

innRoad Exercise

Step-by-step Process: Intermediate Reservation 2

GUEST INFORMATION

Allyson Peiffer called the *University Hotel* directly and wanted to make a reservation for her and her friend for this evening. Use the information below to create the guest profile and make a reservation.

Arrival Date: Today's date

Departure Date: Tomorrow's date

Room Type: Deluxe Suite

Name: Allyson Peiffer_StudentID

Market Segment: Internet

Referral: E-mail Promotion

Title: Ms.

Address: 4235 E Spruce Drive, Phoenix, AZ 85044

Phone: +1 602 222 4440

e-mail address: alypeiffer@nomail.com

Guaranteed By: Credit Card

Credit Card Number: 5555444433332222

Credit Card Expiration Date: 06/25

Ms. Peiffer and her friend arrived at the University hotel at about 3 pm. Please check the guests in.

Ms. Peiffer informed you that she needed a parking permit for her car that she parked at the hotel's parking garage. Please post a \$10 parking charge to the guest's folio.

About 15 minutes later, Ms. Peiffer called the front desk and informed you that the shower in her room is not working. You responded that you would send a maintenance person immediately to assist her with this issue. However, Ms. Peiffer and her friend needed to get ready for dinner very soon. They inquired if it would be possible to move them to another room. Please use the hotel management system to find another vacant and clean room and move the guests.

That afternoon Ms. Peiffer and her friend used the Hotel's laundry facility. Please post a \$15 charge to the folio.

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Later in the evening Ms. Peiffer and her friend had dinner at the Hotel's restaurant. The total charge was \$45. Then, they also spent \$18 in the lobby bar.

After the restaurant was closed, the restaurant manager came to you and told you about the busy evening shift and delays in the kitchen. He was concerned about the guest satisfaction with the dining experience that evening. The restaurant manager asked you to post a \$10 discount to the folios of several guests who dined in the restaurant during the rush time. Ms. Peiffer was one of them. Please post the discount to the guest's folio.

When checking out, Ms. Peiffer remembered that she had a coupon for free parking at the University Hotel, but forgot to present it at the check-in. Please void the parking fee, pay the remaining charges, and check the guests out.

Please print out the check-out confirmation page (guest statement) and submit it to your instructor.

Step-by-Step Process

1. Go to <http://go.innroad.com> (see Figure 1).

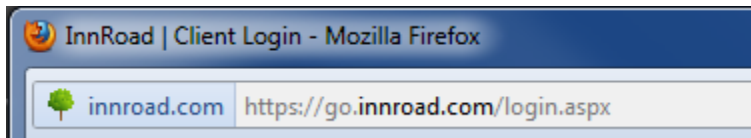


Figure 1

2. Access your account (see Figure 2). If you do not remember your password, please click on "Forgot Password?" You will receive an email with the link to reset your password.

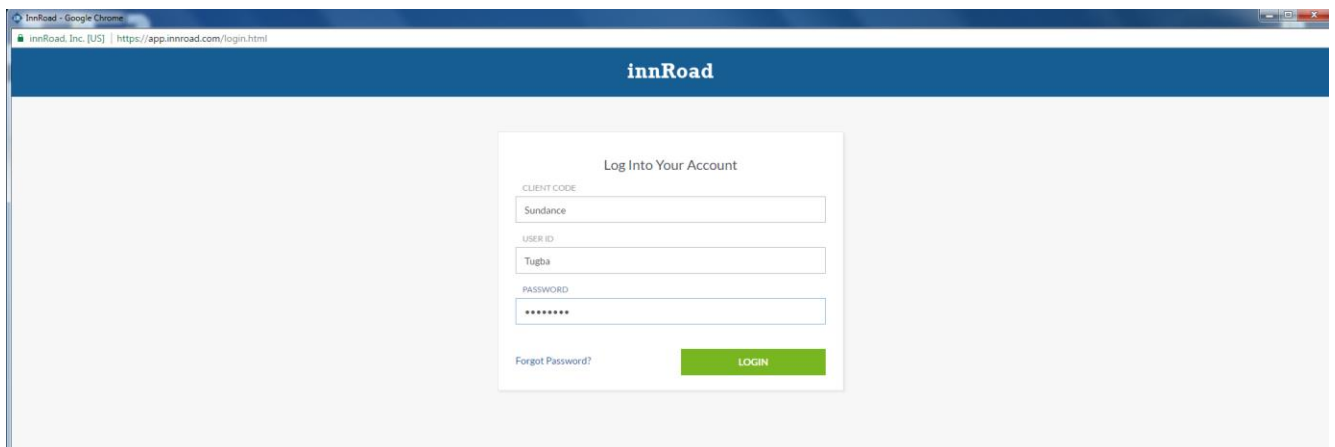


Figure 2

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3. Click on “New Reservation” (see **Error! Reference source not found.**Figure 3).

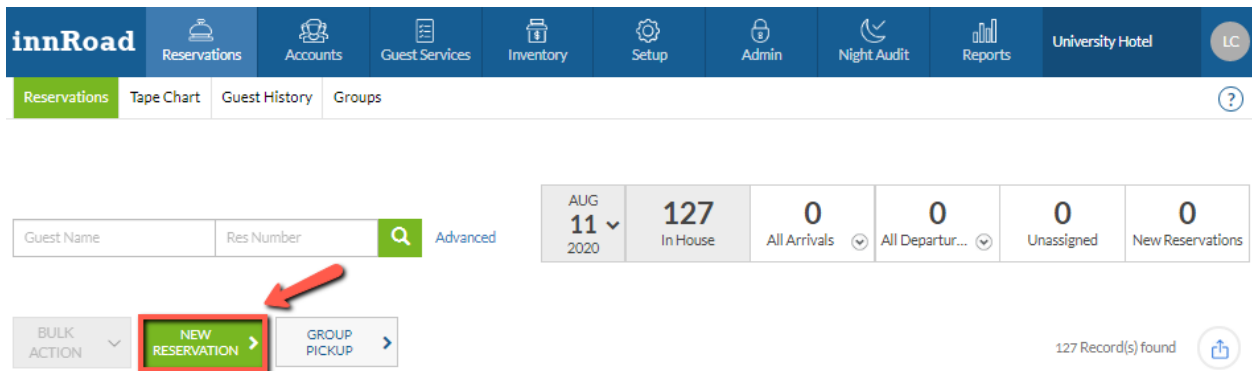


Figure 3

4. Enter the dates and number of adults/children in the room based on your assignment. For room selection press “FIND ROOM” and select a room class (see Figure 4).

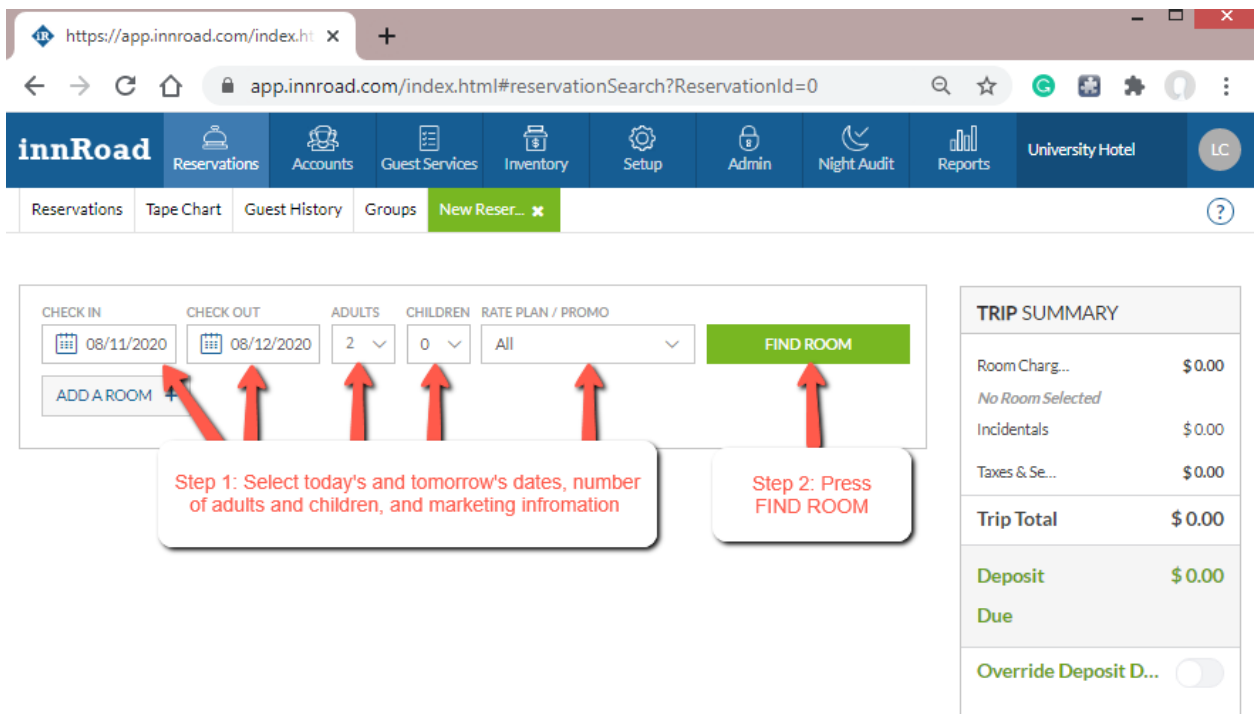


Figure 4

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5. Then, select a room from the list provided. 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 Service, 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 filter section and a room list section.

The search filter section includes fields for CHECK IN (08/11/2020), CHECK OUT (08/12/2020), ADULTS (2), CHILDREN (0), and RATE PLAN / PROMO (All). A green FIND ROOM button is located to the right of these fields. Below the search filters is an ADD A ROOM + button.

The room list section is a table with the following columns: RACK RATE, AVAILABLE, TOTAL, and ROOM. The table contains the following rows:

RACK RATE	AVAILABLE	TOTAL	ROOM
Single Room Avg per night \$110	100 rooms left	\$110.00	100
Double Room Avg per night \$159	100 rooms left	\$159.00	200
Queen Room Avg per night \$179	100 rooms left	\$179.00	300
Queen Suite Avg per night \$184	100 rooms left	\$184.00	400
King Room Avg per night \$190	100 rooms left	\$190.00	500
King Suite Avg per night \$204	100 rooms left	\$204.00	600
Deluxe Suite Avg per night \$216	100 rooms left	\$216.00	700

Each row in the table has a dropdown menu for the room number and a blue SELECT button. The SELECT button for the Deluxe Suite row is highlighted with a red box, and a red arrow points to it from the right.

On the right side of the interface is a TRIP SUMMARY sidebar. It shows the following information:

- Room Charg... \$0.00
- No Room Selected
- Incidentals \$0.00
- Taxes & Se... \$0.00
- Trip Total \$0.00
- Deposit \$0.00
- Due
- Override Deposit D... (toggle switch)

Figure 5

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6. In the TRIP SUMMARY, you will see the details of the room charges, reservation dates, number of adults and children, room type and number, incidentals, taxes and fees, and total charges for this reservation. Click "NEXT" (see Figure 6).

The screenshot shows the innRoad reservation system interface. At the top is a navigation bar with icons for Reservations, Accounts, Guest Service, 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... (selected). The main content area is divided into two sections. On the left is a search filter section with fields for CHECK IN (08/11/2020), CHECK OUT (08/12/2020), ADULTS (2), CHILDREN (0), and RATE PLAN / PROMO (All). A FIND ROOM button is to the right of these fields. Below the search filters is a table of room options. On the right is a TRIP SUMMARY panel. A red box highlights the TRIP SUMMARY panel, and another red box highlights the NEXT button below it, with a red arrow pointing to the button.

RACK RATE	AVAILABLE	TOTAL	ROOM	
Single Room Avg per night \$110	100 rooms left	\$110.00	100	SELECT
Double Room Avg per night \$159	100 rooms left	\$159.00	200	SELECT
Queen Room Avg per night \$179	100 rooms left	\$179.00	300	SELECT
Queen Suite Avg per night \$184	100 rooms left	\$184.00	400	SELECT
King Room Avg per night \$190	100 rooms left	\$190.00	500	SELECT
King Suite Avg per night \$204	100 rooms left	\$204.00	600	SELECT
Deluxe Suite Avg per night \$216	100 rooms left	\$216.00	700	SELECT

TRIP SUMMARY

Room Charg... \$216.00

Tue Aug 11 - Wed Aug 12
1 adult, 0 child

Deluxe Suite : 700

Incidentals \$0.00

Taxes & Se... \$17.28

Trip Total \$233.28

Deposit \$0.00

Due

Override Deposit D...

NEXT

Figure 6

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7. Enter all personal information of the guest who makes the reservation (see **Error! Reference source not found.**) 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.

Reservations Tape Chart Guest History Groups New Reser... x

RESERVED

GUEST INFO

Enter the guest contact information

Contact Info

Find Guest Profile

GUEST: Ms. Allyson Peiffer

CONTACT: Ms. Allyson Peiffer

E-Mail

PHONE: 1 (602) 222-4440 Ext

1 Alternate Phone Ext

1 Fax Ext

Account

Mailing Address

Search Address

ADDRESS 1: 4235 E Spruce Drive

Address 2 Address 3

CITY: Phoenix

COUNTRY: United States STATE: Arizona

POSTAL CODE: 85044

Create Guest Profile

TRIP SUMMARY

Room Charges \$ 216.00

Tue Aug 11 - Wed Aug 12
2 adult, 0 child

Deluxe Suite : 700

Incidentals \$ 0.00

Taxes & Serv... \$ 17.28

Trip Total \$ 233.28

Deposit Due \$ 0.00

Override Deposit Due

View Deposit payment

BOOK NOW

SAVE QUOTE

Figure 7

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PAYMENT METHOD

Payment Info

PAYMENT METHOD:

CREDIT CARD NUMBER:

NAME ON CARD: EXP DATE:

BILLING NOTES:

Tax Exempt ID

Billing Address Same as mailing address

FIRST NAME: Last Name:

Search Address:

Address 1:

Address 2: Address 3:

City:

COUNTRY:

Figure 8

MARKETING INFO

Travel Agent:

MARKET:

REFERRAL:

Ext Res#:

SOURCE:

SUB SOURCE:

Figure 9

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- Click the “BOOK NOW” button to complete the reservation (see Figure 10).

The screenshot shows 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 fields for 'GUEST' (Ms. Allyson Peiffer) and 'CONTACT' (Ms. Allyson Peiffer), along with 'E-Mail', 'PHONE' (1 (602) 222-4440), and 'Account' fields. The 'Mailing Address' section has fields for 'ADDRESS 1' (4235 E Spruce Drive), 'Address 2', 'Address 3', 'CITY' (Phoenix), 'COUNTRY' (United States), 'STATE' (Arizona), and 'POSTAL CODE' (85044). There is a 'Create Guest Profile' checkbox checked. The 'TRIP SUMMARY' section shows 'Room Charges' of \$216.00, 'Incidentals' of \$0.00, and 'Taxes & Serv...' of \$17.28, with a 'Trip Total' of \$233.28. A 'Deposit' of \$0.00 is shown, along with an 'Override Deposit Due' toggle. At the bottom right, there are two buttons: 'BOOK NOW' (highlighted with a red arrow) and 'SAVE QUOTE'.

Figure 10

- You will receive a Reservation Confirmation notification (see Figure 11). Click “CLOSE”.

Reservation Confirmation

The screenshot shows a 'Reservation Confirmation' notification. It features a green bar at the top with the text 'Reservation has been created.'. Below this, there is a box containing the 'Confirmation No: 17655785' and 'Status: Reserved'. At the bottom right, there is a 'CLOSE' button highlighted with a red arrow.

Figure 11

You will now see the guest’s name as a reservation tab name instead of “New reservation” (see **Error! Reference source not found.**).

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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 reservation management interface for Ms. Allyson Peiffer. At the top, there are navigation tabs: Reservations, Tape Chart, Guest History, and Groups. The 'Groups' tab is active, showing 'Allyson P...' with a red arrow pointing to it and a callout box that says 'The name of the reservation was changed'. Below the navigation, the reservation details for Ms. Allyson Peiffer are displayed, including the phone number 1-(602) 222-4440, the reservation status 'RESERVED - 17655785 (Aug 11 - Aug 12)', and the trip total and balance, both \$233.28. A green 'CHECK IN' button is highlighted with a red box and a red arrow. Below the reservation details, there are tabs for Details, Folio(s), History, and Documents. A callout box says 'Press CHECK IN'. To the right, there are 'Reports' and an email icon. Below the tabs, there are three main sections: STAY INFO, ADD-ONS & INCIDENTALS, and TRIP SUMMARY. The STAY INFO section shows the University Hotel, Rate Plan: Rack Rate, dates from Aug 11, 2020 (Tuesday) to Aug 12, 2020 (Wednesday), 2 Adults and 0 Children, and a Deluxe Suite Room 700 for a total of \$216.00. The ADD-ONS & INCIDENTALS section shows 'There are no add-ons & incidentals set' with buttons for 'ADD-ONS +' and 'INCIDENTALS +'. The TRIP SUMMARY section shows Room Charges \$216.00, Incidentals \$0.00, Taxes & Service \$17.28, Trip Total \$233.28, Paid \$0.00, and Balance \$233.28. At the bottom of the TRIP SUMMARY section, there are buttons for 'TAKE PAYMENT' and 'COPY'.

Figure 12

The screenshot shows the 'Check In' screen for Ms. Allyson Peiffer. At the top, the name 'Ms. Allyson Peiffer' and reservation number 'RESERVED - 17655785' are displayed. Below this is the 'GUEST CONTACT INFO' section, which includes a table with columns for PRIMARY GUEST NAME, LAST NAME, E-MAIL, and PHONE. The data in the table is: Ms. Allyson, Peiffer, 1-(602) 222-4440. Below the guest contact info is the 'STAY INFO' section, which shows the dates from Aug 11, 2020 (Tuesday) to Aug 12, 2020 (Wednesday), 2 Adults and 0 Children, Rate Plan: Rack Rate, and a Deluxe Suite Room 700 for a total of \$216.00. At the bottom of the screen, there is a 'Generate Guest Registration' toggle switch and a green 'CONFIRM CHECK IN' button, which is highlighted with a red box and a red arrow.

Figure 13

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11. The Guest Registration statement will be opened in a new browser tab (see Figure 14). If not, please make sure to allow innRoad pop-up windows on your browser.

The screenshot shows a web browser window with the URL <https://app.innroad.com/ReportViewer.html?https%3A%2...>. The page content is as follows:

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 : Tue, Aug 11, 2020

To
Allyson Peiffer
4235 E Spruce Drive
Phoenix, AZ 85044
Phone : +1 (602) 222-4440
Email id :

Property : University Hotel
Room : Deluxe Suite : 700
Arrival : Tue, Aug 11, 2020 - 1 Night(s)
Departure : Wed, Aug 12, 2020
Reservation # : 17655785
Guests : 2 Adults / 0 Children

Charges

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/11/2020	Room Charge	Room Charge	Deluxe Suite : 700	\$ 216.00
			Room Charges	\$216.00
			Incidentals	\$0.00
			Taxes & Service Charges	\$17.28
			Total Charges	\$233.28

Payment Information On File
Payer:Allyson Peiffer
Payment Method:MC
Account #:2222
Exp Date:06/25

Signature: _____
Date: _____

Policy Information

THANK YOU FOR YOUR BUSINESS!

Figure 14

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12. You may close the browser tab with the Guest Registration statement. Please return to the innRoad reservation tab.
13. Once you complete the check-in, you will be prompted to the Reservations screen showing that your guest is in-house (see Figure 15).

The screenshot shows the innRoad reservation management 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 sub-navigation bar with tabs for Reservations, Tape Chart, Guest History, and Groups. The main content area displays reservation details for Ms. Allyson Peiffer, including her phone number (1-(602) 222-4440), the reservation ID (17655785), and the dates (Aug 11 - Aug 12). The reservation status is highlighted as "IN-HOUSE". A red arrow points to this status. To the right, there is a summary table showing the Trip Total and Balance, both at \$233.28, and a "CHECK OUT" button. Below the reservation details, there are tabs for Details, Folio(s), History, and Documents. A tooltip indicates "Reservation status is 'IN-HOUSE'". The interface is divided into three main sections: STAY INFO, ADD-ONS & INCIDENTALS, and TRIP SUMMARY. The STAY INFO section shows the hotel (University Hotel), rate plan (Rack Rate), stay dates (Aug 11, 2020 to Aug 12, 2020), number of guests (2 Adult(s), 0 Child(s)), room type (Deluxe Suite, Room: 700), and total price (\$216.00). The ADD-ONS & INCIDENTALS section shows "There are no add-ons & incidentals set". The TRIP SUMMARY section shows a breakdown of charges: Room Charges (\$216.00), Incidentals (\$0.00), Taxes & Servi... (\$17.28), Trip Total (\$233.28), Paid (\$0.00), and Balance (\$233.28). There is also a "TAKE PAYMENT" button.

TRIP SUMMARY	
Room Charges	\$216.00
Incidentals	\$0.00
Taxes & Servi...	\$17.28
Trip Total	\$233.28
Paid	\$0.00
Balance	\$233.28

Figure 15

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14. Go to the "Folio(s)" tab in order to post the charges to the guest folio (see Figure 16).

Ms. Allyson Peiffer 1-(602) 222-4440 TRIP TOTAL \$ 233.28
IN-HOUSE - 17655785 (Aug 11 - Aug 12) BALANCE \$ 233.28 CHECK OUT

Details **Folio(s)** History Documents Reports

STAY INFO

University Hotel RATE PLAN: Rack Rate

Aug 11, 2020 (TUESDAY) 1N Aug 12, 2020 (WEDNESDAY) 2 Adult(s), 0 Child(s) Deluxe Suite ROOM: 700 TOTAL \$ 216.00

ADD-ONS & INCIDENTALS

There are no add-ons & incidentals set

ADD-ONS + INCIDENTALS +

TRIP SUMMARY

Room Charges	\$ 216.00
Incidentals	\$ 0.00
Taxes & Servi...	\$ 17.28
Trip Total	\$ 233.28
Paid	\$ 0.00
Balance	\$ 233.28

TAKE PAYMENT

Figure 16

15. To add the parking charge, click on "Add Line Item" (See Figure 17)

Ms. Allyson Peiffer 1-(602) 222-4440 TRIP TOTAL \$ 233.28
IN-HOUSE - 17655785 (Aug 11 - Aug 12) BALANCE \$ 233.28 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

Date	Category	Description	Qty	Amount
Tue Aug 11, 2020	Room Charge	Room Charge	1	\$ 216.00

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:

To add a charge, click on "Add Line Item"

Room Charges:	\$ 216.00
Incidentals:	\$ 0.00
Taxes & Service Charges:	\$ 17.28
Total Charges:	\$ 233.28
Payments:	\$ 0.00
Balance:	\$ 233.28

Figure 17

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16. Please select the charge category, add charge description and amount. Once you fill in this information, click on "Commit" and then "Save" (see Figure 18).

The screenshot displays the 'Folio Details' page in the innRoad University program. The interface includes a navigation bar with 'Details', 'Folio(s)', 'History', and 'Documents'. Below this, there are tabs for 'Folio Details' and 'Folio Options'. A 'Guest Folio' dropdown is visible, along with buttons for 'Add Line Item', 'Pay', 'Move', 'Apply Routing', 'Void', 'Commit', 'Abort', 'Reset', and 'Save'. The 'Commit' button is highlighted with a red box and an arrow pointing to it from a callout box labeled 'Step 3: Click "Commit"'. The 'Save' button is also highlighted with a red box and an arrow pointing to it from a callout box labeled 'Step 4: Click "Save"'. The main table shows a list of charges with columns for 'Date', 'Category', 'Description', 'Qty', and 'Amount'. The first row shows a 'Room Charge' for 'Tue Aug 11, 2020' with a quantity of 1 and an amount of \$216.00. A second row is partially filled with a date of '08/11/2020', a category of '--Select--', and a quantity of 1. A callout box labeled 'Step 1: Select the payment category. For a restaurant charge, choose the restaurant name or POS' points to the category dropdown. Another callout box labeled 'Step 2: Enter the other information about a payment' points to the description field. A summary table on the right shows a total charge of \$233.28.


Date	Category	Description	Qty	Amount
Tue Aug 11, 2020	Room Charge	Room Charge	1	\$ 216.00
08/11/2020	--Select--		1	\$

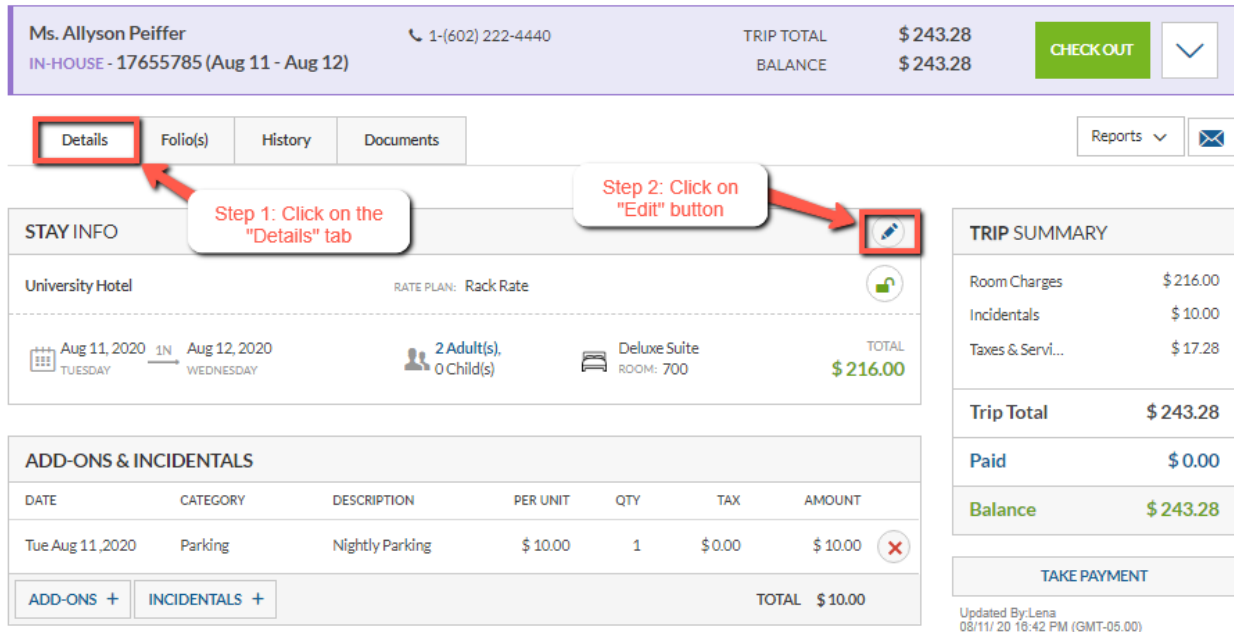
Room Charges:	\$ 216.00
Incidentals:	\$ 0.00
Taxes & Service Charges:	\$ 17.28
Total Charges:	\$ 233.28
Payments:	\$ 0.00
Balance:	\$ 233.28

Figure 18

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17. In order to move a guest to another room, please go to the “Details” tab and click on the edit icon  in the “STAY INFO” section (see Figure 19). Choose the option “Assign Room Number” (see Figure 20).

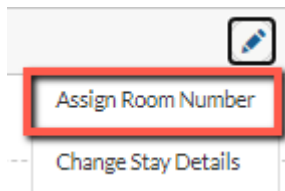


The screenshot displays the guest profile for Ms. Allyson Peiffer, IN-HOUSE - 17655785 (Aug 11 - Aug 12). The TRIP TOTAL and BALANCE are both \$243.28. A green CHECKOUT button is visible. The interface includes tabs for Details, Folio(s), History, and Documents. The STAY INFO section shows the stay at University Hotel, Rack Rate, from Aug 11, 2020 (Tuesday) to Aug 12, 2020 (Wednesday) for 2 Adult(s) and 0 Child(s) in a Deluxe Suite (Room 700) for a total of \$216.00. The ADD-ONS & INCIDENTALS table shows a parking charge of \$10.00. The TRIP SUMMARY on the right lists Room Charges (\$216.00), Incidentals (\$10.00), and Taxes & Serv... (\$17.28), with a Trip Total of \$243.28, Paid of \$0.00, and a Balance of \$243.28. A TAKE PAYMENT button is also present.

DATE	CATEGORY	DESCRIPTION	PER UNIT	QTY	TAX	AMOUNT
Tue Aug 11, 2020	Parking	Nightly Parking	\$ 10.00	1	\$ 0.00	\$ 10.00

TRIP SUMMARY	Amount
Room Charges	\$ 216.00
Incidentals	\$ 10.00
Taxes & Serv...	\$ 17.28
Trip Total	\$ 243.28
Paid	\$ 0.00
Balance	\$ 243.28

Figure 19



This close-up shows the edit icon (a pencil inside a square) and a dropdown menu with two options: "Assign Room Number" and "Change Stay Details". The "Assign Room Number" option is highlighted with a red box.

Figure 20

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17. Click on the room number, choose another room (number) from the list, and click "Save" (see Figure 21). See the result of the room change in Figure 22.

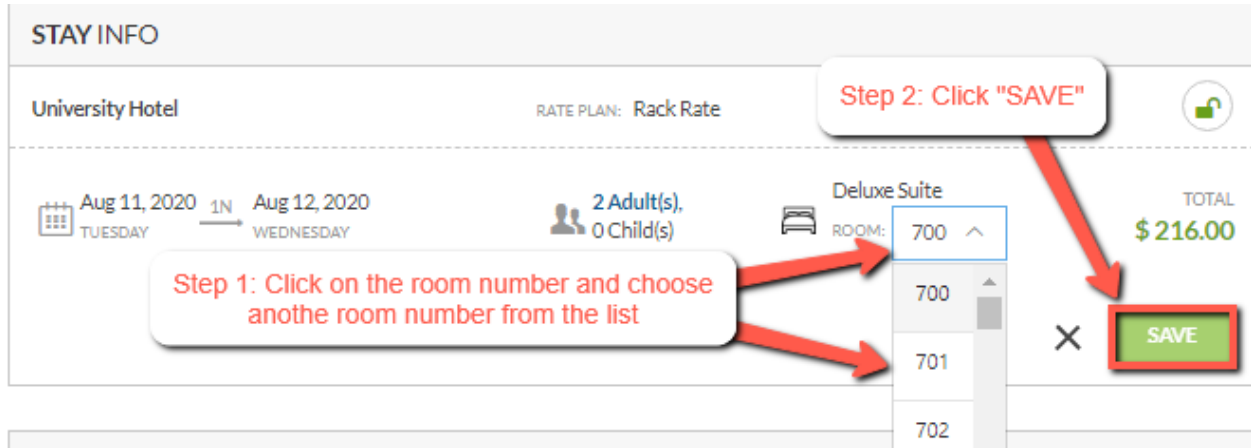


Figure 21

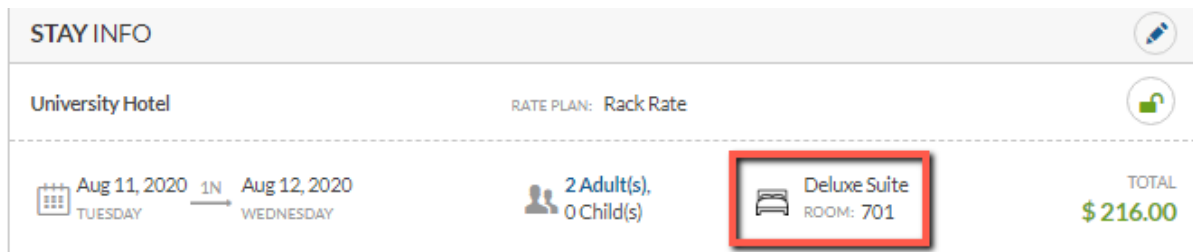


Figure 22

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18. Please post the charges for the laundry service, restaurant, and bar following the steps # 14, 15, and 16. Your screen should look as in Figure 23 after you post all charges.

The screenshot displays the innRoad University program interface for a guest named Ms. Allyson Peiffer. The top navigation bar includes tabs for Reservations, Tape Chart, Guest History, Groups, and a dropdown menu for Allyson P... A search icon is visible in the top right corner.

The main header area shows the guest's name, phone number (1-(602) 222-4440), and trip details: TRIP TOTAL \$321.28 and BALANCE \$321.28. A green CHECK OUT button and a dropdown arrow are also present.

Below the header, there are tabs for Details, Folio(s), History, and Documents. A Reports dropdown menu and an email icon are located on the right side.

The main content area is titled "Folio Details" and "Folio Options". It features a "Guest Folio" dropdown menu and several action buttons: Add Line Item, Pay, Move, Apply Routing, Void, Commit, Abort, Reset, and Save.

A table lists the charges for the guest's stay on Tuesday, August 11, 2020:

	Date	Category	Description	Qty	Amount
<input type="checkbox"/>	Tue Aug 11, 2020	Room Charge	Room Charge	1	\$216.00
<input type="checkbox"/>	Tue Aug 11, 2020	Parking	Nightly Parking	1	\$10.00
<input type="checkbox"/>	Tue Aug 11, 2020	Laundry	Laundry	1	\$15.00
<input type="checkbox"/>	Tue Aug 11, 2020	POS	POS	1	\$45.00
<input type="checkbox"/>	Tue Aug 11, 2020	Bar	Bar	1	\$18.00

Below the table, there are several checkboxes for display options:

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

A "Payment Info" section is visible, along with a large greyed-out area. To the right, a summary table shows the following charges:

Room Charges:	\$216.00
Incidentals:	\$88.00
Taxes & Service Charges:	\$17.28
Total Charges:	\$321.28
Payments:	\$0.00
Balance:	\$321.28

Figure 23

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19. In order to post a discount, locate a corresponding charge in the guest folio (restaurant charge) and click on that charge name.

In the pop-up window “Item Detail”, please input the category, description, and the discount amount. Click on the “Add” button (see Figure 24). After the discount is applied, click on “Continue”.

Item Detail

DATE: NOTES:

CATEGORY:

DESCRIPTION: DO NOT ROUTE

ROOM: 701

AMOUNT:

Transactions

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Date	Category	Description	Amount
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue, 11-Aug-2020	POS	POS	\$ 45.00

Room Charges	\$ 0.00
Incidentals	\$ 45.00
Taxes & Service Charges	\$ 0.00
Total Charges	\$ 45.00

Updated By: Lena
08/11/20 16:53 PM (GMT-05:00)

Figure 24

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20. In order to void a charge, put the check mark in front of that charge in the guest folio and click the "Void" button. After that, click on the "Save" button (see Figure 25).

The screenshot shows the 'Folio Details' section of the innRoad University Program. At the top, there are tabs for 'Details', 'Folio(s)', 'History', and 'Documents'. Below these are 'Folio Details' and 'Folio Options' tabs. A 'Guest Folio' dropdown is on the left, and a toolbar with buttons for 'Add Line Item', 'Pay', 'Move', 'Apply Routing', 'Void', 'Commit', 'Abort', 'Reset', and 'Save' is on the right. The 'Void' and 'Save' buttons are highlighted with red boxes. Three red callout boxes provide instructions: 'Step 1: Check the item that you need to void' points to the checkbox for 'Nightly Parking' in the table below; 'Step 2: Click on the "Void"' points to the 'Void' button; and 'Step 3: Click on "Save"' points to the 'Save' button.

<input type="checkbox"/>	<input type="checkbox"/>	Date	Category	Description	Qty	Amount
<input type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	Room Charge	Room Charge	1	\$216.00
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	Parking	Nightly Parking	1	\$10.00
<input type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	Laundry	Laundry	1	\$15.00
<input type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	Bar	Bar	1	\$18.00
<input type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	POS	POS	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: [icon] [icon]

Room Charges:	\$216.00
Incidentals:	\$78.00
Taxes & Service Charges:	\$17.28
Total Charges:	\$311.28
Payments:	\$0.00
Balance:	\$311.28

Figure 25

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21. Before you check the guest out, please make sure to select an option "Display Void Items" (if you do not do that your professor will not be able to check if you voided an item and you will lose points on this item) (see Figure 26).

The screenshot shows the 'Folio Details' page for a guest. At the top, there are tabs for 'Details', 'Folio(s)', 'History', and 'Documents'. A 'Reports' dropdown and an email icon are on the right. Below the tabs, there are 'Folio Details' and 'Folio Options' sections. The 'Folio Details' section includes a 'Guest Folio' dropdown and a toolbar with buttons: 'Add Line Item', 'Pay', 'Move', 'Apply Routing', 'Void', 'Commit', 'Abort', 'Reset', and 'Save'. A table lists the following items:

<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"/>	Tue Aug 11, 2020	Room Charge	Room Charge	1	\$216.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	Room Charge	Room Charge	1	\$-216.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	Room Charge	Room Charge	1	\$216.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	Laundry	Laundry	1	\$15.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	Bar	Bar	1	\$18.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	POS	POS	1	\$35.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 11, 2020	Parking	Nightly Parking	1	\$0.00

Below the table, there is a 'Payment Info' section with a blue icon. To the left, a list of options is shown:

- Include Taxes in Line Items
- Display Pending Items
- Include Pending Items in Total
- Display Void Items
- Display Cc# in Reports
- Show Authorizations in Report

A red arrow points from the 'Display Void Items' option to a callout box that says 'Select option "Display Void Items"'. To the right, a summary table shows:

Room Charges:	\$216.00
Incidentals:	\$68.00
Taxes & Service Charges:	\$17.28
Total Charges:	\$301.28
Payments:	\$0.00
Balance:	\$301.28

Figure 26

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23. 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 \$301.28” button (see Figure 29). 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: \$ 301.28

AMOUNT	TYPE
\$ 301.28	Capture

PAYMENT METHOD
MC

CARD NUMBER	NAME ON CARD	EXPIRY MM/YYYY	CVV CODE
XXXX2222	Allyson Peiffer	06/25	<input type="text" value="CVV Code"/>

Log as External Payment Set As Main Payment Method

[ADD NOTES](#)

Figure 29

24. You will see the notification “Check out Successful” (see Figure 30). And the Guest Statement will be opened in a new tab of your browser (see Figure 31). Please make sure to allow innRoad pop-ups on your browser! If the Guest Statement is not opened automatically, click on the PRINT to open the Guest Statement (see Figure 30).

Check out Successful

Date: 06/03/20 Balance: \$ 0.00

AMOUNT	TYPE
\$ 301.28	Capture

PAYMENT METHOD STATUS
MC - XXXX2222 (Allyson Peiffer) (Exp. 06/25) Approved

Figure 30

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

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25. The Guest statement will be opened in a new tab of your browser (see Figure 31). Make sure to save the Guest Statement on your hard drive. You will be asked to submit this form to your instructor.

Property_3160_Reservation_17654206_Event_GuestStatement... 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 #: 178
Folio Name : Guest Follo
Date : Tue, Aug 11, 2020

To
Allyson Peiffer
4235 E Spruce Drive
Phoenix, AZ 85044
Phone : +1 (602) 222-4440
Email id :

Property : University Hotel
Room : Deluxe Suite : 701
Arrival : Tue, Aug 11, 2020 - 1 Night(s)
Departure : Wed, Aug 12, 2020
Reservation # : 17655785
Guests : 2 Adults / 0 Children

Charges

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/11/2020	Room Charge	Room Charge	Deluxe Suite : 701	\$ 216.00
08/11/2020	Room Charge	Room Charge	Deluxe Suite : 700	\$ 216.00
08/11/2020	Room Charge	Room Charge	Deluxe Suite : 700	\$ -216.00
08/11/2020	Parking	Nightly Parking	Deluxe Suite : 701	\$ 0.00
08/11/2020	Laundry	Laundry	Deluxe Suite : 701	\$ 15.00
08/11/2020	POS	POS	Deluxe Suite : 701	\$ 35.00
08/11/2020	Bar	Bar	Deluxe Suite : 701	\$ 18.00
Room Charges				\$216.00
Incidentals				\$68.00
Taxes & Service Charges				\$17.28
Total Charges				\$301.28

Payments

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/11/2020	MC	Name: Allyson Peiffer Account #: xxxx2222 Exp. Date: 06/25	Deluxe Suite : 701	\$ 301.28

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

Figure 31

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In the next window, select a location on your hard drive to save the file (See Figure 32).

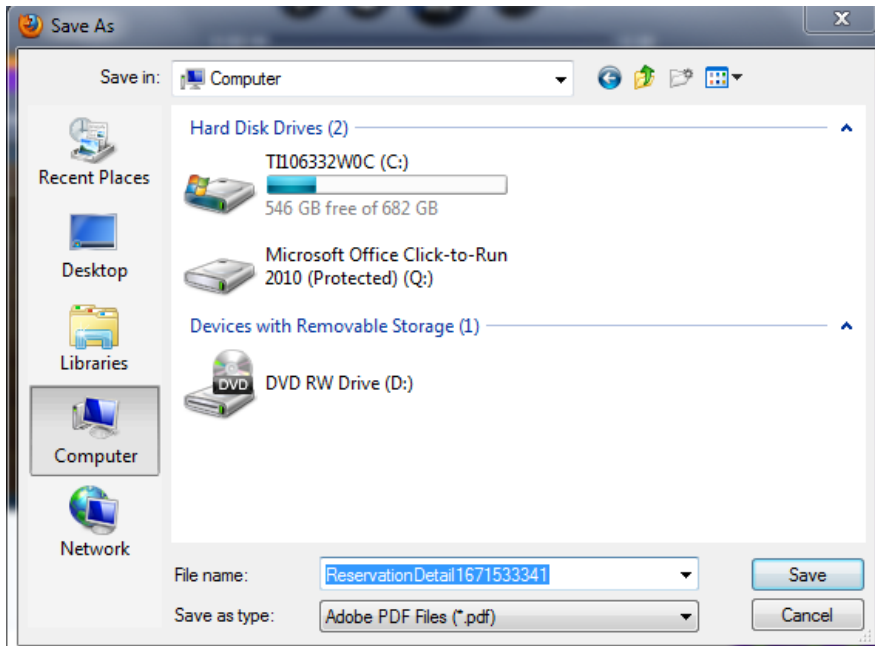


Figure 32

26. After the file is saved, you can close the tab with the statement and return to the innRoad tab (See Figure 33). Click the “CLOSE” button to complete the check out.

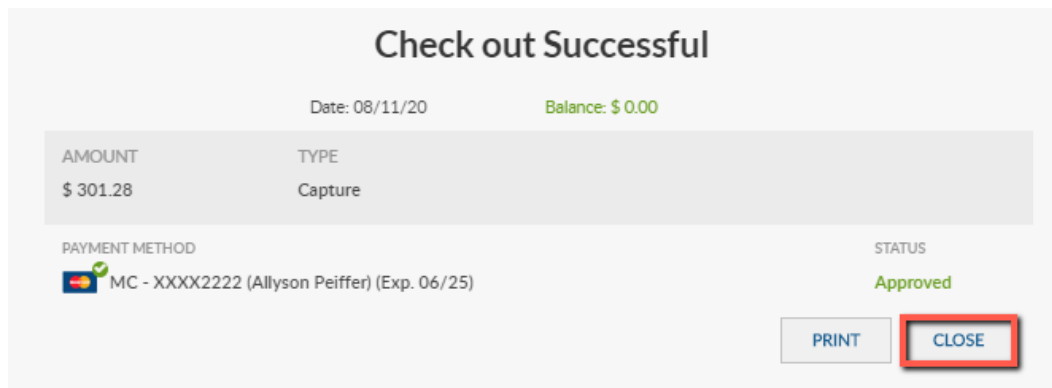


Figure 33

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27. Next, you will see that the status of the reservation has changed to “DEPARTED” (see Figure 34 and Figure 35).

Ms. Allyson Peiffer
DEPARTED - 17655785 (Aug 11 - Aug 12)

TRIP TOTAL \$ 301.28
BALANCE \$ 0.00

ROLL BACK

The reservation status has changed to "DEPARTED"

STAY INFO
University Hotel
RATE PLAN: Rack Rate
Aug 11, 2020 (TUESDAY) - Aug 12, 2020 (WEDNESDAY)
2 Adult(s), 0 Child(s)
Deluxe Suite ROOM: 701
TOTAL \$ 216.00

TRIP SUMMARY
Room Charges \$ 216.00
Incidentals \$ 68.00
Taxes & Servi... \$ 17.28
Trip Total \$ 301.28
Paid \$ 301.28
Balance \$ 0.00

DATE	CATEGORY	DESCRIPTION	PER UNIT	QTY	TAX	AMOUNT
ADD-ONS & INCIDENTALS						

Figure 34

Reservations

GUEST NAME: Allyson
RES NUMBER: 17655785

Advanced

AUG 11 2020 | 127 In House | 1 All Arrivals | 0 All Depart... | 0 Unassigned | 1 New Reservatio...

1 Record(s) found

PROPERTY	GUEST NAME	ACCOUNT NAME	RES#	ADULTS	CHILD	STATUS	ROOM	ARRIVE	DEPART	NIGHTS	TASK
University Hotel	Allyson Peiffer	-	17655785	2	0	Departed	DS : 701	Aug 11, 2020	Aug 12, 2020	1	

Figure 35

28. Submit the guest statement to your instructor! Good job!