

Hotel for you, Schwarzenbach Hotelsoftware

First Steps

Combine hospitality with the most modern software to manage your hotel: On the PC at your reception desk, with the I-Pad or via an Internet browser when you are out and about. We have thought of everything because we have over 20 years of hotel experience.

Suite Junior

FIRST STEPS

S4H

B. Schwarzenbach
First Steps

Hotel for you
B. Schwarzenbach

Begin : 5

Reserve a room for a guest: 5

Send a reservation confirmation via email (preview) 6

Check in a guest 6

Print an invoice (preview) 7

Check out a guest 7

Send the guest an SMS 8

restaurant bills on the room 8

Book and print restaurant bills 8

Book additional services and tourist tax on the room 9

Book tourism tax 9

Collective invoice 10

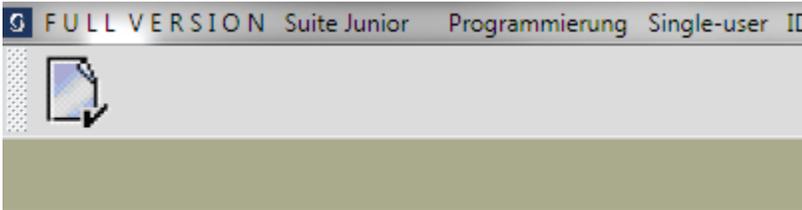
 Other ADR 10

 Vacant positions 10

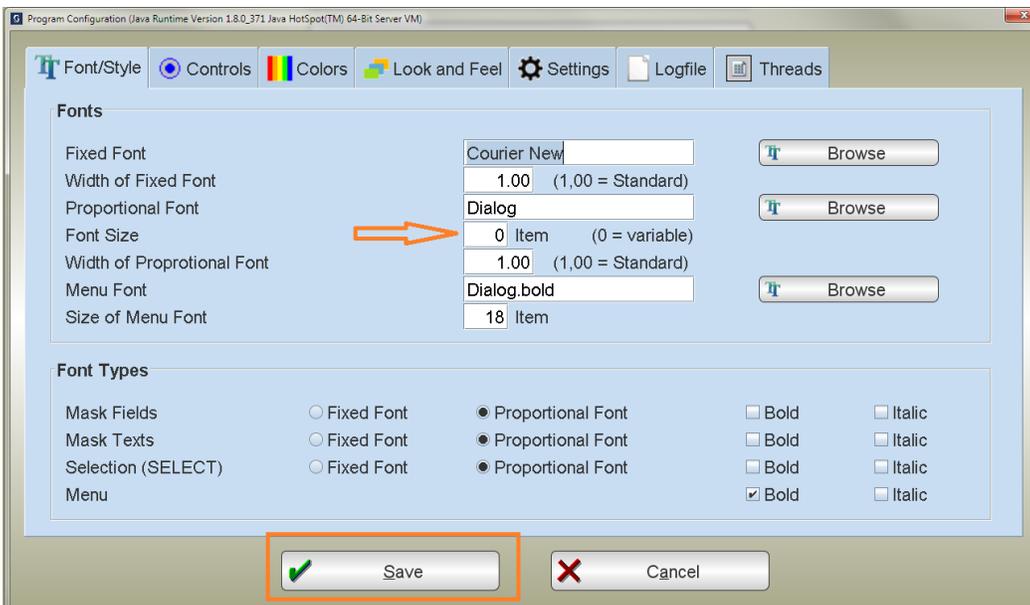
Express manual

Generally:

If the format for displaying the hotel software on the screen is too small or too large. Let the hotel program calculate and set it automatically. Open the hotel program. At the top left you will see an icon which you click on.



It appears

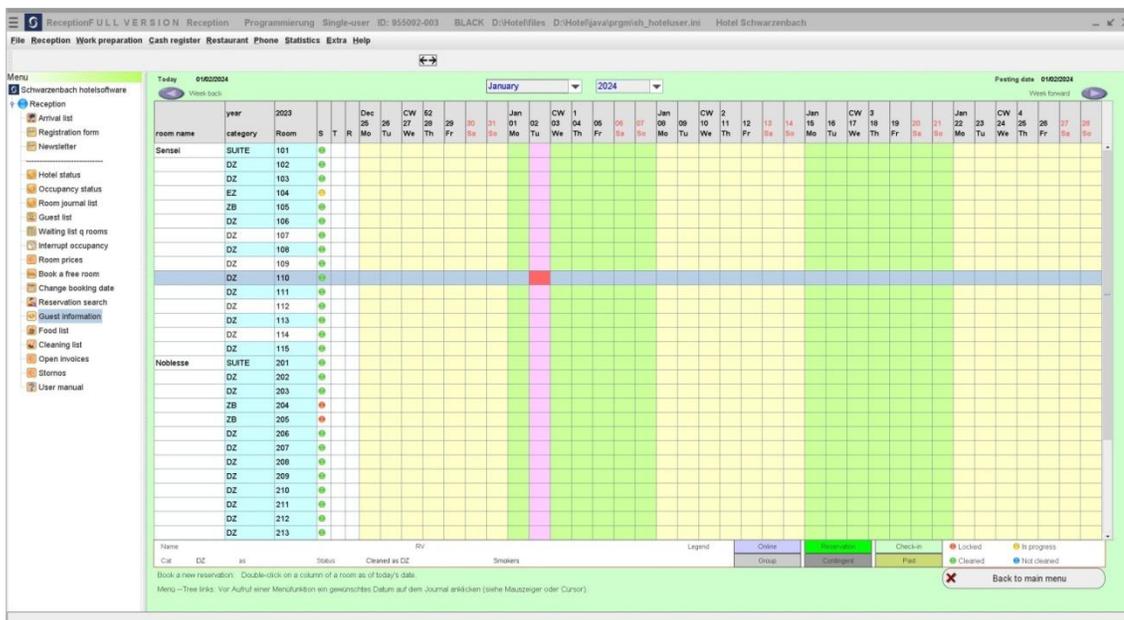


Set Font Size to "0" and then finish with Save.
Exit and restart the hotel software.
The hotel software should now be adapted to the screen.

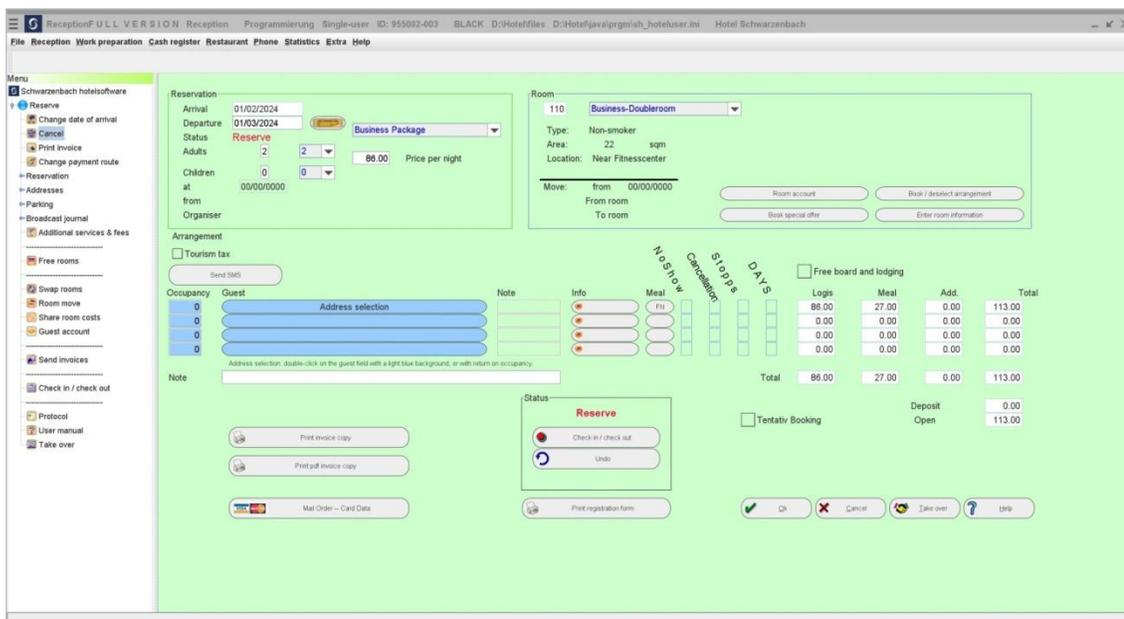
Five things that make using the hotel software incredibly easier.

- 1) The program is structured in such a way that you can always go back one step (mask) using the ESC key or the right mouse button. It can be set in the purchase version under Setup...System.
- 2) In the room journal, the lists such as "Arrival list", "Guest list", "Catering list", "Cleaning list", "Interruption of occupancy" and "Book free rooms" refer to the booking date. The booking date is the cursor of the room journal and is also displayed at the top right of the room journal. If you place the cursor on a date, this is considered the booking date. Select one of the lists and receive the information for that date. This means that the hassle of entering a date is a thing of the past.

The catering list is valid from 5:00 p.m. until 5:00 p.m. the following day. If the catering list is accessed after 5:00 p.m., it applies to the current day. The next day, the list remains that of the previous day until 5:00 p.m. This approach has proven effective as the kitchen and restaurant require information for preparation only after 5:00 p.m.



- 3) You can activate a function by double-clicking on all fields highlighted in light blue. For example in the reservation mask “Occupancy” and “Guest”. The reservation mask is about the guest address.



- 4) To make the reservation mask easier to use, the default setting for categories can be set to single occupancy or multiple occupancy. This saves you some input and allows you to reach your goal more quickly.
- 5) Sustainable -- PDF generated offers, reservation confirmations, invoices and cancellations can be sent by email or fax. Mini-invoices do not need to be printed if the guest does not want an invoice. However, these invoices are available electronically as PDFs and can be accessed at any time if necessary. All invoices - PDF's can be handed over to the tax advisor on a data medium instead of the previous paper.

Begin :

After starting the program, even before you press a button (make a selection), the following function keys are active

F1 = Configuration
F2 = Set up room journal colors
F3 = Set mouse pointer color
F4 = Set up printer

We start now:

Reserve a room for a guest:

Press the "RECEPTION" button.

You are now in the room journal.

To reserve (book) a room, double-click on a room with the corresponding date.

You are now in the reservation mask (booking mask).

To assign a guest to a room, double-click on one of the light blue fields under "Occupancy/Guest".

A pop-up menu appears: You can now choose between "address full-text search", "address selection" or "new address".

If you want to enter a new address and have selected the corresponding menu item, you will be taken to the "Billing address" screen.

Here you have the option to choose between company address, guest address (private address of the guest) and sending address (e.g. third-party company, explanation below).

Corporate customer: Please enter the company address *and* the guest address here.

Private guest: Only the guest address needs to be entered here.

Sending address: Please enter the address to which a reservation confirmation should be sent here.

Please fill out *all* fields of the respective mask.

Specifying a sending address is necessary, for example, if a company orders a room for another company guest and would like to receive a reservation confirmation by email or fax.

Once you have confirmed everything, you will be asked: "Reserve Yes, No".

"Yes": It goes back to the room journal. There you will see an "R" (= reserved) where you double-clicked.

You have booked the guest into the room.

By the way:

If you point the mouse cursor at a room that has already been recorded in the room journal, the room status with occupancy will automatically appear after a short time.

Send a reservation confirmation via email (preview)

Press the “RECEPTION” button.
You are now in the room journal.

Double-click on a room with the occupancy mark “R”.
You are now in the reservation mask (booking mask).

You press the mouse on the symbol for “reservation by email”.



A mask appears with various selection options.
You press “OK”. (English and German are available)

An editing mask now appears. There you can improve and/or supplement the pre-written text.

The “SEND EMAIL” button is blocked in the trial version. In the purchase version you can use this to send the reservation confirmation to the email address provided.

Use the ESC key, the right mouse button or the “CANCEL” button to go back one step in the menu.

You are now back in the reservation mask (booking mask).

Check in a guest

Press the “RECEPTION” button.

You are now in the room journal.

Double-click on a room with the occupancy mark “R”.

You are now in the reservation mask (booking mask).

Now press the mouse on the symbol for the “Checkin/Checkout” status.



You will be asked “CHECKIN YES/NO”.
You choose YES.
You will then see that the status has changed to “OCCUPY”.

You have checked in the guest.

Use the ESC key or the right mouse button to go back one step.

You are in the room journal.
There you will see that the occupancy marking has changed from “R” to “B”.

Print an invoice (preview)

Press the “RECEPTION” button.

You are now in the room journal.

Double-click with the mouse on a room with the occupancy mark “B”.

You are now in the reservation mask (booking mask).

Now press the mouse on the ICON for “Print reservation or invoice”



A mask will appear that allows you to select the payment method by double-clicking on the “Euro-Mastercard” default setting.

You have chosen the correct payment method, now press “OK”.

The invoice will now appear on the screen as the guest will receive it.

The “F5=Print” button is blocked in the test version. In the purchase version you can use it to print out the invoice.

Since the invoice should normally be created in duplicate, in the purchase version you also have the option of selecting and printing out a copy in the follow-up form.

To close the invoice preview, mouse over the “X” button.

The window closes and the message “Invoice has been posted” appears.

You are now in the reservation mask (booking mask).

You will notice that the totals are all set to 0.

Use the ESC key or the right mouse button to go back one step. You are now in the room journal.

Check out a guest

Press the “RECEPTION” button.

You are now in the room journal.

Double-click on a room with the occupancy mark “B”.

You are now in the reservation mask (booking mask).

Now press the mouse on the ICON for status “Change room status”.



You will be asked "CHECKOUT YES/NO".
You choose YES.
You will then see that the status has changed to "CHECKED OUT".

You have checked out the guest.

Use the ESC key or the right mouse button to go back one step.

You are now in the room journal. There you will see that the occupancy marking has changed from "B" to "O".

Send the guest an SMS

You are in the reservation mask (booking mask).

Use the mouse to press the blue button "SEND SMS" (via tourism tax).

If the guest address has a mobile phone number, this will appear.

Enter the SMS text and then press the "SEND" button.

The "Send" button is blocked in the trial version. In the purchase version you can use it to send the SMS to a mobile phone number. The prerequisite is that you are registered with a provider and have entered the connection data under Setup....SMS,

restaurant bills on the room

Modern restaurant cash registers can book rooms. The Schwarzenbach hotel software controls the interface for this. You can see the restaurant bookings under additional room services in the hotel program.

You can book additional services from the restaurant to your room using the cash register described above, and you can book additional services such as minibar, sauna, tourist tax and others using the "ADDITIONAL SERVICES" function.

To do this, press the "RECEPTION" button.
You are now in the room journal.

Double-click on a room with the occupancy mark "B".
You are now in the reservation screen (booking screen) for the room.

Press the "Additional Services" icon.



They are in the additional services.

Book and print restaurant bills

For room bookings (see booking restaurant bills to the room).

The Schwarzenbach hotel software has an integrated cash register.
For self-payers or external guests.

Press the “RECEPTION” button.
Select “RESTAURANT”.

You are now in the checkout.
On the left you can see the table to be booked and on the right are the items to be booked by double clicking.

The “F5=Print” button is blocked in the test version. In the purchase version you can use it to print out the invoice.

Book additional services and tourist tax on the room

The prerequisite is that the tourist tax is available in your system.

You can book additional services from the restaurant to your room using the cash register described above, and you can book additional services such as minibar, sauna, tourist tax and others using the “ADDITIONAL SERVICES” function.

To do this, press the “RECEPTION” button.

You are now in the room journal.

Double-click on a room with the occupancy mark “B”.

You are now in the reservation screen (booking screen) for the room.

Press the “Additional Services” icon.
They are in the additional services.



Here you can use the “ADD” button to book items and also a tourist tax.

The additional services are printed in the purchase version with the hotel invoice. The hotel bill can of course also be split.

Book tourism tax

The prerequisite is that the tourism tax is present in your system. To do this, press the “RECEPTION” button.

You are now in the room journal. Double-click on a room with the occupancy mark “B”. You are now in the reservation screen (booking screen) for the room. Activate the tourism tax with a check mark on the mask.



You have booked the tourism tax for the guest and the room.

You can of course deselect the tourism tax again by removing the checkmark with a click.

Collective invoice

A collective invoice can be created.

This function becomes useful when it was assumed that several rooms would receive different invoices, but it turns out that these different invoices should be provided as a collective invoice with a specific address. Or a group should be combined.

Advance payment (also advance payment or advance payment ; [English](#) advance payment) is a [payment condition](#) which - contrary to the generally legally prescribed regulations for [purchase contracts](#) - requires the buyer to first [pay](#) the [purchase price](#) before the hotel begins with the contractually guaranteed [service](#). Advance invoice (English Proforma invoice) An advance invoice is an invoice created based on advance payment. You can choose between occupied rooms and additional display of reservations for billing purposes. Within a collective invoice it is possible to create one or more reservations as an advance invoice without the guest having arrived

9 Create collective invoice

1) Please select the appropriate (ADR) address for the invoice header!
2) Open items: By clicking
3) Print collective invoice.

Invoice address

Company 19615

Salutation/official title Mr.

Title/Name Max Muster

Street

NA USA Zip NY-12 Loca... Newyork

Company and guest name	Room	Arrival	Departure	Amount	Open amount
------------------------	------	---------	-----------	--------	-------------

Original invoice amount 0.00 Euro

Cancellation invoice minus saved expenses

Percent 0.00

Invoice total 0.00 Euro

Collective invoice

Advance collective invoice Deposit

Cancellation collective invoice

Other-ADR Checkout ADR New ADR Open items Print Copy of invoice Pdf invoice copy Cancel Help

Other ADR

Button <Other-ADR>

Use a different address from the address pool than the intended address of the overnight guests for the collective invoice.

Vacant positions

6 Invoice address

Please check the address following the processing.

ADDRESS

19615

Company

Salutation/official title Mr.

Title/Name Max Muster

Street

Nation USA POS... NY-12 Loc... Newyork

Search Keyword Muster, Max

First name Max

Last name Muster

Occupancy 19615

Company address Guest address Sending address Postal address Contact information OK Cancel Help

Button <open items>

causes all open invoices for all rooms to be displayed.

The individual positions on the list can be marked with a (*) star by double-clicking.

All marked items are included in the collective invoice.

After leaving the select window, all marked items are displayed for checking with company and guest name, room number, arrival, departure, amount and open amount.

At least two positions must be marked.

<Print> button

A window appears where you can choose the payment method and split a collective invoice if any additional services are to be removed and later added to a separate invoice.

Print individual names for the room and or including breakfast, without breakfast should be taken into account.