

Semper

Release Notes

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TABLE OF CONTENTS

SECTION 1: ADD-ONS/ENHANCEMENTS 5

SEMPER WEB 5

Venue Settings 5

Company & Bank Details 6

Enforced Fields 6

Custom Fields 6

Deposits & Accounting 6

System 6

Statements 6

Payment Receipt 6

All Reservations 7

Notes 7

Employee's & Security Settings 7

Cash-ups 7

Cash-up Management 7

Travel Agent & Companies 7

Rooms 8

Datatables 8

People Contacts 8

Employee Activity Log 8

Rates 8

Online Reservations 8

Debtors 9

RESERVATION MANAGEMENT SYSTEM 9

Keycard Interface 9

Channel Management 9

Travel Agent & Companies 9

Cash Ups 9

Venue Settings 9

Day-end 9

Payment Devices 10

Templates 10
RESERVATION MANAGEMENT SYSTEM REPORTS 10
Income Comparison by Product/Product Type 10
Age Analysis 10
SEMPER ADD-ONS 10
Self Service 10
Own Website 10
INTEGRATORS 11
Booking.com 11
Bidvest 11
Xero 11
STOCK CONTROL 11
Transfer Stock 11
Stock Planner 12
POINT OF SALES 12
Process Slips 12
Dockets 13
SECTION 2: BUG FIXES 14
RESERVATION MANAGEMENT SYSTEM 14
Keycard Interface 14
Reservations 14
Quotations 14
Casual Sales 15
Venue Settings 15
All Reservations List 15
Templates 15
Debtors 15
Employee Activity Log 15
Travel Agents & Companies 16
RESERVATION MANAGEMENT SYSTEM REPORTS 16
Bookings and Cancellations report 16

Rooming List report 16
Arrivals and Departures report 16
Total Revenue for a selected period report 16
Employee Activity Log 16
Daily Invoices 16
Daily Revenue vs Budget 17
Trial Balance 17
Outstanding Balance for a Specific Period 17
Reservations by Booked By 17
CONFERENCE MANAGEMENT SYSTEM 17
Quotations 17
Transactions 17
STOCK CONTROL 18
Issue Stock 18
Stock Take 18
Master Tables 18
POINT OF SALES 18
POS Rate Rules 18
Dockets 18
POS API 19
POINT OF SALES REPORTS 19
Stock Margins Report 19
SEMPER ADD-ONS 19
Self Service 19

SECTION 1: ADD-ONS/ENHANCEMENTS

SEMPER WEB

The following was added for this version:

Venue Settings

Automated Correspondence

1. Automated Correspondence is now located under Setup & Admin → Venue Settings and not under Setup & Admin → CRM.
2. Automated processes can be setup to SMS and/or send email documents to guests based on the settings.
3. Added a new entry to the Automated Correspondence called 'xx day(s) before departure'.
4. The 'Status changed from provisional to confirmed' setting can now be setup to send only for accommodation, only conference or both.
5. The 'Status changed from provisional to confirmed' setting can now be setup to send a different confirmation document for the different booked by options.
6. Changed the 'Browse' buttons to dropdowns. The drop down will show a list of documents setup under Setup & Admin → Setup Documents.

Auto Cancel

7. The 'BPayDeposit' and 'BPayPayment' variables can be used in the auto warning/cancel messages.

Documents

8. Removed the 'Automate Deposit Invoice' section.
9. Added 2 message boxes under the 'Deposits' section called 'Online Reservations' and 'Manual Reservations'.
    a) In the Online Reservations message box under Deposits, there is a default message that says 'Your booking made via [BookedBy] did not deduct any deposit from your bank. You are required to pay the deposit to avoid your booking being cancelled.'
    b) In the Manual Reservations message box under Deposits, there is a default message that says 'In order to confirm your reservation a deposit payment needs to be made. You are required to pay the deposit to avoid your booking being cancelled.'
10. Renamed the variable 'AutomatedDepositText' to 'DepositMessageText'. The variable 'AutomatedDepositText' will no longer work.
11. When a user selects the Deposit Invoice button on the transactions screen of a reservation or from the Online Reservations tab then the system will check whether the booking is an online reservation or a manual reservation. If the reservation is an online reservation then the message that will display on the deposit invoice document (using the variable 'DepositMessageText') must be the message inserted under the 'Online Reservation' message block.

12. When a user selects the 'Deposit Invoice' on the transactions screen of a reservation or from the Online Reservations tab then the system will check whether the booking is an online reservation or a manual reservation. If the reservation is a manual reservation then the message that will display on the deposit invoice document (using the variable 'DepositMessageText) must be the message inserted under the 'Manual Reservation' message block.

Company & Bank Details

13. Edit and view the Company Bank Details tab.

Enforced Fields

14. Edit and view the Enforced Fields tab.

Custom Fields

15. Edit and view the Custom Fields tab.

POS Settings

16. Edit and view the POS Settings tab.
17. Moved the following settings from the System tab to the POS Settings tab:
    a) Block from Point of Sale
    b) Include Active Out Reservations in POS
    c) Semper Remote Reservation for POS

Deposits & Accounting

18. Edit and view the Deposits & Accounting tab.

System

19. Edit and view the System tab.

Statements

20. Produce a statement to either display on the screen or email directly to a guest or company.

Payment Receipt

21. Produce a payment receipt to either display on the screen or email directly to a guest or company.

All Reservations

22. View the all reservations list.
23. View a list of all reservations per reservation status.
24. Open a reservation from the list.

Notes

25. Create a new note.
26. Change a note.
27. Create a new employee group.
28. Edit an employee group.
29. Open the notes from the Debtor Details screen.
30. Open the notes from the Reservation Details screen.

Employee's & Security Settings

31. Ability to configure security settings for existing and new users.
32. Added a search bar so that you are able to search for an employee.

Cash-ups

33. View the list of users that need cashing up.
34. Ability to perform a cash-up.
35. View the list of completed cash-ups (history cash-ups)

Cash-up Management

36. Ability to open cash management.
37. Ability to search through history cash ups.
38. Ability to view cash up details by selecting an entry in the list returned from the search and selecting 'Open'.

Travel Agent & Companies

39. View the list of all active/deactivated Travel Agents & Companies (Found under → Setup & Admin → Travel Agents & Companies).
40. Create a new Travel Agent or Company.
41. Edit a Travel Agent or Company.
42. Deactivate/Restore a Travel Agent or Company.

Rooms

43. View the list of all active/deactivated room types on the system (Found under Setup & Admin → Rooms).
44. View the list of all active/deactivated rooms on the system.
45. Add a new room type
46. Add a new room
47. Deactivate/Restore a room type
48. Edit a room/room type

Datatables

49. Add a new entry under Datatables
50. Deactivate an entry
51. Reactivate an entry
52. View active/deactivated entries.

People Contacts

53. View active/deactivated contacts
54. Create a new contact
55. Deactivate/Reactivate a contact

Employee Activity Log

56. View the employee activity log (Found under Setup & Admin → Employee Activity Log).
57. Use the search filters to search through the activity log.
58. View the activity log for a reservation directly on that reservation.

Rates

59. Added the months above the calendar display on the Change (Edit) Rate screen. If a there are no rates inserted for a month, the month will display red.
60. Added the ability to edited the rate using periods by adding a Period button.
61. Added the 'Expiry Date' onto the change rate screen.
62. After applying a 'Period' to a new rate, we now display a block above the 'Select the PERIOD this rate with apply' section. Display the dates and weekdays selected.

Online Reservations

63. Removed the ‘All Reservations’ tab from under Channel Management to a separate function under the Reservation tab called ‘Online Reservations’.

Debtors

64. Ability to view reservations associated with the debtor by status. (All Reservations List)
65. The contact person that is automatically selected in the contact person drop down will now be the default contact setup on the debtor.

RESERVATION MANAGEMENT SYSTEM

Keycard Interface

1. When MIWA is selected as the provider, the unused settings that don't apply to MIWA are now disabled.

Channel Management

2. Add a new check box column under the Channels tab called ‘Save Comms’.
   a) If the check box next to a channel is selected under this column then commission amount received from the channel with each reservation will be saved and recorded onto the reservation (a transaction) in Semper.
   b) If the check box is not selected then the commission amount received from the channel will be ignored and will not be recorded in Semper.

Travel Agent & Companies

3. When removing a rate from a travel agent or company and that travel agent or company is the booked by on a reservation with that specific rate used then the user will not be allowed to remove that rate from the list of rates linked to a travel agent or company. A message will now appear informing the user that is rate is linked to a reservation and therefore cannot be removed.

Cash Ups

4. Took out the word ‘Made’ next to ‘Total Sales’ and ‘Total Expenses’.

Venue Settings

5. Moved the "Semper Remote Reservation for POS" setting to under the POS Settings tab.

Day-end

6. Refunds are now recorded on the day-end based on capture date and no longer the effective date.

Payment Devices

7. If a venue is using PayBay and has a Payment Device(s) setup, the <None> option will no longer show in Payment Device drop down for selection when adding a credit card payment.

Templates

8. When generating a proforma/invoice on the master room of a group booking and the master room is paying for all accommodation. The arrival date that is displayed on the proforma/invoice document will be the earliest arrival date in the group and the departure date will be last departure in the group.

9. Users are no longer allowed to manually type in options into the Business Source field on a reservation.

RESERVATION MANAGEMENT SYSTEM REPORTS

Income Comparison by Product/Product Type

1. Refunds are no longer included in the 'GP (Total income less expenses) total and will have a separate total.

Age Analysis

2. Payments on the age analysis will now show according to capture and no longer the bank date.

SEMPER ADD-ONS

Self Service

1. When accepting the T&Cs and not all of the required information has been inserted, a message comes up informing the guest that there is information missing. When the message comes up guest will now be taken to the first field that needs completing.
2. Added a new document to the system called 'Self Service Check In'. When a reservation is checked in using the online Self Service App, all the information filled in and signed by the guest will be saved onto the document. The document will then be attached to the reservation in Semper.

Own Website

3. Removed the message '(Please do not reply to this email as it is computer generated)' on the confirmation email sent to guests after completing their booking on via the Own Website.

INTEGRATORS

Booking.com

1. Bookings cancelled in Booking.com and then sent to Semper (meaning Semper cancels the booking as well) can only be automatically cancelled in Semper if the following criteria applies and the 'Save bookings cancelled online as No Show' setting is not selected.
   a) The booking is either Provisional/Confirmed;
   b) or there are no invoices on the reservation;
   c) or there are no payments on the reservation

2. If a venue is using the auto cancel functionality and the system is setup to send out a warning email/SMS before the reservation is auto cancelled, Semper will automatically report the credit card as invalid to Booking.com. If the booking is then cancelled via the auto cancel functionality, Semper will report the cancelation to Booking.com and the reservation will be cancelled on Booking.com as well.

Bidvest

3. Semper now integrates with Bidvest.
4. Bidvest payments can be processed through the Semper system or on Semper's Own website.
   - The following variables can be added onto the venue's templates and custom documents that will create a hyperlink that the guest/company can select which will open Bidvest's payment gateway.
   a) BPayPayment
   b) BPayDeposit

5. A new system refund type has been added to the system called 'BPay Refund'.
   - Bidvest Payments processed through Semper can be refunded in Semper and the refund will be automatically be processed in the bank.

Xero

6. Semper now integrates with Xero.

STOCK CONTROL

Transfer Stock

1. Removed the word 'Units' from the 'Full Master Units Available' column when the product is a unit product.

Stock Planner

2. Added a new function under Stock Control called 'Stock Planner'.
3. On the Stock Planner screen there is a setting called 'Show Summary', by default this setting is on.
4. When the show summary setting is ON, only one line per product will be displayed even if there is stock for that product in multiple storage areas. Products with 0 stock on hand will still show in the list.
5. When the show summary setting is OFF and a product is available in more than one storage area then there will be multiple lines per product for each storage area. Products with 0 stock on hand will still show in the list.
6. On the Stock Planner screen there is an option to export what is on the screen to excel.
7. The Order button will only be enabled if there is a QTY entered in the Order QTY column.
8. Columns explained:

- The Storage Area column displays the storage area that the product was or is available in.
- The Stock on Hand column displays the stock on hand for each product.
    - If the on-hand amount is in a negative or zero, the line will display in red.
    - If the Show Summary setting is ON, the on-hand amount will be the total of stock available per product for all storage areas.
    - If the Show Summary setting is OFF, the on-hand amount will be the amount available in each storage area.
- The Re-Order Level column displays the re-order level setup on the Product Properties screen.
    - If the Summary Setting is ON, the re-order level will look at the total amount of stock for all storage areas and if it's less than then the re-order level, the line will show in orange.
    - If the Summary Setting is OFF, the re-order level will look at what is on hand per storage area and if its lower than the on-hand amount then only that area will show in orange.
- The Order QTY column allows the user to enter an amount they would like to order (purchase) and is used for the Order button.
- The Transfer column is a button that will open a pop-up screen which will allow the user to transfer the product from one storage area to another. If the product exists in multiple storage areas, each storage area will be displayed.

POINT OF SALES

Process Slips

1. The QTY for products sold as a double will no longer display as 2 and will now display as 1 on the process slips unless the QTY of doubles sold was 2.

   E.g. If 1 x Brandy Tot (Double) is sold then the process slip no longer display 2 x Brandy Tot (Double), it will now display 1 x Brandy Tot (Double).

Dockets

1. When selling a product as a double, the word ‘Double’ will no longer display in brackets next to the product on the docket.

   E.g. If 1 x Brandy Tot (Double) is sold then the docket will display 2 x Brandy Tot.

SECTION 2: BUG FIXES

RESERVATION MANAGEMENT SYSTEM

Keycard Interface

10. When entering a 'Device #' and then saving and closing and going back into the Key Card Interface, the 'Device #' would be blank again.

Reservations

11. When each room in a group reservation is paying for their own accommodation and one of the rooms have been invoiced, the user was not able to change the dates for any of the un-invoiced rooms to another room. The system would not allow it.
12. When moving an invoiced reservation to another room (dates of the reservation stay unchanged) then the message “The rate of the target room may differ. Do you want to apply the target room rate?” will no longer come up as the reservation is already invoiced and the dates are still the same.
13. When making a reservation received via Own Website a no-show a message saying “Booking.com booking can only be marked as a no-show from 00:00 on the planned check-in date up to 48 hours late. This booking will remain active on Booking.com, unless manually marked as a no-show on the extranet. Continue?” was coming up. This message must only come up for bookings received via Booking.com.
14. When the levy setting “Levies are added to the rate price” is being used and set to charge on both accommodation and extra charges and a table is posted from the POS to a reservation and that reservation is then added to a group reservation and then the table posted from the POS is re- to the master room, the levies were double charging for that transactions on that table.
15. Renamed the 'Update VAT to 15%' button under Database Activities to 'Update VAT'.
    a) When selecting this button, it will now open a screen. On that screen, the user will be allowed to specify the old TAX % and add the new TAX %. When selecting the update button, the system will update the TAX % to the new one and will update the tax amount and % on all un-invoiced transactions where the effective date falls on or after the date specified.
16. Reservations received from Booking.com, eRes and Expedia and the status are changed in Semper (E.g. to Confirmed) and the guest makes changes to the reservation online, the status of the reservation in Semper must not change back to provisional.
17. The status of reservations received from STAAH with payments will automatically be confirmed.

Quotations

18. When entering the quantity next to the room selected on the Accommodation tab, the Total Price was not generating. Then when clicking on the Rate Table, the system would give an error message.

19. When creating a new quote and either inserting the QTY (view by type) of rooms or selecting the rooms (view individual rooms) the 'Total Price' column was not updating and when selecting the 'Rates Table' button, no amounts are displayed. The 'Total Price' and 'Rates Table' would only display the amount once the quote was saved, closed and then re-opened.

Casual Sales

20. When the levy setting "Deduct all levies and taxes from the rate price and then proportion to determine the levy and tax amounts - Levy type must be percentage" is being used and set to only charge on accommodation transactions, when doing a casual sale, the levies were being calculated on the extra charges.
21. Gratuities charged using the Casual Sale function under Front Desk, were not linked to an employee under Gratuities Management even though an employee was selected when charging the gratuity.

Venue Settings

22. The Zapper port number was not saving after being inserted.

All Reservations List

23. Reservations where the payment has been allocated to an invoice were showing with an outstanding balance on the All Reservations List.

Templates

24. The balance on the invoice (PDF Templates only) differed to the balance on the reservation when the invoice setup setting ‘Summarise Packages’ setting was selected.
25. Corrected the display on PDF templates when the charges go over two pages.

Debtors

26. Payments/Expenses could be allocated multiple times to an invoice.
27. Payments and negative expenses are no longer allowed to be allocated to an invoice with a negative balance.
28. Unprocessed Retained Credits were not showing on the debtors account if the display setting was on ‘Current’.

Employee Activity Log

29. When adding a second payment responsibility to a reservation we must create an activity log.

Travel Agents & Companies

30. When de-selecting the 'Tax Reg No:' and there was a number entered, the system did not clear the 'Tax Reg No:'.

RESERVATION MANAGEMENT SYSTEM REPORTS

Bookings and Cancellations report

1. Bookings where the created date fell on the end date selected when generating the report were not showing under the Bookings sections on the report.

Rooming List report

2. The report was not showing all the details for the 2nd guest added onto a reservation.

Arrivals and Departures report

3. The report was not showing all the details for the 2nd guest added onto a reservation.

Total Revenue for a selected period report

4. Commission amounts were showing under the accounts section for companies even though there were no commission transactions for those companies for the period the report was generated for.
5. The actual total of the expense's column was showing next to each casual sale under the casual sales section which caused the amount displayed for the total expenses to be incorrect.

Employee Activity Log

6. The rates category was not displaying on the report even though there is logs under that category.
7. The reviews category was not displaying on the report.

Daily Invoices

8. The Daily invoices by product and product type was displaying inactive products and products types even though there were no transactions for them.

Daily Revenue vs Budget

9. Reversals were not included in the totals.

Trial Balance

10. Credit Notes were showing under the Expenses and C/N sections causing the report not to balance. Credit Notes must only show under the C/N section.

Outstanding Balance for a Specific Period

11. The report was showing bookings with R0.00 balances.

Reservations by Booked By

12. When generating the report using the 'Use Report Server' setting, the information was not showing the same information when you generate the report without using the 'Use Report Server' setting.

CONFERENCE MANAGEMENT SYSTEM

Quotations

1. When converting a quote with a gratuity recorded on it to a conference reservation, the staff name for that gratuity was blank under Gratuities Management.

Transactions

2. When changing the contact details on a conference reservation under the Conference Details tab and selecting save & close on the contact details screen and then just closing the reservation instead of saving & closing the reservation, the transactions would no longer show under the transactions but there would still be a balance.
3. When changing the Payment Responsibility to a company and the user selects a contact linked to that company as the contact person and then changes the Booked By to the same company and contact and there were extra charges already charged on that reservation, the extra charges would no longer be displayed under the transaction screen but they were included in the balance of the reservation.

STOCK CONTROL

Issue Stock

1. Non-Bulk items can now be issued out with decimal places.

Stock Take

2. When the variance on a Stock Take was a positive variance, the Cost Price (Excl) amount would change when the last cost price on the system is changed. The Cost Price (Excl) amount must never change.

Master Tables

Storage Areas

3. When deactivating a storage area, the system will now check if there is any stock on hand for that storage area. If there is stock on hand for the storage area, the user will not be allowed to deactivate the storage area.
- The following message will come up 'The Storage Area still has stock in it. First transfer the stock to a different storage area or issue the stock out.'.

POINT OF SALES

1. After processing a recipe product, users were able to change the QTY of the transaction which resulted in that recipe product showing under the stock on hand screen with a negative value.
2. When posting a table to a staff account with a R0.00 balance, the system was giving an error message.

POS Rate Rules

3. When rate rule "Buy any product from (Category) and receive (ReplaceValue3) % on those products between (From) and (To)" has been setup and a product was charged with a selling price of R0.00 and then corrected to the correct price, the rate rule did not apply.
4. When rate rule "Buy any (ReplaceValue1) products from (Category) and receive (ReplaceValue3) discount on those products between (From) and (To)" has been setup, the rule would only apply if the quantity sold was the 'ReplaceValue1' plus 1.

Dockets

5. The alternative currency symbol was not showing on the unformatted dockets.

6. When a selling price of a product was between R0.00 and R9.00, it was showing incorrectly on the docket (E.g.: R09.00 instead of R9.00).
7. The amounts were not aligned on the formatted dockets.
8. The currency symbol was not showing in front of the 'Total (Incl.)' and 'Balance Due' amounts on the unformatted dockets.
9. The currency symbol was not showing in front of the 'Balance Due' amount on the formatted dockets.

POS API

10. When the reservation systems server is not running, tables could not be closed to the POS systems debtor accounts.
11. Credit Limits setup on accounts in the Reservation system were not showing on the View Accounts screen in the POS system.
12. The View Accounts screen was only showing accounts setup in the POS system and not the accounts in the Reservations system as well.

POINT OF SALES REPORTS

Stock Margins Report

1. Products that no longer have stock on hand in a storage area are showing in the list of products with a stock on hand value even though there is no stock on hand left for that product in that specific storage area when generating the report for a specific storage area.

SEMPER ADD-ONS

Self Service

1. The departure date was showing the same date as the arrival date.