



Cater*Book*

A new approach to hospitality management



Welcome to CaterBook®

Thank you for purchasing *CaterBook*, the Hospitality Management System designed and produced by CaterActive Ltd specifically for small hotels, guesthouses and other transferable businesses.

This guide has been developed to help you master the powerful features of *CaterBook* quickly and easily. It provides some background to the program and takes you through the key functions with simple to follow step-by-step guides. These steps are then outlined in greater detail for your further information.

As the name suggests, *CaterBook* deals with the front of house booking function of a hotel or guest house. Its main features include:

- Calendar based quotation and booking facilities
- Automatic availability checking
- Room 'shuffling' capability
- Invoicing printouts (including extra charges)
- Financial reporting (including receipts & payments)
- Marketing and customer reporting
- Personal staff diaries
- Euro currency conversion facility
- Export functions for other programs
- Internet Systems including on-line booking

CaterBook is the first Management System for small hotels that allows the transfer of your current room availability to associated commercial websites and other related tourism organisations.

CaterActive hope that you enjoy using *CaterBook* and the benefits it can provide you and your business.

If you encounter any difficulties contact the helpline on: **01803 840 414**

This service along with the internet procedures is FREE

for the first year after purchase of *CaterBook*.



The Thinking Behind CaterBook.

Simplicity. The very nature of a computer program is complicated and virtually all computer systems are written by professional programmers. Unfortunately, often programmers are *'not of this earth'* and some systems fall victim to this cleverness over usefulness problem!

CaterBook is different. We approached from the point of view of people running a small hotel, who do not have a particular interest in computers. This ethos changed the entire design of the system and brought about a new way of thinking in terms of software development. We wanted the software to be the simplest but also the most useful. Can this best of both worlds principal be achieved? It would be too glib to simply say 'yes', we will say however that we have done and continue to do our very best with this concept.

Whilst the screens of CaterBook are very simple, there are a large number of 'extras' which don't appear on screen. You may initially think this is perverse, but in order to maintain the overall simplicity, some of the more specific and optional functions are there for the use of people who want that extra function while keeping it 'out of the way' of those who don't. A good example is the checking in process. Larger hotels with reception staff tend to need to check in residents whereas for the smaller establishment, this is an unnecessary process which just makes for more work. CaterBook has a check-in process which is very simple to use, but if you don't use it, it apparently doesn't exist and therefore doesn't get in the way.

We also believe that using a business system should be a pleasant experience, why be dull? This is achieved by having a well thought out overall design. CaterBook doesn't use endless menus and wizards, the processes are inherently intuitive, speeding up the learning process. You can even change the display colours to suit your mood or style.

We do listen to feedback and CaterBook continues to improve on a regular basis, keeping abreast (and hopefully ahead) of new developments. We hope you will not only find CaterBook to be an invaluable business tool but that you will enjoy using it too.



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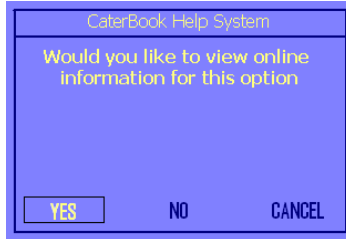


Online Help Videos

Help Videos

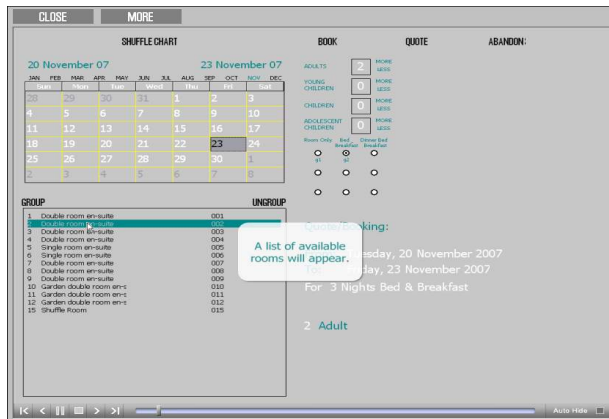
There are several help videos which will present further information, hints and tips about the functioning of CaterBook. These can prove very helpful in explaining some of the concepts within the system.

To enable a video, **right click** on a related function on the CaterBook screen and if a video is available, this pop up window will appear:



If you answer yes to this option, an on screen video will play explaining a related feature or process. The short 'movies' may present an educational aspect or show methodologies that may otherwise be missed.

More videos will be developed with program updates; ensure you update CaterBook regularly (SYSTEM — INTERNET — UPDATE CATERBOOK).



More videos are being produced and will be available with future updates.

Note: Macromedia Flash needs to be present on your computer for this function, this can be downloaded and installed for free from the macromedia website.



Installation (for reference only)

This Section is for reference only.

Call CaterActive on 01803 840 414 (+44 1803 840 414) or Skype 'Cateractive' for installation. We will perform these tasks for you. We do not recommend a self installation as it requires passcodes and prepared data.

It is important that before installing CaterBook[®] that Windows is updated.

To do this: click on your Start menu button then click on **Windows Update**. Your computer will now connect to the Internet and access the Microsoft website. Follow the instructions provided by Microsoft to update your system.

Having updated Windows successfully, CaterBook can be installed.

The installation of CaterBook is a 2 stage process. First CaterBook is installed and then CaterBook will in turn set up your database system SQL Server. You will be asked for passcodes during the install and it is recommended to call CaterActive for guidance through these procedures.

VERY IMPORTANT! Firewalls will prompt for clearance during installation and these will need to be answered very quickly. This is because the installation process needs to set up a Database that acts as a 'server'. Many protection programs interpret this as viral activity and can therefore block correct installation causing the installation to fail.

Place the CD in your CD Drive and autostart will begin installing your system.

Follow the prompts offered by the install program. Following this a CaterBook Icon will appear on your desktop.

Before proceeding further, be ready to answer firewall prompts or have the firewalls temporarily switched off.

Now start CaterBook from the icon. The program will take a long time to start having recognised that it needs to install the SQL database. You will need to answer YES to the prompt "Is this the first time you have installed CaterBook?"

Click 'NEXT'. You will need a password supplied by CaterActive.

Enter the password and hit TAB (directly above the Caps Lock key).

The system will copy files and count down for two minutes.

From MSDE on the programs list, click **SERVICE MANAGER** then click the **START/CONTINUE** button.

You can now close this window with the X at the top right. (The server icon will be shown in your system tray, which is by the clock on your start bar).

Your system is now installed and ready to use. Close any open windows and **restart your firewalls and anti virus programs.**

On first use of CaterBook ensure that any firewalls grant full access for CaterBook and SQL server.



Installation (for reference only)

This Section is for reference only.

Setting Up CaterBook

The first time you use CaterBook with firewalls switched on, you may be asked to allow CaterBook to access the Internet; say **yes** and also **allow all further attempts** to do so. When doing this for the first time, it is quite likely that CaterBook will 'timeout' while trying to reach the database. This will cause the original 'Is this the first time you have installed CaterBook' question to appear. Say **no** and try CaterBook again, ensuring that it has full clearance from any firewalls.

Now that CaterBook has been installed, it should now be personalised by following the three steps below.

1. To enter your personal account code
2. To collect your personal database and configuration (tariffs/rooms etc)
3. Any graphics specific to you

And also to make sure you are updated with the latest version of CaterBook.

1. Entering your account code.

Move the mouse to the very top right corner of CaterBook. You will see the EXIT button appear. Press the SHIFT key and whilst holding it down, click EXIT. You will be asked for a Password and then an Account Code (Call 01803 840 414 for this information.)

2. Collecting Your Database.

Click SYSTEM then move across to INTERNET. Hold the SHIFT key down and click BACKUP TO WEB. You will be asked to confirm that you wish to overwrite your data. Enter YES. The program will now collect your database from our server on the internet.

3. Collecting your Graphics

Click SYSTEM (if you cannot see the INTERNET option) and move across to INTERNET. This time, while holding the SHIFT Key, Click on GOTO WWW. Answer YES I DO and the program will collect your Graphics from the internet.

Finally, Update to the latest version of CaterBook.

Click SYSTEM (if you cannot see the INTERNET option) and move across to INTERNET. Then select the last option, UPDATE CATERBOOK. The system will check if there is a newer version of the system and if so, download it and replace itself.

Your system is now ready to use.



Initial Set up

Getting Started with CaterBook

Either: double-click the CaterBook icon on your desktop

or select Start — Programs — CaterActive — CaterBook.

How to register your copy of CaterBook following a 30 day trial

On starting the program for the first time, a message will appear explaining that registration will be required within 30 days of the program installation. In normal circumstances this should give you 3-4 weeks use before needing to get your registration number and code from CaterActive after payment. If you do not have a passcode, press TAB and the program will continue as normal.

When you are ready to register or require further assistance, call 01803 840 414 for your **Registration** and **Account** code.

After registration, the registration screen will no longer appear unless you have specifically enabled the security system.

The program will now be fully operational.

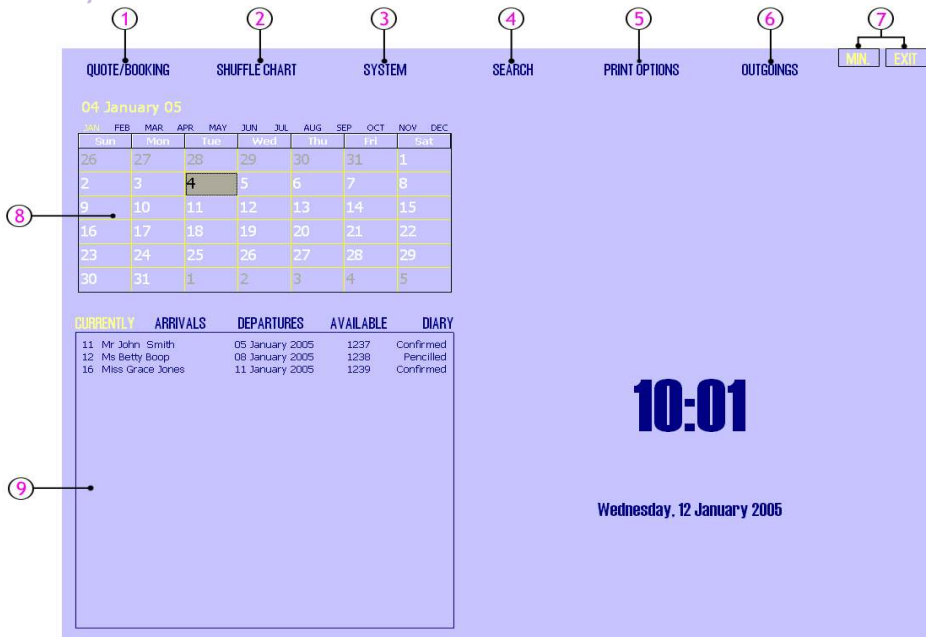
On Screen Help Facility.

CaterBook has a context sensitive on-screen help option that displays relevant information about the options and items on the main screen. Hit **F2** on the keyboard to activate this and a small display line will appear in the bottom right of the screen. Move the mouse cursor over the items on screen to view an explanation of each item, along with tips for use.

On Screen Demonstrations Facility.

Detail on can be found on Page 7

The Main Screen



Key to the main screen **Function keys**

- 1: **QUOTE/BOOKING** Option button to begin a quotation or booking
- 2: **SHUFFLE CHART** Use to switch the display to the shuffle chart screen
- 3: **SYSTEM** Will access the Internet options and database listings for Clients etc
- 4: **SEARCH** Search engine, for finding bookings and other files based on keywords
- 5: **PRINT OPTIONS** To display available printouts like invoices and quotations
- 6: **OUTGOINGS** Opens the outgoing payments section. To enter bills paid by your establishment
- 7: **MIN & EXIT** Minimize or Exit CaterBook (only displayed when the mouse moves over this area)
- 8: **CALENDAR** Used throughout CaterBook and always visible. (Today will be shown on start-up)
- 9: **BOOKING LIST** Relating to the calendar, information is displayed here, showing clients currently in residence, arrivals, departures, rooms available and a diary

These keys and their purpose will now be explained in more detail



The Main Screen

1: QUOTE/BOOKING

This is the main method of creating and entering all your bookings. The method of entering bookings is straightforward and the process requires as few keystrokes as possible—there should never be the need to enter any information more than once.

Whilst the process of entering bookings and quotations is quite intuitive, there is a strict pattern of actions needed to create your bookings. The full method is explained in this guide, under the heading Quotes & Bookings

2: SHUFFLE CHART

The Shuffle Chart is a graphic view of all your bookings and also features some options for making simple modifications to bookings, for example, you can use this chart to move a booking from one room to another. It is also possible to use it to change the length of stay for a booking. This chart is especially useful to see during busy periods where you may be able to accommodate new bookings and also perhaps to move rooms around to open up a booking space (hence the name Shuffle Chart).

It is also useful to see at a glance whether all payments have been accounted for. That is, if you have bookings in the past that are not Pink or Yellow (linked), they will appear not to have been paid for.

3: SYSTEM

In order for CaterBook to be uncluttered and simple to use in everyday use, you will require further options and control. The SYSTEM option offers access to a few other controls. This will open functions for viewing and modifying existing data as well as the option to add your own records to the databases. This also opens the INTERNET options along with some of the backup methods.

4: SEARCH

The ability to search a database is very important and whilst in day to day use you will use the calendar to navigate through your bookings, there will be times when you need to be able to find records or bookings using this search facility. The search system allows you to find information using many fields and allow the use of so called -wildcards. This means that if you have two bookings in your system that refer to 'cot' in the booking notes, for example, you will be able to retrieve both bookings in one search. The search section is explained in more detail later in this guide

5: PRINT OPTIONS

You will need to print documents for your clients often and so the Print Options are readily available for this purpose. All you need to do to print an invoice is select the client's booking, move to Print Options and click INVOICE. For pre-contact documents— Quotations and Confirmations— the system will recognise that you have relevant e-mail addresses and will offer to use e-mail methods instead of printed material. (See page 19 for more on the e-mail facility)



The Main Screen

6: OUTGOINGS

CaterBook is a system designed for smaller hotels and guest houses (50 Lettings or less) and so it is useful to be able to store business information relating to outgoing payments that you make as a business. This then allows you to use CaterBook to keep a record of both the money out of your business as well as the money in. We make no claims that CaterBook is an accounting system, however we have found that in many cases the information stored here is quite sufficient for accountants to use and the program can also create a Microsoft Excel sheet which can be used by others if required.

7: MIN & EXIT

Minimize or Exit CaterBook (only displayed when the mouse moves over this area).

8: CALENDAR

The **Calendar** remains on-screen and accessible throughout the majority of the program's processes. Additional boxes automatically appear below and on the right-hand side of the screen as and when they are required.

When the program starts, today's date will be selected and highlighted . To select an alternative day, click the Calendar.

The new date will now be highlighted and written in full at the top left of the Calendar. To view a different month, click on the appropriate month listed above the calendar.

9: BOOKING LIST

Below the Calendar is the **Booking List**. This section has five options, as noted below. These are relative to the date selected on the **Calendar**. Click on the appropriate tab of the Booking List, and the selected list will appear.

- Currently:** All customers that are staying in your hotel on the selected date
- Arrivals:** Clients that will be arriving on the date highlighted on the calendar
- Departures:** Departing customers will be displayed for the date selected
- Available:** A list of available rooms for the selected date
- Diary** A facility that enables users to leave notes for themselves or others. With an alarm feature, to be displayed at specific times in the future

Tips: Try changing the date highlighted on the Calendar and you will see the lists change accordingly.

Once the Calendar has been highlighted (yellow lines), you can use the arrow keys on your key board to change the date. This can be quicker than the mouse in some instances.

*Pressing **F1** will return you to the screen with today's date when using CaterBook. If you are not sure of the date period currently in use, hit the F1 key (located at the top left of the keyboard) to return to this original state.*



Quotes and Bookings

Creating a Quote or Booking

Both Quotations and Bookings start with the same process. Begin by clicking the QUOTE/BOOK control at the top left of the screen:



Then follow each step outlined below in strict order to continue:

SELECT THE ARRIVAL DATE

Click on the calendar to choose the date required.

CLICK THE DEPARTURE DATE

(If you need a different month use the month markers above the calendar)

SELECT THE TARIFF TERMS

To the right of the calendar are the term options: B&B, Adults, Children etc. The default options are 2 adults Bed & Breakfast. Exclude this step if this is correct.

PICK THE ROOM REQUIRED

Choose from the available rooms shown beneath the calendar

The screen will now resemble the diagram below:

The screenshot shows a booking interface with the following elements:

- SHUFFLE CHART:** A calendar for January 2007. The arrival date is 15 January 07 and the departure date is 18 January 07. The 18th is highlighted.
- Navigation:** Buttons for 'BOOK', 'QUOTE', and 'ABANDON'. The 'BOOK' button is circled with a '4'.
- Guest Selection:**
 - ADULTS: 2 (with 'MORE' and 'LESS' options)
 - YOUNG CHILDREN: 0 (with 'MORE' and 'LESS' options)
 - CHILDREN: 0 (with 'MORE' and 'LESS' options)
 - ADOLESCENT CHILDREN: 0 (with 'MORE' and 'LESS' options)
- Room Selection:** Radio buttons for 'Room only', 'Bed Breakfast', and 'Full Board'. Under 'Bed Breakfast', three sets (Set 1, Set 2, Set 3) are shown. A circled '1' is next to the 'Full Board' option.
- Room List:** A table with columns 'GROUP' and 'UNGROUP'.

| GROUP | UNGROUP |
|-------------|---------|
| 1 Double | 001 |
| 2 4 Poster | 002 |
| 4 Double | 004 |
| 6 Twin | 006 |
| 7 Double | 007 |
| 8 Swap Room | 008 |

 A circled '2' is next to the '6 Twin' row.
- Quote/Booking Summary:**
 - From: Monday, 15 January 2007
 - To: Thursday, 18 January 2007
 - For 3 Nights Bed & Breakfast (with a circled '3')
 - 2 Adults



Quotes and Bookings

Key to the Quote/Booking Screen

- 1. Tariff Terms** Set to your own tariff. Selecting more increases the option & less decreases by one.
- 2. Available Rooms** Click the room to select
- 3. Booking Detail** A full description of the booking requirement which changes as per your selections
- 4. Final selection** The last step to either Book or Quote the selected options

All the options shown above can be changed during this process. For example if you wish to know the pricing for full-board, simply click the option on the tariff terms (**1.**) and the quotation will be recalculated appropriately.

To change the dates chosen, click the date already chosen above the calendar, and the date will change to either '*Arrival Date*' or '*Departure Date*', then re-select a new date on the calendar.

If you wish to select a different room, click the new room required.

If you wish to override the calculated prices for the quotation, click on the number you wish to change (shown below the **3.** on the diagram above), and type in the new price, followed by the TAB key. If you change the first price, the total will be re-calculated; changing the total price will automatically re-calculate the first price.

GROUP BOOKINGS

With CaterBook it is possible to book several rooms under one name, allowing you to produce one final invoice for all the rooms within the group. Each room is still accounted for separately but automatically totalled onto one room (referred to as the Paying Room). This process is defined as **Linking**.

Rooms can be linked after you have booked them separately OR they can be linked during the process of Quote/Booking. For the moment we will concentrate on linking the rooms during Quote/Booking:

To Group Book: during the process described above, click the word **GROUP** (directly beneath the calendar) and then select the rooms required in the group. You will notice the room remains highlighted even when selecting further rooms. Each room can be priced separately using the process described above. If you make a mistake or wish to change the rooms selected, click **UNGROUP** and the group option will be switched off.



Quotes and Bookings

Choose either **QUOTE** or **BOOK**

If you are quoting a customer and do not wish to formalise the booking, select Quote. If this is to be a booking select Book.

The screen will be changed again and present you with a form for the Client details as shown below:

The screenshot shows a web form for client details. At the top, there are three buttons: 'COMPLETE', 'BACK', and 'ABANDON'. On the right side, there is a toggle switch labeled '- Fix is on -'. The form fields are organized into two columns. The left column includes: Title, Name, E-Mail Address, Telephone Number, Fax Number, Mobile phone number, and E-Mail Address. The right column includes: Type, Car, Nationality, Passport, Customer Notes, Booking Notes, Reason for visit, and Reference Method. At the bottom of the form, there is a 'DoubleClicking...' label.

You will notice an option –Fix is on– at the top right. This will automatically Capitalise your typing to assist in building up a neat and tidy database. If you would rather this was switched off, click the option and it will switch off clicking it again will switch it back to on (known as a toggle switch).

The information relating to the client should be as detailed as possible, being meticulous at this stage will pay dividends later when you wish to review details about your business.

Most of the fields are self explanatory, however there are some fields which may need further explanation.

Type : You can use this for categories for your customers: 'Business', 'Tourism' etc

Car: The model of car driven

Registration: The registration of the car

Passport: Passport Number (In the UK this is required for non-Europeans)

Customer Notes: This information relates to the customer and remains private to the system

Booking Notes: This information relates to the booking and will be shown on some paperwork

Important: If you choose to enter credit card details into either of these note fields, please be aware of the Data Protection Act which requires that payment card information is stored in any form for no more than 30 days. Also the Freedom of Information Act means that any person is entitled access to any data stored relating to themselves.

Reason For Visit: 'Holiday', 'Walking', 'Music Festival', 'Conference' etc

Reference: This relates to how the client found out about you.



Quotes and Bookings

Information fields such as reference will allow you to analyse where your media spending budget should be profitably used. For example, if you have entered a specific magazine advert, you will be able to appraise the effectiveness of that advert financially later on in the year.

The method for entering customer data is box by box using TAB to continue forward (Shift+TAB to move backwards). On exiting the last field (Reference) CaterBook will display a question:

If you selected **QUOTE** earlier, you will be given the option to print the quote. The quote will be stored and the process will have been completed.

If you selected **BOOK**, you will be asked if you wish to pay a deposit. Answering Yes to this question will present you with a new section as shown below:

The method of payment should be entered in the correct category as this will improve financial reports later.

When exiting the box relating to the payment, further boxes may appear for more details about the method of payment. For example, putting a value in the CHEQUE field will then display a box to type the cheque number. Choosing the Card payments option will display boxes for Card number, Card Validity, Expiry and Code. This information will be stored with each booking payment.

| | |
|--------------|----------------------|
| Cash | <input type="text"/> |
| Cheque | <input type="text"/> |
| Credit Card | <input type="text"/> |
| Payment Card | <input type="text"/> |
| Amex | <input type="text"/> |
| VisaNet | <input type="text"/> |
| Direct Debit | <input type="text"/> |
| Internet Top | <input type="text"/> |

When the correct information has been entered, click the command at the top of the screen marked **COMPLETE**.



The booking will now be saved and added to your system database. The program will ask if you wish to print a confirmation now, answering Yes will proceed to delivering a printed copy and the process is finished. If you entered an e-mail address in the customer details you will also be asked if you wish to e-mail your confirmation.

QUICK SUMMARY:

To Quote:

- Click QUOTE/BOOKING
- Select ARRIVAL Date
- Select DEPARTURE Date
- Select Tariff Terms
- Choose an available room and check pricing
- Click QUOTE
- Enter Customer Details
- Print/Email Quote

To Book:

- Click QUOTE/BOOKING
- Select ARRIVAL Date
- Select DEPARTURE Date
- Select Tariff Terms
- Click an available room and price
- Click BOOK
- Enter Customer Details
- Print/Email Booking

Quotations

Quotations seem to disappear!

It is reasonable to think that quotes, once given and printed, have disappeared from your system. They haven't!

CaterBook avoids having too much information on screen at any one time in order to avoid confusion, therefore quotes are not generally displayed. Instead they are stored with a method called **Quotation Mode**.

Quotation mode works in a similar way to normal mode, but instead of showing real bookings the system will display quotations. These can then be Re-printed, Deleted, or converted into actual bookings.

Accessing Quotation Mode.

To change the Quotation Mode, double-click on the word **CURRENTLY** below the calendar.



CaterBook will then ask: "Do you wish to switch to Quotation Mode?"

Answering Yes will switch CaterBook to Quotation Mode and the CURRENTLY options will change to:



The PRINT OPTIONS will also change at the top of the screen to read QUOTE OPTIONS instead.

CaterBook will now function as usual except that the information displayed will relate to quotations instead of actual bookings.

On clicking **QUOTE OPTIONS**, you will be presented with functions special to quotes:

DELETE QUOTE

allows the deletion of the quote from your records. The information about the customer will be retained in your client records.

CONVERT QUOTE

will convert the quotation into a booking and the information will then appear in normal mode. CaterBook will ask "Convert this to a booking?" You will need to type 'YES' followed by tab to carry out this command

PRINT QUOTE

allows re-printing of the quotation.

Exiting Quotation Mode (Resume Normal Mode)

To return to normal functions, double-click on **CURRENT Q** (below the calendar) and a question will appear asking "Do you wish to switch to normal mode?" answer Yes and Quotation mode will be switched off.

A note about deleting quotes: whilst this function exists, there is no need to delete any quotes as they will not interfere with your bookings and are a useful record of the interest taken in your establishment.

Emailing from CaterBook

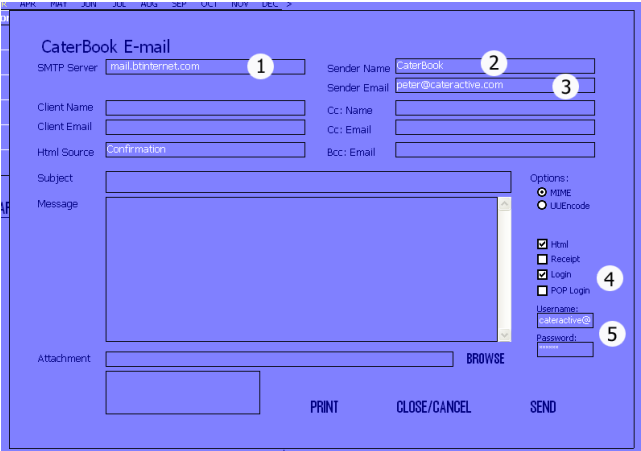
If the booking information about the client includes an e-mail address, on selecting a confirmation CaterBook will ask if you would like to e-mail the guest with the booking details rather than printing them.

On using the e-mail screen for the first time you will need to enter your outgoing SMTP server address (1). If you use Microsoft Outlook or Outlook Express, you can find the address by selecting Tools/Accounts/Properties or Change and viewing the server information. Alternatively your service provider should be able to assist you. The outgoing server address usually looks like smtp.myisp.net or mail.myisp.com etc

The field 'Sender Name' (2) should contain your own establishment name and 'Sender Email' (3) should contain your return e-mail address. If you use server logon names and passwords you will need to enter these details on the right of the screen (5) and choosing the tick box for login.(4) Avoid using POP3 login as this is very rarely required. You can set CaterBook to remember your password by creating a text file c named 'email.txt' in C:/Program Files/Cateractive/Internet. Type your password into the document then save and close.

The rest of the fields are entered automatically by CaterBook. Note: the window displaying the booking details looks a little messy with
 symbols and other items. This is correct. Your guest will receive the e-mail in html format, which is more attractive than plain text and allows the two images from your paperwork to be presented as part of the message.

If you would like to see the e-mail for yourself, put your own email address into a booking and send a confirmation to yourself.



The screenshot shows the 'CaterBook E-mail' configuration window. It includes the following fields and options:

- SMTP Server:** mail.btinternet.com (1)
- Sender Name:** CaterBook (2)
- Sender Email:** peter@cateractive.com (3)
- Client Name:** [Empty]
- Client Email:** [Empty]
- Html Source:** Confirmation
- Cc: Name:** [Empty]
- Cc: Email:** [Empty]
- Bcc: Email:** [Empty]
- Options:**
 - MIME
 - HTML
 - Recapt
 - Login (4)
 - POP Login
- Username:** [Empty]
- Password:** [Empty] (5)
- Attachment:** [Empty]
- Buttons:** PRINT, CLOSE/CANCEL, SEND

The print option within the e-mail screen allows you to print a copy of the e-mail should you wish to keep a record of that particular mailing.



Making changes to bookings

Once a booking is stored in CaterBook, it is quietly filed under many categories, however the most common way of finding the booking is to use the calendar to move to the date of the booking. (Search methods are covered later in this guide.)

To Display a Booking:

When the Calendar is clicked and a date selected, any bookings at that date will be displayed in the **booking list**. To view the details of any of the bookings in the list, use the mouse to single click on the specific booking you are interested in.

The screen will then display your booking information as below.

The screenshot shows a booking details screen with the following elements:

- 1**: Reason for visit: Holiday
- 2**: People in room: 2 Adults
- 3**: Tab Listing (table below)
- 4**: ADD button
- 5**: MODIFY button
- 6**: DELETE button
- 7**: CANCELLATION button

| Item | Quantity | Description | Price |
|---------|----------|--------------------------|--------|
| Term | 7 | Nights B&B | 46.00 |
| Deposit | 1 | Deposit Paid with Thanks | -50.00 |
| ATea | 1 | Afternoon Tea | 10.00 |
| Water | 3 | Mineral water | 1.25 |

Key to the Tab Screen.

- 1. Customer Details** as detailed previously, modifiable information relating to the guest
- 2. People in room** the quantity of people staying in the room
- 3. Tab Listing** all pricing and additions to the guest's bill will be listed here
- 4. Add Function** clicking this will allow you to add items to the customer's bill
- 5. Modify Function** select an item on the Tab listing and click modify to change any details on the bill
- 6. Delete Function** select an item on the Tab Listing and select this to remove it from the bill
- 7. Cancellation** choose this option to permanently remove the booking from your system



Making changes to bookings

Modifying the customer details

If you wish to change any details on the customer record, Click, then change the information and ensure you click **CLOSE** at the bottom of the Tab Listing to save any changes.

Re-allocating an account

A booking is locked to its account number and therefore changing the customer details on a booking will change all related bookings with this account number. In this instance you need to re-allocate the account on the booking. To do this, Click the account number and CaterBook will prompt: "Do you wish to re-allocate this booking to another account" follow the prompts from here.

Adding an item to the bill

Click **ADD** and a new section will replace the options at the top of the Tab Listing. This consists of four boxes: **CODE, QUANTITY, DESCRIPTION & PRICE**

When the cursor is in the Code box, a list of all your products will be listed below and can be clicked to select them, or you can enter a code manually. (The list of products can be added to or modified in the Product Listing Screen). Amend the quantity of items as needed. The description can be changed if required as can the price, which will be multiplied by the quantity you entered a moment ago. When you TAB out of the price box, your new item will be added to the Tab Listing and the total price charged to the guest will be amended accordingly. **If you do not TAB out of the price box, the item will *not* be added to the bill.**

Modifying an item on the bill

Firstly select the item to be changed on the list. Then click **MODIFY**. The information will appear at the top of the Tab Listing. You can make changes to any part of the line (except the code), the price, description and the quantity. Make changes as required and these will be replaced on to the bill when **TABBING** out of the price box.

IMPORTANT. If you wish to change the length of stay, **MODIFY** the line entitled 'TERM'. Increasing the quantity will increase the length of stay by the number added. Decreasing the number works in a similar way.

Modifying a Deposit.

If you decide to make changes to an existing deposit, click on the deposit line and click **MODIFY**. The display will change to show the original deposit payment screen with the original payment. The value can be changed and the booking will be updated when you click **DEPOSIT** at the top of the section. The Program will ask "You have chosen to set this payment as a deposit, is this correct?" answer yes. **NOTE:** If you were to answer no to this question, the payment would be taken as payment for the booking and not defined as a deposit.

Deleting an item on the bill

Items on the list can be removed. To do this, select the item you wish to remove and click **DELETE**. Marked **6** on the diagram above. You will be asked to confirm deletion of the item. Type **YES** in order to continue. The item will then be removed from the bill permanently.

NOTE: The 'Term' item cannot be deleted. You will see a message "This item cannot be deleted as it is a system control". This indicates that the booking is based upon the term information, removing it would invalidate the booking.



Making changes to bookings

Cancelling the entire booking

A booking can be permanently removed from the system by selecting CANCELLATION.

Cancelling the booking will keep the information relating to the client but will destroy information about the booking itself and clear the room space previously taken.

If a deposit has been paid on the transaction, a warning box will appear when clicking CANCELLATION.

“Do you wish to remove the payments made by this customer as well?”

This is important. If the customer has paid a deposit and you delete the booking, you have the option to keep the deposit without refunding it. If you delete the booking without modifying the deposit, the deposit payment will be kept and the value will remain in your system as a retained value. If you wish to retain a different value to that of the original deposit, or refund the whole deposit, you must modify the value of the deposit before cancelling the booking.

CaterBook will ask you to confirm these actions by typing YES. The booking will be cancelled and the client details will remain on your customer files.

Confirming a booking without a deposit

When using CaterBook it is possible to set a booking as confirmed without paying a deposit. To do this, make sure the booking is displayed in full on the screen, and select the **PAYMENTS** control (marked next to the **Z** on the diagram above). A set of payment boxes will appear, and the word DEPOSIT will be at the top left. Do not enter any values into the payments and click DEPOSIT. A question will be asked, “Do you wish to set this booking as confirmed without paying any money?” Answer YES and the booking will be confirmed.

NOTE: CaterBook has 6 categories of booking status as follows:

- Quotation** A quote is not an actual booking and is handled in quotation mode
- Pencilled** A booking with no formal payment made i.e. no deposit
- Confirmed** A booking that has a deposit or has been set by you as confirmed
- Linked** A booking which has been linked to another room and payment handled by that room
- Paid** A booking that has been accounted for with a payment covering the total cost
- Checked In** A booking that has been manually marked as being resident in the establishment

Changing the number of visitors on a booking

Select the booking to be modified and the visitors will be displayed directly above the Tab section, in the form of ‘1 Adult, 2 Infants’ for example. To modify this detail, double-click on the wording and a new section will appear showing the current information. This new section looks very similar to the one used normally when making a booking, and the changes can be made as required.

When you are satisfied with the changes made click SAVE, otherwise select CANCEL to abandon any changes.



Making Payments against bookings

Making a payment against a booking

CaterBook stores all information relating to payments and allows you to keep accurate records of financial transactions of your business simply and efficiently. When a customer pays for a booking, the payment should be registered and the records will be kept up to date. This is a simple process as outlined below.

Call up the required booking to the screen by using the calendar to find the booking, or use the search facility described later in this guide. At the centre right of the screen is the Payment function:

Click this and the screen shown below will appear:

The screenshot shows a software interface titled 'TAB PAYMENTS'. It features a form with the following elements:

- Top right: 'TAB PAYMENTS' label.
- Left side: 'Card no:' field containing '4559 4551 2244 2111', with 'CARD', 'PAYMENT', and 'TAB' buttons below it.
- Right side: A vertical list of payment methods, each with an input field:
 - Cash
 - Cheque
 - Credit Card (containing '200.75')
 - Payment Card
 - Amex
 - Voucher
 - Direct Debit
 - Interest Free
- Bottom left: 'CLOSE' button.
- Bottom right: 'Grand Total: £285.75'.

At the bottom right of this section you will see the total outstanding amount for the booking. This is the value that must be paid in order to sign it off as paid.

Using the appropriate method payment, enter the amount paid and press TAB. If you enter a card payment, further information relating to the card can be entered for your records. Other methods of payment allow for further information to be stored as appropriate.

If this amount is not to be paid in full it may be prudent to add a negative value item to the bill with an explanation of any reduction. For example: DISC 1 Discount -£10.00

VERY IMPORTANT: Credit card numbers are automatically deleted 30 days following the client's departure date to help comply with the data protection act.

Multiple payments

CaterBook allows you to enter up to three final payments against a booking. If you enter less than the outstanding total on a final payment (not a deposit), CaterBook will treat this as a part payment and you will be offered a 'NEW PAYMENT' option when selecting the payment at a later date. This allows you to enter another payment. In this instance you will be required to select 'SAVE PAYMENT' on completion.

If the account is not cleared after multiple payments, you will be given an option of 'NEXT PAYMENT' until the last available payment when you will be offered 'NEW PAYMENT' option once more.

Joining bookings together

It is often the case that groups of people will stay in your establishment under the same name, or one person will be responsible for paying for more than one room.

CaterBook uses a method called Linking. As shown previously in this guide, it is possible to carry out this process at the time of booking. It is also possible to link rooms together manually as described here.

We will use an example to explain this function clearly. In our hotel we have Grace Jones staying in room 16 and Betty Boop in room 12. They have made good friends and Grace wants to pay for Betty's room as well as her own, so we will link the rooms so that they will appear on Grace's final invoice.

| CURRENTLY | ARRIVALS | DEPARTURES | AVAILABLE | DIARY |
|-----------|---------------|-----------------|-----------|-----------|
| 11 | Mr John Smith | 05 January 2005 | 1237 | Confirmed |
| 12 | Ms Betty Boop | 08 January 2005 | 1238 | Pencilled |

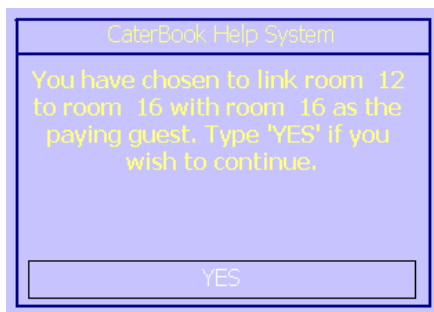
To start the linking process, double-click on the room that will be responsible for paying the bill (in the example shown above, this is room 16). This is sometimes referred to as the paying room.

A message will appear asking "Do you wish to link this room?". Answer YES.

A message will appear saying "Now click the room you wish to link". Select the room you require by clicking on it.

NOTE: The rooms do not have to be booked at the same time. It is possible to link paying rooms that are booked months apart. This is a useful function if you have had to break up a booking and they have stayed in different rooms.

A message will now appear similar to this diagram:



Answer YES to the prompt and hit TAB. The rooms will now be linked together and the status of room twelve will change from 'Confirmed' to 'Linked—16'.

To link further rooms, repeat this process.

NOTE: When linking more than two rooms on one bill, ensure you have only one paying guest. CaterBook will give warnings if this is not the case. To explain further, it is correct to link room 3 to room 2 and room 4 to room 2 with room 2 being responsible for the bill because room 2 would pay for rooms 3 & 4. It would not be correct to link room 3 to room 2 and then room 4 to room 3. This would create a 'daisychain' of rooms and it would not be clear which room is responsible for payment.



Breaking a link

In practice you may need to disconnect a link and revert payment of the bill back to the original room.

Find the room you wish to unlink with the status 'Linked—??' (where ?? is the room number) and double-click it.

A prompt will appear asking, "Do you wish to break the link on this room?". Answer YES and the room will revert to its previous state. If a deposit was paid it will be 'Confirmed', otherwise it will be 'Pencilled'.

Checking Guests In & Out

If you wish to check-in your guests, all you have to do is double-click the wording 'Confirmed' 'Pencilled' or 'Linked' on the client listing under the calendar. CaterBook will prompt you to confirm you wish to check-in the guest and the status will change to 'Checked-In'. If you want to check-out the guest, double-click the 'Checked-In' wording and you will be prompted to change the status back again.

On the Shuffle Chart, checked-in guests will appear in red and a new key marking will appear at the top of the screen.

NOTE: There is no obligation to use the check-in process if it is not of particular interest to you. It may be useful for larger hotels, where there is an obligation to note who is in residence. Where this process is employed, it is important to ensure accurate use in order for it to be beneficial.

Scoring Clients.

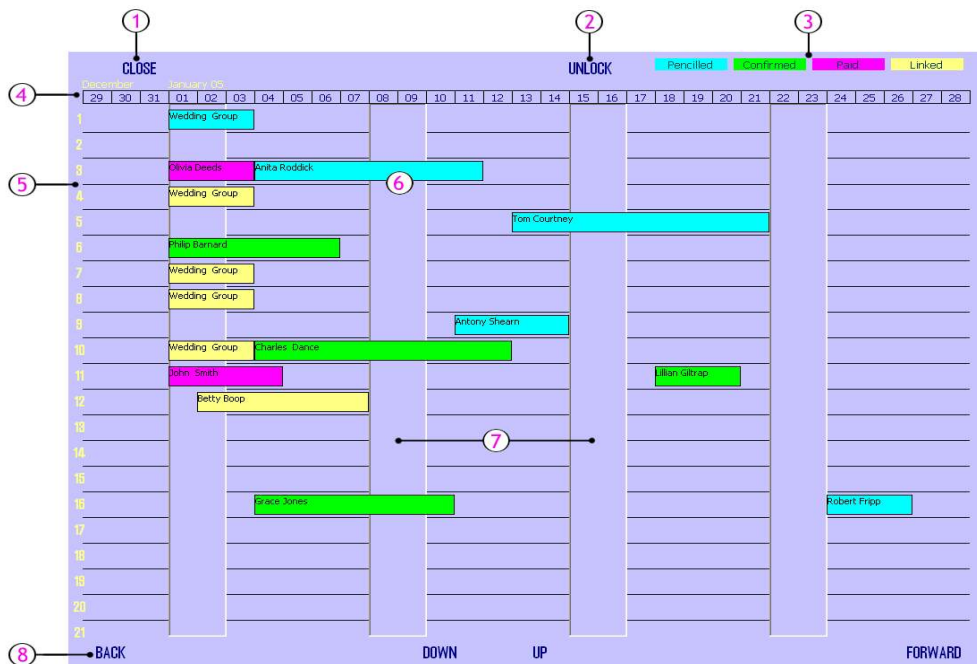
A series of numbers (1 to 9) will appear discretely below the pricing after entering a payment value. You can give your clients a 'score' by clicking whichever number you think is appropriate. This score will be stored with the customer record and will allow you to handle your client base accordingly in the future. For example, with this information you could search the database and create a Christmas card list comprising only those clients who scored more than 5 perhaps!

When you are satisfied that the details entered are correct, click the **CLOSE** function at the bottom of the screen. (If you do not select Close your information will not be saved and you will need to repeat the above process).

The screen will revert to the normal state and the booking will be marked as paid.

The Shuffle Chart

A visual representation of all bookings for the month ahead from the date on the calendar. To activate, click on the Principle Function Key: SHUFFLE CHART on the initial screen.



Key to the shuffle chart

- 1: CLOSE** Close this shuffle chart and return to the initial screen
- 2: UNLOCK** To avoid accidental actions, the chart is locked. Click unlock to release the data
- 3: STATUS KEY** Not a control but a colour key to explain the status of each booking bar
- 4: DATE LINE** Representing the date (in days) across from left to right
- 5: ROOM NUMBER** Shows the room number
- 6: BOOKING BAR** An individual booking, the length of the bar depends on the length of stay
- 7: WEEKENDS** These vertical bars indicate weekends
- 8: BACK/FORWARD** Click for earlier and later dates. One click = 1 day, Double click = 1 week
- 9: UP /DOWN** For more than 20 rooms, Up/Down will scroll to show the remaining rooms

It is possible to start a booking from this chart. Double click the room number (5) you wish to book and the program will skip to the booking process requiring the arrival date and departure. Then follow the steps from quote/booking excepting the selection of a room.



The Shuffle Chart

Each bar represents a booked room, identified by the number displayed at the far left of the screen. The **Booking Bar** also displays the name of the customer occupying the room. The colour of the bar is determined by the booking status of the room, as indicated by the **Status Key** situated at the top right-hand corner of the screen. For more information about the booking, hold the mouse cursor over the bar and more details will appear. Across the top of the screen is the **Date Line**. The length of each bar shows the number of nights booked.

Using the shuffle chart:

It is possible to use the chart to make changes to bookings and to move them from room to room.

At the top of the Shuffle Chart are two function keys.

CLOSE will take you back to the initial screen.

UNLOCK will allow changes to be made to each booking. On clicking, it will toggle between UNLOCK & RE-LOCK

To make changes to a booking, first ensure you have unlocked by clicking UNLOCK at the top of the screen.

Making Changes to Bookings

To bring up the change options, double-click on the booking you wish to make changes to. A list of functions will then appear to the right of the relevant booking as shown here:



The options will perform as listed below:

- | | |
|--------------------------------|---|
| Add a Day to Start | Increase the length of stay by one day with an extra day to the start |
| Remove a Day from Start | Will shorten the stay by one day by deducting the first day |
| Add A Day to End | Increases the stay length by one day adding the extra day to the end |
| Remove A Day from End | Deducts the last day booked, shortening the stay by one day |
| Move to Another Room | A function allowing you to change the room of the chosen booking |
| None of These | Abandon changing this booking |

When selecting the option to move a room, further information will be required to make this change. A box will appear requesting the destination room number, enter this as a number for example for room 14 enter the number 14 followed by the TAB key (the key above the Caps Lock on your keyboard). You will then be asked to confirm this move by typing YES into the box followed by hitting the TAB key.

Note: Several options in CaterBook will require you to confirm by typing YES. This is to prevent accidental actions which affect bookings in any significant way.



The Client List

As you enter bookings into CaterBook, each new client entered will be stored in the Client List and can be accessed later for mailings and contact. It is also stored so that when clients return, you will not need to enter the same details twice.

The Supplier List

For the purpose of entering any outgoing payments, a supplier needs to exist in order to pay invoices to them. Using this list you can enter the details of your suppliers which is also useful for keeping contact details

Products/Services

Items that can be added to clients bill are stored here. Each product includes a basic stock counter and items added to bills will have the stock level reduced by the appropriate amount. It is perfectly acceptable to allow the stock to fall below zero if the stock option is not being used.

To access the listings

Click on the **SYSTEM** button and the System functions will replace the principle function keys at the top of the screen.

These functions offer **CLIENT LIST** **PRODUCTS/SERVICE** **SUPPLIER LIST**

These three sections work in an identical manner with very minor differences, therefore this guide will use the Client List as an example.

Click on the CLIENT LIST function and your list of clients will appear. The information is stored line by line and each record is listed in alphabetical order.

| CLOSE | | DELETE | | RE-LOCK | | PRINT | | INFORMATION | | | |
|------------|-------|-----------|-----------|--------------|-----------------------|-------|--------------------|------------------|------------|---------|--|
| ClientCode | Title | FirstName | SurName | Phone | E-Mail | Score | Add1 | Add2 | Add3 | Add4 | |
| DreCD1 | Mr | C | Glatz | 01732 355402 | cjglatz@aol.com | | 10a West Sheen Val | South Harrow | Coventry | | |
| Duff01 | Mr | Philip | Gossage | | philipgoss@hotmail.co | | 19 Grove Court | 99 Larkhall Rise | London | Uk | |
| DupH01 | Mr | H | Green | | | | Fichtenstr 28 | Matlangen | | Germany | |
| DwyJ01 | Mr | John | Grosshans | | dwyerengineer@yahoo | | 61 Childwall Road | Richmond | Surrey | Uk | |
| DyeT01 | Miss | Tamal | Guthrie | | tamalGuthrie@hotmail. | | 55 Weston Road | West Didsbury | Manchester | Uk | |
| EiILO1 | Mrs | Lesley | Haskell | | thacrowstest123@aol. | | 20 Cheam Road | Canvey Island | Essex | Uk | |

The horizontal scroll bar at the bottom of the list allows you to 'move' the information left and right which will reveal further data about each record on the list.

The vertical scrollbar on the right allows you to move up and down the list.

To select a record on the list, click the grey square button at the left of the record. This will highlight the line and it will 'light up'.



The Functions

- 1. CLOSE** Exit the listings screen and return to the initial screen
- 2. DELETE** Will delete the selected record.
- 3. RE-LOCK** Initially shows as LOCK. This needs to be clicked in order to modify or add new entries
- 4. PRINT** Will print out a copy of the list on screen
- 5. INFORMATION** Will display a pop up section of data relating to the current selected record

Selecting a Record

Click the grey button at the left of the screen and the record will be highlighted.

Deleting a Record

CaterBook will check for associated data and may offer a warning to prevent accidental deletion and to avoid data being confused by missing information. For example, if a booking was assigned to a customer, then deleting the customer record will make the information relating to that booking incomplete.

Lock—Re-Lock

Lock/Re-Lock (the function will toggle between the two) is to prevent accidental modifications to your database whilst viewing. When the function displays Re-Lock, you can **ADD** clients to your database by moving to the bottom of the list and using the blank record at the bottom which is denoted by the star (*).

Adding New Records to your lists

When you UNLOCK the data a new blank line will appear at the bottom of the list. Each field should be entered and the information should be as full as possible. To save the addition, click RE-LOCK and the list will be alphabetically organised.

Finding information within the CaterBook System

The search engine is an invaluable feature enabling you to locate customers and bookings quickly and easily. It is also essential for managing data for exporting to external programs like Microsoft Word and other external processing software. With the search facility you will be able to create a list of specific clients to whom you may wish to send a promotion.

Making use of exported data

An example may be an annual gift fair. If you had used the 'Reason for Visit' field on the customer file to enter Gift Fair for each of the relevant clients, when the fair is due next year, you will be able to search your database using the Reason for Visit field and extract a list of all the people who had stayed for that reason. With the export function you can create a simple text file and then mail-merge the list into a letter inviting them to come again.

Using the Search Function

Start the process by selecting the **SEARCH** function:



The screen shown below will appear:

Enter your search criteria and select Search

| | | | | | |
|----------------------|----------------------|---|----------------------|----------------------|----------------------|
| First Name | Last Name | Account | Booking No. | Customer Notes | Score |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Nationality | Since (dd/mm/yy) | Reason for stay | Town/Area | Stay Notes | Reference Method |
| <input type="text"/> | <input type="text"/> | <input type="text" value="conference"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Independent Search

CLOSE Searching options: include % - (%*mk% will find sMITth & MITchell) **SEARCH**

Each field relates to information stored within CaterBook. You can use any section for finding specific information.

NOTE: Ensure your spelling is correct as the search will be performed on whatever you type in. If you are not sure of the spelling, use the % symbol to find information from partial search criteria. For example, if you were searching for a surname of Richards and you were not sure if there was an 's' at the end of the name, type Richard%.

The example above shows a search for everyone in the database whose reason for staying was 'conference'. To make sure all related information is found the user has entered %confe%.

Now click **SEARCH** at the lower right and the search screen will modify as shown below:

In this example, more than one customer has been found and they are all listed.

To select one of these specifically, click the grey button at the left of the record. The options shown at the bottom of the screen will then appear.

Enter your search criteria and select Search

| | | | | | |
|----------------------|----------------------|---|----------------------|----------------------|----------------------|
| First Name | Last Name | Account | Booking No. | Customer Notes | Score |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Nationality | Since (dd/mm/yy) | Reason for stay | Town/Area | Stay Notes | Reference Method |
| <input type="text"/> | <input type="text"/> | <input type="text" value="conference"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Independent Search

CLOSE 6 records returned from search **SEARCH**

| Invoice | Date | ClientCode | Title | FirstName | Surname | Phone | Fax |
|---------|------------|------------|-------|-----------|----------|---------------|-----|
| 1244 | 01/01/2005 | BarrPO1 | Mr | Philip | Barnard | | |
| 1252 | 13/01/2005 | Coop101 | Mr | Tom | Sourbony | | |
| 1243 | 01/01/2005 | DeesC01 | Mrs | Olivia | Deeds | | |
| 1258 | 18/01/2005 | GILL01 | Miss | Lillian | Giltrap | | |
| 1242 | 04/01/2005 | MeiG01 | Mrs | Anita | Roddick | | |
| 1237 | 01/01/2005 | Sm1001 | Mr | John | Smith | 01783 899 323 | |

JUMP TO RECORD **REMOVE FROM LIST** **EXPORT**



The Search Engine

The search functions

JUMP TO RECORD Selecting this option will close the search engine and display the requested record . If the record found does not have a related booking, the client screen will open and the relevant record will be selected

REMOVE FROM LIST Using this option will **not** delete any information but will only remove the selected item from your search result

EXPORT A powerful function which creates an external text file (C:\Program Files\CaterActive\Data\Export.txt) for use by other programs

**INDEPENDENT/
CUMULATIVE
SEARCH** This is a switch to enable you to build a selection of clients in order to produce a file for export. The normal mode is INDEPENDENT SEARCH, however when clicking this option, it will change to CUMULATIVE SEARCH. Using the Cumulative mode will allow you to keep the list already created and add any newly found items to your list.



Print Options

There are a number of printing options to enable you to create the documents necessary for the day-to-day running of your business.

Printing Confirmations, Registrations, Invoices & Statements

At the top of the initial screen are several functions, one of these is PRINT OPTIONS.

If the option is not available, click RETURN or ABANDON on the top right to set the screen to normal.

To print any of the above, click print options and these functions will appear as below:

Reporting See the section on reporting for more about this option.

Day List Will deliver a report based on the day selected on the calendar with information relevant to each room in use on the date selected. This can be used to plan the day ahead in your establishment. The listing will highlight today's Arrivals, Departures and stay-over with any special instructions entered.

Date Function: Any items added to customer bills with the date included in the description with the format of DD/MM/YY (including the Forward Slash) will also be included on this list under a column called 'dated requirements'. This is useful for noting items such as evening meals and how many guests may be arriving for dinner.

Registration A print out of a Registration Form for the Client to fill in. If no booking was selected on screen, the form will be blank, if a booking was selected, the form will be pre-printed with any information that has already be placed on the system.

Invoice A booking must be selected before choosing this function. An Invoice will be printed for the selected booking. If the booking has been linked, the invoice will show each room separately.

Confirmation A booking must be selected before choosing this option. A Confirmation will be printed for the booking chosen.

Statement A Statement relates to the client selected. This will give a summary of all the bookings and the payments made against them. This is a useful document for business clients or people who would like to deal with you on an 'on account' basis.

Viewing Confirmations, Registrations, Invoices & Statements

If you would like to preview any of these forms instead of printing, this can be done by holding down the shift key whilst simultaneously clicking the report required. The report or document will then appear on screen instead of being printed

Using Microsoft Word for printing customised documents

You can also set CaterBook to use your own customized Word documents using a 'Word' method called Bookmarks. The documents are stored in C:\CaterBac where you will find some demonstration documents. To set CaterBook to use this method go to the settings section (F10) and in Show Establishment click the Word Docs On/Off checkbox. The documents available are the ones selected on the Print options list, Registration, Confirmation, Quotation, Invoice and Statement. Instruction documents can be obtained by contacting CaterActive.

Confirmation

Booking Confirmation:



The Premier Hotel
19 Bruce Avenue
Glenhazel
Midlands
0870 340 0411
info@staractive.com
26 March 2003

Mr Wendy Mackay
19 Hensbury Lane
Middlesbrough
England
M6 9 1SU

Your booking reference number is: 46

Arrive: Friday (04 May 2003)
Check out: Monday (05 May 2003)

Details:

| | | |
|------------------------------|--|---------------|
| 1 | Doppel Einzel | 103.00 |
| 2 | Nights (incl. Breakfast for night 04/05) | 774.00 |
| Difference remaining: | | 877.00 |



Thank you for booking the Premier Hotel. Your Bill has will be forwarded to you.

Registration

Registration:



The Premier Hotel
19 Bruce Avenue
Glenhazel
Midlands
0870 340 0411
info@staractive.com
26 March 2003

Mr Wendy Mackay
19 Hensbury Lane
Middlesbrough
England
M6 9 1SU

Mr Peter Ahl (0800)

Personal Details:

Name: Mr Wendy Mackay
Address: 19 Hensbury Lane
Middlesbrough
Middlesbrough
England
M6 9 1SU

Personal Details:

First Name: Wendy
Last Name: Mackay
Date of Birth: 05/01/1978

Personal Details:

Address: 19 Hensbury Lane
Middlesbrough
England
M6 9 1SU

Personal Details:

Phone: 0800 340 0411
Fax: 0800 340 0411
Mobile: 0800 340 0411
E-mail: wendy.mackay@staractive.com

Personal Details:

INR.....
Name.....
Signature.....

Invoice

Invoice:



The Premier Hotel
19 Bruce Avenue
Glenhazel
Midlands
0870 340 0411
info@staractive.com
26 March 2003

Mr Wendy Mackay
19 Hensbury Lane
Middlesbrough
England
M6 9 1SU

Invoice Number: 46

Invoice Header #4:

| Quantity | Description | Unit | Rate | Total |
|--------------------------|--|--------|--------|---------------|
| 1 | Doppel Einzel | 103.00 | 103.00 | 103.00 |
| 2 | Nights (incl. Breakfast per night 04/05) | 387.00 | 774.00 | 774.00 |
| Total Item Value: | | | | 877.00 |

| Quantity | Description | Unit | Rate | Total |
|--------------------------|--|--------|--------|---------------|
| 1 | Doppel Einzel | 103.00 | 103.00 | 103.00 |
| 2 | Nights (incl. Breakfast per night 04/05) | 387.00 | 774.00 | 774.00 |
| Total Item Value: | | | | 877.00 |

Grand Total VAT: 877.00
Grand Total incl. VAT: 964.70

Thank you for your order, we will forward to you a copy of your bill again in the future.

The images that appear on the paperwork are taken directly from two files stored on your computer.

The top design is from a file called image1.bmp, this is a common graphic format known as a bitmap file and is stored in the following folder: C:\Program Files\Cateractive\Storage

The lower design (appears on quotations and confirmations) can be a map or anything else you may wish to appear. This is called image2.bmp and is stored in the same folder as the image above.

You can update or change these images at any time. Bear in mind the size of the pictures, they are printed life size on the paperwork.

A note about invoices: An invoice will always show the total amount payable on a client's bill, less any deposits, even if the client has paid in part or in full. This is the correct procedure for an invoice as it is a legal document and needs to show the amount payable to you as a business for goods and services rendered. If the invoice was to show payments or part payments it would no longer be a correct legal document.

If you wish to show payments made, the Statement is the document required. For more functionality relating to the Statement see page 57 under subaccounts.

Each of the customer printouts has a customizable phrase or statement at the bottom of the page, allowing you to personalise the printouts further. These are modified in the Show Establishment function within the Settings of CaterBook. (From the main screen press **F10** and click **SHOW ESTABLISHMENT**)

These options are discussed later in this guide.



Reporting

5. Domestic Reports

The reports in this column give information relating to domestic issues. These are:

Room Occupancy

Information for this report is the average use of rooms between the given dates, allowing you to define which rooms are being occupied most and least, an overall percentage occupancy is also calculated along with Room Yield, Average Room Rate & 100% Potential. Because this report is partly based on averages, the report calculations become more accurate for longer periods. Using the report over monthly periods can be most effective.

Who Did What

Many of the more important procedures within CaterBook are logged and a record is kept of transactions made. If you are using the security systems (see Settings), each transaction will be registered to the user who logged on otherwise the user is registered as 'None'

Future Arrivals

A useful report showing expected arrivals for the given dates, especially effect ive on a weekly basis. Each entry includes any booking notes that may have been entered.

Future Departures

As for the Future Arrivals list but arranged by departure.

6. Financial Reports

This set of reports give information about monies spent or received

Receipts

A list of receipted monies from guests. The report is ordered into separated sections showing deposits, bill payments and retained payments both individually and totalled. This report also generates an Excel document.

A retained payment is defined as money taken (usually a deposit) which has not been returned for whatever reason.

Payments

A List, in date order, of payments made via the OUTGOINGS section. Also shows VAT payments. This report also generates an Excel document.

Payment Report

As above but payments are grouped by supplier with individual total giving an overview of where your expenditure is going. This report can be used to show how much has been spent with which supplier.

This report also generates an Excel document.

Additional sales

A report showing items added to bills and excluding the letting values, high lighting the profitability and popularity of 'extras' that have been added to clients' bills.

Projected Turnover

The overall value of booking within the dates given. Using this report will allow you to view the value of business you can expect to make in the future. (The value is based on the actual bookings entered and is not an estimation based on previous months)

Daily Report

Takings based on day of receipt. Enter a 24 hour period to deliver a specific day, e.g. for the 12th May 2007 enter 12/05/2007 to 13/05/2007



7. Marketing Reports

Information which can be used to develop your business further and increase profits

Referrals

Arguably the most financially productive report. This collates all the bookings against each referral type entered on the customer bookings. So if a particular advert or campaign is used, this report will highlight the percentage of guests and the value it has generated. You can now evaluate particular areas of promotion and their success rates.

Nationalities

The percentage and value grouped by nationality

Length of Stay

A report displaying the period of time guests are staying between given dates. This allows you to analyze which periods of stay are most profitable to you and the overall trend in stay periods.

Reasons for Visit

Displays all reasons, by quantity and value. This information can be used in conjunction with the search facility to actively generate repeat business. Using the information generated by this report you can identify customer groups who you can encourage to return. Annual events can be particularly effective. See the Search section (pp 30-31) for an example of this.

Types

The percentage and value grouped by Customer Types—(types are defined by you).

The best way to get acquainted with the value of the information given in these reports is to view each of them. They are clearly presented and if the information is acted upon effectively, you should be able to increase profitability to optimum levels. This section will pay dividends if used properly and will easily cover the cost of purchasing CaterBook in the first place.



Backup Functions

IMPORTANT NOTE: The steps below assume your internet connexion is broadband/ADSL. Please note that when CaterBook estimates the time for a download/upload, it is for speeds assuming 2mb.

In recent years the internet has had a profound effect on the hospitality industry. The number of methodologies that can be implemented for hotels now can be bewildering. With this in mind, CaterBook is designed to reap the benefits that the Internet has to offer with a number of options that enable you to send and receive information over the internet.

How to use the remote data back-up service for CaterBook

While the benefits of having one computer containing all your business information are obvious, one of the main drawbacks is your dependency on the computer hardware on which it is run. If the computer should break down for whatever reason, then all the information stored on that computer hardware is at risk of being lost forever.

CaterActive has addressed this potential problem by including a feature that enables you to back up your data remotely on a secure central server. **We recommend using this service daily.**

Click on the **SYSTEM** function and the system functions will appear

Select **INTERNET** and a drop down list will appear.

Click on **BACKUP TO WEB**. A message will now be displayed telling you that your License information is being checked and asking you to wait.

Your computer will now automatically send your backup information to CaterActive's secure central server. **NOTE:** This process can take about 1 minute on a normal connection. On Thursdays and Sundays, a secondary backup file is also backed up so this will take a little longer.

VERY IMPORTANT! We cannot stress enough how important it is to use this back up function.

We provide the web server as part of your CaterBook package. Please do not assume that your computer will not fail because they can (and do!). Thankfully in all the cases where this has happened to CaterBook users, they have used the backup service and were able to restore the systems and continue working normally within one day.



Backup Functions

How to access the Internet from CaterBook

Click on the **SYSTEM** function and the system functions will appear

Select **INTERNET** and a drop down list will appear.

Click on **GO TO WWW**. This will take you to the regularly updated news section of the CaterActive website or if you are using the online booking systems, it will display your login page.

How to back up your data to an external disc

Click on the **SYSTEM** function. The System Functions will appear.

Click on the **Disk Backup** function key and a prompt will appear asking you to enter the drive letter to you wish to use. Once you have done this click OK to continue. A message will now be displayed telling you it is backing up data.

CaterBook will close following this function in order to reset the database, this is normal and the program will need to be re-started if you wish to continue the session.

How to restore your data from external disc

IMPORTANT: This process will **overwrite (destroy) your current data and replace it with the disc information.**

Click on **System** function and System Functions will appear.

Click on the **RESTORE FROM DISC** function and a help box will appear asking you to enter the drive letter denoting the source of the backup. Once you have done this click OK to continue. A prompt will ask for the six digit name of the file on the backup media. This is a purposely set 'annoyance' to make sure that this process is not done accidentally. The file on the disc will be named based on the date it was backed up. i.e. if the file is backup up on May 12th 2007 the file name to be entered is '120507'.

VERY IMPORTANT NOTE: Backing up data is absolutely essential. Floppy disks, whilst useful, can be prone to failure. If you are using the floppy disk as your main method of back up, we recommend you use several different disks, ideally, one for each day of the week. Therefore, in the event of a failure, you will have an alternative source, albeit slightly less up to date.

How to restore your data from the Internet

IMPORTANT: This process will **overwrite (destroy) your current data and replace it with the previously saved information.**

Click on the **SYSTEM** function and the system functions will appear

Select **INTERNET** and a drop down list will appear.

Hold the **Shift Key** down and Click **BACKUP TO WEB**. A warning message will display and you will need to answer the question with "Yes I Do". The program will now collect your last backup from the secure server and read the date you last backed up. The prompt will give a message similar to "The backup file you have downloaded is dated: 12 December 2009. Are you sure you wish to OVERWRITE your data with this information? Type 'YES' to Continue" Type YES and the data will be restored.



Backup Functions

Quick Backup

Using Quick Backup allows you to save your data in your chosen location (CD Burning for example) by creating a zipped file for storage. It can also have helpline assistance uses

Pressing **F5** on the keyboard will create a quick backup of your data and store it on the Hard Disc of your computer in C:\CaterBac\DMO\QDate.zip (Where **Date** = DDMMYY)

Quick Restore

Pressing **Shift + F5** on the keyboard will collect a quick backup of your data. If the Restore was not done today you will need to enter the Q number into the prompt box. For example if the backup was made on the 12th November 2009, your would enter Q121109. The Restore facility will look for this file in the C:\CaterBac\DMO folder. If you have saved this information onto other media, you will need to copy the file back into this folder.

Using the diary

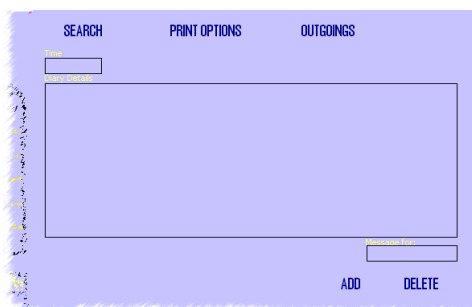
To help ensure staff can leave important messages for their colleagues or if you wish to have a simple aide memoir for yourself, CaterBook includes a diary feature that enables you to set up and receive automated diary notes/reminders.

How to set up a diary entry

On the Initial Screen, click the date on the **Calendar** that you want your Diary Entry to appear.

Click on **DIARY** (located above the Booking List.)

A diary box will appear on the right hand of the screen as shown in the example below.



The screenshot shows a web interface for creating a diary entry. At the top, there are three tabs: 'SEARCH', 'PRINT OPTIONS', and 'OUTGOINGS'. Below the tabs is a large empty text area for the diary entry. To the right of the text area is a small input field for an alarm time. At the bottom right of the form are two buttons: 'ADD' and 'DELETE'.

Now type in the information as required using the 'tab' button on your keyboard to move from section to section.

Note the alarm time uses the 24 hour clock. E.g. 2 pm will be 14:00

Click on **SAVE**

If you entered an alarm time, you will be alerted to the diary message on the specified date and time. When you are alerted to a diary message you can switch off the alarm by removing the time on the diary entry and clicking save. Otherwise the alarm will appear at regular intervals during the hour of the time set.

How to View a Diary Note

Click on **DIARY**. All diary entries for the date highlighted on the Calendar will be listed in the Booking List.

Click on the Diary Entry that you wish to view. The selected entry will now be displayed as above.

How to Delete a Diary Note

Click on **DIARY**. All diary entries for the date highlighted on the Calendar will now be listed in the Booking List.

Click on the Diary Entry that you wish to delete. The selected entry will now be displayed as above.

Click **DELETE** directly below the diary entry.

the selected Diary Entry will be deleted from your records.

How to Modify a Diary Note

Find the entry you wish to change and click it to have it appear in the top right as shown above. Click on what you wish to change and then type in the new details in the appropriate sections. Click **SAVE** to complete the process.

Outgoing Payments

CaterBook can also store your outgoing payments. This allows you to view your overall finances in a simple uncluttered manner of money out/ money in.

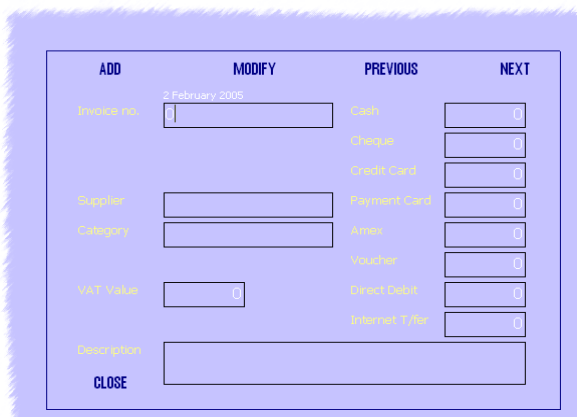
Please note that CaterBook is not an accounting program. We make no claims that it is such, however for most small hotels we have found the methods used here to be highly effective for collating the information needed for accounting purposes.

How to register payments to suppliers

Start by clicking **OUTGOINGS** at the top right of the Initial Screen.

A new section will appear at the bottom right of the screen

Keeping this section up to date can be very effective for end of year book-keeping purposes as CaterBook has the facility to export this information as an Excel* spreadsheet which can be passed on for your accounting. This export function is found in the REPORTS section by selecting either of the payment reports and using the EXPORT function.



| ADD | MODIFY | PREVIOUS | NEXT |
|-----------------|--------------------------------|-------------------|--------------------------|
| 2 February 2005 | | | |
| Invoice No. | <input type="text" value="5"/> | Cash | <input type="checkbox"/> |
| | | Cheque | <input type="checkbox"/> |
| | | Credit Card | <input type="checkbox"/> |
| Supplier | <input type="text"/> | Payment Card | <input type="checkbox"/> |
| Category | <input type="text"/> | A/c | <input type="checkbox"/> |
| | | Voucher | <input type="checkbox"/> |
| VAT Value | <input type="text" value="0"/> | Direct Debit | <input type="checkbox"/> |
| | | Internet Transfer | <input type="checkbox"/> |
| Description | <input type="text"/> | | |
| CLOSE | | | |

To add any new entries to this section, ensure the supplier you wish to enter already exists in your supplier database along with the VAT percentage payable; this will allow CaterBook to automatically calculate the VAT payable.

Adding a new Payment entry

Click the **ADD** function and enter the details into each section as needed.

The date (just above invoice number) can be changed by clicking it and modifying the information as shown.

A new category can be created on each entry and a list of previously used categories will be offered and can be clicked to save typing, keeping the information constant.

When exiting a field in which the value is entered on the required method of payment, the VAT will be calculated and placed into the VAT Value box. In some instances, items may be VAT free and therefore the VAT will not reflect the Value on the Invoice. If this is the case, this VAT Value can be overridden by entering your own amount. If no VAT value is calculated, make sure you have the supplier rated with the correct VAT Value on your Suppliers list.

When you are satisfied with the information, Click **SAVE**.



Outgoing Payments

Viewing a previous Outgoing entry

LIST will display each separate entry in the form of a listing, organised by date of entry. Use the scrollbar to view earlier entries. Clicking the grey box at the start of the line will display that entry.

Modifying a previous Outgoing Entry

To modify a previous payment entry, use the **LIST** to display the entry and click **MODIFY**. The option Previously marked **ADD** will change to **SAVE**. You can now make any changes necessary to your outgoing record. When you are satisfied that the details are correct, Click **SAVE**

Deleting an Outgoing entry

To delete a previous payment entry, use the **LIST** to display the entry and click **MODIFY**. The option will change to **DELETE**. Click this **DELETE** Button and following your affirmative confirmation, the record will be permanently removed.

Click **CLOSE** to exit this section.

The information placed into this section can be viewed in report form in the reports section using the Financial Reports section. More information can be found in this guide under the reports heading.

Reconciling outgoing payments

This is a useful function that can be used to reconcile your entered details with your bank statement.

The suggested method of use is to read down the bank statement and select each outgoing payment from the Listing within CaterBook. Once found, click **RECONCILE** and CaterBook will allocate a concurrent number to that record. This number can be put on the bank statement and also on the physical invoice.

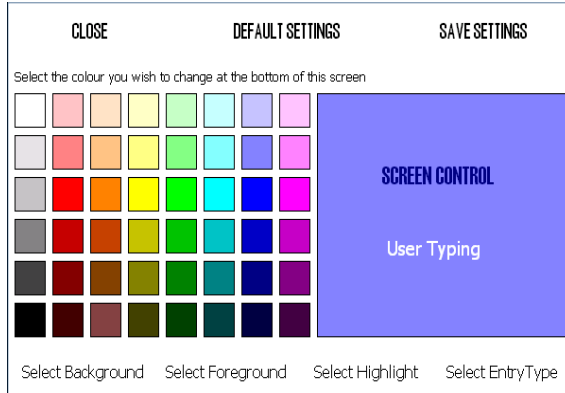
Once this has been done, the reconciliation number makes it very easy to identify paperwork with the computer record. This number also appears on the exported Payment Report (Page 35) and therefore can be invaluable for accountants and saving time.



The Display Colours

The CaterBook display colours can be customised to your own personal preference.

To access the colour options press F12 from the main screen:



In some environments the default colours (used in this guide) may not be suitable to see the screen clearly, or they may simply not be to your taste. They can be changed by clicking each option, for example SELECT BACKGROUND and then choosing the colour to be used by that option. The sample on the right will change as per your selection.

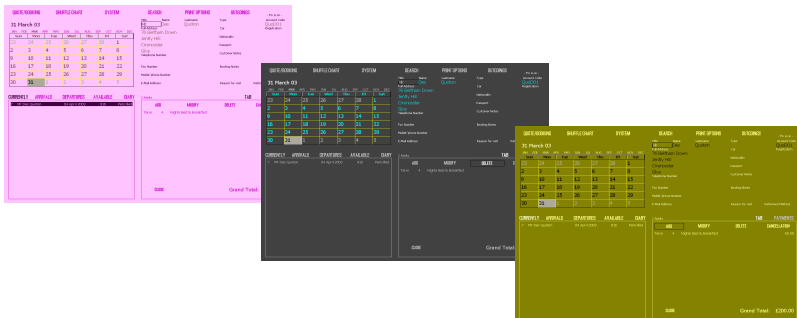
The highlight colour can be checked by moving the mouse across the 'SCREEN CONTROL' wording.

It is not possible to set two options to the same colour as they would effectively 'disappear'.

When you click CLOSE, CaterBook will display your selection. If you wish these to be used next time you use CaterBook, click SAVE SETTINGS and your system will look this way each time you use it. Clicking DEFAULT SETTINGS will resort back to the original Blue colour scheme.

Take account that extreme colours when used over time can cause eyestrain.

Below are some different possible versions of CaterBook.....





Tariff Settings

The CaterBook systems need to handle a great many versions of tariff as used by different establishments, therefore this may seem like a complicated section, although it is quite straightforward after a little application. CaterActive recommend having the simplest tariff levels possible, both for your benefit and for your potential clients. Research suggests that bookings can be lost if the customer finds it difficult to calculate the cost of their visit.

We appreciate that it can be a daunting prospect to enter your tariffs, therefore we recommend using the helpline to assist in the process, we will happily advise the most effective method for setting your tariff pricing.

Setting your tariff levels. To access your tariff information, Press F10 on your keyboard whilst the initial screen is displayed:

CLOSE **Save Room Changes** (1) **Save Tariff Dates** (2) **Show Set Prices** (3) **Show Establishment** (4)

| RoomCode | Description | No. | Single | Twin | Family |
|----------|-----------------|-----|--------|------|--------|
| 001 | Twin Seaview | 1 | No | Yes | No |
| 002 | Single | 2 | Yes | No | No |
| 003 | Single | 3 | Yes | No | No |
| 004 | Double Seaview | 4 | No | No | Yes |
| 005 | Double Townview | 5 | No | No | Yes |
| 006 | Double Townview | 6 | No | No | Yes |
| 007 | Double Seaview | 7 | No | No | Yes |
| 008 | Double Seaview | 8 | No | No | Yes |
| 009 | Double Seaview | 9 | No | No | Yes |
| 010 | Double Seaview | 10 | No | No | Yes |
| 011 | Double Townview | 11 | No | No | Yes |
| 012 | Twin Seaview | 12 | No | Yes | No |
| 013 | Twin Seaview | 13 | No | Yes | No |
| 014 | Double Townview | 14 | No | No | Yes |
| 015 | Double Townview | 15 | No | No | Yes |
| 016 | Double Townview | 16 | No | No | Yes |
| 017 | Shuffle Room | 17 | No | No | No |
| 018 | Shuffle Room | 18 | No | No | No |

From < 2005 > To

| Use | Y Child | Child | A Child | |
|-------------|---------|-------|---------|---|
| January 01 | A | 0 | 0 | 0 |
| January 02 | B | 0 | 0 | 0 |
| April 02 | A | 0 | 0 | 0 |
| October 01 | A | 0 | 0 | 0 |
| November 01 | B | 0 | 0 | 0 |
| December 01 | A | 0 | 0 | 0 |
| January 01 | | | | |

FIRST SET

1 Night 3 Nights 7 Nights 0 Nights (12) 13 14 15

11

| Pricing | Single Suppl. | Breakfast | Dinner | | | | |
|---------|---------------|-----------|---------|---------|---------|---------|---------|
| A - | 32.0000 | 30.0000 | 28.0000 | 00.0000 | 10.0000 | 05.0000 | 10.0000 |
| B - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |
| C - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |
| D - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |
| E - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |
| F - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |
| G - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |
| H - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |
| I - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |
| J - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |
| K - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |
| L - | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 | 00.0000 |



Settings Key:

- | | |
|------------------------------------|---|
| 1. Save Room Changes | Confirm you wish to keep any changes made to room pricing |
| 2. Save Tariff Dates | Confirm you wish to keep any changes made to date settings |
| 3. Show Set Prices | Display options for 6 set prices per price band |
| 4. Show Establishment | Open screen showing address details and further options |
| 5. Room Settings | Changes can be made to rooms settings in this grid |
| 6. Start of Tariff Period | The first date of the tariff changeover period—(concurrent) |
| 7. End of Tariff Period | The last date of the tariff changeover period |
| 8. Pricing Code Letter | The pricing level used for the tariff period chosen |
| 9. Childrens Tariff Setting | A percentage level for three levels of children's costs |
| 10. 1st / 2nd Set Switch | A switch allowing up to 8 different day pricing levels per tariff |
| 11. Price Code | Letter used to reference the horizontal line of pricing |
| 12. Number of Nights | The number of nights referenced to the vertical pricing column |
| 13. Single Supplement | Additional price set for single occupancy of room |
| 14. Breakfast | Additional price set for breakfast |
| 15. Dinner | Additional price set for dinner |

An explanation of this screen follows:

Room Settings (Item 5 on the diagram)

| RoomCode | Description | No. | Single | Twin | Double | Family |
|----------|-----------------|-----|--------|------|--------|--------|
| 001 | Twin Seaview | 1 | No | Yes | No | No |
| 002 | Single | 2 | Yes | No | No | No |
| 003 | Single | 3 | Yes | No | No | No |
| 004 | Double Seaview | 4 | No | No | Yes | No |
| 005 | Double Townview | 5 | No | No | Yes | No |
| 006 | Double Townview | 6 | No | No | Yes | No |

This section is used to make any changes or additions to your room settings. Any changes made will be saved automatically. The Room-Code should not be modified and needs to run concurrently ie: 001 002 003 etc. Missing room numbers (Room 13 is common) still need to exist on this chart. If you want CaterBook to ignore the room, enter 'Not Used' into the description and the room will effectively be removed from your records.

Changing the Room No. can be problematic also and it is always best to leave the numbering as 1 2 3 etc.

The single/double/twin/ and family settings are changed by entering 1 or 0 where 1 = Yes 0 = No This setting will affect how your information appears through the internet availability. If you let a room as a twin & a family room it is reasonable to signify a room as being BOTH a twin and a family for instance. This would then show the one room as being in both categories improving your room-range to viewing clients.

There is also a switch (at the start of the description) > or— '>' denotes that you want CaterBook to use this description on your paperwork '<' signifies that you do not.


Tariff Dates

For changes in your tariff pricing year, you can use this section to mark the dates of each change in your tariff pricing.

To change a date, double-click the date and select the date from the pop up calendar. **Note: It is very important that the dates run consecutively, therefore CaterBook is extremely strict about the dates modified. You may need to change later or earlier periods, before CaterBook will allow you to change the specific date you have chosen.** For each date period you can enter the Code letter for the price band you want to use from the chart below it. You can also set the **child percentage** as a decimal fraction in each time period. For example .25 will be a quarter of the adult tariff price charged.

| From | To | Use | Y Child | Child | A Child |
|-------------|--------------|-----|---------|-------|---------|
| January 01 | January 01 | A | 0 | 0 | 0 |
| January 02 | April 01 | B | 0 | 0 | 0 |
| April 02 | September 08 | A | 0 | 0 | 0 |
| October 01 | October 31 | A | 0 | 0 | 0 |
| November 01 | November 30 | B | 0 | 0 | 0 |
| December 01 | December 31 | A | 0 | 0 | 0 |
| January 01 | | | | | |

When clicking a date period, the related price band will be highlighted in the pricing list below it.

To change a date, double click the date you wish to change and a calendar will appear allowing you to click the new date wanted. If you need more space for more dates than the list allows, double click the very last box in column 7 and select the date on the calendar, the list will clear to make space for more dates. To set up your Tariffs for a following year, click the small arrow just to the right of the marked year:  and a new set of dates will be displayed or generated.

Save this information by clicking **SAVE TARIFF DATES.**

Number of nights

This information relates directly to the room that is highlighted on the Room Settings list (5). **Each room has its own pricing schedule.**

| FIRST SET | | | | |
|-----------|------------|-------------|-------------|-------------|
| Pricing | 1 Night | 3 Nights | 7 Nights | 0 Nights |
| A - | 32.0000 | 30.0000 | 28.0000 | 00.0000 |
| B - | 35.0000 | 33.0000 | 31.0000 | 00.0000 |

This section allows you to set different prices depending on the length of stay so that you can have a premium pricing for a stay of one night compared to a favourable rate for 7 nights for example

It is possible to have up to 8 separate pricings per tariff period if you need more than the 4 pricing columns currently visible, double-click the wording **FIRST SET**, and the list will display the **SECOND SET**. Allowing a separate

price for each additional night of the week. **Just because this function exists, doesn't mean it needs to be used!** When selecting the number of nights box, the column it affects will be highlighted.

Pricing Levels

The value entered in to each column relates to the room chosen & highlighted on the room list (5). The price entered here will be **per person per night** (PPPN).

| FIRST SET | | | | SECOND SET | | | |
|-----------|------------|-------------|-------------|-------------|---------------|-----------|---------|
| Pricing | 1 Night | 3 Nights | 7 Nights | 0 Nights | Single Suppl. | Breakfast | Dinner |
| A - | 32.0000 | 30.0000 | 28.0000 | 00.0000 | 10.0000 | 05.0000 | 10.0000 |
| B - | 35.0000 | 33.0000 | 31.0000 | 00.0000 | 10.0000 | 05.0000 | 11.0000 |

For example if you wish to charge 150.00 for 7 nights enter 21.4285 (150 divided by 7) Caterbook will then calculate your weekly tariff correctly. **NOTE: If the per night figure is not exact, enter the value to 4 decimal places.** If you charge a single supplement, this should be entered into the supplement column. This can be different in each price band. If you wish to offer separate pricings for Room Only, Bed & Breakfast or Half Board, the last two columns can be used. **SAVE EACH ROOM BY CLICKING SAVE ROOM CHANGES BEFORE CLICKING ELSEWHERE** or the changes you made will not be saved.

The example shown in these diagrams would calculate as follows:

Price between September 9th and September 30th uses price band B

| | | |
|---|-----------|---|
| 2 adults room only for one night | = £70.00 | (2 x £35.00) (Nights) |
| 2 adults bed & breakfast for two nights | = £160.00 | (4 x £35.00) + (4 x £5.00) (Nights) + (Breakfast) |
| 2 adults half board for three nights | = £294.00 | (6 x £33.00) + (6 x £5.00) + (6 x £11.00) (Nights) + (Breakfast) + (Dinner) |
| 1 adult bed & breakfast for four nights | = £192.00 | (4 x 33.00) + (4 x £10.00) + (4 x £5.00) (Nights) + (Single Supplement) + (B/fast) |



Tariff Settings

Six Special Prices.

For each date band (A B C etc) you have six additional set prices available. These are shown on the tariff pricing section when quoting and booking. (see page 10 as the six option buttons underneath the B&B options marked Set 1, Set 2 etc.)

The prices work on a per person per night basis and can be used for special offers like a weekend break including champagne for example. To access this special function, select the date band you wish to set on the Tariff dates section (shown on page 43) and click the **SHOW SET PRICES** function at the top of the screen. The section shown below will appear:

| Set Price Settings | | |
|--|----------------|-----------------|
| Between: October 14 and October 31 | | |
| Description | Cost per night | Price per night |
| Halloween Weekend Break | 20 | 38 |
| Romantic Weekend | 24 | 40 |
| Champagne Breakfast Stay | 30 | 50 |
| | 0 | 0 |
| | 0 | 0 |
| | 0 | 0 |
| Standard Descriptions (Not date related) | | |
| Room Only | | |
| Bed & Breakfast | | |
| Half Board | | |
| SAVE | | CLOSE |

Enter the name of the special tariff, the cost and the sale price. Keep the descriptions reasonably short as this is the title that appears above the option buttons as shown on page 10.

Make sure you click **SAVE** to keep any changes you have made.

Changing your standard descriptions.

Open the special price screen (Set Price Settings as shown above) and the lower three boxes show the descriptions given to your standard tariff – Room Only, Bed & Breakfast & Half Board for example. Click into the description you want to change and save your modification.

These descriptions are not date related and will be affected for all your time periods.



Automated Discount/Surcharge Function

A useful method for automated discounts/surcharges is to create a product with the code '&' at the beginning (see page 28). Using this method will automatically calculate the value when added to a guest's bill.

The automation is controlled by the product code. The code is made up of 4 parts:

- & This tells CaterBook to automatically calculate a value when added
- + or - tells CaterBook whether this is to be a deduction or a surcharge
- 15 is the value to deduct or add on
- % shows this is a percentage of the booking price

Code **&+10%** will add an item to the bill adding ten percent to the booked value

Code **&-2.5%** will create a deduction of 2.5% from the booked value

To use this, select the client and use the ADD function. On selecting the item from the list of available product/services, the item will be added directly to the client's bill and be set at the percentage value you designated. The description will appear as you previously entered.

Another automation code available that will add the item at the point of booking without any additional prompting. The code is made up of 4 parts:

- } This tells CaterBook to automatically calculate a value when added
- + or - tells CaterBook whether this is to be a deduction or a surcharge
- 15 is the value to deduct or add on
- % shows this is a percentage of the booking price

Code **}+10%** will add an item to the bill adding ten percent to the booked value

Code **}-2.5%** will create a deduction of 2.5% from the booked value



Establishment Settings

The CaterBook system data is of course unique to your business and the Establishment settings screen stores the basic information relating to you. To open this screen hit F10 from the main menu to enter the Settings screen as shown on page 40 and click **SHOW ESTABLISHMENT**:

The screenshot shows the 'Establishment Set-Up' form with the following fields and callouts:

- 1**: Establishment Address (Priory Hill, Totnes, Devon, TQ9 5QE)
- 2**: Region (South Hams)
- 3**: Security On (checkbox)
- 4**: Quotation Message, Confirmation Message, Invoice Message, Registration Message, and Statement Message (text areas)
- 5**: Euro Conv (0.6764)
- 6**: Minimum Availability (checkbox)
- 7**: SAVE button

Other visible fields include: Telephone / Fax / E-Mail (+44 (0) 870 160 0611, +44 (0) 870 162 0611, info@cateractive.com), Proprietor (Peter Shearn), VAT Number (123456789), Envelope request On/Off (checkbox), Word Docs On/Off (checkbox), Last Updated (23/01/2005), Euro Commission (10), and No. Availability Days (30).

Settings Key:

- 1. Your Address Details** Hotel name, address, telephone etc
- 2. Your CaterBook Region** Check with Cateractive for your region for internet purposes
- 3. Security Options** CaterBook can be secured for different access levels
- 4. Comment Sections** Each customer document can have a separate personalized message
- 5. Euro Calculations** CaterBook can convert your prices into Euros
- 6. Minimum Availability** Sets your online availability to your minimum of displayed rooms
- 7. Save & Close** Make sure any changes are saved

These options will now be discussed in more detail:

Your Address Details & Information

All your paperwork printed by CaterBook and for presentation to your clients needs to have your details printed on it. This is the section where you can adjust any information needed. Of course, once this step has been completed there will usually be no need to make any changes.



Establishment Settings

Your CaterBook Region

Now that you are using CaterBook, your internet presence will be improved because you can display up to date information about your room availability on your own website. More information can be found on this subject under the heading [CaterBook and the Internet in this guide](#). The CaterBook region is used by the CaterActive data server (on the internet) to process your information into a relevant area category. With this information correctly set, your availability information can then be included in other places on the internet where your availability may be relevant and increases the probability of being located by prospective clients. For example, if your hotel association is using the systems available to them (free), your information could be included on the Association's Generic website under a link like, "where can I stay in ????"

When you use the send Availability option, There may be information relevant to your area which can be displayed on your screen. Your locality is identified by this Region setting.

Check with CaterActive for affiliations you may be able to belong to or set up.

Security Options

There are security options available which allow full and restricted use of the CaterBook program. Using this function will also allocate a specific user to actions taken while using the system and has a trackable database which can be viewed on the 'Who Did What' report (page 31)

There is more information about this function under [Setting up Security Settings](#) in this guide

Comment Sections

All the paperwork seen by your guests can have a message relevant to the document. These comments can be entered and updated here. The documents affected are Quotations, Confirmations, Registration, Invoices & Statements.

Euro Calculations

In the UK some establishments may wish to accept Euros (€) as payment. This has an inherent problem that the UK has no fixed rate for the Euro conversion. We have tackled this problem by using the internet to update your conversion rate automatically. Whenever you use the send availability function or Backup to web, CaterBook will collect the latest rate and install it into this section along with the collected date. On the Main screen of CaterBook you can press F9 on the keyboard when you have a clients bill on screen, and the grand total will be converted to the equivalent value in Euros. Pressing F9 again will set the pricing back to sterling (£). The Rate can be modified manually on this screen and the date of change will automatically update itself. There is also a [Euro Commission](#) Box. The value you enter into this field will be used to add a percentage to your conversion (default is 5%). It is your decision as to what your commission rate will be set at.

If when performing the F9 conversion, the last update was more than 14 days ago, CaterBook will alert you to this with a message box. Using the Send Availability option will update the value for you.



Establishment Settings

Minimum Availability

The online availability is a very useful method for keeping your website up to date by displaying the rooms you have available for letting. However some establishments may regard this as having a downside– not only does it show availability, but perhaps the impression is that you have too many rooms free and are, by implication, unpopular! If you feel that there are too many free rooms displayed on your online popup, you can select this Minimum availability checkbox. Setting a tick in this box will only show one room free in each category, no matter how many are actually available.

AutoSend

You can set CaterBook to automatically send your availability and also perform a backup at a set time using the AutoSend function. Click into the AutoSend box and enter a time in 24 hour format e.g. eleven in the evening = 23:00

If CaterBook is running during the autosend time it will log onto the internet and send the availability information and perform a backup, it will also log off the internet automatically.

Save & Close

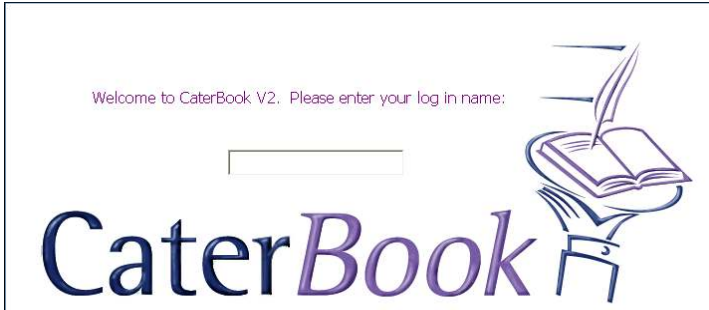
Make sure any changes you make to the settings above are saved before you close this section.



Security Settings

The Security Settings

In some instances it may be necessary for CaterBook or financially sensitive areas of the system to be secured against unwelcome attention. The security settings allow you to prevent access in total or partially. Once the Security Settings are switched on, CaterBook will require a username and password to start the program:

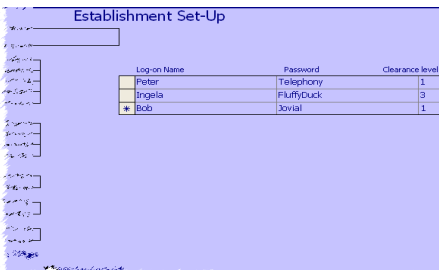


Also during usage of the system, if the mouse or keyboard are left idle for more than 2 minutes, the log in dialog (above) will re-appear and lock the rest of the program down. This is for computers that could possibly be accessed by people not authorised to use the system, a front desk for example, and will prevent prohibited access.

Another benefit of security is that when logged on, some of the user's more important actions are logged by the program during use and those actions will be stored and filed for viewing in the Who Did What report (See reporting). This allows you to check back to see who was responsible for performing a specific action, like cancelling a booking for example.

Setting up Security Settings

From the Show Establishment screen (Page 46), put a tick into the Security On checkbox. A new option will appear saying [Click for security setups](#). Click this and a new section will appear or if you have set up the security previously, you will be asked for your password again before display.



Each time you open this section, a new line will be available at the bottom for you to enter a new user-name and password. So if you need to enter several members of staff you will need to repeat the above process.

The security level 3 allows full access where 1 is the lowest and will block access to sensitive areas like Reports. After entering the name, password and level, click **SAVE** at the bottom of the screen.

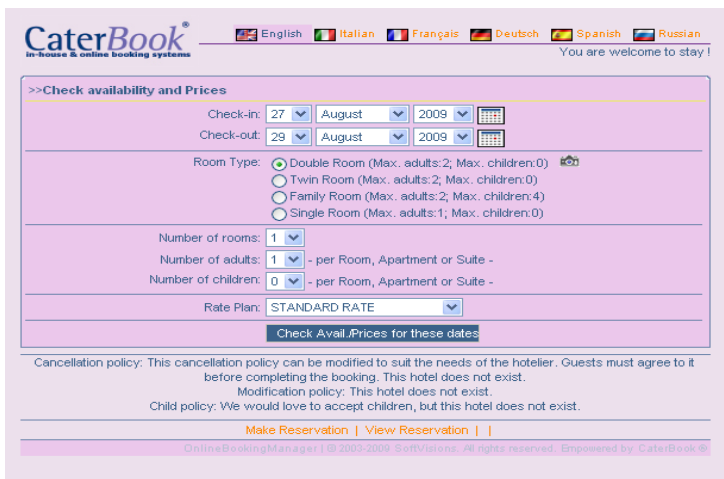
Please be very careful to enter the name and passwords exactly and not to forget them. If these are not entered correctly, the program will not start and you will be unable to use the system.

Full Internet Booking Systems THE ONLINE BOOKING MANAGER

CaterActive have collaborated with one of the best online booking systems, the Online Booking Manager by SoftVisions, to enable you to have an extremely efficient, flexible and remarkably simple method of online booking.

With CaterBook you are entitled to have an online booking URL which is easily incorporated into your own website. You or your webmaster simply sets up an iFrame on a page of your site and points it to your own allocated address similar to: <http://booking.caterbook.com/pretendhotel/Z0001>

Your Internet visitors will be presented with a booking form framed within your own website page. The booking form looks like this:



The screenshot shows the CaterBook online booking interface. At the top, there is a logo for "CaterBook in-house & online booking systems" and a language selection bar with options for English, Italian, Français, Deutsch, Spanish, and Russian. Below this is a "Check availability and Prices" section with a purple background. It includes fields for "Check-in" (27 August 2009) and "Check-out" (29 August 2009), each with a calendar icon. The "Room Type" section has radio buttons for "Double Room (Max. adults:2; Max. children:0)", "Twin Room (Max. adults:2; Max. children:0)", "Family Room (Max. adults:2; Max. children:4)", and "Single Room (Max. adults:1; Max. children:0)". Below that are dropdown menus for "Number of rooms" (1), "Number of adults" (1), and "Number of children" (0). A "Rate Plan" dropdown is set to "STANDARD RATE". A "Check Avail./Prices for these dates" button is located below the rate plan. At the bottom of the form, there are three policy notices: "Cancellation policy: This cancellation policy can be modified to suit the needs of the hotelier. Guests must agree to it before completing the booking. This hotel does not exist.", "Modification policy: This hotel does not exist.", and "Child policy: We would love to accept children, but this hotel does not exist." At the very bottom, there are links for "Make Reservation" and "View Reservation", and a footer with the text "OnlineBookingManager | © 2003-2009 SoftVisions. All rights reserved. Empowered by CaterBook®".

The form is very intuitive and offers up to six language options. You set your own rules and policies via the online booking manager screens. The online visitor can choose a style or type of room, check the availability and book. They can then enter credit card payment details and an e-mail will be automatically sent to the prospective guest.

CaterBook checks the Online Booking Manager every few minutes, dependant on the current activity of CaterBook. An alert will appear at the bottom right of the screen: **"Please Note: Online! A new booking has been made."** Just click this message and the booking will be downloaded. You will be presented with the payment card details for you to transact as you see fit, and you will be required to confirm that you have these details before they are cleared permanently for security purposes.

Pressing F3 will force an immediate check with the OBM if you wish.

Whenever you make a new booking within CaterBook, the Online Booking Manager is automatically updated with the new information within about 25 seconds of CaterBook recognising inactivity.

Setting the Online Booking Manager

Contact us on 01803 840414 to prepare your OBM system. We will supply you with a separate initialisation file to activate your online system.

After the system has been activated you will need to customise it with your establishment details.

Your online settings are modified within the above form and are quite simple.

All fields marked with a * must be completed.

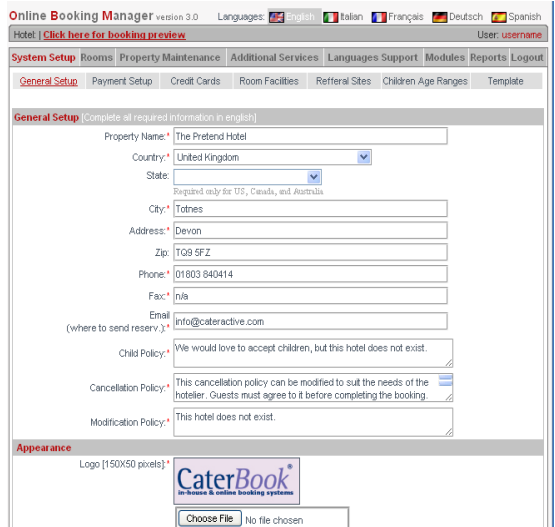
System Setup Enables name and address details along with policy messages and payment card and language options.

Begin by selecting General Setup in the top left of the screen. Enter the name of your property, address, telephone, fax and email details.

The email address you enter should be the one that you would like details of the reservations to be sent to (i.e. your own email address).

There is space here to include your cancellation/modification policies and child policy. You can update your logo—it should be 150x50 pixels—and hotel motto. It is possible to change your username and password, but please contact CaterActive beforehand and the online booking manager will no longer be able to communicate with CaterBook.

Online Booking Manager / OBM is © 2005 Softvisions SRL



Online Booking Manager version 3.0 Languages: English Italian Français Deutsch Spanish User: username
[Hotel | Click here for booking preview](#)

System Setup Rooms Property Maintenance Additional Services Languages Support Modules Reports Logout

General Setup Payment Setup Credit Cards Room Facilities Referral Sites Children Age Ranges Template

General Setup [Complete all required information in english]

Property Name* The Pretend Hotel

Country* United Kingdom

State: Required only for US, Canada, and Australia

City* Totnes

Address* Devon

Zip* TQ9 5FZ

Phone* 01803 840414

Fax* n/a


Email (where to send reserv.)* info@cateractive.com

Child Policy: We would love to accept children, but this hotel does not exist.

Cancellation Policy: This cancellation policy can be modified to suit the needs of the hotelier. Guests must agree to it before completing the booking.

Modification Policy: This hotel does not exist.

Appearance

Logo (150x50 pixels)*  No file chosen

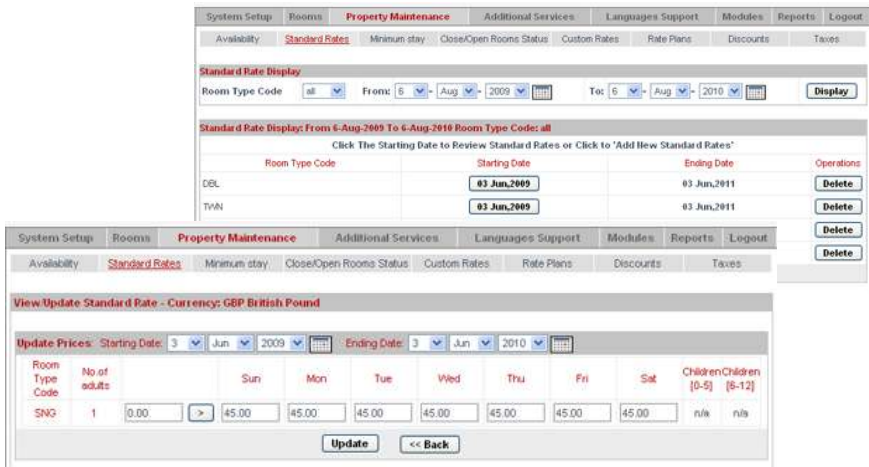
Setting the Online Booking Manager

IMPORTANT! The Style codes you enter in the Online Booking Manager should match those on the Establishment Settings section of CaterBook. This allows the OBM to send and receive bookings from CaterBook. The Style codes used in CaterBook can be viewed by pressing F10 on the keyboard.

Property Maintenance is where the tariff prices are set, along with minimum stay rules. The pricing is set during dated periods and by pre defined room styles.

Availability This is where you set the number of rooms you wish to make bookable online. The number entered must match the number of rooms allocated the corresponding style code. Place a tick in the update box to upload any changes and then click the update button at the bottom of the screen.

Standard Rates Select your tariff period from the drop down boxes at the top of the screen, click 'Add new standard rates' and then enter relevant prices for each room style.



The screenshot shows two screenshots of the 'Property Maintenance' section in the Online Booking Manager. The top screenshot shows the 'Standard Rate Display' screen with a table of rates for room types DEL and TWIN, with start and end dates of 03 Jun, 2009 and 03 Jun, 2011. The bottom screenshot shows the 'View/Update Standard Rate' screen for room type SNG, with a table of rates for each day of the week (Sun-Sat) and a price of 45.00 for each day.

| Room Type Code | No of adults | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Children [0-5] | Children [6-12] |
|----------------|--------------|------|-------|-------|-------|-------|-------|-------|----------------|-----------------|
| SNG | 1 | 0.00 | 45.00 | 45.00 | 45.00 | 45.00 | 45.00 | 45.00 | n/a | n/a |

The tariff dates and prices set in the Online Booking Manager work independently from the settings in CaterBook. This means you can have different tariffs on CaterBook and on your online booking system if you wish. However, if you wish to update your tariff details on both systems, these should be separately.

Minimum Stay Use this section if you wish to set a minimum stay, e.g. On weekends. This can either be done by date or day of the week. Remember to select the 'update?' box for any entries you have changed and click the update button before moving on.

Close/Open Rooms Status This section can be used to temporarily stop rooms from being bookable online e.g. If you are redecorating.

Setting the Online Booking Manager

Rate Plans Use this section to enter any special rate plans, e.g. Corporate rate or Easter rate. Click 'Insert New Rate Plan' and complete the form.

| Code | Name | Description | Custom Rate | Display Order | Status | Operation |
|------|----------------------------|--|---------------------------|---------------|--------|---------------|
| CRP | Corporate Rate | Corporate Rate | Halloween Special (TST) 1 | 1 | Active | Modify Delete |
| HLN | Halloween (OCT - NOV only) | 2 nights minimum are required for this offer | Corporate (CRP) 1 | 2 | Active | Modify Delete |

Insert New Rate Plan [2 Records]

Discounts Use this section to show any discounts you wish to be deducted at time of booking. You will need to choose a code and name for the discount, the length of stay it will apply to (e.g. Stays of between 2 and 4 nights), the amount that will be discounted (either as a fixed amount or a percentage), when the discount will apply and which rooms it will apply to.

Insert New Discount

Code* - only for internal use
 Name* - only for internal use
 Length Of Stay* from to nights
 Discount Value % Flat
 Applied to (room types code)
 All
 DBL TWIN FML
 SNG
 Beginning Date: 6 Aug 2009
 Ending Date: 6 Aug 2010
 Status: Active

| Code | Name | Beginning Date | Ending Date | Length | Discount Value | Applicable for (room types code) | Status | Operation |
|------|------------------|----------------|-------------|--------------|----------------|----------------------------------|--------|---------------|
| DIS1 | 3 night discount | 03/06/2008 | 03/06/2011 | 3 - 7 nights | 10.00 % | DBL, TWIN, FML, SNG | Active | Modify Delete |

Insert discount [1 Records]

Additional Services This is where you can insert any additional services that can be added to the booking, for example flowers in the room, dinner, dog walking.

Language Support: whilst the system is translated automatically, this section enables you to offer your own translations of descriptions entered with your rooms.

Reports offer up the bookings for viewing on the online system and include the bookings uploaded from CaterBook. This makes the system very useful to access away from the hotel. There are additional financial reports and occupation statistics. Note these are in addition to the reporting within CaterBook.

| System Setup | | Rooms | | Property Maintenance | | Additional Services | | Languages Support | | Modules | | Reports | | Logout | |
|---|------------|------------|---------------|----------------------|----------------|---------------------|--------|---------------------|----------|---------|--------|--------------------------|--|--------|--|
| Monthly Reports | | | | Country Reports | | | | Reservation Reports | | | | Statistic Reports | | | |
| Date Type | None | Between | 1 | Aug | 2009 | 31 | Aug | 2009 | per page | 10 | Search | | | | |
| Results Pages: [1 2 3 4 5] >> | | | | | | | | | | | | [1 - 10 of 47 results] | | | |
| Reservation Reports | | | | | | | | | | | | | | | |
| No. | Arrival | Departure | Room Type | Name | Country | Res. Date | Status | | | | | | | | |
| 1065000000 | 23/07/2009 | 31/07/2009 | 1 Double Room | Teeth | United Kingdom | 22/07/2009 | # | Delete | | | | | | | |
| 1064000000 | 18/08/2009 | 20/08/2009 | 1 Family Room | Hij, Jhikj | United Kingdom | 22/07/2009 | # | Delete | | | | | | | |
| 1063000000 | 18/08/2009 | 20/08/2009 | 1 Double Room | Dreeseb | United Kingdom | 22/07/2009 | # | Delete | | | | | | | |
| 1062000000 | 20/08/2009 | 21/08/2009 | 1 Family Room | Orange | United Kingdom | 22/07/2009 | # | Delete | | | | | | | |
| 1061000000 | 06/08/2009 | 11/08/2009 | 1 Single Room | Yellow | United Kingdom | 22/07/2009 | # | Delete | | | | | | | |
| 1060000705 | 07/08/2009 | 09/08/2009 | 1 Double Room | Green | United Kingdom | 22/07/2009 | # | Delete | | | | | | | |
| 1059000000 | 20/07/2009 | 23/07/2009 | 1 Single Room | Smith | United Kingdom | 22/07/2009 | # | Delete | | | | | | | |
| 1058000000 | 20/07/2009 | 24/07/2009 | 1 Double Room | Smith | United Kingdom | 22/07/2009 | # | Delete | | | | | | | |
| 1057000000 | 21/07/2009 | 24/07/2009 | 1 Double Room | Smith | United Kingdom | 22/07/2009 | # | Delete | | | | | | | |
| 1052000000 | 22/07/2009 | 23/07/2009 | 1 Double Room | Czezdtski | United Kingdom | 22/04/2009 | # | Delete | | | | | | | |
| Results Pages: [1 2 3 4 5] >> | | | | | | | | | | | | [1 - 10 of 47 results] | | | |

Working Away From Home Owners of small businesses may like to know that the Online Booking Manager can be accessed from anywhere in the world. You can continue to enter bookings while you are away from your hotel by using the online booking system. To enter a booking without a credit card you can use Visa with the card number 44443332222111, followed by any dates and codes (this number may also be used for test bookings). Bookings can be collected into CaterBook on your return.

The Online Booking Manager is also available via Internet-enabled phones, using the direct booking link: e.g. <https://booking.caterbook.com/ourhotel/A????/>



GoTo WWW

The CaterActive website has a catering news page which is regularly updated with interesting articles and links to relevant catering related websites. Clicking the [Go To WWW](#) button links to this page.

BACKUP TO WEB

Keeping your data safe is very important and this function will save your data on the CaterActive Internet Server– which in turn is also backed up! This service is discussed fully on page 33

UPDATE CATERBOOK

The CaterBook program is constantly evolving. In fact it will probably never be finished! There are always ways to improve and we strive to progress all the time. When comments & criticisms of the system are made, we carefully consider the validity and usefulness. We are aware that it is very difficult to please all the people all the time. However we try to include methods and facilities that will be of benefit and useful to users of the system, whilst bearing in mind that this product is designed to simplify a hotelier's life, not make it more complicated!

So, the CaterBook program can be updated from time to time and will offer new facilities and functions as they become relevant.

To update the program click [UPDATE CATERBOOK](#) and it will check if a new version is available. If there is, it will download it and shut down, the new program will then be restarted and you can continue as before.

It is not harmful to check this option as it will inform you in most instances that you already have the latest version.



Special functions

SUBACCOUNTS

When entering a client details you may wish to associate them with a company to whom you wish to send statements summing up the financial status for that company.

CaterBook has the ability to run subaccounts for this reason. A subaccount can be set for any client account within the system, using the Reference Field:

If the company were for example 'Shell Oil', placing the name 'ShellOil' in the 1st line of the address for every required client will create a subaccount. (Ensure there are no spaces in the reference code you create)

A Statement can now be printed for 'ShellOil' and will group together the financial information based on the First Line of the address instead of the account number of the client. To print a statement using this method, click the mouse into the 1st line of the address, before selecting Statement from the Print Options. You will be asked this question:

You have highlighted a group option, do you require the statement to be based on this option?

If you answer YES the statement will display/print and group together the subaccounts.

This function also works with the Reference field of the client details in exactly the same manner as shown above however you will need to use the reference box instead of the 1st Line of the address.

This function can also be useful for viewing all the transactions relating to any reference group.

Sending Accounts to a different address

CaterBook can create statements with a different address to the one on screen with the chosen booking using the SubAccounts method outlined above. To do this, create a new Client Account with the same **Code** as the reference method. So, in the case of the example above, you can open the CLIENT LIST, unlock the data and add the new account to the blank line at the bottom of the listing.

Sending Invoices to a different address

If you have created an account as directly above, CaterBook will recognize you have an account for this and will offer to use the company address whenever you select the Invoice option.

Shuffle Chart Booking Method

A useful method of quick starting a new booking is available from the Shuffle Chart which is handy when you may be looking for a vacant period for a potential client. When a room is found to be available, double clicking the Room Number at the far left of the screen will start a new booking procedure and the screen will jump to the booking section requiring an arrival date and departure date. The room will automatically be chosen in advance. The remaining process for the booking remains the same.

Function Keys

Function Key operations are noted elsewhere in this guide however it may be useful to summarise each facility.

- F1 Returns the system to the startup state, ie as if you had just opened CaterBook and reverts to today's date.
- F2 CaterBook Advice guide. This displays a small box in the lower right with some explanations of the main functions during use. Pressing F2 again hides the box.
- Shift+F2 Enter '**Who**' for an onscreen report of the actions taken I the chosen booking.
Enter '**Direct**' to send an SMS directions text to the chosen booking
Enter '**121**' (one to one) to begin a remote control support session see page 62.
Enter '**OBM**' to bulk upload all outstanding booking details to the online systems
Enter '**VAT**' for VAT setting facility (requires a safety code). If a business becomes VAT Registered this allow the system to be switched to a VAT inclusive system
- F3 Force CaterBook to check synchronisation with the online booking manager.
- F5 Quick Hard Disk data backup. See page 39 for details. CaterBook will close when the backup is complete. This is normal.
- Note: do not leave the file in the C:\CaterBac\DMO location, as it will be deleted later.
- Shift + F5 Quick Hard disk data restore. This will collect the data saved as above from the C:\CaterBac\DMO location. The program will request the name of the file.
- F7 Log-Off—this only functions with security settings switched on. (Page 53)
- F8 E-mail screen. If you wish to send an email directly from CaterBook, you can use this function to post an e-mail. Ensure you print a copy of the e-mail for future reference as these e-mails are not stored.
- F9 Euro calculator. Any bookings on-screen will be displayed in Euros instead of the current currency. The rate is set on the Show Establishment settings screen.
- F10 Show Settings. This displays the Tariff and other settings for CaterBook.
- F11 Displays the splash (about) screen with the current version number.
- F12 Display the system colour settings screen.

Available Room Types

Double click the 'AVAILABLE' word under the calendar and an available room type box will pop up displaying the types of room you have free on the date shown.



Special functions

Graphic Image Collection

If for some reason the graphics for your paperwork are damaged or lost, they can be recalled from the copy we store on your behalf on our internet server. To collect, click:

SYSTEM - INTERNET - Keyboard Shift + GO TO WWW

Online Database Storage

Data can be restored from the last internet backup by clicking:

SYSTEM - INTERNET - Keyboard Shift + BACKUP TO WEB

DO NOT USE THIS FUNCTION UNLESS ADVISED BY THE HELPLINE OR IF YOU ARE ABSOLUTELY SURE YOU WISH TO REPLACE YOUR EXISTING DATA! Ensure you read the section on backups for full clarification.

Special Booking Note Functions

Hash function

With customer details you can use a # function when typing entries into the booking notes field. If you type '# Corporate Account' for example, the notes you entered will appear on printed paperwork (confirmations, invoices etc), next to the booking number instead of appearing at the bottom of the page as normal.

Caret Function

If you would rather the booking notes didn't appear on the printed paperwork at all, put the caret symbol prior to your message (^ shifted 6 on the keyboard). This will block the printing of this information

Exclamation function

If you would like CaterBook to alert you to important booking information, you can enter an exclamation mark at the beginning of information typed into the Booking Notes of any booking.

For example, if you were to enter Boo!, nothing would happen, but !Boo! Would pop up whenever the booking was selected forcing the user to click the OK button.

Dropdown function

If you place repeated information into the Booking Notes section, you can create a drop down prompt list by entering the code 'DP.' into the text, so for example 'DP. Double' & 'DP. Twin' would give a list of these two items whenever the Booking Notes are used.

Special functions

Colour Coding Bookings

A useful option is to colour code your bookings so that you can quickly view which rooms are in the same party. A small box will appear on the customer details screen when you pass your mouse pointer between the 'Type' and 'Account Code' fields.

Repeated clicking of this box will offer one of eight colours and on closing the details, the colour will be allocated to the left of the booking on the listing underneath the calendar.

To clear the colour code, click the colour box until it is the same as the background.



'Invisible' Booking Charges & working with agencies

It is possible to add 'invisible' charges to a booking. This can be used for purposes such as pre-payment or later payment by agencies and 3rd parties. Items put onto clients' bills using this function will NOT appear on the client invoice, but will add to the overall booking total on CaterBook.

To use this function put a product into the Product/Service list as usual but with a code beginning with 2 hashes: ##ATH for example.

Any additions of this type will be 'invisible' to the guest's paperwork.

When this function is used on any given booking, CaterBook will recognise this when a payment is made and CaterBook will ask if you would like the payment to be 'hidden' as well. Therefore you are able to enter agency payments separately from the client payments but still have the information stored against the relevant booking.

Letterheaded Paper Function

If you want to use your own letterheaded paper for printing out invoices etc, you can repress the printing of the CaterBook graphics and modify the format of the print to accommodate headed paper: Press F10 on the main screen and click 'Show establishment' Then add a comma to the end of your establishment title eg "The Pretend Hotel,". And click SAVE

This will set CaterBook to use its letterhead versions of the printouts.



External Connections

Epos Till Protocols

CaterBook can connect to any external till systems which use the 'Guestmaster EPOS Protocol'. (The system uses version 2.00 but is compatible with previous versions). There are a number of other proprietary protocols available—please check with CaterActive.

To use the protocol, create a new folder in the root directory of the CaterBook computer called 'Epos Data' (C:\Epos Data)

CaterBook will automatically recognise this and now communicate with the connected Epos system, allowing drinks and other items to be automatically charged to guest bills.

The Epos system must also be directed to use the C:\Epos Data within its own settings.

Networking CaterBook

CaterBook is available in a network version and a special file needs to be set to enable the network mode to function. The file C:\Program Files\Cateractive\Data\xIP.txt should be re-named to IP.txt and it contains the IP address of the main server computer over the network: for example—192.168.0.1

You will require a special network version of CaterBook from CaterActive, call 01803 840 414 for details.

Please note the network license has a small charge for each network node.

Microsoft is a trademark of Microsoft Corp CaterActive are registered Microsoft partners

Guestmaster is a trademark of Guestmaster Ltd used with permission.

Online Booking Manager is a trademark of SoftVisions SRL Romania

Flash is a trademark of Macromedia Corp

CaterBook and the salver device are registered trade marks of CaterActive Ltd



Helpline and support

CaterBook online support service

Our support includes a remote control server which enables our helpline to quickly identify problems or to assist with general use of the CaterBook program. The remote system is completely secure and our helpline is only able to connect to your computer with your express knowledge and permission.

To start the session within CaterBook press Shift + F2 on the keyboard from the main calendar screen. Then enter 121 as the command code.

In order for our remote service to be activated a randomly generated 8 digit number is created at each session and this is entered into the session number option on the screen. On clicking connect, your screen will be visible to our helpline consultant.

A further option controlled by you is the remote control function and if you switch this on, the consultant will also be able to use your computer through their mouse and keyboard. All actions will be fully explained and you are able to disconnect the remote control at any time by selecting remote control off or pressing F11.

On closing a remote session, the helpline have no access to your computer and it is impossible to restart a session without entering the randomly generated number into both systems. Therefore this process is very secure indeed.

The remote and screen view options are an invaluable tool for support, installation and training and the nearest thing to actually being with you. We can see what you see on the screen and therefore explaining any processes within CaterBook becomes very easy.

CaterBook powered by netviewer

Participant login

Please enter the session number the consultant gives to you on the phone.

Session number:



Helpline and conditions

Any issues not covered by this manual and relating to CaterBook can be easily supported by contacting the Helpline on 01803 840414 where we will always endeavour to assist.

The Helpline is specifically for enquiries relating to the CaterBook product and we cannot take responsibility for other products from other manufacturers even if they directly impact upon the CaterBook program.

Part of the support programme is data sharing using the Backup to Web option, we are able to identify, rectify and advise on problems very quickly and easily. It can sometimes be worthwhile to Backup to Web just before calling the helpline so that any issues can be quickly identified. All data is regarded as the property of the CaterBook license holder and is treated in full confidence. Data is stored on a protected and pass-worded server and the data itself is also strong password protected. CaterActive never disclose sensitive data or without express permission.

There is also a section on the CaterActive website of Frequently Asked Questions (FAQ's) where a list of support questions that have been asked are often placed.

This can be found at:

<http://www.cateractive.com/FAQ.htm>

Free Support can only be supplied to current support program holders only.

Non current users will be charged on an incident basis. (£55.00 at the time of this manual)

A re-instatement charge of £75.00 is made to re-enable lapsed support programmes.

Lapsed support users will not have access to any online services including online data backup.

Licenses are transferable at a charge of £250.00 each

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