

UNIVERGE[®] SV9100

InHotel End User Guide

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TABLE OF CONTENTS

InHotel Application

Section 1	Main Screen	1
1.1	Room Calendar	1
1.2	Guest List	2
Section 2	Common Functions	2
2.1	Navigate the Calendar View	2
2.2	Use Guest Filter	3
2.3	Create a New Reservation	4
2.4	Confirm a Guest Reservation	7
2.5	Move a Guest Reservation to a Different Room.....	10
2.6	Change Arrival or Departure Dates	11
2.7	Check In a Guest.....	12
2.8	Undo Check-in.....	13
2.9	Split a Guest Stay to Other Rooms	14
2.10	Hotel Room (Maid) Status	18
2.11	Block Telephone Calls From a Room.....	19
2.12	Charge Minibar Items to a Room	19
2.12.1	Minibar Operation for Room Maid	20
2.12.2	Minibar Operation for InHotel Operator.....	20
2.13	Adjusting Postings.....	21
2.14	Setting Wake-Up Calls	21
2.14.1	Wake-Up Calls Set by the Guest	22
2.14.2	Wake-Up Calls Set by the InHotel Operator	22
2.15	Leave a Message for a Guest	24
2.15.1	Leave an Advance Message for a Guest.....	24

- 2.15.2 Leave a Message for a Checked-In Guest 25
- 2.16 Check Out a Guest.....26
- 2.17 Produce Guest Invoice.....27
- 2.18 Guest Invoice PDF Supported Languages.....30
- Section 3 InHotel Service Code Index.....31**
 - 3.1 Hotel Room (Maid) Status.....31
 - 3.2 Minibar Operation for Room Maid31
 - 3.3 Wake-Up Calls set by the Guest32

LIST OF FIGURES AND TABLES

Figure 1	InHotel Main Welcome Screen	1
Figure 2	Calendar View	2
Figure 3	Date Bar Navigation	3
Figure 4	Room Calendar Without Filters	3
Figure 5	Room Calendar With Filter Applied	4
Figure 6	New Reservation in Room Calendar	4
Figure 7	Define the Duration of the Guest Stay	5
Figure 8	New Reservation	5
Figure 9	New Contact Record Creation	6
Figure 10	New Guest Reservation Shown in Calendar	7
Figure 11	Confirm Reservation	7
Figure 12	Confirmed Reservation in Room Calendar	8
Figure 13	Confirmed Reservation Shown in Room Calendar	8
Figure 14	Guest List Folio Account	9
Figure 15	Posting a Deposit	9
Figure 16	Moving a Reservation to a Different Room	10
Figure 17	Available Rooms are Highlighted	10
Figure 18	Reservation Options	11
Figure 19	Room Calendar: Hold Down Left Button on Guest Name to Show Menu	12
Figure 20	Check In Confirmation	12
Figure 21	Checked In Guest	13
Figure 22	Room Calendar: Hold Down Left Button and Select Undo Check-In	13
Figure 23	Undo Check-In	13
Figure 24	Options after Undo Check-In	14
Figure 25	Moving a Guest to a Different Room	15
Figure 26	Selecting Split Stay	15
Figure 27	Selecting Split Stay	15
Figure 28	Selecting Change Room	16
Figure 29	Available Rooms are Highlighted	16
Figure 30	Reservation Moved to New Room	17

Figure 31	Undo Check-in Process	17
Figure 32	Hold Down Left Mouse Button to See Room Options	18
Figure 33	Telephone Blocking Options	19
Table 1	Blocking Data	19
Figure 34	Folio Summary from Guest List	20
Figure 35	Folio Summary	20
Figure 36	Manually Add Products to Guest Account	21
Figure 37	Adjust Posting by Percentage	21
Figure 38	Create New Wake-Up Call	22
Figure 39	Edit Existing Wake-Up Call	23
Figure 40	Canceled Wake-Up Call	23
Figure 41	Answered Wake-Up Call	23
Figure 42	Missed Wake-Up Call	23
Figure 43	Missed Wake-Up Call Notification	24
Figure 44	New Message for Guest	24
Figure 45	Leave New Message for Guest	25
Figure 46	Calendar View Envelope	25
Figure 47	New Message	25
Figure 49	Stay Options	26
Figure 48	Delivered Message	26
Figure 50	Folio to be Balanced	27
Figure 51	Invoice Print Confirmation	27
Figure 52	Payment for Hotel Stay	28
Figure 53	Save or Open the PDF Invoice	28
Figure 54	Guest Invoice	29
Figure 55	Guest Payment	30

InHotel Application

SECTION 1 MAIN SCREEN

The main view of InHotel can be accessed through the application manager **Open** button, or directly at <http://X.X.X.X/html/apps/hotel/hotel.cgi>

Figure 1 InHotel Main Welcome Screen



Available options are:

1.1 Room Calendar

The room calendar is used to display the current and upcoming reservations against a calendar. This interface is used to create new reservations as well as check in and check out guests.

You can save the room calendar to your favorites, the URL is:

<http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guicalendar>

1.2 Guest List

The Guest List will display all stay information grouped by current status. This interface is used to see the status of a stay, as well as configure messages, wakeup calls and print invoices.

You can save the guest list to your favorites, the URL is:

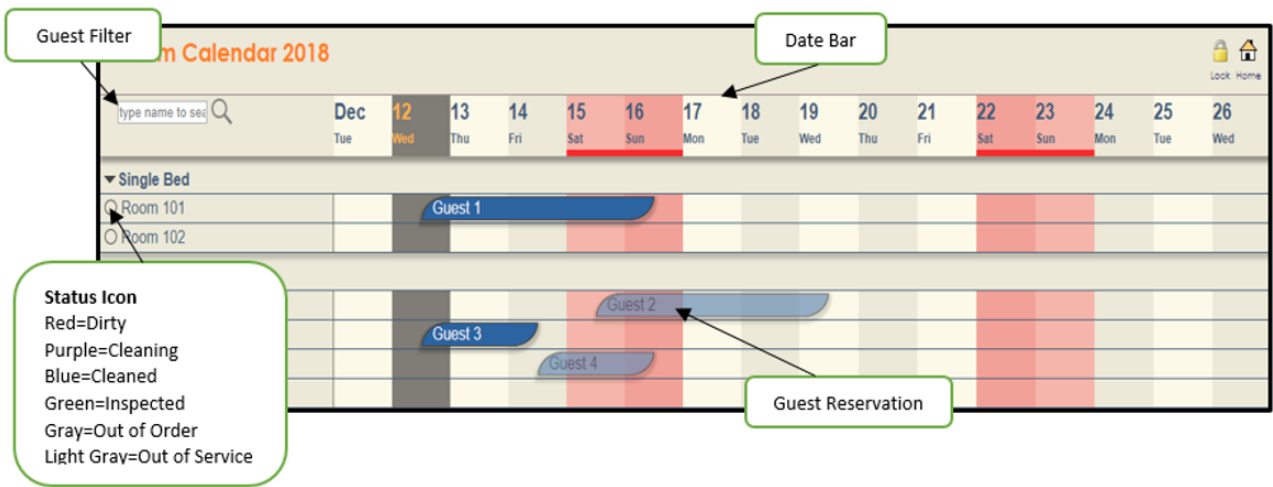
<http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guiguests>

SECTION 2 COMMON FUNCTIONS

2.1 Navigate the Calendar View

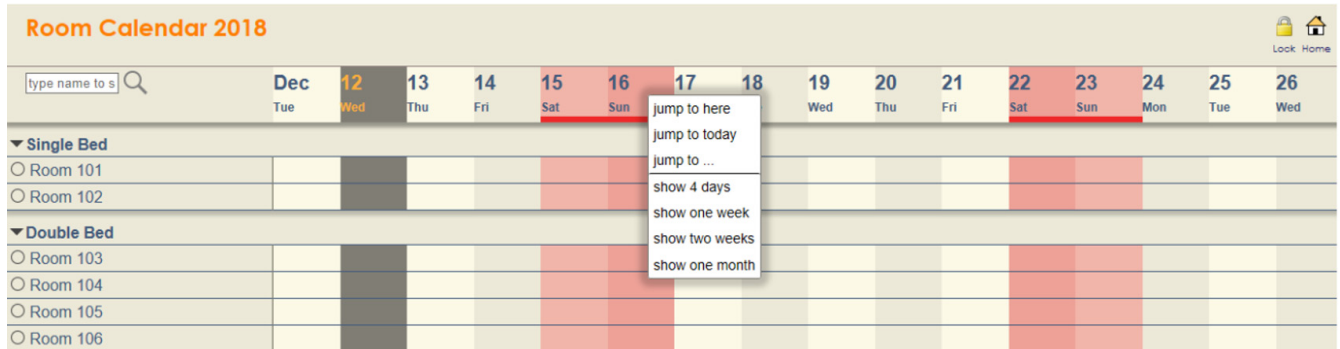
Most functions within InHotel are accessed by holding down the left mouse button and selecting the option from the pop up menu.

Figure 2 Calendar View



By default, this page shows the next two weeks. It is possible to change this by holding down the left mouse button anywhere on the Date Bar and selecting an option.

Figure 3 Date Bar Navigation



2.2 Use Guest Filter

Using the Guest Filter can help you to easily find a reservation. This can be part of the first or last name of the guest. The filter is applied immediately and will display all matches.

Figure 4 Room Calendar Without Filters

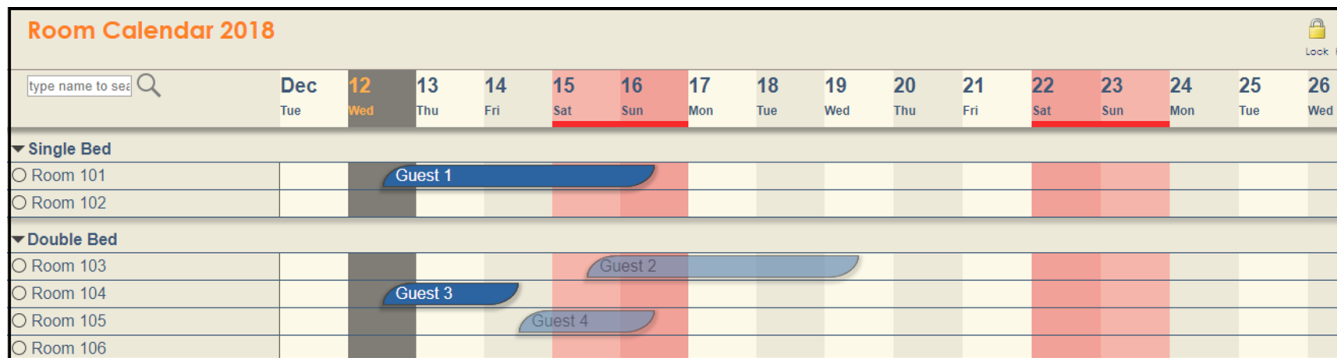
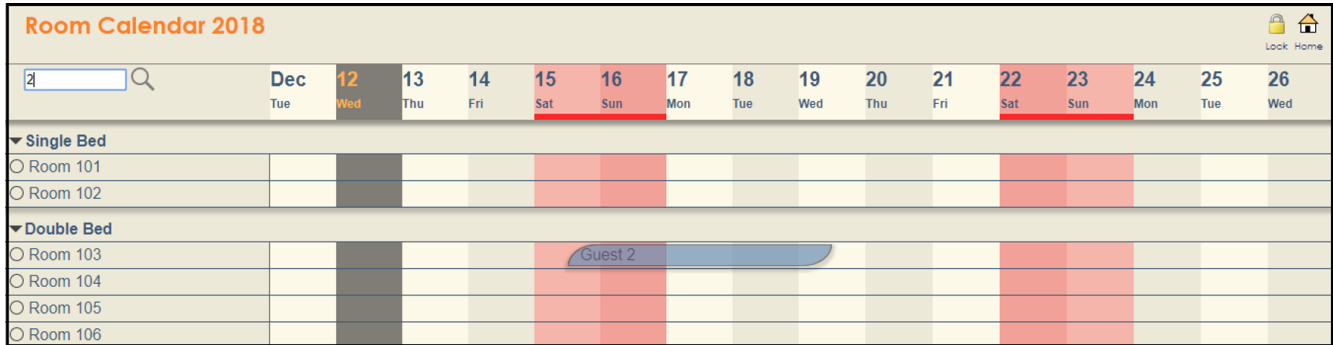


Figure 5 Room Calendar With Filter Applied

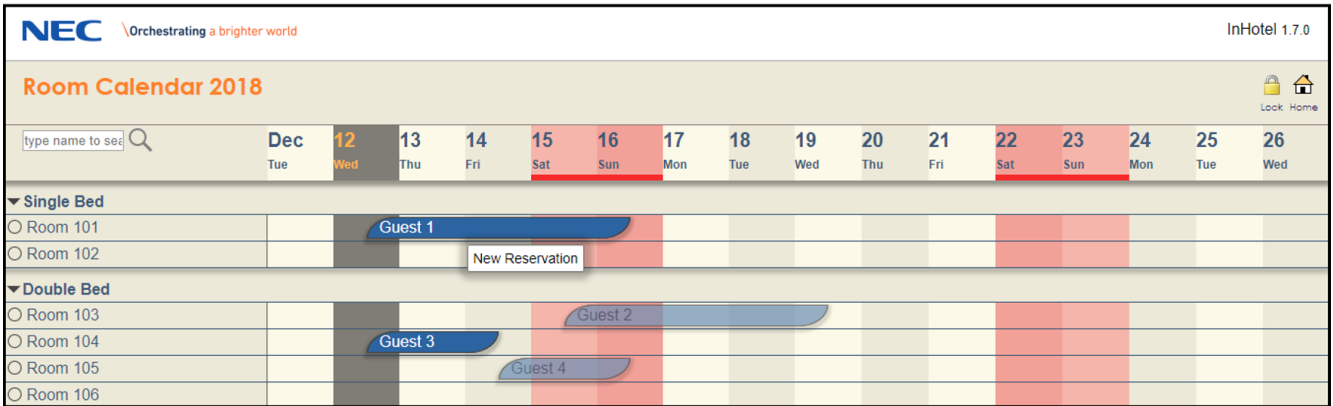


2.3 Create a New Reservation

New reservations are created from the Room Calendar.

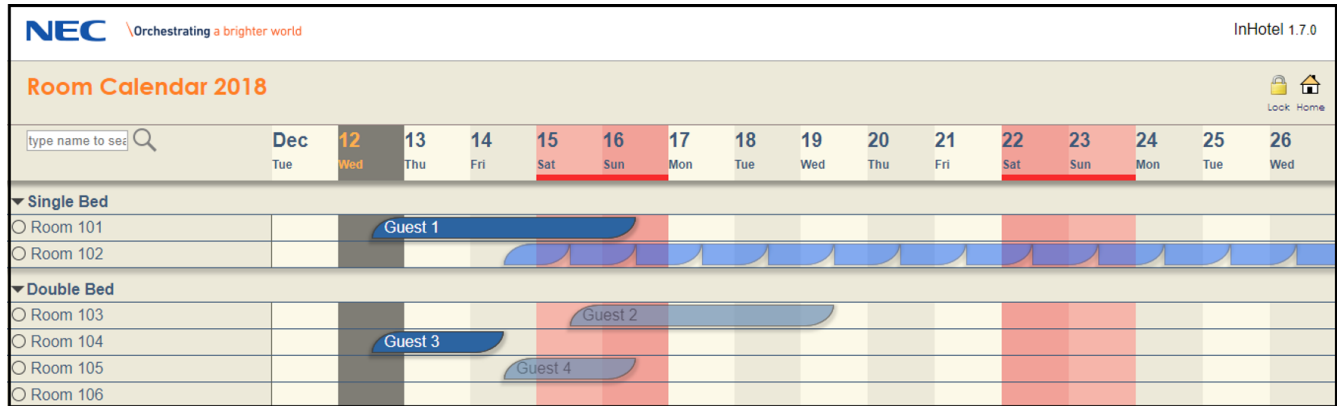
To create a new reservation hold down the left mouse button on the arrival date of the guest against the room you would like to book. The New Reservation option will appear, release the mouse button when the New Reservation option is highlighted.

Figure 6 New Reservation in Room Calendar



The blue bars that appear are used to define the length of the stay. Click on the departure date for the guest. This can be changed later.

Figure 7 Define the Duration of the Guest Stay



Once you select the Check Out date the New Reservation window will appear.

Figure 8 New Reservation

New Reservation

✗
✓

Booker

-none-

Guest

-none-

Number of Adults

1

Number of children

0

Market

-none-

Channel

-none-

Source

-none-

Notes

you can enter some notes here

In this screen we define details about the guest and also the channel the stay was booked via.

- **Booker** – This is the person or entity responsible for booking the room. This could be a travel agent or the hotel itself for direct bookings.
- **Guest** – The individual who will occupy the room.
- **Number of Adults**- Expected number of adults.
- **Number of Children**- Expected number of children.

- **Market / Channel / Source** – This information is captured for later reporting functions.
- **Notes** – Enter some notes for the guest stay.

If the guest does not exist in the drop down menu, then click the New Contact button to create a new record.

Figure 9 New Contact Record Creation

Edit Contact

✕

✓

Name

Guest 5

Male

Guest 5

Middle

Last Name

Post Address

3929

Street and Number

W. John Carpenter Freeway

ZIP, City

75063

Irving

State

Texas

Country

United States of America

Phone Number

+1(214)654321

Mobile Number

+1(214)123456

FAX Number

FAX

E-Mail Address

example@hotel.com

Nationality

United States of America

Language

US English

Passport Number

0987654321

VIP Status

Frequent Guest

Color

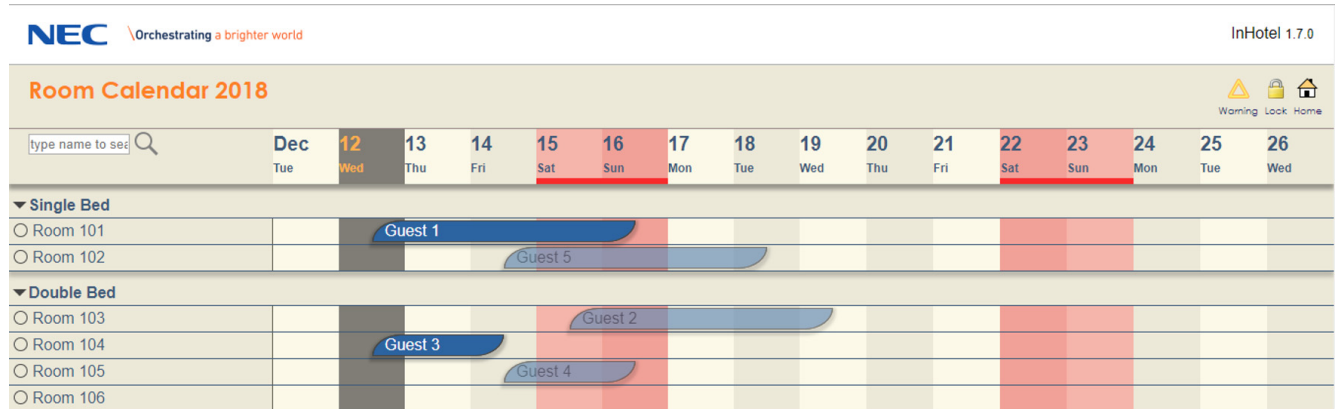
cyan

Notes

enter some notes here

The guest stay is then reserved against the room.

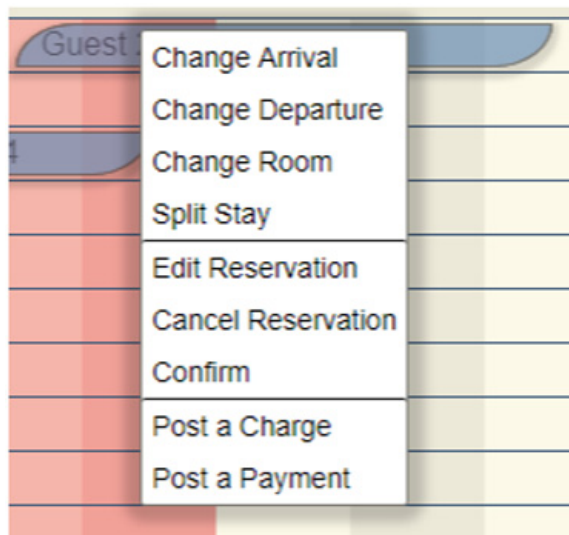
Figure 10 New Guest Reservation Shown in Calendar



2.4 Confirm a Guest Reservation

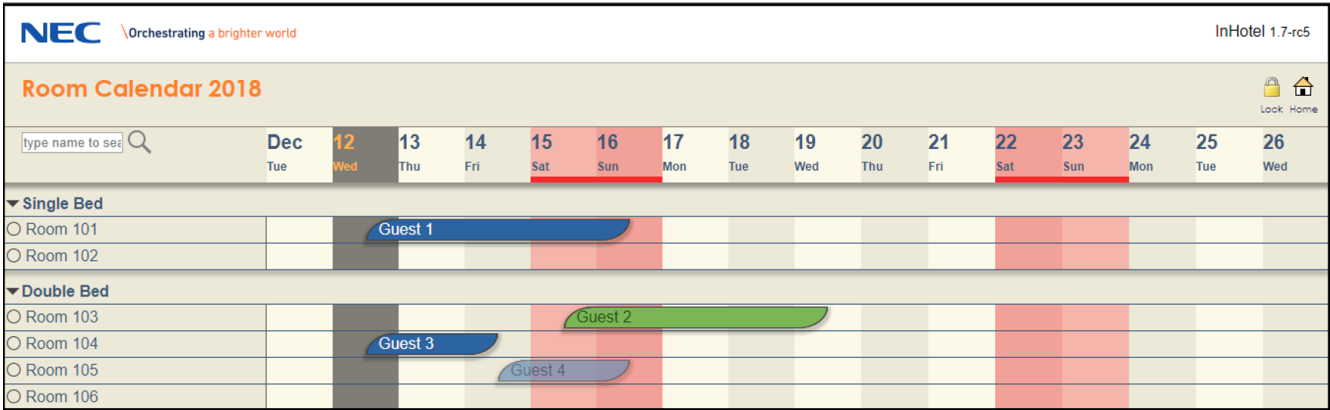
If a guest confirms their reservation with a deposit then you can display this on the guest calendar by holding down the left mouse button and selecting **Confirm**.

Figure 11 Confirm Reservation



When you confirm a guest stay the reservation is shown in a different color.

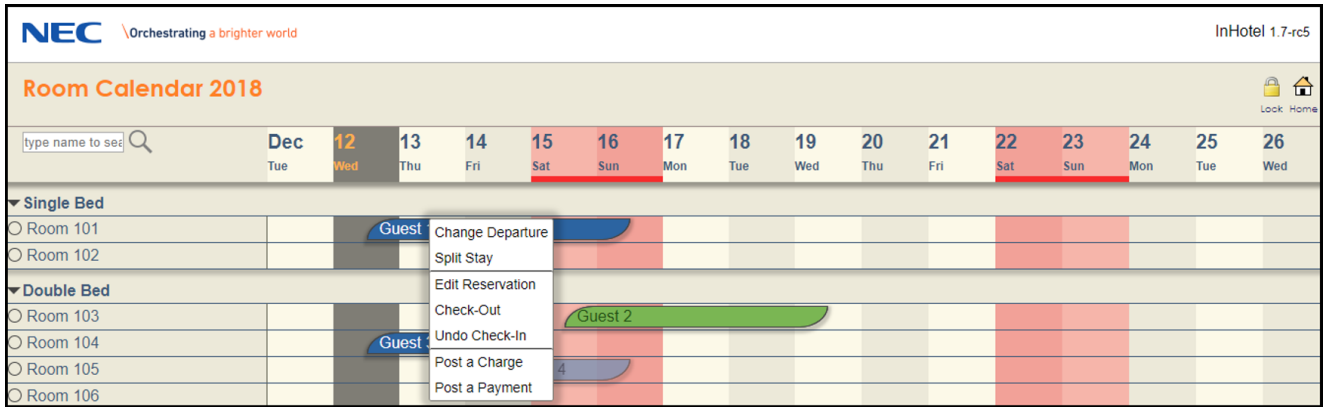
Figure 12 Confirmed Reservation in Room Calendar



If you take a deposit payment for the guest, this can be logged on the Folio account via the Guest list or the context menu against the stay it is possible to Post a Payment.

The payment can be made against the booking in the calendar view by holding down the left mouse button.

Figure 13 Confirmed Reservation Shown in Room Calendar



The Folio account is managed in the Guest List. The guest stay will be shown either under Reservations or Arrivals Today, depending upon the guest arrival date.

Hold down the left mouse button to show the Folio menu, and select **Post a Payment**.

Figure 14 Guest List Folio Account

The screenshot shows a web interface for managing guest folios. A sidebar menu on the left contains the following items: 'Reservations', 'Guest 2' (Room 103, 2018-12-15), 'Guest 5' (Room 102, 2018-12-14), 'Stay' (4 Night(s)), 'Room' (Room 102), 'Contact Details', 'Folio', 'Messages', and 'Wake-Up Calls'. A right-click context menu is displayed over the 'Folio' item, offering two actions: 'Post a Charge' and 'Post a Payment'.

Post a credit to the room for the amount of the deposit.

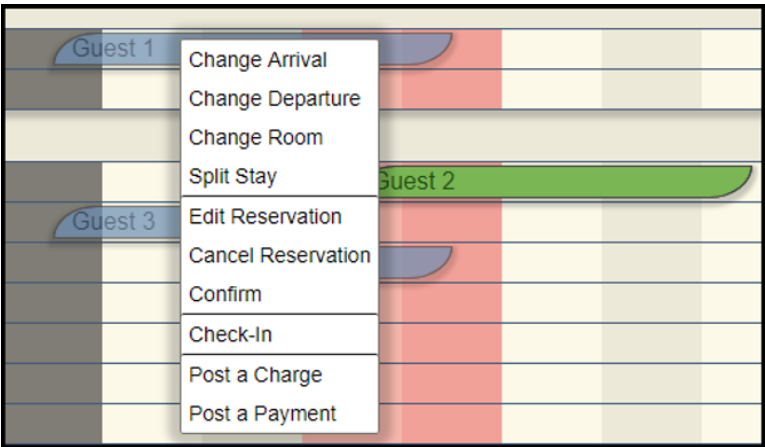
Figure 15 Posting a Deposit

The screenshot displays the 'Credit Posting' form. It features a title 'Credit Posting' in orange. Below it, there are three main input areas: 'Payment Method' with a dropdown menu currently set to 'American Express', a 'Text' field containing 'Room deposit', and a numeric field for the amount, which is '50.00'. To the right of the form, there are two 'Home' buttons and a status indicator consisting of a red 'X' and a green checkmark.

2.5 Move a Guest Reservation to a Different Room

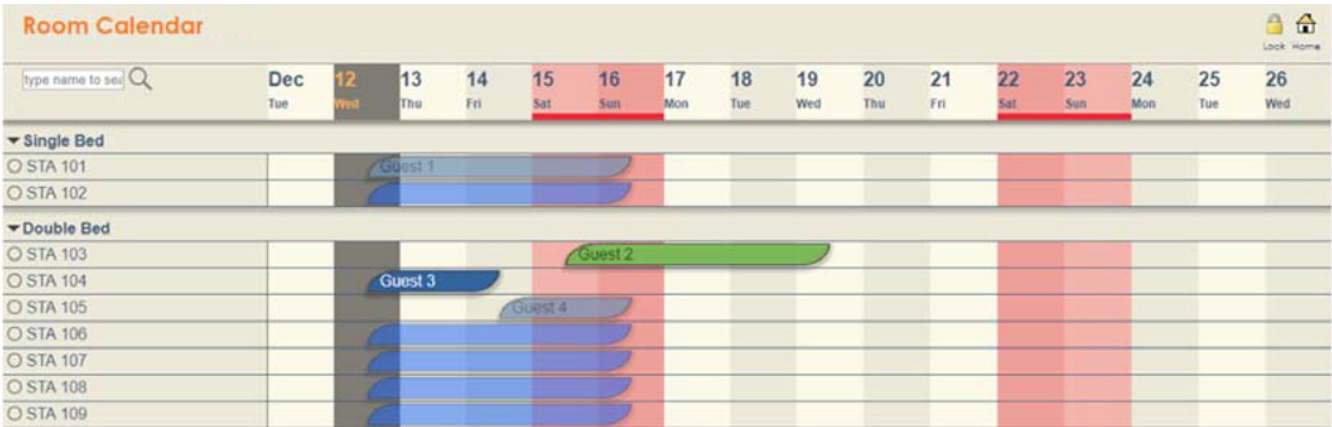
Once a reservation is created then you can move them to a different room. To do this, hold down the left mouse button against the reservation in the Room Calendar. You will see the **Change Room** option.

Figure 16 Moving a Reservation to a Different Room



When you select the option to move the reservation to a different room, then all rooms which can accommodate that stay will be highlighted. Click on the new room to move.

Figure 17 Available Rooms are Highlighted



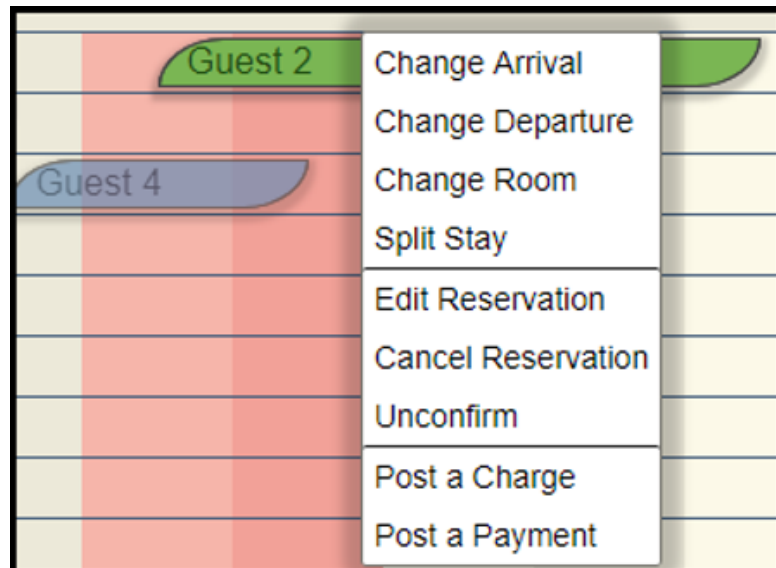
2.6 Change Arrival or Departure Dates

It is possible to change the arrival or departure dates for a guest reservation.

It is possible to change the departure date for a checked in guest.

To change either the arrival or departure date, hold down the left mouse button against the reservation in the Room Calendar and select the appropriate option.

Figure 18 Reservation Options



You will see blue bars appear to indicate the available arrival or departure dates.

Changing the arrival date does not change the duration of the stay, you must then amend the departure date.

Changing the departure date does extend the duration of the stay.



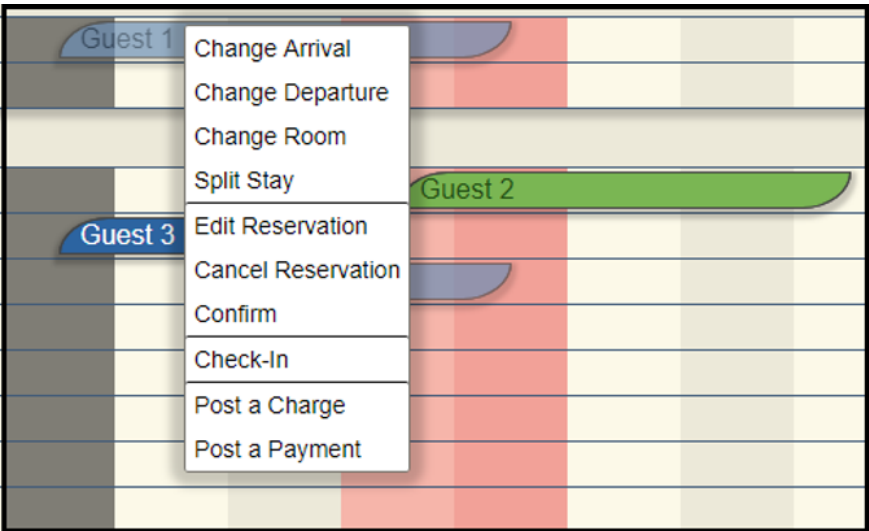
NOTE

If there is another stay booked in this room you cannot extend the dates past the room availability. It may be necessary to move the guest to another room with more availability.

2.7 Check In a Guest

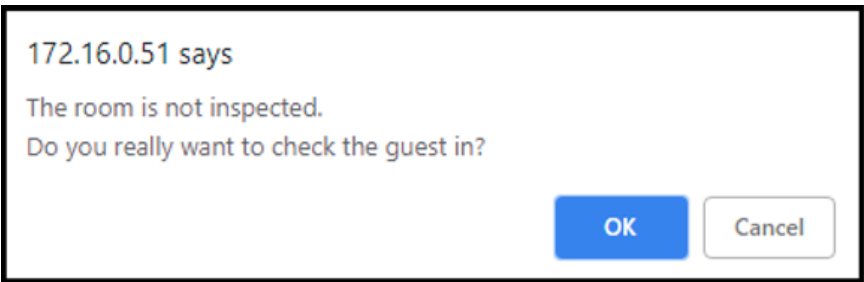
To check in a guest hold down the left mouse button on stay using the Guest Calendar.

Figure 19 Room Calendar: Hold Down Left Button on Guest Name to Show Menu



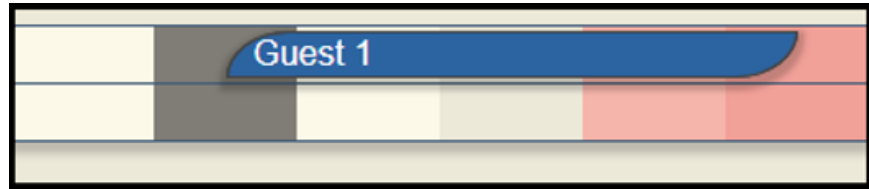
After clicking Check-In InHotel will state the status of the room and ask for confirmation for the check-in, specifically if the room is Dirty, cleaned, Cleaning, Out of service, Out of Order.

Figure 20 Check In Confirmation



The guest name will change to a different color when they are checked in.

Figure 21 Checked In Guest

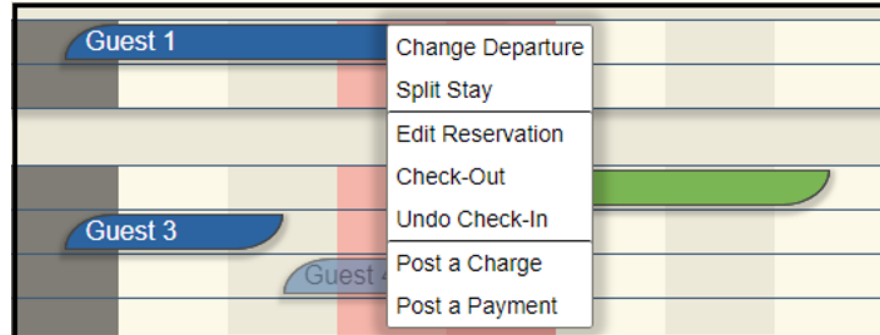


When the guest is checked in then you are able to make external telephone calls from the room. Any calls made are now captured by InHotel and automatically charged to the room account.

2.8 Undo Check-in

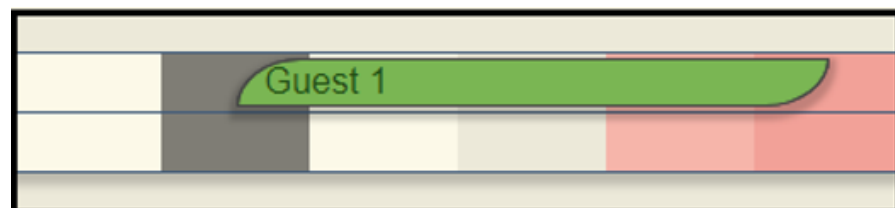
After Check-in it may be necessary, for a variety of reasons, to undo the check-in. This can be achieved by holding down the left mouse button on the checked in guest and selecting **undo check-in**.

Figure 22 Room Calendar: Hold Down Left Button and Select Undo Check-In



When undo check-in is selected the reservation is highlighted in a different color to differentiate the reservation.

Figure 23 Undo Check-In

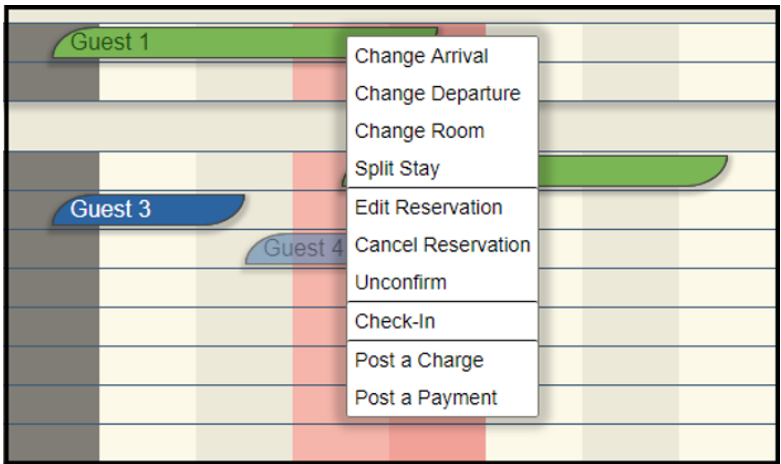


At this point the toll restriction class, or call barring, is changed to prevent external call being made.

After the Undo Check-In has been performed it is then possible, if required, by holding down the left mouse button on the reservation, to edit the reservation including moving the guest to another room and canceling the reservation.

Any charges that have already been accrued in the folio will be moved with the guest to the new room or, in the event of canceled reservation a pop-up will appear stating there are unpaid charges.

Figure 24 Options after Undo Check-In

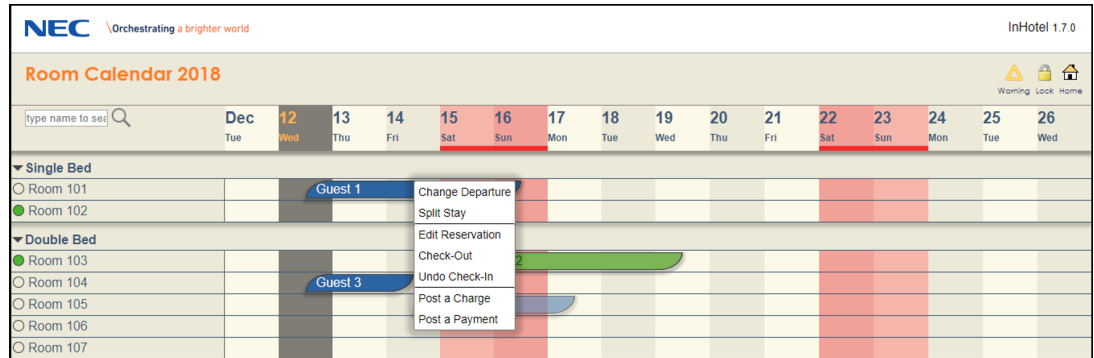


2.9 Split a Guest Stay to Other Rooms

It is possible to split a guest stay between different rooms, this is possible both prior to and during their stay.

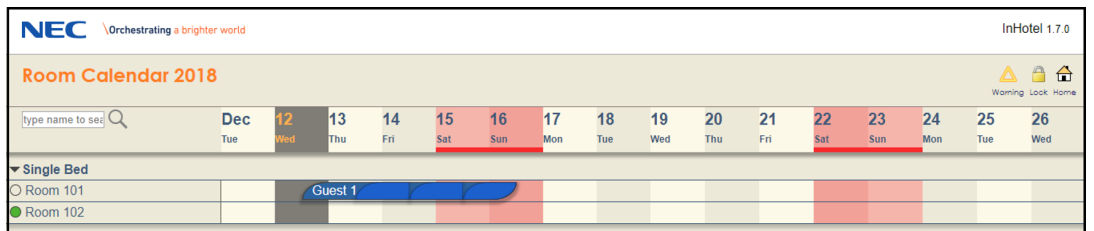
This is achieved by holding down the left mouse button on the reservation and selecting split stay.

Figure 25 Moving a Guest to a Different Room



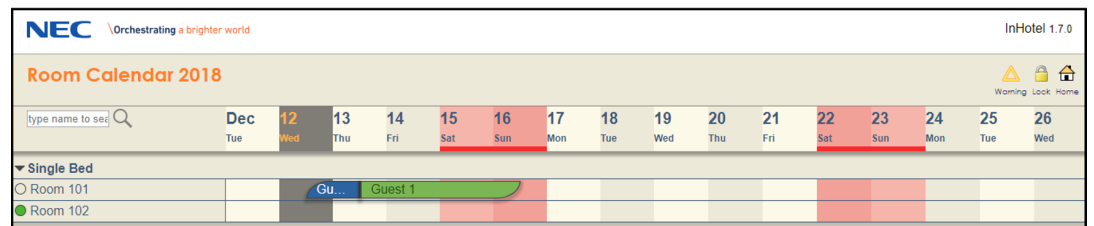
When you select the option to split the stay the remaining days of the reservation are shown.

Figure 26 Selecting Split Stay



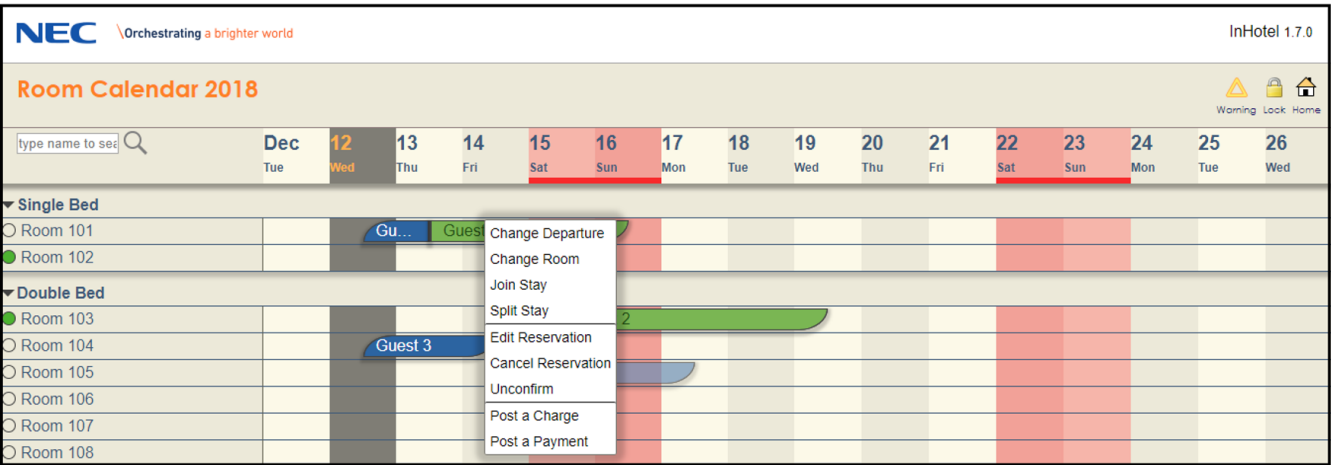
Selecting the day that the stay is to be split highlights the selection in a different color.

Figure 27 Selecting Split Stay



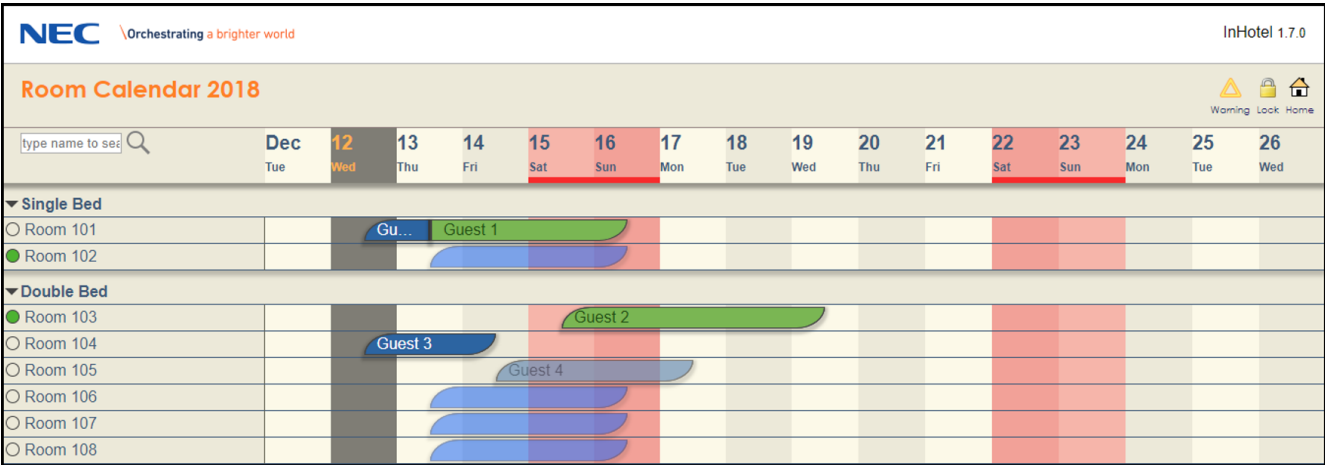
By holding down the left mouse button, change room can then be selected.

Figure 28 Selecting Change Room



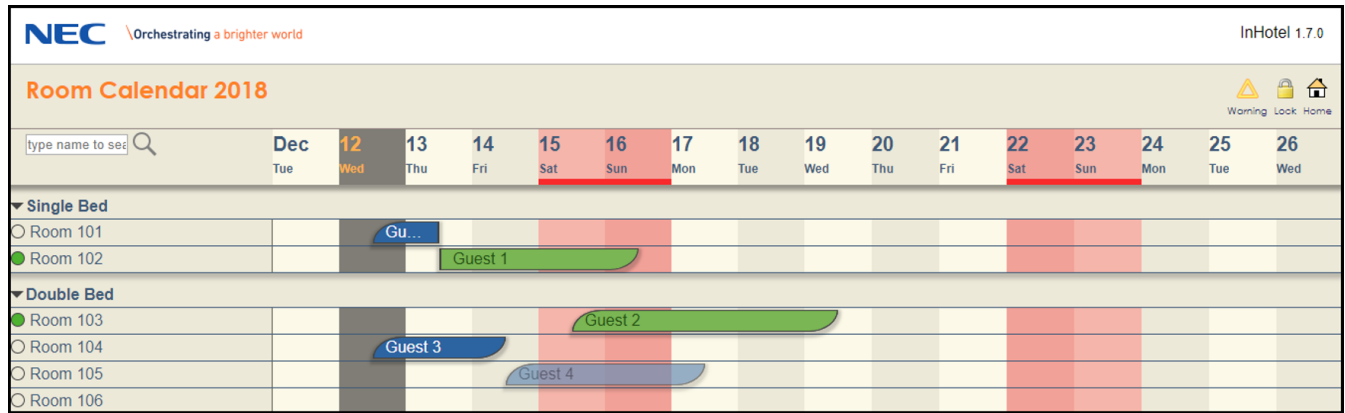
Then all rooms which can accommodate that stay will be highlighted. Click on the new room to move.

Figure 29 Available Rooms are Highlighted



Select the desired room.

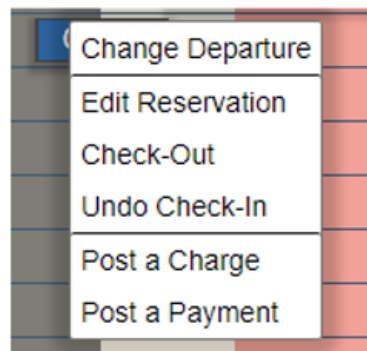
Figure 30 Reservation Moved to New Room



The guest should then be checked out of the original room and then checked into the new room.

It is possible to **undo** a Check In. For example, if the guest is Checked In, then returns to reception to complain about the room or report an error (double bed instead of twin beds for example) you can Undo the Check In by holding down the left mouse button against the reservation and then select **Undo Check In**.

Figure 31 Undo Check-in Process



You can then move the reservation to a different room.

2.10 Hotel Room (Maid) Status

The status of the room can be set by the maid using the room telephone. To set the status of the room from the room telephone;

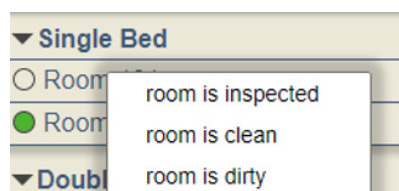
- Lift the receiver.
- Dial 640 followed by the status code.
 - ☐ 1 = Inspected
 - ☐ 2 = Dirty
 - ☐ 3 = Cleaning
 - ☐ 4 = Cleaned
 - ☐ 5 = Out of Order
 - ☐ 6 = Out of Service
 - ☐ 0 = Inspected
- Wait three seconds or, for the confirmation beep.
- Replace the receiver.

To set the status of the room from the operator telephone;

- Lift the receiver.
- Dial 641.
- Dial the extension number of the room followed by the room status.
 - ☐ 1 = Inspected
 - ☐ 2 = Dirty
 - ☐ 3 = Cleaning
 - ☐ 4 = Cleaned
 - ☐ 5 = Out of Order
 - ☐ 6 = Out of Service
 - ☐ 0 = Inspected
- Wait three seconds or, for the confirmation beep.
- Replace the receiver.

It is also possible to administratively set the room status from the InHotel Room Calendar for the purpose of reporting. If the room status is subsequently set through the telephone this will overwrite the status set in InHotel.

Figure 32 Hold Down Left Mouse Button to See Room Options



2.11 Block Telephone Calls From a Room

You can block telephone calls from the room using the Room Calendar. Hold down the left mouse button on the room name to set call barring.

Call barring only affects external calls, hotel rooms are always able to call reception.

Figure 33 Telephone Blocking Options

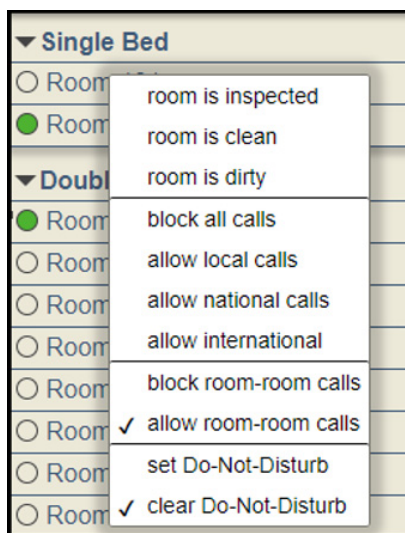


Table 1 Blocking Data

Toll Class	Description	0XXXX - Local	0 - National	00 - International	911- Emergency
10	Block all	X	X	X	✓
11	Allow local only	✓	X	X	✓
12	Allow national only	✓	✓	X	✓
13	All international	✓	✓	✓	✓

2.12 Charge Minibar Items to a Room

It is possible for the maid to charge minibar items to the room through the telephone, it is also possible for the InHotel operator to add items manually to the guest Folio.

2.12.1 Minibar Operation for Room Maid

To charge a minibar item to the room;

Lift the telephone receiver.

- ☐ Dial Service code 681.
 - Input the item number which is listed in the **database**.
 - Press the Hold button.
 - Enter the quantity of items consumed.
 - Press the Hold button, you will receive a confirmation tone.
- ☐ Repeat above or replace the receiver.

The item/s are automatically charged to the guest account.

Figure 34 Folio Summary from Guest List

Folio					
Date	Product	Description	Quantity	Value Each	Value Total
2019-12-12	American Express	Room deposit			0.00
2019-12-12	Cash				0.00
2019-12-12	Double Bed		1		0.00
2019-12-12	Chocolate Bar		1	0.50	0.50
		Total			0.50

2.12.2 Minibar Operation for InHotel Operator

To add a minibar item manually, find the guest stay in Guest Lists, expand the Folio section and hold down the left mouse button at the top of the Folio summary (where it says Date/Product/Description).

Figure 35 Folio Summary

Folio			
Date	Product	Description	
2018-12-12	Double Bed		

Post a Charge

Post a Payment

Print Invoice

Select the option to Post a Charge, and then select the necessary product.

Figure 36 Manually Add Products to Guest Account

Post Charge			
Article Number	1024		
Product Group	Minibar		
Product	Peanuts		2.35
Quantity	1		2.35
Description	added by reception		

2.13 Adjusting Postings

If it is required to adjust the price of a folio listing by a percentage, this can be achieved by pressing and holding the left click button against the posting and selecting **adjust posting**.

A dialogue box is displayed in which it is possible to adjust the value.

A negative figure will reduce the value by the percentage specified.

Figure 37 Adjust Posting by Percentage

Adjust Posting			
Description	Discount agreed with guest		
Percent			-50
Corrected Value			39.50

2.14 Setting Wake-Up Calls

Wake-Up calls are an integrated feature of the NEC PBX. Once set they are actioned automatically and no interaction is required by the InHotel Operator.

Wake-Up calls can be set by the hotel guest using the telephone, or by the InHotel Operator.

InHotel will repeat wake up calls according to the configuration, by default up to three attempts in five minute intervals.

2.14.1 Wake-Up Calls Set by the Guest

For the guest to program a Wake-Up call;

- ☐ Lift the receiver.
- ☐ Dial 631 – The VRS will answer.
- ☐ Enter the time of the Wake-Up call in 24 hour format (i.e., 06:30 or 18:30).
- ☐ You will receive confirmation that the Wake-Up call is set.

For the guest to cancel the Wake-Up call;

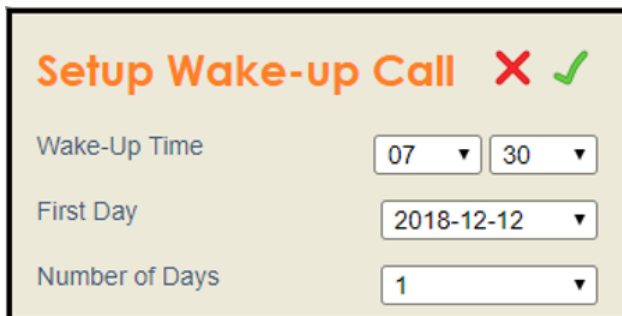
- ☐ Lift the receiver.
- ☐ Dial 632.
- ☐ The Wake-Up call is canceled.

2.14.2 Wake-Up Calls Set by the InHotel Operator

To program a Wake-Up call, find the guest stay in the Guest List. Expand the view to show Wake-Up Calls. Hold down the left mouse button until you see the option **New Wake-Up Call**.

You can now create a Wake-Up call series. By default the Wake-Up call is set for 07:30 hours for every day of the guest stay. You can modify this as required.

Figure 38 Create New Wake-Up Call



Setup Wake-up Call	
Wake-Up Time	07 30
First Day	2018-12-12
Number of Days	1

You can then see a summary of Wake-Up calls which are set for the room. To cancel a Wake-Up call, hold down the left mouse button and Edit the Wake-Up call. You can modify or cancel the Wake-Up call.

Figure 39 Edit Existing Wake-Up Call

Edit Wake-up Call

🗑️
❌
✅

Wake-Up Time

07
30

First Day

2018-12-13

Number of Days

1

Canceled Wake-Up calls are shown with a strike-through.

Figure 40 Canceled Wake-Up Call

Wake-Up Calls	
2016-12-13	07:30:00

Answered Wake-Up calls are shown in Green.

Figure 41 Answered Wake-Up Call

Wake-Up Calls	
2018-12-12	10:05:00
2018-12-12	10:12:00

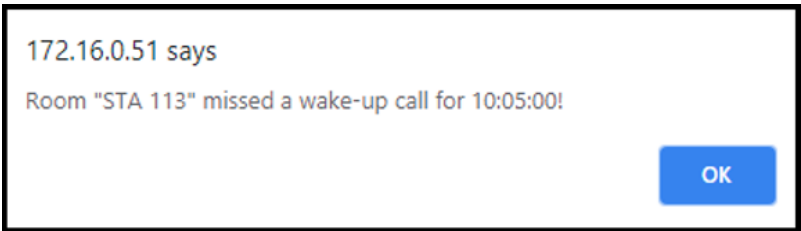
Missed Wake-Up calls are shown in Red.

Figure 42 Missed Wake-Up Call

Wake-Up Calls	
2018-12-12	10:05:00

If a Wake-Up call is missed three times the InHotel Operator is notified. The operator phone will ring and InHotel will display a message on screen.

Figure 43 Missed Wake-Up Call Notification



2.15 Leave a Message for a Guest

2.15.1 Leave an Advance Message for a Guest

You can leave a message for a guest who has not yet checked in. When the guest is checked in then Message Waiting Indicator is set on the room telephone.

To create a message for the guest, find the reservation in Room Lists and expand the view. Hold down the left mouse button over **Messages** to create a new message.

Enter the details of the message to be created.

Figure 44 New Message for Guest

A screenshot of a form titled "New Message" in orange text. In the top right corner, there are red and green "X" icons. The form has three input fields: "From" with the value "Brian May", "Subject" with the value "Drinks tonight", and "Message Text" with the value "We will meet you in the hotel bar at 8pm".

2.15.2 Leave a Message for a Checked-In Guest

To create a message for the guest, find the reservation in Room Lists and expand the view. Hold down the left mouse button over **Messages** to create a new message.

Enter the details of the message to be created.

Figure 45 Leave New Message for Guest

New Message ✕ ✓

From: Canyon Tours

Subject: Airplane tour

Message Text: Please call our office to confirm your tour for tomorrow.

When a new message is created the Message Waiting Indicator on the room telephone will flash to alert the guest.

Also, an envelope will be displayed by the guests name on the calendar view.

Figure 46 Calendar View Envelope



To cancel the message notification double click on the envelope icon.

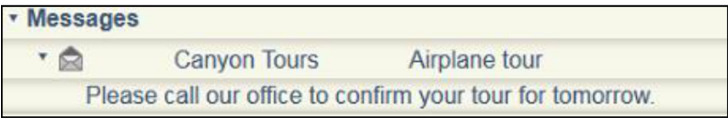
Figure 47 New Message

▼ Messages

▼ ✉ Canyon Tours Airplane tour

Please call our office to confirm your tour for tomorrow.

Figure 48 Delivered Message



2.16 Check Out a Guest

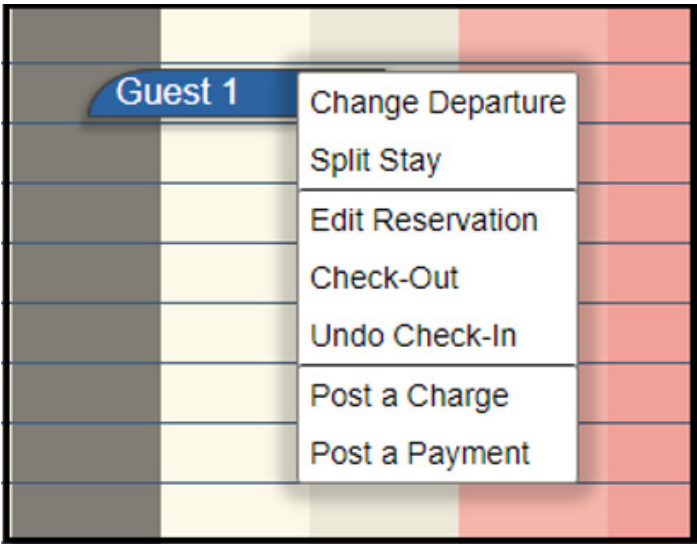
To Check Out a guest, hold down the left mouse button on the stay on the Guest Calendar.



NOTE

Check-out can be made undone on the same day, as long as the guest did not depart.

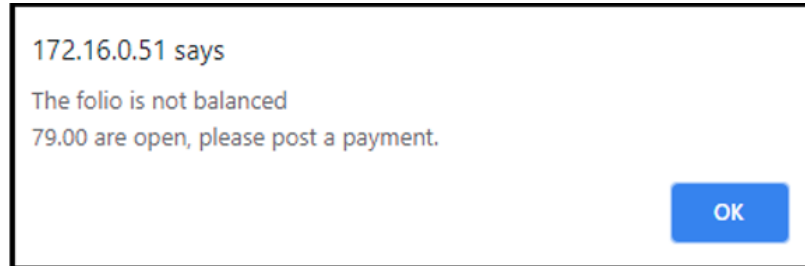
Figure 49 Stay Options



When you check out of the room the stay is completed.

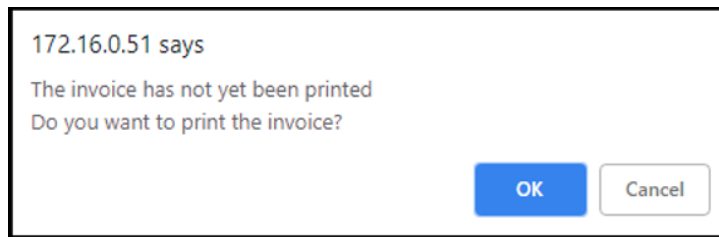
If a balance is still requires to be paid pop-up message will appear displaying the balance and prompting payment.

Figure 50 Folio to be Balanced



When the balance has been settled, upon selecting check-out a pop up prompts if an invoice is required to be printed.

Figure 51 Invoice Print Confirmation



After the invoice has been printed the guest can be checked-out.

2.17 Produce Guest Invoice

Guest invoices are accessible and can be printed during a guest stay, or after the stay is complete and the total cost of room and services is itemized.

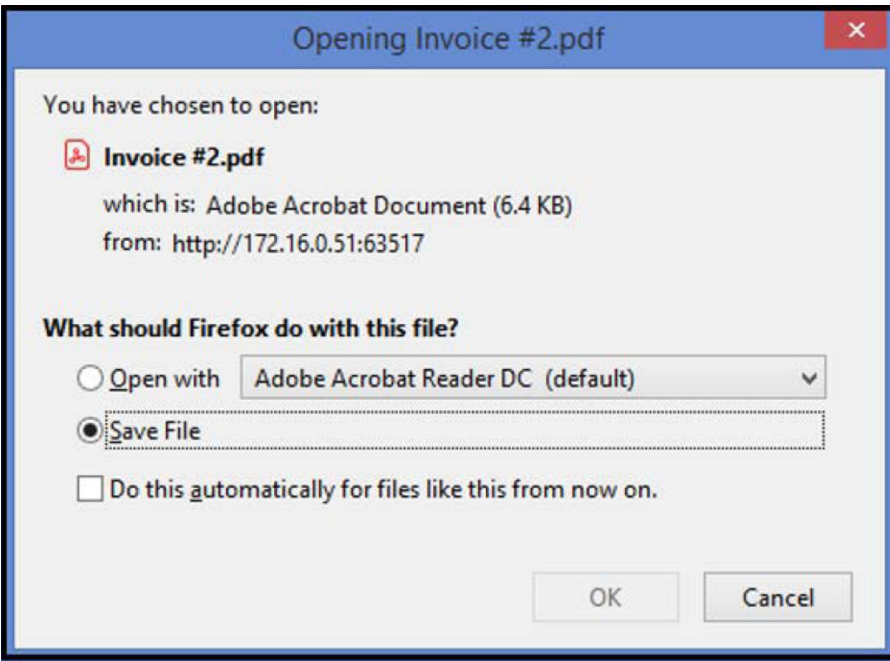
Go to **Room List** and find the guest stay. Expand the **Folio** section to see the detailed list of products and services applied to the room.

Figure 52 Payment for Hotel Stay

Folio					
Date	Product	Description	Quantity	Value Each	Value Total
2019-11-19	Peanuts		1	2.35	2.35
		City Tax			0.12
2019-11-19	Candy Bar		2	2.00	4.00
		State Tax			0.28
2019-11-19	Grab'n'Go		1	5.50	5.50
		State Tax			0.39
2019-11-19	Single Bed		1	110.00	110.00
		Occupancy Tax			2.97
2019-11-19	Foster's		2	3.50	7.00
		State Tax			0.49
2019-11-19	Pop Corn		1	2.00	2.00
		State Tax			0.14
		Total			135.23

To print the invoice, hold down the left mouse button and select **Print Invoice**. This will create a PDF document containing all the details of the guest folio.

Figure 53 Save or Open the PDF Invoice



The Invoice can then be printed or emailed to the guest.

Figure 54 Guest Invoice

NEC Home Stay

John Carpenter Freeway
irving
United States of America
75063

2142623920
2142622001
Jdoe@necam.com

Invoice #6
2019-04-26

Mr. Jock Jones
4124 N. Hanns St.
Dallas
75212
United States of America

Date	Description	Quantity	Value Each	Value Total (\$)
2019-11-19	Peanuts	1	2.35	2.35
2019-11-19	Candy Bar	2	2.00	4.00
2019-11-19	Grab'n'Go	1	5.50	5.50
2019-11-19	Single Bed	1	110.00	110.00
2019-11-19	Foster's	2	3.50	7.00
2019-11-19	Pop Corn	1	2.00	2.00
	STA 101		Sub Total (\$)	130.85
	State Tax			1.29
	City Tax			0.12
	Occupancy Tax			2.97
Balance Due (\$)				135.23

Tax Analysis

Tax Code Description	Nett	Tax	Gross
State Tax	18.50	1.29	19.80
City Tax	2.35	0.12	2.47
Occupancy Tax	110.00	2.97	112.97

Refer to the bottom of the invoice based on the taxes identified for the products and services consumed during the room stay. A tax analysis report breaking down the taxes applied is presented at the bottom each invoice.

Guest payment is applied to the Folio by holding down the **left mouse button** at the top of the Folio summary (where it displays Date/Product/Description) and selecting Payment.

Figure 55 Guest Payment

Credit Posting

Payment Method: MasterCard

Text: Balance paid in full

135.23

2.18 Guest Invoice PDF Supported Languages

Care should be taken in that the PDF creator within InHotel only supports the following languages supported by Windows-1252 encoding, items created in languages other than the stated supported languages may result in the item being displayed as blank text in the PDF invoice.

- ☐ Afrikaans (af)
- ☐ Albanian (sq)
- ☐ Basque (eu)
- ☐ Catalan (ca)
- ☐ Danish (da)
- ☐ Dutch (nl)
- ☐ English (en)
- ☐ Faroese (fo)
- ☐ Finnish (fi)
- ☐ French (fr)
- ☐ Galician (gl)
- ☐ German (de)
- ☐ Icelandic (is)
- ☐ Irish (ga)
- ☐ Italian (it)
- ☐ Norwegian (no)
- ☐ Portuguese (pt)
- ☐ Scottish (gd)
- ☐ Spanish (es)
- ☐ Swedish (sv)

SECTION 3 INHOTEL SERVICE CODE INDEX

3.1 Hotel Room (Maid) Status

The status of the room can be set by the maid using the room telephone. To set the status of the room from the room telephone;

- Lift the receiver.
- Dial 640 followed by the status code.
 - ☐ 1 = Inspected
 - ☐ 2 = Dirty
 - ☐ 3 = Cleaning
 - ☐ 4 = Cleaned
 - ☐ 5 = Out of Order
 - ☐ 6 = Out of Service
 - ☐ 0 = Inspected
- Wait three seconds or for the confirmation beep.
- Replace the receiver.

To set the status of the room from the operator telephone;

- Lift the receiver.
- Dial 641.
 - ☐ 1 = Inspected
 - ☐ 2 = Dirty
 - ☐ 3 = Cleaning
 - ☐ 4 = Cleaned
 - ☐ 5 = Out of Order
 - ☐ 6 = Out of Service
 - ☐ 0 = Inspected
- Dial the extension number of the room followed by the room status.
- Wait three seconds or for the confirmation beep.
- Replace the receiver.

3.2 Minibar Operation for Room Maid

To charge a minibar item to the room.

Lift the telephone receiver;

- Dial service code 681.
 - ☐ Input the item number which is listed in the database.

- ☐ Press the Hold button.
- ☐ Enter the quantity of items consumed.
- ☐ Press the hold button, you will receive a confirmation tone.
- Repeat above or replace the receiver.

3.3 Wake-Up Calls set by the Guest

For the guest to program a Wake-Up call;

- Lift the receiver.
 - ☐ Dial 631 – The VRS will answer.



NOTE

Use Programs 42-01-04 and 40-10-01 to enable fixed VRS messaging.

- Enter the time of the Wake-Up call in 24 hour format (i.e., 06:30 or 18:30).
- You will receive confirmation that the Wake-Up call is set.

For the guest to cancel the Wake-Up call;

- Lift the receiver.
- Dial 632.
- The Wake-Up call is canceled.

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InHotel End User Guide