Semper

Property Management Systems

Select the Space Bar to continue

Semper

Property Management Systems

Welcome and thank you for choosing the Semper Lite reservation system

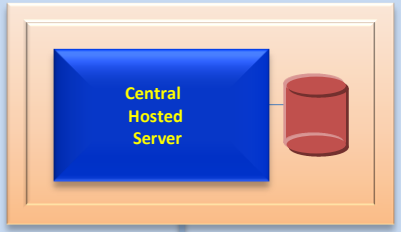
Overview of the system

Semper Lite implementation

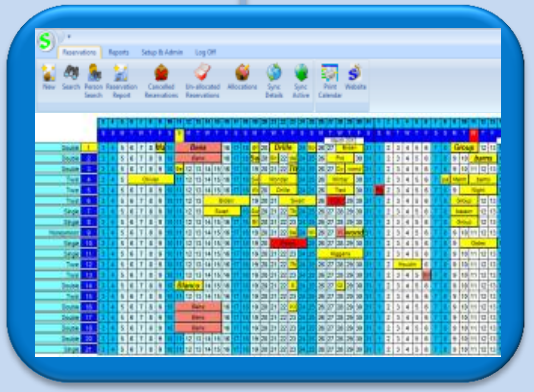
Your system consists of two components

1. The database where all your information and reservations are stored
   This is a secure internet based environment hosted by Semper where your information is safe and cannot be accessed by any un-authorised person

2. The actual program you work is a small program that gets downloaded and installed on your computer
   This program is where you record all your reservations, check your guests in and out, produce invoices etc.
   It requires an internet session to be active and cannot operate if your Internet is down



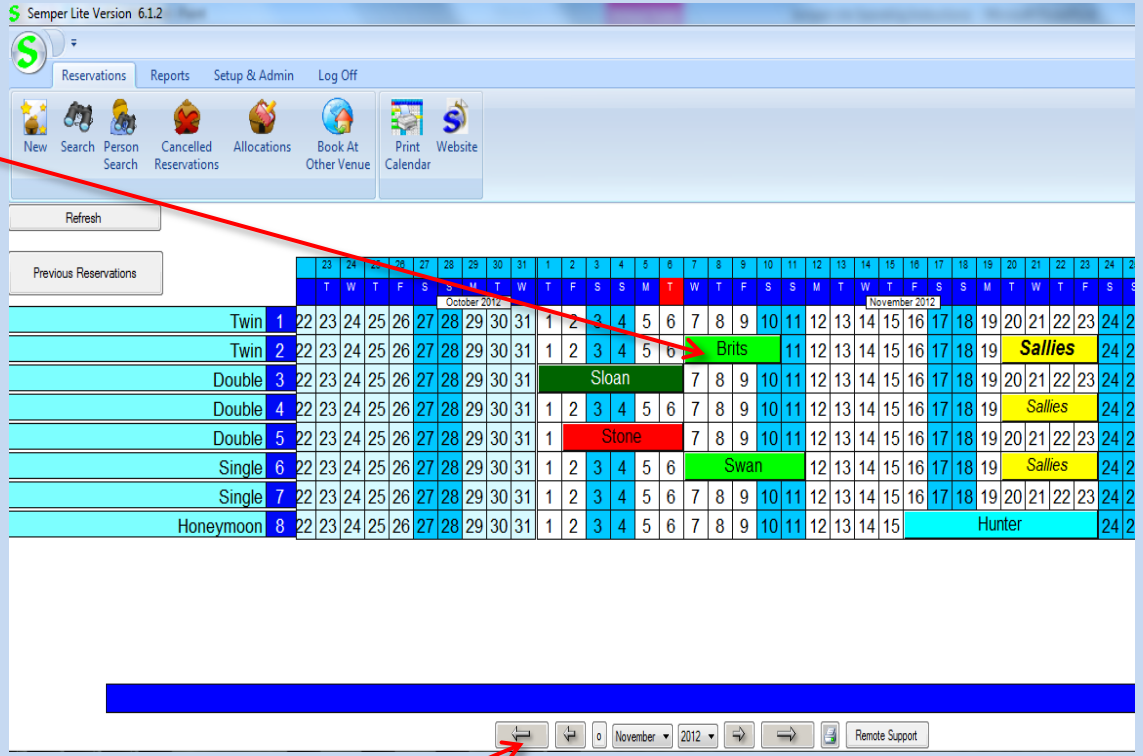




Overview of the system

Reservations are recorded on the calendar and managed by you setting a status which is colour coded for ease of identification. The status indicates the process the reservation is in

- Blue = Provisional - a deposit is required before the reservation can be confirmed
- Yellow = Confirmed - a deposit has been paid or a company with a pre-arranged contract where no deposit is required
- Green = In-house reservations
- Dark Green = Checked-out . Guest has departed and everything has been processed correctly. i.e. no outstanding balance exists and all transactions invoiced
- Red = Active Out – Guest has departed but an outstanding balance exists or transactions not invoiced



To navigate to a different month or week, use the arrows or select the date picker. The small arrows advance or retreat one week at a time and the large arrows one month

The O button returns to the current day

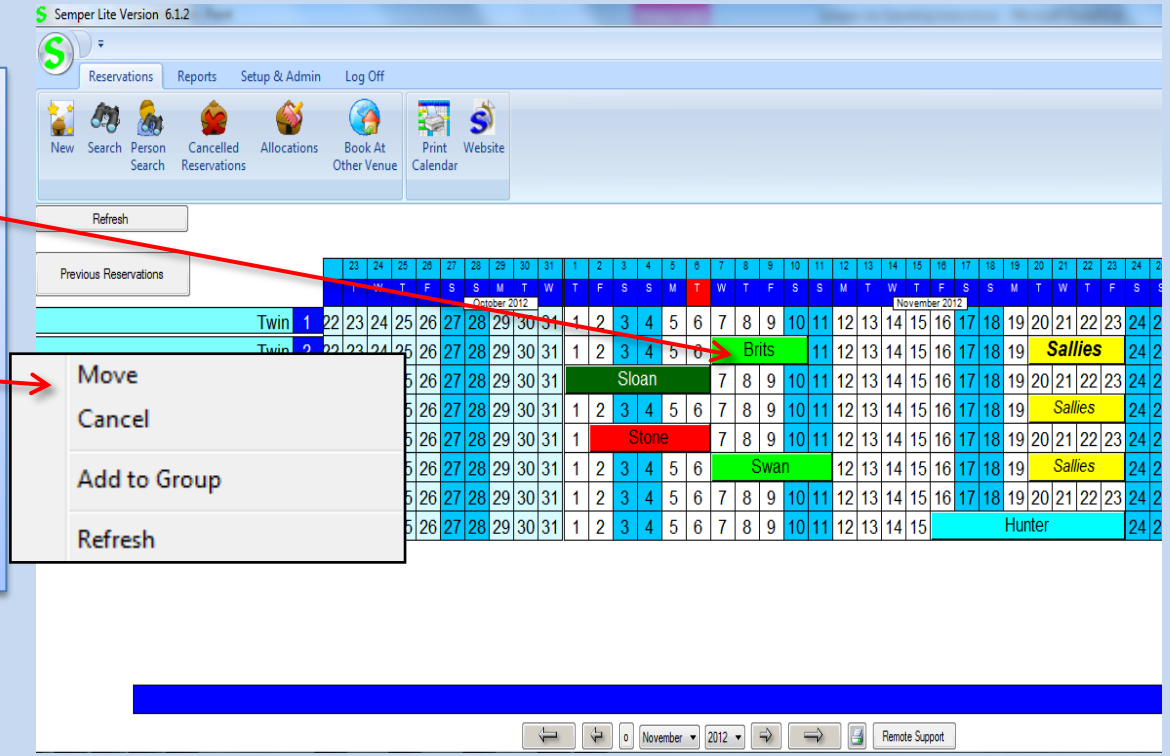
Overview of the system

Reservations can be moved from one room to the next

Point your mouse on the room and select the right mouse button

This screen will be displayed
Select the Move option and follow the wizard

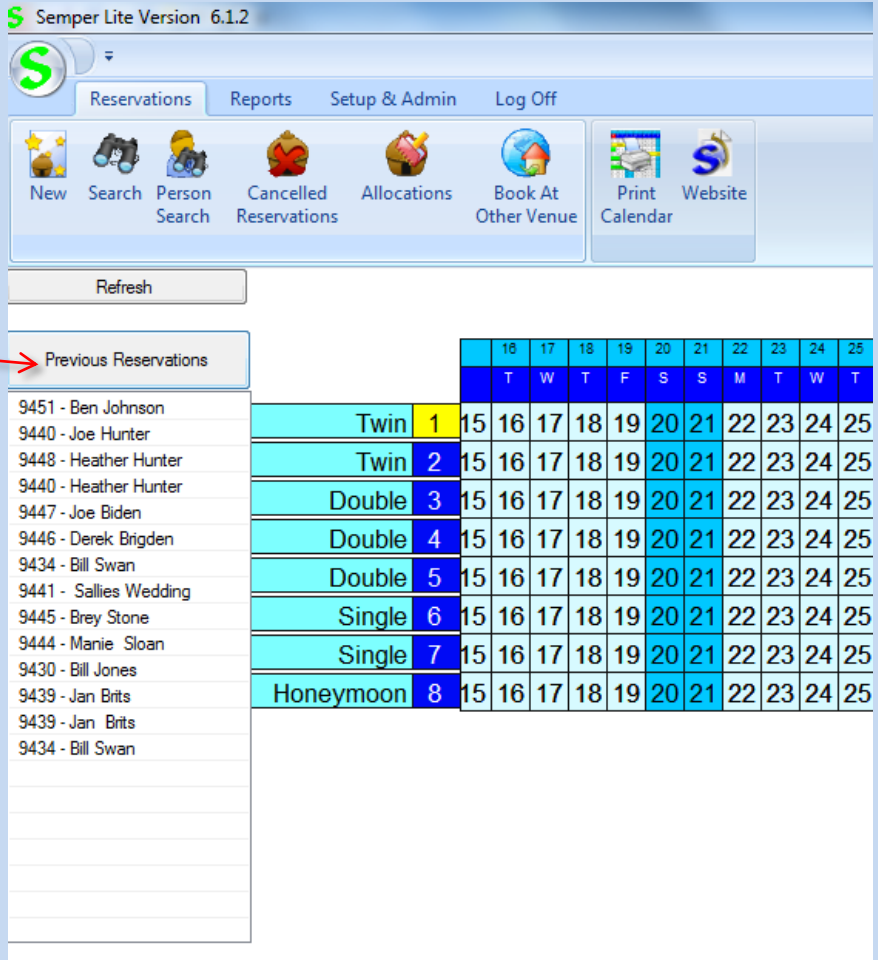
Note: The refresh option re-loads all reservations from your central database



Overview of the system

The Previous Reservations facility enables you to re-call the last 20 reservations you have worked with

This facility is stored separately for each employee

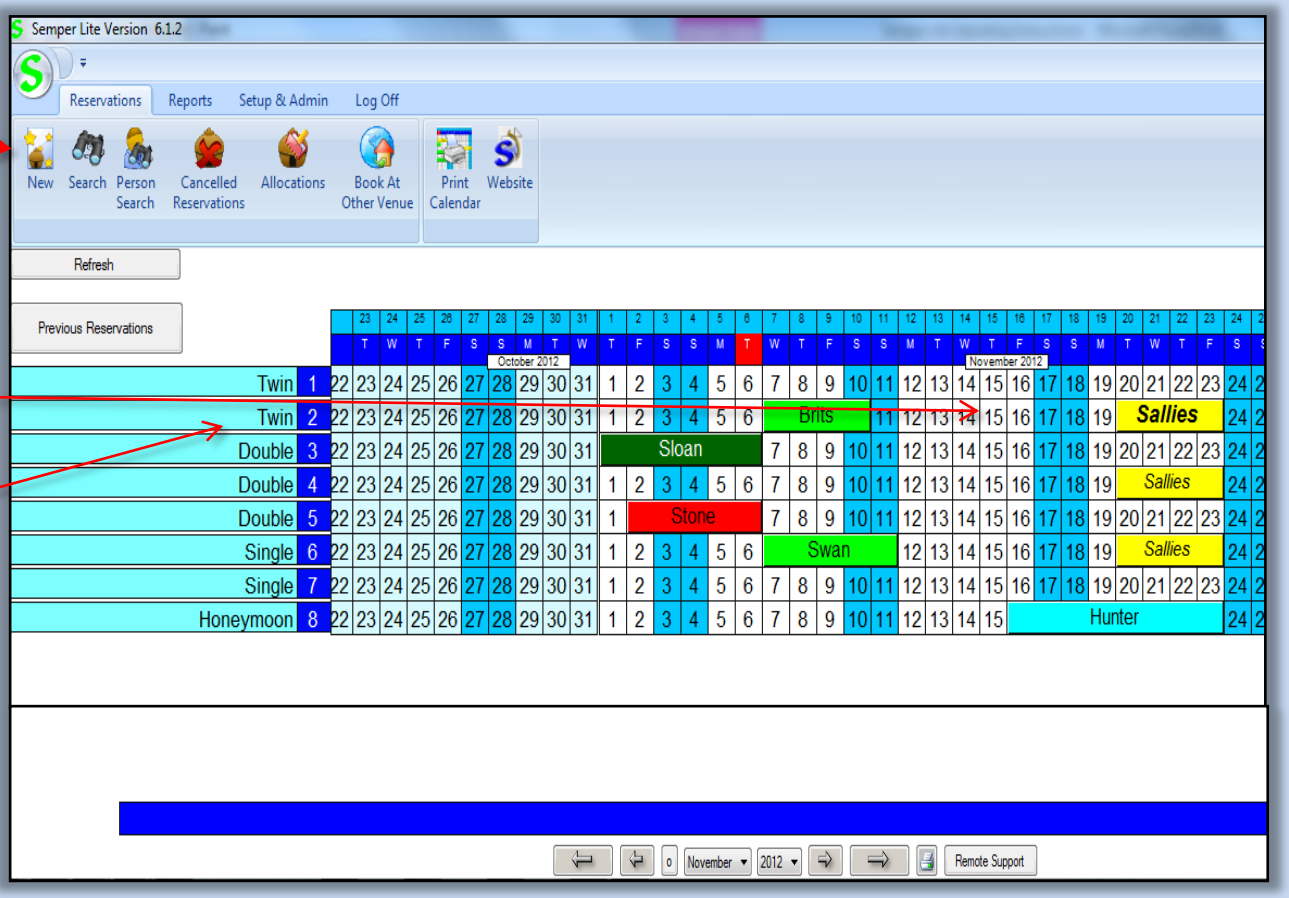


Recording reservations

To record a new reservation, you can select the New button
This is a step-by-step wizard that is easy to use. Once completed the reservation screen will be displayed with all details completed

You may also click directly on the calendar where the room and arrival date intersect
E.g. If you click on the cell indicated here, the arrival date will be set on 15 November and the room selected will be twin room 2

The reservation screen will be presented for you to complete
(see next slide)



Recording reservations

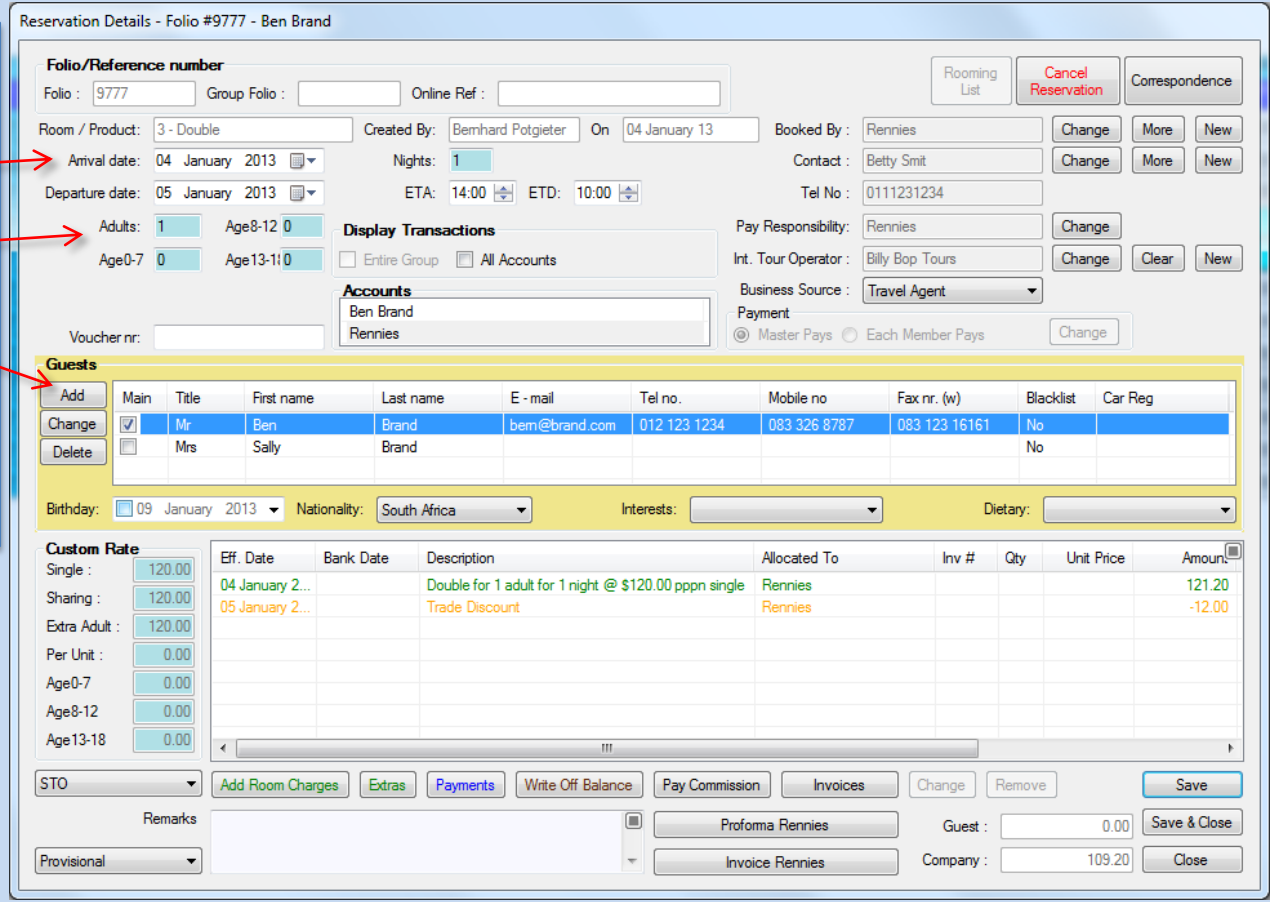
To record a reservation the minimum you need to enter is:

The arrival and departure dates

The number of adults (and children)

At least one guest (Use the Add button)

Select Save & Close to record the reservation which is then displayed on your calendar screen



Reservations Information

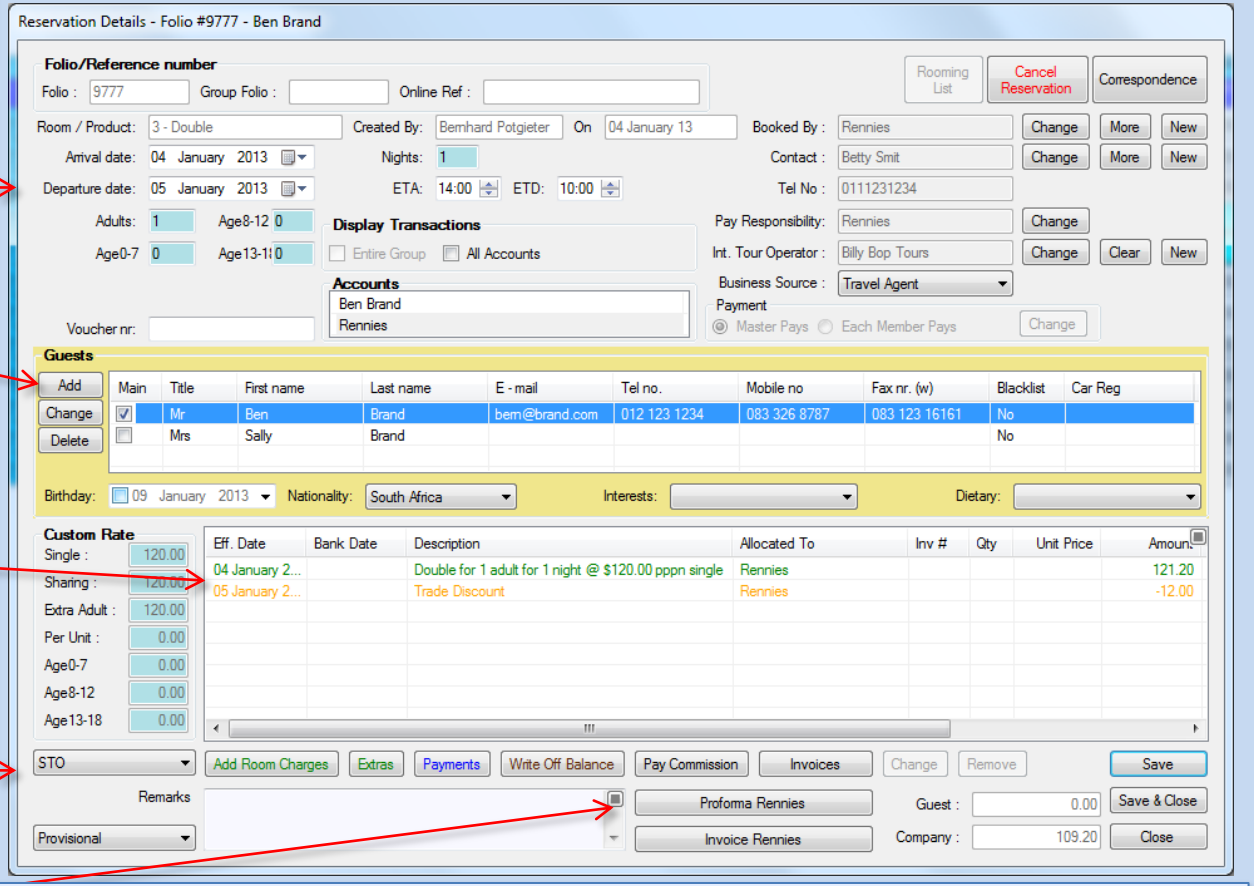
The reservation screen in detail

The top section contains all reservation details

The middle section contains all Guest details A minimum of one guest needs to be added to a reservation. You can add as many as you like

The bottom section is where all Transactions are recorded. Charges (Sales) are coloured Green, payments are Blue and expenses (Cost Of Sale items) are Orange

To record and manage transactions use this row of buttons



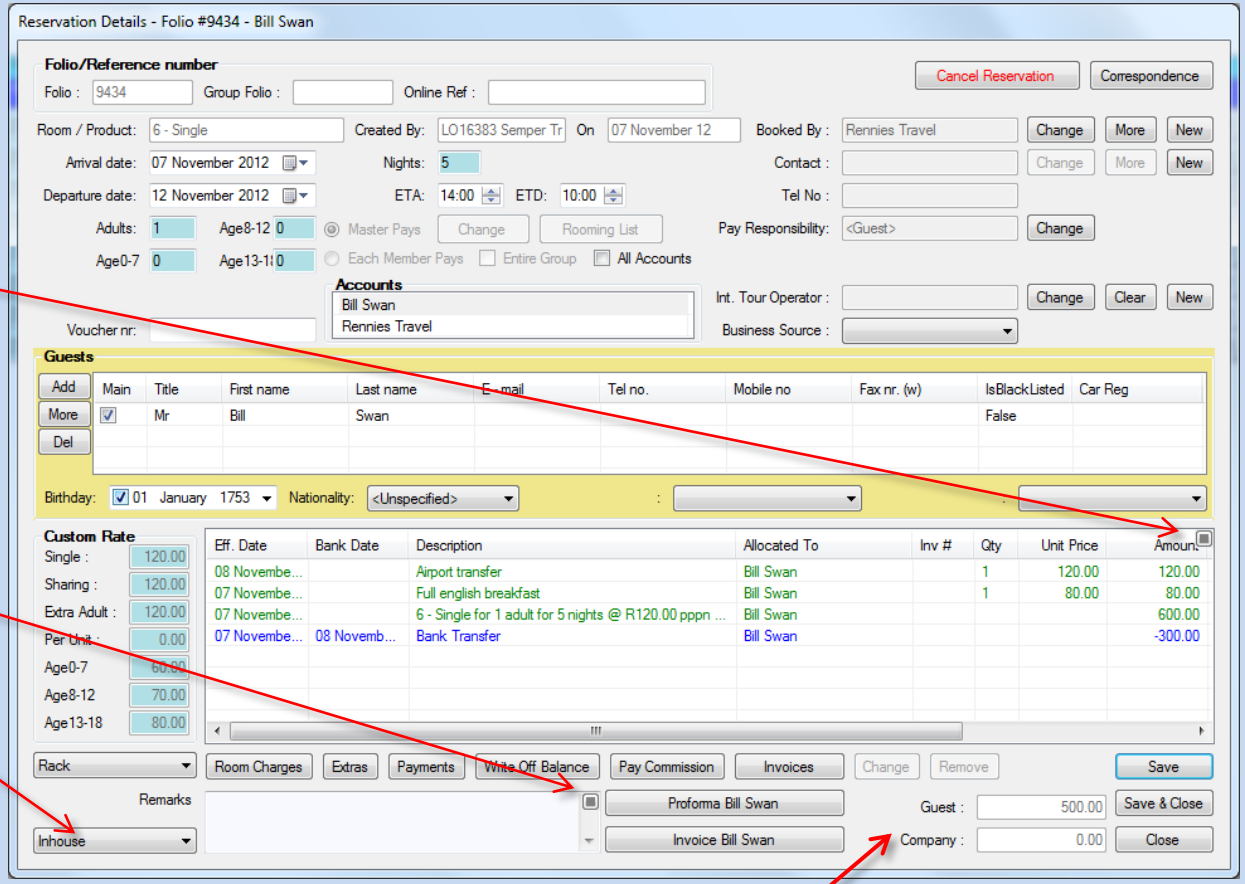
To produce invoices, use these buttons. The pro-forma invoice can be produced as many times as you wish
The Invoice function assigns a unique invoice number and allocates it to all un-invoiced transactions. You may add more transactions thereafter and produce additional invoices if you wish

Reservations Information

If you have recorded more transactions than can fit on the transactions screen, use this button to increase the size of the transactions window

You may record almost unlimited remarks in the remarks area
The remarks window can also be enlarged by selecting this button

Set the status of the reservation by selecting a value under this drop down



Your guest and company balances are displayed here

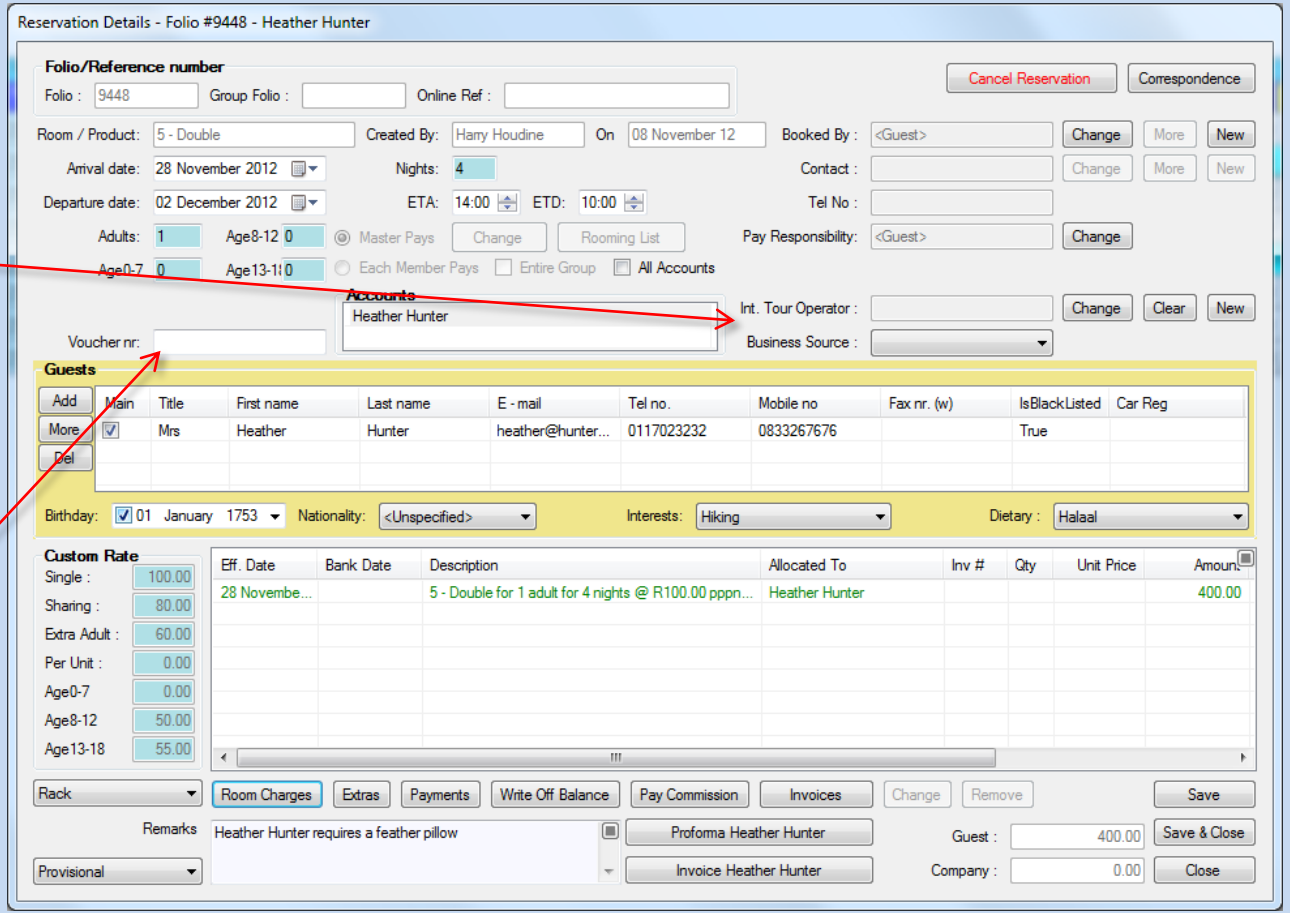
Reservations Information

Additional information you should record

The International Tour Operator if the reservation was made by a local agent who received it from an international tour operator

The business source this should always be completed to enable you to analyse where you business comes from

The Voucher number if this is a company booking where a voucher is issued. This will be displayed on invoice

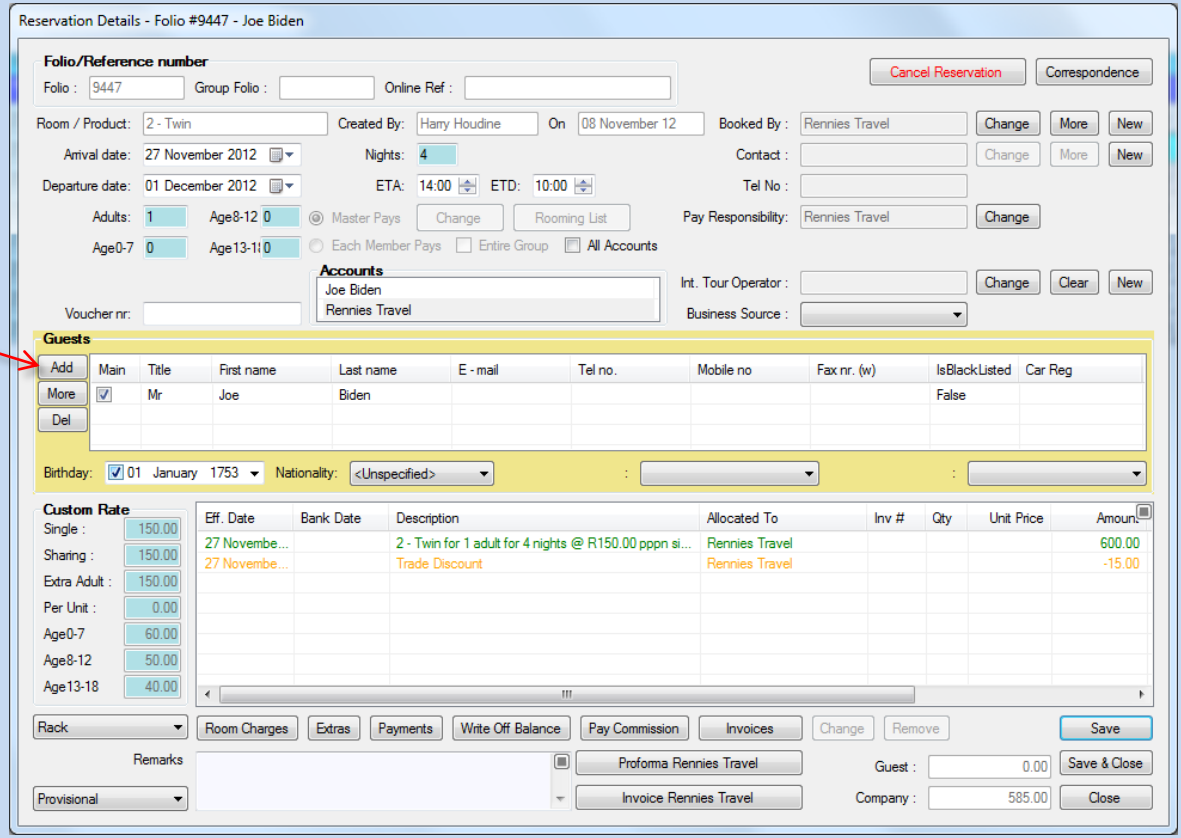


Guest information

Guest details (the middle section)

At least one guest needs to be inserted onto every reservation
Use the Add button to do so
You can add any number of guests to a reservation.

All guests added are saved in your central database
The guest information can be re-called when they return (instead of requesting the same information every time)



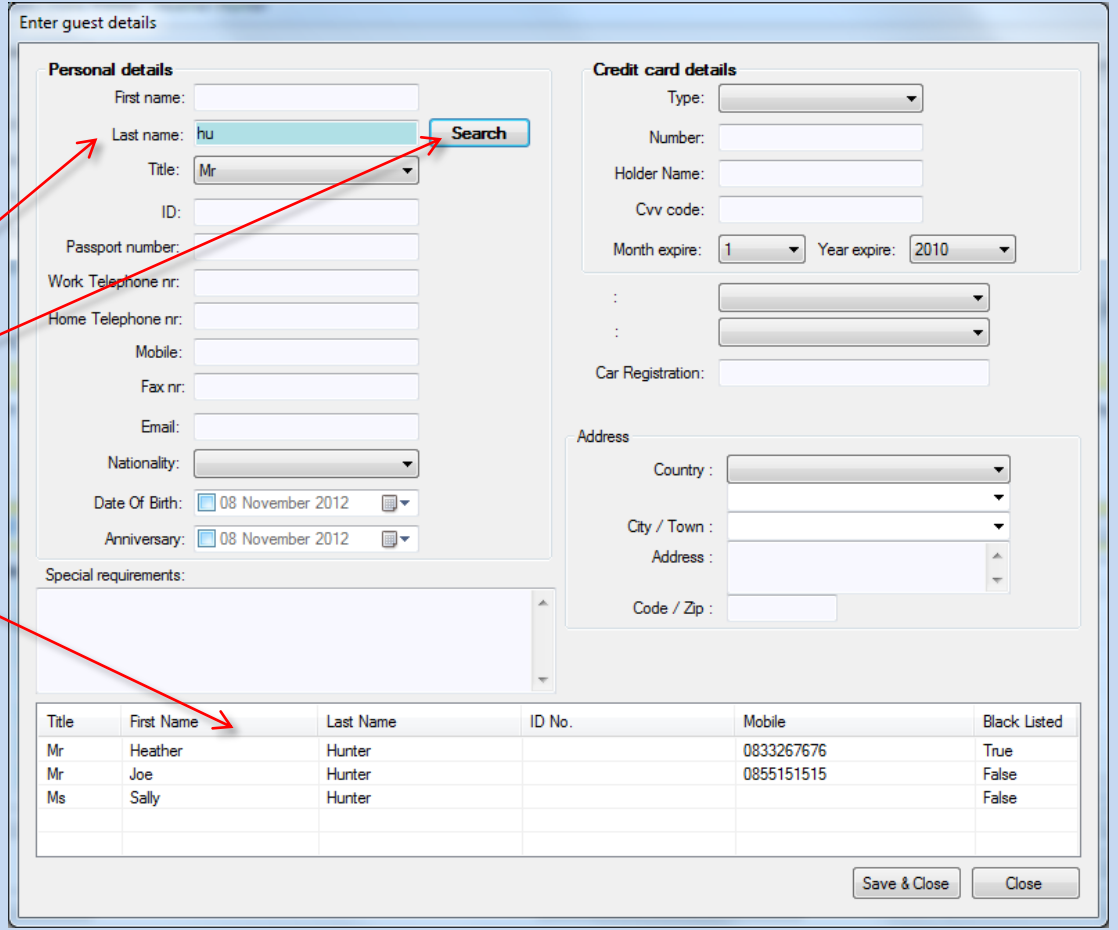
Guest information

Guest details (cont..)

When you select the Add button, this screen gets displayed

Enter the guest first name (or part thereof) and/or the last name (or part thereof) then select Search
This will search your database and return a list that you may select from.
Double click on the name to insert this guest into the reservation

Single click one of the entries to view more information. See next slide →



Guest information

Guest details (cont…)

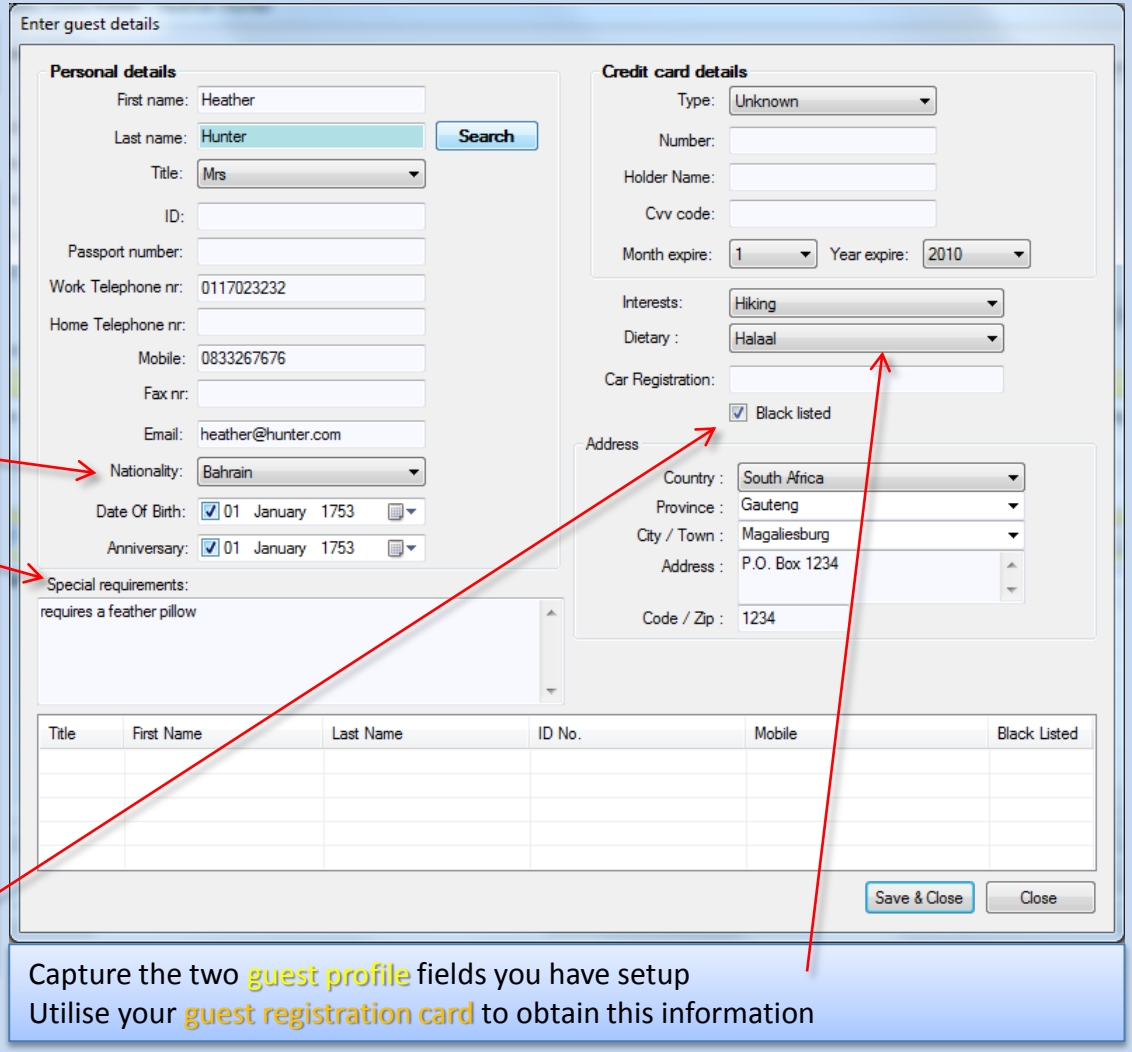
This screen contains personal information of the guest

Nationality should always be captured to enable you to analyse and better understand the demographics of your guests

Special requirements. If this field is captured it will automatically be inserted in the remarks of your reservation when this guest is added to the reservation

Capture the two guest profile fields you have setup
Utilise your guest registration card to obtain this information

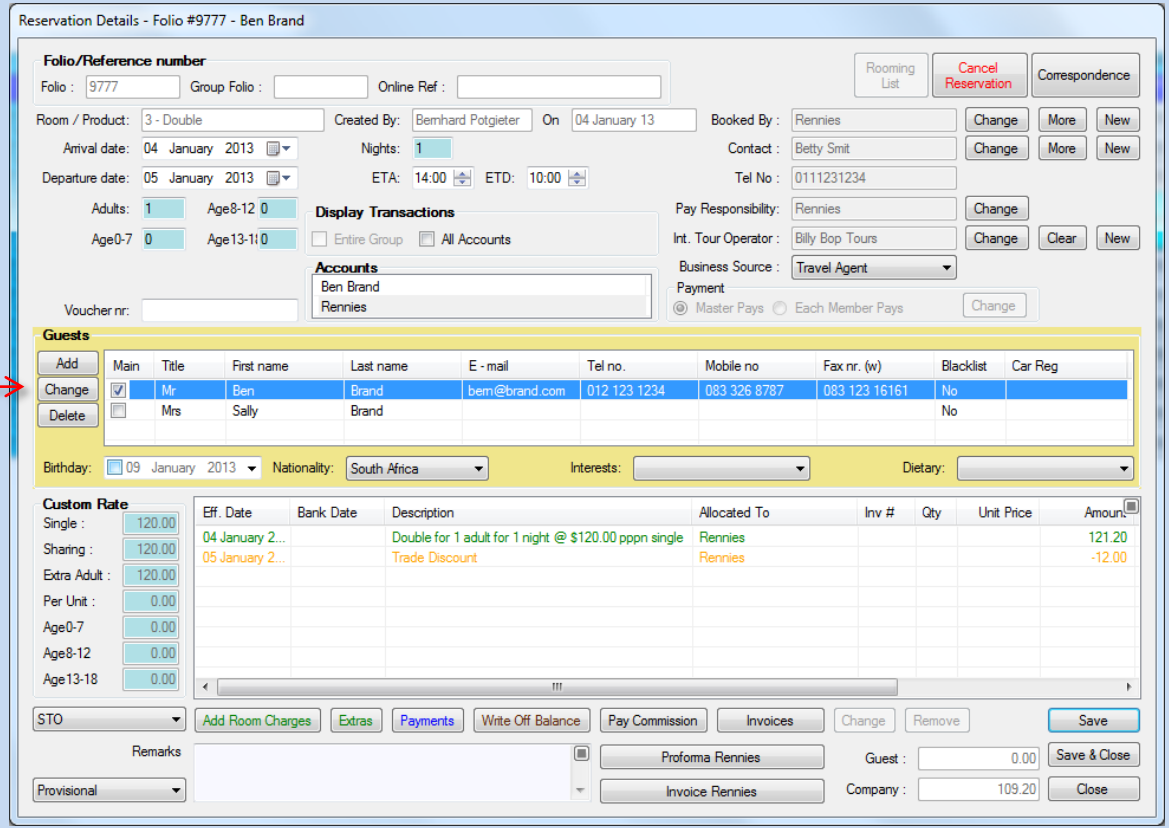
Note you are able to black list guests. You will be warned when such guests are selected on future reservations



Capture the two guest profile fields you have setup
Utilise your guest registration card to obtain this information

Guest information

If you have captured more than one person on a reservation, single click any of the guests (to high-light) in the grid and then select Change to view details of the guest information or to make changes



Transaction Processing

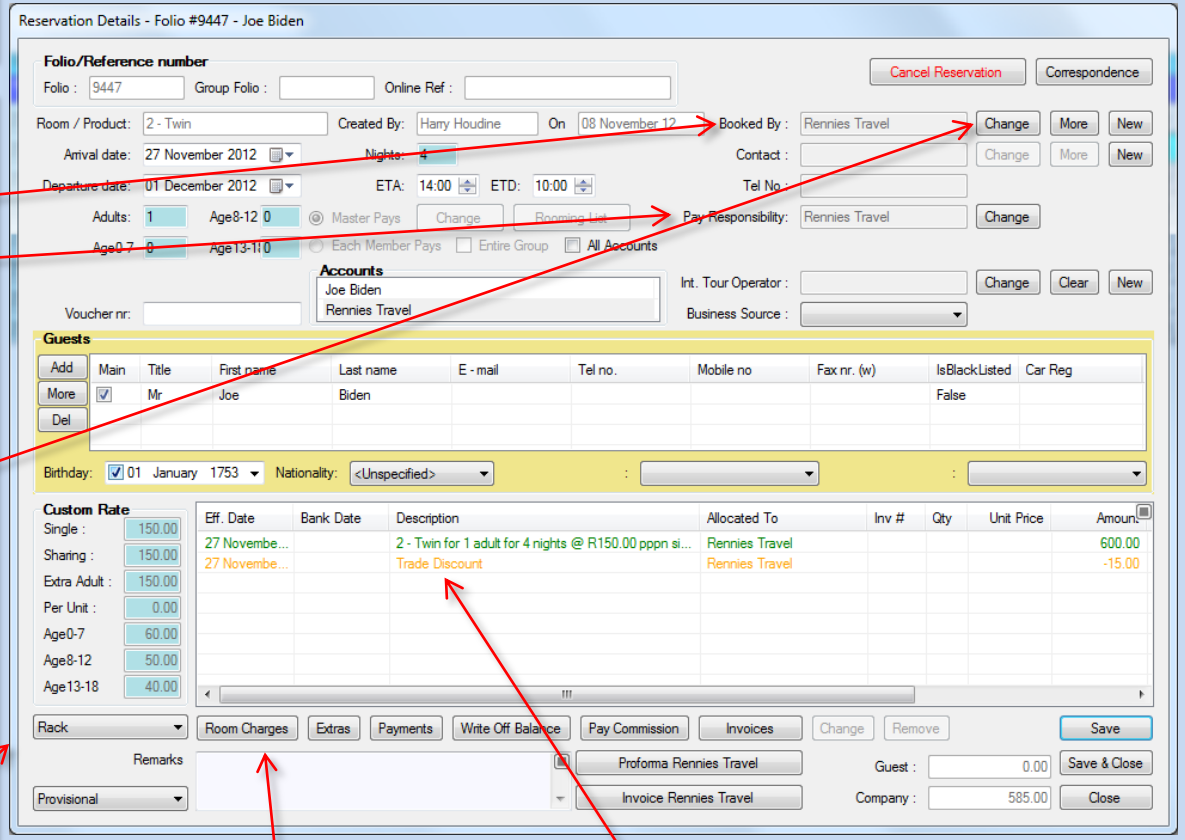
Transaction processing

The system requires that you indicate who requested the reservation (the Booked by) and who is paying for the accommodation (Pay Responsibility)

If a guest requested the reservation, set this value as "Guest"

If a company (Travel agent, tour operator or corporate) requests the booking then:

1. Insert the company – use the Change button
2. If the company does not exists in your system, select the New button to first create the company
3. The company record includes details such as the rate that must be used for this company, any commission that must be applied as well as the deposit % required
   These values are automatically applied when the company is selected (i.e. the correct rate is inserted)



When you add the Room charges , the commission is automatically inserted (called trade discount)
When an invoice is produced, commission will be deducted and a net invoice created

Transaction Processing

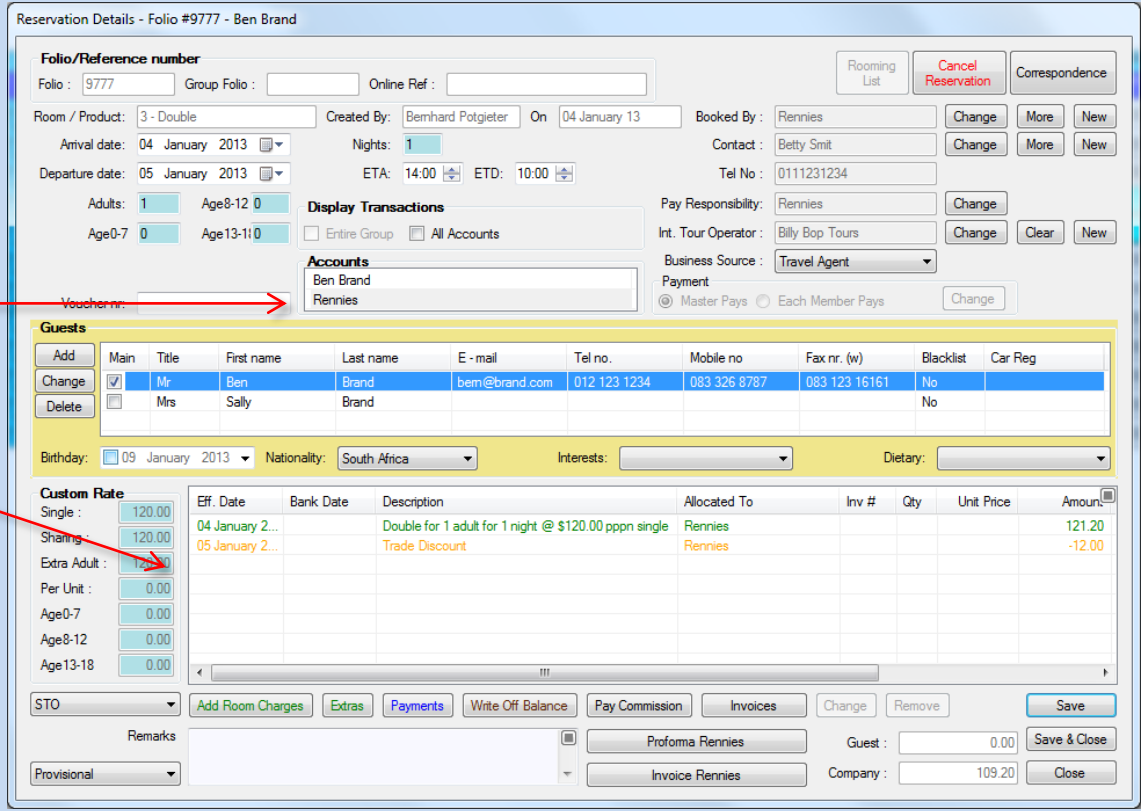
Transaction processing

The system supports two accounts per reservation

This is only used when a company requests a reservation and/or is going to pay for the accommodation
One account is then used for the company and the second for the guest

You can switch between the two accounts by selecting one or the other
The transactions associated with the account will be displayed in the transaction box

Important: Both accounts must be processed when the guest checks out (i.e. transactions recorded and invoiced)



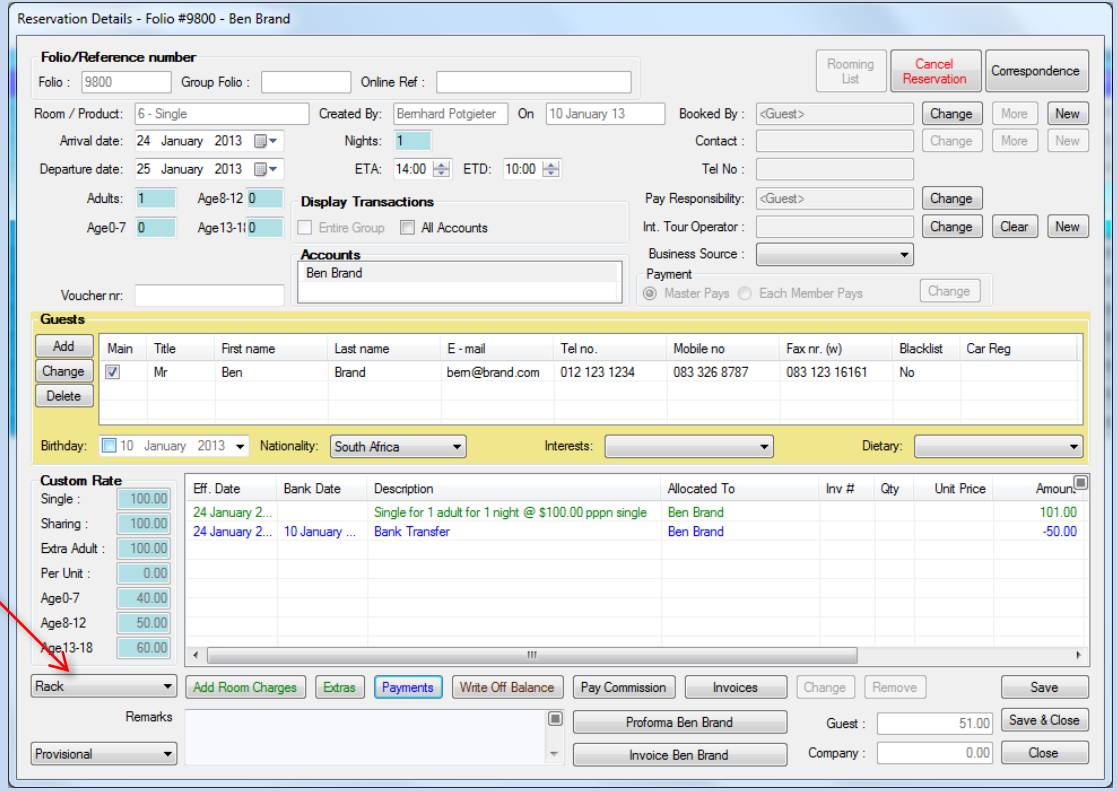
Transaction Processing

Rates management

For all reservations there is the option to select a rate from your pre-defined rate tables or you can select a Custom Rate
The custom rate is used when you wish to enter your own price.
If you select a custom rate, this price will be used when changes are made to the reservation (increasing the number of nights, adding more guests etc.)

The venue default rate is always loaded when you define a new reservation
You may then select a different rate from this drop down

For companies, the company rate will automatically be inserted



Managing reservations

Deposit collection

To collect your deposit, generate the Provisional Reservation document which you will find in the Correspondence

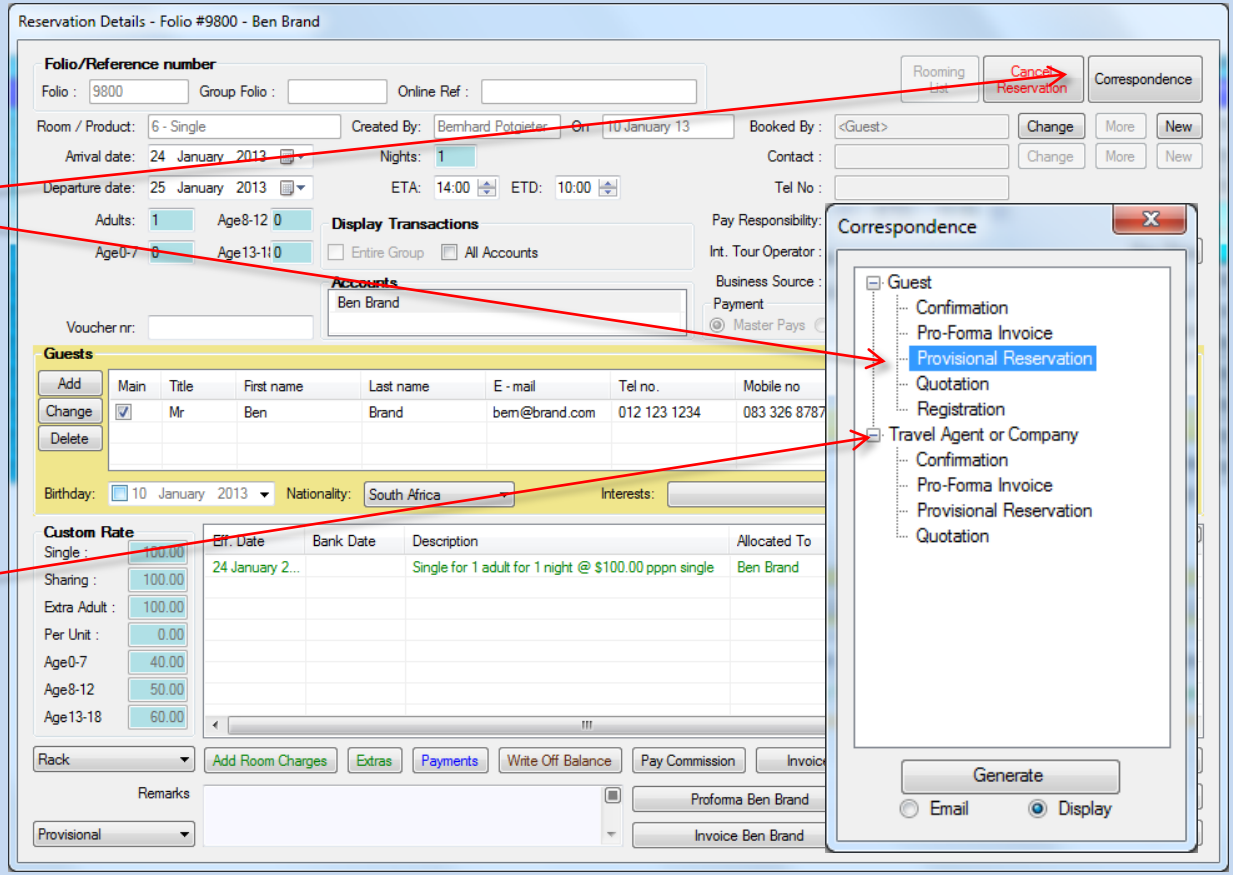
This document is designed to inform the guest (or company) that a provisional reservation has been recorded and a deposit is required to confirm

Make sure you select the correct document

Note: Documents under the heading Guest are used when a guest made the booking

And those under Travel Agents or Company when a company made the booking

Generate the document and email it to the guest or company that requested the booking



Managing reservations

Deposit collection and confirmations

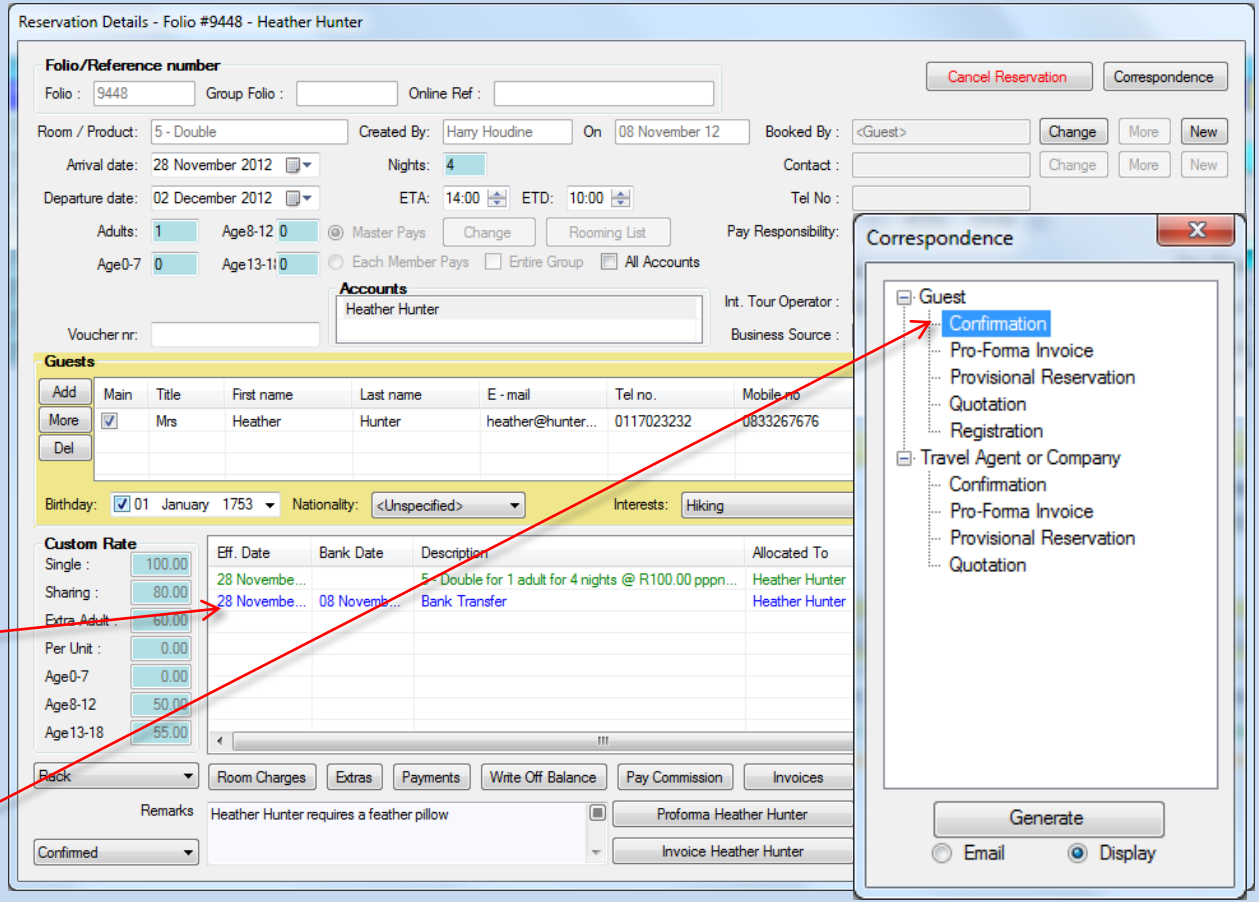
Monitor all provisional reservations (coloured in Blue on your calendar screen) and follow up to ensure deposits are paid

You can also use the report labelled Reservations by status. Select the Provisional status which will produce a list of all reservations where deposits are required.

Cancel reservations that will not materialise

Record deposit payments directly on the reservation and change the status to Confirmed

Select the Correspondence documents. Generate and email a Confirmation to the guest or company.



Checking in your guest

Checking in your guest

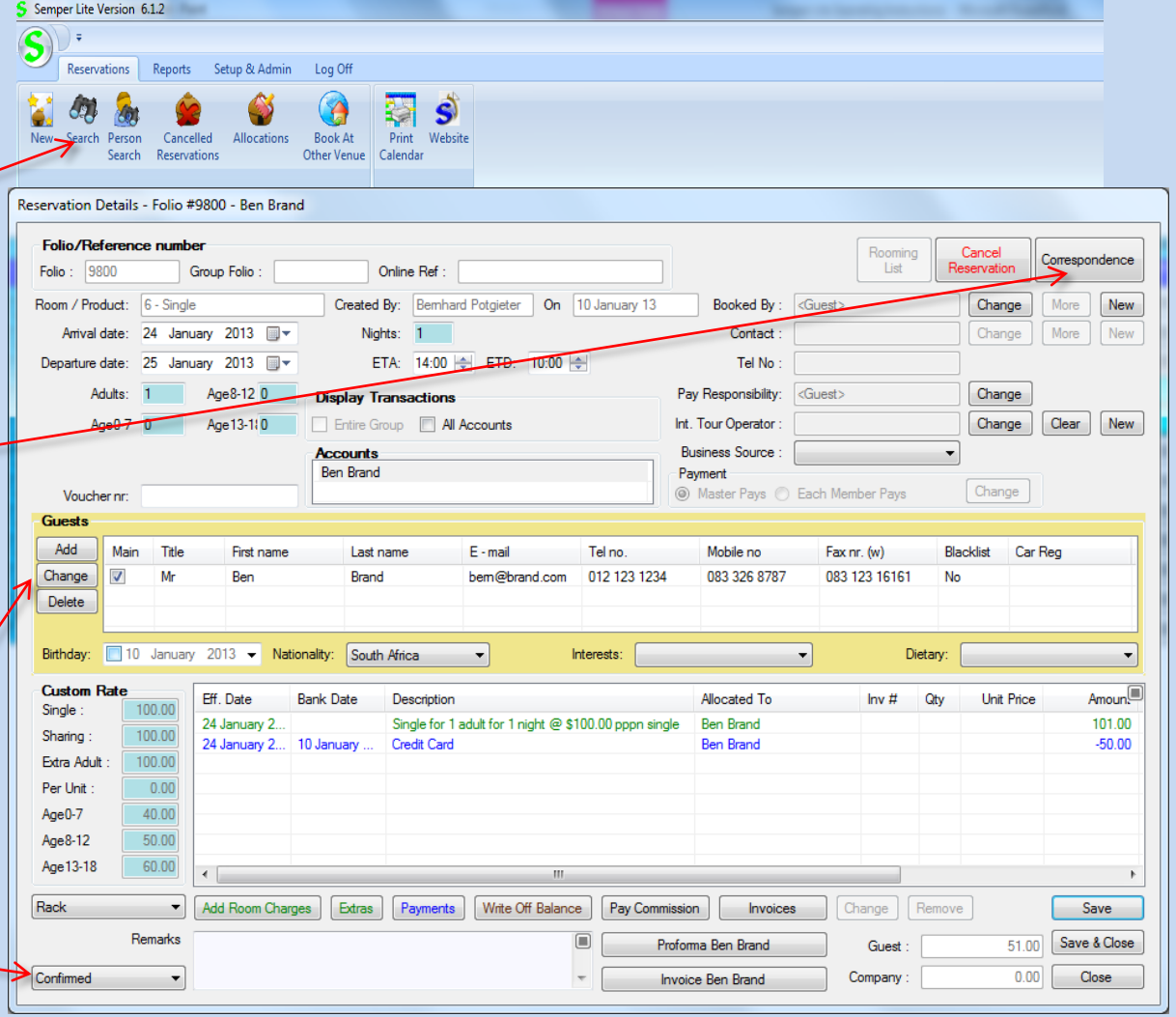
Locate the guest checking in (use the Search facility if you are unable to locate them on the calendar screen)

Open the reservation

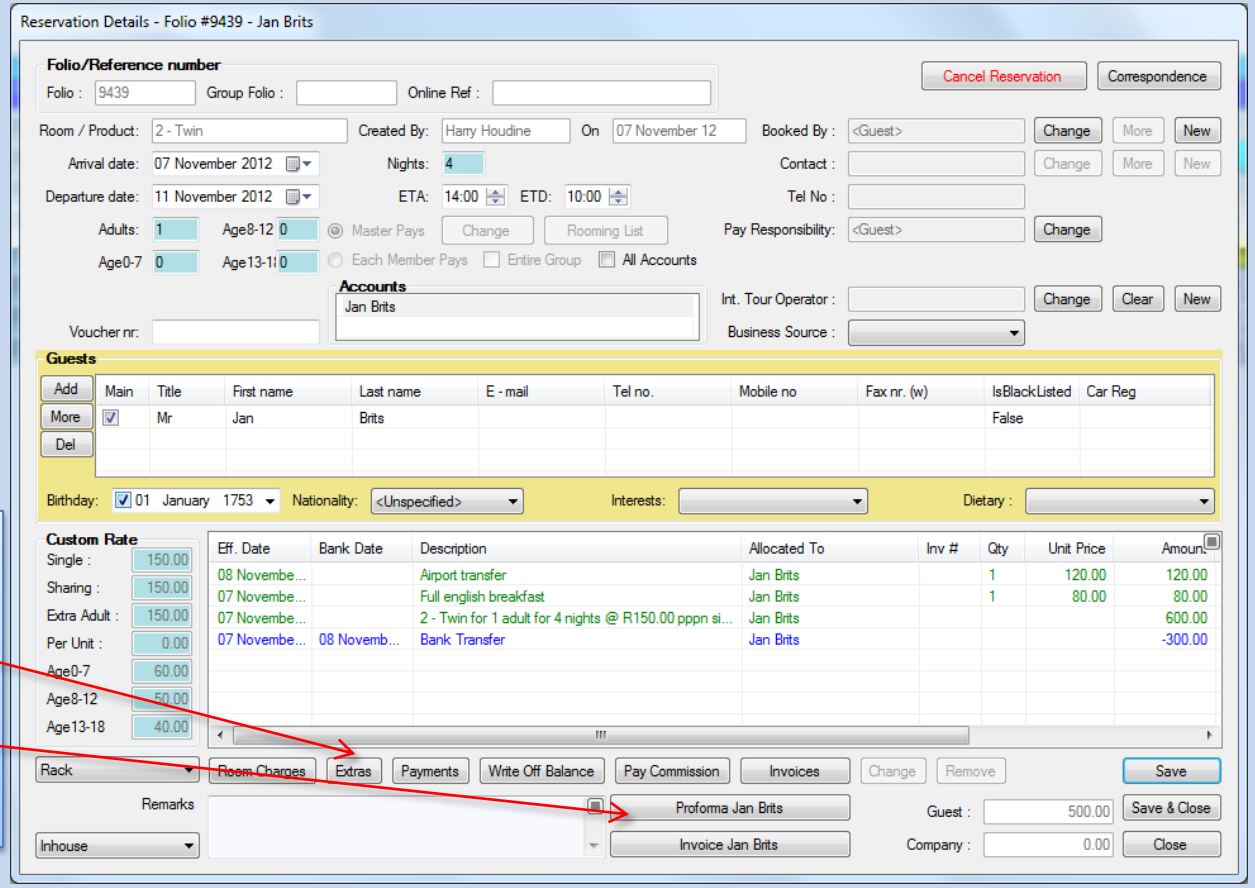
Select correspondence documents and generate the Guest registration form

The guest must complete and sign this form.
Once they complete the form, return to the reservation and capture the guest information they have completed on the registration card onto the guest record (High-light the guest name in the reservation and select Change)

Change the status of the reservation to In-House



During the guest stay



During the guest stay

Record any extras purchased

You can produce a pro-forma invoice as often as you please that will enable your guest view details of their account

Day of departure

Departure – checking out your guest

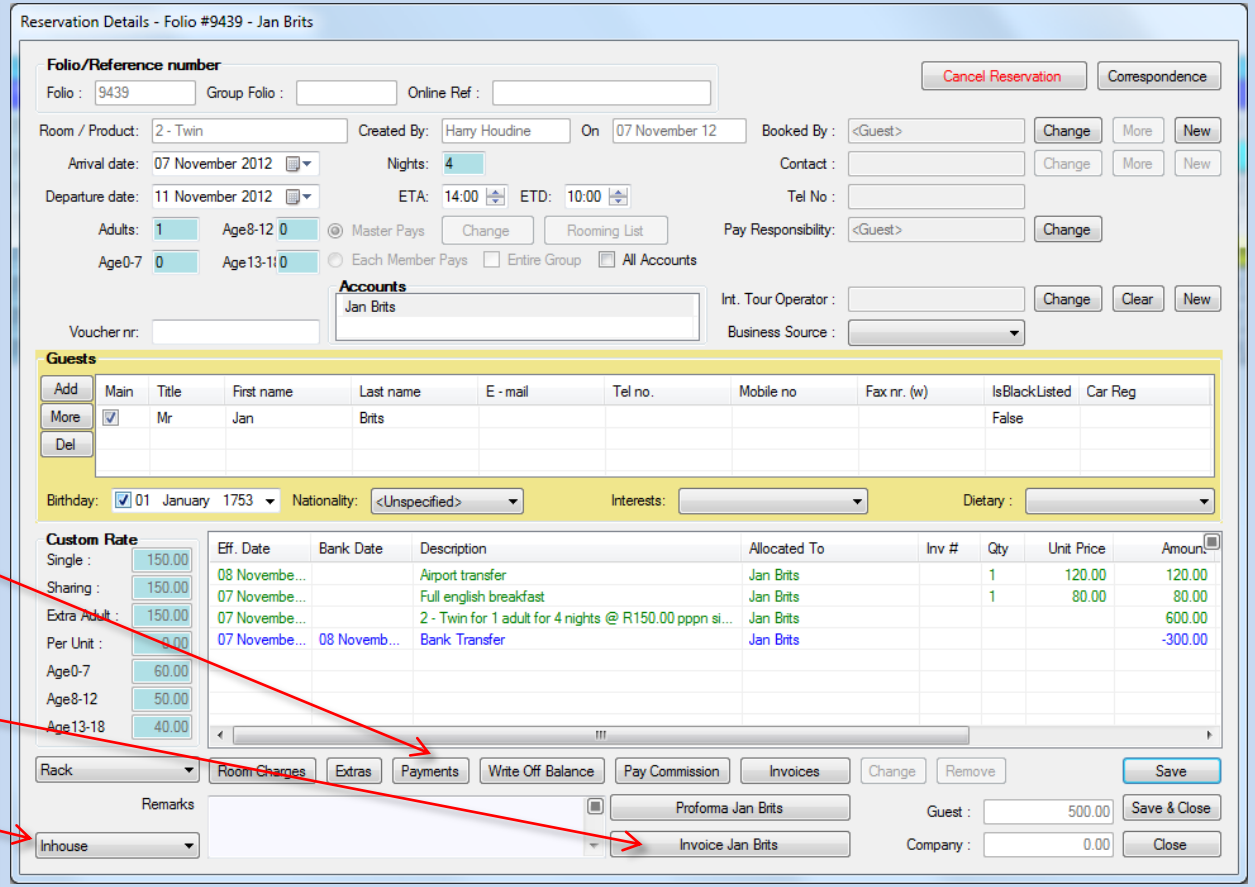
On the day of departure,
Produce a pro-forma invoice and hand it to the guest for verification and payment

Record the final Payment

Verify that the balance is zero

Invoice all transactions

Change the status to Checked-out
If an outstanding balance exists or all charges have not been invoiced, then the reservation status can only be set to Active-out



Day of departure

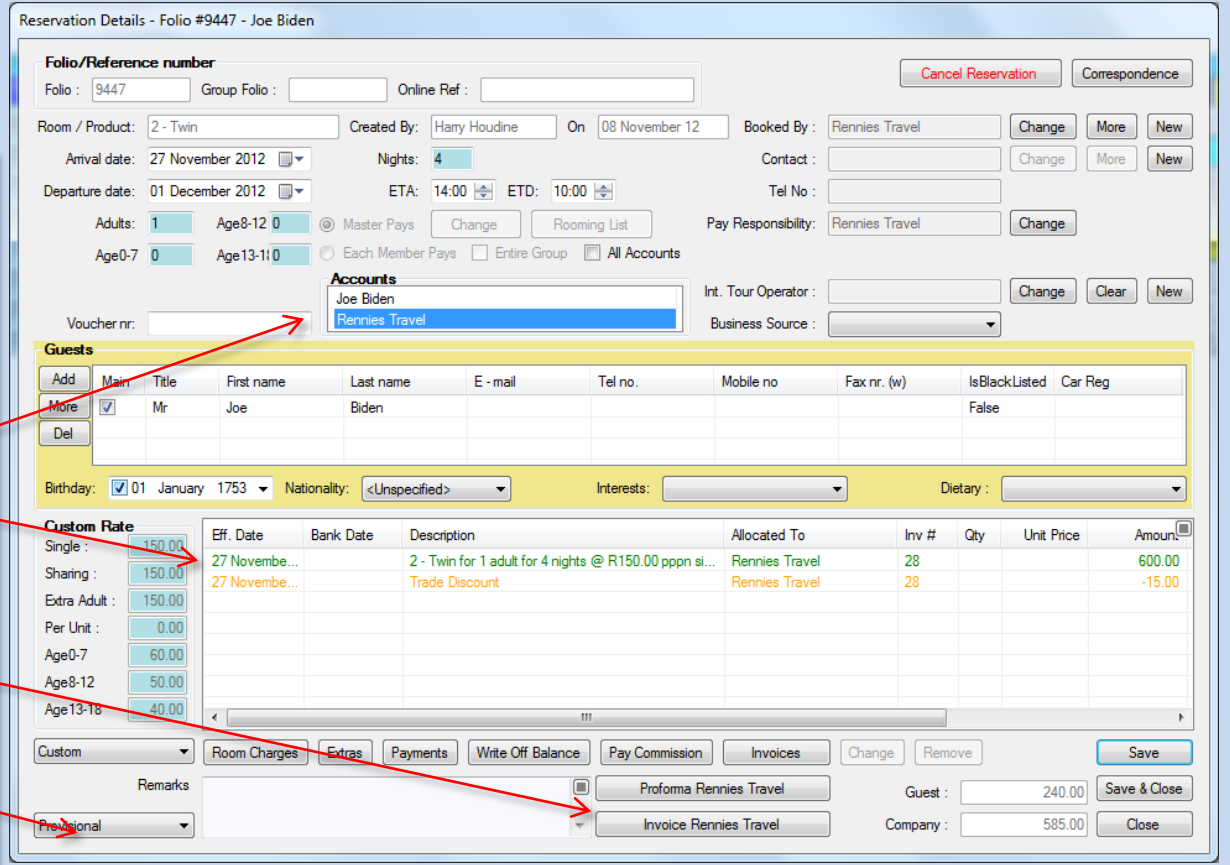
Day of departure – company account

If there are two accounts
(e.g. a travel agent or corporate who is paying the accommodation) then the company account must also be processed as follows:

High-light the company account
All transactions allocated to the company will be displayed in the transaction grid

Invoice the account and email to the company for payment (if a balance is outstanding)

Change the status to Checked-out
If an outstanding balance exists or all charges have not been invoiced, then the reservation status can only be set to Active-out



Managing Group Reservations

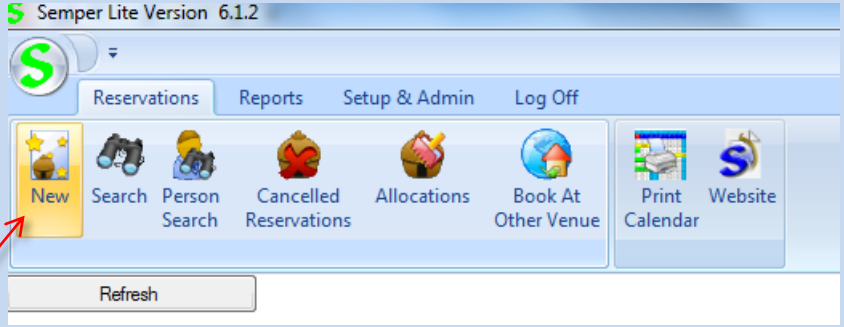
Up to now we have only worked with single room reservations

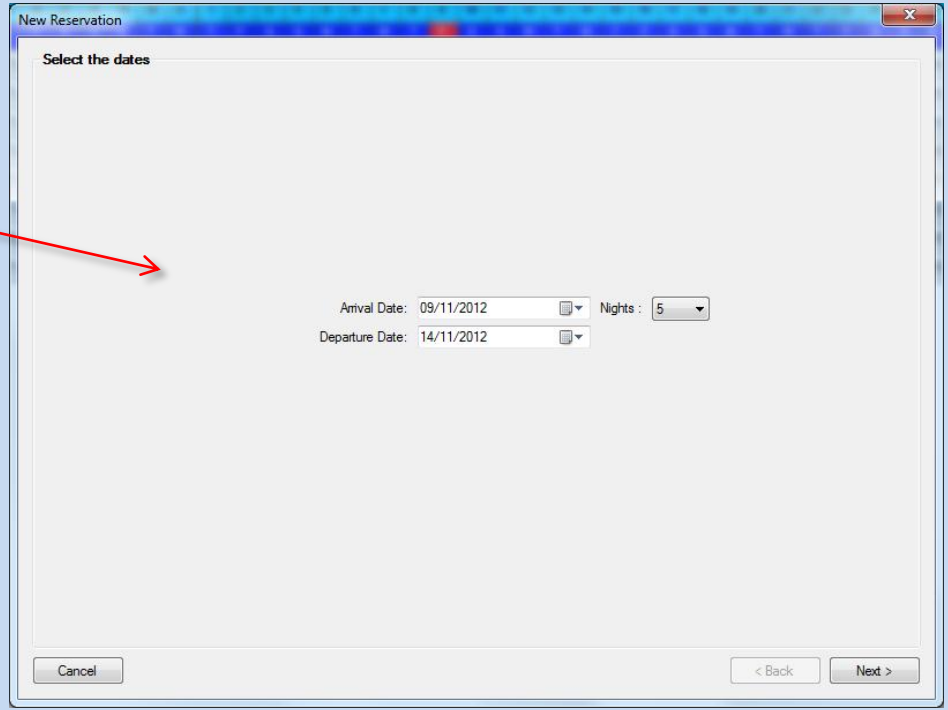
Groups are used when more than one room was required

To record a group booking, select the New reservation wizard

Enter the arrival and departure date for the entire group

If some members arrive or depart on different dates, this can later be changed once the group has been recorded

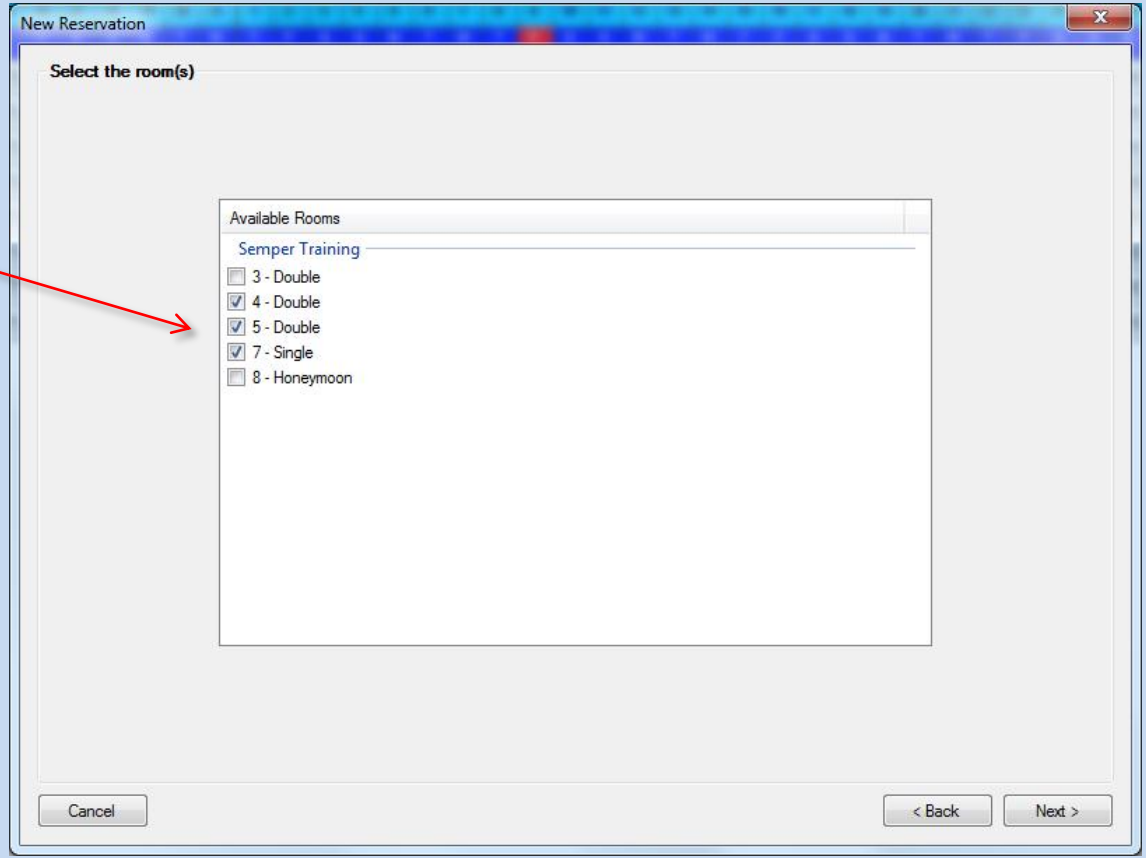




Managing Group Reservations

Only available rooms are displayed

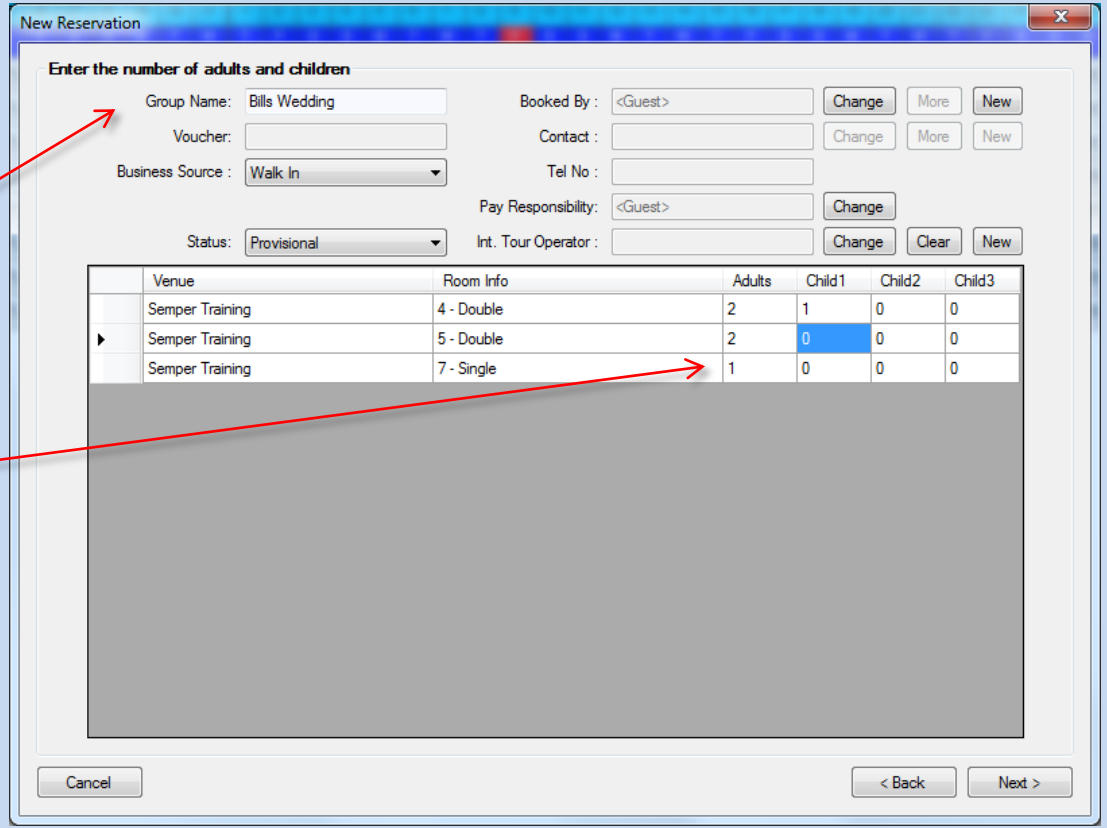
Select the rooms for the group



Managing Group Reservations

Enter the group name This can be any name that enables you to uniquely identify the group

Enter the number of adults and/or children in each room



Managing Group Reservations

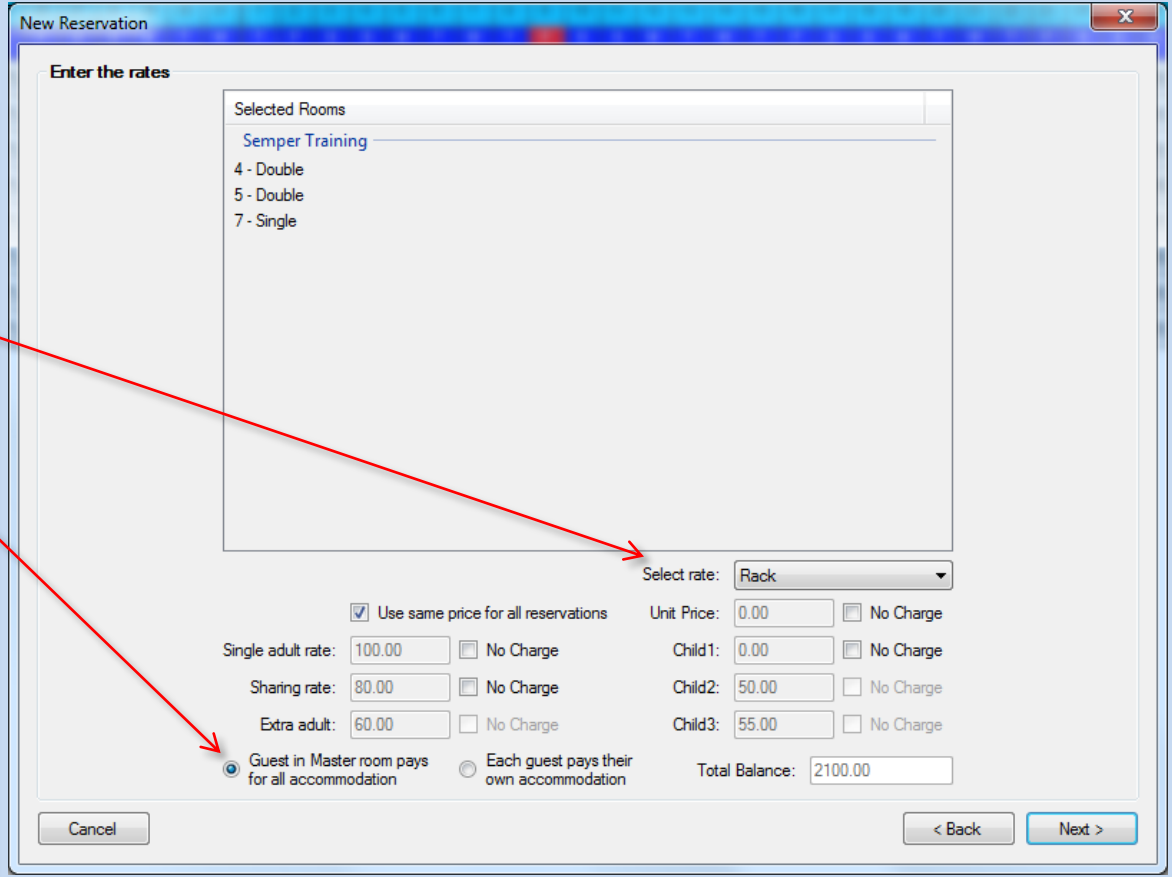
The rooms selected are displayed on this screen

Select the Rate that must apply to the group

Indicate how accounts and payment must be dealt with for the group.
One account for all accommodation for all rooms (i.e. Master Room pays all accommodation)
Or
Each room pays their own accommodation
This can later be changed if not correct

Irrespective of which option is chosen, you will always be able to record extra sales against each member for which they will be responsible for paying

Select Next and complete the wizard which will save the reservation on the calendar



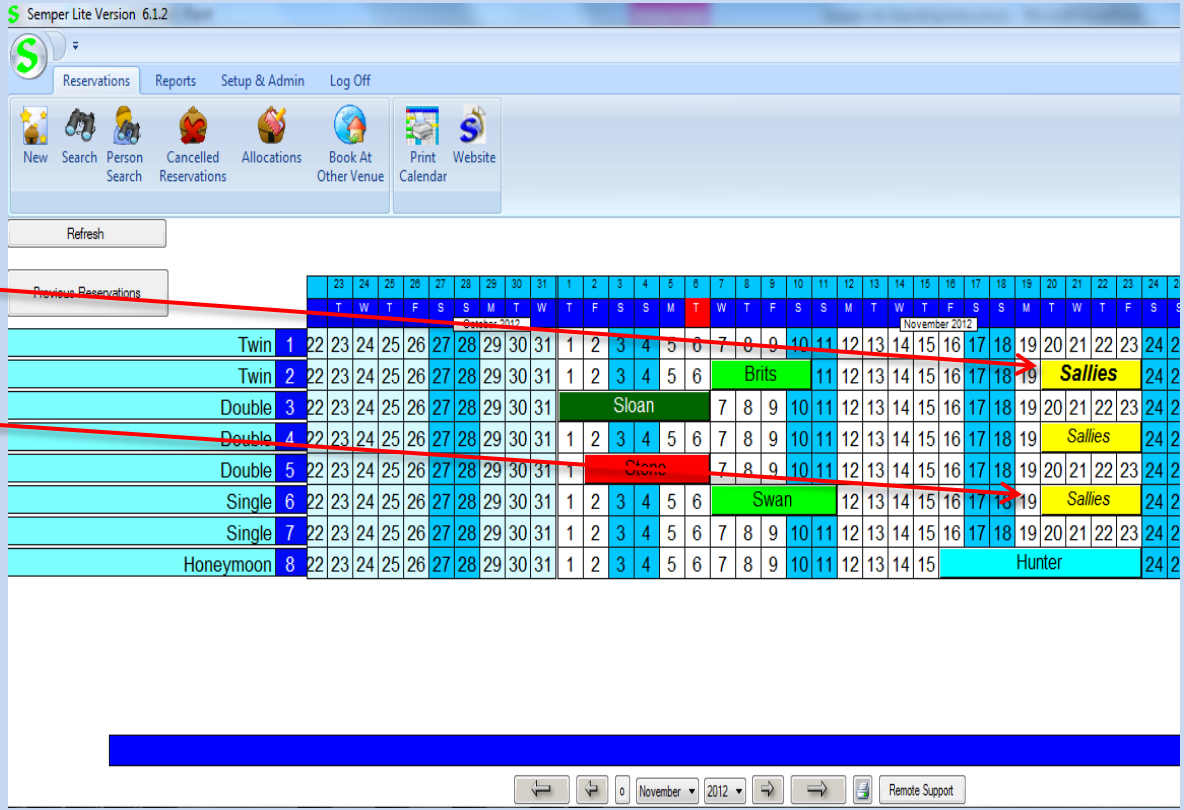
Managing Group Reservations

The Master Room of the group is displayed in bold Italics
Other members are displayed in normal italics as shown here

Click on any of the reservations to open

If the Master Room pays all accommodation then open the master room to work with accommodation transactions.
Open individual reservations to work with extras

If every member pays their own accommodation, then you work with each reservation separately
or
use the Rooming List (see next slide)



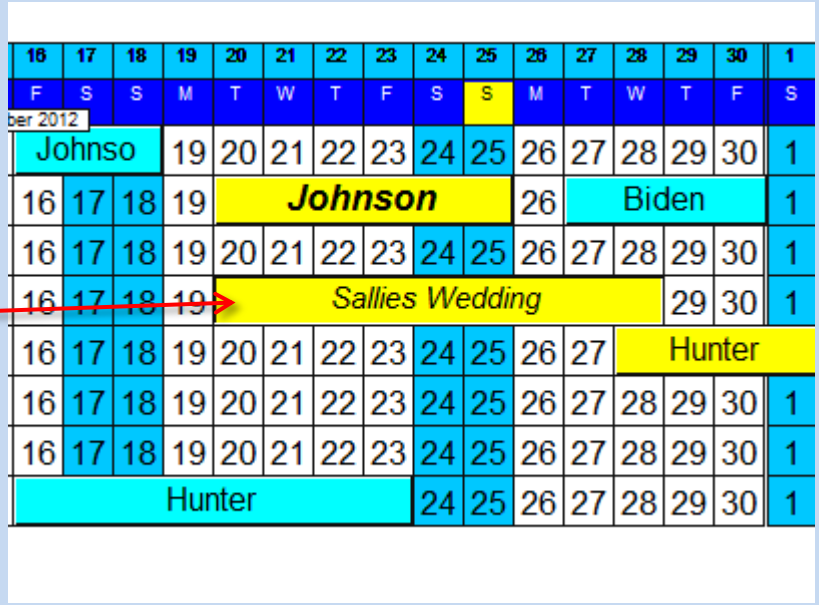
Managing Group Reservations

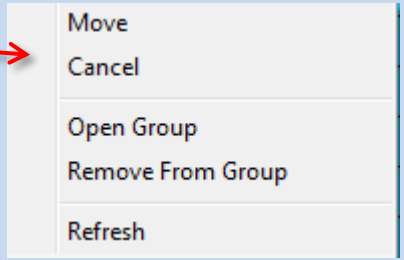
You are able to perform certain group functions from your calendar screen

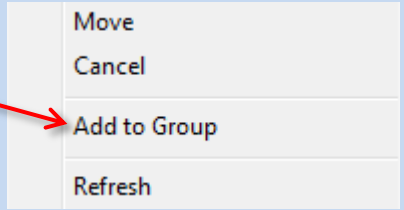
Point your mouse on any member of the group you wish to work with and right click your mouse

This menu will be displayed
Select the action you wish to perform

If you wish to add another room onto an existing group
First create a single reservation
Then Point you mouse on the new reservation created and right click to display this menu
Select the Add to Group option and follow the wizard







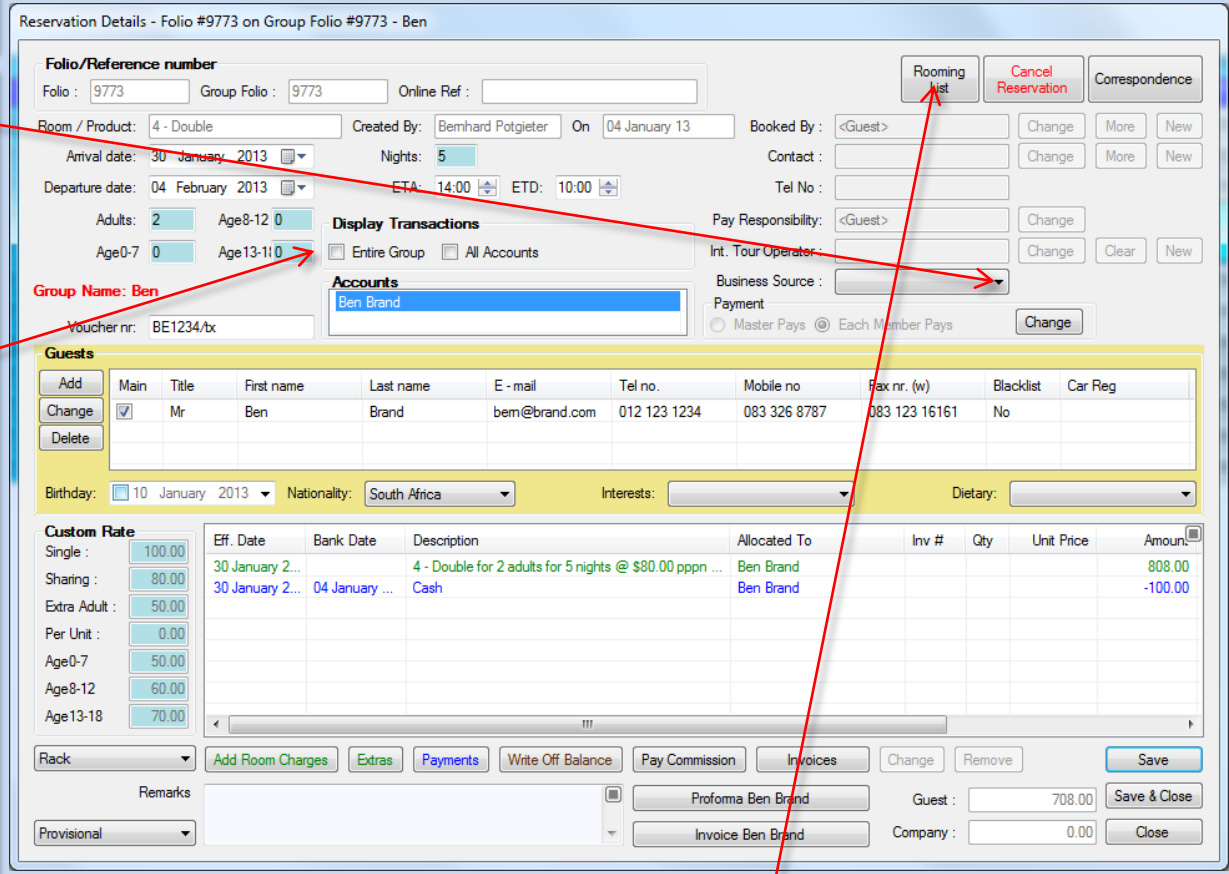
Managing Group Reservations

Open the Master Room
The group processing buttons are now active
The first indicates if the Master Room pays for all accommodation or each room pays their own
You can change this by using the change button

The Display Transactions enables you to view all transactions for the group "Entire group" and "All accounts"

- Entire group refers to ALL accommodation transactions for the entire group (only relevant if each member pays for their own accommodation)
- All accounts refers to company and guest accounts. If both switches are selected then all accounts for all reservations in the group will display. All accounts on its own, will display the two accounts for the open reservation only

Important: If you wish to change the Booked by or Payment Responsibility for the group, you must do so from the Master Room or from the Rooming list. Changing this will effect all members of the group



The Rooming List enables you to display all members in a group and perform certain tasks against the members as a whole (see next slide)

Managing Group Reservations

The Rooming List of the group

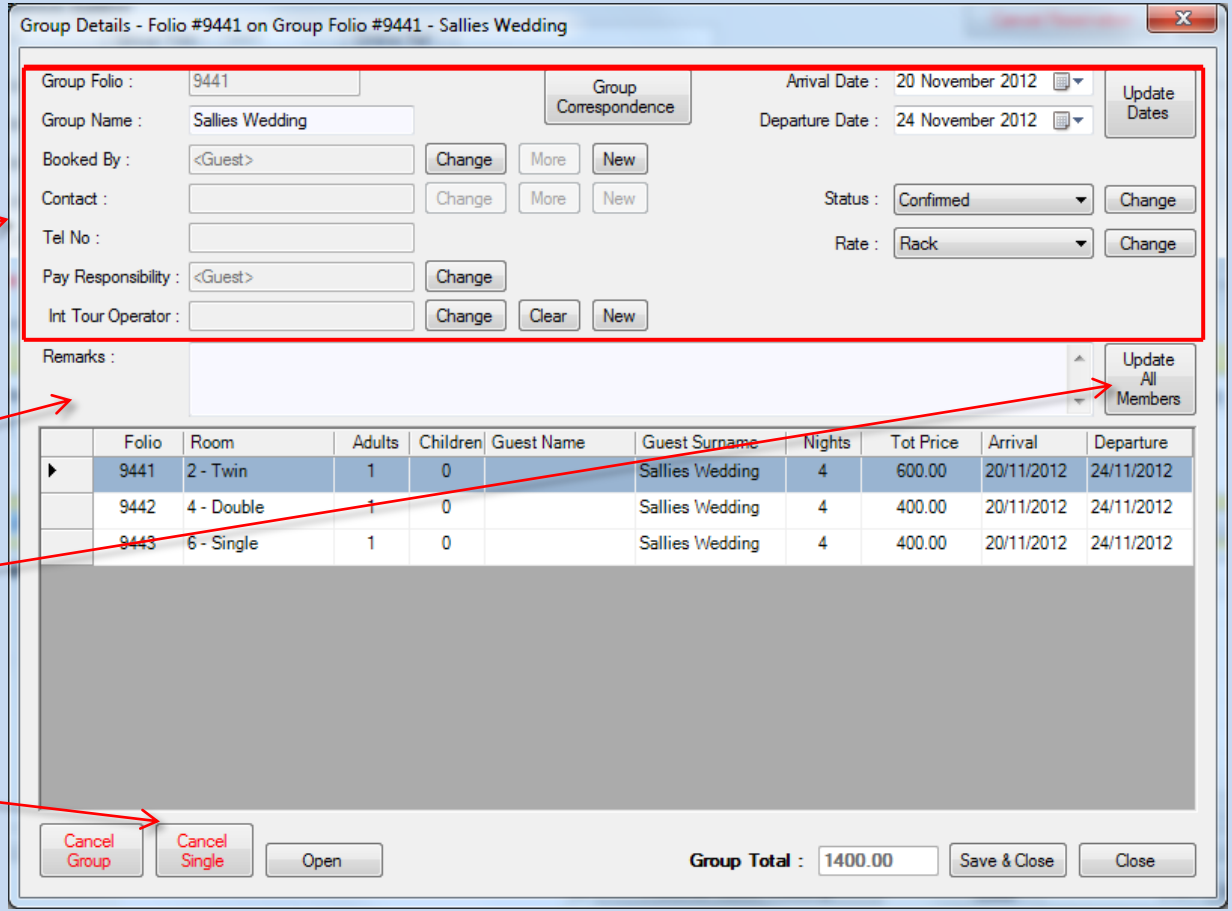
All information in the red box is designed to performed changes for all member reservations in the group

The Remarks displayed here belong to the Master Room of the group.
The same remarks can be copied to all member of the group by selecting the Update All Members button

Important: This action will overwrite any existing remarks that may have been recorded on individual member reservations

The Cancel Single will cancel the reservation in the grid that is high-lighted

Cancel Group will cancel all reservations in the group

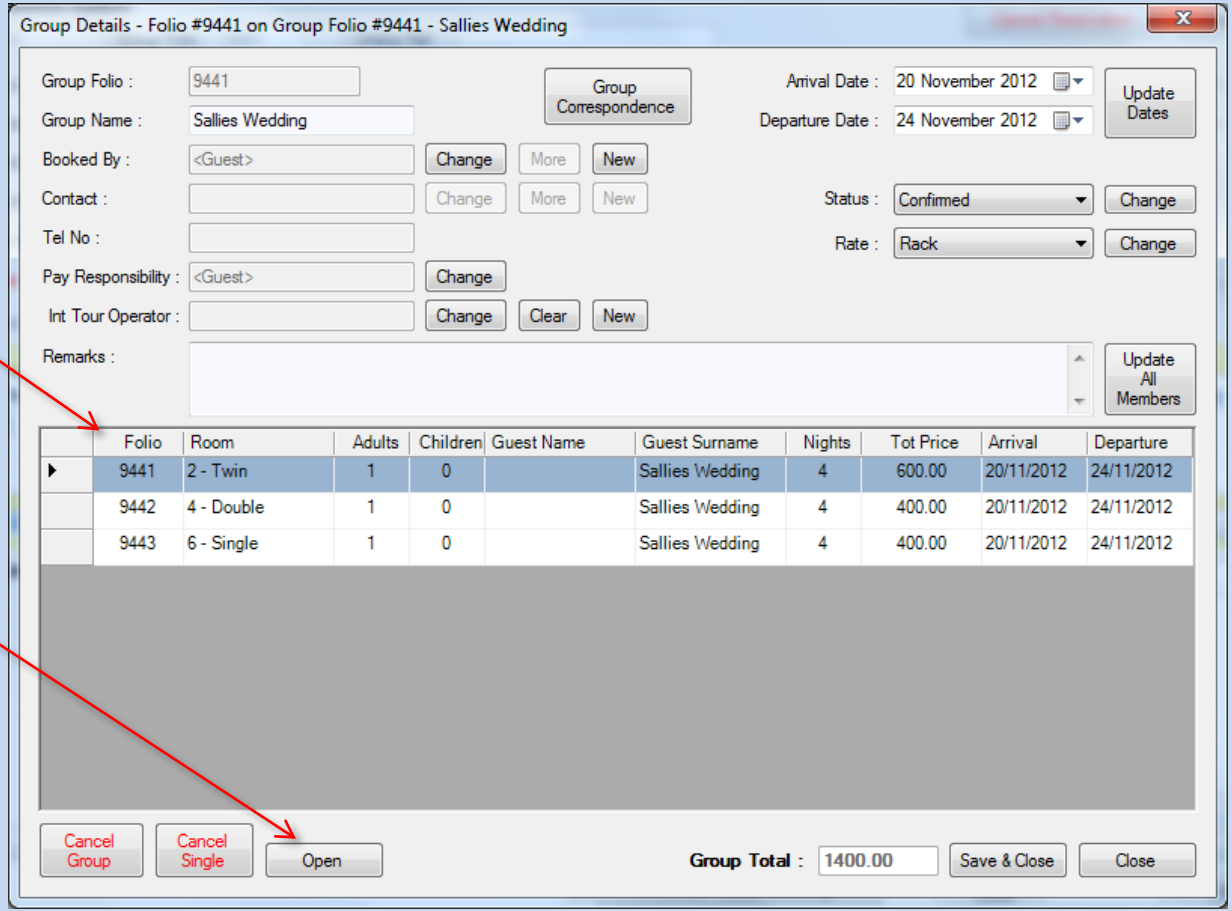


Managing Group Reservations

The Rooming List of the group

This grid displays all members of the group
You can change the arrival and/or departure dates within the grid for one or more reservations
Important Note: Select Save & close to effect any the changes

If you wish to insert the guest name into each room, click on the room and select Open which will display the individual reservation (see next slide)

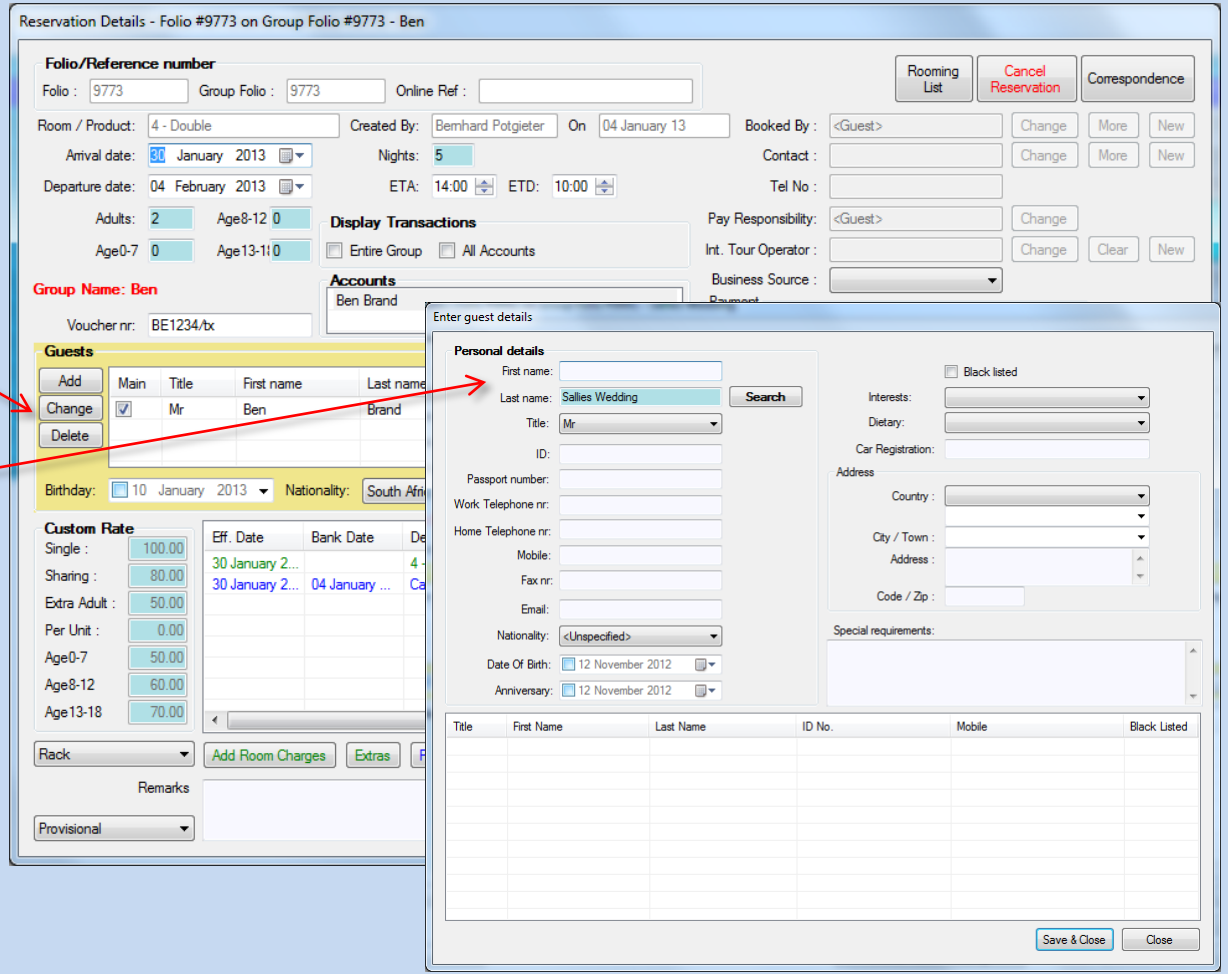


Managing Group Reservations

To insert the guest name, select the Change button to open the guest details screen

Enter the guest first and last name
Remember to search your database for return guest

Enter all guest information and select the Save & Close to return to the rooming list



Managing Group Reservations

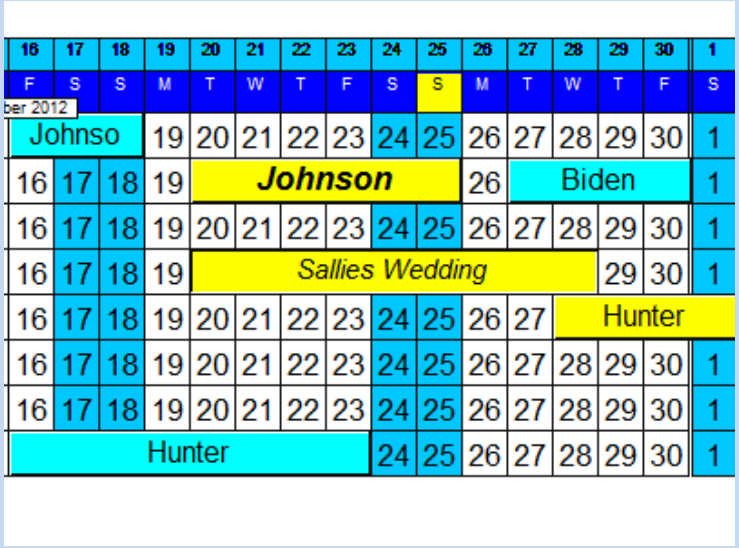
Managing Group Transactions

Various options are possible

1. The Guest in the Master Room pays for all accommodation and each guest pays for their own extras
2. The Guest in the Master Room pays for all accommodation and extras for all guests in the group
3. Each Guest pays for their own accommodation and extras
4. A Company pays for all accommodation and each guest pays their own extras
5. A Company pays for all accommodation and extras for all guests in the group

Important Note: irrespective which condition has been setup every guest account must be processed separately (i.e. at the end of their stay, check each guest account for outstanding balances, record final payment for each guest account and invoice the account)

The following slides deals with each of the 5 conditions



Managing Group Reservations

Managing Group Transactions

The Guest in the Master Room pays for all accommodation *and each guest pays their own extras*

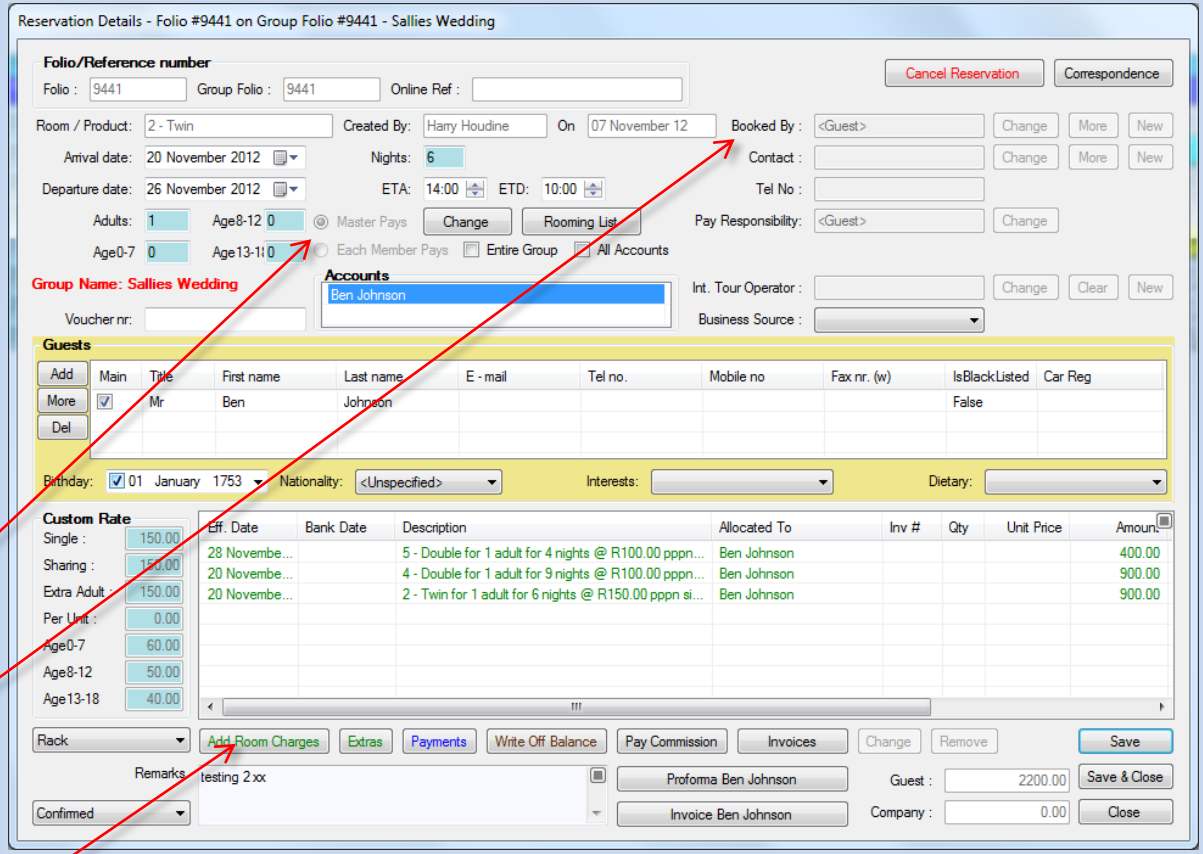
When recording the reservation select Master room pays and set the Booked by and Pay Responsibility as Guest

Once recorded open the Master Room (The ***Bold Italic*** reservation of the group)

The Master Room Pays must be selected as shown here (if this is not the case change it here)

The Booked by and Pay Responsible must indicate Guest (if this is not the case select the Rooming List and change it)

Select Add Room changes – changes for all rooms in the group will be displayed here



Managing Group Reservations

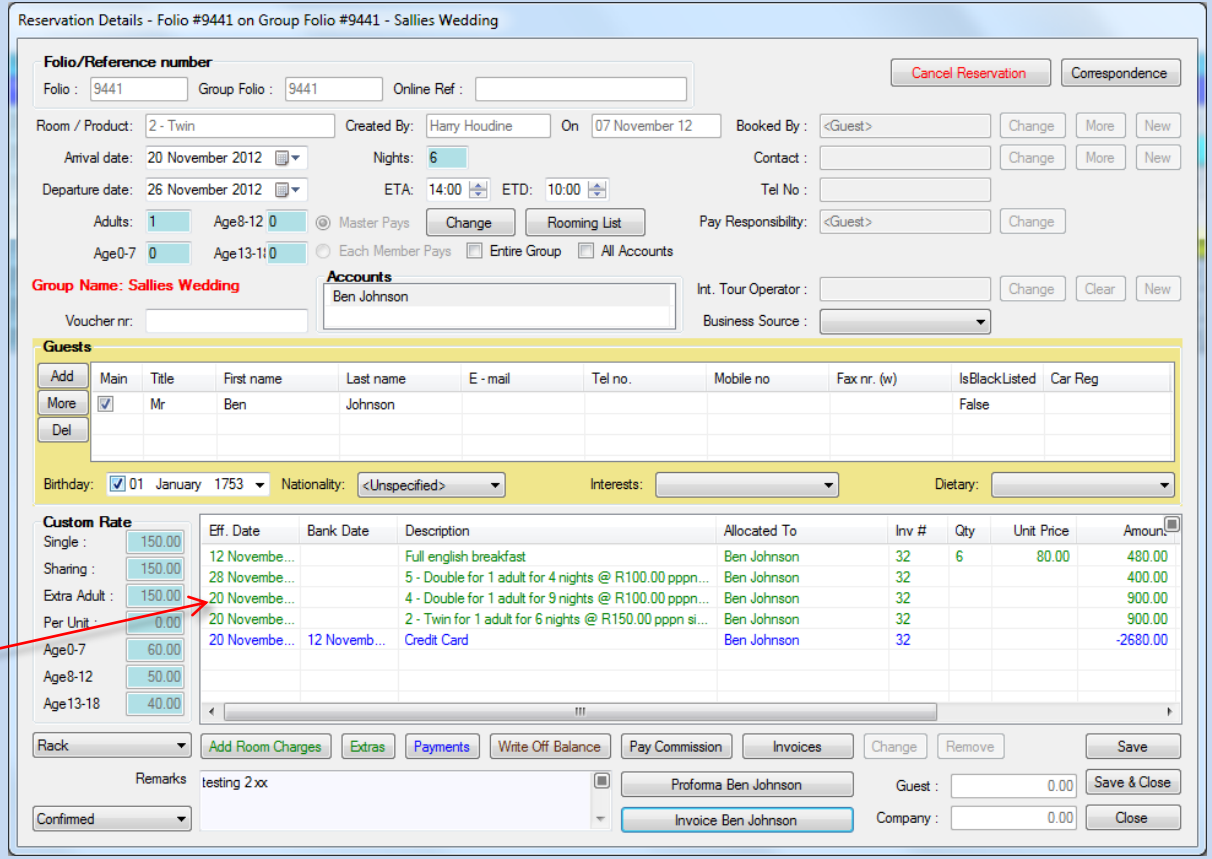
Managing Group Transactions

The Guest in the Master Room pays for all accommodation *and each guest pays their own extras*

The Master Room account is also where you record extras sold to the guest in the Master Room

At check-out;

- use the pro-forma invoice to enable the guest to verify their account
- Record the final payment on the reservation
- Invoice the account
- Change the status to checked out



Managing Group Reservations

Managing Group Transactions

The Guest in the Master Room pays for all accommodation *and each guest pays their own extras*

For Members in the group

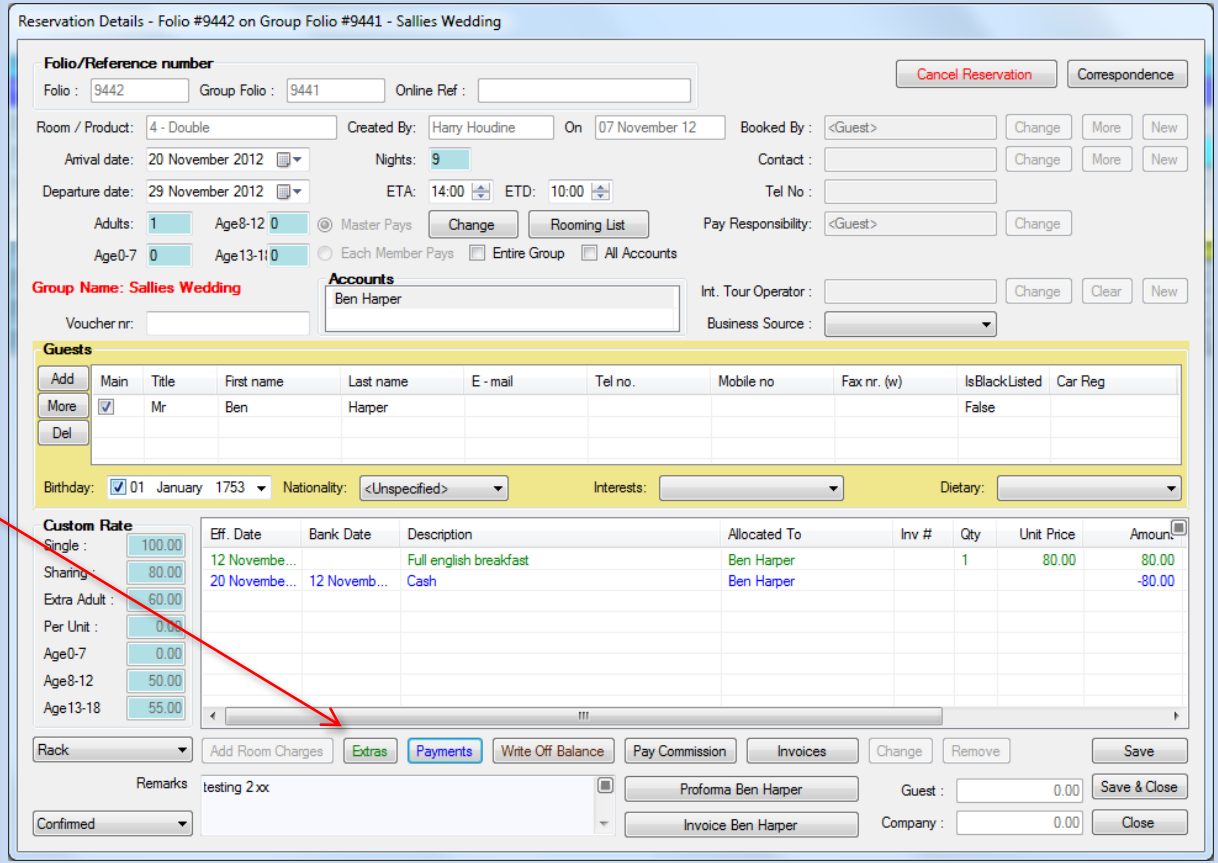
Work with each room separately

Record any extras sold on the guest reservation

At check-out;

- use the pro-forma invoice to enable the guest to verify their account
- Record the final payment
- Invoice the account
- Change the status to checked out

If no charges recorded, change the status to checked out



Managing Group Reservations

Managing Group Transactions

The Guest in the Master Room pays for all accommodation *and all extras for every group member*

For this condition;

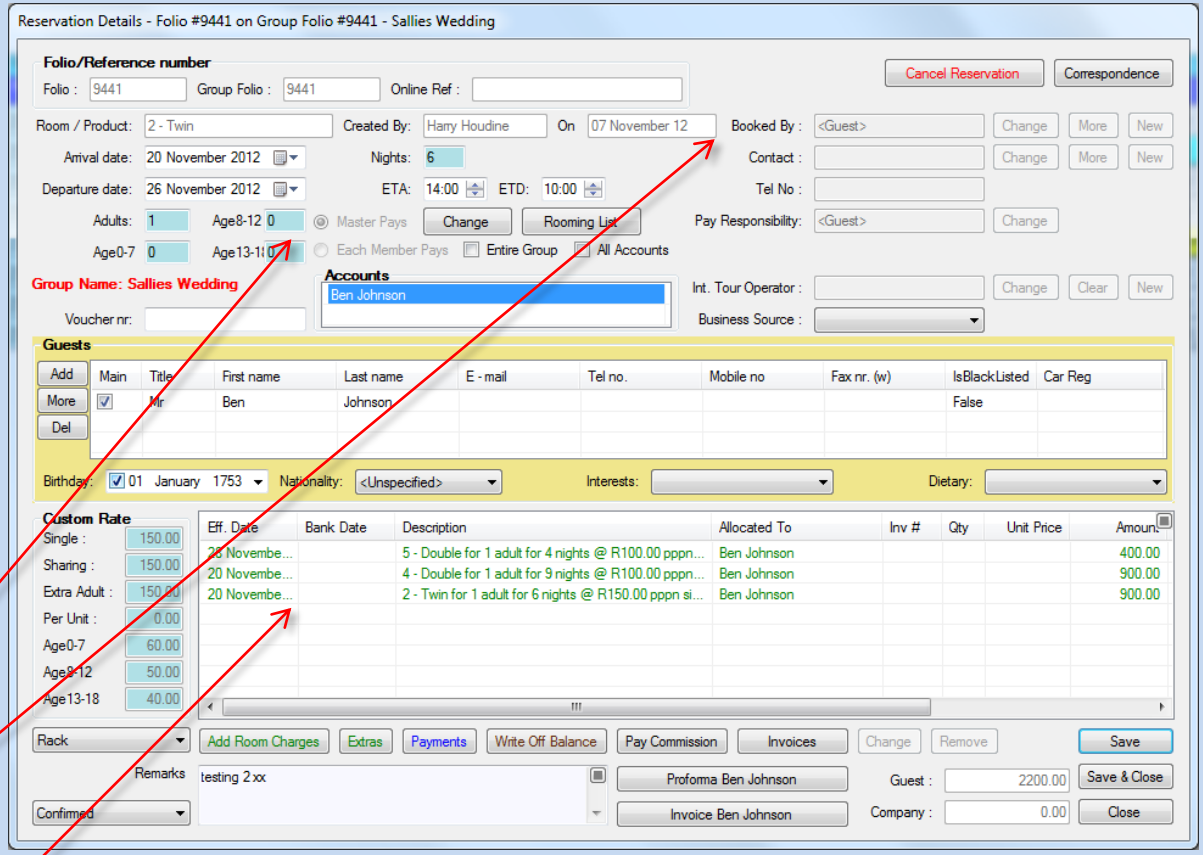
When recording the reservation select Master room pays. Booked by and Pay Responsibility must be set as Guest

Once recorded open the Master Room (The ***Bold Italic*** reservation of the group)

The Master Room Pays must shown here (if this is not the case change it here)

The Booked by and Pay Responsible must indicate Guest (if this is not the case select the Rooming List and change it)

Select Add Room changes - all members room changes will be listed here



Managing Group Reservations

Managing Group Transactions

The Guest in the Master Room pays for all accommodation *and all extras for every guest*

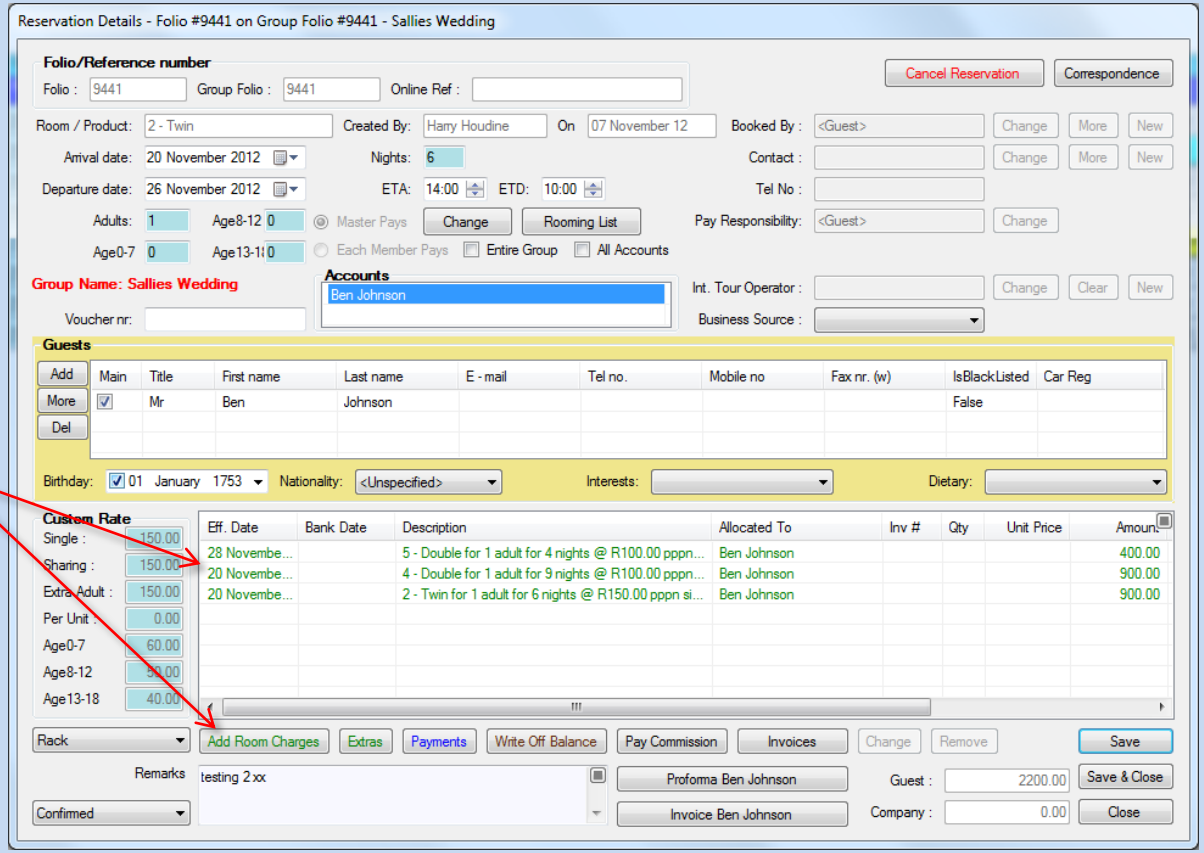
Work with Master Room reservation only

Record any extras sold by any member of the group onto the Master Room reservation

The guest in this room is responsible for settling the full account

At check-out;

- use the pro-forma invoice to enable the guest to verify their account
- Record the final payment
- Invoice the account
- Change the status to checked out.
- Check out the entire group if all depart on the same day. If not check out each member separately



Managing Group Reservations

Managing Group Transactions

Each member Guest pays for *their own accommodation and extras*

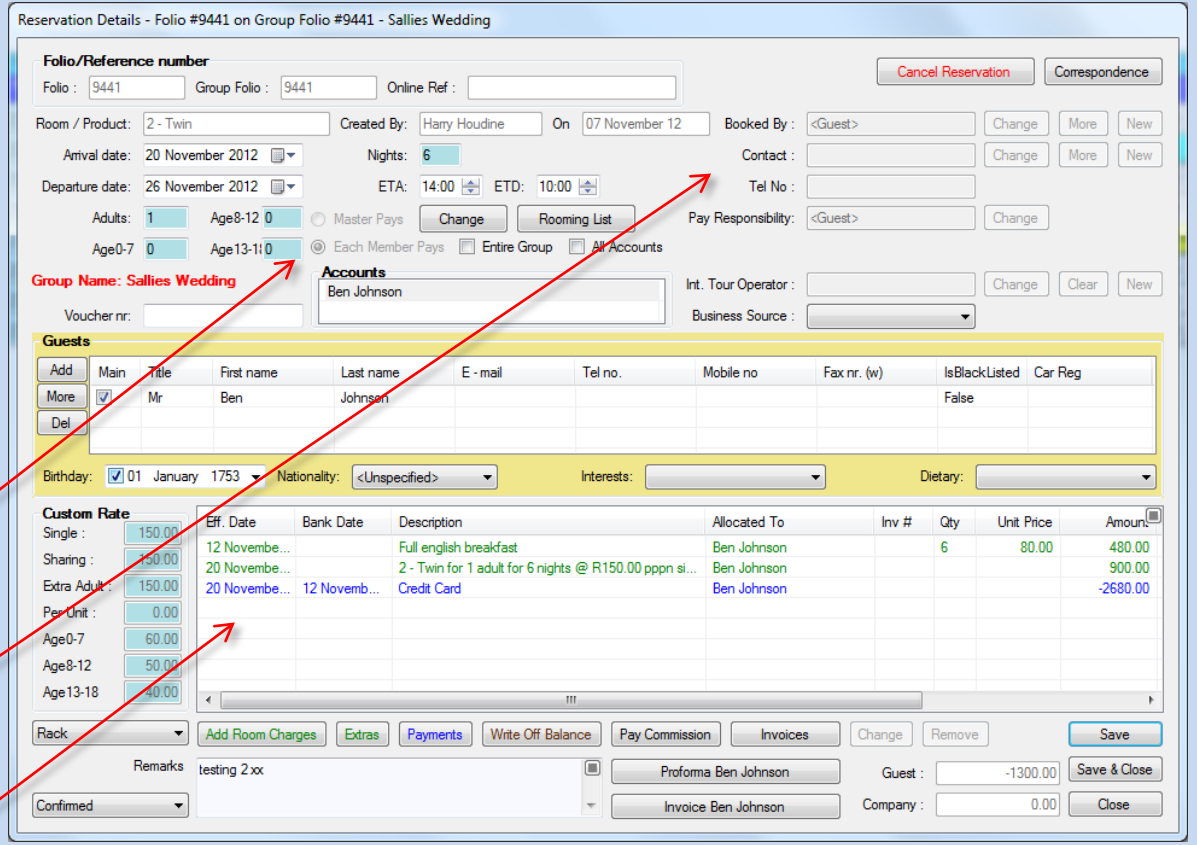
For this condition
When recording the reservation select **Each Member Pays**. Booked by and Pay Responsibility must both be set as **Guest**

Once you have recorded the reservation open the Master Room (The ***Bold Italics*** reservation of the group)

The Each Member Pays must be selected as shown here (if this is not the case change it here)

The Booked by and Pay Responsible must indicate **Guest** (if this is not the case select the Rooming List and change it)

Select Add Room changes – only this rooms accommodation charges will be present



Managing Group Reservations

Managing Group Transactions

Each member Guest pays for *their own accommodation and extras*

For Members in the group

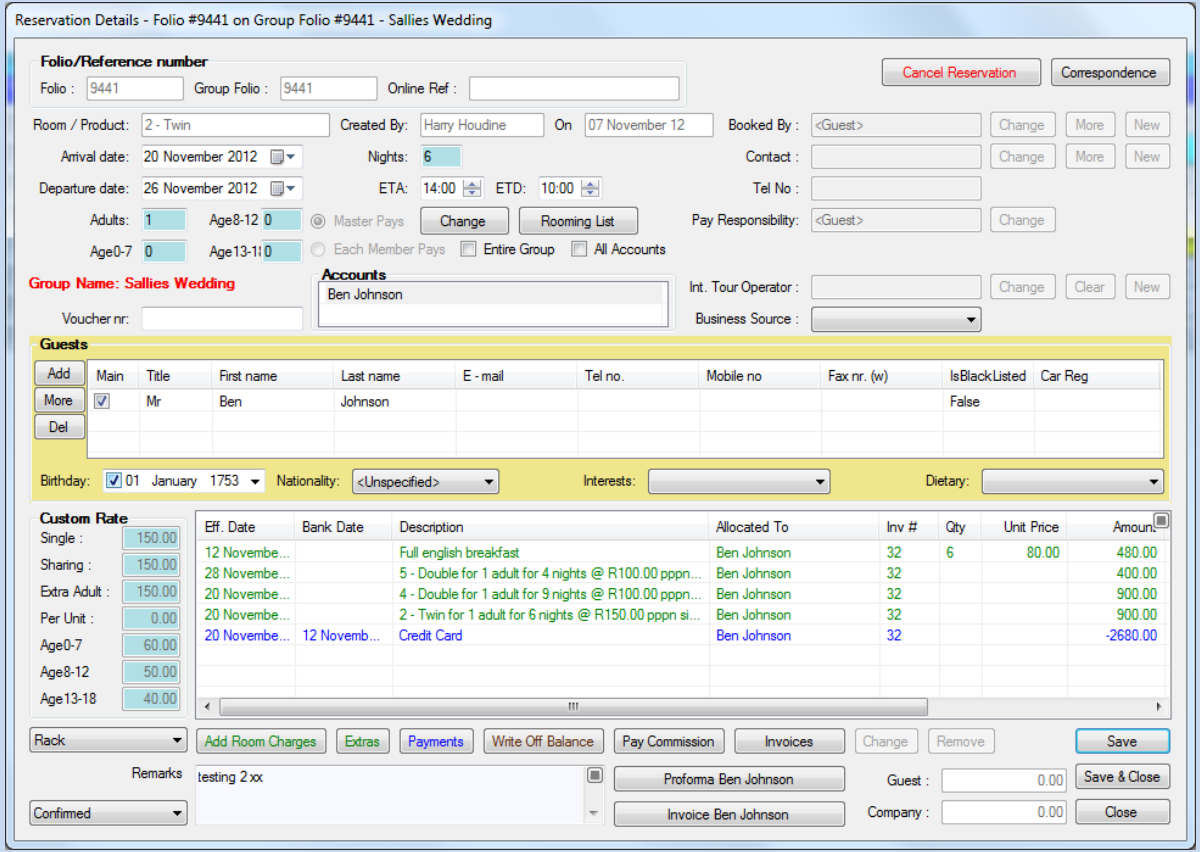
Work with each room separately

Add Room Changes if not present

Record any extras sold onto each members reservation

At check-out;

- use the pro-forma invoice to enable the guest to verify their account
- Record the final payment
- Invoice the account
- Change the status to checked out.



Managing Group Reservations

Managing Group Transactions

A Company pays for all accommodation *and each guest pays their own extras*

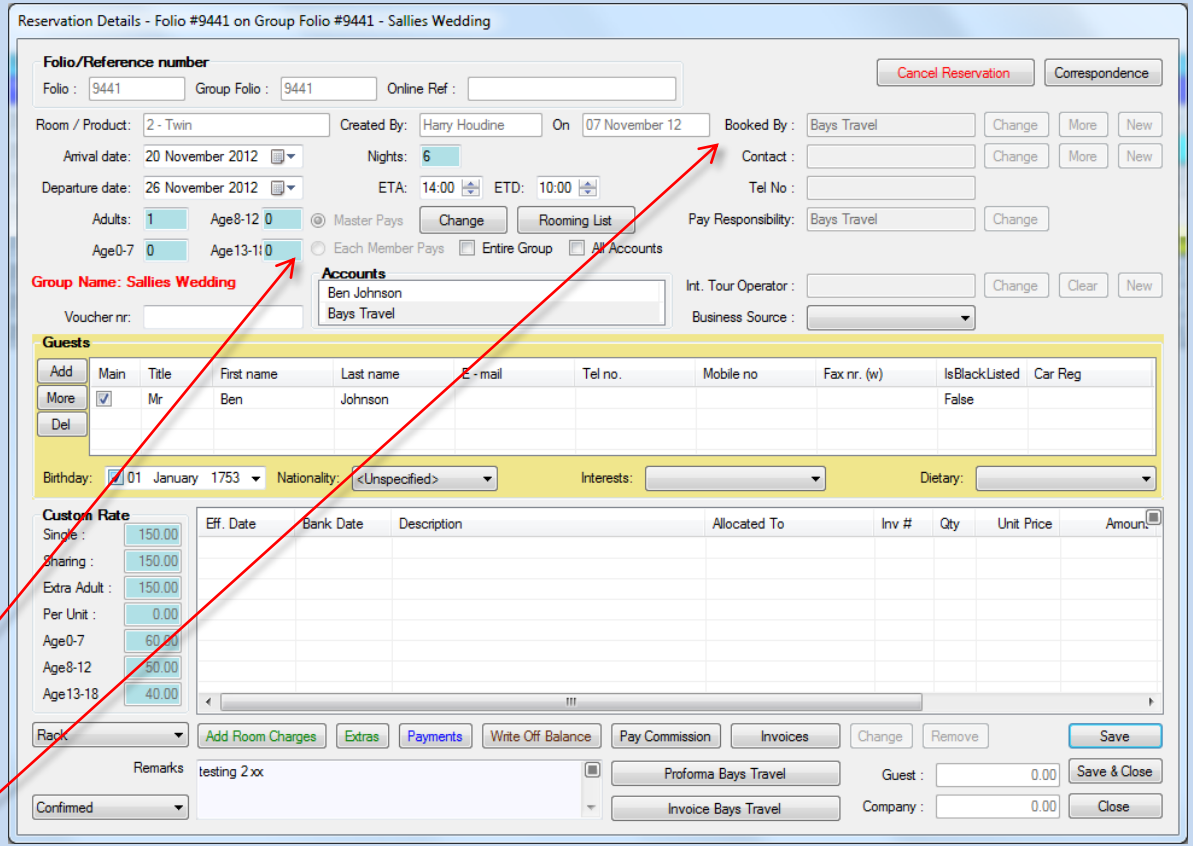
For this condition

When recording the reservation select Master room pays.
Booked by and Pay Responsibility must both be set as the company that will pay the accommodation

Once recorded open the Master Room (The ***Bold Italics*** reservation of the group)

The Master Room Pays must be selected as shown here (if this is not the case change it here)

The Booked by and Pay Responsible must indicate the company (if this is not the case select the Rooming List and change it)



Managing Group Reservations

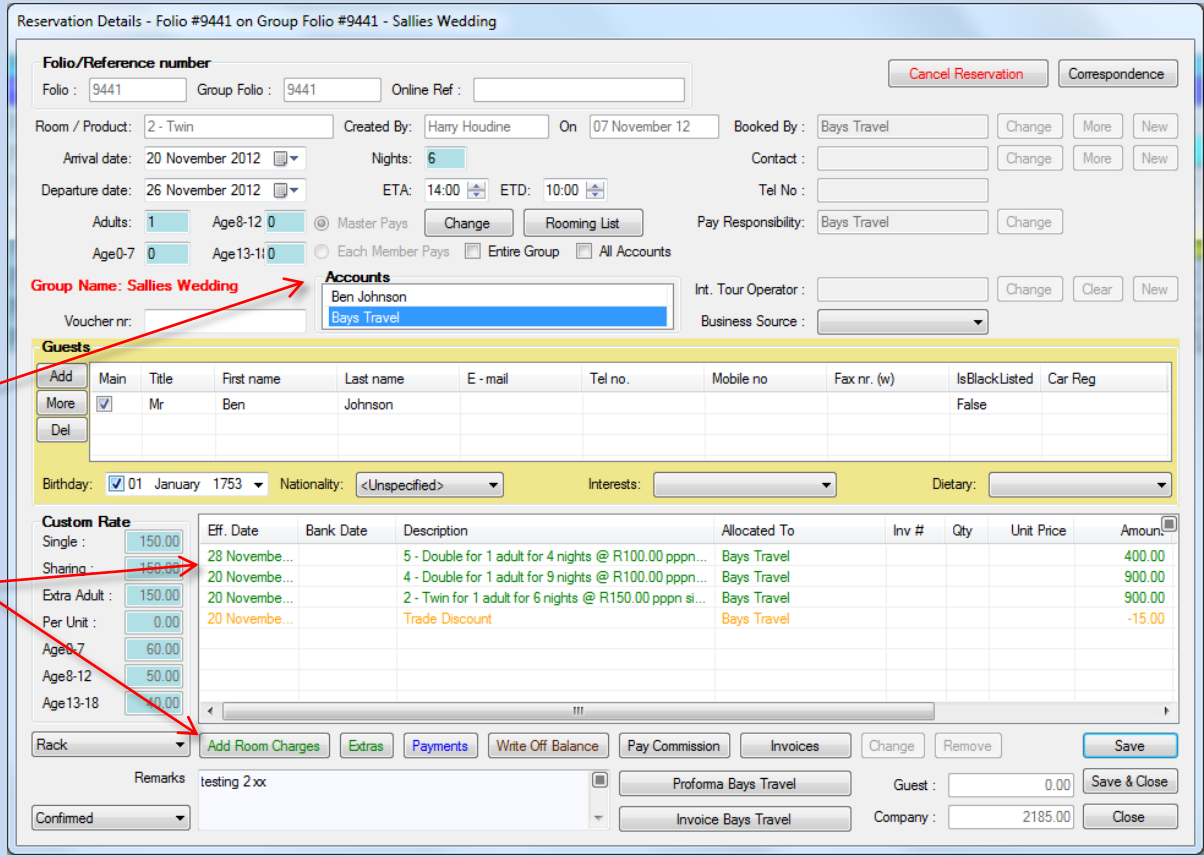
Managing Group Transactions

A Company pays for all accommodation *and each guest pays their own extras*

From the Master Room reservation

Note that 2 accounts are now present. One for the company and one for the guest in the Master Room

Select Add Room changes - The accommodation transactions will automatically be allocated to the company account (The account high-lighted in the Accounts box)
The Commission transaction (called Trade Discount) will automatically be inserted (if setup in the company record)



Managing Group Reservations

Managing Group Transactions

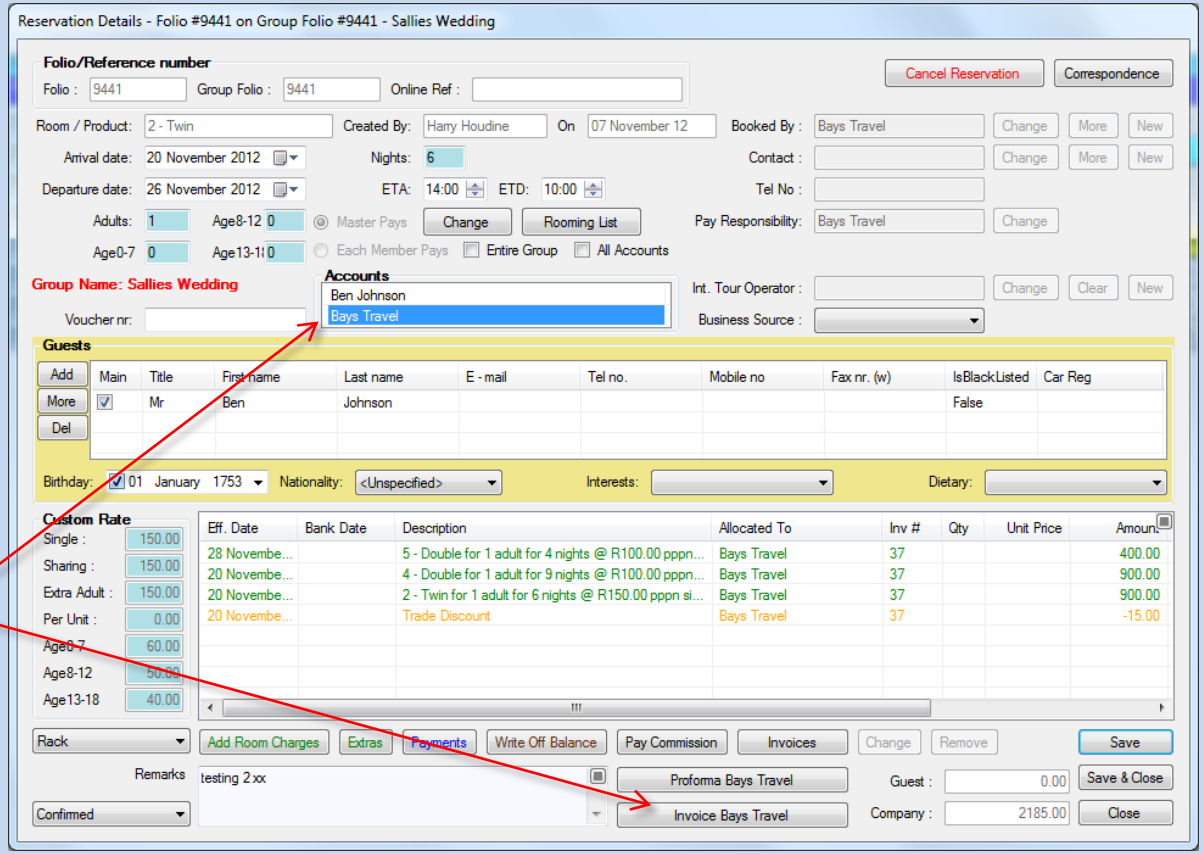
A Company pays for all accommodation *and each guest pays their own extras*

Still from the Master Room reservation

At the end of the stay, the company responsible for paying the accommodation must be processed:

- Invoice the company by high-lighting the company in the Accounts box and selecting the invoice button
- Email the invoice to the company for payment

Note: This reservation can only be set as Active out if a balance exists and until the payment has been received (see next slide)



Managing Group Reservations

Managing Group Transactions

A Company pays for all accommodation *and each guest pays their own extras*

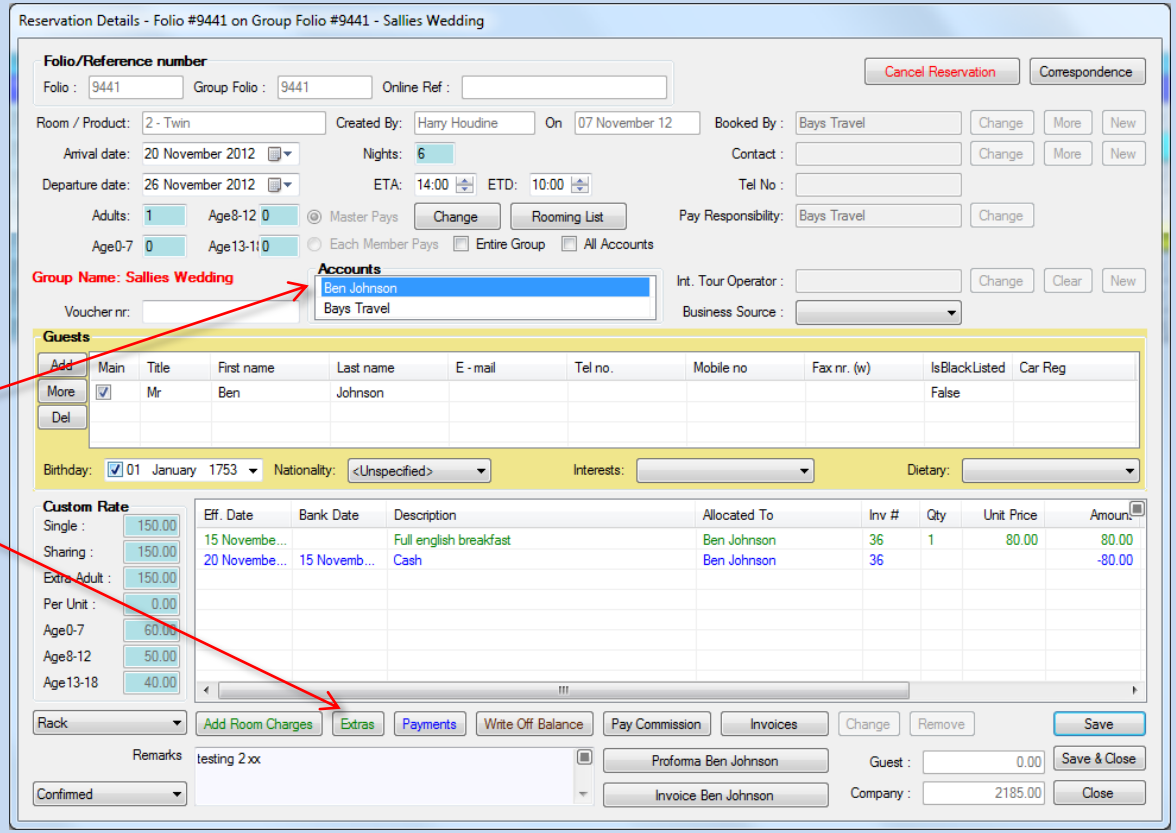
Still from the Master Room reservation

Work with the Guest in the Master Room
High-light the guest account in the Accounts box

Record extras sold onto this guest account

At check-out; (Select the guest account in the Accounts Box)

- Use the pro-forma invoice to enable the guest to verify the details
- Record the final payment on the guest account
- Invoice the account
- Change the status to checked out
  (Note: if the company account has an outstanding balance then the status can only be set as Active out even if this account has a zero balance)



Managing Group Reservations

Managing Group Transactions

A Company pays for all accommodation *and each guest pays their own extras*

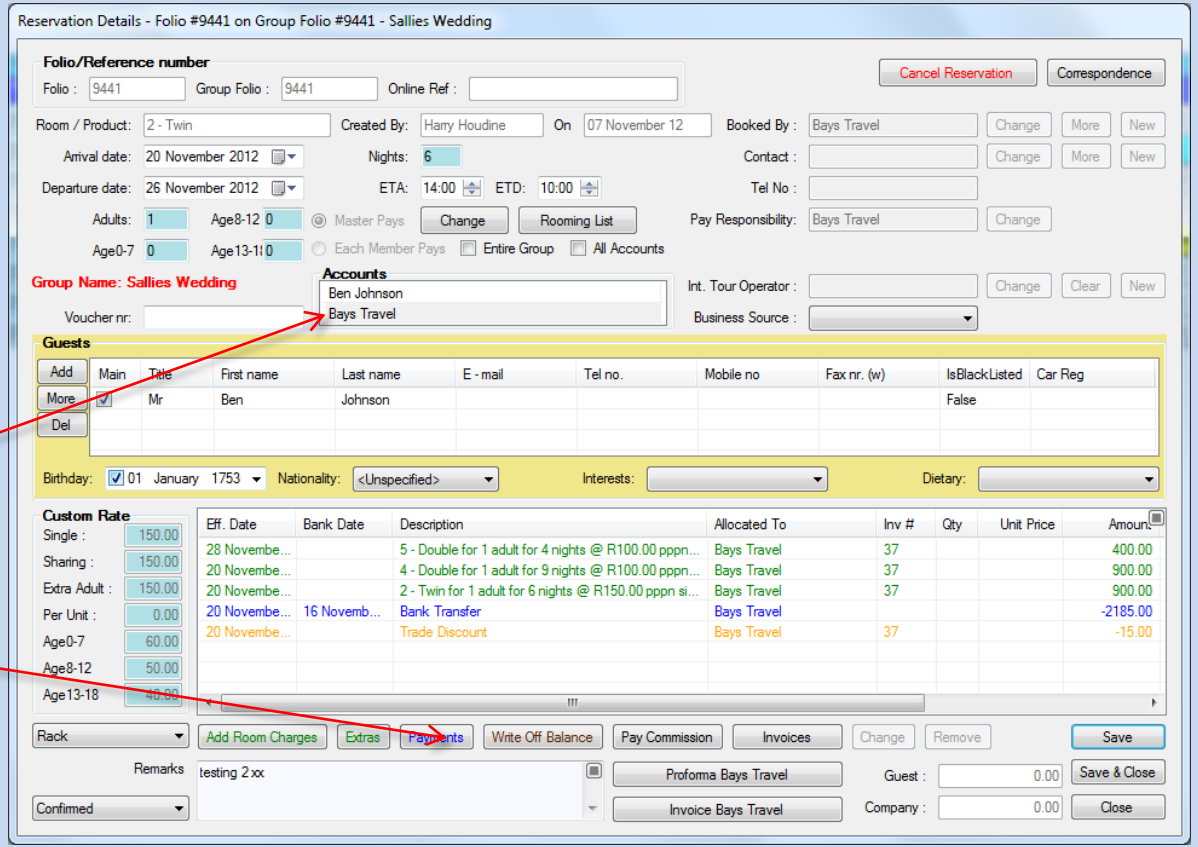
Once payment is received from the company:

Open the Master Room reservation

Makes sure the company account has been selected in the Accounts box

Record the payment received

Change the status to Checked out
Note: Do not invoice the payment received



Managing Group Reservations

Managing Group Transactions

A Company pays for all accommodation and extras for all guests in the group

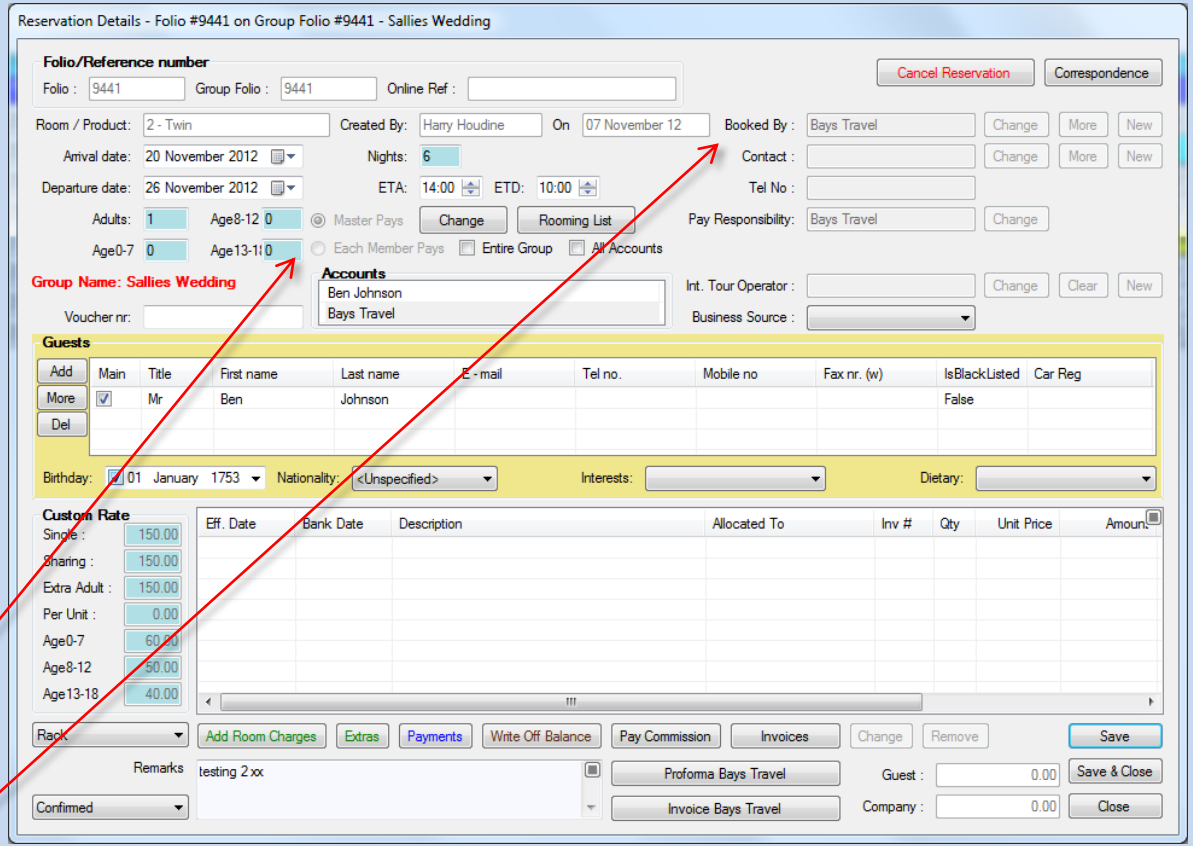
For this condition

When recording the reservation select Master room pays.
Booked by and Pay Responsibility must both be set as the company that will pay the accommodation

Once recorded open the Master Room (The ***Bold Italics*** reservation of the group)

The Master Room Pays must be selected as shown here (if this is not the case change it here)

The Booked by and Pay Responsible must indicate the company (if this is not the case select the Rooming List and change it)



Managing Group Reservations

Managing Group Transactions

A Company pays for all accommodation and extras for all guests in the group

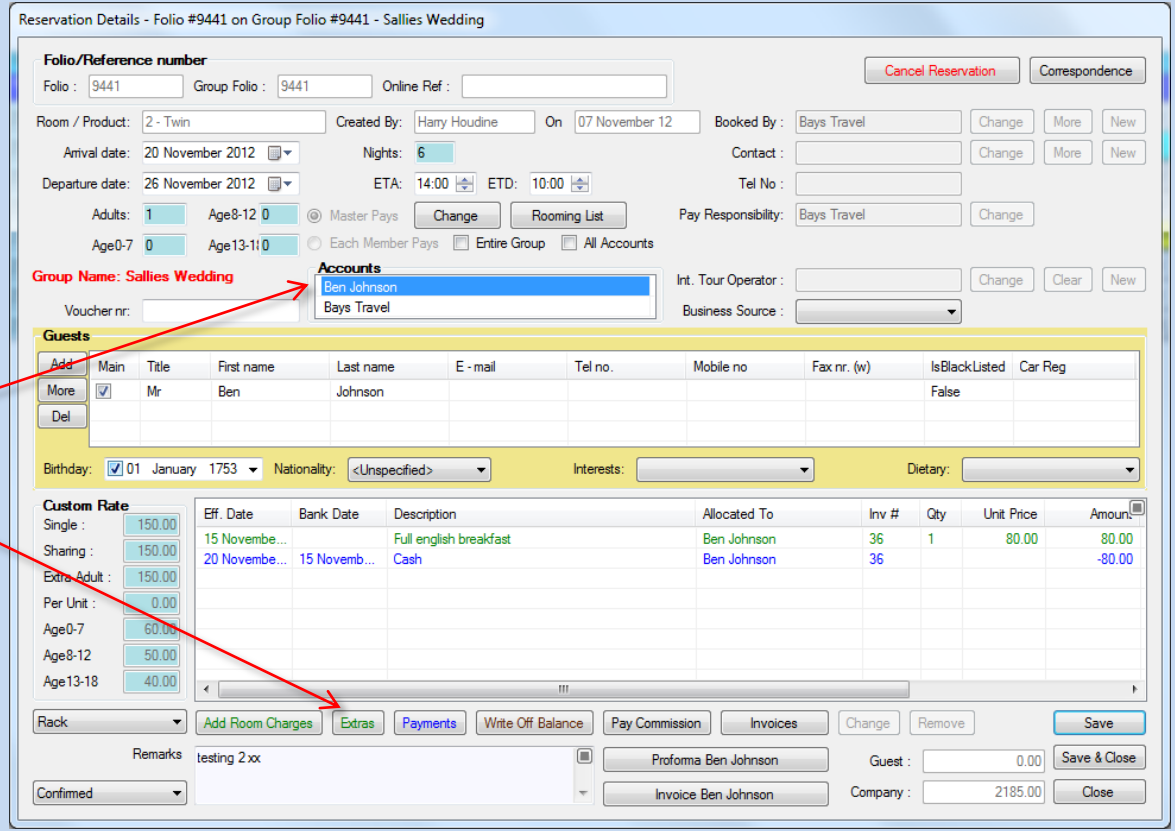
Work only with the Master Room reservation

Ignore the Guest in the Master Room and only work with the company account

Record extras sold onto the company account

At check-out; (Select the company account in the Accounts Box)

- Invoice the account
- Email the account to the company if they are not paying immediately
- If they pay immediately then record the payment on the reservation
- Change the status to checked out
  (Note: if the company account has an outstanding balance then the status can only be set as Active out)

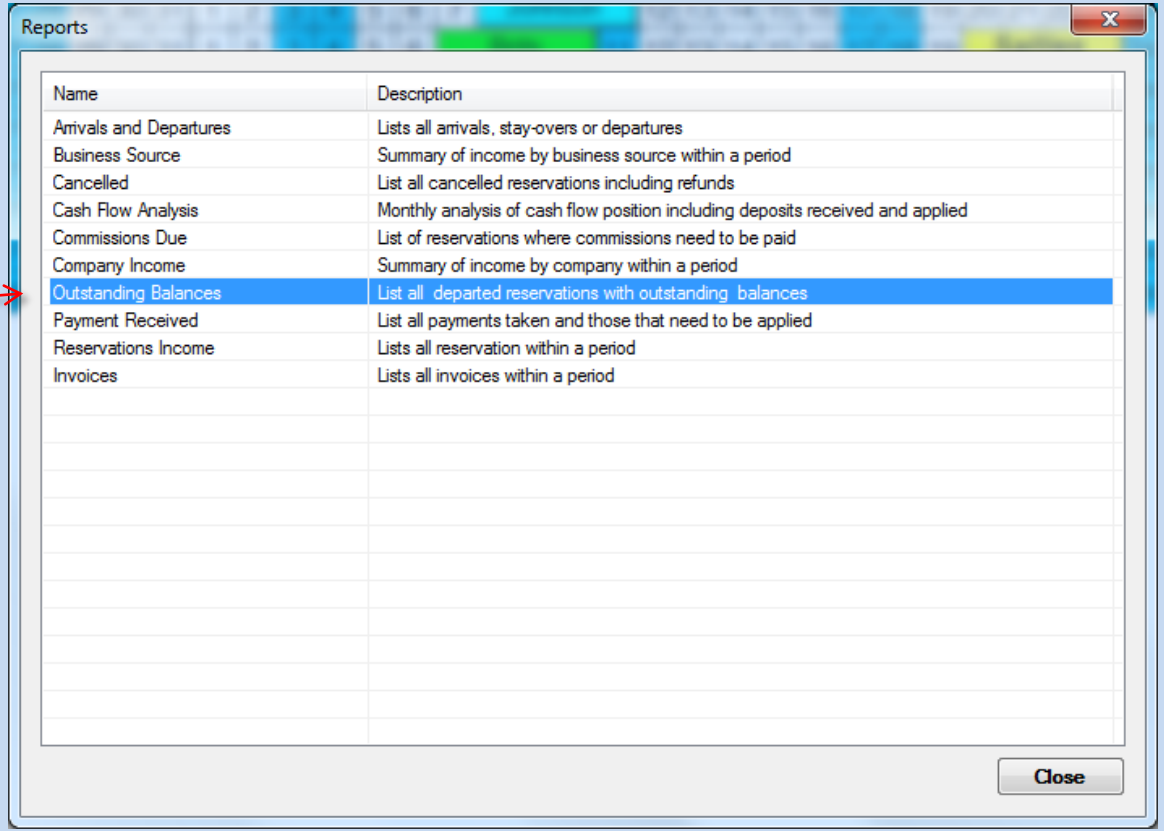


Managing outstanding debt

Managing outstanding debt

Reservations with outstanding balances will all be recorded as active out
The report Outstanding Balances will list all reservations that qualify

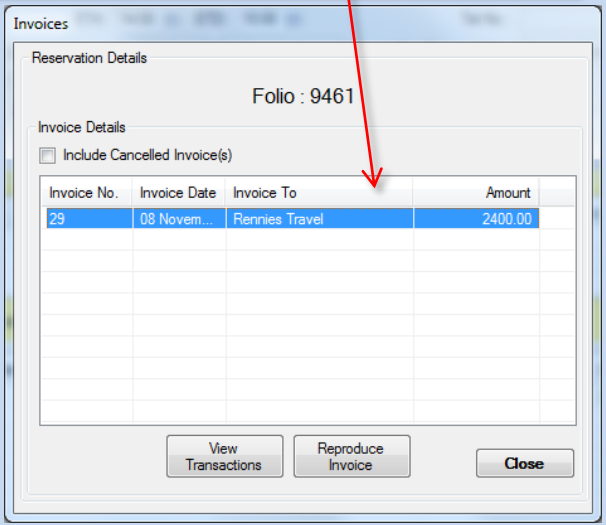
Follow up regularly on outstanding debt

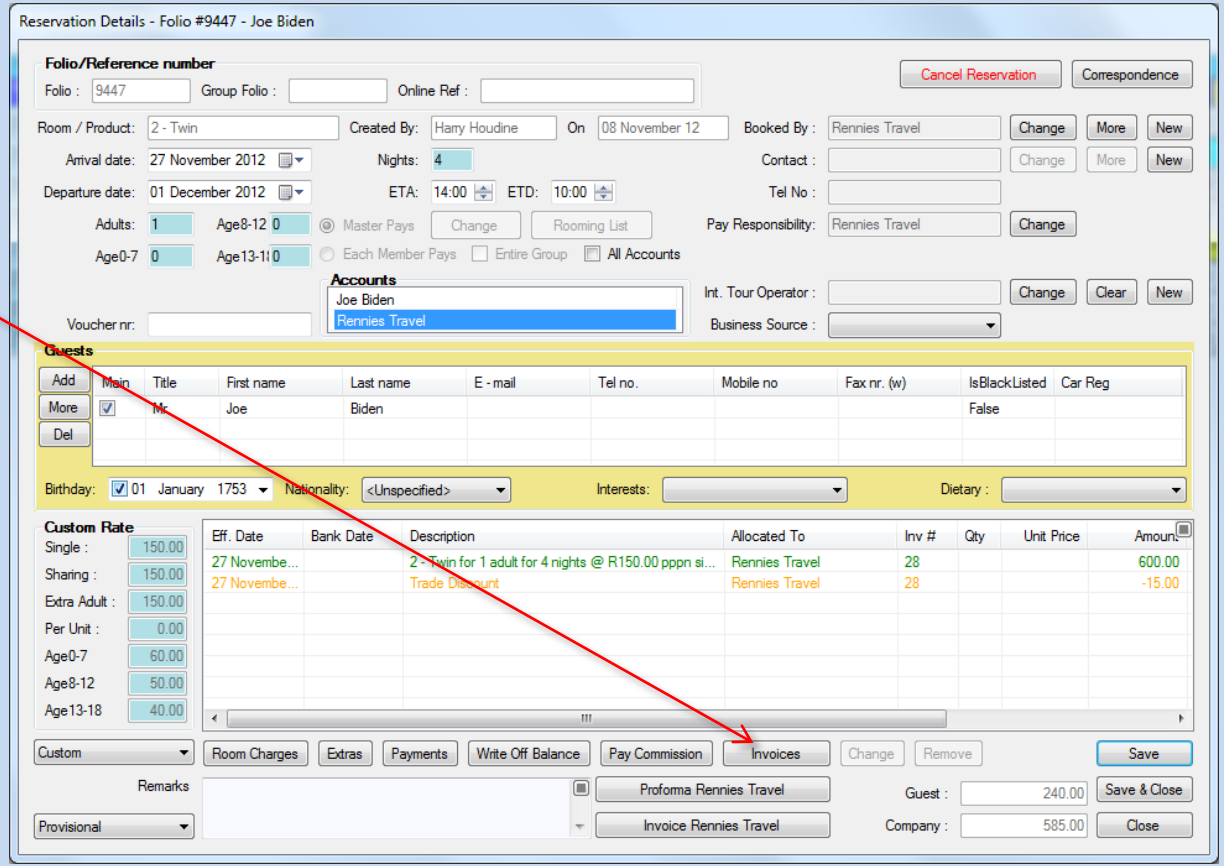


Managing outstanding debt

You may return to the reservation and re-produce any invoice

Open the reservation and select the Invoice button which will list all invoices produced from where you can re-produce a copy of the original invoice or view the transactions on the invoice





Managing outstanding debt

Applying Payments received

Once payment is received, locate the reservations

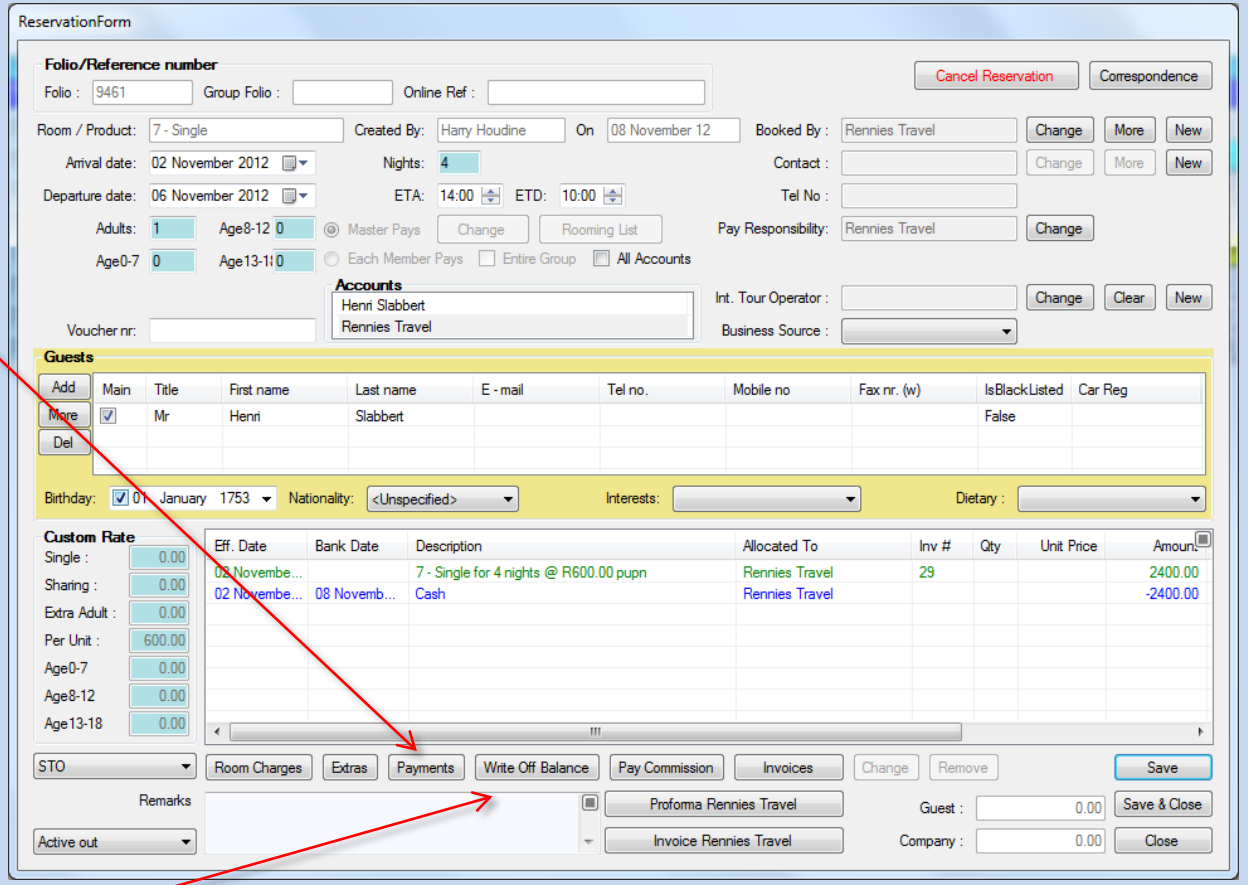
Record the payment on the reservation

Change the status to Checked-out
Which is only possible once the outstanding balance reaches zero

Writing off bad debt

If you are NOT able to collect payment, you may wish to write off the debt.
To do so, select the Write Off Balance

This can also be used if a credit balance exists (i.e. over payment) which you will not be refunding



Ensuring Accuracy

To ensure accurate figures the key to success is the following:

1. Record and manage reservations by setting the status that correctly reflects each stage of the reservation
2. Check that no provisional or confirmed reservations have a departure date in the past. These reservations must either be cancelled or invoiced and checked out
3. Record all transactions (sales and payments) on each reservation
4. When the guest departs make sure all transactions are invoiced and the reservation either checked-out (with zero balance) or active-out with a balance outstanding
5. Monitor the active out reservations (use the report Outstanding Balances which reflects your debtors position)
6. When you receive payment (for outstanding reservations) , record the payment on the reservation and change the status to Checked Out

Congratulations

– you are now ready to operate your system -

For support, please contact you agent for assistance or email Semper at Support@semper.co.za

www.semper.co.za