NEC

InHotel

End User Guide

Release version 1.9.1

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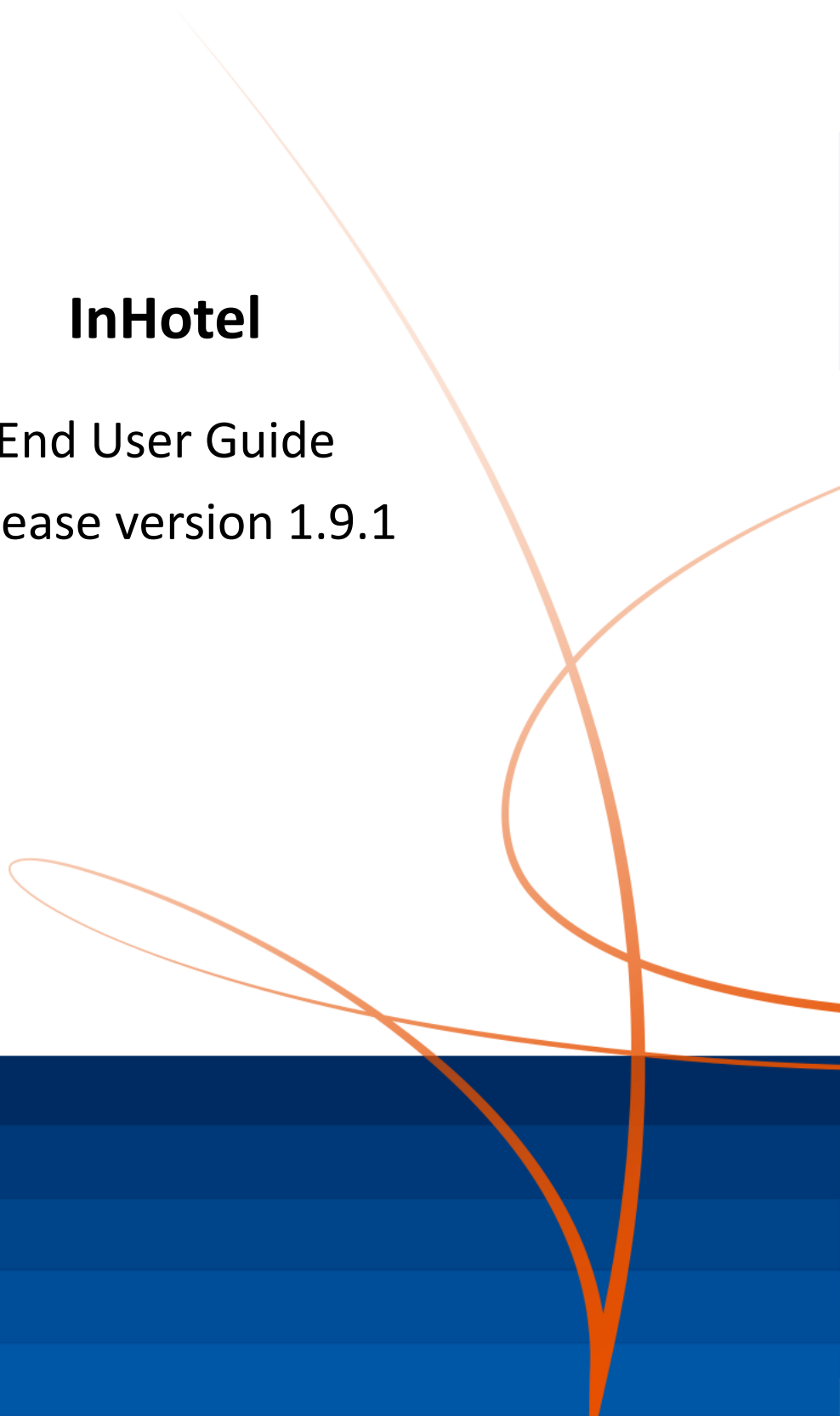
Open the InHotel application

Main screen

The main view of InHotel can be accessed through the application manager 'Open' button, or directly at
http://X.X.X.X/html/apps/hotel/hotel.cgi or https://X.X.X.X/html/apps/hotel/hotel.cgi
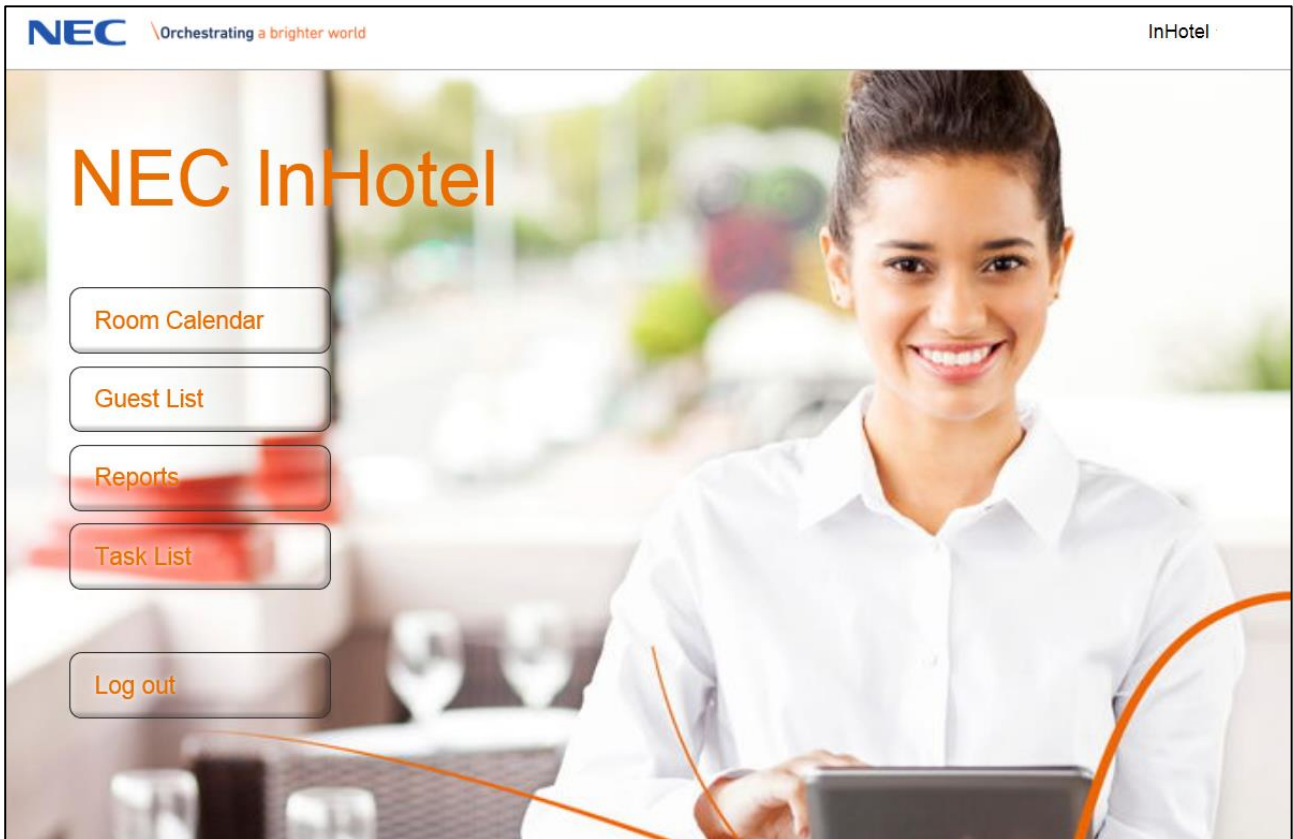
Figure 1 Main hotel welcome screen

The available options are

Room Calendar

The room calendar is used to display the current and upcoming reservations against a calendar. This interface is used to create new reservations as well as check in and check out guests.

You can save the room calendar to your favourites, the URL is
http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guicalendar or
https://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guicalendar

Guest List

The Guest List will display all stay information grouped by current status. This interface is used to see the status of a stay, as well as configure messages, wakeup calls and print invoices.

You can save the room calendar to your favourites, the URL is
http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guiguests or
https://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guiguests

Reports

The reports area displays various preset reports regarding the status and availability of guest rooms within InHotel.
You can save the Reports area to your favourites, the URL is:
http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guireports or
https://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guireports

Task List

The task list area displays various tasks that are outstanding in InHotel.
You can save the Tasks List area to your favourites, the URL is:
http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guitasks or
https://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guitasks

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Common Functions

Navigate the Calendar View

Most functions within InHotel are accessed by holding down the left mouse button and selecting the option from the pop up menu.
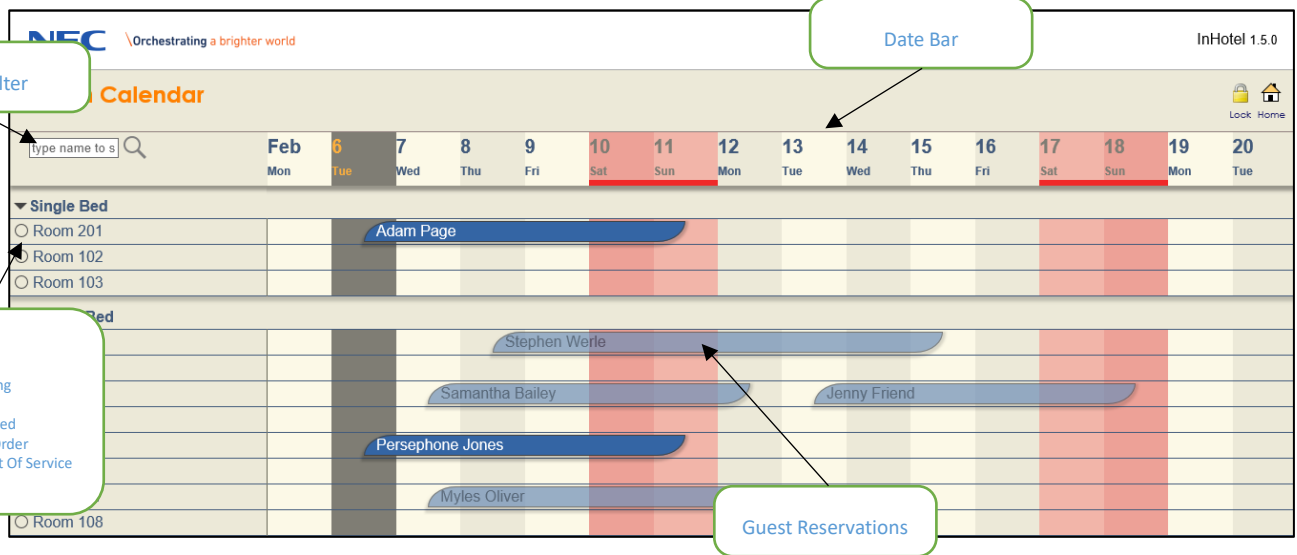

Figure 2 Calendar View

By default this page shows the next two weeks. It is possible to change this by holding down the left mouse button anywhere on the Date Bar and selecting an option.
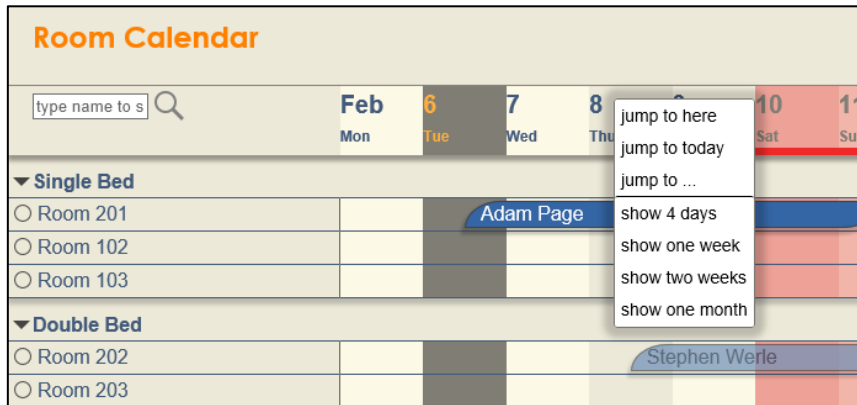

Figure 3 Date bar navigation

Use the Guest Filter

Using the Guest Filter can help you to easily find a reservation. This can be part of the first or last name of the guest. The filter is applied immediately and will display all matches and removes non-matching reservations.

Figure 4 Guest Calendar without Filters

Figure 5 Guest Calendar with Filter applied

Create a new reservation

New reservations are created from the Guest Calendar.

To create a new reservation hold down the left mouse button on the arrival date of the guest against the room you would like to book. The New Reservation option will appear, release the mouse button when the New Reservation option is highlighted.
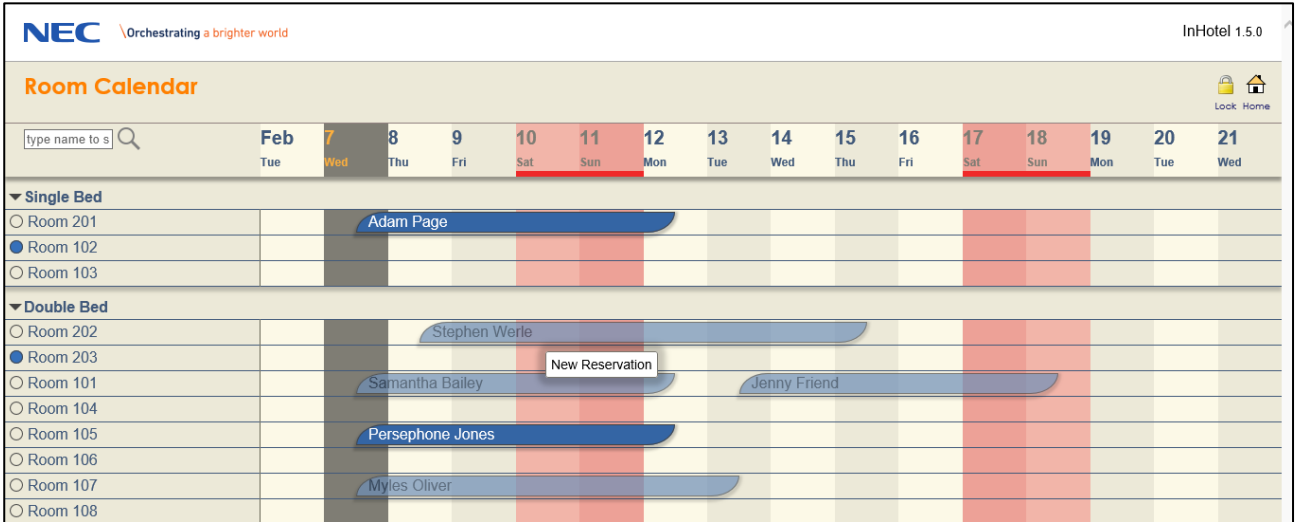

Figure 6 New Reservation in Guest Calendar

The blue bars that appear are used to define the length of the stay. Click on the departure date for the guest. This can be changed later.
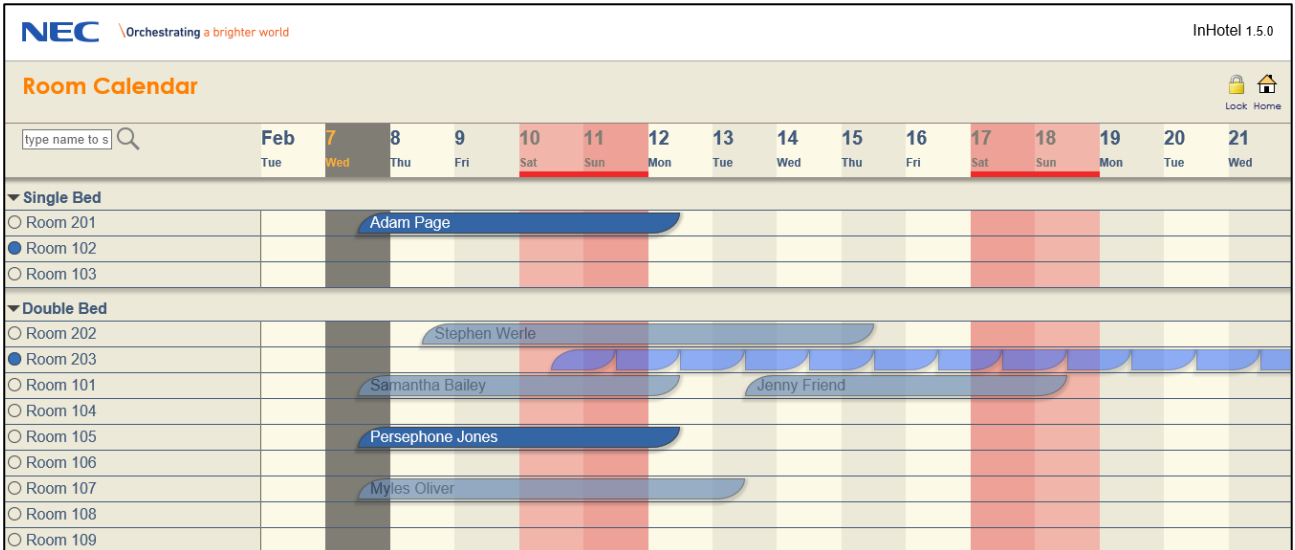

Figure 7 Define the duration of the guest stay

Once you select the Check Out date the New Reservation window will appear.

Figure 8 New Reservation

In this screen we define details about the guest and also the channel the stay was booked via.

- **Booker** – This is the person or entity responsible for booking the room. This could be a travel agent or the hotel itself for direct bookings.
- **Guest** – The individual who will occupy the room.
- **Number of Adults/Children** – Expected number of Adults and/or children. This is limited by room type.
- **Crib** – check the tick box to select crib allocation request to room if available. If the box cannot be checked the room is not suitable for a crib.
- **Market / Channel / Source** – This information is captured for later reporting functions.
- **Rate** – Defines the rate used for the booking.
- **Notes** – Enter some notes for the guest stay.

Click the New Contact button to create a new record. From this area full details of the guest can be added including address, contact details, ID Type, notes etc. Any mandatory items will be stated.

This area also displays a search icon:

By inserting part of the name of the guest into the name field and clicking the icon. InHotel fills a dropdownbox next to the icon, selecting the dropdown displays the names of previously stayed guests which by clicking the guest name will populate all completed fields.

Figure 9 Search Reservation

Figure 10 New contact record creation

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The guest stay is then reserved against the room.

Figure 11 New guest reservation shown in calendar

Confirm a guest reservation

If a guest confirms their reservation with a deposit then you can display this on the guest calendar by holding down the left mouse button and selecting 'Confirm'.
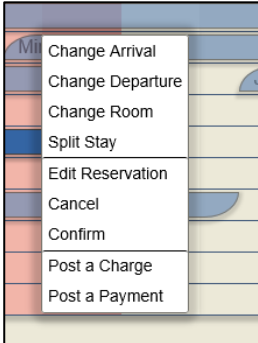
Figure 12 Left button menu

When you confirm a guest stay the reservation is shown in green.
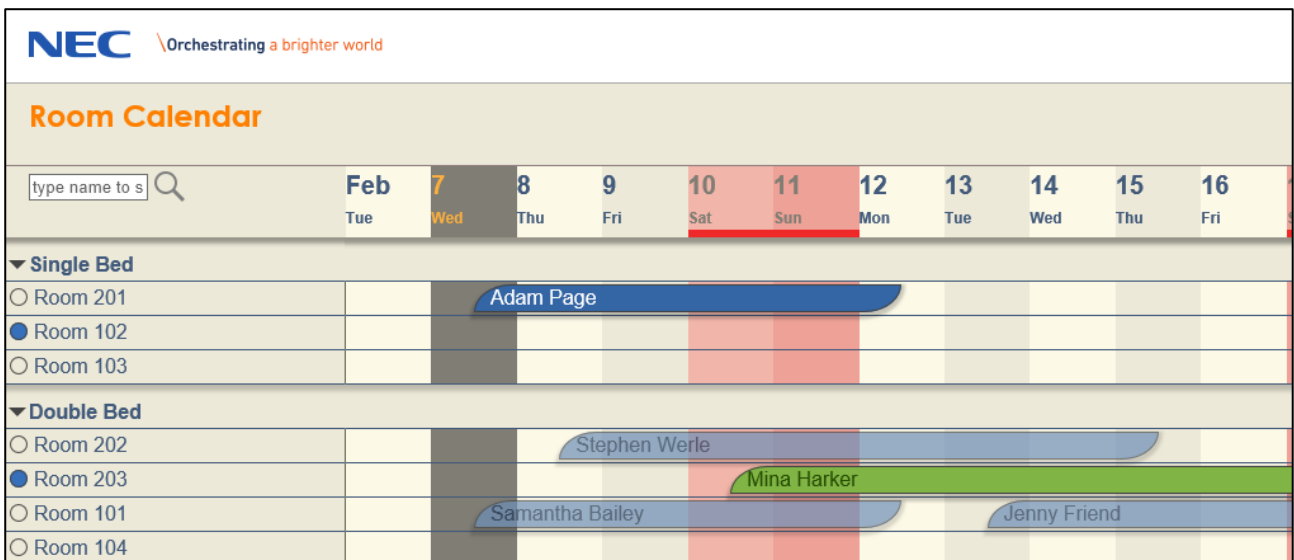
Figure 13 Confirmed reservation shown in guest calendar

If you take a deposit payment for the guest, this can be logged on the Folio account via the Guest list or the context menu against the stay it is possible to Post a Payment.

The payment can be made against the booking in the calendar view by holding down the left mouse button.
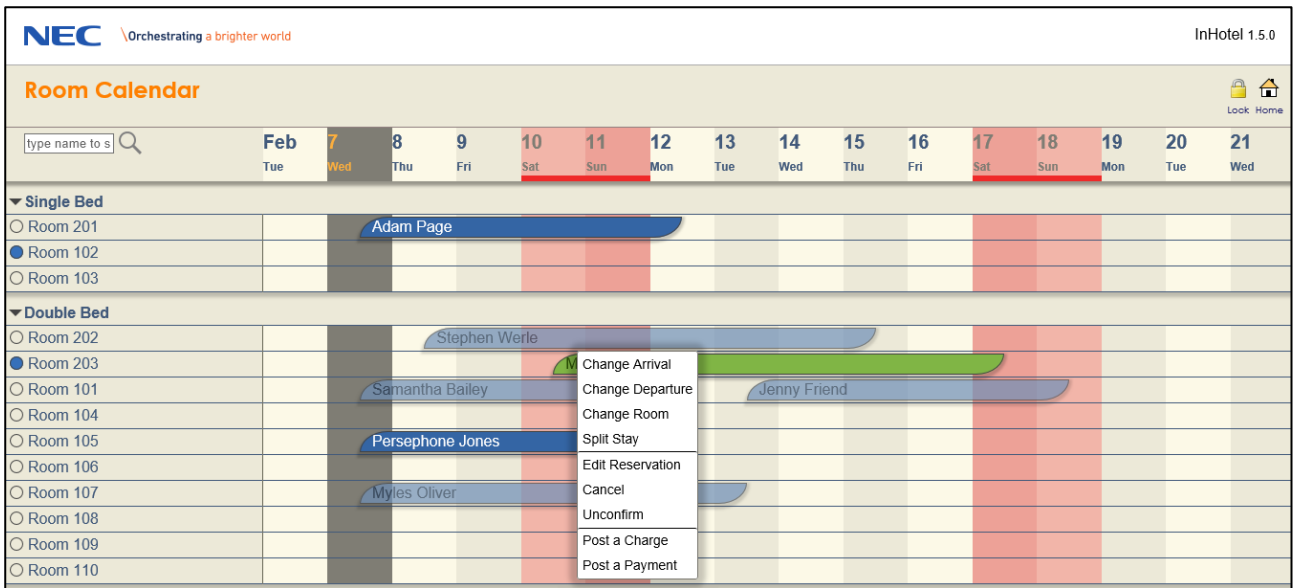
Figure 14 Confirmed reservation shown in guest calendar

The Folio account is managed in the Guest List. The guest stay will be shown either under Reservations or Arrivals Today, depending upon the guest arrival date.

Hold down the left mouse button to show the Folio menu, and select Payment.

Figure 15 Guest List Folio account

Post a credit to the room for the amount of the deposit.
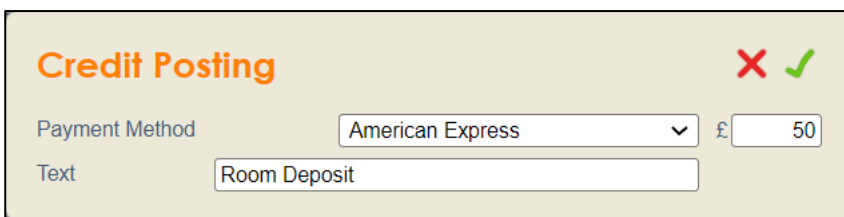
Figure 16 Posting a deposit

Cancelling a reservation

If a guest cancels their reservation this can be removed from the guest calendar by holding down the left mouse button and selecting 'Cancel'.
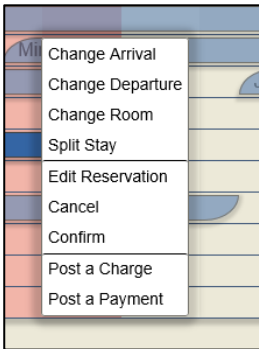
Figure 17 Cancelling a reservation

A pop-up window is displayed in order to select the reason for cancellation.

Figure 18 Cancellation reason

Upon confirmation of cancellation the booking is removed from the calendar and logged in the cancellation area of the Guest List.

If Cancellation Policies have been assigned a charge is created and added to the folio.

Figure 19 Cancellation in Guest List

Payments can be posted and the invoice printed by holding down the left mouse button and selecting the required option.

Figure 20 Cancellation Payment and Invoice Printing

Move a guest reservation to different room

Once a reservation is created then you can move them to a different room. To do this, hold down the left mouse button against the reservation in the Room Calendar. You will see the 'Change Room' option.
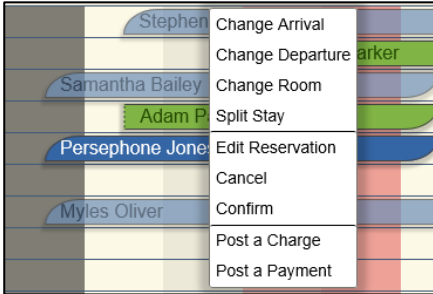
Figure 21 Moving a reservation to a different room

When you select the option to move the reservation to a different room, then all rooms which can accommodate that stay will be highlighted. Click on the new room to move.
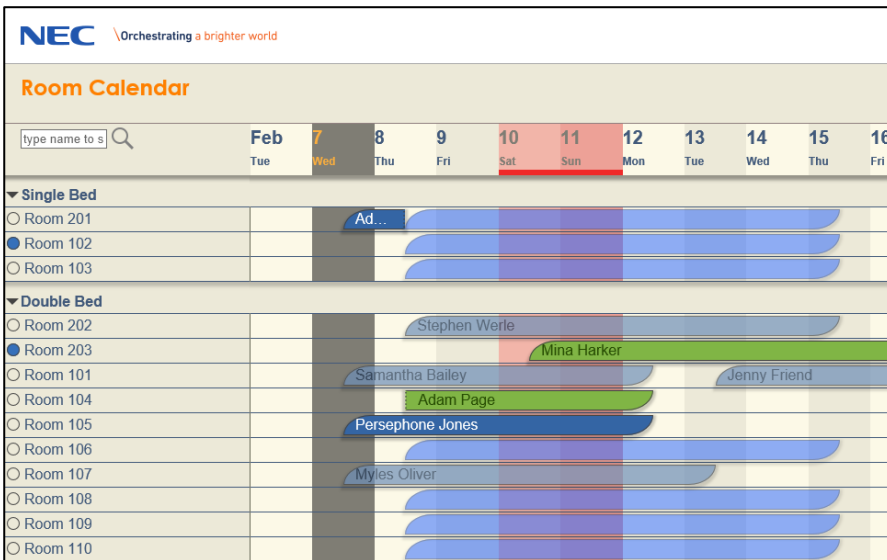
Figure 22 Available rooms are highlighted

Change arrival or departure dates

It is possible to change the arrival or departure dates for a guest reservation.

It is possible to change the departure date for a checked in guest.

To change either the arrival or departure date, hold down the left mouse button against the reservation in the Room Calendar and select the appropriate option.
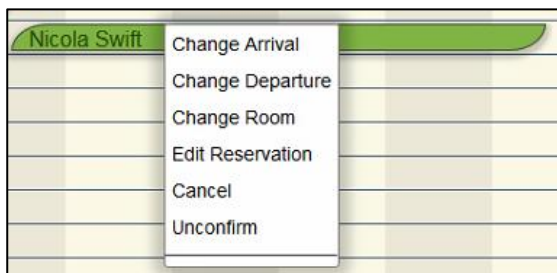
Figure 23 Reservation options

You will see blue bars appear to indicate the available arrival or departure dates.

Changing the arrival date does not change the duration of the stay, you must then amend the departure date.

Changing the departure date does extend the duration of the stay.

If there is another stay booked in this room you cannot extend the dates past the room availability. It may be necessary to move the guest to another room with more availability.

Check In a guest

To check in a guest hold down the left mouse button on stay using the Guest Calendar.
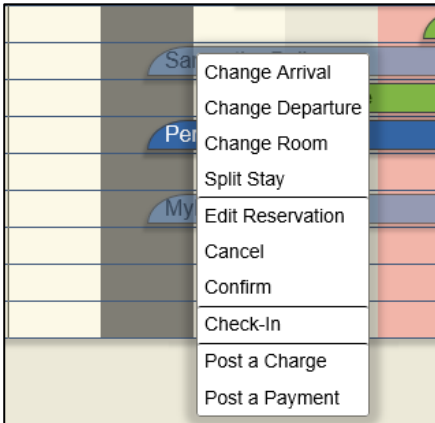
Figure 24 Guest Calendar: Hold down the left button on Guest name to show menu

After clicking Check-In InHotel will state the status of the room and ask for confirmation for the check-in, specifically if the room is dirty or not inspected.
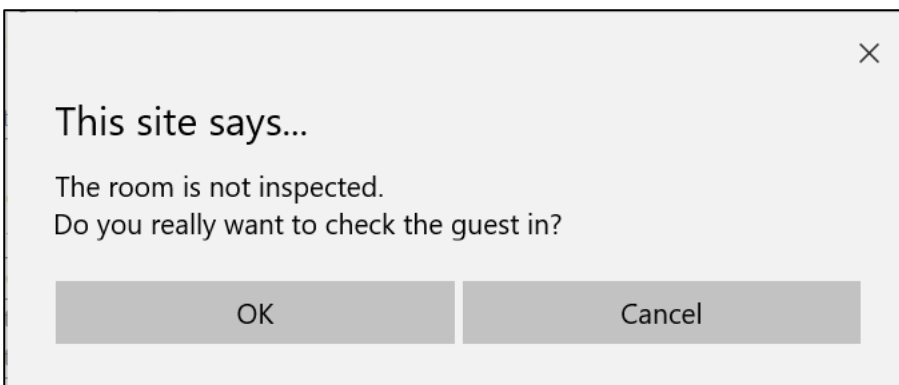
Figure 25 Check in confirmation.

The guest name will change to white text when they are checked in.

Figure 26 Checked In Guest

When the guest is checked in then you are able to make external telephone calls from the room. Any calls made are now captured by InHotel and automatically charged to the room account.

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Undo Check-in

After Checkin it may be necessary, for a variety of reasons, to undo the check-in.

Note: The operation is limited to the same day and the room charge is voided.

This can be achieved by holding down the left mouse button on the checked in guest and selecting 'undo check-in.
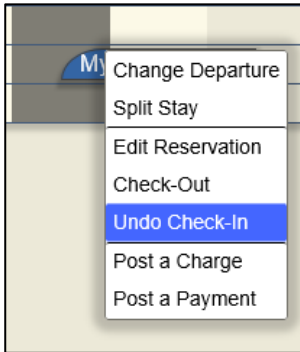
Figure 27 Guest Calendar: Hold down the left button and select Undo Check-In

When undo check-in is selected the reservation is highlighted in a different colour to differentiate the reservation.

Figure 28 Undo Check-In

At this point the toll restriction class, or call barring, is changed to prevent externals call being made. After the Undo Check-In has been performed it is then possible, if required, by holding down the left mouse button on the reservation, to edit the reservation including moving the guest to another room and cancelling the reservation.

Any charges that have already been accrued in the folio will be moved with the guest to the new room or, in the event of cancelled reservation a pop-up will appear stating there are unpaid charges.
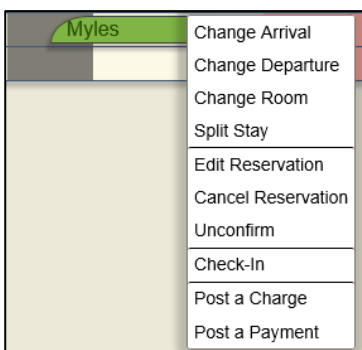
Figure 29 Options after Undo Check-In

Split a Guest stay to other rooms

It is possible to split a guest stay between different rooms, this is possible both prior to and during their stay.

This is achieved by holding down the left mouse button on the reservation and selecting split stay.
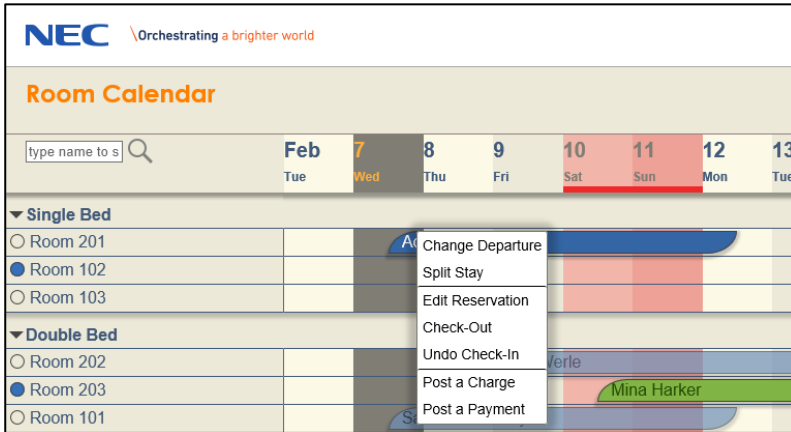
Figure 30 Moving a guest to a different room

When you select the option to split the stay the remaining days of the reservation are shown
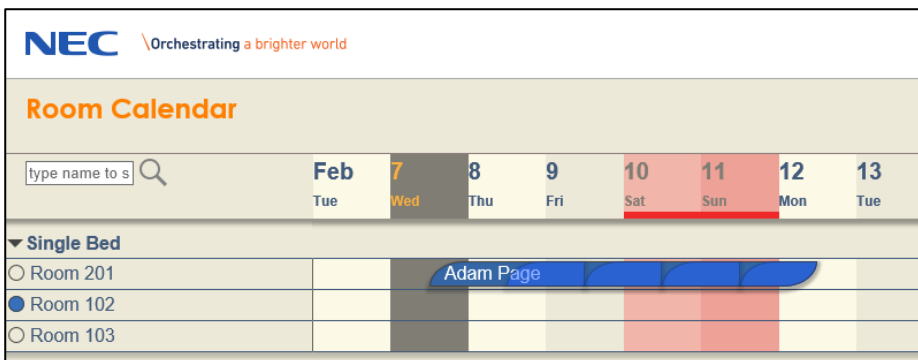
Figure 31 Selecting Split Stay

Selecting the day that the stay is to be split highlights the selection in green
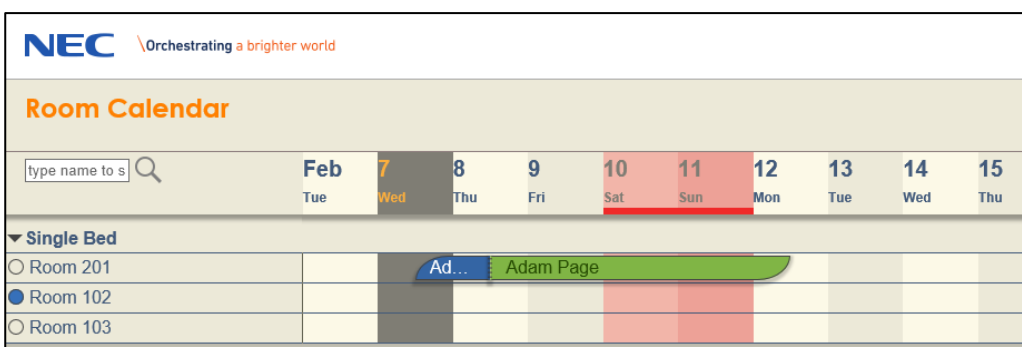
Figure 32 Selecting Split Stay

By holding down the left mouse button, change room can then be selected.
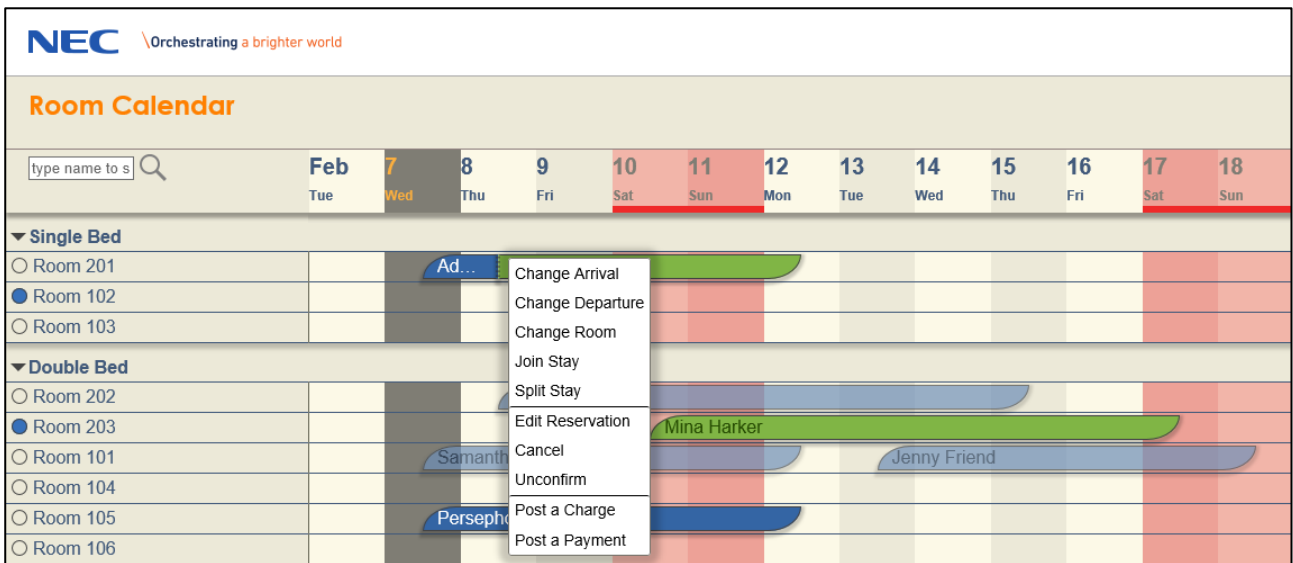
Figure 33 Selecting Change Room

Then all rooms which can accommodate that stay will be highlighted. Click on the new room to move.
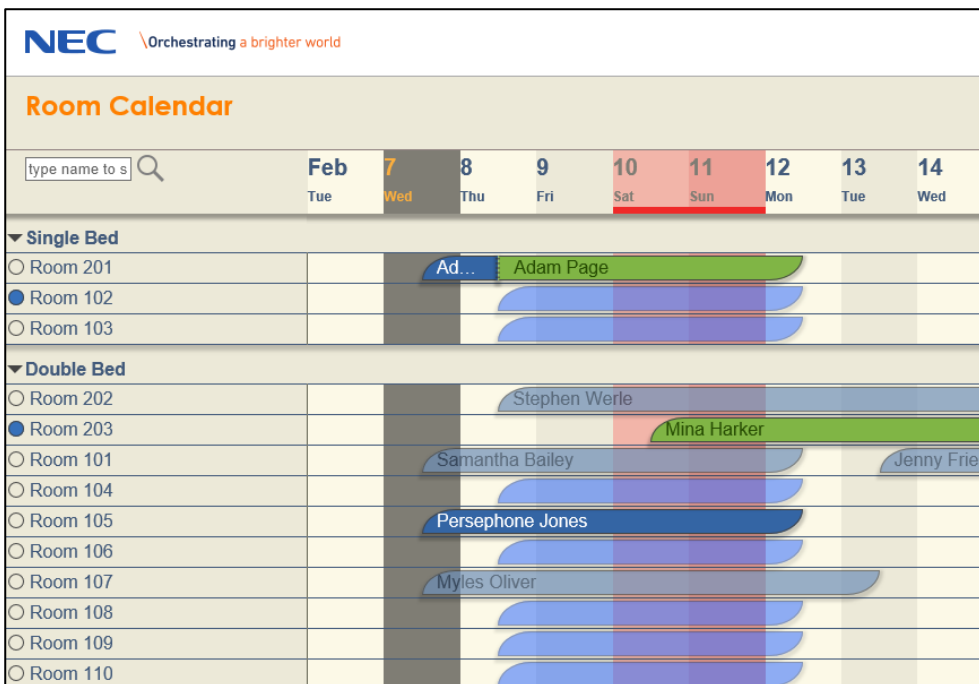
Figure 34 Available rooms are highlighted

Select the desired room

Figure 35 Selected rooms are highlighted

The guest should then be checked out of the original room and then checked into the new room.

Hotel room (maid) status

The status of the room can be set by the maid using the room telephone.

To set the status of the room from the _room_ telephone;

- Lift the receiver
- Dial 740 (PRG11-14-14) followed by the status code
  - o 0/1= inspected
  - o 2= dirty
  - o 3= Maid in Room
  - o 4= Cleaned
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

To set the status of the room from the **_operator_** telephone;

- Lift the receiver
- Dial 741 (PRG11-14-15)
- Dial the extension number of the room followed by the room status
  - o 0/1= inspected
  - o 2= dirty
  - o 3= Maid in Room
  - o 4= Cleaned
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

It is also possible to administratively set the room status from the InHotel Room Calendar for the purpose of reporting. If the room status is subsequently set through the telephone this will overwrite the status set in InHotel.

The context menu also shows the current status as a coloured bullet and the new when the mouse hovers over it.
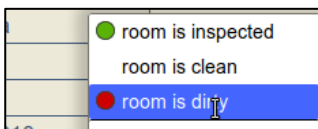
Figure 36 Hold down the left mouse button to see room options

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Block telephone calls from a room

You can block telephone calls from the room using the Room Calendar. Hold down the left mouse button on the room name to set call barring.

Call barring only affects external calls, hotel rooms are always able to call reception.
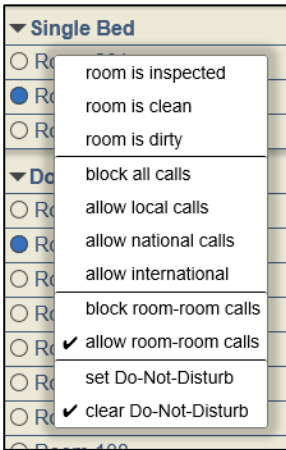
Figure 37 Telephone blocking options

Toll Class	Description	0XXXX – Local	0 - National	00 – International	999/112 - Emergency
10	Block all	✗	✗	✗	✔
11	Allow local only	✔	✗	✗	✔
12	Allow national only	✔	✔	✗	✔
13	All international	✔	✔	✔	✔

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Charge minibar items to a room

It is possible for the maid to charge minibar items to the room through the telephone, it is also possible for the InHotel operator to add items manually to the guest Folio.

All items with a minibar code can be charged via the room phone.

Minibar operation for room maid

To charge a minibar item to the room

Lift the telephone receiver

- Dial service code 781 (PRG11-14-19)
    - Input the item number which is listed in the database
    - Press the hold button
    - Enter the quantity of items consumed
    - Press the hold button, you will receive a confirmation tone
- Repeat above or replace the receiver

The item/s are automatically charged to the guest account.

Date	Product	Description	Quantity	Value Each	Value Total
2016-12-12	American Express	Room deposit			0.00
2016-12-12	Cash				0.00
2016-12-12	Double Bed		1		0.00
2016-12-12	Chocolate Bar		1	0.50	0.50
		Total			0.50

Figure 38 Folio summary from Guest List

Minibar operation for InHotel Operator

To add a minibar item manually, find the guest stay in Guest Lists, expand the Folio section and hold down the left mouse button at the top of the Folio summary (where it says Date/Product/Description).

Date	Product		Description
2019-10-24	Double Bed	Post a Charge	
2019-10-24	American Express	Post a Payment	Room Deposit
2019-10-24	Chocolate Bar	Print Invoice	
2019-10-24	Cash		
		Total	
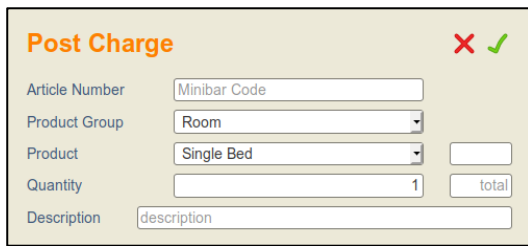
Figure 39 Folio summary

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Select the option to Post a Charge, and then select the necessary product.

The post charge dialogue has a minibar code field for quicker product selection.
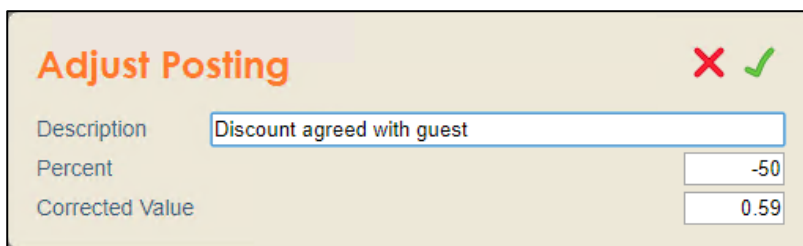
Figure 40 Manually add products to guest account

Adjusting Postings

If it is required to adjust the price of a folio listing by a percentage, this can be achieved by pressing and holding the left click button against the posting and selecting 'adjust posting'.

A dialogue box is displayed in which it is possible to adjust the value.

A negative figure will reduce the value by the percentage specified.

Figure 41 Adjust posting by percentage.

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Setting Wake-Up Calls

Wake-Up calls are an integrated feature of the NEC PBX. Once set they are actioned automatically and no interaction is required by the InHotel Operator.

Wake-Up calls can be set by the hotel guest using the telephone, or by the InHotel Operator.

InHotel will repeat wake up calls according to the configuration, by default up to three attempts in two minutes steps.

Wake-Up Calls set by the Guest

For the guest to program a Wake-Up call;

- Lift the receiver
- Dial 731 (PRG11-14-05) – The NEC PBX will answer
- Enter the time of the Wake-Up call in 24 hour format (ie 06:30 or 18:30)
- You will receive confirmation that the Wake-Up call is set
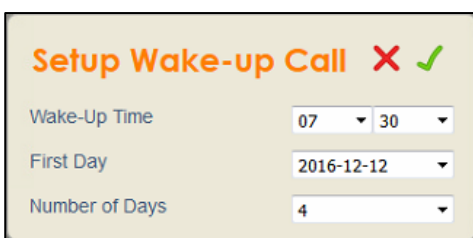
For the guest to cancel the Wake-Up call

- Lift the receiver
- Dial 732 (PRG11-14-06)
- The Wake-Up call is cancelled

Wake-Up Calls set by InHotel Operator

To program a Wake-Up call, find the guest stay in the Guest List. Expand the view to show Wake-Up Calls. Hold down the left mouse button until you see the option 'New Wake-Up Call'

You can now create a Wake-Up call series. By default the Wake-Up call is set for 07:30 hours for every day of the guest stay. You can modify this as required.

Figure 42 Create new Wake-Up call

You can then see a summary of Wake-Up calls which are set for the room. To cancel a Wake-Up call, hold down the left mouse button and Edit the Wake-Up call. You can modify or cancel the Wake-Up call.

Figure 43 Edit existing Wake-Up call

Cancelled Wake-Up calls are shown with a strikethrough.

Figure 44 Cancelled Wake-Up call

Answered Wake-Up calls are shown in green

Figure 45 Answered Wake-Up call

Missed Wake-Up calls are shown in red.

Figure 46 Missed Wake-Up call

If a Wake-Up call is missed three times, by default, the InHotel Operator is notified, the operator phone will ring and InHotel will display a message on screen.
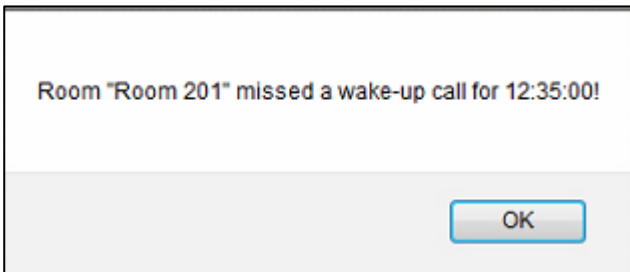

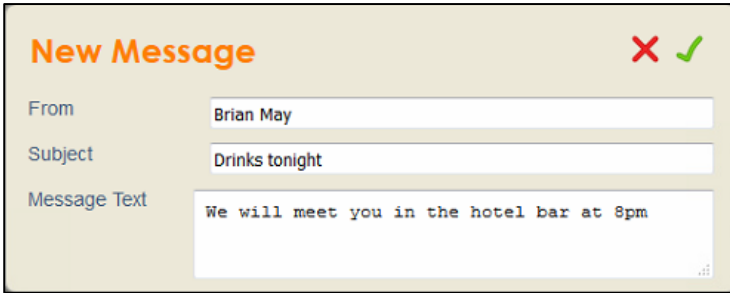*Figure 47 Missed Wake-Up call notification*

Leave a message for a guest

Leave an advance message for a guest

You can leave a message for a guest, no matter whether they are checked in or out. When the guest is checked in then Message Waiting Indicator is set on the room telephone.

To create a message for the guest, find the reservation in Room Lists and expand the view. Hold down the left mouse button over 'Messages' to create a new message.

Enter the details of the message to be created.
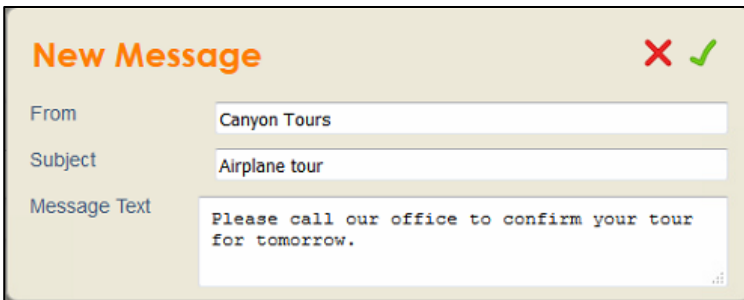
Figure 48 New message for guest

Leave a message for a Checked In guest

To create a message for the guest, find the reservation in Room Lists and expand the view. Hold down the left mouse button over 'Messages' to create a new message.

Enter the details of the message to be created.

Figure 49 New message for guest

When a new message is created the Message Waiting Indicator on the room telephone will flash to alert the guest.

Also, an envelope will be displayed by the guests name on the calendar view.
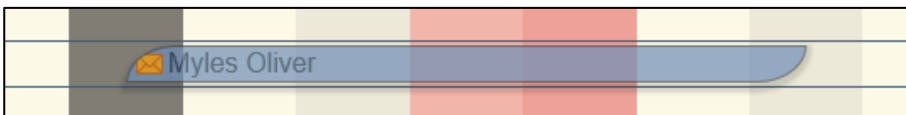
Figure 50 Calendar View Envelope

To cancel the message notification double click on the envelope icon.

Figure 51 New message

Figure 52 Delivered message

Splitting/Adding Folio

It is possible to split charges across folios. The routing rules should have been pre-assigned in the database previously.
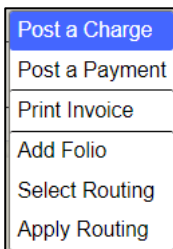
Figure 53 Add Folio

From the header of the the main folio, left-click and hold and select 'add folio'.
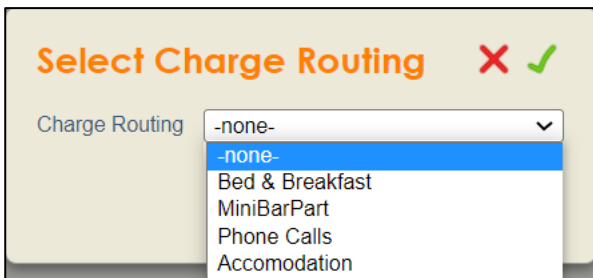
Figure 54 Select Charge Routing

Select the additional folio required.
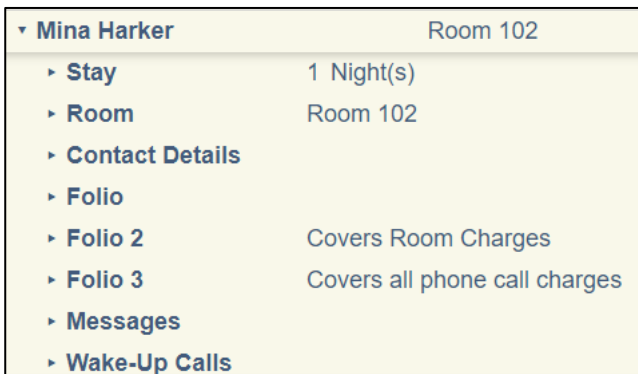
Figure 55 Multiple folios

The additional folios are now displayed.
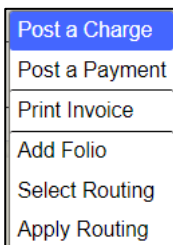
Figure 56 Apply routing rules

By selecting "Apply Routing' the split folio rules are applies across the folios as required.

Date	Product	Description	Quantity	Value Each	Value Total
2020-09-10	Double Bed		1	£79.00	£79.00
2020-09-10	Double Bed		1		£0.00
		Total			£0.00

▾ **Folio 2**   Covers Room Charges

Date	Product	Description	Quantity	Value Each	Value Total
2020-09-10	Double Bed		1		£79.00
2020-09-10	American Express				-£79.00
		Total			£0.00

Figure 57 Split folios

As shown the costing is split across the folio and the payment can be applied to the relevant folio as required.

Check Out a guest

To Check Out a guest, hold down the left mouse button on the stay on the Guest Calendar.

Note: check-out can be made undone on the same day, as long the guest did not depart.
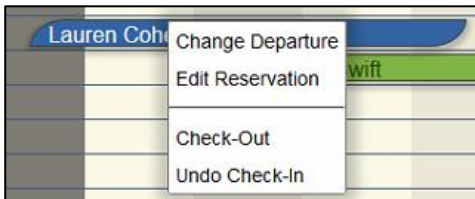
Figure 58 Stay options

When you check **out** of the room the stay is completed.

If a balance is still requires to be paid pop-up message will appear displaying the balance and prompting payment.

If split folios have been applied the message will state that a folio is not balanced and the payment should be applied to the relevant folio.

The folio is not balanced 59.00 are open, please post a payment.
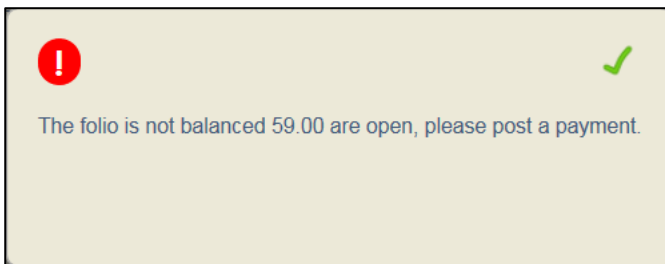
Figure 59 Folio to be balanced

When the balance has been settled, upon selecting check-out a pop up prompts if an invoice is required to be printed.

The site says

The invoice has not been printed.
Do you want to print the invoice?

OK   Cancel
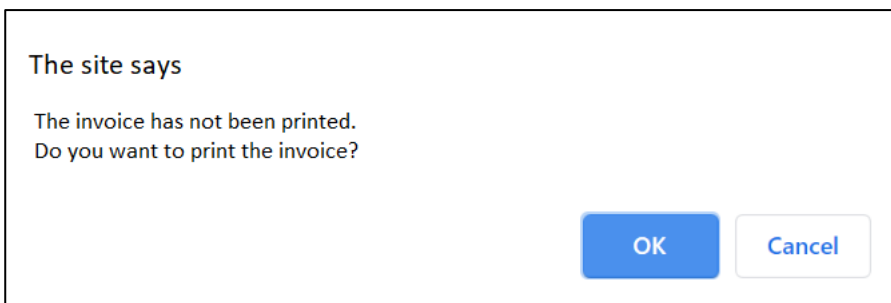
Figure 60 Invoice print confirmation.

If split folios are applied the pop-up will ask if the next invoice is required to be printed

After the invoice has been printed the guest can be checked-out.

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The site says

You have multiple invoices
Do you want to print the next invoice?

OK   Cancel

Figure 61 Multiple invoice   confirmation.

Produce Guest Invoice

When the guest stay is completed then you can produce an invoice for the customer.

Go to Room List and find the guest stay. Expand the Folio section, you can add the guest payment to the Folio by holding down the left mouse button at the top of the Folio summary (where it says Date/Product/Description) and selecting Payment.
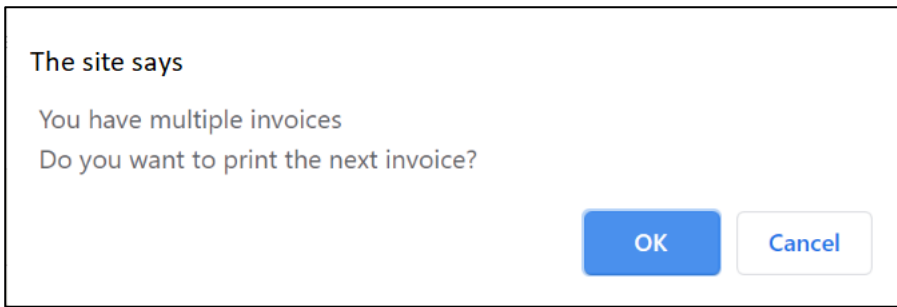

Credit Posting   ✗ ✓
                                    Home Home
Payment Method   MasterCard ▼   95.00
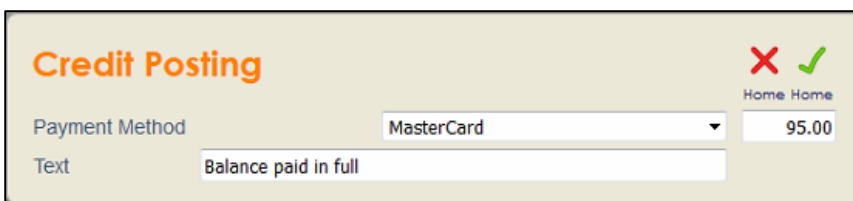Text   Balance paid in full

Figure 62 Payment for hotel stay

To print the invoice, hold down the left mouse button and select 'Print Invoice'.

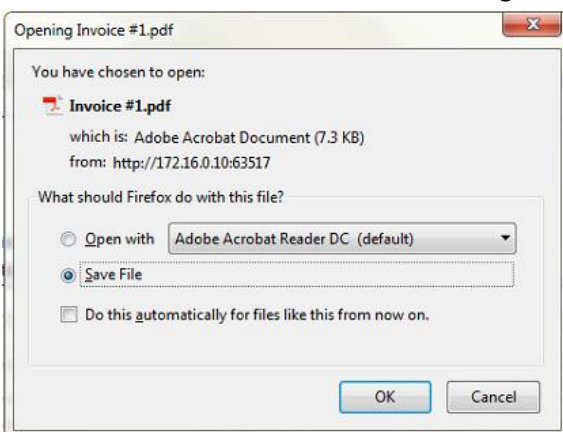This will create a PDF document containing all the details of the guest folio.

Figure 63 Save or Open the PDF Invoice

The Invoice can then be printed or emailed to the guest.

Figure 64 Guest Invoice

Guest Invoice pdf supported languages

Care should be taken in that the pdf creator within InHotel only supports the following languages supported by Windows-1252 encoding, items created in languages other than the stated supported languages may result in the item being displayed as blank text in the pdf invoice.

Afrikaans (af)

Albanian (sq)

Basque (eu)

Catalan (ca)

Danish (da)

Dutch (nl)

English (en)

Faroese (fo)

Finnish (fi)

French (fr)

Galician (gl)

German (de)

Icelandic (is)

Irish (ga)

Italian (it)

Norwegian (no)

Portuguese (pt)

Scottish (gd)

Spanish (es)

Swedish (sv)

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InHotel Service Code Index

Hotel room (maid) status

The status of the room can be set by the maid using the room telephone.

To set the status of the room from the _room_ telephone;

- Lift the receiver
- Dial 740 (PRG11-14-14) followed by the status code
    - o 1= Dirty
    - o 2= Cleaning
    - o 3= Cleaned
    - o 4= Inspected
    - o 5= Out of Order
    - o 6= Out of Service
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

To set the status of the room from the **_operator_** telephone;

- Lift the receiver
- Dial 741 (PRG11-14-15)
- Dial the extension number of the room followed by the room status
    - o 1= Dirty
    - o 2= Cleaning
    - o 3= Cleaned
    - o 4= Inspected
    - o 5= Out of Order
    - o 6= Out of Service
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

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Minibar operation for room maid

To charge a minibar item to the room

Lift the telephone receiver

- Dial service code 781 (PRG11-14-19)
    - Input the item number which is listed in the database
    - Press the hold button
    - Enter the quantity of items consumed
    - Press the hold button, you will receive a confirmation tone
- Repeat above or replace the receiver

Wake-Up Calls set by the Guest

For the guest to program a Wake-Up call;

- Lift the receiver
- Dial 731 (PRG11-14-05) – The NEC PBX will answer
- Enter the time of the Wake-Up call in 24 hour format (ie 06:30 or 18:30)
- You will receive confirmation that the Wake-Up call is set

For the guest to cancel the Wake-Up call

- Lift the receiver
- Dial 732 (PRG11-14-06)
- The Wake-Up call is cancelled

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Reports

The Reports displays a selection of preset reports.

In order to run a report simply open the particular required report.

Where applicable date windows can be specified, if required, and applied by clicking ✔

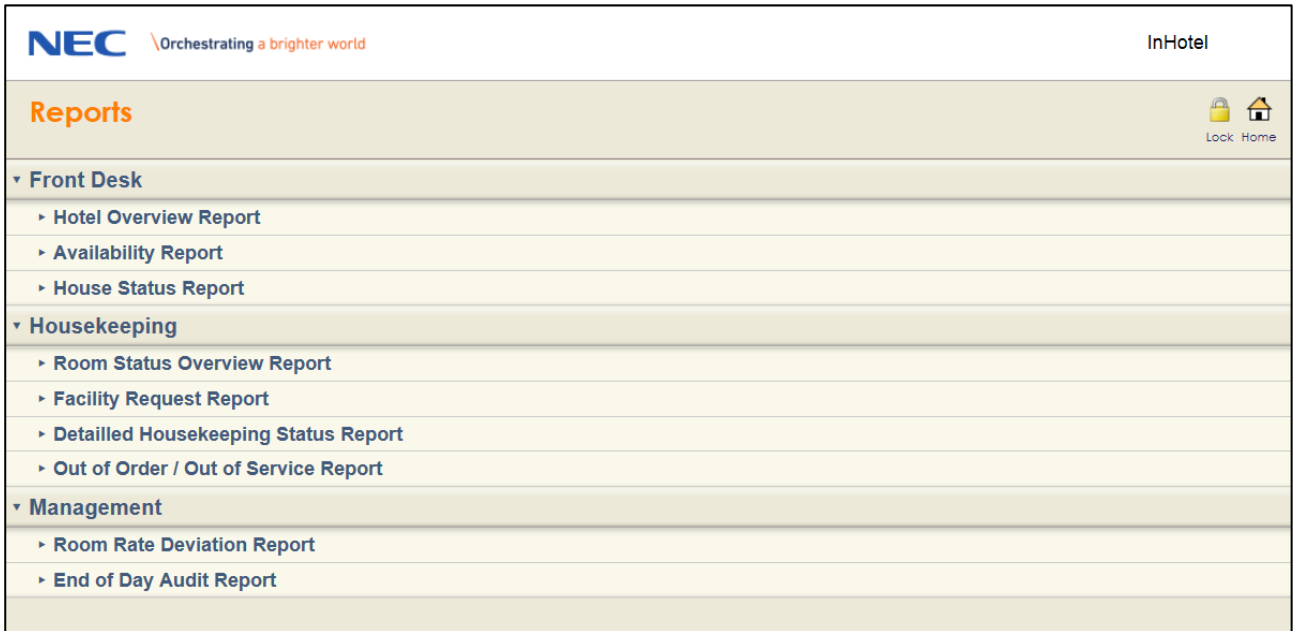Each report can be exported to pdf or CSV.

Figure 65 Reports

The reports are divided into 3 relevant areas:

- Front Desk
- Hotel Overview Report
- Availability Report
- House Status Report
- Housekeeping
- Room Status Overview Report
- Facility Request Report
- Detailed Housekeeping Status Report
- Out of Order/Out of Service Report
- Management
- Room Rate Deviation Report
- End of Day Audit Report

Tasks

Tasks are individual items that are logged against a room and assigned to individuals or groups.

Creating a task

From the calendar view left click and hold the booking and select 'Create task' either prior to check-in, or after check-in

Figure 66 Create Task

Figure 67 Create Task – After Check-in

Enter the details for the task:

Figure 68 Enter Task Details

Title

Enter the title of the task

Description

Enter a brief description of the task

Urgency

Enter the required urgency of the task

Progress

The progress status of the task

Start Date/time

Enter the start date and time the task was submitted

End Date/time

Enter the end date/time the task is to completed by.

Duration

Enter the duration to complete the task

Created by

Automatically entered as the login ID that created the task.

Assigned to

Enter the User ID the task is assigned to

Company

Enter the company ID of the user

Room

Automatically allocated against the room on creation

Room Status

Displays whether the room is available whilst the task is completed

Notes

Enter any notes required

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Viewing Tasks

From the main screen select 'Task List'.

You can save the Tasks List area to your favourites, the URL is:

http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guitasks or https://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guitasks

The tasks allocated to the User ID are displayed in priority order

Figure 69 User ID Tasks

By clicking on the task it is expanded and the details displayed.

Figure 70 User ID Task details

The task can be edited by left clicking the header line in addition to altering the status.

When the task is complete select 'Task Completed' and the task colour will change to green and the task will be moved from to the bottom of the task area for the UserID.

Figure 71 User ID Task Edit

Figure 72 User ID Task List – Completed Task

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