eZee Technosys Pvt. Ltd.
Makes Business Simplified

eZee Absolute - Web Based Property Management Software

Guideline For eZee Absolute Front Office

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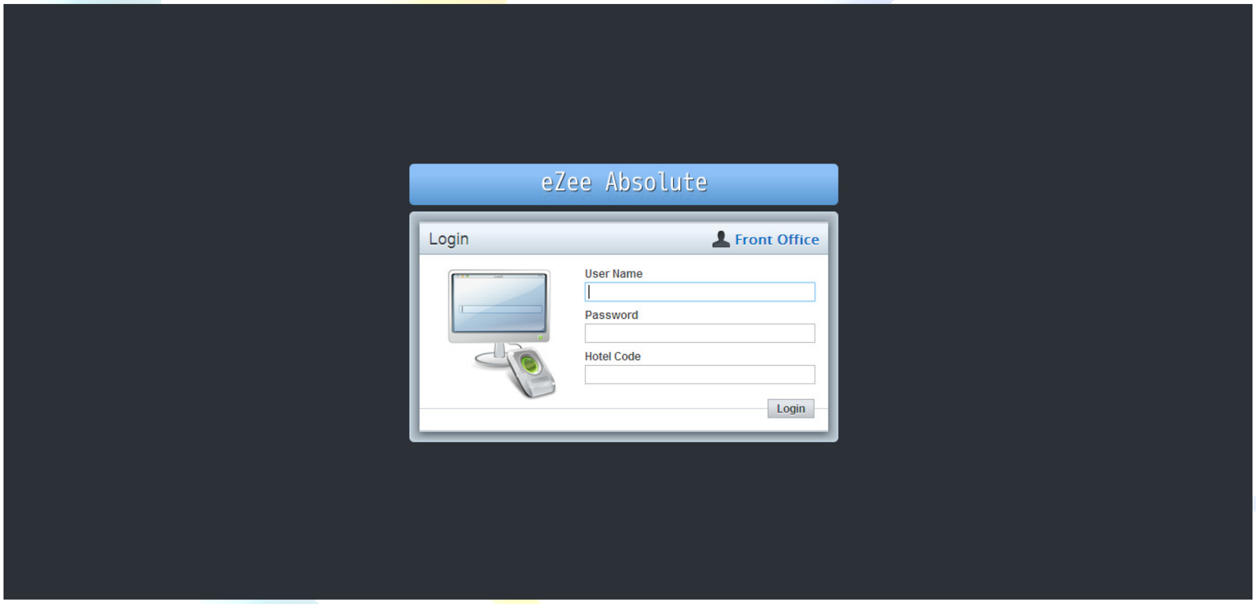
Introduction to eZee Absolute

eZee Absolute is a Web based solution created with the help of SaaS Technology. It does not require high end hardware solutions but just a good internet connection that is easily available worldwide these days. This helps hotels to save their money from investing in high end hardware and software. With this System N numbers of hotel users can login and provide services to guest which helps to save time of hotel and Hotel's precious guests.
The system has been designed so that the user can view or perform almost all of his tasks from single screen without shuffling from one screen to another.

Overview of eZee Absolute

To access eZee absolute, the user needs to either use the web browser like Google Chrome or Mozilla Firefox. Please note that eZee Absolute is not support on Microsoft's Internet Explorer.
The login page of eZee Absolute looks like the one shown below. You will be provided the login screen link and the user name, password and hotel code details via Email from eZee Absolute support team.



Screen shot 1

The user is provided with are 2 screens that the user can login to –

1. Configuration. (Link: http://50.17.200.219/index.php/page/newclient.login)
2. Front Office. (Link: http://50.17.200.219/index.php/page/newclient.frontlogin)

eZee Absolute Front Office

You need to use the front office login link to login to eZee Absolute Front Office and manage the daily tasks at your hotel. As soon as you login to the front office, you will notice the simple yet detailed screen view to manage your hotel. There are in all 3 different views in which you can view the property details using eZee Absolute.

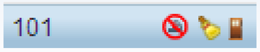
1. Stay View
2. Quick View
3. Dashboard View

Let us see what all these views show and how to comprehend it to manage the tasks more efficiently.

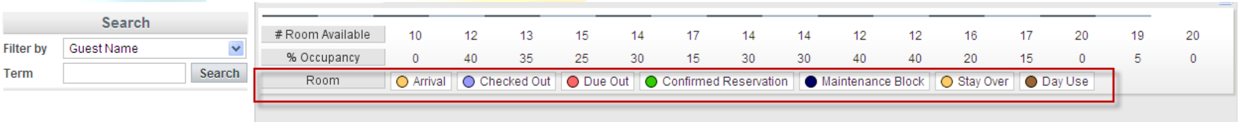
Stay View

As soon as you login to eZee Absolute Front Office, you will notice the Stay View, which on a single screen has a complete status of your property/hotel.

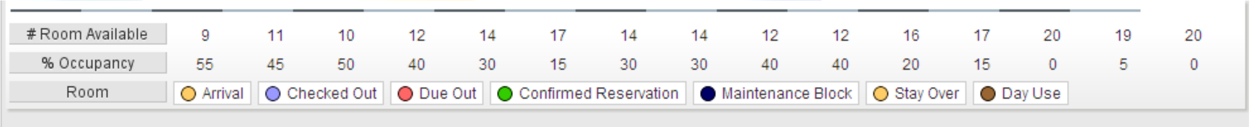
- The Stay view is designed to make your work simple and easy.
- It is actually a graphical representation of the guest ledger that shows the current status of the rooms in your property.
- The best part of it is, you can directly work on it and perform various actions as required.
- The stay view displays the – To the minute room's status for the dates in top row.
- The Room Types with Room numbers (or names) is listed in the first leftmost column of the Stay view screen.

- As you view from top to bottom, the Room types and the rooms are displayed with few other icons placed next to room number saying something more about the room. As for example, 

Room number 101 has 3 icons.
    - The first icon says that this room is a Non-Smoking room. If you have allowed smoking in the room, the icon will be as .
    - The second icon (that of a broom) says about the room status as kept by the house keeping department. Once you hover your mouse on the icon, to display the tool tip mentioning the room status.
    - The last icon (that of a door), when clicked, takes you to the Edit Transaction screen of that room.
- Each cell in front of the room denotes a room-night, and shows its status.
- The color of these cells indicates different status like Arrival, Checked Out, Due out, Confirmed Reservation, Maintenance block, Stay Over, or Day Use, for the room it is in front of, and for the dates it is displayed under (screen shot 3). (colors can be changed from the configuration console)



- To the bottom of the Stay view, you will find the # of rooms available for a particular date and the occupancy percentage for that day. This helps to get a clear idea of the room inventory you have (screen shot 4).



- Click on the calendar icon located in the top right corner of the stay view to change the dates for the stay view (screen shot 5).

Screen Shot 5

Position of hotel rooms as on working date

The left most block of the stay view screen on the Front Office console of eZee Absolute, lists all the rooms with the guests name for which they are reserved with the to the minute status of those rooms. Please refer to 'screen shot 2' as shown earlier.

To perform any operation on any room listed here in this list, simply click on it (right-click or left-click) and you will be given a list of quick operations. Select the one that you want to perform by selecting it from the list.

The options you get are:

- **Edit Transaction** (explained in detail later)
- **Room Move** (allows to move the guest to a different room)
- **Set Message** (allows taking a message for the guest. This will reflect in Edit Transaction screen >> General Information tab.)
- **Set Tasks** (allows entering a task for the front office or the housekeeping to be taken as per the alert selected for the set date and time. This will reflect in Edit Transaction screen >> General Information tab.)
- **Set Preference** (allows entering preference of the guest, if mentioned by the guest. This will reflect in Edit Transaction screen >> General Information tab.)
- **Amend Stay** (allows to change the stay of the guest in this room.)
- **Check In** (reflects only when a room is in "Confirmed Reservation Status")
- **Cancel** (reflects only when a room is in "Confirmed Reservation Status")
- **Mark No Show** (reflects only when a room is in "Confirmed Reservation Status")

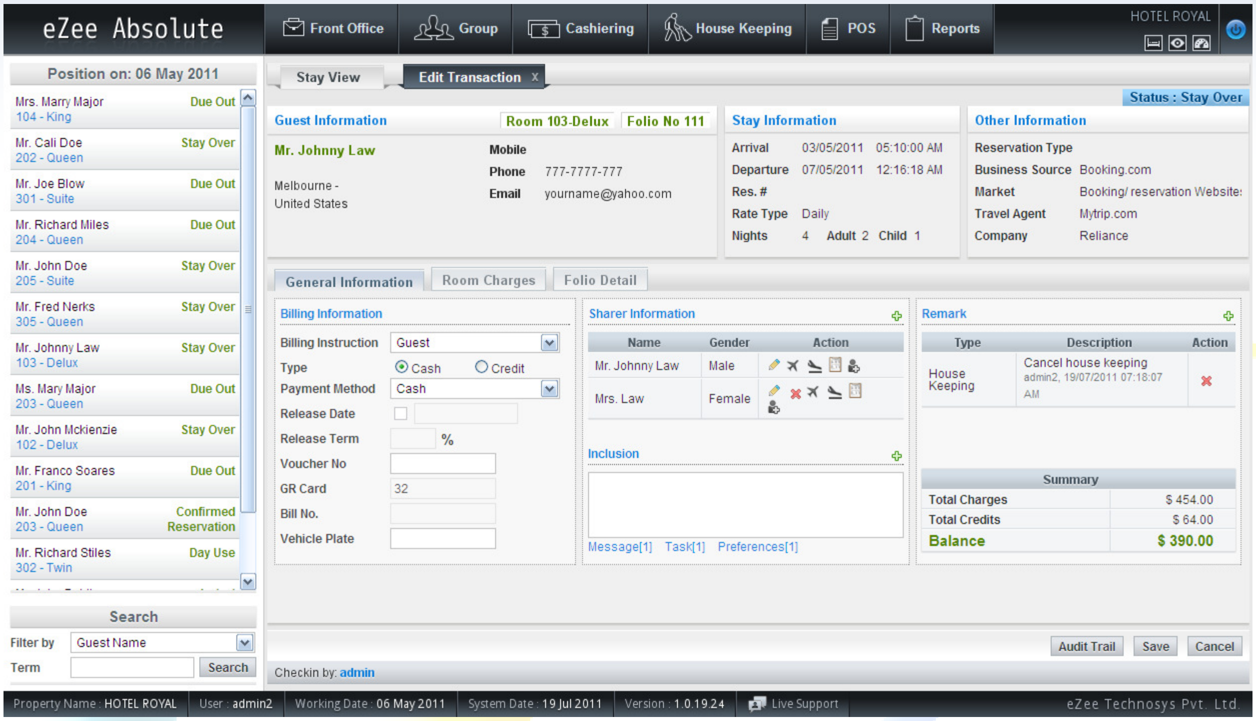
We have gone through all the operations that one can do from eZee Absolute, except for the "Edit Transaction" option that you get when you do a right-click on the room. Let us now see in detail what all you can manage when you are on Edit Transaction screen of a room.

Edit Transaction

This option is used to most to manage a room. This screen will give all the options that a front office user will require to manage a room. When you click on "Edit Transaction" option on any room, a new tab will open next to the existing one displaying the details of the guest staying in the room.

Note: You cannot open "Edit Transaction" screen for 2 or more rooms at the same time. If you try to do so, or it happens by mistake, you get the following message.

Screen shot 6



Screen shot 7

The "Edit Transaction" screen is divided in to 2 parts, one which displays the guest information, stay information and other information like reservation type (if apply), business source information, market information, travel agent information and the company to which the charges might be billed to.

The top right corner of the screen will display the status of the room selected.

Towards the bottom of the screen, you can see the "Audit Trail" for the actions performed on this room along with the options to save and cancel the changes made to the screen.

The other half screen has 3 tabs which allow accessing different information related to this room and the guest and also allows performing various actions related to the room and the folio generated for this room.

General Information Tab

This tab displays different information like – Billing information, sharer information, remarks entered for the room, and charge summary which shows the total charges, total credits and the balance on the room. You can also see the "Audit Trail" for the actions performed on this room. You can make changes to the above mentioned information and save the changes to.

You will notice small icons of positive sign on Sharer Information block, Remark block and Inclusion block. This when clicked will allow you to add the information to respective blocks.

The **Billing information block** will display and allow you to make changes to the billing information for this room like whom should the folio be billed to (guest or company), type of charge(cash or credit), payment method, and many other things.

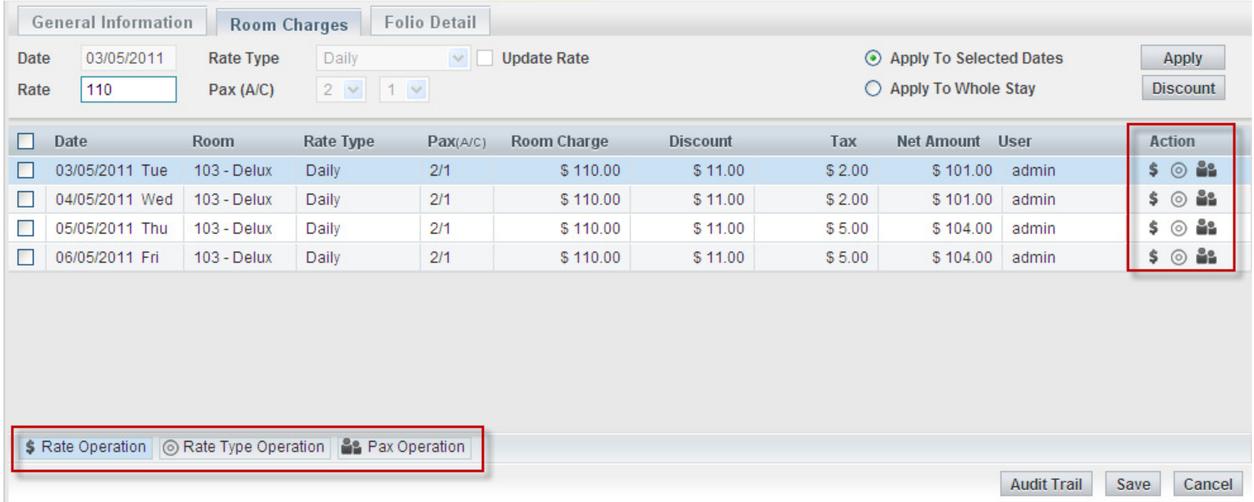
The **Sharer Information block** shows the name of the person sharing the room along with the actions that you can perform like – editing the details, take pick up & drop off time, view and print the Guest Registration card, and add the guest to black list.

The **inclusion block** will allow you to enter the details of any extra charge that you want to post to this room with the option to enter the charge, posting rule and charge rule. You can also select the folio from the drop down list if there is more than one folio created for this room.

The messages, tasks and preferences that you take for a room are displayed below the Inclusion block with the number of entries in the bracket for each particulars.

Room Charges Tab

Room charges tab, as the name says helps to list and manage the room charges.



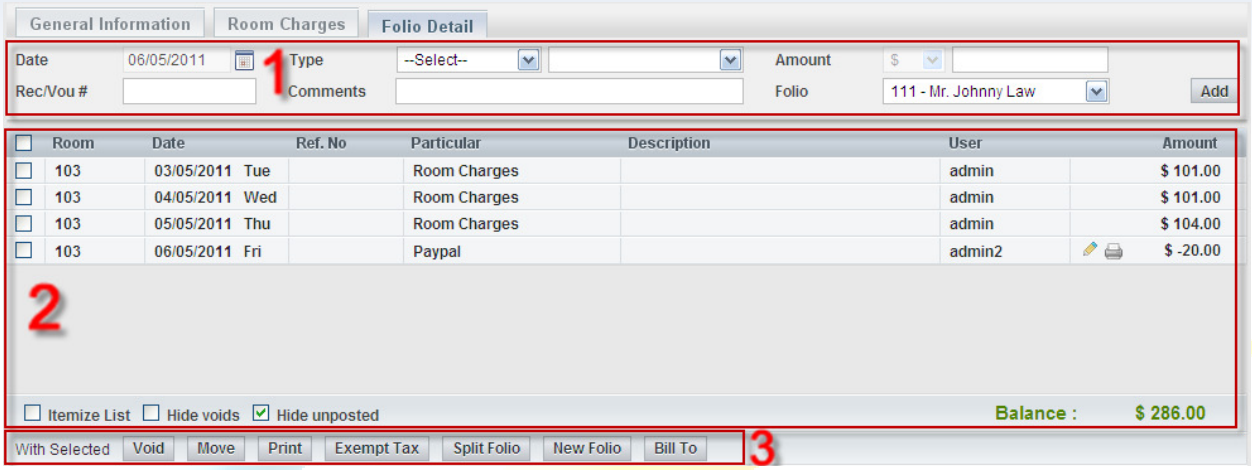
Screen shot 8

You can manage the rate offered, rate type offered, pax information and discount from this screen. To change or update any information, simply click on the respective icon in the "Action" column for the date you want to make the changes to, the resulting field will be activated to enter the changes.

Select the action by selecting the radio button to apply the changes to selected dates, or if you want to apply the changes to the whole stay. Once selected, click on apply.

Folio Detail Tab

This tab shows the folio details of the room as well as gives ample options to perform operations on the folio.



Screen shot 9

As outlined in the above screen shot, the screen has buttons and options which can be divided in 3 different groups to understand the function of this screen.

Group 1 helps to post a charge on the folio by selecting the options from "Type" field. You can take a payment, post an extra charge, make adjustments, post room charges, transfer the charges to another folio, or post the charges to city ledger account.

Select the type; enter the amount, voucher or receipt number, comments if required. Select the folio and click on ADD.

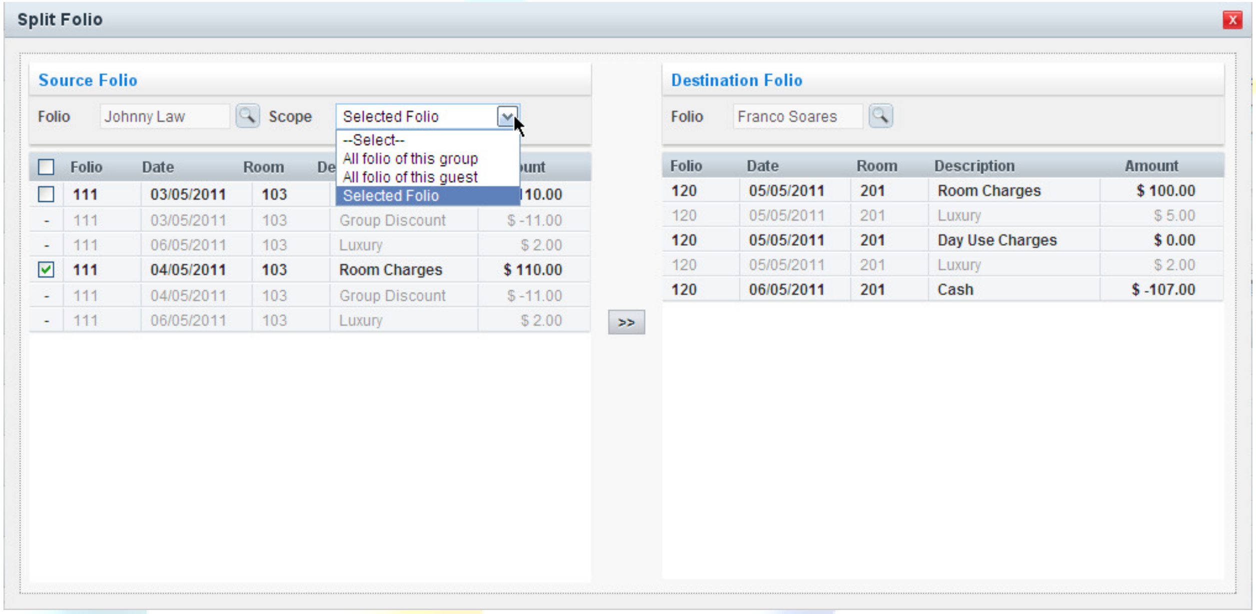
Group 2 is the folio listing which shows all the charges on the room which will be printed on the folio. You can change the way it lists the charges by check-marking the 3 options listed towards the bottom left side.

- Itemize list – If this option is checked, the charge list will be itemized and will also show the tax for each charge posted if applies.
- Hide Voids – If this option is checked, the void entries in the charge list will remain hidden.
- Hide Unposted – If this option is checked, the charges which are not posted on the folio/room yet, will remain hidden. The charges on the room/folio are posted only after the Night Audit is performed for the day.

Group 3 is the group of options which will allow you to take further action on the folio as per the requirements.
You can perform the actions using the buttons provided as explained below.

- **Void** – Select the entry of charge from the above list and click on this option to void the charges.
- **Move** – Select the entry from the above list and click on this option to move it to a different room. When you click on MOVE, it will pop up a window with all the open folios and an option to select them to move the selected entries to that room.
- **Print** – Select the entry from the above list and click on this option to view and print it.
- **Exempt Tax** – Select the entry from the above list for which you might want to exempt the tax charged. Click this button and it will ask you for the tax exempt id, enter the required and click OK. The same button will now change to show as Apply Tax, if you want to apply tax to that same entry later.

- **Split Folio** – Click on this option to split the folio or to transfer the selected charges from this folio to another. When clicked on this option, a window pops up with the list of charges on this folio and an option to select the charges of the folio, guest or the entire group. Select appropriate option on the source folio and on the destination folio part, click on search option and select the destination folio. Click on the arrows in the middle of the screen to transfer the selected charges to complete the action.

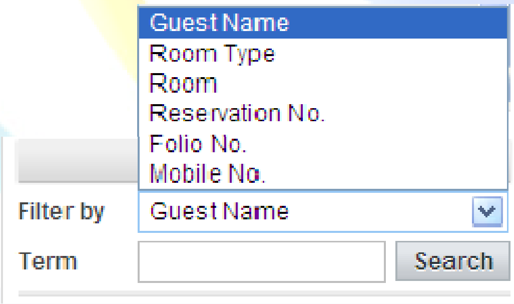


Screen shot 10

- New Folio – Click on this option to create a new folio either in the name of the sharer staying in the same room or anyone else staying in the hotel.
- Bill To – Click on this option to transfer the balance on this folio to any other. It may be the sharer staying in the same room or anyone else staying in the hotel.

Search

Towards the bottom left corner of the front office console in eZee Absolute, there is a search option.



Screen shot 11

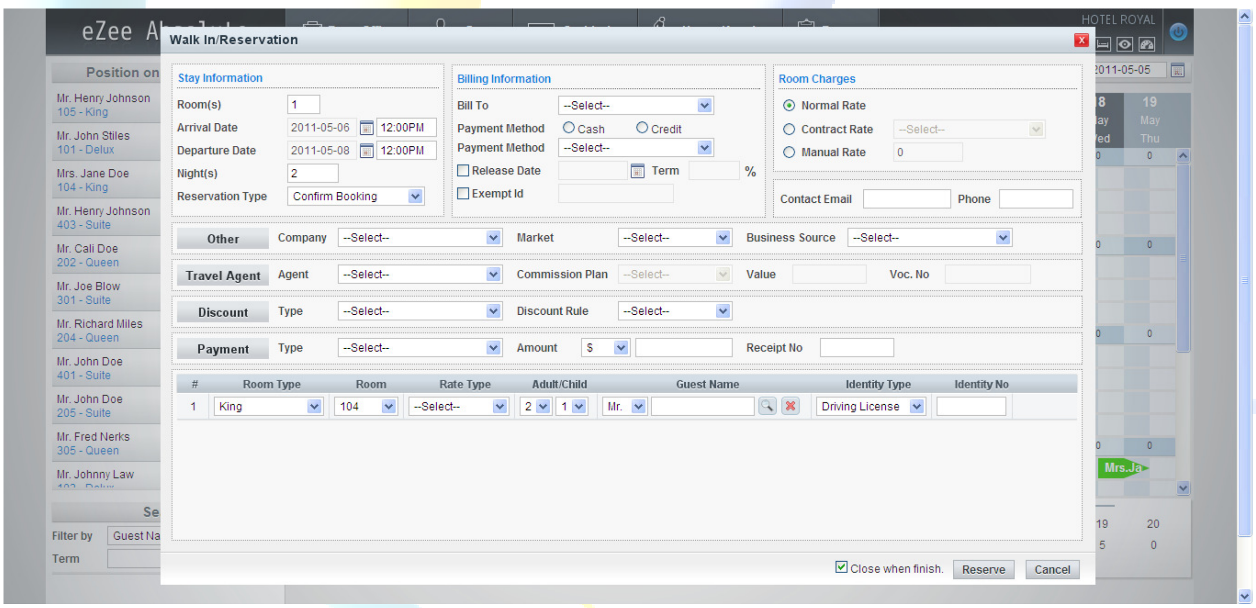
You can refine your search query for searching:

- ❖ Any guest by name
- ❖ Information related to a room type
- ❖ Information related to a room name or number
- ❖ Reservation Number details
- ❖ Folio Number details
- ❖ Mobile Number related details in the database.

For every search query selected, the term needs to selected or entered and then click on search button for the software to return the results.

Take a Reservation

- ❖ In the stay view, Click (left-click) in front of the room-type, on the cell under the desired Check-in date, and drag the mouse (with the button pressed) till the Check-out date of your booking.
- ❖ A Yellow color bar will extend as you select which will show you the number nights selected along with a tool tip showing the arrival date and the departure date as per your selection.
- ❖ As soon as you release the left click on the mouse, it will open a Walk-in/Reservation form.



Screen shot 12

- ❖ Enter the stay information and the Billing information.
- ❖ The room type and the room number will be pre filled as per the selection you made on the stay view.
- ❖ Select the rate type; enter the adult/child information, name of the guest and the identity information.
- ❖ Click on Reservation.

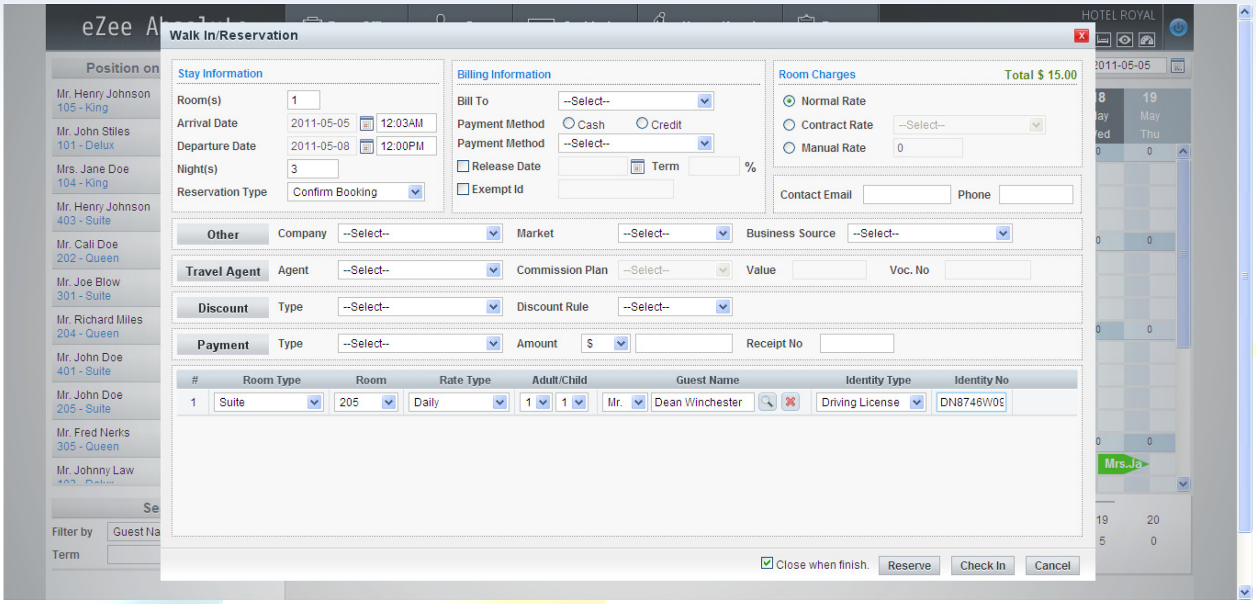
Check-in a Guest already reserved

- To Check-in an already reserved guest, just right click on the reservation.
- A small menu will show up.
- Select check-in and you are done (screen shot 7).

Screen shot 13

Check-in a Guest making fresh Reservation

- Click (left-click) in front of a room-type, on the cell under the current date, and drag the mouse (with the button pressed) till the Check-out date of your booking.
- A Yellow color bar will extend as you select which will show you the number nights selected along with a tool tip showing the arrival date and the departure date as per your selection.
- As soon as you release the left click on the mouse, it will open a Walk-in/Reservation form.

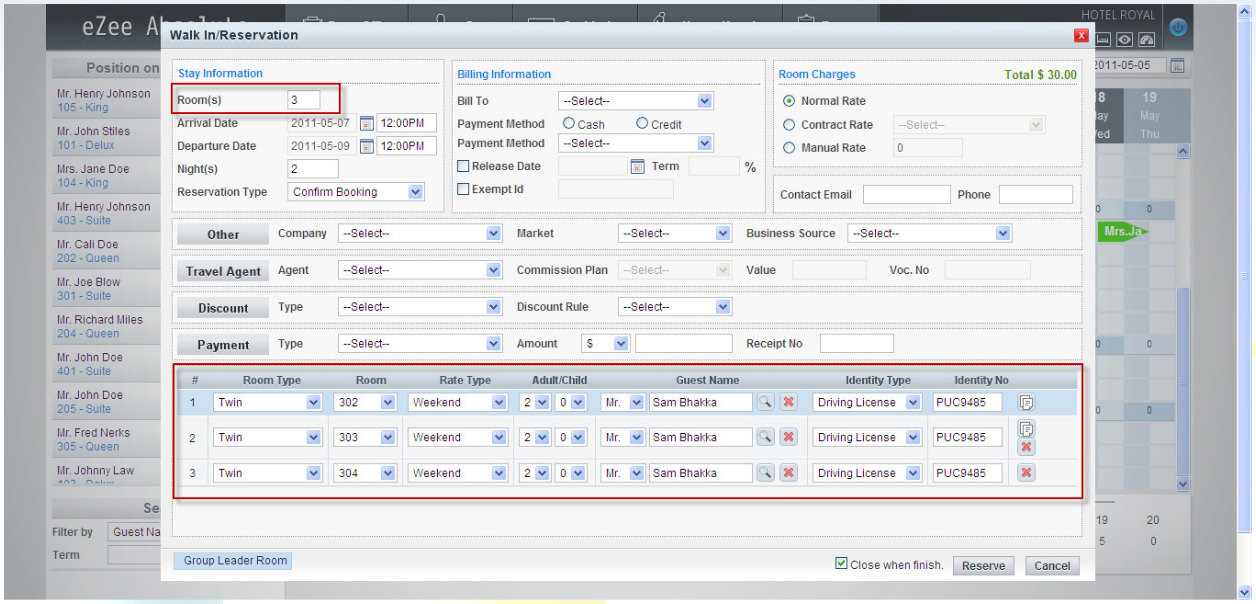


Screen shot 14

- Enter the stay information and the Billing information.
- The room type and the room number will be pre filled as per the selection you made on the stay view.
- Select the rate type; enter the adult/child information, name of the guest and the identity information.
- Click on Check-in when you are done.

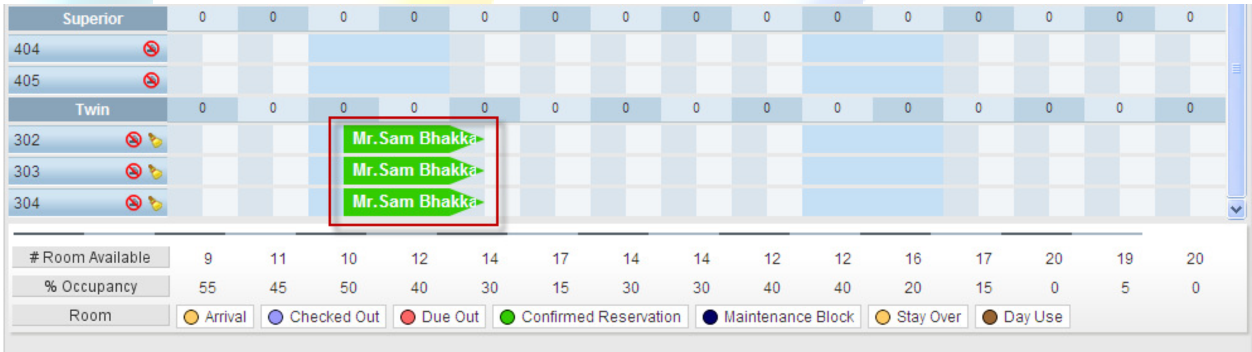
Reserve more than 1 room

- In the stay view, Click (left-click) in front of the room-type, on the cell under the desired Check-in date, and drag the mouse (with the button pressed) till the Check-out date of your booking.
- A Yellow color bar will extend as you select which will show you the number nights selected along with a tool tip showing the arrival date and the departure date as per your selection.
- As soon as you release the left click on the mouse, it will open a Walk-in/Reservation form.



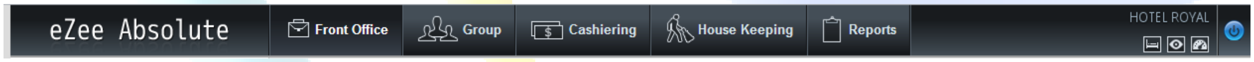
Screen shot 15

- Selet the number of rooms you want to reserve (screen shot 9).
- Enter the details (screen shot 9) and click on reserve to complete the reservation (screen shot 10).



Screen shot 16

Let us now go through the options given under the top most part of the front office console in eZee Absolute.



Screen shot 17

There are 5 buttons on the top panel of front office console in eZee Absolute. Each one drops down to show more options when hovered with your mouse.

Front Office Tab

When the mouse hovers on front office button, it will drop down the below shown list (screen shot 12).

Walk-in

This when clicked will bring up the walk-in form as shown in screen shot 8 above. Follow the steps mentioned above to check-in a guest using this form.

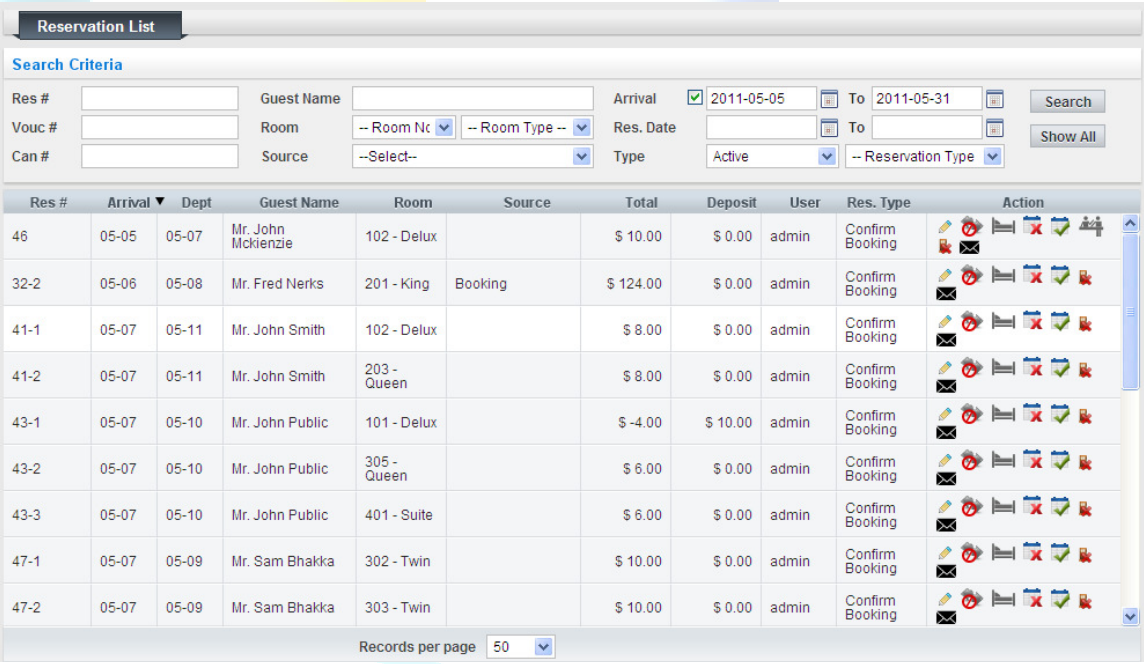
New Reservation

This when clicked brings up the Reservation form as shown is screen shot 8 above. Follow the steps mentioned above to take new Reservation for the guest using this form.

Reservation List

This when clicked brings up the list of all the reservations done for the hotel (screen shot 13), be it a booking inquiry or confirmed booking.

Out of the other options shown on this screen, which are self-explanatory, there is an 'Action' column, which allows you to take action against each reservation that is listed based on the current status of reservation. The icons when hovered with the mouse, gives a tool tip for each one of them which mentions what task can be performed by clicking on each icons.



Screen shot 18

The tasks that can be performed can be listed as –

- Edit Transaction
- Void Reservation
- Amend Stay

- Cancel Reservation
- Confirm Reservation/Update Reservation Status
- Check-in
- Un-assign room
- Email Reservation Voucher

Each action when performed will ask for a reason to select wherever required to complete the request.

Apart from the reservation list, the screen also has a search option and different filter criteria to narrow down the search based on reservation number, cancellation number, voucher number, Guest name, Room name/number and type, Business Source, Arrival dates, Reservation dates, and type of Reservation.

Arrival List

This option will list all the guests whose reservation type is 'Confirmed Booking' and are scheduled to arrive as per the working date of eZee Absolute. Apart from the regular options as mentioned below screen shot 13, this screen also has one additional icon for:

- Mark No Show

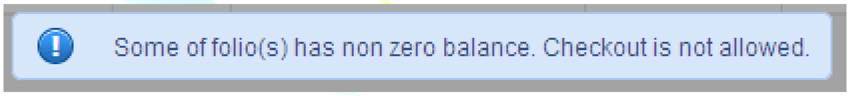
When you click this icon to mark a reservation as No Show, the system will ask for a reason to select to complete the request.

Departure List

This option will list all the guests whose room status shows as 'Due Out' and are scheduled to check out as per the working date of eZee Absolute. Apart from the regular options as mentioned below screen shot 13, this screen also has one additional icon for:

- Check Out

When you click on the check out icon, the system will check for any outstanding balance on the room and if it is zero, the guest will be checked out from the room. If the room has an outstanding balance, the system will give a message which will read as

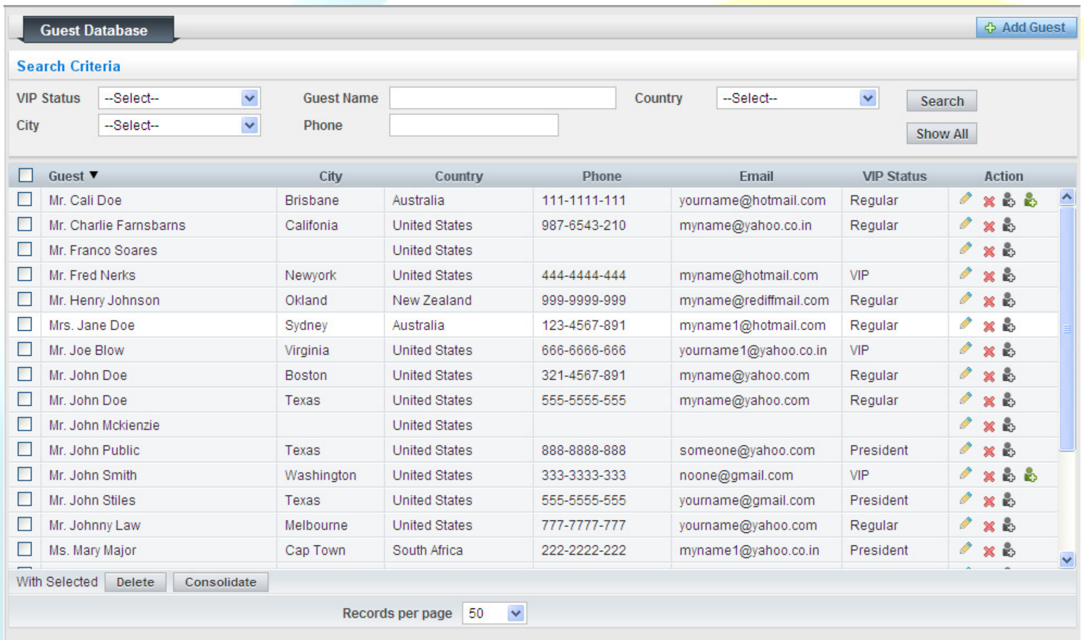


Screen shot 19

So to check out this guest, you will first need to go to room, clear any outstanding balance on any of the folios generated for the guest in this room and then check out from the room itself.

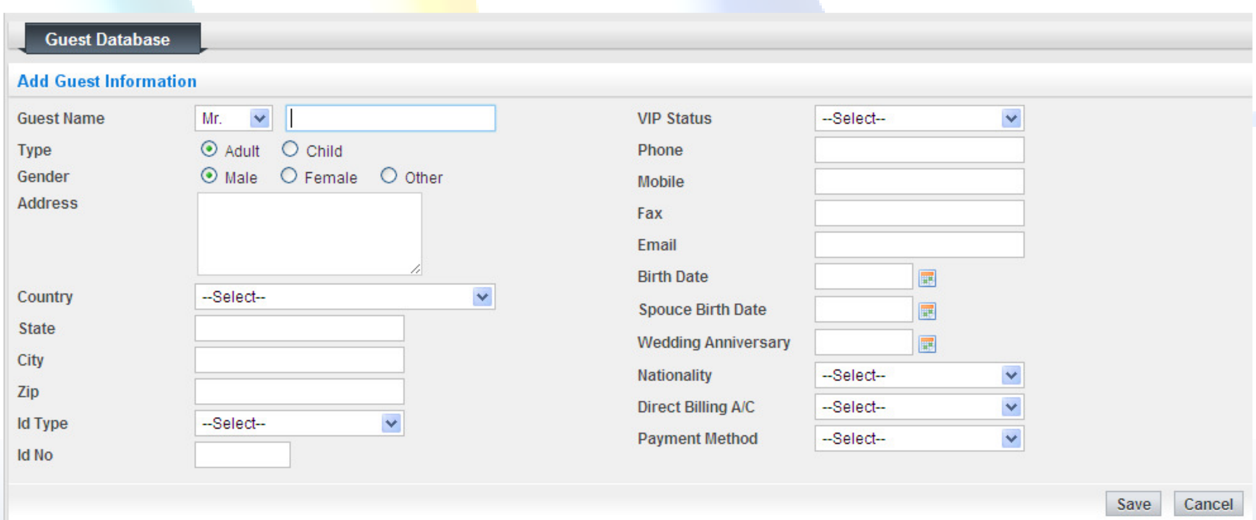
You can consider this as a safety feature which will not allow the user to accidently check out any guest whose outstanding balance is not cleared

Guest Database



Screen shot 20

Guest database lists all the guest details that are entered in the system till date. The action column on the guest database screen has options to edit the guest details, delete the guest details, black list the guest, and white list the guest. One can also add the guest details from this screen by clicking on the 'Add Guest' button in the top right corner of the screen.



Screen shot 21

Night Audit

We all know that Night Audit is the most important part of the hotel management. Night audit is the process by which we do the day close for the system; it allows user to change the working date for the software. This process is necessary because it gives user a clear status of what all activities were performed during in the day. This can be quickly monitored by the management. It is recommended that this operation is performed by a night auditor or by a user of Managerial level.

Night Audit in eZee Absolute is performed in 5 simple but important steps.

Step 1 of 5: Pending Reservations

The first steps checks for any pending reservations for the day which is currently showing as the working date on eZee Absolute. If there are any reservations at all, which needs your attention, they will be listed here with all the basic details and the 'Action Column' asking for the action to be taken on the pending reservations. You can void, cancel, mark as No show or do a check-in for the reservation listed.

Take the required action, save the changes and click NEXT to move ahead to the next step of Night Audit.

Step 2 of 5: Release Reservations

This step is for releasing/cancelling the reservations that did not show up for the day which is currently showing as the working date on eZee Absolute. The 'Action Column' will have the icon to cancel the reservation if any are listed on this screen.

When cancelling the reservation, the system gives you the option to charge the cancellation fees and the select the reason for cancelling the reservation. Enter the details, save the changes to move ahead to next step of Night Audit.

Step 3 of 5: Room Status

This screen will list all the occupied rooms with the guest names along with the arrival and departure information, balance and the room status. The Action Column here on this screen has the options to either amend the stay or do a check out. The check-out can be performed on zero balance rooms directly from here. If the room balance is non-zero, you will have to go room, clear the outstanding balance and then check out the guest from the room.

Take the required action, save the changes and click NEXT to move ahead to the next step of Night Audit.

Step 4 of 5: Nightly Charge posting

This screen will list all the occupied rooms with the guest names and the folio numbers along with the description and the amount of the night charge for the working date displayed.

You can select the rooms, that you want the charges to post or simply do a select all and click on "Post" button to post the charges to the listed rooms. Once the required action has been taken, click on next to move to the final step of Night Audit.

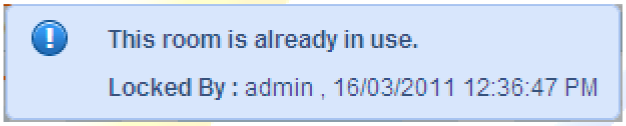
Step 5 of 5: Create New Day

The last step creates a new day by closing the day for which you were doing the Night Audit. After the Night Audit is completed, the data for the last working date will be freeze.

Once you agree to this and click on Finish button, the Night Audit wizard closes and the working date on the Front Office console of eZee Absolute changes to a new date.

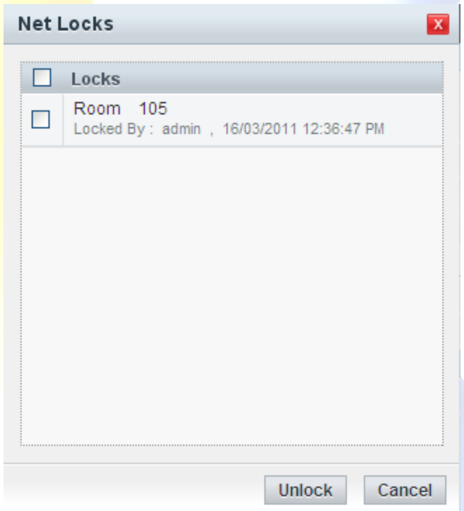
Net Locks

Net Lock is a feature to protect two or more guests to check in the same room at same time. This feature can be very useful when the software is accessed from various terminals simultaneously. The desk clerks are not allowed to perform transaction on the same room from different access points. As soon as one particular room is opened from any other terminal in the network, the software blocks the access to that room with a message that another user is already accessing this room.



Screen shot 22

To unlock the net lock, click on this option, select the room that needs to be unlocked and click on Unlock.



Screen shot 23

Change Password

Use this option to change the password for the user account you are logged in to. You need to enter the old password for verification purpose. Enter the new password; confirm the new password by entering it again. Save the changes to confirm the change in password.

Group Tab

When the mouse hovers on 'Group' button, it will drop down a list with below mentioned options.

Group Reservation

This option when selected shows you the list of all the group reservations taken. You can also edit any group reservation by clicking on the pencil icon in the action column.
Apart from the reservation list, the screen also has a search option and different filter criteria to narrow down the search based on reservation number, cancellation number, voucher number, Guest name, Room name/number and type, Business Source, Arrival dates, Reservation dates, and type of Reservation.

In house Group

This option when selected shows you the list of groups that are checked in currently in the property. You can also edit any group by clicking on the pencil icon in the action column.
Apart from the in house group list, the screen also has a search option and different filter criteria to narrow down the search based on folio number, voucher number, Guest name, Room name/number and type, Business Source, and code.

Departed Group

This option when selected shows you the list of groups that have stayed in the property and have departed as of the current date. You can also edit any group by clicking on the pencil icon in the action column.
Apart from the list of the group departed, the screen also has a search option and different filter criteria to narrow down the search based on folio number, voucher number, Guest name, Room name/number and type, Business Source, Arrival dates ,and code

Cashiering Tab

When the mouse hovers on 'Cashiering' button, it will drop down a list with below mentioned options.

Travel Agent Database

This option gives you the facility to store and manage the travel agent database. This list will also reflect under the business source selection list while taking a walk-in, reservation or booking.
Apart from the regular search options to search a travel agent from the list, the screen also allows you to add a new travel agent.
You can either edit or delete the already listed travel agent information by clicking on appropriate icon in the action column.

Company Database

This option gives you the facility to store and manage the company database. This list will also reflect under the business source selection list while taking a walk-in, reservation or booking if the option to "add to business source" is checked while creating an account for the company.

Apart from the regular search options to search a listed company, the screen also allows you to add a new company.

You can either edit or delete the already listed company information by clicking on appropriate icon in the action column.

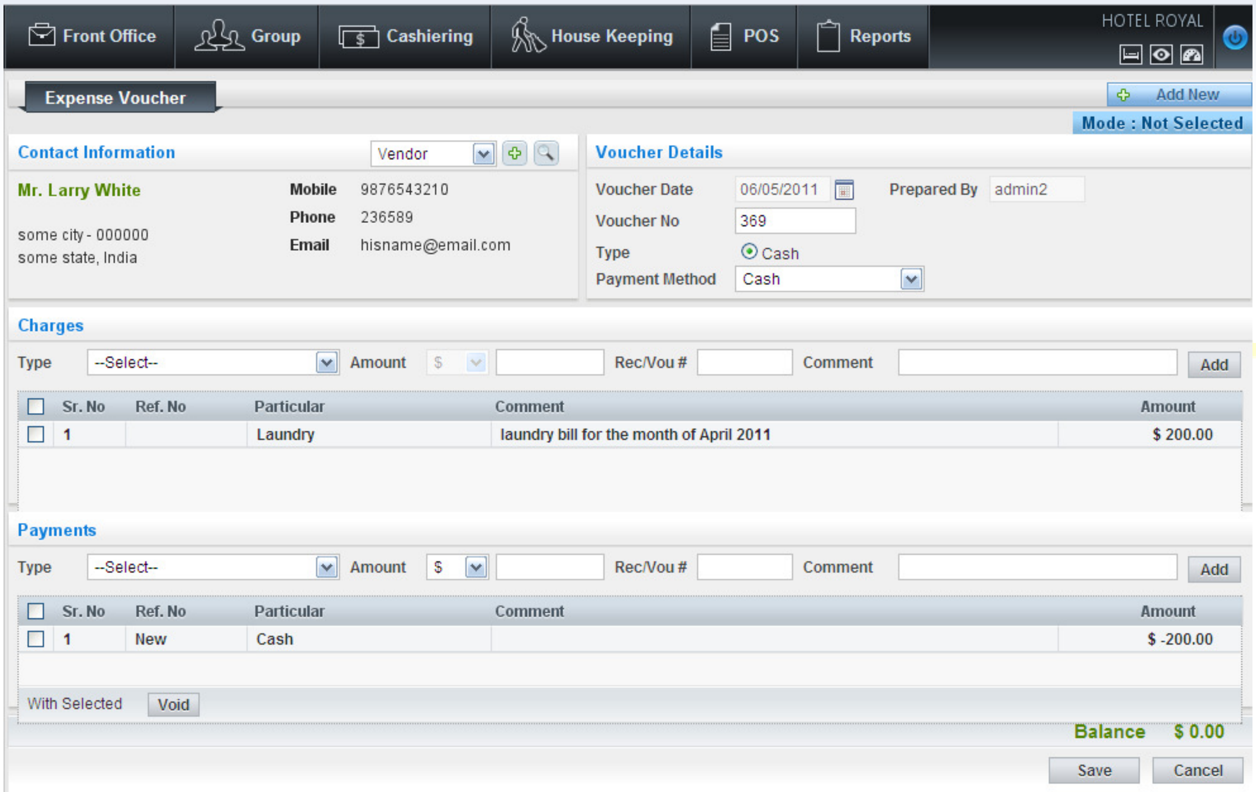
Expense Voucher

Expense Voucher is nothing but accounts payable. This screen will allow you to enter all the expenses that the front office or the cashier does during the day.

To add a new expense voucher, simply click on the "add new" button in the top right corner of the screen.

The next screen brings up a blank voucher for you to input the data for the expenses done.

- Contact information block –This block will allow you to enter the details of the person your expenses were done on. It has a drop down to select from Guest, Owner, Travel Agent, or Vendor. You can also add a new contact information if the person details are not in the database by clicking on the "+" sign. If the person's information is already in the database, click on the search icon and enter the person's name, contact number or identity number to search for the data. Once the search returns, double click on the appropriate contact to select it.
- Voucher Details block – This block will allow entering the voucher number for the transaction and the option to select the payment method.
- Charges block – This block allows selecting the expense type/charge type from the drop down list. Enter the amount to be paid, enter comments if any and click on "Add" button. The charge will list down. Enter the details of any other expenses if paid towards the same person or vendor and add it.
- Payments Block – This block is for entering the payment details by selecting the payment type, amount, and comments. Click on ADD when done. The system will allow you to save this expense voucher when the balance shows as Zero in the bottom right corner.



Screen shot 24

The left side of the expense voucher screen shows you the option to search a particular expense voucher created in past date along with the list of all the vouchers created till date and the options to either edit or void the listed expense vouchers.

Cashiering Center

Cashiering Center is the option to accept and post payments for the business done on credit. For example via travel agents, city ledgers and folio transfers.

You can post a payment if the payment is made for any of the above mentioned credit business done in your property.

To post the payment, simply click on the Cashiering Center:

- Select the action that needs to be taken, like searching for any payment that has been posted to any travel agent, to any city ledger account or transferred to any folio. Enter the dates for which you want to search the transactions. On clicking 'Search' the screen will return the list of all the credit transactions posted to the selected account.
- Now, to post a payment, simply enter the account details to which you want to post the payment, enter the amount, receipt or the voucher number, comments and click on ADD.
- This will post the payment to the selected account.

Housekeeping Tab

When the mouse hovers on 'Housekeeping' button, it will drop down a list with below mentioned options.

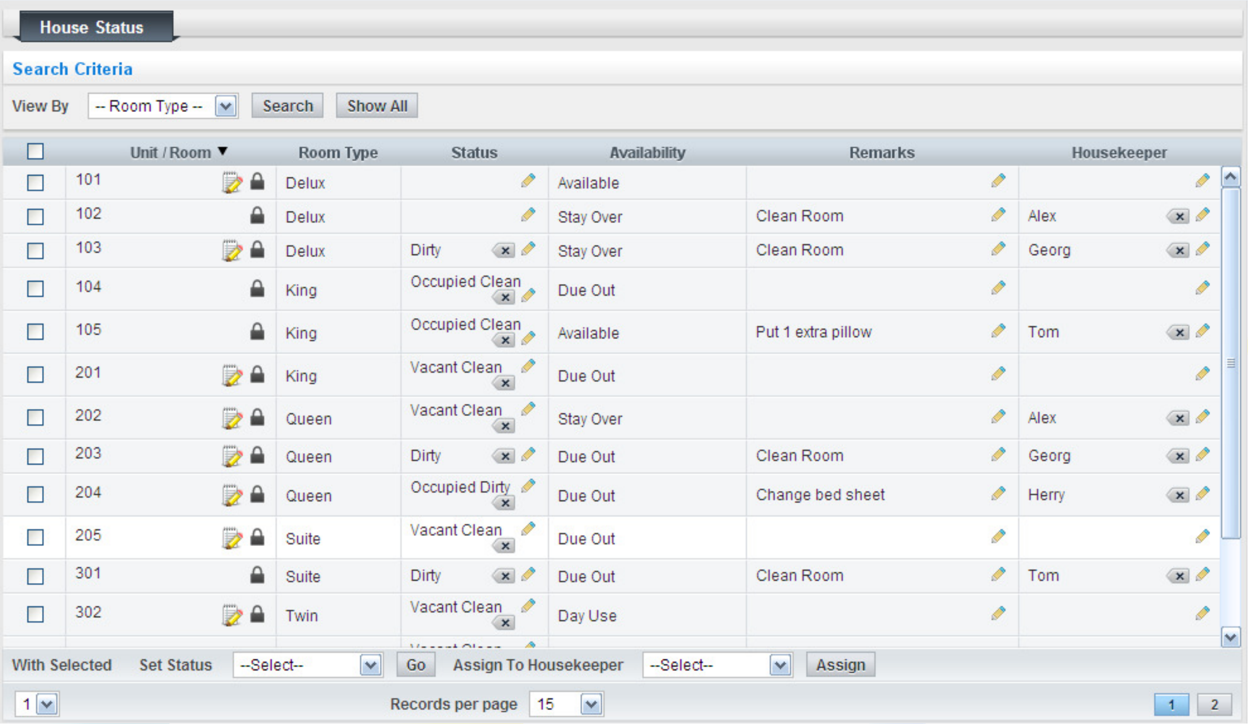
House Status

House status is nothing but the list of all the rooms in your property with their housekeeping status. This screen is used by the housekeeping department head to update the status of the rooms as attended by the housekeepers according the tasks assigned to them.

The screen has option to search the rooms based on the room types you have created or a "show all" button to list all the rooms that you have in your property.

The columns for Rooms, status, Remarks, and Housekeeper have different icons on it which allows you to perform different task related to Housekeeping.

- Units/Rooms Column – This column can have 2 icons, one of a notepad and a pencil and the other of a lock. If you click on the first icon, it allows you to enter the work order for this particular room. The lock icon will allow you to block the room, so that the front office cannot assign this room to any guest. This can be done when a room is under maintenance. The same duration will be shown as blocked on the stay view of front office.
- Status Column – This column has 2 icons, one which clears the status of the room and the second will allow you to edit the status of the room.
- Remarks Column – Use the icon on this column to enter any remarks for the housekeepers to view and act accordingly.



Screen shot 25

- Housekeeper – This column has 2 icons which will allow you to un-assign any housekeeper and the second one will allow you to add or edit the housekeeper to a room.

You can also set the status or assign the housekeeper to many rooms by simply selecting the rooms and selecting the status or housekeeper and then clicking on Assign Button.

Maintenance Block List

This screen lists all the rooms that are blocked along with the reason. The screen also provides edit option for each listed room to either edit the details or un-block the rooms.
If you want to add a room to the block list, click on the "Add Block Room" button in the top right corner of the screen and add the details of the room and the duration for which you want to block it.

Work Order List

This screen lists all the work order created for the housekeepers against the rooms along with the options to either edit the work order or enter a note for the work order.
To add a work order for a room, click on the "Add Work Order" button in the top right corner of the screen and add the details of the work order along with the details of the housekeeper it is assigned to.

POS

Incidental Voucher (POS) is nothing but accounts receivables. This screen will allow you to enter all the receivables in the incidental invoice that the front office or the cashier does during the day.

To add a new entry, simply click on the "add new" button in the top right corner of the screen.

The next screen brings up a blank voucher for you to input the data for the incidental invoice generated.

- Contact information block –This block will allow you to enter the details of the person you created the incidental invoice for. It has a drop down to select from Guest, Owner, Travel Agent, or Vendor. You can also add a new contact information if the person details are not in the database by clicking on the "+" sign. If the person's information is already in the database, click on the search icon and enter the person's name, contact number or identity number to search for the data. Once the search returns, double click on the appropriate contact to select and proceed.
- Voucher Details block – This block will allow entering the voucher number for the transaction and the option to select the payment method.
- Charges block – This block allows selecting the charge type from the drop down list for which the incidental invoice was generated. Enter the amount to be charged, enter comments if any and click on "Add" button. The charge will list down. Enter the details of any other charges if to be collected from the same person or vendor and add it.
- Payments Block – This block is for entering the payment details by selecting the payment type, amount, and comments. Click on ADD when done. The system will allow you to save this Incidental Invoice when the balance shows as Zero in the bottom right corner.

The left side of the POS screen (Incidental Invoice) shows you the option to search a particular invoice created in past date along with the list of all the invoice created till date and the options to either print, edit or void the listed invoices.

Reports

The reports section offers variety of report to keep a check on your business. Currently reports are grouped as below mentioned categories along with the reports that you can find under each of the category. The number of reports is being updated regularly to meet the requirements of the customers and the properties across the globe.

- Reservation Reports
    - Arrival list
    - Cancelled Reservation
    - No Show Reservation
    - Void Reservation

- ❖ Front Office Reports
  - Guest checked in
  - Guest Checked out
  - Guest list
  - Guest message
  - Night Audit
  - Room Status Report

- ❖ Back Office Report
  - Advance Deposit Ledger
  - City Ledger – Detail
  - City Ledger – Summary
  - Daily Extra Charge – Detail
  - Daily Receipt –Detail
  - Daily Receipt – Summary
  - Daily Refund Report
  - Daily Revenue
  - Expense Voucher
  - Folio List
  - Guest Ledger
  - House Status
  - Manager Report
  - Revenue By Rate Type
  - Revenue By Room Type
  - Travel Agent Commission – Detail
  - Travel Agent Commission – Summary

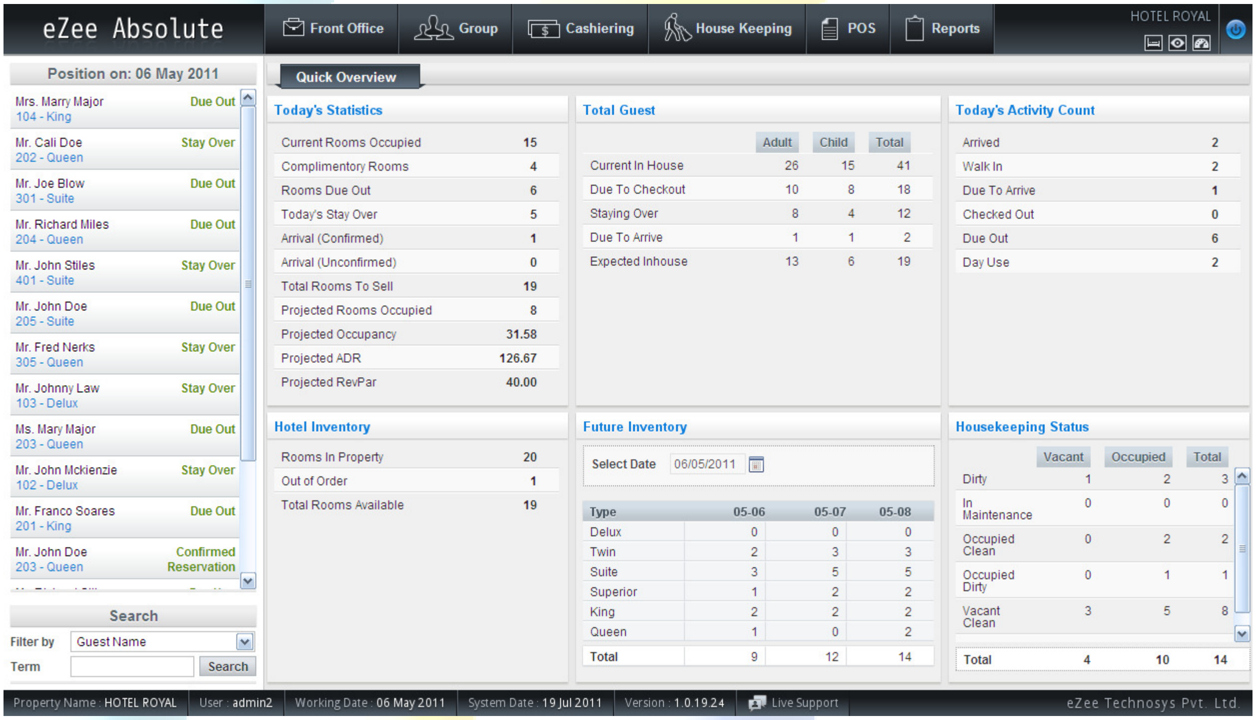
- ❖ Audit Report
  - Void Charge
  - Void Payment
  - Void Transaction

- ❖ Statistical Report
  - Business Analysis
  - Contribution Analysis Report
  - Monthly Country wise Pax Analysis
  - Monthly Statistics
  - Monthly Summary
  - Room Statistics
  - Yearly Statistics

- Graphs and Charts
    - Monthly Occupancy
    - Monthly Revenue
    - Payment Summary

Quick View

Let us now see the 2nd of the 3 views that eZee Absolute is equipped with. This view is a quick over view of the various aspects of your hotel on a daily basis.



Screen shot 26

It shows

Daily statistics

The daily statistics block shows information for:

Rooms Occupied, complimentary rooms, rooms due out, stay overs for the working date, confirmed arrivals for the working date, arrivals which are not yet confirmed, total rooms that the front office can give on rent, projected rooms that will be occupied, projected occupancy percentage, projected ADR (Avg Daily Rate), and projected RevPAR (revenue per available room).

Hotel Inventory

The hotel inventory block shows the information for:

Total rooms in property, Out of order rooms for the working date, and total rooms available for sale as on working date.

Total Guests

The total guest block shows the information related to the guests in the property separately for Adults, child and Total. It will list the information for:
Current In-house guests, Due to check out guests, guests staying over, guests which are due to arrive today, and the total expected in-house guest on today's date.

Future Inventory

The future inventory block shows the inventory information of today' date as well as for any date in future.
This will show a list of all the room types in your property and show the inventory of 3 days at a time including the day selected from the calendar given.

Today's Activity Count

This block will show the information for the activity supposed to happen in the property for the working date.
It will list the details like- arrived, Walk-in, Due to arrive, checked out, due out, and Day Use.

House Keeping Status

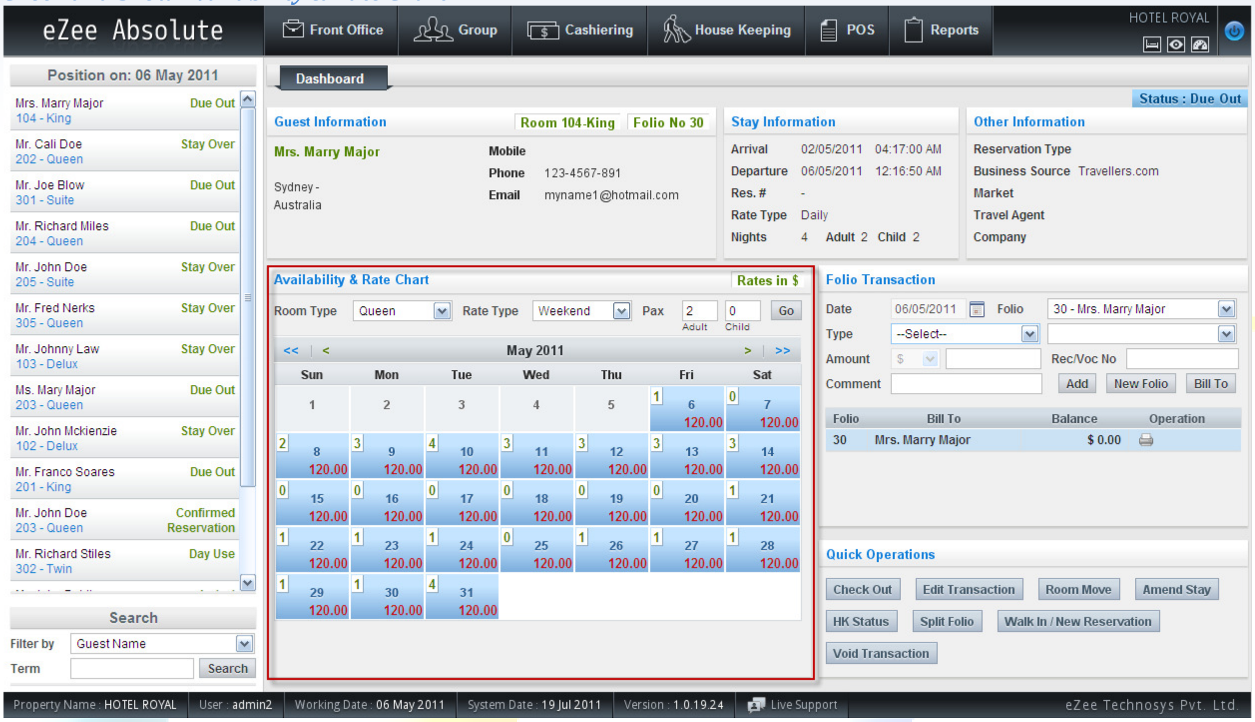
This block updates the housekeeping status for the rooms which are Vacant or Occupied.
It will list the number of rooms which are – Dirty, In maintenance, Occupied Clean, Occupied Dirty, and Vacant Clean.
The Left side of the Quick View will show the position of hotel rooms as of the working date of the software along with the search option in the bottom left corner of the screen.

Dashboard View

Dashboard view is the most appreciated view of eZee Absolute. It gives the access to many actions that a front office person needs to take with the rooms on a daily basis. It is like a short cut for every transaction you do with the rooms when in the room or by doing a right-click when on Stay View.
Dashboard serves 2 purposes in one single screen.

1. Check and show availability & rate chart
2. Manage daily tasks for In-house guests.

Check and Show Availability & Rate Chart



Screen shot 27

As outlined in the above screen shot, the availability and rate chart will show the availability as well as the rates for the room type and rate type selected for the entered adult and pax. The rate and availability as shown on each date block. The top right corner of the date block shows the availability of the room type and the bottom right corner shows the rate. This screen proves to be a blessing when taking a reservation or a booking for a guest. The user can very efficiently handle the task without having any doubts.

Manage Daily Tasks for In-house Guests.

To do this, simply click on the guests listed on the left hand side of the screen for which you want to perform any action like:

- Update Guest information.
- Update other information related to business source, market type, commission plan and etc.
- Perform a folio transaction like make any adjustments, take a payment, post the payment to city ledger account, give discount, apply extra charges to the folio, apply room charges, create a new folio, or transfer the folio and/or folio charges to a different folio.
- There a number of buttons placed here for quick operations like – Check out (the button appears only when the room is due out), Edit Transaction, Room Move, Amend Stay, HK Status, Split Folio, Walk-in/Reservation, and Void Transaction.

With this we successfully complete the overview of eZee Absolute Front Office console. We have tried to accommodate all information that a user may need to use eZee Absolute Front Office. However, if there are any questions or doubts you may have while using eZee Absolute, please do not hesitate & feel free to contact the support team at http://www.ezeetechnosys.com/Live_Support.html. We offer chat, email, and phone Support Services for all our products which is available 24 hours, 365 days of the year.