protel MPE, SPE and Smart

protel Update News

Version 2013.17.672

Date: 05 December 2013
protel Update News 2013

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 2013. 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.

2013.17.672 Release for Internet update on 05 December 2013

Release version 2013.17.672 from 05 December 2013 contains the features developed since the last release.

Please note!

If your protel is using a version number before 2013.17.458, please note the stated Update time period on page 6.

protel Hotel Apps

New protel for iPad App 2.0 (Front Office)

The protel for iPad app Version 2.0 is now available in the Apple App store! protel for iPad is exactly the right solution for those who are aiming to be a step ahead of fulfilling their guests’ expectations.

☑ compatible with iOS 7  
☑ Digital registration form  
☑ New Quick Check-in with Qr code  
☑ Housekeeping list  
☑ Display of user-defined fields

Additional information can be received from our protel Sales Team or found at the App Store. Just get in touch – we’re happy to help!

Note for users of protel for iPad 1.6

The invoicing and check-out functions have been temporarily removed, since they are currently undergoing testing with regards to PCI Compliance and Fiscalisation. If you would like to use these functions, do not update your Version and continue using the Version 1.6.

Access control starting with version 2013.17.651 (04.12.2013)

Access to the app is controlled by the user right 425 “MO iPad App”.

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<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookkeeping</td>
<td><strong>Transaction Accounts (TAA)</strong> (system data)</td>
<td>2013.17.658 (04.12.013)</td>
</tr>
<tr>
<td></td>
<td>In the protel system data, you can now define up to 7 external taxes for your sales accounts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Protel SD►Bookkeeping►Revenue and Payments►Transaction Accounts (TAA)</td>
<td></td>
</tr>
<tr>
<td>Reservation</td>
<td><strong>Allow check-in only for rooms in which you have checked out</strong> <em>(Front Office)</em></td>
<td>2013.17.607 (22.11.2013)</td>
</tr>
<tr>
<td></td>
<td>A new setting enables you to prevent checking a guest into a room which still has a checked-in reservation. Before a new reservation can be checked into the room, all of the existing reservations must be checked-out.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>►Your protel Support Team will gladly make these settings for you. Just get in touch – we’re happy to help!</td>
<td></td>
</tr>
<tr>
<td>Reservation</td>
<td><strong>Marking deposits as “used” already by check-in</strong> <em>(Front Office)</em></td>
<td>2013.17.594 (21.11.2013)</td>
</tr>
<tr>
<td></td>
<td>Should a deposit have been saved for a reservation, the deposit will be marked as “used” in the balance check already during the check-in; in doing so, the deposit’s booking status changes to “in use”.</td>
<td></td>
</tr>
<tr>
<td>Text templates</td>
<td><strong>Read only for high edit documents</strong> <em>(Front Office)</em></td>
<td>2013.17.591 (19.112013)</td>
</tr>
<tr>
<td></td>
<td>By allocating the “NurLesenStart/NurLesenEnde” command, certain paragraphs, passages, or tables can be allocated as read only when using high edit text templates.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A special setting must be set in order to enable the read only function.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>►Your protel Support Team will gladly make these settings for you. Just get in touch – we’re happy to help!</td>
<td></td>
</tr>
<tr>
<td>Lost + Found</td>
<td><strong>New text field for local languages</strong> <em>(Front Office)</em></td>
<td>2013.17.564 (06.11.2013)</td>
</tr>
<tr>
<td></td>
<td>The new field “Text (local)” enable you to enter information in a second language (e.g. Chinese) in addition to your preset system language (e.g., English). The text field is able to utilize Unicode.</td>
<td></td>
</tr>
</tbody>
</table>
User defined fields

Enhancing the user defined fields (System Data, Front Office)

Limiting user-defined fields to certain profile types

Create user defined fields which are only valid for certain profiles!

![UDF User defined fields](image)

The profile types will be allocated to the new “Parameter” field:

- 0 = guest,
- 1 = company
- 2 = travel agency
- 3 = group:
- 4 = source

New data type for simple selection (A Flag)

When using the simple selection, you can only choose between the values yes / no (e.g., the answer to a question).

![UDF User defined fields](image)
2013.17.556 Release for Internet update on 31 October 2013

Protel Version 2013.17.556 released 31 October 2013 includes all previous releases, plus additional features since the last release.

EFT Interface

Display credit card token in the Navigator’s tree-view (Front Office)

2013.17.504 (14.10.2013)
If the hotel is using an EFT\(^1\) interface, and the respective system settings have been made, the credit card token generated during an authorization can be displayed in the navigator’s tree view.

If desired, you can also display the credit card number instead of the Token ID.

Being able to copy the token to another reservation remains unaffected by this.

You can find out more about displaying credit card tokens here:

Navigator: Display Credit Card–Authorization Token

Banquet

Many new features in the Banquet Module (Front Office)

2013.17.503 (11.10.2013)
The protel Banquet Module has many new features for you:

- Copying individual rooms or days of an event
- Labelling of events for which FO reservations exist
- Colour marking of overbooked rooms (2013.17.511)
- Adopting market and source codes of the event when creating a linked room reservation
- Special marking of grouped events in the banquet plan
- Store hotel departments in the “notes” tab
- Check for linked event when cancelling a reservation
- And much more ...

Many of the mentioned features require special system settings. Ask your protel partner or contact the protel Support Team, to learn more!

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\(^1\) Electronic Funds Transfer (EFT) – Electronic exchange, transfer of money
Deposits

Adjusting additional text when booking deposits (Front Office)

2013.17.466 (08.10.2013)

Navigator ► Button [More] ► Deposit

The “Deposit:” addition appears by default in the additional text of the booking:

<table>
<thead>
<tr>
<th>Date</th>
<th>Qty</th>
<th>Text</th>
<th>Price</th>
<th>Add. text</th>
<th>Curr</th>
<th>C.Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>20/04/13</td>
<td>1</td>
<td>Bar Euro</td>
<td>-100.00</td>
<td>Deposit: Delacroix Henri</td>
<td>EUR</td>
<td>-100.00</td>
</tr>
</tbody>
</table>

This text can be arbitrarily adjusted. You can additionally add another text to the already existing booking text, when desired.

Your protel Support Team will gladly make these settings for you. Just get in touch – we’re happy to help!

Release for Internet update on 01 October 2013

Protel Version 2013.17.458 released 01 October 2013 includes all previous releases, plus additional features since the last release.

Update

Schedule generous time slot for the update!

2013.17.458 (01.10.2013)

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 20 September 2013.

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

Routing instructions

Save routing instructions in guest profiles and rate codes

2013.17.435 (25.09.2013)

Routing instructions can now be applied to guest profiles and rate codes. This is achieved through the use of routing codes.
Apply routing code(s) to guest profile

One or more routing codes can be applied to all profile types in the “A/R” tab.

protel FO >
Guest profile > A/R:

To apply a new routing code to the guest profile, place the cursor on the „Routing instructions” pane, right click, and then select the “Assign code” menu.

In the “routing instructions” dialog box, a routing code from the guest profile will be displayed next to the invoice address.

Navigator > More >
Payment/Routing instructions:

Display of assigned routing codes.
**Apply routing codes to rate code**

A routing code and a routing target (Invoice A-F), can also be specified in the rate codes.

![Image of protel SD Rates > Rate Codes > "Options" pane]

To apply a new routing code, please select the desired routing code and the routing target (Invoice A-F) from the respective dropdown list.

**Evaluation of routing codes**

For the service bookings, the regular payment instructions are used **at first**. If no payment instruction applies, the invoices and their recipients will be checked for an already assigned routing code in the following sequence: A,B,C,D,E,F. Should a routing code contain a booked account, it will be rerouted to the corresponding invoice.

▶ The analysis sequence can be adapted accordingly. Please don’t hesitate to contact the protel Support Team to assist you with these settings.

Is neither a regular payment instruction nor a routing code valid in the profile, the rate code's routing code will be checked. If this contains the respective account, it will be rerouted to the routing target.
2013.17.430 Release for Internet update on 20 September 2013

Protel Version 2013.17.430 released 20 September 2013 includes all previous releases, plus additional features since the last release.

Invoice Advanced invoice improved with new options (Front Office)

An advance invoice can now be generated for a preset number of days or for a preset date.

It is also possible to book services in advance without the CO / Post Payment window opening - i.e., to create a separate advanced invoice with its own invoice number.

protel FO > Invoice dialog > Check Out > Check Out before date of departure

Invoice Enhanced transfer postings function (Front Office)

Transfer all of the postings of an invoice to a new invoice

Would you like to quickly and easily transfer all of a guest’s postings to a separate invoice which has its own invoice number? With the new context menu function, this is no longer a problem:

Access the context menu with a right click and select the “Transfer all items to new invoice” menu entry:

protel creates a non-guest (passerby) invoice for the same invoice recipient, which can be managed and executed separately.
The new selection box at the lower right of the window enables you to comfortably have access to all of the created invoices.

Example: Advanced invoice

The new transfer postings function is especially useful if advanced invoices have to be separately created and booked:

- Open the invoice window of the checked-in guest
- Click [Check Out].
- Select a time period for the advanced invoice in the “Check out before date of departure” window and check the **Don’t post a payment** check box.

Click on [Advanced Invoice]. The corresponding postings will now be booked to the invoice.
Use the right mouse button to click on an arbitrary booking in the invoice window and select the “Transfer all items to new invoice” context menu.

- All services on the invoice will be transferred to a separate invoice with its own invoice number. Internally, the invoice will be created as a non-hotel guest invoice (passerby).
- The invoice created in this manner will be shown in the lower right as an attached invoice.

2013.17.430 (20.09.2013)  
Transfer marked posting(s) of an invoice to a new invoice

Even single posts can be transferred and booked to a separate invoice for the same invoice recipient:

Select the booking, access the context menu with a right click and then select the menu entry. Transfer marked posting > to a new invoice of the same invoice recipient”.

2013.17.400  
Release for Internet update on 12 September 2013

Protel Version 2013.17.400 released 12 September 2013 includes all previous releases, plus additional features since the last release:

System  
Time for automatic user logoff (Front Office)

2013.17.386 (09.09.2013)  
When the user has been inactive for a certain amount of time, he will be automatically logged off by the system.

By the way, the amount of time used by the automatic user logoff can be manually set by the user - the new FO dialog box makes this possible!

Access in Front Office: Options > User Settings.

In order to have the dialog box appear and enable you to edit the amount of time, user rights 881 “FO User Settings” and 882 “FO User Settings (logoff time)” have to be allocated.

protel SD ➤ Manager ➤ User Administration ➤ Edit Group Rights ➤ Nos. 881 & 882
Reservation

Rate Group Selection (F11) (Front Office)

The rate group selection can now be activated as part of the BAR function located in the reservation assistant.

How to proceed:

1) Withdraw the respective user right “367 - FO Reservation Best Available Rate”. In doing so results in blocking access to the BAR functions.

2) A new system setting overrides the withdrawn right and makes the field for rate group selections available separately in F 11 as a dialog box:

![Rate Group Selection Dialog Box]

⚠️ Please don’t hesitate to contact the protel Support Team to assist you with these settings. Just get in touch – we’re happy to help!

Reservation letters

Exporting the total number of booked rooms (Front Office)

For reservations involving numerous rooms, it is practical to export the total number of reserved rooms into the confirmation of reservation. The new $y100 replacement code now makes this possible.

⚠️ Your protel Support Team will gladly provide you with more information about the new code and how you link it into the new confirmation of reservation form. Just get in touch – we’re happy to help!
Banquet

Banquet list: Improved search for room names (Front Office)

Would you like to access a banquet list for a certain room? The new quick search helps you with that: Simply enter a part of the room name and press [Enter]. protel will directly show you a list of all of the rooms contained in your search.

Housekeeping

Setting up Reason for Room Maintenance as a mandatory field (Front Office)

You can set the reason as a mandatory field in the room maintenance attachment. In doing so, you prevent accidentally forgetting to enter the reason.

Please don’t hesitate to contact the protel Support Team to assist you with these settings. Just get in touch – we’re happy to help!
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2013.17.350  Release for Internet Update on 9 August 2013

protel Version 2013.17.350 released 9 August 2013 includes all previous releases, plus additional features since the last release:

Invoices  ▼ Default settings for Hear and Come Reasons in passerby invoices (Front Office)
2013.17.336 (06.08.2013)
You can enter a default value for the come and hear reason on passerby invoices (invoice for someone who has not checked in at the hotel as a guest).
▼ Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

Sharer  ▼ Extended sharer settings (Front Office)
2013.17.332 (31.07.2013)
1. When the reservation status of a sharer is changed a pop up notice asks you if you want to apply the status to the other sharer as well.
2. When you enter a new sharer you can add the number of children in the same window:
3. You can automatically transfer additional packages of the guest to his sharers.
▼ Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

Room maintenance  ▼ Delete accomplished maintenance tasks (Front Office)
2013.17.330 (29.07.2013)
Accomplished maintenance tasks can be deleted after a predefined number of days. When you use this setting all accomplished maintenance tasks including their images are deleted after the defined time span at the end of day.
▼ Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.
Lost + Found

Delete accomplished Lost + Found items (Front Office)

2013.17.330 (29.07.2013)

When you use the new Lost + Found dialog, available since version 2013.17.174 (12.06.2013), the automatic deleting of found items depends on the shipping date. (The old dialog uses the status “found” as reference date for further actions in protel.)

▼ Old dialog: x days after the item was found
▼ New dialog: x days after the found item was shipped

Please note: The default is 6 days.

▼ Ask your protel Support Team for further details and to set up your protel system according to your wishes.

protel Hotel Apps

New user right for mobile settings (System data)

2013.17.330 (29.07.2013)

The new user right 423 “MO Settings” allows opening and changing the settings of mobile applications such as protel Housekeeping.

If your hotel works with several departments and split responsibilities, you can accordingly set up the required access for each employee in the app settings. Thus, you can make sure, that all employees get all the information they need for their work, but nothing beyond.

If the user right is not assigned, the employee cannot change these predefined settings. With this user right he can choose filters and save personal settings. All app settings are saved per user.

▼ Please read more about this in the Webhelp for protel Housekeeping.
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2013.17.291 Release for Internet Update on 17 July 2013

protel Version 2013.17.291 released 17 July 2013 includes all previous releases, plus additional features since the last release:

Room type plan

Display of fully booked room types in color (Front Office)

2013.17.272 (16.07.2013)

If requested, the number of available rooms can be displayed in red if the availability of a room type is zero:

<table>
<thead>
<tr>
<th></th>
<th>Event</th>
<th>Event</th>
<th>EX Suite</th>
<th>City Suite</th>
<th>Deluxe</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13</td>
<td>14</td>
<td>1</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>8</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>8</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>8</td>
<td>20</td>
</tr>
</tbody>
</table>

▼ Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

No-Shows

Check in No-Show Reservation to a day room (Front Office)

2013.17.267 (11.07.2013)

If requested, no show reservations can be checked in to a day room that has previously been checked-out. In addition, protel can check the room status when checking in the no-show reservation.

▼ Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.
Res. confirmation

New replacement codes for rate changes (Front Office, System Data)

2013.17.264 (11.07.2013)

Do you wish to print rate changes on your reservation forms? With the new replacement codes for rate changes, this is easy.

Your protel Support Team will gladly inform you about the new replacement codes, giving you advice how to add them to your confirmation forms.

Banquet

Suppress display of sub rooms in the Banquet Enquiry (Front Office)

2013.17.229 (27.06.2013)

When conducting a banquet enquiry the display of sub rooms in the room overview can be suppressed.

Ask your protel Support Team to set up your protel system accordingly!
We’re happy to help.

2013.17.222

Release for Internet Update on 25 June 2013

protel Version 2013.17.222 released 25 June 2013 includes all previous releases, plus additional features since the last release:

Room type plan

Set up number of displayed events (Front Office)

2013.17.220 (21.06.2013)

Now it is possible to set up the number of events which are displayed in the room type plan.

Ask your protel Support Team to set up your protel system accordingly!
We’re happy to help.

Help

New English Help File (Front Office)

2013.17.216 (21.06.2013)

We are happy to announce the release of a new help file for protel Front Office!

For the new help, we have adopted a new and more contemporary layout. Besides the new look, many topics and passages were revised and updated. As usual, the help is opened via F1 or the Help menu.
Maintain allocations  
**Adopt special rate codes when adding a reservation** *(Front Office)*

2013.17.216 (21.06.2013)  
New setting: When adding a guest profile with special rates agreements to the room list of an allocation, the relevant special rate code will be pre-selected. Prior to this version, the special rate code always had to be selected by hand.  

► Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

Reservation  
**Adopt special rates agreements when adding a guest profile to an existing reservation** *(Front Office)*

2013.17.189 (17.06.2013)  
New setting: When adding a profile with special rates agreements to an existing reservation you can activate a pop-up window to ask the user if the special rate code should be adopted or not.  

► Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

Navigator  
**Keep messages after check out and end-of-day routine** *(Front Office)*

2013.17.187 (17.06.2013)  
By default, any message will be deleted after checking out the respective reservation and running the end-of-day routine.  
If requested, protel can keep older messages, e.g. for reasons of traceability. To prevent old messages from being edited, they will be opened in read-only mode.  

► Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

Reports  
**Restrict report export to Excel / HTML** *(Front Office / System Data)*

2013.17.183 (14.06.2013)  
In protel, you can export any report content to an Excel format file or an HTML file. The report export can be regulated by the new User Right No. 422.  
If you revoke this right, the following functions will be disabled:  
► Export to Microsoft Excel  
► Export to HTML  

protel FO ▶ Reports ▶ Right-click on column header  
protel SD ▶ Manager ▶ User Administration ▶ Group permissions ▶ No. 422
New Lost + Found Dialog (Front Office)

The new Lost + Found Dialog contains a number of features that enable you to create and manage lost and found objects in an easy and comfortable way.

- Improved workflow
- New status for sent objects
- New ability to add (or upload) images of lost and found objects
- Add location where an object was found
- New search function helps you find information more quickly
- Quick access to the respective guest profile
- One number range for all MPE hotels (consecutive numbers)
- ...and much more

If you are interested in activating the new Lost + Found Dialog, then please contact your protel Support Team!
**Reservation texts**

New date format on reservation confirmations (Front Office)

2013.17.165 (10.06.2013)

Starting from this version, the date format day-month-year (e.g. "21 June 2013") will be used on reservation confirmations. This is now the default setting. If you would like to continue using the former date format, please ask your protel Support Team to set up your protel system accordingly. We’re happy to help!

**Cash Register**

Open Currency Exchange Receipts in read-only mode (Front Office)

2013.17.150 (10.06.2013)

Currency Exchange receipts now support the read-only mode (similar to invoices). Inadvertent changes are thus reliably avoided.

**Rate by Day Grid**

Open rate code information dialog (Front Office)

2013.17.150 (10.06.2013)

The rate code information dialog now can be opened via a new button.

Cash Register

Suppress display of payment method (Front Office)

2013.17.150 (10.06.2013)

The display of the payment method can be suppressed in the following program windows: Deposits, Post advance payment, Reservation, and CO. Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.
Room plan

Change room status for free & clean rooms (Front Office)

2013.17.139 (07.06.2013)

If requested, 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).

Ask your protel Support Team to set up your protel system accordingly!
We’re happy to help.

MPE Hotels

New replacement codes for MPE information from a linked hotel profile (Front Office)

2013.17.132 (06.06.2013)

In the license of an individual MPE hotel, a profile containing the hotel data can be linked. To replace this information in your forms, the following replacement codes have been added:

$mpe0005 : Tax 1 (Tab Pers. Data)
$mpe0006 : Tax 2 (Tab Pers. Data)
$mpe0007 : Street 1
$mpe0008 : Street 2
$mpe0009 : Street 3
$mpecyzip : Zip code
$mpecy : City
$mpeponr : Post box

Your protel Support Team will be happy to help you to integrate the new replacement codes into your forms – please contact us!

Reports

Display next rate code in extended tooltip (Front Office)

2013.17.129 (06.06.2013)

If requested, the rate code for the upcoming night will be displayed in the extended tooltip.

Ask your protel Support Team to set up your protel system accordingly!
We’re happy to help.
Messenger  ▼ New User Rights for sending text messages (Front Office)
2013.17.129 (06.06.2013)
With protel Messenger, you can create and send e-mails or text messages automatically or manually via protel. The ability to send text messages can be regulated by a number of new User Rights.

▼ Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

protel FO ► Navigator ► Messages ► Add/Edit message ► check box „send short message to”
protel SD ► Manager ► User Administration ► Group permissions ► No. 415, No. 417, No. 418

Banquet  ▼ New replacement codes for banquet texts (Front Office)
2013.17.119 (04.06.2013)
You can display and print the global start date and the global end date for any event lasting several days (long date format).

▼ Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

Banquet  ▼ Setup information as mandatory entry (Front Office)
2013.17.101 (22.05.2013)
If required, the "Setup" field in the event dialog can be set to mandatory and thus prevents it from being left blank.

▼ Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.
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2013.17.100 Release for Internet Update on May 21, 2013

protel Version 2013.17.100 released May 21, 2013 includes all previous releases, plus additional features since the last release:

protel Hotel Apps

New Housekeeping App (Front Office)

2013.17.100 (21.05.2013)

The native app for the Apple iPod touch and the iPhone connects housekeeping staff and janitors with the front office in real time, substantially speeding up the information exchange in regard to the current room status.

Features:
- Housekeeping list: Check and change the room status.
- Maintenance: Create and edit orders, add new pictures using the iPod or iPhone or use pictures from within the app.
- Lost & Found: Create and edit entries, add new pictures using the iPod or iPhone. Items are immediately shown in protel Front Office.
- Traces: View and edit the tasks of all departments.

>Contact our sales team and learn more about how the new Housekeeping app can help your hotel. Find out more...

Form Administration

New replacement code for your reservation form (System Data)

2013.17.081 (15.05.2013)

You can now add the guest’s gender to your reservation and profile forms by using the following Code: $y118

Upon request, the protel Support Team will be happy to send you all replacement codes you may require.
Release for Internet Update on May 08, 2013

protel Version 2013.17.066 released May 08, 2013 includes all previous releases, plus additional features since the last release:

Profiles

protel Survey – Display of survey results (Front Office)

protel Survey is a web-based customer questionnaire tool which allows you to create, conduct and analyze individual customer surveys quickly and easily. The individual survey results can be displayed in the respective guest profile.

Please note: This feature requires the new Cloud Module protel Survey. Contact our sales team and learn more about how this feature can help your hotel.

protel Messenger – Display of sent messages (Front Office)

With protel Messenger, you can create and send e-mails or text messages automatically or manually via protel. Whether time-controlled or triggered by a specific event – simply set the rules and determine whom to send what message to, and when. All sent messages are saved and displayed in the respective guest profile.

Please note: This feature requires the new Cloud Module protel Messenger. Contact our sales team and learn more about how this feature can help your hotel.

Profiles

protel is compatible with Microsoft MapPoint 2013 (Front Office)

We’re happy to announce that all new protel versions (2013.17.066 or higher) are compatible with MS MapPoint 2013.

The use of MS MapPoint 2013 requires a corresponding license. Contact our sales team and learn more about how this feature can help your hotel.
**Navigator**

2013.17.020 (24.04.2013)

**Enhanced rate code display (Front Office)**

A new field "next rate code" has been added in the lower left quadrant of the Navigator, which displays the rate code for the upcoming night – this is especially useful when another rate code has been set via the “rate by day grid”.

![Navigator Example](image)
2013.17.000  
Release for Internet Update on April 16, 2013

protel Version 2013.17.000 released April 16, 2013 includes all features developed since the last release plus all previous releases:

Office

Information Book – New local text field + Display of UDF (Front Office)

The Information Book now supports an additional input field for local languages 1 and a new section for user-defined fields (UDF) 2.

![Information Book](image)

New features:
1) Input field for local languages, Unicode-enabled
2) Display of user-defined fields, Unicode-enabled
3) The Edit dialog is scalable

Cash Register

Accounts Receivable – This new User Right controls the ability to transfer debts to another profile / account (Front Office)

The transfer posting of debts to another profile or account can be regulated by the new User Right No. 878.

If you revoke this right, the following functions will be disabled:

- Transfer marked debts
- Transfer marked debts to group account (CC)

protel FO  Cash Register  Accounts Receivable  Post Payment  Context menu  Transfer marked debts
protel SD  Manager  User Administration  Group permissions  No. 878
Cash Register

Cheque / Currency exchange: Enter commission (Front Office)

The new User Right No. 879 controls access to the commission field “minus commission in percent”, whereas user right Right No. 880 controls access to the commission field “minus commission in Euro”.

If you revoke one of these rights, the corresponding commission field will be deactivated.

Navigator

Post advanced payment (Front Office)

If required, you can add the function „Post advanced payment“ to the Navigator’s tree view:

- Ask your protel Support Team to set up your protel system accordingly!

Toolbar

Enhance your tool bar with protel Vouchers and Voucher Sales (Front Office)

If required, the extended toolbar in protel Front Office can be enhanced with protel Vouchers and Voucher Sales:

Please note: To use this feature, a valid protel Vouchers license is necessary.

- Ask your protel Support Team to set up your protel system accordingly!

We’re happy to help.
EFT-Interface

2013.16.927 (22.03.2013)

1. If an EFT interface is used, the interface returns a token to protel upon authorization of the payment request. This token can now be displayed in the Navigator under the sub tree "Additional reservation information". The token stands for the successful authorization of a credit card payment (=result of a positive check).

2. By clicking the credit card token, it can be copied to another reservation if the required user right is set. When a token is copied, protel automatically creates an entry in the action log; so the copy process can be traced at any time.

3. To copy an authorization token, the new User Right N° 419 - FO Copy Navigator token has to be set.

▼ Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.
Navigator

Display of reservation specific guest requests (Front Office)

If required, reservation-specific guest requests will be shown as "Additional Reservation Data" in the Navigator’s tree view.

Here’s how it works:

1) Open the reservation dialog  ▶ Click [Add. Info] button  ▶ Click [Guest requests] button  ▶ Assign guest requests:

<table>
<thead>
<tr>
<th>Key</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>frut</td>
<td>Fruit basket</td>
</tr>
<tr>
<td>Allrg</td>
<td>Allergy bedding</td>
</tr>
<tr>
<td>FRW</td>
<td>Fresh red wine</td>
</tr>
</tbody>
</table>

2) The assigned guest requests are displayed as follows:

► Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.
2013.16.816 Release for Internet update on February 25, 2013

protel Version 2013.16.816 released February 25, 2013 includes all features developed since the last release and the releases before:

protel Explorer

2013.16.816 (25.02.2013)

▶ Search for a profile number (Front Office)

Now you can search for a specific profile number in the search bar (explorer).

Invoices

2013.16.816 (25.02.2013)

▶ Invoice form in the language of the invoice recipient (Front Office)

Set up protel to always use the “right” language for each guest: The invoice form will open automatically in the language of the invoice recipient. Manual changes of the form in the dialog “More / Invoice print mode” can only take place in the actual language.

▶ Your protel Support team will gladly adjust the mentioned settings for you. Just contact us!
Invoices

Add QR code to the invoice to open survey (Front Office)

2013.16.816 (25.02.2013)

Use a smart and comfortable way to ask your guest directly after the check out for his opinion. A new replacement code implements a QR code into the guest invoice. By this code the guest is linked to the matching survey.

Please note: This feature requires the new Cloud Module protel Survey! For more information please contact our Sales team.

Replacement code for survey QR code: $QRCode

Change size with:
QRSize{100x100}

Virtual rates

Fall back to original room type detail if a guest moves (Front Office)

2013.16.768 (18.02.2013)

When a guest moves to another room it might happen that the (virtual) rate pertaining to the original room type contains a detail that cannot be applied to the new room.

In this case normally the split table of the basic rate is chosen. As of now it is possible to choose a detail of the primarily booked rate (buch.orgkatnr) instead.

Your protel Support team will gladly adjust the mentioned settings for you. Just contact us!

Invoices

Better overview: Insert a separating line (Front Office)

2013.16.768 (18.02.2013)

Optionally you can add a separating line in the invoice form, for example between the entries of services and payments. As a separator any character is possible:

[UsePaymentSeparator{1}]
[PaymentSeparator{====================================}]
Guest profile

Enhance your guest contact with the new mailing status (Front Office)

Does the guest consent to be contacted? Or not? Or didn’t we ask yet? – These three options were given in the protel guest profile so far.

As of now, further specifications can be recorded as well: May we contact him for

- reservations,
- invoices or for
- advertising purposes?

Beyond that, the method of contact can be chosen as well:

- postal letter
- telephone call
- e-mail
- text message

Your protel Support team will gladly adjust the mentioned settings for you. Just contact us!
Reservation list

2013.16.768 (18.02.2013)

▼ Cancelled reservations highlighted in red (Front Office)

If desired, cancelled reservations can be displayed in red on the reservation list.

![Reservation List Screenshot]

▼ Your protel Support team will gladly adjust the mentioned settings for you. Just contact us!

Word processing  protel is compatible with Office 2013 (Front Office)

2013.16.690 (22.01.2013)  We’re happy to announce that all new protel versions (2013.16.690 or higher) are compatible with MS Office 2013.

▼ The use of Office 2013 needs to be set up separately. Please contact your protel Support!

Guest profiles  New set of user rights allows access to various types of guest profiles (Front Office)

2013.16.635 (09.01.2013)  Each different type of guest profile now has its own user right, allowing the user to open a certain type of guest profile, to create a new profile or edit an existing one.

If the right of use is cancelled, the function for that specific type of guest profile is affected.

protel SD: Manager ► User Administration ► Group permissions ► Nos. 863-877
Reservation


„Out of Service“ room allocation on daily basis (Front Office)

It is possible with immediate effect to put a room “Out of Service“ for the actual date by selecting the new menu item „Reservations > Room out of Service“. Up to now this could only have been done on the room plan.

Select the appropriate room on the “Out of Service“ dialog and after that click on [Set rooms OOS today].

The actual room status will now additionally appear in the dialog.
Commission codes

Adminstration of Commission codes per MPE-Hotel
(Front Office / System Data)

Commission codes can now be configured individually by each hotel. Just enter a new commission code or edit the available one and select the hotel in the window below:

protel MPE:
For which hotel(s) should a commission code be valid?

Cash register / profiles

Invoice history: Cancelling of deposit-invoices (Front Office)

In the invoice history the cancelling of deposit-invoices can generally be eliminated.

protel FO: Cash register ➤ Invoice History
protel FO: Guest profile ➤ Invoices

➤ Your protel Support will gladly adjust the mentioned settings for you. Just contact us!
Profiles

Traces: designation of the weekdays on which a trace should appear (Front Office)

Select certain weekdays on which a trace should appear once it is compiled. In this case the trace should be extended over a long period.

NOTE: Weekdays can only be determined by singulary designated traces, not by Auto Traces!

Banquet

By copying event details automatically add event course (Banquet, Front Office)

If you like, you could set your banquet module to automatically add the course of the event when the event details are copied over to another room – without any additional enquiries.

Our Support will gladly adjust the mentioned settings for you.

Banquet

Banquet room interfacing – Displaying future events (Banquet, Front Office)

If required, you can set the amount of days that the events for a selected room should be displayed in advance. One day in advance is standard.

Our Support will gladly adjust the mentioned settings for you. Just contact us.
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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