protel On-Premise
protel Update News 2018

Version 20
Release date: 04 December 2018
Introduction

protel hotel management systems are subject to continuous development and improvement. 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.

2018.20.175 Internet Release for 04 December 2018

The release version 2018.20.175 from 04 December 2018 contains the following features which have been developed since the last release:

Rates  Warning list opens before Rate limitations are changed
2018.20.175 (04 December 2018)  
protel SD → Rates → Rate Code Details → Rate code detail → Rate limitations

New system setting: If a user changes the period of Rate limitations for an existing rate code detail, reservations that have already been created may be affected. With the new system setting, a warning list opens before saving the change. It shows all reservations affected by this change.

▼ Your protel Support will gladly make the respective settings for you. Just contact us!

Reservation  Display of the Allocation overview improved
2018.20.172 (23 November 2018)  
protel FO → Reservation → Maintain Allocation → Allocation Overview
The following details are now displayed more clearly in the Allocation overview table:

1. Display of available rooms: For days on which the allotment has already expired, the value is set to "0."
2. Allotment expired: The table row is grayed out.

Bookkeeping  Additional check box for hiding Payment Methods in FO
2018.20.160 (31 October 2018)  
protel SD → Bookkeeping → Revenue and Payments → Methods of Payment

New system setting: In the “SD:Edit Methods of Payment” dialog an additional check box has been added in the “Visibility” sector. If the check box "11 Do not display in check/currency exchange" is ticked, the payment methods which has been marked is hidden in the protel Front Office > Cash Register > Cheque / Currency Exchange dialog.

▼ Your protel Support will gladly make the respective settings for you. Just contact us!
Two methods of calculating VAT available in one invoice

New system setting | Legal Requirement Romania: In Romania showing VAT per line total is imperative both for the invoice text and the VAT table in the invoice. A new system setting meets exactly this requirement.

In addition, a setting can be made that causes the VAT table on the invoice to show VAT on line total, but the invoice text to show VAT added onto each individual unit price.

▼ Your protel Support will gladly make the respective settings for you. Just contact us!

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The release version 2018.20.149 from 09 October 2018 contains the following features which have been developed since the last release:

**Banquet**

New system settings: An additional [Checkout] button can be inserted into the Banquet Open Invoices dialog box. This button is activated as soon as one or more invoices with a balance of 0.00 have been marked. With just one click of the button, all of the marked invoices are checked out without previously having to open the invoice window. Unmarked invoices remain in the list.

ATTENTION: Customers required to fiscalize should not use the function. Even if fiscalization is activated, these invoices are still unfiscalized!

▼ Your protel Support will gladly make the respective settings for you. Just contact us!
System

2018.20.143 (27 September 2018)

Advanced algorithm protects user passwords

Improvement: To protect against hacker attacks, protel offers an advanced algorithm for password encryption. Once the setting has been made, the passwords of all newly created users are encrypted in this fashion. Existing passwords can also be re-encrypted. This happens as soon as users change their existing password.

▼ Your protel Support will gladly make the respective settings for you. Just contact us!

Internet Release for 16 July 2018

Release version 2018.20.136 from 16 July 2018 contains the following features developed since the last release:

Navigator

2018.20.127 (06 July 2018)

RBD: Virtual rates available after arrival date

New system setting: Rate availability for virtual rates can be extended upon request. Virtual rates which are available after the arrival date can then also be set via the RBD. Example: A business guest is staying over the weekend and books a wellness package.

▼ Your protel Support will gladly make the settings for you. Just contact us!

Reports

2018.20.127 (06 July 2018)

New Housekeeping room status: "Make up room"

protel FO → Reports → Housekeeping → Room status
protel FO → Reports → Housekeeping → Enter Room Maid Reports

You can now enter "Make up room" as an additional room status in the Housekeeping report. Under the "Enter Room Maid Reports" tab, enter the code number "10" into the "Room status" field.
2018.20.121  Internet Release for 14 June 2018

Release version 2018.20.121 from **14 June 2018** contains the following features developed since the last release:

**Reservations**
- **Sharer reservation**
  2018.20.121 (14 June 2018)
  The OK-Button in the Navigator of sharer reservations is working again properly.

**Navigator**
- **Payment/routing instructions**
  2018.20.120 (12 June 2018)
  Edit / Create Payment Instructions: The "Redirect to another Reservation" action has been optimized.

2018.20.119  Internet Release for 07 June 2018

Release version 2018.20.119 from **07 June 2018** contains the following features developed since the last release.

**Add-ons**
- **New: protel Suites manages any combination of rooms**
  2018.20.119 (07 June 2018)
  **protel Suites** is a new add-on for protel SPE/MPE. It enables the creation and management of varying room combinations that can be reserved as a suite.

  "Suite reservations" consist of a suite master and several rooms, which are combined into a suite for a reservation. A suite reservation can be made via the room plan, the category overview, and the reservation request. The reserved rooms will be blocked, moves will be tracked automatically.

  protel Suites is seamlessly integrated into the protel logic, so that trained protel users can work with it after just a short introduction. The add-on can be integrated into existing installations at any time, even if reservations already exist for the rooms involved.

  For further information, please contact our **Sales-Team** or your **protel Partner**. Just give us a call!

**Reservations**
- **Avoid duplicate wake-up calls.**
  2018.20.119 (07 June 2018)
  **FO-Navigator** → More → Wake-up Calls
  FO → Options → Wake-up Calls
  **Improvement:** A new control mechanism ensures that no duplicate wake-up calls can be created. If an wake-up call is created a second time for the same time and day, a corresponding message appears.

  Even wake-up calls that you create via "FO → Options → Wake-up Calls" are now also included in the reservation's wake-up call overview and recorded in the reservation history and action log.
**BWI Interface**

**BWR enrollment during check-in**

-Only relevant for Best Western properties-

**Improvement:** If protel determines at check-in that a guest is not yet a BWR member, the query a to whether the guest should be registered for the BWR program appears automatically.

This query now only appears for reservations in actual rooms and only for private guests. If desired, the query can also be deactivated.

▼ Your **protel Support** will gladly make the respective settings for you. Just contact us!

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**Sales Add-on**

**Enter negotiated sales revenue per property**

Only relevant for MPE properties using "protel Sales and Marketing" Add-on-

Profiles > Sales Revenue Tab

**New system setting:** Upon request, negotiated sales revenues can now be entered into the guest profile for various properties.

▼ Your **protel Support** will gladly do the settings for you. Just contact us!

Values that have already been entered are saved under "All hotels" after activating the system settings.

**Please note:** protel does not calculate a sum for all hotels from the individual values per MPE hotel.

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**Form Administration**

**Display salutation and name of linked profiles**

SD → Text → Form Administration

With these two new replacement codes, the salutation as well as the first and last names of up to 5 linked profiles can be displayed in reservation texts:

```
$AnredeAttachedProfile1
$NameAttachedProfile1
```

▼ Your **protel Support Team** will gladly provide you with more information about the new codes and how you link them into your reservation texts. Just contact us!

**New system setting:** By default, the display is limited to a maximum of 5 linked profiles. Upon request, this limitation can be turned off.

▼ Your **protel Support** will gladly do the settings for you. Just contact us!
Form Administration ▼ New form group for deposit invoices

2018.20.110 (18 May 2018)

**New system setting:** If desired, an additional form group for deposit invoices can be created in the system data.

After activating the settings, the form group DEPOSIT can be newly created and configured in the system data under "Text → Form Administration" - see following figure:

![Form Administration window](image)

The forms stored here can be selected when creating deposit invoices.

▼ **Your protel Support** will gladly do the settings for you. Just contact us!
2018.20.109 | Internet Release for 16 May 2018

The release version 2018.20.109 from 16 May 2018 includes all of the features which have been developed since the last release.

Data security updates

TLS 1.2 | 30 June 2018: action needed!

As you may have heard, the PCI Security Standards Council has dictated a deadline for the migration of the use of TLS 1.0/TLS 1.1 to TLS 1.2. We are taking a proactive stance and providing guidance for you to ensure that you and your hotel are "TLS 1.2-ready" well in advance of this deadline. Action on your side might be required to ensure that your machines and your protel products are ready to support this change. Click the button below for more information.

GDPR | 25 May 2018: action needed!

Starting on 25 May 2018, the new data protection law GDPR will come into effect. Being a provider of a platform managing our client's data, protel hotelsoftware assumes this responsibility head-on. That is why we have evaluated and optimized our software's functions with regards to data privacy protection. We are glad to provide you with the respective tools to help you attain GDPR compliance with regards to your data privacy protection.

Please click the following button to receive critical Data Security information via email.

REGISTER SECURITY UPDATE

https://service.protel.net/security-updates/
Invoices

2018.20.108 (14.05.2018)

Print multilingual package names on invoice form

**New system setting | Legal requirements United Arab Emirates:** Package names can now be displayed both in the guest's language, as well as in another predefined language.

The new system setting is an enhancement to the multilingual output of invoice items (available from version 2017.20.042 from 15 Dec 2017).

Use the following replacement code to print multilingual package names on your invoice: `$LText`

This works especially well for transaction account (TAA) packages and packages generated by posting external taxes. This does not work for manually created packages in the invoice dialog and for packages which were transferred via an interface (in this case, only the package text is displayed).

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

Your **protel Support** will make the necessary settings for you. Feel free to contact us!

Reservations

2018.20.105 (07.05.2018)

Calculating room type availability

**Important change:** Rooms with OOO status (out of order) are now deducted from availability.

**If desired, the new program behavior can be deactivated using a special system setting!**

Your **protel Support** will make the necessary settings for you. Feel free to contact us!
Profiles

2018.20.103 (02.05.2018)

Loyalty Programs

**New system setting:** A special membership card dialog can be activated in the protel guest file for better support of loyalty programmes.

In the new dialog you can, for example, enter, edit and save loyalty programs, loyalty levels and types - see the following figure:

**PLEASE NOTE!** When using the new dialog, the usual member card dialog and the data stored in it are deactivated!

**New User Rights**

Access to the member card dialog can be controlled by two new user rights:

- 907 - FO View Loyalty program
- 908 - FO Edit Loyalty program

**Enhancements in the system data**

The loyalty programs, loyalty levels and loyalty types are maintained in the protel system data under Reservation - Rewards Program - see the following figure.
Yield-Interface

2018.20.100 (24.04.2018)

New system setting: If yield settings were set, the reservation dialog may have taken longer than usual to load. With the help of a new system setting, the reservation dialog loads and works much faster when it comes to rate code changes.

Your protel Support will make the necessary settings for you. Feel free to contact us!

Profiles


New system settings: The display of future reservations can be limited to a certain number of days.

Your protel Support will make the necessary settings for you. Feel free to contact us!
New replacement codes for exchange receipt

2018.20.092 (12.04.2018)

New: According to legal requirements in Tunisia, all data relating to the travel document must be displayed on the exchange receipt. For this purpose, the following replacement codes can be inserted into exchange receipt:

- $TravelDoc = Document number
- $TravelDocType = Document type
- $TravelDocValid = Document valid through
- $TravelDocIssued = place of issue
- $TravelDocIssuedDate = date of issue

Your protel Support will gladly provide you with more information about the new code and how you link it into your exchange receipts. Don’t hesitate to contact us!

New replacement codes for Tax Exemption Code names

2018.20.091 (10.04.2018)

New: According to legal requirements in Hungary, the name of the tax exemption code must be included on the invoice.

- $TaxExemptionCode = Tax exemption code name

Your protel Support will gladly provide you with more information about the new code and how you link it into your invoices. Don’t hesitate to contact us!

Hide expired rate codes

2018.20.090 (10.04.2018)

System data (Rates > Rate codes)

In order to provide a better overview of current rate codes, there is a new checkbox "Do not display expired prices" in the System data’s "Rate codes” dialog. If a checkmark is placed in the "Do not display expired prices” box, then all rate codes without a valid rate code detail are hidden.

New system setting: If desired, the "Do not display expired prices” checkbox is set by default when opening the rate codes dialog.
Rate availability

**New system setting:** If desired, expired rate codes can be hidden from the "Rate availability" dialog.

Profiles

**New system settings:** If desired, expired rate codes can be hidden from the "Rate negotiation by rate code" dropdown menu in the Rates tab of the profile.

⬇️ Your **protel Support** will make the necessary settings for you. Feel free to contact us!
2018.20.088  Internet-Release for 27 March 2018

The release version 2018.20.088 on 27 March 2018 includes all of the features which have been developed since the last release.

Invoices  ▼ Automatic checkout for posting charges

2018.20.087 (26.03.2018)

New system settings for clients WITHOUT fiscalization: During check-out, additional invoices can also be automatically generated (invoice item posting, balance=0). Here, the following applies:

- During check-out, the user creates the invoice form with an invoice number for the invoice window (usually invoice dialog box A) containing invoice item postings upon receipt of payment (balance=0).
- At the same time, the other invoice dialog boxes are also automatically checked out, as long as they only contain invoice item postings and the balance = 0, (e.g., voided invoice items). A separate invoice form with an exclusive invoice number is created for each window.

If the guest has already settled the payment, an invoice number and invoice form has already been generated for the invoice window upon payment.

- The other invoice windows with balance=0 (containing only invoice items) are checked out in the departure list by means of the [Check Out] button.

The form preselected by the user is used for the automatically generated invoice forms.

▼ Your protel Support will gladly do the settings for you. Just contact us!

Statutory Guidelines  ▼ Hungary: Additional guest data

2018.20.087 (26.03.2018)

New statutory requirements for hotels and guest houses in Hungary require the following information to be forwarded to the authorities after check-in and before check-out:

- additional guest information required for non-Hungarian guests
- Hungarian nationality for Hungarian guests

There are new system settings available for clients in Hungary.

▼ Your protel Support will gladly do the settings for you. Just contact us!
Statutory Guidelines  Additional sales tax form in Greece
2018.20.083 (26.03.2018)
New statutory requirements for hotels and guest houses in Greece require an additional invoice form after check-out that only displays the sales tax shown in the original invoice. For identification purposes, the original invoice number for the invoice item posting is provided in the tax document.

**New system settings** and additional settings are required in protel. This is how the sales tax document is created:

- By means of the split table, the user posts the tax from invoice window A to invoice window B.
- The user fiscalizes both invoice windows.
- The tax document for invoice window A is generated.

▼ Your protel Support will gladly do the settings for you. Just contact us!

AVS Interface  Improvements und add-on for the registration form
2018.20.081 (26 March 2018)
Improvements: protel now also transmits the number and expiration date of an identity card for the disabled to AVS. The other way around, the "guest type" category from the registration form (jMeldeschein) is also displayed in protel’s Navigator.

There is a **new system setting** for clients whose municipalities require additional information about "accommodation fees". An additional field is created for them. The user then adds the following information:

- expected accommodation fee during reservation
- actual accommodation fee incurred after check-out

The data is transmitted to AVS and displayed in the registration form (jMeldeschein).

▼ Your protel Support will gladly do the settings for you. Just contact us!

Reservation  User right for "room type plan" and "room plan"
2018.20.079 (20 March 2018)
Two new user rights limit the possibilities for creating a reservation.

434 FO Reservation via room type plan
435 FO 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 2018.20.077 on 05 March 2018 includes all of the features which have been developed since the last release.

Reservations

Fix exchange rate for group reservations

Fixing the exchange rate for group master now results in a group enquiry asking for whom the action is to be executed - see next figure.
Reservation
2018.20.069 (27.02.2018)

Calculating optional date based on reservation date

Upon request, the optional date, if set, is calculated based on the reservation date. The value for calculating the optional date can be individually set. Example: The reservation is posted on 01.04. (01 April), the optional date is then set to 11.04 (11 April).

This system setting can not be set per hotel within an MPE environment.

Your protel Support will gladly do the settings for you. Just contact us!

Rate availability
2018.20.069 (27.02.2018)

Improved transaction protocol

Rate availability actions are now recorded more precisely. The actions appear in two lines in the transaction protocol. The "Old" line contains the data prior to the changes. The "Actual" (current) line contains the current/changed data.

Banquet
2018.20.069 (27.02.2018)

Banquet event history | Transaction protocol INGO extended

The name of the participants added by means of
- "Add",
- "Add from profile" or
- "Add from Inhouse"

are now displayed and saved with last name, first name, and - if available - with the reservation number in the event history and INGO transaction protocol.

IDS Connect
2018.20.069 (27.02.2018)

Cancellation time for IDS cancelled reservations

In addition to the cancellation date and cancellation user, the time of the IDS reservation cancellations will now also be saved.

Active lists
2018.20.069 (27.02.2018)

Sorting and Selections in Active Lists

If there are several reservations for a guest profile, the sorting and selection of these reservations will be kept in the active lists if the user makes changes to one of the reservations in Navigator and then returns to the active list.
Reservations  
2018.20.062 (15.02.2018)  
After check-out, gray out fields relevant to reservation 

**New system setting:** Upon request, fields relevant to reservations which have already been checked out in Navigator, will be grayed out. Such grayed out fields can no longer be edited. 

▼ Your protel Support will gladly do the settings for you. Just contact us!

Active lists  
Automatically include companion/ linked profiles in Search 

**New system setting:** When accessing the active lists, you can choose to activate the "incl. linked profile" and "incl. companion" as defaults. Linked profiles and companions will then be automatically accounted for name searches. 

The search results contain first and last name appearing in additional columns for better overview - see following figure.

▼ Both search options can be activated separately. 
▼ Without the system setting, both search options can be manually activated. 
▼ Your protel Support will gladly do the settings for you. Just contact us!
2018.20.045 Internet-Release for 08 January 2018

Release 2018.20.045 from 08. January 2018 contains the following features which have been developed since the previous release.

► Improved stability

The following release contains smaller bug fixes and general improvements to software stability.

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!

protel hotelsoftware GmbH
Europaplatz 8
44269 Dortmund
Germany
T: +49 231 915 93 0
F: +49 231 915 93 999
support@protel.net
www.protel.net