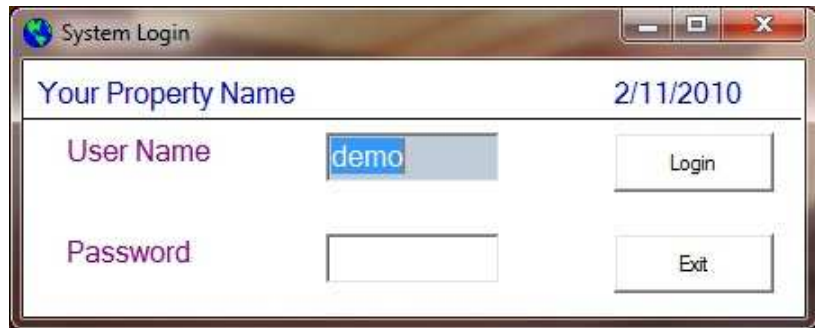


## Employee login

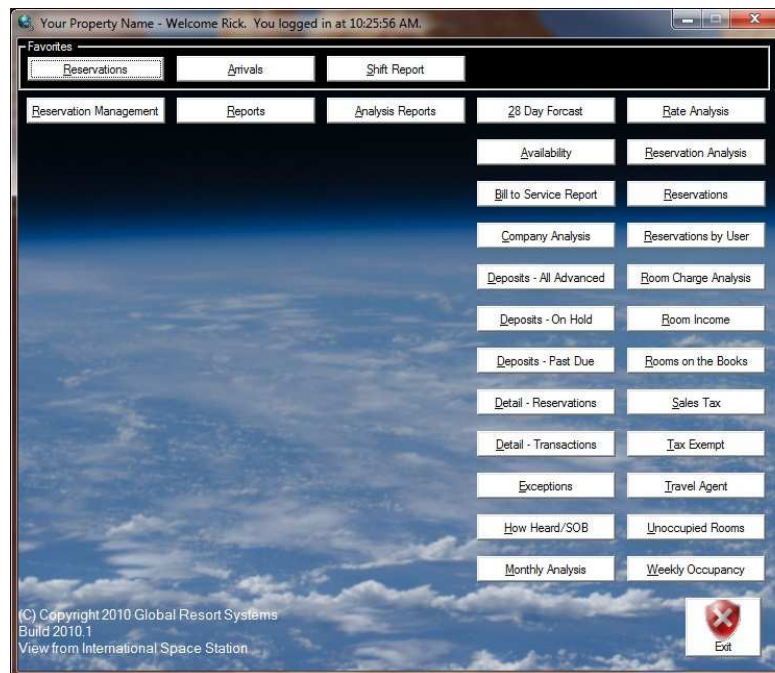
Each employee has a unique login with restrictions. You can limit which users can

- override rates
- post charges
- run reports



A screenshot of a 'System Login' window. The title bar says 'System Login'. The main area has a header with 'Your Property Name' and the date '2/11/2010'. Below this are two input fields: 'User Name' with the text 'demo' and 'Password' which is empty. To the right of the 'User Name' field is a 'Login' button. To the right of the 'Password' field is an 'Exit' button.

## System menu



All Global Resort Systems functions are accessed through the system menu. All items are button controlled which makes life easy for the lucky few who use touch screens.

Each user's access to the different functions is controlled. For example, you will want your reservationists to access all reservation functions but not necessarily be able to access functions which control pricing.

## Campgrounds

If you are running a campground, you will notice some campground specific information. You can specify which sites accommodate trailer widths and lengths, what type of camper the site will handle, and power requirements. Rates can be calculated by either a site price, or calculated by number of adults and children in the site. The system will handle standalone campgrounds and those properties running a campground and hotel from the same system.

10/21/2011-10/24/2011

Camper Type Choose Type

Camper Length (with extension)

Camper Width (with extension)

Adults

Children

Power Requirements

☒ 110

☐ 30 Amp

☐ 50 Amp

 Next

Rooms Maintenance

Your Campground Name

0/21/2011

Campsite S2 Lakeside Copy From

Room Number	Description	Key Code	Adjoining	Room
<span>S2</span>	<span>W/E Lakeside Campsite</span>			

Post Monthly Class Campsite

Post to Code Lakeside

Housekeeper

Include in Occupancy

Notes






Link

Bedrooms	<input type="checkbox"/>	Smoking	<input type="checkbox"/>	DVD	<input type="checkbox"/>
Baths	<input type="checkbox"/>	Handicap	<input type="checkbox"/>	VCR	<input type="checkbox"/>
Lofts	<input type="checkbox"/>	Jacuzzi	<input type="checkbox"/>	Internet	<input checked="" type="checkbox"/> y
Balcony	<input type="checkbox"/>	Hot Tub	<input type="checkbox"/>	Pool Table	<input type="checkbox"/>
King	<input type="checkbox"/>	TVs	<input type="checkbox"/>	Football	<input type="checkbox"/>
Queen	<input type="checkbox"/>	Fireplace	<input type="checkbox"/>	Gas Grill	<input type="checkbox"/>
Double	<input type="checkbox"/>	Refrigerator	<input type="checkbox"/>	Charcoal Grill	<input type="text"/> 1
Twin	<input type="checkbox"/>	Coffee Maker	<input type="checkbox"/>	Parking Spaces	<input type="text"/> 2
Sleeper Sofa	<input type="checkbox"/>	Washer/Dryer	<input type="checkbox"/>	Pool	<input type="checkbox"/>
Sofa	<input type="checkbox"/>	Extension	<input type="checkbox"/>	Phone Number	<input type="text"/>

Cleaning Fee  Hot Tub Fee  Security Deposit  Default Letter

Modified by Rick

Date 10/12/2011

 Update  Rename  Delete  Print  Exit

Campground

Length

Width

Accommodates

☒ 5th Wheel

☒ Bus

☒ Motor Home

☒ Pop Up

☐ Tent

☒ Trailer

☒ Truck Camper

☒ Slide Out

Power

☒ 110

☐ 30 Amp

☐ 50 Amp

## Creating a reservation

If you have ever installed a program on your computer, you most likely used some kind of wizard to assist you with the installation. You are presented choices with the familiar *Next* and *Back* buttons. The same is true in creating a reservation. We use a wizard to assist the user in the creation process. First, the arrival and departure dates are entered. The user can specify the number of rooms desired as well.

The screenshot shows a window titled "Enter arrival date, nights, and rooms". It features a central calendar for February 2010. The "Arrival Date" is set to February 9th, and the "Depart" date is also set to February 9th. The "Num" (number of rooms) is set to 1. A "Next" button with a blue arrow is at the bottom right.

The user now chooses a room from the available rooms list. Some clients choose to sort their rooms so that the least rented room shows first on the list, as in this example. Otherwise the list can be shown in an alphabetical order. Rooms can be given names or numbers. Right click on a room and you can view the particulars for the room.

A subset of rooms can be displayed via the drop down lists.

The screenshot shows a window titled "Choose a room". It includes a "Dates" section with "Arrive" (2/11/2010), "Depart" (2/13/2010), "Nights" (2), and "Rooms" (1). There are "Filter by" dropdowns for "Room Type" (All), "Building" (All), and "Room" (All). A "Smoking Preference" section has radio buttons for "All", "Smoking", and "Non Smoking". A table lists available rooms:

Room	Building	Type	Smoke	Description
103	Main	Single/Hot Tub		Single Hot Tub
104		Double		Double Room
201		King		King Bed Room
301		Ocean Front		Ocean Front Room
302		Ocean Front		Ocean Front King Bed
305		Ocean Front		Ocean Front King

At the bottom, there are "Back" and "Next" buttons with blue arrows.

Next, the available rates for the desired stay are displayed. You can configure the system to password certain rates; i.e., the comp rate could only be used by entering the proper password. Also, you can specify which users are allowed to change rates for a reservation.

Choose a rate or package

Dates

Arrive2/11/2010

Depart2/13/2010

Nights2

Rooms1

Guest and Room Information

Guest

Room TypeOcean Front

BuildingMain

Room301

Non Smoking

Display

Show Rates

Description	Rate
Daily	159.00
Corporate	129.00
Group	80.00
Owner/Guest	.00
Hotwire	85.00

Back

Next

Clicking on *Show Packages* displays the available packages for the desired time period.

Choose a rate or package

Dates

Arrive2/12/2010

Depart2/16/2010

Nights4

Rooms1

Guest and Room Information

Guest

Room Type1BR

BuildingC

RoomC207

Non Smoking

Display

Show Rates

Show Packages

Package	Description	1st Day	Other Days
06BirdieWinter	Birdie PackageWinter	83.00	58.00
06Couples Golf	Couples Golf	85.90	85.90
06DailyGolfWint	Daily Golf Winter	65.00	65.00
Anniversary Pkg	Anniversary Package	155.00	80.00
Aquarium Pkg	Aquarium Package	124.58	80.00
Couples Massage	Couples Swedish Massage	270.00	270.00
Dixie Pkg	Dixie Stampede Package	167.53	80.00
Hiking Pkg	Hiking Package	155.00	80.00
Intimacy Wed 2	Intimacy Wedding Pkg 2	198.00	99.00
Maid 1BL-DX	Maid Fee 1 Bedroom Deluxe	30.00	0.00
Maid 2BL-DX	Maid Fee 2 Bedroom Loft	40.00	0.00
Maid 2BR-DX	Maid Fee 2 Bedroom Deluxe	35.00	0.00
Maid NR1BR	Maid Fee 1 Bedroom	25.00	0.00
Maid NR1BRL	Maid Fee 1 Bedroom Loft	30.00	0.00

Back

Next

Next, the totals are displayed. Some systems make you enter more information before you can see the totals. We allow you an easy method to quote a stay.

At this point, the user can add any additional charges (crib, extra person, pet fees, etc.) to the reservation. Also, any discounts can be taken. This example adds an extra \$25 reservation fee and \$10 cleaning fee to the reservation. These can be overridden with the correct password.

The 'Rate totals...' window displays reservation details and a breakdown of charges. The reservation information includes arrival and departure dates, number of nights, room type, building, room number, and the rate type. The rate information section shows a table with columns for the rate type, room type, and the total cost. The table includes rows for the base rate, taxes, service charges, and fees, leading to a final total.

Reservation Info		
Arrive	2/12/2010	
Depart	2/16/2010	
Nights	4	
Room Type	1BR	
Building	C	
Room	C207	
Rate	2 or More Night	

Rate Info		
2 or More Night	1 Bedroom	\$99.00
Rate		\$99.00
Add On		\$396.00
Discount		
Tax	\$13.89	\$55.58
Service Charge		
Fees	\$40.00	\$40.00
Total	\$152.89	\$491.58

Navigation buttons: Back (left arrow), Next (right arrow)

Previous guests can be searched by various criteria, or clicking on **New** allows the user to enter a new guest's information.

The 'Search Database' window provides options to search for existing guests or add a new one. It features a 'Database' section with a 'Guest' button, a 'Field' section with radio buttons for different search criteria, and a 'Search' section with a text input field and a 'New' button. The 'Search' section also includes 'End' and 'Back' buttons.

Database: ☒ Guest

Field: Choose a field to search on...

- ☒ Last Name
- ☐ Reservation Number
- ☐ Group Name
- ☐ Arrival Date
- ☐ Company Name
- ☐ Phone
- ☐ Email

Search: Enter your search criteria...

Buttons: New, End, Back

When dealing with a previous guest, you rarely need to touch the keyboard to create a reservation.



This example shows all previous guests whose last name starts with S.

Choose the guest by double clicking the name.

Search Database

Database

Guest

Field

Loading guests...

Last Name

Reservation Number

Group Name

Arrival Date

Company Name

Phone

Email

Search

Enter your search criteria...

S

New

Find

Back

Number	Name	Address	City	State	Zip	Phone	Group
12	Sanders, James	1 Fowl Road	Nashville	TN	32489		
51	Skywalker, Annican						
52	Skywalker, Luke						
25	Smith, Joe						First Baptist Church
20	Smoltz, John	1 Tomahawk Road	Atlanta	GA	33333	222-222-222	Hall of Fame
44	Stansfield, Lisa						Hanna Barbara
40	Streisand, Barbara						Fowl Watchers of A

Back

Next

This example shows a guest who is a member of a group and their room charges will be billed to a master bill. The user can choose how this guest heard of the property and can choose from an unlimited number of confirmation letters. The letter can either be emailed or printed.

Create Reservation

Your Property Name

2/12/2010

Reservation Info

Reservation

202955

Arrive

2/12/2010

Depart

2/19/2010

Nights

7

Room Type

Single/Hot Tub

Building

Main

Room

103

Rate

Daily

Adult

1

Child

Group

Chicken Fryers of America

Master Bill

148667

Incidentals

Notes

How Heard

Travel Agent

Letter

Housekeeper Remarks

Search

Last

Sanders

First

James

Middle

Surname

Col.

Company

Kentucky Fried Chicken

Address1

1 Fowl Road

Address2

City

Nashville

State

TN

Zip

32489

Salutation

Email

Phone

Fax

Bus Phone

Cell Phone

Daily

Single Hot Tub

\$89.00

Room

\$89.00

\$623.00

Add On

Discount

Taxes

\$8.90

\$62.30

Service Charge

Fees

Total

\$97.90

\$685.30

Back

Next

Next we get deposit and credit card information.

Enter deposit information

Deposit

No deposit required

Request deposit

Credit Card on file to hold room

Deposit required

Transfer existing deposit

Vacation Club

Due

1/28/2010

Amount

129.00

Back

Next

Enter credit card information

Credit Card

Use existing credit card

Use new credit card

Reservation Info

Reservation

202955

Arrive

2/11/2010

Depart

2/13/2010

Nights

2

Room Type

Ocean Front

Building

Main

Room

301

Rate

Corporate

Type

Visa

Number

4444000011112222

Expire Date

06/13

Holder

James Sanders

Address

City

State

Zip

Back

Next

Now we can review the information then click finish to complete the reservation process.

Finalize reservation

Reservation Info

Reservation

202955

Arrive

2/11/2010

Depart

2/13/2010

Nights

2

Room Type

Ocean Front

Building

Main

Room

301

Rate

Corporate

Deposit Info

Deposit required

Due

1/28/2010

Amount

\$129.00

Type

Visa

Number

4444000011112222

Expire

0613

Holder

James Sanders

Guest Info

James Sanders

1 Fowl Road

Nashville, TN 32489

Rate Info

Corporate

\$129.00

Total rate

\$258.00

Total add ons

\$0.00

Total discount

Total taxes

\$25.80

Total service charge

\$0.00

Total fees

\$0.00

Total stay

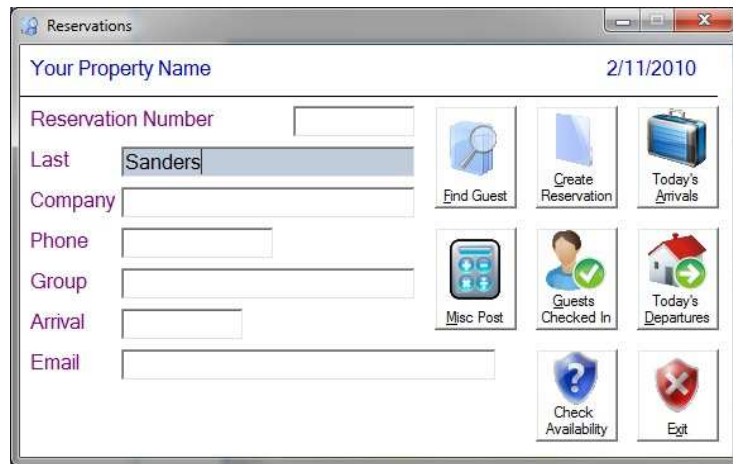
\$283.80

Back

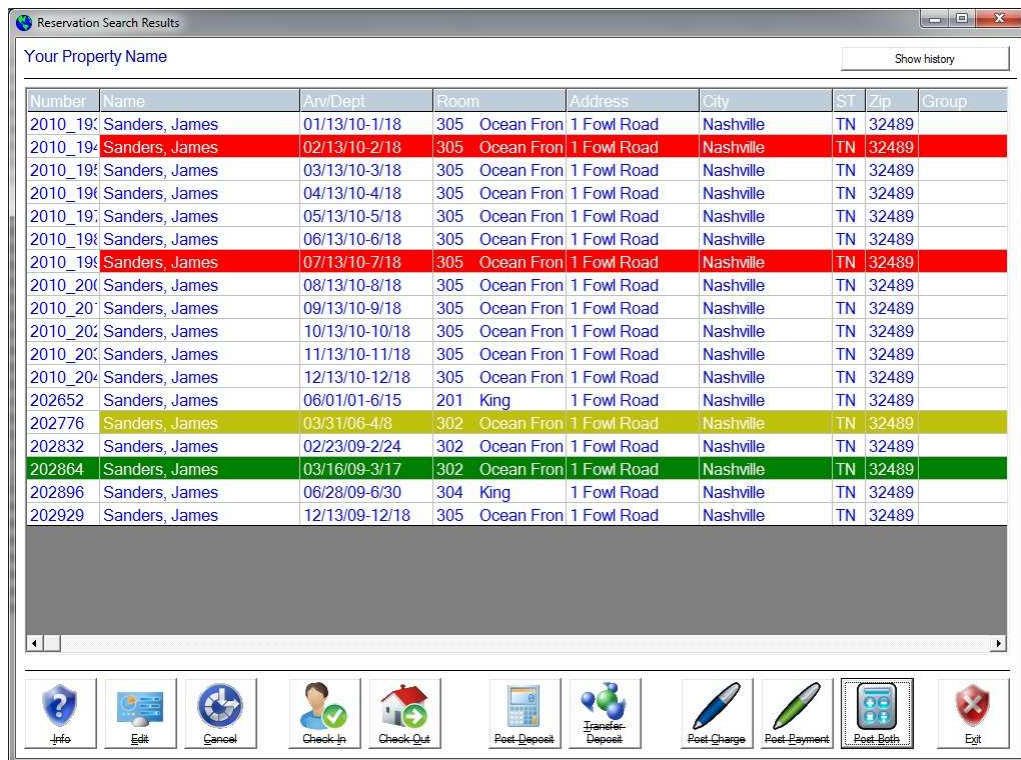
Finished

## Editing/canceling a reservation, posting miscellaneous charges

We offer various search criteria for viewing/editing/cancelling a reservation. In this example, we are searching existing reservations for all guests whose last name starts with Br.



The 'Reservations' window features a search form on the left and a grid of action buttons on the right. The form includes fields for 'Reservation Number', 'Last' (containing 'Sanders'), 'Company', 'Phone', 'Group', 'Arrival', and 'Email'. The right side contains buttons for 'Find Guest', 'Create Reservation', 'Today's Arrivals', 'Misc Post', 'Guests Checked In', 'Today's Departures', 'Check Availability', and 'Exit'.



The 'Reservation Search Results' window displays a table of reservation data. The table has columns for Number, Name, Arr/Dept, Room, Address, City, ST, Zip, and Group. The rows are color-coded: white for open reservations, red for cancelled, and gold for checked-out. A 'Show history' button is located at the top right. A toolbar at the bottom provides actions for each reservation, including Info, Edit, Cancel, Check-In, Check-Out, Post-Deposit, Transfer-Deposit, Post-Charge, Post-Payment, Post-Both, and Exit.

Number	Name	Arr/Dept	Room	Address	City	ST	Zip	Group
2010_19	Sanders, James	01/13/10-1/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	02/13/10-2/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	03/13/10-3/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	04/13/10-4/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	05/13/10-5/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	06/13/10-6/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_19	Sanders, James	07/13/10-7/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_20	Sanders, James	08/13/10-8/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_20	Sanders, James	09/13/10-9/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_20	Sanders, James	10/13/10-10/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_20	Sanders, James	11/13/10-11/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
2010_20	Sanders, James	12/13/10-12/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
202652	Sanders, James	06/01/01-6/15	201 King	1 Fowl Road	Nashville	TN	32489	
202776	Sanders, James	03/31/06-4/8	302 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
202832	Sanders, James	02/23/09-2/24	302 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
202864	Sanders, James	03/16/09-3/17	302 Ocean Fron	1 Fowl Road	Nashville	TN	32489	
202896	Sanders, James	06/28/09-6/30	304 King	1 Fowl Road	Nashville	TN	32489	
202929	Sanders, James	12/13/09-12/18	305 Ocean Fron	1 Fowl Road	Nashville	TN	32489	

Note the color scheme. White is an open reservation, red has been cancelled, gold means the reservation has been checked out. The user can either double-click to edit, or, click once and choose an option from the buttons. Right clicking a reservation gives the options for users who are accustomed to right click functions.



Clicking on the *Today's Arrivals* button shows all guest due to arrive today.

**Check In Guests**

Your Property Name \_\_\_\_\_ 2/11/2010


---

Arrival Date All



---

2/11/2010

Reservation	Name	Arr/Dept	Room/Bldg	By	Group
2010_170	Lowrance, Joe	2/11-2/15	304 Main King	demo	Tax Seminar
202955	Sanders, James	2/11-2/13	301 Main Ocean Fr	Rick	


Change Date

Check In

Reservation Info		Adult		Number of Keys
Number	2010_170	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrival	2/11/2010	Child	<input type="checkbox"/>	
Depart	2/15/2010	Group	Tax Seminar	Master Bill <input type="text"/>
Nights	4	Incidentals	<input type="checkbox"/>	
Rooms	1		<input type="text"/>	How Heard <input type="text"/>
Room Type	King			Travel Agent <input type="text"/>
Building	Main			
Room	304			

Housekeeper Remarks	
<input type="text"/>	









  

Last <input type="text" value="Lowrance"/>		Daily		King Non Smoking	110.00
First	<input type="text" value="Joe"/>	Room	110.00	440.00	
Middle	<input type="text" value="Surname Mr."/>	Add On	0.00	0.00	Total Stay 484.00
Company	<input type="text" value="Lowrance Consulting"/>	Discount			Less Deposits .00
Address1	<input type="text" value="1 Providence Road"/>	Taxes	11.00	44.00	
Address2	<input type="text"/>	Service Charge	0.00	0.00	Folio Balance .00
City	<input type="text" value="Charlotte"/>	Fees	.00	.00	Total Due 484.00
State	<input type="text" value="NC"/> Zip <input type="text" value="27771"/>	Total	121.00	484.00	
Phone	<input type="text"/> Bus Phone <input type="text"/>				
Fax	<input type="text"/> Cell Phone <input type="text"/>				
Email	<input type="text"/>				

License Plate State	Number
<input type="text"/>	<input type="text"/>

							
Check In	Scan	Print Reg Sheet	Post Charge	Post Payment	Detail	Print	Exit

Checking a guest out

Clicking the *To-day's Departures* button displays all guests checking out. Simply choose from the list.

Reservations

Your Property Name

2/11/2010

Reservation Number

Last

Sanders

Company

Phone

Group

Arrival

Email

Find Guest

Create Reservation

Today's Arrivals

Misc Post

Guests Checked In

Today's Departures

Check Availability

Exit

Guests Departing

Your Property Name

2/11/2010

Date

Building

All

Room

2/13/2010

09

Change Date

Reservation	Name	Arr/Dept	Room/Bldg	Group	Rate
202955	Sanders, James	2/11-2/13	301 Main		\$-129.00

No need to touch the key-board in the check out process.

Check Out

Your Property Name

2/11/2010

Arrival

Depart

Nights

Rooms

Building

Room

3/23/2006

3/25/2006

2

1

Main

102

Guest Information

Reservation

202769

Number of Keys

Last

Craddock

First

Bain

Middle

Surname

Company

Address1

Address2

City

State

Zip

Phone

Fax

Notes

Group

Eagles

Master Bill

Incidentals

Balance

\$345.90

Payment Code

Amount

Payment

345.90

CC Number

Expire Date

CC Holder

Reference Number

Type	Date	System Code	Description	Total
Nightly	3/23/2006	Rollaway	Rollaway Cot	\$5.30
Nightly	3/23/2006	Corporate	Double None Smoking	\$110.00
Nightly	3/24/2006	Rollaway	Rollaway Cot	\$5.30
Nightly	3/24/2006	Corporate	Double None Smoking	\$110.00
Late	3/25/2006	Rollaway	Rollaway Cot	\$5.30
Late	3/25/2006	Corporate	Double None Smoking	\$110.00
Total				\$345.90

Check Out

Post Payment

Post Refund

Post Charge

Detail

Transactions

Print

Notes

Exit

## Checking availability

Easily check availability and occupancy numbers for any time period.

Rooms Grid 2/4/2010

Grid start date: 2/4/2010

30 Days 60 Days 90 Days 120 Days

Building: All Room Type: All

Date	2/4	2/5	2/6	2/7	2/8	2/9	2/10	2/11	2/12	2/13
Available	24	26	26	24	11	11	12	19	31	30
Taken	64	62	62	64	77	77	76	69	57	58
Total Rooms	88	88	88	88	88	88	88	88	88	88
Occupancy	72.73	70.45	70.45	72.73	87.5	87.5	86.36	78.41	64.77	65.91
Arrivals	0	1	0	2	13	0	1	0	1	2
Departures	2	3	0	0	0	0	2	7	13	0
2310 MAIN 1BDSS	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio	Hladio
2311 MAIN 1BDSS	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon	Bardon
2312 MAIN 1BDSS	Scott	Scott	Scott	Scott	Scott	Scott	Scott	Scott	Scott	Scott
2313 MAIN 1BDSS	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes	Birkes
2314 MAIN 1BDSS	Berube	Berube	Berube	Berube	Berube	Berube	Berube	Berube	Berube	Berube
2315 MAIN 1BDSS	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson	Thompson
2316 MAIN 1BDSS	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski	Kozlowski
2401 MAIN 1BDSS					Martin	Martin	Martin	Martin		
2402 MAIN 1BDSS		Tanner	Tanner	Tanner	Tanner	Tanner	Tanner	Tanner	Tanner	Tanner
2403 MAIN 1BDSS	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya	Kamiya
2404 MAIN 1BDSS	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard	Dennard
2405 MAIN 1BDSS	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada	Hamada
2406 MAIN 1BDSS					Dean	Dean	Dean	Dean		
2407 MAIN 1BDSS	Miura	Miura	Miura	Miura	Miura	Miura	Miura	Miura	Miura	Miura
2408 MAIN 1BDSS	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook	Philbrook
2501 MAIN 2BDRM					Ervin	Ervin	Ervin	Ervin	Dowden	
2502 MAIN 2BDRM	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson	Isaacson
2503 MAIN STUDIO					Green	Green	Green	Green		
2504 MAIN STUDIO	Smith				Stewart	Stewart	Stewart	Stewart		
2505 MAIN STUDIO					Washington	Washington	Washington	Washington		
2506 MAIN STUDIO					Gray	Gray	Gray	Gray		
2507 MAIN STUDIO	Okauchi				Ford	Ford	Ford	Ford		
2508 MAIN STUDIO	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson	Wilson

Colors: Checked In (green), Deposit Received (red), Owes Deposit (blue), Web Rez (purple), Checked Out (yellow), Credit Card on File (orange), Open Room (white)

Back Next

You can even drag your mouse over a time period to create a reservation.

Double click to view a reservation.

Edit reservation

Active 2/11/2010

Reservation Info

Number 202888

Arrival 6/17/2009

Depart 6/18/2009

Nights 1

Rooms 1

Room Type Ocean Front

Building Main

Room 302

Last Craddock

First Bain

Middle Surname

Company

Address1 1 CB Road

Address2

City Wilmington

State NC Zip 98011

Salutation

Email

Adult 2

Child

Group

Incidentals

Deposit Due Date

Deposit Amount

How Heard

Travel Agent

Letter

Housekeeper Remarks

Daily Ocean Front King Bed 159.00

Room 159.00 159.00

Add On 0.00 0.00

Discount

Taxes 15.90 15.90

Service Charge 0.00 0.00

Fees .00 .00

Total 174.90 174.90

License Plate State

License Plate Number

Date Created 6/4/2009

Update Credit Card Sign Room Detail Transactions Print Exit

Cancel Reservation Post Deposit