protel hotel management systems

protel Update News 2010

Versions 13 and 14
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Always up to date with the protel system updates

protel hotel management systems are constantly being developed further. After extensive trials, all newly developed functions and improvements will be integrated into a new program version, which we will provide on a regular basis. This document contains an overview of the most important features and enhancements in 2010 (release versions 13.xxx and 14.xxx).


▸ Specify Cancelation Codes (Front Office, Banquet, System Data)

Cancelation reasons can be specified now.

You may choose whether they are applicable for Front Office reservations (FO) and/or Banquet events (BQ) by entering the respective value (FO or BQ) in the new field "Selection":

Leave this field empty if you wish to use the cancelation code in both cases (FO and BQ).

▸ Events: Tax exemption (Banquet, Front Office)

Additionally to the default tax exemption code deposited in the guest profile, now other ones can be selected for each banquet event:

- Additional invoice recipient information
- User: BEAN
- Tax exemption

Ask your protel Support Team to set up your protel system accordingly.

It is possible now to handle all sharers of one reservation at once for conducting the following operations:

- "move"
- "move and extend"
- "check-in"

When performing one of the mentioned actions, protel will display a corresponding message:

![Question]

Do you like to check in the other sharers?

[Ja] [Nein]

Ask your protel Support Team to set up your protel system accordingly.


It is possible to set a default room status coming into effect automatically after an OOS period.

Ask your protel Support Team to implement the new functionalities!

2010.14.327 (03.12.2010) ▼ Sending emails via text history (Front Office)

This functionality ("EMail" button, text as attachment) has been enhanced as follows:

If an email address has been entered in "Communication methods" and marked as primary method, the emails are sent to this address. All other email addresses are cc’d.

FO: Guest-Edit ▶ Letters ▶ Button [EMail]

2010.14.320 (03.12.2010) ▼ protel Vouchers (lizenzpflichtig): Multiple enhancements (Front Office)

protel Vouchers was enhanced by adding numerous new functions. For further information, please check our website.

Or visit protel’s partner portal (partner login required).

Additionally, our sales team will supply you with all desired information.
protel Update News
protel 2010 | Versions 13 and 14

For reservations created via protel HQ now only those reservation texts in effect for the respective hotel can be displayed.
For details please contact the protel Support Team!

The availability of cots can be checked now when using the F11 dialog, too.
Ask your protel Support Team to implement the new functionalities!

When copying events the rates for all kinds of banquet media can be borrowed from the main event instead of taking over the rates deposited in the TAAs.
Please do hesitate to contact the protel Support Team to assist you with the settings.

2010.14.288 (25.11.2010)  ▼ Nationality statistic: 4-digit statistic numbers (System Data)
Statistic numbers can be assigned as four-digit numbers via nationality codes (table natcode).

All kinds of source profiles can be read now, too.

protel FO ▶ Banquet ▶
Banquet report
**Banquet plan: Hear- und Come-Reasons (Banquet, Front Office)**

Für Banquet-Veranstaltungen können nun auch Hear- und Come-Reasons ("Woher" und "Warum") angezeigt werden.

For details please contact the protel Support Team!

**2010.14.266 (18.11.2010)**

**Banquet: Total media booked: Event name (Banquet, Front Office)**

In "Total media booked" (Event details / Media) the event name can be displayed instead of the customer’s name.

Ask your protel Support Team to set up your protel system accordingly.

**Reservation dialogue: Highlighting mandatory fields (Front Office)**

Highlighted mandatory fields can be activated for Windows AERO, too.

Please do not hesitate to contact the protel Support Team to assist you with the settings, so you can use this feature.


**protel Vouchers (requires a license): Printing vouchers (Front Office)**

There is a new replacement code for remarks.

Please ask the protel Support Team for more information on all available replacement codes!


**Room type occupancy (System Data)**

Room type occupancy can be entered for a single hotel or for all hotels. An entry for a certain hotel superimposes the one for all hotels.

Ask your protel Support Team to set up your protel system accordingly.
New booking pattern (Front Office)
The new booking pattern "Monthly on day of arrival" posts monthly, beginning with the day of arrival.

Credit card authorisation:
- Transferring method of payment (Front Office)
The method of payment used for credit card authorisations can be transferred automatically as method of payment to invoice A.
- Manual credit card authorisation (Front Office)
The mandatory selection of a method of payment can be deactivated now.
Ask your protel Support Team to implement the new functionalities!

Business card scanner (Front Office)
The mobile phone number is transferred now, too.

PCI Compliance: Blocking users (Front Office)
It can be determined now after how many unsuccessful log-in attempts a user will be blocked and for how long.
Please don’t hesitate to contact the protel Support Team to assist you with the settings, so you can use this feature.

Rate type availability: New strategies (System Data)
The two following strategies are available now:
- rtoP1 Closed when room type occupancy P1 percent
- "#P1 Open when staying P1 days or a multiple of P1"

Advanced invoice (Front Office)
The question whether an invoice should be fiscalized now takes place after debiting charges of an advanced invoice.

Enhanced commission charging (System Data)
It`s possible now to define an additional percentaged or constant commission value for the groups "Accommodation", "FB" and "Extras" as well as for three TAA groups.
SD: Bookkeeping ★ Commissions ★ Commission codes

Applying commission codes for more than one hotel is possible in one instance.

FO: Guest-Edit ▶ Commissions


The inhouse credit limit is checked now independently from the group limit. Generally the lower limit weighs.

2010.14.130 (14.10.2010)  ▼ **Allocations: Calling up the Navigator** *(Front Office)*

Via the tab "Rooming list" (FO --> Maintain allocations) it is possible now to call up the reservation’s respective navigator.

Please don’t hesitate to contact the protel Support Team to assist you with the settings, so you can use this feature.

FO: Reservation ▶ Maintain allocations ▶ Rooming list

2010.14.120 (11.10.2010)  ▼ **Company profiles with Auto Traces** *(Front Office)*

Auto traces assigned to company profiles are automatically deleted if a private guest profile is attached. If desired this can be turned off.

Please don’t hesitate to contact the protel Support Team to assist you with the settings.
2010.14.113 (08.10.2010) ▼ Changing reservation data with traces (Front Office)

When modifying reservation data of reservations containing traces, a message box can be displayed:

![Information dialog]

Open traces, please check data

OK

Ask your protel Support Team to set up your protel system accordingly.

2010.14.113 (08.10.2010) ▼ Banquet: Info field for TAAs (Banquet / System Data)

Additionally to assigning charges via FO ▶ Event details ▶ Charges, now it is possible to flag those TAAs as "Info" in SD Banquet Types. This makes them displayed without having to book them.

![Banquet types]

2010.14.113 (08.10.2010) ▼ Allocations: Changing additional information (Front Office)

If an allocation’s additional information (market/source code etc.) is changed, this will be recorded in the action log.
New user rights (Front Office)

- User right 406 "FO Navigator - change room type" restricts the ability to change categories in the navigator
- User right 407 "FO Room number assignment across all room types" determines whether category-independent room allocations can be carried out.

SD: Manager ▶ User Administration ▶ group permissions ▶ No. 406 / No. 407

Reservation: Automatic assignment to a company profile (Front Office)

The company profile attached to a guest during her/his previous stay is assigned automatically to a new reservation of the same person (even when a change of name took place during an existing reservation).

Please don’t hesitate to contact the protel Support Team to assist you with the settings, so you can use this feature.

New user rights (Front Office)

When profile protection is on,
- the user right 851 (FO Guest profiles: Edit pers. data even when profile is protected) manages the edit ability of the tab "Pers. Data"
- the user right 852 (FO Guest profiles: Edit guest request even when profile is protected) manages the edit ability of the tab "Requests".

SD: Manager ▶ User Administration ▶ group permissions ▶ No. 851 / No. 852

Banquet: [Memo] (Front Office)

As soon as a note is deposited as memo, the respective button includes an exclamation mark acting as indicator (Event details --> Notes).

Banquet Plan ▶ Event ▶ [Details] ▶ Notes ▶ [Memo]
F11: Waitlist reservations (Front Office)

Now waitlist reservations can be created via the F11-dialog. The rates of unavailable categories are displayed in blue colour. By double-clicking rates within these categories, new reservations can be created that will be automatically put onto the waitlist.

<table>
<thead>
<tr>
<th>City DC</th>
<th>EX Suite (-1/-1)</th>
<th>City Suite (7/7)</th>
<th>Deluxe (14/14)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BARflex</td>
<td>264.00 (W)</td>
<td>159.50</td>
<td>203.50</td>
</tr>
<tr>
<td>HFS</td>
<td>251.00 (W)</td>
<td>231.00</td>
<td>191.00</td>
</tr>
<tr>
<td>Bar</td>
<td>210.00 (W)</td>
<td>210.00</td>
<td>210.00</td>
</tr>
<tr>
<td>BAR 10</td>
<td>210.00 (W)</td>
<td>210.00</td>
<td>213.00</td>
</tr>
<tr>
<td>BAR 20</td>
<td>210.00 (W)</td>
<td>210.00</td>
<td>213.00</td>
</tr>
</tbody>
</table>

Please don’t hesitate to contact the protel Support Team to assist you with the settings.

F11: Allocation reservations (Front Office)

Allocation enquiries can be activated now. They can’t be booked via shopping basket but only by double clicking or pushing [Reservation].

Please don’t hesitate to contact the protel Support Team to assist you with the settings.

F11: Automatic closure of the dialogue box (Front Office)

The automatic closure of the dialogue box after entering a turnaway reason can be prevented now. Existing entry data is deleted in order to be able to deal with the next enquiry without having to open the dialogue anew.

Please don’t hesitate to contact the protel Support Team to assist you with the settings.

Navigator: Completed traces marked with a check (Front Office)

Completed traces are marked with a check in the navigator now. The exclamation mark is displayed as long as at least one open trace exists.
Banquet report: Optional and overbooked events (Banquet, Front Office)
Optional and overbooked events can be activated and displayed automatically in the banquet report.
Ask your protel Support Team to implement the new functionalities!

Tooltip: Display of second name (Front Office)
The second name can be displayed in the tooltip now.
Please don’t hesitate to contact the protel Support Team to assist you with the settings.

New user rights: Altering number of rooms in the Navigator (Front Office)
The new user rights
- 403 "FO 4er Dialog Reservierungsanzahl erhöhen" (reservation: increase quantity) and
- 404 "FO Navigator: Quantity reduced"
restrict the ability to increase and decrease the number of rooms in the Navigator.
SD: Manager ➤ User Administration ➤ group permissions ➤ No. 403 / No. 404

Action log: Change of rate via Navigator
If a new rate is set in the Navigator, now a corresponding action log entry is created.

Banquet: Enhanced description field (Banquet, Front Office)
The maximum amount of characters for the description field (Event details --> Notes) has been increased from 4000 to 6000.
protel FO ➤ Banquet ➤ Event ➤ Details ➤ Notes

protel MPE: General event lines in the room type plan (Front Office)
If desired, the top three lines of the event overview can be used for all MPE hotels. These lines can only be edited by the HQ. Events which are posted there are displayed in all MPE hotels.
New user right: No Show List (Front Office)
The new user right
- FO NoShow Liste Late Reservierung und CI"
administers the creation of belated reservations and check-ins. If the user right 401 is not assigned, back dating is impossible.

SD: Manager ➤ User administration ➤ group permissions ➤ No. 401

protel MPE: Lost & Found: Reorganisation (Front Office)
Every single MPE-hotel can now choose its own settings.
Ask your protel Support Team to set up your protel system accordingly.

FO (MPE): Reports ➤ Lost + Found

protel facebook page (Front Office)
protel’s Facebook page can be accessed directly via a new button in the toolbar:

New user right (Front Office)
The new user right “Facebook (links active)” restricts the use of links displayed in the Facebook window. If the user right is not assigned, the user won’t be able to use the integrated links though.

SD: Manager ➤ User administration ➤ group permissions ➤ No. 850

Banquet Media: Additional description (Banquet, Front Office / System Data)
There is a new text field for additional description up to a length of 1000 characters for every item. The texts inserted in Banquet Media Management are also displayed in the event details, if a medium is chosen from the drop-down menu. There is a specific replacement code for this description.

Automatic protel login as Windows user (Front Office/System Data)
It’s possible now to log on to protel automatically by signing in as Windows user.
Please ask the protel Support Team to assist you with the settings.
2010.13.813  (22.07.2010)  ▼ Business cards / passport scanner now supports photos (Front Office)

The photos will automatically be saved in the photo directory. This includes the front and back, and the photo and subtitle of the scanned document. If you do not want to save the photos, the function can be turned off.

Please ask the protel Support Team to assist you with the settings.


The discrepancy feature now also allows alignment of room occupancy. This feature checks possible discrepancies between occupancy data in protel FO and the actual occupancy, as seen by the housekeeping employees.

Room discrepancy:
The number of guests can be entered under the column "Occ.status".

2010.13.738  (12.07.2010)  ▼ protel MPE - F11-Dialog: Expansion to up to 20 hotels (Front Office)

The F11 dialog now allows you to make requests to up to 20 hotels of an MPE system. Available room types and rate codes etc. are listed separately for all chosen hotels.
F11 Dialog: Display of reservation steps (Front Office)

The numbering of reservation steps can now be hidden in the F11 dialog.

Please don’t hesitate to contact the protel Support Team to assist you with the settings.

2010.13.725 (05.07.2010)

Cancelling reservations: Waiting list displayed automatically (Front Office)

If a definite booking is cancelled, the waiting list for the respective reservation period will be displayed automatically.

Please don’t hesitate to contact the protel Support Team to assist you with the settings, so you can use this feature.

Please find further information on protel’s partner portal (requires partner login).

2010.13.720 (01.07.2010)

Correspondence with your customers: New replacement codes (Front Office)

There are new replacement codes for information in the "Family" tab. Personal salutation and birth date without the year for up to ten family members.

Please ask the protel Support Team for more information on all available replacement codes!

FO: Guest profile ➤ Family

2010.13.710 (28.06.2010)

Room allocation: Departure date (Front Office)

The room allocation dialog now also includes an additional column with the departure date.

FO: Reservation ➤ Allocate rooms
New User right (Front Office / System Data)

The new user right "Twitter (external links active)" restricts the use of links displayed in the Twitter window. If the user right is not assigned, the user will be able to read the tweets, won’t be able to use the integrated links though. This prevents the user from gaining access to the internet via these links.

SD: Manager ➔ user administration ➔ group permissions ➔ No. 847

Housekeeping points per rooms (Front Office)

To facilitate planning room service, housekeeping points can now be assigned for every single room not only per category.

Please don’t hesitate to contact the protel Support Team to assist you with the settings, so you can use this feature.

Correspondence with your customers: New replacement codes for family members (Front Office)

There are new replacement codes for information in the "Family" tab (guest profile ➔ Family): First and last name, salutation and birthday for up to ten family members.

Please ask the protel Support Team for more information on all available replacement codes!

Banquet: Enhanced tool tip (Banquet, Front Office)

The market and source code can now be displayed in the tooltips of the Banquet Plan.

Please ask the protel Support Team to assist you with the settings.

Room type plan (read-only mode): Switch between hotels more conveniently (Front Office)

The read-only mode of the room type plan now allows the user to switch directly from one to another hotel accessible to this user.

There are also three new user rights, controlling the following "read-only" modes:

- 398 "(display mode reservation list)"
- 399 "FO room type plan (display mode reservation status)"
- 400 "Room type plan (display mode allotments)"
2010.13.622 (07.06.2010) ▼ Fixed charges (Front Office)

The dialogue box has been reshaped completely. To a list view the new buttons [New], [Edit] and [Delete] have been added. Apart from that, now the number of fixed charges is not limited anymore.

protel FO: Navigator ▶ [More] ▶ Fixed charges

2010.13.616 (07.06.2010) ▼ Split reservations

The splitting of a reservation now is logged in the "action" protocol.

Room allocation via arrival-list (Front Office)

When allocating a room at the reception it is checked if a room has already been allocated by the back office. If so, an accordant message is displayed.
Please ask your protel support to implement the new feature!

2010.13.614 (04.06.2010) ▼ Reservations: availability of cots (Front Office)

From now on the availability of cots can already be checked while creating a reservation.
Ask your protel Support Team to implement the new functionalities!

2010.13.610 (02.06.2010) ▼ Group reservations: member list (Front Office)

Group members whose reservation has been cancelled now are displayed in red in the member list.

Banquet reservations (Banquet, Front Office)

For banquet reservations now all kinds of existing guest profiles can be chosen as [Source].
Ask your protel Support Team to set up your protel system accordingly.
FO: Banquet ▶ Banquet enquiry ▶ [Enquiry] ▶ [Reservation] ▶ [Source]
2010.13.606 (31.05.2010)  ▼ Printing invoices (Front Office)

The usage of additional address information is possible now. Alternative address information may be inserted within the Payment/Routing instructions for each invoice and stays there as long as the respective reservation exists.

FO: Navigator ▶ More ▶ Payment / Routing instructions

▼ Verifying member cards (Front Office)

The verification process of certain member cards (i.e. Miles & More) has been changed.

For details please contact the protel Support Team!

▼ Guest profile: protel Match and Merge (Front Office)

protel match and merge has been enhanced. Now customized search queries can be ordered and integrated in the dialogue. Additionally it´s possible now to execute match and merge directly via the tree view displayed in the guest profile.

Using this feature a special user right is required. Don’t hesitate to ask your protel Support to offer you search schemata perfectly tailored to your particular needs!
[More]-dialog: Interface information (Front Office)

Changes in the configuration of external systems (TV, telephone etc.) made via the interface information, now are documented within the respective reservation history.

New user right „advanced invoice“ (Front Office / System Data)

The new user right 848 "FO Advanced invoice" enables the creation of advanced invoices.

SD: Manager ▶ user administration ▶ group permissions ▶ Nr. 848

New posting cycles (Front Office)

New posting cycles for fixed charges, split tables and rate code details are available:

- Tue+We+Thu+Fr,
- Mo+Wed+Thu+Fr,
- Mo+Tue+Thu+Fr
- Mo+Tue+Wed+Fr
2010.13.560 (04.05.2010) Toolbar and guest profile: protel twitters (Front Office)

From now on protel informs you about the latest news on our versatile range of products. Follow us to stay up-to-date and benefit from the integration of this communication interface: 🌐

Using this feature the user right 847 is required. Ask your protel Support Team to implement the new functionality!

SD: Manager ➤ user administration ➤ group permissions ➤ No. 847

2010.13.543 (29.04.2010) Maintain allocations: Open and close allocations (Front Office)

There are two new status to open and close allocations in the protel Front Office dialogue "Edit allocation":

- If an allocation is "open" the number of rooms can be changed within the allocation period.
- When an allocation is set to "closed", a snapshot is taken to document the rooms which are booked at this moment. To view this data, open the tab "Allocation overview" and choose "Display original number" from the context menu (right mouse click).

Ask your protel Support Team to implement the new functionality!

Relate change of laundry to category (Front Office)

If desired, you can set an individual time interval for the change of laundry to each category.

Ask your protel Support Team to implement the new functionality!
Insert subject in emails (Front Office)

Insert a subject to emails which are sent directly from an high edit document (*.hed file) via the [Send] button.

Ask your protel Support Team to implement the new functionality!

protel Vouchers: Change voucher amount post-entry (Front Office)

Enhancement of the voucher module that allows the "recharging" of vouchers and their reversal as well. The act of changing a voucher's amount post-entry is treated just like selling a voucher using a pay method or booking it to guest's invoice.

Please note: To do this, the new user right 846 “FO voucher (change voucher value)” is needed. Ask your protel Support Team to implement the new functionality!

Banquet report: Enhanced search function (Banquet, Front Office)

Activate the checkbox besides the field "Organizer" to activate the enhanced search for all other fields.

Reservation: Six digits for room rate (Front Office)

Use up to six digits and two decimals to enter the room rate in the reservation dialogue.

Banquet Enquiry: Automatic adjustment of end date (Banquet, Front Office)

When creating a banquet enquiry, the end date of an event matches the start date by default setting. Nevertheless the end date may be adjusted individually.
2010.13.493 (08.04.2010) ▼ Invoice rentable objects “once” (Front Office)
Make sure that rentable objects that are booked for a single day during a longer reservation are de facto invoiced for this day only.
Ask your protel Support Team to set up your protel system accordingly.

2010.13.384 (08.03.2010) ▼ Guest profile: Text history (Front Office)
From now on it is possible to choose an alternative storage location for guest profile texts.

2010.13.360 (28.02.2010) ▼ protel Address Check: Automatic address verification (Front Office)
protel Address is a new feature that helps you maintain your valuable guest data. The goal: complete, correct, and accurate address data from the beginning.
How does it work? The new interface automatically transfers the address data while they are entered into a guest profile to an internet service ("Address Doctor"). The address is checked and completed and/or corrected.
▼ Interface and web service are available at a charge. Please contact the protel sales team and ask for details or visit our website:
http://www.protel.net/product/addresscheck/

2010.13.348 (25.02.2010) ▼ F11: Set default rate group (Front Office)
Set a default rate group for the sales enquiry dialog.
Ask your protel Support Team to set up your protel system according to your wishes.

2010.13.315 (17.02.2010) ▼ Reservation-dependent commission codes (Front Office)
The reservation commission codes superimpose those deposited in the profiles according to the assignment set in the dialogue. Profiles which have been added via “Navigator ▼ [More] ▼ Commission recipients” remain unaffected.
▼ Only for protel systems running on SQL!

2010.13.308 (16.02.2010) ▼ Guest and room preferences (Front Office)
Guest and room preferences can be sorted now.
2010.13.304 (15.02.2010)  ▼ New user right for video tutorials (Front Office / System Data)
The new user right 844 "FO Video tutorials" administers the access to the protel video tutorials.

FO ▶ Help ▶ Video tutorials
SD: Manager ▶ user administration ▶ group permissions ▶ No. 844

2010.13.292 (08.02.2010)  ▼ Adapt rentable objects to reservation (Front Office)
If you extend a reservation which has rentable objects attached, an alert will advise you to check their duration and adapt them accordingly.

2010.13.271 (02.02.2010)  ▼ Room allocation: Select rooms by features (Front Office)
  ▼ rooms „out of service”
  rooms with the status OoS ("Out of Service") can no longer be allocated.
  ▼ room features
  In the dialogue "Room allocation for ..." rooms can now be filtered by "room features". Activate the filter and let protel show you only those rooms with features that meet your guests' wishes.

2010.13.244 (25.01.2010)  ▼ Guest history (Front Office)
Sales figures within the guest history now have thousands separators in order to display multi-digit sums clearly arranged.

2010.13.238 (18.01.2010)  ▼ New user right: Edit special prices (Front Office / System Data)
New user right "FO guest profile edit special rates" allows to edit special rates.

SD: Manager ▶ user administration ▶ group permissions ▶ No. 843

2010.13.235 (18.01.2010)  ▼ Shared reservations (Front Office)
When creating a "sharer", "market"- and "source" codes and "hear"- and "come" reasons from the original reservation are automatically transferred to the sharer's reservation.
Associating guest profiles (Front Office)

Additionally to family profiles, now it is also possible to associate other kinds of guest profiles with each other.

In this case, the „family“ tab is renamed to „related profiles“.

Ihr Ask your protel Support Team to set up your protel system accordingly.

New toolbar entries (Front Office)

The additional toolbar appearing below the default toolbar can be customized even more individually: New functionalities allow to start the Cash Register Closure, to show "No Shows" and to enter moves:

![Toolbar entries](image)

Ask your protel Support Team to implement the new functionalities!

Invoices: New replacement code (Front Office)

New replacement code $LNum transfers number of a transaction account resp. the method of payment into the invoice form.

Ask the protel Support Team for a list with all replacement codes!

protel Multi Strategy: Rate type availability and multiple strategies (Front Office)

protel Multi Strategy is an optional enhancement for a better handling of the rate type availability. It offers an extended rate availability dialogue and allows you a much more sophisticated availability management.

Please ask your protel support to implement the new feature and ask for our detailed user guide!

For more information, please visit protel’s partner portal (requires a partner login).
Enjoy the new features and please feel free to contact us with any comments or suggestion for further optimization of the protel hotel management systems!

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