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[WWW.SKYMID.COM](http://www.SKYMID.COM)

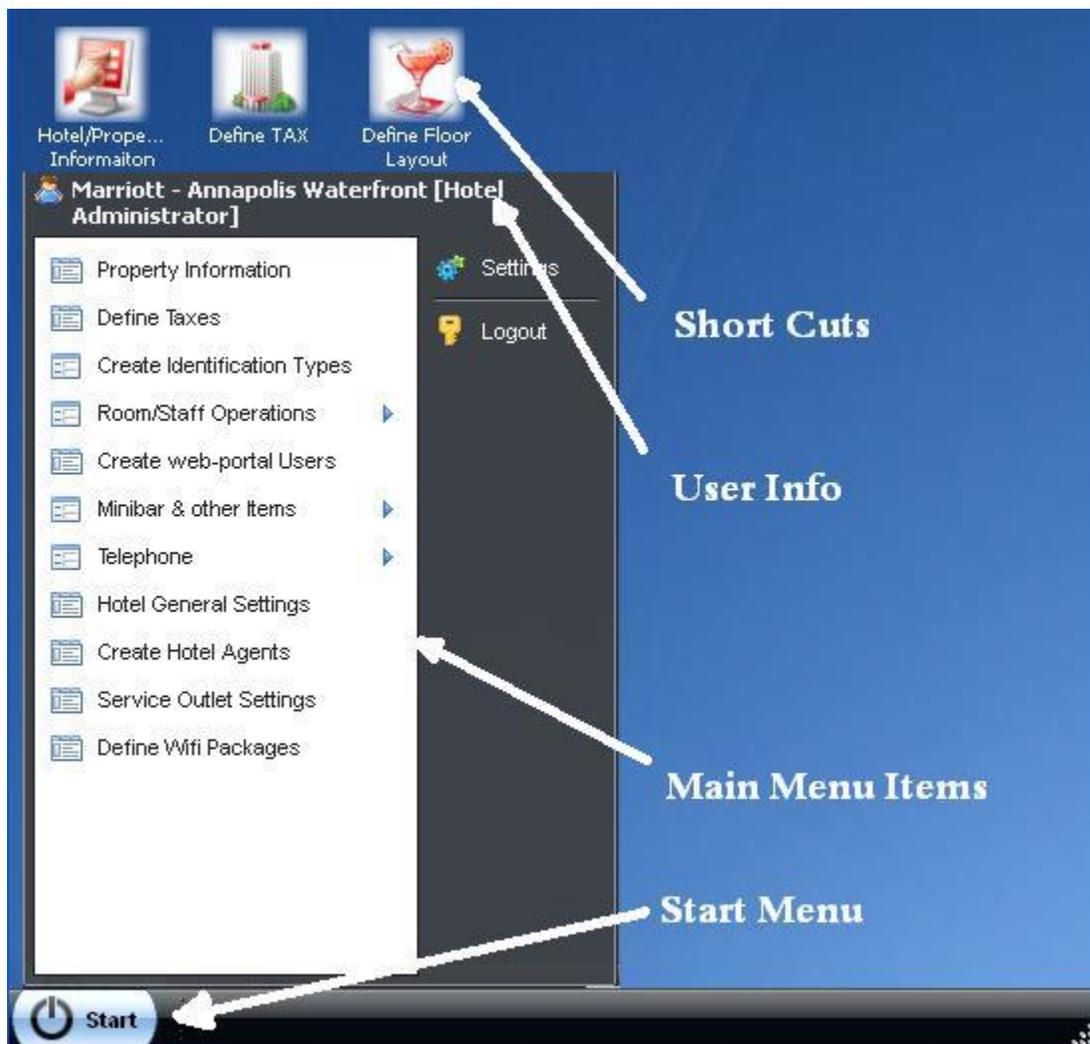
HOTEL ADMINISTRATOR – USER MANUAL

Doc Ver : 1.1

Getting Started

One of the objectives of web interface design was to simulate a desktop environment. On the web desktop you can find shortcuts to some windows but all the windows are accessible through start menu which is similar to start menu available in ms windows.

To login to the Hotel administrator, first you need a username and password of the hotel administrator which will be provided by skymid.



Setting the property information.

You can configure the basic information of your property. Under the hotel name, you need to enter the name of the hotel. Information you entered will be displayed in the invoice letterhead when you are printing the invoice. Other fields are self explanatory. Under the information for operators you can enter the information on who should be contacted in case skymid needs to contact you.

Tab Window

Property Information

Hotel Name:

Telephone:

Fax:

Email:

Address 1:

Address 2:

City:

Country:

Information for Operators Use

Contact Name:

Contact No:

Contact Email:

Cancel Save

Define Taxes

You can define the taxes that need to be added to the guest bill. Taxes can be added as a percentage of the total bill. To add a new tax, tax name which should be displayed on the bill and the tax percentage should be fill in two text boxes and press add button.

Tab Window

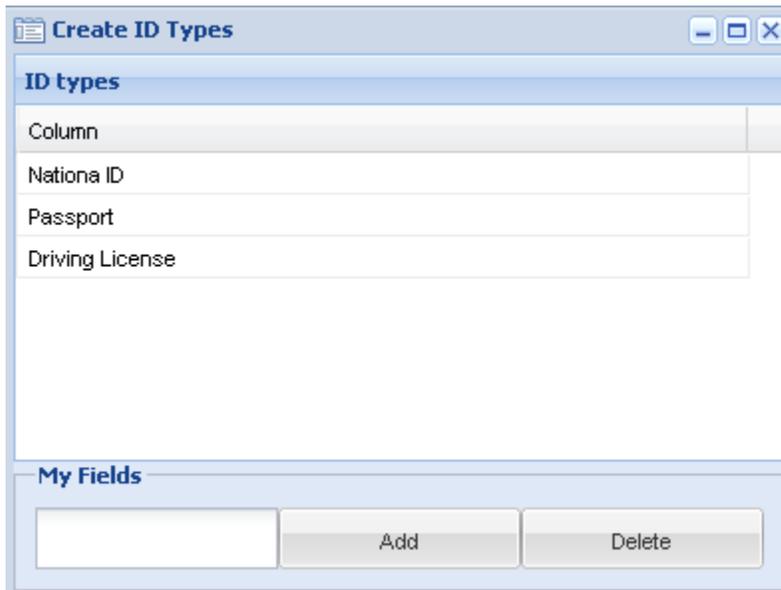
Tax Items

Column	Column
VAT	10.00
Local Tax	6.00
ces	5.00

Define New Taxes (Enter Tax Name & Tax % below)

Create Identification Types.

Use this window to create ID types for guests. For example in this example there are three ID types created. These three ID types will be appeared when frontdesk operator check in the guest.

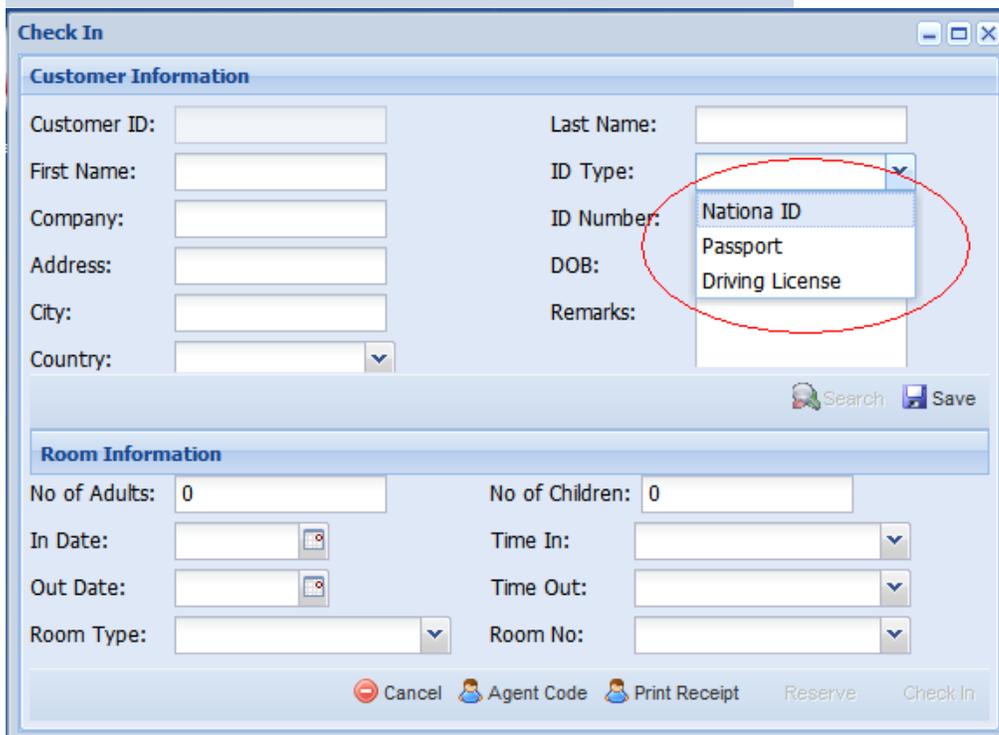


The 'Create ID Types' window displays a table of ID types and a section for managing fields.

Column
Nationa ID
Passport
Driving License

My Fields

Buttons: Add, Delete



The 'Check In' window is divided into two main sections: Customer Information and Room Information.

Customer Information

Customer ID: Last Name:
First Name: ID Type:
Company: ID Number:
Address: DOB:
City: Remarks:
Country:

Buttons: Search, Save

Room Information

No of Adults: No of Children:
In Date: Time In:
Out Date: Time Out:
Room Type: Room No:

Buttons: Cancel, Agent Code, Print Receipt, Reserve, Check In

Room Staff/Operation.

Create room Types.

Before you are defining your rooms, you need to create room types. It is similar to categorizing all the similar types of rooms together. For example, if you have 3 rooms with similar properties like room rate, number and rate of adults and children room can hold, you can create single room type for those rooms and assign that room type to the room.

	Roo...	Room Type ...	Room Descri...	Rate Type	Rate Info	De...	De...	Ma...	Ma...	Ra...	Ra...
1	26	Superior	better room t...	Fixed Rate	8000	2	2	3	2	1000	500
2	25	Moderate	bit better tha...	Fixed Rate	5000	2	2	2	2	1000	1000
3	24	Standard	the most bas...	Fixed Rate	3000	2	2	2	2	300	300
4	27	Delux	The Most Lu...	Variable Rate	20	2	2	3	3	500	500

Room Type: This field is used to enter the name for Room type and will be displayed in check in window for frontdesk login. This name should be less than 15 characters and contains no spaces or special characters.

Room Description: Description of room type if room name is not enough to describe details about the room type.

Default Adults: You can enter the number of adults that room type allows without additional charge. This value should be equal or less than Maximum number of Adults. Example: if Default adult is 2 and Max adult's parameter is 3, when you check a guest in to this room with number of adults equal to 3, system will charge for an additional adult at the rate of parameter "Rate per Additional Adult"

Maximum Adults: this parameter specifies the maximum number adults that the room type can accommodate. During the checking process, if you enter a number of adults to more than max adults of a room type, all room belongs to that room type will be excluded from available rooms.

Rate per Additional Adult: any additional number of guests over the parameter Default Adults will be charged at the rate specified in this parameter.

Room Rate Type: this parameter has two options Fixed and Variable. If the parameter is set to “fixed”, you can set fixed room rate value per day in the parameter “Rate Info/Table”. Guest will be charge for number of total days at this rate irrespective of the day. If you have different rates per days, you can define rate tables and should select this filed as variable. Once this filed is selected as variable, you can select available rate tables under the parameter “Rate Info/Table”

Default Children: This parameter is similar to Default Adults. This will charge any additional children’s at the rate of rate per additional child.

Maximum Children: Maximum number of children allowed in this type of room.

Rate per Additional Child: Any additional number of children more than default children will be charged at the rate of “Rate per Additional Child”.

You can create delete and change any of the room types of once selected from list of room types. When deleting room type shouldn’t be assigned to any room.

Create Rooms

This window can be used to create rooms for your hotels, this is where you can create rooms from previously create room types.

Room Information

Room No: Rate Info/Table: ▼

Room Name:

Superior
Moderate
Standard
Delux

delete

Company Data

	Room ID	Rate Type	Room Name
1	402	Moderate	Room-402-Moderate
2	401	Moderate	Room-401-Moderate
3	302	Delux	Room-302-Delux
4	301	Delux	Room-301-Delux
5	102	Superior	Room-102-Superior
6	101	Standard	Room-101-Standard

Room No: This is the number assigned to the room. Number is the main reference to the room and it will be used frequently to refer the room.

Room Name: Name of the room if required to distinguish from the room type.

Room Type: You can select the room type for the room from the list of room types created under “Create Room Types”.

Define Rate Tables

This panel can be used to define variable rate tables for rooms. If you need to define different rates for certain days of year or month you can specify special rate in this table.

Select Rate Table

Select Rate Table: PremiumDouble

Table Properties

Table Name: PremiumDouble Default Rate: 1000

Create New Save Delete

Rate Properties

Rate ID: 20 Date: 10/ Rate: 3000

Create New Save Delete

My Grid

Index	Rate ID	Date	Rate
98	20	2011-10-14	3000

Page 1 of 1

Select Rate table: You can select existing rate table if you wish to edit it.

Table Properties: to create a new table, you can enter the table name under filed Table Name and press “Create New” button under the table name property.

Default Rate: Default Rate can be used to charge at default rate if there is no specific rate for the date. Once you filled the table name and default rate you can enter the “Create New” button to create a new rate table.

Once the table name is set, then rates per individual dates can be created. It is possible to select single date or multiple dates in the submenu of the button “Create New”. In case of multiple dates, it is possible to give range of dates with a rate.

Then defined rates will display under the table of “defined rates”. Once you select each rate entry it will be editable under the rate table properties.

Crate phone staff.

Mainly there are two types of phones users in a typical hotel. Those are hotel staff and hotel guests. Phones of the guests are assigned to their rooms and phone of the staff should be assigned to staff. So any staff member that needs to use a phone should be provisioned in the system.

Create Phone-Staff

Phone Staff Information

Staff No: Second Name:

First Name:

Company Data

	Staff No	First Name	Second Name
1	50136	Admin	Staff
2	50137	Front	Desk
3	50138	Other	Staff

Staff No: this is a unique ID assigned to the system and it is recommended to have same staff number in case hotel already maintains a unique staff number for its staff.

First Name: First name of the staff member

Second Name: Second name of the staff member.

Create web-portal users.

In a typical hotel, different staff needs access to different levels of authorization and access to different information. Under this window you can create different web portal accounts for different users.

Company data

User Name: Frist Name:

Password: Last Name:

Email: User Level: (dropdown menu)

Contact Number:

Company Data

	User ID	User Name	First Name	Email	User Level	Contact No
1	5	hoteladmin	William	hotel.admin@an...	hotel-admin	888.773.0786
2	4	frontdesk	Hugh	hughi@annapoli...	frontdesk	888.773.0786
3	16	serviceoutlet	Service	service.outlet@...	serviceoutlet	888.773.0786
4	14	director	John	john@annapolic...	director	888.773.0786

Username: Enter login ID that should be used to logged in to the system.

User Level: Type of the user that you wish to create.

Minibar and other Items.

Create Minibar Items

Minibar is a convenience feature that can be found in hotels. It is a stocked refrigerator with items such as drinks and snacks. A basic mini-bar is stocked with alcoholic drinks, soda, and snack foods. Many hotels also offer personal care items such as socks, hairbrushes, and makeup. Alcohol is probably the product for which the mini-bar is most famous. With the window which appears after you clicked the menu "Create Minibar Items", you can create minibar items in the system. Before the guest checkout, person in room service can visit the room and punch the item codes in the room phone to add items to guest bill.

Create Minibar Items

Minibar Item Information

Item Code: Value:

Item Name:

 Create New  Save  Delete

List of Room Types

	Item Code	Item Name	Value
1	1	Coca Cola	50
2	2	Snack Large	500
3	3	Snack small	100

Item code: you can set the item code for the specific item; this is the code which you can enter in the room's telephone unit before the guest checkout.

Item Name: Item name, that should be appeared on the bill.

Value: value of the item and this value will be added to the bill with the multiplication by the number of items taken.

Create Item Categories.

This is similar to minibar items with slight difference. There are services outlets in the hotels like bars spas etc. customer can get the services from those locations, these locations are called service outlets. When you are creating web-portal users, you can create service-outlets. Service outlets can be used add a items to guest bill once they know the room number. These service outlets can be configured to display only restricted set of item categories.

Create Item Categories

Item Categories

Category Name: Category Description:

 Create New  Save  Delete

List of Item Categories

	Item Code	Item Name
1	Transport	transport charges
2	Bar	Bar Items vodca
3	Wifi	Inernet Browsing

Category Name: Name of the category which will be displayed when defining item categories for service outlets.

Category Description: Description of the category.

Create Items.

Once Item categories are created, it is possible to create items under each item categories.

Item Code	Item Name	Item Des	Value	
1	10	snack-large	Large snack	20
2	11	Beer	Beer small	75

Item code: is unique code for each item used for easy access to the items.

Item Name: Item name is self explanatory.

Item Category: This is the category of item as defined earlier under “create item categories”

Value: the value should be the value of item that should be added to guest bill.

Telephone

Define Rate Tables

Since every room has a telephone line connected and guest can make calls at any time he wishes, it is required to add the charge to guest bill. So you can define the rate at which guest is charged for outgoing calls he make. Using Menu item “Define Rate Tables”, you can define at which rate guest should be charged.

Define Rate Tables
_ □ ×

Room Type Information

Rate Order:

Regex to Match:

Rate:

+ Create New
 + Save
 + Delete

List of Room Types

#	Rate ID	Rate Order	Regular Expression	Rate
1	1	1	/^[a-zA-Z0-9]{3,5}\$/	1
2	2	2	/^[a-zA-Z0-9]{7,10}\$/	40
3	3	3	/^[a-zA-Z0-9]{11,17}\$/	120

Rate Order: when call is originated from phone lines, regular expressions are matched in the ascending order of the rate ID. If the Regular expression is matched, the relevant rate is used per minute calculation of the telephone rate and stop processing further to match.

Regex to Match: destination number matching is based on the regular expression. Even though this is bit complicated, it is flexible to any type of number pattern.

Rate: Per minute rate of the relevant matching pattern.

View All Extensions

You can set extension numbers for your telephones (Usually ext numbers are equal to room numbers for phone lines in rooms). In addition to that you can limit outgoing calls from those extensions.

View All Extensions

Hotel Extension Information

Tel Number: Room/Staff No:

Extension No: Status:

Category of Extension: Regex:

Company Data

	Full Number	Extensi...	Categ...	Regex	Room/Sta...	Status	Expiry Int...	IP Address	Port	Location
1	117125104	104	Other...	^[a-zA-Z...	50138		0			
2	117125103	103	Admi...	^[a-zA-Z...	50136	Registered	1.344164...	10.34.5.6	5060	sip/sip:11...
3	117125102	102	Room	^[a-zA-Z...	102		0			
4	117125101	101	Room	^[a-zA-Z...	101		0			

Tel Number: shows full number of user and this number cannot be edited or changed with hoteladmin account privileges. Please contact support@skymid.com to make changes to this number.

Extension No: You can set the short code for this number which is typically two or three digits long.

Category of Extension: Extension category could of four types. Namely

- Frontdesk
- Room
- AdminStaff
- OtherStaff

Room/Staff No: if extension category is room, you should select the room number of telephone. In case of staff you need to set the extension number.

Regex: regular expression to allow calling outside. You can block allow numbers based on the regex. Calls are allowed only if regex is matched.

In addition to setting parameters, this view shows registration of the sip extensions. If required it is possible to remove the registration, but this will affect incoming call to extension until next registration initiated form ip phone or IAD.

Routing Table

Skymid doesn't provide telephone numbers and connectivity PSTN (public switched telephone network), hotel needs to get those things from a local provider, then you can add a routing pointing to the gateway address given by the local operator. Then skymid sends all outgoing calls as configured in routing table.

Gateway Routing Informaiton

Gateway: SBC Regex to Match: `^[a-zA-Z0-9]{3,11}$`
Route Order: 1 Prefix to Add: 0

[Crate New](#) [Save Changes](#) [Delete](#)

Company Data

	Route ID	Gateway ID	Gateway Name	Order	IP Address	Regex to Match	Add Prefix
1	1	1	SBC	1	10.34.5.7	<code>^[a-zA-Z0-9]{3,11}\$</code>	

Gateway: You can select predefined gateways

Route Order: Regex matching for a given destination number is based on route order. Call will be routed towards first matched gateway.

Reged to match: specify the regular expression that needs to be matched when selecting the gateway.

Prefix to add: specify if any prefix needs to be added to when call is sent towards the gateway.

You can change routing towards your gateways, but you cannot change gateway Ip address or add new gateway, in case you need to change or add new gateway please contact support@skymid.com.

Phone settings

You can set behavior of your phone system from this window. Outgoing calls for rooms can be set to single CLI (Calling line identification) if you don't want outsiders to see direct number (DID) of rooms. Similarly you can set a single CLI for staff numbers also.

Sometimes it could be annoying that outsiders directly call room numbers in that case you can set all the incoming calls to frondesk irrespective of the number that outsiders dials.

Phone Settings

Hotel To Hotel routing

Route to Gateway

Outgoing CLI

CLI for Staff 117125100

CLI for Rooms 117125100

Incomming to Rooms

Disable DID and Forward to 117125100

Apply OK Cancel

Route to Gateway: this filed should be set always

CLI for Staff: you can select outgoing CLI for staff. If this option is not set number configured in the system will go out as CLI.

CLI for Rooms: similar to cli for staff you can set a single cli for rooms. If not set configured room number be used as a CLI.

Disable DID and forward to: Using this option you can disable outsiders directly dialing rooms, instead setting this option you can forward calls from outsiders to frontdesk and she/he can do a basic validation before transferring the call to room.

Hotel general Settings.

Hotel Settings

Room Type Data

Check-In Customer Profile

Default Check In Time: 15:00:00

Default Check Out Time: 14:00:00

Room Preparation Time: 60

Cancel Save

Hotel Settings

Room Type Data

Check-In Customer Profile

Billing Threshold: 7000

Loyalty Point (%): 5

Validity Period for Loyaly points: 3

Cancel Save

Default Check In Time: in case frontdesk operator doesn't enter checkin time, this time will be considered as check in time.

Default Check out Time: In case frontdesk operator doesn't enter checkout time this will be considered as checkout time.

Room Preparation time: after a checkout, system will block a room for about configured duration(ex 60 mins) for room preparation.

Billngg Threshold: System will generate email alert to configured party once bill of guest exceed the defined limit.

Loyalty Point: % of room charge as defined here, will be added to guest profile.

Validity period for Loyalty Points: Validity period for loyalty points in years.

Create Hotel Agents

Agents are the external parties who can reserve rooms in the hotel. There are two types of hotel agents

- Web portal
- Web Code.

Web portal agents get limited access login account to your hosted hotel management system module. Once they logged in they can view availability of the rooms and make a reservation. They will get a commission as defined by you when the guest checked in.

Web code is useful for online marketer agents where they get an html code where they can paste it in their webpage. Then users of this web page will be displayed a widget where they can reserve rooms. Any successful checkin will add commission to agent account.

Agent Name: Name of the Agent and this will be used for login to portal by agent.

Password: Password for agent to login

Email: Email of Agent

Contact No: contact number of the agent,

Agent Type: if agent type is web code, you can use the button generate web-code to generate html code (iframe) so that agent can include it in their web site. If agent type is web portal, he can logged in to make room reservations.

Commission type: if agent commission type is selected as Fixed, fixed amount is added to the agent commission every time reservation made by the agent. If commission type is percentage, only a percentage of room charges will be added as agent commission.

Service Outlet Settings.

It is possible to restrict/ allow only certain item categories to service outlets. This is useful to avoid items erroneously added to bill.



You will be displayed all the item categories at left side box to add them to service outlet you first need to select the service outlet user and select the required item category from left box and press add button. Then the item category will be added to the selected service outlet user. To remove an item category from the user, select the item to be removed from right side box and press remove button.

Define wifi packages.

Wifi is an integral part of skymid hosted hotel management system. You need to define set of packages that user can define once they have authenticated using his room number and ID number.

Define New Wifi Packages
_ □ X

Wifi Package Information

Package Name: <input style="width: 90%;" type="text" value="Vol_Based_Two_HOU"/>	Package Description : <input style="width: 90%;" type="text" value="If you press next, Vol"/>
Package Limit Type: <input style="width: 80%;" type="text" value="Volume (MB)"/>	Continuous: <input style="width: 80%;" type="text" value="Cumulative"/>
Validity Period(Hours): <input style="width: 80%;" type="text" value="168"/>	Price: <input style="width: 80%;" type="text" value="50"/>
Limit(Hours/MB): <input style="width: 80%;" type="text" value="10"/>	

+ Create New
+ Save
+ Delete

List of Wifi Packages

#	Package Name	Package Description	Package...	Validity ...	Continuous	QuotaLimit	Price
1	Time_Based_One_HO...	If you press next, Time ba...	Time Ba...	168	Cumalative	1	300
2	Time_Based_Two_HO...	If you press next, Time ba...	Time Ba...	168	Cumalative	2	400
3	Vol_Based_Two_HOUR	If you press next, Volume ...	Volume ...	168	Cumalative	10	50

Package Name: Name of the package which should be displayed go guest when he selects the package.

Package Limit Type: when package is defined it is possible to set its quota based on volume or time. If volume based, you can set volume in MB so that once guest downloaded specified volume, he package will be exhausted and will be redirected back to portal page.

Validity Period: Period of validity of the package after the first usage.

Limit: depending on "Package Limit Type", if it is time based you can set the limit in hours. In case of package limit type is volume based you can set the volume in MB.

Package Description: the description of the package will be shown to guest when he selects the name of the package.

Continuous: this filed is valid only for time based packages. If this parameter is set to continuous, it will start to count at time of guest's first session start and continue to run whether customer logged in our out. Example- if guest select 2 hours package with this parameter set to continuous, once he logged in he needs to continuously use it for 2 hours. If this parameter is cumulative guest can use for 30 mins , after sometimes again for 1 hour and again he can use remaining 30 mins at any day within validity period.

Price: price that should be added to guest bill, if guest select start using this package.

Note: these options will be highly dependent on the type of wifi integration with your hotel.