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# **Registrar**

## Administration and User Guide

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Document Number: P0885220

Document status: 2.0

Date: January, 1999

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# Revision history

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**January 1999**

Release 2.0, Standard. Includes updates and corrections.

**September 1998**

Release 2.0, Standard.



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# Contents

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<b>About this guide</b> .....	<b>v</b>
Introduction .....	v
<b>Chapter 1 — An Overview of Registrar</b> .....	<b>1</b>
Introduction .....	1
Features provided by Registrar .....	1
Telephone System Control .....	2
Checked-in guest reporting .....	4
Guest information records .....	4
Room status reporting and automatic room availability .....	6
Room Billing .....	6
Meridian Mail support .....	7
Phone Charges Posted by Journal .....	7
<b>Chapter 2 — Important information</b> .....	<b>9</b>
PC requirements .....	9
Journal only, or Journal and Registrar .....	9
MAT 6, Journal and Registrar .....	10
Backing up, restoring, and deleting database and transaction records ..	11
Performing Backups .....	12
Room Status Codes entered from guest rooms .....	12
PMSI Link application .....	12
Starting and stopping Hospitality applications .....	13
About Registrar window .....	15
User interface .....	15

<b>Chapter 3 — Setting up Registrar</b> .....	<b>17</b>
Introduction .....	17
Installing hardware connections between the telephone system and the Hospitality PC .....	17
Installing Hospitality software on the PC .....	19
Activation key verification .....	21
Client name .....	22
Phone number .....	22
Activation key .....	22
Configuring telephone system software .....	22
Registrar and your telephone system .....	22
Meridian Mail Configuration .....	24
Cutting over from an existing Property Management System .....	25
Configuring Registrar .....	27
Entering room descriptions .....	27
Entering revenue codes .....	28
Entering information on existing guests .....	33
Customizing information on the guest bill .....	33
Modifying system defaults .....	34
Setting time and date .....	35
Changing COM port settings .....	36
<b>Chapter 4 — Guest “Check-in”</b> .....	<b>37</b>
Introduction .....	37
How to check a guest “in” .....	38
<b>Chapter 5 — Guest “Check-out”</b> .....	<b>43</b>
Introduction .....	43
How to check a guest “out” .....	44
<b>Chapter 6 — Changing information of a “Checked-in” guest</b> .....	<b>47</b>
Introduction .....	47
Locating the guest .....	48

---

Changing the guest information record .....	49
Moving a guest to a new room .....	49
Changing the room rate .....	51
Changing the length of stay .....	51
Changing telephone privileges .....	52
Entering, changing, or canceling a Wake-up call .....	52
Entering Wake-up calls .....	53
Changing the time of a Wake-up call .....	54
Canceling a wake-up call .....	55
Changing the language of a guest's Voice Mailbox .....	55
<b>Chapter 7 — Adding or modifying room charges</b> .....	<b>57</b>
Introduction .....	57
Locating the guest's room number .....	58
Information displayed on the “Room Billing” screen .....	58
Adding a charge .....	60
Modifying a charge .....	62
<b>Chapter 8 — Reports</b> .....	<b>63</b>
Introduction .....	63
Available reports .....	64
Room status reporting and automatic room availability .....	65
Checked-in guest reporting .....	68
Detailed folio audit report .....	69
Summary folio audit .....	71
Detailed room audit report .....	72
Summary room audit report .....	73
Summary by revenue code report .....	74
Wakeup activity log report .....	75



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# About this guide

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## Introduction

This guide explains the features provided on Registrar, how to set-up Registrar for your hotel, and how to use Registrar on a day-to-day basis.



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# Chapter 1 — An Overview of Registrar

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## Introduction

Registrar is a member of the family of Hospitality products that provide a comprehensive, integrated solution serving the communication needs of the hospitality industry.

Registrar is a check-in, check-out and billing tool that lets front desk personnel control certain features of the telephone system. In addition, Registrar provides an interface for Journal, a call accounting tool that lets your hotel track and bill calls made by guests and staff members.

## Features provided by Registrar

The features provided by Registrar include:

- Telephone system control
- Checked-in guest reporting
- Guest information records
- Room status reporting and automatic room availability
- Room billing, including integration with Journal

*Note:* Registrar does not currently provide a guest reservations capability.

## Telephone System Control

Telephone system control involves the elements described below.

### Call Party Name Display (CPND)

When you check a guest into the hotel using Registrar, Call Party Name Display is sent to the guest's room extension. When the guest calls a staff telephone equipped with a display, the guest's name appears on the display.

When a guest is checked out, CPND is set to Vacant.

### Telephone features or privileges

When checking a guest into a hotel room, you can use Registrar to determine the types of calls the guest is allowed to make on the guest room telephone. The two choices are:

- 1 Allow all calls
- 2 Allow Restricted Access calls only.

When the guest checks out, telephone privileges are reset automatically to Restricted Access. (The calls allowed under Restricted Access are determined by the programming on the telephone system.)

*Note:* Every telephone, regardless of the privileges assigned, can place emergency 911 calls by dialing either “911” or “9911”.

### Automatic Wake-up

When you set an Automatic Wake-up in Registrar, a wake-up call is sent automatically to the guest's room by the telephone system. Hotel staff no longer need to place wake-up calls.

If the guest does not answer the Automatic Wake-up call within 5 rings, the telephone system calls the room again 5 minutes later. If the guest fails to answer the second call, a third attempt is made after another 5 minutes.

If the third call is not answered, the telephone system alerts the attendant answering position. The attendant at the front desk can easily recognize this

type of call because it consists of a steady, unbroken ring. In addition, the guest's room number appears twice on the display, appearing as:

NANCY SMITH  
326 326

Wake-up calls are entered from two screens on Registrar:

- The “Check-In” screen, and
- The “Guest Status” screen

The “Check-In” screen sends a wake-up call for the next day only. Once checked-in, all activity related to wake-up calls is performed from the “Guest Status” screen. This includes changing and cancelling the wake-up call.

*Note:* Wake-up calls have to be entered into the system every time a guest requests one. For example, if a guest from room 201 requests a wake-up call for 7 am the following morning (Monday), only that wake-up call will be delivered. If the same guest requires a wake-up call for Tuesday morning at the same time, the person at the front desk will have to enter this wake-up call on the “Guest Status” screen after the first wake-up call is delivered.

### **Wake-up Call Logging**

If your telephone system is configured to send all wake-up call activity, Registrar 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, go to the Reports section of Registrar and select the “View Wake-up Activity Log” button. The current contents of the log file appear onscreen. Please be advised that the information is stored in the exact order in which it was received from the telephone system.

## Checked-in guest reporting

The “checked-in guest report” helps you keep track of your current guests, providing the name of each guest, the room they are staying in, the date they checked-in, and the expected departure date. For more information about reports and how to generate them, see [“Chapter 8 — Reports” on page 63](#).

## Guest information records

Once a guest is in Registrar, their personal information is retained in the database until you choose to delete it. Each guest information record contains the following information:

- Guest number (assigns a unique identifier to the guest, and is generated automatically)
- Guest’s company
- Guest’s address
- Business and residence telephone numbers
- Credit card information
- Any other special note you would like to record about the guest (example: prefers a non-smoking room, king-size bed, first floor).

Guest information records serve many useful purposes. They speed up the check-in procedure for repeat customers by keeping guest information such as addresses and telephone numbers at your fingertips.

Guest information records also help you to better serve customers by keeping track of their preferences and special needs. You may also want to use guest information records to:

- create mailing lists, should you want to mail brochures, special offers, or other types of communication
- determine special rates for frequent guests or for corporations that provide you with repeat business

**Note:** If you wish to use the information in Registrar’s guest information records, you must search through the records and compile the information manually. Registrar does not generate reports from its guest information records.

### **Adding, modifying or deleting guests**

You can access the guest information file in three ways, depending on what task you are performing:

- from the “Setup” screen (the most convenient way to add, edit, or delete a record.)
- from the “Check-In” screen (used to check-in a new guest or check-in a repeat visitor)
- from the “Guest Status” screen (used to edit information on a current checked-in guest)

The most convenient way to access the guest information file is to go to the “Setup” screen and choose “Edit Guests”. From here, you can add a new guest information record, edit a guest information record, or delete a guest information record. The guest you are adding or editing does not have to be checked in at the hotel.

You can also access guest information records through the “Check-In” screen and the “Guest Status” screen.

From the “Check-In” screen, you can add a new record for a guest who has never stayed at the hotel before. You can also, if necessary, change the information in a record if a guest who is checking-in informs you that the information has changed.

From the “Guest Status” screen, you can edit the information contained in the record of a guest who is currently registered at your hotel.

## Room status reporting and automatic room availability

Registrar can tell you the following three things regarding the status of the guest rooms at the hotel:

- 1 Whether the room is occupied or vacant
- 2 Whether the room is dirty, in the process of being cleaned, is clean, has passed inspection, has failed inspection, was skipped for cleaning, or is 'not for sale'
- 3 The type of room (double bed, non-smoking room, and so on). This information must be entered manually into Registrar. See [“Entering room descriptions” on page 27](#) for more information.

Rooms that are cleaned, dirty, or in the process of being cleaned appear on the list of available rooms on the “Check In” screen. Occupied rooms do not appear on the “Check In” screen.

For more information about room status reporting, see [“Chapter 8 — Reports” on page 63](#).

### Room status code examples

A number of examples of room status codes appear throughout this guide. Remember that these examples may be different from the actual codes in use at your hotel. The last digit of each code will be the same as that shown in the example. The other digits are programmable, and may vary from hotel to hotel.

## Room Billing

The Room Billing feature lets you apply charges against a room and record payments from guests.

Room rental charges are applied automatically when you call up the guest's information onscreen, based on the room rate entered on the “Check-In” screen. If your hotel has installed Journal, telephone charges against each room are also recorded and calculated automatically.

You must manually record all other charges and payments using the “Add Chrg/Pymt” button on the “Room Billing” screen.

### **Disabling billing**

If your hotel does not wish to make use of the Room Billing feature (for example, if you are already using your own Property Management System), Room Billing can be turned off by going to the Setup screen and selecting the “Room Billing On/Off” button. When you turn off the Room Billing feature, Registrar is transformed into a “telephony control” tool and an interface to voice mail, if it has been purchased. In particular, the following occurs:

- you no longer have the ability to retain guest history information records in Journal
- if you have purchased Journal, telephone charges against a room will not appear on Registrar. You will have to read telephone charges from a printer and transfer them manually to a room bill.
- the Room Billing screen becomes simply the Check Out screen
- you will not be able to select the “Room rate” and “Nights” fields on the Check In and Guest Status screens
- On the Setup screen, you will not be able to select “Edit Revenue Codes”.

### **Meridian Mail support**

If your hotel has installed Meridian Mail, you do not have to go to a separate interface to activate a guest’s mailbox. When you check a guest in using Registrar, the Mail Box and Auto Login are set automatically. When Auto Login is activated, guests do not have to enter a room number or password when checking their messages from their room.

If you move a guest to a new room using the “New room” feature on the “Guest Status” screen, all the guest’s voice messages will follow to the new room.

The guest can retrieve unread messages, even after being checked out of the room, until someone else checks into the room that the guest occupied.

### **Phone Charges Posted by Journal**

Phone charges entered in Journal contain cost, profit and taxes. However, taxes entered in Journal are not transferred to Registrar. As such it is essential to identify the appropriate tax amounts within Registrar, and to define the tax application for the phone charges code in the Edit Revenue Code section of the setup screen.



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## Chapter 2 — Important information

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### 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 database and transaction records**

Registrar contains important transaction information about current guests, their room assignments, and their room charges.

Registrar also contains basic database information such as the room numbers at the hotel and room descriptions, information that would take time to re-enter should it be lost.

Backing up this information on a regular basis is extremely important. Hotels that use Registrar should adopt a backup policy and adhere to it.

Transaction and database records should be backed up at least once a day.

## Performing Backups

Backups and Restores for Registrar, and the deletion of Registrar guest information records, are not performed from within the Registrar program. They are performed using the Journal application. Follow the steps outlined in the *Journal Administration and User Guide*.

## Room Status Codes entered from guest rooms

Registrar helps provide the best possible service to customers by showing room status on the list of available rooms for sale.

The use of Room Status Codes is essential to the proper operation of this feature. For example, when a room is checked-out, Registrar automatically sets the status of the room to “cleaning requested”. This room will appear on the check-in screen. Its status will change to “room cleaned” (Room Status Code \*863), or “passed inspection” (Room Status Code \*864), or “skipped cleaning” (Room Status Code \*866) once the corresponding Room Status Code entry is made from the guest room telephone.

The proper use of room status codes must be communicated to members of the cleaning staff. Once staff begin to use the room status codes, the benefits of this feature become obvious. Hotel staff can at any time use Registrar to check on the status of every room in the hotel by obtaining a “Room Status Report”, or by viewing the drop-down list in the Check-In screen.

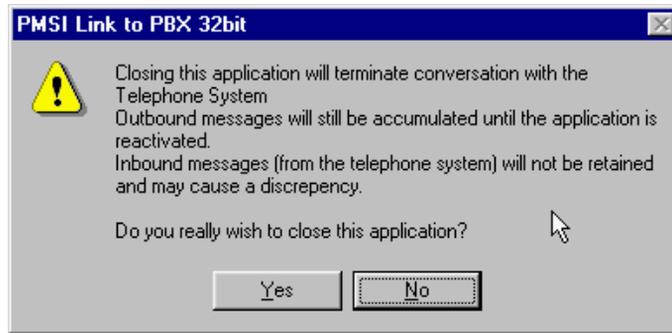
## PMSI Link application

The application program that establishes the connection between the telephone system and Registrar is called PMSI Link.

The PMSI Link and Registrar applications are launched automatically when the PC is turned on.

You are able to shut down the PMSI Link program, although this results in a break in communication between the telephone system and Registrar. Registrar will no longer receive messages from, or send messages to, your

telephone system. When you try to shut down PMSI Link, a warning message appears, asking you to confirm your command.



If you have shut down PMSI Link, you can re-launch it using the menus provided with your Windows software. Go into your Start menu, select Programs, drag through to Hospitality Applications, and click on PMSI Link To PBX.

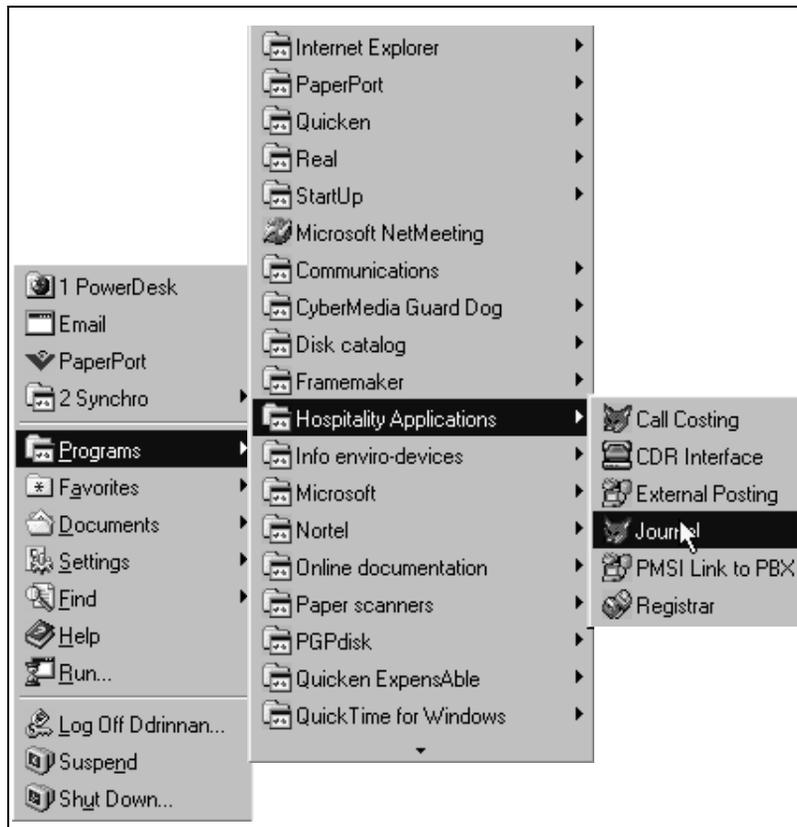
## Starting and stopping Hospitality applications

All required Hospitality applications start automatically when you power up your PC.

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.

Registrar launches automatically whenever you start up your computer (or whenever you enter Windows). If, however, the application has for some reason shut down, you must re-launch it using the menus provided with your Windows software. Go into your Start menu, select Programs, drag through to Hospitality Applications, and click on Registrar.

## About Registrar window

The About window tells you the version of Registrar equipped on the PC. To view the About window, click the About button on the Setup screen in the Registrar application.

## User interface

### **Navigating through Registrar**

You can navigate through Registrar by pointing and clicking with the mouse or by using the keyboard.

### ***Function keys***

The function keys at the top of the computer keyboard (F1, F2, etc.) may be used to reach each of the screens in Registrar.

Press F2 to make the “Check-In” screen active, F3 for the “Guest Status” screen, F4 for the “Room Billing” or “Checkout” screen, F5 for the “Setup” screen, and F6 for the “Reports” screen.

You can tell which screen is currently active by looking at the tabs at the top of the screen. The Tab with no line at the bottom belongs to the active screen.

### ***The Tab and Enter keys***

The tab key is used to move from one field to another on a screen. To move back one field, press Shift-Tab. The active field can be identified by the dotted box that appears around it, or by the cursor that appears inside it.

To select a field, tab to it and then press the Enter key.

### ***The arrow and Enter keys***

The up and down arrow keys are used to scroll up and down drop-down lists.

To select an item on a list, use the arrow keys to highlight the item, then press the Enter key.

To exit from a drop-down list, press the Escape key.

***Alt key combinations***

Whenever you see a button with one letter underlined, that button can be selected by pressing the Alt key plus the underlined letter.

For example, the “Exit Application” button on the “Check-In” screen can be selected by pressing ALT-X.

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## Chapter 3 — Setting up Registrar

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### Introduction

This chapter contains information about installing and setting up Registrar to operate at your hotel.

### 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 system using two links: one for the Registrar application, and one for Journal. A third link may be needed if MAT is being run on the same PC.

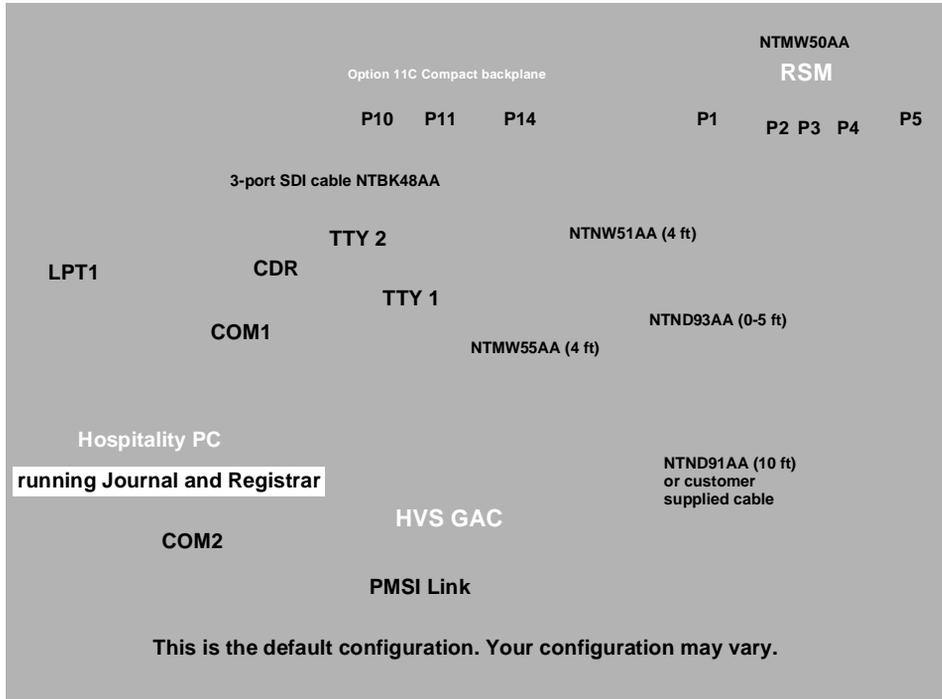
#### Procedure 1

##### Installing hardware for Registrar

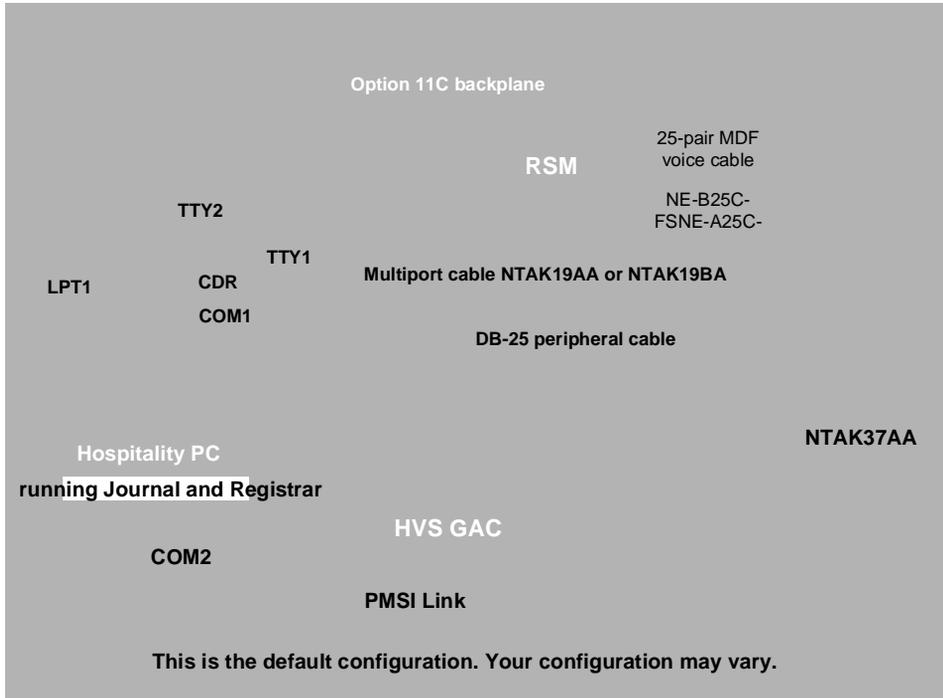
- 1 **Connect the supplied cables between the Hospitality PC and the telephone system. See [Figure 1](#).**

————— *End of Procedure* —————

**Figure 1**  
**Registrar front desk connections for an Option 11C Compact**



**Figure 2**  
**Registrar front desk connections for an Option 11C**



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

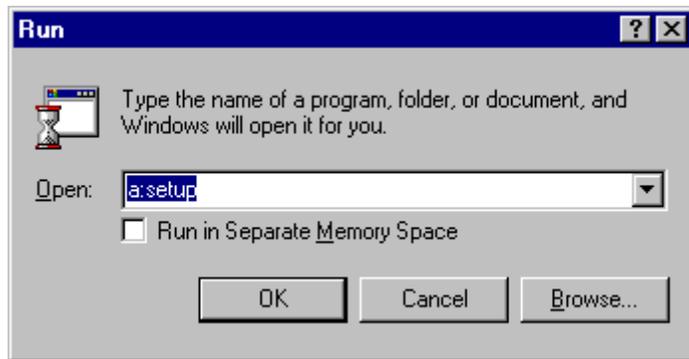
The Hospitality Applications Installation Kit installs all required software. The software installed depends on the activation key you enter at the beginning of the installation process.

**Procedure 2**  
**Installing Hospitality software**

If Registrar is ordered subsequent to the original installation of Journal, the installation process is the same as that listed in Steps 1-4, below. You need an updated activation key to access the Registrar software on the original Hospitality CDROM. Run the Installer program on the CDROM to add Registrar to your installation. This will effectively add Registrar to your Program Group and your Startup Group.

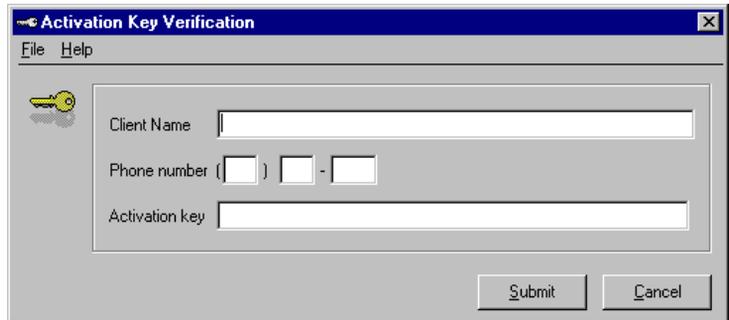
Always back up (archive) your system data and call record data before performing the installation of Registrar.

- 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. Unless you have a good reason to do otherwise, install using the default directory.**

- 4 **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.**

- 5 **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**

Before using Registrar, the telephone system software must be programmed to support Hospitality applications. Perform the programming actions in this section only if you are an experienced craftsperson.

### **Registrar and your telephone system**

Registrar requires support for the Property Management System (PMS) interface, Called Party Name Display, and Meridian Mail (if equipped).

**PMS Interface**

To use Registrar you must connect to a PMS Port configured on the telephone system. Registrar connects through PORT 3 of the RSM board if Meridian Mail is installed.

**Overlay 17**

Perform the following commands in overlay 17:

TYPE	CFN
ADAN	TTY 1
CARD	00
PORT	X
BPS	1200
BITL	8
STOP	1
PARY	NONE
FLOW	NO
ENL	YES
USER	BGD PMS
CUST	00
XSM	NO
MANU	PMS3

**Called Party Name Display - CPND**

Ensure that CPND is set at maximum in overlay 95.

### **Overlay 95**

Perform the following commands in overlay 95:

TYPE	CPND
CUST	0
CNFG	ALON
MXLN	27
STAL	YES
DFLN	23
DES	NO
RESN	NO

## **Meridian Mail Configuration**

If Meridian Mail is installed, check the following parameters. Some of these parameters are default:

- PMS Protocol PMS3
- CPND YES
- PMSI link YES
- ACK/NAK YES
- IS TEST YES

### **RSM Ports**

Set the PMS ports to 1200 NONE.

- Port 1 Modem
- Port 2 Terminal (GAC)
- Port 3 PMS (input from PMS)
- Port 4 PMS (output to telephone system)

### Multi Language

Registrar currently allows for 3 languages: English, French and Spanish. To configure Meridian Mail to work with these languages configure the following IDs in the Hospitality Install Parameters:

Language ID provided in PMSI messages: Yes

<u>ID</u>	<u>Language</u>
00	English
01	French
02	Spanish

## Cutting over from an existing Property Management System

If your hotel is currently operating on a system other than Registrar (including a manual system), you will have to transport the transaction information from the existing system to Registrar. This information includes the following:

- Room status (which rooms are currently occupied and by whom)
- Guest information records

Follow the steps in [Procedure 3](#) to cut over to Registrar.

**Procedure 3**  
**Cutting over to Registrar**

**1 Obtain a Room Status Report from the current Property Management System.**

Make sure the report contains the following information for each guest room in your hotel:

- Room number
- Occupied or vacant?
- If occupied, name of guest and personal guest information
- Expected length of guest's stay (from today's date).
- Charges incurred against the room to date.

**2 For each currently occupied room, check the guest into Registrar.**

Make sure you do the following:

- Assign the guest their current room number
- Under the “Nights” field, enter the number of nights the guest will be staying at the hotel from today's date.
- Enter the guest personal information.

For more information on how to check a guest into a hotel, refer to the chapter titled [“Chapter 4 — Guest “Check-in”” on page 37](#) of this guide.

**3 Transfer the guest's room charges to Registrar**

Room charges are entered from the “Room Billing” screen. Refer to the chapter titled [“Chapter 7 — Adding or modifying room charges” on page 57](#) of this guide for information about adding charges to a room.

----- *End of Procedure* -----

## Configuring Registrar

Before using Registrar, you must perform the following steps:

- Enter room descriptions
- Enter revenue codes
- Enter default setup information.

Figure 3 shows the Registrar Set-Up screen.

**Figure 3**  
**Registrar Set-Up screen**

### Entering room descriptions

It is important that a brief description of each room at the hotel be entered to allow front desk staff to assign guests to suitable rooms.

When you select the “Room” field on the “Check-In” screen of Registrar, a list of rooms available for sale appears. This list also displays a brief description of each room.

When you receive Registrar from your distributor, the only thing displayed in the “Room” field on the “Check-In” screen is the room number. Room

descriptions must be added by going to the set-up screen and selecting the “Edit Room Descriptions” button.

To get to the “Set-Up” screen, press the F5 function key or click on the “F5: Setup” Tab at the top of Registrar.

To select “Edit Room Descriptions”, click on the button with the mouse, or tab down to it and press the Enter key, or simply press Alt-D. The “Room Descriptions” window appears.

To describe a room, double-click on it with the mouse. The “Edit Room Descriptions” window appears.

Type a description of the room in the “Description” field (such as DOUBLE BED, SINGLE BED NONSMOKING, OR SMOKING). A maximum of 20 characters can be entered, so use abbreviations if necessary. When finished, select “Ok” to confirm.

If you wish to cancel the description, select the “Cancel” button to return to the “Room Descriptions” window. When finished describing all rooms, select “Exit” from the “Room Descriptions” window to return to the “Setup” screen.

## Entering revenue codes

The “Edit Revenue Codes” window on the “Setup” screen is used to add or modify the types of charges that can be applied to a room. This window is also used to change the amount or application of a tax.

*Note:* You can not add new payment types into Registrar. Registrar comes equipped with all major credit card types plus two additional credit cards.

To get to the “Edit Revenue Codes” window, press the F5 function key to bring up the “Setup” screen, then select the “Edit Revenue Codes” button. You can click on the “Edit Revenue Codes” button with the mouse, or tab down to the button and press Enter, or press Alt-R.

To scroll through the codes presently in the system, click on the forward and backward arrows at the bottom of the window. The right and left arrows bring you to the first code and last code respectively. The inside arrows move you forward and backward one code respectively.

Follow the instructions in Procedure 4 to add a new Revenue Code.

**Procedure 4**  
**Adding a new Revenue Code**

- 1 Select the “Add” button on the “Edit Revenue Codes” window.**

The window clears and your cursor is placed in the “Code” field.
- 2 Enter a brief but meaningful code name for the charge that you are adding.**

The code must be no longer than 5 letters. When you have finished typing the name of the code, tab to the next field.

For example, if you are adding a charge code for in-room movies, the name of the code might be “MOVIE”.
- 3 In the “Remark” field, type a more precise definition of the code.**

When you have finished identifying the code, tab to the next field.

What you enter here will help front desk staff identify what the code is.
- 4 In the “Description” field, type in a description of the charge code.**

When you have finished describing the code, tab to the next field.

What you enter here will appear on the guest's room bill, so make sure the description is clear.

Sometimes, as in the case of a miscellaneous charge, you may wish to leave this line blank. You can always enter a description of a charge from the “Room Billing” screen.
- 5 If the charge is always a predetermined amount (for example, in-room movies are always \$8.50), enter the amount of the charge in the “Amount” field.**

When you have finished entering a charge amount, tab to the next field.

Do not enter a value in this field if the amount of the charge always varies.
- 6 Enter the amount of Tax 1, if it is to be applied to this charge.**

When you have finished entering the amount of Tax 1, tab to the next field.

For example, if Tax 1 is 7%, enter the number 7.

**7 Enter the amount of Tax 2, if applicable.**

When you have finished entering the amount of Tax 2, tab to the next field.

For example, if Tax 2 is 8%, enter the number 8.

**8 Determine how Tax 1 and Tax 2 will be applied to the charge.**

[Table 1 on page 31](#) explains the available tax application options. In each example taxes are applied to an in-room movie charge that costs the guest \$10.00. Tax 1 is set to 7% and Tax 2 is 8%.

**Note:** “Apply Tax 2 only if Amount > Value” means that Tax 2 is not charged if the amount of the charge is less than the Value indicated. This Value is entered by the end-user. For this example, we will set the value at \$10.00, meaning that tax 2 is applied only if the amount of the charge is more than \$10.00.

————— *End of Procedure* —————

**Note:** Phone charges entered in Journal contain cost, profit and taxes. However, taxes entered in Journal are not transferred to Registrar. As such it is essential to identify the appropriate tax amounts within Registrar, and to define the tax application for the phone charges code in the Edit Revenue Code section of the setup screen.

**Table 1**  
**Tax Application Options**

Tax application	Meaning	Final price of \$10.00 movie
<input checked="" type="checkbox"/> Apply Tax 1 on Amount <input type="checkbox"/> Apply Tax 2 on Amount <input type="checkbox"/> Apply Tax 2 on (Amount x Tax 1) <input type="checkbox"/> Apply Tax 2 only if Amount >Value	Apply only tax 1 to the amount	\$10.70
<input type="checkbox"/> Apply Tax 1 on Amount <input checked="" type="checkbox"/> Apply Tax 2 on Amount <input type="checkbox"/> Apply Tax 2 on (Amount x Tax 1) <input type="checkbox"/> Apply Tax 2 only if Amount >Value	Apply only tax 2 to the amount	\$10.80
<input checked="" type="checkbox"/> Apply Tax 1 on Amount <input checked="" type="checkbox"/> Apply Tax 2 on Amount <input type="checkbox"/> Apply Tax 2 on (Amount x Tax 1) <input type="checkbox"/> Apply Tax 2 only if Amount >Value	Apply tax 1 to the amount and tax 2 to the amount	\$11.50 (Tax 1 = \$0.70) (Tax 2 = \$0.80)
—Continued—		

Tax application	Meaning	Final price of \$10.00 movie
<input checked="" type="checkbox"/> Apply Tax 1 on Amount <input type="checkbox"/> Apply Tax 2 on Amount <input checked="" type="checkbox"/> Apply Tax 2 on (Amount x Tax 1) <input type="checkbox"/> Apply Tax 2 only if Amount >Value	Apply tax 1 to the amount. Add tax 1 to the amount, then apply tax 2 to the total (tax on tax)	\$11.56 (Tax 1 = \$0.70) (Tax 2 = \$0.86)
<input checked="" type="checkbox"/> Apply Tax 1 on Amount <input checked="" type="checkbox"/> Apply Tax 2 on Amount <input type="checkbox"/> Apply Tax 2 on (Amount x Tax 1) <input checked="" type="checkbox"/> Apply Tax 2 only if Amount >Value	Apply only tax 1 to the amount if the amount is less than or equal to the specified value.  Apply tax 1 and tax 2 to the amount if the amount is greater than the specified value	If the specified value is greater than or equal to \$10.00, the final price of the movie is \$10.70.  If the specified value is less than \$10.00, the final price of the movie is \$11.50.
<input checked="" type="checkbox"/> Apply Tax 1 on Amount <input type="checkbox"/> Apply Tax 2 on Amount <input checked="" type="checkbox"/> Apply Tax 2 on (Amount x Tax 1) <input checked="" type="checkbox"/> Apply Tax 2 only if Amount >Value	Apply only tax 1 to the amount if the amount is less than or equal to the specified value  Apply tax 1 and tax 2 to the amount if the amount is greater than the specified value. Tax 2 is applied to the total of the amount plus tax 1.	If the specified value is greater than or equal to \$10.00, the final price of the movie is \$10.70.  If the specified value is less than \$10.00, the final price of the movie is \$11.56.

**9** Once tax information is entered, tab to the “Ok” button and press Enter.

**10** To exit the “Edit Revenue Codes” window and go back to the “Setup” screen, select the “Exit” button.

----- *End of Procedure* -----

## Entering information on existing guests

Before using Registrar in your hotel, you may wish to enter the information you have about your existing customer base into Registrar's guest database using the "Setup" screen. The guest you are adding or editing does not have to be currently staying at your hotel. Follow the steps in Procedure 5.

### Procedure 5

#### Adding or Editing guest information

**1 Make the "Setup" screen active by pressing the F5 function key or clicking on the "F5: Setup" tab at the top of the screen.**

**2 Select the "Edit Guests" button.**

The "Operations On Guest" window is called up.

**3 To add a new guest, select the "Add" button.**

The "Add Guest" window appears.

Your cursor is positioned in the box next to the "Company" field. The cursor is shaped like an "I", meaning you can type text. Type in the required information, if applicable.

To get to the next field, press the tab key or click in it with the mouse.

If you make a mistake in a field and wish to clear it, select the Cancel button.

**4 When you have entered all the required information on a guest, select the "Ok" button to add the next guest, or select the "Exit" button to return to the "Operations On Guest" window.**

————— *End of Procedure* —————

## Customizing information on the guest bill

From the "Setup" screen (F5), you can customize the room bill that is provided to a guest.

Go to the "Setup" screen by clicking on the Tab with your mouse, or by pressing the F5 function key.

Select the "Edit above information" button to make changes to the value of the fields described below.

Use the Tab key to move from one field to another.

When you are finished making changes, select the “Save above changes” button.

### **Next folio number**

This field contains the value of the next Folio Number. A Folio Number uniquely identifies each separate “stay” at your hotel.

Folio number 1200, for example, might identify a three night stay from Dec. 3 through Dec. 6 by Mr. Jones (Guest Number 100).

The folio number also identifies the charges and payments associated with Mr. Jones' visit. Every time you check-in a guest, the folio number is automatically incremented by one.

### **Next Guest Number**

This field displays the value of the next Guest Number. A Guest Number uniquely identifies each guest that stays at your hotel.

Guest Number 1200, for example, might identify Mr. Henry Jones who lives on Peach Street in Atlanta, Georgia, works for Acme Sales and prefers a room on the third floor.

Mr. Jones will have the same Guest Number every time he stays at your hotel.

### **Invoice Remarks**

This field contains any special remarks you would like to appear on the Room Billing report.

For example: “Stay with us over the weekend and save up to 30% on the cost of your room.”

## **Modifying system defaults**

There are several defaults for the Check In screen inside Registrar that you can modify. These defaults include:

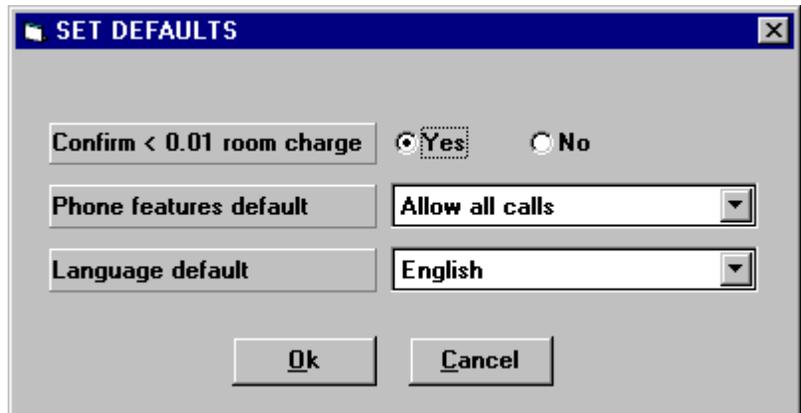
- confirmation of room charges of less than one cent

If you set this option to YES, a confirmation message appears if the amount entered for a room charge is less than one cent.

- phone restrictions (either Allow All Calls or Restricted Access)
- check-in language

When you change any of these defaults, the new settings take effect the next time you check in a guest. The defaults for these entries are set from the Setup Screen in Registrar.

**Figure 4**  
**Default setting screen**



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

## Changing COM port settings

The PMSI Link application defaults to COM2. To change COM port settings for the PMSI Link port, edit the PMSI2PBX.ini file in the default Windows directory using a text editor such as Notepad.

The PMSI link port must be set to: 1200 baud, 7 bit length, EVEN parity, and 1 stop bit.

You must reboot the PC before the changes take effect.

---

# Chapter 4 — Guest “Check-in”

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## Introduction

This chapter contains information about how to “Check-in” guests into the hotel.

Figure 5 shows the Guest Check-in screen.

**Figure 5**  
Guest Check-in screen



The screenshot shows a software window titled "Registrar" with a menu bar containing "F2: Check-In", "F3: Guest Status", "F4: Room Billing", "F5: Setup", and "F6: Reports". The main area contains the following fields and controls:

- Name:** A text box containing "MARLOWE, DAVID" and a dropdown arrow, with a "Guest Entry..." button to its right.
- Room:** A text box containing "610" and a dropdown menu showing "Cleaned".
- Rate:** A text box containing "89.00".
- Nights:** A text box containing "3".
- Phone features:** A text box containing "Restricted Access" and a dropdown arrow.
- Language:** A text box containing "English" and a dropdown arrow.
- Wake-up time (hh:mm):** A text box containing "0800".
- Buttons:** "Ok: Do the Check-In", "Cancel", and "Exit Application".

## How to check a guest “in”

To check a guest in, follow the steps in Procedure 6.

If you make a mistake while filling in the fields on the “Check-In” screen, click the “Cancel” button to erase the information entered in all the fields. Re-enter information in each field.

*Note:* “Cancel” only works if the “OK” button has not been pressed. If the “OK” button has been pressed, the guest is already checked-in.

### **Procedure 6** **Checking a guest “in”**

**1 Make sure you are operating in the “Check In” screen.**

Click on the “F2: Check-In” Tab at the top of the screen or press the F2 function key to call up the “Check-In” screen.

**2 From the “Check-In” screen, select the “Name” field.**

Click on the box next to “Name”, or tab to the field and press the Enter key.

The “Operations On Guest” window appears, which contains a list of names.

If the guest you are checking-in has stayed at the hotel before, the guest’s name will appear in the list (unless it has been deleted).

**3 Search for the guest's name in the list. Begin by entering the guest's last name.**

You must type the last name in first, followed by a comma, and then the first name. The list is refreshed as more letters are entered.

- 4** When the name is found, select it by double clicking on it,  
or  
if it is already highlighted in dark gray, select the OK button to go back to the “Check-In” screen  
or  
if the name can not be found, select ‘Add’ from the ‘Operations On Guest’ screen and enter the guest information. Remember to enter the last name first, followed by a comma, and then the first name. Click ‘OK’ once the information is entered.

**5 Select the “Guest Entry” button.**

Tab to the button and press Enter, or click on it with the mouse, or press Alt-E.

If you were able to find the guest's name on the previous screen, the “Edit Guest” screen is called up and the guest's personal information is already filled in. The screen contains the guest's name, address, company, phone number, credit card information, and special notations such as room preference or medical conditions. The information contained on this screen is kept on record even after a guest checks out.

If you were unable to find the guest in the list, a blank “Add Guest” screen appears.

**6 Confirm the information contained on the screen with the guest. If the guest's name was not found, fill in the screen with the guest's personal information.****7 From the “Check-In” screen, select the “Room” field.**

Tab to the field and press Enter, or click on the rectangular box next to “Room” with the mouse.

A list of rooms appears. All rooms that are not occupied are listed.

The list also displays descriptive information about each room, such as double or single bed, non-smoking or smoking room, cleaning status of room and so on.

If required, you can add more than one room to a single name. Each combination of name and room is assigned a folio number by Registrar. This lets you rent out more than one room to a single person, or accommodate different guests with the same name (for example, John Smith).

**8 Search for a room to assign to the guest**

To scroll through the list, use the up and down arrow keys on the keyboard, or click on the scrollbar with the mouse. Typically, all vacant rooms appear in the list. (You can change this default to show only rooms available for sale by changing Registrar's INI file.)

To reduce search time, enter the first digit in the desired room number. For example, to assign the guest room number 404, press “4” on the keyboard. You can type part or all of the room number to shorten the drop-down list that appears, then click on the desired room.

- 9 **When the desired room is found, select it by clicking on it with the mouse.**
- 10 **Enter the appropriate room rate into the “Room” field.**
- 11 **Enter the number of nights the guest will be staying with your hotel into the “Nights” field.**
- 12 **Select telephone privileges for the guest by choosing either “Allow all calls” or “Restricted Access” in the “Phone features” field.**

What is chosen here determines how the telephone in the guest room can be used.

**Note:** The guest will always be allowed to make 911 calls by dialing either “911” or “9911”.

- 13 **If Meridian Mail is running at this location, a Voice Mailbox and Auto Login are automatically activated when the guest is checked-in.**

When a guest is unable to answer the room telephone, the call is forwarded to the guest's mailbox where the caller can leave a message.

To retrieve the message, the guest dials a number and is guided through a series of automated instructions. If Auto Login is enabled, the guest does not need to enter a room number and password to retrieve messages when calling from the telephone in their room.

- 14 **Select the guest's language of choice in the “Language” field.**

The entry in this field determines the language of the guest's Voice Mailbox.

**15 If a wake-up call is required, enter the time for the wakeup call in the “Wake-up time (hh:mm)” field.**

Be sure to use 24 hour format. For example, a wake-up call for 7AM would be entered as

“07:00”.

A wakeup call for 7PM, would be entered as

“19:00”.

The wake-up call must be scheduled at least 15 minutes in advance, and must take place within 24 hours.

When you enter a wake-up time, you can type in the numbers without the colon. Registrar formats the time automatically.

Registrar shows both the time and date of the wake-up call.

**Note:** The “Check-In” screen sends a wake-up call for the next day only. Once you check a guest in, all activity related to wake-up calls is performed from the “Guest Status” screen including changing the time of a wake-up call, canceling a wake-up call, and entering wake-up calls for the duration of the guest’s stay.

The automatic wake-up feature causes a guest’s telephone to ring automatically at a specified time. There is no need to have hotel staff place or take part in the wake-up call.

**16 To confirm the check-in and register the guest, select the “Ok” button near the bottom of the screen.**

If you made a mistake and wish to clear the screen and start again, select the “Cancel” button.

————— *End of Procedure* —————

Check-in for the guest is now complete. From this point on, you will have to work from the “Guest Status” screen if any of the information entered during the check-in procedure changes.



# Chapter 5 — Guest “Check-out”

## Introduction

This chapter contains information about how to check guests out of the hotel. Figure 6 shows the Room Billing screen you use to check guests out of the hotel.

**Figure 6**  
Room Billing screen

The screenshot shows the Registrar Room Billing screen for guest GADOUAS, DANIEL in room 301. The current date is Thursday, Oct 8, 1998, and the guest has stayed 3 nights since arriving on Monday, Oct 5, 1998. The screen displays a list of charges and payments, with a total charge of 355.49 and a balance due of 376.49.

Date	Room	Type	Description	Charges	Payments
10/05	301	ROOMC	Room Charge	100.00	
10/05	301	PHONE	1 416 496-1111	3.69	
10/06	301	ROOMC	Room Charge	100.00	
10/06	301	PHONE	1 418 643-1111	6.82	
10/06	301	PHONE	1 604 651-1111	8.22	
10/06	301	PHONE	1 212 254-1111	8.64	
10/06	301	PHONE	366-9600	0.75	
10/07	301	ROOMC	Room Charge	100.00	
10/07	301	PHONE	1 418 643-1111	6.03	

Summary:

Payments	0.00	Charges	355.49	Tax 1	21.00	Tax 2	0.00
Balance Due	376.49						

Buttons: Add Chrg/Pymt..., Edit..., Check-Out, Undo Check-Out..., Print invoice...

## How to check a guest “out”

A summary of the check-out procedure is given in Procedure 7.

### **Procedure 7** **Checking a guest “out”**

**1 Locate the guest's room number by selecting the “Room” field on the “Room Billing” screen.**

To select the field, click on it with the mouse, or tab to it and press the Enter key.

A list of all currently occupied rooms is displayed. To scroll through the list, use the mouse and click the up and down arrows on the screen, or use the arrow keys on the keyboard.

**2 Select the guest's room.**

Click on the guest's room with the mouse, or highlight the room using the arrow keys on the keyboard, then press the Enter key.

All information pertaining to the room is shown on the screen, including the name of the guest staying in the room, the length of stay, and the charges and payments on file.

For more information about what is displayed on the “Room Billing” screen, refer to the Chapter in this guide called “Adding or modifying room charges”.

**3 If there are charges against the room that do not appear on the list of room transactions, add them by selecting the “Add Chrg/ Pymt” button on the bottom of the screen.**

- Click on the rectangle next to “Code” and scroll through the list of charge and payment codes. Choose the correct code by clicking it with the mouse.
- Type in a description of the charge under “Description”. The contents of the Description field is displayed on the Room Billing report.
- Click in the rectangle next to “Amount” and enter the amount of the charge, less taxes. Taxes, if appropriate, will be automatically calculated for you.
- Click on the OK button to confirm the additional charge and return to the “Room Billing” screen.

**4 If needed, print a Room Billing report for the customer to confirm room charges.**

To print the report, select the “Print Invoice” button at the bottom of the screen.

There are three printing options:

- Print a copy of the report to the screen,
- Print a copy of the report to a printer,
- Print a copy of the report to a soft copy file.

If you select “Print to Window”, a copy of the room billing report will be displayed on the computer screen. Press Alt-F4 to exit the screen and return to the print window.

If you select “Print to Printer”, Registrar prints a copy of the room billing report to the printer connected to the computer. Registrar will ask how many copies are to be printed.

If you select “Print to File”, Registrar will create a soft copy file of the Room Billing report. You will be prompted to enter the drive that the file will be saved on and the name of the file.

You cannot edit a charge once it is applied to a guest’s room bill. You can however enter adjusting entries if a customer has been charged incorrectly. If, for example, a customer was overcharged by \$10.00, you can enter a negative \$10 charge using the same revenue code. Refer to the chapter titled [“Chapter 7 — Adding or modifying room charges” on page 57](#).

**5 To record a guest payment, select the “Add Chrg/Pymt” button at the bottom of the screen.**

The Add Item window appears. This is the same window used to add charges to a room. Follow the directions below to record a guest payment.

- Click on the rectangle next to “Code” and scroll through the list of charges and payment codes.
  - Choose the correct code by clicking on it with the mouse.
  - Click in the rectangle next to “Amount” and enter the value of the payment.
  - Click on the “OK” button to confirm the payment and return to the “Room Billing” screen.
- OR--
- If you made a mistake, press the Cancel button at any time to return to the “Room Billing” screen.

**6 Check the guest out by selecting the Check-out button. Print a final room billing report, if desired.**

The guest's room is automatically set to “vacant” and “cleaning requested”. The room will appear as available for sale and its present cleaning status will be shown.

The guest can retrieve voice mail messages until the time that someone else checks into the guest room.

When the guest is checked out, the Call Party Name Display of the guest's room is reset to “Vacant”.

To cancel the checkout, click on the “Undo Checkout” button on the “Room Billing” screen. A list of recently checked-out names will be displayed.

Click on the correct name and the check-out will be canceled.

---

*End of Procedure*

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**Note:** Registrar allows multiple extensions in a single room. When a guest checks out of a room with more than one extension, Registrar performs its check-out actions on each extension individually.

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# Chapter 6 — Changing information of a “Checked-in” guest

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## Introduction

The “Guest Status” screen is used to add or modify information about a checked-in guest.

Figure 7  
Guest Status screen

The screenshot shows the Registrar software interface for the Guest Status screen. The window title is "Registrar" and it has standard Windows window controls. The interface is divided into tabs: F2: Check-In, F3: Guest Status (selected), F4: Room Billing, F5: Setup, and F6: Reports. The main area contains several input fields and buttons:

- Name:** DALE, ALEXA (with a dropdown arrow) and a "Guest Info..." button.
- Current room:** 507 (with a "Search room" button and an empty input field).
- New room:** (with a dropdown arrow).
- Rate:** 50.00
- Nights:** 7
- Phone features:** Restricted Access (with a dropdown arrow).
- Language:** English (with a dropdown menu showing English, French, and Spanish).
- Set wake-up:** (checkbox) and **Wake-up time (hh:mm):** (input field).
- Update** and **Cancel** buttons at the bottom.

From this screen you can do the following:

- Change personal information in the guest information record, such as credit card information, address, and so on. This activity can also be done from the “Setup” screen by selecting the “Edit Guests” button.
- Move the guest to a new room
- Change the room rate charged to the guest
- Change the number of nights the guest will be staying at the hotel
- Change telephone privileges
- Change the language of the guest's voice mailbox
- Enter wake-up calls, change the time of wake-up calls, or cancel wake-up calls.

## Locating the guest

Before changing or adding information about a current guest, first locate the guest on the “Guest Status” screen as described in Procedure 8.

### Procedure 8

#### Locating a guest

- 1 **Click the box next to “Name” or tab to the field and press the Enter key.**

A list of names appears.

- 2 **Scroll through the list, using the up and down arrow keys on the keyboard, or click on the scrollbar with the mouse.**
- 3 **To reduce search time, enter the first letter of the guest's last name on the keyboard.**

For example, if the last name of the guest is “Swanson”, press the “S” key on the keyboard.

You can continue to enter letters from the name. Each time you enter a letter, the list is refreshed and fewer names appear.

- 4 When you have located the name, select it by clicking it with the mouse.

Information on the current guest is called up on the “Guest Status” screen.

————— *End of Procedure* —————

## Changing the guest information record

Refer to Procedure 9 to change the personal information record.

### Procedure 9

#### Changing personal information about a guest

- 1 Locate the guest on the “Guest Status” screen (see [Procedure 8](#)) then select the “Guest Info” button. The “Edit Guest” screen appears.
- 2 Make the necessary changes on the “Edit Guest” screen, then select the “Ok” button.

If you make a mistake and do not wish to save the changes you have made, select the “Cancel” button to go back to the “Edit Guest” screen.

**Note:** Note: The guest information record can also be changed by going to the “Setup” screen and selecting the “Edit Guests” button.

————— *End of Procedure* —————

## Moving a guest to a new room

To move a guest to a new room, follow the steps in Procedure 10.

**Note:** Voice Mail messages automatically follow the guest to the new room.

### Procedure 10

#### Changing Room

- 1 **Make sure the “Guest Status” screen is active.**

Press the F3 function key or click on the “F3: Guest Status” tab at the top of the screen using the mouse.

- 2 Locate the guest's name on the “Guest Status” screen.**

The guest's current room is displayed in the “Current Room” field.

Refer to [“Locating the guest” on page 48](#) for assistance in locating the guest's name.
- 3 Select the “New Room” field.**

Press tab to the field and press Enter or click on the rectangular box next to “New Room”.

A list of unoccupied rooms appears along with its cleaning status.
- 4 Search for a new room.**

To scroll through the list, use the up and down arrow keys on the keyboard, or click on the scrollbar with the mouse.

To reduce search time, enter the first digit in the desired room number. For example, to assign the guest room number 404, press “4” on the keyboard.
- 5 When the new room is located, select it by pressing the Enter key or by clicking it with the mouse.**
- 6 Enter the rate for the new room in the “Rate” field.**

**Note:** The “Rate” field keeps the previous rate for the room. Make sure to update this field if the room is to be charged at a different rate.
- 7 Save the updated information by selecting the “Update” button.**

————— *End of Procedure* —————

## Changing the room rate

To change the room rate for a checked-in guest, follow the directions in Procedure 11.

### **Procedure 11** **Changing Room Rate**

**1 Make sure you are operating in the “Guest Status” screen.**

**2 Locate the guest under the “Name” field.**

Refer to [“Locating the guest” on page 48](#) for assistance in locating the guest's name.

The guest's current room rate is displayed in the “Rate” field.

**3 Tab to or click on the “Rate” field and enter the new room rate.**

**4 Select the “Update” button to save the change.**

The new room rate will be reflected on the guest's room bill. Note that this change is not retroactive. If the guest has stayed with you for one or more nights, the old rate will be charged until the time the change was made. It may be necessary to make adjusting entries on the Room Billing screen.

*Note:* Registrar applies the room charge to the guest's bill at midnight. If you check a guest in after midnight, the automatic room charge is not applied. In that case, you should apply the charge manually using the “Add Chrg/Pymt” button on the Room Billing screen.

————— *End of Procedure* —————

## Changing the length of stay

To change the length of stay for a checked-in guest, follow the directions in [Procedure 12](#).

**Procedure 12**  
**Changing Length of Stay**

- 1 Make sure you are operating in the “Guest Status” screen.**
- 2 Locate the guest under the “Name” field.**

Refer to [“Locating the guest” on page 48](#) for assistance in locating the guest's name.

The guest's current length of stay is displayed in the “Nights” field.

- 3 Tab to or click on the “Nights” field and enter the new number.**
- 4 Select the “Update” button to save the change.**

————— *End of Procedure* —————

## Changing telephone privileges

To change telephone privileges for a checked-in guest, follow the directions in Procedure 13.

**Procedure 13**  
**Changing Privileges**

- 1 Make sure you are operating in the “Guest Status” screen.**
- 2 Locate the guest under the “Name” field.**

Refer to [“Locating the guest” on page 48](#) for assistance in locating the guest's name.

The guest's current telephone privileges are displayed in the “Phone features” field.

- 3 Tab to or click on the “Phone features” field and select the new value.**
- 4 Select the “Update” button to save the change.**

————— *End of Procedure* —————

## Entering, changing, or canceling a Wake-up call

Once a guest is checked into Registrar, all activity related to wake-up calls is performed from the “Guest Status” screen. This includes changing the time of a wake-up call, and entering wake-up calls for the duration of the guest's stay.

## Entering Wake-up calls

To enter a wake-up call for a checked-in guest, follow the directions below

### Procedure 14

#### Entering Wake-Up calls

**1 Make sure you are operating in the “Guest Status” screen.**

**2 Locate the guest under the “Name” field.**

Refer to [“Locating the guest” on page 48](#) for assistance in locating the guest's name.

The guest's current wake-up information is called up on the screen.

**3 Tab to or click on the “Set wake-up” field and select it.**

An “x” in the white box means wake-up call is activated.

**4 Tab to or click on the “Wake-up time (hh:mm)” field and enter the wake-up time.**

Make sure you use 24 hour format.

For example, a wake-up call for 7AM would be entered as “07:00”.

A wakeup call for 7PM, would be entered as “19:00”.

You can type in the time without the colon. Registrar will automatically format the time.

Remember that wake-up calls must be scheduled more than 15 minutes in advance, and must take place within 24 hours. For example, if a guest wants a wake-up call at 07:00 for the next three days, you need to:

- create a wakeup call for tomorrow morning at 07:00
- wait until tomorrow morning's wakeup call takes place
- create a wakeup call for the next morning at 07:00
- wait until that wakeup call has taken place
- create a wakeup call for the final morning at 07:00.

Registrar shows both the time and date of the wake-up call in the Guest Status screen.

- 5 **Select the “Update” button to save the change.**

————— *End of Procedure* —————

## Changing the time of a Wake-up call

To change wake-up time for a checked-in guest, follow the directions in Procedure 15.

### Procedure 15

#### Changing Wake-up time

- 1 **Make sure you are operating in the “Guest Status” screen.**
- 2 **Locate the guest under the “Name” field.**

Refer to [“Locating the guest” on page 48](#) for assistance in locating the guest's name.

The guest's current wake-up time is displayed in the “Wake-up time (hh:mm)” field.

- 3 **Tab to or click on the “Wake-up time (hh:mm)” field and enter the new wake-up time.**

Make sure the “Set wake-up” field is activated. An “x” should appear in the white box.

- 4 **Select the “Update” button to save the change.**

————— *End of Procedure* —————

## Canceling a wake-up call

To cancel a wake-up call for a checked-in guest, follow the directions in Procedure 16.

### **Procedure 16** **Canceling Wake-up**

- 1 Make sure you are operating in the “Guest Status” screen.**
- 2 Locate the guest under the “Name” field.**

Refer to [“Locating the guest” on page 48](#) for assistance in locating the guest's name.

The guest's current wake-up time is displayed in the “Wake-up time (hh:mm)” field.
- 3 Tab to or click on the “Wake-up time (hh:mm)” field and delete the entry in the field.**

The “Wake-up time (hh:mm)” field should be empty.
- 4 Select the “Update” button to save the change.**

————— *End of Procedure* —————

## Changing the language of a guest's Voice Mailbox

To change the language of a checked-in guest's Voice Mailbox, follow the directions in Procedure 17.

### **Procedure 17** **Changing language**

- 1 Make sure you are operating in the “Guest Status” screen.**
- 2 Locate the guest under the “Name” field.**

Refer to [“Locating the guest” on page 48](#) for assistance in locating the guest's name.

The guest's current language preference is displayed in the “Language” field.
- 3 Click on the “Language” field or tab to it and press Enter.**

You will see a list of languages.

**4 Select the preferred language.**

If you are using a mouse, click on the preferred language.  
If you are using the keyboard, use the up and down arrow keys to highlight the desired language, then press the Enter key.

**5 Select the “Update” button to save the change.**

----- *End of Procedure* -----

# Chapter 7 — Adding or modifying room charges

## Introduction

The “Room Billing” screen is used to add or modify a charge to a room. (See Figure 8.) To access the Room Billing screen, press the F4 key or click on the F4 Billing tab.

**Figure 8**  
Room Billing screen

The screenshot shows the Registrar Room Billing screen with the following fields and data:

- Room:** 301
- Current Date:** Thursday, Oct 8, 1998
- Guest Name:** GADOUAS, DANIEL
- Guest # / Folio:** 6 / 4
- Arrived:** Monday, Oct 5, 1998
- Nights:** 3

Date	Room	Type	Description	Charges	Payments
10/05	301	ROOMC	Room Charge	100.00	
10/05	301	PHONE	1 416 496-1111	3.69	
10/06	301	ROOMC	Room Charge	100.00	
10/06	301	PHONE	1 418 643-1111	6.82	
10/06	301	PHONE	1 604 651-1111	8.22	
10/06	301	PHONE	1 212 254-1111	8.64	
10/06	301	PHONE	366-9600	0.75	
10/07	301	ROOMC	Room Charge	100.00	
10/07	301	PHONE	1 418 643-1111	6.03	

Summary:

- Payments:** 0.00
- Charges:** 355.49
- Tax 1:** 21.00
- Tax 2:** 0.00
- Balance Due:** 376.49

Buttons: Add Chrg/Pymt..., Edit..., Check-Out, Undo Check-Out..., Print invoice...

## Locating the guest's room number

Before adding or modifying a room charge, locate the room number.

### **Procedure 18** **Locating a Room Number**

- 1 **Click on the rectangle next to “Room” on the “Room Billing” screen.**

A list of occupied rooms is displayed.

- 2 Choose the room by clicking on it with the mouse.

**Note:** You cannot type in a room number. You must choose a room from the list.

————— *End of Procedure* —————

## Information displayed on the “Room Billing” screen

When a guest's room number is chosen on the “Room Billing” screen, all the information pertaining to that room including guest name, arrival date, list of charges, and so on, will be displayed.

### **Guest Number and Folio Number**

These “read only” fields display the guest number and the folio number associated with the room selected in the “Room” field.

Guest Number is a unique number assigned to the guest staying in that room. The Guest Number assigned to a guest remains the same no matter how many times the guest stays at the hotel.

The Folio Number is a unique identifier assigned to the transactions associated with a guest's visit

For example, Mary Smith's Guest Number is 5500. She has stayed at the Hotel three times in the past year. The Guest Number that appeared on the Room Billing screen for each of the three visits was always the same: 5500. The Folio Number, on the other hand, was different for each stay.

### **Room Transactions Window**

This Window shows each of the separate charges and payments applied against the room selected in the “Room” field.

To highlight a single transaction, click on it with the mouse. To change the description of a charge, click the Edit button. (You cannot edit the amount of a charge, or the taxes associated with it. To correct a charge, apply an additional debit or credit to the guest’s account.)

The Edit button calls up another window, which is explained later in this section.

To add a charge to a room, click on the “Add” button. The Add button calls up another window which is explained later in this section.

You can print a copy of what appears in the Room Transactions window by clicking on the “Print invoice” button.

### **Payments Field**

This field displays the total of all payments that have been made to date. (Itemized payments are shown in the Transactions Window.)

*Note:* Do not click on this field to record a payment. This field is ‘read only’. Payments are entered by clicking on the “Add Charge/Pymt” button.

The “Add Charge/Pymt” button calls up another window, which is explained later in this section.

### **Balance Due Field**

The Balance Due field displays the total amount that the guest owes. The value in this field equals the contents of the “Charges” field minus the contents of the “Payments” field.

The “Balance Due” field is “read only”. You cannot change the value by clicking on it.

### **Charges Field**

This field displays the total of all charges that have been made against the room to date. (Itemized charges are shown in the Transactions Window.)

**Note:** Do not click on this field to add a charge. This field is ‘read only’. Charges are added by clicking on the “Add Charge/Pymt” button.

The “Add Charge/Pymt” button calls up another window, which is explained later in this section.

### **Tax 1 Field**

This field displays the total amount of Tax 1 that is owed. This field is “read only”. You cannot change the value of this field by clicking on it.

To change the tax percentage, or to change how a tax is applied, you must go to the “Setup” screen by clicking on the Tab at the top of the screen or by pressing the F5 function key. You must then select the “Edit Revenue Codes” button.

The “Setup” screen is explained in [“Chapter 3 — Setting up Registrar” on page 17.](#)

### **Tax 2 Field**

This field displays the total amount of Tax 2 that is owed. This field is “read only”. You cannot change the value of this field by clicking on it.

To change the tax percentage, or to change how a tax is applied, you must go to the “Setup” screen by clicking on the Tab at the top of the screen or by pressing the F5 function key. You must then select the “Edit Revenue Codes” button.

The SETUP screen is explained in [“Chapter 3 — Setting up Registrar” on page 17.](#)

## **Adding a charge**

To add a charge to a room, click on the “Add Chrg/Pymt” button on the “Room Billing” screen. (Make sure you have first selected the correct room number.)

You will see the “Add Item” window. This is the same window used to record guest payments.

**Figure 9**  
**Add Item window**

The screenshot shows a dialog box titled "Add Item". It contains the following fields and values:

- Date: 10/08
- Room: 301
- User ID: 021
- Code: FOOD Restaurant Charge (dropdown menu)
- Description: Restaurant Charge
- Amount: 8.52
- Tax1: 0.00
- Tax2: 0.00

At the bottom of the dialog are two buttons: "Ok" and "Cancel".

If you make a mistake, press the Cancel button at any time to go back to the “Room Billing” screen.

- 1 Click on the rectangle next to “Code” and scroll through the list of charge and payment codes.**

Choose the correct code by clicking on it with the mouse, or use the arrow keys on the keyboard to scroll and the Enter key to select an item.

- 2 If desired, type in a description of the charge under “Description”.**

If a description of the charge is not entered, the contents of this field will default to the description that was entered from the SETUP screen.

The contents of the Description field is displayed on the Room Billing report.

- 3 Click in the rectangle next to “Amount” and enter the amount of the charge, less taxes.**

Taxes are automatically calculated.

- 4 **Click on the OK button to confirm the additional charge and return to the “Room Billing” screen.**

----- *End of Procedure* -----

## **Modifying a charge**

The procedure used to modify a charge depends on the change being made to the charge.

If the amount of the charge is incorrect, you must enter an adjusting entry. For example, if a customer has been overcharged by \$10.00, enter a negative \$10.00 charge using the same revenue code as the original charge.

The “Edit” button at the bottom of the Room Billing screen is used only to change the description of a charge. First, highlight the charge you wish to change in the Room Transactions window, then select the “Edit” button. You can now enter a new description. Click the OK button when you are finished.

# Chapter 8 — Reports

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## Introduction

This chapter provides information about reports available in Registrar. The chapter includes descriptions and examples of reports.

## Available reports

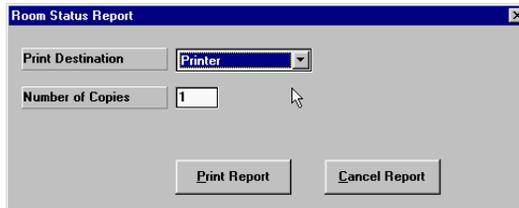


## Room status reporting and automatic room availability

Registrar can tell you the following three things regarding the status of the guest rooms at the hotel:

- 1 Whether the room is occupied or vacant
- 2 Whether the room is dirty, in the process of being cleaned, has been cleaned, has passed inspection, has failed inspection, was skipped for cleaning, or is 'not for sale'
- 3 The type of room (double bed, non-smoking room, and so on). This information must be entered manually into Registrar. See [“Chapter 3 — Setting up Registrar” on page 17](#) for more information.

To obtain a Room Status report, go to the Reports screen in Registrar. Click on Room Status Report.



Rooms that are cleaned, dirty, or in the process of being cleaned appear on the list of available rooms on the “Check In” screen. Occupied rooms do not appear on the “Check In” screen.

### Room status codes

The method that Registrar uses to determine whether a room is available for sale is through the use of room status codes. Room status codes are a series of digits that cleaning personnel enter into the telephone system from the guest room telephone. They are listed in [Table 2](#).

**Table 2**  
**Room Status Codes**

<b>Code</b>	<b>Status</b>
*861	Room is dirty, cleaning requested
*862	Cleaning in progress
*863	Room cleaned
*864	Room cleaned and passed inspection
*865	Room failed inspection
*866	Room skipped cleaning
*867	Not for sale

*Note:* The codes shown above are examples only. The last digit of each code is preset and cannot be changed. The other digits can be programmed on your telephone system, and may be different from the ones shown above.

The status of each room is shown on the check-in screen. The check-in screen will not prevent you from checking a guest in, regardless of the code applied to the room.

When you check a guest out of the hotel using Registrar, the “cleaning requested” code (\*861) is applied automatically to the room. The room will appear as available for renting on the “Check-In” screen along with its actual status. The room status changes to ‘Cleaned’ once \*863 or \*864 is entered on the room’s telephone.

**Example report**

The following report is an example of a typical Room Status report:

ROOM STATUS REPORT

DATE: 1998-09-17

PAGE: 1

NORTEL NEW SYSTEM

ROOM	OCCUPANCY	STATUS	TYPE
201	Vacant	Room cleaned	
202	Vacant	Room cleaned	
203	Occupied	Room cleaned	
204	Vacant	Cleaning requested	
301	Occupied	Room cleaned	
302	Vacant	Room cleaned	
303	Occupied	Room cleaned	
304	Vacant	Room cleaned	
401	Vacant	Cleaning in progress	
402	Vacant	Room cleaned	
403	Occupied	Room cleaned	
404	Occupied	Room cleaned	
501	Vacant	Room cleaned	
502	Vacant	Room cleaned	
503	Occupied	Room cleaned	
504	Vacant	Room cleaned	

## Checked-in guest reporting

Registrar's "checked-in guest report" helps you keep track of the names of guests, the rooms they are staying in, the dates they checked-in, and their expected departure dates.

To print a "checked-in guest" report, go to the "Reports" screen on Registrar and click on the "'Checked-In Guest Report" button. You have a choice of printing to the screen, printer, or text file.

### Example report

The following report is an example of a typical Checked In Guest report:

CHECKED-IN GUEST REPORT

DATE: 1998-09-17

PAGE: 1

NORTEL NEW SYSTEM

NAME	ROOM	CHECKED-IN DATE	EXPECTED CHECK-OUT
DALE, ALEXA	503	1998-09-12	1998-09-19
MARLOWE, DAVID	404	1998-09-16	1998-09-17
SWEETWATER, ROSALIE	403	1998-09-15	1998-09-18
JONES, KENNY	303	1998-09-17	1998-09-18
DENEUVE, LINDA	301	1998-09-17	1998-09-18
MOSS, JENNY	203	1998-09-15	1998-09-18

## Detailed folio audit report

The Detailed Folio Audit report lets you compile a list of charges against a particular guest folio or range of folios. The report shows all individual charges, with associated taxes, the totals for each folio, and the grand totals for all the folios in the report.

**Detailed Folio Audit Report**

Print Destination: **File**

Enter output file: **C:\FOXPRO2\WFD0\OUTFILE.TXT**

**Report Limits**

	<b>Begin</b>	<b>End</b>
<b>Date</b>	Thu, Apr 4, 1996 / 00:00	Fri, Apr 5 1996 / 23:59
<b>Room</b>		
<b>Folio</b>		

Reset Default Values      Print Report      Cancel Report

### Example report

The following example is a typical Detailed Folio Audit report:

DETAILED FOLIO AUDIT

Current Date : 1998-08-12

NORTEL NEW SYSTEM

Page : 1

Folio: 102

Date	Room	Code	Description	Charges	Tax-1	Tax-2	Payments
1998-08-09	501	ROOMC	DAILY ROOM CHARGE	89.99	0.90	0.18	100.00
1998-08-10	501	ROOMC	DAILY ROOM CHARGE	89.99	0.90	0.18	0.00
1998-08-11	501	ROOMC	DAILY ROOM CHARGE	89.99	0.90	0.18	0.00
1998-08-11	501	PHONE	PHONE CHARGE	50.00	0.50	0.10	0.00
1998-08-12	501	ROOMC	DAILY ROOM CHARGE	89.99	0.90	0.18	0.00

Folio: 102	Balance :	314.88	Total :	409.96	4.10	0.82	100.00
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Folio: 103

Date	Room	Code	Description	Charges	Tax-1	Tax-2	Payments
1998-08-09	502	ROOMC	DAILY ROOM CHARGE	89.99	0.90	0.18	0.00
1998-08-10	502	ROOMC	DAILY ROOM CHARGE	89.99	0.90	0.18	0.00
1998-08-11	502	ROOMC	DAILY ROOM CHARGE	89.99	0.90	0.18	0.00
1998-08-12	502	ROOMC	DAILY ROOM CHARGE	89.99	0.90	0.18	0.00

Folio: 103	Balance :	364.28	Total :	359.96	3.60	0.72	0.00
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Grand Total

Balance :	679.16	Grand Total :	769.92	7.70	1.54	100.00
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## Summary folio audit

The Summary Folio Audit report shows you the overall status of a particular guest folio or range of folios. The report shows the total charges for each folio, with associated taxes, the total payments, and the current balance. The report also indicates the number of charges and the number of payments. Grand totals of charges, payments and balances are provided for all the folios in the report.

### Example report

The following example is a typical Summary Folio Audit report:

SUMMARY FOLIO AUDIT				Current Date : 1998-08-12			
NORTEL NEW SYSTEM				Page : 1			
Folio	# of charges	# of payments	Balance	Charges	Tax-1	Tax-2	Payments
102	5	1	314.88	409.96	4.10	0.82	100.00
103	4	0	364.28	359.96	3.60	0.72	0.00
 Grand Total							
# of folios	# of charges	# of payments	Balance	Charges	Tax-1	Tax-2	Payments
2	9	1	679.16	769.92	7.70	1.54	100.00

## Detailed room audit report

The Detailed Room Audit report lets you compile a list of charges against a particular room or range of rooms. The report shows all individual charges, with associated taxes, the totals for each room, and the grand totals for all the rooms in the report.

### Example report

The following example is a typical Detailed Room Audit report:

DETAILED ROOM AUDIT				Current Date : 1998-08-12			
NORTEL NEW SYSTEM				Page : 1			
Room: 501							
Date	Folio	Code	Description	Charges	Tax-1	Tax-2	Payments
1998-08-09	102	ROOMC	ROOM CHARGES	89.99	0.90	0.18	100.00
1998-08-10	102	ROOMC	ROOM CHARGES	89.99	0.90	0.18	0.00
1998-08-11	102	ROOMC	ROOM CHARGES	89.99	0.90	0.18	0.00
1998-08-11	102	PHONE	PHONE CHARGES	50.00	0.50	0.10	0.00
1998-08-12	102	ROOMC	ROOM CHARGES	89.99	0.90	0.18	0.00
Room: 501	Balance :	314.88	Total :	409.96	4.10	0.82	100.00
Room: 502							
Date	Folio	Code	Description	Charges	Tax-1	Tax-2	Payments
1998-08-09	103	ROOMC	ROOM CHARGES	89.99	0.90	0.18	0.00
1998-08-10	103	ROOMC	ROOM CHARGES	89.99	0.90	0.18	0.00
1998-08-11	103	ROOMC	ROOM CHARGES	89.99	0.90	0.18	0.00
1998-08-12	103	ROOMC	ROOM CHARGES	89.99	0.90	0.18	0.00
Room: 502	Balance :	364.28	Total :	359.96	3.60	0.72	0.00
Grand Total							
	Balance :	679.16	Grand Total :	769.92	7.70	1.54	100.00

## Summary room audit report

The Summary Room Audit report shows you the overall status of a particular guest room or range of rooms. The report shows the total charges for each room, with associated taxes, the total payments, and the current balance. The report also indicates the number of charges and the number of payments. Grand totals of charges, payments and balances are provided for all the rooms in the report.

### Example report

The following example is a typical Detailed Room Audit report:

SUMMARY ROOM AUDIT				Current Date : 1998-08-12			
NORTEL NEW SYSTEM				Page : 1			
Room	# of charges	# of payments	Balance	Charges	Tax-1	Tax-2	Payments
501	5	1	314.88	409.96	4.10	0.82	100.00
502	4	0	364.28	359.96	3.60	0.72	0.00
<b>Grand Total</b>							
# of rooms	# of charges	# of payments	Balance	Charges	Tax-1	Tax-2	Payments
2	9	1	679.16	769.92	7.70	1.54	100.00

## Summary by revenue code report

The Summary By Revenue Code shows you the total charges for each revenue code, with associated taxes. The report also indicates the number of charges.

### Example report

The following example is a typical Summary By Revenue Code report:

SUMMARY BY REVENUE CODE				Current Date : 1998-08-12			
NORTEL NEW SYSTEM				Page : 1			
Code	Type	Count		Charges	Tax-1	Tax-2	Payments
ROOMC	ROOM CHARGES	15		3592.10	35.92	7.18	2981.30
PHONE	PHONE CHARGES	45		312.92	3.13	0.62	150.08
FAX	FAX CHARGES	3		22.00	0.22	0.04	22.00
MIS	MISCELLANOUS	47		481.81	4.82	0.96	450.71
Grand Total							
# of codes	# of charges	# of payments	Balance	Charges	Tax-1	Tax-2	Payments
4	110	62	857.65	4408.83	44.09	8.82	3604.09

## Wakeup activity log report

If your telephone system is configured to send all wake-up call activity, Registrar 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, go to the Reports section of Registrar and select the “View Wake-up Activity Log” button. The current contents of the log file appear onscreen. Please be advised that the information is stored in the exact order in which it was received from the telephone system.

### Example report

The following example is a typical wakeup log report.

```

Wakeup.log - Notepad
File Edit Search Help

10/7/98 @ 1:40:12 PM: WAKE UP 404      4:00 CHK DEL AT 13:39
10/7/98 @ 2:03:28 PM: WAKE UP 404      NONE TERM CHG TO 4:00 AT 13:40
10/7/98 @ 2:05:27 PM: WAKE UP 404      4:00 CHK DEL AT 14:03
10/7/98 @ 2:06:04 PM: WAKE UP 8200     NONE TERM CHG TO 6:00 AT 14:05
10/7/98 @ 2:06:18 PM: WAKE UP 8201     NONE TERM CHG TO 7:00 AT 14:06
10/7/98 @ 2:06:29 PM: WAKE UP 8200     6:00 CHK DEL AT 14:06
10/7/98 @ 2:07:23 PM: WAKE UP 8201     7:00 CHK DEL AT 14:06
10/7/98 @ 2:20:46 PM: WAKE UP 8200     NONE TERM CHG TO 5:00 AT 14:07
10/7/98 @ 2:21:06 PM: WAKE UP 318      NONE ATTN ENTR TO 2:30 AT 14:21
10/7/98 @ 2:24:19 PM: WAKE UP 318      2:30 ATTN ENTR TO 14:30 AT 14:21
10/7/98 @ 2:29:44 PM: WAKE UP 319      NONE ATTN ENTR TO 14:30 AT 14:24
10/7/98 @ 2:29:49 PM: WAKE UP 318      14:30 CALL ANS AT 14:30
10/7/98 @ 3:09:47 PM: WAKE UP 319      14:30 ATTN RETN AT 14:30
10/7/98 @ 3:15:22 PM: WAKE UP 8200     5:00 CHK DEL AT 15:15
10/7/98 @ 3:16:24 PM: WAKE UP 8208     NONE TERM CHG TO 9:00 AT 15:16
10/7/98 @ 3:17:39 PM: WAKE UP 8200     NONE TERM CHG TO 6:00 AT 15:18
10/7/98 @ 3:18:54 PM: WAKE UP 8200     6:00 TERM CHG TO 6:05 AT 15:19
10/7/98 @ 3:19:43 PM: WAKE UP 8200     6:05 TERM CHG TO 6:40 AT 15:20
    
```

Some of the terms that may appear in the report are:

- **ATTN ENTR:** attendant entry
- **SET ENTR:** guest entry
- **ATTN RETN:** call returned to the attendant
- **TERM CHG:** terminal change
- **CALL ANS:** call answered by the guest
- **SYST BLKD:** system blocking caused the attendant return
- **EQPD FAIL:** a hardware failure caused the return
- **ATTN DEL:** the attendant cancelled a call
- **SET DEL:** a guest cancelled a call
- **CHK DEL:** a room status checkout command cancelled a wakeup call
- **NONE:** The entry NONE is used instead of a time when no wakeup time is scheduled.



**P0885220**

## **Registrar**

### **Administration and User Guide**

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Publication number: P0885220

Document release: Standard 2.0

Date: January 1999

Printed in Canada

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