



SPRINGER-MILLER  
SYSTEMS



# Release / Feature Guide

SMS | Host v.22.0

Description of features and functionality introduced in the v.22.0  
release for SMS | Host and related modules

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# SMS

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# SMS

## Introduction

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The v.22 Release / Feature Guide summarizes the new features and enhancements included in the version 22 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 v.22 SMS|Host HelpSite.

The specific URL for the v.22 SMS|Host HelpSite is: <http://help.springermiller.com/host/220>

## SMS|Host v.22 and Support for SQL

The v.22.0 release of SMS|Host and SMS|POS provides the ability to store data in an SQL database instead of using FoxPro data tables. Using SQL can provide additional scalability and security for your SMS|Host data. Use of a SQL backend database is optional; so, you may continue using FoxPro as your primary storage database.

If you are interested in using SMS|Host with an SQL database, please contact your SMS Account Manager for more information.

## SMS|Host System Enhancements

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### Accounting / Invoicing

#### VAT is Recalculated during Folio Printing and Invoice Generation

SMS|Host calculates and posts taxes for each transaction at the time of posting. In some VAT (inclusive tax) countries, the total tax posted for folios and invoices is printed at the bottom of the invoice. In certain cases (depending on the posting amounts, tax rate and number of transactions); rounding differences may arise between the tax amount that is calculated against the invoice total and the actual tax that was posted for each individual transaction. Version 22 of SMS|Host provides the ability to recalculate the VAT based on the total invoice amount. In the event that there is a difference between the tax amount that was computed against the invoice total and the amount that was posted in SMS|Host; rounding adjustments will be posted.

This new feature is disabled by default. If your property is interested in activating this feature, please contact your SMS Account Manager.

# SMS

## Rates and Packages

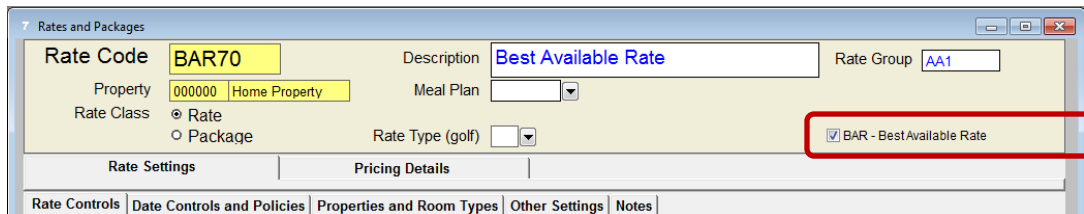
### BAR Rate Activation - BAR Rates by Arrival Date, LOS and Room Type

This new functionality enables a Revenue Manager to specify which BAR Rate Codes are available by arrival date, length-of-stay and room type.

BAR Rate Code Management can be enabled in Miscellaneous Rates and Defaults (Rate and Package Settings – FLU1)

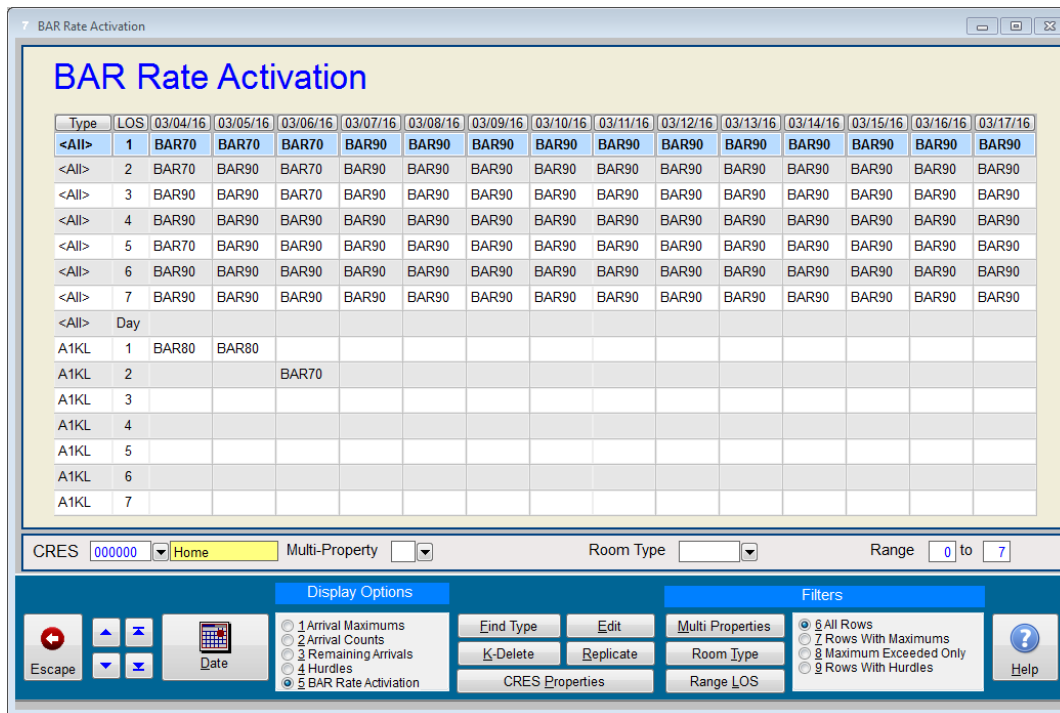
**Enable BAR Rate Code Management <Y/N> Y**

When BAR Rate Code Management is enabled, a new “BAR – Best Available Rate” checkbox displays on the Rate Header screen.



With this approach to BAR rate management, the property would first create multiple BAR Rate Codes in SMS|Host at the different pricing levels offered. For example, one approach could be to offer different BAR rates depending on occupancy; so, “BAR70” could be sold when the hotel is at 70% occupancy and “BAR80” at 80%. There are, of course, many other ways to approach this.

After creating the standard set of BAR Rate Codes, the property can then control the availability of the BAR Rates in the new BAR Rate Activation screen. This screen allows you to activate BAR Rates by Arrival date, LOS and Room Type.



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## BAR Rate Activation and Distribution Interfaces

Automatic triggering of activated BAR Rates will not be supported at this time for distribution interfaces. These Rates will need to be managed manually using the Channel Manager.

## Guests

### Guest Loyalty

Version 22 includes an enhancement for properties with 3<sup>rd</sup> party guest loyalty systems. Properties may now restrict users from updating guests' Loyalty ID information thereby maintaining more control over the loyalty enrollment process such that enrollment must occur from the 3<sup>rd</sup> party loyalty (not from SMS|Host)

Two new Miscellaneous Rate and Default setting have been added to System and general Settings (Path FLE5)

```

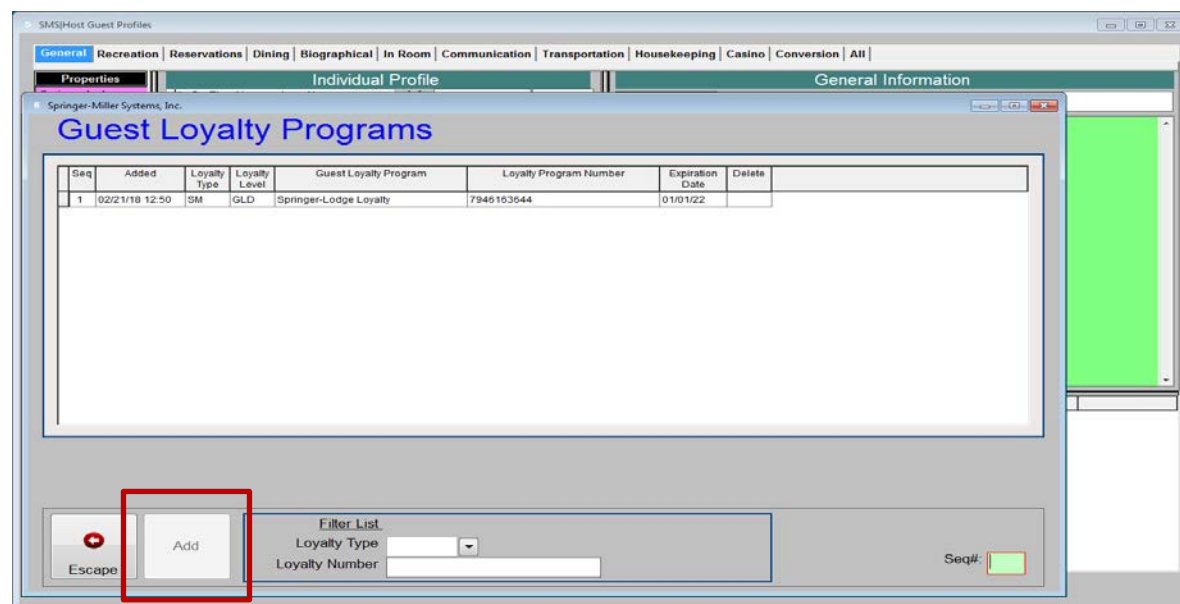
MISCELLANEOUS RATES AND DEFAULTS      Friday 03/04/16
=====
Concierge Directory uses <R>&R or <F>oxPro Reports <R/F>?  R
Include historical files when Manual Deduper launches <Y/N>?  N

Number of days prior to the current Host date that can not be moved to history:
Guest:  Res/City Ledger/Membership:  60  days
        Spa/Class/Tour                :  60  days
        Golf                          :  60  days
        Dining                        :  60  days

Agent                                     :  60  days
Owner                                    :  60  days
Vendor                                  :  60  days
Property                                :  60  days
Universal Lookup uses Guest Name from Booking Center when searching for
related activity <Y/N>  Y

Enable Guest Profile merging <Y/N>?  Y
Restrict guest loyalty edits <Y/N>?  Y
Path to loyalty graphic:
  ..\graphics\Loyalty.png
=====
  
```

When Restrict guest loyalty edits is enabled (set to Y); SMS|Host will not allow any users to add or edit Guest Tile loyalty information. In this configuration, the Add command is disabled.



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When 'Restrict guest loyalty edits' is enabled, properties may also specify a loyalty logo that will display on Guest and Reservation Tiles (the image file should be a 40px x 40px png or jpg file)

In this configuration, a Loyalty command button displays on the Guest and Reservation Tiles. If a guest is enrolled in the loyalty programs; the Loyalty Level/Tier is displayed in the Command Button as well and the loyalty logo

The screenshot shows the main interface for a guest profile. On the left is a navigation menu with categories like Profiles & Preferences, Reservations, and History. The main area is divided into several sections:
 

- Guest Info:** Last name 'Abbott', first name 'Robert', title 'Mr', and address '1425 Coal Rd., Southfield, MI 48034, United States'.
- Stay History:** A table showing stays and nights. A button labeled 'SMSGLD' is highlighted with a red box.
- Identification:** Fields for ID Type, ID #, and ID Country.
- Remarks & Communication:** Fields for Source, #-Dialed, Referral, Receiver, and Season.

This is a close-up of the 'Stay History' section. It features a table with the following data:
 

	Stays	Nights
All hotels	2	5
Local	2	5

 Below the table are buttons for 'SMSGLD', 'Guest Value', and 'List Hotels'. To the right, there is a summary of stay information:
 

- Last Stay - 000000: 03/02/16
- Amount: 1128.60
- Rate: 240.00
- Room #: A110
- Rate Code: RACKRR

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## Reservations

### Autoposting Nightly Rates

Previous version of SMS|Host allowed properties to define which User Code was used for Autoposting Nightly Rates by use of the following Miscellaneous Rate and Default setting (Path: FLK prior to v22)

```
Auto-postings will have (U)ser code or (S)ystem code (--) (U/S)? S
```

Most SMS|Host system were already configured to use the System Code "--" for Autoposting.

This setting has been eliminated in version 22. All SMS|Host system will now use the System Code "--" for Autoposting.

### New User Clearance

The following new clearance has been added to page 12 of SMS|Host User Clearances

```
AutoPost Reservations<Past Date> X
```

Users with this clearance will be allowed to Autopost and Reverse Autopost for prior dates. Users without this clearance will only be allowed to Autopost and Reverse Autopost for the current SMS|Host system date.

### Enhancements to Reverse Autoposting

In versions prior to version 22, Reverse Autoposting for prior dates could not be performed from the WorkSlate (Reservation -> Value -> Autopost). In prior version, Reverse Autoposting for prior dates could only be performed from the Bookkeeping or Night Audit menus.

With version 22, users with the above clearance can Reverse Autopost for prior dates. From an INH Reservation, select Value, then Autopost, select Reversal from the following prompt

```
Post Charges or Reversal or Press Escape to Quit(P/R)?
```

The following prompt allows the user to select the date to reverse:

```
Enter date to reverse. Press Alt + Down Arrow for pop-up Calendar 03/04/16
```

Enter the date:

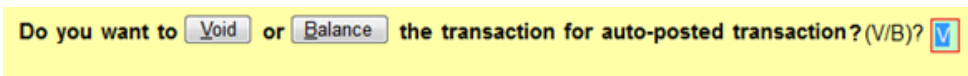
```
Enter date to reverse. Press Alt + Down Arrow for pop-up Calendar 03/02
```

Confirm the action:

```
Reservation #1000HR Unit A207 , Anderson, Bruce for amount of -464.01 on 03/02/16 :
Is that correct Yes No? (Y/N)?
```

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The following prompt will display next for users with the existing clearances to “Use the folio Void Key” and “Void Prior Day Postings” (Page 3)



By selecting Void; the autoposted transactions for the selected date will be voided. The offsetting/reversal transactions will be posted with the current SMS|Host date.

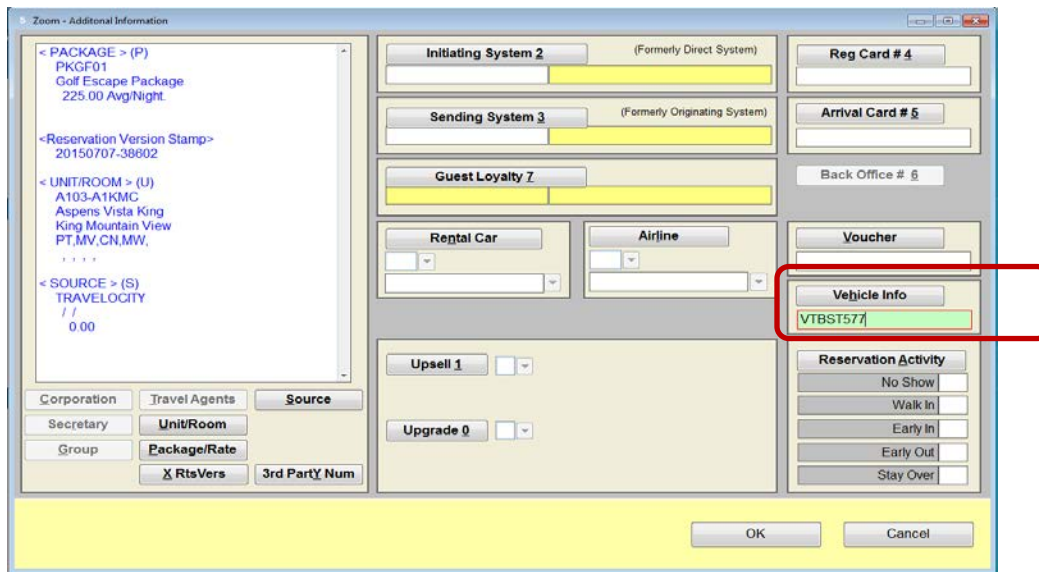
By selecting Balance; the prior date’s autoposted transactions will be moved to the “B” folio and the reversal will also be posted to the “B” folio. The reversal transactions will be posted with the current SMS|Host date.

With prior day reversals; non-package transactions (i.e. restaurant, spa, golf, etc..) that were posted to the “P” folio will be automatically moved to the 9 folio.

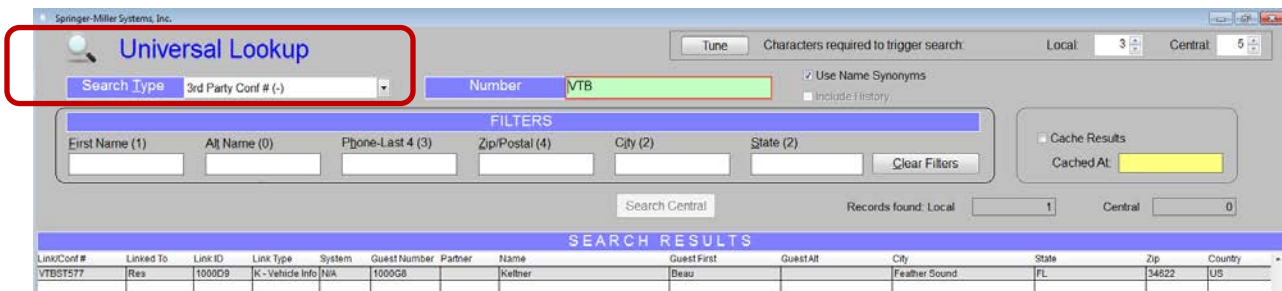
## Reservation Zoom Screen

Version 22 provides you the ability to track vehicle license plate numbers.

From the Reservation Tile, access the Zoom screen.:



You may locate reservations using the license plate number by using 3<sup>rd</sup> Party Lookup in the Universal Lookup.





# SMS

## System Maintenance

### User Clearance to prevent End of Day Processing Prior to Auto-Posting

A new User Clearance, found on page 13 of <sup>SMS</sup>|Host User Clearances, limits users' ability to end the <sup>SMS</sup>|Host business day if nightly rates have not yet been Auto-Posted.

```

=====
USER CODES      Friday 03/04/16
=====
Code/Name :SY/Sam Yates - sms1234                AltUsr
Master Usr:                                     Dflt. Prop :
POS User   :999 SYSTEM - DO NOT USE             Log Status:11:57:13  Locked Out :
Virt Print:pdf                                   Properties:         Deactivated:
                                           Golf Type : <A-Z>   Spa Empl:
-----
                < User Clearances Page 13 >
End the day without Auto-Posting . X
  
```

Users without this clearance will not be able to end the day if Auto-Post Nightly Rates has not yet been run. The following message will display in this situation:

```

END THE DAY      Friday 03/04/16 11:58:22      Last EndOfDay-08/27/15 11:01
-----
This selection updates files, and closes a day's business.
*** NOTE *** Be certain all other stations are completely out of
the system, and back at the master menu.

*** WARNING ***
It has been more than eight hours since you autoposted charges.
You last autoposted at 10:53 on 08/27/15
You do not have clearance to End the Day without Autoposting.
Press any key....
  
```

Users with the new Clearance will receive the following warning if Auto-Post Nightly Rates has not been completed. These users will have the ability to proceed with the end-of-day.

```

END THE DAY      Friday 03/04/16 10:08:31      Last EndOfDay-08/27/15 11:01
-----
This selection updates files, and closes a day's business.
*** NOTE *** Be certain all other stations are completely out of
the system, and back at the master menu.

*** WARNING ***
It has been more than eight hours since you autoposted charges.
You last autoposted at 10:53 on 08/27/15
Type <YES> if POSITIVE you wish to end the day again or <Esc>:
  
```

# SMS

## Delete Empty Group Blocking Records during Re-Index

In SMS|Host's Group Management, users generate group block records by date range. Occasionally, some block records are inadvertently generated for the wrong dates. An excessive number of unnecessary block records can impact system performance. Starting with v.22, the re-indexing routine will purge all empty block records when IN\_GRAV2 is re-indexed and packed. "Empty" in this case means there is no data in any of the columns including; Blocks, Pickups, Contract, Holdback, Progress, Freesell, etc.

# SMS

## SMS|Host Interfaces

### Usability Improvements for SMS|Diplomat Posting Code Correlations

SMS|Diplomat Posting Codes are maintained in SMS|Host (under Configuration Menu-> Diplomat Posting Codes).

The screen for maintaining these posting code correlations has been redesigned for improved usability.

#### Export Function

The new Diplomat Posting Codes screen now provides the ability to import correlations from a spreadsheet. This is intended for use if there is the need for a major reconfiguration. This allows the user to export the current correlations to a spreadsheet; update the correlations in the spreadsheet and have the spreadsheet reimport into SMS|Host by SMS staff.

#### Import Function

The import function is intended for use by SMS staff only; otherwise it is disabled. This can be used during the initial installation or if a wholesale reconfiguration is necessary.

### New and/or Enhanced Interfaces

For more information or to add any of our SMS|Host interfaces to your system, contact your SMS Account Manager.

#### Shift4® 4Word Interface

4Word provides a secure, authenticated process that allows SMS|Host customers who use Shift4's TrueTokenization® and DOLLARS ON THE NET® payment gateway to access card holder data. It is a key component for SMS|Host customers who do not have an integrated credit card interface to have a way to store a secure token and be able to securely exchange that for the card holder data in an external application. This allows customers to upgrade to a version of SMS|Host that is designated as Out-of-Scope of PA-DSS.

Sensitive card holder data never passes through SMS|Host as it relies on a separate point-to-point encryption enabled device. Tokens that are stored as a payment guarantee are securely exchanged outside the SMS|Host application using several steps and an additional Shift4 designated terminal/portal.

With 4Word enabled, properties can obtain access to the data for a single card by entering a unique, dynamic security code consisting of four common words.

For more on the Shift4 4Word interface, see the [SMS|Host / Shift4 4Word interface Guide](#) (SMS Doc # 1018840)

# SMS

## New Travel Agency Commission Export to Onyx CenterSource

SMS has developed a new export for Travel Agency commission data to the Onyx central payment system recently renamed Onyx CenterSource. Onyx CenterSource is the world's leading provider of hospitality technology solutions for commission payments, reconciliation and billing for hotels and travel distributors. Run from character menu "Z. Exports/Utilities", the utility produces a single file in .CSV (comma-separated values) format and places it into the Export sub-folder of the Hostplus directory. The file naming convention incorporates both the data cutoff date and the Date/Time of execution.

## Export for POS ShopperTrak interface

ShopperTrak aggregates powerful sets of data into one, centralized location so you can make sense of what is happening within your retail category, market and store. With a customized platform, you can make more informed marketing, operations, staffing and deployment decisions. Using analytics-as-a-service, you can make sense of big data and:

- View Traffic, Conversion and Sales performance
- Understand trends with heat maps, charts and graphs
- Export and schedule automated reports to your teams

A .CSV formatted flat file containing the past 7 days of sales transactions will be automatically generated following the SMS|POS End-of-Day.

## Additional Revenue Management Extract Data to Support Duetto RMS

Three data fields have been added to the SMS Generic Revenue Management Data Extract at the request of the vendor in support of the Duetto Revenue Management System (RMS). These include:

- Reservation Cancellation Date
- Currency Code for the Reservation Values
- Reservation Origin (via the Dialed field)

## Secure Data Extract

The Secure Data Extract (SDE) is a data extraction engine designed to support one-way interfaces between SMS|Host and 3<sup>rd</sup> party vendor's products. It targets the databases required by a given vendor and, after initially exporting their contents, tracks all changes - compressing, encrypting and transporting them automatically via a secure channel on a scheduled basis.

Beginning with SMS|Host version 22.1 and the release of our Personal Data Privacy Controls package, Springer-Miller Systems will no longer support or permit external parties to harvest data directly from a property's system. In line with these security features, official interfaces will be required for all vendors that utilize data from SMS|Host. For those products that would not realize the benefits of the real-time, two-way, event-triggered XML messaging functionality of SMS|Diplomat, the SDE export tool can provide a safe, secure and affordable alternative.

Functionality includes:

- A single instance of the Secure Data Extract engine supports multiple product interfaces
- Each interface is installed as a Product Profile comprised of the required databases
- Changes within the selected databases are tracked for export
- Data extracts can be scheduled with intervals ranging from 15 minutes to weekly. Frequency is determined by SMS to best support the vendor's objectives while minimizing the impact on system performance.
- The Export file is compressed and encrypted prior to being transmitted to the vendor using SFTP

# SMS

The Secure Data Extract engine has been designed to provide the following benefits to properties:

- Security: increased through elimination of direct/uncontrolled external access to SMS|Host; sensitive data are removed prior to transmission
- Protection: encryption in transmission complies with data privacy requirements
- Reliability: consistent and dependable delivery of data
- Automation: fully autonomous processing
- Speed: much smaller data feeds result in much shorter transmission periods
- Frequency: smaller extracts enable greater frequency of exports
- Performance Safeguard: reliance on an official interface protects against unintended performance degradation

Please contact your SMS Account Manager to initiate a conversation regarding use of the Secure Data Extract with migration of any 3<sup>rd</sup> party products that will need to be formalized and secured.