



15 STEPS TO
Mastering the Basics

Version 3.01 | Novtel Copyright 2015

HOSPITALITY
MANAGEMENT

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1 Introduction

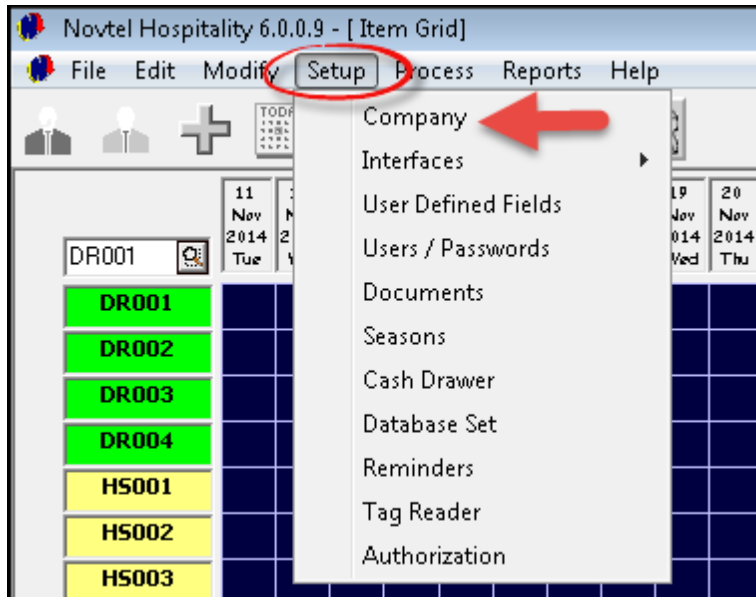
Novtel Hospitality is a powerful, yet extremely easy to use central reservations management system. The key aspects of the reservations system are as follows:

1. Fully automated seasons and rate structures calculated when reservations are made
2. Powerful grid view of reservations for 5 years
3. Powerful group reservations features
4. Automated holding deposit management
5. Fully automated refundable breakage deposit management
6. Automated commission management system
7. Move, extend and shorten bookings with a click of the mouse, with ease in seconds
8. Integrated forms designer to customize stationary of all printed documents
9. Night audit allows complete audit trail of all transactions
10. Automated booking current color coded status tracking as follows:
 - Canceled – (Bookings can be canceled but cannot ever be deleted)
 - Provisional – (Auto pop-up when deposit payment is overdue)
 - Confirmed – (Automatic when deposit is paid)
 - In-House – (Deposit automatically applied to Guest account on arrival)
 - Departed – (Guest departed but amounts are still due on booking)
 - Fully Paid – (Guest departed and booking is fully paid)
 - Non-Rev – (No charge for the booking made)
11. Powerful Integration In-House charge management and accounting key aspects:
 - **Novtel's Own Products**
 - Novtel Restaurant Point of Sale fully Integrated
 - Novtel Shop Retail Point of Sale fully Integrated
 - Novtel Access Control systems fully Integrated
 - Novtel Relations Management fully Integrated 3rd Party Products
 - Pastel Accounting – Partner and Express Fully integrated
 - Pastel BOM Manufacturing (Food Cost) – Fully integrated
 - Pastel Multi-Stores Management – Fully Integrated
 - Pastel Inventory Management – Fully Integrated
 - **3rd Party Products**
 - Microsoft Word – Novtel database available as bookmarks in Word. Document printing in word from each booking in seconds
 - Microsoft Excel – Dump grid in Excel with all reports in it with just one click
 - Automated Online Bookings with various options to choose from

Please note that the Novtel Point of Sale manual, and the Restaurant Point of Sale manual are available separately

2 Step 1 - Setup Company

- In order to set up parameters for the Novtel Hospitality Software to operate within, your company details and settings must be setup correctly. To get started, click on **"Setup - Company"**



- In the **"Company Details"** Tab, complete all the fields and make sure that the spelling and details are 100% correct, since it will be reflected on all documentation

Company Setup

Company Details | General | Financial | Membership | POS | Images

Name : Novtel Hospitality Demo Company

Tel : 0861 66 88 35

Fax : 0865 1171 65

Cell :

Company Email : sales@novtel.com

Address : Diaz Office Park
Block 1 Unit 30
Beach Boulevard West
Diaz Beach, Mossel Bay
South Africa

Email Address : sales@novtel.com
(for this computer)

Computer Location : Forum Administrator

V6.0.0.9

- The following are to be set up in the "General" Tab:

- "Automatic Refresh Interval" - we have set the interval at 60 seconds, which means that the system will "Refresh" often enough to reflect changes made, without manually "Refreshing" the system - although you can manually "Refresh" as often as you like, directly on the Grid
- The number of rows on the Grid represent the number of rooms/units to be viewed at once. We recommend 15 to 18 rows in order to enable a full screen view of all the necessary functions incorporated in Novtel Hospitality. Please note that this will only come into effect when the rooms are created
- The number of columns on the Grid represent the number of days to be viewed in advance - we always select 45 days, but you can set your own number to accommodate your preferences
- It may happen that a unit is rented out on a monthly basis, and then the billing will be done differently than "Short Stay" billing. In order to **activate monthly billing** for this purpose, select "Yes"
- Novtel incorporates a full "Access Control" system (Using Tags for room and facility entry), which integrates with all other Novtel products. Should you make use of this system as well, activation for "Access Control" is done here
- If you make use of rental agents, you can "Activate Agent Commission" in this screen

The screenshot shows the 'Company Setup' window with the 'General' tab selected. The following settings are highlighted with red circles and numbers:

- 1: Automatic Refresh Interval (60 Seconds)
- 2: Number of rows on Grid (16)
- 3: Number of columns on Grid (45)
- 4: Activate Monthly Billing (Yes)
- 5: Activate Access Control (No)
- 6: Force Agent Commission (No)
- 7: Default Time In (14:00:00)
- 8: Allow reservations to overlap by (1 days)
- 9: Allow Grace Period of (1 hours)
- 10: Unique Rate Desc (checked)
- 11: Use Terminal services (unchecked)

- Set the default times for guest arrival and departure
- Overlapping of reservations are not recommended, but you can set it to the number of days that you wish
- The "Grace Period" will allow the guest to delay departure for the time setup here - usually an hour. However, should the guest exceed the "Grace Period", he or she will automatically be billed for an extra day
- When the "Unique Rate Description" option is ticked, you will not be allowed to create a code or description more than once. The system will instantly warn you that the code or description is in use already
- Select the applicable options in the rest of the "General Tab" as you wish. Remember that you can always go back to change settings to fit your company's specific needs

- In the "Financial" Tab, there are 5 different fields to be set up:
 1. **VAT / GST / Sales Tax** - Select whether or not to use Tax; Enter your company's Tax Number and select the standard percentage for the tax rate
 2. **Service Charge** - The "Charge Code" for the "Service Charge" is setup in "Edit - Charges", and then entered here by clicking on the magnifying glass and selecting the "Charge" from the list. Tick the check-box to set tax on the "Service Charge", or alternatively leave it blank for no tax. Set the standard percentage for the "Service Charge". The "Service Charge" will automatically be added to every reservation when you select the option to "Include Service Charge in Charge Total". For example: On a invoice total of R1000.00, the "Service Charge" will amount to R30.00 for a total of R1030.00 payable by the guest
 3. **"Update Customer Invoices and Credit Notes"** - Select the format for the documents
 4. **"Update Selling Prices"** - Select the automatic "Rounding" number in transactions, and if you want to set a "Default Mark-up Percentage" you can enter the percentage here (Leave the percentage at zero if you choose to have different mark-up percentages on different products)
 5. **"Season Processing"** - Seasons are used in the Hospitality Industry, and rates are connected to the applicable season. Tick the check-box to "Allow Seasons", and to activate the option in the "Setup Menu"

Company Setup

Company Details General **Financial** Membership POS Images

1 VAT / GST / Sales Tax
 Use Tax ☒ Yes ☐ No
 Tax Number 123456789
 Default Tax Type
 1 - Vat - Standard rated (14%)

2 Service Charge
 Tax on Service Charge ☐
 Charge Code SER001 Service Charge 3 % Clear
 Invoiced Service Charge Code - Link to Charge Code Clear
 SER001 Service Charge
 Include Service Charge in Charge Total ☐

3 Update Customer Invoices
 Next Invoice Number Format (AANNNNNN) C1000044
 Invoice Date Method Update Date
 Update Customer Credit Notes
 Next Credit Note Number Format (AANNNNNN) CN000004

4 Update Selling Prices
 Round Selling Price to next 0
 Example: 0.05 (0.33 to 0.35) 0.50 (0.33 to 0.50)
 Default Markup Percentage 0

5 Season Processing
 Allow Seasons ☒

V6.3.0.8

- In the **"Membership"** Tab, a cash account can be selected for **"Members"** to the facility. The account is created in **"Edit - Customers"**

Edit Customer V6.0.0.9

Account Code: MEM001

Description: Membership

Customer Category: 08 - Member's Clubs

Country: South Africa

- In order to insert the **"Membership Cash Account"**, click on the magnifying glass in the **"Company Setup - Membership Tab"**; browse for the correct account; click on it and then on **"Select"**

Company Setup V6.0.0.9

Company Details | General | Financial | **Membership** | POS | Images

Membership Cash Accounts

1

Customers

Number	Description	Telephone	Fax
FOU001	Fourie, David	051 777 444 111	051 777 444 111
FRA001	Franklin, Douglas	031 123 456 789	031 123 456 789
GRO001	Groenewald	055 123 698 745	055 123 698 745
HEY001	Heyns, Jim	0031 123 456 789	0031 123 456 789
LAN001	Lang, Robert	041 123 741 852	041 123 741 852
LOU001	Louw, Jane	055 369 258 147	055 369 258 147
MAL001	Malan, James	012 123 456 789	012 123 456 789
MAR001	Marshall, Ken	011 213 456 987	011 213 456 987
MEM001	Membership		
RAD001	Rademan, Jake	022 321 654 987	022 321 654 987
SNE001	Snell, Dave	033 777 888 999	033 777 888 999
UPT001	Upton, Luke	012 321 654 987	012 321 654 987
VIL001	Viljoen, Jeff	051 258 369 147	051 258 369 147

Refresh <F5>
Add New <F6>
Edit

Search: ☐ Number ☐ Description

Select <F7>
Close

- The setup in the "**POS**" tab is extremely important:

➤ Front Desk / Shop

Company Setup

Company Details General Financial Membership **POS** Images

Front Desk/Shop

Enable Discount ☒ Use Default POS Shop ☒

Max Discount Percentage 5 Enable Quick Scan ☐

Print Access Permit ☐ Show Inventory Details ☒

Display Footnote on Front Desk Documents ☒ Enable Sales / Rep Code ☐

Display Footnote on Shop Documents ☒ Remove item without Supervisor permission ☐

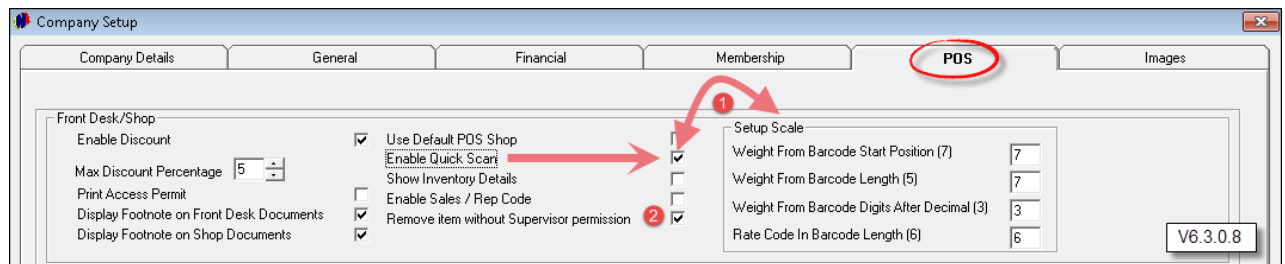
V6.3.0.8

1. Tick the check-box to **"Enable Discount"** if you want to utilize this option, and enter the **"Maximum Discount Percentage"** allowed to be allocated by any **"System User"** in these departments
2. **"Footnotes"** are created in **"Setup - Documents"**. Tick the respective check-boxes to display these footnotes on the **"Front Desk and Shop Documents"**
3. There are 2 POS systems to choose from. If the **"Use Default POS Shop"** option is selected, the following screen will be displayed when **"Front Desk and Shop"** sales are performed:

[illegible]

- Also note that the check-box to **"Show Inventory Details"** are selected in the setup screen. This means that the **"Inventory"** in Pastel will be displayed directly in the POS screen

1. As soon as the option is selected to "**Enable Quick Scan**", the "**Setup Scale**" field is activated. This feature was developed for companies using scales for items to be charged according to weight. The "Barcode" is generated according to the settings entered here, and the weight and rate is calculated by Novtel. Please note that the detailed explanation on the "**Setup Scale**" feature is not part of this tutorial. A Novtel Specialist will assist in setting up the scale itself, and training will be available on how to utilize this option
2. To enable a "**System User**" to "**Remove an Item without Supervisor Permission**" in the POS window when a "**Charge**" was inserted wrongly, tick the check-box to activate the function. If un-checked, a "**Supervisor**" will need to enter their password in order for the "**User**" to proceed with the transaction



➤ In-House Charge section

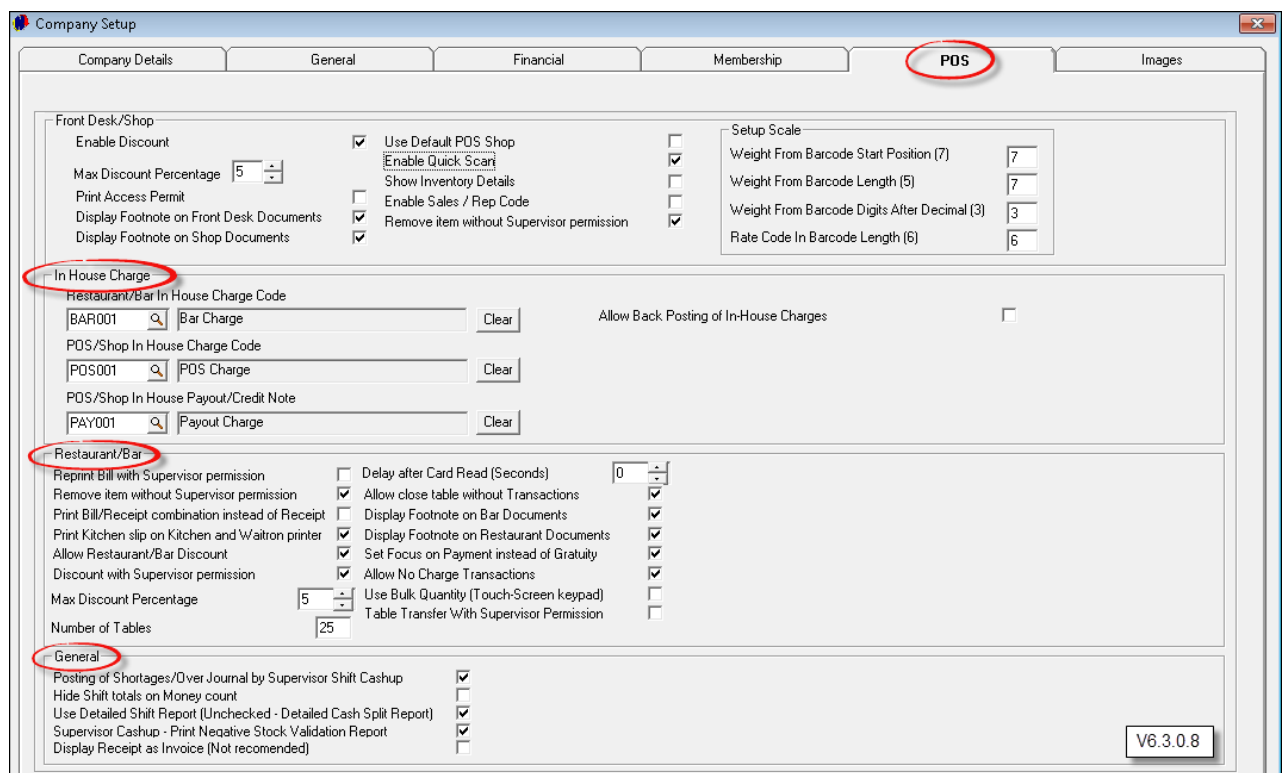
- Charge Codes for In-house Restaurant/Bar Charges; POS/Shop Charges and POS/Shop Payout Charges are created in **"Edit - Charges"**. Enter the Codes by clicking on the magnifying glass; browse for the code, and select it

➤ **Restaurant / Bar section**

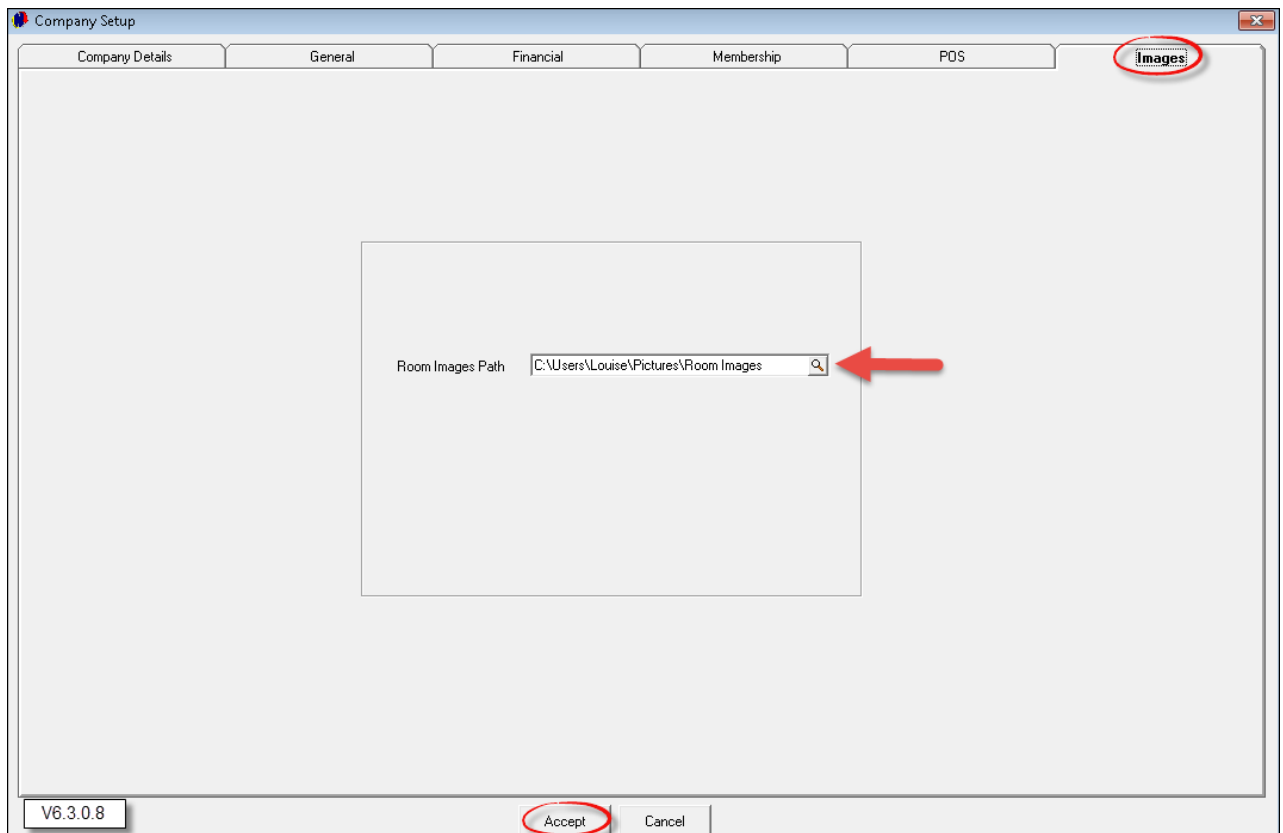
- Novel Hospitality incorporates a full Restaurant and Bar Point of Sale System. This is not part of this tutorial. For more information, please refer to the Restaurant POS Manual, or register on the Novel Forum for detailed discussions on the subject: <http://www.novtel.com/forum/index.php>)

➤ General section

- Select the options that will suit your company's needs best



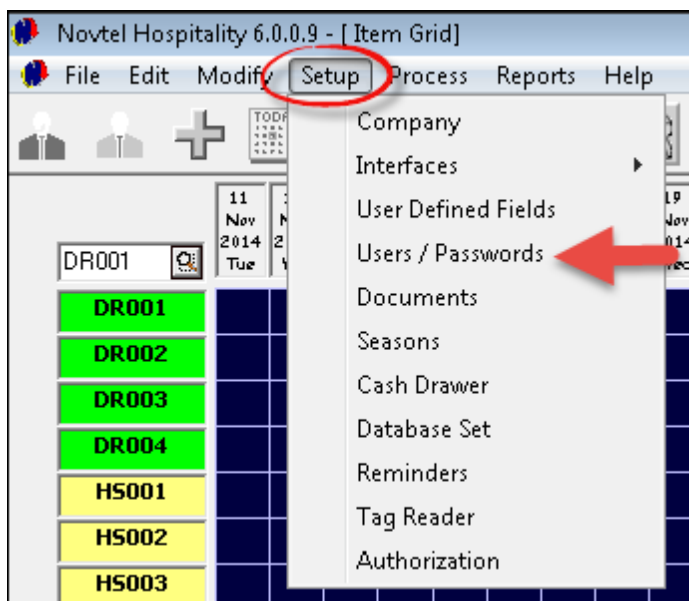
- In the "**Images**" tab, insert the path for the "**Room Images**" - When you take pictures of the units or rooms with a digital camera, the images can be stored in this location



- Click "**Accept**" to save the changes in all the tabs

3 Step 2 - Setup Users and Passwords

- It is very important to set up "**Users and Passwords**" in order to:
 - Keep track of each "**User's**" activity
 - Permissions are set for each "**User**" according to the area of work. For example: If Stella is working in the Restaurant, her password will only grant her access to the "**Restaurant POS**" system. The same goes for James who is working at the Front Desk of the Hotel - his permissions are set to only access the part of the system pertaining to his job
 - Each "**User**" is responsible for the "**Daily Takings**" during his / her shift, and the totals must balance - therefor it is of utmost importance that the passwords are kept secret
 - "**Supervisors**" must also be created as "**Users**" in order to open and close shifts and perform the cash-up that sends the data from Novtel to Pastel
- Click on "**Setup - Users / Passwords**" and click "**Add**"



- In the "**General**" tab, enter the User Name; Unique Password; The User's First and Last Name. If you make use of "**Tags**" (when Novtel Access Control is used in conjunction with Hospitality) enter the "**Tag Code**" which will serve as an access key

The screenshot shows the 'Edit user' dialog box with the 'General' tab selected. The 'General' tab is circled in red. The fields are filled with the following information:

Field	Value
User Name	James
Password	123!#
Tag Code	
First Name	James
Last Name	West

At the bottom left, the version number 'V6.0.0.9' is displayed. At the bottom right, there are 'Accept' and 'Cancel' buttons.

- Proceed to the "**Permissions**" Tab, and select the "**Permission Type**" - in this case James is the "**Administrator**" who will have access to all the functions listed under the "**Item Grid**" - excluding the Restaurant, Bar, Supervisor Cash-up and the Shop

The screenshot shows the 'Edit user' dialog box with the 'Permissions' tab selected. The 'Permissions' tab is circled in red. The 'Permission Type' dropdown menu is open, showing a list of options: Administrator, Restaurant, Bar, Shop, Supervisor Cashup, and Custom. The 'Administrator' option is selected and circled in red. A red arrow points from the 'Item Grid' label to the 'Administrator' option. The 'Item Grid' label is also circled in red. The 'Item Grid' section lists the following functions with checkboxes:

Function	Checked
Edit Rooms	
Edit Branches	<input checked="" type="checkbox"/>
Edit Charges	<input checked="" type="checkbox"/>
Edit Categories	<input checked="" type="checkbox"/>
Update Invoices	<input checked="" type="checkbox"/>
Select Novtel Database	<input checked="" type="checkbox"/>
Interface / Company Setup	<input checked="" type="checkbox"/>

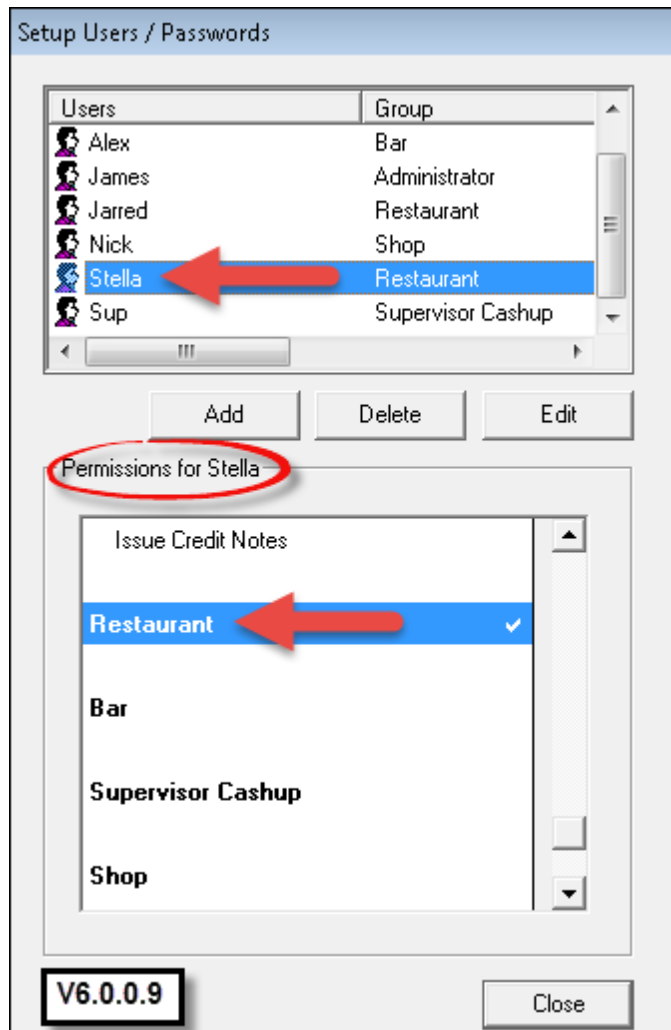
At the bottom left, the version number 'V6.0.0.9' is displayed. At the bottom right, there are 'Accept' and 'Cancel' buttons.

- In the "**Pastel**" Tab, you can select the specific "**Multi-Store**" in Pastel to which the data is sent for this User - provided that the "**Multi-Store Module**" is installed in Pastel. If not, the "**Default Store**" will be selected
- If James is set up as a user in Pastel, you can select him in order to "**Import Customer and Supplier Documents to him as a Pastel User**"
- Tick the check-box: "**Link to Pastel Database**", and click "**Accept**" to save all the details

The screenshot shows the 'Edit user' dialog box with the 'Pastel' tab selected. The 'Pastel' tab is circled in red. The dialog contains the following fields and controls:

- A search field with '001' and a magnifying glass icon, followed by a text box containing 'Default Store'. A red arrow points to this text box.
- A search field with '23' and a magnifying glass icon, followed by a text box containing 'Default Store'.
- A dropdown menu labeled 'Import Customer Documents to Pastel User' with '00 - James' selected. A red arrow points to this dropdown.
- A dropdown menu labeled 'Import Supplier Documents to Pastel User' with '00 - James' selected. A red arrow points to this dropdown.
- A checkbox labeled 'Link to Pastel Database' which is checked. The checkbox and its label are circled in red.
- At the bottom left, the version 'V6.0.0.9' is displayed.
- At the bottom right, there are 'Accept' and 'Cancel' buttons. The 'Accept' button is circled in red.

- Set up all "**Users**" for all sectors as shown in the image below. When you click on a name, the permissions for this user will reflect in the field beneath it. Please note that for "**Restaurant Users**", an extra tab is activated where a specific "**Gratuity Charge**" per "**User**" is selected - after being created in "**Edit - Charges**". However, this is explained in the manual: **Restaurant Point of Sale**

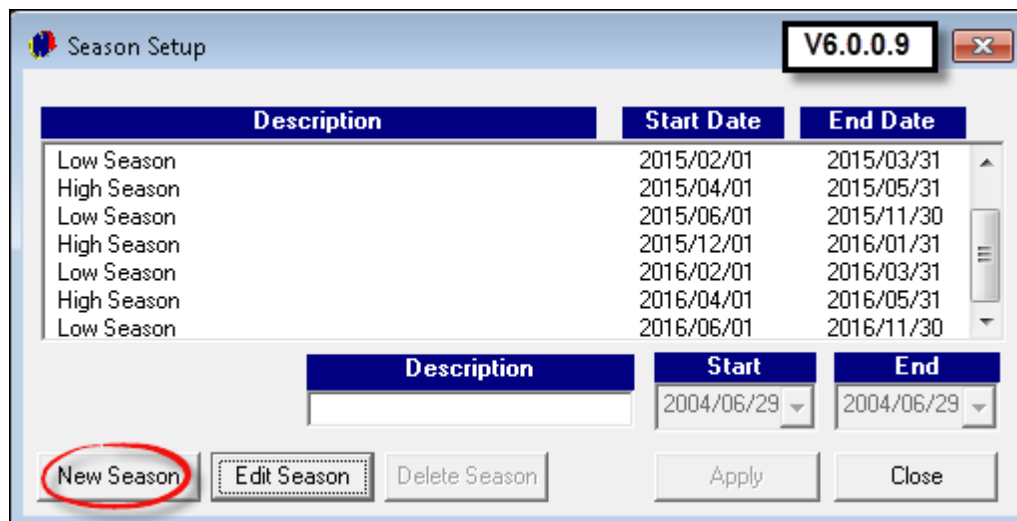
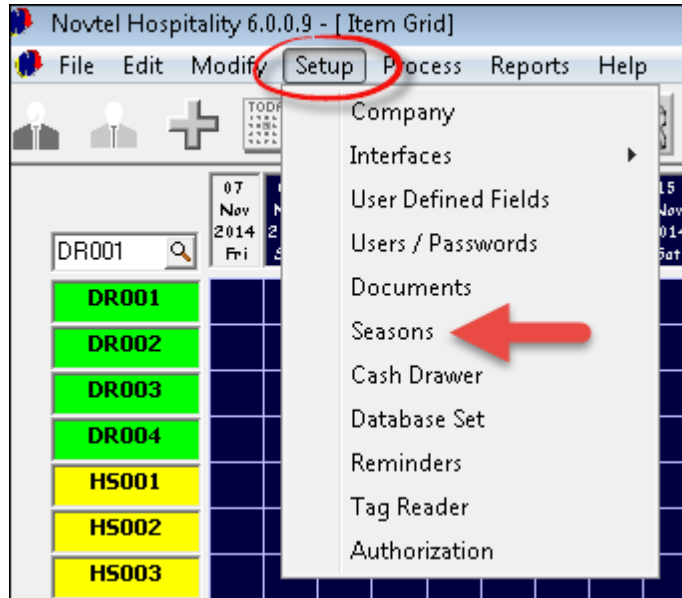


- Whenever you need to make changes to a "**User**", click on the name; click "**Edit**"; make the changes and "**Accept**" to save
- To remove a User from the system, click on the name, and then "**Delete**"

4 Step 3 - Setting up Seasons

In "Setup - Company - Financial Tab" we have activated the option to use "Seasons". Many companies in the Hospitality Industry setup the "Seasons" two years in advance

- Click on "Setup - Seasons", and click on "New Season"



- As you will notice - the last "Season" that has been setup, was "Low Season" for the period of 2016/06/01 to 2016/11/30. Therefore, the "Start" date for the next "Season" will automatically be selected by the system, and cannot be changed
- Click in the "Description" field, and enter "High Season"
- Click on the arrow beneath the "End Date" in order to open the calendar. Select the month and date for the "Season" to end

Season Setup

Description	Start Date	End Date
Low Season	2015/02/01	2015/03/31
High Season	2015/04/01	2015/05/31
Low Season	2015/06/01	2015/11/30
High Season	2015/12/01	2016/01/31
Low Season	2016/02/01	2016/03/31
High Season	2016/04/01	2016/05/31
Low Season	2016/06/01	2016/11/30

Description: High Season

Start: 2016/12/01

End: 2017/01/02

Buttons: New Season, Edit Season, Delete Season, Apply

Calendar: January 2017

Today: 2014/11/12

V6.0.0.9

- When you are sure that the details and dates are correct, click on "Apply" in order to save the "Season"

Season Setup

Description	Start Date	End Date
Low Season	2015/02/01	2015/03/31
High Season	2015/04/01	2015/05/31
Low Season	2015/06/01	2015/11/30
High Season	2015/12/01	2016/01/31
Low Season	2016/02/01	2016/03/31
High Season	2016/04/01	2016/05/31
Low Season	2016/06/01	2016/11/30

Description: High Season

Start: 2016/12/01

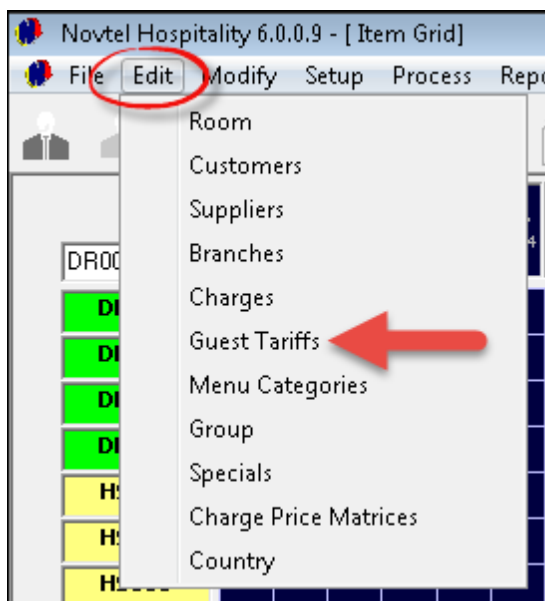
End: 2017/01/31

Buttons: New Season, Edit Season, Delete Season, Apply, Close

- To enter more "Seasons", click on "New Season" again and repeat the steps. When you are done, click "Close"

5 Step 4 - Creating Guest Tariffs

- In order to link a tariff to a room and also to a season, it needs to be setup in a specific way. Keep in mind that different size rooms are found in a hotel, and different units in a resort can accommodate a different number of people. Therefore the rates will differ according to the type of room. This could give you an idea of how to create "**Guest Tariff Codes**":
 - SR001 - Single Room Low Season
 - SR002 - Single Room High Season
 - DR001 - Double Room Low Season
 - DR002 - Double Room High Season
 - HS001 - Hotel Suite Low Season
 - HS002 - Hotel Suite High Season
 - GR001 - Group Per Person Low Season
 - GR002 - Group Per Person High Season
 - GR003 - Group Single Low Season (A Single Room is always more expensive since it can accommodate only one person - even in a "**Group**" setting)
 - GR004 - Group Single High Season
- Camping Sites may also be part of the facility. Create "**Guest Tariffs**" per "**Site**" (Room), or per person per night, for every "**Season**"
- Click on "**Edit - Guest Tariffs**" and click "**Add New**"



- Enter the "**Tariff Code**" (DR001), and then the Description - in this case: "**Double Room Low Season**"
- Enter any "**Detailed Notes**" pertaining to the specific room in the field provided
- If you enter the tariff in the "**Rental Room Incl**" field, it means that the rate is for the room, VAT inclusive. We will show you how this is managed by the system when making a reservation

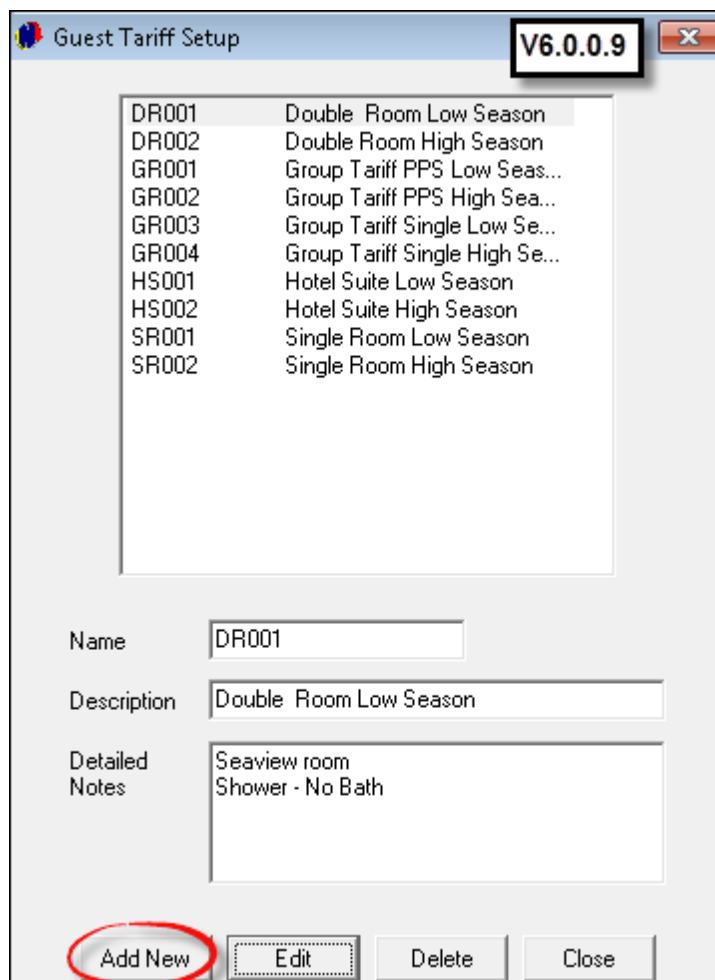
The screenshot shows the 'Edit Guest Tariff' dialog box. The 'Name' field contains 'DR001', the 'Description' field contains 'Double Room Low Season', and the 'Detailed Notes' field contains 'Seaview room Shower - No Bath'. On the right side, the 'Rental Room Incl' field is circled in red and contains the value '500.00'. The 'Rental Person Incl' field contains '0.00'. At the bottom left, there is a version indicator 'V6.0.0.9'. At the bottom right, there are 'Accept' and 'Cancel' buttons.

- If you enter the tariff in the "**Rental Person Incl**" field, it means that the rate is per person, VAT inclusive

The screenshot shows the 'Edit Guest Tariff' dialog box. The 'Name' field contains 'DR001', the 'Description' field contains 'Double Room Low Season', and the 'Detailed Notes' field contains 'Seaview room Shower - No Bath'. On the right side, the 'Rental Room Incl' field contains '0.00', and the 'Rental Person Incl' field is circled in red and contains the value '300.00'. At the bottom left, there is a version indicator 'V6.0.0.9'. At the bottom right, there are 'Accept' and 'Cancel' buttons.

- Click "**Accept**" to save the "**Tariff**"

- Click **"Add New"** and repeat the steps until all **"Tariffs"** are entered according to your criteria. Please note that the number of **"Tariffs"** are unlimited. You may have as many or as little **"Tariffs"** as you wish



The screenshot shows a window titled "Guest Tariff Setup" with a version indicator "V6.0.0.9" in the top right corner. The window contains a list of tariffs with the following details:

Tariff Code	Description
DR001	Double Room Low Season
DR002	Double Room High Season
GR001	Group Tariff PPS Low Seas...
GR002	Group Tariff PPS High Sea...
GR003	Group Tariff Single Low Se...
GR004	Group Tariff Single High Se...
HS001	Hotel Suite Low Season
HS002	Hotel Suite High Season
SR001	Single Room Low Season
SR002	Single Room High Season

Below the list, there are three input fields:

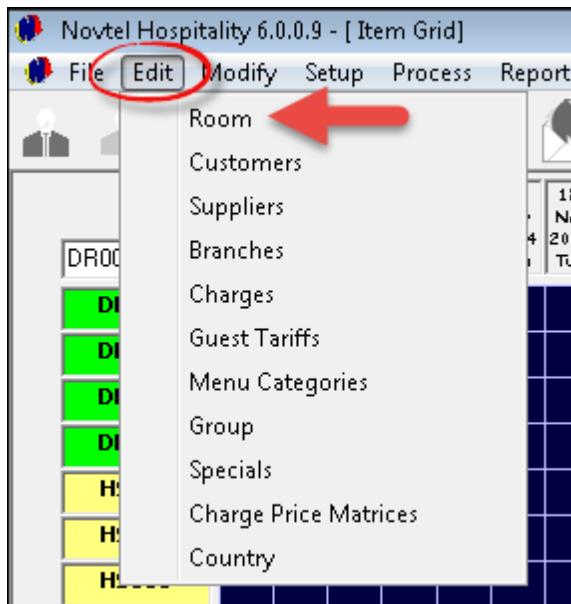
- Name:** DR001
- Description:** Double Room Low Season
- Detailed Notes:** Seaview room
Shower - No Bath

At the bottom of the window, there are four buttons: "Add New", "Edit", "Delete", and "Close". The "Add New" button is circled in red.

- In order to make changes to a **"Tariff"**, click on it; then on **"Edit"**; make the changes and **"Accept"** when you are done

6 Step 5 - Creating Rooms

- There are different rooms and units in a hotel or resort. Every unit must be created separately, and coded in a logical manner. This is an example of how to create room codes:
 - SR001 Single - Room Nr 1
 - SR002 Single - Room Nr 2
 - DR001 Double - Room Nr 3
 - DR002 Double - Room Nr 4
 - HS001 2 Bedroom Suite - Nr 5
 - HS002 2 Bedroom Suite - Nr 6
- Camping Sites must also be created as **"Rooms"**. Depending on the number of **"Sites"**, it can be coded as follow:
 - CAM001
 - CAM002
 - CAM015
- Click on **"Edit - Rooms"** and then **"Add New"**



- Enter the "**Code**" and "**Description**" for the room
- Tick the check-box to "**Create Room in Pastel**" - it will then automatically be imported to Pastel. If the option is not selected, you will have to create the room manually in Pastel
- In the "**General**" Tab, select the "**Branch**" this room belongs to. (Setup is done in "**Edit - Branches**", and the function is to group the room types together on the Grid according to the color assigned to the "**Branch**". Please register on the Novtel Forum for more info pertaining to the subject)
- Tick the check-boxes to:
 - **Show on Grid**
 - **Show on Web** (For internet bookings in conjunction with Nightsbridge)
 - **One Day Booking** (Room allocated for "**Short Stay**")
 - **Monthly Billed Item** (Room allocated for "**Long Term**" rental only) - Either select this option OR "**One Day Booking**", but not both
- Leave the "**Guest Tariff**" field blank. When the "**Seasons and Rates**" are linked to the room, the applicable rate will automatically be selected by the system when making reservations (Explained in Step 9)

Add New Room

Code: SR003

Description: Single Room Nr 10

☒ Create Room In Pastel

General | Details | Financial | User Defined Fields | Pastel Interface | Fixed Add Costs

Branch: Single Hotel Room, Single Hotel Room

Guest Tariff:

Show On Grid: ☒

Subhire Item: ☐

Monthly Billed Item: ☐

Show On Web: ☒

One Day Booking: ☒

V6.0.0.9

Accept Cancel

- In the "**Details**" tab, enter all details pertaining to the room in the field provided
- Enter the number of beds in the room - in this case it is a "**Single**" room: It contains 1 single bed, and accommodates 1 person

Add New Room

Code: SR003

Description: Single Room Nr 10 ☒ Create Room In Pastel

General **Details** Financial User Defined Fields Pastel Interface Fixed Add Costs

Detailed Description of Room

Seaview Room
Dressing room table
Chair
Bathroom with shower - no bath

Single Beds: 1 Double Beds: 0 Accommodates: 1

V6.0.0.9 Accept Cancel

- Remember that we have set up **"Guest Tariffs"** according to **"Seasons"** in Step 4? It is in the **"Financial"** Tab of creating a room, where the linking of the **"Season"** to the tariff and room will be done
- See how the **"Seasons"** that have been set up in Step 3 already display in the window, but no **"Rates"** are linked to it. In order to do the linking, simply double click on the first **"Season"** in the window

Add New Room

Code: SR003
Description: Single Room Nr 10 ☒ Create Room In Pastel

General Details **Financial** User Defined Fields Pastel Interface Fixed Add Costs

Description	Start Date	End Date	Category	Rate
Low Season	2014/10/31	2014/11/30		
High Season	2014/12/01	2015/01/31		
Low Season	2015/02/01	2015/03/31		
High Season	2015/04/01	2015/05/31		
Low Season	2015/06/01	2015/11/30		
High Season	2015/12/01	2016/01/31		
Low Season	2016/02/01	2016/03/31		
High Season	2016/04/01	2016/05/31		

Add Guest Tariff to Season

Accommodation Tax: 1 - Vat - Standard rated (14%) ☐ Per Person

V6.0.0.9

- The **"Guest Tariff"** window will open. Select the **"Single Room Low Season"** tariff

Select Guest Tariff

Code	Description	Price Per Room	Price Per Person
DR001	Double Room Low Season	0.00	250.00
DR002	Double Room High Season	0.00	400.00
GR001	Group Tariff PPS Low Season	0.00	250.00
GR002	Group Tariff PPS High Season	0.00	400.00
GR003	Group Tariff Single Low Season	0.00	300.00
GR004	Group Tariff Single High Season	0.00	500.00
HS001	Hotel Suite Low Season	0.00	350.00
HS002	Hotel Suite High Season	0.00	450.00
SR001	Single Room Low Season	300.00	0.00
SR002	Single Room High Season	500.00	0.00

V6.0.0.9

- The **"Season"** is now linked to the **"Rate"** and the **"Room"**. Follow the same steps in order to link all the **"Seasons"** according to its **"High"** and **"Low"** Status

Add New Room

Code: SR003
 Description: Single Room Nr 10
☒ Create Room In Pastel

General | Details | **Financial** | User Defined Fields | Pastel Interface | Fixed Add Costs

Description	Start Date	End Date	Category	Rate
Low Season	2014/10/31	2014/11/30	SR001	300.00
High Season	2014/12/01	2015/01/31		
Low Season	2015/02/01	2015/03/31		
High Season	2015/04/01	2015/05/31		
Low Season	2015/06/01	2015/11/30		
High Season	2015/12/01	2016/01/31		
Low Season	2016/02/01	2016/03/31		
High Season	2016/04/01	2016/05/31		

Add Guest Tariff to Season:

Season Setup

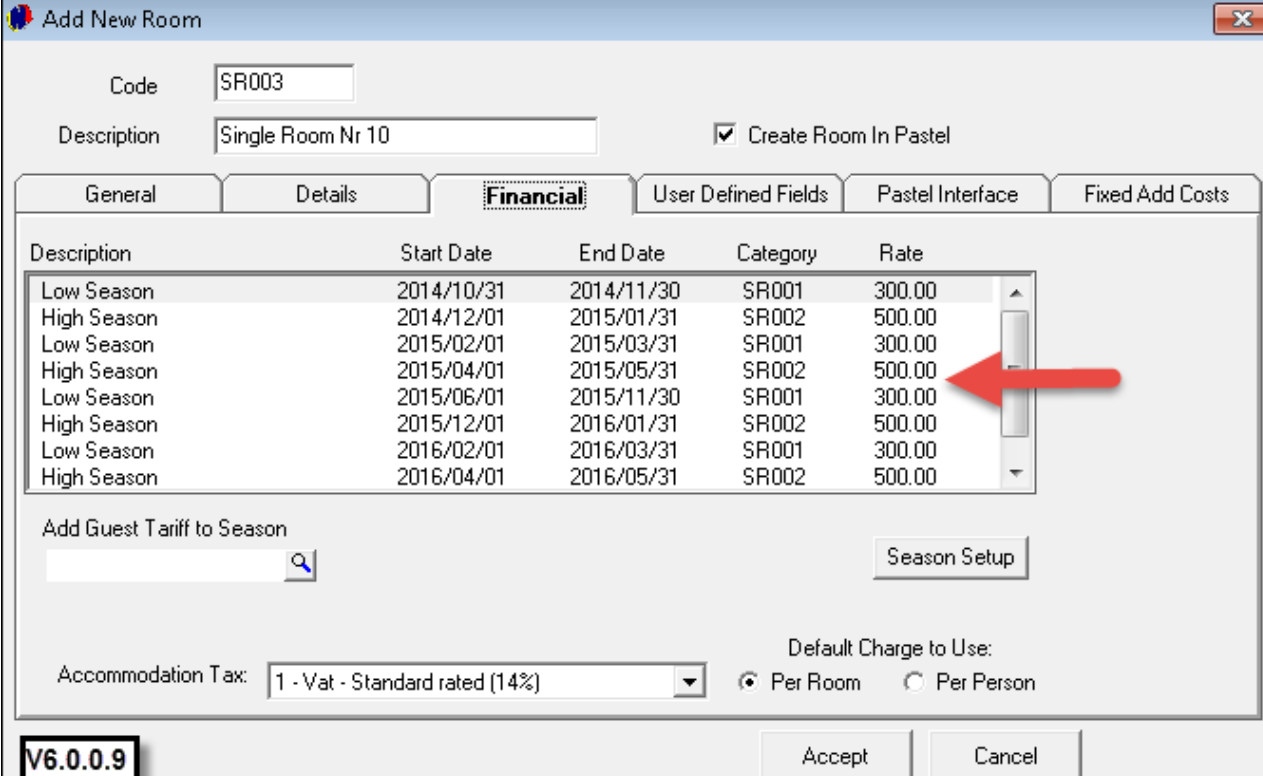
Accommodation Tax: 1 - Vat - Standard rated (14%)

Default Charge to Use: ☒ Per Room ☐ Per Person

V6.0.0.9 Accept Cancel

- Enter the **"Accommodation Tax Rate"** and also select the **"Default Charge to be Used"** - either **"Per Room"** or **"Per Person"** (Single rooms' tariffs have been setup **"Per Room"**)

- All "**Seasons**" and "**Guest Tariffs**" for this room have been linked as shown in the image below. Click "**Accept**" to save



Add New Room

Code: SR003

Description: Single Room Nr 10

☒ Create Room In Pastel

General | Details | **Financial** | User Defined Fields | Pastel Interface | Fixed Add Costs

Description	Start Date	End Date	Category	Rate
Low Season	2014/10/31	2014/11/30	SR001	300.00
High Season	2014/12/01	2015/01/31	SR002	500.00
Low Season	2015/02/01	2015/03/31	SR001	300.00
High Season	2015/04/01	2015/05/31	SR002	500.00
Low Season	2015/06/01	2015/11/30	SR001	300.00
High Season	2015/12/01	2016/01/31	SR002	500.00
Low Season	2016/02/01	2016/03/31	SR001	300.00
High Season	2016/04/01	2016/05/31	SR002	500.00

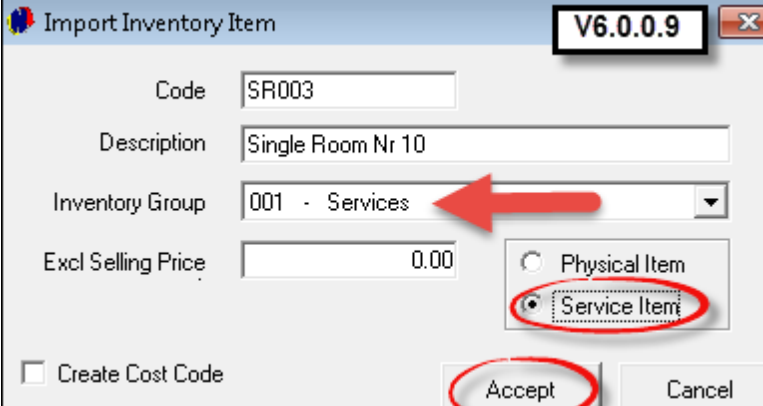
Add Guest Tariff to Season

Accommodation Tax: 1 - Vat - Standard rated (14%)

Default Charge to Use: ☒ Per Room ☐ Per Person

V6.0.0.9 Accept Cancel

- In order to import the room into Pastel, select "**Services**" for the "**Inventory Group**", and then select "**Service Item**" before clicking "**Accept**"



Import Inventory Item

Code: SR003

Description: Single Room Nr 10

Inventory Group: 001 - Services

Excl Selling Price: 0.00

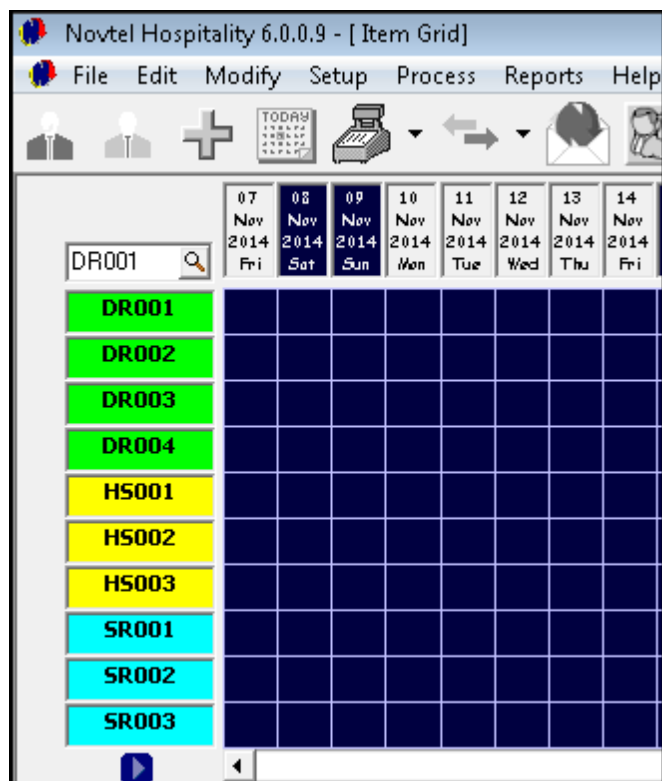
☐ Physical Item ☒ **Service Item**

☐ Create Cost Code

Accept Cancel

V6.0.0.9

- This is how the rooms display on the Grid - alphabetically and according to the "**Branch**" colors



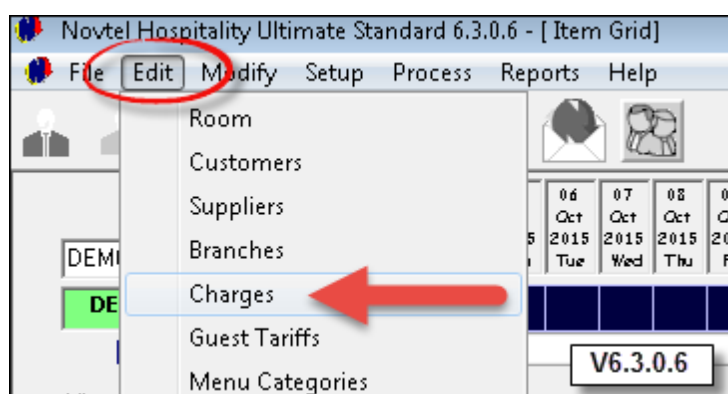
7 Step 6 - Creating Charges

In the Hospitality Industry, there may be a Hotel, Resort, Restaurant, Bar and Shop on the same premises, and charges are to be created for all of them. Charges can include the following:

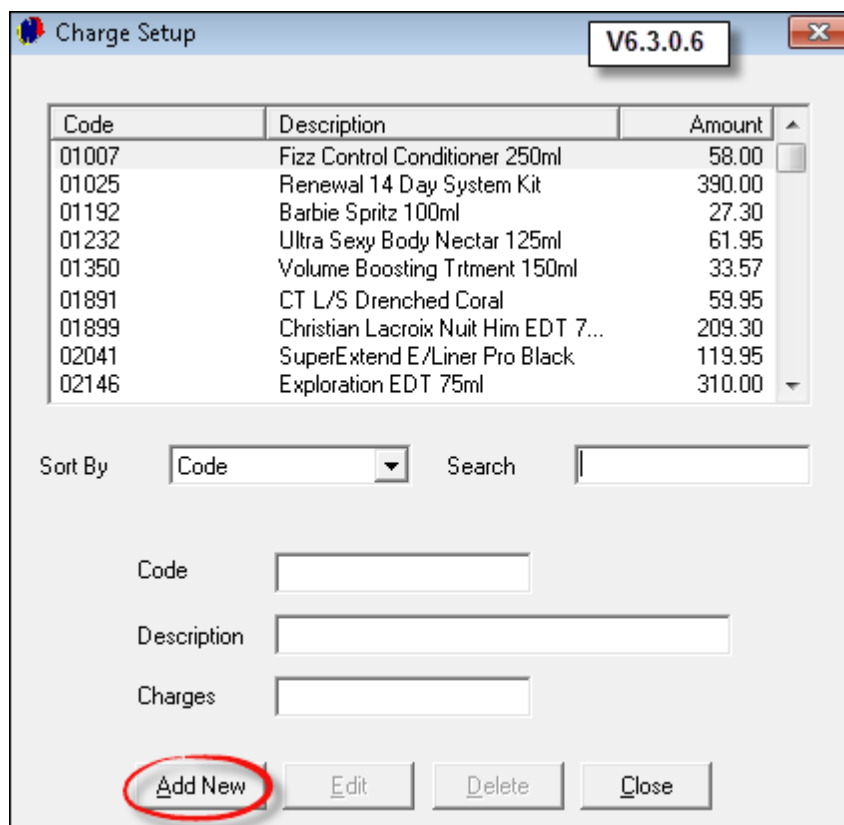
- A Service Charge
- Every Item sold in the Shop such as Ice Cream; Cold Drinks; Chips, Chocolates; Sun screen; Toiletries; Clothing and Specialist products etc.
- Menu items for the Restaurant and Bar, and it can be linked to a **"Menu Category"** (This is not part of this tutorial - please see our manual for **"POS Restaurant"**)

Because there is such a vast range of charges that can be created, the codes and descriptions must be planned very meticulously. It would be a good idea to plan it on paper first before attempting to create it in Novtel. This way it would make sense to all using the system, and to avoid duplication and confusion.

- In order to create **"Charges"** in Novtel, click on **"Edit - Charges"**



- Click on **"Add New"**



1. For demonstration purposes, we are creating a fictional "**Item**" and price
2. Enter the Product's "**Description**"
3. Do not enter a "**Barcode**" here if "**Packages**" are going to be created (explained in Step 14). The system will generate the barcode according to the combination of information that will be entered by the "**User**". Alternatively, enter the barcode on the "**Charge Master file**" if the "**Packages**" feature are not going to be used
4. Tick the check-boxes to:
 - Create the Item in Pastel (When this check-box is not selected, the "**Charge**" will have to be created manually in Pastel)
 - Display on Invoice
 - Physical Item

5. In the "**General**" tab, tick the check-box to "**Allow Tax**" in the case of the company being Tax registered, and select the "**Tax Rate**" - in South-Africa it is 14%
6. Enter the "**Item's**" cost price excluding tax - this is the price the company is buying the "**Item**" for from the supplier
7. Enter the "**Item's**" selling price next to "**Rate Including**". This is the price your Customers will be paying for it, and the price is inclusive of tax
8. The system will automatically calculate the "**Markup %**" and the "**Charge's selling price excluding tax**"

- Proceed to the **"Properties"** tab and tick the check-boxes to classify this **"Charge"** as a **"POS and Shop Item"**
- The **"Voucher"** tab is only used when creating a **"Charge"** to be sold as a **"Voucher"** - which can be redeemed in the specific department as selected. Please see **"Step 15"** for information on this subject
- Please note that the **"Pastel Inventory Code"** has not been entered yet, since the **"Import to Pastel"** will only happen after clicking **"Accept"**

- The **"Code and Description"** as entered in Novtel has been inserted automatically for the Pastel **"Code and Description"**
- The **"Inventory Group"** is **"Inventory Goods"**
- The selling price excluding tax has been inserted as calculated in the **"General"** tab
- Select the **"Physical Item"** option and click **"Accept"**

- Returning to the "Charge" just created, the "Pastel Inventory Code" has been inserted

Edit Charge V6.3.0.6

Code: 33221

Description: Moisturiser Oil Free ☒ Display On Invoice

Barcode:


☐ Blocked ☒ Physical Item

General Properties Voucher

Allow Tax ☒ 1 - Vat - Standard rated (14%)

Cost Price Excl: 15.00 Markup %: 338.60

Rate Incl: 75.00 Charge Excl: 65.79


Pastel Inventory Code: 33221  Moisturiser Oil Free


Multi Store code for retrieving Cost Price:

Accept Cancel

- When we proceed to Pastel, the "Charge" has been created, and the "Cost Price" has been inserted in the "Details" tab

Edit Inventory

Code: 33221  Blocked ☐

Description: Moisturiser Oil Free 

Categories: 000 - None

Details Prices Reorder User Field Activity Notes Picture Serial No

Inventory Group: 002 - Inventory Goods

Discount Type: Both

Barcode:

Bin Number:

Unit:

Commodity Code: Net Mass: 0.00

Allow Tax: ☒

Purchases: 01 - Vat - Standard rated (14.00%)

Sales: 01 - Vat - Standard rated (14.00%)

Processing Options

☒ Fixed Description / Cost

☐ Change While Invoicing

☒ Show Quantity and Unit

☒ Sales Commission Item

Type

☒ Physical Item

☐ Serial Item

☐ Service Item

Cost Prices

Average: 0.00

Last Unit: 15.00

- Go ahead and create all other "**Charges**" in the same manner

Charge Setup V6.0.0.9

Code	Description	Amount
PRE019	Steamed.	0.00
RES001	Restaurant/ Bar Charge	0.00
SDC001	Coke 350ml	12.00
SDC002	Sprite 350ml	12.00
SDC003	Fanta Grape 350ml	12.00
SDC004	Fanta Orange 350ml	12.00
SDC005	Cream Soda 350ml	12.00
SDC006	Appetizer 350ml	15.00
SDC007	Grapetizer 350ml	15.00
SER001	Service Charge	0.00
TOA001	Toasted Chicken Mayo and Chips	40.00
TOA002	Toasted Cheese and Tomato an...	35.00
TOA003	Toasted Bacon and Egg and Chi...	40.00
TOA004	Toasted Ham/Cheese and Chips	40.00
TOA005	Toasted Ham/Chees/Tomato an...	40.00
XTR001	Extra Egg	7.50
XTR002	Extra 150g of Bacon	18.00

Sort By: Code Search:

Code:

Description:

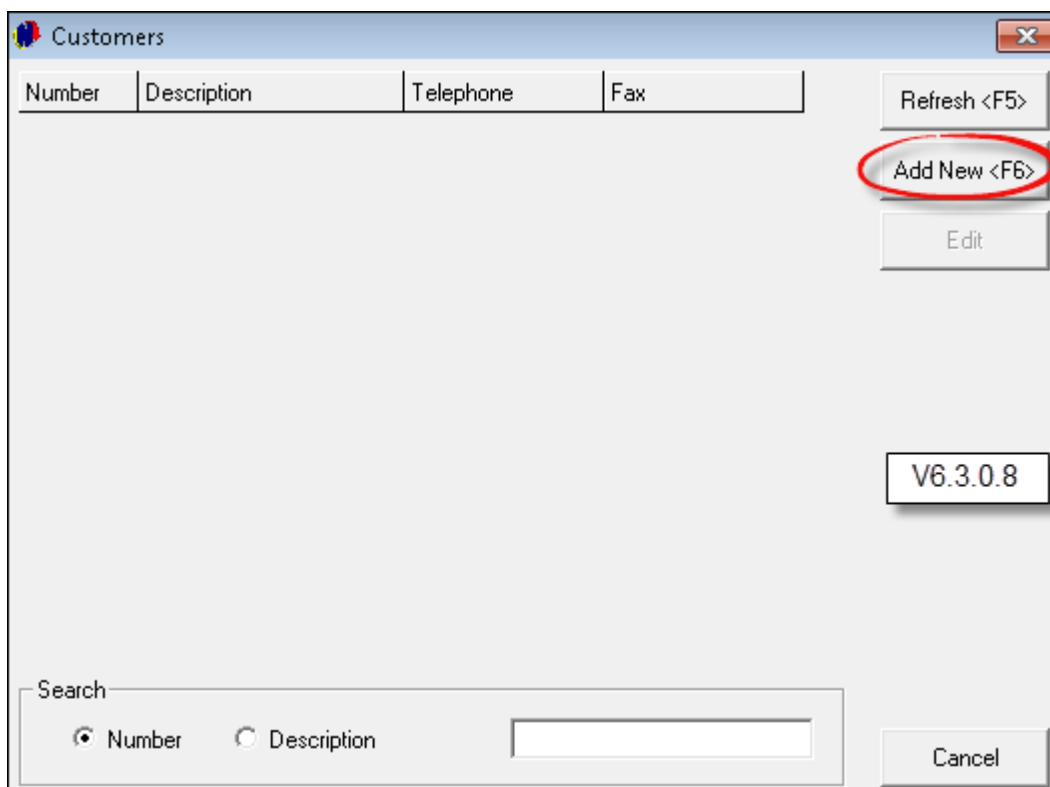
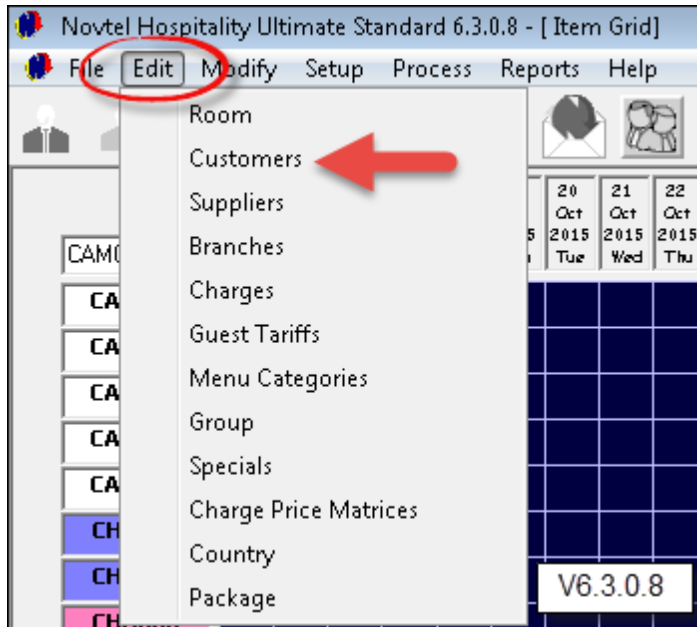
Charges:

8 Step 7 - Creating Customers and Suppliers

➤ Creating Customers

"Customers" in the Hospitality Industry, refer to any person or group making a reservation for accommodation

- Click on "Edit - Customers" and then "Add New"



1. Tick the check-box to **"Use Customer Auto Number"**. This function will enable you to only type the 3 letter alpha-code for the **"Customer"**, (In this case it is Mr West, and we have typed only "WES") and the system will automatically insert the 3 digit numeric code - which means that whenever you have two customers with the same **"Alpha Code"**, the system will automatically use the next available numeric code without you having to check the system for the next available code
2. Enter the **"Description"** for the Customer
3. Select the **"Category"** the Customer belongs to - In this case it is **"Short Stay"**
4. Tick the check-box to classify the **"Customer"** as a **"Corporate Customer"** - if applicable. Please also ensure that the **"Tax Reference"** is entered in the **"General"** tab to enable the **"Customer"** to benefit from the tax implication
5. The **"Monthly Customer"** check-box is ONLY selected in the event where a room or unit is rented on a monthly basis. It is then also billed in a different manner than **"Short Stay"** reservations
6. **"Tour Operators"** are also created as **"Customers"**. In this case, the **"Tour Operator"** check-box is selected - which will activate the **"Tour Operator Discount"** tab. Please note that discount percentages for the **"Tour Operator"** can be set in this tab for:
 - Single Day Reservations
 - Multiple Day Reservations
 - Discount on specifically selected **"Charges"**

Add New Customer

Account Code	WES002	<input checked="" type="checkbox"/> Use Customer AutoNumber	<input type="checkbox"/> Corporate Customer
Description	West, Duncan		<input type="checkbox"/> Monthly Customer
Customer Category	01 - Short Stay		<input type="checkbox"/> Tour Operator
Country	00 - No category		
	01 - Short Stay		
	02 - Monthly Rental		
	03 - Group		
	04 - Tour Operator		

General

Postal Address

Tax Reference

Tag Code 0

☐ Inactive Customer

Telephone No

Fax No

Mobile Phone

Email Address

Credit Limit 0

POSDocuments

Tour Operator Discount

Email Contacts

V6.3.0.8

Accept Cancel

1. Select the "**Country**" the "**Customer**" is from
2. In the "**General**" Tab, enter the Postal Address; Contact Numbers; E-mail Address
3. Set the Credit Limit for this "**Customer**". When this limit is reached for accumulated "**Charges**", no in-house transactions can be done before the account has been settled

Add New Customer

Account Code: WES002 ☒ Use Customer AutoNumber ☐ Corporate Customer

Description: West, Duncan ☐ Monthly Customer

Customer Category: 01 - Short Stay ☐ Tour Operator

Country: South Africa 1

2 **General** | Delivery Addresses | User Defined Fields | POSDocuments | Tour Operator Discount | Email Contacts

Postal Address: PO Box 545
Johannesburg
5566

Tax Reference:

Tag Code: 0

☐ Inactive Customer

Telephone No: 011 123 456 789

Fax No: 011 123 456 789

Mobile Phone: 088 123 456 789

Email Address: duncan@west.co.za

Credit Limit: 3000 3

V6.3.0.8 Accept Cancel

1. Enter the "**Customer's**" physical address in the "**Delivery Address**" tab
2. "**User Defined Fields**" are created in "**Setup - User Defined Fields - Customers tab**". The functionality of this is to create customized fields where additional information - not covered by the system - can be entered here
3. In the future, this "**Customer's**" In-house Point of Sale documents can be viewed in this tab
4. The "**Tour Operator Discount**" tab are disabled since the "**Tour Operator**" check-box was not selected for Mr West

Add New Customer

Account Code: WES002 ☒ Use Customer AutoNumber ☐ Corporate Customer

Description: West, Duncan ☐ Monthly Customer

Customer Category: 01 - Short Stay ☐ Tour Operator

Country: South Africa

1 **General** | 2 **Delivery Addresses** | 3 **User Defined Fields** | 4 **POSDocuments** | **Tour Operator Discount** | Email Contacts

Delivery Address:

V6.3.0.8 Accept Cancel

- In the **"Email Contacts"** tab, additional e-mail addresses can be entered for this **"Customer"**. Click on **"Add"**

Add New Customer

Account Code: WES002 ☒ Use Customer AutoNumber ☐ Corporate Customer
 Description: West, Duncan ☐ Monthly Customer
 Customer Category: 01 - Short Stay ☐ Tour Operator
 Country: South Africa

General Delivery Addresses User Defined Fields POSDocuments Tour Operator Discount **Email Contacts**

Contact List

Contact Name	Email Address

Add Edit Remove

Contact Details

Name:
 Email Address:
 Accept Changes Undo Changes

V6.3.0.8 Accept Cancel

- In the **"Contact Details"** field, enter the name and e-mail address and click **"Accept Changes"**

Add New Customer

Account Code: WES002 ☒ Use Customer AutoNumber ☐ Corporate Customer
 Description: West, Duncan ☐ Monthly Customer
 Customer Category: 01 - Short Stay ☐ Tour Operator
 Country: South Africa

General Delivery Addresses User Defined Fields POSDocuments Tour Operator Discount **Email Contacts**

Contact List

Contact Name	Email Address

Add Edit Remove

Contact Details

Name: Mary West
 Email Address: mary@west.co.za
 Accept Changes Undo Changes

V6.3.0.8 Accept Cancel

1. The additional e-mail address has been added. Click **"Add"** again to enter another e-mail address
2. In order to make changes to an entry, click on it and then **"Edit"**. Make the changes and click **"Accept Changes"**
3. To delete an entry, click on it and then **"Remove"**
4. Click **"Accept"** to save the **"Customer"** to the system

Add New Customer

Account Code: ☒ Use Customer AutoNumber ☐ Corporate Customer

Description: ☐ Monthly Customer

Customer Category: ☐ Tour Operator

Country:

General | Delivery Addresses | User Defined Fields | POSDocuments | Tour Operator Discount | **Email Contacts**

Contact List

Contact Name	Email Address
Mary West	mary@west.co.za

Add **1**
Edit **2**
Remove **3**

Contact Details

Name:

Email Address:

Accept Changes | Undo Changes

V6.3.0.8 **4 Accept** Cancel

- Now Mr West's account displays in the **"Customer"** window. In order to add more **"Customers"**, simply click on **"Add New"**

Customers

Number	Description	Telephone	Fax
WES002	West, Duncan	011 123 456 789	011 123 456 789

Refresh <F5>
Add New <F6>
Edit

V6.3.0.8

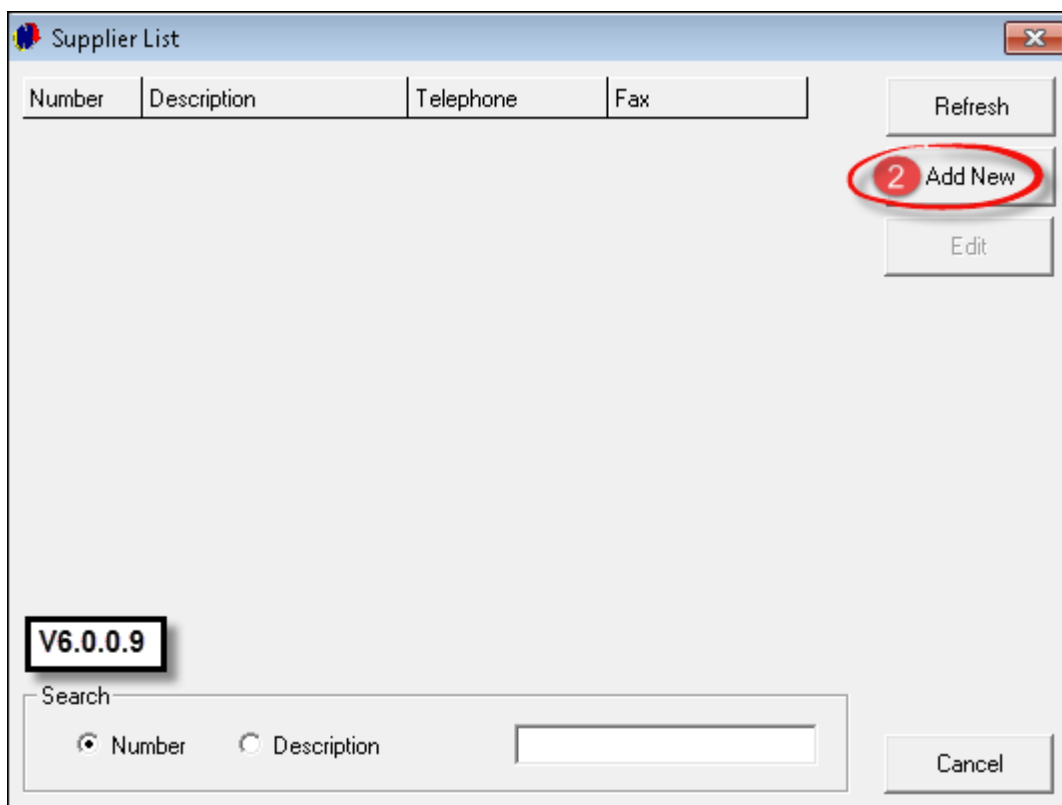
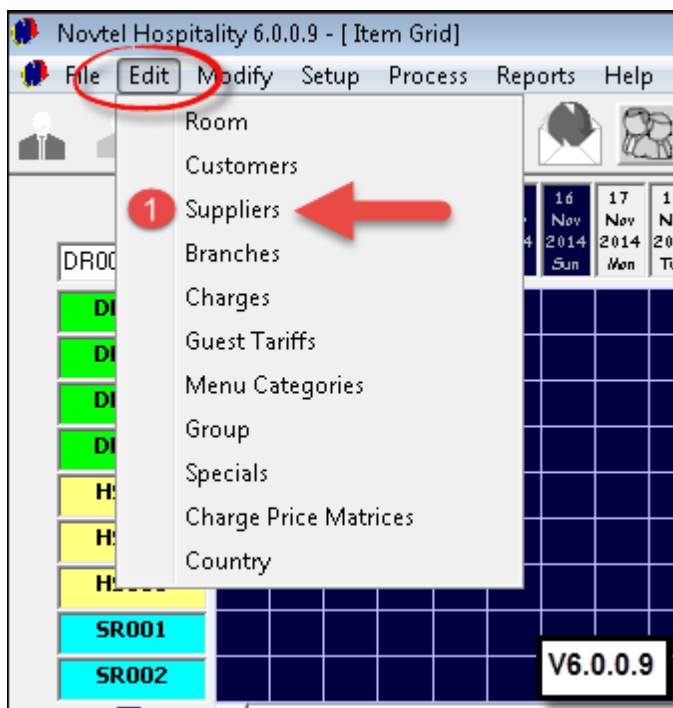
Search: ☐ Number ☐ Description

Cancel

➤ Creating Suppliers

"Suppliers" refer to any person or company rendering a service (such as Electricians, Garden Services and Plumbers), as well as companies supplying goods such as linen; raw products to be used in the restaurant to create meals; drinks etc.

- Click on "**Edit - Suppliers**" and then "**Add New**"



- In the "**General**" tab, enter the Postal Address, Contact Numbers and E-mail Address, and in the "**Delivery Addresses**" Tab, enter the physical address of the "**Supplier**"
- Click "**Save**" in order to add the "**Supplier**" to the system

The screenshot shows the 'Suppliers' form with the 'General' tab selected. The 'Account Code' is 'FRE001' and the 'Description' is 'Fred's Electrical'. The 'Postal Address' field contains '25 Fourth Street', 'Mossel Bay', and '2222'. The 'Telephone No' is '044 123 456 789', 'Fax No' is '044 123 456 789', 'Mobile Phone' is '083 123 456 789', and 'Email Address' is 'fred@electrical.co.za'. The 'Save' button is circled in red. A version label 'V6.0.0.9' is in the bottom left.

Account Code	Description
FRE001	Fred's Electrical

Postal Address	Telephone No	Fax No	Mobile Phone	Email Address
25 Fourth Street	044 123 456 789	044 123 456 789	083 123 456 789	fred@electrical.co.za
Mossel Bay				
2222				

V6.0.0.9 Save Cancel

- In order to add the next "**Supplier**" click on "**Add New**"

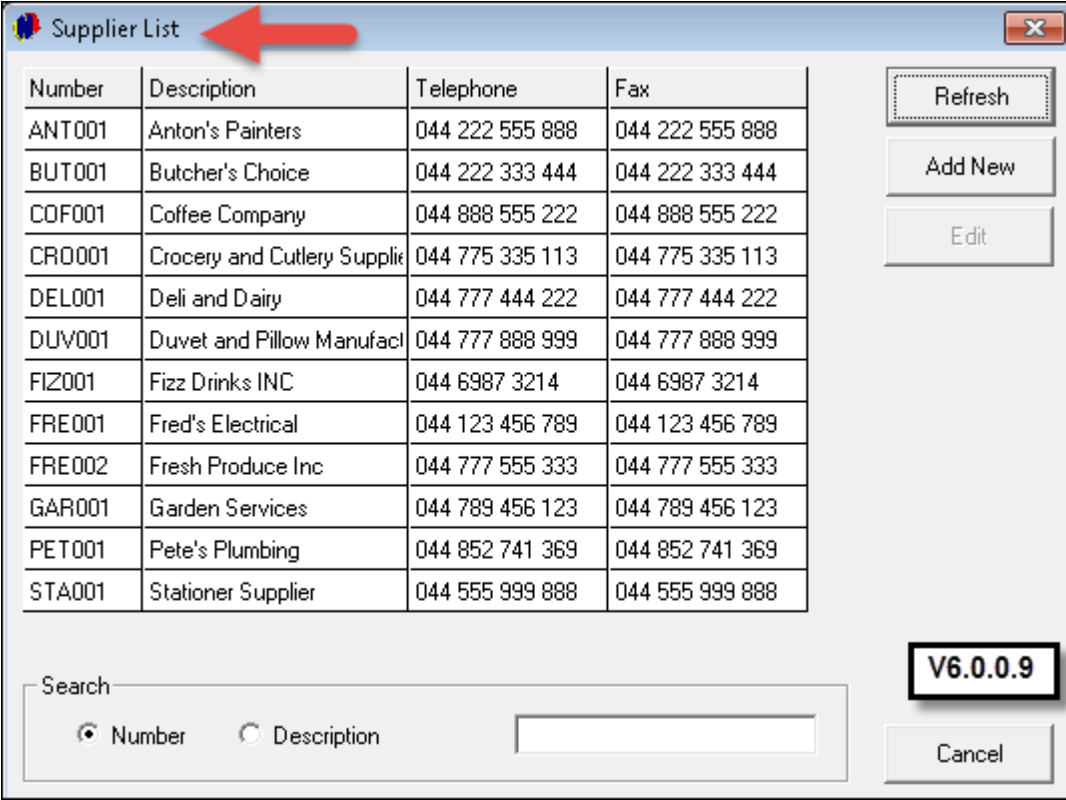
The screenshot shows the 'Supplier List' form with a table containing one supplier: 'FRE001' with description 'Fred's Electrical', telephone '044 123 456 789', and fax '044 123 456 789'. The 'Add New' button is circled in red. A red arrow points from the 'Add New' button to the 'Supplier List' title. A version label 'V6.0.0.9' is in the bottom left. At the bottom, there is a search section with radio buttons for 'Number' and 'Description', a search input field containing 'FRE001', and a 'Cancel' button.

Number	Description	Telephone	Fax
FRE001	Fred's Electrical	044 123 456 789	044 123 456 789

Refresh Add New Edit

V6.0.0.9

Search
☒ Number ☐ Description FRE001 Cancel



Supplier List

Number	Description	Telephone	Fax
ANT001	Anton's Painters	044 222 555 888	044 222 555 888
BUT001	Butcher's Choice	044 222 333 444	044 222 333 444
COF001	Coffee Company	044 888 555 222	044 888 555 222
CRO001	Crocery and Cutlery Supplier	044 775 335 113	044 775 335 113
DEL001	Deli and Dairy	044 777 444 222	044 777 444 222
DUV001	Duvet and Pillow Manufacturer	044 777 888 999	044 777 888 999
FIZ001	Fizz Drinks INC	044 6987 3214	044 6987 3214
FRE001	Fred's Electrical	044 123 456 789	044 123 456 789
FRE002	Fresh Produce Inc	044 777 555 333	044 777 555 333
GAR001	Garden Services	044 789 456 123	044 789 456 123
PET001	Pete's Plumbing	044 852 741 369	044 852 741 369
STA001	Stationer Supplier	044 555 999 888	044 555 999 888

Refresh
Add New
Edit

Search
☒ Number ☐ Description

V6.0.0.9
Cancel

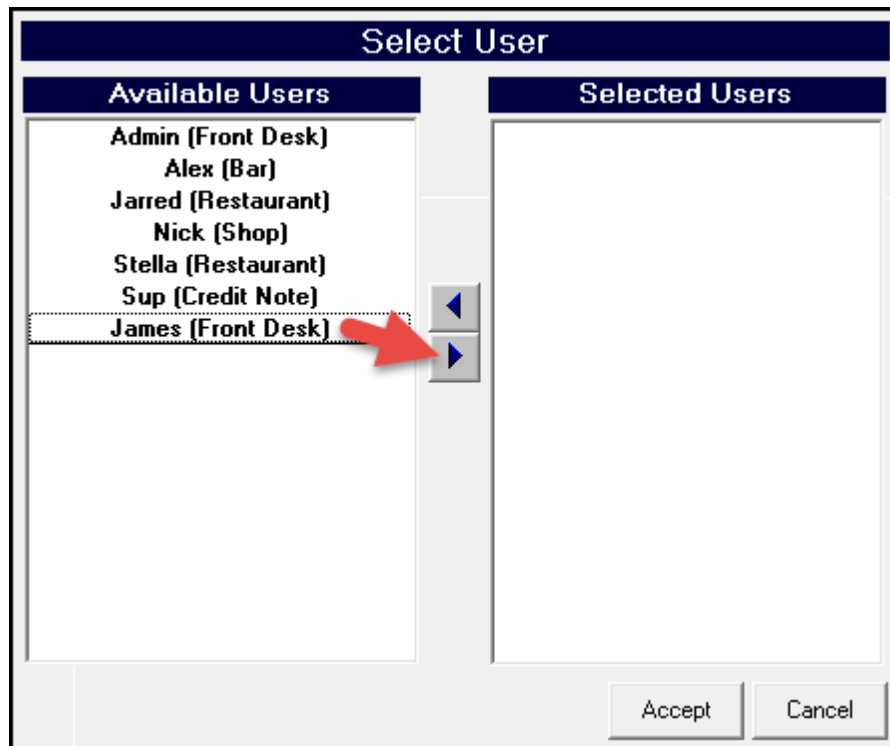
9 Step 8 - Opening a Shift

Only a Supervisor can open a shift - without an open shift, no transactions can be done. The "**User**" must log out of the system in order for the Supervisor to log in

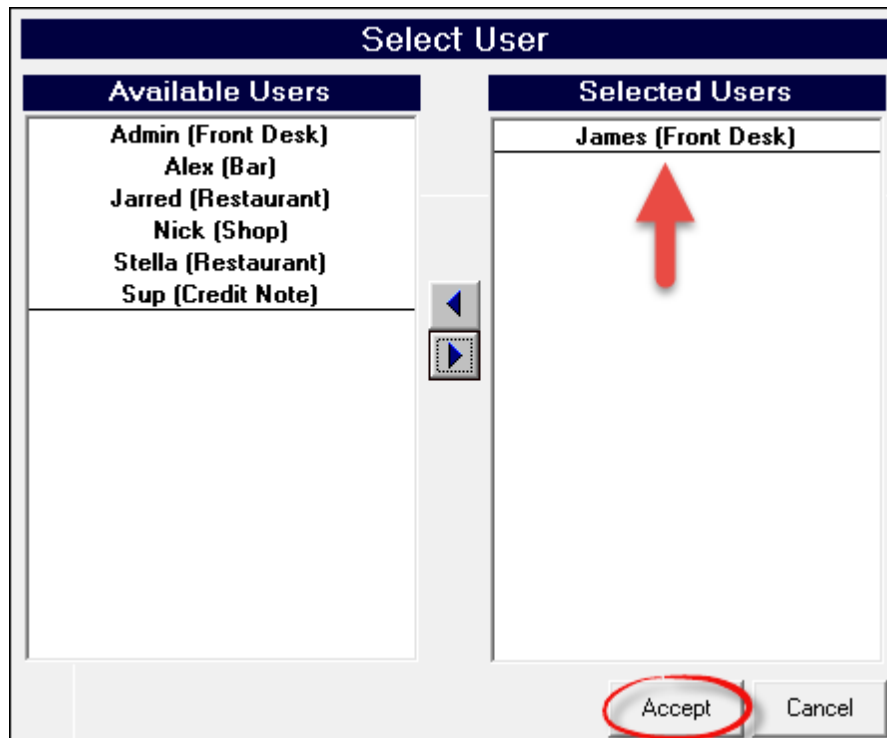
- Click on "**Supervisor Open Shift**"

The screenshot shows the 'Supervisor Shift Cashup' application window. The window has a menu bar with 'File', 'Reports', and 'Credit Note'. Below the menu bar, there are two main sections: 'Transaction' and 'Shift'. The 'Transaction' section has a table with columns: ID, Customer, Table / TA, Type, and Total. The 'Shift' section has a table with columns: Shift #, User, Total, and Invoice Date. At the bottom of the window, there are two radio buttons: 'Batch Shift' and 'Single Shift'. To the right of these buttons is a red 'Open Shift' button. Further right is a 'Shift Total' field showing '0.00'. At the bottom right, there are three buttons: 'Supervisor Open Shift' (highlighted with a red circle and an arrow), 'Supervisor Shift Cashup', and 'Close'.

- Click on the "User" who's shift is to be opened, and click on the arrow pointing to the right



- The "User" will now display in the right hand block of the window. When all applicable "Users" have been selected, click "Accept"

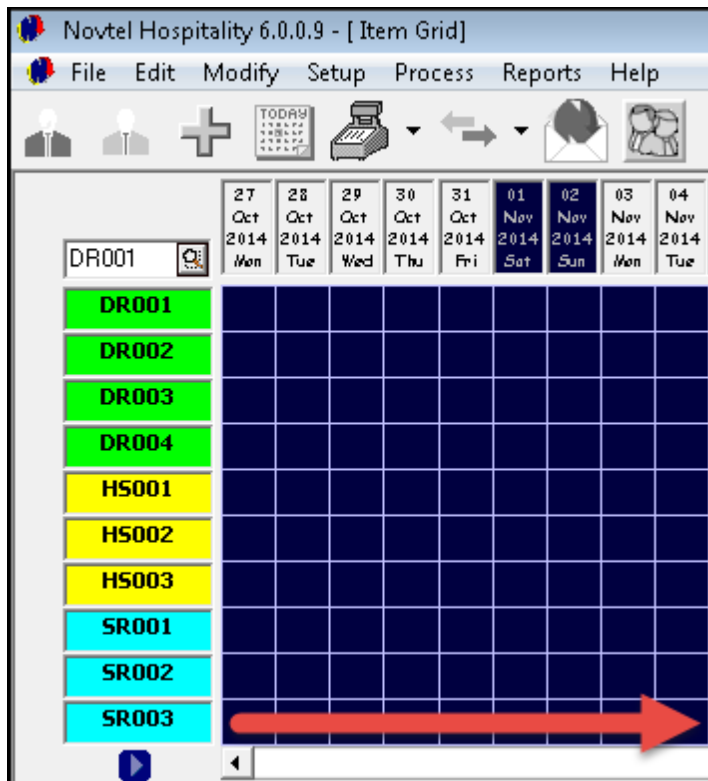


- Click "Close" in order for the Supervisor to log out. The "User" can now log in for his / her shift

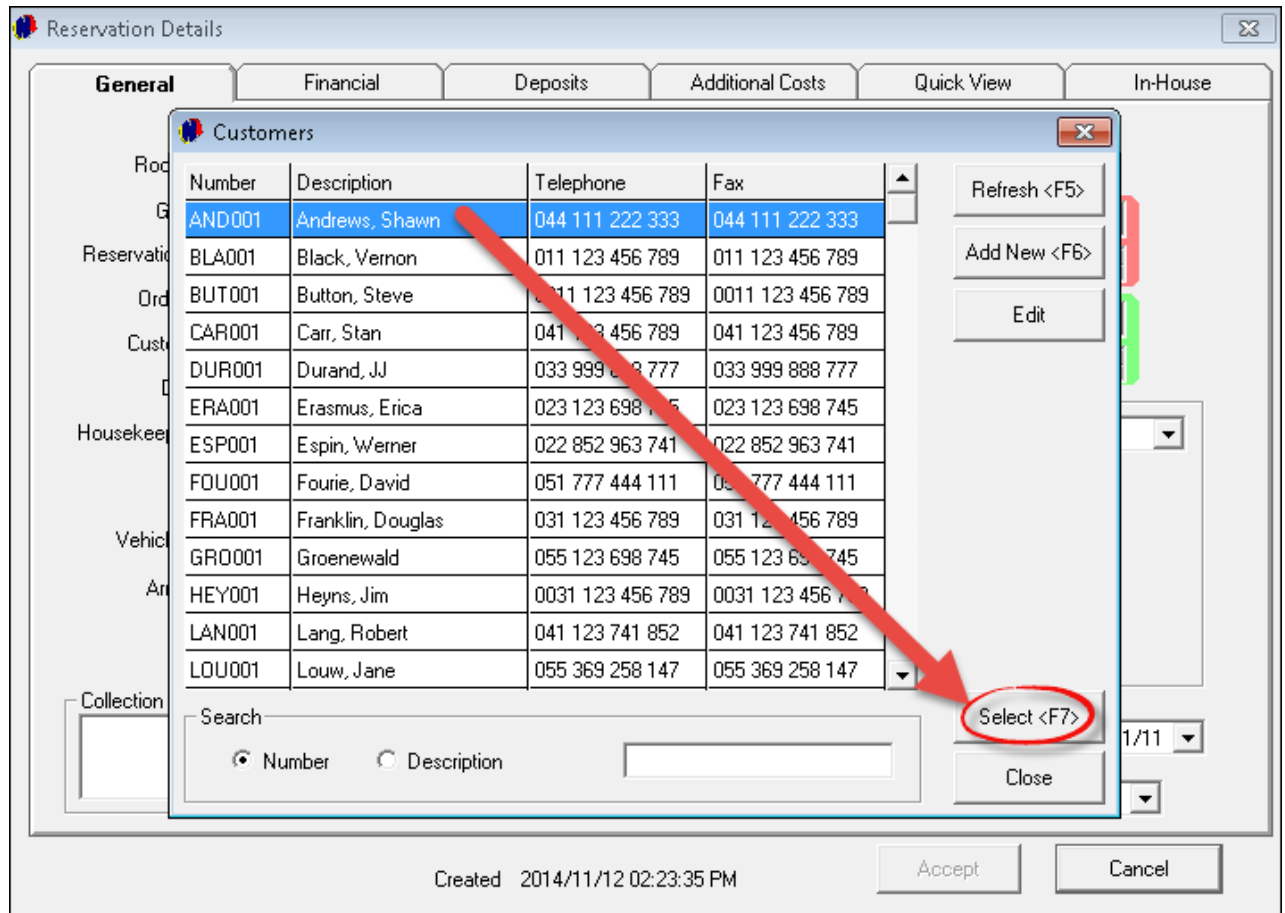
10 Step 9 - Making Reservations and Raising Deposits

All reservations are made directly on the Grid

- Click on the Grid next to the room where the reservation is to be made on the start date; hold the mouse button down; drag the mouse to the end date, and release



- The "Reservation Details" screen, and "Customer" Screen will open. Either select an existing "Customer" by clicking on the account and then "Select", or click on "Add New" to add a "Customer" (Refer to Step 7 on "Creating Customers"). We are using an existing "Customer" for demonstration purposes



Reservation Details

General Financial Deposits Additional Costs Quick View In-House

Customers

Number	Description	Telephone	Fax
AND001	Andrews, Shawn	044 111 222 333	044 111 222 333
BLA001	Black, Vernon	011 123 456 789	011 123 456 789
BUT001	Button, Steve	011 123 456 789	011 123 456 789
CAR001	Carr, Stan	041 123 456 789	041 123 456 789
DUR001	Durand, JJ	033 999 888 777	033 999 888 777
ERA001	Erasmus, Erica	023 123 698 745	023 123 698 745
ESP001	Espin, Werner	022 852 963 741	022 852 963 741
FOU001	Fourie, David	051 777 444 111	051 777 444 111
FRA001	Franklin, Douglas	031 123 456 789	031 123 456 789
GRO001	Groenewald	055 123 698 745	055 123 698 745
HEY001	Heyns, Jim	0031 123 456 789	0031 123 456 789
LAN001	Lang, Robert	041 123 741 852	041 123 741 852
LOU001	Louw, Jane	055 369 258 147	055 369 258 147

Refresh <F5>

Add New <F6>

Edit

Select <F7>

Close

Search

Number Description

Created 2014/11/12 02:23:35 PM

Accept Cancel

1. In the **"General"** Tab the room number and the color of the **"Branch"** the room belongs to, is displayed at the top
2. Leave the **"Guest Tariff"** field blank - you will see how it fits together with the **"Seasons"** created and linked for this room
3. Any special **"Housekeeping Notes"** can be entered in the field provided, such as: Fresh Towels Daily; No Room Service before 10am, etc.
4. If the guest has provided the Vehicle Registration Number and the Vehicle Description in advance, enter it
5. Any special note pertaining to the guest's arrival can be entered in the **"Arrival Memo"** field
6. Enter the number of Adults and Children for this booking - In this case it is a Single Room and it can accommodate 1 Adult
7. The default Arrival and Departure Dates and Times will be entered automatically
8. Enter the **"Payment Method"** for this booking: Credit Card / Cash / Cheque / On Account or Direct Deposit, and enter the applicable details for the chosen option
9. In Novtel Hospitality, **"Statuses"** which is color-coded and has a specific meaning:
 - Provisional (The reservation was made, but no deposit was received yet) - Purple
 - Confirmed (A deposit was paid, and the booking confirmed) - Aqua
 - In-House (The guest has checked in) - Red
 - Departed (The guest has checked out) - Pink
 - Fully Paid - Green
 - Non Rev (No charges for this reservation) - Yellow

Reservation Details

General | Financial | Deposits | Additional Costs | Quick View | In-House

1 Room Number: SR003 Single Room Nr 10

2 Guest Tariff:

Reservation Number:

Order Number:

Customer Code:

Description:

3 Housekeeping Notes:

Country:

4 Vehicle Reg No.: Vehicle Desc:

5 Arrival Memo:

6 Adults: Children:

Collection Address:

Departure Address:

Arrival Date: Arrival Time:

Departure Date: Departure Time:

Payment Method:

Payment Type:

Confirmation Date:

Status:

Cancelled
Provisional
 Confirmed
 In House
 Departed
 Non Rev

1. In the "Financial" tab, see that the option to "Use Price Per Room" is selected, because we have created the "Single Rooms" to be billed per room
2. The "Duration Charged" is 6 days
3. 1 Person is going to occupy this room
4. The check-box to "Apply Service Charge" is not ticked, otherwise the 3% service charge will be added onto the account - as set up in "Setup - Company"
5. Click on the "Details" button

Reservation Details

General **Financial** Deposits Additional Costs Quick View In-House

Price (Including) 1800.00 1 ☒ Use Price Per Room ☐ Use Price Per Person

Price (Excluding) 1578.95 Duration Charged 6 2 Persons 1 3

Non-Standard Tax ☐ 1 - Vat - Standard rated (14%) 4 ☐ Apply Service Charge 5

Details Tax 221.05

Discount

Calculated by: ☐ Percentage ☒ Amount

Percentage: 0

Amount: 0.00

Agent Details

Agent Code

Description

Invoice Total: 1800.00

Receipt Total: 0.00

Amount Forfeit: 0.00

Amount Refunded: 0.00

Current Due: 1800.00

Receipt History

Document Number	Transaction	Amount	TimeStamp
-----------------	-------------	--------	-----------

View Audit Log Created 2014/11/12 14:23:35 Accept Cancel

- Should the reservation have been made overlapping from one **"Season"** into another, it would have shown how many days are charged in both **"Seasons"** at the different rates, and the total would have been calculated automatically. Here it shows only the one **"Season"** since it falls within one **"Season's"** period. This total amount as shown here, is displayed in the **"Financial"** tab

Season Split Details

Low Season ←

From: 2014/10/31
To : 2014/11/30
Days: 6
Category: SR001

(Excl) Rate Room: 1578.95
Tax: 221.05
(Incl)Rate Room: 1800.00

Total Excl: 1578.95 Total Tax: 221.05 Total Incl: 1800.00
Total Days: 6

Close

1. In the **"Deposits"** tab, a deposit can be raised on this reservation. (Notice that the Shift Number and User is displayed in the window, since a shift was opened by the Supervisor - if a shift is not open, you will not be allowed to raise the deposit)
2. Enter the amount you want the guest to pay and click on the check-box next to **"Deposit Raised"**

Reservation Details

General Financial **Deposits** Additional Costs Quick View In-House

1.) Deposit Raised Shift : SFT00001 User : James

2.) Deposit Paid

3.) Deposit Applied

3.) Deposit Refunded

Deposit Amount : 600 ←

- The deposit is now raised. You can **"Receive"** the deposit directly in this screen by clicking on **"Pay Deposit"** - provided that you have prove of payment from the guest. The till will not balance if the money was not received. We are not going to receive payment now, and will show you how to receive the deposit in Step 10. However, take note that this option is available

Reservation Details

General Financial **Deposits** Additional Costs Quick View In-House

1.) Deposit Raised 2014/11/12 Shift : SFT00001 User : James

Deposit Amount : 600.00 Deposit Due : 2014/11/12 **Pay Deposit**

2.) Deposit Paid

3.) Deposit Applied

3.) Deposit Refunded

- Click on the **"Quick View"** tab - The total reservation amount is displayed, as well as the deposit we have just raised. Click **"Accept"** to save the reservation

Reservation Details

General Financial Deposits Additional Costs **Quick View** In-House

Description	Person	Qty	Tax	Exclusive	Inclusive
+ Single Room Nr 10	1	6	221.05	1578.95	1800.00
TOTAL DUE :			221.05	1578.95	1800.00
* Deposits Report					
Deposit Raised - 2014/11/12					600.00

View Audit Log [] **Accept** Cancel

- Returning to the Grid the reservation is made, and in the blue and black blocks a quick view for this reservation is visible. Whenever you move the mouse over a reservation on the grid, that reservation's details will be displayed as below

The screenshot displays the Novtel Hospitality V6.0.0.9 software interface. The top menu bar includes File, Edit, Modify, Setup, Process, Reports, and Help. Below the menu is a toolbar with various icons. The main area features a reservation grid with columns for dates from November 01 to December 15, 2014, and rows for different reservation types (DR001, DR002, DR003, DR004, HS001, HS002, HS003, SR001, SR002, SR003). A red arrow points to the '1 Andrews, Shawn' reservation in the SR003 row.

Below the grid, a detailed reservation summary is shown for '1 Andrews, Shawn'. The summary includes the following information:

- Reservation Number 1**: AND001 Andrews, Shawn
- PO Box 123**: George
- 0011**: shawna@gmail.com
- Mobile Phone**: 083 111 222 333
- Fax**: 044 111 222 333
- Telephone**: 044 111 222 333
- User Defined Field 1**: [Blank]
- User Defined Field 2**: [Blank]
- User Defined Field 3**: [Blank]
- User Defined Field 4**: [Blank]
- User Defined Field 5**: [Blank]
- Deposit Paid**: 0.00
- Invoice Total**: 1800.00
- Receipt Total**: 0.00
- Deposit Forfeit**: 0.00
- Deposit Refund**: 0.00
- Reservation Balance**: 1800.00

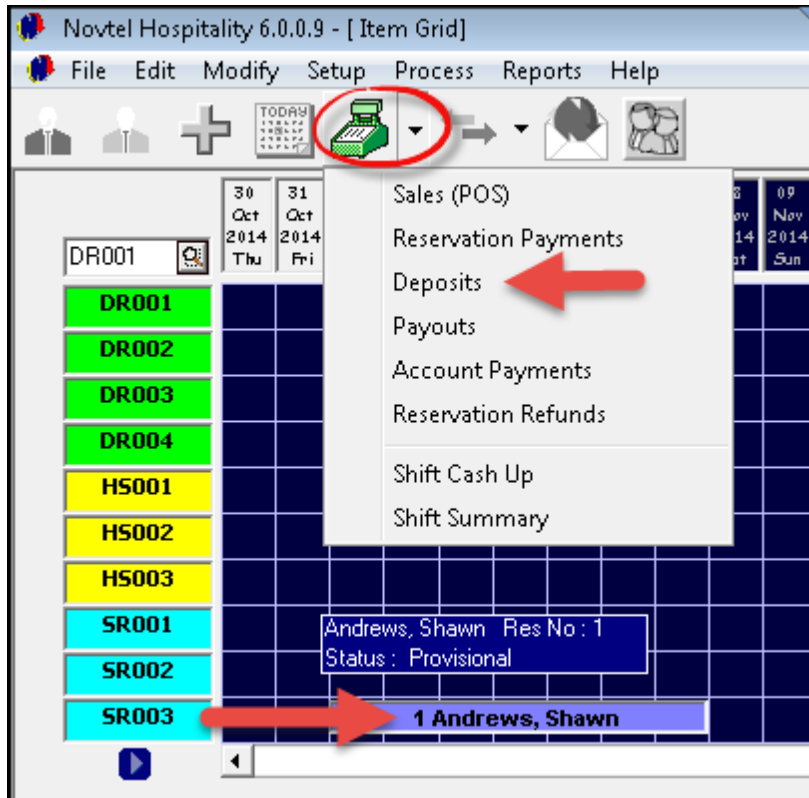
On the right side of the summary, there is a legend for reservation status:

- ☐ Cancelled
- ☒ Provisional
- ☒ Confirmed
- ☒ In House
- ☒ Departed
- ☒ Fully Paid
- ☒ Non Rev

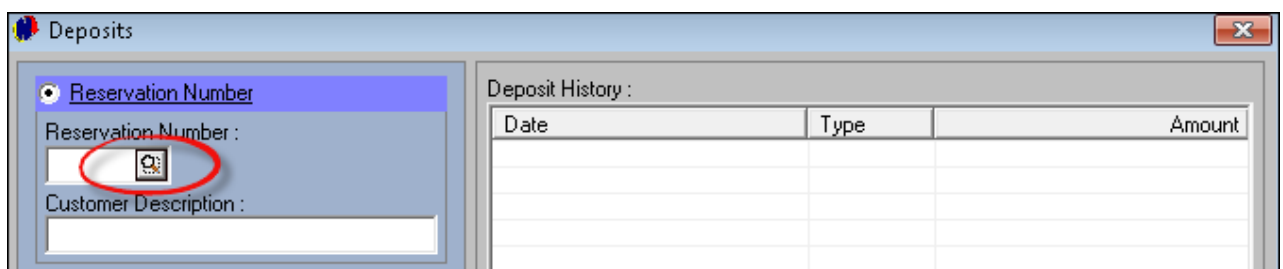
11 Step 10 - Receiving Deposits

Novtel Hospitality incorporates a full Point of Sale System, and is used for all transactions. We will only show you how to receive Deposits here. For more information on the subject, please refer to our Hospitality POS Manual, or register on Novtel's Forum at <http://www.novtel.com/forum/index.php>

- In order to receive the deposit raised in Step 9 for Mr Andrews, click on the arrow next to the POS Icon and select "**Deposits**" (Specifically note the color for the reservation on the Grid before receiving the deposit)



- Click on the magnifying glass beneath "**Reservation Number**" in order to open the window containing all reservations



- Browse for and select the correct reservation for which the deposit is being received. In this case, we have made only one reservation and it will be the only one displayed in the window. Click on the reservation, and then **"Accept"**

Rese Num	Customer Code	Customer Description	Room Code	Date Due
1	AND001	Andrews, Shawn	SR003	2014/11/01

Search By: Rese Num
Search For:

Buttons: Accept, Cancel

- The selected "Customer" has been inserted, and the system will automatically enter the **"Payment Due"** amount. (It will match the amount you have entered when the deposit was raised)
- Enter the **"Payment Received"** amount
- Select the applicable **"Payment Type"** from the list (Cash / Credit Card / Bank Transfer...)
- Click **"Accept"** in order to finalize the transaction and close the window

Deposits

Reservation Number

Reservation Number: 1
Customer Description: AND001 - Andrews, Shawn

Group Number

User: James
Shift #: SFT00001

Deposit History:

Date	Type	Amount

Amount Raised: 600.00
Amount Paid: 0.00

Payment Type: Credit Card (3)
Payment Date: 2014/11/01
Credit Card Number: 123456789
Credit Card Type: VISA

Payment Received: 600.00 (2)
Change: 0.00

PAYMENT DUE
1 600.00

4 <F2> - Accept Close

1. On the Grid, the reservation's color has changed to **"Aqua"** - the color of the **"Confirmed Status"**
2. See how the deposit reflects in the blue and black block. It has been deducted from the total amount of R1800.00
3. The **"Reservation Balance"** payable by Mr Andrews, is now R1200.00

Novtel Hospitality 6.0.0.9 - [Item Grid]

File Edit Modify Setup Process Reports Help

View Rooms by:
☐ Code
☐ Rate Per Person
☐ Rate Per Room

New Reservation
 2014/10/30 2014/12/13

Reservation Number 1
 AND001 Andrews, Shawn
 PO Box 123
 George
 0011
 shawns@gmail.com

Mobile Phone 083 111 222 333
 Fax 044 111 222 333
 Telephone 044 111 222 333

User Defined Field 1
 User Defined Field 2
 User Defined Field 3
 User Defined Field 4
 User Defined Field 5

Deposit Paid 0.00
 Invoice Total 600.00
 Receipt Total 600.00
 Deposit Forfeit 0.00
 Deposit Refund 0.00
 Reservation Balance 1200.00

Legend:
☐ Cancelled
☐ Provisional
☒ Confirmed
☐ In House
☐ Departed
☐ Fully Paid
☐ Non Rev

- When Mr Andrews' reservation on the Grid is double clicked, the **"Reservation Details"** screen will open. Click on the **"Financial"** tab, and see how the **"Receipt"** is allocated to Mr Andrews

Reservation Details

General **Financial** Deposits Additional Costs Quick View In-House

Price (Including) 1800.00 ☒ Use Price Per Room ☐ Use Price Per Person
 Price (Excluding) 1578.95 Duration Charged 6 Persons 1
 Non-Standard Tax ☐ 1 - Vat - Standard rated (14%) Apply Service Charge ☐

Details Tax 221.05

Discount
 Calculated by: ☐ Percentage ☒ Amount
 Percentage: 0 Amount: 0.00

Agent Details
 Agent Code Description

Invoice Total: 1800.00
 Receipt Total: 600.00
 Amount Forfeit: 0.00
 Amount Refunded: 0.00
 Current Due: 1200.00

Receipt History

Document Number	Transaction	Amount	TimeStamp
REC00001	Deposit	600.00	2014/11/13 09:43:07 AM

View Audit Log Created 2014/11/12 14:23:35 Accept Cancel

- In the "Deposits" tab, the "Deposit Paid" field is the corresponding color of the "Confirmed" status on the Grid

Reservation Details

General Financial **Deposits** Additional Costs Quick View In-House

1.) Deposit Raised 2014/11/12 Shift : SFT00001 User : James

Deposit Amount : 600.00 Deposit Due : 2014/11/12 Pay Deposit

2.) Deposit Paid Paid Amount : 600.00

3.) Deposit Applied

☒ 3.) Deposit Refunded

Partial Refund : ☐

Amount Forfeit : 300.00

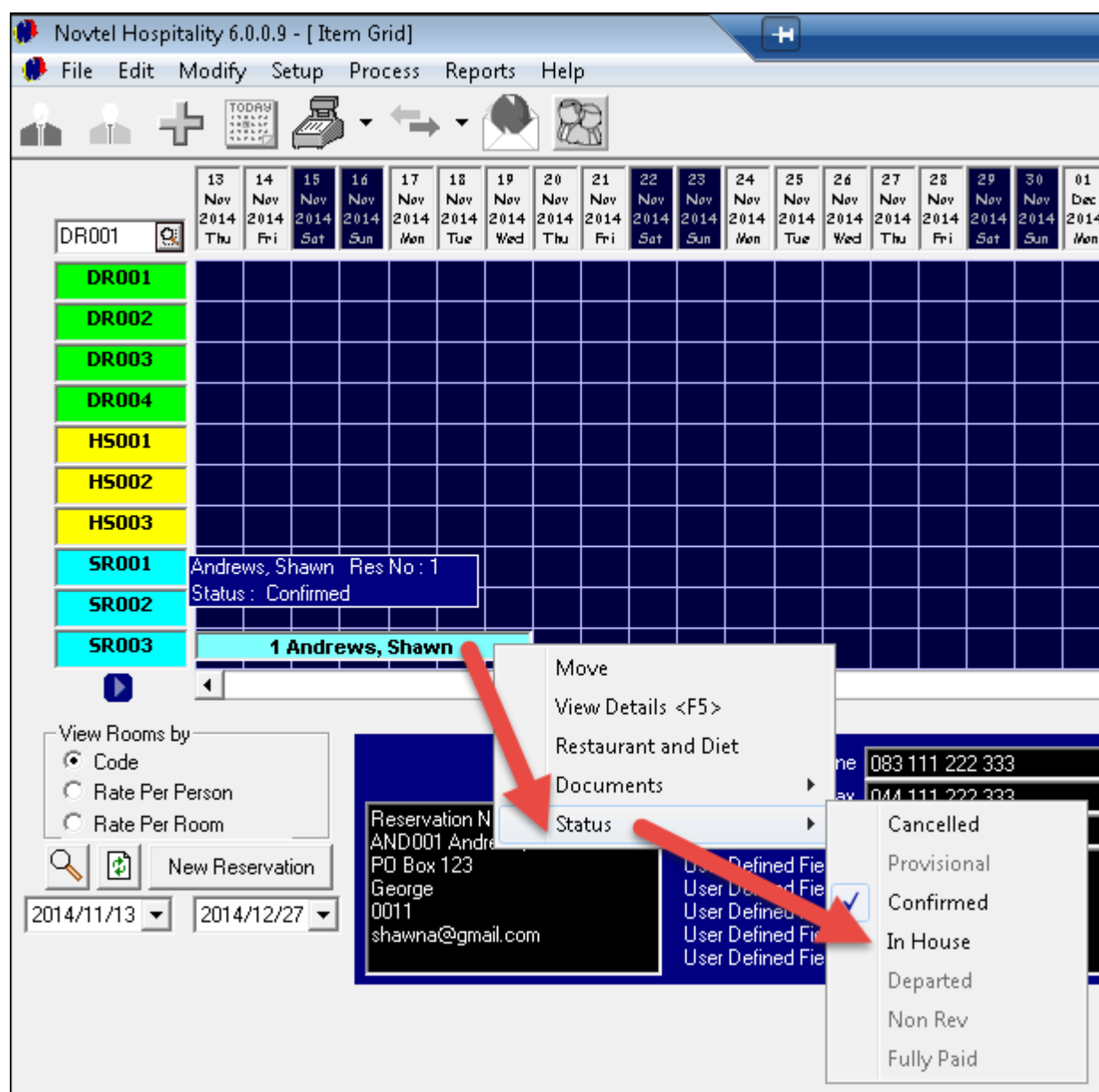
Amount Refunded : 300.00

Forfeit Percentage : 50

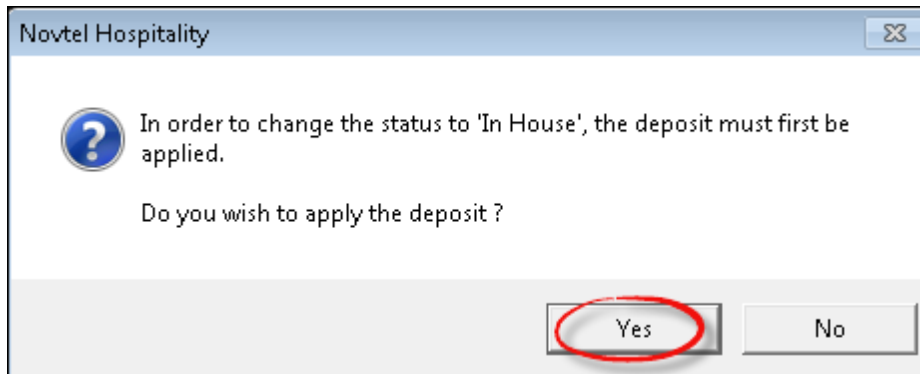
View Audit Log Created 2014/11/12 14:23:35 Accept Cancel

12 Step 11 - Guest Check-in

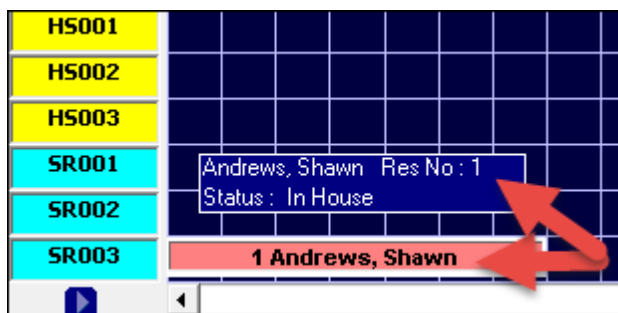
The process of checking in a Guest on the system, is extremely easy. Simply right-click on the reservation; move the mouse over status and select **"In-House"**



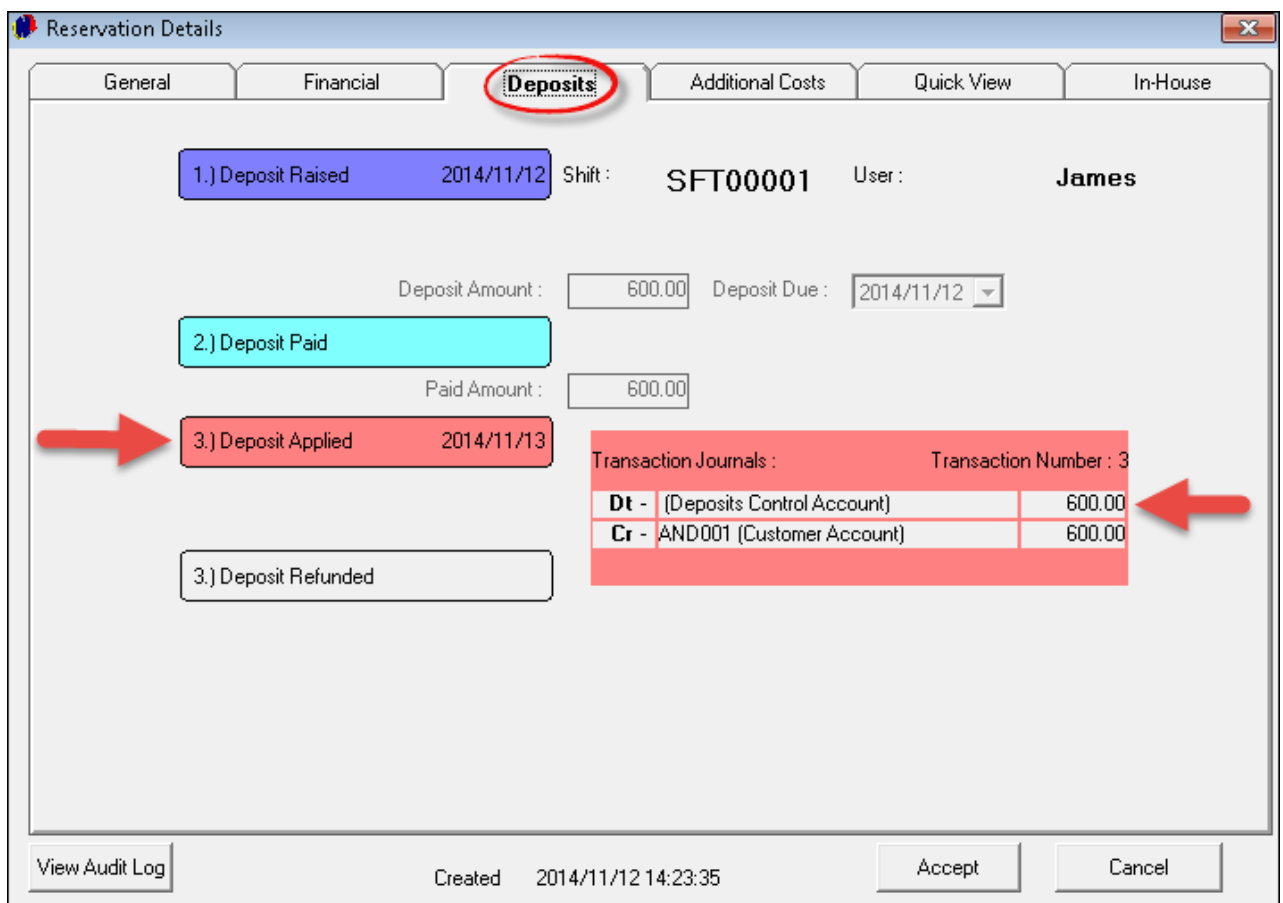
- The system will immediately inform you that the status can only be changed to **"In-House"** if the deposit that has been raised and received, is applied to the account. Click **"Yes"** to confirm the action



- The status on the Grid is now red, which means that the Guest is **"In-House"**



- Now when you double-click on Mr Andrews' booking on the Grid, and then on the **"Deposits"** tab in the **"Reservation Details"** screen, you will see the deposit has been **"Applied"**



12.1 Invoicing upon Departure

When the Guest is checking out, right click on the reservation on the Grid, move the mouse over **"Documents"** and select **"Reservation Statement"**

The screenshot displays the Novtel Hospitality 6.0.0.9 - [Item Grid] application. The interface includes a menu bar (File, Edit, Modify, Setup, Process, Reports, Help) and a toolbar with icons for user management, adding items, and navigation. The main area is a grid showing reservations for the month of November 2014. A reservation for 'Black, Vernon' (Res No: 2, Status: In House) is highlighted. A context menu is open over this reservation, showing options: View Details <F5>, Restaurant and Diet, Documents, and Status. The 'Documents' option is selected, opening a sub-menu with options: Quote <Ctrl+Q>, Invoice <Ctrl+I>, Reservation Statement, and MS Word Documents. The 'Reservation Statement' option is highlighted. On the left, a list of reservation codes (DR001, DR002, DR003, DR004, HS001, HS002, HS003, SR001, SR002, SR003) is visible. Below the grid, there is a section for 'View Rooms by' with radio buttons for Code, Rate Per Person, and Rate Per Room. A 'New Reservation' button is also present. At the bottom, a reservation summary for 'Reservation Number 2' is shown, including guest details (BLA001 Black, Vernon, PO Box 1111, Johannesburg, 0000, vblack@hotmail.com) and user-defined fields. On the right, a financial summary table is displayed.

Item	Amount
Deposit Paid	600.00
Invoice Total	1337.00
Receipt Total	600.00
Deposit Forfeit	0.00
Deposit Refund	0.00
Reservation Balance	737.00

All details pertaining to his or her reservation is displayed:

- Accommodation
- Restaurant, Bar and Shop Charges accumulated on his account (Explained in Restaurant POS Manual)
- Receipts

<p>Departure Statement </p> <p>Black, Vernon PO Box 1111 Johannesburg 0000</p> <p style="text-align: right;">VAT No :</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Date :</td> <td style="padding: 2px;">2014/11/13</td> </tr> <tr> <td style="padding: 2px;">Start Date :</td> <td style="padding: 2px;">2014/11/08</td> </tr> <tr> <td style="padding: 2px;">End Date :</td> <td style="padding: 2px;">2014/11/12</td> </tr> <tr> <td style="padding: 2px;">Invoice Number :</td> <td style="padding: 2px;"></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="padding: 2px; text-align: center;">Motel Hospitality</td> </tr> <tr> <td colspan="2" style="padding: 2px; text-align: center;">Dax Office Park</td> </tr> <tr> <td colspan="2" style="padding: 2px; text-align: center;">Block 1 Unit 30</td> </tr> <tr> <td colspan="2" style="padding: 2px; text-align: center;">Beach Boulevard West</td> </tr> <tr> <td colspan="2" style="padding: 2px; text-align: center;">Dax Beach, Mossel Bay</td> </tr> <tr> <td colspan="2" style="padding: 2px; text-align: center;">South Africa</td> </tr> <tr> <td style="padding: 2px;">Tel :</td> <td style="padding: 2px;">0861 96 88 35</td> </tr> <tr> <td style="padding: 2px;">Fax :</td> <td style="padding: 2px;">0865 117 165</td> </tr> <tr> <td style="padding: 2px;">Email :</td> <td style="padding: 2px;">sales@motel.com</td> </tr> <tr> <td style="padding: 2px;">VAT No :</td> <td style="padding: 2px;">123456789</td> </tr> </table>	Date :	2014/11/13	Start Date :	2014/11/08	End Date :	2014/11/12	Invoice Number :		Motel Hospitality		Dax Office Park		Block 1 Unit 30		Beach Boulevard West		Dax Beach, Mossel Bay		South Africa		Tel :	0861 96 88 35	Fax :	0865 117 165	Email :	sales@motel.com	VAT No :	123456789
Date :	2014/11/13																												
Start Date :	2014/11/08																												
End Date :	2014/11/12																												
Invoice Number :																													
Motel Hospitality																													
Dax Office Park																													
Block 1 Unit 30																													
Beach Boulevard West																													
Dax Beach, Mossel Bay																													
South Africa																													
Tel :	0861 96 88 35																												
Fax :	0865 117 165																												
Email :	sales@motel.com																												
VAT No :	123456789																												

ACCOMMODATION :					
Code	Description	Duration	Tax	Incl Amount	
SR002	Single Room Nr 2 Black, Vernon Booking Number : 2	4	R 147.37	R 1200.00	
Accommodation Total :				R 147.37	R 1200.00


CATERING AND SERVICES :					
Document #	Shift #	Invoice #	Transaction Date	Tax	Incl Amount
GIN00004	SFT00002	C 000004	2014/11/13	R 18.82	R 187.00
Catering And Services Total :				R 18.82	R 187.00

RECEIPTS :					
Document #	Description	Date	Type	Amount	
REC00002	Deposit	2014/11/13	3	R 800.00	
Receipt Total :				R 800.00	

<p>Page : 1</p>	<p>Payment Total : R 800.00</p> <p>Balance Due : R 787.00</p>	<p>Tax Total : R 184.18</p> <p>Excl Total : R 1172.81</p> <p>Incl Total : R 1357.00</p>
-----------------	---	---

- In order to print an Invoice, select the "**Documents - Invoice**" option when right-clicking on the reservation

13 November 2014



TAX INVOICE

TEL : 0861 66 88 35
 FAX : 0865 1171 65
 TAX REG NO. 123456789

NOVTEL HOSPITALITY
 DIAZ OFFICE PARK
 BLOCK 1 UNIT 30
 BEACH BOULEVARD WEST
 DIAZ BEACH, MOSSEL BAY

Black, Vernon

PO Box 1111
Johannesburg
0000

BOOKING NUMBER : 2

Date In : 2014/11/08

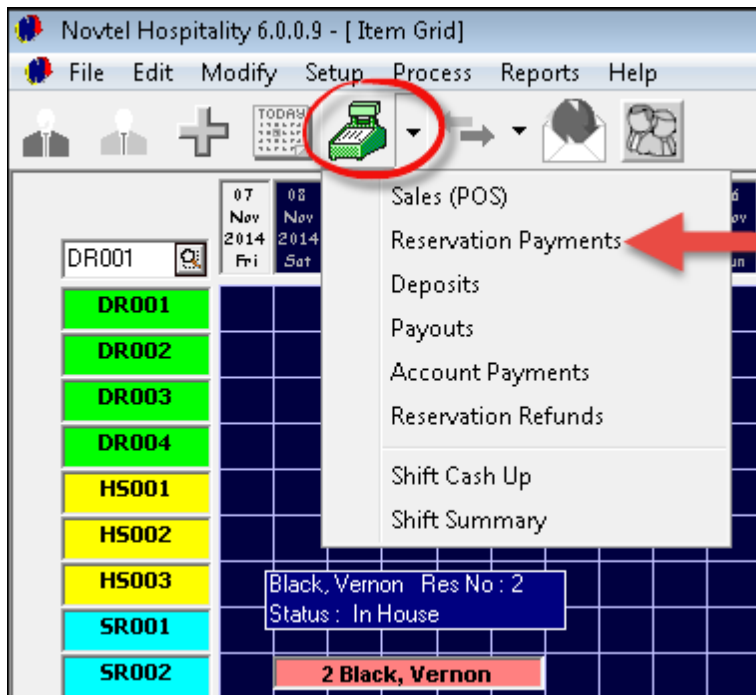
Date Out : 2014/11/12

ORDER # :

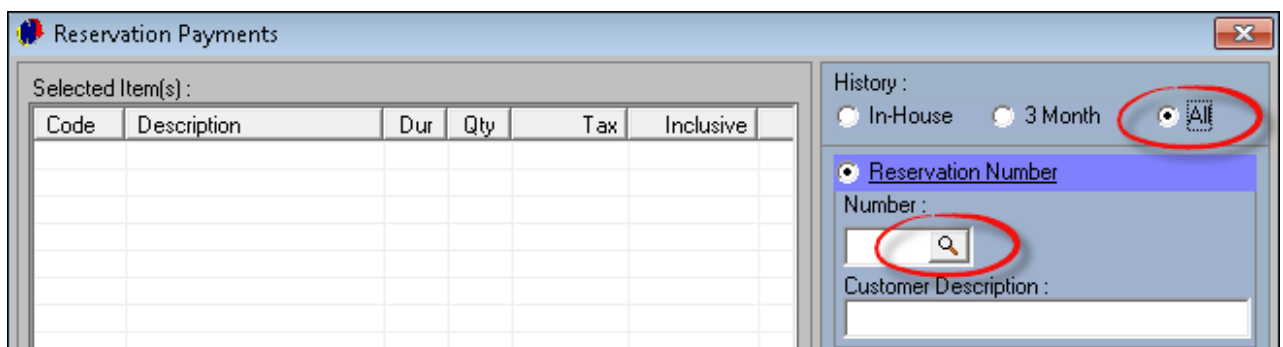
Room/itm	Description	Days	Person/Q	Tax	Incl Price
SR002	Single Room Nr 2	4	1	147.37	1200.00
BAR001	Bar Charge		1	16.82	137.00
Total Tax					164.19
Total Excl Tax					1172.81
Total Incl Tax					1337.00

12.2 Reservation Payment

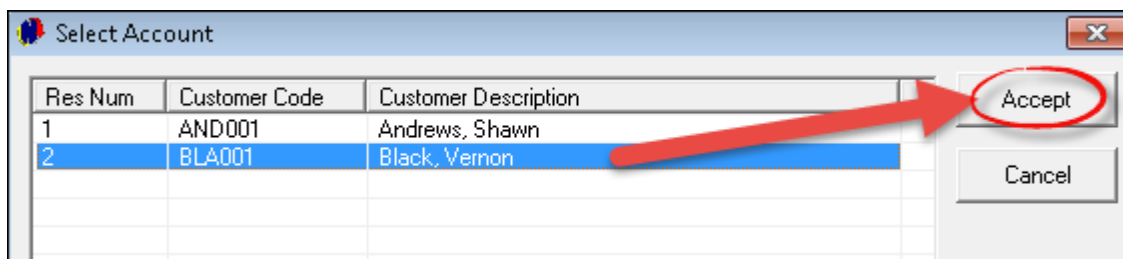
Click on the arrow next to the POS Icon, and select "Reservation Payments"



- Select "All" at the top of the screen, and click on the magnifying glass beneath "Reservation Number" in order to open the screen with all outstanding reservation balances



- Select the correct "Account" by clicking on it, and then on "Accept"



1. All transactions for this account is entered in the left-hand side of the "**Reservation Payment**" window. The "**Payment Due**" amount is in bold letters in the right-hand bottom corner of the window
2. Select the "**Payment Type**", and enter all relevant info pertaining to the payment (In this case it is a credit card payment, and the card number and card type must be entered)
3. The guest is checking out, and the check-box to set the status as "**Departed**" is ticked
4. The "**Payment Received**" amount is entered, and all that is needed to conclude the transaction, is to click "**Accept**"

Reservation Payments

Selected Item(s):

Code	Description	Dur	Qty	Tax	Inclusive
SR002	Single Room Nr 2	4	1	147.37	1200.00
BAR001	Bar Charge	0	1	16.82	137.00
-	Deposit Applied			0.00	600.00
-	Payments Made			73.68	600.00

History:

☐ In-House ☐ 3 Month ☒ All

☒ Reservation Number

Number:

Customer Description:

☐ Group Number

Payment Type: Payment Date:

Credit Card Number:

Credit Card Type:

Status Departed: ☒

Payment Received:

Change:

PAYMENT DUE

737.00

<F2> - Accept <F3> - Reset User: James Shift #: SFT00001 Close

- The status of the reservation on the Grid is now **"Departed"**, and the color has changed. And since the payment has been made, the **"Reservation Balance"** for Mr Black is now zero

Novtel Hospitality 6.0.0.9 - [Item Grid]

File Edit Modify Setup Process Reports Help

DR001 DR002 DR003 DR004 HS001 HS002 HS003 SR001 SR002 SR003

Black, Vernon Res No : 2
Status : Departed

2 Black, Vernon

1 Andrews, Shawn

View Rooms by
☒ Code
☐ Rate Per Person
☐ Rate Per Room

New Reservation

2014/11/07 2014/12/21

Reservation Number 2
 BLA001 Black, Vernon
 PO Box 1111
 Johannesburg
 0000
 vblack@hotmail.com

Mobile Phone 081 123 456 789
 Fax 011 123 456 789
 Telephone 011 123 456 789

User Defined Field 1
 User Defined Field 2
 User Defined Field 3
 User Defined Field 4
 User Defined Field 5

Deposit Paid 0.00
 Invoice Total 600.00
 Receipt Total 1337.00
 Deposit Forfeit 0.00
 Deposit Refund 0.00
 Reservation Balance 0.00

- Right-click on Mr Black's reservation, and select **"Update Invoice - Customer"**. The system will ask you to confirm the action. Click **"Yes"** in order for the invoice to be sent to Pastel

Novtel Hospitality 6.0.0.9 - [Item Grid]

File Edit Modify Setup Process Reports Help

DR001 DR002 DR003 DR004 HS001 HS002 HS003 SR001 SR002 SR003

Black, Vernon Res No : 2
Status : Departed

2 Black, Vernon

View Rooms by
☒ Code
☐ Rate Per Person
☐ Rate Per Room

New Reservation

2014/11/07 2014/12/21

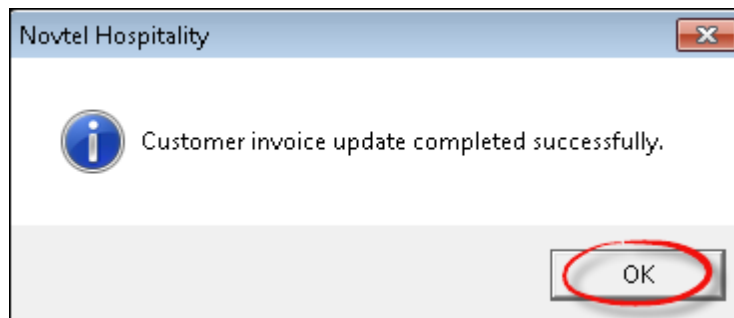
Reservation BLA001 Black, Vernon

Mobile Phone 081 123 456 789
 Fax 011 123 456 789
 Telephone 011 123 456 789

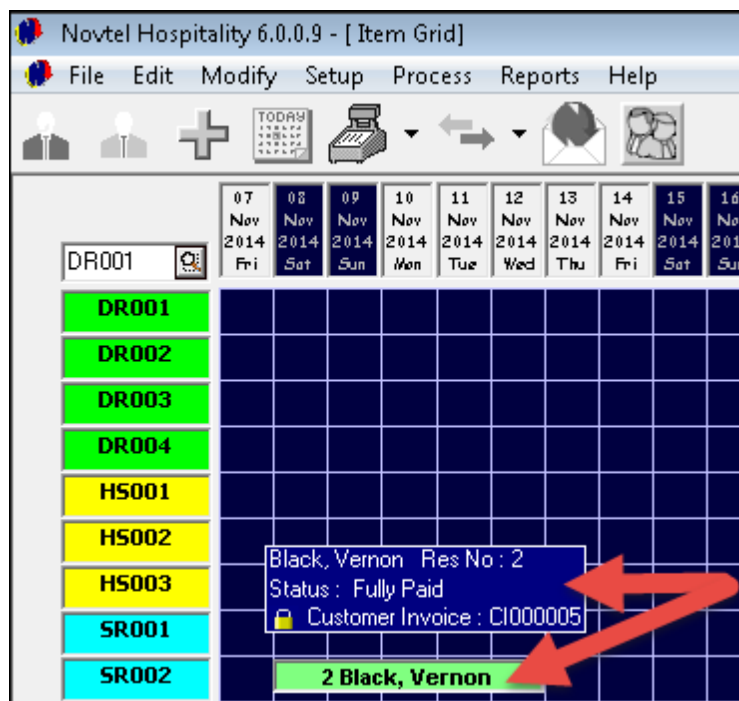
Deposit Paid
 Invoice Total

View Details <F5>
 Restaurant and Diet
 Documents
 Status
 Update Invoice
 Give Notice

Customer



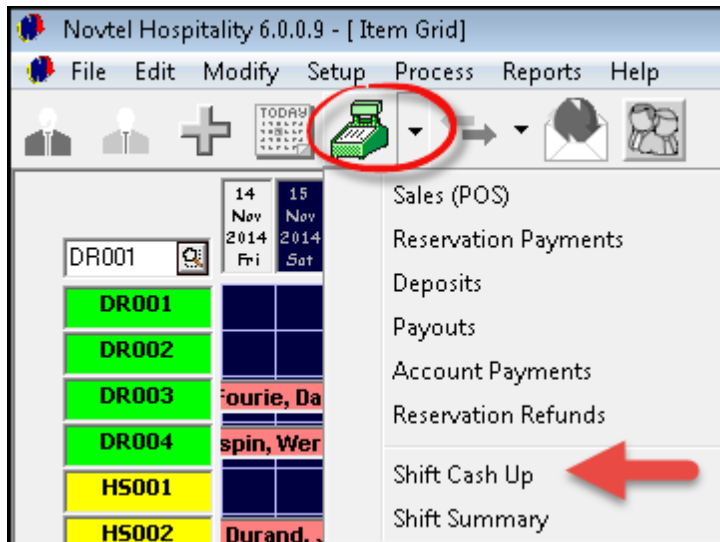
- The color of Mr Black's reservation is now green, which means that the account is fully paid. When you move the mouse over the reservation, the invoice number is displayed along with the reservation status



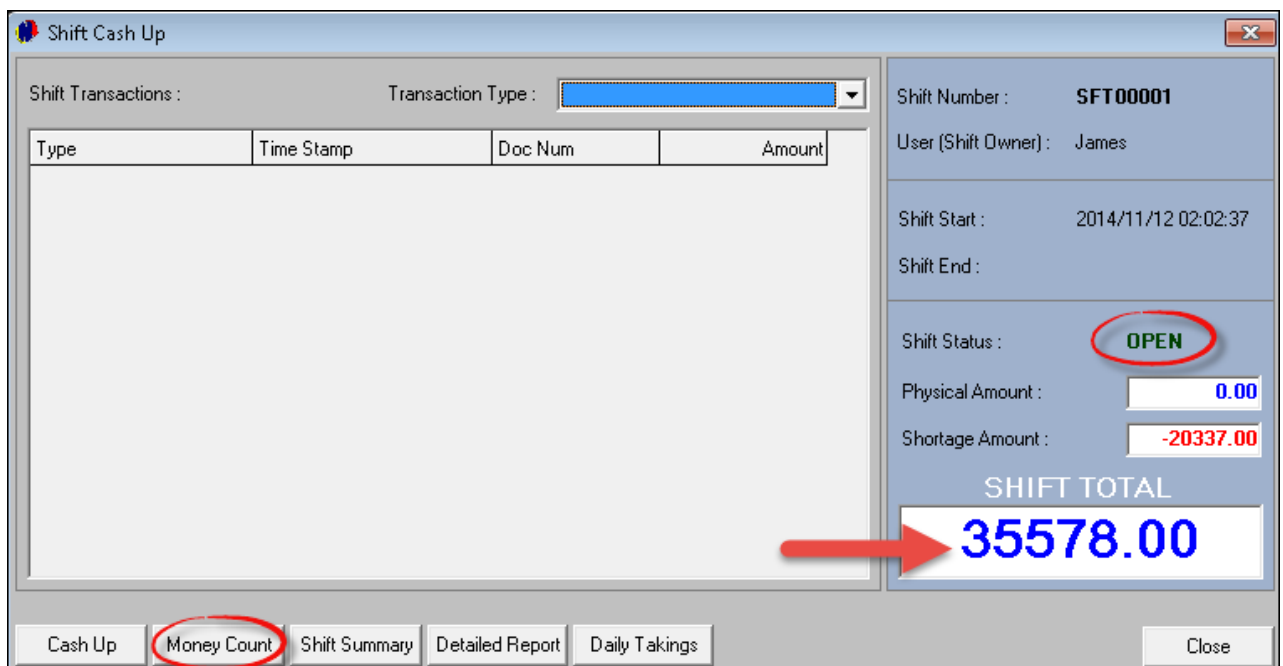
13 Step 12 - Cash-Up

The "**Cash-Up**" procedure after each shift is as follows:

- Click on the arrow next to the POS Icon, and select **"Shift Cash-Up"**



- See how the shift status is "**Open**" at this point. Also; the "**Shift Total**" is R35 578.00, which means that this is the amount received by James during his shift. Now click on "**Money Count**"



- Enter the number of notes and coins next to each unit, and the system will automatically calculate the monetary value in the "**Cash**" field. Calculate all credit card and bank transfer transactions, and enter the combined total for each in the fields provided
- Enter the "**Float**" amount which will be deducted from the "**Physical**" amount. The system will indicate if there are shortages / surplus amounts for the shift. Now click on "**Report**" and after printing it, click "**Accept**"

Money Count


1000.00	0	0.50	10	Cash :	6487.00
500.00	0	0.25	0	Cheque :	0.00
200.00	20	0.20	5	Credit Card :	10250.00
100.00	17	0.10	10	Bank Transfer :	4000.00
50.00	10	0.05	0	Vouchers :	0.00
20.00	6	0.02	0	Other :	0.00
10.00	3	0.01	0	Total :	20737.00
5.00	15			- Float :	400.00
2.00	20			Physical :	20337.00
1.00	15			Surplus :	0.00

Comments :

Shift Total Cash : 20337.00
 Account Total : 0.00
 In House Total : 41.00
 Group Total : 0.00
 Other Total : 15200.00
 Shift Total : 35578.00

Report Screen Capture Accept Cancel

Date :	2014/11/14
Operator :	James
Shift Number :	SFT00001
Shift Start : 2014/11/12 02:02:37	Shift End : OPEN


Operator Cash Up 

CLOSING TOTAL :	35578.00
Cash	6487.00
- Float	400.00
	<u>6087.00</u>
Cheques	0.00
Credit Cards	10250.00
Bank Transfer	4000.00
Other	0.00
	<u>20337.00</u>
Vouchers	
	<u>0.00</u>
	<u>20337.00</u>
Short / Over	0.00
BALANCING TOTAL :	20337.00
On Account	0.00
In House	41.00
Group	0.00

- Click on "Shift Summary" in order to view all "Transaction Types" such as totals for "Reservation Payments"; Deposits; "In-House Charges" etc.

Shift Pre-Import Summary - Supervisor	
Cashier : James - Shift : SFT00001	
Shift Start : 2014/11/12 02:02:37 PM - Shift End : 2014/11/14	
Time and date report was printed : 2014/11/14 09:06:55 AM	
+ Account Payments	0.00
+ Reservation Payments	11537.00
+ Deposits (Paid)	8800.00
+ Unallocated Funds	0.00
- Refundable Charge Refund	0.00
- Negative Receipts	0.00
- Reservation Refund Cash	0.00
- Reservation Refund Bank	0.00
+ Deposit Forfeit Invoice	0.00
+ Reservation Invoice	15200.00
- Reservation Credit Note	0.00
+ Group Invoice	0.00
- Group Credit Note	0.00
+ Cash Invoice	0.00
- Cash Credit Note	0.00
- Cash Supplier Payments	0.00
+ Account Invoice	0.00
- Account Credit Note	0.00
+ In-House Invoice	41.00
- In-House Credit Note	0.00
+ Group In-House Invoice	0.00
- Group In-House Credit Note	0.00
+ Refundable Charge Invoice	0.00
Total :	35578.00

- When you select **"Detailed report"**, the specific transaction amounts for each individual customer account, will be displayed

Detailed Shift Summary - Supervisor: 

Cashier: James - Shift #:SFT00001

Shift Start 2014/11/12 02:02:37 PM - Shift End 2014/11/14

Time and date report was printed: 2014/11/14 09:10:37 AM

In-House Sales

TRANS #	DOC NO	ROOM	CUSTOMER	AMOUNT
4	GIN000001	SR003	AND001 - Andrews, Shawn	41.00
				41.00

Reservation Invoices and Credit Notes

TRANS #	DOC NO	RESERVATION	CUSTOMER	AMOUNT
12	CI0000003	2	BLA001 - Black, Vernon	1200.00
31	CI0000006	6	ERA001 - Erasmus, Erica	7000.00
32	CI0000007	4	CAR001 - Carr, Stan	7000.00
				15200.00

Reservation Payments

TRANS #	DOC NO	CUSTOMER	RES #	AMOUNT
11	REC000003	BLA001 - Black, Vernon	2	737.00
29	REC000011	ERA001 - Erasmus, Erica	6	4500.00
30	REC000012	CAR001 - Carr, Stan	4	6300.00
				11537.00

Deposits

DEPOSIT	RES #	CON #	DOC NO	CUSTOMER	AMOUNT
Paid	1	0	REC000001	AND001 - Andrews, Shawn	600.00
Paid	2	0	REC000002	BLA001 - Black, Vernon	600.00
Paid	3	0	REC000008	BUT001 - Button, Steve	450.00
Paid	4	0	REC000004	CAR001 - Carr, Stan	700.00
Paid	5	0	REC000010	DUR001 - Durand, JJ	2000.00
Paid	6	0	REC000005	ERA001 - Erasmus, Erica	2500.00
Paid	7	0	REC000007	ESP001 - Espin, Werner	750.00
Paid	8	0	REC000006	FOU001 - Fourie, David	750.00

- ## Daily Takings Payment Summary

Cashier: James - Shift #:SFT00001

Shift Start 2014/11/12 02:02:37 PM - Shift End 2014/11/14

CASH

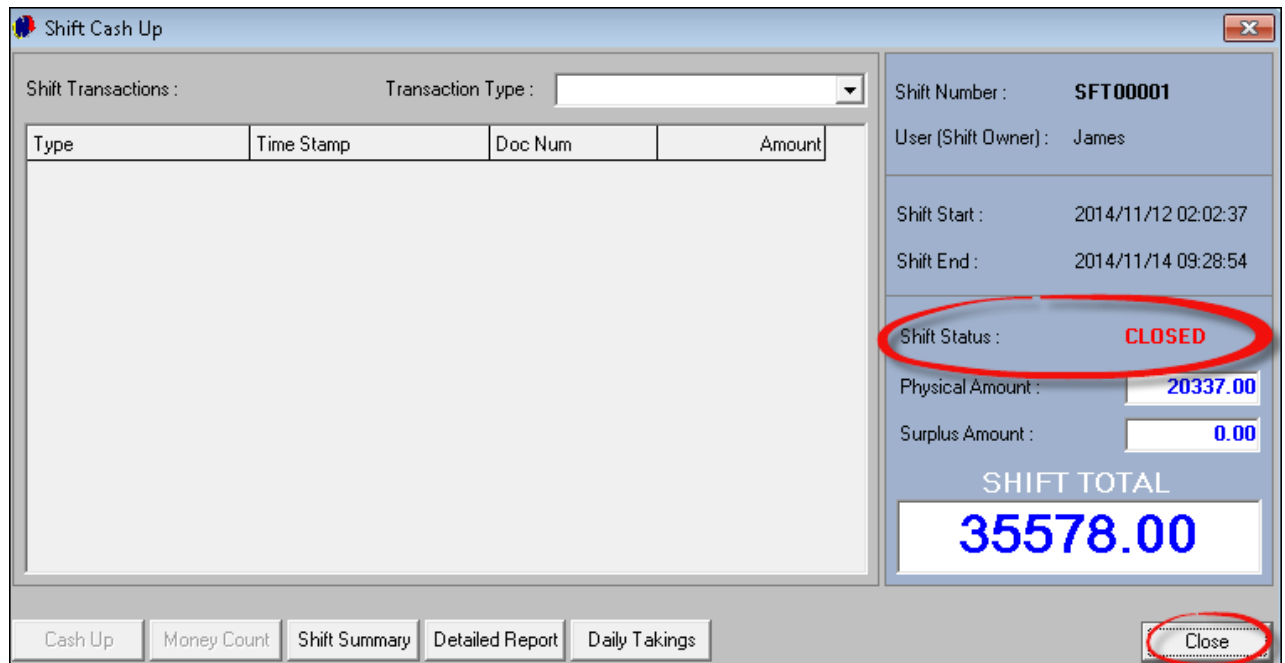
#	DOCUMENT #	TYPE	AMOUNT
25	REC00009	Deposits Paid	450.00
24	REC00008	Deposits Paid	450.00
23	REC00007	Deposits Paid	750.00
22	REC00006	Deposits Paid	750.00
21	REC00005	Deposits Paid	2500.00
20	REC00004	Deposits Paid	700.00
8	REC00002	Deposits Paid	600.00
Total :			6200.00

CREDIT CARD

#	DOCUMENT #	TYPE	PAYMENT DETAILS	AMOUNT
30	REC00012	Reservation Payments	963258741 VISA	6300.00
29	REC00011	Reservation Payments	321654987 VISA	4500.00
11	REC00003	Reservation Payments	123456789 VISA	737.00
26	REC00010	Deposits Paid	12345874521 VISA	2000.00
2	REC00001	Deposits Paid	123456789 VISA	600.00
Total :				14137.00

-
- Shift Cash Up
- Shift Transactions : Transaction Type :
- | Type | Time Stamp | Doc Num | Amount |
|------|------------|---------|--------|
|------|------------|---------|--------|
- Shift Number : SFT00001
- User (Shift Owner) : James
- Shift Start : 2014/11/12 02:02:37
- Shift End :
- Shift Status : OPEN
- Physical Amount : 20337.00
- Surplus Amount : 0.00
- SHIFT TOTAL
- 35578.00
- Cash Up Money Count Shift Summary Detailed Report Daily Takings Close

- The "Shift Status" is now "Closed". Click "Close" to exit the window



Shift Cash Up

Shift Transactions : Transaction Type :

Type	Time Stamp	Doc Num	Amount
------	------------	---------	--------

Shift Number : SFT00001

User (Shift Owner) : James

Shift Start : 2014/11/12 02:02:37

Shift End : 2014/11/14 09:28:54

Shift Status : **CLOSED**

Physical Amount : 20337.00

Surplus Amount : 0.00

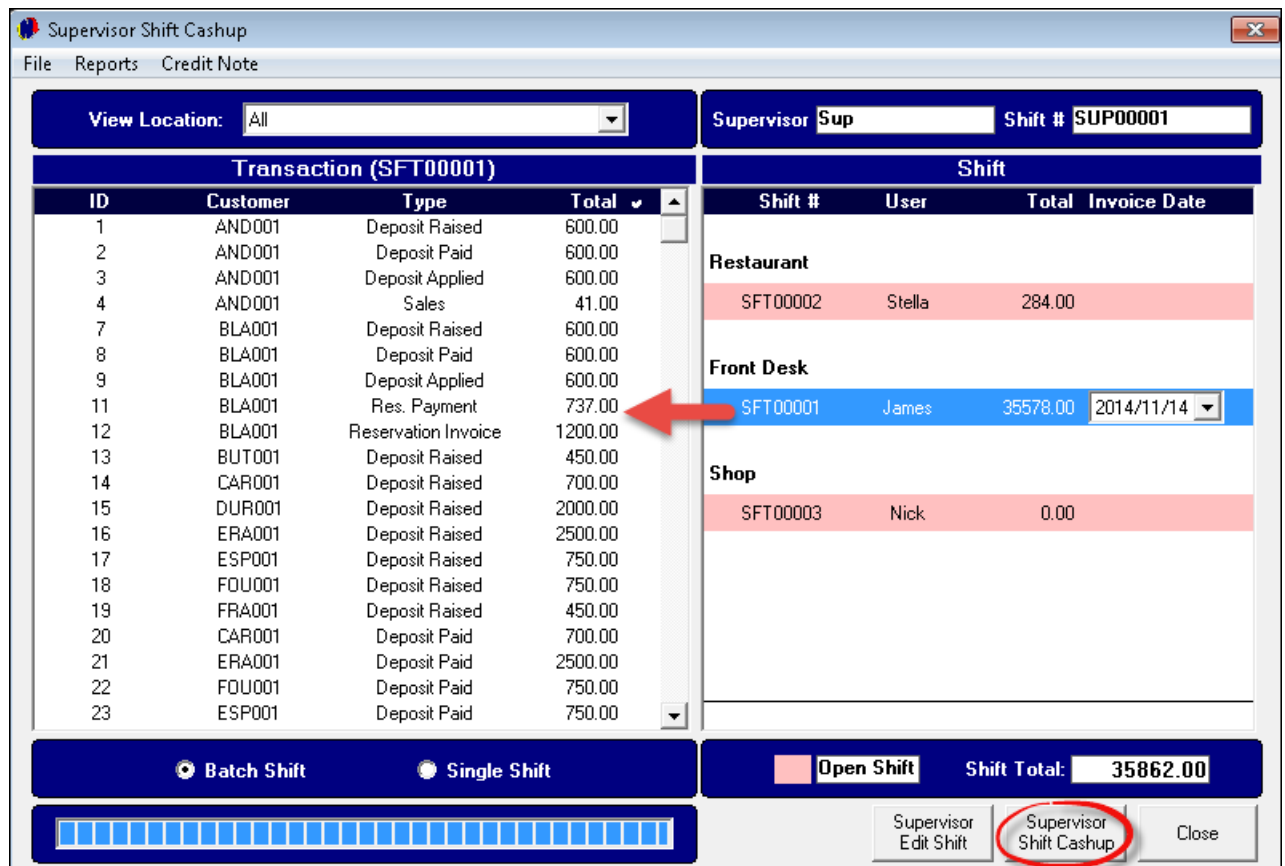
SHIFT TOTAL

35578.00

Cash Up Money Count Shift Summary Detailed Report Daily Takings

Close

- The "Supervisor" must log in for the "Cash-up" to be completed. Click on the "User" - in this case it is James. See how all James' transactions are displayed in the left-hand side of the window. Now click on "Supervisor Shift Cash-up"



Supervisor Shift Cashup

File Reports Credit Note

View Location: All

Supervisor Sup Shift # SUP00001

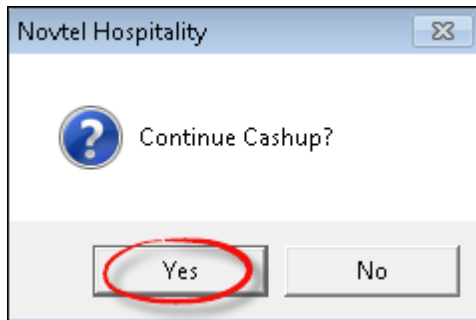
ID	Customer	Type	Total
1	AND001	Deposit Raised	600.00
2	AND001	Deposit Paid	600.00
3	AND001	Deposit Applied	600.00
4	AND001	Sales	41.00
7	BLA001	Deposit Raised	600.00
8	BLA001	Deposit Paid	600.00
9	BLA001	Deposit Applied	600.00
11	BLA001	Res. Payment	737.00
12	BLA001	Reservation Invoice	1200.00
13	BUT001	Deposit Raised	450.00
14	CAR001	Deposit Raised	700.00
15	DUR001	Deposit Raised	2000.00
16	ERA001	Deposit Raised	2500.00
17	ESP001	Deposit Raised	750.00
18	FOU001	Deposit Raised	750.00
19	FRA001	Deposit Raised	450.00
20	CAR001	Deposit Paid	700.00
21	ERA001	Deposit Paid	2500.00
22	FOU001	Deposit Paid	750.00
23	ESP001	Deposit Paid	750.00

Shift #	User	Total	Invoice Date
Restaurant			
SFT00002	Stella	284.00	
Front Desk			
SFT00001	James	35578.00	2014/11/14
Shop			
SFT00003	Nick	0.00	

Batch Shift Single Shift

Open Shift Shift Total: 35862.00

Supervisor Edit Shift Supervisor Shift Cashup Close



- The "**Cash-up**" is complete, and the data sent to Pastel

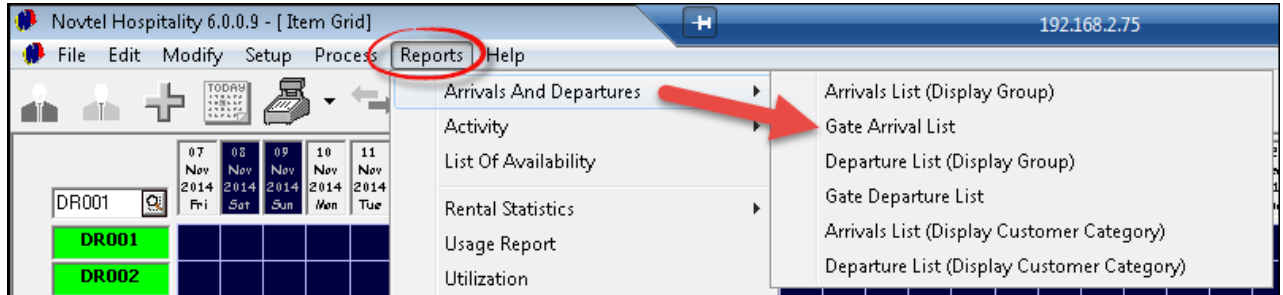
14 Step 13 - Reports

There are quite a few reports to be viewed in Novtel Hospitality, and we will only show you a few for demonstration purposes. Feel free to have a look at all the other reports as well.

The Gate Arrival List

The "**Gate Arrival List**" is printed specifically in order for the personnel at the facility entrance to keep track of all expected arrivals for the day

- Click on "**Reports - Arrivals and Departures - Gate Arrival List**"

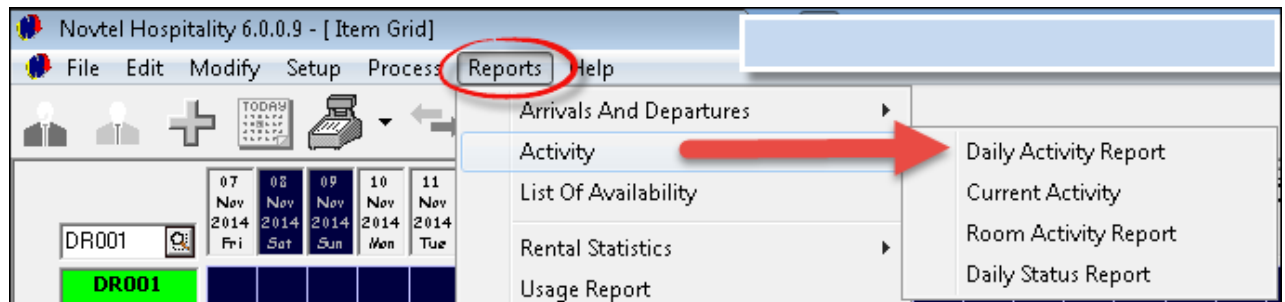


- The current date will be automatically selected. When you click "**Accept**", the report will be displayed in HTML format and minimized to your internet browser. In order to print the report, click on "**File - Print**"

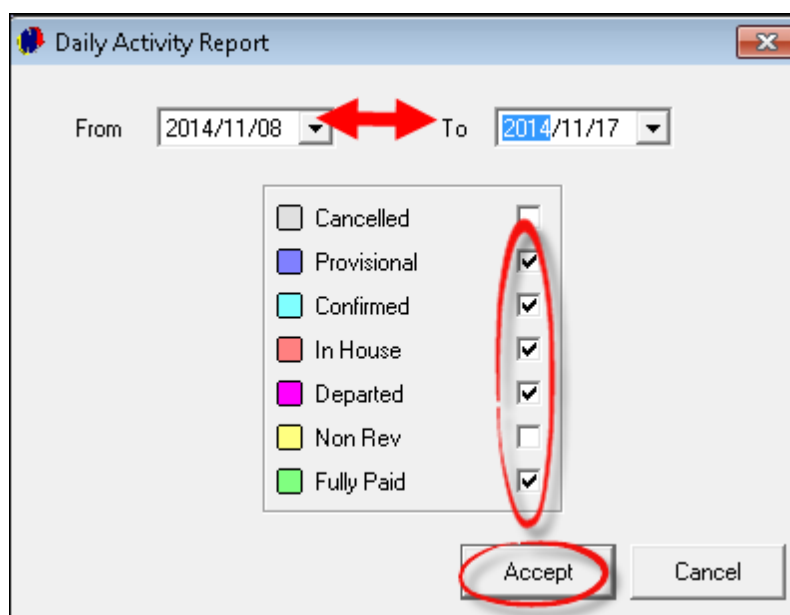
NR.	ROOM NR.	CUSTOMER	ARRIVAL TIME	VEHICLE REG NR.	VEHICLE DESC
1	SR003	AND001 - Andrews, Shawn	02:00:00 PM	ABC123	White Toyota Camry
3	SR001	BUT001 - Button, Steve	02:00:00 PM	ABC444	Green Honda Civic
5	HS002	DUR001 - Durand, JJ	02:00:00 PM	ABC333	Blue Prado
7	DR004	ESP001 - Espin, Werner	02:00:00 PM	ABC222	Red Nissan XTrail
8	DR003	FOU001 - Fourie, David	02:00:00 PM	ABC111	White VW Polo
9	SR002	FRA001 - Franklin, Douglas	02:00:00 PM	ABC555	White Audi A3


The Daily Activity Report

- This report gives an overview of Guests arriving and departing on a daily basis, and which rooms are involved
- Click on "**Reports - Activity - Daily Activity Report**"



- Select the dates and "**Statuses**" to be viewed, and click "**Accept**"

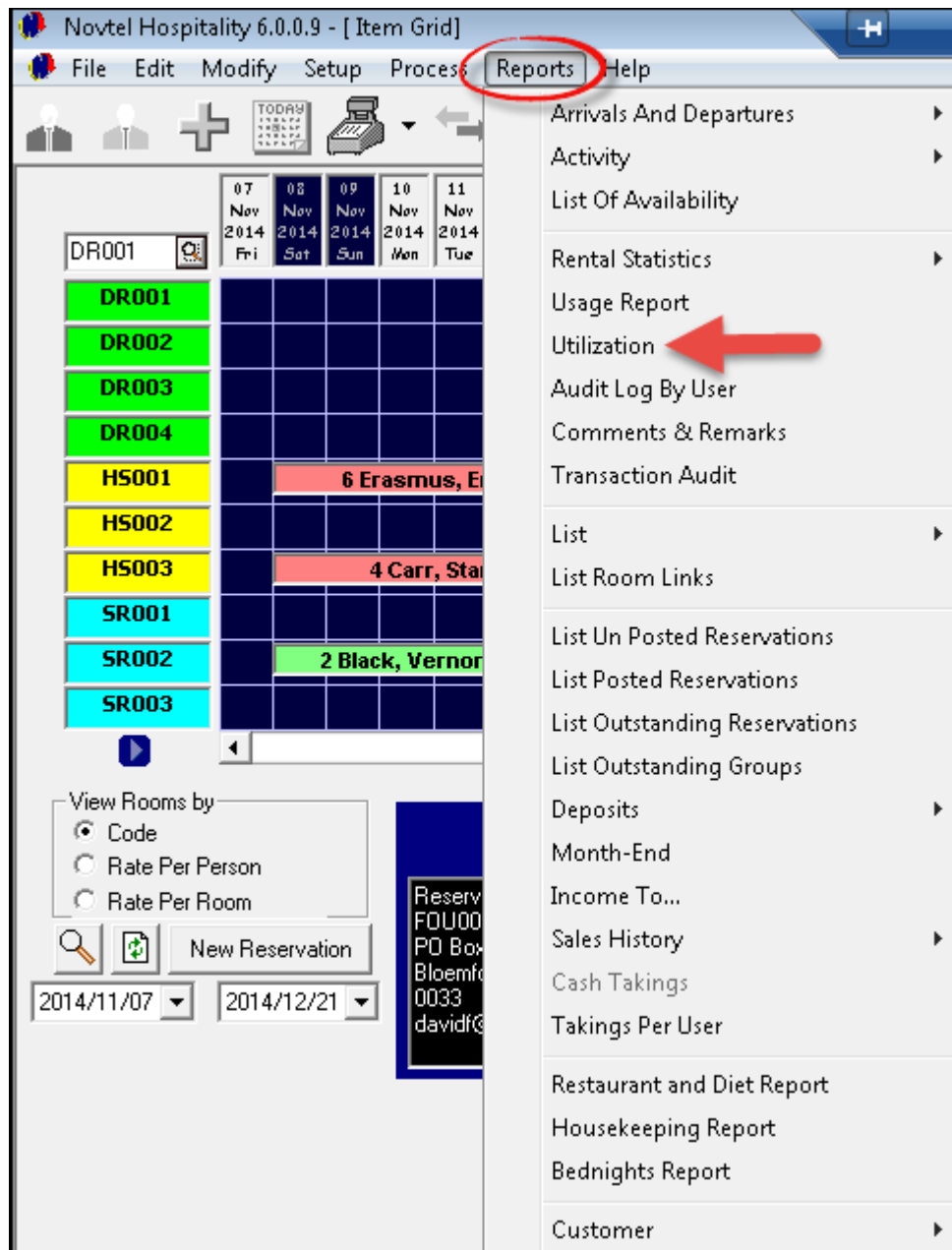


File Edit View Favorites Tools Help					
 Daily Activity Report From 2014/11/08 To 2014/11/17 PRINTED DATE: 13 NOVEMBER 2014 TIME: 02:47:00 PM					
<u>TIME</u>	<u>ARRIVAL/DEPARTURE</u>	<u>CUSTOMER</u>	<u>RES NUM</u>	<u>ROOM DESCRIPTION</u>	<u>ROOM NUMBER</u>
08 November 2014					
02:00:00 PM	Arrival	Black, Vernon	2	Single Room Nr 2	SR002
02:00:00 PM	Arrival	Carr, Stan	4	2 Bedroom Suite Nr 9	HS003
02:00:00 PM	Arrival	Erasmus, Erica	6	2 Bedroom Suite Nr 7	HS001
12 November 2014					
08:00:00 AM	Departure	Black, Vernon	2	Single Room Nr 2	SR002
13 November 2014					
08:00:00 AM	Departure	Carr, Stan	4	2 Bedroom Suite Nr 9	HS003
08:00:00 AM	Departure	Erasmus, Erica	6	2 Bedroom Suite Nr 7	HS001
02:00:00 PM	Arrival	Andrews, Shawn	1	Single Room Nr 10	SR003
02:00:00 PM	Arrival	Button, Steve	3	Single Room Nr 1	SR001
02:00:00 PM	Arrival	Durand, JJ	5	2 Bedroom Suite Nr 8	HS002
02:00:00 PM	Arrival	Espin, Werner	7	Double Room Nr 6	DR004
02:00:00 PM	Arrival	Fourie, David	8	Double Room Nr 5	DR003
02:00:00 PM	Arrival	Franklin, Douglas	9	Single Room Nr 2	SR002
16 November 2014					
08:00:00 AM	Departure	Button, Steve	3	Single Room Nr 1	SR001
08:00:00 AM	Departure	Durand, JJ	5	2 Bedroom Suite Nr 8	HS002
08:00:00 AM	Departure	Espin, Werner	7	Double Room Nr 6	DR004
08:00:00 AM	Departure	Fourie, David	8	Double Room Nr 5	DR003
08:00:00 AM	Departure	Franklin, Douglas	9	Single Room Nr 2	SR002

The Utilization Report

This report will indicate how well the rooms in the facility are utilized for the dates selected, and occupancy is measured percentage wise

- Click on "Reports - Utilization"



- Select the dates to be viewed as well as the option to view the report by:
 - **Guest Tariffs** - Select either "**All Guest Tariffs**", or "**Selected**" (If you choose the latter option, select the specific tariffs to be viewed in the report)
 - **Rooms** (We have selected the "**All Rooms**" option)

Utilization Report

From: 2014/11/01 to: 2014/11/18
 02:00:00 PM to: 08:00:00 AM

☐ Guest Tariffs
 All Guest Tariffs ☒
 Selected ☐

☒ **Rooms**
 All Rooms ☒
 Selected ☐

Code	Description
<input checked="" type="checkbox"/> DR001	Double Room Nr 3
<input checked="" type="checkbox"/> DR002	Double Room Nr 4
<input checked="" type="checkbox"/> DR003	Double Room Nr 5
<input checked="" type="checkbox"/> DR004	Double Room Nr 6
<input checked="" type="checkbox"/> HS001	2 Bedroom Suite Nr 7
<input checked="" type="checkbox"/> HS002	2 Bedroom Suite Nr 8
<input checked="" type="checkbox"/> HS003	2 Bedroom Suite Nr 9
<input checked="" type="checkbox"/> SR001	Single Room Nr 1

☐ Include Non Rev Reservations

Accept Cancel

- As soon "**Accept**" is clicked, the report will be created in HTML format, and minimized to your internet browser

Utilization Report

From 2014/11/01 To 2014/11/18 (16.75 Days)

PRINTED DATE: 13 NOVEMBER 2014 TIME: 03:34:06 PM

ROOM	DURATION	UTILIZATION PERCENTAGE
DR001 Double Room Nr 3	0	0.00 %
DR002 Double Room Nr 4	0	0.00 %
DR003 Double Room Nr 5	2.75	16.42 %
DR004 Double Room Nr 6	2.75	16.42 %
HS001 2 Bedroom Suite Nr 7	4.75	28.36 %
HS002 2 Bedroom Suite Nr 8	2.75	16.42 %
HS003 2 Bedroom Suite Nr 9	4.75	28.36 %
SR001 Single Room Nr 1	2.75	16.42 %
SR002 Single Room Nr 2	6.5	38.81 %
SR003 Single Room Nr 10	4.75	28.36 %

The Charges Report

- When you click on "Reports - List", there are different sub-reports to be viewed as shown below. The report we are going to view, is for all the "Charges" in the system

The screenshot shows the Novtel Hospitality 6.0.0.9 - [Item Grid] window. The 'Reports' menu is open, and the 'List' option is selected, which has opened a sub-menu. In this sub-menu, the 'Charges' option is highlighted with a red arrow. The interface also displays a calendar grid for November 2014 and a list of reservations on the left side.

Novtel Hospitality 6.0.0.9 - [Item Grid]

File Edit Modify Setup Process **Reports** Help

Arrivals And Departures
Activity
List Of Availability
Rental Statistics
Usage Report
Utilization
Audit Log By User
Comments & Remarks
Transaction Audit

List
List Room Links
List Un Posted Reservations
List Posted Reservations
List Outstanding Reservations
List Outstanding Groups
Deposits
Month-End
Income To...
Sales History
Cash Takings
Takings Per User
Restaurant and Diet Report
Housekeeping Report
Bednights Report
Customer

Guest Tariffs
Rooms
Charges
Charges not linked to Pastel
Customer Prices (Price Matrices)
Customer Category Prices (Price Matrices)
Charges By Menu Category

07 Nov 2014
08 Nov 2014
09 Nov 2014
10 Nov 2014
11 Nov 2014

DR001
DR002
DR003
DR004
HS001
HS002
HS003
SR001
SR002
SR003

6 Erasmus, E
4 Carr, Sta
2 Black, Vernor

View Rooms by
☒ Code
☐ Rate Per Person
☐ Rate Per Room

New Reservation

2014/11/07 2014/12/21

Reserv
CAR00
PO Box
Port Eli
0007
scarr@

21 Nov 2014
22 Nov 2014
23 Nov 2014
24 Nov 2014
25 Nov 2014
26 Nov 2014
27 Nov 2014
28 Nov 2014
29 Nov 2014
30 Nov 2014
01 Dec 2014

071 123 456 789
041 123 456 789
041 123 456 789

Deposit Paid
Invoice Total
Receipt Total
Deposit Forfeit
Deposit Refund
Reservation Balance

List Charges

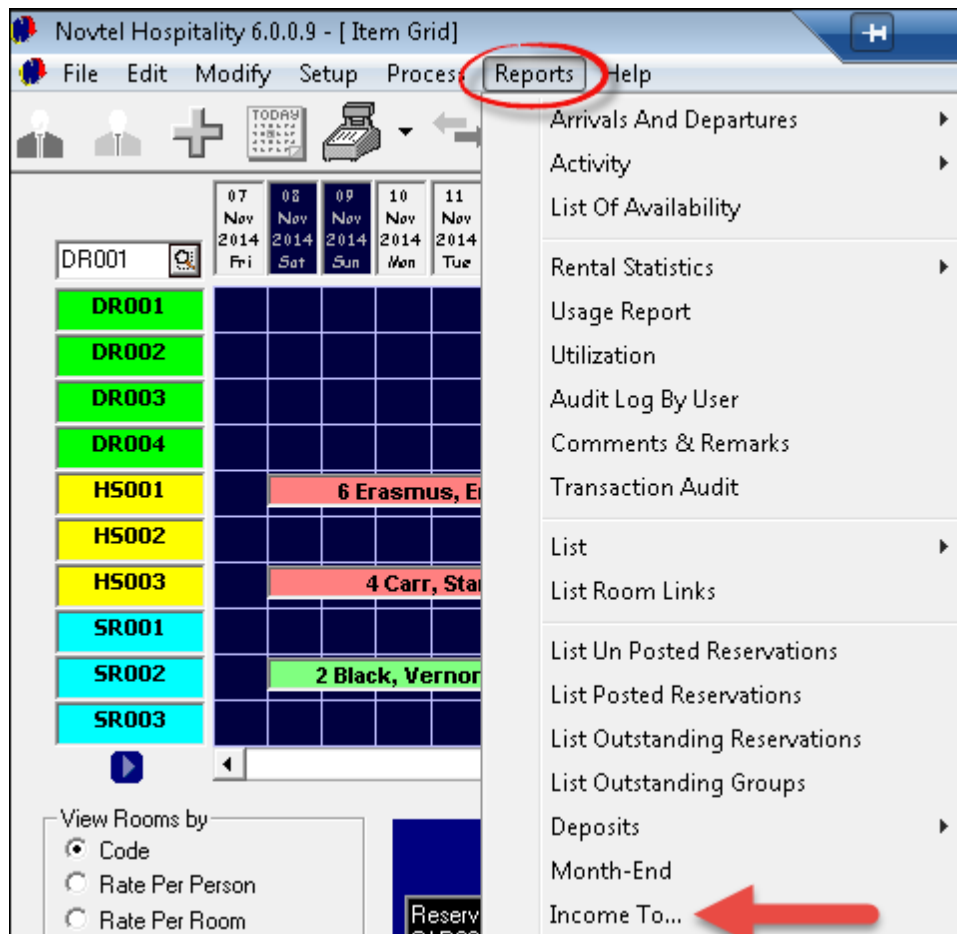
PRINTED DATE: 13 November 2014 TIME: 03:56:43 PM

CODE	DESCRIPTION	EXTERNAL	COST	MARKUP %	SEL excl	TAX	SEL incl	GP excl	TAX %
ADD001	Add Egg	ADD001	1.50	338.67	6.58	0.92	7.50	5.08	14.00
ADD002	Add 150g of Bacon	ADD002	5.00	215.80	15.79	2.21	18.00	10.79	14.00
ADD003	Lamb Sausage	ADD003	5.00	110.60	10.53	1.47	12.00	5.53	14.00
ADD004	Add Hamburger Patty	ADD004	10.00	75.40	17.54	2.46	20.00	7.54	14.00
ADD005	Add 100g Steak	ADD005	12.00	60.83	19.30	2.70	22.00	7.30	14.00
ADD006	Add Slice of Toast	ADD006	1.00	163.00	2.63	0.37	3.00	1.63	14.00
ADD007	Pork Banger	ADD007	8.00	97.38	15.79	2.21	18.00	7.79	14.00
ADD008	Cheese	ADD008	5.00	110.60	10.53	1.47	12.00	5.53	14.00
ADD009	Chips Portion	ADD009	10.00	75.40	17.54	2.46	20.00	7.54	14.00
ADD010	Onion Rings	ADD010	8.00	64.50	13.16	1.84	15.00	5.16	14.00
ALC001	Windhoek Light 375ml	ALC001	10.00	75.40	17.54	2.46	20.00	7.54	14.00
ALC002	Windhoek Lager 375ml	ALC002	10.00	75.40	17.54	2.46	20.00	7.54	14.00
ALC003	Castle Light 375ml	ALC003	10.00	75.40	17.54	2.46	20.00	7.54	14.00
ALC004	Castle Lager 375ml	ALC004	10.00	75.40	17.54	2.46	20.00	7.54	14.00
ALC005	Dry Red Wine per Glass	ALC005	12.00	82.75	21.93	3.07	25.00	9.93	14.00
ALC006	Dry White Wine per Glass	ALC006	12.00	82.75	21.93	3.07	25.00	9.93	14.00
ALC007	Red Wine per Glass - Semi-Sweet	ALC007	12.00	82.75	21.93	3.07	25.00	9.93	14.00
ALC008	White Wine per Glass - Semi Sweet	ALC008	12.00	82.75	21.93	3.07	25.00	9.93	14.00
ALC009	Red Wine per Glass - Sweet	ALC009	12.00	82.75	21.93	3.07	25.00	9.93	14.00
ALC010	White Wine per Glass - Sweet	ALC010	12.00	82.75	21.93	3.07	25.00	9.93	14.00
ALC011	Smirnoff Spin 375ml	ALC011	8.00	97.38	15.79	2.21	18.00	7.79	14.00
ALC012	Smirnoff Storm 375ml	ALC012	8.00	97.38	15.79	2.21	18.00	7.79	14.00
BAR001	Bar Charge	BAR001	0.00	0.00	0.00	0.00	0.00	0.00	0.00
BHD001	Filter Coffee	BHD001	2.00	426.50	10.53	1.47	12.00	8.53	14.00
BHD002	Cappuccino	BHD002	3.00	338.67	13.16	1.84	15.00	10.16	14.00

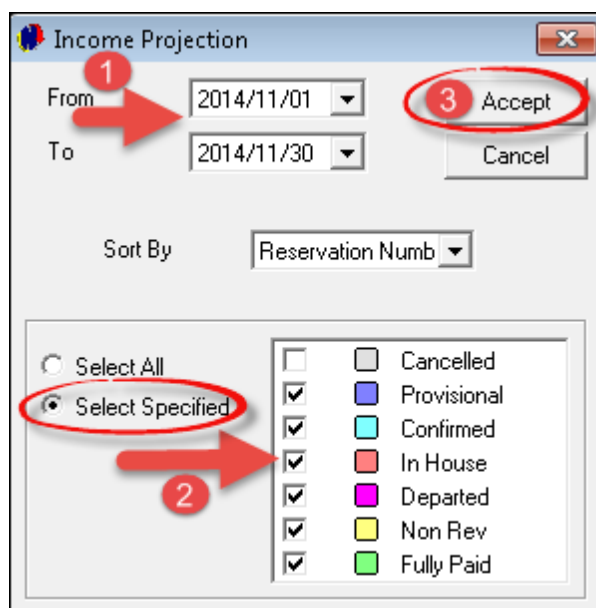
The Income Projection Report

An "Income Projection" Report can be printed in order to view the possible income for reservations made in advance


- Click on "Reports - Income To"



- Select the dates to be viewed - in this case it is the month of November. Select the specific "Statuses" to be included in the report



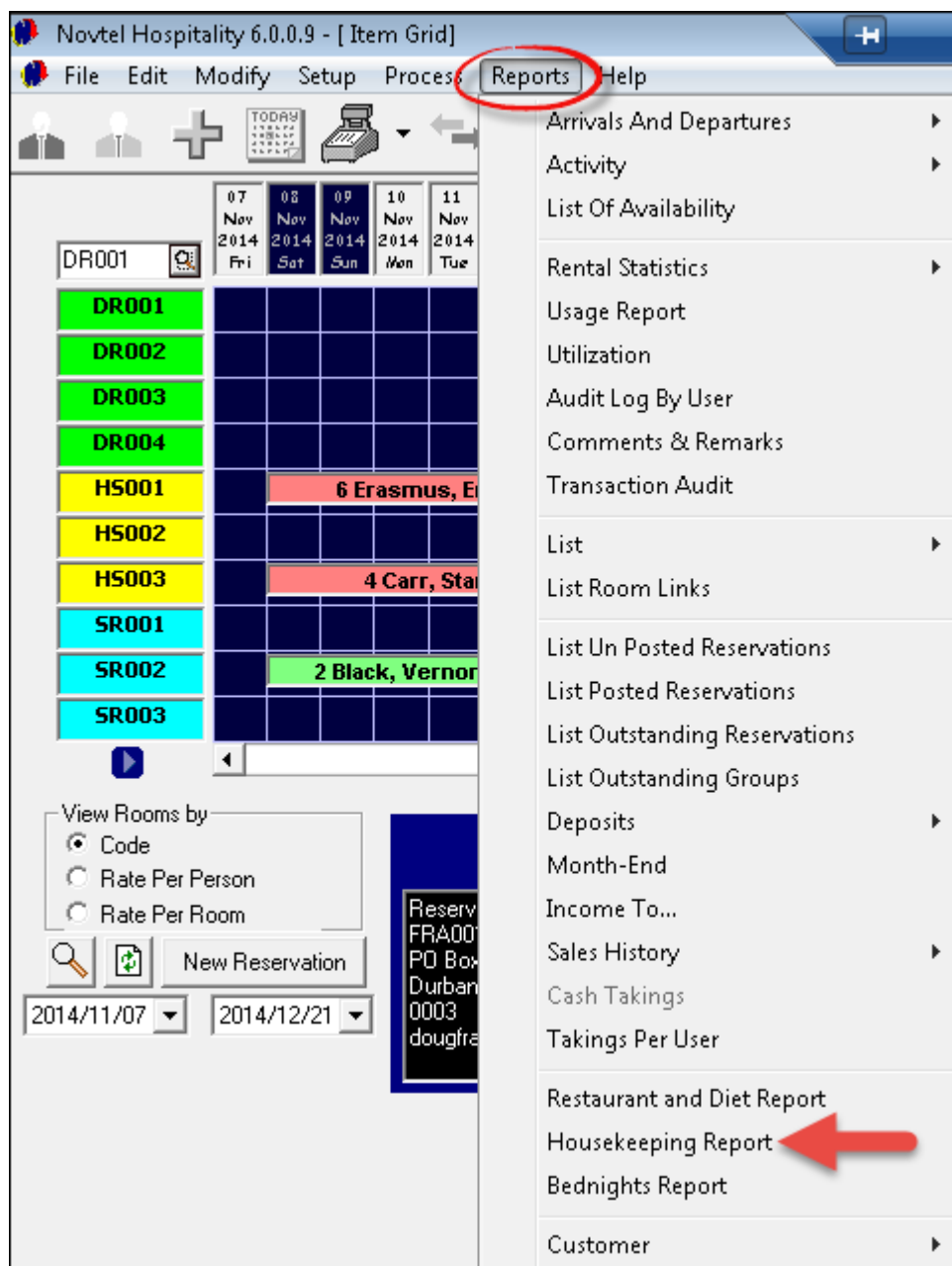
- As soon as you click "**Accept**", the report will be created

INCOME PROJECTION 					
Date and Time Report printed : 2014/11/13 04:13:57 PM					
Report for the period 1 November 2014 to 30 November 2014					
Res	Customer	Arrival Date	Departure Date	Status	Total
James					
1	AND001 - Andrews, Shawn	13/11/2014	19/11/2014	In House	R 1 988.00
3	BUT001 - Button, Steve	13/11/2014	16/11/2014	Confirmed	R 900.00
4	CAR001 - Carr, Stan	08/11/2014	13/11/2014	In House	R 7 000.00
5	DUR001 - Durand, JJ	13/11/2014	16/11/2014	Confirmed	R 4 200.00
6	ERA001 - Erasmus, Erica	08/11/2014	13/11/2014	In House	R 7 000.00
7	ESP001 - Espin, Werner	13/11/2014	16/11/2014	Confirmed	R 1 500.00
8	FOU001 - Fourie, David	13/11/2014	16/11/2014	Confirmed	R 1 500.00
9	FRA001 - Franklin, Douglas	13/11/2014	16/11/2014	Confirmed	R 900.00
					R 24 988.00


The Housekeeping Report

In order for the Housekeeping staff to see special notes regarding the occupied rooms, this report can be printed. These notes are entered in the **"Reservation Details Screen - General"** tab

- Click on **"Reports - Housekeeping Report"**



- The current date will already be entered. Simply click **"Accept"** to display the report

HOUSEKEEPING REPORT 										
Date and Time Report printed : 2014/11/13 04:26:21 PM										
Report for the period 13 November 2014										
Room	Status	Customer	Date	Time	Visit	Dur	Adult	Child	Arrival Memo	Notes
DR003	Arrive	Fourie, David	11/13/2014	2:00:00 PM	0	3	2	0		Extra Pillows Requested
DR004	Arrive	Espin, Werner	11/13/2014	2:00:00 PM	0	3	1	0		Do not disturb before 9am
HS001	Depart	Erasmus, Erica	11/13/2014	8:00:00 AM	0	5	1	0		Do not disturb before 9am
HS002	Arrive	Durand, JJ	11/13/2014	2:00:00 PM	0	3	2	2		Fresh Towels Daily
HS003	Depart	Carr, Stan	11/13/2014	8:00:00 AM	0	5	2	2		Guest requested no service
SR001	Arrive	Button, Steve	11/13/2014	2:00:00 PM	0	3	1	0		Guest Requested 2 extra pillows
SR002	Arrive	Franklin, Douglas	11/13/2014	2:00:00 PM	0	3	1	0		
SR003	Arrive	Andrews, Shawn	11/13/2014	2:00:00 PM	0	6	1	0	Guest will be arriving after 8pm	Fresh Towels Daily No room service before 10am

- Please have a look at all the other reports as well

15 Step 14 - POS Packages (New Feature)

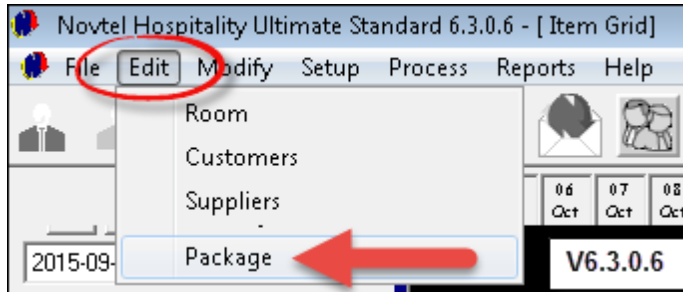
- The "**Package**" feature was developed specifically for Avon, using the Novtel Hospitality system - primarily for the Point of Sale part of the program. The need for the "**Package**" feature arose because this company is part of a "**Franchise Group**" which uses a monthly catalogue to advertise the nation-wide specials for the specific month. In order to administrate the "**Special Prices**" without changing the selling prices on every "**Charge Master File**" each month, "**Packages**" are created for the "**Items**" on special ONLY.
 - In this manual, we will demonstrate exactly how "**Charges**" and "**Price lists**" in Pastel and Novtel are linked and updated when the "**Package Month-End**" procedure is performed
 - In order to create "**Charges**" in Novtel, click on "**Edit - Charges - Add New**"
1. For demonstration purposes, we are creating a fictional "**Item**" and price. In this case, all "**Item Codes**" in the franchise's catalogue consists of 5 numbers, and this will be applied to the "**Item's Inventory Code**"
 2. The "**Description**" will also be entered exactly the same as in the catalogue
 3. Do not enter a "**Barcode**" here. When a "**Package**" is created, the system will generate the barcode according to the combination of information that will be entered by the "**User**"
 4. Tick the check-boxes to:
 - Create the Item in Pastel (When this check-box is not selected, the "**Charge**" will have to be created manually in Pastel)
 - Display on Invoice
 - Physical Item
 5. In the "**General**" tab, tick the check-box to "**Allow Tax**" in the case of the company being Tax registered, and select the "**Tax Rate**" - in South-Africa it is 14%
 6. Enter the "**Item's**" cost price excluding tax - this is the price the company is buying the "**Item**" for from the supplier
 7. Enter the "**Item's**" selling price next to "**Rate Including**". This is the price your Customers will be paying for it, and the price is inclusive of tax
 8. The system will automatically calculate the "**Markup %**" and the "**Charge's selling price excluding tax**"

- Proceed to the "**Properties**" tab and tick the check-boxes to classify this "**Charge**" as a "**POS and Shop Item**"
- The "**Voucher**" tab is not applicable here. Please see "**Step 15**" for a detailed explanation on the subject
- Click "**Accept**" to save the "**Charge**", and import it to Pastel as a "**Physical Item**"

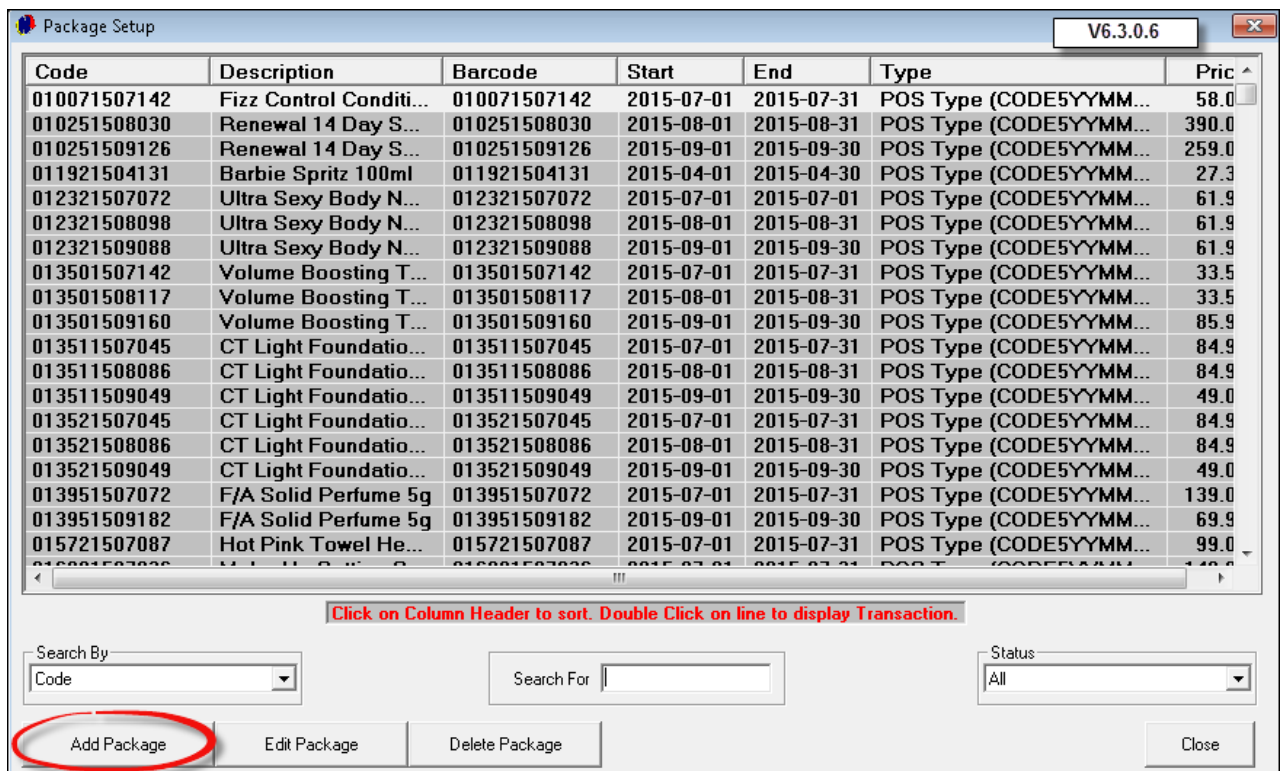
Creating Packages

As explained previously, a "**Package**" is created for each "**Item**" on special for the month. Please note that the "**Packages**" must have been created before the starting date for the special, since it will be updated to the system on the last day of the previous month when the "**Package Month End**" procedure is performed.

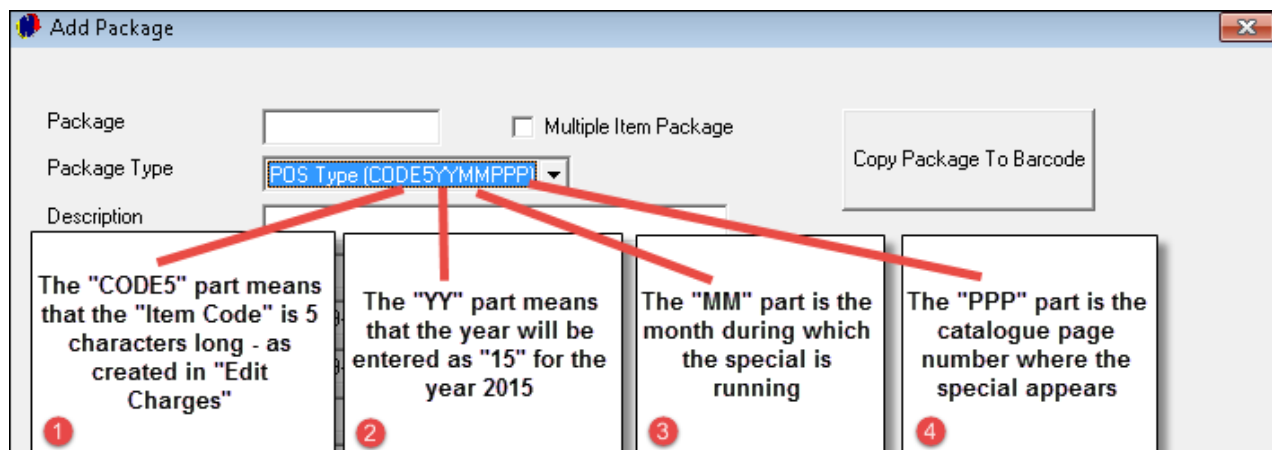
- Click on "**Edit - Package**"



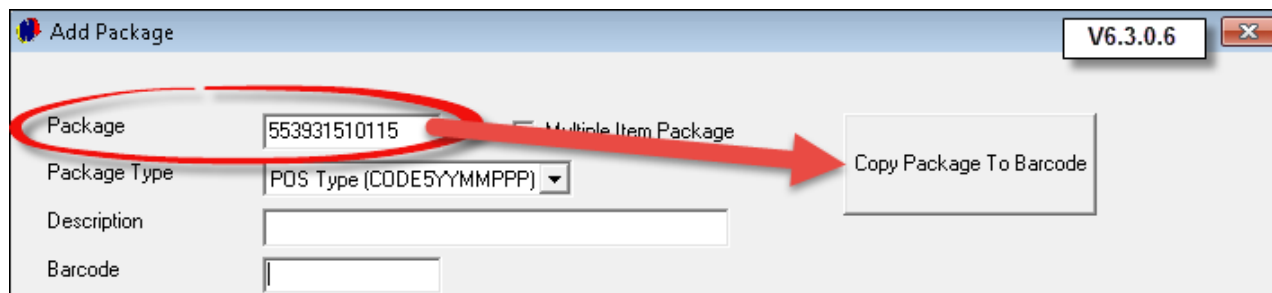
- The window containing all previous "**Packages**" in the system will open. Or in the case where the first "**Package**" is being created, the window will be blank. Click on "**Add Package**"



- Firstly, we need to explain how the "Package Code" works:



- Point 1 to 4 combined creates the "Package Code" as follows:
 - 55393 is the "Charge Code" for the item: "Deep Cleansing Cloths"
 - 15 is short for 2015 - the year during which the special is active
 - 10 is the month of October
 - 115 is the page number where the special is to be found in the catalogue. If the page number is 1, it will be entered as 001
- Now click on "Copy Package to Barcode" to create the "barcode" with the combined characters. When the "barcode" is scanned at the POS station, the price we are creating in this "Package", will be charged



1. The **"Description"** has been entered according to the **"Charge Description"** connected to the **"Charge Code"**
2. The **"Barcode"** has been copied from the **"Package Code"**
3. The **"Start and End Dates"** was inserted according to the month and year entered in the **"Package Code"**
4. The **"Charge's"** cost price from the supplier has been inserted as entered on the **"Charge"** itself
5. The same goes for the **"Selling Price Including Tax"** - This is the normal selling price

Add Package

Package: 553931510115 ☐ Multiple Item Package

Package Type: POS Type (CODE5YYMMPPP)

Description: CS Blemish Deep Clnsing Cloths **1**

Barcode: 553931510115 **2**

Start Date: 2015-10-01 **3**

End Date: 2015-10-31 **3**

Package Cost Incl: 18.00 **4**

Selling Price Incl: 63.00 **5**

Package Price Incl: 40.00 **6**

Page Number: 115 **7**

Quantity Total: 0.0

Copy Package To Barcode

Package Items

ID	Package Code	Charge Code	Description	Qty	Cost	Price	Package
2886	553931510115	55393	CS Blemish Deep Clnsi...	1	18.00	63.00	0.00

Add Package Item Edit Package Item Remove Package Item Package Item Price From

☐ Item Cost Price ☒ Item Selling Price

8 Accept Cancel V6.3.0.6

6. The **"Package Price Including Tax"** is the special price as advertised in the monthly catalogue
7. The **"Page Number"** is inserted as entered in the **"Package Code"**
8. Click **"Accept"** to save this **"Package"**

- In order to view all "**Packages**" for the month of October 2015, select "**Start**" from the drop-down menu beneath the "**Search By**" field; enter "**15**" in the "**Search For**" field and scroll to the bottom of the list

Package Setup

Code	Description	Barcode	Start	End	Type	Price
988931509115	AC Rich Moisture F...	988931509115	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	27.0
989051509106	Our Story B/Lotion ...	989051509106	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	71.9
989541509134	AC Light Moisture F...	989541509134	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	17.5
989871509049	CT Oil Control Pres...	989871509049	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	49.0
990641509166	Glow Bronzing Duo...	990641509166	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	99.9
990851509054	Ethnic Scarf	990851509054	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	89.0
992201509166	Relfective E/Liner ...	992201509166	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	49.9
992211509054	Aqua Scarf	992211509054	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	89.0
992781509182	F/A Shimmering B/...	992781509182	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	69.9
994821509153	Hello Kitty Bubble ...	994821509153	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	37.9
998151509126	Clean Comforting ...	998151509126	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	89.0
998171509126	Anew Clean Purifyi...	998171509126	2015-09-01	2015-09-30	POS Type (CODE5YYMM...	89.0
271891510036	CS Pro Liquid Extra...	271891510036	2015-10-01	2015-10-31	POS Type (CODE5YYMM...	250.0
312781510045	Truly Unique EDT ...	312781510045	2015-10-01	2015-10-31	POS Type (CODE5YYMM...	12.0
324071510244	AC Invisible AP Ro...	324071510244	2015-10-01	2015-10-31	POS Type (CODE5YYMM...	290.0
325361510225	TTA Daydream ED...	325361510225	2015-10-01	2015-10-31	POS Type (CODE5YYMM...	34.9
327331510014	GS E/Liner Starry ...	327331510014	2015-10-01	2015-10-31	POS Type (CODE5YYMM...	34.9
327451510023	GS E/Liner Cosmic ...	327451510023	2015-10-01	2015-10-31	POS Type (CODE5YYMM...	40.0
553931510115	CS Blemish Deep ...	553931510115	2015-10-01	2015-10-31	POS Type (CODE5YYMM...	

Click on Column Header to sort. Double Click on line to display Transaction.

Search By: Start Search For: 15 Status: All

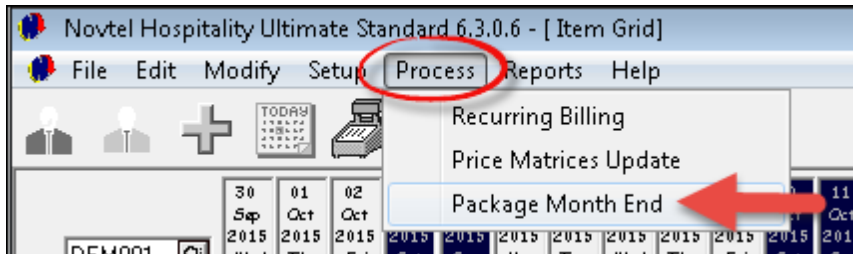
Package Delete Package Close

Start
Code
Description
Barcode
End
Type
Price

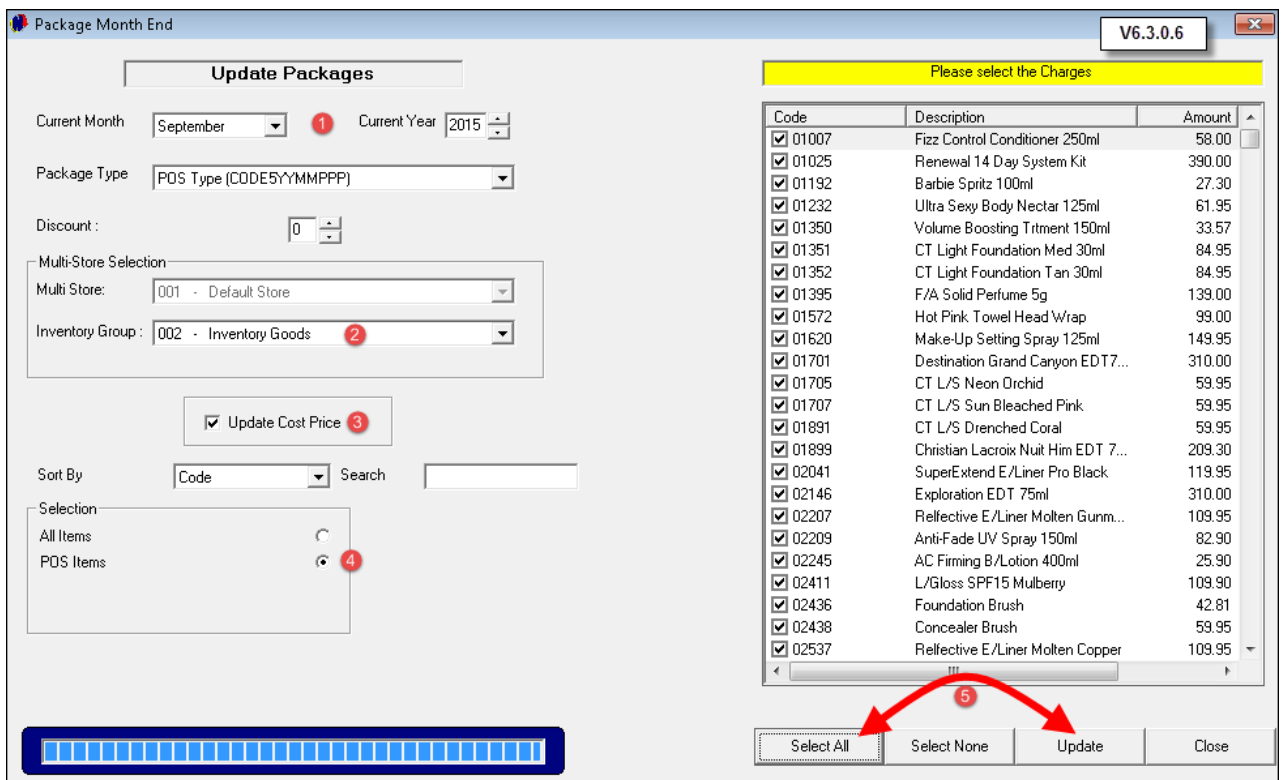
V6.3.0.6

15.1 Package Month End Procedure

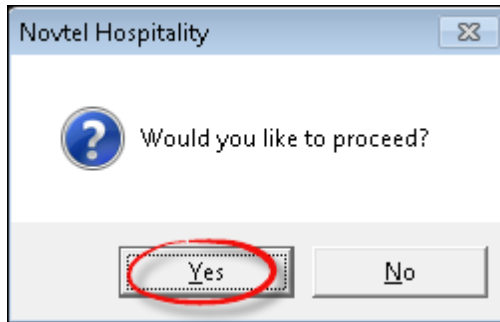
- It is essential to perform this procedure at the end of the last day of the month in order to reset the price lists. The prices of "Items" that have been on special the previous month will reset to the regular selling price if the "Items" are not on special again this month. All "Package Prices" created for the next month will then come into effect
- Click on "Process - Package Month End"



- Select the month and year of the current month. Remember that this must be done on the last day of the month - Therefore we have selected September 2015
- Select the "Inventory Goods" option for the "Inventory Group"
- Tick the check-box to "Update the Cost Price"
- Select the "POS Items" option in the "Selection" field
- Click "Select All" in order to update all the "Packages", and then click "Update"



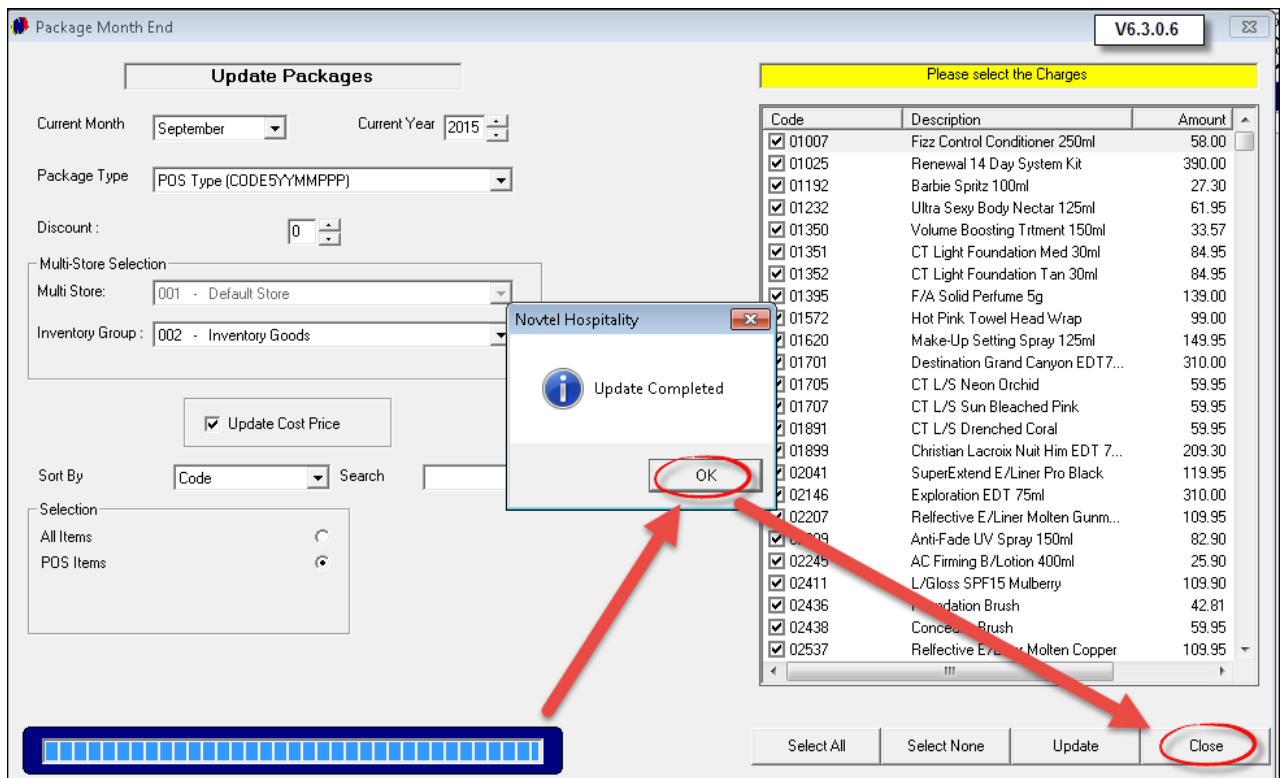
- Click "Yes" to proceed



- Please be patient since the update takes a few minutes to be completed



- Click "OK" when the update was successful, and then "Close" to exit the window

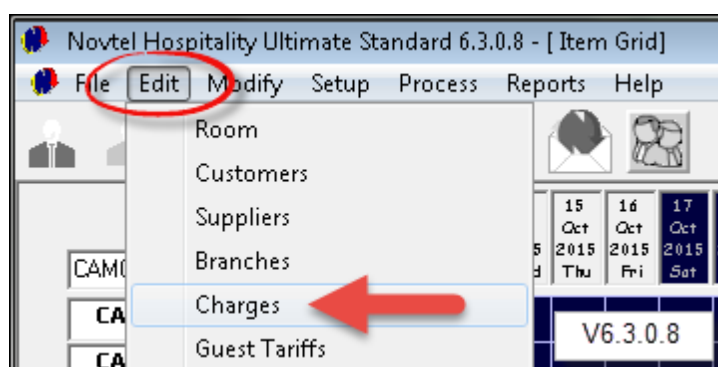


- After the "Package Month End" procedure, the "Item Prices" created as "Packages" for the new month will come into effect, and all "Package" prices for the previous month will revert to the normal selling prices as entered on the "Charges" itself in "Edit - Charges - General Tab" - provided that it is not connected to a new "Package" in the current month

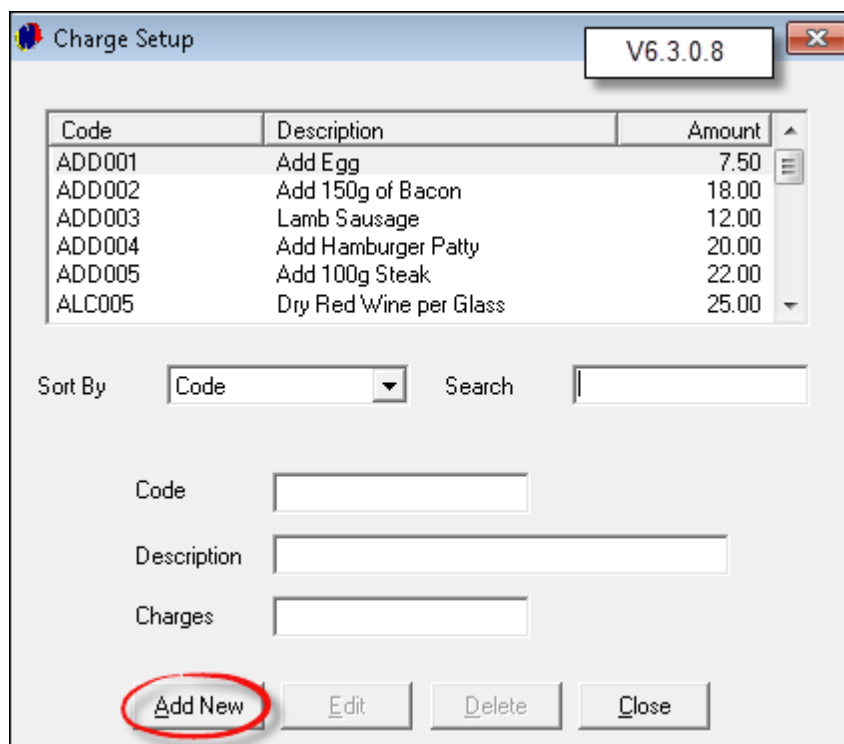
16 Step 15 - Vouchers Explained

Creating a Voucher Charge

- The **"Voucher"** feature was developed in Version 6.3.0.6, which was released on 2015/09/23. This feature enables any guest to purchase **"Vouchers"** for the Restaurant, Bar, Take Aways and Deliveries at present. (October 2015)
- In the future, the options for Accommodation and POS Shop Vouchers will be enabled, and the principal will be exactly the same as described in this tutorial
- Please note that a **"Voucher"** can be purchased by anyone - either for themselves; for somebody else or for a **"Group"**. The person in possession of the **"Voucher"** will be able to redeem it at the relevant department as selected on the **"Charge"** itself
- The very first step in setting up **"Vouchers"**, is to create a **"Charge Code"** which will be used when the **"Voucher"** is sold. Click on **"Edit - Charges"** in order to create this **"Charge"**



- Click **"Add New"**



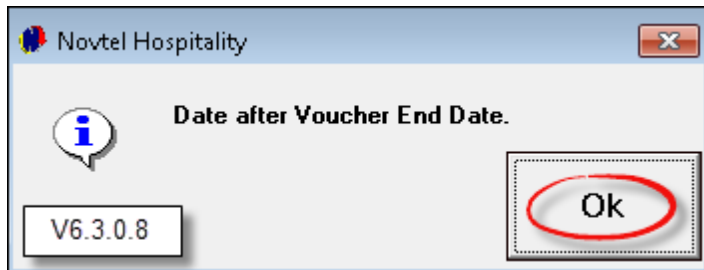
1. The "**Charge Code**" can be created as an abbreviation of the Restaurant's name. For example: CAS001
2. The "**Description**" can be entered as "**Casidy Voucher**"
3. Tick the check-boxes to:
 - Create Item in Pastel
 - Display on Invoice
4. In the "**General**" tab, select the option to "**Allow Tax**", and select the standard tax percentage
5. Enter the "**Charge Including Tax**" amount, or alternatively, leave it blank in order for the "**User**" to enter a custom amount when the voucher is sold. The system will automatically enter the "**Charge Excluding Tax**" amount

- In the "**Properties**" tab, select the options to classify this "**Charge**" as a "**POS and Shop Item**"

- Proceed to the **"Voucher"** tab and tick the check-box to activate this **"Charge"** as a **"Voucher Item"**

1. Enter the **"Voucher Description"**
2. In this case the **"Voucher"** will be valid from the day it was created, and only for the duration of that day. In order to extend the number of days this type of **"Voucher"** are to be valid, enter the number as 30, 60 etc in the **"Valid End Days"** field.
3. Select only the specific area - or select multiple areas where **"Vouchers"** created with this **"Charge Code"**, can be redeemed
4. Click **"Accept"** and import the **"Charge"** to Pastel as a **"Service Item"**

- If attempted to redeem a **"Voucher"** on any other date than the allowed one day - as set up in the previous screen shot - the system will not accept the **"Voucher"** as valid, and the guest will be liable for payment of the entire bill. This **"Voucher"** will now be invalid



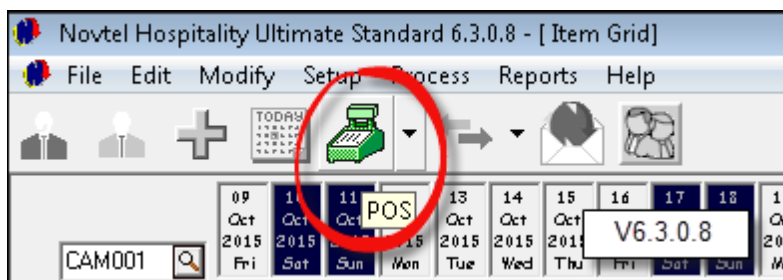
1. In order to adjust the **"End Date"** number of days this type of **"Voucher"** will be valid for in the future, click on **"Edit - Charges"**; double click on the specific **"Charge"**; Proceed to the **"Voucher"** tab, and change the number to whatever it should be
2. Please note that specific dates cannot be selected at present. But for information purposes: in the future the function will be activated where specific start and end dates can be entered
3. Click **"Accept"** to save the changes

 A screenshot of the "Edit Charge" dialog box. It has tabs for "General", "Properties", and "Voucher". The "Voucher" tab is active, showing settings for "Voucher Item" (checked), "Single Voucher" (checked), "Voucher Description" (Casidy Voucher), "Display Voucher Number On Receipt" (checked), "Print Voucher Document" (unchecked), "Valid Start" (Issue Date selected), "Valid End" (Days selected with "60" entered), and various redemption options. Red arrows point to the "Specific Date" options under "Valid Start" and "Valid End", with a "2" next to the first arrow and a "1" next to the "60" in the "Valid End" field. At the bottom, the "Accept" button is circled in red with a "3" next to it. Other fields include "Code" (CAS001), "Description" (Casidy Voucher), "Barcode", "Pastel Inventory Code" (CAS001), and "Multi Store code for retrieving Cost Price".

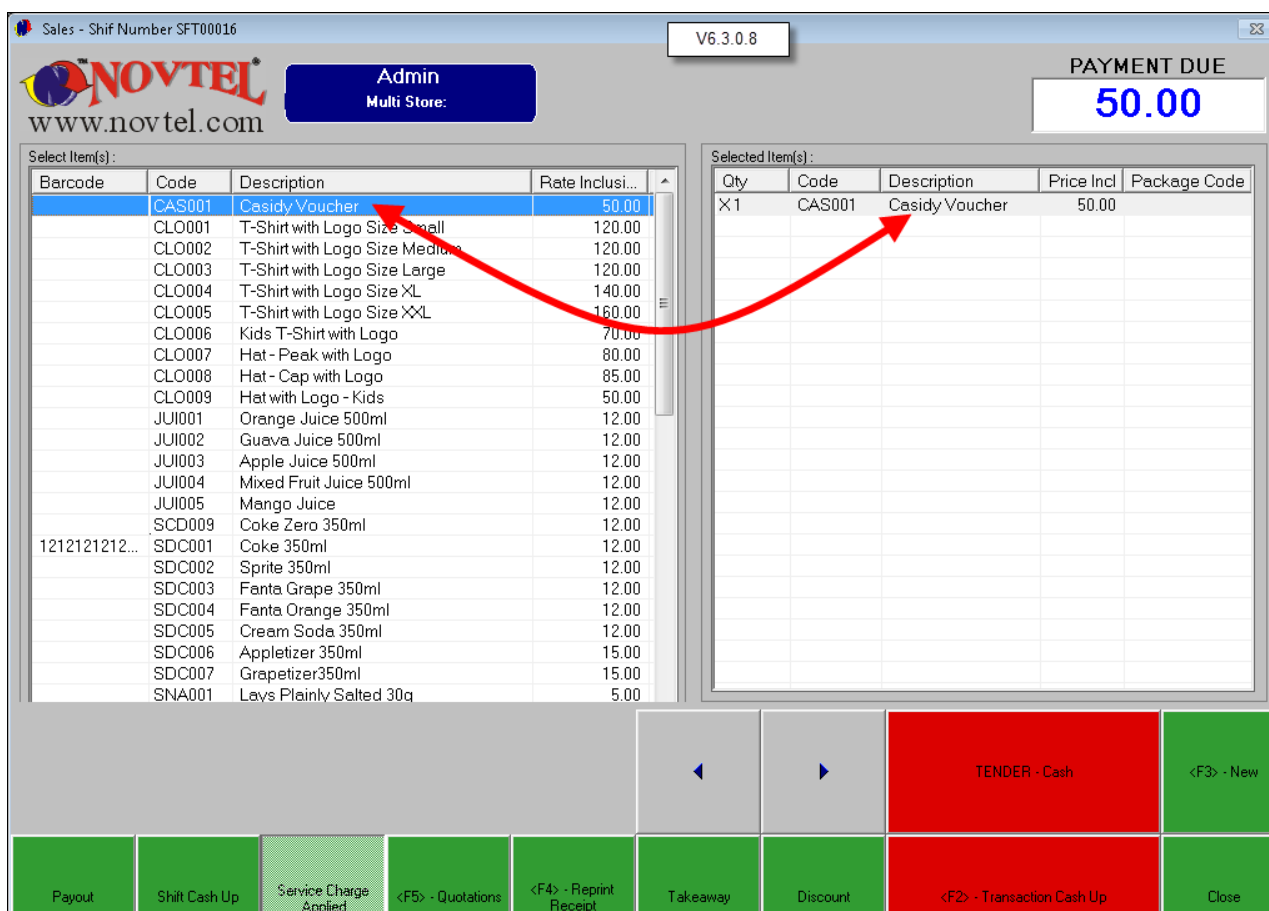
- It is important to know that there are no limit on the number of **"Charges"** to be classified as **"Voucher Charges"**

16.1 Creating a Voucher

- In order to create a "**Voucher**", it must actually be sold by means of the POS system. Please ensure that a shift was opened for the "**User**" to enable them to perform transactions



- Search for the "**Charge**" and double click on it in order to be selected



- Should the guest require a **"Voucher"** to the value of a specific amount, double click on the **"Price Including"** amount, and enter the custom amount. The **"Payment Due"** amount has been adjusted accordingly
- Click on **"Transaction Cashup"**

Sales - Shift Number SFT00016 V6.3.0.8

Admin Multi Store:

www.novtel.com

PAYMENT DUE 180.00

Select Item(s):

Barcode	Code	Description	Rate Includ...
	CAS001	Casidy Voucher	50.00
	CLO001	T-Shirt with Logo Size Small	120.00
	CLO002	T-Shirt with Logo Size Medium	120.00
	CLO003	T-Shirt with Logo Size Large	120.00
	CLO004	T-Shirt with Logo Size XL	140.00
	CLO005	T-Shirt with Logo Size XXL	160.00
	CLO006	Kids T-Shirt with Logo	70.00
	CLO007	Hat - Peek with Logo	80.00
	SDC005	Cream Soda 350ml	12.00
	SDC006	Appetizer 350ml	15.00
	SDC007	Grapetizer 350ml	15.00
	SNA001	Lays Plainly Salted 30g	5.00

Select Item(s):

Qty	Code	Description	Price Incl	Package Code
X 1	CAS001	Casidy Voucher	180.00	

TENDER - Cash <F3> - New

Payout Shift Cash Up Service Charge Applied <F5> - Quotations <F4> - Reprint Receipt Takeaway Discount <F2> - Transaction Cash Up Close

- Enter the amount in the field of the payment type - In this case we are receiving the cash amount of R180.00
- Click **"Drawer"** to open the cash drawer, and then **"Accept"** in order to print the receipt

SALES CASH UP - Cash V6.3.0.8

CASH 180

CREDIT CARD 0.00

CHEQUE 0.00

BANK TRANSFER 0.00

TRANSACTION TOTAL 180.00

DISCOUNT 0.00

PAYMENT DUE 180.00

PAYMENT RECEIVED 180.00

CHANGE 0.00

7 8 9

4 5 6

1 2 3

0

DRAWER CANCEL ACCEPT

- At the bottom of the receipt, the **"Voucher Number"** has been generated as NV000002. This receipt must be safe guarded by the guest since this will be the only copy containing the **"Voucher Number"**. If attempted to reprint the receipt, it will print, but WITHOUT the **"Voucher Number"**

TAX INVOICE			
X 1	CAS001 - Casidy Voucher	22.11	180.00
Description :		Cash	
Customer :		Cash Customer	
Payment Type :		Cash	
Payment Due :		180.00	
Tax/VAT Total :		22.11	
Payment Received :		180.00	
Change :		0.00	
Discount :		0.00	
Voucher :		0.00	
Staff member :		Admin	
Print Date :		2015-10-09	
Time :		12:57:33 PM	
Shift Number :		SFT00016	
Receipt Number :		REC00042 ★	
Thank You.			
NV000002			

- For demonstration purposes: This is how the **"Voucher"** sale will display on the **"Shift Detailed Report"** when the cash-up is done at the **"Front Desk"**

Detailed Shift Summary - Supervisor:				
Cashier: Admin - Shift #:SFT00016				
Shift Start 2015-10-09 12:31:09 PM - Shift End 2015-10-09				
Time and date report was printed: 2015-10-09 01:17:11 PM				
Cash Invoices and Credit Notes				
TRANS #	CODE	DESCRIPTION	QTY	RATE
105 (REC00042)				
	CAS001	Casidy Voucher	1	180.00
TRANSACTION TOTAL:			1	180.00
V6.3.0.8		SHIFT TOTAL:		

16.2 Redeeming a Voucher

- This is an example of the bill this guest accumulated in the restaurant. For demonstration purposes, the guest entered the gratuity as R37.00, and are ready to make the payment

Table: 2			
Filter Coffee	2	2.94	24.00
Lasagne	1	8.47	69.00
Hake and Chips	1	6.75	55.00
Dry Red Wine per Glass	1	3.07	25.00
Castle Light 375ml	1	2.46	20.00
Choc-Nut Sundae	1	3.07	25.00
Chocolate Brownie and Cream	1	5.53	45.00
Service Charge	1	0.00	0.00
Total Excl :			230.71
Tax :			32.29
Total :			<u>263.00</u>
Discount Included :			<u>0.00</u>
Gratuity:	<div>R37.00</div>		
Waitron : Stella			
2015-10-09		01:36:08 PM	
SFT00014			
Thank You.			

- This is how the payment will be administrated:
 1. Enter the "**Gratuity**" amount. The total payment amount due is now R300.00
 2. Click "**Redeem Voucher**"

SALES CASH UP - Cash V6.3.0.8

CASH <input type="text" value="0.00"/>	TRANSACTION TOTAL 263.00	7	8	9
CREDIT CARD <input type="text" value="0.00"/>	GRATUITY + 37.00 1	4	5	6
<input type="text" value="0.00"/>	SERVICE CHARGE + 0.00	1	2	3
CHEQUE <input type="text" value="0.00"/>	DISCOUNT Included 0.00	◀	.	0
<input type="text" value="0.00"/>	PAYMENT DUE ★ 300.00	DRAWER	CANCEL	ACCEPT
VOUCHER <input type="text" value="0.00"/>	PAYMENT RECEIVED 0.00			
REFUND <input type="text" value="0.00"/>	CHANGE 0.00			
<input type="text" value="0.00"/>				
REMOVE SERVICE CHARGE	REDEEM VOUCHER 2			

- Now enter the "**Voucher Number**" as displayed on the receipt, and click "**Accept**"

Redeem Voucher

V6.3.0.8

Redeem Voucher

Voucher Count: 0

Please Enter The Voucher Number

NV000002

Accept

Cancel

- The amount of R180.00 will be recognized by the system since it is linked to the **"Voucher Number"**. It will be inserted in the **"Refund"** field, and the amount is entered as **"Payment Received"**

SALES CASH UP - Cash V6.3.0.8

CASH		TRANSACTION TOTAL		<table border="1"> <tr><td>7</td><td>8</td><td>9</td></tr> <tr><td>4</td><td>5</td><td>6</td></tr> <tr><td>1</td><td>2</td><td>3</td></tr> <tr><td>←</td><td>.</td><td>0</td></tr> <tr><td>DRAWER</td><td>CANCEL</td><td>ACCEPT</td></tr> </table>	7	8	9	4	5	6	1	2	3	←	.	0	DRAWER	CANCEL	ACCEPT
7	8	9																	
4	5	6																	
1	2	3																	
←	.	0																	
DRAWER	CANCEL	ACCEPT																	
<input type="text" value="0.00"/>		263.00	GRATUITY																
CREDIT CARD		+ 37.00	SERVICE CHARGE																
<input type="text" value="0.00"/>		+ 0.00	DISCOUNT																
<input type="text" value="0.00"/>		Included 0.00	PAYMENT DUE																
CHEQUE			300.00																
<input type="text" value="0.00"/>			PAYMENT RECEIVED																
VOUCHER			180.00																
<input type="text" value="0.00"/>			CHANGE																
REFUND			0.00																
<input type="text" value="180.00"/>																			
<input type="text" value=""/>																			

REMOVE SERVICE CHARGE REDEEM VOUCHER

Note: A red arrow points from the 180.00 value in the REFUND field to the 180.00 value in the PAYMENT RECEIVED field.

- The guest is liable for the outstanding amount of R120.00 - which is the difference between R300.00 and R180.00. Enter the payment amount in the relevant payment field, and click "**Accept**"
- The "**Voucher**" should be placed in the till as proof of "**Payment**" - although it is not an actual exchange of money at this point, since payment was already received when the "**Voucher**" was purchased

SALES CASH UP - Cash V6.3.0.8

CASH		TRANSACTION TOTAL		7	8	9
<input type="text" value="120.00"/>		263.00				
CREDIT CARD		GRATUITY		4	5	6
<input type="text" value="0.00"/>		<input type="text" value="37.00"/>				
<input type="text" value="0.00"/>		SERVICE CHARGE		1	2	3
<input type="text" value="0.00"/>		<input type="text" value="0.00"/>				
CHEQUE		DISCOUNT		←	.	0
<input type="text" value="0.00"/>		<input type="text" value="0.00"/>		DRAWER		
VOUCHER		Included		CANCEL		
<input type="text" value="0.00"/>		300.00		ACCEPT		
REFUND		PAYMENT DUE				
<input type="text" value="180.00"/>		300.00				
<input type="text" value="0.00"/>		CHANGE				
<input type="text" value="0.00"/>		0.00				
REMOVE SERVICE CHARGE		REDEEM VOUCHER				

- When the money count is done at the end of the shift, the **"Voucher Amount"** must be entered next to **"Vouchers"**, otherwise this amount will be seen as a **"Shortage"**

The screenshot shows the 'Money Count' dialog box. On the left, there are two columns of numeric keypad buttons for amounts from 1000.00 down to 1.00. In the center, there is a 'Comments' text box. On the right, there is a list of payment methods with corresponding input fields: Cash (828.75), Cheque (0.00), Credit Card (0.00), Bank Transfer (0.00), Vouchers (180.00, with a red arrow pointing to the input field), and Other (0.00). Below these are 'Total' (1008.75), '- Float' (400), and 'Physical' (608.75). At the bottom right, there is a 'Surplus' section with 'Surplus' (0.00), 'Shift Total Cash' (608.75), 'Account Total' (0.00), 'In House Total' (0.00), 'Group Total' (25.00), 'Other Total' (0.00), and 'Shift Total' (633.75). At the bottom of the dialog are four buttons: 'Report', 'Screen Capture', 'Accept', and 'Cancel'.

This screenshot shows the same 'Money Count' dialog box, but with the 'Vouchers' value set to 0.00 (indicated by a red arrow). The 'Total' remains 828.75, and '- Float' is 400.00. The 'Physical' amount is now 428.75. At the bottom right, the 'Shortage' is highlighted with a red circle and shows a value of 180.00. A version number '6.3.0.8' is displayed in a small box at the bottom center.

This concludes the Novtel Hospitality Basic Manual. For more information on Hospitality Point of Sale, as well as the Restaurant Point of Sale System:

- Download the PDF Manuals from our website at www.novtel.co.za
- Register on Novtel's Forum by following this link: <http://www.novtel.com/forum/index.php>



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