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The Reservation

Software For

Professionals

**Reservation**

File Edit Database Tools View Window Help

Guest Transactions Commis-Forms

1 Guest ID DeRos3291 Conf# 16525199812 Credit Alert Credit Problem Notes Show Here  
 First Name John Addl 1st Name Penelope  
 Last Name DeRosia Addl Last Smith  
 Home Tel# 4141233291 Address  
 38799 School Sect Rd.  
 Wauwatosa WI USA 53226

Cr Card# 99998888453211111111 Exp 03/0001  
 GC Amount 150.00  
 GC Expires On 12/31/01 GC Promo? N  
 Engagement Gift For Daughter

Source Contact Marie Thompson  
 Source Tel# (414)654-9871

2 Ref Category PAID ADVERTISING Add  
 Source ID# Kane 9871 Source  
 Special Visit  
 Special Date 11-22-1998 Recall 09-22-1999

3 Arrival Date 11-15-1998 Rooms On Hold  
 Arrive Time 3:30 - 4 053 SAVE All  
 # Persons 2 Vacant  
 CkOut/Cxl 11-16-1998 \* Specific Rm  
 # Rooms 2 #Room Nts 2 AllRms  
 Hardcopy Print Bill

Per Nt Avg	Conf. Total	276.05
138.03	Deposit Amt	137.40
Deposit Is Due	11-04-1998	
Mail In Deposit?	N	
Amount Paid	276.05	
Balance	.00	
Date Booked	12-03-1998	
Booked/Entd By	JRB /	

Bitbusters  
InnKontrol

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(630) 587-2999

www.innkontrol.com

Report Writer....Graphics Support  
Multi-User, Point Of Sale and more

Room ID 02 Keybd Help

Name Of Room SHOREVIEW ROOM

Room Amenities

The Shoreview Room is beautifully appointed with a king size bed, a fireplace, a private deck and features a gorgeous ocean view.

Room Photo c:\adbmw\jkdata\noshore.bmp

Room Display 102  
 Check-In 03:00:00 PM  
 Dept ID. 4000

Include In Occupancy Y

Last Rate Change 12-01-2000  
 Increase/Decrease \$15  
 Type Of Room CQ  
 Phone Number (111)222-3333-1237  
 Phone System ID a7256

Statistics Latest 04-10-2001

YTD Count	243	YTD \$	79260.02
Previous YTD	0	Previous	.00
Ytd Nts	0	YTD \$	.00

support provided by  
Software Support Systems Inc.  
363 days a year !

System Overview



Most reservation systems track the fact a guest has stayed with you in a particular room and has produced X amount of revenue for that stay. Very few details are stored (such as other items or services purchased) and unless you go to a more costly hotel/motel system, point of sale features, report writer, custom interfaces are just a few of the missing links. Bitbusters InnKontrol was designed using ADBMW Tm as an ODBC driver (outside database connectivity) to allow you to communicate with other packages and includes a Remote Control Host so we can provide online training and support. The design is patented and trademarked yet still gives you full access to all the data stored and the ability to manipulate it to your needs. Bitbusters InnKontrol is user friendly for the tasks most required of a reservation system. The more advanced features such as the Report Writer and Data Exchange can be security locked by management from the novice users.

The system maintains a perpetual calendar two years forward and one year past as active. You can expand the forward but not the past. Information older than one year is placed in history and is accessible but cannot be modified. This is achieved through a daily closing function. Cancellations do not delete from the files. They must be cash-balanced to a zero balance just like any other reservation.

The Guests and Contacts file is updated or added to as you take a reservation or can be entered into directly. Guest number 9999 is reserved for non-name specific sales (for example, a passerby purchases a souvenir). The GuestID is comprised of the first five characters of the persons last name and the last four digits of their home telephone number. This eliminates the ever-changing area codes problem and still puts a meaningful ID to your guest versus a random number. A guest can have a stored flat rate or discount percent.

Your rooms are treated as inventory items and a sale constitutes a rental of one. A separate Items and Services file tracks the sale of anything other than a room rental and can be commissionable by percent or flat rate. A room can be counted for occupancy statistics or not, which allows you to have Spas, Banquet Rooms etc. to be on your calendar. If the room is available more than once a day, the same room with different time slot and different ID can appear without affecting your statistics. Each room has standard rates, variances and separate tax for room and breakfast. A previous and current tax rate is stored. Taxes are calculated each day for accuracy. As you reserve the room you are advised of a recommended rate based on the number of persons, day of the week, seasonal variances and tax checks. You can accept that amount or override it with any amount. A Room Only discount % can be applied to the entire reservation or a specific amount (called promotional) and a reason you gave the discount.

A Source Of Business is any source which causes you revenue, can be commissionable by the day of the week, by two different percents or a flat rate or not at all and can be grouped into categories for reporting purposes.

A House Account can be established for corporate clients, wedding parties or exchange business. House accounts can have terms, aging reports, contact information, contact credit card guarantee and print statements. House accounts can have a discount percent stored.

We recommend you tie your activity to a General Ledger Account (called Departments) preferably the same ones your accounting system uses. Then the Data Exchange can be setup to record this information at month end for you eliminating double entry. The Month End Interface required depends on your accounting software (which Bitbusters InnKontrol is not) however if you can import to it, Bitbusters can export for it!

At the same time you take a reservation you can post payment, sell items or services, print letters or forms (including a report that is the

equivalent of the Print Screen ) attach a source of business which will check to see if a commission is due and reserve the room. The Kontrol file displays the deposit amount and due date for you and can be overwritten.

Other supporting functions are the user-maintainable States and Providences table, TimeZone table, Waiting table, Reminders (which are inter-office memos), Gift Certificates and an Events table. The Events table serves two purposes. There is one record for each month. The top half is a free-form "What's Going On This Month" for your reference as you take a reservation and automatically ties to the arrival date. The bottom half is for commission or management notes.

How long does it take you to back in to a credit card dispute, or locate the second guest with the different last name? With InnKontrol it would be seconds!

Any field you see you can search by, search for portions of, search using a formula against and even search using "sounds like" just to name a few. Using these extensive searches as "queries" you can then print , fax and export the data.

\*\*Automatic web site interfaces to update various online services are available for an additional fee.

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