grey line and is selected by simply double clicking on it.



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

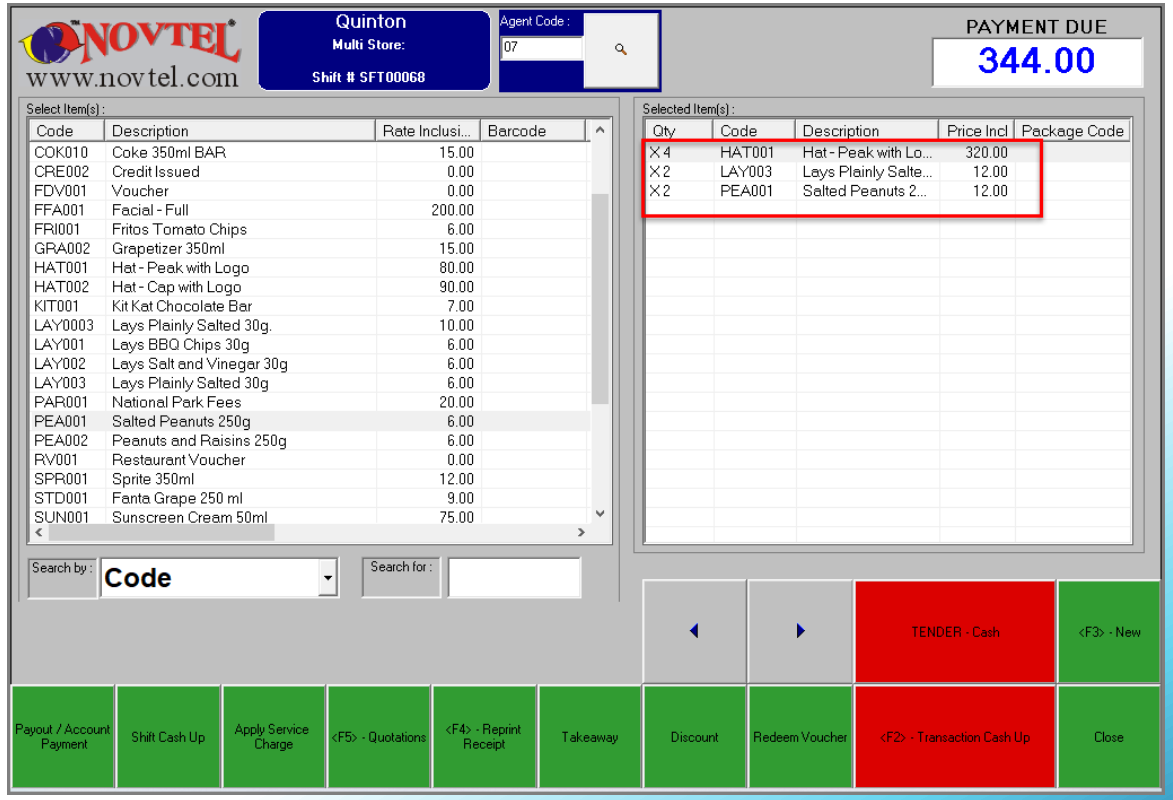
The quantity can be set – as selected by the Guest – and the 'Accept' button is clicked.

In-House Transaction Postings

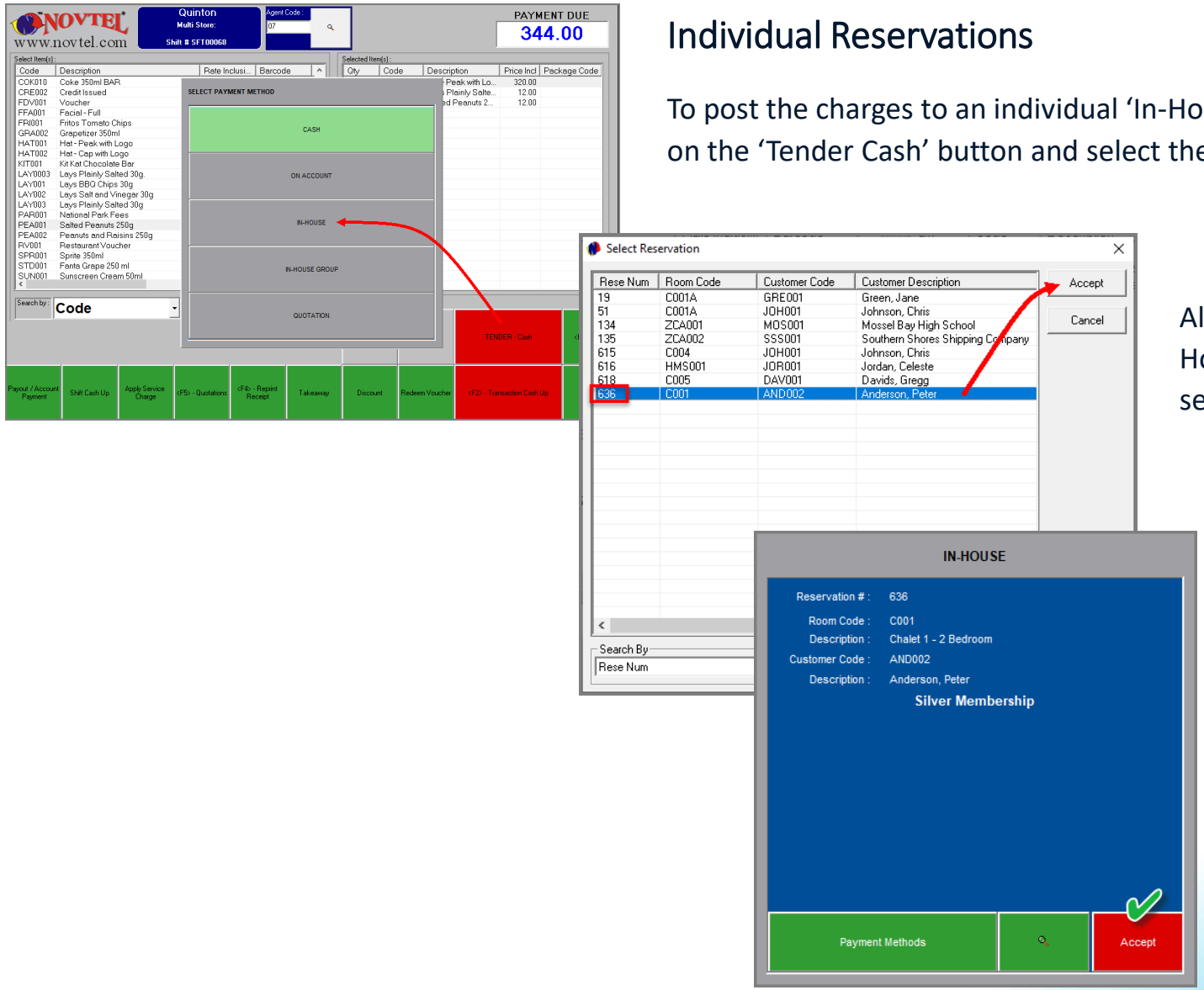


The selected item is displayed in the top right-hand side of the screen, indicating the quantity and the combined total.

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



In-House Transaction Postings



Individual Reservations

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

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 this window, the following information is displayed:

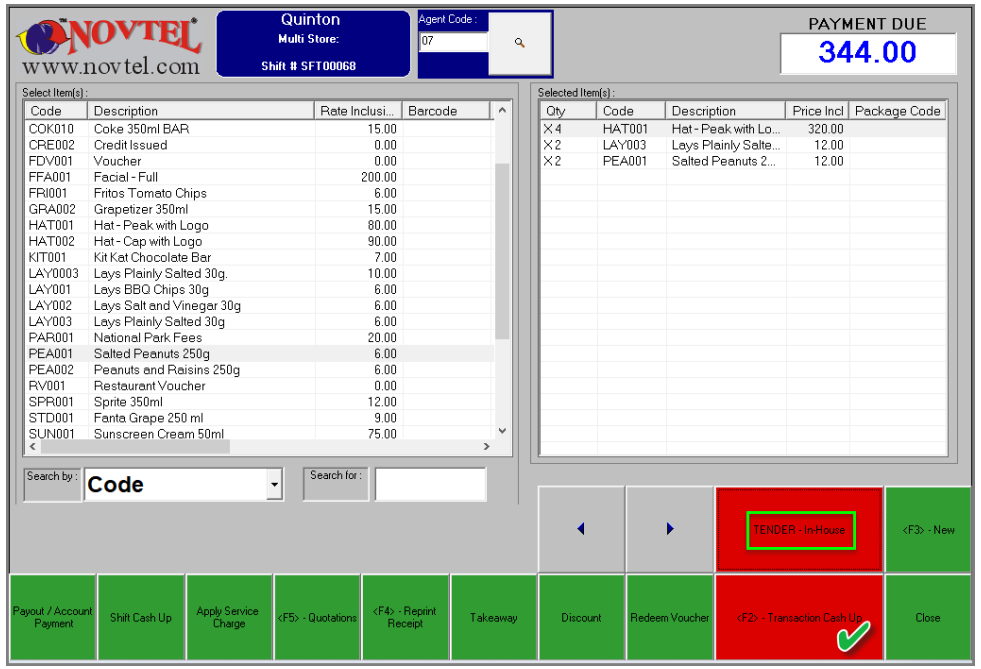
- ✓ The selected Posting Method.
- ✓ The Reservation Number; Room Number and Room Description.
- ✓ The Customer Code; Description and Category this Guest is linked to.

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.

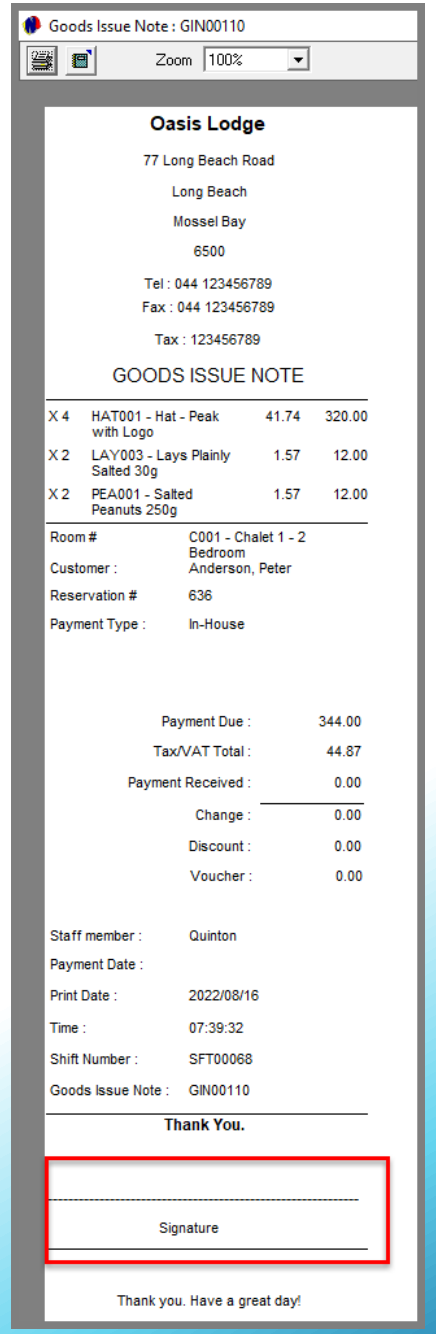


The Goods Issue Note is produced immediately, indicating the Room; Guest and Reservation number linked to this document.

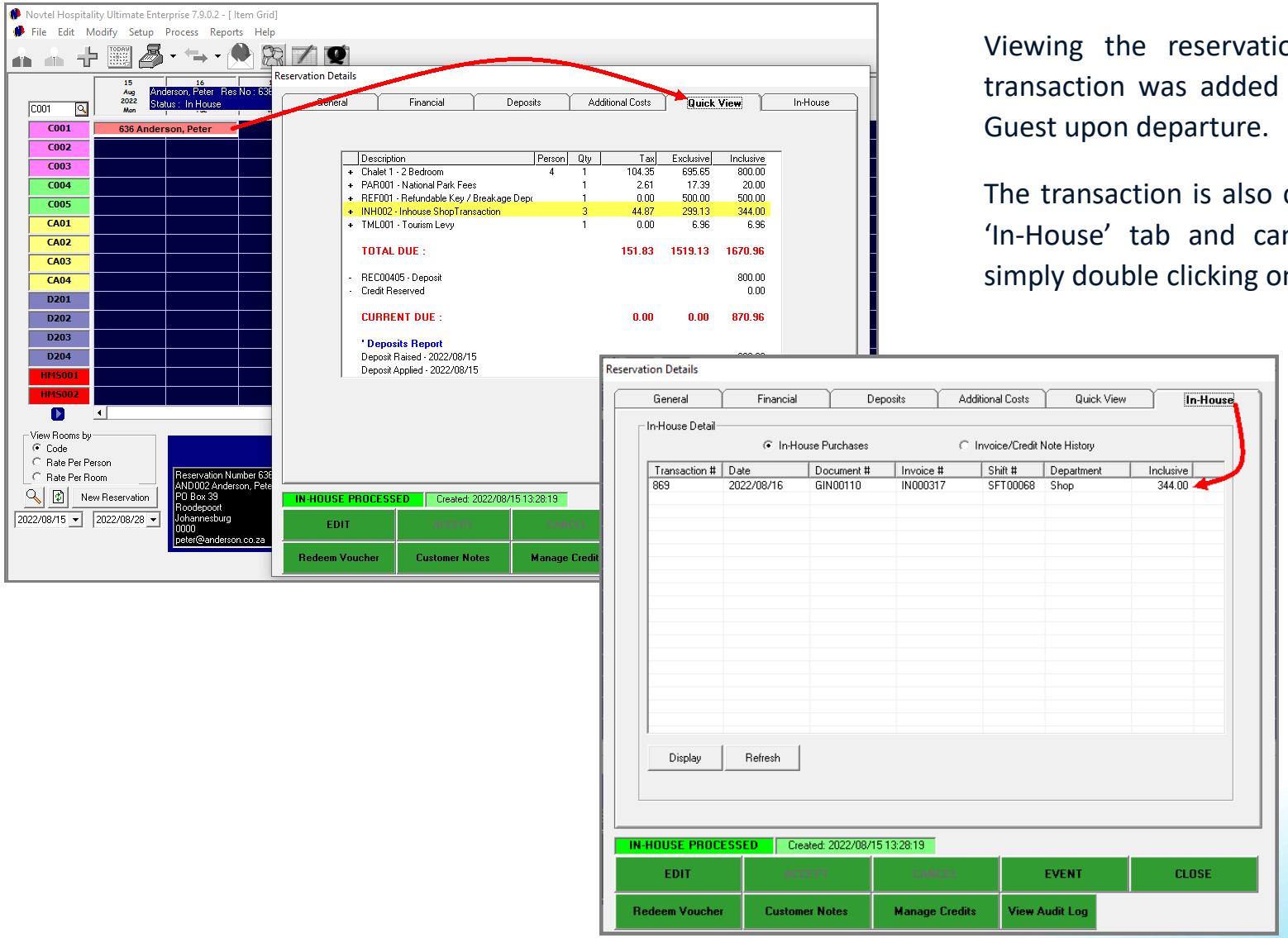
VERY important:

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.



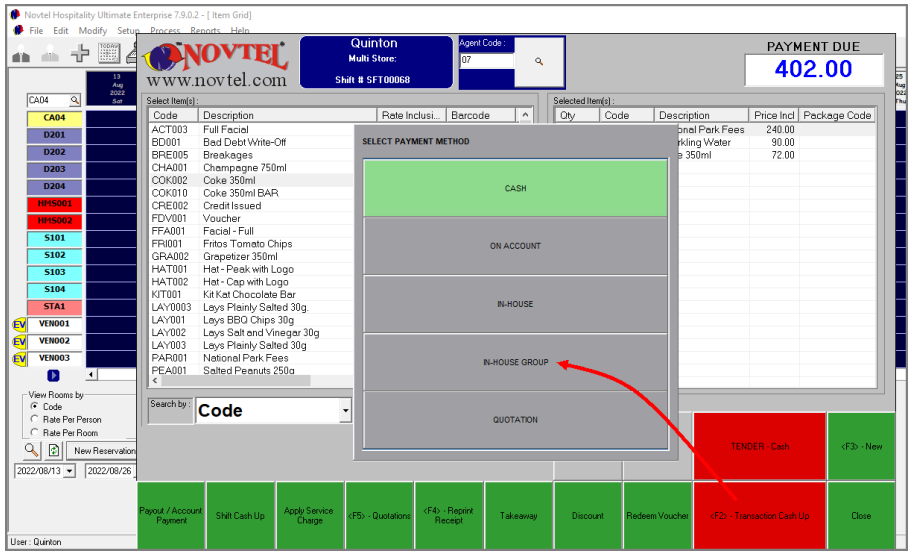
In-House Transaction Postings



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.

In-House Group Transaction Postings

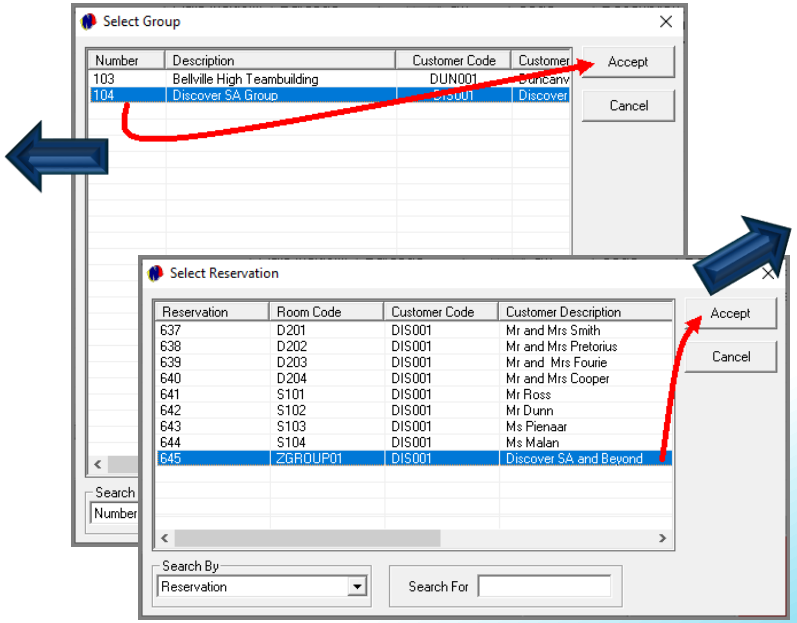


Group Reservations

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.

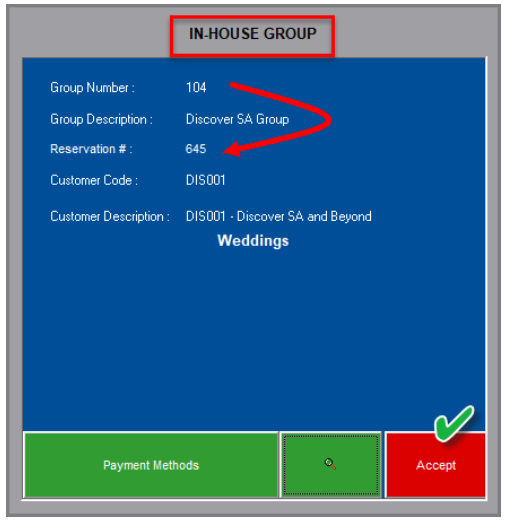
Search for and select the applicable Group Booking – which in this case, is Group number 104.



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

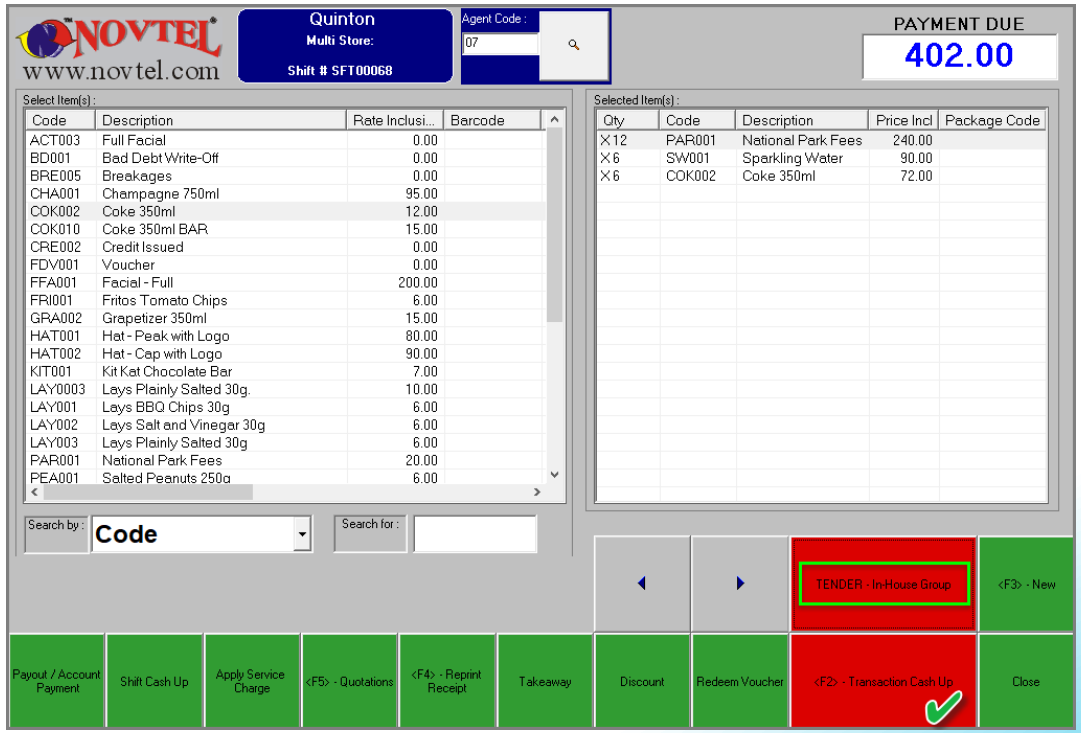


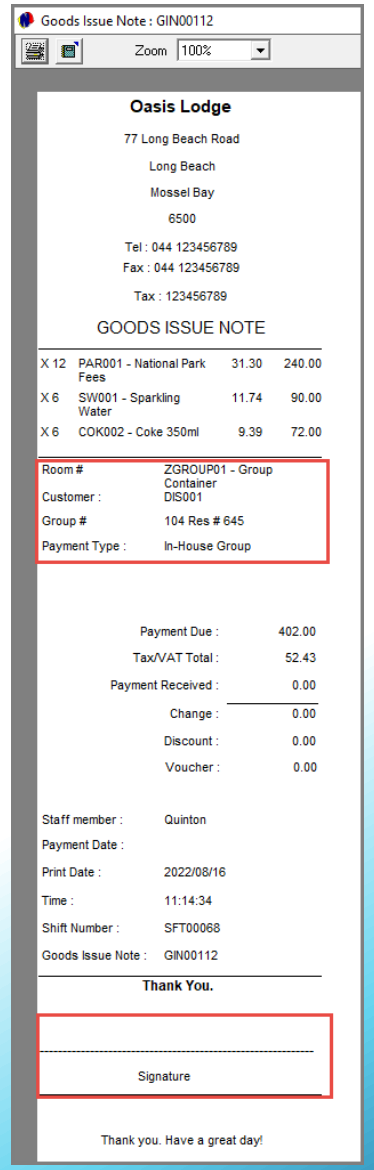
The details of the selected Group Reservation is displayed in this screen.

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.





In-House Group Transaction Postings

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

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

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

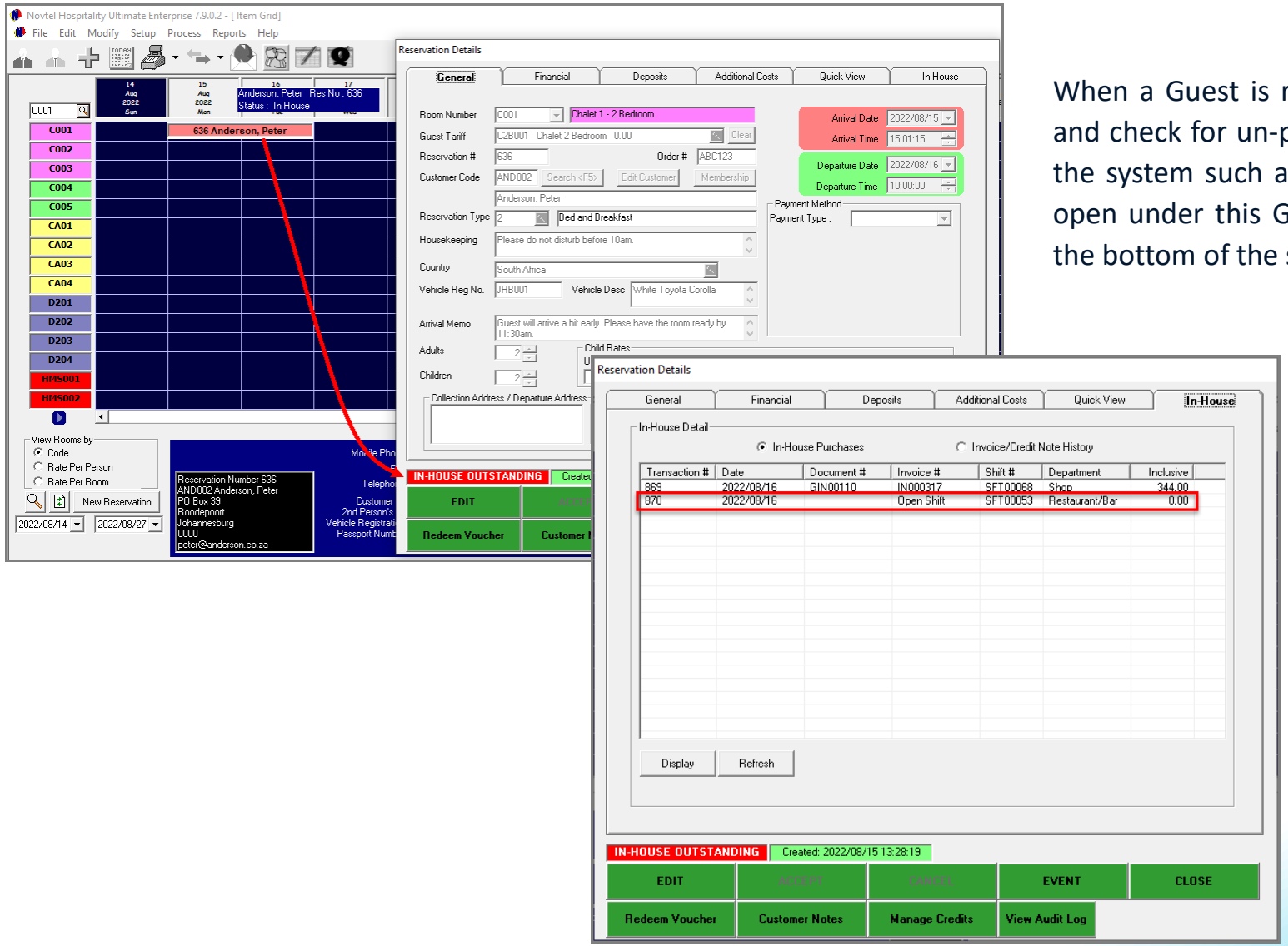
Novtel® Hospitality Management

16

Checking a Reservation for Unprocessed In-House Transactions

Hotel reception photo created by freepik - www.freepik.com

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.

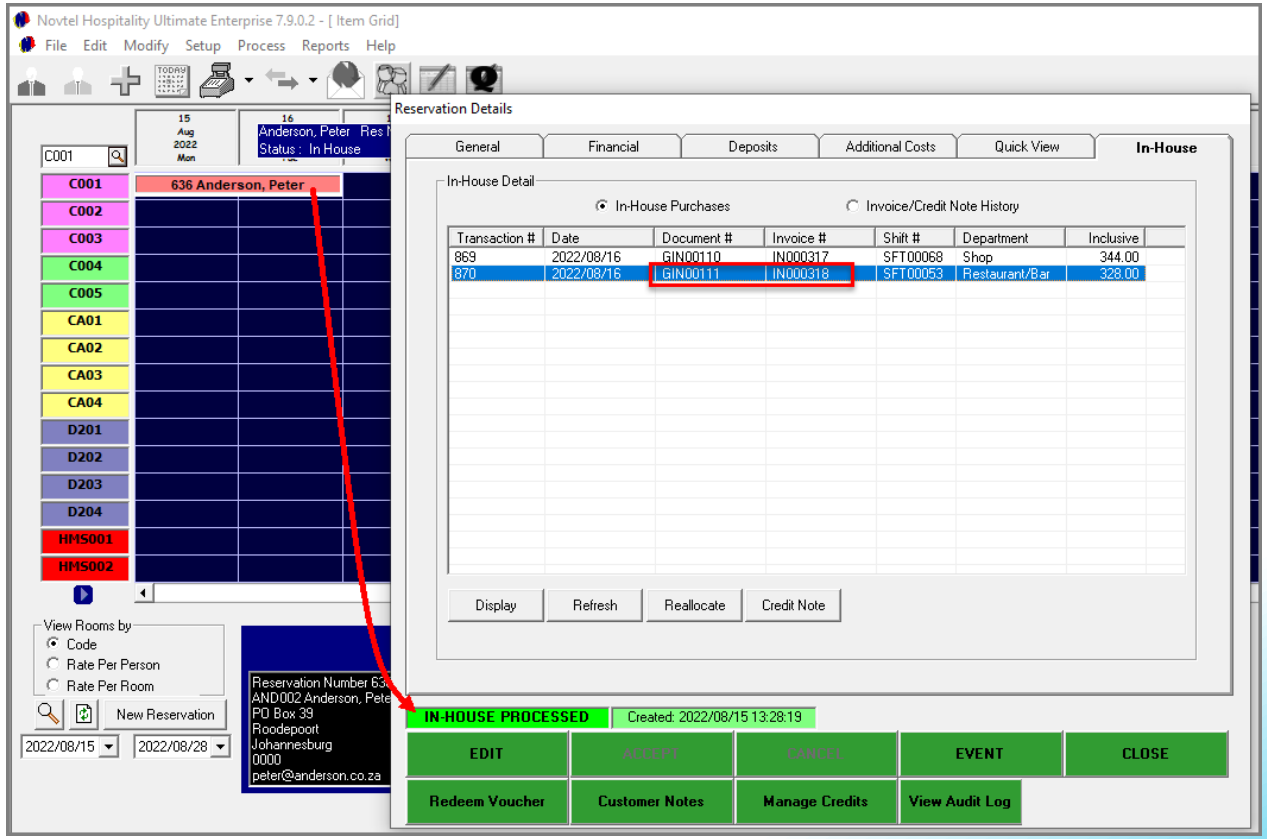
If an un-processed transaction is present, proceed to the 'In-House' tab to view the Department where the transaction is open. In this case, it is at the 'Restaurant / Bar' and the wording for this line in the 'Invoice' column is displayed as 'Open Shift'.

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

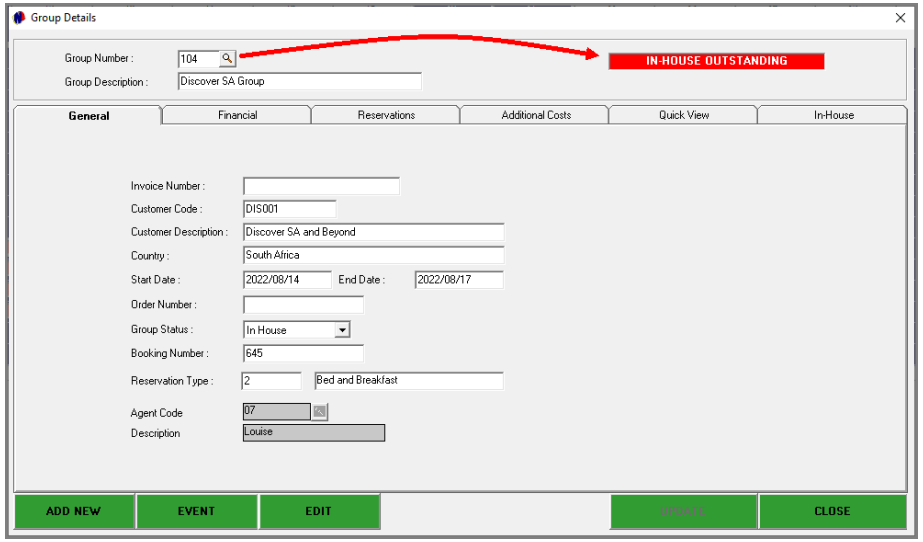
Checking a Reservation for Unprocessed In-House Transactions

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.



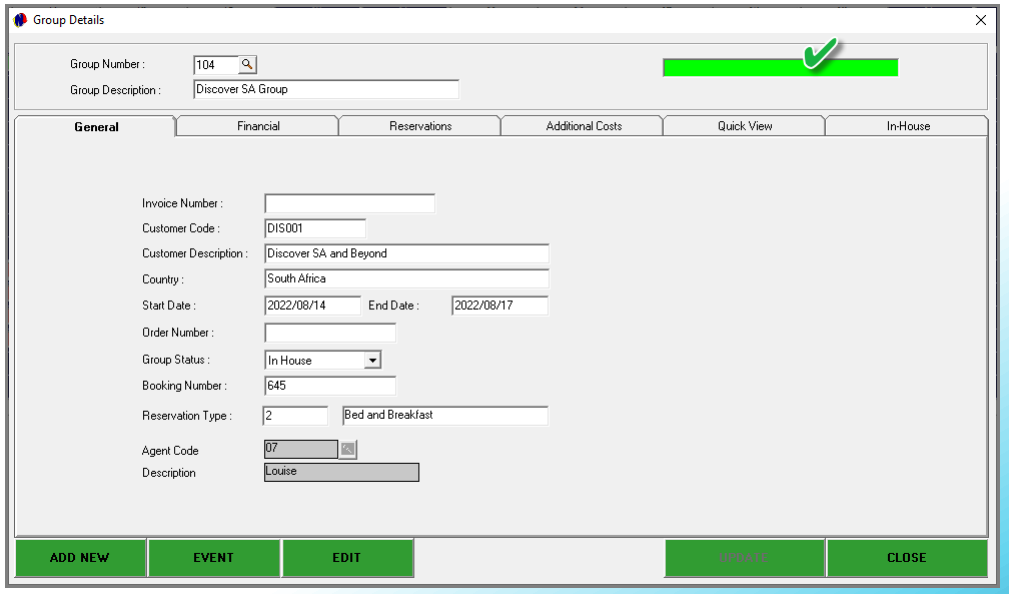
Checking a Group Reservation for Unprocessed In-House Transactions



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.



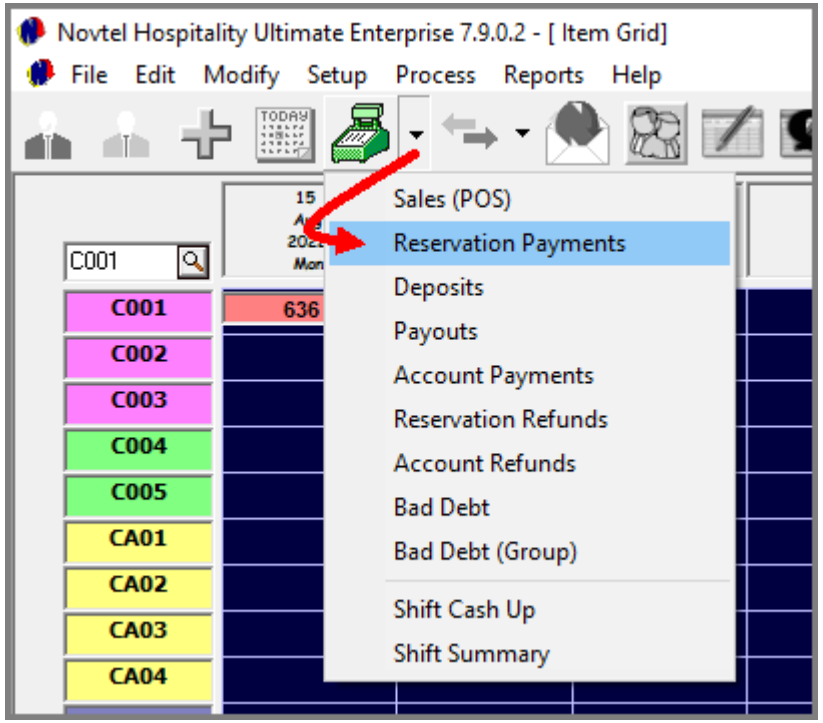
Novtel® Hospitality Management

17

Reservation Payments

Hotel reception photo created by freepik - www.freepik.com

Reservation Payments

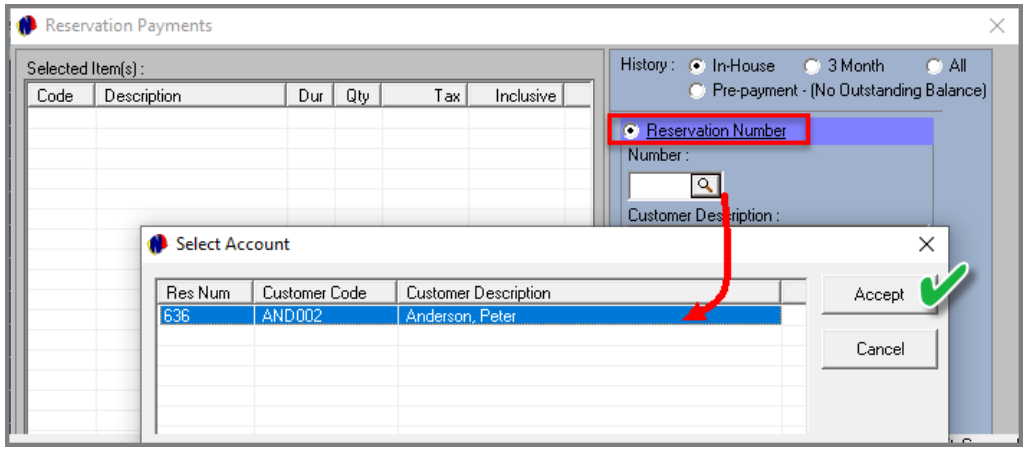


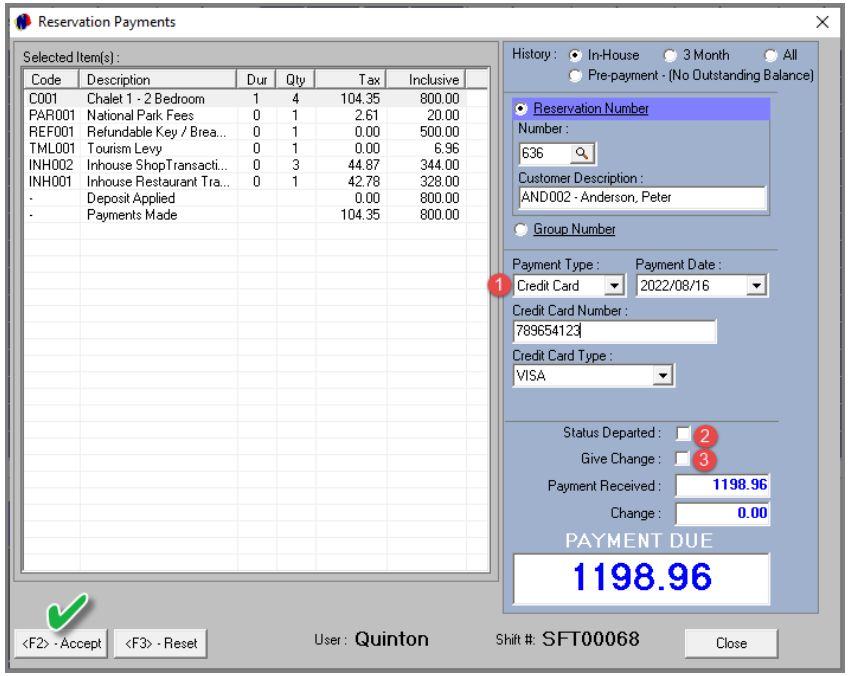
Normally, Reservation Payments are required for all outstanding amounts not covered by the deposit payment – such as the refundable key or breakage deposit – when a Guest arrives for check in.

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'.

Reservation Payments





Individual Reservation Payments

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

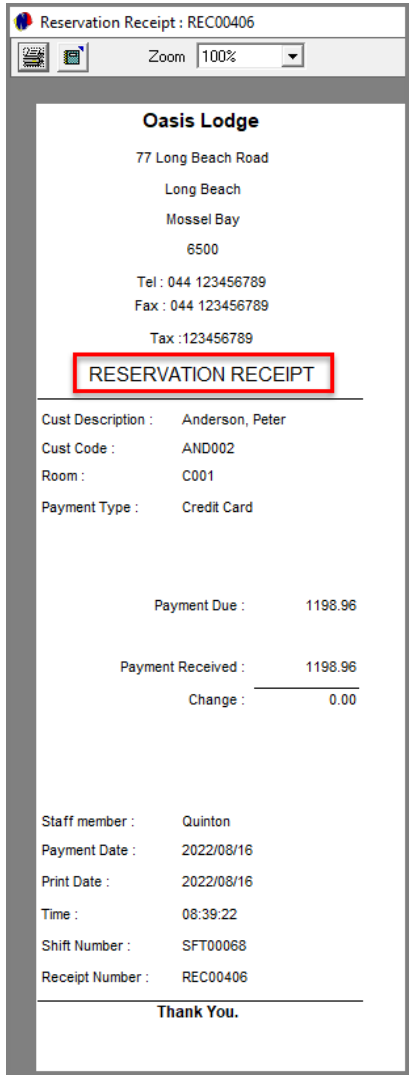
Search for and select the Guest for whom the reservation payment is to be processed.

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.

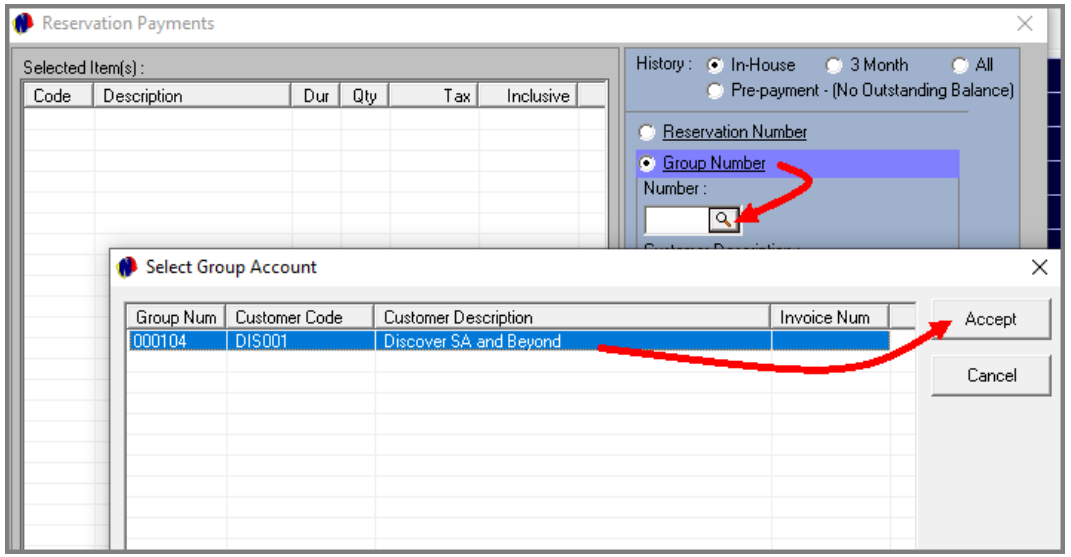
To finalize the payment process, click 'Accept'.

Reservation Payments

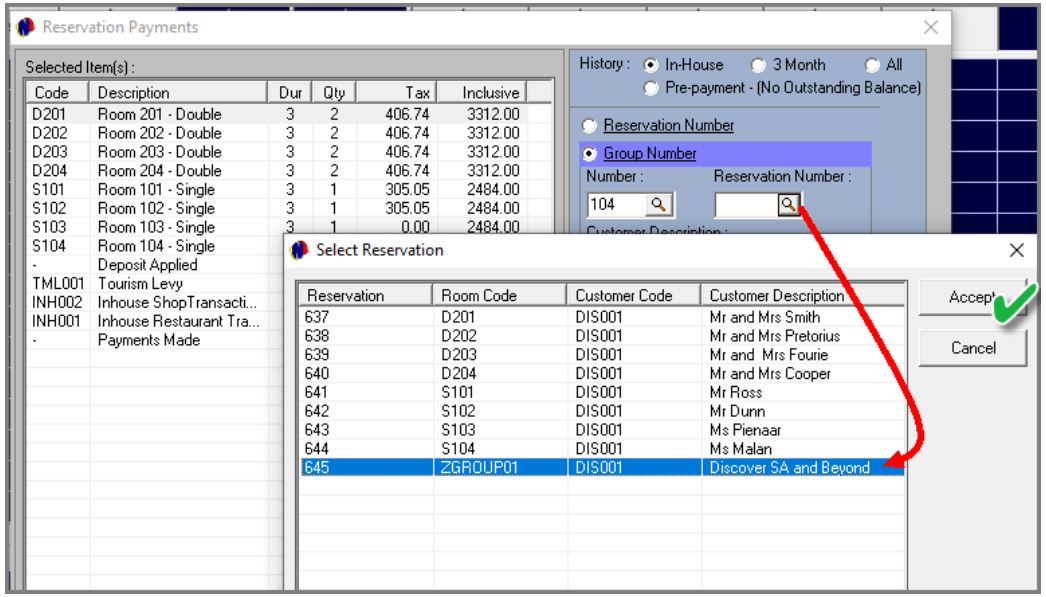


The Reservation Receipt is printed.

Group Reservation Payments



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.



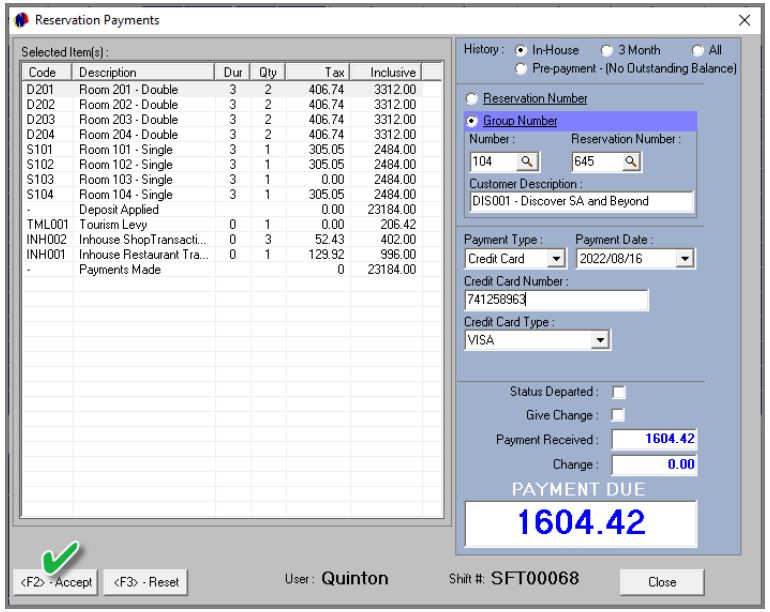
The selected Group will be displayed, but the specific reservation number is to be selected against which the payment is receipted. In this case, as the Group Owner is liable for ALL costs, the 'Group Container' booking is selected.

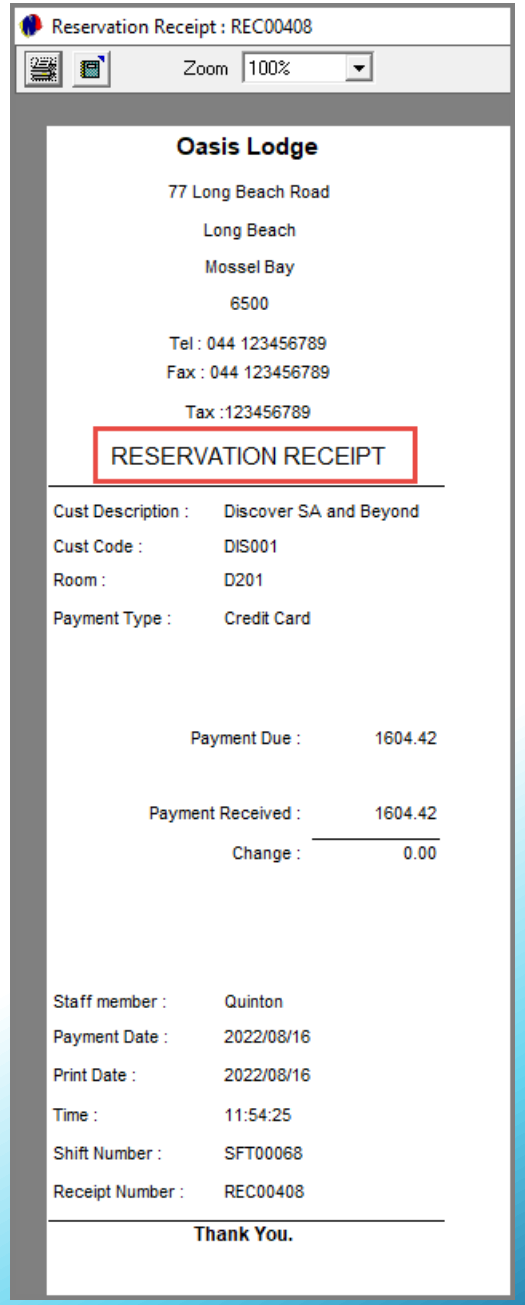
Group Reservation Payments

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.

Novtel® Hospitality Management

18

Guest Departure

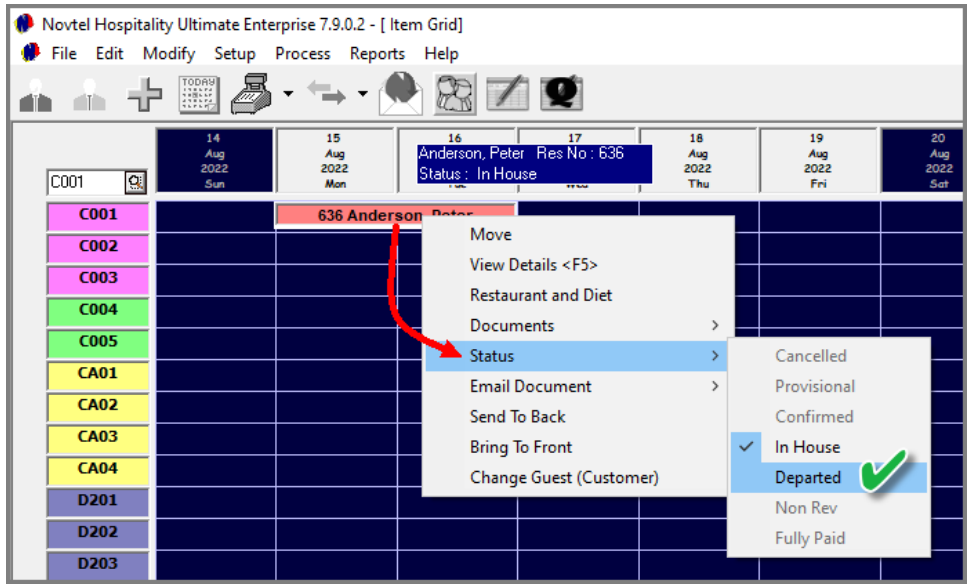
Hotel reception photo created by freepik - www.freepik.com

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.

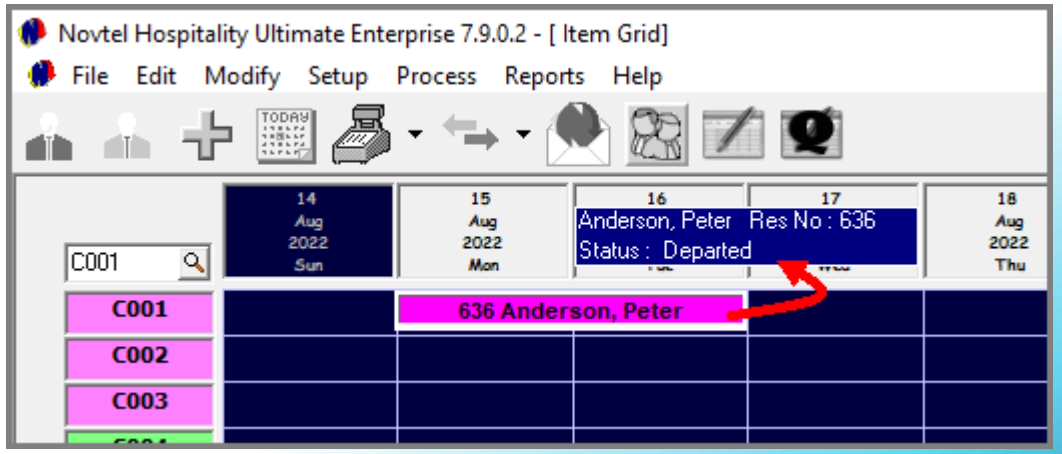
An Invoice cannot be updated, and an official Invoice number allocated if the reservation’s status is not ‘Departed’.



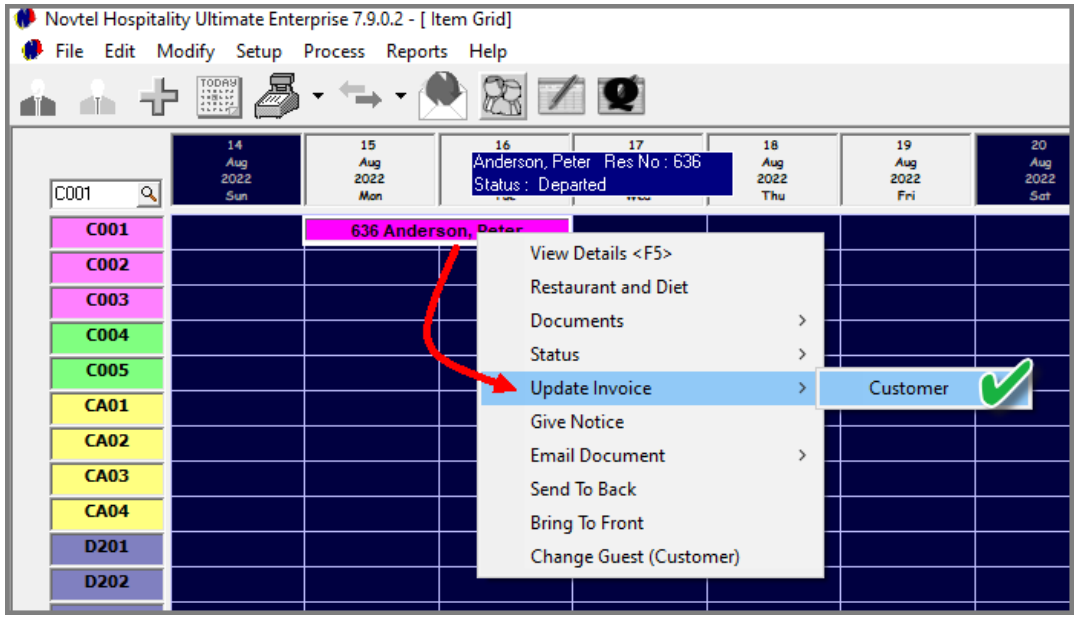
Individual Reservations Check-Out

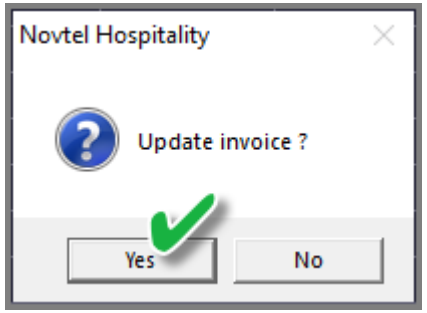
Right click on the reservation and select the status as ‘Departed’.

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.

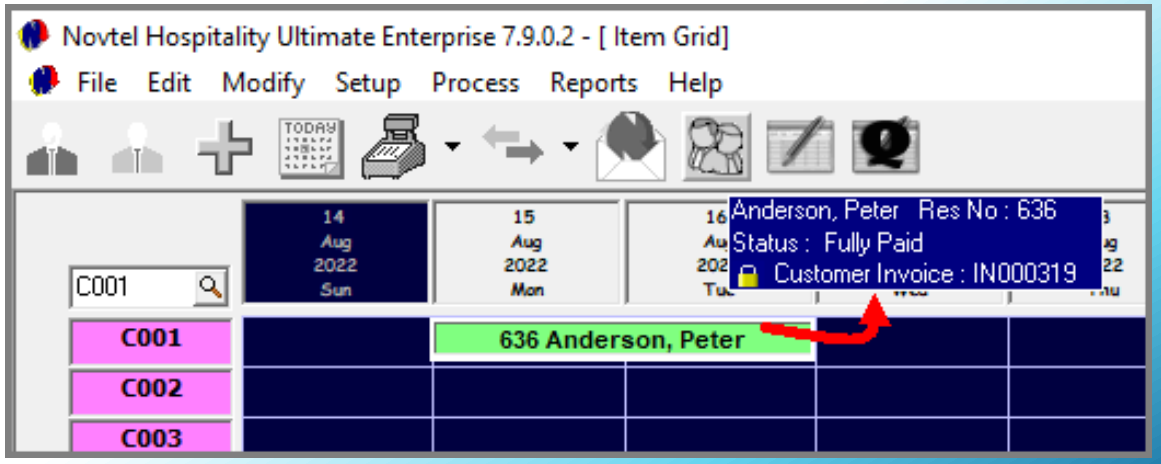
The option to update a Customer invoice is ONLY available when the reservation's status is 'Departed'.

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

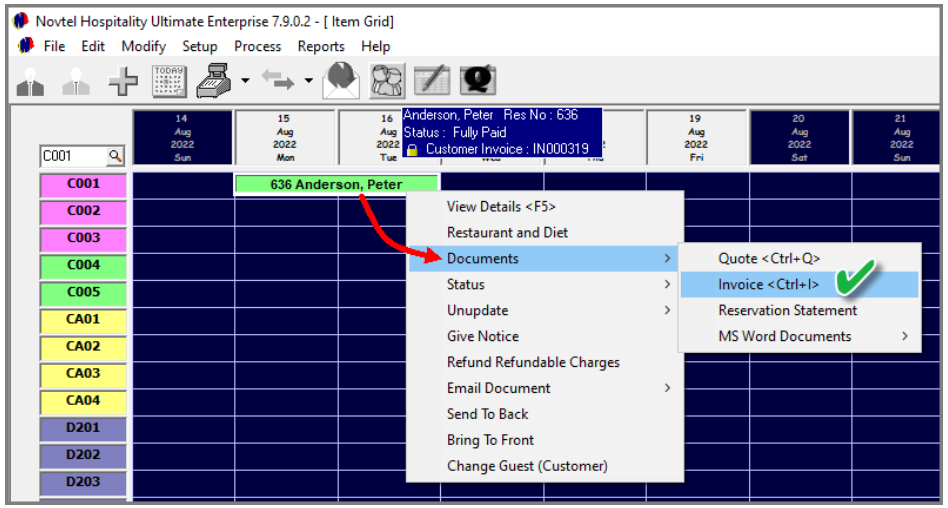
Clicking 'Yes', Novtel will communicate that the Invoice was updated successfully.

An Invoice Number is now linked to the booking.

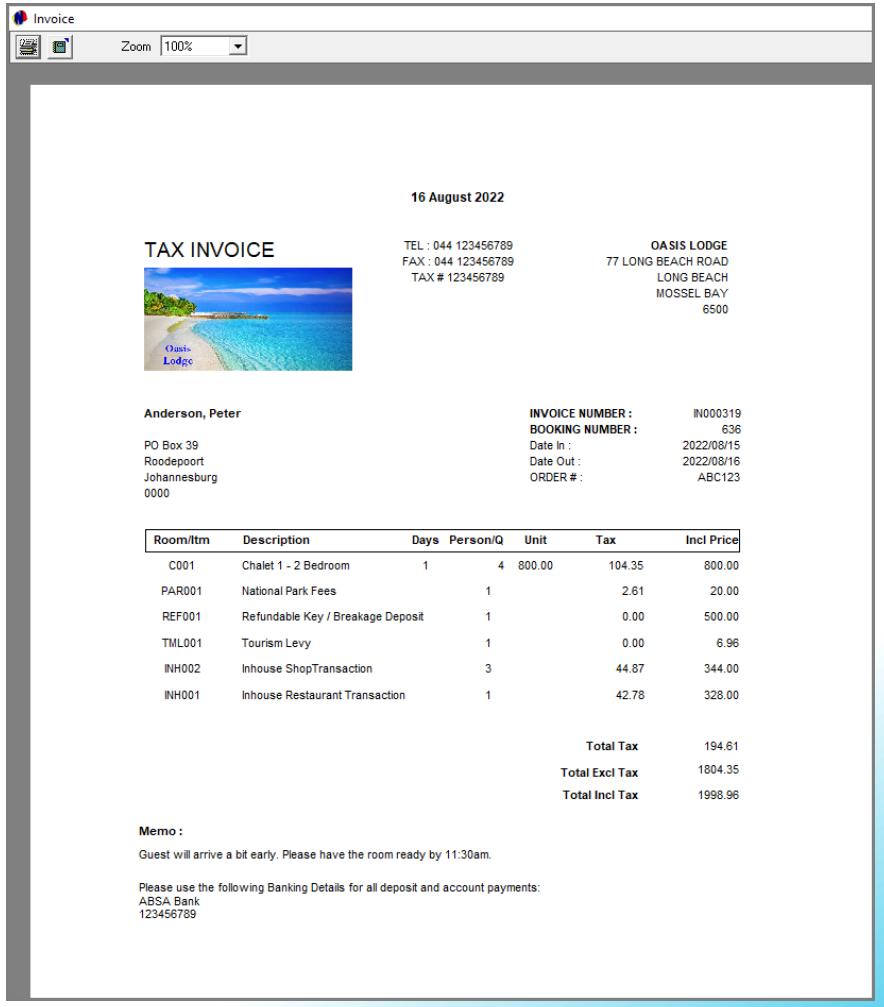
If no outstanding amount is present, the status of the reservation will change to 'Fully Paid', and it will turn green.



Guest Departure



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
Roodepoort
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

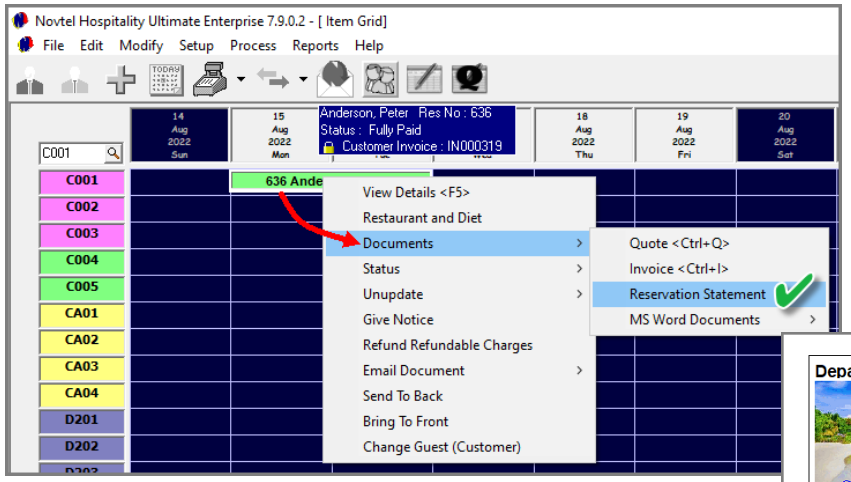
Total Tax 194.61
Total Excl Tax 1804.35
Total Incl Tax 1998.96

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



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

Departure Statement

Oasis Lodge

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	R800.00	R104.35	R800.00
Accommodation Total :				R104.35	R800.00

INCIDENTALS :

Code	Description	Qty	Tax	Incl Amount
PAR001	National Park Fees	1	R2.61	R20.00
REF001	Refundable Key / Breakage Deposit	1	R0.00	R500.00
TML001	Tourism Levy	1	R0.00	R6.96
Incidentals Total:			R2.61	R526.96

Store:

Document #	Shift #	Invoice #	Transaction Date	Tax	Incl Amount
GIN00110	SFT00068	IN000317	2022/08/16	R44.88	R344.00
Store Total :				R44.88	R344.00

Page : 1	Payment Total :	R1 998.96	Tax Total :
	Balance Due :	R0.00	Excl Total :
			Incl Total :

Departure Statement

Oasis Lodge

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	SFT00053	IN000318	2022/08/16	R42.78	R328.00
Catering And Services Total :				R42.78	R328.00

RECEIPTS :

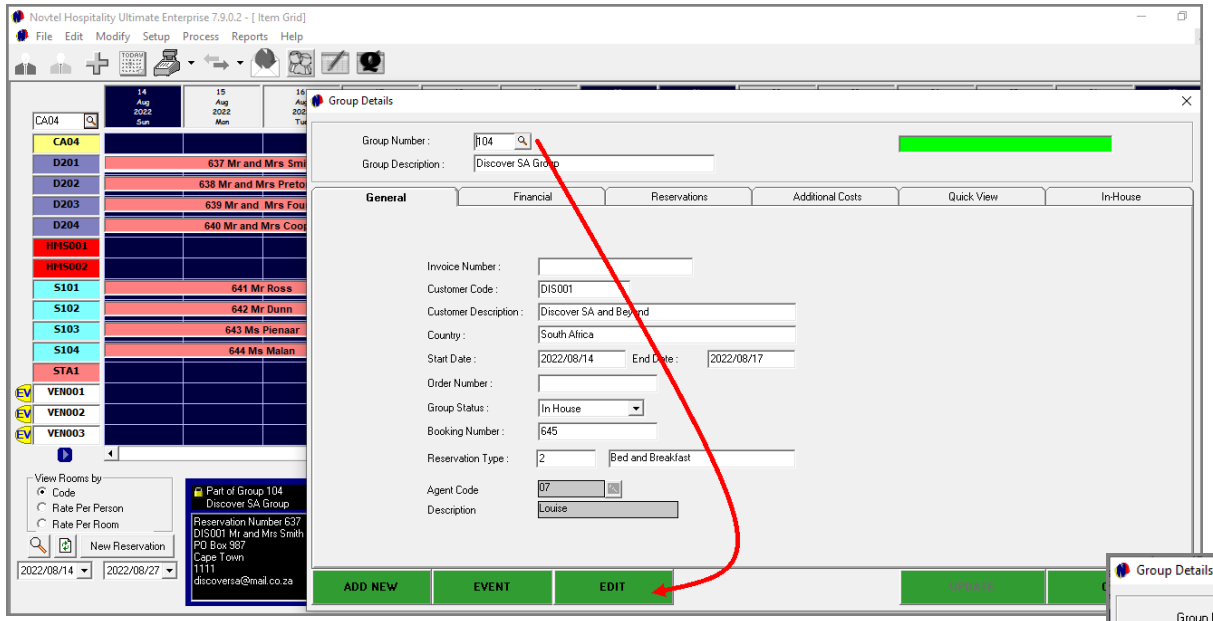
Document #	Description	Date	Type	Amount
REC00405	Deposit - EFT	2022/08/15	3	R800.00
REC00406	Reservation Payment - Card - VISA	2022/08/16	1	R1 198.96
Receipt Total:				R1 998.96

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 cancellation 6 days and less prior to arrival.

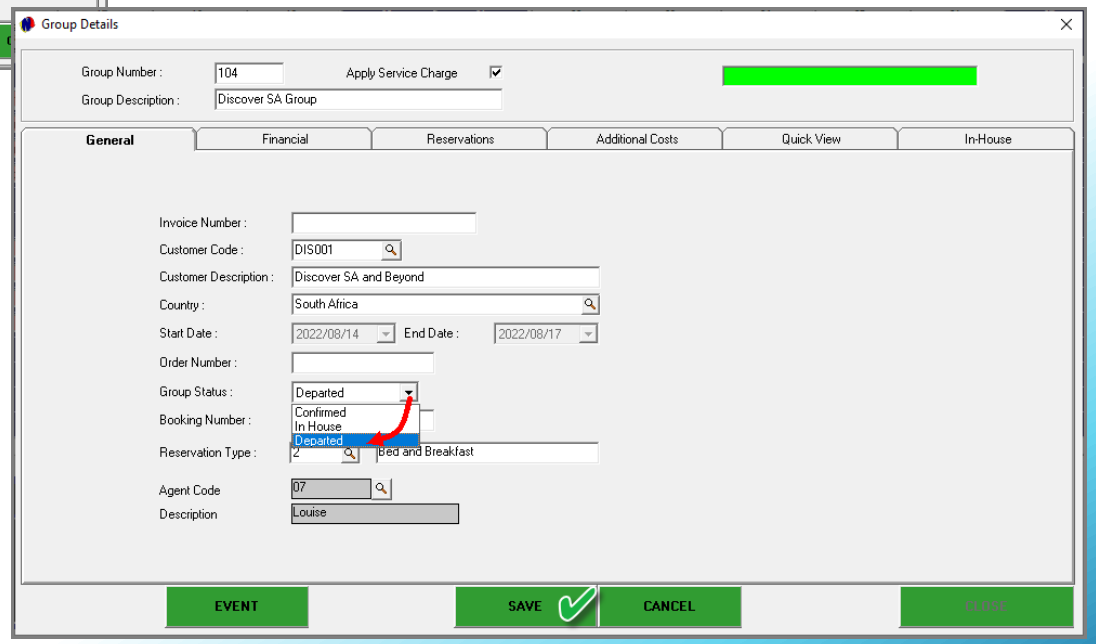
Page : 2	Payment Total :	R1 998.96	Tax Total : R194.61
	Balance Due :	R0.00	Excl Total : R1 804.35
			Incl Total : R1 998.96

Group Departure

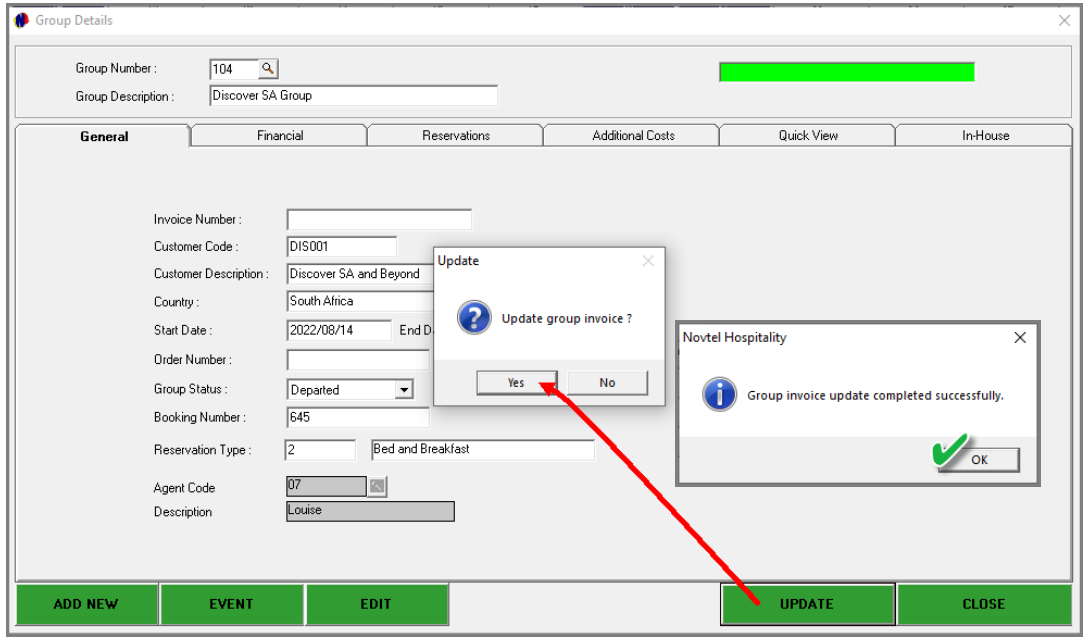


In order to simultaneously check out all Guests linked to the Group and with the same Customer Code - proceed to the 'General' tab of the 'Group Details' window.

- ✓ 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.

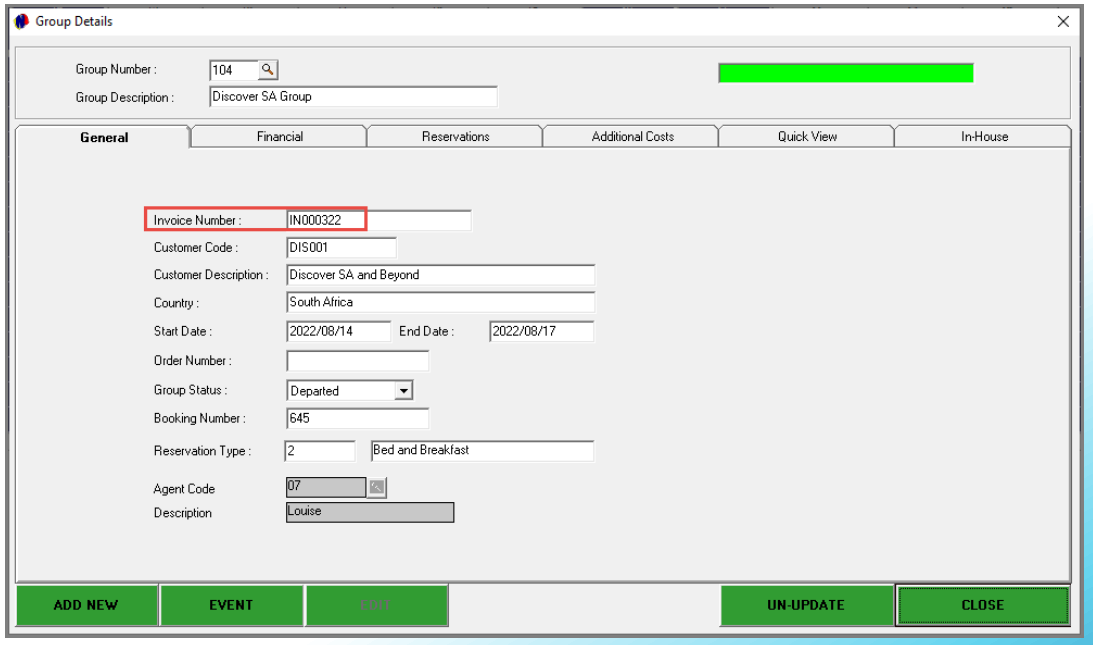


Group Departure

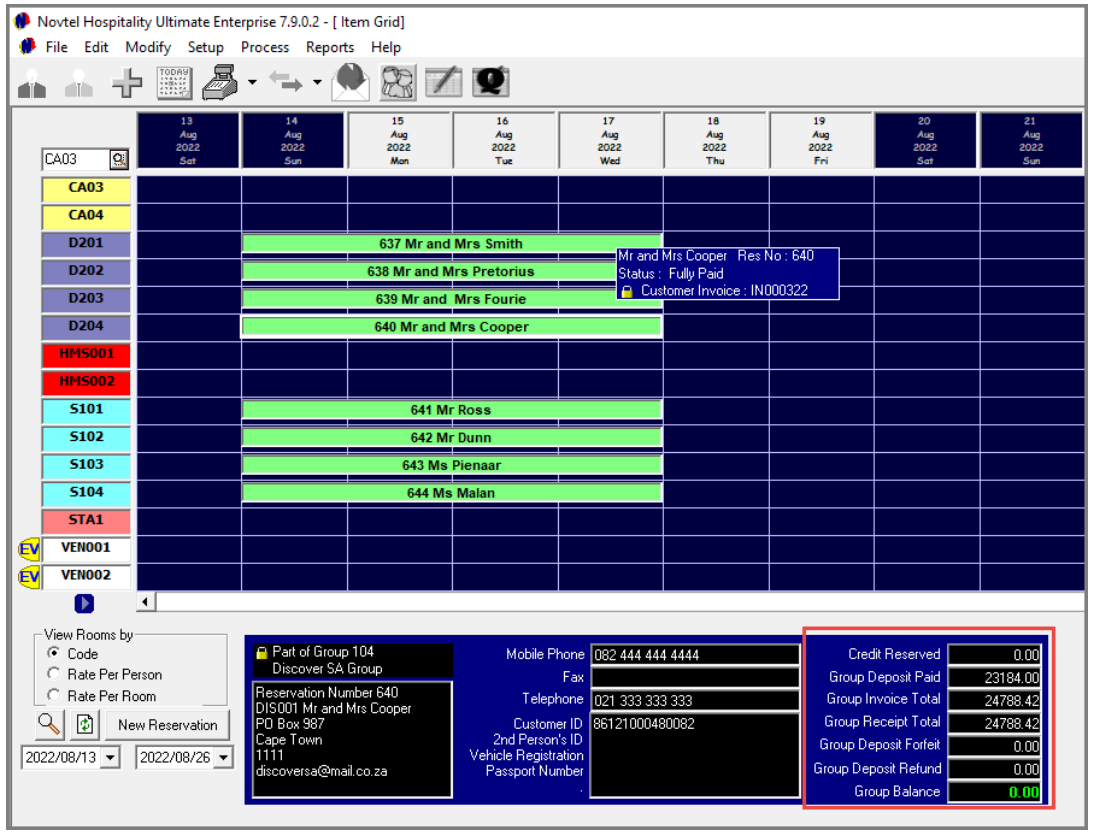


Only once the Group Status has been changed to 'Departed' and the change saved, will the 'Update' option be activated.

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.



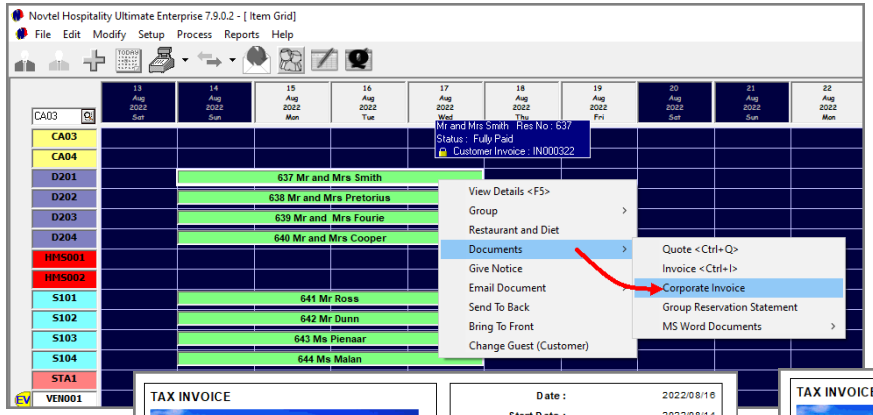
Group Departure



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

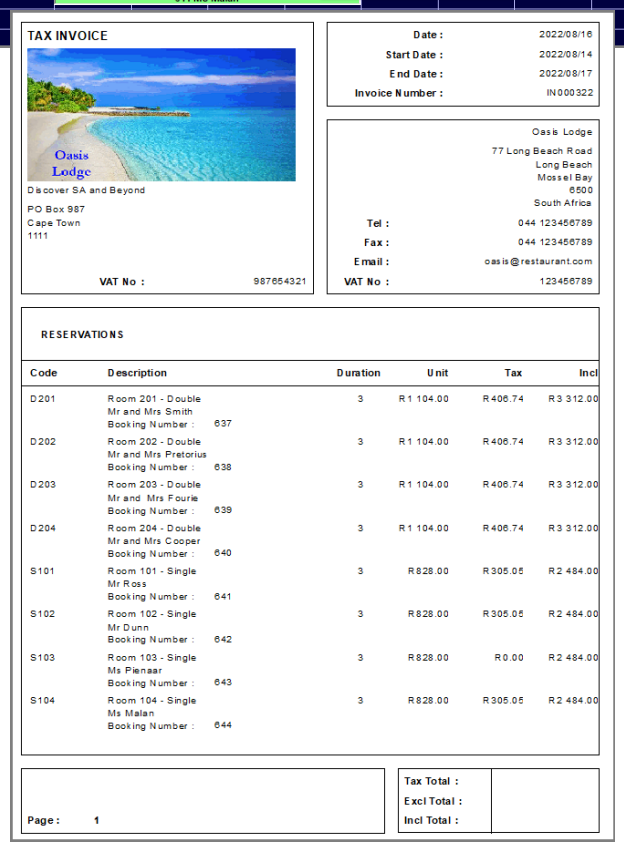
If no outstanding balance is present, all reservations linked to the Group Booking will turn green – the colour of the ‘Fully Paid’ status.

Group Departure



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 :	2022/08/16
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

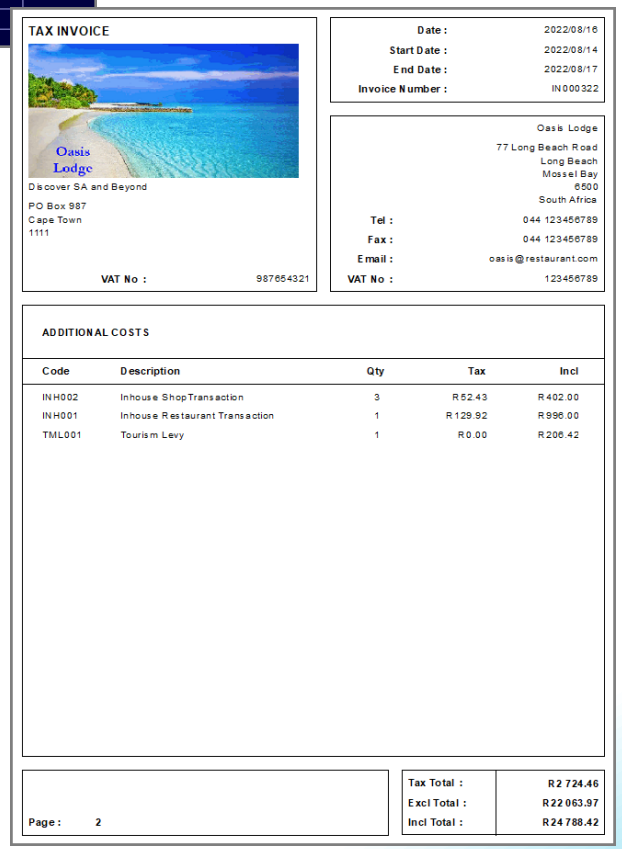
Tel :	044 123456789
Fax :	044 123456789
Email :	oasis@restaurant.com
VAT No :	123456789

RESERVATIONS

Code	Description	Duration	Unit	Tax	Incl
D201	Room 201 - Double Mr and Mrs Smith Booking Number : 637	3	R1 104.00	R406.74	R3 312.00
D202	Room 202 - Double Mr and Mrs Pretorius Booking Number : 638	3	R1 104.00	R406.74	R3 312.00
D203	Room 203 - Double Mr and Mrs Fourie Booking Number : 639	3	R1 104.00	R406.74	R3 312.00
D204	Room 204 - Double Mr and Mrs Cooper Booking Number : 640	3	R1 104.00	R406.74	R3 312.00
S101	Room 101 - Single Mr Ross Booking Number : 641	3	R828.00	R305.05	R2 484.00
S102	Room 102 - Single Mr Dunn Booking Number : 642	3	R828.00	R305.05	R2 484.00
S103	Room 103 - Single Ms Pienaar Booking Number : 643	3	R828.00	R0.00	R2 484.00
S104	Room 104 - Single Ms Malan Booking Number : 644	3	R828.00	R305.05	R2 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 :	2022/08/16
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

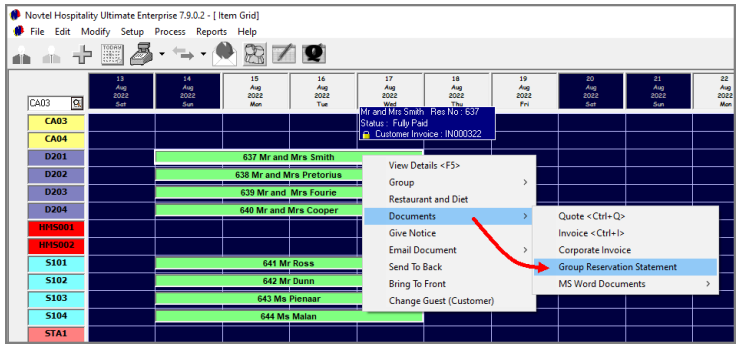
Code	Description	Qty	Tax	Incl
INH002	Inhouse ShopTransaction	3	R52.43	R402.00
INH001	Inhouse Restaurant Transaction	1	R129.92	R996.00
TML001	Tourism Levy	1	R0.00	R206.42

Page : 2

Tax Total :	R2 724.46
Excl Total :	R22 063.97
Incl Total :	R24 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.

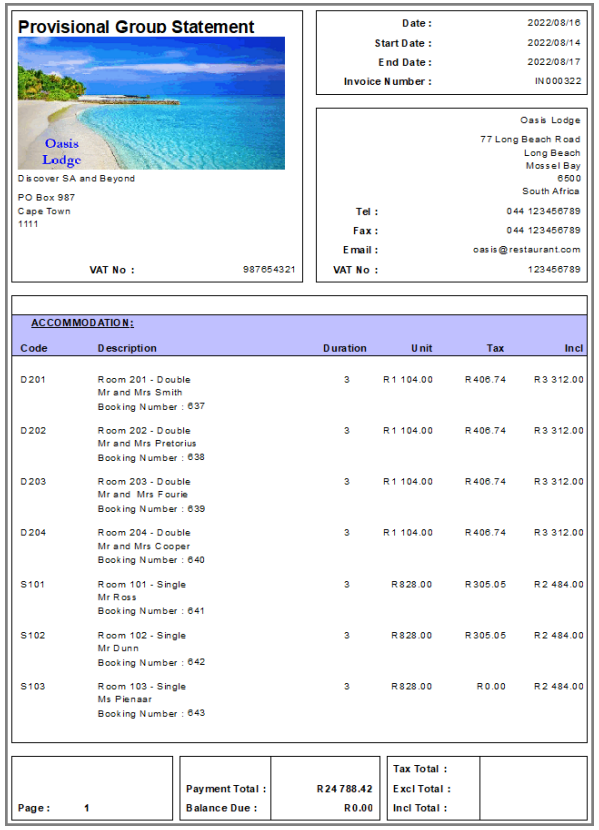
Group Departure



To print the Group Reservation Statement, select this option.

As per our example, the Group Reservation Statement displays the 'Accommodation' section first, as well as the additional 'In-House' charges which were billed to Group 104.

The Group Reservation Statement also displays the total for payments received, as well as the 'Balance Due' after the payments have been deducted.



Provisional Group Statement

Oasis Lodge
Discover SA and Beyond
PO Box 987
Cape Town
1111
VAT No : 987654321

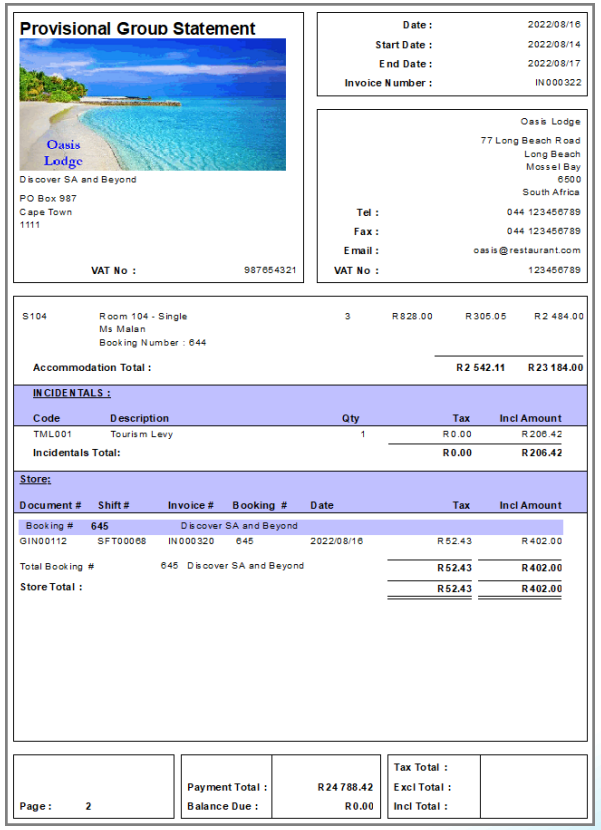
Date : 2022/08/16
Start Date : 2022/08/14
End Date : 2022/08/17
Invoice Number : IN000322

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

ACCOMMODATION:

Code	Description	Duration	Unit	Tax	Incl
D201	Room 201 - Double Mr and Mrs Smith Booking Number : 637	3	R1 104.00	R406.74	R3 312.00
D202	Room 202 - Double Mr and Mrs Pretorius Booking Number : 638	3	R1 104.00	R406.74	R3 312.00
D203	Room 203 - Double Mr and Mrs Fourie Booking Number : 639	3	R1 104.00	R406.74	R3 312.00
D204	Room 204 - Double Mr and Mrs Cooper Booking Number : 640	3	R1 104.00	R406.74	R3 312.00
S101	Room 101 - Single Mr Ross Booking Number : 641	3	R828.00	R305.05	R2 484.00
S102	Room 102 - Single Mr Dunn Booking Number : 642	3	R828.00	R305.05	R2 484.00
S103	Room 103 - Single Ms Pienaar Booking Number : 643	3	R828.00	R0.00	R2 484.00

Page : 1
Payment Total : R24 788.42
Balance Due : R0.00
Tax Total :
Excl Total :
Incl Total :



Provisional Group Statement

Oasis Lodge
Discover SA and Beyond
PO Box 987
Cape Town
1111
VAT No : 987654321

Date : 2022/08/16
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

S104	Room 104 - Single Ms Malan Booking Number : 644	3	R828.00	R305.05	R2 484.00
Accommodation Total :				R2 542.11	R23 184.00

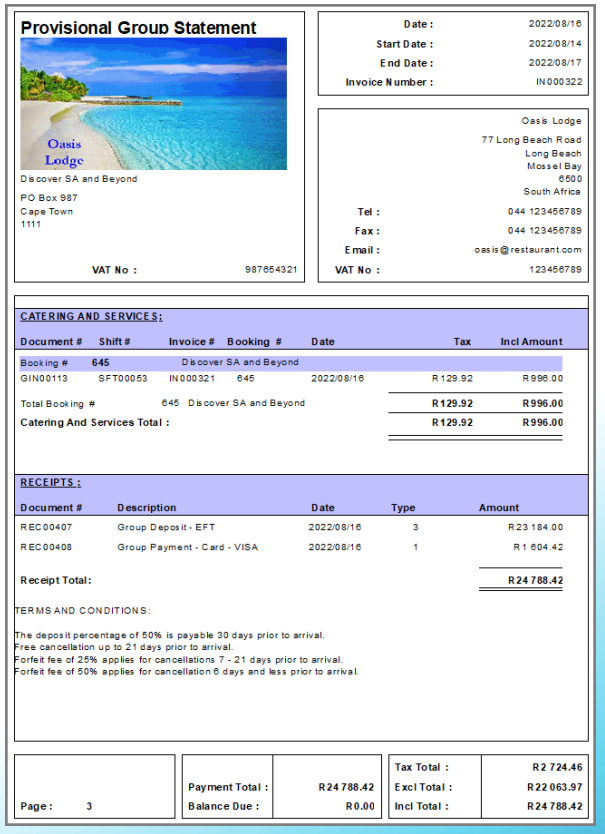
INCIDENTALS :

Code	Description	Qty	Tax	Incl Amount
TML001	Tourism Levy	1	R0.00	R206.42
Incidentals Total:			R0.00	R206.42

Store:

Document #	Shift #	Invoice #	Booking #	Date	Tax	Incl Amount
Booking # 645	Discover SA and Beyond					
GIN00112	SFT00068	IN000320	645	2022/08/16	R52.43	R402.00
Total Booking #	645 Discover SA and Beyond				R52.43	R402.00
Store Total :					R52.43	R402.00

Page : 2
Payment Total : R24 788.42
Balance Due : R0.00
Tax Total :
Excl Total :
Incl Total :



Provisional Group Statement

Oasis Lodge
Discover SA and Beyond
PO Box 987
Cape Town
1111
VAT No : 987654321

Date : 2022/08/16
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

CATERING AND SERVICES:

Document #	Shift #	Invoice #	Booking #	Date	Tax	Incl Amount
Booking # 645	Discover SA and Beyond					
GIN00113	SFT00053	IN000321	645	2022/08/16	R129.92	R996.00
Total Booking #	645 Discover SA and Beyond				R129.92	R996.00
Catering And Services Total :					R129.92	R996.00

RECEIPTS :

Document #	Description	Date	Type	Amount
REC00407	Group Deposit - EFT	2022/08/16	3	R23 184.00
REC00408	Group Payment - Card - VISA	2022/08/16	1	R1 604.42
Receipt Total:				R24 788.42

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 cancellation 6 days and less prior to arrival.

Page : 3
Payment Total : R24 788.42
Balance Due : R0.00
Tax Total : R2 724.46
Excl Total : R22 063.97
Incl Total : R24 788.42

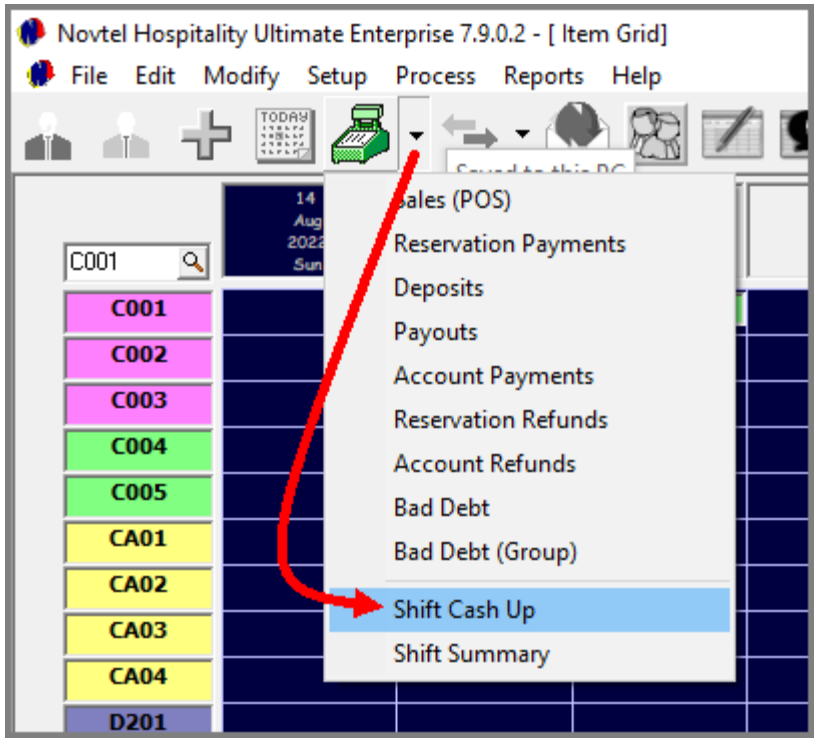
Novtel® Hospitality Management

19

The Shift Cashup Procedure

Hotel reception photo created by freepik - www.freepik.com

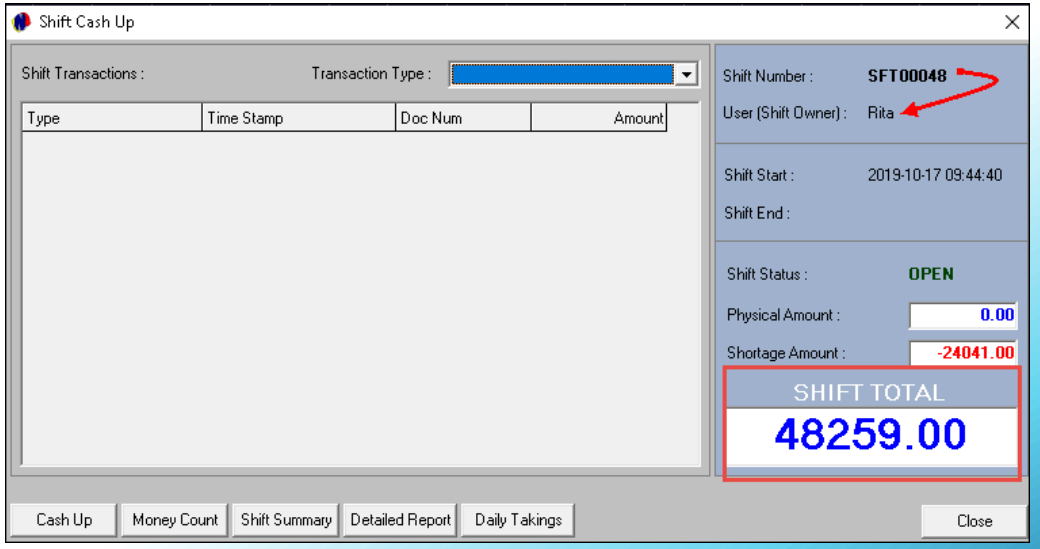
The Shift Cashup Procedure



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.



The Shift Cashup Procedure

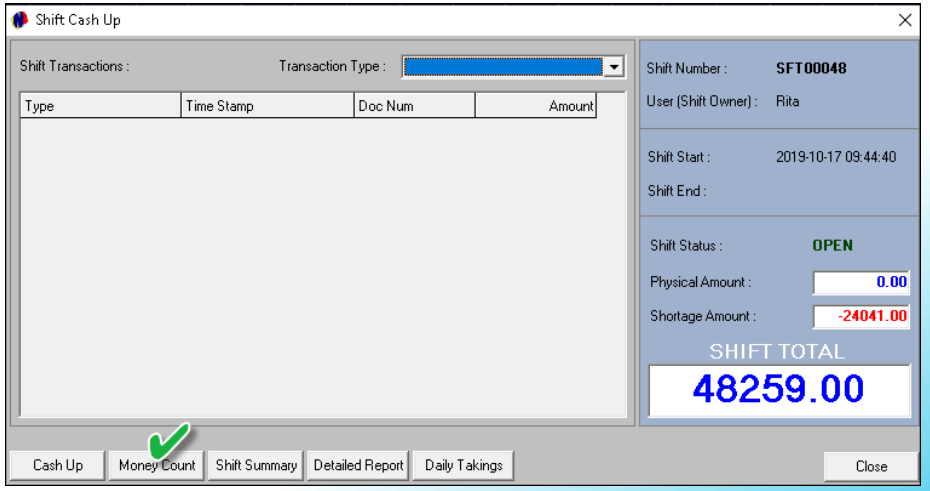
The User will count the physical amounts in the cash drawer and capture:

- ✓ 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

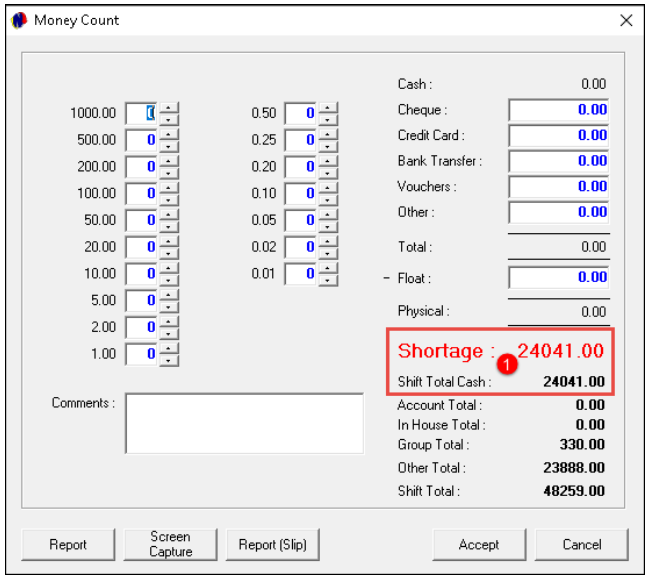
The credit card slips; redeemed voucher documents and signed Goods Issued Notes will be included in the cash up documents.

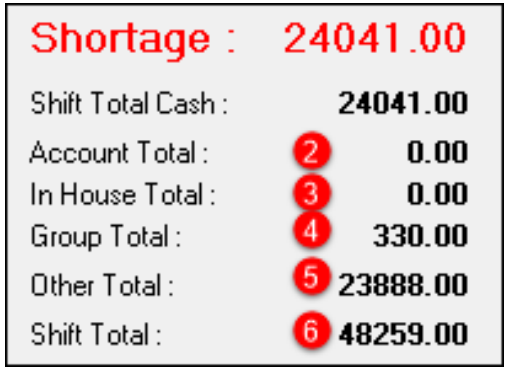
Performing the Money Count Procedure

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



The Shift Cashup Procedure





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.

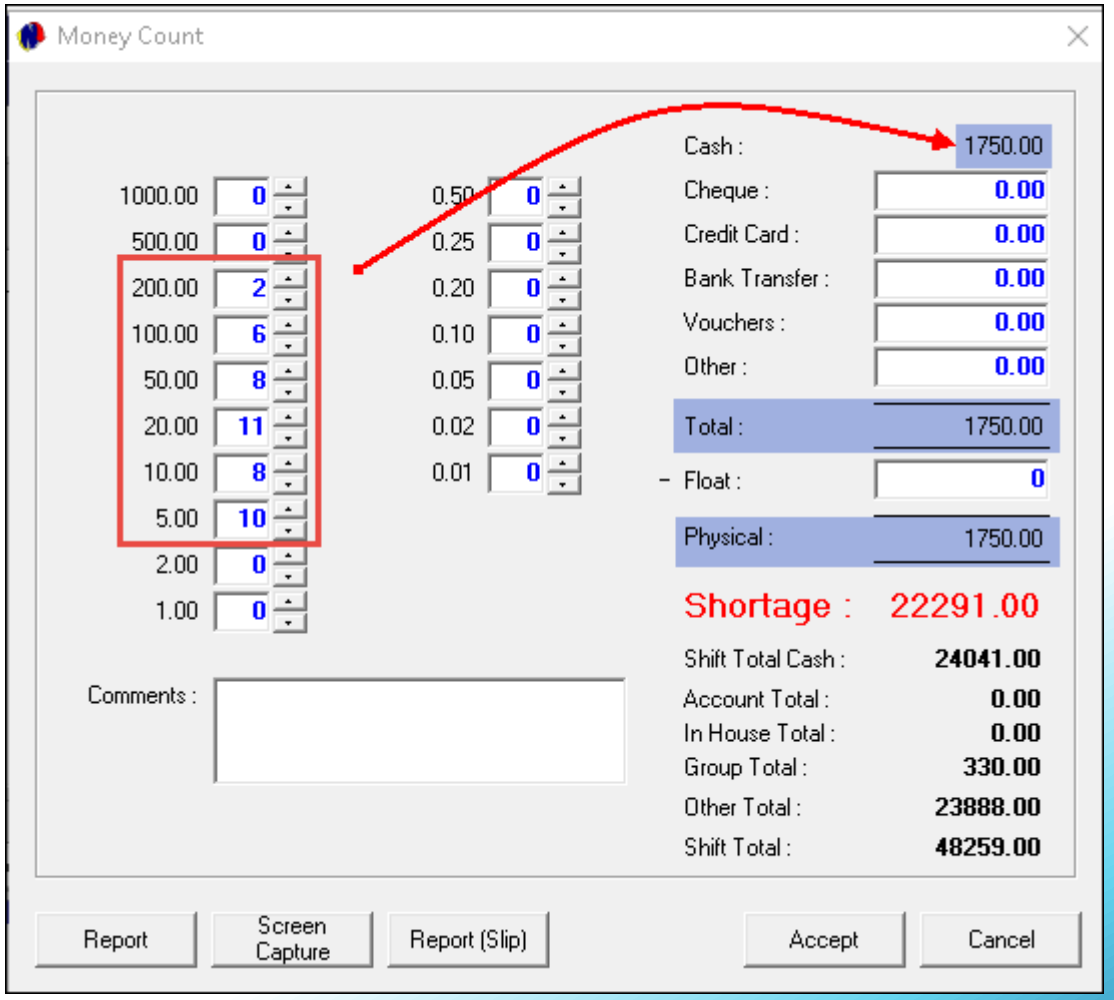
The Shift Cashup Procedure

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).

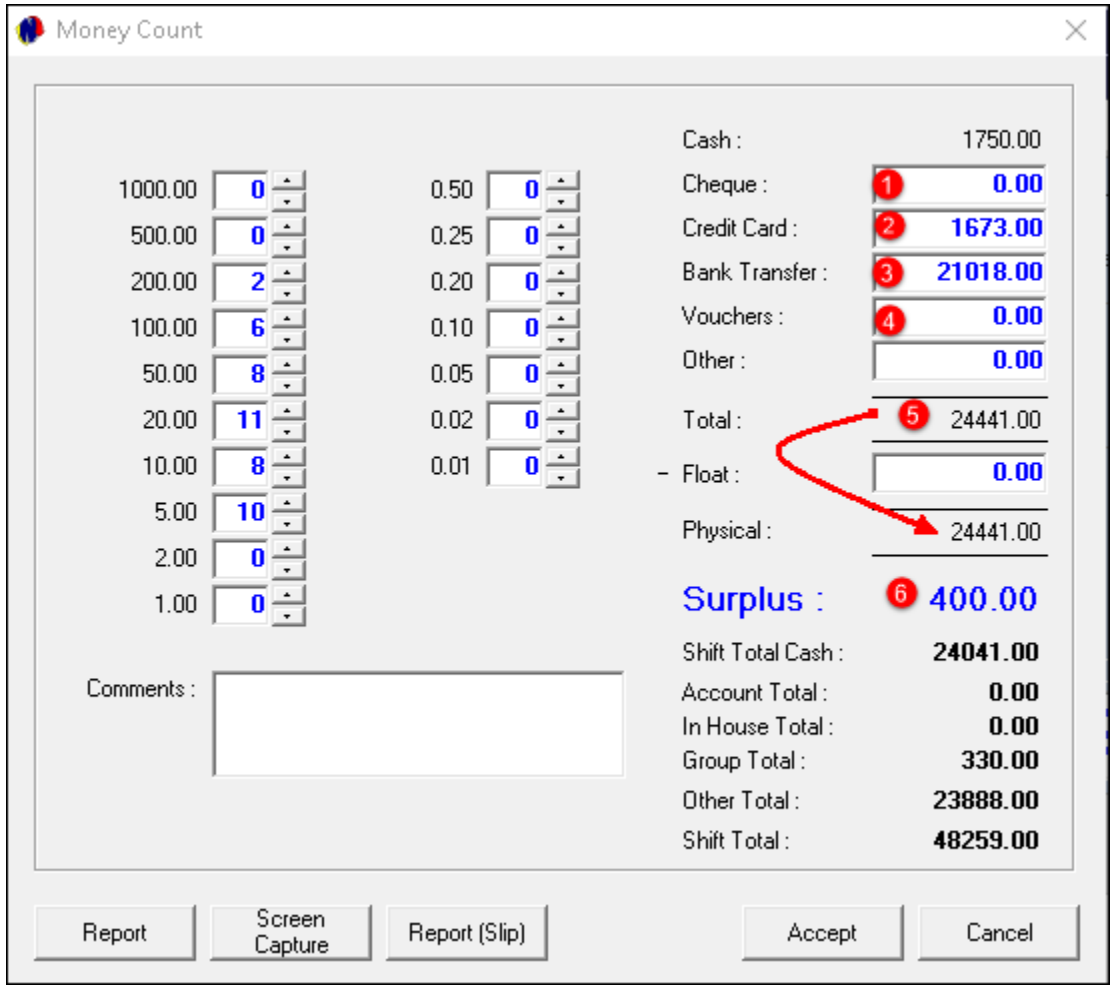
In this case, the following number of notes and coins are present in the cash register, which includes a R400.00 float:

- ✓ 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.

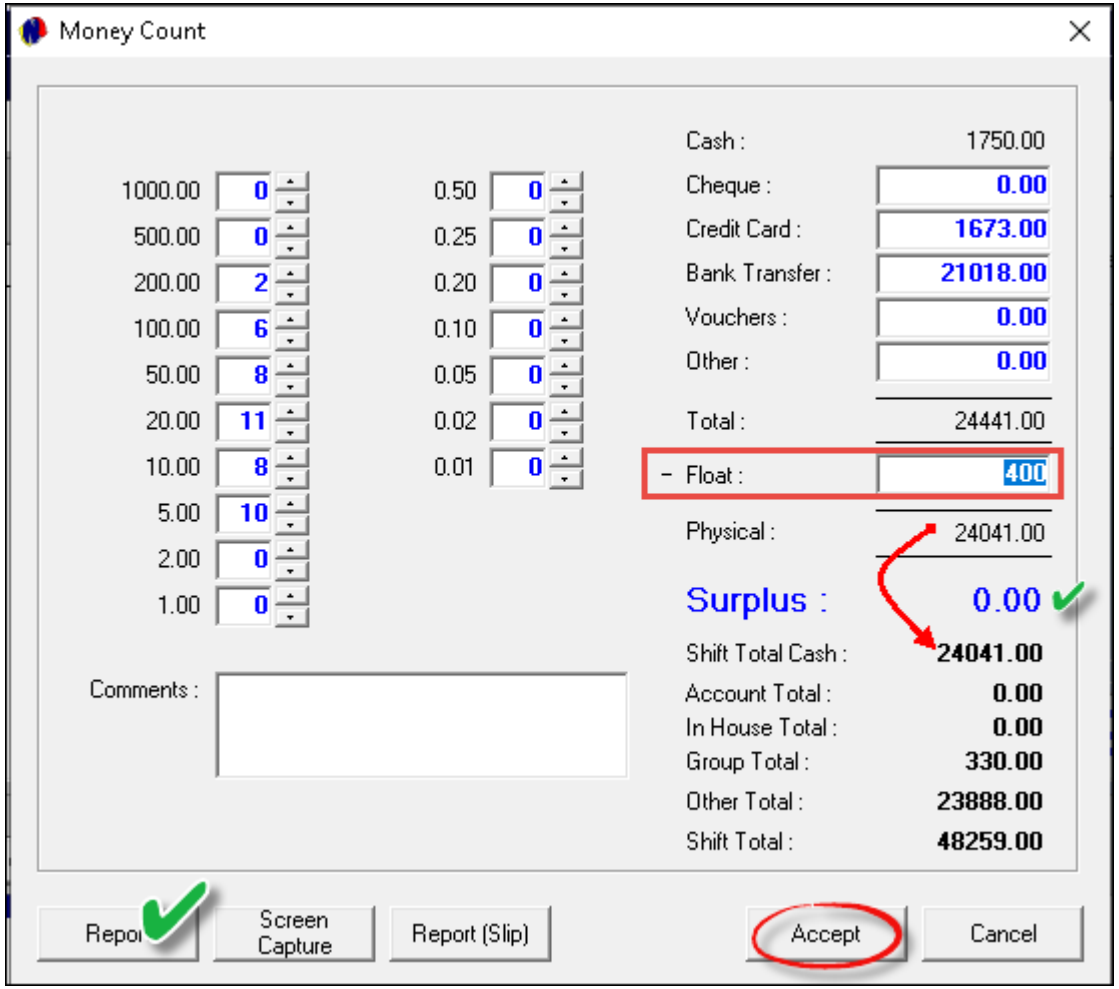


The Shift Cashup Procedure



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



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.

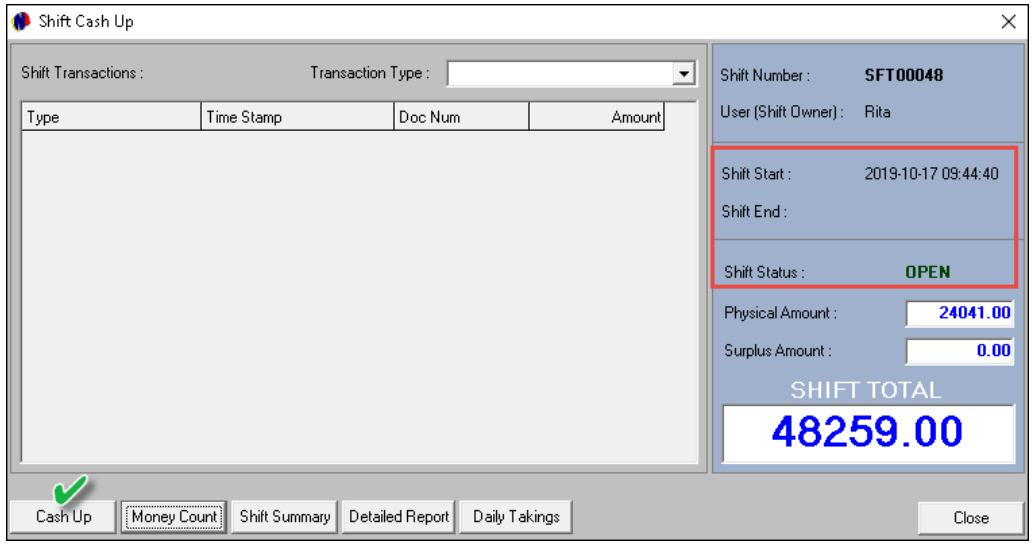
The Physical amount and the Shift Total Cash amounts correspond – which means that the cash up is in balance.

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.

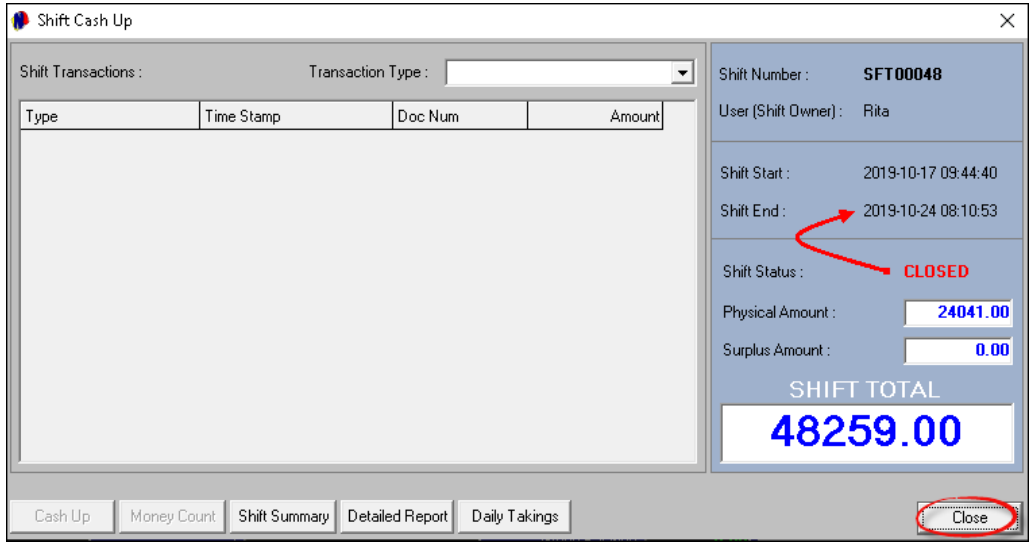
Clicking 'Accept', the 'Money Count' window is closed.

The Shift Cashup Procedure



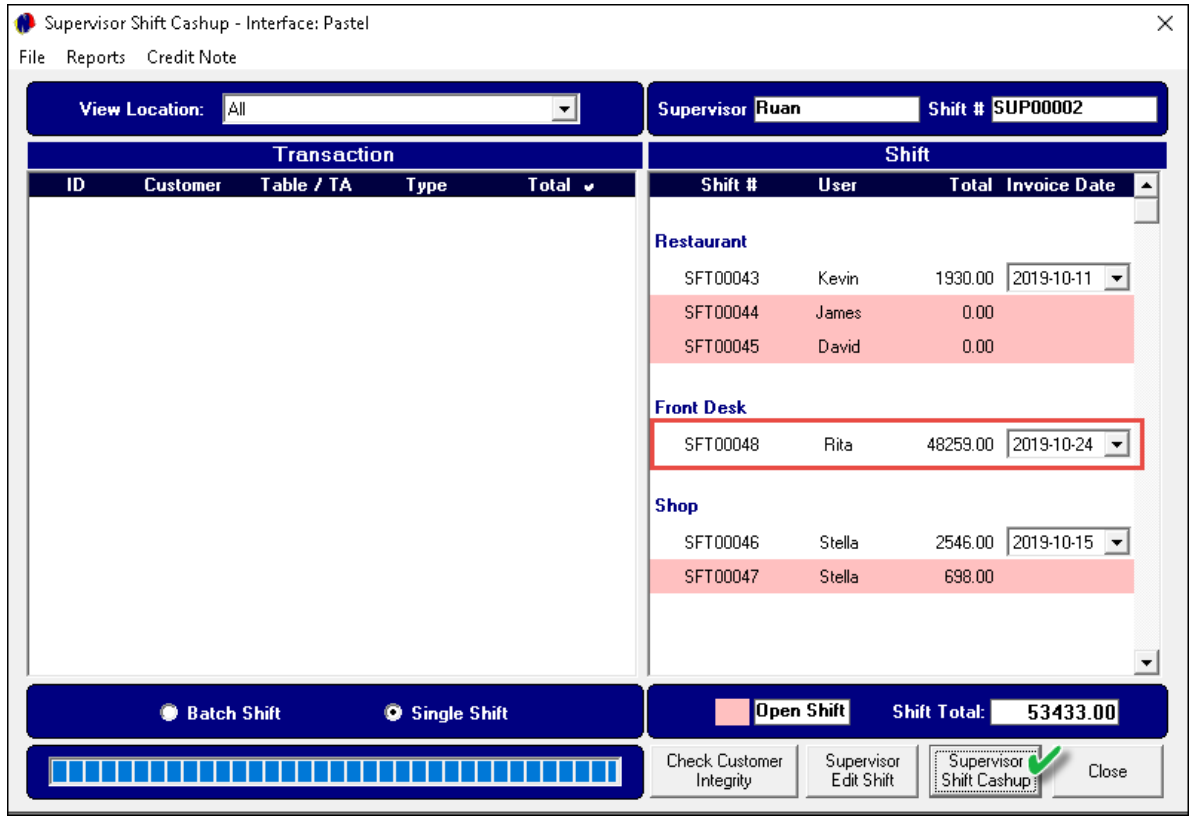
Cashing up and closing the Shift

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



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

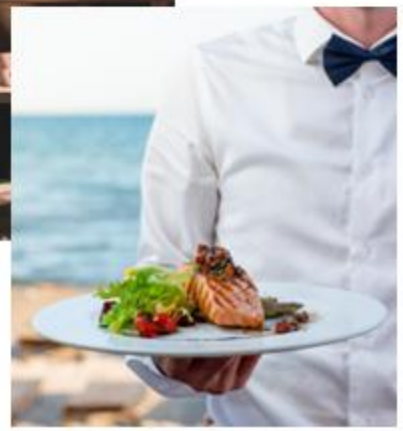


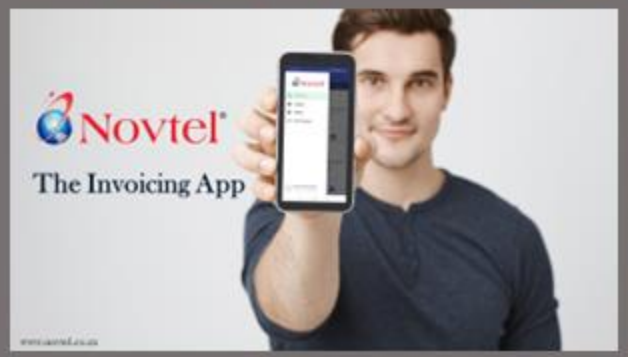
The Supervisor's Screen

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.

Restaurant And Bar POS





info@novtel.com

sales@novtel.com

www.novtel.co.za

086 166 8835

Image by pressfoto on Freepik