

# innRoad University Program

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## innRoad Exercise

### Step-by-step Process: Advanced Reservation 1

#### GUEST INFORMATION

Jane Kacar called the *University Hotel* directly and wanted to make a reservation for her and her husband for this evening. Use the information below to create the reservation.

**Arrival Date:** Today's date

**Departure Date:** Tomorrow's date

**Room Type:** Deluxe Suite

---

**Name:** Jane Kacar\_innRoad\_Student\_Code

**Market Segment:** Internet

**Referral:** GDS

**Title:** Mr.

**Address:** 208 Main St. New York City, New York 08654

**Phone:** +1 212 555 5550

**e-mail address:** kacar@noemail.com

**Guaranteed By:** Credit Card

**Business Credit Card Number:** 4444333322221111

**Credit Card Expiration Date:** 05/25

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Include a guest note to indicate that Ms. Kacar will need a 6am wake up call. She indicated that room and tax will be paid with Business credit card and all incidental charges will be paid by cash.

At 1pm Ms. Kacar's party arrived. You will need to check them into the hotel.

Ms. Kacar had lunch in the hotel restaurant and she paid \$65.

Please post these charges to Ms. Kacar's folio. Ms. Kacar made a couple of purchases at the bar totaling \$12.50, her husband used Spa services totaling \$125, and made a purchase from the gift shop for \$40. Please post these charges to Ms. Kacar's folio.

Ms. Kacar brought a discount coupon for spa services in the amount of \$25. You verified that this is a valid coupon. Apply this coupon. Also, the restaurant manager decided to refund Ms. Kacar's restaurant charge because they waited too long for food. This is not acceptable and restaurant manager decided to void their lunch charge.

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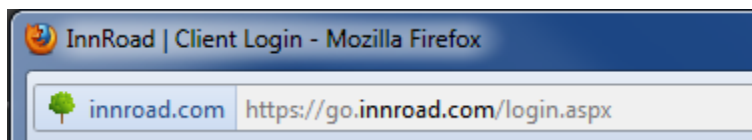
At approximately 10pm, Ms. Kacar had to check out early due to emergency. She paid the balance with his credit card. Clear all of Ms. Kacar's charges and then check her out. Make sure to separate the room+tax folio from the incidentals.

Please print out check-out confirmation page and submit it to your instructor.

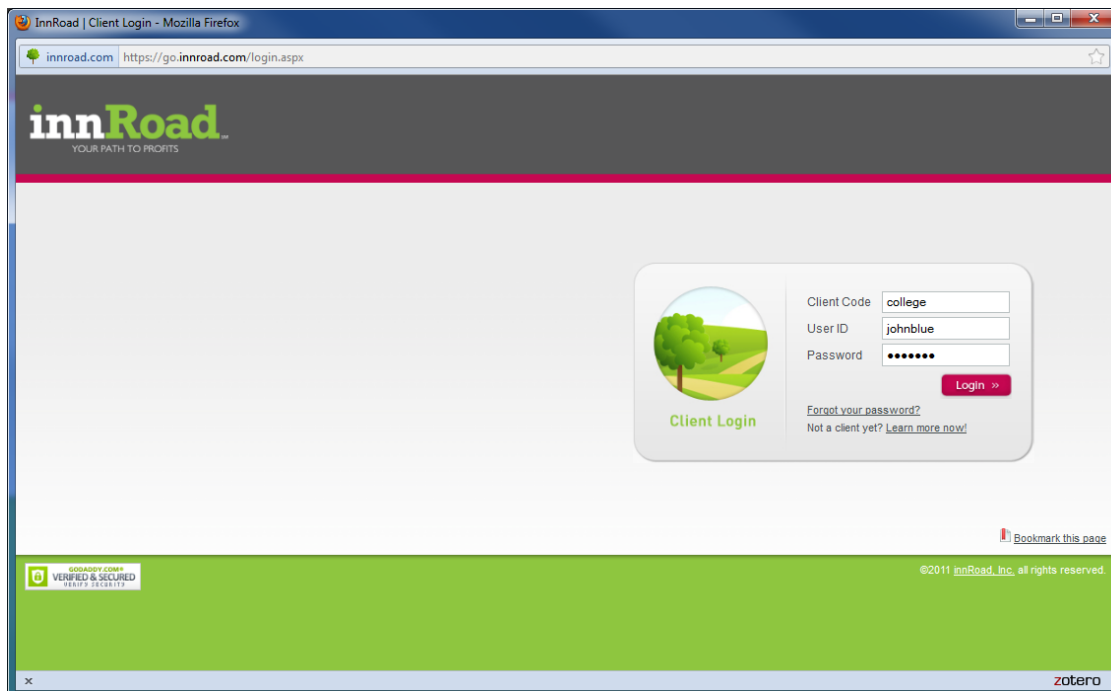
Please mark her room as "Clean".

## Step-By-Step Process

1. Go to <http://go.innroad.com>



And access to your account. If you do not remember your password, please click on "Forgot your password?" You will receive your password in your email.



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2. Go to “New reservation” icon at the top-right corner (See Figure 1)

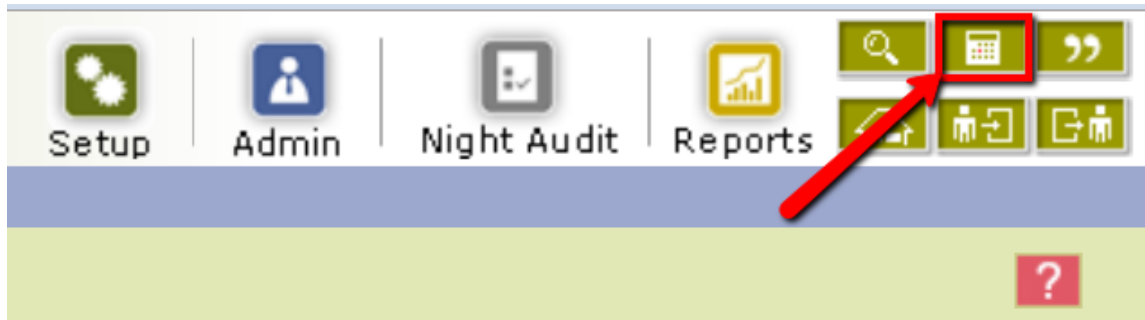


Figure 1.

3. Enter all personal information (See Figure 2)

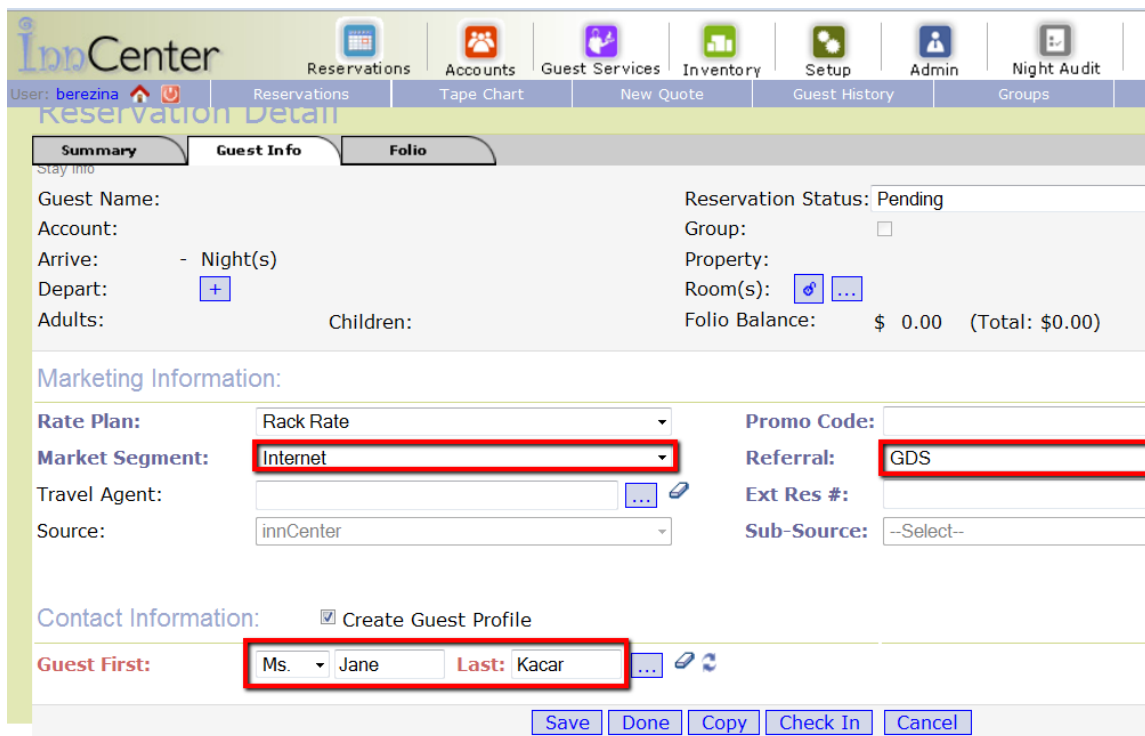
A screenshot of the innRoad software interface showing the 'Reservation Detail' form. The form is divided into several sections: 'Summary', 'Guest Info', and 'Folio'. The 'Summary' section includes fields for 'Guest Name', 'Account', 'Arrive', 'Depart', 'Adults', 'Children', 'Reservation Status' (Pending), 'Group', 'Property', 'Room(s)', and 'Folio Balance' (\$ 0.00). The 'Marketing Information' section includes 'Rate Plan' (Rack Rate), 'Market Segment' (Internet), 'Travel Agent', 'Source' (innCenter), 'Promo Code', 'Referral' (GDS), 'Ext Res #', and 'Sub-Source'. The 'Contact Information' section includes a checkbox for 'Create Guest Profile' and 'Guest First' (Ms. Jane) and 'Last' (Kacar). At the bottom of the form, there are buttons for 'Save', 'Done', 'Copy', 'Check In', and 'Cancel'.

Figure 2

Please remember to type your student ID after the guest last name, e.g. Kacar00000000.  
Scroll down the window to enter full guest information.

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- To assign a room and check-in/check-out dates, go to “Rooms” icon (See Figure 3)

Reservation Detail

Summary Guest Info Folio

Stay info

Guest Name: Reservation Status: Pending

Account: Group:

Arrive: - Night(s) Rooms button

Depart: + Property:

Adults: Children: Room(s): ...

Folio Balance: \$ 0.00 (1)

Figure 3

- Fill in appropriate fields (See Figure 4)

Room Assignment

Filter

Arrive: Feb 12, 2012

Depart: Feb 13, 2012

Nights: 1

Adults: 2 Children:

Property: University Hotel

Rate Plan: Rack Rate  Promo Code:

Enforce Rules:  Require Rate:

Split Rooms:  Assign Room(s):  Search

Figure 4

- For room selection press “Search” (see Figure 4)
- Select the room class and room number from the drop down menus (See Figure 5)

Room Assignment

Filter

Arrive: Feb 12, 2012

Depart: Feb 13, 2012

Nights: 1

Adults: 2 Children:

Property: University Hotel

Rate Plan: Rack Rate  Promo Code:

Enforce Rules:  Require Rate:

Split Rooms:  Assign Room(s):  Search

Date	Room Class	Room Number
Feb 12, 2012	Deluxe Suite	820

Figure 5

- Click “Select”

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9. Once the Reservation Detail screen with the guest folio comes up, press "Save". Now your reservation should receive a unique number.
10. Check the guest in by clicking on the Check In button at the bottom of the screen.
11. Go to the "Guest info" screen (See Figure 6) and click on "add" button in the Notes section at the bottom of the reservation screen (See Figure 7) for wake-up call info.

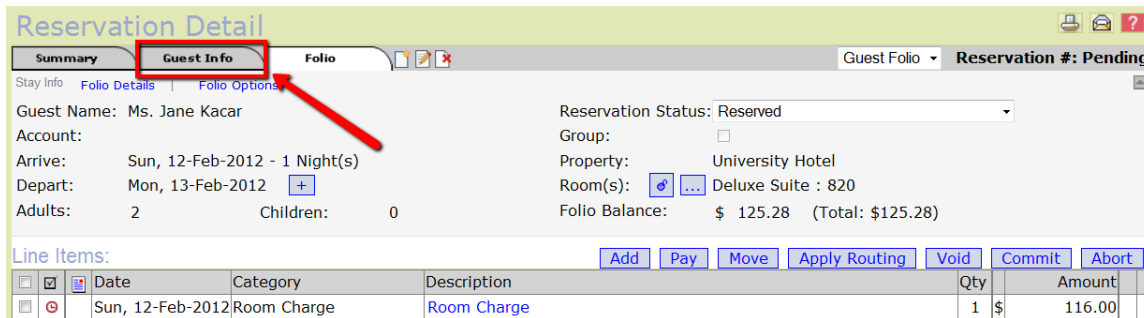


Figure 6

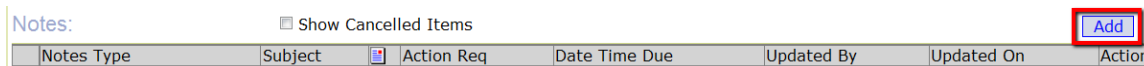


Figure 7

12. Go to "Folio" screen and open and click a "new folio" button to create an account for incidentals (See Figure 8).



Figure 8

When a window pops up, type a name of the folio ("Incidentals") in the Name field.

13. To charge \$65.00 for lunch, click on "add" and under category select "POS" (See Figure 9)

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Reservation Detail

Summary Guest Info Folio

Reservation #: 153026

Guest Name: Ms. Jane Kacar  
Reservation Status: Reserved  
Account:  
Group:  
Arrive: Sun, 12-Feb-2012 - 1 Night(s)  
Property: University Hotel  
Depart: Mon, 13-Feb-2012  
Room(s): Deluxe Suite : 820  
Adults: 2 Children: 0  
Folio Balance: \$ 125.28 (Total: \$125.28)

Line Items:

Date	Category	Description	Qty	Amount
Sun, 12-Feb-2012	Room Charge	Room Charge	1	\$ 116.00
Feb 12, 2012	POS	POS	1	\$ 65.00

Buttons: Add, Pay, Move, Apply Routing, Void, Commit, Abort

Figure 9

14. Fill in necessary information" Quantity 1, and price \$65.00.
15. Click on "Commit" button (See Figure 10)

Reservation Detail

Summary Guest Info Folio

Reservation #: 153026

Guest Name: Ms. Jane Kacar  
Reservation Status: Reserved  
Account:  
Group:  
Arrive: Sun, 12-Feb-2012 - 1 Night(s)  
Property: University Hotel  
Depart: Mon, 13-Feb-2012  
Room(s): Deluxe Suite : 820  
Adults: 2 Children: 0  
Folio Balance: \$ 125.28 (Total: \$125.28)

Line Items:

Date	Category	Description	Qty	Amount
Sun, 12-Feb-2012	Room Charge	Room Charge	1	\$ 116.00
Feb 12, 2012	POS	POS	1	\$ 65.00

Buttons: Add, Pay, Move, Apply Routing, Void, Commit, Abort

Figure 10

16. Using the same steps, charge \$12.50 for bar, \$125.00 for Spa, and \$40.00 for gift shop.
17. Enter discount coupon of \$25.00 for Spa. To do so, click on the hyperlink "Spa" in the Description field (See Figure 11).

Line Items:

Date	Category	Description	Qty	Amount
Sun, 12-Feb-2012	Room Charge	Room Charge	1	\$ 116.00
Sun, 12-Feb-2012	POS	POS	1	\$ 65.00
Sun, 12-Feb-2012	Spa	Spa	1	\$ 125.00

Buttons: Add, Pay, Move, Apply Routing, Void, Commit, Abort


Figure 11

18. In the pop-up window enter information about the coupon that the guest presented. Use "-25" for the amount (See Figure 12).

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## Item Detail

Date:   Notes :

**Category:**

**Description:**

Room:

**Amount:**

Do Not Route

## Transactions



<input checked="" type="checkbox"/>		Date	Category	Description	Amount
<input checked="" type="checkbox"/>		Feb 12, 2012	Spa	Spa	\$ 125.00
					Incidentals:\$ 125.00
					Taxes & Service Charges:\$ 0.00

Figure 12

Click "Add", then click "Continue".

19. Similarly, go into the details of the restaurant charge ("POS") and click "Void".
20. After you posted all charges and made necessary adjustments, you will need to separate incidentals from the room+tax charges. To do that, click the "Move" button. When the window pops up, select the charges that you would like to move (hold CTRL to select several charges). On the right hand side select the "Incidentals folio and click the arrow button (">"). (See Figure 13).

## Move Folio Items

Select Source folio:

Select target folio:

Date	Display Caption	Amount
Jul 25, 2015	Room Charge	118.8
Jul 25, 201	Bar	12.5
Jul 25, 201	Gift Shop	40
Jul 25, 201	Spa	100

Total : 271.30      Pay : 0.00      Bal : 271.30

No Data To Display

Total : 0.00      Pay : 0.00      Bal : 0.00

Figure 13

If you have done everything correctly, charges will appear on the right hand side under the Incidentals folio (See Figure 14).

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Move Folio Items

Select Source folio: Guest Folio

Date	Display Caption	Amount
Jul 25, 2015	Room Charge	118.8

Total : 118.80      Pay : 0.00      Bal : 118.80

Select target folio: Incidentals

Date	Display Caption	Amount
Jul 25, 2015	Bar	12.5
Jul 25, 2015	Gift Shop	40
Jul 25, 2015	Spa	100

Total : 152.50      Pay : 0.00      Bal : 152.50

Figure 14

Click Close to continue working with your reservation.

21. Next, you will need to pay all charges before checking Ms. Kacar out. Please click on the Pay button in the Folio tab.
22. When the window pops up, select the credit card to pay charges in the Guest folio (See Figure 15).

Payment Details

Folio Name : Guest Folio

Date: Feb 12, 2012

Amount: 125.28

Payment Method: Visa

Payment Info: Visa

Room: 820

Current Balance: \$ 125.28

Current Payment: \$ 0.00

Ending Balance: \$ 125.28

Notes :

Add Clear

Figure 15

First, double check that you are in the Guest Folio. Then indicate Payment Method and add Payment Info (by clicking on the small function button next to the Payment Info field). After you complete all details, click "Add".

23. Click "Continue"
24. The window will update and direct you to pay the charges on the Incidentals folio.
25. Repeat the same steps to pay for incidentals, however, remember to use cash as a payment method this time.
26. Once you settled the payments, you are ready to check out the guest. Please click on Check Out button at the bottom of the screen.
27. When the Guest Statement loads, save it on your hard drive (See Figure 16)



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**University Hotel**  
123 Main St.  
New York, NY 02134  
Phone : +1 000-000-0000  
Fax :  
Email : university@hotel.com  
Website :

**University Hotel**

**Guest Statement**  
Reservation # : 1530268  
Folio Name : Guest Folio

**Guest Name : Jane Kacar**  
Company :  
Address :  
Phone :  
Alt :  
Fax :  
Email :

Property : University Hotel  
Room : Deluxe Suite : 820

Arrival : Sun Feb 12, 2012 -1 Night(s)  
Departure : Mon Feb 13, 2012  
# Guests : 2 Adults / 0 Children

**Invoice**

Date	Category	Description	Room	Amount
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Figure 16

28. After you are done, click “Confirm” (See Figure 17).

**Confirm** **Cancel**

**University Hotel**  
123 Main St.  
New York, NY 02134  
Phone : +1 000-000-0000  
Fax :  
Email : university@hotel.com  
Website :

**University Hotel**

**Guest Statement**  
Reservation # : 1530268  
Folio Name : Guest Folio

Figure 17

29. Now you should see a Reservations screen with your reservation indicating that the guest has departed (See Figure 18).

Reservation	Guest Name	Adults	Children	Res. Status	Room	Arrive	Departure	# Nights	
University Hotel									
1530268	Jane Kacar	2	0	Departed	DS : 820	Feb 12, 2012	Feb 13, 2012	1	

Figure 18

30. Now you will need to make the room clean in the system. Please go to the Guest Services on the top of the screen, then select Housekeeping Status, find the room where your guest stayed and make it clean by switching radio buttons (See Figure 19).

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## Housekeeping Status

Filter

Property: University Hotel      Date: Feb 12, 2012

**Room Status:**  Vacant     Occupied     Out Of Order      Room Class: --ALL--

**Room Condition:**  Clean     Dirty     Inspected     None      **Due In:**  Yes

Zone: --ALL--      Group By: No Grouping

334	QR	Default Zone	<input type="radio"/> Clean	<input checked="" type="radio"/> Dirty	<input type="radio"/> Inspected	Vacant
339	QR	Default Zone	<input type="radio"/> Clean	<input checked="" type="radio"/> Dirty	<input type="radio"/> Inspected	Vacant
346	QR	Default Zone	<input type="radio"/> Clean	<input checked="" type="radio"/> Dirty	<input type="radio"/> Inspected	Vacant
373	QR	Default Zone	<input type="radio"/> Clean	<input checked="" type="radio"/> Dirty	<input type="radio"/> Inspected	Vacant
820	DS	Default Zone	<input checked="" type="radio"/> Clean	<input type="radio"/> Dirty	<input type="radio"/> Inspected	Vacant

Figure 19

Now click the "Save" button.

31. Congratulations, your assignment is completed! Good Job!

32. Please submit the Guest Statement to your instructor.