

# ASI FrontDesk 6.0

# ASI FrontDesk 6.0

## Configuration and Help File

Welcome to ASI FrontDesk,

ASI FrontDesk is a comprehensive, affordable, dynamic and easy-to-use property management software for Hotel, Motel, Resort, B&B, Hostel, Service Apartment etc. kind of rental accommodation industry.

Some of the features of ASI FrontDesk (ASI FD) are as follows:

- ◆ Completely configurable as per property.
- ◆ Hotel status from three different main interfaces.
- ◆ Reservation on room type and/or specific rooms.
- ◆ Easy Check-In and Check-Out process.
- ◆ Check-In wizard, keep it simple or collect other additional information about your guests.
- ◆ Hourly rental – You can manage your hourly rentals such as conference rooms, recreational.
- ◆ Ability to block rooms for service/reservations for specific date/date range.
- ◆ Multiple rate & rate type support in single stay.
- ◆ Multiple currency – Ability to have different payment type for each payment transaction.
- ◆ Night audit operations with detail reporting.
- ◆ Group management.
- ◆ Direct Billing/City Ledger.
- ◆ Travel Agent and business source management.
- ◆ Discount feature – Allow you to offer specific discount without changing the rates.
- ◆ 2 Way Interface - Real Time Direct Integration (Rates - Inventory) with all the leading OTA's & GDS.
- ◆ Online credit card processing – Allows payments from credit cards. This feature allows you to use your

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existing merchant company.

- ◆ Reminder feature – Allows desk clerks to communicate with each other more efficiently and precisely.
- ◆ Comprehensive user management.
- ◆ Full network support.

This help document will explain the concept and usage of the ASI FD, for more information or technical assistance please contact [Anand Systems Inc Technical Support](#).

Thank you

[Anand Systems Inc](#)

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## System Requirements

ASI FD has different system requirements depending on property size, installation type and optional modules, following is the minimum requirement to use the software.

**Operating System:** Windows XP Service Pack 3, Windows Vista (32 / 64 bit), Windows 7 (32 / 64 bit), Windows 8, Windows Server 2003 Service Pack 2, Windows Server 2008 (32 / 64 bit).

**Processor:** Dual Core or Core 2 Duo or higher

**Memory:** 3 GB or higher recommended

**Hard Disk:** 40 GB or higher

**Resolution:** 1024 \* 768 or higher

**Internet:** Required for credit card processing, online reservation, sending e-mails, automatic backup upload and software update modules. Its recommended for better technical support.

### Note:

Microsoft Office and Acrobat Reader is required for exported data and reports. External hard disk is recommended for database backup.

Please contact ASI support team to get more information about latest requirement or suggested hardware for any customized needs e.g. Call Accounting Interface, Electronic Key Lock Interface, Room Entertainment

## Supported Hardware Installations

### Scanshell Hardware Setup

- If we want to install Scanner then first of all we need to have latest SDK for the scanner installation.
- If we use latest SDK then all the drivers & required SDK updates can be automatically include in computer while setting up the scanner.
- Scanshell has different kinds of modals like for example Scanshell 800, Scanshell 1000, Scanshell etc...
- The latest SDK includes drivers for all the modals.
- Below is the latest SDK link for Scanshell.

### SDK Download Link

[http://setup.asifrontdesk.com/Tools/scanshell\\_sdk\\_setup\\_10.04.16.12.exe](http://setup.asifrontdesk.com/Tools/scanshell_sdk_setup_10.04.16.12.exe) ( 101 MB File )

### Installation Steps

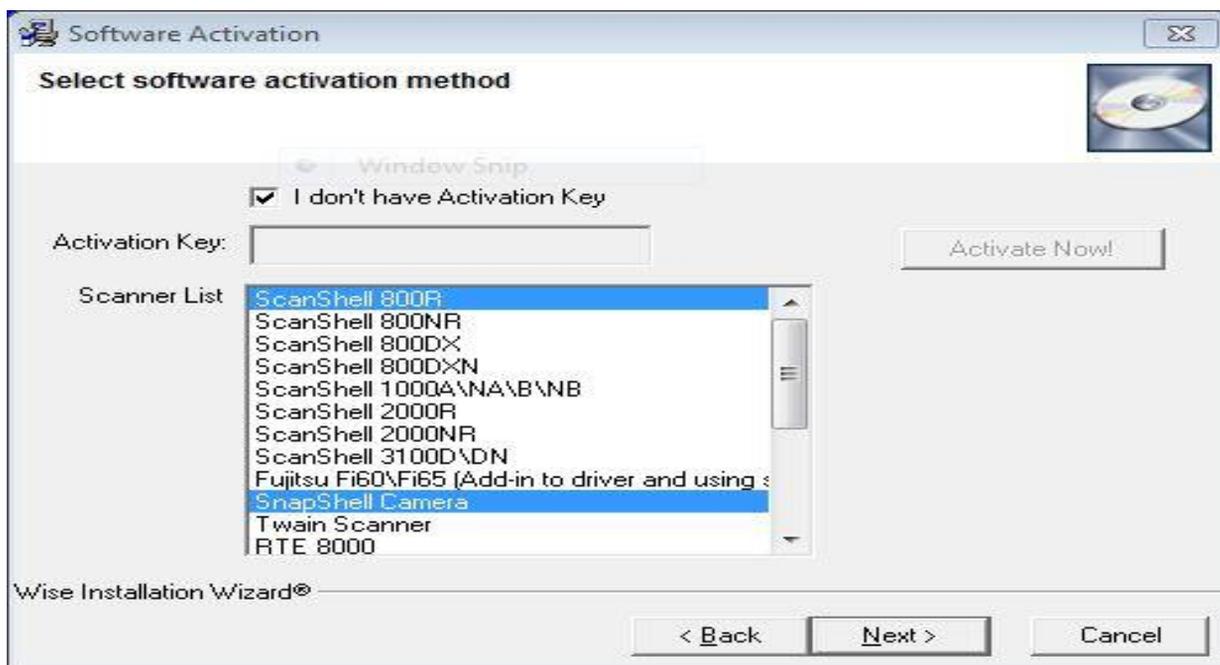
- Once you download the setup file, you will see one executable file place on your download folder which is named as "scanshell\_sdk\_setup\_10.04.16.12 " & will look like below mentioned snapshot. Please have a look.

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## Configuration and Help File



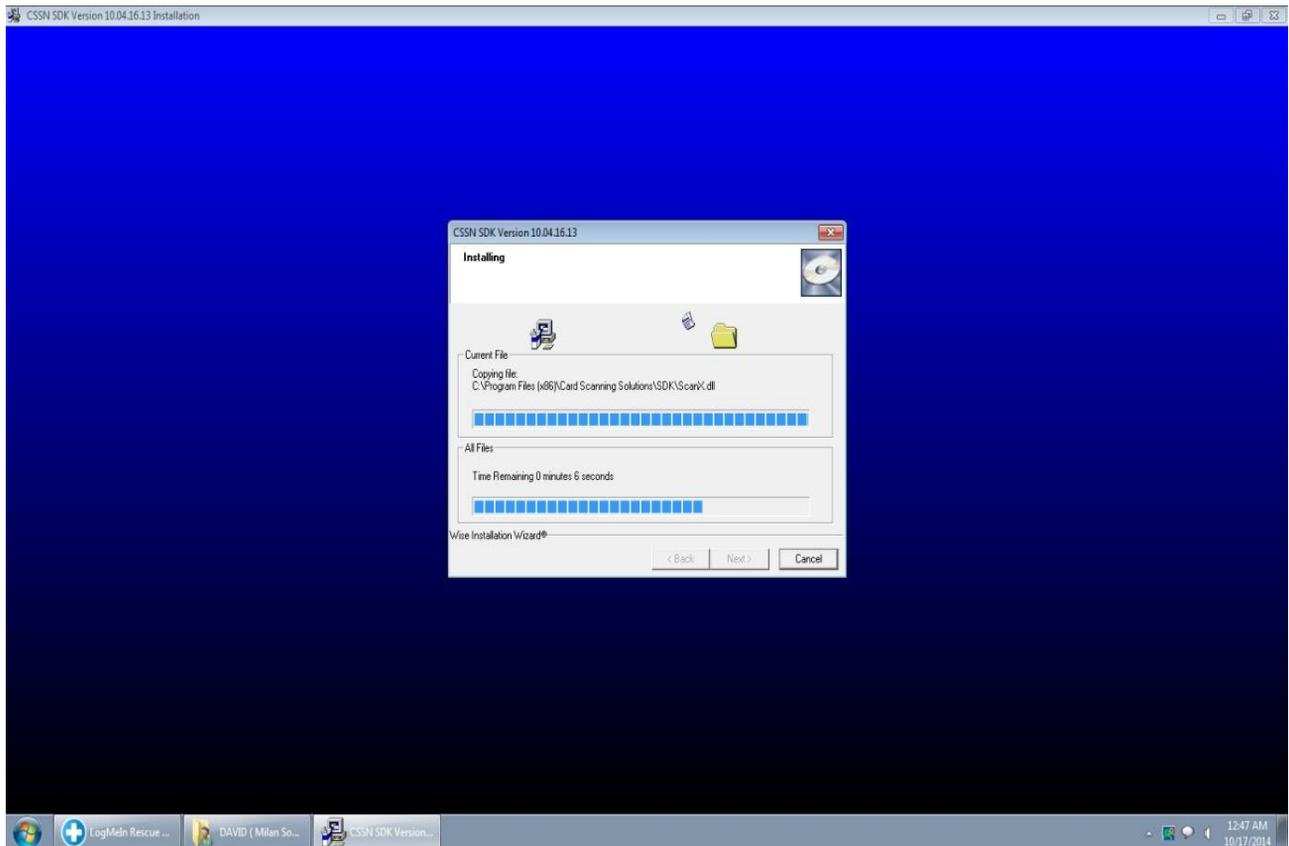
- Now first of all please make sure that you have not plugged in the scanner device in the computer. We need to install the software first & then need to plug in the device.
- Once you see this setup file in your downloads folder, please double click on it to start installation of SDK software & kindly just follow the instructions that comes up on the screen step by step.
- Once you see the below mentioned screen, kindly please select your device modal type from the provide options in this list & then click “next” button in the window.



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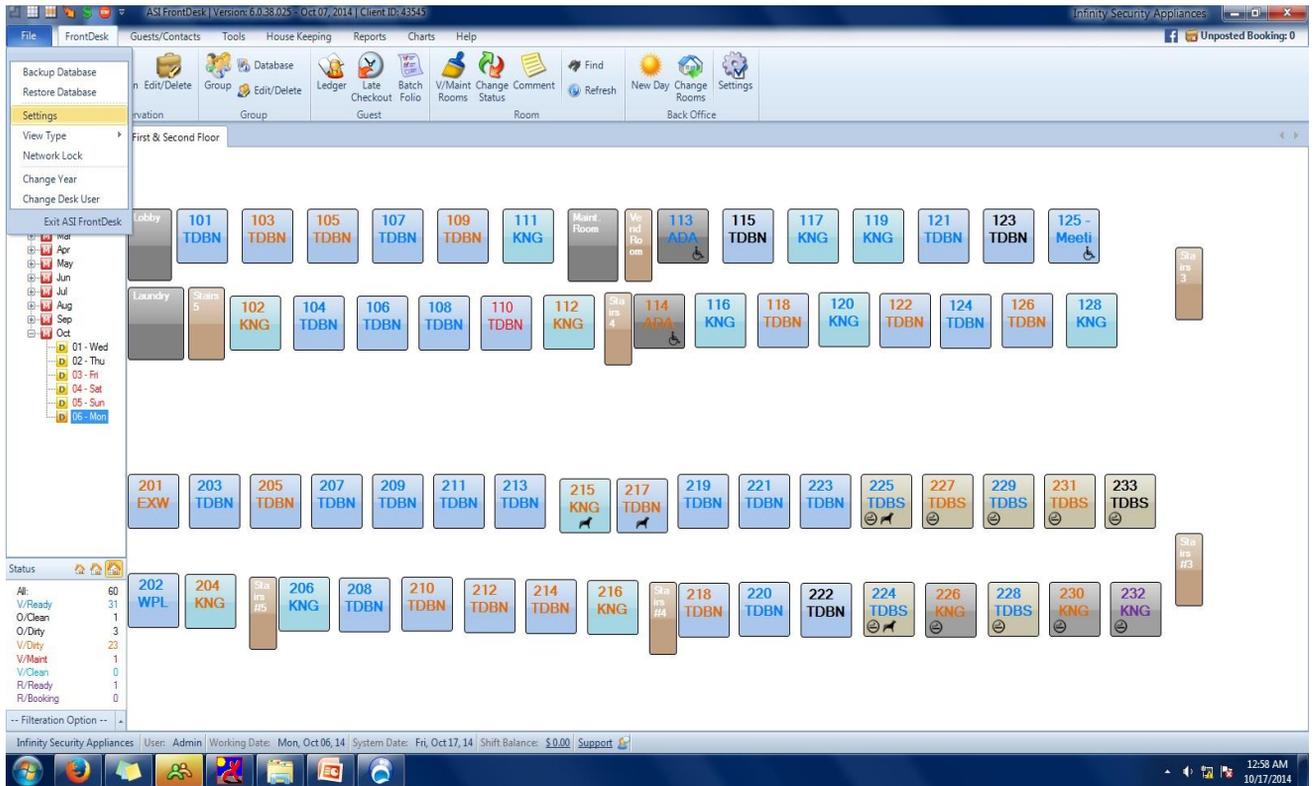
- After you click on next button, the installation of the software will start like mentioned below. Kindly please wait until the installation process finishes & then click on finish button at the end. Please see the screen below now.



- Once you click on finish button, you can say that you have successfully installed all the required drivers for your scanner.
- Now it's time to plug-in your scanner device & see in your computer's device manager.
- If you get the notification message in bottom right screen of the desktop screen then you scanner is all set to use in the computer.
- You just have to make few small settings in your FrontDesk module under the file button which I have mentioned in the snapshot here. Please have a look here. It will act step by step in 3 different clicks. I have mentioned 3 snapshots here. Please have a loom onto them accordingly.

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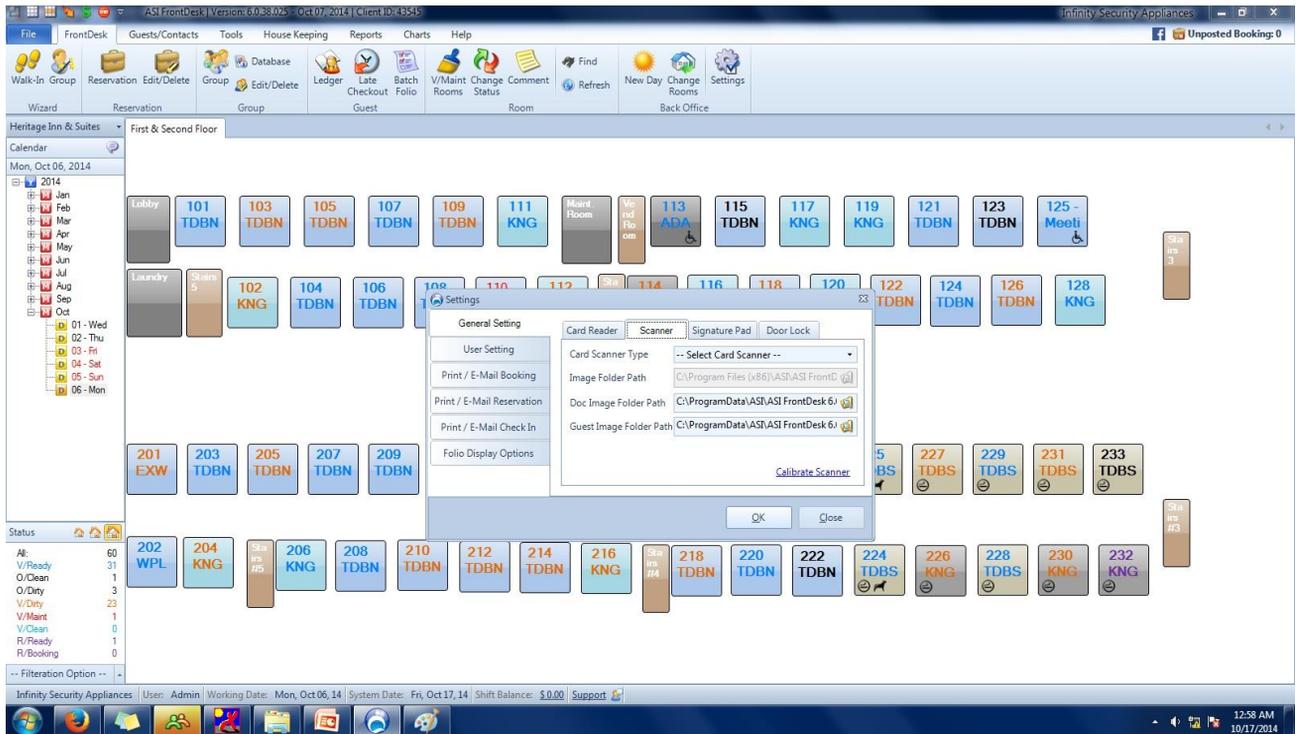
## Configuration and Help File



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## Configuration and Help File

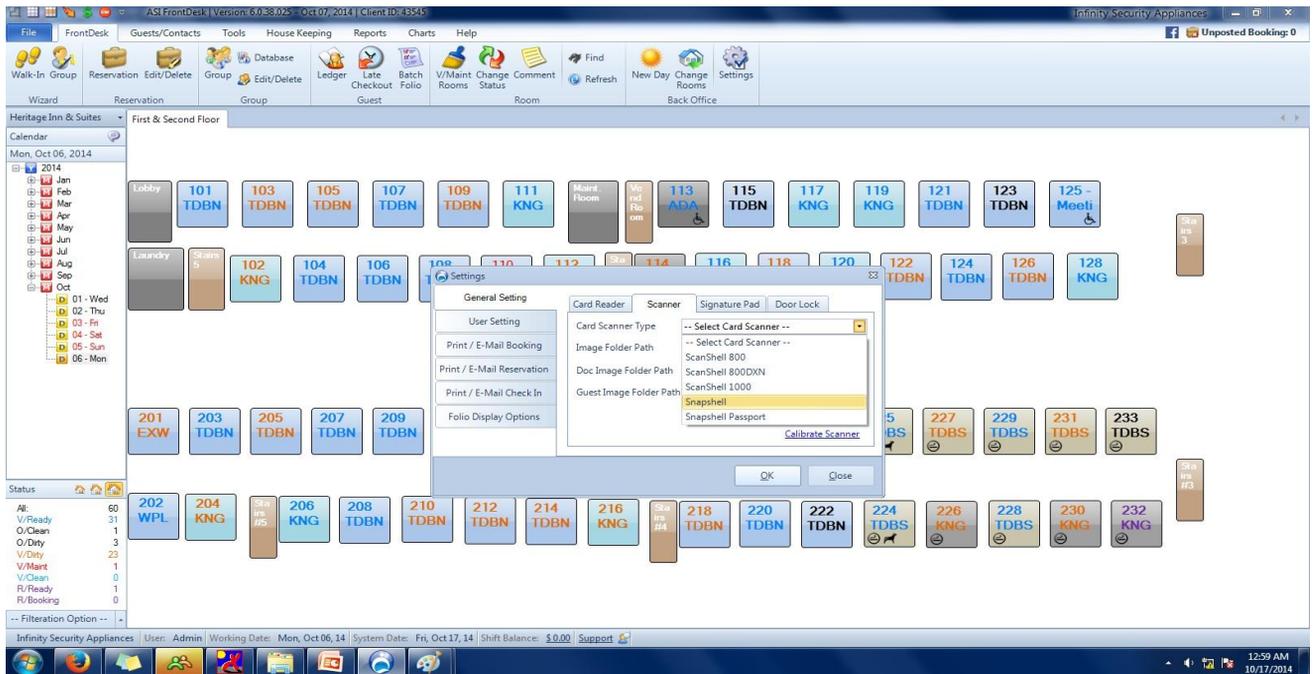
- Here in this window, please select scanner Tab...



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- Here in this window, kindly select the scanner's modal type & click on Ok button.



- If you have Scanshell 800 then you will have to click on calibrate scanner option else all other scanner modals does not require the calibration.
- Now you are all set to use your scanner device in your ASI FrontDesk 6.0 software by clicking on Id scan button in the check-in window of any Room.
- Thank you for reading the Documentation & Thank you for your Time.

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## ASI FrontDesk Configuration 6.0

Any setting to be made in the software is to be done from the ASI FrontDesk Configuration. And its result can be monitored in the ASI FrontDesk.

The configuration starts with the configuring of property information. As an effect, you will find the property information on the ASI FrontDesk Configuration and ASI FrontDesk. The property information is displayed on the reports, ASI FD generates. Therefore if you miss to configure the property, you will find no property information on the reports.

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### File

## Property Information

Here you can add/edit the above available details. For example Image is not added here for the property. We can just hit add and then browse the path of the image and then save it.

Property Information	
Name	Anand Systems Inc.
Address	35 East 10th Street, Suite F, <a href="#">Add</a>
City, State	Tracy California
ZIP, Country	95376 USA
Phone, Fax	1.800.431.4786 1.800.431.4919
E-Mail, URL	info@anandsystems.com www.anandsystems.com

Save Close

Clicking on **Save** button will save the above information (if edited) and the image will be saved which in-turn will be displayed on all the Reports/Folio(s)/Bill(s)/Receipt(s).

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The screenshot shows a 'Property Information' dialog box with the following fields and values:

Name	Anand Systems Inc.		 <a href="#">Remove</a>
Address	35 East 10th Street, Suite F,		
City, State	Tracy	California	
ZIP, Country	95376	USA	
Phone, Fax	1.800.431.4786	1.800.431.4919	
E-Mail, URL	info@anandsystems.com	www.anandsystems.com	

Buttons: Save, Close

## Settings

All the settings pertaining to the Rental or the Display structure, software features, adding prefixes or setting custom Folio/Reservation/Receipt numbers, Email-account setup, Automatic Reports Print/Email setup, Credit-card processing setup, etc. can be done from here.

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## Configuration and Help File

Settings

Rental

Display

Features

Folio Number

Localization

E-Mail & Report

Credit Card

Message Prompts

Guest Rental Options

Remember Rate for Guest

Remember Room of Guest

Permits only zero balance Check-Outs

From  To

Allow Check-Out with Deposit

Allow Check-Out with Auth. Payment

Minimum Rental Age (years)

Flash stay over days

Flash delinquent balance

Discount Option

Rent  Occupancy Tax

Other Charges  Other Charge Tax

Percentage  Amount

New Day Posting

Automatic Rent  Automatic Deposit

Room Availability at Stay Days Change

Fill Available Room  Auto Select Available Room

Auto. select first available Room at new Reservatic

Lock Days

Lock after  days

Rate Forward Option

Last Date Rate

Auto. Change Room Status at New Day

From Dirty & Clean to Vacant

Room Status as Available Room

V/Dirty  V/Clean

Display Dirty & Clean For Check In

OK Close

Rental Settings

Display Settings

Features Settings

Folio Number Settings

Localization Settings

Email & Report Settings

Credit Card Settings

Message Prompts Settings

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### Rental Settings

<b>Guest Rental Options</b> <input checked="" type="checkbox"/> Remember Rate for Guest <input checked="" type="checkbox"/> Remember Room of Guest <input type="checkbox"/> Permits only zero balance Check-Outs From <input type="text" value="0"/> To <input type="text" value="0"/> <input type="checkbox"/> Allow Check-Out with Deposit <input type="checkbox"/> Allow Check-Out with Auth. Payment Minimum Rental Age (years) <input type="text" value="21"/> Flash stay over days <input type="text" value="10"/> Flash delinquent balance <input type="text" value="0"/>	<b>New Day Posting</b> <input type="checkbox"/> Automatic Rent <input type="checkbox"/> Automatic Deposit
<b>Discount Option</b> <input checked="" type="checkbox"/> Rent <input type="checkbox"/> Occupancy Tax <input type="checkbox"/> Other Charges <input type="checkbox"/> Other Charge Tax <input checked="" type="radio"/> Percentage <input type="radio"/> Amount	<b>Room Availability at Stay Days Change</b> <input checked="" type="checkbox"/> Fill Available Room <input checked="" type="checkbox"/> Auto Select Available Room <input checked="" type="checkbox"/> Auto. select first available Room at new Reservatio <b>Lock Days</b> <input checked="" type="checkbox"/> Lock after <input type="text" value="1"/> days <b>Rate Forward Option</b> Last Date Rate <input type="text"/>
	<b>Auto. Change Room Status at New Day</b> <input type="checkbox"/> From Dirty & Clean to Vacant
	<b>Room Status as Available Room</b> <input checked="" type="checkbox"/> V/Dirty <input checked="" type="checkbox"/> V/Clean <input checked="" type="checkbox"/> Display Dirty & Clean For Check In

- Check mark the 'Remember Room of Guest' option if you want to display the Room in which guest stayed in his previous stay during Check-In.
- Check mark the 'Remember Rate for Guest' option if you want to display the rate at which the guest was rented in his previous stay during Check-In. The software asks you a question, if you want to charge the same rate of his previous stay during check in. Go for yes if you want to apply the same rate else no.
- If a 'Deposit' is added to a guest folio, you cannot Check-Out the guest until you refund the Deposit. But if the 'Allow Check-Out with Deposit' is check-marked, you can Check-Out the guest for whom the Deposit exists.
- Check mark the 'Allow Check-Out with Auth. Payment', if you want to allow the guest Check-Out with Authorized Payments.
- You can automate the changing of room status where the room status is automatically changed to the vacant state from the check out or clean state when a new day is created. If you don't automate, it continues to show the same status unless you forcefully change it.
- Rent & Deposit Posting is one of the important features of ASI FrontDesk. This feature is configurable.

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Whenever Rent Posting feature is enabled, ASI FrontDesk automatically posts the respective guest's rent on the creation of new day and update the checkout date (increment number of nights) for all the guests staying in the hotel. For example, suppose a guest is checked in on 1st July and assigned rate package of one night. Now, when you create new day 2nd July before checking out the guest, the system will post the room rent of 2nd July to the guest (add the rent to existing balance) and increment the number of nights to two. Therefore, room rent posting is automated.

- You can also disable the Rent Posting feature. Having disabled the feature, the room rent will neither be posted to the guest's balance on the creation of new day nor will the checkout date be updated. If you fail to checkout the guest, the checkout date of the guest will remain same and the respective guest information will be displayed in the Late Checkout list, if they are supposed to check out on that day.
- You can select to lock days automatically once in specific number of days so that the normal desk clerks will be unable to access or perform any transaction on the locked days. This feature is introduced for security purposes. Nobody can unlock the days except the Admin or the Users with Admin privileges. When you enable this feature, the rooms are locked in ASI FrontDesk.
- Specify the 'Minimum Rental Age' here so that to block the Check-In by scanning/swiping the ID's or Passports of a guest who fall short of age specified here.
- Set the amount of 'Balance' and the number of 'Stay Over' days for the Rooms to Flash in Unit View.
- While changing the rate and extending the 'Stay Days' for a guest, choose from among which rate to be carried forward and applied to the guest stay. Either the 'Last Date Rate' (the rate which was applied on the last day before extending the Stay) or the 'Specific Date Rate' (the Rate which is set for that particular date from the Rate View).
- To facilitate the automatic change of Room Status at New Day, check-mark the 'Auto Change Room Status at NewDay'
- To make the 'V/Dirty' and/or 'V/Clean' Rooms count as 'Vacant' for the future dates, check-mark the 'Room Status as Available Room' feature.
- To set the default 'Discount' settings, check-mark the settings as on what charges should the 'Discount' be applied and in which format (i.e. in % Percentage or a Flat Amount).
- To display a warning before Checking-In a guest in Rooms lying under the 'V/Dirty' or 'V/Clean' states, check-mark 'Display Dirty & Clean For Check-In'.

### Display Settings

Here you can set/change/alter the Display & Font Settings for the Room, List, Tape Chart & Rate View.

#### Room View

- Select what the Background color of the Room to be. Should that be the 'Room Type Color' (this color is defined while creating the RoomTypes) or the 'Room Status Color' (the color codes for different Room Status viz. V/Ready, O/Clean, O/Dirty etc..)
- Select what the Text color of the Room to be. Should that be the 'Room Type Color' (this color is defined while creating the RoomTypes) or the 'Room Status Color' (the color codes for different Room Status viz. V/Ready, O/Clean, O/Dirty etc..)
- If you select the Room Background Color to be the 'Room Type Color' then the Room Text Color automatically switched to the 'Room Status Color' and vice-versa.
- Check-mark the 'Show Stay-over with < and >' to denote the Stay-Over days for the guest on the Rooms within the angular brackets.
- Select the Font Size of the Room Numbers displayed on the Rooms from the drop down list.

#### List View Font Style

Set the Font, Font Size & Font Style of the guest data text which is view-able in the List View.

#### Tape Chart View Font Style

Set the Font, Font Size & Font Style of the guest data text which is viewable in the Tape Chart View.

#### Display Rate

check-mark which of the Rate should show up in the Rate View.

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### Display Images

- Select which images to show up for the Rooms in the Unit View, the List View & the Tape Chart View.
- check-mark the 'Express Check-In' if you want to activate the and select the payment type to be the default payment type for this feature.
- check-mark the 'Express Check-Out' if you want to activate this feature.
- If you wish to capitalize the guest information on the Room Check-In form, check-mark the 'Capitalize Guest Information'.
- If you wish to have the guest information in the Proper Case on the Room Check-In form, then check-mark the 'Name in Proper Case'.
- While logging in to the software, if you wish to auto-complete your name then check-mark the 'Auto Complete UserName on Login' feature.
- While searching the guest past stay history before checking him in, check-mark the 'Show Guest Search History' if you wish the software to show up the past stay history of the guest.

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## Features

<b>Activate Features</b>	<b>Default</b>
<input checked="" type="checkbox"/> Group	Check In Time: 01:00 PM
<input checked="" type="checkbox"/> Booking	Check Out Time: 11:00 AM
<input checked="" type="checkbox"/> Detailed Tax	Open New Day After: 12:05 AM
<input type="checkbox"/> Tax Inclusive	<input checked="" type="checkbox"/> Prompt for new day at: 04:00 AM
<input type="checkbox"/> Shift Operation	Status: Confirmed
<input checked="" type="checkbox"/> Business Source	Rate Type: RACK Daily
<input checked="" type="checkbox"/> Reservation	Stay Day(S): 1 Stay Hour(S): 1
<input checked="" type="checkbox"/> Payment Transfer	Reservation Allow Till: 1 Year(s)
<input checked="" type="checkbox"/> Multiple Currency	Automatic Backup Path: C:\ProgramData\
<input type="checkbox"/> Multi Room Selection	Automatic Backup Path2:
Swipe Card Reader? <b>On</b>	
<input checked="" type="checkbox"/> ID Card <input checked="" type="checkbox"/> Credit Card	
Call Accounting Interface <b>On</b>	
ASI CallLogging	
Bed <b>On</b> WakeUp Call Date <b>On</b>	
Label: Bed	<input type="radio"/> System <input checked="" type="radio"/> ASIFD

- Check-mark the 'Group' feature to be able to use the Group Operations such as 'Group Booking', 'Group Reservation', 'Group Check-In' & 'Group Check-Out'.
- Check-mark the 'Booking' to enable to Booking feature wherein it is made on a particular RoomType.
- Check-mark the 'Detailed Tax' to be able to enter in the Sub-taxes for the Rental/Sales taxes. It defines a tree like structure.
- Check-mark the 'Tax Inclusive' to define the rates inclusive of taxes.
- Check-mark the 'Shift Operation' to mark & ensure the shift details of each desk clerk when there exist more than one user accessing the software.
- Check-mark the 'Business Source' to enable the Direct Billing concept where you directly post the charges to the company instead the guest folio.
- Check-mark the 'Reservation' to enable to Reservation feature to enable the Reservations.
- Check-mark the 'Payment Transfer' to enhance the guest luxury of transferring rental charges for multiple rooms on to one single Room / Guest.
- Check-mark the 'Multiple Currency' to accept the payments in multiple currencies.
- Check-mark the 'Multi Room Selection' to enable the assignment of multiple rooms for one guest during his one single stay.
- You can set the default 'Check-In', 'Check-Out', Reservation Status, RateType, Stay Days, StayHours when the

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Rooms are selected to be 'Hourly Rental' which will in-turn show up on Check-In form and Booking/Reservation forms. You can even view a report for all the Reservations based on the Reservation Status.

- Having purchased the license for the 'Swipe Card Reader', you need to enable it from here and select its working for ID Card (Driving License & State ID) & Credit Cards.
- Having purchased the license for the 'Call Accounting Software', you need to enable it from here with the help of the ASI team and enable its working.
- Select the 'Reservation No. of Years' to be able to enter in the Reservations for that number of years from today. You need to contact ASI team for enabling it. Once the change is done, it is ir-reversible.
- To turn on the 'Bed' (MicroUnit) feature and to set its 'Caption', click on 'On' and set the value. Specifically useful for the Hospital & Hostel units.
- To set the Date specification for the working of the WakeUp call feature, click on 'On' and set the value. Select 'ASI FD' if you need to work with the ASI Date Settings and select 'System' if you need to work with your Computer Date/Time Settings.
- Specify the Backup paths for the software to store the backups when it does the backups automatically.

**Note:** Only if these features are check-marked here, you will get to see/use them in the ASI FrontDesk.

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### Folio Number

ASI FrontDesk by default offers you default folio number generation during the FrontDesk operations.

The screenshot displays the configuration interface for various number types. Each section includes a dropdown menu for the generation method, a text input for a prefix, and a text input for a starting number.

Category	Method	Prefix	Starting Number
Folio Number	Auto Increment Vc	ASI-	1
Folio Number (Reservation)	Auto Increment Vc	ASI-	1
Folio Number (Booking)	Auto Increment Vc	ASI-	1
Folio Number (Group)	Auto Increment Vc	ASI-	1
Receipt Number	Incremental		1
Business Source Invoice Number	Incremental		1

You can desire even the folio number to auto increment by setting the starting number of Folio, Reservation Folio, Booking Folio, Group Folio, Receipt Number & Business Source Invoice Number.

You can also set a Prefix string before the Folio Numbers could begin.

For instance, you can add a prefix before the Folio Numbers as shown in the image.

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### Localization

Country	<input type="text" value="United States"/>	Country Alias	<input type="text" value="USA"/>
State Label	<input type="text" value="State"/>	ZIP Label	<input type="text" value="ZIP"/>
Tax1 Label	<input type="text" value="Occupancy Tax"/>	Tax2 Label	<input type="text" value="Other Charge Tax"/>
Flat Tax / Day	<input type="text" value="Occupancy Tax / Day"/>	Flat Tax / Stay	<input type="text" value="Occupancy Tax / Stay"/>
Currency	<input type="text" value="\$"/>	No. Format	<input type="text" value="0.00"/>
Unit Title	<input type="text" value="Room"/>	Plan Type Title	<input type="text" value="Rate Type"/>
Guest Title	<input type="text" value="Guest"/>	<input type="checkbox"/> ZIP Code File	<input type="text"/>

Fiscal Year			
<input type="text" value="1"/>	<input type="text" value="Jan"/>	To	<input type="text" value="31"/>
	<input type="text" value="Dec"/>		

Weekend Days						
<input type="checkbox"/> Sunday	<input type="checkbox"/> Monday	<input type="checkbox"/> Tuesday	<input type="checkbox"/> Wednesday	<input type="checkbox"/> Thursday	<input checked="" type="checkbox"/> Friday	<input checked="" type="checkbox"/> Saturday

- You can even change the default captions associated with each country. For example, unlike in United States the State is represented as Province in Canada, the Zip Code is represented as per Code in Canada. By default you have United States as localization option.
- The Fiscal Year is the setting for the Financial Year, based on which you have the Yearly Reports generated in the software. For instance, starting 1st January to 31st December, is the setting for the United States. Whereas in India, this same settings refers to as starting from, 1st April to 31st March.
- The Weekend days selection may also differ from place to place just as the Fiscal Year settings. So here you need to mark the days which are said to be as the Weekend days applicable as per your localization.

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### Email and Report

#### Email Settings

For Emailing the reports, you need to setup the Sender account details through which any Report(s)/Folio(s)/Invoice(s) which are to be emailed will be sent through this Email ID. To be able to enter in the further details, click on the 'On' button.

If you intend to use a Gmail account for this purpose, the preset settings are provided except the UserName & the Password.

Else if you wish you to use your own domain for this purpose, you need to get the details like 'Server Name' & 'Port Number' from the Domain provider.

To test out the E-mail settings made by you, click on the 'Test E-mail' button.

Define the list of recipients who should receive the Night Audit Reports E-mailed in the 'Email Recipient' area. Enter multiple E-mail addresses separated by a comma (,).

Select the format of the Report to be E-mailed to be of in the PDF (Requires Adobe Acrobat Reader to be installed to be able to view the reports) or in an Excel Sheet (Requires MS-Office or Open-Office to be installed to be able to view the reports) format.

The screenshot shows the 'E-Mail Settings' configuration window. The 'E-Mail Settings' section is currently 'On'. It includes fields for Server (smtp.gmail.com), Port Number (587), Domain, User Name (<user\_name>@gmail.com), Password, and SSL (checked). A 'Test E-Mail' button is present. Below this is the 'E-Mail Recipients' field, which is empty. At the bottom left, the 'Report E-Mail Format' is set to 'PDF File'. The 'Reports at New Day' section is also visible, with a 'Print' button and an 'E-Mail' button. It contains a list of reports: Daily Report (checked), Daily Summary Report (unchecked), Daily Balance Report (unchecked), Daily Rental Report (checked), and Daily Collection Report (checked). Other settings include Report Export Path (C:\ProgramData\ASI\AS), Guest Invoice Option (Full Stay), Reports Font Size (8), Show Guest Name on House Keeping (unchecked), and Email Errors To ASI Support (checked).

# ASI FrontDesk 6.0

## Configuration and Help File

### Reports at New Day

Night Audit is a common activity which is carried out by authorized persons such as the Admin or the Auditor. That is you must be privileged to audit. The auditor at the end of the day can do the audit on hotel transaction activities carried out on that day and get back to the management if found something improper.

The software does not force the auditor to audit routinely, that is daily, but logically he cannot proceed the auditing for forthcoming days unless he finishes auditing for the previous days. The auditor can do audit for exactly one day at a time and exactly once.

ASI FD is so economical that you can either opt to print the reports or email them to yourself for being eco-friendly and saving paper and printing them only if utmost necessary. The reports to be printed or emailed can be selected from the available list of reports. To Print the reports click on the 'Print' button and to email click on the 'Email' button.

Apart from selecting the operations from either 'Print' or 'Email', you need to turn on the working of this feature from the NewDay form in ASI FrontDesk. Check-mark the 'Automatic Print Reports' for the same.

**Note:** The Desk Users who do not have the privilege to view the Night Audit reports and if the NewDay is done by such users, **No Report will Print or will be Emailed** in such

But the NewDay/Night Audit reports in such cases can be printed/emailed whenever required only by the privileged users.

For the Reports to get saved while exporting any of the Reports, define a default path for them as when you Export any report from the ASI FrontDesk, it automatically gets saved on the specified default path described here instead of asking the path each time.

Select the Guest Invoice to show either the 'Full Stay' or 'Actual Stay' of the guest.

Select from the list the Font size for the report data.

Check-mark the 'Show Guest Name on Housekeeping' Report if you wish to have the guest name to be printed on the House-Keeping Report

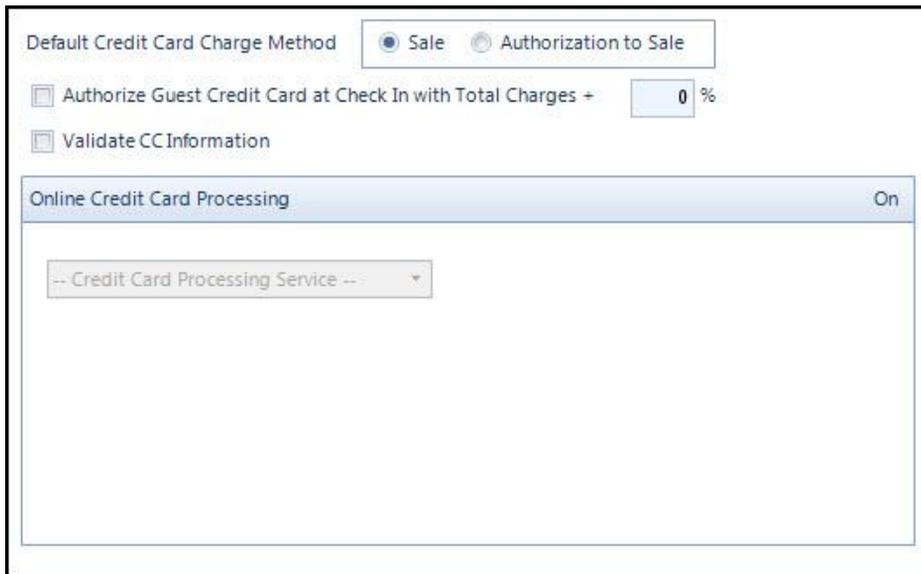
In order to E-mail all the error to the ASI Support team, check-mark the 'Email Errors to ASI Support' feature.

# ASI FrontDesk 6.0

## Configuration and Help File

### Credit Card

There are two ways of charging the guest. One is through the Sale and the other one is Authorized.



The screenshot shows a configuration window for credit card processing. At the top, there is a section titled "Default Credit Card Charge Method" with two radio buttons: "Sale" (which is selected) and "Authorization to Sale". Below this, there are two checkboxes: "Authorize Guest Credit Card at Check In with Total Charges +" (unchecked) and "Validate CCInformation" (unchecked). To the right of the first checkbox is a text input field containing "0" followed by a percentage sign. Below these options is a section titled "Online Credit Card Processing" with a status indicator "On" on the right. Underneath this section is a dropdown menu currently displaying "-- Credit Card Processing Service --".

In Sale the desk clerk charges the guest either through cash or credit cards and the money goes to the hotel instantly whereas in Authorized the desk clerk authorize the guest (for his credit card) during his stay and charges him later. Remember that, if the guest is Authorized, the desk clerk does not debit the money from the guest account instantly and he does sale when he is leaving.

The system provides you the Authorized option in the Amount Paid Details form. If you select the Authorized/Sale option, by default this Authorized option is checked which means you can authorize the guest. Therefore you have to decide what type of Credit Card Charge Method you would like to have.

### Message Prompts

Message Prompts for	
Check In	<input type="text" value="Confirm whether the guest has pets ?"/>
Check In Update	<input type="text" value="Information Updated.."/>
Reservation	<input type="text" value="Reservation Made."/>
Reservation Update	<input type="text" value="Information Updated.."/>
Check Out	<input type="text" value="Handover the Feedback Form !"/>
Hourly Check Out Sound	<input type="text" value=""/> 
Confirm Payment on Check In	<input checked="" type="checkbox"/>

This feature lets you remind of any extra details/messages/questions/greetings etc. upon different stages as mentioned here.

For instance, if you need to remind yourself to ask the guest for having any pets with them when you've a 'NO PET' policy. Alternatively, you can also write a question confirming the guest payment before Checking-Out the guest.

Whenever you make a change in the guest Booking/Reservation/Check-In/ Payments etc., you need to click on 'Update', in order to save these changes made. Upon making these changes, a message box comes up, saying 'Information Updated'. Now you can customize this message for the Check-In & Reservation modes. what message prompt do you need to get

You can also manage the sound for the Hourly Check-Outs you make. Choose from your own media library which alert sound to be played while an Hourly Check-Out is made.

## Property

### Tax

You have to store the taxes that are applied on the guest stay i.e. Occupancy Tax and some of the other charges i.e. State Sales Tax. You can also free the guest from charging tax after certain days. You can also enter the taxes that Local tax, State tax and Sales tax comprise of. In other words it means that you can define new tax if not present say for example VAT, City Tax, GST etc. But you can do this only if you activate this feature.

The screenshot displays the 'Detailed Tax Information' window. At the top, it shows 'Detailed Tax Information For : Occupancy Tax'. Below this, there are input fields for 'Tax Name' (City Tax), 'Tax Rate' (0.000 %), and 'Exempt After Days' (0). A table titled 'Detailed Tax For : 16/01/2012' contains one row: 'Occupancy Tax' with 'City Tax' as the tax name, a rate of 8.300 %, and an exempt after period of 30 days. A modal dialog 'Add Detail Tax Name' is open, with 'County Tax' entered in the 'Name' field. At the bottom of the main window, it shows 'Occupancy Tax: 8.30%' and buttons for 'Delete', 'Update', and 'Close'.

#### Note:

- ◆ If you have enabled the Detailed Tax feature, you will find the Local Tax, State Tax and Tax link. Click on these links to enter the sub taxes. Remember that the taxes are total of the sub taxes.
- ◆ Remember that the Taxes will be applied only from the next day.
- ◆ You can also define the detailed taxes in Other Charges as well.

# ASI FrontDesk 6.0

## Configuration and Help File

### Building

**Note:** The system will automatically add one building with the same name as your property. You can add more buildings and delete the default building added by the system.

If you add a Building by mistake, you can select the Building by clicking on it and then click on DELETE button to delete the Building.

The screenshot displays the 'Buildings' configuration window. A modal dialog titled 'Add Building' is open, allowing the user to enter details for a new building. The fields are as follows:

Name	B	
Description	Sea Faced	
Active	<input checked="" type="checkbox"/>	
<a href="#">Copy from Company Info</a>		
City, State	Tracy	CA
Zip, Country	95376	USA
Phone, Fax	209 830 1484	209 830 4919
E-Mail, URL	info@AnandSyste	www.AnandSyste

Buttons at the bottom of the dialog: Save, Save & Close, Cancel.

Buttons at the bottom of the main window: Add, Edit, Delete, Close.

Status bar: 1 Records.

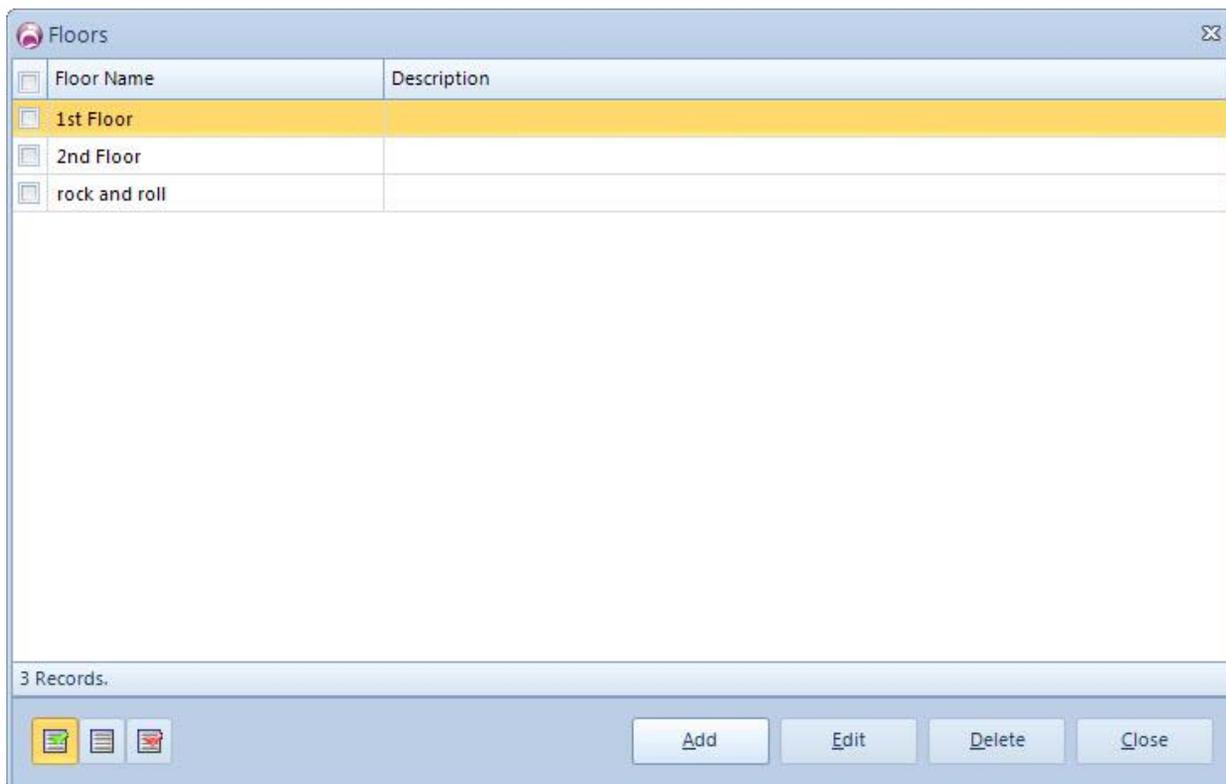
**Note:** Once you configure the property, add rooms and make transactions, there is no way you can delete the Building

# ASI FrontDesk 6.0

Configuration and Help File

## Floor

The software allows you to add floors in your building. This is particularly helpful when dealing with multiple floor properties. It also quickly allows you to see vital rental information floor by floor.

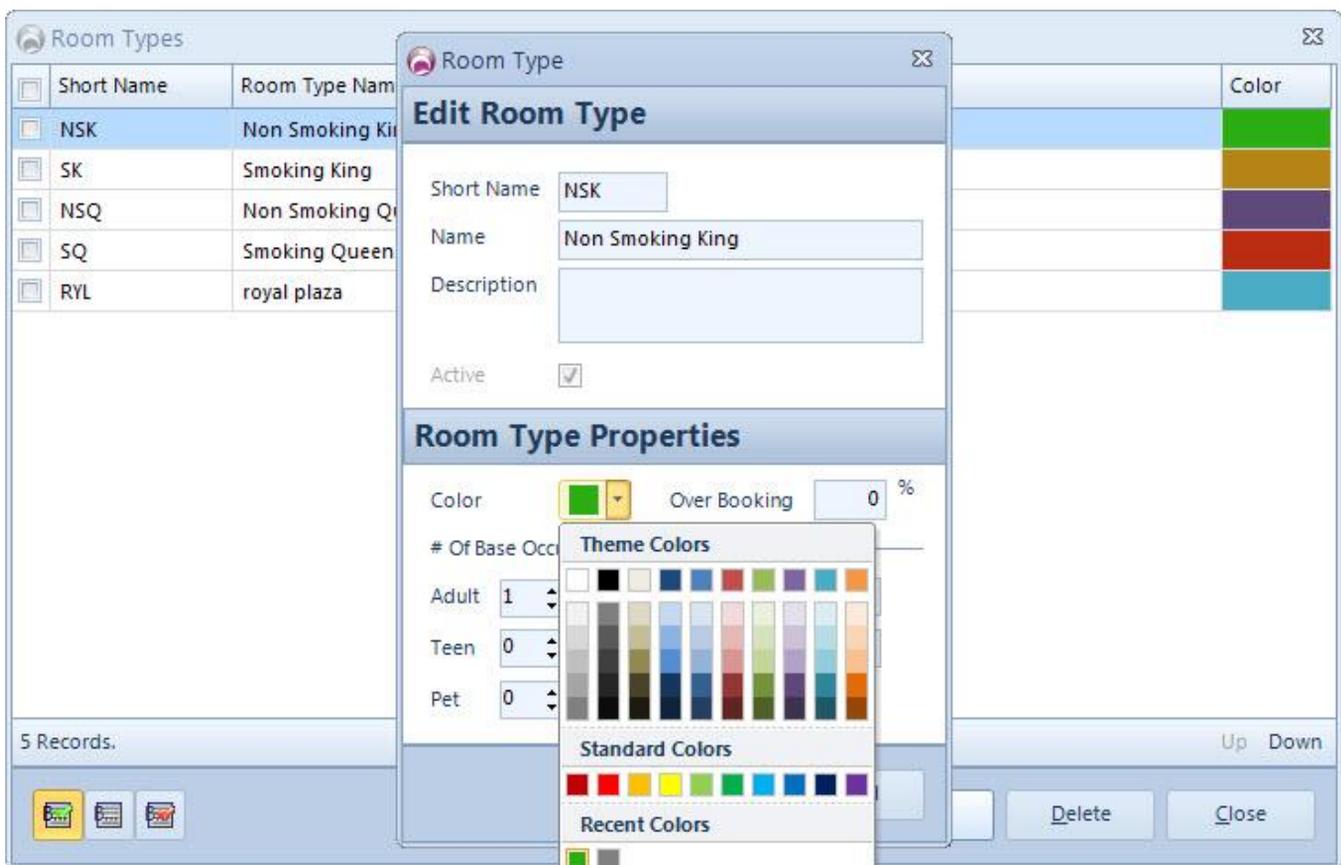


**Note:** You cannot DELETE the floor once you make any transaction of any kind on any of the rooms created on that Floor

# ASI FrontDesk 6.0

Configuration and Help File

## Room Type



In this form, you will specify all RoomTypes you have. Each RoomType is characterized by a short name (maximum of 5 characters) and a full descriptive name. Short Name will be used on reports. As a general rule of thumb, each short name should be as small as possible and still retain its uniqueness.

Enter a short name and full name. Click on  and specify the background color for this room type and then click on ADD button. Repeat the process for each type of rooms you have.

Here, you can also decide upon to have the rates of the RoomTypes based on each other. You can define one BASE

# ASI FrontDesk 6.0

## Configuration and Help File

ROOMTYPE and can set the binding ratio for the other RoomTypes to acquire rates from the rates defined for the Base RoomType.

Here, as shown, the Base RoomType is 'Royal Plaza', and you can bind the other RoomTypes (SK, NSK, SQ, NSQ) with a certain ratio, so that you just need to define the rates for 'Royal Plaza' and the other RoomTypes will acquire the Rates depending upon the binding ratio set with the Base RoomType.

### Note:

- ◆ If you add a room type by mistake, you can select the RoomType by clicking on it and then click on DELETE button to delete the RoomType.

# ASI FrontDesk 6.0

Configuration and Help File

## Room - Add/Edit/Copy/Delete

You can Add new rooms, Edit the existing room details, create multiple new rooms by Copying them and delete multiple rooms at once. The Name is a compulsory field whereas the Description is an optional field. You need to select from the available options above which apply to your Room.

Clicking on SAVE button will save the information and again a blank page will appear wherein you need to enter the details of other rooms which you need to add.

Clicking on SAVE & CLOSE button enables you to Save the information of the room and then close the Add Room window.

# ASI FrontDesk 6.0

Configuration and Help File

## Add Room

The screenshot shows the 'Add Room' dialog box in the ASI FrontDesk 6.0 application. The dialog is divided into two main sections: 'Add Room' and 'Room Properties'.  
**Add Room Section:**  
- Short Name: 231  
- Name: 231  
- Description: (empty text box)  
- Create From: 5/19/2013  
- Active:   
- Smoking:  Handicapped:  Pets:   
- Include in Occupancy, ADR and Room Count:   
**Miscellaneous Section:**  
- Amenities table:  
| Amenities | Add |  
| 3D tv | |  
- Image section:  
| Image | Add | Del |  
| | | |  
**Room Properties Section:**  
- Room Type: Royal Plaza  
- Building: ASI  
- Appearance:  Physical Room,  Virtual Room  
- Floor: 1st Floor  
- Allow Hourly Rental:  Allow Bed:   
At the bottom of the dialog are three buttons: Save, Save & Close, and Cancel.

You can add up the rooms from the ASI FrontDesk Configuration. The Add Room form looks like the one shown above. The 'Short Name' is a compulsory parameter for adding up a room. While the 'Name' & 'Description' are the optional parameters.

Check-mark & select which feature images to show up on the Rooms.

You can also select the Room to be or not to be counted in the ADR(Average Daily Rate), in the Occupancy or the Room Count.

You can list out all the amenities you provide within that Room and along with it, you can also select to add up an image for the Room.

# ASI FrontDesk 6.0

Configuration and Help File

## Edit Room

**Room**

Room Information

**Edit Room**

Short Name:

Name:

Description:

Create From:  Active:

Allow Smoking:  Handicapped Room?:

Allow Pets:  Include in Occupancy:

**Room Properties**

Room Type:

Building:

Appearance:  Physical Room  Virtual Room

Floor:

Allow Hourly Ren...  Allow Bed

**Miscellaneous**

Amenities	Add	Image	Add	Del

Save & Close Cancel

To make any changes to the existing rooms, you need to do so from here. You can almost change any detail for a room. You cannot change the Room positioning like the Room Creation Date, Building, Appearance & Floor of a Room. Except for 'Building' & 'Floor' where the Room is positioned.

# ASI FrontDesk 6.0

## Configuration and Help File

### Note:

- ◆ You cannot change the RoomType of a Room if it's not in the Vacant state.
- ◆ For changing the RoomType of a Room, there should be no Reservations on the that specific

## Copy Room

The screenshot shows the 'Copy Rooms' dialog box in the ASI FrontDesk 6.0 application. The dialog is open over a 'Rooms' table. The 'Copy Room' tab is active. It shows 'Source Room Information' and 'Target Room(s) Information' sections. The source room is 'Non Smoking' (220) in 'Second Floor' of 'Anand Systems Inc.' with a 'Daily' rate of 59.99. The target room is '--N/A--' in 'Anand Systems Inc.' with a start date of '3/ 2/2011'. A 'Range' section is visible with 'Specific Rooms' selected. The 'Make Rooms' button is highlighted.

Rate Type	Plan Days	Rate
Daily	RACK	59.99
Walk In	RACK	59.99
Best Available	RACK	59.99
Corporate	RACK	59.99

You can create a series of rooms by specifying a range of Room numbers or alternatively you can also specify random room numbers separating each of them by a comma (,) by clicking on the 'Specific Rooms' button.

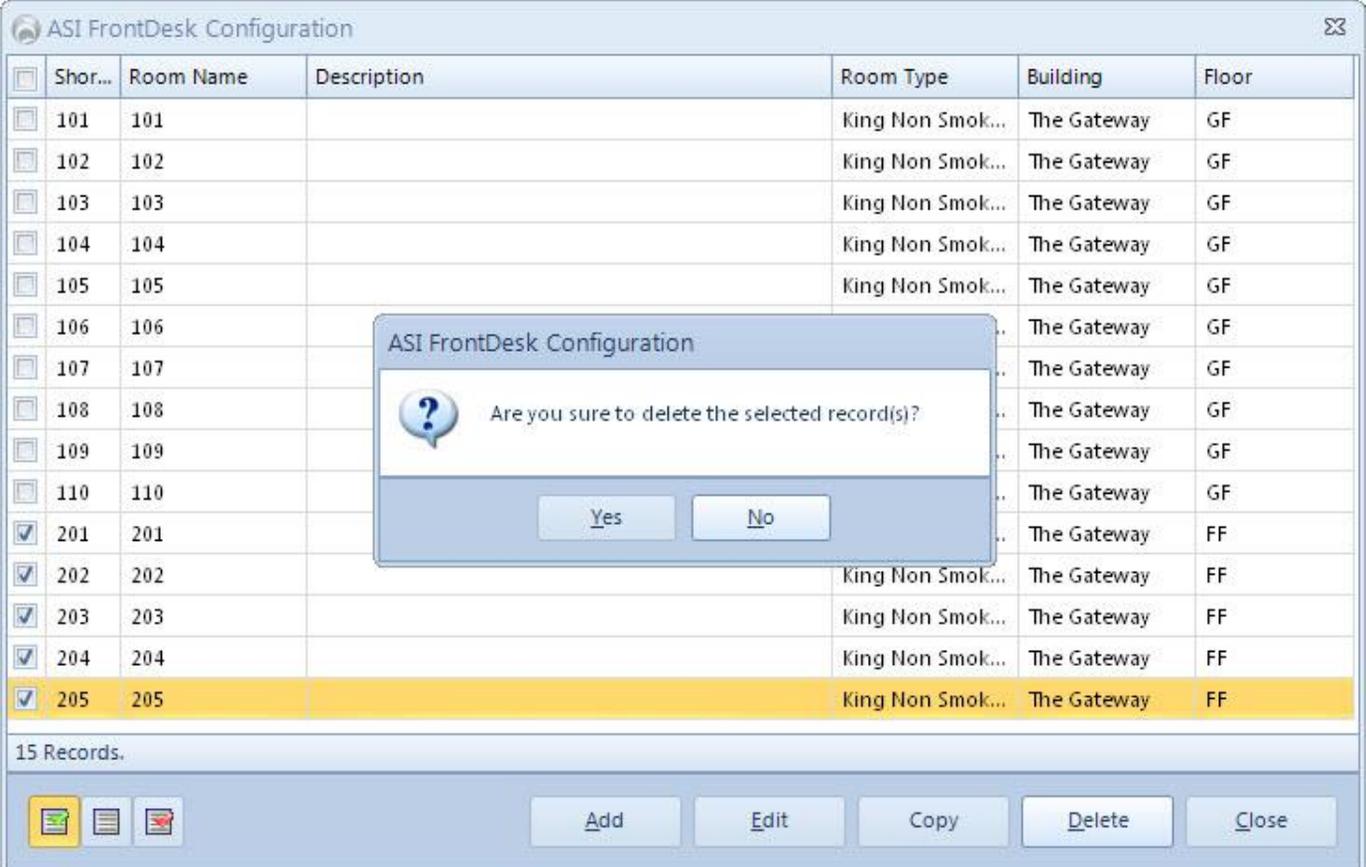
# ASI FrontDesk 6.0

Configuration and Help File

# ASI FrontDesk 6.0

## Configuration and Help File

### Delete Room



The screenshot displays the 'ASI FrontDesk Configuration' window. It features a table with columns: 'Shor...', 'Room Name', 'Description', 'Room Type', 'Building', and 'Floor'. The table contains 15 records, with rows 201 through 205 highlighted in yellow. A modal dialog box is overlaid on the table, asking 'Are you sure to delete the selected record(s)?' with 'Yes' and 'No' buttons. The dialog box title is 'ASI FrontDesk Configuration'. Below the table, there are icons for 'Add', 'Edit', 'Copy', 'Delete', and 'Close', and a status bar indicating '15 Records.'.

Shor...	Room Name	Description	Room Type	Building	Floor
<input type="checkbox"/>	101	101	King Non Smok...	The Gateway	GF
<input type="checkbox"/>	102	102	King Non Smok...	The Gateway	GF
<input type="checkbox"/>	103	103	King Non Smok...	The Gateway	GF
<input type="checkbox"/>	104	104	King Non Smok...	The Gateway	GF
<input type="checkbox"/>	105	105	King Non Smok...	The Gateway	GF
<input type="checkbox"/>	106	106	King Non Smok...	The Gateway	GF
<input type="checkbox"/>	107	107	King Non Smok...	The Gateway	GF
<input type="checkbox"/>	108	108	King Non Smok...	The Gateway	GF
<input type="checkbox"/>	109	109	King Non Smok...	The Gateway	GF
<input type="checkbox"/>	110	110	King Non Smok...	The Gateway	GF
<input checked="" type="checkbox"/>	201	201	King Non Smok...	The Gateway	FF
<input checked="" type="checkbox"/>	202	202	King Non Smok...	The Gateway	FF
<input checked="" type="checkbox"/>	203	203	King Non Smok...	The Gateway	FF
<input checked="" type="checkbox"/>	204	204	King Non Smok...	The Gateway	FF
<input checked="" type="checkbox"/>	205	205	King Non Smok...	The Gateway	FF

The deletion of rooms is made easy as you either select a single room or mark multiple rooms for deletion on a single click.

#### Note:

- ◆ There should exist no transaction on the Room to be deleted. Neither in the past nor in the future.

# ASI FrontDesk 6.0

Configuration and Help File

## Status Setting

### Room Status Color

Room Status color are used to distinguish the status of each room in the FrontDesk from the Main Screen itself. Even though the status colors are reflected only in the FrontDesk instead of Configuration, you have to change the status color in the Configuration only.



### Room Status Title

Status titles are used to set the labels or captions for the different Room Status.

# ASI FrontDesk 6.0

Configuration and Help File

Status Title	
Vacant Ready	V/Ready
Occupied Clean	O/Clean
Occupied Dirty	O/Dirty
Vacant Dirty	V/Dirty
Vacant Clean	V/Clean
Vacant Maintenance	Out Of Order
Reservation Ready	Reservations
Reservation Booking	Bookings

# ASI FrontDesk 6.0

Configuration and Help File

## Room Properties

When you 'Right Click' on the Room, you get to see the Room properties as shown below:



Room Properties	
104   1st Floor   ASI	
<b>Appearance</b>	
Alias	104
Description	
Image	
Name	104
Room Type	Non Smoking King
<b>Behavior</b>	
Active	Yes
Allowed Pets	<b>Yes</b>
Hourly Rental	No
Include in Occ/ADR	Yes
Handicapped	<b>Yes</b>
IsSmoking	No
<b>Layout</b>	

# ASI FrontDesk 6.0

Configuration and Help File

## Room Ordering

Many times, it may happen that your Room Numbers don't show up in an ascending order, then you need to set right the way they appear in the list. You need to set the sorting either on the ShortName/RoomName and then click on 'Load' to have the correct list of Room numbers.

Once, you've your Room number in the correct order, click on 'Save' and the same order they appear in the other reports.

# ASI FrontDesk 6.0

Configuration and Help File

## Auto Arrange

After having creating the Rooms, if you want to have the software arrange them automatically for you, you can go for this option and all your Rooms will be displayed in an order. Later, you can drag-drop them to arrange them in the way you like.

When creating rooms in bulk, they may appear in a cluster and one behind the other, in such cases, if you like you may have the software arrange them in a chronological order and put them on the screen.

# ASI FrontDesk 6.0

Configuration and Help File

## Bed Type

You can create different type of beds (i.e. Single Bed / Double Bed / VIP Bed etc) and place it into one room. You can setup rate for complete room as well as you can setup rate for each individual bed type. Room rate and Bed rate can be setup in such a way so you can charge different rates during different time of the year (seasonal rates).

The screenshot displays the 'Rate Criteria' window in ASI FrontDesk 6.0. The window shows a grid of rates for two room types: 1BED and 2BED. The columns represent dates from 25 Mar to 14 Apr. The rows represent different rate types: Base, Adult, Teen, Child, Infant, and Pet. The base rates are \$40 for 1BED and \$60 for 2BED. Annotations highlight these base rates and note that both are available in a dormitory room.

Room Type	Rate Type	25 Mar	26 Mar	27 Mar	28 Mar	29 Mar	30 Mar	31 Mar	01 Apr	02 Apr	03 Apr	04 Apr	05 Apr	06 Apr	07 Apr	08 Apr	09 Apr	10 Apr	11 Apr	12 Apr	13 Apr	14 Apr
1BED	Base	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00
	Adult	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Teen	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Child	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Infant	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Pet	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2BED	Base	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00
	Adult	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Teen	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Child	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Infant	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Pet	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Annotations:

- Dormitory Room Bed Type - 1 Bed (points to the 1BED Base rate of \$40)
- Dormitory Room Bed Type - 2 BED (points to the 2BED Base rate of \$60)
- Base Rate \$40 for 1 BED and \$60 for 2 BED - Both are two different Bed types available in Dormitory room.

# ASI FrontDesk 6.0

## Configuration and Help File

### Bed

We have complete dormitory functions in our software. You can rent individual rooms as well as you may also rent each individual beds inside rooms.

One room may contains multiple beds and you can rent each individual beds to separate guest. You have bed setup in some room but due to some reason if you want to rent complete room rather then bed then this is also possible with ASI dormitory rooms module.

You can create different type of beds (i.e. Single Bed / Double Bed / VIP Bed etc) and place it into one room. You can setup rate for complete room as well as you can setup rate for each individual bed type. Room rate and Bed rate can be setup in such a way so you can charge different rates during different time of the year (seasonal rates).

The screenshot displays the ASI FrontDesk 6.0 interface with a calendar view for the month of March 2011. The calendar shows reservations for various rooms and beds. Annotations with arrows and callouts provide details:

- Dormitory Room:** Points to the 'Dormitory' room type in the left sidebar.
- Regular Room:** Points to the 'Regular' room type in the left sidebar.
- Bed # 101 in Room # R1 R1 is Dormitory:** Points to the reservation for bed 101 in room R1, which is a dormitory.
- Unconfirm Reservation:** Points to a reservation for bed 101 in room R1, which is marked as unconfirmed.
- Reservation in Bed #201 in Dormitory Room # R3 Confirm Reservation from Mar 29 to Apr 4:** Points to a reservation for bed 201 in room R3, which is confirmed for the period from March 29 to April 4.
- Customer A Bbb is currently staying in Bed # 201 in Dormitory Room # R3 is going to checkout on 28th Morning:** Points to a reservation for bed 201 in room R3, which is currently occupied by customer A Bbb and is scheduled for checkout on the morning of March 28th.

# ASI FrontDesk 6.0

## Configuration and Help File

### Rate Type

ASI FrontDesk can be configured to handle different RateTypes. The main aim to define a RateType is to name the group of days so that amount can be stored pertaining to those days for each room. One can store unlimited number of RateTypes. The software is pre-configured with RACK RateType. Remember to enter RateTypes in such a way that they are self defining like the one shown below.

Short Name	Rate Type Name	Description	Bind With RACK
RACK	RACK	RACK/Daily Rate	= 100.00%
WALK			= 100.00%
BA			= 100.00%
CORP			= 100.00%
GOV			= 100.00%
MIL			= 100.00%
INT			= 100.00%
OTANF			= 100.00%
OTA			= 100.00%
ROH			= 100.00%
CRS			= 100.00%
TA			= 100.00%

12 Records.

Add Edit Delete Close

By marking the 'Complimentary' or 'House Use' for the RateType, give you the feature of If you need to bind it up with the RACK rate on some binding ratio as shown below:

# ASI FrontDesk 6.0

## Configuration and Help File

Edit Rate Type		Bind With RACK	
Short Name	FRNGH	<input checked="" type="checkbox"/> Base Rate	10.00 + \$ of RACK
Name	Fort Night	<input checked="" type="checkbox"/> Adult Rate	100.00 = % of RACK
Description		<input checked="" type="checkbox"/> Teen Rate	5.00 - \$ of RACK
Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Child Rate	10.00 - % of RACK
Days	Custom 15	<input checked="" type="checkbox"/> Infant Rate	5.00 + % of RACK
		<input checked="" type="checkbox"/> Pet Rate	10.00 + \$ of RACK

Select the Rate which is to be bind with the RACK Rate on either of the 5 binding types available as shown in the image above.

If the Base RACK Rate is 59.99, then as per the settings shown above, the Base FortNight Rate would amount to 69.99

## Configuration

### Other Charge

You can customize the frequently or seldom collected charges apart from the rental charge and store the default rates pertaining to it. For example you can add Telephone charge to Other charges that will be charged depending on the calls made by guests or Service charge that can be always charged for every guest.

Shor...	Charge Name	Desc.	Always Chg.	Reoccur Freq.	Call Logging
CO...	cold cofee/bla...		Yes	None	No

**Edit Other Charge**

Short Name:

Name:

Description:

Active:  Creation Date: 15/01/2012

**Other Charge Properties**

Category: Other Charges

Default Rate: 7.0000 cold cofee

Taxable  Call Logging Charge

Always Charge  CRS Charge

Reoccur Charge: None

Buttons: Save & Close, Cancel, Delete, Close

- Enter the Default Rate for the charge type.
- Uncheck the Taxable if you do not want to tax the new charge type. By default charge type is taxable.
- Check mark the Always charge if you want this charge type to be charged only once during the guest stay.
- Check-mark the Charge to Reoccur if you want this charge type to be charged each day of guest's stay.
- Check-mark the option Deposit if you wish to collect some deposit from the guest while checking in the guest. Say, for example, you can collect the deposit from the guests as a precaution to avoid the misconceptions between you and guest in case some damage occurs. If everything goes well, you can refund the deposit.  
**Note:** To note down the deposit made by the guest, you need to explicitly add the deposit to the guest in ASI

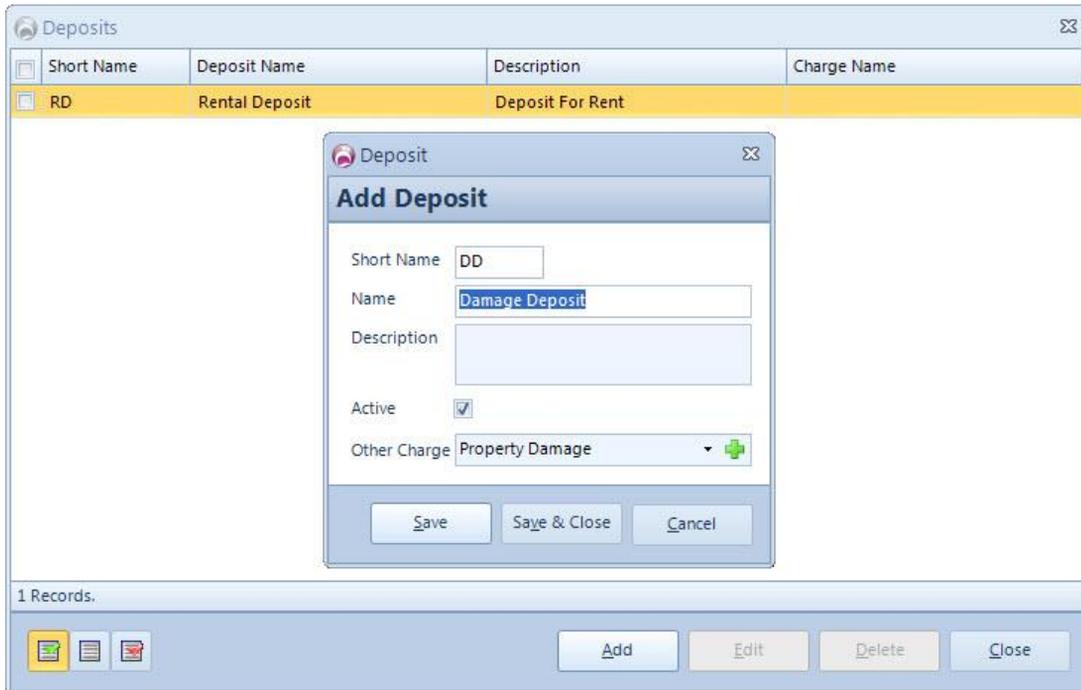
# ASI FrontDesk 6.0

## Configuration and Help File

FrontDesk or mark the option Always Charge in ASI Configuration as per the requirement.

- Check-mark the Call Logging Charge if you want all the calls to get logged in under this category. Note: Remember that you can have only one other charge as Call Logging Charge and this option is enabled only if the Call Logging feature is activated Features setting.
- Click 'Save&Close' to save the new charge type.
- Click 'Close' when finished entering the other charges. Note: Remember that either Always Charge or Charge to Reoccur can be check marked at a time as both the conditions cannot be applied. Therefore to check mark one of the option, you have to uncheck the other option.

### Deposit



You can use the Deposit feature for the issue you mentioned here which can work for the normal walk-ins, direct billings & the group check-ins. Here, apart from the chargeable amount, you can charge the extra amount 10,000.00 as Damage Deposit and charge the guest if they made any damage to the property or else refund it back when the guest checks-out.

Follow the below given steps:

- Step 1.** ASI FrontDesk Configuration >> Configuration tab >> Deposit
- Step 2.** Define an Other Charge as 'Property Damage'
- Step 3.** Define a Deposit as 'Damage Deposit'
- Step 4.** Link it up with the Other Charge 'Property Damage' so that in case the guest does some damage to the property, you can charge them on the name of this Other Charge
- Step 5.** Check-in a guest
- Step 6.** Add their regular payment. (May it be in Cash, Card or whichever mode)
- Step 7.** Add the extra 10,000.00 as selecting it as 'Deposit' and from the Deposit list, select 'Damage Deposit' and add the amount

# ASI FrontDesk 6.0

## Configuration and Help File

- Step 8.** While the guest checks-out, you can either refund the deposit collected or charge it against the Other Charge (Property Damage)
- Step 9.** While Checking out the guest either click on 'Refund' (in case if guest doesn't make any damage to the property) or 'Post Charge' (in case if guest does makes damage to the property)

# ASI FrontDesk 6.0

Configuration and Help File

## Other Charge Category

You can define here the Other Charge Categories.

<input type="checkbox"/>	Short Name	Category	Description
<input checked="" type="checkbox"/>	N/A	--N/A--	
<input type="checkbox"/>		Other Charges	
<input type="checkbox"/>		Phone Charges	

3 Records.

## Other Charge Unit

For the Other Charges, while adding them up, you need to assign them their default measurement unit, which are to be defined here as shown below:

Short Name	Measurement Unit	Description
No.	No.	
COFEE	cold cofee	
PL	Plate	
PC	Piece	
CUP	Cup	

**Add Measurement Unit**

Short Name:

Name:

Description:

Active:

5 Records.

# ASI FrontDesk 6.0

## Configuration and Help File

### User

You can create new desk clerks and assign all/some of the privileges to the desk clerk by selecting the user type. Remember that only the Admin or the user with Admin level privileges or rights only can create new desk clerk and neither of the desk clerk can create new one irrespective of the user type. By default the users are pre-configured with some of the rights and privileges. You can easily grant more privileges or deprive the user from the default rights and privileges.

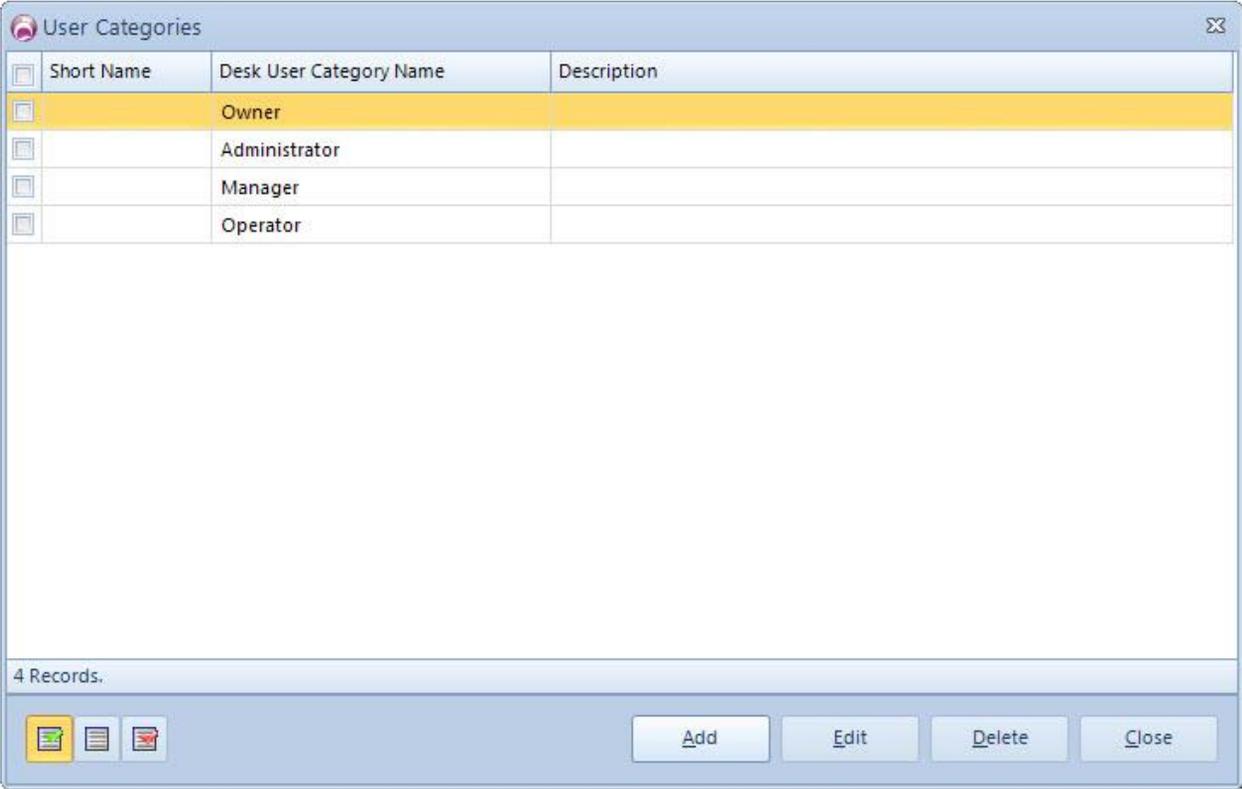
# ASI FrontDesk 6.0

## Configuration and Help File

### User Category

Define the User Category. By default we give, 'Owner', 'Administrator', 'Manager', 'Operator'. If you wish to have any more Desk User Categories to exist, you can define them here. Having defined the category, next you can assign and pre-define the roles for these categories, so that next whenever you create a new user and select their category, the pre-defined privileges get assigned to them.

You need not select the privileges each time you create a new user saving a lot of time.



Short Name	Desk User Category Name	Description
	Owner	
	Administrator	
	Manager	
	Operator	

4 Records.

Add Edit Delete Close

# ASI FrontDesk 6.0

Configuration and Help File

## User Roles

You can create new desk clerks and assign some of the privileges to the desk clerk by selecting the user type. Please note that only the Admin can create new desk clerk and neither of the desk clerk can create new one irrespective of the user type. By default the users are pre-configured with some of the rights and privileges. You can easily grant more privileges or deprive the user from the default rights and privileges.

You can also change the privileges for a category and select it to apply on the current users with the respective categories with the help of 'Apply on Users' button.

**User Category Privileges** Apply on User(s)

Desk User Category: **Owner**

Privilege	Report Privilege	Chart Privilege
<b>Management</b>		
Access to Configure Property	<input checked="" type="checkbox"/>	
Access to Configure Rate	<input checked="" type="checkbox"/>	
Access to Create New Day	<input checked="" type="checkbox"/>	
Access to Delete Day / Transaction	<input checked="" type="checkbox"/>	
Access to Automatic Backup Database	<input checked="" type="checkbox"/>	
Access to Backup Database	<input checked="" type="checkbox"/>	
Access to Restore Database	<input checked="" type="checkbox"/>	
Access to Credit Card Information	<input checked="" type="checkbox"/>	
Access to Bad Debt Assignment	<input checked="" type="checkbox"/>	

**Save** **Save & Close** **Cancel**

# ASI FrontDesk 6.0

Configuration and Help File

## Unblock User

ASI FrontDesk now offers a superior level of security. Where any user if **enters a wrong password for more than 6 times**, their user account gets blocked.

The Admin user or the user with Admin privileges can unblock the users whose user account gets blocked.

### Note:

- ◆ If the Admin user account gets blocked, a user with Admin privileges can unblock the Admin user.

# ASI FrontDesk 6.0

Configuration and Help File

## Payment Type

Various means of Payment can be stored. Any one of the payment type can be used while collecting the amount from the guest. The software is pre-configured with Cash, Check, Bad Debts etc. payment type. One can add more payment types if required.

**Note:**

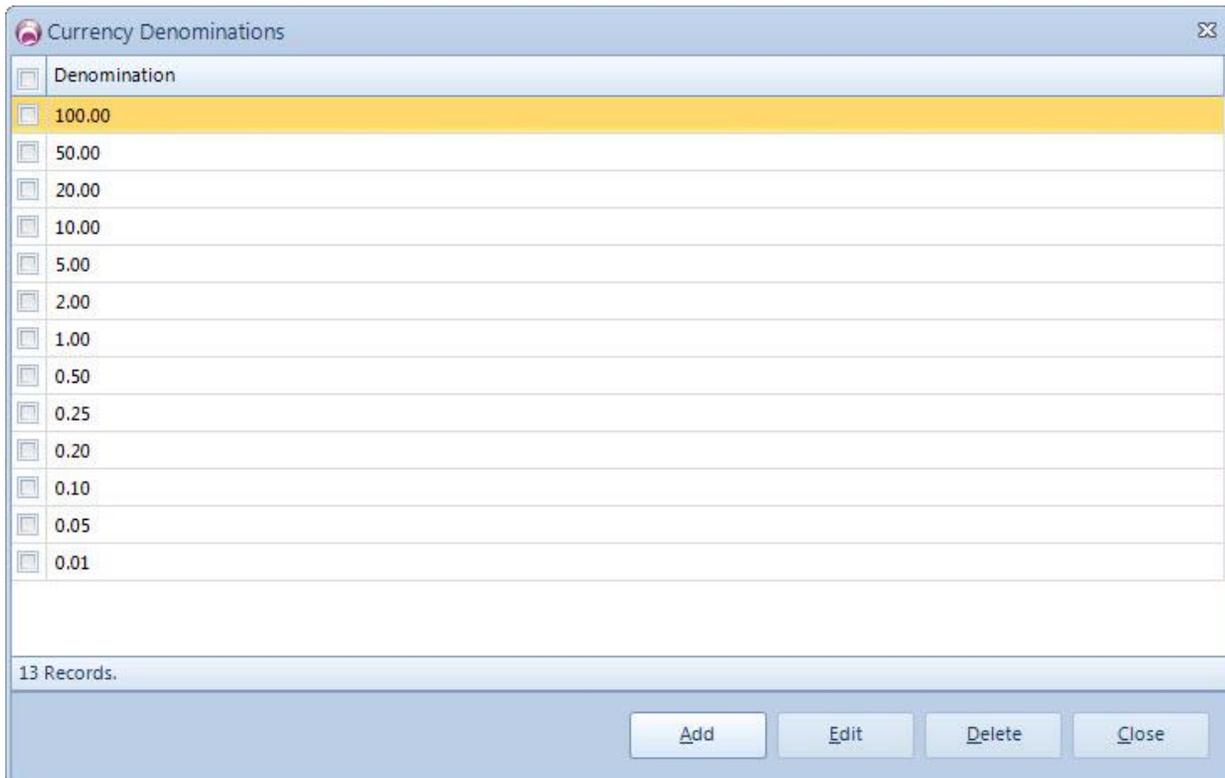
- ◆ A ShortName for the Payment Type must exist.

# ASI FrontDesk 6.0

Configuration and Help File

## Denominations

You need to define all possible currency denominations in which you can accept the payment in as shown below:



The screenshot shows a window titled "Currency Denominations" with a list of 13 records. The records are as follows:

<input type="checkbox"/>	Denomination
<input checked="" type="checkbox"/>	100.00
<input type="checkbox"/>	50.00
<input type="checkbox"/>	20.00
<input type="checkbox"/>	10.00
<input type="checkbox"/>	5.00
<input type="checkbox"/>	2.00
<input type="checkbox"/>	1.00
<input type="checkbox"/>	0.50
<input type="checkbox"/>	0.25
<input type="checkbox"/>	0.20
<input type="checkbox"/>	0.10
<input type="checkbox"/>	0.05
<input type="checkbox"/>	0.01

13 Records.

Buttons: Add, Edit, Delete, Close

# ASI FrontDesk 6.0

Configuration and Help File

## Guest Document

The software lets you to store the identification id of the guests while check in as a safety measure to avoid problems later. It is pre-configured with identification types such as Credit Card, Driver License, Passport, State ID. You can add more identification types for identification. Remember that storing identification id for the guest is optional, but it is one of the security measures provided by the software.

### Note:

- ◆ A ShortName for the Guest Document must exist.

## Options

### Settings

All the settings pertaining to the Rental or the Display structure, software features, adding prefixes or setting custom Folio/Reservation/Receipt numbers, Email-account setup, Automatic Reports Print/Email setup, Credit-card processing setup, etc. can be done from here.

**Settings**

**Rental**

**Guest Rental Options**

- Remember Rate for Guest
- Remember Room of Guest
- Permits only zero balance Check-Outs  
From  To
- Allow Check-Out with Deposit
- Allow Check-Out with Auth. Payment

Minimum Rental Age (years)

Flash stay over days

Flash delinquent balance

**Discount Option**

- Rent  Occupancy Tax
- Other Charges  Other Charge Tax
- Percentage  Amount

**New Day Posting**

- Automatic Rent  Automatic Deposit

**Room Availability at Stay Days Change**

- Fill Available Room  Auto Select Available Room
- Auto. select first available Room at new Reservatio

**Lock Days**  Lock after  days

**Rate Forward Option** Last Date Rate

**Auto. Change Room Status at New Day**

- From Dirty & Clean to Vacant

**Room Status as Available Room**

- V/Dirty  V/Clean

Display Dirty & Clean For Check In

OK Close

# ASI FrontDesk 6.0

Configuration and Help File

## List View Settings

The settings made here are used to show/hide the columns for the List View in the ASI FrontDesk. The custom order in the way they line-up can be changed as well. Click on the image below to check the same.



### Folio Notice

Check In Folio Notice

Check In Folio

Default Folio Notice

Line 1 This property is privately owned and the management reserves the right to refuse

Line 2 service to anyone. Management will not be responsible for accidents or injury to

Line 3 money, jewelry or valuables of any kind. Management will not be responsible for a

Line 4

Line 5 CHECKOUT TIME: 11:00 AM SELF REGISTRATION ONLY

Line 6 I AGREE that my liability for this bill is not waived and agree to be held personally l

Line 7 the indicated person or company failed to pay for any part or full amount of the

Line 8 missing/damaged items, etc. I agree that if an attorney is retained to collect these

Line 9 reasonable attorney's fees and costs incurred. If payment is by credit card you are

Line 10 my account for all charges incurred, including any and all damages/missing items

Line 11 sole purpose of renting this room is for my own residency only.

Line 12

Save Close

You can even store the notice that you would like to display in each and every Folio. You can change the folio notice at any time. Therefore make sure of the statements before changing the folio notice.

### Guest Data Collection

Select from the below given list of guest data which you wish to display on the Room Information form as well as, select one or more fields which you wish to mark as compulsory fields.

Guest Detail	Display	Mandatory
<b>Name Details</b>		
Title	<input checked="" type="checkbox"/>	<input type="checkbox"/>
First Name	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Middle Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Last Name	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Suffix	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Birth Date	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Nationality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Letter Greeting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Address Greeting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Company Details</b>		
Designation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Department	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Phone Details</b>		
Business	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Business2	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Buttons: Save, Close

**Note:** While Checking-In a guest, unless and until you fill out all the mandatory fields marked here, software won't let you check-in the guest.

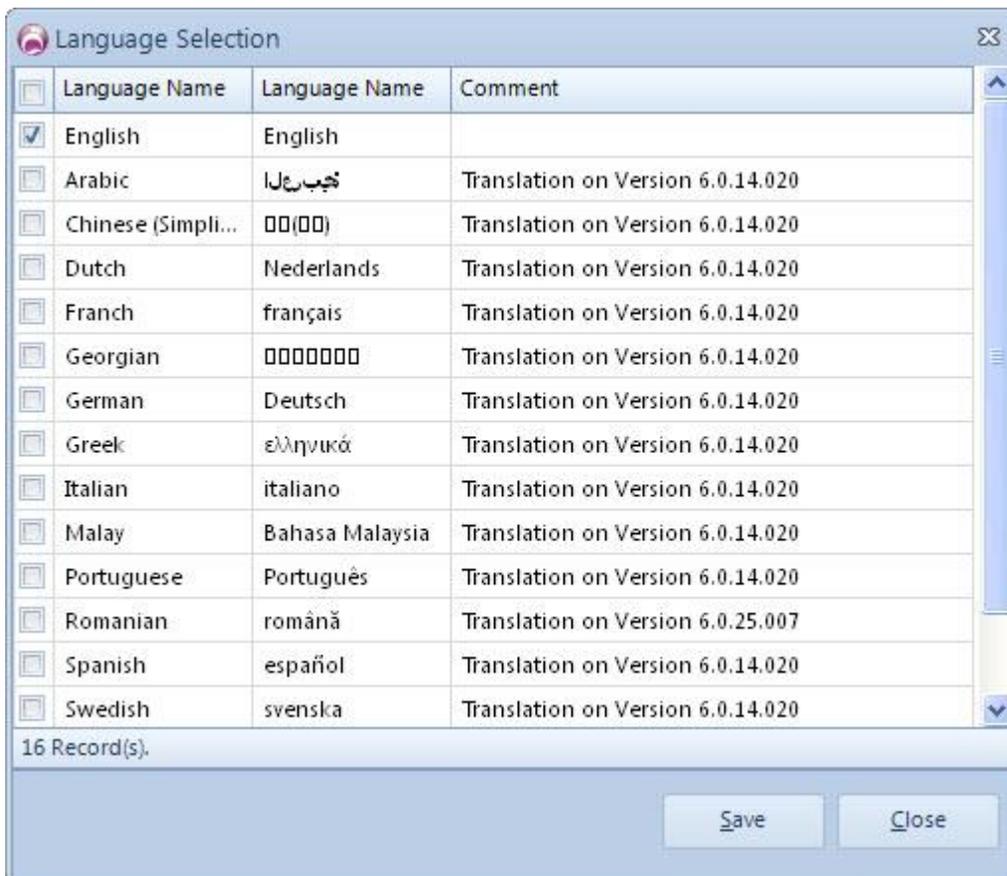
# ASI FrontDesk 6.0

## Configuration and Help File

### System Language

ASI software products and services are Multi-lingual. If you do not see your language/region being supported by ASI please contact us. We would be very happy to add support for your language/region.

Currently, ASI FrontDesk can be used in the following 16 languages. Select & check-mark the languages you would like to work with and while logging in to either of the ASI modules, select the language from the language list available.

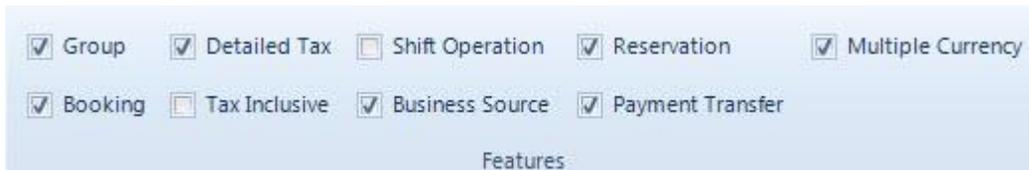


# ASI FrontDesk 6.0

Configuration and Help File

## Features

The system supports some extra features which are not enabled in the FrontDesk unless you activate them. You need to select the ones which are needed by you. This can even be done from the [Feature](#) Settings.

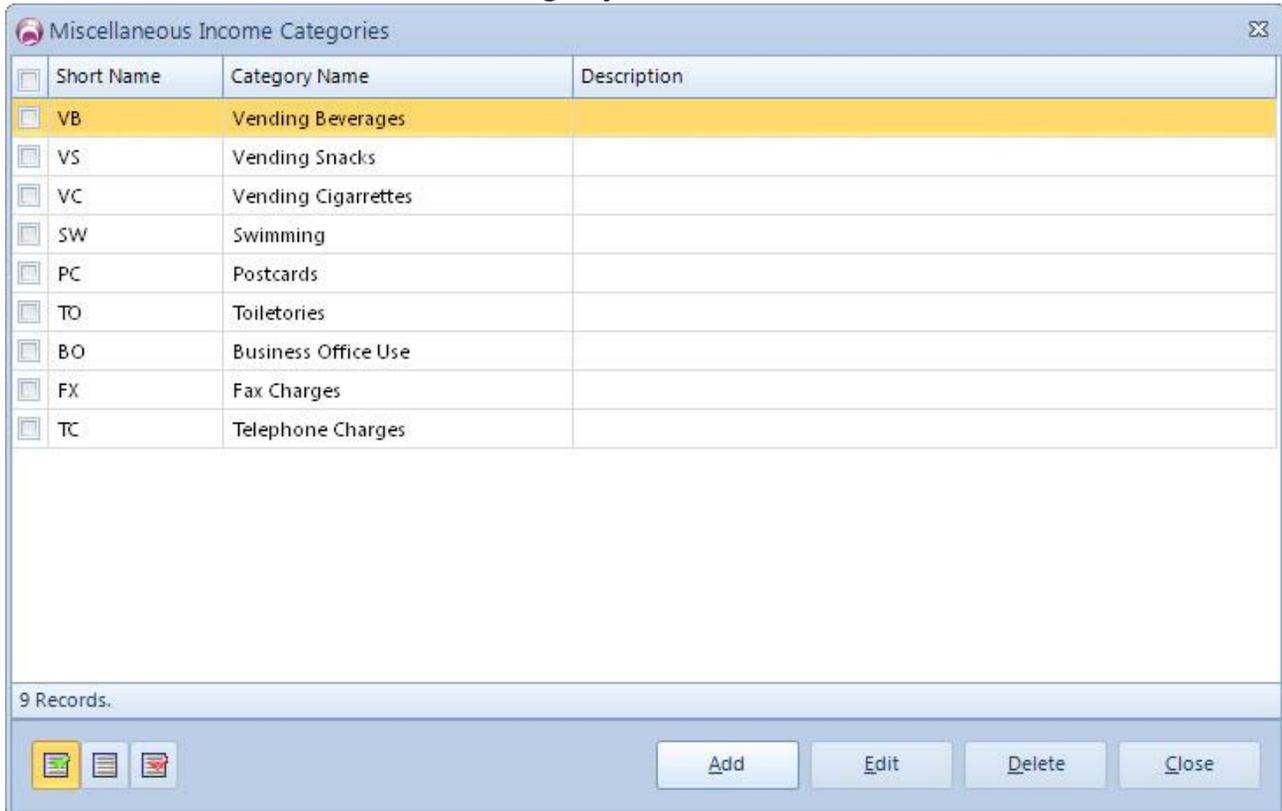


The screenshot shows a configuration window titled "Features" with a light blue background. It contains two rows of checkboxes for various features. The first row includes "Group" (checked), "Detailed Tax" (checked), "Shift Operation" (unchecked), "Reservation" (checked), and "Multiple Currency" (checked). The second row includes "Booking" (checked), "Tax Inclusive" (unchecked), "Business Source" (checked), and "Payment Transfer" (checked). The word "Features" is centered at the bottom of the window.

Feature	Enabled
Group	Yes
Detailed Tax	Yes
Shift Operation	No
Reservation	Yes
Multiple Currency	Yes
Booking	Yes
Tax Inclusive	No
Business Source	Yes
Payment Transfer	Yes

## Miscellaneous

### Miscellaneous Income Category



<input type="checkbox"/>	Short Name	Category Name	Description
<input checked="" type="checkbox"/>	VB	Vending Beverages	
<input type="checkbox"/>	VS	Vending Snacks	
<input type="checkbox"/>	VC	Vending Cigarettes	
<input type="checkbox"/>	SW	Swimming	
<input type="checkbox"/>	PC	Postcards	
<input type="checkbox"/>	TO	Toiletries	
<input type="checkbox"/>	BO	Business Office Use	
<input type="checkbox"/>	FX	Fax Charges	
<input type="checkbox"/>	TC	Telephone Charges	

9 Records.

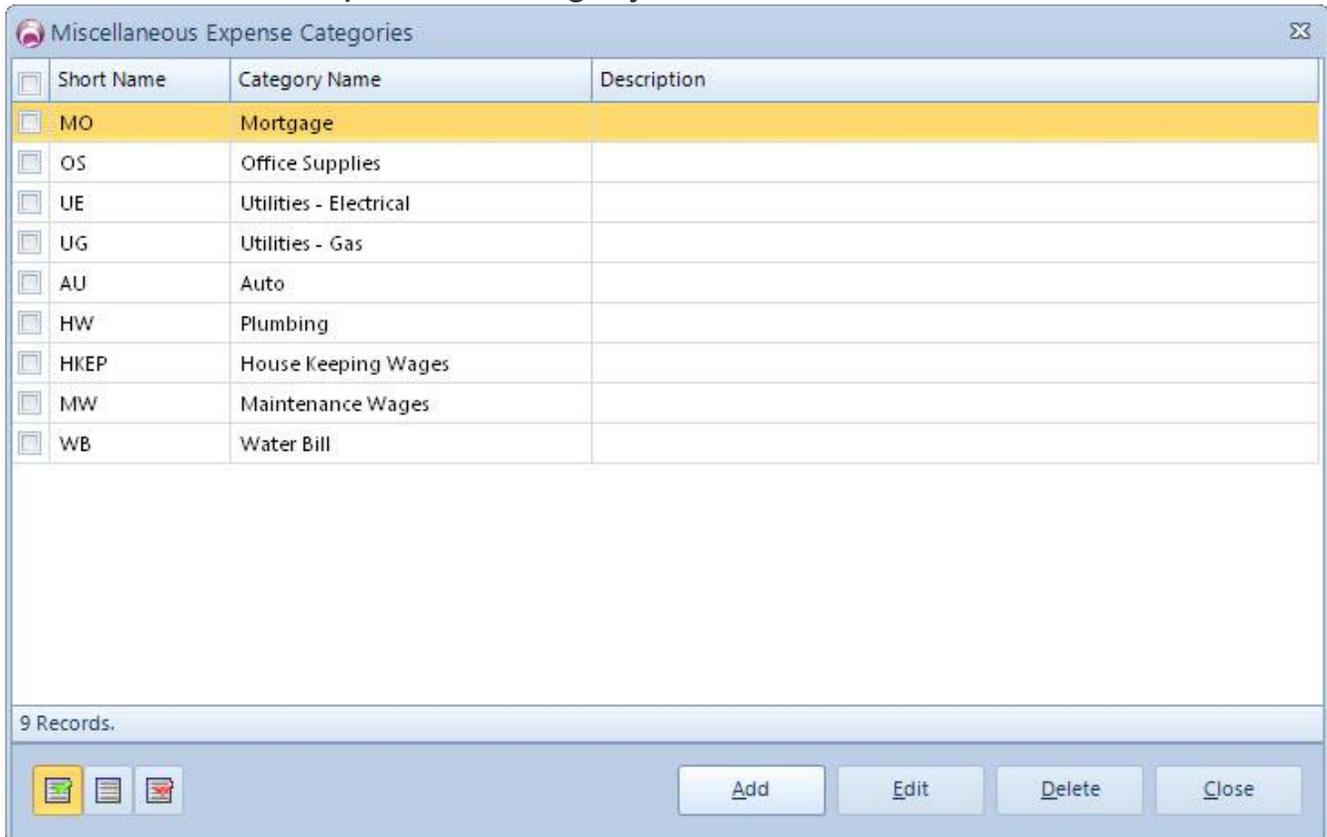
The software lets you to keep track of all the payments that you have received. You have to define the categories under which you can log in like received payments. The categories definition enables you to easily manage the accounts receivable.

You can only configure the categories in configuration. You can log in the received accounts in FrontDesk.

# ASI FrontDesk 6.0

Configuration and Help File

## Miscellaneous Expense Category



<input type="checkbox"/>	Short Name	Category Name	Description
<input checked="" type="checkbox"/>	MO	Mortgage	
<input type="checkbox"/>	OS	Office Supplies	
<input type="checkbox"/>	UE	Utilities - Electrical	
<input type="checkbox"/>	UG	Utilities - Gas	
<input type="checkbox"/>	AU	Auto	
<input type="checkbox"/>	HW	Plumbing	
<input type="checkbox"/>	HKEP	House Keeping Wages	
<input type="checkbox"/>	MW	Maintenance Wages	
<input type="checkbox"/>	WB	Water Bill	

9 Records.

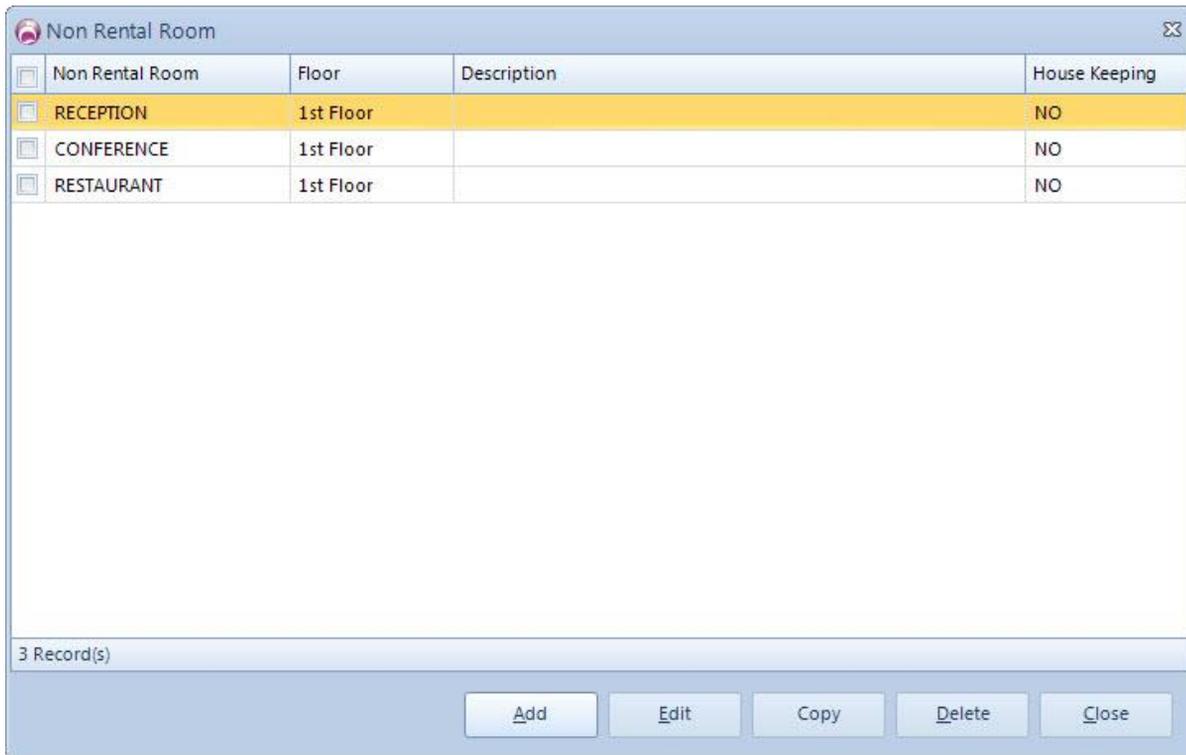
One of the important feature of software is to keep track of incurring expenses and lets to you manage the expenses. You cannot simply store the expenses incurred. You have to distinguish the category in which the expense incurred so that you can easily interpret the expenses incurred in the future. Therefore you have to create the category to store the expenses incurred under that category.

# ASI FrontDesk 6.0

Configuration and Help File

## Non-Rental Room

You can add up the Non-Rental Units to represent the whole pictorial view of your property in the software. You can add up the Non-Rental Units as shown below:



<input type="checkbox"/> Non Rental Room	Floor	Description	House Keeping
<input checked="" type="checkbox"/> RECEPTION	1st Floor		NO
<input type="checkbox"/> CONFERENCE	1st Floor		NO
<input type="checkbox"/> RESTAURANT	1st Floor		NO

3 Record(s)

Below is the example:

# ASI FrontDesk 6.0

## Configuration and Help File



# ASI FrontDesk 6.0

Configuration and Help File

## Room Amenities

You can log in all the amenities available in your hotel rooms so that you can assign these amenities to the rooms while creating the rooms. You can even configure the room rates based on these amenities available in the room. These amenities can also be seen in the FrontDesk operation on the right click of the room.

# ASI FrontDesk 6.0

Configuration and Help File

## Room Owner

Sometimes hotel owners may take some of the rooms on the lease or rental basis to extend their business operations due to space scarcity or lack of investment or for some other reason. In such circumstances, you can just log in the room owners for your reference and the rooms either leased or rented by them.

# ASI FrontDesk 6.0

Configuration and Help File

## Room Owner Assignment

Select the Room Owner from the Room-Owner list. Select the rooms from the Unassigned Rooms list and click on Assign. Note that the rooms are added to the Assigned Rooms list as shown below:

The screenshot displays the 'Room Owner Assignment' window. At the top, there is a dropdown menu for 'Room Owner Name' with 'Doe John' selected. Below this, the window is split into two panes. The left pane, titled 'UnAssign', contains a list of rooms from 102 to 109, with room 102 highlighted. The right pane, titled 'Assign', contains a single room, 101, also highlighted. Between the panes are 'Assign' and 'UnAssign' buttons. At the bottom of the window, there is a 'Close' button. The status bar at the bottom indicates '47 Records.' on the left and '1 Records.' on the right.

Room	Room
<input type="checkbox"/> 102	<input type="checkbox"/> 101
<input type="checkbox"/> 103	
<input type="checkbox"/> 104	
<input type="checkbox"/> 105	
<input type="checkbox"/> 106	
<input type="checkbox"/> 107	
<input type="checkbox"/> 108	
<input type="checkbox"/> 109	

# ASI FrontDesk 6.0

Configuration and Help File

## Phone Extension

You will need to log in all the room's extension numbers first to properly manage the room calls. You need to activate the call logging feature from the Features section in the Settings for performing call accounting operations.

The screenshot shows a window titled "Extensions" with a list of 18 records. The first record, "101", is selected. Below the list, there is a text input field for "Extension Name" containing "101", and four buttons: "Add", "Edit", "Delete", and "Close".

Extension Name
101
102
103
104
105
106
107
108
109
110
111
112
113
114
115

18 Record(s).

Extension Name:

## Phone Extension Assignment

Extension Assignment ✖

Room Name:

UnAssigned Extensi...	Assign	Remove	Assigned Extension	
<input type="checkbox"/>		<input type="checkbox"/>	Extension Name	Room Name
		<input type="checkbox"/>	101	101

0 Records. 1 Records.

### DNR Reason

If a guest commits some crime or offense, you may not wish to rent to the same person from the next time. You would like to store the reason responsible for not renting that guest from the next time, for example, misbehaved. The software provides the ability to store the Do Not Rent reason associated with the guest. You can also store all the other possible reasons for not renting the guests and simply assign the reason in the FrontDesk. It also displays a list of all the existing Do Not Rent(DNR) Reasons.

You can perform following operations from here:

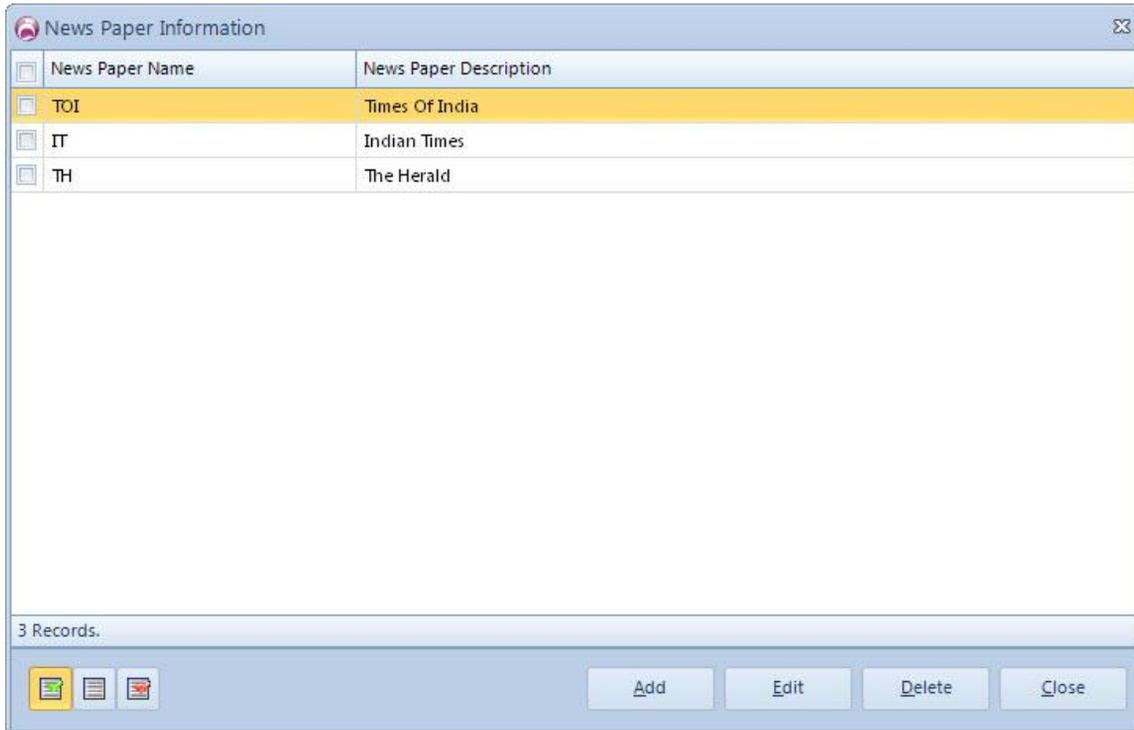
- ◆ Add a new DNR Reason (click on Add  button.)
- ◆ Modify existing DNR Reason (check mark the DNR reason, click on Edit, make necessary changes and click on Save&Close)
- ◆ Remove existing DNR Reason (check mark the DNR reason and click on Delete)

# ASI FrontDesk 6.0

Configuration and Help File

## Newspaper

You may list out the list of News Papers which are available at your property and can add them up in the additional information with the guest who requests for it.



The screenshot shows a window titled "News Paper Information" with a table containing the following data:

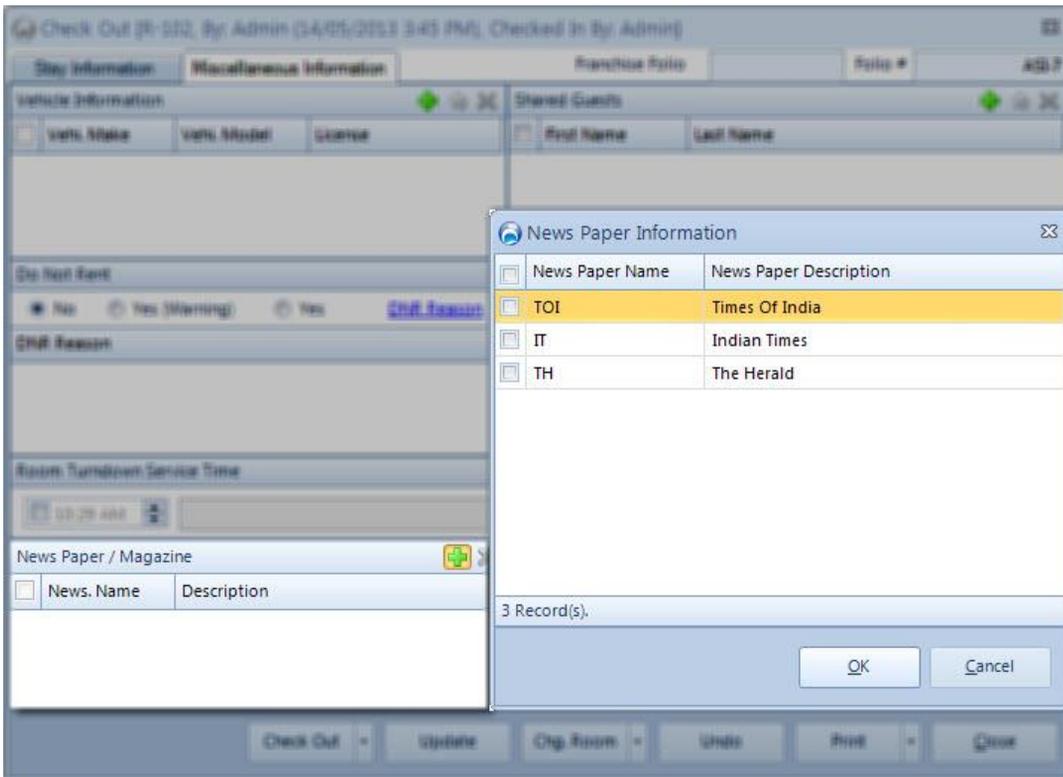
News Paper Name	News Paper Description
TOI	Times Of India
IT	Indian Times
TH	The Herald

At the bottom of the window, there are three icons (a folder, a document, and a printer) and four buttons: "Add", "Edit", "Delete", and "Close". The status bar at the bottom left indicates "3 Records."

Add this information from the ['Miscellaneous Information'](#) tab, in the Room information form as shown below:

# ASI FrontDesk 6.0

Configuration and Help File



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Configuration and Help File

## ASI FrontDesk 6.0

All the operations are to be performed from the ASI FrontDesk.

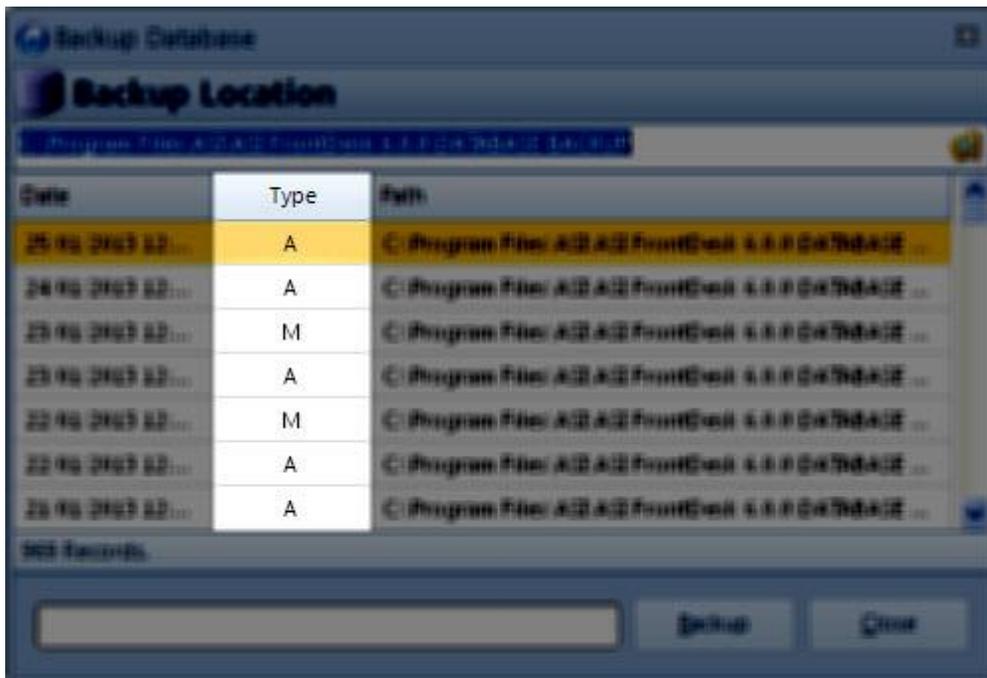
# ASI FrontDesk 6.0

Configuration and Help File

## File

### BackUp Database

To distinguish between the Manual Backup and the Automated Backup through the characters '**M**' and '**A**' in the '**Type**' column in the Backup Database form.



The screenshot shows a window titled "Backup Database" with a sub-header "Backup Location". Below the header is a table with three columns: "Date", "Type", and "Path". The table contains several rows of backup records. The "Type" column uses 'A' for Automated Backup and 'M' for Manual Backup. The "Path" column shows the location of the backup files, which are stored in the program files directory.

Date	Type	Path
25/10/2023 12:...	A	C:\Program Files\ASI\ASI FrontDesk 6.0\Backup\...
24/10/2023 12:...	A	C:\Program Files\ASI\ASI FrontDesk 6.0\Backup\...
23/10/2023 12:...	M	C:\Program Files\ASI\ASI FrontDesk 6.0\Backup\...
23/10/2023 12:...	A	C:\Program Files\ASI\ASI FrontDesk 6.0\Backup\...
22/10/2023 12:...	M	C:\Program Files\ASI\ASI FrontDesk 6.0\Backup\...
22/10/2023 12:...	A	C:\Program Files\ASI\ASI FrontDesk 6.0\Backup\...
20/10/2023 12:...	A	C:\Program Files\ASI\ASI FrontDesk 6.0\Backup\...

# ASI FrontDesk 6.0

## Configuration and Help File

The software lets you to take the back up frequently to safeguard the data. You can also automate the backing up of data as a precaution or safety measure. You can take the BackUp in your own folder and restore whenever necessary.

The database backup can be Automated at the start of NewDay at a specified location. This is just one time setting which once done is saved until any changes made to it. On the NewDay form, put a check-mark on 'Automatic Database Backup' and provide the path where the backup is to be made. This setting once done is not to be repeated until either you need to turn off the Automated Database Backup feature or Change the Database Backup location.

The screenshot displays the ASI FrontDesk 6.0 interface. On the left, there is a 'Calendar' for the month of January 2013, with the current date being Friday, 25/01/2013. Below the calendar is a 'Task' section with several checkboxes: 'Automatic Database Backup' (checked), 'Automatic Print Reports' (unchecked), 'Auto CheckOut Stay Over' (unchecked), 'Close Credit Card Batch' (unchecked), and 'No Show Reservation' (checked). The path 'C:\Program Files\ASI\ASI FrontD' is entered next to the checked task. On the right, the 'Guest Ledger As On 25/01/2013' is shown as a table with columns for In House ID, To Check Out ID, Checked Out ID, Reservation ID, Booking ID, Other Charges, Name, Room, Room, Rate #, # Of Guest, Date In, and Date Out. The table lists 11 records for various guests, including SOUD BAUME, SANDOUBA BIRUKU, WAGNER JACOB, and others, with their respective room numbers and dates.

In House ID	To Check Out ID	Checked Out ID	Reservation ID	Booking ID	Other Charges	Name	Room	Room	Rate #	# Of Guest	Date In	Date Out
						SOUD BAUME	Ground F...	36-Suph...	3057	2-0-0-0-0	27-12-2012	04-01-2013
						SANDOUBA BIRUKU	Ground F...	48-Mini...	3029	2-0-0-0-0	22-01-2013	26-01-2013
						WAGNER JACOB	Ground F...	18-Suite...	3022	2-0-0-0-0	22-01-2013	25-01-2013
						NAZIM BIRUKU	First Floor	010-Silver	3029	2-0-0-0-0	22-01-2013	25-01-2013
						LEO SCHNEIDER	Ground F...	08-Apture	3026	2-0-0-0-0	25-01-2013	26-01-2013
						MICHAEL OMBIRUKU...	Ground F...	56-Rome	3027	2-0-0-0-0	24-01-2013	27-01-2013
						MELANIE BIRUKU	Ground F...	48-Catve...	3029	2-0-0-0-0	25-01-2013	27-01-2013
						SHRON TWIGOR	Ground F...	Pondal S...	3030	4-0-0-0-0	25-01-2013	26-01-2013
						NAZIM FATHER	Ground F...	64-Rome	3020	2-0-0-0-0	25-01-2013	28-01-2013
						NAZIM WAGNER...	Ground F...	76-Ruler...	3022	2-0-0-0-0	25-01-2013	26-01-2013
						SOUD BAUME	Ground F...	36-Suite...	3029	2-0-0-0-0	25-01-2013	27-01-2013

# ASI FrontDesk 6.0

Configuration and Help File

## Restore Database

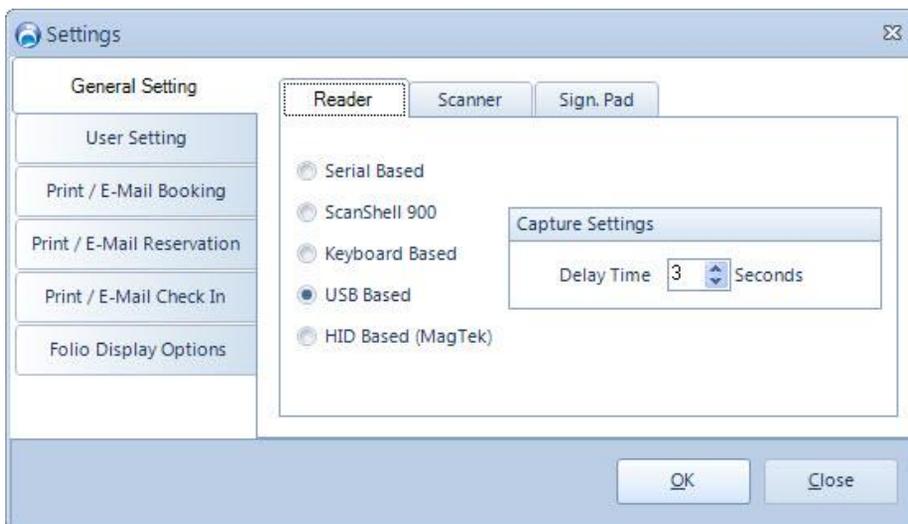
To restore a backup of a specific date from the list of the databases backups available. But to complete this task, you need to contact us for the same and we can help you restore the backup.

## Settings

### General Settings

### Reader

Choose and select the Swipe Card Reader type from the listed. Select the proper settings for the Reader and it'll be ready for use.



### Scanner

Select the Scanner type, the Image folder path, Guest Image path, the Document Image path.

### Signature Pad

Select the Signature Pad model from the list and the Image folder path for it.

## User Settings

### Change Password

Once after logging in the software, if privileged to these settings, a user without taking the Admin's help to reset the password can reset/change the password from here.

# ASI FrontDesk 6.0

## Configuration and Help File

### ASI FrontDesk Theme

You can set the way the software looks to you. ASI FrontDesk comes with 11 pre-installed themes. Choose the one which looks suites your eyes. This is per user setting saved for each user. Each time the user logs-in, the software opens up in the same theme set & preferred by the user.

### Screen-saver

You can set a Screen-saver to start running when the system is idle for a specific time. On the resuming the work again, the software requires you to enter in your password.

- Select & check-mark the 'Ask Confirmation on Exit', if you wish the software to you a confirmation on exit from the software.

- Select & check-mark the 'Show Weekend Rate Color', if you wish the software to display the Weekend rates in a different color than the Weekdays rates in the Rate View.

### Print/Email Booking

You can decide whether you would like to print or email (whether the receipt or folio) for each booking or email the cancellation letter for each booking.

### Print/Email Reservation

You can decide whether you would like to print or email (whether the receipt or folio) for each reservation or email the cancellation letter for each reservation.

While emailing the documents, you can also specify the CC recipient(s) separated by comma(,) if more than one.

### Print/Email Check-In

Click on Check-In if you want to print the folio at the time of check in and select the option that you want to print (whether the receipt or folio) with the number of copies to be printed.

Click on Check-Out if you want to print the folio at the time of check out and select the option that you want to print (whether Folio, Folio1 or Folio2) with the number of copies to be printed.

# ASI FrontDesk 6.0

## Configuration and Help File

Click on Print at Check-In and Check-Out if you want to email (whether Folio, Folio1 or Folio2). Additionally, while emailing the documents, you can also specify the CC recipient(s) separated by comma(,) if more than one.

### Folio Display Options

- Select & check-mark the 'Folio Number', if you wish to display the Folio Number on the Folio.
- Select & check-mark the 'Guest Signature', if you wish to display the Guest Signature on the Folio.
- Select & check-mark the 'Rate Type', if you wish to display the Rate Type offered to the guest on the Folio.
- Select & check-mark the 'Desk Clerk Name', if you wish to display the Desk Clerk Name on the Folio.
- Select & check-mark the 'Business Source', if you wish to display the Business Source on the Folio.
- Select & check-mark the 'CheckOut Time', if you wish to display the CheckOut Time on the Folio.
- Select & Check-mark the 'Deleted Payments', if you wish to display the Deleted payments on the Folio.

Set the default behavior of the 'Print' button as to what it should print once you click on the 'Print' button from the available list of documents (whether Folio, Folio1 or Folio2) with the number of copies.

# ASI FrontDesk 6.0

Configuration and Help File

## View Type

### Unit View

This view gives you an exact look-alike view of your physical property layout. You can arrange all of your rooms and other non-rental units in such a way that it depicts the exact physical layout of the property. Here you can also have a view on all the rooms and can have an overview for rooms that are vacant, occupied, checked-out, and clean or have a reservation. Carrying out operations on any of the room is just a click away. You can even get the guest details without opening any room by turning on the Tool-tip feature by hovering the mouse over the Reserved or the Checked-In rooms.

The screenshot displays the ASI FrontDesk 6.0 interface. The top menu bar includes File, FrontDesk, Guests/Contacts, Tools, House Keeping, Reports, Charts, and Help. Below the menu is a toolbar with various icons for actions like Walk-In, Reservation Edit/Delete, Group, Edit/Delete, Ledger, Late Checkout, Out Of Order Rooms, Change Comment Status, Find, Refresh, New Day, and Settings. The main area shows a calendar on the left for January 2012, with the current date being Saturday, Jan 14, 2012. The room status is displayed on the 1st Floor, showing rooms 101-118. Rooms 101-105 are marked as 'NSK' (Not Set) and are green. Rooms 106-110 are marked as 'SK' (Set) and are yellow. Rooms 111-112 are marked as 'NSQ' (Not Set) and are grey. Rooms 113-114 are marked as 'NSQ' (Not Set) and are blue. Rooms 115-116 are marked as 'SQ' (Set) and are orange. Rooms 117-118 are marked as 'SQ' (Set) and are orange. There are also icons for Reception, Restaurant, and Conference. The bottom status bar shows the user is Admin, the working date is Sat, Jan 14, 2012, and the system date is Fri, Apr 26, 2013.

The Room Status as shown above mean the following:

# ASI FrontDesk 6.0

## Configuration and Help File

1. V/Ready - A room is vacant and is ready for check-in..
2. O/Clean - The room is occupied by the guest and is in clean state..
3. O/Dirty - The Room is still occupied by the guest and is in dirty state.. Meaning the room is to be cleaned..
4. V/Dirty - The guest has checked out of the room.. And the room is dirty..
5. V/Clean - The room is vacant and the house-keeping is done after the check-out..
6. V/Maint - This reflects the count of the rooms which are under maintenance..
7. R/Ready - This reflects the count of the rooms which have reservations as on current software date..
8. R/Booking - This reflects the count of the rooms which have bookings as on current software date..

Current Floor Current Building Entire Property

# ASI FrontDesk 6.0

## Configuration and Help File

### List View

In ASI FrontDesk, by default you are in Unit View. You can also prefer to view the rooms in list view where the rooms are displayed in a tabular form. Suppose if your hotel holds more than 300 rooms, ASI FrontDesk automatically switches from Unit View to List view. Moreover the List View gives more details of the room compared to the Stay view in the FrontDesk. The selection of the columns to be displayed in the List View is available in the ASI FrontDesk Configuration.

# ASI FrontDesk 6.0

## Configuration and Help File

### Tape Chart View

This View is enables you to have an overview on all the rooms for their availability and status for more than a week until the next 5 weeks from today's date. This view on once gives you a clear idea for each room as till what date the room is occupied or has a reservation or is blocked.

Date		08 May	09 May	10 May	11 May	12 May	13 May	14 May	15 May	16 May	17 May	18 May	19 May	20 May	21 May
Room Type	Room	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Deluxe	Booking	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	106														
	107														
	108														
	109														
	110	J Doe													
	126	D John													
	127														
Super Deluxe	102														
	Booking	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	129														
	130	L Doe													
King Non-Smo	131														
	Booking	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	132														
	133	J Doe													
	134	J Doe													
	139														
	140	J Doe													
	144														
King Smoking	144	J Doe													
	Booking	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	137	J Doe													
	138														
	142	J Doe													
Apartment	143	J Doe													
	Booking	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Tape Chart View will not only display today's view but also the future days too. To display the future dates in the Tape Chart View, they can be Zoomed In/Out by the week slider located in the bottom right corner of the software.

For changing Rooms of the guests, you can even drag and drop the Rooms from this View. By default this operation is locked, you need to unlock it, operate it and the again lock it to perform the regular operations on the rooms.

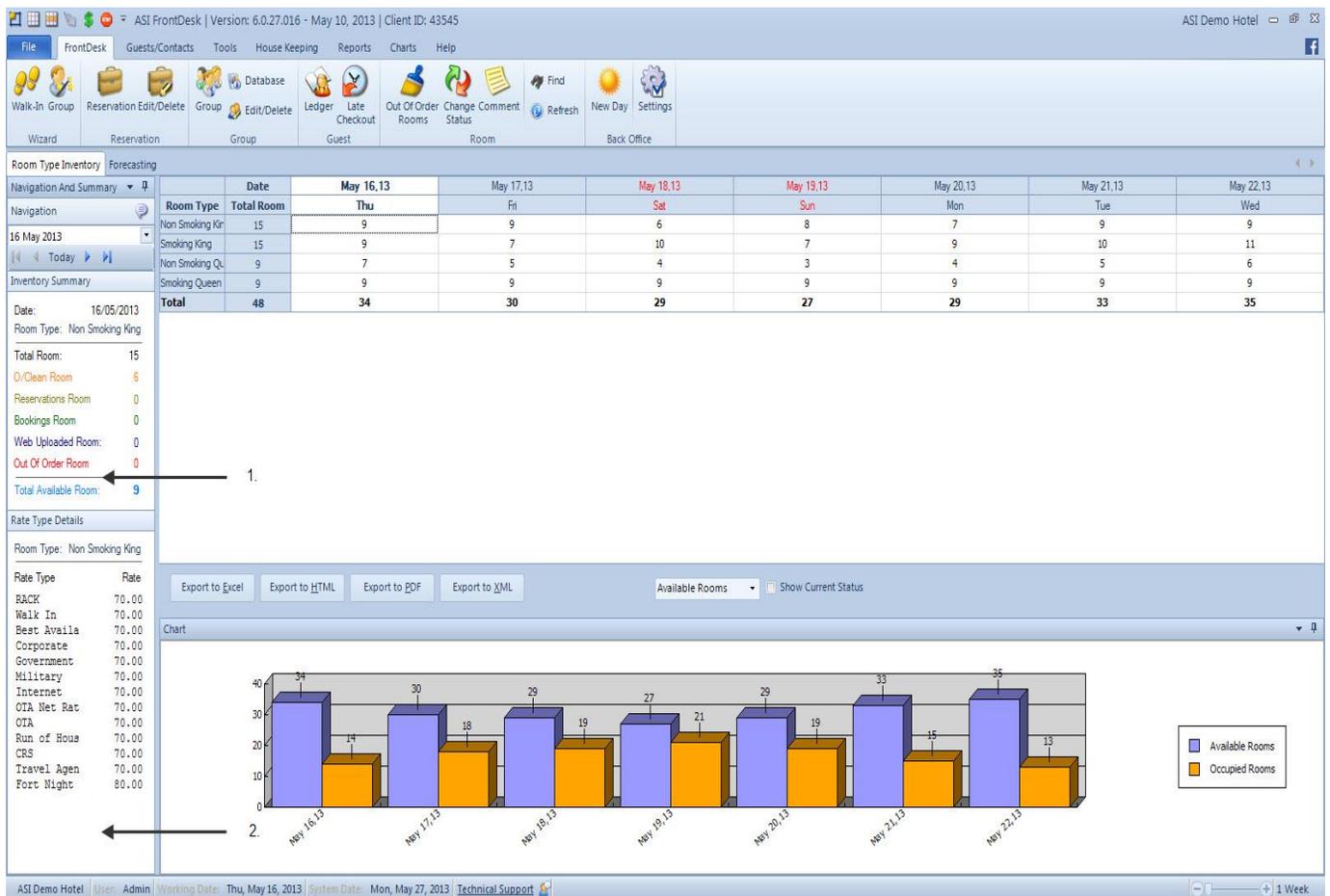
# ASI FrontDesk 6.0

## Configuration and Help File

### Flash View

With the help of this View, you can get a glance of available rooms, of one or some specific room type, at once for the coming days or for a distant date.

1. In the first part, you can see the detailed listing of the rooms of the room type selected. This part gives in depth information of the Room type selected as in the Total rooms of that room type, the occupied rooms, reservations on the rooms.
2. In the second part, you can see the detailed rate type definition of the selected room type.



You can export these details in to four different forms which are listed below:

# ASI FrontDesk 6.0

## Configuration and Help File

Export to Excel - Below is the screens-shot:

	B	C	D	E	F	G	H	I	J	K	L	M
1	Day Name	Available Room	Total Room	Block Room	Stay Over	Expected CheckIn	Expected CheckOut	Expected InHouse	Rental Charges	Tax Amount	Charges Amount	Total Amount
2	06/02/11 (Thu)	14	25	0	11	0	4	11	574.18	0.00	0.00	574.18
3	06/03/11 (Fri)	14	25	0	11	0	4	11	574.18	0.00	0.00	574.18
4	06/04/11 (Sat)	14	25	0	10	1	5	11	574.18	0.00	0.00	574.18
5	06/05/11 (Sun)	15	25	0	10	0	5	10	474.18	0.00	0.00	474.18
6	06/06/11 (Mon)	17	25	0	7	1	7	8	279.18	0.00	0.00	279.18
7	06/07/11 (Tue)	17	25	0	8	0	4	8	279.18	0.00	0.00	279.18
8	06/08/11 (Wed)	17	25	0	8	0	4	8	279.18	0.00	0.00	279.18
9	06/09/11 (Thu)	17	25	0	8	0	4	8	279.18	0.00	0.00	279.18
10	<b>Total</b>								<b>3313.44</b>	<b>0.00</b>	<b>0.00</b>	<b>3313.44</b>
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
21												
22												
23												
24												
25												
26												
27												
28												
29												
30												

# ASI FrontDesk 6.0

## Configuration and Help File

Excel to HTML - Below is the screens-shot:

	Date	02 Jun	03 Jun	04 Jun	05 Jun	06 Jun	07 Jun	08 Jun	09 Jun	10 Jun	11 Jun	12 Jun	13 Jun	14 Jun	15 Jun
Room Type	Total Room	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Deluxe	8	3	5	5	6	8	8	8	8	8	8	8	8	8	8
Super Deluxe	3	2	2	2	2	2	2	2	2	3	3	3	3	3	3
King Non-Smoking	7	3	4	4	4	4	4	4	4	6	6	6	6	6	6
King Smoking	4	2	3	3	3	4	4	4	4	4	4	4	4	4	4
Appartment	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1

# ASI FrontDesk 6.0

## Configuration and Help File

Export to PDF - Below is the screens-shot:

**Anand Systems Inc**  
Tracy, CA, 95376, USA  
Phone: 1-800-431-4786; Fax: 1-800-431-4919  
E-mail: sales@anandsystems.com; URL: www.AnandSystems.com

Room Type Inventory

Room Type	Date	02 Jun	03 Jun	04 Jun	05 Jun	06 Jun	07 Jun	08 Jun	09 Jun	10 Jun	11 Jun	12 Jun	13 Jun	14 Jun	15 Jun
Total Room	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	
Deluxe	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
Super Deluxe	3	2	2	2	2	2	2	2	3	3	3	3	3	3	3
King Non-Smoker	7	8	4	4	4	4	4	4	4	6	6	6	6	6	6
King Smoking	4	2	3	3	3	4	4	4	4	4	4	4	4	4	4
Apartment	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1

Software Developed by Anand Systems Inc. (Visit [www.AnandSystems.com](http://www.AnandSystems.com))

# ASI FrontDesk 6.0

## Configuration and Help File

Export XML - Below is the screens-shot:

```
- <FlexCell.NET >
- <DocumentProperties >
  <LastSaved >2011-06-20 02:07:28 </LastSaved >
  <Version >1.0 </Version >
</DocumentProperties >
- <GridProperties >
  <BackColorBkg IsKnownColor="True">164 </BackColorBkg >
  <BackColorFixed IsKnownColor="False">#cfddee </BackColorFixed >
  <BackColorFixedSel IsKnownColor="False">#cfddee </BackColorFixedSel >
  <BorderColor IsKnownColor="True">95 </BorderColor >
  <CellBorderColorFixed IsKnownColor="False">#859ebf </CellBorderColorFixed >
  <GridColor IsKnownColor="False">#dadccd </GridColor >
  <SelectionBorderColor IsKnownColor="True">150 </SelectionBorderColor >
  <BoldFixedCell >False </BoldFixedCell >
  <BorderStyle >None </BorderStyle >
  <FixedRowColStyle >Flat </FixedRowColStyle >
  <AllowUserResizing >Columns </AllowUserResizing >
  <DateFormat >System </DateFormat >
  <DrawMode >OwnerDraw </DrawMode >
  <Locked >True </Locked >
  <MultiSelect >False </MultiSelect >
  <ReadOnlyFocusRect >Dot </ReadOnlyFocusRect >
  <ScrollBars >Vertical </ScrollBars >
  <SelectionMode >None </SelectionMode >
  <DefaultRowHeight >19 </DefaultRowHeight >
  <Screen_LogPixelsX >96 </Screen_LogPixelsX >
  <Screen_LogPixelsY >96 </Screen_LogPixelsY >
  <Rows >6 </Rows >
  <Cols >15 </Cols >
  <FixedRows >2 </FixedRows >
  <FixedCols >2 </FixedCols >
  <StartRowNumber >2 </StartRowNumber >
  <ActiveCell Row1="2" Col1="2" Row2="2" Col2="2" />
  <Selection Row1="2" Col1="2" Row2="2" Col2="2" />
</GridProperties >
- <PageSetup >
```

# ASI FrontDesk 6.0

## Configuration and Help File

### Rate View

Room Type	Date	05 Feb	06 Feb	07 Feb	08 Feb	09 Feb	10 Feb	11 Feb	12 Feb	13 Feb	14 Feb	15 Feb	16 Feb	17 Feb	18 Feb
Room Type	Rate Type	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
Queen	Base (2)	60.0000	60.0000	60.0000	60.0000	60.0000	60.0000	60.0000	60.0000	60.0000	60.0000	60.0000	60.0000	60.0000	60.0000
	Adult	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Teen	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Child	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Infant	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Pet	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
King	Base (2)	65.0000	65.0000	65.0000	65.0000	65.0000	65.0000	65.0000	65.0000	65.0000	65.0000	65.0000	65.0000	65.0000	65.0000
	Adult	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Teen	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Child	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Infant	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Pet	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
Triple	Base (5)	70.0000	70.0000	70.0000	70.0000	70.0000	70.0000	70.0000	70.0000	70.0000	70.0000	70.0000	70.0000	70.0000	70.0000
	Adult	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Teen	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Child	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Infant	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Pet	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
Single Non-Smoking	Base (2)	55.0000	55.0000	55.0000	55.0000	55.0000	55.0000	55.0000	55.0000	55.0000	55.0000	55.0000	55.0000	55.0000	55.0000
	Adult	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Teen	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Child	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	Infant	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000

The above Rate View gives you an overview of the Rates which are applied on Rooms for the selected Room type and Date Range. You can also set/alter the prevalent Rates for the Rooms using the 'Range Rate Operation'.

Enter RoomType Rates on this form. Each RoomType can be defined a rate. The rate you specify will be applicable to all rooms of this type. You can also enter rates for Extra Adult and Extra Child for each type of room. Later on, when you add rooms, you will be able to specify the base occupancy information for each room.

### Booking Control Rule View

Marking the property as Sold Out, Closed to Arrival or Closed to Departure, may it be putting restrictions such as Maximum, Minimum or Exact Nights, the Booking Control Rule View does it all from one place.

If you're linked with ASI OTA & GDS services, you can setup all the above restrictions on all your linked up services from one point and vice-versa.

For all the operations, select the proper cell combination of RoomType & Date.

Or you can also use the 'Bulk Operation' and can setup the restrictions for a specific date range.

Each engine has their own restrictions and limitations so please make sure the use of this feature. We have tried to explain try to explain some common cases as below:

1. If you have base allocation or fix rooms contract to some of popular OTA like Expedia, Booking.com, Orbitz etc than restrictions may not work with those engines.
2. Some OTA do not support all types of restrictions. i.e. Hotwire doesn't have CTD (Closed To Departure). If required please call us and we shall explain you which channels support which restrictions. In general Sold Out is supported by all the channels.
3. When you are setting up critical dates, it is always better to look at Background Worker status to make sure you got 'Success' message on everything. Sometimes, OTA may generate/send some unknown message, please call us and we shall explain you the details of the same.
4. If you are running multiple promotions than please make sure all your promotions either bind from OTA side or ASI side in order to transfer updates to all promotions.
5. In general all GDS have no limitation and also support all types of restrictions.

# ASI FrontDesk 6.0

## Configuration and Help File

Booking Control Rule											
From Date	02/01/2013	To Date	15/01/2013	Show							
<b>Important Note</b>											
Sold Out	Close To Arrival	Close To Departure	Minimum Nights	Maximum Nights	Exact Nights						
Date		Jan 02	Jan 03	Jan 04	Jan 05	Jan 06	Jan 07	Jan 08	Jan 09	Jan 10	Jan 11
Room Type		Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri
King Smoking	PMS	<input type="checkbox"/>									
Queen Non-Smoking	PMS	<input type="checkbox"/>									
King Non-Smoking	PMS	<input type="checkbox"/>									
Queen Jacuzzi	PMS	<input type="checkbox"/>									

# ASI FrontDesk 6.0

## Configuration and Help File

### Network Lock

One of the important feature of the Network version is to let more than one Desk Clerk perform transactions on the rooms from various terminals simultaneously. The users working on various terminals are applied with the transaction changes at specific time interval (currently 1 min.) or they can deliberately apply the changes by clicking on the 'Refresh'  button.

In ASI FrontDesk, no two users can work or perform operation on a room simultaneously. The system distinguishes the rooms that are opened for transaction on various terminals. If the Desk Clerk tries to open the room that is already opened, the system alerts him that the room is already open. That is room is locked from performing operations. But if the Desk Clerk is Admin or if he is privileged to remove the locks, he can remove the lock of room and can perform the operation.

While working in network environment, it is possible that two or more users are likely to make some transaction on the same room simultaneously. Whichever user opens the room first is allowed to make transaction on it else for the other user it is locked (Network Lock) until the first user finishes the operations and closes it.

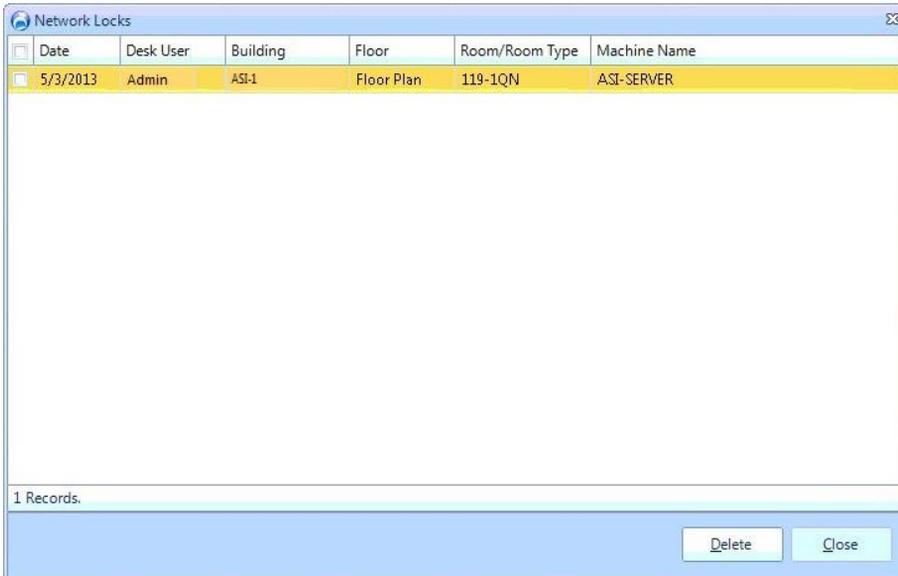
The second user might get a message as below:



If using ASI only on one machine then, select all the rooms listed in the Network Lock here and then click on 'Delete' and then the listed rooms will open up for the transactions.

# ASI FrontDesk 6.0

## Configuration and Help File



Date	Desk User	Building	Floor	Room/Room Type	Machine Name
5/3/2013	Admin	ASI-1	Floor Plan	119-1QN	ASI-SERVER

1 Records.

Delete Close

Select all the rooms listed in here and then click on Delete to be able to make transactions on them.

# ASI FrontDesk 6.0

Configuration and Help File

## Change Year

You can easily switch/toggle between the years. But remember that there should exist an year to switch between. As you cannot view two years simultaneously, you have to switch between the years.

Once you're done working with the changed year, repeat the same steps to go back to the current year.

# ASI FrontDesk 6.0

Configuration and Help File

## Change Desk User

One of the important feature of the software is to let change the desk clerk at any time while the application is running, instead of closing the application and logging in once again. Normally this is done during change in the shift.

Once the desk clerk is changed, all the transaction carried out are stored under his name. As the desk clerk is changed, the change is reflected in the ASI FrontDesk main screen itself where Desk Clerk name changes.

## FrontDesk

### Walk-In Wizard

The Walk-in Wizard guides you through the process of checking in a guest. It is a step by step procedure which we shall below:

**Step 1.** You need to fill in the guest information whichever applicable to the guest as shown in the below image and then click on the Next >> button.



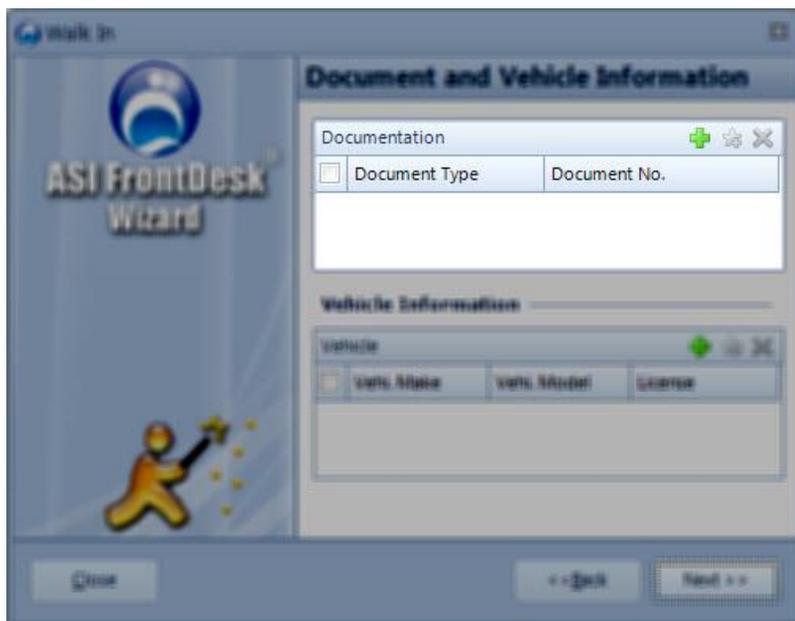
The screenshot shows a software window titled "Walk In" with a close button in the top right. On the left side, there is a logo for "ASI FrontDesk Wizard" featuring a stylized person icon. The main area is titled "Guest Inf..." and contains several input fields and buttons. At the top right of the form area, there are links for "Search", "Swipe", "ID Scan", and "Passport Scan". The form fields include: "Full Name..." with the value "John Doe"; "Company..." which is empty; "Contact Information ::" with a dropdown set to "Home" and a checked "Primary" checkbox; "Home Phone..." with the value "123.456.7890"; "Home Address..." with the value "ST. GEORGE STREET", "TRACY", "CA", "95376", and "UNITED STATES"; and "Home E-Mail..." with the value "johndoe@gmail.com". At the bottom of the window, there are three buttons: "Close", "<<Back", and "Next >>".

**Step 2.** This is the next step after filling in the guest details.. The guest's document (ID proof) and vehicle information.

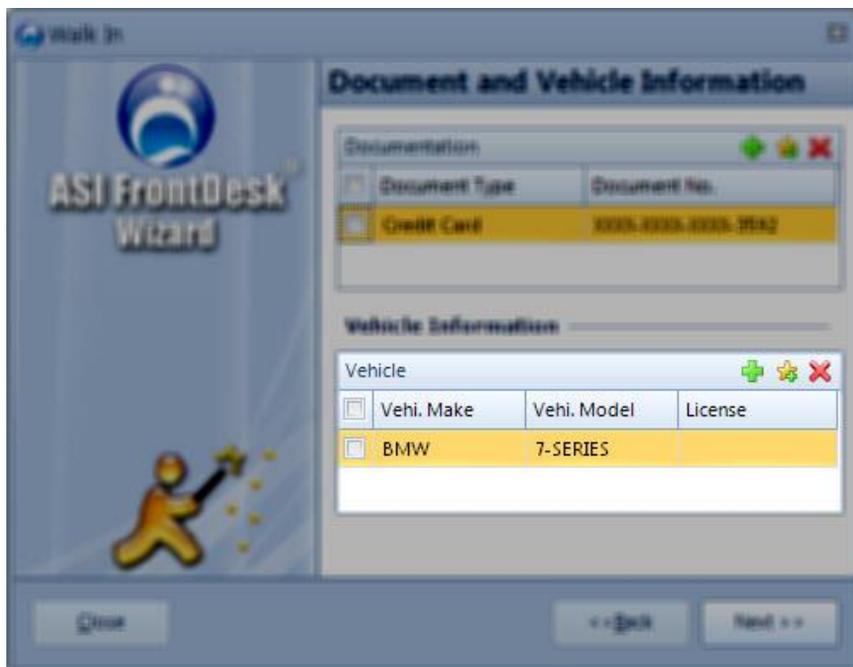
You can fill in the details like the guest's Credit Card, State ID, Passport, Military ID & the Driver's License in the Documentation Section.

# ASI FrontDesk 6.0

## Configuration and Help File



**Step 3.** The Vehicle details in the Vehicle Information Section.



You can add the details of any section just by clicking on the Add (+) button. You can edit the details of any section just by clicking on the Edit (+) button. You can delete the details of any section just by clicking on the Delete (X) button. Just click on the Next>> button to proceed on to the next step.

**Step 4.** Herein, you need to select the stay day(s) for the guest.

# ASI FrontDesk 6.0

## Configuration and Help File



The screenshot shows a software window titled "Walk In" with a close button in the top right corner. On the left side, there is a logo for "ASI FrontDesk Wizard" featuring a stylized figure holding a wand. The main area is titled "Stay Information" and includes a sub-header "Hourly Rental". Below this, there is a tabbed interface with "Description" selected. The form contains the following fields:

Date In	5/ 5/2011	02:41 AM
No. Of Days	5	
Date Out	5/10/2011	02:41 AM

At the bottom of the window, there are three buttons: "Close", "<< Back", and "Next >>".

The Check Out date will be displayed automatically depending upon the number of stay days.

Click on the Next>> button to proceed on to the next step.

**Step 5.** Room Allocation:

# ASI FrontDesk 6.0

## Configuration and Help File



The screenshot shows a software window titled "Walk In" with a close button in the top right corner. On the left side, there is a logo for "ASI FrontDesk Wizard" featuring a stylized blue figure and the text "ASI FrontDesk Wizard". The main area is titled "Room Information" and contains several input fields:

- Building: Anand Systems Inc. (dropdown menu)
- Floor: First Floor (dropdown menu)
- Room Type: NON SMOKING - KING (dropdown menu)
- Room: 101 (dropdown menu with a calendar icon)
- Comment: (empty text box with up/down arrows)
- Plan Type: Daily (dropdown menu with a "1" next to it)
- # Of Guest: 1 (spin box)

At the bottom of the window, there are three buttons: "Close", "<< Back", and "Next >>".

Herein, you need to allocate the room type, room and the rate type to the guest.

Click on the Next>> button to proceed on to the next step.

**Step 6.** The last & final step to finish the wizard

# ASI FrontDesk 6.0

## Configuration and Help File

Summary	
Name	Details
Name	John Doe
Date In	5/5/2011 2:41 AM
Date Out	5/10/2011 2:41 AM
No. of Days	5
Rate Type	Daily
Building Name	Anand Systems Inc.
Floor Name	First Floor
Room Type	NON SMOKING - KING
Room Name	101
# of Guest	1

Herein, you need to allocate the room type, room and the rate type to the guest.

Here you just need to have an overlook on to the details of the guest which you have provided from the Step 1 to Step 4. And then Click on Finish to complete the Walk-In Wizard to Check-In the guest.

**Step 7.** This is the Check-In window, which appears after you click on the Finish button, wherein you just need to confirm the details and rate type and click on the Check-In button to check-in the guest in to the room.

# ASI FrontDesk 6.0

## Configuration and Help File

Reserved [R-3164, By: Admin (3/2/2011 3:02 PM)]

Stay Information   Miscellaneous Information   Franchise Folio #   Folio #   1

Guest   Search   Swipe   ID Scan   Passport Scan   Sign   Stay, Room & Plan Information   Lock Reservation

Full Name... John Doe

Company...

Business Source... --N/A--

Contact Information :: Home    Primary

Home Phone... 123.456.7890

Home Address... ST. GEORGE STREET  
TRACY  
CA 95376  
UNITED STATES

Home E-Mail... johndoe@gmail.com

Documentation

<input type="checkbox"/>	Document Type	Document No.
<input checked="" type="checkbox"/>	Credit Card	XXXX-XXXX-XXXX-3592

May 05, 11 [Thursday] - May 10, 11 [Tuesday]

5/ 5/2011   2:41 AM   Days 5   5/10/2011   2:41 AM

Building	Anand Systems Inc.	Rent	60.00
Floor	First Floor	Total Rent	300.00
Room Type	NON SMOKING - KING	Tax	39.90
<input checked="" type="checkbox"/> Room	101	Total Rental	339.90
Comment		Other Charges	0.00
Rate Type	Daily   1	Discount	0.00
# Of Guest	1	Total Charges	339.90
Status	UnConfirmed	Payments	0.00
		CC Authorized	0.00
		Balance	339.90

Guest   InHouse   Check-In   Check-Out   Payment   Special Request

Reservation   Check In   Update   Chg. Room   Undo   Print   Close

This completes with the Check-in process for a guest through the Walk-In Wizard.

# ASI FrontDesk 6.0

Configuration and Help File

## Booking

Booking is made up on a particular RoomType.

The Booking process commences the same way as the Reservation process.

But here we do not have to allocate the room number to the guest.. We need to allocate a specific RoomType to the guest.

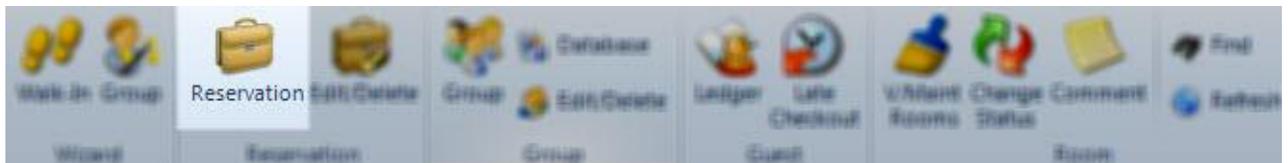
So that when the guest arrives at the property on the supposed Check-In date you can allocate any Vacant room of that specific RoomType.

Whereas the Reservation done binds you to allocate the same room on which the Reservation has been made to the guest at the supposed Check-In date.

Now the operations to be made for a Reservation & Booking are the same.

The steps are as given below:

**Step 1.** Click on the Reservation button.



**Step 2.** Fill in the details of the guest like the name, address, stay period, check-in date etc.

# ASI FrontDesk 6.0

Configuration and Help File

The screenshot displays the 'Reservation' management interface. It is divided into several sections:

- Guest Information:** Includes fields for Full Name (ASI ASI), Company (Anand Systems Inc.), Business Source (--N/A--), Contact Information (Home, Primary), Home Phone (18004314786), Home Address (35 E. 10th Street, Suite F, Tracy, California 95376, USA), and Home E-Mail.
- Documentation:** A table with columns for Document Type and Document No.
- Stay Room & Plan Information:** Shows stay dates (Nov 22, 23, 24, 25), room details (Building: N1, Room: 206), and a summary table of charges.
- Summary Table:**

Item	Amount
Room	\$9.00
Tax	7.00
Total Room	\$16.00
Other Charges	0.00
Discount	0.00
Total Charges	\$16.00
Payments	0.00
CC Authorized	0.00
Balance	\$16.00
- Buttons:** Reservation, Check In, Update, Chg Room, Check Out, Print, Done.

# ASI FrontDesk 6.0

## Configuration and Help File

**Step 3.** Now fill in the Plan type as in the rate, rate type etc...

The screenshot shows the 'Booking' window in ASI FrontDesk 6.0. The window is divided into several sections:

- Stay Information:** Franchise Folio #, Folio # (010711033710)
- Guest Information:** Full Name (John Doe), Company (ASI), Business Source (--N/A--), Contact Information (Home, Primary), Home Phone (1.800.431.4786), Home Address (123, ABC STREET, TRACY, CA 95376, UNITED STATES), Home E-Mail.
- Stay, Room & Plan Information:** Stay dates (Jul 12, 11 [Tuesday] - Jul 13, 11 [Wednesday]), Check-in (07/12/2011, 12:00 PM), Days (1), Check-out (07/13/2011, 12:00 PM), Building (The Gateway), Floor (First Floor), Room Type (Deluxe), Room, Comment, Bed, Rate Type (Daily, 1), # Of Guest (2), H. K. Freq. (1 Days), Status (Confirmed).
- Financial Summary:** Rent (100.00), Total Rent (100.00), Tax (0.00), Total Rental (100.00), Other Charges (0.00), Discount (0.00), Total Charges (100.00), Payments (0.00), CC Authorized (0.00), Balance (100.00).
- Buttons:** Guest, InHouse, Check-In, Check-Out, Payment, Special Request, Booking, Check In, Update, Chg. Room, Undo, Print, Close.

Herein, you need to remember the basic difference between the Reservation & Booking. Here you can see that the Room Number is not selected.. Now in this case it becomes a Booking.

The noticeable things are that the Reservation button has now changed to Booking and the title bar has changed its name to Booking rather than a Reservation. We can see that in the image above. Now moving on to the next & final step.

Once you are done with entering and finalizing the details.. Hit the Booking button.

# ASI FrontDesk 6.0

## Configuration and Help File

Booking

Stay Information Miscellaneous Information Franchise Folio # Folio # 008750833798

Guest Search Guest ID Scan Recent Scan Sign

Full Name... John Doe

Company... ABC

Business Source... --N/A--

Contact Information: Home Primary

Home Phone... 1 800 435 4786

Home Address... 123 ABC STREET  
TRACY  
CA 95376  
UNITED STATES

Home E-Mail...

Documentation

Document Type	Document No.
---------------	--------------

Stay Room & Rate Information

Ad 12, 11 (Tuesday) - Ad 13, 11 (Wednesday)

07/12/2011 12:00 PM 07/13/2011 12:00 PM

Building: The Gateway Rate: 200.00

Floor: First Floor Total Rate: 200.00

Room Type: Deluxe Tax: 0.00

Room: Total Rental: 200.00

Comment: Other Charges: 0.00

Rate Type: Daily 1 Discount: 0.00

Total Charges: 200.00

Payments: 0.00

CC Authorized: 0.00

Status: Confirmed Balance: 200.00

Guest Inhouse Check In Check Out Payment Special Request

Booking Check In Update Chg Room Print Print Close

The next it displays the Confirmed Booking Number. This number is system generated.



This ends the **Booking** process.

# ASI FrontDesk 6.0

Configuration and Help File

## Reservation

Reservation is another important feature and activity of hotel management software. Well, there is a very minor difference between a Reservation and a Booking.

A Reservation is made up on a specific Room Number of a particular RoomType whereas

A booking is made up on a particular Room Type.

So while either making a Reservation / Booking, you just need to remember the above things. Now the operations to be made for a Reservation & Booking are the same.

The steps are as given below:

**Step 1.** Click on the Reservation button.



**Step 2.** Fill in the details of the guest like the name, address, stay period, check-in date etc.

# ASI FrontDesk 6.0

Configuration and Help File

Reservation

File # 2252200767

Stay Information Miscellaneous Information

Guest Search Swipe ID Scan Passport Scan Sign

Full Name... ASI ASI

Company... Anand Systems Inc.

Business Source... --N/A--

Contact Information :: Home  Primary

Home Phone... 18004314786

Home Address... 35 E. 10th Street, Suite F  
Tracy  
California 95376  
USA

Home E-Mail...

Documentation

Document Type	Document No.
---------------	--------------

Stay Room & Plan Information

Description Nov 22, 2010 (Monday) - Nov 25, 2010 (Thursday)

11/22/2010 7:47 PM Days 3 11/25/2010 11:00 AM

Building	M	Rent	\$5.00
Floor	227	Total Rent	\$5.00
Room Type	SD	Tax	1.00
Room	226	Total Rental	\$6.00
Comment		Other Charges	\$0.00
Rate Type	RATE	Discount	\$0.00
Total Charges		Total Charges	\$6.00
# of Guest	3	Payments	\$0.00
R. R. Freq	3 Days	CC Authorized	\$0.00
Status	Confirmed	Balance	\$6.00

Guest Inhouse Check In Check Out Payment Special Request

Reservation Check In Update Chg Room Undo Print Done

# ASI FrontDesk 6.0

## Configuration and Help File

**Step 3.** Now fill in the Plan type as in the rate, rate type etc

The screenshot shows the 'Reservation' form in ASI FrontDesk 6.0. The form is divided into several sections:

- Guest Information:** Includes fields for Full Name, Company, Business Source, Contact Information, Home Phone, Home Address, and Home E-Mail.
- Stay Information:** Includes fields for Description, Dates, Days, Building, Floor, Room Type, Room, Comment, Rate Type, # Of Guest, H. K. Freq., and Status.
- Miscellaneous Information:** Includes a table for charges and payments.
- Stay, Room & Plan Information:** Includes a table for charges and payments.

The form is currently displaying a reservation for a room (Room 216) from November 22, 2010, to November 23, 2010. The room type is DD, and the rate type is RACK. The status is Confirmed. The total charges are 66.00, and the balance is 66.00.

Herein, you need to remember the basic difference between the Reservation & Booking.

Here you can see that the Room Number is selected and assigned too.. Now in this case it becomes a Reservation.

# ASI FrontDesk 6.0

## Configuration and Help File

Reservation

Stay Information Miscellaneous Information Rate # 225500767

Guest Search Single ID Scan Account Scan Sign

Full Name... Anil Anil

Company... Anand Systems Inc.

Business Source... -N/A-

Contact Information: Home Primary

Home Phone... 2255007676

Home Address... 25 E 10th Street, Suite F  
Tracy  
California 95376  
USA

Home E-Mail...

Documentation

Document Type Document No.

Stay Room & Plan Information Hourly Rental

Description Nov 22 12:00:00 - Nov 29 12:00:00

11/22/2010 7:47 PM Days 11/29/2010 11:00 AM

Building	M	Rate	\$5.00
Floor	2E7	Total Rate	405.00
Room Type	SD	Rate	\$5.00
Room	206	Total Rental	405.00
Comment		Other Charges	0.00
Rate Type	RACK	Discount	0.00
# of Guest	1	Total Charges	405.00
H. & Reg	1 Day	Payments	0.00
Status	Confirmed	CC Authorized	0.00
		Balance	405.00

Guest Inhouse Check In Check Out Payment Special Request

Reservation Check In Update Chg. Room Print Done

The next it displays the Confirm Reservation Number. This number is system generated.



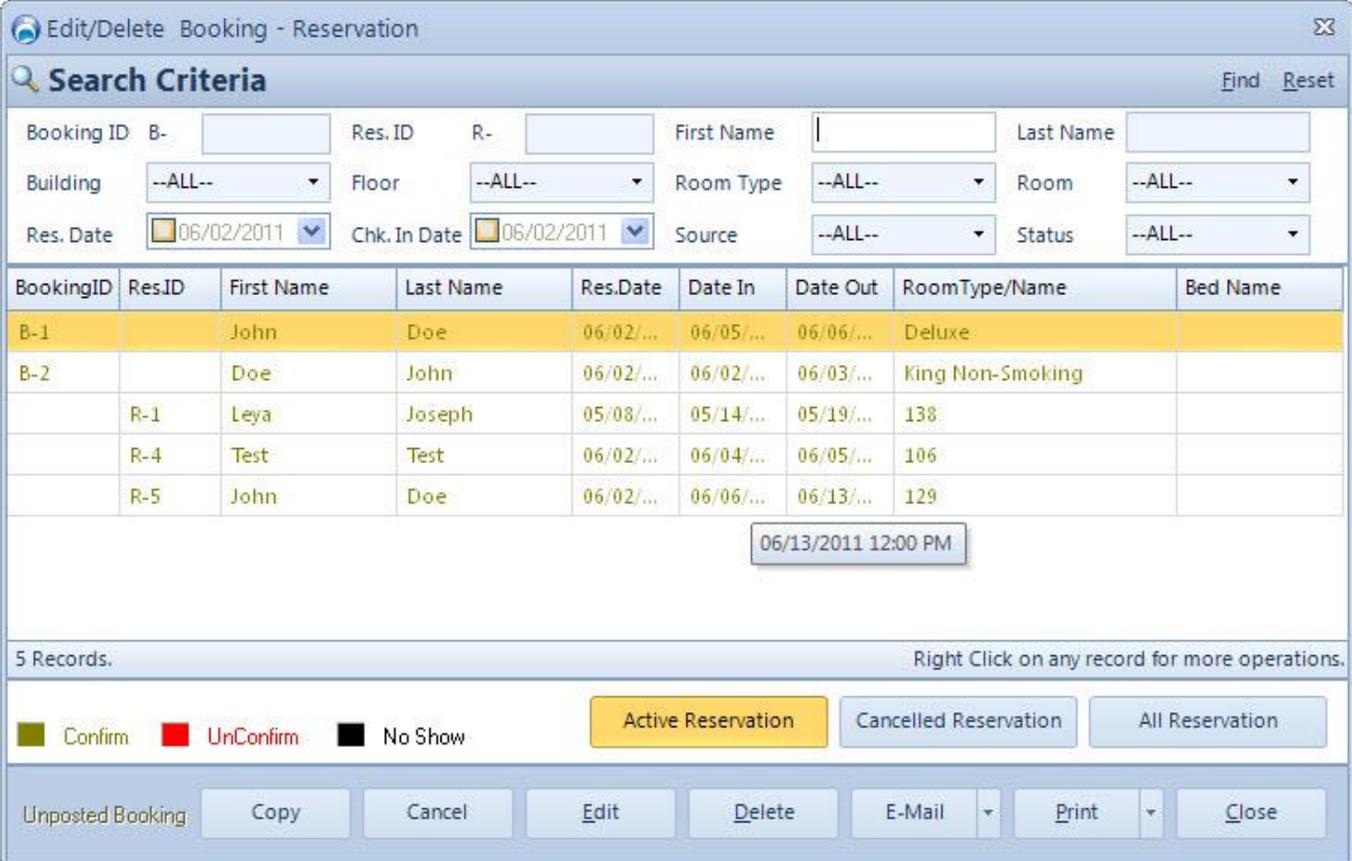
This ends the **Reservation** process here.

### Reservation Edit/Delete

The Edit/Delete Booking Reservation button can be found in the ribbon as shown below:



This deals with any alterations or updates / additions or deletions which are to be made to the bookings or the reservations. Clicking it will open all the persisting bookings/reservations. Which looks like the below given image:



**Edit/Delete Booking - Reservation** [Find] [Reset]

**Search Criteria**

Booking ID B- [ ] Res. ID R- [ ] First Name [ ] Last Name [ ]  
Building --ALL-- Floor --ALL-- Room Type --ALL-- Room --ALL--  
Res. Date 06/02/2011 Chk. In Date 06/02/2011 Source --ALL-- Status --ALL--

BookingID	Res.ID	First Name	Last Name	Res.Date	Date In	Date Out	RoomType/Name	Bed Name
B-1		John	Doe	06/02/...	06/05/...	06/06/...	Deluxe	
B-2		Doe	John	06/02/...	06/02/...	06/03/...	King Non-Smoking	
	R-1	Leya	Joseph	05/08/...	05/14/...	05/19/...	138	
	R-4	Test	Test	06/02/...	06/04/...	06/05/...	106	
	R-5	John	Doe	06/02/...	06/06/...	06/13/...	129	

06/13/2011 12:00 PM

5 Records. Right Click on any record for more operations.

Confirm UnConfirm No Show Active Reservation Cancelled Reservation All Reservation

Unposted Booking Copy Cancel Edit Delete E-Mail Print Close

# ASI FrontDesk 6.0

## Configuration and Help File

### Editing a Booking - Reservation

If you need to edit any details of the booked/reserved guest as in the name, check-in date, the stay days, room type/number, rent or any other detail, in that case you need to click on the EDIT/DELETE button located just next to the RESERVATION button and then select the respective booking/reservation and then click on Edit.

After you are done with the changes/alterations, do not forget to UPDATE (SAVE) those changes.. If you fail to update them the changes/alterations won't take effect.

Reserved [R-5, By: Admin (06/02/2011 11:18 AM)]

Stay Information | Miscellaneous Information | Franchise Folio # | Folio # 5

Guest Search Swipe ID Scan Passport Scan Sign | Stay, Room & Plan Information | Lock Reservation

Jun 06, 11 [Monday] - Jun 14, 11 [Tuesday]

06/06/2011 12:00 PM Days 8 06/14/2011 12:00 PM

Building The Gateway Rent 55.00

Floor First Floor Total Rent 440.00

Home Phone... Home Address... Tax 0.00

Home Address... STREET CITY STATE UNITED STATES Total Rental 440.00

Home E-Mail... Other Charges 0.00

Documentation # Of Guest 4 Discount 0.00

Status Confirmed Total Charges 440.00

Payments 0.00

CC Authorized 0.00

Balance 440.00

Guest InHouse Check-In Check-Out Payment Special Request

Reservation Check In Update Chg. Room Undo Print Close

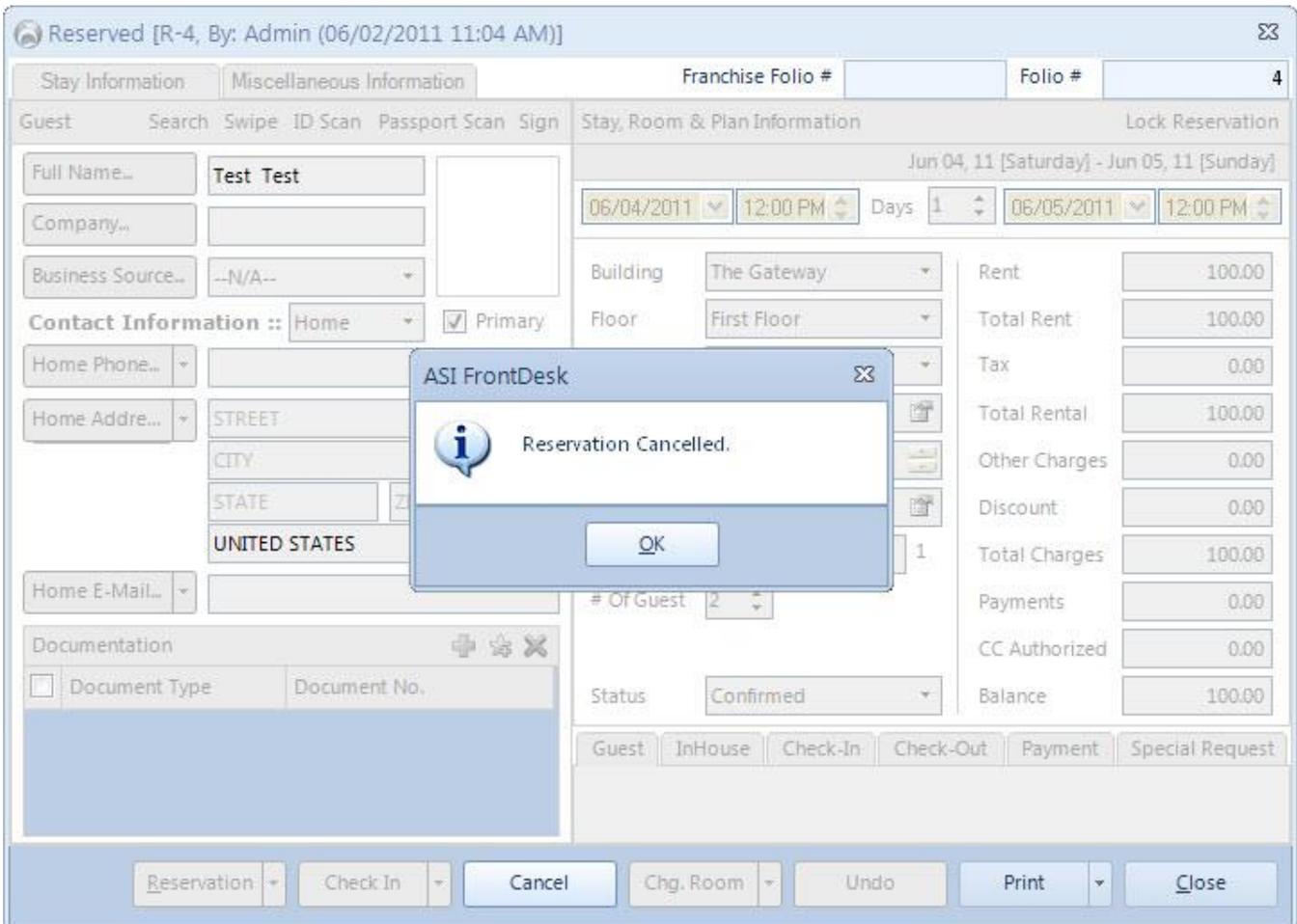
Click on 'Ok&Close' to save the altered information of the reservation as well close the reservation window and return back to the Edit/Delete Reservation window.

# ASI FrontDesk 6.0

## Configuration and Help File

### Canceling a Booking - Reservation

In case of canceling a booking/reservation, in that case you need to click on the EDIT/DELETE button located just next to the RESERVATION button and then select the respective booking/reservation and then click on CANCEL button, which will direct you to a Cancellation window, confirming you the last time whether or not you want to Cancel the reservation.



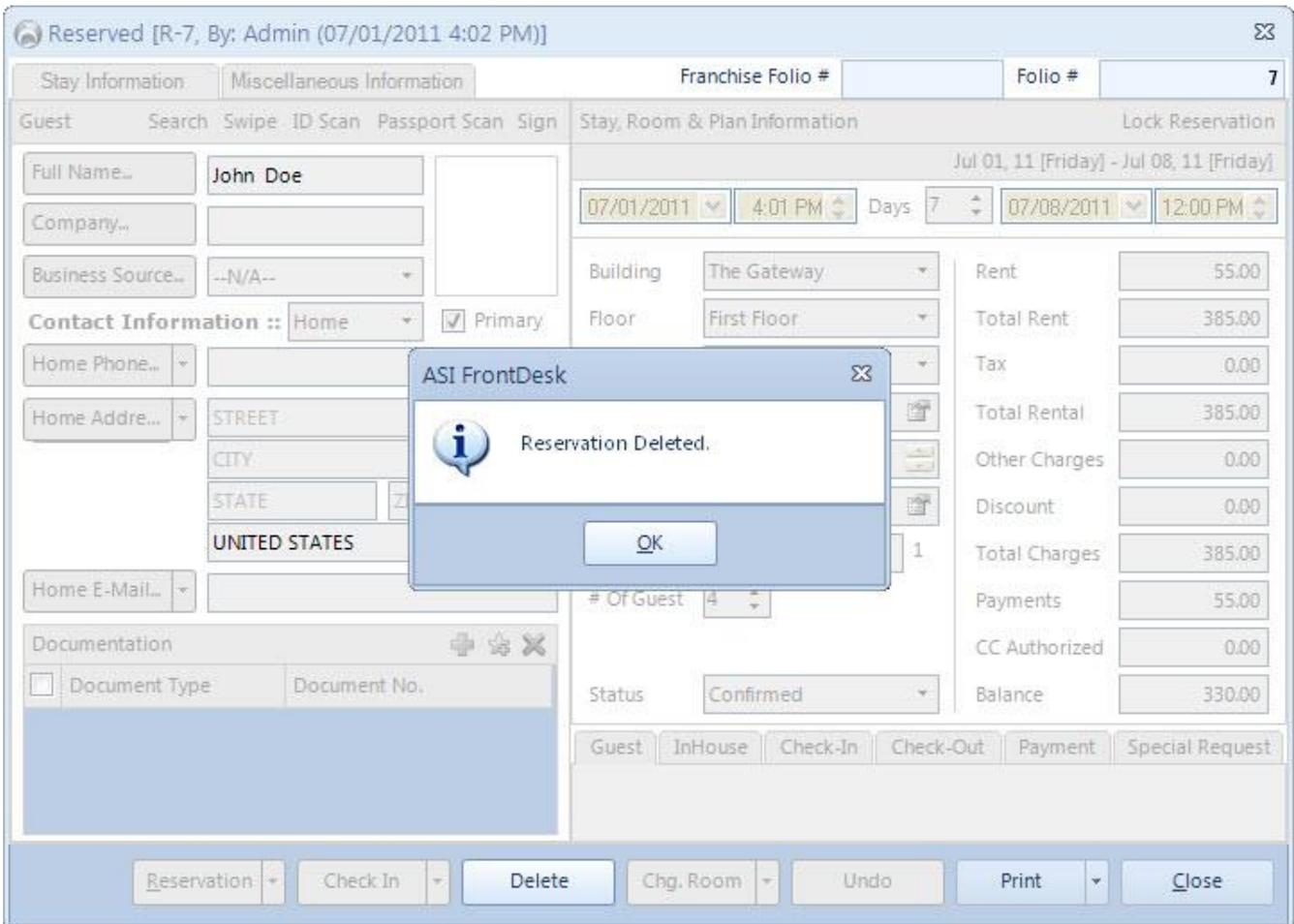
**Note:** You can still retrieve a canceled reservation in the future but if you delete the reservation, there is no way you can get that back.

# ASI FrontDesk 6.0

## Configuration and Help File

### Deleting a Booking - Reservation

In case of deleting a booking/reservation, in that case you need to click on the EDIT/DELETE button located just next to the RESERVATION button and then select the respective booking/reservation and then click on DELETE button, which will direct you to a Reservation Deletion window, confirming you the last time whether or not you want to Delete the reservation.

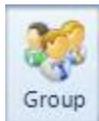


**Note:** Once you delete a reservation, there is no way you can retrieve its details back.

# ASI FrontDesk 6.0

Configuration and Help File

## Group



By clicking on this button, you can perform four operations from here. Group Booking / Reservation / Check-in or Checkout.

Here, in the Version 6.0 we have a detailed interface for the Group Operations. We shall start off with the Group Booking Operation.

## Group Block

This feature is useful when you sell rooms to a corporate company. Once the rooms are blocked for a group, they cannot be taken in use by the property to rent or for booking purpose.

The company may keep the rooms with itself or rent them at its own prices.

To view the video depicting the below operations, please follow the links:

Group Booking to Reservation [click here](#)

Group Check-In [click here](#)

Group Check-Out [click here](#)

# ASI FrontDesk 6.0

Configuration and Help File

## Group Database

Group Name	Title	First Name	Middle Name	Last Name	Nationality	Street	City
Mode Magazine		Claire	L.	Meade		10th Floor, Mar...	Accord
Forbes		Bertie		Charles			

The software lets you store and maintain the Group Information. One of the main advantage of maintaining the Group database is when filling Group Information during Group reservation or Check In.

You need not enter the whole Group Information every time the group checks in or reserves. All you have to do is enter few characters and click Find.

All similar groups will be displayed and you have to select the required one. Thus the system saves both the time as well as manpower.

# ASI FrontDesk 6.0

## Configuration and Help File

### Group Edit/Delete

#### Group Booking

As discussed earlier on the Bookings / Reservations, Group Booking deals with Bookings made on to the Room Types.

Here, we have divided the Group Operation in to two halves.

The Left portion deals with the Group Details and the Left with the Rental & Stay Details.

First you need to fill in the Group Details, as in the Group Name, Contact Person name, address, contact number and other relevant information & details and then before moving on the Left portion click on the Save button to save those details only then you can move on to the other portion of the booking window.

After the successful completion of entering the Group Information, you can select the Date-In – Check-In date of the Group, the Stay days and the system automatically sets the Date-out – Check-out date of the Group.

Then select the operation as Book. from the four available options as Book. – Booking:

Res. – Reservation

ChkIn – Checking In a Group

ChkOut – Checking Out a Group.

Click on the Add button (+) which in-turn will open up a window wherein you need to select the room types.

# ASI FrontDesk 6.0

## Configuration and Help File

### Group Reservation

As discussed earlier on the Bookings / Reservations, Group Reservation deals with Reservations made on to the Room Types. Here, we have divided the Group Operation in to two halves.

The Left portion deals with the Group Details and the Left with the Rental & Stay Details.

First you need to fill in the Group Details, as in the Group Name, Contact Person name, address, contact number and other relevant information & details and then before moving on the Left portion click on the Save button to save those details only then you can move on to the other portion of the Reservation window as shown below:

The screenshot shows the 'Group Operation' window with the following data:

Group	Search	Swipe	ID Scan	Passport Scan	Sign
Group Name	ASI				
Full Name...	Pratic Patel				
Business Source...	Direct Billing Accou				
Contact Information ::	Home	<input checked="" type="checkbox"/>	Primary		
Home Phone...	1.800.431.4786				
Home Address...	Street				
	Tracy				
	CA	95376			
	United States				
Home E-Mail...	sales@anandsystems.com				
Group Remar...					
Documentation					

Book.	Res.	Chk-In	Chk-Out	Expiry Date
				03/04/11

Room Name	Balance

Rate Type	Value
Daily	0.00
Rent	0.00
Total Rent	0.00
Tax	0.00
Total Rental	0.00
Other Charges	0.00
Discount	0.00
Total Charges	0.00
Payments	0.00
CC Authorized	0.00
Balance	0.00

After the successful completion of entering the Group Information, you can select the Date-In – Check-In date of the Group, the Stay days and the system automatically sets the Date-out – Check-out date of the Group.

# ASI FrontDesk 6.0

## Configuration and Help File

**Group Operation**

**Group Information**

Group: ASI | Search | Swipe | ID Scan | Passport Scan | Sign

Group Name: ASI  
Full Name: Pratic Patel  
Business Source: Direct Billing Accou  
Contact Information: Home (Primary)  
Home Phone: 1,800.431.4786  
Home Address: Street, Tracy, CA 95376, United States  
Home E-Mail: sales@anandsystems.com  
Group Remark:   
Documentation:   
Check In:   
Update | Undo | Print | Close

**Stay Information**

03/04/11 | 12:22 PM | Days: 1 | 03/05/11 | 12:00 PM

March, 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Today: 03/08/11

Plan & Rent Adjustment

Expiry Date	03/04/11
Rate Type	Daily
Rent	0.00
Tax	0.00
Total Rental	0.00
Other Charges	0.00
Discount	0.00
Total Charges	0.00
Payments	0.00
CC Authorized	0.00
Balance	0.00

Then select the operation as Res. from the below four available options as:

1. Book. – Booking
2. Res. – Reservation
3. ChkIn – Checking In a Group
4. ChkOut – Checking Out a Group

# ASI FrontDesk 6.0

## Configuration and Help File

Group Operation

Group Information

Group Search Swipe ID Scan Passport Scan Sign

Group Name ASI

Full Name... Pratic Patel

Business Source... Direct Billing Accou

Contact Information :: Home Primary

Home Phone... 1.800.431.4786

Home Address... Street Tracy CA 95376 United States

Home E-Mail... sales@anandsystems.com

Group Remark...

Documentation

Stay Information

03/04/11 12:22 PM Days 1 03/05/11 12:00 PM

Group Member & Plan Information Plan & Rent Adjustment

Book. Res. Chk-In Chk-Out

Room Name	Balance
-----------	---------

Expiry Date 03/04/11

Rate Type Daily

Rent 0.00

Total Rent 0.00

Tax 0.00

Total Rental 0.00

Other Charges 0.00

Discount 0.00

Total Charges 0.00

Payments 0.00

CC Authorized 0.00

Balance 0.00

Check In

Update Add To add more members into this group Close

Click on the Add button below in-turn will open up a window wherein you need to select the Rooms to be Reserved from the list of Available Rooms.

# ASI FrontDesk 6.0

## Configuration and Help File

Group Reservation

Available Rooms Reservation(s)

Building and Floor Information Stay Information

Building AMERICAN INN EXPRE: Floor First Floor Room Type --ALL--

Description Stay Description / Season Info / Block Date Info.

Date In 03/21/11 12:22 PM Days 7 Date Out 03/28/11 12:00 PM

Rooms Info

<input type="checkbox"/>	Date In	Days	Date Out	Room Type	Room	Rate Type	Rate	Hourly
<input type="checkbox"/>	03/21/11	7	03/28/11	KING S	101	Daily	40.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>	03/21/11	7	03/28/11	KING S	102	Daily	40.00	<input type="checkbox"/>
<input type="checkbox"/>	03/21/11	7	03/28/11	KING S	103	Daily	40.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>	03/21/11	7	03/28/11	KING S	104	Daily	40.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>	03/21/11	7	03/28/11	KING S	105	Daily	40.00	<input type="checkbox"/>
<input type="checkbox"/>	03/21/11	7	03/28/11	KING S	106	Daily	40.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>	03/21/11	7	03/28/11	KING S	120	Daily	40.00	<input type="checkbox"/>
<input type="checkbox"/>	03/21/11	7	03/28/11	KING S	123	Daily	40.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>	03/21/11	7	03/28/11	KING S	129	Daily	40.00	<input type="checkbox"/>

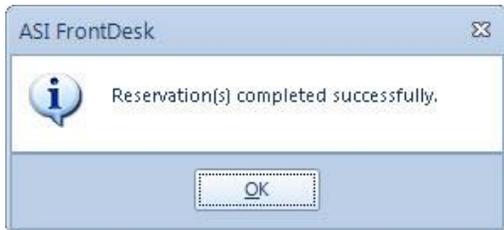
33 Records.

Reservation Close

# ASI FrontDesk 6.0

## Configuration and Help File

A message will be displayed upon successful completion of Rooms Reservation.



You can see the Reserved Rooms in a list as shown below:

# ASI FrontDesk 6.0

## Configuration and Help File

Group Operation

Group Information

Group Search Swipe ID Scan Passport Scan Sign

Group Name ASI

Full Name... Pratic Patel

Business Source... --N/A--

Contact Information :: Home Primary

Home Phone... 1.800.431.4786

Home Address... Street Tracy CA 95376 United States

Home E-Mail... sales@anandsystems.com

Group Remark...

Documentation

Stay Information

03/21/11 12:22 PM Days 7 03/28/11 12:00 PM

Group Member & Plan Information Plan & Rent Adjustment

Book.	Res.	Chk-In	Chk-Out	Expiry Date	Rate Type
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	03/04/11	Daily
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Rent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Total Rent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Tax
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Total Rental
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Other Charges
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Discount
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Total Charges
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Payments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		CC Authorized
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Balance

Room Name Balance

102 308.00

104 308.00

105 308.00

120 308.00

129 308.00

Check In

Update Undo Print Close

# ASI FrontDesk 6.0

## Configuration and Help File

Just to make sure that the Reservations have been made, you can see them in the Tape Chart View as shown below:

Date		18 Mar	19 Mar	20 Mar	21 Mar	22 Mar	23 Mar	24 Mar	25 Mar	26 Mar	27 Mar	28 Mar	29 Mar	30 Mar	31 Mar
Room Type	Room	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
KING NS	Booking	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	110														
	111														
	115														
	116														
	124														
	125														
	133														
KING S	Booking	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	101														
	102				ASI										
	103														
	104				ASI										
	105				ASI										
	106														
	120				ASI										
	123														
	129				ASI										
119															
KING NS	Booking	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	108														
	109														
	112														
	114														
	127														
	132														
	134														

# ASI FrontDesk 6.0

## Configuration and Help File

### Group Check-in

In case of a new Group Check-In

1. Click on the 'Group' button.
2. Enter 'Group Name'.
3. Enter in the 'Name' of the person in communication on behalf of that 'Group'.
4. Click on 'Save'.
5. Check the 'Check-In' date.
6. Set the number of 'Stay Days'.
7. Click on 'Save'.
8. Click on the 'Check-In' tab.
9. Click on the Add button () to add up the rooms.
10. From the Available Rooms window, set the 'Room Type' as '--ALL--' to see all the available rooms of all the Room-types at once.
11. Check-mark all the rooms which you need to en-group.
12. Click on 'Check-In'.

# ASI FrontDesk 6.0

## Configuration and Help File

13. Click on 'Update'.
14. Click on 'OK' to save the changes and stay on the Group page or 'OK&Close' to save the changes and exit the Group page.

Group Operation [Res By: Admin | CheckedIn By: Admin]

Group Information Folio # ASI-3

Group Search Swipe ID Scan Passport Scan Sign Stay Information

Group Name Forbes Full Name Bertie Charles Business Source --N/A-- Contact Information :: Home Primary Home Phone Home Address Buchan Scotland Home E-Mail Group Remark Documentation

Stay Information: 16/05/2013 3:34 PM Days 4 20/05/2013 11:00 AM

Group Member & Plan Information

Book	Res	Chk-In	Chk-Out	Balance
<input type="checkbox"/>				
<input type="checkbox"/>	Room Name			Balance
<input checked="" type="checkbox"/>	111			67.38
<input type="checkbox"/>	112			73.00
<input type="checkbox"/>	114			73.00

Expiry Date 16/05/2013 Rate Type RACK

Rent 0.00 Total Rent 190.00 Tax 23.38 Total Rental 213.38 Other Charges 0.00 Discount 0.00 Total Charges 213.38 Payments 0.00 CC Authorized 0.00 Balance 213.38

Check Out Update Undo Print Close

In case of a Reservation >> Check-In:

1. Click on the 'Group' button.
2. Open the group in 'Edit' mode.
3. Check-mark the Rooms (all/selective) to be Checked-In.
4. Check the 'Check-In' date.
5. Set the number of 'Stay Days'.
6. Click on 'Save'.
7. Click on the 'Check-In' tab.

# ASI FrontDesk 6.0

## Configuration and Help File

8. Click on the Add button ( ) to add up the rooms.
9. From the Available Rooms window, set the 'Room Type' as '--ALL--' to see all the available rooms of all the Room-types at once.
10. Checkmark all the rooms which you need to en-group.
11. Click on 'Check-In'.
12. Click on 'Update'.
13. Click on 'OK' to save the changes and stay on the Group page or 'OK&Close' to save the changes and exit the Group page.

# ASI FrontDesk 6.0

## Configuration and Help File

### Group Check-Out

In case of a new Group Check-In

1. Click on the 'Group' button.
2. Select the 'Group Name'.
3. From the 'Check-In' tab, select the Rooms to be checked out.
4. Click on the 'Check-Out' button.

The screen looks like the one shown below:

The screenshot shows the 'Group Operation' window with the following details:

- Group Information:** Group Name: Forbes, Full Name: Bertie Charles, Business Source: --N/A--.
- Contact Information:** Home: Home, Primary: .
- Stay Information:** Start: 16/05/2013 3:34 PM, Days: 4, End: 20/05/2013 11:00 AM.
- Group Member & Plan Information:** Expiry Date: 16/05/2013, Rate Type: RACK.
- Room Balance Table:**

Room Name	Balance
<input checked="" type="checkbox"/> 111	67.38
<input checked="" type="checkbox"/> 112	73.00
<input checked="" type="checkbox"/> 114	73.00

**Summary Table:**

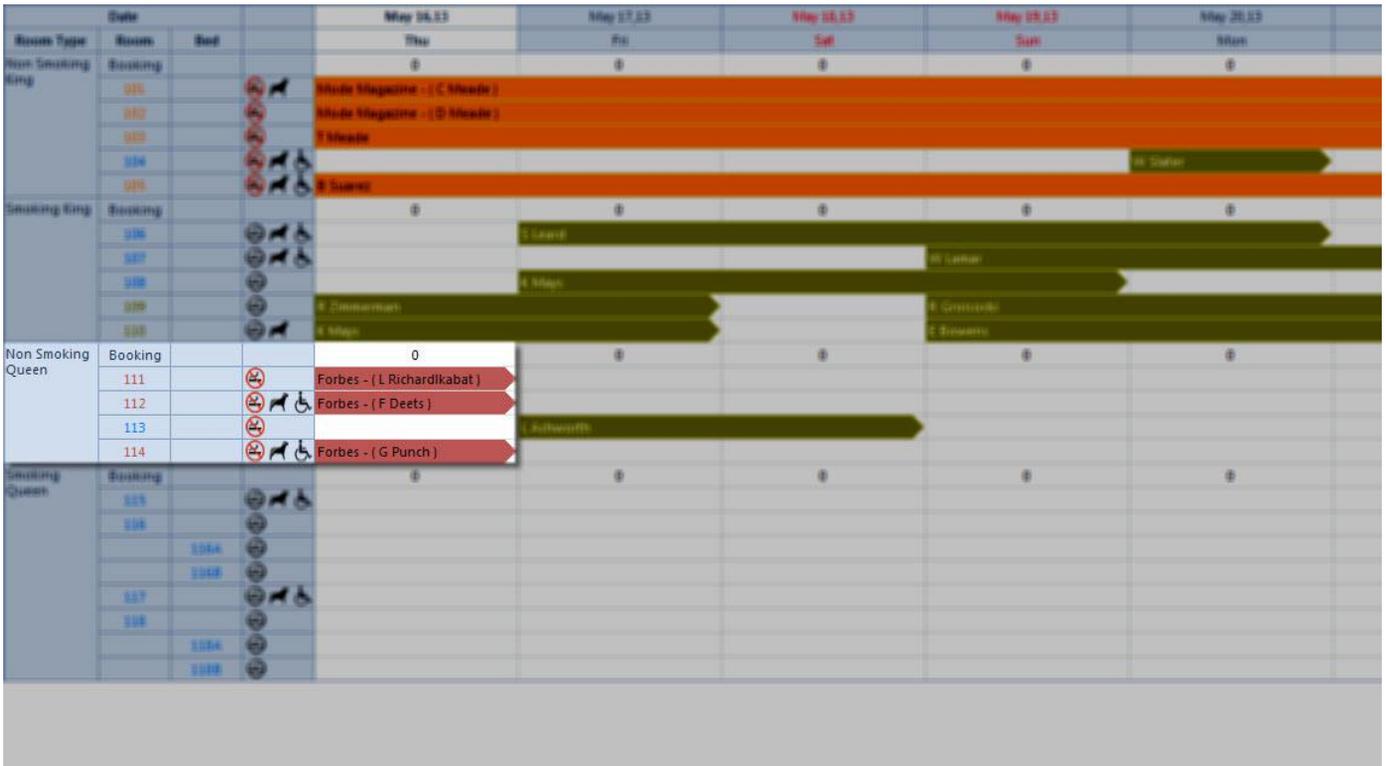
Rate Type	RACK
Rent	0.00
Total Rent	190.00
Tax	23.37
Total Rental	213.37
Other Charges	0.00
Discount	0.00
Total Charges	213.37
Payments	0.00
CC Authorized	0.00
<b>Balance</b>	<b>213.37</b>

Buttons: Check Out, Update, Undo, Print, Close.

# ASI FrontDesk 6.0

## Configuration and Help File

Screen-shot of Group Status on the Tape Chart View:



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Configuration and Help File

## Guest Ledger



One of the important feature of the software is to let you have quick watch and get the idea of guest details such as

- Total Number of guests expected to check out from guests to check out.
- Total-number-of-guests-checked-out-on-the-current-day.
- Total-number-of-guests-reserved-for-the-current-day
- Total Number of guests present in the hotel from the In-house guests.

You can also have faster glance at amount paid details, Check In details etc. The Guest Ledger helps you have a full detail on the Guest details for the Checked-in guests, the guests to be checked-out, reservation & bookings for today. You even can print this report.

# ASI FrontDesk 6.0

## Configuration and Help File

Guest Ledger For 5/16/2013

In House Guests (10)		Guests To Check Out (0)		Guests Checked Out (0)		Reservations (6)		Bookings (0)	
Name	City	State	Floor	Room	Bed	Folio #	# Of Guest	Date In	Date Out
Claire Meade			1st Floor	101		ASI-4	1-0-0-0-0	5/14/2013	5/29/2013
Daniel Meade			1st Floor	102		ASI-5	1-0-0-0-0	5/14/2013	5/29/2013
Tyler Meade			1st Floor	103		ASI-6	1-0-0-0-0	5/14/2013	6/28/2013
Betty Suarez			1st Floor	105		ASI-7	1-0-0-0-0	5/14/2013	6/13/2013
Louis Richar...	BEVERL...	FL	1st Floor	111		ASI-11	1-0-0-0-0	5/16/2013	5/17/2013
Frank Deets	CHEST...	VA	1st Floor	112		ASI-12	1-0-0-0-0	5/16/2013	5/17/2013
Gary Punch	SAINT ...	IL	1st Floor	114		ASI-13	1-0-0-0-0	5/16/2013	5/17/2013
Larry Joseph			1st Floor	116		ASI-14	1-0-0-0-0	5/16/2013	5/17/2013
Hilda Suarez			2nd Floor	203		ASI-8	1-0-0-0-0	5/14/2013	5/29/2013
Ignacio Suarez			2nd Floor	205		ASI-9	1-0-0-0-0	5/14/2013	5/29/2013

Building: ASI

Preview Print Close

\* Double - click on any record for more operations.

# ASI FrontDesk 6.0

Configuration and Help File

## Late Check-Out

If you forget to check out guest today and it's comes up as stay over in room then you can check out it from Late check out option. Also you can change the status of room from here at once.

You can select room from here and click on the Check Out button.

The screenshot shows a window titled "Late Check Out" with a table containing the following data:

Room Name	Name	Date In	Date Out	Balance
102	Carla Slatton	07/30/10	03/02/11	0.00

At the bottom of the window, there are five buttons: "Check Out", "Clean", "Vacant", "Print", and "Close". A status bar at the bottom left indicates "1 Records."

# ASI FrontDesk 6.0

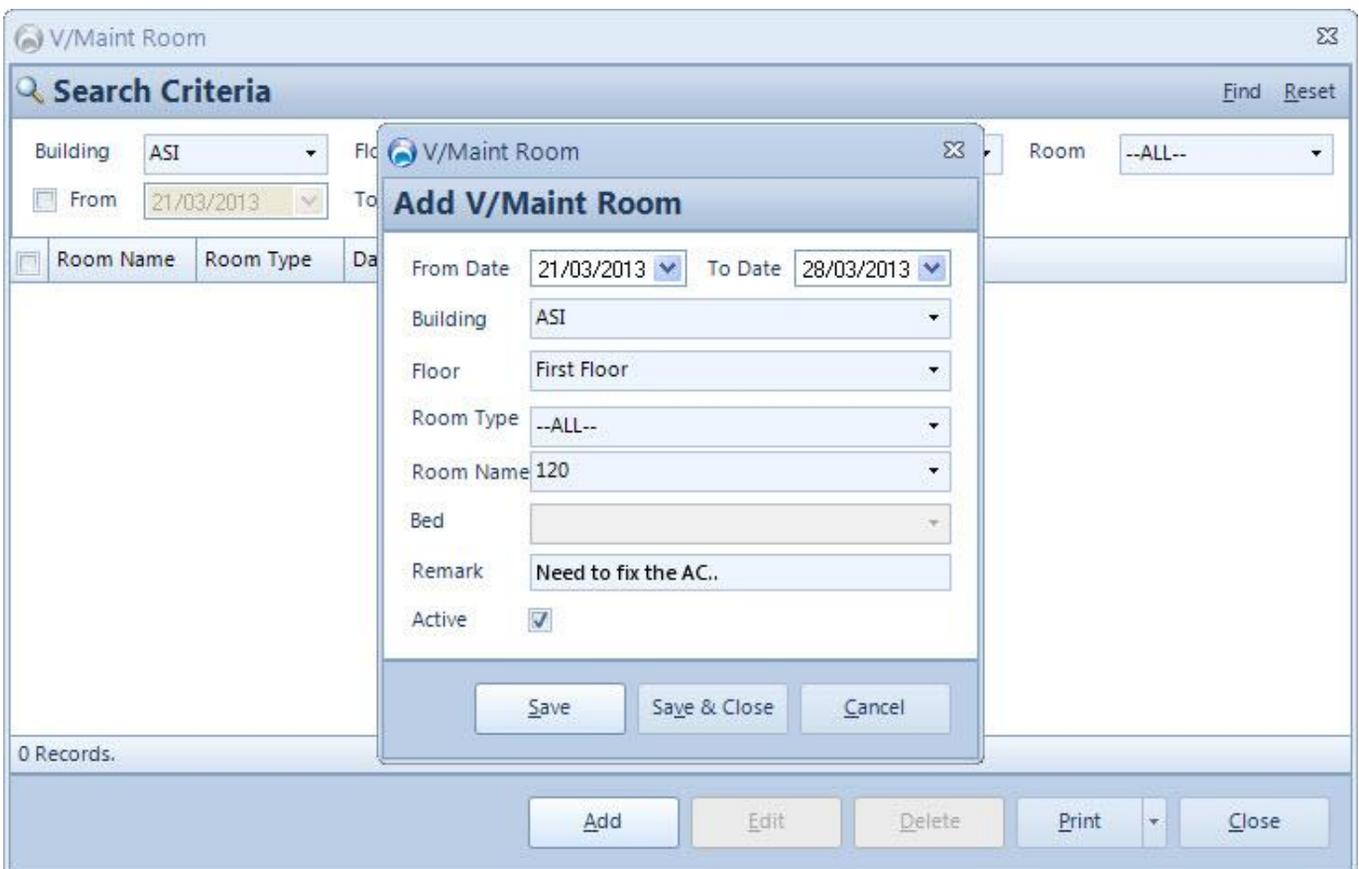
Configuration and Help File

## V/Maint Rooms



V/Maintenance Rooms lets you block one or more rooms. Should the room have any maintenance work to be done or is not ready for rental purpose, it is to be put up under the V/Maint. Rooms.

The procedure for the same is as follows:



After adding up the above room(s) in the V/Maint. Rooms, they will appear blocked as shown in the next image.

# ASI FrontDesk 6.0

## Configuration and Help File

Date		Apr 18,13	Apr 19,13	Apr 20,13	Apr 21,13	Apr 22,13	Apr 23,13	Apr 24,13
Room Type	Room	Thu	Fri	Sat	Sun	Mon	Tue	Wed
	118							
	119							
	202	D NELSON		H SHAH				
	203		L DAVIS					
	204							
	205							
	206							
	207							
	208							
	209							
	210							
	211							
	212							
	213							
	214							
217								
218		B ROBERTS						
219								
Deluxe Room	Booking	0	0	0	0	0	0	0
	120						P DOUHAN	
	201		K POLIFKA					
	220							
J System	Booking	0	0	0	0	0	0	0
	115							
	116		J SHEPPARD			M OFFERMAN		

# ASI FrontDesk 6.0

Configuration and Help File

## Change Room Status



The software provides a faster way to change the status of room for the day. Remember that you can change the status only for the current day. You can set the status of room as Cleaned once it is Check Out. In the same way, you can set it back to vacant when it has been cleaned.



Bulk room status change can be done from here. This is specially helpful when after the house-keeping you need to change the room status from 'Clean' to 'V/Ready' (Vacant Ready). All of the cleaned rooms can be made ready in less than a minute time.

You can also directly change the check in status of the room to Check Out. But remember that you can set the check out status only when there is no balance pertaining to that Check In. Thus the software enables the desk clerk to carry out reliable operations faster.

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Configuration and Help File

## Room Comment

The Room Comment entered here, is shown up on the Room window. So that while renting the room, you may read out the Room comment and then rent the Room.

Room Name	Room Comments
101	Kichnette included.
102	With Microwave, Iron board & Hot-Tub.
103	Kichnette included.
104	With Microwave, Iron board.
105	Kichnette included.
106	With Microwave, Iron board & Hot-Tub.
107	Kichnette included.
108	With Microwave, Iron board.
109	Kichnette included.
110	With Microwave, Iron board & Hot-Tub.
111	Kichnette included.
112	With Microwave, Iron board.
113	Kichnette included.
114	With Microwave, Iron board & Hot-Tub.
115	Kichnette included.

# ASI FrontDesk 6.0

Configuration and Help File

## Find

This feature of software supports desk clerk of all sorts of hotels, either smaller or larger to search either the rooms or in house guests. Thus, you can very easily, rapidly and in no time gain access to the rooms and guests.

# ASI FrontDesk 6.0

Configuration and Help File

## Refresh

One of the important feature of the Network version is to let more than one Desk Clerk perform transaction on the rooms from various terminals simultaneously.

The users working in various terminals are applied with the transaction changes in specific time interval (now 10 sec) or they can deliberately apply the changes by refreshing. If you want to manually refresh rooms, click on this button.

# ASI FrontDesk 6.0

Configuration and Help File

## New Day

This is the first and the foremost thing which you need to do when you start your day at the property. This button is located in the FrontDesk tab.

**Calendar** 21/03/2013

April, 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	<b>15</b>	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

**Today : 15/04/2013**

**Task**

- Automatic Database Backup
- C:\Documents and Settings\Fro
- Automatic Print Reports
- Auto CheckOut Stay Over
- Close Credit Card Batch
- No Show Reservation

**Guest Ledger As On 21/03/2013**

Name	Room	Folio #	# Of Guest	Date In	Date Out
BETTY GALBREATH	117	08011312...	1-0-0-0-0	08/01/2013	15/04/2013
JONATHAN URIBE	112	13011310...	1-0-0-0-0	13/01/2013	13/04/2013
HERBERTWARFORD	105	02021313...	1-0-0-0-0	02/02/2013	05/04/2013
JAMES VIALL	107	03021312...	1-0-0-0-0	03/02/2013	05/04/2013
PRICE WARFORD	109	10021316...	1-0-0-0-0	10/02/2013	05/04/2013
DIMAS GUERRA	214	25021319...	1-0-0-0-0	25/02/2013	15/04/2013
JUAN RODRIGUEZ	213	26021319...	1-0-0-0-0	26/02/2013	15/04/2013
EDGARDO GARCIA	212	26021319...	1-0-0-0-0	26/02/2013	15/04/2013
LEOBARDO MARTINEZ GRACIA	218	02031311...	3-0-0-0-0	02/03/2013	15/04/2013
ABEL ASCENCION	209	02031314...	2-0-0-0-0	02/03/2013	15/04/2013
KARL JONES	211	02031302...	1-0-0-0-0	02/03/2013	01/04/2013
RUDOLFO RESTAURO	207	03031313...	2-0-0-0-0	03/03/2013	15/04/2013
OSCAR FRANCO	204	03031316...	1-0-0-0-0	03/03/2013	15/04/2013
JULIO VALDEZ	216	03031316...	1-0-0-0-0	03/03/2013	02/04/2013

29 Records.

Print Reports New Day Close

To create a new day, click on the New Day icon which displays the below given window wherein you get the New Day section on the left part as well as the Night Audit section on the right part.. It also prints the Night Audit Reports with it.

Do not forget to check-mark the Automatic Database Backup feature. It relieves you from the hassle of taking regular backups at regular intervals.

Checking the “Auto CheckOut StayOver” automatically checks out the guests whose check out date matches current working day and balance amount is zero on creation of New Day. In this way creating a New Day does performs seven tasks at once as below:

1. Creates a New Day.

# ASI FrontDesk 6.0

## Configuration and Help File

2. Takes a Database Backup.
3. Prints out the Night Audit Reports.
4. Emails the Night Audit Reports.
5. Closes the Credit Card batch.
6. Automatic Checks Out the StayOver Guests.
7. Marks the Reservations as 'No-Show'.

## Settings

### General Setting

### Reader

Choose and select the Swipe Card Reader type from the listed. Select the proper settings for the Reader and it'll be ready for use.



### Scanner

Select the Scanner type, the Image folder path, Guest Image path, the Document Image path.

### Signature Pad

Select the Signature Pad model from the list and the Image folder path for it.

### User Setting

#### Change Password

Once after logging in the software, if privileged to these settings, a user without taking the Admin's help to reset the password can reset/change the password from here.

# ASI FrontDesk 6.0

## Configuration and Help File

### ASI FrontDesk Theme

You can set the way the software looks to you. ASI FrontDesk comes with 11 pre-installed themes. Choose the one which looks suites your eyes. This is per user setting saved for each user. Each time the user logs-in, the software opens up in the same theme set & preferred by the user.

### Screen-saver

You can set a Screen-saver to start running when the system is idle for a specific time. On the resuming the work again, the software requires you to enter in your password.

- Select & check-mark the 'Ask Confirmation on Exit', if you wish the software to you a confirmation on exit from the software.

- Select & check-mark the 'Show Weekend Rate Color', if you wish the software to display the Weekend rates in a different color than the Weekdays rates in the Rate View.

### Print/Email Booking

You can decide whether you would like to print or email (whether the receipt or folio) for each booking or email the cancellation letter for each booking.

While emailing the documents, you can also specify the CC recipient(s) separated by comma(,) if more than one.

### Print/Email Reservation

You can decide whether you would like to print or email (whether the receipt or folio) for each reservation or email the cancellation letter for each reservation.

While emailing the documents, you can also specify the CC recipient(s) separated by comma(,) if more than one.

### Print/Email Check-In

Click on Check-In if you want to print the folio at the time of check in and select the option that you want to print (whether the receipt or folio) with the number of copies to be printed.

Click on Check-Out if you want to print the folio at the time of check out and select the option that you want to print

# ASI FrontDesk 6.0

## Configuration and Help File

(whether Folio, Folio1 or Folio2) with the number of copies to be printed..

Click on Print at Check-In and Check-Out if you want to email (whether Folio, Folio1 or Folio2). Additionally, while emailing the documents, you can also specify the CC recipient(s) separated by comma(,) if more than one.

### Folio Display Options

- Select & check-mark the 'Folio Number', if you wish to display the Folio Number on the Folio.
- Select & check-mark the 'Guest Signature', if you wish to display the Guest Signature on the Folio.
- Select & check-mark the 'Rate Type', if you wish to display the Rate Type offered to the guest on the Folio.
- Select & check-mark the 'Desk Clerk Name', if you wish to display the Desk Clerk Name on the Folio.
- Select & check-mark the 'Business Source', if you wish to display the Business Source on the Folio.
- Select & check-mark the 'CheckOut Time', if you wish to display the CheckOut Time on the Folio.
- Select & check-mark the 'Deleted Payments', if you wish to display the Deleted payments on the Folio.

Set the default behavior of the 'Print' button as to what it should print once you click on the 'Print' button from the available list of documents (whether Folio, Folio1 or Folio2) with the number of copies.

### Guest/Contacts

#### Guest Database

The software automatically stores and maintains the Guest Information. One of the main advantage of maintaining the Guest database is when filling the Guest Information during Room reservation or Check In. You need not enter the whole Guest Information every time the guest checks in or reserves. All you have to do is enter few characters and click Find. All similar guests will be displayed and you have to select the required one. Thus the system saves both the time as well as manpower.

Once the guest details are entered, they automatically get saved in to the Guest database.

The screenshot shows the 'Guest Database' application window. At the top, there is a 'Search Criteria' section with fields for First Name, Last Name (Meade), Street, City, State, Zip, Contry, Company, Doc. Type (--N/A--), Doc. #, Date of Birth (28/05/2013), and Remark. Below the search criteria is a table with columns: Title, First Name, Middle Name, Last Name, Street, City, State, Zip, and Co. The table contains four records, all with the last name 'Meade': Claire, Daniel, Tyler, and Alexis. The first record is highlighted in yellow. At the bottom of the window, there is a status bar showing '4 Records.' and a 'Guest Consolidate' button. Below the status bar are several buttons: 'Show only DNR Guest' (checkbox), 'Add', 'Edit', 'Delete', 'Print', and 'Close'.

If the guest is a repeated guest, just enter either their First or Last Name and then search for them in the Room Check-In window, you'll find all the matching guest records, with the search criteria. When using the Scanner or SnapShell for entering in the guest information using their Driving Licenses or their Passports, all the details including the guest's Driving License details, image and information are stored on the respective places. If during the

# ASI FrontDesk 6.0

## Configuration and Help File

previous Check-In their information was entered by scanning their Passport or Driving License, the guest image too shows up on the Room Check-In form.

The screenshot displays the 'Check In' window with a 'Search Guest' dialog box open. The search result shows a guest named Daniel Meade with a stay history table below it.

Title	First Name	Middle Name	Last Name	Street	City	State	Zip	Count
	Daniel		Meade					United

Room Name	Date In	Date Out	Payments	Folio No.
102	14/05/2013 4:00 PM	29/05/2013 11:00 AM	0.00	ASI-5

\* - Stay Information as Shared Guest

Buttons: Select, Close

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Configuration and Help File

## Guest Category

The guest list which appears in the Guest Database can be classified under several categories. These several categories can be created from here.

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Configuration and Help File

## Guest Category

The software provides you the facility to carry out advance search where you can search a guest with wide range of available facts, unlike in Guest Ledger where you can search for a guest with few facts. Apart from the First & Last Name, here you can also search for the guest stay history, export it, print the past stay folio(s) by feeding in any of the available guest information with you. Guest can be searched through any of the searching criteria as shown in the image beside.

The screenshot displays the 'Advance Guest Search' window. The 'Search Criteria' section includes fields for First Name (daniel), Last Name, Street, City, State, Zip, Country, Company, Date of Birth (28/05/2013), Remark, Doc. Type (--N/A--), Doc. #, Doc. Expiry (28/05/2013), Issue Place, Doc. Country, Veh. Make, Veh. Model, Veh. Year, Veh. License, Lic. State, Room, Folio #, Date In (28/05/2013), To (28/05/2013), Franchise Fo., and Email.

The 'Guest Result' section shows a table with one record:

First Name	Middle...	Last Name	Room	Date In	Date Out	Document...	Document...	DNR	Franchise Folio
Daniel		Meade	102	14/05/2013 4:0...	29/05/2013 11:...				

1 Records.

Buttons: History, Export, Print, Close

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Configuration and Help File

## Contact Database

The software provides the facility to maintain the contact (phone directory) with more faster access to the phone numbers alphabetically. The software is very flexible and stores the person's details in appropriate order even though you fail to enter them in a chronological order. Just like the 'Contacts' in your mobile phone, you can also store the contacts in the software.

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Configuration and Help File

## Contact Category

The contacts which you enter in the Contacts Database, can be assigned a category by which listing them or searching them later from the database becomes easy.

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Configuration and Help File

## Lost & Found

The software lets you to store and maintain the details of lost items. You can store the details of the lost items along with the complainant details. When the item is found you can return it to the complainant and keep track of the Desk Clerk who returned the item. i.e the resolved information.

Remember that when you store the lost item and complainant details for the first time you will not have access to the resolved information but from the second time you can store the resolved information.

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Configuration and Help File

## Guest Message

- The Desk Clerk cannot remember all the messages, the guests receive and inform them. The software lets desk clerk to store the messages pertaining to the guest and later inform the guest when he/she is available.
- You can effortlessly know the guests with the messages to be delivered from the ASI FrontDesk main screen itself. All you have to do is store the message information pertaining to the guest.
- You have to mark the message as delivered message once it is informed. Otherwise the software will continue to maintain the message as undelivered.

Msg. Date	Msg. Time	Room Name	Bed	Guest Name	Msg. From	Company	Phone No.	Message
15/01/2...	10:33 AM	229		John Doe	Barry		8004314786	

### Tools

## Undo Transaction

You can delete any transaction on a permanent basis from Undo transaction. Please note the below given points to perform an Undo Transaction.

1. The guest should be already checked out.
2. Neither the guest payment should be of any Credit Card nor should the guest have any credit card information in his check-in information.
3. The guest should not belong to any Direct Billing (Business Source) Company.
4. The guest should have no Room Change history.
5. There should be no balance pending for the guest.

If you meet all the above given conditions, only then you can Undo a transaction.

Follow the below given steps to Undo a transaction.



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## Configuration and Help File



For doing an Undo transaction, please click on the Undo button as shown beside which opens up a listing for the guests who meet the above five conditions as shown below:

Undo Transaction

### Filtration Criteria

By Month & Year    **By Date**    Select Date  
Date: 05/01/2011

Guest Name:  Search    Payment Type: Cash

<input type="checkbox"/>	First Name	Last Name	Room Name	Bed	Date In	Date Out	Folio Amt	Payments	Payment...
<input type="checkbox"/>	Prince	William	138		05/01/2011	05/02/2011	185.00	185.00	Cash
<input type="checkbox"/>	Asi	Eis	128		05/01/2011	05/02/2011	60.00	60.00	Cash
<input type="checkbox"/>	John	Doe	126		05/01/2011	05/02/2011	60.00	60.00	Cash
<input type="checkbox"/>	Lisa	Ray	109		05/01/2011	05/02/2011	40.00	40.00	Cash

4 Records    Selected Amount : 0.00 || Total Amount : 345.00

Undo Path: C:\Documents and Settings\All Users\Application Data\A Browse     Undo Images    Undo    Close

The Undo Transaction is solely based on the check-in date of the guest. The above list displayed for the guests is also

# ASI FrontDesk 6.0

## Configuration and Help File

based upon the check-in date of the guest. If you need to Undo a guest transaction, you need to search him by his check-in date as displayed above. The list displays the search results for the guests who checked-in on the 1st of May.

# ASI FrontDesk 6.0

## Configuration and Help File

You just need to select the guest and hit the Undo button, which will Undo the information & details of the guest. But if also selected the 'Undo Images', then it will Undo the Image scanned from the guest ID when the guest checked-in.

Redo Transaction

**Filtration Criteria**

By Month & Year By Date

Select Month & Year

Month March Year 2011

Guest Name Guest Name Search

<input type="checkbox"/>	First Name	Last Name	Room	Date In	Date Out	Folio Amount	Payments
--------------------------	------------	-----------	------	---------	----------	--------------	----------

0 Records Selected Amount : 0.00 || Total Amount : 0.00

Redo Path C:\Documents and Settings\All Users\Application Da Browse

Redo Delete Close

Once the transaction is Undone, it can be recalled again in the software from the Redo Transaction. This is how we can get the transaction back in system by REDO transaction.

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## Redo Transaction

One of the important features of the software is to safeguard your data or the security it provides to the data and transactions. Therefore the software enables you to restore the transaction if accidentally you delete the data.

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## Income Accounts

The software lets you to keep track of all the payments that you have received. You can log in the received payments category wise. If you do not find the category under which you desire to store, please define the category in the ASI FrontDesk Configuration. The categories definition enables you to easily manage the accounts receivable.

You can have access to this module only if you are privileged to.

**Note:**

1. If the Account or Category type you require does not exist, you have to configure the account type from the ASI FrontDesk Configuration.

### Expense Accounts

The software apart from maintaining the rental transactions, enables you to keep track of the expenses incurred in the hotel. You have to categorize the expense incurred and store its details. Therefore the management of expenses becomes simple and easy.

**Note:**

1. If the Account or Category type you require does not exist, you have to configure the account type from the ASI FrontDesk Configuration.

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## Business Source Category

The Direct Billing feature comes pre-defined with three categories viz. Travel Agent, Web Reservation & Direct Billing. While creating any Direct Billing company or Business Source, you need to select the proper category. The 'Commission' & 'Credit' feature can be selected to apply one/all Business Sources. Related Reports can be found too in the Reports tab.

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## Business Source Payment



Master

Business Source Master

One of the important features of the software is to allow Direct Billing. In Direct Billing the person need not pay the amount instantly instead the corporation he belongs to pays the rent amount at one time. Normally Direct Billing amenity is given to the corporate clients. In Direct billing, the corporation is offered the specific credit limit and seen that the credit limit do not exceed the specified. The Direct Billing provides Financial Convenience to the corporation and it can pay the money at a time through credit cards or checks.

Business Source

**Search Criteria** Description Find Reset

Category: **--ALL--** Name: Contact Person:

**Business Source** (Category: --ALL--)

<input type="checkbox"/>	Business Source Name	First Name	Last Name	Comm...	Credit...	Comm. A...	Credit Li...	Due Balance	Description
<input checked="" type="checkbox"/>	www.ResMe.com			Yes	No	0.00	0.00	0.00	
<input type="checkbox"/>	www.SpiderHolidays.com			Yes	No	0.00	0.00	0.00	
<input type="checkbox"/>	ASI			Yes	Yes	0.00	0.00	0.00	
<input type="checkbox"/>	ASIFD			Yes	Yes	0.00	0.00	-500.00	
<input type="checkbox"/>	ASIPOS			Yes	Yes	0.00	0.00	240.00	

5 Records. A/C Statement Print List

Payment Receive Commission Payment Invoice Add Edit Delete Close

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You have to create an account and store the credit limit before direct billing to the guest. The dues are added to the account whenever the corporate employee is rented so that they can conveniently pay at one time.

The corporation can clear the dues at specific time periods; say for example on monthly basis. The very first task in Direct Billing is to create an account. But you cannot create the Direct Billing account unless you are privileged to create. By default Admin is privileged to create the account.

This Feature can be use to post third party payments for those guest whose stays in your property & there payment will be posted later on when third party gives you a check or any other mode of payment like cash or credit card.

This is the Direct Billing Feature Main Screen, you can go to this window from Tools Tab.

## Bad Debt Assignment

There is possibility for a circumstance to arise where you would check out a guest even if the balance is non zero (normally when the guest is not in a position to pay or cannot pay). Therefore in such condition, you would like to mark the pay type of guest as bad debts. Instead of going to individual room and marking it as bad debt you can mark more than one room guest as bad debt in a single attempt.

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## Folio Notice

Check In Folio Notice

Check In Folio

Default Folio Notice

Line 1 This property is privately owned and the management reserves the right to refuse

Line 2 service to anyone. Management will not be responsible for accidents or injury to

Line 3 money, jewelry or valuables of any kind. Management will not be responsible for ai

Line 4

Line 5 CHECKOUT TIME: 11:00 AM SELF REGISTRATION ONLY

Line 6 I AGREE that my liability for this bill is not waived and agree to be held personally l

Line 7 the indicated person or company failed to pay for any part or full amount of thes

Line 8 missing/damaged items, etc.. I agree that if an attorney is retained to collect these

Line 9 reasonable attorney's fees and costs incurred. If payment is by credit card you are

Line 10 my account for all charges incurred, including any and all damages/missing items

Line 11 sole purpose of renting this room is for my own residency only.

Line 12

Save Close

You can even store the notice that you would like to display in each and every Folio. You can change the folio notice at any time. Therefore make sure of the statements before changing the folio notice.

### Set Reminder

This feature is used to remind the Desk Clerk regarding an Important message they need to remember or for reminding others for the work they need to do. Select the type or write it down, Then choose chose the option from Low, Normal, or High priority and then make the Interval as Once, Daily, Weekly, Monthly or Yearly basis depending on requirement. It prompts up on the screen to remind the Desk Clerk operator.

The screenshot shows a software window titled "Reminder" with a close button in the top right corner. The window's main content area is titled "Add Reminder" and features two tabs: "Date & Time and Desk Clerk" (which is selected) and "Interval and Reccurance". Below the tabs, there are several input fields: a "Title" field containing "Room#216", a "Message" text area containing "Need to collect the pending balance amount from guest..", a "Type" dropdown menu set to "Payment", and a "Priority" dropdown menu set to "High". At the bottom of the window, there are three buttons: "Save", "Save & Close", and "Cancel".

## Wake-Up Call

You can manually set the date and time of the wake up call as well as you can view the active and canceled wake up call times of the rest of the rooms.



The screenshot shows a dialog box titled "Wakeup Call" with a close button (X) in the top right corner. The main title of the dialog is "Add WakeUp Call". The form contains the following fields:

- Building: ASI (dropdown menu)
- Floor: 2nd Floor (dropdown menu)
- Room: 206 (dropdown menu)
- Date: 02/09/2011 (dropdown menu)
- Time: 05:00 AM (time selector)
- Guest: William Joyner (text field)
- Remark: Needs to catch a flight. (text area)

At the bottom of the dialog, there are three buttons: "Save", "Save & Close", and "Cancel".

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## House Keeping

### Special Report Request

If a guest requests for any special service or favor, can be stored and can be viewed from this Report. To add up a Special Request for a guest to show up in this report, view the highlighted image below:

The screenshot displays the ASI FrontDesk 6.0 reservation system interface. The reservation is for Room 325, confirmed for May 24, 2013, from 3:45 PM to 11:00 AM. The guest is identified as William Slater. The interface includes sections for Guest Information, Miscellaneous Information, and Stay Room & Plan Information. A 'Special Request' field is highlighted, containing the text '2 Red Wines & 1 Krug Champagne'. The interface also shows a list of charges and a bottom navigation bar with buttons for Information, Check In, Update, Check Room, Print, and Close.

Document Type	Document No.

Building	Floor	Room Type	Room	Rate Type	Status
ADJ	3rd Floor	Non Smoking King	325	RACK	Confirmed

Charge	Amount
Total Rent	300.00
Tax	36.90
Total Rental	336.90
Other Charges	7.00
Discount	0.00
Total Charges	343.90
Payments	0.00
CC Authorized	0.00
Balance	343.90

Special Request  
2 Red Wines & 1 Krug Champagne

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Special Request Report screen-shot as below:

## ASI Demo Hotel

10th Street, Tracy, CA, 395001, United States  
Phone: 209 830 1484; Fax: 209 830 4919  
E-mail: info@AnandSystems.com; URL: www.AnandSystems.com

Special Request Report for Date: 14/05/2013 Time: 5:11 PM

Floor	Room / Type	Guest Name	Special Request	Status
<b>Building: ASI</b>				
1st Floor	105	Slater Wilhemina	2 Red Wines & 1 Krug Champagne	R/R

Printed By: Admin

Printed Date: 14/05/2013 5:11 PM

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## Configuration and Help File

### House Keeping Tasks

You have to define the tasks which are assigned to the group members. The software is pre-configured with tasks such as Bathrooms, Towels, Bed Sheets etc. You can either modify them or define your own task. You can define maximum of eight different tasks.

With adding the tasks, additionally you can assign the estimated time required to complete the tasks, so as to get the total time required to complete the House-keeping for all the rooms.

The same appears on the House-keeping Report too, giving you an overview of the time taken by the member to complete the listed rooms in the scheduled time.

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## House Keeping Group Setup

A single person cannot perform all the task involving dusting, washing, cleaning etc. Therefore groups of persons are created so that tasks are assigned to these groups and it becomes easy to manage the house keepers.

For example, the software is pre-configured with two group types namely weekday and weekend. Weekday group may be assigned daily routine task and on weekends there may be an extra group naming Weekends that may be assigned weekly routine task. You can create more similar groups. But make sure that the group names are simple.

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## Room Assignment

You have to assign the rooms to the groups for carrying out the tasks. You can have more than one member in a single group type. Maximum of 15 members can be created.

For assigning the Rooms to the member groups, you can either choose to drag and drop the rooms to the member groups or you can ask the software to auto-assign the Rooms to the created member groups.

House Keeping

Room Assignment

Member1	Member2	Member3
Room(s)	Room(s)	Room(s)
101-1st Floor	117-1st Floor	215-2nd Floor
102-1st Floor	118-1st Floor	216-2nd Floor
103-1st Floor	201-2nd Floor	217-2nd Floor
104-1st Floor	202-2nd Floor	218-2nd Floor
105-1st Floor	203-2nd Floor	219-2nd Floor
106-1st Floor	204-2nd Floor	220-2nd Floor
107-1st Floor	205-2nd Floor	221-2nd Floor
108-1st Floor	206-2nd Floor	222-2nd Floor
109-1st Floor	207-2nd Floor	223-2nd Floor
110-1st Floor	208-2nd Floor	224-2nd Floor
111-1st Floor	209-2nd Floor	225-2nd Floor
112-1st Floor	210-2nd Floor	226-2nd Floor

Building: ASI

Floor: --ALL--

Room Name	Status
Non Rental Room...	

Select Room from the list and assign to group member

Select Group: Weekday No of Member(s): 3 \* Non Rental Room Auto Alloca... Save Close

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## HOW TO

### ASI FrontDesk Version

To check the Version Number for your ASI FrontDesk, follow the below steps:

Click on the Help tab.



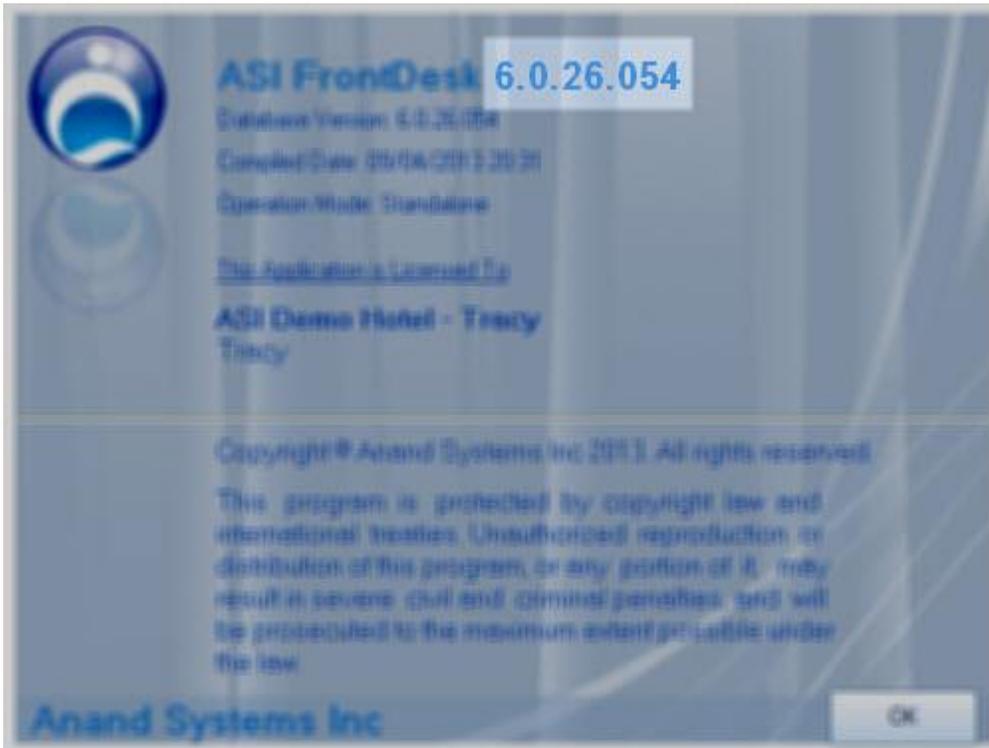
Click on the About ASI FrontDesk.



The highlighted portion in the below shows the Version of your ASI FrontDesk.

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## Installation Type

To check the Version Number for your ASI FrontDesk, follow the below steps:

Click on the Help tab.

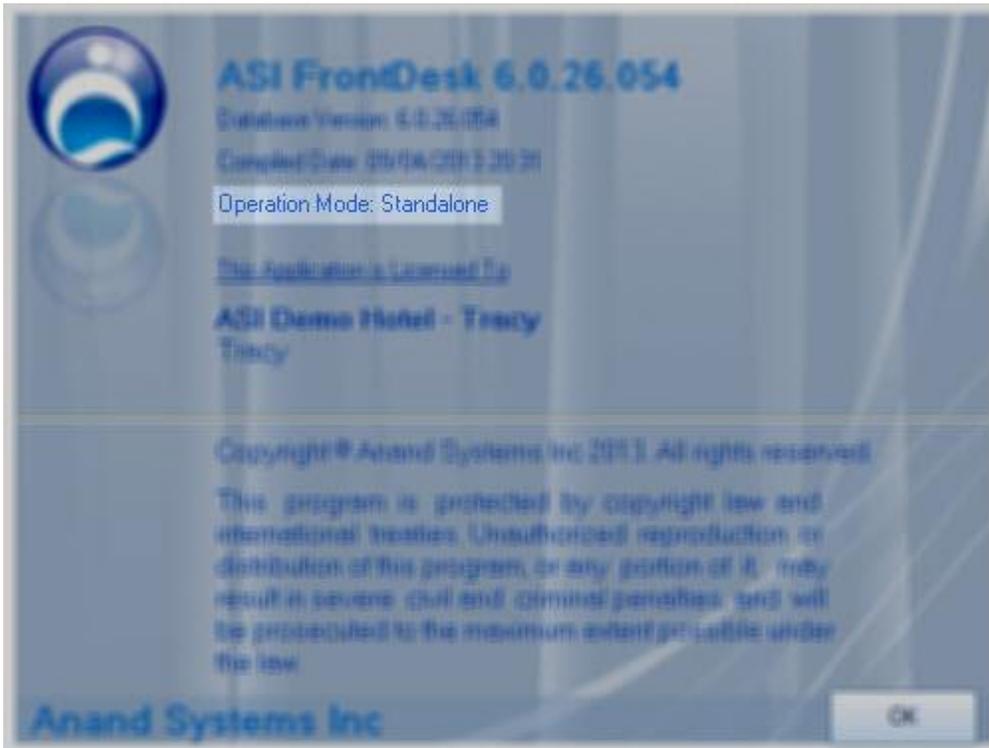


Click on the About ASI FrontDesk.

1. The highlighted portion in the below shows the Installation Type of your ASI FrontDesk. In case, if ASI FrontDesk is installed only on one machine at your property the Operation Mode may read as 'Standalone'.
2. If ASI FrontDesk is used in a network environment then, one of the ASI FrontDesk's installations would read 'Server' and the others would read as 'Client of (IP address/Computer Name of Server machine)'.

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# ASI FrontDesk 6.0

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## Create a New Day

**Calendar** 21/03/2013

April, 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	<b>15</b>	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

**Today : 15/04/2013**

**Guest Ledger As On 21/03/2013**

In House (29)	To Check Out (0)	Checked Out (0)	Reservation (2)	Booking (0)	Other Charges
Name	Room	Folio #	# Of Guest	Date In	Date Out
BETTY GALBREATH	117	08011312...	1-0-0-0-0	08/01/2013	15/04/2013
JONATHAN URIBE	112	13011310...	1-0-0-0-0	13/01/2013	13/04/2013
HERBERTWARFORD	105	02021313...	1-0-0-0-0	02/02/2013	05/04/2013
JAMES VIAL	107	03021312...	1-0-0-0-0	03/02/2013	05/04/2013
PRICE WARFORD	109	10021316...	1-0-0-0-0	10/02/2013	05/04/2013
DIMAS GUERRA	214	25021319...	1-0-0-0-0	25/02/2013	15/04/2013
JUAN RODRIGUEZ	213	26021319...	1-0-0-0-0	26/02/2013	15/04/2013
EDGARDO GARCIA	212	26021319...	1-0-0-0-0	26/02/2013	15/04/2013
LEOBARDO MARTINEZ GRACIA	218	02031311...	3-0-0-0-0	02/03/2013	15/04/2013
ABEL ASCENCION	209	02031314...	2-0-0-0-0	02/03/2013	15/04/2013
KARL JONES	211	02031302...	1-0-0-0-0	02/03/2013	01/04/2013
RUDOLFO RESTAURO	207	03031313...	2-0-0-0-0	03/03/2013	15/04/2013
OSCAR FRANCO	204	03031316...	1-0-0-0-0	03/03/2013	15/04/2013
JULIO VALDEZ	216	03031316...	1-0-0-0-0	03/03/2013	02/04/2013

29 Records.

Print Reports    New Day    Close

To create a new day, click on the New Day icon which displays the below given window wherein you get the New Day section on the left part as well as the Night Audit section on the right part.. It also prints the Night Audit Reports with it.

Do not forget to check-mark the Automatic Database Backup feature. It relieves you from the hassle of taking regular backups at regular intervals.

Checking the Auto CheckOut StayOver automatically checks out the guests whose check out date matches current working day and balance amount is zero on creation of New Day. In this way creating a New Day does performs seven tasks at once as below:

3. Creates a New Day.

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4. Takes a Database Backup.
5. Prints out the Night Audit Reports.
6. Emails the Night Audit Reports.
7. Closes the Credit Card batch.
8. Automatic Checks Out the StayOver Guests.
9. Marks the Reservations as 'No-Show'.

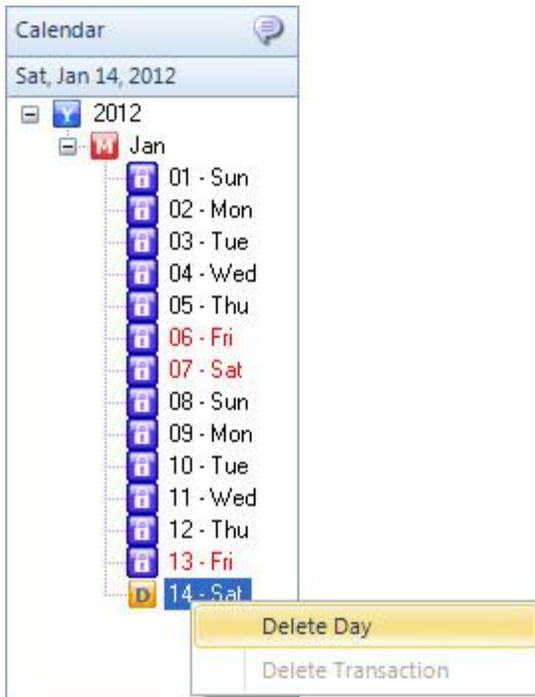
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## Deleting A Day

The software enables you to delete the day. Therefore if you commit mistakes while creating days, you can easily delete the day. But remember that you can delete the last day only and cannot delete the days in between.

You can also delete the day's transactions, if you wish to remove just the transactions made on that particular day.



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## Printing New Day Reports

To print the New Day Reports, click on the New Day icon which displays the window as shown beside, wherein you get to see the Print Reports button.

Please note that only the privileged users can print these reports.

The users who do not have the privilege to view the reports marked to be printed on the New Day, cannot print these reports.

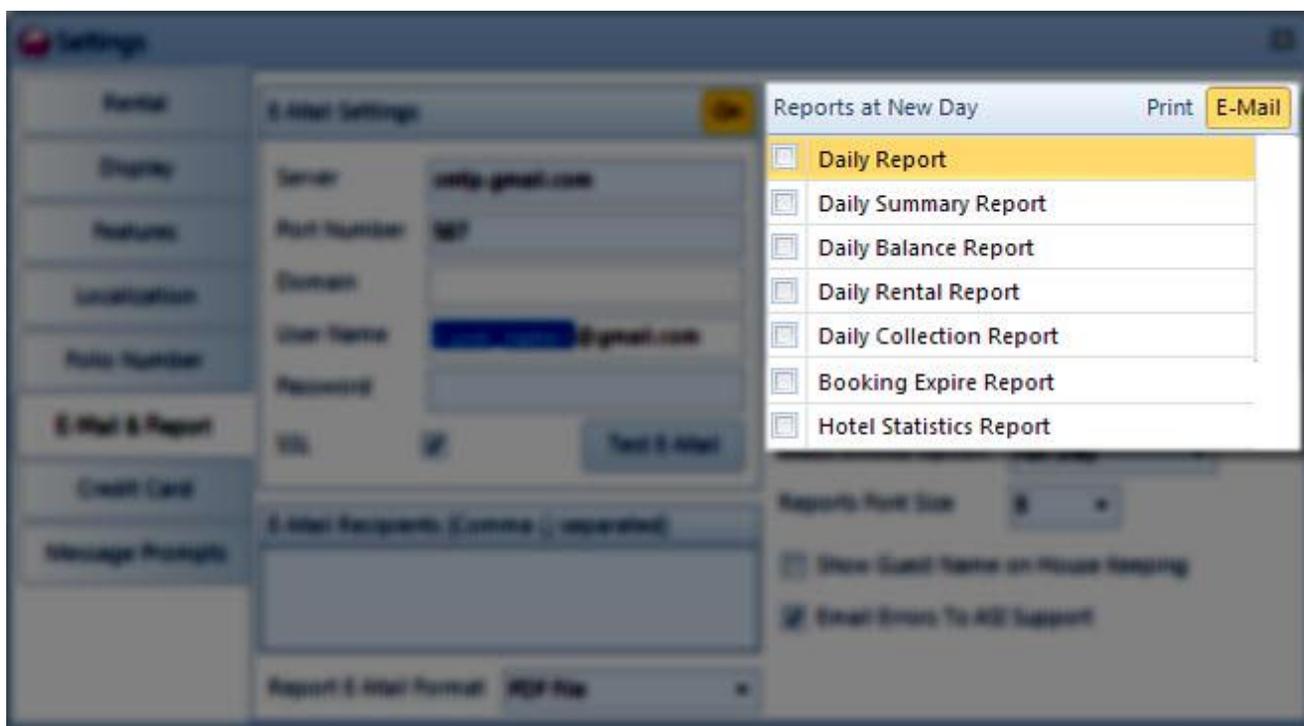
The screenshot displays the ASI FrontDesk 6.0 interface. On the left, there is a calendar for April 2013, with the date 15/04/2013 highlighted. Below the calendar, there are several system settings and options, including 'Automatic Database Backup', 'Automatic Print Reports', and 'Auto CheckOut Day Over'. The main area of the interface is titled 'Guest Ledger As On 21/01/2013'. It contains a table with columns for Name, Room, Rate #, # of Guest, Date In, and Date Out. The table lists various guest entries, with the first row highlighted in yellow. At the bottom of the interface, there are three buttons: 'Print Reports', 'New Day', and 'Close'.

It will print the selected reports for the selected date.

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Below screen-shot shows how to set the reports to be printed on the New Day



To print the Reports for the previous dates, select the date from the Calendar and then click on the 'Print Reports' button.