Semper

Release Notes

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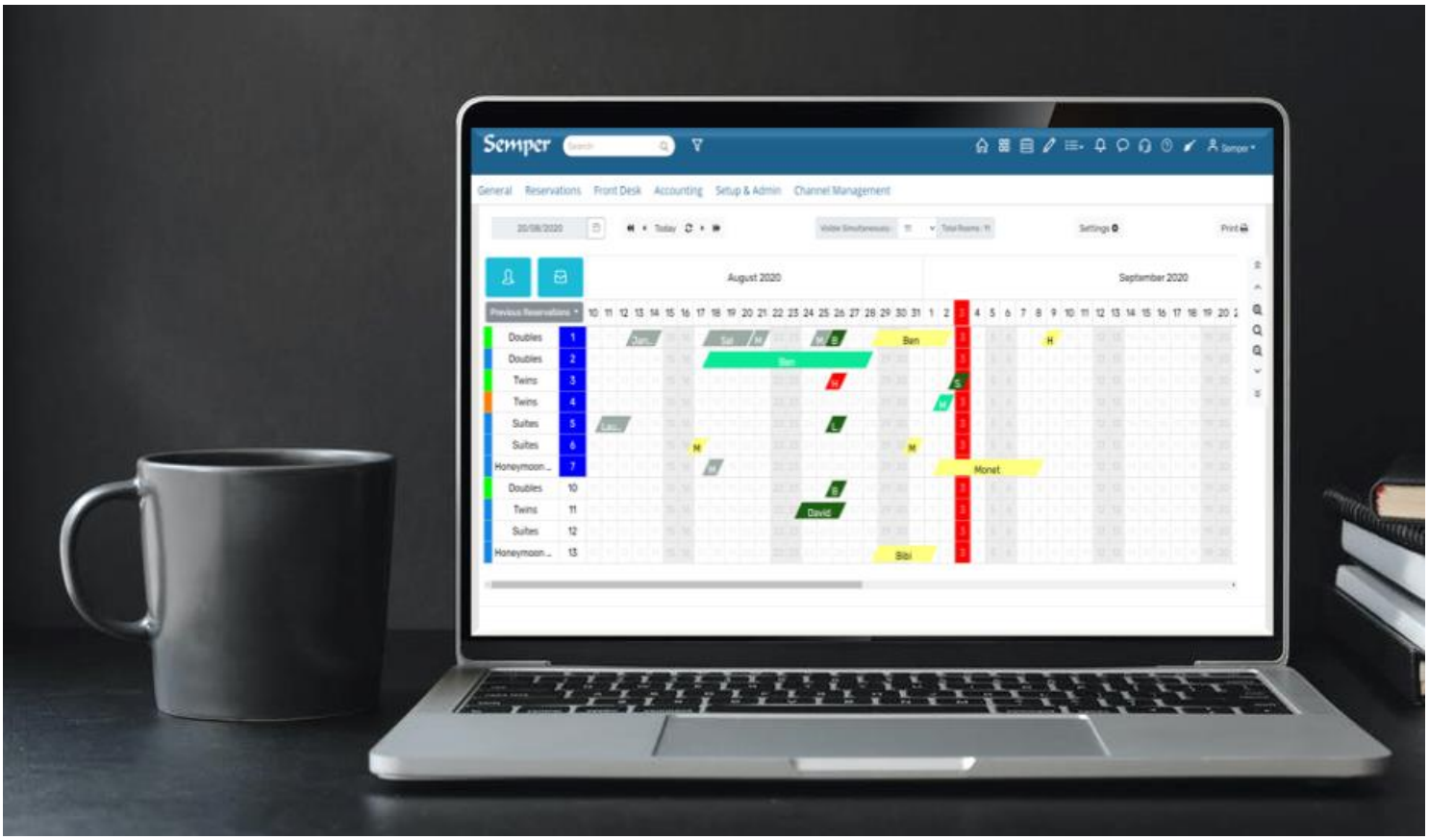


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SECTION 1:
SEMPER WEB ENHANCEMENTS

DASHBOARD

Revenue Summary

1. Ability to view information for certain room types only by selecting the specific room types in the drop down.

CALENDAR

1. Improved the speed of the calendar.
2. When hovering over the calendar, the selected rooms room code and the date on the sides of the calendar will be highlighted in yellow.
3. Added 3 new fields to the pop-up that comes up when hovering over a reservation on the calendar:
    - Room Name
    - Room Type
    - Room Description.

GENERAL

Person Search

1. Made the Person Search screen more user friendly.

RESERVATIONS

Reservation

1. Improved the speed when opening a reservation.
2. Improved the speed when going from the Reservation Details tab to the transactions tab on a reservation.
3. The system won't auto save the below fields when changed, therefore the user will need to click the 'Save' button to save changes made.
    a. Adding guest(s) to the reservation.

b. Changing the pax.
c. Changing / Editing the guest details won't save on the reservation screen but will save on the contact details.
d. If the Booked by or Payment responsibility is edited or changed.
e. Switching to other tabs won't save the fields changed on the reservation details screen.

Special Color

4. Changed the color selector to a more user-friendly color selector.

Undesirables

5. Search and create undesirables.

Quotes

Invoice Setup

6. Enabled Invoice Setup on quotations.
7. Built tax selection into quotes.
    a. If the setting 'Force Accommodation Tax Selection' is selected under Venue Setting and a user clicks on the transactions tab the tax selection screen will come up.

FRONT DESK

Casual Sales

1. Payments on casual sales will now display separately from the summarised sales transactions.

ACCOUNTING

Day End

Export to Pastel

1. The export files will now download in a ZIP file.

Accounting Close & Post

Post to Other

2. The export files will now download in a ZIP file.

Map GL Codes

3. Setup different GL Codes for the same product based off of Revenue Centres.
    - Each product can now have multiple GL Codes setup per revenue centre that the product is linked to.
4. When revenue centers are setup, a drop down called 'Revenue Centers' will be displayed.
    - This allows the user to filter products according to revenue center.
5. Export all the products on the map GL codes screen to excel.
    - This will create an excel document with 4 columns – Semper Product Code, GL Account Code, GL Account Description and GL Account Type.
        - GL Account Type: This is for system purposes and must not be changed.
    - Fields that are already filled in on the map GL code screen will be auto filled on the excel document.
    - This allows the user to insert their GL codes onto the excel spreadsheet and then import it when all GL codes are inserted.
6. This allows the user to import the exported excel sheet with products GL codes instead of inserting them directly on the screen and this will update the GL Account Code and GL Account Description fields with the information filled in on the excel document.
7. When saving GL codes and there are any errors due to incorrect GL codes, the system will now save the products with the correct GL codes and leave the ones with the incorrect GL codes.

Cash Up Management

8. The 'Sales' column will include sales posted to Reservations / Accounts.
9. The 'Posting' column will reflect the sales posted to Reservations / Accounts.

10. Added 5 new columns to the Cash Up Management Screen: Total Payments, Cash on Hand, Posted Expenses, Posted Gratuities and Posted Payments.
    a. Total Payments – Displays the total of all the payment columns added together.
    b. Cash on Hand – Calculation is Cash minus Payouts.
    c. Posted columns – Must display the data posted to Reservations / Accounts.
11. Revenue column – This column will no longer include the totals of the posting column total but will be worked out using the Sales plus Expenses column totals
12. Balance column calculation = (Revenue + Total Payments + Payouts + Gratuities) – (Posting + Posted Expenses + Posted Payments + Posted Gratuities)

SETUP & ADMIN

Database Activities

1. Database Activities is now password protected and will require the Semper Support password to be accessed.

Clear History

2. Fixed the clear history function to not affect the debtor's figures.

Setup Documents

Variables

3. Added a new transaction table called [TransactionsPDF3].
    - This transaction table is just like [TransactionsPDF2] but excludes the “Price (Excl)” column.

Backup Database

4. Create a local backup or send a backup to Semper.

Venue Settings

Documents

5. Added a new section called ‘Customer Correspondence’.
    - Under this section the venue will be able to specify 2 email addresses that they would like to cc in emails sent out via the Automated Correspondence function or Correspondence Documents.

CRM

Pre-Check-In/Check-in Setup

6. Renamed “Self Service Website Setup” to “Pre-Check-In/Check-in Setup”
7. Added a new option called “Room Code & Description”.
    a. If the “Display” option is not selected then the field will not display on the PreCheckIn website form.
8. Renamed the field “Pre-Check-In Email & SMS Body” field to “Pre-Check-In SMS Body field.”
9. Added a new check box under the Pre-Check-In SMS Body field called “Email Pre-Check-In document”.
    a. If this setting is selected a drop-down box will be displayed. The drop down will list all active custom documents setup under Setup & Admin → Setup Documents.
    b. The document will be sent if the venue sends the Pre-Check-In from under Front Desk > Check-In via email.
10. If the Pre-Check-In is sent via SMS then the message inserted under the “Pre-Check-In SMS Body” field will be used.

eGuest Website Setup

11. Added a new option called “Room Code & Description”.
    a. If the “Display” option is not selected then the field will not display on the eGuest website form.

REPORTS

Contacts & Accounts

CRM

1. Added a new report called CRM.
2. This report shows a list of all reservations where the departure date falls within the start and end date selected.
3. All reservations where the contact has the same email address will be grouped together.

Reservations

Reservations Revenue

4. Expenses added directly onto a reservation are now included on the report.
5. Expenses allocated to an invoice on a reservation are now included on the report.
6. Payments allocated to an invoice on a reservation are now included on the report.

SECTION 2:
RESERVATION ENHANCEMENTS

ACCOUNTING

Day End

1. Removed the check that checks if all users have been clocked out before a day end can be performed.

Map GL Codes

2. Setup different GL Codes for the same product based off of Revenue Centres.
    - Each product can now have multiple GL Codes setup per revenue centre that the product is linked to.
3. When revenue centers are setup, a drop down called 'Revenue Centers' will be displayed.
    - This allows the user to filter products according to revenue center.
4. Export all the products on the map GL codes screen to excel.
    - This will create an excel document with 4 columns – Semper Product Code, GL Account Code, GL Account Description and GL Account Type.
        - GL Account Type: This is for system purposes and must not be changed.
    - Fields that are already filled in on the map GL code screen will be auto filled on the excel document.
    - This allows the user to insert their GL codes onto the excel spreadsheet and then import it when all GL codes are inserted.
5. This allows the user to import the exported excel sheet with products GL codes instead of inserting them directly on the screen and this will update the GL Account Code and GL Account Description fields with the information filled in on the excel document.
6. When saving GL codes and there are any errors due to incorrect GL codes, the system will now save the products with the correct GL codes and leave the ones with the incorrect GL codes.

Cash Up Management

7. The 'Sales' column will include sales posted to Reservations / Accounts.
8. The 'Posting' column will reflect the sales posted to Reservations / Accounts.
9. Added 5 new columns to the Cash Up Management Screen: Total Payments, Cash on Hand, Posted Expenses, Posted Gratuities and Posted Payments.

a. Total Payments – Displays the total of all the payment columns added together.
b. Cash on Hand – Calculation is Cash minus Payouts.
c. Posted columns – Must display the data posted to Reservations / Accounts.

10. Revenue column – This column will no longer include the totals of the posting column total but will be worked out using the Sales plus Expenses column totals
11. Balance column calculation = (Revenue + Total Payments + Payouts + Gratuities) – (Posting + Posted Expenses + Posted Payments + Posted Gratuities).

SETUP & ADMIN

Venue Settings

Invoice Setup

1. Added new PDF Template called PDF Template 3
   - This template is just like PDF Template 2 but excludes the “Price (Excl)” column.

Database Activities

2. Database Activities is now password protected and will require the Semper Support password to be accessed.

Clear History

3. Fixed the clear history function to not affect the debtor's figures.

STOCK CONTROL

Stock Take

1. Increased the speed when recording a stock take.

STOCK CLOSE

1. Ability to generate the stock close report from one stock close to another.
   - In the excel document that is generated there will be a spread sheet for each stock close the report is generated for.
   - The first spread sheet is a summary of all the stock closes together.

REPORTS

Contacts & Accounts

CRM

1. Added a new report called CRM.
2. This report shows a list of all reservations where the departure date falls within the start and end date selected.
3. All reservations where the contact has the same email address will be grouped together.

SECTION 3:
POS ADMIN ENHANCEMENTS

GENERAL & ACCOUNTING

All Reports

1. Added the Month End reports category.

SECTION 4:
POINT OF SALES ENHANCEMENTS

DOCKETS

Levies

1. The price of the items on the docket will now include the levies.
2. Added a new section to the bottom of the dockets called ‘This amount includes:’.
    - This section will list the levies and their amounts.

CATEGORIES

1. When all the products under a category are not marked as 'Can be Sold', the category will not display on the POS for selection.

POS API

1. Tables posted through to the reservation system that are unsuccessful will show under closed tables in red.
2. We have added a 'Re-Post Table' button which can be selected and will attempt to post the table through to the reservation system again.

SECTION 5:
ADD ON ENHANCEMENTS

SELF SERVICE

Pre-Check-In/Check-in

1. Renamed “How did you find us?” to “How did you find out about us?”.
2. If the Pre-Order Products setting has been selected under the Pre-Check-In/Check-in Setup (Found under Setup & Admin → CRM) then a new section called ‘Extra Products Already Purchased’ will be displayed.
    - This section will display all extra products (not part of a package) charged on the guests account on the reservation.

eGuest

3. Renamed “How did you find us?” to “How did you find out about us?”.
4. If the Pre-Order Products setting has been selected under the eGuest Service Website Setup (Found under Setup & Admin → CRM) then a new section called ‘Extra Products Already Purchased’ will be displayed.
    - This section will display all extra products (not part of a package) charged on the guests account on the reservation.

SECTION 6:
SEMPER WEB - ISSUE FIXES

GENERAL

My Reports

1. When adding a report to ‘My Reports’ in Semper, and then going to Semper Web. The 'My Reports' list did not show.

RESERVATIONS

Reservation

1. When opening a reservation created by another user, the system would bring up the message “This reservation is currently active and held by {UserName}. Do you wish to reset the status on this reservation to active?” even though that user no longer had the reservation open.

Custom Rate

2. When trying to add a custom rate with a decimal amount (E.g.: 327.50) the system would remove the '.' making the amount 32750.

Custom Proforma

3. When doing a custom proforma/Invoice the system would just show a loading screen and the document would not generate.

Guests

Add New

4. The 'Add New' button on a reservation was not active to select for venues using replication.

Quotes

5. Created a quote for 3 nights but when generating the proforma the transaction description said the number of nights was 97.

Transactions

6. When going to the transactions tab on a reservation with no transactions, the system would return an error.
7. When adding extra charges on a reservation and the effective date for those charges are the same date as the departure date, the system would return the following message "One or more of the transaction(s) dates are not within the reservation period, please correct".
8. When editing the QTY of a transaction, the total amount did not change, it only changed the QTY of the transaction.

Cancelled Reservations

9. When clicking on the departure date or any date to filter according to the date, the date is not filtered correctly.

Cancel

10. When entering a cancel reason, the system will limit the user to 250 characters.

Check In

11. When a document containing the Pre-Check-In variable is sent out via Automated Correspondence, the Pre-Check-In Sent date is not updated on the Check In function.

Group Details

12. When opening a past group reservation and clicking the 'Group Details' tab the screen does not populate any data.

ACCOUNTING

Accounting Close & Post

Display

1. When trying to generate the reports the system would give an error: "An error occurred! Please view the console for more details!".

Month End

Display

2. When trying to generate the reports the system would give an error: "An error occurred! Please view the console for more details!".

Debtors

Allocate

3. When a user allocates a retained credit from a debtor to another booking, and they click on the allocate button on the debtor's payment screen twice, the retained credit was duplicated.
4. When you add a retain credit directly on a debtor account, it added the retained credit as a debit and not as a credit.

SETUP & ADMIN

Setup Documents

Variables

1. The PayAccount variable was not auto filling the outstanding balance of the reservation in the amount field.

Products

2. When trying to change the quantity on a smaller unit that has a GP calculated, an error would come up saying "GP% cannot be more than 99.99!".

Automated Correspondence

3. If a rule is setup to send an email to a company and no contact was selected on the reservation then the system would email all the contacts linked to the company instead of only sending an email to the email address setup on the selected company.
4. If a rule is setup to send a document when the status of a reservation changes form Provisional to Confirmed, the rule did not work if the user manually added a payment onto a reservation and selected yes to the message that asked if they would like to change the status to confirmed.

CHANNEL MANAGEMENT

Own Website

Upload Rooms

1. When uploading rooms online for the first time an error was displayed.

SECTION 7:
RESERVATION - ISSUE FIXES

GENERAL

Surveys

Booking.com

1. When a guest has made a review on Booking.com regarding their stay and they added a special character (E.g.: ’) then Semper would show a code in front of the special character.
2. When a review downloads into Semper and the property already replied to the review on the extranet then the reply field would be empty and read only and the review would show red in list. The review should not show in red and the reply field should say "A reply already exists for this review. Please check your Booking.com extranet.".

RESERVATIONS

Transactions

Payments

1. When adding an Internet Payment (using Bidvest as the payment gateway) onto a reservation, after the payment has been processed successfully the message "An Error has occurred in the script on this page" would come up on the payment success page.

Trade Discount

2. The trade discount transaction did not regenerate if a Booking.com booking was moved to another room type and a new target rate was applied.

Cancel

3. Added a check to check whether a reservation is linked to an open table in the Point of Sales before a user can cancel a reservation.
4. When cancelling a reservation with a payment on, the user was able to add a negative cancellation fee.

New Reservation Wizard

5. After creating a reservation through the reservation wizard and then going to the transactions tab, the system would bring up the tax selection screen. After selecting the tax % and then clicking OK, the system said "Reservation(s) taxes were successfully saved" but the VAT on the accommodation room transactions was not correct.

No Show

6. When restoring a future no-show reservation with a payment on, the reservations status would be provisional. It will now be confirmed because there is payment on the booking.

Out of Service

7. When an existing out of service is edited (dates changed), the availability does not update accordingly.

CHANNEL MANAGEMENT

Own Website Channel

Rates

1. If there are no rates uploaded to Own Website yet, the screen did not show the rate drop downs to select a rate.

Rate Rules

2. When a room is closed from a certain date to a certain date and a guest makes a reservation for a date that starts before the closed period starts and ends during the period the rate is closed, they should not be able to book the room.
3. When setting up a closed on arrival rate rule, the start and end date could not be the same.

ACCOUNTING

Month End

1. When performing a month end for a previous month (E.g.: August) and there are unprocessed gratuities for the current month (E.g.: September), the system would not allow the user to perform the month end for the previous month.

Cash Up

2. If a user was not an admin user for the Point of Sales and they generate a summary cash up, the payments were not displayed.

Accounting Close & Post

3. Gratuities were displayed under the 'Sales' section instead of under the 'Expense' section.

Day End

4. When performing a day end with the Stock Close setting selected and there was no stock to close the system would return an error.
5. Day End ledger balances were not balancing.
    - In order to correct this the opening balance must be reset.

SETUP & ADMIN

Data Tables

Taxes

1. After removing the “Apply a new percentage after” setting on the tax setup and then creating a reservation for 1 night using the new reservation wizard, the system would ask to apply long stay tax and it should not.

Terminals

2. Categories marked as 'Block from POS' were not showing under the accommodation or conference terminals for selection.

Venue Settings

System

3. If the setting ‘Auto Move Temp Storage Bookings to Calendar’ is active, bookings were being allocated to ‘in active’ rooms within a room type.

Auto Cancel

4. When a group reservation is cancelled via the Auto Cancel function and one of the reservations (not the master room) is in-house, all the reservations in the group (including the master room) except for the in-house reservation is cancelled. When going into the in-house reservation and viewing the rooming list, the reservation shows as cancelled and you could not change anything on the reservation.

Rates

5. When selecting to copy a rate from a previous month, the year drop down only went up until 2020, preventing the user from copying a rate from after 2020.

Travel Agents & Companies

6. When selecting the default contact, it must change on the debtor's details screen and the statement must be sent to that contact.

STOCK CONTROL

Suppliers

1. Users must not be able to change a supplier to a different account type (E.g.: Travel Agent or Company) once a GRV has been done using that supplier.

Stock Take

2. When back dating a stock date the stock figures would show incorrectly.

Products

3. When trying to change the quantity on a smaller unit that has a GP calculated, an error would come up saying "GP% cannot be more than 99.99!".
4. When a product is deactivated which was linked to a modifier, it remained linked to the modifier in the background and continued to record sales.

INTEGRATIONS

All Channels

1. When a group booking is received or cancelled from an online channel, the email sent to the venue was sent multiple times.
2. If the deduct from deposit setting is selected and the deposit % is bigger than 0 then a negative Internet Payment transaction will be recorded on the guests account on a reservation. A positive Internet Payment will be recorded on the company's account. The balance on the company is what the channel owes the venues and can be invoiced and emailed to the channel, the balance when received is added to the company account
    - The description of the internet payment recorded on the guests account will say "Internet Payment {Company Name}".
    - The description of the Internet Payment recorded on the company's account will say "Amount Retained by {Company Name}".

Booking.com

3. When a reservation with extras made via Booking.com downloads into Semper, the extra products transactions were not being generated on the reservation.

Xero

4. Fixed connection errors when posting to Xero.

Agoda

5. When a group reservation is received from Agoda, the pax is entered for all rooms instead of split between the rooms.
6. When a cancellation is received from Agoda, it is cancelled multiple times and the OTA email was being sent the venue multiple times.

Nightsbridge

7. Bookings sent from Nightsbridge to Semper were not saving if there was no first name and last name specified.
    - If a booking is received where no last name is specified the guests first name will be used as the last name.

- If a booking is received where no first name is specified, 'Unspecified' will be used as last name.

REPORTS

Accounting

Casual sales

1. Levies applied to extra charges were not included on the 'Casual Sales' report.

Deposits

Deposits Held

2. When a reservation has 2 deposit transactions and then that reservation is cancelled and a refund added the amount that shows in the refund column needs to be split according to the deposit payment transaction amounts.

Transactions

User Selected

3. When generating the User selected report for 'Modifiers' and selecting a specific modifier (the modifier was not linked to a product so it is a comment) from the list when the report generates it displays as a modifier and not a comment.

SECTION 8:
POINT OF SALES - ISSUE FIXES

ACCOUNTS

View Accounts

Print Balance

1. If a new account was created with a credit balance and the balance on the account is R0.00 (E.g. Credit Limit: R 3 000.00, Balance: R0.00 and Total Available: R 3 000.00) when selecting to print the balance, the slip would not print.

Combine Tables

2. When combing 2 tables with payments on, the tables were not combined correctly.

Post to Reservation

3. When posting to the payment responsibilities account on an in-house reservation, the 'Allocated to' line was not created on the closed table on the Point of Sale to make the table balance 0.00.

POS API

1. When posting a product with a quantity bigger than 1 to a reservation. The quantity on the reservation shows 1 but the totals show correct.
2. After re-instating a table that was closed to an in-house reservation and then adding more charges and then closing the table to the reservation again, it shows as posted but nothing was posted to the reservation.
3. When a table is closed to an account that's on reservation and then re-instated and then closed it to the same account again, the charges were duplicated.
4. When a table is posted through to a reservation and the Summarise POS Tables setting is selected, the transactions were not summarised into 1 line.
5. Levies were not being posted to the Reservation system.
6. If a product does not have a price and the user adds a price, the VAT shows zero for that transaction.

7. Casual Sale tables (any table not posted to a reservation or account) were not sent to the hosted reservation system even though the posted casual sales setting was on.

REPORTS

Transactions

Posted to Reservations

1. Tables posted to a reservation from the POS app were not showing on the posted to reservation report.

SECTION 9:
CONFERENCE - ISSUE FIXES

INVOICE SETUP

Accommodation Room Packages (Summarise By)

1. When the setting 'Accommodation Room Packages (Summarise By)' is selected and an invoice is generated then it shows a balance of R 29.30 outstanding but when the setting is deselected then the balance on the invoice was R 0.00.

VARIABLES

Pay Deposit & Pay Account Variables

1. When a guest makes a payment using either the Pay Deposit or Pay Account variables and the payment is for a conference reservation, the payment was added to the reservation but was not displayed on the transaction screen.

SECTION 10:
ADD ON ISSUE FIXES

SELF SERVICE

Pre-Check in

1. When attaching a document, an error would occur when selecting 'Check In'.

OWN WEBSITE

Dates

1. Guests were able to make a reservation without adding any adults or any children.

Availability

2. When searching for 8 pax and the room types has a max pax of 2, it displays No availability, however there are 6 rooms available in the room type.

Specials

3. The special ‘Stay for {0} or more night(s), get {1} night(s) free, Weekends excluded (Friday night to Sunday Night)’ was deducting the stay nights from the total and not the free nights.
4. The special ‘Apply the following rate {R} for Voucher number entered’ must not apply to reservations where the arrival and departure date does not fall within those dates the voucher must not apply.

Guest Details

5. When the nationality is marked as enforced in Semper, it was not being enforced on the Booking Engine.

Rate Rules

6. When a room is closed from a certain date to a certain date and a guest makes a reservation for a date that starts before the closed period starts and ends during the period the rate is closed, they should not be able to book the room.