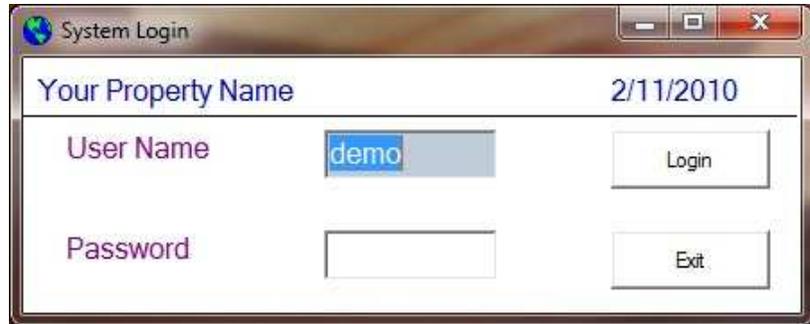


## Employee login

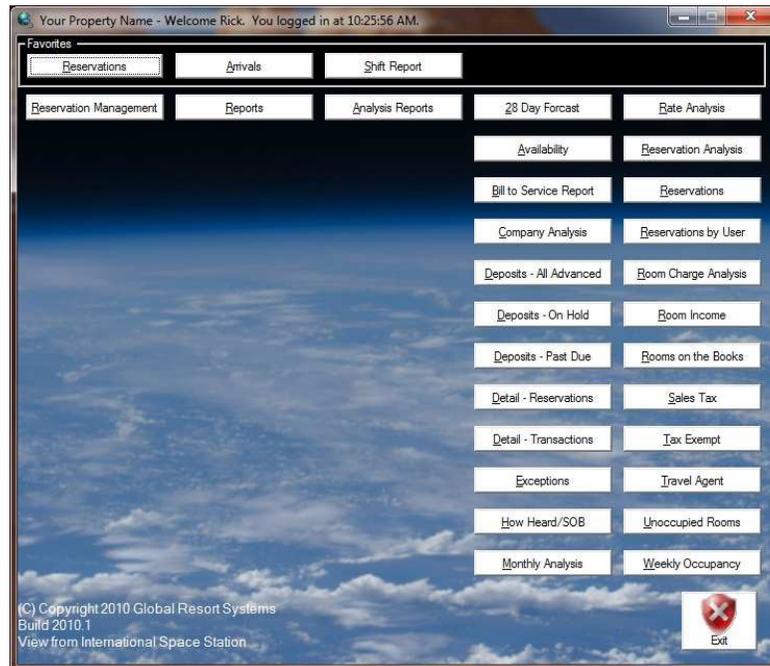
Each employee has a unique login with restrictions. You can limit which users can

- override rates
- post charges
- run reports



A screenshot of a 'System Login' window. The title bar reads 'System Login'. The main area is divided into two sections. The top section is labeled 'Your Property Name' and shows the date '2/11/2010'. Below this, there 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, and 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



Rooms Maintenance

Your Campground Name 0/21/2011

Campsite S2 Lakeside Copy From

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

Post Monthly Class Campsite Bedrooms  Smoking  DVD

Post to Code Lakeside Baths  Handicap  VCR

Housekeeper Lofts  Jacuzzi  Internet

Include in Occupancy  Balcony  Hot Tub  Pool Table

Notes King  TVs  Foosball

Queen  Fireplace  Gas Grill

Double  Refrigerator  Charcoal Grill  1

Twin  Coffee Maker  Parking Spaces  2

Sleeper Sofa  Washer/Dryer  Pool

Sofa  Extension  Phone Number

Link

Cleaning Fee  Hot Tub Fee  Security Deposit  Default Letter

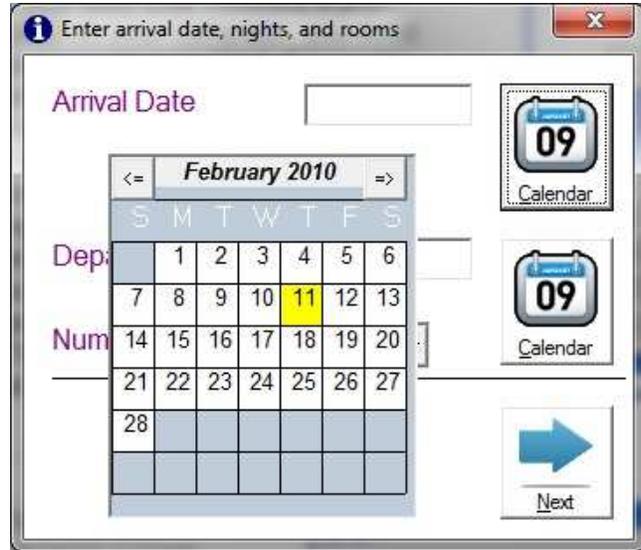
Modified by Rick

Date 10/12/2011

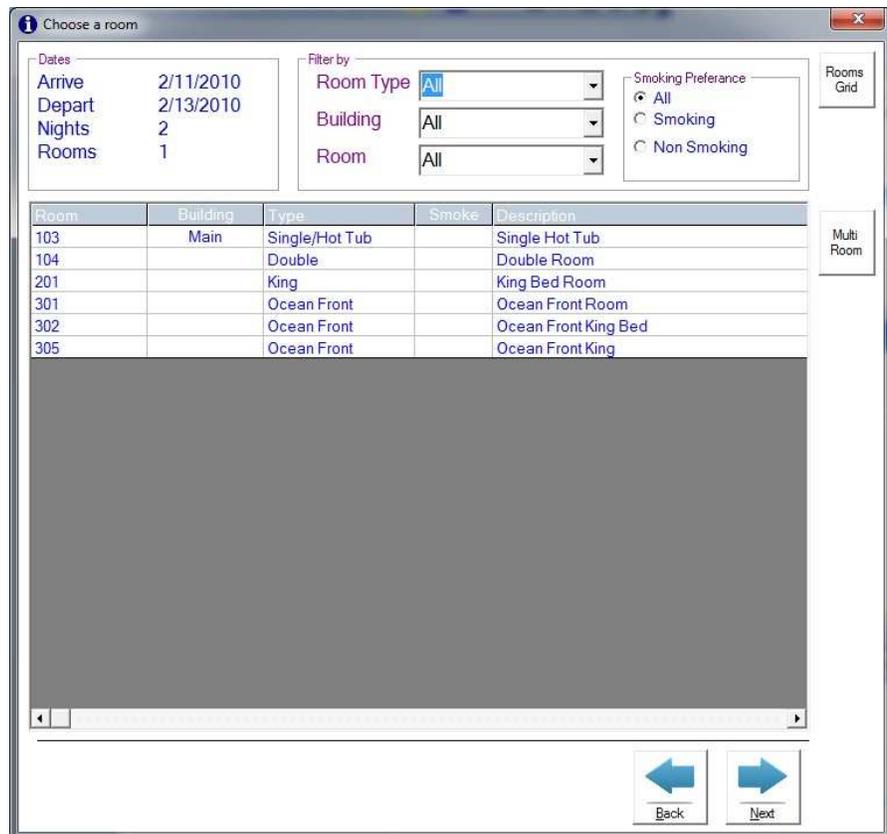
## Creating a reservation

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.

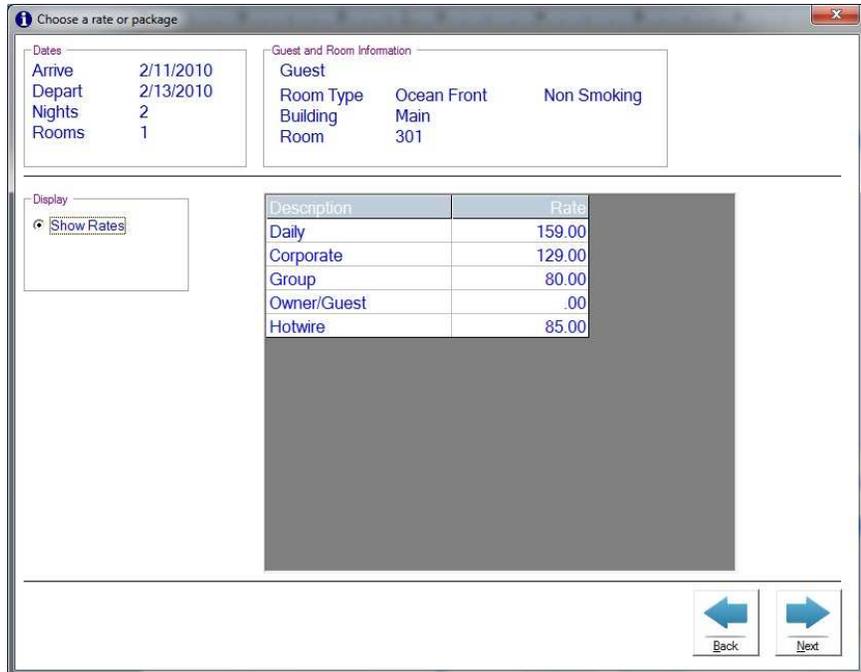


The user now chooses a room from the available rooms list. Some clients choose to sort their rooms so that the least rented room shows first on the list, as in this example. Otherwise the list can be shown in an alphabetical order. Rooms can be given names or numbers. Right click on a room and you can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

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



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.



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



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.

The screenshot shows a window titled "Rate totals...". It is divided into two main sections: "Reservation Info" and "Rate Info".

**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:**

Rate	1 Bedroom	\$99.00
Rate		\$396.00
Add On		
Discount		
Tax	\$13.89	\$55.58
Service Charge		
Fees	\$40.00	\$40.00
<b>Total</b>	<b>\$152.89</b>	<b>\$491.58</b>

At the bottom right of the window, there are two buttons: "Back" (with a left-pointing arrow) and "Next" (with a right-pointing arrow).

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.

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

The screenshot shows a window titled "Search Database". It has three main sections:

- Database:** A dropdown menu with "Guest" selected.
- Field:** A section titled "Choose a field to search on..." with radio button options: Last Name (selected), Reservation Number, Group Name, Arrival Date, Company Name, Phone, and Email.
- Search:** A text input field containing "Crad", with a "New" button (person icon) and an "Find" button (magnifying glass icon) to its right.

At the bottom right, there is a "Back" button with a left-pointing arrow.

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.

The screenshot shows a 'Search Database' window with the following sections:

- Database:** A dropdown menu with 'Guest' selected.
- Field:** A list of search criteria including 'Last Name' (selected), 'Reservation Number', 'Group Name', 'Arrival Date', 'Company Name', 'Phone', and 'Email'.
- Search:** A text input field containing the letter 'S', with 'New', 'Find', and 'Back' buttons to its right.
- Table:** A table listing guests with columns for Number, Name, Address, City, State, Zip, Phone, and Group. The first row is highlighted.
- Navigation:** 'Back' and 'Next' buttons at the bottom right.

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

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.

The screenshot shows a 'Create Reservation' window with the following sections:

- Property Info:** 'Your Property Name' and '2/12/2010'.
- Reservation Info:** Reservation 202955, Arrive 2/12/2010, Depart 2/19/2010, 7 Nights, Single/Hot Tub Room Type, Main Building, Room 103, Daily Rate.
- Guest Info:** Last Name: Sanders, First Name: James, Middle: [ ], Surname: [Col.], Company: Kentucky Fried Chicken, Address1: 1 Fowl Road, City: Nashville, State: TN, Zip: 32489.
- Group Info:** Adult: 1, Child: [ ], Group: Chicken Fryers of America, Master Bill: 148667.
- Incidentals:** [ ]
- Notes:** [ ]
- Housekeeper Remarks:** [ ]
- Letter Selection:** How Heard, Travel Agent, Letter.
- Summary Table:** A table showing charges for Daily, Single Hot Tub, Room, Add On, Discount, Taxes, Service Charge, Fees, and Total.
- Navigation:** 'Back' and 'Next' buttons at the bottom right.

Category	Amount	Total
Daily		
Single Hot Tub		
Room	\$89.00	\$623.00
Add On		
Discount		
Taxes	\$8.90	\$62.30
Service Charge		
Fees		
<b>Total</b>	<b>\$97.90</b>	<b>\$685.30</b>

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 screenshot shows the 'Reservations' application window. At the top, it displays 'Your Property Name' and the date '2/11/2010'. Below this, there are several search criteria fields: 'Reservation Number', 'Last' (filled with 'Sanders'), 'Company', 'Phone', 'Group', 'Arrival', and 'Email'. To the right of these fields are several icons for actions: 'Find Guest', 'Create Reservation', 'Today's Arrivals', 'Misc Post', 'Guests Checked In', 'Today's Departures', 'Check Availability', and 'Exit'.

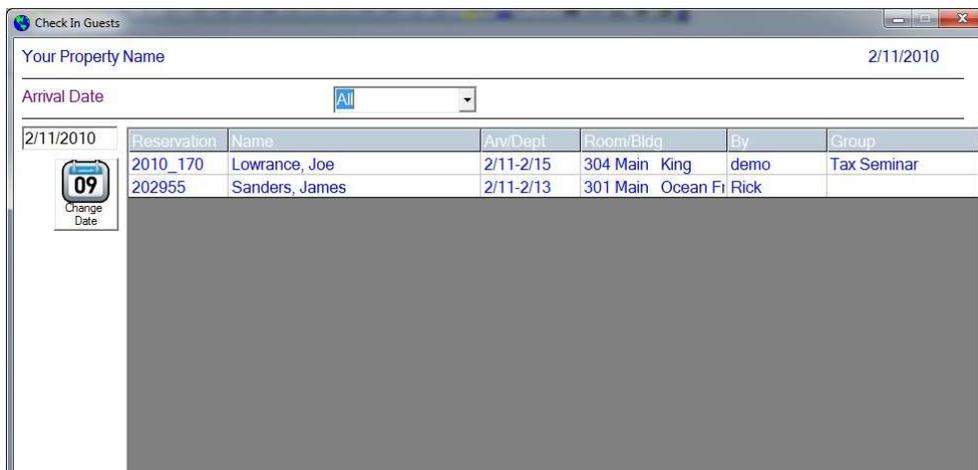
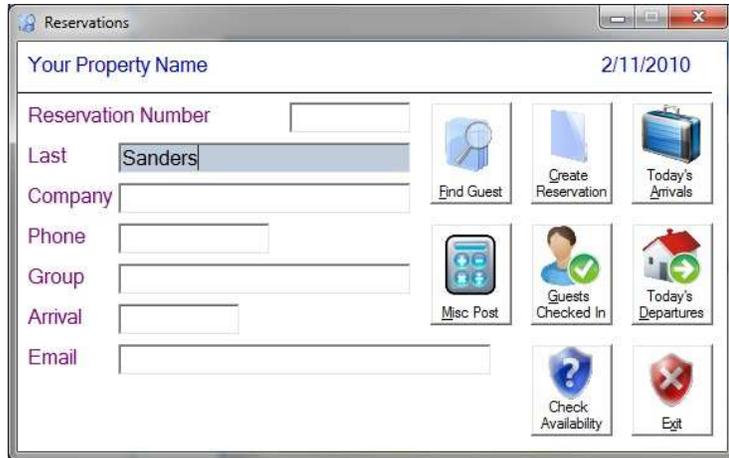
The screenshot shows the 'Reservation Search Results' window. It displays a table of reservations for a guest named Sanders, James. The table has columns for Number, Name, Arr/Dept, Room, Address, City, ST, Zip, and Group. The reservations are color-coded: white for open, red for cancelled, and gold for checked out. Below the table is a toolbar with icons for various actions: 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	
202852	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	

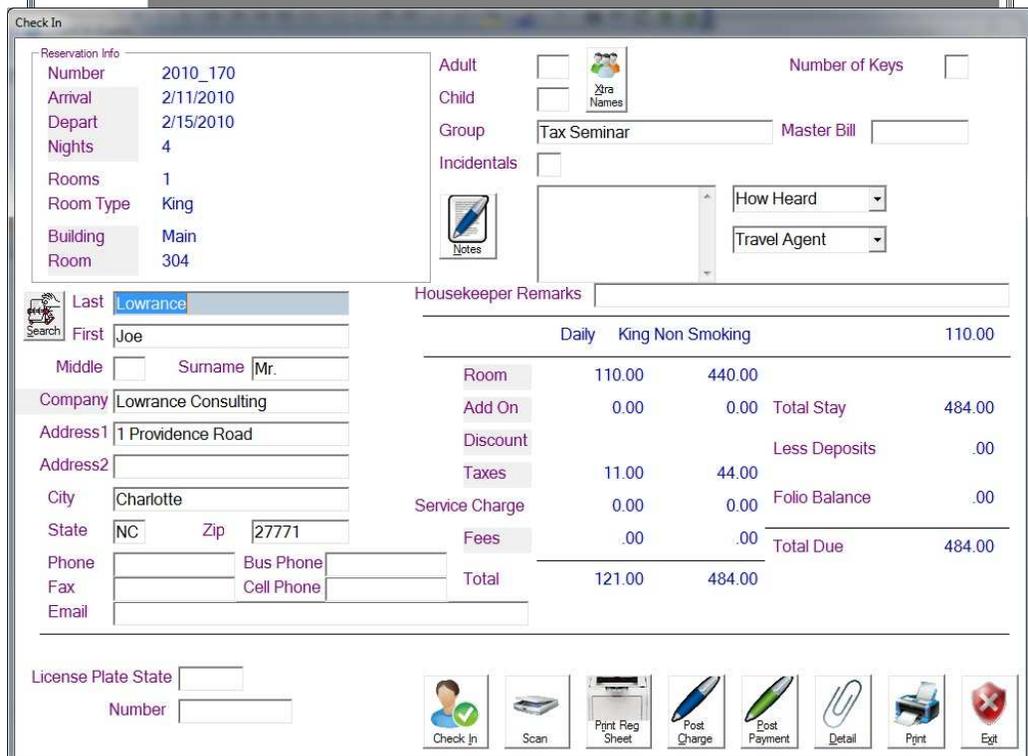
Note the color scheme. White is an open reservation, red has been cancelled, gold means the reservation has been checked out. The user can either double-click to edit, or, click once and choose an option from the buttons. Right clicking a reservation gives the options for users who are accustomed to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

Checking a guest in

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



Double clicking a guest brings up the check in screen with the total due displayed. To check a guest in, we have not touched the keyboard once. Could it be any simpler?



[Checking a guest out](#)

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

Reservations window showing search filters and navigation buttons. The window title is "Reservations" and the date is 2/11/2010. The "Your Property Name" field is empty. The "Reservation Number" field is empty. The "Last" field contains "Sanders". The "Company" field is empty. The "Phone" field is empty. The "Group" field is empty. The "Arrival" field is empty. The "Email" field is empty. Navigation buttons include "Find Guest", "Create Reservation", "Today's Arrivals", "Misc Post", "Guests Checked In", "Today's Departures", "Check Availability", and "Exit".

Guests Departing window showing a table of reservations. The window title is "Guests Departing" and the date is 2/11/2010. The "Your Property Name" field is empty. The "Date" field is 2/13/2010. The "Building" field is "All" and the "Room" field is empty. A "Change Date" button is visible. The table below shows the following data:

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

No need to touch the keyboard in the check out process.

Check Out window showing guest information and payment details. The window title is "Check Out" and the date is 2/11/2010. The "Your Property Name" field is empty. The "Arrival" field is 3/23/2006, the "Depart" field is 3/25/2006, the "Nights" field is 2, and the "Rooms" field is 1. The "Building" field is "Main" and the "Room" field is "102". The "Guest Information" section includes "Last" (Craddock), "First" (Bain), "Middle" (Surname), "Company", "Address1", "Address2", "City", "State", "Zip", "Phone", "Fax", "Notes", and "Group" (Eagles). The "Reservation" field is 202769 and the "Number of Keys" field is empty. The "Master Bill" field is empty, the "Incidentals" field is empty, and the "Balance" field is \$345.90. The "Payment Code" field is "Payment" and the "Amount" field is 345.90. The "CC Number", "Expire Date", and "CC Holder" fields are empty. The "Reference Number" field is empty. The table below shows the following data:

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

## 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	1	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			
2505 MAIN STUDIO					Washington	Washington	Washington	Washington		
2506 MAIN STUDIO					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 (Light Blue), Open Room (White)

Navigation: Back, Next

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

Adult 2, Child 0, Group, Master Bill, 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
<b>Total</b>	<b>174.90</b>	<b>174.90</b>

License Plate State, License Plate Number, Date Created 6/4/2009

Buttons: Update, Credit Card, Swap Room, Detail, Transactions, Print, Exit

Double click to view a reservation.