

## innRoad Exercise

### Step-by-step process: Basic Reservation

You are working as a front desk agent at the University Hotel. At about 9 pm a person walks in and wants to make a reservation for tonight. You welcome the guest and say that you are happy to assist him with the reservation.

Please check the property management system and make sure that there is a single vacant room available for tonight. If so, please make a booking using the information below.

#### GUEST INFORMATION

**Arrival Date:** Today's date

**Departure Date:** Tomorrow's date

**Room Type:** Single Room

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**Name:** Clayton Linnell\_StudentID

**Market Segment:** Leisure Traveler

**Referral:** Walk In

**Title:** Mr.

**Address:** 115 W. University Ave., Gainesville, Florida 32611

**Phone:** +1 352 555 5550

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

Guaranteed By: MasterCard

Business Credit Card Number: 4444333322221111

Credit Card Expiration Date: 05/25

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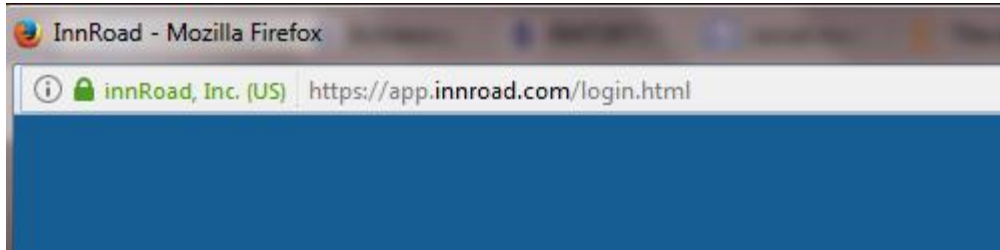
Mr. Linnell makes a reservation at the University Hotel, checks in, and goes directly to his room. Please check the guest in.

Mr. Linnell has to catch a flight early in the morning. So, the next day he checks out and leaves the Hotel.

Please check the guest out and charge the balance to the credit card on file. Please save the guest statement on your computer and submit it to your instructor.

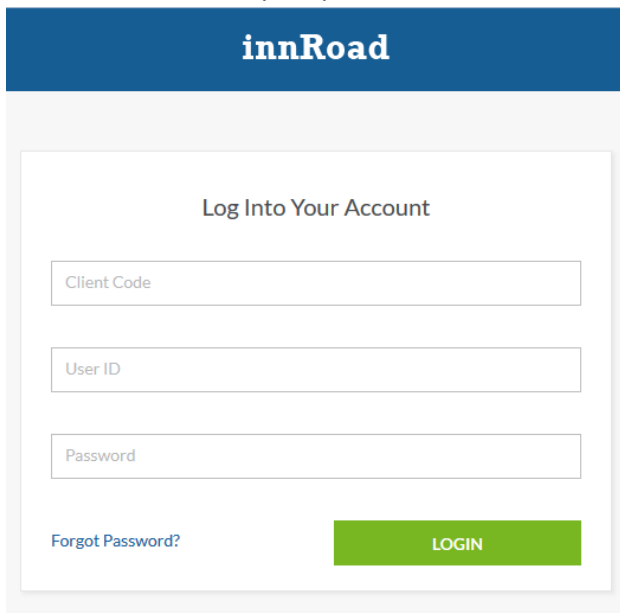
## Step-by-Step Process

1. Go to <http://app.innroad.com> (See **Figure 1**).



**Figure 1**

2. Access your account (See **Figure 2**) by typing in your Client Code, User ID, and password. If you do not remember your password, please click on the "Forgot Password?" link. You will receive an email with the link to reset your password.

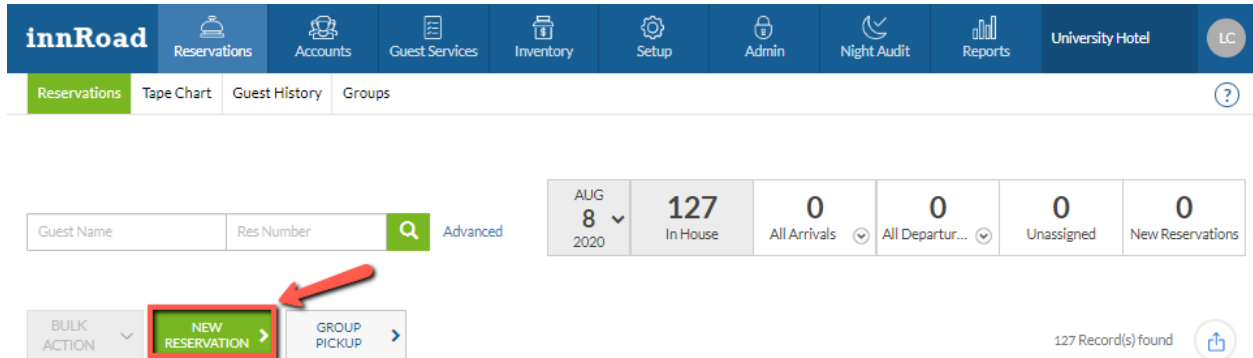
A screenshot of the innRoad login page. At the top is a blue header with the "innRoad" logo. Below the header is a white box titled "Log Into Your Account". Inside this box are three input fields: "Client Code", "User ID", and "Password". At the bottom left of the box is a link labeled "Forgot Password?". At the bottom right is a green button labeled "LOGIN".

**Figure 2**

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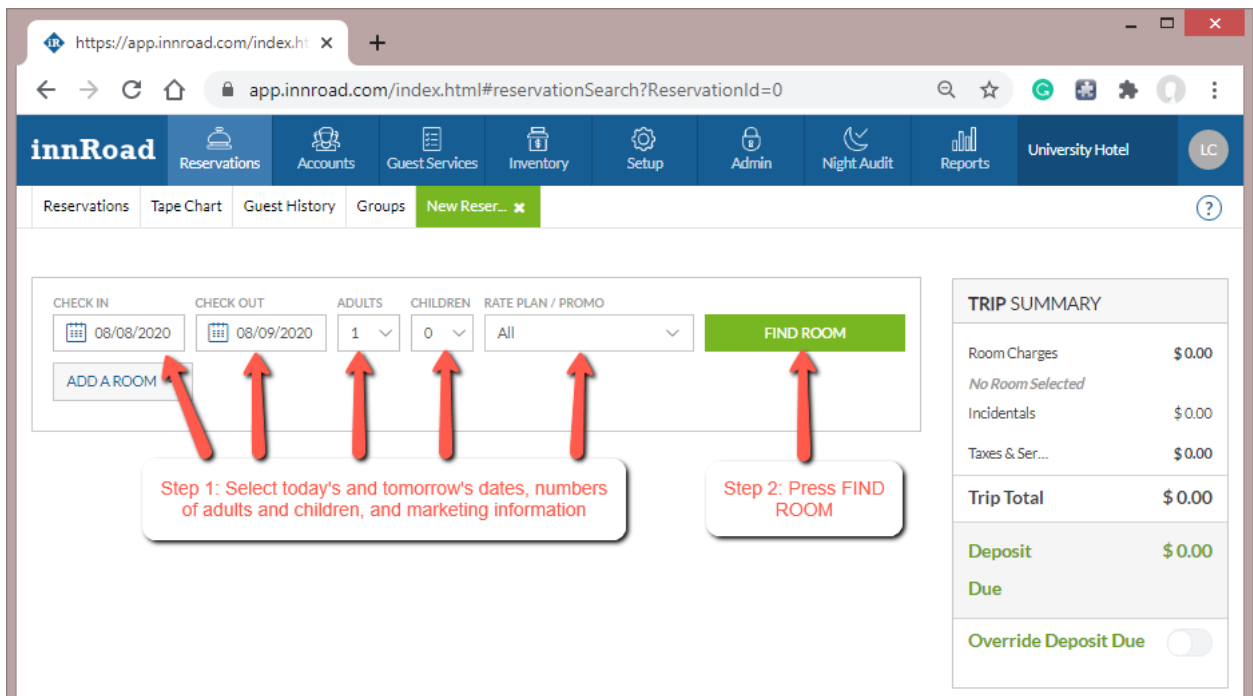
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3. Click on “NEW RESERVATION” (See **Figure 3**).



**Figure 3**

4. Enter the dates, number of adults/children in the room, and marketing information (Under “RATE PLAN/PROMO”, choose “ALL”.) based on your assignment. For room selection, click “FIND ROOM” (See **Figure 4**).



**Figure 4**

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5. Then, select a room from the provided list. Click "SELECT" (See **Figure 5**).

The screenshot displays the innRoad reservation system interface. At the top, there is a navigation bar with icons for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, and University Hotel. Below this is a secondary navigation bar with tabs for Reservations, Tape Chart, Guest History, Groups, and New Reser... (highlighted in green). The main content area is divided into two sections: a search criteria form and a room selection table.

**Search Criteria Form:**

- CHECK IN: 08/08/2020
- CHECK OUT: 08/09/2020
- ADULTS: 1
- CHILDREN: 0
- RATE PLAN / PROMO: All
- FIND ROOM button (green)
- ADD A ROOM + button (grey)

**Room Selection Table:**

RACK RATE	AVAILABLE	TOTAL	ROOM	
Single Room Avg per night \$130	100 rooms left	\$130.00	100	<b>SELECT</b>
Double Room Avg per night \$179	100 rooms left	\$179.00	200	SELECT
Queen Room Avg per night \$199	100 rooms left	\$199.00	300	SELECT

**TRIP SUMMARY:**

- Room Charges: \$0.00
- No Room Selected
- Incidentals: \$0.00
- Taxes & Ser...: \$0.00
- Trip Total: \$0.00
- Deposit: \$0.00
- Due: \$0.00
- Override Deposit Due:

Figure 5

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- In the TRIP SUMMARY section, you will see the details of the room charges, reservation dates, the number of adults and children, room type and assigned room number, incidentals, taxes and fees, and total charges for this reservation. Make sure all the information is correct and click "NEXT" (See Figure 6).

The screenshot displays the innRoad reservation system interface. At the top, there is a navigation bar with icons for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, and University Hotel. Below this is a secondary navigation bar with tabs for Reservations, Tape Chart, Guest History, Groups, and New Reser... (highlighted). The main content area is divided into two sections. On the left, there is a search form with fields for CHECK IN (08/08/2020), CHECK OUT (08/09/2020), ADULTS (1), CHILDREN (0), and RATE PLAN / PROMO (All). A green FIND ROOM button is next to these fields. Below the search form is a table of room options. The table has columns for RACK RATE, AVAILABLE, TOTAL, and ROOM. The rows list different room types: Single Room, Double Room, Queen Room, Queen Suite, King Room, and King Suite. Each row includes the room name, average per night rate, availability (100 rooms left), total price, and a dropdown menu for room selection. A green checkmark icon is visible in the dropdown menu for the Single Room. On the right side of the interface, there is a TRIP SUMMARY section. It displays Room Charges (\$130.00), Incidentals (\$0.00), Taxes & Ser... (\$10.40), and a Trip Total of \$140.40. Below the summary, there is a Deposit Due section showing \$0.00 and an Override Deposit Due toggle switch. A green NEXT button is located at the bottom right of the interface, with a red arrow pointing to it from the 'SELECT' button in the room table.

RACK RATE	AVAILABLE	TOTAL	ROOM
Single Room Avg per night \$130	100 rooms left	\$130.00	100
Double Room Avg per night \$179	100 rooms left	\$179.00	200
Queen Room Avg per night \$199	100 rooms left	\$199.00	300
Queen Suite Avg per night \$204	100 rooms left	\$204.00	400
King Room Avg per night \$210	100 rooms left	\$210.00	500
King Suite Avg per night \$224	100 rooms left	\$224.00	600

TRIP SUMMARY	
Room Charges	\$ 130.00
Sat Aug 08 - Sun Aug 09 1 adult, 0 child	
Single Room : 100	
Incidentals	\$ 0.00
Taxes & Ser...	\$ 10.40
<b>Trip Total</b>	<b>\$ 140.40</b>
<b>Deposit Due</b>	<b>\$ 0.00</b>
Override Deposit Due	<input type="checkbox"/>

Figure 6

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7. Enter all personal information of the guest (See **Figure 7**) including credit card information (See **Figure 8**) and marketing information (See **Figure 9**). Do not fill out ADD-ONS & INCIDENTALS, TASKS, AND NOTES as your guest did not request them.

RESERVED

Enter the guest's contact information

**GUEST INFO**

**Contact Info**

Find Guest Profile [Search] [X]

GUEST: Select [v] Clayton LAST NAME: Linnell

CONTACT: Select [v] Clayton LAST NAME: Linnell

E-MAIL: linnell@noemail.com

PHONE: 1 (352) 555-5550 Ext. Alternate Phone Ext. Fax Ext.

Account [Search] [X]

ADD MORE GUEST INFO +

**Mailing Address**

Search Address [Search] [X]

ADDRESS 1: 115 W. University Ave.

Address 2 Address 3

CITY: Gainesville

COUNTRY: United States STATE: Florida

POSTAL CODE: 32611

Create Guest Profile

**TRIP SUMMARY**

Room Charges \$ 130.00

Sat Aug 08 - Sun Aug 09  
1 adult, 0 child

Single Room : 100 [Edit]

Incidentals \$ 0.00

Taxes & Serv... \$ 10.40

**Trip Total \$ 140.40**

**Deposit \$ 0.00**

**Due**

Override Deposit Due

View Deposit payment

**BOOK NOW**

SAVE QUOTE

Figure 7

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**PAYMENT METHOD**

**Payment Info**

PAYMENT METHOD  
VISA Visa

CREDIT CARD NUMBER  
XXXXXXXXXXXX1111 SWIPE

NAME ON CARD  
Clayton Linnell

EXP DATE  
05/25

BILLING NOTES

Tax Exempt ID

**Billing Address**  Same as mailing address

FIRST NAME  
Select Last Name

Search Address

Address 1

Address 2 Address 3

City

COUNTRY  
United States State Postal Code

Figure 8

**MARKETING INFO**

Travel Agent MARKET Leisure Traveler REFERRAL Walk In

Ext Res# SOURCE innCenter SUB SOURCE Not Applicable

Figure 9

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- Click the "BOOK NOW" button to complete the reservation (See **Figure 10**).

The screenshot displays a reservation form with a green 'RESERVED' status bar at the top. The form is divided into two main sections: 'GUEST INFO' and 'TRIP SUMMARY'. The 'GUEST INFO' section includes fields for 'Contact Info' and 'Mailing Address'. The 'Contact Info' section has a 'Find Guest Profile' search bar and fields for 'GUEST' (Last Name: Clayton Linnell), 'CONTACT' (Last Name: Clayton Linnell), 'E-MAIL' (linnell@noemail.com), and 'PHONE' (Area: 1, Number: (352) 555-5550, Ext: ). The 'Mailing Address' section has a 'Search Address' search bar and fields for 'ADDRESS 1' (115 W. University Ave.), 'ADDRESS 2', 'ADDRESS 3', 'CITY' (Gainesville), 'COUNTRY' (United States), 'STATE' (Florida), and 'POSTAL CODE' (32611). There is a 'Create Guest Profile' checkbox which is checked. The 'TRIP SUMMARY' section shows 'Room Charges' of \$130.00 for 'Sat Aug 08 - Sun Aug 09' with '1 adult, 0 child'. It also shows 'Incidentals' of \$0.00 and 'Taxes & Serv...' of \$10.40. The 'Trip Total' is \$140.40. The 'Deposit Due' is \$0.00, and there is an 'Override Deposit Due' toggle switch. At the bottom of the form, there is a 'View Deposit payment' checkbox and two buttons: 'BOOK NOW' (highlighted with a red border) and 'SAVE QUOTE'.

**Figure 10**

- You will receive a Reservation Confirmation notification (See **Figure 11**). Click "CLOSE".

The screenshot shows a 'Reservation Confirmation' notification. It features a green banner at the top that says 'Reservation has been created.' Below this, there is a box containing the 'Confirmation No: 17633573' and 'Status: Reserved'. At the bottom right of the notification, there is a 'CLOSE' button.

**Figure 11**



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10. Next, check in the guest by clicking the “CHECK IN” button at the top right corner of the screen (see **Figure 12**) and “CONFIRM CHECK IN” (see **Figure 13**).

The screenshot shows the innRoad software interface. At the top, there is a navigation bar with icons for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, and Reports. Below this is a secondary navigation bar with tabs for Reservations, Tape Chart, Guest History, Groups, and a dropdown menu for Clayton Linnell. The main content area displays reservation details for Clayton Linnell, including contact information, trip total, and balance. A red box highlights the 'CHECK IN' button. Below the reservation details are sections for STAY INFO, ADD-ONS & INCIDENTALS, and GUEST INFO. A TRIP SUMMARY table is also visible on the right side.

Item	Amount
Room Charges	\$ 130.00
Incidentals	\$ 0.00
Taxes & Servic...	\$ 10.40
<b>Trip Total</b>	<b>\$ 140.40</b>
<b>Paid</b>	<b>\$ 0.00</b>
<b>Balance</b>	<b>\$ 140.40</b>

Figure 12

## Check In

The screenshot shows the 'Check In' screen. At the top, there is a green bar with the guest name 'Clayton Linnell' and the reservation number 'RESERVED - 17633573'. Below this is a section for GUEST CONTACT INFO with a table of guest details. The table has columns for PRIMARY GUEST NAME, LAST NAME, E-MAIL, and PHONE. The next section is STAY INFO, which displays the stay dates, number of adults and children, rate plan, and room details. At the bottom, there is a 'Generate Guest Registration' toggle and a red 'CONFIRM CHECK IN' button.

PRIMARY GUEST NAME	LAST NAME	E-MAIL	PHONE
Clayton	Linnell	linnell@noemail.com	1-(352) 555-5550

Figure 13

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11. The Guest Registration statement will be opened in a new browser tab. Please make sure to allow innRoad pop-up windows in your browser. You may close the browser tab with the Guest Registration statement. Please return to the innRoad reservation tab.
12. Once you complete the check-in you will be prompted to the Reservations screen showing that your guest is in house (See **Figure 14**).

The screenshot displays the innRoad reservation system interface. At the top, there is a navigation bar with icons for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, and University Hotel. Below this, a breadcrumb trail shows 'Reservations > Tape Chart > Guest History > Groups > Clayton L...'. The main reservation card for Clayton Linnell shows the status 'IN-HOUSE - 17633573 (Aug 8 - Aug 9)', contact information (1-(352) 555-5550, linnell@noemail.com), and financials (TRIP TOTAL \$140.40, BALANCE \$140.40). A red arrow points to the 'IN-HOUSE' status. A tooltip above the 'Details' tab reads 'Reservation status is IN-HOUSE'. The 'STAY INFO' section shows 'University Hotel', 'RATE PLAN: Rack Rate', and stay dates from Aug 8, 2020 (SATURDAY) to Aug 9, 2020 (SUNDAY) for 1 Adult and 0 Child in a Single Room (ROOM: 100) for a total of \$130.00. The 'ADD-ONS & INCIDENTALS' section states 'There are no add-ons & incidentals set'. The 'TRIP SUMMARY' table shows Room Charges (\$130.00), Incidentals (\$0.00), Taxes & Service (\$10.40), Trip Total (\$140.40), Paid (\$0.00), and Balance (\$140.40). A 'TAKE PAYMENT' button is visible at the bottom right. A footer note reads 'Updated By: Lena 08/08/ 20 13:56 PM (GMT-05.00)'.

Figure 14

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13. Next, you will need to check the guest out. To do so, you will need to click on the “CHECK OUT” button at the top right corner of the screen. (See **Figure 15**). Then, click on “PROCEED TO CHECK OUT PAYMENT” in the next screen (See **Figure 16**).

The screenshot shows the innRoad system interface for a reservation. At the top, there is a navigation bar with icons for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, and University Hotel. Below this, a header bar displays the guest name Clayton Linnell, contact information, and trip details: IN-HOUSE - 17633573 (Aug 8 - Aug 9), 1-(352) 555-5550, and linnell@noemail.com. The trip total is \$140.40 and the balance is \$140.40. A red arrow points to a green 'CHECK OUT' button in the top right corner. Below the header, there are tabs for Details, Folio(s), History, and Documents. The main content area is divided into sections: STAY INFO (University Hotel, Rate Plan: Rack Rate, Aug 8, 2020 - Aug 9, 2020, 1 Adult(s), 0 Child(s), Single Room, Room: 100, Total \$130.00), ADD-ONS & INCIDENTALS (There are no add-ons & incidentals set), and TRIP SUMMARY (Room Charges \$130.00, Incidentals \$0.00, Taxes & Servic... \$10.40, Trip Total \$140.40, Paid \$0.00, Balance \$140.40). A 'TAKE PAYMENT' button is also visible. At the bottom right, it says 'Updated By: Lena 08/08/20 12:56 PM (GMT-05:00)'.

Figure 15

## Check Out

The screenshot shows the 'Check Out' confirmation screen. At the top, there is a header bar with the guest name Clayton Linnell and the reservation number IN-HOUSE - 17633573. Below this, a large text box asks 'Are you sure you want to check out this reservation?'. At the bottom, there are two buttons: 'Generate Guest Statement' and 'PROCEED TO CHECK OUT PAYMENT', with the latter highlighted by a red box.

Figure 16

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- The payment details window will pop up. Guest credit card information should appear in the PAYMENT METHOD section. Please double-check this information and click the “LOG \$140” button (See **Figure 17**). Please note that the dollar amount on the green LOG button will reflect the charge specific to your reservation, and, therefore, may be different from these instructions.

## Check Out Payment

DATE  Balance: \$ 140.40

AMOUNT	TYPE
\$ 140.40	Capture

PAYMENT METHOD

CARD NUMBER	NAME ON CARD	EXPIRY MM/YYYY	CVV CODE
XXXX 1111	Clayton Linnell	05/25	<input type="text" value="CVV Code"/>

Log as External Payment  Set As Main Payment Method

[ADD NOTES](#)

**Figure 17**

- You will see the notification “Check out Successful” (See **Figure 18**). At the same time, a Guest Statement will be opened in a new browser tab (See **Figure 19**). If the Guest Statement does not open automatically, please make sure to allow innRoad pop-up windows in your browser and click on the “PRINT” button to open the Guest Statement.

## Check out Successful

Date: 08/08/20 Balance: \$ 0.00

AMOUNT	TYPE
\$ 140.40	Capture

PAYMENT METHOD   STATUS

VISA Visa - XXXX1111 (Clayton Linnell) (Exp. 05/25)  Approved

**Figure 18**

Please make sure to allow innRoad pop-ups in your browser!

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16. The Guest Statement will be opened in a new tab of your browser (See **Figure 19**). Make sure to save the Guest Statement on your hard drive. You will be asked to submit this form to your instructor.

**innRoad**

Property\_3160\_Reservation\_17632071\_Event\_GuestStatementCP\_... 1 / 1

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

**University Hotel**

**Guest Statement**  
Invoice #: 176  
Folio Name : Guest Folio  
Date : Sat, Aug 08, 2020

**To**  
Clayton Linnell  
115 W. University Ave.  
Gainesville, FL 32611  
Phone : +1 (352) 555-5550  
Email id : linnell@noemail.com

Property : University Hotel  
Room : Single Room : 100  
Arrival : Sat, Aug 08, 2020 - 1 Night(s)  
Departure : Sun, Aug 09, 2020  
Reservation # : 17633573  
# Guests : 1 Adults / 0 Children

**Charges**

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT	
08/08/2020	Room Charge	Room Charge	Single Room : 100	\$ 130.00	
				Room Charges	\$130.00
				Incidentals	\$0.00
				Taxes & Service Charges	\$10.40
				<b>Total Charges</b>	<b>\$140.40</b>

**Payments**

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT	
08/08/2020	Visa	Name: Clayton Linnell Account #: xxx0x1111 Exp. Date: 05/25	Single Room : 100	\$ 140.40	
				<b>Total Payments</b>	<b>\$140.40</b>
				<b>Balance</b>	<b>\$0.00</b>

**Payment Authorization**

Download and save the Guest Statement or print in pdf file and save

Figure 19

In the next window, select a location on your hard drive to save the file (See **Figure 20**).

Save As

Save in: Computer

Hard Disk Drives (2)

- TI106332W0C (C:) 546 GB free of 682 GB
- Microsoft Office Click-to-Run 2010 (Protected) (Q:)

Devices with Removable Storage (1)

- DVD RW Drive (D:)

File name: ReservationDetail1671533341

Save as type: Adobe PDF Files (\*.pdf)

Save Cancel

Figure 20

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17. After the file is saved, you can close the tab with the statement and return to the innRoad tab (See **Figure 21**). Click the “CLOSE” button to complete checkout.

### Check out Successful

Date: 08/08/20      Balance: \$ 0.00

AMOUNT	TYPE
\$ 140.40	Capture

PAYMENT METHOD: Visa - XXXX1111 (Clayton Linnell) (Exp. 05/25)

STATUS: **Approved**

**Figure 21**

18. Next, you will see that the status of the reservation has changed to “DEPARTED” (See **Figure 22** and **Figure 23**).

**innRoad** Reservations Accounts Guest Services Inventory Setup Admin Night Audit Reports University Hotel LC

Reservations Tape Chart Guest History Groups Clayton L... ?

**Clayton Linnell**      1-(352) 555-5550      TRIP TOTAL \$ 140.40  
DEPARTED - 17633573 (Aug 8 - Aug 9)      linnell@noemail.com      BALANCE \$ 0.00     

Details Folio(s) History Documents      **Reservation status changes to DEPARTED**      Reports

**STAY INFO**     

University Hotel      RATE PLAN: Rack Rate     

Aug 8, 2020 **1N** Aug 9, 2020      1 Adult(s), 0 Child(s)      Single Room ROOM: 100      TOTAL \$ 130.00

SATURDAY      SUNDAY

**ADD-ONS & INCIDENTALS**

There are no add-ons & incidentals set

**TRIP SUMMARY**

Room Charges	\$ 130.00
Incidentals	\$ 0.00
Taxes & Servic...	\$ 10.40
<b>Trip Total</b>	<b>\$ 140.40</b>
<b>Paid</b>	<b>\$ 140.40</b>
<b>Balance</b>	<b>\$ 0.00</b>

Updated By:Lena  
08/08/20 14:13 PM (GMT-05:00)

**Figure 22**

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The screenshot shows the innRoad software interface. At the top, there is a navigation menu with icons for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, and University Hotel. Below the navigation menu, there are tabs for Reservations, Tape Chart, Guest History, and Groups. A red box highlights the 'Reservations' tab, and a red arrow points to it. Below the tabs, there is a search bar with 'Guest Name' and 'RES NUMBER' fields. The 'RES NUMBER' field contains '17633573'. To the right of the search bar, there are several summary statistics: 'AUG 8 2020', '127 In House', '1 All Arrivals', '0 All Departur...', '0 Unassigned', and '1 New Reservations'. Below the search bar, there are buttons for 'BULK ACTION', 'NEW RESERVATION', and 'GROUP PICKUP'. To the right of these buttons, it says '1 Record(s) found'. Below the buttons, there is a table with the following columns: PROPERTY, GUEST NAME, ACCOUNT NAME, RES#, ADULTS, CHILD, STATUS, ROOM, ARRIVE, DEPART, NIGHTS, and TASK. The table contains one row with the following data: University Hotel, Clayton Linnell, ., 17633573, 1, 0, Departed, SR : 100, Aug 08, 2020, Aug 09, 2020, 1, and a task icon. A red box highlights the 'Departed' status. Below the table, there are navigation arrows and the number '1'.

Figure 23

19. Submit the guest statement to your instructor.

**Good job!**