Welcome

Semper Lite

Thank you for choosing Semper Lite Reservation System

Getting Started

Overview and Setup

Overview of the System

Before Operating the system you need to do the following:

1. Open the Web browser and visit the Link.

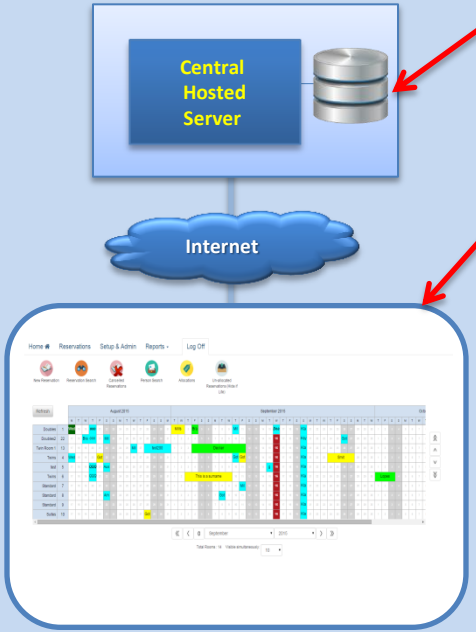
2. Setup and Customise your system to your requirements.

3. Review the training module called ”Semper Lite operating Instructions”. This will explain how the system operates and takes about 30 minutes to complete.

* Steps 1 and 2 are explained after slide 7

Overview of the System

Semper Lite Implementation



The 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 program you use, is a web browser application used on your computer or tablet.
   This program is used to 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.

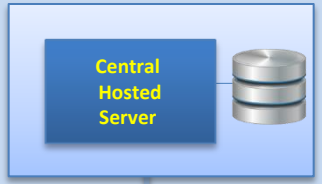
There are many advantages in working this way:

1. Your data is always safe and even if your local computer fails or gets stolen, your information remains safe.

2. If you are away from your venue, you can easily access your system from another computer and have the exact same system available. (see next slide for examples).

3. Multiple people can access the same system from different locations.

Overview of the System



Using the System from other Locations:

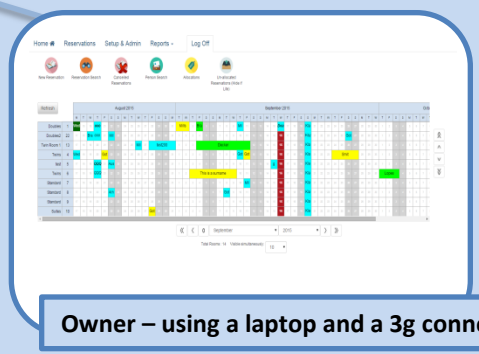
Many people, from any location in the world, can see and make reservations, run reports or perform the same functions as those people at the venue (some examples are demonstrated).
Any changes made to the system can instantly be viewed by all others.
Below are some examples.



Manager at the venue



Reservationist in London



Owner – using a laptop and a 3g connection

Installing your system

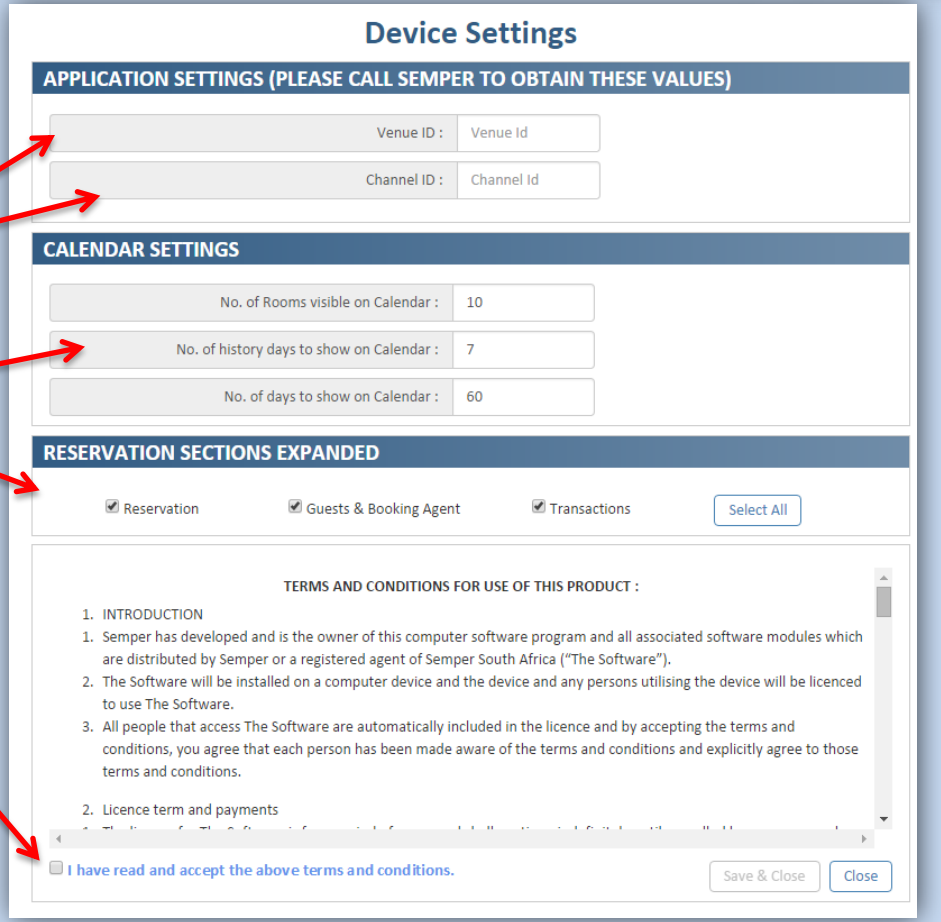
Installing the System

First Time Setup and Customizing:

You would have received your **unique** Venue ID, as well as a channel ID, which must be added here.

You will then need to choose your calendar settings and the Reservation sections you would like to have visible during bookings.

You will have to read and agree to our Terms and Conditions before you can proceed.



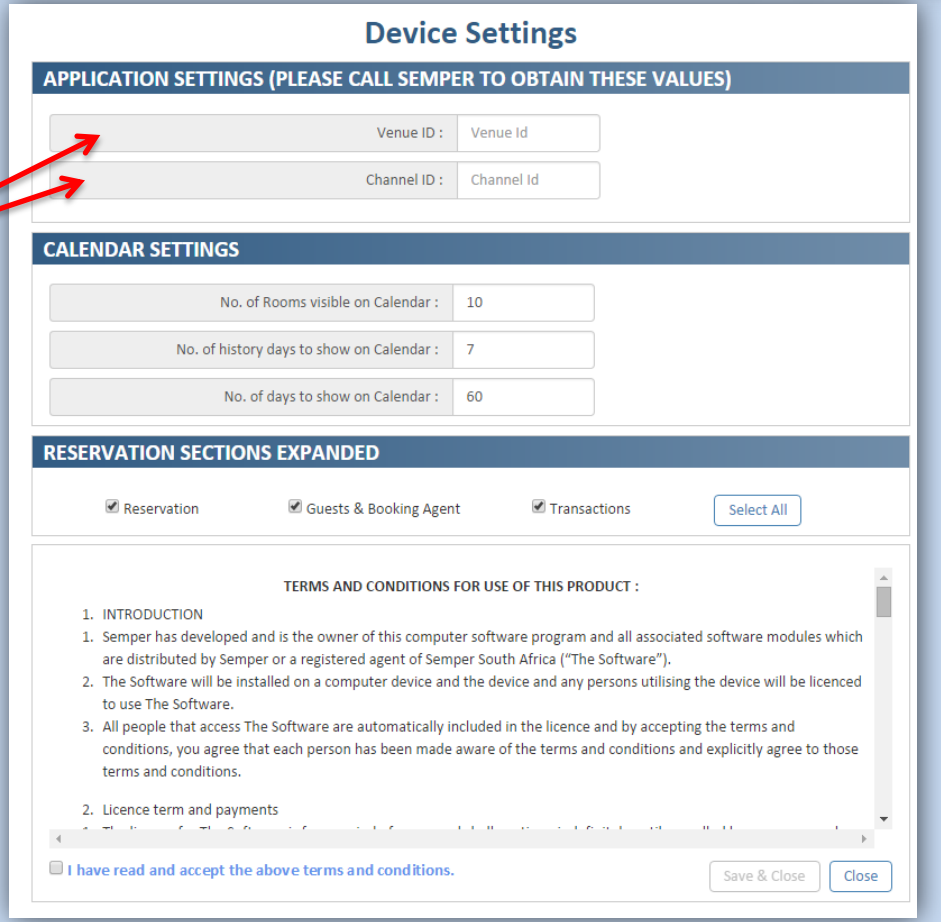
Installing the System

Adding Users:

For each Device you will have using the system, you will need to insert the unique ID, as well as a channel ID.

You can then customize the users settings below that.

We will explain this in the following slide.



Installing the System

Adding Users - Requirements:

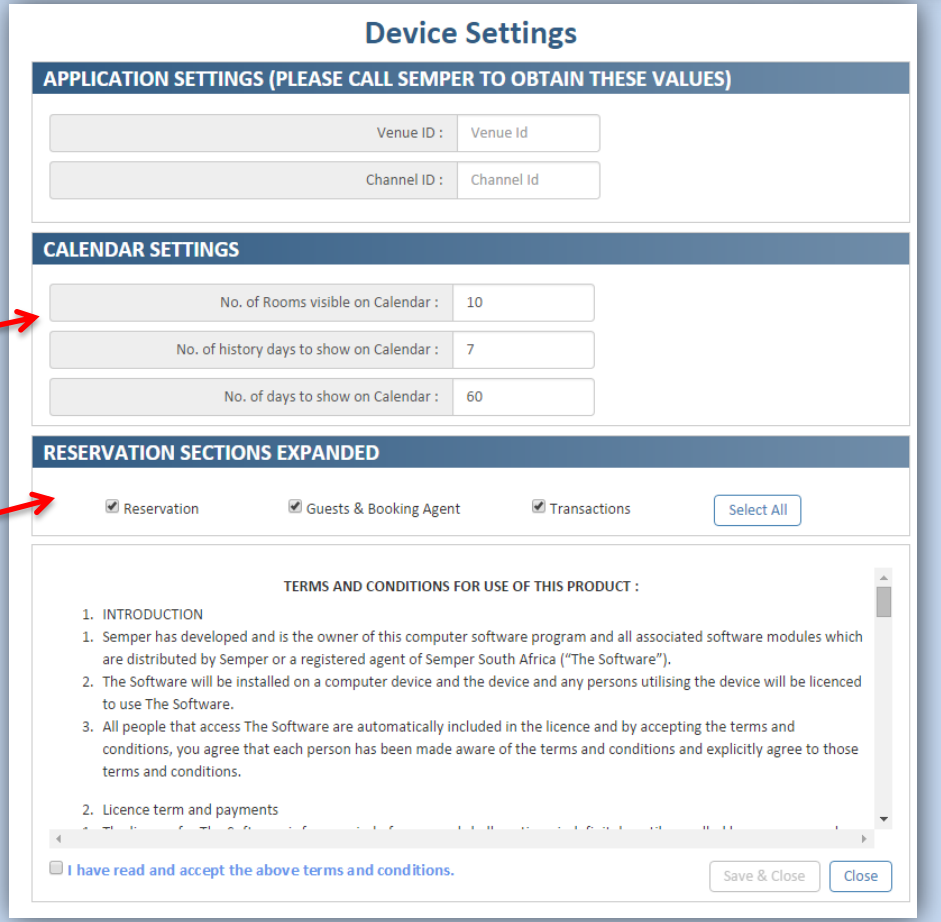
For each user you can set up specific settings.

Calendar Settings:

- Each user can have a specific number of rooms visible on the calendar, by default.
- They can also select a specific number of history days to show on the calendar.
- They can also select the days to show on the calendar.

Reservation Sections Visible:

- This section is used to control what the user can see/use while making a reservation.



Installing the System

Logging in:

On the login screen you must select the username and type in your specific password.

If this is your first time logging in then the username will be the same as the Venue ID.
And the password will be the same as the User name.

E.g. Username: LO#
Password: LO#

Select the login button to open the system.



Customizing your system

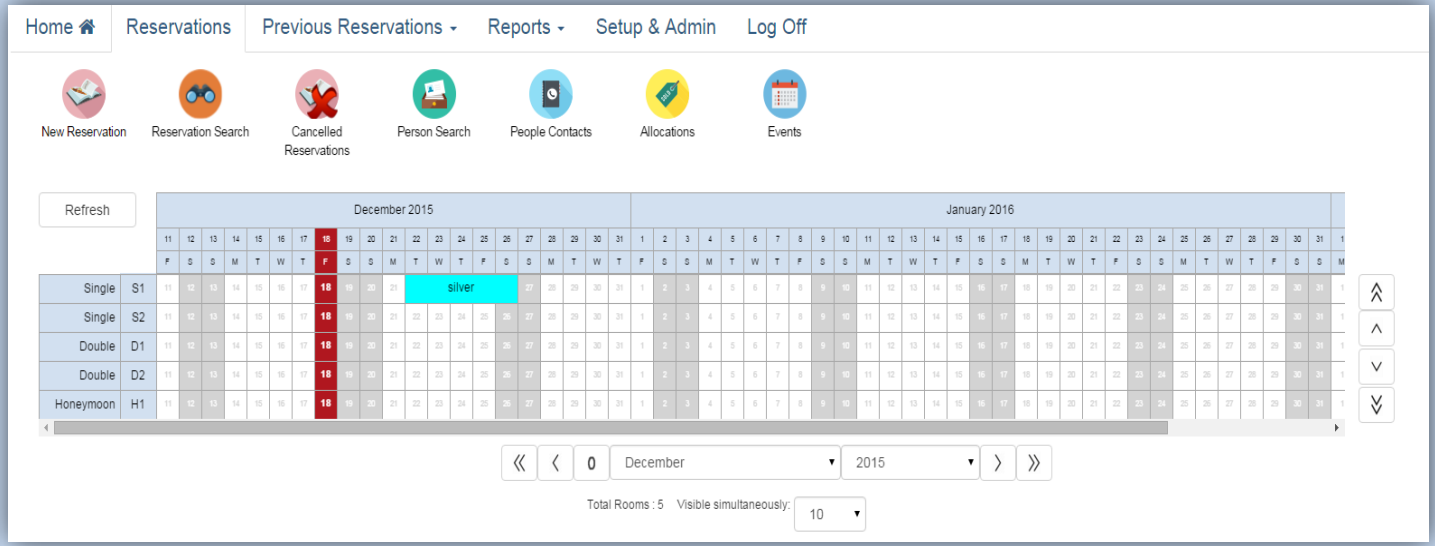
Customizing the System

Customization:

This is the first screen that appears after logging in.

Your rooms are displayed on the left down the page and a monthly calendar is across the screen.

Please familiarise yourself with the layout .



Customizing the System

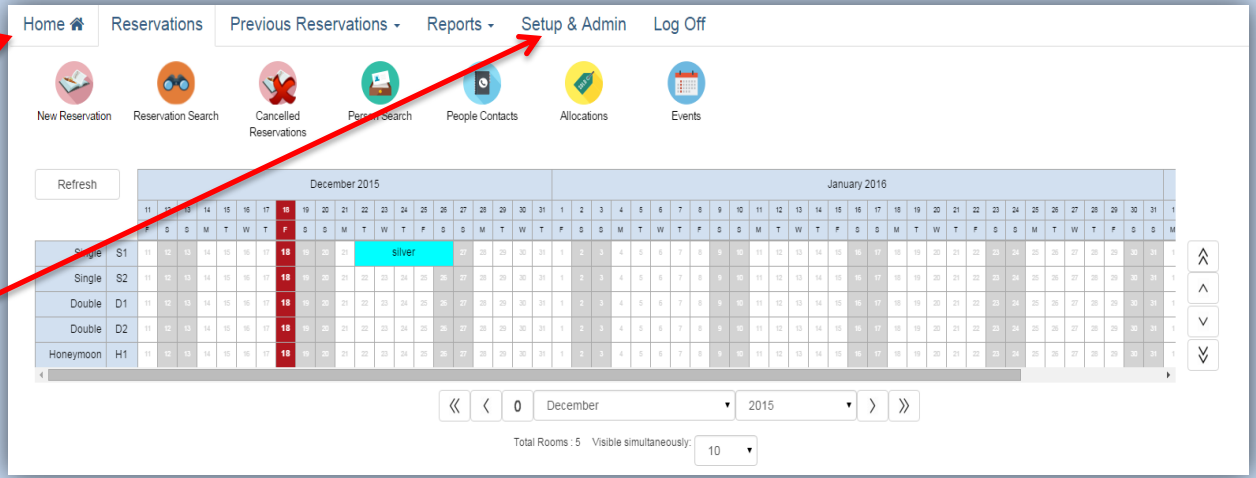
Customization:

5 tabs appear on the top.

The look-and-feel is simple and user friendly.

To customise your system select the “Setup & Admin tab”.

Important: This customisation must be performed before you are able to work with the system.



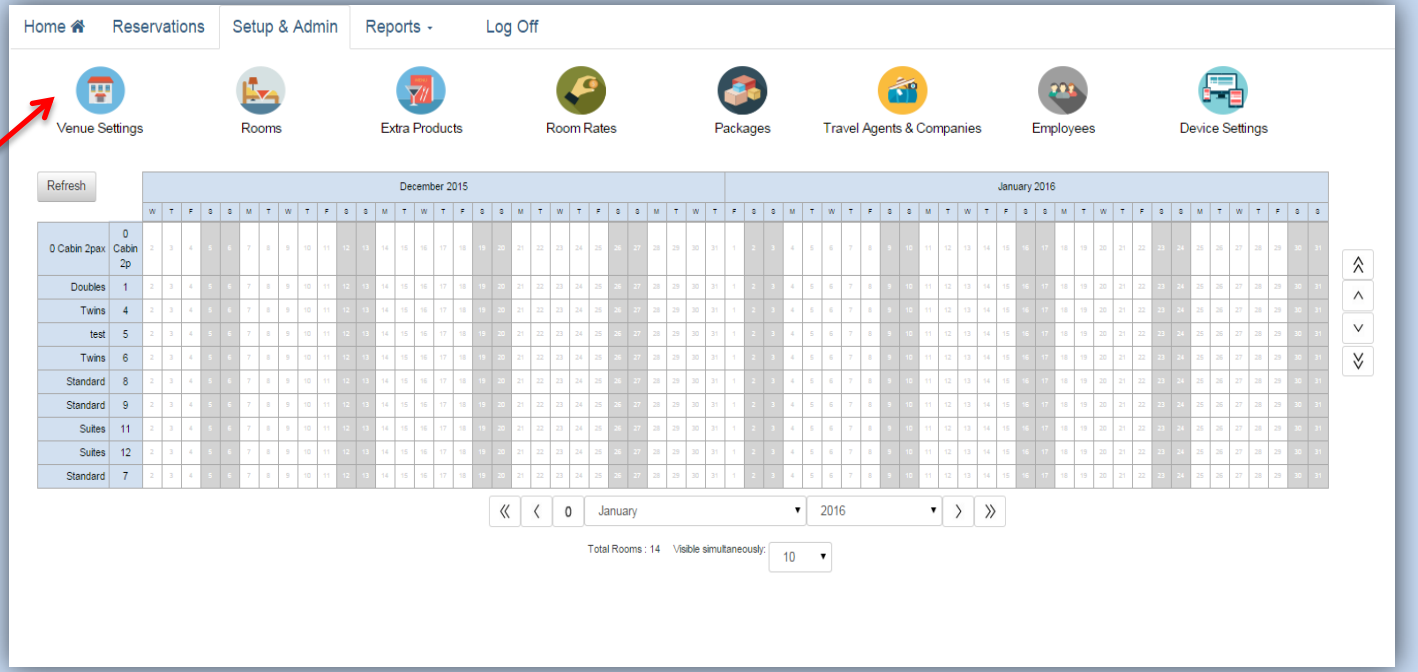
Customizing the System

Customization:

When customising, start from the left and work your way from left to right.

The Venue Settings is where all default settings are saved.

Select this icon to start the process.



Customizing the System

Venue Settings:

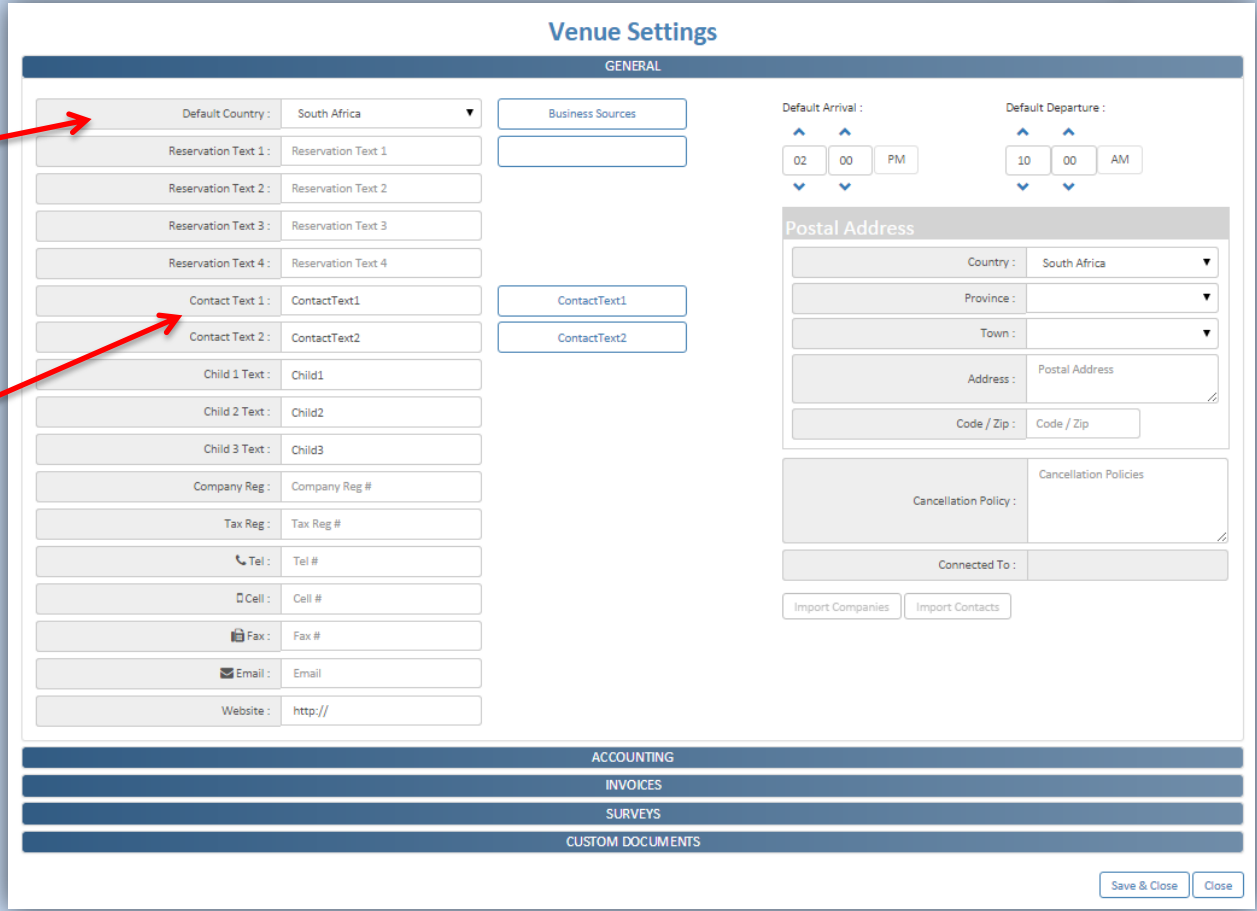
Default Country –
Enter the Country you wish to appear on invoices.

Contact Text 1 and 2: (optional)

These are two fields that get saved for every guest that is added to the system.

It enables you to create marketing campaigns that are focused on specific people instead of generic campaigns which are less effective
e.g. You may wish to offer a special package for all golf enthusiasts captured in your database etc.

This also enables you to better service each guest based on your knowledge of each individual and so enhance their experience with you.



Customizing the System

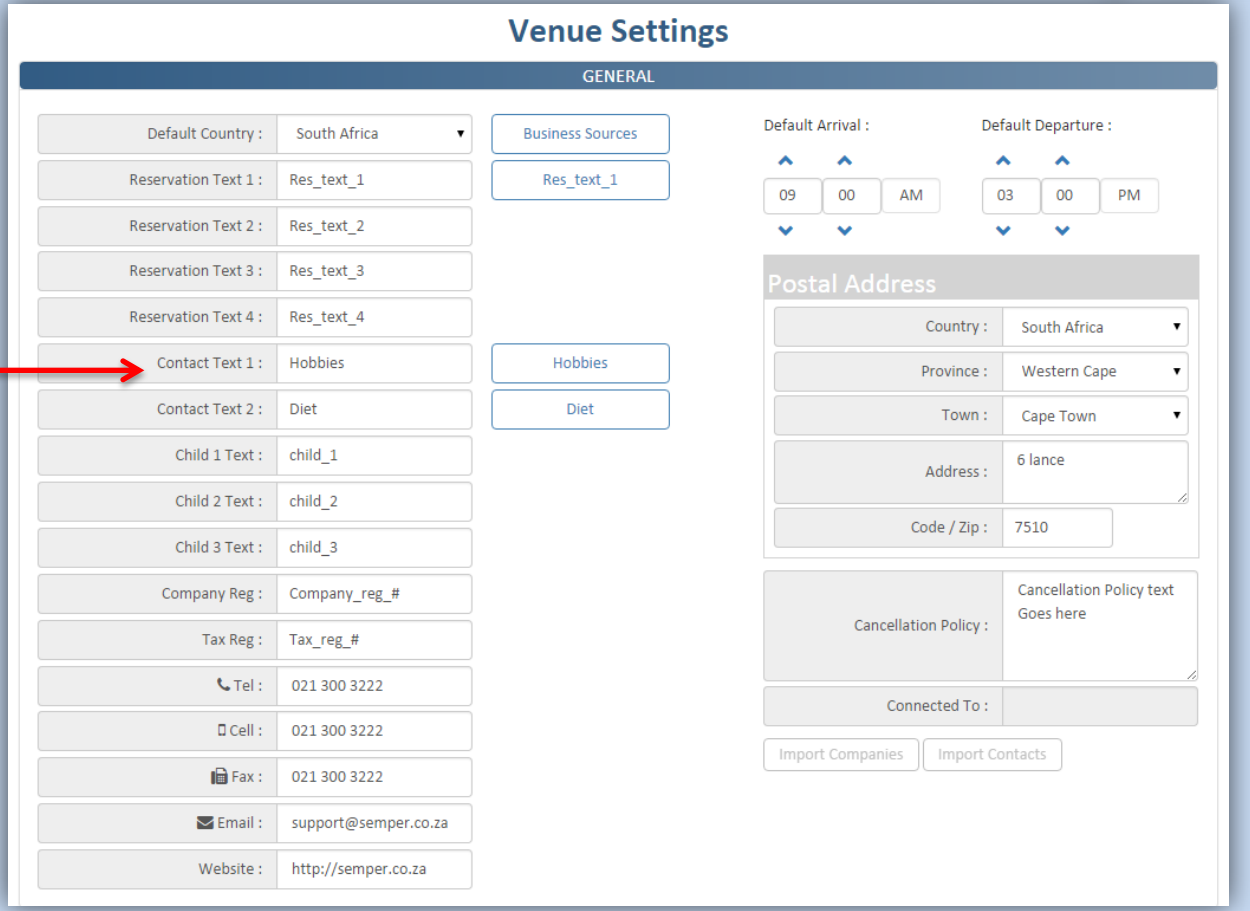
Venue Settings / General

Contact Text 1 and 2:

Enter categories for each.

In this example we entered a category called Hobbies and one for Dietary.

It could be any value you wish.



Customizing the System

Venue Settings / General

Contact Text 1 and 2:

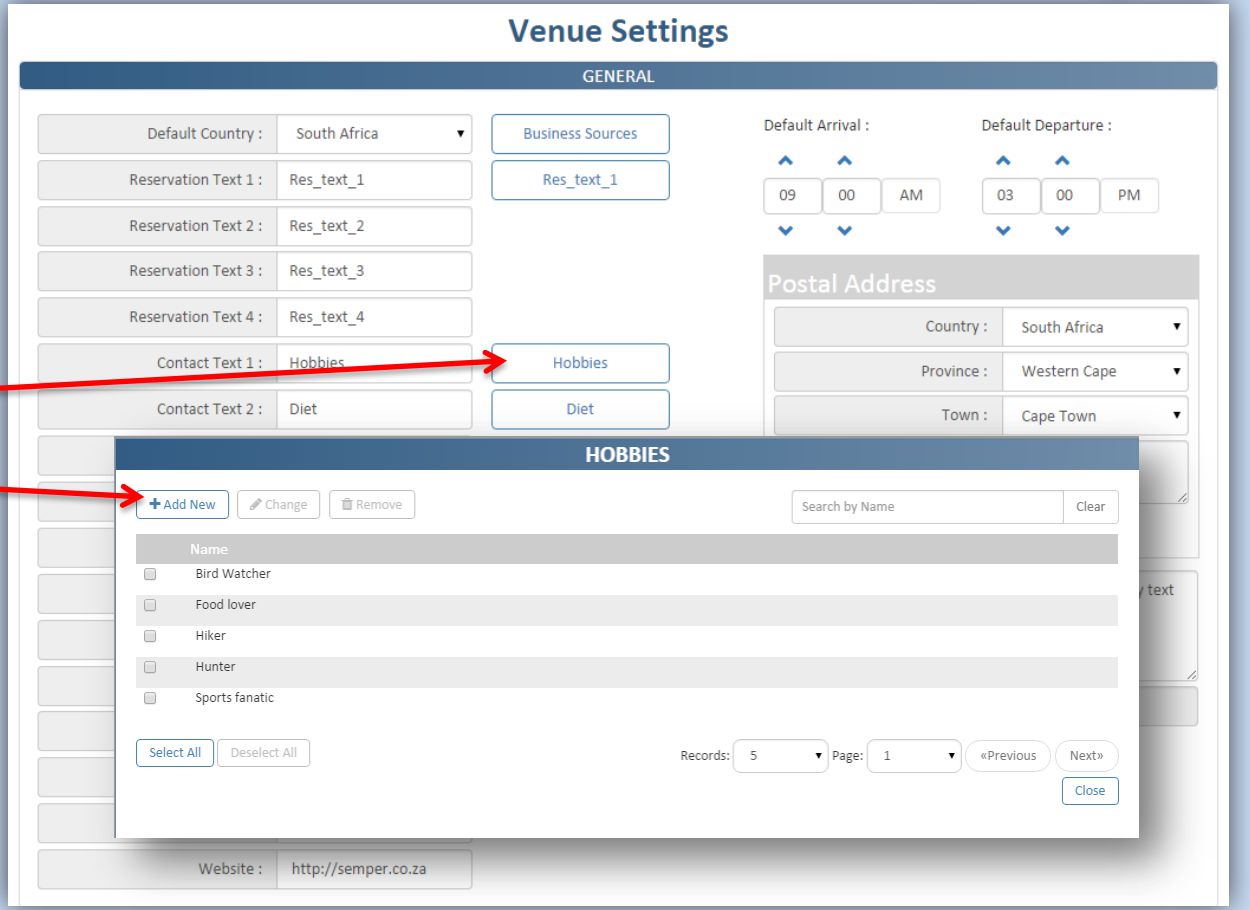
Specific values need to be defined for each entry category.

Select the button for the category.

Select the "Add New" button to define a new entry.

Once you have added all the values, do the same for the other category.

Important: you can return and add new or change entries at any time.



Customizing the System

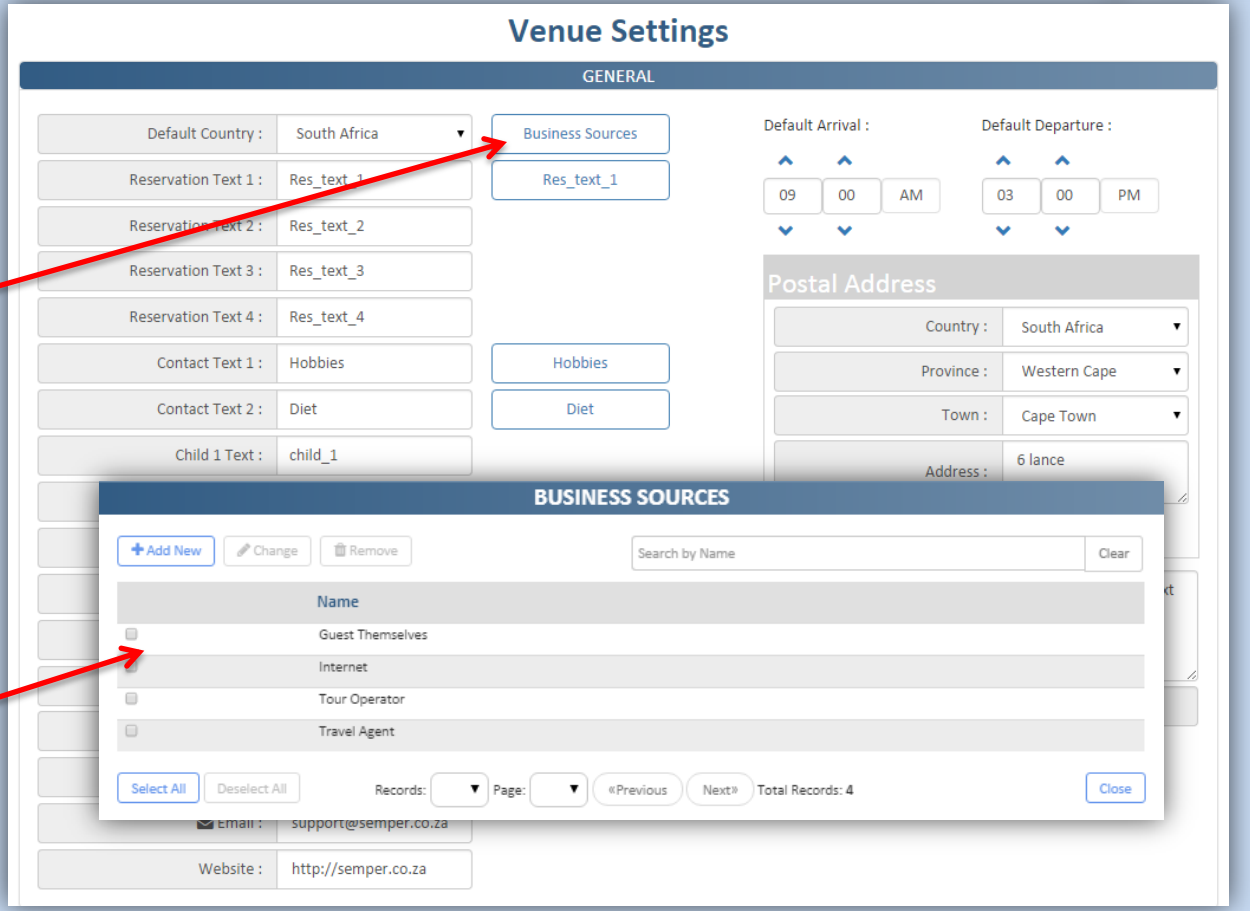
Venue Settings / General

Business Source:
(Optional, but highly Recommended)

The Business Source gets captured on every reservation and used to analyse where your business comes from.

This enables you to see how it changed over time and thus determine areas where you may wish to focus future marketing spend.

Enter the values that makes sense for your business.



Customizing the System

Venue Settings / General

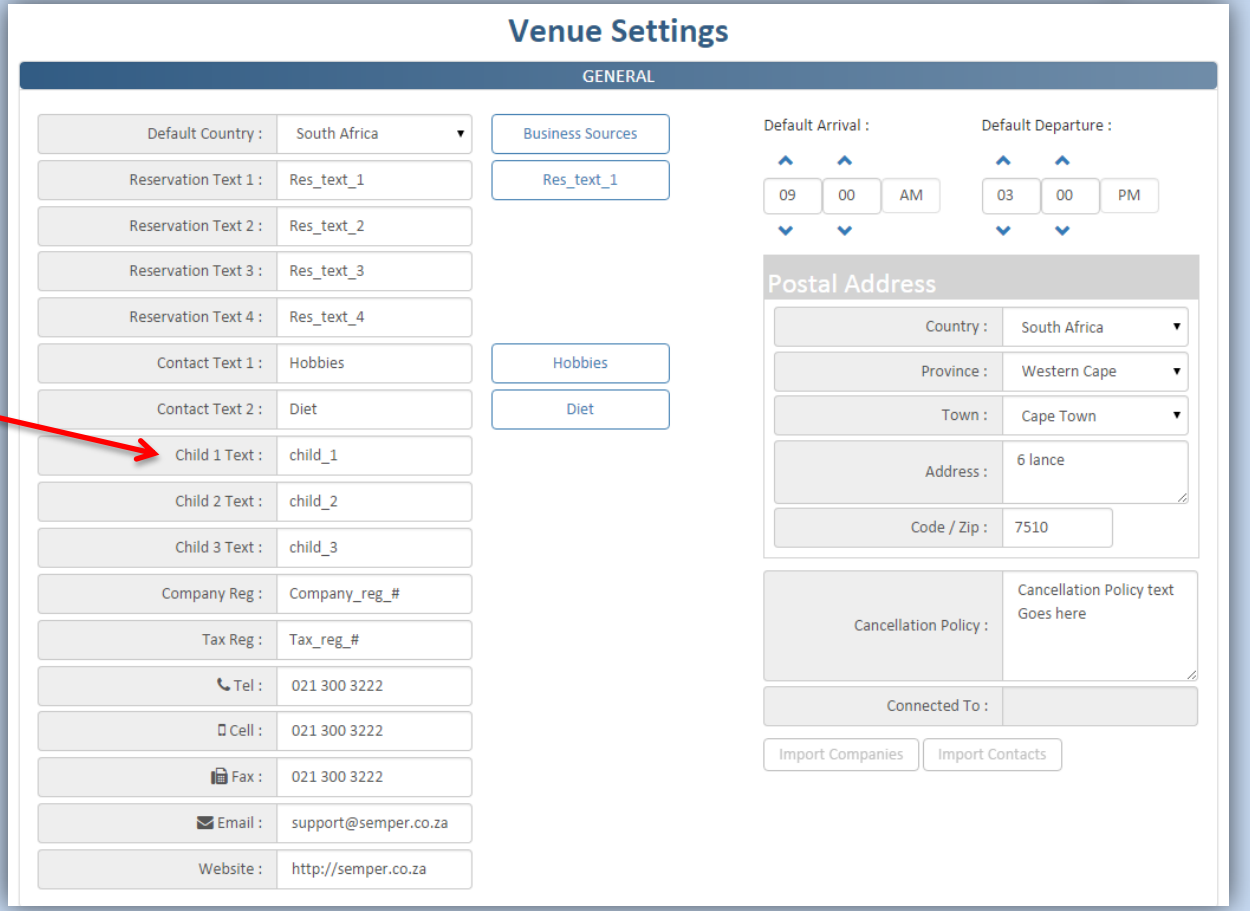
Child 1, 2 and 3 Text:
(Needs to be completed if you cater for children)

3 different categories may be defined and must be given a label as shown here.

Enter the categories.

Later you will be able to define specific rates for each category.

Note: you may enter less than 3 categories.
Leave those not required blank.



Customizing the System

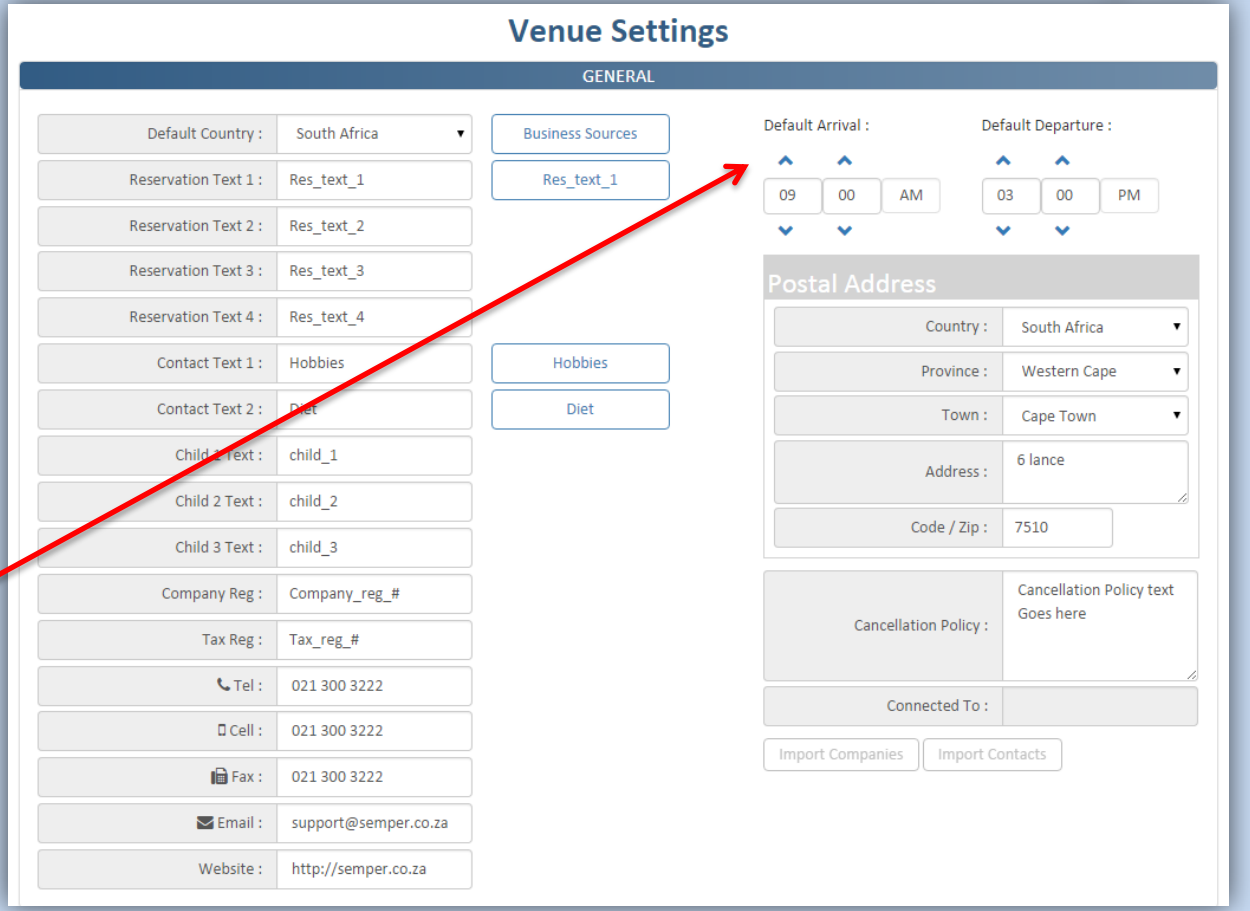
Venue Settings / General

Other Information:

Enter all general information such as company registration number, Tax registration number and your contact details which will be used on invoices and correspondence documents.

Default Arrival and Departure Times:

This time gets displayed on reservations and should be the default check-in and departure times



Customizing the System

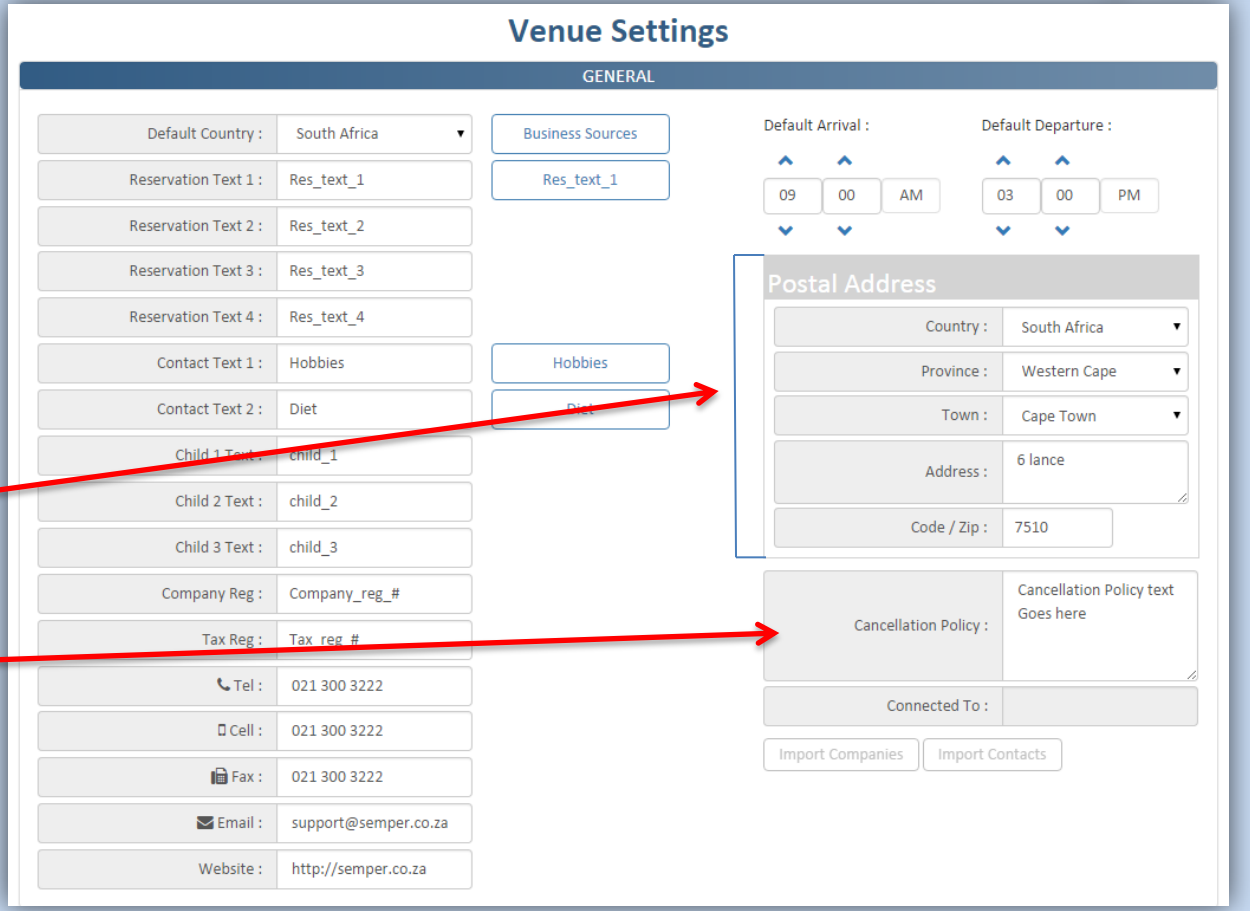
Venue Settings / General

Other Information - continued:

Email:
Enter the email address of the contact person for your venue.

Postal Address:
Enter your postal address which get displayed on all invoices.

Cancellation Policy:
Enter your cancellation policy.
An example is displayed here
This will be displayed on certain invoices.



Customizing the System

Venue Settings / Accounting

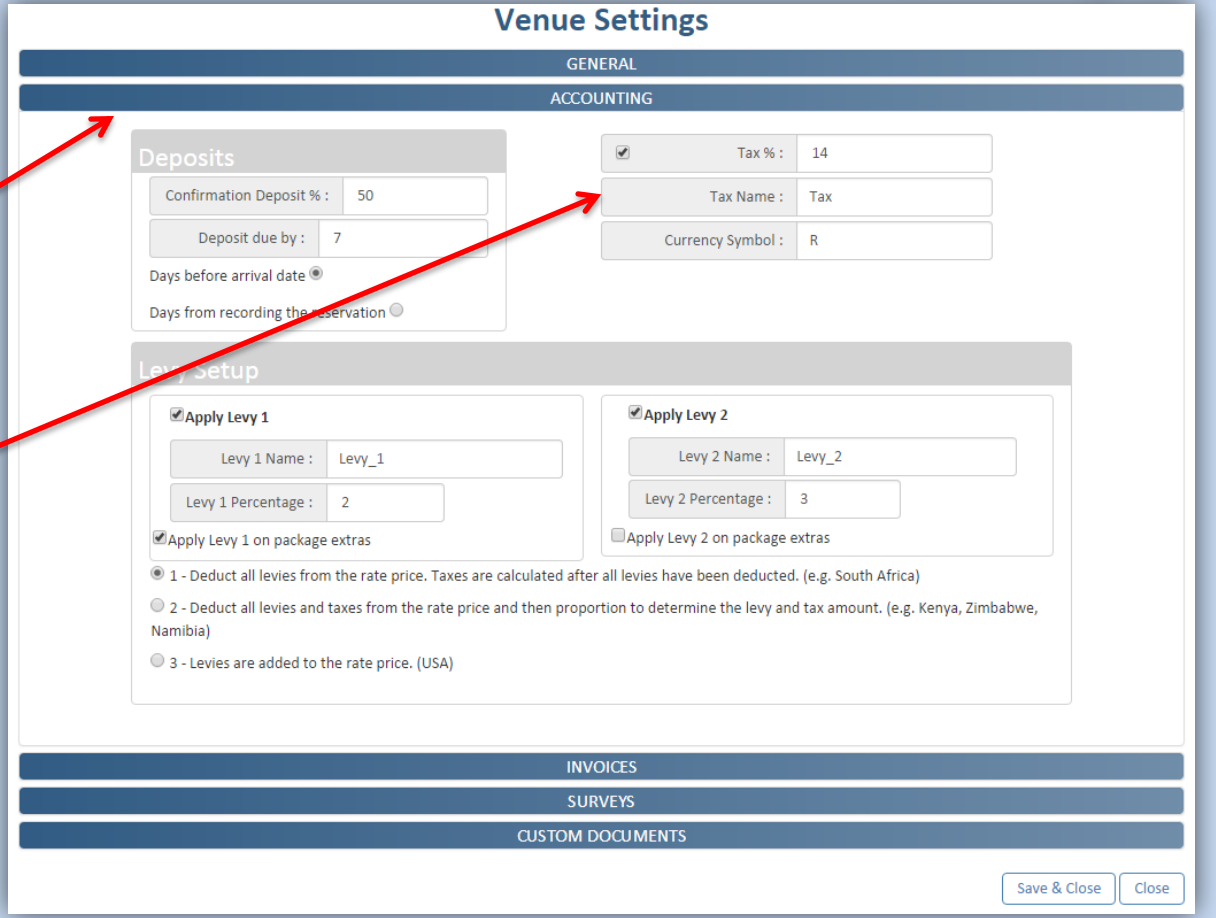
Accounting Settings:

Next select the Accounting tab

Tax:

If your venue is tax registered (e.g. Vat) then select this switch and enter the name you wish to appear on all reports and invoices.

With this setting the system will assume that all prices specified are **inclusive** of tax.



Customizing the System

Venue Settings / Accounting

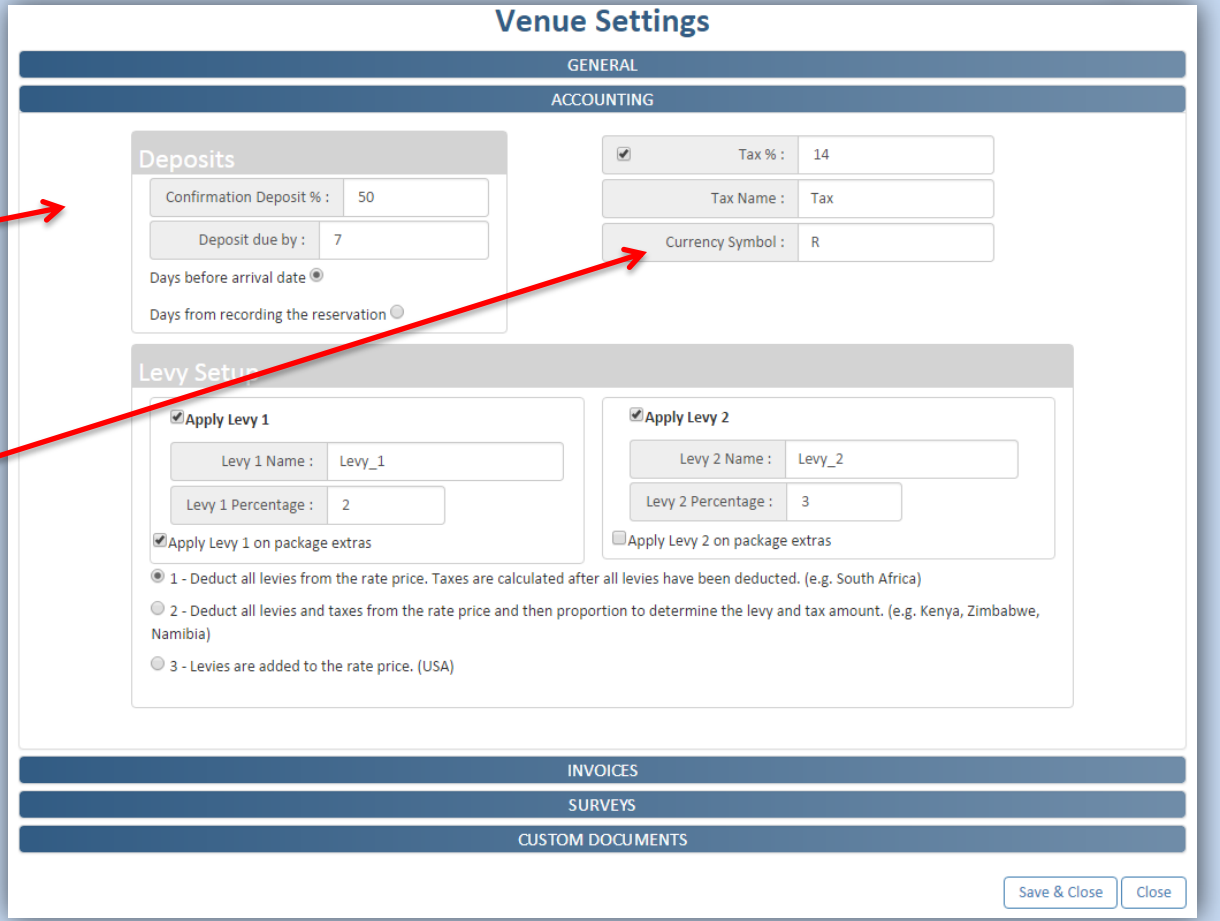
Currency:

Enter the Currency symbol you wish to appear on all reports and invoices.

Confirmation Deposit:

Enter the deposit % required by your venue to confirm the reservation.

This is used to calculate the deposit required when producing a deposit invoice.



Customizing the System

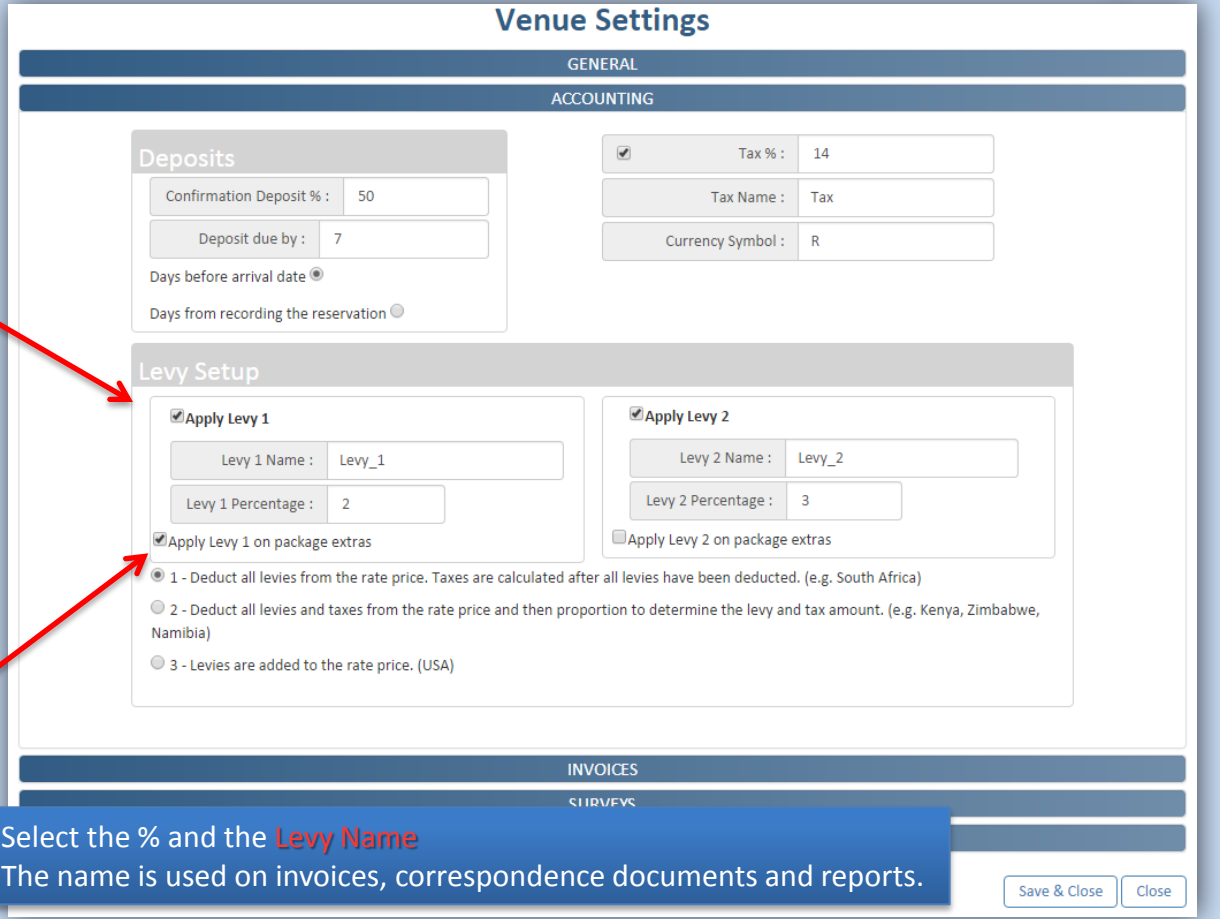
Venue Settings / Accounting

Levies: (optional)

Levies are a form of tax that is *automatically applied on sales transactions*.
Levies need to be activated here to become active.

Important Note:

1. Once a levy has been activated, it will automatically be applied to all accommodation sales
2. For extras (e.g. soft drinks, food etc.), you may specify if the levy must be applied for each extra
3. For packages (A package is a combination of accommodation and extras (e.g. Bed and Breakfast)) an option exists to apply the levy on the extra product(s) in addition to the accommodation.



Select the % and the Levy Name
The name is used on invoices, correspondence documents and reports.

Customizing the System

Venue Settings / Accounting

Levies: (optional)

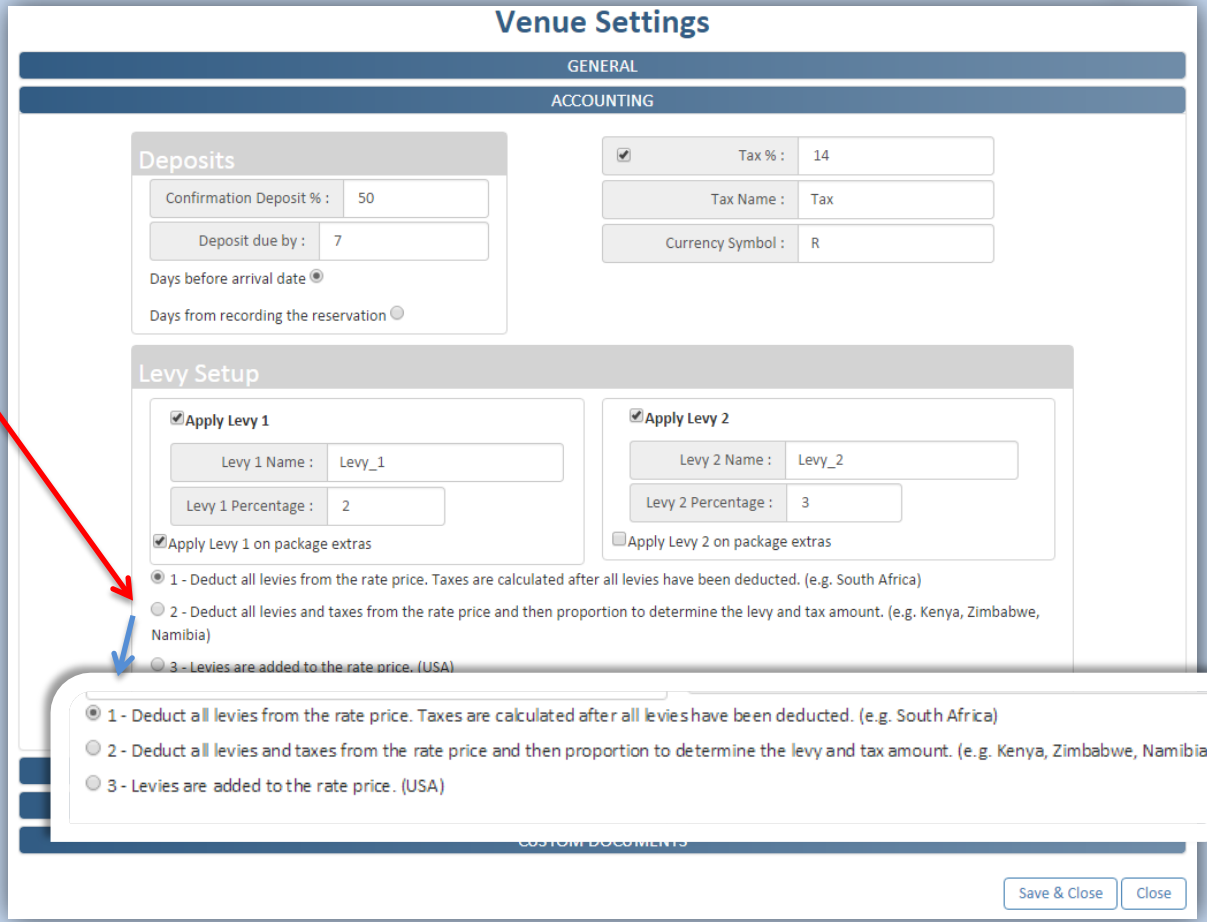
Levies differ by country. Three different options can be applied when calculating the levy amount as displayed here

Option 1 - is designed for *South African* users that wish to apply Tomsa levies

Option 2 - is designed for countries such as *Kenya, Namibia, Zimbabwe etc.* where *multiple* levies can be applied

Option 3 - is designed for countries such as the *USA* where state, or city taxes are added to a base price

The following slides deals with each category



Customizing the System

Venue Settings / Accounting

Option 1 – South Africa:

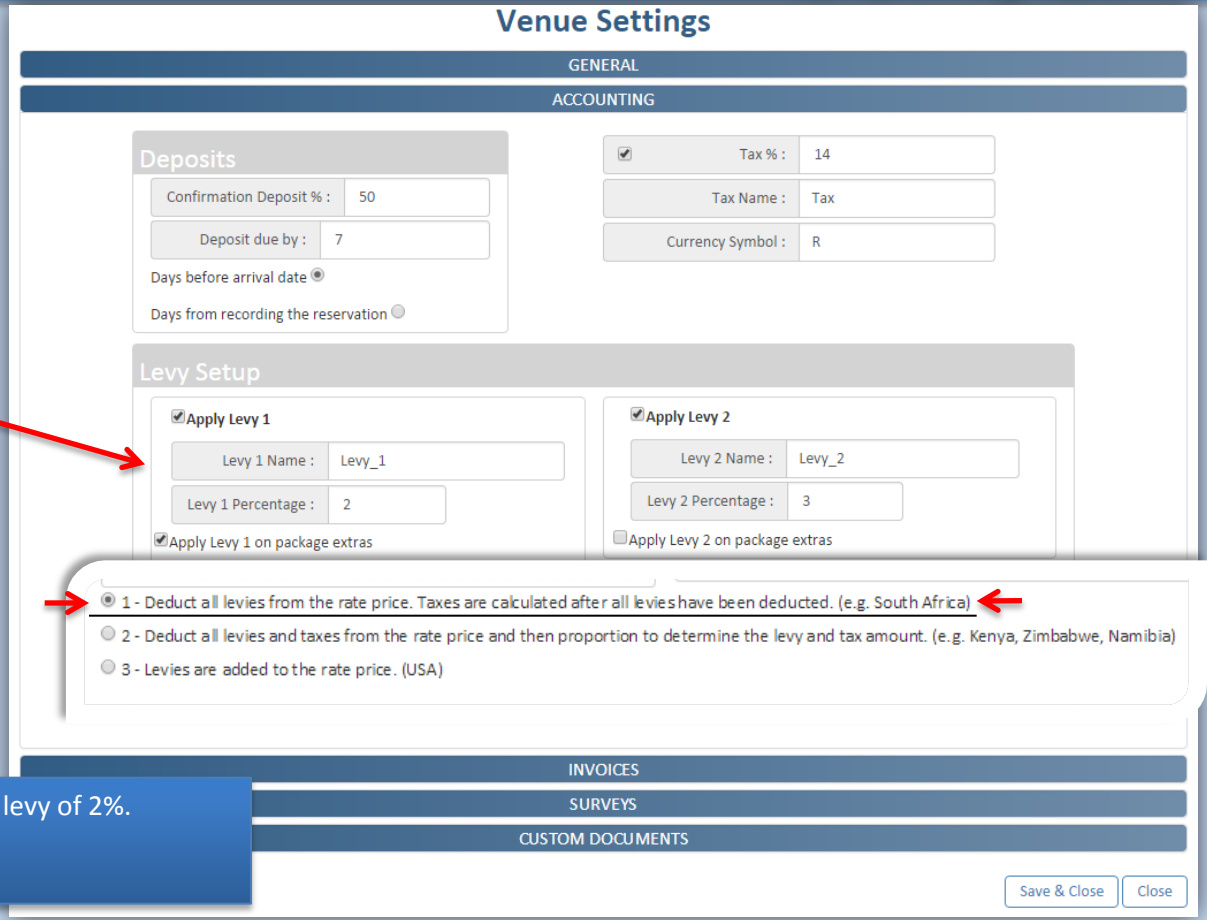
If you wish to apply Tomsa levies, select option 1 and specify the levy percentage and name .

Deduct all levies from the rate price.
Taxes are calculated after all levies have been deducted.

If any VAT has also been specified then the levy will be calculated on the full rate price.
The levy is then deducted from the rate price and the VAT will be calculated on the amount after the levy has been deducted.

The rate defined in your rate tables must thus include all taxes and levies.

E.g. if a rate price = R100 with 14% VAT and a tourism levy of 2%.
The VAT will be R12.04 and the Levy will be R2.
The selling price will be R100.



Customizing the System

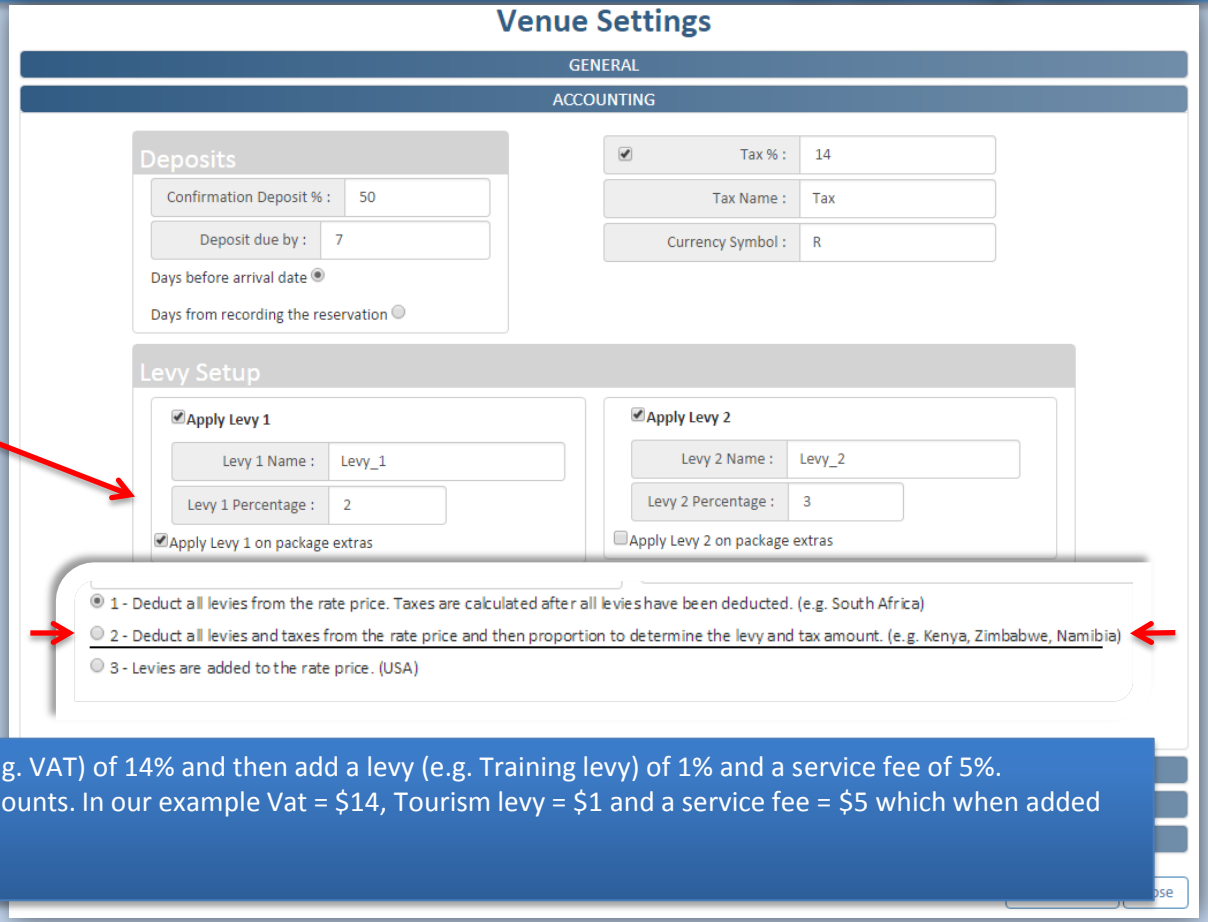
Venue Settings / Accounting

Option 2 – Kenya, Namibia, Zimbabwe, etc. :

Select Levies you wish to apply and illustrated here
Select the % and the name that must be applied

Select Deduct all levies and taxes from the rate price and then proportion to determine the levy and tax amount.

A "base price" must be used in this calculation and all taxes and levies added to the base price to determine the selling price.
The selling price thus includes all taxes and levies.



E.g. If you use a base price of $100 and you add tax (e.g. VAT) of 14% and then add a levy (e.g. Training levy) of 1% and a service fee of 5%.
The base price is used to calculate the tax and levy amounts. In our example Vat = $14, Tourism levy = $1 and a service fee = $5 which when added together gives you a sales price of $120.
Your rate must then be setup as $120

Customizing the System

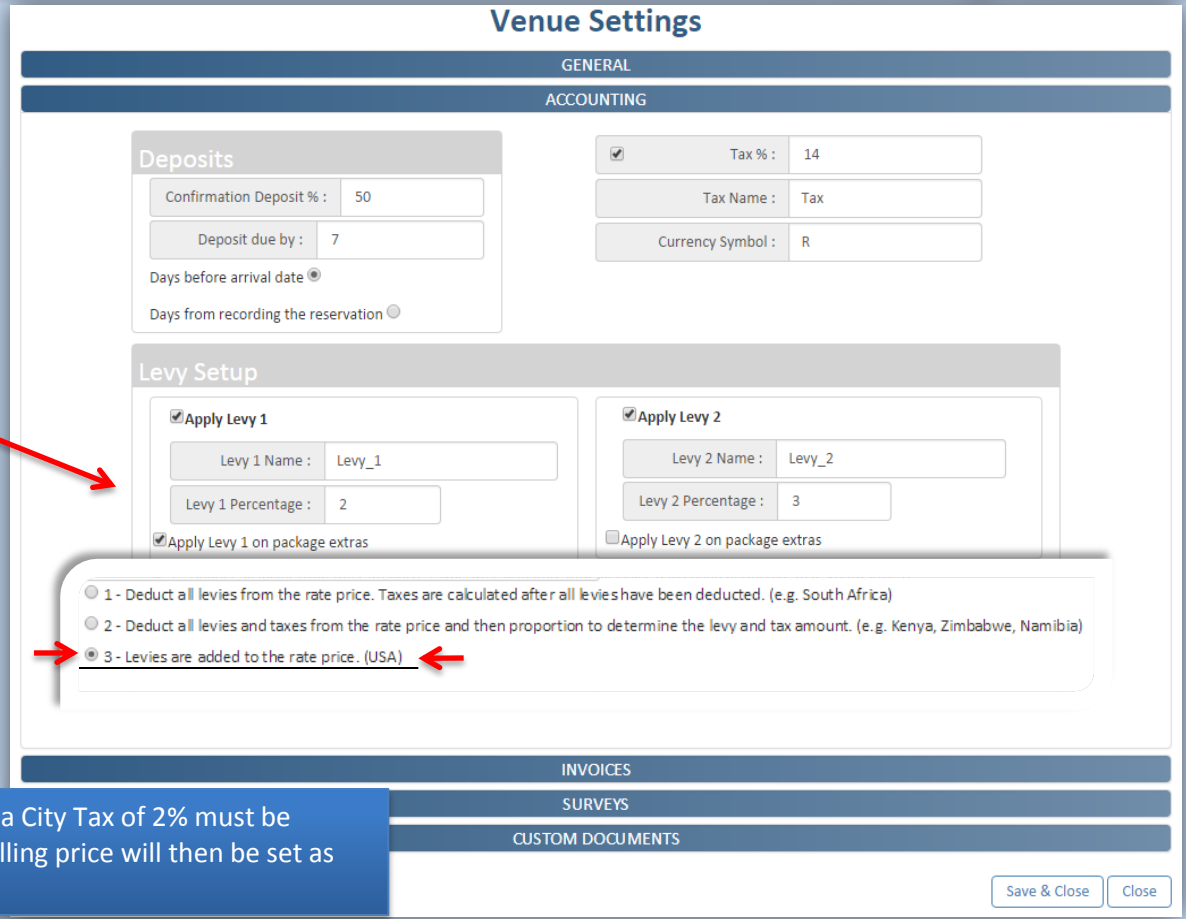
Venue Settings / Accounting

Option 3 – USA :

Select Levies you wish to apply and illustrated here
Select the % and the name that must be applied.

Select Levies are added to the rate price.
Any taxes specified will be included in the rate price and all levies will be added to the rate price.
E.g. A rate price of $100 with federal tax of 4% and a city levy of 2%.
The city levy will be calculated as 2% of the rate price -$2.
The federal tax will be included in the rate price and calculated as $3.85. The final sales price will be $102.

If you wish to add all taxes to the rate price. Un-tick the Tax Box and only define levies .



E.g. If the rate price is $100 and a federal tax of 4% and a City Tax of 2% must be added to the $100, then only define the 2 levies. The selling price will then be set as $106.

Customizing the System

Venue Settings / Invoices

Invoices (Mandatory):

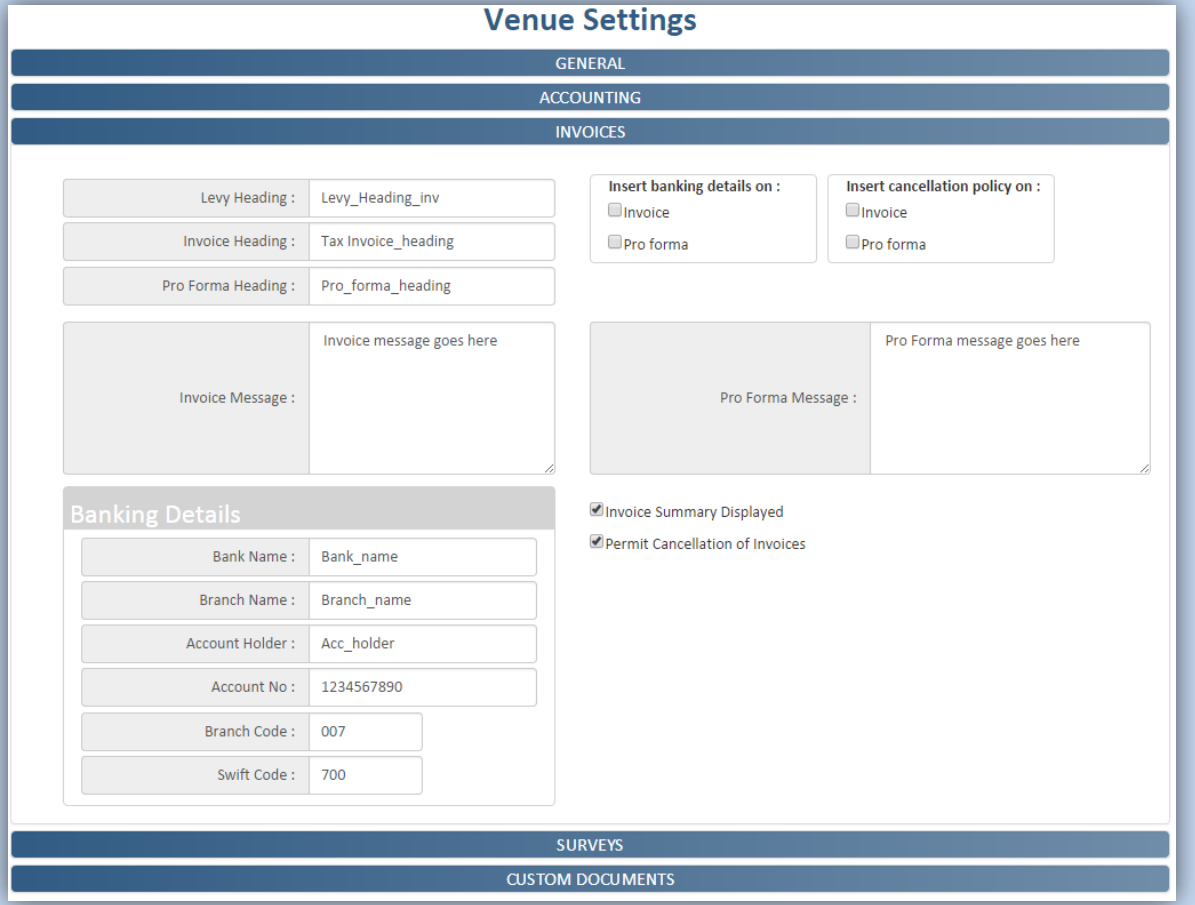
The invoice setup determines the information that appears on invoices

All invoices are produced as PDF documents.

Two invoices are available. A Pro-Forma invoice and a "Tax" invoice.
The pro-forma can be produced as many times as you wish and will display all un-invoiced transactions.
The "tax" invoice assigns a unique ID to each invoice and includes all un-unvoiced transactions on the invoice.

Once a Tax invoice has been produced, additional transactions may be added to the reservation and additional invoices produced.

Important Note: Transactions that have been invoiced may not be altered in any way.



Customizing the System

Venue Settings / Invoices

Invoices:

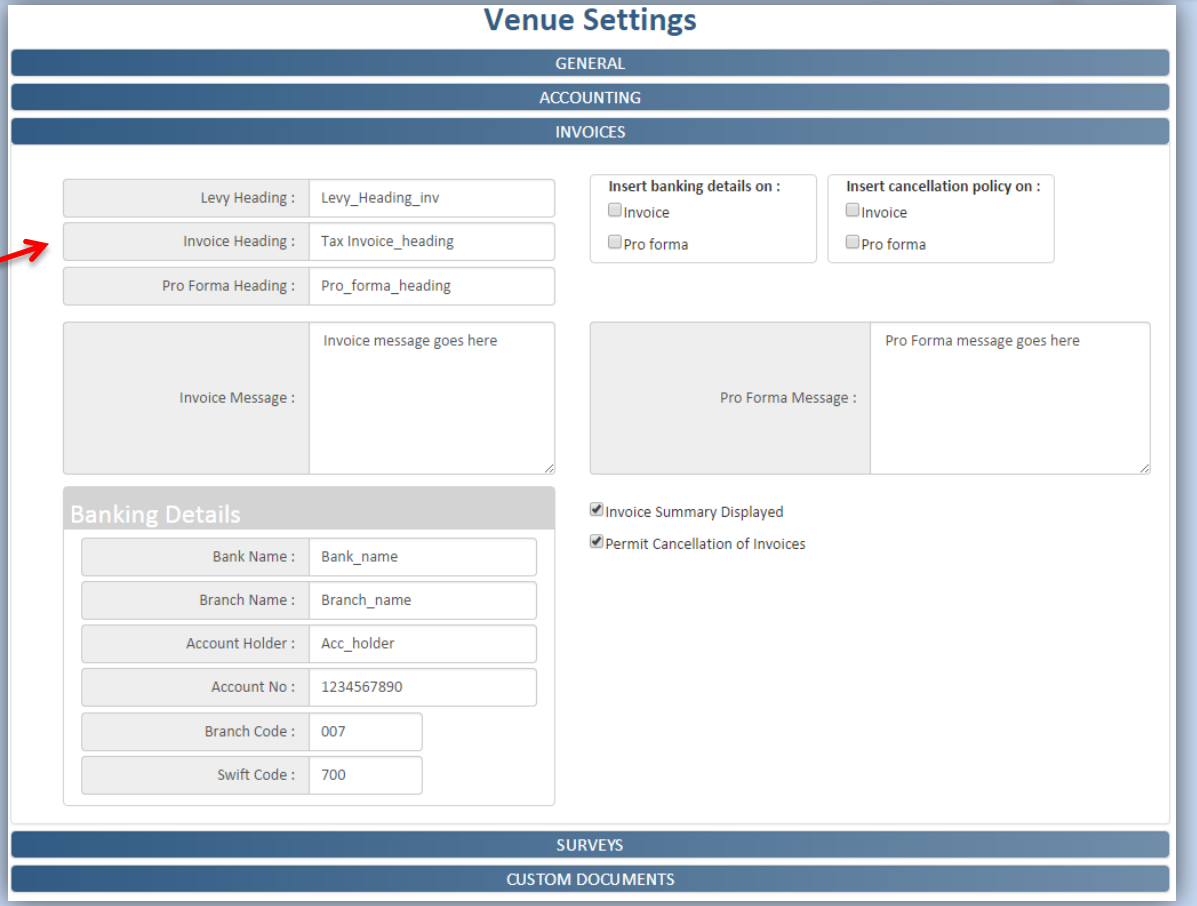
Levy Heading - is the heading text that gets displayed on the invoice. Enter a label if you have activated levies.

Invoice and Pro-Forma Heading - Insert a heading that will appear on the top of the Tax and pro-forma invoices.

Invoice Message - Insert a text message that will be inserted below the transaction details of the tax and pro-forma invoice.

Enter your banking details and indicate on which invoices they should appear.

Also indicate on which invoices your Cancellation Policy must be displayed.



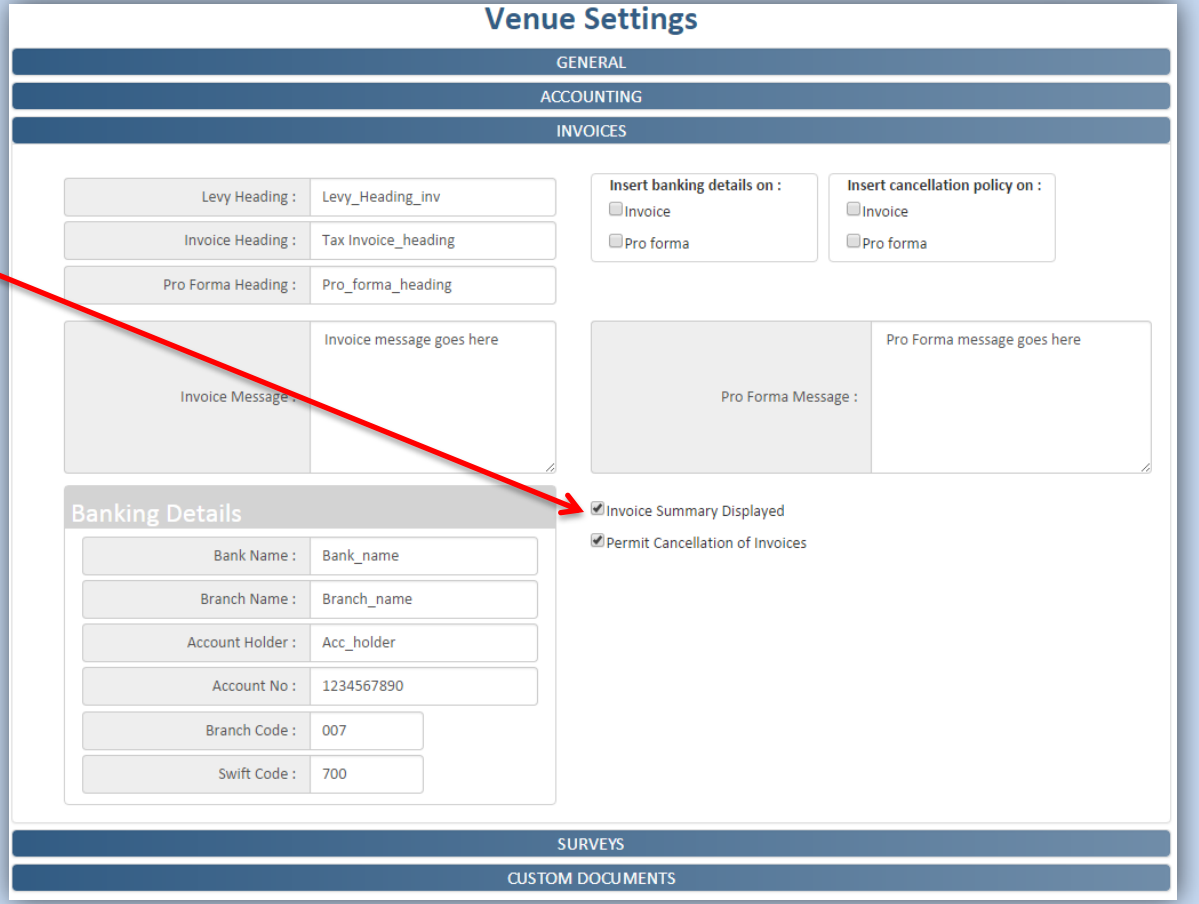
Customizing the System

Venue Settings / Invoices

Invoices:

The Invoices Summary displays a summary of all sales, expenses, taxes at the end of the invoice.
With this switch off, only totals get displayed.
It is best to try both options to determine which you prefer.

Permit Cancellation of Invoices. If this is de-selected, invoices created will not be cancelled.
In such cases you would be required to write off any balances and then add new transactions.

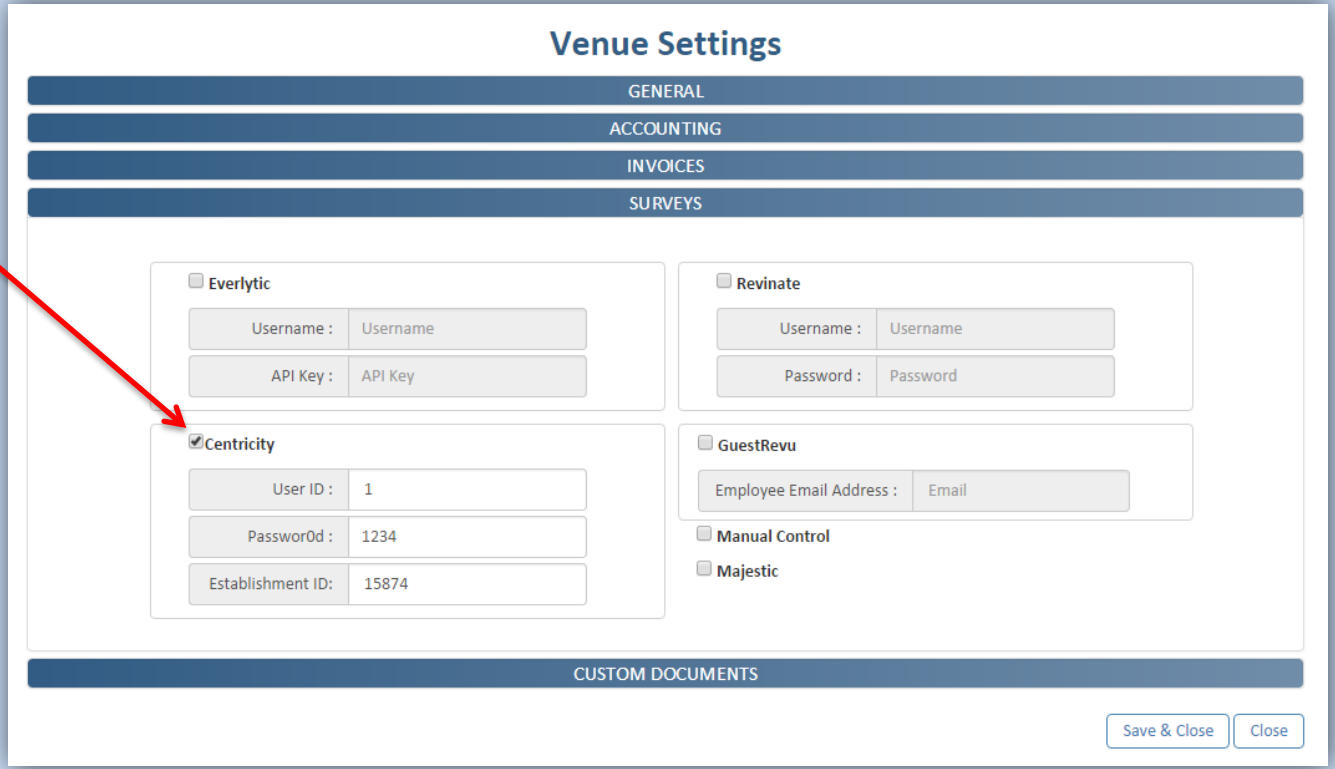


Customizing the System

Venue Settings / Surveys

Surveys:

Fill in the info under the appropriate survey company as shown in the below example.



Customizing the System

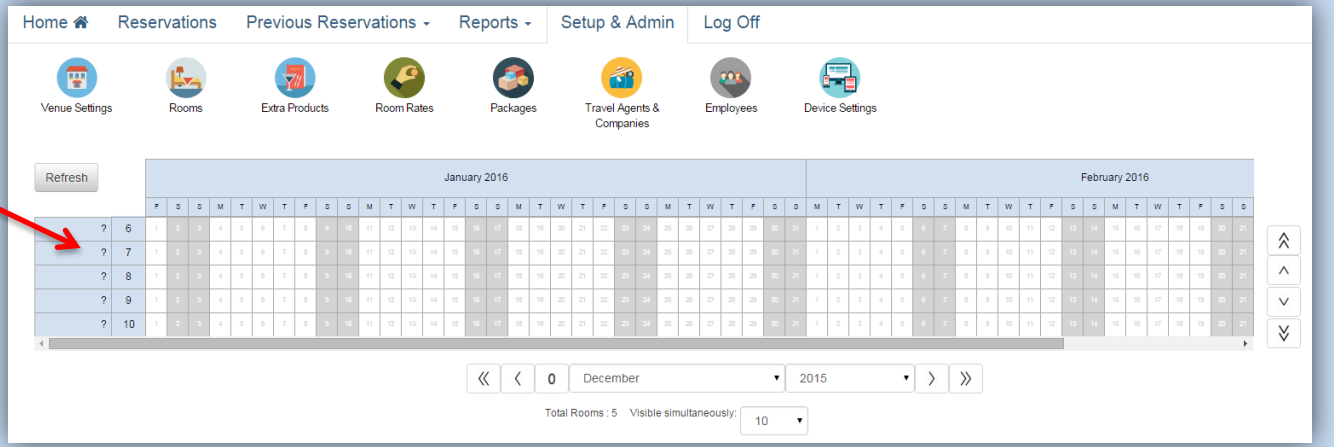
Room Setup

Room Setup (Mandatory): 29

When you first log-in, the number of rooms you specified will be listed here with a " ? " instead of the room name. This indicates that the rooms need to be setup

The setup involves first defining your different room types (e.g. Single, Double, Twin etc.).

The second step is to allocate each room to a room type.



Customizing the System

Setup & Admin / Rooms

Room Setup:

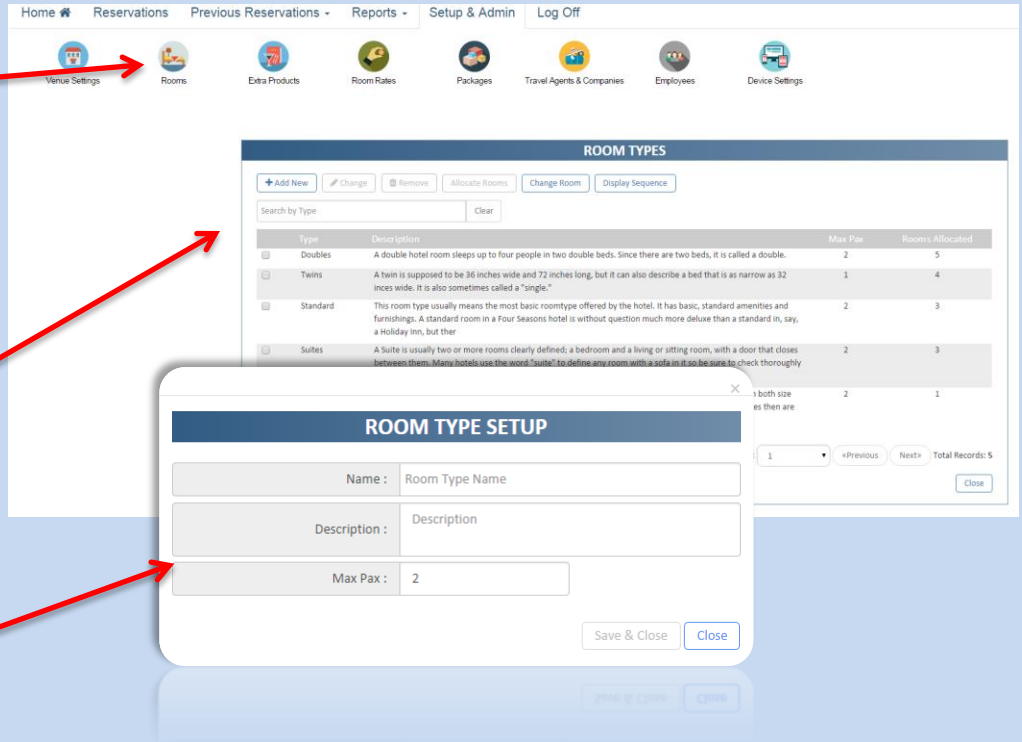
Select the Rooms button.

The first step is to define all your room types (e.g. the category of rooms such as doubles, singles, twins etc.)

Room types are very important as they determine the rate you will charge for a room. (i.e. all rooms allocated to a specific type will have the same price when defining your rate tables. This is also the way on-line internet booking systems work).

You may change the Accommodation type to a more meaningful name and description.

Select the Add New button to define a new room type.
The name is a code such as Doubles, Singles etc. The description appears on invoices (e.g. Double room, Single room etc.)
The Max Pax is the maximum number of guests permitted in a room and is used when calculating your occupancy percentages.



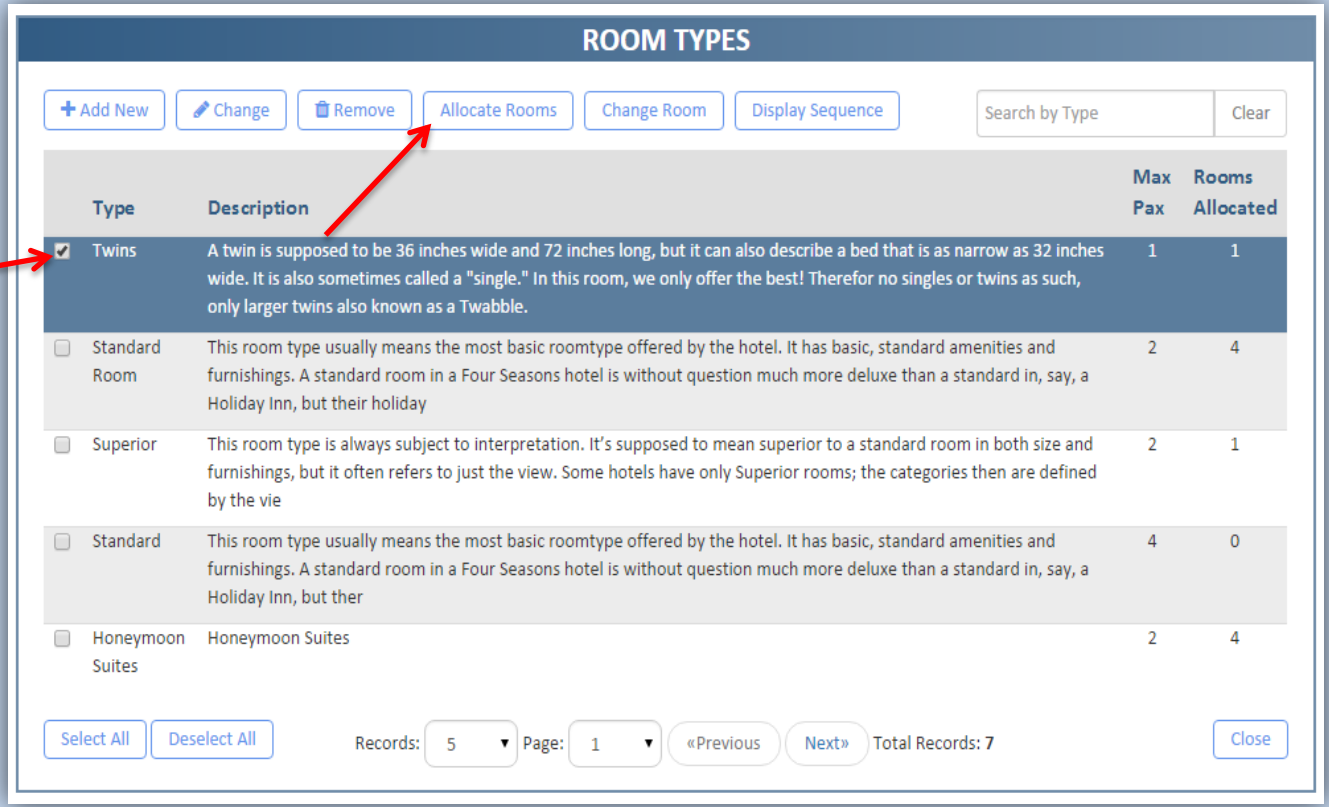
Customizing the System

Setup & Admin / Rooms

Room Setup (Mandatory):

Once you have defined all the types, you need to allocate each room to a type.

Select a room type (single click) followed by the Allocate Rooms button.



Customizing the System

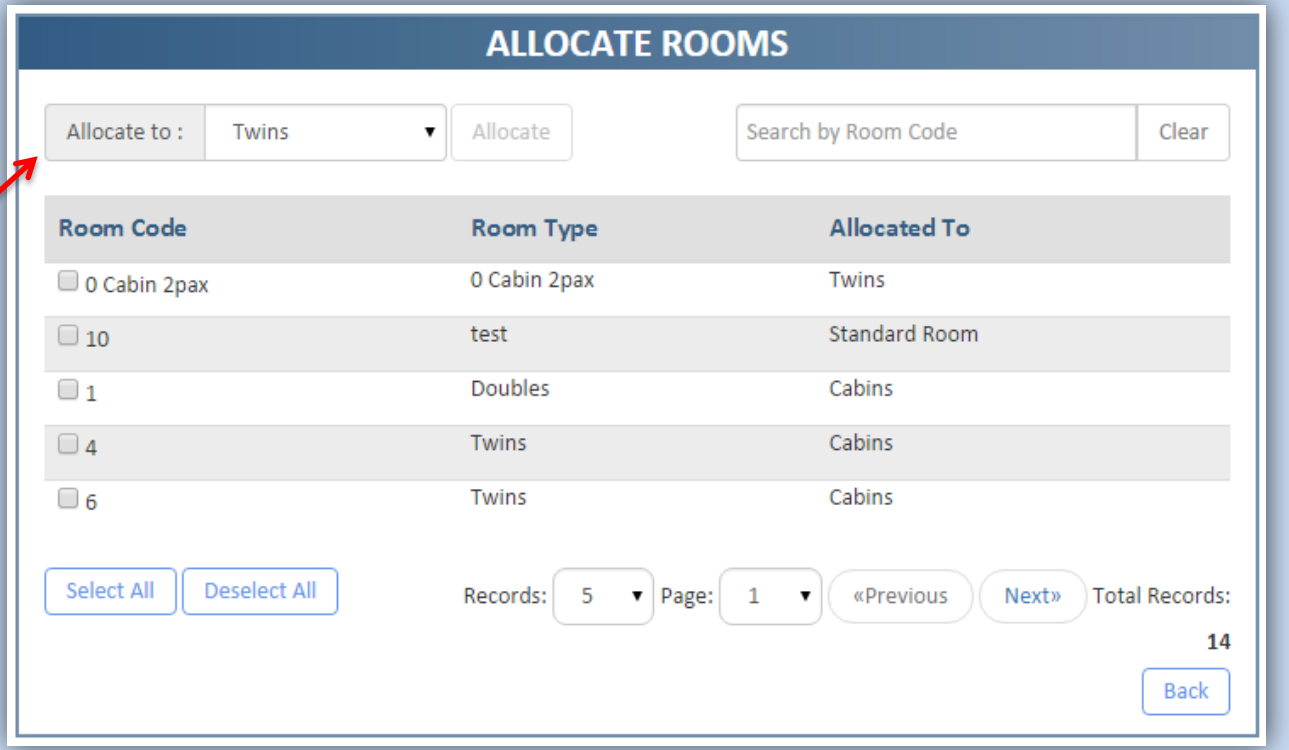
Setup & Admin / Rooms

Room Setup:

All rooms get displayed. The un-allocated rooms have a "?", as shown here.
Select the room (single click) you wish to allocate.
Then select the Room type from the drop down list.

Then select Allocate to perform the allocation.

Rooms may be re-allocated at any time in the future.
Note: If you do re-allocate rooms please ensure your on-line booking system is adjusted accordingly.
Note 2: all rooms MUST be allocated to a room type.



Customizing the System

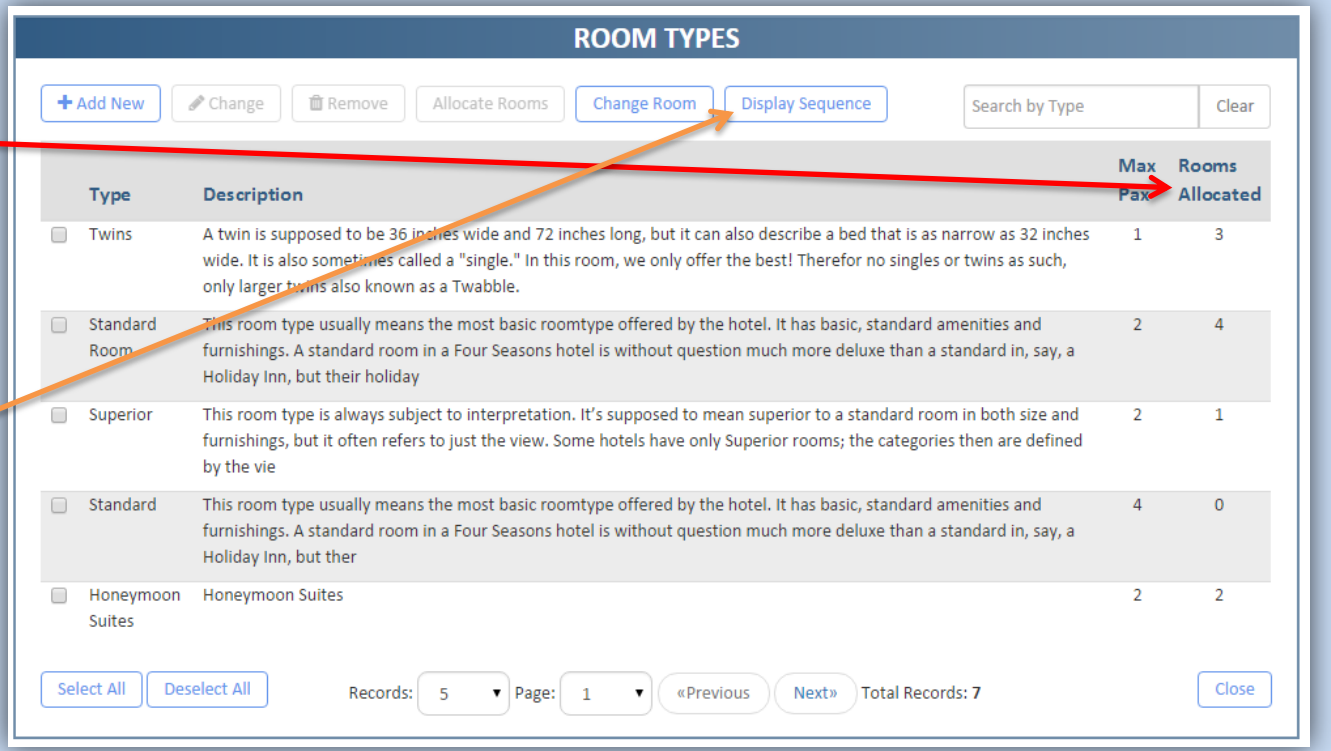
Setup & Admin / Rooms

Room Setup:

Once your rooms have been allocated, the number for each type is displayed in this column.

The next step is to define in which sequence you wish the rooms to be displayed on you calendar screen.

Select the Room Sequence button.



Customizing the System

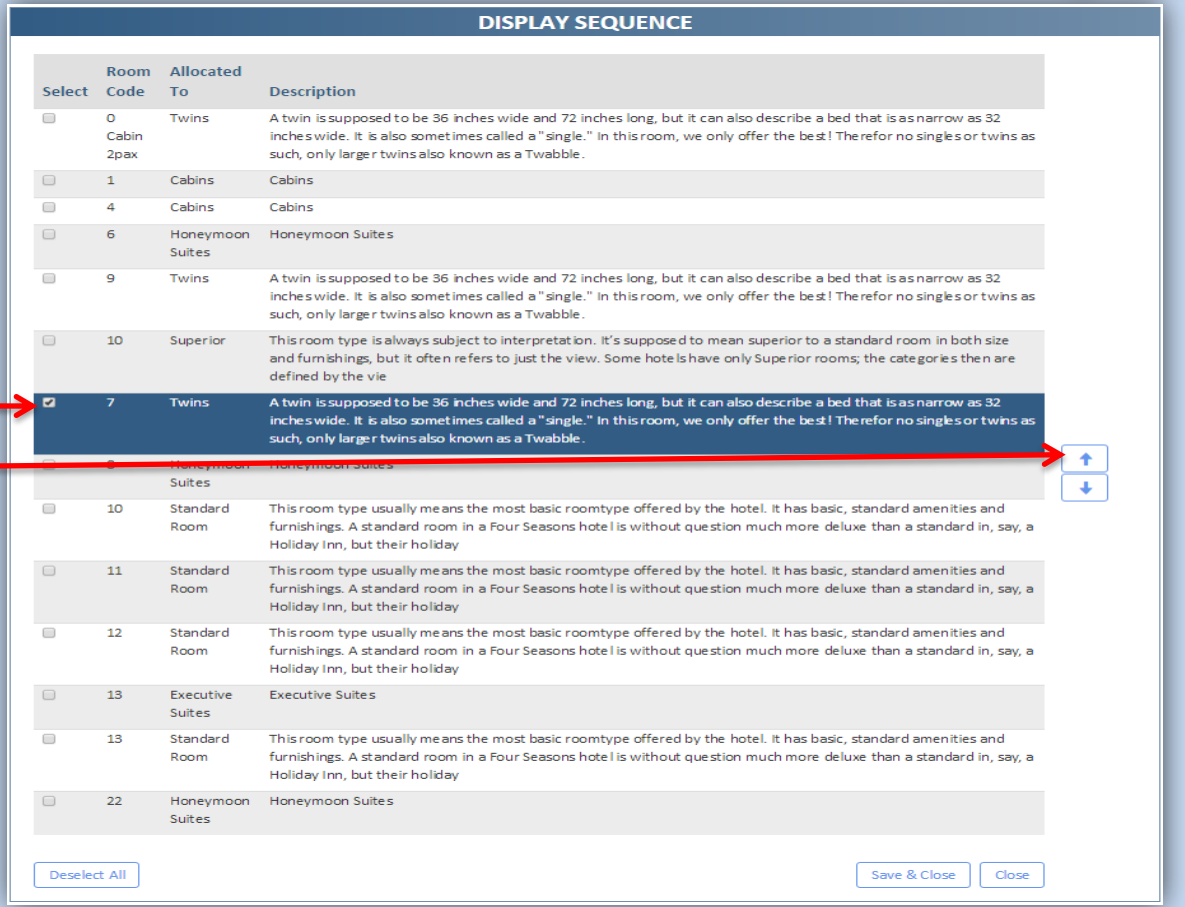
Setup & Admin / Rooms

Room Setup – Room Sequence:

You will notice that the sequence displayed here does not follow in numerical sequence.

High-light a room (single click) and use the arrows to move the room up or down to the position you wish it to be displayed on your calendar Select OK when done which will save the sequence.

Important:
Once completed, please close your Semper Lite system and re-open it. Then log-in again (this is to re-load the new values).

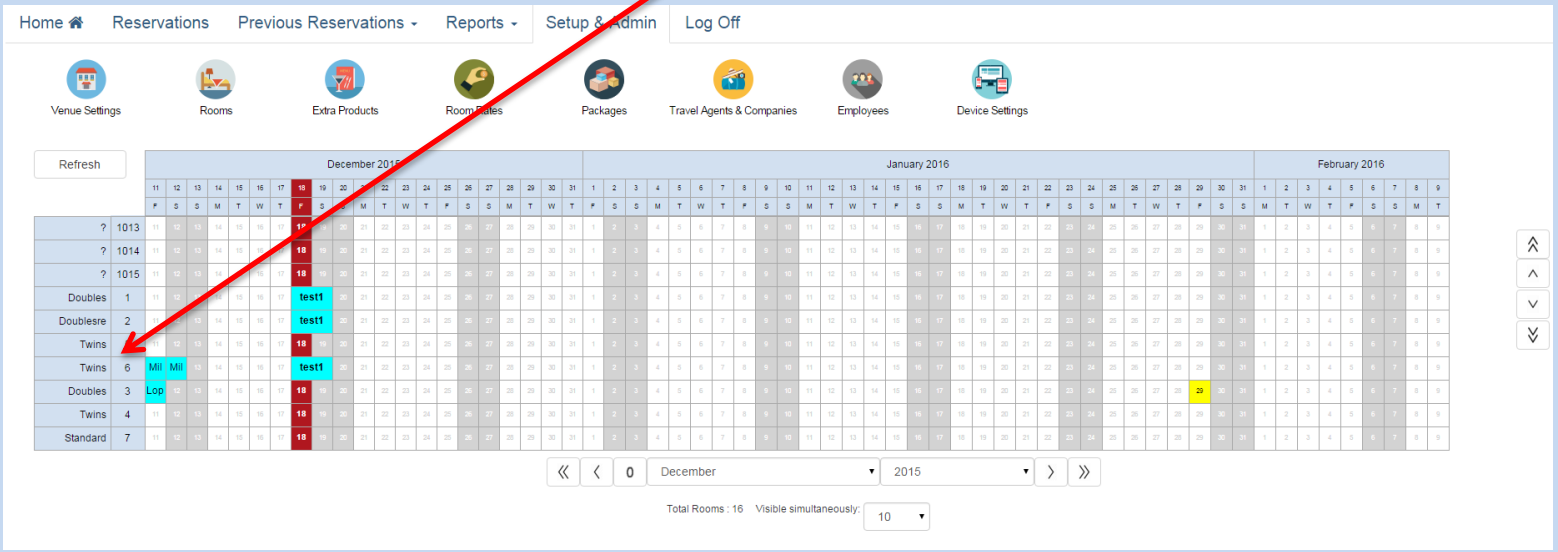


Customizing the System

Setup & Admin / Rooms

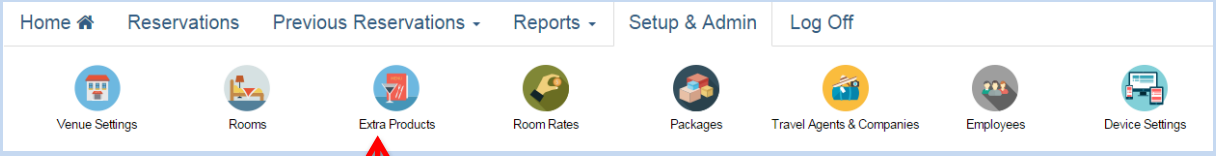
Room Setup:

Once you re log-in, the room type will be displayed adjacent to the room number as shown here.
The correct sequence is also displayed.



Customizing the System

Setup & Admin / Extra products



Extra Products:

Return to Setup & Admin.

Select the Extra Products tab.

Extra products are non-accommodation products you wish to sell.
Products such as breakfast, lunch, transfers etc.

These products can also be sold via your own website on-line booking system and are set up here.

Customizing the System

Setup & Admin / Extra products

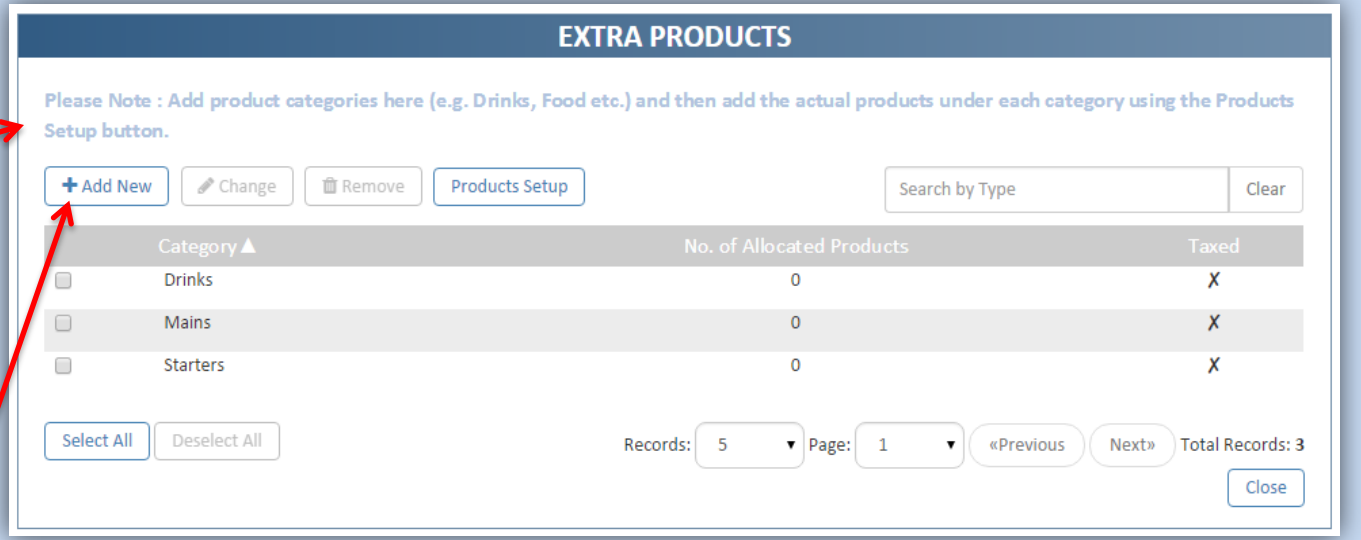
Extra Products:

Extra products must first be categorised into product types.

These categories (product types) must first be defined and then all extra products within each category.

A typical category would be called Food and products within the category could be Breakfast, Lunch, Dinner etc.

Select the Add button to define your product types (categories). See next screen.



Customizing the System

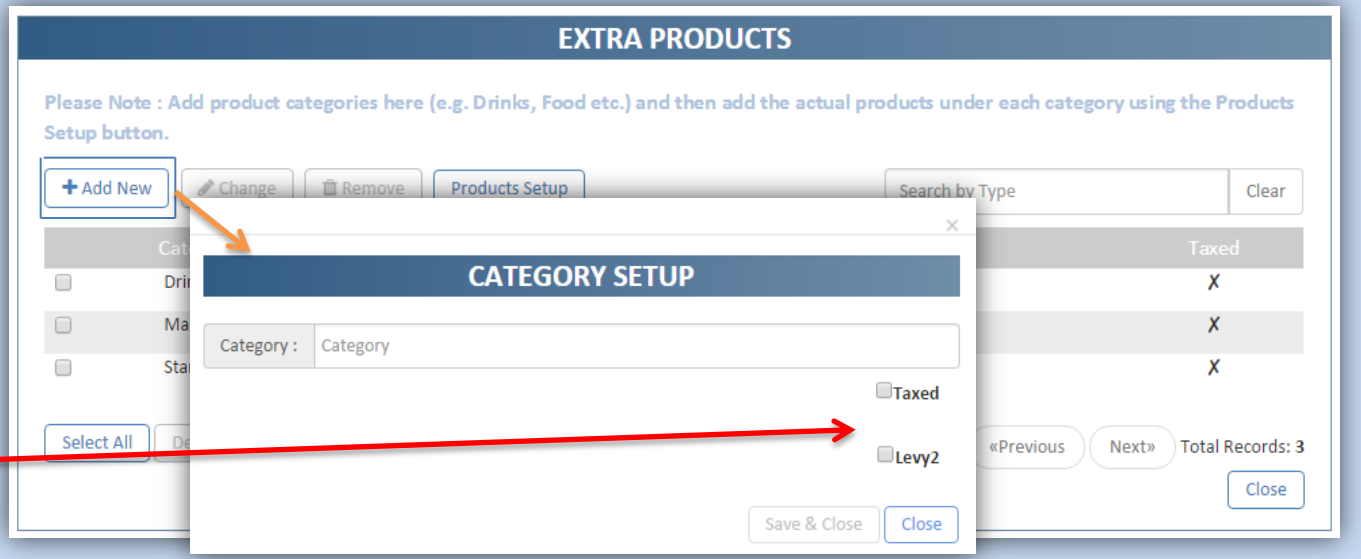
Setup & Admin / Extra products

Extra Products:

Define the product type.

Note: any taxes or levies can be applied for all products defined within this type.
The taxes are automatically calculated and added at the time the product is sold.

Select the taxes and levies that must be applied (if any).



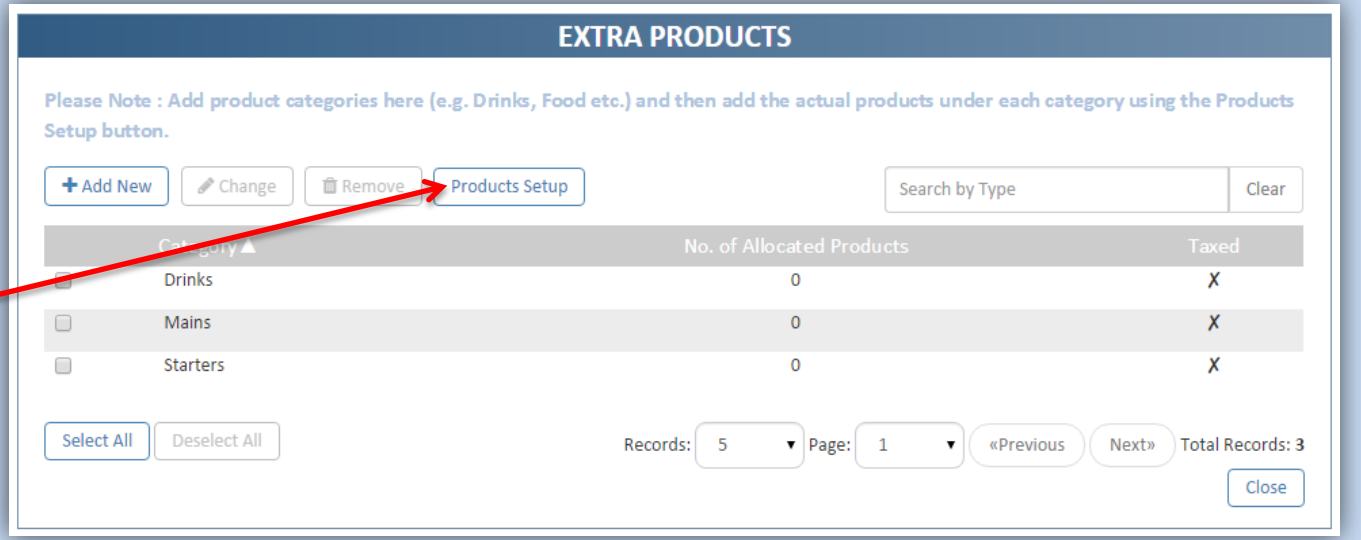
Customizing the System

Setup & Admin / Extra products

Extra Products:

Once your product types (categories) have been defined then define the products within each type.

Use the Products Setup button to add new products or to change existing ones.



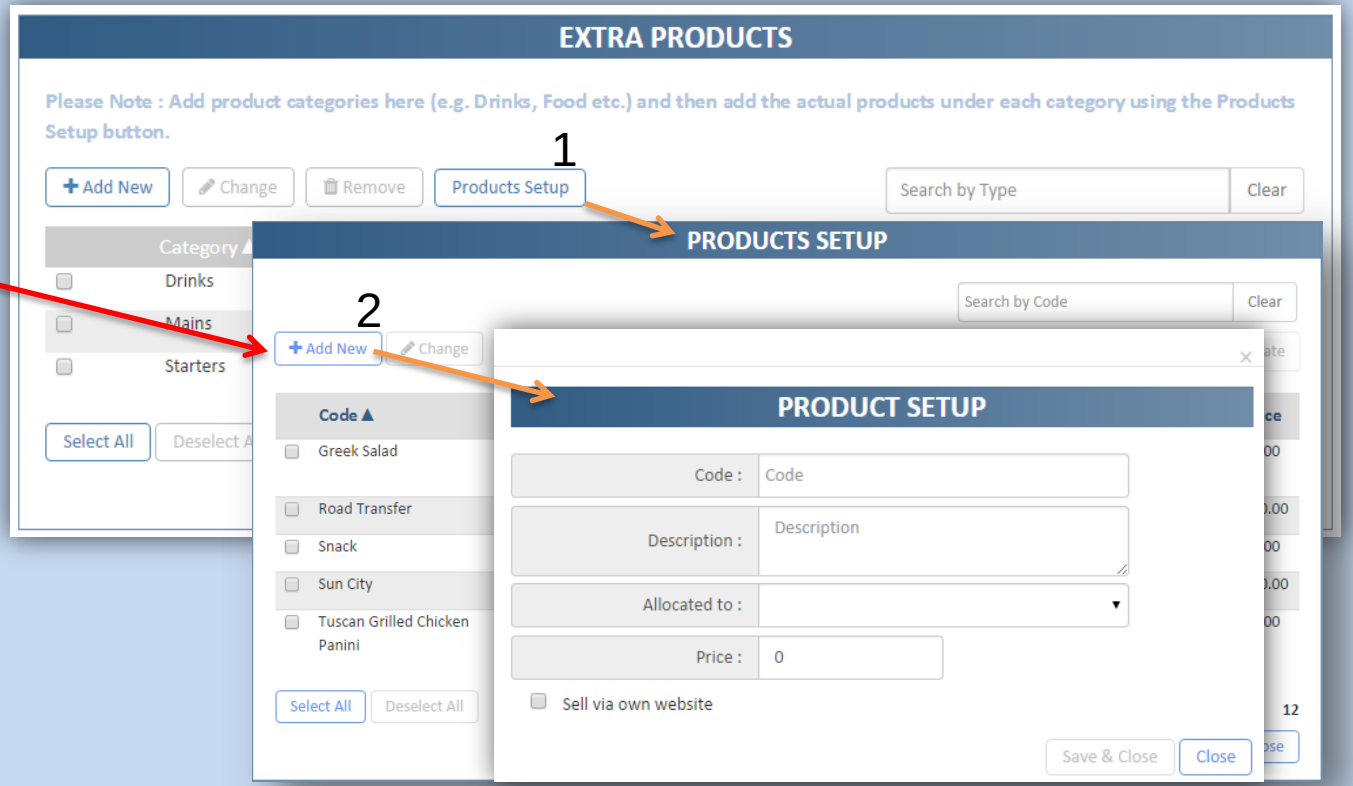
Customizing the System

Setup & Admin / Extra products

Extra Products – product setup:

Select Add New button to define a new extra product.

The Product setup screen will be displayed.



Customizing the System

Setup & Admin / Extra products

Extra Products – product setup:

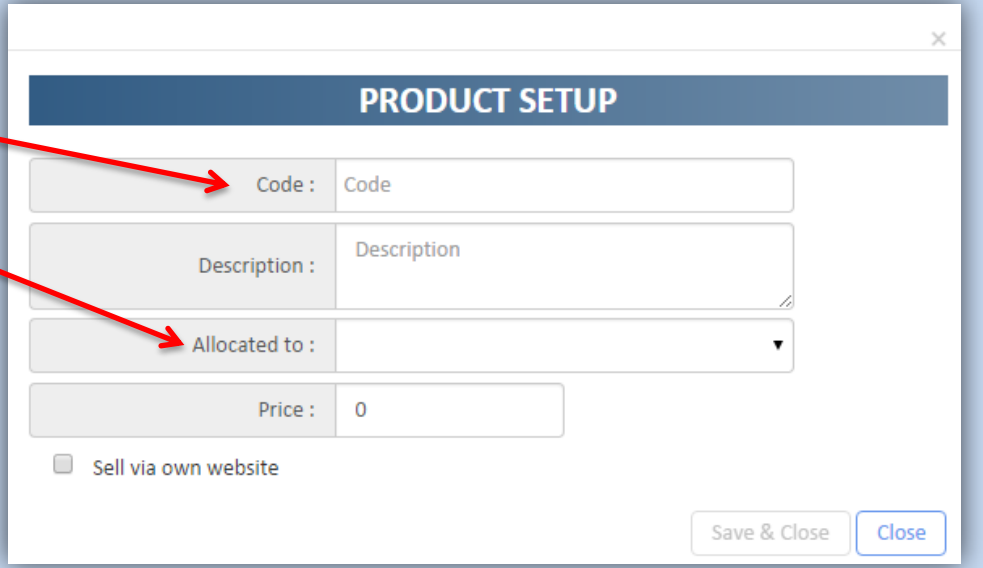
Enter a Code (such as Breakfast, Dinner, Lunch etc.)

Allocate the product to a Type.

Enter a Default Price. You will be able to change this price at the time you record the sale.

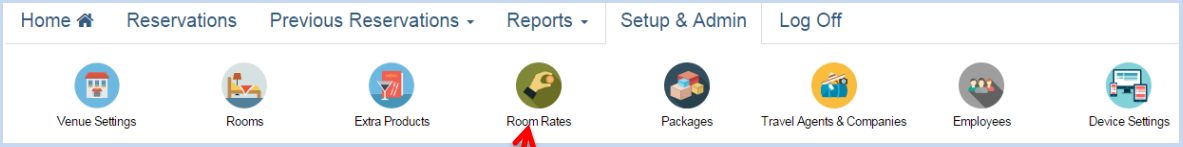
Enter a Description of the item. E.g. Full English Breakfast.
This gets displayed on the invoice
You will be able to change this at the time you record the sale.

You need not define all products and can return at a later time to add more.



Customizing the System

Setup & Admin / Room Rates



Room Rates:

The next step is to setup your Room Rates

There are 3 different ways you can manage rates when recording reservations

- Use a pre-defined Room only rate (can define as many as you like). Room Rates are thus room only rates.
- Use a Package (this consists of a room and one or more extras in combination.
  E.g. the rate could be described as a Bed and Breakfast which includes any room plus a breakfast)
- Use a Custom Rate – this is used where you wish to define your own price for a specific reservation. The Custom Rate gets selected only when you capture the reservation . The room only and packages must be pre-defined.

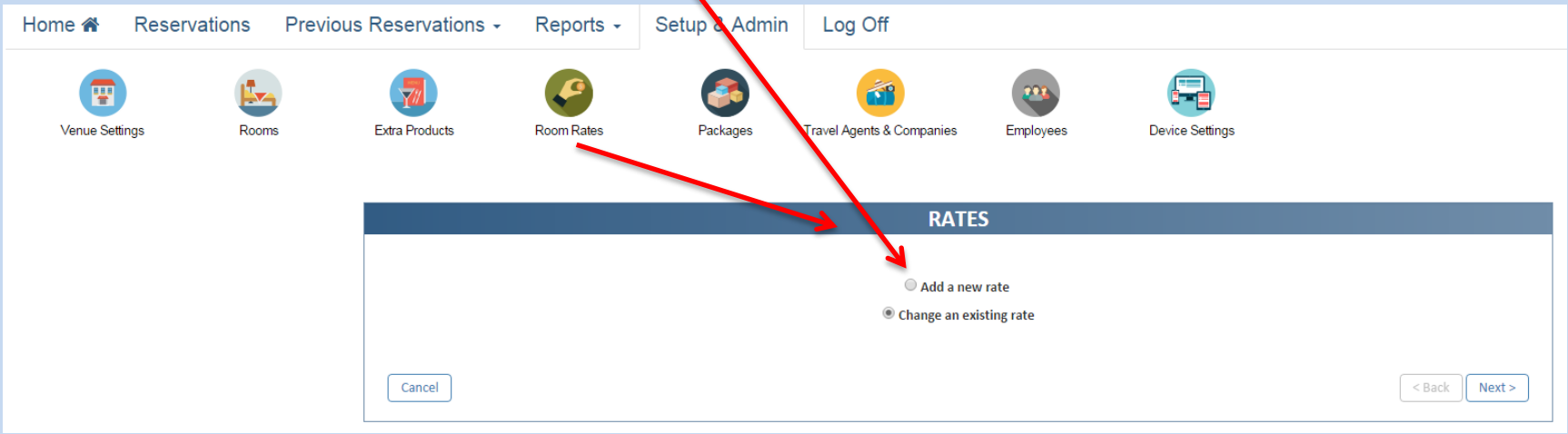
Customizing the System

Setup & Admin / Room Rates

Room Rates:

For Room Only rates select the Room Rates.

The first time you enter this, select the Add a New rate. Click “Next”.



Customizing the System

Setup & Admin / Room Rates

Room Rates:

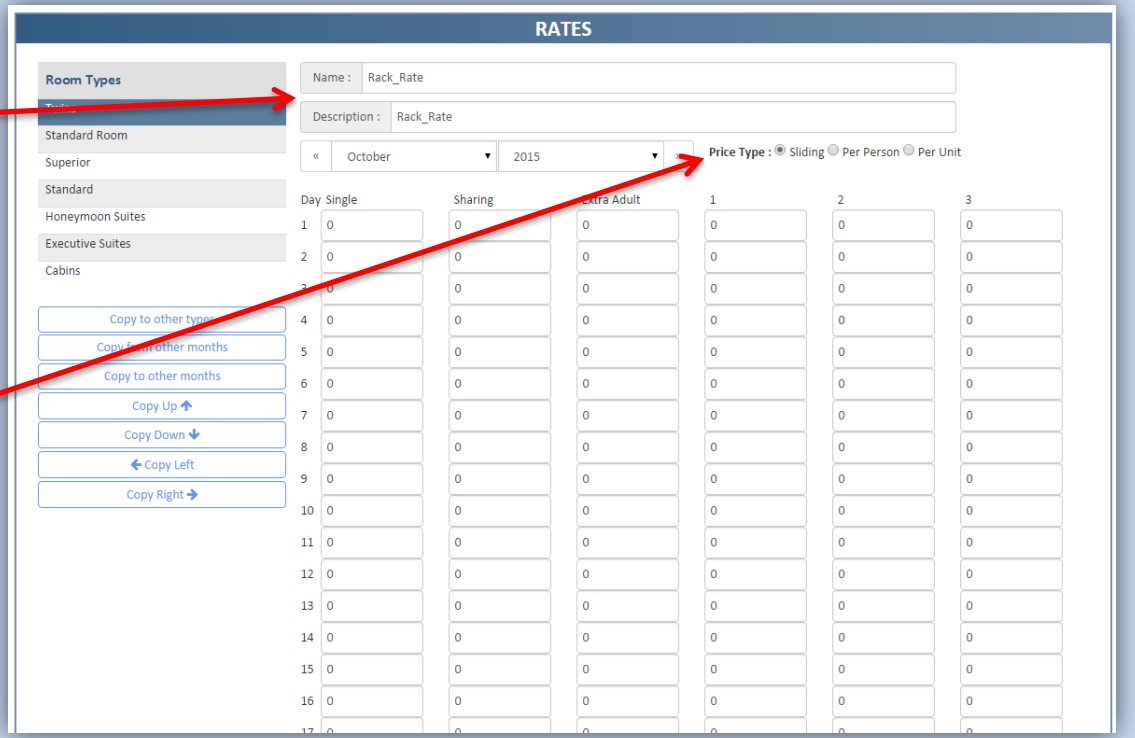
Enter the rate name and a description.

The rate table is in a spread sheet style where every room type can have a different price.

The price is defined for each day of the month for each room type. In this way a different price can be specified for weekends or special occasions.

Three different ways can be used to define a rate:

- Sliding - this is where the price differs depending on the number of guests. The price entered here will be multiplied by the number of guests entered.
- Per person – the same price is charged per person. The price entered here will be multiplied by the number of guests entered.
- Per unit – a single price for the unit irrespectively how many guests.



Customizing the System

Setup & Admin / Room Rates

Room Rates:

First select (single click) the room type for which you wish to define a price.

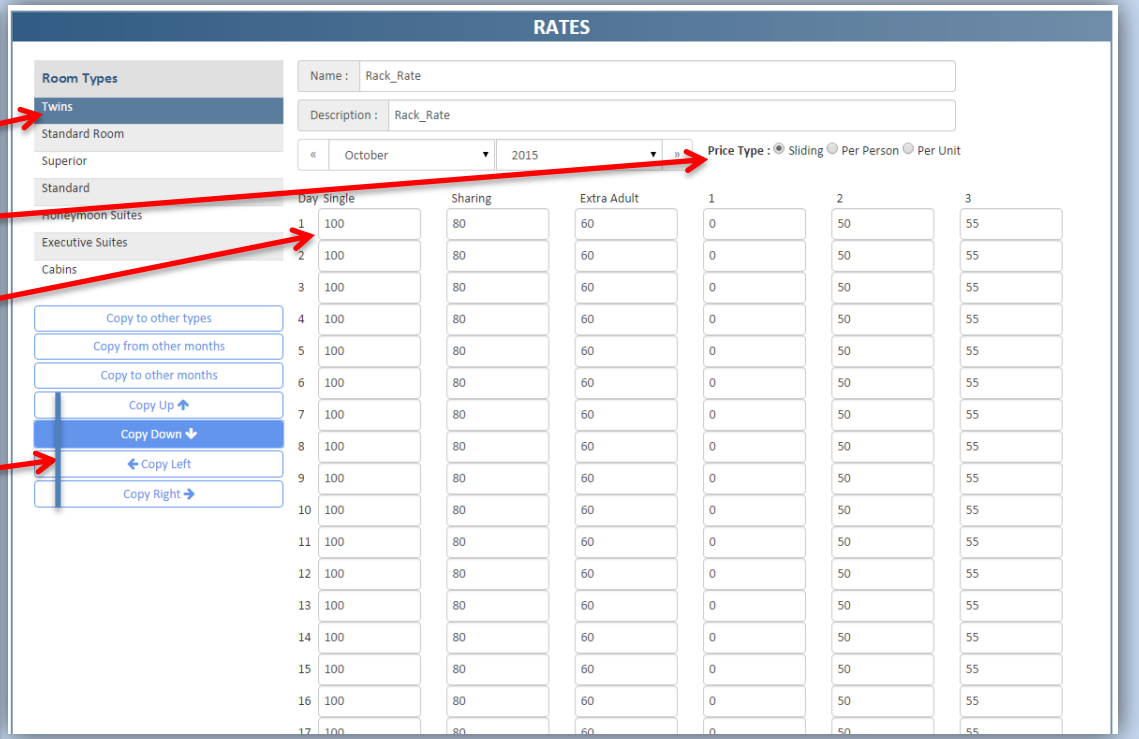
Then select the price type you wish to use for the selected room type.

Next, enter the price for each day as shown here (remember that the price specified will be multiplied by the number of guests).

Use the buttons to copy the values up, down, left or right.

Important: If you use the sliding rate, the extra adult price will be used when 3 or more guests are entered on a reservation.

e.g. if 5 guests are in a room, the price will be 60 * 5 = 300 per night for the group of 5.



Customizing the System

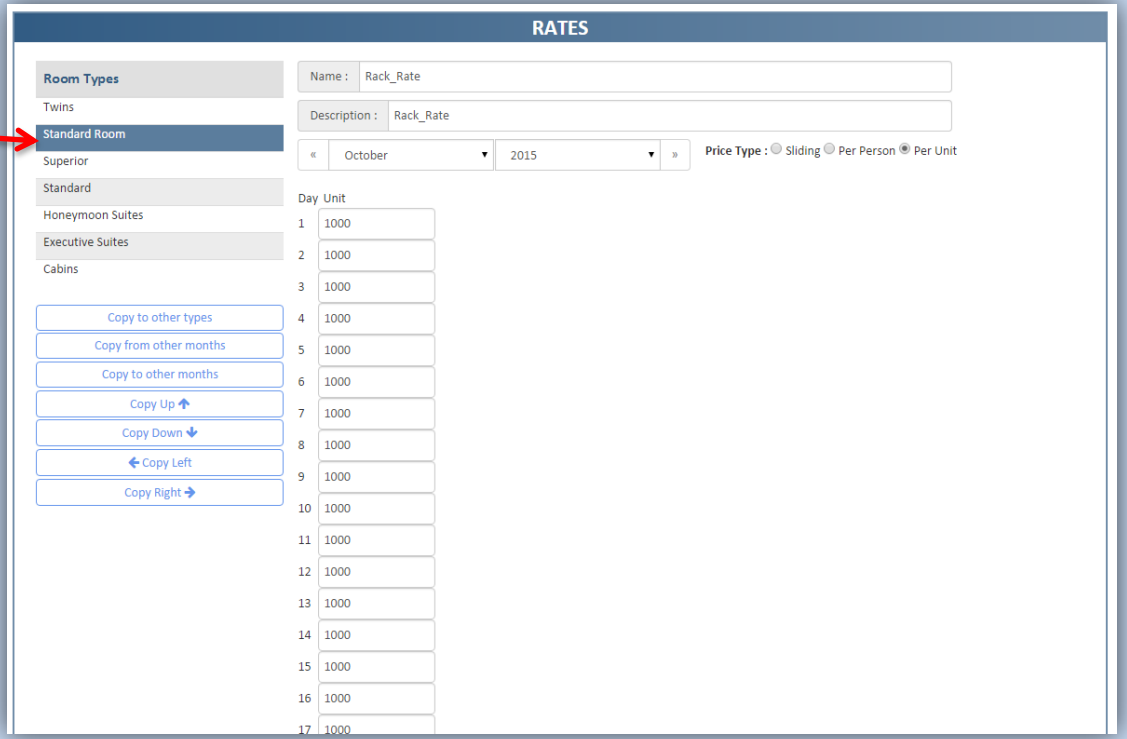
Setup & Admin / Room Rates

Room Rates:

Select the next room type and the rate type.

In this example we selected the Unit Price as the type.
Enter a price per day for the Standard room.

Do the same for each room type.



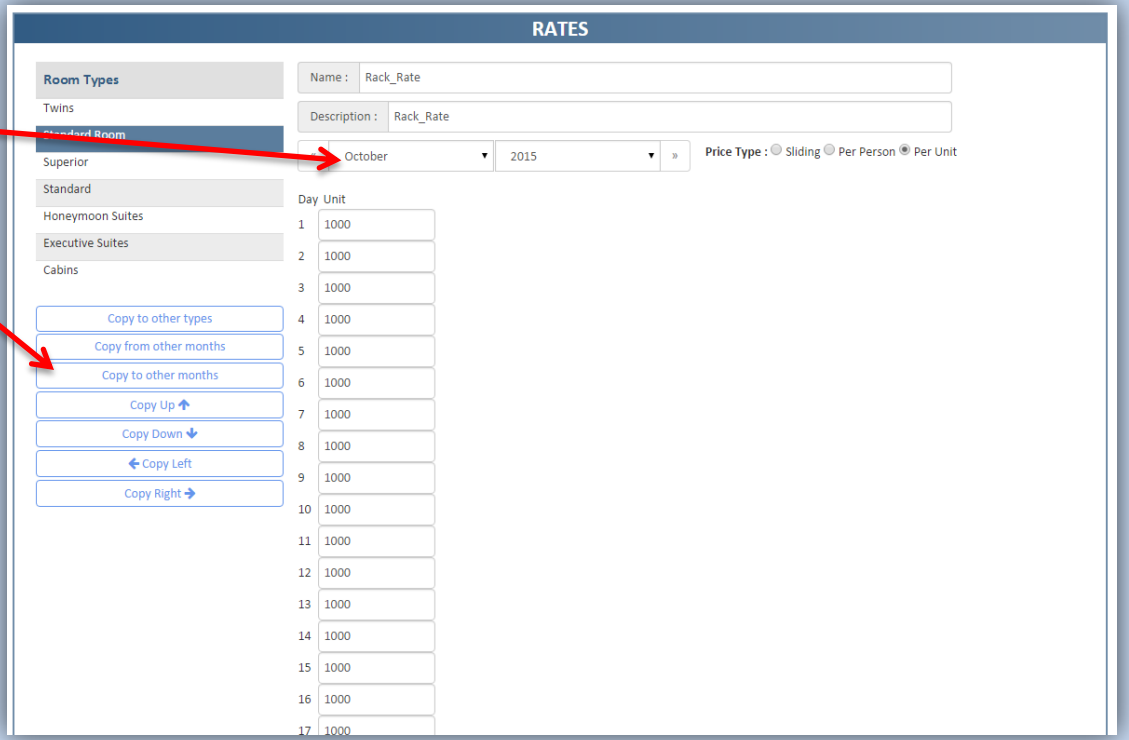
Customizing the System

Setup & Admin / Room Rates

Room Rates:

The price gets setup for one month at a time as indicated.

Once the first month has been setup, the same months prices can be copied to other months if the prices are the same.
Use the copy to other months button to repeat the same prices.



Customizing the System

Setup & Admin / Room Rates

Room Rates:

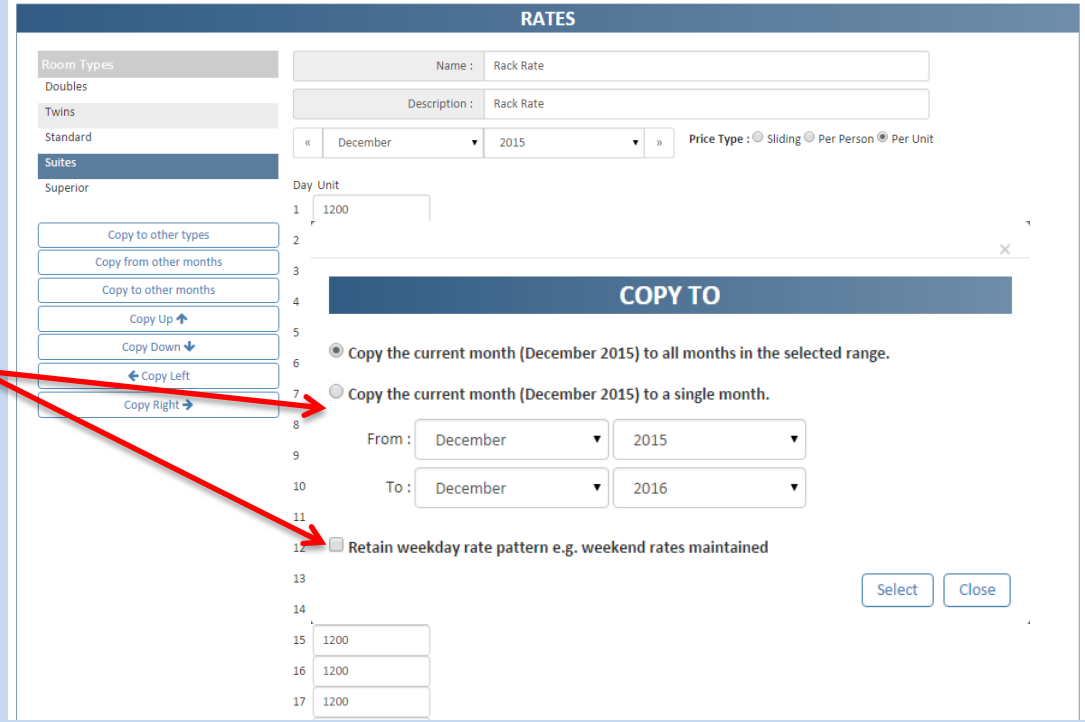
The copy to other months function repeats the From months values to all months between the current one selected and a target month.

In this example we repeated the same values for every month between December 2015 and December 2016.

The retain weekday rate pattern is used when you define different values for weekends than weekdays and then wish to ensure every weekend price is retained for all months that get copied.

A weekend can be Friday, Saturday and/or Sunday.
To setup, specify the weekend price on all weekend days in the month.

The Retain weekday rate pattern option will ensure that weekend rates are retained for all the months copied.



Customizing the System

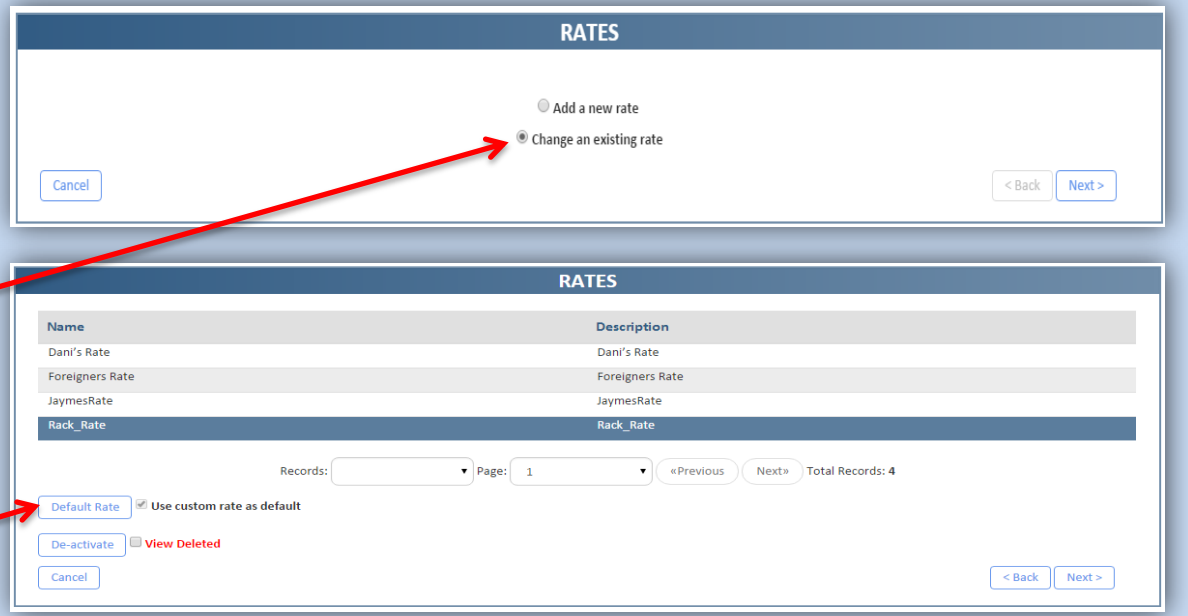
Setup & Admin / Room Rates

Room Rates:

If you have defined more than one rate table you can set one of them as your default rate which will automatically be selected when you capture a new reservation.

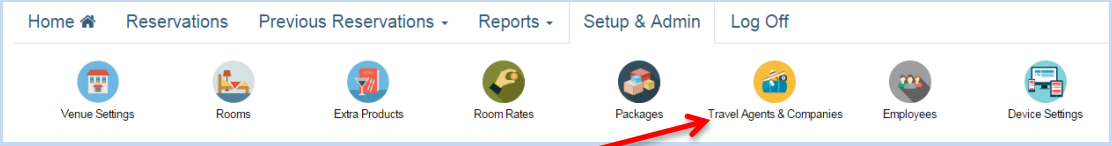
To set the default enter the Room rate screen and select Change and existing rate.

Your rate tables are displayed here and you can then select the rate (single click) you wish to be the default and then select the Default button.



Customizing the System

Setup & Admin / Travel Agents & Companies



Travel Agents & Companies:

Companies are organisations which have a commercial arrangement (e.g. 30 day account) with you and could also be paying commissions for reservations made by those companies.
This includes travel agents, tour operators, corporate companies and internet websites and portals.

A specific rate can be allocated to a company as well as a commission percentage and deposit requirements.

When the company is selected when recording a reservation, the rate specified for the company as well as commission will automatically be applied to that reservation.

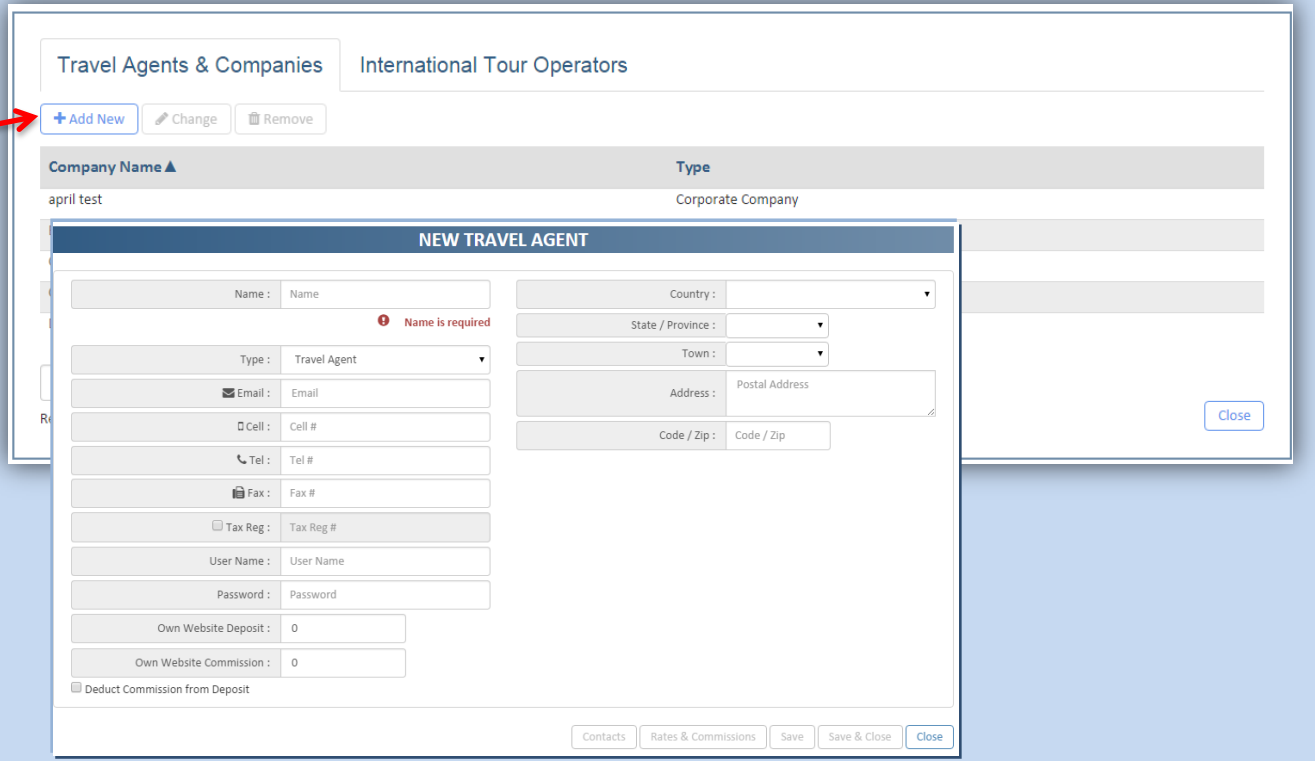
This commercial arrangement is setup here but can also be done when a reservation is captured.

Customizing the System

Setup & Admin / Travel Agents & Companies

Travel Agents & Companies:

To setup companies, select the Add New button.



Customizing the System

Setup & Admin / Travel Agents & Companies

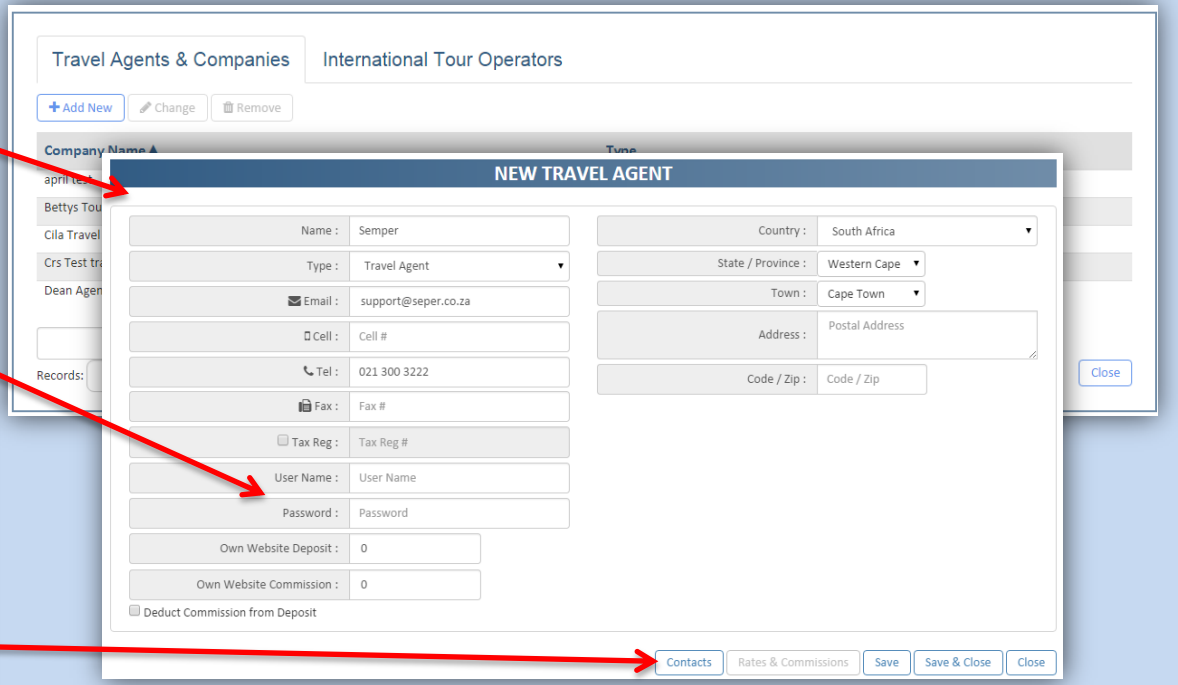
Travel Agents & Companies:

Enter the company information on this screen.
Select the rate that must apply to this company.
Enter the commission % and Deposit % required
If no deposit is required, the system will assume you will invoice the company for the accommodation (i.e. a bill back situation).

The Username and Password is only required if this company is able to book on-line via your own website.

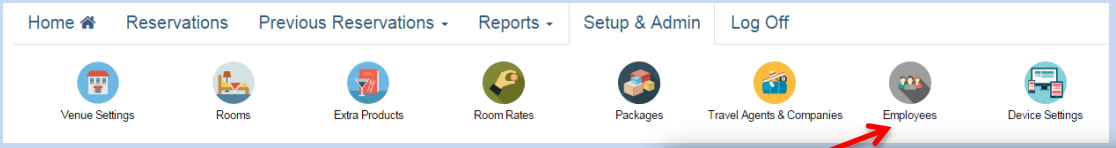
Once all information has been captured, then select the Save button to store the company in your database.

Add a Contact (i.e. the person that works for the company and the one who places reservations with you).



Customizing the System

Setup & Admin / Employees



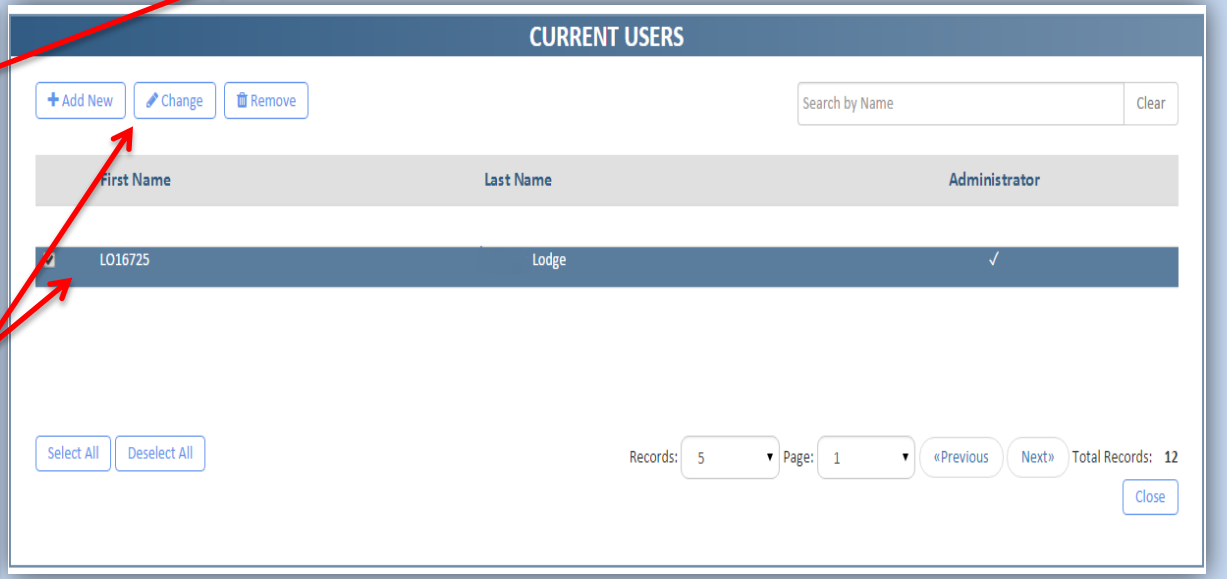
Employees:

The last step is to define employees who may have access to your system.

One entry is automatically inserted at the installation

Change the employee to an actual employee

Important: Actions taken in the system gets recorded against employees and thus important that each have their own ID and password.



Customizing the System

Setup & Admin / Employees

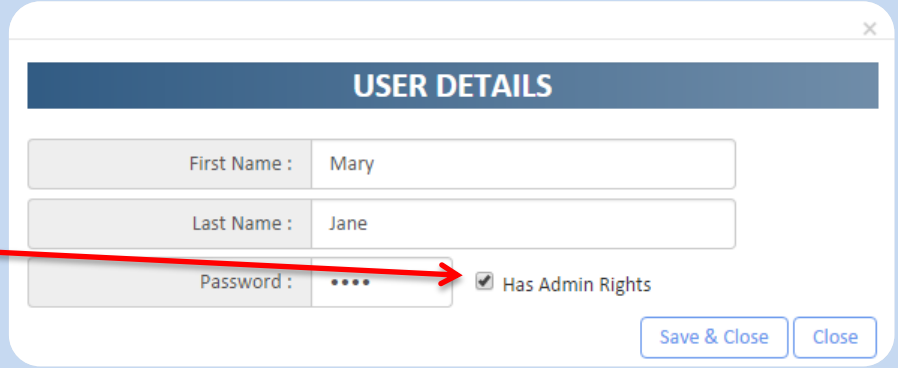
Employees:

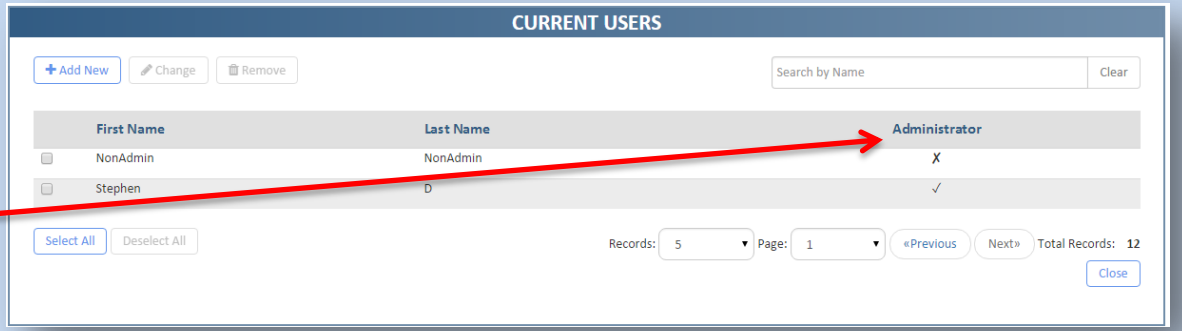
When defining an employee indicate if they have administrator rights.

Administrators will enable the employee to change anything under Setup & Admin.

Important: One employee needs to have administrator rights.

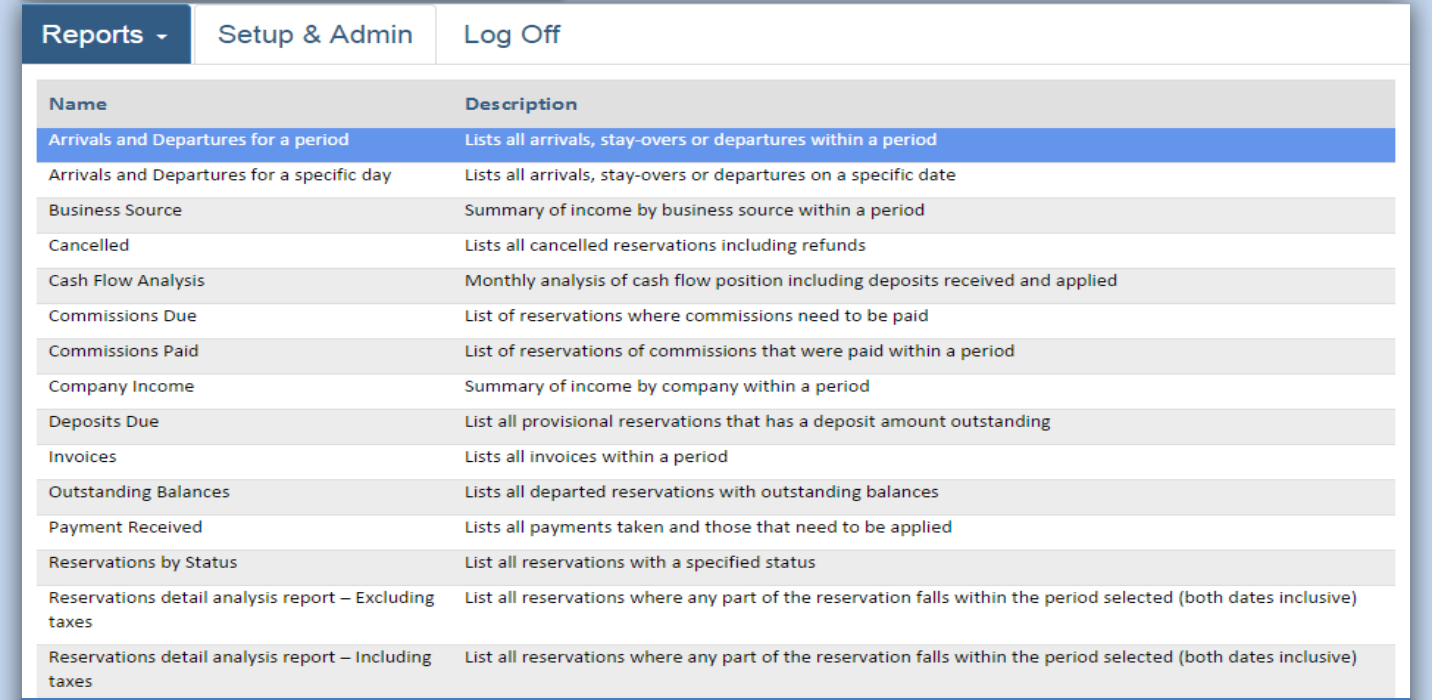
In this example we have defined two employees one having administrator rights





Reports

Reports



Semper Lite reports:

The system has many reports.

We will go over a few of them along with a description of each.

Semper

Reports

Arrivals and Departures for a Period

RESERVATIONS

This report lists all reservations where any part of the reservation falls within the period selected (both dates inclusive). The report lists all sales that can be allocated to the period selected (e.g. if the end date selected is before the departure date, then the system will exclude the days between the end date and the departure date). It will include any other transaction where the effective date of the transactions falls within the period selected.

Start Date: 12 Oct 2015 End Date: 13 Oct 2015

Generate Close

Arrivals and Departures for a Specific Day

ARRIVALS AND DEPARTURES

This report displays all reservations arriving or departing on the selected date. The report also displays any reservations that will be staying over on the selected date.

Select Date: 12 Oct 2015

Generate Close

Business Source

BUSINESS SOURCE

This report lists all income amounts with effective dates falling on and between the selected dates. The report also calculates the total income amount for the selected period, which is then grouped by business source. If only a part of the reservations falls within the selected period, only the income for that period will be calculated.

Start Date: 12 Oct 2015 End Date: 13 Oct 2015

Generate Close

Cancelled

CANCELLED RESERVATIONS

This report lists all reservations that were cancelled during the selected period. The report will also calculate the total income lost for the cancelled reservations.

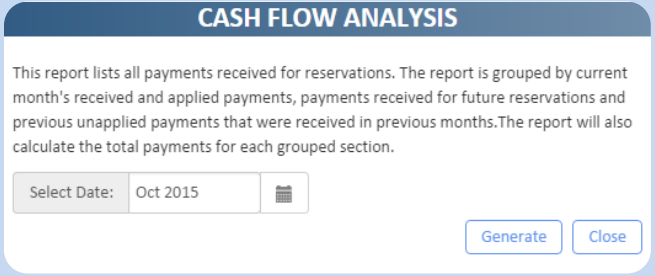
Past Year

Generate Close

Semper

Reports

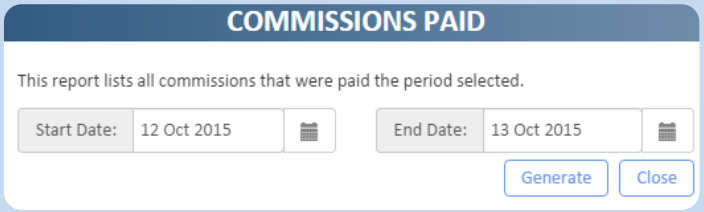
Cash Flow Analysis



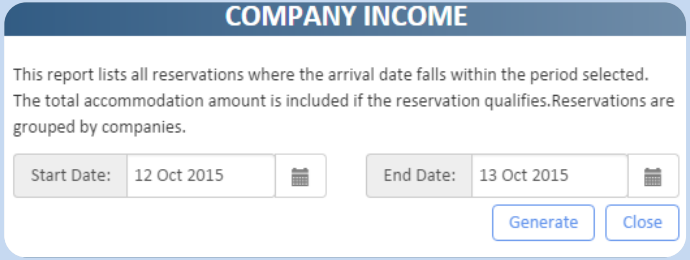
Commissions Due

Commissions Due – List of reservations where commissions need to be paid

Commissions Paid

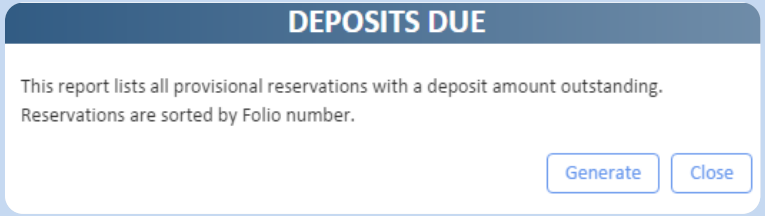


Company Income

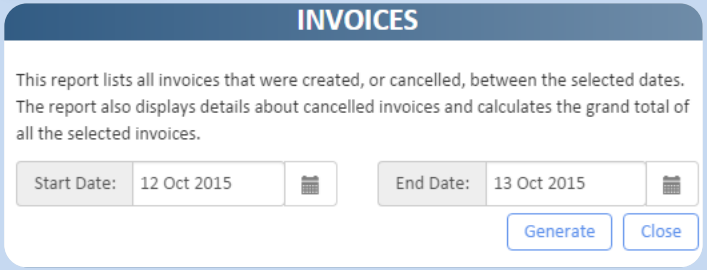


Reports

Deposits Due



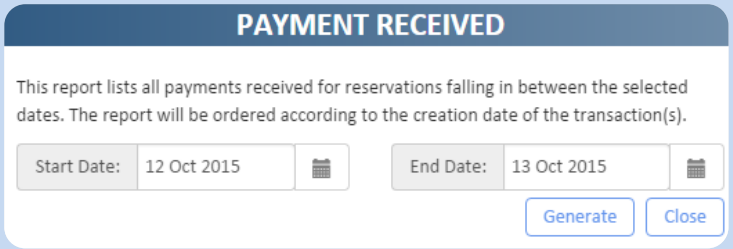
Invoices



Outstanding balances

Outstanding Balances – List of departed reservations with outstanding balances

Payments Recieved



Semper

Reports

Reservations By Status

RESERVATIONS BY STATUS

List all reservations with the selected status including all transaction details. Reservations are sorted by Folio number.

Status:

Provisional

Generate Close

Reservations Detailed Analysis Report – Including Taxes

RESERVATION ANALYSIS

This report lists all reservations where any part of the reservation falls within the period selected (both dates inclusive). The report details all accommodation income, extras, expenses, payments inclusive of taxes and levies.Transactions are included when the effective date of the transaction falls in the period selected.For accommodation if the number of nights exceeds the period selected, it will be proportioned for the period.

Start Date: 13 Oct 2015

End Date: 14 Oct 2015

Generate Close

Reservations Detailed Analysis Report – Excluding Taxes

RESERVATIONS DETAIL ANALYSIS

This report lists all reservations where any part of the reservation falls within the period selected (both dates inclusive). The report details all accommodation income, extras, expenses and payments exclusive of taxes and levies which are displayed separately. Transactions are included when the effective date of the transaction falls in the period selected. For accommodation, if the number of nights exceed the period selected, it will be proportioned for the period.

Start Date: 13 Oct 2015

End Date: 14 Oct 2015

Generate Close

End training module

Semper Lite

Semper

Please take the time and follow the training module.
The link to download the module has been emailed to you
It is called the Semper Lite Operating Instructions.

It will take between 30 minutes and 1 hour to complete.

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

www.semper.co.za