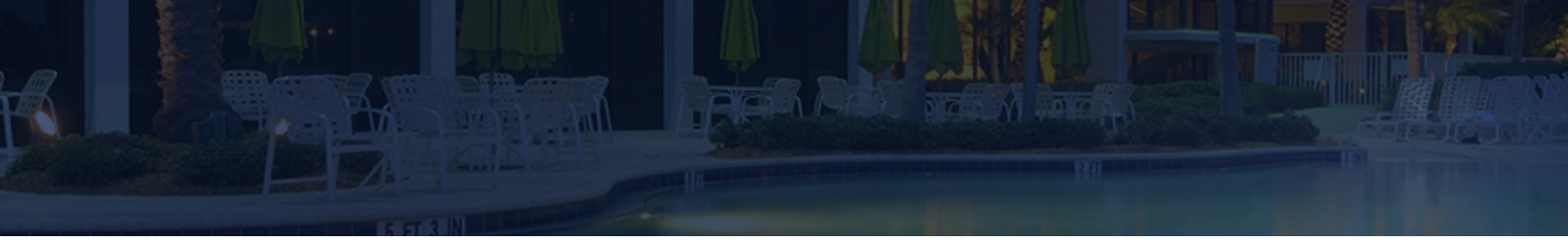


SMS[™]

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SYSTEMS



Release / Feature Guide

SMS | Host 2021r1

Description of features and functionality introduced in
SMS | Host 2021r1, and related modules.

SMS Document # 1020820, Rev. 0.99

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Trademark Information

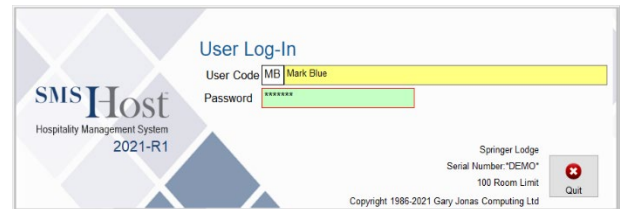
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Introduction

The SMS|Host 2021r1 Release / Feature Guide summarizes the new features and enhancements included in the 2021r1 release of SMS|Host, SMS|Host modules, SMS|Retail Point-of-Sale and related interfaces.

The 2021r1 release introduces a new release naming convention to identify SMS|Host software. The release identifier is formatted as YYYY-RX where YYYY indicates the year, and the X is the single digit sequential release number in that year.

The release identifier is visible on the SMS|Host Login screen and can be seen alongside the software version number in the Help / About screen in SMS|Host. The identifier will help you and your staff recognize and communicate your software release when working with SMS support representatives.



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 SMS|Host Help Site for 2021r1 can be accessed by selecting **Help** (in menus & toolbars) and by pressing your **F1** key while in SMS|Host, and is always available via this direct link: <https://help.springermiller.com/host/2021r1>

SMS|Host 2021r1 Release Highlights

The following is a summary of some of the more substantial enhancements included in SMS|Host 2021r1. Additional information on these, as well as all other enhancements included in this release, are included in the body of this document below.

- Configurable Night Audit to simplify running Night Audit / End-of-Day processes
- Option to automatically close POS checks during EOD processing
- Enhanced Owner Folio and other Owner enhancements
- Streamlined process for Line-Item Transfers (Guest Accounting)
- Best Case Suite Type Availability enhancements
- Unique filename generation for Back Office exports

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, 22.7 as well as in this 2021r1 release. 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

Night Audit in 2021r1

SMS|Host 2021r1 introduces a new set of functionality and tools to support and streamline your nightly audit and end-of-day processes. This functionality enables you to configure your night audit in advance of running it and can significantly simplify your night audit and end-of-day processes. When fully configured, your night auditor will not need to launch maintenance tasks individually or make procedural decisions at run-time.

Prior to running your night audit for the first time, you will go through a SMS|Host night audit setup process to configure your custom night audit. The setup process includes identifying and sequencing each of the individual night audit tasks that will be performed during your audit. The night audit setup should be performed by an individual(s) with direct knowledge of your current night audit processes and the maintenance required for your configuration of SMS|Host, and integrated systems.

SMS|Host includes several user clearance settings related to each night audit role so you can provide access to the setup console and tools separately from access to the console used to run the night audit.

For more on the Night Audit functionality in 2021r1, see the [Night Audit Setup topic in the SMS|Host Help Site](#).

General SMS|Host Enhancements

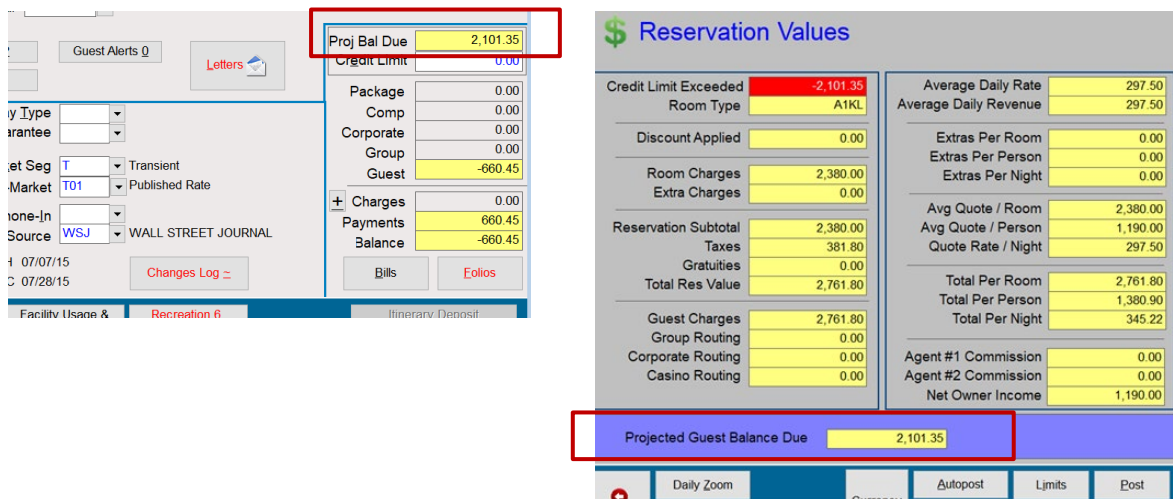
Projected Guest Balance Due displayed on the Reservation Tile

In order to quickly determine during Check-In if the guest may owe a balance to be collected or to advise a guest upon inquiry as to the remainder owed on their booking, the Projected Guest Balance Due amount can be configured to display in the financial balances section of the Reservation Tile. It will also display on the Reservation (V)alues screen.

This option is configured in Miscellaneous Rates & Default settings (path **F-L-J-3**):

“Display Projected Guest Balance Due on Reservation and Value Screen (Y/N)? ”

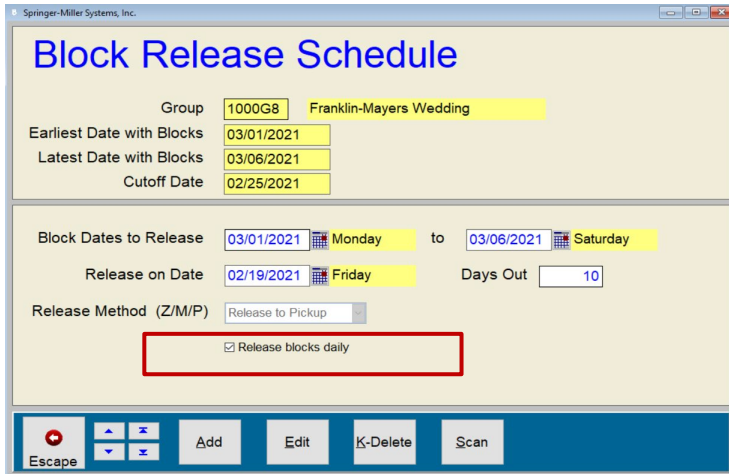
When set to **Yes**, the Projected Guest Balance Due amount will be displayed on the Reservation Tile and in the (V)alue screen for **NEW** and **CNF** reservations only. Upon Check-in, the field is removed from display.



Daily Group-Block release schedule

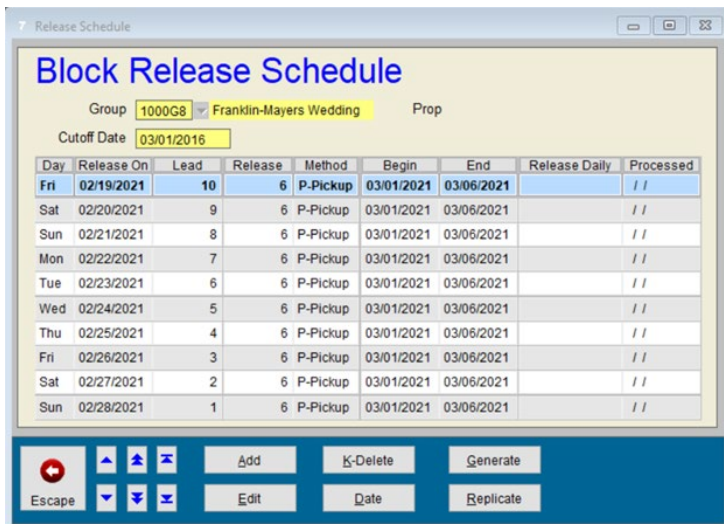
To assist your operations team in maximizing General Availability, the function to schedule the release of Group Blocks has been enhanced with an option to quickly setup blocks to be released each day.

A “**Release blocks daily**” checkbox has been added to the Release Schedule configuration screen as shown below.



As you know, releasing a group block to zero will zero-out the block entirely. So, releasing to Zero usually needs to be done only once. However, when a block is Released to Pickup, the block will usually need to be released again to ensure that as the number of pickups changes, additional rooms (above the pickup counts) are not being held in the block.

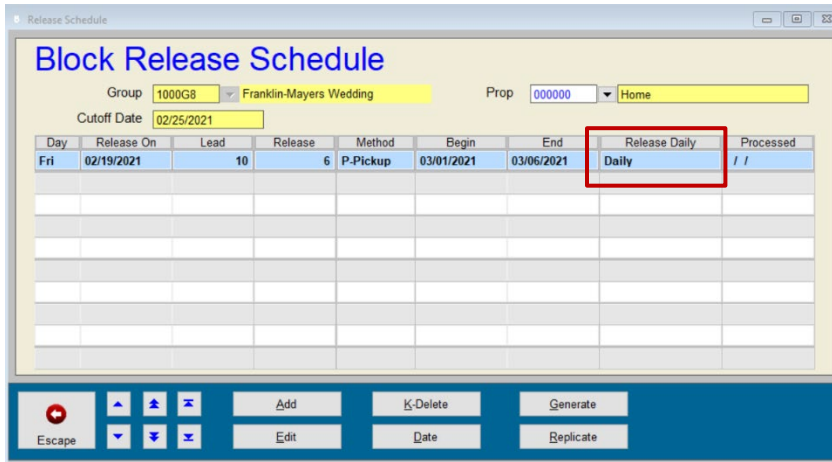
In prior versions, in order to release a group’s blocks to on a daily basis, you would have needed to setup a release schedule entry for each Release On date as follows.



In 2021r1, you can simply create one release schedule record and enable the **Release blocks daily** checkbox.

When you enable this checkbox, the blocks will be released on a daily basis starting on the “Release on Date” and ending on the last “Block Date to Release” (i.e. starting on 02/19/2021 through 03/06/2021 in the above examples). This can be done with only one Block Release Schedule entry.

The “Processed” date will be updated each time the function is performed, beginning on the “Release On” date and continuing through the scheduled “End” date.



While wholesaler blocks will reap the greatest benefit from this time-saving step, it is equally applicable to multi-day groups.

Best-Case Suite Type Availability

For simple suite configurations, suite availability can be configured to take into account suite component types that have been booked standalone (not booked as part of a suite). This functionality applies to simple suite configurations as described below and does not apply to complex suites.

In all previous versions of SMS | Host, suite ‘availability’ (unrealized) counts are not affected when suite components are booked standalone.

To take advantage of the Best-Case Suite Availability functionality, the following two configuration rules must be true. If your property has suites that fit these rules, you may consider using this new functionality.

1. The suite component types may not be part of more than one suite type.

For example, if suite type STE1 is comprised of components KING + PARLOR. There cannot be another suite type that uses KING or PARLOR (component types must be unique to one suite type)

These two suite types do not conform to this rule (AKING is part of two suite types):

SUITE TYPE	Component 1	Component 2	Component 3
ASTE2	AKING	AQUEEN	
ASTE3	AKING	AQUEEN	AQUEEN

2. Suite component room numbers must be part of only one physical suite number.

For example, if suite# 101S (STE1) is composed of 101(KING) and 103 (PARLOR); no other suite number can use 101 or 103.

These two suites do not conform to this rule (A503 is part of two suites):

Suite #	Component 1	Component 2
A501S	A501	A503
A503S	A503	A505

How it works

booked standalone (not booked as part of a suite). When the Suite Potential is reduced, this also reduces the Unrealized (*available*) suites count. This means that the suite counts will be more accurate.

For example, if there were initially 10 Suites with type STE1 (made up of 10 KINGS and 10 PARLORS) and none of the suites or components were booked, Suite Potential and Unrealized would initially both be 10.

Date	STE1	KING	PARLOR
01/01/2022	10	--	--
01/02/2022	10	--	--
01/03/2022	10	--	--
01/04/2022	10	--	--

Without the new functionality, booking a suite component standalone would not affect the Suite Unrealized count (it would continue to display 10 Unrealized).

With the new functionality enabled, when a reservation is booked for a KING (a standalone suite component), the suite's Potential is reduced by 1 (to 9) and the suite's Unrealized count is also reduced to 9.

Date	STE1	KING	PARLOR
01/01/2022	9	--	--
01/02/2022	10	--	--
01/03/2022	10	--	--
01/04/2022	10	--	--

Distribution Interfaces and Suites

Because SMS|Host's Suite Unrealized count has traditionally not been considered to be true availability, Suites are traditionally not bookable via distribution systems. With this new functionality, 'conforming suites' may now be booked by distribution interfaces.

Furthermore, distribution interfaces can be configured to automatically hard-block inbound reservations for components and/or suites.

Because the Unrealized Suites count may not always reflect the actual number of available physical suites, you may want to consider holding back some suites from distribution systems.

Activating the new suite availability functionality

Best-Case Suite Type functionality must be enabled in your SMS|Host system. Review the information above and in the [Best Case Suite Availability Feature Guide](#) (SMS Doc#1020890) to determine if you would like it enabled. If you decide you would like this functionality enabled in your SMS|Host system, your SMS Support representative can assist you.

Enhanced Line-Item Transfer Process (Guest Accounting)

In order to make the Line-Item Transfer process easier and more efficient, the process has been improved using a “wizard-style” function that seamlessly combines granular filtering and sorting of posting selections with optional transaction splitting to a maximum of nine account destinations.

View Digital Registration Cards after Move to History

Digital registration cards can be viewed on both active and historical reservations.

In previous releases of SMS|Host, once a reservation was moved to history, you would not be able to view attached digital registration cards. In 2021r1 and later, you can view digital registration cards on all reservations, including those that have been moved to history.

Settle and close POS checks during EOD processing

SMS|Retail Point of Sale (POS) now provides the ability to automatically settle and close checks during the end of day process. A new type of PLU (type Q) has been created for this purpose. When a type Q PLU is configured, it will be posted as a payment to any checks with a balance and then closed during the end of day process.

Implementing this functionality is recommended if you are running SMS|POS and will be using the Night Audit Consoles to manage your night audit and EOD processing. Having this configured correctly will minimize EOD interruptions due to having open SMS|POS checks.

If you would prefer not to use this functionality, do not create the type Q PLU. The end of day process has been enhanced to provide a report of checks with a balance that can be printed and addressed individually.

Configuration

You will configure the PLU used to settle the checks similarly to your other payment PLU's (details regarding configuring PLU's can be found in the POS Administrators Guide). When creating the PLU, select the item type **Q – EOD Auto-Close Payment**.

Be sure to attach your menus to this PLU and to add a post code. Just like any other PLU, different post codes can be defined per revenue center and shift. If a menu isn't attached to this PLU or a post code isn't configured for a revenue center, checks will not be closed automatically for those menus or revenue centers.

Note: Only a single type Q PLU can exist at a time. If you should attempt to create a second PLU, you will be notified that one already exists, and you will not be allowed to continue.

User Clearances

Postings made by this feature will be done so with the user code “---”, which prevents night auditors from requiring additional clearances to end the day when this feature is being used. Your SMS|Host system will automatically use the user code ---, it does not need to be created for this feature to work.

Reporting

Postings using the type Q PLU can be reported in the same manner as any other PLU. We recommend using the *Historical Transaction Analysis* report within POS to print a list of postings to the type Q PLU after night audit completes. This will enable you to audit the use of this feature and research the checks that were closed using this payment.

Ledger Summary on the Guest Balances Analysis (R-R-2-K)

You now have the ability to print the Guest Balances Analysis report (R-R-2-K) with a ledger summary and/or a sub-total of ledgers by multi-property.

If “Accounting Ledger Classifications” are not enabled in MR&D City Ledger/Member Settings 2 (F-L-D-2), there will now be an optional summary available at the end of the Guest Balances Analysis report (R-R-2-K) providing subtotals by ledger. Additionally, these subtotals can be further broken down by Multi-Property for those systems so configured.

The new prompt: **“Subtotal C/L and Membership Account Balances by Accounting Ledger Classification (Y)es (N)o ?”**

GUEST BALANCES ANALYSIS Springer Lodge			09/01/23	Page-3	
All Accts/Reservations			12:49:25	RD	
Properties:ABD					
Rental Programs: ABCFOQW					
			Charges	Payments	Balance
Totals For	Adv Deposit :	5 Accts ->	0.00	1887.43	-1887.43
Totals For	A/Receivable :	1 Accts ->	1339.62	1254.62	85.00
Totals For	INH Guest :	17 Accts ->	13232.88	1895.22	11337.66
Totals For Aspen Vista			14572.50	5037.27	9535.23
			Charges	Payments	Balance
Totals For	Adv Deposit :	2 Accts ->	0.00	1195.50	-1195.50
Totals For	A/Receivable :	0 Accts ->	0.00	0.00	0.00
Totals For	INH Guest :	6 Accts ->	9468.29	570.00	8898.29
Totals For Big Bear Lodge			9468.29	1765.50	7702.79
			Charges	Payments	Balance
Totals For	Adv Deposit :	0 Accts ->	0.00	0.00	0.00
Totals For	A/Receivable :	0 Accts ->	0.00	0.00	0.00
Totals For	INH Guest :	5 Accts ->	8221.65	669.90	7551.75
Totals For Desert Highlands			8221.65	669.90	7551.75
			Charges	Payments	Balance
Totals for	Adv Deposit:	7 Accts->	0.00	3082.93	-3082.93
Totals for	A/Receivable:	1 Accts->	1339.62	1254.62	85.00
Totals for	INH Guest:	28 Accts->	30922.82	3135.12	27787.70
Totals ---->	36 Accounts		\$32262.44	\$7472.67	\$24789.77

Expanded Range for the Occupancy Period Comparison Report (R-R-4-D)

The Occupancy Period Comparison report (R-R-4-D) has been enhanced, permitting you to select occupancy and pick-up counts from previous years beyond the immediately prior 365 days. This can be particularly useful in 2021 given the operational anomalies that so many experienced in 2020.

When prompted to select a Comparison Period, option “5” will enable you to specify the number of days prior to the Begin date to use as the start for comparison. Using multiples of 365 (e.g. 730, 1,095, 1,460, etc.), you can easily evaluate current activity against past performance to the full extent of your historical SMS|Host data files.

POS check summary by posting code on printed folio for SMS|Teres room charges

The Guest Folio now includes summarized check detail by Guest Transaction Code for room charges posted through SMS|Teres Point-of-Sale. Selecting the option to “Include POS Detail” when prompted for **POS Code Detail** results in the inclusion of check item detail summarized by guest transaction code. This level of detail is available for the printed or emailed folios when **POS Code Detail** is selected for the “Include POS Detail” prompt in Folio Print Options.

This function is available for individual printed, emailed and PDF folios, Batch Folio Printing (R,R,2,A) and Batch Membership Statements (R,R,2,H).

This enhanced check detail feature is not supported by folios generated using R&R report writer.

Back Office Interface

The Generic Back Office Interface in 2021r1 includes additional export formats to support data exchange with Jonas Club Back Office software. These formats include a Tab Delimited Fixed Length and a Tab Delimited format without quotes.

In addition, the Back Office Interface can now generate **Dated file names** to ensure that previous exports are not overwritten. This option is recommended if using the *Back Office Interface Task* in the Night Audit Console. Contact your SMS Support representative if you would like to enable **Dated file names** for your Back Office Interface configuration.

Track changes made to scheduled Housekeeping services

Changes made to scheduled Housekeeping services are now captured in the Reservation Changes Log. The service being added, changed or removed along with the date, time and User ID of the staff member making the change will be recorded and visible in the log and trackable from the Changes Report (menu path: R-R-4-I-C)

When changes to scheduled Housekeeping Services are properly made from the reservation's (/)Special Billing screen, the change that is implemented on the schedule will now be recorded in the Change Log for that reservation.

Two Service Code changes have been made, each identified by an asterisk (*) in the **Chg** column

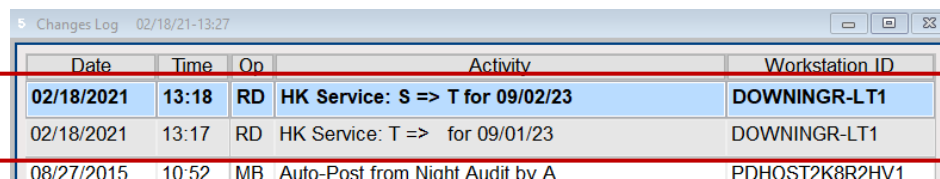
1. A service has been removed for Friday
2. The service for Saturday has been added or changed



Sc	Chg	Code	Day of Week	Date of Service	Service Description
1		T	Thursday	08/31/2023	Towels & Trash
2	*		Friday	09/01/2023	* No SERVICE *
3	*	T	Saturday	09/02/2023	Towels & Trash
4		T	Sunday	09/03/2023	Towels & Trash
5		T	Monday	09/04/2023	Towels & Trash
6		S	Tuesday	09/05/2023	Stayover Clean

In the reservation's Change Log, you will now be able to identify the details:

1. The Towels & Trash service for Friday was removed by user RD
2. The Stayover Clean for Saturday was changed to Towels & Trash by user RD



Date	Time	Op	Activity	Workstation ID
02/18/2021	13:18	RD	HK Service: S => T for 09/02/23	DOWNINGR-LT1
02/18/2021	13:17	RD	HK Service: T => for 09/01/23	DOWNINGR-LT1
08/27/2015	10:52	MB	Auto-Post from Night Audit by A	PDHOST2K8R2HV1

Automatic Reindex and Pack of the Diplomat Event Log during Host EOD

The Diplomat Event Log database will automatically be reindexed and packed during Host end of day.

With Dip6.0, we are no longer re-using records and no longer marking records for deletion so this database (DPEVNTLG) will need to be maintained. Records will be packed according to the Retain Logs setting in ^{SMS} | Host Miscellaneous Rates & Defaults, path F-L-E-3.

Enhancements to Owner Accounting

Owner Folio

A new folio screen with enhanced functionality has been incorporated with the Owner Contract replacing the prior two options both the (F)olio and the (9)Folio. The format will be familiar to anyone who has worked with folios in Reservations, City Ledger or Membership accounts. In addition to consolidating features that had been split between the previous folios, it also introduces a variety of functions from SMS | Host Guest Accounting.

The screenshot displays the 'Owner Folio' window for '10002 Adair, Andy (OWN)'. It features three main data sections:

- Transaction Detail:** A table with columns: Date, UseUnit, Fol, XF, Code, Description, Charge, Payments, Split Bal. It lists transactions from 08/01/23 to 08/07/23, including entries for OP-BAL, FEE, HOTEL, PARK, INCOME, and COMMISS.
- Sub Folio Summary:** A table with columns: FolDescription, Balance, Charge, Payment. It lists Folio 1 through Folio 9 with their respective financial values.
- Posting Code Summary:** A table with columns: Code, FollicDescription, Amount. It lists various codes like AGTCOM, ASSOC, CCARD, CHECK, COMMISS, ESCRED, and FEE with their corresponding amounts.

At the bottom, there is a navigation bar with buttons for 'Dates', 'Info', 'A Date User Unit Trn # Fc', 'Edit Folio', 'Revenue Summary', 'Currency', 'Bills', 'Print Options', 'Print', 'Escape', 'Zoom', 'Sort Order 1', 'Find', and 'Transfer X'.

New Owner features include:

- Simplified filtering for sub-folios and posting codes with one-touch selections and on-screen tracking of choices
- Simplified sorting with clickable column headers and a button function to return to the default view
- A choice of three Info views with Running or Split balances
- A (F)ind function to search the contents of any field
- A folio Summary display with a choice of Revenue Department or Transaction Category
- A foreign currency display
- A (B)ills command from within the folio, as well as on the Contract
- Zoom Transaction Detail displays are updated to the Guest Accounting models with additional information
- A Print Options feature providing greater flexibility for selecting folio contents
- A “wizard-style” Line-Item Transfer function that seamlessly combines granular filtering and sorting of posting selections with optional transaction splitting to a maximum of nine Contact destinations. Additionally, the Transaction Detail Zoom can trace split postings to the source Contract or to the originating reservation.

Transfer Amounts from Owner to Guest accounting

The “O/A” Amount Transfer process that has long been used to transfer some, or all, of the balance of an Owner’s lodging reservation folio to their Owner Contract folio is now available to transfer amounts in the other direction. Using a similar function to create offsetting credit and debit postings between accounting systems, Owner Management will now be able to redirect amounts from an Owner’s Contract folio to Reservation, City Ledger or Membership accounts.

Configuration remains as simple as before, requiring the addition of three transaction Codes, none of which should be marked as being able to Void in order to assure balance between the systems.

Code	Suggested Description	Accounting System	Active Flag
O/A	Transfer to Guest Acct	Owner Acct	Y
OAXFC	Transfer to Guest Acct	Owner Acct	N
OAXFD	Transfer from Owner Acct	Guest Acct	N

When launching the transfer amount process by entering O/A in the (B)ills command (from either the Contract or within the folio), the system will ask for a Guest account number. If the number is not known, a Universal Look-up screen displays and allows a search by account to identify the transfer destination. After selecting and confirming the choice, the screen prompts for the amount and advise the resulting Owner balance. Continuing will complete the transaction.

Zooming on the credit posting displays the transaction detail and Zooming once again opens the account to which the amount was transferred.

Display Dates on Owner and Travel Agency checks

To avoid any misunderstanding when rental revenue or commission checks are sent to Owners or Travel Agencies across national borders, the date of issue can now be formatted in text (e.g. Mar 3, 2021). This can help prevent confusion when the numeric date format from one country can be different from another.

For example, depending on the international format configuration in SMS|Host, the date expressed as “03/09/21” may refer to March 9th or September 3rd. A bank in one country may reject a check being deposited or cashed when issued from another with a date format that appears to show the age of the check as being beyond the period of validity. Use of a universally understood text format can eliminate this potential problem.

SMS|Host offers a wide variety of check printing layouts for both Owner and Travel Agency checks. This enhancement applies to all of them containing a date of issue on the check face. Note that several checks have an option to print in the French language and these were already produced with a text date.

Owner Accounting functions and report access

All Owner accounting functions and reports, previously launched from character screens, are now accessible through the main menu in SMS|Host. The Owner Management and the Reports menus in 2021r1 have been refreshed and reorganized to accommodate the contents previously accessed through the character “I” menu.

Migration Map:

Character Path	Character Title	SMS Host Main Menu Path	New Title
I-L-E	Enter a Percentage	Owner Management, Owner Posting Tools, Post an Entered Percentage	Post an Entered Percentage
I-L-C	Calculate a Percentage	Owner Management, Owner Posting Tools, Post a Calculated Percentage	Post a Calculated Percentage
I-Q	Post Owner Interest Charges	Owner Management, Owner Posting Tools, Post Interest Charges	Post Interest Charges
I-T	Owner Interest Payments	Owner Management, Owner Posting Tools, Post Interest Payments	Post Interest Payments
I-V	Distribute Owner Interest	Owner Management, Owner Posting Tools, Distribute Interest	Distribute Interest
I-U	Dated Rack Income Posting	Owner Management, Owner Posting Tools, Dated Rack Income Posting	Dated Rate Income Posting
I-W-K	Rack Value Discrepancies	Reports Menu: R-R-3-I-R	Rack Value Discrepancies
I-W-L-A	Owner Availability Report	Reports Menu: R-R-3-I-A	Owner Availability Counts
I-W-L-N	Owner Availability Notes	Reports Menu: R-R-3-I-N	Owner Availability Notes
I-W-U	Interval Unit Listing	Reports Menu: R-R-3-I-U	Interval Unit Listing
I-X-W	Units and Owners	Owner Management, Setup & Installation, Units and Owners	Units and Owners

Update Considerations

Ensure that your organization’s Owner and Night Audit checklists are updated with the new menu path. Should you attempt to run these from the character menu, a message with the new path will be displayed. For example, if you attempt to run the *Dated Rack Income Posting* function from the character menu path (I-U), you will see the following:

```
The selected option has moved to Visual Host: Owner Management -> Owner Posting Tools. Press any key...
```

Support for Federal Tax Form 1042 for Foreign Owners

In SMS|Host Owner Accounting you now have the ability to indicate on an Owner Contract whether the Owner/Co-Owner designated to receive rental revenue is a foreign national (non-US citizen) and will need to file an IRS Form 1042 rather than a Form 1099. For those so designated, there is also a checkbox to note whether they have provided the property with a Form W-8, thus releasing the Accounting Dept from the obligation to proactively withhold tax from payments to the Owner.

During end-of-year processing, properties can produce a Summary or Detail report of taxable revenue for those Owners marked for filing Form 1042, as well as generate a .CSV export of 1042 data for processing by external software providers. After identifying relevant Owner Transaction codes, Users will be prompted for several 1 and 2-character codes which should be provided by the 3rd party vendor to whom the data will be exported. These actions are launched from the same location within the Owner Management menu for processing 1099’s.

Owner and Travel Agent data / Move to History

In 2021r1, you no longer need to manually enter the Opening Balances date when moving Owner and Travel Agent data to history. The Opening Balance date will always be the same as the cutoff date for processing transactions.

```
MOVE INFORMATION TO HISTORY                               Springer Lodge 09/01/23 RD
=====
You must now enter a cut-off date. All transactions PRIOR to
the date you enter will be transferred to history files and
removed from the active files.
Process transactions PRIOR to : 08/15/23
```

```
MOVE INFORMATION TO HISTORY                               Springer Lodge 09/01/23 RD
=====
Transaction date for opening balances: 08/15/23
The Travel Agent can have up to 9 separate folios please
Enter the Folios you wish to Move to HISTORY or BLANK for all >
Please enter the description for opening balances : OPENING BALANCE
```

The “*Transaction date for opening balances*” prompt will default to the date that you entered as the cutoff for processing transactions. The opening balance date is no longer editable. The description for the opening balance transactions may still be edited.

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](#)