protel MPE, SPE and Smart

protel Update News

2012 | Versions 15 & 16

Date: November 30, 2012
Always up to date with protel system updates

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 in 2012. The document is updated every time when a new software release is available for protel MPE, SPE, and protel Smart.

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

2012.16.555

Release for Internet update on November 30, 2012

▶ If you are using a protel HMS version before 2012.16.136 (Front Office ➤ Help ➤ About protel ...), please note the stated update time slot at the top of page 12.

protel Version 2012.16.555 released November 30, 2012 includes all features developed since the last release and the releases before:

▶ Copy events: Alternative suggestions for booked room (Front Office)

Sometimes when you want to copy an event you realize the event on a certain date conflicts with another booking in the same room. The new banquet feature enables you to quickly find an alternative room: Just double-click one of the alternative suggestions and the selected room will be booked for the event.

▶ Please contact your protel support for the necessary settings.
Interfaces

New interface for Digital Alchemy (Front Office)
protel now offers a new interface to the hotel Internet marketing tool by Digital Alchemy, LLC (Texas).
Our Sales Team will be happy to provide more information.

Navigator

Add additional functions to tree structure (Front Office)
If required you can add the following additional functions to the tree structure in the navigator:
- **RBD:** Access to the rate-by-day grid for the respective guest
- **Deposit:** Access the deposit function directly
- **Payment/Routing Instructions:** Redirect charges of a reservation to individual accounts

Room type plan

Improved display of events (Front Office)
To improve readability the text will switch to white on a very dark background:

<table>
<thead>
<tr>
<th>M</th>
<th>Tu</th>
<th>We</th>
<th>Th</th>
<th>Fr</th>
<th>Sa</th>
<th>Su</th>
</tr>
</thead>
<tbody>
<tr>
<td>08</td>
<td>09</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
</tr>
</tbody>
</table>

Fall Break
Black Fri
Night of the Proms
Split tables – Exclude splits from discounts (System Data)

For split tables there’s now the new “Don’t apply discount” option: When booking the split the amount is neither increased nor reduced. This applies to virtual rates as well as to defined discount values in the reservation.

![Split tables configuration screen](image-url)
2012.16.452  Release for Internet update on October 23, 2012

protel Version 2012.16.452 released October 23, 2012 includes all features developed since the last release and the releases before:

Navigator / Traces  Input field in local language for Traces (Front Office)
2012.16.441 (16.10.2012) Hotels and resorts of hotel groups are often situated in several locations in different European countries or even worldwide. The further the locations are apart, the more different languages and writing systems are involved. Apart from the set system language, certain information can now be entered in another language, such as Arabic or Russian. This is possible either with UDFs with data type “Unicode” or in some dialogs in the additional input fields “Text (local).”

Traces can also be entered in such an input field in the local language:

Room status  Sate reason for OoS (Out of Service) (Front Office)
2012.16.441 (16.10.2012) Whenever you set a room status to “Out of Service” (OoS) you can enter a reason. protel then refers to the room maintenance reasons in the system data (protel SD > Reservation > Maintenance).
Housekeeping list  
Room Maintenance (Front Office)

2012.16.441 (16.10.2012)

1) Set “out of service” status for a time period in the future

When entering maintenance work there’s now a new button [OOS future] to block a room for a certain time period in the future.

How to proceed:

1. Click on the tab “Room maintenance” in the housekeeping list.
2. Right-click to open the context menu and click on “New.”
3. Select a room in the “Room maintenance” dialog.
4. Click on the button [OOS future] and then on [Create].
5. Enter the date and click on [OK].

The room will then receive the status “Out of Service” for the entered time period.

2) Text entry field in local language for maintenance

Maintenance work can now be entered in a text entry field with special characters of the local language.
Active lists

2012.16.441 (16.10.2012)

▼ Additional column for nights (Front Office)

A separate column in the in-house list, the departure and reservation list now shows the number of nights per reservation.

<table>
<thead>
<tr>
<th>Name</th>
<th>VP</th>
<th>#</th>
<th>RT</th>
<th>Adit</th>
<th>Arrival</th>
<th>Departure</th>
<th>Nights</th>
<th>Curr.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dremlindt M...</td>
<td>MVP 3</td>
<td>5/6</td>
<td>Business</td>
<td>1/0.</td>
<td>11/06/12</td>
<td>14/06/12</td>
<td>3</td>
<td>EUR</td>
</tr>
<tr>
<td>Edwards Eric</td>
<td>111</td>
<td>3/6</td>
<td>Standard</td>
<td>2/0.</td>
<td>15/06/12</td>
<td>17/06/12</td>
<td>1</td>
<td>EUR</td>
</tr>
<tr>
<td>Goody, James</td>
<td>209</td>
<td>3/6</td>
<td>Business</td>
<td>1/0.</td>
<td>10/06/12</td>
<td>12/06/12</td>
<td>2</td>
<td>EUR</td>
</tr>
</tbody>
</table>

▼ Please do not hesitate to contact the protel Support Team at support@protel.net to assist you with the settings.

protel FO ➤ Reports ➤ Inhouse / Departures / Reservations

Reservation

2012.16.412 (10.10.2012)

▼ Group list with confirmation number (Front Office)

There is a new column for the confirmation number in the list of group members for group reservations. This means, you do not have to switch to the reservation details anymore to see this information.

protel FO ➤ Open group master in the Navigator ➤ Button [Grp.members]

Room type plan

2012.16.408 (08.10.2012)

▼ Event bar: Define individual names for events (Front Office)

You can now add names to the events (Event 01, Event 02, Event 03, etc.) shown in the event area. This can be helpful, for instance, to categorize the calendar entries:

<table>
<thead>
<tr>
<th>Oct/Nov</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>Th</th>
<th>F</th>
<th>Sa</th>
<th>Su</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
</tr>
</tbody>
</table>

Holiday trade fairs Book Fat
Concerts Night of the Primas
Event 04
Break 05

▼ Please do not hesitate to contact the protel Support Team at support@protel.net to assist you with the settings.

protel FO ➤ Room type plan ➤ Events

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Reservation

Sales enquiry (F11): Used room types are hidden (Front Office)

2012.16.408 (08.10.2012)

In the Sales enquiry dialog (F11) the room search can be limited to certain room types (for instance if a guest would like to book a suite). Unused room types are now hidden in the room type filter which makes the selection easier.

protel FO  F11  Button [Filter]  Select room type(s)

Reservation

Set the copy rhythm for reservations to automatic (Front Office)

2012.16.392 (04.10.2012)

A default value can be set which is automatically selected when you want to copy a reservation. Example: When copying reservations the default copy rhythm “monthly” is suggested.

Please do not hesitate to contact the protel Support Team at support@protel.net to assist you with the settings.

protel FO  DC Menu  Copy

PCI Compliance

Only remove unencrypted data when deleting (Front Office, System Data)

2012.16.348 (20.09.2012)

When deleting credit card data (setting “Delete all CC data from guest profiles” in the PCI compliance mode) only unencrypted CC data is deleted from the guest profiles by default.

Please do not hesitate to contact the protel Support Team at support@protel.net to assist you with the settings.

protel SD  Bookkeeping  Settings  “PCI Compliance”
Guest profile

**Create new passerby invoice (Front Office)**

New invoices can now be created directly in the reservation history of the guest profile, for instance to write a no-show invoice, a cancellation invoice or an invoice for charges incurred after check-out and the end-of-day process:

1. Open the guest history. To see only no-shows or cancellations, please make the respective selection.
2. Right-click on any reservation and select “New passerby invoice” from the context menu:

3. A passerby invoice will then be created for the guest. Then post the charges onto this invoice and check it out.

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**2012.16.335**

**Release for Internet update on September 12, 2012**

protel Version 2012.16.335 released September 12, 2012 includes all features developed since the last release and the releases before:

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**Navigator**

**Label new messages as internal messages by default (Front Office)**

If required you can set that messages entered in the navigator are labeled as internal messages by default.

When you are using this setting, make sure to deactivate the checkbox “Internal FO message” if you’d like to pass the message on to the guest!

- Please contact your protel support for the necessary settings.
2012.16.302  Release for Internet update on September 04, 2012

protel Version 2012.16.302 released September 04, 2012 includes all features developed since the last release and the releases before:

Reservation

2012.16.285 (29.08.2012)  Adjust rate when room is moved (Front Office)

When a reservation is moved to a different room and the room type is changed as well, you will be asked whether the rate should be recalculated. This message will now also appear if you are using the DC Menu to move the reservation to a different room. When clicking on [Yes] protel will recalculate the rate code detail.

▼ Please contact your protel support for the necessary settings.

Supported languages

2012.16.279 (29.08.2012)  Dobrodošli! protel speaks Serbian (Front Office, System Data)

Now protel hotel management systems are also available in Serbian.

Room plan

2012.16.262 (27.08.2012)  Change room status for free & clean rooms automatically after X days (Front Office)

If required, free and clean rooms can receive the status “dirty” after a defined number of days (this way, even if the rooms have been vacant for a while, they will regularly be checked and cleaned if necessary). The enhanced setting now also allows the following status:

- 1 cleaned
- 2 dirty
- 3 out of service
- 4 checked
- 5 touched
- 6 cleaning in progress

▼ Please don’t hesitate to contact the protel Support Team to assist you with these settings!
2012.16.229  Release for Internet update on July 26, 2012

protel Version 2012.16.229 released July 26, 2012 includes all features developed since the last release and the releases before:

Sales enquiry (F11)  ▼ Filter market code (Front Office)
2012.16.171 (09.07.2012)  With this new setting prices that are being offered in F11 will be filtered by a certain market code.

Here’s how it works:
▼ Open the relevant rate code detail in the system data and assign a market code.
▼ In F11, select the requested market code. After starting the enquiry, only rate codes with the relevant market code will be displayed.
▼ Please contact your protel Support Team to assist you with the necessary settings.

Navigator  ▼ Simultaneous editing (Front Office)
2012.16.162 (05.07.2012)  If desired, you can set that a notification pops up while opening the Navigator if the same reservation is already opened by another user.

▼ Please don’t hesitate to contact the protel Support Team to assist you with the necessary settings. We’re happy to help!

Navigator  ▼ Category type display (Front Office)
2012.16.139 (29.06.2012)  If requested, you can set that the "room types" menu in the tree view of the Navigator always remains opened.

Alternatively, you can set that the "room types" tree is always opened when the booked room type differs from the actual one.

In this case, the tree can even be tagged with an exclamation mark !.

▼ Please contact your protel support for the necessary settings.

protel Version 2012.16.136 released June 28, 2012 includes all features developed since the last release and the releases before:

Update  ▼ Schedule generous time slot for the update!

2012.16.136 (28.06.2012)  Required changes to the data base will lead to an increase in time for the next protel update. Hotel chains and larger hotels may be particularly affected. Please prepare more time for the update. We regret that, due to the many facts that influence the process, we cannot make any more precise predictions. We apologize for any inconvenience this may cause you. - This warning applies only to the first update after May 30, 2012.

▼ If you have any questions, please contact the protel Support Team.

End of day  ▼ New setting: Switch room status of free and checked rooms to „cleaned“

(Front Office)

2012.16.129 (26.06.2012)  On request, the status "checked" of all free rooms can automatically be switched to "cleaned" at the end of day.

▼ Please do not hesitate to contact the protel Support Team to assist you with this new setting.

Supported languages  ▼ Добро пожаловать! protel speaks Russian

(Front Office, System Data)

2012.16.107 (18.06.2012)  protel hotel management systems are now also available in Russian.
New setting: Display of additional guest info (Front Office)

On request, you can now display the subtree “Additional guest information” in the tree window of the Navigator. A clever solution: You can decide whether the subtree should expand or not when opening the Navigator.

Please contact your protel support for the necessary settings.

Navigator

Display additional guest info in the tree window of the Navigator!

New setting: Expand additional reservation subtree (Front Office)

Upon request, the already existing subtree “Additional reservation information” automatically expands when the Navigator is opened.

Please do not hesitate to contact the protel Support Team to assist you with the settings.
PCI Compliance

Delete credit card data from profiles - New settings available (Front Office)

Do you want only unencrypted CC data to be deleted from the guest profiles?
Or do you want the CC data to be deleted from the guest profiles with every end of day process?

If you answered yes, then please contact us at support@protel.net. We will assist you with the necessary settings.

protel SD > bookkeeping > Settings > "PCI Compliance"

Cash register

Cheque/Currency exchange: Enter commission (Front Office)

The new user right "FO Cheque/Currency Exchange enter commission" (862) controls access to the commission fields “Minus commission in percent.” If you revoke this user right, the commission fields will be deactivated.

protel FO > Cash Register > Cheque/Currency exchange
protel SD > Manager > User Administration > Group permissions > No. 862

Meal Plan

Display and print boarding codes for the following day (Front Office)

When printing the meal plan, all upcoming boarding codes for the following day can now be printed and displayed as well.

To use this feature please contact our Support Team.

protel FO > Reports > Meal Plan
2012.16.041

Release for internet update on May 29, 2012

protel Version 2012.16.041 released March 29, 2012 includes all features developed since the last release and the releases before.

Reservation

2012.16.028 (25.05.2012)

levator – Display of the room type in the room info box (Front Office)

The room info box now also shows the room type next to the room number. Handy: If a reservation was moved and not only the room was changed but also the room type, you’ll immediately see this in the Navigator.

![Navigator - Display of the room type in the room info box](image)
Reservation

Sales enquiry (F11) (Front Office)

When using the BAR mode or in combination with IDeaS you can now display a “total” line for each room type and rate group (BAR) in the sales enquiry dialog. When booking several nights, the total amount to be paid by the guest is displayed for each room type and rate group (BAR).

The total amount owed for the guest stay is displayed for each room type and rate group (only in the BAR mode or in combination with IDeaS).

Please note that this feature is only available when using the BAR mode or with protel’s IDeaS interface installed on your system.

Please contact your protel support for the necessary settings!
2012.16.006

Release for internet update on May 18, 2012

Version 2012.16.006 released March 21, 2012 includes all features developed since the last release and the releases before.

Reservation

**Navigator 2.0 (Front Office)**

Resizing the Navigator is now quick and easy. This will make everyday use of the Navigator much easier.

The new Navigator also includes many new features:
**Rates**

2012.15.982 (17.05.2012)
Enter:
protel SD ➤ Rates ➤ Rate Code Details ➤ Enter description

**Virtual rate code detail – Add description** (System Data, Front Office)

For all rate code details, including the virtual ones, you can now enter additional descriptions, optionally even as an HTML page: Select the system data of the respective rate code detail and right-click to open the context menu. Select the menu item “Rate Code Description.”

These added rate code descriptions can later be viewed in the “Sales enquiry” (F11) by right-clicking on the respective rate code:

**Interfaces**

2012.15.940 (10.05.2012)
Latest innovation: Vianova Registration System

Adapted:
Changes in the WinTOP eRegistration

**Electronic Registration** (Front Office)

Connection to the Vianova registration system
protel now offers a new interface to the registration system of Vianova Gmbh.

➤ Our Sales Team will be happy to provide more information.

Registration system WinTOP: Adaption of the changed interface protocol
Changes made by the provider to the WinTOP interface protocol have been adapted to the current protel version.

**Rates**

2012.15.929 (04.05.2012)

**Virtual rate codes – Define bookable time period** (System Data, Front Office)

You can now define the time period for which the virtual rate code detail is bookable. By doing so, the rate code detail will only be available for the defined time period.

➤ Please don’t hesitate to contact the protel Support Team to assist you with these settings. We’re happy to help!
Reservation

Group reservations – Display additional information in the group dialog
(Front Office)

2012.15.909 (26.04.2012)

You can now add additional information in the group member dialog in a group reservation. The tree structure in the dialog includes information on the reservation status (number of definite, number of cancelled reservations etc.) and information on the booked room occupation (number of adults and children). In addition, the total amount of room nights are displayed.

In an additional tree structure, new copy features (Memos, Traces, UDFs) are available.

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

Reservation

Banquet – Show linked room reservations upon banquet cancellation
(Front Office)

2012.15.909 (26.04.2012)

You can prompt protel to automatically search for linked room reservations when a banquet event was cancelled. protel will then reliably display all connected reservations which you can then choose to cancel as well.

Please contact your protel support for the necessary settings.
2012.15.905  Release for internet update on April 26, 2012

Release version 2012.15.905 released on 26.4.2012 includes all features developed since the last release and the releases before.

Invoice  ▼ Invoice printing - Freely selectable location to save copies of invoices  (Front Office)

2012.15.874 (13.04.2012)  When printing the invoice as a PDF, a copy will be placed into the invoice folder. If required you can now choose to save the created PDF files wherever you like.
▼ Please don’t hesitate to contact the protel Support Team to assist you with the settings.

Texts  ▼ New replacement codes for invoices and reminders  (System Data)

2012.15.874 (13.04.2012)  The following replacement codes can now be used in invoices and reminders:

Invoice:
▼ $Resstrasse (Street as provided in the reservation)
▼ $ResPLZ (Postcode)
▼ $ResOrt (Location)

Reminder:
▼ $Resname (Name)
▼ $Resvorname (First name)
▼ $Resanrede (Salutation)
▼ $Resstrasse (Street as provided in the reservation)
▼ $ResPLZ (Postcode)
▼ $ResOrt (Location)
▼ $ResBirthdate (Date of birth)

▼ Upon request, the protel Support Team will be happy to send you all replacement codes you may require.
2012.15.841

Release for internet update on March 29, 2012

Release version 2012.15.841 released on 29.3.2012 includes all features developed since the last release and the releases before.

Reservation

✈ Rate availability – Refresh list (Front Office)

After creating a new or changing or deleting an “Action” (strategy) the display is not automatically updated by the data base which will accelerate the processes for many strategies. Whenever needed you can now use the new button [Refresh] to refresh the displayed data, in order to see actions that have been edited or created by other users in the displayed time period.

Form administration

✈ Invoice - Define number of decimals

The display of values in all dialogs and on the invoice are based on the country setting in Windows. To define a different amount of decimals, insert [Decimals{n}] in the footer of the form in the invoice. {n} is the place holder for the number of required decimals.
Contact

Enjoy the new features and please feel free to contact us with any comments or suggestion for further development of protel hotel management systems!

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