TECHOTEL

Picasso

USER GUIDE - TABLE OF CONTENTS

INTRODUCTION TO PICASSO HOTEL SYSTEM

SELECTOR

The function of Picasso's Selector window first of all is to give access to the system's working areas.

Beside this, the Selector contains Techotel's Hotline number, post address, website and not least email address, which the hotel kindly is asked to use for forwarding any questions.

The Selector consists of icons – shortcuts – to Picasso's 8 central modules and functions

BOOKING
CASHIER

MARKETING
REPORTS

MANAGEMENT
HOTEL SETUP

NIGHT AUDIT
NEW VERSION

To obtain access to Picasso, the top four lines in the Selector are filled in:

HOTEL NAME	if several hotels are connected in a shared system
DEPARTMENT	department in the hotel is indicated
LOG IN	choice of username
PASSWORD	personal password

The desired module is opened afterwards by a click on the module icon or through the F-key, indicated beside the name, e.g. Booking (F2).

The two icon fields below, in grey here on the picture, can be related to additional modules or used as shortcut to certain functions, e.g. User Guide, not charged telephones etc. Those buttons vary a lot and are set up according to the individual need.

Booking

The module contains functions, which the hotel's employees in reception, room- and conference booking use in their daily work, such as booking of rooms, halls, tables and equipment, check-in, change of reservations, cleaning of rooms, arrival plans etcetera.

Cashier

This module is used for entering wares on sale to guests, opening tables in the restaurant and posting to them, departure plans, check out. The cash module gives also access to cash settlement and other reports, related to the cash.

Marketing

In this module customers are established and linked, one can find history and statistics on clients, products, turnover.

Management

Here the hotel's employees' data are entered, also accounts, ware groups, wares, packages and products.
Also in Management accounting related reports can be obtained.

Reports

This module is used for extraction of diverse reports, arrangement lists, arrival lists, name lists etc.

Night Audit

The icon is a shortcut to the function Night Audit. It is important that all users leave Picasso, before the night audit is run, and the modules not to be used during the night audit is run. The Selector window only may remain open.

New version

The function opens new updates and is used only when the system might need it.

GENERAL FUNCTIONS IN PICASSO

In the following, those functions are described which repeatedly can be used in the Picasso hotel system. It will be useful to know them, before employing the system.

As Picasso being a Windows based system, the majority of Windows functions can be used here:

SINGLE CLICK WITH LEFT MOUSE BUTTON	Marks the concerned object
DOUBLE CLICK WITH LEFT MOUSE BUTTON	Opens the marked line, e.g. client, reservation etc.
HIGH CLICK WITH MOUSE BUTTON	Shows list with shortcut options
HOLDING LEFT MOUSE BUTTON DOWN	The marked object can be dragged and dropped to another place on the screen, e. g. a reservation can be dragged to check in, to Out of House, another date etc.
HOLD SHIFT KEY DOWN	Marks several objects at once
HOLD CTRL KEY DOWN	Marks single objects one by one
UNDERLINED LETTER	Shortcut to the function: Hold the Alt key down and type the letter

At search in Picasso, with advantage one could make use of ”%”. Thus search by ”%plan” returns results containing the letter combination ”plan”.

CALENDAR

Picasso's modules are built up in such a way, that the screen's left frame represents a calendar. As this facility goes through the system, the user guide begins with describing its application. The calendar is important as conducting date on all open plans in the system.

On top of the calendar the day chosen and the respective month are shown. Beside it to right and in blue colour the date is placed.

By clicking on the little calendar beside the date, the user goes always back to the date today, here August 3th, 2006.

Tasks shows how many tasks there are in Todo for follow-up. In this case there are 31 tasks.

In the three calendars below one can leaf through month by month front and back by clicking on ◄ or ►

In order to choose a date the user clicks on it on the calendar by left mouse button. The date is now marked with either blue, brown, red or green, all depending on the module's colour, after which the desired plan is chosen. The subsequence may also be reversed - first after choice of the plan, date or period to be indicated on the calendar.

If putting the mouse pointer on the month's name and clicking with left mouse button, there appears an option to choose another month.

Year is changed by clicking on it with left mouse button and changing then by the help of ▲▼.

At the bottom, the calendar offers a toolbar, containing left and right arrows ◄► They are used to leaf front and back through months and years.

The icon farthest to right on the line gives also the possibility to define a period which to be applied to a plan or to a report. By click on the icon the below box appears:

With ▼ beside From start date can be chosen, and with ▼ beside To the wished end date is marked.

The chosen period is now delimited with blue, brown, red or green and only needs to be approved by click on OK

HOTLINE AND HELP IN PICASSO

If one needs help, then it is recommended to click on the Help menu, available on the toolbar of each Picasso’s module.

Picasso offers the User Guide, supplemented by Release notes, which chronologically follow the development of Picassos functions.

The User Guide begins with a table of contents from where the user is sent further in the document by clicking on the wished topic.

Release notes describe Picasso’s new functions.
The functions are divided into chapters: Booking, Cashier, Management, Marketing, Reports, Hotel Setup and Night Audit.

In each chapter the functions are listed in a date order, referring to the function’s date of development.

Like this one can read the description of the latest implemented functions.

In order to obtain the maximal profit out of Picasso it is recommended once per year to invest in a few training hours and go through it together with a Techotel consultant.

Booking

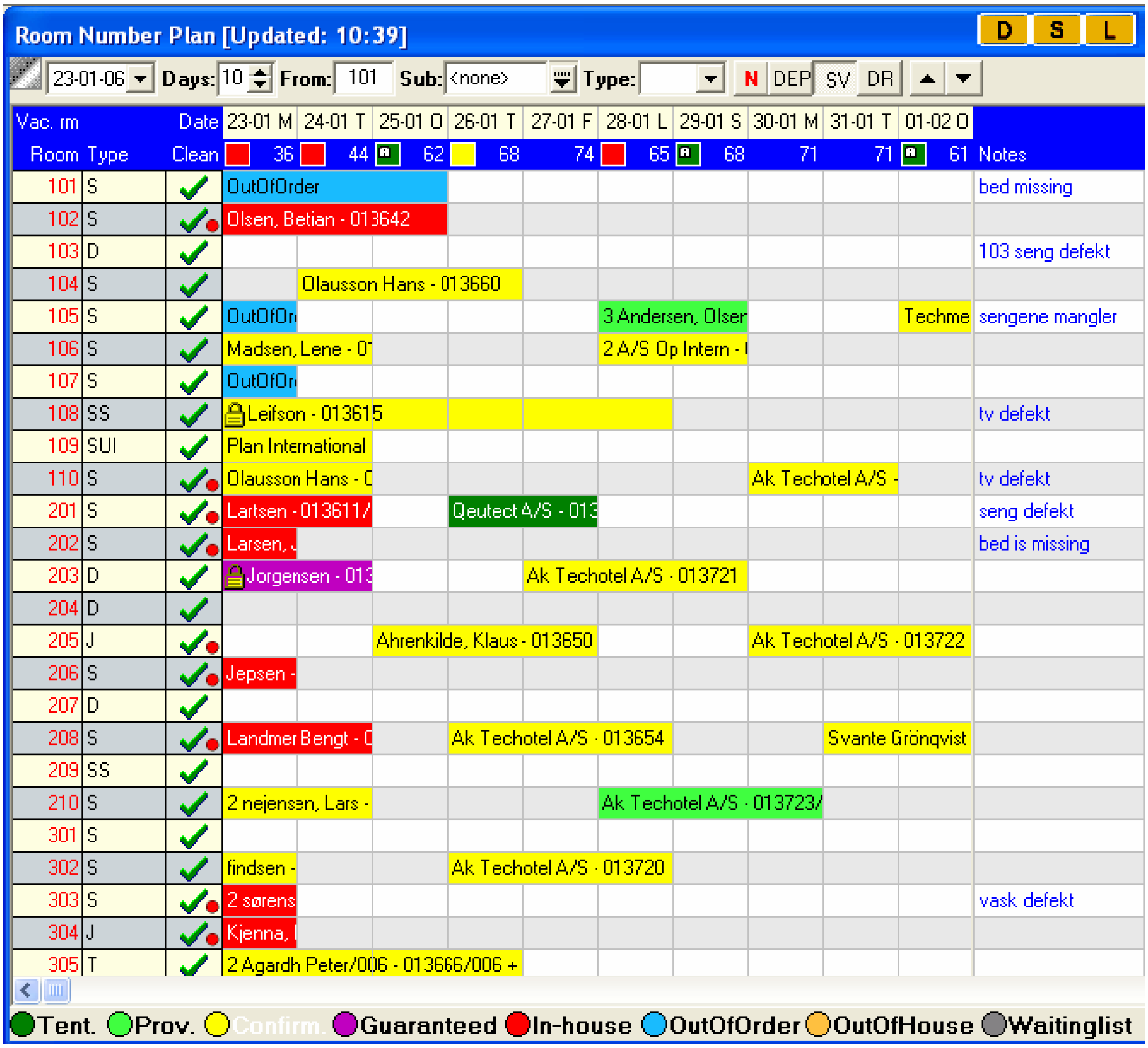
Making Reservation

Making Reservation in the Room no Overview

On the calendar, presented in the previous chapter, the user marks the start day of a wished reservation period.

After this, user chooses the plan Room no. under Plans in the Booking module's right frame

As shown below, an overview appears, with the hotel rooms and registered reservations.



Through the toolbar on top of the plan it is possible, if required, to change the screen picture. The toolbar to be read in the following way:

DAYS The field is used to define how many days are displayed on the screen. Maximum 14 days can be in the window, if a higher number of days is chosen, user leafs through by the arrows ◀ ▶

FROM It shows from which room number the overview begins

SUB Gives the possibility to choose certain room subtypes

TYPE Here user can choose a specific room type

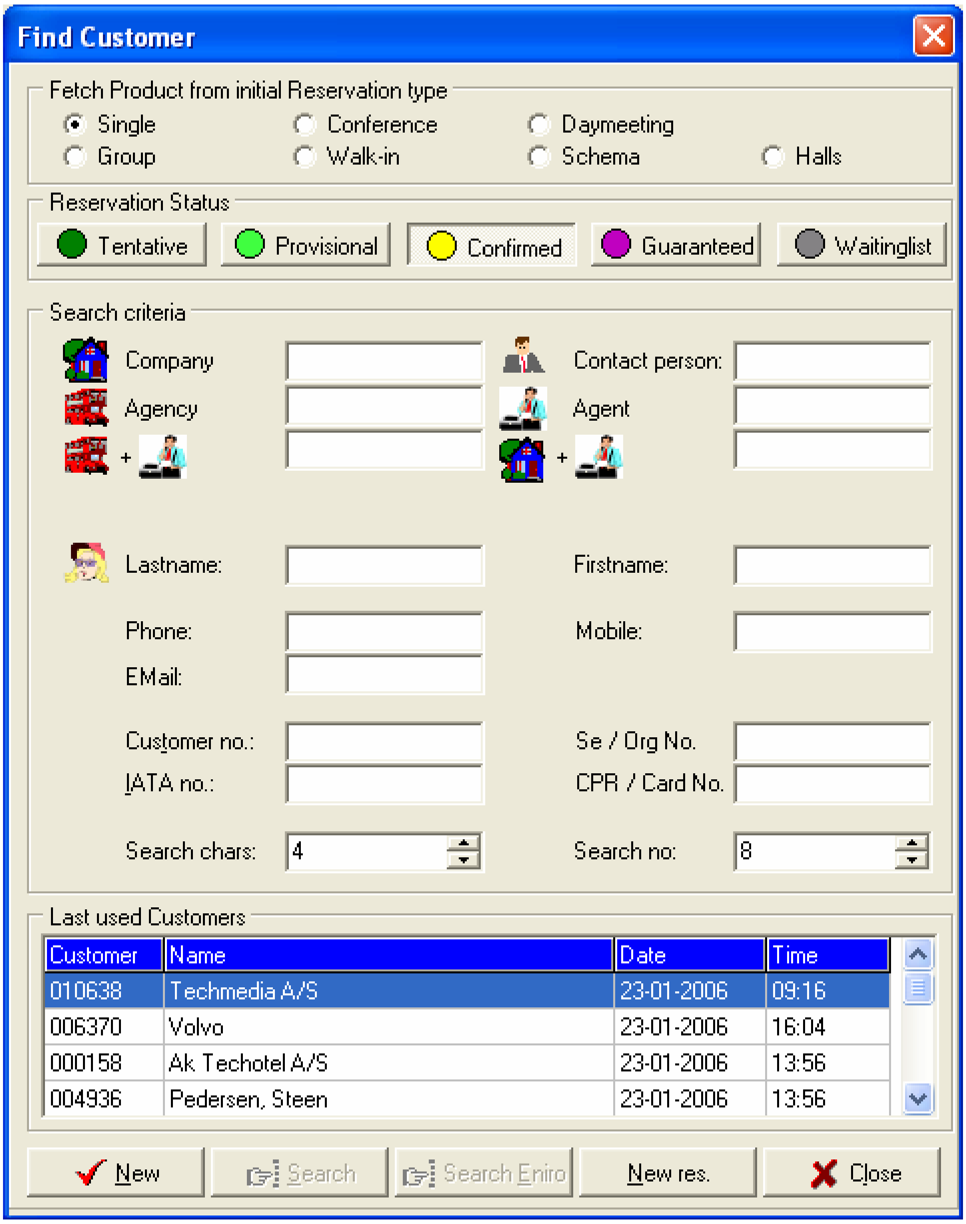
▲▼ When the number of hotel rooms exceeds the number of lines available on the window, user leafs through the overview by arrow-up and arrow-down; or alternatively clicking on the bottom room line switches further to the following room lines.

Should the user desire to save the edited screen lay-out, this can be done by 

buttons, available on the right top corner of the window.
S- Save makes it possible to save a certain lay-out, which again appears by next log-ins.
D- Default. By clicking on it, the user goes back to the screen's default lay-out.
L- Load is applied if the user from default lay-out would like going back his specific (S) settings.

Once the plan is in front, and tailored to show the desired rooms and date, the reservation can begin. User puts the pointer beside the wanted room number, clicks with left mouse button and drags the mouse over the days which the stay will include.

The chosen days are now marked, and by slipping the mouse button the search picture Find Customer appears.



This function is used to pick up or create customers, regardless of kind: Company, Agency, Contact person, Agent or a private guest (the fields Lastname and Firstname).

All customer types are picked / created in the same way:

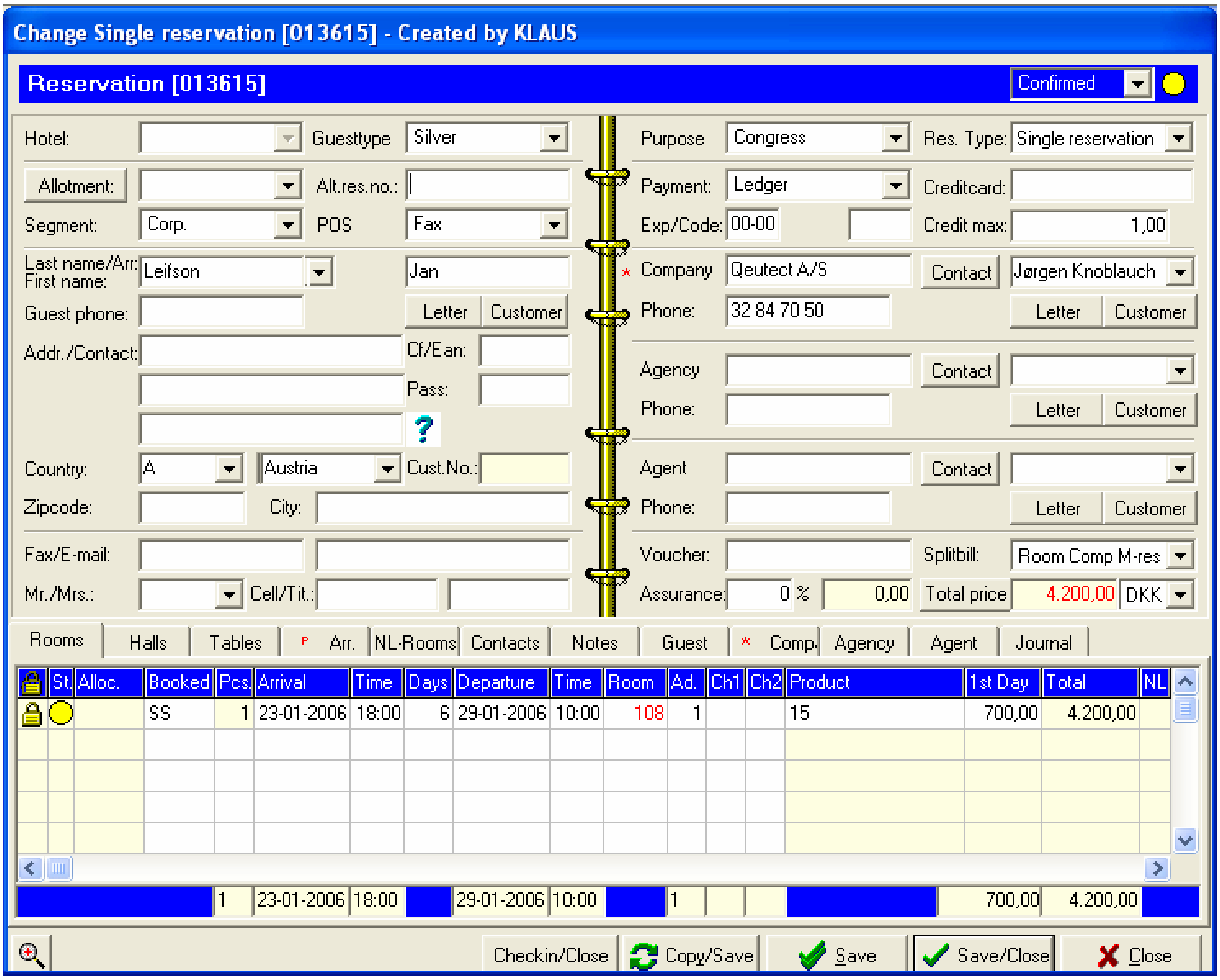
The first search letters are typed in the respective field, and the user clicks on Search. Now a list appears with all customers established already in Picasso, whose names begin with the typed in letters.

The user can now choose the right record, mark it and confirm by OK or double-click on it.

If the guest is not yet established in the database, the fields can be filled up automatically by the help of the Search engine Eniro, in countries where Eniro operates. Eniro returns name and address on the background of a telephone number.

Alternatively, a new guest can be established in the system manually by using the button New.

When the searched guest is found, the making of a reservation begins automatically, as the following reservation window appears:



The top left-hand part of the reservation window contains guests' information.
The top right-hand part contains information regarding: Company, possibly Agency or possibly Agent.
Moreover, the user can at this stage define: reservations status, Payment, Splitbill
Besides: Purpose, Guest type, Segment, POS.

Credit max: is important here to consider, as later on it will have its effect, when the guest wants to transfer an amount to his room, from the restaurant for example. The system will not be able to perform the transfer, unless a sufficient credit max is stated. As default, the credit max is set to be 1 euro.

If the user should be in doubt how to fill up the single fields, he or she can use with advantage the combination: * (star) and Tab key on the keyboard, which opens a list with choice options at those fields where categories are defined in advance.

The below half part of the reservation window contains several tabs, leading to the reservation's diverse elements:

ROOMS	Room records
HALLS	Hall records
TABLES	Table records
ARRANGEMENT	Shows wares according to the package chosen for the stay. New ware lines of any kind can be added: booking of equipment, extras or meals
NL ROOMS	Name list per rooms
CONTACTS	All ToDo task notes and contacts taken to the client in regard to the reservation are saved here
NOTES	Notes related to the reservation
GUEST	Guests linked to the company
COMP	Companies linked to the guest, to the company or to the travel agent
AGENCY	Travel agencies linked
AGENT	Agents linked
JOURNAL	It keeps the history of all confirmations having been sent out, changes as well as relevant linked documents

In order to enter the single tab, user clicks just on it, e. g. on Notes in order to put notes.

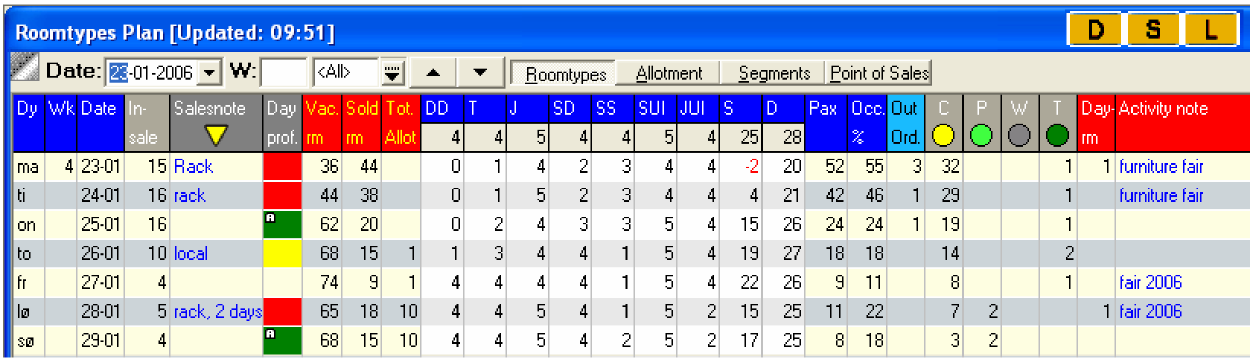
Once having completed to type all information that might be relevant, it is necessary to save with Save/Close – thus the reservation is created and saved in the system.

Making Reservation in the Roomtypes Overview

Again on the Calendar the user selects date of the reservation or the reservation's period start day.

Then one selects the plan Roomtypes under **Plans** in the Booking module's right-hand side.

The below overview appears, showing the hotel's room types.



Roomtypes Plan [Updated: 09:51] D S L

Date: 23-01-2006 W: <All> Roomtypes Allotment Segments Point of Sales

Dy	Wk	Date	In-sale	Salesnote	Day prof.	Vac. rm	Sold rm	Tot. Allot	DD	T	J	SD	SS	SUI	JUI	S	D	Pax	Occ. %	Out Ord.	C	P	W	T	Day-rm	Activity note
									4	4	5	4	4	5	4	25	28									
ma	4	23-01	15	Rack		36	44		0	1	4	2	3	4	4	-2	20	52	55	3	32			1	1	furniture fair
ti		24-01	16	rack		44	38		0	1	5	2	3	4	4	4	21	42	46	1	29			1		furniture fair
on		25-01	16		A	62	20		0	2	4	3	3	5	4	15	26	24	24	1	19			1		
to		26-01	10	local		68	15	1	1	3	4	4	1	5	4	19	27	18	18		14			2		
fr		27-01	4			74	9	1	4	4	4	4	1	5	4	22	26	9	11		8			1		fair 2006
lø		28-01	5	rack, 2 days		65	18	10	4	4	5	4	1	5	2	15	25	11	22		7	2			1	fair 2006
sø		29-01	4		A	68	15	10	4	4	5	4	2	5	2	17	25	8	18		3	2				

The top line of the plan gives the possibility for a more specific design of the screen picture:

Date Shows the first day of the overview

W Week number, if the user might want to switch the plan to a certain week

All Certain week days can be chosen

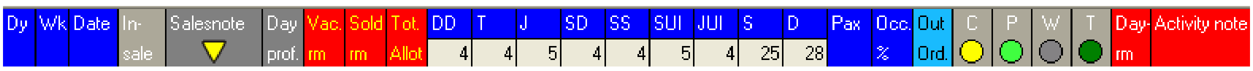
▲▼ With arrow up and down one can leaf through the overview

Allotment Here one can choose only to see the Allotment reservations, if wanted

Segment Behind this tab the user can see the reservation numbers per segments

Point Of Sales It is possible here to see reservation numbers divided up per P.O.S.

On the next line in the window, following information can be read:



Dy Day

Wk Week number

DATE Date

IN SALE How many rooms are sold today, since the last Night Audit

SALES NOTE Notes from the sales department

DAY PROF. Shows the colour of the day, fixed by the hotel's sales responsible

VAC. RM Vacant rooms all together, across room types

SOLD RM Sold rooms, all together

TOT. ALLOT Number of rooms included in Allotment agreements

"ROOM TYPES" Room types, together with number of rooms within each type

PAX Number of persons having booked rooms2

OCC. % Occupation rate

OUT ORD. Out of Order number of rooms

C Number of reservations on this day with status Confirmed

P Number of reservations on this day with status Provisional

W Number of reservations on this day on Waiting list

T Number of reservations on this day with status Tentative

DAY-RM Number of day rooms rented out, if used at the place

ACTIVITY NOTE Noted activities such as fairs, cattle show and so forth.

One puts the pointer on the first day of the period and on this room type, which to be reserved, clicks on left mouse button and drags down over the days, wanted to be booked. When slipping the mouse, the search window Find Customer appears.

Exactly like in the previous chapter, the guest is chosen, whereupon the reservation window automatically appears:

In comparison to the previous chapter, what only is missing here on the reservation line is just the Room number,

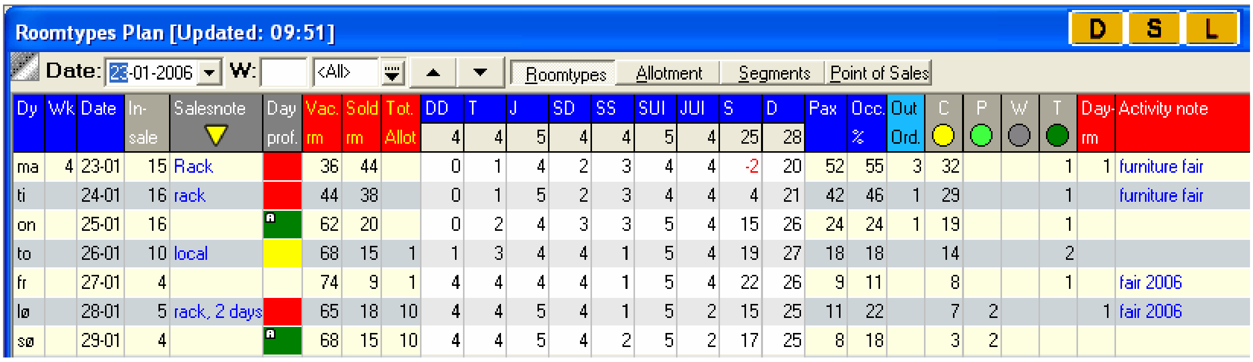
Rooms | Halls | Tables | Arr. | NL-Rooms | Contacts | Notes | Guest | Comp. | Agency | Agent | Journal

	St	Alloc.	Booked	Pcs	Arrival	Time	Days	Departure	Time	Room	Ad.	Ch1	Ch2	Product	1st Day	Total
			SS	3	28-01-2006	18:00	5	02-02-2006	10:00		2			RACK	1.800,00	27.000,00

which is natural, as the booking is made on room type, while allocation of definite rooms is done subsequently.

Making Group Reservation

Under Plans in Roomtypes several room types can be reserved with one single marking.



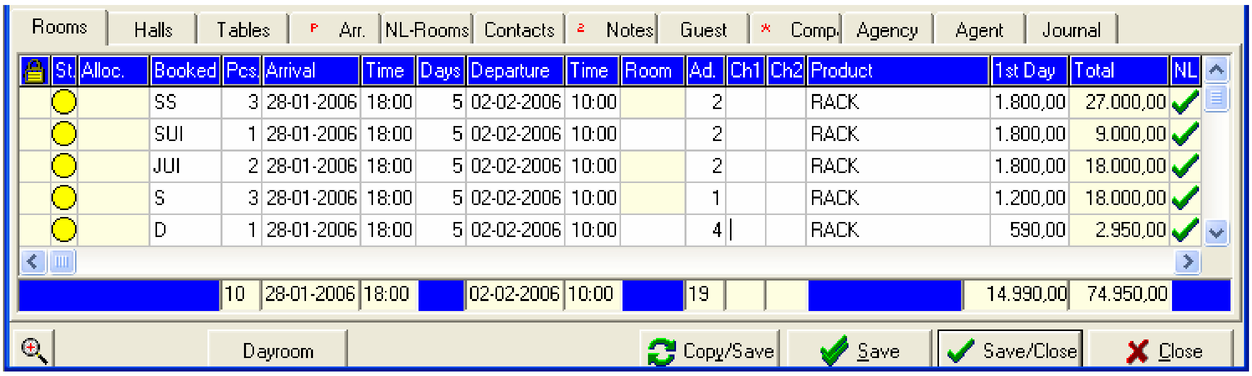
Dy	Wk	Date	In-sale	Salesnote	Day prof.	Vac. rm	Sold rm	Tot. Allot	DD	T	J	SD	SS	SUI	JUI	S	D	Pax	Occ. %	Out Ord.	C	P	W	T	Day-rm	Activity note
									4	4	5	4	4	5	4	25	28									
ma	4	23-01	15	Rack		36	44		0	1	4	2	3	4	4	-2	20	52	55	3	32			1	1	furniture fair
ti		24-01	16	rack		44	38		0	1	5	2	3	4	4	4	21	42	46	1	29			1		furniture fair
on		25-01	16		A	62	20		0	2	4	3	3	5	4	15	26	24	24	1	19			1		
to		26-01	10	local		68	15	1	1	3	4	4	1	5	4	19	27	18	18		14			2		
fr		27-01	4			74	9	1	4	4	4	4	1	5	4	22	26	9	11		8			1		fair 2006
lø		28-01	5	rack, 2 days		65	18	10	4	4	5	4	1	5	2	15	25	11	22		7	2			1	fair 2006
sø		29-01	4		A	68	15	10	4	4	5	4	2	5	2	17	25	8	18		3	2				

The plan is already known, and establishing a group reservation resembles establishing a single reservation.

User puts the pointer on the first day of the reservation's period, clicks on left mouse button and drags down over the days wanted to be booked. However instead of only one column, the pointer now covers all the columns to left or right, which room types to be reserved.

By slipping the mouse button, the Find Customer search window appears now again, where a customer is chosen in the same way as at single reservation.

The known reservation screen appears, however with this difference that it now contains not one but several reservation lines, which correspond the chosen room types.



St	Alloc.	Booked	Pcs.	Arrival	Time	Days	Departure	Time	Room	Ad.	Ch1	Ch2	Product	1st Day	Total	NL
		SS	3	28-01-2006	18:00	5	02-02-2006	10:00		2			RACK	1.800,00	27.000,00	✓
		SUI	1	28-01-2006	18:00	5	02-02-2006	10:00		2			RACK	1.800,00	9.000,00	✓
		JUI	2	28-01-2006	18:00	5	02-02-2006	10:00		2			RACK	1.800,00	18.000,00	✓
		S	3	28-01-2006	18:00	5	02-02-2006	10:00		1			RACK	1.200,00	18.000,00	✓
		D	1	28-01-2006	18:00	5	02-02-2006	10:00		4			RACK	590,00	2.950,00	✓
			10	28-01-2006	18:00		02-02-2006	10:00		19				14.990,00	74.950,00	

The reservation is edited if necessary by filling number of rooms for each room type, as well as persons per room.
The reservation's further elements are considered in the same way as at a single reservation.

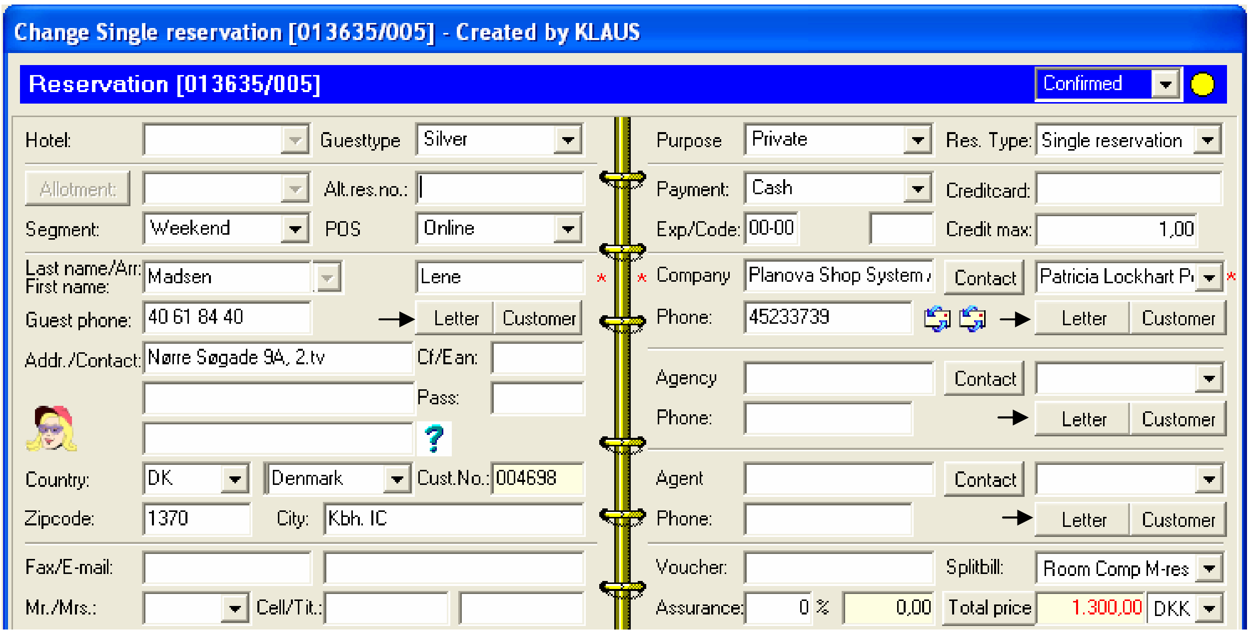
As several guests are related to the reservation, it is natural that a list over names may need to be established. The user guide elaborates this function in one of the following chapters.

The reservation is saved only after click on Save or Save/Close.

CONFIRMATION

When the reservation is established, Picasso can directly print out or send a confirmation to the client.

To do this, one clicks on the button Letter, marked below with arrows. Which one of the four Letter buttons to be used depends on recipient who either is : a private person, a company, an agency or an agent.



A list rolls down with templates of confirmation letters, which the hotel in advance has defined.

For example:

Once the confirmation template is selected, the user can chose first seeing it on the screen, whereupon to print it out or send by email. These actions are managed by the buttons on the screen right-hand side:

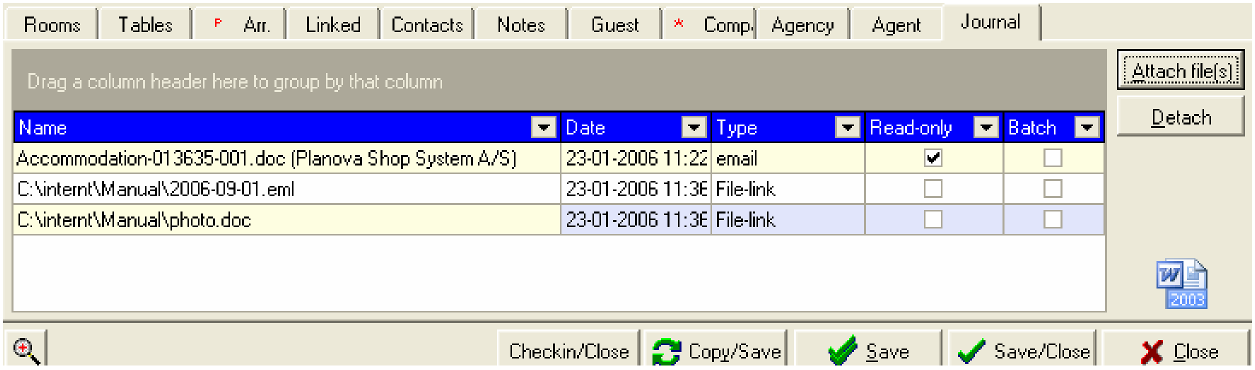
PREVIEW Shows the confirmation as it will be send

PRINT Prints out the confirmation

E-MAIL Sends an email to the client, whereto the confirmation is attached.

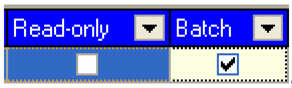
In order to send email to the client, the email address needs to be available in its field on the reservation. In a case it is missing, the program will ask at this stage to state an email address.

As soon as the confirmation is sent, it is saved under the tab Journal, with a Read-only status:

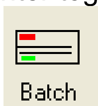


At any later moment the confirmation can be checked, printed out and/or emailed again.

By the button Attach File(s) other documents can also be added to the reservation, which most often includes emails, received by the client, or other relevant files.

To the document can be given status Batch 

, if many reservations are about to be handled, but the user wants them sent to the printer together at a later moment.

To print out the files, waiting in a queue, user clicks just on 

in the Booking module's top toolbar.

ToDo

Todo is one's daily tool for forwarding messages internally, adding tasks related to reservations, collecting deposit and much more.
The Todo tasks can be automatically generated, manually defined in a reservation or of a general character.

What is common for them is that they are Shared or Private.

SHARED	Shared Todo can be assigned to several users or a whole department. When one of the users terminates the task, it is also removed from the task list of the other assignees.
PRIVATE	Private Todo is only assigned to one person.

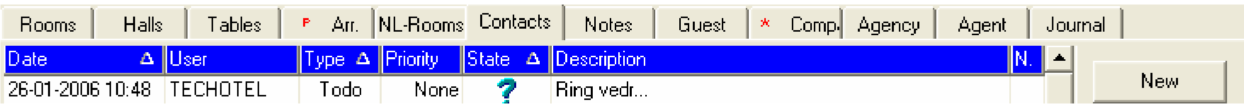
Some situations can generate automatic ToDo tasks and changes into the system:

DEPOSIT	If Picasso is set up to manage deposit, deposit is calculated automatically, and a Todo task for date of payment is defined. Once the payment is received and registered on the reservation in the Cashier module, then the reservation's status is changed automatically, which most often goes from Provisional to Confirmed.
GROUPS	If set up in this way, the system can generate task to a given date for follow up on group reservations.
NAME LIST	Task generation to a given date for follow up on Name lists.
ACCORDING TO TYPE OF RESERVATION	According to type of reservation the system can generate a task for follow up at a given date.

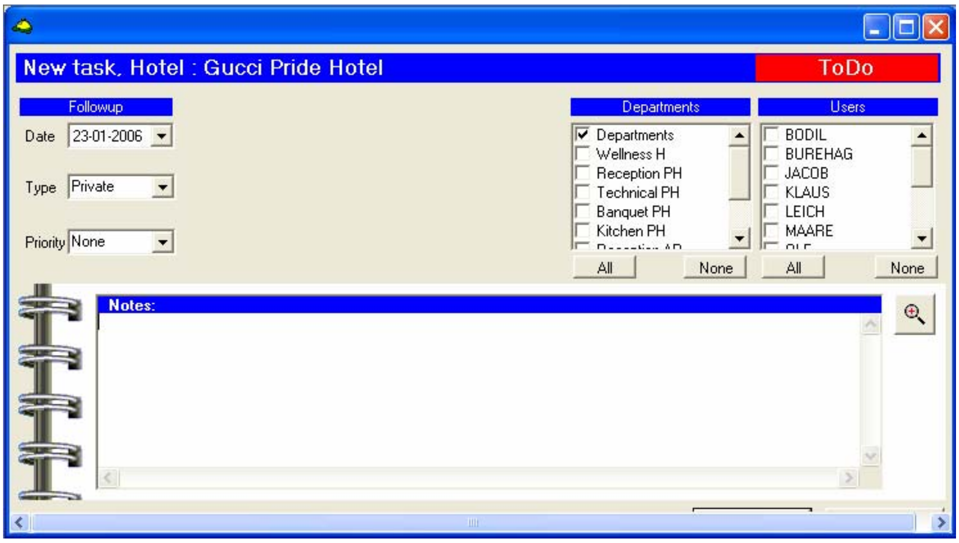
All automatic Todo's are built on the hotel's intern decision and need to be set up as desired by a Techotel's consultant.

MAKING TODO FROM RESERVATION

Often there could be a need to follow up on specific conditions, concerning only a given reservation, e.g. a menu to be sent later on. While making the reservation and being inside the reservation window, the user opens the tab Contacts.



The button New gives access to the Todo window:



Here inside, the follow-up subject is noted, date for the follow-up, as well as the task is related to a department and/or a person. After the task is approved, it appears under the tab Contacts in the reservation. The created task is seen with status ? signifying that it waits to be done. A task can be continuously moved forward to a new date, if several follows-up appear to be necessary. Once the task is fulfilled, it is given the status Done ✔ . If the task is not relevant it can also be cancelled which will give a ✘ in its status column.

TASK FOLLOW-UP

The  icon on the menu line opens up the Todo manager.

The options are as follows:

T	In Task type it is possible to tick off if only certain types of tasks are to be shown on the screen
R	In Reservations type it is possible to tick off if only certain types of reservations are to be shown on the screen
	Shows all tasks being cancelled
UNTIL	Only tasks until the chosen date are shown
DATE	Only tasks for the chosen date are shown
ALL	Both previous and future tasks are shown
	Notes/ subjects of Todo tasks are shown on the screen in a separate line
NEW	New task can be created
CANCEL	The task marked can be cancelled
DONE	The task is given status Done. Another way to give this status to a task is by the mouse to drag it to the below Done area of the window

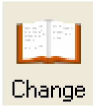
Beside this, the user, if desired, can drag and drop a column for- /backward, thus switching order of columns on the screen. Layout can be saved/turned back to default/loaded again, by the  buttons on the right top corner of the window, explained in the first Booking chapter.

If it might be necessary to move the task to a new date, user holds the task line with the mouse's left button and drags it over to the new date on the calendar, in the window's left frame.

When working with tasks from the ToDo list, one can edit a task by double clicking on its line, which opens the task.
If working out the task and talking with the client might result in a need to change details of the reservation, the reservation easily is opened and edited through the shortcut Reservation, available on the already open task window.

Editing Reservation

As elaborated in the previous chapter, a ToDo task and a contact with the client may result in a need to change details in an established reservation. This was done directly through the ToDo list, leading further to the related reservation.

Provided the client himself initiates contact, then the reservation first needs to be found and the approach in this case is either by the icon 

on the top toolbar,
or by the plans 

, 

, 

in the screen's right frame. If the plans are used, the user needs to mark the date on the calendar in the screen's left frame. This approach demands however that the client, calling with a change, is able to state the reservation's date.

opens instead a search box, where searching can be carried out on the background of either date, reservation number, room number, name, or only the name's first letters. After the information is entered the user searches further by clicking on Search.

The result is a list of reservations, which all contain the search criteria used. Then, from this selection, the user finds the relevant reservation.

The reservation is always opened by double clicking on the reservation's line, changes are done and the reservation is closed by Save/Close.

Extending or Shortening Reservation

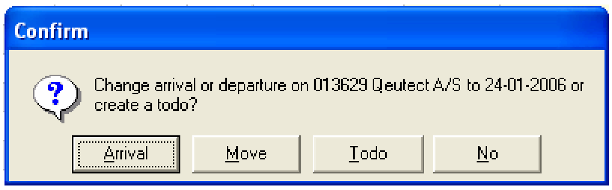
If the user wishes to extend or shorten a reservation, this can be done without opening the reservation but only by dragging it onto the calendar to the screen's left side.

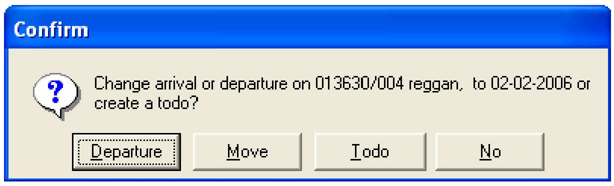
In order to do so, the reservation's line needs first to be brought to the screen, which is done as described in the previous chapter, through the plans:

Arrivals , Inhouse , Departures or through Change on the toolbar.

If the guest already has been given a room, the reservation can also be found on the Room no. plan.

Instead of opening the reservation and changing dates, the reservation's line now is just dragged onto the calendar on the new date, after which one of these two boxes appears:





The system asks if arrival or departure to be changed – this depending on the fact if the new date is before or after the reservation's original dates.

After accept, the change is registered.

CANCELLING OR REBOOKING RESERVATION

In order to cancel or rebook a cancelled reservation, the icon 

from the toolbar is used. Then the search box Find Reservation appears, where one has the choice of searching by: Room number, Reference no, Alt.res.No., Last Name/Arr, First Name, Arrival Date, Company, Agency, Status (Confirm, Guaranteed, In House, Out of House, Waiting list etc.).

After typing search criteria in one of the fields, user clicks on Search.

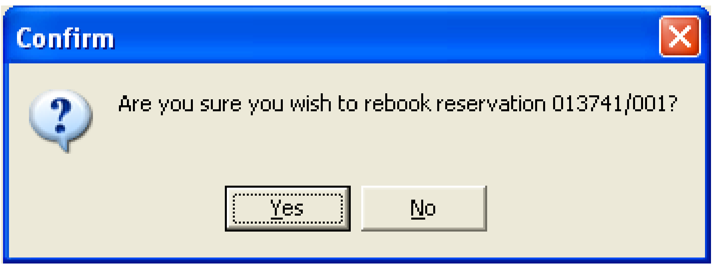
A list of those reservations now appears, which contain the searched criteria, and user is able now to choose the wished reservation. This is done by double clicking on it or marking the reservation and confirming by Ok.

Following message pops up:

Subsequently, it is possible for statistical purposes, to tick off in a new box the reason for cancellation.

The other way round, if a cancelled reservation needs to be rebooked, this is done by finding the reservation again through the icon 

and then through typing the reservation's search criteria in the search box : Find Reservation.
By double clicking or marking followed by Ok, the below box is shown:



After that a large calendar appears on the screen where a new start date for reservation is chosen.

The reservation can also be rebooked automatically to its original dates just by ticking off ☑ Rebook with original dates on bottom of that window.

Beside this option, it is also possible to ☑ Rebook under new referencenumber.

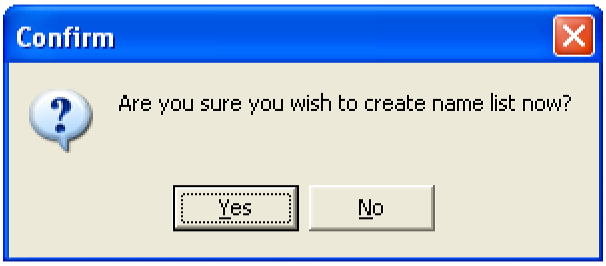
WORK WITH GROUP RESERVATIONS

CREATING NAME LIST

In order to create a name list, it is necessary that more than one person can be booked on the reservation, or more than one room, depending on how Picasso is set up.

Once the reservation lines are established, the name list is created just by clicking on the tab NL-Rooms at the reservation. Or, the reservation can be brought to the screen at a later stage, and again the user clicks on its tab NL-Rooms.

Then the program asks for confirmation:



By answering Yes, the Name list is automatically generated and available under the tab NL-Rooms, with possibility to enter the guests' names in the lines being created.

If not all the names are available, the user can only type the known ones and leave the rest of lines empty.
When the reservation subsequently is saved, Picasso recognises the lines with missing content and suggests an alternative for filling them out:

Instead of guest name it is now possible to choose:

Company name
Arrangement name or
Reference number,

which Picasso supplements with /001, /002 etc., like this each line receiving a unique name.

Or, as a last option, the name lines, without a name already filled in, can be cancelled.

The choice is confirmed by OK.

Now all lines in the namelist are supplied with a name, after which the reservation as usual can be saved by Save/Close.

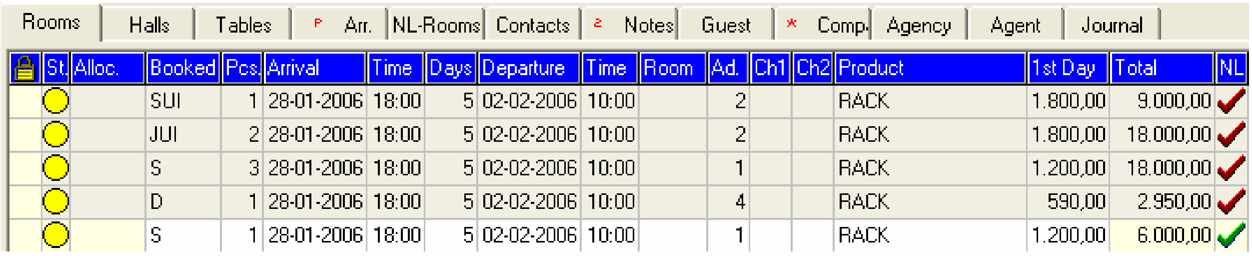
ADDING ROOM TO GROUP RESERVATION

In order to add a room to a group reservation, one needs first to notice if the name list is already created.

If *not* created, the status of the room type line is green under the line last column NL, and now room number easily can be changed in the room line.

Is the name list for the certain room type line already established, its status is red in the NL column, as shown below.

In such case a new line needs to be added manually, as done at the bottom in the example.



	St.	Alloc.	Booked	Pcs.	Arrival	Time	Days	Departure	Time	Room	Ad.	Ch1	Ch2	Product	1st Day	Total	NL
			SUI	1	28-01-2006	18:00	5	02-02-2006	10:00		2			RACK	1.800,00	9.000,00	
			JUI	2	28-01-2006	18:00	5	02-02-2006	10:00		2			RACK	1.800,00	18.000,00	
			S	3	28-01-2006	18:00	5	02-02-2006	10:00		1			RACK	1.200,00	18.000,00	
			D	1	28-01-2006	18:00	5	02-02-2006	10:00		4			RACK	590,00	2.950,00	
			S	1	28-01-2006	18:00	5	02-02-2006	10:00		1			RACK	1.200,00	6.000,00	

The new line gets automatically a 'green' status, signifying that the line is open for changes.

The reservation is saved by Save/Close.

Name list for the newly added lines can be established at any moment as described in the previous chapter, by clicking on the tab NL-Rooms.

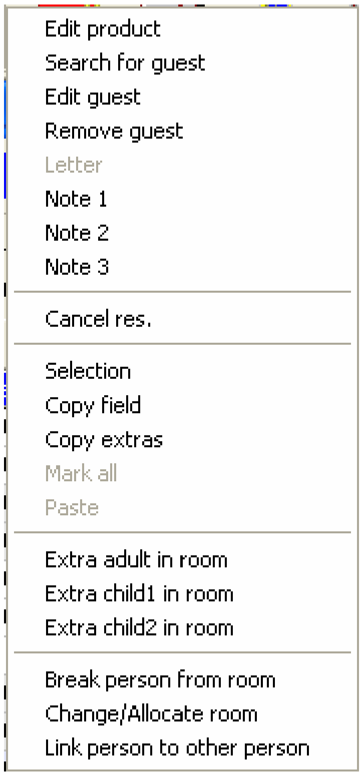
CORRECTING NUMBER OF GUESTS IN ROOM

If name list for the room is not created, the change is done directly on the room's line in the reservation.

If name list is already created, then the user opens the NL-Rooms tab and right clicks on the sub-reservation to which new person to be added.

The following options appear, where a new guest can be removed from or added to the room, or moved to a separate room.

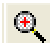
The changes are saved by Save/Close

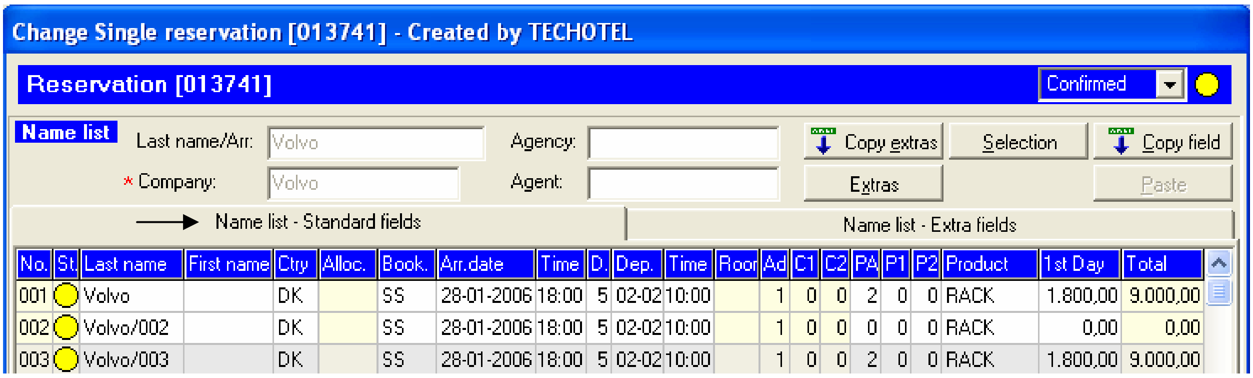


EDITING DETAILS IN GROUP RESERVATION

If no name list is created, one can correct details directly in the main reservation's lines.

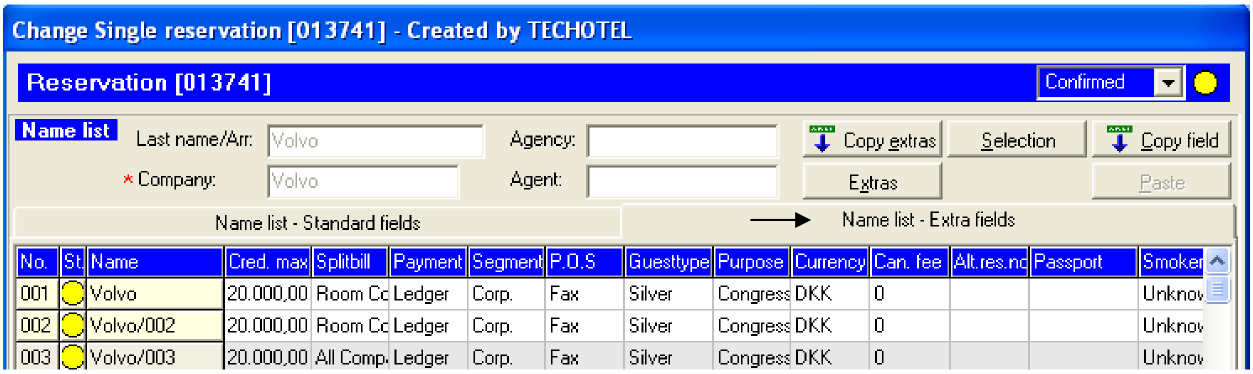
If however name list is created, the sub-reservations become separate entities, and changes regarding all parameters are done directly on each one of them. Overview on the sub-reservations and access for corrections is to be found under the tab NL-Rooms (or NL-Halls).

Under the tab NL-Room or NL-Hall there is a magnifying glass icon  at the left-hand bottom corner. By clicking on it, the user is given access to all parameters of each sub-reservation.



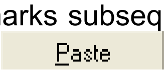
Name, type, date, time, number and product are under the first tab: Name list – Standard fields (above).
If the name e.g. will be replaced, this can be done here.

Split bill, Payment, Segment, P.O.S, Guest type, Purpose are found behind the second tab:
Name list – Extra fields:



Here the single sub-reservations can freely be edited.

In order to change Split bill e.g., the pointer is put on the wished field. By clicking on * (star) and Tab the choice options are listed out, and the wished one of them can be chosen.

If the correction is relevant for several sub-reservations, the user clicks  on the top-right corner of the box, marks subsequently the relevant lines by using Shift or Ctrl and pastes the by click on the button  on the top right-hand corner of the window.

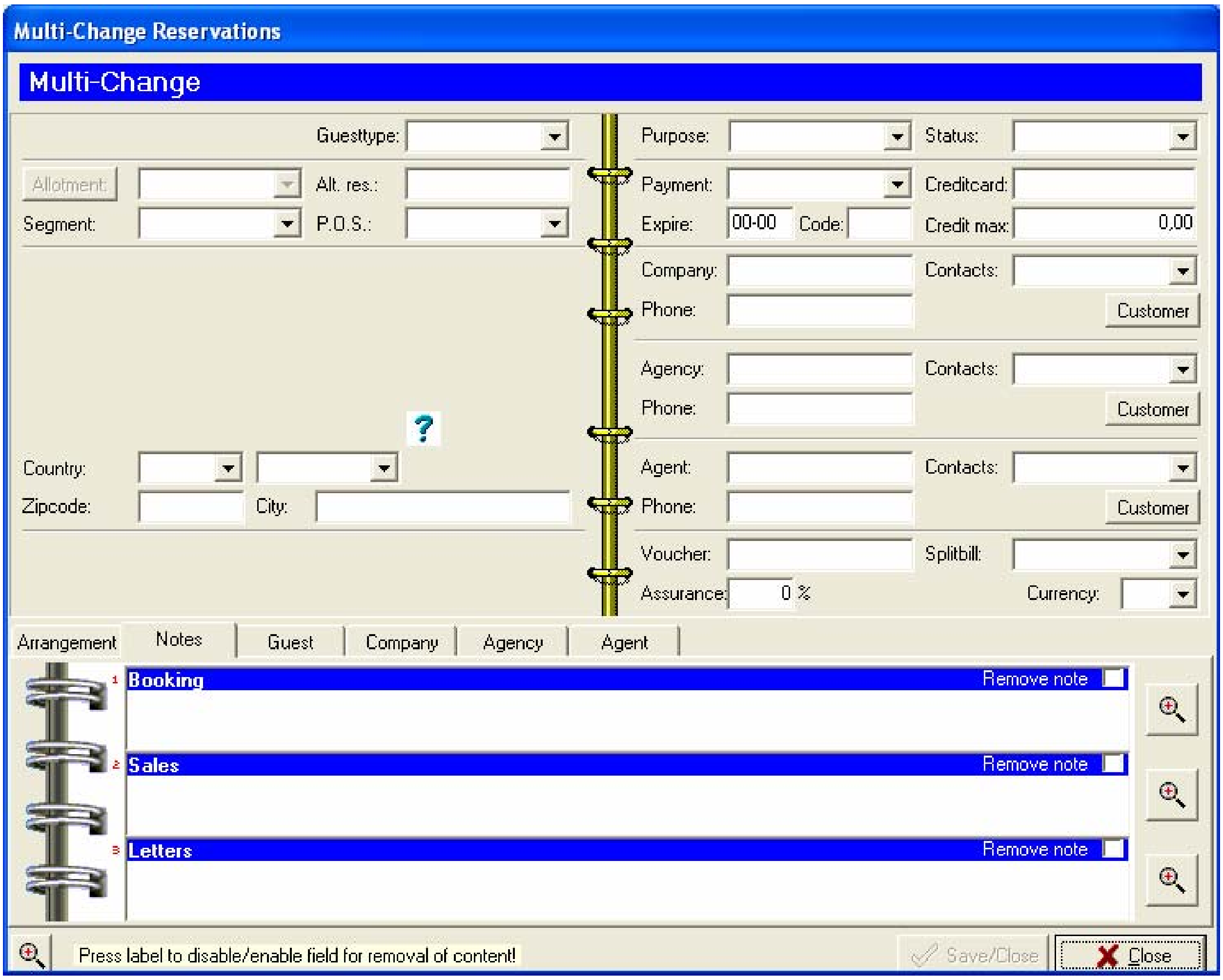
The corrections are saved by Save/Close.

ADDING NOTES TO GROUP RESERVATIONS

Once the name list is created, the sub-reservations become separate entities. They are brought to the screen by one of the plans: Arrivals, Inhouse, Departures.

If one and same note is to be put on several reservations, then the user marks the relevant reservation lines by Shift or Ctrl, after which they are dragged onto the icon Change at the toolbar.

Automatically the window bellow is shown:



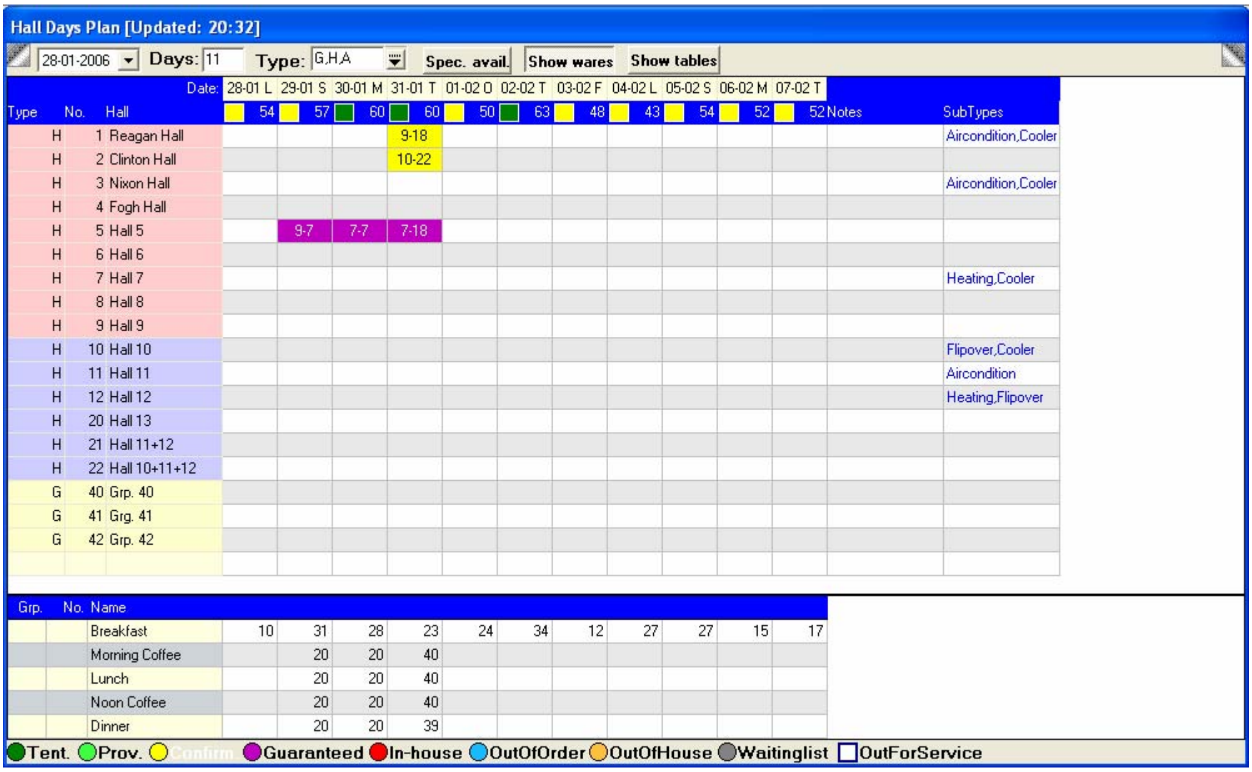
Now, one can add notes and save by Save/Close.

HALL RESERVATION

HALL RESERVATION FOR SEVERAL DAYS

The plan 

at the screen's left-hand frame gives the option for hall booking. It opens the below overview:



On the top left-hand side it is possible to choose start date, number of days on the screen and hall types.

The user puts the mouse pointer against the hall, on the first day for the reservation, clicks the mouse's left button and drags over those days for which the hall is wanted booked.

The search box Find Customer, known from room reservations, appears again, followed afterwards by the reservation window.

If the system is set up to hall name list, it is now possible to create a name list by clicking on the tab NL-Halls. It works in exactly same way as name list for rooms.

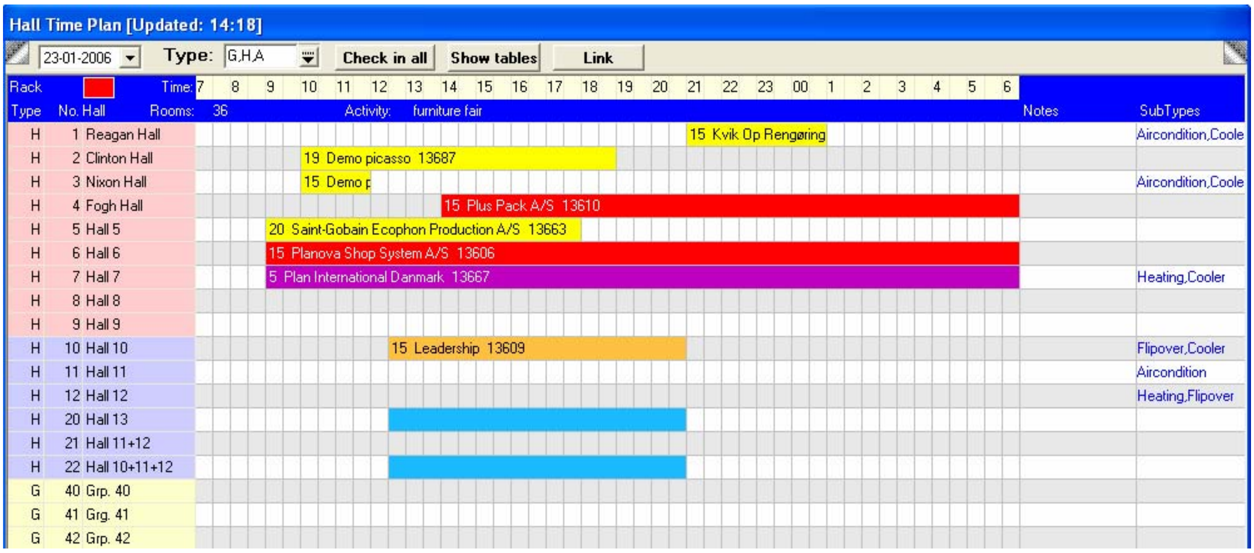
Additional information and notes to the arrangement are filled out exactly as in room reservation, and the reservation is closed by Save/Close.

Hall Reservation for One Day

If the hall will be booked for one day or only few hours, it is the 

plan to be used.

The overview looks out in the following way:



The system here is set to show 7:00am as beginning time but it can be set up in a different way, if wanted.

Against the hall name, user puts the mouse pointer on the beginning time, drags until the hour of termination, and slips the mouse. The known box Find Customer appears again, followed by the reservation window, once the client has been chosen.

If Picasso is set up to NL-Halls, it is now possible to click on the NL-Halls tab, and a name list will be created in the same way, as when creating name list to rooms.

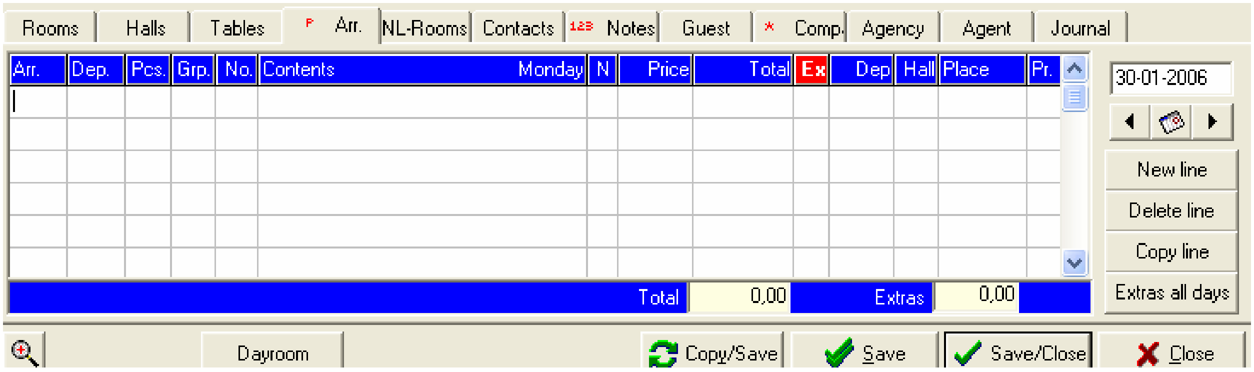
Additional information regarding the arrangement can be filled out in the reservation window as well as notes. The reservation is done by Save/Close.

ARRANGEMENT

COMPOSING ARRANGEMENT

If the product, booked at the reservation contains packets, their ware lines are automatically visible under the tab Arr. (Arrangement).

If the product booked does not have packets, the content under the tab Arr. is empty.



Now it is possible that one can build by himself an arrangement with those wares that might be wished. If the stay continues several days, different ware combinations can be put together for each day. This is done by 

, allowing to leaf through the dates.

Before typing the wares it is best to enlarge the window by the magnifying glass icon  on the bottom left-hand of the window, especially if the list of wares is expected to fill several lines.

Description of the columns:

The Tab button on the keyboard is used to move forward through the columns in the ware line. The fields are filled in as follows:

ARR. + DEP. From To hour of delivery /usage. The ware lines are automatically ordered according to their beginning time.

PCS Number

GRP The ware group to which the ware belongs. By using * (star) and Tab, it is possible to have a list over the ware groups in the hotel. Selection is made by pressing Enter.

NO Ware number. In the same way the field can be filled in by * (star) and Tab. Selection by Enter.

CONTENTS The ware name appears automatically

N Note to the ware. To create or correct a note, the user double clicks on the ware's name on the line.

PRICE Ware unity price, automatically brought up by the system, as defined by the hotel in the Management module.

TOTAL Total price

EX Number of department (s) responsible for invoicing the ware. To be set if the ware is added additionally and is not a part of the packet.

DEP Number of department (s) responsible for the ware's delivery.

HALL If hall

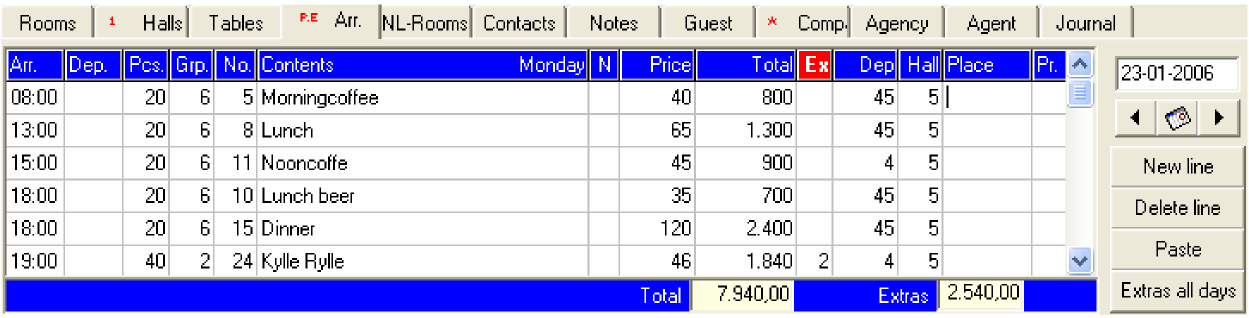
PLACE It is possible here to write a note where exactly the delivery to be effected.

A line can be copied by placing the pointer on it and clicking on Copy line.
The pointer is then moved to the line, where at one wants to copy the content and it is pasted by click on Paste.
Delete line is used for deleting a line.

The reservation is saved and closed by Save/Close.

REMOVING AND ADDING WARES IN ARRANGEMENT

The reservation’s Arrangement list may look like this for a given day:



Arr.	Dep.	Pcs.	Grp.	No.	Contents	Monday	N	Price	Total	Ex	Dep	Hall	Place	Pr.
08:00		20	6	5	Morningcoffee			40	800		45	5		
13:00		20	6	8	Lunch			65	1.300		45	5		
15:00		20	6	11	Nooncoffe			45	900		4	5		
18:00		20	6	10	Lunch beer			35	700		45	5		
18:00		20	6	15	Dinner			120	2.400		45	5		
19:00		40	2	24	Kylle Rylle			46	1.840	2	4	5		
								Total	7.940,00		Extras	2.540,00		

For having overview over all wares it is best to enlarge the window by the magnifying glass icon  to left from the window.

Corrections can be made directly into the fields, beginning from the first one and moving forward by using the keyboard’s tab button. It works in exactly the same way as when creating a new line in the arrangement, as elaborated in the previous chapter.

Regarding price and invoicing, it is important to note that deleting of a ware line from a ready-built package, does not subtract the ware’s price but keeps the price of the original package.

At the other hand, the price of newly added wares is added to the arrangement’s sum.

By clicking on Save/Close the corrections are saved.

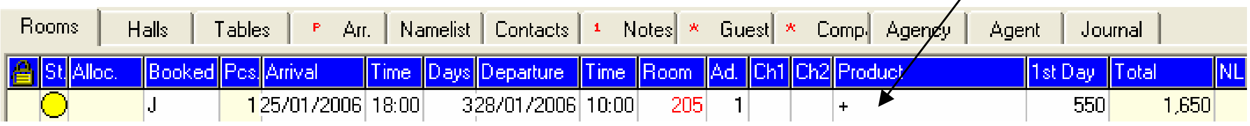
SEVERAL PRODUCTS IN RESERVATION

It should be mentioned that a stay may easily need to be composed of different wares each day -as default, and only in rare cases correcting arrangement manually.

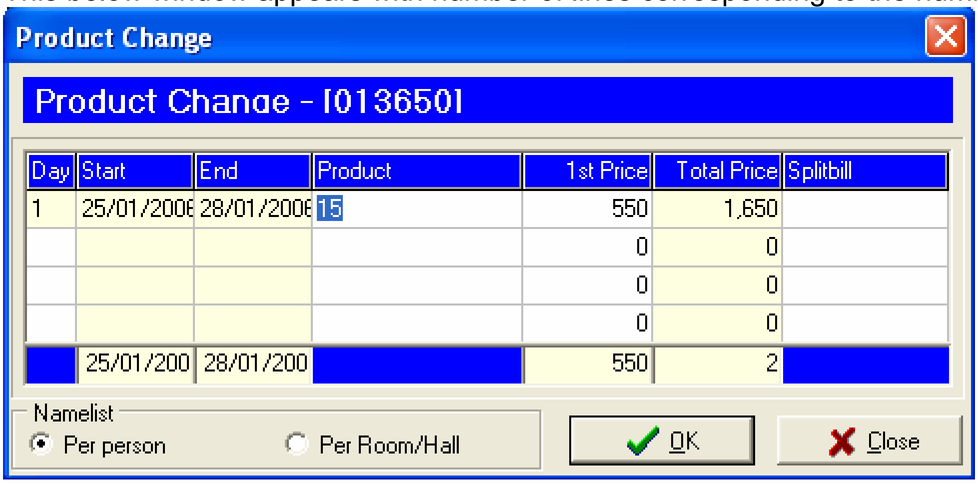
More complex it is when the guests are given different prices each day, or the ware combination defers completely from day to day.

Or, if the reservation only is for an overnight the one day but also includes halls next day.

In order to manage this wide diversity of situations, one enters "+" (plus) in the reservation window under Product, and presses Tab.



This below window appears with number of lines corresponding to the number of days:



Now a different product can be assigned to each day, or to a period of days. Split bill can also be entered to be different, e.g. beginning of the stay is partly paid by the company, and the last day by the guest only.

In case the name list is already made, then through the Tab Namelist and  in the below left corner, one gets access to the details of each person, where again in the same way Product can be edited. It is the overnight product that can be changed here.

If Hall is booked for only one day, it is here possible to choose a product containing Hall – a combinatory night/day product, booked together with the room, in the Room tab.

It is however also possible to keep overnight products in the room part of the reservation, under the Rooms tab. While a day product can be entered in the Halls tab, thus separately relating to the day arrangement.

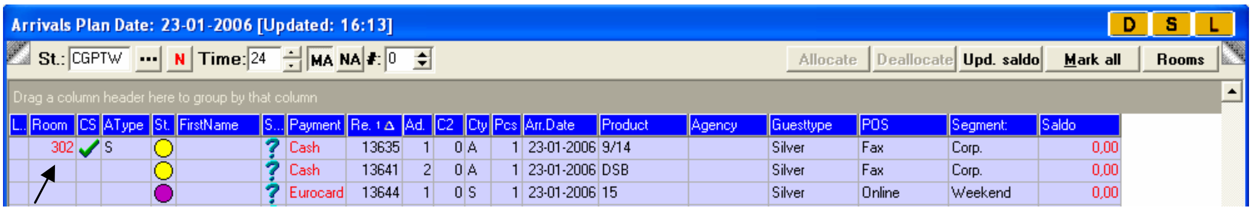
The Arr. tab combines now wares from both packets used in the Room and Hall product for the certain day, e.g. breakfast appears on the first line, brought in from the Overnight product, while the next lines are brought in from the Day product.

Arrival

Allocation of Rooms, Manually

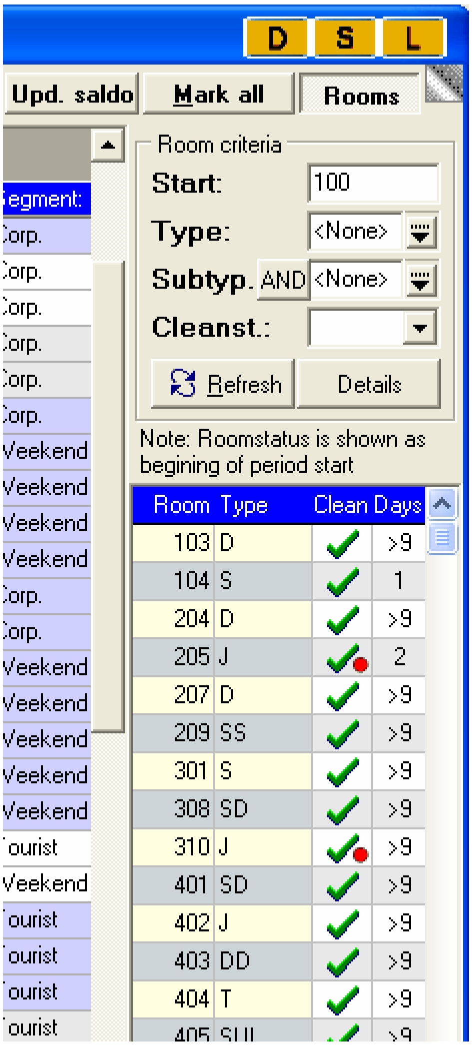
Room allocation is done by entering Arrivals under Plans at the right-hand side of the screen.

Now a list appears with all reservations, which guests are expected to arrive today:



The above arrival list shows that the first guest has already been given a room (no 302).

To allocate rooms, it is first necessary to open the room overview by clicking on Rooms in the top right-hand corner.



D, S, L	Layout functions: Default, Save own settings, Load back default settings
Start Type	First room number on the list Room types selection
Subtype Cleanst	Room subtype selection Cleaning status of the rooms on list

Now the room overview is on the screen together with Arrival list, and a reservation from the arrival list can freely be dragged and dropped over a room number.

The column Days informs how many days ahead the room is vacant.

If >9 , this means that the room is vacant for a long future period.

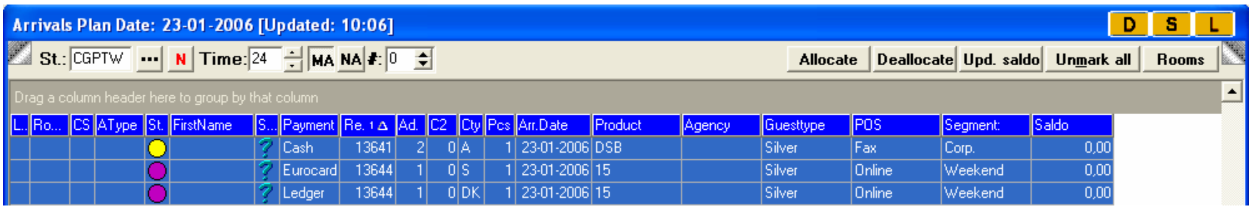
If the overview appears to be empty, this means that no vacant rooms correspond to the search criteria . -
Thus, a room leaves the overview in the moment a reservation has been moved on it.

Provided a room has to be de-allocated from a guest, then the reservation's line is just dragged back and dropped over the vacant rooms area (to right on the screen). The room number appears thus again as vacant.

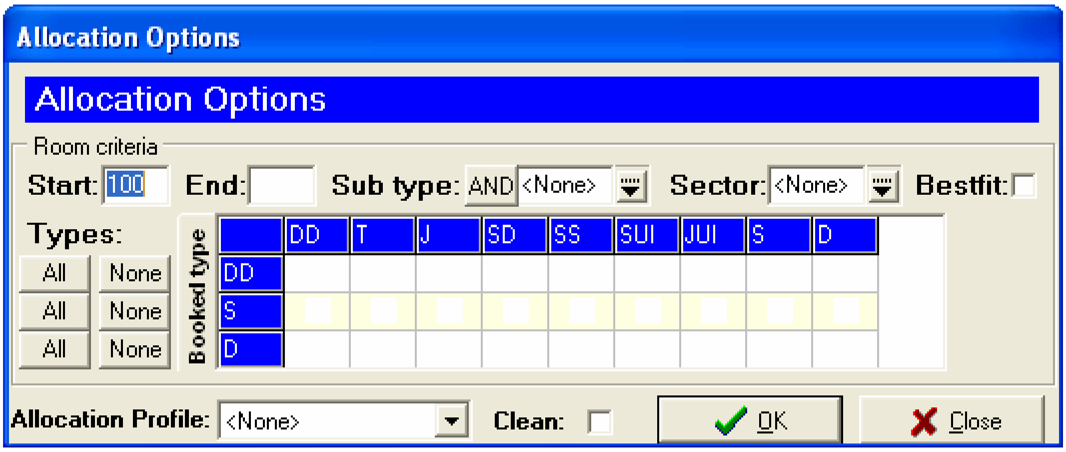
ALLOCATION OF ROOMS, AUTOMATICALLY

The overview, shown in the previous chapter, contains in its upper right corner the function **Mark all** which is used now for marking the arriving reservation and thus being able to allocate them rooms automatically. Alternatively, single lines can be marked by Ctrl or Shift.

In the moment several lines are marked, the options **Allocate** **Deallocate** become active.

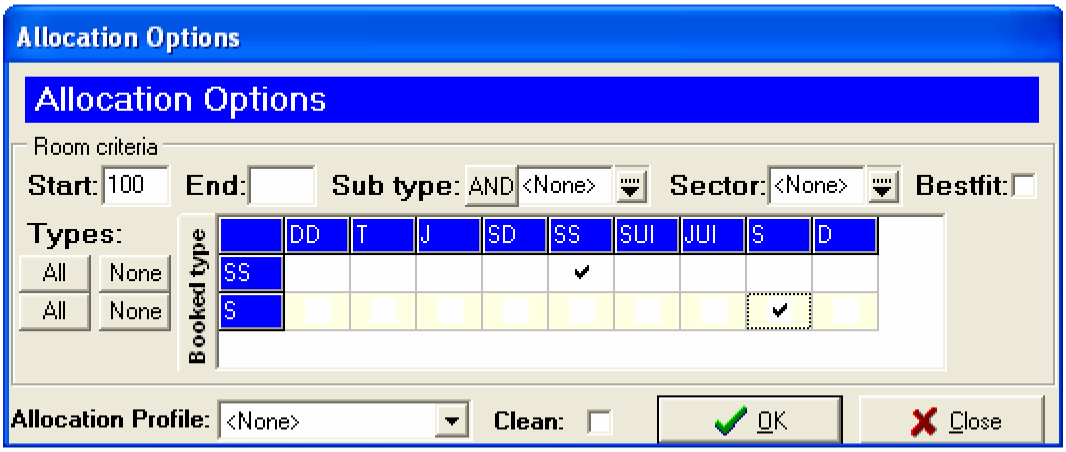


The next step is just to choose **Allocate**, after which the below window appears:



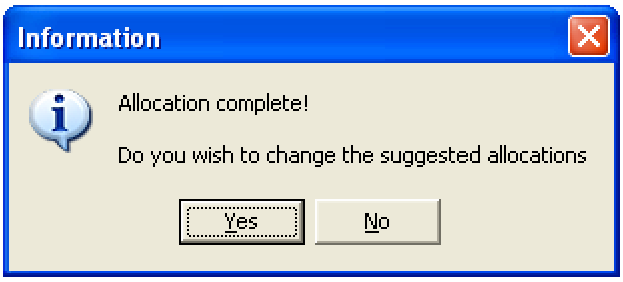
Horizontally the system shows all vacant room types. Vertically, at the other hand, are included only room types comprised in the marked reservations!

In principle, it could be logical allocating the same room types as booked, like in the below example:



Here it is chosen, that booked type SS also gets allocated SS rooms, and booked S gets allocated S rooms. The choice belongs however to one himself. By ticking off several types, they all can randomly be used in the automatic allocation. Confirmed by OK.

Once the system has completed the allocation, it asks the user if reconsidering the allocation is required. If Yes, the allocation of all selected reservations can be repeated.



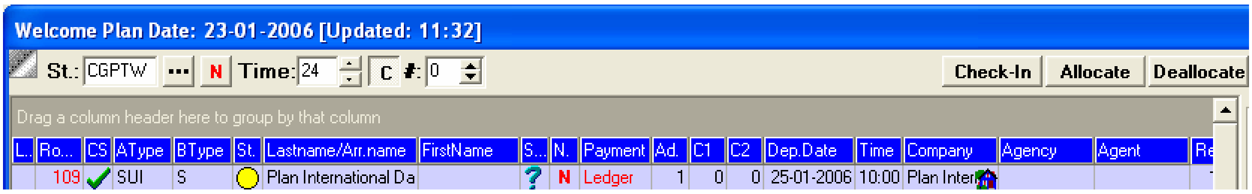
If No, then later on correction can be done by first de-allocating the rooms one by one, as mentioned in the last chapter.
After that a new automatic Allocate can be run.

CHECK-IN

To see the arrivals that day, one clicks on today on the left calendar frame, and then on the 

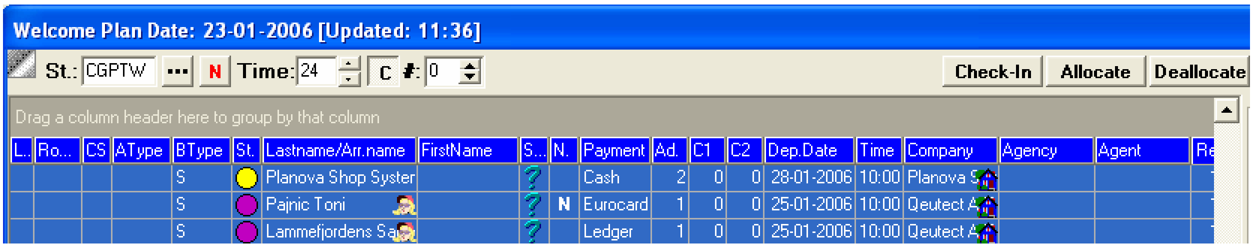
icon on the toolbar.

If the guest already has been given a room, one marks the line and checks-in by clicking on 



Alternatively, the Check-In function is also available by right mouse click on the line.

If no room is allocated, it can now be allocated – manually or automatically – as elaborated in the two previous chapters. Or – allocation and check-in can be done by one click:

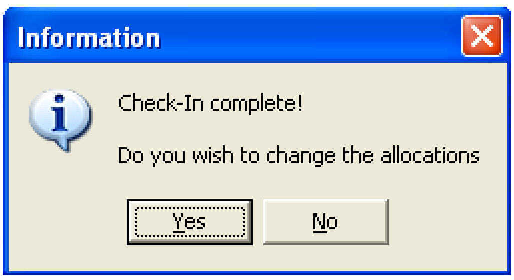


The guest lines are marked, followed by click on 

. This brings automatically the allocation window, described in the last chapter.

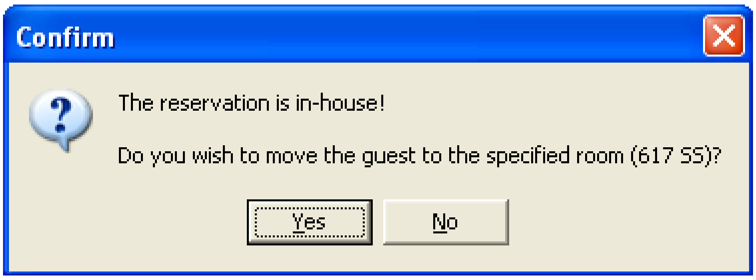
Once one has ticked off an allocation pattern and has approved it, check-In begins automatically together with the allocation.

Finally the system asks anyhow if allocation to be changed.



If choosing No, then the check-in is done.

If the user chooses Yes to allocate another room, this is done by dragging manually a room number onto the guests reservation line.



As the reservation is already given status In-house, one needs here to confirm if the guest really to be moved.

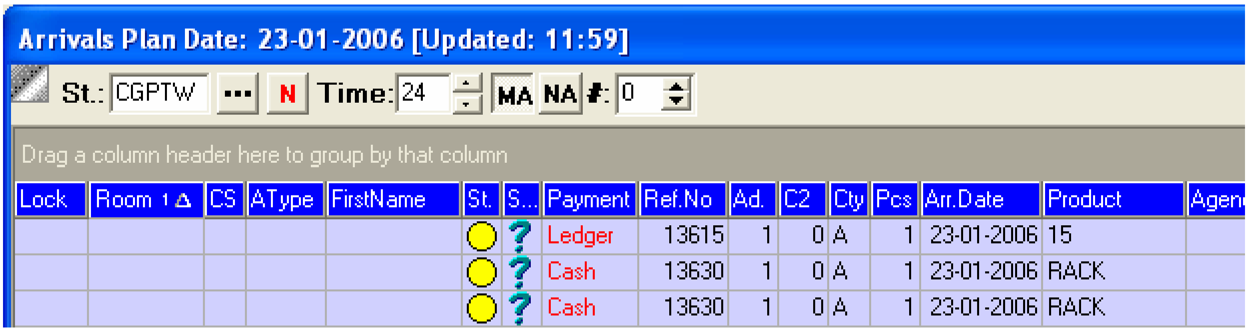
If the new room given is of a different type than originally allocated, there will be a new box asking which price the guest to be charged.

When the price is chosen by clicking Yes or No, one has completed the check-in.

BOOKING IN THE FAST WAY

SORTING OUT IN OVERVIEWS

All overviews, including Arrival, Inhouse and Departures, can be sorted out per column, so that one easier can chose and mark several reservations at once. To sort out a plan after a criteria, the user clicks on the column's headline. Sorting can either be in up-going or down-going order, which is managed by clicking on the headline an extra time.

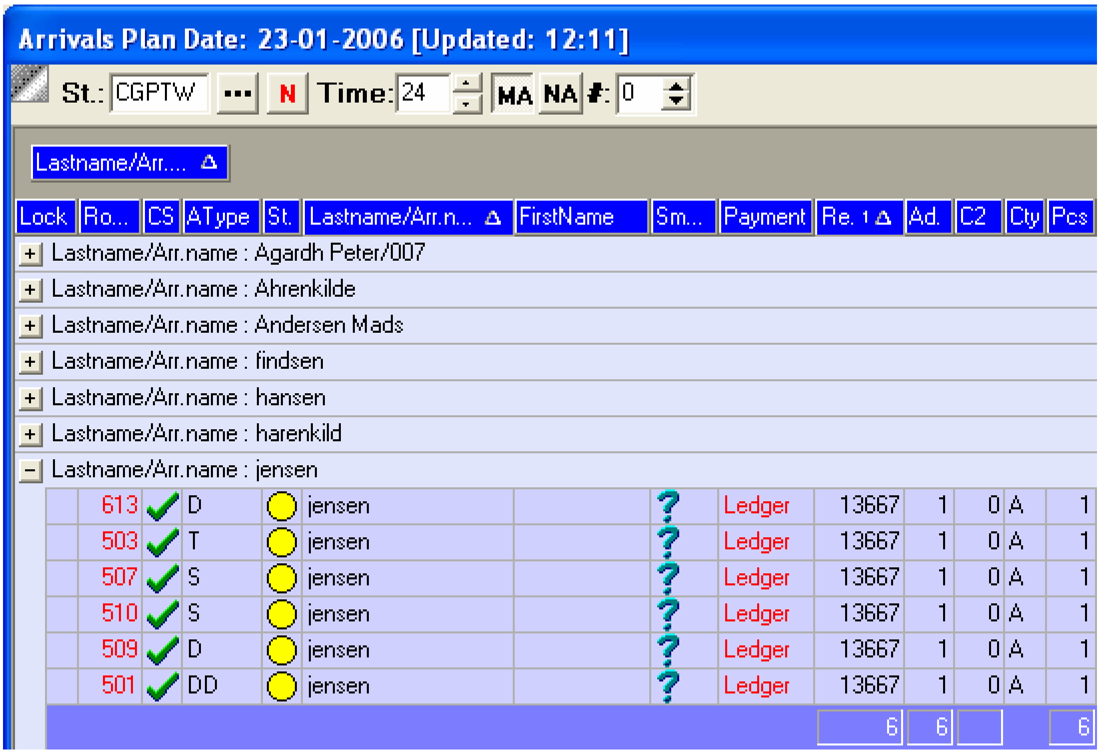


The above snapshot from Arrival plan shows how one can take advantage of clicking on the column headline Room and gets on top of the list all arrivals to which room is not yet allocated. Thus, the lines can easily be marked and rooms allocated to them.

Other criteria can also be relevant, depending on the situation.

GROUPING IN OVERVIEWS

In another situation it could be relevant to group after a given criteria – e.g. after Last name/Arrangement name.
This is done by holding the column's headline by the left mouse button and dragging it up, in the grey field.
The result looks like this if the overview is sorted after Lastname/Arr.name:



Now all guests on the arrival plan are grouped, and it is easy to find reservations, ordered e.g. by Jensen.

Lock | Room | CS | AType | St. | Lastname/Arr.name | FirstName | Smoker | Payment | Ref.No | Ad. | C2 ......

Right clicking on the headline opens a list with additional criteria (columns) that are possible to chose for the overview. This is done by ticking off in front. For example: ✔ Lastname/Arr.name, brings the post on the head line, after which it can be used for sorting.

MAKING RESERVATION

It cannot pay back to make reservation using the icon 

.
It goes faster when it is done in the plans Room no and Room Types because date and room type automatically are transferred to the reservation window.

CORRECTING AND CANCELLING RESERVATION

On the plans Arrival, Inhouse, Departures or Welcome, the user can mark a reservation and drag it on to the 

or the 

icon. The functions can also be accessed by right clicking on the reservation's line with right mouse button and selecting then the wished option.

MAKING TODO

In the plans Arrival, Inhouse and Departures user can make a ToDo by right clicking on a reservation line and choosing ToDo.

ROOM ALLOCATION

After having opened the Arrival plan it is also possible to click on the Welcome button for opening the rooms' overview.

CHECK IN

When the Arrival list is on the screen, the user can mark several lines, rights click and chose the option Check-In.

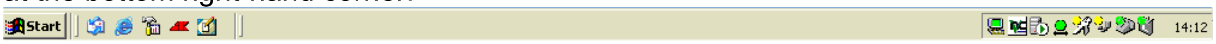
INTUITIVE BOOKING. FROM ALL CORNERS AND POINTS.

PICASSO INTERFACE CONTROLLER

Interface between Picasso and other technical units such as for example telephone exchange, pay-tv or other is managed by Picasso's Interface Controller.

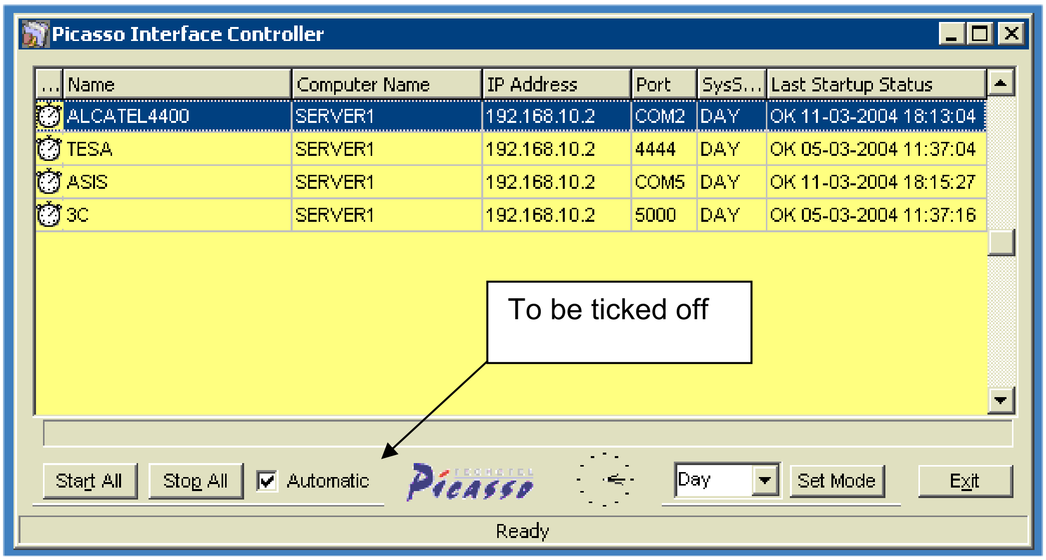
The program controls that the interfaces function in the correct way and if necessary, it tries to restart them.

On the client's interface computer, which most often is the server, the interface icons are placed at the bottom right-hand corner.



There is one icon for each interface, e.g. Telephone, Pay-tv as well as one for Picasso Interface Controller.

If necessary to open the program, one clicks once on the Interface controller's icon, and the below window appears:

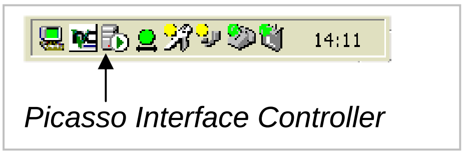


Picasso Interface Controller looks like this when it operates.

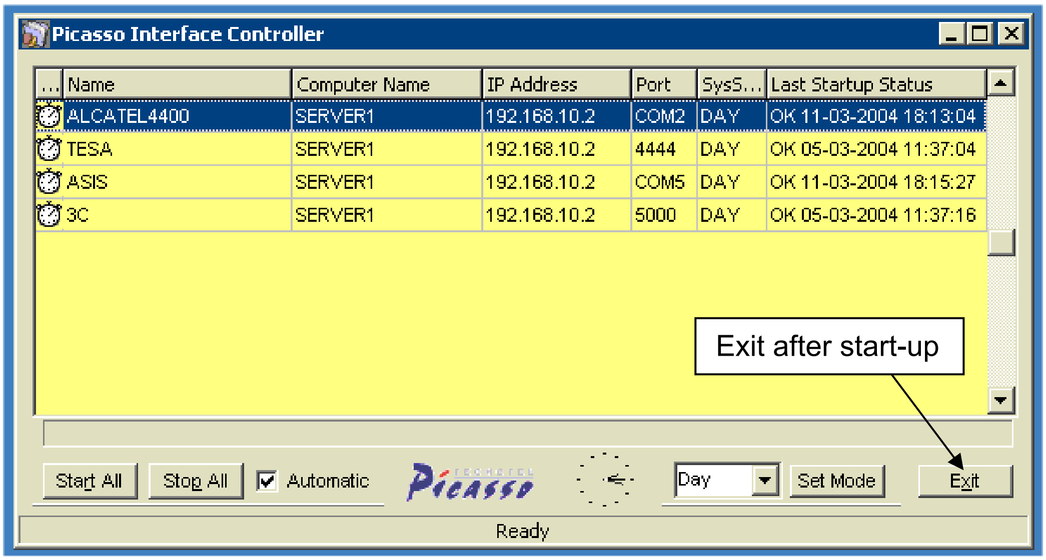
Note that the field Automatic needs to be ticked off, like this the Controller gradually checks if the interfaces are running well and will restart them if necessary.

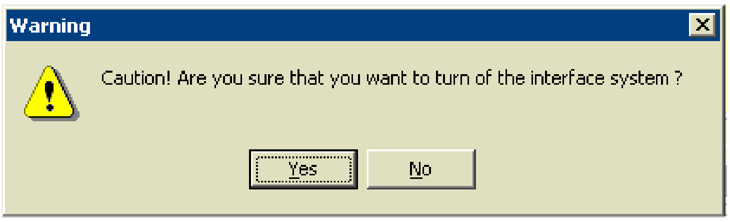
STARTING UP PICASSO INTERFACE CONTROLLER

If any of the interfaces does not run, this will be indicated by red mark on the interface's icon in the bottom right corner. If Picasso Interface Controller needs to be restarted of this reason or another, it is necessary to do the following:



Picasso Interface Controller is opened, and then the user clicks on Exit.





When answering Yes, the Controller closes itself after which the other interfaces are closed too.

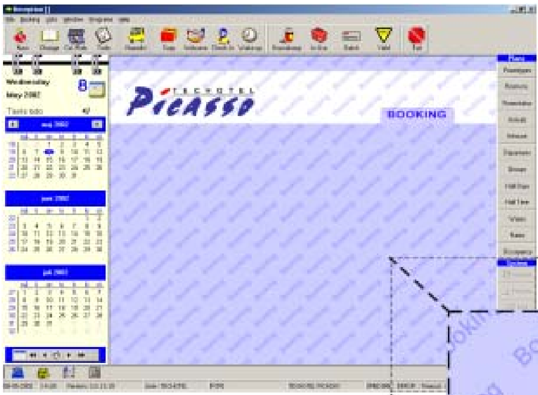
Once all interfaces are closed in the way described above, the Controller needs to be started up again. In case that the server also is to be restarted, the Interface Controller starts up automatically.

PICASSO INTERFACE CONTROLLER INFORMATION IN BOOKING

If working in e.g. Booking, information about the Controller's status is available in the bottom right corner as shown on the picture below.

If all interfaces run a permanent text states: All interfaces are running.

If in opposite not all of them run or their function is not optimal

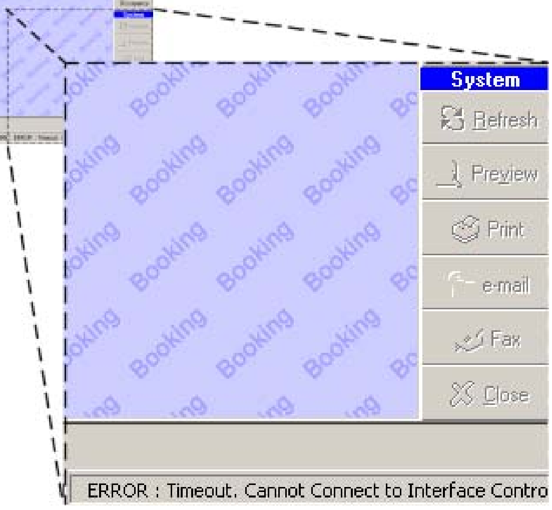


then a text line begins to rule down on the screen's bottom right corner, stating:

ERROR: Timeout. Cannot Connect to Interface Controller.

If this might happen, the user is asked to start or restart the Controller.

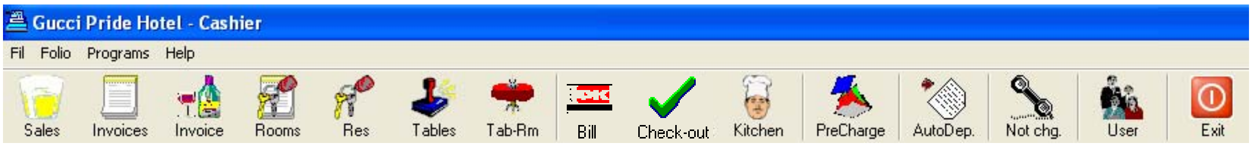
Note that it can take few moments until the Controller starts up all interfaces and establishes contact with the Booking module as well.



CASHIER

The cashier module is designed with large buttons, thus making it able to operate with Touch screen if necessary.

The above toolbar consists of the following icons:



SALES	Opens Picasso's cash register function for managing cash sale
INVOICES	Lists out and gives access to all opened main invoices
INVOICE	Is used to search for an invoice or to make new invoice to a particular client
ROOMS	Returns list with reservations
RES	Search on a particular reservation
TABLES	Shows a list over tables. Access for making table reservations
TAB-RM	Is used to open invoices on the background of table, chair, room number
BILL	Prints out invoices without checking the guest/ the table/ the invoice out
CHECK-OUT	Prints out invoice and checks the guest out at the same time
KITCHEN	Sends order to the kitchen and prints out a slip
PRECHARGE	Paying reservation in advance
AUTODEP	Reads in deposit file from the Bank
NOT CHG	Not entered charges for TV, telephones or other units, running by interface
USER	For switching user in the Cashier module
EXIT	Closes the module

The screen's right frame consists of Reports and system functions.

Reports

Settlement	Cash settlement
Turnover	Turnover extract according to criteria chosen
Bill nr.	Report on all invoice numbers over a period
Transactions	Transaction report
Debtor	Printout of all open invoices in the system
Bill Period	Detailed report over a period
Bonus Points	Report, if Bonus Points is used
Enter	Is used as Enter button if Touch screen

System

Refresh	Updates the screen picture
Print	Printout
Preview	Displays on the screen report's printout
Excel	The report result is transferred to Excel
File	The report result is saved as file
Email	The report result is attached email
Close	Closes the invoice or report, open on the screen

MAKING INVOICES

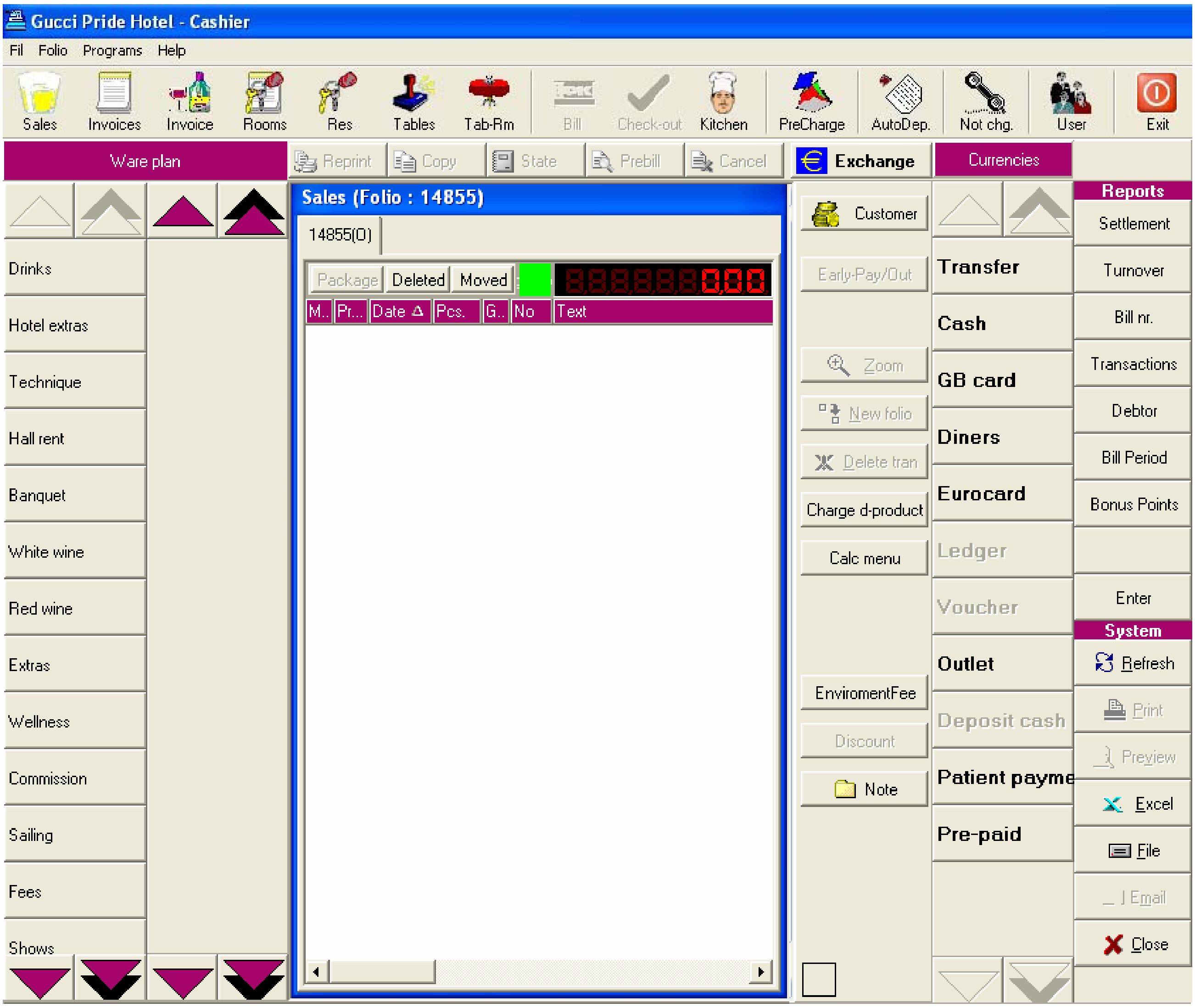
The cash module can manage three types of invoices:

1. Cash sales
2. Invoice related to reservation, either of rooms, halls or both
3. Invoice related to a client which is established into the system, without necessarily having current reservation

The below chapters elaborate for these situations.

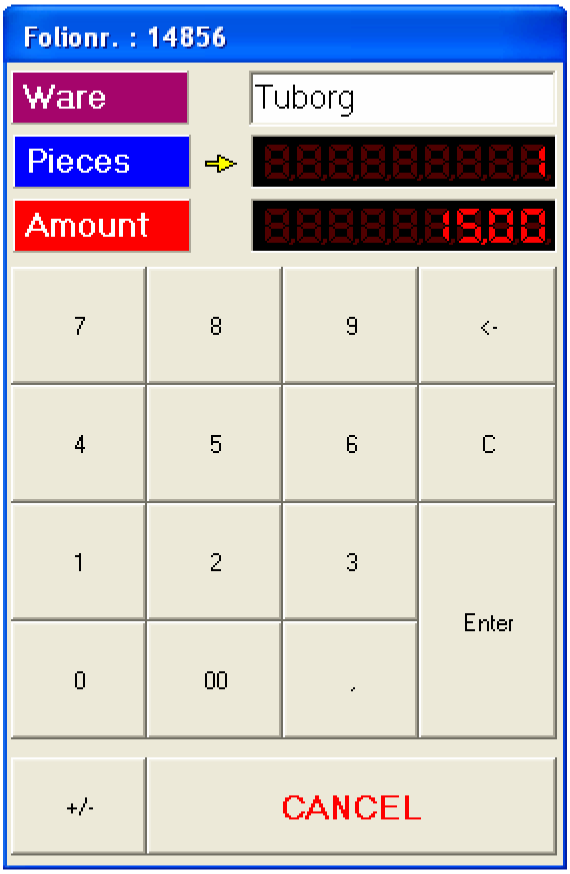
DIRECT SALE

By clicking onto the first icon from left – Sales – a new folio is open, ready to enter wares on it.



The wares are entered by choosing product group on the screen's left frame, clicking on it, which opens a new column beside, containing all wares belonging to the ware group.

In the moment one clicks on the ware, this following picture appears:



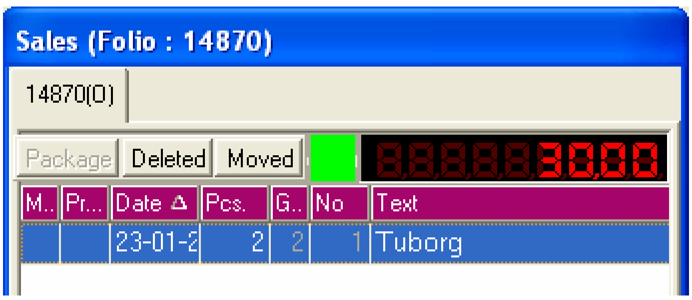
WARE On top of the window the ware name is written.

PIECES By clicking on Pieces, one moves the yellow arrow against the piece field, and is ready now to enter a number. The default number is "1", so no need to type if 1 piece.

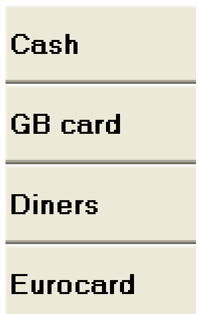
AMOUNT The field Amount is automatically filled up with the ware price as written into the system, multiplied by the respective number. If the guest will be given another price, new amount can be entered in the field, after pointing to it by the yellow arrow as above.

The registration is approved by Enter.

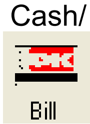
Once clicking Enter, this window is closed and the ware is established as a line on the invoice:



When all wares are entered, it is necessary to choose way of payment.



Payment is done by clicking on Cash/ Credit card and again Enter in the appeared box.

The user can print invoice with 

and close then the folio with 

.

DIRECT SALE TRANSFERRED TO RESERVATION

Order can begin as direct sale, but afterwards to be transferred to client's reservation.

When all ware lines are entered and the invoice will be transferred to the room, the user needs to choose the payment method Transfer .

The box shown in the previous chapter appears again, supplied however with an extra line Room . Room number is to be entered and the transfer is approved by clicking on Enter.

The system checks now if several people inhabit the room or if several folios are open. If this is the case, their names appear on the screen in order to choose to whom the invoice to be transferred.

In order that guest may take advantage of the function – invoice transfer to room – it is important that he is given a suitable credit max when making the reservation. This point is mentioned already in connection with making of reservation. If no credit max, a warning will appear on the screen informing that the transfer can not be carried out. In the warning window, it will be written the maximal amount which can be transferred. A reservation can be open in Booking at any time and credit max increased.

The transfer can now be printed out for signature, if the hotel wants to secure itself with the guest's approval of the transfer.

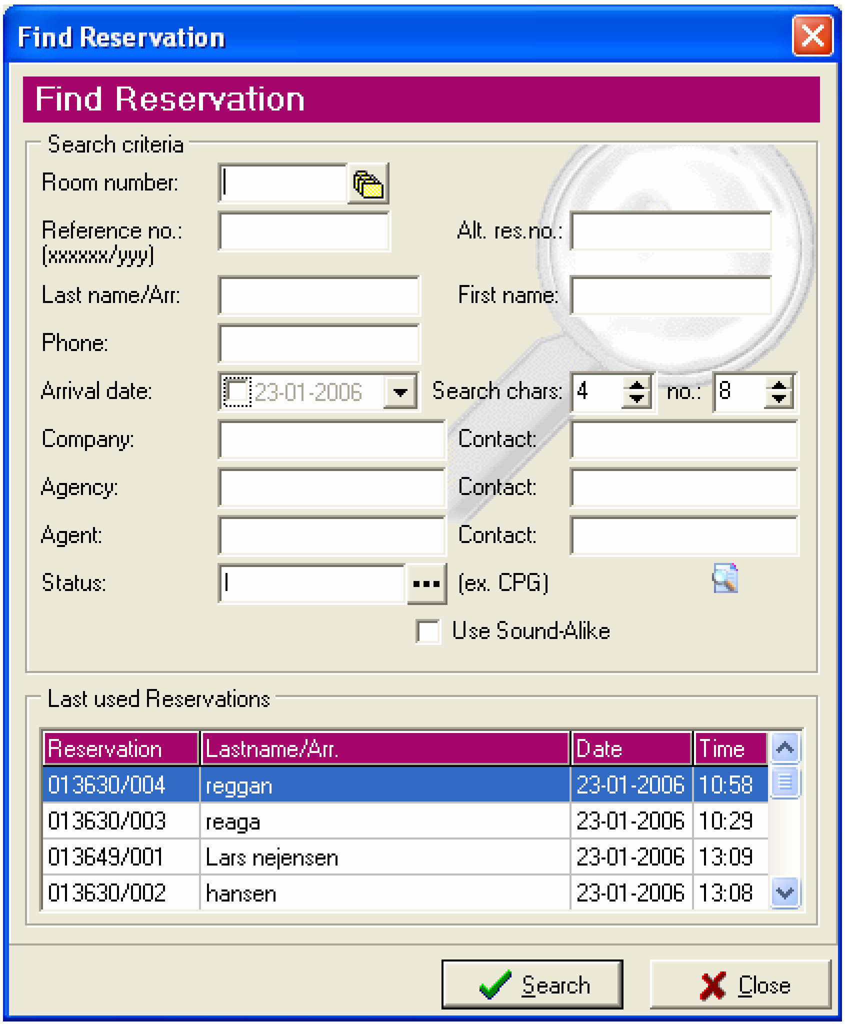
This is done by clicking on the icon Bill, after which the folio is closed by Check-out.

ENTERING WARES ONTO RESERVATION FOLIO

If the guest, when ordering wares, immediately informs that he has a reservation, it is relevant first to bring the reservation, with its belonging folios, on the screen.

The button 

is a shortcut to a search function, which opens the following search window:



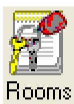
In one of the fields it is now necessary to type a search criteria, or just the first letters of a search criteria. If searching after a letter combination, the "%" sign is used, followed by the letters: e.g. "%an" in the Company field returns reservations to companies containing the "an" in their name.

The field Status gives the option to define reservation status by clicking on  beside the field.

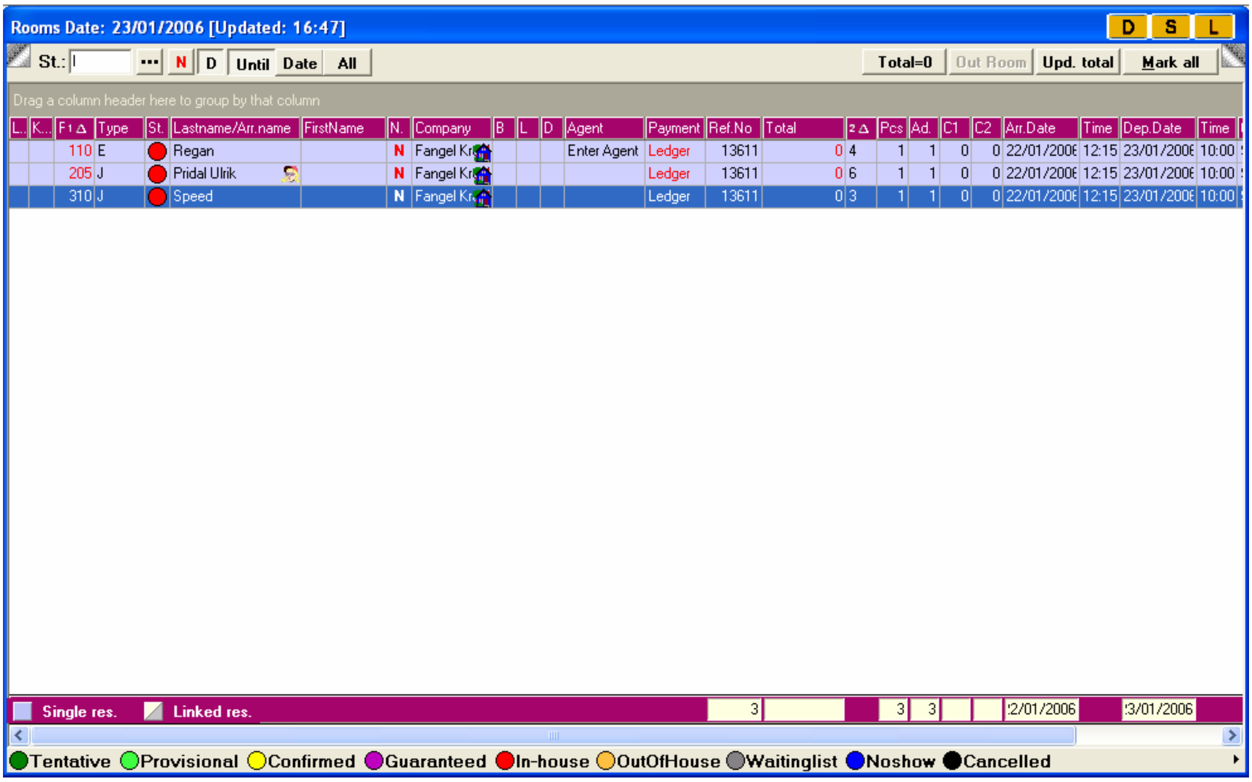
Usually guest from In-house reservations consume wares. But wares can also be entered on folios from forthcoming and completed reservations.

By Search the result is brought to the screen.

Then a list appears, containing the results corresponding to the search criteria. The user chooses the searched reservation and confirms by OK.

An other way to find a reservation is by the icon 

, which returns a list with reservations, all according to the chosen criteria:



ST. …	Reservation Status can be chosen
N	If Note, it can thus be shown
D	Shows all missing departures
UNTIL	Reservations until today
DATE	Departing today
ALL	Shows all reservations

Double click on the line opens the reservation with all folios included in it.

All contact information appears on the window's top part; in its below part are the tabs of all folios.

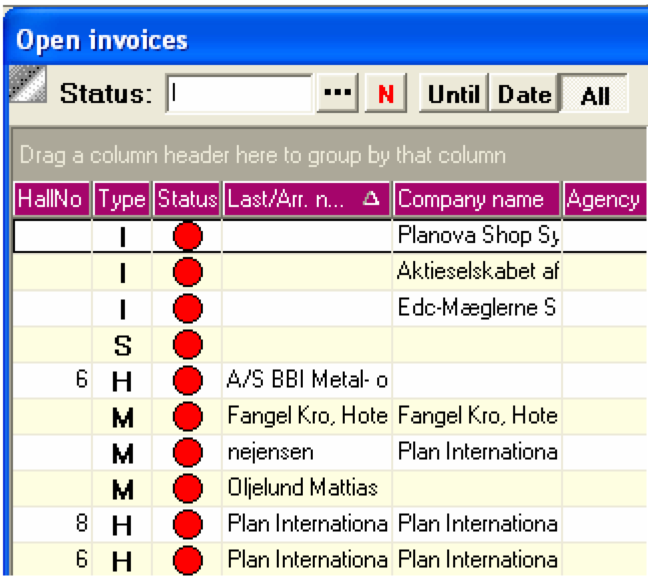
By clicking once on the desired invoice (folio), created to the reservation, it is now opened to enter wares on it. New folio can be established if necessary by click on , to right from the above window.

Entering of wares can now be done in the exactly same way, as depicted in Direct Sale in the previous chapter. The difference concerns only the payment, as payment of the invoice is most likely postponed until the guest decides to settle it at his departure Check-Out, or before his departure Early Pay/Out – both described later on in own chapters.

ENTERING WARES TO CLIENT FOLIO

Beside direct sale and entering wares on reservation folio, Picasso cashier can also make invoice to clients, established into the system.

The plan behind the icon  illustrates well the three different invoice types:



Status	Status of the invoice
N	Note appears under the line
Until	Until today
Date	Today
All	All
Saldo 0	Checks out invoices with balance 0
Upd.saldo	Updates and shows last balance
New Inv.	If New Invoice to be made
Mark All	Marks all lines – this with the intention to apply the function Saldo 0 to all records at once

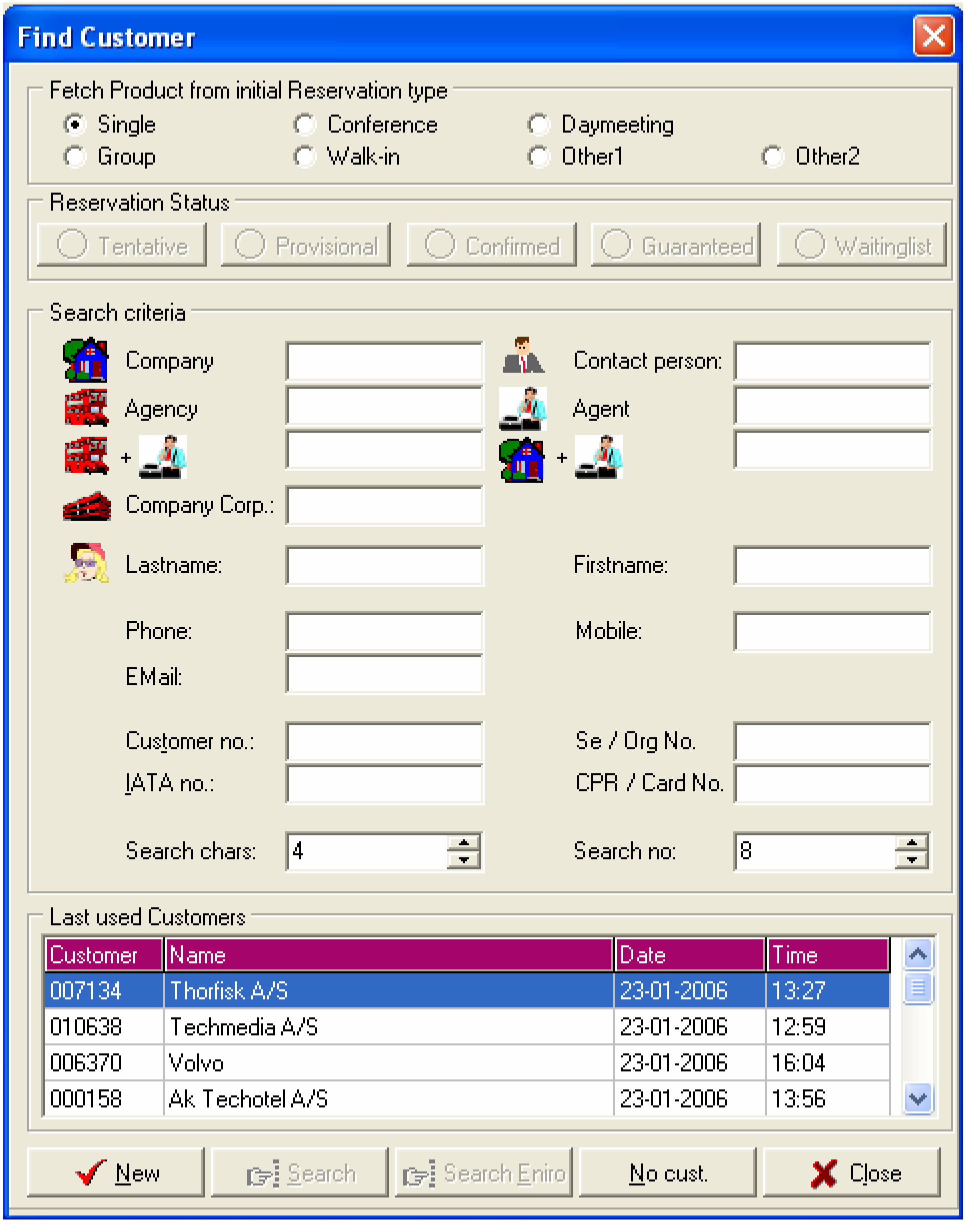
The column Type tells about the invoice:

S (Sales) : covered in the chapter Direct Sales

M (Main room reservation) or **H** (Hall reservation) : covered in the chapter Entering Wares onto Reservation Folio

I (Invoice) : this type refers exactly to invoice on client – Entering Wares to Client. This type invoice is made on the present overview, the button New Inv. as shown on the above toolbar.

Then the following known search box appears:



This function is well known from the Booking section. Both in Booking and in Cashier, this function Find Customer brings on the screen client, no matter if he is a: Company, Agency, Contact person, Agent or a private guest (the fields Lastname and Firstname).

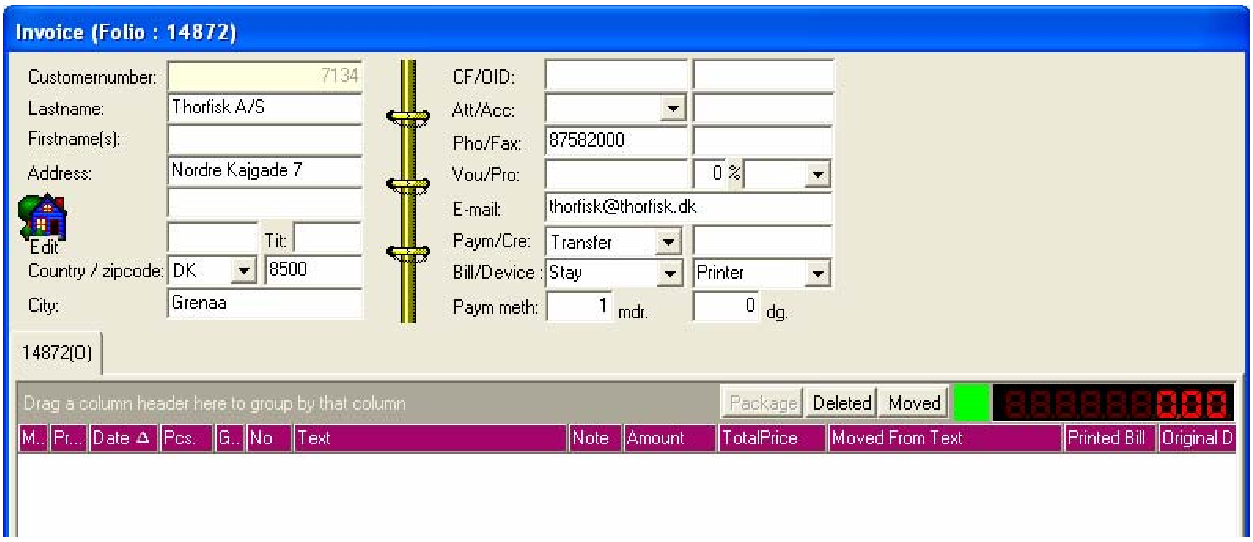
All client types are found in the system, or created, in the same way:

The first letters are typed in the respective field, or combined with the "%" sign, and one clicks then on Search. The result shows all clients established in Picasso who correspond to the search criteria.

The user can now chose the right customer, by double clicking on the record or marking and clicking Ok.

If the search finds that the guest is not available in the database, the guest fields can be filled out automatically by Search Eniro, where on the background of typed telephone number, Eniro returns name and address. This function can only be used if Eniro operates in the country.

When the guest is found, the invoice is automatically opened and the guest's details appear on it.

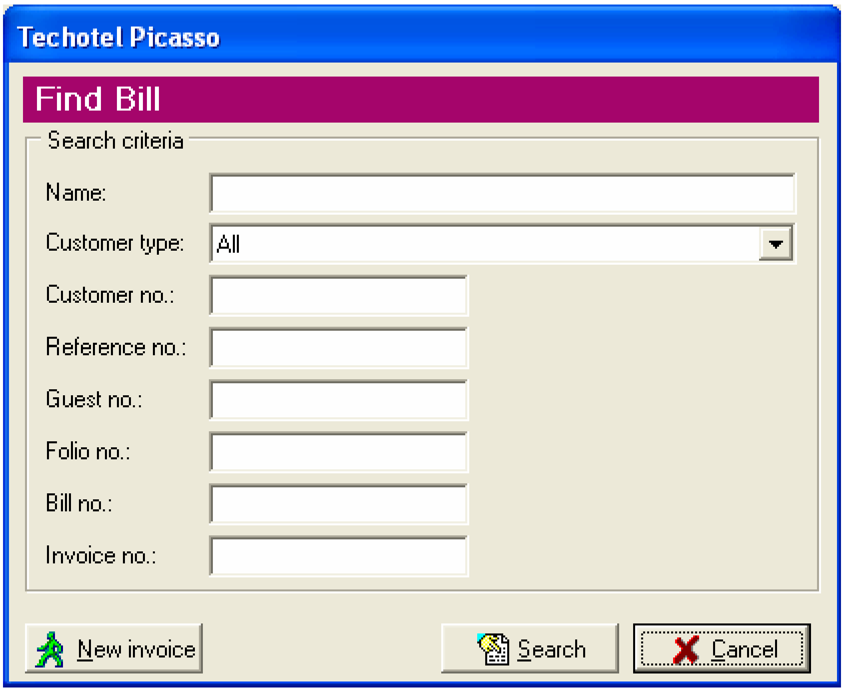


The invoice window is like the one known from direct sales. Especially it resembles the reservation folio window, as they both contain contact details in its upper part.

The invoice screen and entering wares are managed in the same way as in the previous situations, where wares are found on the screen's left frame and clicked in to the invoice.

An already opened customer invoice can also be found through the icon 

, which brings the following box on the screen:



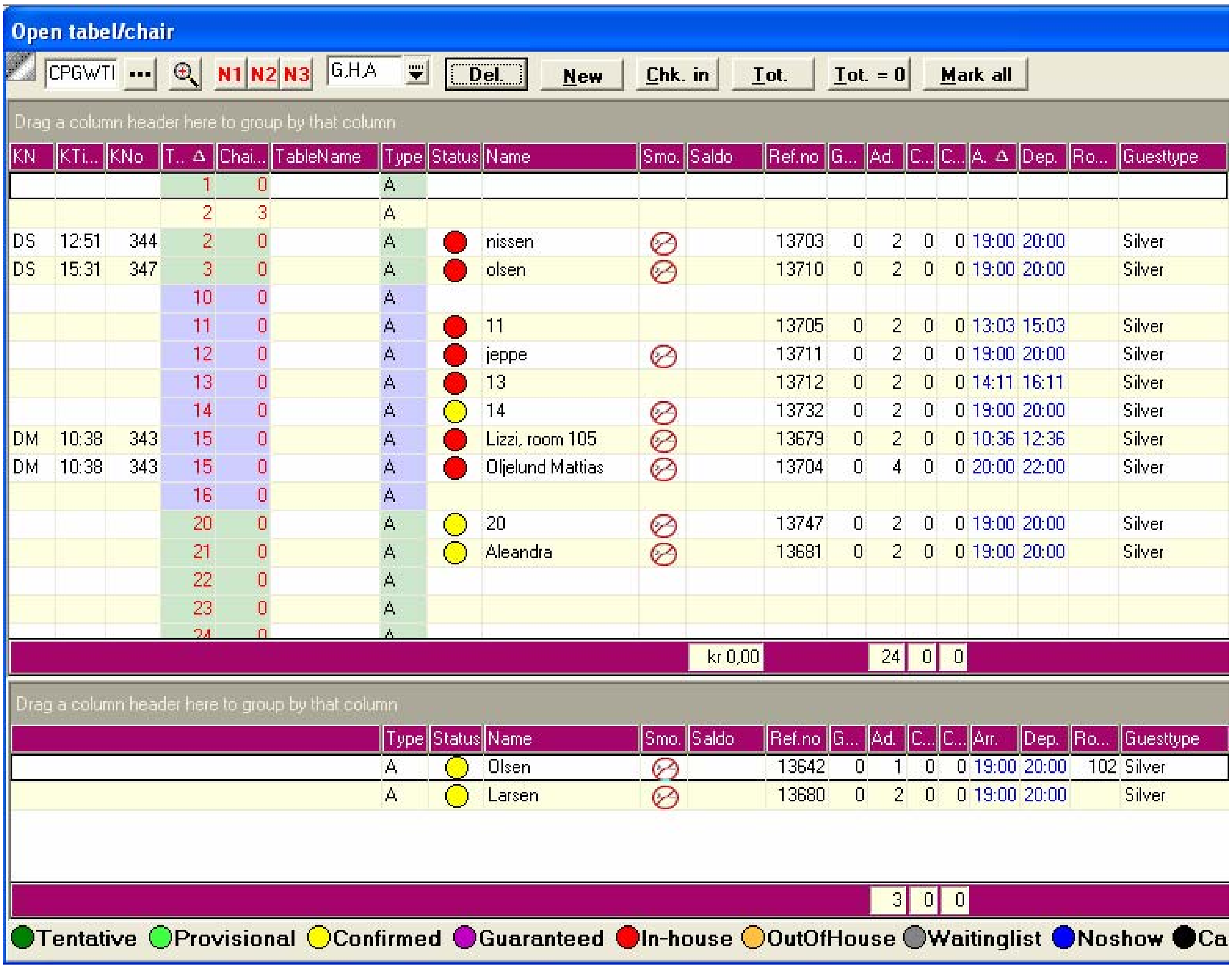
A new invoice can be started by the button New invoice, which opens the search function Find Customer, described above.

RESTAURANT AND KITCHEN

OPENING TABLE OR MAKING TABLE RESERVATION

The table overview is behind the icon 

.



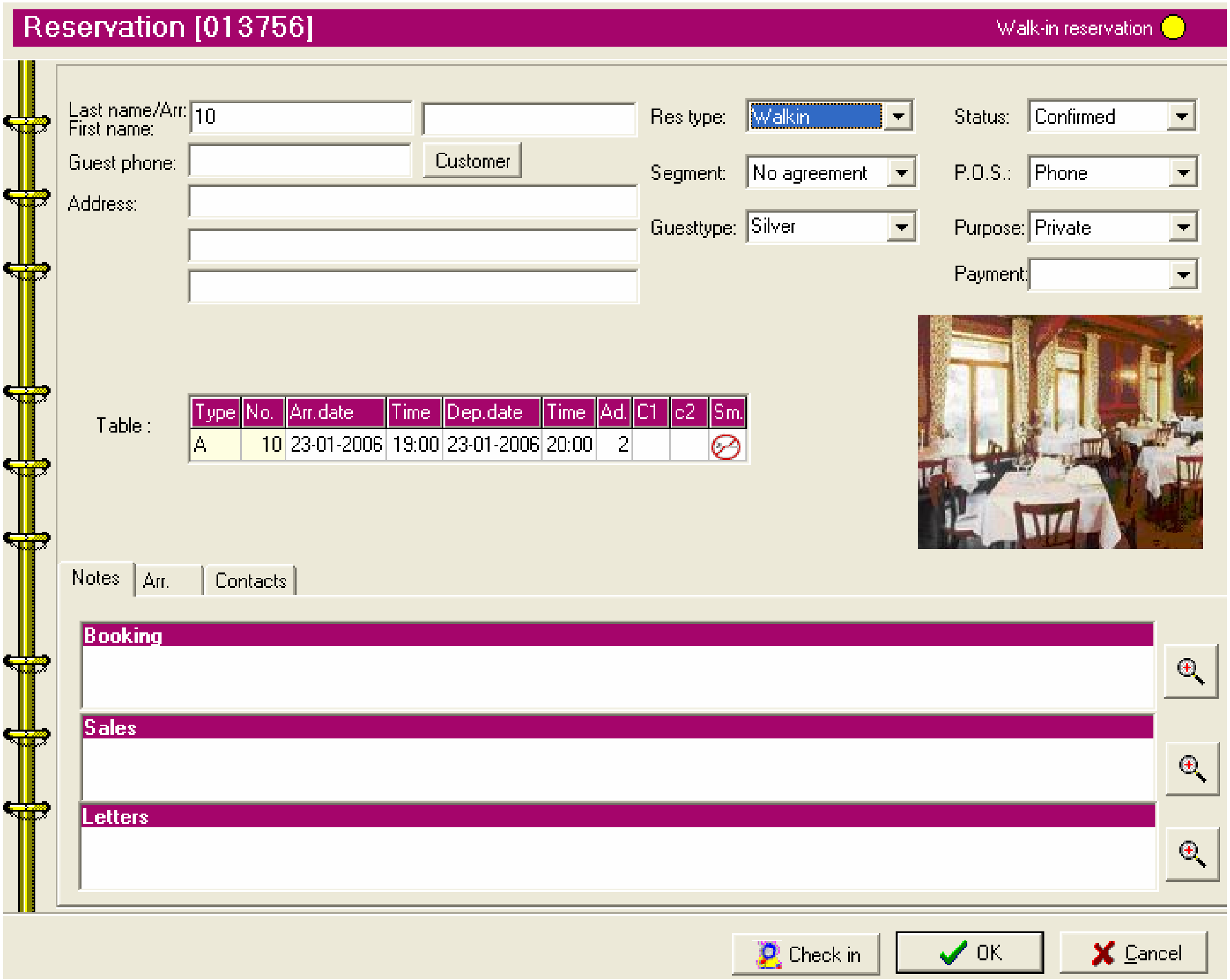
In the bottom part of the window, there are table reservations for today, made in advance. The waiter can now allocate tables to them by dragging the line up to the window's above part and to slip it over the wished table number.

If a new table needs to be opened, independent of a previous reservation, the table is simply opened by double clicking. This corresponds to making a new reservation with status confirmed or in-house.

The new window looks like as shown below, with possibility to enter Type, Segment, Guesttype, Status, P.O.S., Purpose. Not least, it is possible to brings in front the guest's details, if available in the database.

The field Table is filled out with standard data, with the possibility to change in it regarding time, date and number. There are Note fields too.

Thus, one can conclude that table reservation in Cashier functions like reservation in Booking. It is used both for incoming guests as well as for future table booking.



If the guest is not in the database and will not be established now, then the system gives name by suggesting the table number in the field Last name/Arr.

If the user wants to find an already established customer, one clicks on Customer, which opens the window Find Customer, mentioned in the previous chapter, but already known well from the Booking module.
When the client is found, his contact details are automatically filled out in the respective fields.

If the user is on today's date and opens a table or a table reservation, it can be also checked-in at the same time if necessary. This is done by clicking on Check in once the table is open.

As far as no wares are entered onto the table reservation, a checked-in table can be reversed back to status Confirmed by right click and choice of Undo Checkin.

If a table only needs to be established but checked-in later on, its creating is just terminated by OK.

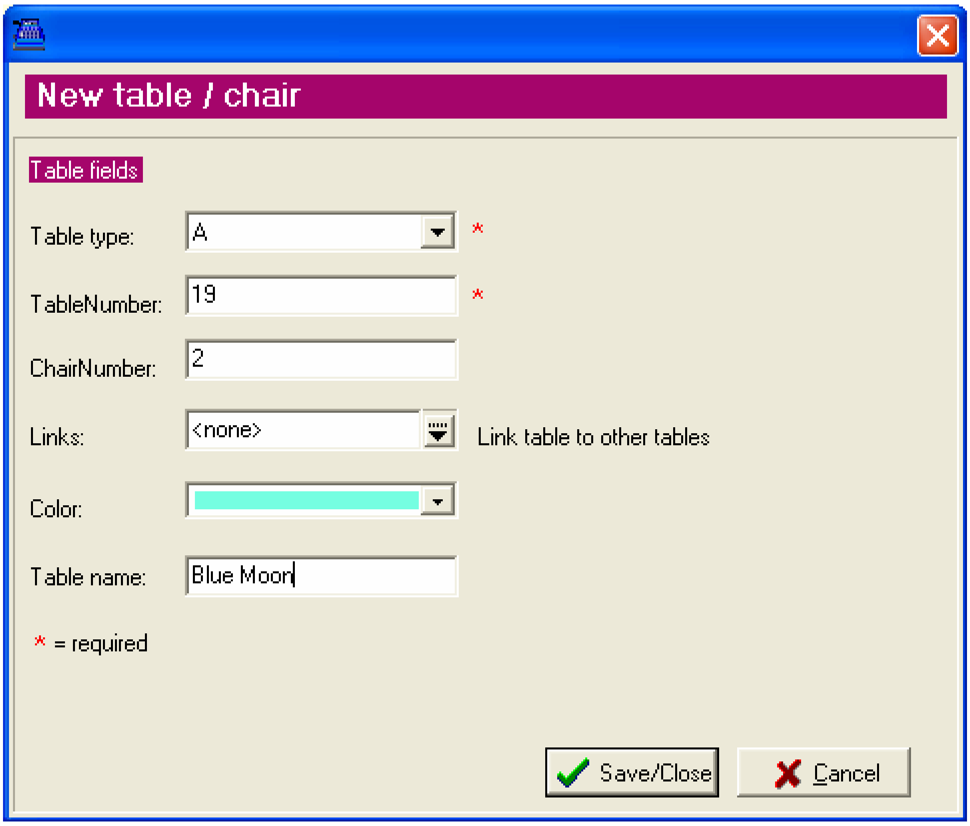
Opening Chair

If guests at a table would like their wares to be entered in separate bills, it is also important first to open chairs as separate records on the screen.

Behind the icon 

, on the top toolbar shown in the previous chapter there is the shortcut New.

When clicking on New, this box appears:

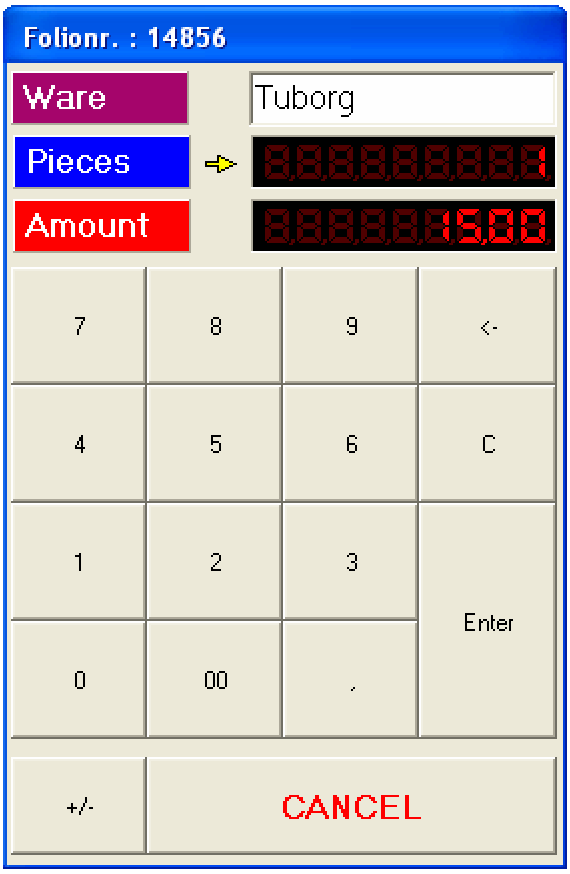


The waiter types here the table number and chair number subsequently which to be established. This is saved by Save/Close and is repeated for all number of chairs, that needs to be established. On the table overview, one can notice now that there are several records per table – each one corresponding to the next chair.

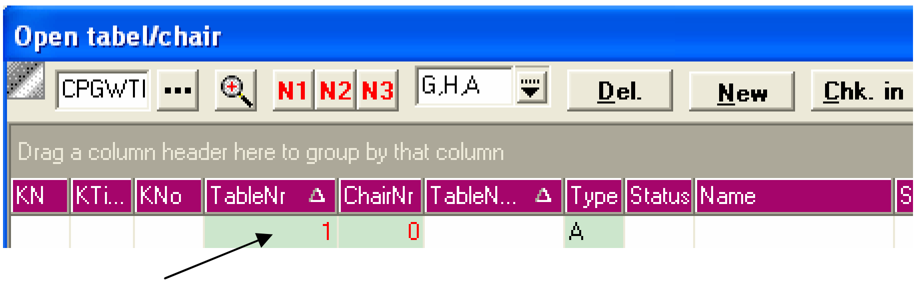
ENTERING WARES TO TABLE OR CHAIR

The previously shown overview is the most usual way to manage a table.
The table or chair record is established and checked-in. Then the entering of wares can begin.

When double clicking on the table or chair line, the below window appears, as always when entering goods, and described earlier in the chapter Direct Sale.



The fast way: If the table is not booked as reservation, but instead one wants quickly to begin entering of wares, this can be done by a single click on the field TableNr, marked with arrow below.



In this way the table/chair is checked in and ready to receive wares on its invoice.

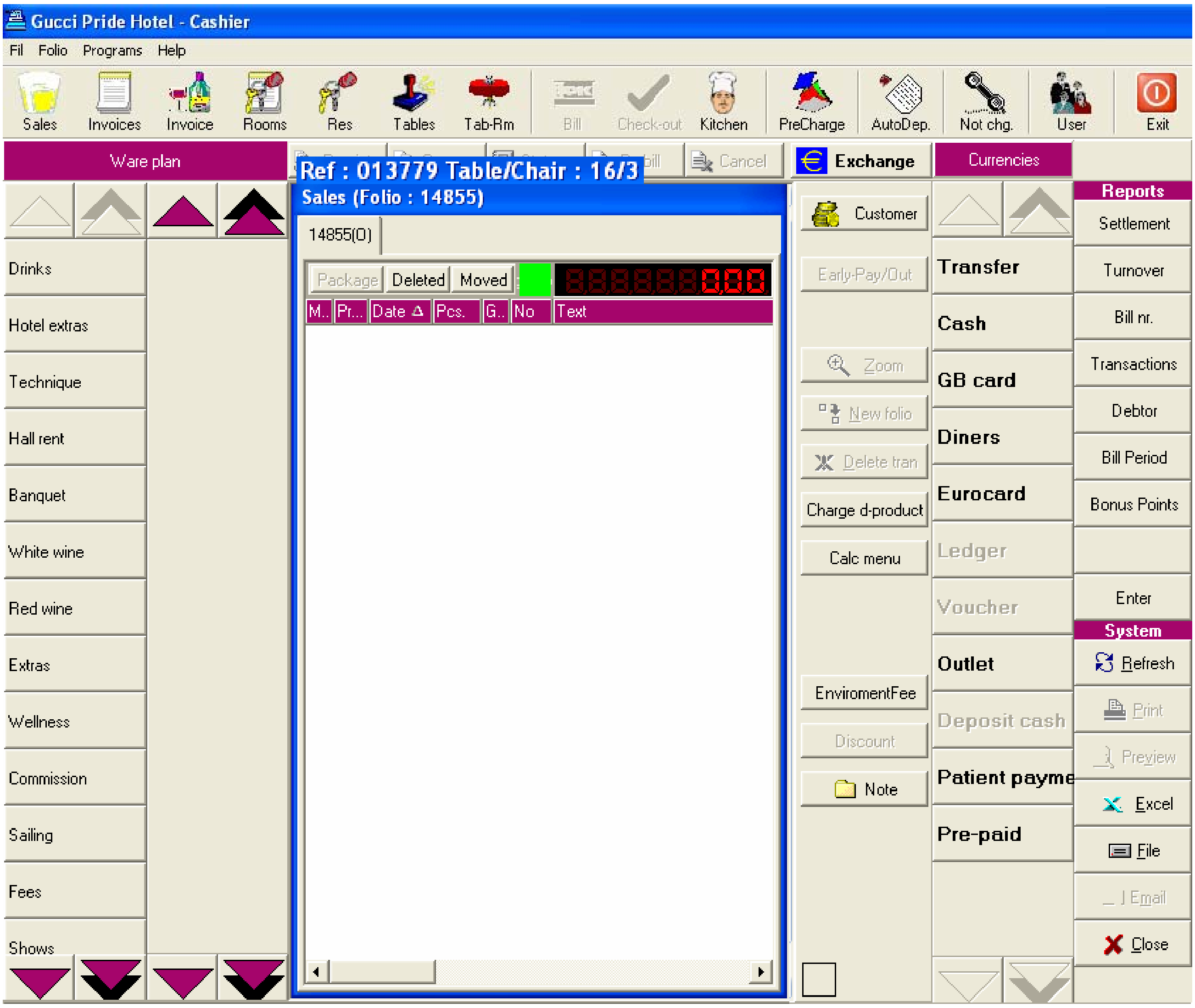
If a table/chair already is established, one can of course access its invoice through the above plan, but alternatively it is accessed by the icon 

as well.

Clicking on Tab-Rm opens the invoicing function, with this small difference that the above lines now offer: Table/ Chair/ Rooms. The choice is confirmed by Enter on its screen.

The system checks first if the table or chair already are opened and if this is not the case, the system informs that today this table or chair are not created:

If ok, then again the invoice window appears as in Direct Sale, however referring now to the table or chair chosen:



One is now ready to begin entering wares, first by clicking on the ware group and then choosing ware.

Once having completed the present order, user closes the invoice by 

at the screen's right bottom corner. The waiter can thus continue managing other guests' folios.

If the guest would like to order additional wares or settle the invoice, it is easily brought again on the screen to be continued or completed, by either double clicking on its record line in the plan 

or through 

.

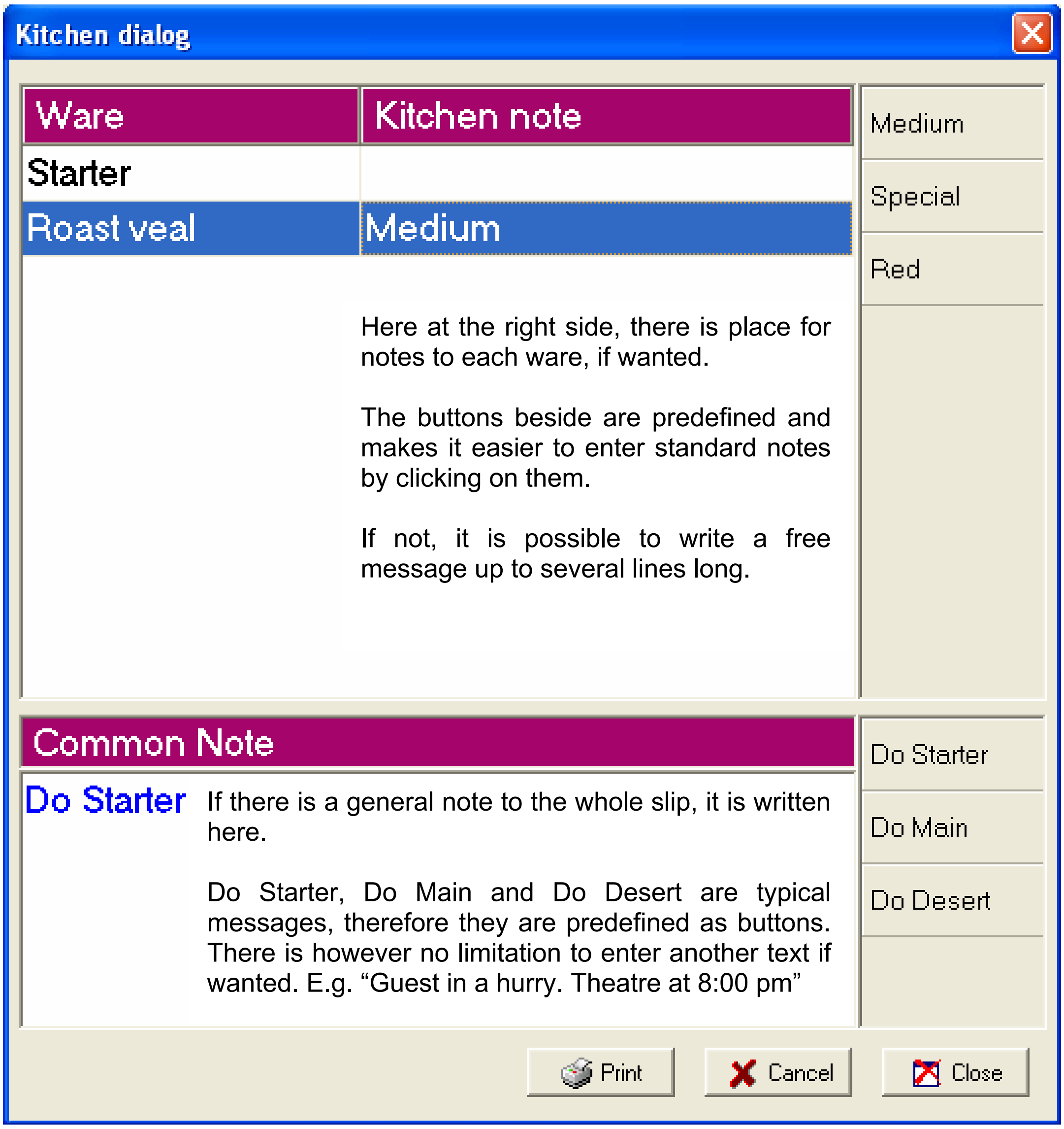
Some of the wares are set up like this in the system that once they are ordered by a client, slip needs to be printed out in the kitchen. After an order is entered and the waiter clicks on 

, the system sends the necessary wares further to the Kitchen.
This topic is treated in the next chapter.

KITCHEN SLIP

If some of the entered wares are set up to be printed out on a kitchen slip, this is done after closing the invoice from the screen.

Automatically this bellow screen appears, containing the list of wares which the system now will send further to the kitchen printer.



If the waiter later on would like again to send message to the kitchen, this is done by going into the table's or chair's invoice and clicking on the 

icon in the top toolbar.

If the message only concerns a single order line, the line is marked on the invoice followed by a click on the Kitchen icon subsequently. Concerns the message several lines, they are all marked by the Ctrl button, thus they all appear on the slip, that the kitchen is supposed to receive. The message is always sent to the kitchen by click on 

in the above box.

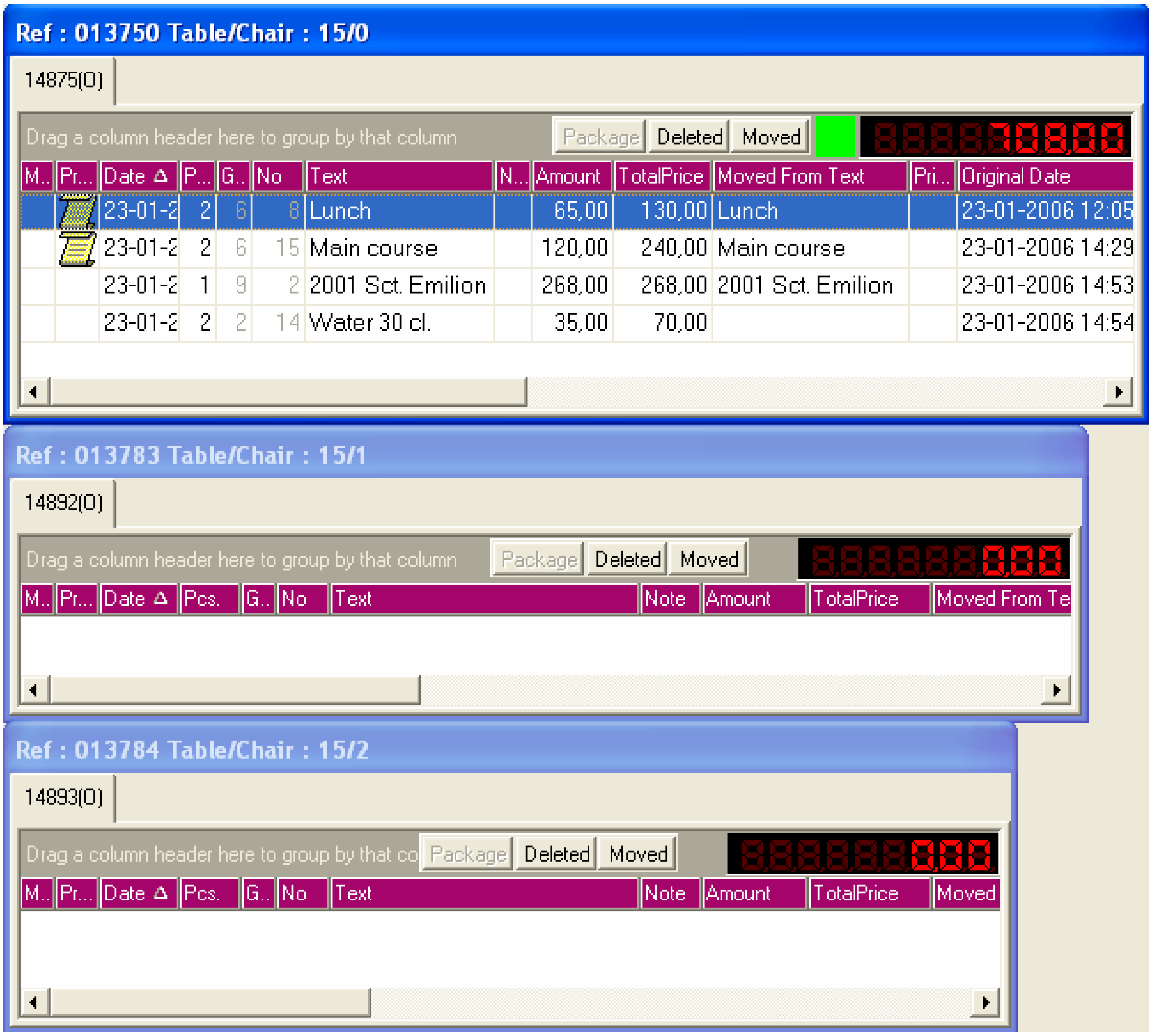
INVOICE SPLIT UP

In Picasso, records from one invoice can be transferred to another. It needs that they both stay opened on the screen. Several invoices can be opened at once.

For example table 15 would like to split their bill into three.

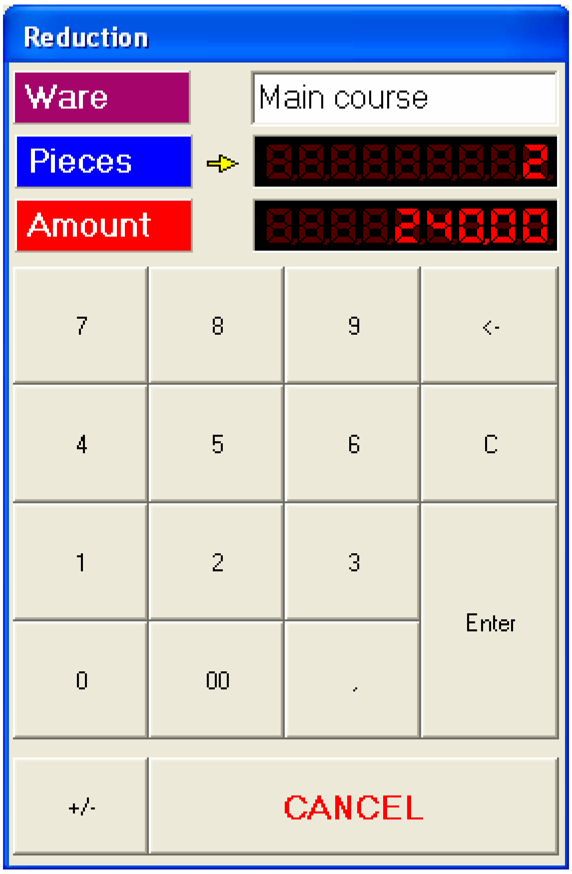
The waiter makes first two separate records with chair 1 and 2 to table 15 in the plan 

. Then he clicks on each of the 3 records for table 15 – the original one and the two new invoices. Thus, all three of them open on the screen.



One clicks now on the ware to be moved, holds it with left mouse button and drags it over to the new window. The program makes it possible to split each record by indicating how much of the quantity or price to be transferred to the other invoice.

The following known box appears again:



Here, against Pieces one indicates the number to be moved.

Amount gives in return the option for indicating a part of the price, if this might be relevant instead.

By clicking on Enter, the transfer is carried out.

Back in the original invoice stays the rest of the record after a part if it was moved.

Depending on the situation one can now keep the line the way it is, or split it further and send a part of it to a third invoice.

At a later stage, it might become necessary to see from where a ware has been moved. This is done from the invoice by clicking on Moved. Click again on it returns on the original outlook.

Invoice split up was shown here in regard to a table, where a bill was divided into three. To split an invoice could be relevant in many other situations, but the method is in principle the same.

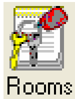
MANAGING INVOICES

CORRECTING INVOICE

In order to correct an invoice, the user needs first to find it in the system and open it.

The invoice is opened as elaborated in the previous chapters:

Reservation's invoice is opened through: 



,

Client invoice is opened through: 

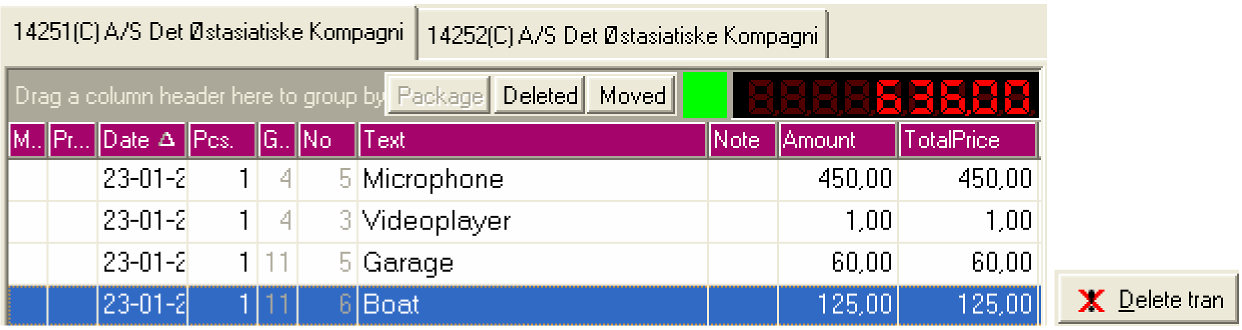
,

Invoice on either reservation, client or direct sale is found through: 

,

Table invoice is available on the plan, opened with: 

Once the list with invoices is on the screen, user clicks on the required invoice and obtains now a direct access to the invoice lines:



M..	Pr...	Date	Pcs.	G..	No	Text	Note	Amount	TotalPrice
		23-01-2	1	4	5	Microphone		450,00	450,00
		23-01-2	1	4	3	Videoplayer		1,00	1,00
		23-01-2	1	11	5	Garage		60,00	60,00
		23-01-2	1	11	6	Boat		125,00	125,00

If a line needs to be deleted, user marks it, followed by a click on the right button Delete tran.

Thus, the ware is deleted from the invoice and automatically balanced in the system.

If one would like to have an overview over deleted wares on an invoice, one clicks on Deleted and the history appears. By a new click the last result is back again.

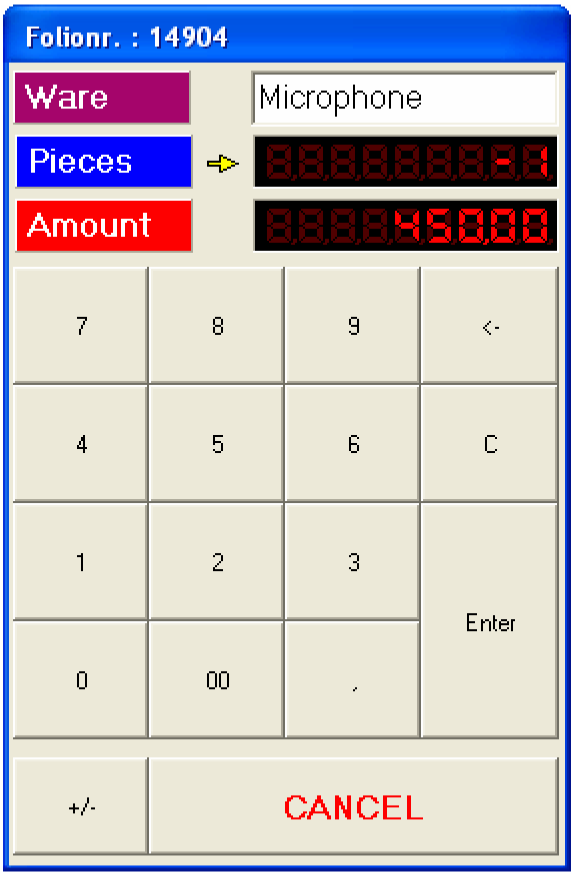
If the invoice is closed, deleting of wares can only be done before running the night audit in the system. In case the correction is required later, then a credit note is made, described in the next chapter.

Crediting Wares

If the night audit has run and the invoice is closed, a Credit Note is issued to the client for compensation if the wares invoiced exceed his wares consumed.

If the wares, necessary to be entered back into the system, are not to a client already established into Picasso, the user opens a new direct sale invoice by clicking on 

.



As at ordinary direct sale, one chooses the ware, after which the known window (to left) appears.

Here, against Pieces the user enters the number, followed by click on 

.

Is confirmed by Enter.

Now the ware appears on the invoice, however with a negative sign.

Several wares can now be credited in the same way, if desired.

The way of payment is then chosen, e.g. Cash, credit card or Ledger (if to a known client).

When the invoice is printed out, it is written on top Credit Note instead of Invoice.

It can also be relevant to credit a known client. This is done exactly as already described in *Entering Wares to Client Folio*, this time however with a negative sign in front of the number as above.

Access to the client account goes through 

, followed by 

. After the client is found, ware entering/crediting can begin.

INVOICE SETTLEMENT WITHOUT CHECK OUT - EARLY PAY/OUT

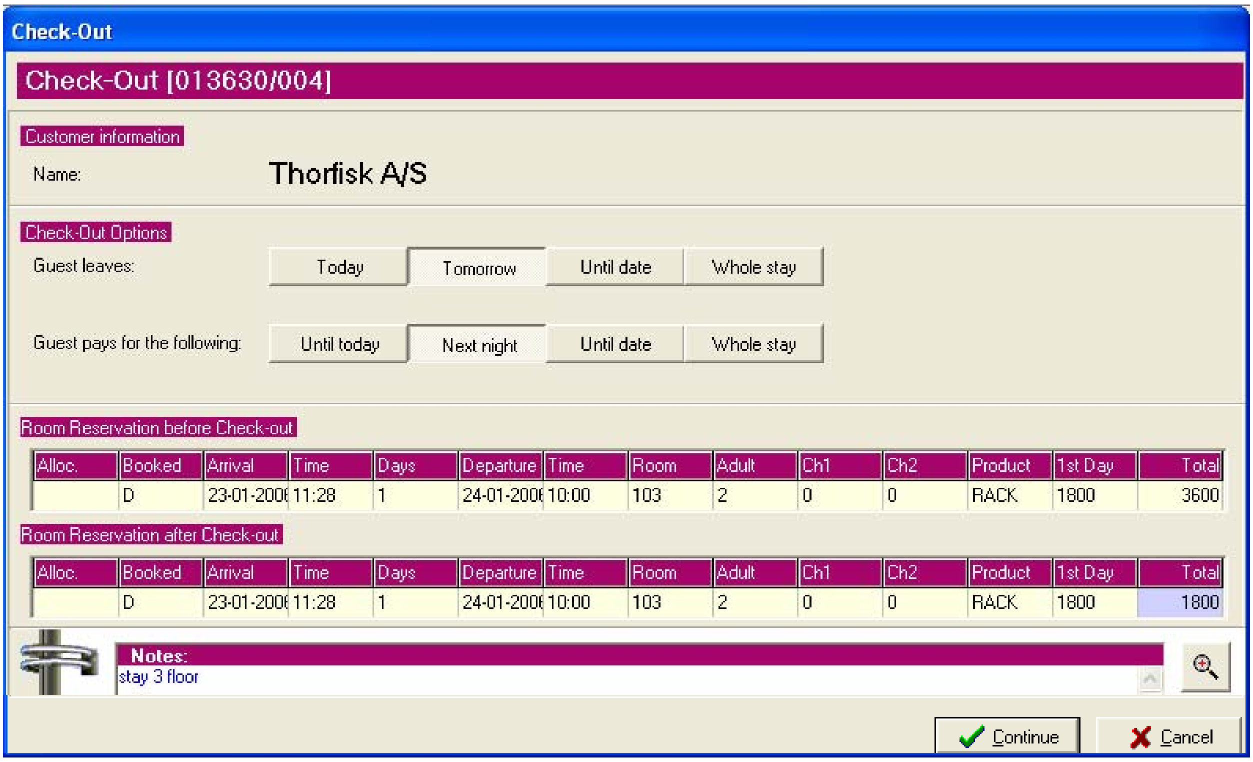
If a reservation, or a folio from a reservation, needs to be settled before the stay is over, this can be done, first finding the reservation and its folios.

The reservation is found through the toolbar 

, as done earlier.

Once the folio is on the screen, it can paid by 

, which button is available to right in the invoice window. This below window appears:



It is now necessary to inform the system if the guest leaves Today, Tomorrow, Until Date or Whole Stay (as booked originally).

After that it is necessary to enter for how many days the guest will be charged: Until today, Next night (until tomorrow morning), Until Date or Whole Stay (the whole stay as booked).

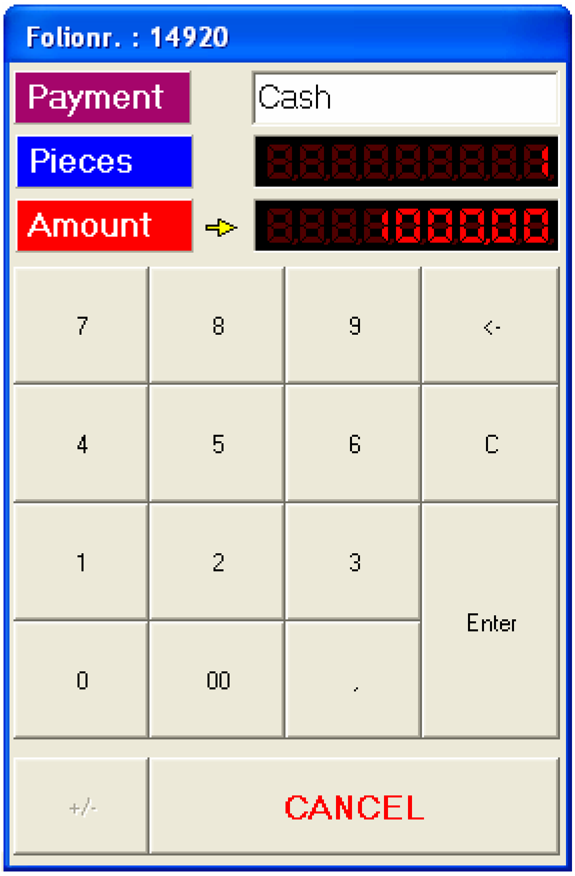
It is finally possible adding a note in the field Notes.

With a violet colour the field influenced is marked, and it is approved by Continue.

The user is now sent back to the invoice which can be paid by choosing way of payment.

One clicks on the payment method the guest prefers, e.g. Cash.

Now the below window appears:



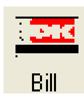
If the guest would like to settle the whole invoice with the same payment method, one confirms just by Enter.

It is however possible to pay the same invoice in different ways.

If the guest only would like paying 200 Euro cash, then the yellow arrow is placed against amount and the new amount is typed, followed by Enter.

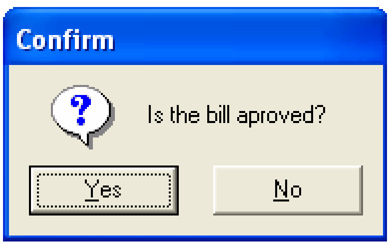
Now one is back in the invoice where only the difference is back for payment, here 800 Euro.

It is then possible to choose another payment method, e.g. Eurocard, where again either the whole amount or a part of it is paid.

Finally user clicks on the icon 

from the toolbar in order to print out the bill without checking the guest out.

The guest has now the option to approve the invoice, and the program asks:



Yes closes the bill, No opens the invoice for corrections and a new printout.

If corrections are made, the new printout receives a new invoice number.

EARLY CHECK OUT

If the guest both settles his invoice before end of the booked period, and also wishes to leave the place at the same time, then one needs to follow the procedure described in the above chapter.

The only additional action is finally also to check the guest out which simply is done by clicking at the 

icon on the toolbar.

CHECK OUT

The logical flow is as described until now.

Reservation is found through one of the options: Invoices Invoice Rooms Res, and all folios are paid either by ledger, cash, card or in a combined way.

The invoice of each folio is printed out for confirmation by Bill, corrections if necessary are made and the folio is checked out by Check-out.

Which shortcut is used for finding the invoice is less important.

The most common overview is to Check-out is however through the overview Rooms.

Here one can sort out those guests, who are to check out today.

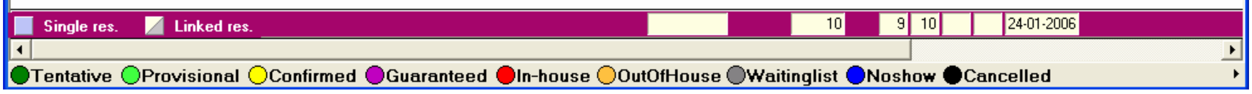
L..	K...	F1	Type	St.	Lastname/Arr.name	FirstName	N.	Company	B	L	D	Agent	Saldo	Payment	Ref.No	No	Pcs	Ad.	C1	C2	Dep.Date	Time	Guesttype	Com
			D		reggan		N	Thorfisk A					0,00	Cash	13630	4	1	1	0	0	24-01-2006	10:00	Silver	
		104	S		hansen		N	Thorfisk A					0,00	Cash	13630	2	1	1	0	0	24-01-2006	10:00	Silver	
		202	S		Larsen	Janni							0,00	Cash	13708	0	1	1	0	0	24-01-2006	10:00	Silver	
		205	J		PL Beton A/S			PL Beton					0,00	Cash	13785	0	1	1	0	0	24-01-2006	10:00		
		206	S		Jepsen		N	Fangel Kr					0,00	Ledger	13611	2	1	1	0	0	24-01-2006	10:00	Silver	
		210	S		Andersen Mads			Plan Inter					0,00	Ledger	13649	2	1	1	0	0	24-01-2006	10:00	Silver	
		302	S		findsen			Planova S					0,00	Cash	13635	6	1	1	0	0	24-01-2006	10:00	Silver	
		303	S		sørensen		N	Thorfisk A					0,00	Cash	13630	5	1	1	0	0	24-01-2006	10:00	Silver	
		303	S		larsen		N	Thorfisk A					0,00	Cash	13630	6	0	1	0	0	24-01-2006	10:00	Silver	
		304	J		Kjenna	Martin	N	Ak Techo					0,00	Cash	13612	0	1	1	0	0	24-01-2006	10:00	Other	

SALDO=0 Is used to check out an invoice without balance on it to be settled, One marks the invoice(s) to be checked out and clicked on Saldo=0

OUT ROOM Checks out a room, without closing the invoice

UPD. SALDO Updates balance on the screen

MARK ALL Marks all reservations



Double click on the guest's line brings his folios to the screen. They are paid as in the previous chapter, and the guest is checked out.

If several guests are to be checked at once, they are marked, followed by Saldo=0 and thus, all without balance to be settled are checked out.

LATER CHECK OUT

The guest can keep invoices opened, in spite of he has checked out from his room.

The room is registered in the system as being free, by marking the guest's line and clicking on **Out Room**.

The condition is that the guest is on the departure list today, and the overview is opened like in the previous chapter, by Rooms.

The screen picture is:

Click on **Out Room** makes it possible to free the room, so that it now can be cleaned and allocated to a new guest, while the previous guest still stays in the hotel areas, with the possibility to uses his open invoices.

E-INVOICE

Picasso clients can make use of E-invoice if and where applicable.

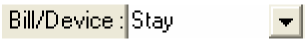
To be able to send E-invoice one needs first to make sure that the client's details contain a correct number in the field EAN/CF. If the number is not entered, it can be entered later on by finding the client's account in the Marketing module. Again here on the profile, it is necessary the field Bill-device to be adjusted to E-invoice.

When an invoice on such a client is closed, then one chooses Ledger or E-invoice as payment method. The original invoice is the E-invoice sent, so the prints out done in the hotel are copies, one or two, according to how the system is set up.

PRINT, REPRINT, CANCEL

When an invoice is open on the screen, following toolbar is available on top of the invoice:


If an invoice is not yet being settled, only


are accessible. Thus, one can print out the contents for a check. A new bill layout can be chosen if wanted through the bill details field


In case the invoice is checked out but the guest's payment transaction shows not able to proceed, the invoice number is entered in


. The invoice is picked up by double click on it once its record appears on the screen. If it is before the night audit, the invoice can be cancelled by


. And established again.

It could be also necessary to find a closed invoice, and to reprint it or a copy of it, one uses


.

REPORTS

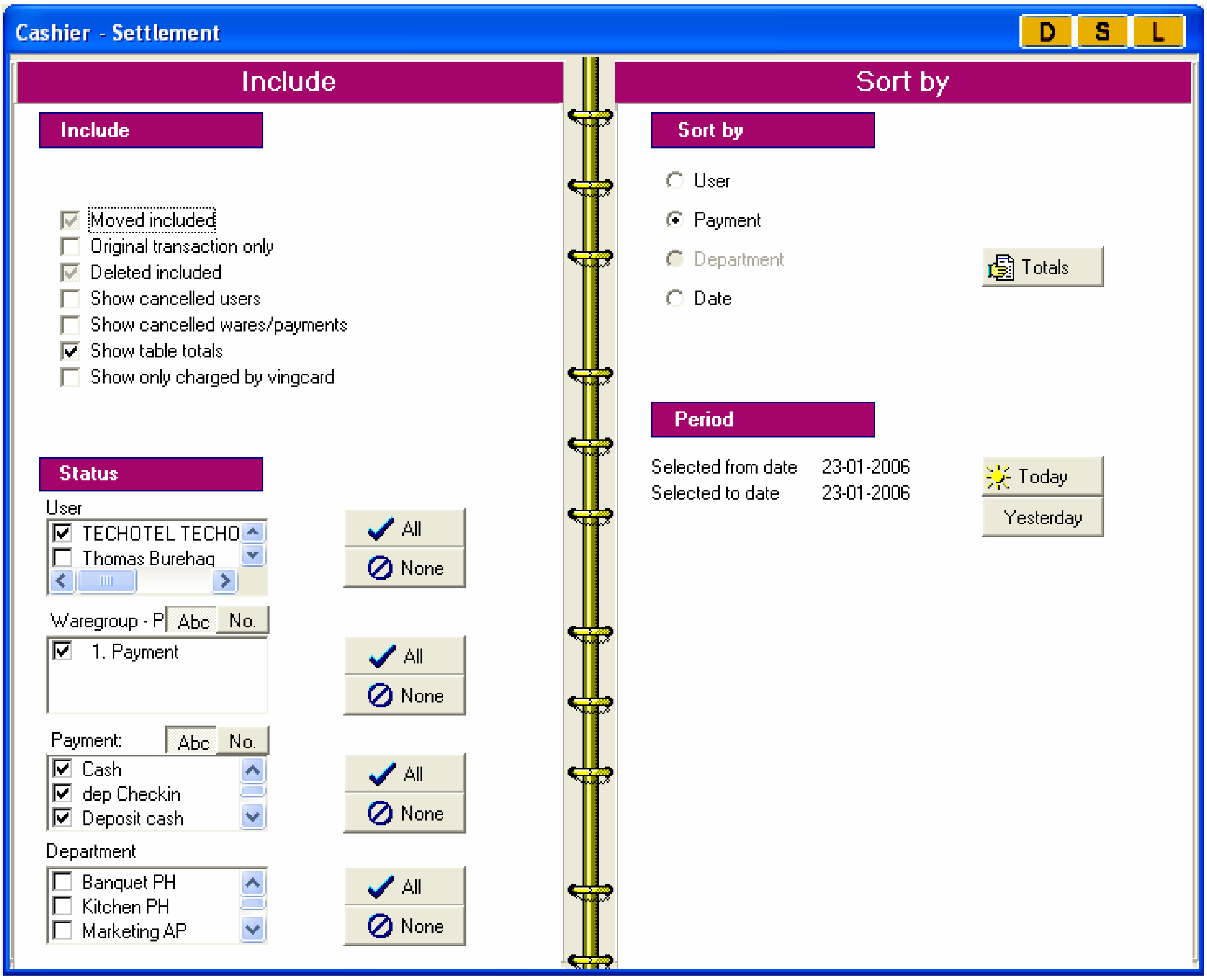
In the right frame of the screen following reports are defined, related to the cashier:

SETTLEMENT	Report, showing transactions having taken place in a chosen period
TURNOVER	Turnover report
BILL NR.	Invoice report
TRANSACTIONS	Shows transactions in the cash register
DEBTOR	Shows opened invoices
BILL PERIOD	Printing out old invoices at a later moment
BONUS POINTS	If the system operates with bonus on clients, depending on turnover.

SETTLEMENT

Overview over transactions is made in the report Settlement.

By clicking on the button this below window appears:



It is now up to the single user's need to choose criteria.

The system ticks automatically off the user being logged on, as well as the present day's date.

If one would like to have a report over several day, the period is marked on the calendar in the screen's left side, introduced in the user guide's first chapter.

The report can first be seen on the screen by Preview and then printed out by Print.

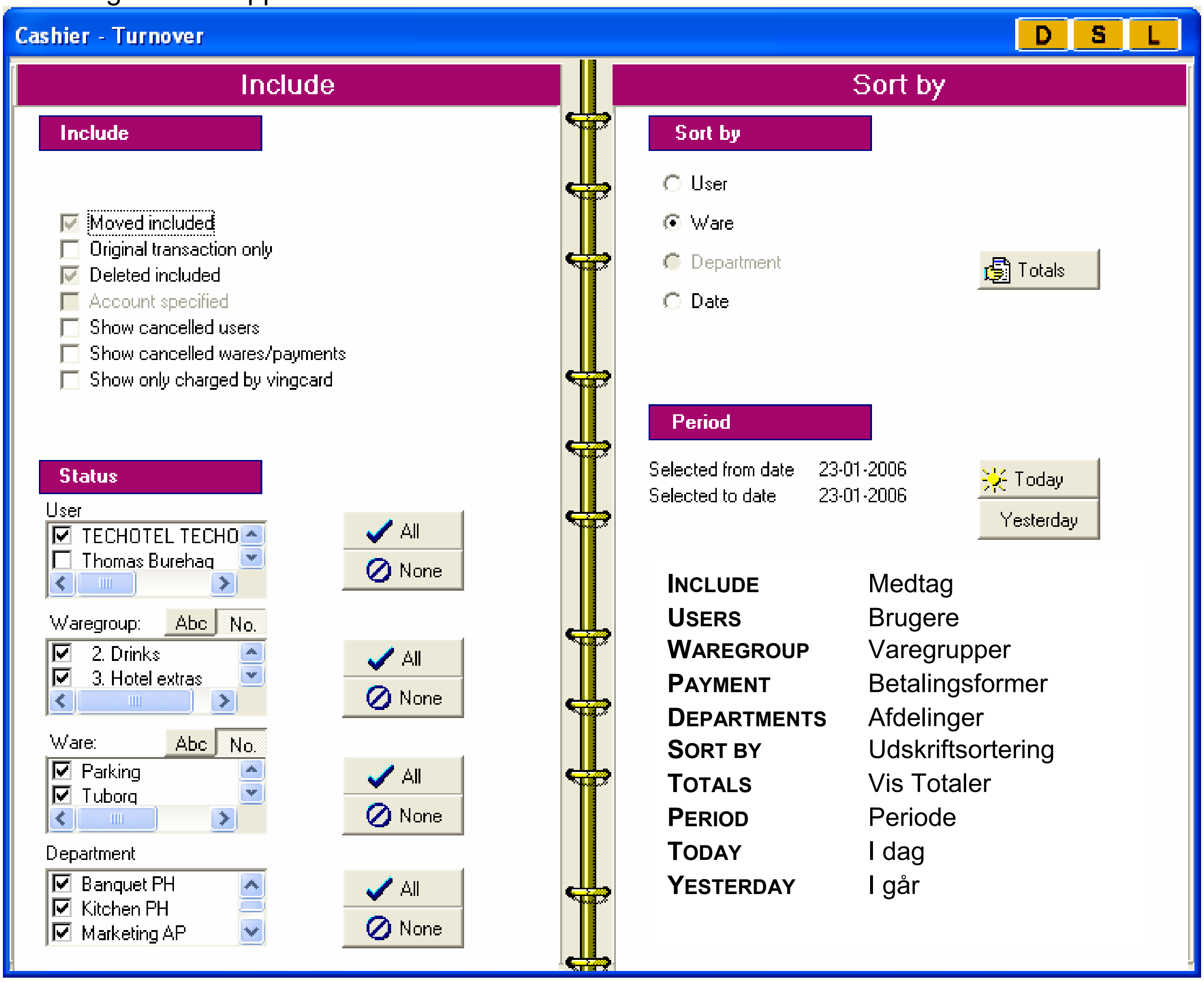
Through the shortcuts Excel, File and Email among the system buttons to rights, the report can be saved and sent if desired.

The report is closed by Close, in the screen's bottom right-hand corner.

TURNOVER

To be noted that the turnover report only returns turnover on manually entered wares, without including wares, ordered and consumed through packages and products. The numbers are VAT included.

In order to retrieve a turnover report user clicks on Turnover in the right side of the screen. Following window appears:



INCLUDE	Medtag
USERS	Brugere
WAREGROUP	Varegrupper
PAYMENT	Betalingsformer
DEPARTMENTS	Afdelinger
SORT BY	Udskriftsortering
TOTALS	Vis Totaler
PERIOD	Periode
TODAY	I dag
YESTERDAY	I går

It is now up to the single user's need to choose criteria.

The system ticks automatically off the user being logged on, as well as the present day's date.

If one would like to have a report over several day, the period is marked on the calendar in the screen's left side, introduced in the user guide's first chapter.

The report can first be seen on the screen by 

and then printed out by 

.

Through the shortcuts 

, 

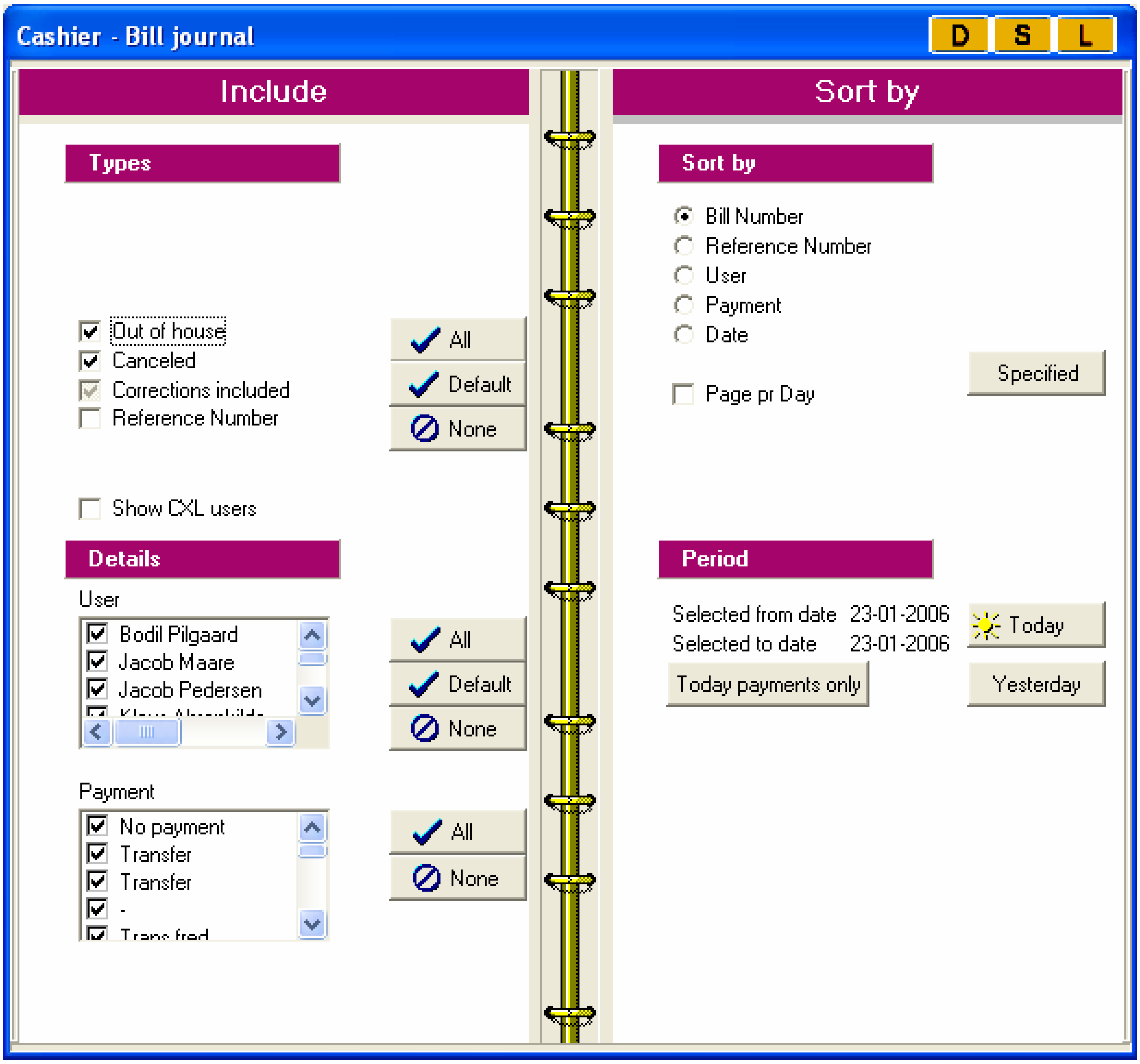
and 

among the system buttons to rights, the report can be saved and sent if desired.

The report is closed by Close, in the screen's bottom right-hand corner.

BILL NR.

To obtain a report on invoices, user clicks on Bill nr. The screen is as follows:



It is now up to the single user's need to choose criteria.

The system ticks automatically off the user being logged on, as well as the present day's date.

If one would like to have a report over several day, the period is marked on the calendar in the screen's left side, introduced in the user guide's first chapter.

The report can first be seen on the screen by  and then printed out by .

Through the shortcuts ,  and  among the system buttons to rights, the report can be saved and sent if desired.

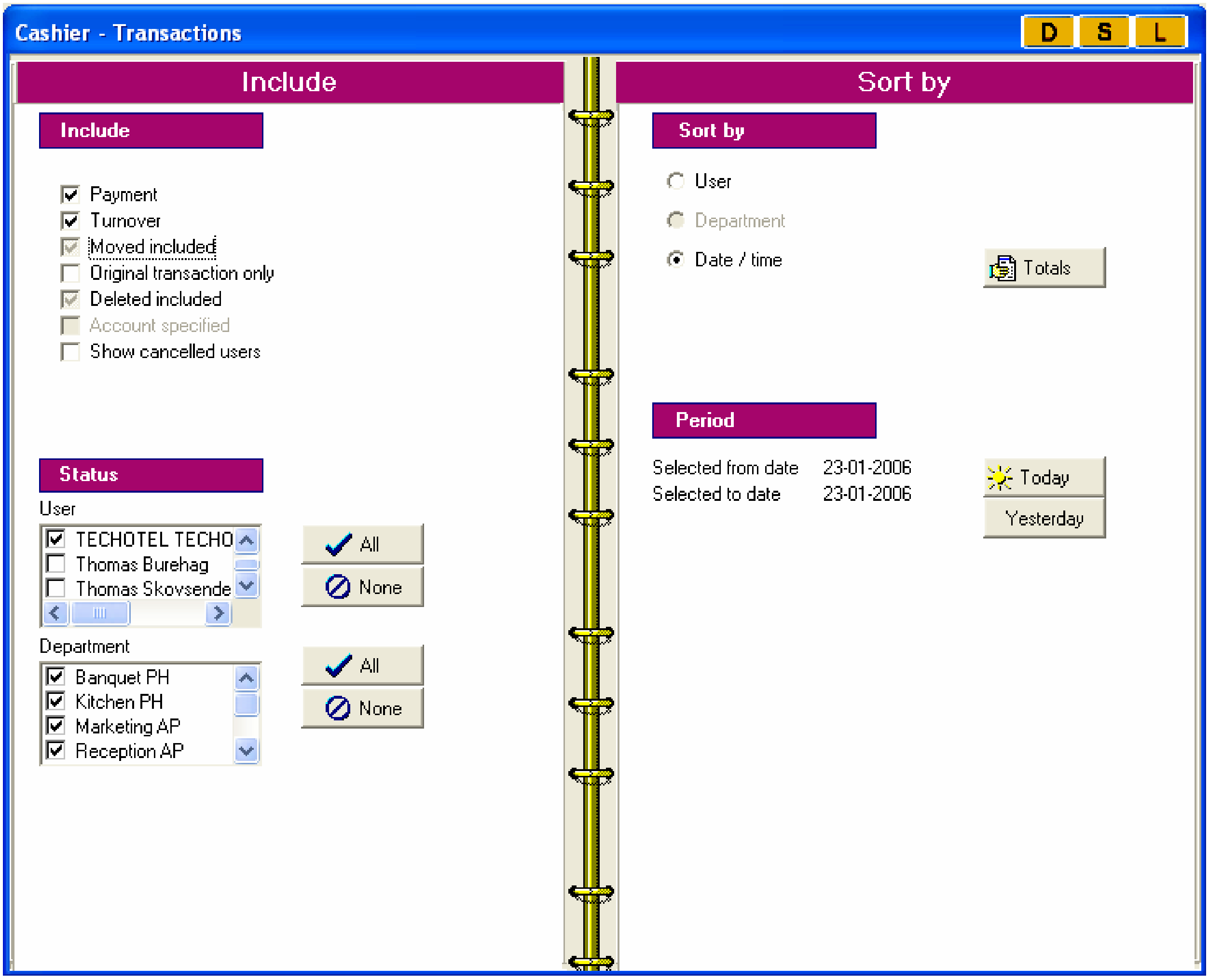
The report is closed by Close, in the screen's bottom right-hand corner.

TRANSACTIONS

The transaction report shows all transactions, that have taken places in a chosen period.

The transaction report is obtained by clicking on the report button Transactions.

This below screen needs now to be ticked off:



It is now up to the single user's need to choose criteria.

The system ticks automatically off the user being logged on, as well as the present day's date.

If one would like to have a report over several day, the period is marked on the calendar in the screen's left side, introduced in the user guide's first chapter.

The report can first be seen on the screen by 

and then printed out by 

.

Through the shortcuts 

, 

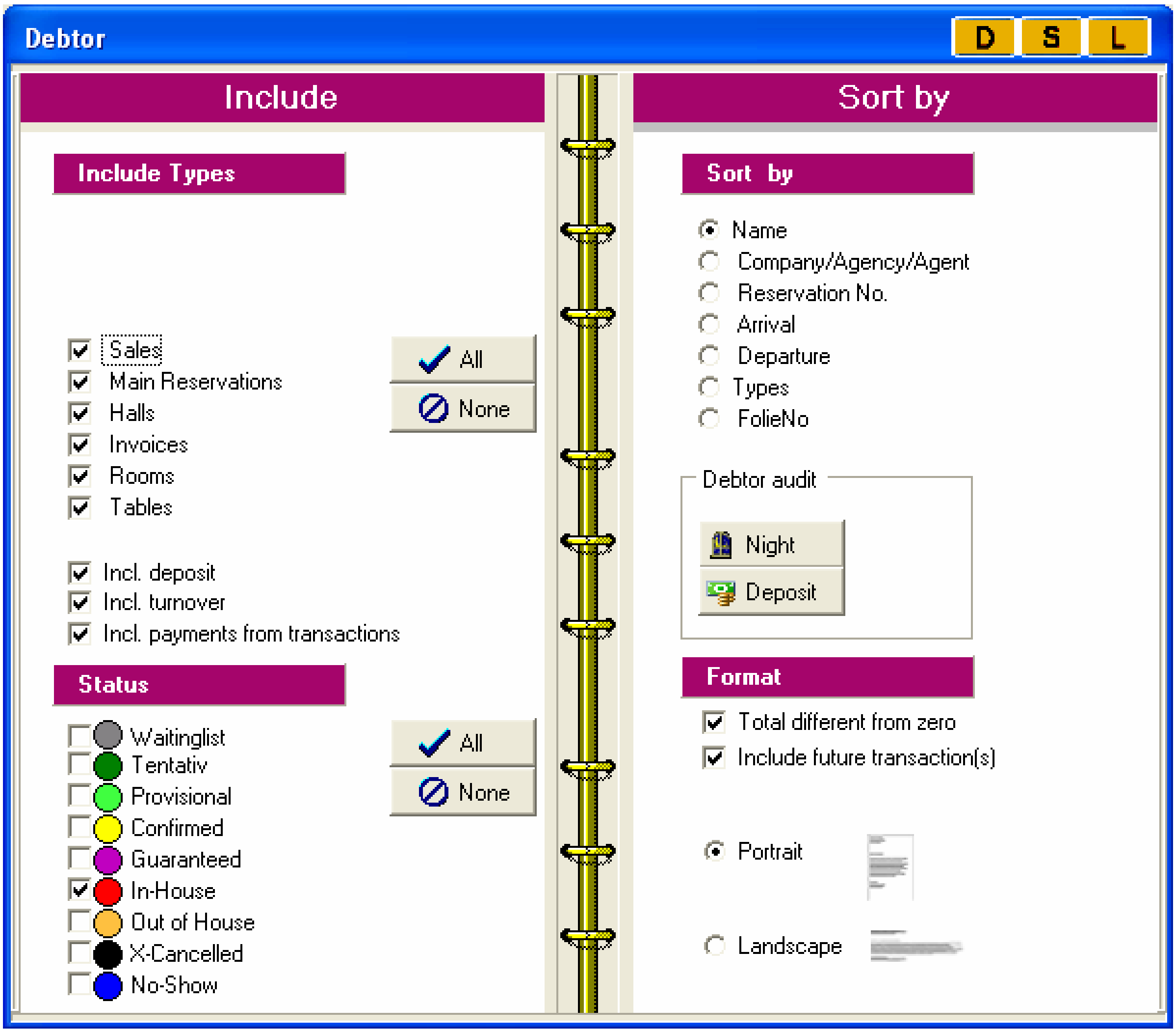
and 

among the system buttons to rights, the report can be saved and sent if desired.

The report is closed by Close, in the screen's bottom right-hand corner.

DEBTOR – OPEN INVOICES

If user might need to have an overview over all opened invoices in the system, this can be extracted by the report function Debtor:



Criteria are chosen except date, as the system is adjusted to include in the report All open invoices, that correspond to the other criteria being chosen.

The report can first be seen on the screen by Preview and then printed out by Print.

Through the shortcuts Excel, File and Email among the system buttons to rights, the report can be saved and sent if desired.

The report is closed by Close, in the screen's bottom right-hand corner.

Marketing

Customer Profile

Each client may have own profile in the Marketing module, where his contact details are available, but also agreements and characteristics. The customer profile can in every moment be opened and edited.

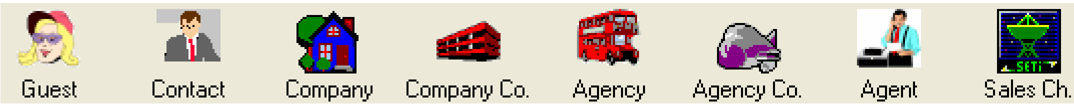
Information from the customer profile is used for two purposes:

It manages several fields in the client's future reservations. During the reservation, the fields can additionally be edited, but originally begins a reservation with client data, as already defined in the profile in Marketing. Thus, the reservations are made faster and easier in the vast majority of cases.

The other purpose of saving standard definitions on each client, is to enable the hotel's marketing function to carry out segmentation and make use of its result for marketing purposes. This topic is given own chapter later in the section.

Find Customer

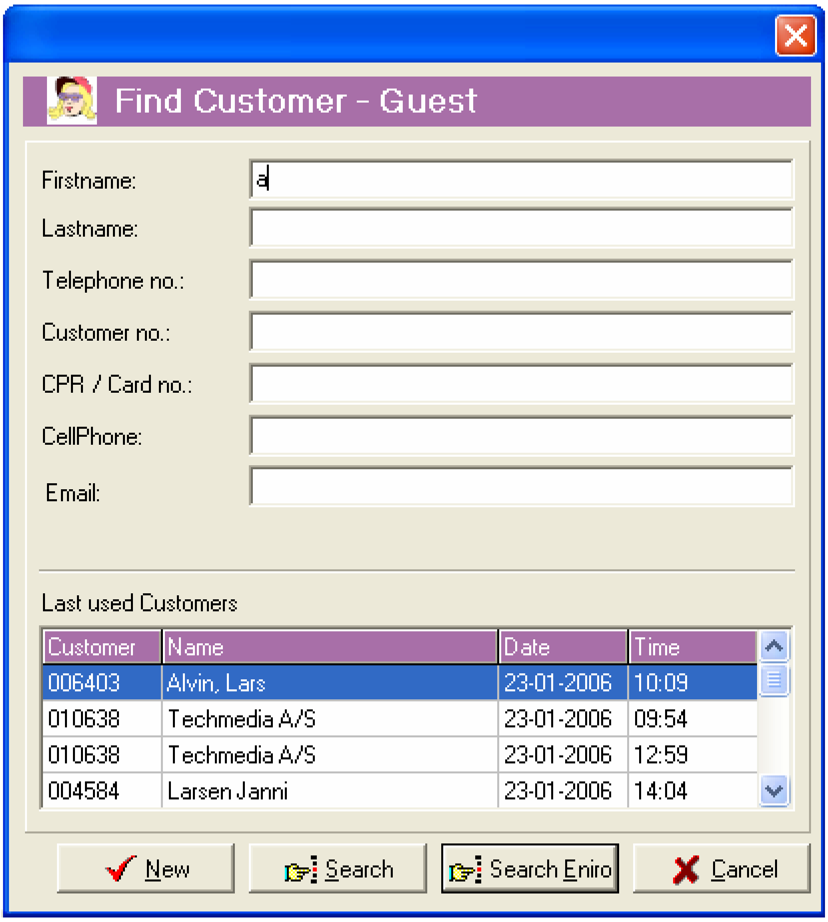
The client's profile is managed first by addressing him through one of the following icons on the toolbar.



Which type the customer is, this is clarified by the user when the customer's profile is being established and saved into Picasso. Subsequently the profile is to be found in its category each time it is needed again.

Guest	Private guest
Contact	Contact person, who books a stay for a guest on behalf of a company
Company	Company
Company Co	Parent company, if applicable
Agency	Travel agency
Agency Co.	Higher organisational level of travel agencies
Agent	Agent
Sales Ch.	Sales channel

The customer profile is found by click on the relevant shortcut which brings the following search box:



Depending on the customer type, the search box consists of relevant fields which the user now can search through. It can be enough to search by few letters.

Search is started by click on the Search button.

If the client already is in the database, several client records appear and the desired one is opened by double click on its line.

MAKING NEW CUSTOMER PROFILE

If the search engine Eniro operates in the country and is connectable to Picasso, the button Search Eniro returns contact details on the background of a telephone number. When clicking on Search Eniro the system checks first if the client already is established as profile in the Picasso database. If this is not the case, then automatically the contact details such as name and address are picked up and set into the customer fields, making it easy now to complete and save the profile into the system. Additional characteristics regarding the client need to be ticked off in the profile which topic is treated in the next chapter.

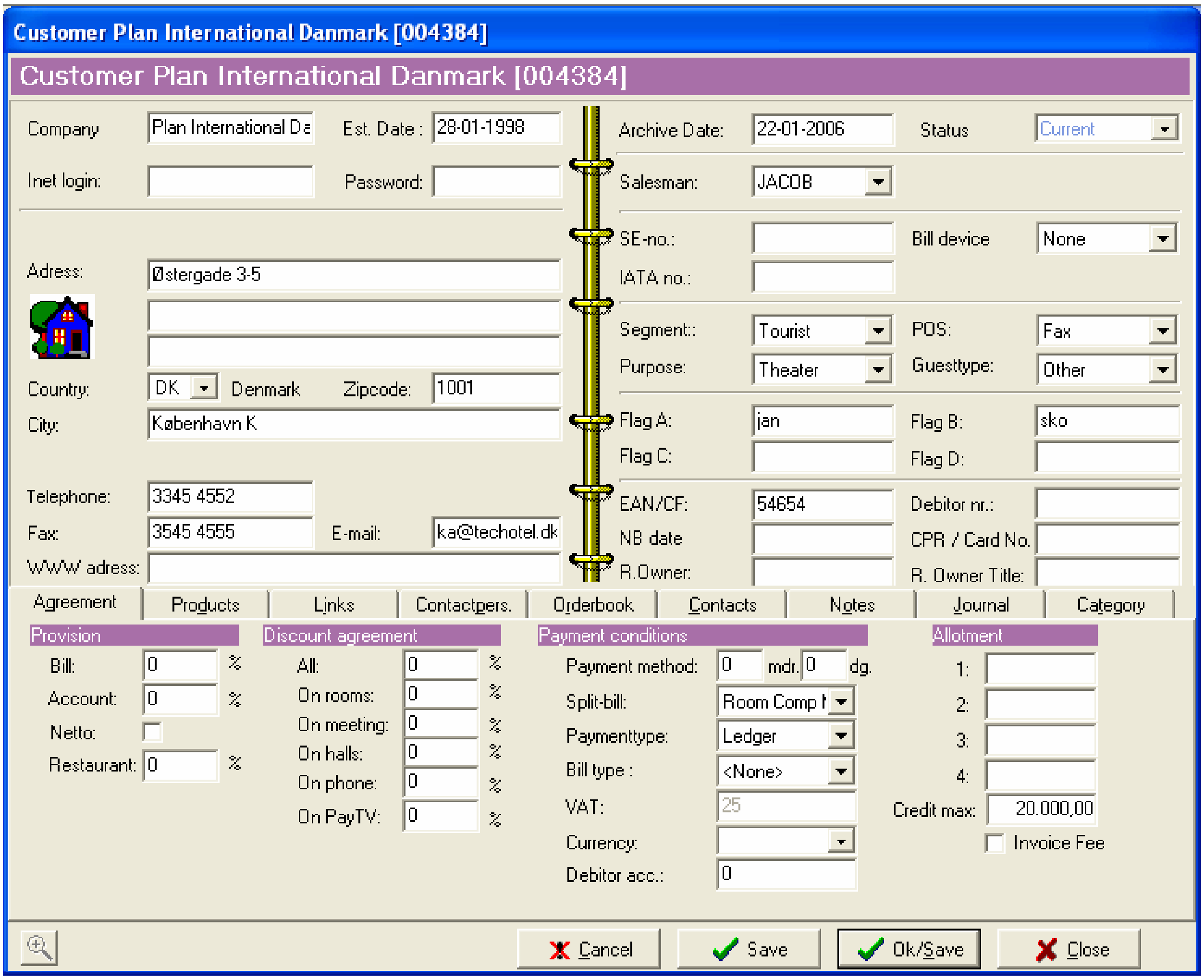
The manual way to create a new profile is by the button 

from the above shown box. Then the window appears and needs to be filled out as explained in the next chapter.

EDITING CUSTOMER DETAILS

No matter whether the client is new and data needs to be defined to all fields, or an existing profile is to be edited and supplemented with additional data, it is always a box with the below format that appears as result of client search/new client.

The fields in left side are reserved for the client's name and address.
Right side contains fields with more specific characteristics about the client's visit pattern.
Agreements and other information are available under the single tabs in the window's below part which topics are treated in the coming few chapters.



In order to have the optimal conditions for customer segmentation and campaigns to customers, it is recommended to employ all category types in the right screen part, such as: STATUS, SEGMENT, PURPOSE, POS, GUESTTYPE.

How exactly the choice options are defined under each category, it is up to the single hotel's decision. Here below there are few examples:

STATUS Status referring to how regular the client is: none, potential, pending, previous, current, future

SEGMENT — Company with agreement, company without agreement, weekend stay, tourist, conference, day meeting, rack rate, bureau, other

PURPOSE — Purpose of the visit: private, theatre, weekend stay, congress, soccer school, salsa weekend, wellness..

POS — Either from where geographically the booking is made or contact channel such as telephone call, fax, email, own website, GDS..

GUEST TYPE — Internally given type on the background of internal consideration with related privileges: silver, gold, platin, other

Some of the fields have a purely operational impact in connection with reservation and settlement off invoice. Here below:

BILL DEVICE — Is especially used when the guest to be sent e-invoice

EAN/CF — EAN number needs to be given for sending e-invoice

The fields in the tab Agreement are also important to consider:

PROVISION — Especially applicable if travel agency or agent.
The field Bill states the percentage deducted when invoicing Travel agency in return to guest's voucher.
The field Account states the percentage to be paid to an Agent.

DISCOUNT AGREEMENT — If any

PAYMENT METHOD — If credit is given the customer for a number of days

SPLIT-BILL — If a certain split-bill always /often is employed

PAYMENT TYPE — If a certain payment method always /often is employed

BILL TYPE — If a certain invoice template set-up is always /often applicable to the guest

ALLOTMENT — Here up to four different allotments can be related if relevant for the profile. Then, they are available in the Booking Reservation window, Allotment field, when a reservation is to be established for this client. The user selects from which allotment the given reservation to deduct room numbers.

CREDIT MAX. — Good to fill out. If not being done in advance, it is then important to define a credit max on the reservation. In the reservation credit max can be defined too – the credit max from the client's profile can be reduced or increased.

INVOICE FEE If invoice fee to be added to the client's invoices

The tab Products gives the possibility to define if certain products are applied always /often on this customer – thus when making a new reservation, the product comes as a default value, saving additional typing.

The guest's prfile is now established and saved by Ok/Save.

Under the tab Category there are a number of categories, which a client can be related to. It is important to carry out this work consequently, its impact is elaborated in the MIS section in Marketing.

The tab Notes is used for adding notes on the customer's profile. Three note types are available:
Booking note appears later in booking and on the invoice. It pops up before a new booking to client is begun. Thus function can be set up in the system or oneself can switch it on.
Sales note are for internal use.
Letters note is included into the letter of confirmation, being sent to the customer.

As in the Booking module, files can be saved in the tab Journal. If an email has been sent to a customer though Picasso, it is saved here as well.

Link between Customer Profiles

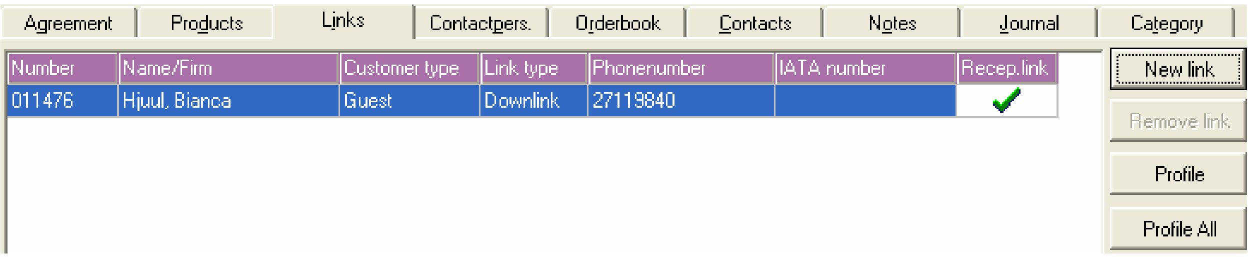
If a contact person from a company's subsidiary books for a company guest, three levels are involved, which upward order is:

Guest -> Company -> Parent company

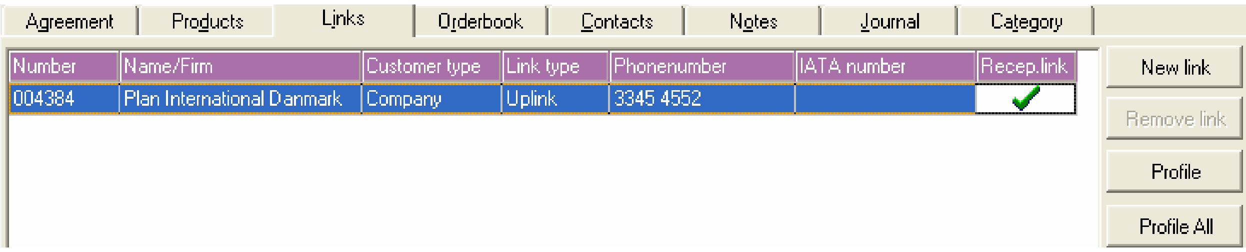
Those upward and downward relations need to be defined in Picasso – like this statistics on the parent company's turnover go down in the branching and include what it is sold per subsidiaries, their contact persons and respective guests.

Link is established through the tab Links

From a company profile, one can add a Guest by just clicking on New link and finding the guest, shown on the next page. After that, in Link type the program automatically fills out that Guest is a Downlink to the Company, e.g. in downward order.



The other way round, if entering the same guest's profile, and checking the tab Links, one will find the company name present already, but this time of course in an upward order : as an Uplink in the column Link type.

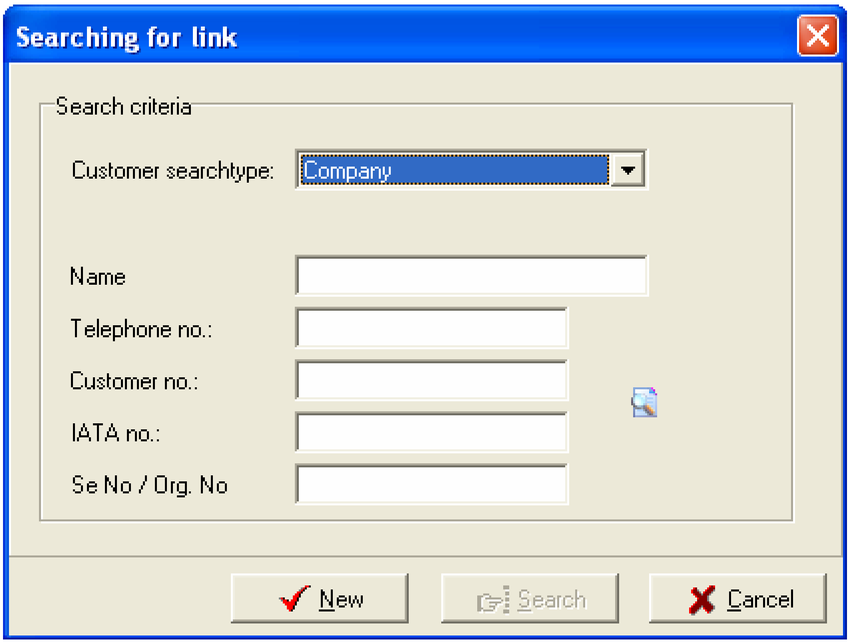


Many guests can be linked to a company profile.

A guest profile can also have several companies added as links, here however only one of them can be ticked off as active at once: Recep.link ✔ .

By a click on the green sign, the link can be done active or inactive again.
The link can also be deleted if desired by first making it inactive, then using the Remove link function. – This concerns both deleting of companies in a guest profile, as well as deleting of guests in a company profile.

To add a link, the user clicks on New link, and following search box appears:



One can now search for either a Guest, Company, Agency, Agent, Sales channel.

If commencing the search from a guest profile, then automatically the search box will chose Company in its top field.
In opposite, if searching from a company profile, then Guest will appear as default in the top field.

If the suggestion corresponds to the category to be found, then a couple of letters are typed in e.g. the name field, followed by Search.

A list with records appears and the right one is chosen. By OK or double click it is linked to the profile from which the search has begun.

Alternatively by 

, user gets access for creating a new profile, which subsequently is linked.

Once having completed the link, user leaves the customer profile by Ok/Save.

In a company profile, there is a tab 

, beside the tab Links. Contact persons are those employees in the company who have responsibility for booking of company guests.

From statistical and marketing point of view, Picasso has the strength of saving history, in this case – saving number of reservations and turnover per contact person .

Link of a contact person profile to a company profile is done through 

, however the approach is exactly the same as by linking guest to a company or company to a guest, already shown in the above box.

FAST STATISTICS ON TURNOVER

Orderbook is the next tab in the customer profile window, and it opens information of the customer turnover per month, being a guest, company or a contact person – depending on the profile concerned.

If the user is into a company profile and wants on other hand a fast overview of turnover per guest (available in Links) or how much the single contact person (available in Contactpers.) has generated, the user opens the tab and double clicks on the record line.

The profile required appears, and its own Orderbook contains the figures.

CONTACTS WITH THE CLIENT - TODO

The tab Contacts saves information regarding all contacts between the hotel and the client in past time, or contacts having been established as tasks for future follow-up.
In order to achieve a maximal yield of the ToDo facility, the hotel needs to enter in it all topics of future character, related to the customer.

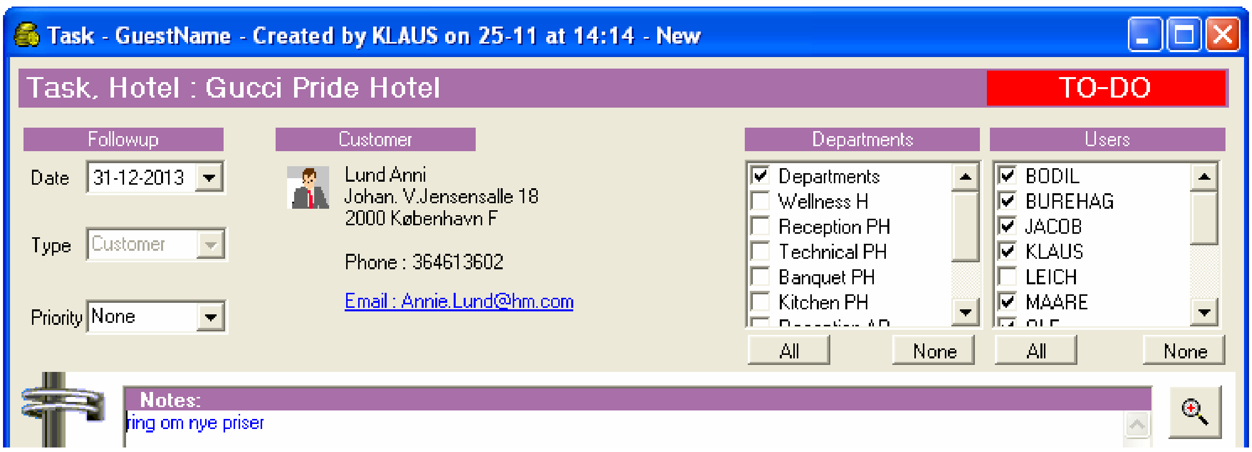
ToDo is a marketing tool, where one saves information about future activities, together with a date for follow-up. For example follow-up of a sales meeting. Or, new tasks, planned by the hotel to carry out in relation to the customer.

The bellow picture appears by clicking on Contacts :

Here all tasks are listed, that have been created on the client profile, with a date for follow-up and name of the person whom the task has been created by.

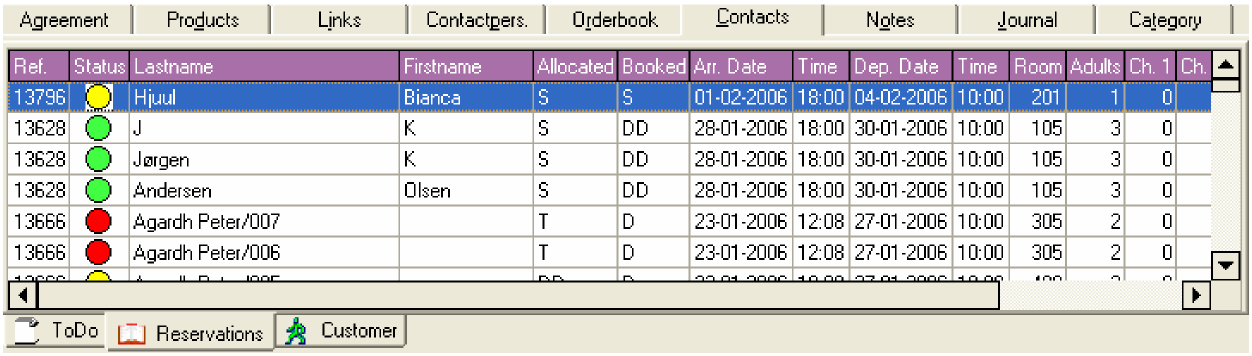
New tasks which still to be followed-up are marked by the system with ?. Once a task is fulfilled, the user marks it with ✓, and with ✗ if it no longer is relevant and have been cancelled. Status Done and Cancel are given the tasks by marking their lines and just click on Done or Cancel beside.

If having a new tasks related to the client for a later follow-up, user creates it in the system by clicking on New. The below window appears, where a date for follow up is given, the message itself, as well as department and/or person are ticked off, whose responsibility the task follow-up would be.



It is then saved by Save/Close.

As an extra help, the Contacts window leads also to the client's previous and present reservations for being able easily to consult them if necessary. This happens by clicking on Reservations in the window's bottom corner.



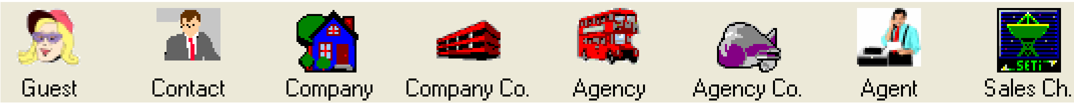
Ref.	Status	Lastname	Firstname	Allocated	Booked	Arr. Date	Time	Dep. Date	Time	Room	Adults	Ch. 1	Ch.
13796		Hjuul	Bianca	S	S	01-02-2006	18:00	04-02-2006	10:00	201	1	0	
13628		J	K	S	DD	28-01-2006	18:00	30-01-2006	10:00	105	3	0	
13628		Jørgen	K	S	DD	28-01-2006	18:00	30-01-2006	10:00	105	3	0	
13628		Andersen	Olsen	S	DD	28-01-2006	18:00	30-01-2006	10:00	105	3	0	
13666		Agardh Peter/007		T	D	23-01-2006	12:08	27-01-2006	10:00	305	2	0	
13666		Agardh Peter/006		T	D	23-01-2006	12:08	27-01-2006	10:00	305	2	0	

The tab Customer is a Log on all actions having been taken in regard to the client profile.

FAST TASK MAKING

If one does not need an overview on all ToDo's tasks, neither on the client's details or reservations, but instead only desires creating a task to client's profile, this is done without necessarily entering the profile.

The customer's record needs however to be on the screen, described in the chapter Find Customer, and done by search through the relevant shortcut:



Once the client's record is show on the list with clients' records, the user holds just its line with left mouse button and drags it over the calendar to left. By slipping, a task window appears. It is then filled out as described in the previous chapter.

FAST TASK MAKING ON SEVERAL GUESTS

It could be the case that same task is applicable not only to one, but to several customers.

The user brings a selection of the clients database on the screen by search on a criteria. By holding the buttons Ctrl or Shift down and clicking on the mouse, one marks the lines of those client records to whom the respective task would be created.

Once this is done, task is established as above. – The marked lines are dragged onto the calendar to left and the task window is filled out.

TASK FOLLOW-UP

The toolbar in the Marketing module contains the shortcut 

, which opens the list over all tasks, having been defined on client profiles.

This access to the tasks being created, is the most natural one for following them up. Here tasks appear per their follow-up date - they are then treated and given status Done or Cancelled, the content is changed or moved to a new date.

From an operational point of view, ToDo in Marketing reminds the ToDo function in Booking. However, while the task list in Booking concerns single reservations, the tasks in Marketing are of a character, concerning agreements with the customers.

In both modules the function ToDo is also used for sending internal messages, not related to a customer or a reservation. This kind of internal tasks are therefore visible and accessible for treatment from the ToDo lists in both modules.

As in Booking, clicking on the 

icon gives access to the known ToDo manager:

The options are as follows:

T	In Task type it is possible to choose if only certain task types are preferred on the screen in a given situation The choice is between Customer, Private, Shared and Schedule.
	Shows the cancelled tasks
UNTIL	Only tasks until the date chosen are being shown
DATE	Only tasks for the chosen date are shown
ALL	Both previous and future tasks appear on the screen
	Notes, written to each Todo appear as separate lines
NEW	New task can be made
CANCEL	The task is cancelled
DONE	The task is given status Done. Alternatively, the task line is dragged and dropped into the screen's below part, which is the area of tasks with status Done. The same effect can also be achieved by right mouse clicking and choosing the Done option.

ToDos written in bold script have not yet been read. A Todo is open by double clicking on it. Date is changed by dragging and dropping the line into a new date on the calendar.

MIS - Marketing Information System

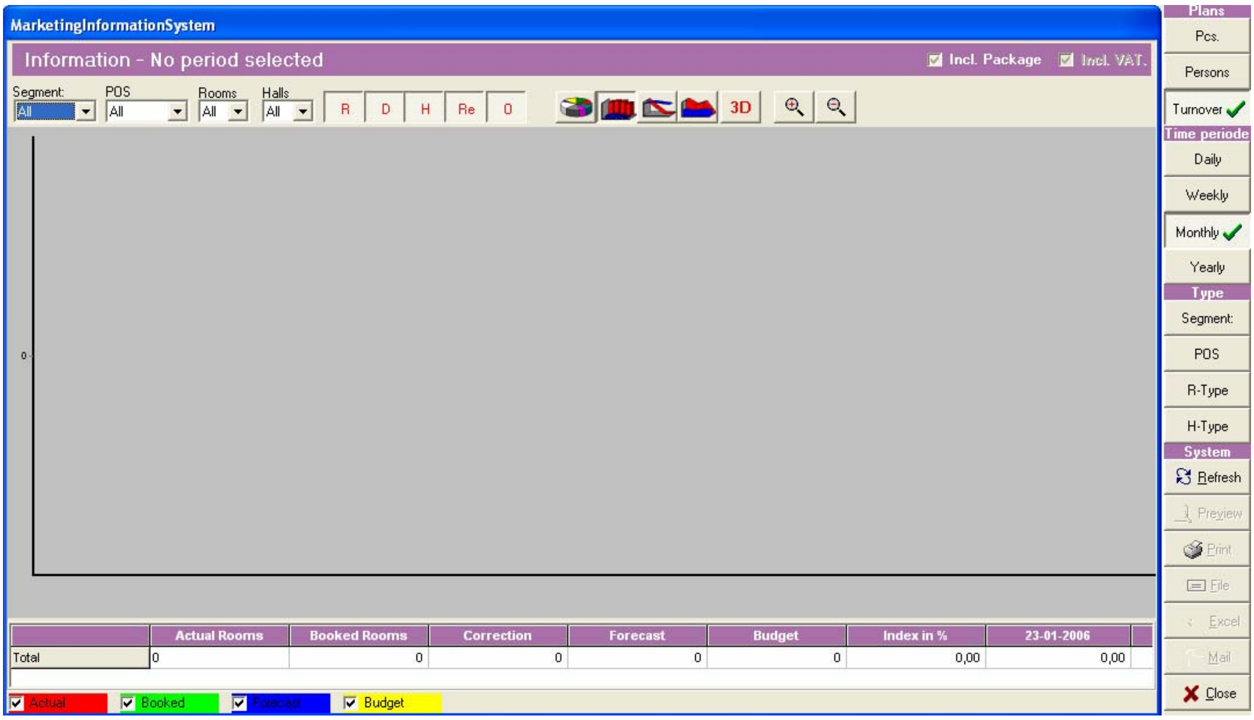
Operating Results over a Period

MIS gives analysis, among others for occupancy, both in number of accommodation facility and turnover, divided into halls, rooms or day meetings. Further, one can chose whether the statistical output includes packages, not includes or only is made on packages, as well as whether the result is split on segments, point of sale or room/hall types.

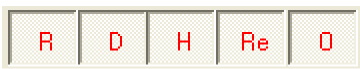
Shortly, by this facility the decision taker can retrieve figures in all possible and desired ways.

MIS is activated by clicking the 

icon, being shown on the top toolbar in the module. Following screen appears:



The new window's above toolbar makes it possible to select Segments, POS, Rooms and Halls, as well as to choose a graphical presentation.

As default all types are marked 

. If either Rooms, Day meetings, Halls, Restaurants or Other do not need to be included in the report, then it is unselected by clicking once on its respective square.

By clicking on 

one is able to leaf through three options: figures including packages, figures without packages or figures only on packages to be comprised in the subsequent statistical output. This is of course not relevant if accommodation occupancy or guests but only on a turnover report.

Next, parameters for the report are selected on the vertical toolbar.

Type or report:

Room numbers

Pax number

Turnover

The periodical break-down is defined:

Per dag

Per week

Per month

Per year

Type can also be selected here alternatively:

Segment

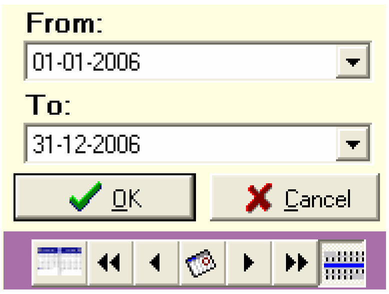
POS

Room type

Hall type

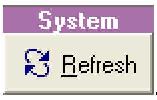
Concerning period to be included in the analysis, the system suggests as default the previous three months from today, which is seen on the left-side calendar on the screen, appearing now as being marked.

If another period is desired, then one clicks on the toolbar, line available just below the calendar, in the window's left-hand bottom corner: . The last shortcut is selected, marked here with an arrow.



Now the picture is expanded, with a possibility to choose new dates From and To.

The selection is confirmed by OK.

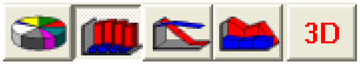
After all these parameters have been selected, Picasso is now ready to expose the result. This is done by click on 

. If some of the report's criteria show need to be changed, they are reselected and the Refresh button is applied again.

The icon 

shows the report in a A4 format. The report can be printed out, emailed or transferred to Excel by the respective icons, available in the same column.

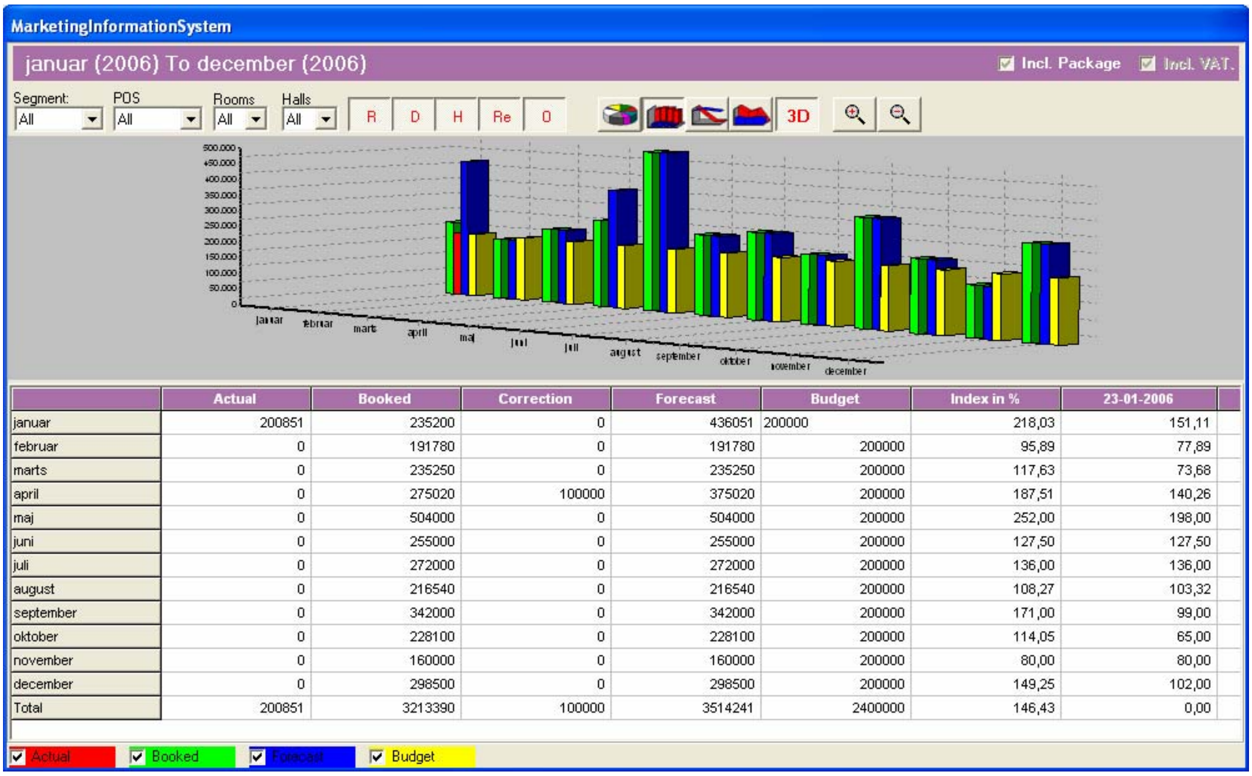
Concerning the graphics, a column diagram is shown as default but other graphical options are available too and can be chosen simply clicking now on a following button:



The report contains both of diagram and figures.

At this stage the user can chose by ticking on and off what to be included in the diagram through the screen's below toolbar. The options are:

The report output looks like this:



	Actual	Booked	Correction	Forecast	Budget	Index in %	23-01-2006
januar	200851	235200	0	436051	200000	218,03	151,11
februar	0	191780	0	191780	200000	95,89	77,89
marts	0	235250	0	235250	200000	117,63	73,68
april	0	275020	100000	375020	200000	187,51	140,26
maj	0	504000	0	504000	200000	252,00	198,00
juni	0	255000	0	255000	200000	127,50	127,50
juli	0	272000	0	272000	200000	136,00	136,00
august	0	216540	0	216540	200000	108,27	103,32
september	0	342000	0	342000	200000	171,00	99,00
oktober	0	228100	0	228100	200000	114,05	65,00
november	0	160000	0	160000	200000	80,00	80,00
december	0	298500	0	298500	200000	149,25	102,00
Total	200851	3213390	100000	3514241	2400000	146,43	0,00

By this, Picasso's analysis function has been presented. It is a strong tool to employ also if the hotel management choose to work with budgeting. The report shows Actual (from the period's beginning until today) and Booked (from today until end of the selected period), which together make out the Forecast for the whole period.

Budget is filled in in advance, and Index in % calculates Forecast in compare with Budget. The last column informs how much in percentage the budget has been achieved in relation to the Actual (until today).

With this function, MIS gives a good overview over the past and current operation level as well as the prognosis for the near future.

If a direct campaign is to be planned for selected customers, to this topic is dedicated the next chapter.

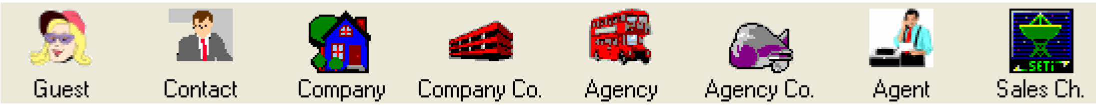
CUSTOMER SEGMENTATION

In order to improve the prognosis figure and lift the operation level, one of the ways is a better knowledge of the already existing customers, and on this background – an active approach towards them.

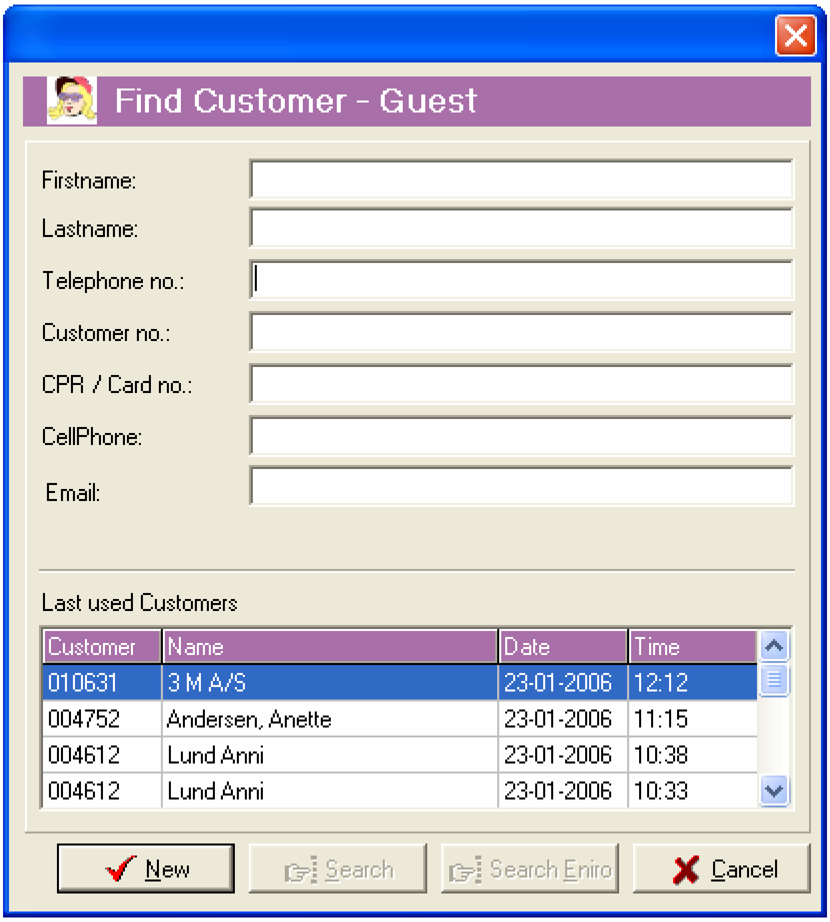
In order the function customer segmentation to be completely applicable as intended, it is important in advance and consequently each customer profile to be related to its relevant categories. They are all defined by the hotel and then available in the customer's profile, in its tab Category.

To carry out the segmentation, the user enters 

, then selects the type customer:



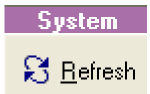
Following search window appears:



One can now search in the box either by beginning letters, by "%may" returning results with "may" in either name, email address or by other criteria.
It is confirmed by Search.

It can however also be relevant to prefer beginning the segmentation with full list of customers from the selected already customer type.

In such case one needs only to click on 

in the box, followed by 

.

The full list is now on the screen and a segmentation on it can be started.

In the windows bottom part, a new toolbar now appears, and by click on each one of the tabs, the available options can now be ticked off – as segmentation criteria.

A click on Refresh applies the selection on the customer group, originally brought to the screen. Now only those of the records remain who fulfil the new criteria. The segmentation is carried out and the result of records are ready for a next treatment.

, available on the screen's upper right corner marks now all posts. Alternatively, only some of them can be selected by Ctrl or Shift from the keyboard.

Once the segment is selected, it is now up to the hotel's creativity to carry out campaigns with being offers or information.

On the selection, a task can also be defined for a later moment. This is done by dragging the marked records onto a date on the calendar. The group can also be dragged onto the


icon directly. In both cases the ToDo window is opened and a common ToDo can be established. If dragging onto the ToDo icon, the default date into the window is the date of today.

There is no limitation if the task is only to a single customer or a larger group.

DIRECT MAIL

Segmentation is especially necessary if the hotel plans a marketing campaign with direct mail.

The campaign can be carried out by email if the client personally has left his email address, or by post.

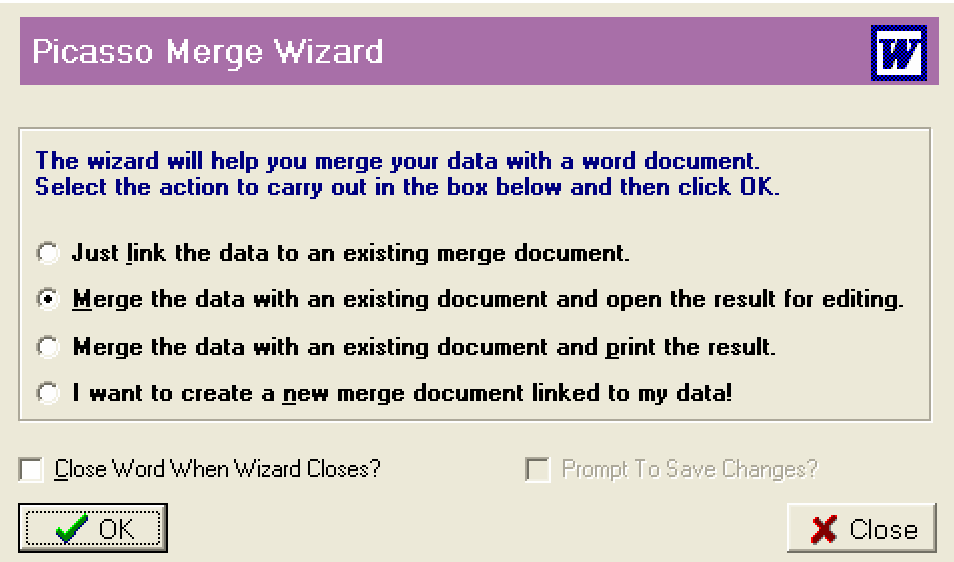
If email, one clicks just on the icon 

, and all customers' emails from the selected group are added into the email program's Bcc line. Bcc makes it possible the customer not see the other recipients from the list.

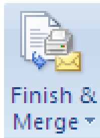
The text content is set in into the email, and it is thus ready to be sent.

If one instead will send traditional letters by post to the marked customers, their adresses need now to be fletted in Word with a Word document, containing the letter to be sent. This is easily done by choosing the icon 

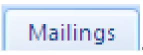
after which the following window appears:



By confirming the choice, Word starts up, and the user is asked to find the Word file, which content to be used.
The Word document is now displayed and the relevant fields such as name and address of the recipients are set in. This is carried out by the Word function 

, followed by 

.

In Word 2007 these functions are accessible under the tab 

.

Like this, the merge is done and all letters only need to be printed out.

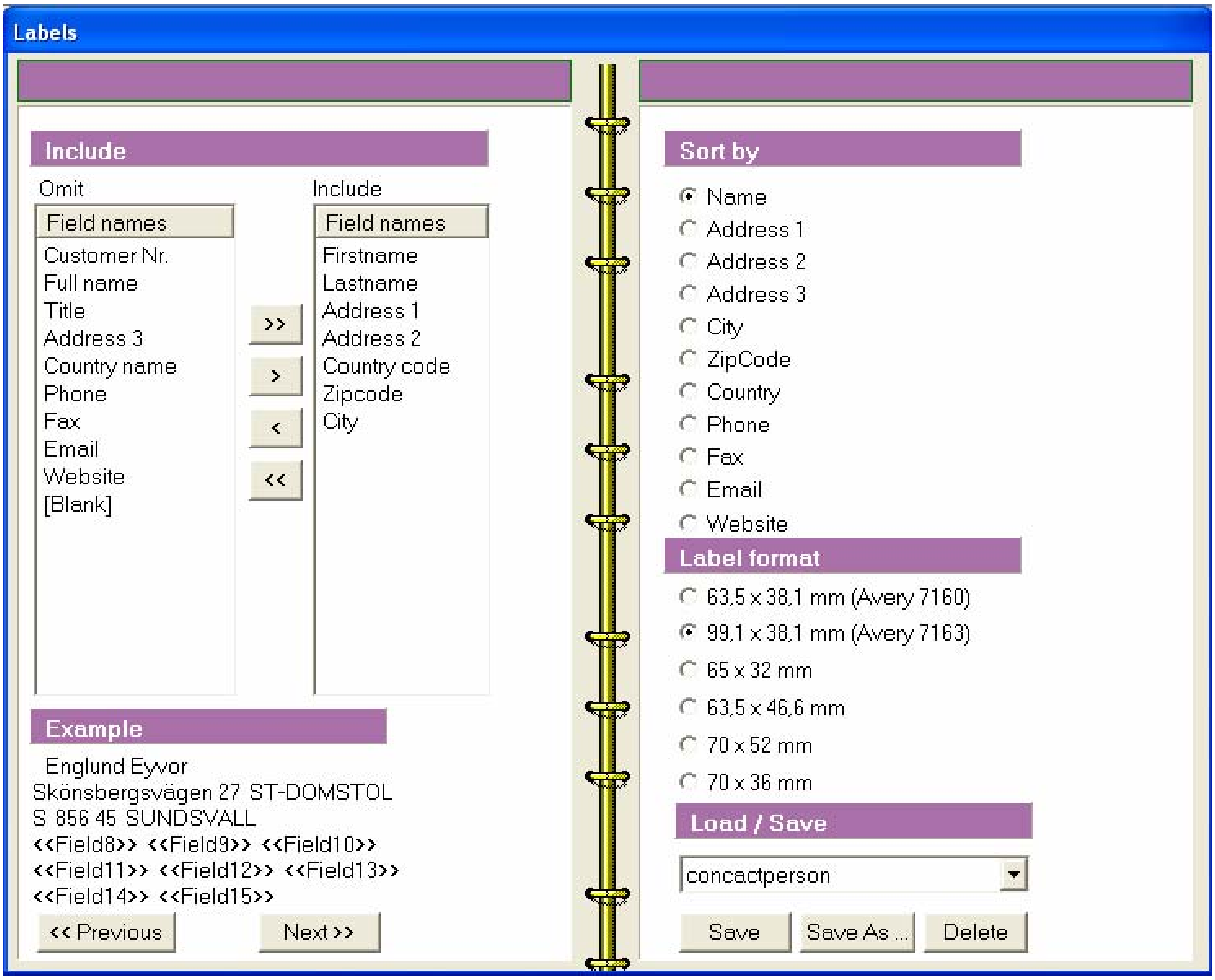
LABELS

It is very likely that Labels also may become necessary in some cases as well.

They can easily be printed out in Picasso once the segmentation list is marked.

This time it is the button 

to be clicked, and the following box appears:



This page is used for design of the labels.

All fields, usually applicable in a label print out, are automatically available is the Include area. It other fields appear being necessary, they are moved from Omit to Include, or the other way round, by the arrows > and <.

If an empty line is wanted between two address lines, it is added by click on [Blank] .

In the below area Example, it is possible to see how the result will be composed on the print out.

In the next area, Sort By, it is possible to choose in which order the labels to be printed out.

Under Label format, the user can chose the measure of the labels. If doubting which one to select, the measure of one's own labels is written on the reverse side of the label sheet.

The same adjustments can be perhaps necessary later on again, and therefore they can be saved by Save As...

With 

one can see how the sheet will look, which is closed by Close, and the user is back in the label set-up window.

Print out of the labels begins when pressing the 

icon.

Update

The figures in the whole MIS are updated during the night audit.

If there have been considerable activities during that day and the user would like to review the newest figures, it is achieved by clicking on the top toolbar of the module, the icon 

. From the two options, one chooses Normal.
The system warns now that the updating may take long time, to which one replies with Yes.

MIS can be updated in this way if necessary to work with the last figures. In order to avoid the waiting time, it is a good idea to consider if an update will be of impact or not.

REPORTS PRINTOUT

In the Marketing module there is a vast opportunity to extract and print out reports, which can be ordered by the one of the vertical buttons.

First, the user chooses that customer group, which to be the report's background.
The selection is done in the precisely same way as up to now – by clicking on the 

icon and then on the customer type on top of the module. Additional segmentation on the customer type is carried out, or the whole type group is marked.

Subsequently, one can activate a report box, which each offers a variety of choices on each axis.

The result is shown by 

followed by 

.

MANAGEMENT

The management module is built graphically up as Picasso other modules – with a calendar in the left frame and toolbars on top and right screen frame.

The top toolbar shortcuts lead further to the following functions:

ACCOUNTS Is used for defining the accounts at the account plan

ACCOUNT GROUPS Is used for defining general account groups to which each single account is related

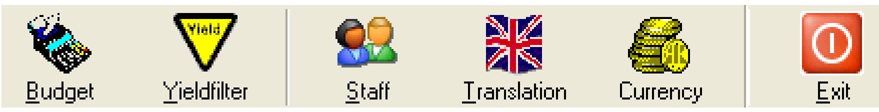
WARE GROUPS Is used to defining general ware groups. Once done, a double click on the ware group record opens the option for entering under it all desired wares

PACKETS Used to compose ware packets

PRODUCTS Used to compose products, by combining stay and wares consumed

ALLOTMENT Allotment agreements with agencies are entered

INTERNET Shortcut to the Internet



BUDGET Here a detailed budget can be defined, as well as budget groups, which then are related to wares desired to be included in each group

YIELD FILTER Filter on facilities, used in online booking

STAFF All users of the system, and other employees are entered here with details

TRANSLATION All wares, products and room types, linked to the Internet for online booking is translated here into the relevant languages

EXIT Clicked when closing the module

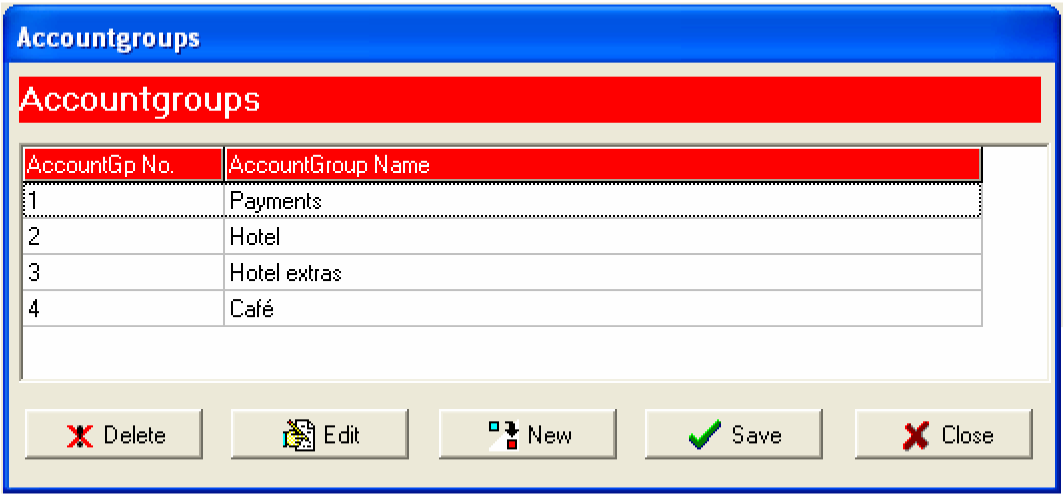
Reports are available under the right-hand column

Reports	
Accounts	All transactions per account
Acc. Setup	Printout of the account plan, as available in the system
Waregroups	Printout on ware groups, as entered into the system
Packet	Printout of a full list of packets as established in the system
Product	Printout per room with prices for a day or period selected
Allotment	Allotment agreements
Budget	Printout per budget groups and all figures in force
Staff	Printout of staff information
Currencies	Printout of all currencies as entered into the system

ENTERING ACCOUNT NUMBERS

Before entering account numbers, the general account groups are established under 

.



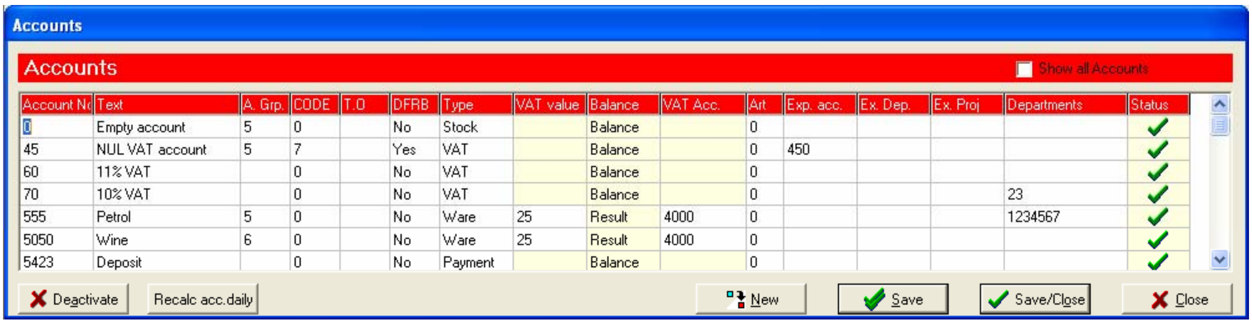
AccountGp No.	AccountGroup Name
1	Payments
2	Hotel
3	Hotel extras
4	Café

By clicking on 

new lines are added, followed by 

The next step is under 

to enter each single account:



Account No	Text	A. Grp.	CODE	T.O	DFRB	Type	VAT value	Balance	VAT Acc.	Art	Exp. acc.	Ex. Dep.	Ex. Proj	Departments	Status
0	Empty account	5	0		No	Stock		Balance		0					✓
45	NUL VAT account	5	7		Yes	VAT		Balance		0	450				✓
60	11% VAT		0		No	VAT		Balance		0					✓
70	10% VAT		0		No	VAT		Balance		0				23	✓
555	Petrol	5	0		No	Ware	25	Result	4000	0				1234567	✓
5050	Wine	6	0		No	Ware	25	Result	4000	0					✓
5423	Deposit		0		No	Payment		Balance		0					✓

By 

a new line is begun, and the user goes through following columns to fill out:

ACCOUNT NO Account number is given

TEXT Account name

A GRP If the account to be related to a general group, established above, its number is entered here

CODE Used in some cases in relation to account export further to accounting system

T O Turnover group number. Needs that the hotel works with Budget, and that Budget groups are established

DFRB It is ticked Yes in case a customer is allowed to deduct the ware in taxation

TYPE Account type: ware or debtor, payment, VAT and stock.

VAT VALUE Vat value if an ware account

BALANCE This column is automatically filled out by Picasso, grouping the accounts into Balance and Result.
If the account is an ware type – the value here is Result.
If Debtor, Payment, VAT or Stock – the value here becomes Balance.

VAT ACCOUNT If ware. Related to respective VAT account according to VAT % to be paid of the ware

ART Account art.

EXP. ACC. Export account

EX. DEP. Export department

EX. PROJ. Export project code

DEPARTMENTS Departments

STATUS Marked by green if the account is active, or by red if inactive. To change status, userclick on the account and then on Deactivate, or if already inactive and to be changed, then mark it and click on Activate.

When being in a field, by * (Star) and Tab on the keyboard, the user gets a list on the possible options, where available.

The user leaves the plan by Save/Close.

Bookkeeping in Picasso

The below examples show how Picasso bookkeeping controls and transfers amounts internally in its account system, from the moment of check-in until the account is settled.
This is done by the help of temporary accounts – Packet Debtors and In-house debtors.

Direct sale

In a case of direct sale, the ware account in concern is paid simultaneously, as the amount is deducted from the temporary account In-house debtors:

Ware:	In-house debtors		Lunch	
	debit	credit	debit	credit
Dinner EUR 20				20
Guest to be Invoiced EUR 20	20			

Products

If the guest also stays in the hotel for a night, then a product is booked to him, including a room and at least a breakfast as ware in the packet.
During the night audit, the price of the product, for the current day and night, is automatically deducted from the above mentioned In-house debtors account.

From In-house debtors, the amount for the room goes to room account.
The amount for wares included in the packet goes however not directly to the wares but first to a temporary Packet Debtor account.

From Packet Debtor the amount is sent then to the separate ware accounts.

Product content:	In-house debtors		Room		Packet Debtor		Breakfast	
	debit	credit	debit	Credit	debit	credit	debit	credit
Room EUR 80				80				
Breakfast EUR 10						10		10
Guest to be invoiced EUR 90	90				10			

Settlement

The account for temporary transactions - In-house debtors - is up to now debited with EUR 110 (Dinner EUR 20 + Stay product EUR 90), and needs to be credited with the same amount.

The guest pays by Euro Card. The Euro Cards account in the system is thus debited with EUR 110, and the amount is credited to the account In-house debtors.

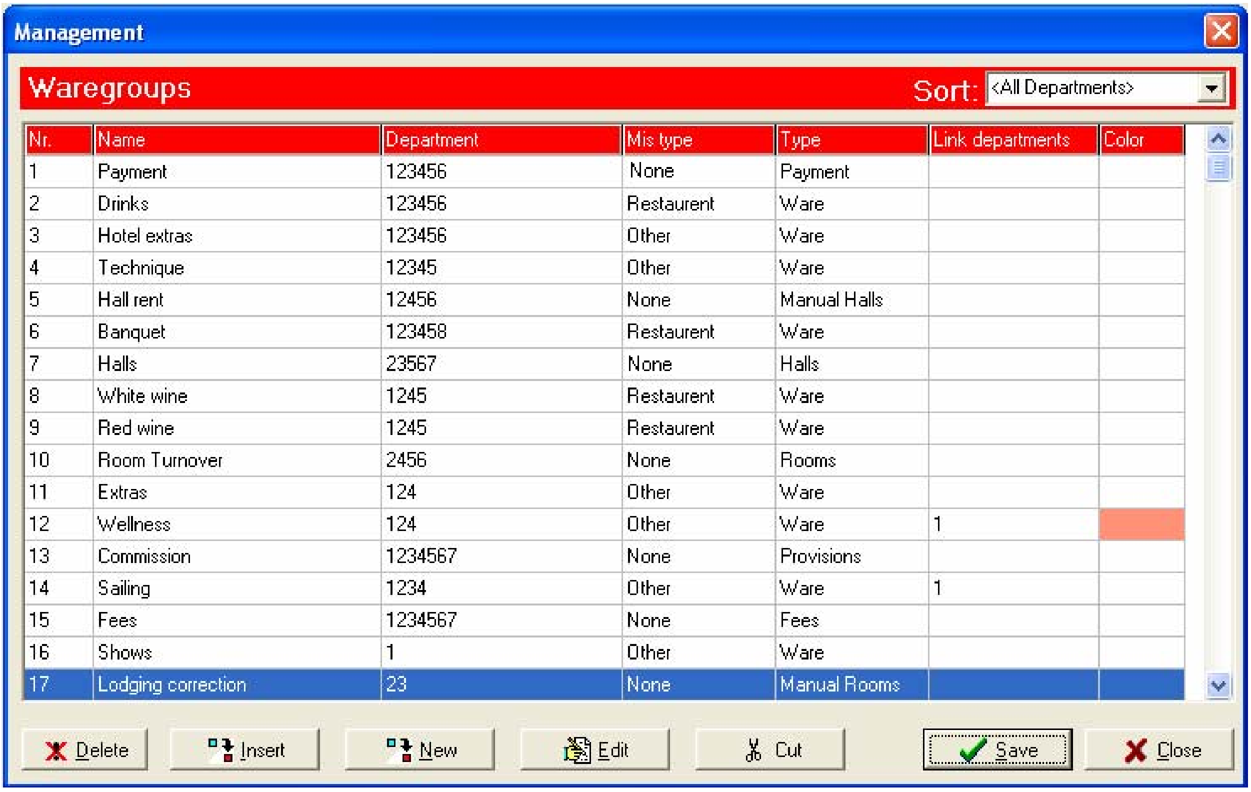
WARES

ESTABLISHING WARE GROUPS

The icon 

opens a table for entering the group of wares, used in the hotel, followed afterwards by entering the single wares.

The below screen is an example of how such a table might look like.



Nr.	Name	Department	Mis type	Type	Link departments	Color
1	Payment	123456	None	Payment		
2	Drinks	123456	Restaurent	Ware		
3	Hotel extras	123456	Other	Ware		
4	Technique	12345	Other	Ware		
5	Hall rent	12456	None	Manual Halls		
6	Banquet	123458	Restaurent	Ware		
7	Halls	23567	None	Halls		
8	White wine	1245	Restaurent	Ware		
9	Red wine	1245	Restaurent	Ware		
10	Room Turnover	2456	None	Rooms		
11	Extras	124	Other	Ware		
12	Wellness	124	Other	Ware	1	
13	Commission	1234567	None	Provisions		
14	Sailing	1234	Other	Ware	1	
15	Fees	1234567	None	Fees		
16	Shows	1	Other	Ware		
17	Lodging correction	23	None	Manual Rooms		

New ware group is entered by New. Or by Insert if the new ware group is to be placed between two already existing ware groups. - Then first the below one of the lines is marked with a mouse click.
When establishing, one skips further to the next field by the keyboard's shift button.

NO Filled out by the system

NAME Account name

DEPARTMENT With * Tab, a list is rolled out with all available departments in the hotel, where the relevant both service and cashier departments for the ware are ticked on.

TYPE In regard to statistics, it is here defined if the payment is Halls, Rooms, Ware or provision, fee, payment.

MIS TYPE Again in regard to statistics, the Wares are split-up additionally into either Restaurant, Other and None, if desired by the hotel. Where None is given to the other Types than Wares.
Note: Only packet wares are included in the Mis statistic in the Marketing module. “Mis type” is therefore not relevant if the ware not included in packets.

Note: The choice influences all wares going to be included in the particular group.

Edit is applied to edit a waregroup line.

Cut and Paste serves for removing a record and pasting it over another one, thus the two records shifting place.

A ware group line is erased by Delete, only possible if the belonging wares are not used in packets or in reservations.

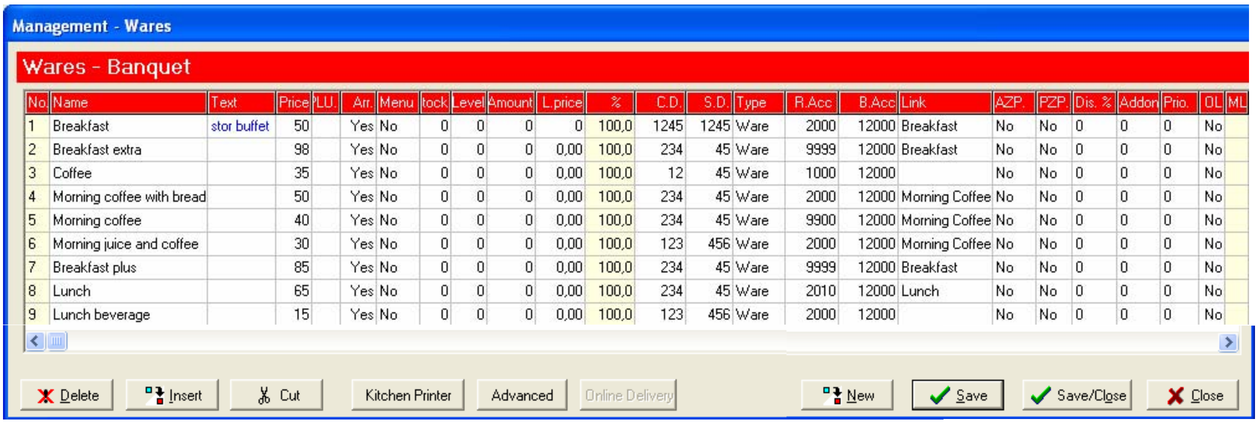
All newly entered records and changes are saved with Save.

ENTERING WARES

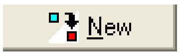
Once the ware group line is established, the system is ready the wares to be entered too.

Through the icon 

one can always enter the plan described in the previous chapter. From there, a click on the single group line opens a new list where the single wares to be entered.



No.	Name	Text	Price	PLU.	Arr.	Menu	tock	Level	Amount	L.price	%	C.D.	S.D.	Type	R.Acc	B.Acc	Link	AZP.	PZP.	Dis. %	Addon	Prio.	OL	ML
1	Breakfast	stor buffet	50		Yes	No	0	0	0	0	100,0	1245	1245	Ware	2000	12000	Breakfast	No	No	0	0	0	No	
2	Breakfast extra		98		Yes	No	0	0	0	0,00	100,0	234	45	Ware	9999	12000	Breakfast	No	No	0	0	0	No	
3	Coffee		35		Yes	No	0	0	0	0,00	100,0	12	45	Ware	1000	12000		No	No	0	0	0	No	
4	Morning coffee with bread		50		Yes	No	0	0	0	0,00	100,0	234	45	Ware	2000	12000	Morning Coffee	No	No	0	0	0	No	
5	Morning coffee		40		Yes	No	0	0	0	0,00	100,0	234	45	Ware	9900	12000	Morning Coffee	No	No	0	0	0	No	
6	Morning juice and coffee		30		Yes	No	0	0	0	0,00	100,0	123	456	Ware	2000	12000	Morning Coffee	No	No	0	0	0	No	
7	Breakfast plus		85		Yes	No	0	0	0	0,00	100,0	234	45	Ware	9999	12000	Breakfast	No	No	0	0	0	No	
8	Lunch		65		Yes	No	0	0	0	0,00	100,0	234	45	Ware	2010	12000	Lunch	No	No	0	0	0	No	
9	Lunch beverage		15		Yes	No	0	0	0	0,00	100,0	123	456	Ware	2000	12000		No	No	0	0	0	No	

Again 

and 

are used for making new lines.

Then by Tab one is sent further through the columns and they are to be interpreted in the following way. Star (*) Tab opens the options in the single fields, where available.

NO Ware number

NAME Ware name

TEXT Extra text to the ware (appears on the confirmation too)

PRICE The ware's price / or part price if a part of a package

PLU NO Additional no

ARR If the ware to appear under the Arrangement tab in Reservation and on the confirmation sent to customer

MENU Yes/no

STOCK How many pieces available

0 LEVEL Zero level at stock

AMOUNT related to stock

L. PRICE related to stock

% related to stock

CD Cashier Department – the department to receive payment

SD Service Department – the department to supply the ware

TYPE Usually the Type is a Ware

R. ACC Result account where the ware's transactions are entered

B. ACC Balance account where the ware's transactions are entered

S ACC Stock account

LINK Breakfast, Morning coffee, Lunch, Afternoon coffee, Dinner – shown in the Hall no. break down when choosing Show wares.

AZP. Allow Zero Price (if to be included in a package /product at a zero price)

PZP. Print Zero Price. If Yes, the ware is included in the invoice at zero price

OL If the ware to be accessible through online booking.

With 

the user saves all new entrances.

ESTABLISHING PAYMENT METHODS

The first ware group differs slightly from the other ones as its wares define the Payment methods applied later in the Cashier module when settling accounts with the guests.

Management

Waregroups

Nr.	Name	Department	Mis type	Type	Link departments	Color
1	Payment	123456	Other	Payment		

Behind the group Payment, all kind of payment-related "wares" are established. Here below an example of payment wares is listed, and it is then shown how they are applied in the Cashier module.

Management - Wares

Wares - Payment   Set all

No.	Name	Text	Price	C.D.	S.D.	EX. + P.D	Type	Country	Pay Acc	B.Acc	AZP.	PZP.	In %	OL
1	Transfer			1234	12		Transfer		20000	12000	No	No		No
2	Cash			1234	1		Cash		20000	12000	No	No		No
3	GB card		0,00	1245	345		CreditCard		13000	12000	No	No	Yes	No
4	Diners		2,00	1245	345		CreditCard		13000	12000	No	No	Yes	No
5	Eurocard		4,70	1245	345		CreditCard		13000	12000	No	No	Yes	No
6	Ledger		50,00	1245	345		Ledger		15000	12000	No	No	No	No
7	Voucher		0,00	1245	345		Voucher		15000	12000	No	No	Yes	No
8	Outlet			12345	345		Expenses		20000	12000	No	No		No
9	Deposit cash			1245	345		Received depos		5423	33000	No	No		No
10	SEK		81,00	1245	345		Currency	Sverige	13000	12000	No	No		No
11	Euro		769,50	1245	345		Currency	Euro	13000	12000	No	No		No
12	DKK		100,00	1245	345		Currency	Denmark	13000	12000	No	No		No
13	Pound		1008,00	1245	345		Currency	Great Britain	13000	12000	No	No		No
14	USD		100,00	1245	345		Currency	Denmark	13000	12000	No	No		No
15	Wanted dep			1245	345		Wanted deposit		36000	33000	No	No		No
16	dep Checkin			1245	345		Checkin deposit		36000	12000	No	No		No
17	Patient payment			1245	345		Cash		20000	12000	Yes	No		No
18	Pre-paid			1245	345		Cash+		40000	12000	No	No		No

The columns are as in the previous chapter, elaborating on wares. Two columns need however more attention:

NAME Account name. Once established in Management, Wares, it appears then in the Cashier module to right of the invoice window.

TYPE The Type determines in which column the ware appears in Cashier, to right of the invoice window. Below are shown examples of how the two columns – Payments and Currencies – could be composed:

Payments

NAME	TYPE
Transfer	Transfer
Cash	Cash
GB card	Credit Card
Diners	Credit Card
Eurocard	Credit Card
Ledger	Ledger
Voucher	Voucher
Outlet	Expenses
Deposit cash	Received deposit
Patient payme	Patient payment
Pre-paid	Cash+

Currencies

NAME	TYPE
SEK	Currency
Euro	Currency
DKK	Currency
Pound	Currency
USD	Currency

The Payment and Currencies buttons in Cashier can thus be designed quiet free, and the order in which they appear, depends on their order in the Wares-Payment plan, shown above. Especially Currencies might be relevant to choose if necessary. Before a currency can be entered as a payment ware, it needs first to be established in the 

plan, which later is mentioned in a separate chapter.

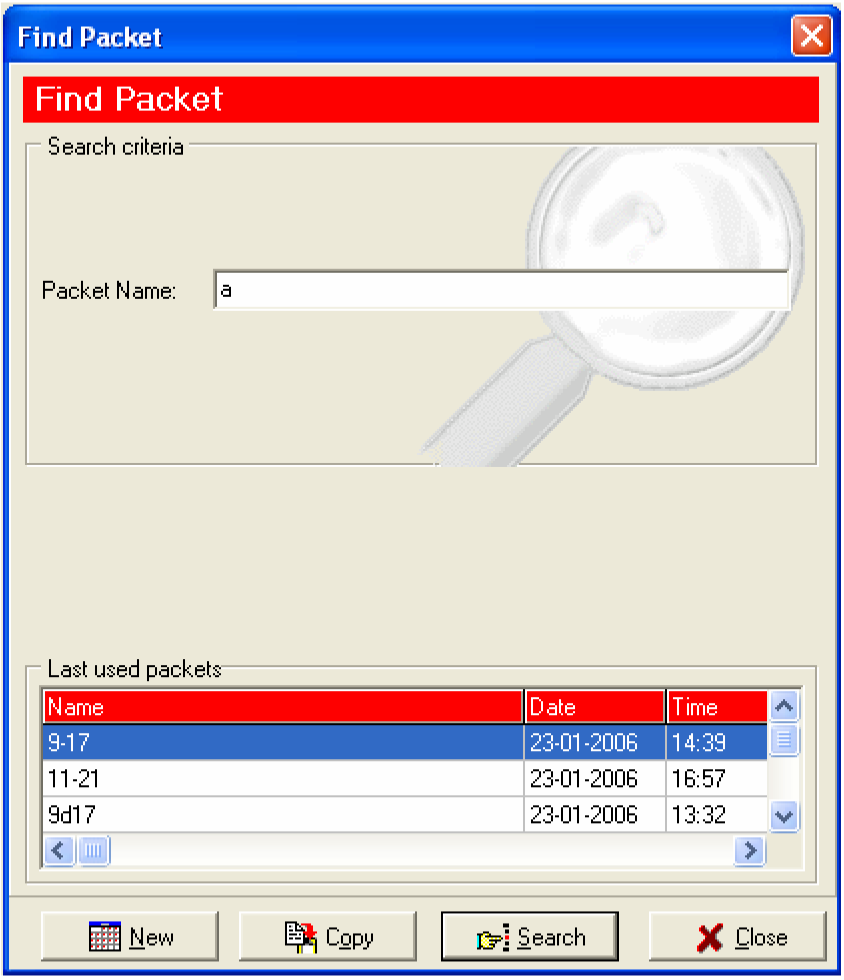
PACKETS

ESTABLISHING PACKETS

The idea with ware packets is to make units, combining several wares, booked typically together for a particular day. The Packet ware combinations are later picked up when defining whole stay Products and rates.

The stay product can consist of more than one packets. - Usually, the guest consumes one kind of packet at arrival, another one during the second/third.. day of his stay and a next kind of packet at departure.

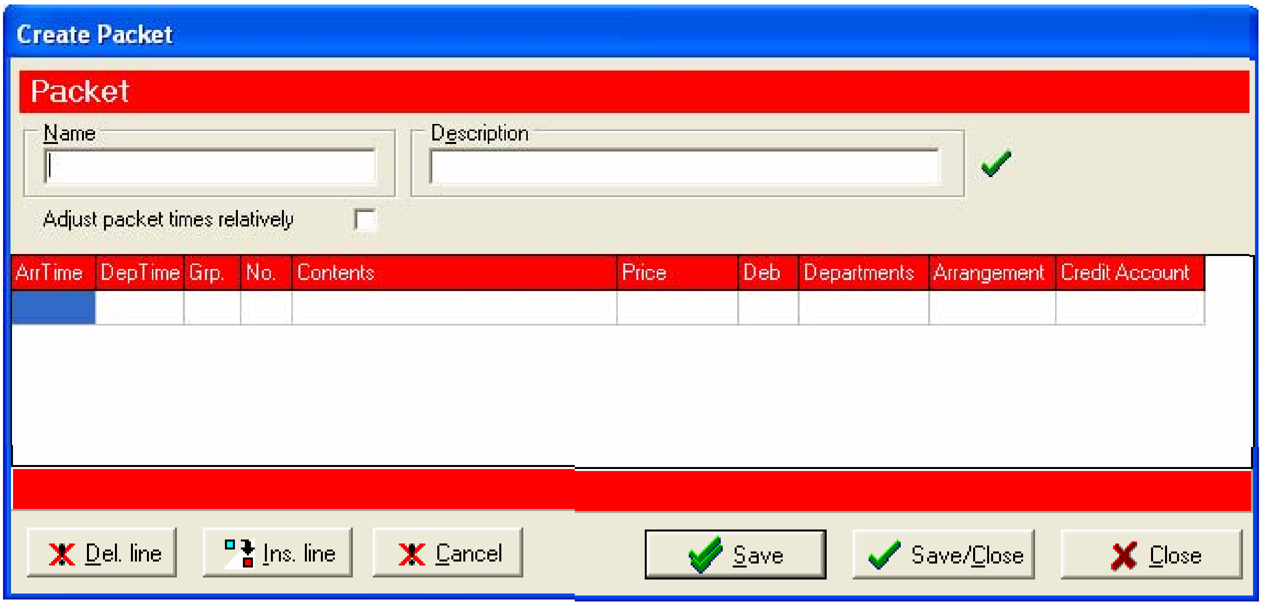
Ware packets are established by click on the icon Packets, and this below box appears:



Before creating new packets, it could be a good idea to print out and check the packets already available and their content. This is done by the icon Packet on the right screen frame, selecting then Specified Package, followed by Preview or Print.

New packet is created by New.

To create a new packet, following box appears:



On the top line, the packet's name is filled out. It could be ArrivalStandard, StayStandard, DepartureStandard, or another specific combination.

One packet contains only wares used between 00h to 24h of the particular day.

Now the ware lines can be filled out.

ARR TIME	Hour when the ware to be delivered. *Note:* Once the packet is saved, all wares will automatically appear in order per Arr. Time
DEP TIME	Mostly needed if booking of equipment, thus telling the system from when the tool is vacant be booked again
GRP	Ware group. Can be selected by * (star) and Tab
NO	Ware number
CONTENS	The ware name is automatically filled
PRICE	The ware price is automatically filled
DEB	For Internal bookkeeping. It is defined here what part of the product's price later to go to room/hall and what part to the ware's result account (look, please, at next page)
DEP	Department
ARRANGEMENT	Shall the ware be shown in the reservations, as being a part of the arrangement, or not.

CREDIT ACCOUNT The system fills it automatically with the ware's bookkeeping number

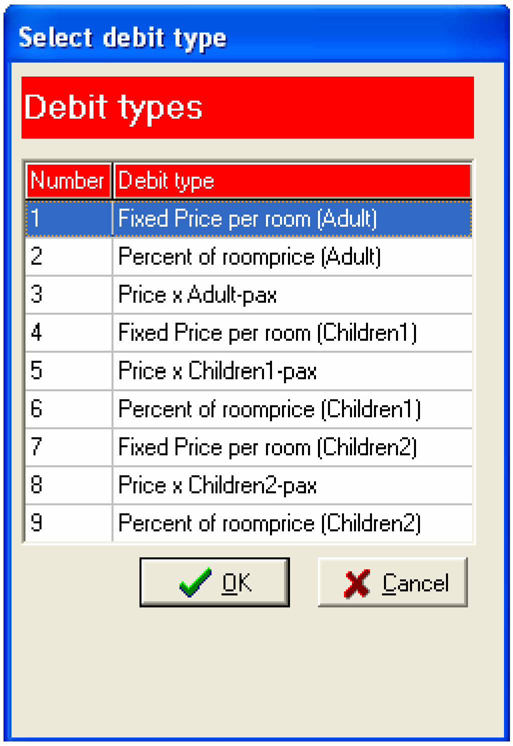
DEB

By typing * (star) + Tab in the field Deb, following 9 options appear:

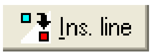
They are predefined in Picasso.
If a reservation uses a product where this package is included, then:

Option 1 -3 is automatically applied by the system to the adults in the reservation
Option 4 -6 is automatically applied by the system to the children1 in the reservation
Option 7 -9 is automatically applied by the system to the children2 in the reservation

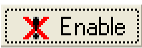
Option 3, Price x Adult-pax is the most usual choice where each ware in the packet is debited with its price, multiplied by number of adults in the reservation.



Back in Create Packet, with 

, 

lines are respectively deleted and inserted.

and 

are used to Disable or Enable the whole packet. However it cannot be disabled if already used in Products, which the system advices about when trying to save.

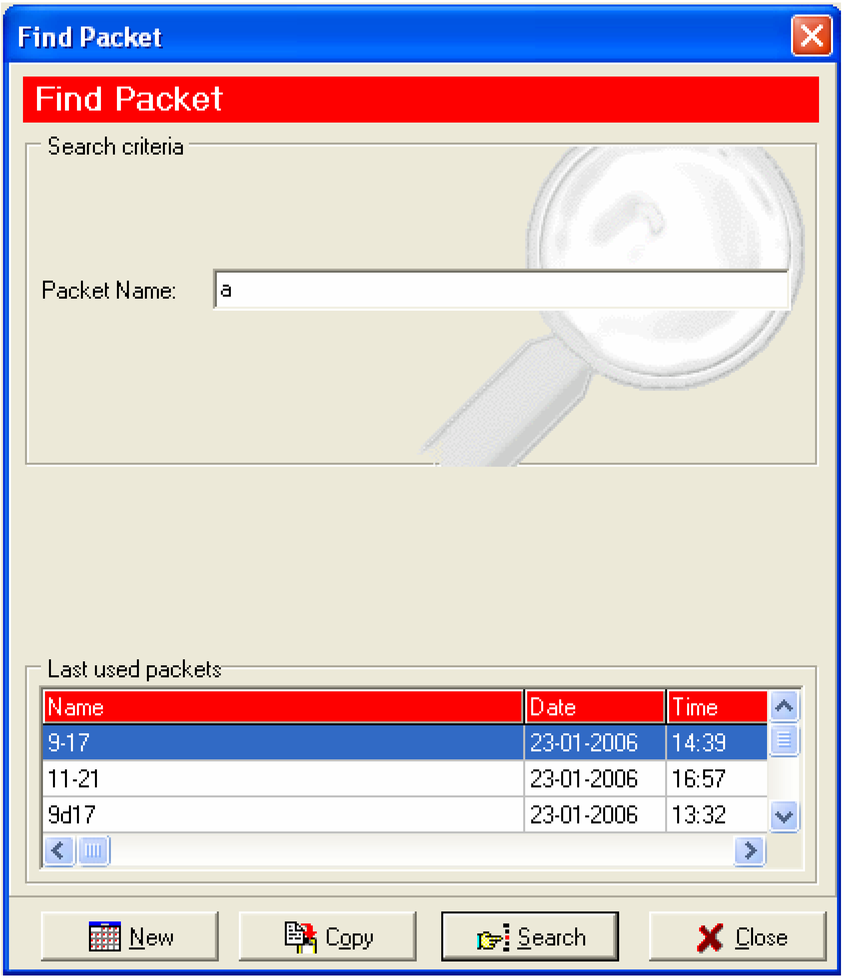
Once the package is composed or corrected, one leaves it with 

.

EDITING PACKETS

As in the previous chapter, by click on the icon 

, this below box appears:

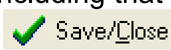


The user writes a letter or "*" (star) and applies 

The packet is found and opened, then changes are entered and the packet is saved.

If only a slight change to be made to a previously existing packet and saved as a new one, then the existing packet is called by letter or * (star), followed by 

.

Packet records appear, the desired one is open by double click and modified, including that new name to the packet is given too. The new packet is registered in the system by 

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PRODUCTS

Products are used to link the ware packets further with accommodation facilities such as rooms and halls.

In order to easier structure and manage products, they are split up into two groups:
Day Products – for only day activities, such as meetings, mostly related to Hall booking.
Overnight Products – include visits where the guests stay over through night and book a Room.

If the stay both includes booking of Halls and Rooms, one combined product can be made, combining Rooms, Halls and relevant wares. Such product will established under the category Overnight products.

In this last case, the reservation can also be made by a combination of:
A separate Day product in the Hall tab on the reservation window, and
An Overnight product in the Room tab of the reservation window.

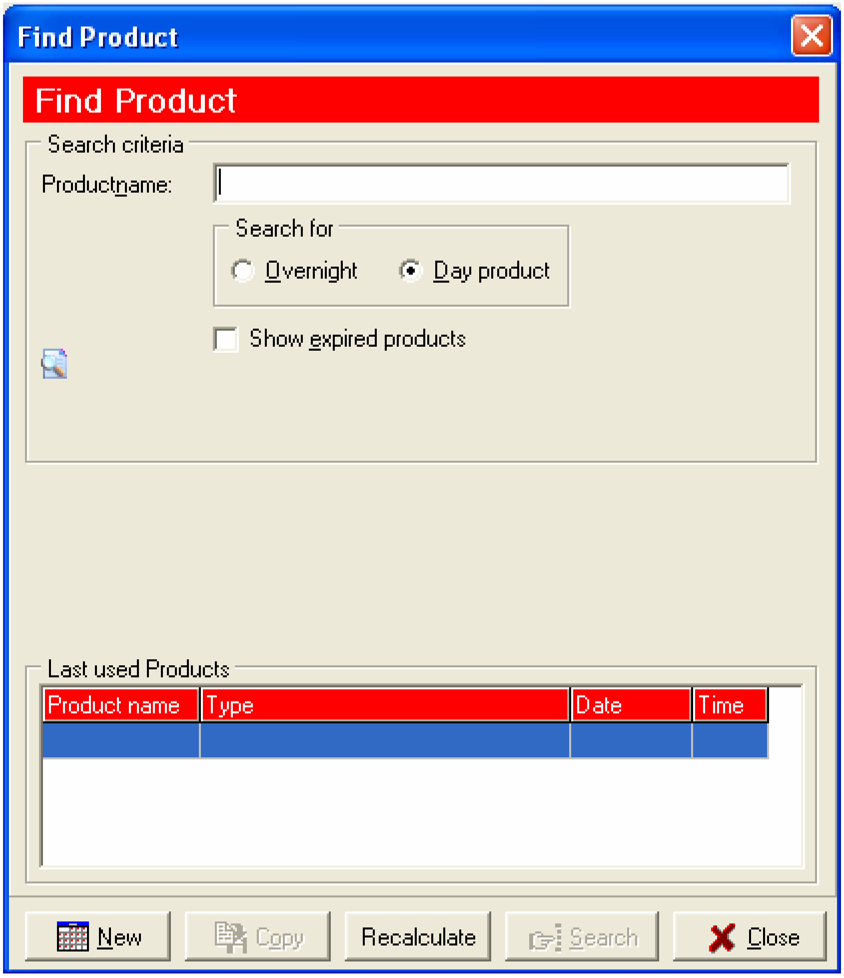
Product price:
A reservation is booked and a product chosen; after the guest's arrival and during the night audit respective amounts are sent further to the accounts included into the product.
Wares prices are deducted from the product price, and entered into the wares accounts, with amounts as originally given to the single wares.
The remaining part is then entered onto the Room, or Hall account.

When giving reductions to product prices, the ware keep usually their prices, while the income on Room/Hall is decreased. There is a possibility for a percent-regulated price reduction, thus equally distributing the reduction between all accounts included into the product.

ESTABLISHING DAY PRODUCTS

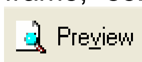
Making a Day Product is commenced by clicking on the icon 

.



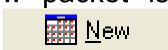
Now one needs to mark 

Before creating new packets, it could be a good idea to print out and check the packets already available and their content. This is done by the icon 

on the right screen frame, selecting then 

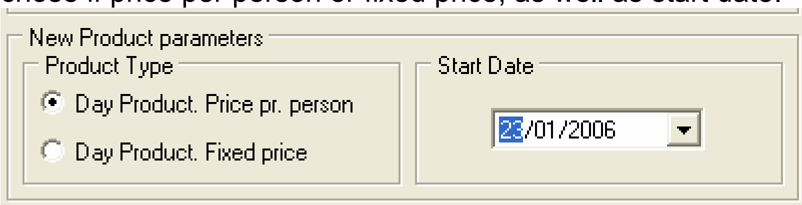
or 

.

New packet is created by 

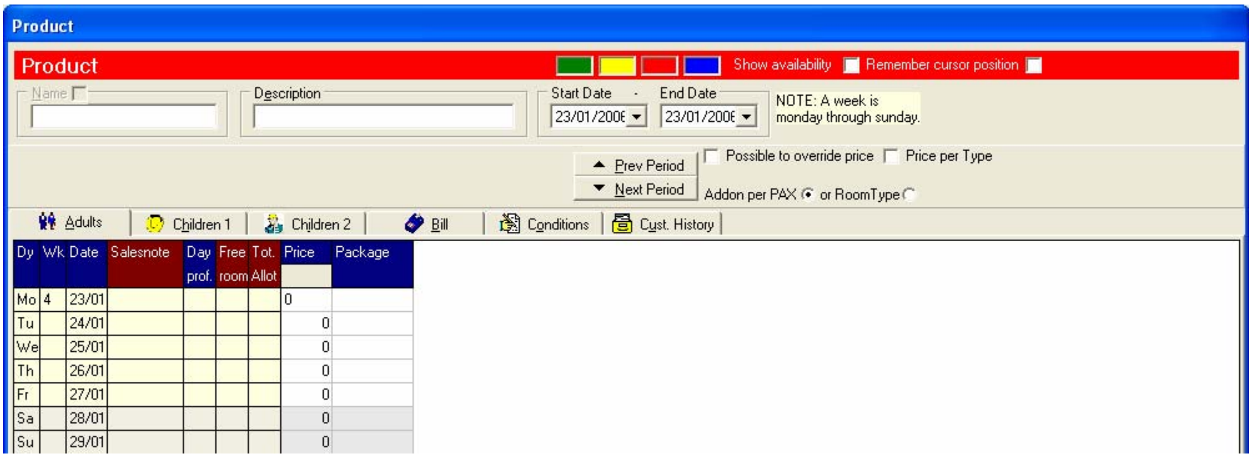
.

When clicking on New, a new similar window appears, where one only needs additionally to chose if price per person or fixed price, as well as start date.



The choice is confirmed by OK.

The product's prices and content are now entered:

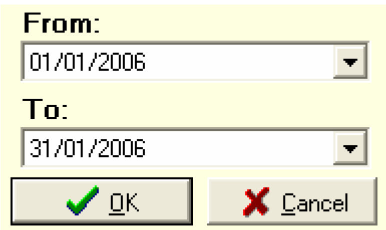


One enters Name and Description of the product.

Possible to override price is ticked off if it should be possible to change price when making a reservation with this particular product.

Start Date and End Date define from to when this product is active.

Under the Tab Adults it is now necessary to enter prices. By right click on a price field, it can be chosen Copy day to period .



Under the calendar, in the window's left frame, below, it is now possible to chose the end date to which the given price to be valid – e.g. from 01/01/2006 to 31/01/2006.
The interval needs to be within the time frame, already defined to the product.

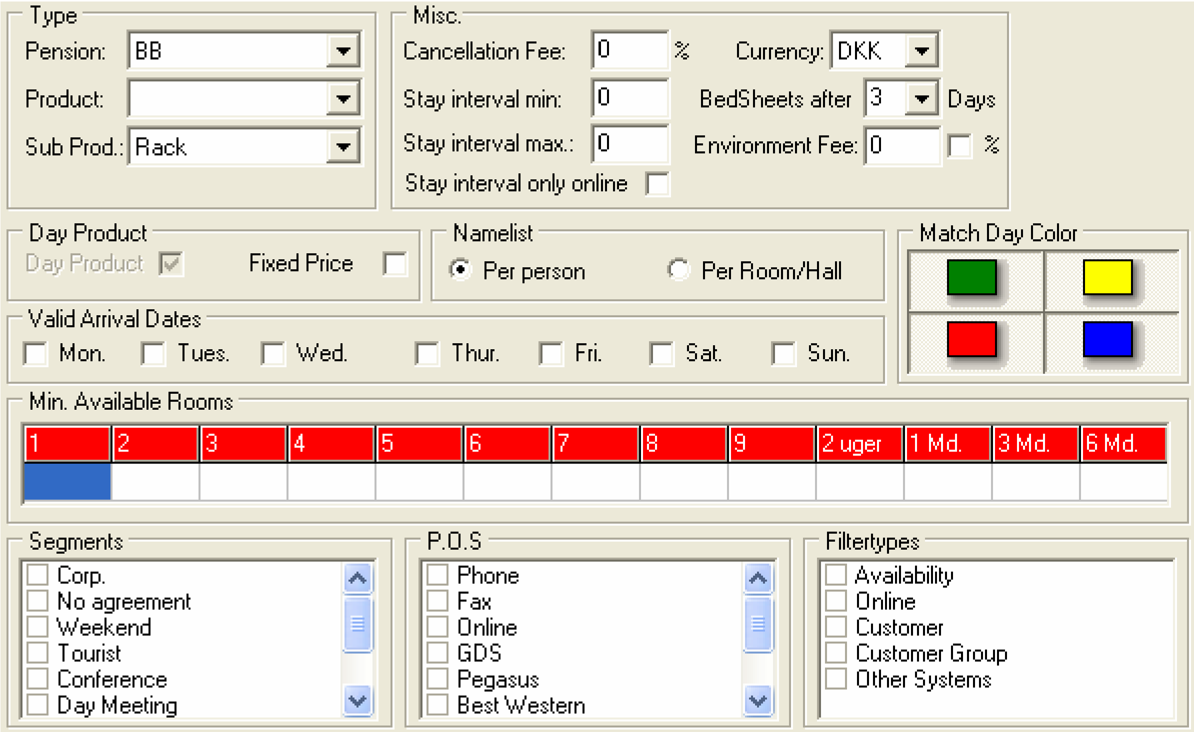
If prices defer during the week's days, they are entered per day for the whole week, after which one applies it to period by the right-click option Copy week to period .

The same is done under the Tabs Children 1 or Children 2, if they are relevant for the product.

Once prices are entered, next it is to relate a packet to each date, done by clicking * (star) and Tab in the respective field. This opens an overview on existing packets, and the wished packet is chosen.
Again as above, a field, or a whole week, can be copied to a period.

Under the tab Bill it is possible to chose a default bill template when this product is used in a reservation. The template can also be chosen or changed in the moment of reservation.
If it wanted the invoice to state separately product text, such text can be added here.

The tab Conditions opens fields for new additional information related to the product.



TYPE

One can give here characteristics, used when retrieving a report through the Product overview at the screen's right frame. Not used in other situations.

MISC.

Miscellaneous. Possibility to enter if a cancellation fee to be required at booking of this certain product, if a min or max Stay days to be required for booking the Product, and if this requirement to be applied to the online booking only.

Beside this: Currency, which appears on the reservation, but can then be changed. Bed Sheet after a number of days – appears on the daily Housekeeping report. Environment fee can be added to the invoice if the hotel might find this necessary.

NAMELIST

How Name list to be created in the reservation when this product applied. Perhaps just per hall could be enough in some cases.

MATCH DAY COLOURS

Could be used in order to link the product to days with given colour. The day is given a colour by the hotel, if desired, in the Booking module Plans, Roomtypes Day prof. or Room no. 23/01 M 24/01 T 32 43 just by clicking on the colour field.

VALID ARRIVAL DATES If applicable. Defining here can prevent e.g. giving a Monday-Thursday product to another day , if it is decided like this.

MIN AVAILABLE ROOMS If this might be a condition for giving the product.

SEGMENTS, POS,.. This information has to be ticked off in each reservation window. Instead, it could be defined in the product, in case a certain product always or mostly is related to same categories. Thus, it will appear as default in the reservation. Can of course be modified there each time.

All adjustment are saved with 

or 

.

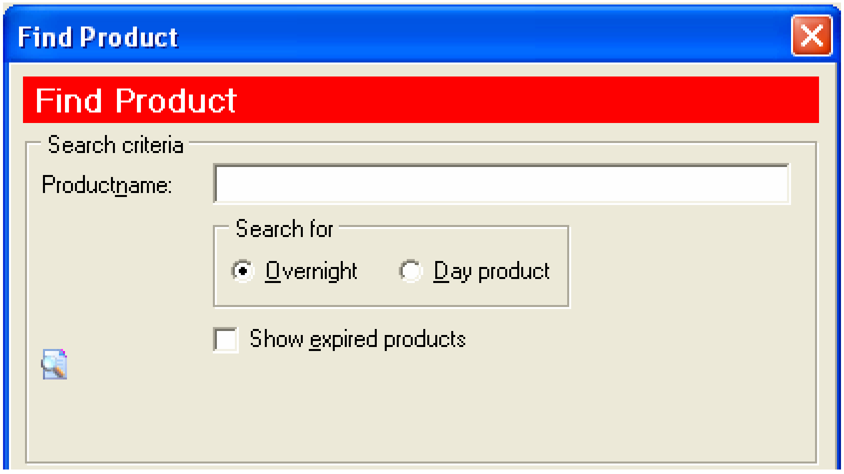
ESTABLISHING OVERNIGHT PRODUCTS

An Overnight Product is established in the same way like already done with Day Product.

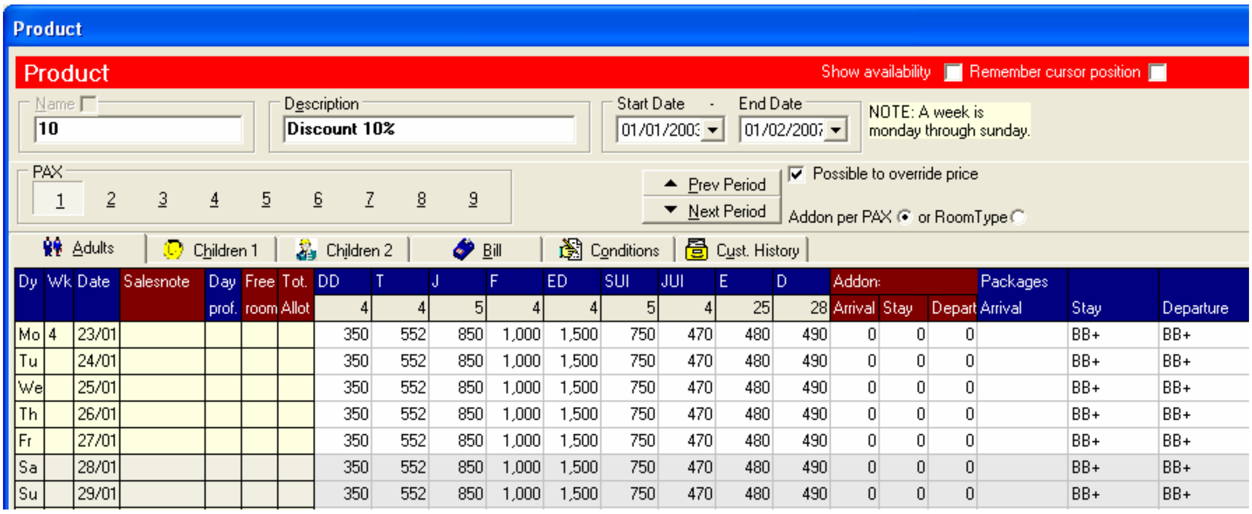
After click on 

it is however to chose 

in the below box:



The window for Price and related Packets is however more extensive, as it includes all room types in the hotel, as well as three packets can be attached – for the day of Arrival, the day of Departure and for the Stay day (s) – i.e. the days between day of Arrival and Departure.



Dy	Wk	Date	Salesnote	Day prof.	Free room	Tot. Allot	DD 4	T 4	J 5	F 4	ED 4	SUI 5	JUI 4	E 25	D 28	Addon: Arrival	Addon: Stay	Addon: Depart	Packages Arrival	Stay	Departure
Mo	4	23/01					350	552	850	1,000	1,500	750	470	480	490	0	0	0		BB+	BB+
Tu		24/01					350	552	850	1,000	1,500	750	470	480	490	0	0	0		BB+	BB+
We		25/01					350	552	850	1,000	1,500	750	470	480	490	0	0	0		BB+	BB+
Th		26/01					350	552	850	1,000	1,500	750	470	480	490	0	0	0		BB+	BB+
Fr		27/01					350	552	850	1,000	1,500	750	470	480	490	0	0	0		BB+	BB+
Sa		28/01					350	552	850	1,000	1,500	750	470	480	490	0	0	0		BB+	BB+
Su		29/01					350	552	850	1,000	1,500	750	470	480	490	0	0	0		BB+	BB+

The columns

DD	T	J	F	ED	SUI	JUI	E	D
4	4	5	4	4	5	4	25	28

include automatically the room types in the hotel, with their numbers below.

In some cases the hotel might want to add an amount to the arrival day and deduct it on the departure day, or another combination. This can be done in the area

Addon:		
Arrival	Stay	Depart

.

Packages		
Arrival	Stay	Departure
	BB+	BB+
	BB+	BB+

The last three columns are for entering the packages, related to arrival, departure and stay, if any. When placed in each of the fields, by * (star) and Tab, one gets a list on existing packages in order to choose one for Arrival, Stay and Departure.

If the Product only offers a breakfast beside the room, than the package e.g. could be called B for breakfast or BB. This package is of course not relevant for the day of arrival and its field can be left empty. The package can then be related only to the next days, if any, as well as to the day of departure.

When a whole day (row) is filled in, then the day can be copied to a whole period, as in the previous chapter. This is done by right click, followed by: Copy day to period

If the combinations are different during the week's days, then a whole week is filled in from Monday to Sunday, then right clicking on a Monday an choosing: Copy week to period.

All adjustment are saved with Save or Save/Close.

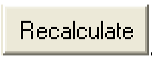
EDITING PRODUCTS

The previous chapters showed building up of an empty product, which function is accessed by 

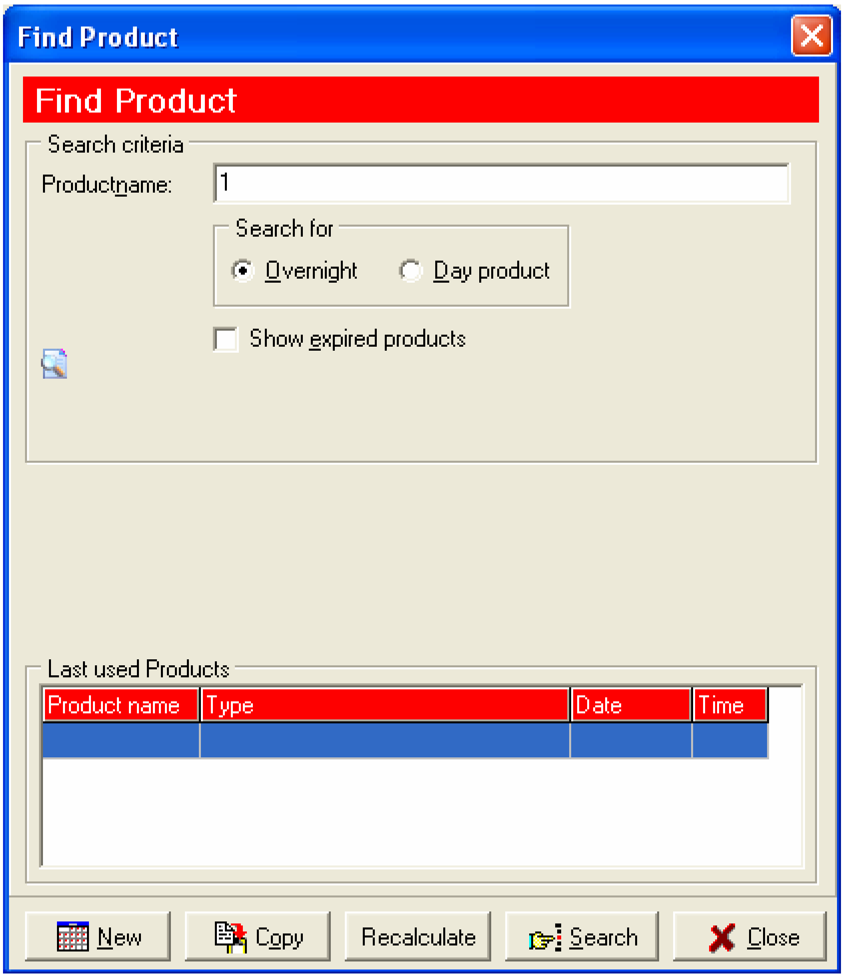
.

Another alternative for creating a new product is picking up of an existing product, renaming it and making the necessary corrections – regarding either prices, packets included or conditions, then saving.
This can be done by searching for an existing product, doing the search however by the button 

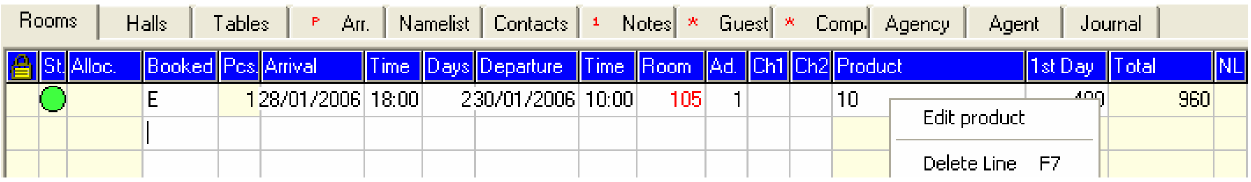
.
Once the product is found it can be renamed and saved and this will not influence the previous product from which it is copied.

An existing product can also if necessary be edited and resaved directly.
In case a product is edited, and in case it already is used in future reservations, the user might desire to apply the new content to concerned future reservations. This is done by clicking 

.



The product can also be changed during performing a reservation in the Booking module.



In the reservation window's product column, the user right clicks on the product already chosen, and chooses Edit product. The product content is thus open, and one is allowed permanently to change the product's rate and content, after which the changes are valid for all future reservations where the product is used.

This approach can be relevant when a product is made and used for one certain client. If a correction appears to be necessary in a moment of caring out of reservation and while in contact with the client, then it's practical to have direct access to the product's content.

USING ALLOTMENTS

Some of the hotel rooms may stay reserved for an agency/agent/company. Agreements of this kind are entered each one separately under the shortcut 

.

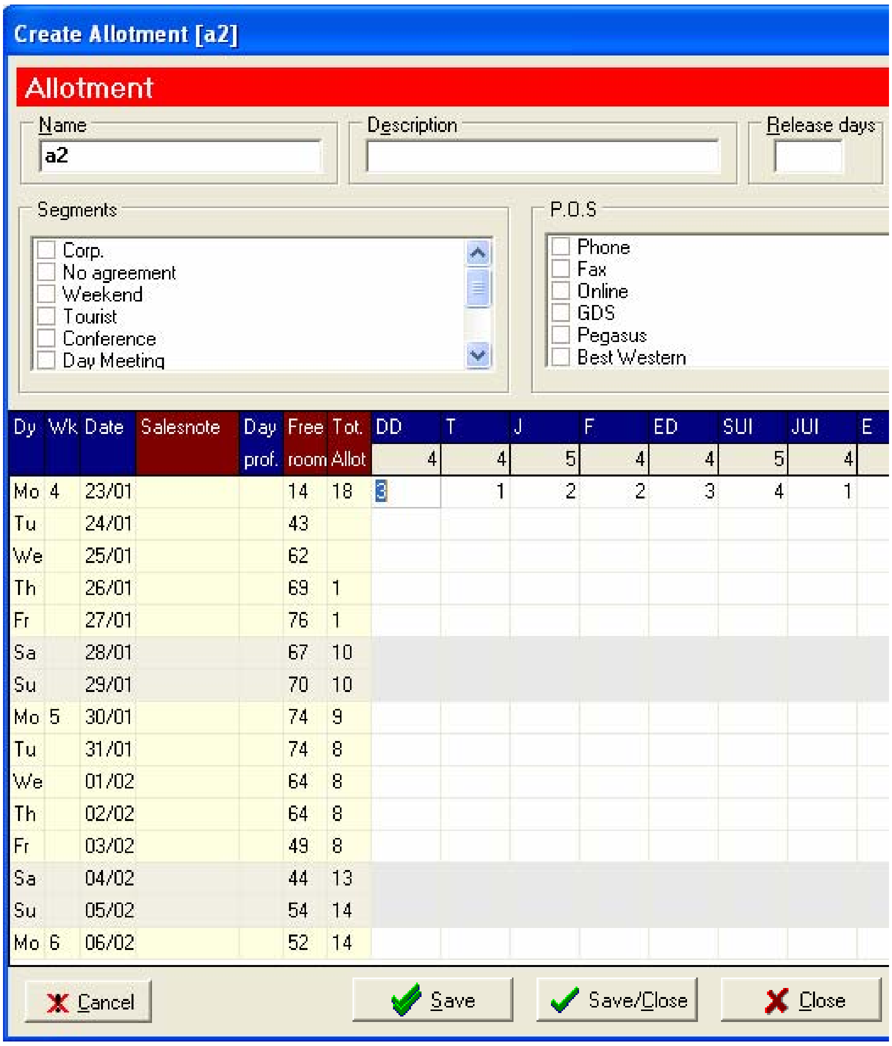
The different allotments appear then in the booking overview and their numbers per room type are automatically deducted from the room type numbers available in the hotel.

In order to create an allotment, one clicks on the above icon on the tool bar, followed by 

.

Then a Start date for the Allotment is given, followed by 

, after which the allotment details need to be entered.



NAME
A short and precise name to the allotment is given.

DESCRIPTION
Details about the allotment

RELEASE DAYS
These are the number of days before date where the rooms are released.

SEGMENT AND **P.O.S**
Can be used as notification for which group of guests the allotment is.

Rooms days are entered per day and room type. As when establishing products, a whole day row (or a week beginning Monday) can be copied and applied to a whole period.

Again, this is done by right clicking on the day (week) and choosing Copy day (week) to period. Then, an extended calendar option appears for indicating the period's start and end. – the period option becomes available at screen's left bottom frame, under the calendar, and the period choice is confirmed by Ok.

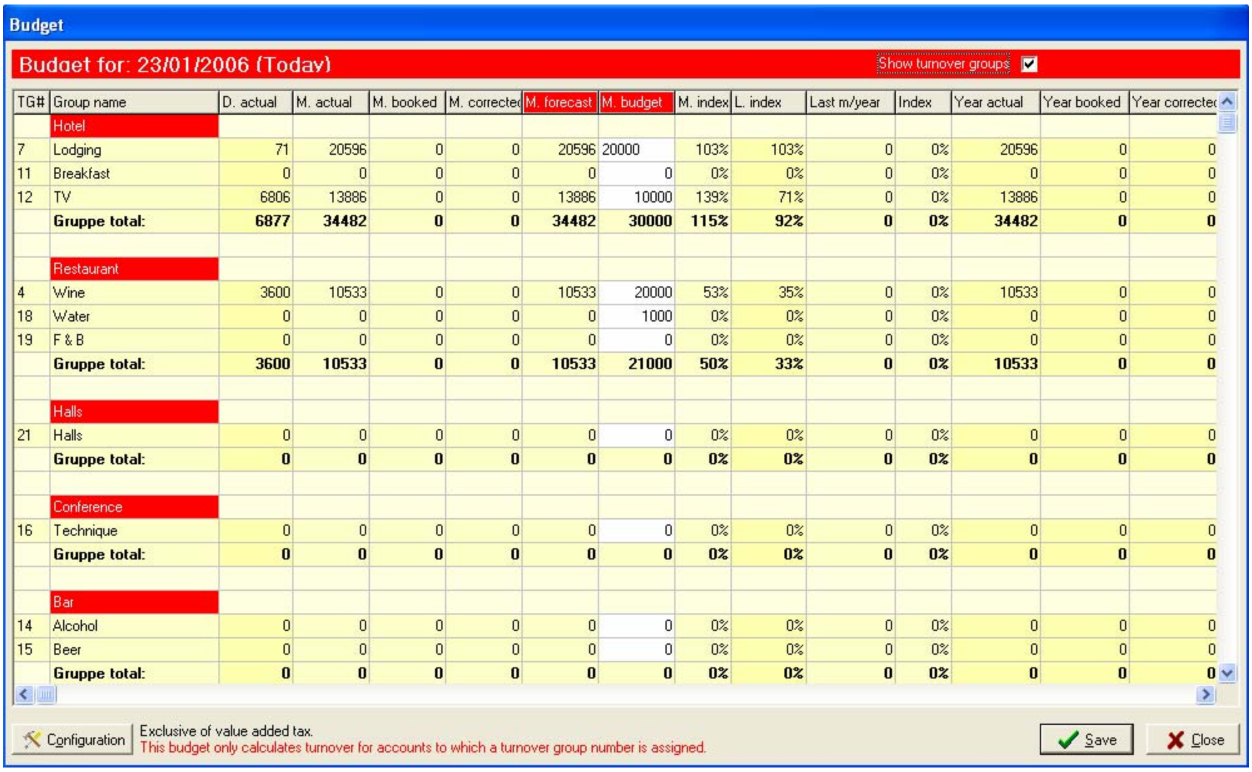
All adjustment are saved with Save or Save/Close.

As at Products, Allotment can also be changed from the Booking module. This is done through the overview Roomtypes, the tab Allotment. The relevant allotments for that date are displayed, and one double clicks on the desired Allotment in order to enter its contents. The allotment can also be opened by a right click and choosing the change option. The allotment's content is thus available for user to edit and save changes.

Once the allotment is defined, it is added to the Agency Customer profile in the Marketing module – Agency profile – Agreement – Allotment.
Several allotments can be thus related to an Agency/Agent/Company, and the right one is chosen in the reservation window when processing a reservation. The choice is done in the Allotment: field in the reservation window.
Once saving the reservation, the reservation's guest number is deducted from the allotment applied.

BUDGET

The icon  follows further to Picasso's budget sheet.



TG#	Group name	D. actual	M. actual	M. booked	M. correcte	M. forecast	M. budget	M. index	L. index	Last m/year	Index	Year actual	Year booked	Year correcte
	Hotel													
7	Lodging	71	20596	0	0	20596	20000	103%	103%	0	0%	20596	0	0
11	Breakfast	0	0	0	0	0	0	0%	0%	0	0%	0	0	0
12	TV	6806	13886	0	0	13886	10000	139%	71%	0	0%	13886	0	0
	Gruppe total:	**6877**	**34482**	**0**	**0**	**34482**	**30000**	**115%**	**92%**	**0**	**0%**	**34482**	**0**	**0**
	Restaurant													
4	Wine	3600	10533	0	0	10533	20000	53%	35%	0	0%	10533	0	0
18	Water	0	0	0	0	0	1000	0%	0%	0	0%	0	0	0
19	F & B	0	0	0	0	0	0	0%	0%	0	0%	0	0	0
	Gruppe total:	**3600**	**10533**	**0**	**0**	**10533**	**21000**	**50%**	**33%**	**0**	**0%**	**10533**	**0**	**0**
	Halls													
21	Halls	0	0	0	0	0	0	0%	0%	0	0%	0	0	0
	Gruppe total:	**0**	**0**	**0**	**0**	**0**	**0**	**0%**	**0%**	**0**	**0%**	**0**	**0**	**0**
	Conference													
16	Technique	0	0	0	0	0	0	0%	0%	0	0%	0	0	0
	Gruppe total:	**0**	**0**	**0**	**0**	**0**	**0**	**0%**	**0%**	**0**	**0%**	**0**	**0**	**0**
	Bar													
14	Alcohol	0	0	0	0	0	0	0%	0%	0	0%	0	0	0
15	Beer	0	0	0	0	0	0	0%	0%	0	0%	0	0	0
	Gruppe total:	**0**	**0**	**0**	**0**	**0**	**0**	**0%**	**0%**	**0**	**0%**	**0**	**0**	**0**

TG# Turnover Group number. Once defined in  the number is then entered into the T.O. column of the respective accounts in the hotel's Account plan. Thus, linking the Turnover group to one or more accounts, which result is summed and appears in the 4th column.

GROUP NAME The Turnover Group name as given in .

D. ACTUAL The accumulated turnover for the day, coming from the account (s) related to this turnover group.

M. ACTUAL The accumulated turnover for the month, coming from the account (s) related to this turnover group.

M. BOOKED The figures as booked for the rest of the period through Products

M. CORRECTED By right click on the field, one can enter correction in percentage if one considers the month will accumulate a higher turnover than visible through the booked figures.

M. FORECAST Monthly forecast. M. Actual + M. Booked.

M. BUDGET Entered by the hotel

M. INDEX M. Forecast/ M. Budget

The budget sheet links directly its Turnover groups to the hotel accounts – in a way defined by the hotel. Some accounts from the accounting plan could be less interesting to be included into the budget sheet and followed-up. In opposite, accounts related to the accumulated turnover are extremely relevant and will be linked to a turnover budget group. Several accounts from the accounting plan can, if wanted, be linked to a same turnover group.

This is done by two steps:

The main budget groups are defined, as well as their subgroups, called also Turnover groups. This is done in 

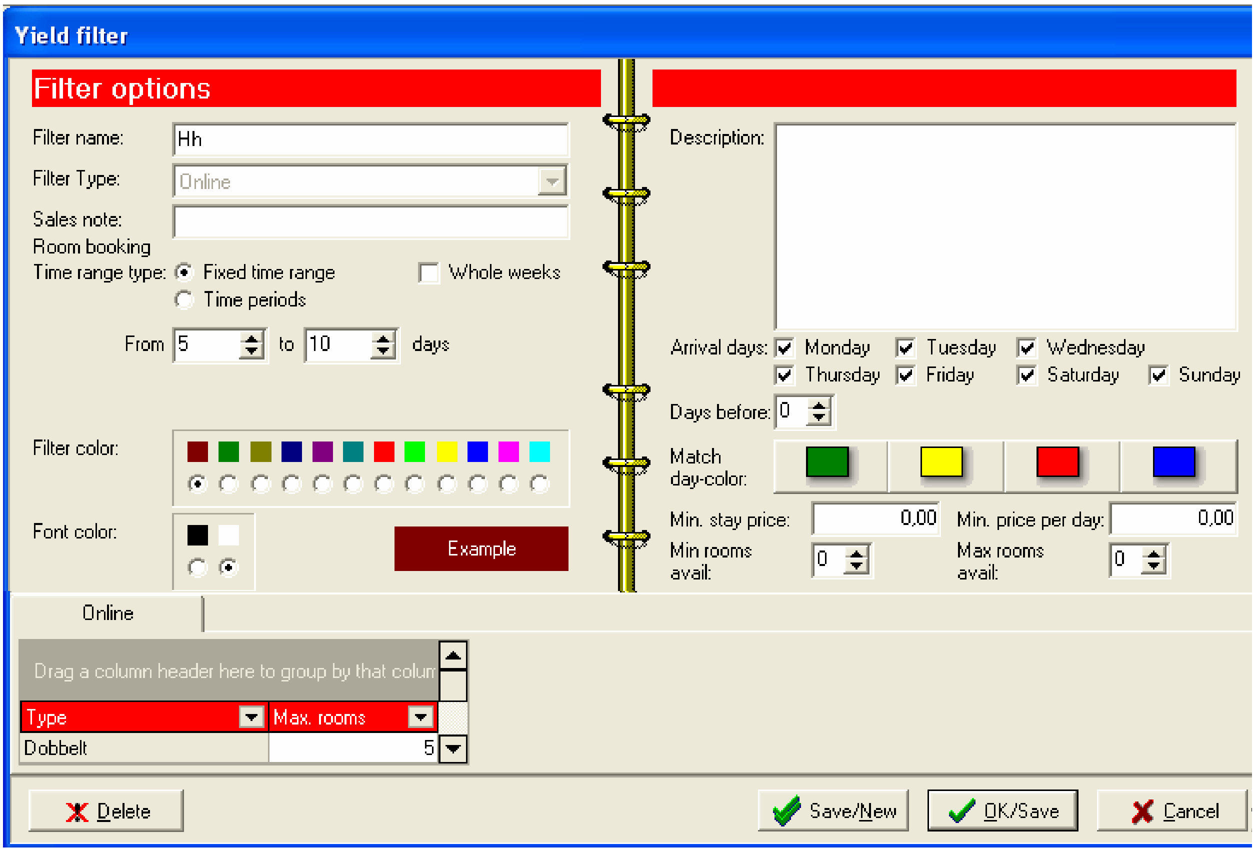
in the bottom left corner of the overview.

Then the turnover group number is entered into the T.O. column of the respective accounts in the Account plan of the hotel.

BOOKING FILTER

The Filter in Picasso is used to filter availability at Online Booking, thus room number availability vary depending on the search criteria. Filters are defined behind the icon 

.



FILTER NAME Filter name

FILTER TYPE Beside Online filter it is intended Picasso also to offer internal Availability filter.

TIME RANGE TYPE It is possible here to point out criteria if the filter to be valid for a certain stay length, e.g. for stays between 5 and 10 days.

ARRIVAL DAYS Arrival days for which the filter to be valid.

MATCH DAY COLOUR Is used if the filter only to be offered when its colour corresponds to the day colour, as given by the hotel in the Booking module, Room types or Room no overview.

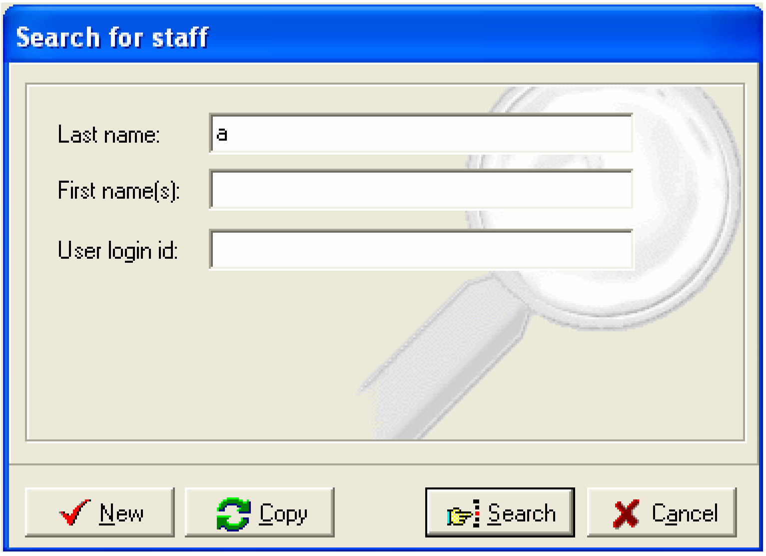
ONLINE In the below tab, the room number is given per room type, thus selecting only a part of the hotel rooms when the above conditions are valid.

SYSTEM USERS

All Picasso users need to be entered as separate user profiles. This is important as log-in identity which also relates to the user's rights and access to the Picasso features.

New employee is entered by a super user through the toolbar icon 

.



If an existing user has to be found in respect to changes of personal details or access rights this is done by 

in the box.

By 

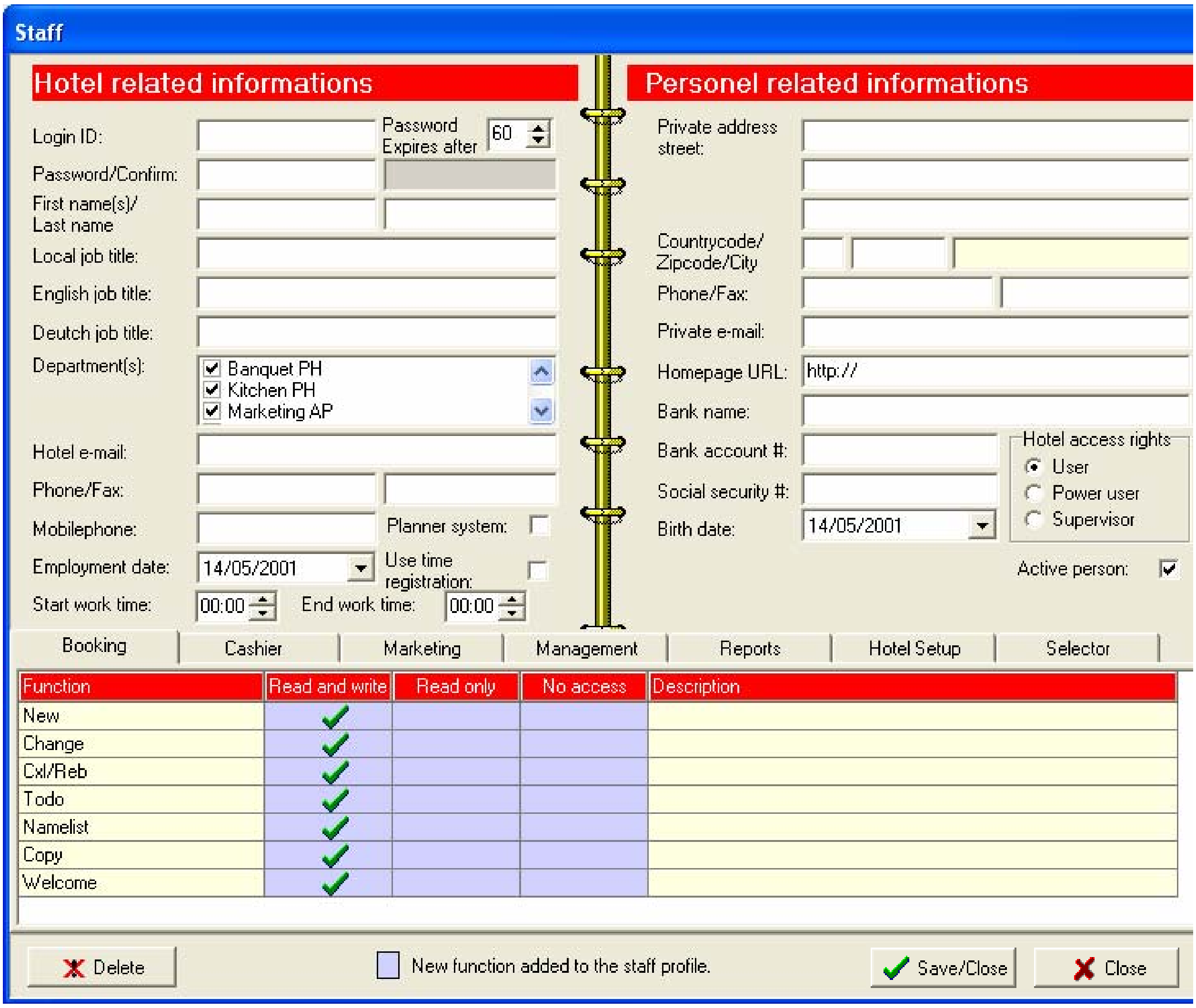
a new user can be established if the same has similar characteristics as the ones of an already existing user.

opens for en empty profile box.

Establishing of a user profile goes through following steps:

1. Entering personal information, such as name, address, etc. in the upper part of the next window. The user's username and password to Picasso is entered here as well. If password is set to "0" days validity, this will allow using the same password without time limitation.
It is also ticket off here to which hotel departments the user is allowed to have access.

2. In the window's below part, through tabs, the supper user defines the user's access rights for each separate Picasso module.



Once the personal information is entered, then behind each tab, the modules features are listed. By putting , the super user marks if the user is given No access, Read only access, or Read and write access to each single feature. This is done just by clicking on the relevant field.

All the features which to be ticked off are listed here below.

BOOKING

New	Making new reservation
Change	Editing reservation
Cxl/Reb	Cancelling or rebooking reservation
Todo	Access to the task list for follow-ups
Namelist	Creating namelist to a reservation
Copy	Making new reservation by copying an existing one
Welcome	Checking guests in
Check-in	Checking guests in and allocating rooms
Wake-up	Entering wake-up schedule
Housekeeping	Changing room clean status after clean-up
InUse	Setting rooms to status Out-of-Order
Letter	Making confirmation letter
Yield	Colour/note rank giving to each day

GOODBYE	Checking-out function if Picasso without Cashier module
CHECK-OUT	Checking-out function if Picasso without Cashier module
REPORTS	Access to the overviews in the booking module right frame

CASHIERS

SALES	Direct sale
INVOICES	Overview and access to main reservations and open invoices
INVOICE	Access to open invoices or creating new invoices
ROOMS	Access to all reservations per room, with sub-folios
RESERVATION	Finding reservation/room
TABLES	Access to a table overview and separate tables
TABLE	Access to a separate table
EXCHANGE	Access to the currency converter
SETTLEMENT REPORT	Retrieving cash settlement report
TURNOVER REPORT	Retrieving turnover rapport
BILL NO REPORT	Report on bills per number
TRANSACTION REPORT	Full transaction report per user/time
IN-HOUSE DEBTOR REPORT	Follow-up report
STOCK REPORT	*Not active*
BANK/GIRO	*Not active*
REPRINT	Reprint invoice
BILL/COPY REPRINT	Reprint Copy of invoice

MARKETING

GUEST	Establish guest profile
CONTACT	Establish contact person
COMPANY	Establish company
COMPANY CO	Establish parent company
AGENCY	Establish travel agency
AGENCY CO	Establish parent travel agency
AGENT	Establish agent
SALES CH.	Establish sales channel
UPDATE ORDER BOOK	Establish order book
FOLLOW-UP	*Not active*
M.I.S	Marketing information system
UPDATE M.I.S	Update Marketing information system beside of Night audit
IMPORT	Import of guest records
EXPORT	Export of guest records
CUSTOMER REPORT	Customer report
TOP 20 REPORT	Top 20 report
CONTACT REPORT	Report on contact persons
CUSTOMER SEGMENT	Report per segment
FOLLOW-UP REPORT	Access to Todo list
ALL CUSTOM TYPES	Access to all custom types
CUSTOMER LIST	List on customers
CUSTOMER LABELS	Label print out
WORD	Access to process Word letters
EMAIL	Access to process Emails

REFRESH	Refresh function
PREVIEW	Preview function
PRINT	Print function
FILE EXPORT	File Export function
NEW CUSTOMER	New customer
BONUS SYSTEM	Retrieval from the bonus system

MANAGEMENT

ACCOUNT	Entering Accounts
ACCOUNT GROUPS	Entering Account groups
WARE GROUPS	Entering Ware groups and wares to the groups
PACKETS	Right to establish/ edit packets
PRODUCT	Right to establish/ edit products
ALLOTMENT	Right to establish/ edit allotments
INTERNET	Internet shortcut
BUDGET	Budget report
YIELD FILTER	Right to establish/ edit yield filter
STAFF	Right to establish/ edit employee profiles
CITY LEDGER	*Not active*
CURRENCY	Currency set up
ACCOUNTS REPORT	Accounts Report
WARE GROUP REPORT	Ware Group Report
PACKET REPORT	Packet Report
PRODUCT REPORT	Product Report
ALLOTMENT REPORT	Allotment Report
INTERNET REPORT	Internet Report
BUDGET REPORT	Budget Report
YIELD REPORT	Yield Report
STAFF REPORT	Staff Report
CITY LEDGER REPORT	*Not active*
CURRENCIES REPORT	Currencies Report
ACCOUNTS SETUP REPORT	Accounts setup Report

REPORTS

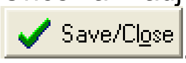
ARRIVAL	Arrival lists
IN HOUSE	In house lists
DEPARTURE	Departure lists
ARRANGEMENT	Arrangements lists
NAME LIST	Name lists
MAINTENANCE	Cleaning lists
DEPOSIT	*Not active*
PROVISION	Provision to owners
FINANCIALS	*Not active*
CONTROL	Report on actions done in Picasso
STATISTICS	Statistics on products, occupancy
NIGHT REP	*Not active*
LETTERS	*Not active*

HOTEL SETUP

NO ACCESS FOR HOTEL STAFF

SELECTOR

EXECUTE BOOKING	Access to Booking module
EXECUTE CASHIERS	Access to Cashier module
EXECUTE MARKETING	Access to Marketing module
EXECUTE MANAGEMENT	Access to Management module
EXECUTE HOTEL SETUP	Access to Hotel Setup module
EXECUTE REPORTS	Access to Rapport module
EXECUTE NIGHT AUDIT	Access to Night Audit
EXECUTE NEW VERSION	Access for update *is only done in accordance with Techotel*

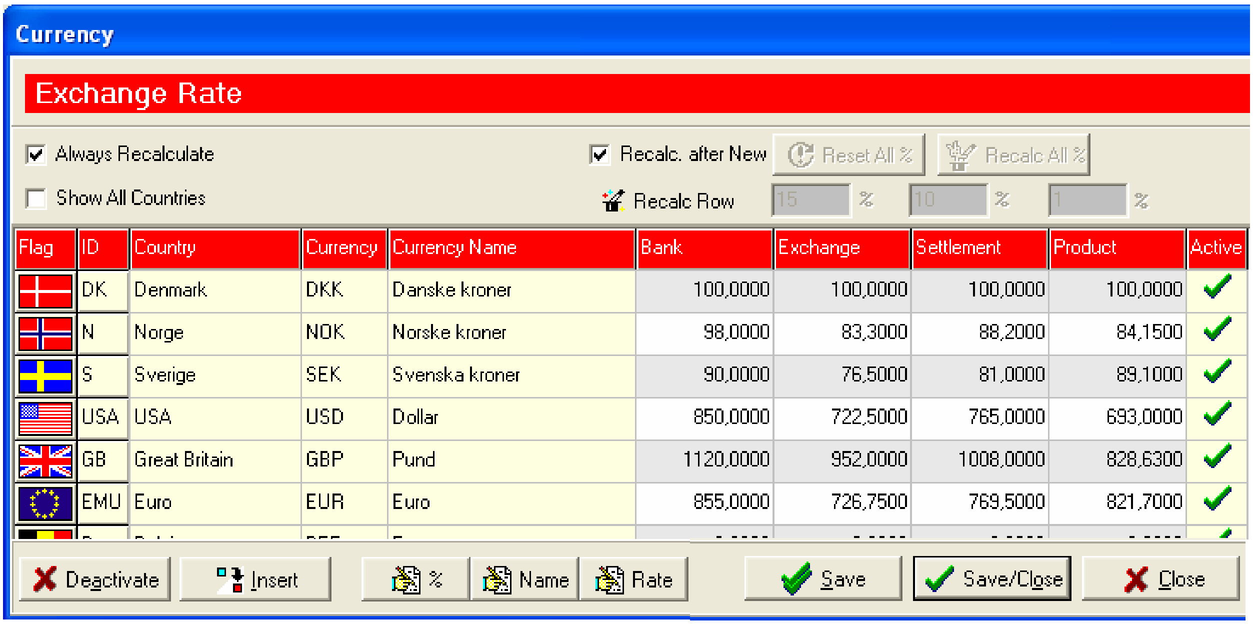
Once all adjustments in the personal profile are made, the user profile is saved by 

.

CURRENCY

The currency converter allows entering currency rates, accessed through the icon 

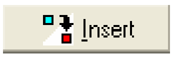
.



The desired currencies are entered here, and through the Payment ware list can then be added as payment buttons in the Cashier module.

The chapter ESTABLISHING PAYMENT METHODS shows the Payment ware group in 

and the wares behind it. The chapter shows further how the wares appear in the Cashier module, ready for use.

By 

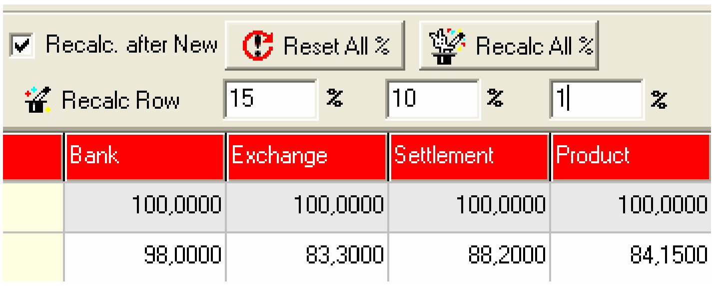
a new line is added, and a country can be deactivated by 

.

If wanted by the hotel, the bank rate can be modified when applying to the hotel internal rates.

Instead of entering such modifications for each currency separately, the icon 

gives opportunity to do it for all currencies at once, by entering a % figure. The percentage is then applied respectively to: Exchange, Settlement and Product.



BANK the bank exchange rate

EXCHANGE the hotel exchange rate, if the guest only exchanges money

SETTLEMENT the hotel exchange rate when the guest settling account

PRODUCT the product price when booking a product in that currency

Currencies and rates are then saved by 

.

MANAGEMENT REPORTS

In the Management module right frame, following reports are available for retrieving information related to accounts/budget/currencies and wares/packets/products/allotment – as available in the system at the moment of retrieval.

ACCOUNTS	Turnover by accounts
ACC. SETUP	List over the account plan, entered into the system
WARE GROUPS	List by ware group and ware
PACKET	List over packets entered into the system
PRODUCT	List over products entered into the system
ALLOTMENT	List over allotments entered into the system
INTERNET	Not active
BUDGET	Ready to print list reflecting the Budget overview
YIELD	Not active
STAFF	List over staff
CITY LEDGER	Not active
CURRENCIES	List over currencies entered into the system

Once selection done, the user asks for output by clicking on one of the following functions:

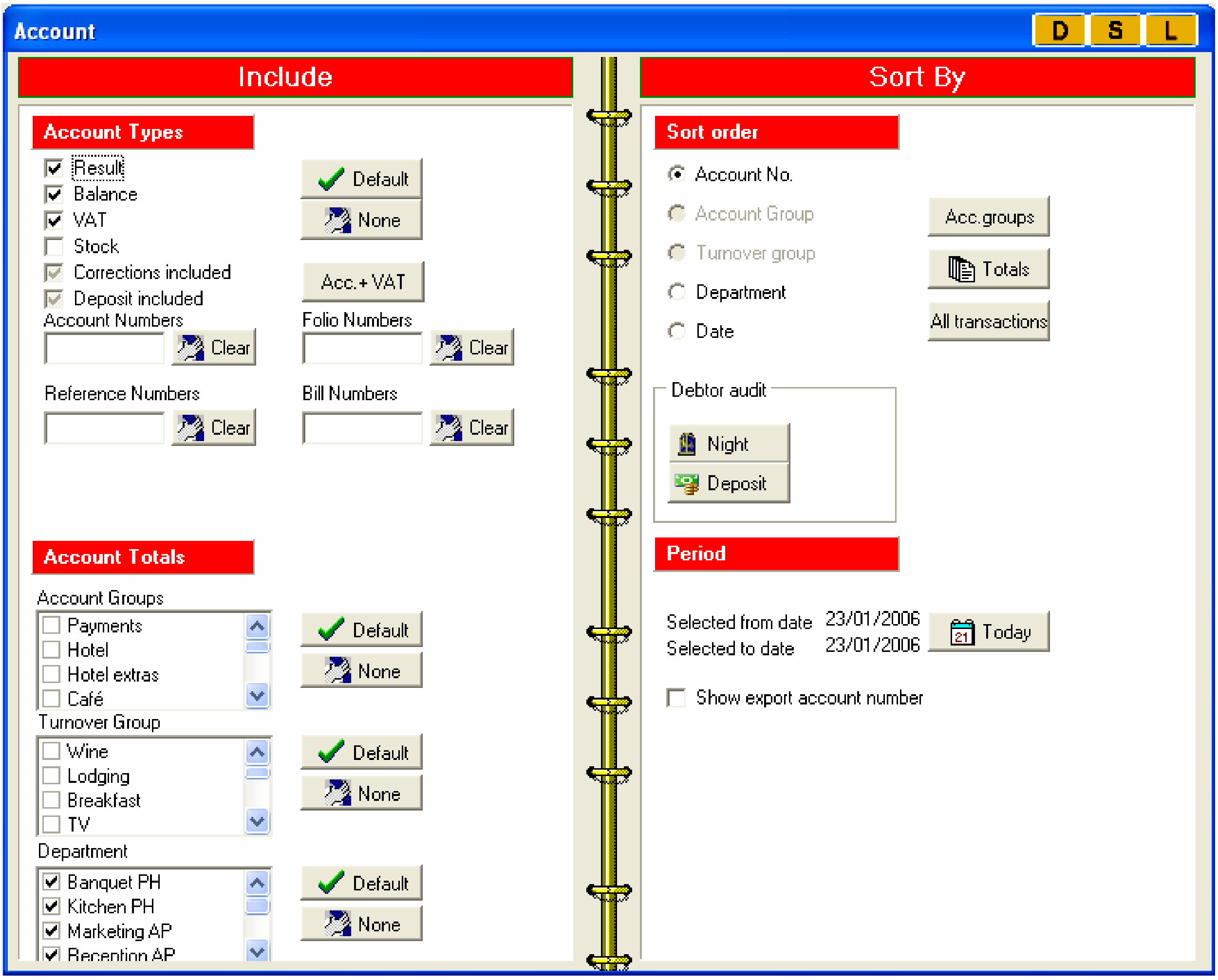
REFRESH	Updates the screen picture
PREVIEW	Displays on the screen report's printout
PRINT	Printout
FILE	The report result is saved as file
EXCEL	The report result is transferred to Excel
EMAIL	The report result is attached email
CLOSE	Closes the invoice or report, open on the screen

Once a report is chosen, different relevant criteria appear on the screen in a window and need to be ticked off. The criteria covers all parameters that could be relevant for the certain topic and are related to the extraction and layout of the coming report.

General about all reports is the facility 

who appear available on the right top corner of the window.

S Save makes it possible to save a certain selection, which again appears by next log-ins.
D Default. By clicking on it, the user goes back to the report's criteria default selection.
L Load is applied if the user from default lay-out would like going back his specific (S) settings.



The criteria fields in the different reports will not be elaborated in the User Guide as they are directly related to a certain report and the user will be asked to have a look at own hand, as well as to ask their contact person from Techotel, if necessary.

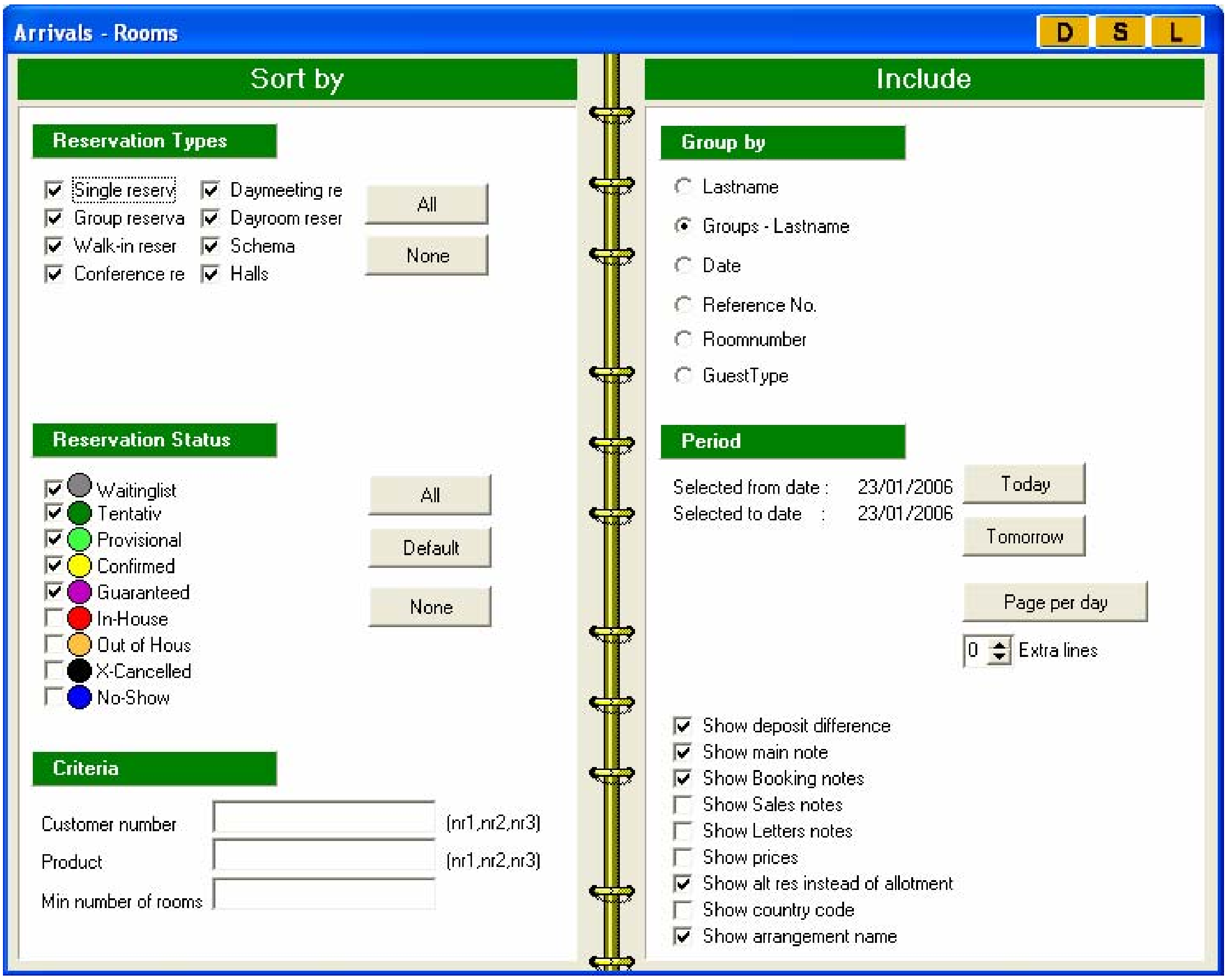
Herewith the Management module is deemed covered.

REPORTS

The module Reports is intended to supply the hotel with out-prints for the activities going on in the hotel.

By click on each icon, a relevant report overview appears at the screen's right frame. Then one of the below reports is chosen and the user, by ticking off, selects specific criteria for the report.

A report could look like this:



As in the Management module reports, also here the  buttons appear available on the right top corner of the window.

S Save makes it possible to save a certain selection, which again appears by next log-ins.
D Default. By clicking on it, the user goes back to the report's criteria default selection.
L Load is applied if the user from default lay-out would like going back his specific (S) settings.

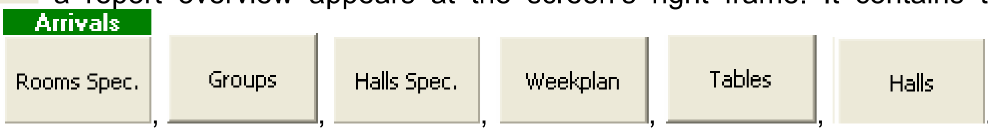
On the calendar, it is now possible to choose a day or a period for which a report is wanted.

The result is retrieved through the right frame's system functions, as in the previous Picasso modules:

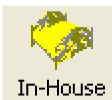
REFRESH	Updates the screen picture
PREVIEW	Displays on the screen report's printout
PRINT	Printout
FILE	The report result is saved as file
EXCEL	The report result is transferred to Excel
EMAIL	The report result is attached email
CLOSE	Closes the invoice or report, open on the screen

ARRIVAL LISTS

By click on 

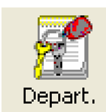
a report overview appears at the screen's right frame. It contains the following reports: 

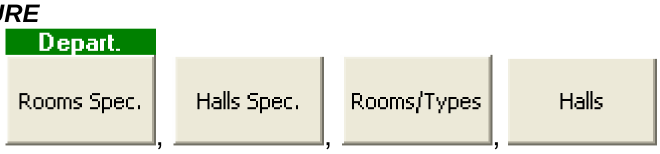
IN-HOUSE

The in-house shortcut 

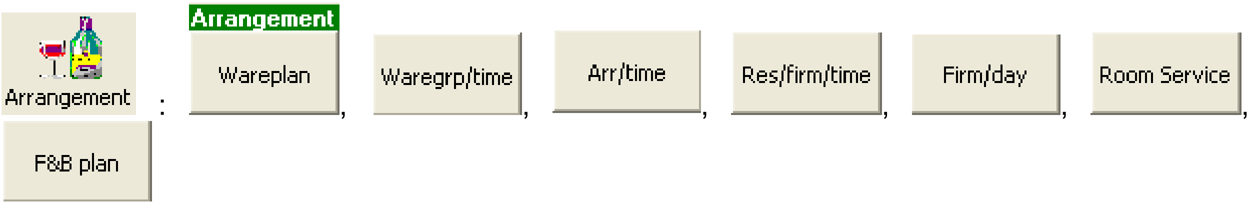
makes following reports active at the windows right frame

DEPARTURE

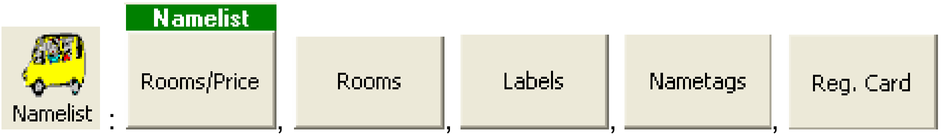


: 

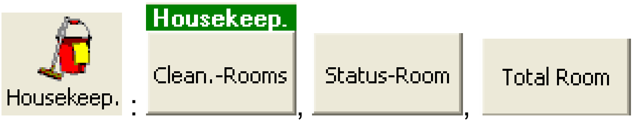
ARRANGEMENT



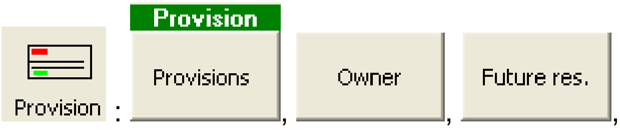
NAME LIST



HOUSEKEEPING

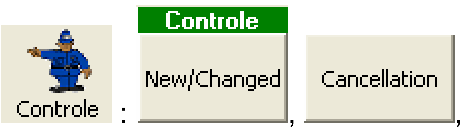


PROVISION

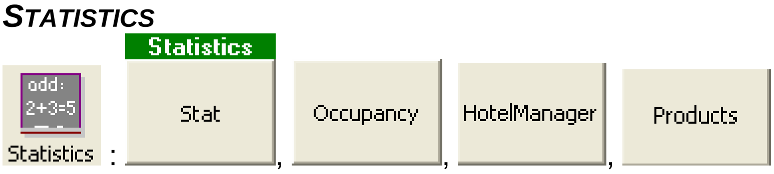


TO-DO TASKS

CONTROL



STATISTICS

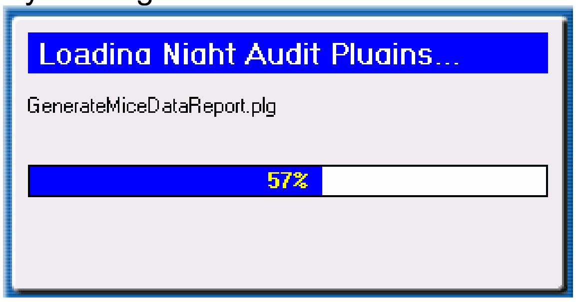


NIGHT AUDIT

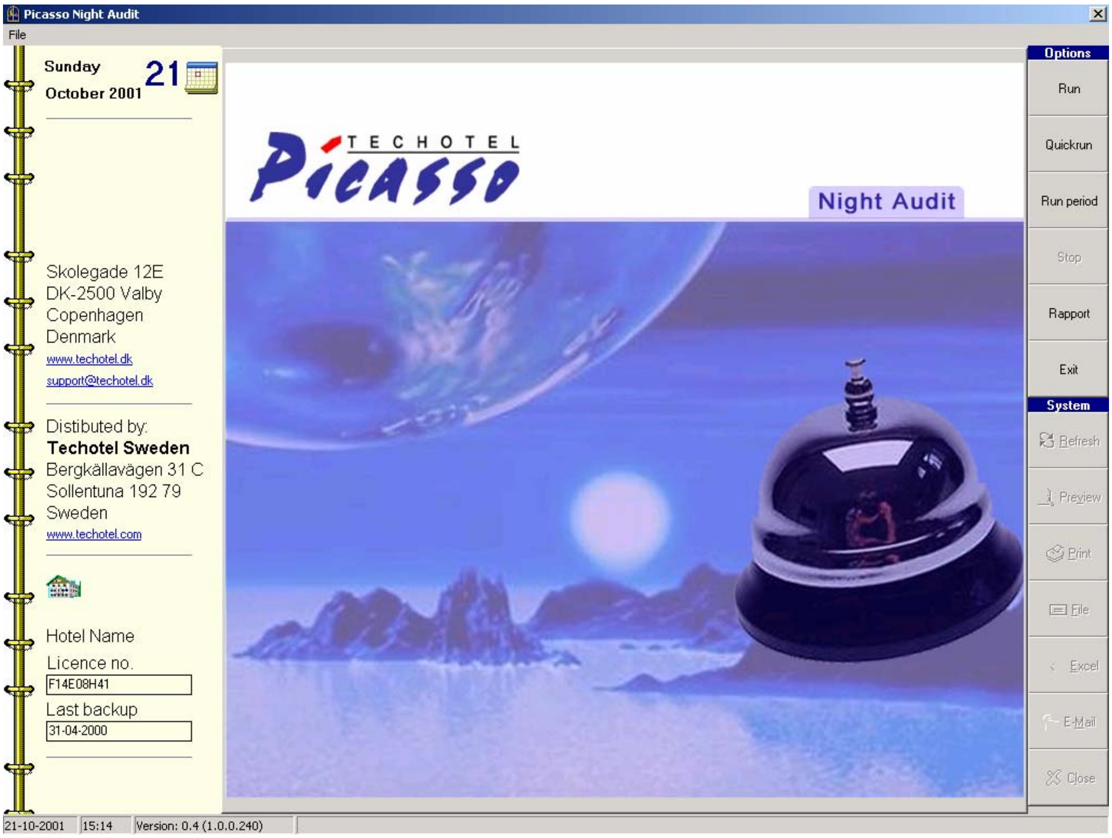
Before running the Night Audit, one makes sure that the system users have closed down all Picasso's modules. The Selector may only remain opened.

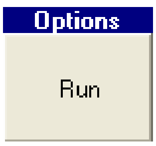
By clicking on 

in the Selector, this below screen appears:



followed by:



By click on 

the night audit begins. The operation is finally confirmed by the statement: Night Audit completed successfully! and the module is closed by 

.