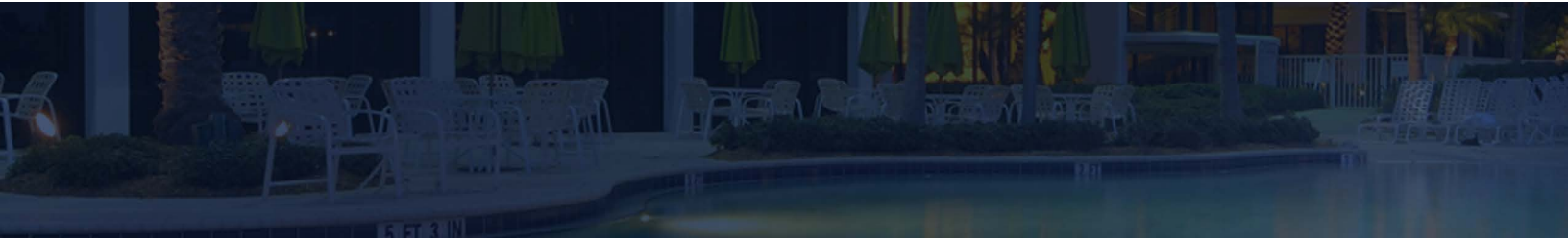




SPRINGER-MILLER  
SYSTEMS



# Release / Feature Guide

SMS | Host 2022r2

Description of features and functionality introduced in  
SMS | Host 2022r2 and related modules

SMS Document # 1021370, Rev. 1.0

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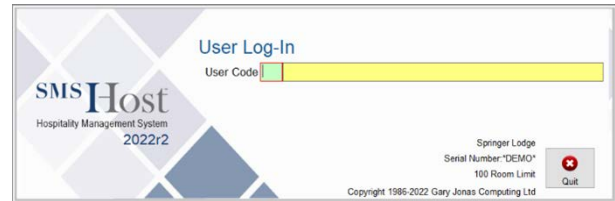
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## Introduction

The SMS | Host 2022r2 Release / Feature Guide summarizes the new features and enhancements included in the 2022r2 release of SMS | Host, SMS | Host modules, SMS | Retail Point-of-Sale, and related interfaces.

The release identifier is visible on the SMS | Host Login screen and appears 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 are available through the [SMS | Host HelpSite](#) and the [SMS Customer Community](#).

The SMS | Host Help Site for 2022r2 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/2022r2>

## SMS | Host 2022r2 Release Highlights

The following is a summary of some of the enhancements included in SMS | Host 2022r2.

- Cancel linked reservations through the Cancellation Manager
- The Golf Rate configuration screen has a new look
- Release group blocks easily based on the group cut-off date
- Book new reservations using guest's past stay preferences
- Quickly view and select owned units and dates during the booking process
- New reports and additional exportable reports available
- Property Snapshot Report is available in the Reports Menu and for batch reporting
- Night Audit Console Tasks for Updating Report Data and Purging Credit Card Details
- Batch close City Ledger and Membership accounts from the Bookkeeping and Audit Menu
- Enhanced Owner Statement (OA-OST9A) includes stored parameters
- Easily update Rack Values and Comp Values by Room Type
- An improved process for managing PDS payments to Owners

Additional information on these and all enhancements in this release appears in the body of this document below.

## Standard SMS | Host Deployment Method

The new standard (local) SMS | Host file execution method will be automatically enabled as part of the update. For non-Terminal Services deployments, with local deployment in effect, SMS | Host program files and executables are copied to each workstation/server to enable SMS | Host to call and execute core system programs on the local machine. 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.

For details, see the [SMS | Host Deployment Guide](#) (SMS document # 1021090).

## SMS | Host System Enhancements

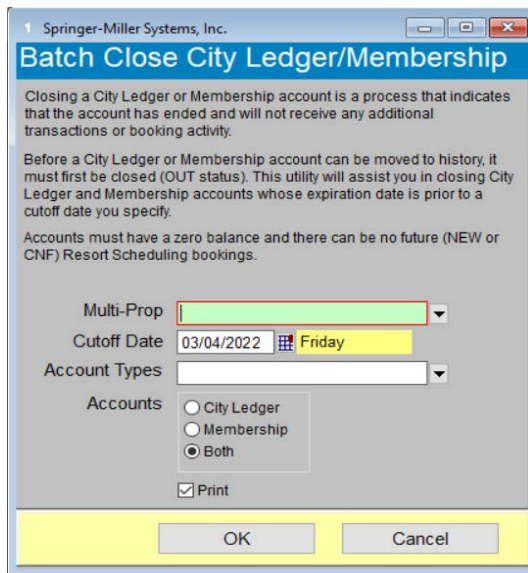
### General Enhancements

#### Batch close City Ledger and Membership accounts from Bookkeeping and Audit Menu

Closing a City Ledger or Membership account is a process that indicates the account has expired and will no longer receive transactions or booking activity. Usually, each account is closed individually. The new Batch Close City Ledger and Membership feature available in 2022r2 will close all zero-dollar accounts that meet specific criteria.

As part of the routine maintenance of your system, you should be performing a Move to History regularly. City Ledger or Membership Accounts must be closed before they can be moved to history.

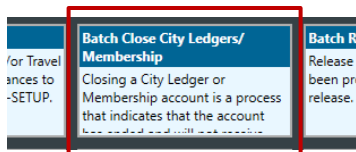
Launch the **Batch Close City Ledger / Membership** process from the Bookkeeping and Audit menu. The process will identify all accounts with end dates on or before your specified date. If that account also meets the Minimum Cut-off retention period setting, has a zero-dollar balance, and has no future New (NEW) or Confirmed (CNF) Resort Scheduling bookings associated with it, it will be closed.



**Note:** A setting in Miscellaneous Rates & Defaults (MR&D) controls how the Minimum Cut-off date is handled when running the utility. The setting is in MR&D menu path F-L-D-2. Valid entries are numbers 1-365, or 0 to indicate any account can be closed (default setting).

#### Add as a Task to the Night Audit Console

When configuring your night audit through the Night Audit Console, you can specify how often you would like to run this process and schedule it accordingly. For example, if you have different needs for Memberships vs City Ledgers, you can add this task to the Night Audit Console routine as many times as is necessary to achieve your system maintenance goals.



## Use SMS|Diplomat to handle Alert & Bulletin events for performance

SMS|Alerts & Bulletins in 2022r2 provides the option to use SMS|Diplomat to monitor selected alert events triggered by an expiration or due date. You may see performance improvements as SMS|Diplomat, rather than SMS|Host system resources when configured. SMS|Diplomat will monitor the following:

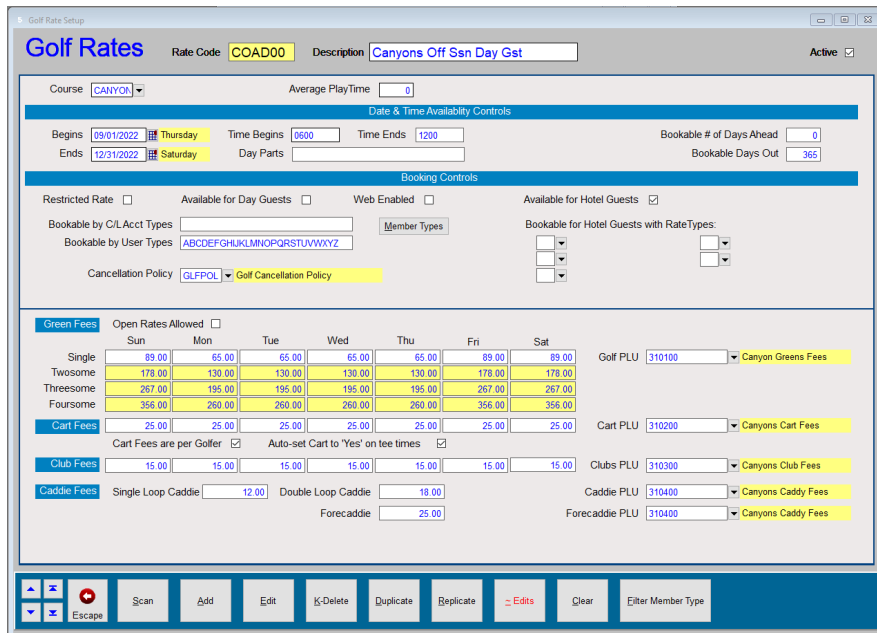
- Work Order Expirations
- Itinerary Expirations
- Work Order and Task Reminders
  - Due Date / Time passed
  - Active Date / Time passed
- Bulletin Escalations

All other alert events will continue to be monitored by SMS|Host.

**Note:** This feature must be specifically enabled in your SMS|Host system by a Springer-Miller Support representative. Once enabled, SMS|Diplomat will automatically begin monitoring the above alert events. No further configuration is needed to take advantage of this enhancement.

## Golf Rate configuration screen has a new look

In 2022r2, you will see significant changes to the layout of the Golf Rate Setup screen. The new user interface provides clarity and simplifies common tasks performed within Golf Rate Setup.



All keyboard shortcuts, sequences, and key combinations have been preserved and will continue to function exactly as they have in recent versions.

## Groups

### Include room type, description, and room number in the Group Export

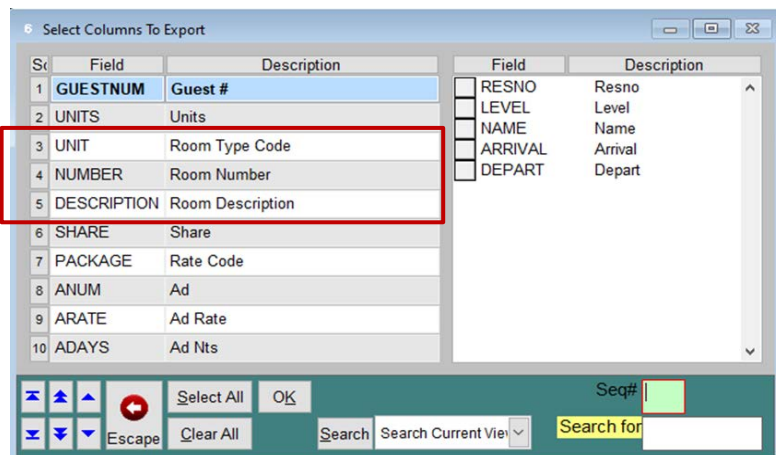
In 2022r2, you can include Room-Type code, Room Type description, and Room Number (if hard-blocked) in the Export.

In previous versions, the Group Export contained one field for a reservation's unit. If the reservation was hard-blocked, the *Unit Number* was displayed. If the reservation was soft-blocked, the *Unit Type* was displayed. The Group Export now enables you to include the room number, the room type, and the room description.

**Note:** If the reservation is soft-blocked and the NUMBER field is selected, that field will be <blank> in the export.

Access the Group Export from **Groups / Group Blocking and Management / Advanced Res Zoom 3 / Export**

### Column Selector



### Export Example

	A	B	C	D	E	F	G	H	I
1	Resno	Level	Name	Arrival	Depart	Room Number	Room Type Code	Room Description	Rate Code
2	10008B	OUT	Martin, Sally	2/19/2016	2/20/2016	B106	B1QM	Big Bear 1 Qn Mtn	GRPL1
3	10008C	OUT	Daniels, Toby	2/19/2016	2/20/2016	B105	B1QM	Big Bear 1 Qn Mtn	GRPL1
4	10008D	OUT	Jackson, Dan	2/19/2016	2/20/2016	B112	B1QM	Big Bear 1 Qn Mtn	GRPL1

### Release group blocks easily based on group cut-off date

This new feature enables the automatic release of group blocks for groups for which a specific release schedule has not been established. Once configured, these groups can be included when the **Batch Auto-Release** process is run without the need to set up a release schedule or manually release blocks.

The Batch Auto-Release may be particularly helpful for organizations that use the Delphi interface. Because Delphi doesn't automatically release blocks in their system, if you use this integration, you will need to manually release the blocks in SMS | Host or set up a release schedule using the new Batch Auto-Release functionality.

Once a default Release Method (i.e. Zero, Pickup) is defined in Miscellaneous Rates & Defaults (under Group Settings 1 path F-L-V-1), and a Cut-off date is defined on Group Tiles, any group that does not have a formal release schedule setup will be included and blocks will be released according to the identified method when the **Batch Auto-Release** is run. The *Automatic Group Releasing Report* will indicate which groups have released blocks and the method used.

For added convenience, the **Batch Auto-Release** process may be added as a task through the Night Audit Console.

For more, see the Automated Release section of the [Group Management: Releasing Blocks topic in the Help Site](#).

## Include Special Billing transactions in the Group Reservation Import

The Group Reservation Import has been enhanced to enable the inclusion of a single Special Billing entry using a Transaction Code, and amount, you specify.

The import is used to quickly upload a list of reservations into SMS | Host. Prior to 2022r2, your only option for attaching a value to the reservations was to include the rate code on the spreadsheet, use the custom rate box or select a rate code during the import process. There has not been a way to include a charge that was not set up as a rate - such as a parking fee. This new functionality provides an efficient way to do so, using a transaction code and amount in the import.

See more on the topic of [Importing Group Reservations in the 2022r2 Help Site](#).

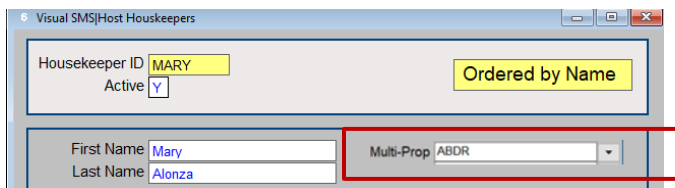
## Housekeeping

### Housekeeper Setup & Access to the Console

Several enhancements simplify access to the console and management tasks for housekeeping.

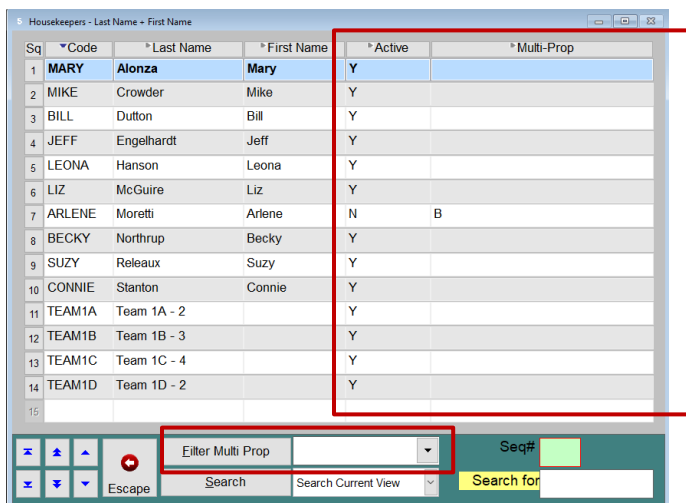
*Housekeepers can now be associated with specific multi-prop(s).*

2022r2 enables you to associate housekeepers with specific multi-properties for organizational / management purposes.



### Scan lists display active and multi-prop fields

Housekeeper scan lists now display the **Active** field and the **Multi-Prop** field, which can be filtered both in set up and when assigning Housekeepers to zones on the Console.

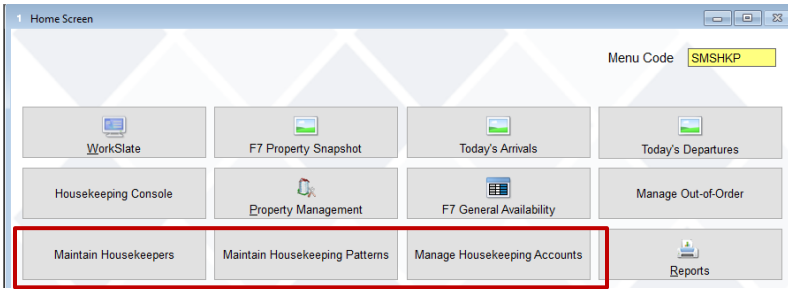




### Three new Housekeeping activities available through Role-Based Menus

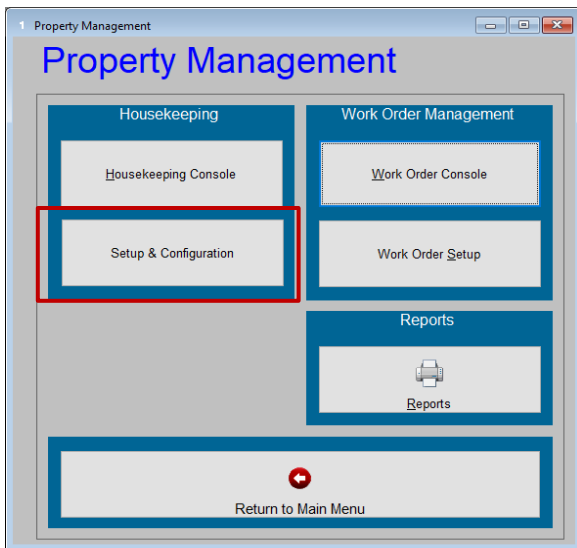
These buttons may be added to your SMS | Host role-based menus (Homescreens) in 2022r2:

- Maintain Housekeepers – Access to tools to manage the setup of housekeepers and teams
- Maintain Housekeeping Patterns – Access to housekeeping patterns configuration
- Manage Housekeeping Accountings – Access to the housekeeper's accounts



### Housekeeping Setup & Configuration accessible from the Property Management menu

Access to the Setup & Configuration for housekeeping has been moved from the character configuration screens (F-Z) to the SMS | Host main menu system (as shown below).

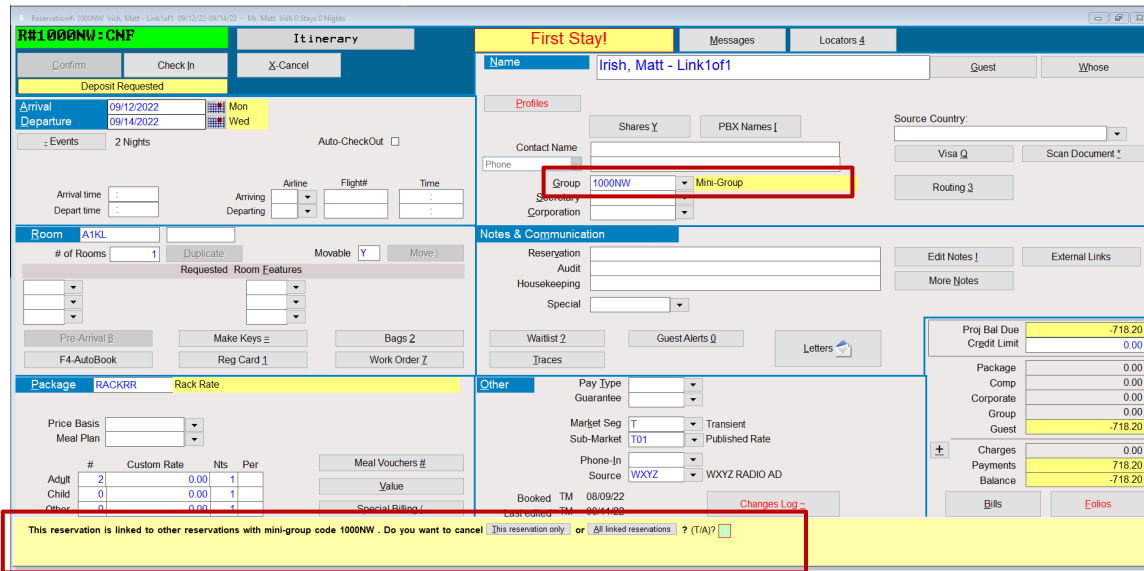


# Reservations

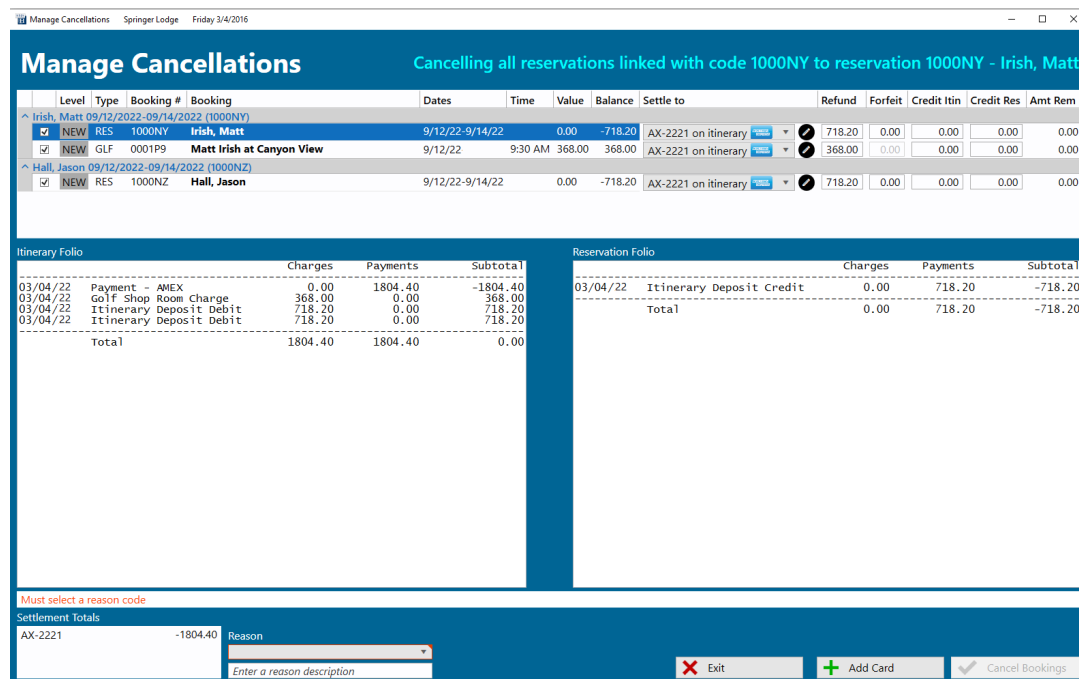
## Cancel linked reservations using the Manage Cancellations screen

As part of our continued efforts to improve the handling of cancellations using the new Manage Cancellations screen introduced in 2022r1, we've added the ability to cancel reservations linked together via a Mini-Group. A Mini-Group is automatically created when you duplicate reservations.

When you select the **X-Cancel** button from a reservation that is part of a Mini-Group, you will be prompted to select whether you wish to cancel the current reservation only, or all linked reservations.



Selecting **All Reservations** will list all reservations that are linked together including any resort scheduling bookings associated with the reservation.



## New view available in Booking Center & Rate Calculator

New columns in Info View option, "U", are now available in both the F5-Rate Calculator and the Booking Center to display the total charges, total tax, total gratuities, and the total value of the stay for each available Rate Code.

### Rate Calculator

There are settings in Miscellaneous Rates and Defaults / Rates and Packages / Rate Calculator Settings (menu path F-L-U-3) that determine whether taxes and gratuities are included in quoted rates. If taxes or gratuities are not included in quoted rates, their values will not appear in this view.

- F5-Rate Calculator includes Taxes in quoted Rates (Y/N)? **Y**
- F5-Rate Calculator includes Gratuities in quoted Rates (Y/N)? **Y**

**Rate Calculator**

Arrive: 09/01/2023 (Friday) | Depart: 09/03/2023 (Sunday) | Ad/Ch/Ot: 2 | 0 | 0 | Multi-Prop: 2 Night(s)

Sl	Code	Description	Room Type	Charges	Total Tax	Total Grat	Total
1	AAA	AAA (Rack-10% Derived)	A1KM	846.00	93.06	42.30	981.36
2	AARP	AARP (Derived Seasonal)	A1KM	846.00	93.06	42.30	981.36
3	4THFRE	4th Night Free (Derived)	A1KM	940.00	103.40	47.00	1090.40
4	MIDWKD	Midweek Discount (Derive)	A1KM	940.00	103.40	47.00	1090.40
5	DISCTP	Suites (-15% Derived)	A1KM	294.00	32.34	14.70	341.04
6	DISCST	Suites (-15% Derived)	A1KM	420.00	46.20	21.00	487.20

Restrictions: Restrictions ON | Screen U

### Booking Center

Guest Room | Resort Scheduling | Tee Times | Dining | Vendor Activity | Booking Info | Display Cancelled Bookings

Arrive: 09/01/2023 (Friday) | Depart: 09/03/2023 (Sunday) | Ad/Ch/Ot: 2 | 0 | 0 | Multi-Prop: 2 Night(s)

Code	Description	Room Type	Charges	Total Tax	Total Grat	Total
AAA	AAA (Rack-10% Derived)	A1KM	846.00	93.06	42.30	981.36
AARP	AARP (Derived Seasonal)	A1KM	846.00	93.06	42.30	981.36
4THFRE	4th Night Free (Derived)	A1KM	940.00	103.40	47.00	1090.40
MIDWKD	Midweek Discount (Derive)	A1KM	940.00	103.40	47.00	1090.40
DISCTP	Suites (-15% Derived)	A1KM	940.00	103.40	47.00	1090.40
DISCST	Suites (-15% Derived)	A1KM	940.00	103.40	47.00	1090.40
RACKRR	Rack Rate	A1KM	940.00	103.40	47.00	1090.40
PKG501	Golf Escape Package	A1KM	1149.00	51.49	0.00	1199.49

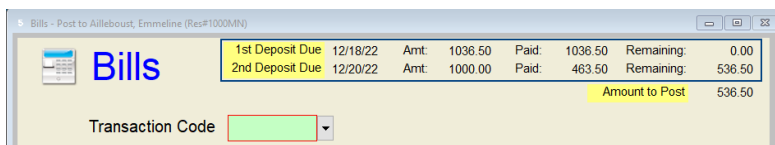
Processed 20 Rates | Restrictions ON | Quotes | Get Next 20 Rates

## Display required amounts in Bills during check-in or reservation confirmation

Two occasions on which payments are commonly posted to a Reservation folio are during the Confirmation process and upon arrival when checking in. The amount required may have a bearing on the method of payment chosen by a Guest. Beginning with this release, the amount to be posted will immediately display within the (B)ills command window before the selection of the transaction code, enabling the Guest to be informed and determine their preferred form of payment.

There are two circumstances in which an amount to be posted will be advised in this manner:

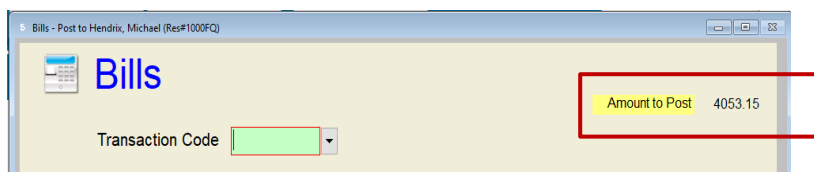
- 1) When **(C)onfirming** a reservation, the **(B)ills** screen will automatically open prompting for a payment Transaction Code. The 1<sup>st</sup> and 2<sup>nd</sup> Deposit amounts, if required, will be displayed at the top of the window. The due dates for each will be shown with their requested amounts. Any previously posted credits will be shown to reduce the remaining balance due.



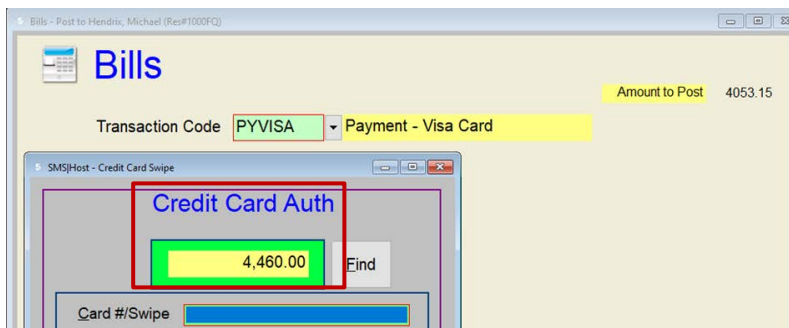
When advance payments are posted to a reservation, they will display as **Paid** and deduct from the 1<sup>st</sup> deposit due amount first. If more than the requested amount has been posted, it will appear as the **Paid** amount toward the 2<sup>nd</sup> deposit. The **Amount to Post** will always be the sum of the Remaining amounts from the Reservation's Deposits.

Note that, if a Deposit Due date has passed, the text will appear in red: 1st Deposit Due

- 2) During the Check-(I)n process, the (B)ills screen will again automatically display and prompt for a payment Transaction Code. The **Amount to Post** shown in the upper right corner will reflect the Projected Guest Balance Due being the remaining difference between the Total Reservation Value and the total payments posted to date.



Suppose a credit card Transaction Code is entered for payment. In that case, it is at that point that an authorization total will be displayed based on the Amount to Post plus the configured calculation for estimated coverage of incidentals.



## Book new reservations using guest's past stay preferences

SMS | Host enables the capture and retention of information about Guest's preferences and their lodging bookings. This enhancement to both the F5-Rate Calculator and the Booking Center facilitates the integration of this information into the booking process for future stays. For example, a reservationist can now easily access and use relevant details from all Active and Historical reservations, as well as, Profile lodging preferences linked to a Guest Tile for which they are making a booking. An additional aspect provides the ability to capture data from a current booking session and store them in the Profile.

A **Get Preferences** button now appears on the button bar in the F5-Rate Calculator and the Booking Center. This button is available when the F5-Rate Calculator or Booking Center is accessed from a Guest Tile with at least one existing reservation, and the Profile Reservation Tab has populated values.

When the **Get Preferences** button is selected, a Scan list is presented of the Guest's lodging records. Selecting a record from the scan list will update the F5-Rate Calculator filter with the noted values from the selected record.

Reservations linked to the originating Guest Tile will be displayed as individual records in this scan list, including those for future dates and in history. A Guest's Reservation preferences from their Profile also appear on the top line if those have been saved on the Guest Profile (Reservations tab).

Sl	Multi Prop	Type	Unit	Features	Mrkt	Sub-Mrkt	Res #	Level	Stay Dates	A/C/O	ADR	Res Subtotal
1	A	A1KL		AE LV	T	T01	PROFILE				0.00	0.00
2	A	A1KL	A208	AE LV	T	T05	1000JU	CNF	10/13/23 - 10/15/23	2/0/0	324.69	558.00
3	A	A1KL	A210		T	T01	10008T	OUT	08/18/23 - 08/23/23	2/1/0	707.70	3,316.00
4	A	A1KL	A206		T	T02	100059	OUT	08/07/23 - 08/11/23	1/0/0	0.00	0.00
5	A	A1KL	A206		T	T02	100052	OUT	08/07/23 - 08/11/23	1/0/0	474.71	1,724.00
6	D	D1KL	D103		T	T01	1000A1	OUT	07/23/23 - 07/30/23	2/0/0	676.24	4,170.00
7												
8												
9												
10												

Control Bar:  Include Unit,  Include ADR as Minimum Amount Filter, Search, Search Current View, Seq#, Search for

Selecting a record from the list will populate the fields as filters in the booking screen. Two check boxes at the bottom of the screen enable additional data to be used as filters in creating the new booking.

Selecting to "Include ADR as Minimum Amount Filter" will set the rate search's Amount filter to the ADR from the selected reservation, thereby allowing you to search for rates that are at least equal to the Rate the Guest paid on the previous stay. You can set the default for this checkbox in MR&D (path F-L-U-3)

### Default F5-Preference Selection to include Average Daily Revenue (Y/N)?

Additionally, a new **Save Preferences** function in the F5-Rate Calculator and Booking Center enables filters from the booking screen to be added to the Guest's Reservations preferences tab in their Profile or create a Profile if one does not already exist.

## Departure Time modifications recorded in the Reservations Change Log

The Reservations Change Log (~ Edits) now records edits made to a Reservation's **Departure Time**.

You are now able to track edits made to a Reservation's **Departure Time** field, useful in determining, for example, who granted a late check-out and when granted.

Date	Time	Op	Activity	Workstation ID
12/06/2022	15:13	SY	Departure Time:13:00=>15:00	STEPHANIECU-LT2

## Owner Management

### Owner / Former Owner button on Guest Tile

In 2022r2, when there are no active Owner contracts linked to a Guest Tile, the **Owner** button will be re-labeled to indicate it is a **Former Owner**.

The screenshot shows the Guest Tile interface for Hannah Adermann. The 'Former Owner' button is highlighted with a red box. The interface includes fields for personal information, contact details, and reservation history.

An active contract is one with a status of PND, SUS, or OWN. From an owner contract, you can sell the unit to another guest, close the contract, or cancel the contract. When one of these events occurs, the contract is no longer considered "Active," and the **Owner** button will be re-labeled as **Former Owner**.

Any contract with a status of KCK, CAN, SLD, REW, UPG, FRC or CLS is considered inactive and will result in the Owner button labeled "**Former Owner**".

Should a **Former Owner** purchase a new unit, the button will be re-labeled as **Owner** again.

## Enhanced Owner Statement (OA-OST9A)

The most widely used Owner Statement, OA-OST9A, has received an initial makeover in the 2022r2 release. The statement has been enhanced to enable preset parameters stored in multiple permutations, similar to an SMS | Host report. In addition, there is a new optional Rental Activity section, expanded flexibility in the Occupancy Summary, and the entire statement reflects the exact dates of Fixed Fractional Ownership and mid-period sales.

If your organization is currently using a different Owner statement, particularly if it is not generated directly from SMS | Host, please speak with your SMS Account Manager and ask to arrange a conversation with one of our subject matter experts to discuss how both you, and your Owners, might benefit from an integrated statement archive with access via the WorldNXT Owner Portal.

Enhancements made to the statement include the following:

- The name has been changed to "**Configurable Format**" when it is launched from its usual location on the Reports Menu (R-R-3-A-7).
- The statement has been enhanced so that parameter presets can be saved and recalled just like a report. Multiple permutations can be added to a Batch to speed up final production for publication. The same can be done for the initial "*proforma*" run, and that Report Batch could then be set up as a monthly Task in the Night Audit console.
- The sequence and content of parameters has been enhanced. We recommend that you run through the new format a few times in an SMS | Host Demo System to familiarize yourself with the sequence before creating preset parameters in your production system.
- A new optional Rental Activity section displays the summarized details of the reservations impacting the statement for the period. Reservations that arrived earlier or stayed later than the beginning or end of the period will only print the stay dates that fall in the statement periods, thereby matching posted revenue.

RENTAL ACTIVITY							
Resno	Arrival	Depart	Unit	Market		Nights	Amount
10003L	08/01/23	08/05/23	B101	T - Transient		4	1962.00
1000CR	08/07/23	08/11/23	B101	T - Transient		4	1944.00
1000GT	08/12/23	08/14/23	B101	O - Owner		2	0.00
1000C3	08/14/23	08/16/23	B101	T - Transient		2	1080.00
100081	08/21/23	08/26/23	B101	T - Transient		5	2720.00

- The optional Occupancy and Revenue Summaries now reflect the fixed ownership dates associated with the contract.

## View and select owned units and dates during the booking process

Owners' unit numbers and booking permission settings are now visible in the F5-Rate Calculator and the Booking Center during the owner-stay booking process.

An **Owned Units** button is available in the Rate Calculator and Booking Center when booking for an owner (from the Owner's Guest Tile or using the Booking Center with an Owner selected as the Guest).

### F5-Rate Calculator

The screenshot shows the 'Rate Calculator' window. At the top, it displays 'Arrive 11/17/22 Thursday' and 'Depart 11/19/2022 Saturday' for a '2 Night(s)' stay. The 'Owned Units' button is located in the middle section, highlighted with a red box. Other fields include 'Ad/Ch/Ot' (2, 0, 0), 'Market' (CRES Prop), 'Sub-Market' (Home), 'Pkg/Rate', 'Rate/Pkg', 'Rate Group', and 'Meals'.

### Booking Center

The screenshot shows the 'Booking Center' window. It displays the same arrival and departure dates as the Rate Calculator. The 'Owned Units' button is highlighted with a red box. Other fields include 'Ad/Ch/Ot' (2, 0, 0), 'CRES Prop' (000000), 'Home', 'Type', 'Unit', 'Units' (1), 'Requests', 'Corporation', 'Secretary', 'Group', 'Travel Agent', 'MultiProp', 'Meals', 'Rate/Pkg', 'Rate Group', and 'Category'.

The new **Owned Units** screen displays important information about an Owner's Inventory including the units they own, their intervals (i.e. token types) and their related dates of ownership – *particularly* helpful for Fixed Fractional inventory. Filters can help to focus on the availability of the Owner's specific unit and type for their periods of use. From this screen, a reservationist can select the unit number or a fractional interval to speed up the booking process.

The screenshot shows the 'Owned Units' window. It has three filter sections on the left: 'Unit Filter', 'Interval Type Filter', and 'Date Filter'. The main area is a table titled 'Select Interval To Book Reservation'.

Arrival	Departure	Unit	Type	Int	Book	Type Avl	Rm Avl
09/22/2021	09/29/23	D101	D1KL	QT1	Y	Y	Y
10/20/23	10/27/23	D101	D1KL	QT1	Y	Y	Y
11/17/23	11/24/23	D101	D1KL	QT1	Y	N	N
12/15/23	12/22/23	D101	D1KL	QT1	Y	Y	Y
09/08/23	09/15/23	D113	D1QL	QT3	Y	Y	Y
10/06/23	10/13/23	D113	D1QL	QT3	Y	Y	Y
11/03/23	11/10/23	D113	D1QL	QT3	Y	Y	Y
12/01/23	12/08/23	D113	D1QL	QT3	Y	Y	Y
12/29/23	01/05/24	D113	D1QL	QT3	Y	Y	Y
09/01/23	01/01/24	B111	B1QM	QWO	N	-	-

At the bottom, there are buttons for 'Book Unit', 'Book Interval', and 'Cancel'.

For more information, see the [Owner Reservations topic in the Help Site](#).



## Managing PDS payments to Owners

2022r2 includes a configuration option to control whether or not voided checks will print for Owner PDS (Payment Distribution Service) payments. With this new setting, consuming a check number is no longer necessary, which eliminates issues when using prenumbered check stock. In addition, the Owner Check Register offers options to only print checks, PDS payments, or both.

A new Miscellaneous Rates and Defaults setting has been added to **Owner Accounting Settings 3** (F-L-R-3) that states, "**Print Voided Checks for PDS Payments? (Y/N)**". This setting affects Owner checks run via Reports / Miscellaneous 1 / Owner Payments / Owner Checks (R-R-3-B-C).

- When this is set to **No**, voided checks for Owners configured for PDS payment will no longer be printed. In addition, the description of the posted payment will be "PDS Payment".
- When this is set to **Yes**, a voided check will continue to print and consume a check number for Owners configured for PDS payments. Additionally, the description of the posted payment will be "PDS Check #xxxx", indicating that the printed check was for a PDS account and, by definition, void.

The Owner Check Register presents a new prompt that enables you to print **Only Checks**, **Only PDS Payments**, or **Both**. Run via Reports / Miscellaneous 1 / Check Register (R-R-3-X).

When printed for **Both**, the Check Register will print and total the checks and PDS payments separately and then recap the totals at the bottom:

```

Check Total for Period -----> $ 100380.70
PDS Total for Period -----> $ 14667.62
Grand Total for Period -----> $ 115048.32

```

## Batch Update Owner Statement Delivery Preference

The new Owner Contracts screen, introduced in the 2022r1 release, contains fields to identify an Owner's preferred method for receiving Statements and <sup>SMS</sup>Work Order Invoices: via **Print**, **Email**, or a link to the WorldNXT Owner's **Portal**. 2022r2 includes an option to easily update those settings in a batch process rather than individually.

The **Batch Update Owner Statement Delivery** option enables you to update Owner Contracts to one of the three available statement delivery preference options based on eligibility requirements.

For more information, see the [Batch Update Statement Delivery Preferences topic in the Help Site](#).

## Reporting

### New Reports Available

#### Property Snapshot Report (R-R-4-Y)

The Snapshot screen has long offered a **(P)rint** option that converts the screen into a convenient report. The Property Snapshot report is now available in the Reports menu Statistics folder (R-R-4-Y) and can be included in report batches.

The report presents three filter options:

- Enter Property codes for report, blank for all (if configured for Multi-Property)
- Enter Rental Program codes, blank for all
- Enter Room Type categories, blank for all

#### Revenue and Tax Summary Report (R-R-2-G-R)

The Revenue and Tax Summary Report (R-R-2-G-R) summarizes Net Amounts, individual Taxes and Total Tax per Transaction Code for a date range in an easy-to-read format. This will be new to US properties as running this report has previously required the Tax Invoicing function to be engaged (used primarily outside of the US).

This Revenue and Tax Summary Report provides a summary by Transaction posting date. Postings may be summarized by Revenue Department and can include a detailed breakdown of the taxes by Tax Transaction Code.

### Enhanced Reports

#### Complimentary Reservations (R-R-1-M) and Complimentary Rooms Reports (R-R-1-N)

In 2022r2, you have the option to filter the Complimentary Reservations (R-R-1-M), and Complimentary Rooms (R-R-1-N) reports to enable you to include only the room revenue portion of a reservation when determining which reservations are considered Complimentary.

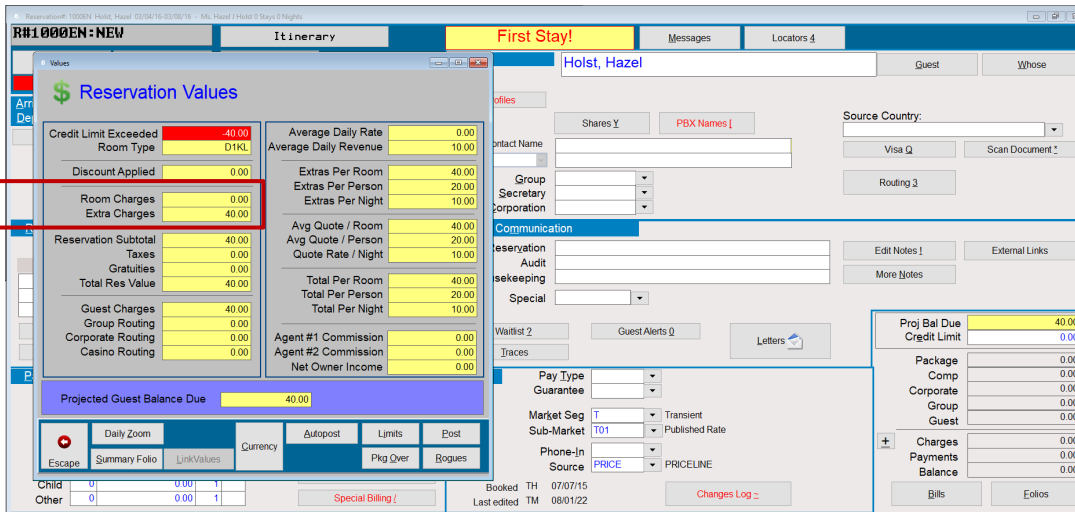
When running these reports, you can filter based on a Complimentary Market Segment or Zero Value Rooms. If you select **Zero Value Rooms**, you have the option: **Exclude bookings with scheduled Extra Charges (Y/N)**

- When **Yes** is selected, the report will only display bookings with a **Total Value** of \$0.00. If any charges appear in the **Extra Charges** field within the Reservation Value screen, the reservation will be excluded.
- When **No** is selected, the report will include reservations with a **Room Revenue** value of \$0.00. This includes reservations with charges that appear in the **Extra Charges** field within the Reservation Value screen.

#### Exclude Extra Charges = (N)o

In the example below, Hazel Holst is an Owner, so the room value is \$0.00; however, there is a daily cleaning charge scheduled within Special Billing, so the total value of their reservation is no longer \$0.00. By indicating **No** to the *Exclude bookings with schedule Extra Charges* prompt, we can see that we have two reservations arriving in the next week that qualify as Complimentary reservations.

Guest#	Resno#	Name	People	BookDate	Arrive	Depart	LEV	Meal	Room	Reservation Notes	Audit Notes
1000GQ	1000EJ	King, Adam	2	07/07/22	03/04/23	03/10/23	NEW		D105		
1000E8	1000EN	Holst, Hazel	2	10/03/22	03/04/23	03/08/23	NEW		D104		
Total Reservations:			2	4							



**Exclude Extra Charges = (Y)es**

When this same report is run to exclude reservations with scheduled Extra Charges, it displays just a single reservation.

Guest#	Resno#	Name	People	BookDate	Arrive	Depart	LEV	Meal	Room	Reservation Notes	Audit Notes
1000GQ	1000EJ	King, Adam	2	07/07/22	03/04/23	03/10/23	NEW		D105		
Total Reservations:			1		2						

**Enhanced Batch Posting Forecast Report (R-R-9-A)**

The Batch Posting Forecast report has been enhanced, added to the reports menu, and made available for batch reporting. The Batch Posting Forecast report can now be found in the Rates folder within the reports menu (R-R-9-A).

- A CSV export file is automatically created using a standardized naming convention that incorporates the name of the report, the date and time it is generated, and the User ID of the person who ran it.
  - In addition to the CSV file, as separate text document is created containing the parameter selections used to generate the file
- You can select a date range of reservations to be included
- You can select the specific Reservation Levels to be included

**Exportable Reports**

In 2022r2, we have continued to add the option to export report contents as a .CSV file to a growing selection of reports. When you choose to export, you will select the folder location where you would like the file stored. The default is **\Hostplus\Export** but you can change this before saving the parameters.

- Out-of-Order Listing (R-R-1-I-1)
- In-House Rates Report (R-R-1-D-R)
- Daily Revenue Report (R-R-2-N)
- Daily G/L Report (R-R-2-I-G)
- Brief Mailing List (R-R-3-P-B)
- Comprehensive Mailing List (R-R-3-P-C)
- Owner Standard Summary (R-R-3-F-S)

**Note:** When opening CSV exports from SMS | Host in Microsoft® Excel™, we recommend that you import the CSV rather than double-click to open it directly. Importing the CSV ensures format compatibility with Excel.

To import the CSV, open Excel and open a blank Worksheet. Next, select **Data** from the top menu, select **Get Data**, then select **From File**, and **Text/CSV**, then browse and open the CSV file.

## Night Audit

SMS | Host 2022r2 continues to add functionality to support and streamline your night audit and end-of-day processes.

The Night Audit Console, introduced in 2021r1, enables you to configure your night audit before running it and can significantly simplify your night audit and end-of-day processes. Before running your night audit for the first time, you will go through an SMS | Host night audit setup process to configure your custom audit. The setup process includes identifying and sequencing individual night audit tasks that will be performed during your audit. When fully configured, your night auditor will not need to launch maintenance tasks individually or make procedural decisions at run-time. For more on Night Audit Console functionality in 2022r2, see the [Night Audit Setup topic in the Help Site](#).

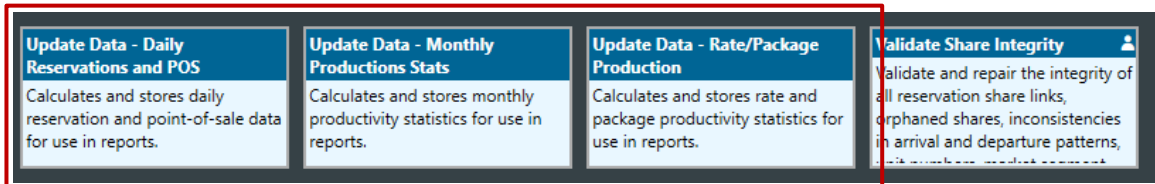
### Configurable Night Audit Tasks introduced in 2022r2

We will continue to roll out new, configurable tasks for you to integrate into your Night Audit processes through the Night Audit Console. The tasks added in the 2022r2 release are detailed below.

#### Update Report Data during Night Audit

You can now configure several Update Report Data tasks to run as part of your nightly audit through the Night Audit Console. These are options that are currently found in **Reports / Update Report Data** and include **Rate/Package Production Data, Monthly Production Statistics, and Daily Reservation and POS** data.

These tasks can be added to your night audit processes and configured through the Night Audit console.



As part of this enhancement, Revenue and Occupancy Budgets will be disabled during the upgrade. Disabling Revenue and Occupancy Budgets can significantly reduce the processing time of these tasks during your night audit. If your property maintains Revenue and Occupancy Budgets in SMS | Host, this can be re-enabled anytime through Miscellaneous Rates and Default setting (System and General Settings 3. Path: F-L-E-5) "**Enable Revenue and Occupancy Budgets?**".

#### Credit Card Maintenance during Night Audit

The ability to Purge Credit Card Details, previously only offered as a manual process located on the System Maintenance menu, is now available as a Task in Night Audit Setup that can be configured to run in the Night Audit console. This function remains available as a manual feature in the original location.

The process will delete old credit card token data based on the configured data retention policy set up in Character SMS | Host (menu path F,L,E,4).

**Note:** The manually run **Purge Credit Card Details** in System Maintenance requires the user to confirm that a verified backup has been made before running the process and understands that the option is not reversible. SMS | Host skips this confirmation step and assumes an affirmative answer to both when run as a task through the Night Audit console. Please make sure that you have run your backup prior to running this task.

## System Administration

### Update Rack Values and Comp Values by Room Type

The process for setting up Rack Rate/Comp Values has been enhanced in this release to create them by Unit Type rather than Unit Number. Rack Rate Values are used by the Rate Variance Report (R-R-1-L-V) for comparison with actual posted rates, and Comp Values are employed by the Posted Revenue with (Z)ero Rated Room unit usage/rotation format. Because they are used in this reporting, these values should be created and scheduled for all owned units. It is particularly critical for the rotation format to have Comp Values exist for all owned Units covering every date as far ahead as bookings can be accepted.

For properties without Owner Fulfillment, Rack Value setup is located via character path F,B,R, while Owner properties will access it from Owner Management / Owner Operations / Rack Rate Value Setup. This enhancement applies to both screens enabling the entry of a Unit Type and its related Value for a Date Range. The system will then propagate that setup to all Units of that Type.

```

RACK RATE VALUE                               Friday 09/01/23      User - RD
-----
Begin Date : 01/01/71 (Friday  )
End Date   : 01/02/71 (Saturday)
-----
Unit/Suite # : ██████████
Unit Type    :
Availability :
Rental Unit  :
Rental Program :
Room Category :
-----
Rack Value  : ██████████ 0.00
Unit Factor : ██████████ 0.0000
Comp Value  : ██████████ 0.00
-----
↑ <Home>   (F)ind | (A)dd | (D)elete | (H)elp |
↓ <End>    (S)can | (E)dit | (U)ndelete | (R)eplicate |      <Esc> █

```

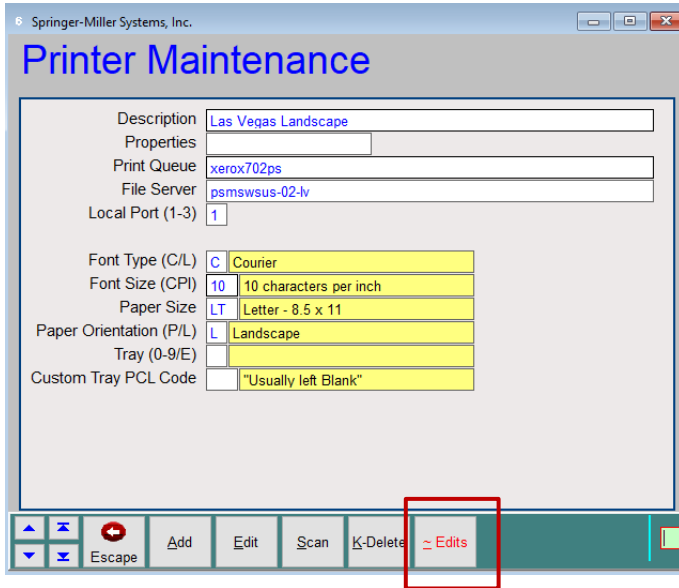
See more on the topic of [Configuring Rack Rates and Comp Values in the 2022r2 Help Site](#).

### Change-Log entries displayed in order of newest-to-oldest

Configuration Change Logs (~ Edits) will list all entries in the newest-to-oldest date order by default.

## Track Printer Configuration modifications to the Configuration Change Log

A log has been added to the Printer Maintenance screen to track changes made to all form fields. Change log information is available through the ~Edits button on the form.

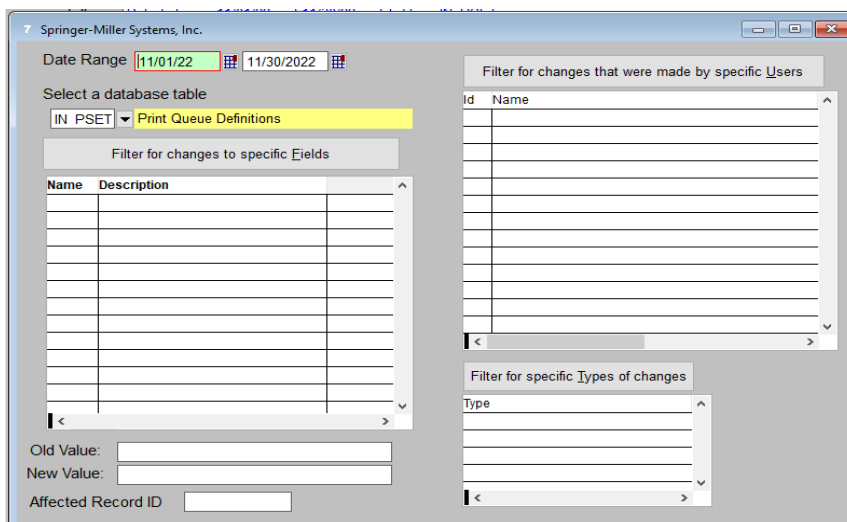


Selecting the ~Edits button presents the change entries for the selected printer.

Sc	Date	Time	User	Type	Field	Old Value	New Value	Workstation ID	Key Value
1	11/30/2022	12:31:25	SY	Update	QUEUE	xerox5150ps	xerox702ps	HERSHAWJ-LT	XEROX702PS LAS VEGAS LANDSCAF
2	11/30/2022	12:33:18	SY	Update	FONTSIZE	10	12	HERSHAWJ-LT	XEROX702PS LAS VEGAS LANDSCAF
3	11/30/2022	12:33:18	SY	Update	FONTTYPE	C	L	HERSHAWJ-LT	XEROX702PS LAS VEGAS LANDSCAF
4	11/30/2022	12:33:18	SY	Update	PAPERSIZE	LT	A4	HERSHAWJ-LT	XEROX702PS LAS VEGAS LANDSCAF
5									
6									

## Viewing Printer modifications through the SMS|Host system Configuration Change Logs

These changes can also be viewed for all printers at once using the Configuration Change Logs – Non-User. This may be accessed via **Configuration -> Configuration Change Logs – Non-User**.



Configuration Change Detail - By Table

### Configuration Change Log

Filter: Date between 11/29/22 and 11/30/22 and Table is IN\_PSET

Sq	Table	Key	Date	Time	Op	Type	Computer	Field	Field Desc	Old Value	New Value
1	IN_PSET	TEST	11/30/22	12:26	SY	Update	HERSHAWJL	FORMFEED	DOS - Send form feed (Y/N)		N
2	IN_PSET	TEST	11/30/22	12:26	SY	Update	HERSHAWJL	LOCALPORT	DOS - LPT number (1-3)		1
3	IN_PSET	TEST	11/30/22	12:26	SY	Update	HERSHAWJL	ORIENT	Paper Orientation 'L, landscap		P
4	IN_PSET	TEST	11/30/22	12:26	SY	Update	HERSHAWJL	PAPERSIZE	Paper size		LT
5	IN_PSET	TEST	11/30/22	12:26	SY	Update	HERSHAWJL	PRPS	Multi-Property code		ABC
6	IN_PSET	TEST	11/30/22	12:26	SY	Update	HERSHAWJL	SERVER	DOS - File Server name		abc
7	IN_PSET	TEST	11/30/22	12:26	SY	Update	HERSHAWJL	TRAYNUMBEF	Printer Tray number (E,0-3)		1
8	IN_PSET	XEROX702PS	11/30/22	12:31	SY	Update	HERSHAWJL	QUEUE	Queue name	xerox510ps	xerox702ps
9	IN_PSET	XEROX702PS	11/30/22	12:33	SY	Update	HERSHAWJL	FONTSIZE	Characters per inch	10	12
10	IN_PSET	XEROX702PS	11/30/22	12:33	SY	Update	HERSHAWJL	FONTTYPE	Font type	C	L
11	IN_PSET	XEROX702PS	11/30/22	12:33	SY	Update	HERSHAWJL	PAPERSIZE	Paper size	LT	A4
12											
13											

## Logging of unit changes in Rates & Packages

A Change Log has been added to the Properties and Room Types tab of Rate Settings when configuring Rates and Packages. It tracks the addition and/or removal of Room Types from a Rate Code, as well as when the changes were made and who made them. Selecting a particular entry displays a before & after listing of the Room Types authorized for the Rate.

The log is available via menu path: **Configuration / Rates and Packages / Rates Settings / Properties and Room Types**

Rate Code: LOSRR | Description: > 5 Night Stay Discount | Rate Group: AAC

Rate Class:  Rate  Package | Rate Type (golf): [ ] |  BAR - Best Available Rate

Rate Settings | Pricing Details

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

### Room Types

Type	Description	Max PP	Feature
A1KL	Aspens King Lake	0	
A1KM	Aspens King Mtn	0	
A1KMC	Aspens King Mtn Cn	0	
A1QL	Aspens Queen Lake	0	
BTKM	Big Bear 1 King Mtn	0	

Locations Allowed: Multi-Property [ ] | Specific Room #: [ ]

Add / Remove | **Change Log**

Change Log of Room Type

Sq	Date Logged	User
1	12/12/22 15:05:54	RD
2	12/12/22 15:02:37	RD
3		
4		
5		
6		
7		
8		
9		
10		

## SMS|Host Interfaces

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### Updates to Currently Supported Interfaces

#### Prevent suites from being used in Channel Manager

Unlike regular rooms, suite types must be thought of in relationship to their 'Potential' rather than in terms of actual availability. Third-party distribution systems often do not have this same concept of suite availability. You can now ask your SMS|Host Support representative to disable the display of suite types in the channel manager, preventing users from publishing these room types to systems with incompatible suite availability logic. Contact SMS Support if you wish to exclude the display of suite types in the Channel Manager screen.

#### SMS|Diplomat ID of external spa system now supports 3 digits in MR&D

The system id setting "**sms|Diplomat system ID of external Spa system**" used by Diplomat to link sms|Host with an external Spa system has been expanded from two to three characters in length to accommodate longer internal system ids.

The system ID setting is in the SMS|Host character-based configuration screens. The menu path is; **Setup /Installation, Misc. Rates/Defaults, Interfaces/Integrations, External Product Interfaces, Other (F,L,G,3,2).**

### Secure Data Extract (SDE) and Scheduled File Exports (SFE)

#### New Secure Data Extract (SDE) Exports available

Springer-Miller Systems' Secure Data Extract (SDE) provides a framework to support automated, schedulable, one-way data exports from the SMS|Host PMS to complimentary hospitality systems.

Acting as a protective gateway to your system, the SDE facilitates rapid, reliable and more frequent access to the data that hospitality product vendors need in order to provide services to you and your guests. Utilizing a custom profile for each vendor, the SDE targets the databases they require and tracks all changes compressing, encrypting and transporting them automatically via a secure channel on a scheduled basis.

By employing Springer-Miller's SDE, you may gain the following benefits:

- **Security:** increase security through the elimination of direct and uncontrolled external access to SMS|Host
- **Protection:** sensitive data are removed prior to export while encryption in transmission complies with data privacy requirements
- **Reliability:** consistent and dependable delivery of data
- **Automation:** fully autonomous processing means no manual intervention
- **Speed:** much smaller data feeds result in much shorter transmission periods
- **Frequency:** smaller extracts create the potential for greater frequency of exports
- **Economy:** the SDE supports multiple vendor exports from a single process
- **Performance Safeguard:** reliance on a sanctioned export protects against unintended performance degradation

SDE Exports are now available for installation with the following vendors:

- **Inntopia** – Business Intelligence/Marketing Cloud
- **Ascent360** – Customer Experience Management
- **Zingle** – Text Messaging
- **Key Data Dashboard** – Business Intelligence



- **Akia** – Text Messaging
- **Revinat**e – Marketing
- **HAPI Cloud/HotelIQ** – Business Intelligence
- **Guestfolio** – Customer Relationship Management
- **eConnectivity/eInsight** – Customer Relationship Management
- **Revintel** – Business Intelligence
- **Datavision** – Business Intelligence
- **Qualitelis (for *Relais et Chateaux*)** – Guest Relations
- **IN\_Gauge** – Business Intelligence
- ✓ **Focal Revenue** – Marketing
- ✓ **Alpha Resort Technologies (RFIDAWARE)** – Access Control Software
- ✓ **Kalibri Labs (HummingbirdPXM)** – BI/Revenue Analysis
- ✓ **ClubUp** – Caddie Management

Note: Interfaces validated since the last release and being introduced with SMS | Host 2022r1 are prefaced with a checkmark symbol above.

### New Scheduled Files Exports (SFE) are available

Our Scheduled File Export (SFE) supports automated, schedulable, one-way exports of data in a CSV format from the SMS | Host PMS.

Utilizing a flexibly configured scheduler, files designated for transport, either by naming convention or specific location, will be automatically forwarded to a validated set of SFTP credentials at the destination. This transmission mechanism accommodates the CSV export of a report, the output of a utility that has been run in the PMS or a file manually placed in a location for external transport.

SFE's are the perfect choice for use with the expanding selection of CSV-option reports. The contents of the Back Office Interface are also supported and can be supplemented with reporting to provide transaction details (e.g. Enhanced Transaction Analysis) or operational statistics (e.g. Daily Management Summary Report).

The following vendors are currently using SFE's in various capacities:

- ✓ **Shogo** – Automated Back Office Postings
- ✓ **Medallia** – Customer Experience
- ✓ **Zingle (SFE)** – Text Messaging (receiving supplemental data)

## SMS | Host Mobile Applications

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

### SMS | Host Anywhere, Mobile App for Apple™ iOS® and Android™

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 synced 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 five 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 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 their unit, to view Rental Program Statements & Work Order Invoices and to 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.

### ***World NXT Web Check-In/Check-Out***

World NXT Web Check-in/Check-out is the latest addition to the World NXT platform. It provides an easy-to-use alternative for guest without the Mobile Guest App, but still want to experience a contactless check-in and check-out. A link can be placed directly on your website or within the body of emails to initiate the online check-in/check-out process. Online check-ins utilize the digital registration card along with World NXT policies, and incorporates SMS check-in procedures for a seamless check-in. Checking out is just as easy by offering guest the ability to settle their folio and check-out online.

*See more on each of these apps: [World NXT on the SMS Website](#)*