Semper

Release Notes

Version: 7.9.7.3011

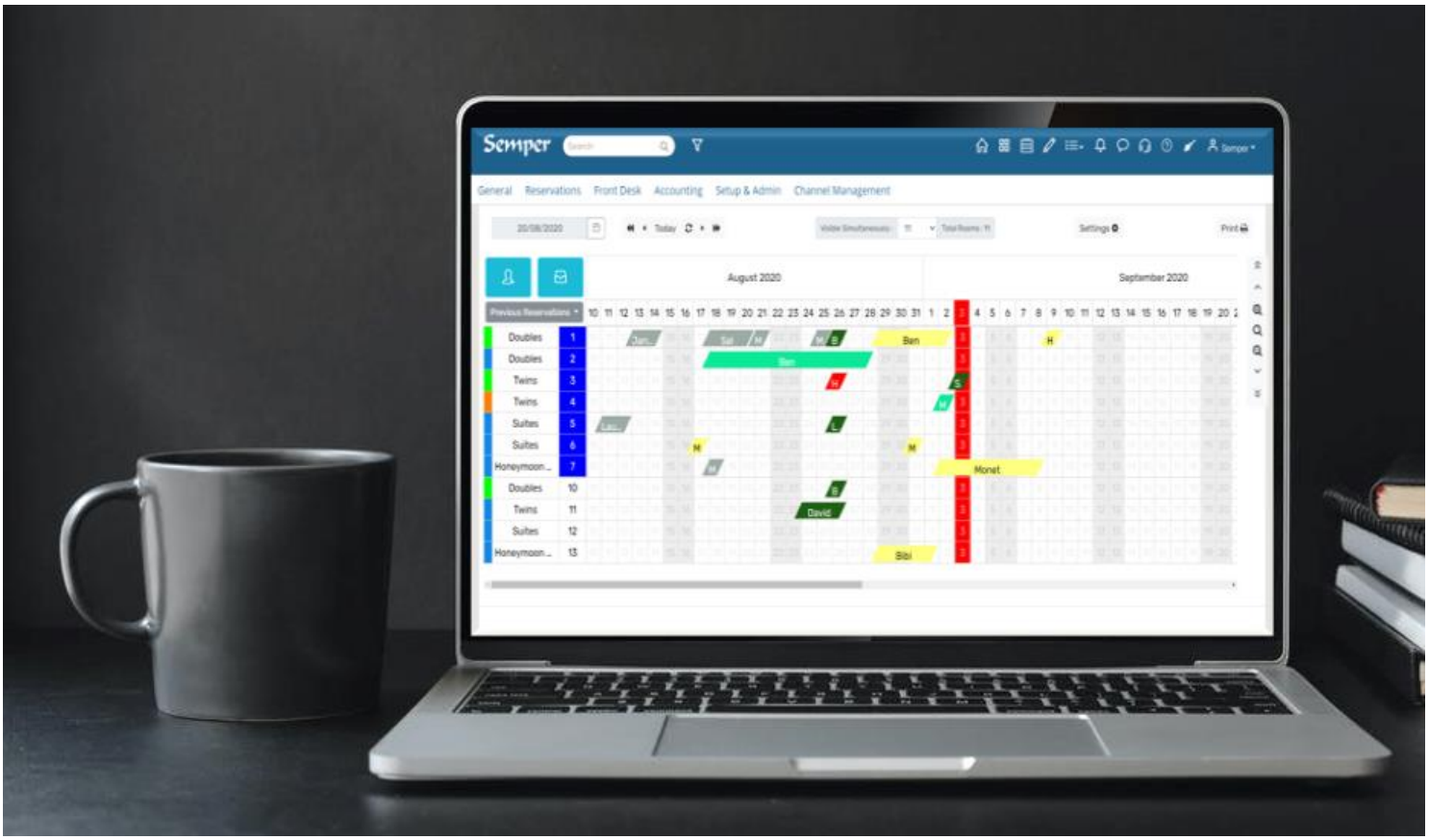


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SECTION 1:
SEMPER WEB ADD-ONS/ENHANCEMENTS

DASHBOARD

Date Picker

1. Changed the start and end date to be the same date (current date) by default.

CALENDAR

Calendar

1. Added the days of the week to the top of the calendar.

View Room Rates

2. View all room rates selected for calendar display.

Right Click Menu

3. The following can now be done by right clicking on a reservation on the calendar:
    - Remove a group from a reservation.
    - SMS Group
    - Make a reservation a no show
    - SMS Guest
    - Add Room to Group
    - Move Group Reservation
    - Move Reservation
    - Change Master Room
    - Convert to Group Reservation

Hourly Rooms

4. Reservations for non-24-hour rooms can now be booked, opened and displayed on the calendar in Semper Web.

GENERAL

Guest Surveys

1. View all guest surveys received from 3rd party survey companies (E.g.: Booking.com or Guest Review).
2. Open a survey received from Booking.com.
3. Reply to a survey received from Booking.com.

Interfaces

4. View all transactions received from 3rd party Point of Sale and Telephone systems.
5. Post transactions received from 3rd party Point of Sale and Telephone systems to a reservation or account.
6. Sync Tablet POS with Semper.
7. Clear files received from 3rd party Point of Sale and Telephone systems.

Person Search

8. Send an SMS.
9. Make a reservation.

Marketing

10. Search contacts.
11. Send a SMS.
12. Send an email.
13. Export the search screen to excel.

General Search

14. Copy a Reservation.
15. Reinstate a cancelled reservation.

All Reports

16. Added a number of reports.
    - Only available reports are displayed in the list of reports.

RESERVATIONS

Reservations

Reservation Details

1. View the rate table.
2. Update the web reference number.
3. Added a new button to the Reservation Details screen called Virtual Credit Card. This button will bring up a screen displaying the following details for the Virtual Credit Card received from online channels:
    - Virtual Card Number
    - CVV Number
    - Expiry Date
    - Effective Date
    - Balance
    - Currency Code
    - VCC Expiration Date
    - Amount

Extra Charges

4. Create a new product.

Transactions

5. View the transaction summary.
6. Exclude commissions from the transactions screen.
7. Generate a custom proforma invoice.
8. Generate a custom tax invoice.
9. If a venue is not authorized for online payments then the Internet Payment type will not show in the payments drop down.
10. If a venue is not authorized for Zapper then the Zapper payment type will not show in the payments drop down.

Reservation Manager

11. When selecting the Virtual Credit Card button, a screen will come up displaying the following details for the Virtual Credit Card received from online channels:
    - Virtual Card Number
    - CVV Number
    - Expiry Date
    - Effective Date
    - Balance
    - Currency Code
    - VCC Expiration Date
    - Amount
12. A virtual credit card booking can only be removed from the Reservation Manager if the full payment is processed.
13. Added a new security setting called '526 - Virtual Credit Card Details - May View Virtual Credit Card Details'.

Reservation Wizard

14. When selecting ‘Next’ on the Guests step, the Person Search will no longer open. It will first take the user to the Booked By step like we do in normal Semper and when selecting next on the Booked By step, the Person Search will come up.
15. Removed the guest name from next to the An Individual field on the Booked By step.
16. Removed the message 'Select a company in the drop box or new for a new company' that comes up when selecting the 'A Travel Agent, Company or Website' option. Instead, the system will auto open the drop down for the user to select a company.

FRONT DESK

Sales

1. View In-House Guests.
2. View Accounts.
3. Create a Casual Sale.
4. Charge a sale directly onto an account on in-house reservation.

Day End

5. Connect to Xero
6. Post to Xero.

Invoice Setup

7. Setup & view invoice setup settings.
8. Added a new setting called 'Standard Summary'
    - If the standard summary setting is selected the system will use new settings for accommodation display.
    - By default, transactions will be summarized by category and price.
    - The venue will have the option to add the following to the invoice lines:
        - Arrival and departure dates
        - Room options
        - Package name
        - Per Person
        - Per Night

ACCOUNTING

View Casual Sales

1. Search for casual sale invoices.
2. Change the invoice date of an invoice.
3. View transactions on a selected invoice.
4. Cancel an invoice.
5. Re-generate an invoice.

Commission Management

6. View and process commissions that need to be paid out to Travel Agents, Companies or Tour Operators.

Debtors

Debtor Details

7. Commission Management
8. Send an SMS from the Debtor Details screen.

9. Send an email from the Debtor Details screen

Accounting Close & Post

10. Connect to Xero
11. Post to Xero.

Month End

12. Connect to Xero
13. Post to Xero.

SETUP & ADMIN

People Contacts

1. View previous reservations the contact is linked to.
2. Open a reservation from the Res History tab.
3. Add an attachment to a contact.
4. Remove an attachment from a contact.
5. Open an attachment from a contact.
6. Open the notes function from the contact details screen.
7. Send an email

Room Rates

8. Added a drop down to display either room, package rates or both.
9. Set a rate as the Reservation default rate.
10. set a rate as the Conference default rate.
11. Set a rate as the Other Product default rate.
12. Added the Conference Only setting.
13. Calculate Rates
14. Calculate All Rates

Venue Settings

Logo

15. Added a new tab called ‘Logo’.
    - Under the logo tab the venue can uploaded their logo.

Remote Tab

16. Setup and configure replication clients.

POS Settings

17. The IP Address field now accepts special characters and letters. This allows for a no-ip address to be entered.
18. Added a new field called ‘Port’. This allows the venue to specify which port the system must use for the POS API.
19. Added a new field under the Protected Values section called 'Manage Gratuities' with 2 radio button options called 'POS' and 'RES'.
20.
    - If the Post Casual Sales setting is on then the RES option will be selected by default and the settings disabled for selection.
    - If the RES option is selected then the Gratuities Management function in the POS Admin system will be disabled.
    - If the POS option is selected then the Gratuities Management function will be disabled in the Reservations system.
21. If any information under the Protected Values section is altered an activity will be created.

Interfaces

22. Added a new option under the Setup & Admin tab called Interfaces.
23. Under Interfaces the user will find the Survey, CRS, ESD Details and Key Card Interface settings.

Deposits & Accounting

24. A group of employees can now be selected.

Automated Correspondence

25. Moved the Automated Correspondence Setup from under Venue Settings to a function of its own under the Setup & Admin tab.
26. Redesigned the automated correspondence function to make it more user friendly.
27. Added new automated correspondence rules with the ability to setup the same rule multiple times based off of different criteria and documents.

Products

28. Link modifiers to a product.
29. Setup modifier rules for a product.

CRM

Profiles

30. View and setup profile instances.
31. Rename a profile instance.
32. Add a profile instance.
33. Delete a profile instance.
34. Add a new profile class.
35. View and setup profile classes.
36. Rename a profile class.
37. Delete a profile class.
38. Select/de-select the enable multi-select setting.

eGuest

39. Added a new field called "eGuest Message" under the eGuest fields. This message will display once the guest fills in the eGuest form and clicks on Complete.

Employee's & Security Settings

40. Added a new section under Employee Security settings called Channel Management.
41. Added a new security setting under the Channel Management section called Channel Management – Access Functions under the Channel Management tab.
    - Super users are automatically authorized for this security setting.

CHANNEL MANAGEMENT

General

Google Maps Pin

1. Venues can now insert a Google Maps Pin.
    - This will be displayed on the Booking Engine.

Own Website

General

2. Added a new tab under the Own Website channel called General.
3. Moved the General Settings section under the Upload tab to the General tab.
4. Added a section to the General tab called ‘Payment Options’.
5. Added a setting called ‘Allow Pay Later’ under the Payment Options section.
    - If this setting is selected, when a guest makes a reservation via the Booking Engine, they will be given the option to either Pay Now or Pay Later.
    - If the guest selects the Pay Later option their reservation will be created without having to pay the deposit upfront.
6. Add a new setting under the General Settings called ‘Show Availability’.
    - This setting is selected by default.
    - If this setting is selected then a button called ‘Show Availability’ will be displayed on the venues Booking Engine which will show a calendar displaying the venue’s availability.

Rate Rules

7. Upload a rate rule for specific days within the date range.
8. Apply a rate rule to all room types when creating a rate rule.
9. Setup Minimum and Maximum Advance rate rules.

Room Price Genie

10. Setup Room Price Genie.

SECTION 2:
RESERVATION ADD-ONS/ENHANCEMENTS

ACCOUNTING

Day End

Pastel Export

1. Changed columns G, I and R to negative amounts on the Supplier invoice CSV files.
2. Payouts are now included in the Day End total display on the day end screen.

Month End

Pastel Export

3. Changed columns G, I and R to negative amounts on the Supplier invoice CSV files.
4. Payouts are now included in the Month End total display on the Month End screen.

Accounting Close & Post

Pastel Export

5. Changed columns G, I and R to negative amounts on the Supplier invoice CSV files.
6. Payouts are now included in the Close total display on the Accounting Close and Post screen.

SETUP & ADMIN

Room Rates

1. Removed the automatic upload of rates when saving a rate.

Venue Settings

POS Settings

2. The IP Address fields now accepts special characters and letters. This allows for a no-ip address to be entered.
3. Added a new field called 'Port'. This allows the venue to specify which port the system must use for the POS API.

4. Added a new field under the Protected Values section called 'Manage Gratuities' with 2 radio button options called 'POS' and 'RES'.
    - If the Post Casual Sales setting is on then the RES option will be selected by default and the settings disabled for selection.
    - If the RES option is selected then the Gratuities Management function in the POS Admin system will be disabled.
    - If the POS option is selected then the Gratuities Management function will be disabled in the Reservations system.
5. If any information under the Protected Values section is altered an activity will be created.

REPORTS

Time & Attendance

1. Grouped the report by username and date.
2. Added a total line under each usernames section.
3. Added the venue's name to the top of the report.
4. Added the dates the report was generated for to the top of the report.
5. Added the date & time the report was generated on to the top of the report.

Activity Schedule

6. Added a new column called PAX.
7. Added a new column for Reservation Text 4.

Top Yield Performing Tour Operator

8. Added setting to include complimentary reservation types on the report.
9. Added the ability to select or deselect room types before generating the report.

SEMPER ADD-ONS

eGuest

1. Changed the message "{field name} is required" to rather say "*Is Required".

Self Service

2. Changed the "{field name} is required" to rather say "*Is Required".

Booking Engine

3. When a new reservation is received from an online channel, an email will now automatically be sent to the venue.
4. Redesigned the confirmation email sent to guests and the venue.
5. Added a new button called ‘View Availability’.
    - This will display the venues availability on a calendar.
    - The availability calendar is not displayed on mobile devices.

POS API

6. When a casual sale is sent from the POS system, the reservation system will now automatically invoice the casual sale.

Self Service

7. Moved the departure date field to above the child fields.
8. Moved the rooms field to above the nights field.

INTEGRATIONS

All Channels

1. When a reservation is cancelled by an online channel and the cancellation is sent to Semper and the reservation is then cancelled in Semper, an email will automatically be sent to the venue.

SECTION 3:
SEMPER WEB - BUG FIXES

DASHBOARD

General

Revenue Summary

1. The number of available rooms was including inactive rooms.

RESERVATIONS

Reservations

No Shows

1. A no show reservation could not be cancelled or the status changed.

Business Source

2. Deactivated business sources were showing in the drop down.

Reservation Manager

3. When a second deposit payment is recorded on a booking, the deposit paid field did not update.

SETUP & ADMIN

Online Ordering

1. When double clicking on a product, the product properties screen must open.

SEMPER ADD-ONS

eGuest

1. The eGuest link added to custom documents was not displaying if the venue was not authorized for Guest Online Services.
2. The nationality selected in the list should be the same as what is on the contact in Semper.

Self Service

3. If you have an '&' sign in the "Pre-Check-in email & SMS Body" it cuts the message off from where the '&' sign is.
4. The nationality selected in the list should be the same as what is on the contact in Semper.

SECTION 3:
SEMPER RESERVATION - BUG FIXES

RESERVATIONS

Reservations

1. When the booked by of a reservation is changed from a company that requires a 25% deposit to the guest which requires a 50% deposit, the system will re-calculate the deposit due automatically.

2. When creating a reservation for more than 28 days and the system asks the user whether they would like to charge long stay tax or not and the user selects no, the system would still apply the long stay tax to the reservation.

3. When editing the transactions on a long stay reservation (long stay tax applied) with a package rate, some of the extras in the package were recharged with the normal tax and not the long stay tax.

4. When viewing transactions on a reservation using the display ‘As Invoice’ setting, the POS tables posted to the reservation was showing multiple times with a R0.00 amount. This would only occur if the venue was using the PDF invoice template and the Summarise POS Tables setting under Invoice Setup.

5. When viewing the transactions on a reservation when using the display ‘As Invoice’ and the PDF invoice template was selected along with 'Summarise POS Tables' setting under invoice setup. The POS tables posted to the reservation were showing multiple times with a R0.00 amount.

6. On an online booking for 6 nights and 2 adults, the detailed description on the 'As Invoice' setting showed incorrectly. The detailed description showed 'Deluxe suite for 2 nights @ R xxx instead of 6 nights @ R xxx.

General Search

7. Cancelled reservations where the arrival and departure dates are both in the past could be reinstated from the General Search function which not be allowed as the reservation is in the past.

Reservation Wizard

8. When creating a reservation for more than 28 days using the Reservation Wizard, the system did not ask the user if long stay tax should be applied to the reservation or not.

SETUP & ADMIN

Venue Settings

Auto Cancel

1. When a reservation is cancelled via the Auto Cancel function and a note is created, the cancelled date on the note was incorrect.

ACCOUNTING

Refund Manager

1. When processing a refund via the Refund Manager and the cancellation fee was already invoiced the system would re-invoice the cancellation along with the payment and refund transactions causing the same transaction to display on multiple invoices.

Day End

Pastel Export

2. If a deposit account has been added on the Map GL code screen, the Receipts CSV files must display as follows for deposit payments only:
    - Column C must display a G instead
    - Column D must be the Deposit GL code and not the Guest account.
    - Column L must also be the Payment type GL code
3. When back dating a day end, reversal transactions where the capture is not smaller or equal to the day end date must not be included on the day end.

Month End

Pastel Export

4. If a deposit account has been added on the Map GL code screen, the Receipts CSV files must display as follows for deposit payments only:
    - Column C must display a G instead
    - Column D must be the Deposit GL code and not the Guest account.
    - Column L must also be the Payment type GL code

Accounting Close & Post

Pastel Export

5. If a deposit account has been added on the Map GL code screen, the Receipts CSV files must display as follows for deposit payments only:
    - Column C must display a G instead
    - Column D must be the Deposit GL code and not the Guest account.
    - Column L must also be the Payment type GL code

STOCK CONTROL

Stock Planner

1. When opening the stock planner, the system would return an "Object reference not set to an instance of an object" error.
2. When opening the stock planner, the option <ALL> will automatically be selected in the Storage Area, Category and Sub Category drop downs.

Stock on Hand

3. After charging a recipe product, the table was closed to a reservation before the system could update the stock on hand, this caused the stock to deduct twice from the stock on hand.

Goods Received

4. VAT was being generated on products marked as ‘Excl VAT’ when the 'View in local currency' setting was selected.

Manage Recipes

Set Recipe Selling Rates

5. When entering a selling price for a recipe and then updating the rate table, when going out the Set Recipe Selling Rates screen and back in the selling price was removed.

REPORTS

Debtors

Age Analysis

1. When generating the debtors aged analysis and selecting the 'Include Retain Credit' and 'Un-allocated Expenses' settings, the amounts are duplicated. It shows the retained credit and it adds the amount again as un-allocated expenses.

Reservations

Reservation by Own Website

2. When a reservation has a 'FromVenueID' set, the reservation did not show on the report.

Reservation Revenue

3. The rooms sold calculation was incorrect.
4. The extras column must not include the products under Sustainability Levies and External Transfers columns.
5. The total column must include the commissions amount.
6. No Show bookings must be excluded from the report.
7. The VAT column must look at all transactions on the reservation and not only the accommodation transactions.
8. The Sustainable Levies and the External Transfers columns must be excluding VAT (The Vat is already included in the VAT column).
9. The Tourism Levy and Extras columns must be tax exclusive.

Activity Schedule

10. If there are multiple guests in 1 room then the report must not display a separate line per guest.

POINT OF SALES

1. When performing an accounting close and there were open tables on the POS system, the system would auto invoice the open tables.

2. When selling a recipe product, and you change the qty before processing then the cost price was incorrect (It was duplicated by how much the qty is).
    - This only applied bulk and set weight / volume products.

SEMPER ADD-ONS

Booking Engine

1. Made UI and flow changes to the Booking Engine to make it more user friendly.
2. When a voucher special is uploaded the rate was not showing on the Booking Engine.
3. Corrected a calculation issue for “This room has been booked xx times”.
4. Corrected a spelling mistake on the message ‘Only xx Rooms Left’ if there was only 1 room available for a room type.
5. Added the venues name to the browsers tab instead of displaying 'Semper Booking Engine'.
6. The commission calculated on the booking made via the Booking Engine (for clients using our payment gateway) must be calculated based off the deposit paid and not the total of the reservation.

POS API

7. Users received from the POS system were added to the RES system causing duplication of users.

INTEGRATIONS

Booking.com

1. Commission for group bookings was charged on each individual room in a group booking and not only on the master room. The commission must only be on the master room and not each individual room in the group booking.
2. Extras received with a group booking were added to each room in group and not on the master room.
3. Availability is now uploaded when a room type is closed using a rate rule.
4. When a modification is received from Booking.com (or any other channel) we will no longer update the remarks.

Bridge Connect

5. When a reservation pulls through into Semper it was adding the Guest as the contact for the Booked By.

Agoda

6. Rate rules were being uploaded even though they were already uploaded.

Expedia

7. The 'Pay Responsibility' on bookings received from Expedia as 'Expedia Collect', will be set as 'Expedia'.

MyAllocator

8. When receiving a cancellation for a reservation received from MyAllocator and that reservation is no longer in the original room it was booked for, availability was only updated for the room type the reservation was currently in and not the room type reflecting on MyAllocator.

HostelWorld

9. When receiving group booking from HostelWorld, the amount of "Pax" sent to Semper will be distributed into the number of rooms received instead of adding all the pax received into each room.

WindCave

10. Semper now integrates with WindCave.