

innRoad Exercise Step-by-step Process: Group Reservation

GUEST INFORMATION

Mr. John Perez is planning his family reunion. This year only his sister's family can join the event. Based on a friend's recommendation, Mr. Perez calls the University Hotel to arrange a group reservation. Use the information below to create the reservation.

Arrival Date: Today's date

Departure Date: Tomorrow's date

Group Name: Perez Reunion_Student_ID

Market Segment: Leisure

Referral: Guest referral

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

Phone: +1 212 555 5550

e-mail address: perez@familymail.com

Guaranteed By: Credit Card

Card Type: Visa

Credit Card Number: 4444333322221111

Credit Card Expiration Date: 05/25

Please set up the room block and the rooming list to pick up the reservations.

Mr. Perez would like to treat his sister by paying for her family's room. Please set up the payment so that both rooms will be charged to Mr. Perez's credit card.

Room Type: Please block two rooms of any type. Each of them should accommodate two adults and one child.

Mr. Perez arrives at the hotel first. Pick up his room and check him in (when checking in, please use Perez_Student_ID). He pays the parking fee (\$10.00) and also buys gifts for his family at the gift shop (\$70). Please post the charges to Mr. Perez's folio.

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Mr. Perez's sister arrives one hour later. Her name is Miranda Johnson_Student_ID. She comes to the hotel front desk and informs you that she has a reservation for the Perez Reunion. Please pick up her room and check the guest in.

The family is very happy to get together. Ms. Johnson insists to pay for the family dinner at the hotel restaurant. The total charge is \$250.00. Please post it to Ms. Johnson's folio. She also bought some toys to occupy the kids (total is \$35.00).

The reunion goes very well. But now it is time to check out. Please process all charges and remember that Mr. Perez is paying the room charges for both rooms, and Ms. Johnson is paying for dinner and her incidentals. Please process the room charges with a group account. For Ms. Johnson's payments, please use her credit card that she provided at check out.

Credit Card Number: 5555444433332222

Credit Card Expiration Date: 04/25

Please save all guest statements and submit them to your instructor.

Please mark both rooms as "Clean".

Step-by-step Process

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

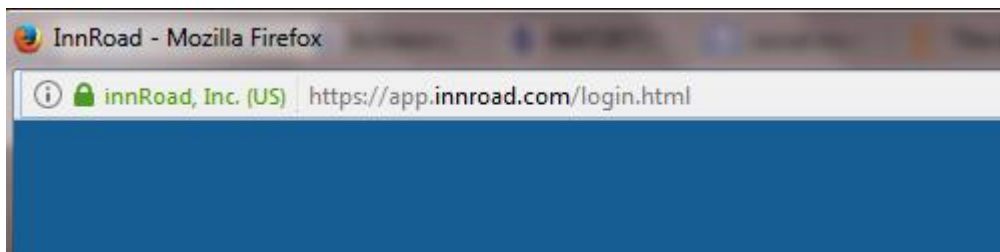
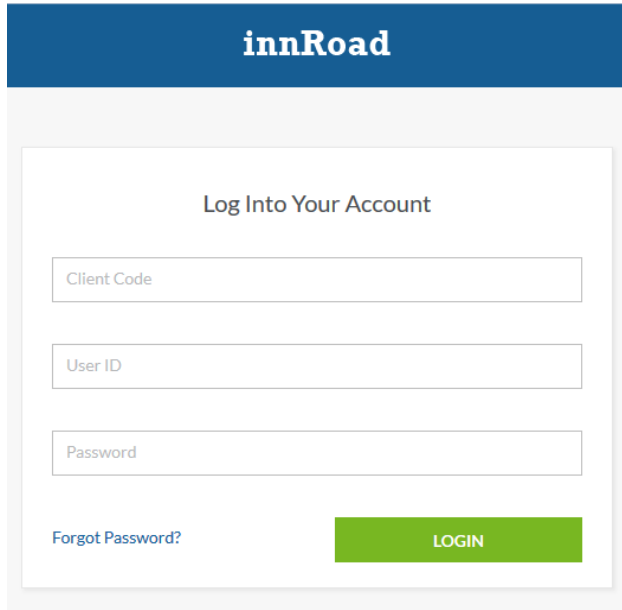


Figure 1

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2. Access your account (see Figure 2). 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.



The image shows the 'Log Into Your Account' form on the innRoad website. The form is titled 'Log Into Your Account' and contains three input fields: 'Client Code', 'User ID', and 'Password'. Below the 'Password' field is a link labeled 'Forgot Password?'. To the right of the 'Forgot Password?' link is a green button labeled 'LOGIN'.

Figure 2

3. From the “Reservations” screen, click on “Groups” (Figure 3).

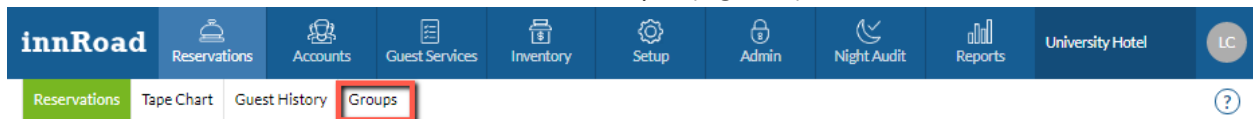


Figure 3

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4. Type the name of the group (**Perez Reunion_innRoad_Student_Code**) into the “Account Name” field and click on “Go” to make sure that you do not have this group. After verifying that you do not have this group in the system, click on “New Account” (Figure 4).

The screenshot displays the innRoad software interface. The top navigation bar includes icons for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, and Reports. Below this, a secondary bar shows 'Reservations', 'Tape Chart', 'Guest History', and 'Groups' (highlighted in green). The main content area is titled 'Accounts' and features a search filter section. In this section, 'Account Type' is set to 'Group' and 'Account Name' is 'Perez Reunion'. The 'From' date is 'Aug 14, 2020' and 'Status' is 'Active'. A red box highlights the 'Go' button. Three red arrows indicate the workflow: 'Step 1' points to the 'Account Name' field, 'Step 2' points to the 'Go' button, and 'Step 3' points to the 'New Account' button at the bottom. A message at the top of the search area states: 'No records meet your criteria. Please change your criteria and search again.' Below the search area, there is a table with columns labeled with letters A through Z and 'ALL'. At the bottom, there are buttons for 'New Account' and 'Delete'.

Figure 4

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5. Fill in the account details as you see in Figure 5 and Figure 6 below.

Account Details

Account | Reservations | Folio | Room Blocks

Group Name: Perez Reunion **Account Type:** Group
Account Number: 44443333222543 **Status:** Active

Stay Information

Arrive: Aug 14, 2020
Depart: Aug 15, 2020
Nights: 1

Account Attributes:

Market Segment: Leisure Traveler **Referral:** Guest Referral
Pay By Account: Optional
Payment Terms: Items become due 30 day(s) from the item creation date
Edit

Mailing Information: ☒ Copy to Pickup Reservation

First Name: Mr. John **Last:** Perez
Phone: 1 (212) 555-5550 ext.
Alternate Phone: 1 ext.
Address: 208 Main St. New York City
Account: **Fax:** 1 ext.
Email: perez@familymail.com
City: New York City
State: New York **Postal Code:** 08654
Country: United States

Save **Done** **New Reservation** **Cancel**

Figure 5

Billing Information: ☒ Use Mailing Information ☒ Copy to Pickup Reservation

First Name: John **Last:** Perez
Phone: 1 (212) 555-5550 ext.
Alternate Phone: 1 ext.
Address: 208 Main St. New York City
Property: University Hotel
Bill Type: Visa
Account: 444433332221111

Tax Exempt: ☐ **Tax Exempt ID:**
Fax: 1 ext.
Email: perez@familymail.com
City: New York City
State: --Select-- **Postal Code:**
Country: United States
Exp Date: 05/25
Billing Notes:

Notes:

Notes Type	Subject	Updated By	Updated On	Action
------------	---------	------------	------------	--------

Save **Done** **New Reservation** **Cancel**

Figure 6

6. Click on Save.

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- Now, the next step is to allocate 2 rooms to this group reservation. To do so, click on “Room Blocks” (See Figure 7).

The screenshot shows the 'Account Details' section of the innRoad University Program. The 'Room Blocks' tab is highlighted with a red box and a red arrow pointing to it. The 'Group Name' is 'Perez Reunion' and the 'Account Number' is '444433332222543'. The 'Account Type' is 'Group' and the 'Status' is 'Active'.

Figure 7

- Click on “New Room Block” (Figure 8) and name your block (Figure 9).

The screenshot shows the 'Room Block Attributes' section of the innRoad University Program. The 'New Room Block' button is highlighted with a red box and a red arrow pointing to it. The 'Status' is 'Reserved' and the 'Property' is 'University Hotel'. The 'Rate Plan' is 'Rack Rate' and the 'Assign Rooms' checkbox is checked. The 'Search' and 'Clear' buttons are visible at the bottom right.

Figure 8

The screenshot shows the 'Room Block Details' form. The 'Name' field is 'Perez Reunion' and the 'Description' field is empty. The 'Save' button is highlighted with a red box and a red arrow pointing to it.

Figure 9

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9. Then enter the max number of people per room in Adults and Children boxes. In this case, 2 for adults and 1 for children. Then click on "Search" (see Figure 10).

Reservations Tape Chart Guest History **Groups**

Account Details

Account Reservations Folio Room Blocks Perez Reunion

Group Name: Perez Reunion
Arrive: Fri, 14-Aug-2020 - 1 Night(s)
Depart: Sat, 15-Aug-2020

Room Block Attributes

Status: Reserved

Property: University Hotel

Adults: 2

Children: 1

Rate Plan: Rack Rate

Assign Rooms: ☒

No Data To Display

Search Clear

Figure 10

10. Once the search results appear, please select the room class and type the number of rooms being blocked in the Blocked column (see Figure 11). Then click "Done".

Account Details

Account Reservations Folio Room Blocks Perez Reunion

Group Name: Perez Reunion
Arrive: Fri, 14-Aug-2020 - 1 Night(s)
Depart: Sat, 15-Aug-2020

Room Block Attributes

Status: Reserved

Property: University Hotel

Adults: 2

Children: 1

Rate Plan: Rack Rate

Assign Rooms: ☒

Search Clear

University Hotel

Total Rooms	Avail Rooms	Blocked	Pickups	Room Class	Nightly Rate	Total Rate	Rules
+ 100	100	0	0	Single Room	\$ 140.00	\$ 140.00	
+ 100	100	0	0	Double Room	\$ 179.00	\$ 179.00	
+ 100	100	0	0	Queen Room	\$ 199.00	\$ 199.00	
+ 100	100	2	0	Queen Suite	\$ 204.00	\$ 204.00	
+ 100	100	0	0	King Room	\$ 210.00	\$ 210.00	
+ 100	100	0	0	King Suite	\$ 224.00	\$ 224.00	
+ 100	100	0	0	Deluxe Suite	\$ 236.00	\$ 236.00	
700	700	0	0				

Total : \$ 0.00 \$ 0.00
Picked Up : \$ 0.00 \$ 0.00

Save Done New Reservation Cancel

Figure 11

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- Please search again for the Perez Reunion group (See Figure 12). Please remember to use your student ID as the group name.
- You should see a row with the Perez Reunion account information. Click on a box under the column "Action".

Accounts

Filter

Account Type: Group

Account Name: Perez Reunion

From: Aug 14, 2020 To:

Status: Active

Account #:

Go

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	ALL
Account Number	Account Name	Arrival Date	Departure Date	Rooms	Reservations	Status	Action																				
444433332222543	Perez Reunion	Aug 14, 2020	Aug 15, 2020	0	0	Active																					

1 Record(s) found

Page: 1

Items Per Page: 20

Figure 12

- Now, you need to pick up the rooms from this group account and prepare a rooming list for your group. Please click on the button next to the blocked rooms for the Perez Reunion (see Figure 13).

Group Pickup

Group Summary

Group Name: Perez Reunion

Account#: 444433332222543

Account Since: Aug 14, 2020

Arrival Date: Aug 14, 2020 - 1 night(s)

Departure Date: Aug 15, 2020

Account Status: Active

Main Block

University Hotel

Total Rooms	Avail Rooms	Blocked	Pickups	Room Class	Nightly Rate	Total Rate	Rules
+100	100	0	0	Single Room	\$ 130.00	\$ 130.00	
+100	100	0	0	Double Room	\$ 179.00	\$ 179.00	
+100	100	0	0	Queen Room	\$ 199.00	\$ 199.00	
+100	98	0	0	Queen Suite	\$ 204.00	\$ 204.00	
+100	100	0	0	King Room	\$ 210.00	\$ 210.00	
+100	100	0	0	King Suite	\$ 224.00	\$ 224.00	
+100	100	0	0	Deluxe Suite	\$ 236.00	\$ 236.00	

Perez Reunion


University Hotel

Total Rooms	Avail Rooms	Blocked	Pickups	Room Class	Nightly Rate	Total Rate	Rules
+100	100	0	0	Single Room	\$ 140.00	\$ 140.00	
+100	100	0	0	Double Room	\$ 179.00	\$ 179.00	
+100	100	0	0	Queen Room	\$ 199.00	\$ 199.00	
+100	98	2	0	Queen Suite	\$ 204.00	\$ 204.00	
+100	100	0	0	King Room	\$ 210.00	\$ 210.00	
+100	100	0	0	King Suite	\$ 224.00	\$ 224.00	
+100	100	0	0	Deluxe Suite	\$ 236.00	\$ 236.00	

Figure 13

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14. The New Reservation tab will appear (see Figure 14). In the New Reservation tab, please change the name of the guest for the first reserved room to Mr. John Perez by clicking on the “Edit” icon  (see Figure 14) and changing the guest name in “GUEST INFO” (see Figure 15). **Please remember to use your student ID after each guest's last name.**

Reservations

Tape Chart

Guest History

Groups

New Reser... ✕

?

TBD (Perez Reunion)
GROUPBLOCKED - 17677260 (Aug 14 - Aug 15)

1-(212) 555-5550
perez@familymail.com

TRIP TOTAL
BALANCE

\$ 220.32
\$ 220.32

CHECK IN

Details

Folio(s)

History

Documents

Reports ▾

✉

STAY INFO

University Hotel

RATE PLAN: Rack Rate

Aug 14, 2020
FRIDAY

1N

Aug 15, 2020
SATURDAY

2 Adult(s),
1 Child(s)

Queen Suite
ROOM: 400

TOTAL
\$ 204.00

ADD-ONS & INCIDENTALS

There are no add-ons & incidentals set

ADD-ONS +

INCIDENTALS +

TRIP SUMMARY

Room Charges \$ 204.00

Incidentals \$ 0.00

Taxes & Servic... \$ 16.32

Trip Total \$ 220.32

Paid \$ 0.00

Balance \$ 220.32

TAKE PAYMENT

Updated By: Lena
08/14/20 14:32 PM (GMT-05:00)

GUEST INFO

GUEST NAME
TBD

CONTACT NAME
Mr. John Perez

E-MAIL
perez@familymail.com

PHONE
1-(212) 555-5550

ALTERNATE PHONE
-

ADDRESS
208 Main St. New York City

CITY
New York City

STATE
New York

POSTAL CODE
08654

COUNTRY
United States




Figure 14

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GUEST INFO

Contact Info

Find Guest Profile

GUEST	LAST NAME
Mr. <input type="text"/>	<input type="text" value="Perez"/>

CONTACT	LAST NAME
Mr. <input type="text"/>	<input type="text" value="Perez"/>

E-MAIL

PHONE

ACCOUNT

[ADD MORE GUEST INFO +](#)

Mailing Address

Search Address

ADDRESS 1

Address 2 Address 3

CITY

COUNTRY STATE

POSTAL CODE

☐ Create Guest Profile

Figure 15

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15. Open the Groups tab again. You will see one reservation for the Perez Reunion group (see Figure 16).
16. Please click on the “Action” button again to create the second room reservation for Mr. Perez’s sister Miranda Johnson (see Figure 16).

Reservations Tape Chart Guest History **Groups**

Accounts

Filter: Account Type: Group Account Name: Perez Reunion Status: Active From: Aug 14, 2020 To: Go

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	ALL
Account Number	Account Name	Arrival Date	Departure Date	Rooms	Reservations	Status	Action																				
444433332222543	Perez Reunion	Aug 14, 2020	Aug 15, 2020	0	1	Active																					

1 Record(s) found Page: 1 Items Per Page: 25

Figure 16

17. Repeat steps 12 and 13 to create the reservation for Ms. Miranda Johnson (Figure 17). **Please remember to use your student ID after each guest's last name.**

GUEST INFO

Contact Info Mailing Address

Find Guest Profile Search Address

GUEST LAST NAME
Select Miranda Johnson

CONTACT LAST NAME
Mr. John Perez

E-MAIL
perez@familymail.com

PHONE
1 (212) 555-5550 Ext.

ACCOUNT
Perez Reunion

Address 1: 208 Main St. New York City
Address 2: Address 3:
City: New York City
Country: United States State: New York
Postal Code: 08654
☐ Create Guest Profile

ADD MORE GUEST INFO +

SAVE

Figure 17

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17. Open the “Groups” tab again. If you search for the Perez Reunion (with your student ID) again, you will see two (2) active reservations for this group (see Figure 18).

The screenshot shows the 'Accounts' page with the 'Groups' tab selected. The search filters are set to 'Group: Perez Reunion', 'Status: Active', and 'From: Aug 14, 2020'. The 'Go' button is highlighted. Below the filters is a table with the following data:

Account Number	Account Name	Arrival Date	Departure Date	Rooms	Reservations	Status	Action
44443332222543	Perez Reunion	Aug 14, 2020	Aug 15, 2020	0	2	Active	

Page: 1
Items Per Page: 20

Figure 18

18. Click on “Perez Reunion” in the column “Account Name” (see Figure 19).

The screenshot shows the 'Accounts' page with the 'Groups' tab selected. The search filters are the same as in Figure 18. The 'Go' button is highlighted. Below the filters is a table with the following data:

Account Number	Account Name	Arrival Date	Departure Date	Rooms	Reservations	Status	Action
44443332222543	Perez Reunion	Aug 14, 2020	Aug 15, 2020	0	2	Active	

Page: 1
Items Per Page: 20

Figure 19

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19. Now, switch to the “Reservations” tab under Account Details and you should see the two reservations made under this account (see Figure 20). This is a very important step. Please make sure that both of your reservations are correctly linked to the group block “Perez Reunion”. Click on “Done” to exit this screen (see Figure 20).

Reservations | Tape Chart | Guest History | Groups

Account Details

Account | **Reservations** | Folio | Room Blocks

Filter

Source: --All Sources--
Town: --All Towns--
Property: University Hotel
Room Class: --Select-- Room: --Select--
Rate Plan: --Select-- Promo Code:
Market Segment: --All--
Referral: --All--
Credit Card(last four):
Guest Name First: Last: ☐ Combine
Phone:
Client Type: --All--

Status: --All Status--
Stay on: From: To:
Booked on: From: To:
Country: --Select--
State: --Select--
Account: Perez Reunion
Account #:
Reservation #:
Email:
Tax Exempt: ☐ Yes ☐ No ☒ Both ☐ Include Group Block Reservations

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL

☐ Reservation

	Reservation	Guest Name	Block Name	Adults	Children	Res. Status	Room	Arrive	Departure	# Nights
University Hotel										
<input type="checkbox"/>	17677260	John Perez	Perez Reunion	2	1	Reserved	QS : 400	Aug 14, 2020	Aug 15, 2020	1
<input type="checkbox"/>	17677261	Miranda Johnson	Perez Reunion	2	1	Reserved	QS : 401	Aug 14, 2020	Aug 15, 2020	1

Page: 1
Items Per Page: 20

Updated By: Lena
14 - Aug - 20 06:32 AM (GMT-12:00)

Save Done New Reservation Cancel --Select Action-- Go

Figure 20

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20. Now it is time for the guests to arrive. Mr. Perez is the first one to check in. To find his reservation, please click on Reservations at the very top of the screen. In the search box, type "Perez_Student ID" to retrieve the guest reservation (see Figure 21). Locate Mr. Perez's reservation in the search results and click on the guest's name to go into the reservation (see Figure 21).

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

Reservations Tape Chart Guest History Groups

Step 1

GUEST NAME Perez Res Number **Q** Advanced

AUG 14 2020 127 In House 2 All Arrivals 1 All Departu... 0 Unassigned 2 New Reservatio...

Step 2: Search for Mr. Perez's reservation

BULK ACTION NEW RESERVATION GROUP PICKUP

Step 3: Click on the guest name to open the reservation

6 Record(s) found

PROPERTY	GUEST NAME	ACCOUNT NAME	RES#	ADULTS	CHILD	STATUS	ROOM	ARRIVE	DEPART	NIGHTS	TASK
University Hotel	John Perez	Perez Reunion	17677260	2	1	Reserved	QS : 400	Aug 14, 2020	Aug 15, 2020	1	
University Hotel	Miranda Johnson	Perez Reunion	17677261	2	1	Reserved	QS : 401	Aug 14, 2020	Aug 15, 2020	1	
University Hotel	John Perez	Perez Reunion	16086134	2	1	Departed	QS : 400	Nov 07, 2019	Nov 08, 2019	1	
University Hotel	Miranda Johnson	Perez Reunion	16086135	2	1	Departed	QS : 401	Nov 07, 2019	Nov 08, 2019	1	
University Hotel	John Perez	Perez Reunion_i...	8241719	2	1	Reserved	QS : 400	Feb 19, 2017	Feb 20, 2017	1	
University Hotel	John Perez	Perez Reunion_i...	8241752	2	1	Reserved	QR : 300	Feb 19, 2017	Feb 20, 2017	1	

Figure 21

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21. Once inside the reservation, click on “CHECK IN” (see Figure 22).

The screenshot shows 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 sub-navigation bar with tabs for Reservations, Tape Chart, Guest History, Groups, and John Perez. The main content area displays reservation details for Mr. John Perez (Perez Reunion), including the phone number 1-(212) 555-5550, email perez@familymail.com, and the reservation number 17677260 (Aug 14 - Aug 15). The TRIP TOTAL and BALANCE are both \$220.32. A green 'CHECK IN' button is highlighted with a red box, and a red arrow points to it. Below the reservation details are tabs for Details, Folio(s), History, and Documents. To the right, there is a 'TRIP SUMMARY' section showing Room Charges (\$204.00), Incidentals (\$0.00), Taxes & Service (\$16.32), and a total of \$220.32. Below this is an 'ADD-ONS & INCIDENTALS' section stating 'There are no add-ons & incidentals set'.

Figure 22

22. Complete the check-in process by clicking on the “CONFIRM CHECK IN” button (see Figure 23).

The screenshot shows the 'Check In' screen in the innRoad reservation system. At the top, there is a green bar with the guest name 'Mr. John Perez' and the reservation number 'RESERVED - 17677260'. Below this is a 'GUEST CONTACT INFO' section with fields for PRIMARY GUEST NAME (Mr. John), LAST NAME (Perez), E-MAIL (perez@familymail.com), and PHONE (1-(212) 555-5550). Below this is a 'STAY INFO' section showing the dates Aug 14, 2020 (FRIDAY) to Aug 15, 2020 (SATURDAY), the number of guests (2 Adult(s), 1 Child), the RATEPLAN (Rack Rate), and the room details (Queen Suite, ROOM: 400, \$204.00). At the bottom, there is a 'Generate Guest Registration' checkbox and a green 'CONFIRM CHECK IN' button, which is highlighted with a red box and a red arrow.

Figure 23

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23. The Guest Registration statement will be opened in a new browser tab (see Figure 24). Please make sure to allow innRoad pop-ups on your browser.

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

University Hotel

Guest Registration
Folio Name : Guest Folio
Date : Fri, Aug 14, 2020

To
John Perez
Perez Reunion
208 Main St. New York City
New York City, NY 08654
Phone : +1 (212) 555-5550
Email id : perez@familymail.com

Property : University Hotel
Room : Queen Suite : 400
Arrival : Fri, Aug 14, 2020 - 1 Night(s)
Departure : Sat, Aug 15, 2020
Reservation # : 17677260
Guests : 2 Adults / 1 Children

Charges

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/14/2020	Room Charge	Room Charge	Queen Suite : 400	\$ 204.00
		Room Charges		\$204.00
		Incidentals		\$0.00
		Taxes & Service Charges		\$16.32
		Total Charges		\$220.32

Payment information On File
Paver:John Perez

Figure 24

24. You may close the browser tab with the Guest Registration statement. Please return to the innRoad reservation tab.

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25. Once the check-in process is complete, you should see that the reservation status has changed to "IN-HOUSE" (See Figure 25).

Mr. John Perez (Perez Reunion)
IN-HOUSE - 17677260 ...

1-(212) 555-5550
perez@familymail.com

TRIP TOTAL \$ 220.32
BALANCE \$ 220.32

CHECK OUT

Figure 25

26. To post the required charges on Mr. Perez's account, go to the Folio tab of his reservation, and click on the "Add Line Item" button. Select the appropriate category and description for every charge from the drop-down menu, post the correct amount, and click on "Commit" (see Figure 26). New charges will be posted on the reservation folio. Click "Save" once you are finished with the charges (see Figure 26).

Mr. John Perez (Perez Reunion)
IN-HOUSE - 17677260 (Aug 14 - Aug 15)

1-(212) 555-5550
perez@familymail.com

TRIP TOTAL \$ 220.32
BALANCE \$ 220.32

CHECK OUT

Details **Folio(s)** History Documents

Step 1: To add a charge, click on "Add Line Item"

Step 4: Click "Commit"

Step 5: Click "Save"

Guest Folio

	Date	Category	Description	Qty	Amount
<input type="checkbox"/>	Fri Aug 14, 2020	Room Charge	Room Charge	1	\$ 204.00
<input type="checkbox"/>	Fri Aug 14, 2020	Parking	Nightly Parking	1	\$ 10.00
<input type="checkbox"/>	08/14/2020	Gift Shop	Gift Shop	1	\$ 70.00

Step 2: Select the payment category. For a restaurant charge, choose the restaurant name or POS

Step 3: Enter the other information about a payment

Payment Info:

Room Charge	\$ 204.00
Taxes & Service Charges:	\$ 10.00
Taxes & Service Charges:	\$ 16.32
Total Charges:	\$ 230.32
Payments:	\$ 0.00
Balance:	\$ 230.32

Figure 26

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27. Next, Mr. Perez's sister, Miranda, arrives. Please go to Reservations, and search for Perez again (please remember to use your student ID). Like last time, you will see both reservations again. Please pick Miranda's reservation to check her in (see Figure 27).

The screenshot shows the innRoad University Program interface. The top navigation bar includes links for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, and University Hotel. The main content area displays search results for Perez. The 'GUEST NAME' field is set to 'Perez'. The 'Res Number' field is empty. The 'Advanced' search button is visible. The search results table shows two reservations for Perez Reunion. The 'Miranda Johnson' reservation is highlighted with a red box and a red arrow.

PROPERTY	GUEST NAME	ACCOUNT NAME	RES#	ADULTS	CHILD	STATUS	ROOM	ARRIVE	DEPART	NIGHTS	TASK
University Hotel	John Perez	Perez Reunion	17677260	2	1	In-House	QS : 400	Aug 14, 2020	Aug 15, 2020	1	
University Hotel	Miranda Johnson	Perez Reunion	17677261	2	1	Reserved	QS : 401	Aug 14, 2020	Aug 15, 2020	1	

Figure 27

28. Please repeat the steps # 21-24 to check Miranda in. You will see that Miranda is also in house (see Figure 28).

The screenshot shows the innRoad University Program interface. The top navigation bar includes links for Reservations, Tape Chart, Guest History, Groups, John Perez, and Miranda J... The main content area displays the details for the Miranda Johnson reservation. The reservation is highlighted with a red box.

PROPERTY	GUEST NAME	ACCOUNT NAME	RES#	ADULTS	CHILD	STATUS	ROOM	ARRIVE	DEPART	NIGHTS	TASK
University Hotel	Miranda Johnson	Perez Reunion	17677261	2	1	Reserved	QS : 401	Aug 14, 2020	Aug 15, 2020	1	

Figure 28

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29. Now enter the reservation and go to the Folio tab to post charges. Please follow the instructions in step #26 to post the charges to Miranda's folio. Your screen should look like the one in Figure 29.

Reservations
Tape Chart
Guest History
Groups
John Perez ✕
Miranda J... ✕

Miranda Johnson (Perez Reunion)
IN-HOUSE - 17677261 (Aug 14 - Aug 15)

1-(212) 555-5550
perez@familymail.com

TRIP TOTAL \$ 505.32
BALANCE \$ 505.32

CHECK OUT

Details
Folio(s)
History
Documents

Reports

Folio Details
Folio Options

Guest Folio
Add Line Item
Pay
Move
Apply Routing
Void
Commit
Abort
Reset
Save

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Date	Category	Description	Qty	Amount
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fri Aug 14, 2020	Room Charge	Room Charge	1	\$ 204.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fri Aug 14, 2020	POS	Restaurant	1	\$ 250.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fri Aug 14, 2020	Gift Shop	Gift Shop	1	\$ 35.00

☐ Include Taxes in Line Items
☒ Display Pending Items
☒ Include Pending Items in Total
☐ Display Void Items
☐ Display CC# in Reports
☐ Show Authorizations in Report

Payment Info:

Room Charges: \$ 204.00
Incidentals: \$ 285.00
Taxes & Service Charges: \$ 16.32
Total Charges: \$ 505.32
Payments: \$ 0.00
Balance: \$ 505.32

Figure 29

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30. The reunion goes well, and it is time to check out. Please remember that Mr. Perez is paying for both rooms, and Ms. Johnson is paying for dinner and her incidentals. To arrange for this, please move Miranda's room charge to the group account. Click on the "Move" button (see Figure 30) and the "Move Folio Items" window will pop up. Under "Select target folio:" on the right-hand side of the window, select Perez Reunion. Then, click on Ms. Johnson's room charge from the list on the left-hand side of the window and click the ">" button to move it to the right (see Figure 31). Then, click "Close", and you will see that the room charge disappears from Miranda's guest folio.

The screenshot shows the 'Folio Details' window for Miranda Johnson (Perez Reunion). The 'Move' button is highlighted with a red arrow. Below the table, there are checkboxes for 'Include Taxes in Line Items', 'Display Pending Items', 'Include Pending Items in Total', 'Display Void Items', 'Display CC# in Reports', and 'Show Authorizations in Report'. A 'Payment Info' section is also visible.

Date	Category	Description	Qty	Amount
Fri Aug 14, 2020	Room Charge	Room Charge	1	\$ 204.00
Fri Aug 14, 2020	POS	Restaurant	1	\$ 250.00
Fri Aug 14, 2020	Gift Shop	Gift Shop	1	\$ 35.00

Payment Info	
Room Charges:	\$ 204.00
Incidentals:	\$ 285.00
Taxes & Service Charges:	\$ 16.32
Total Charges:	\$ 505.32
Payments:	\$ 0.00
Balance:	\$ 505.32

Figure 30

The 'Move Folio Items' window shows the process of moving a room charge from Miranda's folio to the Perez Reunion folio. The steps are numbered 1 through 4.

Step 1: Select target folio: Perez Reunion (444433332222543)

Step 2: Select source folio: Guest Folio

Step 3: Click the ">" button to move the item.

Step 4: Click the "Close" button.

Date	Display Caption	Amount
Fri, 14-Aug-2020	Nightly Parking	\$ 10.00
Fri, 14-Aug-2020	Gift Shop	\$ 70.00
Fri, 14-Aug-2020	Room Charge	\$ 220.32
Total:		\$ 300.32
Pay:		\$ 0.00
Balance:		\$ 300.32

Date	Display Caption	Amount
Fri, 14-Aug-2020	Room Charge	\$ 220.32
Total:		\$ 220.32
Pay:		\$ 0.00
Balance:		\$ 220.32

Figure 31

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31. Now you can check the guests out. Please click on the “CHECK OUT” button at Miranda’s reservation (see Figure 32).

Reservations Tape Chart Guest History Groups **Miranda J...** ?

Miranda Johnson (Perez Reunion) 1-(212) 555-5550 TRIP TOTAL \$285.00
IN-HOUSE - 17677261 (Aug 14 - Aug 15) perez@familymail.com BALANCE \$285.00 **CHECK OUT**

Details Folio(s) History Documents Reports

Folio Details Folio Options

Guest Folio [x] [+] [p]

Add Line Item Pay Move Apply Routing Void Commit Abort Reset Save

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Date	Category	Description	Qty	Amount
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fri Aug 14, 2020	POS	Restaurant	1	\$250.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fri Aug 14, 2020	Gift Shop	Gift Shop	1	\$35.00

☐ Include Taxes in Line Items
☒ Display Pending Items
☒ Include Pending Items in Total
☐ Display Void Items
☐ Display CC# in Reports
☐ Show Authorizations in Report

Payment Info [x] [p]

Room Charges:	\$0.00
Incidentals:	\$285.00
Taxes & Service Charges:	\$0.00
Total Charges:	\$285.00
Payments:	\$0.00
Balance:	\$285.00

Figure 32

32. First, the system will prompt you to settle the charges on Miranda’s guest folio. Remember that she is paying these charges with her credit card. Please confirm her check-out (Figure 33) and change the information in the “Check Out Payment” window (see Figure 34). Please open the Payment Method drop-down menu and choose a Master card (MC). Then, enter Miranda Johnson’s card details. Click on “LOG \$285.00”

Check Out

Miranda Johnson IN-HOUSE - 17677261

Are you sure you want to check out this reservation?


☐ Generate Guest Statement **PROCEED TO CHECK OUT PAYMENT**

Figure 33


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Check Out Payment

DATE  08/14/2020 Balance: \$ 285.00

AMOUNT \$ 285.00 TYPE Capture

PAYMENT METHOD MC  SWIPE

CARD NUMBER XXXX.XXXX.XXXX.2222 NAME ON CARD Miranda Johnson EXPIRY MM/YYYY 04/25 CVV CODE XXX

☒ Log as External Payment ☐ Set As Main Payment Method

[ADD NOTES](#) [LOG \\$ 285.00](#)

Figure 34

33. Next, you will see Miranda's guest statement that will be opened in a new tab of your browser (see Figure 35). Please make sure to allow pop-ups from innRoad in your browser. Make sure to save the Guest Statement on your hard drive. You may be asked to submit this form to your instructor (see Figure 35).

https://app.innroad.com/index.ht... InnRoad : SPA

app.innroad.com/ReportViewer.html?https%3A%2F%2Fs3.amazonaws.com%2Fir-pr...

innRoad

Property_3160_Reservation_17675626_Event_GuestStatementC... 1 / 1

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

To
Miranda Johnson (John Perez)
Perez Reunion
208 Main St. New York City
New York City, NY 08654
Phone : +1 (212) 555-5550
Email id : perez@familymail.com

University Hotel

Property : University Hotel
Room : Queen Suite : 401
Arrival : Fri, Aug 14, 2020 - 1 Night(s)
Departure : Sat, Aug 15, 2020
Reservation # : 17677261
Guests : 2 Adults / 1 Children

Guest Statement
Invoice #: 181
Folio Name : Guest Folio
Date : Fri, Aug 14, 2020

Charges

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/14/2020	POS	Restaurant	Queen Suite : 401	\$ 250.00
08/14/2020	Gift Shop	Gift Shop	Queen Suite : 401	\$ 35.00
Room Charges				\$0.00
Incidentals				\$285.00
Taxes & Service Charges				\$0.00
Total Charges				\$285.00

Payments

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/14/2020	MC	Name: Miranda Johnson Account #: xxxx2222	Queen Suite : 401	\$ 285.00

Download and save the Guest Statement OR print it in a pdf file and save


Figure 35

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34. Next, please go to Mr. Perez's reservation and check him out. Open reservation for Mr. Perez using the reservation search like in step #20.
35. You will need to pay the charges and check the guest out. Since Mr. Perez is paying for all his charges himself, you do not need to separate the charges. Click on the "CHECK OUT" button.
36. First, you will need to process the charges posted on the Perez Reunion account. Make sure that the payment method is "Account – Perez Reunion_Student ID" and click on "PAY \$440.64" in the window "Take Payment" (see Figure 36).

Take Payment


 There is an outstanding balance of \$440.64 in Perez Reunion (44443333222543) folio. Please pay the balance before you check out the guest.


DATE
08/14/2020

FOLIO NAME
Perez Reunion (44443333222543) 

Folio Balance: \$ 440.64


AMOUNT
\$ 440.64

TYPE
Capture 

PAYMENT METHOD
Account - Perez Reunion (44443333222543) 

ACCOUNT DETAILS
Account - Perez Reunion (44443333222543)
☐ Set As Main Payment Method

[ADD NOTES](#)



PAY \$ 440.64

Figure 36

Payment Successful


Date: 08/14/2020

Folio: Perez Reunion (44443333222543)


Folio Balance: \$ 0.00

AMOUNT
\$ 440.64

TYPE
Capture

PAYMENT METHOD
Account - Perez Reunion (44443333222543) 

STATUS
Approved



CONTINUE

Figure 37

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37. Please go back to Mr. John Perez's reservation and click the "CHECK OUT" button again (see Figure 38).

Reservations | Tape Chart | Guest History | Groups | **John Perez**

Mr. John Perez (Perez Reunion)
IN-HOUSE - 17677260 (Aug 14 - Aug 15)

1-(212) 555-5550
perez@familymail.com

TRIP TOTAL \$ 520.64
BALANCE \$ 80.00

CHECK OUT

Details | Folio(s) | History | Documents

Reports

STAY INFO

University Hotel
RATE PLAN: Rack Rate

Aug 14, 2020 (FRIDAY) - Aug 15, 2020 (SATURDAY)
2 Adult(s), 1 Child(s)
Queen Suite ROOM: 400
TOTAL \$ 408.00

ADD-ONS & INCIDENTALS

DATE	CATEGORY	DESCRIPTION	PER UNIT	QTY	TAX	AMOUNT
Fri Aug 14, 2020	Parking	Nightly Parking	\$ 10.00	1	\$ 0.00	\$ 10.00
Fri Aug 14, 2020	Gift Shop	Gift Shop	\$ 70.00	1	\$ 0.00	\$ 70.00

TRIP SUMMARY

Room Charges	\$ 408.00
Incidentals	\$ 80.00
Taxes & Servic...	\$ 32.64
Trip Total	\$ 520.64
Paid	\$ 440.64
Balance	\$ 80.00

TAKE PAYMENT

Figure 38

38. Confirm the check-out payment of Mr. Perez's charges by clicking on "LOG \$80.00" (see Figure 39).

Check Out Payment

DATE 08/14/2020 Balance: \$ 80.00

AMOUNT \$ 80.00 TYPE Capture

PAYMENT METHOD VISA Visa SWIPE

CARD NUMBER XXXX 1111 NAME ON CARD John Perez EXPIRY MM/YYYY 05/25 CVV CODE

☒ Log as External Payment ☐ Set As Main Payment Method

[ADD NOTES](#) **LOG \$ 80.00**

Figure 39

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39. You will see the guest statement for Perez Reunion that will be opened in a new tab of your browser (see Figure 40). Please make sure to allow pop-ups from innRoad in your browser. Save the Guest Statement on your hard drive. You may be asked to submit this form to your instructor. You should have two pages in that document: one for Perez's Guest Folio, and another for Perez Reunion group folio (see Figure 40).

Property_3160_Reservation_17675625_Event_GuestStatementC... 1 / 2

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

Invoice #: 182
Folio Name : Guest Folio
Date : Fri, Aug 14, 2020

To
John Perez
Perez Reunion
208 Main St. New York City
New York City, NY 08654
Phone : +1 (212) 555-5550
Email id : perez@familymail.com

Property : University Hotel
Room : Queen Suite : 400
Arrival : Fri, Aug 14, 2020 - 1 Night(s)
Departure : Sat, Aug 15, 2020
Reservation # : 17677260
Guests : 2 Adults / 1 Children

Charges

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/14/2020	Parking	Nightly Parking	Queen Suite : 400	\$ 10.00
08/14/2020	Gift Shop	Gift Shop	Queen Suite : 400	\$ 70.00
Room Charges				\$0.00
Incidentals				\$80.00
Taxes & Service Charges				\$0.00
Total Charges				\$80.00

Payments

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/14/2020	Visa	Name: John Perez Account #: xxxx1111 Exp. Date: 05/25	Queen Suite : 400	\$ 80.00
Total Payments				\$80.00
Balance				\$0.00

Download and save the Guest Statement OR print it in a pdf file and save

Figure 40

40. Please submit the guest statements to your instructor.

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41. In order to mark as clean Mr. Perez and Ms. Johnson's rooms, open the "Room Status" tab in the "Guest Services" menu page (see Figure 41). Click on "Dirty" to display only dirty rooms. Or you may search for Mr. Perez and Ms. Johnson rooms' numbers.

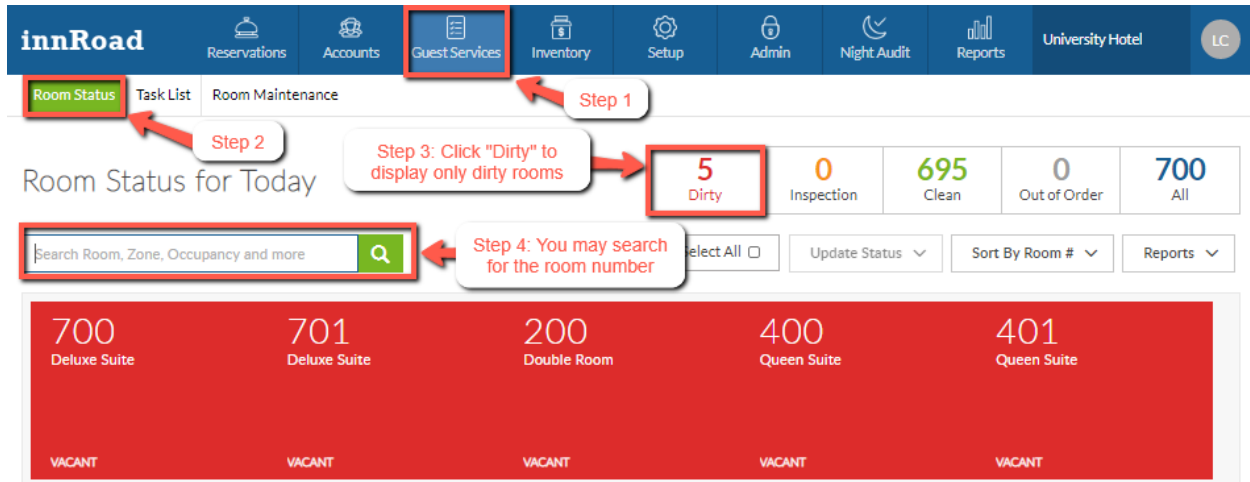


Figure 41

42. Select the rooms and update their status to "Clean" in the drop-down menu "Update Status" (see Figure 42).

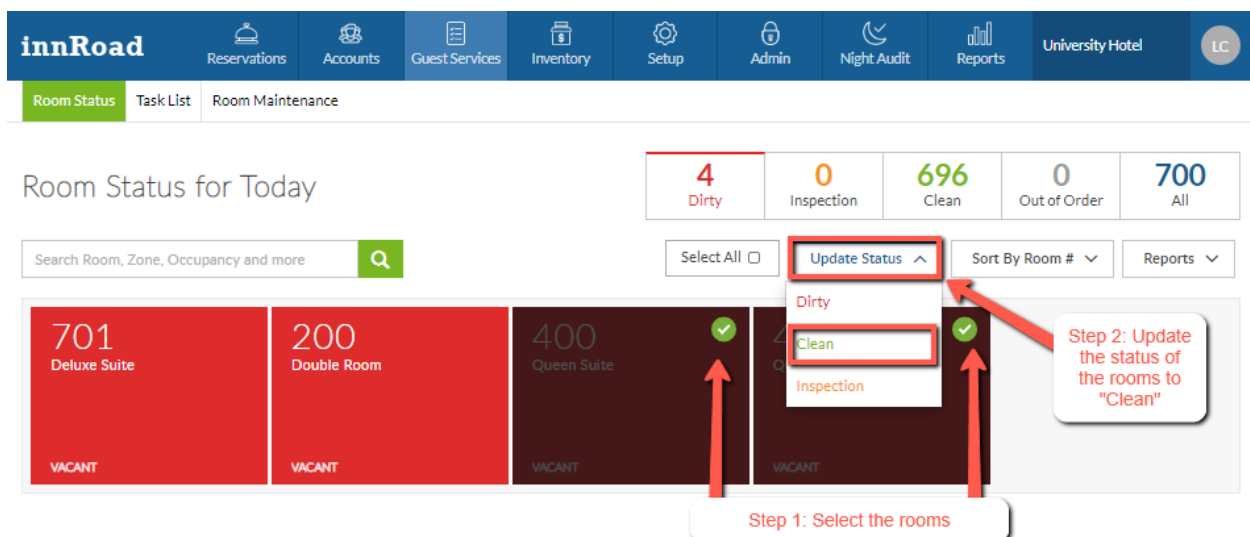


Figure 42

Now your exercise is completed.

Good job!