protel hotel management systems

protel Update News 2011

Versions 14 and 15

2011-12-21
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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 protel program version, which we will provide on a regular
basis.
In the present document, you will find an overview of the most important
features and enhancements in 2011.

2011.15.468  (07.12.2011) ▼ Invoice: Payment date to appear on the invoice (Front Office)
If requested, the payment date will appear in the additional text field of the
invoice. Please don’t hesitate to contact the protel Support Team to assist you
with the setting.

2011.15.434  (22.11.2011) ▼ Invoice: Print info invoice after check out (Front Office, System Data)
After check out, it is no longer possible to create and print an info invoice. This
program behaviour can be overridden by setting the user right 861 “Print info
invoice after check-out”.

FO: Invoice dialogue ▶ check out button
SD: Manager ▶ User Administration ▶ Group permissions ▶ No. 861

2011.15.429  (22.11.2011) ▼ Guest: Change negotiation by rate code (Front Office, System Data)
You can offer your guests special agreements by assigning them one or more
rate codes, which will be shown during reservation. Rate codes which have been
assigned in this way can be modified at a later stage.

If you remove the new user right 860 “Change rate negotiation by rate code”, an
assigned rate code cannot be subsequently changed.

<table>
<thead>
<tr>
<th>Rate negotiation by rate code</th>
<th>Valid rate codes are shown during reservation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel</td>
<td>From</td>
</tr>
<tr>
<td>Ch 00</td>
<td>01/12/11</td>
</tr>
<tr>
<td>Op 00</td>
<td>01/01/12</td>
</tr>
</tbody>
</table>

FO: Guest ▶ Tab „Rates“ ▶ „Rate negotiation by rate code”
SD: Manager ▶ User Administration ▶ Group permissions ▶ No. 860
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**2011.15.416 (18.11.2011)**

- **PCI: Display of credit card information** (Front Office)

  Usually, protel masks the expiry date and approval code of credit cards unless the user has the right to see this information. (user right 373).

  In addition, we have optimized the method for masking the credit card number. Please do not hesitate to contact the protel Support Team to assist you with the setting.

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**2011.15.362 (31.10.2011)**

- **POS-Invoice: Display cash receipt in Invoice** (Front Office, System Data)

  The cash receipt of a connected POS system can now be displayed in the invoice’s details dialog. You will need the user right 859 “POS Invoice” in order to have access to this new function.

  SD: Manager › User Administration › Group permissions › No. 859

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- **Invoice: Void charges** (Front Office, System Data)

  Via the new user right 858 you can specify whether a user is allowed to void charges in the invoice dialog. If you remove this right, the void button will be disabled:

  ![Void button](Button.png)

  FO: Invoice dialog › Button [Void]

  SD: Manager › User Administration › Group permissions › Nr. 858

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**2011.15.157 (14.09.2011)**

- **Fiscal invoices: Print info invoice** (Front Office)

  Usually, an informational invoice cannot be created from an already taxed invoice. If you would still like to do so, the settings can be adjusted accordingly. Please feel free to contact our support team for further inquiries.

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Banquet Plan: New setting options (Banquet, System Data)

Banquet reservation dialog (Banquet)

- Show the reservation contact from the customer profile in the tree view of the current event.
- Show the invoice contact from the customer profile in the tree view of the current event.
- Edit the responsible user of an event in the tree view using a dropdown box.

Enable global changes button: By clicking the button [Global changes], you can change various settings at once for one event:

- By multi-selecting events from the list (Ctrl+mouse key), various changes may apply to the selected events.

TIP: You can move an event very easily via the field „Date offset“. Example: “-1” moves the event one day to the past, “1” moves the event one day to the future.

Void a banquet reservation

- When cancelling an event with connected front office reservations you will receive a pop up how to proceed with the reserved rooms. If desired, the reservation list will open displaying the connected reservations.
Banquet Media (Banquet, System Data)

You can now define media packages via group codes in the System Data:

1) Select a medium and enter a group code:
   Mark the desired medium in the list and enter a corresponding group code*).
   Media which are designated by the same group code can be booked as a package
   (Front Office ➤ Banquet reservation dialog):

2) Book a media package for an event:
   Open the banquet reservation dialog of the desired event and click the [Details] button
   next to the appropriate event room.
   Select in the dropdown list now the group**).
   Adopt all media of the selected group by clicking the [New] button.

Our Support Team would appreciate to assist you with the new banquet settings.
Fiscal invoices: What happens to charges which accumulate after a fiscal invoice has already been closed? (Front Office)

Charges (e.g. cash entries or telephone calls) which accumulate via an interface after a fiscal invoice already has been closed will be automatically dispatched to a chance sales invoice. On the original invoice of the guest a corresponding note will appear quoting this.

Invoice: Lock invoices (Front Office, System Data)

If requested, posting to an invoice by hand can be avoided. With the user right 856, the user will still be able to post to a locked invoice.

Ask your protel support team to implement this new functionality.

Rates: Extension of virtual rates (System Data)

A virtual rate can now be derived not only from another base rate but also from a rate group. During reservation the program will then determine the relevant rate code detail based on all rate codes which belong to the main rate group.

In addition, a virtual rate can use own split tables. Therefore, you can create virtual rates including different charges based on one single rate.

Example: Company Miller gains a price advantage of 10% on the LCR base rate including breakfast, whereas another company gains a price advantage of 12% on the LCR base rate, but without breakfast.

Ask your protel Support Team to implement the new functionalities!

MPE: Passport and business card scanners (System Data)

As of now, document scanners (ID documents and business cards) can be connected to MPE systems, too.

Ask your protel Support Team about the new possibilities!
Room plan: Expand the tool tip of a reservation (Front Office)

You can expand the tool tip of a reservation by the following information:
- creation date
- name of employee who has carried out the reservation
- and flight number

Please ask your protel Support Team for help.

Invoice: Sending invoices via e-mail simplified (Front Office)

When creating an invoice the recipient’s email address is copied to the clipboard and then can be easily pasted into the header.

If you want to deactivate this feature ask your protel Support Team to set up your protel system accordingly.

FO: Invoice dialog ➤ Button [Check Out]

Sales enquiry (F11): Direct search via protel Address Check (Front Office, AVI interface)

When entering guest infos in the sales enquiry dialog, you can enable searching an interfaced AVI system (protel Address Check) before conducting a protel DB query. When entering "name;city;country" in the sales enquiry dialog, the AVI system can be used to preselect an address and then using it as search item for protel DB. In the event that no country is entered then a default setting can be defined

Please ask your protel support team to implement this new functionality.

protel Address check is an optional Add-on and requires own licensing.

Banquet plan: Display of engagements/events in x3 view (Banquet, Front Office)

Engagements can now be displayed in the Banquet plan (x3 view), if desired.

Ask your protel Support Team to implement the new functionalities!
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2011.14.735  (28.03.2011)
protel Vouchers (lizenzpflichtig): Voucher management via PoS terminals (Front Office)
Checking, activating and redeeming vouchers via PoS terminals is possible now.
Ask your PoS provider and your protel Support Team how to implement the new functionalities!

2011.14.726  (22.03.2011)
protel Address Check: Deactivating verification of the main address (Front Office)
When using protel Address Check, now the verification of the guest profiles’ main address can be deactivated on demand.
Ask your protel Support Team to set up your protel system accordingly.

2011.14.701  (15.03.2011)
EC/Credit cards: Recognition of cash cards with VPay function (Front Office)
The recognition of German cash cards (often also called EC-cards) with VPay function is possible now.

2011.14.690  (03.03.2011)
Invoices: Invoice preview (Front Office)
It is possible now to have an invoice preview displayed.
Please don’t hesitate to contact the protel Support Team to assist you with the settings.

2011.14.685  (02.03.2011)
Multiple strategies: New functionalities (Front Office)
New features:
  - filtering strategies by rate groups
  - Restricting the validity of strategies via Yield-Level
Your protel Support will be gladly send you the user guide “Rate availability management with multiple strategies”.
New setting options:
  - highlighting all strategies valid for a certain period
  - switching to calendar view when working with multi strategies is possible on demand.
Ask your protel Support Team to set up your protel system accordingly.
protel can be configured in a way that users with a Windows login are automatically logged-in to protel, too, when logging-in to Windows.
Ask your protel Support Team to implement the new functionalities!

Blinding out hotels in the MPE hotel selection window can be customized if desired.
Please don’t hesitate to contact the protel Support Team to assist you with the settings.

Using the options "Blocked room" and "Event" in the reservation dialogue is now administered by new user rights.
▼  410 „FO Reservation room fixed“
▼  411 „FO Reservation event“
When prohibiting one of these rights, the appropriate check box in the reservation dialog will be disabled:

![Reservation details dialog](image)

2011.14.584  (26.01.2011)  ▼ Reservation ▶ room allocation: Displaying departure time of day use rooms (Front Office)
In room allocation booked day use rooms that have not been checked-in yet can be displayed, if desired.
Ask your protel Support Team to set up your protel system accordingly.

2011.14.546  (21.01.2011)  ▼ Rate change: Printing Text1 and Text2 of the used rate code (Front Office, System Data)
There is a new replacement code for both Text1 and Text2 of the used rate code after rate change. Please ask the protel Support Team for more information on all available replacement codes!
Rate change: Number of adults (Front Office, System Data)  
There is a new replacement code for the number of adults after rate change via “Rate by day grid”.  
Please ask the protel Support Team for more information on all available replacement codes!

Reservation dialog: Room occupancy including children (Front Office)  
The room occupancy including children deposited in rate types is considered now in the reservation dialog, too.  
Please don’t hesitate to contact the protel Support Team to assist you with the settings.

Banquett: Consistent reservation status (Front Office)  
All rooms of an event can automatically receive the reservation status of the room created at first.  
Ask your protel Support Team to implement the new functionalities!

Reservation: Changing reservation period of cancelled reservations (Front Office)  
The belated modification of the reservation period of cancelled reservation can be prohibited.  
Ask your protel Support Team to set up your protel system accordingly.
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!

**Contact:**
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