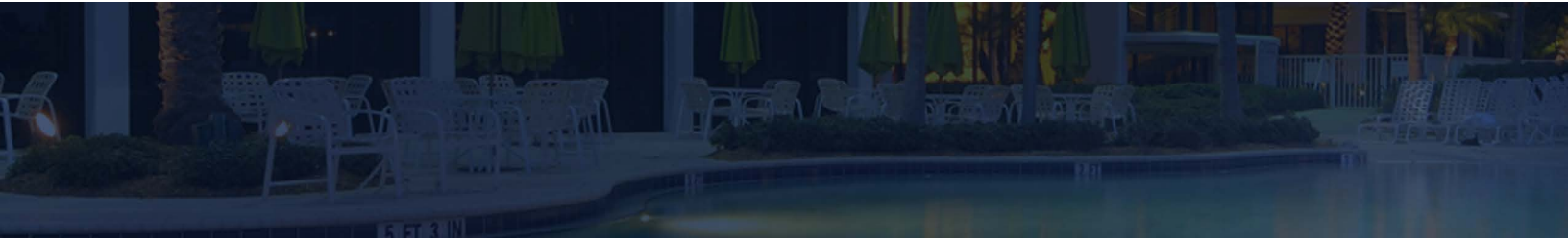# SMS
SPRINGER-MILLER
SYSTEMS

Release / Feature Guide

SMS|Host 2023r1

Description of features and functionality introduced in
SMS|Host 2023r1 and related modules

Contents

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Introduction

The SMS|Host 2023r1 Release / Feature Guide summarizes the new features and enhancements included in the 2023r1 release of SMS|Host, SMS|Host modules, SMS|Retail Point-of-Sale, and related interfaces.

The release identifier, *2023r1*, is visible on the SMS|Host Log-In screen. The specific version and build numbers for your system are indicated in the Help / About screen in SMS|Host. The build number is the most specific of these identifiers and is most helpful to SMS Support when assisting you.
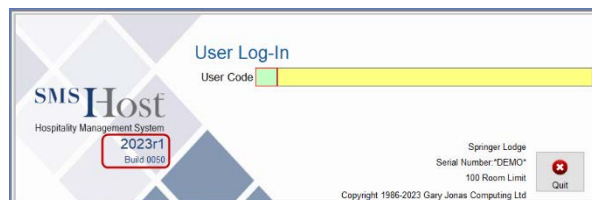
if a feature detailed in this guide was added after the initial release of 2023r1 (build 0017), it will be noted in the text alongside the feature title. SMS Support can assist you in upgrading to the Current Release and Build of SMS|Host.

Supplemental Documentation
In addition to the software enhancements outlined in this guide, additional modifications were made in this release to address issues reported by our SMS|Host user community. See the ReadMe Document on the Help Site for details.

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 2023r1 can be accessed by selecting **Help**, in menus and toolbars, or by pressing your **F1** key while in SMS|Host, and is always available via this direct link: https://help.springermiller.com/host/2023r1/

SMS|Host 2023r1 Release Highlights

The list below identifies some of the enhancements included in SMS|Host 2023r1.

- Channel Manager performance optimizations to speed up processing.
- Manage Out-of-Orders more easily with new and redesigned screens.
- Configure' add-on' packages to be available only through Special Billing.
- Simplify rate configuration using the new Rate Detail Recurrence feature.
- Batch derived rates independent of base rate's batch settings.
- Reservations tagged with "Confidential Rate" appropriately based on rate code.
- Streamline sharing by using a default rate code for non-paying shares.
- Set deposits equal to the value of a definable number of nights.
- View requested deposit amounts in the Rate Calculator and Booking Center.
- View Group Notes from the Reservation Zoom screen.
- Owner Management menus and submenus reconfigured for improved access and ease-of-use.

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

Standard SMS|Host Deployment Method

For systems upgrading from 2021r1 or earlier, the 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

Channel Manager

Performance enhancements to Channel Manager

Our development team has made meaningful updates to the Channel Manager module for 2023r1 with the goal of increasing performance and significantly reducing the time it takes to publish rates. In our test environment, the time required to send one month of rates to our distribution partners was reduced by over ten-fold. While certain configurations may see a greater reduction in processing time than others, the performance updates you see when publishing rates with 2023r1 should be significant.

Front Desk

Quick-select housekeeping status filters in F6, F8 and F9 screens

In 2022r1, we introduced the option to filter rooms within the F6-Room Rack, F8-Tape Chart, and F9-Available Unit List based on their Housekeeping Status. Further improvements in 2023r1 make the filter more powerful and intuitive.

The choice of Housekeeping Status is expanded from a single option to a multi-select picklist which includes a selection for **Vacant/Clean (blank)**. The **Vacancy** field has been replaced with four checkboxes enabling you to search for the exact occupancy combination you want: **Vacant/Clean**, **Vacant/Dirty**, **Occupied/Clean** or **Occupied/Dirty** rooms.

2023r1 Housekeeping Status Filters   *Previous Filters*
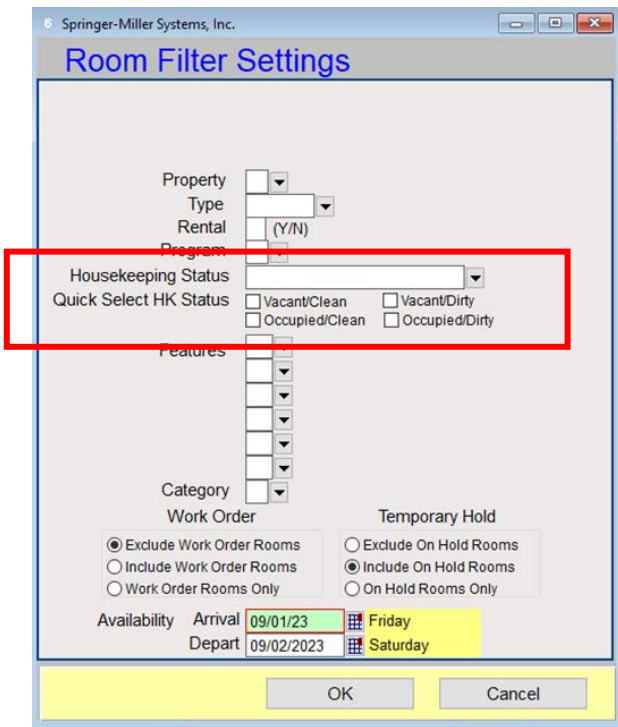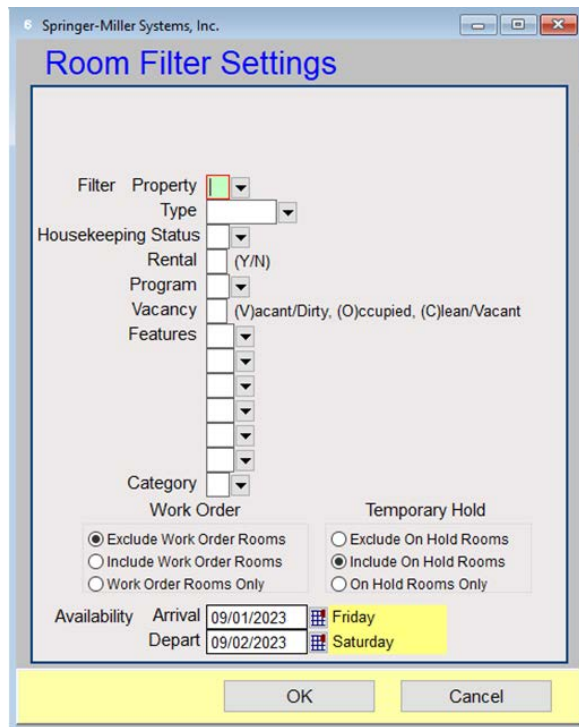
Room Keys

When making keys for reservations that are sharing a room in 2023r1, the departure date will default to the latest departure date of any of the shared reservations. This will help prevent situations where shared room keys expire prematurely due to the first arriving reservation having an earlier departure date than the other reservations.

Keylock interfaces can now be configured to create keys to match the number of adults assigned to the reservation by default. This provides an alternative to setting the default to a fixed number and having to adjust it manually when producing room keys for each reservation.

Your SMS Support Representative can assist your system administrator in setting the default for the number of keys to create for each reservation to equal a fixed number or, to match the number of adults on the current reservation.

Managing Interfaces

Interface Control Panel

The Interface Control Panel has been modified to present the information you need most and to simplify putting interfaces to sleep and waking them up. There are new columns to display the User Code of the individual that made the most recent sleep and wake requests. The options to act on selected interfaces have been removed and there are now just two buttons on the form; **Put All Interfaces to Sleep**, and **Wake Up All Interfaces**.
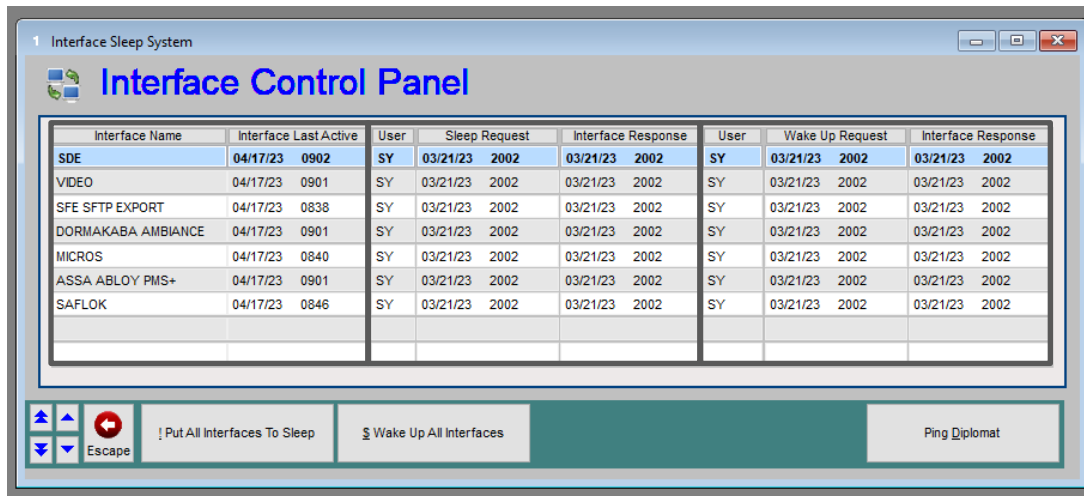
The '**Interface Last Active**' column shows the date and time of the most recent activity for each interface. If an interface is not logging activity in the '**Interface Last Active**', then the interface may be down.

Note: If ^{SMS}|Diplomat is installed and active on the system, a third button is available to "**Ping Diplomat**" to verify connectivity directly from the Control Panel.

See Managing Interfaces on the 2023r1 Help Site for more on this topic.

Out of Order Room Management

Out-of-Order screen and workflow enhancements

Managing out-of-orders rooms has become easier with new screens in 2023r1. Located on the **Property Management** menu, they are accessed by selecting the **<Manage Out of Orders>** button.

The user clearance to "Manage Out of Orders" has been added to page 13 of ^{SMS}|Host User Clearances to control access to the new screens to Manage Out of Orders screens. The 2023r1 upgrade process will automatically enable this clearance for all existing users with the rights to "Change out of order status" on page 1 of user clearances.

The new **Manage Out of Order Rooms** screen lists the scheduled out-of-order records and provides important information about each. Ten filters are available to be used in any combination to assist you in narrowing the list to locate records you wish to view or edit.

A single **<Return to Service>** button enables records to be concluded early, if appropriate. If an out-of-order has not begun, return to service will delete the out of order. If an out of order has already started, return to service will modify the end date so the room can be used today. The Manage Out of Order Rooms screen enables you to select multiple out-of-order records and return them to service all at the same time.
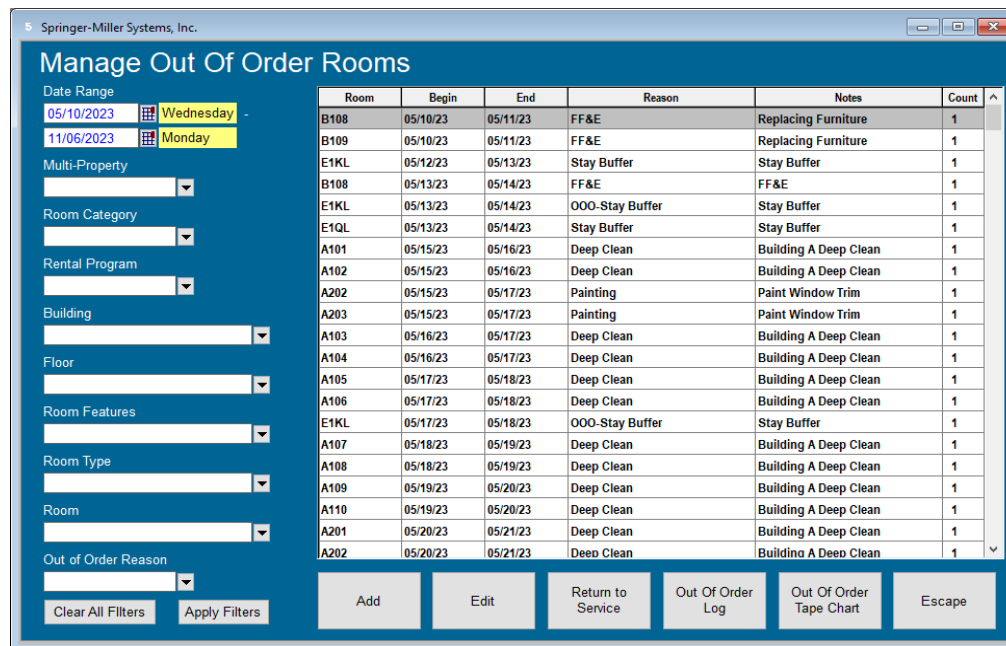
The process of adding out-of-orders has been redesigned to enable you to view room availability while scheduling out-of-orders. Selecting the **<Add>** button from the Manage Out of Order Rooms screen will launch the process by prompting you to enter the information required to create an out-of-order, including the reason code, the duration, and a short customizable note. After doing so, the new **Add Out of Orders** screen will appear. Similar in appearance to the F8-Tape Chart, a group of filters can help you quickly find rooms that can be placed out-of-order.

Room type availability is provided for each room on each date. Hard-blocked reservations and previously created out-of-orders will be displayed, as well as an icon to indicate if a reservation is marked as **Do Not Move**. The ability to view availability and hard-blocked reservations while scheduling out-of-orders can help with planning your maintenance projects. Double-clicking a reservation or out-of-order record will open it, enabling you to change conditions that may be preventing you from creating a required out of order. An option to automatically soft-block a conflicting reservation

has been added to address situations in which a room must be placed out of order regardless of existing bookings or availability. A user clearance has been added to control who can soft-block reservations directly through this screen.

Placing a room out-of-order is now a simple matter of double-clicking the starting date for each unit, enabling you to quickly and easily create as many out-of-order records as needed. These newly generated records are pending and will display in orange until they are saved which helps to differentiate the pending records from existing records which display in the familiar dark blue color. Mistakes can be removed using the right-click mouse function to delete these pending out-of-orders or by pressing the **<Undo All>** button.

Several count and display options are available and work in conjunction with the filters. This will be helpful when scheduling large maintenance projects that may be spread out over a long period of time. Referring to these counts can help ensure that all the rooms needed to be placed out of order have been scheduled.
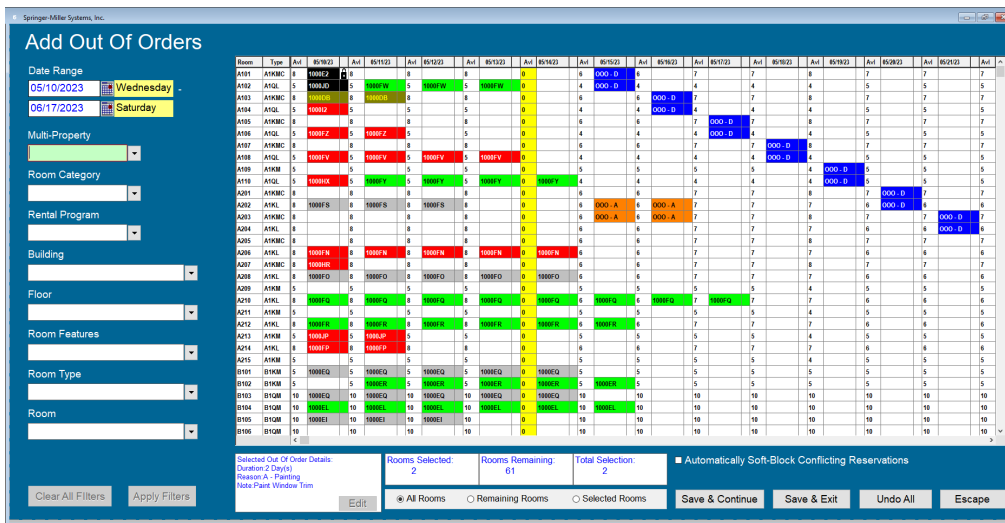
Finally, an **Out of Order Tape Chart** view is available directly from the Manage Out of Order Rooms screen to help visualize your existing out-of-orders while planning future projects. Using this screen, you can quickly filter and scroll through your rooms. Double-clicking records will open them for editing or viewing.
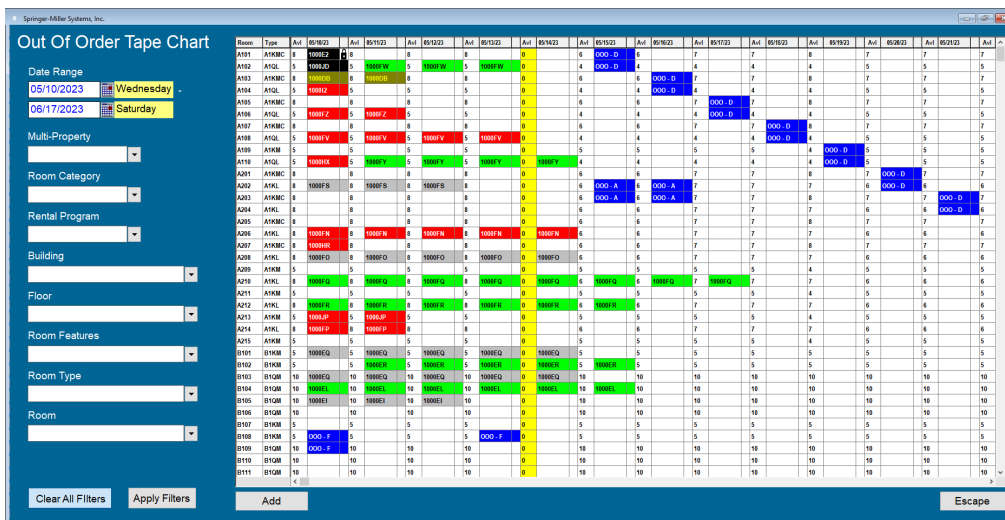
See the online Help Site topic for more on [Out of Order Room Management in ^{SMS}|Host 2023r1](#).

Membership

Archiving of R&R Member Statements

R&R Member Statements can now be archived to PDF when running the **R,R,2,H** Batch Membership report. In previous versions of ^{SMS}|Host, the archive option was available only for non-R&R Member Statements.

Once you've run your statements, if you've chosen to archive them, publishing makes them available to view, print, or email from the individual city ledger accounts. Once they've been published, you can also reprint or resend the entire batch via email.

While you've had the ability to email the folio for quite some time, a statement and a folio are not the same thing. You want to make sure that what you are sending the guest is appropriate. By archiving and publishing the statement you can be assured that you are always sending them exactly what had been previously sent.

Note: The ability to publish statements requires that, at the time you print or email statements, you answer **Yes** to the question Archive Statement Data (for future use in PDF).

Learn more about Membership Statements on the ^{SMS}|Host Help Site.

Include minimum spending information on the RR2H with R&R (build 0088+]

R&R Member statements have been modified to support the option to calculate charges against a minimum spend amount. While this option has been available for non R&R statements for quite some time, the option to include this information on R&R statements is new.

Rate & Package Configuration

Batch derived rates independently of the base rate's batch settings

In 2023r1, the ability to batch the components of the base rate when a rate is being derived requires less configuration and eliminates the need to manage multiple and unnecessary rates.

When setting up a derived rate rule, a new field is available labeled **Batch Base Rate**. When selected, all the components of the base rate will automatically be batched to form a package. When unselected, the derived rate will batch transactions as they are indicated on the base rate in the same manner as in previous versions.

See more on Derived Rates on the ^{SMS}|Host Help Site.

Rate Detail Recurrence feature introduced to simplify your rate configuration

Rates and Packages set-up in 2023r1 provides new functionality that enables posting based on a repeating number of nights of a guest's stay. Previously, you could post for a single night, every night or on a specific consecutive set of nights. This enhancement enables you to set up a pattern for repeating postings which allows you to reduce the number of line items.

A field has been added to define your repeat pattern. The number entered in the "**Post every ___ nights**" field on the Rate Detail screen will determine how often the posting will occur. For example, if the number 2 is entered, the posting will occur every other day.

This option works in conjunction with the 1st Post and Last Post fields. The 1st Post and Last Post fields determine when to begin posting and when to stop. The **Post every ___nights** field determines the repeat pattern.

Note: This feature is not supported by most external booking channels and, as a result, is not supported by ^{SMS}|Host Channel Manager.

Additional information on Rate detail edits is now logged (build 0121+)

When a user makes changes to a Rate Pricing Item in Rate Setup, two additional pieces of data are logged.

Initial Rate Pricing Count: This will determine how many line items there were before any changes were made.

Modified Rate Pricing Count: This will determine the 'after' count. So if one new item was added, the Modified Rate Pricing Count will be 2.

Configure 'add-on' packages to be available only through Special Billing

New in 2023r1 is the ability to configure a rate that will be available <u>only</u> through Special Billing. This will be useful when the rate is intended to be used as an "add-on" such as a meal plan or activity that you might add to a Guest's room rate. Making the rate available only through Special Billing will help ensure that this type of rate is not accidentally booked as the reservation's primary rate which should include room charges.

While you've always had the option to make a rate available in Special Billing, this new functionality enables you to make it specific to, and only available through, Special Billing.

The setting is available on the the Rates and Packages screen by selecting the **Rate Settings** tab, then the **Rate Controls** tab (shown below). The section titled "***Allowed to use in special billing***" presents the **Only Special Billing** option.

When the **Only Special Billing** option is selected:

- The **Rate available on the internet** and the **Available to Independent Traveler on Internet** checkboxes will automatically be de-selected. You can select them if needed, but this type of rate rarely contains room revenue and is not typically sold on the Internet.
- The rate will only appear in the Rate Calculator when accessed via Special Billing.
- The rate will not be restricted (hidden) due to lack of availability in the same manner as other rates. Users without the ability to overbook can find and select this rate even when ^{SMS}|Host is configured not to display rates without type availability.
- The rate is still subject to Rate Restrictions should a Rate Block or Yield Control be established that would prohibit the rate from being displayed.

Note: Users with the clearance to override rate restrictions will have the ability to manually type the rate code into the Package field on the reservation. The **Rate Restriction Override** form will display, which aligns with typical behavior for all rate restrictions.

For more, see the Rate Controls topic on the ^{SMS}|Host Help Site.

Folio / Accounting

Customize "Gratuities" label on Folio (build 0067+)

The verbiage "Gratuities" is no longer in common use for lodging. You may wish to label this "Service Charge" or something similar instead. If you are using the "**Print Estimated Reservation Value on Guest Folio for NEW and CNF Res**", it will now use the description specified in the Miscellaneous Rates and Defaults setting **F-L-N-1** for '**Grats**'.

MR&D Setting to Control Posting to C and G Sub-Folios (build 0067+)

A new Miscellaneous Rates and Defaults setting has been added to either allow or prohibit the posting or moving of transactions to the C or G sub-folios without a formal account attached to the reservation.

When set this setting to **No**, you are prohibited from directly posting or moving transactions to either the C or G sub-folios unless a formal group or corporate account is linked to the reservation.

When set to Yes, while you can post a transaction directly to either the C or G sub-folios a warning will be displayed to alert the user that a formal account is not linked to the reservation.

The setting **Allow use of C and G folio for non-Group or Corporate Reservations (Y/N)** has been added to Miscellaneous Rates and Defaults, Guest Accounting / Accounting Settings 5 (menu path **F,L,J,5**) to enable this functionality.

Designate Allowed Folios for Posting by Transaction Code (build 0023+)

Within transaction code setup, you can specify to which folios a transaction may be posted. In certain cases, there may be restrictions on which types of transactions can be comped. For example, it may be that by law you are not allowed to provide alcohol free of charge. By forcing alcohol postings to a specific folio and then prohibiting a comp payment from being posted to that folio, you can be assured that your staff isn't accidentally paying for prohibited items using a complimentary payment option.

A new field, **Allowed Sub Folio** has been added to the transaction code setup screen that allows you to specify to which folios a transaction may be posted.

Allowed entries include the numbers 1-9 or it can be left blank. When the field is left blank, the transaction can be posted to all sub-folios. Should you enter a specific folio #, for example 2, then the transaction can only be posted to the 2 sub-folio.

Prohibit Posting Comp Settlements that Exceed the Sub-Folio Balance (build 0027+)

The purpose of this feature is to prevent a user from using a **Comp Settlement** to pay for items which are not typically allowed to be settled with Complimentary points. Basically, if specific types of transactions are not allowed to be settled by a comp interface, then we needed to restrict a user from manually settling a prohibited transaction using a ^{SMS}|Host Comp Settlement code.

As part of this feature, a new configuration setting has been added to Guest Transaction Codes that allows you to identify which payment codes are used for posting Complimentary Points.

When a code has been identified as a **Comp Settlement** code, you will be unable to post an amount that exceeds the folio balance to which it is posting.

For example, Folio 1 has a balance of $200 and Folio 2 has a balance of $50. If the payment code being used is marked as a Comp Settlement code, then I could not post a "payment" amount more than $200 to folio 1 and $50 to folio 2.

This feature works in conjunction with the enhancement to Designate Allowed Folios for Posting by Transaction Code (build 0027+) mentioned above, so that you can define to which folio a transaction may be posted. If all alcohol is posted to folio 2 and you do not wish to allow using comp settlements for alcohol, then the Comp Settlement code would be restricted from being posted to folio 2.

Within Transaction Code setup, select the **Linked Codes** tab and place a checkmark in the **Comp Settlement** field to indicate to ^{SMS}|Host that this code will be restricted from posting more than the balance of the sub-folio to which it is being posted.

Groups

Group Reservation Import, Support for Multiple Transactions (build 0084+)

The Group Reservation Import now allows up to four separate Transactions and Amounts into Special Billing.

As part of the Group Reservation Import, you have the option to import a transaction code and amount into Special Billing. Beginning in ^{SMS}|Host 2023r1, build 0084, you may import up to four (4) separate transactions and amounts.

Reservations

Automatically set reservations' Confidential Rate based on the rate code's setting

New in 2023r1 is the option to mark a specific rate as "*Confidential*." When the Confidential Rate checkbox is enabled (checked) on the Rates & Packages screen, all reservations booked using that rate will automatically have the **Confidential Rate** indicator in Special Billing set to **Yes**, and the **Confidential Rate** indicator will be displayed prominently on the reservation screen.

Configuring a rate as "Confidential" can be useful when using distribution interfaces to make wholesale reservations.

Mark a Rate as Confidential

From **Rate Management**, select the **Rate Settings**, **Rate Controls** tab. A new **Confidential Rate** checkbox appears in the Rate Controls section of the screen.
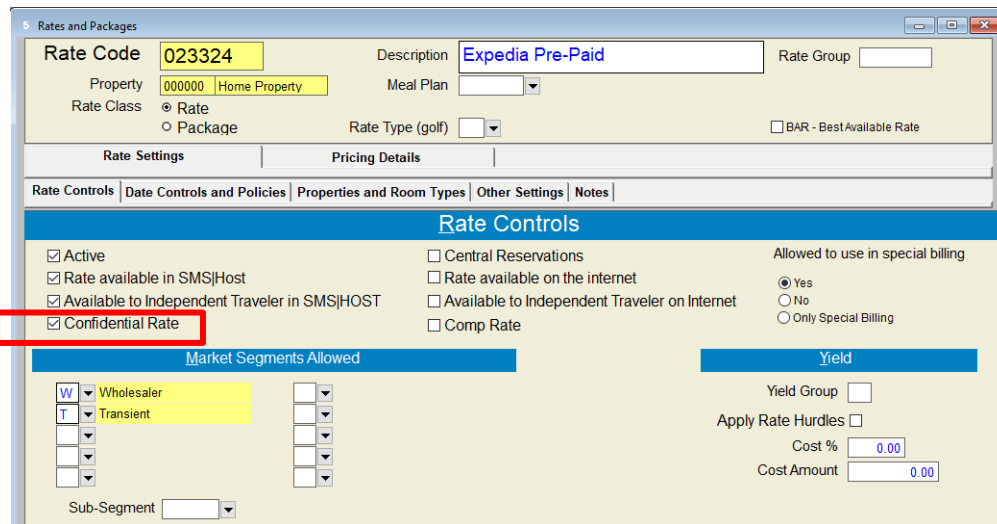
When selected, any reservation booked against the rate will automatically have the Confidential Rate flag within Special Billing set to **Yes**. This will activate the Confidential Rate lantern on the reservation.
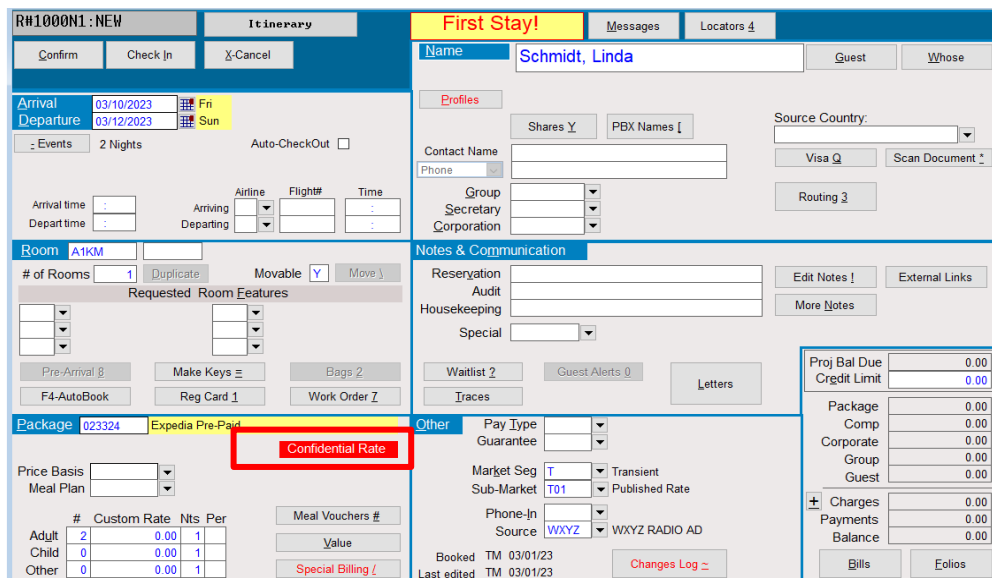
Note: If the rate on the reservation is changed to one that does not have the Confidential Rate setting activated, the reservation's Confidential Rate setting will NOT automatically be changed to "**No**". This must be done manually. Changes to the Confidential Rate setting are tracked in the Reservations' Changes Log.

Rates in Special Billing

Confidential Rates added to the reservation via Special Billing will also have the **Confidential Rate** field set to "**Yes**".

Group Templates

The Group Template, when activated, will override the rate's Confidential Rate setting. If the group template's **Suppress Rate** flag is set to **No**, then any reservation that is made using the group template will also have the **Cofidential Rate** flag set to **No** even if the rate is set to **Yes**.

For more, see the Rate Controls topic on the SMS|Host Help Site.

View Group Notes from Reservation Zoom

This enhancement enables viewing the Group Notes directly from the reservation without the need to go through the group management screen.
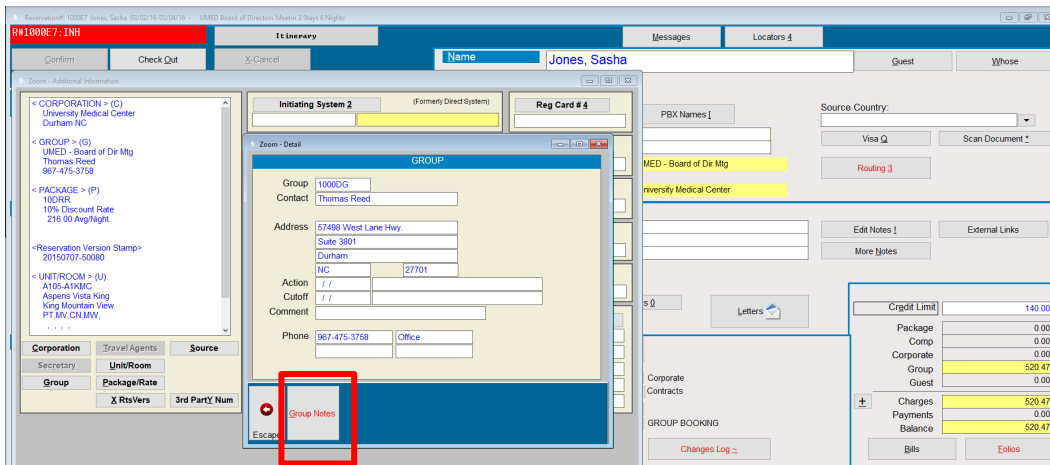
The display of the Group Notes is configurable such that you may pre-select which notes to display from the reservation based on the Note Type.

You can specify which Group Note Types display on the reservation via the new setting, "**Note Types used to display group notes on reservation zoom**", in **Miscellaneous Rates & Defaults**, **Group and Corporate Settings / Group Settings 1** (menu path **F,L,V,1**.)

Note: Group Note Types must first be defined within **Miscellaneous Files and Codes**. Locate the **Groups, Corps and TA** folder and select **Grp/Corp/Agent/Sec/Owner Note Types.**

Once configured, access the notes from the group reservation screen by selecting **Zoom**, **Group, Group Notes**
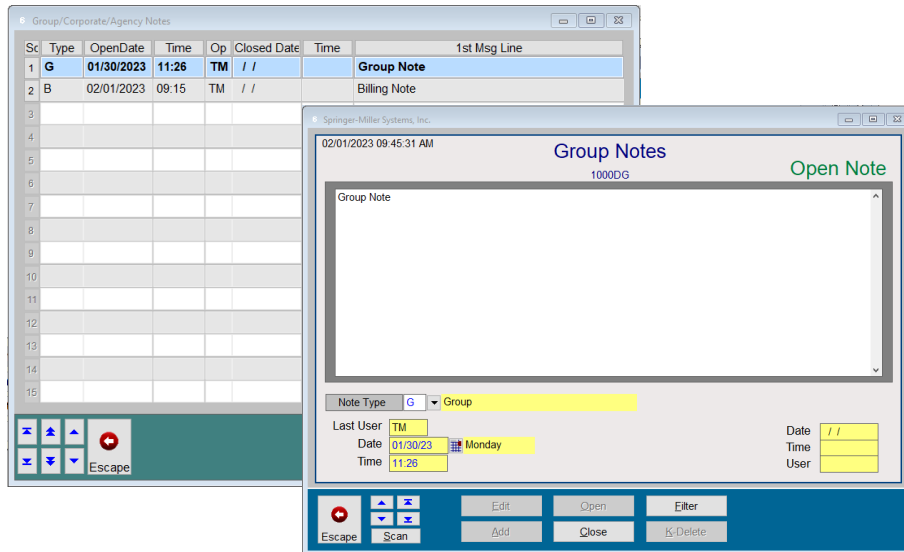
Notes cannot be added, edited, or closed from the reservation. All Group Notes are managed through the Group Management Tile.

Group Notes with the Delphi Sales & Catering Interface

The Delphi.fdc Sales & Catering integration has also been enhanced to add Delphi Group Comments as a Group Note in ^{SMS}|Host. The ^{SMS}|Host Group Note Type is configurable in the interface settings. Please contact SMS Support if you would like to arrange an update of your interface configuration.

Set deposits equal to the value of a definable number of nights

Reservation Deposit Policies have been enhanced to provide two different methods for calculating the amount of deposit due from the guest. The number of **Nights** label has been changed to **Nights ADR**. The functionality remains the same - specified number of nights using *Average Daily Rate*. The new field is labeled **Total of First $\underline{0}$ nights (1-9)** enabling you to configure the number of nights to use in the calculation, beginning with the arrival date.

For example: Using a 4-night reservation – 1st two nights at $300 and last two nights at $200. The average daily rate for this reservation is $250.00.
Using 2 **Nights ADR**, the requested amount for the Room portion would be $500 ($250 x 2 nights).
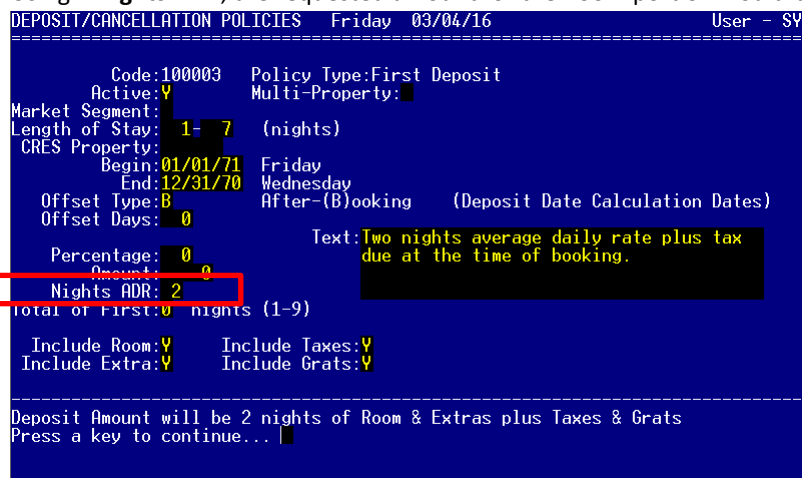
If your policy is to include <u>the total of the first 2 nights</u>, you can use the new **Total of First __ Nights** setting. With this setting set to '2', the requested deposit amount in the above example be $600 ($300 for 1st night + $300 for 2nd night).
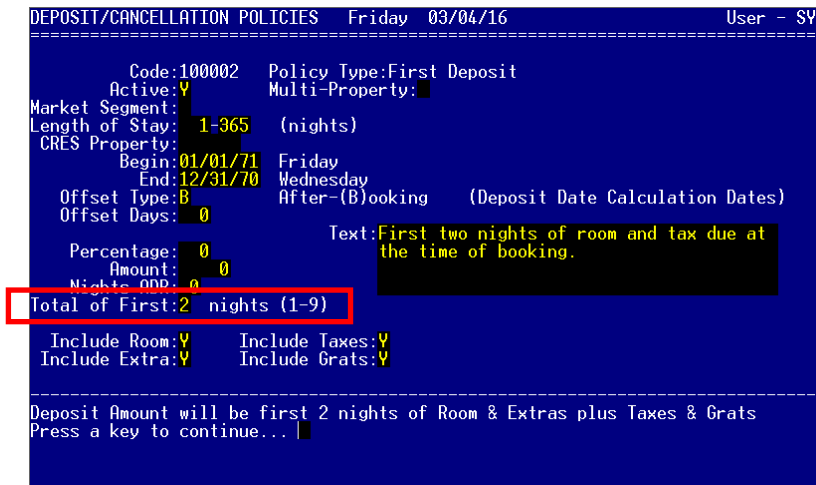
See more related to <u>Deposit Policies on the ^{SMS}|Help Site</u>.

View requested deposit amounts in Rate Calculator and Booking Center

The deposit due date and amount for both deposit policies are now displayed in the F5 Rate Calculator and Booking Center's Rate Zoom screen.

In the **F5-Rate Calculator**, you can press the **Rate Detail Zoom** on a specific rate to see details including settings on the Rate Code, informational notes, valid Room Types, a Value projection and the applicable Deposit and Cancellation policies. A **<Deposit Amount>** button has been added to display the calculated Deposit amounts and their Due Dates.

A room type is required for the deposit calculation. If you did not specify a room type in the F5 filter, or you zoomed on a rate that is available for more than one room type, you will be prompted to enter a room type when selecting **Deposit Amount**.
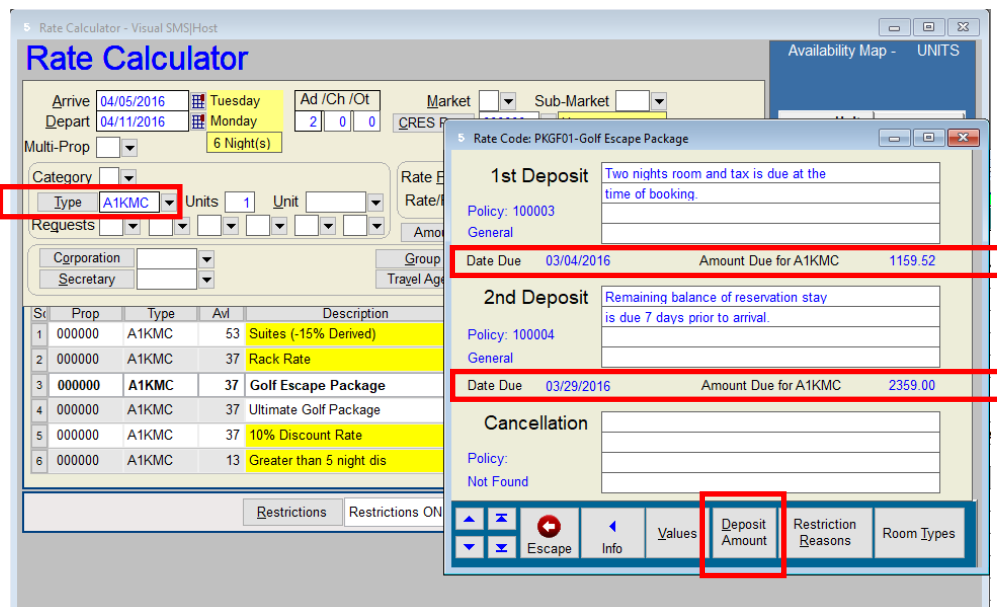
This functionality is also available in the Booking Center.
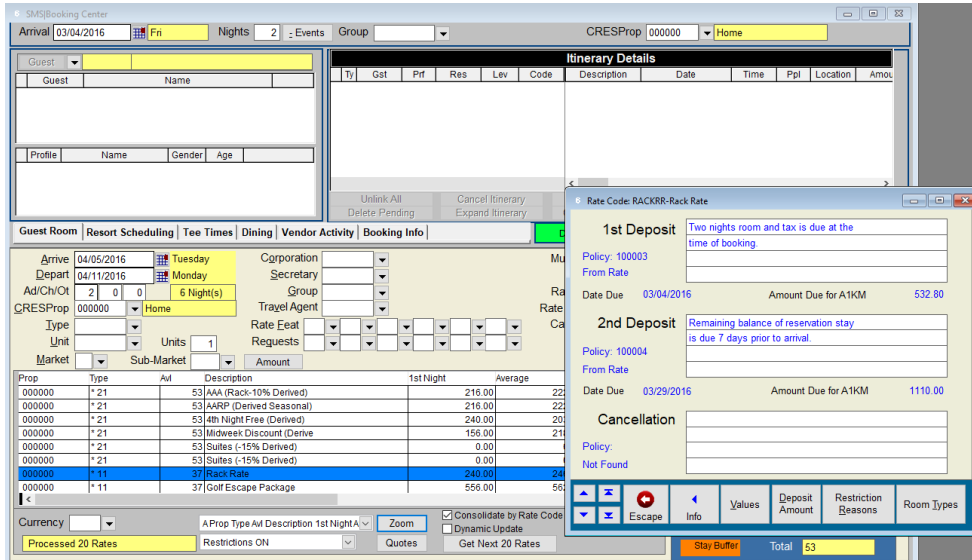
Pop-up scheduled services screen when reinstating reservations

Automatically pop-up the Scheduled Services screen when reinstating a reservation with linked bookings. When a reservation with linked Resort Scheduling Spa, Golf or Dining bookings is canceled, it is likely that the linked bookings are canceled along with the room reservation. You can now configure your system to notify your reservationist, when reinstating a reservation, of any originally linked bookings that may also need to be reinstated along with the reservation. The notification screen will be presented similarly to that shown below.
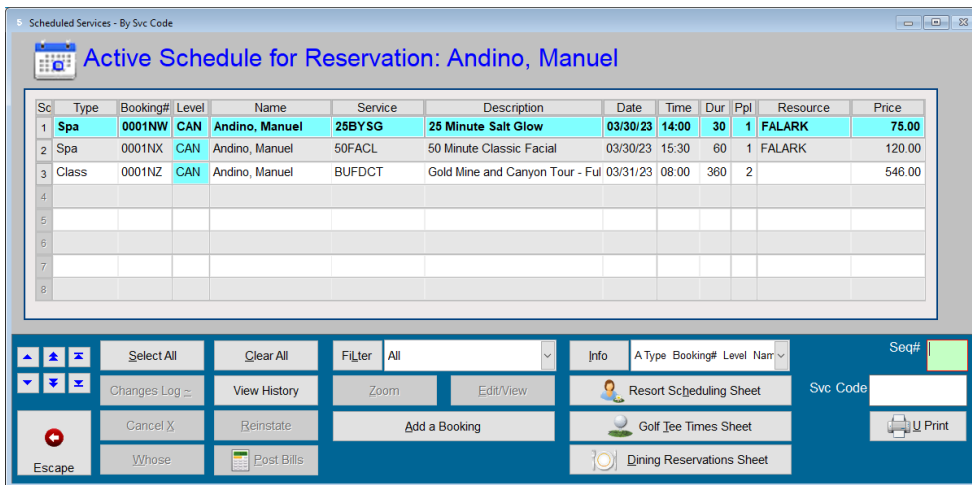
The setting, **Display Resort Scheduling Bookings when Reinstating a Reservation (Y/N)** has been added to Miscellaneous Rates and Defaults, **Resort Scheduling / Spa & Golf Inclusive Settings** (menu path **F,L,T,3**) to enable this functionality.

For more on this topic, see Reinstating Resrvations in the ^{SMS}|Host Help Site.

Shares and Special Billing

Several updates to 2023r1 will streamline the way in which you generate and work with shares.

First, the single name entry field is separated into two fields, **Last** and **First**. When generating a share, type the last name (required) and first name in their respective fields. Entering the names across the two fields will help ensure the correct name is on the reservation.

Second, when generating a share, you are asked if you wish to copy the rate code. This question does two things; it determines whether the rate code on the reservation from which you are generating should be copied to the new reservation and, it determines how the Share Split field should be set. Prior to 2023r1, when you selected **No** to this prompt, the new reservation's package field was left blank. Most properties have a rate code that is specifically used to tell indicate that the reservation is a non-paying share. If you forget to update the reservation with this rate code, users are left wondering why the reservation has no rate code and SMS|Host will consider this an exception during the Auto-Post Room and Tax routine. This enhancement allows you to specify the Rate Code to use as a default on non-paying shared when you answer **No** to the **Copy Rate Code** question.

Access this setting in Miscellaneous Rates and Defaults by selecting **F,L,U,1**. Enter the appropriate rate code in the **Default Non-Paying Share Rate Code** field. If you don't know the code, enter a question mark (**?**) or slash mark (**/**) and press **Page Down** to display a list of available rate codes.

In this example, the **Default Non-Paying Share Rate Code** field is set to use the rate code "**SHARE**".

Share Splits in Transaction Codes and Special Billing

Rate detail and special billing line items that are set up to post on a per occupant basis (i.e per Adult, Child, Other, Person) are not normally set up to split between shares. Setting up per occupant line items to split between shares could potentially result in under posted revenue particularly when the shared reservations change. SMS recommends not splitting charges that are set to post on a per occupant basis.

During the 2023r1 update, all guest transaction codes that are not per "**Unit**" will be updated to deactivate and disable the "**Subject to Share Splits**" checkbox. This change applies to the setup of transaction codes only. Existing package line items or special billing entries will not be affected. After the update, any new package items or special billing entries will default with the Subject to Share Split field set to "**N**o"; however, it may be changed either on the reservation or within package setup. Ther's been no change to the ability to split share per unit charges.

Set a System Default for Individual Routing Profile (build 0023+)

A Miscellaneous Rates and Defaults setting has been added to enable you to assign a default Individual Routing Profile for all reservations.

The setting Routing Profile Default for Individual has been added to **Miscellaneous Rates and Defaults**, **Reservations / Reservation Tile Settings 2** (menu path **F,L,B,2**).

When a specific routing profile is defined, every newly added reservation will automatically be set up to use that routing profile and a record will be added to the reservation under Routing-3. All codes associated with that routing profile are automatically included as part of individual folio routing.

Owner Management

2023r1 offers the latest in a series of enhancements designed to streamline the experience of working with the Owner Fulfillment module.

Reorganized Owner Accounting menus

The scope of functionality within the Owner Management menu system has been expanded, and the layout has been rearranged to provide easier access to features. The menu and sub-menus are now grouped by functional area to make it easier for users with appropriate clearance to perform their required tasks from a centralized location. For a detailed look at the additions and changes to these menus, refer to the Owner Management Enhancements for 2023r1 document on the Help Site.

Calculate Future Usage

The "**Calculate Future Usage**" button employed by certain Owner Management properties has been relabeled as "**Update Rotation Values**" and the instructional text presented when it is run has been updated for consistency and clarification. For a detailed look at the changes, refer to the Owner Management Enhancements for 2023r1 document on the Help Site.

"Not Reversible" Warning Added to Contract Closure

Users will now be prompted with a warning that selling/ending an owner contract is not reversable.

When the <**Sell/End**> button on an Owner Contract is selected, several options are presented that can include **Sell**, **Reissue**, **Close** or **Cancel** the **Contract**. These are non-reversable actions and there is now a warning message that informs the user of this providing the option to **Continue** the process or to **Abandon** it.
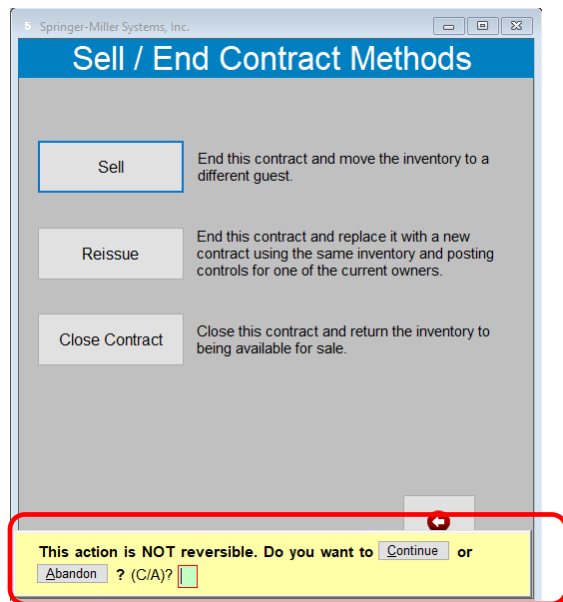
For additional detail, refer to the Owner Management Enhancements for 2023r1 document on the Help Site.

Print Owner correspondence labels in Unit# order

A third sorting order is now available to you when generating Owner mailing labels. In addition to organizing the labels in Alphabetical or Zip Code order, you may now select to have them ordered by Unit number.
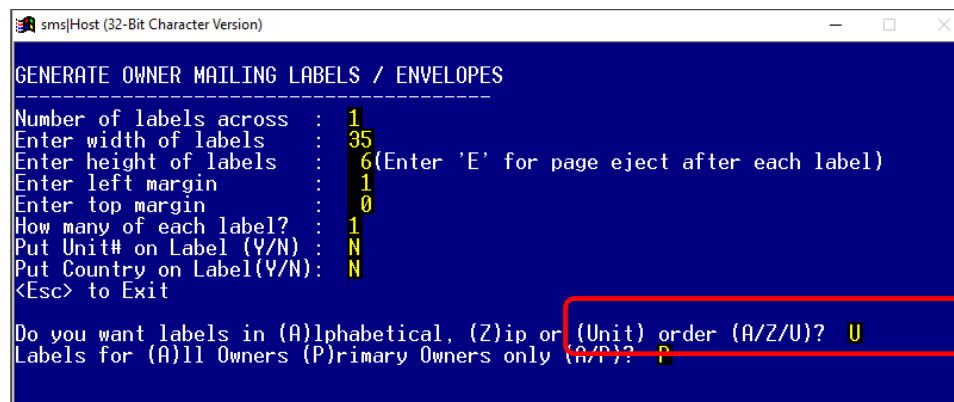
Improvements to the appearance of the OA-OST9A Owner Statement (R-R-3-A-7)

As a follow-up to the redesigned process for generating the OA-OST9A Owner Statement (Configurable Format), a number of upgrades have been made with regard to it's appearance. Improvements address such factors as alignment of columns, logical breaks in pagination and expanded length of descriptions. For a more detailed look at the changes, refer to the Owner Management Enhancements for 2023r1 document on the Help Site.

## Owner Statement (OA-OST9A) modifications for owner activity

For those using Owner Activities with non-fixed inventory, the OA-OST9A owner statement (R-R-3-A-7) has been modified to enable the display of transaction detail regardless of what unit number the transaction was posted to.

There is a new report prompt; "**Do the selected contracts contain units with non-fixed inventory? (Y/N)**".

- When (**N**)o is specified, there will be no changes to the remainder of the prompts or functionality.
- When (**Y**)es, is specified, the following will occur:
    - When "**Show posting detail for selected transaction category codes**" is answered (**Y**)es, the selected transaction detail will pull from all transactions on the contract folio, regardless of the unit number on the posting.

SELECTED TRANSACTION DETAIL

Date	Unit	Cat	Description	Reference	Credit	Debit
02/08/16		HK	R1000GO-Departure Clean			71.43
02/27/16		HK	R1000GQ-Departure Clean			80.95
			Subtotal for HK - Housekeeping / Maid		0.00	152.38

- When "**Summary by Type Code or Don't Summarize**" is answered **T**ype, the code summary will pull from all transactions on the contract folio regardless of the unit number on the posting.

CODE SUMMARY

Description	CURRENT YEAR MONTH	CURRENT YEAR YTD	PREVIOUS YEAR MONTH	PREVIOUS YEAR YTD
Administation Fee	-529.53	-572.12	0.00	0.00
Adjustment	0.00	0.00	0.00	0.00
Credit Card Commission	-438.66	-465.27	0.00	0.00
Check to Owner	-1444.37	-1444.37	0.00	0.00
Check from Owner	0.00	0.00	0.00	0.00
Escrow Funds	0.00	-106.48	0.00	0.00
Owner Commissions	-12478.00	-14607.50	0.00	0.00
Housekeeping / Maid	-152.38	-376.19	0.00	0.00
Rental Income	24956.00	29215.00	0.00	0.00
Membership	0.00	0.00	0.00	0.00
Miscellaneous Charge / Cr	0.00	0.00	0.00	0.00
Maintenance Services	-114.29	-228.58	0.00	0.00
Owner Stay Expenses	0.00	0.00	0.00	0.00
Owner Payment	0.00	0.00	0.00	0.00
PDS Payments	0.00	0.00	0.00	0.00
Parking Income	396.00	444.00	0.00	0.00
Travel Agent Fees	-478.60	-546.55	0.00	0.00
Taxes	-7.62	-7.62	0.00	0.00
Utilities	-50.00	-161.43	0.00	0.00

Reporting

Market Segment Nights by Unit Report (R-R-4-V-N)

The *Nights-by-Unit* report, used mostly by properties with the Owner Fulfillment module to calculate individual unit usage by market segment, is an existing R&R report that can be added to the (**Z**)**Custom** menu. However, organizations running ^{SMS}|Host in a SQL environment have been unable to take advantage of its benefits. It has now been re-written, renamed to **Market Segment Nights-by-Unit** and made available via Reports menu path **R-R-4-V-N**.

Sub-Market Segment Analysis (R-R-4-M-6)

The sub-market segment analysis report provides room-night and revenue statistics for market and sub-market segments including month-to-date and year-to-date comparison. The report was converted to standard ^{SMS}|Host format so that you can access it through the Report Menu and store report parameters, as well as export it to .CSV format.

Standard Guest Transactions Analysis Report (R-R-2-V-S)

A new **Include Booking Date Y/N** parameter has been added to the Standard Guest Transaction Analysis report (**R-R-2-V-S**). This allows you to view and filter transactions by the reservation booking date.

When you select **Y**es to the **Include Booking Date** prompt, you will be prompted to specify the Booking date range. The transactions included in the report will be further filtered to only those transactions attached to reservations that were booked within the specified Booking date range.

For example: If you filter for a Transaction date range from Period Begins 01/01/23 to Period Ends 03/30/23 and enter a Booking Date range from 01/01/22 to 12/31/22, then the report will only include transactions in the intersection of the two ranges (e.g., Posted between 01/01/23 to 03/30/23 but only for Reservations Booked between 01/01/22 to 12/31/22).

This report has Detail format and a Summary format. When the report is run with Detail form, and Include Booking Date was selected, the report output will include a Booking Date column. The Booking Date filter can be applied to the Summary format, however, the Booking Date column will not be included.

Additionally, the contents of the Standard Guest Transaction Analysis report can be exported in CSV format in 2023r1.

^{SMS}|Host Code Export (build 0067+)

A new report is included 2023r1, introduced in build 0067, for exporting ^{SMS}|Host codes. The report output is .CSV format and includes all ^{SMS}|Host Configuration Codes and their Descriptions. The report path is **R-R-X-V-C**.

This report was created to provide a listing of all operational codes defined in your system (excluding Rates & Packages which are already accessible by existing reporting.) It can be run to include 1, 2, 3, 5 and 6-character Miscellaneous codes; Group, Corporation, Travel Agency and Secretary Acct. listings; Transaction codes for Guests, Owners, Travel Agencies or Activities; Unit Types and Marketing Codes (Sources and Categories.)

More information on this report is available in the RRXVC Report Topic on the HelpSite.

Batch Reports, Handling of Attachments (build 0084+)

When emailing batch reports via SMTP with attached reports, there may be SMTP size limitations that prevent the email from sending. To prevent the issue, we've made a change to the way in which attachments are handled. Beginning in build 0084 and depending on the number of reports and the size of the reports in the batch, you may receive multiple emails each containing a single report. If a single report is too large, then you may receive an email with a link to the report instead of an attachment.

Breakfast / Dinner Analysis Report (R-R-1-E)

When running the breakfast/dinner analysis report in summary format, the report can now run for a specified date range (rather than only for a single date). In addition, the report can now be filtered by *Meal Plan*.

Exporting Data from ^{SMS}|Host Reports

In 2023r1, we have added the option to several additional reports to export their contents to a .CSV file. 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 the target location before saving the parameters.

The following reports have been updated in 2023r1 to enable export .CSV file format:

- Guest Balance Analysis (R-R-2-K)
- User Transaction Analysis (R-R-2-S-U)
- Daily Transaction Summary (R-R-2-U)
- Daily Transaction Detail (R-R-2-T)
- Standard Guest Transaction Analysis (R-R-2-V-S)
- Work Order Statistical Report (R-R-W-1) *build 0031+*

- Availability Statistics (R-R-4-B)
- Monthly Reservation Preview (R-R-4-C-F)
- Sub-Market Segmentation Analysis (R-R-4-M-6)
- Market Segment Nights-by-Unit (R-R-4-V-N)
- Daily Control Report (R-R-7-O)

Viewing your exported CSV in Excel

As a reminder, when opening a .CSV file in Excel, you must <u>import</u> the data (rather than simply opening it directly) or the Reservation, Guest and Transaction numbers may not display correctly. To properly import, open *Excel*, select the **Data** tab, choose **From Text/CSV**, navigate to the file in its folder location and select it.
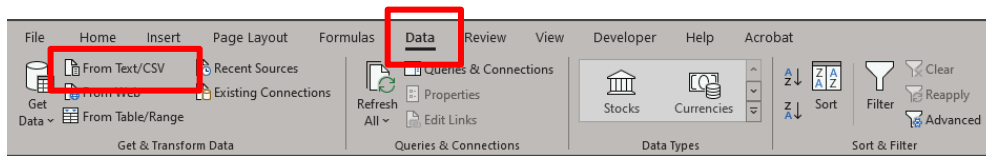
When the data preview window appears, press the **Load** button to complete the import.

For more on exporting, and list of all CSV exportable reports, see <u>Exporting Reports on the ^{SMS}|Host Help Site</u>.

Note: If you are interested in scheduling the automatic export of any of these reports to a vendor or external third party, please speak with your SMS Account Manager about installing a Scheduled File Export (SFE).

System Configuration

"Offset hours from GMT for Enterprise" setting only for ^{SMS}|Enterprise (build 0121+)

This ^{SMS}|Host configuration setting in **F-L-U-2** can cause discrepancies in the value of rates when ^{SMS}|Enterprise is not enabled. Removing the setting will eliminate those discrepancies. In ^{SMS}|Host systems not running ^{SMS}|Enterpise (CRES), this setting is not needed and has been removed **F-L-U-2**.

WorldNXT

The WorldNXT Online Booking Platform supports the seven applications and functionality detailed below.

WorldNXT Mobile Guest

Streamline your operations and enable your guest to bypass a line at the front desk. The WorldNXT 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.

WorldNXT Group Portal

The Group Portal provides online access to Group Contacts 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.

WorldNXT Owners Portal

The WorldNXT 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.

WorldNXT Lodging Booking Engine

The WorldNXT 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 WorldNXT 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.

WorldNXT Web Check-In/Check-Out

WorldNXT Web Check-in/Check-out provides an easy-to-use alternative for a guest, who does not have 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 WorldNXT 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.

WorldNXT Vacation Rental Channel Distribution

Springer-Miller systems and our sister company, Fuel Travel have teamed up with BookingPal^{TM}, an industry leader in providing channel distribution of rates, availability, and restrictions. The distribution solution provides access to over thirty major vacation rental channels such as Airbnb and VRBO. WorldNXT Vacation Rental Channel Distribution allows the Vacation Rental Coordinator to remain in control by managing rates, availability, and restrictions in ^{SMS}|Host and utilizing one central location for all connected channels. The processing of inbound reservations in ^{SMS}|Host, including the payment details (when supported by the channel) brings the integration full circle.

WorldNXT Tee Times

WorldNXT Tee Times caters to all guest types at your property while keeping things organized and in real-time for your staff. All player types (Public, Member, and Lodging) can book tee times online to allow the Pro Shop staff time to focus on other aspects of the business. Highlights include, Public Guests can search and book tee times as desired, Members can relax knowing they can easily sign in online to book tee times, and Lodging Guests can book a room and golf together (WorldNXT Lodging) and enjoy the flexibility to add a tee time to their existing lodging itinerary (WorldNXT Tee Times).

See more on the WorldNXT applications: WorldNXT on the SMS Website

SMS|Host Mobile Applications

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

For more on SMS|Host Mobile Applications see: SMS|Host Anywhere resources on the SMS Website