protel MPE, SPE and Smart

protel Update-News 2017

Versions 19 and 20

Release date: 15 December 2017
protel Update-News 2017

Always "up to date" with protel Update News

protel hotel management systems are continuously being developed and improved. All newly developed features undergo extensive testing before they are integrated into the new program version. This document chronicles the development of the software and gives you an overview of the most important features and developments of protel MPE, SPE, and protel Smart. The document is updated with every new software release.

▼ For more information on updates, please contact your protel dealer or write to support@protel.net.

2017.20.042 Internet-Release for 15 December 2017

The release version 2017.20.042 from 15 December 2017 contains the following features developed since the last release:

Invoices▼ Multi-lingual invoice items

2017.20.042 (15 December 2017)

[protel FO | protel SD]

As of 01 January 2018, Abu Dhabi is making it mandatory to have all invoice items displayed both in the guest's language, as well as in Arabic. protel supports the new requirements and can be set accordingly.

Example:

```
Accommodation / غرفة استضافة
```

Special system settings for this, as well as the adjustments of the language dependent texts for the Transaction accounts (TAA) are required in the protel system data.

▼ Your protel Support will make the necessary settings for you. Feel free to contact us!
Guest profile > Address > Contact Opt-in/opt-out

Guest profile > Addresses tab > Contact Opt-In/Out

In the guest profile, it is possible to specify in the guest profile whether each guest would like to be contacted about reservations, invoices, or for advertising purposes. It is also possible to choose from the following contact methods: letter, phone, email, and text messages - see following figure:

New system setting: In the new protel version, you can hide the contact options which you do not want to use. Additionally, you can set which contact methods are to be displayed for each contact option.

Example: You only want to use the "Contact allowed - reservation related issues" option and only want to use the "via letter" and "via email" contact methods.

▼ Your protel Support will make the necessary settings for you. Just contact us!
Legal Requirements

Cash Register Security Regulation (Austria)

2017.20.034 (11 December 2017)

**Improvement:** When generating invoices for the Austrian Cash Register Security Regulation, the QR codes can now be coped as a graphic to the invoice template (when using Word documents).

▼ If you have questions, feel free to contact protel Support.

Navigator

More menu: Hide Advanced Payment dialog box

2017.20.032 (27 November 2017)

**New system setting:** Upon request, the "Advanced Payment" function can be hidden before and after check-in. This is useful if, e.g., advanced payments are only to be posted by means of the Deposit dialog box (e.g., when fiscalizing deposits).

Ill:

Navigator > More.. menu > Advanced Payment

This menu point can be hidden before and after check-in.

▼ Your protel Support will gladly make the necessary settings for you. Just contact us!
2017.20.021 Internet Release for 09 November 2017

The release version 2017.20.021 on 09 November 2017 includes all of the features which have been developed since the last release.

Protel FO & SD  ▼  9 digit amounts for all price fields
2017.20.021 (09 November 2017)  It is now possible to enter up to 9 digits in front of the decimal point for all price fields in protel. This corresponds to a value of hundreds of millions. (i.e. 450,000,000.00).

Room type plan  ▼  Show overbooking level as separate line in room type plan
2017.20.021 (09 November 2017)  New system setting: Upon request an extra line can be added to the room type plan where the preset overbooking level is shown.
▼ Don't hesitate to contact your protel Support to help you with the necessary settings.

Invoices  ▼  Avoid multiple users simultaneous editing invoice
2017.20.021 (09 November 2017)  New system setting: Upon request a warning notice appears when 2 users are working on one single invoice at the same time.
▼ Don't hesitate to contact your protel Support to help you with the necessary settings.
2017.20.015 Internet Release for 02 November 2017

The release version 2017.20.015 on 02 November 2017 includes all of the features which have been developed since the last release.

Banquet

Improved usability when creating events

[protel FO > Event Reservation Dialog]

When booking a new event, all of the mandatory fields are now checked when saving the dialog, instead of when selecting "Global changes". A notice will appear if there are any mandatory fields which have not yet been filled in.

Invoices

Personal salutations applicable

The replacement code for personal salutations

$PersAnrede1

now also works for invoice texts.

Your protel Support will be more than happy to make the necessary settings for you. Just contact us!

Event reservation

Booking of a previously cancelled event

A booked event was cancelled. In the meantime, the event room has been booked for another event. The previously cancelled event is now going to be reinstalled. In this case, a dialog informs the user that the room is no longer available. This dialog has been improved.

The appropriate notification now explains why the event cannot be reinstalled and additionally offers available rooms which can be booked instead.

IDS Interfaces

Acquisition of reservation status saved with the rate code

New system settings: Upon request, reservation statuses saved with the rate code can be used for IDS reservations.

Don’t hesitate to contact your protel Support to help you with the necessary settings.
Revised dialog box for creating Value Added Tax (VAT)

2017.19.990 (27 September 2017)

In the protel System Data, an unlimited number of VAT rates can be created. This is especially important for global hotel chains (MPE).

The dialog box for creating the VAT rates in protel has been fundamentally revised and is now much more user-friendly. Another new function is that the VAT can now be set to "inactive", e.g., if the tax rate is no longer valid. Inactive VAT tax rates can no longer be used with sales accounts, they can, however, be used for reporting and for past reservations.

For further information about the advantages of using the new dialog box and about deactivating VAT, feel free to go to our Online Help!

In the upper right corner of the dialog, you will notice a field with the following buttons: [New] and [Change]. Here, you can create, change, or set VAT rates to "inactive". By clicking on the little globe, the text can be entered in another language.

When creating transaction accounts in the System Data, only VAT rates which have been created are displayed, "inactive" ones are not.

Once VAT rates are created, they can no longer be deleted. If they are not used in a current or future booking, they can be set to "inactive". Inactive VAT rates will no longer be displayed in the respective dialog boxes. Already executed reservations and bookings can access them.
System data → Bookkeeping → Taxes
→ VAT rates

The red boxes indicate new elements:
1) “inactive” check box
2) allotted method of payment
3) allotted transaction account (TAA)
Reservation history: Text field now with detailed changes

2017.19.986 (26 September 2017)

The Reservation history has been extended. For changes made to a reservation, the text field now shows before and after values:

- Number of adults ("Number old" > "Number new")
- Number of children ("Number old" > "Number new")
- Number of cots ("Number old" > "Number new")
- Market code, source code, and guarantee code ("...code old" > "...code new")
- Changes to special rates in the RBD (New special rate, old rate)
- Changes to traces (Trace added, changed, deleted)
- Changes to departments and trace entries (department "previous" > "new", text "previous" > "new").

User rights: No reservation from the room type plan or room plan

2017.19.979 (21 September 2017)

Two new user rights limit the possibilities for creating a reservation:

434 FO Reservation via room type plan
435 Reservation via room plan

If the respective user right is revoked, it is no longer possible for the user to create a reservation via the room type plan or the room plan.
The release version **2017.19.959** on **08 August 2017** includes all of the features which have been developed since the last release.

**Invoices**

- **Fiscal number as invoice number**
  
  New system settings to support fiscalization (taxation):
  
  - The fiscal number (tax number) now can be used as an invoice number. It then also appears in the invoice history and is used in accounts receivable.
  - Please contact your **protel Support** to help you with the necessary settings. Don’t hesitate to contact us!

**Reservation**

- **User rights: Block reservation in “Future” tab.**
  
  In the [Future] tab located in the guest profile, future reservations linked to the accessed guest profile are displayed. Reservations can also be cancelled there (shown in red font), and can also be reactivated.

  New reservations can be created for the accessed guest profile with the [New] button. There is now a new user right:

  **User right:** 906 FO guest profile Future tab – Create New Reservation

  If user right 906 is revoked, the user will not be able to create a reservation by means of the future tab located in the guest profile.
An overview of all of the available user rights can be found here!
Additional information regarding the [Future] tab can be found here:
2017.19.939  Internet Release for 03 July 2017

The release version 2017.19.939 on 03 July 2017 includes all of the features which have been developed since the last release.

Reservation

Group reservations

2017.19.934 (20.06.2017)

In the group master, if you enter a value into a user defined field relating to reservations (udf type 2001, 2002, 2009), the group action dialog box opens. According to your choice, your changes are applied to group members and/or the group master.

Navigator → group master:

In the example, the UDF "pet" is selected → the group action dialog box opens automatically

Example: Group members and group master will arrive with their pet.

Invoices

Configuring individual text snippets for info and pro forma invoices

2017.19.926 (08.06.2017)

New system setting: If requested, you can define an individual text snippet for your information invoices and pro forma invoices.

Use the following replacement codes to display the text snippet in your invoices:

Pro forma invoice: $ProformaText
Info invoice: $InfoText

Please contact your protel Support to help you with the necessary system settings. Feel free to contact us!
System data

New: Copying reports

2017.19.920 (25.05.2017)

In the System Data, you can now copy any of your saved reports in the "Configure reports" dialog box. To do so, open protel SD and click on Reports -> Report module management.

- Select the report and
- click the new button "Copy" (in German: “Kopieren”) right on the bottom of the dialog box.

The selected report will be created as "Copy of xy", including the report module and the query.

IDS

DCS Matching Dialog enhanced by guest language

2017.19.912 (16.05.2017)

By means of the DCS Matching dialog box, it is now possible to also match the guest language for a guest profile. This function is compatible with IDS versions 5.148 or later.

Invoices

Cancelling of fiscalized deposits improved

2017.19.912 (16.05.2017)

New system settings supporting fiscalization:

- When a deposit is cancelled, the cancellation number of the cancelled deposit appears in the additional text of the cancellation booking.
- When cancelling a deposit, the deposit flag is not set to 0, but instead is adopted from the original posting and the deposit invoice number is adopted respectively.

Please contact your protel Support to help you with the necessary settings. Feel free to contact us!
2017.19.858 Internet-Release for 11 May 2017

The release version 2017.19.856 on 11 May 2017 includes all of the features which have been developed since the last release.

PCI compliance

2017.19.856 (10.05.2017)

Option for activating PCI compliance renamed

In the PCI compliance dialog the option "PCI Compliance DSS 3.0" was renamed.

New name: PCI Compliance DSS

You can find the option in the system data: Bookkeeping -> Settings -> PCI Compliance.

Please note! To activate PCI compliance, further requirements must be met! If you have any further questions regarding the implementation of PCI Compliance in protel, please contact our Sales Team!
2017.19.856  Internet-Release for 09 May 2017

The release version 2017.19.856 on 9 May 2017 includes all of the features which have been developed since the last release.

User rights

User right 903 renamed

User right 903 "FO Enter/Edit reservation option" has been renamed.

New name: 903 Enter/Edit FO reservation confirmation number

This user right serves to grant a user the right to modify the confirmation number (PL number) for a reservation in the reservation dialog box.

▼ An updated overview of all of the available user rights can be found here!

Navigator

Enhanced reservation history

The following reservation changes are additionally logged in the reservation history:

▼ Changes in the RBD (rate by day grid)
▼ Changes to the rate code (which packages and split tables have been added?)
▼ changes to traces (create and edit)
▼ changes to arrival and departure dates
▼ changes to room moves
The release version **2017.19.731** on **25 April 2017** includes all of the features which have been developed since the last release.

### Reservation


Guest preferences and room features which are allotted as additional reservation data (reservation dialog → „Add. Info“ button → „Room features“ & „Guest requests“) appear in the Navigator's treeview window under "Additional reservation information", if requested. The displayed guest requests and room features can now be directly edited in the treeview.

▼ Please contact your protel Support to help you with the necessary settings.

### PCI Compliance


**Masking credit card data**

*Only relevant if your protel hotelsoftware is run in PCI mode*

Two new system settings have been developed in order to mask credit card numbers of various lengths.

▼ Please contact your protel Support to help you with the necessary settings.

▼ If you have any further questions regarding the implementation of PCI Compliance in protel please contact our Sales Team!

### Interfaces


**TAC Interface**

If a profile is created in protel by means of the TAC interface, it is now saved with the "TAC User".

### Reservations


**Group reservations**

**Deleting messages**

When deleting a message for a group reservation, a query now appears asking if the message should be deleted for all other members.
Profiles

Applying routing codes

[Profile → A/R tab → Section „Routing instructions“]

When allotting routing codes by means of the guest profile, you can now select the invoice dialog box to allot the invoice destination.

Learn more

System data

Display order of VIP codes

[protel SD > Reservation > Profile codes > VIP-Codes]

The sequence of the VIP codes display can now be changed in the system data by means of the "Sort" field.

Room types

[protel SD > Reservation > Room types > Button [New]]

In the system data dialog box for creating room types, the term "Pers." has been changed to "Adults".

OTA Interfaces

New system setting for sending optional reservations

Reservations with optional status could temporarily not be sent by means of the OTA interface (Request, Brandnamic, etc.). In order to reenable the sending of optional status reservations, a special system setting needs to be set.

Please contact your protel Support to have them set the respective setting.

Supported OTA Interfaces (excerpt):
- Travelclick
- Reguest
- Brandnamic
- Guestfolio

Maintain allocations

New system settings for allocation reservations

New system setting: If requested, all of the reservations in the hotel must be assigned to a room allocation. This setting can now also be set per hotel in the MPE hotel group.

Please contact your protel Support to help you with the necessary settings.
Feel free to contact us!
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**2017.19.715**  
**Internet-Release for 03 March 2017**

The release version **2017.19.715** on **03 March 2017** includes all of the features which have been developed since the last release.

**Reservation**  
**Maintain allocations**

Reservation | Maintain allocations can now also be entered percentage-wise:

The number of rooms will be calculated based on the entered percentage value and immediately displayed in the **Number of Rooms** field.

▶ More about Maintain allocations

**Banquet**  
**Multi-day booking enquiries**

Bug fix: In the past, some multi-day banquet enquiries resulted in overbookings. A new system setting now ensures that when making multi-day booking enquiries, even rooms that are occupied past midnight are displayed.

▶ Please contact your **protel Support** to help you with the necessary settings. Feel free to contact us!
Reservation

Rate by Day Grid | Displaying special rates


New system setting: In the RBD, instead of the second "Special rate" checkbox, a separate "Special rate" column can now be displayed.

Please contact your protel Support to help you with the respective settings.

Feel free to contact us!

Reservation

Reservation | Maximum number of children per reservation

2017.19.697 (17 February 2017)

New system setting: It is now possible to limit the number of children per reservation. If the number of children exceeds the number that has been set in the Navigator or in the reservation dialog box, a pop-up will appear with the following notice when confirming the booking: "Number of children exceeds xy. Do you still want to proceed?" (xy = the set value).

Please contact your protel Support to help you with the necessary settings.

Feel free to contact us!
Cash Register

New user rights for check / currency exchange

By means of two new user rights, access to currency purchases and sales can be separately managed.

Purchase: 904 FO Check /Currency exchange change currency (To)
Sales: 905 FO Check/Currency exchange change currency (From)

An overview of all of the available user rights can be found in this example!

More about check / currency exchange in protel
Contact

We hope you enjoy the new features. Please feel free to contact us with any comments or suggestions for further development of protel hotel management systems!

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