Journal
Administration and User Guide

Document Number: PO885219
Document status: 2.0
Date: January, 1999

Revision history

January 1999

Standard 2.0. Includes updates and corrections.

September 1998

Standard 2.0

Contents

About this guide

This guide explains the features provided by Journal, how to set Journal up for use at a site, and how to use Journal.

Chapter 1 — Overview

Introduction to Journal

The Journal feature provides an easy-to-use telephone cost management system. Journal is a call accounting tool that allows the control of telephone expenses within an organization. In a hotel environment, the power of Journal lies in its ability to bill calls based on the digits dialed. This flexibility allows hotels to identify and take advantage of revenue opportunities.

In hotels, telephone billing is often a large source of revenue making accurate call costing a necessity.

The following are some issues addressed by Journal:

- How to charge hotel guests different rates for different types of calls.

- How to reduce costs, optimize resources justify expenditures.

- How to allocate telephone expenses to different entities such as departments within the organization.

- How to determine such things as special services requirements.

- How to determine calling trends and patterns.

Carriers

Telephone companies are sometimes referred to as carriers. This includes the local telephone company and Long Distance Resellers. These carriers often use discounted rates. Journal is able to cost calls from various carriers using different rate tables.

Trunks and facilities

Today's technology allows the use of various types of trunks offering different specialized services or facilities. Voice or data communication can be handled using different types of trunks.

The most common types include:

- The Central Office (CO) trunk, which is a standard line between your premises and telephone company's local Central Office.

- The Foreign Exchange (FX) trunk or line which is a direct line between your premises (or phone) and distant Central Office. This allows you to initiate calls from that distant CO as if it were the local CO. Monthly charges for this service are fixed and are typically based on aerial mileage between the two points. This service is used when telephone traffic is heavy in a specific location.

- The Tie Line trunk directly connects two telephone switches together. Users can communicate from one telephone system to another by simply dialing the extension number. Local calls can also be dialed through the remote telephone system.

- Wide Area Telephone Service (WATS) lines offer reduced rate service to areas that would normally result in long distance charges.
  Areas covered are referred to as "Zones" and services can be for outgoing (Out-Wats) or for incoming (In-Wats) calls.

  — Out-Wats lines allow outgoing calls at reduced rates to numbers in a predetermined area.

  — In-Wats lines allow calls from predetermined areas at no charge to the caller.

  Charges for these services are usually based on a flat minimum charge for a basic number of minutes of usage, plus a per minute charge for overtime.

Station Message Detail Recording

The telephone system provides a Station Message Detail Recording (SMDR) record, known as a call record, for each call placed. The SMDR feature is an essential tool used to collect information required for Journal accounting. Each call record includes such information as:

- Date and time when call was placed.

- Duration of call.

- Origin of the call (usually an extension).

- Trunk, facility and carrier used.

- The dialed number for an outgoing call and the caller's number for incoming calls.

Answer Back Supervision

Answer Back Supervision provides the ability to detect when a call was answered or completed. This is used by the telephone company to accurately determine the duration of a call.

In most cases only the telephone company has the ability to detect when a call is completed. This is the only way the telephone company can accurately cost that call.

If you do not have an "Answer Detection Device" it would be necessary to deduct a certain amount of time from the total duration of each call. These deductions are adjustable per call type and allow a better approximation with the actual charges of your phone bill.

Call cost management

Up-to-date information is needed to make informed costing decisions. Journal provides call cost management tools which can be used to make informed decisions. The following lists some of Journal's cost management features:

- Direct and immediate access to current or historical data. This information is available in summary or detailed format.

- Corporate reports that match your internal structure for easy cost allocation.

- Up-to-date information on all activities and services of your network to allow on-going evaluation of needs and maximum cost reduction.

Wake-up Call Logging

If your telephone system is configured to send wake-up call activity, Journal captures that information and stores it for reporting and confirmation purposes.

When the telephone system performs a wake-up call, the system sends the results to the CDR Interface connection. The CDR Interface application recognizes these results and stores them in a pre-defined text file. Between 25K and 50K of information is retained at all times.

Information recorded includes the setting of a wake-up time (new or modified), the canceling of a wake-up call, and the results of attempting to make the call (including the times of each attempt and the answer/no-answer result). Each entry is preceded with the date and time the information was received from the telephone system.

This feature helps you confirm that a wake-up call was attempted and, if answered, at what time it was answered.

To view the wake-up log in Journal, access the wake-up file using the following path:

> **\STAT\FILE\WAKEUP.TXT**

Required setup for viewing wake-up activity

Configure the CDR TTY port as USER: CTY BGD. The following commands need to be typed in the Background Terminal application:

> **SE OP DI ON**
>
> **SE OP PO O WA DI ON**

How Journal works

Journal consists of the following applications:

- Call Costing, which calculates costs and profits

- CDR Interface, which provides the link to your telephone system

- External Posting, which provides the link to your Property Management System (if purchased)

- Journal application, which lets you perform setup and management tasks

These applications reside on the PC and communicate in the background with the telephone system and either Registrar or your PMS, if installed.

The Call Costing application calculates costs and profits. You use the Journal application to set parameters and call costing options. You can change settings in the Journal application while the Call Costing application is running, if required.

The PC must be powered ON at all times to prevent information loss. In the event of a power interruption, Journal automatically resumes data collection.

The following is the sequence of events that occur when a call is placed or received.

1   When a call is placed or received, it is routed through the telephone system.

2   When the call is completed, the telephone system creates a call record. This call record is communicated through TTY 2, which is by default programmed as a CDR port. TTY 2 connects to the COM1 port on the PC used for the Journal and Call Costing applications.

3   The Call Costing application collects the call records and stores them in a temporary file on the PC's hard disk until they are ready to be processed. Call costing is activated automatically when you start your PC.

4   When the call processing feature is running, all calls in this file are "processed" according to the various parameters and processing options of Journal.

a   First, Journal looks at the digits that were dialed and the duration of the call. By matching this information to the data stored in the Rate Table, the cost of the call is obtained.

Some dialed digits, however, may have special information entered on them under the "digit processing" section of Journal. This allows the hotel to apply special billing information to certain dialed digits. If the dialed digits match an entry under the "digit processing" screen, Journal will check to see what the preference is for costing the call. The hotel can specify that the call be costed according to the rate table, or the hotel can enter its own cost.

b   Next, Journal looks at the extension the call was made from. Journal contains information on each extension at the hotel and knows whether or not the hotel will charge a markup or surcharge for calls placed from that extension.

c   By default, the "profit" flag on all staff extensions and guest room extensions is set to "no", meaning that these extensions are not charged for calls. If desired, hotels can change the default "profit" settings on an extension-by-extension basis.

d   If the call was made from an extension that has "profit" set to "no", the cost of the call appears on the Call Costing screen. The processed call is then stored as a call record on the hard drive of the PC, and can be used for generating reports on hotel telephone activity.

e   If the call was made from an extension that has "profit" set to "yes", Journal must next determine which "call type" the dialed digits belong to. The "call type" contains information on how much profit the hotel will make on the call above and beyond the cost of the call. (Remember, at this point, the cost of the call is already known.)

f   If the dialed digits match an entry underneath "digit processing", the call type for this call is indicated. If the dialed digits do not match a "digit processing" entry, the Rate Table is used to identify the call type. Most long distance calls in North America, for example, are automatically assigned to the call type "DDD" by the Rate Table.

The markup or surcharge (or both) applied to the call is obtained, added to the cost of the call, and then both the cost and total is

transmitted to the Call Costing screen. The processed call is then stored as a call record on the hard drive of the PC and can be used for generating reports on hotel telephone activity.

5   The processed calls are stored on the hard disk for future use and the temporary file is deleted.

6   The "Reports" module allows access to the call information in a manner that will best suit your specific needs. Journal also uses your internal corporate structure when producing reports.

Chapter 2 — Important information

PC requirements

CAUTION
Install only Hospitality applications on the PC.

Journal, Registrar, Meridian Administration Tool (MAT) and
recommended remote access applications are the only products that
you should install on the PC. Suggested remote access applications
include:

- PcAnywhere 32, version 7.0 or higher

- Reachout, version 5.0 or higher

- Carbon Copy 32, version 4.0 or higher

It is essential that you do not install applications other than Hospitality
on the PC. Screen savers should not be used on your PC. Other
software may interfere with the operation of Hospitality applications,
leading to interruptions in service. The installation of other software
may also affect your service agreement.

Journal only, or Journal and Registrar

The Minimum PC requirements to run Journal only, or Journal and Registrar
on the same PC, are as follows.

An Intel Pentium 60 MHz or faster with:

- Windows 95, Windows 98 or Windows NT 4.0

- 16 MB of RAM for Windows 95; 32 MB of RAM for Windows 98 or Windows NT

- 1 GB hard disk (500 MB free space required)

- 3.5 inch, 1.44MB diskette drive

- CD ROM Drive

- Parallel printer port (a default printer must be configured, even though it does not have to be physically attached to the PC)

    — SVGA video card and appropriate monitor (supporting 800x600 resolution)

    — Windows-compatible mouse

    — 2 COM ports required (One port for CDR Interface and one port for PMSI Link or Journal External Posting)

MAT 6, Journal and Registrar

The Minimum PC requirements to run MAT 6, Journal and Registrar on the same PC are as follows.

An Intel Pentium 133 MHz or faster with:

- Windows 95, Windows 98 or Windows NT 4.0

- 40 MB of RAM for Windows 95; 48 MB of RAM for Windows 98 or Windows NT

- 1 GB hard disk (500 MB free space required)

- 3.5 inch, 1.44MB diskette drive

- CD ROM Drive

- Network communications hardware, as follows:

    — Ethernet Network Interface card (NIC) if you plan to use Ethernet network connections

    — Ethernet transceiver (if required for the NIC) that matches your cabling and network type

    — Hayes-compatible modem for serial or PPP communications

- 3 Serial Ports (COM ports) using 16550 UART technology for:

- — MAT

- — CDR Interface

- — PMSI Link or Journal External Posting

- Parallel printer port (a default printer must be configured)

- SVGA video card and appropriate monitor (supporting 800x600 resolution)

- Windows-compatible mouse

- Hardware security dongle (provided by Nortel)

- Windows 95, Windows 98 or NT 4.0 software including the following components:

  - — Client for Microsoft Networks

  - — Microsoft Dial-up Networking

  - — Microsoft TCP/IP

Backing up, restoring, and deleting Journal database and call records

Journal contains important transaction information about how calls are billed at the hotel. It also contains records of calls that were made by guests and staff in the past. Backing up this information on a regular basis is extremely important. Each hotel that uses Journal should adopt a backup policy and adhere to it.

Detailed procedures for backing-up, restoring, and deleting database records and call records are found later in this guide. (Refer to , for call records, and for database records.)

CDR Interface must be running

Journal operates in conjunction with your telephone system. It gathers call records information from the telephone system and applies costing and revenue information as appropriate. The application program that establishes this connection between the telephone system and Journal is called "CDR Interface". You do not have to worry about launching this application: it starts up automatically when you turn your computer on.

You must ensure, however, that this application is never accidentally shut off. If it is, Journal will not operate properly. To start the application again, go to the Start menu, drag through Hospitality Applications, and select CDR Interface.

Starting and stopping Hospitality applications

All required Hospitality applications start automatically when you power up your PC. The Journal application is not included in the startup group because it is used only for setup and maintenance purposes, and does not need to be running all the time. To start Journal, go to the Start menu and drag through to Hospitality Applications. Select Journal.

To manually stop specific Hospitality applications, perform one of the following actions:

- Click on the close box in the corner of the application window.

- Press the Escape key.

- Click the Exit Application button.

To manually restart specific Hospitality applications, go to the Start menu and drag through Programs to Hospitality Applications. Select the desired application in the Hospitality Applications submenu.
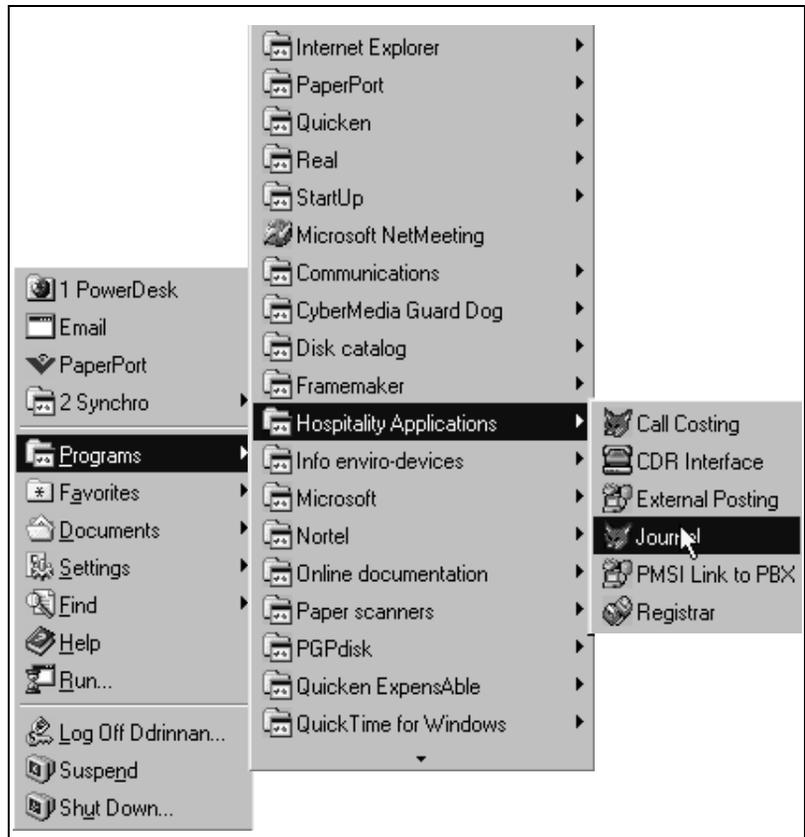
If you want to restart all Hospitality applications, it may be faster to shut down and restart the PC.

User interface

The interface with the user is done through roll-down menus for main topics and pop-up windows for editing, inquiries or reporting.

Keyboard keys and functions

Frequently used keys

The following is a list of the most frequently utilized key-board keys used with the Journal feature and their functions.

The Function keys

- The F4 key

  F4

  is used to reset values to default in the limits selection screen of the Reports module.

- The F5 key

  F5

  is used to open "quick find" windows in certain databases of the Parameters module.

- The F6 key

  F6

  is used in the reporting mode to eject a page on the printer before printing a report.

- The F7 key

  F7

  the print command when in reporting mode.

- The F10 key

  F10

  is the print to screen command when in Reports module, and is the save command when in editing mode.

- The Shift + F10 keys

  Shift + **F10**

  delete all information of the selected record when in edit mode.

Chapter 3 — Setup information

General information

Much of the information that Journal requires to operate is included in the software. Other information is needed from the premises where the system is installed, as shown in the following list:

- What types of calls are subject to charges?

- What is the tax, markup, surcharge, and profit information for each call type?

- What is the system wide tax application? Is tax applied to cost only, profit only, cost plus profit, or is tax not applied at all?

- What is the system wide preference for keeping or rejecting local calls? (Most hotels probably wish to keep local calls so that they have the opportunity to bill for them).

- What is the system wide preference for keeping or rejecting incoming calls?

- See .

Table 1
Information to collect for Journal setup

Call type	TAX 1	TAX 2	% markup	Surcharge	Min profit	Max profit	Min duration	Correction time
Local								
DDD								
O-S								
XERO+								
SPCL								

Installing hardware connections between the telephone system and the Hospitality PC

The Hospitality applications run on a dedicated PC, typically located at the front desk of the hotel. The PC is connected to the telephone switch using two links: one for the Registrar application or external PMS, and one for Journal. A third link may be needed if MAT is being run on the same PC.

Figure 1
Connections for Journal and Registrar using an Option 11C Compact

This is the default configuration. Your configuration may vary.
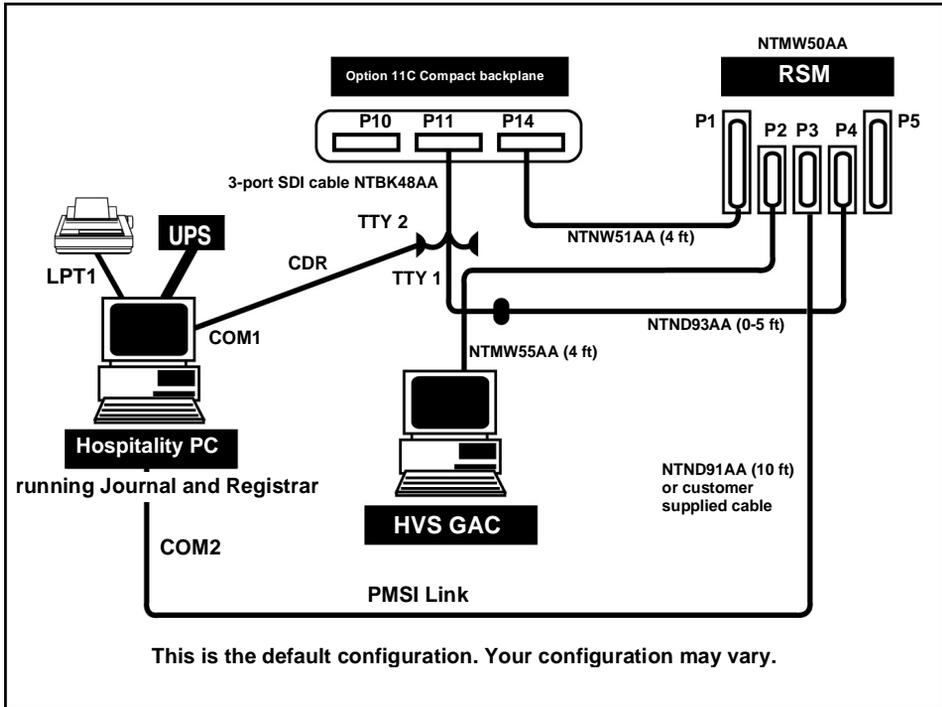
Figure 2
Connections for Journal and Registrar using an Option 11C

This is the default configuration. Your configuration may vary.
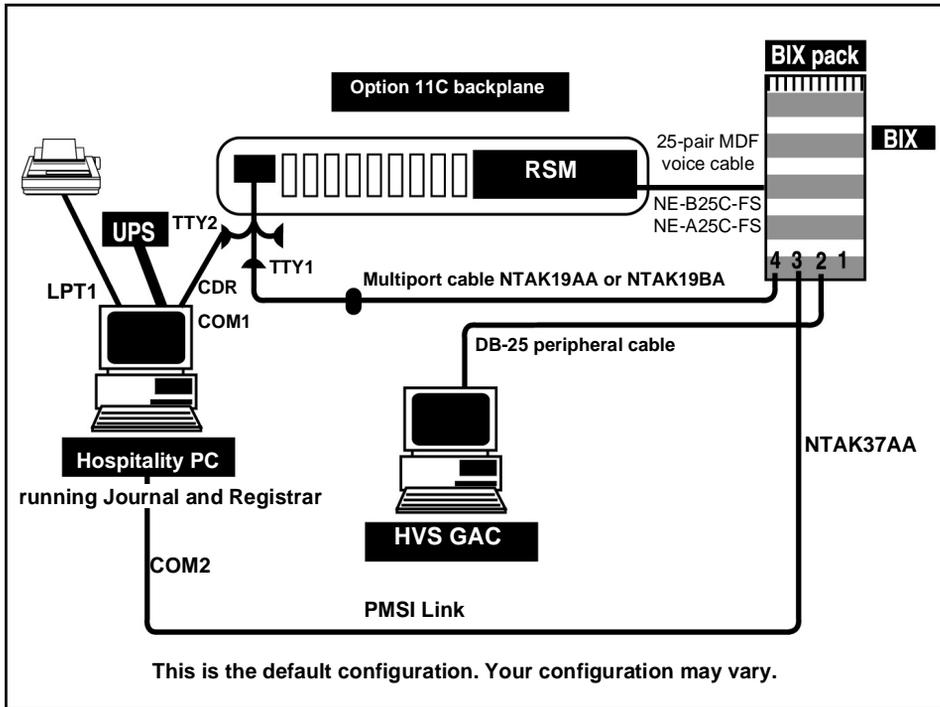
Figure 3
Connections for Journal and a PMS using an Option 11C Compact

This is the default configuration. Your configuration may vary.

Figure 4
Connections for Journal and a PMS using an Option 11C

Option 11C backplane

BIX pack

RSM

25-pair MDF
voice cable

BIX

NE-B25C-FS
NE-A25C-FS

4 3 2 1

UPS

TTY2

CDR

TTY1

LPT1

COM1

Multiport cable NTAK19AA or NTAK19BA

DB-25 peripheral cable

NTAK37AA

Hospitality PC
running Journal

HVS GAC

PMS

COM2

Costed call records

This is the default configuration. Your configuration may vary.

The communications ports on the PC and the telephone system may vary, depending on the configuration.

Refer to the Installation and Maintenance NTPs for either the Meridian Mail card option, or the Compact option, for information about installing the RSM assembly module.

Installing Hospitality software on the PC

The Hospitality Applications Installation Kit installs all required software. The software installed depends on the activation key you enter at the beginning of the installation process.

Procedure 1
Installing Hospitality software

1   **Place the Hospitality CDROM in the PC's CDROM drive.**
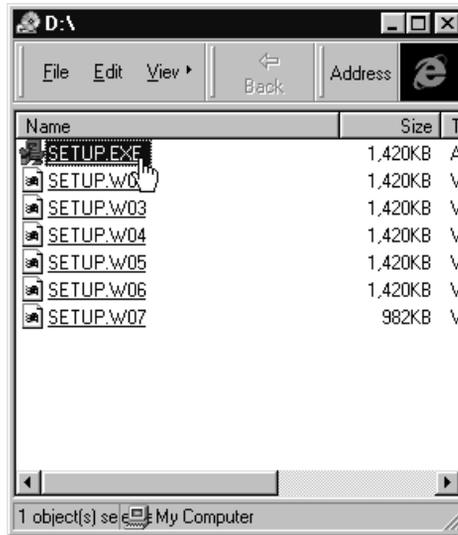
2   **Run the SETUP.EXE file on the CDROM, using Windows File Manager or the RUN command in the Start menu.**

3   **When you run the installer (setup) program, you see screens that ask you to confirm the installation, and to identify a destination directory. Do not change the name of the directory from its default value. You can change the drive or volume on which it resides.**
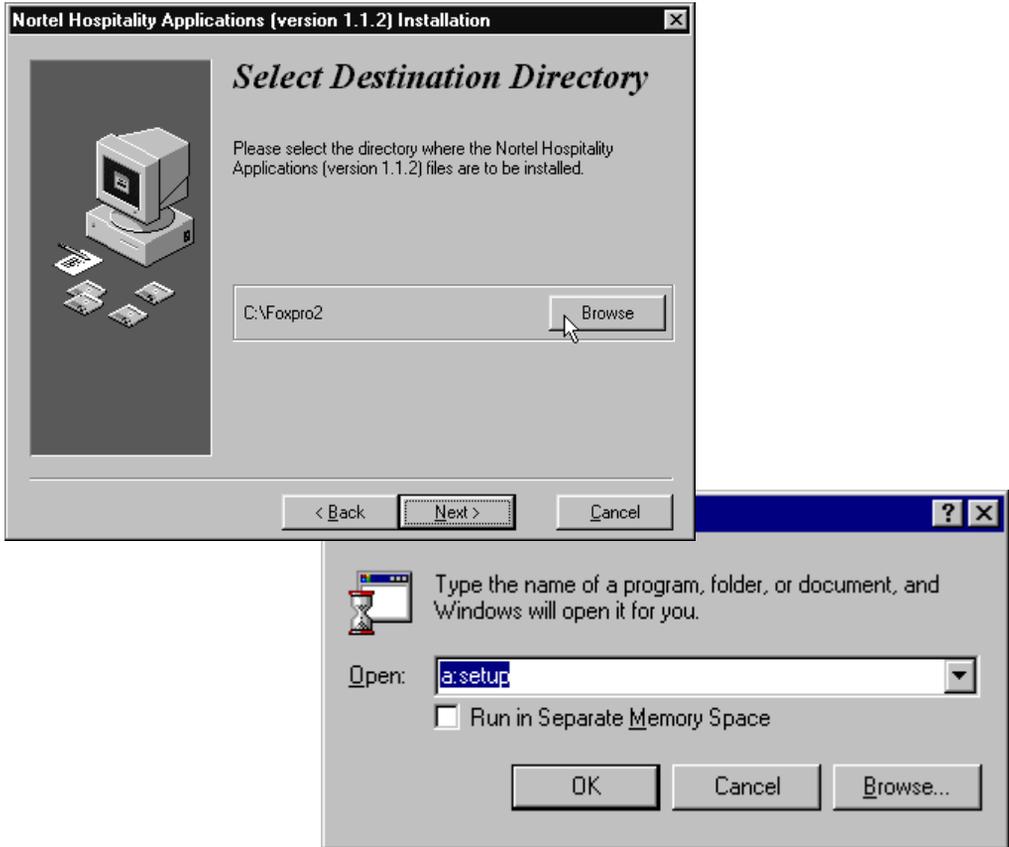
4   **Wait for the progress bar to close.**

5   **At the activation key screen, enter the client name, telephone number and activation key. Be sure to enter the client name and telephone number precisely.**

If the client name, telephone number or activation key are incorrect, installation cannot continue. For more information about Activation Key verification, see"Activation key verification" below.

6   **Once the activation key is accepted, complete the installation and restart the PC.**

——————————— *End of Procedure* ———————————

Activation key verification

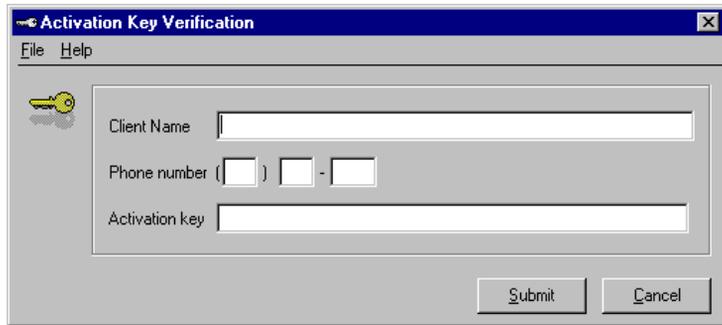The Activation Key Verification program is responsible for accepting user-specific information during the Hospitality Application install process. The verification program requires the user to have a valid activation key prior to the actual installation of software. An invalid key results in the termination of the installation. A valid key permits the installation of the applications specified by that key.

The activation key information should be delivered to the user as part of the Hospitality Applications kit, typically in printed form.

The verification application resides on the distribution CDROM. Before applications are installed on the user's PC, the user must provide some basic information: client name, phone number, and the activation key code itself.

The information is verified and, if accepted, allows the installation to continue. The activation key determines which applications are installed.

The information provided by the user must match exactly the information coded into the activation key. If the information does not match exactly, the activation key is treated as invalid, and software installation cannot continue.

The main Activation Key Verification screen has three entry fields. You can move between the fields using the mouse, the TAB key, or the Enter key. Once the information is filled in, click the Submit button. Click Cancel to abort verification, and the software installation.

Client name

Enter the full client name. The letters appear in upper case. The client name can have a maximum of 30 characters.

Phone number

Enter the complete phone number. The phone number can have a maximum of ten digits.

Activation key

Enter the Activation Key exactly as it is supplied. Include any spaces that may separate sections of the key. Letters appear in upper case, although the key may be supplied to you with lower case letters (to aid recognition).

If the key is invalid, you are prompted to re-enter the key and try again.

If the key is valid, a message appears notifying you that the key is accepted. Software installation continues when you click OK.

Configuring telephone system software

You must perform configuration on the telephone system before Journal will operate. This section lists the responses required to configuration prompts on the PBX. Perform the programming actions in this section only if you are an experienced craftsperson.

Journal and your telephone system

Overlay 17

TYPE   CFN

FCDR   OLD

PCDR   NO

ADAN	TTY 2
CARD	00
PORT	X
BPS	1200
BITL	7
STOP	1
PARY	EVEN
FLOW	NO
ENL	YES
USER	CTY
XSM	NO

Overlay 15

TYPE	CDB
CUST	0
CDR	YES
AXID	YES
TRCR	YES
CDPR	NO
OTCR	NO
PORT	1

Overlay 16

TYPE	RDB

CUST	00
DMOD	
ROUTE	0
TKTP	COT
CDR	YES
INC	YES
QREC	NO
OAL	YES
AIA	NO
OAN	YES
OPA	YES
OPD	NO

Configuration

The steps in configuring Journal include the following:

1   Define system-wide tax application

2   Define the keeping of local and incoming call records

3   Define call types

4   Define handling for specific dial strings

5   Add departments

6   Add cost centers

7   Add individual extensions

8   Install Rate Tables

9   Set time and date

10   Configure COM port settings and communications parameters

11   Set up a printer.

If you are using External Posting, see "Chapter 11 — Journal External Posting" on page 107 for additional setup information.

System-wide tax application

The system-wide tax application defines how taxes are to be applied to calls on this system. These parameters indicate the general system-wide tax application. Taxes can also be set for each call type.

Remember that taxes must also be defined in the Registrar application, if you are using it at your hotel. If taxes are not defined in Registrar, then call charges billed automatically through Registrar to individual rooms will not include tax costs.

Enter the system-wide tax application parameters using the System Menu. The choices are as follows:

- Tax is applied to cost of calls only

- Tax is applied to profit made on calls only

- Tax is applied to cost plus profit

- Tax is not to be applied

    Note: You must set up any appropriate taxes in Registrar, if installed. Phone charges entered in Journal contain cost, profit and taxes. However, taxes entered in Journal are not transferred to Registrar. See "Chapter 9 — System" on page 91.

System-wide keeping of local calls

This feature allows the generation of call records for local calls for billing purposes. When set to YES, it gives the opportunity to charge for local calls. Journal defaults to a system-wide parameter of YES.

When you decide whether to keep local call records for billing, set the system-wide 'keeping of local calls' parameter using the System menu. (See "Chapter 9 — System" on page 91.)

Note: You can override this system-wide parameter on an extension by extension basis, using the Extension menu.

System-wide keeping of incoming calls

This feature allows the generation of call records for incoming calls.

You can set the system-wide parameter for keeping incoming calls using the System menu. (See "Chapter 9 — System" on page 91.) Journal defaults to a system-wide parameter of NO.

Note: You can override this system-wide parameter on an extension by extension basis, using the Extension menu.

Call Type

When Journal reads a call record, it checks the dialed digits and matches them to a Call Type. Call Types contain revenue generating information that determines the amount of markup on the basic charge that is to be applied, whether there is a surcharge applicable, if there is a maximum profit specified and so on.

Note: Digit Processing indicates the basic charge for the call. (See "Digit Processing" on page 30.) This lets you see how much each call is actually costing the hotel.

Journal comes equipped with default call types. These types can be modified to suit specific needs or they can be deleted. Additional call types can also be created. Call types are entered, modified, and deleted in the Parameters menu. (Refer to the Chapter called "Parameters" in this guide.)

Default Call Types are as follows:

- **Local:**
  Call placed within the local calling area. This type of call can be free or billed at a fixed rate per call.

- **Incoming:**
  Call received from the outside on a CO trunk. This type of call generally occurs at no charge.

- **DDD: (Direct Distance Dialed)**
  Direct dialed long distance call placed on a CO trunk.

- **O-S:**
  Direct dialed Overseas call placed on a CO trunk.

- **ZERO+:**
  (or OA for Operator Assisted) Calls requiring operator assistance. Includes credit card calls, calls billed to a third number, person to person calls and overseas calls with operator assistance.

- **SPCL:**
  Includes all calls with special billing, such as 411, 555-1212, 1-800, 1-900, 1-976 etc.

For each of these types of calls, and any additional types that are created, decide if any of the following is applicable:

- Taxes

- Markup percentage

- Surcharge (standard fee, example $1.00 for local calls)

- Minimum profit made on a call

- Maximum profit that can be made on a call

- Minimum duration of a call (see)

- Correction time (see See).

Digit Processing

It must be decided if there are any special numbers that must be identified and billed. provides examples of the dialed digits.

For each dialed digit category, indicate how the dialed digits should be costed. You can apply a basic charge based on the rate table from the telephone company, or you can apply your own rate.

For each dialed digit, you must indicate which Call type the dialed digits are to be assigned to. Call types contain information on how much the call should generate revenue (for example, is there is a surcharge applied to the call, is there a maximum profit that can be made, and so on).

You generally do not have to enter digit processing information for long distance calls within North America or local calls. These types of calls are recognized and assigned to a call type automatically by the rate table.

Digit processing information is entered, modified, and deleted in the Parameters menu in Journal. See .

Table 1
Examples of Dialed Digits

Mask	Meaning
Note: The "%" symbol indicates any number of any digit. The "?" symbol indicates any digit. The combination of digits and symbols is referred to as the "mask".	
0%	zero plus calls
01%	zero overseas
1800%	1-800 calls
1???5551212	any calls to long distance directory assistance
411	local directory assistance calls
911	911 services calls

Adding departments, cost centers, and extensions

Journal comes with two departments preinstalled: the Administration department and the Guest Rooms department. Additional departments can be added as required.

To add departments, select Departments from the Directory menu in the Journal application.

Once you are satisfied with departments, you must create cost centers for those departments. There is a default cost center for the Administration Department. You must create a cost center for each guest room to track where your charges are coming from. To add cost centers, select Cost Centers from the Directory menu in the Journal application. See for more information.

Once you have created cost centers, you must add extensions. To add extensions, select Extensions from the Directory menu in the Journal application. See for more information.

Installing rate tables

To install rate tables, perform a Restore Rate Table action. Go to the System menu in the Journal application and select Restore Rate Table. When prompted, select the floppy drive containing the Rate Table floppy disk.

For more information about installing rate tables, see .

Setting time and date

When you change the time and date, you must change it both on your PC and on the telephone system.

To change your time and date, perform the following steps:

1   Exit the Journal and Call Costing applications (and Registrar, if installed) on your PC.

2   Change the system time on your PC, using the Windows control panel.

3   Change the system time on your telephone system. (Refer to the documentation provided with your telephone system.)

4   Launch the Journal and Call Costing applications (and Registrar, if purchased) on your PC. (Go into the Start menu, drag through Programs, and select each application in the Hospitality submenu.)

Changing COM port settings and communications parameters

To change your COM port settings, select Communication from the System menu in the Journal application. Make changes to the information in the CDR Port settings rows.
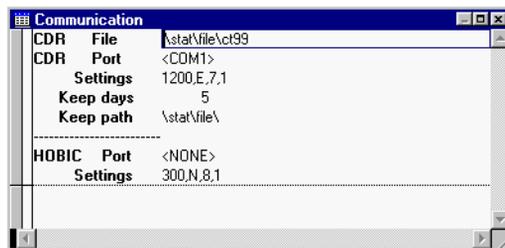
You must reboot the PC before the changes take effect.

The CDR Interface application defaults to COM1 and the appropriate baud rate, bit length, parity, and stop bit: 1200 baud, 7 bit length, even parity, and one stop bit (7E1).

Setting up a printer

To set up a printer for the printing of reports, specify a default Windows printer using your Windows software. You must have your printer installed and configured in Windows before you can print reports from Journal. Journal prints reports only to the default printer.

If you wish, you can connect a printer to the PC so that calls that generate profit are displayed in the call processing window and printed to the printer. To set up a printer for automatic printing of call records, go to the System menu in the Journal application and select Interfaces.
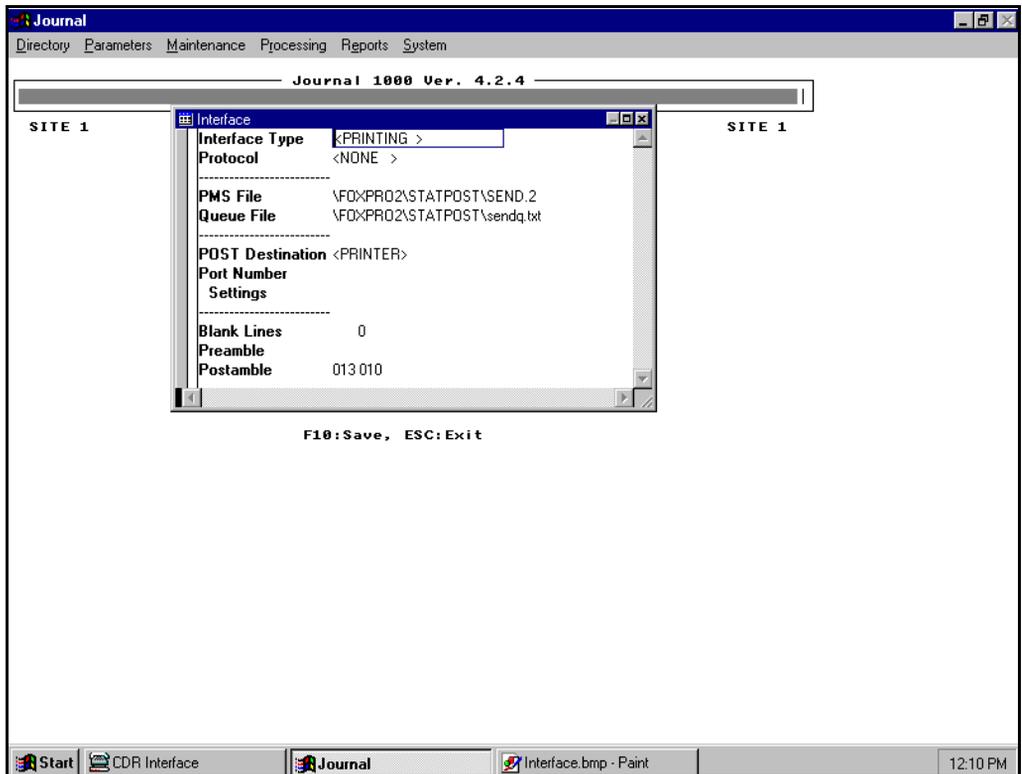
If you want to print out your costed call records, select Printer as the POST destination. The protocol should be set to NONE, and the Interface Type should be set to PRINTING. If you want to use Registrar to view calls, select File as the destination.

If you are using an external PMS, see "Chapter 11 — Journal External Posting" on page 107 for information about setting up Journal External Posting.

Chapter 4 — Directory

General information

The Directory menu captures the organizational structure at your hotel. The information in the Directory menu is used to generate reports and allocate expenses and revenues.

This chapter describes each component of the structure and how to review, edit, add, erase and print functions of the entries in the Directory.

Directory Menu

The Directory (Figure 5) provides the system with the information that makes corporate reports meaningful.

Figure 5
Directory Menu
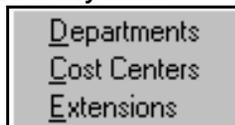
Structure

The reports are structured into Departments and are broken down into Cost centers to allocate telephone expenses for calls made or received from any Extension. In addition, each extension can be entered with a name, room name or number and telephone equipment definition.

Directory functions

The following describes the various fields available under the Directory functions.

Departments

The Departments window (Figure 6) lists the names of the various departments. Department names are unique and Journal does not allow the entry of the same department name twice.

Journal comes equipped with two departments assigned by default (Guest Rooms and Administration). Additional departments can be added as required.

Figure 6
Departments
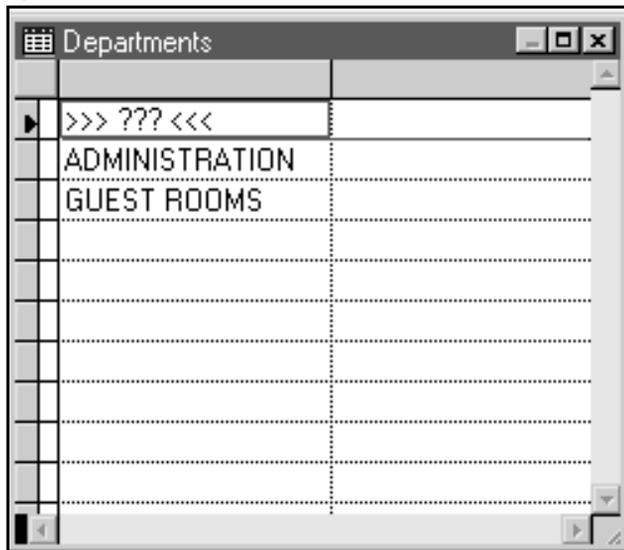
Cost Centers

The Cost Centers window (Figure 7) lists the names of the various Cost Centers and their affiliation with the Departments. Please indicate if you wish to apply a profit and/or a surcharge over the costs of the calls made from the associated extensions. (The default value is NO.)

Figure 7
Cost Center

Notes for hotels

Administration extensions are entered under normal cost centers. There is a default cost center for the Administration Department. However, you should define Room and Meeting Room extensions (extensions for which a charge is to be made) under their own cost centers (one cost center per room). This lets you accommodate more than one extension number per room.

You must create a cost center for all guest rooms and all staff administration rooms. The cost centers entered in Journal for the Guest department reflect the room numbers in the hotel.

Figure 8
Add a new Cost Center

Journal uses the entry For Profit <NO> <YES> to decide if the profit entries under Parameters/Call Types are to be applied. Therefore it is important to change Profit to <YES> for all Guest Room Cost Centers, and to leave at <NO> for all Non-Billable Cost Centers.

Extensions

The Extensions window (Figure 9) lets you create and list the station numbers and associated cost centers as they appear in the call detail records and their affiliation to the Cost Centers. The Extension numbers are unique and Journal will reject the entry of the same extension number into two different Departments/Cost Centers.

Figure 9
Extensions

Note: The ">>>???<<<" (Unknown) Department and Cost Center entries are used to store calls made or received by Extensions that were not defined in the Directory table. Do not change these entries. Undefined extensions will be automatically assigned to this department/cost center. To assign these extensions to the desired cost center, use the "Change" function in the Extension Selection Window. Press Enter after highlighting the entry.

Name, First Name

In order to obtain a good alphabetical listing of names, enter the last name first followed by a comma and space, followed by the first name or initial if required. Data entered in this field will also appear in the headers of the Extension Detail Reports. This window also allows you to enter a Room name/number and an Equipment definition that will appear in various Directory or Inventory reports.

Note: Remember that guest room telephones are not assigned to one person. For guest room extensions, do not enter a name.

Keep Local

This field allows you to over-ride the system-wide decision for the recording of local calls for that specific Extension. The selection window offers three choices:

1 N/A:
Allows the system to use the entry under System/Tax & Miscellaneous for the recording of local calls.

2 YES:
Forces the recording of local calls, irrespective of the entry under System/Tax & Miscellaneous

3 NO:
Inhibits the recording of local calls, irrespective of the entry under System/Tax & Miscellaneous

Keep Incoming

This field allows you to over-ride the system-wide decision for the recording of incoming calls for that specific Extension. The selection window offers three choices:

1 N/A:
Allows the system to use the entry under System/Tax & Miscellaneous for the recording of incoming calls.

2 YES:
Forces the recording of incoming calls, irrespective of the entry under System/Tax & Miscellaneous

3 NO:
Inhibits the recording of incoming calls, irrespective of the entry under System/Tax & Miscellaneous

Selecting and editing fields

Selecting a field

With the Up or Down Arrow key

select a Department, Cost Center or Extension. A selection window showing the previously entered data will appear. The example in Figure 10 shows the result of selecting "Extensions":

Figure 10
Example — Extensions
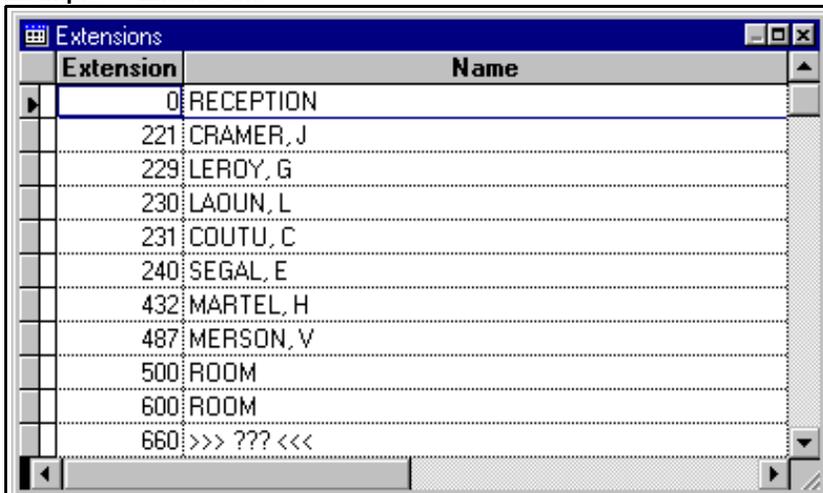
Press the Up or Down Arrow key

and make a selection.

If the desired entry is out of range in the window, press the Page Up or Page Down key

PgUp **PgDn**

to view the other entries

OR
press the F5 key

F5

and enter the first few characters of the desired entry for a fast find.

When the correct entry is selected, press the Return key
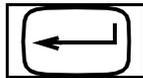
to display the data entry window.

Editing a field

To edit a field, press the Page Up, Page Down or Tab key

PgUp **PgDn**   **Tab**

to position the cursor in the desired field, then enter the change.

Some fields use entries associated with other databases in the system. These fields are in brackets <> ("Cost Center" in our example) indicating that a selection window is available. It can be selected by entering a value (if the one displayed is not the correct one) and pressing the Return key
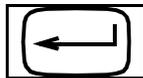
or by pressing the Return key to display all the available entries.

Select the appropriate entry and press the Return key
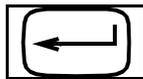
The update is done automatically.

To erase an entry press the Shift and F10 keys

Shift   and   **F10**

simultaneously.

To save an entry that has been added or changed, press the F10 key

F10 .

Journal uses the new entries when producing corporate reports.

Chapter 5 — Parameters

General information

This chapter describes the various functions of the Parameters menu as shown in Figure 11. It describes how to look up, change, add and erase entries in Facilities, Trunks, Call Types, Digit Processing, Destinations, Over-Seas, Call Modes, Carriers, and Holidays sub-menus.

Figure 11
Parameters

Parameters

For Journal to accurately cost calls, it is important that the contents of each menu exactly reflect the configuration of your telephone system. The data is normally available from your telephone system vendor.

Facilities menu

The Facilities menu (Figure 12) lists all entries for Facility, Access code and Rate by time interval. Journal uses these entries for accurate costing of the calls as per the call type and billing choice.

Figure 12
Facilities

	Facilities	Remarks	Access Codes	Rates	Units	
	CO31	PRIVATE LINES	9	0.000 <	Call	
	CO9	TFK - ADMIN IN/OUT	9	0.000 <	Minute	
	CO922	TM4 - GUEST OUTGOING	9	0.000 <	Second	
	WATS	OUTWATS	9	0.025 <	6 seconds	
					Table	
					Reject	

F3:Add, F10:Save, sF10:Erase, ESC:Exit

Call records that come across from the telephone system contain leading digits that represent the access code for that particular trunk route. These access codes and their corresponding routes must be entered under the "Facilities" sub-menu so that Journal can strip these leading digits from the actual dialed digits.

By default, Journal is set up to automatically strip the first four digits of the trunk access code from each call record. In the Facilities menu of the Journal application, there are by default four question marks in the Access Codes field (stripping off the first four digits). Ensure that the number of question marks in the field matches the number of digits in your trunk access codes.

The following shows the default entry under "Facilities", in the "Parameters" pull-down menu.

```
FACILITIES FIELD:   CO1
```

```
ACCESS CODES:        ????
```

If you leave the default entries for Facilities and Trunks as they are when you receive Journal, Journal will work. However, the hotel will not be able to run reports on specific trunks and trunk routes to analyze the activity on these facilities.

If you wish to enter the exact trunk routes and access codes, use the information shown below:

Facilities field

For non-CO facility names being reported by Journal as Call types, it is recommended that meaningful non-CO Facility names be used (for example, TIE-TOR for a Tie line to Toronto). The following list describes various usable facilities.

- CO: (Central Office) Regular telephone company service linking your telephone system to the telephone company's Central Office. Typically used for Local calls (incoming or outgoing), Long distance (Direct Distance Dialing) calls, Over-Seas (or International calls), Zero+ (Operator assisted calls), and Special calls (411-Directory assistance, 555-1212-Long distance Directory assistance, 1-800-Toll Free calls and so on).

Note: The CO facility name must be followed by a number. It is recommended that either the access code number, or the route or trunk number be used to make identification easier.

- WATSn: WATS (Wide Area Telephone Service) zone n. (n= 1 - 5)

- IWTSn: Incoming WATS zone n (n= 1 - 5) or Zenith service.

- TIExxx: Tie lines xxx ("Tie Line")

- FXyyy: FX or "Foreign Exchange yyy (yyy can be the exchange number of the covered exchange.

Indicating the access codes used (if your telephone system uses them) is essential for Journal to accurately cost and display the calls.

The costing Rate and Rate unit. The rate unit selection window appears when you press the Enter or Return key

Enter   or   Return   or   ⟵

after entering the Rate while the cursor is on that field.

The Rate unit can be chosen among the following options:

- Per call:
  Enter a fixed rate per call, regardless of the dialed digits or duration of call.

- Per minute:
  Enter a fixed rate per minute, regardless of the dialed digits. (Journal will round up to the next minute.)

- Per second:
  Enter a fixed rate per second, regardless of the dialed digits.

- Per 6 seconds:
  Enter a fixed rate per six second increment regardless of the dialed digits. (Journal will round up to the next 6 second increment.) This method is typically used for the costing of WATS calls (Wide Area Telephone Service).

- Table:
  Entering a rate is not necessary for Table costing, as Journal will automatically use the rate table value as per the indicated carrier rate table included in your Journal system for Local, Long Distance and Over Seas call types. As is the case with the telephone company, Journal will round up the duration to the next minute.

- Reject:
  Allows Journal to discard calls made in this category. This function is useful for the rejection of unwanted call types, for example, incoming calls, or calls made on some TIE lines or HOBIC lines.

Trunk menu option

Select the Trunk menu option to view the Trunk window. The Trunk window (Figure 13) lists all Trunk entries programmed in Journal. This window lets you enter the trunk numbers reported in the SMDR call record identifying a facility used.

Figure 13
Trunk
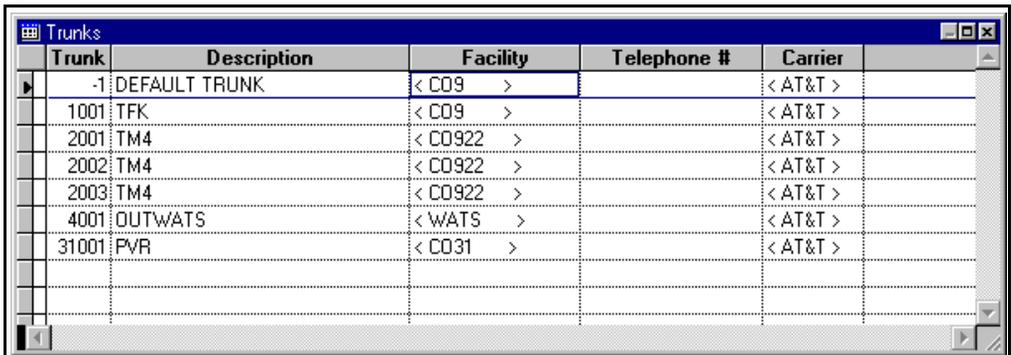
Trunk	Description	Facility	Telephone #	Carrier	
-1	DEFAULT TRUNK	< CO9 >		< AT&T >	
1001	TFK	< CO9 >		< AT&T >	
2001	TM4	< CO922 >		< AT&T >	
2002	TM4	< CO922 >		< AT&T >	
2003	TM4	< CO922 >		< AT&T >	
4001	OUTWATS	< WATS >		< AT&T >	
31001	PVR	< CO31 >		< AT&T >	

The Trunk window is structured so that each trunk is associated with a Facility to emulate the programming of your telephone system.

The facility selection window appears when you press Enter or Return

Enter	or	**Return**	or	⬅

while the cursor is on the Facility field.

The Trunk window also shows a field and displays a selection window for the Carrier name to allow for the accurate costing of calls routed through a secondary Carrier or through a Foreign Exchange line terminating in a different locality. A field for the Description, and Telephone number is also available for identification purposes. (This field can be left blank).

Figure 14 shows an example of a trunk network.

Figure 14
Trunk Network

```
---------------------------------------------------------------

  FACILITY           ACCESS CODE        TRUNK LINE         CARRIER

---------------------------------------------------------------

                                        074 ----------- BELL

                                        076 ----------- BELL

     CO9------------ 9 ----------- 078 ----------- BELL

                                        080 ----------- BELL

                                        082 ----------- BELL



     WATS3 --------- 83 ---------- 104 ----------- BELL



     TIE-TOR ------- 87 ---------- 102 ----------- BELL

---------------------------------------------------------------
```

Call Type menu option

Select the Call Type menu option to view the Call Type window. The Call Type window (Figure 15) lists all entries allowing Journal to modify the recording and costing of Call Types according to chosen correction factors for minimum duration and correction times and to apply values for taxes, surcharges, and profit.

Figure 15
Call Type

Journal lists the entries for all fixed rate facilities listed above (WATSn, TIExx, IWTSn, FXyy), and also offers listings for the Call types typical of CO line calls as shown in the following list.

- Local:
  Call placed within your local calling area typically free or billed at a fixed rate per call.

- Incoming:
  Call received from the outside on a CO trunk. Generally at no charge.

- DDD:
  Or Direct Distance Dialed. Long distance call placed on a CO trunk.

- O-S:
  Direct dialed Over-seas call placed on a CO trunk.

- ZERO+:
  (Or OA for Operator Assisted) calls requiring operator assistance. Includes credit card calls, calls billed to a third number, person to person calls and over-seas calls with operator assistance.

- SPCL:
  Includes all calls with special billing, such as: 411, 555-1212, 1-800, 1-900, 1-976 and so on.

The following list describes the various fields included in the Call Types window:

- Remark:
  For reference only. Allows the keeping of a more precise description (for example, 5HRS to indicate a 5 hour WATS line).

- Tax 1:
  Entered in added percentage. This value will be added to the call cost and/or profit in the reports. For example, "7" will add a 7% tax to the cost of the call. (Remember to configure taxes in Registrar, or they will not be billed to guests through Registrar's room billing.)

- Tax 2:
  Entered in added percentage. This value is added to the call cost and profit in the reports. For example, "8" adds an 8% tax to the cost of the call. (Remember to configure taxes in Registrar, or they will not be billed to guests through Registrar's room billing.)

- Markup%:
  Surcharge in percentage added to the call cost for profit billing. It is reported under the Profit heading and included under the Total heading. For example, enter the markup as "10" for a 10% markup to be added to the Call Cost.

- Surcharge $:
  Surcharge in dollars and cents added to the call cost for profit billing. It is reported under the Profit heading and is be included under the Total heading. Typically used to bill Local calls in Hotel/Motel applications.

- Minimum and maximum profit:
  Controls the surcharge values listed in the two previous fields.

- Minimum duration: Period (in seconds) defines the minimum duration threshold for a valid call. Calls shorter than this value are discarded.

- Correction Time:
  Period (in seconds) subtracted from a valid call duration so that only the connected duration may be billed and not the set-up and ring duration. This is used only to compute the call charge; calls are still reported with the duration supplied by the telephone system. (This is used when your hotel does not have call answer supervision and a call answer detection device installed on your telephone system.)

Digit Processing menu option

Select the Digit Processing menu option to view the Digit Processing window. The Digit Processing window is used to identify specific dialed number models for which a special billing and call typing scheme must be applied.

Figure 16
Digit Processing
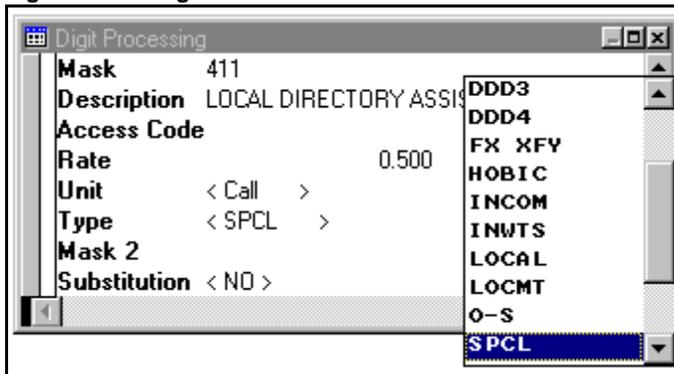
During call processing, the digit processing is invoked as soon as Journal reads and identifies a call record. During this process, Journal tries to match the dialed digits to the models that appear in the Digit Processing window. If a match is found, Journal applies the indicated billing and call types scheme according to the possible options listed below.

- Cost per call

- Cost per minute

- Cost per second

- Cost per 6 seconds

- Tariff table costing

- Call Rejection

In all cases, Journal reports the Call Type according to the Digit Processing settings.

The following list describes the various Digit Processing fields.

- Dialed Digits:
  Defines a digit string from 1 to 16 digits.

- The <?> symbol
  is used to represent any single character in that position. For example, "849????" represents a 7 digit string beginning with "849".

- The <%> symbol
  is used as the last character in the string to match any number of trailing digits. For example, "0%" represents any number of any length beginning with "0".

- Description:
  For information only.

- Access Code:
  Specifies an access code valid in your system. A space means "don't care"; in this case, any access code will be considered valid.

- The costing Rate and Rate unit.
  The rate unit selection window appears when you press Enter or Return

  | **Enter** | or | **Return** | or | ⏎ |

  while the cursor is on that field.
  The Rate unit can be chosen among the options listed above.

- Call Type:
  The name for a valid Call Type in your system. When you press Enter or Return

  | Enter | or | Return | or | ← |

  while on that field, a selection window will appear.
  If no Type is supplied, Journal automatically defines one when processing.

- Mask 2:
  Defines a digit string from 1 to 16 digits. Is used by Journal to cost and type the call 'Instead' of the original dialed digits.
  This is useful in cases where extra access digits, typically used with alternate carriers or tandem calls over networks, are to be stripped.

- Substitution:
  A selection window will appear. Choose Yes if you want Journal to report the dialed digits according to the Mask 2 definition above. Otherwise, choose No.

Note: While the Destinations, Over Seas, Call Modes and Carriers sub-menus allow the erase and change functions, it is recommended that only the look-up function be used, unless you have to modify the costing and destinations of your calls. Call types cannot be deleted. You should never modify a call type name.

Destinations menu option

Select the Destinations menu option to view the Destinations window. The Destinations window (Figure 17) lists all the Area code and exchange combination entries programmed in Journal's rate tables. Each entry has a field for City, State and Station, indicating the destination city.

The F5 key **F5** provides a "quick find" window.

Figure 17
Destinations

Region	Exchange	Station	Destination	State	
201	220		HACKENSACK	NJ	
201	221		HACKENSACK	NJ	
201	222		JERSEYCITY	NJ	
201	223		UNION CITY	NJ	
201	224		CLIFFSIDE	NJ	
201	225		PATERSON	NJ	
201	226		CALDWELL	NJ	
201	227		CALDWELL	NJ	
201	228		CALDWELL	NJ	
201	229		HACKENSACK	NJ	

Overseas menu option

Select the Overseas menu option to view the Overseas window. The Overseas window (Figure 18) lists all the country code entries programmed in Journal's rate tables.

Figure 18
Overseas
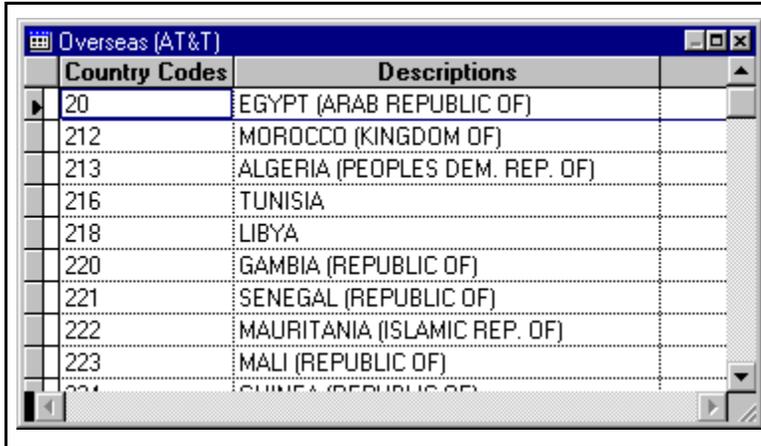
By pressing Enter or Return

after selecting a country, a tariff and discount table is displayed for the selected country. (See Figure 19)

Figure 19
Overseas Rates

Each Rate window has a field for a description indicating the destination country, Init period for initial period duration, Add period for additional period duration, and Costing Unit for the duration basis for the billing periods (selection window provided).

The table also provides entries for:

- Day of week (selection window provided)

- Start-time, End-time (Time of day is entered in 24 hour format)

- Initial Period

- Additional Period

- Calling Card

- Person to Person cost

Call Modes menu option

Select the Call Modes menu option to view the Call Modes window. The Call Modes window (Figure 20) lists all the area code entries programmed in Journal's long distance rate tables.

Figure 20
Call Modes

A selection window is provided for:

- Telephone Company

- Call Mode

- Territory

- Distance, if applicable.

The F5 key **F5** provides a useful "quick find" window.

Carriers menu option

Select the Carriers menu option to view the Carriers window. The Carriers window (Figure 21) lists all the schedule entries programmed in Journal's rate tables.

Figure 21
Carriers

By pressing Enter or Return

Enter or **Return** or

after selecting a schedule, a tariff and discount table is displayed for the selected schedule. (See Figure 22).

Figure 22
Telephone Companies

```
┌─────────────────────────────────────────────────────────────────────────┐
│ ▄▖ Telephone Companies                                                  ⊠ │
│                                                                           │
│  Telephone Co......: AT&T                                                 │
│  Schedule..........: 2                                  Init. Period..: 1 │
│  Description.......: IN STATE\IN LATA - LEC             Add. Period...: 1 │
│  Minimum charge....:     0.000            Costing Unit..: <Minute       > │
│                                                                           │
│   ********  DISCOUNTS IN %  *********                                     │
│   HOUR  M-F   SAT.  SUN.  HOL.  OTHER    *****   SERVICE CHARGES   ***** │
│     0   32.5  65.0  65.0  65.0   0.0    Operator...........:     0.950   │
│  1700   40.0  65.0  40.0  40.0   0.0    Calling card.......:     0.350   │
│   800    0.0  65.0  40.0  40.0   0.0    Pers.to pers.......:     1.950   │
│  2300   65.0  65.0  65.0  65.0   0.0    Collect Calls......:     0.950   │
│     0    0.0   0.0   0.0   0.0   0.0    Others.............:     0.950   │
│     0    0.0   0.0   0.0   0.0   0.0                                      │
│                                                                           │
│               F5:Mileage, F10:Save, sF10:Erase, ESC:Exit                  │
└─────────────────────────────────────────────────────────────────────────┘
```

Each Schedule window (Figure 23) has a field for Description indicating the destination schedule, Init period for initial period duration, Add period for additional period duration, and Costing Unit for the duration basis for the billing periods (selection window provided). This window columnar discount table also provides entries for:

- Hour

- Day of week

- Holidays.

Press the F5 key to see a table of the distance spans, with costs for initial periods and additional periods.

Figure 23
Schedule

	Co.	Schedule	Mileage	Initial	Additional	
▶	\<AT&T\>	8	18	0.210	0.200	
	\<AT&T\>	8	80	0.270	0.210	
	\<AT&T\>	8	140	0.460	0.410	
	\<AT&T\>	8	220	0.500	0.420	
	\<AT&T\>	8	345	0.540	0.530	
	\<AT&T\>	8	630	0.610	0.600	
	\<AT&T\>	8	1200	0.700	0.690	
	\<AT&T\>	8	1610	0.770	0.740	
	\<AT&T\>	8	9999	0.810	0.790	

Holidays menu option

Select the Holidays menu option to view the Holidays window. The Holidays window (Figure 24) lists the entries for the various holidays for which a rate rebate applies. These holidays are already entered in your system and should not be edited unless your telephone carrier effects changes to their tariff.

Figure 24
Holidays

	Month	Day	Description	
▶	01	01	NEW YEAR'S	
	12	25	CHRISTMAS	

Chapter 6 — Maintenance

General information

This chapter describes the functions available under the Maintenance menu (Figure 25). This menu contains the functions for Archive, Delete, and Restore Calls, and Re-Index databases.

Figure 25
Maintenance

Maintenance

Regular maintenance for Hospitality applications includes the archiving and deletion of data. Under certain conditions you may also need to restore deleted data from the archives.

Archiving involves copying data and configuration information from the PC's hard disk to another storage medium, such as floppy disk. Archiving allows you to protect your configuration data and call records by making copies of them.

Since the call processing function of Journal permanently accumulates call records on your hard disk, the call record file will eventually need to be reduced in size to make room for new call records, and to maintain system performance. Journal lets you delete records as required.

Journal also lets you restore call records for backup or reporting purposes.

If your site is equipped with Registrar software, you can also use Journal to archive, delete and restore Transaction data.

For a recommended schedule of maintenance tasks, see Table 2 and Table 3.

Table 2
Schedule for maintenance - Journal only

Action	Daily	As required
Archive system data		After changes to configuration, and immediately after initial configuration.
Archive call records		As required to ensure call revenue is protected.
Delete call records		When the file becomes large. Do not delete the previous month's data, or any data for a guest who is still checked in, and for whom payment has not been made.

Table 3
Schedule for maintenance - Journal with Registrar

Action	Daily	As required
Archive system data	X	
Archive call records		As required to ensure call revenue is protected.
Archive transaction records	X	
Delete call records		When the file becomes large. Do not delete the previous month's data, or any data for a guest who is still checked in, and for whom payment has not been made.
Delete transaction records		When the file becomes large. Do not delete the previous month's data, or any data for a guest who is still checked in, and for whom payment has not been made.

Archiving and restoring system data

System data, including departments, cost centers and other parameters, are stored on your PC's hard disk. For more information about archiving system data, see "Archiving system data" on page 96. For more information about restoring system data, see "Restoring system data" on page 97.

Archiving Call Records

Archive your call records as required to ensure that call revenue is protected. Select Archive Call Records from the Maintenance menu in Journal.

Note: You do not need to archive call records if you are sending your call records directly to a printer.

This function allows the archiving, on floppy disks, of call records using a range of dates. When invoked, the Archive screen (Figure 26) displays the dates for the first and last call records, and the total number of records in the system (or site).

Figure 26
Archive
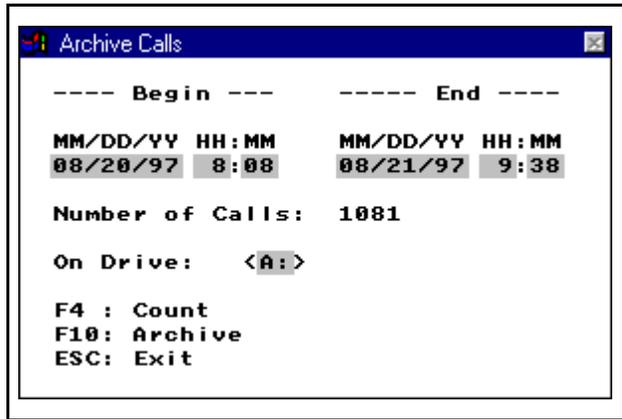
To archive calls, select Archive Calls from the Maintenance menu in Journal. Enter the beginning and ending dates to be archived (for example, from August 20th to August 21st 1997 inclusive). If no range is entered for dates, Journal assumes that all records must be archived.

If required, press the F4 key [F4] to see a count of the Call Records affected by the date selection.

Specify a floppy drive using the selection window that appears.

Once the selection is complete, press F10 [F10] and follow onscreen instructions. You are prompted to insert a floppy disk, and asked to confirm the operation.

> *Note:* If more than one floppy disk is required, Journal prompts you to insert subsequent disks. Several blank disks may be required.

It is important to label the disks, especially in the case of multiple disk archives. Labeling information should include the call record dates and the disk number (when more than one disk is used).

Close the Registrar and PMSI Link applications before beginning the archive.

Deleting Call Records

Journal lets you delete call records using a range of dates and a range of call types (Figure 27).

Figure 27
Delete
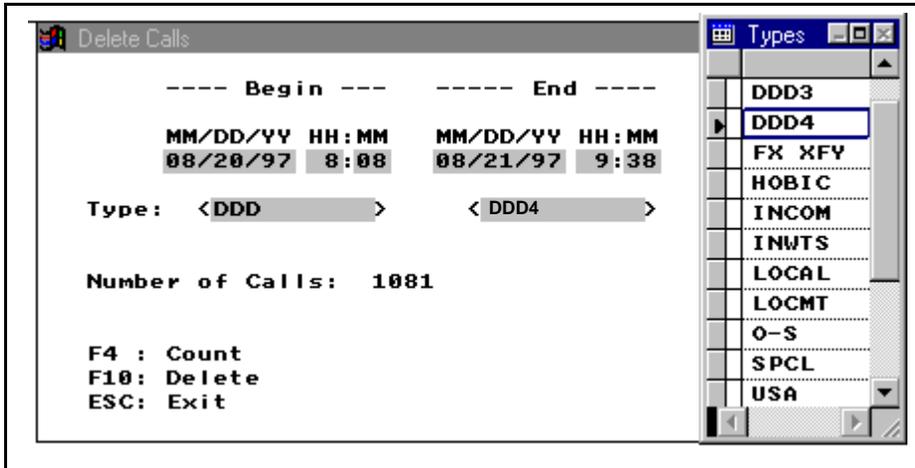
To delete call records, select Delete Calls from the Maintenance menu. Enter the beginning and ending dates to be deleted. If needed, enter a range of call types using the selection window (as shown in Figure 27 above).

In the example in Figure 27, the date range is from August 20th to August 21st 1997, and call types DDD to DDD4 are to be included.

Note: If you do not enter date or type ranges, Journal deletes all records for the category.

If required, press the F4 key **F4** to see a count of the Call Records affected by the Date and Type selections.

Once the selection is completed, press F10 **F10** and follow onscreen instructions. Journal waits for a confirmation to execute the deletion.

Remember to close the Registrar and PMSI Link applications before performing the Delete operation.

> *Note:* When deleting Call Records, do not delete the previous month's data, or any data for a guest who is still checked in. (Otherwise no data will be available on the guest's folio when they check-out.) Consider your reporting windows when deleting data. If data is deleted before it can be used in reports, you will have to restore the data.

Restoring Call Records

The Restore archive function offers the same choices as the Archive function, but with inverse results. It is possible to restore records from archive disks using the same Date criteria used for the archiving, or a subset of the dates used for archiving.

No change is required on the current call record file, as the archived records are appended to the permanent database. Journal automatically prevents a possible record duplication if call records being restored are already present in the permanent call record file.

Figure 28
Restore
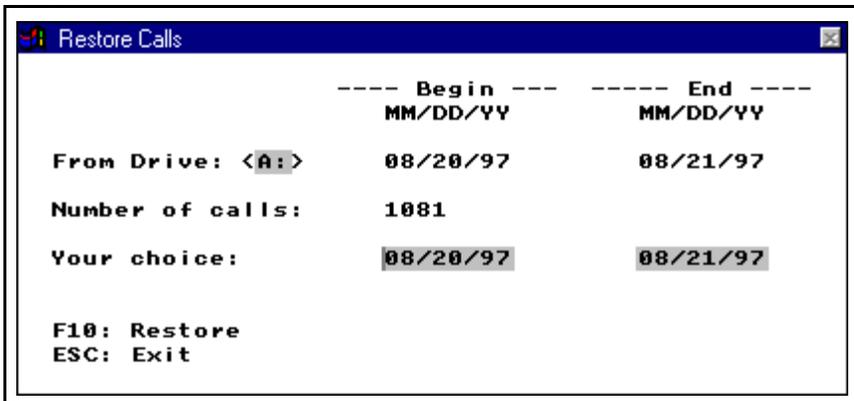
To proceed with the restore, select Restore Calls from the Maintenance Menu. Specify the <A> or <B> floppy, when prompted, then press the F10 key.

> *Note:* If more than one floppy disk is present in the archive set, Journal prompts you to insert subsequent disks. Insert the disks in the order that the disks were created during archiving. In the case of multi-site users, be sure to restore the archive in the proper site.

Remember to close the Registrar and PMSI Link applications before performing the restore operation.

Archiving Transaction Data (Registrar)

Archive your transaction data daily if Registrar is purchased. You can archive transaction data to floppy disk using a range of dates. When invoked, the Archive screen (Figure 26) displays the dates for the first and last transactions, and the total number of transactions in the system (or site).

To archive transaction data, select Archive Transaction Data from the Maintenance menu in Journal. Enter the beginning and ending dates to be archived. If no range is entered for dates, Journal archives all records.

If required, press the F4 key **F4** to see a count of the Transaction Records affected by the date selection.

If a floppy disk drive must be specified, a selection screen appears.

Once you make the selection, press F10 **F10** and follow onscreen instructions. You are prompted to insert a floppy disk, and asked to confirm the operation.

> *Note:* If more than one floppy disk is required, Journal prompts you to insert subsequent disks. Several blank disks may be required.

It is important to label the disks, especially in the case of multiple disk archives. Labeling information should include the transaction record dates and the disk number (when more than one disk is used).

Close the Registrar and PMSI Link applications before beginning the archive.

Deleting Transaction Data (Registrar)

You can delete transaction records using a range of dates. To delete transactions, select Delete Transaction Data from the Maintenance menu. Enter the beginning and ending dates to be deleted. If no range is entered for dates, Journal deletes all the records for that category.

If required, press the F4 key to see a count of the transactions affected by the date selections.

When done with the selection, press F10 and follow the onscreen instructions. Journal prompts you to confirm the deletion.

> *Note:* When deleting Transaction Data, do not delete the previous month's data, or any data for a guest who is still checked in. (Otherwise no data will be available on the guest's folio in Registrar when they check-out.) Consider your reporting windows when deleting data. If data is deleted before it can be used in reports or in room billing, you will have to restore the data. Always archive data before deleting it.

Close the Registrar and PMSI Link applications before beginning the deletion.

Restoring Transaction Data (Registrar)

The Restore Transactions function offers the same choices as the Archive function, but with inverse results. It is possible to restore records from archive disks using the same Date criteria used for the archiving, or a subset of the dates used for archiving.

No change is required on the transaction record file, since the archived records will be appended to the permanent database. Journal automatically prevents a possible record duplication if transaction records being restored are already present in the permanent transaction record file.

To proceed with the restore, select Restore Transaction Data from the Maintenance Menu. Specify the <A> or <B> floppy, when prompted, then press the F10 key.

> *Note:* If more than one floppy disk is present in the archive set, Journal prompts you to insert additional disks. Insert the disks in the order that the disks were created during archiving.

Remember to close the Registrar and PMSI Link applications before performing a restore operation.

Rate Tables

You can restore Rate Tables from archive disks. You must perform a Rate Table restore as part of the installation of Journal. For more information about creating and restoring Rate Tables, see .

Re-Indexing of Databases

CAUTION

It is very important that the computer system not be turned off or reset while in Journal or the Call Costing menu, especially during call processing or report production. Always exit the Journal and Call Costing applications using the proper exit sequence to ensure the integrity of the important Journal and Call Costing databases and indexes.

Power failures and fluctuations can happen, and computers can malfunction. Journal is equipped with a Re-Index function that cleans and re-indexes all Journal databases, returning them back to a normal condition in the event of a power or equipment failure.

If you suspect that databases are corrupted (perhaps because of inaccurate reports or error messages), invoke the Re-Index function and let Journal reset the databases.

The time required for reindexing depends on the size of the database and the computer's performance. Journal displays the current reindexing status. Allow the process to run to completion to ensure the best possible results.

Remember to close the Registrar and PMSI Link applications before beginning this process.

Chapter 7 — Processing

Call Costing processing

Process Calls is used to cost calls and record them in the permanent call record file, as shown in Figure 29.

Figure 29
Call Processing

```
┌─────────────────────────── Call Processing ───────────────────────────┐
│                                    Date or Call.........: WED 04/29/92 │
│  # of calls by hour....:   1,188   Least Expensive Call.:      $0.35   │
│  # of valid calls......:      59   Average Call Cost....:      $0.60   │
│  Processing Mode.......: PROCESS   Most Expensive Call..:      $5.16   │
│                                                                        │
│   Time    Dur.    Ext...   Type   Destination.. Dialed  Number  Cost .... Total....│
│   16:03  0:01:26    231    LOCAL  PT CLAIRE  PQ 6978220       $0.00    $0.00│
│   15:54  0:09:44    240    LOCAL  MONTREAL   PQ 4844871       $0.00    $0.00│
│   16:01  0:04:12    432    LOCAL  MONTREAL   PQ 7473020       $0.00    $0.00│
│   16:04  0:01:42    487    LOCAL  PT CLAIRE  PQ 6974228       $0.00    $0.00│
│   16:03  0:02:52    500    SPCL   ZENITH        18004283311   $0.00    $1.15│
│   16:06  0:01:18    600    LOCAL  MONTREAL   PQ 8425176       $0.00    $1.15│
│   15:59  0:07:48    700    USA    DUBLIN     OH 16148892130   $1.98    $5.16│
│   16:05  0:03:28    800    LOCAL  PT CLAIRE  PQ 6944739       $0.00    $1.15│
│   16:05  0:03:08    221    LOCAL  MONTEAL    PQ 3868856       $0.00    $0.00│
│   16:01  0:06:50    229    LOCAL  MONTREAL   PQ 3416780       $0.00    $0.00│
│   16:06  0:03:02    230    LOCAL  MONTREAL   PQ 8421440       $0.00    $0.00│
│   15:56  0:14:26    231    ZERO+  TORONTO    ON 04166742764   $0.00    $0.00│
└───────────────────────────── ESC:Exit ─────────────────────────────┘
```

Call records are displayed on this screen as they are costed and stored on the permanent call file. For each call, the Call Costing application shows the following data:

- Time: Start time of call in HH:MM

- Duration: In HH:MM:SS

- Ext: Extension responsible for the call

- Type: Call Type (Local, DDD, WATSn, etc.)

- Destination: City and province/state/country

- Number dialed: Dialed number, if available.

- Cost: Call cost, not including taxes or profits.

- Total: call cost + taxes + profits (if any).

The header for the Call Processing screen also displays various call statistics, such as the following: the processing session in progress, the number of valid calls, and so on.

The call processing function of Journal will process all accumulated call records. When processing is completed, the function will remain in "wait" mode for real time call processing - it waits for the call records that are being collected by the background recording function. To cancel Call Processing, press Esc. You will be required to enter a password. The default password is PAS1. The confirmation window may be delayed for a few seconds. This is normal and inherent to the "real time" mode. The Call Costing application is then disabled.

> *Note:* It is possible to exit Call Processing at any time by pressing Esc and entering the password. Keep in mind that CDR continues to be collected and stored in the record buffer. When call processing is reactivated, the records in the buffer are processed.

> If call processing is interrupted before the session is finished, the Call Costing application will exit at that point, but will show the same calls when the call processing is again invoked. The message "This call already processed" may appear when processing is reactivated, indicating that a call record has already been processed completely and has been skipped to prevent call record, and call billing, duplication.

Note: The only recommended way to exit Call Processing from within the Call Costing application is with the Esc key. Any other exit may corrupt the Call Record Database index. For this reason, the Call Costing application automatically re-indexes the Call Record Database when Call Record Processing is started after a computer reset or a power failure occurs while in call processing mode. The re-indexing ensures the accuracy and integrity of the Call Record Database. This function may take a few seconds to a few minutes to complete, depending on the number of call records stored.

When you press the Esc key, you are prompted for a password. The default password is PAS1. You should change this password as soon as possible to something other than the default. See "Password Maintenance menu" on page 99.

When someone places a 911 emergency call, the 911 call record appears immediately on the Call Costing screen. The record is highlighted, and does not scroll off the screen until you press the S key.

Processing menu in Journal

In the Journal application under the processing menu, there are two options:

• recosting

• costing inquires

Figure 30
Processing menu
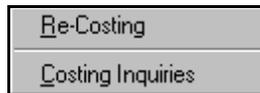
Re-Costing

This function allows the re-processing of permanent call records for Call Type, Cost, Profit and Total charge on a range of records chosen by Date/Time and/or Call Type. In the example in Figure 31, Journal re-costs only the records within the selected ranges. (From January 1st 1990 to December 31st 1999 and for calls from "LOCAL" to "LOCAL" inclusive.)

Figure 31
Re-costing selection

After having entered the ranges for Date and Time and for Call Type range (Journal offers selection windows for these fields), pressing the F10 key

F10

starts the Re-costing process. The screen (Figure 32) shows both the previously costed record and, highlighted, the newly costed record with destination and total cost.

Note: Calls processed for a second time are not sent to the Immediate Print or PMS port to avoid duplicate postings in Hotels.

Figure 32
Re-costing screen

Costing Inquiries

The Costing inquiries menu displays, on screen, the costing data for a long distance call, from the following values:

- The Area Code (NPA) (819 in the example)

- The Exchange Code (NXX) (625 in the example)

When this function is selected, the costing inquiries screen (<u>Figure 33</u>) is displayed and the cursor is positioned appropriately for the entry of the Area Code (NPA), followed by Return
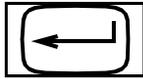
Enter the Exchange Code (NXX),
followed by Return
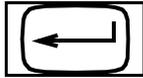
and Journal will display the data for:

- distance

- cost

- call type

- carrier

- minimum cost

- time of day

- day of week

- holiday discounts.

- initial period and additional period durations and costs

Figure 33
Inquiries Screen

```
╔ Costing Inquiries                                                    ☒
║ Carrier..: <BELL>                          Type.........: DDD
║                                            Destination..: Que. & Ont.
║ Region...: 819 INT. QUE. ONT. & N.W.T.     Milleage.....: 241
║ Exchange.: 625 LORRAINVL   PQ
║ ─────────────────────────────────────────────────────────────────────
║     --- P E R I O D ---
║  Mileage     Init...     Add...          Minimum charge.:   0.340
║              --001--     --001--         Unit charge....: Minute
║
║      100     0.370       0.370     Time   M-F   Sat   Sun.  Holy Other
║      130     0.370       0.370    08:00    0    60    60    60    60
║      160     0.380       0.380    18:00   35    60    60    60    60
║      200     0.380       0.380    23:00   60    60    60    60    60
║      250     0.380       0.380    00:00    0     0     0     0     0
║      300     0.390       0.390    00:00    0     0     0     0     0
║   999999     0.390       0.390    00:00    0     0     0     0     0
║
║                              ESC: Exit
```

Chapter 8 — Reports

General information

This section describes the system's various report production functions on telephone activity.

Reports menu

The Reports menu (Figure 34) produces, on screen or on the printer, various reports available with the Journal system.

Figure 34
Reports
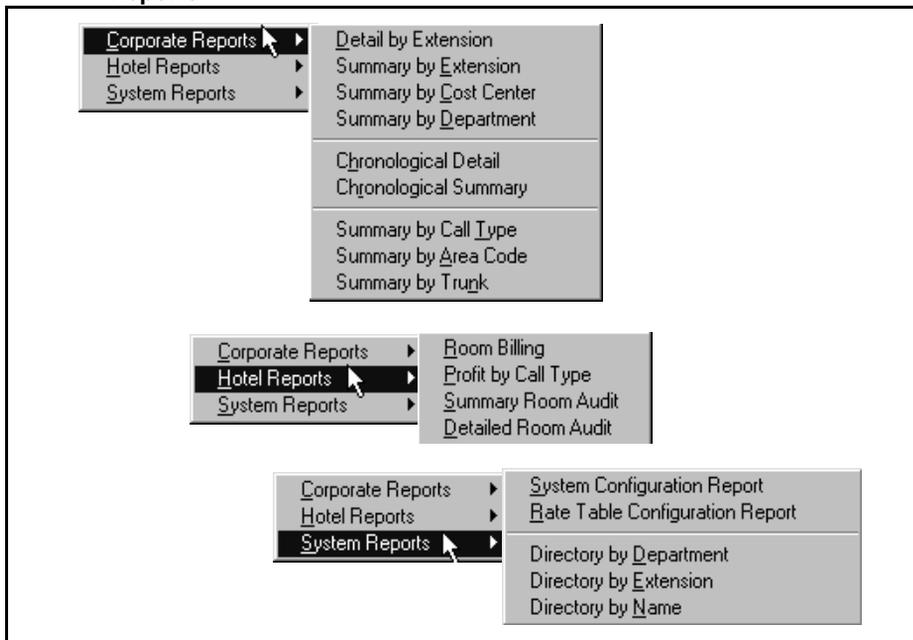
Note: Only calls already processed under the Call Processing function are accounted for in the reports. To print calls that are not yet processed, return to the Processing menu and execute the Call Processing function.

Generating Reports

To produce a report, highlight the desired report in the report selection window.

Limit window

As shown in the following example, a limit window appears (Figure 35). Select the desired field and enter a range of lower and/or upper limits (for example, to print calls for the dates ranging from January 1st 1999 to December 31st 1999 for Department «Production»).

Journal does not require a range for all or any of the offered fields; if no range is selected, no limit will be placed on that particular field. However, it is possible to apply a combination of limits allowing you to focus closely on a particular area of your telephone activity.

Your entered limits remain valid until you exit from the active report selection window, and if you have produced the report on the printer, the entered limits will stay in the report limits until you erase them. To erase a set of previously entered limits, simply go back to the report selection window and press the F4 key

F4

Journal will reset all values to default (all inclusive) in that particular report.

Figure 35
Limits window
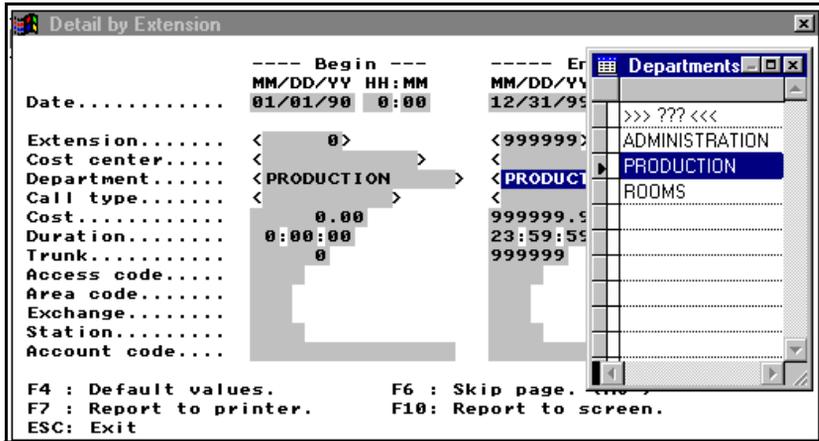
Once the limits are chosen, Journal will produce the report on the printer if you press F7

F7

or on screen if you press F10

F10

To stop a report, press Esc

Esc

Journal terminates the production of that report.

Press ESC again

Esc

Journal exits the report mode and returns to the previous menu level.

Report samples

The following pages contain a sample of the various available Journal reports.

Some reports offer an option to choose a page break between report sections. If the page break selection is possible for the chosen report, the bottom of the screen displays <F6>: Page Break.

Extension Detail Report

The Extension Detail Report (Figure 36) lists all processed calls matching the limit value selections. Calls are sorted by Extension, and Extensions are sorted by Cost Center and Department.

This report is useful for obtaining a complete list of departmental telephone activity and determining how a specific extension number is being used.

Figure 36
Extension Detail Report

```
                        EXTENSION DETAIL REPORT

                                   Date:  01/16/93
                                   Time:  10:56:59
                                   Page:        1
                  -  ---------- LIMITS - ----------

                  -   --- BEGIN - --   - ---- END - ---
                      MM/DD/YY HH:MM   MM/DD/YY HH:MM
        DATE............ 01/01/90  0:00   12/31/99  0:00

        EXTENSION.......   230             230
        COST CENTER.....
        DEPARTMENT......
        TYPE............
        COST............   0.00            999.99
        DURATION........   0:00:00         23:59:59
        TRUNK...........   0               999999
        ACCES CODE......
        AREA CODE.......
        EXCHANGE........
        STATION.........
        ACCOUNT CODE....

        DEPARTMENT......:   ADMINISTRATION
        COST CENTER.....:   432
        EXTENSION.......:   230    LAOUN, L
```

DATE	HOUR	DUR.	ORIG.	DIALED NO.	DESTINATION		TRUNK	TYPE	COST	TAXE1	TAXE2	TOTAL	
92/04/29	15:43	00:01:50	500	744-	2854 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	0.00
92/04/29	15:43	00:02:24	600	1 617 321-	9080 MALDEN	MA	2	USA	0.47	0.04	0.04	0.55	
92/04/29	15:43	00:02:06	700	637-	4408 LACHINE	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:44	00:03:08	800	1 800 877-	8000			2	SPCL	0.00	0.00	0.00	0.00	
92/04/29	15:44	00:04:22	221	745-	2440 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:47	00:01:00	229	633-	1100 LACHINE	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:44	00:04:08		1 404 390-	7295 CHAMBLEE	GA	2	USA	1.00	0.07	0.08	1.15	
92/04/29	15:49	00:01:00	231	687-	0429 CHOMEDEY	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:41	00:07:40	240	340-	MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:48	00:03:18	432	341-	6780 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:48	00:03:50	487	942-	5646 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:52	00:01:04	500	684-	9760 ROXBORO	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:49	00:03:48	600	1 414 749-	3040 APPLETON	WI	2	USA	0.90	0.07	0.08	1.05	
92/04/29	15:54	00:03:46	700	0 404 834-	6207 CARROLLTON	GA	2	ZERO+	0.00	0.00	0.00	0.00	
92/04/29	15:59	00:02:00	800	340-	5464 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:59	00:03:08	221	393-	3932 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	16:01	00:01:40	229	842-	1440 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:58	00:05:32		1 652-	0665 VARENNES	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	16:03	00:01:26	231	697-	8220 PT CLAIRE	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:54	00:09:44	240	484-	4871 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	16:01	00:04:12	432	747-	3020 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	16:04	00:01:42	487	697-	4228 PT CLAIRE	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	16:03	00:02:52	500	1 800 428-	3311			2	SPCL	0.00	0.00	0.00	0.00	
92/04/29	16:06	00:01:18	600	842-	5176 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	15:59	00:07:48	700	1 614 889-	2130 DUBLIN	OH	2	USA	1.98	0.14	0.16	2.28	
92/04/29	16:05	00:03:28	800	694-	4739 PT CLAIRE	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	16:05	00:03:08	221	386-	8856 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	16:01	00:06:50	229	341-	6780 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	
92/04/29	16:06	00:03:02		842-	1440 MONTREAL	PQ	2	LOCAL	0.00	0.00	0.00	0.00	

```
        TOTAL EXTEN.   1:41:14        Number of calls :    29         4.35    0.32    0.36    5.03
        230


        TOTAL C.CENT.  1:41:14        Number of calls :    29         4.35    0.32    0.36    5.03
        432
```

Extension Summary Report

The Extension Summary Report (Figure 37) breaks down the telephone activity totals by Extension for all calls matching the limit value selections. Each line gives total calls, total duration and total cost for each extension. Extensions are sorted by cost center and cost centers are sorted by department.

Figure 37
Extension Summary Report

```
                    SUMMARY REPORT BY EXTENSION


                                        Date:  01/16/93
                                        Time:  11:21:12
                                        Page:        1
                    -  ---------- LIMITS -  -----------
                    -  --- BEGIN -  --    - ---- END - ---
                    MM/DD/YY HH:MM    MM/DD/YY HH:MM
DATE............ 01/01/90  0:00    12/31/99  0:00

EXTENSION.......     0            999999
COST CENTER.....
DEPARTMENT...... ADMINISTRATION    ADMINISTRATION
TYPE............
COST............    0.00           999.99
DURATION........ 0:00:00           23:59:59
TRUNK...........     0             999999
ACCES CODE......
AREA CODE.......
EXCHANGE........
STATION.........
ACCOUNT CODE....


DEPARTMENT......:   ADMINISTRATION
COST CENTER.....:   432

EXTENSION   NAME      CALLS    DURATION    WATS      CO     OTHER     COST

  230 LAOUN, L          29    1:41:14     0.00     5.03     0.00     5.03
  231 COUTU, C          26    2:06:54     0.00     0.41     0.00     0.41

TOTAL COST CENTER     ____   _____   _____   _____   _____   _____
432                     55    3:48:08     0.00     5.44     0.00     5.44


                      ____   _____   _____   _____   _____   _____
TOTAL DEPT:             55    3:48:08     0.00     5.44     0.00     5.44
ADMINISTRATION
                      ____   _____   _____   _____   _____   _____
TOTAL                   55    3:48:08     0.00     5.44     0.00     5.44
```

Department Summary Report

The Department Summary Report (Figure 38) breaks down the telephone activity totals by Department for all calls matching the limit value selections.

Each line gives total calls, duration and cost for each department.

Figure 38
Department Summary Report

```
            SUMMARY REPORT BY DEPARTMENT


                                          Date:  01/16/93
                                          Time:  11:22:33
                                          Page:       1
                -   ---------- LIMITS - -----------

                -   --- BEGIN - --    - ---- END - ---
                MM/DD/YY HH:MM    MM/DD/YY HH:MM
DATE............ 01/01/90  0:00    12/31/99  0:00


EXTENSION.......      0            999999
COST CENTER.....
DEPARTMENT......
TYPE...........
COST...........    0.00            999.99
DURATION........  0:00:00          23:59:59
TRUNK..........      0            999999
ACCES CODE......
AREA CODE.......
EXCHANGE........
STATION.........
ACCOUNT CODE....



DEPARTMENT          CALLS    DURATION    WATS        CO      OTHER
COST
ADMINISTRATION        55     3:48:08     0.00       5.44      0.00
PRODUCTION            29     1:08:10     0.00       3.55      0.00
3.55
                    ____   _____   _____   _____  _____
GRAND TOTAL           84     4:56:18     0.00       8.99      0.00
```

Cost Center Summary Report

The Cost Center Summary Report breaks down the telephone activity totals by Cost Center for all calls matching the limit value selections.

Each line gives total calls, total duration and total cost for each cost center. Cost centers are sorted by department.

Figure 39
Cost Center Summary ReportFigure 39

```
                SUMMARY REPORT BY COST CENTER


                                               Date:   11/22/92
                                               Time:   18:23:49
                                               Page:          1
          -   ---------- LIMITS -  -----------

          -   --- BEGIN -  --   - ---- END -  ---
              MM/DD/YY HH:MM     MM/DD/YY HH:MM
DATE............ 01/01/90  0:00    12/31/99  0:00

EXTENSION.......     0            999999
COST CENTER.....
DEPARTMENT...... PRODUCTION       PRODUCTION
TYPE............
COST............    0.00            999.99
DURATION........ 0:00:00          23:59:59
TRUNK...........     0            999999
ACCES CODE......
AREA CODE.......
AREA CODE.......
EXCHANGE........
STATION.........
ACCOUNT CODE....



DEPARTMENT: PRODUCTION
COST  CENTER        CALLS    DURATION      WATS        CO     OTHER      COST

233                     8     0:19:04      0.00      0.35      0.00      0.35
283                     8     0:30:16      0.00      0.00      0.00      0.00
284                     8     0:28:58      0.00      2.87      0.00      2.87
                    ____  _____  _____  _____  _____  _____
TOTAL DEPARTMENT       24     1:18:18      0.00      3.22      0.00      3.22
PRODUCTION
```

The Chronological Detail Report

The Chronological Detail Report (Figure 40) lists all processed calls matching the limit value selections. Calls are sorted by order of occurrence.

This report is useful for obtaining a complete list of telephone activity for a combination of criteria.

Figure 40
Chronological Detail Report

```
                    CHRONOLOGICAL DETAIL


                                    Date:  01/16/93
                                    Time:  11:33:32
                                    Page:         1

HOUR   EXT.   DUR.     DIALED NO.     DESTINATION TYPE  TRUNK  COST ACC.
CODE.
DATE: 92/04/26


14:56 229    0:03:04        849-      4495 MONTREAL    LOCAL    2    0.00 1
14:57 221    0:01:00        692-      5857 CHATEAGUAY  LOCAL    2    0.00 1
14:57 230    0:02:32   0      -                        ZERO+    1    0.00 1
14:58 240    0:04:00        340-      5371 MONTREAL    LOCAL    2    0.00 1
14:59 231    0:01:00        748-      3647 MONTREAL    LOCAL    2    0.00 1
15:01 487    0:03:26        341-      6780 MONTREAL    LOCAL    2    0.00 1
15:02 432    0:01:00        524-      3676 MONTREAL    LOCAL    2    0.00 1
15:14 221    0:09:36  1 416 672-      6800 MALTON      DDD2     2    2.87 1
15:20 600    0:02:24        636-      5142 LACHINE     LOCAL    2    0.00 1
15:21 700    0:01:28        636-      1217 LACHINE     LOCAL    2    0.00 1
15:22 500    0:01:00  1 416 499-      6111 TORONTO     DDD2     2    0.33 1
15:22 800    0:01:04        871-      6320 MONTREAL    LOCAL    2    0.00 1
15:22 230    0:01:54        273-      8848 MONTREAL    LOCAL    2    0.00 1
15:23 229    0:01:00        686-      4833 CHOMEDEY    LOCAL    2    0.00 1
                                                              _____
  Total:                                                      $3.20
  92/04/26   0:34:28               Number of calls :     14

                          _____
  GRAND TOTAL:     0:34:28  Number of calls :    14        $3.20
```

Chronological Summary Report

The Chronological Summary Report (Figure 41) breaks down the telephone activity totals by Day for all calls matching the limit value selections.

Each line gives total calls, total duration, total cost, Tax1, Tax2, and total Charge for each Day. Only days for which the number is not 0 (as per chosen limits) will be displayed.

Figure 41
Chronological Summary Report

```
                      CHRONOLOGICAL SUMMARY


                                                    Date: 01/16/93
                                                    Time: 11:34:25
                                                    Page:        1
                 -     ---------- LIMITS -  -----------


                 -    --- BEGIN -  --    - ---- END - ---
                 MM/DD/YY HH:MM    MM/DD/YY HH:MM
DATE............ 01/01/90  0:00    12/31/99  0:00

EXTENSION.......     0             999999
COST CENTER.....
DEPARTMENT......
TYPE............
COST............    0.00           999.99
DURATION........  0:00:00          23:59:59
TRUNK...........     0             999999
ACCESS CODE.....
AREA CODE.......
EXCHANGE........
STATION.........
ACCOUNT CODE....


DATE          CALLS      DURATION        COST     TAX1     TAX2      TOTAL

92/04/26       14        0:34:28         2.77     0.20     0.23      3.20
92/04/27       14        0:32:08         0.00     0.00     0.00      0.00
92/04/28       56        3:49:42         4.99     0.38     0.42      5.79
             _____   _____     _____ _____ _____  _____
GRAND TOTAL    84        4:56:18         7.76     0.58     0.65      8.99
```

Call Type Summary Report

The Call Type Summary Report breaks down the telephone activity totals by Call Type for all calls matching the limit value selections. Each line gives total calls, total duration, total cost, Tax1, Tax2, and total Charge for each call type. Only call types for which the number is not 0 (as per chosen limits) will be displayed.

Figure 42
Call Type Summary Report

SUMMARY BY TYPE

```
                                                    Date: 11/22/92
                                                    Time: 18:26:41
                                                    Page:        1
                        ----------- LIMITS -----------

                        ---- BEGIN ---    ----- END ----
                        MM/DD/YY HH:MM    MM/DD/YY HH:MM
DATE............ 04/29/92  0:00    04/29/92 23:59

EXTENSION.......        0             999999
COST CENTER.....
DEPARTMENT......
TYPE............
COST............    0.00             999.99
DURATION........  0:00:00           23:59:59
TRUNK...........        0             999999
ACCES CODE......
AREA CODE.......
EXCHANGE........
STATION.........
ACCOUNT CODE....
```

TYPE	CALLS	COST	TAX1	TAX2	TOTAL
DDD2	4	3.41	0.26	0.29	3.96
LOCAL	67	0.00	0.00	0.00	0.00
SPCL	4	0.00	0.00	0.00	0.00
USA	4	4.35	0.32	0.36	5.03
ZERO+	5	0.00	0.00	0.00	0.00
	_____	_____	_____	_____	_____
GRAND TOTAL	84	7.76	0.58	0.65	8.99

Hotels Reports

The following are reports pertaining to hotel rooms:

- Room Billing Report
- Profit Report by Call Type (Figure 44 on page 89)
- Summary Room Audit (Figure 43 on page 88)
- Detailed Room Audit (Figure 45 on page 90)

Figure 43
Summary Audit by Room

```
                        HOTEL REPORTS

                   SUMMARY AUDIT BY ROOM


                                         Date: 01/16/93
                                         Time: 11:38:12
              -  ---------- LIMITS - ----------      Page:     1

              -  --- BEGIN - --   - ---- END - ---
                 MM/DD/YY HH:MM   MM/DD/YY HH:MM
DATE............ 01/01/90  0:00   12/31/99  0:00

EXTENSION.......     0            999999
COST CENTER.....
DEPARTMENT......
CALL TYPE.......
COST............   0.00           999.99
DURATION........ 0:00:00          23:59:59
TRUNK...........     0            999999
ACCES CODE......
AREA CODE.......
EXCHANGE........
STATION.........
ACCOUNT CODE....

DEPARTMENT......:  GUESTS

ROOM     DURA.    CALLS    COST   TAX1   TAX2   PROFIT   TAX1   TAX2    TOTAL

500      1:00:00    8      0.28   0.02   0.03     9.50   0.67   0.76    11.26
600      0:03:04    7      1.37   0.11   0.12    10.00   0.71   0.80    13.11
700      0:17:46    7      1.98   0.14   0.16     8.50   0.60   0.68    12.06
800      0:21:06    7      0.00   0.00   0.00     7.00   0.49   0.56     8.05
                  ____    _____  _____  _____   _____  _____  _____   _____
TOTAL DEPT.        29      3.63   0.27   0.31    35.00   2.47   2.80    44.48
GUESTS

                  ____    _____  _____  _____   _____  _____  _____   _____
GRAND TOTAL        29      3.63   0.27   0.31    35.00   2.47   2.80    44.48
```

Figure 44
Profit Report by Type

```
                          HOTEL REPORTS

                      PROFIT REPORT BY TYPE


                                             Date: 01/16/93
                                             Time: 11:39:11
                                             Page:      1
                  -   ---------- LIMITS - -----------

                  -   --- BEGIN - --   - ---- END - ---
                  MM/DD/YY HH:MM   MM/DD/YY HH:MM
DATE............ 01/01/90  0:00    12/31/99  0:00

EXTENSION.......     0              999999
COST CENTER.....
DEPARTMENT......
TYPE...........
COST...........    0.00            999.99
DURATION........ 0:00:00           23:59:59
TRUNK...........     0              999999
ACCES CODE......
AREA CODE.......
EXCHANGE........
STATION.........
ACCOUNT CODE....


TYPE    CALLS    COST    TAX1    TAX2    PROFIT    TAX1    TAX2    TOTAL

DDD2       1     0.28    0.02    0.03      2.50    0.18    0.20     3.21
LOCAL     22     0.00    0.00    0.00     22.00    1.54    1.76    25.30
SPCL       2     0.00    0.00    0.00      2.00    0.14    0.16     2.30
USA        3     3.35    0.25    0.28      7.50    0.54    0.60    12.52
ZERO+      1     0.00    0.00    0.00      1.00    0.07    0.08     1.15


TOTAL     29     3.63    0.27    0.31     35.00    2.47    2.80    44.48
```

Figure 45
Detailed Room Audit

```
                          HOTEL REPORTS

                      DETAILED ROOM AUDIT


                                                         Date:  01/16/93
        -   ---------- LIMITS - ----------              Time:  11:39:58
                                                         Page:       1
        -   --- BEGIN - --   - ---- END - ---
        MM/DD/YY HH:MM   MM/DD/YY HH:MM
DATE............ 01/01/90  0:00   12/31/99  0:00

EXTENSION.......    0          999999
COST CENTER..... 500          500
DEPARTMENT......
CALL TYPE.......
COST............   0.00        999.99
DURATION........  0:00:00     23:59:59
TRUNK...........    0          999999
ACCES CODE......
AREA CODE.......
EXCHANGE........
STATION.........
ACCOUNT CODE....


DEPARTMENT......:   GUESTS

ROOM............:    500

DATE      HOUR  DURATION  DIALED NUMBER    DESTINATION   TRUNK  TYPE     COST   TAX1   TAX2   PROFIT   TAX1   TAX2    TOTAL

92/04/26 15:22 00:01:00  1 416 499-    6111  TORONTO      ON    2  DDD2   0.28   0.02   0.03    2.50    0.18   0.20    3.21
92/04/27 15:22 00:05:22        328-    8000  MONTREAL     PQ    2  LOCAL  0.00   0.00   0.00    1.00    0.07   0.08    1.15
92/04/28 15:43 00:01:50        744-    2854  MONTREAL     PQ    2  LOCAL  0.00   0.00   0.00    1.00    0.07   0.08    1.15
92/04/28 15:52 00:01:04        684-    9760  ROXBORO      PQ    2  LOCAL  0.00   0.00   0.00    1.00    0.07   0.08    1.15
92/04/28 16:03 00:02:52  1 800 428-    3311               PQ    2  SPCL   0.00   0.00   0.00    1.00    0.07   0.08    1.15
92/04/28 16:13 00:01:12        341-    6780  MONTREAL     PQ    2  LOCAL  0.00   0.00   0.00    1.00    0.07   0.08    1.15
92/04/28 15:36 00:48:44        422-    5190  LACHINE      PQ    2  LOCAL  0.00   0.00   0.00    1.00    0.07   0.08    1.15
92/04/28 16:27 00:01:00        257-    1000  MONTREAL     PQ    2  LOCAL  0.00   0.00   0.00    1.00    0.07   0.08    1.15

TOTAL ROOM     1:03:04     Number of calls :    8           0.28   0.02   0.03    9.50    0.67   0.76    11.26
500


TOTAL DEPARTMENT           Number of calls :    8           0.28   0.02   0.03    9.50    0.67   0.76    11.26
GUESTS


GRAND TOTAL                Number of calls :    8           0.28   0.02   0.03    9.50    0.67   0.76    11.26
```

Chapter 9 — System

General information

System Menu

The System menu (Figure 46) provides access to settings for Site, Taxes & Miscellaneous, Communication and the Interfaces necessary for Journal to perform accurately. These settings have been configured in the software when it was installed by trained personnel. Contact trained personnel for assistance if changes to the basic Journal functions are required.

The System menu also lets you perform Customer System Data Archiving and Restoration, Rate Table Archiving and Restoration, Password Maintenance, and Language Selection.

Figure 46
System
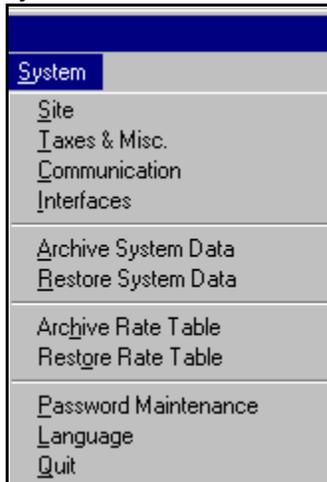
Site menu option

Select the Site menu option to view the Site window. The Site window (Figure 47) contains the various fields associated with the Site maintenance and administration.

Figure 47
Site
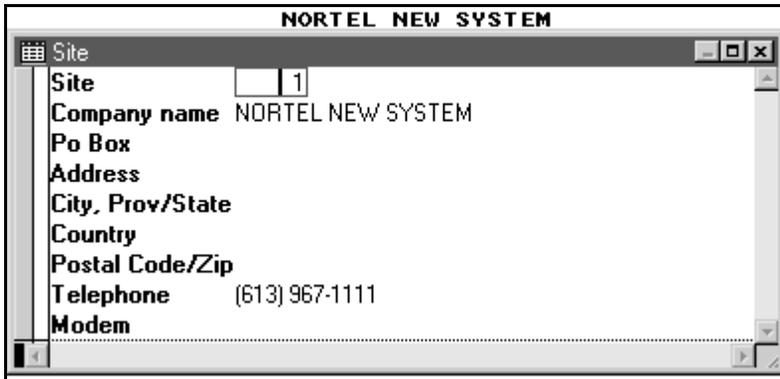
Taxes & Miscellaneous menu option

Select the Taxes & Miscellaneous menu option to view the Taxes & Miscellaneous window. The Taxes & Miscellaneous window (Figure 48) contains the system-wide decisions regarding the billing of different call types and the application of the taxes charged on calls

Figure 48
Taxes and Miscellaneous

The following list describes the fields available in the Taxes & Miscellaneous window:

- Taxes 1 and 2:
  Choices:

  — N/A: Taxes entered under Parameters/Call Types are not to be added to call charges

  — COSTING: Taxes are to be added to the Call Charges only.

  — PROFIT: Taxes are to be added to the profit only (Hotel or bill-back environment)

  — C+P: Taxes are to be added to the cost and profit (Hotel or bill-back environment)

- Read Delay:
  The duration between disk accesses by Journal for new raw records.
  Default value is 10 and is optimal.

- Update:
  The frequency for Journal to update and close the Call-Record file.
  Optimum is around 200 records for general business, and 1 for Hotels.

- ID O-S, DDD, Etc...:
  The call type identification for all possible CO calls. This identification
  will be reported under CALL TYPE in the detailed reports.

- Keep LOCAL:
  Decides if Journal is to record local calls in the call record database, or
  reject them. This value is for the whole system. You can enter an
  individual choice based on the Extension number under the
  Directory/Extension menu. The default is YES for local calls.

- Keep INCOMING:
  Decides if Journal is to record incoming calls in the call record database,
  or reject them. This value is for the whole system. You can enter an
  individual choice based on extension number. The default is NO for
  incoming calls.

- Starting Keys:
  Controls the auto log-on of Journal. When Journal is invoked, it will
  automatically execute the keystrokes written in this field. Typical for
  general business is (ALT+T) which opens the processing menu, or for
  Hotels (ALT+T) (ENTER) which opens the processing menu and
  automatically starts the call processing function.

Communication menu option

Select the Communication menu option to view the Communication window.
The Communication window (Figure 49) lists the parameters for
communications between Journal and the on-site telephone system.

Figure 49
Communication
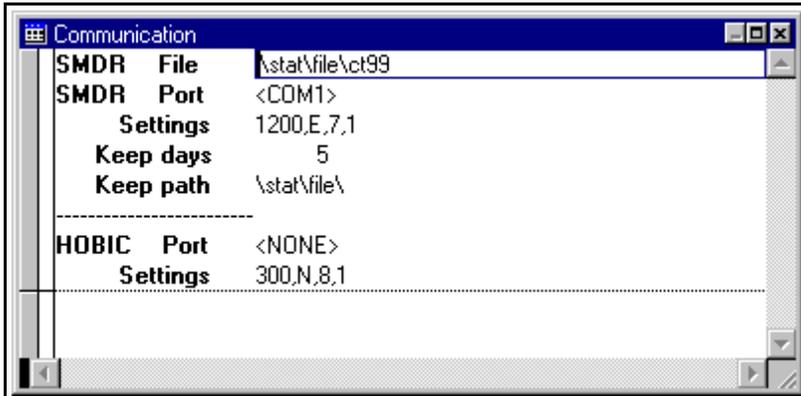
Interface menu option

Select the Interface menu option to view the Interface window. The Interface window (Figure 50) lists the parameters used by Journal to interface with a Hotel/Motel Property Management System (PMS). Included in this window are the entries for the Interface type, the communication protocol, and several compatibility settings used for transferring records with various PMSs.

If you are going to print calls on a printer, and are not sending call records to a PMS, set the interface type to PRINTER. The POST destination must be set to Printer and the Protocol must be set to NONE in the Interface window. Telephone calls made by guest rooms and other extensions that generate profit will immediately be printed on a printer connected to the PC. "Blank lines" indicates the space between individual telephone call records.

See for more information about connecting to an external PMS.

Figure 50
Interface
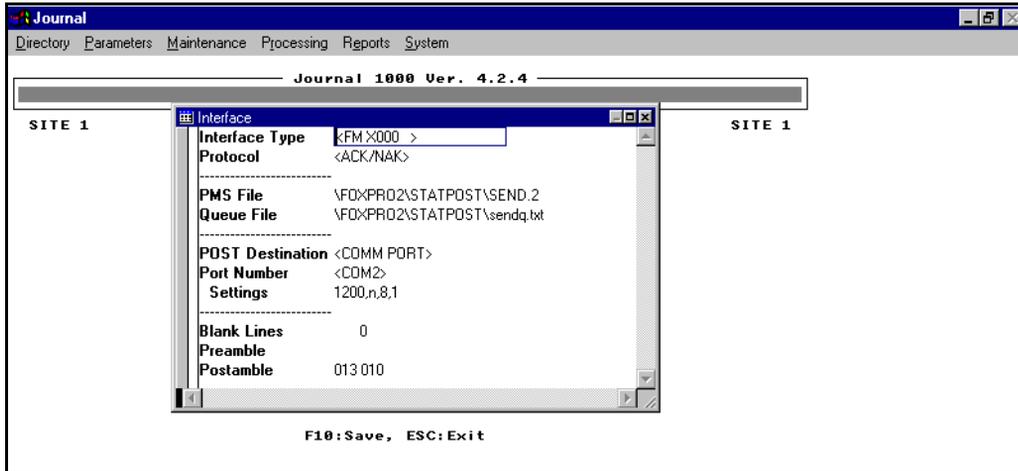
Archiving system data

System data, including departments, cost centers and other parameters, are stored on your PC's hard disk.

You must archive the system data immediately after the initial configuration of Journal. You must also archive system data after making any changes to the system. If Registrar is purchased, you should also archive system data daily.

You should archive the system data whenever changes to the Directory or Parameters entries are made. This is recommended to ensure that a current backup is available to use when reloading the system (in case of hard disk failure).

To begin archiving, select Archive System Data from the System menu in Journal. To specify a floppy drive, use the selection window that appears.

F10

Once the selection is complete, press F10 [   ] and follow onscreen instructions. You will be prompted to insert a blank floppy disk, and asked to confirm the operation.

Note: If more than one floppy disk is required, Journal will prompt you to insert subsequent disks. Several blank disks may be required.

It is important to label the disks, especially in the case of multiple disk archives. Labeling information should include the disk number (when more than one disk is used), and the site name in the case of multi-site users.

Close the Registrar and PMSI Link applications before beginning the archive.

Restoring system data

The Restore System Data command lets you restore from floppy disk all customer-specific data entries in Journal, and all database entries shared with Registrar (if installed). Data entries stored in the System Data Archive include:

- Directory entries with Departments, Cost Centers, and Extensions

- Parameter entries including Call Types, Trunks, Facilities, and Carriers

- System site information.

Perform a restore of system data when you are trying to recover an existing installation.

The Restore archive function offers the same choices as the Archive function, but with inverse results.

Note: Restoring system data overwrites the existing data in the Journal and Registrar applications.

To proceed with the restore, select Restore System Data from the System Menu. Specify the <A> or <B> floppy, when prompted, then press the F10 key.

Note: If more than one floppy disk is present in the archive set, Journal will prompt for the insertion of subsequent disks. Insert the disks in the same order as the one used for the archive.

Remember to close the Registrar and PMSI Link applications before performing the restore operation.

Restoring Rate Tables

You can restore Rate Tables from archive disks. You must perform a Rate Table restore as part of the installation of Journal.

The information contained in the Rate Tables includes:

- mileage and destinations for area codes and exchanges

- International rates and discounts

- Carrier billing information

To proceed with the restore, select Restore Rate Table from the System Menu. Specify the <A> or <B> floppy, when prompted, then press the F10 key.

> *Note:* If more than one floppy disk is present in the archive set, Journal will prompt for the insertion of subsequent disks. Insert the disks in the same order as the one used for the archive.

Remember to close the Registrar and PMSI Link applications before performing the restore operation.

Creating additional Rate Table archives

If you need additional copies of the rate tables for backup purposes, select Archive Rate Tables from the System menu.

Select a floppy drive using the screen that appears.

Once the selection is complete, press F10 **F10** and follow onscreen instructions. You will be prompted to insert a blank floppy disk, and asked to confirm the operation.

> *Note:* If more than one floppy disk is required, Journal prompts you to insert subsequent disks. Several blank disks may be required.
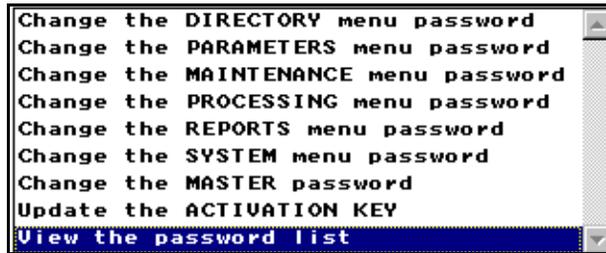
It is important to label the disks, especially in the case of multiple disk archives. Labeling information should include the disk number (when more than one disk is used).

Close the Registrar and PMSI Link applications before beginning the archive.

Password Maintenance menu

The Password Maintenance menu (Figure 51) allows the setup of passwords for all of the Journal main menu selections.

Figure 51
Password Maintenance

```
Change the DIRECTORY menu password
Change the PARAMETERS menu password
Change the MAINTENANCE menu password
Change the PROCESSING menu password
Change the REPORTS menu password
Change the SYSTEM menu password
Change the MASTER password
Update the ACTIVATION KEY
View the password list
```

The Master Password () is required to access the Password Maintenance menu. It is the gateway to all password maintenance activity. This menu also includes the application for the recording of the Journal Activation Key.

Note: The system administrator should note the master password since it is not available elsewhere in the system. The administrator should change it immediately from the default value. The default password is PAS1.

Activation Key

The Activation Key number is provided by the Journal distributor and is used to install the Journal and Registrar applications. Do not use this option in the Password Maintenance menu unless directed to do so by Nortel technical assistance.

Figure 52
Activation Key
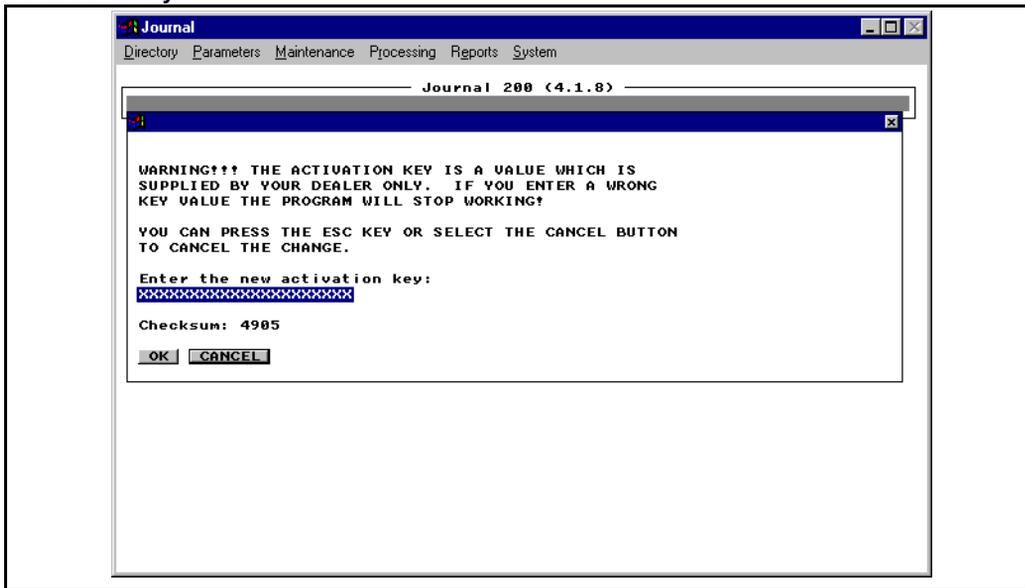
Language menu option

The Language menu option allows the selection of any of the three languages provided with the system. Changing the language affects the on-screen menus and the reports produced by Journal.

QUIT menu option

Select the QUIT menu option to exit from the Journal program. (The QUIT menu option is the only safe way to shut down Journal.)

To re-enter the Journal program, select Journal from the Hospitality submenu in the START menu.

Chapter 10 — Problem Solving

General information

This chapter describes some of the problems that may be encountered with Journal, and how to fix them.

After an improper shutdown

After any improper shutdown of your computer or Windows, allow Journal to complete a reindex. When the indexing is completed, restart the computer to restore all the Hospitality applications.

Problem symptoms and solutions

Calls are not processed

Make sure the CDR port field is filled-in

The CDR port field tells Journal where to look for call records from the telephone system. If this value is incorrect, Journal is not able to locate the call records.

The CDR port field is under the System menu in the Communications sub-menu. The entry for the CDR port field should read exactly as follows:

C:\FOXPRO\FILE\CT99

Check the Read Delay and Update fields

These fields are found under the System menu in the Taxes and Miscellaneous sub-menu.

The Read Delay field indicates how many seconds the system will wait before it searches for new calls records. This field should be set to 10.

The Update field indicates how many calls the system accumulates before it writes to the database. This field must to be set to 1.

Verify that trunk routes and trunks can be recognized

Call records that come from the telephone system contain leading digits that represent the access code for that particular trunk route. These access codes and their corresponding routes must be entered under the Facilities sub-menu so that Journal can remove these leading digits from the actual dialed digits.

By default, Journal is set up to automatically strip the first four digits of the trunk access code from each call record. In the Facilities menu of the Journal application, there are by default four question marks in the Access Codes field (stripping off the first four digits). Ensure that the number of question marks in the field matches the number of digits in your trunk access codes.

The following shows the default entry under Facilities in the Parameters menu. The four question marks in the Access Codes field automatically removes the first four digits from a call record.

Facilities FIELD:CO1

ACCESS CODES:????

Ensure that all of the programmed trunks are assigned to the correct trunk route. By default, Journal is set up so that every trunk is recognized automatically and assigned to the default dummy trunk route. Make sure that each trunk is costed according to the correct rate table entry.

Verify call duration under CALL TYPES when there is no answer supervision or installed call answer detection device

if there is no answer supervision, and no call answer detection device is installed, the call record that Journal receives does not have an accurate indication of when the call was actually connected. There are two fields underneath the Call Types sub menu that assist in calculating the true duration of the connected call. The two fields (part of the Parameters menu) are Minimum Duration and Correction Time.

- **Minimum duration**
  is the time in seconds that a call must last to avoid being rejected by Journal.

- **Correction time**
  is the time in seconds that is subtracted from a valid call duration so that only the connected duration may be billed, and not the setup and ring duration.

For DDD and local calls, you may want to set Minimum duration to 30 and correction time to 15. These values should be increased for International calls and 0-plus calls since they take longer to set up.

If the Minimum duration or Correction time of a call is set too high, Journal will reject the call records and not process them at all because they are not of sufficient length.

Verify that the CDR interface is running

The CDR interface operates in conjunction with Journal and establishes the communications link between Journal and the telephone system. If this connection is terminated, Journal cannot receive call records from the telephone system.

When the CDR interface is running, its icon is present at the bottom of the screen. By holding down the ALT key and repeatedly pressing the TAB key, a CDR interface window appears. If CDR is not running, the icon will not appear. The CDR window will not appear when the ALT TAB keys are pressed.

To access CDR Interface again, go to the Start menu, drag through Programs to Hospitality Applications, and select CDR Interface.

> *Note:* Calls placed when the CDR application is not running are not processed and cannot be retrieved. Also, CDR does not operate when the PC is not in Windows, is switched to DOS, or is shut down.

Verify the cable connection to the telephone system

Journal connects to the telephone system through COM PORT 1 on the back of the PC. If this cable is removed or accidentally disconnected, Journal will not receive call records from the switch.

> *Note:* Any calls placed during the time that this cable is removed are not processed by Journal, and they cannot be retrieved.

Verify SDI port operation and settings on the switch

Verify that the CDR port on the telephone system has not been disabled (default TTY 2). The default port settings should be set as follows:

TTY Number	Use	Configuration
2	CTY (for Call Accounting package)	1200/7/1/EVEN

Any other setting will prevent the accurate transfer of call records to the PC.

Destinations are not recognized by Journal

Make sure the Rate Table is loaded

Journal does not have a database to draw from in terms of call destinations and cost when a Rate Table is not loaded.

Open the Parameters menu and select Destinations. If a Rate Table is loaded, a long list of area codes and exchanges will appear. If the sub-menu is empty, a Rate Table is not loaded.

Check to see if the destination is a new area code or exchange

If the destination is a new area code or exchange, obtain a new Rate Table from the Journal customer service representative.

To check if a destination is in the Rate Table, open the Parameters menu and select Destinations. Press F5 to do a search on the area code or exchange.

If the area code or exchange is not in the Rate Table, Journal will still process the calls. However, the costs may not be completely accurate:

• If the destination is to a new area code, Journal will use an average cost based on a distance of 300 miles.

• If the destination is to a new exchange, Journal uses a cost based on the average for the area code.

Costing or totaling of calls is incorrect

Check the call type settings under Taxes and Miscellaneous

If Journal is identifying a call as the wrong call type, check the call type settings under the Taxes and Miscellaneous menu, which is part of the System menu. They should read as shown in Figure 53.

Figure 53
Taxes and Miscellaneous window
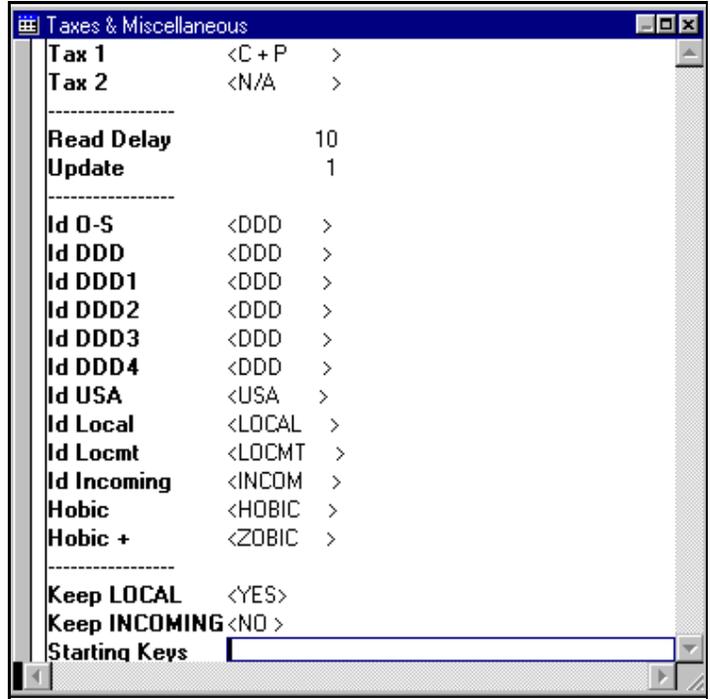
Check Digit processing values

If the dialed number matches an entry in Digit Processing, make sure the cost field is set properly and the digits are assigned to the correct call type.

Check Call Types setting

Check the dialed digit's call type to make sure the markup and surcharges are set correctly.

Profit is not applied when it should be to certain extensions

Check the individual extension under the Directory menu to make sure profit is allowed on that extension. Change the value if necessary.

Profit is applied when it should not be to certain extensions

Check the individual extension under the Directory menu to make sure profit is denied on that extension. Change the value if necessary.

Local calls are not processed

Check the system-wide parameter under the System menu in the Taxes and Miscellaneous sub-menu. Make sure the Keep local calls field is set to Yes.

Check the setting for the individual extension under the Directory menu to make sure it keeps local calls.

Unwanted leading digits are not removed for dialed number

Call records that come from the telephone system contain leading digits that represent the access code for that particular trunk route. These access codes and their corresponding routes must be entered under the Facilities sub-menu so that Journal can remove these leading digits from the actual dialed digits.

By default, Journal is set up to automatically strip the first four digits of the trunk access code from each call record. In the Facilities menu of the Journal application, there are by default four question marks in the Access Codes field (stripping off the first four digits). Ensure that the number of question marks in the field matches the number of digits in your trunk access codes.

The following shows the default entry under Facilities in the Parameters menu. The four question marks in the Access Codes field automatically removes the first four digits from a call record.

Facilities FIELD:CO1

ACCESS CODES:????

Ensure that all of the programmed trunks are assigned to the correct trunk route. By default, Journal is set up so that every trunk is recognized automatically and assigned to the default dummy trunk route. Make sure that each trunk is costed according to the correct rate table entry.

Chapter 11 — Journal External Posting

Introduction

This chapter explains the installation and configuration of Journal External Posting, and provides information you may need to connect to an External Property Management System (PMS) using Journal External Posting.

Perform the following steps when connecting Journal to a PMS:

1. Connect the PMS hardware to the PC running Journal. (See "Hardware installation" on page 110.)

2. Configure Journal to provide the formats needed by the PMS. (See "Journal External Posting configuration" on page 110.)

Property Management System

A Property Management System (PMS) is a computer program designed specifically to provide both Front and Back Office functions within a hotel environment. Figure 54 list the functionality of a full scale PMS system, with features ranging from Reservations to Voice Mail Interface.

Figure 54
PMS

When a check-in is completed on the PMS, the PMS performs the following tasks:

Room status update

The PMS updates room status in the room inventory control system (used by staff and management to track room availability and the condition of rooms).

Guest folio creation

The PMS creates a Guest Folio, where charges can be posted and calculated.

> *Note:* To support automatic posting of telephone charges, the PMS must be capable of accepting call records in one of the documented formats.

Telephony control

The PMS can also activate or deactivate:

- the telephone in the guest's room

- a voice mailbox

- Calling Party Name Display (CPND).

Journal External Posting configuration

This section explains the configuration of Journal External Posting for connections to the external PMS. Journal External Posting allows costed call records to be passed from Journal Call Accounting to an external PMS, where the records are processed and posted automatically to a guest folio. (See Figure 55.)

Figure 55
Journal External Posting
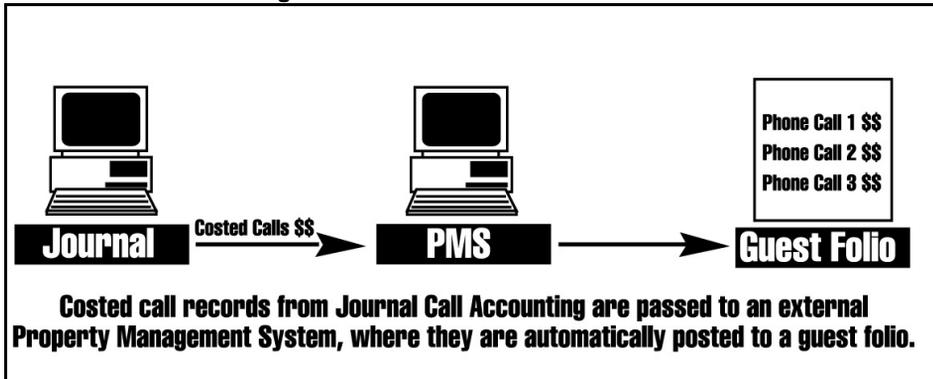
The external PMS must support one of the following PMS formats.

-

-

-

-

-

-

-

-

-

-

-

-

Journal External Posting configuration

The external PMS must support one of the following PMS formats.

Determine which of the above formats the External Property Management System supports.

Hardware installation

Connect a customer-provided RS232 cable between the Property Management System and the Journal Call Accounting PC. Connect the PCs together using a Null Modem adapter or cable. COM ports operate as DTE (Data Terminal Equipment). Make sure that the cable is connected to the COM port set up for External posting.

If the cable distance exceeds 15 metres (50 feet), you may need to install a line driver.

The Journal External Posting software configuration is done under the system menu in the Interface folder where you must choose an interface type. The default COM port is COM2.

Refer to to configure the POST Destination COM port number and settings. The COM ports on the Journal PC and PMS PC must be configured for the same baud rate, RS232 bit length, parity and stop bit.

Software installation

The software for External Posting is installed automatically when the Journal software is installed. Activate External Posting by going into the Start menu, dragging through Programs to Hospitality Applications, and selecting External Posting.

Changing interface settings in Journal

The communication parameters for Journal External Posting can be set from within Journal itself. To make modifications, select Interfaces from the System menu. The current configuration will be displayed (see Figure 56).

Figure 56


```
Journal                                                                    _ 🗗 ✕
Directory  Parameters  Maintenance  Processing  Reports  System
                        ─── Journal 1000 Ver. 4.2.4 ───
      ┌──────────────────────────────────────────────────────────┐
      │                                                          │
SITE 1│   ┌─── Interface ──────────────────────── _ □ ✕ ─┐       │ SITE 1
      │   │ Interface Type  <FM X000  >              ▲   │       │
      │   │ Protocol        <ACK/NAK>                    │       │
      │   │ ────────────────                             │       │
      │   │ PMS File        \FOXPRO2\STATPOST\SEND.2     │       │
      │   │ Queue File      \FOXPRO2\STATPOST\sendq.txt  │       │
      │   │ ────────────────                             │       │
      │   │ POST Destination <COMM PORT>                 │       │
      │   │ Port Number     <COM2>                       │       │
      │   │  Settings       1200,n,8,1                   │       │
      │   │ ────────────────                             │       │
      │   │ Blank Lines       0                          │       │
      │   │ Preamble                                 ▼   │       │
      │   │ Postamble       013 010                      │       │
      │   │◄                                         ►   │       │
      │   └──────────────────────────────────────────────┘       │
      │                                                          │
      └──────────────────────────────────────────────────────────┘
                        F10:Save, ESC:Exit
```
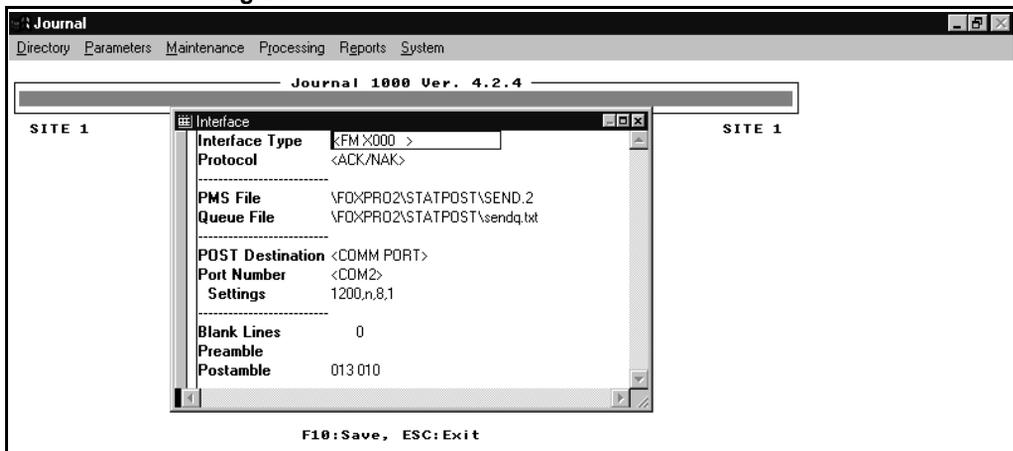
When changes are made to this section, the External Posting program uses the new values the next time it is loaded. Because of this delay, Journal will suggest that the system be restarted to complete the modifications.

The fields are described below:

Interface Type

This identifies the type of format the output information will use. There are many available types and these are identified later in this chapter. If the option <NONE> is selected as the interface type, the External Posting program will not be activated.

Protocol

This identifies the method of "conversation" between External Posting and the Property Management System. Where possible, the <ACK/NAK> protocol is preferred as this is the most secure protocol ensuring that costed call records are not lost. Choosing <NONE> will result in costed call records being sent "blind". If the PMS is not there at that specific time, the information may be lost.

PMS File

This identifies the name of the text file containing the costed call records that External Posting forwards to the PMS. This is a plain text file that would normally reside in the home directory of the External Posting program (\Foxpro2\StatPost\).

Queue File

This identifies the name of the temporary text file Journal use to store the costed call records until the External Posting program has finished with the PMS File. This is a plain text file that would normally reside in the home directory of the External Posting program (\Foxpro2\StatPost\).

Post Destination

This identifies the intended destination for the costed call records. Typically this would be a communication port, but the records could also be sent straight to a printer or stored in a file on disk.

Port Number

This identifies the specific communication port (if Post Destination = <COMM PORT>) or printer port (if Post Destination = <PRINTER>).

Settings

This is the complete communication setting used for a communication port setup. The values entered here should be in a specific format:

baud rate, parity, total data bits, stop bits

Refer to the PMS specifications to determine the appropriate settings.

Blank lines

This is used primarily for straight to printer configurations and is used to identify the number of blank lines sent between each record.

Preamble

This identifies any special code that should be sent prior to the actual costed call record. Entries here should be in ASCII value, preferably using a 3 digit format with a space separating each value. Refer to the PMS specifications to determine the appropriate settings.

Postamble

This identifies any special code that should be sent after the actual costed call record. Entries here should be in ASCII value, preferably using a 3 digit format with a space separating each value. Refer to the PMS specifications to determine the appropriate settings.

Remainder

Journal uses these codes to identify call types to the PMS. The default values should be sufficient for most PMS interfaces. Please be aware that not all PMS interface types support or use these settings.

PMS Formats supported by Journal External Posting

Figures 57 through show the various formats supported by Journal External Posting.

Figure 57
Choice Format

Choice Format
000000000111111111122222222223333333333444444444455555555556666666666677777777778

123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890

01101 $009.824186431111
01101 $004.704164961111

Column:	Use:
01-05	Room Number (Right Justified - Padded with Zeros to 5 digits)
07-13	Charge of Call including Taxes and Profits if Configured
14-??	Dialed Number (Left Justified)

Figure 58
Delux Format

Delux Format

000000000111111111122222222222333333333344444444445555555555666666666677777777778
12345678901234567890123456789012345678901234567890123456789012345678901234567890

101 04/11/95E416-496-1111 4.70
101 04/15/95E011331212121 16.48
101 04/16/95D   524-1111 1.14
101 04/18/95E   411- 1.72

Column:	Use:
01-03	Room Number
05-12	Date of Call
13	Call Type Identifier (E for Long Distance,??)
14-25	Dialed Number (Left Justified)
28-33	Charge of Call including Taxes and Profits if Configured (Left Justified)

Figure 59
Desig Format

Desig Format

0000000001111111111222222222233333333334444444444555555555566666666667777777777888
1234567890123456789012345678901234567890123456789012345678901234567890123456789012

101, 7821,28512, 10, 13,604-651-1111, 950, 140, 1050, 0, 0, 141
101, 7822,28672, 10, 13,212-254-1111, 510, 79, 610, 0, 0, 79
101, 7823,47424, 10, 13,011 331212121212, 672, 101, 772, 0, 0, 103
101, 7824,28192, 10, 12,   524-1111, 0, 7, 100, 0, 0, 7
101, 7825,28512, 10, 13,800-364-7828, 0, 7, 100, 0, 0, 7
101, 7826,28672, 10, 13, 411-, 50, 11, 100, 0, 0, 11

Column:	Use:
01-03	Room Number (left justified)
08-12	Date of Call in Desig special format
14-18	Time of Call in Desig special format
20-24	Call Duration in Minutes (right justified)
27-28	Call Type Identifier (12 for Local, 13 for all other call types)
30-45	Dialed Number (NPA, 011, or blank, NXX or Country Code, rest of number)
47-51	Charge of Call excluding Taxes and Profits (right justified)
53-57	Tax 1 amount (right justified)
59-63	Profit of Call excluding Taxes and Profits if configured (right justified)
69 & 75	Always zero
77-81	Tax 2 amount (right justified)

Figure 60
Eeco Format

```
Eeco Format

00000000011111111112222222222333333333344444444445555555555666666666677777777778
12345678901234567890123456789012345678901234567890123456789012345678901234567890

019A HTL 04/11 101   23:10 0010 $004.70 416-496-1111
020A HTL 04/14 101   14:00 0010 $012.78 212-254-1111
021A HTL 04/15 101   23:10 0010 $016.48 33-1212121 F
022A HTL 04/16 101   13:49 0010 $001.14 -524-1111 L
023A HTL 04/17 101   13:59 0010 $001.14 800-364-7828


Column:               Use:

01-04                 Sequence Number
06-08                 Hotel Identifier
10-14                 Date of Call
16-20                 Room Number (Left Justified)
22-26                 Time of Call
28-31                 Call Duration in Minutes
33-39                 Charge of Call including Taxes and Profits if Configured
41-52                 Dialed Number (Left Justified)
54                    Call Type Identifier (L for Local, F for Overseas, all others blank)
```

Figure 61
Encore Format

Encore Format

```
000000000111111111122222222223333333333444444444455555555556666666666777777777 8
1234567890123456789012345678901234567890123456789012345678901234567890123456 7890



0065 LMD 04/11 101  23:10 0010 $004.70   416-496-1111
0066 LMD 04/12 101  13:49 0010 $009.82   418-643-1111
0067 LMD 04/13 101  13:59 0010 $022.81   604-651-1111
0068 LMD 04/14 101  14:00 0010 $012.78   212-254-1111
0069 LMD 04/15 101  23:10 0010 $016.48   33-121212121      F
0070 LMD 04/16 101  13:49 0010 $001.14   524-1111        L
0071 LMD 04/17 101  13:59 0010 $001.14   800-364-7828
0072 LMD 04/18 101  14:00 0010 $001.72   411-
```

Column:	Use:
01-04	Sequence Number
06-08	Hotel Identifier
10-14	Date of Call
16-20	Room Number (Left Justified)
22-26	Time of Call
28-31	Call Duration in Minutes
33-39	Charge of Call including Taxes and Profits if Configured
45-56	Dialed Number (Left Justified)
64	Call Type Identifier (L for Local, F for Overseas, all others blank)

Figure 62
FMX000 Format

FMX000 Format

```
00000000011111111112222222222333333333344444444445555555555666666666677777777778
12345678901234567890123456789012345678901234567890123456789012345678901234567890


049A CKC 04/11 101   23:10 0010 $004.70 416-496-1111
050A CKC 04/12 101   13:49 0010 $009.82 418-643-1111
051A CKC 04/13 101   13:59 0010 $022.81 604-651-1111
052A CKC 04/14 101   14:00 0010 $012.78 212-254-1111
053A CKC 04/15 101   23:10 0010 $016.48 33-1212121 F
054A CKC 04/16 101   13:49 0010 $001.14 524-1111 L
055A CKC 04/17 101   13:59 0010 $001.14 800-364-7828
056A CKC 04/18 101   14:00 0010 $001.72 -411-
```

Column:	Use:
01-04	Sequence Number
06-08	Hotel Identifier
10-14	Date of Call
16-20	Room Number (Left Justified)
22-26	Time of Call
28-31	Call Duration in Minutes
33-39	Charge of Call including Taxes and Profits if Configured
41-??	Dialed Number (Left Justified - Variable Length) followed by 1 space
??	Call Type Identifier - At End of dialed digits (L for Local, F for Overseas, all others blank)

Figure 63
Gen-Sil Format

Gen-Sil Format

```
0000000001111111111222222222233333333334444444444555555555566666666667777777777 8
1234567890123456789012345678901234567890123456789012345678901234567890123456 7890
```

```
043                        IA
101     04-14-95 14:00     1 2122541111     00:10:00     12.78

044                        USA
101     04-15-95 23:10     011 331212121    00:10:00     16.48

045                        O-M
101     04-16-95 13:49     5241111          00:10:00     1.14

046                        LOCAL
101     04-17-95 13:59     1 8003647828     00:10:00     1.14
```

Column:	Use:
06-08	Sequence Number (On first line)
54-58	Call Type (On first line)
06-09	Room Number (Left Justified - on second line)
14-21	Date of Call
24-28	Time of Call
34-48	Dialed Number (Left Justified)
51-58	Call Duration in Hours:Minutes:Seconds
63-68	Charge of Call including Taxes and Profits if Configured

Note: This format fits General Silicon preprinted forms.

Figure 64
Hobic (Standard U. S. Format)

Hobic (Standard U.S. Format) See Note below

```
00000000011111111112222222222333333333344444444445555555555666666666677777777778
12345678901234567890123456789012345678901234567890123456789012345678901234567890

025A HTL 04/11 101   23:10 0010 0004.70 4164961111
026A HTL 04/12 101   13:49 0010 0009.82 4186431111
027A HTL 04/13 101   13:59 0010 0022.81 6046511111
028A HTL 04/14 101   14:00 0010 0012.78 2122541111
029A HTL 04/15 101   23:10 0010 0016.48 33-121212121 F
030A HTL 04/16 101   13:49 0010 0001.14 5241111     L
031A HTL 04/17 101   13:59 0010 0001.14 8003647828
032A HTL 04/18 101   14:00 0010 0001.72 411
```

Column:	Use:
01-04	Sequence Number
06-08	Hotel Identifier
10-14	Date of Call
16-20	Room Number (Left Justified)
22-26	Time of Call
28-31	Call Duration in Minutes
33-39	Charge of Call including Taxes and Profits if Configured
41-52	Dialed Number (Left Justified)
54	Call Type Identifier (L for Local, F for Overseas, all others blank)

> *Note:* Hobic (Standard U.S. Format)
> This format is not supported, use FMX000 format which is almost identical.
> FMX000 uses "CKC" instead of "HTL" and the "L" for local calls is fixed for US
> Hobic and variable for FMX000.

Figure 65
HOFAC Format (Canadian Hobic)

HOFAC Format (Canadian Hobic)

```
0000000001111111111222222222233333333334444444444555555555566666666667777777777 8
1234567890123456789012345678901234567890123456789012345678901234567890123456789 0

A0057 FOU 1   416-496-1111 04/11 23:10 010 $004.70 $00.00   101
A0058 FOU 1   418-643-1111 04/12 13:49 010 $009.82 $00.00   101
A0059 FOU 1   604-651-1111 04/13 13:59 010 $022.81 $00.00   101
A0060 FOU 1   212-254-1111 04/14 14:00 010 $012.78 $00.00   101
A0061 FOU 1 F33-121212121 04/15 23:10 010 $016.48 $00.00   101
A0062 FOU 1 L524-1111     04/16 13:49 010 $001.14 $00.00   101
A0063 FOU 1   800-364-7828 04/17 13:59 010 $001.14 $00.00   101
A0064 FOU 1   411-          04/18 14:00 010 $001.72 $00.00   101
```

Column:	Use:
02-06	Sequence Number
08-10	Hotel Identifier
12-14	Message Ctr.
16	Call Type Identifier - At End of dialed digits (L for Long Distance, F for Overseas, all others blank)
17-28	Dialed Number (Left Justified)
31-35	Date of Call
37-41	Time of Call
43-45	Call Duration in Minutes (Right Justified)
48-54	Charge of Call
56-61	Taxes
63-67	Room Number (Right Justified)

**Figure 66
Printing Format**

 Printing Format

```
00000000011111111112222222222333333333344444444445555555555666666666677777777778
12345678901234567890123456789012345678901234567890123456789012345678901234567890
# DATE    TIME ROOM DURATION DESTINATION  TYPE DIALED      TOTAL
094 10/24/95 10:45 100  00:10:00 BELLEVILLE ON LOCAL 9628616      0.00
# DATE    TIME ROOM DURATION DESTINATION  TYPE DIALED      TOTAL
095 10/24/95 11:25 100  00:10:00 FRANCE, MONAC O-S  011 338155271 10.28
# DATE    TIME ROOM DURATION DESTINATION  TYPE DIALED      TOTAL
095 10/24/95 11:25 100  00:10:00 NEW YORK  NYDDD2122545271  10.28
```

Figure 67
New Bell Canada HOBIC FORMAT Merge Input

New Bell Canada HOBIC FORMAT Merge Input

```
00000000011111111112222222222333333333344444444445555555555666666666677777777778
12345678901234567890123456789012345678901234567890123456789012345678901234567890
```

\<LF\>\<CR\>
0057 HTL 009 416-496-1111   04/11 23:10 1 $4.70 $0.47 0101   \<CR\>

\<LF\>\<CR\>
0058 HTL 010 418-643-1111   04/12 13:49 11 $9.82 $0.99 0101   \<CR\>

\<LF\>\<CR\>
0059 HTL 011 604-651-1111   04/13 13:59 200 $281.00 $28.10 0101 \<CR\>

\<LF\>\<CR\>
0060 HTL 009 212-254-1111   04/14 14:00 5 $2.78 $0.27 0101   \<CR\>

\<LF\>\<CR\>
0061 HTL 010 33-121212121   04/15 23:10 10 $26.48 $2.65 0101   \<CR\>

\<LF\>\<CR\>
0063 HTL 011 800-364-7828   04/17 13:59 110 $1.14 $0.00 0101   \<CR\>

\<LF\>\<CR\>
0064 HTL 009 411-   04/18 14:00 4 $1.72 $0.00 0101   \<CR\>

Column:	**Use:**
03-06	Sequence Number
08-10	Hotel Identifier
12-14	Message Ctr.
16-33	Dialed Number (Left Justified)
35-39	Date of Call
41-45	Time of Call
47-49	Call Duration in Minutes (Right Justified)
51-57	Charge of Call (Right Justified)
59-64	Taxes (Right Justified)
66-69	Room Number (Right Justified - Padded with Zeros to 4 digits)
Preamble	- \<LF\>\<CR\>
Postamble	- \<CR\>

Figure 68

Logistec Format

```
Logistec Format

00000000011111111112222222222333333333344444444445555555555666666666677777777778
12345678901234567890123456789012345678901234567890123456789012345678901234567890


04/1123:10 010:00416-496-1111      TORONTO   O  4.70 100      CONSOLE
04/1213:49 010:00418-643-1111      QUEBEC    P  9.82 100      CONSOLE
04/1313:59 010:00604-651-1111      ATLIN     B 22.81 100      CONSOLE
04/1414:00 010:00212-254-1111      NYCZ 1    N 12.78 100      CONSOLE
04/1523:10 010:00011331212121212   FRANCE, MONA 16.48 100 CONSOLE
04/1613:49 010:00524-1111          MONTREAL  P  1.14 100      CONSOLE
04/1713:59 010:00800-364-7828      NA           1.14 100      CONSOLE
04/1814:00 010:00411-              DIR ASSIST N  1.72 100      CONSOLE
```

Column:	Use:
01-05	Date of Call
06-10	Time of Call
12-17	Call Duration in Minutes
18-37	Dialed Number (Left Justified)
38-49	Destination
52-56	Cost of Call
58-62	Extension Number (Left Justified)
71-80	Extension Type

External Posting Application

The External Posting program is automatically activated at startup of the computer but will automatically de-activate itself if the Interface Type is set to <NONE> or if the Post Destination is not <COMM PORT> (refer to the System, Interfaces screen of Journal.).

Once started, the screen indicates the current configuration and establishes communication with the PMS (see). The values shown should match exactly those set in Journal.

Figure 69
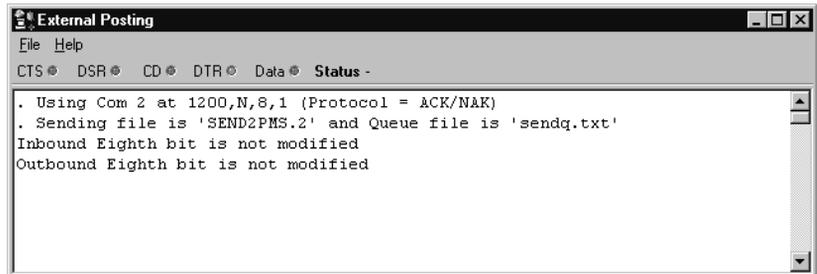
As costed call records arrive for forwarding to the PMS, External Posting uses the selected protocol (if applicable) to send the records over the serial communication line.

All communication with the PMS is displayed in the External Posting window including a time-stamp, sending information, received responses, and status messages. Although this information is available, the window is normally left in a minimized state to keep the Windows desktop uncluttered.

External Posting, once activated, should always be left running to ensure that all costed call records are forwarded to the PMS. If the communication link to the PMS is lost, External Posting sounds a warning tone and displays an appropriate message. When the connection is re-established, External Posting recognizes the reconnection and continues to forward records.

If a request is made to close the program a warning message appears. Confirmation is required before the program closes. (See Figure 70.)

Figure 70
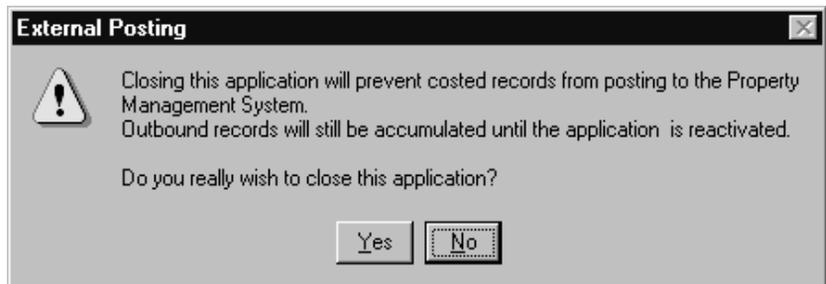
This message also appears during a normal shutdown of Windows.

P0885219

Journal
Administration and User Guide

NØRTEL
NETWORKS™