



SPRINGER-MILLER
SYSTEMS



Release / Feature Guide

SMS | Host v.21.0

Description of features and functionality introduced in the v.21.0 release for SMS | Host and related modules.

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SMS

Introduction

The v.21 Release / Feature Guide summarizes the new features and enhancements included in the version 21 release of SMS|Host, SMS|Host modules, SMS|Retail Point of Sale and related interfaces.

Supplemental Documentation

References to additional documentation are included where appropriate throughout this guide. All documents referenced in this guide are available through the SMS|Host HelpSite and/or the SMS Customer Community portal.

In addition, and where appropriate, direct links are included to related topics in the v21 SMS|Host HelpSite.

The URL for the v21 SMS|Host HelpSite is: <http://help.springermiller.com/host/210>

SMS|Host v.21 Release Highlights

The following is a summary of some of the more substantial enhancements included in SMS|Host v.21. Additional detail on these, as well as all other enhancements included in v.21 of SMS|Host, are included in the body of this document below.

PCI / Data Security -- With this version release, SMS|Host will be officially out of scope for PCI compliancy. All cardholder data has been eliminated from the system using point-to-point encryption and tokenization with our partner payment processing systems, Shift4 and Freedom Pay. This helps ensure that guest data is protected while reducing the complexity and cost of your PCI compliancy efforts.

Rates and Packages -- This version features the introduction of derived rates as well as an updated rates and packages user interface. Derived rate functionality enables the creation of rates whose value is relative to base rates with the ability to apply a pricing differential (e.g. discount) to both. As the value of the base rate changes, so will the price of the derived rate. This can significantly reduce the volume and effort of rate configuration and maintenance.

Updated User Interface -- We've continued to refresh and refine the SMS|Host user interface to create an experience that is easier to use, simpler to learn and more efficient in performing your daily tasks. In this release, we've updated the Group Management and Spa/Resort Scheduling screens, as well as the Rates and Packages user interface.

Email Guest Folios -- We've streamlined the process to email guest folios automatically upon departure. This will help simplify the check-out process and provide greater guest service.

De-duping Made Easier -- This version contains updates to the manual de-duper that make it easier to use. In addition, we've added direct access to the de-duper from the Guest Tile.

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SMS|Host System Enhancements

Accounting / Invoicing

Sequential Numbering of Invoices

SMS|Host's Invoicing Module has been enhanced to issue Invoice Control Sequence numbers. Invoice Sequence Numbers are used as a verification that all invoices that were generated are accounted for (*no gap in sequence numbers*). The Invoice Sequence Numbers are separate and distinct from the SMS|Host Invoice Numbers. SMS|Host can automatically reset the Invoice Sequence Numbers on a designated date (i.e. at the start of the fiscal year). Invoice Sequence Numbers are printed on the *Invoice Registry -Italy* report.

Correspondence

Several enhancements regarding email correspondence are included in v.21. For example, you now have the ability to setup default attachments to your email templates. Anytime the template is used, the attachments are automatically selected and prepared to send along with the email. v.21 also offers a streamlined process to email guest folios automatically upon departure. These enhancements are described below.

Default email Attachments

Email/Letter Template configuration now enables you to configure a default attachment for each template.

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Letter Documents

Letter Code: Description:

Other Settings | Letter Body | PDF Settings

Email Subject:

Letter Type:

Letter Context: Guest Folio

Send via: E-mail Print

Attachments: Allow Attachments

Default Attachments:

<input type="text" value="KP"/>	<input type="text" value="Kids Program Info"/>	<input type="text" value="NB"/>	<input type="text" value="Nearby Attractions"/>
<input type="text" value="RP"/>	<input type="text" value="Resort Policy"/>	<input type="text" value="DR"/>	<input type="text" value="Directions"/>

Other Options: Editable Print Label Print Envelope None

Printed Letter Page Size:

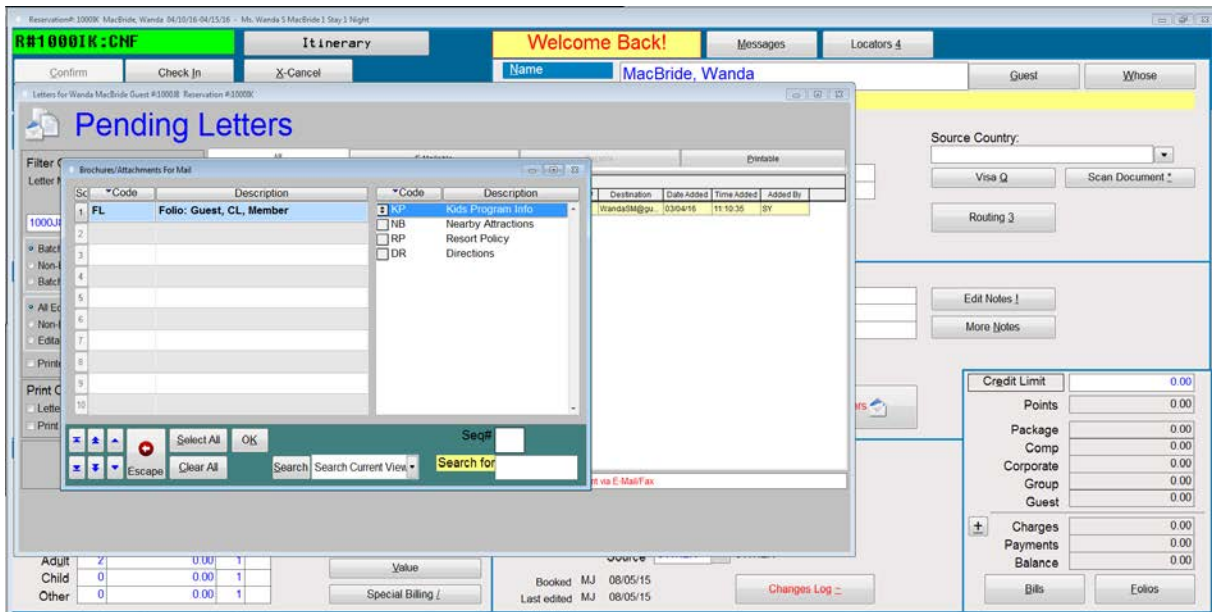
Printed Letter Margins:

Top	Bottom	Left	Right	Units
<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="Inches"/>

Escape Add Edit K-Delete Scan Duplicate

SMS

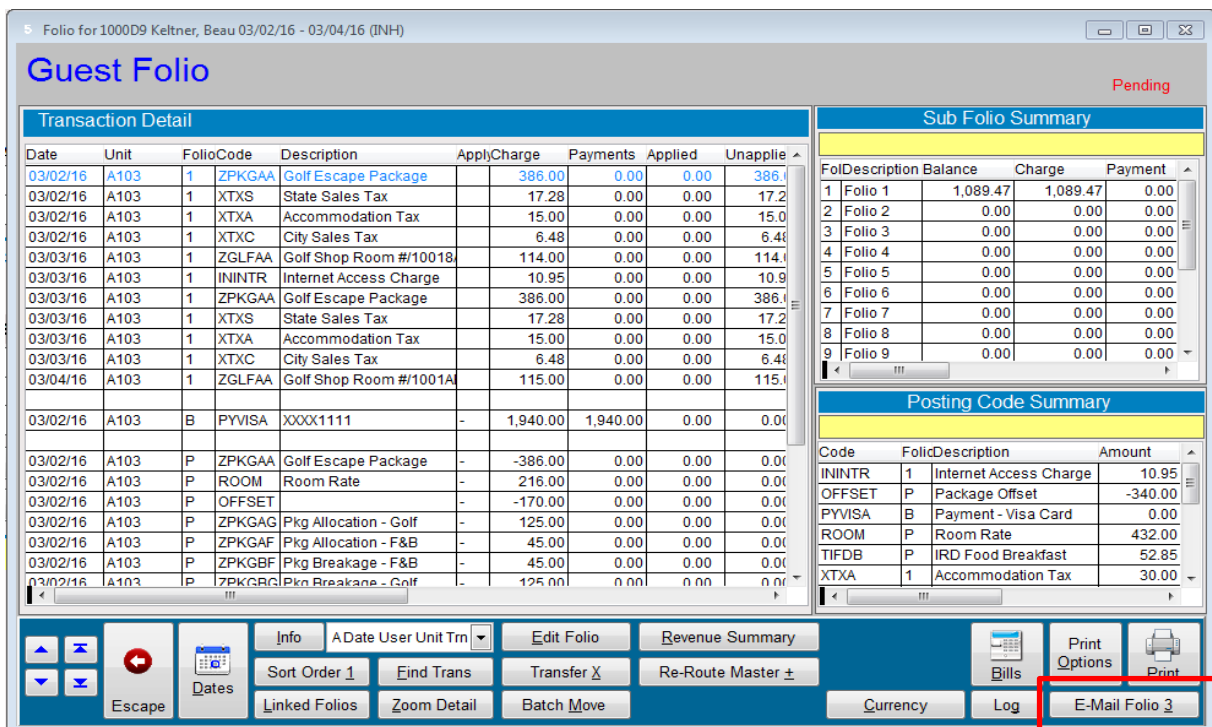
The Template's Default Attachments are automatically selected when the Template is used to generate an email. Users may remove any of the attachments and/or add additional attachments.



The user interface for selecting attachments (above) has also been updated

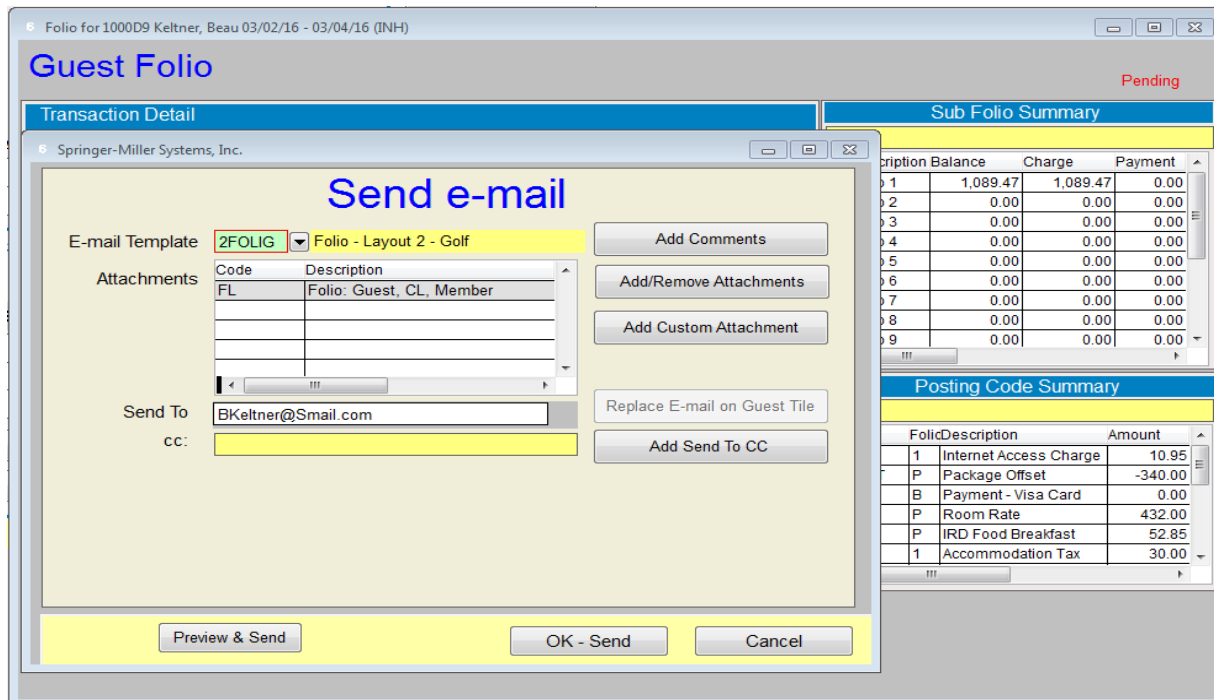
Emailing Guest Folios (Quick e-Folio)

Version 21.0 includes a streamlined process for sending e-folios to guests and others with as few as two clicks. The “E-mail Folio” command button has been added to the Folio screen. When selected, this command will automatically select the default cover letter/e-mail template and default folio attachment.



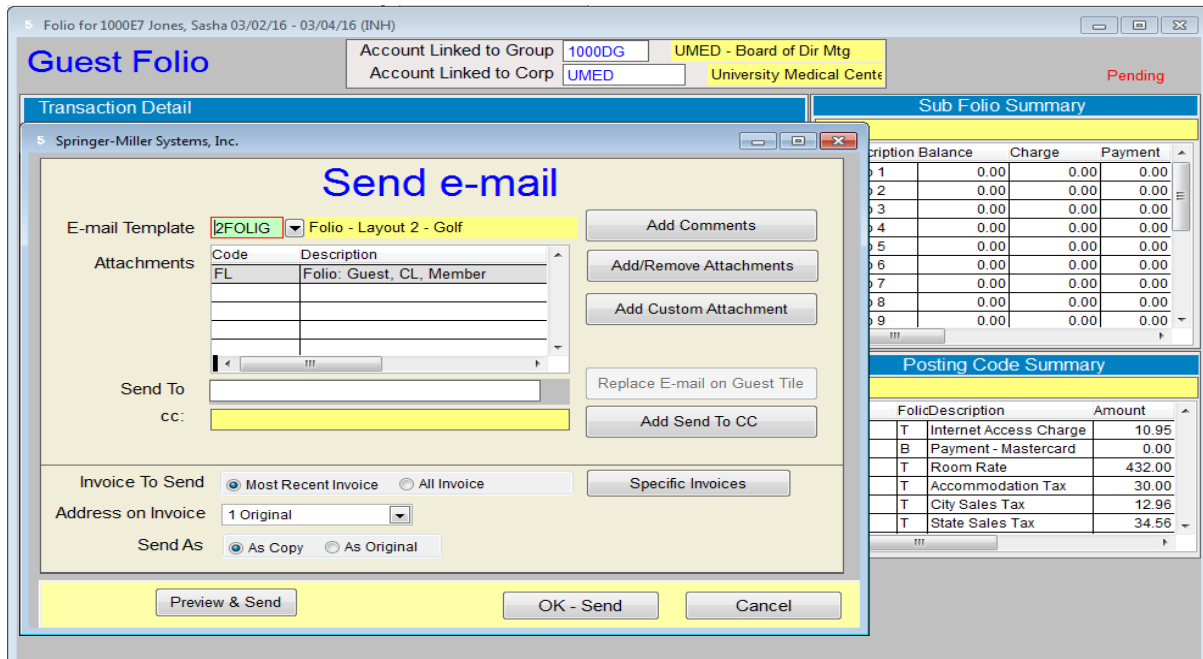
SMS

You'll also have easy access to common functions that may be needed for customizing this email such as adding personalized comments, additional attachments, capturing the guest's email address and cc'ing addition recipients.



E-folios can also be automatically generated during the check-out process. The “**Email Folio**” command button is available from the Reservation, City Ledger and Membership folios.

If your organization uses the SMS|Host Invoicing Module, the Email Folio function can also be used to send (email) electronic copies of Invoices. You may select one or more Invoices to send in a single email.



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R&R forms for Printing Electronic Folios

v.21 enables you to define when to use R&R ReportWorks to generate printed folio and/or e-folios. This allows you to continue using professional quality pre-printed folio paper while also taking advantage of the ability to email folios using the formatting options available in R&R ReportWorks.

Once you have customized your R&R folios you can define when they will be used. R&R folios also need to be enabled in Miscellaneous Rates & Defaults (MR&D) path, **F-L-S**.

When R&R folios are enabled, you may then define when the form will be used. This is done through the **Configuration / Form Definition** screen (shown below).

Check boxes enable you to specify “**Print Using R&R**”, “**Email Using R&R**” or both when defining the folio forms.

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Form Definition

Title: Guest Folio

Active:

Program: FOLIOA,RRW

Type: R&R Form

Author: Srinnaer Lodae

CRES Property: 000000 Home

Multi-Property: All Properties

Print Using RR Email Using RR

Description

Documentation

Sample Report Image

Escape Add Edit Modify R&R Form Launch Select Document Remove Document Select Picture Remove Picture

SMS

Group Management

Groups UI/UX Improvements

UI/UX Improvements have been made to the Group Management module. These include the Group Management screen itself, the Group Reservation Template, the Group Blocking screen and more.

Group Management Screen

On the Group Management Screen, related data have been grouped into logical (labeled) sections to help make working with this screen more intuitive.

Green Mountain Bike Club #1000JX

Group Management

Group Code & Status: **1000JX CNF Block Status -Definite** | Group Type: **G Group**

Group Name: **Green Mountain Bike Club** | Contract Status: **C Confirmed** | Estimated # of Rms: **50** | Estimated Rate: **285.00**

Arrival: **04/15/2016 Friday** | Depart: **04/20/2016 Wednesday** | Corporate Link: **[Dropdown]** | Rank: **Z 100 Room Nites**

Contact Info

Company: **GMBC** | Contact: **Green Mountain Bike**

Address 1: **7997 Mountain Road** | Phone1: **802-253-0259 - Mike Miller**

City: **Stowe** | Phone2: **802-253-7557 - Sharon Jones**

State: **VT Vermont** | Phone3: **[Dropdown]**

Zip: **05672** | Phone4: **[Dropdown]**

Country: **United States** | Email: **GMBC@GMBC.com** | Web: **GMBC.com**

Language: **E English**

List all group members in Group Directory
 Allow group members to opt in/out of Group Directory?

Rate Sets

GP1 [Dropdown] [Dropdown]

Marketing

Market Seg: **G Group**

Sub-Market: **G02 Social**

Master Acct: [Dropdown]

Industry: [Dropdown]

Sales Office: [Dropdown]

Sales Rep: [Dropdown]

Corporate Tier: [Dropdown]

Local Tier: [Dropdown]

Blocking & Allocations

Master Group: [Dropdown]

Room Blocking: [Dropdown] | Block Reference: [Text] | Release Schedules: [Text]

Block Rollover Pattern: [Dropdown] | Block Rollover Setup: [Text]

Class Blocking: [Dropdown] | Always FreeSell Resort Scheduling Class Blocks

Charge Routing & Billing

Billing Profile Schedules | Billing Profiles

Special Billing | Interfaces Controls

City Ledgers Accounts | Master Folio 1 [Dropdown]

ID Type: [Dropdown] | National ID: [Text]

Important Dates & Notes

Action Date: **03/15/2016 Tuesday** | Deposit Due: [Text]

Cutoff: **04/01/2016 Friday** | Block release: [Text]

Date1: **03/25/2016 Friday** | Rooming List Final: [Text]

Date2: **/ /**

Date3: **/ /**

Date4: **/ /**

Date5: **/ /**

Comment: [Text]

[More Notes 2](#)

Created: **10/18/2016 Tuesday** | User: **SY** | Last Edited: **10/18/2016 10:43:23 SY**

Escape | Code Order | Scan | Add | Generate | Batch Post | Reservation Zoom | Open Template | Import Reservations | Edit

Order | Find | Edit | K-Delete | Bulk Transfer | Advanced Res Zoom 3 | Send Message to Group | Internet Password | Alerts



Group Reservation Template

Group Management

Group Name:

Display Name:

Arrival: Friday

Depart: Wednesday

Group Code & Status:

Contract Status:

Corporate Link:

Group Type:

Is this a Channel?

Estimated# of Rms:

Estimated Rate:

Rank: 100 Room Nites

Reservation Template Active

Adults: Reservation Notes:

Children: Audit Notes:

Others: Housekeeping Notes:

Requested Room Features

MV Mountain View FP Fire Place

BL Balcony

KT Kitchenette

Special:

Travel Agencies and other Links

Travel Agency 1: American Express Travel

Commission Amount:

Travel Agency 2:

Commission Amount:

Corporation:

Secretary: Barbara, Michaels

Marketing Codes

Market Segment:

Sub-Market:

Ph#: Dialed:

Source: BOSTON GLOBE

Special Billing Defaults

Share Split: (Y/N)

Split: (1-9,B)

Folios: (1-9)

Batch: (Y/N)

Suppress Rate: (Y/N)

Tax Exempt: (Y/N)

Discount%:

OMAP:

Housekeeping

HK Pattern:

HK Service Code: Towels & Trash

Turndown Service Code:

Meal Plan: Modified American Plan

Default Billing Profiles & Credit

Group Billing Profile (A-Z,0-9,*):

Corporate Billing Profile (A-Z,0-9,*):

Guarantee Code: Group/Corporate Master

PayType: Direct Bill

Default Credit Limit:

Flight Arrival & Departure

Airline	Flight#	Time
Arrival AL	8679	11:11
Departure AL	9301	12:12

Code Order Scan Add Generate Batch Post Reservation Zoom Close Res Template Import Reservations - Edits

Escape Order Find Edit K-Delete Bulk Transfer Advanced Res Zoom 2 Send Message to Group Internet Password Alerts

Group Blocking Screen

A new display filter on the Group Blocking screen; **“Only display room type columns & block dates with activity”** enables you to focus your view on dates and types that have activity. The filter is available for all information views.

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Group Blocking - Block & Pickup

Property: Home

Group: Country Bike Tours

Block Status: Tentative/Definite

Cutoff Date:

Earliest Block:

Latest Block:

Multi-Property:

Date	Day	Seg	A1KM Block	A1KM Pickup	A1KMC Block	A1KMC Pickup	A1KL Block	A1KL Pickup	A1QL Block	A1QL Pickup	B1QM Block	B1QM Pickup	D1KL Block	D1KL Pickup
02/18/16	Thu		0	0	5	5	5	5	2	0	0	0	0	0
02/19/16	Fri		0	0	0	0	0	0	5	0	7	7	0	0
03/04/16	Fri		0	1	0	0	0	0	0	0	0	0	0	0
03/05/16	Sat		0	1	0	0	0	0	0	0	0	0	0	0
03/06/16	Sun		0	1	3	0	0	0	0	0	0	0	0	0
03/07/16	Mon		0	1	0	0	0	0	0	0	0	0	0	0
03/08/16	Tue		0	1	0	0	0	0	0	0	0	0	5	0
03/09/16	Wed		0	0	0	0	0	0	0	0	0	0	5	0
03/10/16	Thu		0	0	0	0	0	0	0	0	0	0	5	0

Displaying from: to:

Starting RoomType: Types 1-120

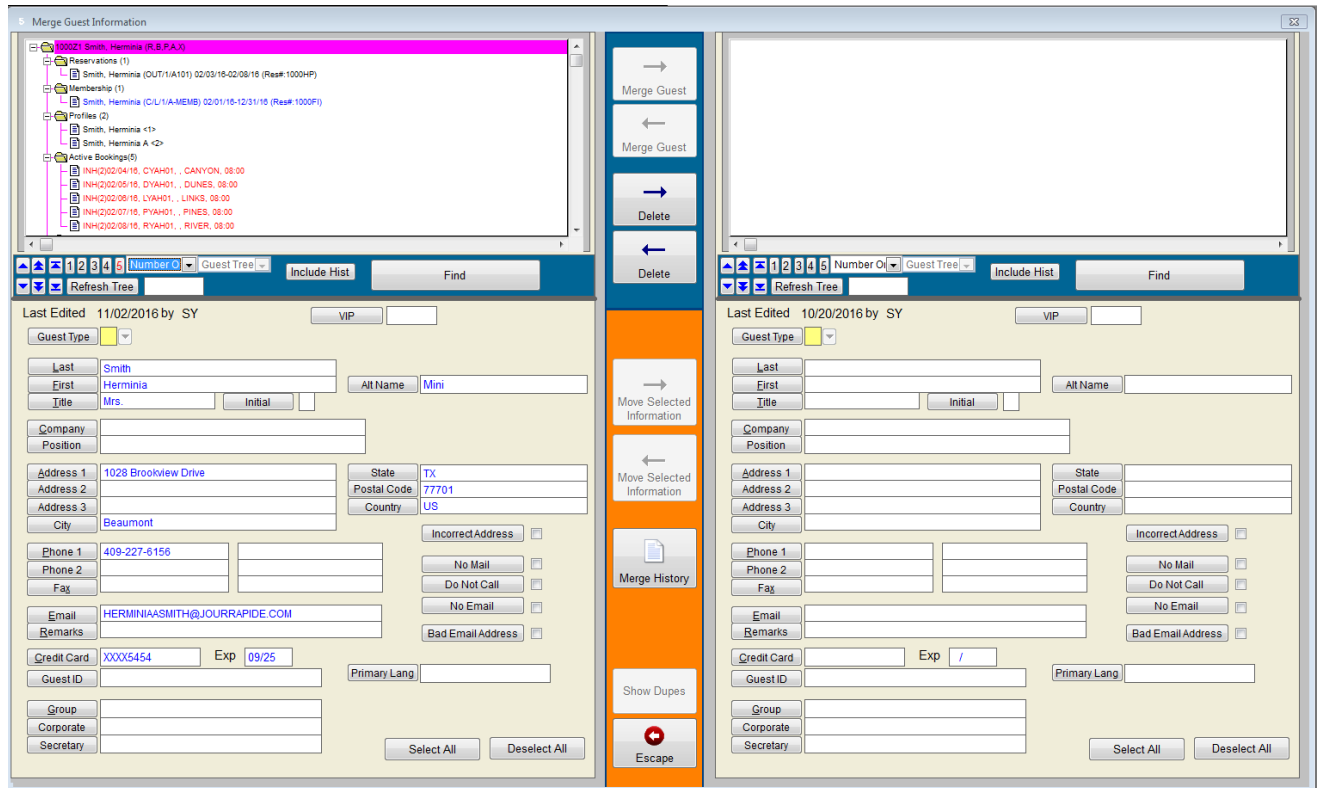
Display all block dates
 Only display block dates with activity (non-zero)
 Only display room type columns & block dates with activity
 Only display block dates with all zeros



Guest Management

SMS Host Deduper Enhancements

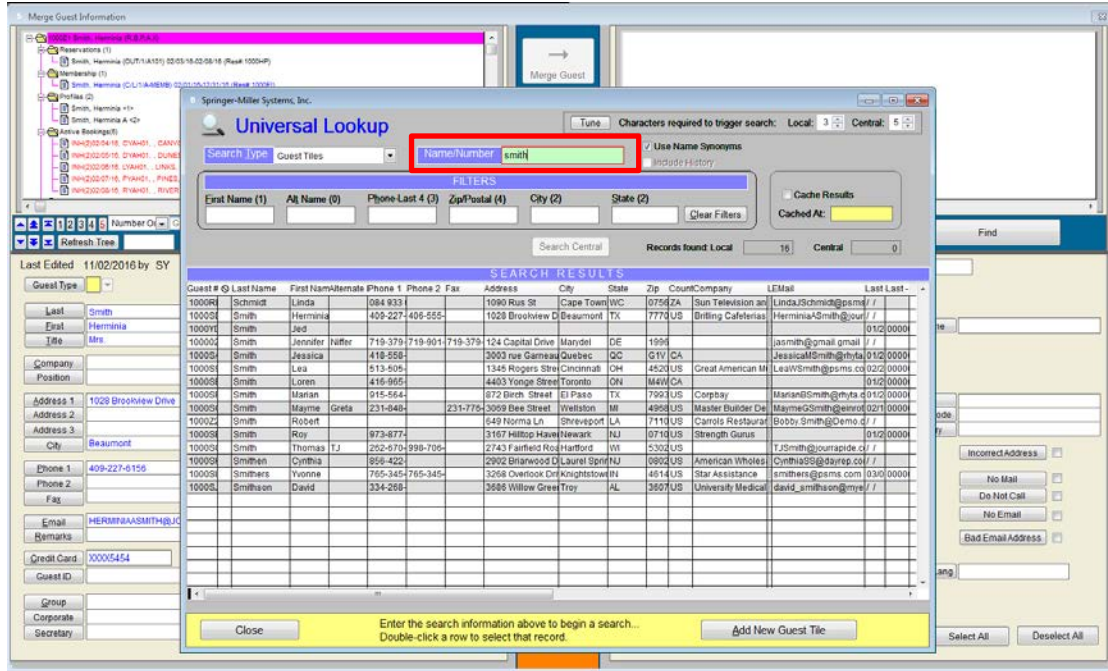
The Guest Deduping and Merging screen has been completely redesigned.



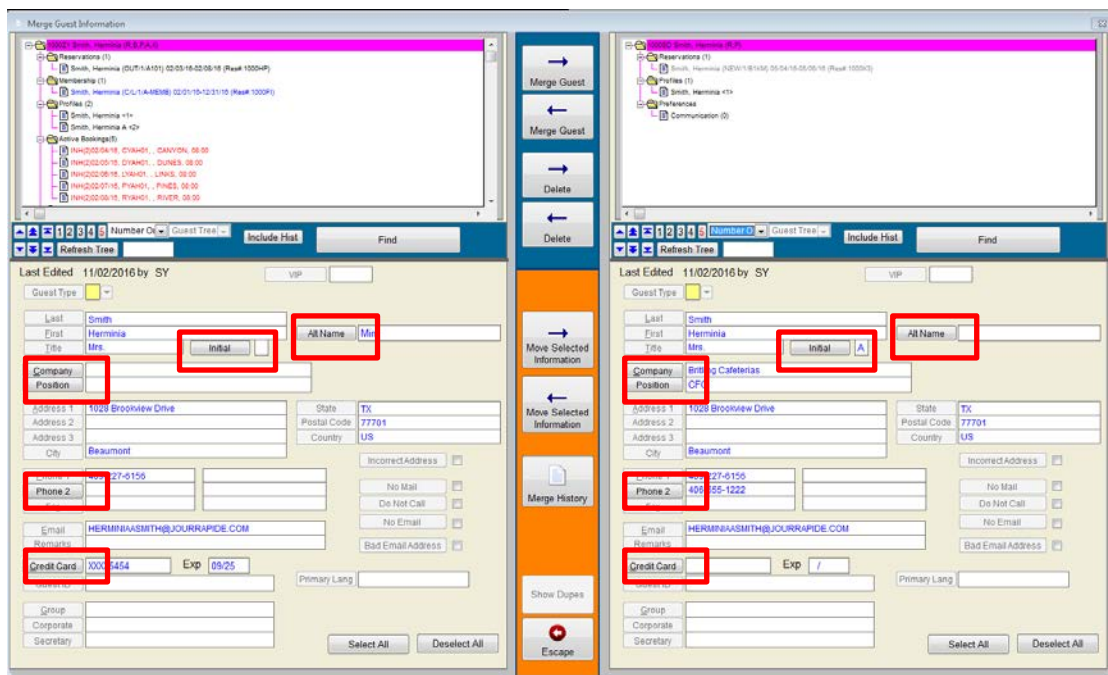
In v21.0, the Deduper displays additional data fields (Guest type, VIP Codes, Alt Guest Name, Initial, Credit Card, Guest ID, Group, Corp, Secretary).

SMS

The selected Guest's name automatically defaults into the Universal Lookup when searching for 2nd Guest Tile (the duplicate) so that locating that record is faster and easier. Also, the guest that was already selected (on the left) is automatically excluded from the Universal Lookup search results to prevent accidentally selecting the same Guest on both the left and right sides.

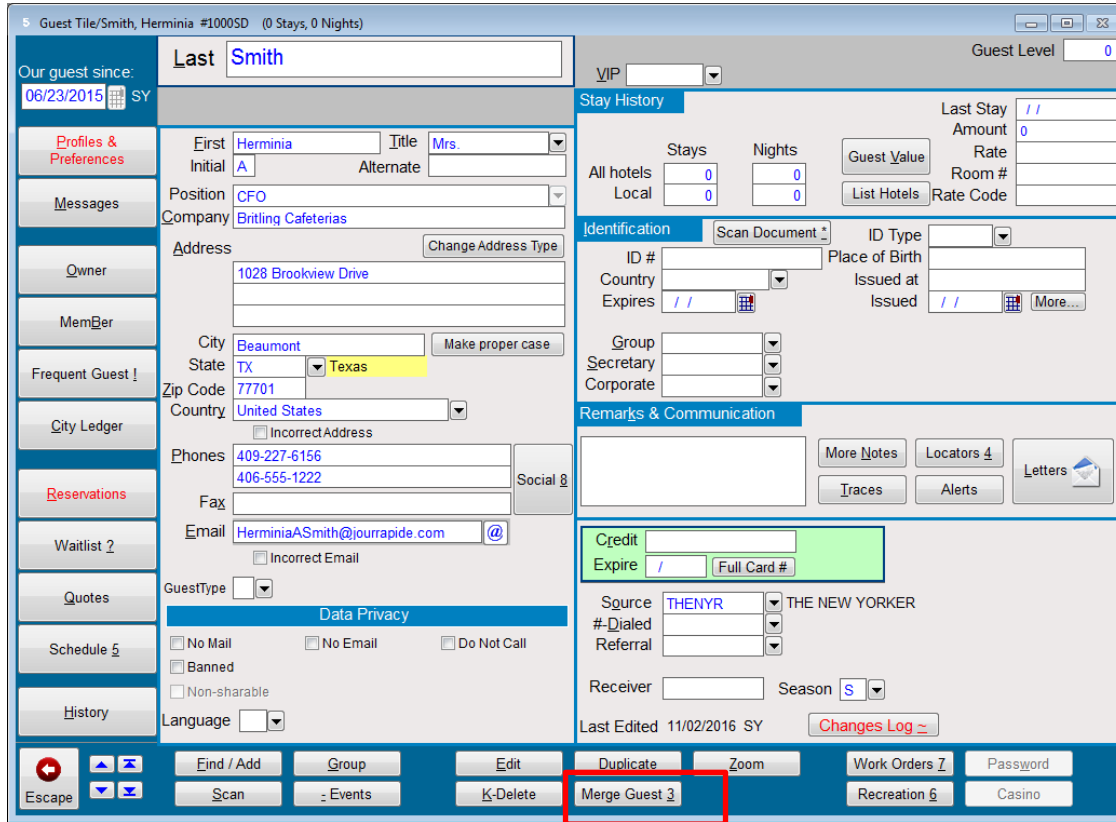


SmartEnabled field selectors – The Merge Data field selectors are only enabled for the fields that do not match, making it easier to determine which data should be merged.

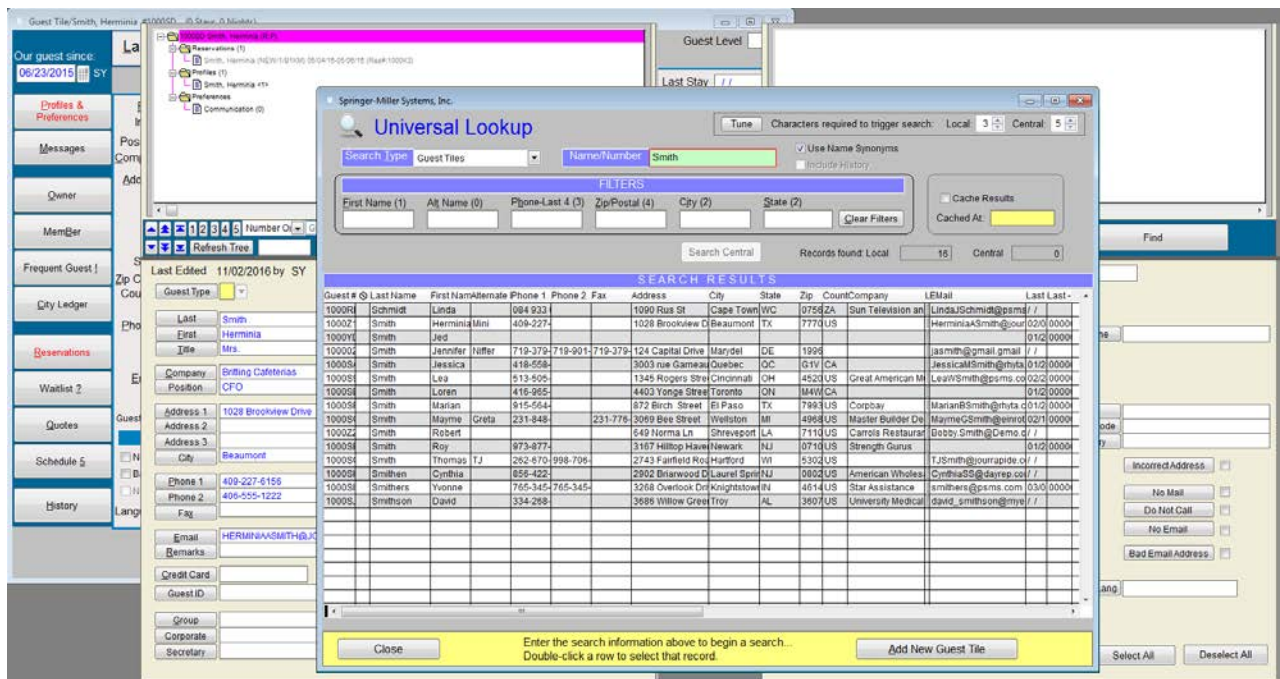


SMS

The Deduper has also been integrated into the WorkSlate (Guest Tile); in order to provide line staff the ability to merge duplicates when they discover them. A **Merge Guest** button is available on the Guest Tile screen. Selecting this button will open the Universal Lookup and search for a duplicate record, then load the Deduper with your selection.

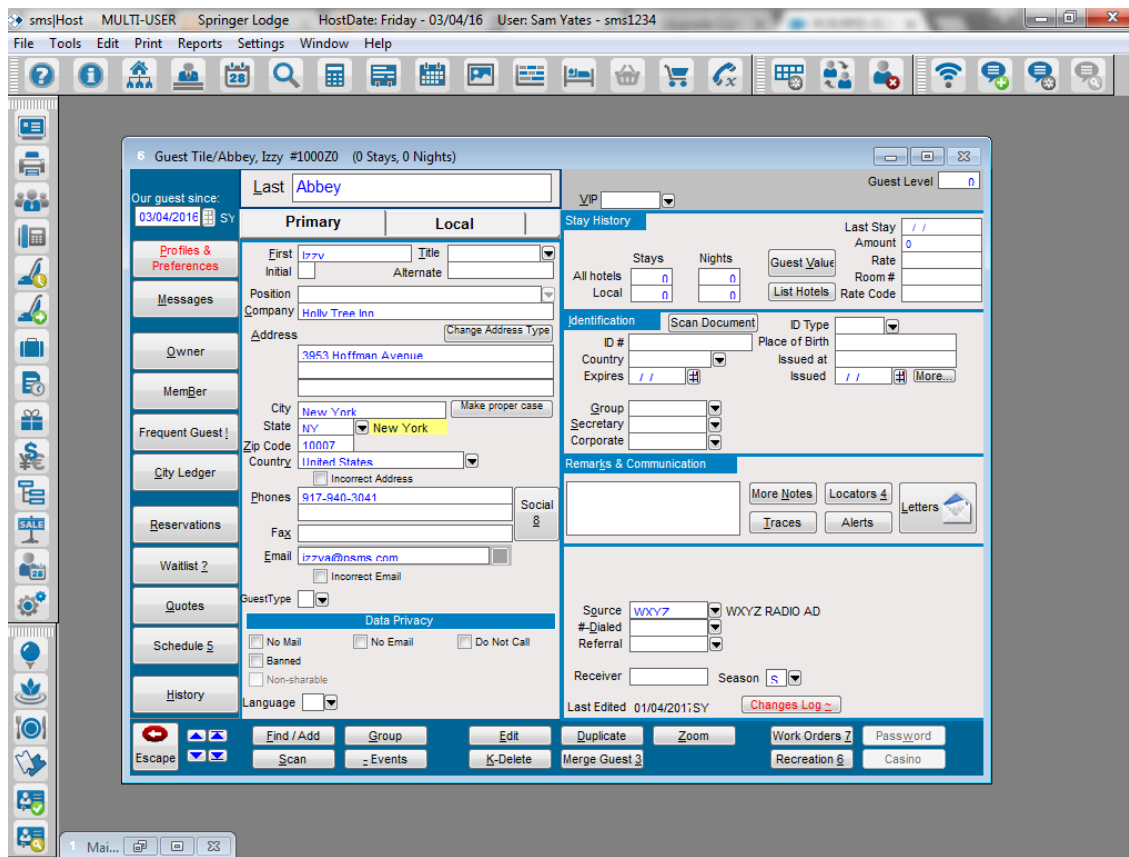


The Deduper will automatically load the starting Guest Tile into the left-side panel and automatically launch the Universal Lookup in position to find the duplicate Guest Tile



SMS

Tip: If the Deduper is launching too large to display on your monitor, try reducing the size of the Guest Tile (not maximized) before launching the Deduper.



Update Guest Level on Guest Tiles

An import utility has been added to allow you to import and update the Guest Level on Guest Tiles. The utility is accessible from the character ^{SMS}|Host System Maintenance screen option 4 (Path G, 4).

```

Update Guest Level                Friday 03/04/16
=====

This utility updates Guest Level using information contained in an
Excel 5.0 / Windows 95 worksheet (XLS) or a CSV File.

The input file must have the following content:

- Column A is a 6 character Host Guest Number
- Column B is a 3 digit Guest Level

Do you wish to continue? (Y/N) █
    
```

SMS

Two-Sided Document Scanning and Arabic Local Name Parsing with Samsotech

Beginning in v.21.0, SMS|Host supports two-sided ID document scanning with the Samsotech scanner.

After the user selects one of the scanning options (1-Sided or 2-Sided, control is 'passed' to the device. The Samsotech software will display additional prompts/instructions for the user to scan the first and second sides of an ID document.

Once scanning is complete, Samsotech will send SMS|Host the response XML file containing all of the data and images that were captured from the ID (whether 1 or 2-sided will be in a single XML file). The Samsotech device will return a single composite document image to SMS|Host that contains both the front and back.

Configuration

The setting on page 6 of Miscellaneous Rates & Defaults will need to be enabled.

```

MISCELLANEOUS RATES AND DEFAULTS   Friday 03/04/16
=====
Add guest profile photo from scanned photo ID (A)lways, (N)ever, (O)ptional: 0
Store scanned document image (A)lways, (N)ever, (O)ptional: 0
Enable 2-sided document scanning (Y/N)? Y
Parse first word of scanned local lang name into Local Name(1) or Name(2)? 2
Parse last word of scanned local lang name into Local Name(1) or Name(2)? 1
  
```

When Local Language Support is enabled in SMS|Host, SMS|Host can import Local Names from some IDs that are scanned by Samsotech. The names are imported in SMS|Host's dedicated Local Language fields. Arabic is the only language currently supported. Please refer to the Identification Document Scanning document for additional details.

Please refer to the document [Guide to Identification Document Scanning in SMS|Host v.21+](#) (SMS Document # 1018590) for details.

Owner Management

Batch PDF functionality for the custom OA-OSTSA Owner statement

This custom statement form now offers the ability to print and be archived in PDF format if the property is so configured.

SMS

Rates and Packages

All Rates & Packages configuration screens in v.21.0 of SMS|Host have been updated and include improvements to the user interface.

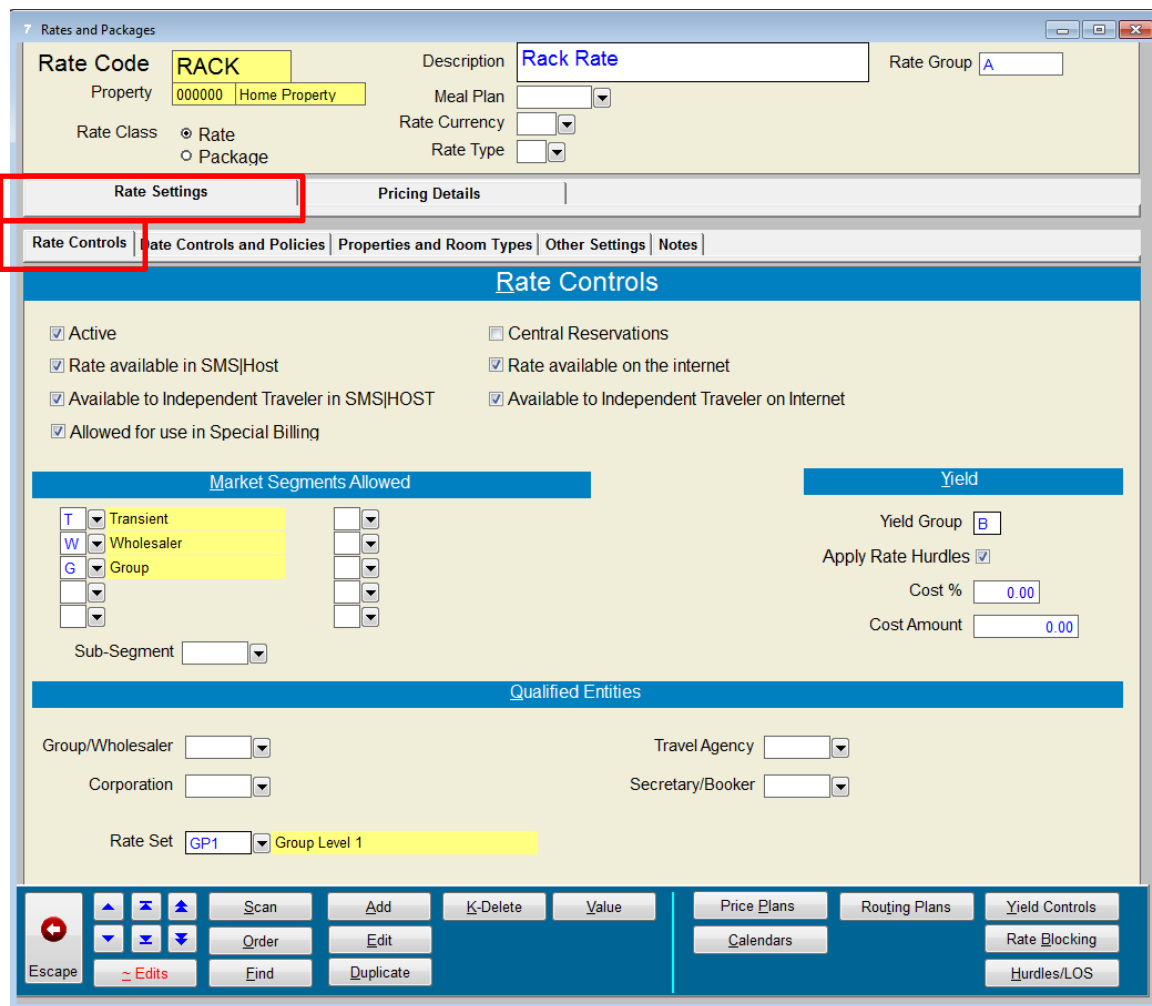
Tabbed sections of the Rates and Packages Screen

New “tabs” have been created to better organize data on screen and to streamline tasks when working with Rates and Packages.

Rate Settings’ Rate Controls subtab

The primary **Rates & Packages** screen has been completely redesigned. The **Rates & Packages** screen is now divided into two primary tabs: **Rate Settings** and **Pricing Details** each with several sub-tabs.

The screenshot below shows the new screen layout when the **Rate Settings** and **Rate Controls** tabs are selected.



SMS

Rate Settings' Date Controls and Policies subtab

7 Rates and Packages

Property

Rate Class Rate Package

Meal Plan

Rate Currency

Rate Type

Description

Rate Group

Rate Settings
Pricing Details

Rate Controls
Date Controls and Policies
Properties and Room Types
Other Settings
Notes

Date Controls & Policies

Seasonality

Available for Arrivals from

to

Depart By

Season Link

Arrival Allowed on

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Departure Allowed on

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Length of Stay Limiters

Minimum Nights

Maximum Nights

Deposit/Cancellation Policies

Policy Type	Policy Code / Description	Active	Market	Property	Min LOS	Max LOS	Begins	Ends	Offset
Deposit #1	<input type="text" value="100002"/> Deposit Policy 1 for long stays.	Y			8	999	01/01/1971	12/31/2070	B
Deposit #2	<input type="text" value="100003"/> Deposit Policy 1 for Short Stays.	Y			1	7	01/01/1971	12/31/2070	B
Cancellation	<input type="text" value="100005"/> 50% forfeit when reservations canc	Y		000000	1	365	01/01/1971	12/31/2070	A

Escape

Scan Add K-Delete Value

Order Edit

Find Duplicate

Price Plans Routing Plans Yield Controls

Calendars Rate Blocking

Hurdles/LOS

SMS

Pricing Details Tab

7 Rates and Packages

Rate Code: **RACK** Description: **Rack Rate** Rate Group: **A**

Property: **000000 Home Property** Meal Plan: **[Dropdown]**

Rate Class: Rate Package Rate Currency: **[Dropdown]** Rate Type: **[Dropdown]**

Rate Settings | **Pricing Details**

Rate Detail | Derived Rate Settings

Package Version: **20161206-45936** Rate Details

Batch Posting Code: **ZPKGAA** Package Charge Non-batched items post using Rate Description

Sq	Type	Item Code	Desc	Qty	Amt	1st Pos	Last Pcl	Grat	* SH	BCH	BFL	TAX	TKT	FOL	Type	Day of Week
1	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	A1KL	SMTWRFS
2	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	A1KM	SMTWRFS
3	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	A1KMC	SMTWRFS
4	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	A1QL	SMTWRFS
5	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	A2SM	SMTWRFS
6	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	A3SM	SMTWRFS
7	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	A4SM	SMTWRFS
8	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	B1KM	SMTWRFS
9	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	B1QM	SMTWRFS
10	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	B2SM	SMTWRFS
11	Currency	ROOM	Room Rate	1	0.00	ARR	LST	0.00	Y	Y	N	Y	0	1	B3SM	SMTWRFS
12																
13																
14																
15																
16																

Buttons: Add Rate Detail, Edit Rate Detail, Rate Detail Zoom, Info View, Rate Detail Change Log, Display Consolidated View, Filter (Item Code), Price Plans, Routing Plans, Yield Controls, Calendars, Rate Blocking, Hurdles/LOS, Scan, Add, K-Delete, Value, Order, Edit, Escape, Edits, Find, Duplicate.

The **Rate Details** subtab displays seven (7) additional detail lines.

A **Filter** feature has been added to the **Rate Details** screen that will make finding certain Rate Detail lines faster. You can Filter Rate Detail by: Item Post Code, Room Type, Taxable, Shareable, Batched and Per (Unit/Adult/Child/Other) settings.

Header-Level Price Plans, Tiers and Calendars have been moved to Rate/Package Detail which provides the additional benefit of having more control. This will be automatically handled by the Update Routine (except for properties using SMS | Enterprise. For Enterprise sites, the conversion will need to be coordinated with SMS.)

SMS

Yield Controls

In prior versions, when the Replication function was used with Yield Controls, all of the Yield Controls (*columns and rows*) for the selected date were replicated. The Yield Code restrictions replication process has been redesigned in v.21 to allow granular selection of the Yield Controls to replicate (down to the individual cell level).

Replicate Yield Controls

Replicate Yield Controls from

Copy From 03/04/16 Friday 000000 : Home Property

Select a different date

Select the Yield Controls to Replicate

	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
Stay Over	4	3	3				4																		X	
Arrival	X	4		2				5																		
Depart	3	X			1				6																	

All None
All None
All None

Select Dates to Replicate Yield Controls to

Begin 03/04/2016 Friday End 03/04/2016 Friday

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Preview Generate Cancel

SMS

Derived Rates

Perhaps the most anticipated Rates enhancement in many years, v21 includes the ability to setup Derived Rates. Derived Rates provides the ability to configure rates as being derived from other rates (*Base Rates*) and apply a discount (without manually reentering the rate details). For example, AAA is 10% off BAR. Whenever the Base Rate changes, all Rates that are derived from it will automatically be affected. For example, if the price for the Base Rate was increased by 100.00, the AAA Rate would automatically increase by 90.00 ($100.00 - 10\%$).

Access the Derived Rate Settings subtab from the Rate Detail tab.

The screenshot displays the 'Rates and Packages' window. At the top, the 'Rate Code' is 'AAA' and the 'Description' is 'AAA Package'. The 'Property' is '000000' and the 'Rate Group' is empty. The 'Rate Class' is set to 'Rate'. The 'Pricing Details' tab is active, showing the 'Derived Rate Settings' subtab. A table lists derived rate rules:

Sl	Base Rate	Description	Price Diff %	Begin Date	End Date
1	RACKRR	Rack Rate	-10.00	01/01/1971	12/31/2070
2					
3					
4					
5					
6					
7					
8					
9					

Below the table, the 'Derived Version' is '20161215-51406'. There are buttons for 'Add Rate Rule', 'Edit Rate Rule', 'Rate Rule Zoom', and 'Base Rate Value'. The 'Rounding Settings' section shows 'Final Price Rounding Method' set to 'No Rounding' and 'Round total Derived Price to end with' set to '#####'. The 'Other Settings' section shows 'Reservation Discount Policy' set to 'Not Discountable'.

A Derived Rate can reference multiple Base Rates which enables you to nest multiple rates within a single Rate Code.

Additional Features of Derived Rates:

- The Derived Rate rules are versioned so changes to rules will not affect the values of on-the-books reservations
- The Derived Rate rules enable you to specify a discount level by date range (seasonal rates)
- With Derived Rates, you have the ability to control which of the base rate's Rate Detail items are subject to Derived Rate discounting.
- Add additional 'classic' Rate Details to any Derived Rate. This can be used to add flat amount discounts, for example, or any additional charges that are specific to the rate but not derived from the base rates.
- The Derived Rates feature can also be configured to allow you to specify the discount levels by day-of-week, length-of-stay and by Room Type (Note: These features add a lot of additional complexity and are only recommended for properties who absolutely need this capability. Please contact Support to activate these additional features)
- Rounding Settings allow you to round the final selling price
- Reservation Discount Policy enables you to control additional discounts applied against the Derived Rate.

Please refer to the document [SMS | Host Guide to Derived Rates](#) (SMS Document # 1018490) for details.

SMS

Add Package Items across multiple Room Types

Linked Rate Detail Sets

When adding Rate Detail, you may now select multiple Room Types. When multiple Room Types are selected, the system will automatically create a Rate Detail line for each of the selected Room Types. These Detail Lines will then be linked as a Rate Detail Set which allows you to essentially manage them as if they were a single item.

Rate & Package Detail

Item Code: ROOM
Posting Description: Room Rate

CRES Prop: 000000
Rate Code: BAR
Item Version#: 20161215-52106

Room Types

Post for Room Type: B2SM (Big Bear 2 Room Ste.) Part of Rate Detail Set

Post Based on: Occupied Room Type Price Basis Room Type

Pricing

Currency: []
Quantity: []
Posting Amount: []
Post Per: []
Service Charge %: []
Post to folio #: []
Tickets: []

7 Home Property Room Type

Sl	Types	Description	Category
1	B3SM	Big Bear 3 Room Ste.	S
2	D1KL	DH King Lake Cabin	K
3	D1QL	DH Queen Lake Cabin	Q
4	ROHA		
5	ROHB		
6	ROHAB		
7	ROHD		
8	ROH		
9			
10			

Search List:

- A1KM Aspens King Mtn
- A1KMC Aspens King Mtn Cn
- A1KL Aspens King Lake
- A1QL Aspens Queen Lake
- A2SM Aspens 2 Bdrm Suite
- A3SM Aspens 3 Bdrm Suite
- A4SM Aspens 4 Bdrm Suite
- B1KM Big Bear 1 King Mtn
- B1QM Big Bear 1 Qn Mtn
- B2SM Big Bear 2 Room Ste.

Posting Schedule

First Posting Day: A

Days-of-Week: Sun Mon Tue Wed Thu Fri Sat

Breakage Code: []

Buttons: OK, Cancel

SMS

SMS|Host Reporting

Malaysian GST Audit File

We have added a “GST Audit File (GAF) Export” as a new export format option to the SMS|Host Batch Invoice Printing and Generating report (RR2QA). This export format will assist properties operating in Malaysia in compliance with local requirements for the GAF export.

When “Output to File” is selected for this report, the option for “Malaysian GST Audit File” is presented and should be selected when looking to produce the GAF. You may also be prompted to enter data to be included in the Company data fields of the export. This data includes Company Name, Company Business Registration Number (BRN) and Company GST number. For more information, see the HelpSite Topic: [GST Audit File \(GAF\) Export for Malaysia](#)

Indonesian Immigration Report

An Indonesian Immigration Report has been added to SMS|Host. This new report is specific to Indonesian requirements.

The report includes the following information:

Indonesian Immigration Report		Springer Lodge 11-Jan-2017 15:07:25 SY					Page: 1	
Occupancy Date: 03/04/16 to 03/04/16		Include Level: NEW,CNF,INH,						
Sorted by: Name		All properties						
Passport Number	Name	Gender	Date-of-Birth	Nationality	Arrival Date	Departure Date	Length Of Stay	
9779797946	Anderson, Bruce	Male	09-Jun-73	United States	02-Mar-16	05-Mar-16	3	
679790799	Augustine, Stephanie	Female	03-Apr-64	Albania	03-Mar-16	06-Mar-16	3	
1313134478	Baril, Faye	Female	21-Nov-87	Bolivia	04-Mar-16	05-Mar-16	1	
87799977979	Barry, Lorraine	Female	18-Sep-68	United Kingdom	03-Mar-16	05-Mar-16	2	
79797974454	Berg, Zelda	Female	09-Jan-43	Germany	04-Mar-16	09-Mar-16	5	

To use this report, you will first need to copy the file “Indonesean-Immigration-Report.rrw” from the `\Hostplus\Reports\Host_Rpt` folder into the `\Hostplus\REPORTS\FORMS\Police` folder.

The report will then be accessible as an option within the SMS|Host Police Reports (report path **RR7Z1**).

Invoice Control Report

A new Invoice Control Report has been added (path RR2QC). This report was developed for properties in the Czech Republic. Properties in other regions may also find this report useful.

For each Invoice that was generated in a user-definable date range, the report outputs:

- A breakdown of the revenue and taxes that were posted for each invoice.
- The Tax ID that was associated with the invoice and ID Type.
- The Invoice Voided date (un-invoiced date) when applicable

Comprehensive Mailing List (RR3PC) and the Brief version (RR3PB)

The option to generate the report by Departure Date has been added to the Comprehensive Mailing List (RR3PC) and the Brief version (RR3PB). This option can be useful for generating a list of guests who departed in a particular date range.

SMS

DestiMetrics Export

DestiMetrics provides supply and demand data for market share analysis to the destination travel, hotel and resort industry. The anonymized collective data for the local community is then used to produce past, present and future lodging performance reports, both for the destination and the individual participating properties. Tables, graphs and dashboard views for higher level interpretation are also provided to help paint an operational picture spanning six months into the past and six months into the future.

The v.21.0 release of SMS|Host offers an extract utility that will generate a .CSV formatted file containing revenue, Guest and occupancy statistics to be uploaded to the DestiMetrics secure web portal. The utility, launched from a menu location within SMS|Host, will prompt Users to enter Booking Date and/or Arrival Date ranges along with Rental Program and Multi-Property filters, if applicable. They will also be able to exclude specific Market Segments. The process will automatically create the file with a unique naming structure in a default folder within Hostplus ready to be uploaded to DestiMetrics.

If you are currently a subscriber, you can immediately realize time savings by producing your recurring data submissions on demand. If you are not familiar with their services, check out their web site at www.DestiMetrics.com and contact them to see how you can participate. At this year's, HUG conference, they announced the launch of a data-banking service for resort lodging areas that have not yet established a community partnership, enabling properties to proactively create statistical profiles in anticipation of the commencement of local services.

Note: The DestiMetrics export utility is an add-on to SMS|Host and must be purchased separately. Contact your Springer-Miller Systems Account Manager if interested in exploring this further.

Host Data Extract for Kalibri

SMS has developed a data extract for Kalibri Labs <http://www.kalibrilabs.com/>

Note: The Kalibri extract utility is an add-on to SMS|Host and must be purchased separately. Contact your Springer-Miller Systems Account Manager if interested in exploring this further.

ISTAT Export

The ISTAT report is primarily used in Italy. ISTAT refers to the Italian *Istituto Nazionale di Statistica*. The report provides a breakdown of guests by country-of-residence and also provides a detailed regional breakdown (by Country Region and by Province) for a specific country.

The ISTAT report has been enhanced to include an export option. The Export option generates a text file that can then be uploaded to the ISTAT site.

SMS

Reservations

Closure of Messages, Notes, Traces and Locators on Cancelled Reservations

Expedite Closure of Messages, Notes, Traces and Locators on Cancelled Reservations.

In v20.0 we introduced a configuration setting that would enable Waitlist entries attached to Reservations to be automatically closed (**N**ever, **A**lways or Ask **U**ser) if the Reservation were cancelled. Now in v21, we have extended that concept to Messages, Notes, Traces and Locators. Those records which are closed in this manner will be labeled as having been "Batch Closed" to distinguish them from those which were individually processed. When set to ask the User, a new multi-pick screen will display the affected records and enable the User to selectively expedite their closure.

Departure Date Room Moves

^{SMS} | Host users have requested the ability to use the (****)**M**ove function on a reservation's departure date. The interest in this ability is frequently related to the need to relocate a departing Guest who wishes to have a late check-out but is occupying a unit that needs to be turned over for an arriving Guest. This function is now available in v.21 and effectively enables you to turn the departing reservation into a day-use booking for its final appearance. It can also be used to extend additional nights for a reservation that cannot remain in its current location.

Lost Business Data Capture Enhancements

Capturing Lost Business has received an update that should be of interest to every property. For many years, the process (F11) for capturing information was far more robust than our report which made it a frequent target for R&R experimentation. This release includes two new report formats plus a whole lot of additional details netted during the Rate Calculator or Booking Center procedure.

The following additional fields will now be captured when **<F11>** is pressed during the booking process from within F5 or when working in the Booking Center:

- Room Type Category (if specifically entered)
- Market Segment & Sub-Segment
- # of Units
- Rate and Package Features (1 thru 6)
- Adult count
- Child count
- Other count
- Group Code
- Corporate Code
- Secretary Code
- Travel Agent Code

On top of the original report options (Regular or Table format), Users can now choose a (**D**)etailed printout which, in addition to the first four items above, includes Date/Time of capture, requested Arrival date and day of week, desired length of stay and calculated lead time to arrival, Room Type and Multi-Prop, the Lowest Displayed Rate amount and code along with the User ID, all separated and counted by Reason Code.

Alternatively, an (**E**)xport option will now be available which produces a CSV file containing all captured data directed to a selected file folder for analysis with Excel. Of course, users who have created their own reports with R&R will be able to take advantage of the expanded database, IN_LOSTB.DBF.

SMS

Spa

User Interface Enhancements to Spa Scheduling and Dining Reservations

Many of the screens in the Spa Scheduling and Dining Reservations modules have been updated for an improved user experience. Here are a few screenshots of some of the main screens:

Important Note: In v.21, optimal resolution for the Spa and Dining sheets will be 1360 x 768 or higher. At lower resolutions; users will need to scroll the screen to access all areas of the form.

Spa Sheet

The screenshot displays the 'Spa Sheet' interface for 'Resort Scheduling - (Autolive OFF) - (Availability OFF) - (ALL BOOKINGS) - (SPA)'. The main view is a grid for 'Friday, March 4/2016' showing employee availability and bookings. The grid columns represent time slots from 7a to 6p. Employees listed include Allison Mitchell, Emma Davis, Emily Watson, Lydia Michaels, Mary Barrow, Mathew Stevens, Ava Chang, Adam Jackson, Kylie Dubrow, Kennedy Lanson, Ken Wong, Logan Burell, and Sara Turner. Bookings are shown as colored blocks with employee names, such as 'Green, Jc Parker, Vi' and 'S. Clark, D. S. Clark, E'. A 'Nav Bar' on the right contains various filters and controls like 'Availability Display', 'Show Avail for', 'Service Types', 'Service Categories', 'Sheet View', 'Employee Gender', 'Bookings to Display', 'Booking Info Display', 'Booking Type', 'Vertical Size', and 'Horizontal Size'. At the bottom, there are three lists: 'Services' (e.g., 25 Min Salt Glow, 50 Min Sweet Orange), 'Employees' (with 'OnSiteRank' checkboxes), and 'Resources/Rooms' (e.g., Larispur, Lavendar, Monkeyflower). A control panel at the bottom right includes buttons for 'Display All Services', 'Refresh Sheet', 'Show Tree', 'Hide NavBar', 'Display All Resources', 'Events', 'Find Guest', 'Preset Views', 'Add Booking', 'Speed Booking', 'Find Booking', 'Facility', 'Book a Package', 'Manage Classes', 'Config Info', 'Print', and 'Esc'.

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Dining Sheet

- The tabs have been moved from the left side to the top of the screen.
- The command button bar is reorganized.
- Labels have been added to the “Nav Bar”.

Employee Setup Screen

SMS

Service Setup & Configuration

7 Scheduled Services Setup
[Min] [Max] [Close]

Scheduling Services

Individual Services

Individual Services |
 Classes |
 Dining Services |
 Member Activities

General Settings

Service Code: Non-Statistical Service

Name:

Description:

Facility:

Service Category:

Price:

POS PLU:

Posting Code:

Service Duration: Allow Duration Overrides

Spa Package Category: Package Points:

Guest Multi Booking code:

Cancellation Policy:

T/A Comm Category:

Resources & Rooms

Resource is: Required Optional Prohibited

Allow in Guest Room:

Required Resource:

Resource Duration:

Resource Types

<input type="text" value="FA"/> <input type="text" value="Facials"/>	<input type="text" value="MS"/> <input type="text" value="Massage Rooms"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Detailed Service Description

It's true that it's an exfoliating treatment that is stimulating to your skin and leaves it feeling "glowing." A salt glow also hydrates your skin because the salt is combined with oil and usually some aromatic like lemon, lavender, or even figs. (Spas can get very creative here.) The salt glow is followed by a shower and an application of body lotion, and leaves your skin feeling very soft and fragrant.

Employee

Employee is: Required Optional Prohibited

Utilization Value:

Commission Plan:

Service Charges

Apply Facility's Standard Service Charge

Service Charge - POS PLU:

Service Charge Amt: Svc Chg %:

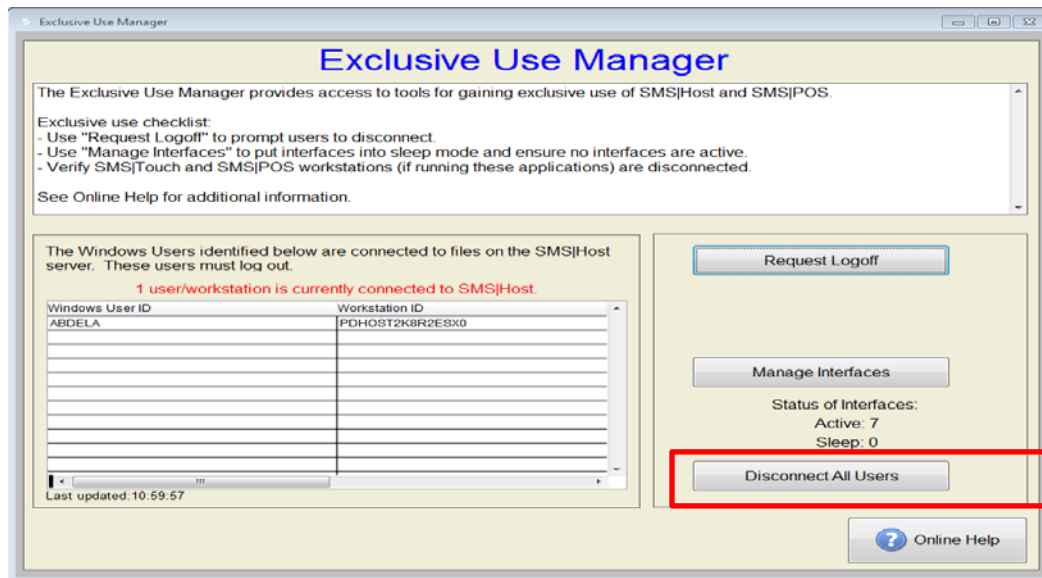
Escape
Add
Edit
K-Delete
Scan
Edits

SMS

System Maintenance

Exclusive Use Manager (EUM) version 2.0

A new option has been added to the **Exclusive Use Manager** screen that will enable the Night Auditor to disconnect any active SMS|Host sessions that are preventing exclusive use from being obtained. The option (button) to **Disconnect All Users** has been added to the EUM screen as shown below.



Important Note: In order to gain use of this functionality with v.21.0, the *File Server Connection Manager* software must be updated and enabled on the SMS|Host file server.

Using the Disconnect All Users Option

The new Disconnect All Users option will disconnect sessions for all Windows users that are currently holding open SMS|Host database files. It will not disconnect sessions for the Windows user that initiated the request for disconnect through the EUM, to prevent inadvertently disconnecting the Night Auditor.

If the EUM user's Windows user account is connected to more than one machine or if multiple users are connected to SMS|Host under that Windows user account, the Disconnect All Users option will not disconnect those sessions. SMS strongly recommends that during night audit, the user that is running the EUM be logged onto SMS|Host on a single machine and no other users be logged on with the same Windows account.

In order to disconnect sessions, the Night Auditor must first follow the standard methods for obtaining exclusive use:

1. From the Exclusive Use Manager screen, click Request logoff to alert users that night audit is starting and they must log out of the system.
2. Wait until the Request Logoff timer has expired and all SMS|Host sessions that could be ended normally have been closed.
3. Click Manage Interfaces and place all interfaces to sleep.
4. At this point, if any active sessions are still displaying on the EUM grid, press the Disconnect All Users button.
5. The system will search for any active users that are currently holding open any SMS|Host database and will end that user's session.
6. Once all sessions have been closed, the EUM will display the following message:
"All other users have logged out and disconnected. You now have exclusive use."

SMS

Work Order

Console Enhancements

We are providing some much-needed statistical values for the Console Work Order results including a count of the filtered records, the total posted charges for them, as well as the cumulative time (labor) spent and the total elapsed time from open to completion. Count and duration stats have also been added to the Task sections.

Task Form Enhancements

We have added the Rental Program Code and Description associated with a Unit Number location to the Task Form. This will assist those properties that use this code to distinguish between different Owner billing arrangements in determining how to properly close out Tasks.

Printing Order by Co-Owner Name for Owner Work Order Invoices

We are adding an option to print Owner Work Order Invoices by Co-Owner name which will enable more properties to collate invoices with their Owner Statements.

Quick Scan Launch from Console Header and Multi-Select for Advanced Filter

The current Work Order listing window that is accessible from throughout the system has a built-in tool called the "Quick Scan" which offers a set of predefined filters. In v.21, we have added that scan as a standalone dropdown to the Console header as a shortcut filter for some of the most common queries.

The Advanced Filters on the Console are already a powerful tool for querying the thousands of Work Order and Task records in a system. Now, we have enhanced a number of those filters to become multi-picks enabling you to get more comprehensive responses to your data requests.

Exempting Tax on Work Order Labor

A new Miscellaneous Rates and Defaults (MR&D) setting is included in SMS|Host v.21 to define whether labor is tax exempt on Work Order Tasks that do not have any parts.

When set to (Y)es, the Work Order charges for Labor will be Tax Exempt only for Work Order Tasks which do not have any Parts, regardless of the Point of Sale (POS) PLU configuration for Labor. So, with this configuration, if a Work Order Task does not have any Parts, Labor will always be tax exempt. If the Work Order Task has any Parts, Labor will not be tax exempt and will be posted as configured in POS.

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When set to (N)o, the charges for Labor will be taxable according to the POS PLU configuration for Labor.

```

MISCELLANEOUS RATES AND DEFAULTS      Friday 03/04/16
=====
Work Order General Revenue Center :
Work Order General Shift           :
Work Order General Menu             :
Working Hours equivalent to One Day:  (Cannot be 0.00 or more than 24.00)
Automatically change PND to OPN on Due Date(Y/N)?
Work Order transfer credit transaction code:
Work Order transfer debit transaction code :
Work Order Bills - Automatically route transaction posted to Billing
Account (Y/N)?
Note Type for Work Order:
Default Work Order Assignment:
Work Order Labor transaction code:
Work Order Parts transaction code:
Subcontractor transaction code:

PDF Owner Work Order Invoices (Y/N)?
Number of days of (Closed) Work Orders to be displayed:
Is Labor tax exempt for Tasks without Parts (Y/N)
=====
WORK ORDER SETTINGS
=====
    
```

When the above MR&D is enabled (set to Y) and a Work Order Task does not have any parts, a label will display as illustrated below and when the Labor is billed in POS (when Task is closed,; tax will not be posted for the Labor.

Task # 100017 Status **OPN**

Task Code S20050 Moving/Replace Furniture Priority *** (3)

Due Date/Time 03/07/2016 Mon 13:47 Next Action

Reminder 03/06/2016 Sun 13:47 Enabled

Assigned To BUTC01 Butch Delbart

Department EMAINT General Maintenance - Employees

Open RD 02/25/2016 17:07

	Day	Hour	Minute
Est Time	0	4	0
Time Spent	0	0	0

Cost Calculated by Per Hour

Unit Cost 20.00

Extended Price 0.00

Labor is Tax Exempt (Task does not have any parts)

If the Work Order Task has Parts, then the above label will not display and when the Labor is billed in POS (Task Closing), tax will be posted for the Labor according to the POS PLU configuration.

SMS|Host Interfaces

New and Modified Interfaces

Czech Registration of Sales Payments Interface

SMS has developed XML integration with the Czech Republic's Fiscal Authority. With this integration, payments that are posted in SMS|Host are immediately reported to the Fiscal Authority.

Cenetic Portal Quotes

Starting in v.21, SMS|Host can separate un-batched extras from batched extras for Cenetic Portal quotes.