Innsoft Inc.

Check-Inn®, Version 6

User Guide

Rev. 09/18/2018

Contents

About Check-Inn®

This section includes information on:

- License and warranty
- Customer support
- Check-Inn features
- Hardware recommendations

License and warranty

This software is a proprietary product and is protected by copyright. You may duplicate it for backup protection, but not, either in whole or in part, for any other purpose. It may be used by more than one machine, but only for business related to the licensed property.

If this software fails to perform to your satisfaction within 30 days from the date of purchase, Innsoft, Inc. will repair the defect or refund the purchase price of the software. You agree that your sole remedy is a full refund of the purchase price.

Innsoft, Inc. makes no warranty, expressed or implied, including fitness for a particular use, regarding this software. Innsoft, Inc. shall in no event be liable for any special, incidental, consequential or other damages resulting from any defect in the software.

This software is licensed to a **physical location**, not a person, corporation, or other legal entity.

Under no circumstances will the license be transferred to another physical location.

Customer support

Innsoft, Inc.

Sales: (800) 950-8995

Technical Support: (503) 643-8162, option 2
(7:00 AM – 4:00 PM, Pacific Time, Monday – Friday)

Unless you are using a demo, a valid service contract is required to receive technical support.

Emergency Support is available from 4:00 PM – 11:00 PM, Monday – Friday; 7:00 AM – 11:00 PM, Saturday – Sunday (Pacific Time)

There is an additional fee for after-hours emergency support.

Please use our technical support number during normal business hours.

Fax: (503) 641-6537

Email: info@innsoft.com

Website: www.innsoft.com

CHECK-INN FEATURES

- Touch-screen friendly
- Enhanced reservation features, including a feature-rich grid, search engine, and reports
- Customizable yield management system for daily, weekly, monthly, and package rates
- Sophisticated password protection that allows for customizable groups and multiple users
- Automatic closing of the financial day, and posting of room and tax
- Ability to email folios, confirmations, cancellations, quotes and reports
- Market and Event tracking
- Accounts Receivable system
- Complete data backup and recovery
- Credit card processing support for both high-speed (Internet) and dial-up connections (*module available*)
- Credit card encryption and advanced security features
- Network support for multiple workstations (*module available*)
- Internet reservations interface (*requires additional program*)
- Ability to export financial summaries to QuickBooks, Quicken, Peachtree, and CSV
- Call accounting interface (*requires additional program*)
- Voicemail interface (*module available*)
- Multiple printer support
- Hardware support, including ID scanners, signature pads, cash registers, and magnetic stripe readers
- Among many others!

HARDWARE REQUIREMENTS

- Multicore – 1.8 GHz processor (2.0 GHz or better recommended)
- 4GB RAM (or better)
- Windows 7, 8, or 10
- 160 GB hard drive or more (500 GB or more recommended)
- CD/DVD Drive
- Multiple USB 2.0 ports
- Mouse
- Monitor with 1024 X 768 resolution or higher
- Windows compatible printer (laser printer recommended)
- Ethernet port
- Wired, high speed Internet connection **(wireless connections are not recommended).**
- Serial port or a USB-to-serial adapter (only required for certain software options)

Get Started

This section includes information on how to:

- Set up your computer
- Install Check-Inn
- Start Check-Inn
- Set up Check-Inn

INTRODUCTION

Thank you for purchasing Check-Inn®. Check-Inn gives you more control over many front desk operations, and because several features are automated, Check-Inn saves you many hours of bookkeeping. The simplicity of Check-Inn is an asset to any property.

We recommend that you give your staff a practice period of at least two weeks to learn this new system. This is easiest if your current system is maintained until your staff is trained to use Check-Inn.

If you have problems running Check-Inn, consult the corresponding section of this manual. You may also refer to the Question and Answer section at the end of the manual, which contains the answers to the most common questions. Once you are running Check-Inn you may press the **F1** key at any time to receive assistance with the program.

The help key will allow you to view tips, hints, and directions. If you still cannot find a solution to your problem, please call Innsoft Technical Support at 503-643-8162, option 2 during normal business hours (Monday–Friday, 7:00 AM to 4:00 PM, PT).

IMPORTANT! Your property name and property code number **must** be entered in the Property Name and Address screen (**Settings > Property Name & Address**) for Check-Inn to function. Your property name and code number are located near the middle of your invoice under the License Information section. **Both the property name and code number must match the invoice exactly**.

Example:

Innsoft Demo Motel – Portland

651335

The entire name "Innsoft Demo Motel – Portland" including spaces and punctuation must be entered on the Name line exactly as is appears on the invoice. (This field **is not** case sensitive.)

If you cannot find your invoice, contact Innsoft to receive your property code. You can run Check-Inn for a trial period of forty-five to sixty days in Demo mode using the demo code (651335) as your code number.

INSTALLATION

Set up your computer

We highly recommend that you place your computer at your front desk for easy guest check-in. Computers on a network should be placed in areas that allow for easy installation of networking cables and easy access by the staff. You may need to purchase extension cables if you are having problems with the placement of your monitor, keyboard, printers, or other hardware, such as scanners, magnetic stripe readers, and signature pads.

Please pay close attention when setting your computer's date and time, specifically AM and PM, as they are often reversed. (You can set the time and date by double-clicking on the digital clock in the lower right of the Windows desktop.)

Install Check-Inn

There are two ways to install Check-Inn:

- From the Innsoft website
- From a CD

After installing Check-Inn, you need to complete the installation process.

Download and install Check-Inn from www.innsoft.com

Note: You must purchase Check-Inn in order to install it. Please contact Innsoft Sales (800-950-8665) for assistance.

Once you've purchased Check-Inn, follow the instructions you received at the time of purchase. If you are unable to find the instructions, please call Innsoft Technical Support at (503) 643-8162, option 2.

Install from a CD

1. Insert the Check-Inn CD into your CD-ROM drive.

   After a few moments, a screen should open asking what you want to do.

2. Click **Run setup.exe**.

   A screen should open asking which product you would like to install.

3. Select the Check-Inn icon 

from the install menu.
4. When the Welcome screen appears, click **Next** to continue or **Cancel** to exit setup.

Note: If you do not receive a prompt to install Check-Inn, please call Innsoft Technical Support during normal business hours at (503) 643-8162, option 2.

Complete the installation process

Follow these steps to complete the Check-Inn installation process, whether you have downloaded Check-Inn from the Innsoft website or installed it via a CD.

At the Check-Inn Setup Wizard screen:

1. Click **Next** at the Information screen or **Cancel** to exit setup.
2. Choose where to install Check-Inn.

   If you are installing the program for the first time, it is **strongly recommended** that you install the program to the default directory, C:\Checkinn.

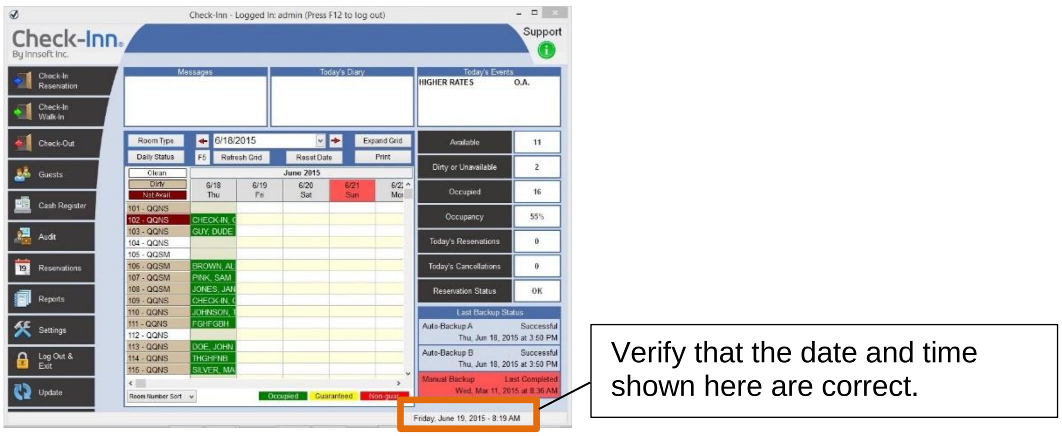
3. Click **Next** to continue.
4. Select any additional tasks you wish to perform and click **Next.** (It is strongly recommended that you select “Create a desktop icon for Check-Inn.”)
5. Click the **Finish** button to complete the installation.
6. If this is a brand new installation of Check-Inn, you are asked if you want to install the sample property data.
   - **a.** If you want to load your own property’s information, click **No.**
   - **b.** If you want to do a trial of Check-Inn using fake property data, click **Yes.**

START CHECK-INN

The installation process creates an icon on your desktop which you will use to start Check-Inn

1. Double-click the Check-Inn icon.

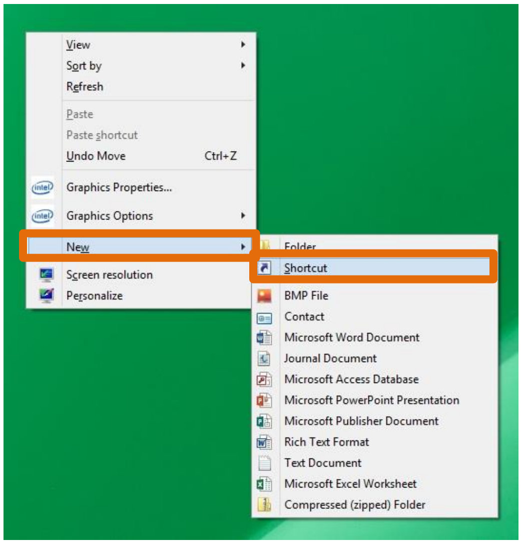
2. Verify that the date and time are correct in the lower right-hand corner of the Check-Inn screen. If the date and/or the time is incorrect, close Check-Inn and fix the date and/or time in your Windows settings.



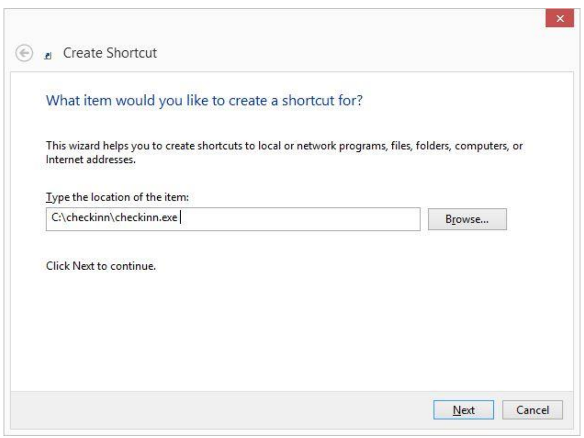
The home screen displays your property's current status and allows you access to all the features available in Check-Inn.

If there is no Check-Inn icon on your desktop

1. Right-click an open area of the desktop.
2. Click **New**, and when the menu appears click **Shortcut**.



3. When you are prompted at the command line, type: **C:\checkinn\checkinn.exe** (or a different location where you choose to install Check-Inn).



4. Click the **Next** button.
5. Type a name (the default is Check-Inn).
6. Click **Next.**
7. Click **Finish** on the final screen.
8. Double-click the desktop icon to start Check-Inn.

SET UP CHECK-INN

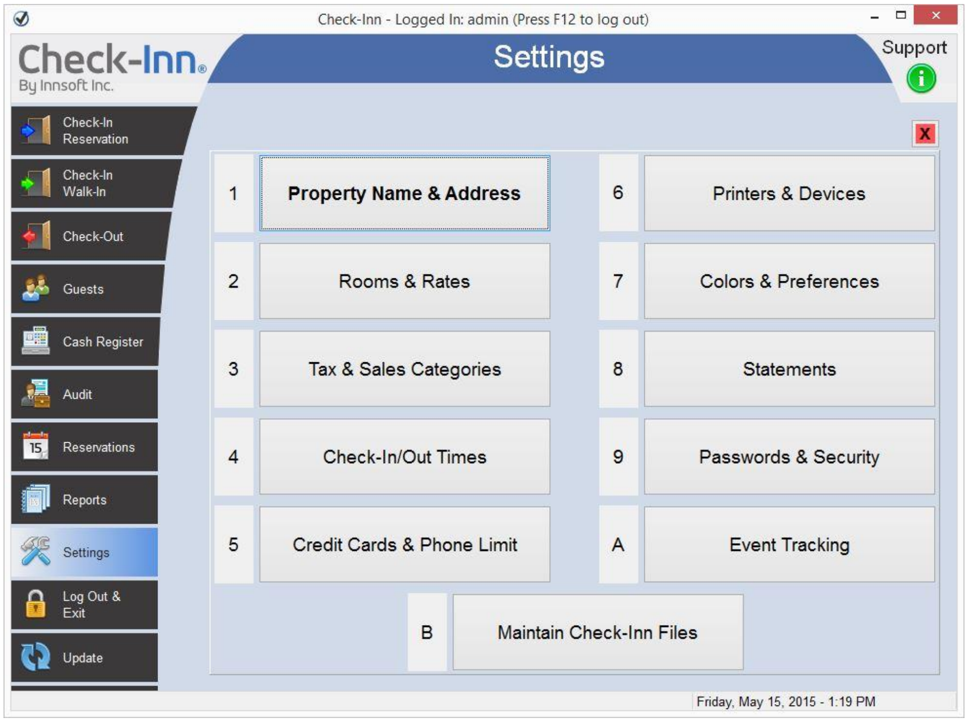
After you install Check-Inn, there are a few things you need to do to before you start using it to manage your property:

- Set up your property in Check-Inn (enter your property name, contact information, and codes [if you have purchased Check-Inn])
- Enter your room inventory
- Set up your rates
- Enter tax and sales categories
- Configure your check-in/check-out/close-out times
- Select your printer(s) and setup other hardware
- Customize Colors & Preferences
- Customize your statements
- Set up your security, including groups, users, and passwords
- Set up the email feature
- Set up your backup schedule

Settings

The Settings screen is where you'll do most of your setup. This screen contains basic information that Check-Inn requires in order to function properly**.** All the information needs to be entered and kept up to date.

Access the Settings screen by clicking **Settings.**



This information includes:

- Property name, address, and contact information (required)
- Property code number (required)
- Room numbers and descriptions
- Rate setup
- Tax rates and sales categories
- Check-in/out and close out times
- Credit card processing
- Default phone limit
- Credit Card Processing (module required)
- Printer setup
- Hardware setup
- Voicemail integration (module required)
- Screen color
- Marketing codes

PROPERTY NAME & ADDRESS

Settings > **Property Name & Address**

The Property Name & Address screen contains the name of your property, your property code number, your options code (for voicemail, network, etc.) and the property address and contact information.

Note: The name, address, phone numbers, and email you enter will appear on all reports and folios.

IMPORTANT! The license code must be set for Check-Inn to function. If you have lost your code number or have changed your property's name, please contact Innsoft Sales (800-950-8665) for assistance.

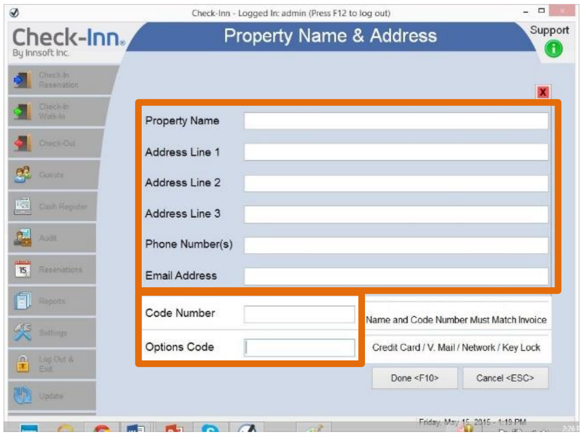
Enter property information

1. Click **Settings** on the home screen.

The Settings screen is displayed.

2. Click **Property Name & Address.**

The Property Name & Address screen is displayed.



3. In the Property Name field, type your property's name **exactly** as it appears on your invoice under the License Information section.

   Note: The property name is not case sensitive, but punctuation and spacing are important.

4. Enter your property's address, phone number, and email address.
5. Enter your property's code number (and options code if you have one) as it appears on your invoice under the Information section.
6. Click **Done.**

Note: If this is a demo version of Check-Inn, enter the name as you want it to appear on folios, and set the code number to **651335.** The demo code lets you operate Check-Inn for a period of sixty days from the day you installed it.

ROOMS & RATES

Settings > **Rooms & Rates**

This section includes information on how to:

- Enter your room inventory
- Sort the room list
- Search for a room in the list
- Adjust the linen change setup
- Print a room list

Enter your room inventory

This section includes information on how to:

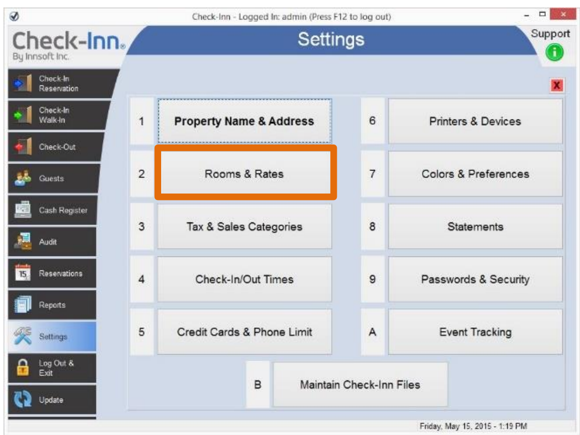
- Add a room
- Edit a room
- Change status
- Delete a room
- Enter a conference or dummy room
- Enter split rooms

Add a room

Enter the rooms in the order that you want them displayed in your room lists and in your reports. Each new room will be added immediately below the room currently selected with the highlight bar.

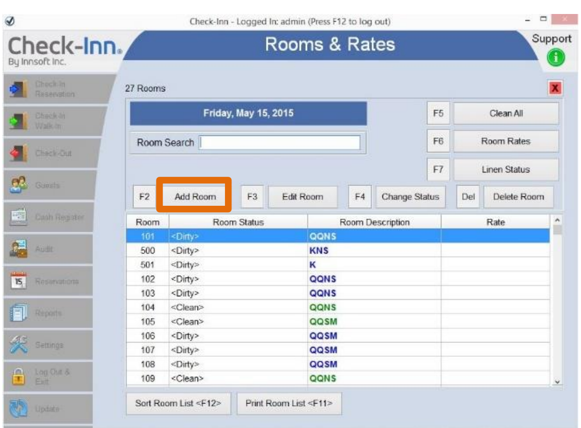
1. Click **Settings** on the home screen.

The Settings screen is displayed.



2. Click **Rooms & Rates.**

The Rooms & Rates screen is displayed.

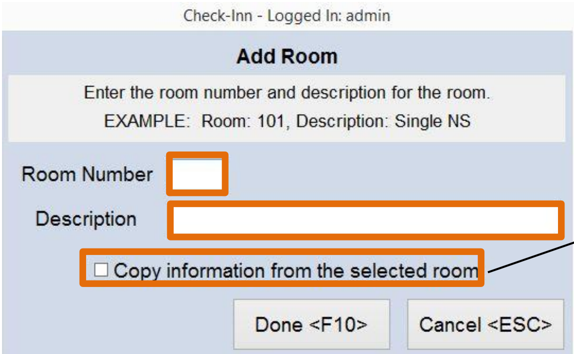


You can quickly copy room type information from an existing room to a new room **if they are the same room type.**

If you are adding rooms of the same **room type,** highlight the room type (in the Room Description column of the Rooms & Rates screen) for the type of room you want to copy.

3. Click **Add Room.**

   The Add Room window is displayed.



If you are adding multiple rooms of the **same room type** (and highlighted a room to copy from on the previous screen), click to select the “Copy information from the selected room” check box.

4. Enter the room number.
5. Enter the room type in the Description field (for example, “KNS” or “King NS” for a king-size bed, non-smoking).

   IMPORTANT! Make sure you enter the descriptions of similar rooms in exactly the same way, so that Check-Inn can properly group the rooms.

6. Click **Done.**

Note: You can also use the Add Room button to add a room in the middle of the room list.

For example: We’ve selected room 126. When we click Add Room, the new room will be 127.

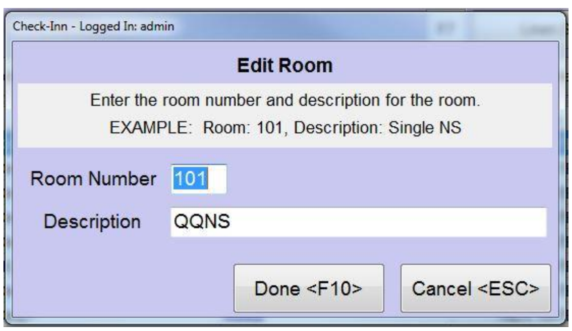
Edit a room

1. **Settings** > **Rooms & Rates.**

   The Rooms & Rates screen is displayed.

2. Click to select the room you would like to edit.
3. Click **Edit Room.**

   The Edit Room window is displayed.



4. Change the incorrect information in the same manner described in Add a room.
5. Click **Done.**

Change status

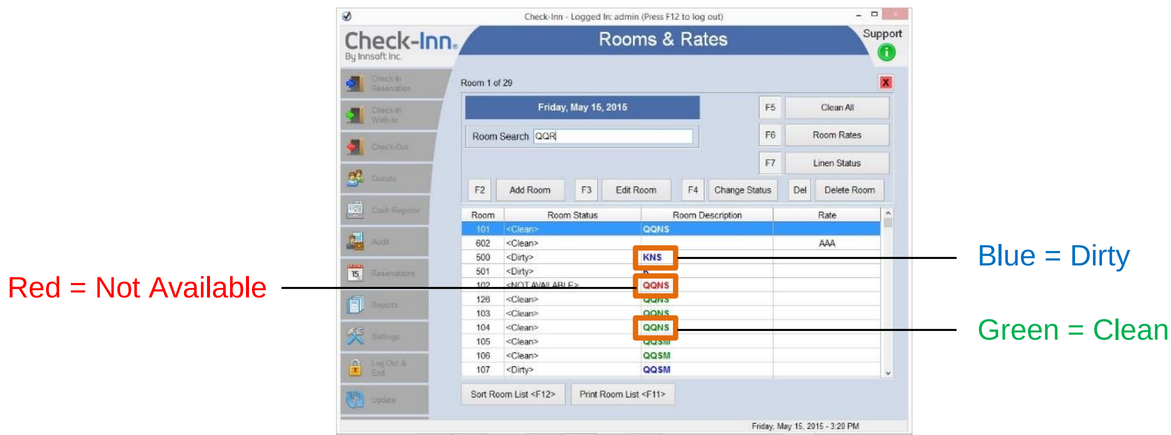
Check-Inn has three room statuses: *Clean*, *Dirty* and *Not Available*.

Room status automatically usually changes to **Dirty** upon check-in, and then **Clean** when marked clean during the Housekeeping Report procedure. If you find that a room's status is incorrect, you can manually change it.

You can easily change a room's status directly from the grid on the home screen. Simply right-click the room number and click on the status you want.

The instructions that follow are for changing a room's status from the Rooms & Rates screen.

Note: Room type is color coded to denote its status: Green = Clean, Blue = Dirty, Red = Not Available.



If you have a room that is currently out of service, you can change the status of the room to **Not Available.** A warning message is displayed if the room is occupied.

Note: Rooms marked as **Not Available** do not appear on the Housekeeping Report.

Use this feature to change the status of a room between clean, dirty, and unavailable.

1. **Settings** > **Rooms & Rates.**

The Rooms & Rates screen is displayed.

2. Click to select the room you whose status you want to change.
3. Click **Change Status.** (Notice the room status change.)
4. Continue clicking **Change Status** until the desired status is displayed.

Delete a room

1. **Settings** > **Rooms & Rates.**

   The Rooms & Rates screen is displayed.

2. Click to select the room you wish to delete.
3. Click **Delete Room.**

   This message is displayed: "Delete Room (room number)?"

4. Click **Yes.**

   Note: If this message is displayed: "Room Occupied or Reserved. Unable to Delete Room." move all guests and reservations for this room to other available rooms, and then use the delete procedure again.

5. Click **Done.**

Enter conference or dummy rooms

Note: To activate this feature, click to select the “Allow conference and dummy rooms” check box in **Colors & Preferences** from the **Settings** screen.

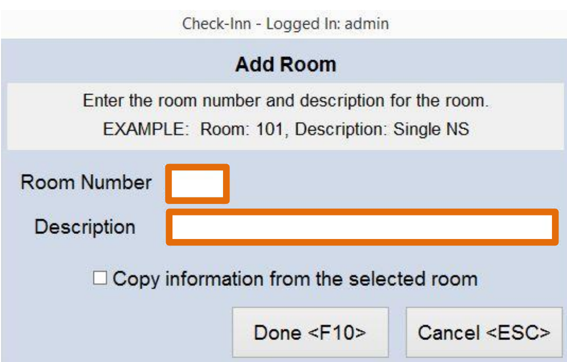
Conference rooms do not affect occupancy totals, availability totals, or average daily rate.

1. **Settings** > **Rooms & Rates.**

   The Rooms & Rates screen is displayed.

2. Click **Add Room.**

   The Add Room screen is displayed.



   Note: Check-Inn uses a letter (other than S) before the room number to indicate a conference room.

3. Enter the room number with a letter from **A–Z** (not including S) before the number in the Room Number field.
4. Enter the room type (for example, “Conference Room”) in the Description field.

   IMPORTANT! Make sure you enter the descriptions of similar rooms in **exactly** the same way so that Check-Inn can properly group the rooms.

5. Click **Done.**

Enter split rooms

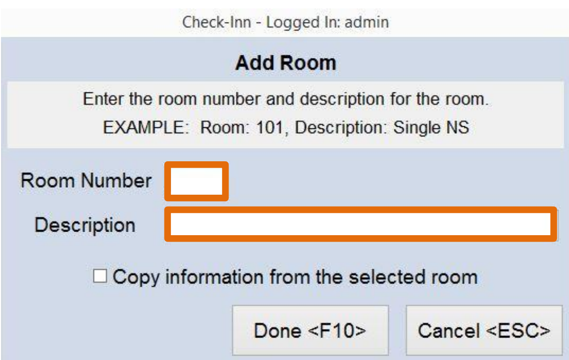
Split rooms do not affect the total number of rooms occupied or available. However, room rental for a split room will affect your average daily rate. Split rooms are not available when making a reservation. Rooms may only be split at check-in or from the guest screen.

1. **Settings** > **Rooms & Rates.**

   The Rooms & Rates screen is displayed.

2. Click **Add Room.**

   The Add Room screen is displayed.



3. Enter the room number with an **S** before the number in the Room Number field.
4. Type the room type (for example, “Split Room”) in the Description field.
5. Click **Done.**

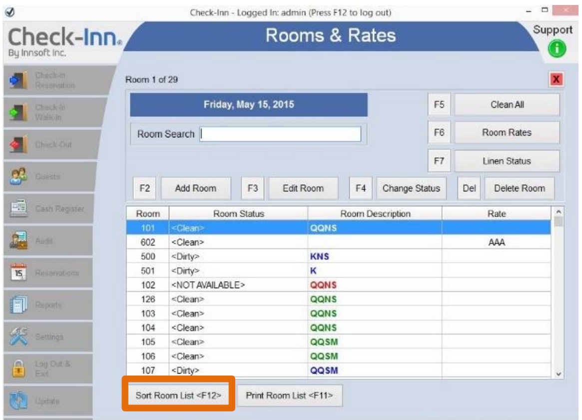
IMPORTANT! Split rooms count against the number of rooms you purchased for Check-Inn.

Sort the room list

If you have entered your room list and the rooms are out of order, use this feature to automatically sort your rooms. Rooms can be sorted by room number or alphabetically by description.

1. **Settings** > **Rooms & Rates.**

   The Rooms & Rates screen is displayed.



2. Click **Sort Room List.**

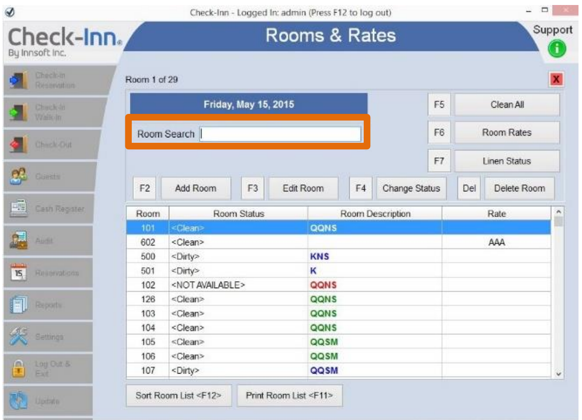
   The Room Sort window is displayed.

3. Click to select the way you want the rooms sorted.
4. Click **Done** to sort the rooms. Otherwise, click **Cancel** to leave the rooms in the current order.

Search for a room in the list

1. **Settings** > **Rooms & Rates.**

   The Rooms & Rates screen is displayed.



2. Make sure the cursor is in the Room Search box.
3. Type the room number or description of the room.

   Note: As you begin typing, Check-Inn immediately moves to the first match.

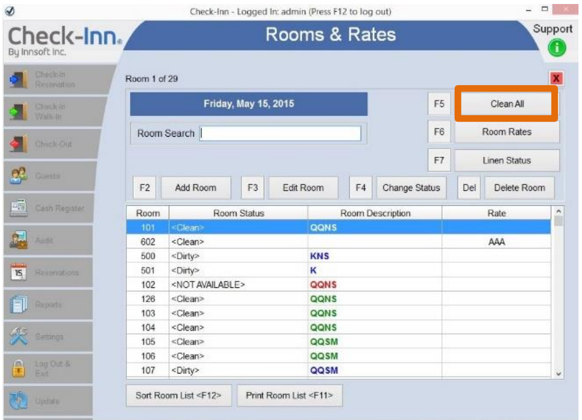
If the room is:	Then:
Listed	The selection bar moves to the room you are searching for.
Not listed	This message displays: “Room not found.”

4. Click **OK.**

Set all rooms to Clean status

1. **Settings** > **Rooms & Rates.**

   The Rooms & Rates screen is displayed.



2. Click **Clean All.**

   This message is displayed: "Set all rooms to CLEAN?"

3. Click **Yes.**

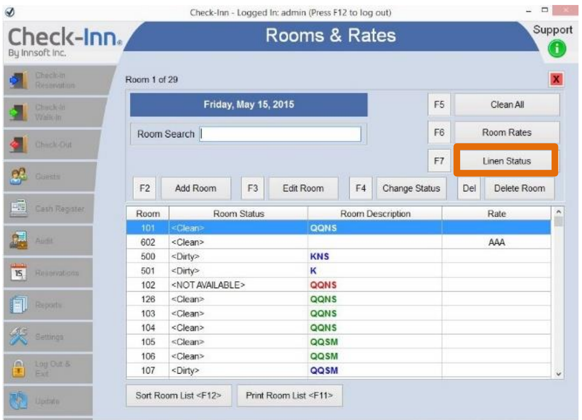
Note: Rooms with the status of **Not Available** do not change status.

Adjust the linen change setup

Linen status lets you change the number of days a room must be occupied before it is marked for a linen change on the Housekeeping Report (/L).

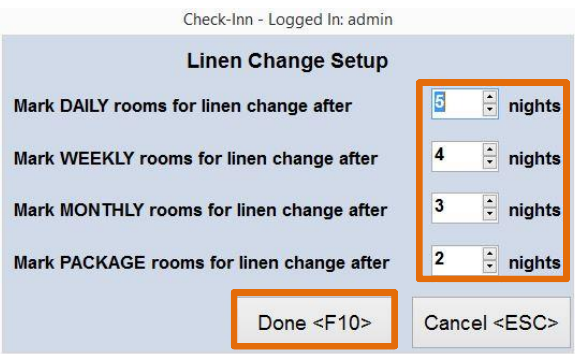
1. **Settings** > **Rooms & Rates.**

   The Rooms & Rates screen is displayed.



2. Click **Linen Status.**

   The Linen Status window is displayed.



3. In the DAILY nights field, set the number of nights the room must be occupied before the linen needs to be changed for daily rate duration guests. To adjust the number of nights, type the new number or use the arrow keys to increase or decrease the number listed.
4. Repeat the above procedure for the WEEKLY, MONTHLY, and PACKAGE rate durations.
5. Click **Done** to save the changes.

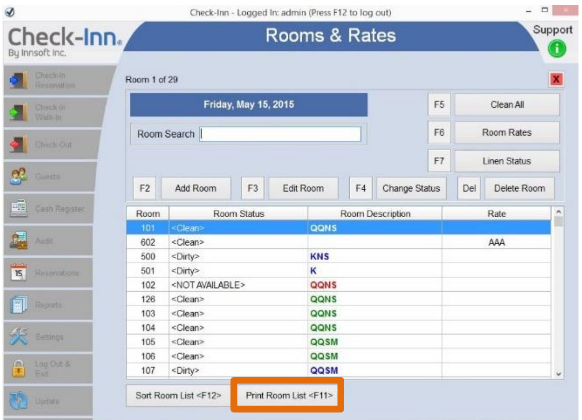
Guests checking out are marked for a linen change with a “/L” in the Housekeeping Report.

To turn off the linen change feature, set the number of nights to “1” for each rate duration in the linen change setup. This ensures that linens are changed every day.

Print a room list

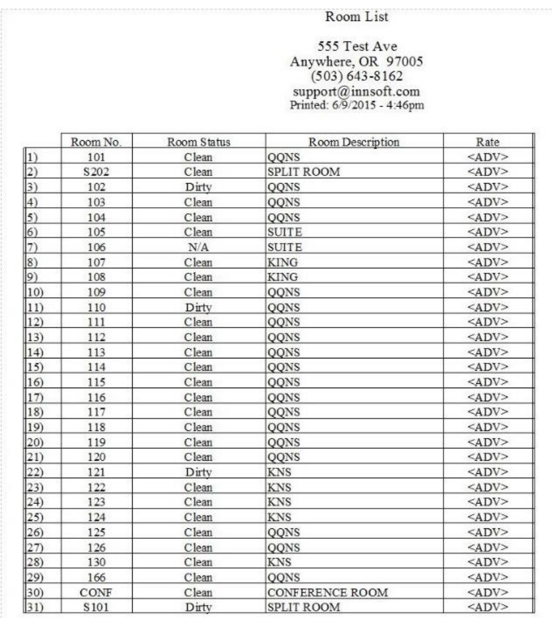
1. **Settings** > **Rooms & Rates.**

   The Rooms & Rates screen is displayed.



2. Click **Print Room List.**

   A print preview of the Room List is displayed.

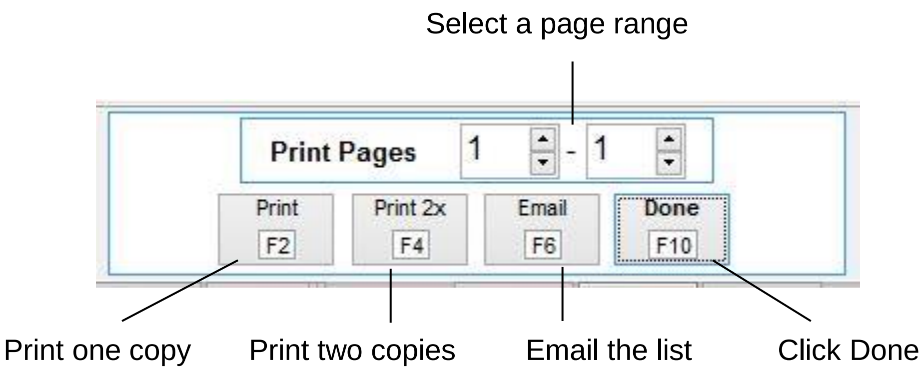


Room List

555 Test Ave
Anywhere, OR 97005
(503) 643-8162
support@innsoft.com
Printed: 6/9/2015 - 4:46pm

	Room No.	Room Status	Room Description	Rate
1)	101	Clean	QQNS	<ADV>
2)	S202	Clean	SPLIT ROOM	<ADV>
3)	102	Dirty	QQNS	<ADV>
4)	103	Clean	QQNS	<ADV>
5)	104	Clean	QQNS	<ADV>
6)	105	Clean	SUITE	<ADV>
7)	106	N/A	SUITE	<ADV>
8)	107	Clean	KING	<ADV>
9)	108	Clean	KING	<ADV>
10)	109	Clean	QQNS	<ADV>
11)	110	Dirty	QQNS	<ADV>
12)	111	Clean	QQNS	<ADV>
13)	112	Clean	QQNS	<ADV>
14)	113	Clean	QQNS	<ADV>
15)	114	Clean	QQNS	<ADV>
16)	115	Clean	QQNS	<ADV>
17)	116	Clean	QQNS	<ADV>
18)	117	Clean	QQNS	<ADV>
19)	118	Clean	QQNS	<ADV>
20)	119	Clean	QQNS	<ADV>
21)	120	Clean	QQNS	<ADV>
22)	121	Dirty	KNS	<ADV>
23)	122	Clean	KNS	<ADV>
24)	123	Clean	KNS	<ADV>
25)	124	Clean	KNS	<ADV>
26)	125	Clean	QQNS	<ADV>
27)	126	Clean	QQNS	<ADV>
28)	130	Clean	KNS	<ADV>
29)	166	Clean	QQNS	<ADV>
30)	CONF	Clean	CONFERENCE ROOM	<ADV>
31)	S101	Dirty	SPLIT ROOM	<ADV>

3. Print or email the list as needed.



4. Click **Done.**

SETTING UP RATES

Use this feature to:

- Add rate types
- Edit rate types
- Delete rate types
- Change the order of rate types in a list
- Print a list of rate types

Advanced rates

New and existing users of Check-Inn are encouraged to set up their rates using the **Advanced Rate System.** Advanced rates offer many advantages, including greater ease of use as well as yield management tools. The basic rate system described in the section following this one may still be used but is not recommended.

Yield management

Yield management, also known as revenue management, is the process of understanding, anticipating and reacting to consumer behavior in order to maximize revenue. Put simply, yield management is the practice of forecasting supply and demand and adjusting prices to achieve maximum profit. Yield management is particularly important in the lodging industry because the product being sold (rooms) has a shelf life of one day. Revenue lost from an unoccupied or undervalued room is revenue that can never be recovered. The **Advanced Rate System** in Check-Inn provides the tools necessary to maximize revenue and occupancy by allowing you to predetermine the maximum and minimum rates, length of stay, and arrival days available at your property, based on demand.

Creating rates

Creating rates for your property involves two steps:

- Add rate type
- Add rate rule

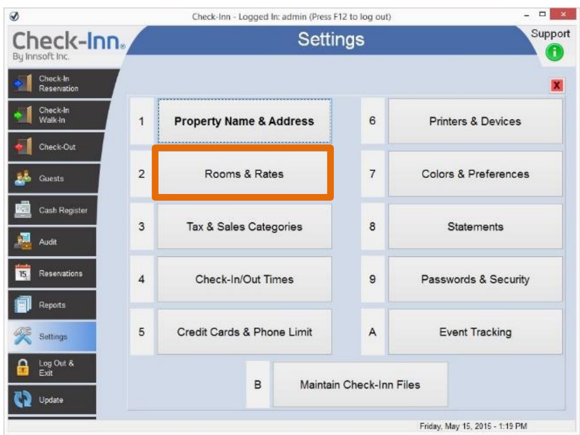
Add rate type

Before you can set up rates, you need to add rate types. Rate types are pricing categories that distinguish one rate from another for each type of room (for example, RACK, AAA, AARP discount).

If your property offers only one rate and no discounts, you only need to add one rate type.

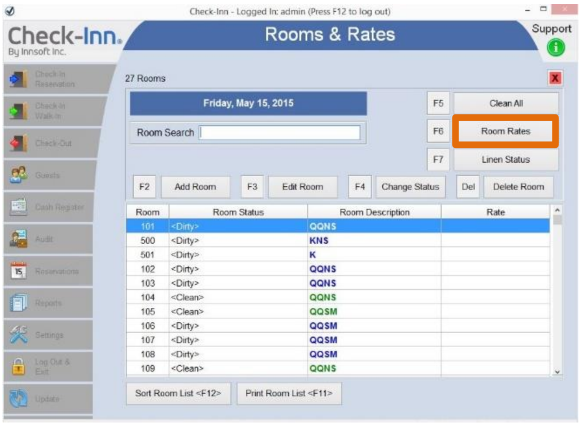
1. Click **Settings** on the home screen.

The Settings screen is displayed.



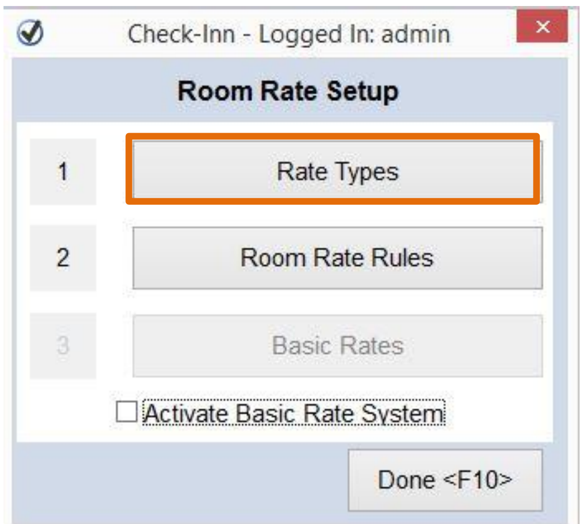
2. Click **Rooms & Rates.**

The Rooms & Rates screen is displayed.



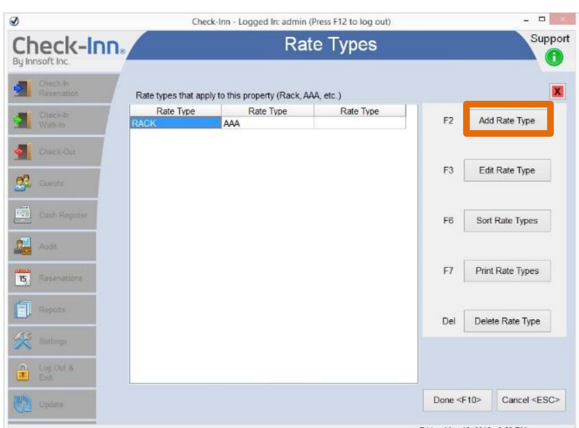
3. Click **Room Rates.**

   The Room Rate Setup window is displayed.



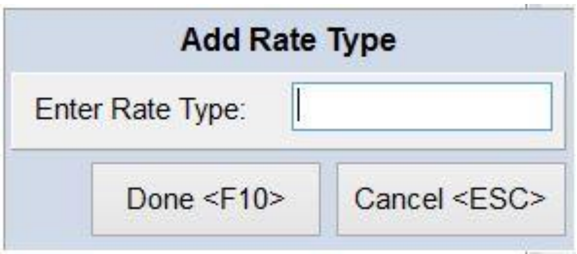
4. Click **Rate Types.**

   The Rate Types window is displayed.



5. Click **Add Rate Type.**

   The Add Rate Type window is displayed.



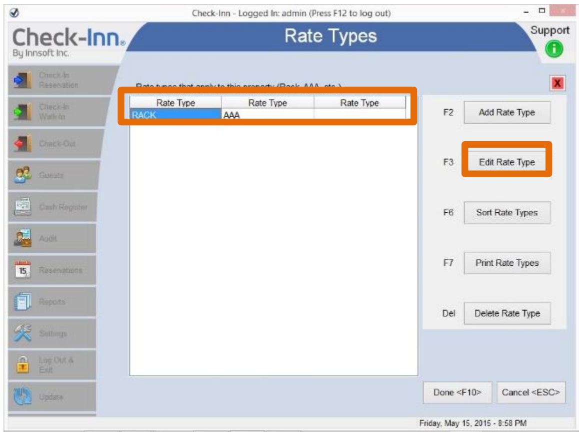
6. Type the name of the rate type you wish to add.
7. Click **Done.**
8. Continue adding all of your rate types in the same way until all desired rate types have been added.

Edit rate type

Editing the rate type changes the name of the rate type.

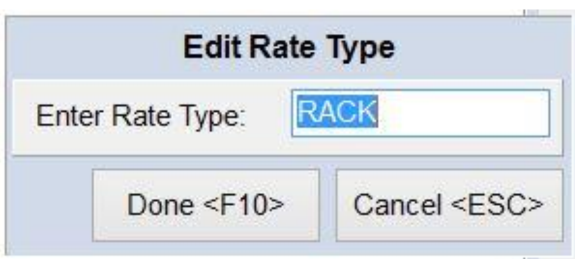
1. **Settings** > **Rooms & Rates** > **Room Rates** > **Rate Types.**

   The Rate Types window is displayed.



2. Click to select the rate type you want to edit.
3. Click **Edit Rate Type.**

   The Edit Rate Type window is displayed.



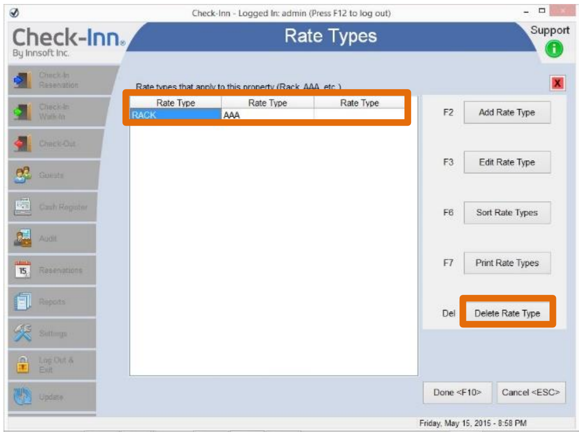
4. Type the new name for this rate type in the Enter Rate Type field.
5. Click **Done.**

Delete rate type

IMPORTANT! Deleting a rate type deletes any and all rate rules associated with that rate type.

1. **Settings** > **Rooms & Rates** > **Room Rates** > **Rate Types.**

   The Rate Types window is displayed.



2. Click to select the rate type you want to delete.
3. Click **Delete Rate Type.**

   A confirmation message is displayed.

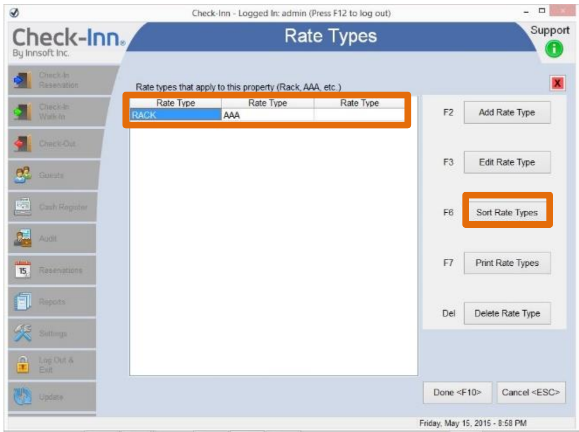
Warning: Deleting a rate type deletes any and all rate rules associated with that rate type.

4. Click **Yes.**

Change the order of rate types in a list

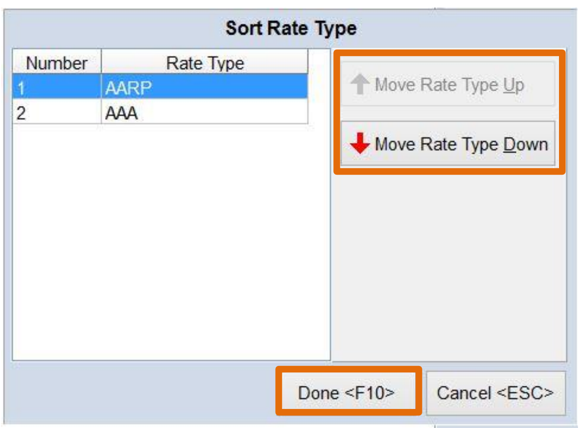
1. **Settings** > **Rooms & Rates** > **Room Rates** > **Rate Types.**

   The Rate Types window is displayed.



2. Click **Sort Rate Types.**

   The Sort Rate Type window is displayed.

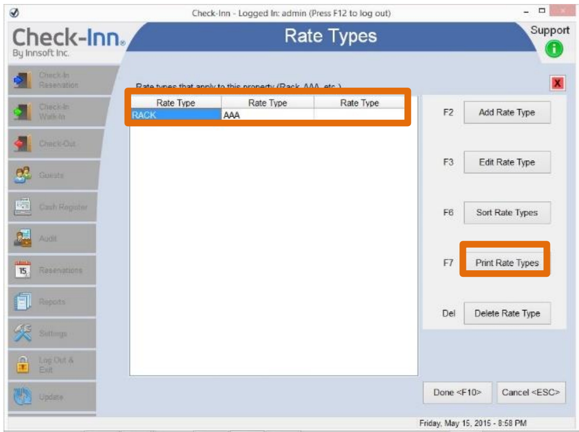


3. Click to highlight the rate type you want to move.
4. Click **Move Rate Type Up** or **Move Rate Type Down** until the rate types are in the desired order.
5. Click **Done.**

Print a list of rate types

1. **Settings** > **Rooms & Rates** > **Room Rates** > **Rate Types.**

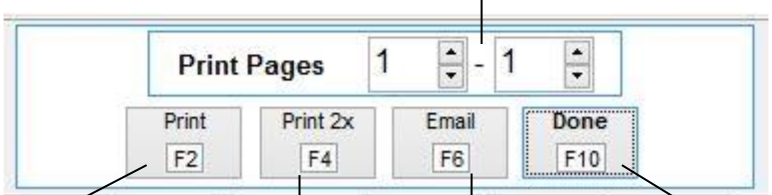
   The Rate Types window is displayed.



2. Click **Print Rate Types.**

   A print preview of the list of rate types is displayed.

3. Print or email the list as needed.



4. Click **Done.**

RATE RULES (ADVANCED RATES)

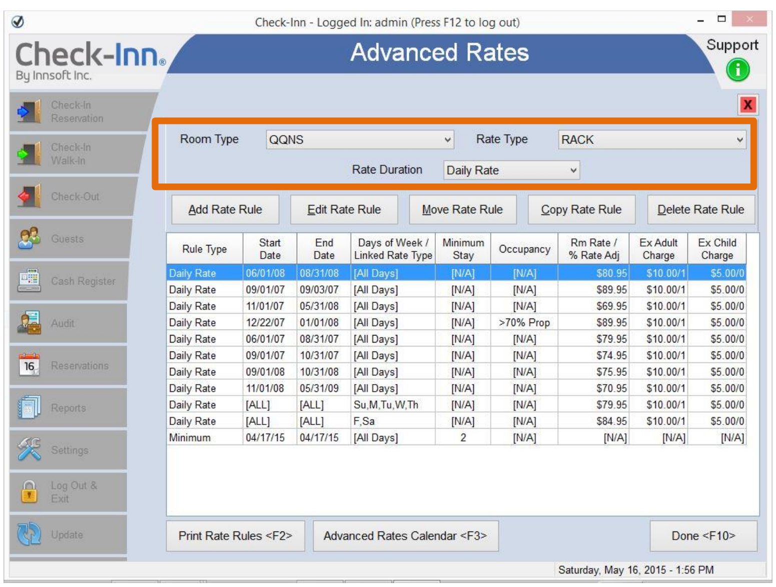
This section includes information about Rate rules, and the steps to:

- Add rate rule
- Add Link to Rates
- Add Minimum Stay rule
- Add No Arrival rule
- Add Occupancy-Triggered rates
- Add package rates
- Move rate rules
- Copy rates
- Check your rates

The **Advanced Rate System** in Check-Inn is designed to allow maximum flexibility and control of your rates through the use of rules. If you don't set up Advanced Rates (Advanced Rates are recommended), you will use Basic Rates.

Rate rules are statements assigned to each room type that are used by the program to determine which rate to offer based on date, day of the week, occupancy, rate type and rate duration.

The Advanced Rates screen is located here: **Settings** > **Rooms & Rates** > **Room Rates** > **Room Rate Rules**



This term:	Refers to this:
Room type	Room types that have been added to the system can be selected using the Room Type drop-down menu. (For more information on adding rooms see Add a room).
Rate type	You can select rate types (such as AAA and AARP) from the Rate Type drop-down menu.
Rate duration	▪ **Daily:** Daily rates post on each day of a guest's stay. ▪ **Weekly:** Weekly rates post on the first day of each week of a guest's stay (for example, if a guest checks in on a Monday, room and tax post again on the following Monday). ▪ **Monthly:** Monthly rates post for the first month on the day of check-in and on the same calendar date of each additional month (for example, if a guest checks in on Monday, February 1st for three months, room rental charges post again on March 1st, April 1st, and so on). ▪ **Package:** The number of nights in a package rate may vary. Room and miscellaneous charges post on the first day of each new package cycle (for example, if a guest checks in on March 1st for two, four-night packages, the next package charge posts on March 5th).

Rate rules

This term:	Refers to this:
Rule type	There are four types of rate rules that can be added to the rate setup: ▪ **Rate:** Rate rules define the dollar amount to be charged for a particular room and rate type (for example, King NS, Rack rate). ▪ **No Arrival:** No Arrival rules are used to prevent a particular rate from being offered. For example, a No Arrival rule could be applied during a special event to restrict rates for reservations if the property expects a high volume of walk-ins at higher rates. (**Note:** No Arrival rules apply only to daily rates and one-night packages.) ▪ **Minimum Stay:** Minimum Stay rules can be used to restrict booking to a minimum number of nights. For example, a Minimum Stay rule can be applied to weekends to help guarantee consistent occupancy for high demand periods. (**Note:** Minimum Stay rules apply only to daily rates and one-night packages.) ▪ **Link To:** Link to Rates are useful when adding rates that have a fixed percentage increase or decrease in price based on an existing rate that has already been set in the system. For example, if the hotel has a Rack

This term:	Refers to this:
	rate rule set for a particular room, a Link to Rate could be added to decrease 10% for AAA members. The system will automatically calculate the discount even if the rate that is linked to changes. Link to Rates can be set to round to the nearest dollar or calculate an exact total. (**Note:** Link to Rates apply only to daily, weekly, and monthly rates and cannot be linked to each other.)
Apply to	Rate rules can be set to apply to all guests, or they may be restricted to apply only to reservations. (For example, a rule might be set to apply only to reservations at a higher rate if the property anticipates a high volume of advanced bookings.)
Start and end date	Each rate rule added must have a start and end date specified. Room and tax post for each date specified. For example, if a rate rule is set to start on the 3rd of July and end on the 5th, room and tax would post on the 3rd, 4th, and 5th, with check-out expected on the 6th. Select “Always” if the rate is permanent.
Occupancy	Adding Occupancy-Triggered rates can increase revenue through higher rates as demand for rooms rises. Rate rules, No Arrival rules, and Minimum Stay rules can be set to apply rates based on the occupancy of a room type or a property-wide basis. **Note:** Occupancy-Triggered rates only apply to daily rates and one-night packages.
Room rate	This is the rate for a room before additional charges for adults and children have been added.
Extra adults and children	The dollar amount charged for each additional adult or child can be set. The number of children and/or adults after which additional charges apply should also be set.
Days of the week	The days of the week that the rate rule applies can be selected by checking the box (boxes) next to the dates to which the rate will apply. Select “All” to indicate that the rule applies to all days of the week.

Add rate rule

Note: Before adding a new rate rule, ensure that the correct room type, rate type, and rate duration are set.

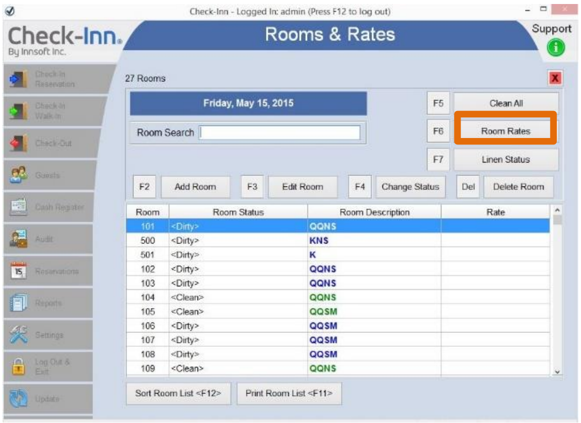
Base rate: A base rate is a fallback rate that the property charges for a room when no other particular rate rules apply. Base rates are normally at the bottom of the rate rule list.

1. Click **Settings** on the home screen.

The Settings screen is displayed.

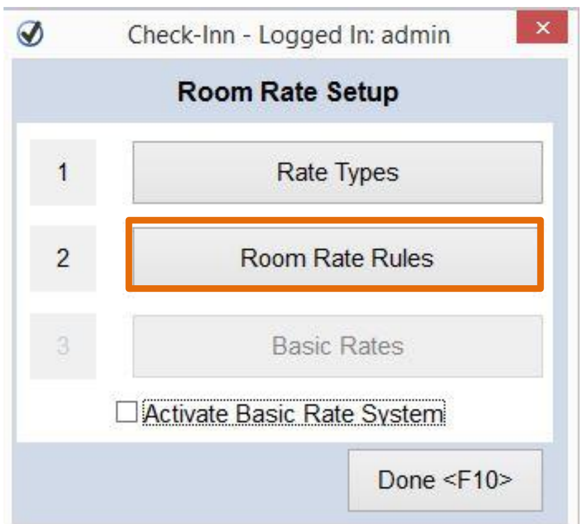
2. Click **Rooms & Rates.**

The Rooms & Rates screen is displayed.



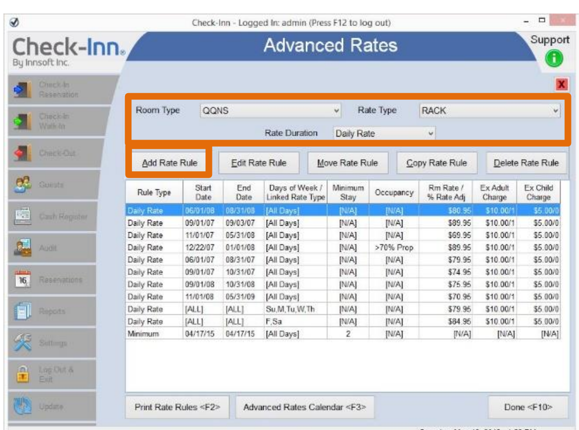
3. Click **Room Rates.**

   The Room Rate Setup window is displayed.



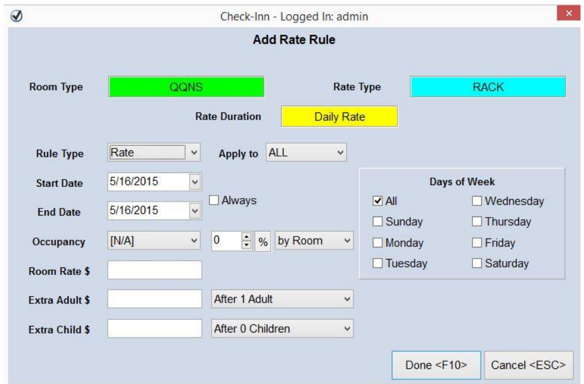
4. Click **Room Rate Rules.**

   The Advanced Rates screen is displayed.



5. Use the drop-down list for the Room Type field and select the room type you want to use for this rule.
6. Use the drop-down list for the Rate Type field and select the rate type you want to use for this rule.
7. Use the drop-down list for the Rate Duration field to select the duration for this rule.
8. Click **Add Rate Rule.**

   The Add Rate Rule window is displayed.



9. Complete the fields on the Add Rate Rule screen.

Complete this field:	With this information:
Rule Type	Choose: **Rate, No Arrival,** or **Min. Stay.**
Apply to	Choose: **All or Reservation.**
Start Date	The date the rule goes into effect
End Date	The last date the rule is in effect
Always	If the rate rule is **always** in effect (there is no end date; you only have one rate), click to select this check box. If you are adding a base rate, select the Always check box.
Occupancy	Use the Occupancy fields to show how full or empty your property must be for this rule to take effect. ▪ Choose **N/A, Greater than,** or **Less than.** ▪ Type or enter a number to show the occupancy percent the property must reach for this rule to take effect. ▪ Use the drop-down list to select whether this requirement must be met **by Room** or **by Property.** ▪ Important! Occupancy based rate rules are added IN ADDITION to

Complete this field:	With this information:
	normal (non-occupancy based) rate rules of the same time period.
Room Rate	The amount to charge for this room
Extra Adult	The amount to charge for each extra adult
Drop-down list next to Extra Adult	The number of adults at which extra charges take effect
Extra Child	The amount to charge for each extra child.
Drop-down list next to Extra Child	The number of children at which extra charges take effect
Day of Week	The days of the week that this rule applies

10. Click **Done.**

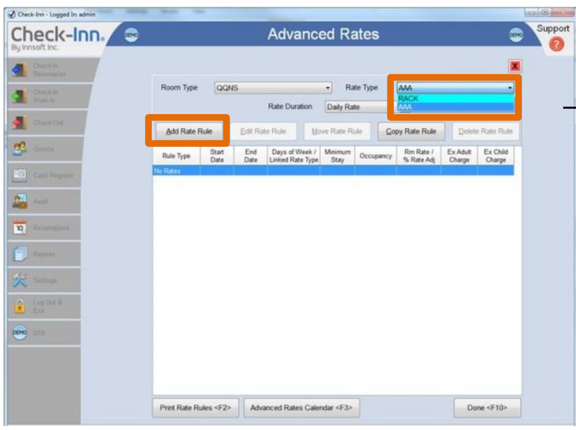
Add Link to Rates

Link to Rates are helpful for handling discount rate types. Once you have your Link to Rate in place, you only have to manage your Rack rate type, and the discount rate types automatically discount by whatever percentage you put into the rule.

For example:

- Say you have a Rack rate for $50.00 and you have a AAA discount rate of 10% off.
- You can create a AAA rate type and add a Link to Rate rule in the AAA rate type.
- You **link to** your Rack rate and set the Link to Rate rule to go lower by 10%.
- Instead of selecting a start date and an end date, you click the Always button.
- You won't have to continually manage the discount rates; you only need to manage your Rack rate type.

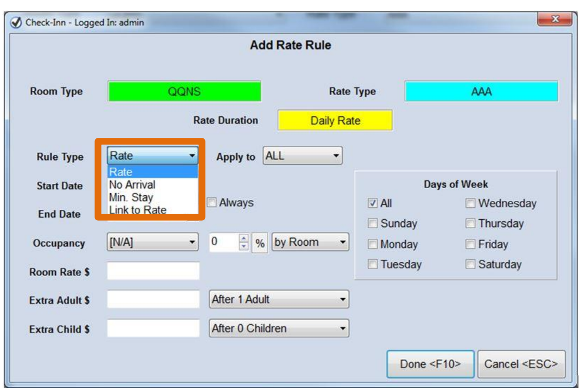
1. **Settings** > **Rooms & Rates** > **Room Rates** > **Room Rate Rules.**



This is the rate type you want to **link** to another rate

2. Use the Rate Type drop-down menu to select the rate type you want to **link** to another rate
3. Click **Add Rate Rule.**

   The Add Rate Rule screen is displayed.



4. Select **Link to Rate** from the Rule Type drop-down menu.

Selecting Link to Rate changes the fields available on the Add Rate Rule screen.

5. Complete the following fields as described in Add rate rule.
   - Apply to (normally set to **ALL**)
   - Start Date & End Date (normally set to **Always**)
6. Use the Linked to drop-down menu to select the type of rate you want to **link to.**
7. Use the Adjust Rate drop-down menu and make a selection.

   These are your options:
   - Decrease by (Round to nearest dollar)
   - Decrease by (No Rounding)
   - Increase by (Round to nearest dollar)
   - Increase by (No Rounding)
8. Enter the number for the amount you want to adjust by.
9. Click **Done.**

Note: Use the same procedure to set Link to Rate rules on any other discount rate type.

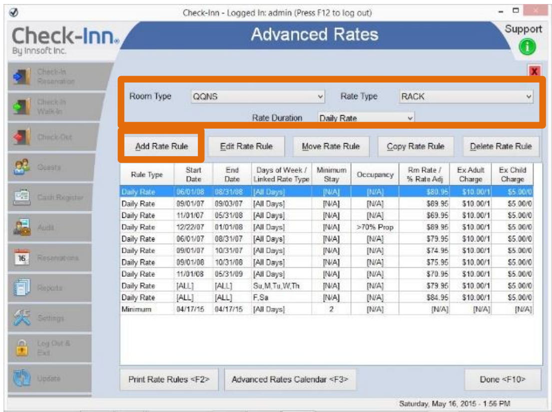
Add Link to Rates for weekly and monthly guests if applicable.

Add Minimum Stay rule

Minimum Stay rules can increase revenue by increasing occupancy and locking in more room nights.

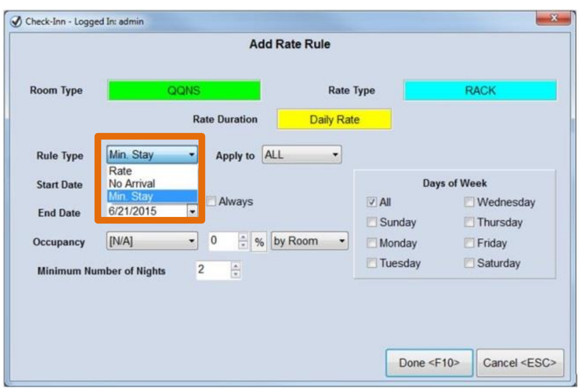
Note: It is not necessary to add Minimum Stay rules for Linked-to rates if the rate being linked to has an existing Minimum Stay rule.

1. **Settings** > **Rooms & Rates** > **Room Rates** > **Room Rate Rules.**



2. Select the room type, rate type, and rate duration.
3. Click **Add Rate Rule.**

   The Add Rate Rule screen is displayed.



4. Select **Min. Stay** from the Rule Type drop-down menu.

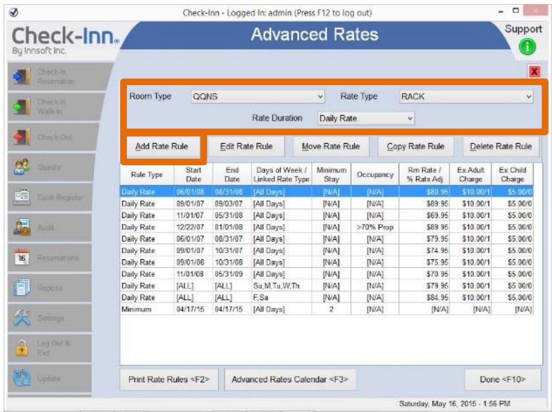
Selecting Min. Stay changes the fields available on the Add Rate Rule screen.

5. Complete the following fields as described in Add rate rule.
   - Apply to
   - Start Date
   - End Date
6. Type a number in the Minimum Number of Nights field (or use the up/down arrows to choose a number).
7. Click to select check boxes in the Days of the Week section to indicate which days of the week this rule is in effect.
8. Click **Done.**

Add No Arrival rule

Note: It is not necessary to add No Arrival rules to discount rate types that have a Link to Rate rule, if the rate being linked to has an existing No Arrival rule.

1. **Settings** > **Rooms & Rates** > **Room Rates** > **Room Rate Rules.**

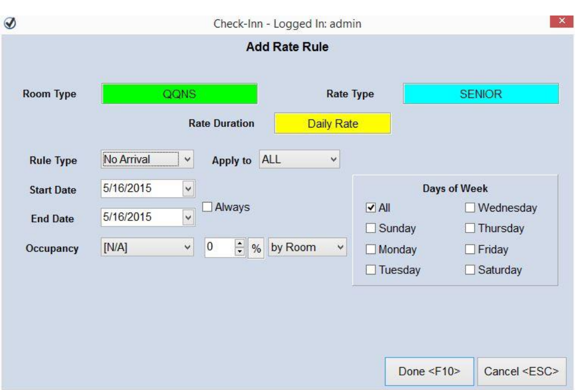


2. Select the room type, rate type, and rate duration.
3. Click **Add Rate Rule.**

   The Add Rate Rule screen is displayed.

4. Select **No Arrival** from the Rule Type drop-down menu.

   Selecting No Arrival changes the fields available on the Add Rate Rule screen.



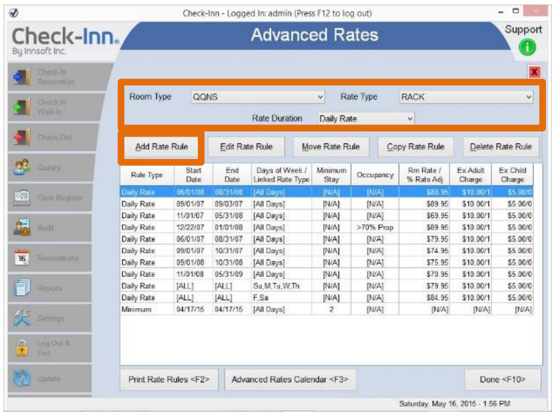
5. Complete the following fields as described in Add rate rule.
    - Apply to
    - Start Date
    - End Date
    - Occupancy (three fields)
    - Days of Week
6. Click **Done.**

Add Occupancy-Triggered rates

Adding Occupancy-Triggered rates can increase revenue through higher rates as demand for rooms rises. If you use Occupancy-Triggered rates, use them **in addition to** normal rates for the same time period.

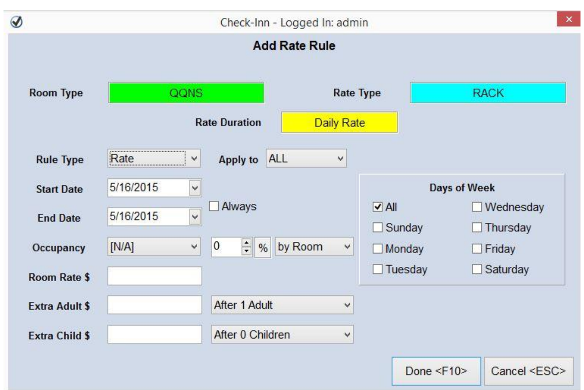
1. **Settings** > **Rooms & Rates** > **Room Rates** > **Room Rate Rules.**

   The Advanced Rates screen is displayed.



2. Select the room type, rate type, and rate duration.
3. Click **Add Rate Rule.**

   The Add Rate Rule screen is displayed.



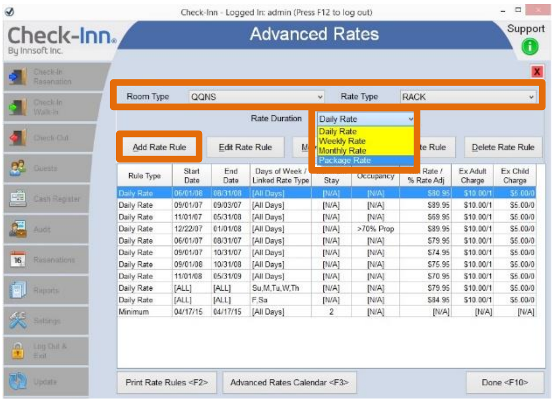
4. Select **Rate** from the Rule Type drop-down menu.

5. Complete the following fields as described in Add rate rule:
   - Apply to
   - Start Date
   - End Date
   - Occupancy (three fields)
   - Room Rate
   - Extra Adult (two fields)
   - Extra Child (two fields)
   - Days of Week
6. Click **Done.**

Add package rates

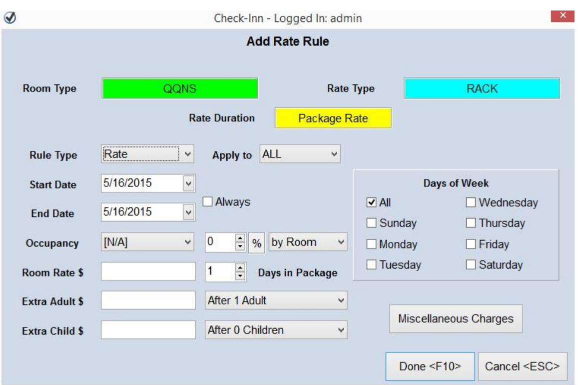
1. **Settings** > **Rooms & Rates** > **Room Rates** > **Room Rate Rules.**

   The Advanced Rates screen is displayed.



2. Select the room type and rate type
3. Use the Rate Duration drop-down list and choose **Package Rate.**
4. Click **Add Rate Rule.**

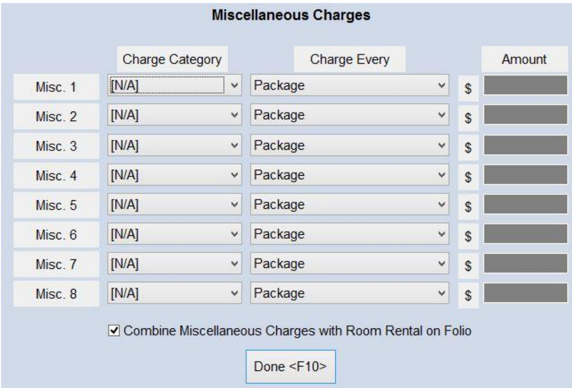
   The Add Rate Rule screen is displayed.



5. Select **Rate** from the Rule Type drop-down menu.
6. Complete the following fields as described in Add rate rule:
   - Apply to
   - Start Date
   - End Date
   - Occupancy (three fields)
   - Room Rate $
   - Extra Adult $ (two fields)
   - Extra Child $ (two fields)
7. Type or use the arrows to select a number for the Days in Package field.

8. Click to select check boxes in the Days of the Week section to indicate which days of the week this rule is in effect.
9. Click **Miscellaneous Charges.**

   The Miscellaneous Charges window is displayed.



10. Complete the fields on the screen as needed.

For this field:	Do this:
Charge Category	Select the appropriate sales category from the drop-down list You may need to add a sales category to the list. For information on how to do that, see Enter sales categories.
Charge Every	Select **Package** from the drop-down list.
Amount	Type the amount you are charging for this package.
Combine Miscellaneous Charges with Room Rental on Folio	Determine whether you want to keep this box selected. When this box is selected, room rental charges and package charges are combined on folios and confirmations, masking the overall breakdown of charges.

11. Click **Done.**
12. Click **Done** again.

Move rate rules

Rate rules are applied in the order they are listed—from the top down—on the Advances Rates screen. **You must organize your rate rules so that the most restrictive rules and highest priced rate rules are at the top of the list.**

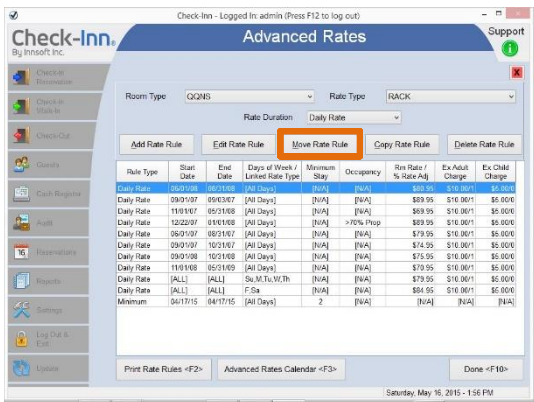
Rule order:

- No Arrival and Minimum Stay
- Holiday/special event rates that are higher priced than Occupancy-Triggered rates
- Occupancy-Triggered rates listed in order of priority (most restrictive and highest prices listed first)
- Remaining rates, from most restrictive to least restrictive.

Note: We recommend that you have a general “always” rate at the bottom of your rate rule list, which is active when no other rate rule above it is. This prevents dates getting missed and not having any rate at all.

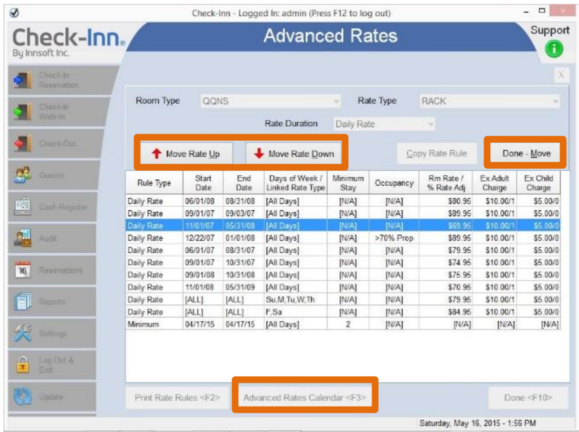
1. **Settings** > **Rooms & Rates** > **Room Rates** > **Room Rate Rules.**

   The Advanced Rates screen is displayed.



2. Click **Move Rate Rule.**

The Advanced Rates screen is displayed with the Move Rate Up and Move Rate Down buttons active.



3. Click to select the rule you want to move, and click **Move Rate Up** or **Move Rate Down** until the rate is in the desired position.
4. Click Done - Move.
5. Click **Advanced Rates Calendar** to ensure that you have listed the rates in the correct order. For more information, see Check your rates.

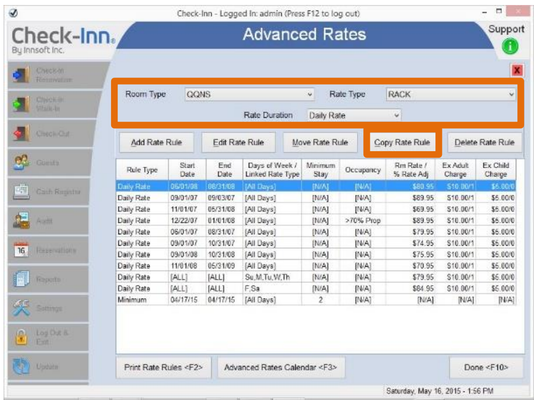
Copy rates

The Copy Rate Rule feature allows you to share rate rules between room types.

IMPORTANT! Copying rates removes all rates in the destination rates room type and replaces them with all rates in the source rates room type. You cannot undo a copy!

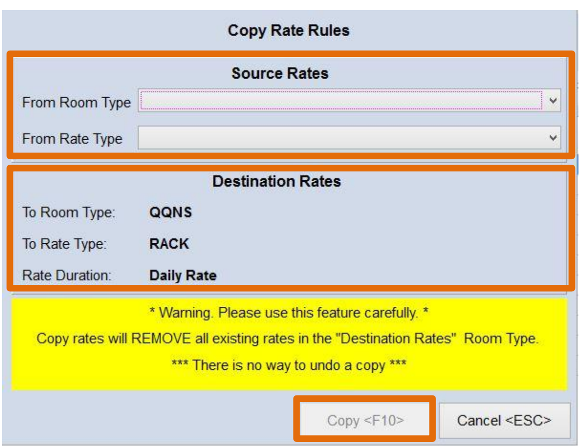
1. **Settings** > **Rooms & Rates** > **Room Rates** > **Room Rate Rules.**

   The Advanced Rates screen is displayed.



2. Click to select the room type, rate type, and rate duration you want to **copy rates to.**
3. Click **Copy Rate Rule.**

   The Copy Rate Rules screen is displayed.



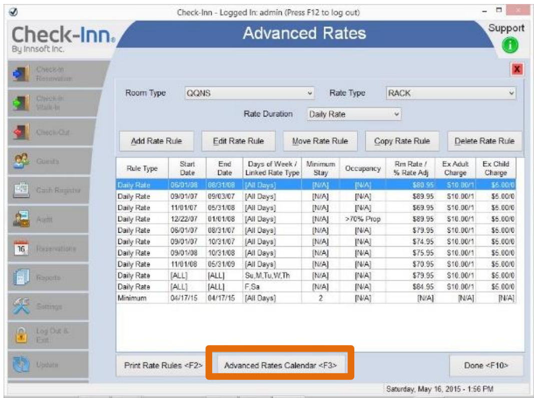
4. In the Source Rates section, select the **room type** that you want to copy the rate from in the From Room Type drop-down menu.
5. In the Source Rates section, select the **rate type** that you want to copy the rate from in the From Rate Type drop-down menu.
6. In the Destination Rates section, verify that the room type, rate type, and rate duration you are copying **to** are correct.
7. Click **Copy.**

Check your rates

After setting, moving, or changing your rates, be sure to check them using the Advanced Rates Calendar.

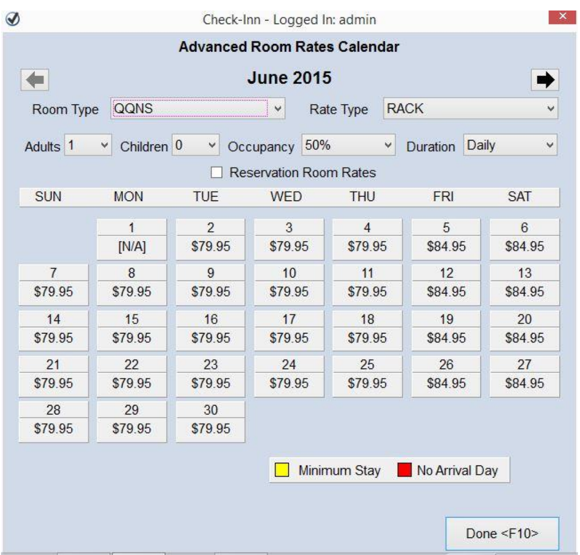
1. **Settings** > **Rooms & Rates** > **Room Rates** > **Room Rate Rules.**

   The Advanced Rates screen is displayed.



2. Click **Advanced Rates Calendar.**

   The Advanced Room Rates Calendar is displayed.



   The calendar shows the active rate for each date. Make sure that rate is what you want it to be.

BASIC RATES

This section includes information on how to:

- Set basic rates
- Specify special rate days
- Link rates
- Print room rates

New and existing users of Check-Inn are **strongly encouraged** to set up rates using our Advanced Rates system. Advanced rates can be set up more quickly and easily and are far more powerful than basic rates. (See Advanced Rates for more information.)

Rate groups allow you to set several rates and discounts for each room. These rates can change for different time periods, and/or automatically change between normal and special rates throughout the guest's stay. Once this step is completed, you are able to select the appropriate rate or discount from a list that is displayed when you enter a rate in the rate field of the Guest Screen.

Think about the different types of rooms in your property (for example, king, queen, king with Jacuzzi). You will be assigning a set of rate groups for each type of room. Each type of room may have up to six rate groups. These may include a daily (with up to two special daily rates), weekly, a monthly, and a package rate group. Within each rate group, you may define the various discount rates that you extend to your guests (for example, AAA, AARP, and Corporate).

Each group is assigned one of the following rate types:

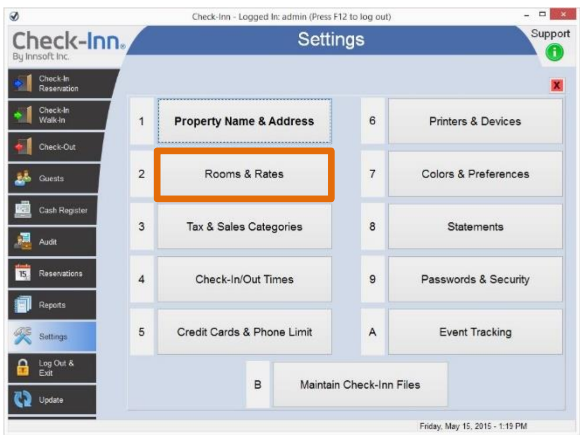
- **Daily:** Daily rates are charged per night. A room may have both normal and special rates of this type.
- **Weekly:** Weekly rates post on the first day of each week of a guest's stay (for example, if a guest checks in on a Monday, room and tax post again on the following Monday).
- **Monthly:** Monthly rates post for the first month on the day of check-in and on the same calendar date of each additional month (for example, if a guest checks in on Monday, February 1st for three months, room rental charges post again on March 1st, April 1st, and so on).
- **Package:** The number of nights in a package rate may vary. Room and miscellaneous charges post on the first day of each new package cycle (for example, if a guest checks in on March 1st for two, four-night packages, the next package charge posts on March 5th). A package rate can be set to represent periods of time that can vary from one to ninety-nine days.

Set basic rates

Note: Check-Inn searches for rates from right to left starting with date column 21. To ensure proper function, set the broadest date range in column 1 with the next widest range in column 2, and so on.

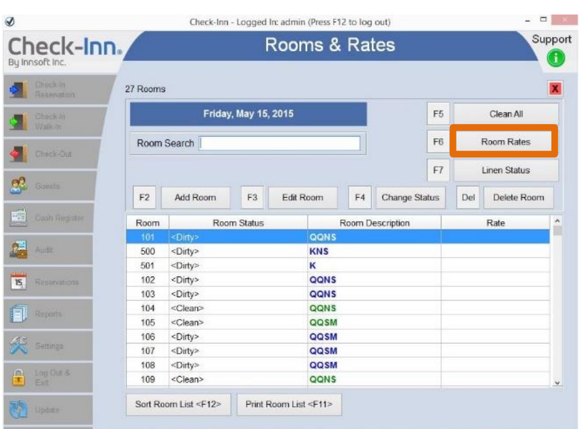
1. Click **Settings** on the home screen.

The Settings screen is displayed.



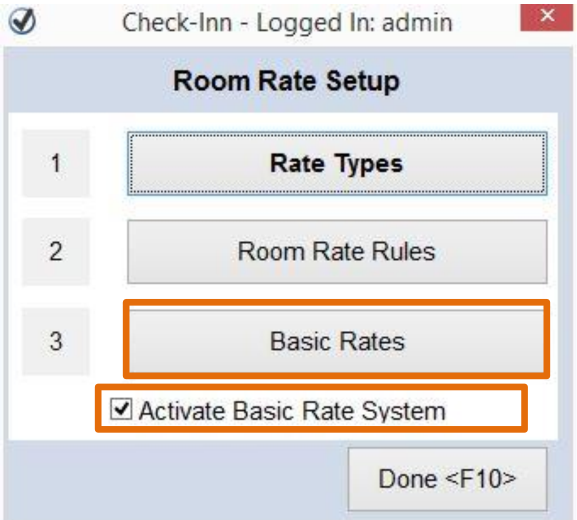
2. Click **Rooms & Rates.**

   The Rooms & Rates screen is displayed.



3. Click **Room Rates.**

   The Room Rate Setup window is displayed.



4. Click to select the “Activate Basic Rate System” check box.
5. Click **Basic Rates.**

   A warning screen displays this message: “Warning! Advanced rates active. Advanced rates override basic rates. Continue?”

6. Click **Yes** if you want to continue.

   The Basic Rates screen is displayed.

If you want to set a group rate type that is:	Do this:
Daily, weekly, or monthly	1. Click the Rate Group drop-down and select a rate group that is not currently being used. 2. Click the Group Rate Type drop-down and select a rate type. Each type of rate needs its own group. 3. Type a name for this group type in the Rate Description field. Use a name that clearly identifies what this rate type is. For example, 2 people 10% discount. 4. Type the rate for each date column. If you have previously entered your room numbers and descriptions, you will need to go back to the Room Numbers and Descriptions screen and edit each of your rooms so that the Rate/Group includes all the group letters for this type of room.
A package rate	1. Click the Rate Group drop-down and select a rate group that is not currently being used. 2. Click the Group Rate Type drop-down and select **Package.** 3. Enter the number of nights in the package in the Nights column. 4. Enter the package rate for each date column. If you have previously entered your room numbers and descriptions, you will need to go back to the Room Numbers and Descriptions screen and edit each of your rooms so that the Rate/Group includes all the group letters for this type of room.

7. Double-click on the Rate Description row of the column you want to set dates for.
8. Select a start date for the Start Date field. This is the first day the rate will be active.
9. Select an end date for the End Date field. This is the last day the rate will be active.
10. Click to select the “Link Room Rates” check box.

    This allows the rate for a guest to automatically change between the date columns during a guest’s stay. For further information about link rates, please see the Link rates section of this manual.

11. Click **Done.**

Specify special rate days

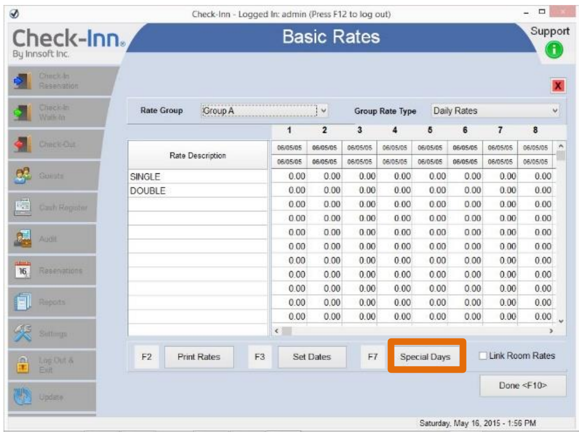
If your property has different rates depending on the day of the week, Check-Inn can adjust guest rates automatically on these days with special rate groups.

Note: If your property has higher rates on the weekend, this option is quite useful.

Set up a special rate

1. **Settings** > **Rooms & Rates** > **Room Rates** > **Basic Rates (and select the "Activate Basic Rate System" check box).**

   The Basic Rates screen is displayed.



2. Click **Special Days.**

The Special Days window is displayed.

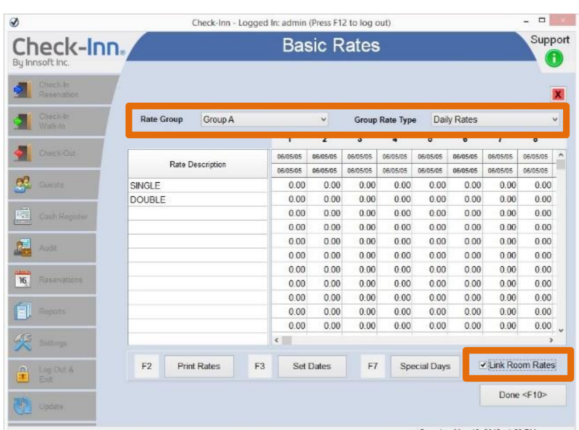
3. Select the days of the week the rate will be active by pressing the number to the left of each day or clicking the button for the day of the week you are setting. (For example, to select Sunday you would press 1 or click Sunday.) Each time you click the day of the week, the setting toggles between Normal, Special A, and Special B.

   Note: You can set each day to Normal, Special A, or Special B rates. Continue until the correct setting is shown for each day.

   IMPORTANT! Be careful to choose the correct setting for each day. These settings apply to **all** rooms in your inventory.

4. Click **Done** when you are finished.

   The Basic Rates screen is displayed.



5. Click to select the “Link Room Rates” check box. This allows the rates for guests to change between the normal rate and special rates at the appropriate times during their stay.

Note: For further information about link rates, please see the Link rates section of this manual.

6. Use the drop-down list for the Rate Group field to select a rate group that is not currently being used (for example, Group D). This is used to create the rates for your Special A group.
7. Use the drop-down list for the Group Rate Type field, and select **Daily Rates.**
8. Enter the **new** rates for Special A days in this group. Make sure to enter the information in the Rate Description field **exactly** as it appears in the Normal daily rate group.

Note: If needed, create a rate group for Special B days in the same manner as above.

If you have previously entered your room numbers and descriptions, you will need to go back to the Room Numbers and Descriptions screen and add the letter of the **new** daily rate group(s) to the Rate/Group field for each room that will use these special rates. Make sure that you include **all** rate groups for this room type, especially if you are using Special A and Special B daily rates.

IMPORTANT! The letter of the Normal daily rate group must be listed **before** the letter of the Special daily rate group from left to right. If you are using two special rate days, be sure that your Special A rate group is listed before your Special B rate group from left to right.

9. Click **Done.**

Here’s an example of how special rates might be used:

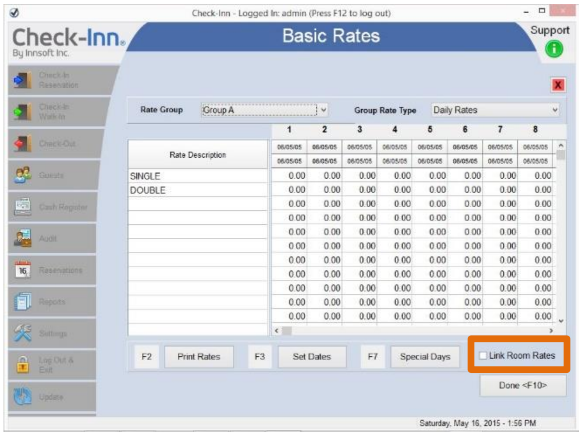
- Normal rates apply from Sunday through Thursday.
- Friday’s rates are slightly higher than normal.
- Saturday’s rates are much higher than normal.
- All Queen rooms use rates from:
  - Group A for Sunday – Thursday rates. (Normal)
  - Group D for Friday rates. (Special A)
  - Group E for Saturday rates. (Special B)
  - Therefore, all Queen rooms must show ADE in the rate column on the Room Numbers and Descriptions screen.

Note: If the rate column showed AED, then Friday and Saturday would switch, meaning Group E would be charged on Friday and Group D would be charged on Saturday.

Link rates

1. **Settings** > **Rooms & Rates** > **Room Rates** > **Basic Rates (and select the “Activate Basic Rate System” check box).**

   The Basic Rates screen is displayed.



2. Add or change rates as needed.
3. If appropriate, click to select the “Link Room Rates” check box.

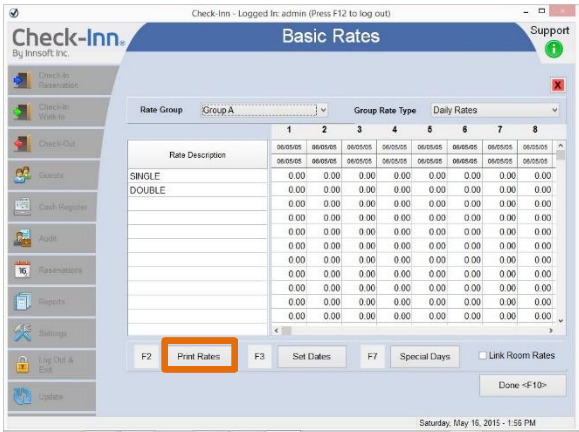
This setting:	Does this:
Check box selected	Check-Inn automatically adjusts room rates based on the dated columns and special days for your property. **For special rates to work properly, Link Room Rates must be selected.**
Check box **not selected**	Check-Inn does not automatically adjust rates. You must make all changes manually on the Guest Information screen.

4. Click **Done.**

Print room rates

1. **Settings** > **Rooms & Rates** > **Room Rates** > **Basic Rates (and select the "Activate Basic Rate System" check box).**

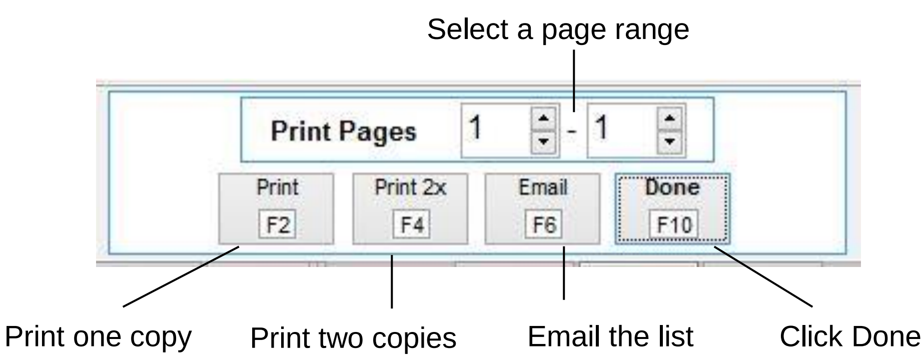
   The Basic Rates screen is displayed.



2. Click **Print Rates.**

   A print preview of the room rates is displayed.

3. Print or email the list as needed.



4. Click **Done.**

TAX AND SALES CATEGORIES

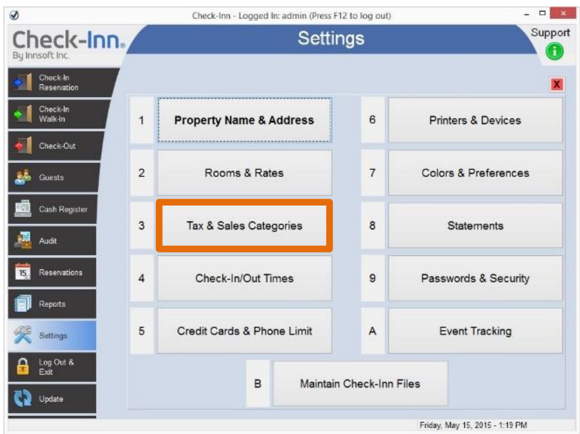
This section includes information on how to:

- Set tax percentages, flat tax, and tax exemption types
- Set an auto tax exemption
- Set taxes for lodging, phone, and room deposit charges
- Enter sales categories
- Auto-charge all guests

Set tax percentages, flat tax, and tax exemption types

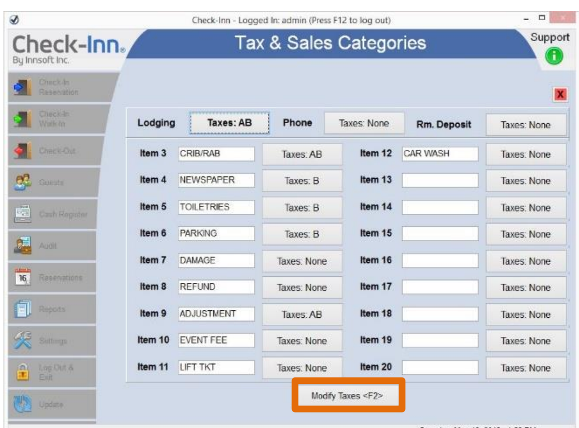
1. Click **Settings** on the home screen.

The Settings screen is displayed.



2. Click **Tax & Sales Categories.**

   The Tax & Sales Categories screen is displayed.



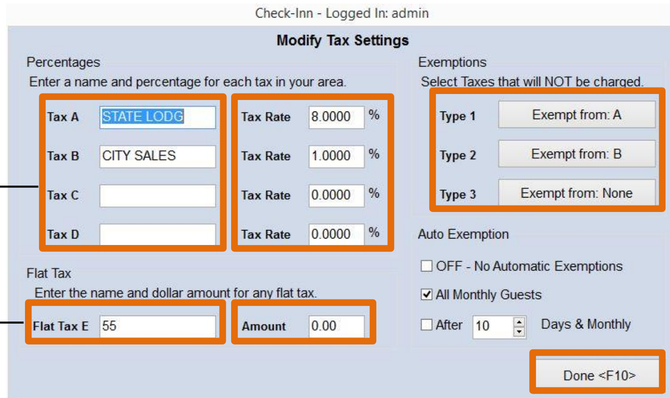
3. Click **Modify Taxes.**

Settings Home Screen Check-In Reservation Check-In Walk-In Guest Screen Audit

Cash Register/Guest Screen Check-Out Stand-Alone Cash Register Reservations

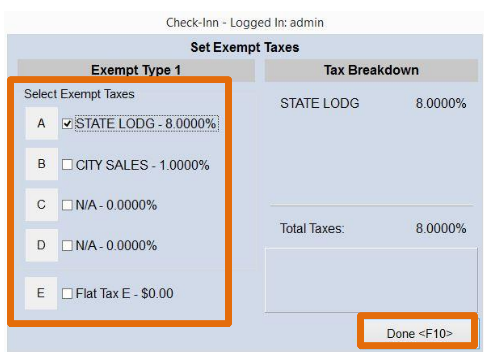
Reports Troubleshooting Appendix EMV

The Modify Tax Settings window is displayed.



Tax percentages

Flat tax

If you want to:	Do this:
Enter tax percentages	1. Enter the name of each tax (up to four taxes) charged in your area in the Tax A, B, C, or D field (for example, state sales tax, city sales tax, or county lodging tax). 2. Enter the corresponding tax rate in the tax rate field.
Enter a flat tax	1. Type the name of the tax in the Flat Tax E field. 2. Type the amount of the flat tax in the Amount field.
Set tax exemption types	You may enter up to three types of tax exemptions (Type 1, Type 2, Type 3). 1. Click the button next to the exemption you want to add/change. *The Set Exempt Taxes window for that selection is displayed.*  2. Click to select the check box next to the tax **that will not be charged** when this exemption type is selected at check-in. 3. Click **Done.**

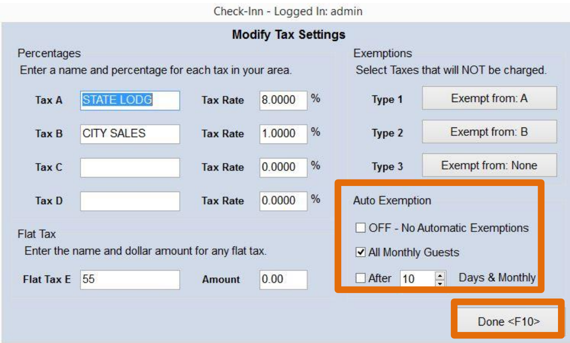
4. Click **Done** when you have finished entering the tax types.

Set an auto tax exemption

Use this feature if your property is located in an area that offers tax exemption to certain types of guests.

1. **Settings** > **Tax & Sales Categories** > **Modify Taxes.**

   The Modify Tax Settings window is displayed.



2. Review the options for auto exemption and make the appropriate selection.

Click to select this check box:	For this situation:
OFF – No Automatic Exemptions	There are no exemptions in your area.
All Monthly Guests	There is no room tax for monthly guests in your area. Selecting this option sets the monthly duration to tax exempt.
After ___ Days & Monthly	If there is no room tax for monthly guests **or** daily guests who have stayed in the hotel over a certain number of nights. If you select this option, enter the number of days that daily guests must stay in order to be tax exempt.

3. Click **Done.**

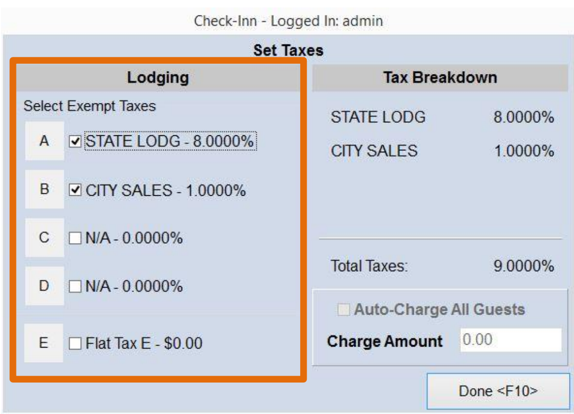
Set taxes for lodging, phone, and room deposit charges

1. **Settings** > **Tax & Sales Categories.**

   The Tax & Sales Categories screen is displayed.

2. Click the **Taxes:** button next to Lodging.

   The Set Taxes screen is displayed.



3. Click to select the check box for each tax that applies to lodging charges.

   On the right-hand side of the screen you can see a breakdown of the taxes and the total percentage that guests will be charged.

4. Click **Done.**

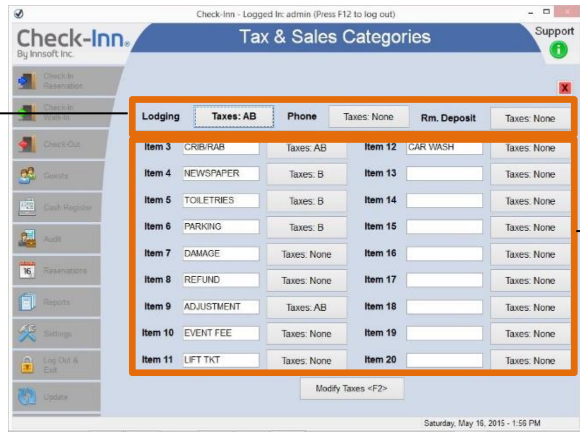
5. Repeat these steps for Phone and Rm. Deposit.

6. Click **Done.**

Enter sales categories

The first three sales categories at the top of the screen (Lodging, Phone, and Rm. Deposit) are fixed and cannot be changed. Item numbers 3 through 20 can be set to include any additional charge categories (for example, Pet Fee, Crib, Rollaway, and so on) that you wish to track on your daily and monthly reports.

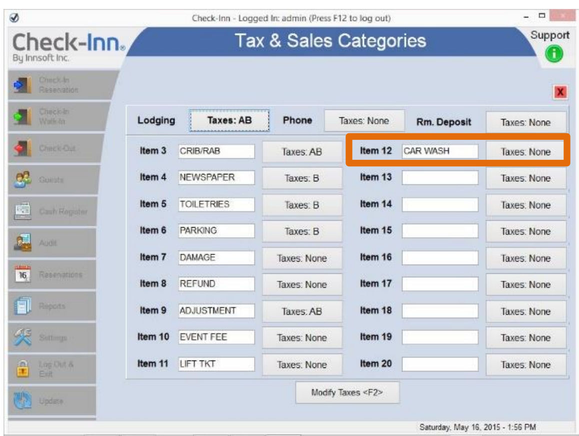
Lodging, Phone and Rm. Deposit cannot be changed



You can set items 3 through 20 to include additional charge categories

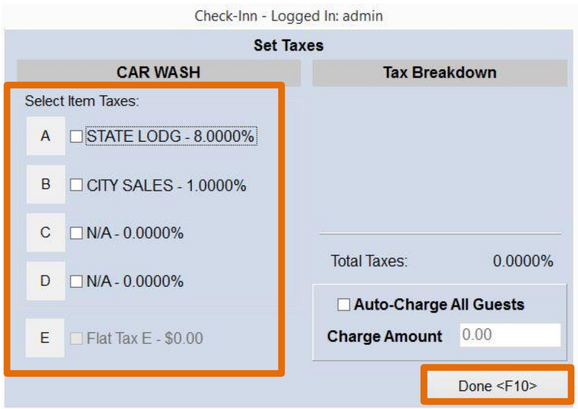
1. **Settings** > **Tax & Sales Categories.**

   The Tax & Sales Categories screen is displayed.



2. Enter the item name next to the item number.
3. Click the **Taxes: None** button next to the item name.

The Set Taxes window for that item is displayed.



4. Click to select the check boxes for all taxes that apply to the item.

   On the right-hand side of the screen you can see a breakdown of the taxes and the total percentage that guests will be charged.

5. Click **Done** once the taxes are correct.
6. Repeat this process for all sales categories available.
7. Click **Done** when you are finished adding sales categories and their taxes.

Auto-charge all guests

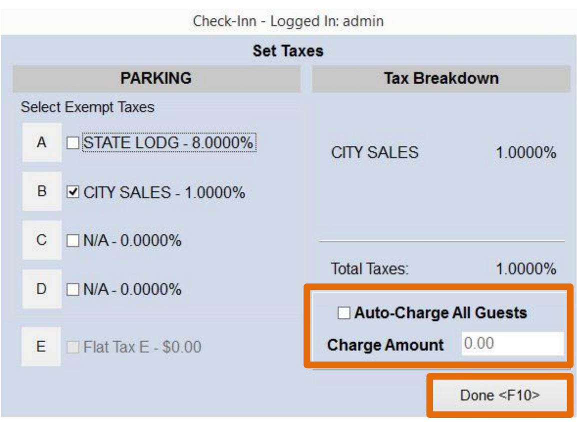
If you have a repeating charge you wish to charge all guests checked in to your property, you may set up a maximum of three auto-repeating charges on the Tax & Sales Categories screen. If you have over three auto-repeating charges set up, only the first three will apply.

1. **Settings** > **Tax & Sales Categories.**

   The Tax & Sales Categories screen is displayed.

2. Click the **Taxes: [your tax]** button next to the item name you would like to enter a repeating charge for.

   The Set Taxes window for that item is displayed.



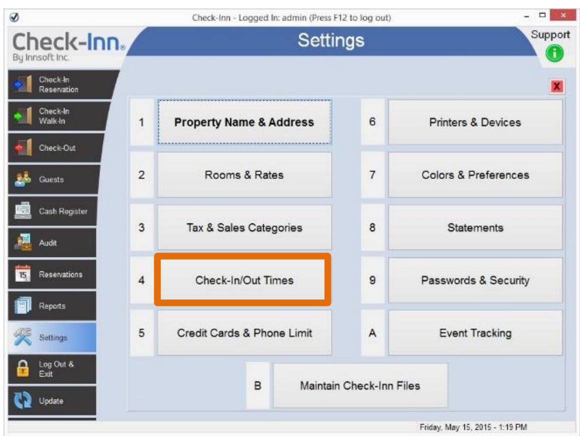
3. Click to select the check box for “Auto-Charge All Guests.”
4. Enter the amount you want to charge in the Charge Amount field.
5. Click **Done.**

CHECK-IN/OUT TIMES

Use these steps to set the check-out, check-in, early check-in, close out, and hold-to time for your property.

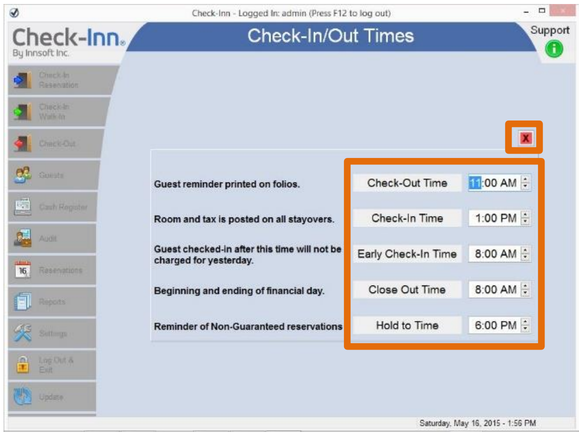
1. Click **Settings** on the home screen.

The Settings screen is displayed.



2. Click **Check-In/Out Times.**

The Check-In/Out Times window is displayed.



3. Make changes to each field as needed.

To set this:	Do this:
Check-out time	Type the check-out time (or use the arrows to select a time) in the Check-Out Time field. ▪ The check-out time will be printed on your guests' folios and reservation confirmations to let your guests know when they are expected to check out. ▪ Guests are not charged for the next day unless they fail to check out before the check-In time.
Check-in time	Type the check-in time (or use the arrows to select a time) in the Check-In Time field. ▪ Check-In time is the time when room and tax charges are posted for guests who were charged for last night and will be charged again for tonight.
Early check-in time	Type the early check-in time (or use the arrows to select a time) in the Early Check-In Time field. ▪ If guests check in prior to this time, they will be charged for the previous night. ▪ This is also the time of day when the reservations for the current day will be displayed.
Close out time	Type the close out time (or use the arrows to select a time) in the Close Out Time field. ▪ This time marks the beginning and ending of your financial day. This is a 24-hour period. ▪ Your Daily Financial Reports are based on this time.

To set this:	Do this:
Hold to time	Type the hold to time (or use the arrows to select a time) in the Hold to Time field. ▪ This is a reminder to clerks for non-guaranteed reservations. **Note:** Reservations are **not** automatically cancelled at this time; it is simply a reminder.

4. Click **X** in the upper right to save and exit the screen.

CREDIT CARDS AND PHONE LIMITS

This section includes information to:

- Enter credit card information
- Enter a specialty payment type
- Enter a billing balance
- Set the default phone limit
- Process credit cards
- Learn requirements for the Credit Card Processing module
- Enter merchant account information
- Set up high-speed card processing
- Set up your modem
- Select your credit card print options
- Learn about credit card security
- Access the Administrative Security Console
- Set passwords for credit card security
- Generate encryption keys
- View or print the security log

Enter credit card information

Note: This information is set up in Check-Inn by default, so it is not normally required to make changes to this part of the program.

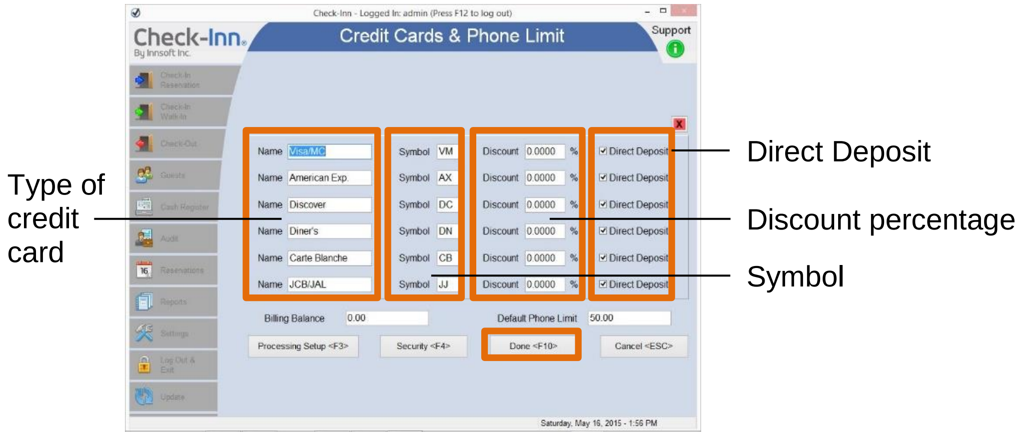
IMPORTANT! If you change the order of the credit cards after you begin entering credit card transactions, the credit card summary on the Daily Financial Report displays incorrect totals. If this happens, call Innsoft Technical Support (503-643-8162, option 2).

1. Click **Settings** on the home screen.

The Settings screen is displayed.

2. Click **Credit Cards & Phone Limit.**

The Credit Cards & Phone Limit screen is displayed.



3. Change the names for the credit cards if you would like, and delete any that you don't accept.
4. If the symbol for the credit card is incorrect, enter the correct symbol in the Symbol field.
5. Enter the discount percentage for each credit card you accept in the Discount % field. This is the percentage of the total sale that each card company takes as a processing fee.
6. Click to select the "Direct Deposit" check box for each card that directly deposits payments to your bank account, or leave it blank if the credit card company issues you a settlement check.
7. Click **Done.**

Enter a specialty payment type

If your property accepts fewer than six credit card types, Check-Inn can track **one** specialty payment type (for example, checks or gift certificates) in an unused credit card slot.

The payments to this specialty type are listed in the Credit column on guest folios and Daily Financial Reports. These entries are listed with the symbol you have chosen.

If you are using the Credit Card Processing module, this payment type is listed separately in the Cash Register screens. Specialty payments do not require authorization and are not sent with credit card batches.

1. **Settings** > **Credit Card & Phone Limit.**

   The Credit Cards & Phone Limit screen is displayed.

2. Type an asterisk (*) followed by the name of the specialty item in an unused credit card slot (for example, "*Check"). This name will be listed as a payment type in all Cash Register screens.
3. Enter a symbol for the payment type in the Symbol field (for example, "CK" for "Checks").
4. Ensure that the Discount % field is zero.
5. Determine whether or not to select the check box for "Direct Deposit."

   Note: In the Accounts Receivable Summary section of the Daily Financial Report or the Credit Card Audit, there is a Payments Received column. Selecting (or not selecting) the "Direct Deposit" check box affects the dollar amount in this column.

If you:	Then this happens:
Select the check box for Direct Deposit	A value is entered in the Payments Received column to match Today's Net, so the Balance Today is always zero.
Do not select the check box for Direct Deposit	There will be a large balance for credit cards in the A/R summary of the financial reports (unless and until someone reconciles the Credit Card Audit).

6. Click **Done.**

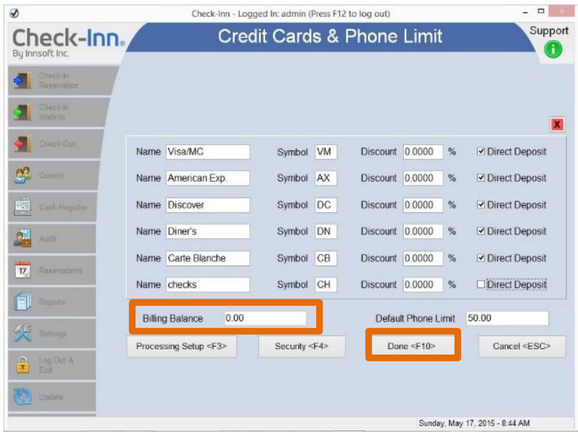
Enter a billing balance

If you are wanting to transfer an existing Accounts Receivable balance from a previous PMS software, the Billing Balance feature may work for you. If you enter an amount into the Billing Balance field, a miscellaneous billing entry will be added to Check-Inn's Accounts Receivable.

Note: The amount entered in the Billing Balance field will not be affected by activity in Accounts Receivable.

1. **Settings** > **Credit Card & Phone Limit.**

   The Credit Cards & Phone Limit screen is displayed.



2. Enter the amount in the Billing Balance field.
3. Click **Done.**

Set the default phone limit

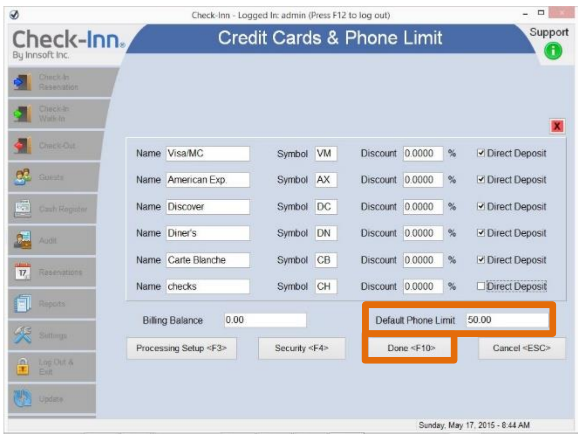
You must purchase Call-Inn™ Call Accounting or Phone Monitor for this feature to function. Contact Innsoft Sales (800-950-8665).

Each guest that you check in will be allowed to make phone calls up to the dollar limit that you define here. Once the set limit has been reached, an “over limit” warning is displayed on your terminal, and the guest is added to the Phone Limit Violation Report. Credit limits for individual guests can be set through the Cash Register/Guest Screen, either during check-in or after, from the Guest Screen.

Note: If you have set up the Mitel Toll Control feature within the Call-Inn™ Call Accounting software, the guest’s phone is turned off when this phone credit limit has been reached.

1. **Settings** > **Credit Card & Phone Limit.**

   The Credit Cards & Phone Limit screen is displayed.



2. Enter the initial phone credit limit for your guests in the Default Phone Limit field.
3. Click **Done.**

Process credit cards

IMPORTANT! The Credit Card Processing module is required to process credit cards in Check-Inn. If you are not sure that you have this, please contact the Innsoft Sales department during normal business hours (800-950-8665, 7 AM. to 4 PM, Monday–Friday, PT).

IMPORTANT! It is highly recommended that you call Innsoft Technical Support to configure and test your merchant account information in the Check-Inn system. (In many cases, Innsoft Technical Support may already have your setup information.) Innsoft Technical Support can be reached at 503-643-8162, option 2, and is open Monday–Friday from 7 AM to 4 PM (PT).

Requirements for the Credit Card Processing module

In order to use the Credit Card Processing module, you must have a merchant account compatible with one of the following platforms:

- TSYS
- FDMS North
- FDMS South

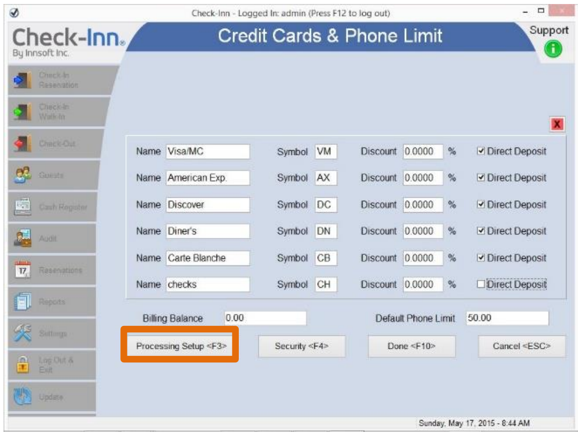
You will need a “VAR” or a “Parameter” sheet, which you can obtain from your credit card processor. This document contains your merchant account settings. When requesting an account setup sheet, be sure to inform your merchant account representative that you intend to process credit cards using Check-Inn lodging software. This will help ensure that you receive the appropriate setup sheet.

Note: It is strongly recommended that you have a magnetic stripe reader, which is used to swipe your customer’s credit cards and input the credit card information into Check-Inn.

Enter merchant account information

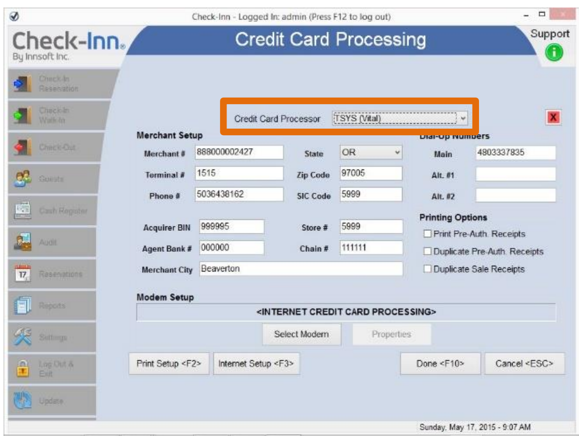
1. **Settings** > **Credit Card & Phone Limit.**

   The Credit Cards & Phone Limit screen is displayed.



2. Click **Processing Setup.**

   The Credit Card Processing screen is displayed.



3. Select your credit card processor from the Credit Card Processor drop-down list.
4. Enter all of the merchant setup information found on the VAR sheet provided by your card processor, as well as modem setup information.

   Note: If you have a Qual. code or 6-digit terminal number, the card processor is Chase.

If you are using this credit card network:	Do this:
Chase (FDMS South)	1. Enter your 12-digit merchant number. 2. Enter the 4-digit terminal number. 3. Enter your 5-digit Qual. Code. 4. Select your state abbreviation from the drop-down list. 5. Enter your 5-digit ZIP code. 6. Enter the specific SE numbers for **each** card that is supported. 7. Enter up to 3 dial-up numbers. If a 9 is required to get an outside line at your property, include a 9 in the dial-up number. 8. Click **Done**
Cardnet (FDMS North)	1. Enter your 12-digit merchant number. 2. Enter your 6-digit terminal number. 3. Select your state abbreviation from the drop-down list. 4. Enter your 5-digit ZIP code. 5. Enter the merchant phone number. 6. Enter up to 3 dial-up numbers. If a 9 is required to get an outside line at your property, include a 9 in the dial-up number. 7. Click **Done.**
Vital (TSYS)	1. Enter your 12-digit merchant number. 2. Enter your 4-digit terminal number. 3. Select your state abbreviation from the drop-down list. 4. Enter your 5-digit ZIP code. 5. Enter the merchant phone number. 6. Enter your 6-digit acquirer BIN number. 7. Enter the SIC (merchant category) code. 8. Enter your 6-digit agent bank number. 9. Enter your 4-digit store number. 10. Enter your 6-digit chain number. 11. Enter your merchant city name. 12. Enter up to 3 dial-up numbers.

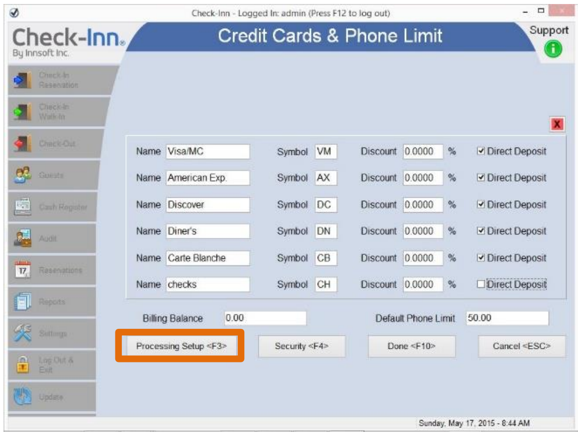
If you are using this credit card network:	Do this:
	If a 9 is required to get an outside line at your property, include a 9 in the dial-up number. 13. Click **Done.**

Set up high-speed card processing

Follow these steps to set up high-speed credit card processing (after entering your merchant account information):

1. **Settings** > **Credit Card & Phone Limit.**

   The Credit Cards & Phone Limit screen is displayed.

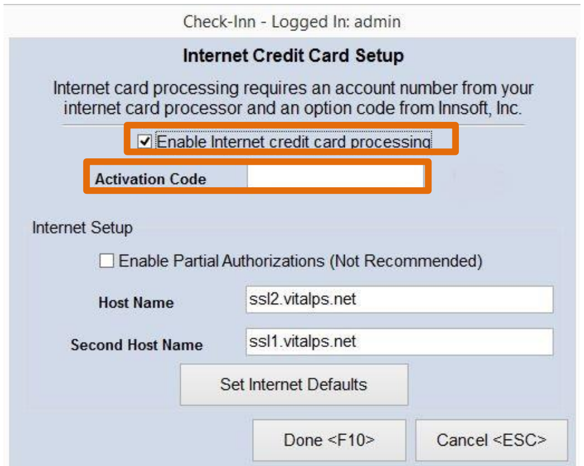


2. Click **Processing Setup.**

   The Credit Card Processing screen is displayed.

3. Click **Internet Setup.**

The Internet Credit Card Setup window is displayed.



4. Click to select the “Enable Internet card processing” check box.
5. Type the activation code from your invoice in the Activation Code field.

   Note: If you are using Chase or Cardnet you need to enter a Datawire ID in the Datawire ID (DID) field (this field is visible when you are using Chase or Cardnet). (Contact your merchant services representative to obtain a Datawire ID.)

6. Click **Done.**

Note: If you receive an error message when attempting to use high-speed card processing, verify that you have a working Internet connection. If your Internet connection is not functioning, call your Internet service provider (ISP) to troubleshoot the problem.

If you have a working internet connection but are still receiving an error call Innsoft Technical Support (503-643-8162, option 2).

Set up your modem

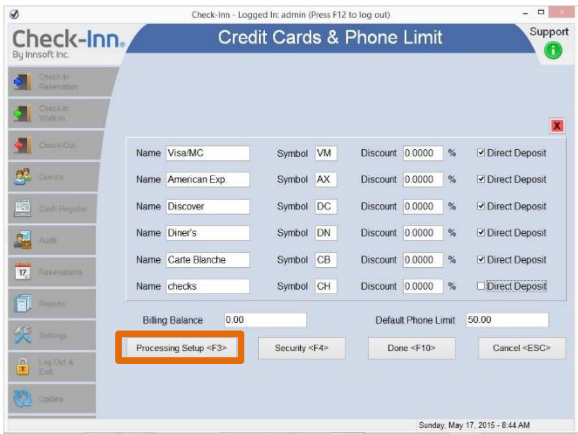
Note: Innsoft strongly recommends that you use high speed processing (the Internet) instead of a modem to process credit cards.

If you have an Internet connection, you do not need to set up your modem.

Any modem that is compatible with Windows should work with Check-Inn.

1. **Settings** > **Credit Card & Phone Limit.**

   The Credit Cards & Phone Limit screen is displayed.



2. Click **Processing Setup.**

   The Credit Card Processing screen is displayed.

3. Click **Select Modem.**

4. Use the drop-down box to select a modem currently installed within Windows.

5. Click **OK.**

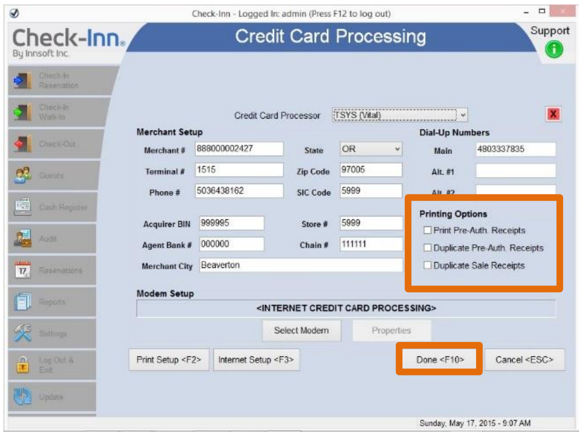
Note: Do not access Modem Properties without the assistance of an Innsoft technician. If you are having trouble connecting to your credit card processor, call Innsoft Technical Support (503-643-8162, option 2).

Select your credit card print options

On the Credit Card Processing screen there are three printing options. These options determine when and how many receipts should print after processing a credit card transaction or pre-authorizing a credit card

1. **Settings** > **Credit Card & Phone Limit** > **Processing Setup.**

   The Credit Card Processing screen is displayed.



2. Click to select a printing option.

This printing option:	Does this:
Print Pre-Auth Receipts	Forces the program to automatically print a credit card authorization draft when a credit card is pre-authorized
Duplicate Pre-Auth Receipts	Forces the program to print separate customer and merchant receipts when a credit card is pre-authorized
Duplicate Sales Receipts	Force the program to automatically print separate customer and merchant receipts when a credit card sale is processed

3. Click **Done.**

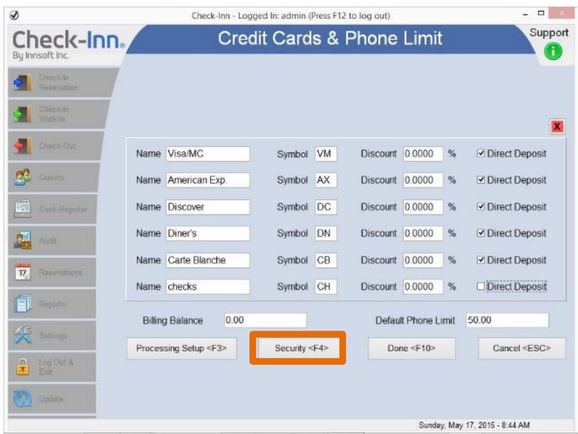
Credit card security

Credit card information such as card numbers and credit card batches is encrypted and password protected by Check-Inn to help prevent fraud and misuse.

By taking the time to create secure passwords and encrypt your data, you can protect your customers from fraud and yourself from potential liability. You can access settings for credit card security such as logs, password settings, and encryption through the Administrative Security Console.

Access the Administrative Security Console

1. **Settings** > **Credit Card & Phone Limit.**
2. The Credit Cards & Phone Limit screen is displayed.



3. Click **Security.**

   The Administrative Security Console is displayed.

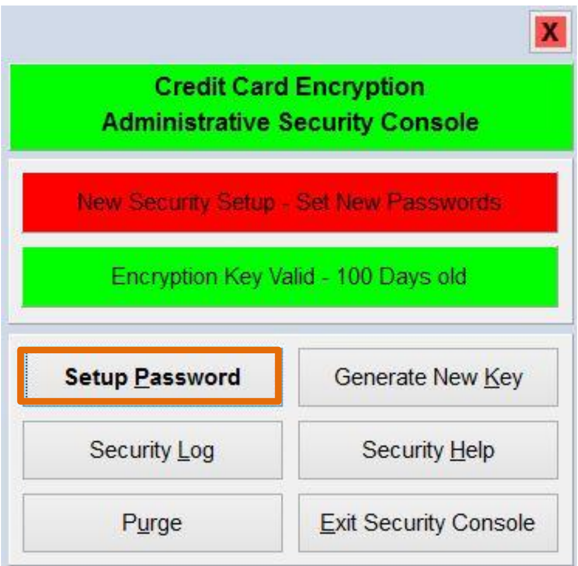
Set passwords for credit card security

Setting passwords in the Administrative Security Console allows you to restrict access to sensitive credit card information such as batch history and authorization logs. Please take a few moments to set passwords by following the instructions below.

WARNING: Do not lose your administrator password! Loss of the administrator password may result in credit card data loss. A non-refundable fee of $250.00 and a notarized statement from the property owner or manager will be required before any attempt is made to recover the administrator password. **Passwords may not be recoverable.**

1. **Settings** > **Credit Card & Phone Limit** > **Security.**

   The Administrative Security Console is displayed.

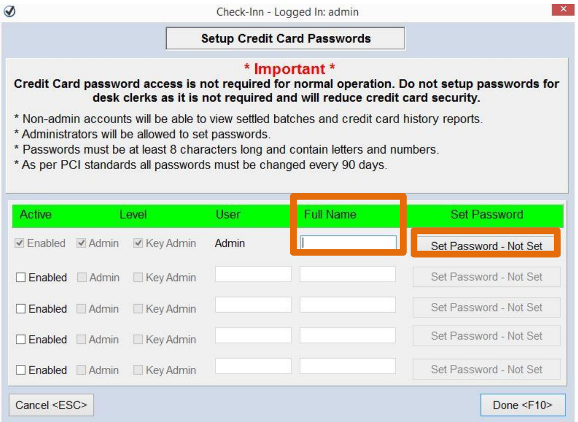


2. Click **Setup Password.**

   A warning message is displayed.

3. Read the warning message.
4. Click **Continue.**

The Setup Credit Card Passwords screen is displayed.

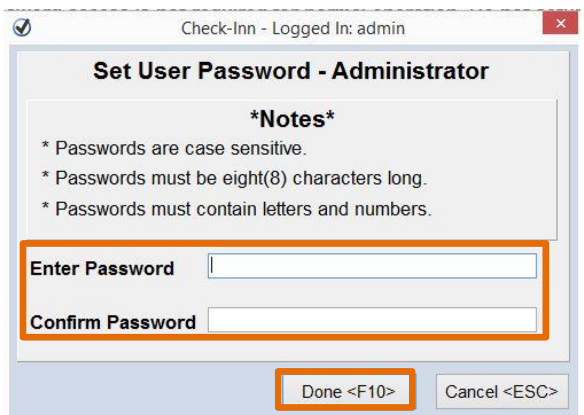


5. Type a name for the user in the Full Name field.

   Note: Passwords that are not marked as Admin are allowed access to batch history and the authorization log (**Audit** > **Credit Card Processing** > **History Report**).

6. Click **Set Password.**

   The Set User Password – Administrator window is displayed.



Note: You must enter a password that contains both letters and numbers and is at least 8 characters in length. The password is case sensitive.

7. Type the new password in the Enter Password field.
8. Re-enter the password in the Confirm Password field.
9. Click **Done.**

   If the username and password were entered correctly you receive this message: "Success! Password updated."

Generate encryption keys

An encryption key is a secret code used to secure your data. By generating an encryption key in Check-Inn, you can protect sensitive credit card information in the event that your data is stolen or compromised.

We recommend that you generate a new encryption key as soon as possible and regenerate a new key at least every 90 days. To generate an encryption key please follow the steps below:

1. **Settings** > **Credit Card & Phone Limit** > **Security.**

   The Administrative Security Console is displayed.

2. Click **Generate New Key.**

   The Credit Card Encryption Key Generator window is displayed.

3. Read the Important message.
4. Click **Generate New Key & Re-encrypt.**

If successful, "Encryption Key Valid – 0 Days old" is displayed.

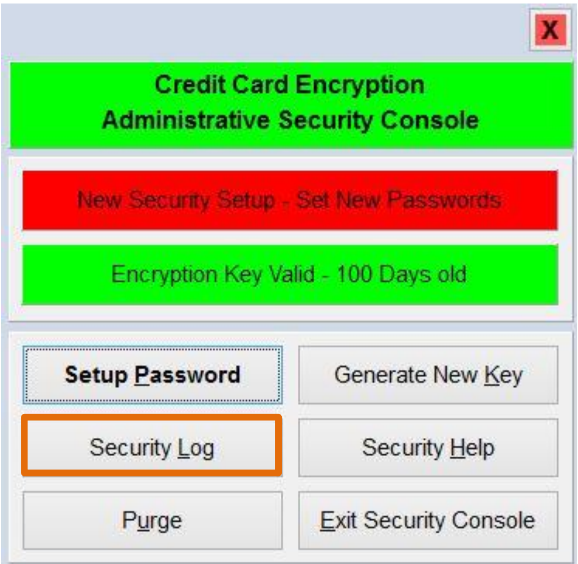
5. Click **X** to save and exit.

View or print the security log

The security log contains a detailed date/time-stamped list of successful and unsuccessful logins to the administrative security console. Review this information periodically to check for evidence of unauthorized access. To view the security logs follow the steps below:

1. **Settings** > **Credit Card & Phone Limit** > **Security.**

   The Administrative Security Console is displayed.



2. Click **Security Log.**

   The Credit Card Security Log screen is displayed.

3. Click **Print** or **Search.**
4. Click **Exit.**

PRINTERS & DEVICES

This section includes information to:

- Select a printer
- Activate an electronic cash drawer
- Integrate voicemail
- Set up scanner
- Set up keycard
- Set up signature pad

Select a printer

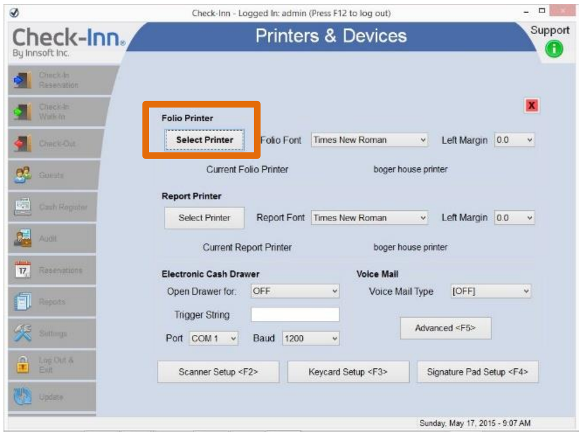
Any printer that is compatible with Windows will work with Check-Inn.

1. Click **Settings** on the home screen.

The Settings screen is displayed.

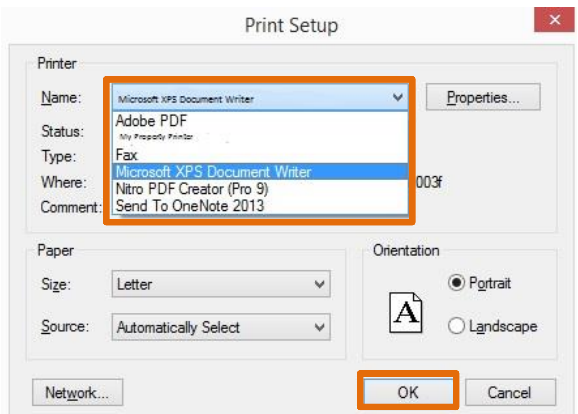
2. Click **Printers & Devices.**

The Printers & Devices screen is displayed.



3. In the Folio Printer section, click **Select Printer.**

   The Print Setup window is displayed.

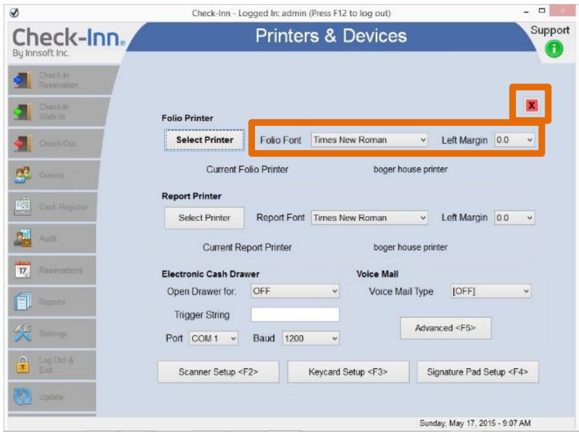


4. Use the drop-down list for the Name field to select the printer you want to use.

   Note: Do not change the page orientation; Check-Inn does not support the landscape layout.

5. Click **OK.**

The Printers & Devices window is displayed.



6. Select a font from the Folio Font drop-down list.

   Note: If you select a font other than Times New Roman it may cause reports and folios to not print properly.

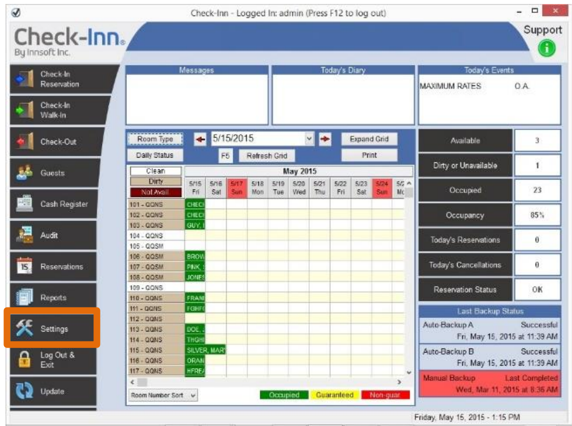
7. Select the width of the left margin from the Left Margin drop-down list next to the font selection.

   Note: Print a sample report before setting a margin. Most printers do not require a margin.

8. Click **X** to save an exit this screen.
9. Repeat these steps for the Report Printer.

Activate an electronic cash drawer

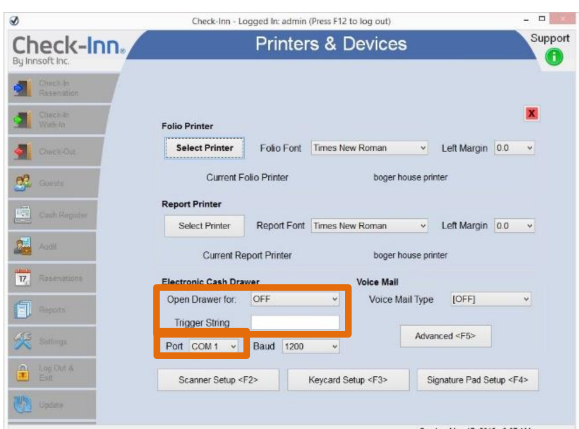
1. Click **Settings** on the home screen.



The Settings screen is displayed.

2. Click **Printers & Devices.**

   The Printers & Devices screen is displayed.



3. Use the Open Drawer for drop-down list and select the type of transactions that will open the drawer (All Transactions, Cash Only, Cash & Credit, or Cash & Billings).
4. In the Trigger String field, enter the trigger string that opens the drawer.

   Note: For most serial drawers, the trigger string can be anything, such as “AAAA.” Use the Port drop-down list to select the parallel or serial port the cash drawer you will use.

Note: You should not need to change the Baud field unless instructed to do so by the electronic cash drawer manufacturer.

5. Click **X** to save your changes and exit the screen.

Integrate voicemail

Check-Inn has the ability to send guest information—such as name, room number, and occupancy status—to a voicemail system.

This requires a separate module, so please call Innsoft Sales (800-950-8995) during normal business hours for more information.

1. Click **Settings** on the home screen.

The Settings screen is displayed.

2. Click **Printers & Devices.**

Settings Home Screen Check-In Reservation Check-In Walk-In Guest Screen Audit

Cash Register/Guest Screen Check-Out Stand-Alone Cash Register Reservations

Reports Troubleshooting Appendix EMV

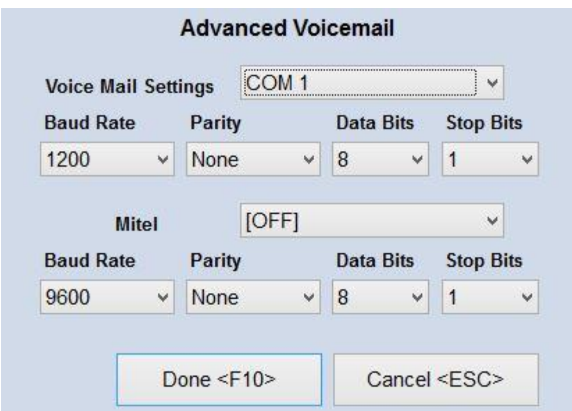
The Printers & Devices screen is displayed.

3. Use the Voice Mail Type drop-down list and select either Innovation or Centigram.

   Note: Contact your voicemail provider to determine which type you have.

4. Click **Advanced.**

   The Advanced Voicemail window is displayed.



5. Use the Voice Mail Settings drop-down list to select the serial port your voicemail system will use.
6. Configure the rest of the fields on this screen as appropriate.

   Note: Contact your voicemail provider for information as needed.

7. Click **Done.**

Set up scanner

Check-Inn has the ability to associate scanned ID images to a guest folio and store them in Guest History.

If you have not purchased an ID scanner, contact Innsoft Sales (800-950-8995) during normal business hours for more information.

IMPORTANT! A scanner not purchased from Innsoft will not work with Check-Inn.

It is strongly recommended that you contact Innsoft Technical Support (503-643-8162, option 2) during normal business hours for assistance with the scanner setup.

Note: Please do not connect the ID scanner until Check-Inn tells you to.

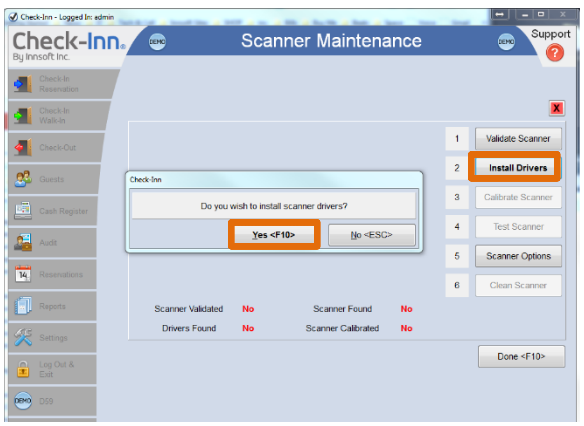
Setting up the scanner is a two-part process:

- Configure the scanner
- Calibrate the scanner

Configure the scanner

1. **Settings** > **Printers & Devices** > **Scanner Setup.**

   The Scanner Maintenance screen is displayed.



2. Click **Install Drivers** and click **Yes** when asked if you want to install drivers.

   The Driver Installation window is displayed.

3. Click the drop-down arrow for the Scanner Model Number field, and select the model of the scanner that you are installing.
4. Click **Install**.

   *You will receive a message asking you to make sure the scanner is **disconnected** from the computer before continuing. Please do so.*

5. Click **OK** once you are ready.

   Note: If your computer's security settings are set high, you may be prompted to allow the driver to install. Please do so.

   The driver install is "silent," so after a few seconds you should see a message that says drivers were successfully installed.

   If you receive a message that states "File…. not found." and that Check-Inn is unable to install drivers, please contact Innsoft Technical Support (503-643-8162, option 2).

   You should now see a green "Yes" at the bottom-left of your screen, next to "Drivers Found."

6. Plug the scanner into the back of your computer.

   IMPORTANT! Innsoft does not recommend plugging the scanner into the front of your computer nor into USB hubs. If you are forced to use a USB hub, make sure it is a powered USB hub.

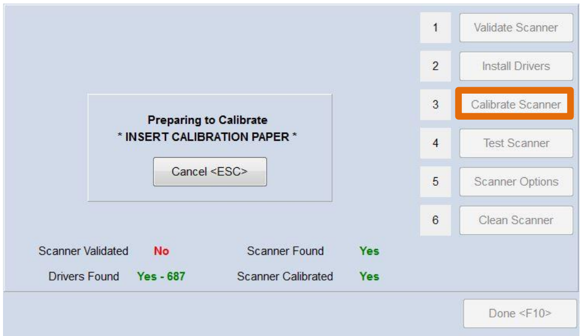
   After a few seconds, at the bottom of your screen, you should see a green "Yes" next to "Scanner Found."

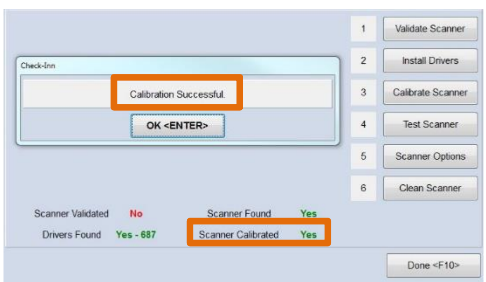
Calibrate the scanner

In the box that your scanner came in you will find calibration paper. It's about the size of a post card and has two black arrows and a black bar on both sides of the paper.

Be sure that you have removed all packaging from your scanner, including the paper that is in the scanner tray.

1. Click **Calibrate Scanner** and insert the calibration paper into your scanner.



<table>
<tr><th>If the calibration:</th><th>Do this:</th></tr>
<tr><td>Is successful</td><td>“Calibration Successful” is displayed and it should say “Yes” in green next to “Scanner Calibrated.”

</td></tr>
<tr><td>Is not successful</td><td>▪ Please try again.
▪ Check your scanner for debris and try using the cleaning paper (sent in the box with your scanner).

</td></tr>
</table>

2. Test the scanner. Click the **Test Scanner** button and insert your ID into the scanner.

   Note: IDs should be placed in the middle of the scanner, landscape wise (the "wide" way), as follows:

   - 687: Face up
   - 667: Face down
   - 665: Face down

3. Validate your scanner. Call Innsoft Technical Support (503-643-8162, option 2) during normal business hours (Monday – Friday, 7:00 AM to 4:00 PM, PT) to validate your scanner.

IMPORTANT! Your scanner is validated per computer, per user account. If you log into another account on the computer that the scanner was validated on, the scanner **will not work.** If you want to move the scanner to another account or to another computer, Innsoft will need to un-validate the scanner first and then re-validate the scanner in the new location.

IMPORTANT! The serial number (S/N) on the bottom of your scanner is used to validate your scanner. Please do not cover the S/N number, as there may be several occasions in the future that you will need that number to validate or un-validate your scanner.

Set up keycard

Currently, Check-Inn supports Kaba/Ilco and Onity card lock systems only.

It is strongly recommended to contact Innsoft Technical Support (503-643-8162, option 2), during normal business hours, for assistance with the keycard interface setup.

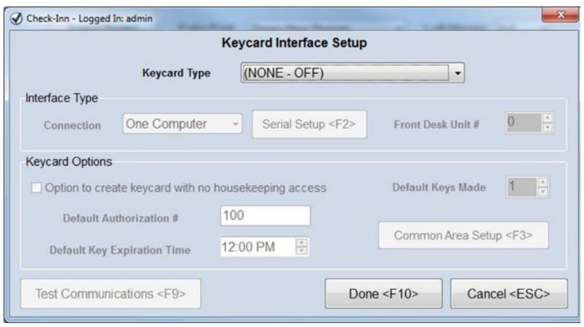
Before you can setup a keycard interface, you must have the following done:

- Your keycard machine must connect to the computer that Check-Inn is running on with a 9-pin nullmodem serial cable.
- Your keycard machine must be in PMS mode (contact your keycard machine vendor for assistance with this).

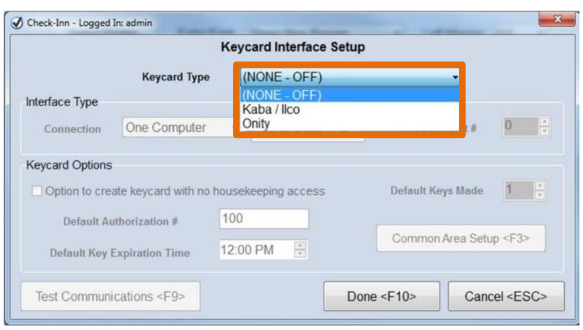
Once this is done, you can move on to the setup procedure.

1. **Settings** > **Printers & Devices** > **Keycard Setup.**

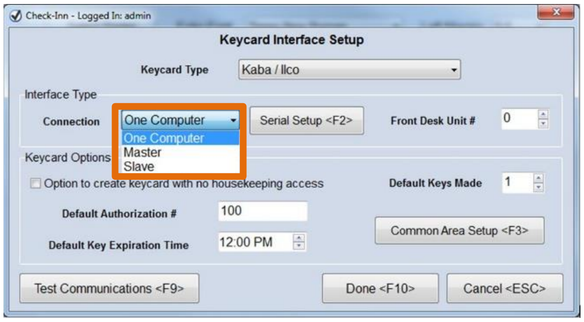
   The Keycard Interface Setup screen is displayed.



2. Select your keycard machine by from the Keycard Type drop-down list.

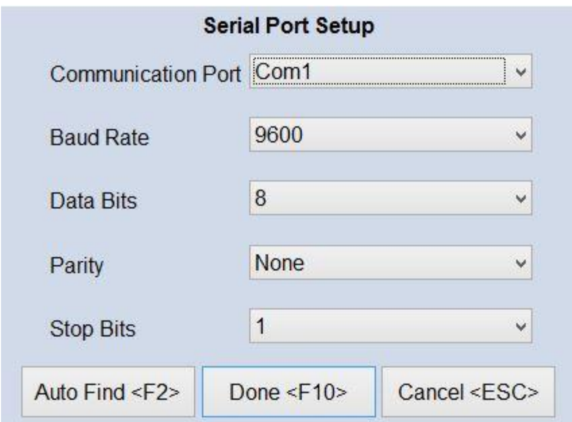


3. Use the drop-down list to select your Interface Type Connection.

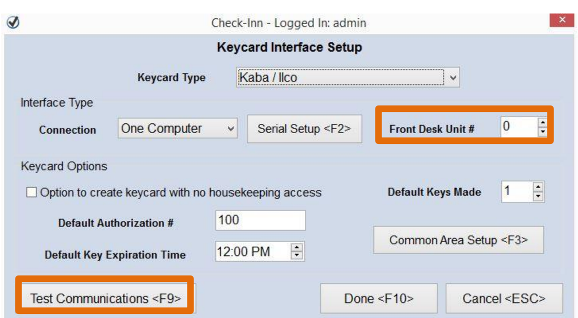


- If you have one computer at your property using Check-Inn, choose **One Computer.**
- If you have Check-Inn networked and you are setting up your keycard on the main computer, choose **Master.**
- If you have Check-Inn networked and you are setting up your keycard on a workstation, choose **Slave.**

4. Click **Serial Setup.**



5. Determine the port number that your keycard machine is using and enter it here. Change additional settings as needed (refer to your keycard vendor for more info, or contact Innsoft Technical support).
6. Click **Done** when finished.



7. Front Desk Unit #:
   - If you only have one computer, enter **0.**
   - If this is the main computer in a network, enter **1.**
   - If this is a workstation in a network, enter the workstation number, starting with **2.**

8. Click **Test Communications** to make sure it's working.

Keycard options

This option:	Does this:
Option to create keycard **with no housekeeping access**	Creates a button on the Guest Screen keycard creation screen that allows you to block housekeeping access.
Default Keys Made	Determines the number of keys that Check-Inn will make when creating keycards for a guest.
Default Authorization #	Displays the operator code. (We recommend leaving this alone.)
Default Key Expiration Time	Displays the time that all keycards expire and will no longer work.
Common Area Setup	Allows you to create up to 8 “common” areas that can be accessed by the guest (for example, the gym and the pool). ▪ Enter the name of the common area into the blank field. ▪ If you click the **Default** button next to a field, a guest will always be given access to this common area.

Set up signature pad

Check-Inn has the ability to store a guest signature electronically to a guest folio and in Guest History.

If you have not purchased a signature pad, contact Innsoft Sales (800-950-8995) during normal business hours for more information.

IMPORTANT! A signature pad not purchased from Innsoft will not work with Check-Inn.

It is strongly recommended that you contact Innsoft Technical Support (503-643-8162, option 2) during normal business hours for assistance with the signature pad setup.

If you have purchased an ID scanner from Innsoft, access the Signature Pad Setup screen to set it up.

Note: Please do not connect the ID scanner until Check-Inn tells you to.

1. **Settings** > **Printers & Devices** > **Keycard Setup.**

   The Signature Pad Setup screen is displayed.

2. Click **Install Drivers** and click **Yes** when asked if you want to install drivers.

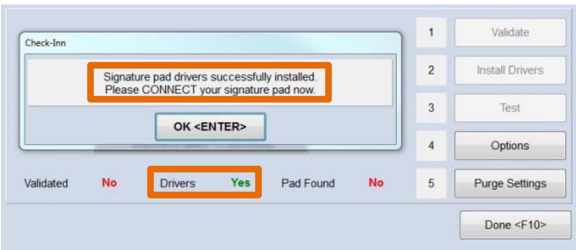
3. Click the drop-down arrow for Signature Pad Model Number, select the model of the scanner that you are installing, and click **Install.**

This is a "silent" install, however you will need to click **Agree** to a License Agreement one time.

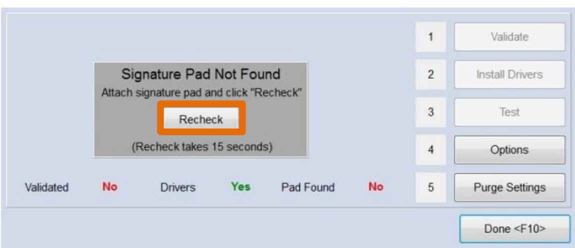
Note: If your computers security settings are set high, you may be prompted to allow the driver to install. Please do so.

If you receive a message that states "File…. not found" and that Check-Inn is unable to install drivers, please contact Innsoft Technical Support (503-643-8162, option 2).

After a few seconds, you should see a message that says drivers were successfully installed and a green "Yes" next to Drivers.



4. Plug the signature pad into the back of your computer, and click **Recheck.**



After a few seconds you should see a green "Yes" next to Pad Found.

IMPORTANT! Innsoft does not recommend plugging the signature pad into the front of your computer nor into USB hubs. If you are forced to use a USB hub, make sure it is a powered USB hub.

You should now see that your signature pad screen is lit up. This confirms that you have power going to it, and that it's communicating with your computer.

Validate

Test

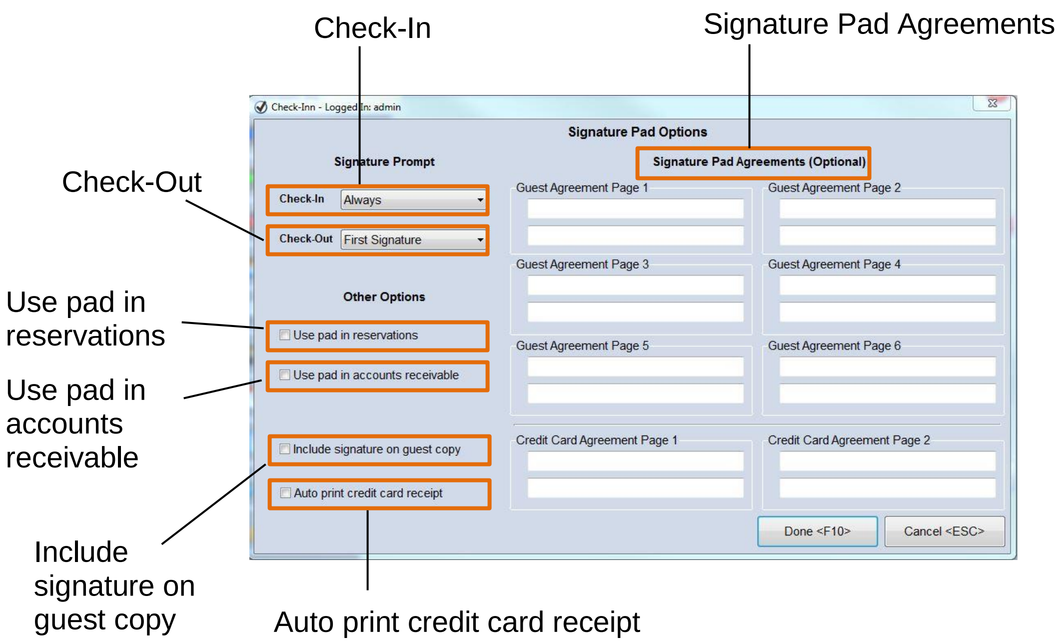
Purge Settings: This option allows for automatic signature file purges based on a specific time setting that you can choose from the drop-down menu.

If you choose to have Check-Inn automatically purge, be sure to click the "Auto Purge" check box. Alternately, you can perform manual purges at will. This is not required.

5. Test the signature pad. Click the **Test** button and look for information showing on the signature pad screen. You should be prompted to sign the signature pad, which you will also be able to see on the Check-Inn screen.
6. Validate your signature pad. Call Innsoft Technical Support during normal business hours to validate. (503-643-8162, option 2, Monday – Friday, 7:00 AM to 4:00 PM, PT).

7. Use the Options screen to set up your statements and decide when you want the signature pad to automatically prompt for a signature.

Note: The following options determine when the signature pad will **automatically** prompt for a signature. When making these decisions, keep in mind that you can always manually tell the signature pad to prompt for a signature by clicking the Sign button at the bottom of a receipt/confirmation print preview screen.



Field name:	Description:
Check-In	Decide if you want the signature pad to automatically prompt for a signature during check-in. ▪ **Always** will always automatically prompt for a signature pad. ▪ **Off** will not automatically prompt for a signature. Most properties set this to **Always.**

Field name:	Description:
Check-Out	Decide when or if you want the signature pad to automatically prompt for a signature during check-out. ▪ **Off:** The signature pad will not automatically prompt for a signature during check-out. ▪ **First Signature:** The signature pad will automatically prompt **only** if there was no signature made prior to check-out. ▪ **Always: T**he signature pad will **always** automatically prompt for a signature during check-out. Most properties set this to **First Signature.**
Use pad in reservations	Specify whether the signature pad will automatically prompt when making an advance deposit on a reservation. Most properties **will not** check this box.
Use pad in accounts receivable	Specify whether the signature pad will automatically prompt when making a payment in Accounts Receivable. Most properties **will not** check this box.
Include signature on guest copy	▪ If this box is not checked, the guest's signature **will not show** on the initial receipt that prints after a customer signs. If you wish to view or print the signature, you can always go to their Guest Screen and view their folio (**Guest Screen** > **Statements**), which will have their signature. * ▪ If this box is checked, the guest's signature **will show** on the initial printout of the customer's receipt (which is typically their copy). Most properties **will not** check this box.
Auto print credit card receipt	▪ If the box **is not** checked, and you are using the Credit Card Processing module, no receipt will automatically print when making a credit card payment. ▪ If this box **is** checked, and you are using the Credit Card Processing module, Check-Inn will automatically print a receipt for a credit card payment. Most properties **will not** check this box. Leaving this box un-checked will help you with saving money on paper and toner, and will help you stay "green."

Field name:	Description:
Signature Pad Agreements (Optional)	To help with eliminating paper, instead of having your guests sign their folio (or in addition to, depending on what you want), you can have them sign for the most important things in your hotel's policies (for example, your pet policy, your smoking policy and a liability disclaimer) on the signature pad. Statement agreements include six customizable agreements (eight if you are using the Credit Card Processing module), which will display on the signature pad and which will prompt your guest to “agree” to the agreements. There are two lines per agreement, each of which allow for 29 characters.

COLORS & PREFERENCES

This section includes information on how to:

- Use marketing codes
- Set occupancy alarm
- Set screen saver
- Set grid preferences
- Set background color
- Select Check-Inn features

Marketing codes

This section includes information to:

- Add a marketing code
- Edit a marketing code
- Delete a marketing code
- Print a list of marketing codes

A marketing code is a unique name that you create to track a segment of customers.

For example: If you publish a 10% discount coupon and would like to know what kind of revenue this generates, enter “Coup10” as the marketing code. You can generate a report that shows the revenue generated using this coupon.

These codes are assigned on the guest’s Remarks screen.

Add a marketing code

The marketing codes that you enter on this screen are displayed in a drop-down list on the guest’s Remarks screen.

1. Click **Settings** on the home screen.

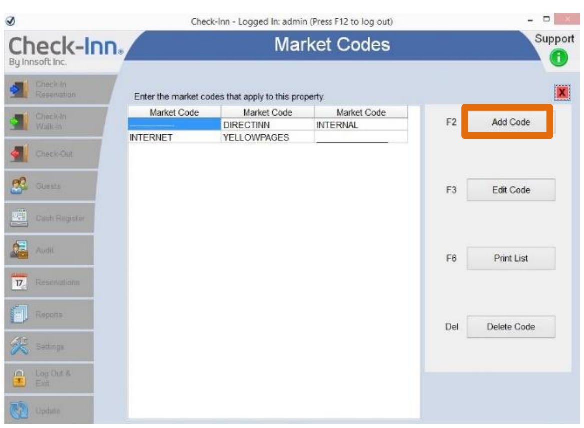
The Settings screen is displayed.

2. Click **Colors & Preferences.**

   The Colors & Preferences screen is displayed.

3. Click **Market Codes.**

   The Market Codes screen is displayed.



4. Click **Add Code.**

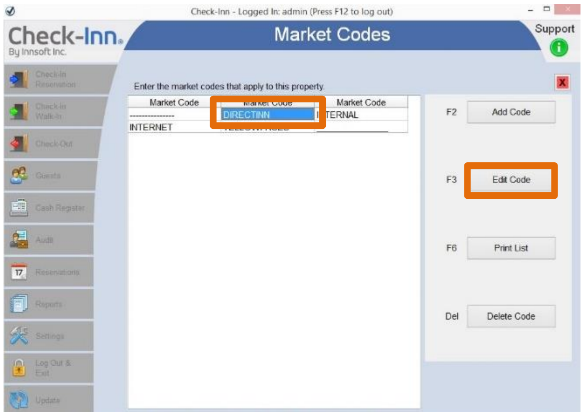
The Add Market Code window is displayed.

5. In the Add Market Code field, enter the marketing code the way you want it displayed in the drop-down list of remarks.
6. Click **Done.**

Edit a marketing code

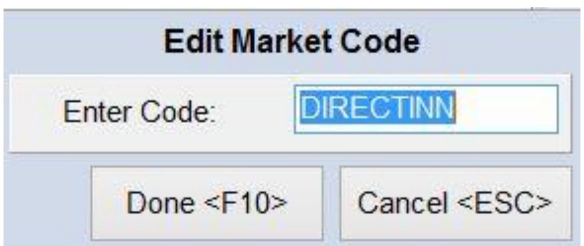
1. **Settings** > **Colors & Preferences** > **Market Codes.**

   The Market Codes screen is displayed.



2. Click to select the market code you want to edit.
3. Click **Edit Code.**

   The Edit Market Code window is displayed.



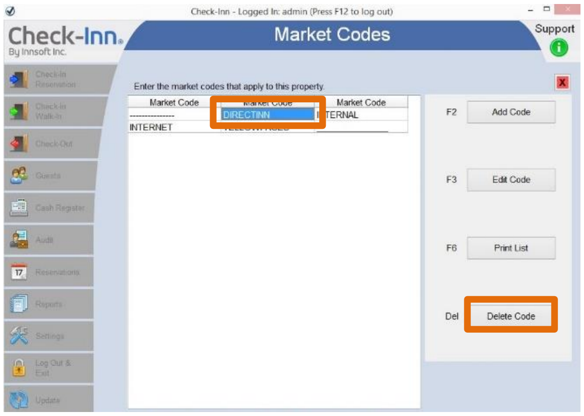
The market code you selected on the previous screen is displayed in the Enter Code field.

4. Enter the marketing code the way you want it displayed in the drop-down list of remarks.
5. Click **Done.**

Delete a marketing code

1. **Settings** > **Colors & Preferences** > **Market Codes.**

   The Market Codes screen is displayed.



2. Click to select the market code you want to delete.
3. Click **Delete Code.**
4. Click **Done.**

Print a list of marketing codes

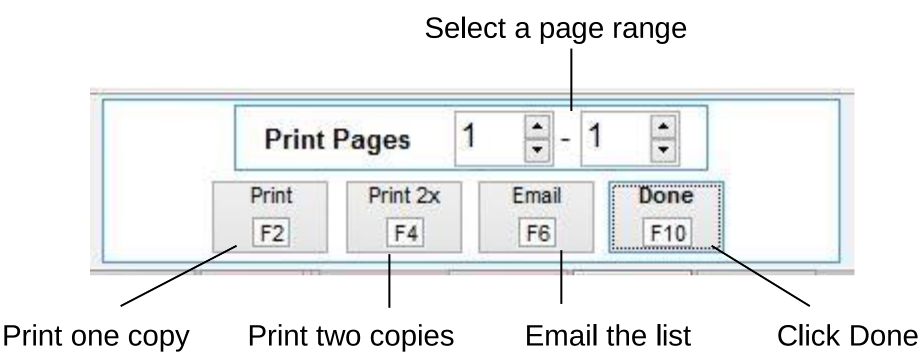
1. **Settings** > **Colors & Preferences** > **Market Codes.**

   The Market Codes screen is displayed.

2. Click **Print List.**

   A print preview of the list of market codes is displayed.

3. Print or email the list as needed.

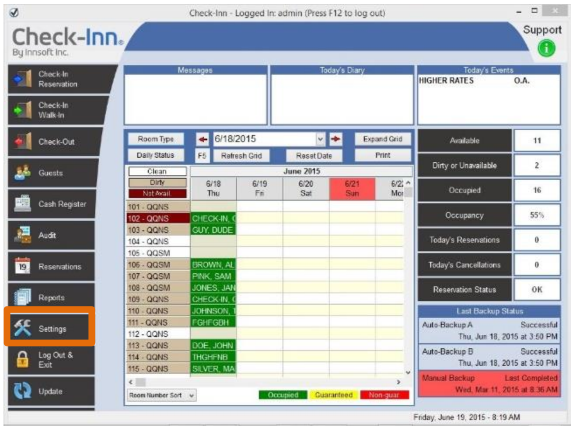


4. Click **Done.**

Set occupancy alarm

The occupancy alarm alerts employees when a set percentage of rooms have been rented at your property. You may set two alarms for each day of the week. The alarm messages are displayed on both the home screen and on the Reservations screen.

1. Click **Settings** on the home screen.



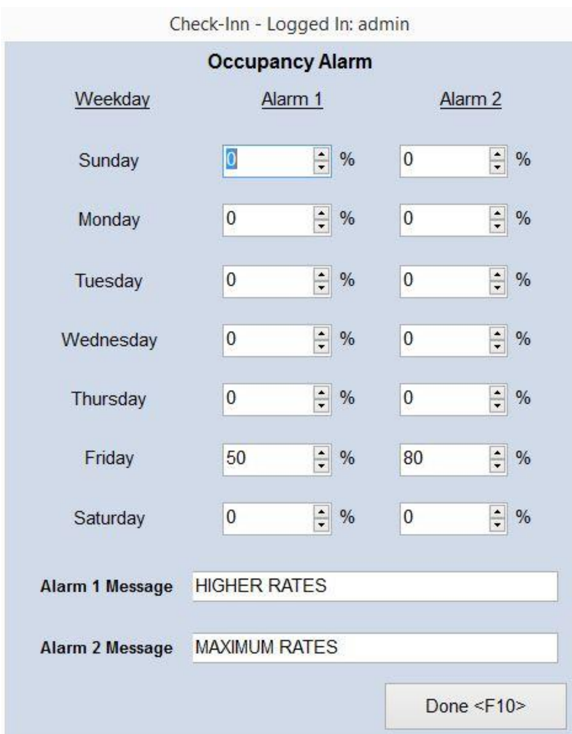
The Settings screen is displayed.

2. Click **Colors & Preferences.**

The Colors & Preferences screen is displayed.

3. Click **Occupancy Alarm.**

   The Occupancy Alarm window is displayed.



4. For each day of the week, set the percentage of rooms that must be rented before each message will be displayed. Type in a number or use the arrow keys to increase or decrease the percentage.

   Note: To disable a message on a certain day, set the percentage to zero.

5. Type the messages that you wish to be displayed in the Alarm Message fields (for example, “Higher Rates” “Maximum Rates” “No Discounts” “Do Not Rent”).

   Note: The message shown is for informational purposes only. Rates are not affected by showing the message.

6. Click **Done.**

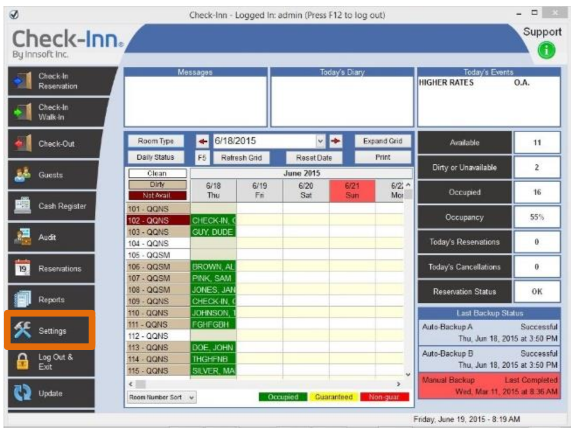
Set screen saver

Note: The screen saver you set here does not replace the screen saver you have set up for Windows.

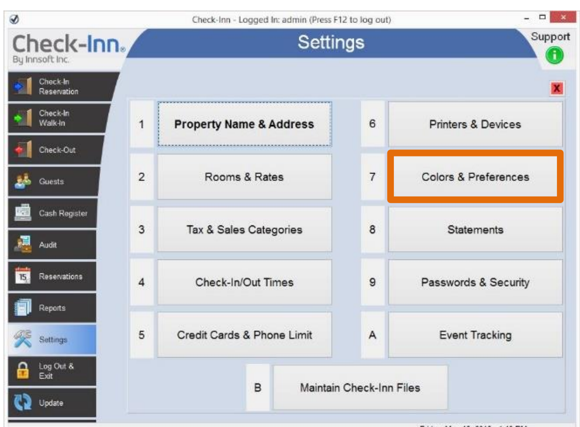
Use the Screen Saver feature to:

- Activate/deactivate the screen saver.
- Specify the amount of idle time before the screen saver displays.
- Choose a background color.
- Load an image to display.
- Choose to use a transparent color in the logo image.
- Set the screen saver speed.
- Add up to two messages to display as the screen saver.

1. Click **Settings** on the home screen.

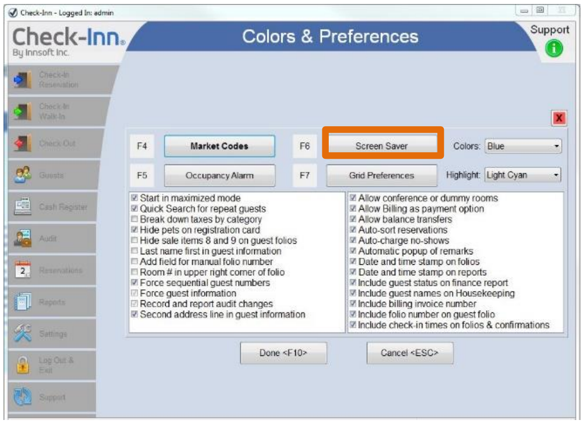


The Settings screen is displayed.



2. Click **Colors & Preferences.**

The Colors & Preferences screen is displayed.

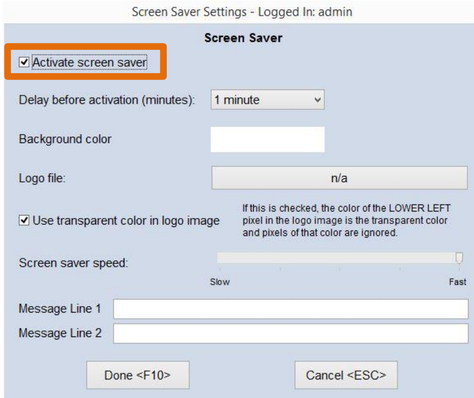


3. Click **Screen Saver.**

The Screen Saver window is displayed.

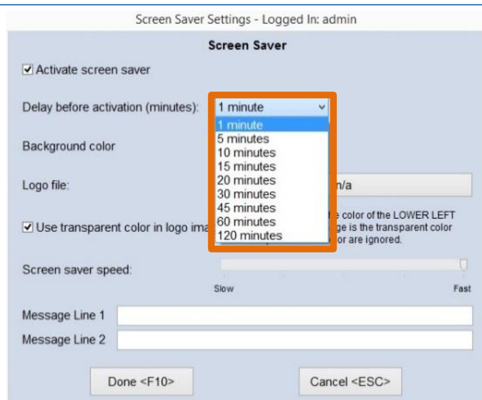
4. Configure your preferences as needed.

<table>
<tr><th>To do this:</th><th>Follow these steps:</th></tr>
<tr><td>Activate/deactivate the screen saver</td><td>



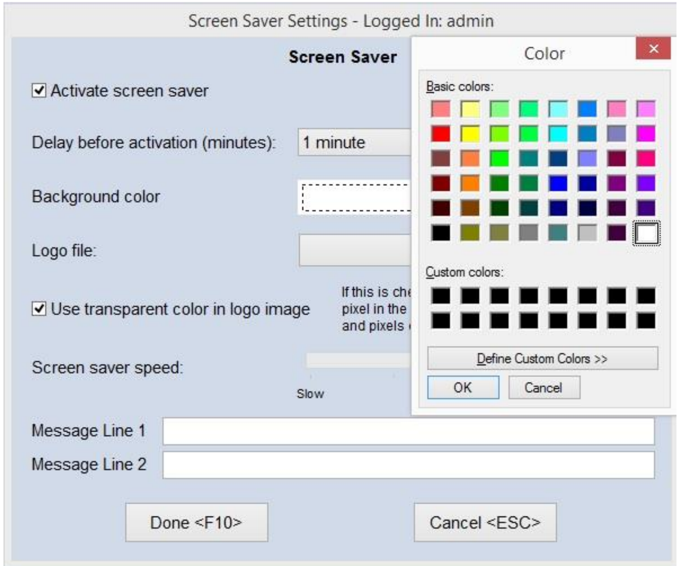
- **Click to select the “Activate screen saver” check box:** The screen saver **is** active.
- **Clear (deselect) the “Activate screen saver” check box:** The screen saver **is not** active.

</td></tr>
<tr><td>Specify the amount of idle time before the screen saver is displayed</td><td>



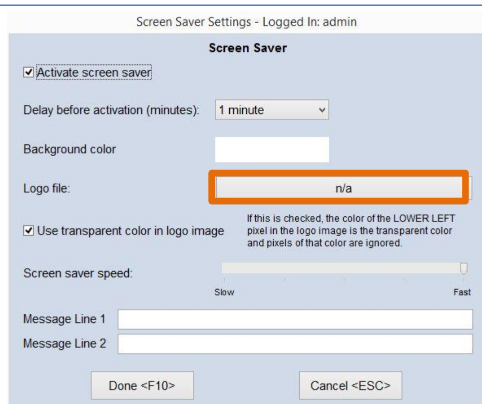
Use the “Delay before activation (minutes)” drop-down list to specify the amount of time the computer will be idle before the screen saver is displayed.

</td></tr>
</table>

<table>
<tr><th>To do this:</th><th>Follow these steps:</th></tr>
<tr><td>Choose a background color</td><td>


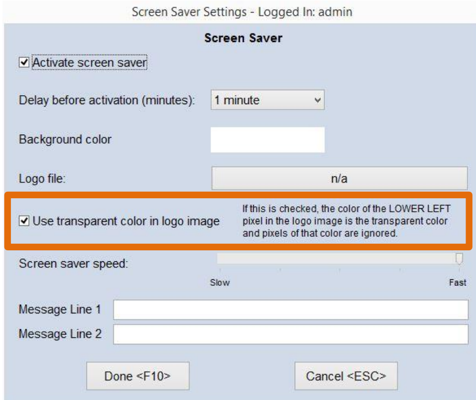
1. Click in the Background color field.

The Color window is displayed.

2. Click to choose/define a color.
3. Click **OK.**
</td></tr>
<tr><td>Load an image to display</td><td>


1. Click in the Logo file field.
2. Browse to locate the file you want to use.
3. Click **OK.**
</td></tr>
</table>

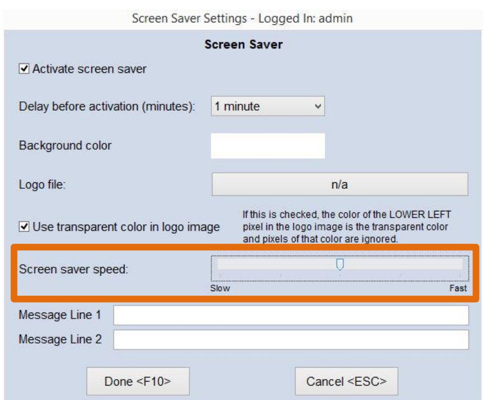
<table>
<tr><th>To do this:</th><th>Follow these steps:</th></tr>
<tr><td>Specify whether or not to use transparent color in the logo</td><td>



- **Click to select the “Use transparent color in logo image” check box:** The color of the **lower left** pixel in the logo image is identified as the **transparent** color, and pixels of that color are ignored (transparent).
- **Clear (deselect) the “Use transparent color in logo image” check box:** The logo is not transparent.

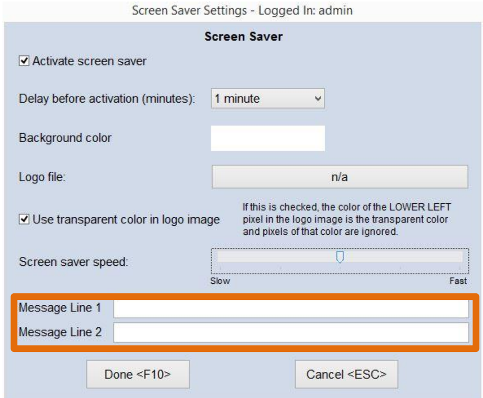
</td></tr>
<tr><td>Specify screen saver speed</td><td>

Note: This refers to the speed that your screen saver image/message changes position on the screen.



Click and drag the to indicate the speed with which you want the image/message to move.

</td></tr>
</table>

To do this:	Follow these steps:
Display a message (or two)	 Type your message(s) in the Message Line 1 and Message Line 2 fields. This message shows below any image when the screen saver is active.

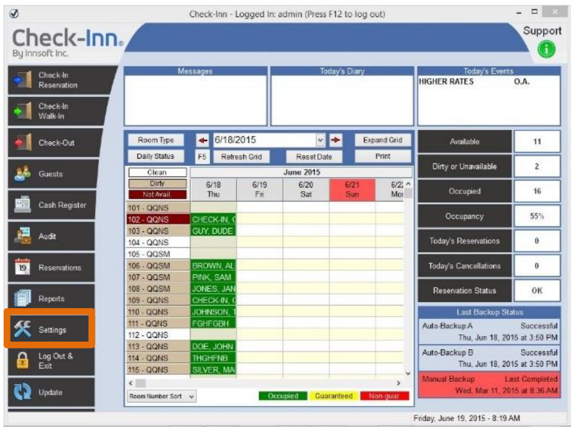
5. Click **Done**

Set grid preferences

Use this feature to:

- Set your grid refresh interval.
- Specify what happens when you double-click today's date on the grid.
- Set the width of cells on the grid.
- Set the size of the font on the grid.
- Specify whether or not to display yesterday's date on the grid.

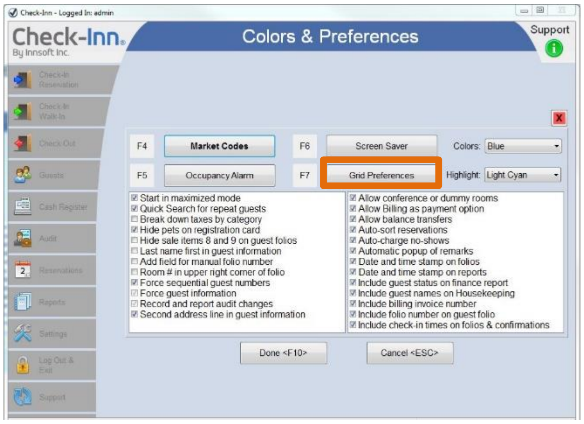
1. Click **Settings** on the home screen.



The Settings screen is displayed.

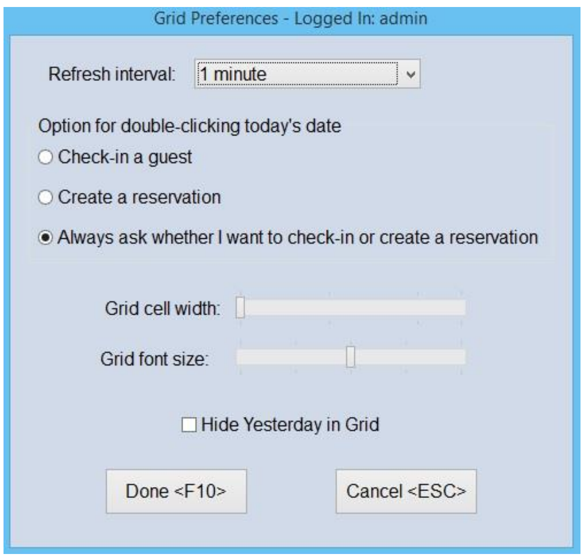
2. Click **Colors & Preferences.**

The Colors & Preferences screen is displayed.

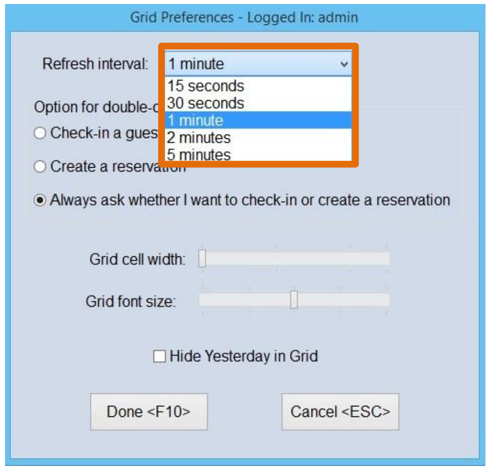


3. Click **Grid Preferences.**

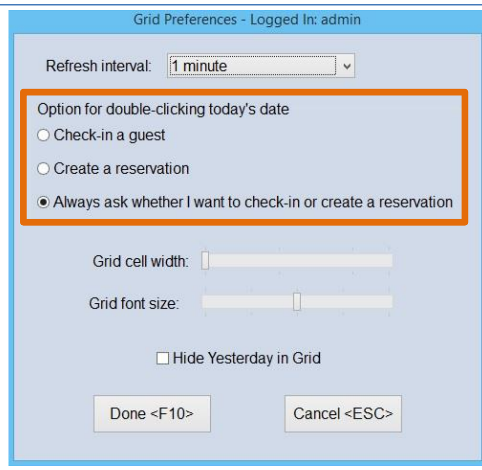
   The Grid Preferences window is displayed.



4. Configure your preferences as needed.

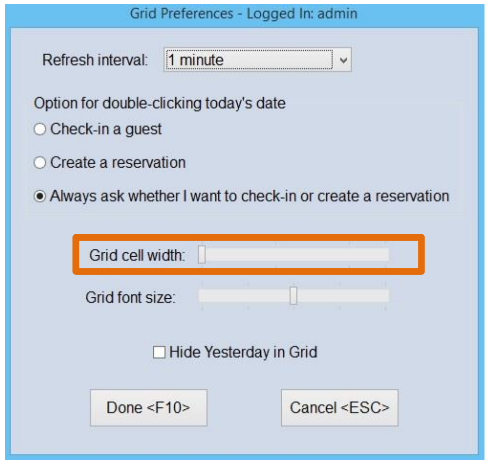
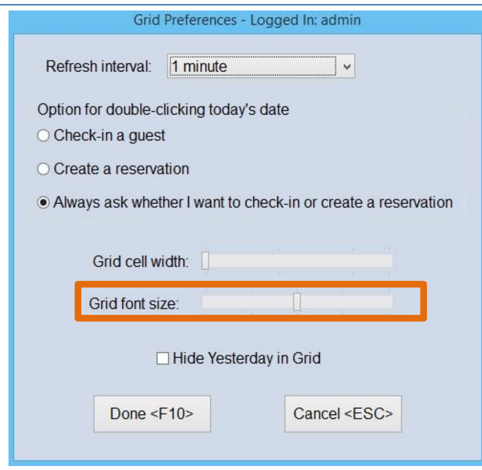
<table>
<tr><th>To do this:</th><th>Follow these steps:</th></tr>
<tr><td>Set the refresh interval</td><td>


Use the Refresh interval drop-down list to select how often you want the screen to refresh/update.

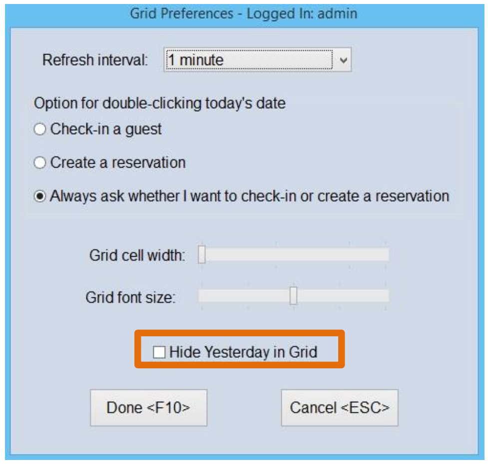
This is useful on networked systems to ensure that all terminals display current (or matching) information.
</td></tr>
<tr><td>Specify what happens when you double-click a date on the grid</td><td>


Choose an option under “Option for double-clicking today’s date”

- **Check-in a guest:** The Check-In function is activated.
- **Create a reservation:** The Reservation function is activated.
- **Always ask whether I want to check-in or create a reservation:** You are asked whether you want to check-in a guest. Click **Yes** to check-in, or **No** to reserve a room.
</td></tr>
</table>

To do this:	Follow these steps:
Change the size of the grid cells	 Click and drag the bar on the Grid cell width field.
Change the grid font size	 Click and drag the bar on the Grid font size field.

<table>
<tr><th>To do this:</th><th>Follow these steps:</th></tr>
<tr><td>Hide/display yesterday’s date on the grid

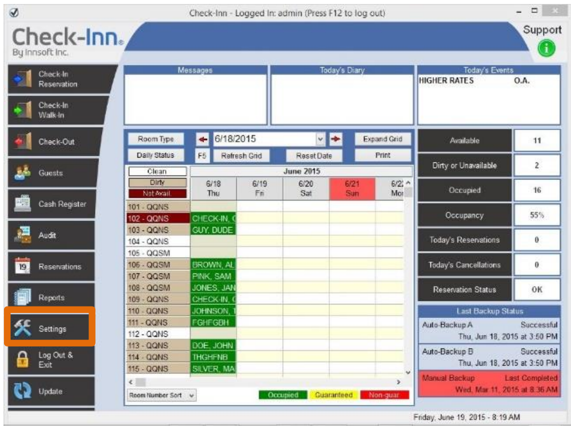
Information for the previous day can be shown on the grid until check-in time is reached. This makes it easy to see guests who are checking out today.</td><td>

Click to select the “Hide Yesterday in Grid” check box: Yesterday’s date is not visible on the grid.
Clear (deselect) the “Hide Yesterday in Grid” check box: Yesterday’s date is visible on the grid until check-in time.</td></tr>
</table>

5. Click **Done.**

Set background color

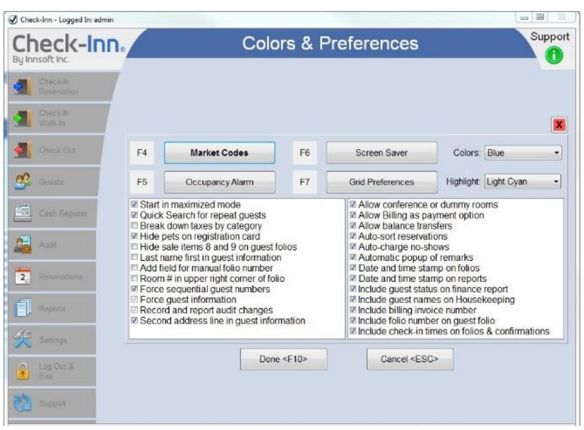
1. Click **Settings** on the home screen.



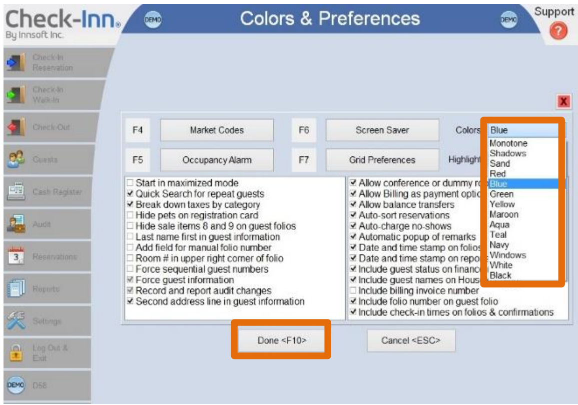
The Settings screen is displayed.

2. Click **Colors & Preferences.**

   The Colors & Preferences screen is displayed.



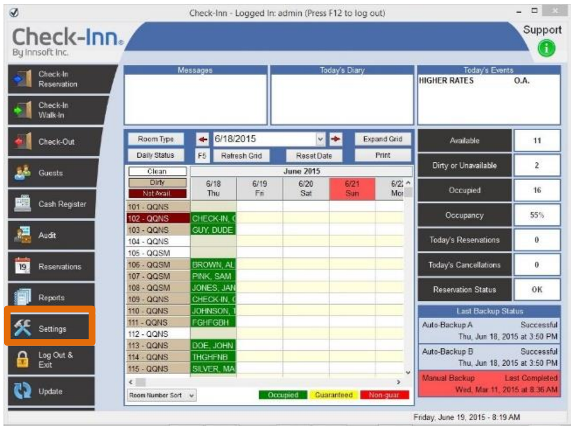
3. Use the Colors drop-down menu to select the background color for your Check-Inn screens.



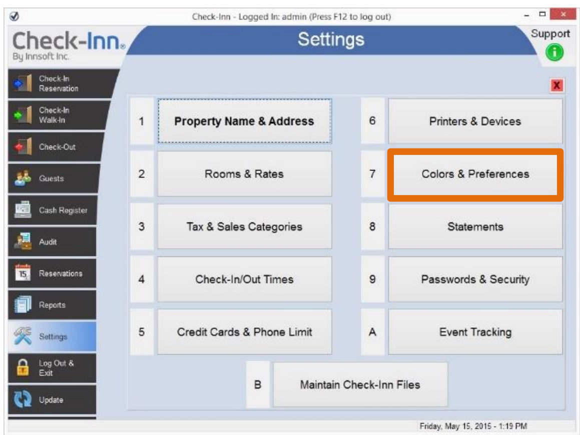
4. Click **Done.**

Select Check-Inn features

1. Click **Settings** on the home screen.

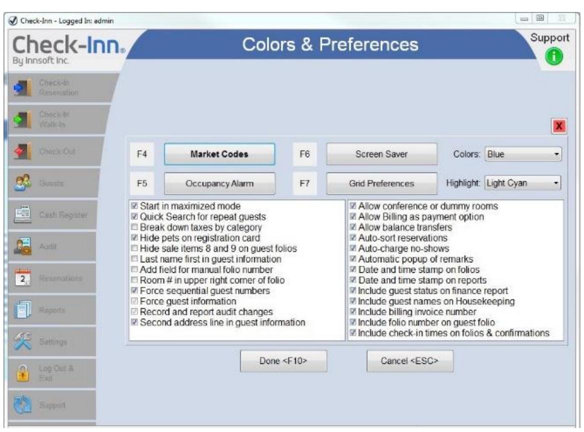


The Settings screen is displayed.



2. Click **Colors & Preferences.**

   The Colors & Preferences screen is displayed.



3. Click to select the check box for each feature you want to activate.

This feature:	Does this:
Start in maximized mode	**When selected:** Starts Check-Inn in full-screen mode. You can resize the window as needed.
Quick Search for repeat guests	**When selected:** A screen is displayed at guest check-in and when making reservations that allows you to search for a previous guest by entering the guest's last and first names. A listing of all guests in the guest history that fit the description is displayed. When you select a guest, that guest's information is added to the Guest Screen for the current guest check-in. **Note:** A guest that has stayed at your property more than once will have multiple entries in the list. **When this feature is not selected:** You will not be prompted to search for any past guests that have stayed at the property.
Break down taxes by category	**When selected:** Folios will include total amounts for each tax. A breakdown of the individual taxes charged will show on the customer's receipt/folio. **When not selected:** Folios do show a breakdown for each tax. Only the total of all taxes charged will show.
Hide pets on registration card	**When selected:** The field for number of pets **will not be** displayed on registration cards. **When this feature is not selected:** The field for number of pets **will be** displayed on registration cards.
Hide sale items 8 and 9 on guest folios	**When selected:** Allows you to post a charge for sale items 8 and 9 but does not show the breakdown on the folio. This might be useful if you need to track the various expenses that make up a package (for example, golf, breakfast, etc.), but you do not want the customer to be aware of the breakdown. **Note:** The amount will still be added to the miscellaneous charge total on guest folios. **When this feature is not selected:** Guest folios display sale items 8 and 9 just like any other item.
Last name first in guest information	**When selected:** Display the last name first when viewing guest information. **When this feature is not selected:** Displays the first name first when viewing guest information.

This feature:	Does this:
Add field for manual folio number	**When selected:** Changes the Remarks to Guest field to Folio. This could be useful for having your own folio number on folios. **When this feature is not selected:** The Remarks to Guest field is displayed in the Guest Information screen. **Note:** Any information that is typed into this field will be printed on the guest folio.
Room # in upper right of folio	**When selected:** Displays the guest's room number in the upper right of the folio. **When this feature is not selected:** The guest's room number **is not displayed** in the upper right of the folio.
Force sequential guest numbers	**When selected:** Check-Inn keeps the last four digits of the guest number sequential for checked-in guests. **When this feature is not selected:** Guest numbers will increase but may not be sequential. **Note: Innsoft does not recommend the use of this feature as it can cause your guest numbers to be extremely large.**
Force guest information	**When selected:** The clerk is forced to enter the guest's first and last name, clerk name, and rate to complete a check-in. The clerk is also forced to enter the guest's first and last name, phone number, and clerk name to make a reservation. This setting has no effect when Advanced Passwords are active. **When this feature is not selected:** Only the guest name and rate are required to complete a check-in, and only the guest's name to make a reservation.
Record and report audit changes	**When selected:** Any changes made in the Audit or Edit screens are recorded on the Shift Report. In addition, the time and date that this feature was turned on, the time and date that the changes were made, the date affected, and a separate Shift Summary for Audit section are displayed on the Shift Report. An "Audit Tracking" notation displays at the top of each page of the Shift Report. This setting has no effect when Advanced Passwords are active. **When this feature is not selected:** Changes in the Audit or Edit screens are not recorded. However, the time and date that this feature was turned off is still recorded on the Shift Report. **Note:** This feature can only be turned off when Basic Passwords or no passwords are in use. **Innsoft does not recommend**

This feature:	Does this:
	turning this feature off.
Second address line in guest information	**When selected:** Adds an additional line to the Guest Screen and the reservation information screen. **When this feature is not selected:** There is only one address line on the Guest Screen and the reservation information screen.
Allow conference or dummy rooms	**When selected:** Allows you to enter conference rooms (or dummy rooms, garages, boat slips, RV spaces, etc.) in the computer so that these rooms will not affect your total number of rooms occupied or available. Enter a letter (**except for S,** which is used to mark split rooms) before the room number to make it a “dummy room” (for example, C101). **When this feature is not selected:** Rooms with a letter other than S before the room number will behave no differently than other rooms entered in the system.
Allow Billing as payment options	**When selected:** Allows “Billing” as a payment option in guest Cash Register screens. This applies to Check-In, Check-Out, Reservations, and the Guest Screen. **When this feature is not selected:** This removes Billing as an option for payment in the guest Cash Register screens.
Allow balance transfers	▪ Check-Inn allows the transfer of charges and credits between rooms. ▪ Only one transfer may be entered during each cash register transaction. **When selected:** Allows “Rm Transfer” as a payment option on guest Cash Register screens. This applies to Check-In, Check-Out, and the Guest screen. **When this feature is not selected:** This removes “Rm Transfer” as a payment option on the guest Cash Register screen.
Auto-sort reservations	**When selected:** The program will automatically sort reservations to allow for more availability and to resolve conflicts. Existing reservations will be transferred to other rooms of the same room type to better accommodate a new reservation. **When this feature is not selected:** The program will not sort reservations for you. Any reservation conflicts that occur result in a night count adjustment. This can cause IRC reservations to fail and is not recommended.
Auto-charge no-shows	**When selected:** Automatically applies one night’s lodging

This feature:	Does this:
	charges or a forfeit amount to no-show guests and transfers the balance to Accounts Receivable. **When this feature is not selected:** No-show charges must be added manually to the guest's folio. **Note:** If a no-show has an advance deposit and this feature is not selected, that amount will be sent to Accounts Receivable as a credit.
Automatic popup of remarks	**When selected:** If remarks for a guest are present, the remarks window is displayed automatically when checking-in the guest or making a reservation. **When this feature is not selected:** The remarks window is not automatically displayed.
Date and time stamp on folios	**When selected:** Printed folios include the date and time that the folio was printed. **When this feature is not selected:** The time and date that the folio was printed are not displayed on the folio.
Date and time stamp on reports	**When selected:** All printed reports include the date and time. **When this feature is not selected:** Printed reports do not include the date and time.
Include guest status on finance report	**When selected:** Displays the status of a guest on finance reports. (For example, CI = Check-Inn; SO = Stayover.) For information on what each status code means, see the Daily Financial Report. The legend for the statuses is directly under the guest detail information. **When this feature is not selected:** Does not display the status (for example, CO for Check-out) of a guest on finance reports.
Include guest names on Housekeeping	**When selected:** Displays the guest name on Housekeeping Reports. **When this feature is not selected:** Does not display the guest name on Housekeeping Reports. Rooms are listed as "Dirty" or "Dirty-Unoccupied."

This feature:	Does this:
Include billing invoice number	**When selected:** Places a sequential invoice number on each invoice printed from Accounts Receivable. **When this feature is not selected:** Does not place an invoice number on invoices printed from Accounts Receivable. The system puts “Invoice” on the invoice instead.
Include folio number on guest folio	**When selected:** Displays the Check-Inn folio number on guest folio. **When this feature is not selected**: Does not display the Check-Inn folio number on guest folios.

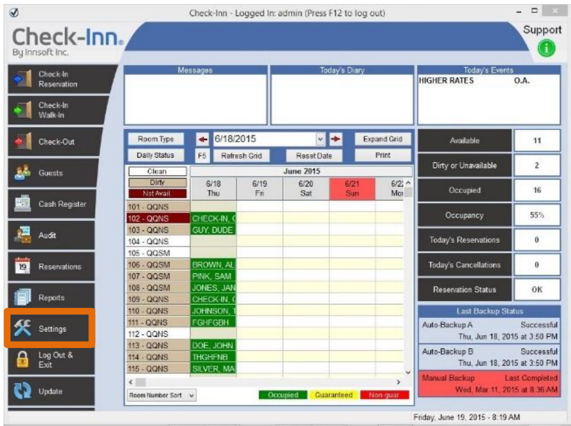
4. Click **Done.**

STATEMENTS

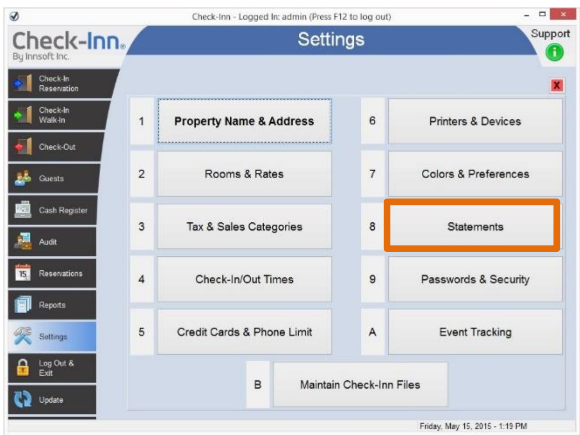
This section includes information to:

Set reservation statements

1. Click **Settings** on the home screen.

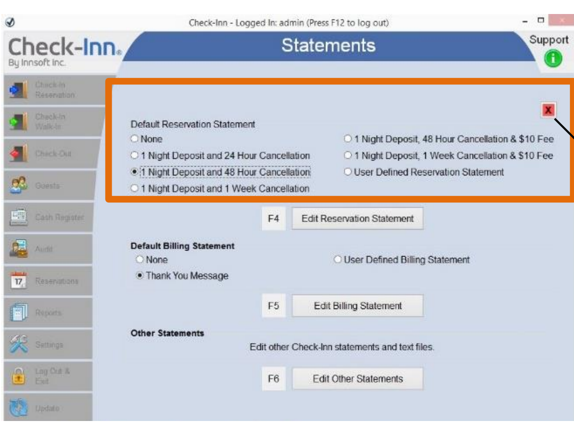


The Settings screen is displayed.



2. Click **Statements.**

The Statements window is displayed.



The statement you select is printed on all reservation confirmations.

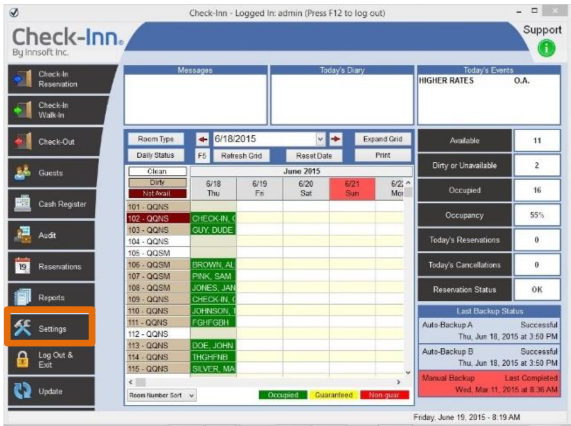
Click **X** to save and exit.

3. Click to select a reservation statement.

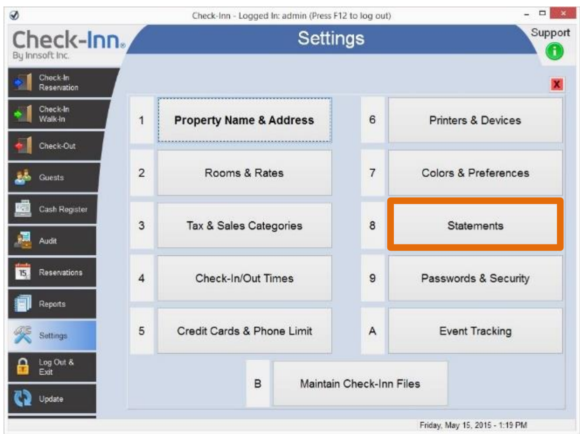
To use this type of reservation statement:	Follow these steps:
One of the default options listed on the screen	1. Click to select the option under the Default Reservation Statement section that best matches your property's policy. 2. Click **X** in the upper right to save and exit.
Create a customized reservation statement	1. Click to select User Defined Reservation Statement. 2. Click **Edit Reservation Statement.** 3. Click **Edit.** 4. Type your customized message. 5. Click **Save & Exit.**

Set billing statements

1. Click **Settings** on the home screen.

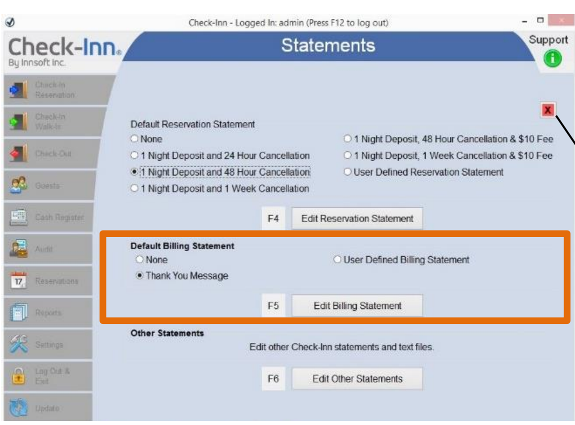


The Settings screen is displayed.



2. Click **Statements.**

The Statements window is displayed.



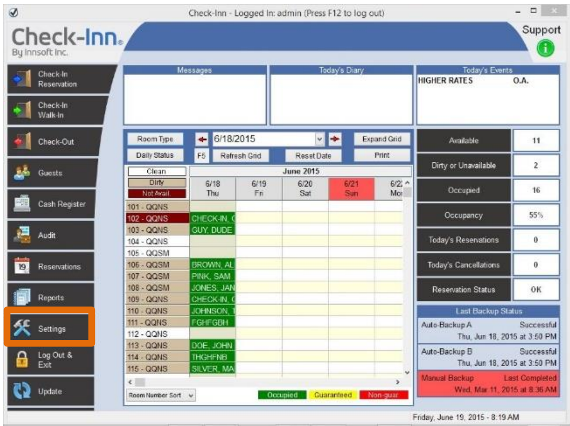
Click **X** to save and exit.

3. Click to select a billing statement.

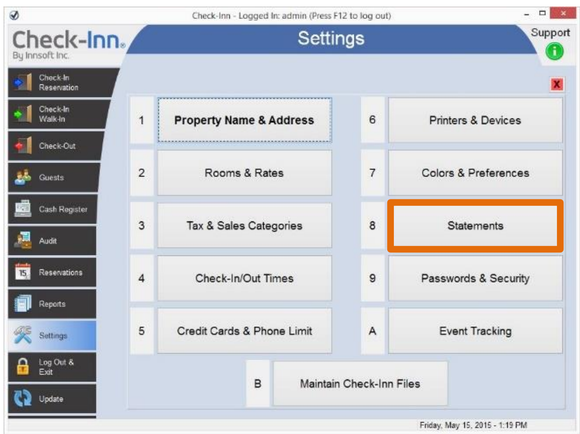
To use this type of billing statement:	Follow these steps:
One of the default options listed on the screen	1. Click to select the option under the Default Billing Statement section that best matches your property's policy. 2. Click **X** in the upper right to save and exit.
Create a customized billing statement	1. Click to select User Defined Billing Statement. 2. Click **Edit Billing Statement.** 3. Click **Edit.** 4. Create your customized billing statement. 5. Click **Save & Exit.**

Edit other statements

1. Click **Settings** on the home screen.

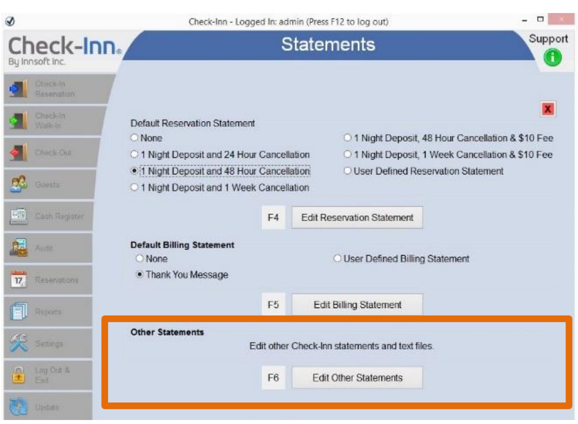


The Settings screen is displayed.



2. Click **Statements.**

   The Statements window is displayed.



3. Click **Edit Other Statements.**

The Other Statements screen is displayed.

4. Click to select a statement to edit.

Selecting this statement:	Allows you to:
Folio/Receipt	Change the statement at the bottom of the guest's folio.
Maintenance	Add a general maintenance entry at the end of the Maintenance Log.
Hot Key 1	Make a Hot Key that displays a pop-up screen anywhere in the program when CTRL+F1 is pressed. This can be used for such things as to keep a list of undesirables, emergency phone numbers, or the phone numbers of local attractions.
Hot Key 2	Make a second Hot Key (CTRL+F2). Please see "Hot Key 1" above.
Housekeeping Order	Define the order of your rooms in Housekeeping Reports. On the blank screen that is provided, list your rooms, each on its own line, down the left-hand side of the screen. A blank line between rooms indicates where one housekeeper's list ends and the next housekeeper's list begins.
Quote Statement	Compose a statement that will appear on reservation quotes.
Registration Card	Create a message that will appear on registration cards.
Other Text Files	Edit any other text file in the program by typing the name of the file and clicking **Done (F10).**

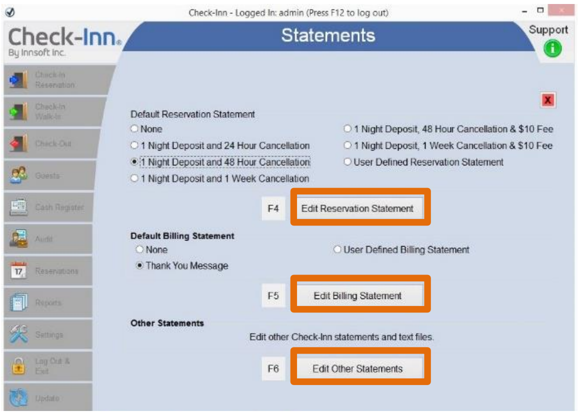
<table>
<tr><th>Selecting this statement:</th><th>Allows you to:</th></tr>
<tr><td>Load Logo File</td><td>Add your own custom logo image to folios and reports. To add a logo follow these steps:
1. Select the file using one of these methods:
▪ Type the name of your file in the File Name field.
▪ Use the Display Location drop-down list to select the location on the folio or report where you would like the logo to appear. Logos may be placed on either the upper right or upper left of the folio or report.
2. Click Browse to select the location on your computer where the logo image file is stored.
3. Click Open.
4. Click Load (F10).
5. Add any additional logos in the same way.
Note: The logo will be automatically scaled to match the size of the name and address header at the top of folios and reports. Supported file formats include: JPG (JPEG), BMP, and GIF.</td></tr>
<tr><td>Check-Out Statement</td><td>Compose a custom thank you statement for check-out folios.</td></tr>
</table>

5. Make changes to the statement as needed.
6. Click **Save & Exit.**

Delete a statement

1. **Settings** > **Statements.**

   The Statements window is displayed.



2. Click **Edit Reservation Statement, Edit Billing Statement,** or **Edit Other Statements.**
3. Click to select/edit the statement.
4. Click **Delete & Exit.**

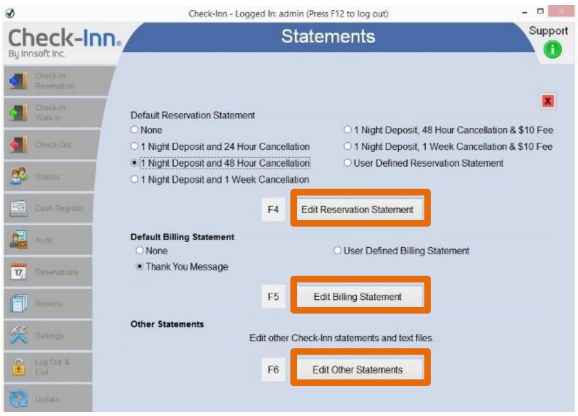
   This message is displayed: "DELETE current file and exit?"

5. Click **Yes.**

Print a statement

1. **Settings** > **Statements.**

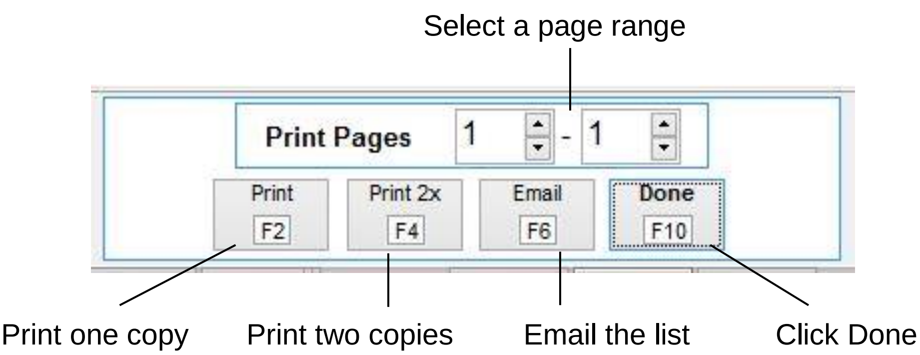
   The Statements window is displayed.



2. Click **Edit Reservation Statement, Edit Billing Statement,** or **Edit Other Statements.**
3. Click to select/edit the statement.
4. Click **Print.**

   A print preview of the list of market codes is displayed.

5. Print or email the list as needed.



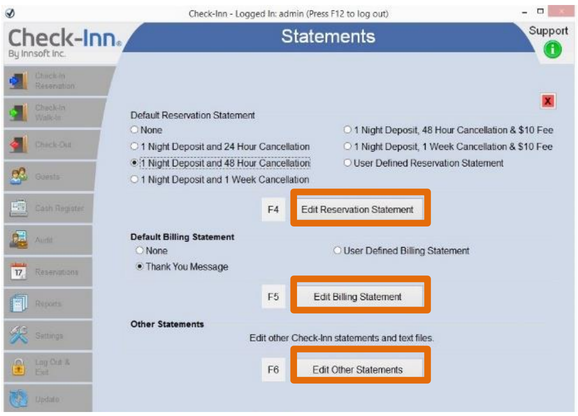
6. Click **Done.**

Date and time stamp a statement

Use this feature to add the date and time anywhere in a statement, automatically.

1. **Settings** > **Statements.**

   The Statements window is displayed.



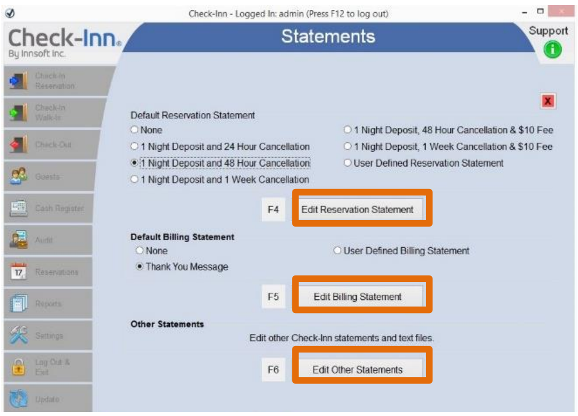
2. Click **Edit Reservation Statement, Edit Billing Statement,** or **Edit Other Statements.**
3. Click to select/edit the statement.
4. Click to put your cursor where you want the date and time stamp to be located.
5. Click **Date & Time.**

   Note: To delete the date and time stamp, use the backspace key.

Search the text of a statement

1. **Settings** > **Statements.**

   The Statements window is displayed.



2. Click **Edit Reservation Statement, Edit Billing Statement,** or **Edit Other Statements.**
3. Click to select/edit the statement.
4. Click **Search.**

   The Find window is displayed.

5. Type the word or phrase you are searching for, and select the “Match case” check box to make the search case sensitive.
6. Click **Find Next.**

PASSWORDS AND SECURITY

This section includes information on:

- Advanced Passwords
- Basic Passwords

Advanced Passwords

We recommend that you use **Advanced Passwords.** If you choose to use basic passwords, see Basic Passwords.

This section contains information to:

- Create groups
- Add users
- Set logout time, time to purge log, and print

The **Advanced Password** system enables the creation of separate, password protected logins for each Check-Inn user. Access to program functions is controlled by creating groups with customized permissions settings for different types of users (desk clerk, auditor, housekeeping, maintenance, etc.). Please note that Advanced Passwords **replace** Basic Passwords.

IMPORTANT! If you are changing from using Basic Passwords to using Advanced Passwords, print a copy of your current shift report before setting up Advanced Passwords. Once Advanced Passwords have been configured, previous shift reports are not accessible.

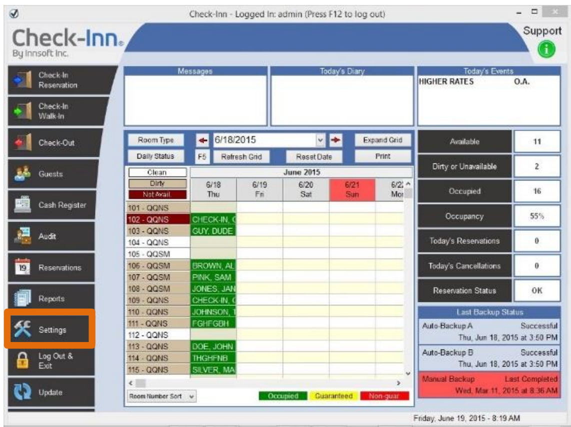
Create groups

Before you can create individual user logins, you must first create user groups. Groups define which program functions users are restricted from or allowed to access.

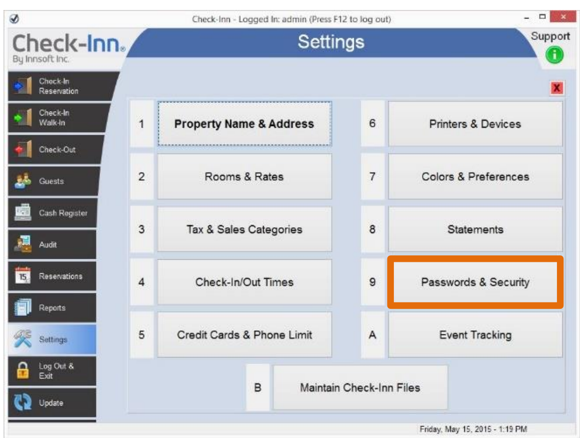
For example, you could create a “Clerk” group for desk clerks that allows basic functions such as guest check-in and processing reservations but restricts access to credit card numbers and audit functions.

Note: By default, a group called “Administrator” is created when the software is installed. The Administrator group is the master user with rights to all areas of Check-Inn.

1. Click **Settings** on the home screen.

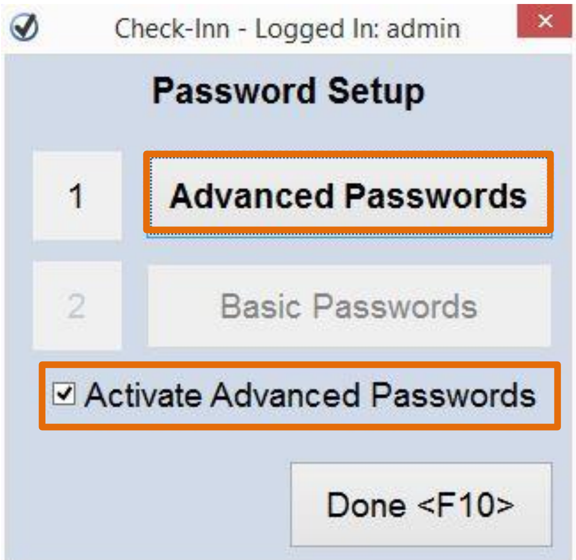


The Settings screen is displayed.



2. Click **Passwords & Security.**

The Password Setup window is displayed.

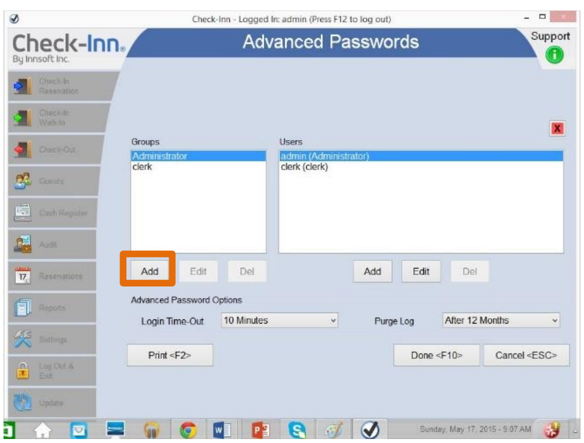


3. Click to select the "Activate Advanced Passwords" check box.
4. Click **Advanced Passwords.**

   If you are switching from using basic passwords to advanced passwords, a message displays stating that advanced passwords override basic passwords and asking you to verify that you want to continue.

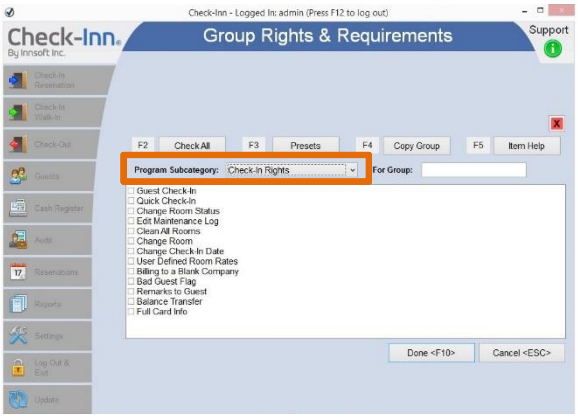
5. Click **Yes.**

   The Advanced Passwords screen is displayed.



6. On the left-hand side of the screen, under Groups, click **Add.**

The Group Rights & Requirements screen is displayed.



7. Use the drop-down list for Program Subcategory to select a program function set that you wish to edit. Program functions are divided into rights and requirements.

This type of function:	Refers to this:
Rights	Actions that a group member is allowed to perform. **For example:** A report right for full credit card number could be enabled to allow an auditor to view full card numbers in guest history for the purpose of processing refunds.
Requirements	Actions that **must** be performed by a group member before they may continue. **For example:** A reservation requirement for a credit card could be set up so that a user would be unable to continue with a reservation without entering a credit card number.

These are the program functions in the Program Subcategory drop-down list:

This subcategory:	Does this:
Check-In Rights	Determines what is allowed during the check-in procedure
Check-In Requirements	Determines what information is required during the check-in procedure
Check-Out Rights	Determines what is allowed during the check-out procedure
Guest Screen Rights	Determines what information is required during the check-out procedure

Cash Register Rights	Determines if access to the stand-alone cash register is allowed
Audit Rights	Determines what features under the ‘Audit’ screen are allowed
Accounts Receivable Rights	Determines what Accounts Receivable rights are allowed
Reservation Rights	Determines what is allowed when making a reservation
Reservation Requirements	Determines what information is required when making a reservation
Reports Rights	Determines what reports can be accessed
Settings Rights	Determines what can be accessed in the ‘Settings’ screen
General Settings Rights	Determines what general settings are allowed

When you select a program function from the Program Subcategory list, a list of options available within that subcategory is displayed in the window.

8. Type the name for your new group in the For Group field.

9. Configure the settings for your group as appropriate:

Click this:	To do this:
The name of an item in the list, then Item Help (F5)	See a brief explanation of each option in a subcategory, click the item.
The check box to the left of an item	Select that item to be included in the group's rights and requirements.
Check/Uncheck All (F2)	Check or uncheck all of the selections for the program subcategory.
Presets (F3)	Select from a list of generic preconfigured profiles.
Copy Group (F4)	Copy the settings from another group that has already been set up.

10. Click **Done.**

Once you've created groups, you can add users to those groups.

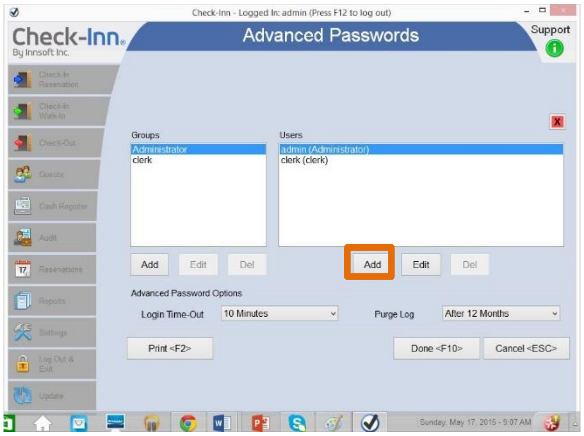
Add users

Before you can add users, you must create a user group. See Create groups.

Once you've created groups, you may add user accounts for individual employees.

1. If you are not already on the Advanced Passwords screen, access it now: (**Settings** > **Passwords & Security** > **Activate Advanced Passwords** > **Advanced Passwords**).

   The Advanced Passwords screen is displayed.



2. On the right-hand side of the screen, under Users, click **Add.**

   The Add/Edit User window is displayed.

3. In the User Name field, type the desired username for the user (for example, John).
4. In the Full Name field, type the full name for the user (for example, John Doe).
5. Use the Member of Groups drop-down lists to select the group (or groups) that you want the user to be a member of.

   Note: Normally, you will only select one group.

6. In the Password field, type the desired password for the user.

   About passwords:

   - The password for each user must be unique.
   - You may use both letters and numbers in the passwords.
   - We recommend that you keep the passwords relatively short (six to eight letters) for quick access.
   - Passwords are case sensitive.

7. In the Re-enter Password field, retype the password you typed in the Password field.

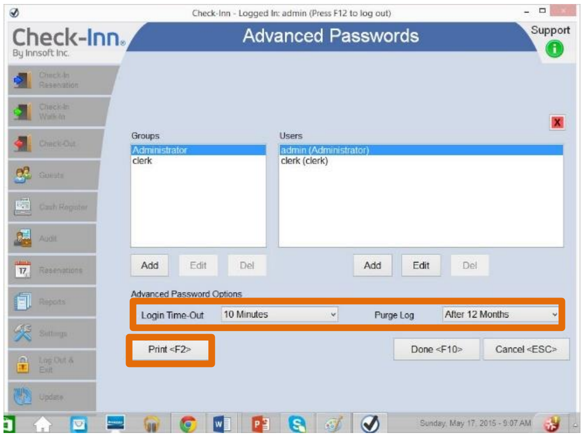
   Note: If you are using employee password cards supplied by Innsoft, swipe the card to encode the password.

8. Click **Done.**

Set logout time, time to purge log, or print

1. If you are not already on the Advanced Passwords screen, access it now: **Settings** > **Passwords & Security** > **Activate Advanced Passwords** > **Advanced Passwords**

   The Advanced Passwords screen is displayed.



To set this feature:	Do this:
Login Time-Out	Use the Login Time-Out drop-down list to set the amount of idle time before a user is automatically logged out of Check-Inn.
Purge Log	Use the Purge Log drop-down list to set the number of months that advanced shift report information will be stored by the program. **Note**: It is recommended to set this to 12 months. **Note:** For additional information on Advanced Shift Report functions see Using the Advanced Shift Report.
Print	Click **Print** to print a list of all groups and users and their specific rights and restrictions.

Basic Passwords

IMPORTANT! We **strongly** recommend that you use Advanced Passwords (**not** Basic Passwords) for Check-Inn. By default—even on new installs—**Advanced Passwords** are enabled. Using Basic Passwords **removes features** from Check-Inn.

For protection against unauthorized access to Check-Inn, you may set up to three levels of password protection (clerk, auditor, and security).

This section includes information on how to:

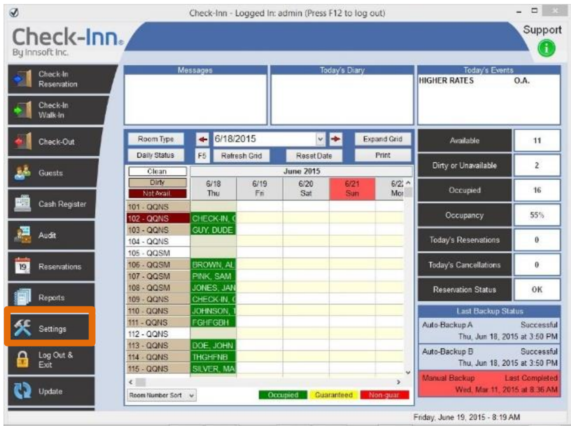
- Understand the three levels of password protection
- Set password
- Lock Check-Inn

Three levels of password protection

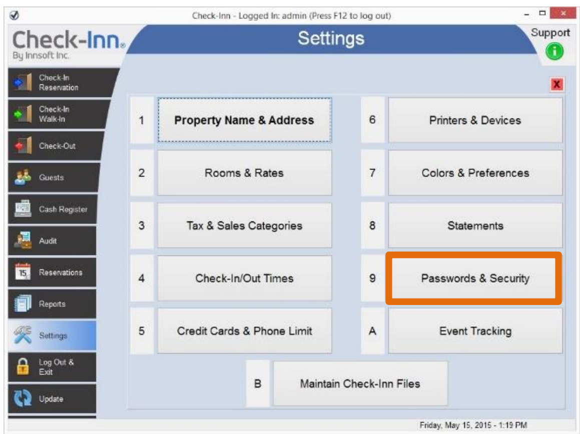
This type of password:	
Clerk	▪ Is a global password for all the clerks ▪ Has limited power to password locks ▪ May be used on the "password lock" function on the home screen or upon entry into Check-Inn
Auditor	▪ Gives access to all clerk functions **plus** partial access to the Audit screen(s). ▪ Limits access to the Audit screen to the last three days' activities
Security	▪ Allows access to all functions ▪ May be used to limit clerk and auditor access to such screens as full use of Daily Audit, customization screens, and so on

Set Basic Passwords

1. Click **Settings** on the home screen.



The Settings screen is displayed.



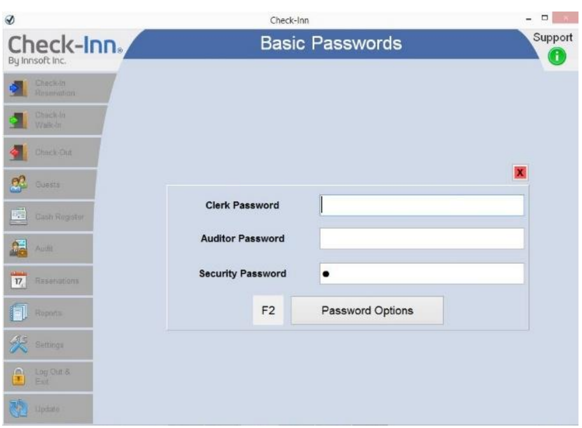
2. Click **Passwords & Security.**

The Password Setup window is displayed.

IMPORTANT! Ensure that this check box is **not selected.**

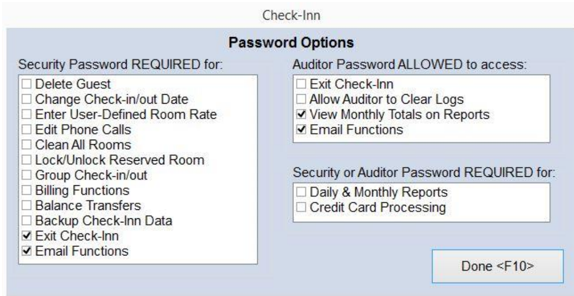
3. Ensure that the “Activate Advanced Passwords” check box is **cleared** (not selected).
4. Click **Basic Passwords.**

   The Basic Passwords screen is displayed.



5. Enter passwords in the Clerk, Auditor, and Security fields.
   - You will be asked to confirm each password as you enter it.
   - All passwords must be different.
   - If you don’t have an auditor or would not like to use the auditor’s password just leave the Auditor field blank.
   - You may use both letters and numbers in the passwords.
   - We recommend that you keep the passwords relatively short (six to eight letters) for quick access.
   - Passwords are case sensitive.
6. Click **Password Options.**

   The Password Options window is displayed.



7. Click to select password options.

   Note: There are three categories of password options on this screen.

   - Security password **required**
   - Auditor password **allowed**
   - Security or Auditor password **required**

If selected, this option:	Requires a password to do this:	You can choose to set this type of password for it:
Delete Guest	Delete a guest on the Guest screen	▪ Security password required
Change Check-in/out Date	Change the check-in/out date for a guest	▪ Security password required
Edit Phone Calls	Edit charges for phone calls	▪ Security password required
Clean All Rooms	Set all rooms to Clean at one time from the Room Status screen and Housekeeping Report	▪ Security password required
Lock/Unlock Reserved Room	Lock or unlock a reservation’s room number	▪ Security password required
Group Check-in/out	Perform a group check-in or check-out	▪ Security password required
Billing Functions	Perform any billing functions in Accounts Receivable	▪ Security password required
Balance Transfers	Transfer a room balance to another room	▪ Security password required
Backup Check-Inn Data	Back up the Check-Inn data in any way other than auto-backups	▪ Security password required

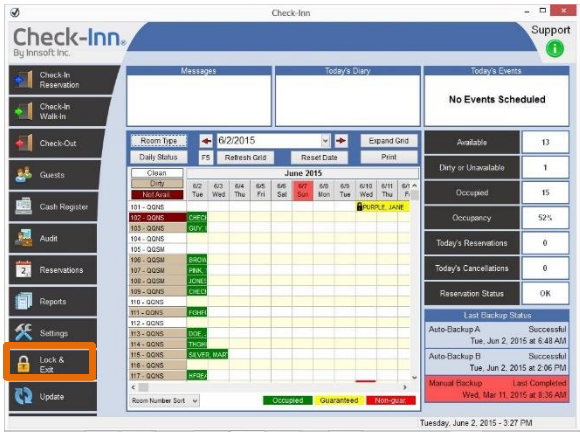
If selected, this option:	Requires a password to do this:	You can choose to set this type of password for it:
Exit Check-Inn	Exit Check-Inn	▪ Security password required ▪ Auditor password allowed
Email Functions	Change email settings, manage and send email messages	▪ Security password required ▪ Auditor password allowed
Allow Auditor to Clear Logs	Clear these logs: Long Distance Breakdown, Phone House Account, Phone Misc., and POS/Movie Interface	▪ Auditor password allowed
View Monthly Total on Reports	View monthly total on financial reports	▪ Auditor password allowed
Daily & Monthly Reports	View daily and monthly reports	▪ Security or Auditor password required
Credit Card Processing	Perform any credit card processing functions, such as submitting batches, printing batch totals, authorizing credit cards, modifying entries, and deleting transactions in the Credit Card Audit.	▪ Security or Auditor password required

8. Click **Done.**

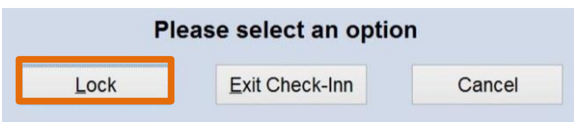
Lock Check-Inn

A password is required to access Check-Inn once it has been locked from the home screen. The password lock is a way of protecting against access by the general public.

1. Click **Lock & Exit.**



A confirmation window is displayed.



2. Click **Lock.**

   Check-Inn is locked, and the Password Required window is displayed.

3. Enter the password to unlock Check-Inn.

EVENT TRACKING

Event Tracking can be accessed either from the home screen of Check-Inn (Today's Events) or from the Settings screen (A. Event Tracking).

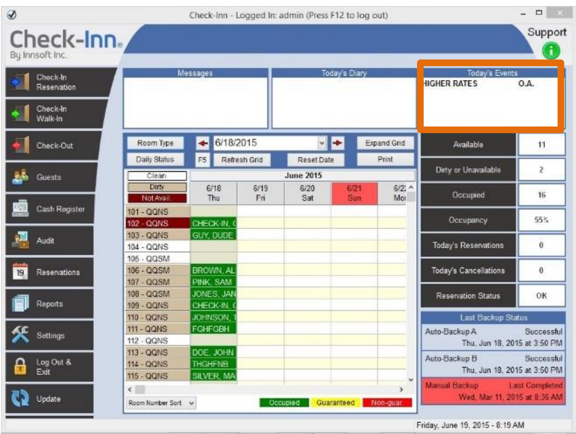
Today's Events

Information you add here remains visible for the time frame you specify. You can:

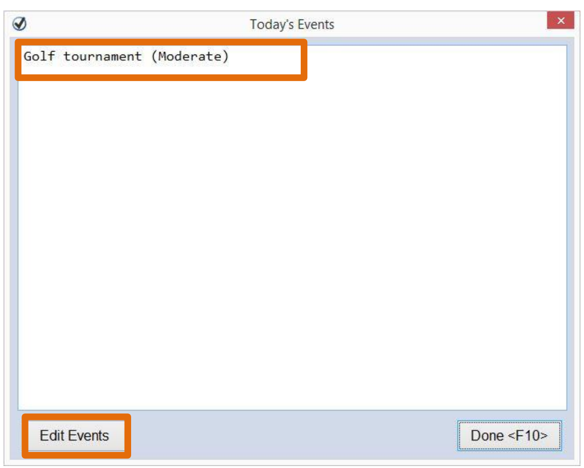
- Add an event
- Edit or delete an event

Add an event

1. Click in the Today's Events box to open the Today's Events window.

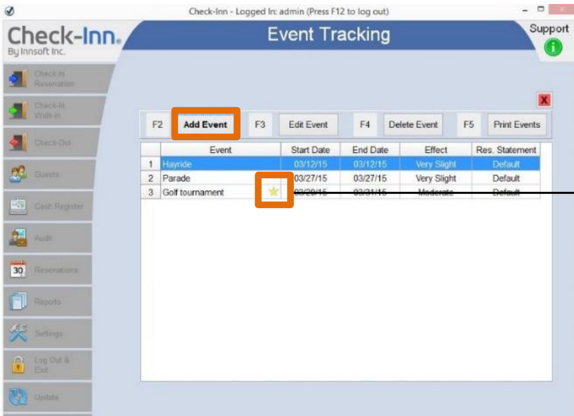


The Today's Events window is displayed, showing an events that have been entered for today.



2. Click **Edit Events** to add and edit event information.

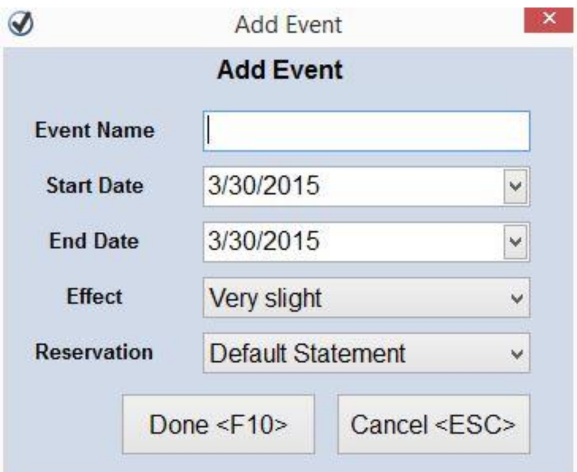
The Event Tracking screen is displayed.



Note: A yellow star appears next to events scheduled for the current date.

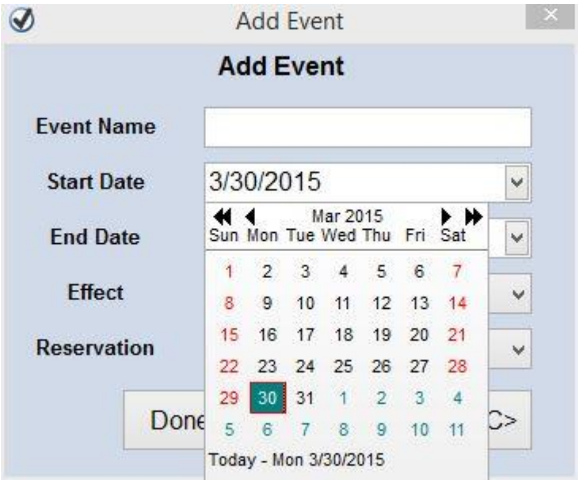
3. Click **Add Event.**

   The Add Event window is displayed.



4. Type the event's name in the Event Name field.

5. Use the drop-down arrow to select a date for the Start Date and End Date fields. (This creates a date range for the event.)

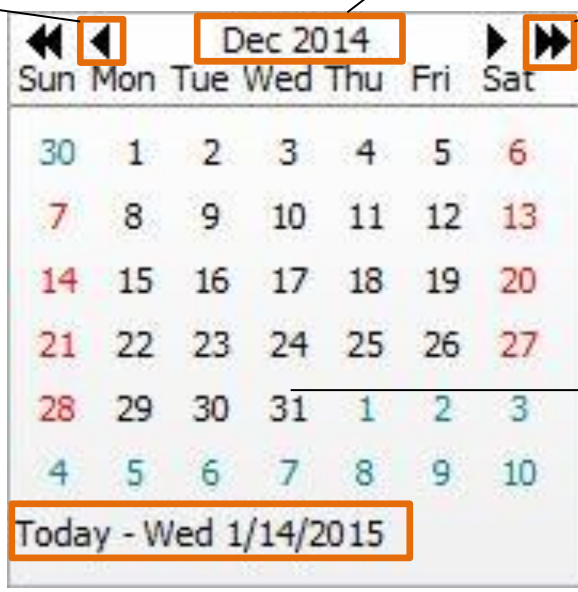


Use the calendar feature

Displays the month and year.

Click the **single** forward or back arrow to change the month.

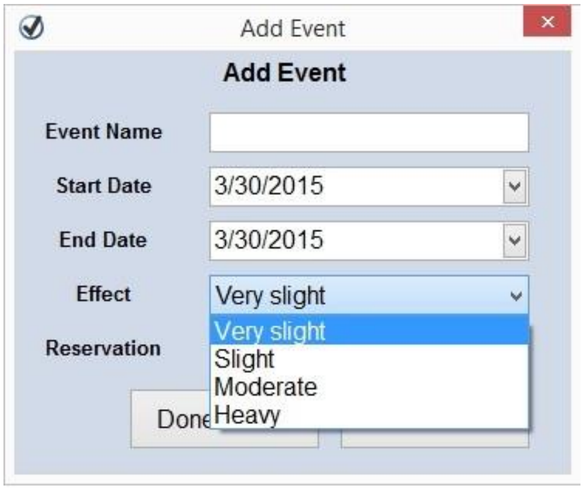
Click the **double** forward or back arrows to change the year.



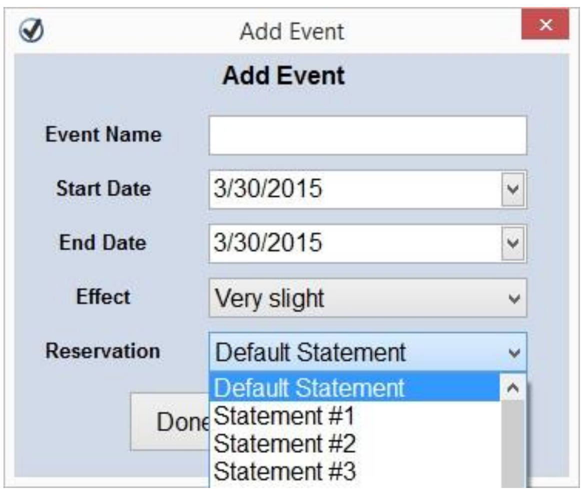
Click any date to select it.

See the Today link. Clicking this link inserts the current date into the selected date field.

6. Click the down arrow for the Effect field and select an option to reflect the impact this event will have on your property.



7. Click the down arrow for the Reservation field and select an option.



Note: The options in the Reservation drop-down refer to Event Statements that can be customized in the **Statements** feature (under **Settings**) you have created. These are statements that, when selected, are automatically added to reservation confirmations during the time of the event (as disclaimers).

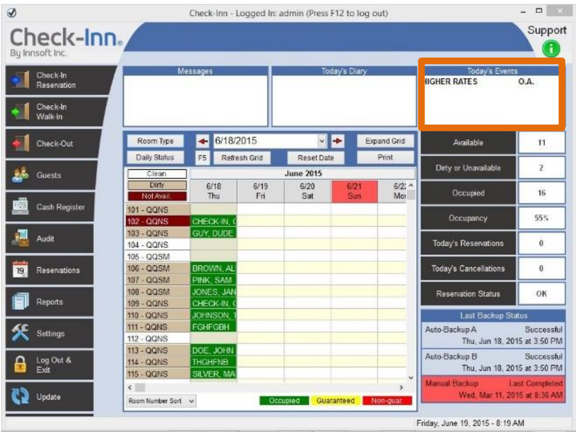
If your reservation policies (cancellation, no-shows, etc.) change during the event that you are creating, we suggest using the Event Statements.

For example: If a guest is making a reservation for a time frame when a significant event is occurring, there may be a change to the cancellation window.

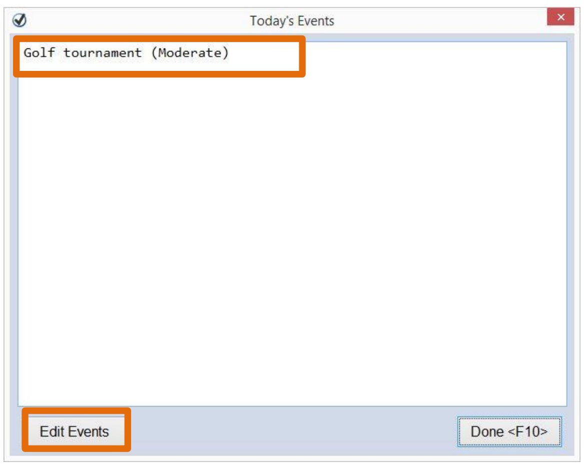
8. Click **Done.**

Edit or delete an event

1. Click in the Today's Events box to open the Today's Events window.



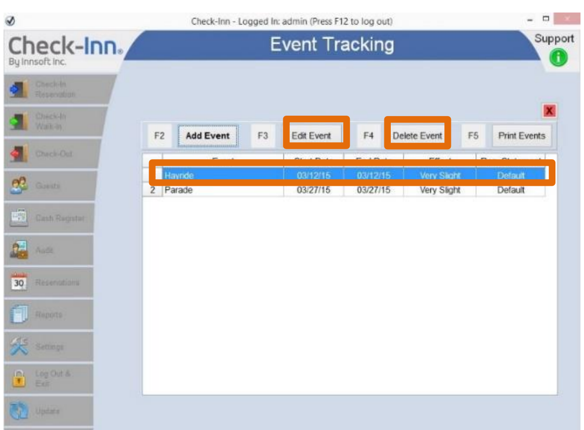
The Today's Events window is displayed, showing an events that have been entered for today.

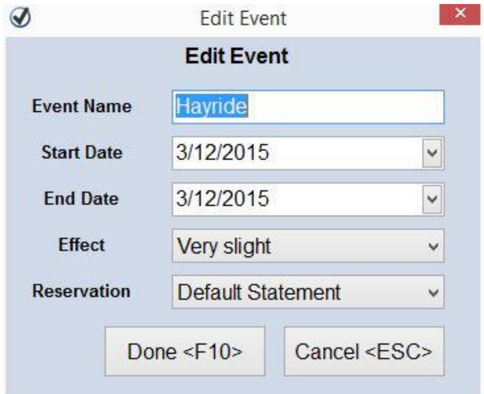
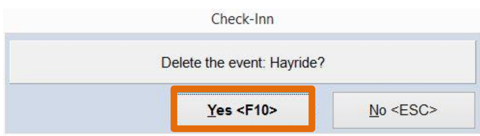


2. Click **Edit Events** to add and edit event information.

   The Event Tracking screen is displayed.

3. Click to highlight the event you want to edit or delete.



If you want to:	Then do this:
Edit the event	1. Click **Edit Event.** *The Edit Event screen is displayed.*  2. Edit event details as needed. See Add an event for more information on the fields on this screen.
Delete the event	1. Click **Delete Event.** *A confirmation window is displayed.*  2. Click **Yes.**

MAINTAIN CHECK-INN FILES

Using this feature you can:

- Make data backups
- Restore backups
- Purge Check-Inn data
- Resolve error messages

Regular data backups are a very important part of safeguarding your Check-Inn data. Backups help prevent the loss of your financial information in the event of a computer breakdown. Backups contain a complete record of all information contained in the Check-Inn program. A data backup should be performed every day.

Note: Innsoft recommends using a flash memory drive with a capacity of at least 2GB for your backups. Call Innsoft Technical Support (503-643-8162, option 2) for details.

We recommend that you enable compression. Enabling compression reduces the size of backup considerably.

See View last backup status for instructions on viewing your backup status.

Make data backups

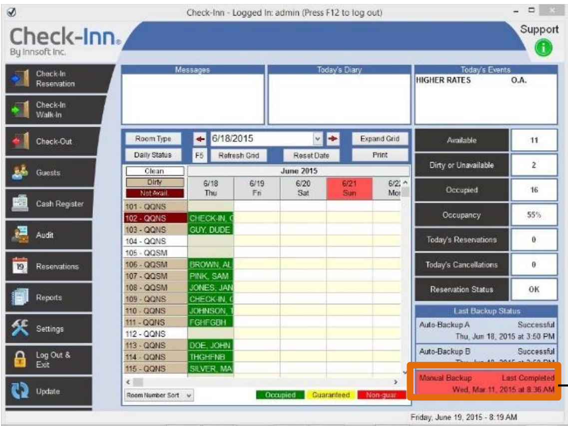
There are two types of data backups for Check-Inn:

- Manual backups
- Automatic backups

Manual backups

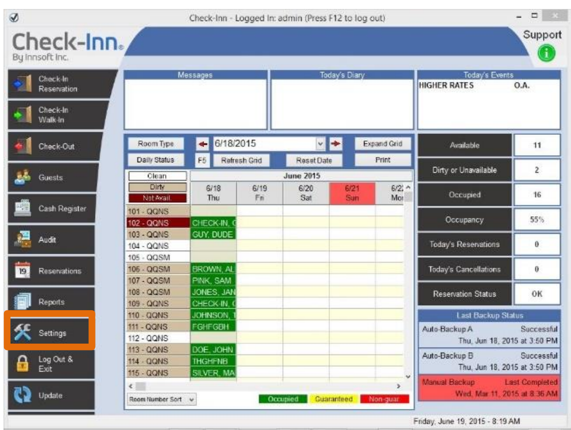
As an alternative to the following steps, you can easily access the manual backup screen by double-clicking **Manual Backup** in the lower right on the home screen.

As an alternative to using the following steps, you can easily change the location and start a manual backup by double-clicking Manual Backup, which is found in the lower right of the home screen of Check-Inn.



Manual Backup

1. Click **Settings** on the home screen.



[Settings](#) [Home Screen](#) [Check-In Reservation](#) [Check-In Walk-In](#) [Guest Screen](#) [Audit](#)

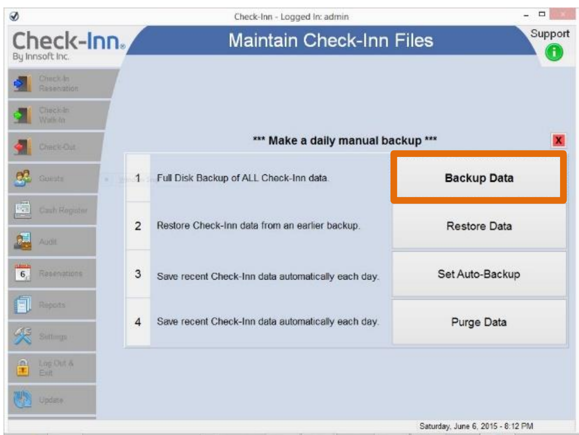
[Cash Register/Guest Screen](#) [Check-Out](#) [Stand-Alone Cash Register](#) [Reservations](#)

[Reports](#) [Troubleshooting](#) [Appendix](#) [EMV](#)

The Settings screen is displayed.

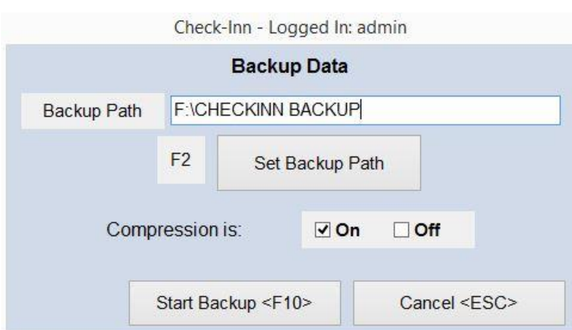
2. Click **Maintain Check-Inn Files.**

   The Maintain Check-Inn Files screen is displayed.



3. Click **Backup Data.**

   The Backup Data window is displayed.



4. Check the path specified in the Backup Path field.
5. If you need to change the path, click **Set Backup Path** and choose a new location.
6. Click **Start Backup.**

Settings Home Screen Check-In Reservation Check-In Walk-In Guest Screen Audit

Cash Register/Guest Screen Check-Out Stand-Alone Cash Register Reservations

Reports Troubleshooting Appendix EMV

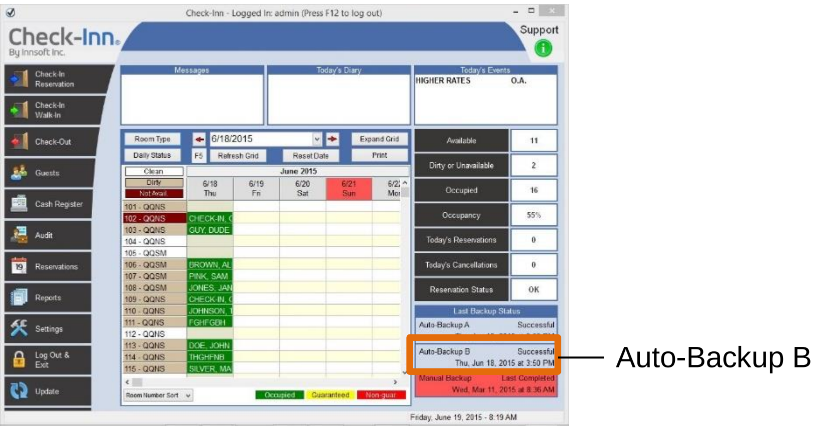
The Backup Successful window is displayed.

7. Click **OK.**

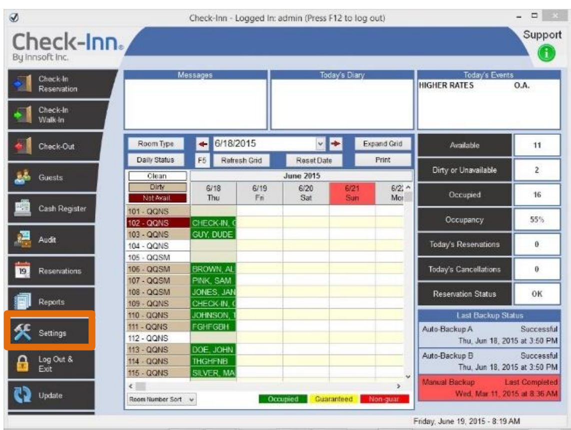
Automatic backups

By default, Check-Inn is set up to run an automatic backup twice a day: Auto-Backup A and Auto-Backup B. Both auto-backups are set by default to back up to your local hard drive. It is a good idea to change the location of Auto-Backup B to an external drive so that your backups are not all contained in one place. This gives you redundancy and protects you against data loss.

As an alternative to using the following steps, you can easily change both the location and the time of Auto-Backup B by double-clicking Auto-Backup B, which is found in the lower right of the home screen of Check-Inn.



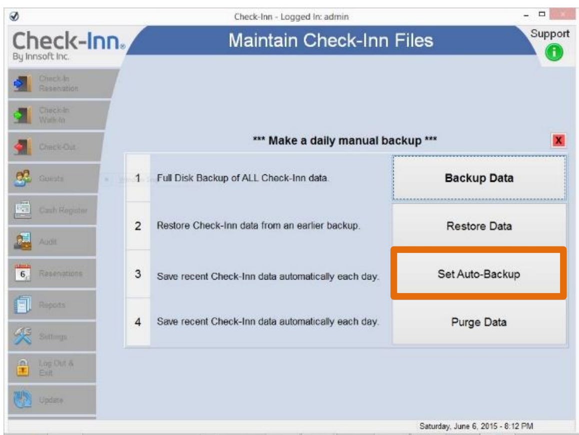
1. Click **Settings** on the home screen.



The Settings screen is displayed.

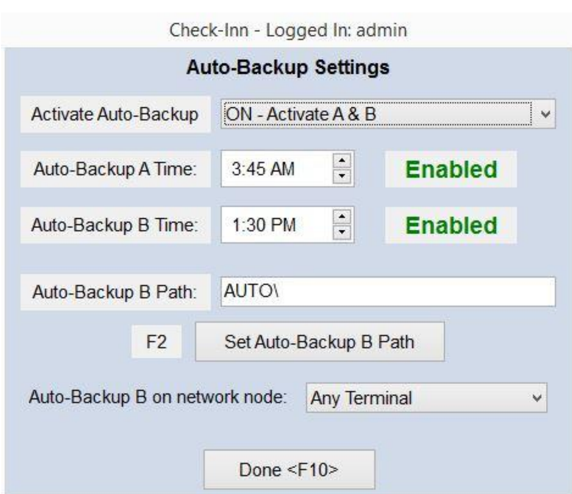
2. Click **Maintain Check-Inn Files.**

   The Maintain Check-Inn Files screen is displayed.



3. Click **Set Auto-Backup.**

   The Auto-Backup Settings screen is displayed.



Settings Home Screen Check-In Reservation Check-In Walk-In Guest Screen Audit

Cash Register/Guest Screen Check-Out Stand-Alone Cash Register Reservations

Reports Troubleshooting Appendix EMV

4. Set the time(s) you would like the auto-backups to start by clicking to highlight the part of time that you wish to change (hours, minutes, AM/PM), and then using the arrow keys to change the time/setting. You may either type in the new time or use the arrows to increase or decrease the numbers and change between AM and PM.
5. In the Auto-Backup B Path field, type the directory where you want to store Auto Backup B.

   Type the new drive letter and path **or** click the Set Auto-Backup Path button and choose a location. The auto backup defaults to the AUTO\ path on the same hard drive where Check-Inn is installed.

6. Click **Done.**

Restore backups

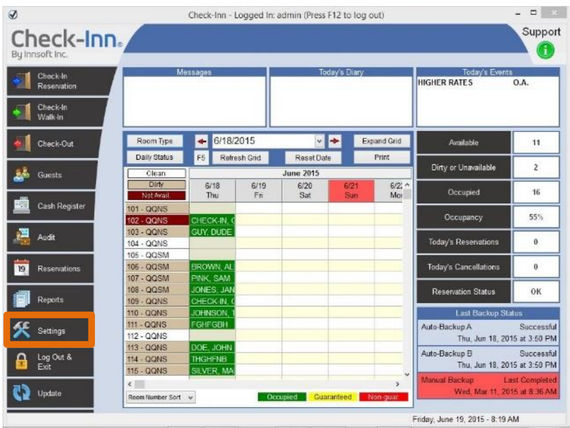
Use this feature to restore these types of backups:

- Restore disk backup
- Restore auto-backup

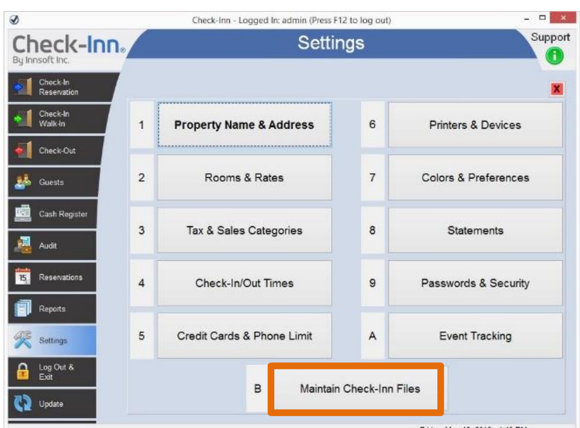
Restore disk backup

WARNING! All information in the system will be lost and replaced with the information of the backup data you select. It is strongly recommended that you call Innsoft Technical Support (503-643-8162, option 2) during normal business hours for assistance with restoring a backup.

1. Click **Settings** on the home screen.

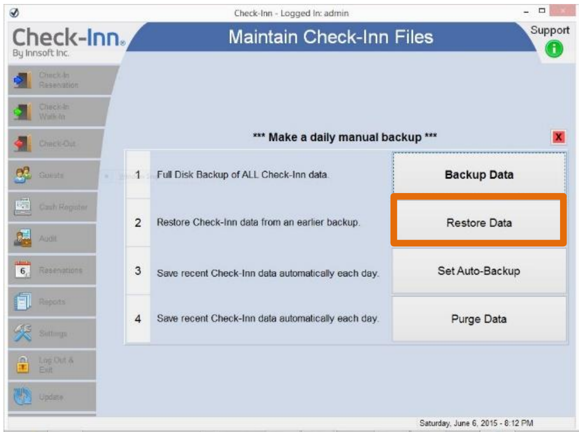


The Settings screen is displayed.



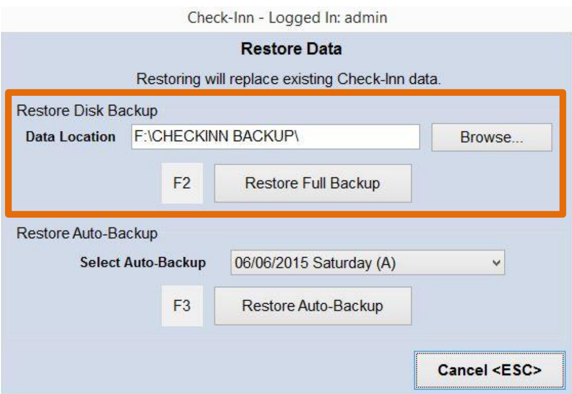
2. Click **Maintain Check-Inn Files.**

The Maintain Check-Inn Files screen is displayed.



3. Click **Restore Data.**

   The Restore Data window is displayed.



4. Review the Data Location field to ensure it shows the location of your backed up files (that you want to restore).

   If the correct path is not listed, click **Browse.** Select location of the backup you wish to restore. Click **OK.**

5. Click **Restore Full Backup.**

   This message is displayed: "WARNING- Restore will destroy your existing data. Do you wish to continue?"

6. Click **Yes** if you want to continue, otherwise click **No.**

   If you selected Yes, this message is displayed: "Are you sure you wish to restore?"

7. Click **Yes** if you want to continue, otherwise click **No.**

   The system asks if you would like to clear restored guests. (Clearing the restored guests removes all guests currently checked in.)

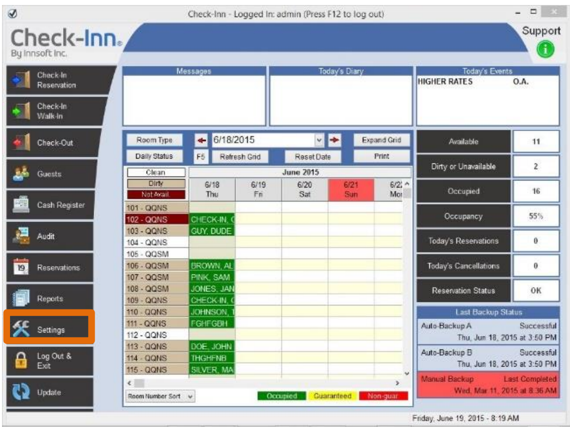
8. If you would like to remove the guests that are currently checked in, click **Yes.** If you would like to keep the guests that are currently checked in, click **No.**
9. Click **Done.**

Restore auto-backup

WARNING! This overwrites any information currently in the system and restores all data to the day and time that the auto-backup was made.

We strongly recommend that you call Innsoft Technical Support (503-643-8162, option 2) during normal business hours for assistance with restoring a backup.

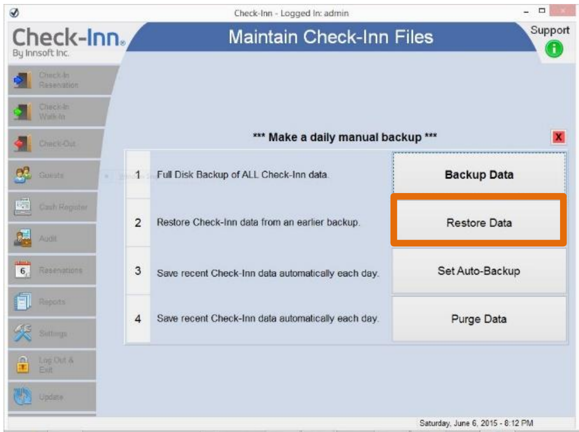
1. Click **Settings** on the home screen.



The Settings screen is displayed.

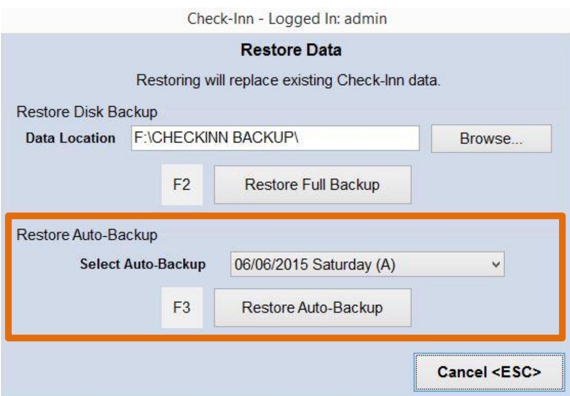
2. Click **Maintain Check-Inn Files.**

The Maintain Check-Inn Files screen is displayed.



3. Click **Restore Data.**

   The Restore Data window is displayed.



4. Use the Select Auto-Backup drop-down list to select the dated auto backup you would like to restore. The backups are displayed in reverse date order so that the last one made is the first one displayed.
5. Click **Restore Auto-Backup.**

   This message is displayed: “WARNING – Restore will destroy your existing data. Do you wish to continue?”

6. Click **Yes** to start restoring, otherwise click **No.**

   If you selected Yes, this message is displayed: “Are you sure you wish to restore?”

7. Click **Yes** if you are sure about restoring the files, otherwise click **No.**

   The system asks if you would like to clear restored guests. (Clearing the restored guests removes all guests currently checked in.)

8. If you would like to remove the guests that are currently checked in, click **Yes.** If you would like to keep the guests that are currently checked in, click **No.**

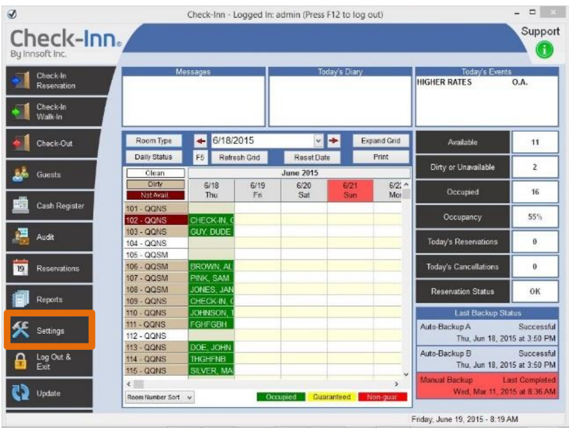
Purge Check-Inn data

IMPORTANT! Purging your data completely destroys your data from the beginning of your data to the date entered. The destroyed data will include, but not be limited to guest history, billing information, audit and all financial information.

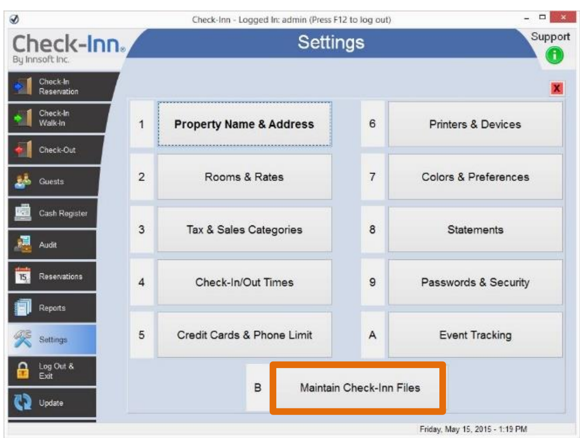
We highly recommend that you perform several backups of Check-Inn data files before you continue with the purge. Purging should only be done when you are absolutely sure that you no longer need the information in the software.

We strongly recommend that a technician from Innsoft Technical Support (503-643-8162, option 2) assist you with this procedure.

1. Click **Settings** on the home screen.

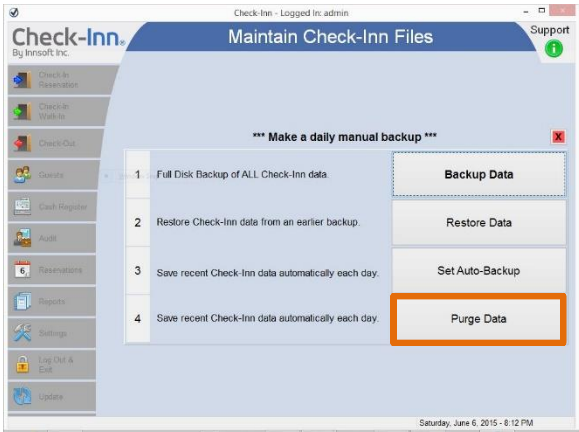


The Settings screen is displayed.



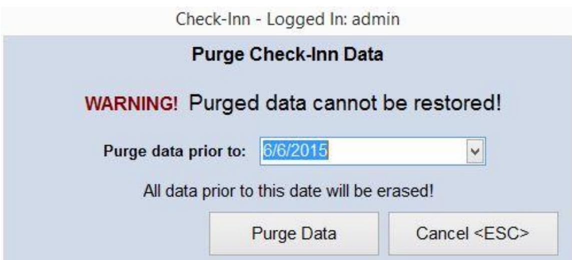
2. Click **Maintain Check-Inn Files.**

The Maintain Check-Inn Files screen is displayed.



3. Click **Purge Data.**

   The Purge Check-Inn Data screen is displayed.



4. In the Purge data prior to field, enter the first date to have data kept in the system. Any information prior to this date will be purged.

   For example, if you want to purge all data **before** October 20, 2014, you would enter 10/20/2014.

5. Click **Purge Data.**

   This message is displayed: "This will clear daily data prior to ##/##/####, but not reservations. Continue?"

6. Click **Yes** to purge the data, otherwise click **No.**

   This is your last warning!

   IMPORTANT! Do not turn off the computer while the purge is in progress, as it may permanently damage your Check-Inn files.

7. To cancel the purge, click **Cancel.**

EMAIL

Almost any document that you can print in Check-Inn can be emailed.

This section includes information on how to:

- Set up and configure email
- Create an email
- Manage your messages

Set up and configure email

We strongly recommend that you contact Innsoft Technical Support (503-643-8162, option 2) to set up your email feature.

This section covers the setup and configuration of the following:

- Email settings
- Email statements
- Attachment settings

To set up the Check-Inn email feature, you need the following information:

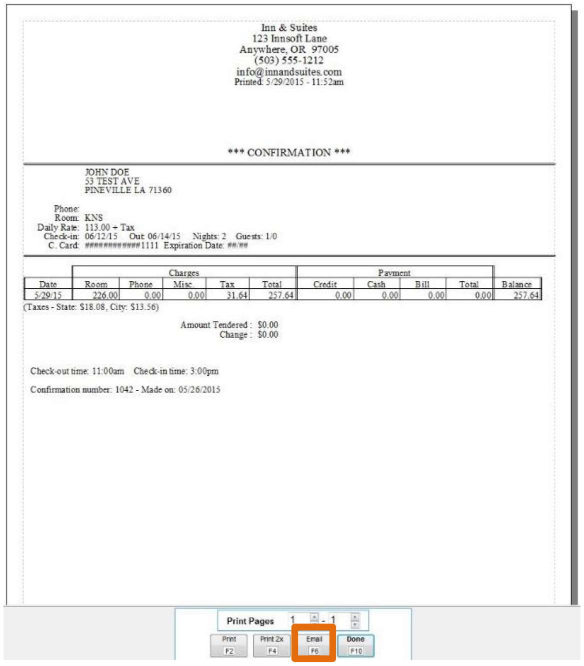
- Outgoing address of your email provider
- Outgoing port number
- Your email account password

You can normally look this information up online by searching “POP settings for (your email provider).”

Note: Outgoing addresses for several email providers are listed later in this section.

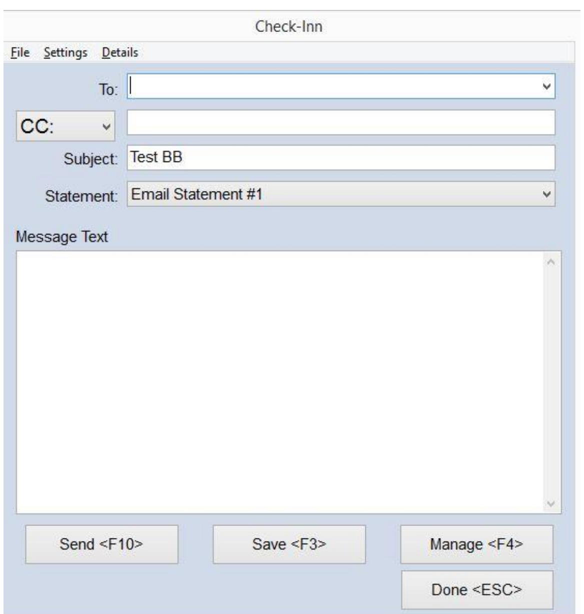
Set up email settings

1. Bring up any print preview screen. For example, run a Guest List report or bring up a guest statement.

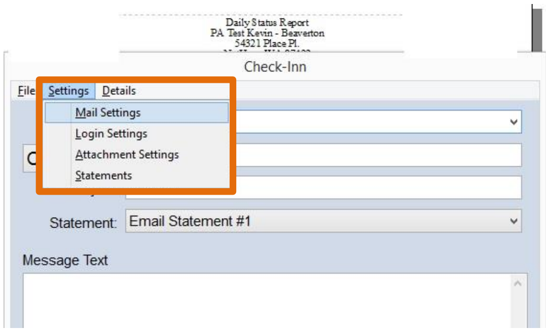


2. Click **Email.**

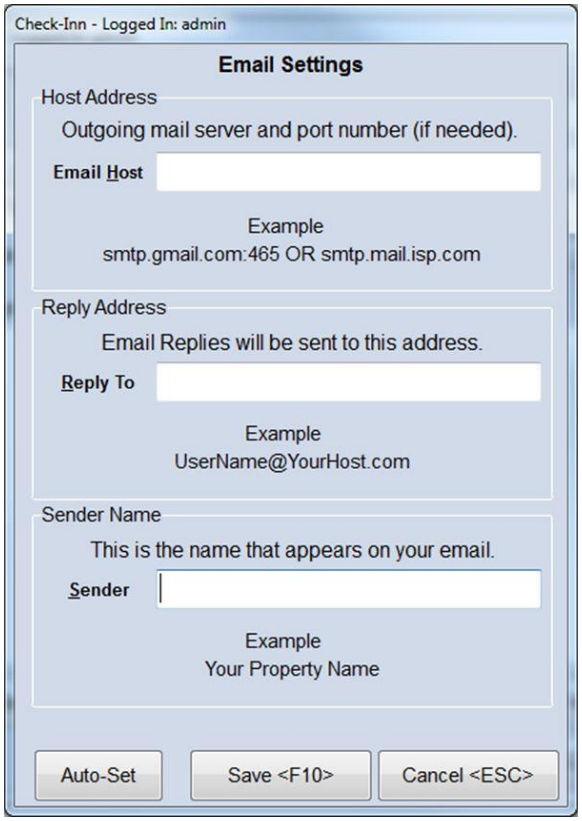
   An email window is displayed.



3. Click **Settings** and select **Mail Settings.**



The Email Settings window is displayed.



4. Type the host address in the Email Host field (for example, smtp.YourHost.com or mail.YourHost.com).

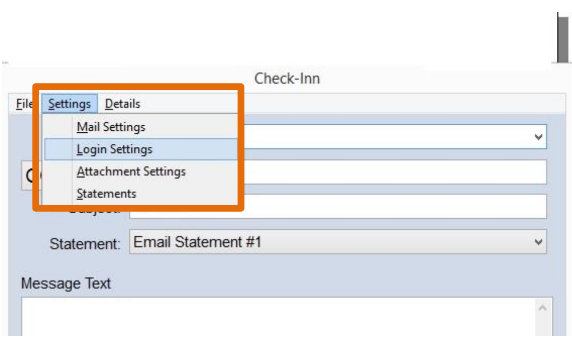
   Note: If you are unsure of what to enter for your outgoing mail server address try searching it online or contact your email provider. If your email provider uses a port other than port 25 to send mail, add a colon and the port number at the end of the host name (for example, SMTP.YourHost.com:487 or mail.YourHost.com:487).

If your email provider is:	Use this information:
Gmail	smtp.gmail.com:465 (username and password required)
GoDaddy	smtpout.secureserver.net:465 (username and password required)
AOL	smtp.am.com:587 (full email address and password required)
Verizon	outgoing.verizon.net:465 (username and password required)
ATT.net	outbound.att.net:465 (username and password required)
Yahoo	smtp.mail.yahoo.com:465 (username and password required)
Comcast	smtp.comcast.net:465 (username and password required)
HostGator	mail.(theirdomain).com:465 (username and password required)

5. Type your reply address in the Reply To field. This is the address where replies to your email will be sent (for example, YourName@YourHost.com).

   Note: This email address does not need to be the same address you are using for outgoing mail.

6. Type the sender name in the Sender field. This is the name that appears on all emails that you send, and is typically your property name.
7. Click **Save.**
8. Click **Settings** and select **Login Settings.**



The Login Settings window is displayed.

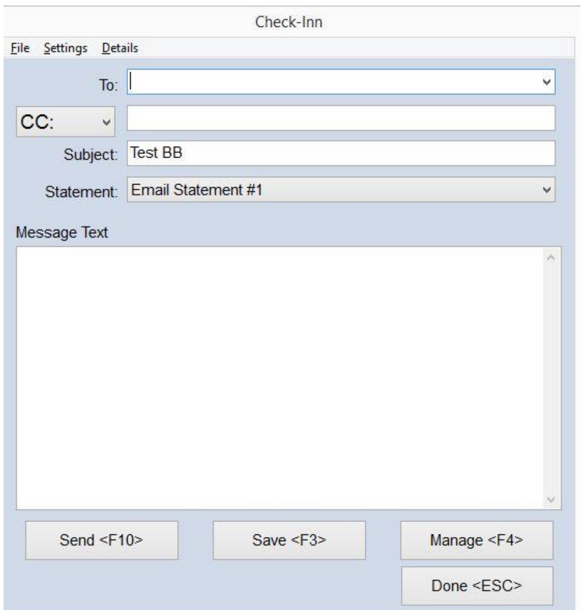
9. Click to select the “Use Login Information” check box.
10. Enter your username and password in the correct fields.
11. Click **Save.**
12. Send a test email to yourself so that you can confirm that the email feature is set up correctly.

Configure email statements

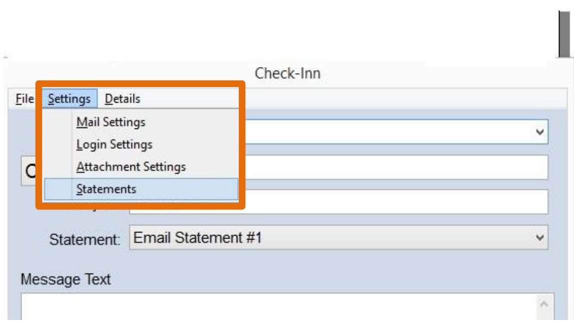
Email statements are custom email messages that can be added to the Check-Inn email system. If an email statement is selected when sending a message, the text of that statement appears in the body of the email. Up to five statements may be added to the Check-Inn system.

1. Bring up a print preview of a screen.
2. Click **Email.**

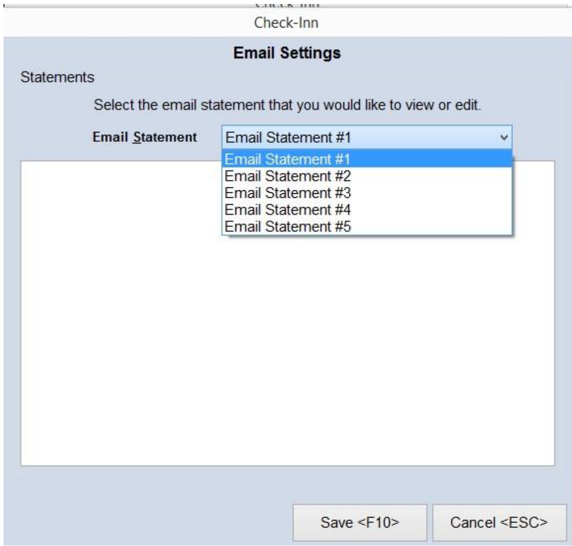
   An email window is displayed.



3. Click **Settings** and select **Statements.**



The Email Settings window is displayed.



4. Use the Email Statements drop-down list to select a statement number.
5. Type the desired text.

   Note: Be sure to carefully proofread your message!

6. Click **Save.**

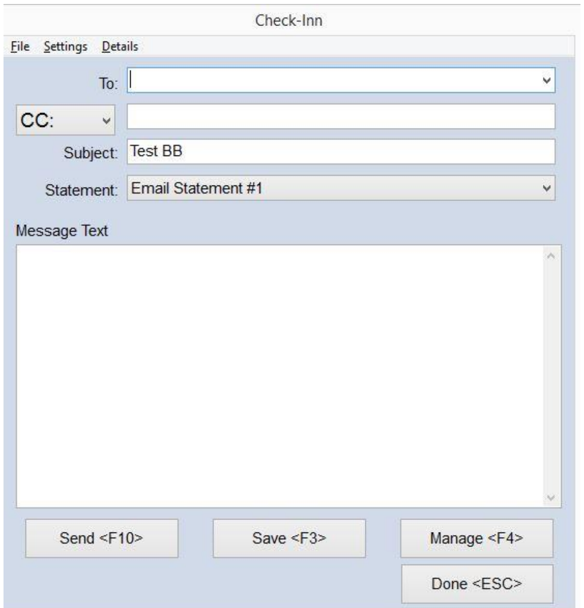
Repeat the same steps to add additional statements.

When sending email, you can insert an email statement by selecting it from the Statement drop-down list. Select “None” from the list if you do not wish to include a statement in the email message.

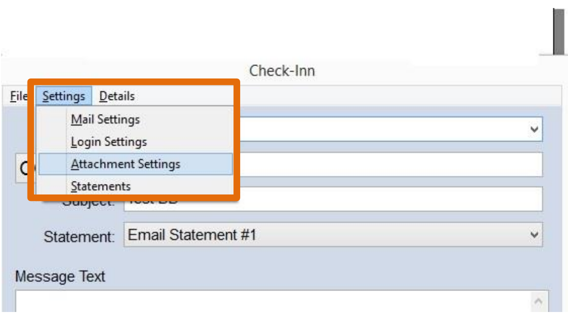
Configure attachment settings

1. Bring up a print preview of a screen.
2. Click **Email.**

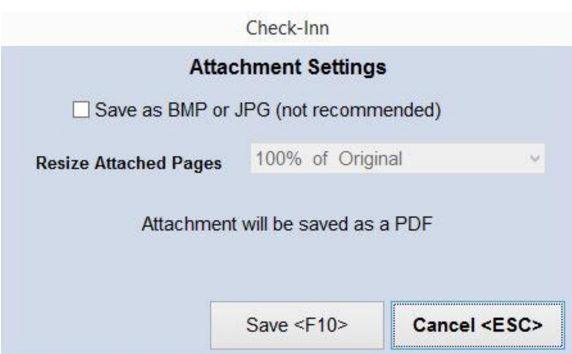
   An email window is displayed.



3. Click **Settings** and select **Attachment Settings.**



   The Attachment Settings window is displayed.



4. **If you need to save the file as a BMP or JPG,** click to select the “Save as BMP or JPG (not recommended)” check box.

   Note: If you select this option, each page is formatted to fit on one 8½ x11 page. If you need to change the size of the attached page, click the down arrow and select the percentage of the original size for the attachment (100% to 40%).

5. **If you don’t need to save the file as a BMP or JPG,** leave the “Save as BMP or JPG” check box unchecked. Attachments will be saved as PDFs.
6. Click **Save.**

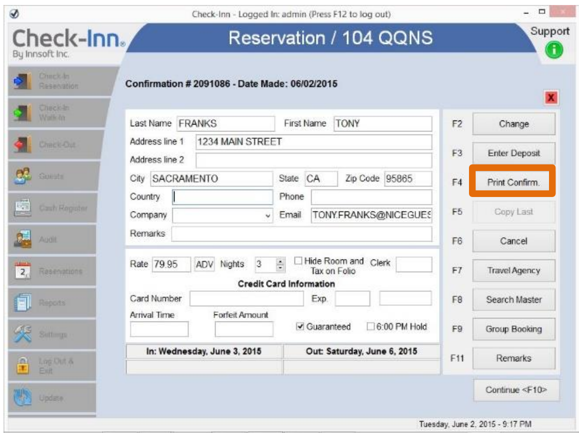
Create an email

Check-Inn can email almost any screen that you can print.

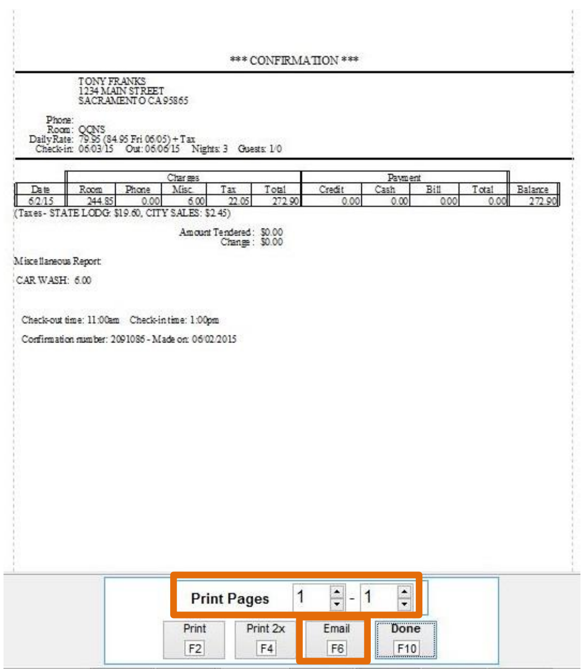
For example: If you want to email a confirmation, click the Print Confirm button on a reservation screen, and then click the Email button at the bottom of the print preview. This leads you to the Email screen, which allows you to send an email.

This example is illustrated in the steps below.

1. From a reservation screen, click **Print Confirm.**



The print preview for that reservation is displayed.

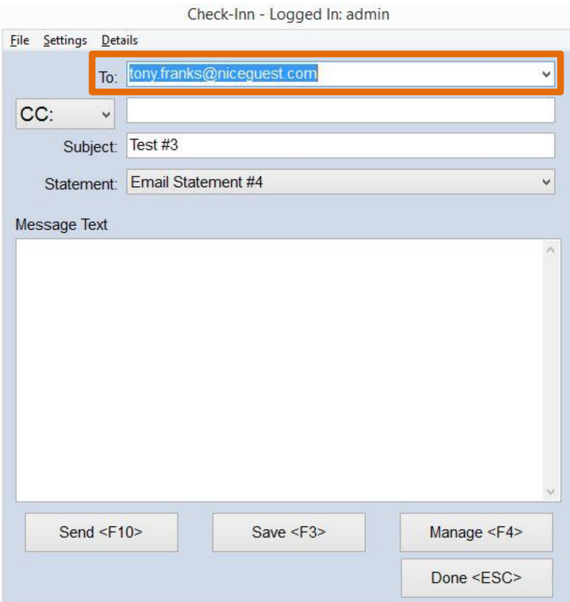


2. Select the pages you would like to email by entering the start page and end page in the Print Pages field. You may type in new start and end pages, or use the arrow keys to adjust each number.

   Note: Email attachments are limited to 36 pages.

3. Click **Email.**

   The email window is displayed.



If the guest's email was entered on the reservation screen, it is automatically added to the To: field of the email.

4. If you are emailing a report or you did not enter an email address on the guest/reservation screen, enter the email address in the To field. If you are sending the email to more than one person, enter the additional email address in the CC field.

   Note: If you have previously used this email address, you may click the down arrow and select the address from the list.

5. Enter the subject of the email. If the Subject field is left blank, "Check-Inn for Windows" is inserted in the Subject field when the message is sent.

   Note: The Subject field will always initially populate with the subject of the last email that was sent. ***Be sure to change it to the current subject, if needed.***

6. If you would like to include a preset email statement, click the Statement drop-down list and select the appropriate statement. If you do not want to include a statement, select "None."

   Note: The statement text does not appear in the Message Text box.

7. If you would like to enter a message to include with the email, type the message in the space provided.

   Each page is sent as a separate attachment to the email. You may view a list of the attachments by pressing ALT+D or clicking the Details tab.

To do this with your email:	Complete these steps:
Send it	1. Double-check the To field to ensure that you are sending the email to the intended person. 2. Double-check the Subject field to ensure that the subject of the email is correct. 3. Click **Send.** *This message is displayed: "Message Sent!"* 4. Click **OK.** 5. Click **Done.**
Save it	1. Click **Save.** *This message is displayed: "Your Message Has Been Saved."* 2. Click **OK.** 3. Click **Done.** See Manage messages for instructions on retrieving saved messages.

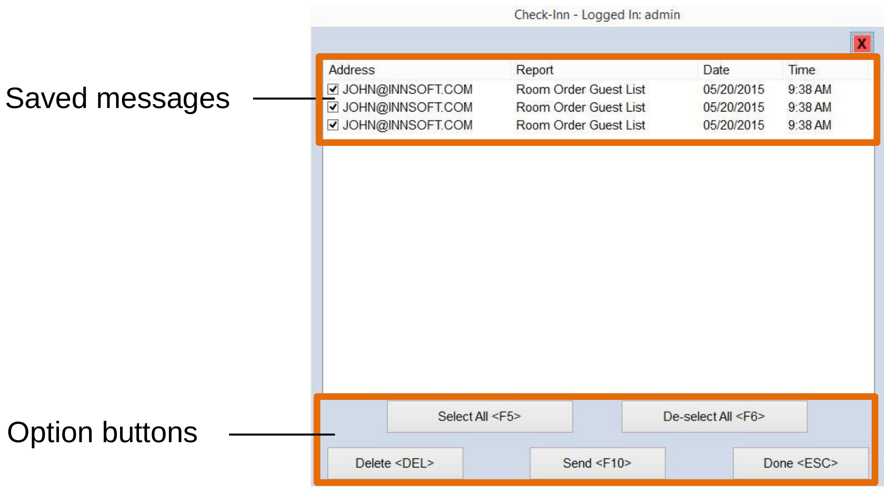
Manage messages

If you have saved email messages, you may use the Manage feature to send or delete the saved messages.

There are two ways to access the Manage feature.

- From a print preview screen: **Email** > **File** > **Manage Messages**
- From the home screen: **Reports** > **Guest Tracking** > **Manage Email**

Whichever method you use, the window for managing messages is displayed.



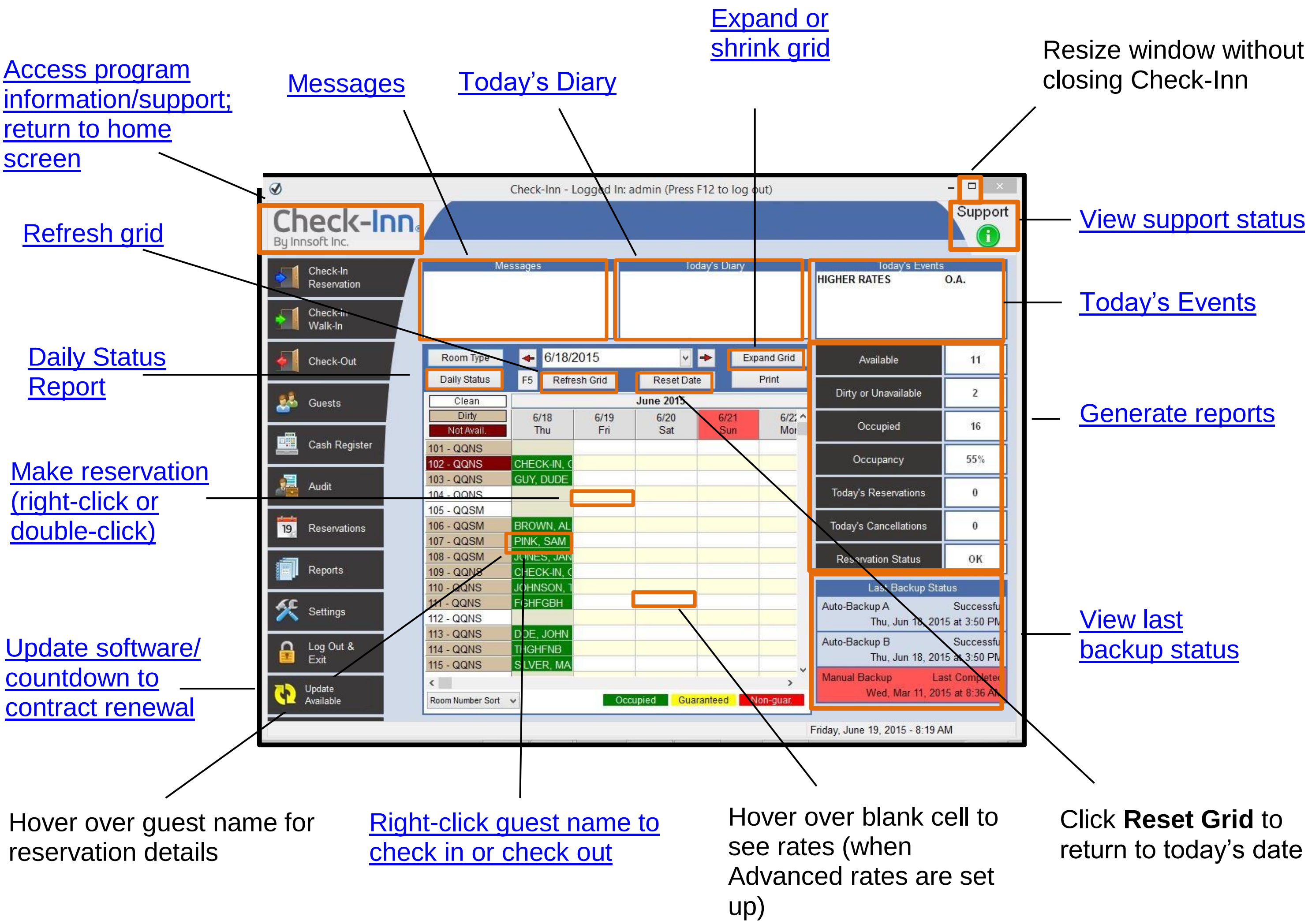
To do this with your saved email:	Do this:
Send it	1. Access Manage feature. *A list of all saved emails is displayed.* 2. Click to select the check box for the email you want to send. If you want to select all emails in the list, click **Select All.** 3. Click **Send.** *This message is displayed: "Send ALL checked messages?"* 4. Click **Yes.** *Your saved emails are sent.*

To do this with your saved email:	Do this:
Delete it	1. Access the Manage feature. *A list of all saved emails is displayed.* 2. Click to select the check box for the email you want to delete. If you want to select all emails in the list, click **Select All.** 3. Click **Delete.** *This message is displayed: "Delete ALL checked messages?"* 4. Click **Yes.** *Your saved emails are deleted.*

Home Screen

Here's an overview of how to navigate from the home screen.

At a glance



To select an item on the home screen, click it.

This item:	Does this:
Check-In Reservation	Allows you to check-in guests with a reservation
Check-In Walk-In	Allows you to check-in walk-in guests
Check-Out	Allows you to check-out a guest
Guests	Allows you to modify guest information, including room number, and make charges or payments to current guest accounts
Cash Register	Allows you to sell front desk items such as cards and maps, to customers that are not checked in to the property
Audit	Allows you to edit the daily information, credit card payments, billing, and cash register totals **Note:** Credit card processing is also done on this screen if you are using the Credit Card Processing module.
Reservations	Allows you to make, modify, or cancel reservations
Reports	Allows you to generate operational reports such as Daily and Monthly financial reports, Reservation Reports, Occupancy Reports, Housekeeping Reports, and others
Settings	Allows you to customize Check-Inn for your property
Log Out & Exit	Allows you to log out or close Check-Inn and return to the Windows desktop
Update	Allows you to see the current status of your service contract, determine whether a new version of Check-Inn is available, download updates, and contact Innsoft

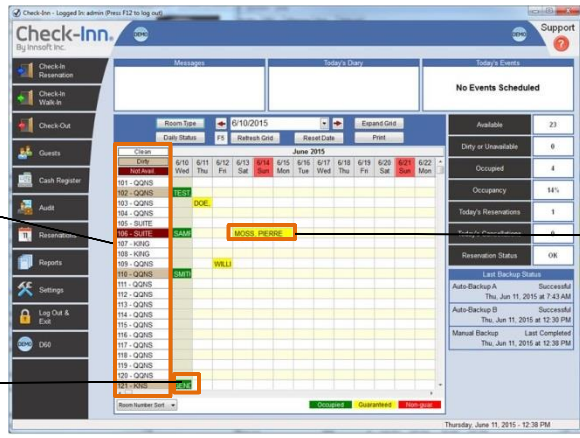
Right-click context menu

Right-clicking specific areas of the home screen allows you to quickly get information and perform tasks.

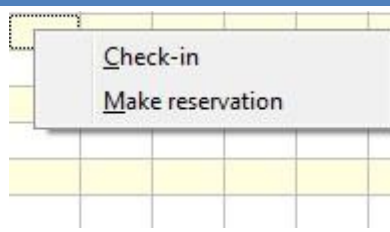
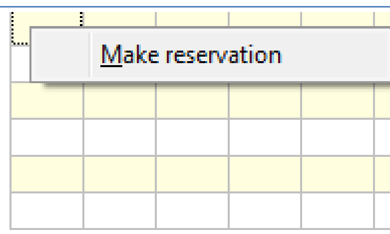
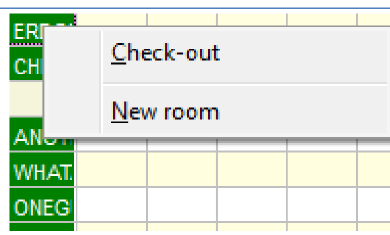
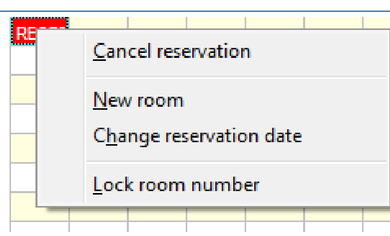
For detailed information on making a reservation, see Reservations.

Rooms

Guest's name on occupied room



Reservation

If you right-click this:	You have these options:
Today's date on an unoccupied room	
Future date on an unoccupied room	
Guest's name on an occupied room	
Reservation for a future date	

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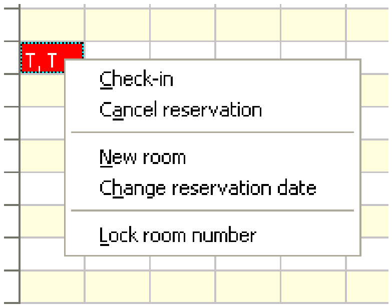
If you right-click this:	You have these options:
Reservation for today's date	
Room number	 ▪ A key to the status colors is on the home screen. ▪ The background color of the room changes to indicate its status.

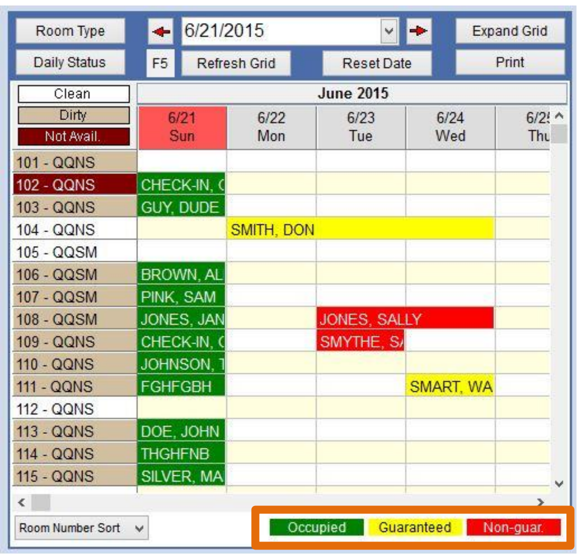
GRID

This section includes information to:

- Expand or shrink the grid
- Refresh the grid
- Reset the grid to today's date
- Determine if a room is locked or if an advance deposit has been received
- View room rates

Reservations are displayed in color, depending on the type of reservation:

- A small gap between reservations indicates where one reservation ends and another begins.
- By placing your cursor over the reservation, the guest's full name is displayed in the hint box.



Green = Occupied room

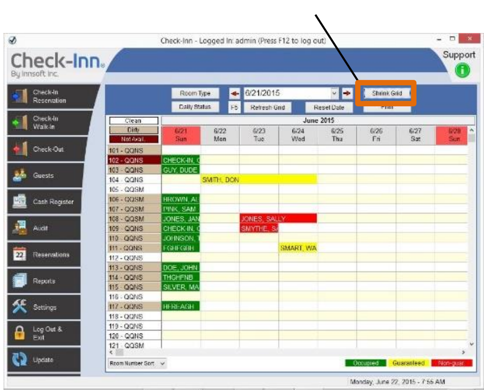
Yellow = Guaranteed reservation

Red = Non-guaranteed reservation

Expand or shrink the grid

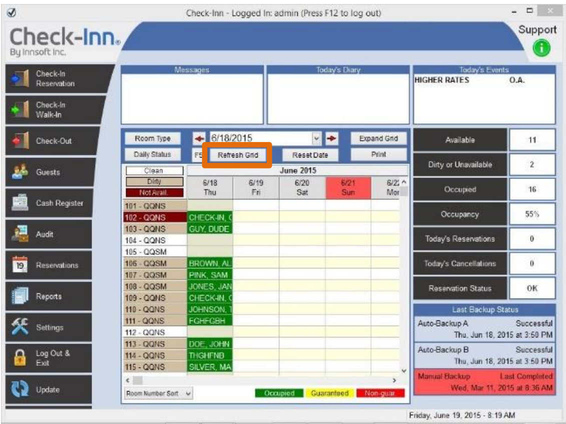
Click **Expand Grid.**

Click **Shrink Grid.**



Refresh the grid

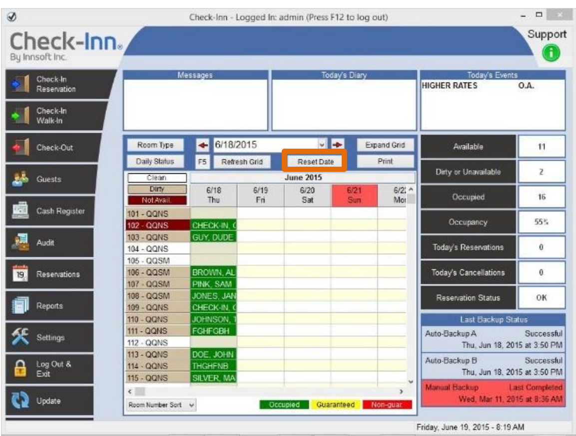
Click **Refresh Grid** to refresh information in the grid.



Remember: Click Refresh Grid before making a reservation to ensure that you don't accidentally attempt to double-book a room.

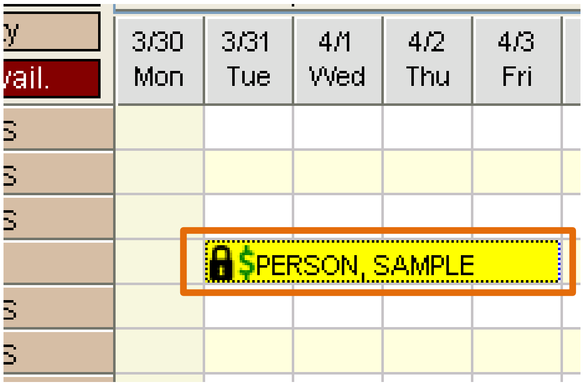
Reset the grid to today's date

If you use the arrow or calendar to view future dates on the grid, you can quickly return to today's date by clicking **Reset Date.**



Determine if a room is locked or if an advance deposit has been received

Icons are displayed on the grid to indicate if a room is locked (cannot accept a new reservation for a specific date/date range) or a deposit has been received to secure the reservation.



- The lock icon indicates that this room is locked.
- The dollar sign indicates that an advance deposit has been received for this room.
- “Person, Sample” is this guest’s name.

View room rates

You can quickly and easily view your rates and provide rate quotes by using your mouse to hover over an empty cell.

Note: You must have Advanced rates set up to use this feature.

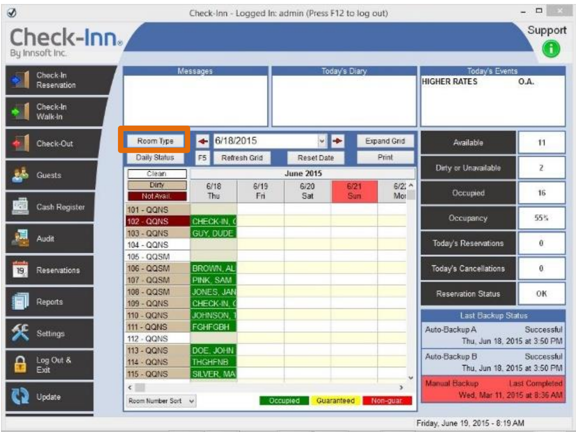
Grid options

You can customize the options available to you on the grid:

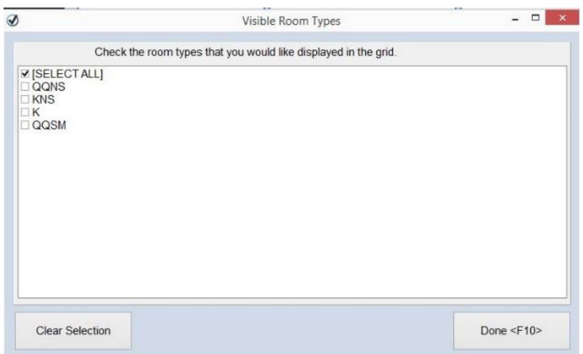
- Specify room types to display on the grid
- Specify what happens when you double-click today's date
- Choose to hide or display the prior day
- Adjust the width of cells on the grid
- Adjust the font size of text on the grid
- Specify how the rooms are sorted/displayed on the grid
- Adjust the grid start date
- View a reservation
- Enter a reservation deposit
- Print a confirmation
- Cancel a reservation
- Print the grid

Specify room types to display on the grid

1. Click **Room Type.**



The Visible Room Types window is displayed.



2. Click to select each check box for the room types you would like to display.
3. Click **Clear Selection** if you would like to remove your selections.
4. Click **Done** to display the selected rooms.

Specify what happens when you double-click today's date

You can adjust your settings so that when you double-click today's date on the grid you have these options:

- Check in a guest
- Make a reservation
- Are given the choice to check in **or** make a reservation.

Configure the settings here: **Settings** > **Colors & Preferences** > **Grid Preferences**

See Set grid preferences for more information.

Choose to hide or display the prior day

You can specify whether or not the prior day displays on the grid.

Configure the settings here: **Settings** > **Colors & Preferences** > **Grid Preferences**

See Set grid preferences for more information.

Adjust the width of cells on the grid

You can adjust the width of cells on the grid (so that more or less of each guest's name is visible).

Configure the settings here: **Settings** > **Colors & Preferences** > **Grid Preferences**

See Set grid preferences for more information.

Adjust the font size of text on the grid

You can adjust the font size of text on the grid.

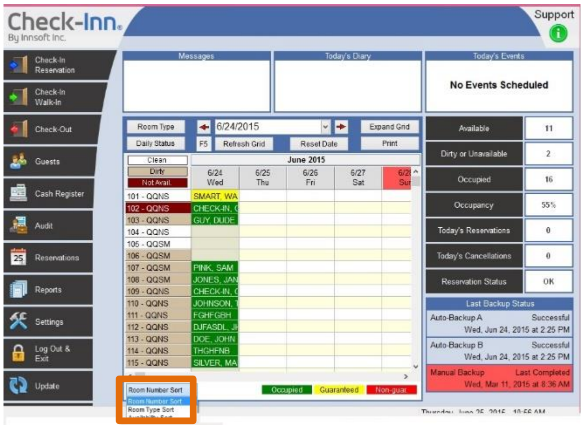
Configure the settings here: **Settings** > **Colors & Preferences** > **Grid Preferences**

See Set grid preferences for more information.

Room sort

You may sort the rooms in the grid by room number, room type, or availability.

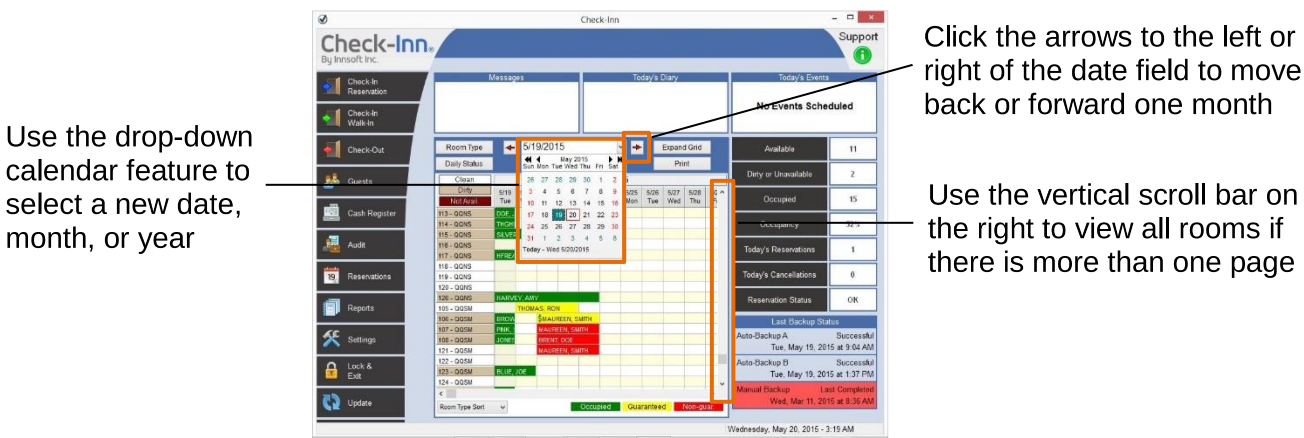
1. Click the drop-down arrow in the lower left, and select how you want to view rooms on the grid.



2. Select whether you would like to view the grid by **room number, room type,** or **availability.**
3. If you select Availability Sort, enter the number of nights by typing in the number or by using the arrows to increase or decrease the number of available nights.

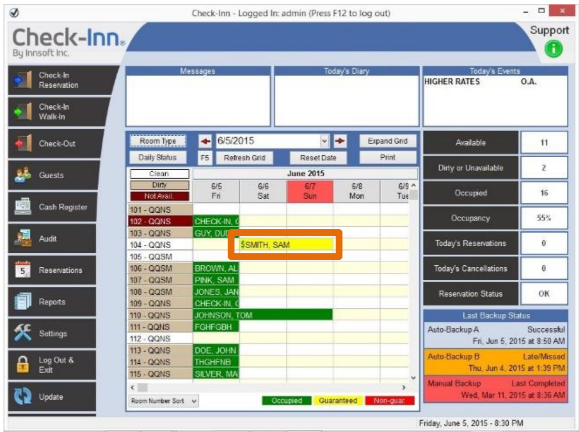
Adjust grid start date

You may view various segments of time by adjusting your start date.

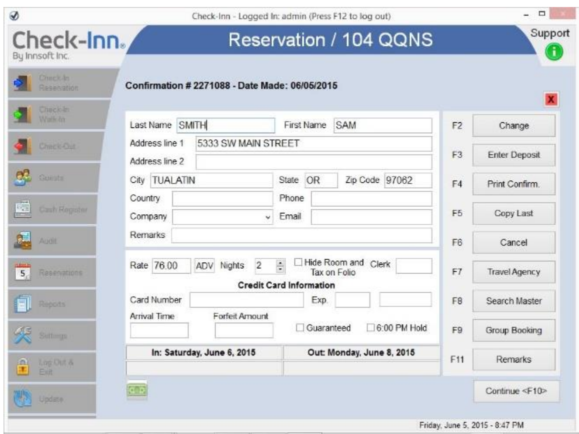


View a reservation

1. Double-click the reservation.

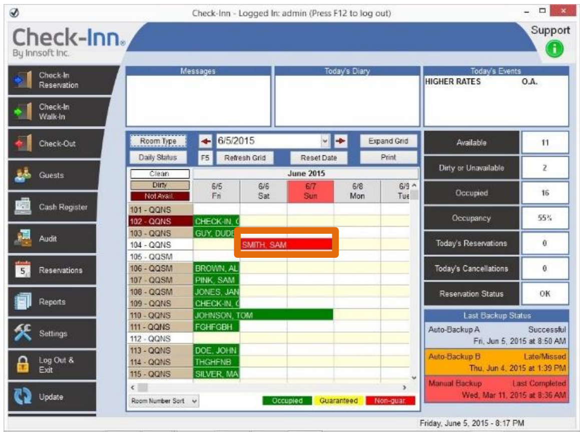


The Reservation screen is displayed.

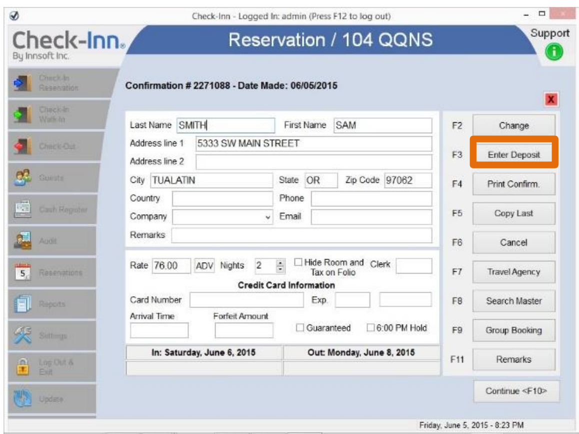


Enter an advance deposit

1. Double-click on a reservation.

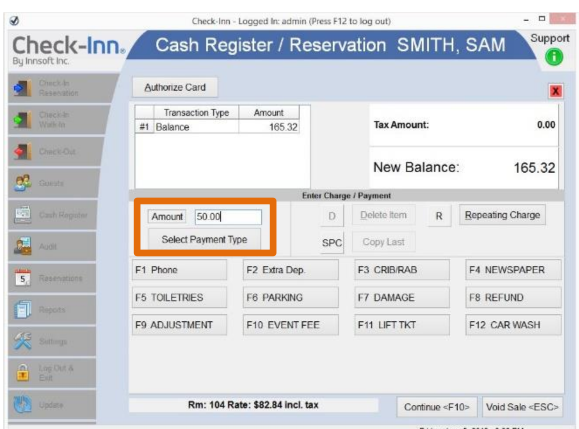


The Reservation screen is displayed.



2. Click **Enter Deposit.**

   The Cash Register/Reservation screen for this guest is displayed.



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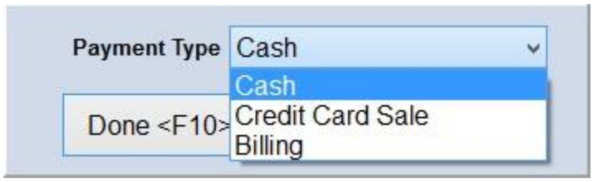
3. Enter the amount of the deposit in the Amount field.
4. Click **Select Payment Type.**

   The Payment Type window is displayed.



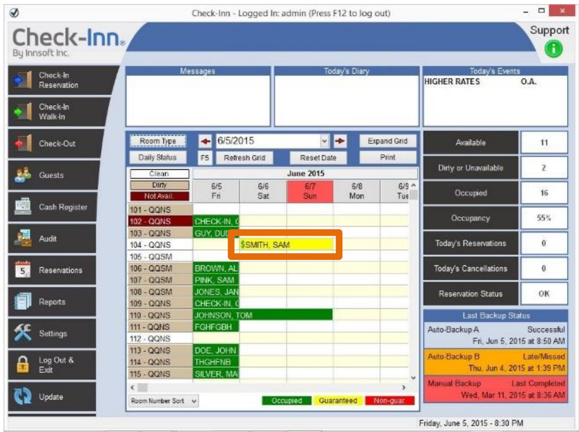
5. Choose a payment type from the Payment Type drop-down list.

   The payment amount and type are listed in the upper left under transaction type, and the payment is subtracted the balance (shown in the upper right).

If the guest wants to:	Then do this:
Pay with cash or check	Select **Cash** from the drop-down list.
Pay with credit card	Make a selection from the drop-down list. ▪ **If you have the Credit Card Processing module,** Credit Card Sale is listed as an option. Contact Innsoft Sales (800-950-8665) to purchase this module. ▪ **If you don't have the Credit Card Processing module,** a separate credit card option is listed for each credit card type.
Bill their company	Select **Billing** from the drop-down list. ▪ If you have not yet entered the guest's address and company on the Guest Screen, you will be prompted to do so at the end of the transaction.

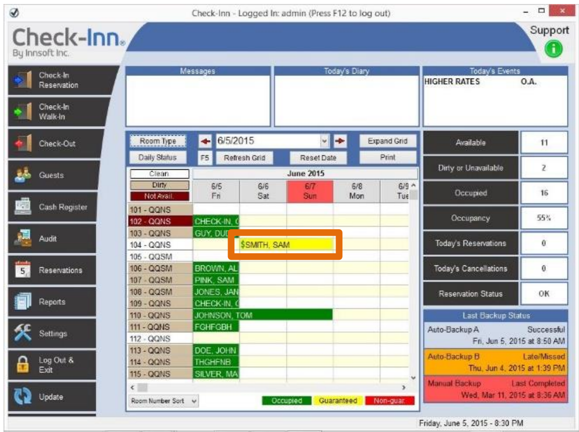
6. Click **Done.**
7. Click **Continue** to save your changes.
8. If you chose Billing as the payment type but did not select a company on the Guest Screen, you will be prompted to do so now.

On the grid, the reservation is now yellow and has a dollar sign icon, indicating that a deposit has been received and the reservation is guaranteed.

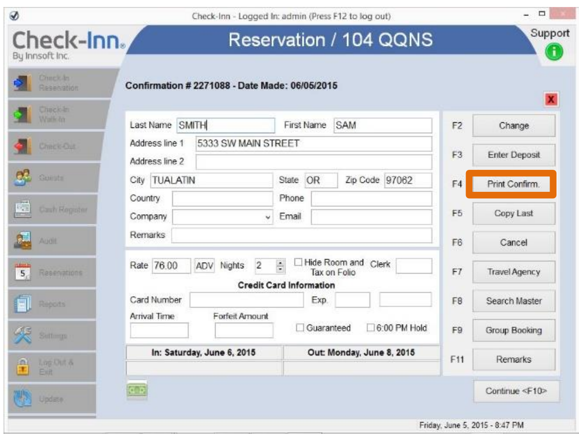


Print a confirmation

1. Double-click a reservation.



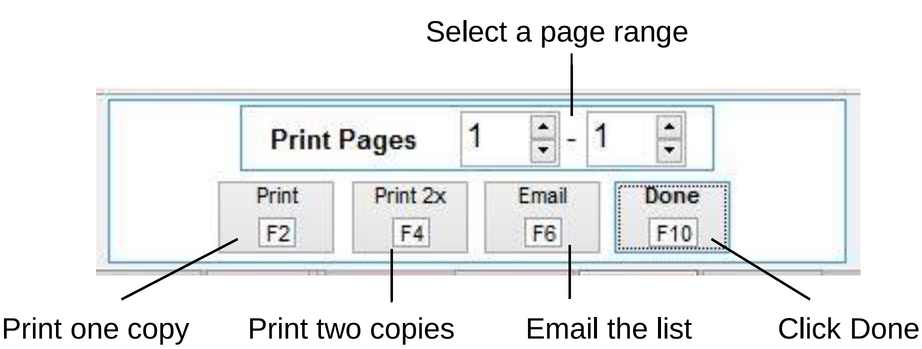
The Reservation screen is displayed.



2. Click **Print Confirm.**

   A print preview of the confirmation is displayed.

3. Print or email the confirmation as needed.



4. Click **Done.**

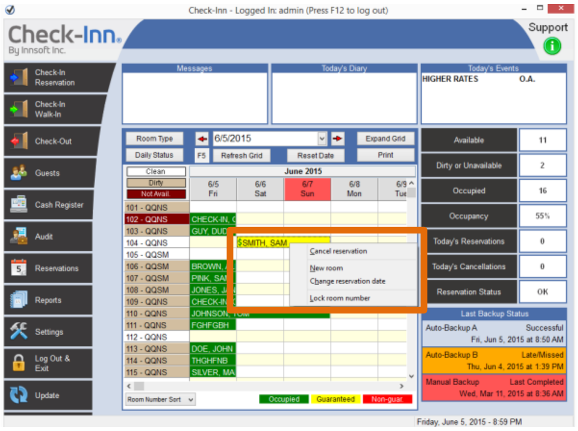
[Settings](#) [Home Screen](#) [Check-In Reservation](#) [Check-In Walk-In](#) [Guest Screen](#) [Audit](#)

[Cash Register/Guest Screen](#) [Check-Out](#) [Stand-Alone Cash Register](#) [Reservations](#)

[Reports](#) [Troubleshooting](#) [Appendix](#) [EMV](#)

Cancel a reservation

1. Right-click a reservation.



2. Select **Cancel reservation.**

   This message displays: “Cancel the reservation?”

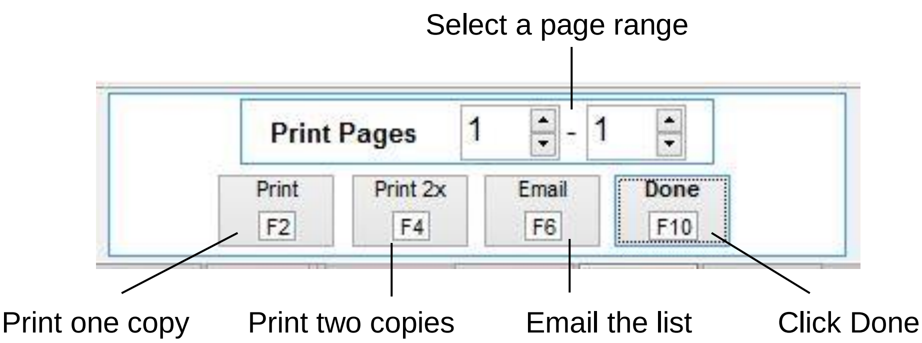
3. Click **Yes.**

Print the grid

1. Click **Print.**

A print preview of the grid is displayed.

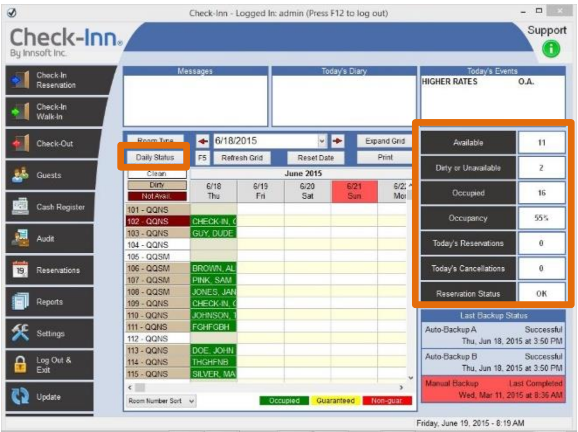
2. Print or email the list as needed.



3. Click **Done.**

Generate reports

From the home screen you can quickly select a report to generate. Additional reports are available from the Reports screen.



Click to select any of these reports

This option:	Generates this report:
Available	**Availability Report:** This report shows the rooms currently available to rent. There is an option to include dirty rooms in the report.
Dirty or Unavailable	**Unavailable Room List:** This report shows all rooms with the Not Available status. There is an option to include dirty rooms in the report.
Occupied	**Room Order Guest List:** This report provides quick access to a list of all in-house guests. This report can also be found in **Reports** > **Guest Reports** > **Room Order Guest List.**
Occupancy	**Daily Status Report:** This report lists expected arrivals, departures, and stay-overs for the entire property. You can also access this report by clicking the Daily Status button (near the grid buttons), as well as **Reports > Guest Reports > Daily Status.**
Today's Reservations	**Daily Reservation Report:** This report shows all expected arrivals for the desired date. The report defaults to today's date to quickly show a list of today's arrivals. This can also be found in **Reports > Reservation Reports > Daily Reservations.**

This option:	Generates this report:
Today's Cancellations	**Cancellation Report:** This report shows all cancellations for today. **Important:** If there are multiple cancellations for the same room, this list will only show one reservation per room at a time. If you would like to view a different cancellation for the room in this report, you will need to view the cancellation in **Reservations** > Select the arrival date (Calendar) > **Cancellations** > double-click on the room number. This report is also found in **Reports** > **Reservation Reports** > **Daily Cancellations**.
Reservation Status	**Conflict Report:** This report is visible when there is a potential conflict with a reservation set to arrive in an occupied room. This shows all affected room numbers, along with the names and confirmation numbers for the expected reservation(s). There are three statuses that may show in this box: • **OK** (No conflict) • **Review** (Potential conflict that should be reviewed) • **Conflict** (Conflict that needs to be resolved manually)

To generate a report:

1. Click any report.
2. Specify criteria (such as whether or not to include dirty rooms or a date range) if applicable.
3. Print.

Messages, Today's Diary, Today's Events

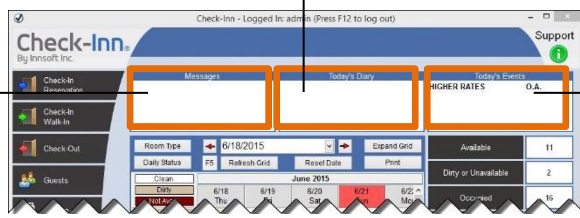
You access all three of these features directly from the home screen.

Click in the Today's Diary box to open the Diary Editor.

Diary entries are visible for one day (whichever date you specify in the date field).

Click in the Messages box to open the Messages Editor.

Messages remain visible until you delete them.



Click in the Today's Events box to open the Messages Editor.

Then, click Edit Events to add and edit event information.

Information you add here remains visible for the time frame you specify.

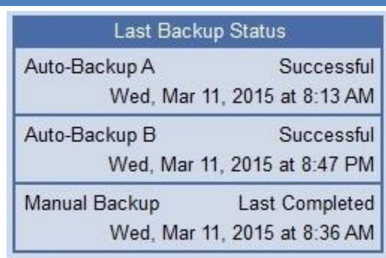
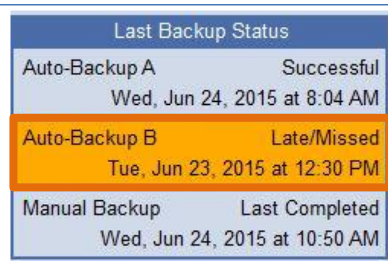
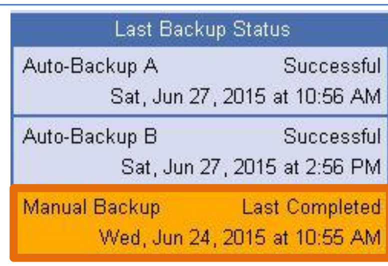
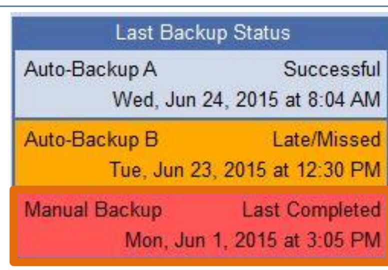
View last backup status

Check-Inn V6 allows you to have three different backups (A, B, and Manual Backup).

You can quickly see the status of each of your backups.

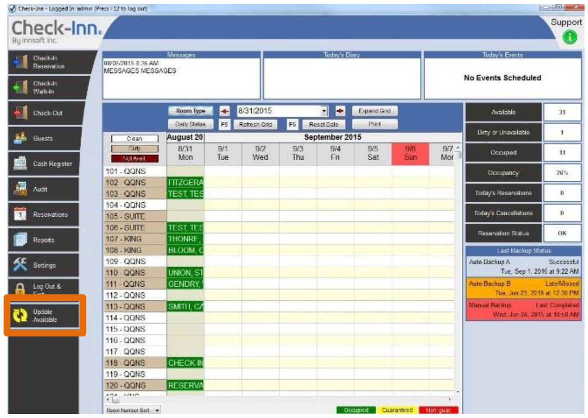
- A automatically backs up to the Check-Inn folder.
- **B** automatically backs up to a location of your choosing.
- **Manual Backup** is done on demand to a location of your choosing.

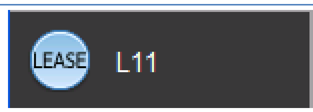
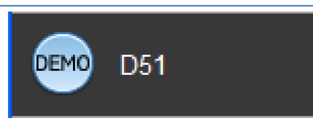
Click each of them (A, B, Manual) to configure the settings.

This status:	Looks like this:
All backups are successful and up to date.	
Backup B has failed.	
Manual backup hasn't been done for two days.	
Manual backup hasn't been done for over a week.	

Update software/countdown to contract renewal

The Update button in the lower left of the home screen allows you to quickly update your Check-Inn software. It also alerts you when your lease or demo is close to expiring.



This status:	Looks like this:
An update is available.	 1. Click **Update.** 2. Click **Download Update.**
The number of days until your lease expires.	 The number shown on the button is the number of days left in your lease. (In this example, you have 11 days left.) 1. Click **Lease.** 2. Click **Renew Service Contract.**
The number of days until your demo expires.	 The number shown on the button is the number of days left before your demo expires. (In this example, you have 51 days left.) 1. Call Innsoft Sales (800-950-8665).

CHECK-INN SERVICE AND SUPPORT

This screen enables users to check service contract status, download software updates, and access Innsoft Technical Support and Sales contact information:

- Access system information
- View support status

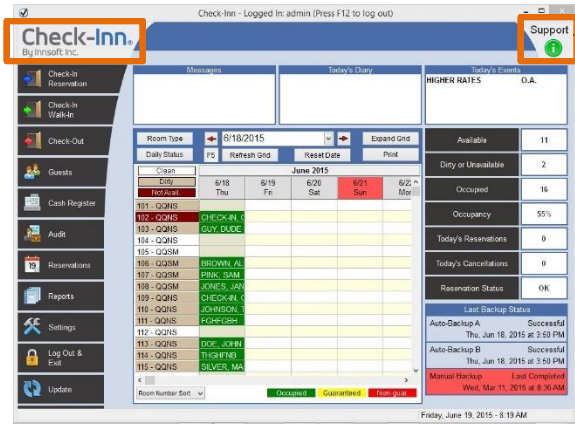
Access Innsoft support and system information

You can quickly access system information or Innsoft contact information by either clicking the Check-Inn logo in the upper left or clicking the Support icon in the upper right.

Clicking the Check-Inn logo from any screen in Check-Inn returns you to the home screen.

Check-Inn logo: Click this from any screen in Check-Inn to return to the home screen.

Clicking Check-Inn from the home screen takes you to a screen showing system information.



Support icon

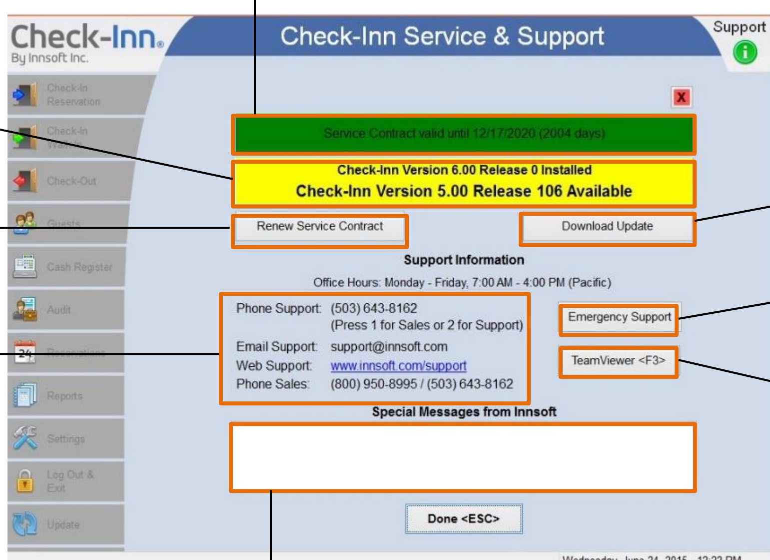
When you click the support icon in the upper right, the Check-Inn Services & Support screen is displayed.

Service Contract status

Software version and release

Renew Service Contract button

Support contact information



Download Update button

Emergency Support button

TeamViewer button

Special messages from Innsoft

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View support status

The color of the support icon in the upper right of the home screen tells you the status of your Check-Inn software and support contract.

Support icon: Clicking this icon takes you to the Check-Inn Service & Support screen.

This icon:	Means this:
	You have a demo code for Check-Inn and the code is still valid.
	You have a valid lease or permanent license code for Check-Inn.
	Your lease code or permanent license code for Check-Inn is close to expiring.
	Your demo, lease, or permanent license code for Check-Inn has expired. Call Innsoft Sales during normal business hours to renew your lease or license, or to purchase a new license (800-950-8665).

CHECK-INN FUNCTION KEYS

There are seven function keys that you can press at any time to run additional reports:

Press this:	To access this:
Alt + F1	Guest List (by name): Displays all occupied rooms, sorted in alphabetical order by the guest's last name. The Guest List shows the room number, guest name, stay info, rate, payments, running balance, and remarks (if any).
Alt + F2	Guest List (by room): Displays all occupied rooms, sorted by room order. The Guest List shows the room number, guest name, stay info, rate, payments, running balance, and remarks (if any).
Alt + F3	Guest List (by company): Displays all occupied rooms, sorted by company. The Guest List shows the room number, guest name, company, stay info, running balance, and remarks (if any).
Alt + F4	Availability List: Displays rooms that are available to rent with their descriptions, including an option to display dirty rooms that are unoccupied.
Alt + F5	Current Guest Search: Displays the Quick Guest Search window, which allows you to do a search for all current guests, including extra people.
Alt + F6	ID Room Order Guest List: Shows a list of scanned images for all current guests, listed by room order.
Ctrl + F1 **and** Ctrl + F2	Hot Key #1 & #2: Displays customizable Hot Key #1 and Hot Key #2 screens.

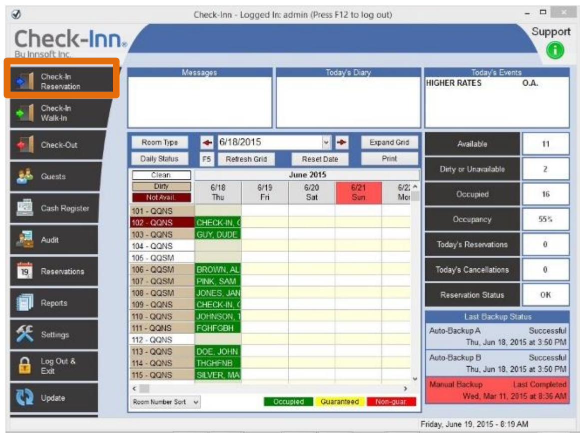
Check-In Reservation

There are two ways to begin the check-in process for guests who have reservations. You can either:

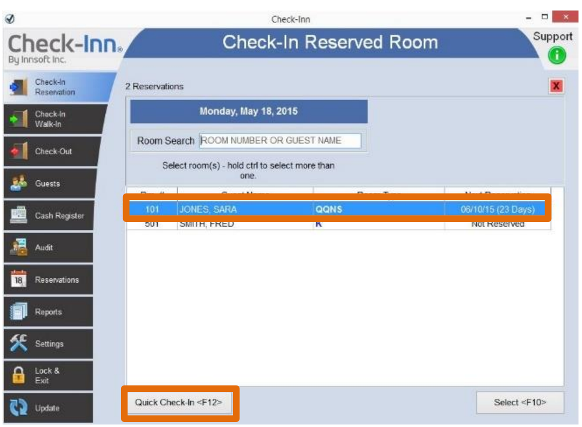
- Locate the guest's reservation on the grid and double-click (or right-click) on their name. Skip to step 4, below.
- Locate a guest using the Check-In Reservation button on the home screen.

Use the Check-In Reservation button

1. Click **Check-In Reservation.**



The Check-In Reserved Room screen is displayed.



2. Decide whether you want to use the Quick Check-In process or the traditional check-in process.

   You may want to use the Quick Check-In process if you are very busy and need to quickly get the guest—or group of guests—checked in. At a later time, update the guest information on the Guest Screen.

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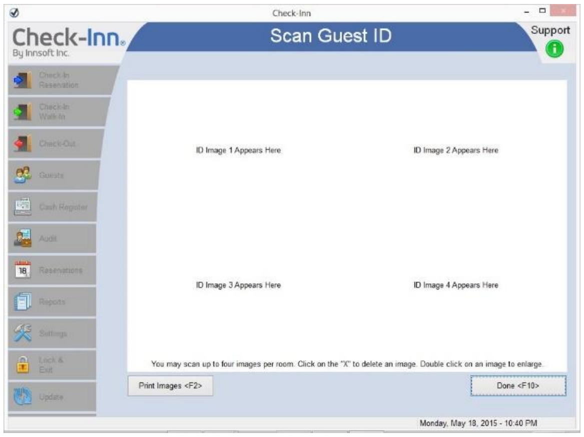
If you want to:	Then do this:
Use the Quick Check-In process	1. Click to highlight the name of the guest you are checking in. **Note:** If you are checking in multiple guests, hold down the CTRL ke and click the name of each guest. 2. Click **Quick Check-In.** 3. Click **Yes** to verify that you want to check the guest in. *The guest is checked in.* See Quick guest check-in for more information.
Check in the guest using the traditional method	Continue with step 3, below.

3. Double-click the guest's name from the list of reservations.

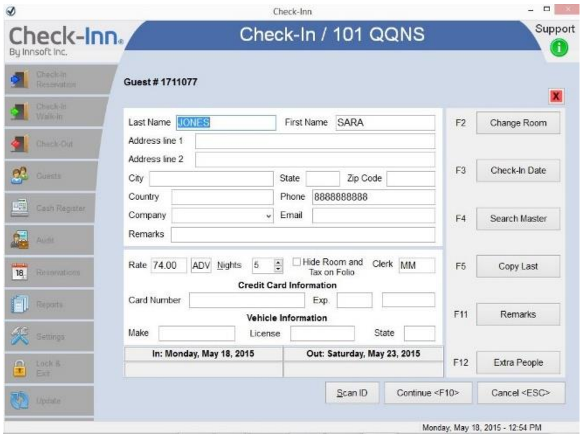
   Note: You can search for the guest's name in the Room Search field using the guest's last name.

   If you have an ID scanner and have it set to scan at the start of the check-in, the Scan Guest ID screen is displayed.



4. Scan the guest's ID.
5. Click **Done.**

The Check-In/room number screen is displayed.



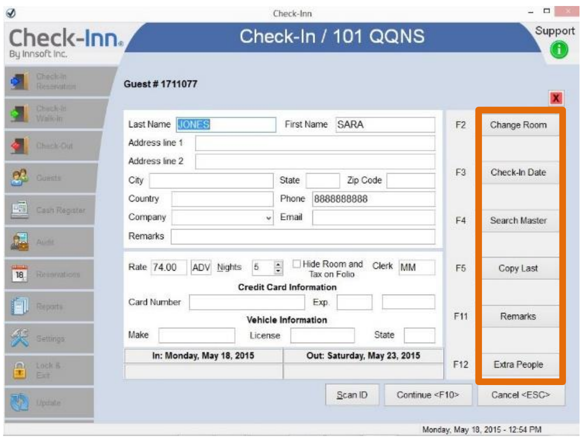
6. Enter guest information on the Check-In/room number screen.

   Note: If you are using an advanced scanner and the guest has a 2D barcode on the back of their ID, scanning the guest's ID on the Scan Guest ID screen automatically completes the address and license fields on this screen.

In this field:	Do this:
Company name	If the guest's company will be billed for his or her stay through Accounts Receivable, select the company name from the Company drop-down list. For information on adding a company to this list, see Group billing/create a company.
Remarks	Add remarks here if you want them to show on a Guest List.
Clerk	Enter your initials.
Card Number/Exp	You have two options for entering credit card information: ▪ **If you have a magnetic stripe reader:** Swipe a credit card on the Guest Check-In screen and it will auto-fill the credit card information. ▪ **If you do not have a magnetic stripe reader:** Type the number manually. If the number entered is not a valid card number (either you mistyped, or it's not a correct card number), you will see an "INVALID" message to the right of the credit card number.

In this field:	Do this:
Make/License/State	Enter this information. ▪ You may use these slots in any manner you would like. (For example, driver's license number, passport number, license plate number, etc.) ▪ If you swipe the guest's ID, the guest's name and license number are filled automatically.

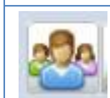
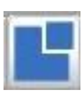
7. Use buttons on the right of the screen as needed.



Click this button:	To do this:
Change Room	Change the guest to a different room.
Check-In Date	Change the guest's check-in date to a past date.
Copy Last	Copy information onto the Guest Screen from the last guest you viewed.
Remarks	Enter remarks as needed.
Extra People	Add additional people to the folio. See Extra people for more information.

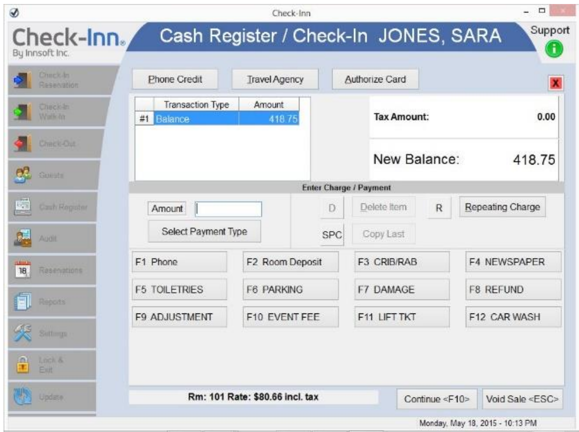
8. Enter or confirm rate information in the Rate field. See Setting Up Rates for more information.

Note: Specific icons may be displayed in the lower left of the Reservation screen.

This icon:	Indicates this:
 (Dollar bill)	An advance deposit was taken when the reservation was made.
 (Camera)	You scanned the guest’s ID.
 (Plane)	A travel agency is associated with the guest’s stay.
 (People)	An extra person/people have been added to the folio.
 (Notepad)	There is information in the Remarks screen.
 (Master)  (Split room)	This is a split room.

9. Click **Continue.**

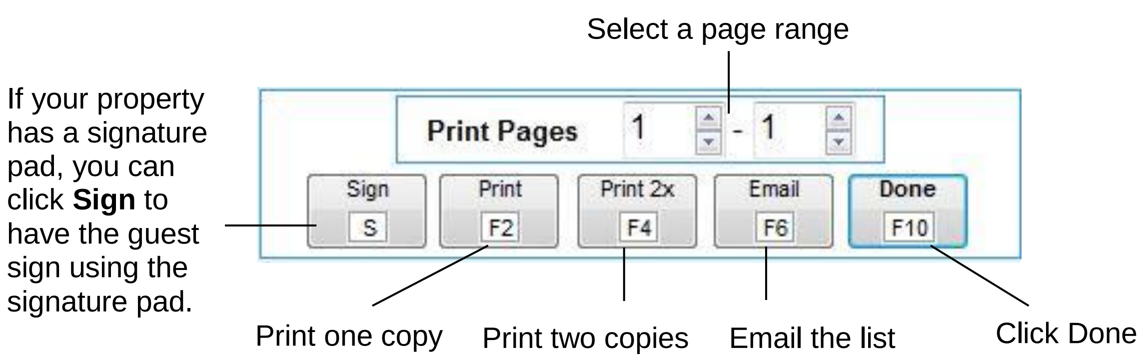
The Cash Register screen is displayed.



10. Enter payments or miscellaneous charges as needed. See [Cash Register/Guest Screen] for more information.
11. Click **Continue.**

    A print preview of the guest's folio is displayed.

12. Print or email the folio as needed.



13. Click **Done.**

For more information on checking in a guest, see [Check-In Walk-In].

Check-In Walk-In

Use this feature to check in guests who do not have a reservation.

There are two ways to begin the check-in process for guests who do not have a reservation:

- From the grid, locate an available room on the current date. Right-click on the cell associated with that room and choose **Check-In**.
- Locate a guest using the **Check-In Walk-In** button on the home screen.

From this screen you can complete the following tasks:

- Check in a walk-in guest
- Check in a split room
- Use room selection options

CHECK IN A WALK-IN GUEST

Follow these steps to check in and add rate information for a guest if he or she does not have a reservation:

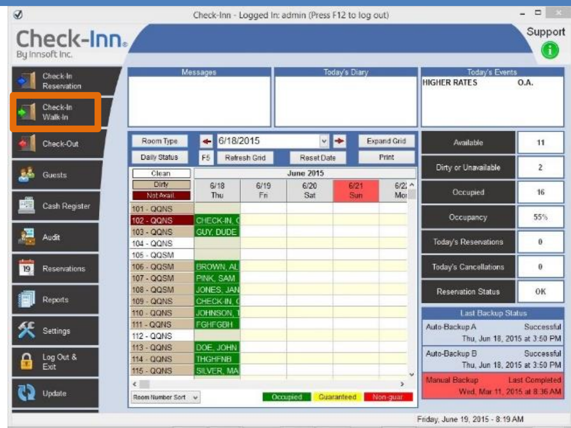
- Enter guest information
- Enter rate information

Enter guest information

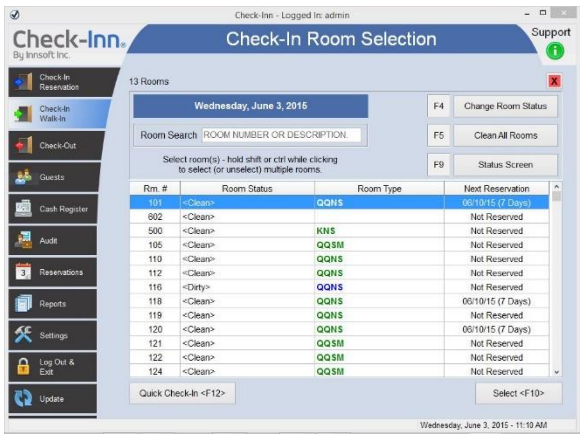
There are two ways to begin the process of checking in a walk-in guest:

- Use the grid
- Use Check-In Walk-In

To use this method:	Do this:
The grid	1. On the grid, right-click today's date, and click **Check-in.** (Alternately, you can double-click today's date and answer No to making a reservation.)  *The Quick Search Check-In screen is displayed*
Check-In Walk-In button	1. Click **Check-In Walk-In** on the home screen.

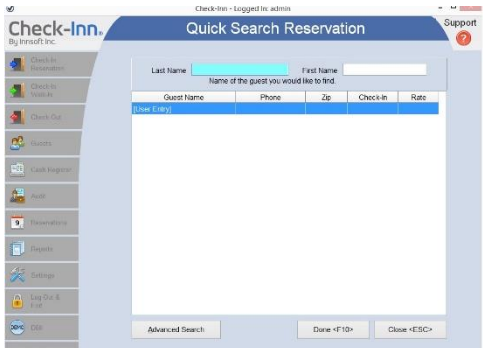
<table>
<tr><th>To use this method:</th><th>Do this:</th></tr>
<tr><td></td><td>


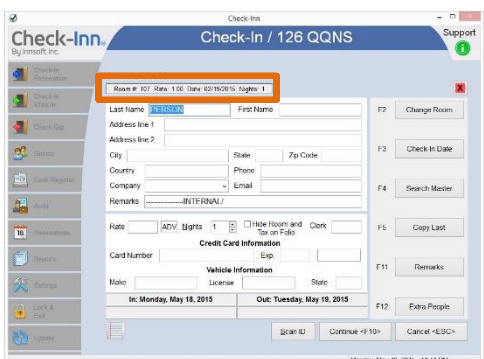
The Check-In Room Selection screen is displayed.



2. Double-click on the desired room **or** type a room number or room description in the Room Search field. If you use the Room Search and it locates the room for you, click **Select.**
</td></tr>
</table>

Complete the process using one of the processes shown on the following pages.

<table>
<tr><th>If you have:</th><th>Then:</th></tr>
<tr><td>Selected Quick Search for repeat guests in Colors & Preferences</td><td>
The Quick Search Check-In screen is displayed.


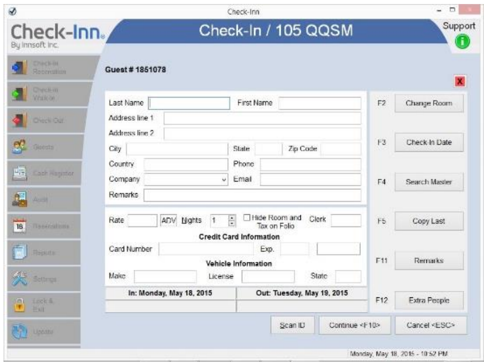
(Note: If you are using an advanced scanner, you can choose to bypass this screen and scan the guest's ID instead, which should populate the guest information screen.)
1. Type the name of the guest you are searching for.
2. If the desired guest appears in the list, double-click to select his or her record.
Note: To get more information about a guest's previous visits or for help pulling up guest records, use the Advanced Search feature. The Advanced Search button is in the lower left of the screen. For more information see Advanced Search.
Information from the guest's previous stay (not including credit card information) is added to the Check-In/room number screen.
At the top of the screen, a box displays the room number, room rate, date, and number of nights the guest stayed on their last visit.


3. If you are unable to locate the guest through the Quick Guest Search feature, click Done, and follow the steps below to enter guest information on the Check-In/room number screen.
</td></tr>
</table>

<table>
<tr><th>If you have:</th><th>Then:</th></tr>
<tr><td>Not selected Quick Search for repeat guests in Colors & Preferences</td><td>

1. Enter guest information on the Check-In/room number screen.

Note: When you enter the ZIP code, Check-Inn auto-fills the city and state.



2. If the guest’s company will be billed for their stay through Accounts Receivable, select the company name from the Company drop-down list. See Group billing/create a company for more information.
3. Enter your initials if required.
4. Enter the credit card information. You have two options in entering credit card information.
   - If you have a magnetic stripe reader, you may swipe a credit card on the Guest Check-In screen and it should auto-fill the credit card information.
   - If you do not have a magnetic stripe reader, type the number manually. If the number entered is not a valid card number (either you mistyped, or it’s not a correct card number), you will see an “INVALID” message to the right of the credit card number.
5. Enter the guest vehicle information. You may use these slots in any manner you would like (for example, driver’s license number, passport number, license plate number, etc.). If you swipe a driver’s license with a magnetic stripe, the guest’s name and license number will be filled automatically.
6. Press F11 or click the Remarks button to add guest remarks and marketing codes. See Enter remarks and marketing codes for more information.
7. Press F12 or click the Extra People button to add extra people to the room. See Extra people for more information.

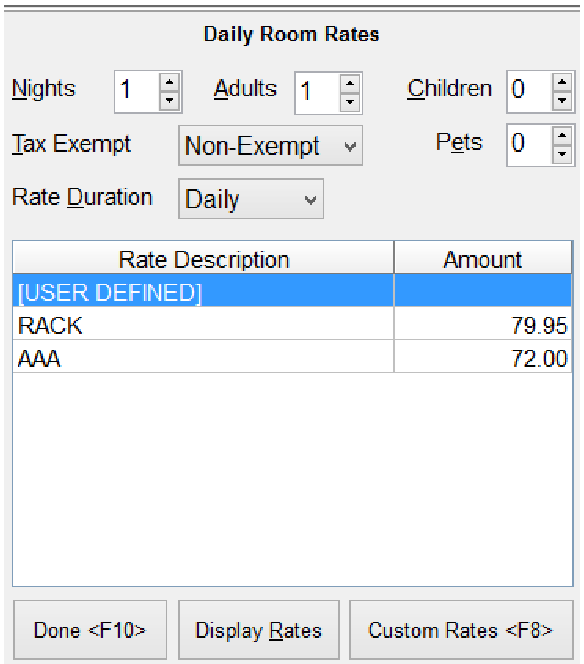
</td></tr>
</table>

Enter rate information

(Note: See [Setting Up Rates](#) for information on setting up room rates.)

1. On the Check-In/room number screen, click in the Rate field.

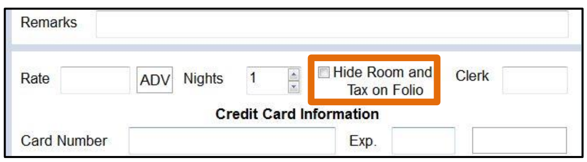
   The Daily Room Rates window is displayed.



2. Select the number of nights the guest is planning to stay in the Nights field.
3. Select the number of adults, children, and pets in the corresponding fields.
4. Select the tax exemption type in the Tax Exempt field if the guest is exempt.
5. Select the duration of the guest's stay (Daily, Weekly, Monthly, or Package) in the Rate Duration field.
6. Set the room rate using one of the following methods:

If you:	Use this method:
Need to set a new rate	User defined 1. Click **USER DEFINED** in the Rate Description column. 2. Type the rate amount in the Rate field. 3. Click **Done.**

If you:	Use this method:
Want to use an advanced or basic rate that you have already set up	Advanced or basic rate 1. Click the desired rate shown in the Rate Description column. 2. Click **Done.** See Setting Up Rates for information on setting up these rates.
Want to set a different rate for each day (you might use this for the Weekly, Monthly, or Package stays)	Custom rates 1. Click **Custom Rates (F8).** The Custom Room Rates window is displayed. 2. Enter the dollar amount in the field next to each date that applies to the guest's stay. 3. Click **Done.** 4. Click **Display Rates** to verify that the rates are correct for the guest's entire stay.



7. Determine whether or not you want the room rate and tax total to appear on the guest's folio.

   Note: Hiding the room and tax information is often preferable for third-party Internet bookings.

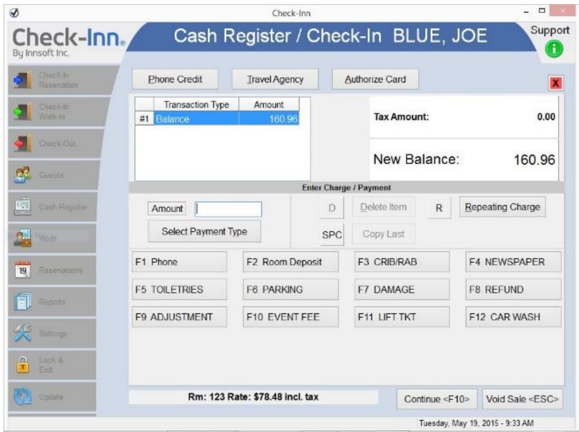
If you:	Then do this:
Want the room rate and tax total to appear on the guest's folio	Leave the "Hide Room and Tax on Folio" check box **unchecked.**
Do not want the room rate and tax total to appear on the guest's folio	Click to select the "Hide Room and Tax on Folio" check box.

8. Enter the guest's credit card information in the Credit Card and Exp. fields.

   Note: The field to the right of the Exp. field will display the credit card type after you enter the credit card number.

9. Enter the guest's vehicle information in the Vehicle Information section.
10. Click **Continue.**

    The Cash Register screen is displayed.



11. Enter payments or miscellaneous charges as needed. See Cash Register/Guest Screen for more information.

12. Click **Continue.**

    A print preview of the guest's folio is displayed.

13. Print or email the list as needed.

Select a page range

If your property has a signature pad, you can click **Sign** to have the guest sign using the signature pad

Print one copy Print two copies Email the list Click Done

14. Click **Done.**

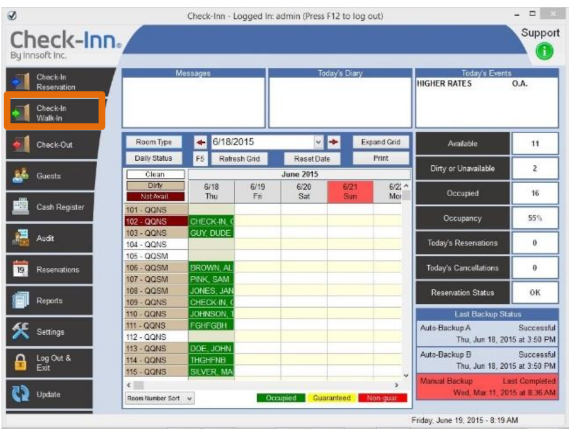
CHECK IN A SPLIT ROOM

You can use the split room feature when you need to have two receipts (for two people), for one room. For example, if two business associates are sharing a room, they may each need a receipt for their portion of the cost of the room. The split room feature splits the cost of the room and allows for separate folio/receipts.

Before checking in a split room, you first need to create a split room (**Settings** > **Rooms & Rates** > **Add Room** > type a room number with **S** in front of the room number); include “Split room” in the room description.

Note: All properties purchase their Check-Inn license based on how many rooms they have or want. A split room counts against this number, even though it’s not a physical room. You will only be able to create split rooms if you have available rooms in your Check-Inn license room count.

1. Click **Check-In Walk-In.**



2. Select a split room from the list of available rooms and either Press **F10**, click the **Continue** button, or double-click on the split room.

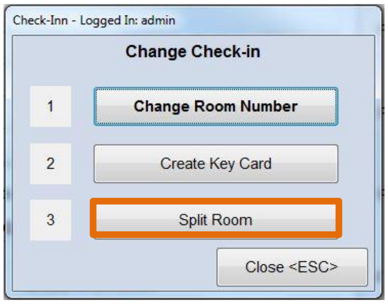
   Note: You may search for a room by typing the room number or room description in the Room Search field. All split rooms must have an “S” before the room number.

   A split room is always the **second** room checked in. You check the first guest into the “regular” room number (for example, room 101), and then check the second guest into the split room number (for example, room S101).

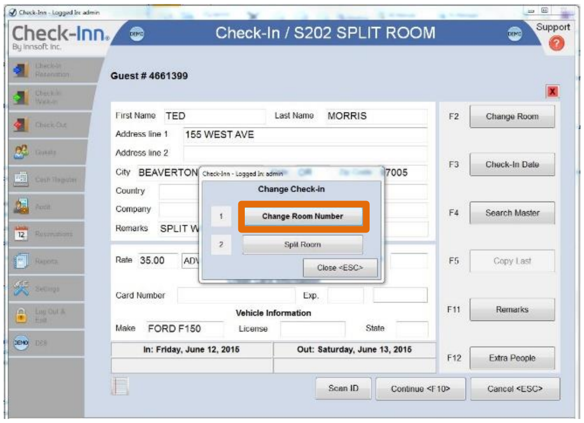
3. Enter the guest information. See Enter guest information.

4. Click **Change Room.**

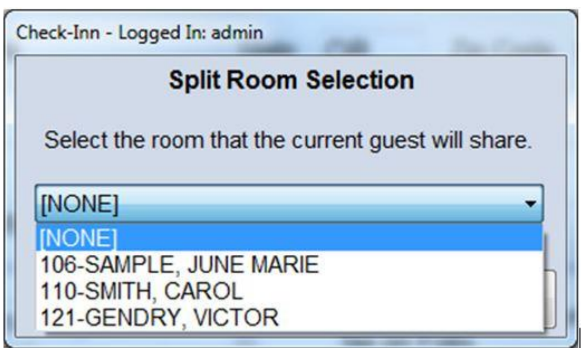
The Change Check-in window is displayed.



5. Click **Split Room.**



The Split Room Selection screen is displayed.

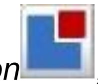


6. Use the drop-down list to select the room the guest will share.

   Note: You cannot select Conference **or** Split rooms.

7. Click **Done**.

An icon showing a square divided into four sections is displayed.

The master room has a red section  *, and the split room is entirely blue*  *To view the guest names for the room click Change or double-click the icon.*

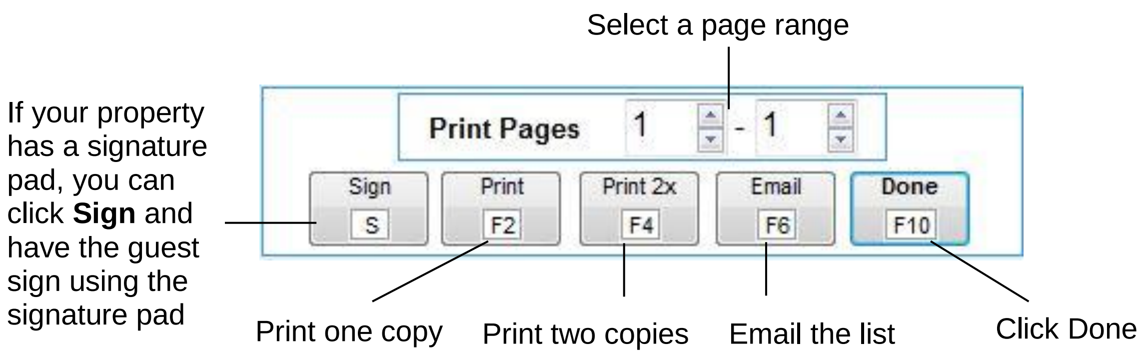
8. Click **Continue.**

   The Cash Register screen is displayed.

9. Complete the check-in process. See Cash Register/Guest Screen for more information.
10. Click **Continue.**

    A print preview is displayed.

11. Print or email as needed.



12. Click **Done.**

ROOM SELECTION OPTIONS

This section has information on using the following features:

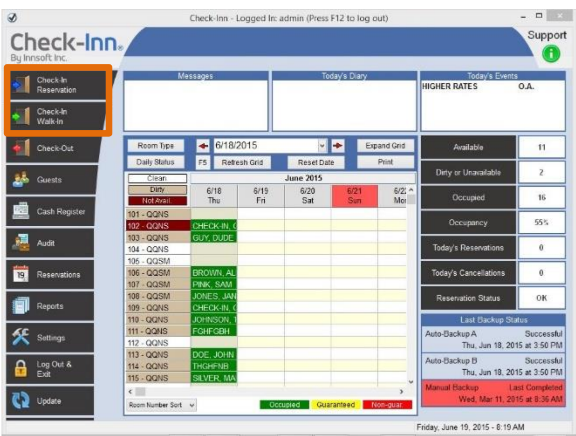
- Quick guest check-in
- Search for a room
- Change a room's status
- Set all rooms to Clean

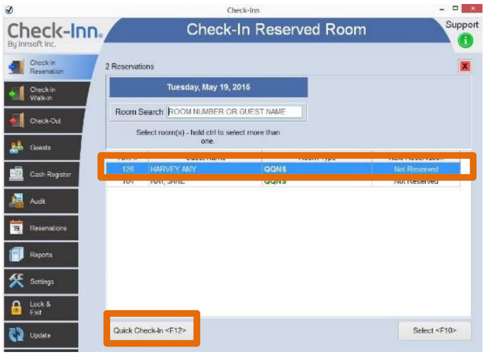
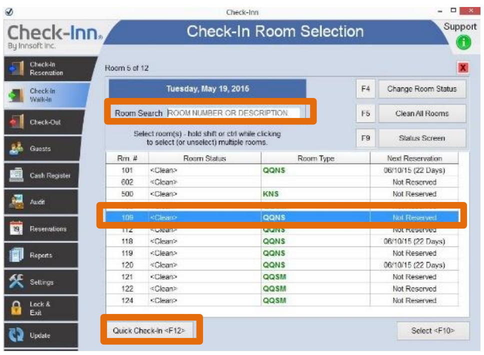
Quick guest check-in

You may use Quick Check-In for a guest with or without a reservation. If you use Quick Check-In, be sure to return to the Guest Screen at some point to complete the guest information, if necessary.

- If the guest had a reservation, you may need to make a payment or change/add to information taken when the reservation was made.
- If the guest did not have a reservation, the guest name will be "Check-In, Quick" and a rate of $0.00 is assigned.

1. Click **Check-In Reservation** or **Check-In Walk-In.**



If you clicked:	Then do this:
Check-In Reservation	*The Check-In Reserved Room screen is displayed.*  1. Click to highlight the name of the guest you are checking in. **Note:** To Quick check-in multiple rooms, hold down CTRL and click each room yo to select. 2. Click **Quick Check-In.** *This message displays: "Quick check-in all selected rooms?"* 3. Click **Yes.** *The guest is checked in.*
Check-In Walk-In	*The Check-In Room Selection screen is displayed.*  1. Type the room number or room description you are looking for in the Room Se field. 2. Click to select the room you want to assign to this guest. 3. Click **Quick Check-In.** *This message displays: "Quick check-in all selected rooms?"* 4. Click **Yes.** 5. The guest is checked in. **Note:** Be sure to complete the guest information during your shift.

Settings Home Screen Check-In Reservation Check-In Walk-In Guest Screen Audit

Cash Register/Guest Screen Check-Out Stand-Alone Cash Register Reservations

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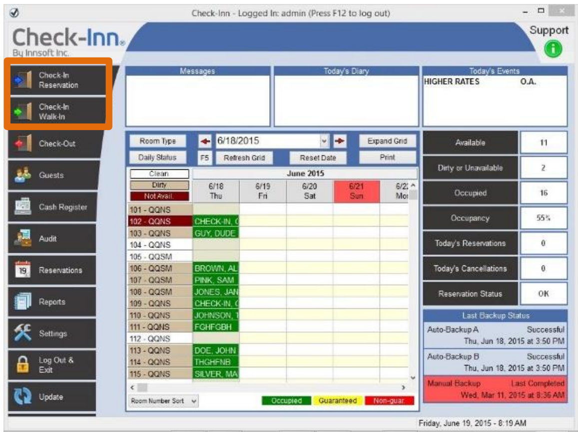
Search for a room

Use this feature to search for available rooms. You can search by room number or room description.

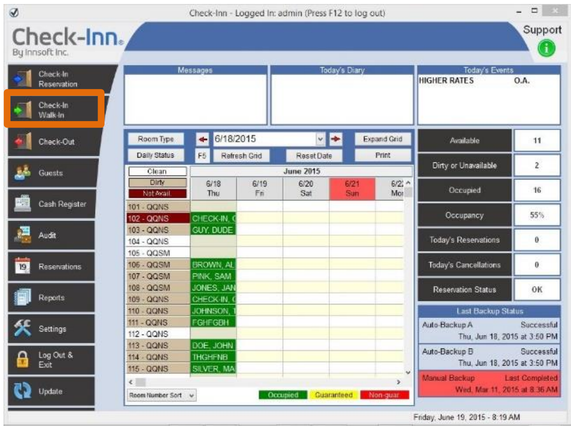
1. Click **Check-In Reservation** or **Check-In Walk-In.**



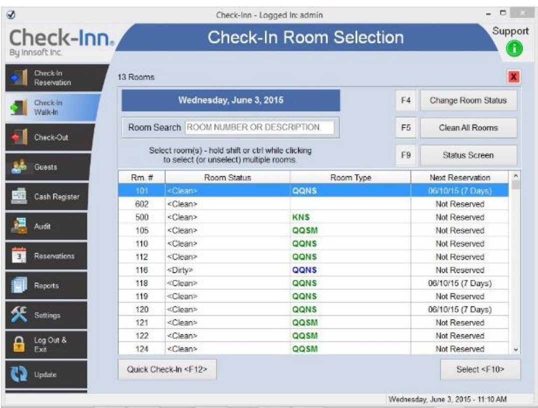
If you click:	Then:
Check-In Reservation	The Check-In Reserved Room screen is displayed. 1. In the Room Search field, type the room number or guest name you are looking for. ▪ If the room is found, the selection bar moves to the desired room. ▪ If the room is not found, the “Room not found.” Message is displayed. Click **OK.**
Check-In Walk-In	The Check-In Room Selection screen is displayed. 1. Type the room number or room description you are looking for. ▪ If the room is found, the selection bar moves to the desired room. ▪ If the room is not found, the “Room not found.” Message is displayed. Click **OK.**

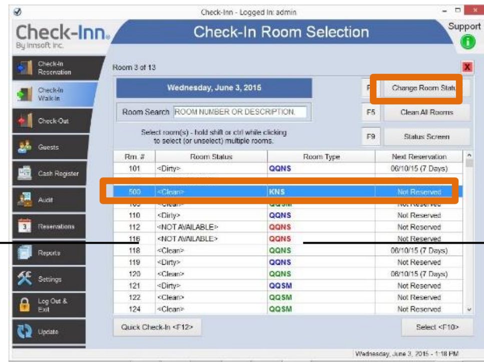
Change a room's status

1. Click **Check-In Walk-In** on the home screen.



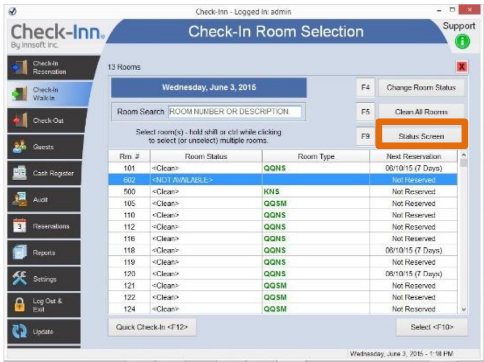
The Check-In Room Selection screen is displayed.



If you want to:	Then do this:
Change the room status of an available room that is not reserved	1. Click to select the room whose status you want to change. **Note:** The room types are color coded to show their status. (Green = Clean; Blue = Dirty; Red = Not Available). 2. Click **Change Room Status.**  *The room's status changes between Clean, Dirty, and Not Available.* 3. Continue clicking **Change Room Status** until the desired status is displayed.

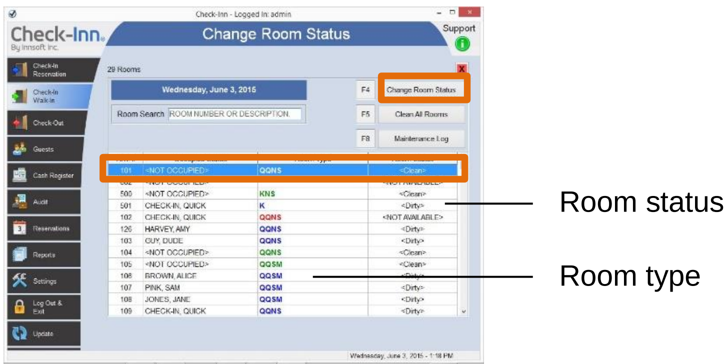
<table>
<tr><th>If you want to:</th><th>Then do this:</th></tr>
<tr><td>Change the room status for any room (available, not available, reserved)</td><td>

1. Click **Status Screen.**



The Change Room Status screen is displayed.

Note: The room types are color coded to show their status. (Green = Clean; Blue = Dirty; Red = Not Available).



2. Click to select the room whose status you want to change.
3. Click **Change Room Status.**

The room's status changes between Clean, Dirty, and Not Available.

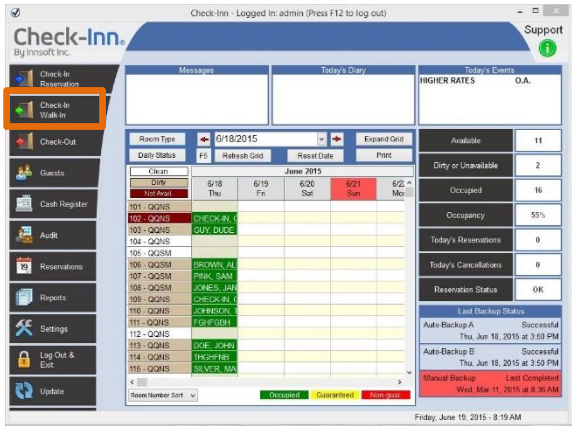
4. Continue clicking **Change Room Status** until the room displays the desired status.

</td></tr>
</table>

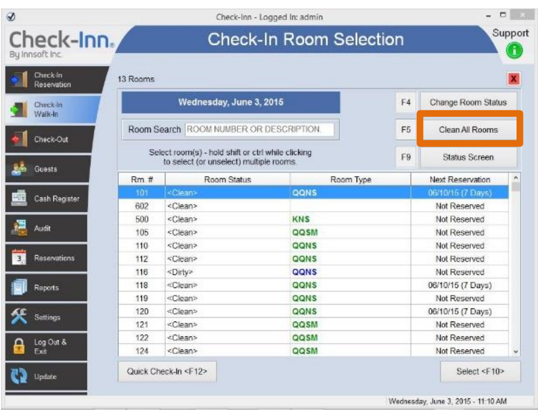
Set all rooms to clean

Note: Do not do this after check-in time, as your Housekeeping Reports will be wrong for the next day.

1. Click **Check-In Walk-In** on the home screen.



The Check-In Room Selection screen is displayed.



2. Click **Clean All Rooms** to change all unoccupied rooms to Clean.

   A message is displayed asking, "Set unoccupied rooms to CLEAN?"

3. Click **Yes.**

Guest Screen

The Guest Screen allows you to change a guest's room number or check-in date, add or edit guest charges and payments, access guest messages and guest reports, delete guests, and reinstate guests checked-out today.

Access the Guest Screen by double-clicking the name of a guest who is currently checked in on the grid. You can also access this screen by clicking **Guests** > **searching for room number or guest** > **Select**.

Note: To change financial information for a guest who is no longer in the Guest Screen, please see Daily Audit.

From the Guest Screen, you can do the following once you have checked the guest in.

- View and print a guest's folio
- Post charges/payments
- Change a guest's room number
- Change the check-in date
- Make corrections to past days' charges (Edit bill)
- Change a guest's rate
- Change a guest's rate duration
- Hide the rate on the guest's folio
- Enter remarks and marketing codes
- Add or edit extra people
- Delete a guest from the system
- Reinstate a guest
- Edit phone calls and charges
- Make changes to information for a current guest
- View and print guest reports
- Print registration cards
- Print ID guest list
- Print the Daily Status Report
- Recalculate phone calls
- View, enter, or edit guest messages
- Print folios for multiple guests

VIEW AND PRINT THE GUEST FOLIO

View or print the folio

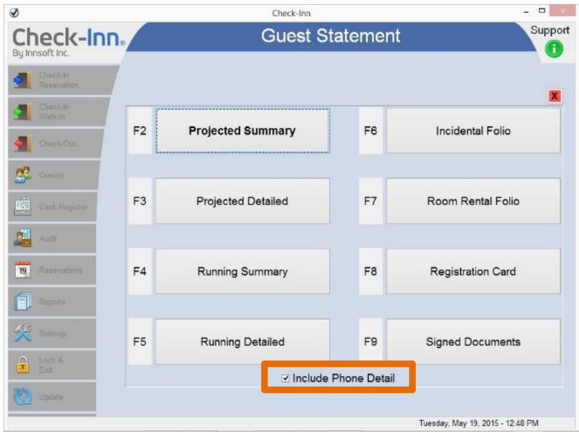
You may view and print the guest's folio from the Guest Screen.

1. Double-click the guest's name on the grid.

The Guest Screen is displayed.

2. Click **Guest Statement.**

The Guest Statement screen is displayed.



3. Click to select the “Include Phone Detail” check box if you want to include phone details in the folio.
4. Click to select the type of folio you want to print.

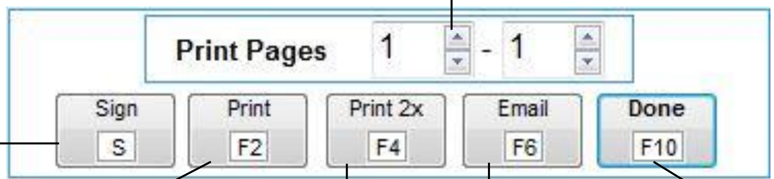
This type of folio:	Displays this information:
Projected Summary	A summary of all charges until the end of the guest’s stay, as well as any payments made up to the current date.
Projected Detailed	A detailed listing of all charges and payments up to the current date as well as a summary all future charges until the end of the guest’s stay.
Running Summary	A summary of all charges and payments that have taken place from the beginning of the guest’s stay to the current date.
Running Detailed	A detailed report of all charges and payments that have taken place from the beginning of the guest’s stay to the current date.
Incidental Folio	Miscellaneous and phone charges for the days they occurred. Hides all payments.
Room Rental Folio	All lodging charges. Hides all payments, miscellaneous, and phone charges.
Registration Card	Guest information, including room number, name, contact information, arrival and departure date, and vehicle information.
Signed Documents	All documents the guest has signed.

The selected folio is generated and the print screen is displayed.

5. Print or email as needed.

Select a page range

If your property has a signature pad, you can click **Sign** to have the guest sign using the signature pad



Print one copy Print two copies Email the list Click Done

6. Click **Done.**

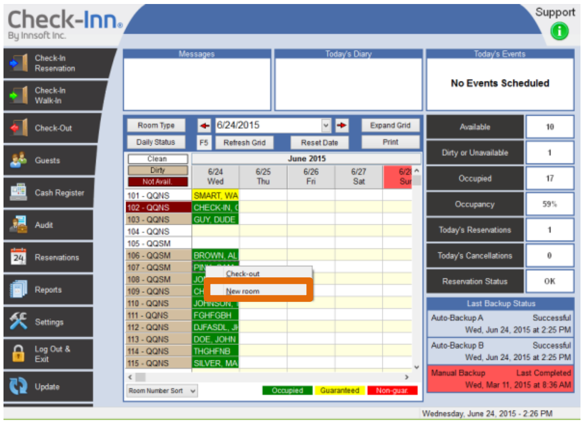
POST CHARGES/PAYMENTS

You can quickly post charges or payments to a guest's account:

- Apply a charge to a guest's account
- Apply a payment to a guest's account

CHANGE A GUEST'S ROOM NUMBER

1. On the grid, right-click a checked-in guest, and click **New room.**



2. The New Room Selection screen is displayed.

3. Use the Room Search field to find the room you want.
4. Double-click the new room.

   A message is displayed alerting you that the room you selected is dirty and/or asking if the guest's current room is clean.

5. Answer any questions that appear on the screen.

   (If you are interfaced with a keycard machine, a message is displayed reminding you to create new key cards for the guest.)

6. Click **OK.**

   A message may be displayed, reminding you to check to ensure that the room rates match the new room.

7. Click **OK.**

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8. Click **Continue.**

The Guest Room Selection screen is displayed, showing the guest in the new room.

CHANGE THE GUEST'S CHECK-IN DATE

If the guest's check-in date is incorrect, you may change the check-in date in the Guest Screen. This is useful if you forget to enter the guest into the system or if you are allowing an especially early check-in time.

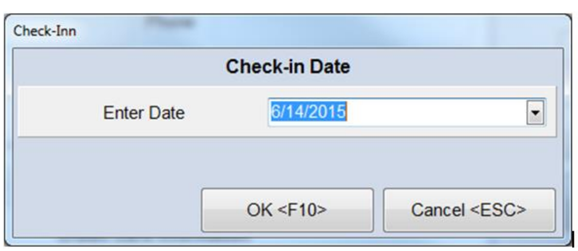
1. Double-click the guest's name on the grid.

The names of guests who are checked-in display in green.

The Guest Screen/(room #) is displayed.

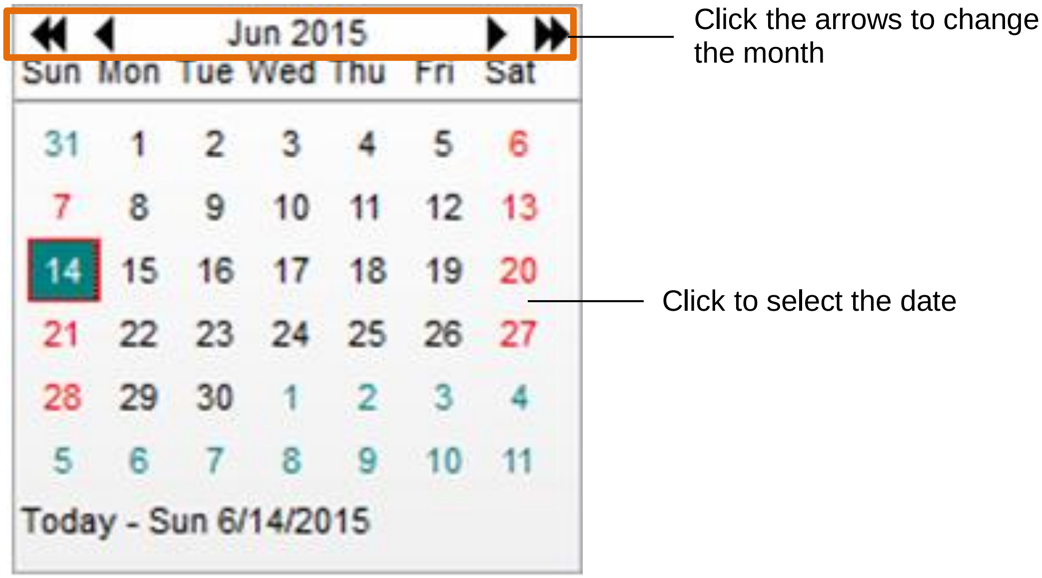
2. Click **Check-In Date.**

   The Check-In Date window is displayed.



3. Click the down-arrow next to the current check-in date and use the calendar to select the new check-in date...

   The check-in date calendar window is displayed.



4. Click **Done.**

MAKE CORRECTIONS TO PAST DAYS' CHARGES

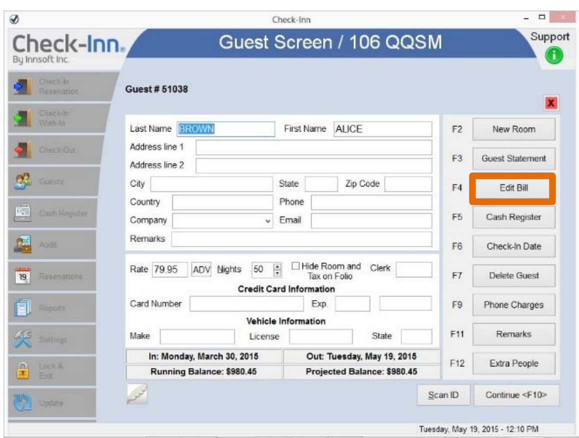
Edit a guest's bill

To correct a mistake on a guest's bill, make changes using the edit bill feature.

Note: Edit bill is almost always used to correct mistakes on past days. To correct mistakes from the current day, use Cash Register instead.

1. Double-click the guest's name on the grid.

The Guest Screen is displayed.

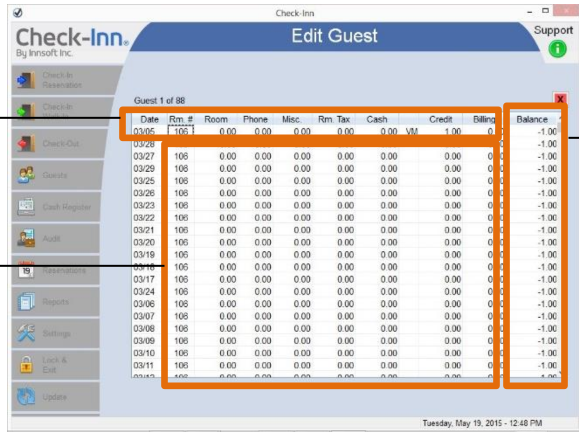


2. Click **Edit Bill.**

The Edit Guest screen is displayed.

Column headings: You can click and edit the dollar amounts in these columns.

Cells: These are the numbers under each column heading.

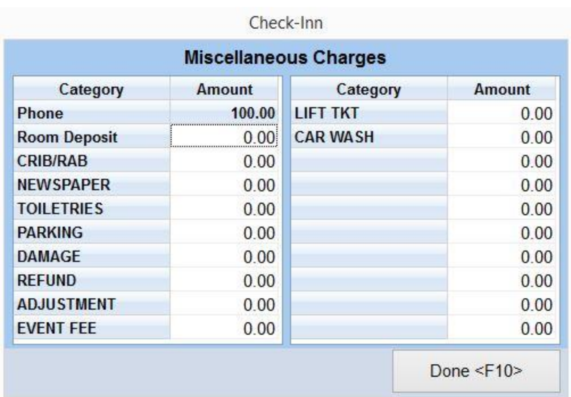


Balance: The totals in this column are automatically updated each time you change a number in a cell.

3. Click the cell you want to edit, type the new amount of the charge or payment, and press **ENTER** (on your keyboard).

   Note: Check-Inn recalculates the guest's balance automatically after you press ENTER.

   When you click to change an entry in the Misc. column, the Miscellaneous Charges window is displayed.



4. To enter miscellaneous charges, click in the row of the category you want to change, enter the amount, and click **Done.**

   The balance is updated.

CHANGE A GUEST'S RATE

This process allows you to change the guest's rate.

After a guest has checked in you may want to change his or her rate. You can do so using any of these three methods:

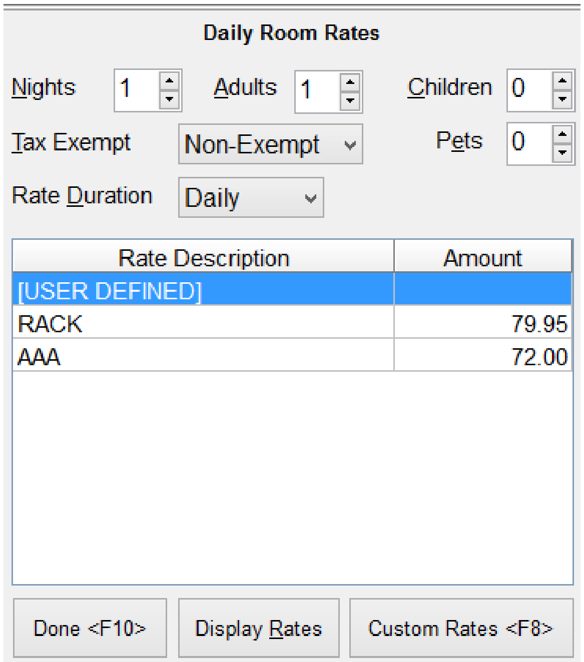
- User defined rate
- Pre-defined rate
- Custom rate

1. Double-click the guest's name on the grid.

The Guest Screen is displayed.

2. Click in the Rate field.

The Daily Room Rates field is displayed.



3. Change the guest's rate as needed. See Enter rate information for detailed information on changing the rate.

Once you have changed the rate, you can verify that the new rate is correct by clicking **Display Rates.** The Current Rates window shows a breakdown with the date(s), base rate, any additional adult or child charges, and the total for each day. (**Note:** The Display Rates feature only shows the rates for the current date forward.)

CHANGE THE GUEST'S RATE DURATION

You can only change a rate duration on the day of check-in.

If you have an existing guest whose rate duration you want to change, you will need to check them out and then check them back in under the new rate duration (Daily, Weekly, Monthly, or Package). If you need help with this, please contact Innsoft Technical Support (503-643-8162, option 2) during normal business hours.

Hide the room rate on a guest’s folio

You can prevent the room rate and tax from appearing on a guest’s folio by checking the box labeled Hide Room and Tax on Folio. This is often required for third party or Internet bookings.

1. Double-click the guest’s name on the grid.

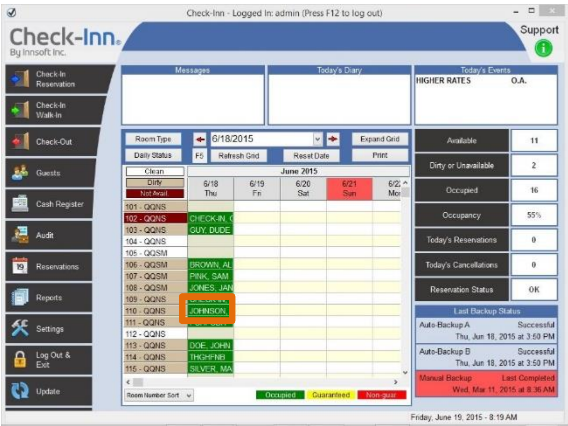
The Guest Screen is displayed.

2. Click to select the “Hide Room and Tax on Folio” check box.
3. Click **Continue.**

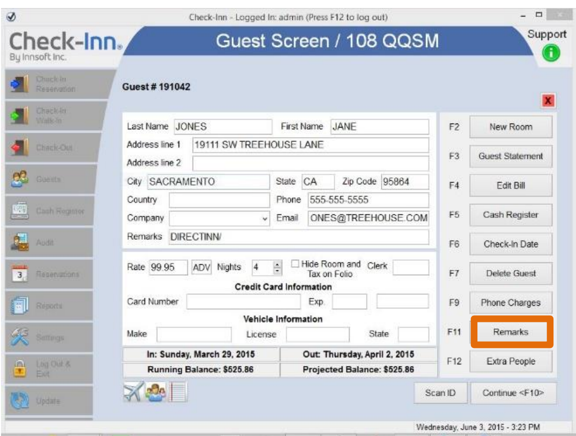
REMARKS AND MARKETING CODES

1. Double-click a guest **who is checked in** on the grid.

   Note: Guest who are checked in are shown in green on the grid.



   The Guest screen is displayed.



2. Click **Remarks.**

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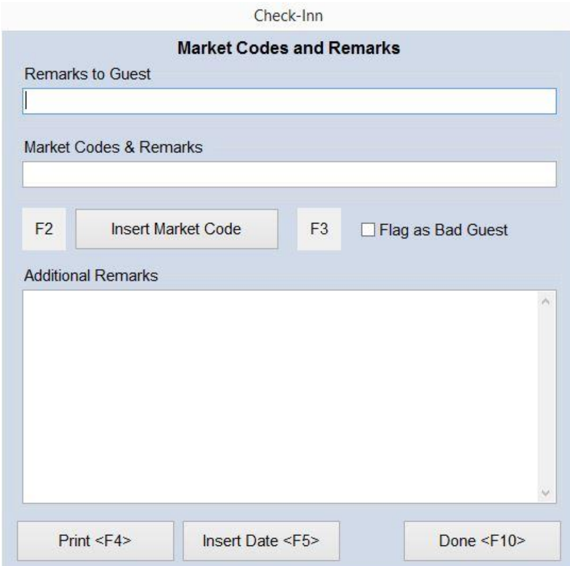
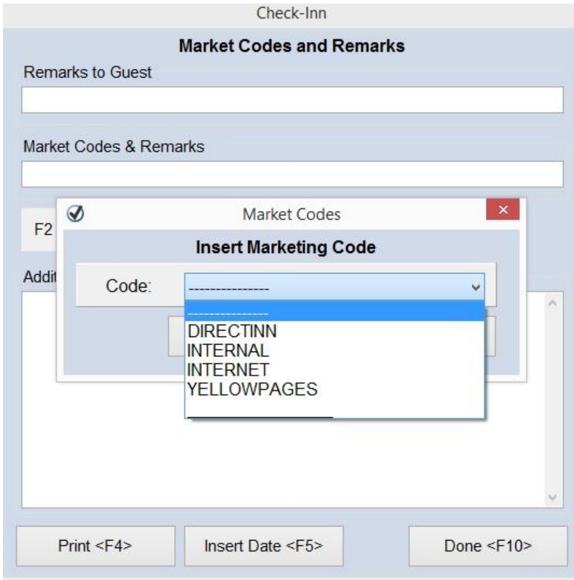
[Cash Register/Guest Screen](#) [Check-Out](#) [Stand-Alone Cash Register](#) [Reservations](#)

[Reports](#) [Troubleshooting](#) [Appendix](#) [EMV](#)

The Market Codes and Remarks window is displayed.

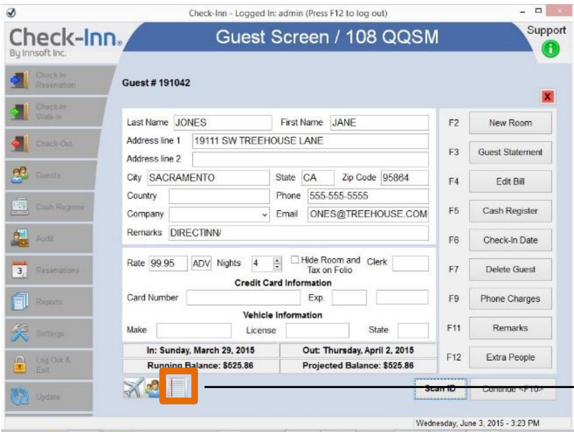


Field:	Description:
Remarks to Guest	This field prints on the folio for a guest to see. Information entered here might be Wi-Fi key or a shuttle departure time.
Market Codes & Remarks	Remarks entered here appear on guest reports. If you have an Innsoft Reservatio Client interface, online confirmation numbers appear here.

Field:	Description:
	Market codes are used to track market segments. It is a good idea to insert a ma code on every guest screen. If you use market codes, you can run a [Marketing Report](), which will give you financial and occupancy information about a market segment. 1. Click **Insert Market Code.** *The Insert Marketing Code window is displayed.*  2. Use the drop-down list to select a market code. ▪ (See [Marketing codes]() for information about setting up market codes.) 3. Click **Insert.** **Note:** The Marketing Report searches this field for the market codes you enter.
Flag the guest as a bad guest	This adds a red slash to the notepad icon of the guest and lists the guest's name red on the Quick Search screen.
Additional Remarks	▪ Any other remarks for the front desk. This could be issues with the guest, requests from the guests, or other info that is useful to keep on file about the guest. These remarks do not appear on folios or reports. ▪ You can view or change them anytime during the guests stay or using Guest Tracking after the guest's stay. ▪ If you have an Innsoft Reservation Client interface, special requests from a guest will appear here, along with 3rd party billing information (if any is sent).

3. Click **Done** to save and exit.

A notepad icon is displayed in the lower left of the Guest Screen once a remark is entered. To view the remarks either press F11, click the Remarks button, or click the notepad icon.



Notepad icon

ADD OR CHANGE EXTRA PEOPLE

Using the Extra People feature, you can:

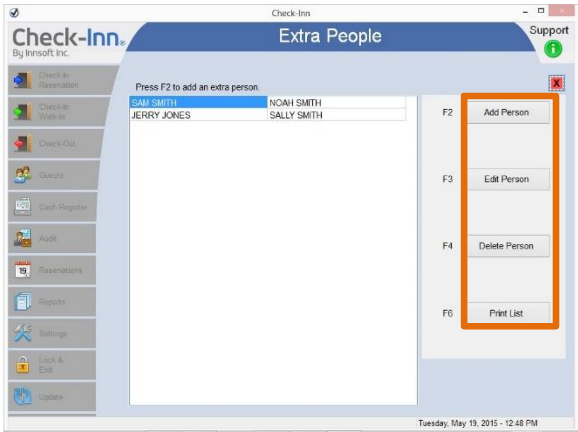
- Add additional people to a room
- Change the name of a person already added to a room
- Delete a person from a room
- Print a list of extra people in a room

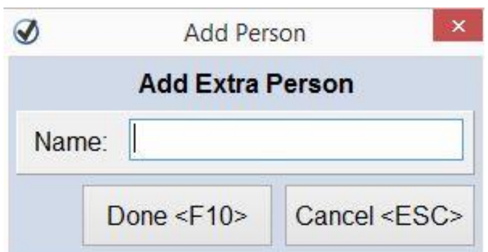
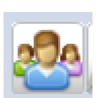
1. Double-click the guest's name on the grid.

The Guest Screen is displayed.

2. Click **Extra People.**

The Extra People window is displayed.



If you want to:	Then do this:
Add an extra person	1. Click **Add Person.** *The Add Extra Person window is displayed.*  2. Type the person's name in the Name field. 3. Click **Done.** **Note:** An icon showing three people is displayed in the lower left of the Guest Screen once an extra person is added.  To view the extra people either click the Extra People button or click the extra people icon.

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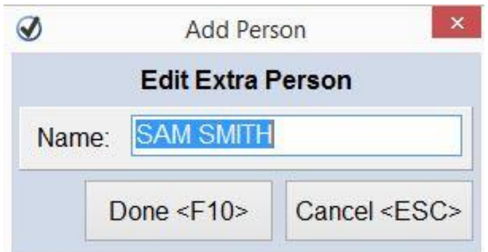
If you want to:	Then do this:
Change the name of a person already added to a room	1. Click to select the name of the person whose name you want to change. 2. Click **Edit Person.** *The Edit Extra Person window is displayed.*  3. Change the name in the Name field. 4. Click **Done.**
Delete a person from the room	1. Click to select the name of the person you want to delete from the room. 2. Click **Delete Person.** *A confirmation window is displayed, asking if you want to delete this person.* 3. Click **Yes.**
Print a list of extra people in a room	1. Click **Print List.** *A print preview showing all extra people in this room is displayed.* 2. Print or email as needed.

3. Click **X** in the upper right to save and exit this screen.

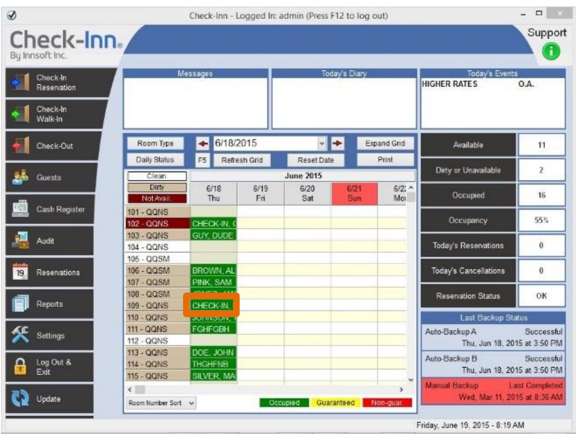
DELETE OR REINSTATE A GUEST

Delete a guest from the system

Periodically, it may become necessary to delete a guest from the system (for example, if a guest checks-in and decides that they cannot stay). In this case you may wish to completely remove the guest from the system.

Important! Keep in mind, this information will be completely removed from the system and cannot be restored without re-entry.

1. Double-click the guest's name on the grid.



The Guest Screen is displayed.

2. Click **Delete Guest.**

   This message displays: "Do you wish to delete the guest? (Warning! Cannot be undone.)"

3. Click **Yes.**

If you have purchased the Credit Card Processing module, this message displays: "WARNING! Deleting the guest will not affect (refund) CREDIT CARD sales. Continue?"

4. Click **Yes.**

   A message displays asking if the room is clean.

5. Click **Yes** or **No**, as appropriate.

   IMPORTANT! If you have deleted a guest that has made a credit card payment, go to **Audit** > **Credit Card Processing** and remove the charge from your batch. For further instructions refer to the Audit section of this manual.

   Note: Deleting a guest is recorded in the Shift Report.

   The guest is deleted and you are returned to the home screen.

Reinstate a guest

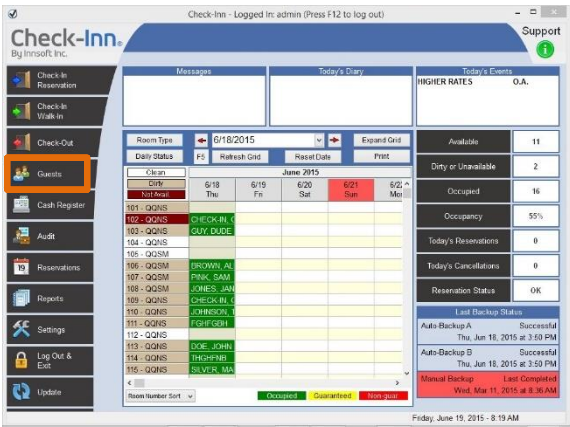
If a guest was accidentally checked-out or would like to check back in, you may reinstate the guest if they are still listed in the Guest Screen. If they are **not** listed on the Guest Screen, you must check them in as you would a walk-in.

Note: Checked-out guests who are no longer on your Guest Screen should now be in Guest History (**Reports** > **Guest Tracking** > **Guest History**).

Note: Checked-out guests are listed in red in the Guest Screen with "C/O" next to their names.

Split room entries are not available on the Guest Screen for reinstatement.

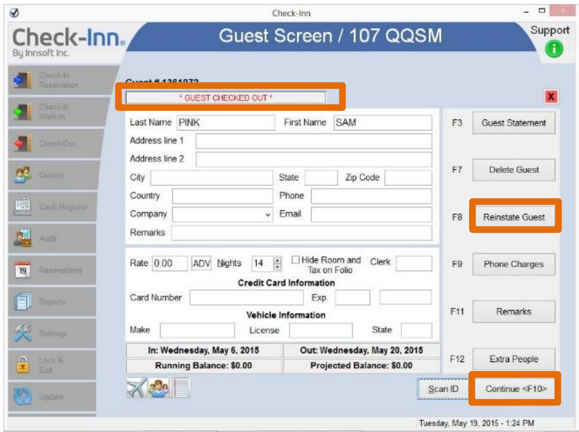
1. Click **Guests** on the home screen.



The Guest Room Selection screen is displayed. The names of guests who have checked out are shown in red, with "C/O" next to their names.

2. Double-click the guest you would like to reinstate.

The Guest Screen is displayed. "Guest Checked Out." is displayed in red in the upper left.



3. Click **Reinstate Guest.**

   The message, "Do you wish to reinstate guest?" is displayed.

4. Click **Yes.**
5. Click **Continue.**

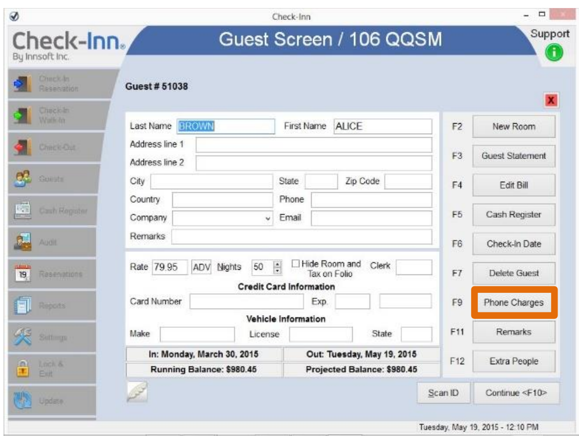
   The guest is reinstated.

EDIT PHONE CALLS AND CHARGES

Use this feature to add, view, or modify a guest's phone calls.

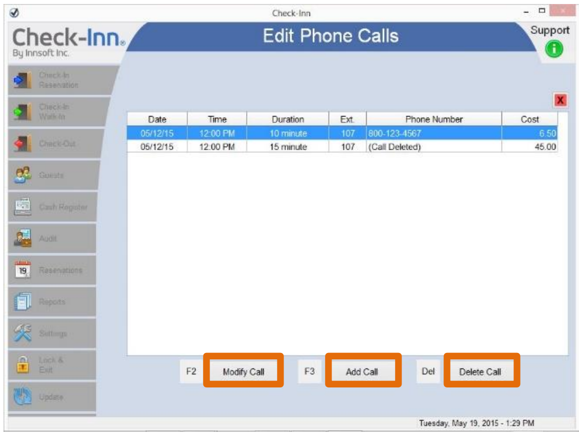
1. Double-click the guest's name on the grid.

The Guest Screen is displayed.



2. Click **Phone Charges.**

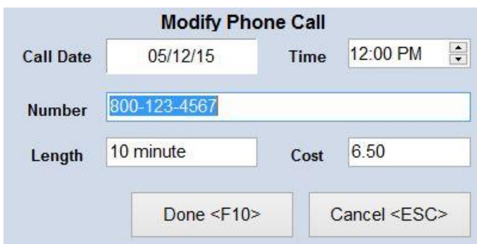
   The Edit Phone Calls screen is displayed.



<table>
<tr><th>To make this type of change:</th><th>Do this:</th></tr>
<tr><td>Modify a call</td><td>

1. Click to select the call you want to modify.
2. Click **Modify Call.**

The Modify Phone Call window is displayed.

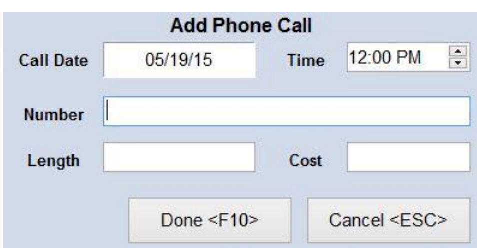


3. Make changes to the call information as needed.
4. Click **Done.**

</td></tr>
<tr><td>Add a call</td><td>

1. Click **Add Call.**

The Add Phone Call window is displayed.



2. Enter the date, time, phone number, length of call, and cost of the phone call in the corresponding fields.
3. Click **Done.**

</td></tr>
</table>

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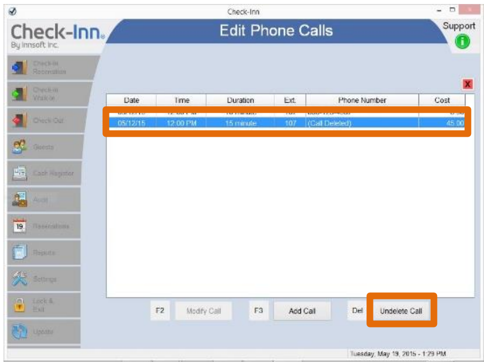
To make this type of change:	Do this:
Delete a call	1. Click to select the call you want to delete. 2. Click **Delete Call.** *The call is deleted. "(Call Deleted)" is displayed in the Phone Number column.*  *When you click to select this call, the Delete Call button changes to Undelete Call. Click this button to restore the call/charges.*

3. Click the **X** in the upper right to save your changes and close this screen.

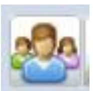
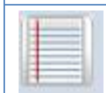
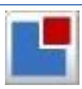
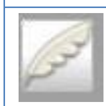
MAKE CHANGES TO INFORMATION FOR A CURRENT GUEST

1. Double-click the guest’s name on the grid.

   Note: You can also access the Guest Screen for a guest by clicking Guests > searching for room or guest on the Guest Room Selection screen > Select.

The Guest Screen is displayed.

The Guest Screen for that guest is displayed. This screen may provide you with additional information about the guest.

This symbol:	Indicates this:
	A deposit has been received for this room.
	A travel agency needs to be paid a commission for this booking.
	There are extra people added to the room.
	The guest has market codes or remarks.
	This is the main room of a split room.
	There is a scanned image for this guest.
	There is an electronic signature stored for this guest.

2. Change or edit guest information as needed. See Enter guest information or Enter rate information if needed.

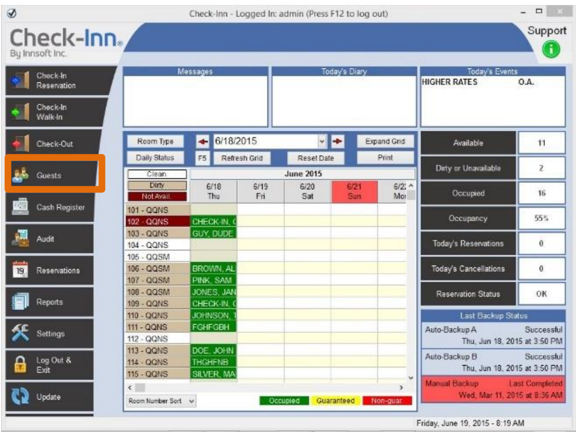
VIEW OR PRINT GUEST REPORTS

You may view and print 11 different guest reports.

Note: If you have purchased the Credit Card Processing module, pre-authorization amounts are displayed below the guest names on any of these reports.

1. Click **Guests** on the home screen.

   Note: You can also access this screen from **Reports** > **Guest Reports.**



The Guest Room Selection screen is displayed.

2. Click **Guest Reports.**

The Guest Reports screen is displayed.

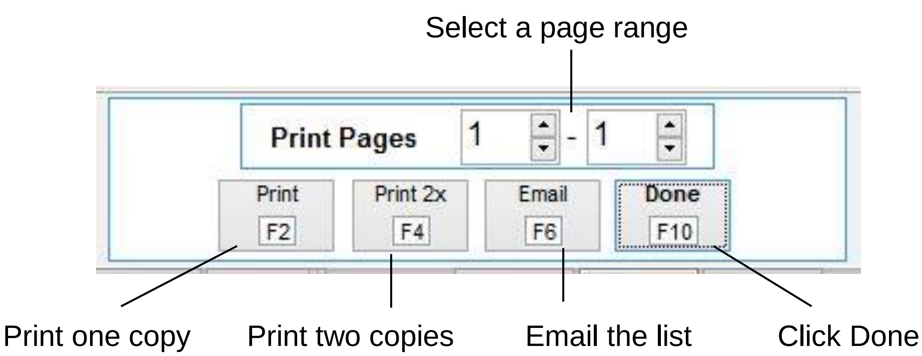
3. Click the name of the report you want to view or print.

This report:	Provides this information:
Alphabetical Guest List	A list of all occupied rooms in alphabetical order by the guest's last name. Each guest's rate, dates of stay, payments, balance, number of adults, children, and pets, and remarks are also shown on this report.
Room Order Guest List	A list of all occupied rooms in order by room number. Each guest's rate, dates of stay, payments, balance, number of adults, children, and pets, and remarks are also shown on this report. If the guest's credit card has been pre-authorized, the authorization code appears below their name and room number.
Company Order Guest List	A list of all guests alphabetically by company name. Each guest's departure date, balance, and remarks are also shown on this report.
Departure List	A list of all guests that are expected to depart that day. Each guest's rate, payments, balance, and remarks are also shown on this report.
All Room List	A list of all occupied and unoccupied rooms. Each guest's name, dates of guest stay, rate, payment, balance, and remarks are also shown on this report for occupied rooms.

This report:	Provides this information:
Phone Limit Violations	**Note:** The Phone Limit Violation Report is only useful if you have purchased Call-Inn Call Accounting. A list of all guests who have exceeded their phone credit limit. Each guest's name, charges, phone credit limit, phone balance, and remarks are shown on this report.
Phone Limit List	A list of each guest's, phone charges, phone credit limit, phone balance, and remarks. **Note:** To update the phone balances for all current guests, click **Guests** > **Recalculate Phones**
Maintenance Log	A list of all rooms with maintenance problems, including the problems that were recorded.
Registration Cards	Guest information, including room number, name, contact information, arrival and departure date, and vehicle information.
ID Guest List	A list of ID images for all guests registered at your property
Daily Status	A list of arrivals, departures, stayovers, and room availability by date.

That report is generated.

4. Print or email the list as needed.



5. Click **Done.**

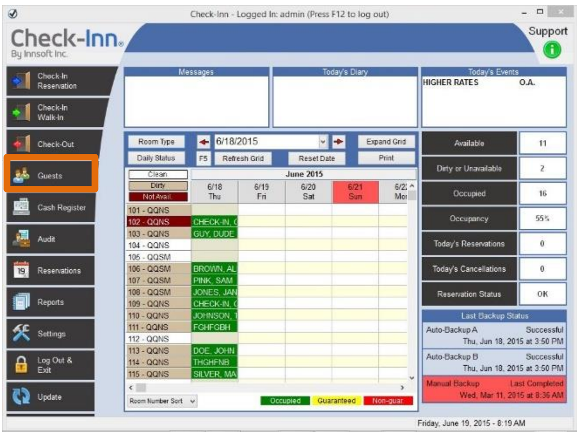
PRINT REGISTRATION CARDS

You can print registration cards (blank for walk-ins, printed with guest information for guests with reservations).

You can compose a custom statement that prints on your cards. See Statements for more information.

1. Click **Guests** on the home screen.

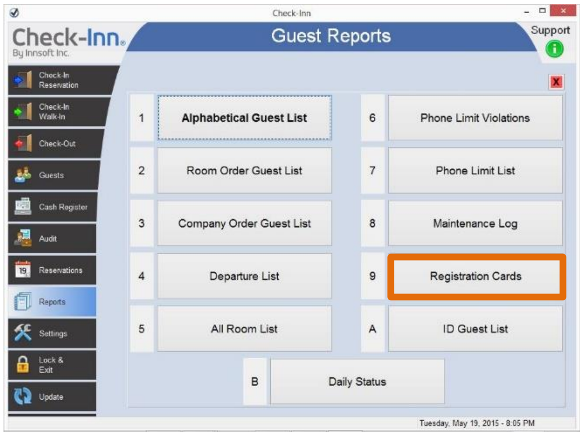
   Note: You can also access this screen from **Reports** > **Guest Reports.**



The Guest Room Selection screen is displayed.

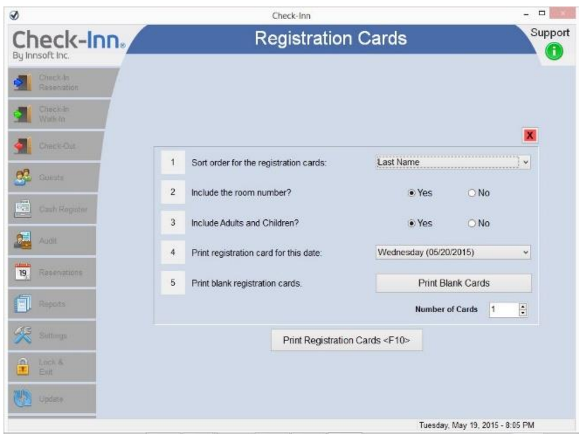
2. Click **Guest Reports.**

The Guest Reports screen is displayed.



3. Click **Registration Cards.**

The Registration Cards screen is displayed.

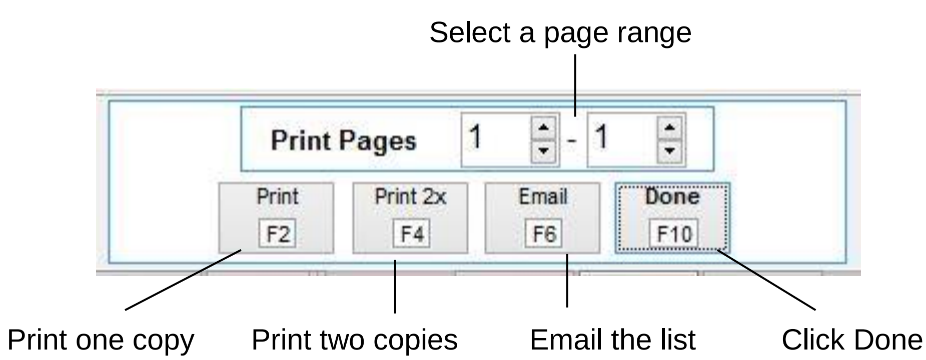


To print cards for:	Do this:
Walk-Ins	1. Type or select the number of cards you want to print in the Number of Cards field. 2. Click **Print Blank Cards.**
Guests with reservations	1. Use the Sort order for the registration cards drop-down list to sort cards by last name or room number. 2. Select Yes or No to indicate whether or not you want to include the room number on the registration cards. 3. Click Yes or No to indicate whether or not you want to include adults and children on the registration cards. 4. Use the drop-down list for Print registration cards for this date to select the day and date you want to print the cards for. Check-Inn generate cards for all guests **arriving** on the date you select in this field. 5. Click **Print Registration Cards.**

You may get a message regarding the number of cards and sorting option you have selected. Respond to the messages as appropriate.

The registration cards print screen is displayed.

4. Print or email the cards as needed.



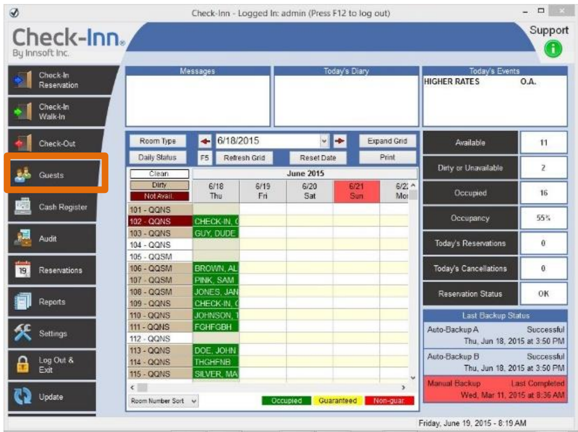
5. Click **Done.**

PRINT ID GUEST LIST

This feature prints a list of ID images for all guests registered at your property.

1. Click **Guests** on the home screen.

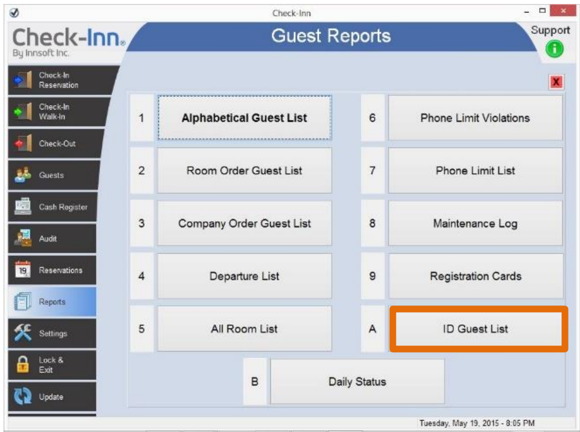
   Note: You can also access this screen from **Reports** > **Guest Reports.**



The Guest Room Selection screen is displayed.

2. Click **Guest Reports.**

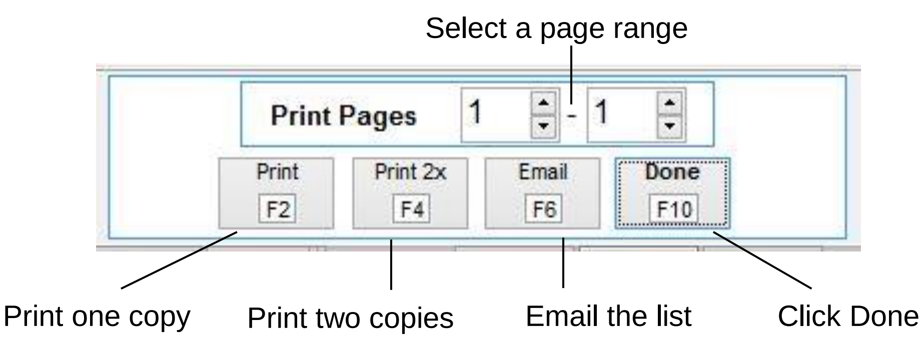
The Guest Reports screen is displayed.



3. Click **ID Guest List.**

   The guest list is generated.

4. Print or email the list as needed.



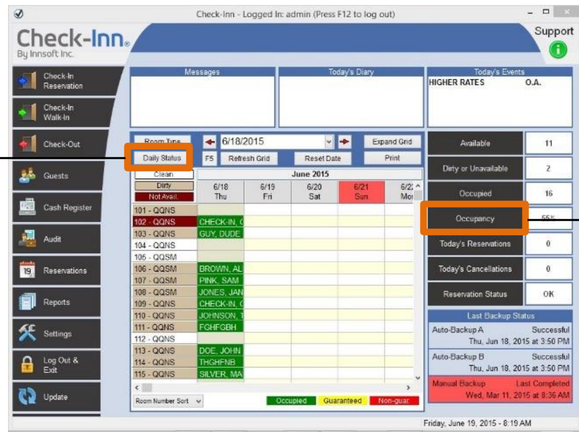
5. Click **Done.**

PRINT THE DAILY STATUS REPORT

This report details arrivals, departures, stayovers, and room availability by date.

Note: You can easily print the Daily Status Report by double-clicking **Occupancy** on the right-hand side of the home screen **or** clicking **Daily Status** in the upper left.

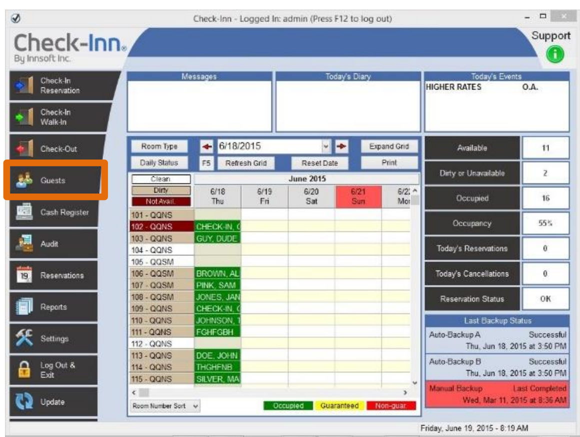
Daily Status



Occupancy

1. Click **Guests** on the home screen.

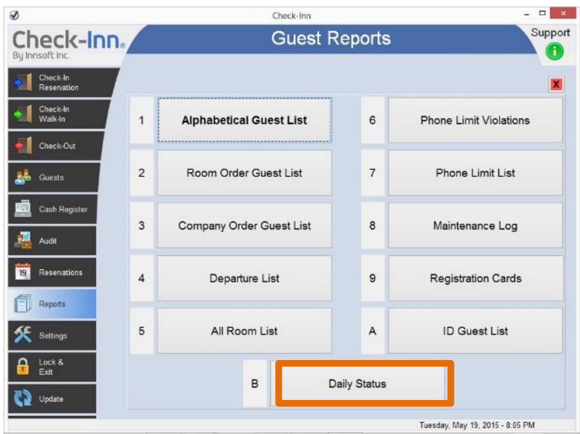
   Note: You can also access this screen from **Reports** > **Guest Reports.**



The Guest Room Selection screen is displayed.

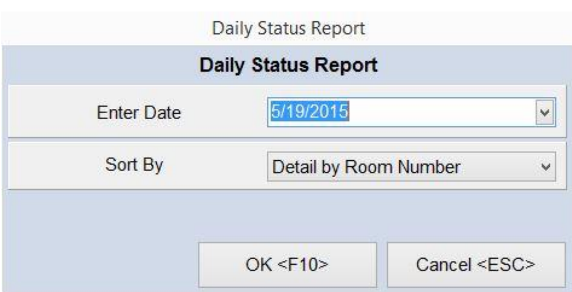
2. Click **Guest Reports.**

   The Guest Reports screen is displayed.



3. Click **Daily Status.**

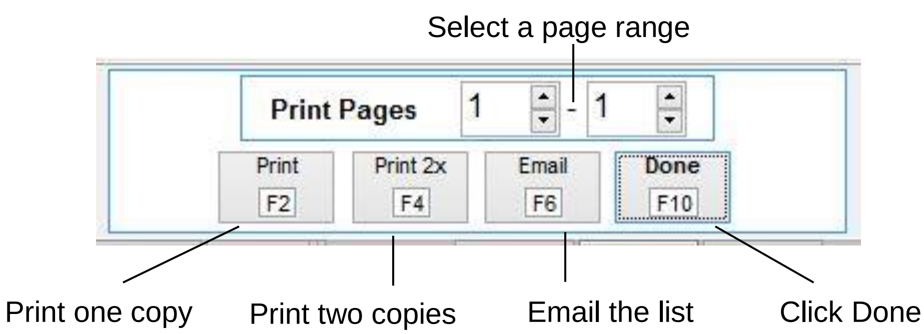
   The Daily Status Report window is displayed.



4. Type the date you want to generate the report for in the Enter Date field.

5. Use the drop-down list for Sort by to select how you want the information sorted. Your options are:
    - Detail by Room Number
    - Detail by Last Name
    - Summary (Number of arrivals, departures, stayovers, available rooms)
6. Click **OK.**

    The report is generated.
7. Print or email the list as needed.

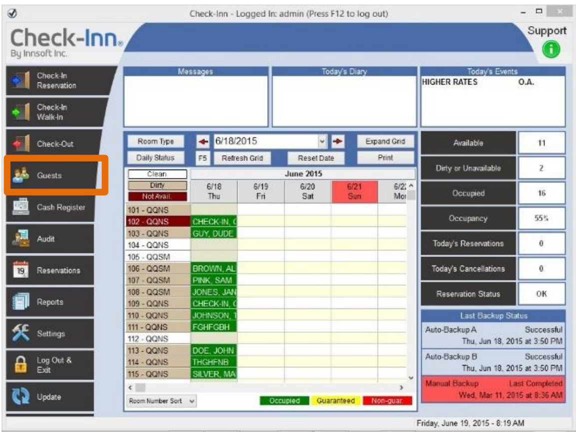


RECALCULATE PHONE CALLS

Use this feature to ensure that all current phone calls have been processed and will be included in the guest balances. This feature recalculates phone charges for all guests.

1. Click **Guests** on the home screen.

   Note: You can also access this screen from **Reports** > **Guest Reports.**



The Guest Room Selection screen is displayed.

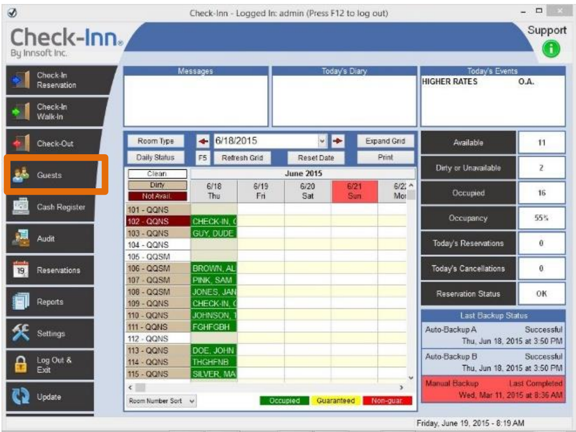
2. Click **Recalculate Phones.**

   Phone calls are processed and all guest balances are updated.

VIEW, ENTER, OR EDIT GUEST MESSAGES

Use this feature if someone wants to leave a message for a guest at your property.

1. Click **Guests** on the home screen.



The Guest Room Selection screen is displayed.

2. Highlight the guest you want to enter a message for.
3. Click **Guest Messages.**

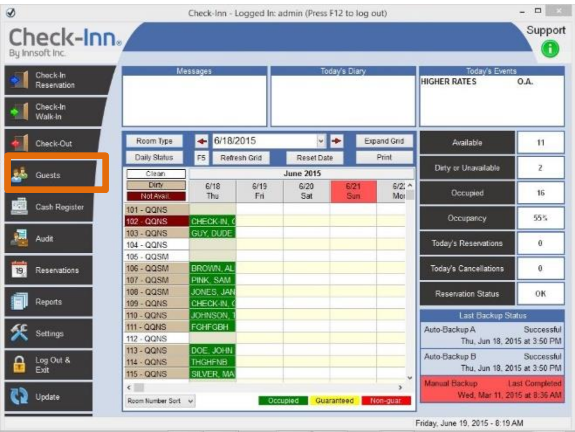
The Guest Message Editor screen is displayed.

4. Type your message.
   - Click **Date & Time** to include a date and time stamp.
   - Click **Print** to print the message.
   - Click **Search** to open a Find box and search the message.
   - Click **Delete & Exit** to delete the message and exit the screen.
5. Click **Save & Exit.**

PRINT FOLIOS FOR MULTIPLE GUESTS

To print folios for several guests at once, do a quick print.

1. Click **Guests** on the home screen.



The Guest Room Selection screen is displayed.

2. Hold down the CTRL key (on your keyboard) and click to select the guests whose folios you want to print.

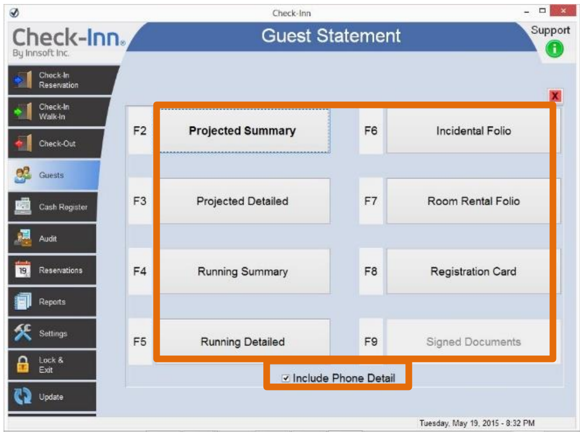
   Note: Make sure you have selected all of the guests you would like to print before continuing to the next step.

3. Click **Quick Print.**

   This message is displayed: "Print folios for all selected rooms?"

4. Click **Yes.**

A Guest Statement menu is displayed.



5. If you would like to include phone call details on a folio, click to select the check box for "Include Phone Detail."
6. Click to select the type of folio you would like to print for the selected guests from the following choices:

This type of folio:	Displays this information:
Projected Summary	A summary of all charges until the end of the guest's stay, as well as any payments made up to the current date.
Projected Detailed	A detailed listing of all charges and payments up to the current date as well as a summary all future charges until the end of the guest's stay.
Running Summary	A summary of all charges and payments that have taken place from the beginning of the guest's stay to the current date.
Running Detailed	A detailed report of all charges and payments that have taken place from the beginning of the guest's stay to the current date.
Incidental Folio	Miscellaneous and phone charges by the day they occurred. Hides all payments.
Room Rental Folio	All lodging charges. Hides all payments, miscellaneous, and phone charges.

The selected folio prints automatically.

Cash Register/Guest Screen

Use this screen for registered guests. If you need to charge someone who is not a registered guest (for example, someone who is driving through and needs to buy a map), use the stand-alone Cash Register screen.

These are the options available from this screen:

- Set phone credit limit
- Select a travel agency
- Pre-authorize credit card
- Apply a charge to a guest's account
- Apply a payment to a guest's account
- Enter a repeating charge
- Refund/reverse a charge
- Void sale/return to Guest Screen

SET PHONE CREDIT LIMIT

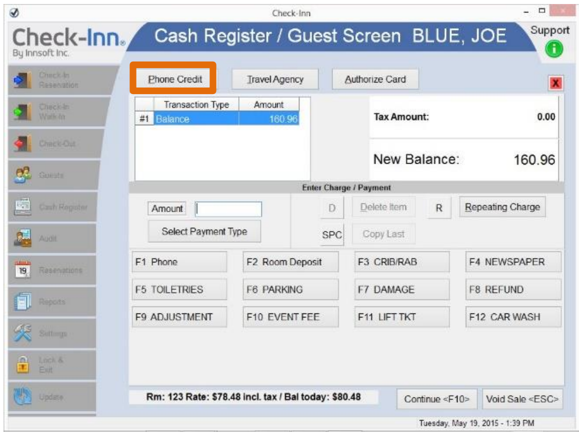
Use this feature to limit the amount of money a guest can accrue in phone charges.

1. Double-click the guest's name on the grid.

The Guest Screen is displayed.

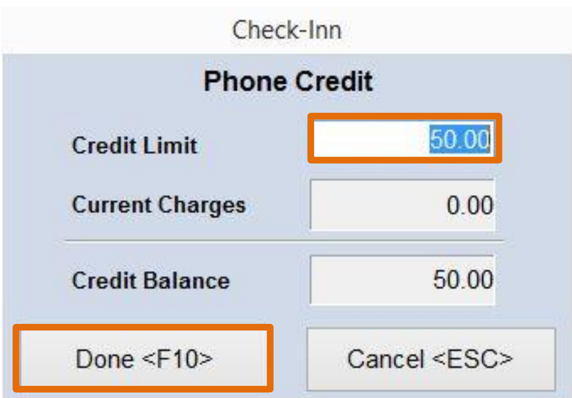
2. Click **Cash Register.**

The Cash Register/Guest Screen is displayed.



3. Click **Phone Credit.**

   The Phone Credit window is displayed.



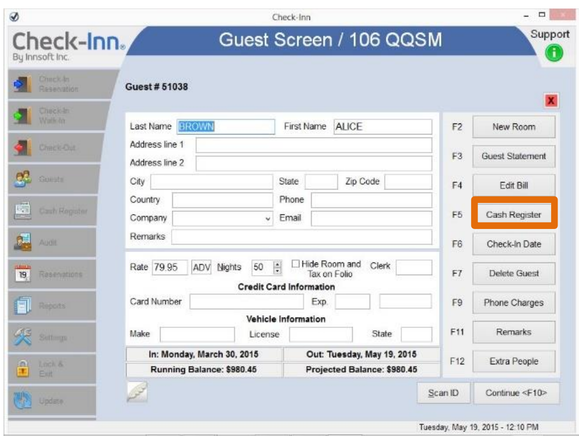
4. Type the maximum amount you will allow this guest to accrue in phone charges in the Credit Limit field.
5. Click **Done.**
6. Click **Continue** to save your changes.

SELECT A TRAVEL AGENCY

Use this feature to assign a travel agency to a guest.

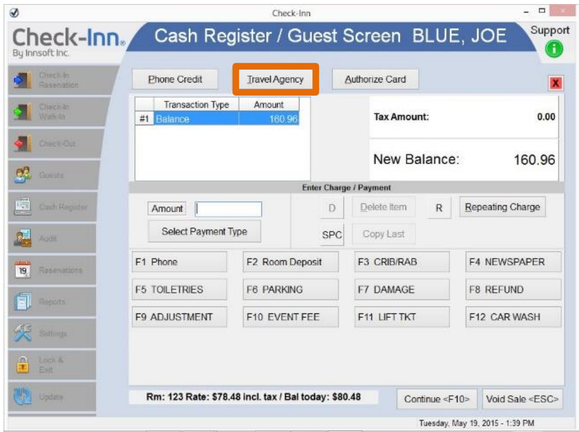
1. Double-click the guest's name on the grid.

The Guest Screen is displayed.



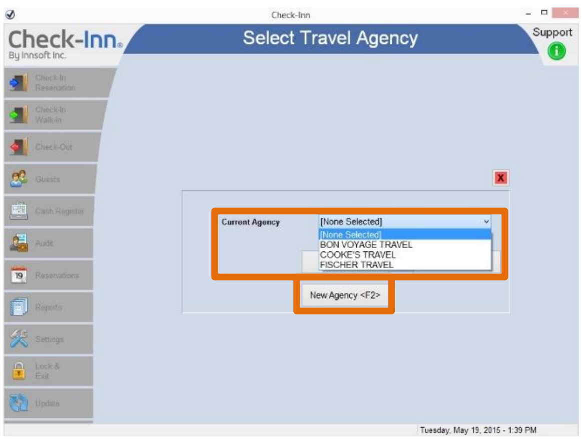
2. Click **Cash Register.**

   The Cash Register/Guest Screen is displayed.

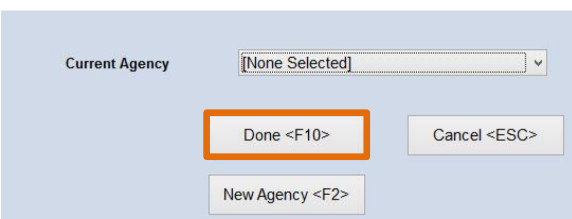


3. Click **Travel Agency.** (See [Travel Agent Audit] for more information on travel agencies).

   The Select Travel Agency window is displayed.



4. Use the Current Agency drop-down list to select an agency from the list. (If you want to remove a travel agency, choose "None Selected.")
5. Click **New Agency** to add or edit a travel agency. See [Add a travel agency] for details.



6. Click **Done.**
7. Click **Continue** to save your changes.

Note: An airplane icon displays in the lower left if a travel agency has been selected.

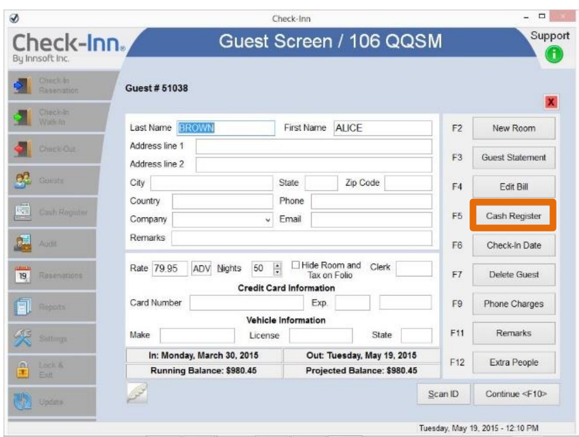
PRE-AUTHORIZE A CREDIT CARD

IMPORTANT! The Credit Card Processing module is required for this function. This is a special module that is purchased separately and requires a special code number. Contact Innsoft Sales (800-950-8665) to purchase this module.

Pre-authorizing does not actually charge the credit card, instead it authorizes the card for a specific amount to be used for future charges. Use this feature to pre-authorize a credit card.

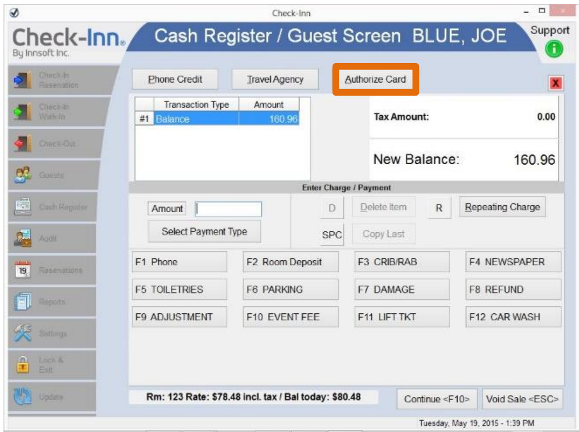
1. Double-click the guest's name on the grid.

The Guest Screen is displayed.



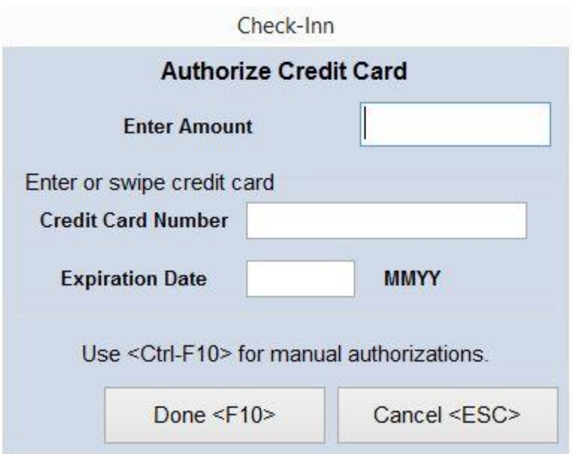
2. Click **Cash Register.**

   The Cash Register/Guest Screen is displayed.



3. Click **Authorize Card.**

   The Authorize Credit Card screen is displayed.



4. Type the amount you want to authorize in the Enter Amount field.

   Note: Check-Inn does not add previous pre-authorizations, so each time you pre-authorize a guest's card, enter the total amount of the authorization.

5. If necessary, enter the credit card information.

   Note: To ensure accuracy, it is preferable to swipe the credit card whenever possible.

6. Click **Done.**
7. Click **Continue** to save your changes.

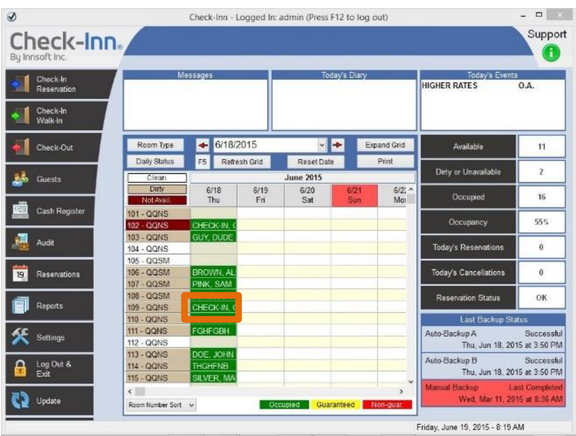
APPLY A CHARGE TO A GUEST'S ACCOUNT

You can apply a charge to a guest's account in a variety of categories, including the following:

- Phone
- Room Deposit (A room deposit is used to track a refundable deposit that you will be prompted to return at the end of the guest's stay. This is useful for such things as phone deposits, key deposits, remote control deposits, room damage deposits, etc. You will be reminded when the guest checks out and asked if you would like to refund the amount to the guest.)
- Pet Fee
- Newspaper
- Toiletries
- Parking
- Damage
- Any other charge types you specify (see Enter sales categories for more information)

To refund/reverse a charge you've already added to an account, see Refund/reverse a charge.

1. Double-click the guest's name on the grid.



The Guest Screen is displayed.

Settings Home Screen Check-In Reservation Check-In Walk-In Guest Screen Audit

Cash Register/Guest Screen Check-Out Stand-Alone Cash Register Reservations

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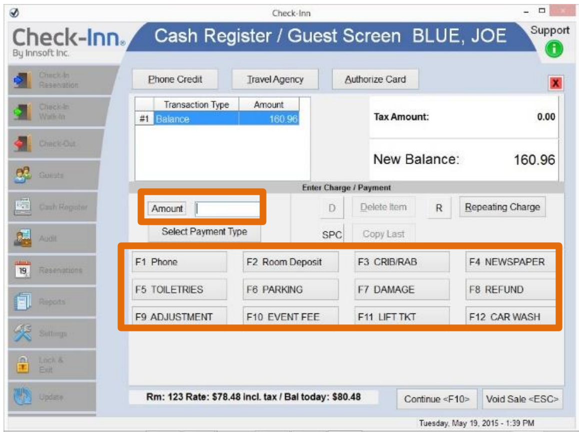
2. Click **Cash Register.**

   The Cash Register/Guest Screen is displayed.

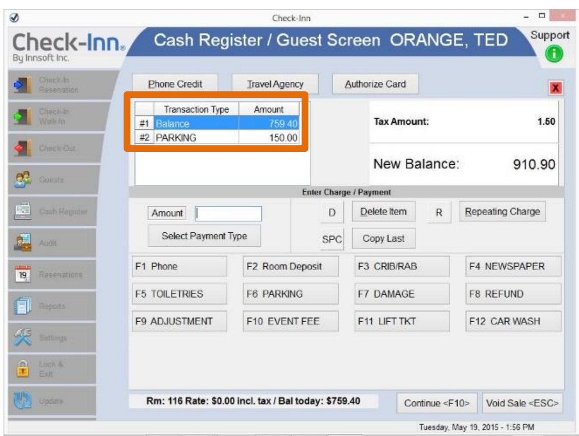


3. Type the amount of the charge in the Amount field.
4. Click the button for the category of the charge (for example, Phone).

   IMPORTANT! Do not press ENTER when entering a charge. Always use the appropriate function key. (If you press ENTER, it will be processed as a payment.)

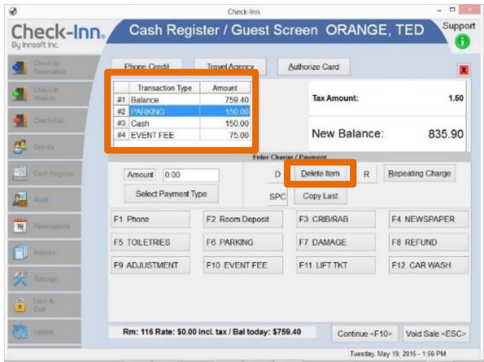
   Note: For information on customizing the categories, see Enter sales categories.

   The amount and category are listed in the upper left under transaction type, and the charge is added to the balance (shown in the upper right).



<table>
<tr><th>If you want to:</th><th>Then do this:</th></tr>
<tr><td>Delete a charge</td><td>

The upper left of the screen displays a list of transaction types/amounts. These are the charges and payments that have been made to the guest's account.



1. Click to select the charge or payment you want to remove.
2. Click **Delete Item.**

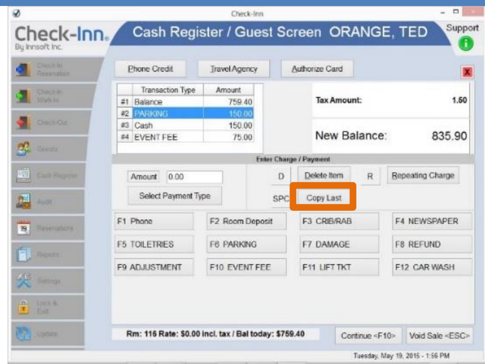
   The Delete Sale Item window is displayed.

3. Verify that the number in the Select Item to Delete field matches the transaction number of the item you want to delete (shown in the transaction type table in the upper left of the screen). If it's not the correct number, either type the correct number in the field or use the arrow keys to select it.
4. Click **Done.**

   The charge or payment is removed from the list and the balance (in the upper right) reflects your change.

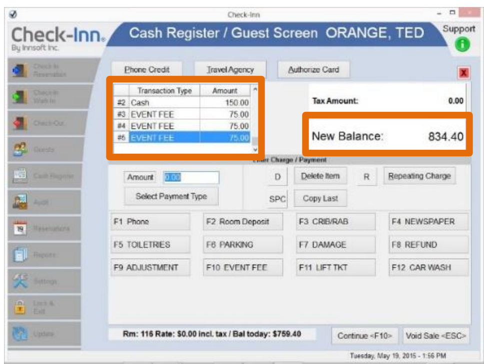
</td></tr>
</table>

<table>
<tr><th>If you want to:</th><th>Then do this:</th></tr>
<tr><td>Copy the last charge you entered</td><td>



1. Click **Copy Last.**

The last charge you added to the guest's account is copied to the transaction log in the upper left, and the balance (in the upper right) reflects this addition.



Review the transaction type table and the new balance to see the new charges that you have applied.

</td></tr>
</table>

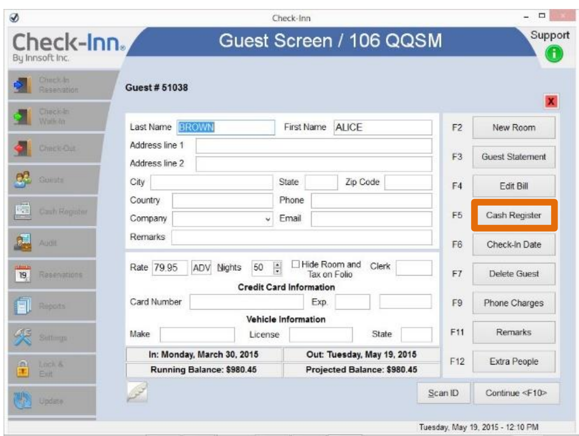
5. Click **Continue** to save your changes.

APPLY A PAYMENT TO A GUEST’S ACCOUNT

To refund/reverse a payment that you’ve already applied to a guest’s account, see Refund/reverse a charge.

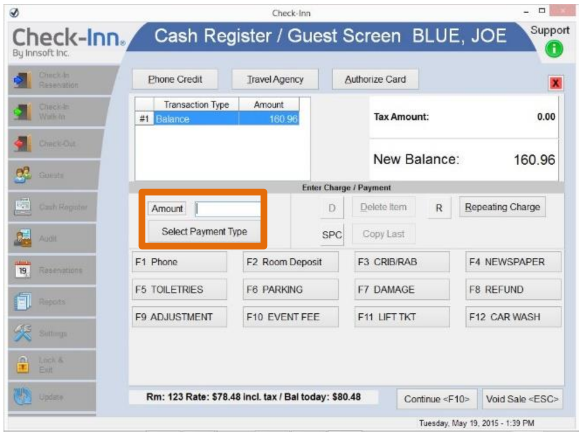
1. Double-click the guest’s name on the grid.

The Guest Screen is displayed.



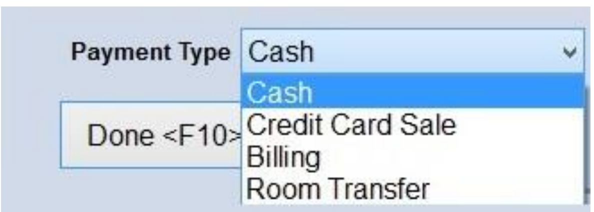
2. Click **Cash Register.**

The Cash Register/Guest Screen is displayed.



3. Type the amount of the charge in the Amount field.
4. Click **Select Payment Type.**

   The Payment Type window is displayed.



5. Choose a payment type from the Payment Type drop-down list.

   The payment amount and type are listed in the upper left under transaction type, and the payment is subtracted the balance (shown in the upper right).

If the guest wants to:	Then do this:
Pay with cash or check	Select **Cash** from the drop-down list.
Pay with credit card	Make a selection from the drop-down list. ▪ **If you have the Credit Card Processing module,** Credit Card Sale is listed as an option. Contact Innsoft Sales (800-950-8665) to purchase this module. ▪ **If you don't have the Credit Card Processing module,** a separate credit card option is listed for each credit card type.
Bill their company	Select **Billing** from the drop-down list. ▪ If you have not yet entered the guest's address and company on the Guest Screen, you will be prompted to do so at the end of the transaction.
Transfer an amount to a different room	1. Select **Room Transfer** from the drop-down list. 2. Click **Done.** 3. Use the Select Transfer Room drop-down list to select the room you want to transfer the amount to. 4. Click **Done.**

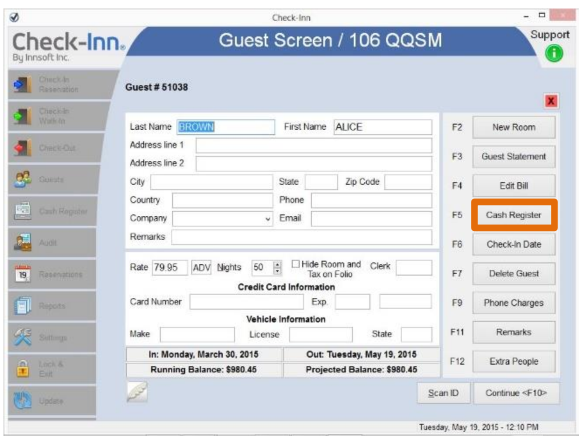
6. Click **Done.**
7. Click **Continue** to save your changes.
8. If you chose Billing as the payment type but did not select a company on the Guest Screen, you will be prompted to do so now.

ENTER A REPEATING CHARGE

A repeating charge is a charge that is applied each time a guest is charged for lodging. (For example, if a guest's rate type is Daily, the charge is applied every day; if a guest's rate type is Weekly, the charge repeats once per week.)

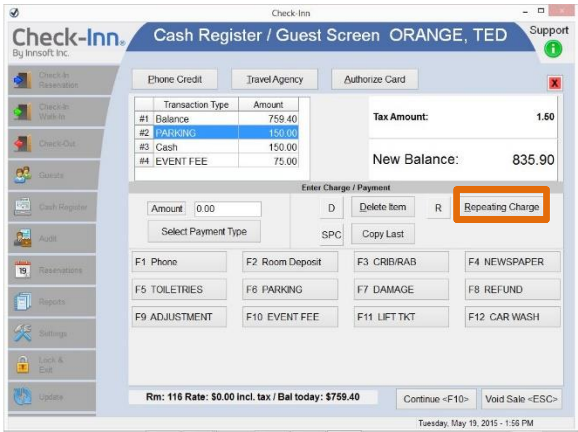
1. Double-click the guest's name on the grid.

The Guest Screen is displayed.



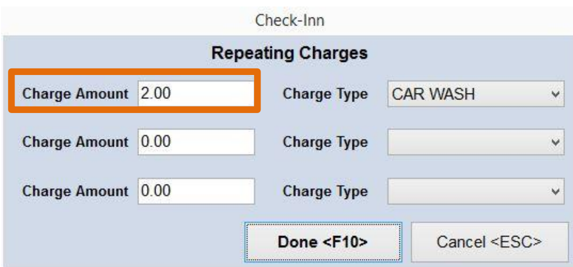
2. Click **Cash Register.**

The Cash Register/Guest Screen is displayed.

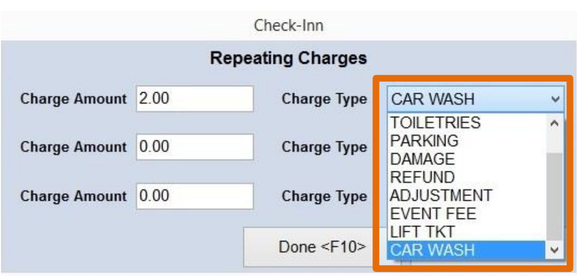


3. Click **Repeating Charge.**

   The Repeating Charges screen is displayed. There is room for three different repeating charges.



4. Type the amount of the charge in the Charge Amount field.



5. Use the Charge Type drop-down list to select the type of charge. See Enter sales categories for information on changing these categories.
6. Repeat steps 4 and 5 until you've added all repeating charges for this guest.
7. Click **Done.**
8. Click **Continue** to save your changes.

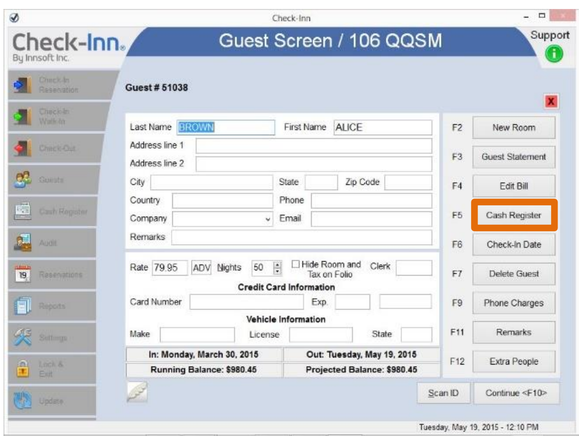
REFUND/REVERSE A CHARGE

Use this feature to refund or credit a guest's account, including refunding a room deposit.

For example: Use this feature if a guest paid in advance for several nights, but needs to check out early. Follow these steps to issue a refund for the guest's credit balance.

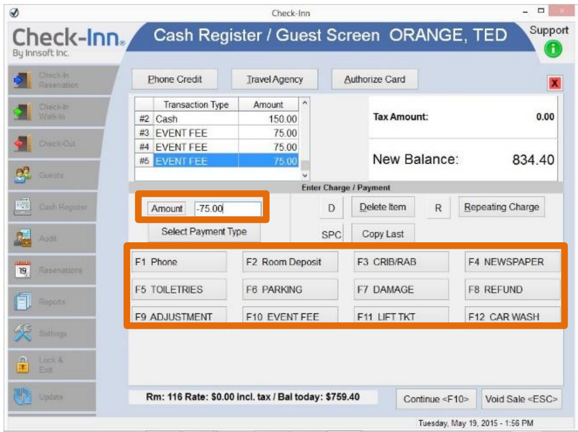
1. Double-click the guest's name on the grid.

The Guest Screen is displayed.



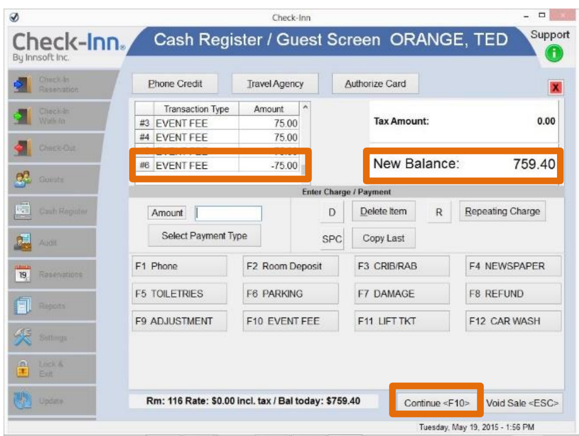
2. Click **Cash Register.**

The Cash Register/Guest Screen is displayed.



3. In the Amount field, type **–** (minus sign or hyphen), and then enter the amount you want to refund.
4. Click the button for the appropriate refund category. (For example, you might refund a room deposit.)

   The amount and category are shown in the transaction type table, and the amount is updated in the New Balance field.

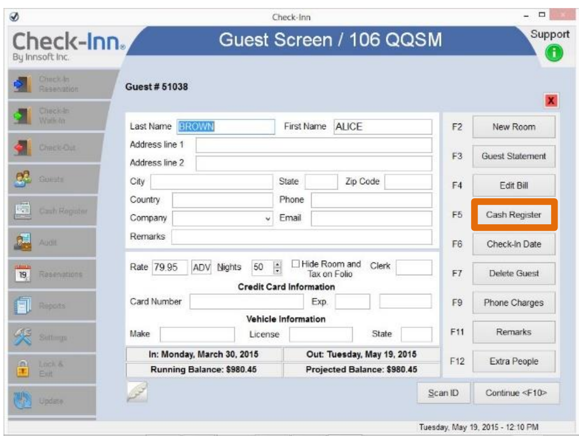


5. Click **Continue** to save your changes.

REFUND/REVERSE A PAYMENT

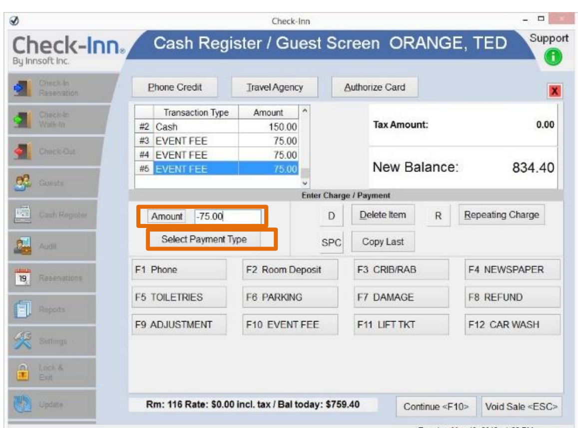
1. Double-click the guest's name on the grid.

The Guest Screen is displayed.



2. Click **Cash Register.**

The Cash Register/Guest Screen is displayed.



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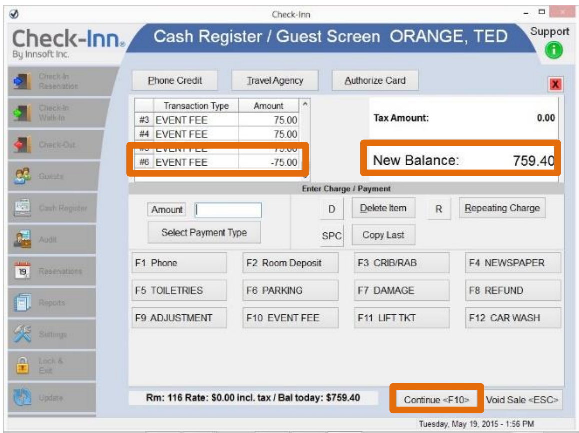
3. In the Amount field, type **–** (minus sign or hyphen), and then enter the amount you want to refund.
4. Click **Select Payment Type,** and select the payment type that you are refunding/reversing.
5. Click **Done.**

   The amount and category are shown in the transaction type table, and the amount is updated in the New Balance field.

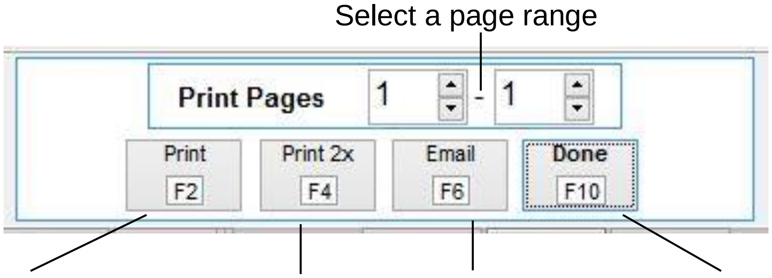


6. Click **Continue** to save your changes.

   A print preview screen should come up showing the updated balance.

7. Print or email as needed.

Select a page range

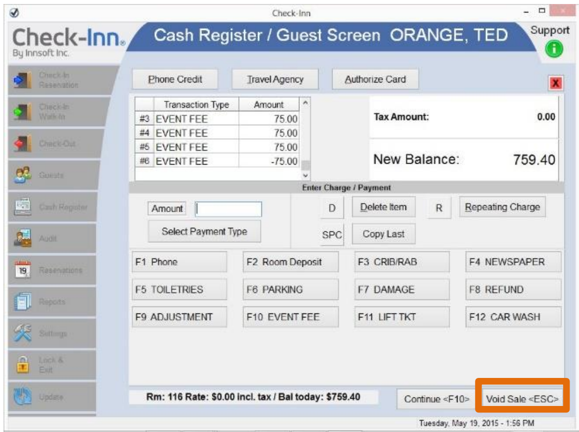


Print one copy Print two copies Email the list Click Done

VOID SALE/RETURN TO GUEST SCREEN

To return to the Guest Screen without saving current changes, follow these steps:

1. Click **Void Sale.**



A message displays asking, “Do you wish to void sale?”

2. Click **Yes**.

Check-Out

Check-out allows you to check-out any guest that is currently checked into the system.

Note: Before checking-out a "master" split room, all additional split rooms must be checked-out or un-split.

This section provides information on the following processes:

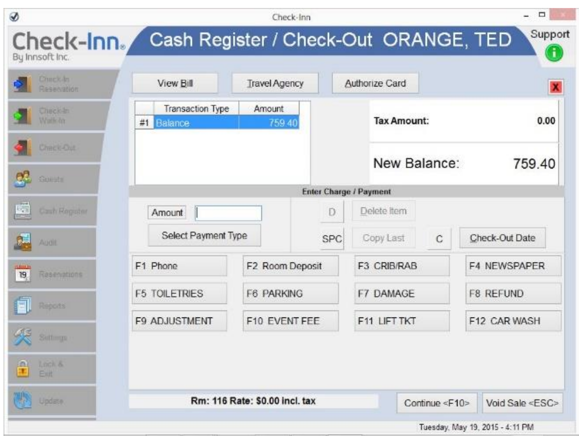
- Check out a guest
- Enter or view guest messages
- Do a quick check-out
- Check -Out Cash Register options

CHECK OUT A GUEST

1. On the grid, right-click a guest and select **Check-Out.**

   Note: Alternately, you can click Check-Out and choose the guest from the list.

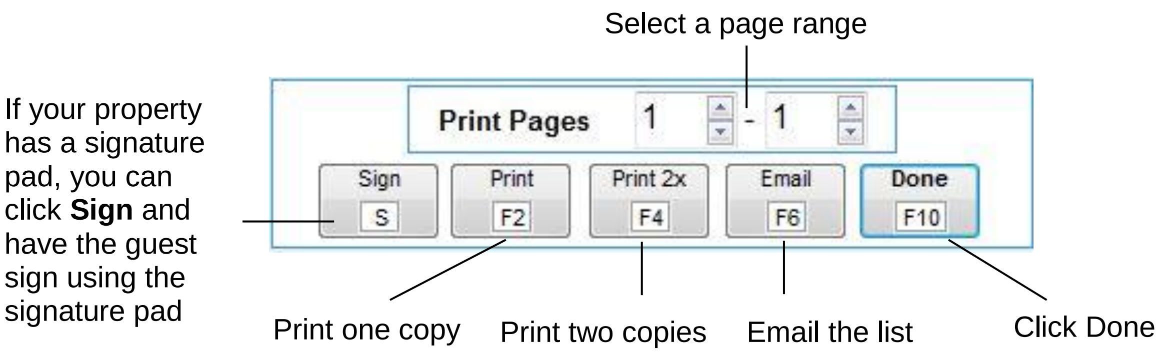
The Cash Register/Check Out screen for that guest is displayed. This screen displays the guest's current balance, including tax. The guest's balance must be zero before the check-out may be completed.



2. Enter any additional charges. See Apply a charge to a guest's account for more information.
3. Enter payments. See Apply a payment to a guest's account for more information.
4. Click **Continue.**

A print previous of the guest's folio is displayed.

5. Print or email as needed.



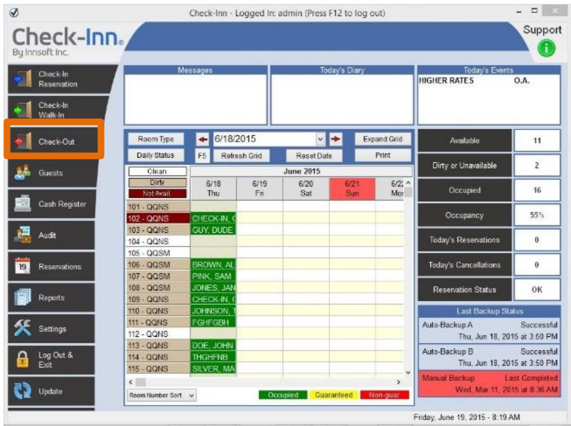
6. Click **Done.**

ENTER OR VIEW GUEST MESSAGES

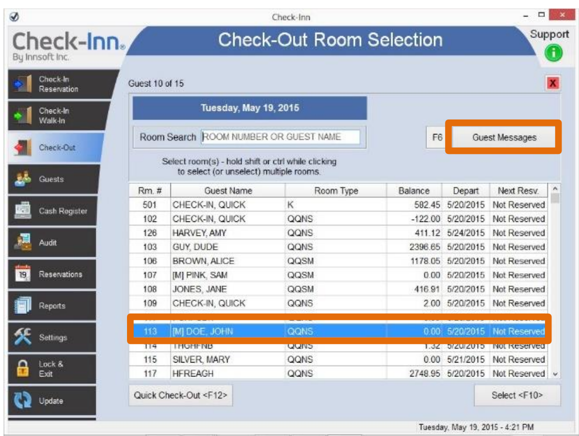
Use this feature to enter or view messages for a guest.

Note: If a message has been entered for a guest, “[M]” is displayed next to the guest’s name on the Check-Out screen.

1. On the home screen, click **Check-Out.**



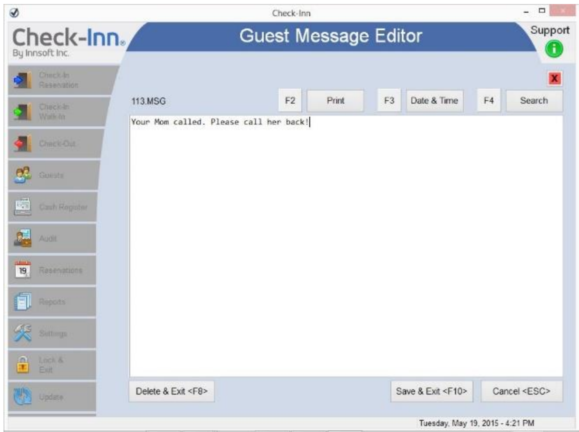
The Check-Out Room Selection screen is displayed.



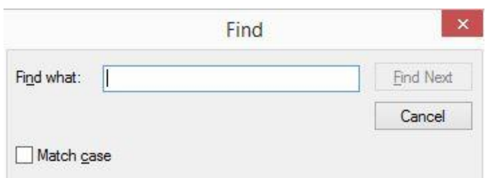
The **M** to the left of the guest’s name indicates that he or she has a message.

2. Click to select the guest you want to leave a message for (or whose message you want to view).
3. Click **Guest Messages** to view the guest message or make a new entry.

The Guest Message Editor screen is displayed.



4. Type a message (or read an existing message).

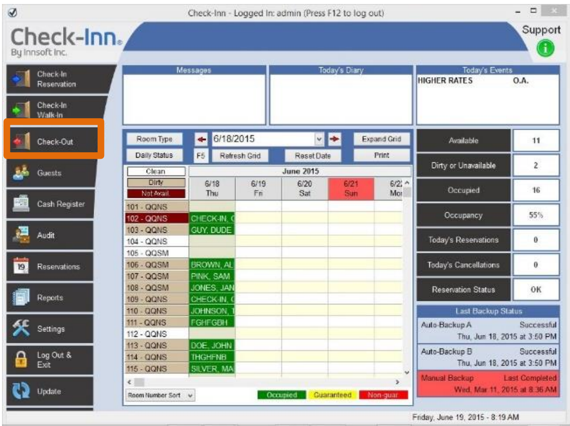
If you want to:	Then do this:
Print the message	Click **Print.**
Add a date and time stamp	Click **Date & Time.**
Search for a word or phrase within the guest's message	1. Click **Search.** *The Find window is displayed.*  2. Type the word or phrase in the Find window. 3. Click **Find Next.**
Delete the message and exit the screen	Click **Delete & Exit.**
Save the message and exit the screen	Click **Save & Exit.**

DO A QUICK CHECK-OUT

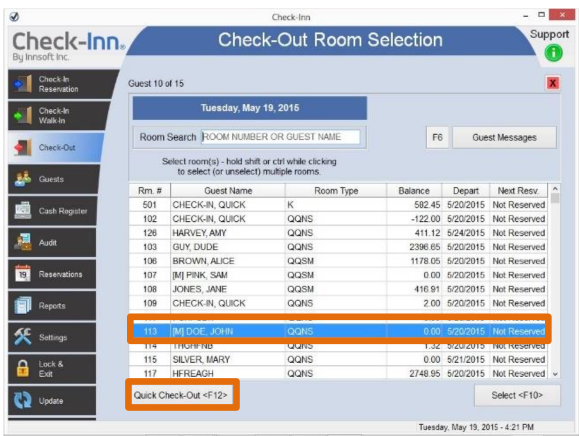
If a guest has a zero balance, Check-Inn allows you to check the guest out without entering any additional information.

Note: You cannot use Quick check-out for split rooms.

1. On the home screen, click **Check-Out.**



The Check-Out Room Selection screen is displayed.



2. Click to select the guest or room you would like to check-out from the Check-Out Room Selection screen.

   To check out more than one room: Hold down the CTRL key (on your keyboard), and click the rest of the rooms you would like to check out.

3. Click **Quick Check-Out.**

   This message is displayed: "Quick check-out all selected rooms?"

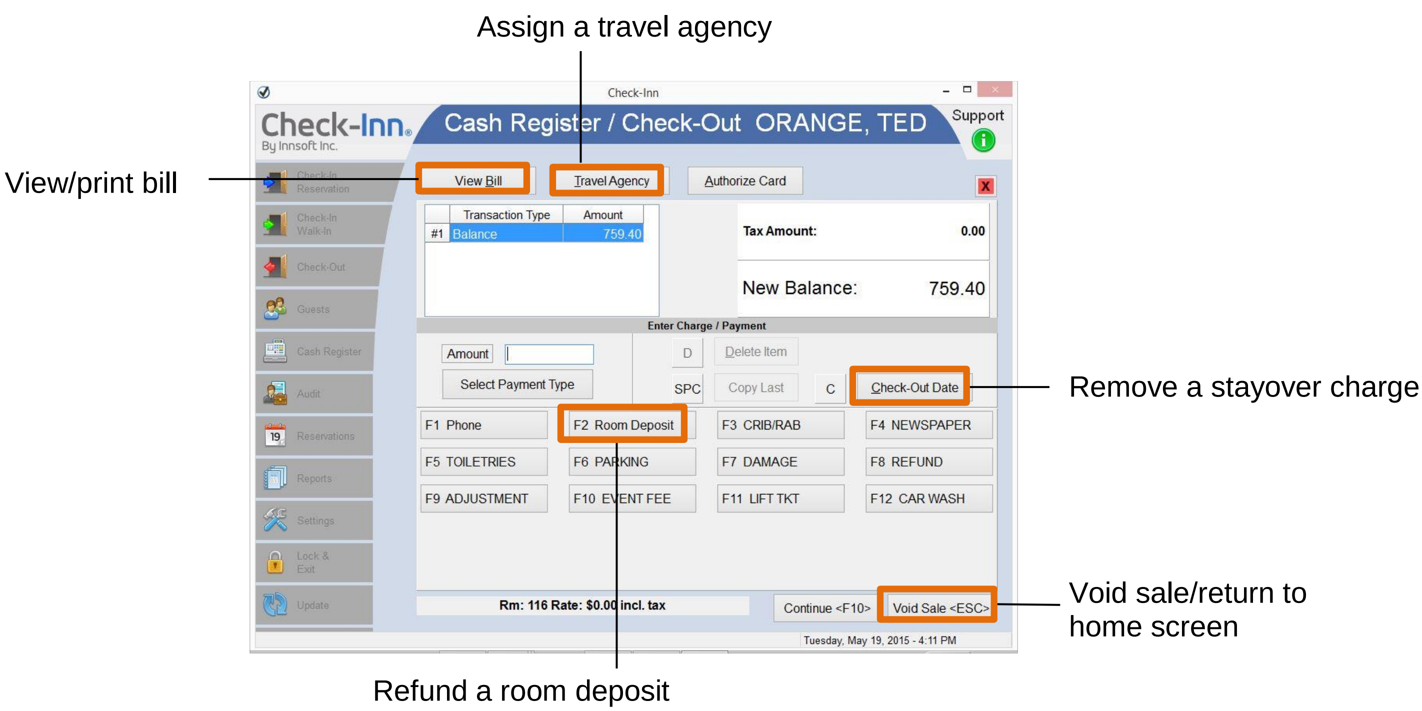
   Note: *If the guest balance is not zero, a message box displays, saying, "Guest balance is not zero. Please use regular check-out." Click* ***OK,*** *then use the regular check-out procedure.*

4. Click **Yes.**

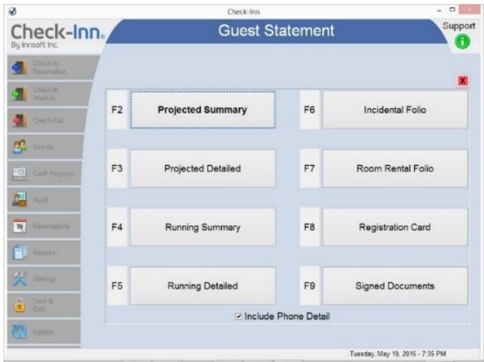
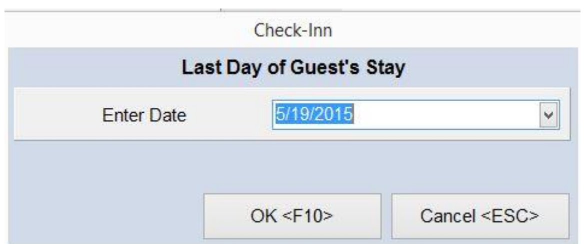
CHECK-OUT CASH REGISTER OPTIONS

This section includes information to:

- Refund a room deposit
- Print a copy of the guest's folio
- Remove a stayover charge
- Assign a travel agency to a guest
- Void sale/return to home screen



If you want to:	Then do this:
Refund a room deposit	If a guest has paid a room deposit, you may need to refund the amount to the guest at check-out time. Room deposits are not required to be refunded; you will simply see a reminder at check-out. See Refund/reverse a charge for more information.

If you want to:	Then do this:
Print a copy of the guest's folio	1. Click **View Bill.** *The Guest Statement screen is displayed.*  See [View and print the guest folio] for more information.
Remove a stayover charge	1. Click **Check-Out Date.** *The Last Date of Guest's Stay window is displayed.*  Enter the last day of the guests' stay by either typing in the date or clicking the down arrow and selecting a date from the calendar. **Note:** You may not select a date beyond today's date. 2. Click **OK.** You must complete the check-out for the change to take effect.
Assign a travel agency to a guest	Assign a travel agency to a guest to remind you that your property needs to pay a commission. See Travel Agent Audit for more information. See Add a travel agency for information on adding a new agency to the list. **Note:** An airplane icon displays in the lower left of the Cash Register/Check-Out screen if a travel agency has been selected. 

If you want to:	Then do this:
Void sale/return to home screen	At any time during the check-out process, you can void the transaction and return to the home screen. 1. Click Void Sale. *A message displays asking, "Do you wish to void sale?"* 2. Click **Yes** to return to the home screen without processing the check-out. Or, click **No** to remain on the Cash Register screen without processing the check-out.

Stand-Alone Cash Register (for customers who are not guests)

Use this screen to make sales to customers who are **not** checked into the property.

For example: A person driving through your city may want to buy a map but does not want to stay overnight. Use this cash register screen for these types of transactions.

If a checked-in guest wants to make a purchase, use the cash register on the Guest Screen.

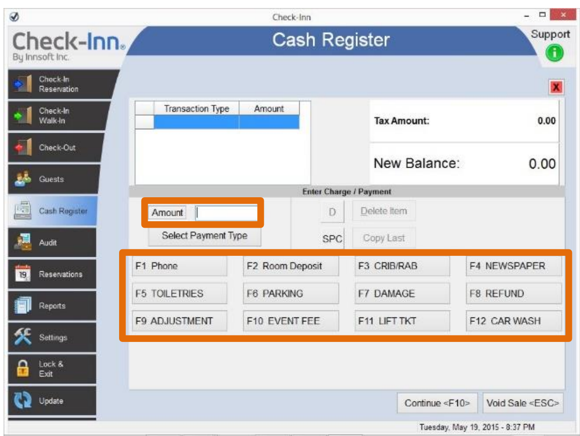
From this screen, you can complete these tasks:

- Charge a customer (who is not a guest)
- Apply a refund

CHARGE A CUSTOMER (WHO IS NOT A GUEST)

1. On the home screen, click **Cash Register.**

The Cash Register screen is displayed.



2. In the Amount field, enter the amount you are charging for the item, without tax.

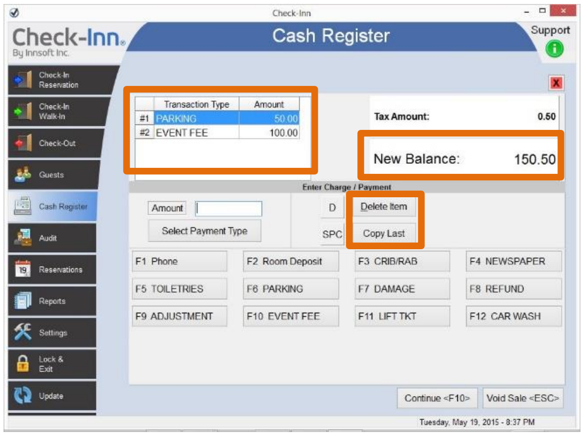
   Note: You do not need to type the decimal point in this field.

3. Click the button for the appropriate sales category.

   For example, you might type 10.00 and click Parking to add parking charges.

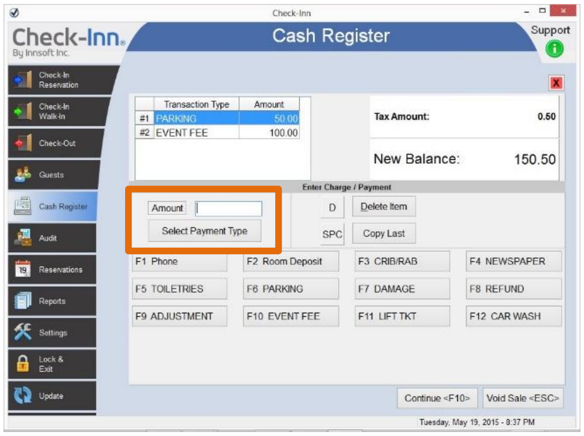
   Note: To add or customize these categories, see Enter sales categories.

As you enter charges, the charges are displayed in the upper left under Transaction Type, and the balance is displayed in the upper right.



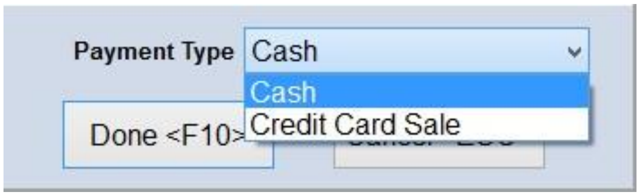
4. Repeat steps 2 and 3 for as many charges as necessary.

If you want to:	Then do this:
Copy the last charge you entered	1. Click **Copy Last.** *That charge is repeated and displayed in the Transaction Type list in the upp left. The balance is updated.*
Delete a charge	1. Click to select the charge in the Transaction Type list. 2. Click **Delete Item.** *The Delete Sale Item window is displayed.* 3. Confirm the number of the item to delete. Change it if necessary. The number displayed here corresponds to the number in the Transaction Typ list. 4. Click **Done.**



5. Enter the amount of the payment in the Amount field.
6. Click **Select Payment Type.**

   The Payment Type window is displayed.



7. Choose a payment type from the Payment Type drop-down list.

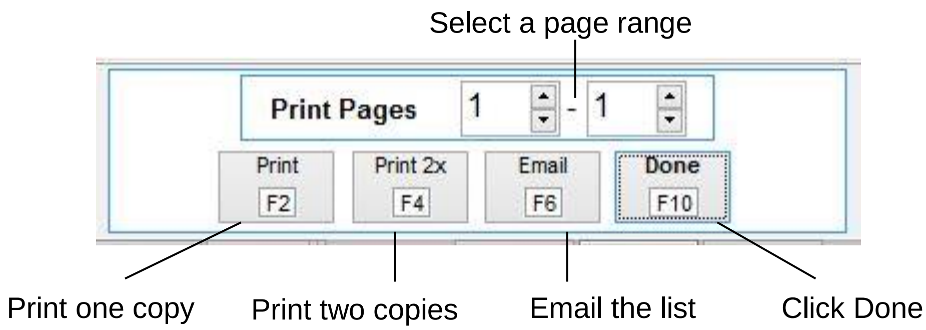
   The payment amount and type are listed in the upper left under transaction type, and the payment is subtracted from the balance (shown in the upper right).

If the guest wants to:	Then do this:
Pay with cash or check	Select **Cash** from the drop-down list.
Pay with credit card	Make a selection from the drop-down list. ▪ **If you have the Credit Card Processing module,** Credit Card Sale is lis as an option. Contact Innsoft Sales (800-950-8665) to purchase this module. ▪ **If you don't have the Credit Card Processing module,** a separate cred card option is listed for each credit card type.

8. Click **Done.**
9. Click **Continue.**

A preview of the receipt is displayed.

10. Print or email the list as needed.



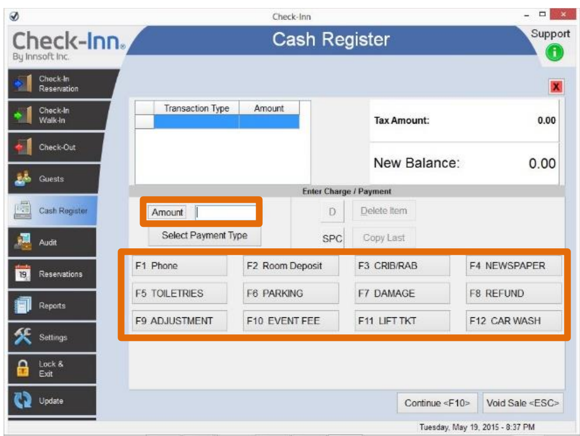
11. Click **Done.**

APPLY A REFUND

Use this feature to refund a purchase to a customer who is not a guest.

1. Click **Cash Register.**

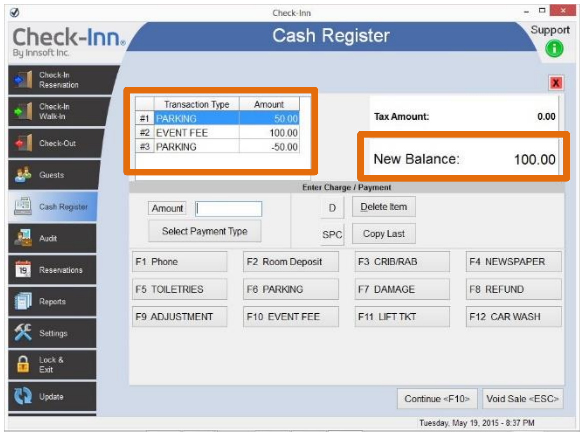
The Cash Register screen is displayed.



2. In the Amount field, type **–** (minus sign or hyphen), and then enter the amount you want to refund.
3. Click the button for the appropriate refund category. (For example, you might refund a parking charge.)

   Note: To add or customize these categories, see Enter sales categories.

The amount you deducted is reflected in the transaction type table and the New Balance field.



Audit

Check-Inn provides several features for maintaining and correcting your daily financial information. Making changes in Audit sections can cause your reports to be out of balance. It is highly recommended to speak with Innsoft Tech Support (503-643-8162, option 2) for assistance with making changes in Audit.

The Audit screen consists of six parts:

This option:	Does this:
Daily Audit	▪ Displays all guest charges and payments for occupied rooms on the selected day ▪ Includes payments of advance deposits for reservations ▪ If necessary, you may add or edit guest entries in this screen
Credit Card Audit	▪ Displays a breakdown of the charges by credit card type, including the amount held back in the form of processing discounts
Accounts Receivable	▪ Allows you to print, edit, or pay bills for guest charges sent to Billing ▪ Includes reports for guest and company billing histories
Cash Register Audit	▪ Allows you to change the charges and payments entered on the stand-alone cash register for the selected day
Travel Agent Audit	▪ Allows you to track Travel Agency information, fees, and current commissions
Credit Card Processing	**Note:** You must have the Credit Card Processing module for this option to be available. ▪ Allows you to print or modify credit card batches, and to submit batches to your processor

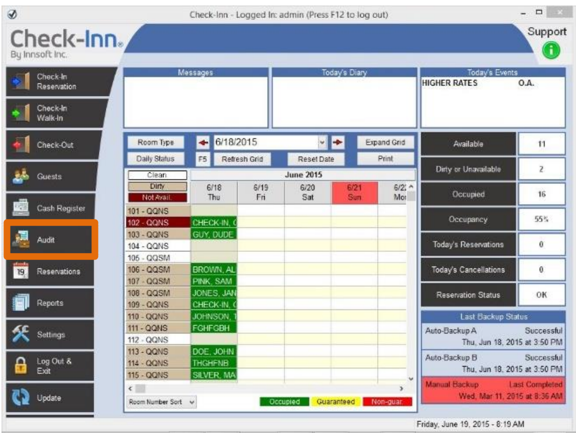
DAILY AUDIT

Use this feature to:

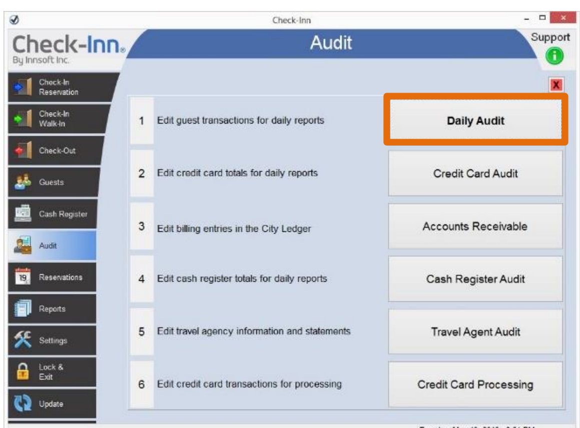
- Edit financial information
- Delete a guest entry
- Mark an entry as occupied/not occupied

Edit financial information

1. Click **Audit** on the home screen.



The Audit screen is displayed.



2. Click **Daily Audit.**

The Daily Audit window is displayed.

3. Enter the date you want to view/edit in the Enter Date field. (Either type the date or use the calendar.)
4. Click **OK.**

   The Daily Audit screen is displayed.

From this screen you can do different types of searches/changes.

To do this:	Complete these steps:
Search for a guest	1. Type the guest name or room number you are looking for in the corresponding field in the upper left of the screen. ▪ If the guest/room number is found, the selection bar highlights the entry you searched for. ▪ If the guest/room number is not found, a message (“Room number not found.” or “Guest name not found.”) is displayed. Click OK.
Modify guest dates	1. Select the row for the guest whose dates you want to change. (See Search for a guest, above.) 2. Click **Guest Properties**. 3. Click **Change Guest Dates.** 4. Set the correct date in the Start Date field. **Note:** If the guest is currently checked in, only the check-in date option is displayed. 5. Click **OK** to save the date.

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To do this:	Complete these steps:
Modify tax exempt status	**Note:** Changes you make here only affect the current day in the audit. 1. Select the row for the guest whose status you want to change. (See Search for a guest, above.) 2. Click **Guest Properties.** 3. Next to "Change the Tax-Exempt status of this guest on this day," click the drop-down list to change the tax exempt status to one of the following: Non-Exempt, Fully Exempt, Exempt Type 1, Exempt Type 2, and Exempt Type 3. See Entering Tax and Sales Categories. 4. Click **Done.**
Modify advance deposit or no-show status	**Note:** Call Innsoft Technical Support (503-643-8162, option 2) for assistance with this feature. 1. Select the row for the guest whose status you want to change. (See Search for a guest, above.) 2. Click **Guest Properties.** 3. Click to select the **Yes** or **No** for "Set this audit entry as an advance deposit or no-show." 4. Click **Done.**
Modify advance deposit amount	**Note:** Call Innsoft Technical Support (503-643-8162, option 2) for assistance with this feature. 1. Select the row for the guest whose advance deposit amount you want to change. (See Search for a guest, above.) 2. Click **Guest Properties.** 3. Click **Set Adv. Deposit.** 4. Enter the amount of the advance deposit in the Enter Deposit field. 5. Click **Done.** 6. Click **Done** again.
Modify a split room	1. Select the row for the guest whose status you want to change. (See Search for a guest, above.) 2. Click **Guest Properties.** 3. Click to select the Yes or No check box for "Change the Split status for this guest on this day." 4. Click **Done.**

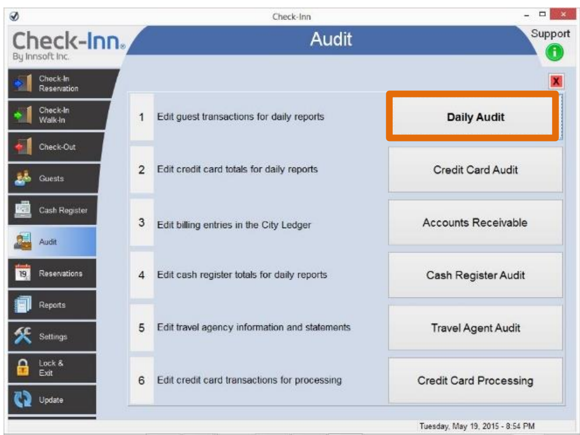
To do this:	Complete these steps:
Add a guest	**Note:** Guests added through the audit are not saved to guest history. 1. Click **Add Guest.** *The Add Audit Entry screen is displayed.* 2. Enter the start date for the guest entry in the Start Date field. This is the first day an entry will be added for the guest. 3. Enter the end date for the guest entry in the End Date field. This is the last day an entry will be added for the guest. 4. Enter the guest's first and last name in the corresponding fields. 5. Enter the guest's room number and room rate in the corresponding fields. 6. Enter any payments made on the first day of the guest's stay (the same date you entered in the Start Date field). **Note:** If payments were made on different days, save the entry, find the day of the payment, and enter it manually. 7. Click **Done.**

Delete a guest entry

Note: Deleting a guest is not a substitute for checking a guest out.

1. Click **Audit** on the home screen.

The Audit screen is displayed.



2. Click **Daily Audit.**

   The Daily Audit window is displayed.

3. Enter the date **first date** you want to delete the guest entries in the Enter Date field. (Either type the date or use the calendar.)

   Note: Check-Inn deletes the entries for the guest from this date forward. Any guest entries before this audit date are not deleted.

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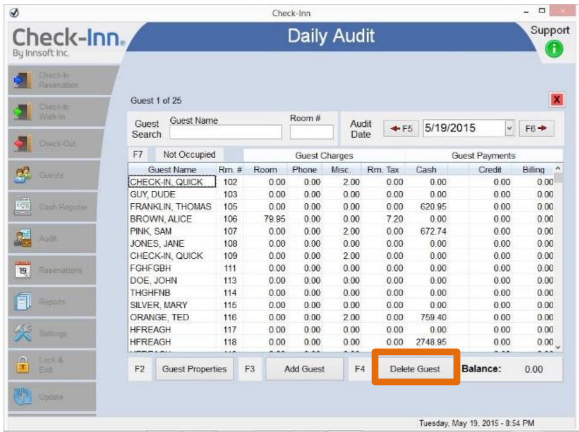
4. Click **OK.**

   The Daily Audit screen for that date is displayed.



5. Click to select the guest you would like to delete.
6. Click **Delete Guest.**

   This message is displayed: "Delete [guest name] to the end of stay?"

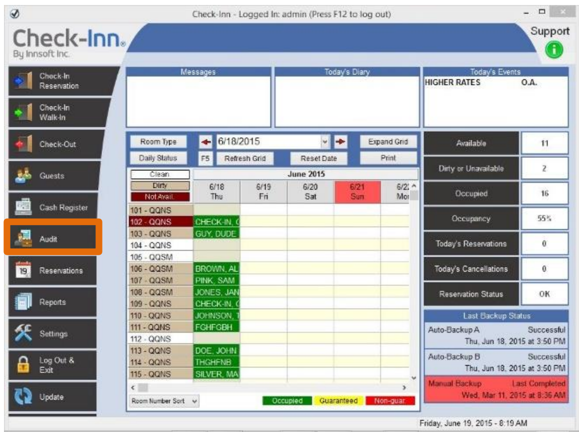
7. Click **Yes.**

Mark an entry as occupied/not occupied

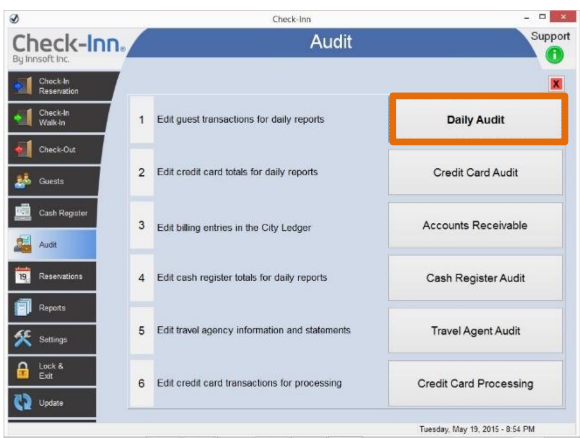
If an entry modified in the Daily Audit screen has no room rental charges associated with it, Check-Inn may incorrectly mark the room as occupied. Use this process to switch between the occupied and not occupied statuses.

For example: A guest may check in to your property and then decide that they want to leave. You would change their rate to $0.00 and then check the guest out. In Daily Audit, click on the guest's name and not that the room is marked as **Occupied** with a rate of **0.00.** Use this feature to mark the room as **Unoccupied** since the guest did not actually stay there.

1. Click **Audit** on the home screen.



The Audit screen is displayed.

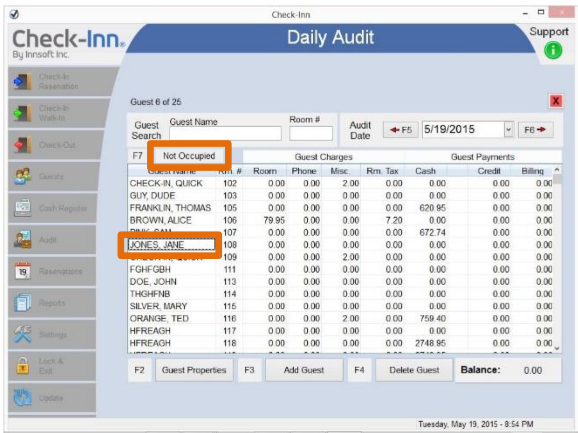


2. Click **Daily Audit.**

The Daily Audit window is displayed.

3. Enter the date you want to view/edit in the Enter Date field. (Either type the date or use the calendar.)
4. Click **OK.**

   The Daily Audit screen is displayed.



5. Click to select the audit entry you would like to change.

   Note: The Occupied button only appears when the guest has a rate of 0.00. Guests with rates above 0.00 do not have this option available.

6. View the room’s status (occupied or not occupied) in the upper left.
7. Click the status to change between occupied and not occupied.
8. Click the **X** in the upper right to save your changes and exit this screen.

CREDIT CARD AUDIT

Note: This section is only useful if the credit card company sends you a check for balances charged to that card type. If you have direct deposit turned on, Check-Inn keeps the card company's balance at zero.

The credit card audit feature allows you to enter payments and adjustments for each credit card type on the selected date. This provides a way to keep track of payments and outstanding balances for each credit card company.

1. Click **Audit** on the home screen.

The Audit screen is displayed.

2. Click **Credit Card Audit.**

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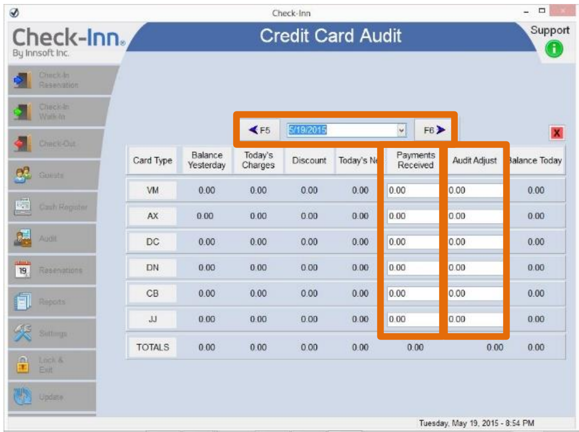
The Credit Card Audit screen is displayed.



3. Enter the date of the credit card audit you would like to view/edit by typing the correct date or by clicking the drop-down list and selecting the date from the calendar.

   Note: You may press **F5** to go back one day or **F6** to go forward one day.

4. If the credit card is not set for direct deposit, you may enter the amount the credit card company paid you that day in the Payments Received column.
5. If there are adjustments beyond the discount charged, enter them in the Audit Adjust column for the appropriate credit card.
6. Click **X** in the upper right to save and exit.

ACCOUNTS RECEIVABLE

Accounts Receivable (A/R) allows you to bill guest charges for future payments. Making payments to Billing from the Guest Screen Cash Register puts in entry into Accounts Receivable, which adds the amount to your A/R totals. This is most useful if you bill companies or organizations directly for guest charges.

Use this feature to:

- Print a bill
- Edit billing information
- Enter a payment
- Use group billing
- Delete a bill
- Generate Accounts Receivable reports

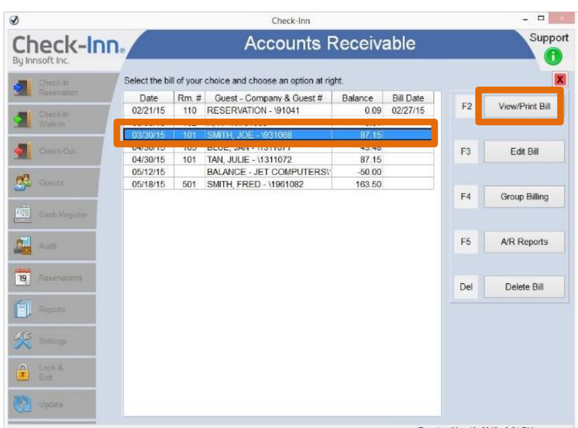
Print a bill

1. Click **Audit** on the home screen.

The Audit screen is displayed.

2. Click **Accounts Receivable.**

   The Accounts Receivable screen is displayed.

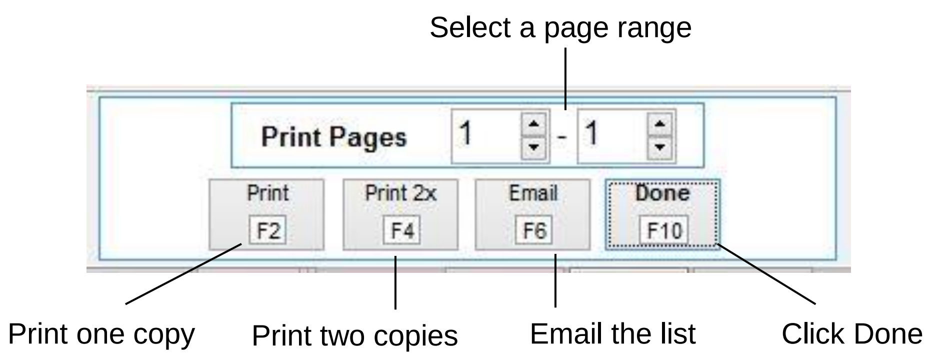


3. Click to select the guest whose bill you want to print.

   Note: You may print several bills at once by holding down the CTRL key and clicking each guest you want to print an invoice for.

4. Click **View/Print Bill.**

   A print preview of the guest's bill is displayed.

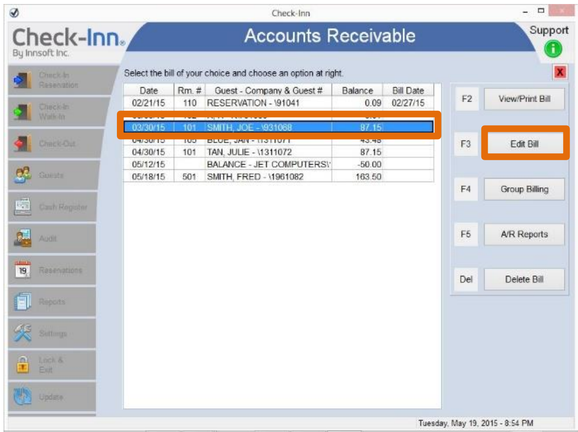


Edit billing information

Use this feature to update the billing information.

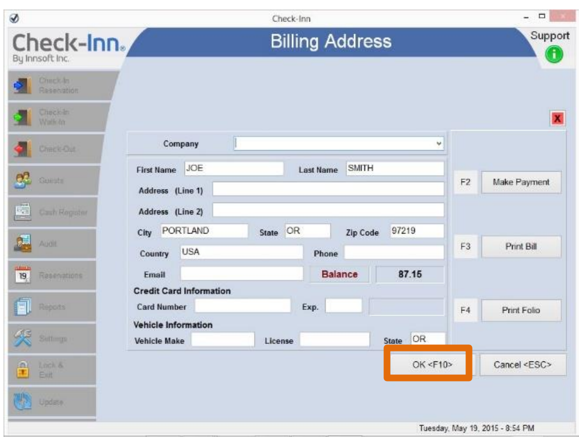
1. **Audit** > **Accounts Receivable.**

   The Accounts Receivable screen is displayed.



2. Click to select the guest whose bill you want to edit.
3. Click **Edit Bill.**

   The Billing Address screen is displayed.

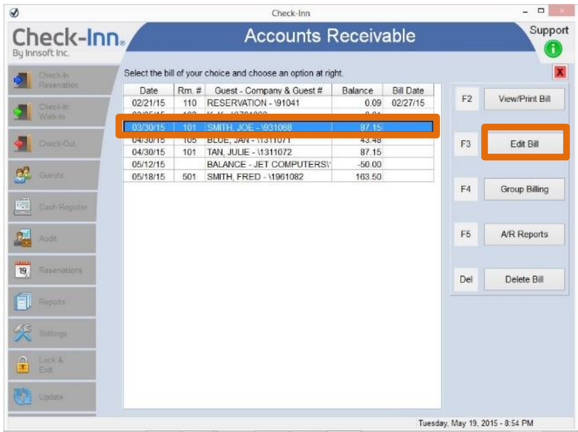


4. Click in the appropriate field and correct the information.
5. Click **OK** to exit the screen and save your changes.

Enter a payment

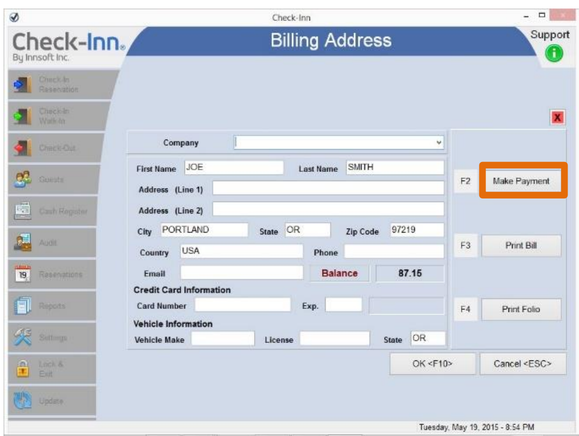
1. **Audit** > **Accounts Receivable.**

   The Accounts Receivable screen is displayed.



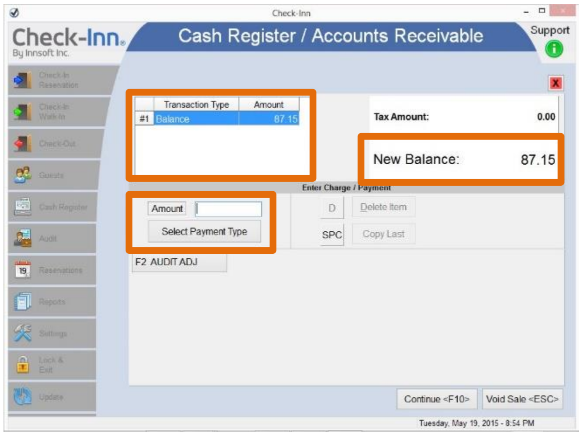
2. Click to select the guest whose bill you want to make a payment for.
3. Click **Edit Bill.**

   The Billing Address screen is displayed.



4. Click **Make Payment.**

The Cash Register/Accounts Receivable screen is displayed, showing the transaction types/amounts (upper left) and balance (upper right).



5. If you need to adjust the balance: Type an amount in the Amount field and click **Audit Adj.** You may adjust the balance without making a payment.

   Note: To decrease the amount the guest owes, use the minus sign (-) before the amount. For example, to adjust the balance so that the guest owes $30.00 less, type -30.00 in the Amount field.

6. Enter the amount of the payment in the Amount field.
7. Click **Select Payment Type.**

   The Payment Type window is displayed.

8. Choose a payment type from the Payment Type drop-down list.

   The payment amount and type are listed in the upper left under transaction type, and the payment is subtracted the balance (shown in the upper right).

9. Click **Done.**

If you want to	Then do this:
Copy (repeat) the last transaction **Note:** This feature does not work with credit card transactions.	1. Click **Copy Last.**
Delete an item from the list of transactions in the upper right	1. Click **Delete Item.** The Delete Sale Item window is displayed. 2. Verify that the number of the sale item in the Delete window matches the number of the item in the transaction list you want to delete. Change the number if necessary. 3. Click **Done.**

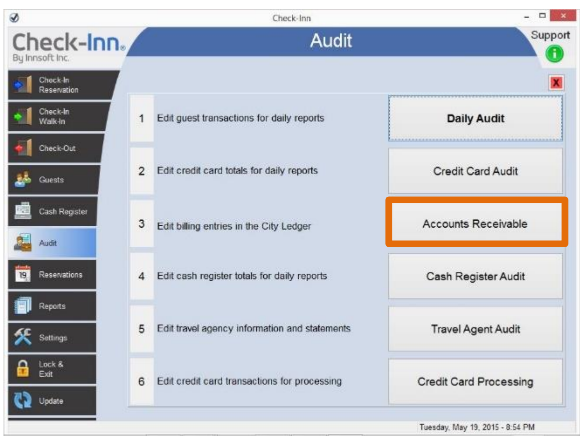
10. Click **Continue** to save your changes and exit the screen.

Group billing/create a company

Group billing allows you to bill a guest's company or organization for the guest's charges. Group billing is where you create "Companies," which appear on the reservation and guest information screens. (See Check-Inn Reservation and Enter guest information for more information about when this feature is used.)

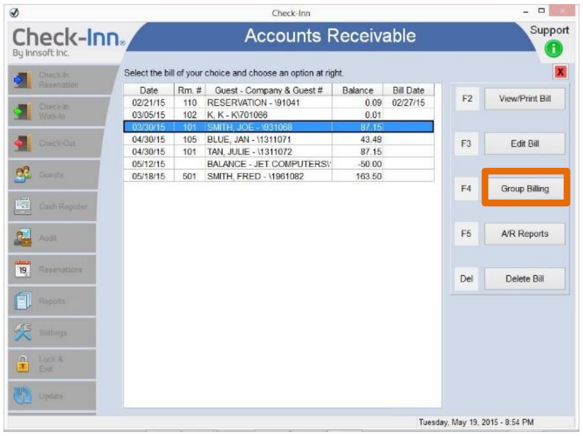
1. Click **Audit** on the home screen.

The Audit screen is displayed.



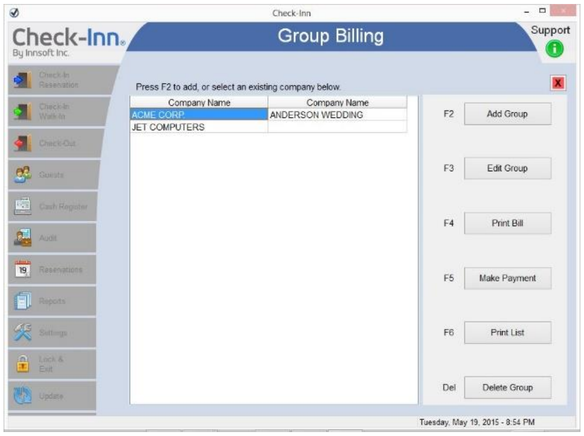
2. Click **Accounts Receivable.**

The Accounts Receivable screen is displayed.



3. Click **Group Billing.**

   The Group Billing screen is displayed. This screen shows all companies that have been set up for group billing.



To do this:	Follow these steps:
Add a group	1. Click **Add Group.** 2. Enter the group name in the Group Name field. (This is the name of the company you have made arrangements to bill.) 3. Enter the billing address in the Address, City, State, and Zip fields. 4. Enter the name of your contact for this group in the Contact field. 5. Enter any other information you want to keep in the Other field. 6. Enter the phone number for your contact in the Phone field. 7. If applicable, enter the amount due for the group in the Balance field. **Note:** Unless you are entering a group that already has a balance due from a previous PMS software, leave this field blank. 8. Click **Done.**

To do this:	Follow these steps:
Edit a group	1. Click **Edit Group.** 2. Change any information as needed. (See Add a group, above, if needed.) 3. Click **Done.**
Print a group bill	1. Click to select the group you want to print a bill for. 2. Click **Print Bill.** 3. Enter the start date in the Start Date field. Any billing entries before this da will not be included. 4. Enter the end date in the End Date field. Any billing entries after this date not be included. 5. Using the Billing Type drop-down arrow to select either Invoice or Stateme **Note:** Statements include an aging report for the company/group in question; invoices do not. 6. Click **OK.** 7. Print as needed, and click **Done.**
Make a payment to a group bill	If a company or organization makes a single payment for several guests, you may apply the payment to the company directly. **Note:** If you want to make a payment to a specific invoice(s), apply the paym directly to the invoice(s) on the Accounts Receivable screen, Payments made in Accounts Receivable will show on the Daily Financial Rep in the Accounts Receivable Summary. They do not reflect in the Summary lin **Note:** If the group has a credit balance **and** open invoices, running a bill trigg Check-Inn to post payments to the open invoices, starting from the oldest to t newest invoice. 1. Click to select the group that has made a payment on its bill. 2. Click **Make Payment.** ▪ You can adjust the group's bill without making a payment by entering the adjustment amount and clicking **Audit Adj.** ▪ Click **Delete Item** to delete an item from the transaction list in the upper l ▪ Enter the amount of the payment in the Amount field. ▪ Click Select Payment Type. ▪ Choose a payment type from the Payment Type drop-down list. 3. Click **Done.** 4. Click **Continue** to save and exit the screen.

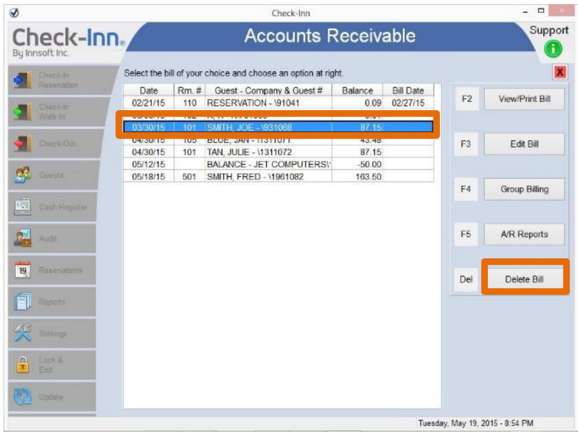
To do this:	Follow these steps:
Print a list of current groups	1. Click **Print List.** 2. Print as needed, and click **Done.**
Delete a group	**Note:** Check-Inn does not give you a warning before you delete a group that a balance. Check for a balance before deleting a group. 1. Click to select the group that you want to delete. 2. Click **Delete Group.** *The "Remove selected group?" message is displayed.* 3. Click **Yes.**

Delete a bill

You may delete a bill when it is paid in full.

1. **Audit** > **Accounts Receivable.**

   The Accounts Receivable screen is displayed.

2. Click to select the guest whose bill you want to delete.

   Note: The bill's balance must be zero in order to delete the bill.

3. Click **Delete Bill.**

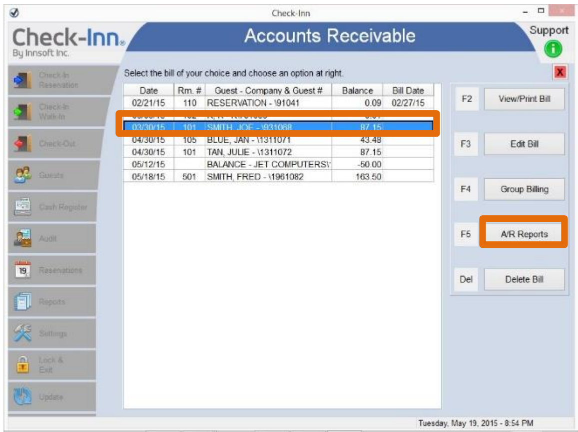
   The bill is deleted from the list.

Generate Accounts Receivable reports

There are three Accounts Receivable reports available in Check-Inn.

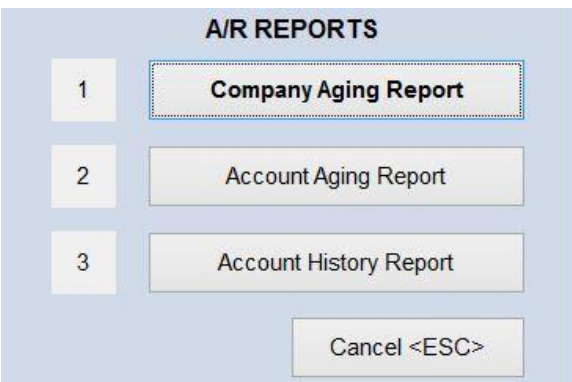
1. **Audit** > **Accounts Receivable.**

   The Accounts Receivable screen is displayed.



2. Click **A/R Reports.**

   The A/R Reports window is displayed.



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3. Click to select a report.

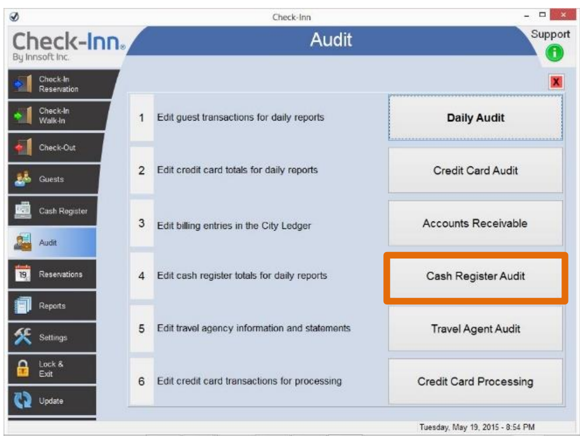
This report:	Displays this information:
Company Aging Report	▪ All companies with a balance due. The balance is broken down by the ag of the amounts and is totaled on the right. ▪ The grand total of all company balances is listed at the bottom of the repo ▪ Any entry without a company assigned is listed under "Unlisted Co."
Account Aging Report	▪ All guest bills in Accounts Receivable. ▪ The amount of each bill is listed in the column that represents its age. ▪ All the billings are totaled at the bottom of the report.
Account History Report	▪ All billing payments, including group-billing payments, for up to the last months. 1. Select a start date. 2. Select an end date. 3. Use the drop-down list to select a specific company or all companies. 4. Click **OK.**

CASH REGISTER AUDIT

Only the balances from the Cash Register screen (item five on the home screen) are shown on this screen. Any charges associated with a room show up in the Daily Audit.

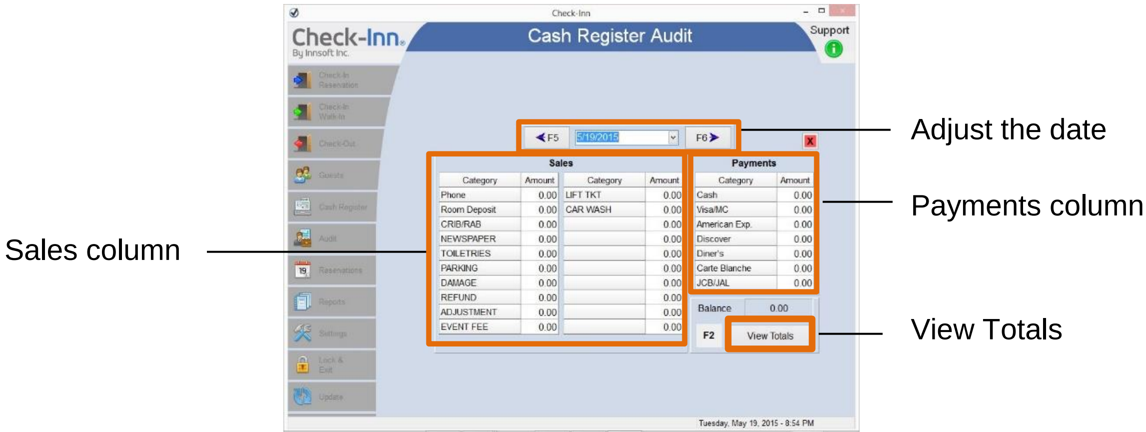
1. Click **Audit** on the home screen.

The Audit screen is displayed.



2. Click **Cash Register Audit.**

The Cash Register Audit screen is displayed.



3. Enter the date you would like to view/edit by typing the date or clicking the drop-down list and using the calendar.

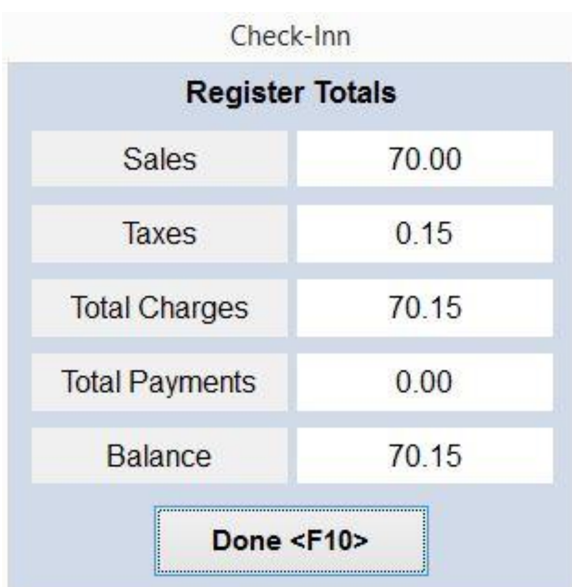
   Note: You may also press F5 to view the previous day or F6 to view the next day.

   The total charges entered in the Cash Register screen are listed in the Sales columns.

   The total payments entered in the Cash Register are listed in the Payments column.

4. Click (or use the TAB key to advance to) the column you would like to change.
5. Make changes as needed.
6. Click **View Totals** view sales, taxes, total charges, total payments, and balance.

   The Register Totals window is displayed.



7. Click **Done.**

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TRAVEL AGENT AUDIT

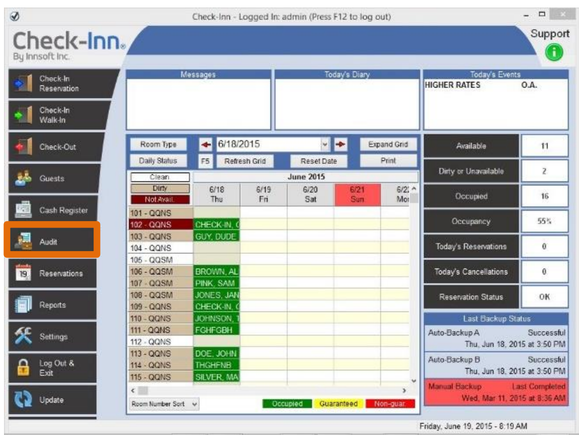
This section is very similar to Accounts Receivable. This is where you enter the names, addresses and commission rates of the travel agencies that regularly send guests to your property. An asterisk (*) is displayed next to the names of travel agents that are currently owed commissions.

Use this feature to:

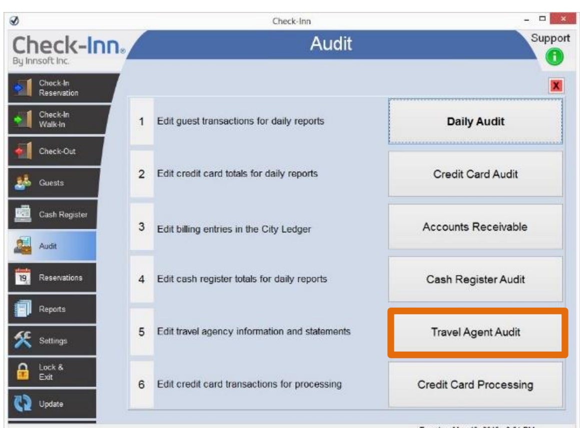
- Add a travel agency
- Edit travel agency information
- Print a travel agency's statement
- Make changes to the travel agency
- Print a travel agency list
- Delete a travel agency

Add a travel agency

1. Click **Audit** on the home screen.

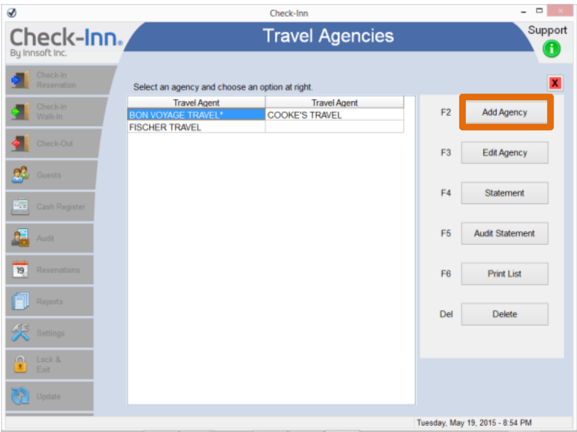


The Audit screen is displayed.



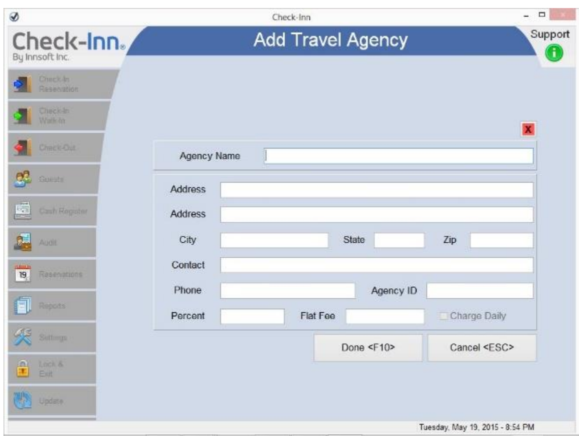
2. Click **Travel Agent Audit.**

   The Travel Agencies screen is displayed, showing the names of travel agencies already added to Check-Inn.



3. Click **Add Agency.**

   The Add Travel Agency screen is displayed.



4. Complete these fields:
   - Agency Name
   - Address
   - City, State, and Zip
   - Contact (this is the name of your contact at the travel agency)
   - Phone
   - Agency ID (if provided)
   - Percent **or** Flat Fee (depending on whether the agency charges you a percent of the room rental or a flat fee for each commission)
   - Charge Daily (Click to select this check box if the agency charges a flat fee **and** the flat fee is applied to each day of the guest's stay.)

5. Click **Done.**

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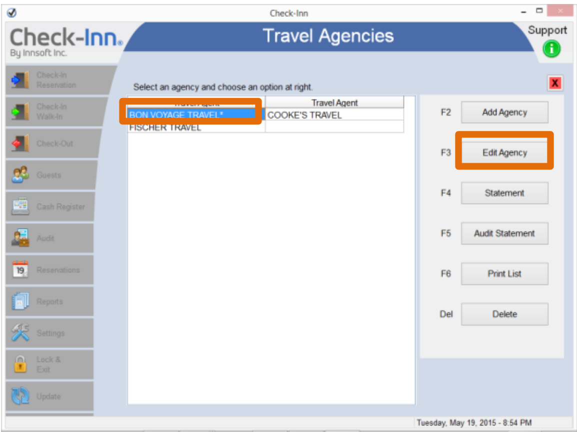
Edit travel agency information

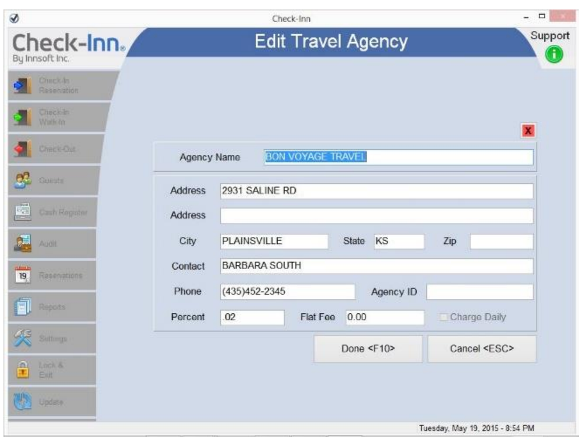
1. **Audit** > **Travel Agency Audit.**

   The Travel Agencies screen is displayed, showing the names of travel agencies already added to Check-Inn.



2. Click to select the agency whose information you want to edit.
3. Click **Edit Agency.**

   The Edit Travel Agency screen is displayed. The fields are populated with information from the travel agency you selected on the previous screen.



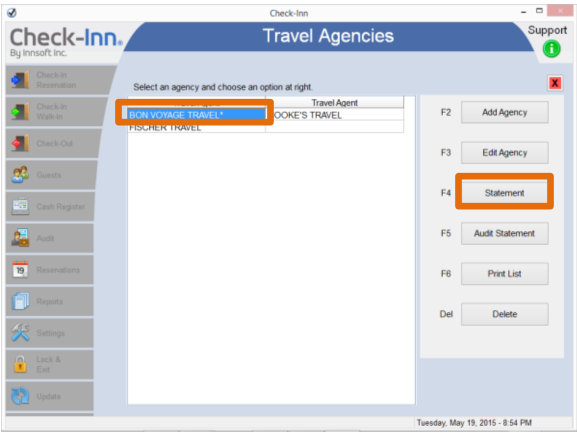
4. Change information in any of the fields as needed.
5. Click **Done.**

Print a travel agency's statement

Use this feature to print a commission statement for a travel agent (includes the total owed).

1. **Audit** > **Travel Agency Audit.**

   The Travel Agencies screen is displayed, showing the names of travel agencies already added to Check-Inn.

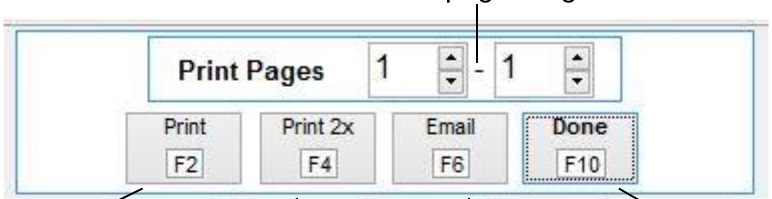


2. Click to select the agency you want to print a statement for.
3. Click **Statement.**

   A print preview of the client's statement is displayed.

4. Print or email the list as needed.

Select a page range



Print one copy Print two copies Email the list Click Done

5. Click **Done.**

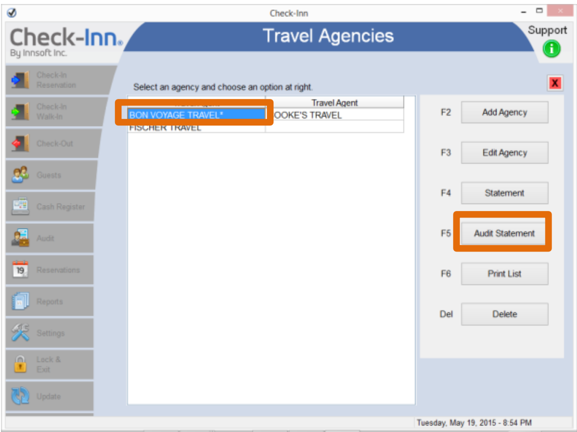
If you print or email the statement, this message displays: "Clear Travel Agency Entries

- If you to remove existing entries from the statement, click **Yes.**
- If you want to leave the existing entries on the statement, click **No.**

Make changes to the travel agency statement

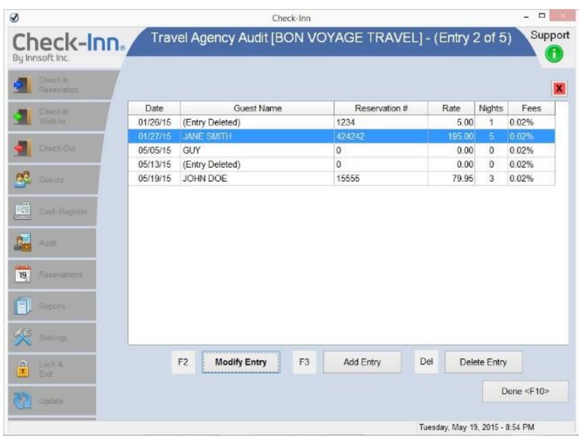
1. **Audit** > **Travel Agency Audit.**

   The Travel Agencies screen is displayed, showing the names of travel agencies already added to Check-Inn.



2. Click to select the agency whose statement you want to change.
3. Click **Audit Statement.**

   The Travel Agency Audit screen for the travel agency you selected is displayed.



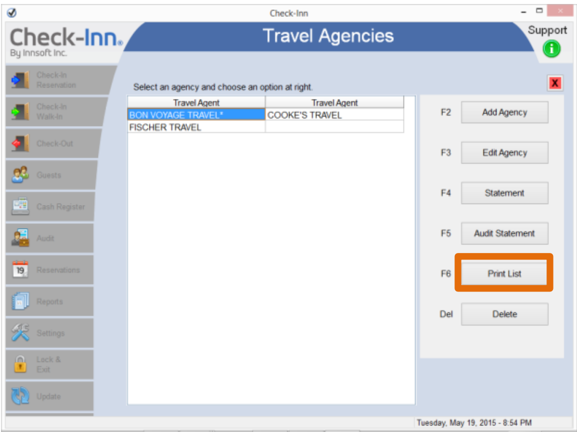
To do this:	Follow these steps:
Modify an entry	1. Click to select the entry you want to change. 2. Click **Modify Entry.** *The Edit Audit Entry screen is displayed.* 3. Change information in the fields as necessary. 4. Click **Done.**

To do this:	Follow these steps:
Add an entry	1. Click **Add Entry.** *The Add Audit Entry screen is displayed.* 2. Enter a date for the entry by typing the date manually or using the drop-do arrow and selecting a date from the calendar. **Note:** Use F5 to go to the previous date or F6 to advance to the next date. 3. Complete these fields: ▪ Guest Name ▪ Reservation # ▪ Room Rate ▪ Nights (this is the number of nights the guest is staying) ▪ Percent **or** Flat Fee (depending on whether the agency charges you a percent of the room rental or a flat fee for each commission) ▪ Remarks 4. Click **Done.**
Delete an entry	1. Click to select the entry you want to delete. 2. Click **Delete Entry.** *The entry is deleted, and "(Entry Deleted)" is displayed.*
Undelete (restore) an entry	After you delete an entry, the message "(Entry Deleted)" is displayed in the lis When you select a deleted entry, the Delete Entry button changes to Undelet Entry. To restore a deleted entry, click to select it, and then click **Undelete Entry.**

Print a travel agency list

1. **Audit** > **Travel Agency Audit.**

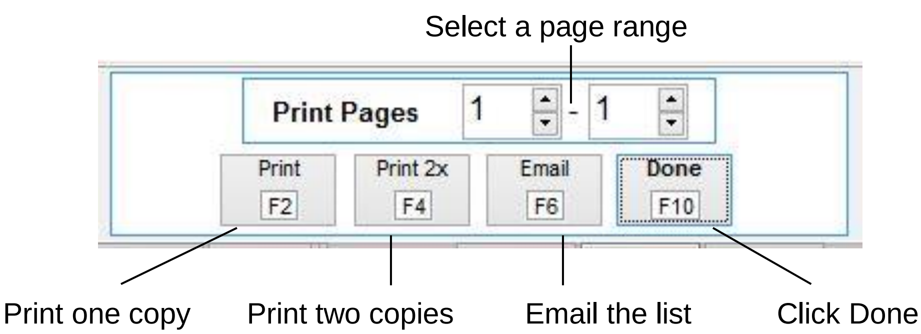
   The Travel Agencies screen is displayed, showing the names of travel agencies already added to Check-Inn.



2. Click **Print List.**

   A print preview of the list of travel agencies is displayed.

3. Print or email the list as needed.



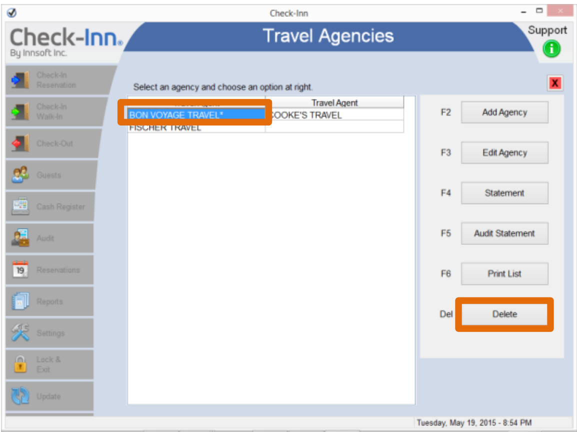
4. Click **Done.**

Delete a travel agency

Note: You cannot delete an agency that is currently assigned to a guest or reservation.

1. **Audit** > **Travel Agency Audit.**

   The Travel Agencies screen is displayed, showing the names of travel agencies already added to Check-Inn.

2. Click to select the agency you want to delete.
3. Click **Delete.**

   This message is displayed: "Remove travel agency [name of agency?"

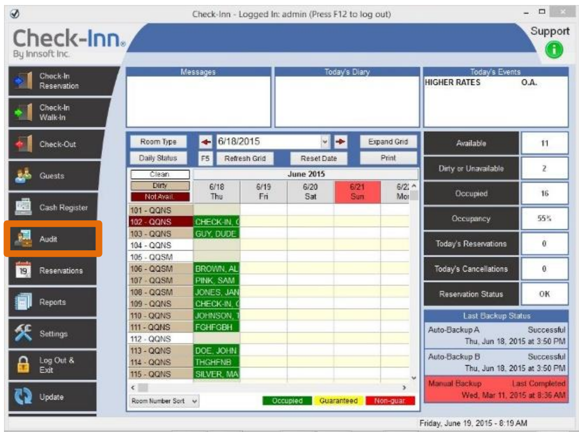
4. Click **Yes.**

CREDIT CARD PROCESSING

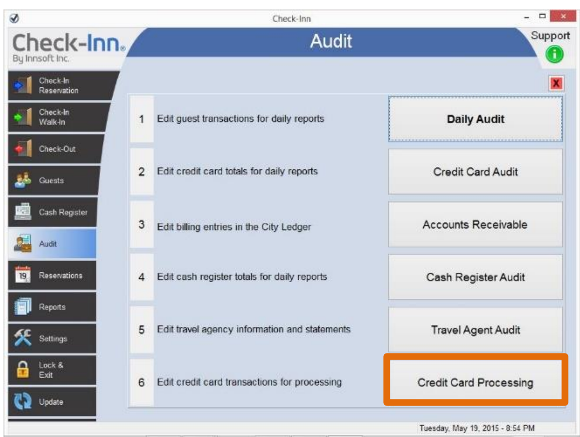
Note: You must purchase a special module from Innsoft to use this feature. Contact Innsoft Sales (800-950-8665) to purchase this module.

Follow these steps to access the Credit Card Processing screen:

1. Click **Audit** on the home screen.

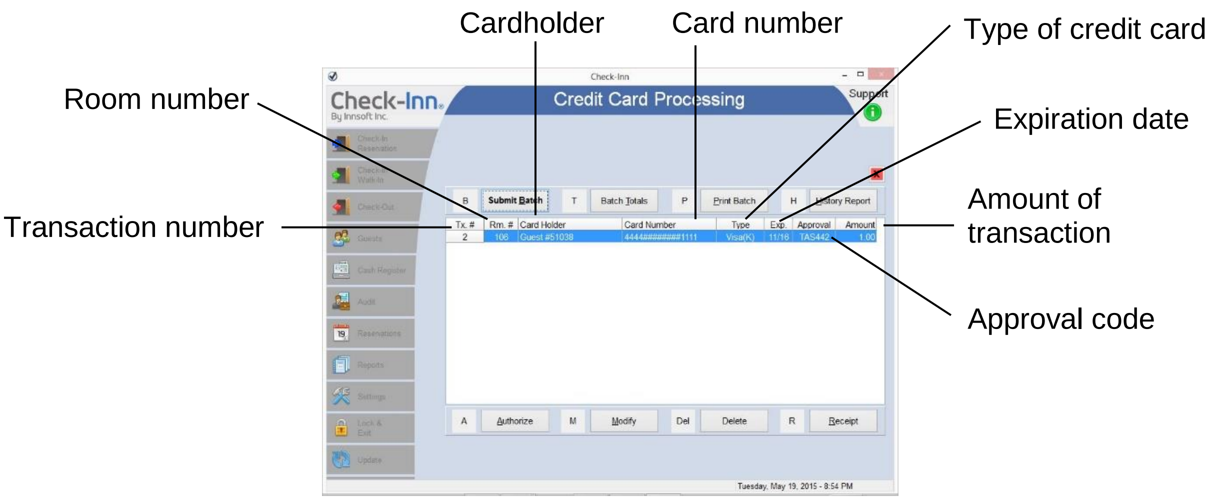


The Audit screen is displayed.



2. Click **Credit Card Processing.**

The Credit Card Processing screen is displayed.



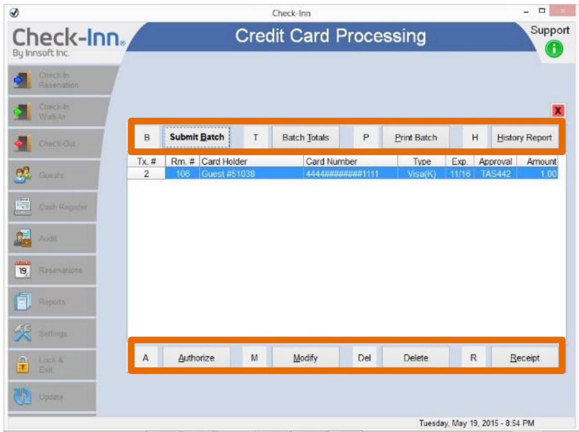
This screen lists all credit card transactions in your current batch. Each entry shows the:

- Transaction number
- Room number
- Cardholder's name
- Encrypted card number
- Type of credit card
- Expiration date
- Approval code
- Amount of the transaction

Note:

- If a credit card transaction was done from Accounts Receivable, the stand-alone Cash Register, or directly in the Credit Card Processing screen, both the room number and the cardholder name will show as "N/A," and the transaction number will be 0.
- If the credit card was not swiped (it was entered manually), the cardholder's name will not be displayed and will appear as "N/A" on the printed batches.

Credit Card Processing options



From this screen you can complete several tasks.

Use this function:	To do this:
Submit Batch	Submit the batch to your processing network. **Note:** Be sure to make any changes before submitting. 1. Click **Submit Batch.** *This message is displayed: "Do you want to submit the batch?"* 2. Click **Yes.** **Note:** If an error occurs, none of the batch will be submitted or removed from the screen. See the Questions and Answers section for help with batch errors.
Batch Totals	Display a total dollar amount for all transactions in the batch. 1. Click **Batch Totals.** *A print preview of the batch totals is displayed.* 2. Print as needed. 3. Click **Done.**
Print Batch	Print all the transactions before submitting or changing something in the batch. 1. Click **Print Batch.** *A print preview of all transactions is displayed.* 2. Print as needed. 3. Click **Done.**

<table>
<tr><th>Use this function:</th><th>To do this:</th></tr>
<tr><td>History Report</td><td>View past batches and authorizations.
1. Click History Report.
The Credit Card History Report window is displayed.
2. Click to select the type of report you want to view (processed batches or authorization log).
3. Click to select the month and year you want to view.
4. Click to select the date and batch number you want to view.
5. Click Build.
The report you specified is displayed.
6. Print as needed.
7. Click Exit.</td></tr>
<tr><td>Authorize</td><td>Authorize a card (add an entry to the batch).
Note: Entering a transaction here does not change the guest balance on the Guest Screen. The amount that is entered here is the amount that is sent to your bank for settlement.
If you enter the credit card manually, an asterisk (*) displays beside the transaction number (TX #).
1. Click Authorize.
The Authorize Credit Card window is displayed.
2. Complete the following fields:
▪ Enter Amount (This is the amount that is sent to your bank for settlement.)
▪ Credit Card Number (Swipe the card or enter the number manually.)
▪ Expiration Date
3. Click Done.</td></tr>
</table>

Use this function:	To do this:
Modify	Change the amount of a credit card sale. **Note:** Entering a transaction here does not change the guest balance on the Guest Screen. The amount that is entered here is the amount that is sent to your bank for settlement. 1. Click to select the transaction you want to modify. 2. Click **Modify.** *The Modify Batch Entry window is displayed.* 3. Enter the new amount in the New Sales Amount field. 4. Click **Done.**
Delete	Delete a transaction. Deleting a transaction **only** removes it from your batch. It **does not** affect guest payments, it does not affect the Daily Financial Report, and it does not refund money to the guest. 1. Click to select the transaction you want to delete. 2. Click **Delete.** *A confirmation message is displayed.* 3. Click **Yes.** *The Cardholder field for this transaction now says "(Entry Deleted)." To reinstate the transaction, click **Undelete.***
Undelete	Undelete (reinstate) a transaction. 1. Click to select the transaction you want to reinstate. Transactions that have "(Entry Deleted)" in the Cardholder field are eligible for this process. *When you select a deleted transaction, the Delete button changes to Undelete.* 2. Click **Undelete.** *A confirmation message is displayed.* 3. Click **Yes** to reinstate the transaction.

<table>
<tr><th>Use this function:</th><th>To do this:</th></tr>
<tr><td>Receipt</td><td>Print a sales receipt.

Note: The breakdown of the charges is not listed when you print the receipt from this screen.

1. Click to select the transaction you want to print.
2. Click Receipt.

The print preview screen for this transaction is displayed.

3. Print as needed.
4. Click Done.</td></tr>
</table>

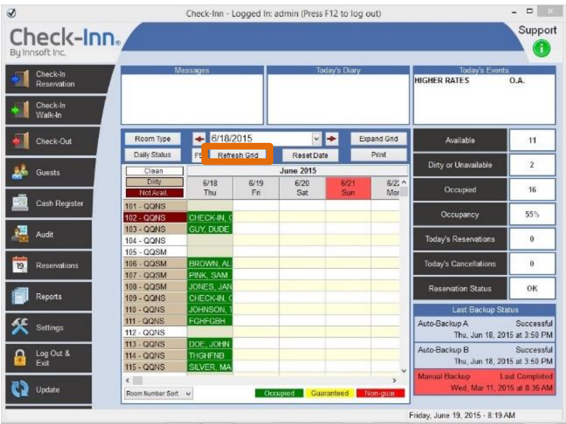
Reservations

This section includes information on how to:

MAKE A RESERVATION

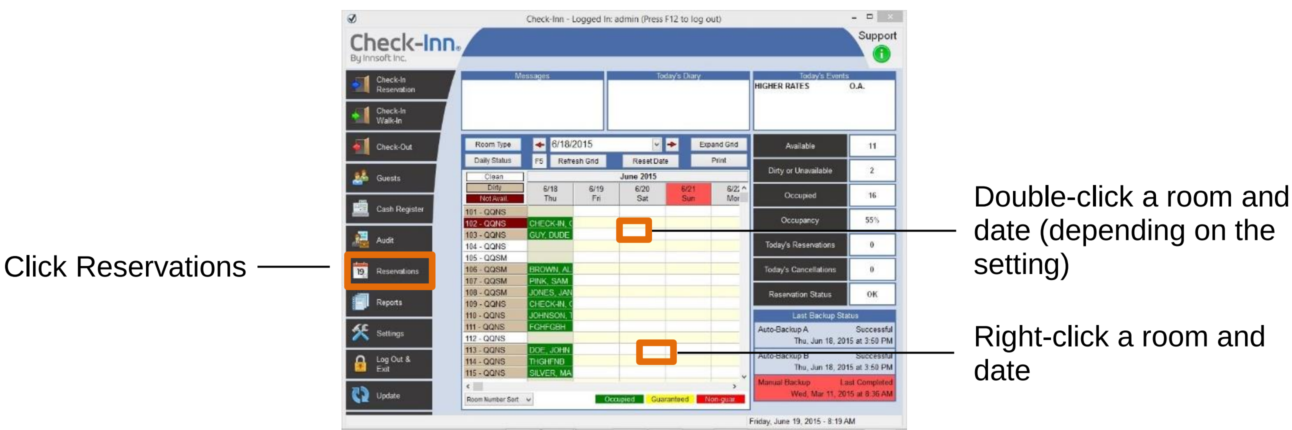
IMPORTANT! If you are running Check-Inn in a network environment (multiple computers running Check-Inn), the grid will automatically refresh based on the interval you set in Colors & Preferences, and will update with any changes that may have been made on another terminal.

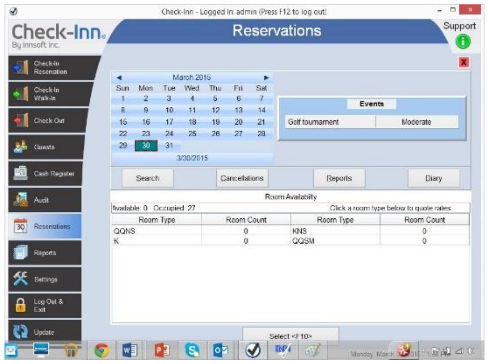
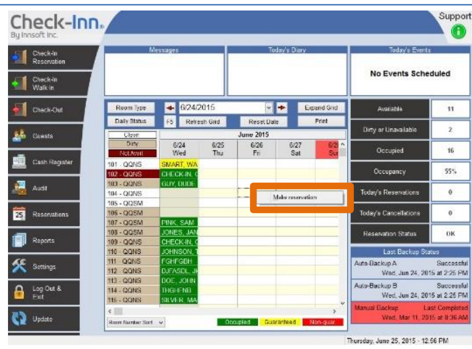
To manually refresh the grid, click **Refresh Grid.**

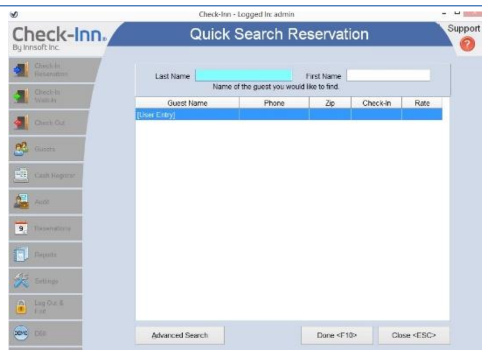


Remember: If you are in a network environment, it's a good idea to click Refresh Grid before making a reservation to ensure that you don't double-book a room.

Three easy ways to make a reservation



<table>
<tr><th>If you:</th><th>This screen is displayed:</th></tr>
<tr><td>Click Reservations</td><td>
</td></tr>
<tr><td>Right-click a room and date</td><td>

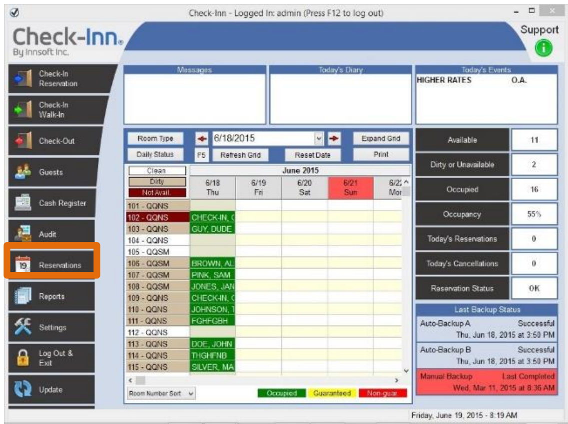
After clicking Make reservation, the Quick Search Reservation screen is displayed.</td></tr>
<tr><td>Double-click a room and date (see <u>Set grid preferences</u> for information on this setting)</td><td>
</td></tr>
</table>

Making a reservation consists of four parts:

- Find a room
- Enter guest information
- Add rate information (optional)
- Enter payment information (optional) and complete the reservation

Find a room

1. Either use the grid or click **Reservations** on the home screen.

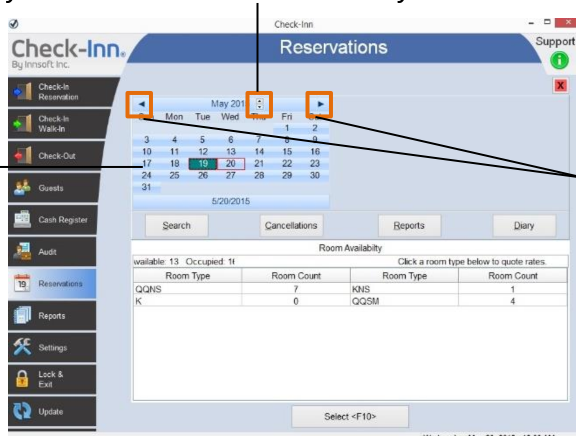


The Reservations screen is displayed.

2. Use the calendar to select the reservation date.

These arrows:  appear next to the current year when you hover your mouse. Use the arrow keys to select a different year.

Click a date in the calendar to select the starting date for the reservation.



Use the arrows to the right and left of the month/year to select a new month.

Note: To select a date more than one year in the future, hover you mouse to the right of the year. An up/down arrow is displayed. Use these arrows to select the year.

The availability of each type of room for the day selected is displayed in the availability chart at the bottom of the screen. See [Get a reservation rate quote] for more information.

3. Click **Select.**

   The Reservation Room Selection screen is displayed.

4. Select a room.

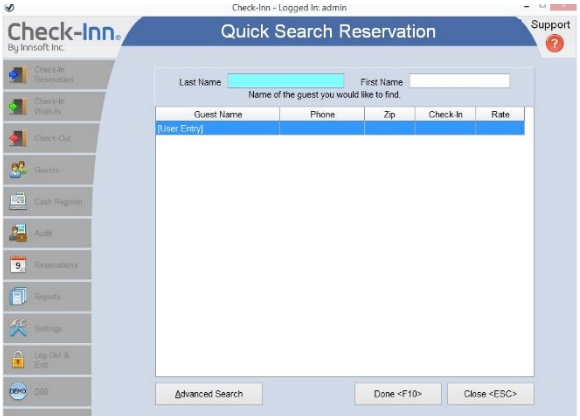
   Note: You must select an available room in order to make a reservation. The reservation may be moved to another room at any time after the reservation has been entered. Also, the room number you select does **not** show on a confirmation.

   If you have Auto-sort reservations selected (**Settings** > **Colors & Preferences**) Check-Inn may change the room number (but not room type) to maximize availability and to avoid reservation conflicts.

To select a room by:	Do this:
Room number	Type the room number in the Room Search field.
Room type	Type the room type (for example, QQNS) in the Room Search field.
Manual search	Scroll through the list and click the room you want.
To select multiple rooms	Hold the Ctrl key while clicking.

5. Click **Select.**

   The Quick Search Reservation screen is displayed. This screen allows you to quickly search for a guest who has stayed at your property before. You can turn this option on or off in Settings > Colors & Preferences.



Settings Home Screen Check-In Reservation Check-In Walk-In Guest Screen Audit

Cash Register/Guest Screen Check-Out Stand-Alone Cash Register Reservations

Reports Troubleshooting Appendix EMV

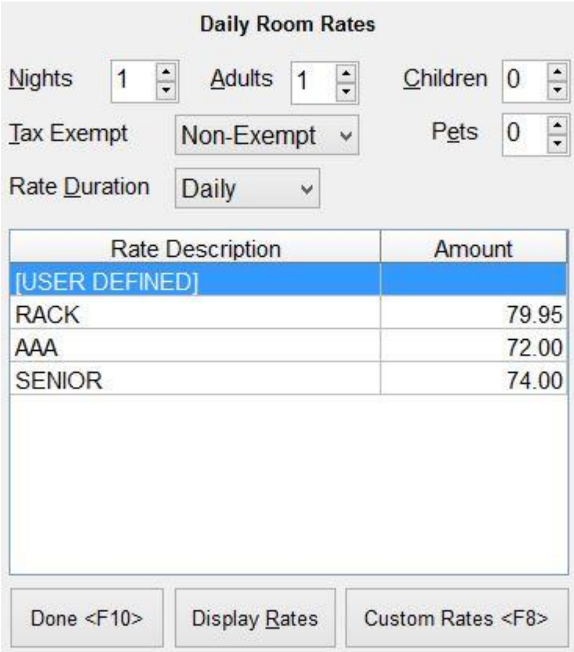
Enter guest information

1. Type the guest's name in the Last Name and First Name fields.

If there:	Do this:
Is a match	1. Double-click the guest's name in the results list. *The Reservation screen is displayed with the guest's information in the fields. The upper left of the screen displayed the confirmation, room number, rate, date, and number of nights stayed for the guest's previous visit.* 2. Verify the guest's information. 3. Click **Continue**
Is not a match	Click **Done** to return to the Reservation screen, or click **Advanced Search.** **Note:** If you are not able to locate a guest's information using the fields on this screen, or to get more information about a guest's previous visits, use the Advanced Search feature. The Advanced Search button is in the lower left of the screen. For more information see Advanced Search.

2. Complete the fields on the Reservation screen:
   - Last Name
   - First Name
   - Address
   - City, State, Zip (When you enter the ZIP code, Check-Inn auto-fills the city and state.)
   - Country
   - Company (If the guest's company will be billed for the stay, use the drop-down list to select the company from the list.) See Group billing/create a company for more information.
   - Phone
   - Email
   - Remarks
3. Click in the Rate field.

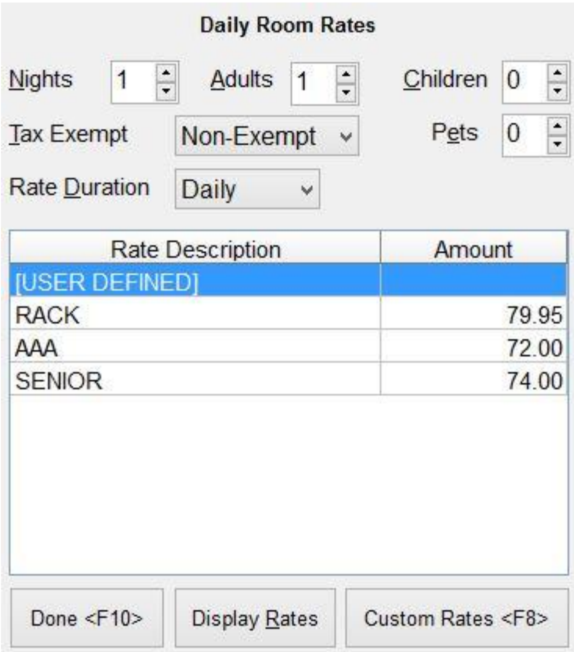
The Daily Room Rate window is displayed.



4. Add rate information.

Add rate information (optional)

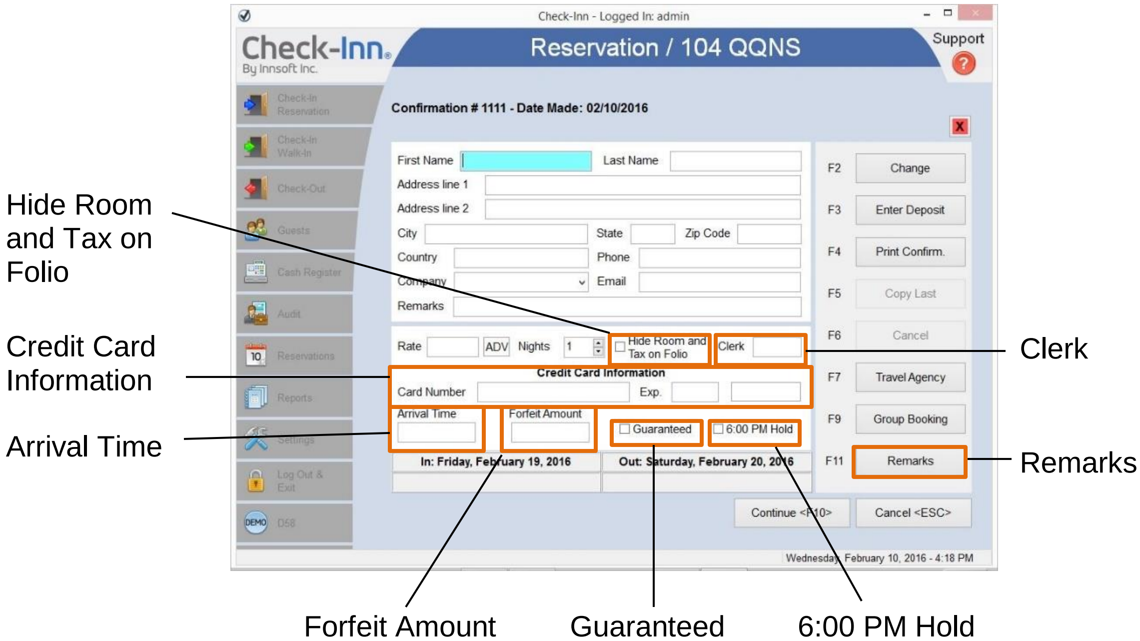
1. Find a room and enter guest information.
2. Click in the Rate field.



3. Click to select:
   - Number of nights the guest is staying (If you have "Auto-sort reservations" selected (Settings > Colors & Preferences), Check-Inn will attempt to move other reservations to allow a longer reservation for the current room.)
   - Number of adults in the room
   - Number of children in the room
   - The tax exempt status (For more information on these statuses see Entering Tax and Sales Categories.)
   - Number of pets in the room
   - The rate duration (This is how often the guest will be charged.)
   - The rate they will be charged (See Setting Up Rates for more information.)
4. Click **Done.**

Enter payment information (optional)

1. Find a room, enter guest information, and enter rate information.



The following fields are optional, and the affect they have is described in the table.

This field:	Contains this information:
Hide Room and Tax on Folio (check box)	Select (click) this check box if you **do not** want the guest's room/rate information to show on the folio.
Clerk	This field is for the initials of the clerk who entered this information.
Credit Card Information (multiple fields)	This field is for the guest's credit card number and expiration date.
Arrival Time	Enter the guest's expected arrival time.
Forfeit Amount	If the reservation is guaranteed and you would like to charge a forfeit amount other than one night's room rental, enter the amount in the Forfeit Amount field. **IMPORTANT!** If you have Auto-charge no-shows selected (**Settings** > **Colors & Preferences**) and a guaranteed reservation no-shows, a forfeit amount (usually one night's rental) is charged. This amount appears in the Daily Financial Report with a **/R** after the guest's name, and is sent to Accounts Receivable for collection. It is the responsibility of the clerk or manager to go into Accounts Receivable and post a payment for the guest.

This field:	Contains this information:
Guaranteed (check box)	Click to select the "Guaranteed" check box if the reservation is guaranteed. **Note:** Reservations with valid credit card number are automatically guaranteed.
6:00 PM Hold (check box)	Click to select this check box if you are going to hold the room until 6:00 PM for a nonguaranteed reservation.
Remarks (button)	Click this button to add guest remarks and marketing codes. See Remarks for more information.

2. Click **Continue** to save the reservation.

Note: Check-Inn tracks the date that a reservation was made or cancelled and displays that date along with the reservation number at the top of the reservation screen.

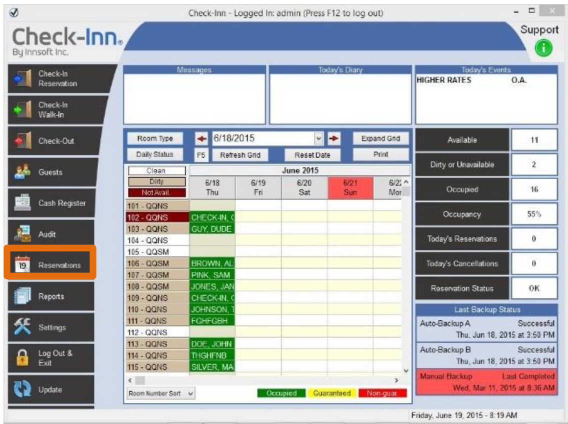
RATE QUOTES

The Rate Quote feature enables you to view and print a rate quote or make a reservation.

For this feature to work properly, you must have previously set up Advanced Rates.

After you generate a quote, you can print it or make a reservation from it.

1. Click **Reservations** on the home screen.

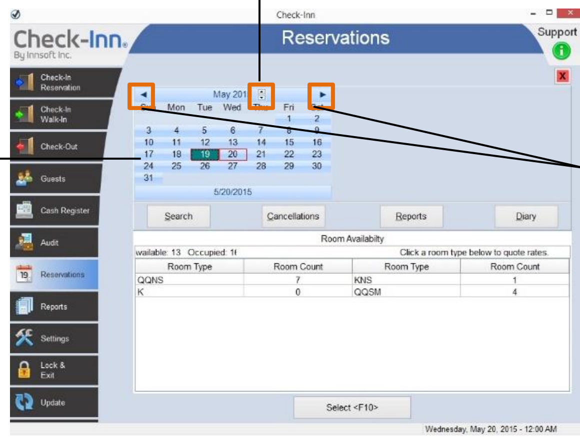


The Reservations screen is displayed.

2. Use the calendar to select the reservation date.

These arrows:  appear next to the current year when you hover your mouse. Use the arrow keys to select a different year.

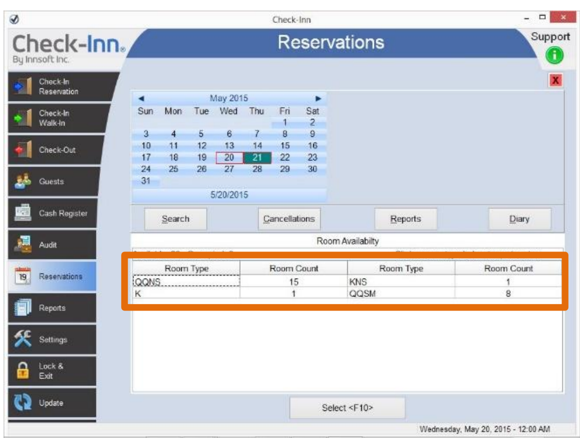
Click a date in the calendar to select the starting date for the reservation.



Use the arrows to the right and left of the month/year to select a new month.

Note: To select a date more than one year in the future, hover you mouse to the right of the year. An up/down arrow is displayed. Use these arrows to select the year.

The availability of each type of room for the day selected is displayed in the availability chart at the bottom of the screen.



3. Double-click on the desired room type in the Room Availability Table (for example, QQNS).

[Settings](#) [Home Screen](#) [Check-In Reservation](#) [Check-In Walk-In](#) [Guest Screen](#) [Audit](#)

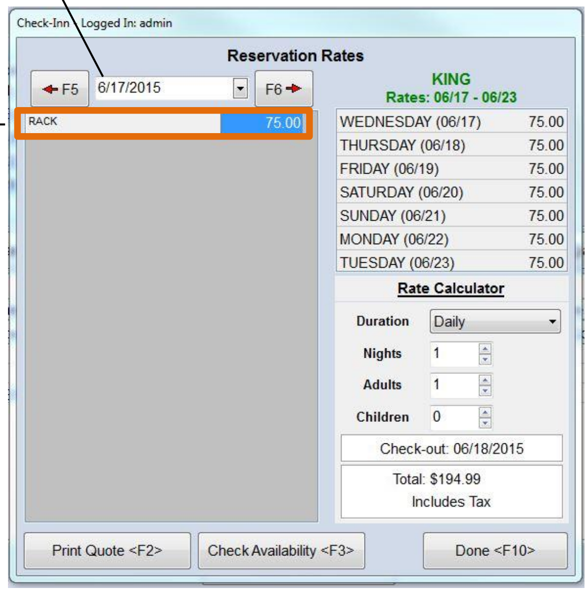
[Cash Register/Guest Screen](#) [Check-Out](#) [Stand-Alone Cash Register](#) [Reservations](#)

[Reports](#) [Troubleshooting](#) [Appendix](#) [EMV](#)

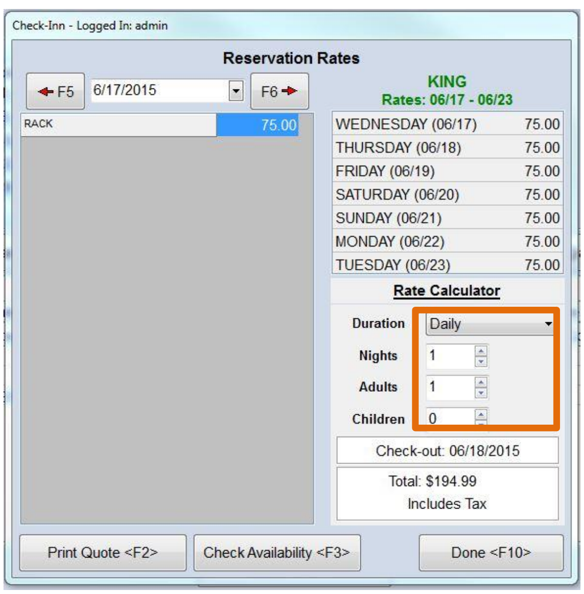
The Reservation Rates screen is displayed.

Date selected;
change if needed

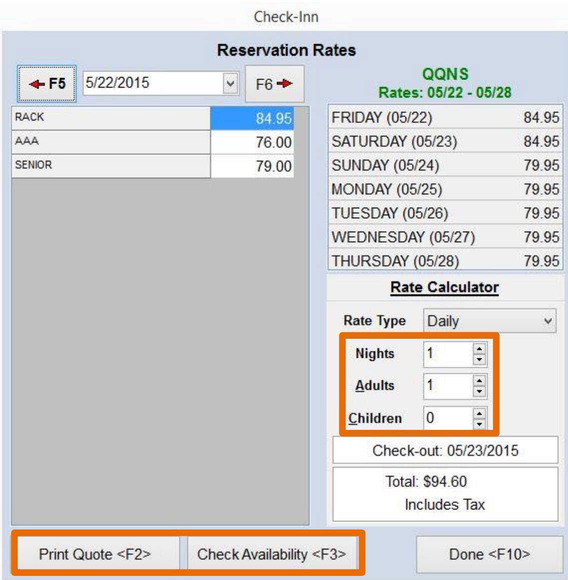
Rate types



4. Click to select the appropriate room rate (for example, Rack, AAA, etc.).
5. In the Rate Calculator section, use the drop-down list to select the correct rate duration for the quote (Daily, Weekly, Monthly, or Package).



6. Enter the total number of nights (weeks, months, or packages) the guest will be staying by typing a new number or by using the arrows to increase or decrease the number.



7. Enter the number of adults and/or children in the corresponding fields.

   The check-out date and total amount for the quote are displayed in the lower right.

Note: If you need to adjust the start date for the quote, click the down arrow and select a new date from the calendar. Or, click F5 to go back one day or F6 to go forward one day.

You can now print the reservation quote or check availability and make a reservation from the quote.

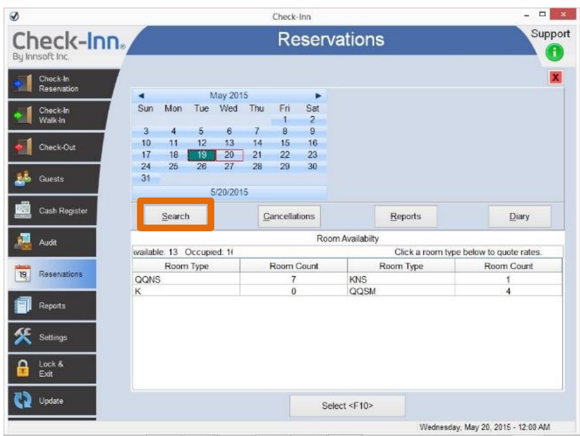
If you want to do this:	Then follow these step:
Print the reservation quote	1. Click **Print Quote.** *The Quote Information window is displayed.* 2. Type the guest’s name in the Guest Name field. 3. Type your name in the Clerk Name field. 4. Enter any additional information you want to include in the quote in the Additional Information field. 5. Click to select the “Include Charge Details in Quote” check box to include a detailed breakdown of the quoted charges. 6. Click **Print.**

If you want to do this:	Then follow these step:
Check availability and make a reservation from the quote	**Note:** The Check Availability feature is disabled if the rates assigned to the selected room type are not the same for **every** room of that type. 1. Click **Check Availability.** *Check-Inn checks the availability and selects a room if one is available.* *A window is displayed, confirming the room type, check-in and check-out dates, number of nights, and number of people, along with this message: “Would you like to make a reservation?”* *(If no rooms are available, this message displays: “No rooms of this type are available.”)* 2. Click **Yes.** *The Reservation screen is displayed.* 3. Make a reservation as usual.

SEARCH FOR A RESERVATION OR CANCELLATION

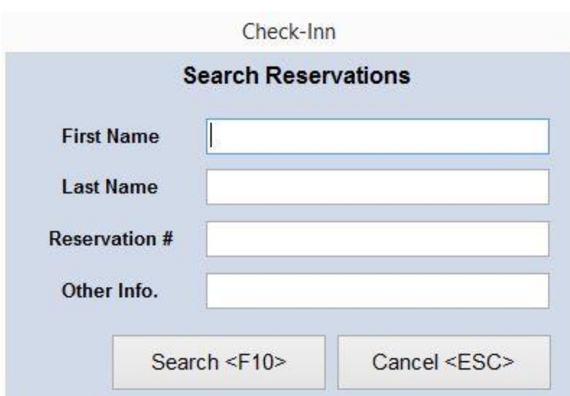
1. Click **Reservations** on the home screen.

The Reservations screen is displayed.



2. Click **Search.**

The Search Reservations window is displayed.



[Settings] [Home Screen] [Check-In Reservation] [Check-In Walk-In] [Guest Screen] [Audit]

[Cash Register/Guest Screen] [Check-Out] [Stand-Alone Cash Register] [Reservations]

[Reports] [Troubleshooting] [Appendix] [EMV]

3. Enter any information that you have about the reservation.

   For example: This information may include the first and/or last name (either part of it or all of it), the reservation number, or other information (for example, a third-party confirmation number, email address, or street name) that may have been entered while making a reservation for the guest.

4. Click **Search.**

   This message is displayed: "Do you wish to restrict search dates?"

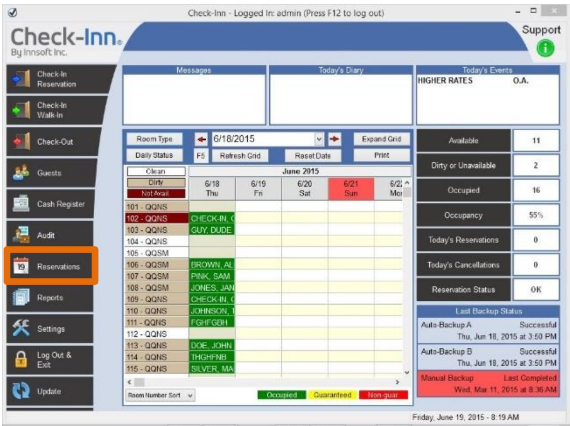
If you:	Then do this:
Do want to restrict search dates	1. Click **Yes.** 2. Enter start and end dates in the corresponding fields.  3. Click **OK.**
Do not want to restrict search dates	1. Click **No.**

If the reservation or cancellation is found, it is displayed on the screen.

5. Click **Continue Search** button to view the next matching reservation.

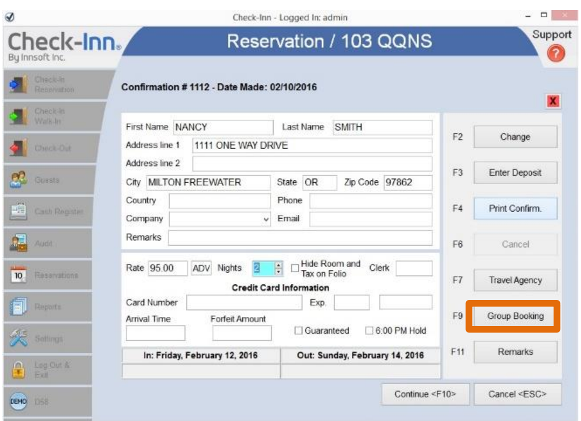
GROUP BOOKING

1. Click **Reservations** from the home screen.



2. Begin your group booking with the first person (the group leader) and make a reservation as you would normally. Include as much information as you can.

   IMPORTANT! If you make an advance deposit and then use the Group Booking feature, the deposit will be copied over to the new reservations. If you have CC processing turned on, this **will not** charge the credit card for the additional deposits. It is best to **not** make advance deposits until you have completed the group booking.



3. Click **Group Booking.**

   This message displays: "Do you wish to pick rooms?"

<table>
<tr><th>If you:</th><th>Then do this:</th></tr>
<tr><td>Want to pick the rooms yourself or if you want rooms of different room types.</td><td>1. Click Yes.
The Reservation Group Booking screen is displayed.


2. Click to select the rooms you want to reserve.
Note: You can select multiple rooms by holding down the CTRL k and clicking each room. You can also select a continuous range b clicking the first room, holding down the SHIFT key, and then clicking the last room.
3. Click Select.</td></tr>
<tr><td>Do not want to pick the rooms yourself
Note: If you have Check-Inn select the rooms for you, all rooms selected will be the same type but not necessarily grouped together.</td><td>1. Click No.
The Group Reservation window is displayed.


2. Enter the number of additional rooms to include in the group reservation.
Note: In the Maximum Available field, Check-Inn displays the number of additional rooms available.
3. Click Done.</td></tr>
</table>

Note: Check-Inn copies all guest and deposit information into the additional rooms. After completing the group booking, if you wish to modify guest reservation information, you can do so by directly accessing the reservation from the grid.

GROUP FUNCTIONS

Print reservation confirmations or cancel group reservations

1. Click **Reservations** from the home screen.

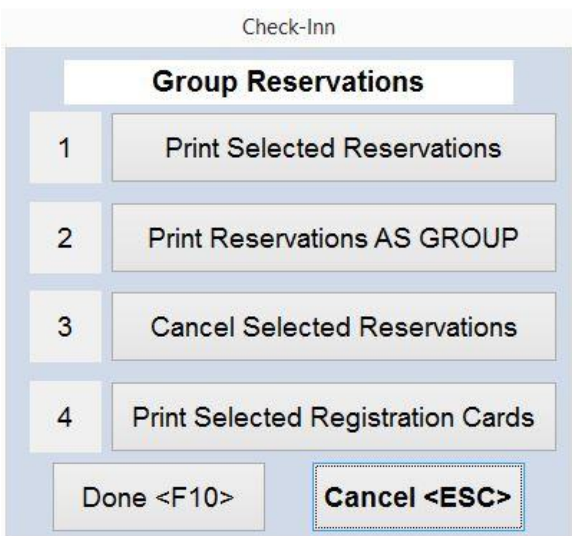
The Reservations screen is displayed.

2. In the calendar, double-click the date of the reservation.

The Reservation Room Selection screen displays.

3. Select the rooms you would like to print a group confirmation for by holding down the CTRL key (on your keyboard) and clicking on the rooms. You can also select a range by clicking the first room, holding down SHIFT, and then selecting the last room in the range.
4. Click **Group Functions.**

   The Group Reservations window is displayed.



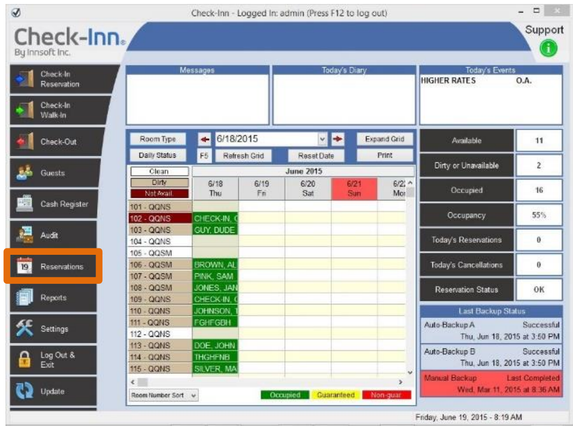
If you want to:	Then do this:
Print an individual confirmation for each room	1. Click **Print Selected Reservations.** *This message is displayed: "Do you wish to print all selected reservations?"* 2. Click **Yes.** *All confirmations print.*
Print one confirmation for all selected reservations	1. Click **Print Reservations AS GROUP.** *A print preview of the reservation is displayed.* 2. Print or email as desired.
Cancel group reservations	1. Click **Cancel Selected Reservations.** *This message is displayed: "Cancel all selected Guests?"* 2. Click **Yes.**

ENTER AN ADVANCE DEPOSIT

IMPORTANT! Only enter a deposit if you have actually collected a payment.

You can easily enter an advance deposit directly from the grid. See Enter an advance deposit for more information.

1. Click **Reservations** from the home screen.



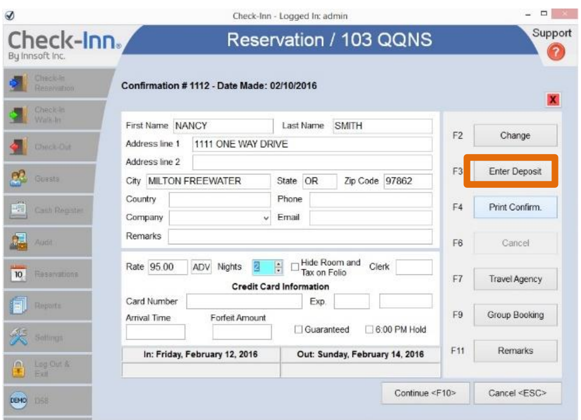
The Reservations screen is displayed.

2. In the calendar, double-click the date of the reservation.

The Reservation Room Selection screen displays.

3. Double-click the reservation you want to enter a deposit for.

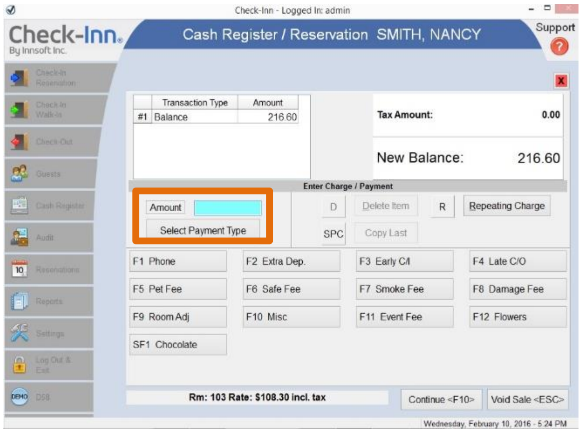
   The Reservation/room number screen is displayed.



4. Click **Enter Deposit.**

   Note: The guest's name and room rate must be entered before you may enter a deposit.

The Cash Register/Reservation screen for that guest is displayed.



5. In the Amount field, enter the amount of the deposit.
6. Click **Select Payment Type.**

   The Payment Type window is displayed.

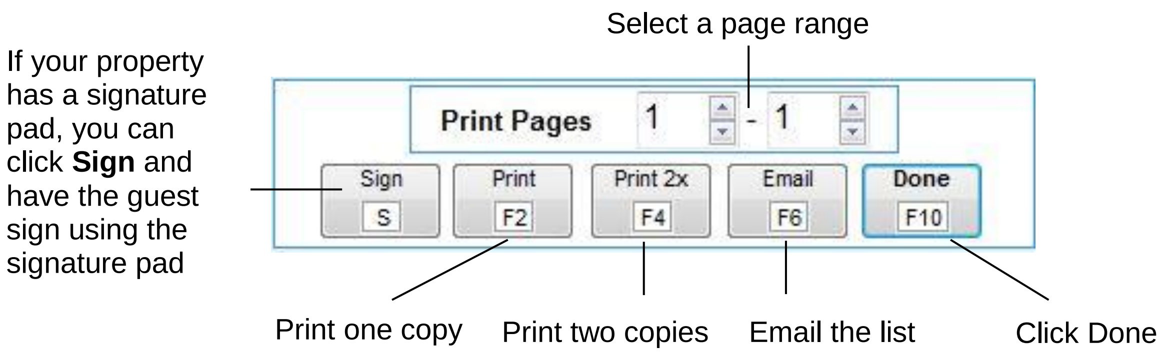
7. Select the type of payment you received.
8. Click **Done.**

   Note: Do not enter amount under Extra Dep., as this would be used for an extra charge in addition to the advance deposit (for example, a security fee for damage to the room).

9. Click **Continue.**

A print preview of the confirmation is displayed.

10. Print or email as needed.

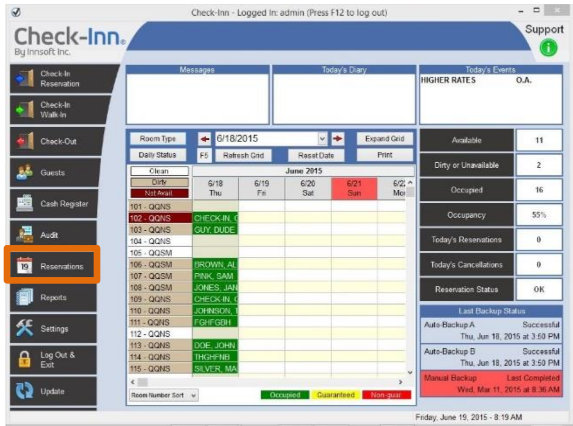


11. Click **Done.**

PRINT A CONFIRMATION

You can easily print a confirmation directly from the grid. See Print a confirmation for more information.

1. Click **Reservations** from the home screen.



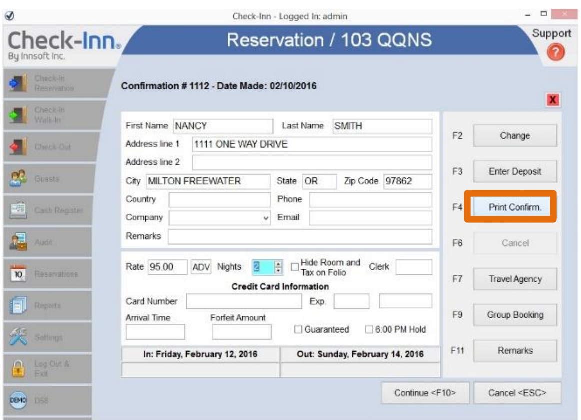
The Reservations screen is displayed.

2. In the calendar, double-click the date of the reservation.

The Reservation Room Selection screen displays.

3. Double-click the reservation you want to print a confirmation for.

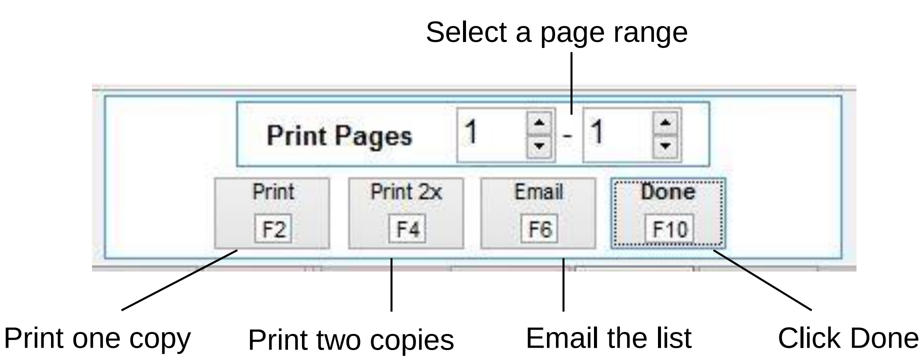
   The Reservation/room number screen is displayed.



4. Click **Print Confirm.**

   A print preview of the confirmation is displayed.

5. Print or email the list as needed.



6. Click **Done.**

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[Cash Register/Guest Screen](#) [Check-Out](#) [Stand-Alone Cash Register](#) [Reservations](#)

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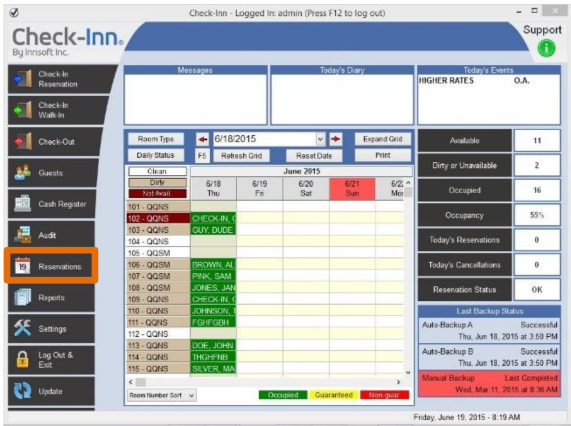
VIEW A RESERVATION

You can easily view a reservation directly from the grid. See View a reservation.

1. Click **Reservations** from the home screen.



The Reservations screen is displayed.

2. In the calendar, double-click the date of the reservation.

The Reservation Room Selection screen displays.

3. Use the scroll bar or the Room Search field to select the reservation you are looking for.
4. Double-click the reservation to view more information.

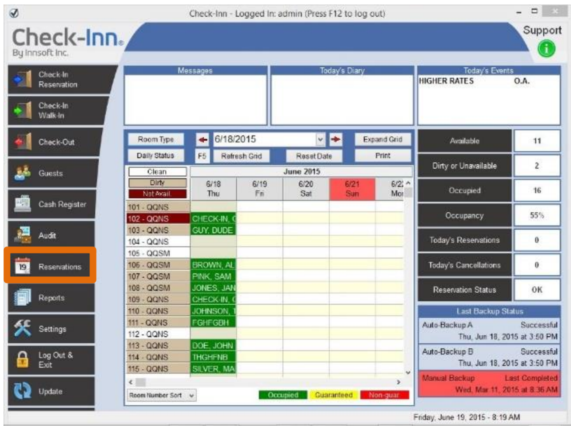
CANCEL A RESERVATION

You can easily cancel a reservation directly from the home screen. See Cancel a reservation.

Along with canceling the reservation from the Reservation screen, you can also:

- View a cancellation
- Restore a reservation

1. Click **Reservations** from the home screen.



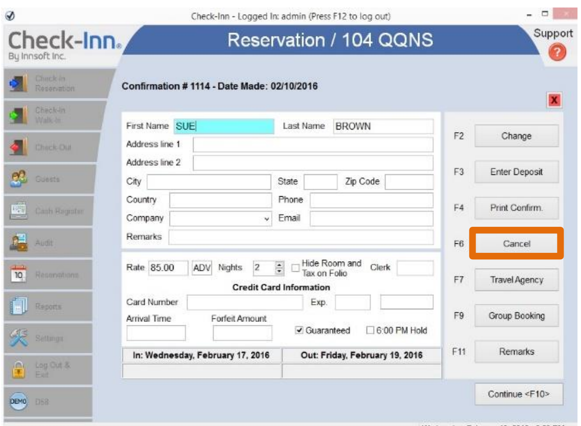
The Reservations screen is displayed.

2. In the calendar, double-click the date of the reservation.

The Reservation Room Selection screen displays.

3. Double-click the reservation you want to cancel.

   The Reservation/room number screen is displayed.



4. Click **Cancel.**

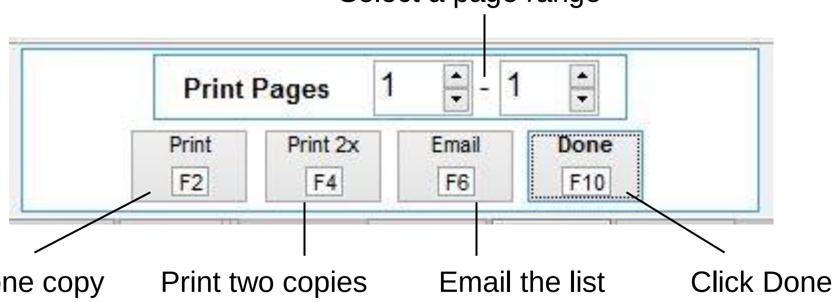
   This message displays: "Cancel the reservation?"

5. Click **Yes.**

If:	Then:
A deposit has been made for the room	*This message is displayed: "A deposit of $##.## was made to guarantee room."* 1. Click **OK.** 2. [Refund the deposit](#) to the guest. 3. If you click 'Continue' without performing a refund procedure, message pops up asking if you want to refund the guest. Click **Yes** will refund the deposit to cash.
There is a cancellation fee	1. Enter the amount of the cancellation fee into the Cash Registe screen and click **Cancel Fee.**

A print preview of the cancellation notice is displayed.

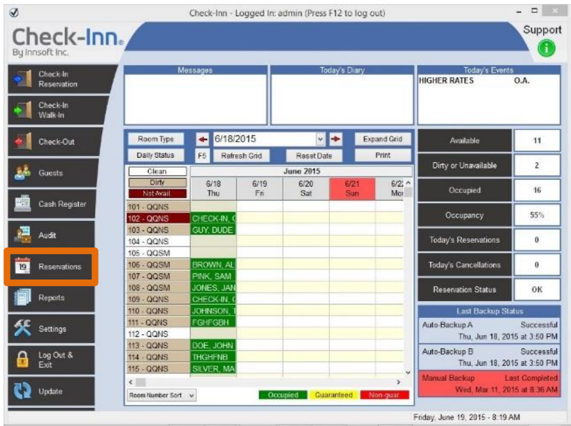
6. Print or email the list as needed.



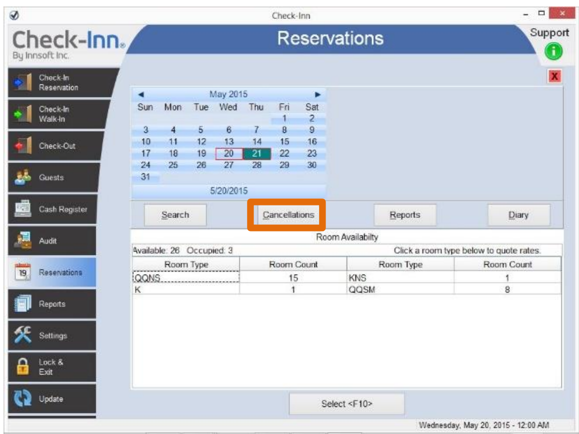
7. Click **Done.**

View a cancellation

1. Click **Reservations** from the home screen.

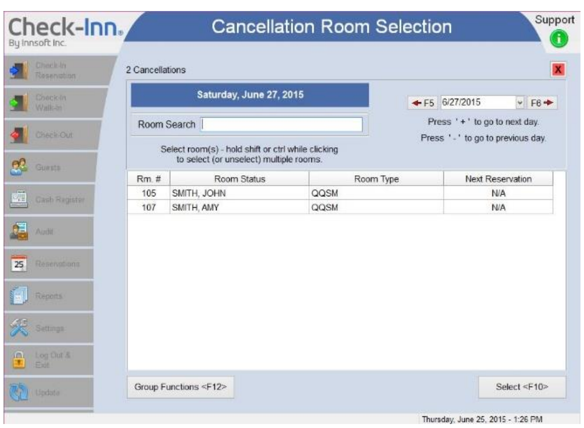


The Reservations screen is displayed.



2. Click **Cancellations.**

The Cancellation Room Selection screen is displayed.



3. Search for the cancellation by the room number, room type, or guest name.
4. Double-click the cancellation you want to view.

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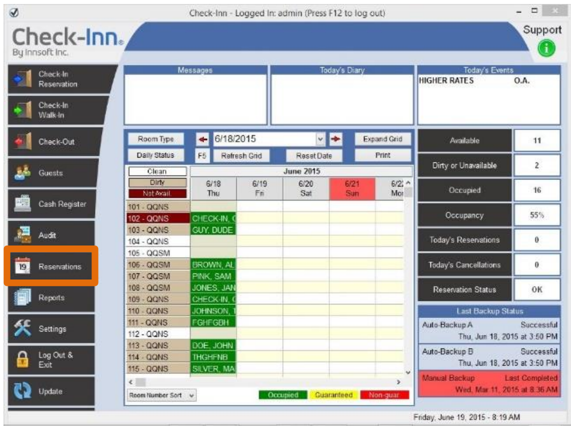
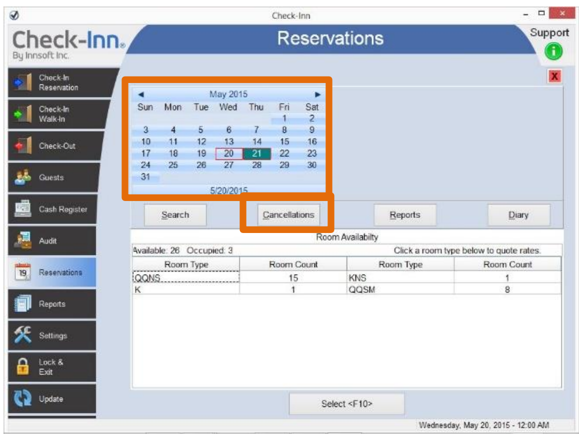
Restore a reservation

1. Click **Reservations** from the home screen.

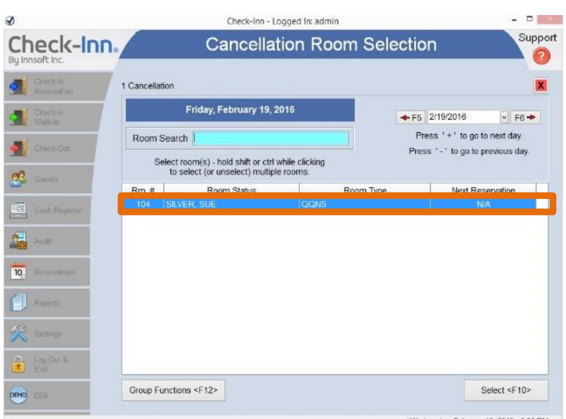


The Reservations screen is displayed.



2. In the calendar, locate the arrival date.
3. Click **Cancellations.**

The Cancellation Room Selection screen is displayed.



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[Cash Register/Guest Screen](#) [Check-Out](#) [Stand-Alone Cash Register](#) [Reservations](#)

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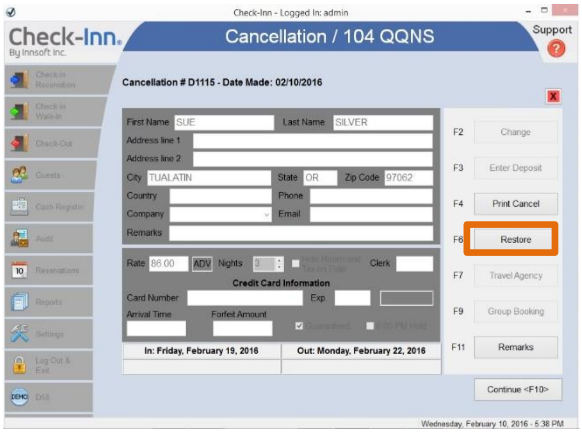
4. Double-click the reservation that you would like to restore.

   The Cancellation/(room #) screen is displayed.



5. Click **Restore.**

   A message displays: "Restore the Reservation?"

6. Click **Yes.**

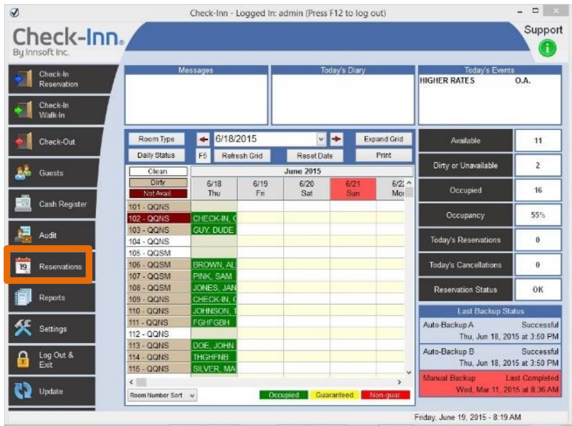
   The header at the top of the screen now says "Reservation," not "Cancellation."

7. Click **Continue.**

COPY A RESERVATION

Check-Inn allows you to copy guest information from the last reservation entered into the system. If the program has been turned off and restarted, you will not be able to copy a reservation until after a new reservation has been entered.

1. Click **Reservations** from the home screen.



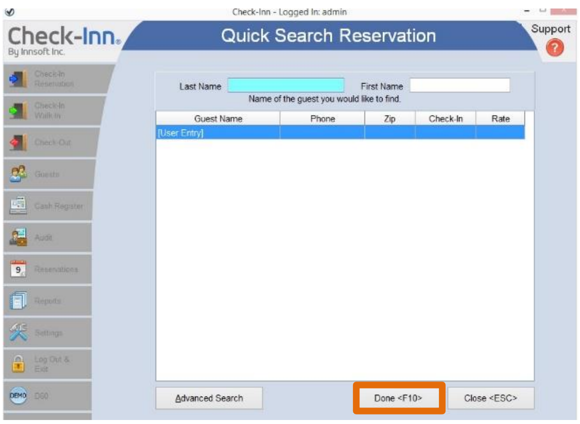
The Reservations screen is displayed.

2. In the calendar, double-click the date of the reservation.

The Reservation Room Selection screen displays.

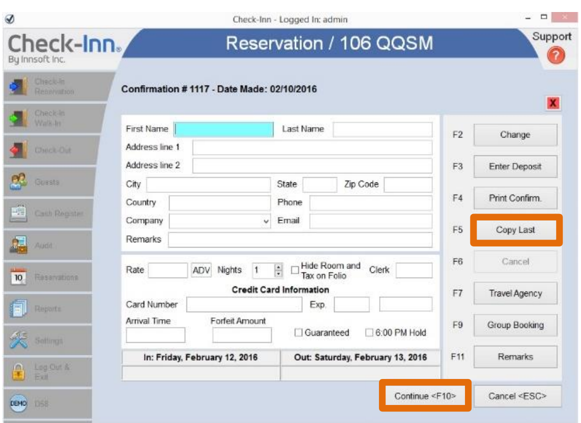
3. Double-click an available room from the list.

   The Quick Search Reservation screen is displayed.



4. Click **Done.**

   The Reservation/room number screen is displayed.



5. Click **Copy Last.**

   This message displays: "Copy previous guest?"

6. Click **Yes.**

   All of the information that was entered in the previous reservation is copied into this reservation.

7. Click **Continue.**

USE THE ADVANCED SEARCH FEATURE

Use this feature to find more information about a guest's past stay at your property.

- If you use the Quick Search feature and determine that a guest has stayed more than one time, you can use the Advanced Search feature to get more information about each stay.
- If you want to search guest history, but the guest's name is not pulling up any records, use the Advanced Search feature. You can search by:
  - First or last name
  - Phone number
  - Email address
  - Physical address
  - Company
  - Credit card
  - Any information included in the Remarks section

Use the Advanced Search feature

1. Click **Reservations** from the home screen.

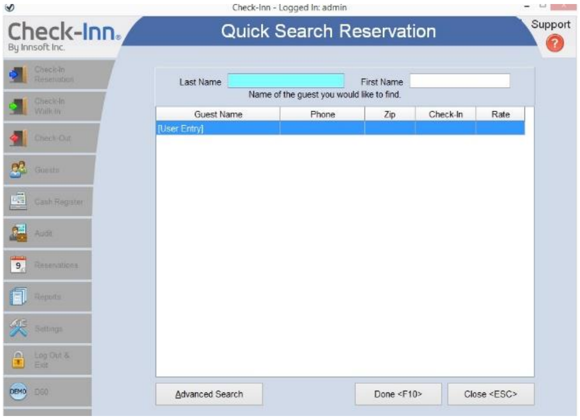
The Reservations screen is displayed.

2. In the calendar, double-click the date of the reservation (the guest's arrival date).

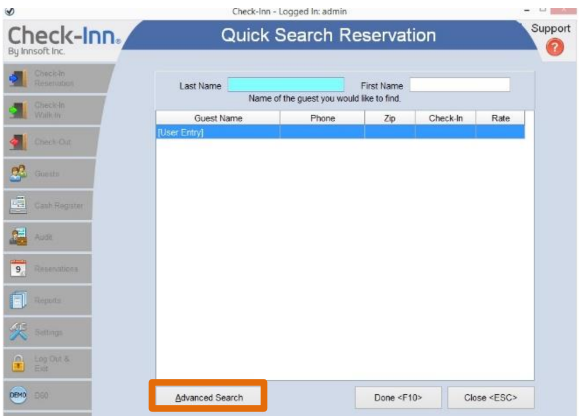
The Reservation Room Selection screen displays.

3. Double-click an available room from the list.

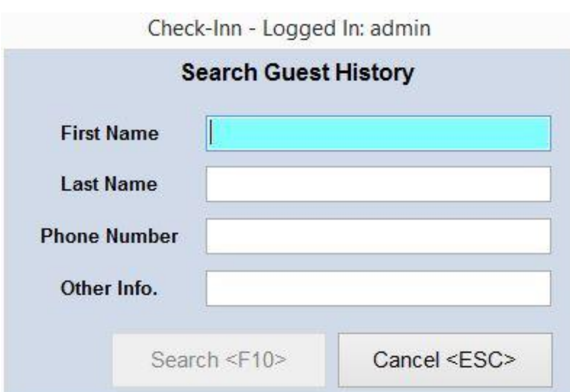
The Quick Search Reservation screen is displayed.



4. Click **Advanced Search.**



The Search Guest History window is displayed.



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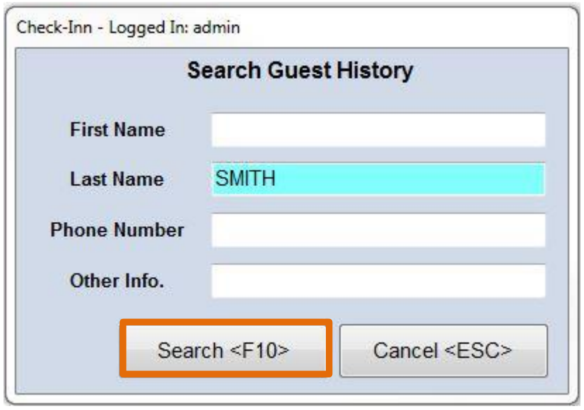
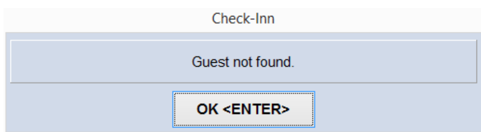
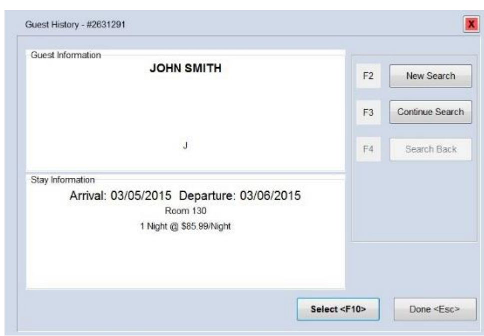
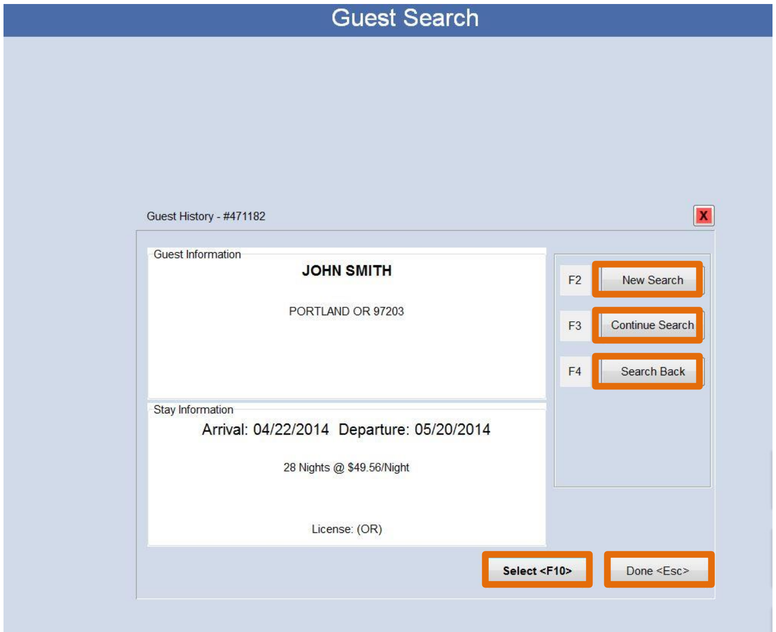
5. Type the information you know about the customer into the related field(s) of the Search Guest History window, and click **Search.**

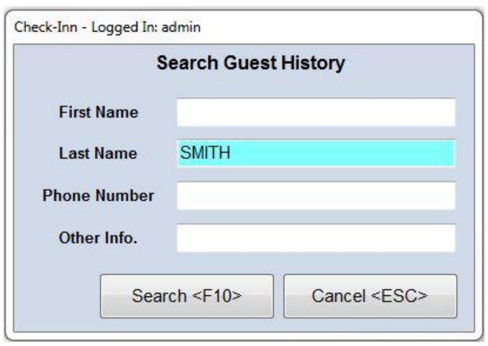


<table>
<tr><th>If:</th><th>Then this is displayed:</th></tr>
<tr><td>There are no records that match your search criteria</td><td>The Guest not found window is displayed.


Click OK and search with different information.</td></tr>
<tr><td>There are records that match your search criteria</td><td>The guest history for that guest is displayed.

</td></tr>
</table>

On the Guest History screen, you have several options.



This button:	Does this:
New Search	Brings up the Search Guest History window so you can do a new search. 
Continue Search	Acts as a "Next" button, displaying the next record that matches your search criteria.
Search Back	Acts as a "Back" button. After you click **Continue Search** to view the next matching record, you can click **Search Back** to go back to previous records.

<table>
<tr><th>This button:</th><th>Does this:</th></tr>
<tr><td>Select</td><td>Populates the Reservation screen with this guest’s information.
</td></tr>
<tr><td>Done</td><td>Closes the window and returns you to the Quick Search Reservation screen.</td></tr>
</table>

USE RESERVATION REPORTS

Reservation reports allow you to view reservations and cancellations that have been made and any advance deposits that have been received.

There are seven reservation reports available on this screen:

- Daily Reservations
- Reservation Deposits
- All Reservations
- Daily Cancellations
- Forecasting
- Expired Reservations
- Reservations and Cancellations by Date Made

You can access the reports two different ways:

- **Reports** > **Reservation Reports**
- **Reservations** > **Reports**

See Reservation Reports for more information.

Reports

You may view and/or print reports, close your shift, search guest history, manage emails, search for guest signatures, and create mailing labels from this menu:

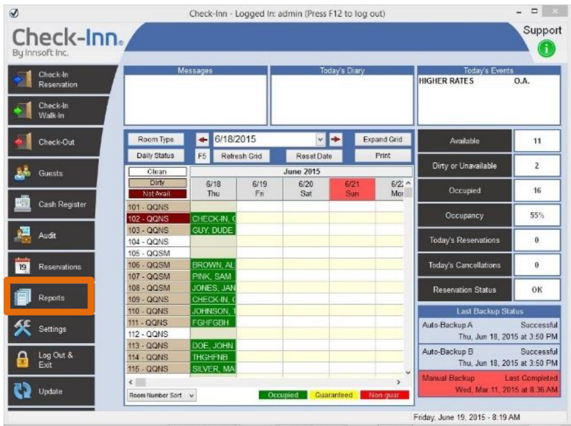
- Daily Financial Report
- Monthly Financial Report
- Reservation Reports
- Housekeeping Report
- Occupancy Report
- Shift Reports
- Guest Tracking Reports
- Phone House Account Reports
- Phone Miscellaneous Report
- POS & Movie Logs
- Guest Reports

THE DAILY FINANCIAL REPORT

The Daily Financial Report contains all of the financial information for a 24-hour period, based on the close-out time that is set in the Check-In/Out Times screen. You may view reports for one day or several days.

For more information about this report, see About the Daily Financial Report

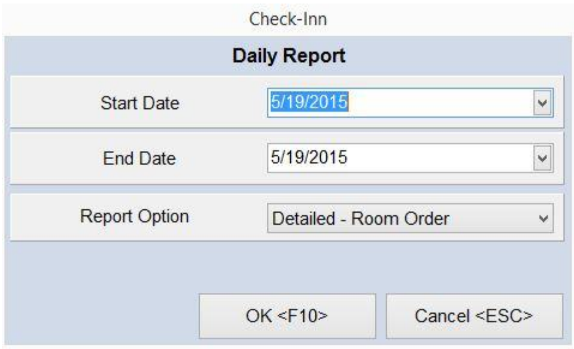
1. Click **Reports** on the home screen.



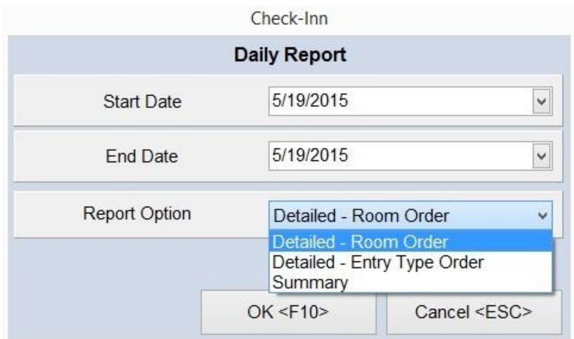
The Reports screen is displayed.

2. Click **Daily Financial Report.**

The Daily Report window is displayed.



3. Enter the start date and end date for the report(s) by typing the date or by clicking the down arrow and selecting a date from the calendar.



4. Click the Report Option drop-down list and select the format for the reports (Detailed – Room Order, Detailed – Entry Type Order, or Summary).
5. Click **OK** to generate the report.

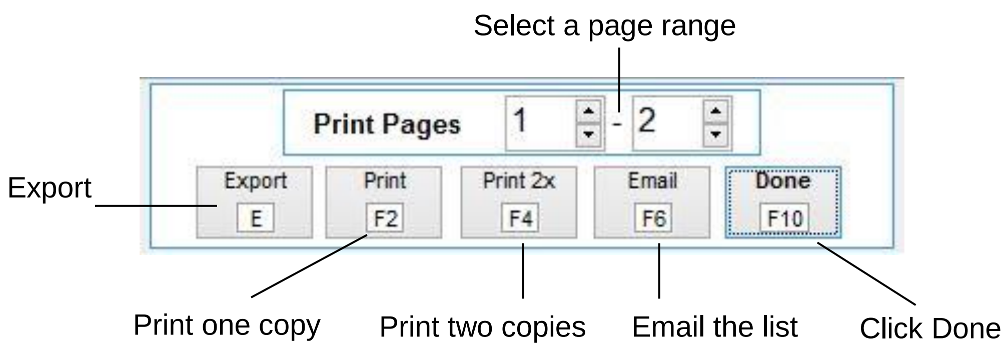
   Check-Inn creates a Daily Financial Report for each day in the date range you selected.

   A "Please wait" message is displayed to notify you that the report is being created.

A print preview of the Daily Financial Report is displayed.

6. Print, email, or export the report as needed.

   Note: For information on exporting the report, see [Exporting reports to Quicken or QuickBooks].



7. Click **Done.**

About the Daily Financial Report

The property name, address, page number, and date are printed at the top of each page of the Daily Financial Report.

The Daily Financial Report is divided into several sections.

The guest information section of the Daily Financial Report contains the information on charges and payments for each guest for the date specified. This table does not appear on a summary report. This table contains the following information:

This column:	Contains:
Guest's Name	▪ Guest's last and first name, and guest number ▪ Guest's status (advance deposit, stay-over, etc.) There is a legend of the status under the guest details section
Room No.	▪ Guest's room number
Balance Due Yesterday	▪ Guest's balance before today's charges and payments
Room Rental	▪ Daily room rate (not including taxes)
Telephone	▪ Any phone charges entered for the selected date
Misc.	▪ A total of all miscellaneous charges for the selected date

This column:	Contains:
Tax	▪ All taxes charged to the room for the selected date. Including: ▪ Room tax ▪ Telephone tax ▪ Taxes charged for miscellaneous items
Total Charges	▪ A total of all the charges for the room for the selected date
Cash	▪ The amount collected in cash or check for the room
Credit Card	▪ The credit card symbol (for example, VM = Visa/MasterCard) and the amount paid using a credit card
Accts. Rec. Billing	▪ The total amount sent to Accounts Receivable for the room on the selected date
Total Amount	▪ The total amount paid for the room for the selected date
Balance Due Today	▪ The new balance after adding today's charges and subtracting today's payments

The remaining sections of the Daily Financial Report are described below:

This section:	Contains this information:
Miscellaneous Breakdown	▪ A breakdown by category of the total miscellaneous charges for the selected day. The categories are set in **Settings** > **Tax & Sales Categories.**
Occupancy Summary	▪ The total rooms occupied, the occupancy rate, and the average daily rate for the selected date. ▪ A month-to-date summary is also displayed (occupancy for days from the beginning of the month to the date of the report). ▪ If you have Conference Rooms set to "ON" in Settings, you will find separate calculations for those rooms. **Note:** Rooms rented using weekly, monthly, and package rates of two or more nights do not affect the "Occupancy Rate" or the "Average Daily Rate."
Tax Exempt Summary	▪ A breakdown of all tax-exempt room rental charges. ▪ A breakdown for each tax type, for the exemptions set in Modify Taxes (**Settings** > **Tax & Sales Categories** > **Modify Taxes**) ▪ A month-to-date summary is also displayed (tax exemptions from the beginning of the month to the date of the report).

Cash Register Charges	▪ A detailed breakdown of all charges made in the stand-alone cash register for the day
Cash Register Payments	▪ A breakdown of all payments made in the stand-alone cash register for the day
Cash Register Taxes	▪ A breakdown of all taxes charged in the stand-alone cash register for the day
Summary Tax Breakdown	▪ A breakdown of taxes paid by tax type
Billings Report	▪ Accounts Receivable billings made, paid, and the net for the day
Advance Deposit Report	▪ The previous deposit balance, the amount of deposits made, the deposits used, and the new deposit balance for the current day and the current month to the date of the report. Below these balances, the number of new deposits made, deposits used, and no- shows are recorded. ▪ If the audit entries for the day do not match the total deposits recorded in the advance deposit section of the report, a warning flag appears below the advance deposit section. The warning indicates whether the audit activity is **over** or **short** when compared to the deposit activity recorded in the advance deposit section.
Summary	This section summarizes the charges, taxes, payments, and balances for the day and the month- to-date (from the beginning of the month to the date of report). The balance can be found by using the following calculation: Beginning Balance + Total Charges + (Adv. Deposits Made – Adv. Deposits Used) – Total Payments = Ending Balance

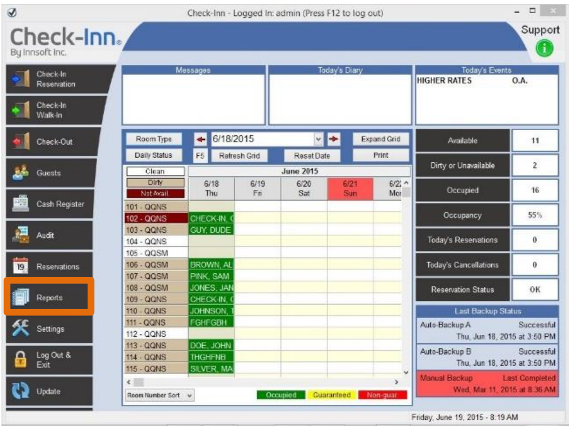
Accounts Receivable Summary	This section contains a breakdown of the credit card and billing activity for the selected date. ▪ The "Balance Yesterday" column contains the amount owed as of yesterday, by credit card type and billing amount (Accounts Receivable). If this is a positive number, **this amount is owed to the property.** If this number is a negative number, **the property owes this amount.** ▪ The "Today's Charges" column is the total charges for the day. ▪ The "Discount" column gives the amount each credit card company is taking as a processing fee. ▪ The "Today's Net" column is the actual amount that should be received from the credit card company. ▪ If the credit card is directly deposited into your account, "Payments Received" will equal "Today's Net," otherwise the "Payments Received" column is the amount entered in the Credit Card Audit screen. ▪ Total Payments for billing is the total amount of payments posted in Accounts Receivable. ▪ "Audit Adjustment" is the total adjustments done for the day, both in Accounts Receivable and in the Credit Card Audit screen. ▪ The "Balance" column is the new balance after all charges and payments have been applied.
Total Cash Received	▪ All cash received, for both the day's business and cash payments applied to Accounts Receivable **Note:** The Total Cash received only displays if you have made a cash transaction in Accounts Receivable (A/R). This amount will show the total of ALL cash payments for the day – this includes A/R, the Guest Screen Cash Register and the Stand-Alone Cash Register

THE MONTHLY FINANCIAL REPORT

The Monthly Financial Report contains all of the financial information for the month.

For more information, see About the Monthly Financial Report, Exporting reports to Quicken or QuickBooks, and Export to QuickBooks for Windows.

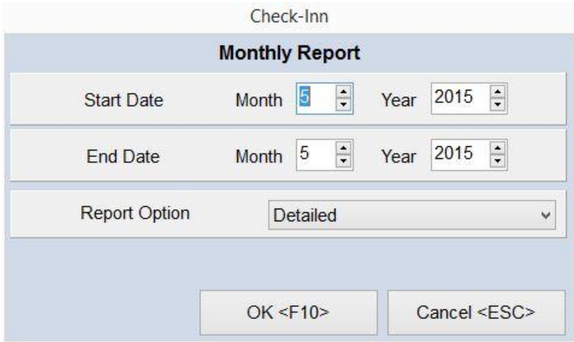
1. Click **Reports** on the home screen.



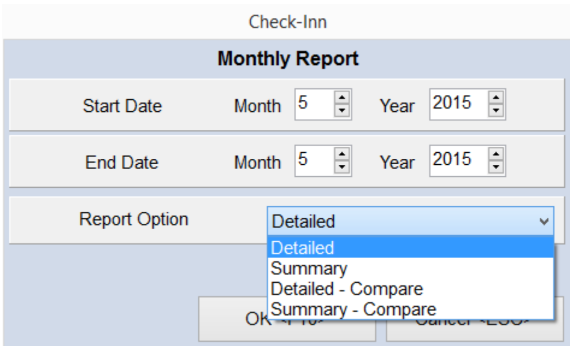
The Reports screen is displayed.

2. Click **Monthly Financial Report.**

The Monthly Report window is displayed.



3. Enter the start date and end date for the reports by typing in the date (month and year) or by clicking the arrows to increase or decrease the month and year.



4. Use the Report Option drop-down list to select the format for the reports (Detailed, Summary, Detailed – Compare, or Summary – Compare).

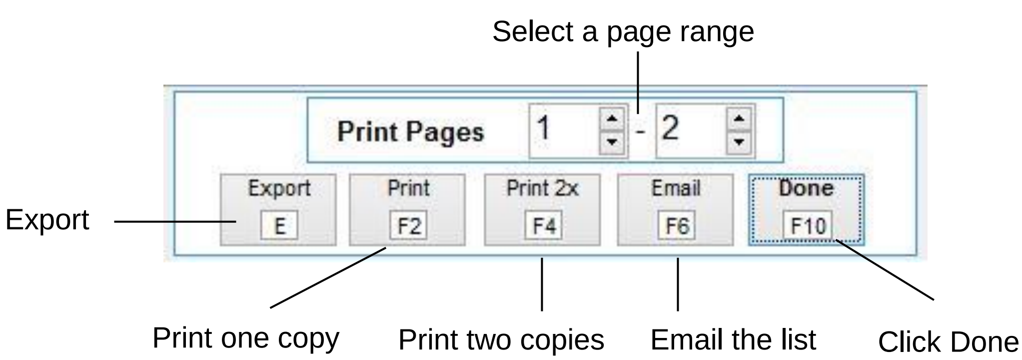
   Note: Choose Detailed – Compare or Summary – Compare to compare last year's totals with this year's totals.

5. Click **OK** to generate the report.

   Check-Inn creates a Monthly Report for each month in the date range you selected.

6. Print, email, or export the report as needed.

   Note: For information on exporting the report, see Exporting reports to Quicken or QuickBooks.



7. Click **Done.**

About the Monthly Financial Report

When run by Detail, the beginning of the Monthly Report contains information on charges and payments for each day during the period specified, as follows:

The Monthly Financial Report is divided into several sections.

The guest information section of the Monthly Financial Report contains the information on charges and payments for each guest for the date specified.

This column:	Contains:
Balance (Due Yesterday)	▪ The ending balance for the previous day
Room Rental	▪ Total room revenue for that day (before taxes)
Telephone	▪ Phone charges entered for the selected date
Misc.	▪ A total of all miscellaneous charges for the selected date
Tax	▪ All taxes charged to rooms for the selected date, including: ▪ Room tax ▪ Telephone tax ▪ Taxes charged for miscellaneous items
Total Charges	▪ Total of all the charges for the room for the selected date
Cash	▪ The amount collected in cash or check for the room
Credit Card	▪ The credit card symbol (for example, VM = Visa/MasterCard) and the amount paid using a credit card
Accts. Rec. Billing	▪ The total amount sent to Accounts Receivable for the room on the selected date
Total Amount	▪ The total amount paid for the room for the selected date
Balance Due Today	▪ The new balance after adding today's charges and subtracting today's payments

The remaining sections of the Monthly Financial Report are described below:

This section:	Contains this information:
Miscellaneous Breakdown	▪ A breakdown by category of the total miscellaneous charges for the selected day. The categories are set in Settings > Tax & Sales Categories.
Occupancy Summary	▪ The total rooms occupied, the occupancy rate, and the average daily rate for the selected date ▪ If you have Conference Rooms set to “ON” in Settings, you will find separate calculations for those rooms **Note:** Rooms rented using weekly, monthly, and package rates of 2 or more nights do not affect the "Occupancy Rate" or the "Average Daily Rate.”
Rooms Rented	▪ A breakdown of the number of rooms rented per day during that month
Tax Exempt Summary	▪ A breakdown of all tax-exempt room rental charges. ▪ A breakdown for each tax type, for the exemptions set in Modify Taxes (**Settings** > **Tax & Sales Categories** > **Modify Taxes**)
Summary Tax Breakdown	▪ The amount of tax paid that day for each category of taxes (for example, lodging, sales, etc.)
Billings Report	▪ Accounts Receivable billings made, paid, and net for the month
Advance Deposit Report	▪ The previous deposit balance, the amount of deposits made, the deposits used, and the new deposit balance for the current day and the current month to the date of the report. Below these balances, the number of new deposits made, deposits used, and no-shows are recorded. ▪ If the audit entries for the day do not match the total deposits recorded in the advance deposit section of the report, a warning flag appears below the advance deposit section. The warning indicates whether the audit activity is **over** or **short** when compared to the deposit activity recorded in the advance deposit section.

Summary	This section summarizes the charges, taxes, payments, and balances for the month and the year to date (from the beginning of the year to the date of report). The balance can be found by using the following calculation: (Total Charges + Adv. Deposits Made) – (Adv. Deposits Used + Total Payments) = New Balance The summary also includes a Year to Date (YTD) summary line. These numbers represent the totals to date starting from January 1st of the year you are running the report for. If you run a report by Detail or Summary Comparison, you will see a section that shows last year's numbers, with both dollar amount differences and percentage differences.
Accounts Receivable Summary	This section contains a breakdown of the credit card and billing activity for the selected date. ▪ The "Balance Yesterday" column contains the amount owed, as of the end of last month, by credit card type and Accounts Receivable. If this is a positive number, this amount is owed to the property. If this is a negative number, the property owes this amount. ▪ The "Total Charges" column is the total charges for the month ▪ The "Discount" column gives the amount each credit card company is taking as a processing fee. ▪ The "Total Net" column is the actual amount that should be received from the credit card company. ▪ If the credit card is directly deposited into your account, "Total Payments" will equal "Total Net," otherwise the "Total Payments" column is the amount entered in the Credit Card Audit screen. ▪ Total Payments for billing is the total amount of payments posted in Accounts Receivable ▪ "Audit Adjustment" is the total adjustments done for the month, both in Accounts Receivable and in the Credit Card Audit screen. ▪ The "Balance" column is the new balance after all charges and payments have been applied.

Total Cash Received	▪ All cash received, for both the day's business and cash payments applied to Accounts Receivable **Note:** The Total Cash Collected only displays if you have made a cash transaction in Accounts Receivable (A/R) during the month. This amount will show the total of **all** cash payments for the month; this includes A/R, the Guest Screen Cash Register and the stand-alone Cash Register.

RESERVATION REPORTS

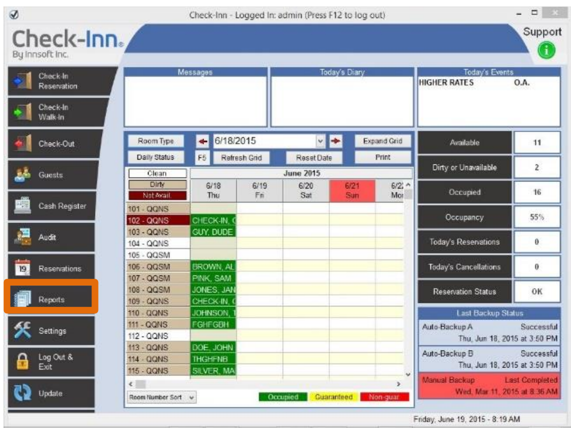
Reservation reports allow you to view reservations and cancellations that have been made and any advance deposits that have been received.

You can also access these reports from **Reservations** > **Reports.**

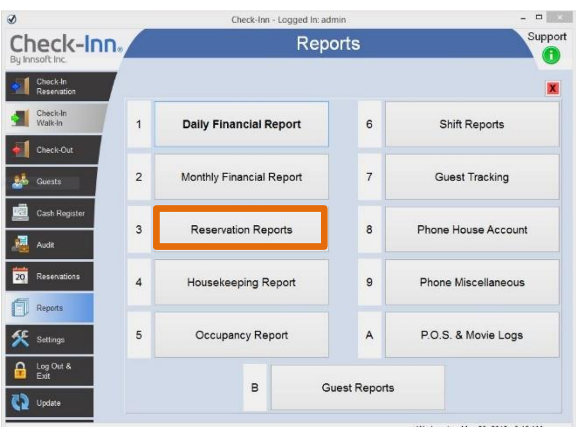
There are seven reservation reports available on this screen:

- Daily Reservations
- Reservation Deposits
- All Reservations
- Daily Cancellations
- Forecasting
- Expired Reservations
- Reservations and Cancellations by Date Made

1. Click **Reports** from the home screen.



The Reports Screen is displayed.



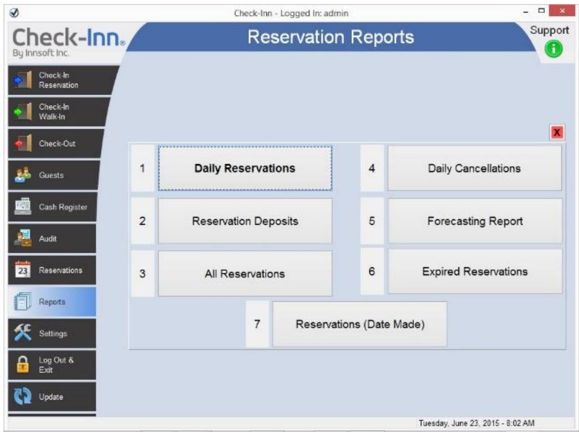
2. Click **Reservation Reports.**

Settings Home Screen Check-In Reservation Check-In Walk-In Guest Screen Audit

Cash Register/Guest Screen Check-Out Stand-Alone Cash Register Reservations

Reports Troubleshooting Appendix EMV

The Reservation Reports screen is displayed.

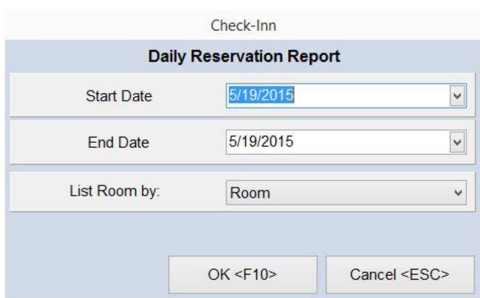


3. Click the name of the report you want.

<table>
<tr><th>To view this report:</th><th>Follow these steps:</th></tr>
<tr><td>Daily Reservations</td><td>The Daily Reservations Report lists all reservations for a specific day or days. The information provided in the report includes the guest name, room number, confirmation number, room rate, number of adults, children, and pets, deposit amount, arrival time, guaranteed status, hold to time (if any), number of nights, and remarks.

1. Click Daily Reservations.

The Daily Reservation Report window is displayed.



2. Enter the start date and end date for the report by typing in the date or by clicking on the down arrow and selecting a date from the calendar.

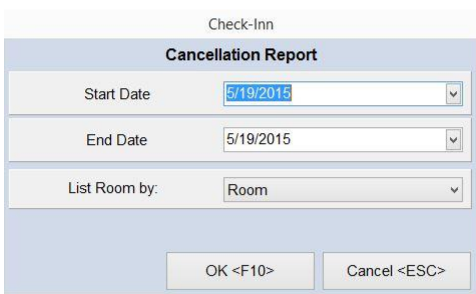
3. Select the layout of the report from the List Room by drop-down list.
▪ Room: Lists the reservations by room number
▪ Name: Lists the reservations by guest name

4. Click OK to view or print the report.</td></tr>
</table>

[Settings](#) [Home Screen](#) [Check-In Reservation](#) [Check-In Walk-In](#) [Guest Screen](#) [Audit](#)

[Cash Register/Guest Screen](#) [Check-Out](#) [Stand-Alone Cash Register](#) [Reservations](#)

[Reports](#) [Troubleshooting](#) [Appendix](#) [EMV](#)

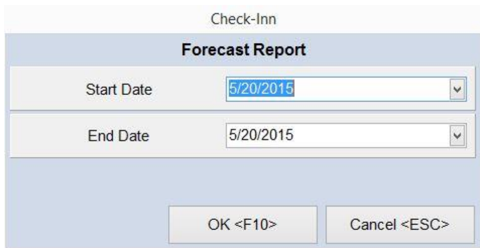
To view this report:	Follow these steps:
Reservation Deposits	The Reservation Deposit Report lists the advance deposits that you have already received for each reservation made. The report also includes the total amount of cash or credit card payments that you have received, the guest name, room number, confirmation number, room rate, number of adults, children and pets, deposit amount, arrival time, guaranteed status, hold to time (if any), number of nights, and remarks. 1. Click **Reservation Deposits** to view and print the report.
All Reservations	The All Reservations Report is a listing of all future reservations that you currently have in the system for future dates. The information provided in the report includes the guest name, room number, confirmation number, room rate, number of adults, children, and pets, deposit amount, arrival time, guaranteed status, hold to time (if any), number of nights, and remarks. 1. Click **All Reservations** to view and print the report.
Daily Cancellations	The Daily Cancellations Report is a listing of cancellations for a certain day or days. The information provided in the report includes the guest's name, room number, confirmation number, room rate, number of adults, children, and pets, deposit amount, arrival time, guaranteed status, hold to time (if any), number of nights, and remarks. 1. Click **Daily Cancellations.** *The Cancellation Report window is displayed.*  2. Enter the start date and end date for the report by typing in the date or by clicking on the down arrow and selecting a date from the calendar. 3. Select the layout of the report from the List Room by drop-down list. ▪ Room: Lists the reservations by room number ▪ Name: Lists the reservations by guest name 4. Click **OK** to view or print the report.

<table>
<tr><th>To view this report:</th><th>Follow these steps:</th></tr>
<tr><td>Forecasting</td><td>

The Forecasting Report allows you to view occupancy statistics and expected revenue for a future date or date range. It gives a summary breakdown with the number of days, total rooms rented, total rooms occupied, total reservations made, percent occupied, and average daily rate, as well as a breakdown for each of your room types.

1. Click **Forecasting Report.**

The Forecast Report window is displayed.



2. Enter the start date and end date for the report by typing in the date or by clicking on the down arrow and selecting a date from the calendar.
3. Click **OK** to view and print the report.

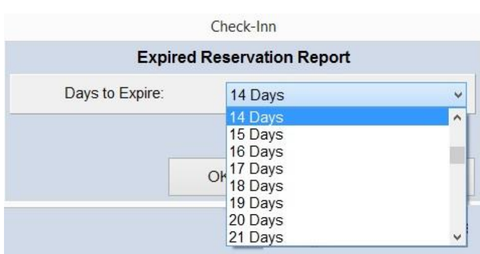
</td></tr>
<tr><td>Expired Reservations</td><td>

Note: Check-Inn does **not** automatically cancel reservations with delinquent deposits.

The Expired Reservations Report lists the reservations that have not yet sent their advance deposit. The information provided on the report includes the guest's name, room number, confirmation number, room rate, number of adults, children, and pets, deposit amount, arrival time, guaranteed status, hold to time (if any), number of nights, and remarks.

1. Click **Expired Reservations.**

The Expired Reservation Report window is displayed.



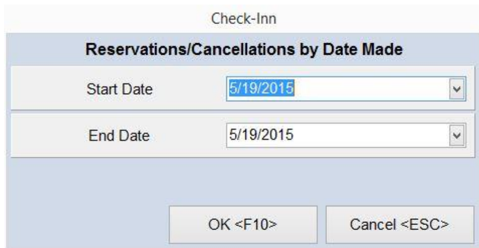
2. Use the drop-down list to select the number of days a reservation must be held without a deposit before it is considered.
3. Click **OK** to view and print the report.

</td></tr>
</table>

[Settings](#) [Home Screen](#) [Check-In Reservation](#) [Check-In Walk-In](#) [Guest Screen](#) [Audit](#)

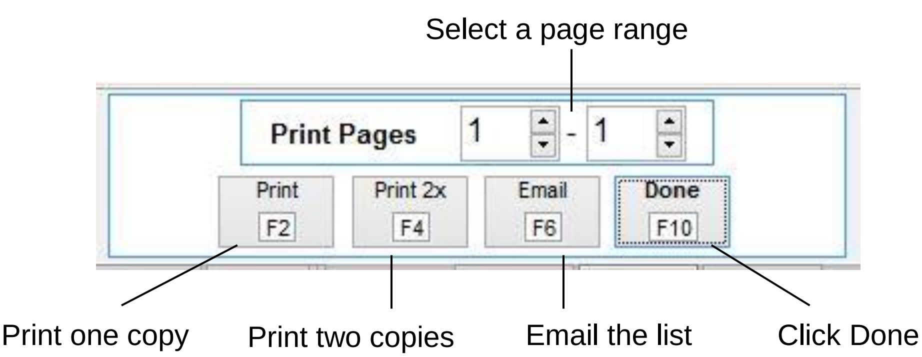
[Cash Register/Guest Screen](#) [Check-Out](#) [Stand-Alone Cash Register](#) [Reservations](#)

[Reports](#) [Troubleshooting](#) [Appendix](#) [EMV](#)

To view this report:	Follow these steps:
Reservations (Date Made)	The Reservations and Cancellations by Date Made Report lists reservations and cancellations by the date they were made or cancelled. The information provided on the report includes the guest name, room number, confirmation number, room rate, number of adults, children, and pets, deposit amount, arrival time, guaranteed status, hold to time (if any), number of nights, and remarks. Below each reservation, a separate line tells you the type of room, when the reservation was made or cancelled, and the arrival date. 1. Click **Reservations (Date Made).** *The Reservations/Cancellations by Date Made window is displayed.*  2. Enter the start date and end date for the report by typing in the date or by clicking on the down arrow and selecting a date from the calendar. 3. Click **OK** to view or print this report.

A print preview of the selected report is displayed.

4. Print or email the list as needed.



5. Click **Done.**

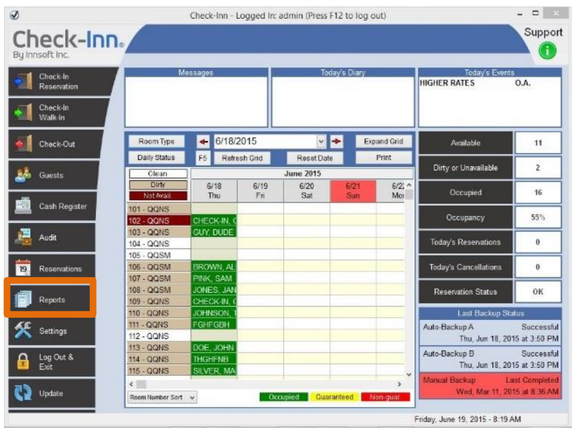
HOUSEKEEPING REPORT

The Housekeeping Report displays the rooms that need cleaning. If the room is empty and dirty, the room will be listed as <DIRTY>, otherwise it will show the guest's name and guest identification. If the guest is a stay-over it will display the guest's name with "S/O."

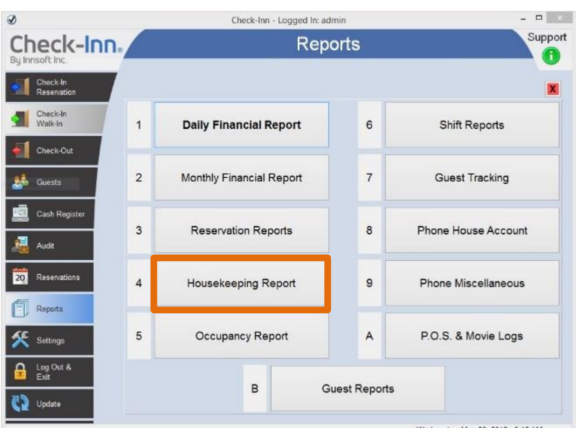
Check-Inn has the ability to change a room’s status remotely, however you need Innsoft’s Call-Inn software for this to work. Contact Innsoft Sales during normal business hours for more information (800-950-8995).

Note: Including guest names in the Housekeeping Report is optional. You can change this setting in **Settings** > **Colors & Preferences.**

1. Click **Reports** on the home screen.



The Reports screen is displayed.



2. Click **Housekeeping Report.**

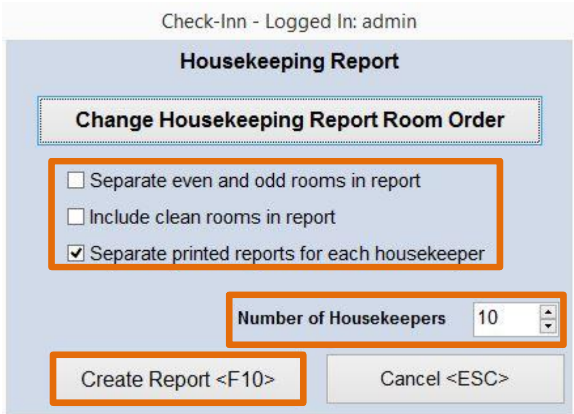
The Housekeeping Report window is displayed.

3. Click **Change Housekeeping Report Room Order.**

   The Housekeeping Order Editor screen is displayed.

4. Set the order that rooms are displayed on the Housekeeping Report:
   - List your rooms, each on its own line, down the left side of the screen. A blank line between rooms indicates where one housekeeper's list ends and the next housekeeper's list begins.
   - Click **Save & Exit.**

The Housekeeping Report window is displayed.



If you select “Separate printed reports for each housekeeper,” indicate the number of housekeepers in the Number of Housekeepers field.

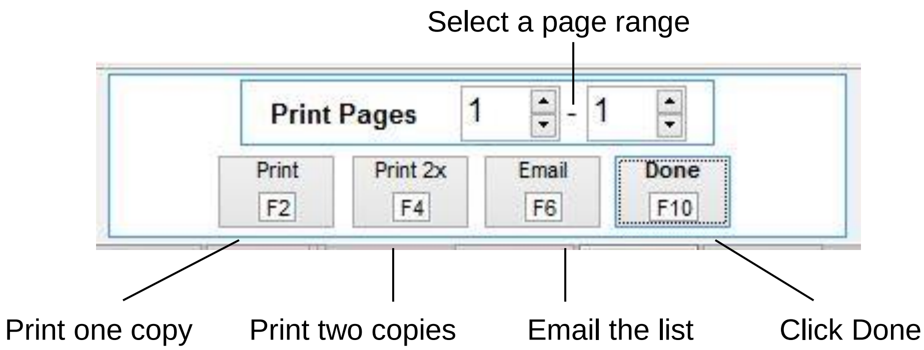
5. Click check boxes to customize your report:
   - Select whether you would like to have even- and odd-numbered rooms separated in the report.
   - Select whether you would like to have clean rooms included in the report.
   - Select whether you would like to have a separate report printed for each housekeeper.

   Note: If you select this option, indicate the number of housekeepers in the Number of Housekeepers field.

6. Click **Create Report.**

A print preview of the Housekeeping Report is displayed.

7. Print or email the list as needed.



8. Click **Done.**

When you exit the Housekeeping Report, this message is displayed: "Clear Housekeeping?"

- Click **Yes** to clear the Housekeeping Report. **All rooms will be marked clean and the Housekeeping Report will be empty until the next day.**
- Click **No** to exit without clearing the report.

Note: Do not change rooms to clean after your check-in time, as it may create problems on the next day's report.

OCCUPANCY REPORT

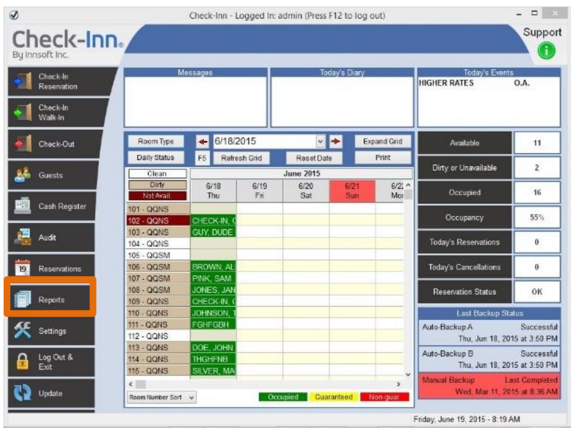
The Occupancy Report gives a room-by-room report and a summary of your occupancy rates for the date range specified.

The Occupancy Report contains:

- The total number of days in the date range.
- The total rooms occupied.
- The percentage of rooms occupied.
- The Average Daily Rate (both by occupied rooms and by number of guests).
- The total number of guests.
- The Average Daily Rate per guest.

The information is broken down by room at the bottom of the report.

1. Click **Reports** on the home screen.



The Reports screen is displayed.

2. Click **Occupancy Report.**

Settings Home Screen Check-In Reservation Check-In Walk-In Guest Screen Audit

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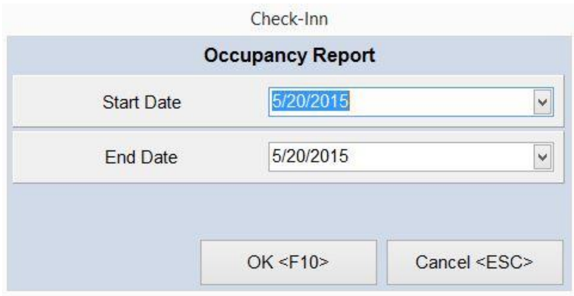
The Occupancy Report window is displayed.

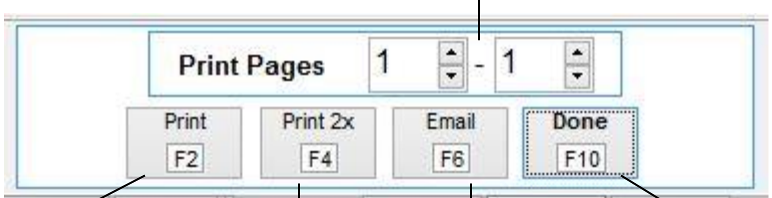


3. Enter the start and end dates of the date range by typing the date or by clicking the down arrow and selecting a date from the calendar.
4. Click **OK** to generate the report.

   A print preview of the Occupancy Report is displayed.

5. Print or email the list as needed.

Select a page range



Print one copy Print two copies Email the list Click Done

6. Click **Done.**

Note: Rooms rented using weekly, monthly, and package rates of two nights or more do not affect the “Percentage Occupied” (% Occ.) or the “Average Daily Rate” (ADR per guest).

SHIFT REPORTS

There are three types of Shift Reports:

- Standard Shift Report
- Manager Shift Report
- Advanced Shift Report

Standard Shift Report

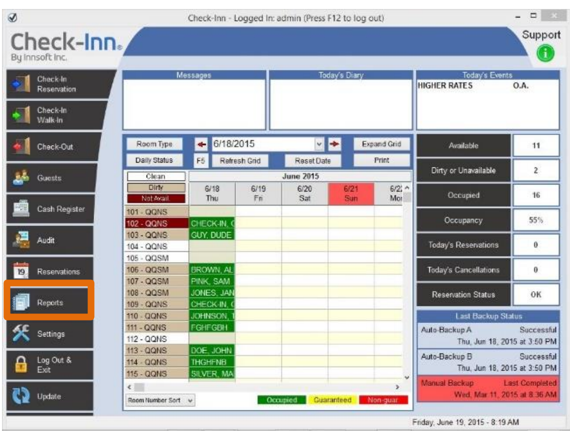
The Shift Report displays all transactions made since the last report was cleared. It reflects the exact time, screen, room, and amount of each transaction as they happen.

Note: Information shown on the Standard Shift report can be modified in the Advanced Shift Report feature, under Report Options.

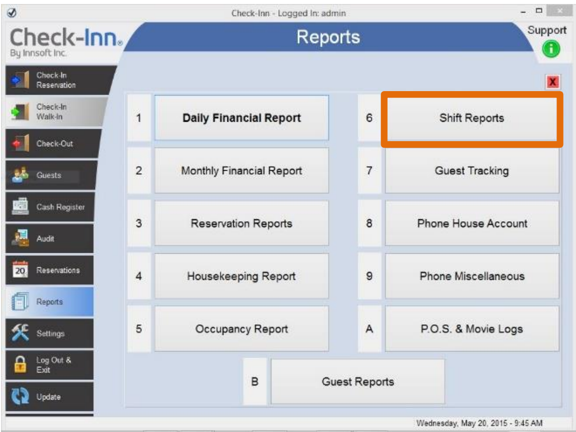
Shift Reports are an exact accounting of each transaction in the order that it was made and therefore cannot be edited or changed.

Note: Shift Reports do not reflect changes that are made in the Audit or Edit screens unless the “Record and Report Audit Changes” switch is turned on in Settings > Colors & Preferences.

1. Click **Reports** on the home screen.

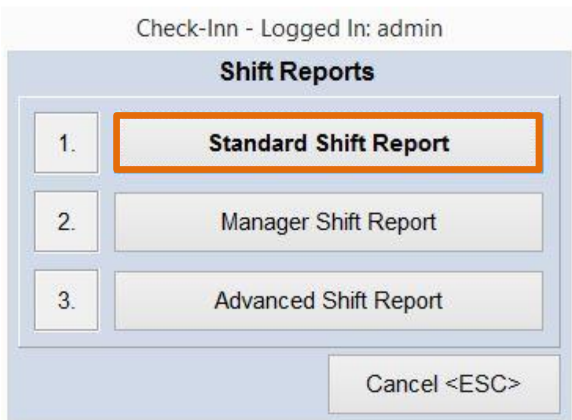


The Reports screen is displayed.



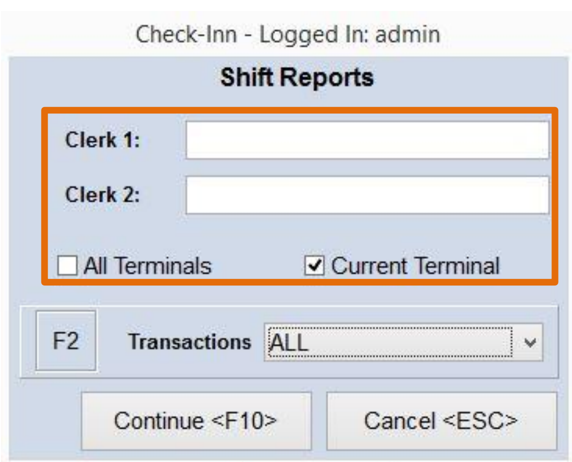
2. Click **Shift Reports.**

   The Shift Reports window is displayed.



3. Click **Standard Shift Report.**

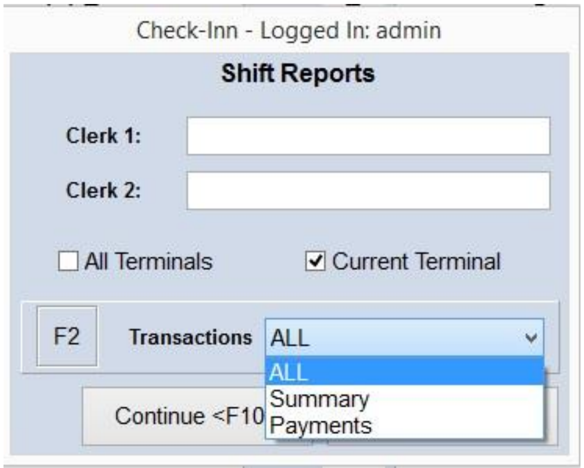
   The Shift Reports window is displayed.



4. In the Clerk1 and Clerk 2 fields, enter the names of the clerks on this shift (optional).

   Note: Entering names in these fields displays the names of the clerks on the report, but does not break down transactions by the clerk names entered. If you leave these fields blank, you will see transactions by all clerks.

5. If you have purchased the network version of the software, you may select to print the Shift Reports for all terminals combined, or you may print the Shift Reports individually for each computer terminal.

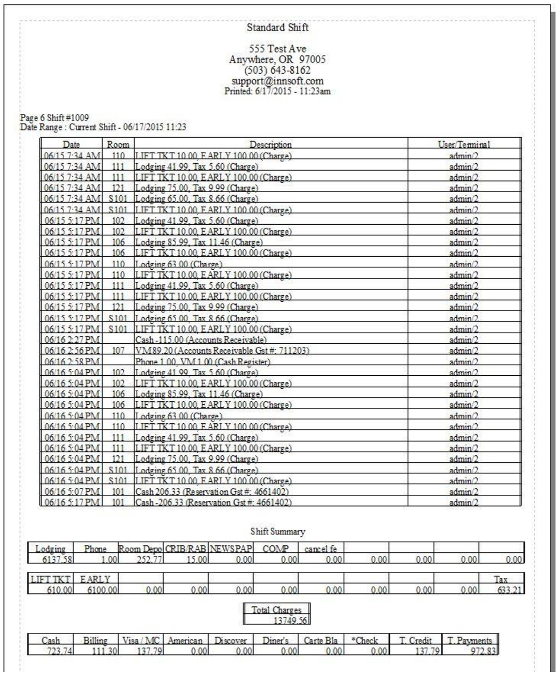


6. Click the Transactions drop-down list and select the type of Shift Report format you would like.

This type:	Includes this information:
All	All transactions and phone charges
Summary	Totals only
Payments	Payment transactions only

7. Click **Continue.**

   The top of the Shift Report displays the clerks' names (if entered), the time and date that the Shift Report was printed, the type of Shift Report format, and a Shift Report number. The Shift Report number is sequential so that you may easily see if a report is missing.



Standard Shift

555 Test Ave
Anywhere, OR 97005
(503) 643-8162
support@innsoft.com
Printed: 6/17/2015 - 11:23am

Page 6 Shift #1009
Date Range : Current Shift - 06/17/2015 11:23

Date	Room	Description	User/Terminal
06/15 7:34 AM	110	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/15 7:34 AM	111	Lodging 41.99, Tax 5.60 (Charge)	admin/2
06/15 7:34 AM	111	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/15 7:34 AM	121	Lodging 75.00, Tax 9.99 (Charge)	admin/2
06/15 7:34 AM	S101	Lodging 65.00, Tax 8.66 (Charge)	admin/2
06/15 7:34 AM	S101	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/15 5:17 PM	102	Lodging 41.99, Tax 5.60 (Charge)	admin/2
06/15 5:17 PM	102	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/15 5:17 PM	106	Lodging 85.99, Tax 11.46 (Charge)	admin/2
06/15 5:17 PM	106	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/15 5:17 PM	110	Lodging 63.00 (Charge)	admin/2
06/15 5:17 PM	110	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/15 5:17 PM	111	Lodging 41.99, Tax 5.60 (Charge)	admin/2
06/15 5:17 PM	111	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/15 5:17 PM	121	Lodging 75.00, Tax 9.99 (Charge)	admin/2
06/15 5:17 PM	S101	Lodging 65.00, Tax 8.66 (Charge)	admin/2
06/15 5:17 PM	S101	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/16 2:27 PM		Cash -115.00 (Accounts Receivable)	admin/2
06/16 2:56 PM	107	VM89.20 (Accounts Receivable Gst #: 711203)	admin/2
06/16 2:58 PM		Phone 1.00, VM 1.00 (Cash Register)	admin/2
06/16 5:04 PM	102	Lodging 41.99, Tax 5.60 (Charge)	admin/2
06/16 5:04 PM	102	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/16 5:04 PM	106	Lodging 85.99, Tax 11.46 (Charge)	admin/2
06/16 5:04 PM	106	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/16 5:04 PM	110	Lodging 63.00 (Charge)	admin/2
06/16 5:04 PM	110	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/16 5:04 PM	111	Lodging 41.99, Tax 5.60 (Charge)	admin/2
06/16 5:04 PM	111	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/16 5:04 PM	121	Lodging 75.00, Tax 9.99 (Charge)	admin/2
06/16 5:04 PM	S101	Lodging 65.00, Tax 8.66 (Charge)	admin/2
06/16 5:04 PM	S101	LIFT TKT 10.00, EARLY 100.00 (Charge)	admin/2
06/16 5:07 PM	101	Cash 206.33 (Reservation Gst #: 4661402)	admin/2
06/16 5:17 PM	101	Cash -206.33 (Reservation Gst #: 4661402)	admin/2

Shift Summary

Lodging	Phone	Room Depo	CRIB/RAB	NEWSPAP	COMP	cancel fe				
6137.58	1.00	252.77	15.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

LIFT TKT	EARLY									Tax
610.00	6100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	633.21

Total Charges
13749.56

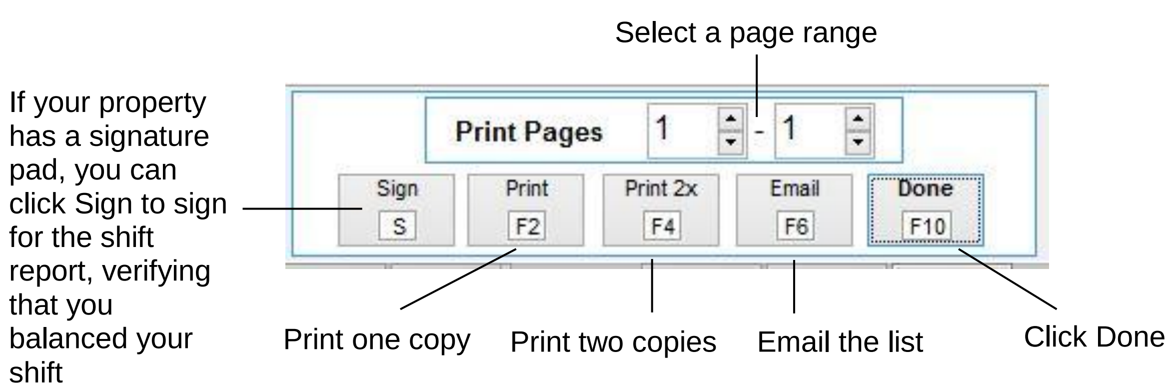
Cash	Billing	Visa / MC	American	Discover	Diner's	Carte Bla	*Check	T. Credit	T. Payments
723.74	111.30	137.79	0.00	0.00	0.00	0.00	0.00	137.79	972.83

The Shift Report has five columns:

- Date: Displays the date and time the transaction occurred
- Room No.: Displays the room number, if any, associated with the transaction
- Description: Shows the category and amount of the transaction
- User/Terminal: Displays user ID of the person who made the transaction and the terminal the user used

At the end of the Shift Report there is a Shift Summary. It lists the charges that were applied to each category, a total of the charges, the amount of payments received for each payment type, and a total of the payments for the shift. This report is what the clerks will use to balance their drawer at the end of their shift.

8. Print or email the report as needed.



9. Click **Done.**

   This message displays: "Clear Shift Report?"

   - Click **Yes** to clear the report for the next shift.
   - Click **No** button if you do not want to clear the report.

Manager Shift Report

The Manager Shift Report shows shift report information for any time and day within the past thirty days, but only if you are clearing your Standard Shift Report. The Manager Shift Report can be password protected so that only certain users can access it.

1. Click **Reports** on the home screen.

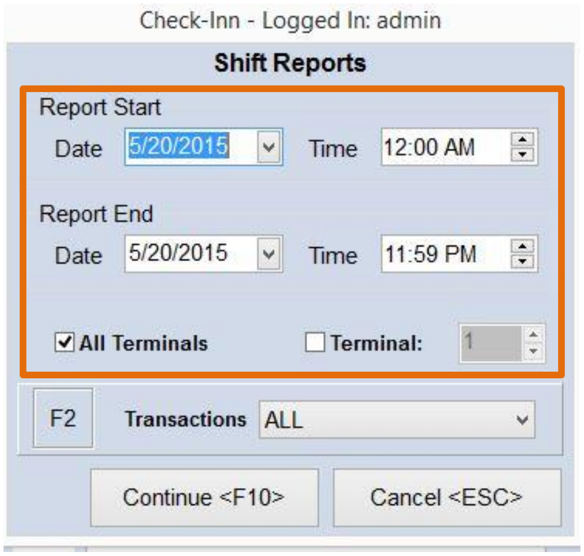
The Reports screen is displayed.

2. Click **Shift Reports.**

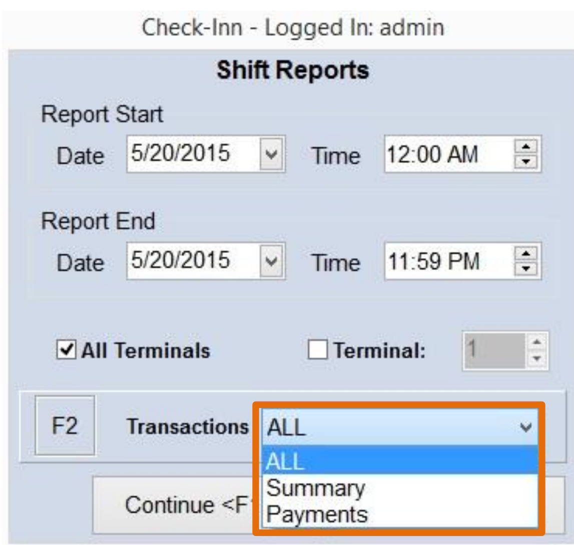
   The Shift Reports window is displayed.

3. Click **Manager Shift Report.**

The Shift Reports window is displayed.



4. Enter the start date and end date by typing in the date or by clicking the arrow and selecting a day from the calendar.
5. Enter the start time and end time by typing in the time or by clicking the arrows to increase or decrease the number.
6. If you have purchased the network version of the software, you may select to print the Manager's Shift Reports for all terminals or for a single terminal. Select which terminal you wish to view by typing in the number or by using the arrows to increase or decrease the number.



7. Click the Transactions drop-down list and select the type of Manager Report format you would like.

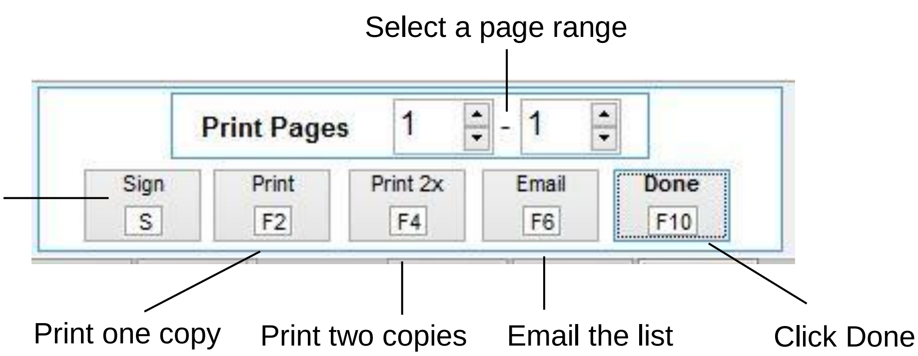
This type:	Includes this information:
All	All transactions and phone charges
Summary	Totals only
Payments	Payment transactions only

8. Click **Continue.**

   A print preview of all shift transactions that fall between the set dates is displayed.

9. Print or email the report as needed.

If your property has a signature pad, you can click **Sign** to sign for the shift report, verifying that you balanced your shift.



10. Click **Done.**

Advanced Shift Report

The Advanced Shift Report enables Check-Inn users to create customized shift reports that are filtered to contain only the specific shift data desired while excluding unwanted information.

Use this feature to:

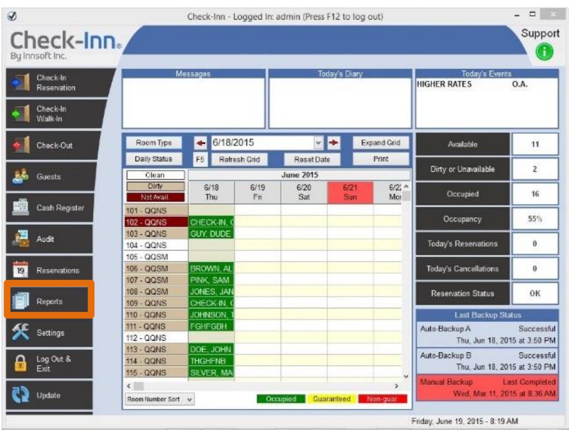
- Customize the Advanced Shift Report
- Save and load custom report filters
- Customize the Standard and Manager Shift Reports

Customize the Advanced Shift Report

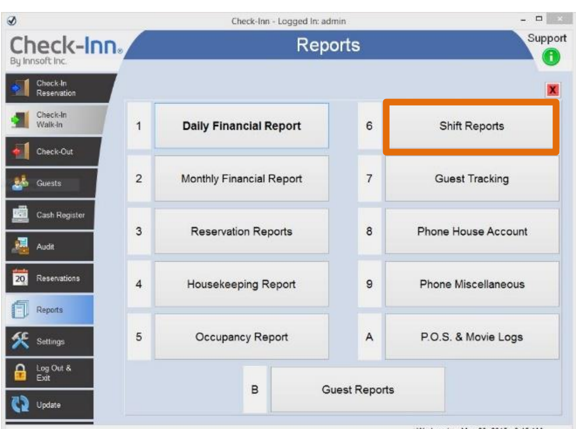
Advanced passwords must be configured before you can use the Advanced Shift Report. See Advanced Passwords for details.

Note: Once you have switched to the advanced password/shift report system you are no longer able to view previous shift reports.

1. Click **Reports** on the home screen.

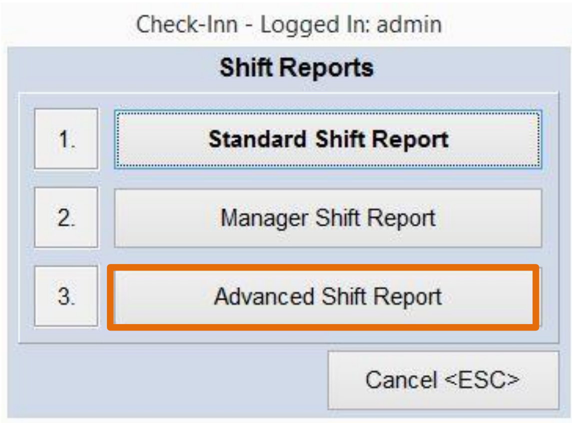


The Reports screen is displayed.



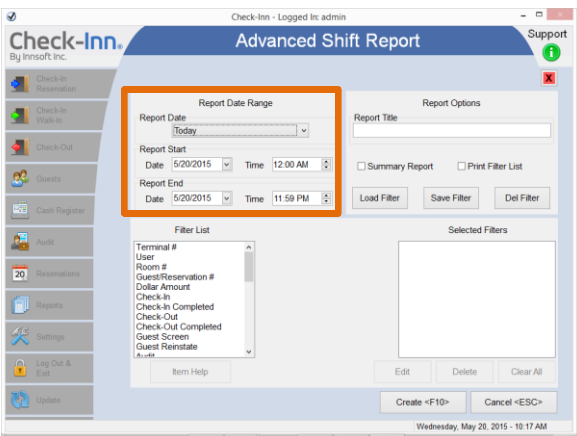
2. Click **Shift Reports.**

The Shift Reports window is displayed.



3. Click **Advanced Shift Report.**

   The Advanced Shift Report screen is displayed.



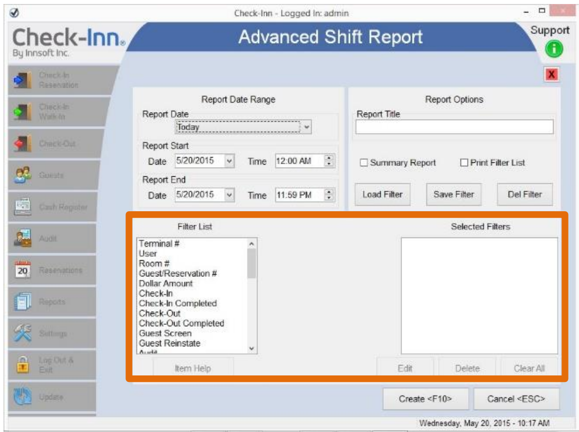
4. Use the Report Date drop-down list to select a date range for your report from the list of pre-defined periods (Today, Yesterday, Last Week, etc.).
5. Enter a start and end date/time to define a unique date/time range.

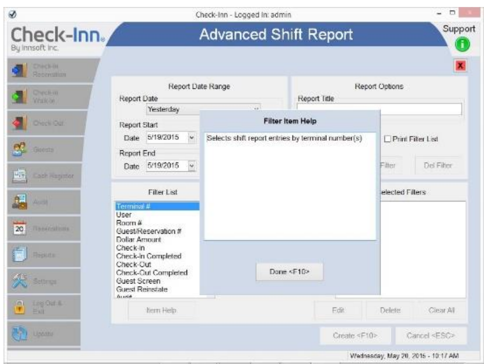
   Note: If you selected “User Defined” in the Report Date drop-down list, you do not need to enter dates/times into these fields.

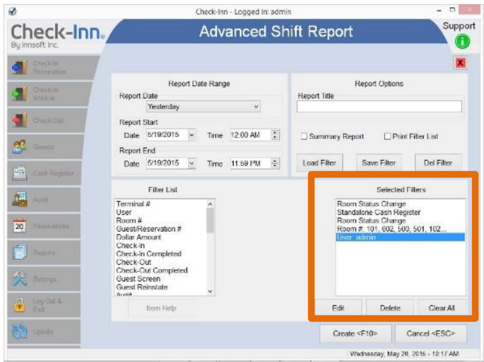
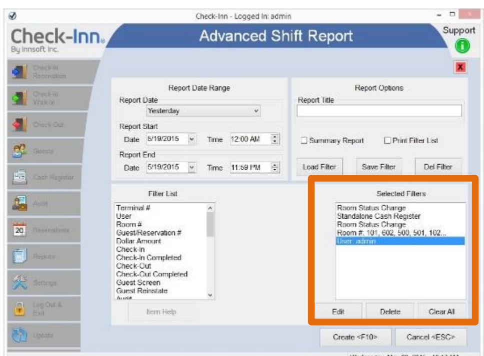
6. Use the filter list.

   Filters are search options that can be used to create custom shift reports.

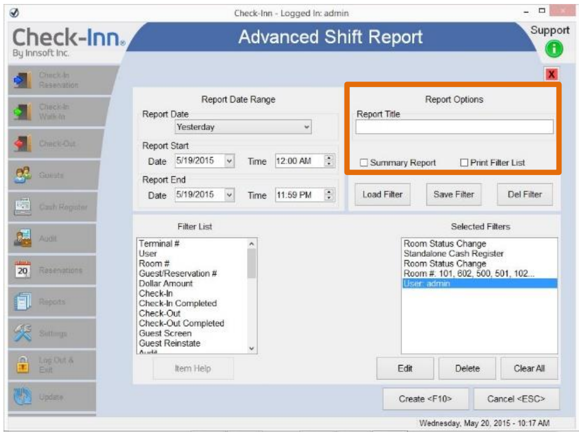
   For example, a custom shift report could be created to show reservations made by a particular clerk during a specific time period by adding a filter for that clerk and a filter for reservations. Multiple filters can be used together to further enhance your search.



To do this:	Follow these steps:
Add a filter	1. Click a filter in the filter list (for example, Terminal #, User, etc.) to add it to the report. **Note:** For a written description of the filter click the Item Help button.  2. Click **Add Filter.** 3. Select additional filters if required. Continue to add filters in the manner previously described.

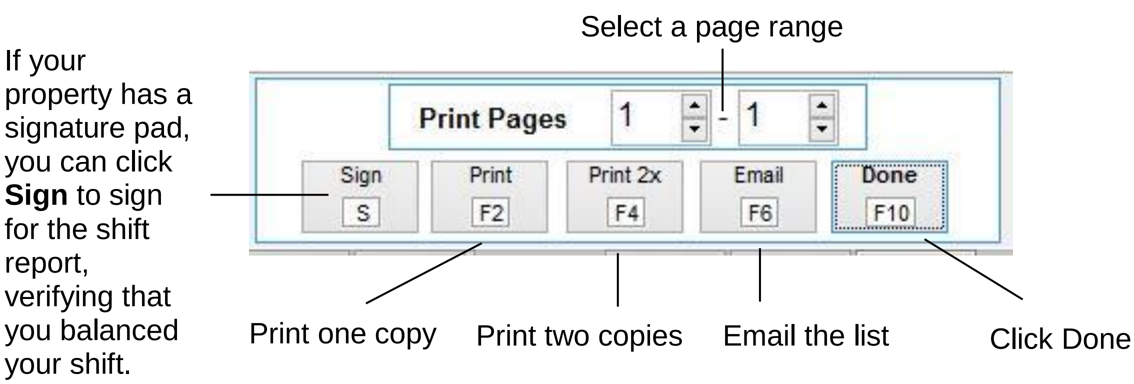
To do this:	Follow these steps:
Edit a filter	**Note:** Only the User, Room, and Payment/Sales filters can be edited 1. Click the desired filter (User, Room, or Payment/Sales) in the Selected Filter list.  2. Click **Edit.** *A smaller window is displayed. Click to select or clear the check box for each option you want included in the filter.* 3. Click **Save Filter.**
Delete a filter	1. Click the desired filter (User, Room, or Payment/Sales) in the Selected Filter list.  2. Click **Delete.**
Clear all filters	1. To remove all filters click **Clear All.**

7. Complete the report fields.



- **Optional:** In the Report Title field, enter a descriptive title for your report.
- **Optional:** Click to select the “Summary Report” check box to create a shift report that displays only the totals without a list of individual transactions.
- **Optional:** Click to select the “Print Filter List” check box to display a list of filters in use at the beginning of the shift report.

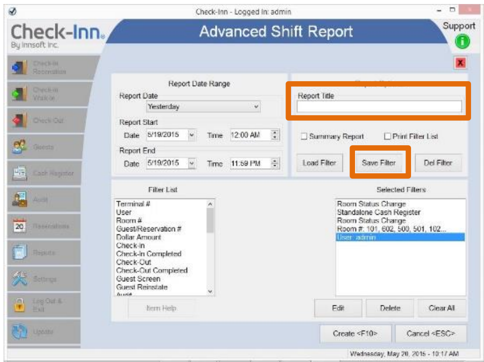
8. Once you have completed the steps above and are ready to create a shift report, click **Create.**
9. Print or email the report as needed.

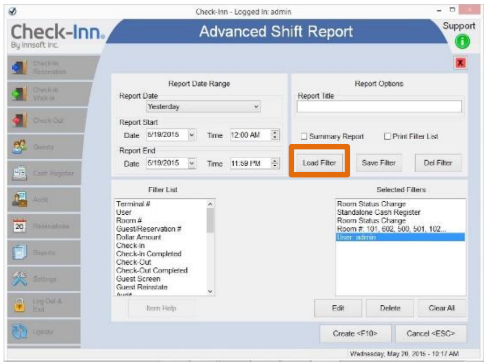


10. Click **Done.**

Save and load custom report filters

Once you have created a custom report, you may wish to save the set of report filters for use at a later time. Follow the steps below to save an advanced shift report.

To do this:	Follow these steps:
Save a custom report	1. Enter a name for the report in the Report Title field.  2. Click **Save Filter.** *This message displays: "The report filter has been saved."* 3. Click **OK.**

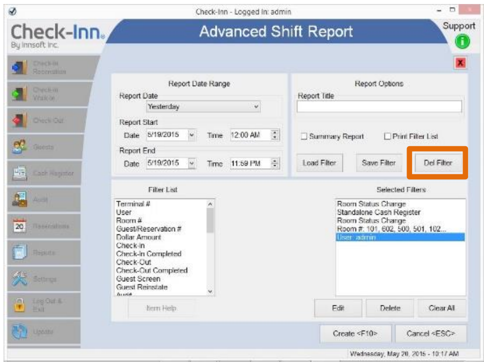
<table>
<tr><th>To do this:</th><th>Follow these steps:</th></tr>
<tr><td>Load a custom report</td><td>
To load a previously saved report filter follow the steps below.
1. Click Load Filter.


The Load Filter window displays. This is a list of all of your saved filters.


2. Click to select the desired report filter.
3. Click Load Filter.
The filter is loaded and you can create the report.
</td></tr>
</table>

To do this:	Follow these steps:
Delete a custom report	If a filter is no longer needed you can delete it.

1. Click **Del Filter.**



The Delete Filter window is displayed.

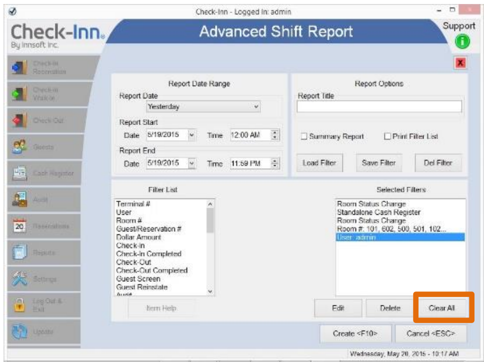
2. Click to select the filter you wish to delete.
3. Click **Del Filter.**

This message is displayed: "Do you wish to delete the saved filter?"

4. Click **Yes.**
5. Click **Cancel** to exit the screen.

<table>
<tr><th>To do this:</th><th>Follow these steps:</th></tr>
<tr><td>Clear all filters</td><td>

1. Click **Clear All** to remove all filters.



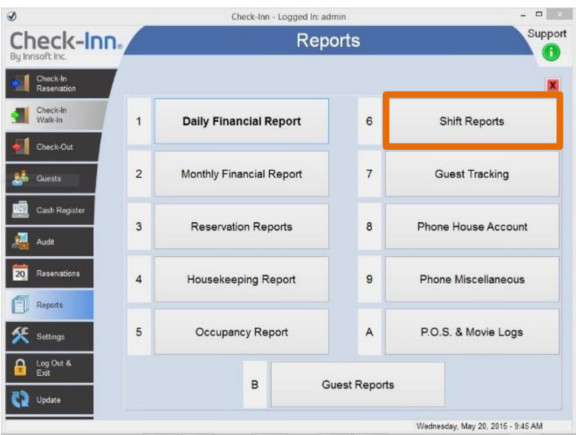
</td></tr>
</table>

Customize the Standard and Manager Shift Reports

You can modify and customize the standard and manager shift reports in the same manner as custom report filters.

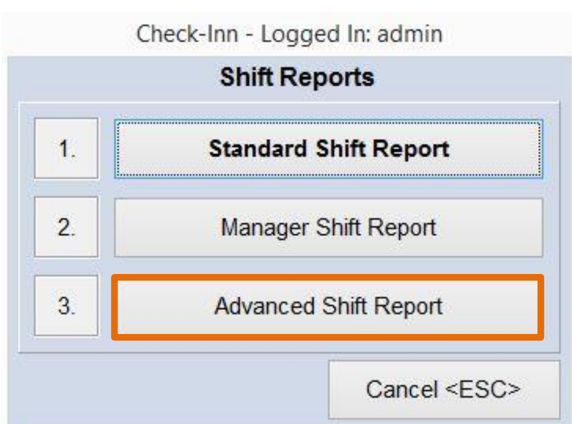
1. Click **Reports** on the home screen.

The Reports screen is displayed.



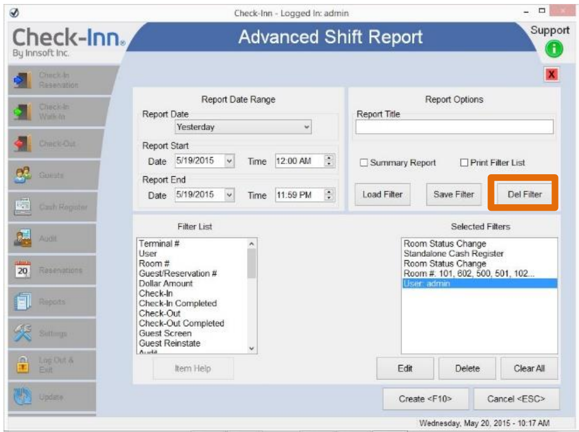
2. Click **Shift Reports.**

   The Shift Reports window is displayed.



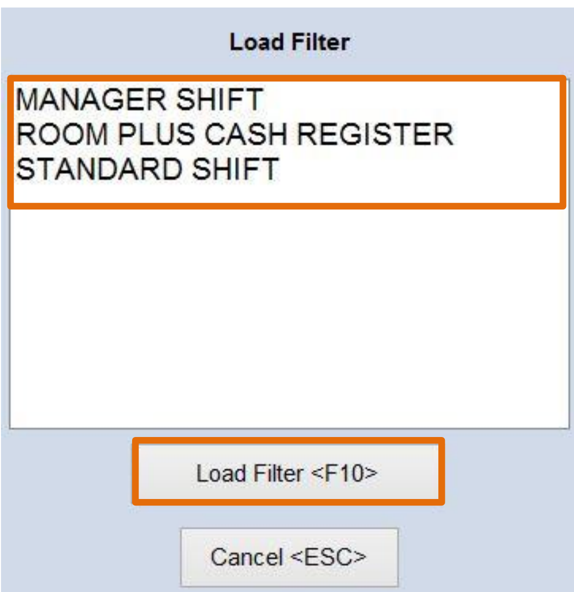
3. Click **Advanced Shift Report.**

   The Advanced Shift Report screen is displayed.



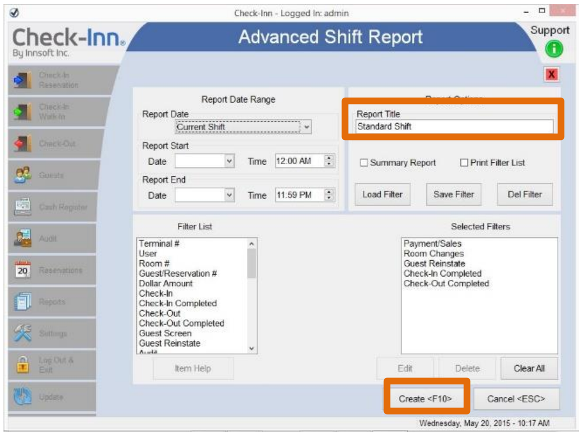
4. Click **Load Filter.**

   The Load Filter window is displayed.



5. Click to select **MANAGER SHIFT** or **STANDARD SHIFT.**
6. Click **Load Filter.**

The report you loaded displays in the Report Title field.



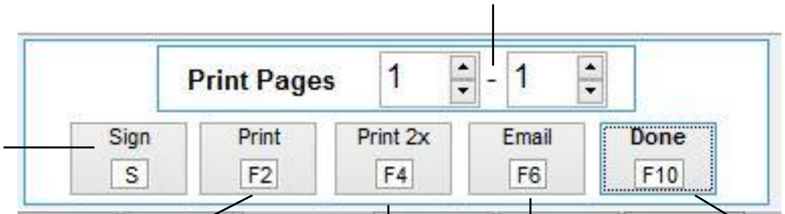
7. Click **Create.**

   A print preview of the report is displayed.

8. Print or email the report as needed.

Select a page range

If your property has a signature pad, you can click **Sign** to sign for the shift report, verifying that you balanced your shift.



Print one copy Print two copies Email the list Click Done

9. Click **Done.**

GUEST TRACKING REPORTS

The Guest Tracking feature allows you to access Guest History, view and print reports, manage saved emails and to search guest signatures.

IMPORTANT! Purging data destroys guest tracking information.

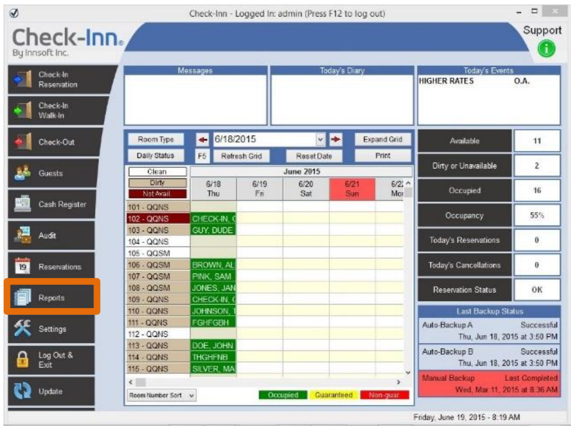
There are seven different screens that you may access through the Guest Tracking menu:

Use this screen:	To do this:
Guest History	View folios from past guest stays.
Guest Labels	Print mailing labels for past guests.
Marketing Report	Track revenue for your marketing codes.
Room Revenue Report	View occupancy and revenue records for individual rooms.
Tax Exempt Report	Track tax-exempt guests
Manage Email	Send and manage stored email messages.
Signed Documents	View signed documents by date and time.

Guest History

You may search for any guest that has stayed at the property in the past. You may also reprint past folios. Reprinted folios contain all financial information with the exception of phone call details (totals are displayed). Only guests who have been checked-out and are no longer on the Guest Screen will show in Guest History. Entries added directly into Daily Audit will not be recorded in guest history.

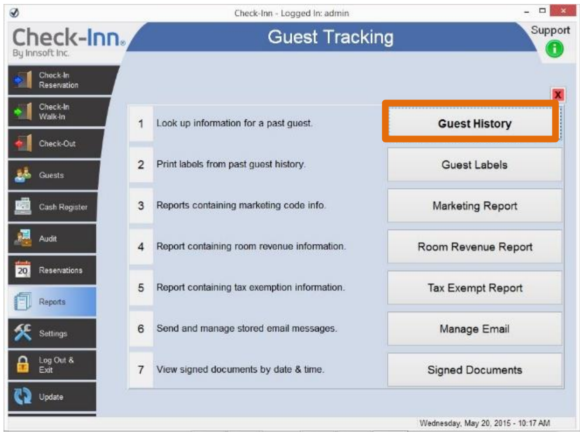
1. Click **Reports** on the home screen.



The Reports screen is displayed.

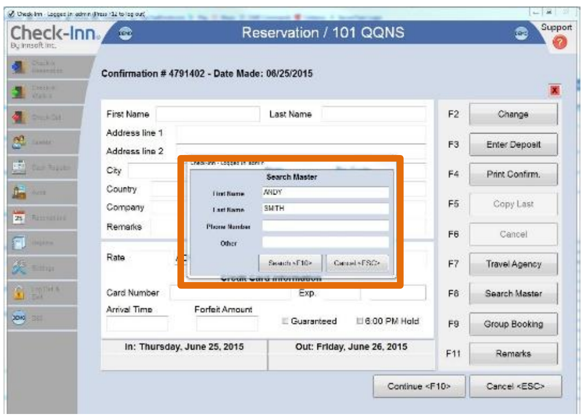
2. Click **Guest Tracking.**

The Guest Tracking screen is displayed.



3. Click **Guest History.**

   The Search Master screen is displayed.



4. Enter the information asked for on the Search Master screen. You may enter only partial information, such as a last name, if desired. The Other field searches all guest information fields for the desired information.
5. Click **Search.**

   The Guest History screen brings up the guest's information in reverse date order, beginning with most recent stay.

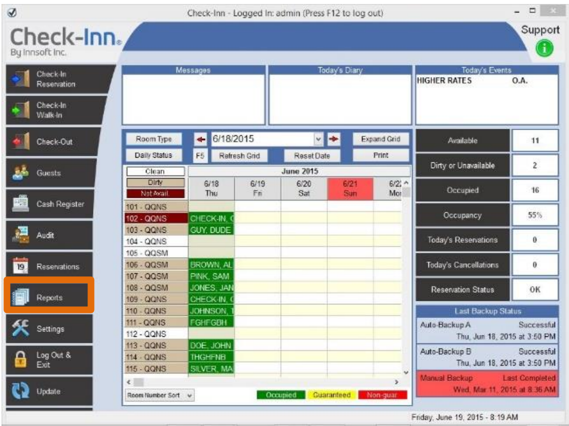
Click this button:	To do this:
Print Folio	Print a past folio for the guest displayed.
View Remarks	View remarks or marketing codes and add marketing codes for the guest. ▪ Once in the View Remarks screen, click Insert Market Code to insert a new marketing code.
Continue Search	Continue searching the guest history for the information you have already typed in.
New Search	Begin another search.

6. Click **Done.**

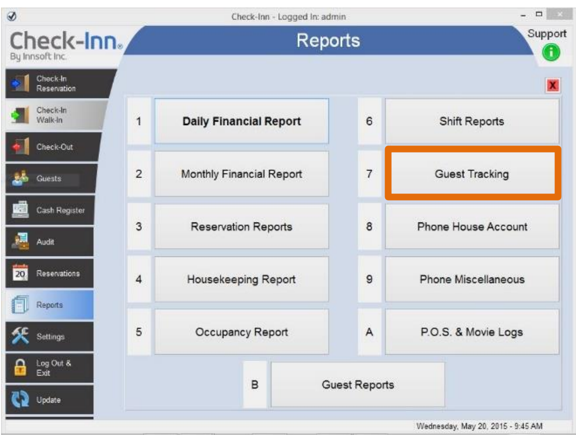
Guest Labels

The Guest Labels feature allows you to print mailing labels in ZIP code order for guests who have stayed at your property.

1. Click **Reports** on the home screen.

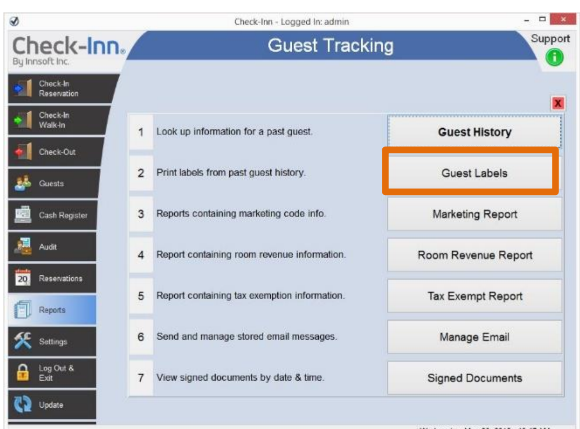


The Reports screen is displayed.



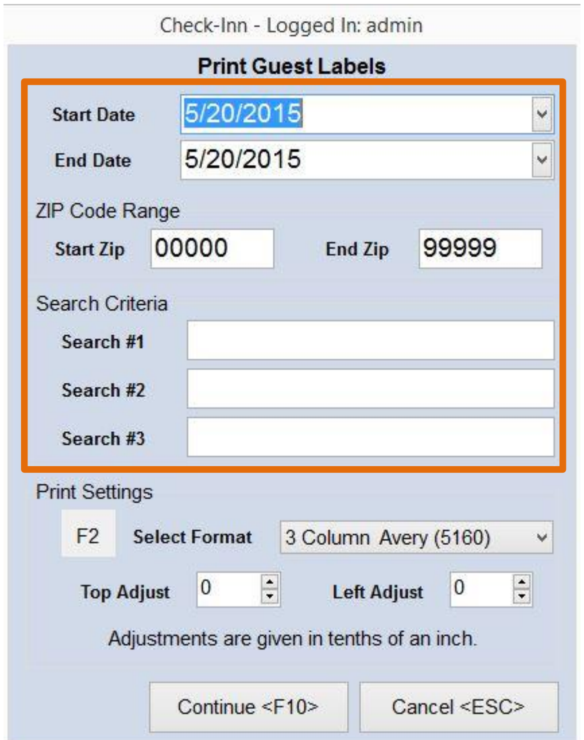
2. Click **Guest Tracking.**

   The Guest Tracking screen is displayed.

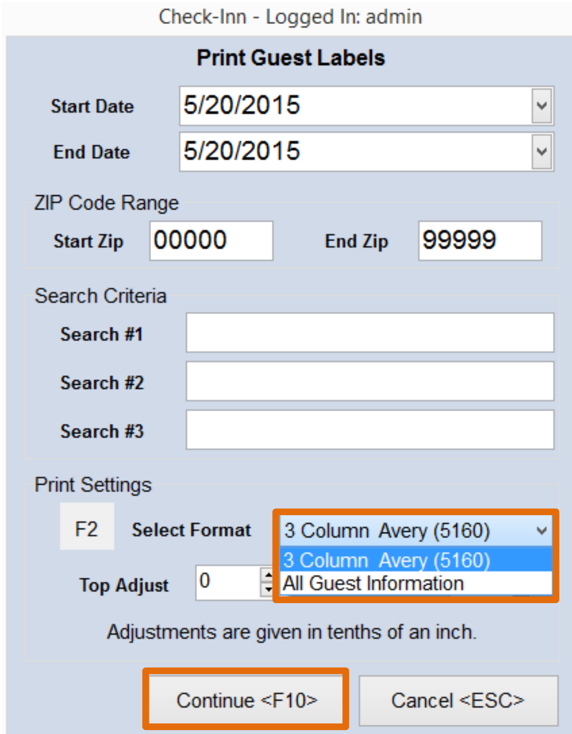


3. Click **Guest Labels.**

   The Print Guest Labels window is displayed.



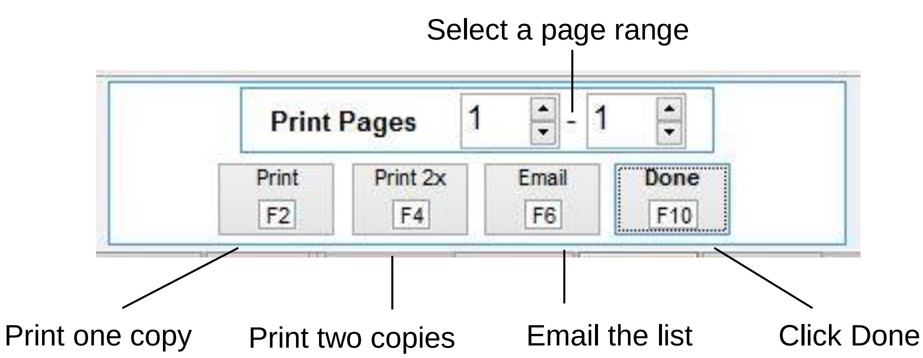
In this field:	Enter this information:
Start Date and End Date	The date range you want to draw the list from.
Start Zip and End Zip	Use these fields if you'd like to restrict the ZIP code range of the list.
Search Criteria (three fields)	Specific codes or references you want to search the Guest Remarks fields for. If any of the three entries are found and the other search criteria are met, the guest's label will be printed.



4. Use the Select Format drop-down list to select the print format for the type of labels that you are using.
5. Click **Continue.**

   A print preview of the mailing labels is displayed.

6. Print or email the list as needed.



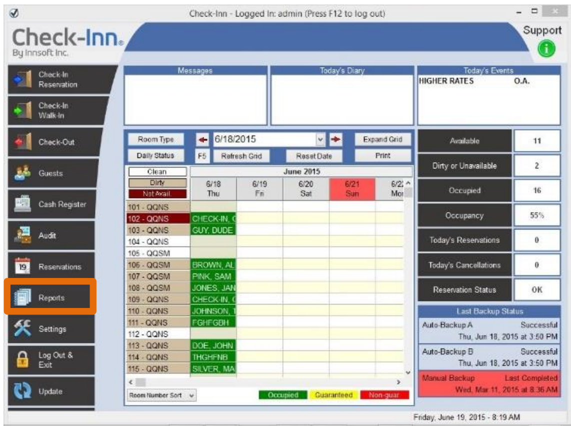
7. Click **Done.**

Marketing Report

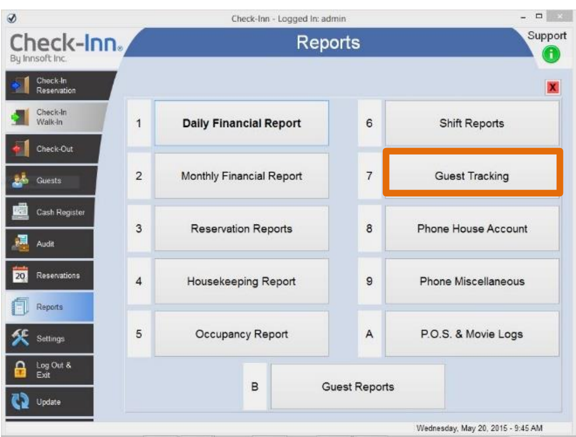
The Marketing Report breaks down your room revenue based upon codes placed in the Remarks section of the guest's information. The report includes the following information for each market code:

- Revenue
- Percent of total revenue
- Room count
- Average daily rate
- Daily occupancy

1. Click **Reports** on the home screen.

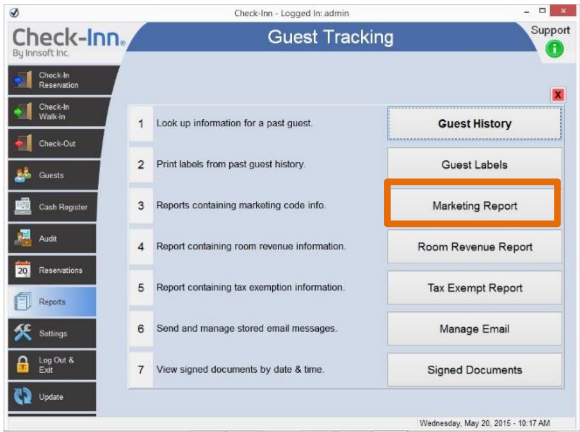


The Reports screen is displayed.



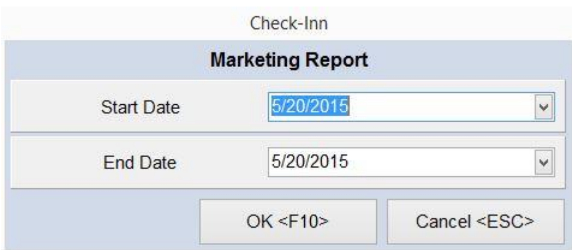
2. Click **Guest Tracking.**

The Guest Tracking screen is displayed.



3. Click **Marketing Report.**

   The Marketing Report window is displayed.

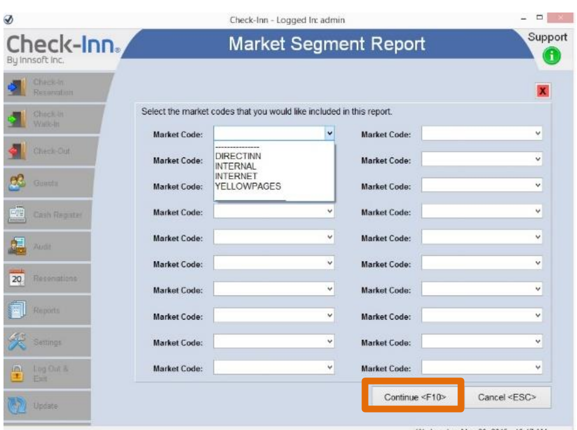


4. In the Start and End Date fields, enter a start date and end date for the report by typing the dates or by clicking the arrow and selecting a date from the calendar.

   Note: Only revenue in this date range will be used in the report.

5. Click **OK.**

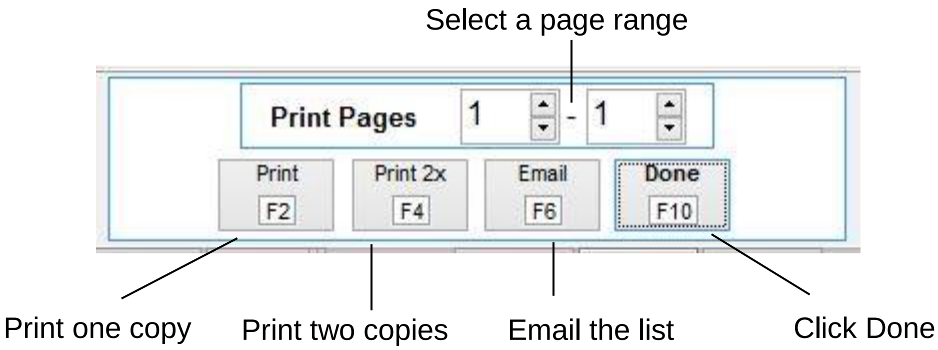
   The Marketing Report screen is displayed.



6. Enter the market categories that you would like to search for by typing them in or by selecting the codes from the drop-down lists.
7. Click **Continue.**

   A print preview of the Marketing Report is displayed.

8. Print or email the list as needed.

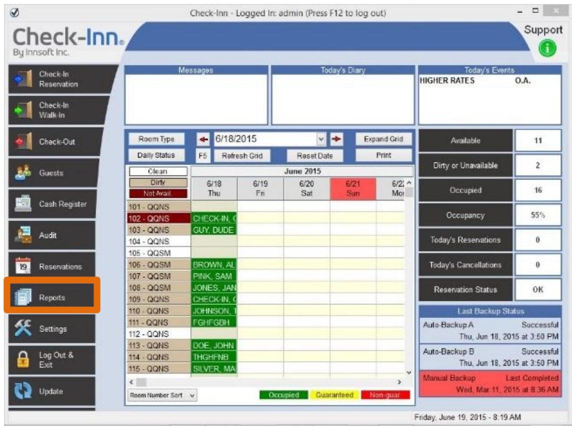


9. Click **Done.**

Room Revenue Report

The Room Revenue Report displays the guest and revenue history of a room over any period of time.

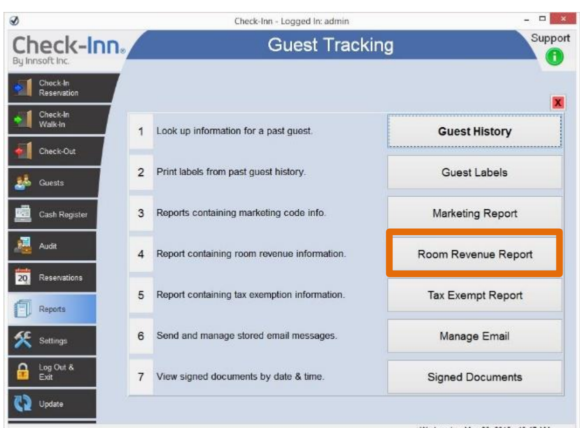
1. Click **Reports** on the home screen.



The Reports screen is displayed.

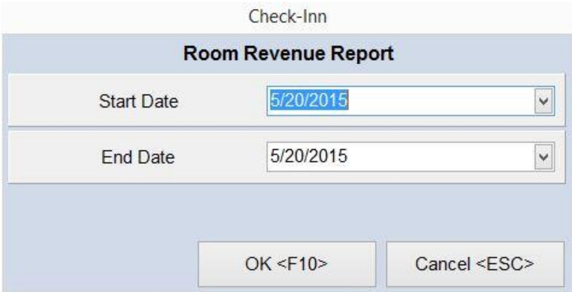
2. Click **Guest Tracking.**

   The Guest Tracking screen is displayed.



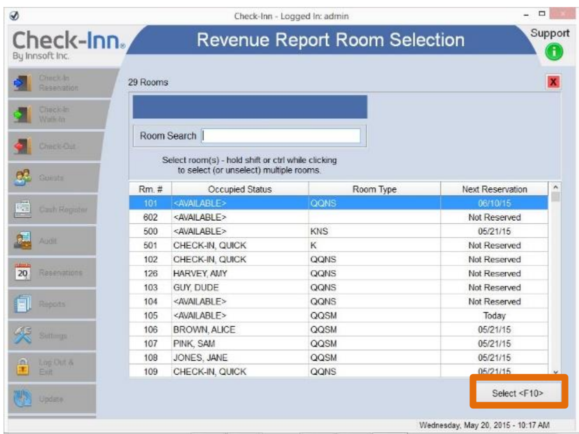
3. Click **Room Revenue Report.**

   The Room Revenue Report window is displayed.



4. In the Start and End Date fields, enter a start date and end date for the report by typing the dates or by clicking the arrow and selecting a date from the calendar.
5. Click **OK.**

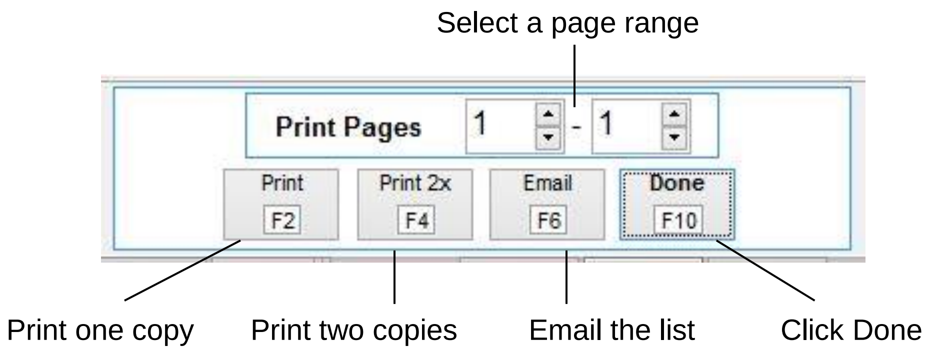
   The Revenue Report Room Selection screen is displayed.



6. Select the rooms that you wish to view by holding down the CTRL key and clicking on the desired rooms. You can also select a range of rooms by holding down the SHIFT key, selecting the first room in the list and then selecting the last room in the range.
7. Click **Select.**

A print preview of the report is displayed with the dates the room was rented, the name of the guest it was rented to, the number of days the guest stayed, and the total lodging revenue generated by that guest. One room is displayed on each page of the report.

8. Print or email the report as needed.



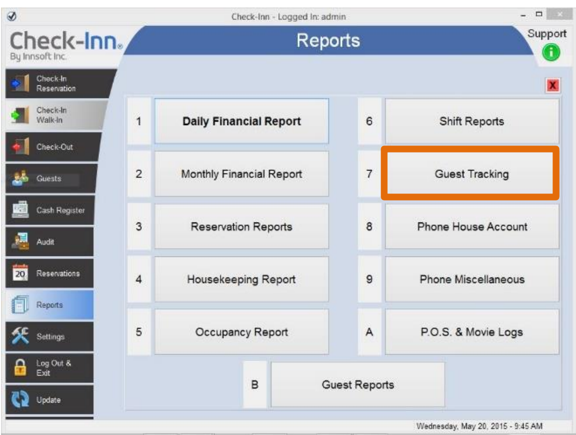
9. Click **Done.**

Tax Exempt Report

This report provides a list of all guests for a defined period of time that are exempt from a particular tax.

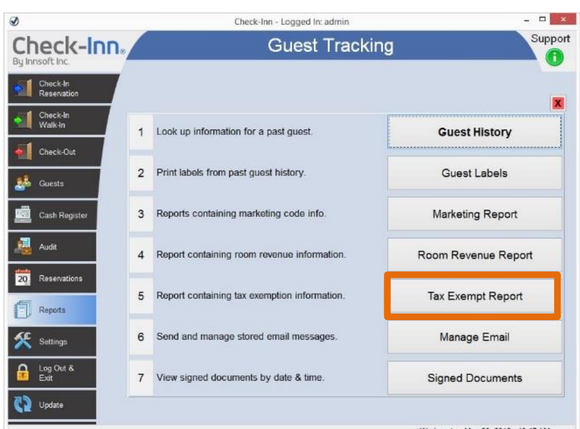
1. Click **Reports** on the home screen.

The Reports screen is displayed.



2. Click **Guest Tracking.**

The Guest Tracking screen is displayed.



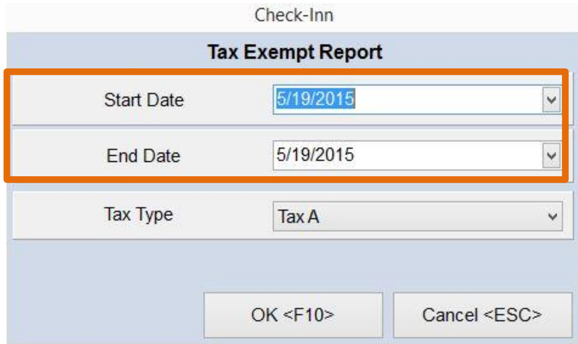
Settings Home Screen Check-In Reservation Check-In Walk-In Guest Screen Audit

Cash Register/Guest Screen Check-Out Stand-Alone Cash Register Reservations

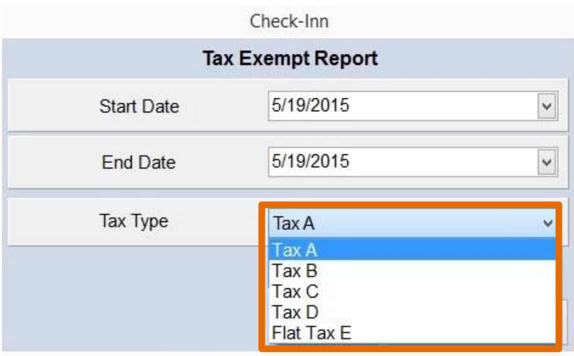
Reports Troubleshooting Appendix EMV

3. Click **Tax Exempt Report.**

   The Tax Exempt Report window is displayed.



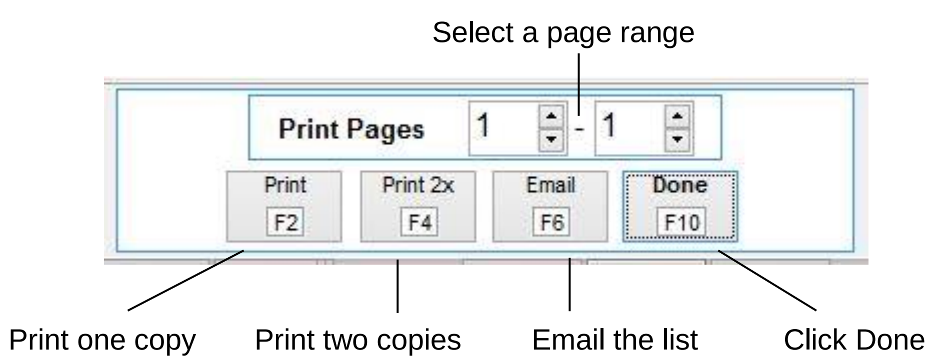
4. In the Start and End Date fields, enter a start date and end date for the report by typing the dates or by clicking the arrow and selecting a date from the calendar.



5. Use the Tax Type drop-down list to select the type of tax that the report will display by typing in the letter, or by clicking the down arrow and selecting the "Tax Exempt" type from the list.
6. Click **OK** to generate the report.

   A print preview of the tax exempt report will be displayed.

7. Print or email the report as needed.

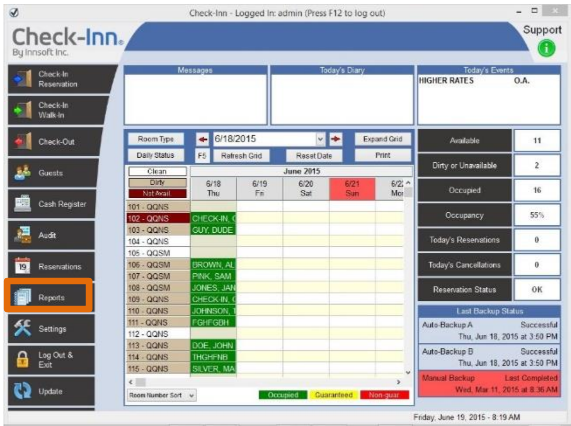


8. Click **Done.**

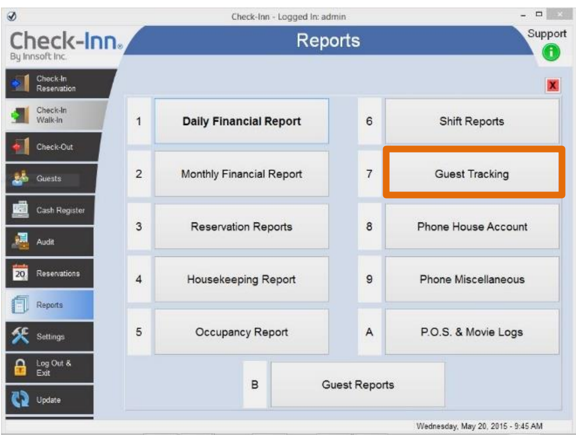
Manage Email

If you have saved email messages, you may use Manage Email to send or delete the saved messages.

1. Click **Reports** on the home screen.

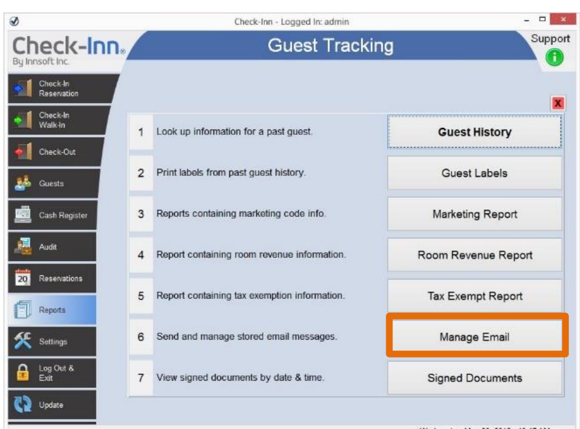


The Reports screen is displayed.



2. Click **Guest Tracking.**

The Guest Tracking screen is displayed.



[Settings](#) [Home Screen](#) [Check-In Reservation](#) [Check-In Walk-In](#) [Guest Screen](#) [Audit](#)

[Cash Register/Guest Screen](#) [Check-Out](#) [Stand-Alone Cash Register](#) [Reservations](#)

[Reports](#) [Troubleshooting](#) [Appendix](#) [EMV](#)

3. Click **Manage Email.**

The Manage Email screen is displayed.

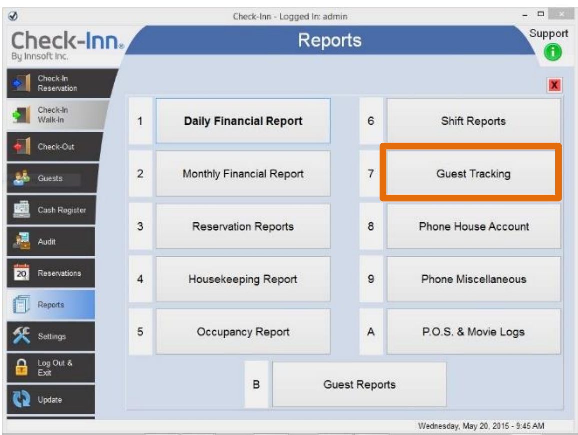
To do this:	Follow these steps:
Select and deselect messages	1. Click the check box next to the message you want to select. ▪ Click the check box again to deselect it. ▪ Click **Select All** to select all messages in the list. ▪ Click **De-select All** to deselect all messages that are currently selected.
Delete messages	1. Click to select the messages you want to delete. 2. Click **Delete.** *This message is displayed: "Delete market messages"?* 3. Click **Yes.**
Send saved messages	1. Click to select the message or messages you want to send. 2. Click **Send.** *This message is displayed: "Send marked messages?"* 3. Click **Yes.**

Signed Documents

Use this feature to view signed documents by date and time.

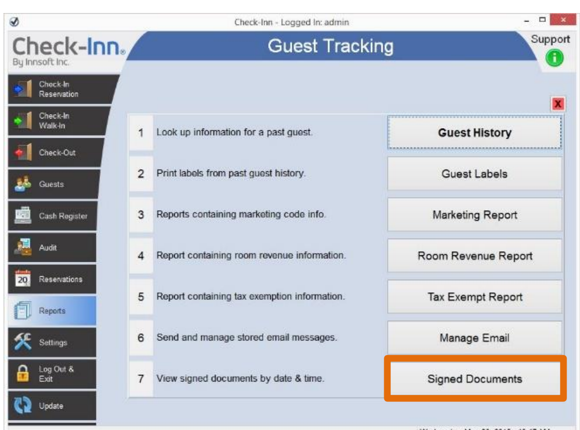
1. Click **Reports** on the home screen.

The Reports screen is displayed.



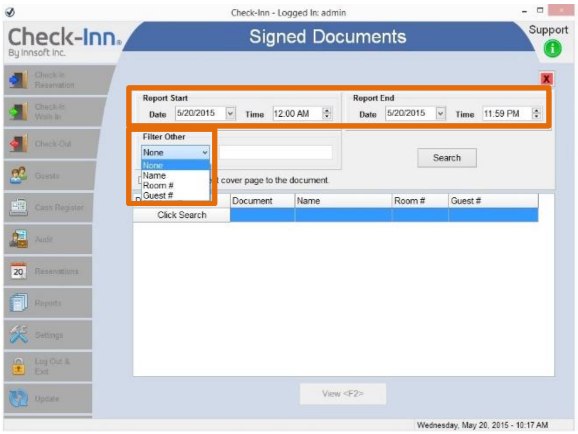
2. Click **Guest Tracking.**

   The Guest Tracking screen is displayed.



3. Click **Signed Documents.**

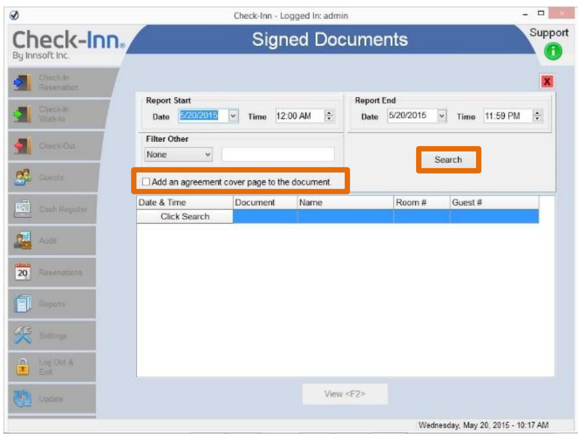
   The Signed Documents screen is displayed.



You can search by:

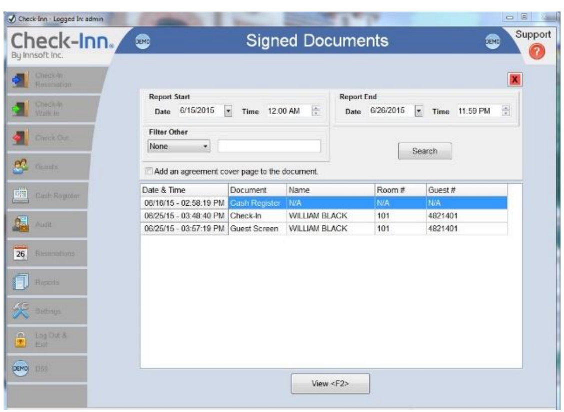
- Date and time
- Name
- Room #
- Guest #

4. Enter dates and times in the Report Start and Report End fields.
5. Use the Filter Other field to select how you want to filter this report.



6. Click to select the "Add an agreement cover page to the document" check box if you want a cover page included.
7. Click **Search.**

   Signed documents that meet the search criteria are displayed.

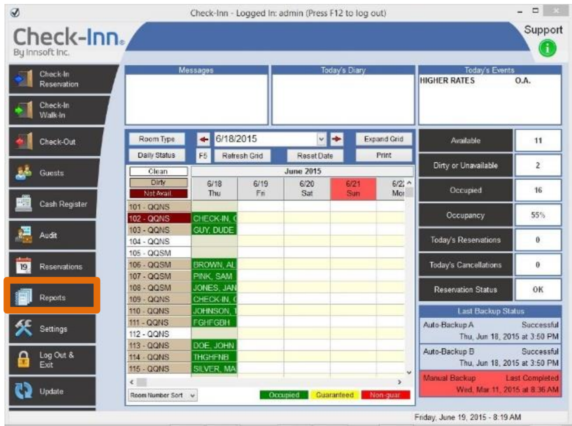


PHONE HOUSE ACCOUNT REPORT

The Phone House Account Report displays all phone calls made from house extensions since the last report was cleared.

The [Phone Miscellaneous Report] displays all calls from checked-out rooms, scrambled phone records, phone system reports, or any other phone information that is not part of the phone house account or the room records.

1. Click **Reports** on the home screen.

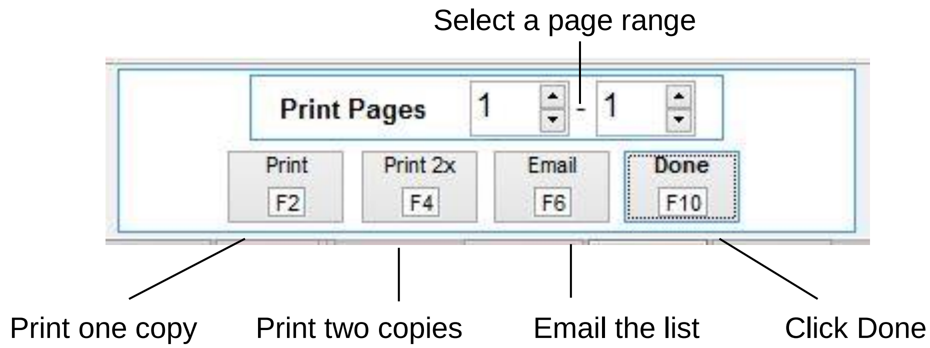


The Reports screen is displayed.

2. Click **Phone House Account.**

A print preview of the Phone House Account Report is displayed.

3. Print or email the report as needed.



4. Click **Done.**

   This message is displayed: "Clear Phone House Account Report?"

   - Click **Yes** to clear the report.
   - Click **No** to not clear the report.

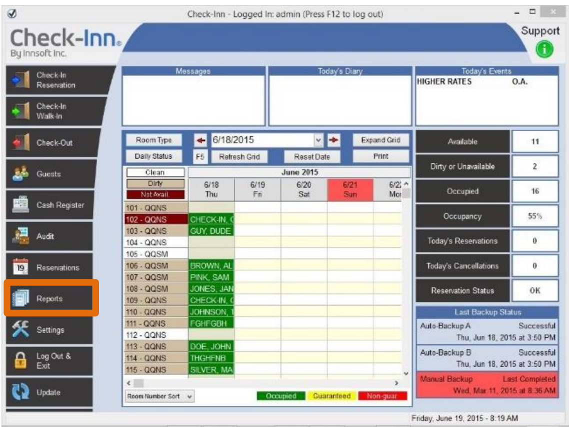
   Note: A security password may be required to clear the report.

PHONE MISCELLANEOUS REPORT

The Phone Miscellaneous Report records all calls that do not belong to a checked-in guest or house phones. These calls include wake-up calls and calls from checked-out rooms (marked with an *), and incomplete phone records.

The Phone House Account Report displays all phone calls made from house extensions since the last report was cleared.

1. Click **Reports** on the home screen.

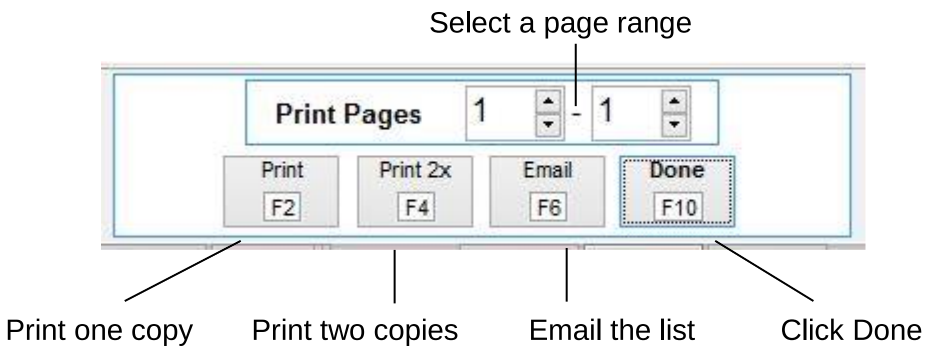


The Reports screen is displayed.

2. Click **Phone Miscellaneous.**

A print preview of the Phone Miscellaneous Report is displayed.

3. Print or email the report as needed.



4. Click **Done.**

This message is displayed: "Clear miscellaneous phone information?"

- Click **Yes** to clear the report.
- Click **No** to not clear the report.

Note: A security password may be required to clear the report.

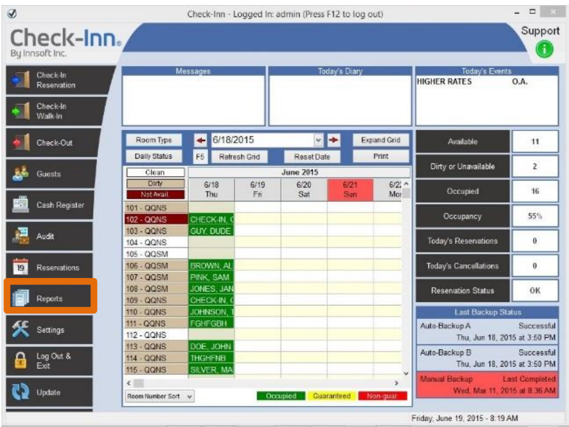
POS (POINT OF SALE)/MOVIE LOGS

Note: This is a special module that requires an Options Code to activate. If you would like to purchase this module, please contact Innsoft Sales (800-950-8665).

This log records transactions and details provided by an interfaced point-of-sale system or entertainment system. When connected, this information displays on the guest folio as well.

Note: Movie titles are not listed on the guest folio.

1. Click **Reports** on the home screen.

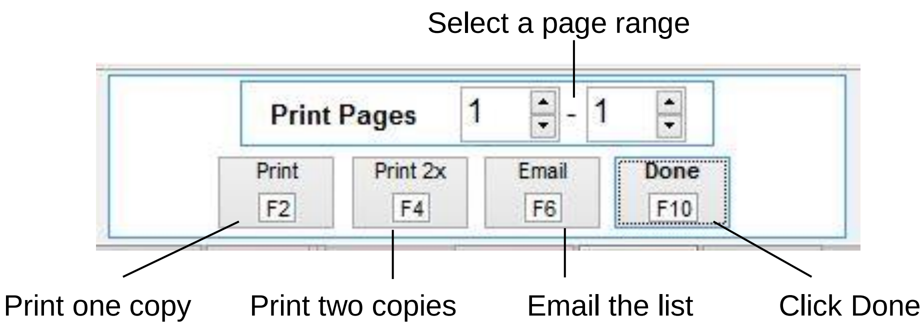


The Reports screen is displayed.

2. Click **P.O.S. & Movie Logs.**

A print preview of the P.O.S. & Movie Logs Report is displayed.

3. Print or email the report as needed.



4. Click **Done.**

   This message is displayed: "Clear POS/Movie Log?"

   - Click **Yes** to clear the report.
   - Click **No** to not clear the report.

Note: A security password may be required to clear the report.

GUEST REPORTS

There are 11 guest reports available:

- Alphabetical Guest List
- Room Order Guest List
- Company Order Guest List
- Departure List
- All Room List
- Phone Limit Violations
- Phone Limit List
- Maintenance Log
- Registration Cards
- ID Guest List
- Daily Status

You can access the reports two different ways:

- **Reports** > **Guest Reports**
- **Guests** > **Guest Reports**

For information on these reports, see View or print guest reports.

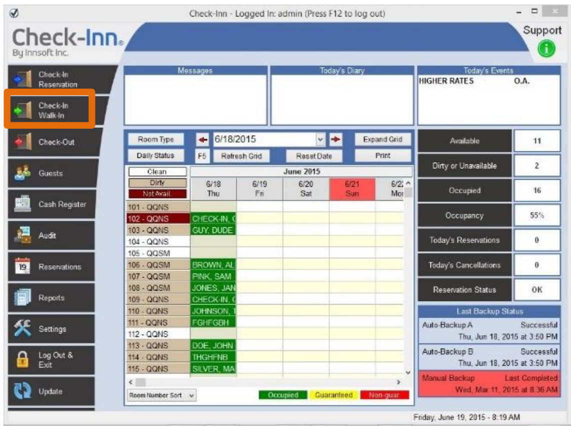
MAINTENANCE LOG

This section provides information on how to:

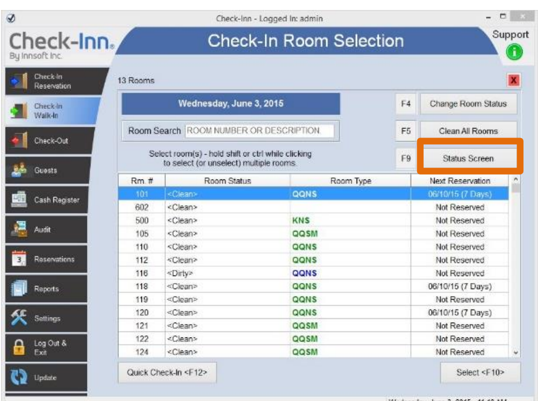
- Add a room to the Maintenance Log
- Access and print the Maintenance Log

Add a room to the Maintenance Log

1. Click **Check-In Walk-In** on the home screen.

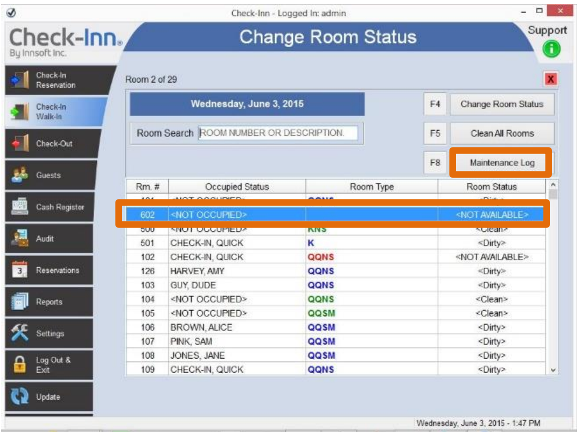


The Check-In Room Selection screen is displayed.



2. Click **Status Screen.**

The Change Room Status screen is displayed.

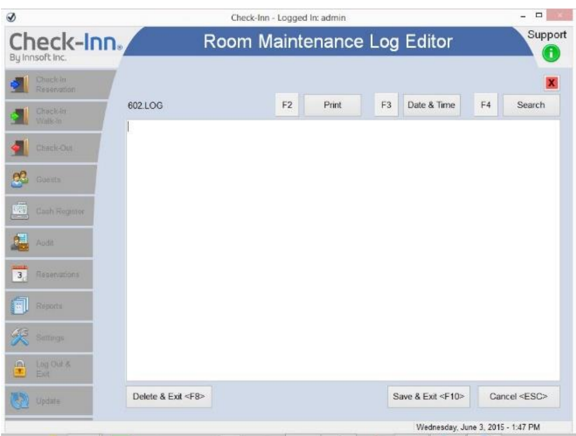


3. Click to select the room you want to add to the maintenance log.

   Note: If the room's status is **not** already **Not Available**, change it by selecting the room and clicking **Change Room Status** until it changes to **Not Available.**

4. Click **Maintenance Log.**

   The Room Maintenance Log Editor screen is displayed.



5. Click **Date & Time** to add a date and time stamp to your entry and press ENTER on your keyboard
6. Enter the issue or problem with the room.
7. Click **Save & Exit.**

Note: When a Maintenance Log has been entered for a room, "[L]" displays next to the room description.

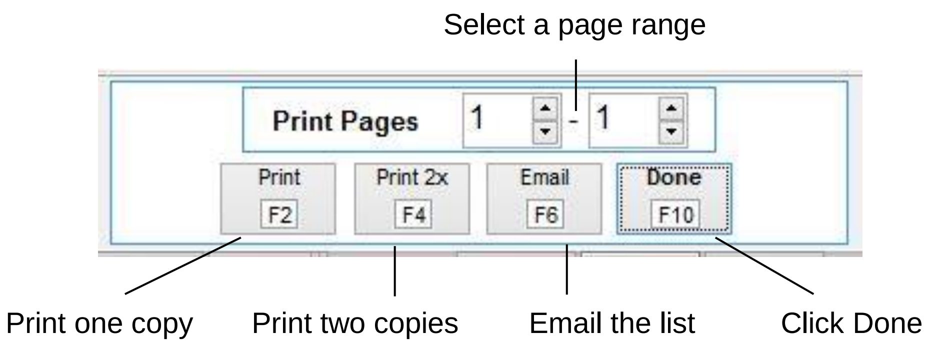
Access and print the Maintenance Log here: **Reports** > **Guest Reports** > **Maintenance Log.**

Access and print the Maintenance Log

1. **Reports** > **Guest Reports** > **Maintenance Log.**

   A print preview of the Maintenance Log is displayed.

2. Print or email the report as needed.



EXPORTING

You can use the exporting feature to export the [Daily Financial Report] and the [Monthly Financial Report].

Use the exporting feature to:

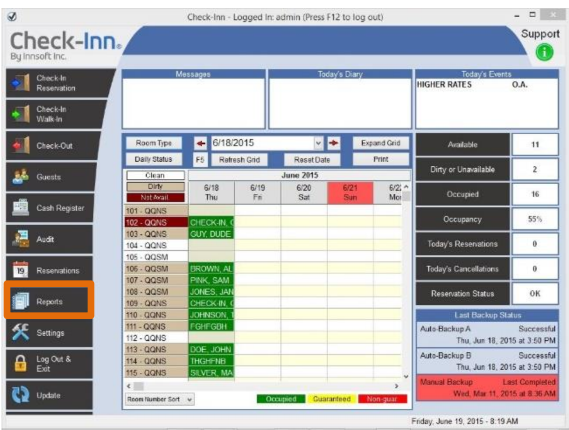
- Export reports to Quicken or QuickBooks
- Export to QuickBooks for Windows

Export reports to Quicken or QuickBooks

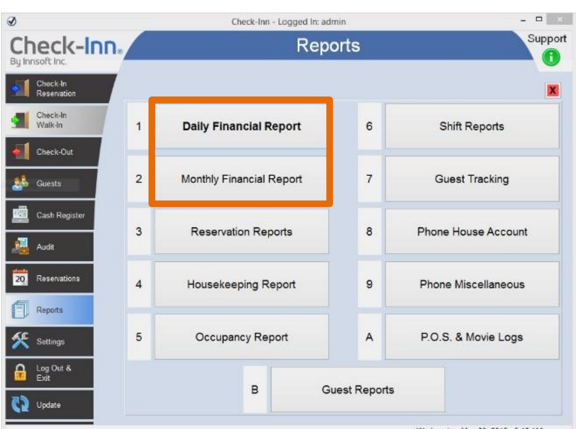
To export to Quicken or QuickBooks, you must already have a checkbook account setup in one of these programs. See your program help for more information on how to do this.

Note: In addition to Quicken and QuickBooks, Check-Inn is also capable of exporting to Wolfpack and any other comma delimited format such as Peachtree.

1. Click **Reports** on the home screen.

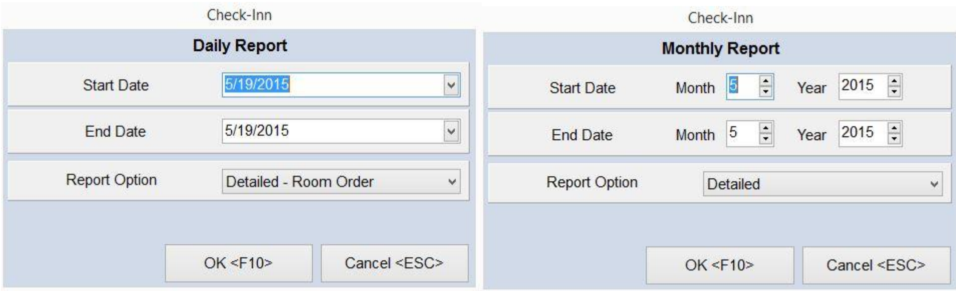


The Reports screen is displayed.



2. Click **Daily Financial Report** or **Monthly Financial Report.**

   The Daily Report or Monthly Report window is displayed.

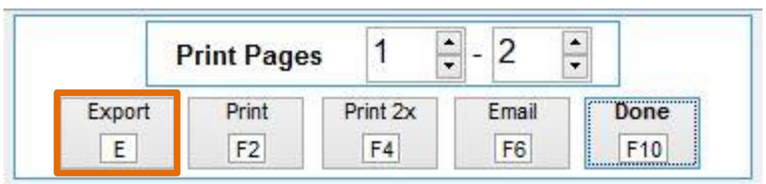


3. Select the dates and report options as desired. (See [The Daily Financial Report] or [The Monthly Financial Report] for more information.)

   Note: You may select up to 31 days at a time or 31 months at a time.

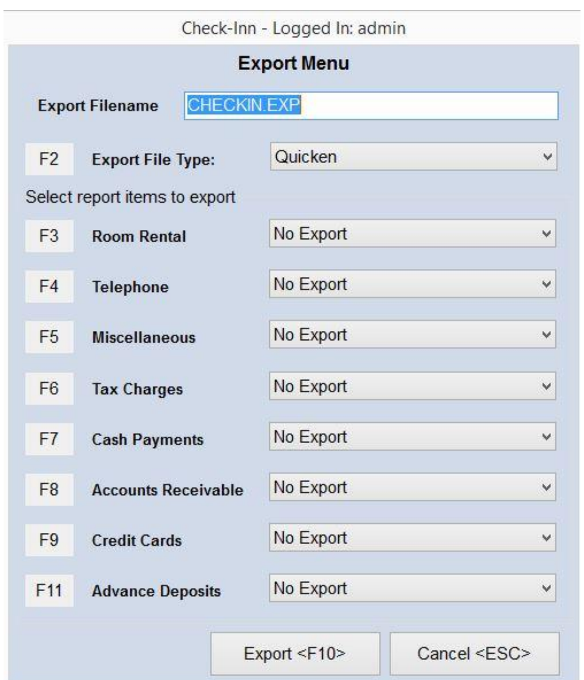
4. Click **OK** to generate the report.

   A print preview is displayed with the following options for printing, emailing, or exporting.



5. Click **Export.**

   The Export Menu window is displayed.



6. Type the export file name in the Export Filename field.

For this program:	Type this:
QuickBooks	(File name).IIF
Quicken	(File name).QIF

7. Use the Export File Type drop-down list to select the type of program to which you will be exporting.
8. Press the corresponding function key or corresponding drop-down list to choose the export options for each category.
9. Click **Export.**
10. Exit Check-Inn.
11. Now, complete steps in Quicken or QuickBooks:

For this program:	Do this:
Quicken	1. Start Quicken. 2. Press **2** (Register). 3. Press **F2** (Acct/Print). 4. Press **6** (Import). 5. Enter the path and filename (for example, c:\Checkinn\CHECKINN.QIF and press ENTER. *Your data will be imported.*
QuickBooks (DOS)	1. Start QuickBooks. 2. Select **7** (Setup/Customize). 3. Select **2** (Backup). 4. Select **6** (Import Company Data). 5. Type the path and filename (for example, c:\Checkinn\CHECKINN.EXP). *Your data will be imported.*

If this is the first time that you have imported data, you may encounter several messages before your import can complete.

QuickBooks may send you this message: "This file not created by QuickBooks..." which is a normal message and should be passed by pressing Enter.

Both Quicken and QuickBooks will want you to set up categories the first time that you import. Consult your Quicken or QuickBooks manual to complete this process.

Export to QuickBooks for Windows

QuickBooks for Windows uses an IIF format rather than QIF and requires a more complicated setup. An account code file (account.cds) is required to export data to QuickBooks. Check- Inn comes with a default account code file for your use. You may wish to set up a new company to test the default account code file and become familiar with the data exported by Check-Inn. If you need to modify the account code file, use the Check-Inn Statement Editor.

For assistance with exporting, we strongly recommend that you contact Innsoft Technical Support during normal business hours (503-643-8162, option 2).

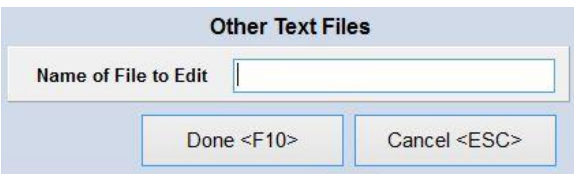
Modify your account code file

Use Check-Inn's editor to set up a file for your accounting codes.

1. **Settings** > **Statements** > **Edit Other Statements** > **Other Text Files.**

   The Other Text Files window is displayed.

2. Click **Other Text Files.**



3. In the Name of File to Edit field, type: **account.cds**.
4. Click **Done.**

   The Statement Editor screen is displayed.

5. Make an entry for each category to be exported. You must enter each category on its own line. Below is a list of each category to be exported from Check-Inn and its assigned number, which you will use in the account.cds file.

   Enter the first line/category of information, press ENTER (on your keyboard), and then enter the next line/category. Repeat this until you've entered all information.

   Note: If you are not planning to export a particular category, it is not necessary to include an entry in the accounts.cds file. However, QuickBooks requires that the #55 Guest Ledger Balance Acct. entry be made and that the data in the IIF balances for the import to be successful.

   The format for each entry is as follows:
   - Innsoft Category Number
   - Journal Name
   - Ledger Name
   - Category Name
   - Sub-category Name
   - Account Type
   - Amount Name
   - Flip Sign

For this entry:	Use this information:
Innsoft Category Number	See Export categories and assigned numbers for these numbers.
Journal Name	Use the name of the account in QuickBooks.
Ledger Name	This defaults to "Guest Ledger"; all transactions are part of the guest ledger.
Category Name	This is the name of the QuickBooks category that the selected Check-Inn data will be exported to. If the name shown here already exists in QuickBooks, the existing account will be used. If the account does not exist in QuickBooks, a new account will be created automatically. If the Category Name is left blank, the Check-Inn category name will be used as a default (for example, Room Rental, Telephone, Cash, Credit Card, Room Deposit, etc.).

For this entry:	Use this information:
Sub-category Name	**Note: Do not** include the name of the category here. This is only the group where the account is found. It is possible to have several separate Check-Inn categories grouped within a single overall QuickBooks category. These categories would be sub-categories of the overall QuickBooks category. This may be useful for things like taxes and miscellaneous sale items. This is the QuickBooks account group that contains the Check-Inn export category (Guest Charges: Miscellaneous).
Acct. Type	This is the type of account as defined in QuickBooks. The account type determines whether the data imported will increase or decrease the guest ledger balance. If an account is marked as an incorrect type, it is possible that the guest ledger will not balance properly (for example, bank, accts. rec., income, etc.).
Amount Name	Although most Check-Inn data fields do not require an amount name, data being imported into QuickBooks as an Accounts Receivable account must have a customer name associated with each entry in the account. The amount name will appear in the Customer Name field of each Accounts Receivable entry in QuickBooks.
Flip Sign	This allows you to change a **+** or **-** sign if the entry is incorrectly recorded. (For example, Y or N. Typically this will be N.)

Example of a custom export to QuickBooks for Windows:

If you have this information:	You would enter it into the Statement Editor like this:
8, General Journal, Guest Ledger, Room Deposit, Guest Charges: Miscellaneous, Inc. , Y	8 General Journal Guest Ledger Room Deposit Guest Charges Miscellaneous Inc. (account name) Y

Export categories and assigned numbers

The following is a listing of all categories that can be exported to QuickBooks for Windows and the numbers that are assigned to each category by Check-Inn.

Use this number:	For this category:
1	Room Rental Total (includes taxed and tax exempt)
2	Phone
3	Misc. Total
4	Total Tax
5	Cash or (Cash + Billing payment cash)
6	Total Credit Card
7	Total Billing
8–16	Misc. categories from Room Deposit through Category 10
17–22	Credit cards itemized (up to 6 discounts)
26–31	Credit card discounts itemized (up to 6 discounts)
33–42	Categories #11 through #20 Misc.

Use this number:	For this category:
43–47	Tax Z through E itemized.
48	Room Rental (no tax exempt included)
49	Total Tax Exempt
50	Tax Exempt #1
51	Tax Exempt #2
52	Tax Exempt #3
55	Guest Ledger Balance Account (mandatory)

Troubleshooting

In this section, find information on:

- Common questions
- Error messages
- Network and data security

QUESTIONS AND ANSWERS

In this section, find answers to the following questions:

- How do I remove stayover charges?
- Why does Check-Inn say my code is expired?
- I checked a guest out, but the guest is still on the Guest Screen. Why?
- I deleted a guest on the Daily Audit screen. How can I get the guest back?
- I deleted a guest on the first/only night of their stay. How do I add the guest back?
- Check-Inn still shows yesterday's reservations as arrivals. Why?
- How do I restrict access to the Audit and Settings screens?
- Why is there a letter in brackets [ ] next to the guest's name on the Guest Screen?
- I am having trouble submitting a credit card batch. Why?
- My modem will dial but not connect. Why?

How do I remove stayover charges?

This situation most commonly happens if you fail to check out a guest in the morning and the guest is instead left in the Guest Screen past check-in time. When check-in time happens, a stayover charge for the new day is posted.

At some point you will realize that you need to check the guest out but can't because there is a balance due (which the customer doesn't owe).

1. On the home screen, click **Check-Out.**
2. Select the guest's room, and click **Select** (or double-click the guest's name).
3. On the right side of the screen, click **Check-Out Date.**

   The Last Day of Guest's Stay window is displayed.

4. Enter the **last day the guest should be charged.** (This is **not** the check-out date.) Using the drop-down calendar, click to select the **previous day.**
5. Click **OK.**

   The stayover charge is removed.

Why does Check-Inn say my code is expired?

Check-Inn displays this message for several reasons:

- Your demo or lease copy of Check-Inn has expired. The demo copy of Check-Inn functions for 45 days from the day the program was installed. Once the 45 days have passed, Check-Inn no longer functions without a valid code. Please call Innsoft Sales (800-950-8665) to purchase the software.
- The property name and code number have been changed or entered incorrectly. Make sure that the property name and code number entered match that provided on your invoice exactly.
- The code number entered is for an older version of Check-Inn. Please call Innsoft Sales (800-950-8665) to purchase an updated version.
- If you need to change the name of your property within Check-Inn, please call Innsoft Sales during normal business hours (800-950-8995). There is an administration fee for name changes.
- You added more rooms to your property than the version of Check-Inn you are licensed for. Please call Innsoft Sales during normal business hours (800-950-8995) for a room upgrade.
- If none of these resolves the issue, call Innsoft Technical Support during normal business hours (503-643-8162, option 2).

I checked a guest out, but the guest is still in the Guest Screen. Why?

A guest remains in the Guest Screen after check-out with the guest's name and "C/O" in red. These guests are removed at your check-in time or when another guest checks in to that room. This is useful if a checked-out guest needs to be reinstated.

I deleted a guest on the Daily Audit Screen. How can I get the guest back?

1. This will only work if deletion took place on a stayover day. If you deleted a guest on their arrival date, then that guest is gone and you will need to recreate them.
2. From the home screen, click **Audit** > **Daily Audit.**

   The Daily Audit window is displayed.
3. Change the date on the Daily Audit window to the first date of the guest's stay.
4. Click **OK.**
5. Click **Guest Properties.**
6. Click **Guest Dates.**

   The Set Guest Dates window is displayed.
7. Change the end date to today (or the last date of the guest's stay).
8. Click **OK.**

9. Make sure to re-enter any payments made on the correct dates, if they were made on dates that were deleted.

I deleted a guest on the first/only night of their stay. How do I add the guest back?

There are two ways to restore a guest.

First is by recreating their stay (recommended):

1. The room number that they stayed in needs to be unoccupied.
2. Check the guest in via the Check-In Walk-In screen and select the room that they stayed in.
3. Finish the check-in but **do not** post a payment on the Cash Register screen.
4. From the Guest Screen, double-click on their name.
5. Click **Edit Bill** and enter any payments that they made **on the day they made them.** Also, enter any miscellaneous charges that may have been charged **on the day they were originally charged.**
6. Now check the guest out. The guest will most likely have a balance due to stayover charges on days that they did not stay. Remove these on the Check-Out Cash Register Screen.
7. If necessary, remove stayover charges by clicking **Check-Out Date** and entering the date of the last night they stayed at your property (the day before they checked-out).
8. Finish the check-out procedure. This procedure will restore the guest to both your Daily Financial and to Guest History.

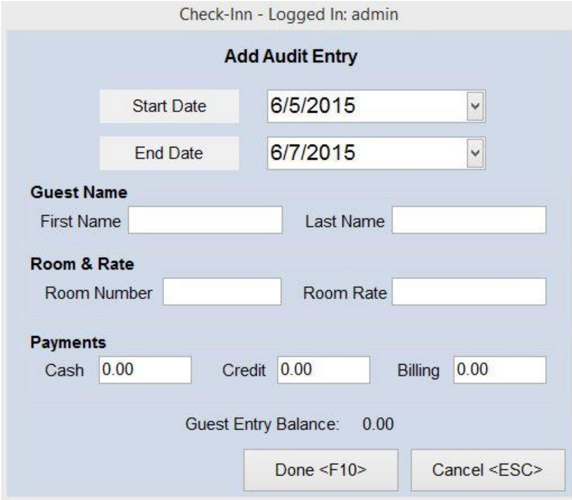
Second is to add the guest back into your Daily Audit. This procedure will not put them back into Guest History and could leave you potentially out of balance (not recommended):

1. From the home screen, click **Audit** > **Daily Audit.**

   The Daily Audit window is displayed.

2. Change the date on the Daily Audit window to the first/only date of the guest's stay.
3. Click **OK.**
4. Click **Add Guest.**

   The Add Audit Entry window is displayed.



5. In the Start Date field, enter the first date of the guest's stay.
6. In the End Date field, enter the end date of the guest's stay; if the guest is currently checked into the property enter today as the end date.
7. Make sure to re-enter all payment information on the dates made.
8. Click **Done.**

Check-Inn still shows yesterday's reservations as arrivals. Why?

The Guest Check-In home screen still shows yesterday's reservations as arrivals because the property has not passed the time set for early check-in. Early check-in is the time when the property stops charging for the night before and starts charging for today.

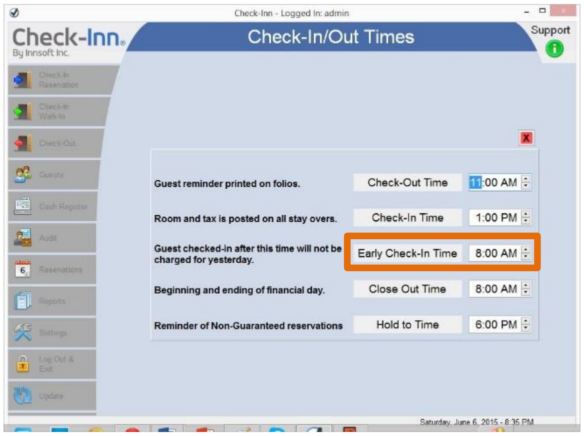
To change your early check-In time:

1. On the home screen, click **Settings.**

   The Settings screen is displayed.

2. Click **Check-In/Out Times.**

   The Check-In/Out Times window is displayed.



3. Change the Early Check-In Time by typing in the time or by using the arrows.
4. Click the red X in the upper right to save your changes and exit the screen.

How do I restrict access to the Audit and Settings screens?

Restrict access to the Audit and Settings screen by setting up restrictions on Advanced Passwords.

Why is there a letter in brackets [ ] next to the guest's name on the Guest Screen?

- An **L** indicates that there is a Maintenance Log entry for that particular room. To view the log entry:
  - Click **Check-In Walk-In** > **Status Screen.**
  - Select the room with the [L] beside it and click **Maintenance Log.**
  - To clear the log, click **Delete & Exit.**
- An **M** indicates that there is a guest message for that particular guest. To view the guest entry:
  - From the main screen, click **Guest** and select the room with the [M] beside it.
  - Click **Guest Messages.**
  - To delete the message, click **Delete & Exit.**

I am having trouble submitting a credit card batch. Why?

With a batch issue, you have to answer a few questions before starting the troubleshooting process

<table>
<tr><th>Question:</th><th>Depending on your answer, troubleshoot using these steps:</th></tr>
<tr><td>Have you ever been able to submit a successful batch before?</td><td>If you answered Yes:
Check the following:
Your connection to the Internet
Firewalls on your computer that could be blocking Check-Inn
Whether your credit card processing abilities have been changed/turned off with your processor
If you are unable to resolve the issue, call Innsoft Technical Support (503-643-8162, option 2) during normal business hours.
If you answered No: Have you purchased the Credit Card Processing module (necessary for this feature)?
Contact Innsoft for more information</td></tr>
<tr><td>Are you able to get credit card authorizations?</td><td>If you answered Yes: You may have a transaction in the batch that is causing it to fail.
Check for the following:
Refunds
$0 transactions
Expired cards
Odd number or dates
If the steps above do not solve your issue, please contact Innsoft Technical Support (503-643-8162, option 2).
If you answered No: Check the following:
Your connection to the Internet
Firewalls on your computer that could be blocking Check-Inn
Whether your credit card processing abilities have been changed/turned off with your processor</td></tr>
</table>

Question:	Depending on your answer, troubleshoot using these steps:
Did you receive a batch error?	**If you answered Yes:** You may have a transaction in the batch that is causing it to fail. Batch entries are sent two at a time. For example, if the batch error is 6 you may have a damaged entry at either entry 6 or 7. ▪ Try deleting the two entries and resubmitting the batch. If the batch is sent successfully, re-enter the two entries you deleted and send them with the next batch. **If you answered No:** ▪ Contact your processor to confirm receipt of the batch.

My modem will dial but not connect. Why?

If you process credit cards with a modem, considering moving to high-speed processing. It's faster and in many cases, much more reliable. For more information, contact Innsoft Sales during normal business hours at (800) 950-8995.

Try the following steps to resolve modem connection issues:

- Check the phone line your modem is connected to for a dial tone.
- If it's an external modem, check the physical connection to the computer and to the modem.
- Reboot your computer.
- Check Windows Device Manager to see if the modem is listed. If not, then Check-Inn can't use your modem. Contact Technical Support (503-643-8162, option 2) for more assistance.

If the steps above do not solve your issue, please contact Innsoft Technical Support (503-643-8162, option 2).

ERROR MESSAGES

Some errors are caused by issues with the computer or computer's resources and are not issues with the Check-Inn program. These errors should not occur. If they are common, you may want to have the computer system examined by a certified computer technician for viruses, memory, and hard drive issues.

This message:	Means this:
Low disk space	You are currently very close to running out of hard drive space. If you continue without any corrective action you will not able to operate Check-Inn. **Possible fix:** If there are old files on your hard drive that you no longer need, you may wish to erase them to free up disk space for Check-Inn. Please make sure you back up any files you want to keep before deleting. See your Windows documentation on how to delete files. **IMPORTANT!** We do not recommend that you purge Check-Inn data to clear space on the hard drive.
Out of disk space	You have insufficient hard drive space to run Check-Inn. **Possible fix:** See the corrective action for low disk space above.
Out of memory	You have insufficient memory (RAM) to run Check-Inn. Your computer should have at least 512 MB of memory installed. **Possible fix:** 1. Install additional memory. 2. Remove unnecessary resident programs such as instant messaging and duplicate anti-virus or anti-spyware utilities from the computer when you are running Check-Inn. This provides more memory for Check-Inn to run.
Invalid or expired code	Check-Inn requires a property code number to run. This code number is found on your invoice under the Information section, if you have purchased the software. If you do not have a property code number or cannot find your invoice, contact Innsoft Technical Support (503-643-8162, option 2). If your copy of Check- Inn is less than two months old, you may be able to use the software by entering the demo code. The demo code for Check-Inn is 651335.

This message:	Means this:
Check-Inn system error	Check-Inn may stop and write a system error on the screen. This can be caused by an internal error in Check-Inn, corrupted data files, or computer problems. **Possible fix:** Please write down the error number and what you were doing on the computer at the time of the error and call Innsoft Technical Support (503-643-8162, option 2). **Example:** Disk error drive C, Data Error, Access Violation, Range Check Error, General Failure, Error 205, Error 208. If Check-Inn reports any of these errors for your hard drive your computer is having hard drive problems that must be corrected. **Possible fix:** 1. You should answer "Y" to "Retry?" at least several times to try correcting this problem. 2. Your computer should be taken to a service technician immediately if retrying does not correct the problem.

NETWORK AND DATA SECURITY INFORMATION

This section covers:

- Network security
- Workstation security
- Security settings in Check-Inn

Network security

Internet access

Internet access to computers running the Check-Inn program should be restricted unless one of the following program modules requires access:

- Direct Inn Internet Reservations
- Check-Inn High Speed Credit Card Processing
- Check-Inn Email Module

If Internet access is required for one of the modules above, a hardware firewall with up-to-date software should be configured to block access to all ports not specifically necessary for Check-Inn. Call Innsoft Technical Support (503-643-8162, option 2) for specific port information.

Network configuration

Computers running Check-Inn should be confined to a separate, firewalled network segment (Web or database servers should be excluded from this segment). A hardware firewall with the latest firmware updates should be professionally installed and configured to insulate computers running Check-Inn from intrusion.

Note: Wireless networks are not recommended and are not supported by Innsoft.

Workstation security

Operating systems

Computers used for Check-Inn or Direct Inn must be running a secure version of Windows currently supported by Microsoft with the latest service packs and updates installed.

Currently supported versions of Microsoft Windows include:

- Windows 10
- Windows 8
- Windows 7

User access

User accounts in Windows should be configured on each workstation with a unique user login and password. Passwords should consist of at least 7 characters and should be alphanumeric. Windows passwords should be changed at least every 90 days. Computers running Check-Inn or Direct Inn should not be configured to automatically log on to Windows.

Security settings in Check-Inn

Check-Inn is designed with strong security measures for safeguarding sensitive data. Data security can be improved by carefully following the steps and suggestions below.

To access the Administrative Security Console in Check-Inn, follow these steps:

1. Click **Settings** home screen.
2. Enter the security password.
3. Click **Credit Cards & Phone Limit.**
4. Click **Security.**

Setting passwords

Access to credit card authorization logs, batches and security logs in Check-Inn is protected by unique login and password. At least one user account must be enabled for the credit card security and encryption system to function. Password access should be limited to only those users who require access to historical batches, authorizations and security logs in the course of their work duties.

If you setup the Credit Card Security, do not lose the password. There is a fee to recover the password if it is lost.

To setup passwords:

1. Click **Setup Password.**
2. Click **Continue.**

   The user name 'Admin' is already set for the first user but will be required for any additional users.

3. Enter a full name, click **Set Password** and enter a password.

   Note: Passwords must be at least 8 characters and alphanumeric.

IMPORTANT! Passwords should be changed at least once every 90 days.

Generating encryption keys

Encryption keys are used in Check-Inn to secure sensitive credit card information. To enhance the effectiveness of encryption the encryption key should be changed at least once every 90 days. To generate an encryption key, click **Generate New Key,** and click **Generate New Key & Re-encrypt.** Once the new key has successfully been generated and the old key deleted, this message: "New Key Generation Successful" should appear at the bottom of the window. If this message does not appear, call Innsoft Technical Support (503-643-8162, option 2).

Security log

The security log contains a detailed date/time-stamped list of successful and unsuccessful logins to the administrative security console. This information should be reviewed periodically to check for evidence of unauthorized access. See View or print the security log for more information. Appendix

This section contains the following information:

- Recommended Night Audit procedure
- Understanding the Daily Financial Report
- Understanding the Monthly Financial Report

Appendix

RECOMMENDED NIGHT AUDIT PROCEDURE

It is recommended that you run a Night Audit procedure on a daily basis. This will help prevent your financial data in Check-Inn from being out of balance, and help with locating potential issues with any interfaces you may have. The reports that are printed as part of the Night Audit procedure can be used for data recovery in the event of a system crash and you are without current backups. Check-Inn changes your financial day and posts room and tax automatically, so these are **not** part of your Night Audit procedure.

It is recommended that you perform a Night Audit procedure after your Close-Out Time and your Early Check-In Time to prevent new transactions from being posted to the previous financial day. If you are unsure how to locate or change your Close-Out Time and/or your Early Check-In Time, please contact Innsoft Technical Support.

The Night Audit procedure in Check-Inn consists of five parts:

1. **Print reports:** Print your Night Audit reports.
2. **Handle no-shows:** Identify and process any no-shows for the day.
3. **Balance check:** Use the printed reports to balance your financial data and look for potential issues.
4. **Interface check:** If you have hardware or online reservation interfaces, review their reports for potential issues.
5. **Perform backup:** Perform a system backup to an external location.

Print reports

Daily reports

- Daily Reservations (run this before your Close-Out Time).
- Daily Financial Report – detailed
- Credit Card Batch Totals
- Reservation Deposits report
- Account Aging Report (found in Accounts Receivable)
- Manager Shift Report – for previous financial day
- Reservations by date made – for the previous day

Interface reports

- Action Logs (Innsoft Reservation Client)
- Phone limit violations
- Phone House Account *
- Phone Miscellaneous *
- P.O.S. & Movie Logs *

* These reports should be cleared daily

Weekly and monthly reports

- All Reservations Report – run on the last day of the week
- A/R Account History Report (payment history) – for the past week
- Monthly Financial Report - – run after the last day of the month

Handle no-shows

Just before Close-Out Time, print your Daily Reservations report to identify any guests that have not arrived for the day. At this time you can change the reservation arrival date, cancel the reservation with or without a cancellation fee (depending on your property's policy) or treat the reservation(s) as a no-show:

- If you have 'Charge No-Shows Automatically' turned **OFF**: check-in the guest, charge their credit card for any balance due and then check them out. It is recommended that you put a note in 'Remarks' that this is a no-show charge.
- If you have 'Charge No-Shows Automatically' turned **ON**: leave the reservation(s) until Check-In time of the following day and it will get marked as a no-show automatically. Any balance due for the no-show will get sent to Accounts Receivable. *If you do not want balances showing in Accounts Receivable, before close-out time, make an advance deposit on the reservation for the same amount of the first night's room and tax. This advance deposit will offset the no-show charge and will prevent a balance from appearing in Accounts Receivable.*

Note: If you have 'Charge No-Shows Automatically' turned on, Check-Inn will charge no-shows at Check-In time of the following day. When this happens, your reports for the previous financial day will change, meaning that you will want to reprint the Daily Financial and your Account Aging Report.***

Balance check

The Daily Financial Report will show details and summaries of all financial transactions for the day. You will want to compare the following to their corresponding summary sections, and details if necessary, on your Daily Report:

- Cash Received
- Credit Card Batch
- Reservation Deposit Report
- Account Aging Report (found in Accounts Receivable)

When reviewing the Daily Financial Report you may see “WARNING: [x] guest(s) with possible balance problems” under the guest detail section. If you see this, look for guest entries with a question mark under their name (?). These entries are out of balance. Once identified, make note of these entries or take appropriate steps to correct the situation. If you are unable to resolve the balance problem, call Innsoft Technical Support during normal business hours for assistance.

Cash

Total the cash taken in for the day and compare that to the Cash total in the Summary section of the Daily Financial Report. If cash was taken in Accounts Receivable, the cash total for the whole day will appear directly under the Accounts Receivable Summary, which is on the last page of the Daily Financial Report (“Total Cash Collected”).

If your total cash and the report total are not in balance, review the payments in the guest details section and Cash Register Payments section of the Daily Financial to see if you can identify why they are out of balance. If cash was taken in Accounts Receivable, use the Account History Report to verify payments in A/R. If your property keeps receipts, use these to help you in your research. Shift reports can help as well. Once you identify the issue, make note of this or take appropriate steps to correct the situation.

Credit cards

Prior to submitting your credit card batch, compare your detailed batch report with the credit card totals in the Accounts Receivable Summary section of the Daily Financial Report (this can be found on the last page of the report). You will need to add all of the credit card totals in the Accounts Receivable Summary section together (Today’s Charges).

That total should match your credit card batch total. If they are not in balance, you will need to compare your batch details to the guest payment details, Cash Register Payments section, and, if credit card transactions were run in Accounts Receivable, the Accounts History report to see if you can identify why the two are out of balance. Once you identify the issue, make note of this or take appropriate steps to correct the situation. When you are ready, submit your credit card batch and keep a copy of the batch report that was submitted for your records.

Reservation Advance Deposits

Compare the Reservation Deposits report total to the Advance Deposit Report summary on the Daily Financial Report. If the two are out of balance, review the Reservation Deposits report detail and compare to the guest detail on the Daily Financial Report. When looking at the guest detail, you are looking for entries with the 'ADV' abbreviation under the guest name *, as these are entries for advance deposits, which make up the totals in the Advance Deposit Report summary section. Once you identify the issue, make note of this or take appropriate steps to correct the situation. If the Advanced Deposit Report summary tells you that deposits made or deposits used are short or over, please call Innsoft Technical Support during normal business hours for assistance.

> *Abbreviation of the guest status is an optional feature. If you do not see abbreviations under guest names on the Daily Financial Report and would like to, call Innsoft Technical Support during normal business hours for assistance.

Accounts Receivable

Compare the Account Aging Report total to the ending balance of the Accounts Receivable Summary on the Daily Financial Report (last page of the report). If these two are not in balance, review the guest detail on the Daily Financial for billing payments and compare those to the details of the Account Aging report. On the Aging Report, accounts in the '0 Days' section should be on the Daily Financial, and vice-versa. On the Daily Financial, you will find the 'Billing Report' section – these numbers are a summary of the billing activity done in Accounts Receivable and should match the activity in Accounts Receivable. Use this section when balancing. Once you identify the issue, make note of this or take appropriate steps to correct the situation.

Manager Shift Report

Print the previous financial day's Manager Shift Report for your records and to check for transactions that seem out of place, such as deletions, daily audit and edit bill transactions. If you are out of balance, the Manager Shift Report can assist with determining why.

Additionally, if you are out of balance, the Advanced Shift Report is a better report to use when trying to figure out why your numbers are off. If you do not have the Advanced Shift Report available to you, please call Innsoft Technical Support during normal business hours for help with turning it on.

Reservations/Cancellations Reports

Print the Reservations by Date Made report for your records. This report will show both reservations made and reservations cancelled. Review the report for reservations that need attention, such as reservations that need advance deposits and cancellations that need refunds.

Weekly & Monthly Reports

At the end of the week, it is recommended to print the All Reservations report for your records. This report can be used to recover reservations in the event of data loss or corruption and you don't have a backup to restore to. After the end of the month, print the Monthly Financial Report. Because changes can be made to your historical financials, having printed copies of these reports can be helpful when balancing in the future.

Interface check

Action Log

If you have the GDS, Expedia, and/or Booking.com interface, you will want to print the Action Log(s) for your records. The Action Log will show reservations booked, modified, cancelled and will also show any reservations that failed to integrate into the Check-Inn PMS. The Action Log will also show messages from your GDS and/or OTA provider, including errors, rate type and inventory issues. Review these reports and take action, if necessary, otherwise keep them with your Night Audit paperwork.

Phone Limit Violations

Review this report for any room over their credit limit and take appropriate steps to increase credit balances or restrict usage.

Phone House Account

Review this report for phone calls not posted to a guest room. Phone calls made from rooms that were not checked in will appear on this report with an asterisk at the end of the entry. Wake up calls and any unrecognized calls will also be on this report. This report should be cleared daily.

Phone Miscellaneous

This report will contain phone calls made by administrative phones and lobby phones, if they are sent over by the phone system. This report should be cleared daily.

P.O.S. & Movie Logs

This report will contain transactions and details provided by your interfaced P.O.S. and/or Movie system, if one is connected. This report should be cleared daily.

Perform backup

System backup

The last step in the Night Audit procedure is to back up the Check-Inn software. By default, Check-Inn is setup to automatically backup once a day, however we recommend setting this to twice a day. If it is not, please call Innsoft Technical Support during normal business hours for help getting the second backup turned on.

Note: In addition to the automatic backup, a manual backup should be performed to an external drive. This should be done nightly at the end of the night audit procedure. For assistance with this, call Innsoft Technical Support during normal business hours.

Additional balancing tips

It is recommended to run the Monthly Financial Report periodically during the Night Audit procedure and compare the ending balance of one day to the beginning balance of the following day – the two balances should ALWAYS be the same. For example, the ending balance for the 1st of the month should be the beginning balance for the 2nd of the month. Check this periodically to make sure your Daily Financials are in balance. If you find that the two balances are different, you will want to print both financial reports for the days in question and compare the ending balances of each guest on the first day to the beginning balance for each guest on the second day. When you find the entry that is different, you may need to address that issue in Daily Audit. If you are unsure of how to correct the situation leave this for your management or call Innsoft Tech Support during normal business hours for assistance.

Use the Advanced Shift Report for researching balance issues, missing reservations and any other issue that you need help with.

Note: If you make corrections to the Daily Financial Report by making changes in Daily Audit, take note of the day you made changes on and be sure to reprint the Daily Financial Report for that day, after making these corrections. When you make changes in Daily Audit for past days, you are effectively changing the past and voiding reports that you previously printed. It is important that you reprint the Daily Financial Report for the day in question in order to make sure you have accurate information on file.

If you have questions about any of the above, please call Innsoft Technical Support during normal business hours (7AM-4PM, Mon-Fri, PT) at (503) 643-8162. Service Contract required for support.

UNDERSTANDING THE DAILY FINANCIAL REPORT

Section 1 – Transaction Details

The first section of the daily report is a detailed listing of all guest-related transactions posted during the date of the report. It is important to remember that a report 'day' starts and ends at close-out time. The close-out time is set in Change Settings. Use the following equation to check the balance of each transaction:

Balance Due Yesterday + Total Charges – Total Payments = Balance Due Today

The sum of all guests' ending balances, plus the NET Advance Deposit activity for the day should equal the Guest Ledger Ending Balance. The Guest Ledger Ending Balance is the total amount owed by checked-in guests and is located in the Summary Section of the daily report (see Summary Section below).

Sum of Guest Balances + Deposits Made = Guest Ledger Ending Balance

The net Advance Deposit activity can be found by subtracting the total deposits used from the total deposits made.

Section 2 – Miscellaneous Breakdown

This section lists the total guest-related charges for each of your property's sales categories on the date of the report. The total of this section should equal the sum of the Misc. column in the details section.

Section 3 – Occupancy Summary

The occupancy summary lists the number of days included in the report, the total number of rooms occupied for these days, the percentage of rooms that were occupied for these days, and the Average Daily Rate for this period. If conference rooms were rented, a separate line will be added to describe this activity.

Section 4 – Tax Exempt Summary

The tax exempt summary lists the number of days included in the report, the total number of tax exempt rooms on this date, and the total room rental that has been exempted. If a partial tax exemption was made on this date, the activity will be separated in this section.

Section 5 – Cash Register

This section lists details for transactions that are not related to checked-in guests. Charges, payments and taxes each have separate breakdowns and totals. If there are no cash register transactions on the report date, the section is removed. The section should balance with the following equation:

Total Charges + Total Taxes = Total Payments

Section 6 – Tax Breakdown

This section is an overall breakdown of taxes charged on the date of the report. This section includes cash register taxes and taxes charged to guests.

Section 7 – Billing Report

This section lists the billing activity for the date of the report. The total payments made to billing in the transaction detail should equal the Billings Made. Payments made in Accounts Receivable are listed in Billings Paid. Net billing describes the change in the billing balance on this date.

Section 8 – Advance Deposit Report

This section contains the activity for the report date and for the month up to, and including, the report date. There is also a listing of the deposits made, deposits used, and no-shows. The following equations can be performed on the Today line as well as the Month-to-Date line:

Net Deposit Activity = Deposits Made – Deposits Used Deposit Balance
+ Deposits Made – Deposits Used
= New Balance

Section 9 – Summary Section

The summary section totals the guest activity and cash register activity for the date of the report as well as for the month up to, and including, the date of the report. The Today and Month lines in the summary section can be calculated using the following equation:

Start Balance + Total Charges + Deposits Made - Deposits Used - Total Payments = Balance

Be sure to use the month-to-date net advance deposit activity when calculating the month summary line!

Section 10 – Accounts Receivable Summary

This section lists the credit card activity for the date of the report, as well as the billing activity for this date. Your settings in Check-Inn will affect what appears in this section.

Credit card types that are set for Direct Deposit will record a payment equal to Today's Net in the Payments Received column each day. These credit cards types will always show a Balance Today and Balance Yesterday of $0.00. If the card type is not set for Direct Deposit, Check-Inn will record only the payments entered into the Credit Card Audit and will keep track of the balance owed on that card type. The discount percentage of each card type will determine the amount deducted from Today's Charges on the report. You can view or change these settings in (8.) Change Settings, (5.) Credit Cards & Phone Limit. The following equations are used in the credit card summary:

Today's Net = Bal Yesterday + Today's Charges – Discount Balance Today = Today's Net – Payment's Received

A Total Cash Collected entry will appear at the bottom of the daily report if a cash payment has been received to settle an accounts receivable entry. This amount includes both the cash accounts receivable payment and the cash total from the Summary section of the daily report (above).

UNDERSTANDING THE MONTHLY FINANCIAL REPORT

Section 1 – Daily Activity

The first section of the monthly report is a listing of the overall activity for each day within the month. The entry for each day should match the summary line on the daily report for that day. The ending balance on each day within the month should match the beginning balance of the following day. Use the following equation to check the balance of each day's entry:

Beginning Balance + Total Charges – Total Payments = Ending Balance

The ending balance on the entry for the last day of the month should equal the Guest Ledger Ending Balance for the month. This should match the ending balance listed for the month in the Summary section of the monthly report (see Summary Section below).

Section 2 – Miscellaneous Breakdown

This section lists the total guest-related charges for each of your property's sales categories for the month of the report. The total of this section should equal the sum of the Misc. column in the details section.

Section 3 – Occupancy Summary

The occupancy summary lists the number of days included in the report, the total number of rooms occupied for these days, the percentage of rooms that were occupied for these days, and the Average Daily Rate for this period. If conference rooms were rented, a separate line will be added to describe this activity. Rooms rented by the week, month, or package are not included in these totals.

Section 4 – Rooms Rented

This section details the total number of rooms rented on each day of the month. Conference rooms and rooms that are marked as Not-Occupied will not be included in the totals listed in this section.

Section 5 – Tax Exempt Summary

The tax exempt summary lists the number of days included in the report, the total number of tax exempt rooms during this month, and the total room rental that has been exempted. If a partial tax exemption was made in this month, the activity will be separated in this section. Tax exempted room rental is included in the total listed in the report summary.

Section 6 – Tax Breakdown

This section is an overall breakdown of taxes charged during the month of the report. This section includes cash register taxes and taxes charged to guests.

Section 7 – Billing Report

This section lists the billing activity for the month of the report. The total payments made to billing in the daily activity detail should equal the Billings Made. Payments made in Accounts Receivable are listed in Billings Paid. Net billing describes the change in the billing balance on this date.

Section 8 – Advance Deposit Report

This section contains the activity for the month of the report. The following equations can be performed on the monthly activity line:

Net Deposit Activity = Deposits Made – Deposits Used Deposit Balance + Deposits Made – Deposits Used = New Balance

Section 9 – Summary Section

The summary section totals the guest activity and cash register activity for the month of the report as well as for the year up to, and including, the month of the report. The month and YTD lines in the summary section can be calculated using the following equation:

Start Balance + Total Charges + Deposits Made - Deposits Used - Total Payments = Balance

You must calculate the year-to-date advance deposit activity in order to use this equation on the year-to-date summary line!

Section 10 – Accounts Receivable Summary

This section lists the credit card activity for the month of the report, as well as the billing activity for this month. Your settings in Check-Inn will affect what appears in this section.

Credit card types that are set for Direct Deposit will record a payment equal to Total Net in the Payments Received column each month. These credit cards types will always show a Balance and Previous Balance of $0.00. If the card type is not set for Direct Deposit, Check-Inn will record only the payments entered into the Credit Card Audit and will keep track of the balance owed on that card type. The discount percentage of each card type will determine the amount deducted from Total Charges on the report. You can view or change these settings in (8.) Change Settings, (5.) Credit Cards & Phone Limit. The following equations are used in the credit card summary:

Today's Net = Bal Yesterday + Today's Charges – Discount Balance Today
= Today's Net – Payment's Received

A Total Cash Collected entry will appear at the bottom of the monthly report if a cash payment has been received to settle an accounts receivable entry. This amount includes both the cash accounts receivable payment and the cash total from the Summary section of the monthly report (above).

EMV

Click here to access the EMV Setup and User Guide.