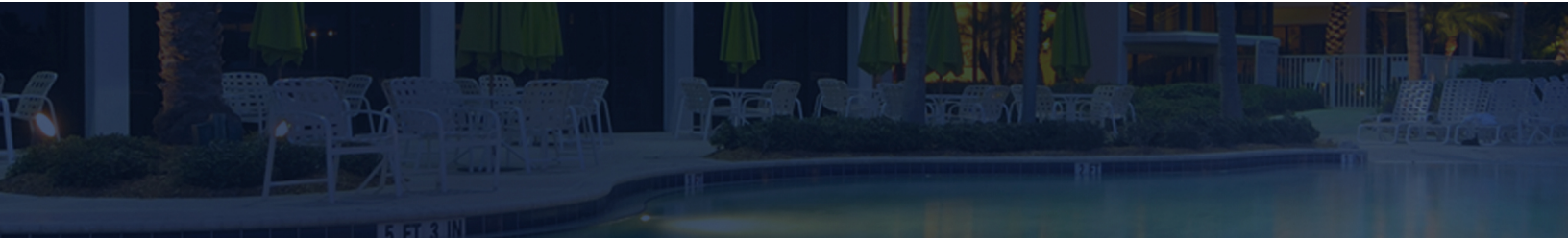# SMS
SPRINGER-MILLER
SYSTEMS

Release / Feature Guide

SMS|Host v.22.7

Description of features and functionality introduced in the
v.22.700619 release of SMS|Host and related modules.

Contents

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Introduction

The v.22.7 Release / Feature Guide summarizes the new features and enhancements included in the version 22.700619 release of ^{SMS}|Host, ^{SMS}|Host modules, ^{SMS}|Retail Point-of-Sale and related interfaces.

Supplemental Documentation

References to additional documentation are included and linked where appropriate throughout this guide. Additional release and functional documentation is available through the ^{SMS}|Host HelpSite and the SMS Customer Community.

The v.22.7 ^{SMS}|Host HelpSite may be accessed by selecting *Help* (in menus & toolbars) or pressing your F1 key while in the ^{SMS}|Host v.22.7 application, and is always available via this direct link: https://help.springermiller.com/host/227

^{SMS}|Host v.22.7 Release Highlights

The following is a summary of the some of the more substantial enhancements included in ^{SMS}|Host v.22.7. Additional information on these, as well as all other enhancements included in v.22.7 of ^{SMS}|Host, are included in the body of this document below.

- Use Stay Buffers to automatically block room occupancy for one or more days between guest stays
- Amenities and Services can now have prices that will post to reservations
- Provide cancellation numbers to guests for Resort Scheduling bookings (Golf, Spa & Dining)
- Create cancellation forfeiture rules based upon one or more nights of the room rate
- Generate Registration Cards for PBX Names

Mobile Applications

- WorldNXT Mobile Guest Application supports contactless check-in, mobile keys, digital registration, and customizable content
- ^{SMS}|Host Anywhere 2.0 staff-facing Application available for iPad and iPhone in the Apple® App Store

^{SMS}|Host Local Deployment Configuration Option

The option to configure ^{SMS}|Host for "Local Deployment," with client-side execution of program files, is available to you in ^{SMS}|Host version 22.6 and 22.7. When Local Deployment is configured, ^{SMS}|Host program files and executables are copied down to the individual workstation so ^{SMS}|Host will call and execute core system programs on the local workstation. Local Deployment configuration minimizes latency and traffic over the network and can result in improved performance. Local Deployment operates similarly to the Terminal Services publishing routine – with broader compatibility and without the need to manually republish when system files are updated.

Local Deployment functionality must be enabled by SMS Support. See the *Local Deployment Guide for ^{SMS}|Host* (SMS Doc# 1020070) for more information.

^{SMS}|Host System Enhancements

Stay Buffers

In response to the COVID-19 pandemic, many properties are implementing a Stay Buffer to ensure there is a gap in room occupancy between guest stays.   Stay Buffers enable you to block a day/multi-day gap so that a room will remain unoccupied for a specified duration between guest stays.

With ^{SMS}|Host's Stay Buffer functionality, you can configure your system to automatically create and maintain Stay Buffers between reservations. You can configure the length of the Stay Buffer period *(# of days)*, by season *(stay date range)* and also by Room Type, if needed. This also enables the flexibility to shorten and, eventually, eliminate existing Stay Buffers in the future as the situation improves.

In ^{SMS}|Host, *Stay Buffers* are a special type of out-of-order room. So, in that sense, they have a lot in common with OOO in terms of impact on availability, reporting and integrations with RMS, CRS, S&C and other systems.

When a new reservation is made, a Stay Buffer OOO record is automatically created and linked to the reservation. The Stay Buffer OOO record is *locked-in* with the reservation and maintained/managed by ^{SMS}|Host. As reservations are updated *(date changes, room type changes, room moves, cancellations, etc..)*, the Stay Buffer will stay in lock step with the reservations.   Stay Buffers are created for soft and hard blocked reservations.

For more on Stay Buffers see the *Guide to Stay Buffers for ^{SMS}|Host* (SMS Doc # 1020590) available through the ^{SMS}|Host HelpSite and the SMS Customer Community Portal.

General Enhancements

Print a registration card for each person staying in a room

When multiple guests are staying in the same room, adding their names to the reservation's *PBX Phone Names* enables you to print a registration card for each.

This feature can be enabled in the character-based configuration menu, "**Reservation Tile Settings 3**" (Menu path **F**,**L**,**B**,**3**). Specify "**Y**" for the setting, "**Print PBX Names on Reg Cards**" to enable this feature.

When enabled, a picklist of PBX Phone Names will appear along with the name on the reservation when printing registration cards. Each name that you select will be printed on an individual registration card. The reservation information on each registration card will remain the same, only the names will be different.

When enabled, printing batch registration cards (Pre-Registration Forms/Labels – menu path **R**,**R**,**1**,**J**) will provide the additional option to print registration cards for PBX Phone Names, as well as the name on the reservation.

<u>Note</u>: Host Anywhere and Digital Registration do not currently support printing multiple registration cards. They will continue to print a single registration card for the name on the reservation when this feature is enabled.

View Group, Corporate, & Travel Agent information in Today's Arrivals, Today's Departures, and Today's Reservations listings

Group, Corporate and Travel Agent information can be viewed from the Today's Arrivals, Today's Departures and Today's Reservations listings. The "**H**" view can be selected from the **Info** drop-down to display the following information in columns: Res#, Level, #/Room, Name, Arrival, Depart, Group Code, Group Name, Corporate Code, Corporation Name, Travel Agent Code and Travel Agent Name.

Cancellation Policy / Forfeiture based on number of Nights of Stay of Reservation

A new section has been added to the Deposit/Cancellation Policies configuration screen (character configuration menu item F,I) to enable cancellation forfeiture amounts to be based on a number of nights.

The number of nights entered into the **Forfeit Nights** field (1-9 or 0 to disable) will be used to determine the number of nights to be forfeited beginning with the arrival night. In addition to defining the number of nights, you will need to specify whether or not room charges, extra charges, taxes, and/or gratuities will be included in the forfeiture amount.

<u>Notes</u>:
- The value is based on the amounts within individual nights, not average amounts.
- The *Include Room*, *Include Extra*, *Include Taxes*, and *Include Gratuities* fields on the cancellation policies are for use with the *Forfeit Nights* field and do not affect any other calculations.

Cancellation numbers logged for canceled Resort Scheduling bookings

Cancellation numbers are generated and stored in the edits log when resort scheduling bookings are cancelled. The cancellation numbers are unique in comparison to the booking numbers. This includes Spa, Golf and Dining bookings.
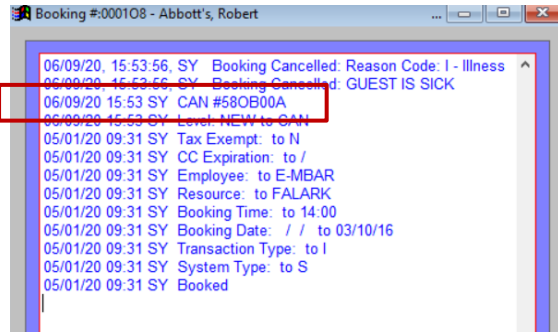
Display Count (number of units) on the Out of Order Blocking Screen

As part of the new stay buffers functionality, soft-blocked rooms may be placed out of order and can be for more than one unit. We have enhanced the out of order blocking screen to include the number of units. The OOO blocking screen is located in character SMS|Host, option **B**, **H**

Guest Accounting

Charging for Amenities and Services

Charges for Amenities and Services can be scheduled through Special Billing similar to Incidentals and are not restricted to being complimentary in ^{SMS}|Host v22.7. Default charge amounts can be set through configuration and, if needed, customized when being scheduled.

Amenities and Services can be scheduled to charge an amount to the folio and can be scheduled using Special Billing from a reservation or group management screen. Scheduling an amount for an Amenity or Service is done in the same manner as an incidental.

Similar to Incidentals:
- The Package/SPBL Item Forecast report (RR1G) will print the Amenities and Services amounts
- The Guest Transaction Code configuration screen is used to Add or Modify Amenities and Services

To enable the amount of an Amenity or Service code to be changed while scheduling the charge, the **Allow Editing of Price** setting needs to be enabled in Guest Transaction Code setup under the **Special Billing Defaults** tab.

Charge amounts may be specified on Amenities and Services in the Guest Profiles screen, as well, which is helpful for 'standing order' preferences. The Services and Amenities in the Profiles screen are automatically scheduled for the reservation and the amount that is specified there will be posted to the reservation during the nightly Autopost.   Note: The **Ignore Guest Profile** check box in Special Billing can be used to prevent the guest profile items from posting to a reservation.

Rates and packages may also be configured to include Amenity and Service charges.

Back Office GL Number is displayed on the Guest Transaction Codes screen

The back office general ledger number is now displayed on the Guest Transaction Codes configuration screen.
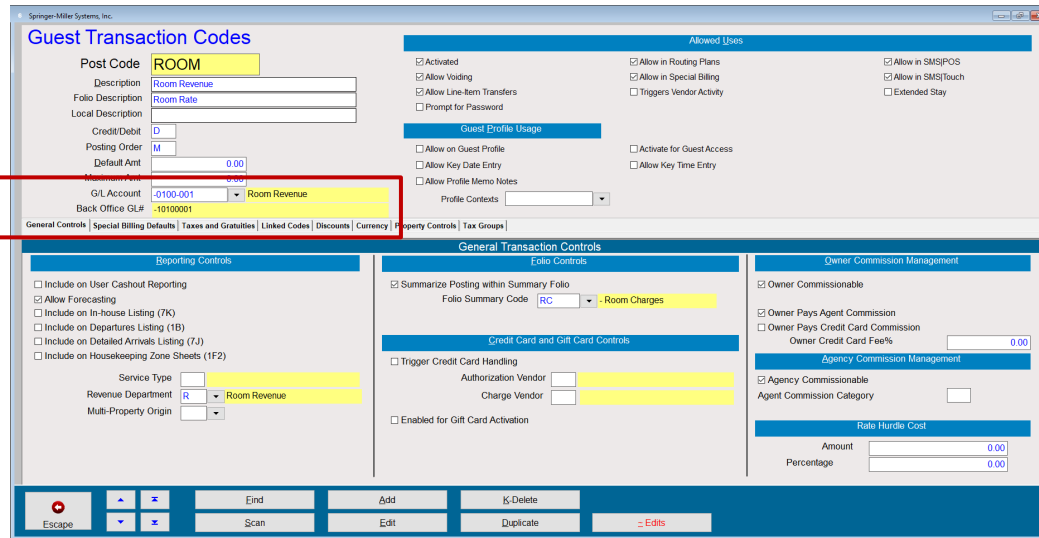
Discount Applied amount displayed on the Reservation Values screen

The Discount Applied amount is displayed in the reservation value screen. For improved screen readability, the Discount Applied amount has been moved to display immediately above the Room Charges (as shown below).
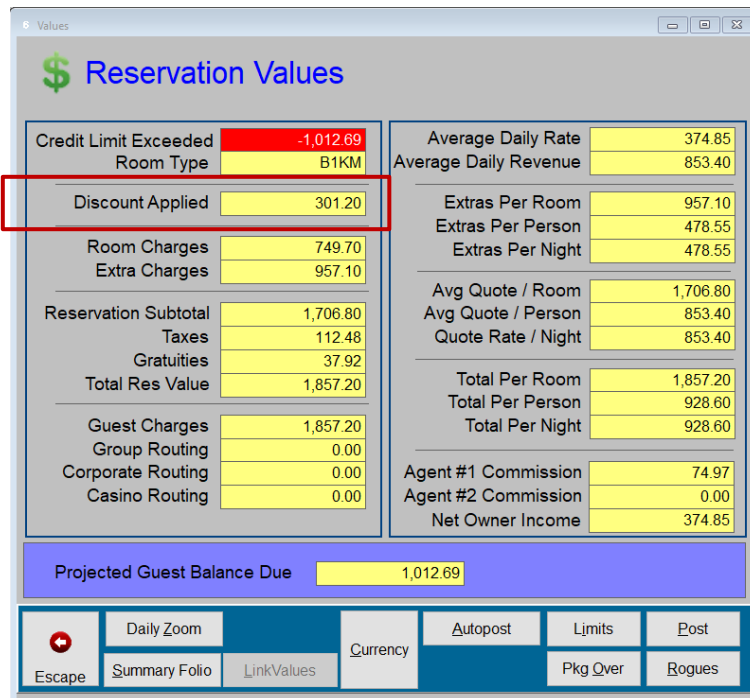
Aging for checked-out Reservations can be based on Transaction Date

When a guest checks out with a balance, aging by default is based on the departure date of the reservation. Your system can be configured to begin aging based on the transaction date rather than the departure date. This configuration cannot be performed on-site but can be requested through your Account Manager or through SMS Support.

Travel Agent Accounting

Require multi-property code and/or linked reservation on Travel Agency postings

You can configure your ^{SMS}|Host system to require the multi-property code and/or a reservation to be linked to travel agency postings when the postings are made using the Bills button on the Travel Agency account. The ability to capture this information has been available in previous versions, the option to configure your system to require this information is new to version 22.7.

The multi-property code is required on any manually posted travel agent transactions when the setting "**Break Down T/A OP-BAL by Property**" (character-based configuration screen **F**, **L**, **P**) is enabled. The multi-property code will default from the linked reservation if one is specified.

The requirement to link a reservation to a manual travel agency posting is based on the configuration of each **Travel Agency Transaction Codes**, accessed via the configuration menu, and shown below.
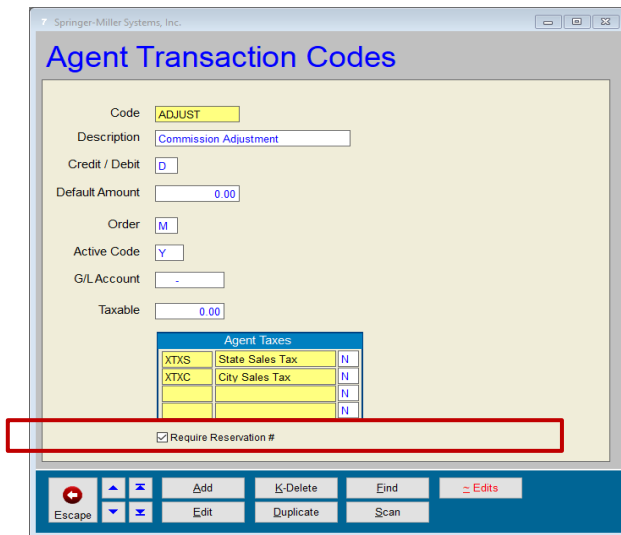
When posting a transaction on the Bills screen using a Transaction Code that has the **Require Reservation #** check box enabled, a reservation will need to be selected for the transaction.

If a reservation has not been selected, a notification message is displayed (as shown below).
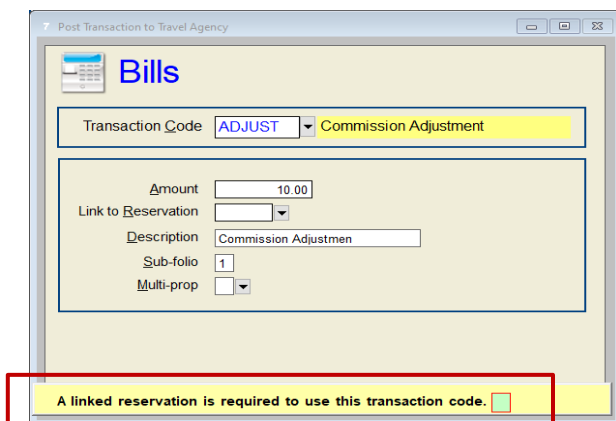
After acknowledging the message (press **Enter**), the Universal Lookup will open enabling you to select a reservation.

Correspondence

Correspondence Menu

The v.22.7 Correspondence menu, now titled "Mail and Contracts," has been simplified and reorganized.

- A new "**Owners Labels**" button provides access to the functionality to generate mailing labels for Owners (previously accessed through the SMS|Host character menu path **I**-**W**-**R**).
- The three rarely used functions; *Tee Time Block Contract*, *Manage Calculated Variable*, and *List All Contract Variables* have been removed from the menu.

  Note: In the rare case that your operation requires any of these functions, please contact SMS Support and they will re-enable them for you.

v.22.7 Correspondence Menu:
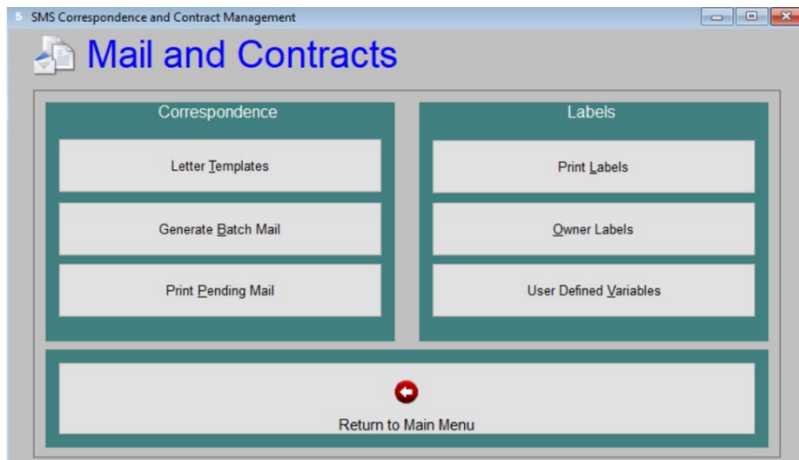
Owner Accounting (Owners)

Owner PDF Statements

The custom OA-OSTMV owner statement has been enhanced with the option to produce a PDF version.

For additional information on this functionality, see the _Guide to Owner PDF Statements_ on the ᔆᴹᔆ|Host HelpSite.

Character-based Owner functions now available through ᔆᴹᔆ|Host menus

Most character Owner accounting reports and functions have been relocated from the character-based menus to the main menu system in ᔆᴹᔆ|Host. The Owner Management menus in v.22.7 have been refreshed and reorganized to accommodate access to these reports and functions.

Update consideration: Ensure that your organization's Owner and Night Audit checklists are updated with the new menu paths. If a user attempts to run these in character, a message with the new path will be displayed. For example, if you attempt to run the _Rental Unit Reservations_ report from the character menu path (I-W-I), you will see the following:

```
The selected report has moved to Visual Host Reports option R-R-3-I-I
Press any key... ■
```

Reporting options that have been relocated are listed below with the v22.7+ menu path:

Character Menu Path	v.22.7+ Menu Path	Description
I-A-1	Reports Menu: R-R-3-A-1	Standard Owner Statement
I-A-2	Reports Menu: R-R-3-A-2	Owner Statement Format A (OA-OST4)
I-A-3	Reports Menu: R-R-3-A-3	Owner Statement Format B (OA-OST5)
I-A-4	Reports Menu: R-R-3-A-4	Owner Statement Format C (OA-OST6)
I-A-5	Reports Menu: R-R-3-A-5	Owner Statement Format D (OA-OST7)
I-A-6	Reports Menu: R-R-3-A-6	Owner Statement Format E (OA-OST8)
I-A-7	Reports Menu: R-R-3-A-7	Owner Statement Format F (OA-OST9)
I-A-8	Reports Menu: R-R-3-A-7	Owner Statement Format G (OA-OST9a)
I-B	Reports Menu: R-R-3-A-8	Little Form Statements
I-D	Reports Menu: R-R-3-B-R	Check Reconciliation
I-W-E	Reports Menu: R-R-3-C-T	Owner Revenue Summary
I-W-I	Reports Menu: R-R-3-I-I	Rental Unit Reservations
I-W-J	Reports Menu: R-R-3-I-J	Owner Lease Override Report
I-W-O	Reports Menu: R-R-3-I-O	Owner Listing
I-W-P	Reports Menu: R-R-3-I-P	Owner Date Link Listing
I-W-S	Reports Menu: R-R-3-I-S	Owner Stay List

The Owner Management menu has been reorganized as shown below. New items are highlighted.

v22.6 Menu   v22.7 + Menus
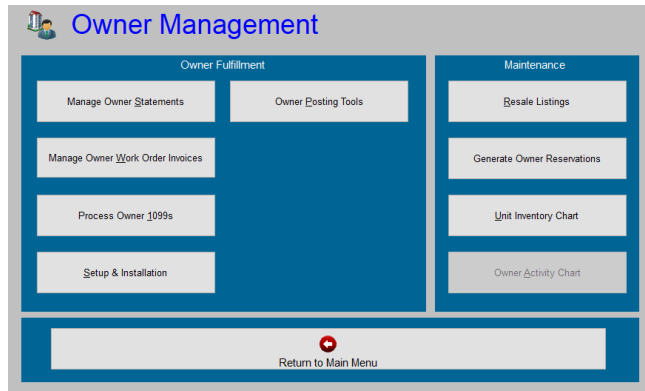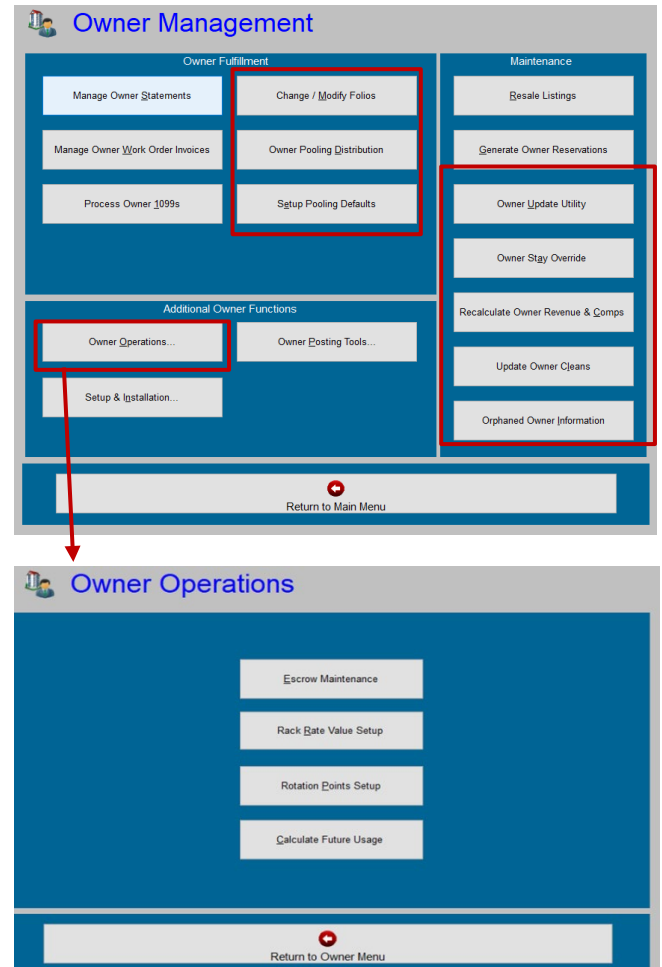
Setup, posting and administrative functions that have been relocated are listed below with the new v22.7+ menu path:

Character Menu Path	v.22.7+ Menu Path	Description
I-A-9	Owner Management Menu – Setup and Installation: O-N-9	Setup for OA-OST9
I-G	Owner Management Menu: O-M	Change/Modify Statements (Folios)
I-W-V	Owner Management Menu: O-I	Orphaned Owner Information
I-X-A	Owner Management Menu: O-A	Owner Stay Override
I-X-B	Owner Management Menu: O-C	Recalc Owner Revenue & Comps
I-X-D	Owner Management Menu: O-I	Orphaned Owner Information
I-X-E	Owner Management Menu – Owner Operations: O-O-E	Escrow Maintenance
I-X-I	Owner Management Menu – Owner Operations: O-O-R	Rack Rate Value Setup
I-X-K	Owner Management Menu – Owner Operations: O-O-P	Rotation Points Setup
I-X-L	Owner Management Menu – Owner Operations: O-O-C	Calculate Future Usage
I-X-O	Owner Management Menu: O-U	Owner Update Utility
I-X-P	Owner Management Menu: O-L	Update Owner Cleans

Change/Modify Statements is now **Change/Modify Folios** to better reflect the functionality.

<u>Note</u>: Our intention is to provide the ability to launch all of the remaining Owner character-based menu items from ^{SMS}|Host main menus and eliminate the need for the character-based menu altogether in a future ^{SMS}|Host release.

Owner Activity

Owner Activity functionality, exclusively used in a small number of floating fractional ownership environments, has now been tied to a configuration flag. In previous versions of ^{SMS}|Host, all of these features displayed regardless of whether the functionality was on or off. We have removed these features from the screens for those customers that do not use this functionality. The following no longer are displayed:

- **Unit Inventory Chart** – Previously located in Owner Management and in <F7>
- **Unit Activity Chart** – Previously located in Owner Management and in <F7>
- **Owner Multi-View** – Previously located in <F7>
- **Usage Plans** – Previously in Owner Management -> Setup and Installation
- **Year Begin Dates** – Previously in Owner Management -> Setup and Installation
- **Timeshare Configuration Codes** – Previously in Owner Management -> Setup and Installation -> Miscellaneous Files & Codes -> Timeshare
- **Contract Types** – Previously in Owner Management -> Setup and Installation -> Miscellaneous Files & Codes -> Owners
- **Rule Descriptions** – Previously in Owner Management -> Setup and Installation -> Miscellaneous Files & Codes -> Owners

The following configuration option was relocated and renamed:

- **Timeshare Product Features**, previously in <u>Owner Management -> Setup and Installation -> Miscellaneous Files & Codes -> Timeshare</u> has been renamed to **Owner Product Features** and has been relocated to <u>Owner Management -> Setup and Installation -> Miscellaneous Files & Codes -> Owners</u>

Owner Contract Notes and Contract Note Report

Functionality has been added to the Owner Contract to enable the standard ^{SMS}|Host Notes feature. This can be accessed on the Owner Contract using the **Notes 2** command (as shown below).

Owner Notes can be closed, reopened, deleted and filtered, if multiple notes exist.
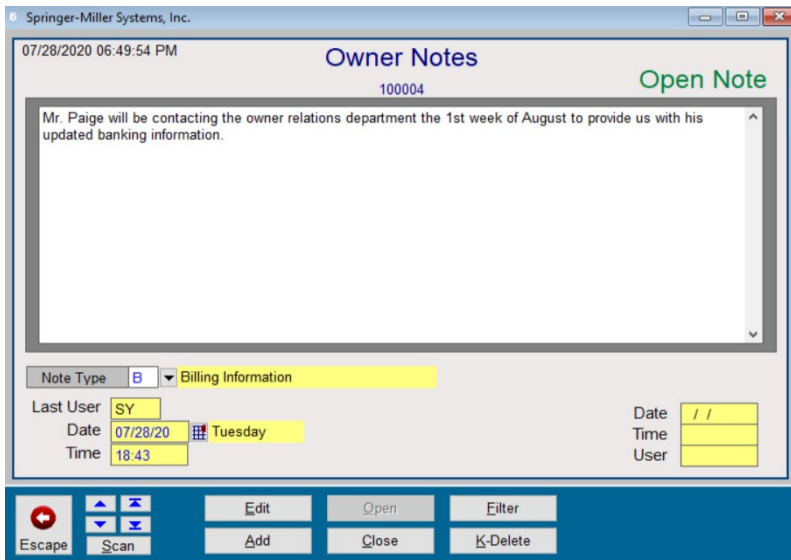
Owner Note Types will share the same set of 1-character codes with Groups, Corporations, Travel Agents and Secretaries. These are defined in <u>Configuration -> Miscellaneous Files & Codes -> Groups, Corp and TA -> Grp/Corp/Agent/Sec/Owner Note Types</u>.
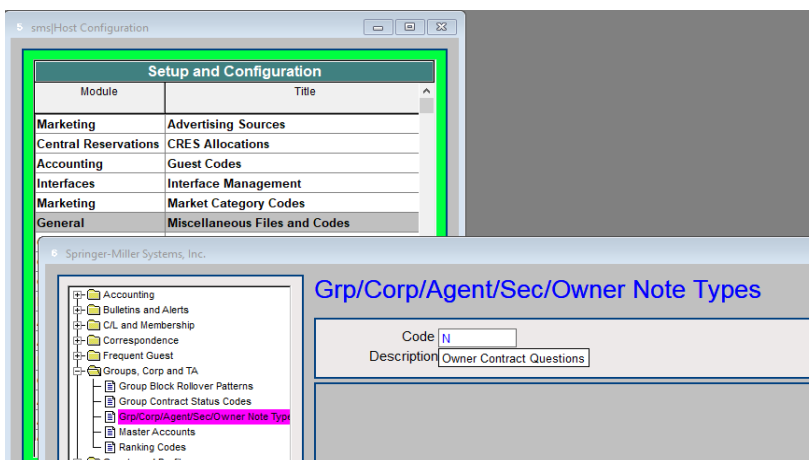
All users will have access to Owner Notes that have either a <blank> Note Type or one for which they have clearance. This clearance is located on page 11 of User Clearances and states, "**Group/Corp/Agent/Sec/Owner Note Types**"

To support the Note functionality, a new report has been added in v22.7 for Notes associated with all *Account Types*, including "*Owner*".   The report is located under menu path **R-R-4-I-G**.

Printed output of the report – in this example, it was run to show only *Owner* notes:

```
Notes Report                                    Springer Lodge  03/04/16 19:04:43  SY         Page - 1
Period: 07/01/20 - 07/28/20                                                     Includes: Owner |
Note Status: All Notes                                                          Note Types: B
------------------------------------------------------------------------------------------------------
Note Type/                                      Added/Closed
Status  Acct# Name                              Date/Time   By Note
======================================================================================================
Account Type: Owner
===================
B/O    100004 Paige, Ryan                       07/28/20 18:43  SY Mr. Paige will be contacting the owner
                                                                   relations department the 1st week of August
                                                                   to provide us with his updated banking
                                                                   information.

B/O    10000A Sandy Enterprises                 07/28/20 18:55  SY Ms Jackson from Sandy Enterprises Accounting
                                                                   has mailed a check for the outstanding
                                                                   balance and we should receive it next week.

 /O    10000U Rice, Melinda                     07/28/20 18:57  SY Mrs. Rice would like to speak with Owner
                                                                   Relations about the rotation of her unit.    ↟
```

Reporting

Additional Reports with Preset Report Parameters

Preset report parameters are now available for the following reports in v22.7:
- Complimentary Reservations Report (menu path R,R,1,M)
- Complimentary Rooms Report (menu path R,R,1,N)
- Auditor Bucket Analysis (menu path R,R,1,D,A)
- Posting Projections Report (menu path R,R,1,D,P)

Additional Prompts added to Existing Reports

Three additional prompts have been added to the Owner Revenue Summary. This report was previously accessed from the Owner Character menu (**I,W,E**) and is now run from the visual Reports menu (**R,R,3,,C,T**). The three new prompts allow for more granular filtering:
- Filter by Rental Program or "blank" for all
- Filter for an individual Owner Contract or "blank" for all
- Filter for an individual Unit Number or "blank" for all

Administration & Configuration

Fixed-Value Housekeeping Services

Housekeeping Service Points (time to clean the room) can now be established as static factors. This is beneficial for services that take the same amount of time or effort regardless of the room type, such as a towels and trash service. The **Ignore Unit Multiplier** setting is enabled on individual services in the housekeeping services configuration screen.

Note: This does not apply to systems configured to only use unit values. The configuration setting, **Automanage HK uses ResServicePoints*Unitvalues or Only UnitValues** (located in the character based configuration screen **Housekeeeping & OOO Settings 2**, menu path **F,L,H,2**) must be set to "**R**" for this feature to apply. It is recommended to contact SMS Support for assistance before changing the method in which housekeeping points are calculated.

User Clearance for Archived Statements and WO Invoices

A user clearance has been added to v.22.7 to permit or restrict the viewing of archived member statements, city ledger statements, owner statements and work order invoices.

The clearance setting is on page 13 of the ^{SMS}|Host User Clearances. To view or manage statements, you will need the '**Access Archived Stmts and WO Inv**' clearance enabled.

Note: This new clearance will be **enabled** for all users during the v.22.7 update to preserve existing access.
You may choose to disable it for those users who will not view and/or manage statements.

^{SMS}|Host Mobile Applications

Springer-Miller Systems provides mobile applications to enhance the usability of ^{SMS}|Host in your organization.

^{SMS}|Host Anywhere

Empower your team to provide exceptional service from anywhere, at any time, with ^{SMS}|Host Anywhere.

The ^{SMS}|Host Anywhere staff-facing mobile application is fully integrated and synched in real-time with ^{SMS}|Host. The application is easy to use and provides core ^{SMS}|Host functionality while untethered to a desktop workstation.

- Check Guests In-and-Out with a Few Simple Taps
- Process Electronic Payments with Swipes or Card on File
- Use Filters to find Guests, Reservation & Rooms
- Easily Modify Guest Contact or Reservation Details
- View, Print and Email a Guest Folio from Anywhere
- Integrate Digital Registration Process
- View and Update Guest Messages, Notes & Traces
- Up-Sell and Upgrade Guestrooms

See more: ^{SMS}|Host Anywhere resources on the SMS Website

World NXT

The World NXT Online Booking Platform supports the four applications and functionality detailed below.

World NXT Mobile Guest

Streamline your operations and enable your guest to bypass a line at the front desk. The World NXT mobile app and digital key can provide your organization with a customized mobile application to help you increase guest engagement and customer retention. The mobile app provides mobile check-in/check-out, keyless entry, special amenity request, customized alerts and more.

World NXT Group Portal

The World NXT Group Portal is the latest addition to the World NXT platform. The Group Portal provides online access to Group Contacts that are hosting events at your property, enabling them to view and export a rooming list to Excel, monitor their group's block and pick-up, access group specific documents and more.

World NXT Owners Portal

The World NXT Owners Portal is directly integrated with the ^{SMS}|Host Property Management System. The portal provides owners transparency into their investment through the ability to monitor usage of the unit, to view statements and work orders, and make their own reservations directly through the portal.

World NXT Lodging Booking Engine

The World NXT Lodging Booking Engine leverages Springer-Miller System's proprietary web services technology, ^{SMS}|Diplomat, to pull rates, availability, inventory, and restrictions in real-time. Embedded directly into a property's website, the World NXT Lodging Booking Engine features a flexible CSS-based layout, enabling the customer journey to be fully realized within your brand. The Booking Engine also provides leverage suggestive and comparative selling tools to engage your audience and boost your revenue.

See more on each of these apps: World NXT on the SMS Website