

# Documentation of the Lodgit Desk Hotel Software

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Shortcuts Legal Notice

GENERAL INFORMATION ABOUT LODGIT DESK

# About Lodgit Desk

						Rece	ption (local)	/ TSE Stat	us - TSE no	t available							
All Objects		1.5	1		+	1 2	B	R	100	0				0	Search for vacant	units .	
Name	Octupancy	Salast	draw.	-	-	Chierta Gueita	Laters	financials.	Cantana	Prime	Exilat			The	10.12.2022	14.12.2022	q
Demo Lodgit Histel Hamburg	0,00 %	WORK DA	TABASE					LANCART	Seat						PERMIARY 2021		
Demo Lodgit Hotel Leipzig	0,00 %				-	TU	14	111	578	14		44	10	w.	741	1.0	- 44
Dame Logist Hotal Saarbeirkan	0.02%	HENTAN	E UNITS			26	27	26	29	30	31	1	2	3	4		
Demo Lodgit Hotel Bad Sulza	0,00 %	WL HH O	1/2	7	ŧl		5 Scott Tra	vels									
All Catagorian		WL HH O	1/2		11	4 Roberts, John											
wir Caragonies		1000															
Name	Available	WL PH O	1/6	8	12										5 Baker Travels		
Shared Room	2	Contraction of										_					
Suite	2	WLPHO	1/5	3	21	5 Scott Travels	3 Foster, Fr	ed.									
Logperanteer			-10	14		and the second											
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Apartment	5	WLSTO	t/10		14											_	-
		SL FR 01	2/8		TÅ	6 Baker Travels									S Long, Juliet		
		SL FR 02	2/4		25	3 Smith, Ruth						4 84	ennedy, Shane				A Bull, Mary
Durrent Guests		SL HA O	2/4		11							Edwards, Emily				-	
e 🖬 9.	0																and Parcel
Directed in	Unit	SL PIA U	2/10	are .	14								-			4 Merz	egy, snane
		SH DB 0	1/2	15	13								2 Smith	th, Kylie			
		SH DB 0	1/2	2	11	2 Baker Trav	ets										
		SH DB O	1/3	2	2	1.1							2. India				3 Martin, Brid
		/www.258				·	4										Today 🕨 🛤
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		Booking.	State	18					Res No	6 - C	From		Те		Object		
		87		New	Online	Booking		0	1062472164	-3852	8. Sep 2	2022	7. Sep 2023	2	Demo Lodgit H	otel Hamburg	
		-															
		-															
		-															

Lodgit Desk is a reservation and booking software that helps manage any and all accommodation services. It will make it much easier for you to manage accommodations in hotels, guest houses, apartments, holiday homes and more. The time you'll save when using this program can then be dedicated to your guests and your success. Lodgit Desk's low price makes it especially interesting for smaller accommodation establishments that simply couldn't afford such a program until now.

Larger accommodation services such as hotels, apartment buildings, holiday parks, camp grounds, youth hostels etc. really appreciate the ability to adjust everything in Lodgit Desk. The SQL database allows for them to add as many units and objects as their computer system will allow\*.

The easy to use reservation schedule in Lodgit Desk will let you create bookings, manage units and guests, create and print invoices and manage special pricing for the new season without any hassle.

You can also utilise the optional online booking system that will enable you to receive bookings online through your own website. The Lodgit Online Booking System can synchronise with your local Lodgit Desk program regularly, so that your guests will know whether you have any vacancies available and book those right away. In case there aren't any vacancies for the time frame the guest has selected, there's a booking calendar that will show when other vacancies are available.

#### The most important features of Lodgit Desk:

- Graphical overview over all the rentable units and objects and their occupancy (reservation schedule)
- Quick search for vacancies by date

- Compilation of single and group reservations in the reservation schedule
- Object management (e.g. several houses and their rooms etc.)
- Guest management (single person, companies and groups)
- Create offers, booking confirmations and invoices
- Create different prices for certain time frames (e.g. seasonal prices, fair prices) etc.)
- Accept and bill deposits
- Manage extras and services of any kind (incl. different tax rates)
- Packages for special offers, arrangements etc.
  Online booking system with automatic synchronisation (optional)

\*This depends on the system of the computer (memory, processor etc.) which you have installed Lodgit Desk on and the license that was purchased.

#### **Release Notes**

Latest release notes for 2023

Previous release notes:

2022: 2.6.4 to 2.8.9 2021: 2.4.5 to 2.6.3 2020: 2.3.1 to 2.4.4 2019: 2.1.4 to 2.2.4 2018: 1.18.7 to 2.1.3 2017: 1.17.1 to 1.18.6 2016: 1.15.6 to 1.16.4 2015: 1.13.7 to 1.15.5 2014: 1.12.4 to 1.13.6 2013: 1.10.6 to 1.12.3 2012: 1.9 to 1.10.3 2011: 1.8 to 1.8.8

Your first steps with Lodgit Desk.

TABLE OF CONTENTS UP DESCRIPTION OF THE MENU ITEMS

# Description of the menu items

Here you'll find a description of the menu items in Lodgit Desk.

Menu File • Create a backup and restore from backup Menu Edit Menu Bookings Menu Administration Menu Lists Menu View Menu Windows Menu Help or Lodgit Desk

GENERAL INFORMATION ABOUT LODGIT DESK UP MENU FILE

# Menu: File

🗯 Lodgit Desk	File Edit	Bookings	Administration	Lists	View	Window	vs Help		
•••	Software A	ctivation							
All Objects	Use Datab	ase Server.			-	0)			
Name	Onen Data	hase Folde	r		cts	Guests	Letters	Financials	Cashbook
<ul> <li>Hotel "Sunshine"</li> <li>Holiday Homes "Rela:</li> </ul>	Change Da	tabase Fol	der			_	остов	3ER 2019	
	✓ Use Demo	Database				SU 27	MO 28	TU 29	WE 30
	Use Work Generate	Database arge databa	ase		er, Ste	even	1 Ke	lly, Ernest	
All Categori	Close Win	low		₩W	er. Ste	even			2 Gar
Name	CIOSE WIIN	1011		00 **					
Single Bedroom	Create Bac	kup				2 Bel	l, Mary		
Double Bedroom	Restore Fr	om Backup							
Holiday Apartment	Synchroniz	ze		lersor	n, D				
	Save Rese	rvation Sch	edule as Image				1 Eva	ans, Aaron	
	Print Rese	rvation Sch	edule	ЖP	3 Phili	pps, Franci	s		
Current Guests		Apartme	ent 2 1/4	2			Bath	nroom Renov	ations
Checked In	Unit								

The menu bar item **File** contains general commands for the program Lodgit Desk.

## Software Activation...

This is where you can enter your license information that allows you to use Lodgit Desk. The demo version of Lodgit Desk is limited to 30 days with a maximum of 30 guests allowed in your guest file.

If you have registered and received a personalised demo license, you can use the full program for 30 days.

odate License" button. Press the "Clos	e" button if you'd like to continue	without changing	the current license information.
his software can be used for 62 days gain.	; (12/28/2015) until it has to t	e activated	Please enter the information exactly as it was given to you.
Allotment of Base License		^	Licensee:
until 12/28/2015	flatrate		Demo Lodgit Desk
Additional Modules / Interfaces			Serial Number:
Database Server	unlimited		POP-#ESD #18527809FD082D082
Electronic Locking Systems	unlimited		
EPOS Systems	unlimited		Status:
Electronic Registration Systems	not activated		📀 Ready
Review Portals	unlimited		
XML Booking Interface	unlimited		
Online Systems		~	

## Use Demo / Work Database

More information can be found under Use the demo or the work database.

#### Close Window

This will close the currently open window (such as a booking window, NOT the main window).

## Open / Change Database Folder

You have the option of using a different database.

#### Create / Restore From Backup

This will let you create a backup from your current database.

With the menu item "Restore From Backup" you can replace your currently used database with a backup file you have previously created.

#### Synchronise

This allows you to synchronise your Lodgit Desk with the Lodgit Online Modules.

#### Save Reservation Schedule As Image File

You can save the current reservation schedule the way you see it as an image file on your computer.

#### Print Reservation Schedule

You can also print the image of your current reservation schedule.

#### Quit

This will quit the program.

Description of the menu items UP Create a backup and restore from backup

# Create a Backup and Restore from Backup

# Create backup file

To create a backup file, go to **File > Create Backup**. This will create a backup file (a copy) of your currently used database.

Database Backup	
Database Backup	
Your database is currently being backed up. Please be patient.	

The location for the backup file(s) can be defined in the **Preferences** under **Backup**. You can also **backup your database automatically**!

#### Restore from backup

To replace a broken or lost database file with a backup file from your server, go to **File > Restore From Backup**.

This will open a window that lets you select a backup file. Go to the location of your backup files and select the file that you want to restore.

You will be asked to confirm the process.

Attention	
<u>^</u>	Attention If you restore from a backup file, you will lose all changes that were made after the date of the backup. Do you want to restore from your backup file from Thursday, March 24?
	No Yes

If you want to confirm, select **Yes**. If you want to cancel, click **No**.

MENU	FUE	Πp	MENU EDIT
I TENU	I ILE	UP	LIENO LDII

# Menu: Edit

<b>É</b> Lodgit Desk File	Edit	Bookings	Admii	nistrat	tion Lists	Wiew	Wi	indows	Help
	Undo		ЖZ						
✓ All Objects	Cut		ЖΧ		K	<b>_</b>		4	
Name	Сору		жC	1	Select	Draw		0 Split	Objects
Demo Lodgit Hotel Hamburg	Paste		жv						_
Demo Lodgit Hotel Leipzig	Save		жs		🦿 WORK I	DATABASE		•	
Demo Lodgit Hotel Stutgart	Delete				11 RENTAL	BLE UNITS		-	TU 26
Demo Lodgit Hotel Saarbrüg									
Demo Lodgit Hotel Bad Sulz	Select	All	ЖA		WL HH	<b>)</b> 1/2	2	<b>î</b> ↓	
	Find		жF		WL HH	<b>)</b> 1/2		ŶIJ	4 Roberts,
✓ All Categories	Start D	ictation	fn D	arch		.,_		•••	
Name	Emoji 8	& Symbols	fn E	е	WIDH	1/6		<b>\$1</b>	
Shared Room		-	2		WEFIL	1/0	**	14	
Suite			2						
Doppelzimmer			11		WL PH (	) 1/5		î↓	5 Scott Tra

In this menu you will find the standard commands you already know from other programs: **Undo**, **Cut**, **Copy**, **Paste**, and **Delete** selected text as well as the search.

#### Search

By clicking on the menu item "Search" your cursor will jump to the closest available search box depending on which window is active.

**Example:** You can search all your bookings by using the search box at the top of the booking list in the main window.

## Preferences (Windows)

If you are using Lodgit Desk on Windows, you can find the **Preferences** here. For more information about preferences, see the chapter about preferences.

# Menu: Bookings

🖆 Lodgit Desk File Edit	Bookings Administration Lists View	Windows	Help	
	New	₩ N	Red	ception (local) / TSE Stat
All Objects	New (with Booking Assistant)	☆浌 N		
Name	Open Booking	жO	1nì č	<u>n</u> = €
Z Demo Lodgit Hotel Hamburg	Delete Booking	×	Objects Gue	ests Letters Financials
Demo Lodgit Hotel Leipzig	Duplicate Booking	жD		JANUARY
Demo Lodgit Hotel Stutgart	Salact Overbooking		TU	WE TH
Demo Lodgit Hotel Saarbrücken	Select Overbooking		26	2/ 28
Demo Lodgit Hotel Bad Sulza	Create Group Reservation With Main Contact			5 Scott Travels
	Add To Group Reservation			
	Remove From Group Reservation		4 Roberts, John	
All Categories	Select All Bookings In Group			
Name	Open Main Booking Of Group			
Shared Room	Make This Main Booking Of The Group			
Suite	Make this Main booking of the croop			
Doppelzimmer	Change Status To	>	5 Scott Travels	3 Foster, Fred
Einzelzimmer	Lock booking	ŵ₩F	-	
Familienzimmer	Change Tag			
Apartment				
	Create Offer		6 Baker Travels	
	Create Confirmation		o baker mavers	
	Print Return Confirmation			
	Create Invoice		3 Smith, Ruth	
Current Guests	Create Registration Form			
	Open Main Contact			
Checked In	Unit SL HA 0 2/6	P 11		

This is where you can manage your bookings. The menu commands you find here can also be called up in the context menu by right-clicking on a booking. More information about the bookings can be found in the chapter about bookings.

#### New

Create a new booking.

# Open Booking

Open the booking that is currently selected in the reservation schedule.

# Delete Booking

This will delete the selected booking. Deleting a booking has to be confirmed before the process is completed.

# Select Overbooking

If you have selected an overbooking in the reservation schedule (two or more bookings that overlap in their time frame in one and the same unit) you can use this command to reach a booking that is completely covered by another one and that you could otherwise not reach.

To do that, select one of the double bookings. Make sure that when you select it, you are clicking into the overbooked area. Now you can go to "Bookings > Select Double Booking" and select the booking that you want.

Bookings	Administration	Lists	View	Windo	ws Help				
New New (wit Open Bo Delete Bo Duplicate	h Booking Assista oking ooking e Booking	int)		業N 企業N 業O ጆ 業D	ts Guests	Letters	Financials	Cashbook	Recep E Prices
Select O	verbooking roup Reservation	With M	ain Con	► tact	4 Rimi 4 Cott	masch, Ines ( in, Steffen (8	15) 52) 5A 6	SU MO 7 8	TU WE T 9 10 1
Add To G Remove I Select Al Open Ma Make Thi	Froup Reservation From Group Rese I Bookings In Grou in Booking Of Grou is Main Booking O	rvation. up oup of The G	 Group		4 Schöner Re	isen 3 Hofer, Dori:	s 2 Gare 4 Rim	cia, Anna masch, Ines	
Change S Lock boo Change T	Status To king Tag			► 仓瑞F ►			5 Rim 4 Ri	masch, Ines Cottin, Ste	ffen
Create O Create C Print Retu Create In	ffer onfirmation urn Confirmation. ivoice				lasten, Stefan	8 Beyer I	Reisen		
Create R	egistration Form				2 Ander	s, Mario	2 Andersor	n, Geor	
Open Ma	in Contact	1/5	*** ×	14		3 Beyer I	Reisen		
	So DZ 04	1/3	⁄ي چ	îî.	3 New				
	So EZ 01	1/1	21	îţ.			1 Cottin, St	effen	

Now you can open the selected booking, drag the booking into a different time frame or rentable unit to clear the overbooking.

# Duplicate Booking

Duplicate the currently selected booking. This copy will be created directly "above" the old booking and can then be dragged into a different time frame or rentable unit. This can help you with regular guests, since duplicating a booking not only duplicates the guests but also the booked extras.

#### Create Group Reservation With Main Contact

Combine several bookings (that are selected at the same time) to a group reservation with a main contact.

You can select several bookings at the same time by holding down the Shift key whilst selecting them. If the bookings are right next to each other, you can select them by clicking and dragging the cursor over them. Then, you can go to "Bookings > Create Group Reservation With Main Contact" and select the contact that you want to be the main contact for the group reservation. If you have only added a main contact to one of the bookings, you can only select that one.

New %N   New (with Booking Assistant) %N   Open Booking %PO   Delete Booking %PO   Duplicate Booking %PO   Select Overbooking %PO   Select Overbooking %PO   Add To Group Reservation With Main Contact >   Add To Group Reservation Anders, Mario   Anders, Mario Anderson, Georg   Create Group Reservation 4 Rimmasch, In   Select All Booking Of Group 4 Rimmasch, In   Make This Main Booking Of The Group \$ Rimmasch, In   Change Status To \$ Rimmasch, In   Lock booking \$ Rimmasch, In   Create Offer \$ Rever Reisen   Create Invoice \$ Anders, Mario   So Ez 01 1/1   So Ez 02 1/1   So Ez 02 1/1   So Ez 02 1/1   So Mz 01 3/6   Y 1 6   So Mz 01 3/6	Bookings	Administration	Lists	View	Wi	indows	Help						
Duplicate Booking       36D       018         Select Overbooking       SU       MO       TU       WE       TH       FR       SA       SU       MO         Add To Group Reservation       Add To Group Reservation       Adderson, Georg       Z Garcia, Anna         Select All Bookings In Group       Open Main Booking Of The Group       A Rimmasch, In         Open Main Booking Of The Group       S Rimmasch, In         Change Status To       ↓       A Refers, Mario         Lock booking       ↓       ↓       ↓       ↓         Create Offer       ↓       ↓       ↓       ↓       ↓         Create Confirmation       ↓       ↓       ↓       ↓       ↓       ↓         Print Return Confirmation       ↓	New New (wit Open Bo Delete B	h Booking Assista oking ooking	ant)			第 <b></b>	N N O Sues	sts	Letters	Financ	) cials	Cashbo	2
Select Overbooking   Create Group Reservation With Main Contact   Add To Group Reservation   Add To Group Reservation   Remove From Group Reservation   Select All Bookings In Group   Open Main Booking Of Group   Make This Main Booking Of The Group   Make This Main Booking Of The Group   Change Status To   Lock booking   Create Offer   Create Confirmation   Print Return Confirmation   Print Return Confirmation   Create Registration Form   So EZ 01   1/1   So EZ 02   1/1   So EZ 02   1/1   So EZ 02   1/1   So MZ 01   3/6   2   1/1   2   1/1   1/2 <tr< th=""><th>Duplicate</th><th>е воокіпд</th><th></th><th></th><th></th><th>赿</th><th>018</th><th></th><th></th><th></th><th></th><th></th><th></th></tr<>	Duplicate	е воокіпд				赿	018						
Create Group Reservation With Main Contact       Anders, Mario         Add To Group Reservation       Anders, Mario         Remove From Group Reservation       2 Garcia, Anna         Select All Bookings In Group       4 Rimmasch, In         Open Main Booking Of Group       5 Rimmasch, In         Make This Main Booking Of The Group       5 Rimmasch, In         Change Status To       4 Ri 4 Cottin, S         Lock booking	Select O	verbooking					SU 20	MO	TU WE T	H FR	SA 6	SU M	С
Add To Group Reservation   Remove From Group Reservation   Select All Bookings In Group   Open Main Booking Of Group   Make This Main Booking Of The Group   Make This Main Booking Of The Group   Change Status To   Lock booking   Change Tag   Create Offer   Create Offer   Create Confirmation   Print Return Confirmation   Print Return Confirmation   Create Registration Form   Open Main Contact   So EZ 01   1/1   So EZ 02   1/1   2/2   1   So EZ 02   1/1   2/2   1   So EZ 01   1/1   2/2   1 <	Create G	roup Reservation	With M	ain Con	tact			Anders	s, Mario	,	0	/ 0	-
Select All Booking of Group Make This Main Booking Of The Group Make This Main Booking Of The Group Change Status To Lock booking Change Tag Create Offer Create Offer Create Confirmation Print Return Confirmation Create Invoice Create Invoice Create Registration Form So EZ 01 1/1 😤 🖉 🔃 I I I Beschormer, Katja So MZ 01 3/6 🚔 🖉 🔃 I I I I Beschormer, Katja So MZ 01 3/6 🚔 🖉 🔃 I I I I I I I I I I I I I I I I I I	Add To G	Froup Reservation	rvation.					Anders Cottin,	son, Geor Steffen	g	2 Garci	a, Anna	1
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Create Offer   Create Confirmation   Print Return Confirmation   Create Invoice   Create Registration Form   Create Registration Form   Open Main Contact   So EZ 01   1/1   So EZ 02   1/1   So EZ 02   1/1   1/1    1   1   1   1    1   <	Change : Lock boo	Status To oking Tag				<mark><mark></mark>ጉ ж</mark>	F				4 Ri <mark>n4</mark> )	Cottin,	5
Create Onfirmation Print Return Confirmation Create Invoice Create Registration Form Open Main Contact So EZ 01 1/1 2 2 Anderson, Geor Anders, Mario 3 Beyer Reisen New New 1 Cottin, Steffen 1 Beschorner, Katja 6 Igepa 6 Igepa 6 Igepa	Onunge						tefa	in	8 Beyer F	leisen			
Print Return Confirmation   Create Invoice     Create Registration Form     Open Main Contact     So EZ 01   1/1   So EZ 02   1/1   So EZ 02   1/1   1   1   1    1   1   1   1   1    1   1    1    1   1   1    1   1    1    1    1   1   1 </th <th>Create C</th> <th>onfirmation</th> <td></td>	Create C	onfirmation											
Create Invoice Create Registration Form Open Main Contact So EZ 01 1/1 2 2 10 10 10 10 10 10 10 10 10 10 10 10 10	Print Ret	urn Confirmation.								2 And	lerson,	Geor	
Create Registration Form       3 Beyer Reisen         Open Main Contact       New         So EZ 01       1/1         So EZ 02       1/1         So EZ 02       1/1         So MZ 01       3/6	Create In	ivoice					An	ders, Ma	ario				
Open Main Contact         New           So EZ 01         1/1         I <t< th=""><th>Create R</th><th>egistration Form</th><td></td><td></td><td></td><td></td><td></td><td></td><td>3 Beyer F</td><td>leisen</td><td></td><td></td><td></td></t<>	Create R	egistration Form							3 Beyer F	leisen			
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So MZ 01 3/6 💭 🥢 🔃 6 Igepa 6 Ige		So EZ 02	1/1	<b>*</b>	ĵ₽				1 Bescho	rner, K	atja		
		So MZ 01	3/6	<b>?</b>	î↓			6 Igepa				6 lg	e

# Add To Group Reservation

This will let you add a booking to a currently existing group reservation. Select the new booking as well as at least one of the bookings in the group reservation that you want to add the new booking to and then click "Add To Group Reservation".

Bookings	Administration	Lists	View	Window
New New (with Open Boo Delete Boo Duplicate	h Booking Assista oking ooking e Booking	int)		業N 分業N 業O 账 業D
Select Ov	verbooking			•
Create G	roup Reservation	With Ma	ain Cont	tact
Add To G	roup Reservation			
Select Al Open Ma Make Thi	I Bookings In Gro In Booking Of Gro S Main Booking O	up Sup of The G	roup	
Change S Lock boo Change T	Status To king Fag			► 企業F ►
Create O Create C Print Retu Create In	ffer onfirmation urn Confirmation. voice			
Create R	egistration Form			
Open Ma	in Contact			

# Remove From Group Reservation

Remove the currently selected booking from the group reservation.

#### Manual of the Lodgit Desk - Hotel Software

Bookings	Administration	Lists	View	Window
New New (wit Open Bo Delete Bo Duplicate	h Booking Assista oking ooking e Booking	nt)		業N ☆業N 業O 窓 業D
Select O	verbooking			
Create G Add To G	roup Reservation	With M	ain Cont	act
Remove	From Group Rese	vation.		
Select Al Open Ma Make Thi	l Bookings In Grou in Booking Of Gro s Main Booking O	up oup If The G	roup	
Change S Lock boo Change T	Status To king Tag			► ℃೫F ►
Create O Create C Print Ret	ffer onfirmation			

## Select All Bookings In Group

Whenever you have selected one booking of a group reservation, you can use this command to automatically select all the bookings belonging to the group.

# Open Main Booking Of Group

Whenever you have selected one booking of a group reservation, you can use this command to open the main booking of the group (the booking of the main contact).

## Make This Main Booking Of The Group

Whenever you have selected a booking belonging to a group reservation, you can use this command to make this booking the main booking of the group.

*Note: Learn more about group reservations here.* 

## Change Status To

Change the status of the currently selected booking (e.g. to "checked in").

## Create Offer

If a booking has the status "Tentative" or "Offer", you can use this command to create an offer for this booking. More information on creating offers can be found here.

## Create Confirmation

If a booking has the status "Offer", "Confirmed" or "Online Booking", you can use this command to create a confirmation (and return confirmation) for this booking. More information on creating confirmations can be found here.

## Print Return Confirmation

When you have created a confirmation for a booking and selected the box that says "print return confirmation", you can use this command to print the return confirmation (again).

	Booking confirmation for group no. '72'
	Services Texts Options
Return confirmation:	✓ Print return confirmation
Send back until:	04.10.18
Lock:	Lock booking after creating the confirmation
Additional currency:	No additional currency

## Create Invoice

Whenever a booking has the status "Booked", "Checked In" or "Checked Out", you can use this command to create an invoice for this booking. More about creating invoices can be found here.

## Open Main Contact

This command will open the guest file of the main contact for the currently selected booking.

Manual of the Lodgit Desk - Hotel Software

# Menu: Administration

Lodgit Desk File Edit Bookings	Administration Lists View	Windows Help
•••	Objects and Rentable Units	수슈M Reception (loca
✓ All Objects	Guests	^&G
Name	Prices	- ^ & P 🚺 🍏 📒
Demo Lodait Hotel Hamburg	Extras and Packages	> bjects Guests Letters
Demo Lodgit Hotel Leinzig	Texts	
Demo Lodgit Hotel Stutgart	Agent Commissions	TU WE
Demo Lodait Hotel Saarbrücken		26 27
Demo Lodgit Hotel Bad Sulza	Create Receipt	5 Scott 1
	Cashbook	^&К
	Cashbook Archives	oberts John
✓ All Categories	Exports	> oberts, som
Name	Correspondence	>
Shared Room	Financial Reports	^☆T
Suite		
Oppelzimmer	List of Open Invoices	cott Travels 3 Foster,
C Einzelzimmer	Dunning Run	
Familienzimmer		
Apartment	Birthdays	
	Additional Modules Synchronization and Online Module	> aker Travels
	SL FR 02 2/4	1 3 Smith, Ruth

# Objects and Rentable Units

This will open the window for objects and rentable units. Here you can add, edit and delete objects and units. More detailed instructions can be found here.

#### Guests

This will open the window for the Guest Management. This is where you can add, edit and delete guests. More information about this can be found here.

#### Prices

This will open the window for your price administration. here you can add and edit base-, category- and prices for certain units. A further explanation can be found here.

## Extras and Packages

This will open the window for extras and packages. This is where you can add, edit and delete extras and packages. More information about this can be found here.

#### Texts

This will open the window for Text Management. This is where you can edit all printed texts as well as add and edit several languages or text sets (which can be adjusted to fit a season or a special event). More information about this can be found here.

## Agent Commissions

This will open the window for agents. This is where you can add and delete agents as well as define how much commission you have to pay them. More information about this can be found here.

#### Create Receipt

Here you enter sales and purchases that are independent of bookings. More information about receipts can be found here.

## Cashbook

All cash invoices and receipts for a specified period of time can be found here at a glance, enabling you to balance the cash register. More information about the cash book can be found here.

#### Cashbook Archives

An overview of past cash book balances. Further information can be found here.

#### Export

Options to export financial data from Lodgit Desk in case of a tax audit.

#### Correspondence

Here you can find and manage all your offers, confirmations, (correction) invoices, receipts and other correspondence in one central location. All documents can be viewed and printed again. If available, you can also quickly open the corresponding booking for a document and, if possible, change the paid status, invoice recipient and more, or cancel the invoice.

# Financial Reports

Here you will find all invoices of a specified period at a glance. More information on the financial reports can be found here.

## List of Open Invoices

Here you will find all invoices that currently have the status "open" with information on payment date, delay, dunning level, etc.

#### Dunning Run

Here you can check all invoices for invoices past due for reminders and create the corresponding dunning notices.

#### Birthdays

Guests who are about to have their birthday will be shown with this menu item. This reminder will come automatically if you have enabled it in the preferences.

# Additional Modules

This is where you can download the **zip code database** and apply for a license for the **Salto Hotel Locking System** or the **EPOS System**. If you have already purchased a license for either or both of them, you can manage the modules here as well.

#### Synchronisation an Online Modules

Here you will find the settings for the Lodgit online booking system and the channel managers.

Menu Bookings Up Menu Lists

# Menu: Lists

	Lodgit Desk File Edit Booking	ıs Administrat	ion	Lists	View	Windows	Help		
•	• •			Count	ry Repor	t		^ 🕁 S	n (local) / '
	All Objects			List of	E-Regis	tration For	ms	^ 슌 R	
	Name	Occupancy		Cleani	ng List			^&C	
	Demo Lodgit Hotel Hamburg	0,00 %		Guest	List				Letters
✓	Demo Lodgit Hotel Leipzig	0,00 %		Check	In List			^ <u>0</u>	
	Demo Lodgit Hotel Stutgart	0,00 %		Check	Out List	t		^�0	72
	Demo Lodgit Hotel Saarbrücken	0,00 %		Vacan	cv List				
	Demo Lodgit Hotel Bad Sulza	0,00 %	۷	raban					Scott Trave
				Lodgir	ng List			^ ↔ L	
	All Categories	Refine Search	v	Extras	Lists			^ 슈 E	
	Name	Available		Agent	Statiatia				
	Shared Room	2	۷	Agent	Statistic	S	. Indiaatar		
	Suite	2		Uccup	Dancy / P	enormanc	eindicator	5	
	Doppelzimmer	11	۷	LIST OF	Deposit	S			Foster, Fred
	Einzelzimmer	2		Accou	nting Ex	port			
	Familienzimmer	6	W	L ST 0	1/10	î.	ļ		
	Apartment	5							

# Country Report

A monthly analysis of your overnight stays. More information on creating reports by country.

## **Cleaning List**

Here you can create and print a cleaning list.

#### Guest List

Here you can view a list of your guests over a specified time frame.

#### Check In List

This will show you a list of all guests that are checking in during a specified time frame.

# Check Out List

This will show you a list of all guests that are checking out during a specified time frame.

# Vacancy List

This list will show you a list of vacant units during a specified time frame.

#### Lodging List

Here you can view the revenue for the accommodation services for a specified time frame.

#### Extras List

Here you can view the revenue for the extras you are offering in a specified time frame.

#### City Tax List

Here you'll find a list of all the accommodation tax you have collected as per your bookings.

#### Agent Statistics

This is where you can view the revenue created by bookings that have come in through external agents.

# Occupancy / Performance Indicators

Here you can find information about your occupancy and your RevPar (revenue per available room).

#### List of Deposits

Here you will find an overview of the created deposits.

## Accounting Export

Here you'll find detailed invoice information that you can then export into a CSV file

for importing the data into your accounting software.

MENU ADMINISTRATION UP MENU VIEW

# Menu: View

Ú	Lodgit Desk	File	Edit	Bookings	Administrati	on Lists	View	Windows	Help		
•							Today			ЖТ	ption (local)
<b>V</b> 4	All Objects					K	Go To	Date		ЖG	
	Name				Occupancy	Select	Previo	us Month		ж∢	s Letters
	Demo Lodgit Hotel H	lamburg			0,00 %		Previo	us Year		ି ପ <b>ଅ</b> ◀	
	Demo Lodgit Hotel L	eipzig			0,00 %	S WORK DA	Next M	Ionth		¥►	
	Demo Lodgit Hotel S	tutgart			0,00 %	10 RENTABL	Next Y	ear		<b>☆</b> # ►	WE 27
	Demo Lodgit Hotel S	aarbrüc	ken		0,00 %					2 00 1	
	Demo Lodgit Hotel B	ad Sulz	а		0,00 %	WL HH 0	Colum	ns		>	5 Scott Tra
_							Hide S	idebar		жL	
<b>V</b> 4	Il Categories				Refine Search	WL HH O	Hide B	ooking List		ΰ₩L	
	Name				Available		Hide b	ooking infos		ЖI	
	Shared Room				2	WLPHU	Hide D	rawing Assis	stance		
$\checkmark$	Suite				2		Pofros	h View		ΨP	
	Doppelzimmer				11	WL PH 0	Entor			for E	3 Foster, F
✓	Einzelzimmer				2		Entern	un Screen		m F	
	Familienzimmer				6	WL ST 0	1/10	<u>11</u>			

Here you can find alternative view options.

#### Today

This will move the reservation schedule so that the current date is in the center.

#### Go To Date...

This command will open a new window that will offer you options as to which date you want to "go" to.



Once again, you can click the button "Today" to go to the current date. You can also select a date from the calendar on the left and then go to either that day, the calendar week or the month. If you want to go to a specific date, the reservation schedule will move so that the date is in the center. If you want to go to a time frame, the first day of this time frame will be shown at the far left of the reservation schedule.

#### Previous Month

The reservation schedule will go to the month before the currently shown one. If the currently shown date is February 2018, this command will show January 2018.

#### Previous Year

The reservation schedule will go to the year before the currently shown one. If the currently shown date is February 2018, this command will show February 2017.

#### Next Month

The reservation schedule will go to the month after the currently shown one. If the currently shown date is February 2018, this command will show March 2018.

#### Next Year

The reservation schedule will go to the year before the currently shown one. If the currently shown date is February 2018, this command will show February 2019.

#### Columns

You can decide which columns you want to show next to the rentable units in the reservation schedule:

- Number of beds (min/max)
- Needs Cleaning
- Smoking
- Synchronise

If there is a checkmark next to the category it means that this category is shown. If not, it is hidden.

istrati	ion Lists	View	Windows Help		_							
			Today	Ctrl+T		5		5		∎C ∉	2	
	Occu		Go To Date	Ctrl+G		<b>D</b>	]	Einand	j	Cashb	5	
	0.00 %	Η	Previous Month	Ctrl+Left Arrow	_	urer inv	/es	- many	.1815	Casho	00K	
e"	0.00 %	2	Previous Year	Ctrl+Shift+Left Arrow		SU	MO	TU	WE	TH	FR	
	0.00 %	1	Next Month	Ctrl+Right Arrow		9	10	11	12	13	14	
Pof	Refine Search		Next Year	Ctrl+Shift+Right Arrow			1	Philip	ps, Fra	ancis		
Iven	Avai		Columns	•	<b>v</b>	В	leds (r	min/n	nax)		nders	
	2 🔺		Hide Sidebar	Ctrl+L	<ul><li>✓</li></ul>	Ν	leeds	Clean				
	4		Hide Booking List	Ctrl+Shift+L	<ul><li>✓</li></ul>	✓ Smoking						
	2 ≣				<	S	ynchr	onize				
	2		Refresh View	Ctrl+R						- 20		

#### Sidebar

The sidebar to the left of the reservation schedule can be shown or hidden. When you first start the program, the default setting is for the sidebar to be shown.

## Booking List

The booking list at the bottom of the reservation schedule can be shown or hidden. When you first start the program, the default setting is for the booking list to be shown.

Menu Lists Up Menu Windows

# Menu: Window

All Object		Occupancy	K		Bring	g All Win g All Boo	dows To Fra king Windo	ont ws Ta Front		E Statu
All Object		Occupancy	K	0	Bring	g All Boo	king Windo	ws To Front		100
Name		Occupancy								A
		occupancy	Select	Draw	Rese	t Windo	w Preferenc	es	HX O.	ancials
Demo Lo	dgit Hotel Hamburg	0,00 %	Guicer						Concession of the local division of the loca	
🗹 Demo Lo	dgit Hotel Leipzig	0,00 %	WORK DA	Clos	e All Ope	91-7	NUARY			
🗹 Demo Lo	dgit Hotel Stutgart	0,00 %	RENTABL	EUNITS		-	TU	WE 27	TH	н
🗹 Demo Lo	dgit Hotel Saarbrücken	0,00 %		-			20		20	-
🗹 Demo Lo	dgit Hotel Bad Sulza	0,00 %	WL HH O	1/2	2	î.	5 Scott Trave			

This menu will let you manage your currently open windows in Lodgit Desk.

## Bring All Windows To Front

This will bring all currently open windows to the front.

## Bring All Booking Windows To Front

This will bring all currently open booking windows to the front.

#### **Reset Window Preferences**

This will reset all window preferences, such as size and position, to the default settings. For example, you can use this to make sure that you can view all windows when you have switched from using two screens to only one.

#### Close All Open Booking Windows

This will close all currently open booking windows.

#### Note:

Every open window will be listed in this menu so that it will be easy for you to select the one you want.

Menu View Up Menu Help or Lodgit Desk

# Menu: Help or Lodgit Desk

<ul> <li>All Objects</li> <li>Name</li> <li>Demo Lodgit Hotel Hamburg</li> <li>Demo Lodgit Hotel Leipzig</li> <li>Demo Lodgit Hotel Stutzet</li> </ul>			ĸ				Search					ailable		
All Objects     Name     Demo Lodgit Hotel Hamburg     Demo Lodgit Hotel Leipzig     Demo Lodgit Hotel Student			R											
Name Demo Lodgit Hotel Hamburg Demo Lodgit Hotel Leipzig Demo Lodgit Hotel Stutent				100	4		Lodgit De	sk Help			1			
<ul> <li>Demo Lodgit Hotel Hamburg</li> <li>Demo Lodgit Hotel Leipzig</li> <li>Demo Lodgit Hotel Stutgart</li> </ul>		Occupancy	Select	Draw	Solit		Objects	Guests	Letters	Financials	Cashbook	Prices		
Demo Lodgit Hotel Leipzig	Demo Lodgit Hotel Hamburg 0,00 %					-				· · · · · · · · · · · · · · · · · · ·	Contractor			
Damo Lodait Hotal Stutgart		0,00 %	WORK DA	TABASE		•	JANUARY 2021							
Denio Lougit Hotel Stutgart		0,00 %	RENTABLE UNITS			+	TU 26	WE 27		TH 28	FR 29	5A 30		
Demo Lodgit Hotel Saarbrück	ken	0,00 %			100					20				
Demo Lodgit Hotel Bad Sulza		0,00 %	WL HH O	1/2		斜		5	Scott Trav	els				

This menu contains the Lodgit Help. If you are using the software on a Windows Computer, you will find all these items under **Help**; if you are using an Apple Mac, you will find some of these items under **Lodgit Desk** and some under the menu **Help**.

## Help (Windows)

#### Lodgit Desk Help

This will open the help file for Lodgit Desk.

#### **About Lodgit Desk**

Information about the program such as version and license information.



Example: About Lodgit Desk

#### Visit Lodgit Desk Online...

This is a link to the Lodgit Desk website which will be opened in your default browser.

#### **Release Notes**

By clicking on this menu item you will find release notes and information about changes and bug fixes in newer program versions.

#### **Check For Update**

Lodgit Desk will check for an update. If a newer version of Lodgit Desk exists it will be downloaded and installed.

#### Diagnostics

This will let you create compressed data of the system information to send it to the Support Team.

Se Diagnostics	
Compile Lodgit Desk components	
To support bug fixing you can send compressed components of your Lodgit Desk softw to our Lodgit Desk Support Team.	are and system information
If you continue, the program will compile the selected components in a folder on your d these componentes to our Support Team via Email.	esktop. You can then send
Komponente	
Program Preferences	
Work Database	
Demo Database	
Lodgit Desk Error Log	
System Information	
Com	pile Information

#### Create ticket...

You can directly send a support ticket from within Lodgit Desk:

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<b>C</b>	Ticket request 🛛 🗕 🗖	×
Registered User	r	·
Login:	Demo.Lodgit.Desk	
Password:	******	
O Unregistered Us	ser	
E-Mail:		
Title:	Invoices no longer listed in booking	
Message:	Dear team,	-
	I have created a booking and an invoice for it. I accidentally deleted the booking and re-created it. But the invoice is no longer in the booking. Is here any way I can find it now?	
Priority:	3 normal	~
Concerning:	Invoices and Dunning System	~
Additional Module		~
Attachments:	Lodgit Desk Error Log	
	System Information	
	Program Preferences	
Sending:		-
	Submit Cancel	

Use your username and password for your account on www.lodgit.com to sign in; if you're an unregistered user, please enter an email address.

If necessary, attach the error log, system information and preferences file to your support ticket and hit "Submit".

#### Lodgit Desk and Help (Mac OS X)

If you're using Lodgit Desk on a computer with Mac OS X, the menu items above are in two menus.

The Lodgit Desk Help can be found in the last menu bar item "Help".

All other commands are located in the first menu bar item **"Lodgit Desk"**. Under "Lodgit Desk" you can also find the **Quit Lodgit Desk** command and the **Preferences**. More information about the preferences you can find in the respective chapter.

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# Reservation Schedule

In this chapter you find everything about Lodgit Desk's Reservation Schedule.

											F	lezeptio	n (Serve	37)					
Auswählen Einzeichnen	1 izilen		1	Caste	Archive	Abschläss	se Kasse	F Pi	eise E	traposten									
TEST-DATENBANK							-				_	-	JULI 2017					-	
MIETEINHEITEN			Di 11	MI 12	DO 13	FR 14	5A 15	50 16	MO 17	D1 18	MI 19	20	21	5A 22	23	MO 24	25	MI 26	D0 27
Doppel 1	1/2	2	tlai		1	2 Cottin, St	effen		1					24					
Doppel 2	1/2	2			1	2 Cottin, St	effen				2 (	Garcia, Ar	ina		1	Kasten, E	rnst		
Doppel 3	1/2	2						2.8	lergmann	. Katja									1 50
Einzel 1	1/1	2	ris .													1	Meir, Bir	git	
Einzel 2	1/1									11	oewel, Ju	ilia					E.	warbeiter	i vorm Fer
Ferienwohnung 1	1/3	2					3 Pd	iltz, Frai	nzeska				31	delkern,	Adam				
Ferienwohnung 2	1/4								Re										

Select demo or work database Navigate in the calendar Sliders, Warnings and Symbols "Select", "Draw" and "Split" Sidebar Search for vacancies View vacancies Current guests Booking List Overbookings Change title of a booking in the reservation schedule

MENU HELP OR LODGIT DESK UP SELECT DEMO OR WORK DATABASE
# Use the demo or the work database

# Use the demo database

When you open Lodgit Desk for the first time, the demo database will be loaded.

This demo database can help you to try out all features of Lodgit Desk. The database consists of dummy guests and bookings that you can use to get to know the program. You won't have to be afraid of altering or maybe even losing important guest data.

If you want to select the demo database while you're using the work database, simply go to **the left side of the reservation schedule** click on the arrow beside "work database" (above the unit names) and a drop down menu will open. From there, you can select the demo database.



All changes made to the demo database will stay in the demo database and not affect your work database.

## Use the work database

The work database is the one that you will work with every day. Here, you'll use the real data for your hotel.

If you want to select the work database while you're using the demo database, simply go to **the left side of the reservation schedule** click on the arrow beside "demo database" (above the unit names) and a drop down menu will open. From there, you can select the work database.

DEMO DATABASE			/ Use Demo Database
RENTABLE UNITS			Use Work Database
WL HH 01	1/8	9	Scott Travels

Reservation Schedule Up Navigate in the calendar

# Navigate the calendar

## Show current date

To show the current date in the reservation schedule go to **View > Today, double**click on the calendar bar in the reservation schedule, use the keyboard shortcut CTRL+T (Windows) or CMD+T (Mac) or click on the "Today" button on the right below the reservation schedule. The current date will be marked purple (by default) in the reservation schedule.

### Go to date...

To show a certain date in the reservation schedule, go to **View > Go To Date** or use the **keyboard shortcut CTRL+G**(Windows) **or CMD+G** (Macintosh). This will open the window "Go to...".

• •	0	Go To
	09 🗘 2018 🗘	Today
CW 35	Sep. 2018 ► M D M D F S S 27 28 29 30 31 1 2	Please select a date from the calendar!
36	3 4 5 6 7 8 9	Go To Date
37	10 11 12 13 14 15 16	
38	17 18 19 20 21 22 23	Go To Calendar Week
39	24 25 26 <mark>27</mark> 28 29 30	
40	1 2 3 4 5 <b>6 7</b>	Go To Month

Here you can pick a date from the calendar and then decide what to do by clicking on one of the following buttons:

**Go To Date:** updates the view of the reservation schedule to the selected date

**Go To Calendar Week:** shows the reservation schedule beginning with the first day of the week

**Go To Month:** shows the reservation schedule beginning with the first day of the month

## Jump from month to month in a year

In the reservation schedule, you can jump from month to month in any year by

clicking down on the calendar bar and dragging it from side to side. To speed up that process, press and hold the **CTRL** key. When you let go, the process will be stopped.

#### Alternative:

You can also use the buttons at the bottom of the reservation schedule, or use the following keyboard shortcuts:

Button:or Ctrl (CMD)+right arrow- next monthButton:or Ctrl (CMD)+Shift+right arrow- next yearButton:or Ctrl (CMD)+left arrow- previous monthButton:or Ctrl (CMD)+Shift+left arrow- previous year

SELECT DEMO OR WORK DATABASE UP SLIDERS, WARNINGS AND SYMBOLS

# Sliders, warnings and symbols

# Sliders

The scaling of the reservation schedule can be defined by using the sliders at the bottom and the right.

#### Example:

🔍 WORK DATABAS	E			*	AUGUST 2018							SEPTEMBER 2018							
	S			w	TU 21	WE 22	⊤H 23	FR 24	SA 25	SU 26	MO 27	TU 28	WE 29	⊤H 30	FR 31	SA 1	SU 2	MO 3	TU 4
C-WL:SB	1/1		2																
WL HH 01	1/8	<b>"</b>		<u>†</u> ļ	Scott	Travel	5							1	Philip	os, Fra	incis		
WL HH 02	1/5			<u>†</u> ļ													3	Hend	erson, l
WL HH 03	1/6	<b>"</b>		îļ							5	Baker	Travel	5					
WL HH 04	1/5			îļ	Foster	r, Fred										5	Brown	, Patr	icia
WL HH 05	1/10			<u>†</u> ļ															
SL HA 01	2/4	<b>"</b>		îļ				3	Edwar	ds, Em	iily				4	Foste	r, Fred		
SL HA 02	2/6	<b>"</b>		îļ									4	Kenne	dy, Sh	ane			
SL HA 03	2/8			îļ							8	Long,	Juliet					8	Baker
SL HA 04	2/4			<u>†</u> ļ					4	Kenne	dy, Sh	ar		4	Bell, N	lary			

WORK DATABAS	E			٣		AUGUST 2018						SEPTEMBER 2018															
11 RENTABLE UNIT	S			Ŧ	TU 21	WE T	H FR 3 24	SA 25	SU 26	MO 27	TU 28	WE 29	⊤H 30	FR 31	SA 1	SU 2	MO 3	TU 4	WE 5	TH 6	FR 7	SA 8	SU 9	MO 10	TU 11	WE 12	⊤H 13
C-WL:SB	1/1		1																								
WL HH 01	1/8	۶		<u>î</u> ļ	5 Sc	ott Tr	avel	5						1 Ph	ilip	ps,	Frar	ncis									
WL HH 02	1/5			îļ	lohr	ı											3 He	nde	erso	n, 2	Ga	arcia	a, A	nna			
WL HH 03	1/6	۶		îļ							5 Ba	ker	Tra	vels													
WL HH 04	1/5	۶		îļ	3 Fo	ster,	Fred									5 Br	own	, Pa	tric	i		5 Ne	w				
WL HH 05	1/10			îļ																							
SL HA 01	2/4	<b>?</b>		îļ				3 Ec	lwai	rds,				4	‡ Fo	ste	r, Fr			4	Ro	ber	ts,	ŀ			
SL HA 02	2/6	<b>"</b>		î↓								4	4 Ke	enne	dy,	Sh	a										
SL HA 03	2/8			î↓							8 Lo	ng,					8	3 Ba	ker	Tra	vels	5					
SL HA 04	2/4			î↓	r				4 Ke	enne	2		4	4 Be	II, N	lary	Y .										
SH DB 01	1/2	<b>\$</b>		<b>î</b> ↓						2 Sr	nith	, Ку	1						2	2 Ar	der	son					
SH DB 02	1/2	<b>\$</b>		<b>î</b> ↓	.ker	Trave	els							Z	2 Ar	nde	rs, T										
SH DB 03	1/3	<b>"</b>	2	<b>î</b> ↓						2 Iro	lim	1	:	3 Ma	artir	n, B	r 3	8 Ba	ker	Tra	vels	5					
SH DB 04	1/3	۶	2	<b>î</b> ↓						1 Iro	lim	1			8 Ne	w											
SH SB 01	1/1			<b>î</b> ↓	ron					1 Iro	lim	ı								1 Ca	rtei	r, St	9				
SH SB 02	1/1			î↓	L Ca	rter,	Steve	en		1 Iro	lim	ı					1	l Be	al, N	Aary							
SH SR 01	3/6	<b>R</b>		î↓	1				6 Iro	lim	a				(	5 Iro	dima	L				6	5 Iro	lim	a		

## Warnings

#### **Assign Booking**

If you use the additional module Online Systems or Channel Manager, an online booking may have been transferred to your local Lodgit Desk but could not be assigned to a rental unit. This can happen, for example, if a room is always available in a room category booked by the guest, but a room change would be necessary.

You will then see the following note in the lower right corner of your reservation schedule:



#### What do you have to do?

Please look in the booking list and filter there for >bookings without rentable unit.

#### **Database malformed**

If your database is malformed for any reason, you will see the following message in the lower right-hand corner of the reservation schedule:



#### What do you have to do?

Despite the problem you may still be able to use the database, so you can open, use and close Lodgit Desk as usual. Nevertheless, we strongly recommend that you immediately import an up-to-date backup. Please start with the latest backup. If the warning continues to appear after it has been imported, import the previously created (older) backup one by one until the warning no longer appears.

## Show and hide symbols for units

#### Symbols

- 2/3 Number of beds (min/max)
- This unit needs to be cleaned.
- Smoking is allowed in this unit.

This unit can be synchronised with Lodgit Online Modules.

To show or hide those symbols, go to **View > Columns** and select the columns you want to show or deselect the ones you want to hide.

#### Alternative:

You can also click on the arrow next to "Units" which will open a drop down menu where you can do the same.

🔍 WORK DATABAS	E			۳	AUGUST 20	18			
	S			1	✓ Beds (min/max)	TU 28	WE 29	TH 30	FR 31
C-WL:SB	1/1		2		Needs Cleaning				
WL HH 01	1/8	<b>?</b>		îł	Synchronize				l Ph
WL HH 02	1/5			îĻ	lohn				
WL HH 03	1/6	۶		îĻ		5 Ba	ıker	Tra	vels

## Change status of the symbols

You can also change the status of some of the symbols. That means for example that when a symbols says that a unit needs to be cleaned, you can change the status to "has been cleaned". Right-click on the symbol and the context menu will open. From there, you can then decide how to change the status.

WORK DATABASE						AUGUST 2018														
	S			w	TU 21	WE 22	TH 23	FR 24	SA 25	SU 26	MO 27	TU 28	WE 29	TH 30	FR 31	SA 1	SU 2	MO 3	TU 4	WE 5
C-WL:SB	1/1		1																	
WL HH 01	1/8	9	С	Cleaned																
WL HH 02	1/5		√ N	Veeds to be cleaned																
WL HH 03	1/6	9	С	urre	entl	y b	ein	g c	lea	ine	d									
WL HH 04	1/5	9	All units in this object are clean All units in this object must be cleaned																	
WL HH 05	1/10		All units in this object are currently being cleaned.																	

NAVIGATE IN THE CALENDAR UP "SELECT", "DRAW" AND "SPLIT"

# "Select", "Draw" and "Split"

When using the reservation schedule in Lodgit Desk, you have 3 main tools that will be able to help you with the main tasks:



#### Tool "Select":

- move bookings
- lengthen or shorten bookings
- select several bookings at the same time (group reservations)



#### Tool "Draw":

create a new booking



#### Tool "Split":

• split current bookings with checked in guests so that they can move into another unit

#### Note:

You can switch between all three tools by hitting the space bar!

SLIDERS, WARNINGS AND SYMBOLS UP SIDEBAR

# Sidebar

The sidebar gives you important information that you can use along with the reservation schedule.

# Showing only certain objects or unit categories

#### a. Object List

If you uncheck an object in this list, it will be hidden in the reservation schedule. Quickly showing or hiding objects can be done by checking or unchecking "All Objects".

#### **b. Unit List**

If you uncheck a unit category in the list, all units of this category will be hidden in the reservation schedule. Quickly showing or hiding all categories can be done by checking or unchecking "All Categories". The right column "Available" shows you the number of vacant units in the time frame

selected in the upper right corner of the reservation schedule.

#### c. Current Guests

This will show you lists of all currently checked in guests, guests that are due to check in today and guests that are due to check out today.

## Occupancy Rate

In the upper left area, next to the object list, you can find the occupancy rate of each object for the time frame selected above the reservation schedule.

All Objects										
	Name	Occupan								
☑	Cabins "Water Lilies"	100,00 %								
$\checkmark$	Holiday Homes "Saguaro Lake"	25,00 %								
☑	Hotel "Sunny Hills"	45,45 %								

#### Note:

You can turn this automatic display off in the Preferences. This can be a good idea if you don't need that information and are having problems with a slow-running program.

### Show or hide sidebar

In order to hide the sidebar, go to **View > Hide Sidebar**, or click and drag the left border of the reservation schedule to the far left side of the screen.

Manual of the Lodgit Desk - Hotel Software

	All Categories Refine 3	Search			* 0	
	Name	A	WL HH 02	1/5		
<b>V</b>	Single Bedroom	-	WL HH 03	1/6	۶	
1	Double Bedroom	1		-	8 G	
V	Shareon, om	1	WE HH V4	7	*	ĝ
1	Suite	1	WI HH 05	1/10		
1	Holiday Apartment	4	112111105			
V	Holiday Home	3	SL HA 01	1/4	۶	Ċ
					~	

If you want to show the sidebar, go to **View > Show Sidebar**, or click and drag the left side of the reservation schedule until you are satisfied with the width of the sidebar.

# Enlarge / shrink sidebar

To enlarge or shrink the sidebar, you can click and drag its borders to the left/right or up/down, until you are satisfied with the results.



# Enlarge / shrink list of rentable units

To enlarge or shrink the list of all rentable units, simply click and drag the right border of the list until you are satisfied with the result.

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DEMO DATABASE		•			_	_	_	_	_
RENTABLE UNITS		Ŧ	WE 2	TH 3	FR 4	5A 5	SU 6	MO 7	TU 8
WL HH 01	1/8	۶		5	5 Scot	t Trav	/els		
WL HH 02	1/5	4	erts, j	ohn					
WL HH 03	1/6	۶							
WL HH 04	1/5			3	Fost	er, Fr	ed		
WL HH 05	1/10								

"Select", "Draw" and "Split" Up Search for vacancies

# Search for vacancies

The reservation schedule can also help you find vacancies in a specified time frame.

In the upper right corner of the reservation schedule you can enter the arrival and departure date. Press the search button or hit enter to confirm the dates.

Search for va	cant	units			
27.09.2018	٥	28.09.2018	٢	٩	toagit

This will then search for vacancies in the time frame you have entered.

DEMO DATABASE				•		=		_	_		_	_	
RENTABLE UNITS				•	M( 11	C	TU 12	WE 13	TH 14	FR 15	SA 16	SU 17	MO 18
WL HH 01	1/8	۶		îļ		1	Philip	ps, Fra	ancis				
WL HH 02	1/5			î↓					3	Hende	erson, l	Doroth	у
WL HH 03	1/6	۶		î↓	s								
WL HH 04	1/5	۶	۲	î↓									

If you only want to view the units that are vacant during that time frame, you can press the button "Refine Search" in the sidebar that shows **all categories**. When you press the button again, the filter will be deactivated and all units will be shown again.

DEMO DATABASE				•								
RENTABLE UNITS				•	SU 10	MO 11	TU 12	WE 13	TH 14	FR 15	SA 16	SL 17
WL HH 03	1/6	۶		îĻ	Trave	ls						
WL HH 04	1/5	۶	۲	î↓								

#### Note:

After you have started the search, you can check and uncheck the boxes next to certain unit categories in the sidebar under **all categories** to filter the search.

To quit viewing only vacant units, simply click into the **reservation schedule**.

SIDEBAR UP VIEW VACANCIES

# View Vacancies

Aside from the object list and current guests, the sidebar shows you a list with vacant unit types:

$\checkmark$	All Categories	Refine Search
	Name	Available
☑	Single Bedroom	3
⊻	Double Bedroom	2
☑	Shared Room	1
$\checkmark$	Suite	1
☑	Holiday Apartment	3
☑	Holiday Home	4

The list depends on the time frame defined at the top right corner of the reservation schedule and is adjusted automatically when the time frame is changed.

	Sea	rch fo	or va	ant u	inits					Le daut			
	1/	31/20	13	•	2/	1/20	13	•	٩			ıg	Ľ
J	ANUA	RY 2	013										Г
TH 10	FR 11	SA 12	SU 13	MO 14	TU 15	WE 16	TH 17	FR 18	SA 19	SU 20	MO 21	TU 22	V 2
Brow	n Pa	tricia											=

#### Note:

You can turn this automatic display off in the Preferences. This can be a good idea if you don't need that information and are having problems with a slow-running program.

It is also refined depending on which objects you have selected and deselected. A deselected object's units will not be counted towards "available".

☑	All Objects	
	Name	Occupan
☑	Cabins "Water Lilies"	100,00 %
$\checkmark$	Holiday Homes "Saguaro Lake"	25,00 %
☑	Hotel "Sunny Hills"	45,45 %

# Current Guests

At the bottom of the sidebar you'll find the "current guests". There you'll find all guests that are currently checked in, will check in today or will check out today. This will list all guests, main contacts as well as companions.

If a main contact will be displayed multiple times for multiple bookings and/or if the main contact is not a guest can be specified in the preferences.

You can sort this list by its columns (ascending and descending) by clicking on the column headers.

Curre	ent Guests		
8+	<u>â</u> <del>î</del>		$\odot$
Chec	ked In		Unit
	Anders, Louise	0	SH SR 02
	Anders, Tim	0	SH SR 02
	Edwards, Adam	0	SL HA 01
	Edwards, Emily	0	SL HA 01
	Edwards, Matthew	0	SL HA 01
*	Foster, Fred	0	WL HH 04
0	Garcia, Anna	0	SH SR 02
	Henderson, Dorothy	0	WL HH 04
	Kelly, Ernest	0	SH SR 02
	Kennedy, Florence	0	SH SR 02
	Kennedy, Shane	0	SH SR 02
	Philipps, Francis	0	WL HH 04
	Smith, Kyle	0	SH DB 01
	Smith, Ruth	0	SH DB 01

Pressing the button **Arrival Today** will show you which guests are due to check in today, pressing the button **Departure Today** will show you which guests are due to check out today.

#### Note:

Guests that are overdue will be marked in red in the **Arrival Today** area.

**Double-clicking on a guest will open the booking window**, which allows you to create an invoice quickly.

If there is a **note** for a guest that appears in this list, the <sup>1</sup> symbol will appear next to their name. Double-clicking on the symbol will take you to the guest notes.

Guests who are regulars will have the \* icon next to their name.

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# Booking List

The booking list shows **all bookings from the reservation schedule**. You can sort the list by its columns.

#### Note:

After you've made changes in the schedule you might have to update the list by clicking on the update button:

Show: All	Bookings		• No Filt	er r	✓ No Filter			Sei	arch:	•
latus	Res P	io. From	To	Object	Tadau	Rentable Unit	No. of Guests	Name	Created on	
Booked	0	20 Dec 2014	25 Dec 2014	Hotel "Sur	looay	SH SR 01	6	Indima	13 Dec 2010 17:52:58	
Tentative	0	19 Dec 2014	25 Dec 2014	Cabins "W	Current Week	WL HH 04	5	New	14 Dec 2010 10:59:06	
Tentative	0	18 Dec 2014	22 Dec 2014	Holiday H	Next Week	SL HA 01	4	Roberts, Ivy	13 Dec 2010 15:41:48	
Tentative	0	18 Dec 2014	23 Dec 2014	Cabins "W	Last Week	WL HH 02	2	Garcia, Anna	13 Dec 2010 15:43:30	
Tentative	0	18 Dec 2014	24 Dec 2014	Hotel "Sur	Conservative and	SH SU 01	5	Scott Travels	13 Dec 2010 15:46:47	
Tentative	0	17 Dec 2014	21 Dec 2014	Hotel "Sur	Current Month	SH D8-01	2	Anderson, George	13 Dec 2010 15:42:58	
Offer	0	17 Dec 2014	21 Dec 2014	Hotel "Sur	Next Month	SH 58 01	1	Carter, Steven	13 Dec 2010 15:44:47	
Tentative	0	15 Dec 2014	24 Dec 2014	Hotel "Sur	Last Month	SH D8 03	3	Baker Travels	13 Dec 2010 15:41:42	
Tentative	0	15 Dec 2014	20 Dec 2014	Holiday H	Current Year	SL HA 03	8	Baker Travels	13 Dec 2010 15:42:13	
Tentative	0	15 Dec 2014	20 Dec 2014	Hotel "Sur	Last Year	SH 58 02	1	Bell, Mary	14 Dec 2010 10:44:40	
Tentative	0	14 Dec 2014	19 Dec 2014	Cabins W	Next Year	WL HH 02	3	Henderson, Dorothy	13 Dec 2010 15:39:13	
Offer	0	13 Dec 2014	18 Dec 2014	Cabins "W	ater Lilies"	WL HH 04	5	Brown, Patricia	13 Dec 2010 15:39:37	
Booked	0	13 Dec 2014	18 Dec 2014	Hotel "Sun	ny Hills"	SH SR 01	6	Irdima	13 Dec 2010 17:52:58	
Confirmed	0	12 Dec 2014	16 Dec 2014	Hotel "Sun	ny Hills*	SH D8 02	2	Anders, Tim	13 Dec 2010 15:43:35	
Confirmed	0	12 Dec 2014	16 Dec 2014	Hotel "Sun	ny Hills"	SH SR 02	4	Baker Travels	14 Dec 2010 09:41:50	
Tentative	0	12 Dec 2014	17 Dec 2014	Hotel "Sun	ny Hills*	SH D8 04	3	New	14 Dec 2010 11:15:25	
Offer	0	12 Dec 2014	16 Dec 2014	Holiday He	omes "Sanuam Lake"	SI HA 01	4	Easter Fred	23 Aun 2012 14:27:57	1.5

By **double-clicking on a row** you can open the **booking window**. You can also open the booking window by using the context menu.

By clicking **the arrow symbol in the status column** • you can quickly go to a certain booking in the reservation schedule. The booking will be **selected** (shown with a bold black border around it) and the reservation schedule will adjust itself.

In the upper right corner of the booking list you'll find **a search form** that allows you to search through **all the booking data**. The search also extends to the guest information linked to the bookings.

If you want to **print this list**, press the print button:

#### Note:

Reservation numbers are given automatically to bookings that come from the online booking system. Bookings that have been made in Lodgit Desk itself cannot be given a reservation number.

#### Preset selections for your most important tasks

There is a selection menu that allows you to filter the booking list:

#### All Online Bookings:

All bookings that were received via online synchronisation are shown. The submenu offers you the possibility to differentiate between online bookings received from the Lodgit online system or the channel manager.

#### New Online Bookings:

Only the online bookings that were synchronised with the last synchronisation are

being shown. A submenu also offers you the possibility to show only online bookings received through the Lodgit online system or the channel-manager.

#### **Bookings without rentable unit:**

This will list all online bookings that could not be directly added to a unit (e.g. because no single unit was vacant for the entire time frame). You can open the booking by double-clicking on the list entry and using the rentable unit drop down in the booking window to move the booking into the reservation schedule.

#### **Offers - expired:**

The booking list will only show bookings that have expired offers attached to them. Whenever a booking receives the status "confirmed" or higher, it will be no longer shown in the list (you may have to update the list).

#### **Return Confirmations - expired:**

This will only show bookings that were expecting a return confirmation but they are now expired. Whenever a booking is set to the status "confirmed" or higher it will no longer be shown in that list. You may have to update the list to see the changes.

#### **Deposits - not yet billed:**

This will only show bookings that have not yet billed a deposit.

#### **Deposits - not yet received:**

The booking list will only show bookings with deposit invoices that have not been set to "paid" yet.

#### Services - not yet billed:

This option will only show bookings that still have un-billed items. When the booking does not have any un-billed items anymore, it won't be shown in the list any longer. You might have to update the list to see the changes.

#### Invoices - not yet paid

This will show all bookings that are still unpaid. Once the invoice is marked as paid, the booking will no longer be shown in the list. You may have to update the list to see the changes.

#### Invoices - term of payment exceeded:

This will show all bookings that are unpaid after the due date has passed.

#### **Double Bookings:**

This will only show current over-bookings. Those are bookings in the present or future that are booked in the same unit with overlapping time frames.

In addition to that, you can also filter the list to only show a certain term, e.g. "Today" or "Next Year". Using this filter will only display bookings whose **booking time frame** fulfils the criteria.



# Overbookings

The reservation schedule allows you to create several bookings that overlap and therefor cause a double booking (or overbooking). Wenn that happens, the two colours of the bookings will create a mixed color during the time of the overbooking.

To quickly view all double bookings in the reservation schedule, you can use the booking list below it. If you can't see the booking list, go to View > Show Booking List.

1. Select the filter option "Double Bookings" from the drop down menu in the booking list.

- 2. Press the arrow next to the status entry to view the booking in the reservation schedule.
- 3. Drag or alter the booking in the reservation schedule to resolve the double booking (you can also open the booking by double clicking on it and then change the time frame from there).

SH SB 01 SH SB 02	1/1 1/1		3	1 Bell	1 Carter, Stevi Mary r Trav	eis				
SH SR 01	3/6	2 1	3	6 Irdima	6 In	simar				
	12, 08: 881	مانع بالحال	A	44 4						
Show:	Overbooking			- Curr	ent Month 💌	c .				
Booking	Status			Res No.	From ~	То	Object	Rentable Unit	No. of G	Name
1	Tentat	ve	0		03.09.2018	08.09.2018	Hotel "Sunny Hills"	SH SB 02	1	Bell, Mary
1	Offer	*	•		06.09.2018	12.09.2018	Hotel "Sunny Hills"	SH 58 02	1	Baker Travels

The **visibility** of double bookings depends heavily on the transparency of the bookings themselves. You can adjust those transparency settings under Preferences > Reservation Schedule > Colours. The best visibility of double bookings is achieved when using a transparency of about 40% (you can easily adjust that by pressing the reset button).

Reservation Schedule	View Options	
Bookings		
Taxes	Colors	
Payment Methods	Here you can customize the colors used in the reservation schedule:	
Currency		
Numbering	Status "Tentative"	~
Guest Preferences	Status "Offer"	
Email	Status "Confirmed"	
Print/PDF	Status "Booked"	
Letter Layout	Status "Checked In"	
Return Address	Status "Checked Out"	
Address Formats	Status "New Online Booking"	
Return Comfirmation Options	Status "Cancelled Online Booking"	
Deposit Options		×
Backup	Transparency: Reset	
Updates		
Proxy	Font Size	
Accounting Export	Here you can customize the fant size used in the reservation scheduler	
Hotel Locking System	here you can customize the font size used in the reservation schedule.	
EPOS Systems		
E-Registration System	Bookings and Units 11 V	
XML Booking Interface	TImeline	
Kassa Austria RKSV		I

BOOKING LIST UP CHANGE TITLE OF A BOOKING IN THE RESERVATION SCHEDULE

# Change title of a booking in the reservation schedule

With Lodgit Desk you can decide, what should be displayed on bookings in the reservation schedule. You can either display the name of the main contact, those of the arriving guests or a specified texts.

To edit the label of a booking do the following:

- 1. Select the booking you want to edit in the reservation schedule und double-click on it. This will open the **booking window**.
- 2. In the booking window, go to the list item **Label**.

Booking Label Interfaces						
Here you can set the label for	the booking	in the reservation schedule:				
○ Name of main contact	○ Name of main contact					
O Names of arriving guests						
Specified text						
Wedd	ing Party - [	[ARRIVING_GUESTS]				
Placeho	older:	[MAIN_CONTACT]				
		[ARRIVING_GUESTS]				
✓Also display number of gue	sts					
Assign tag: None		v 🛎				
	None					
-	Seminar G	uest				
	VIP					

- 3. Now you can select whether to show the name of the main contact, the names of all arriving guests, a specific text (e.g. Wedding Party) or a combination of all three. You can also decide whether or not you want to display the number of guests.
- 4. You can also assign a previously created tag to the booking. The tag will be displayed as a coloured bar in the booking:



5. If the booking belongs to a group reservation, you can press the button **Use for all group members** in order to use this new label for all the bookings within this group reservation.

Overbookings Up Edit preferences

# Edit the Preferences

Here you find the description of these Lodgit Desk Preferences:

Edit functions of the reservation schedule Edit booking defaults for the reservation schedule Preferences for tax rates QuickCorrect: edit tax rates in existing bookings City or Accommodation Tax **Payment Methods** Currency Numberings for invoices, offers and confirmations Guest Preferences Emails **Print options** Preferences for Letter Layout Sender address Define country address formats Return confirmation Deposit options Invoicing options Create database backup Check for updates Settings for Proxy server Accounting Export Options

Change title of a booking in the reservation schedule  $$\mathsf{U}_{\mathsf{P}}$$  Edit functions of the reservation schedule

# Edit functions of the reservation schedule

In the **Preferences** under **Reservation Schedule > Colours**, you can edit the colours for the reservation schedule and all booking status.

To edit the colours, double-click on the color field. This will open a window for color definition.

0.0	Preferences	
Reservation Schedule	View Ontions	1 Luxembu
Bookings		lors
Taxes	Colors 🚺 📰 🗄	<b>-</b>
Payment Methods	Here you can customize the colors used in the resen	
Currency		
Numbering	Status "Tentative"	
Guest Preferences	Status "Offer"	
Email	Status "Confirmed"	<b></b>
Print/PDF	Status "Booked"	
Letter Layout	Status "Checked In"	
Return Address	Status "Checked Out"	
Address Formats	Status "New Online Booking"	
Return Comfirmation Options	Status "Cancelled Online Booking"	
Deposit Options	F	
Backup	Transparency:	
Updates		
Proxy	Font Size	
Accounting Export	Here you can sustamize the fast size used in the	
Hotel Locking System	reservation schedule:	
EPOS Systems	Canc	el OK
E-Registration System	Bookings and Units 11	
XML Booking Interface	Timeline	
Kassa Austria RKSV		

Select a color and then press **OK**.

To reset the standard colours (and transparency value), press Reset.

# Further options

In the >Options tab you will find setting options for the sidebar, the guest list and the alignment of the reservation schedule.

#### Sidebar

Here you can also set which guests are displayed in the guest lists in the sidebar.

Turning off these functions can increase the speed of Lodgit Desk. If your software runs slowly and you don't need these features, it can be a good idea to turn them off.

#### Alignment

Here you can set whether the date you are looking for or "Today" is displayed in the middle or on the left. If you choose the "Links" option, please enter the number of days to the left in the field on the right.

Reservation Schedule	View Options
Bookings	
Taxes	Analysis of the reservation schedule (sidebar)
Payment Methods	In accordance with the search time frame of the schedule, the following analysis will be shown
Currency	in the sidebar:
Numbering	Occupancy rate of rentable objects
Guest Preferences	Number of vacant rentable units sorted by unit type
Email	
Print/PDF	Guest List (Sidebar)
Letter Layout	Guest List (Sidebar)
Return Address	Display of guests in the list
Address Formats	O Show main contact and accompanying guests
Return Comfirmation Options	Show main contact (marked "Is a Guest") and accompanying guests
Deposit Options	
Backup	Group all affected bookings of the same guest
Jpdates	
Proxy	Alignment for "Go to date" or "Today"
Accounting Export	
Hotel Locking System	( Center
EPOS Systems	O Left With Distance in days to left edge: 0
E-Registration System	
KML Booking Interface	Shutting down Lodgit Desk
Kassa Austria RKSV	Allow shutting down Lodgit Desk using the quit button of the reception window

# Functions of the booking statuses

Each booking status in Lodgit Desk allows for certain functions to be carried out or not. Some statuses, e.g. Checked Out, will prevent for the booking to be moved by default (see details about booking statuses here). In the **Preferences** you can block some features for other booking statuses as well:

Edit in reservation schedule	1			
Here you can define, which bo be moved, shortened/extende	oking statuses d or deleted.	allow for th	ie booking	to
Status	Move	Resize	Delete	
Tentative	~	~	~	
Offer	<ul> <li>Image: A set of the set of the</li></ul>		<	ш
Confirmed		<b>V</b>	<	
Booked				
Checked In	Θ		Θ	

If the box for a function is checked, it can be carried out for the corresponding status. Remove the checkmark, if you want to disallow moving, lengthening/shortening and/or deleting bookings in that status.

#### Hint:

We recommend blocking certain functions for booking statuses if you're afraid that you or your staff may accidentally change a booking through clicking and dragging.

Edit preferences UP Edit booking defaults for the reservation schedule

# Edit booking defaults for the reservation schedule

Go to **Preferences > Bookings** to define the default booking label as well as the status for duplicated bookings.

# Display > Booking labels

You can decide what the default label for new bookings should be:

Booking label in reservation schedule			
Default setting when creating a new booking:			
Name of main contact			
Names of arriving guests			
Specified text			
Also display number of guests			

You have the option to show the name of the main contact, the names of the arriving guests or a certain text as booking label. The specified texts can be added to a booking by adding them in the booking window under "Label". Additionally, you can decide if you want to show the number of guests in the booking.

# Display > Tags

Lodgit Desk allows you to create colour tags that you can use to mark certain bookings in the reservation schedule:

Tags					
Create ta	ags that you can use to color code bookings in the reservation				
schedule	•				
	VIP				
	wedding guest				
	booked hiking package				
	stays in-house				
+ -					

Click on the symbol to create a new tag. Select a tag and press to delete it. Double-click on a colour field to adjust the colour to your liking.

You can add a tag to a booking within the booking window.

### Options > Saving unsaved changes

Changes you make to a booking in the booking window will be saved automatically on some occasions.

If you do not want this to happen but prefer having the possibility to confirm or discard those changes in an additional window, please untick the respective boxes.

## Options > Overbookings - Marker in booking window

If bookings in the same rentable unit overlap a marker "overbooking" will be shown in the respective booking windows. Here you can exclude some booking status from rendering a booking an overbooking by unticking the box for the status. E.g. if you untick "Tentative" a tentative booking overlapping any other booking will no longer produce "overbooking" message.

bookings in the same rentable unit overlap, th indow.	ne marker "overbooking" will be shown in the booking
Status	Consider
Tentative	
Offer	
Confirmed	
Booked	
Checked In	
Checked Out	
New Online Booking	
Cancelled Online Booking	
Disabled	

## Editing > Edit

Generally most bookings can be freely changed and moved around in the reservation schedule of Lodgit Desk - e.g. moved to a different rentable unit or to a different timeframe. They can by default also be shortened or extended via drag and drop and of course deleted.

While this is always possible for bookings with the "Tentative" status you can disable or limit these possibilities for other status.

If you for example untick all boxes (in the move, resize and delete column) of the "Booked" row you will no longer be able to move, extend or shorten and delete bookings having the "Booked" status.

If you do have to make such changes to a "Booked" booking you will have to change it's status to one that allows the respective changes (e.g. "Tentative")

## Editing > Status of duplicated bookings

Here, you can also decide which status any duplicated booking will receive by default:

Duplicating bookings									
Pleas	Please select the status for the new booking:								
	Status of the original booking								
_		Status of the original booking							
4		Tentative	guest number or ative", the room rate						
		Offer	ect or Price						
		Confirmed							
		Booked							
		Disabled							

#### Important:

Bookings with the status "Tentative" will reload the data from the Price and/or Object Management whenever you make changes to the booking dates, main contact or rentable unit. If you often customise the prices based on your customers, select a different default status here (or your customised prices will be lost as soon as you move the booking around).

### Editing > Splitting bookings

When splitting a booking, Accommodation costs, extra items and accommodation taxes will be split up according to the new timeframes. This can happen in two different ways:

**Standard Mode:** Accommodation costs using the price units "flat fee", "per year" or "per month" will be set to 0 in the separated part of the booking. All extra items remain with the first booking part if the price units "per week", "per month" and "per year" were used. The accommodation tax will not be transferred to the second booking part when using the price units "per person" or "per stay". This setting can lead to a decreased price of the entire booking.

**Special Mode:** Accommodation costs, acc. taxes and extra items will be split according to the new timeframes and will always be transferred to the second booking.

This setting can lead to an increased price of the entire booking.

# Price/Discount > Settings for prices in price management

If a booking goes across multiple pricing timeframes (i.e. if multiple prices from price management are applicable) the entire booking timeframe will by default be split and the respective prices will be applied.

Example: The base price of a rentable unit is 50€/night. In price management you also defined the timeframe between Oct 5 until Nov 5 to cost 60€/night instead.

A booking from the 1st until the 10th October would usually be split up - the first nights costing  $50 \in$  and the last nights after the 5th Oct will cost  $60 \in$ . So all prices

will be applied as they were defined.

If you tick this box ("Price on check in day is valid for the entire booking duration") every night of the aforementioned booking will cost  $50 \in$ . So the price of the first night will be applied to the entire booking duration.

# Booking discount > Adding/Changing the main contact

If you change the main contact of a booking (of if you change the guest discount of the current main contact and add it to the booking again) Lodgit Desk by default only checks the guest discount again for bookings in the "Tentative" status and alters the booking discount if necessary.

If you would like this to happen for bookings with other status as well please tick the respective boxes.

specify in which status the booking discount sh when (re)adding or changing the main contact	ould be re-loaded from the guest management
Status	Load
Tentative	*
Offer	
Confirmed	
Booked	
Checked In	0
Checked Out	0
Nani Autora Arabitan	<u></u>

## Booking discount > Changing group membership

Here you can specify which guest discount should be used by Lodgit Desk when a single booking is added to or removed again from a group booking. This can be specified individually for each booking status.

If you add a single booking to a group Lodgit Desk can...

- not change the single booking's discount at all (Don't change)
- make the single booking inherit the discount of the main contact of the group booking (Main contact)
  make the single booking inherit the booking discount of the main booking of
- make the single booking inherit the booking discount of the main booking of the group (Main booking)

If you remove a booking from a group Lodgit Desk can...

- not change the single booking's discount at all (Don't change)
- re-load the guest discount of the original main contact (Main contact)

Booking discount - Changing group membership

Specify in which status the booking discount should be updated when changing group membership and which source to use

Status	Add		Remove	
Tentative	Main booking		Don't change	
Offer	Don't change		Don't change	
Confirmed	Main booking		Main contact	
Booked	Don't change	*	Don't change	
Checked In	Don't change		Don't change	
Checked Out	Don't change	*	Don't change	
New Online Booking	Don't change		Don't change	
Cancelled Online Booking	Don't change	*	Don't change	
Disabled	Don't change		Don't change	

Edit functions of the reservation schedule Up

PREFERENCES FOR TAX RATES

# Preferences for tax rates

Go to the item **Tax** in the **Preferences**.

You can **add new tax rates** by clicking on the plus symbol.

Reservation Schedule	VAT					
Bookings	You can define as r	many tax rates as you like:				
Taxes	Tale		ID.	Data in O( .	Default	
Payment Methods	inte		ID:	Rate In %:	Derault	
Currency	VAT (full)		V	19.0		_ ^
Numbering	VAT (reduced	d)	E	7.0		
Guest Preferences	Without tax		0	0.0		
Email	AT 10		AT10	10.0		
Print/PDF			1700		14	-
Letter Layout	Quick Correction:	:				
Return Address	If you have to cha	ange tax rates due to a tax re	form, you can change the ra	tes for every re	ntable unit and a	II
Address Formats	existing booking it	tems here.				
Return Comfirmation Ontions				Chan	ige tax rate	

You can make on of these tax rates the default rate using the checkbox on the far right.

Double-click on the tax rate to **edit its information**.

Click on the minus symbol next to a tax rate to **delete it**.

You cannot delete a tax rate that is still being used in rentable units or extras.

#### QuickCorrect

If you have to change the tax rates of already existing bookings because of a tax reform, you can use the QuickCorrect feature of Lodgit Desk by pressing the button Change tax rate....

EDIT BOOKING DEFAULTS FOR THE RESERVATION SCHEDULE UP QUICKCORRECT: EDIT TAX RATES IN EXISTING BOOKINGS

# QuickCorrect: edit tax rates in existing bookings

Lodgit Desk can help you to easily change the tax rate of your lodging services in all rentable units, open bookings or even added extras to a different rate (e.g. change it from the full to the reduced tax rate).

- 1. Open the program preferences for Lodgit Desk.
- 2. Go to "Tax" and make sure that the new tax rate already exists. If it doesn't, you can create it by clicking the plus symbol.

Preferences				_	
Reservation Schedule	VAT				
Bookings	You can define as many tax rates as you like	:			
Taxes	Title	ID:	Date in %:	Default	•
Payment Methods		10.	Kate III 78.		
Currency	VAT (full)	V	19.0		
Numbering	VAT (reduced)	E	7.0		
Guest Preferences	Without tax	0	0.0		- 1
Email	AT 10	AT10	10.0		
Print/PDF		1700			
Letter Layout	Quick Correction:				
Return Address	If you have to change tax rates due to a tax	c reform, you can change the ra	tes for every ren	ntable unit an	d all
Address Formats	existing booking items here.				
Return Comfirmation Options			Chan	ge tax rate	
Deposit Options					

3. Press the button "Change tax rate...". This will open the new window "Change Tax Rates".

# Change the tax rate in the object preferences of all existing rentable units automatically

1. Go to "Rentable Units" in the window "Change tax Rates".

undone.						
			Create Backup			
Rentable Units	Accom	modations	Extras / Packages			
Change tax rate to: In these objects:	2	Cabins "Wa	ter Lilies" mes "Saguaro Lake"			
	<b>N</b>	Hotel "Sunn	ny Hills"			

2. Select the tax rate that you want to use in the future, make sure that all objects you want to change the rate in are selected and then press the button "Change".

All future bookings that you will create in Lodgit Desk will be using the new tax rate automatically.

#### Change tax rate in lodging services for all open bookings

1. Go to "Accommodations" in the window "Change Tax Rates".

0	Chang	ge Tax Rates				
Please make sure that you have a current backup file of your Lodgit Desk databases before you continue because this action cannot be undone.						
Create Backup						
Rentable Ur	nits Accom	modations Extras / Packages				
This allows you to cha that are already set u Change tax rate to:	ange the tax r p. This does n Rec	rate for all accommodations in bookings not include invoices or extras! duced Tax (7,00%)				
	_					
For all bookings after	: 06.	05.2011				
In these objects:	1	Cabins "Water Lilies" Holiday Homes "Saguaro Lake"				
		Hotel "Sunny Hills"				
		,,				
		Change				

2. Select the new tax rate, enter the starting date for using the new rate (e.g. 30.06.2020) and make sure that all objects that you want to change the rates in are selected. Then, press the button "Change".

#### Change tax rates in extras already added to bookings

Changing the tax rates for extras that have already been added to bookings and packages has been integrated into the Extras Management.

- Go to: Update extras in existing bookings
- Go to: Update extras in existing packages

#### Note:

Catering services such as breakfast, half-board etc. can be added as extras and still use the full tax rate.

Tip:

With Lodgit Desk, you also have the option to link an extra to a rentable unit, so that it is automatically added to each booking in said unit.

# City / Accommodation Tax

Some cities and communities charge a special city/accommodation tax that is due for each tourist. Lodgit Desk offers a general setting for those.

Go to **Preferences** (Edit > Preferences on a Windows and Lodgit Desk > Preferences on a Mac) and then go to the tab **Tax**.

City	or Accommodat	ion Tax		
<mark>.</mark>	Activate City or A	Accommodation Tax		
-				
Θ	CityTax	Definition		0
۲				
		Amount	5.0 % of net lodging amoun	nt ᅌ
		0	in addition to lodging 📀 contai	ined in lodging
		Tax	io tax 🗘	
		name		
		placement E	nd of Invoice	<b>\$</b>
		definition		
		Account	0	

First, you'll have to **activate** the function by checking the box at the top. Then, you can set up the tax for your property:

#### 1. Select the amount of the tax. You can choose from a **percentage amount from the gross or net accommodation price** or a **set amount per person, day, night or person/night or person/day.**

2. Select the method for calculating the accommodation tax. Please therefore use the examples for the correct calculation published by your municipal administration. You can choose between the following methods:

#### Added to the lodging rate

The percentage of the accommodation tax is calculated from the lodging rate. It is added to the end price of the lodging rate.

#### Included in the lodging rate

The accommodation tax is already included in the lodging rate, its percentage amount is discounted from the lodging rate. As the end price for the lodging rate already includes tax accommodation it remains the same.

#### **Deducted from the lodging rate**

The percentage of the accommodation tax is calculated from the lodging rate and
then deducted. The end-price for the lodging rate and accommodation tax remains the same.

- 3. If the accommodation tax has some sort of VAT or Sales Tax itself, you can also define this here.
- 4. Finally, you can decide where the tax should be listed on offers, confirmations and invoices: **beneath the lodging rate it belongs to, underneath the last invoice item, at the end of the invoice** or just **as an explanatory note.**
- 5. If you want to use the Financial Export, you have to make a note of the correct account here.

If you manage more than one object and they have a different city/accommodation tax, you can also set up several taxes.

You can add the tax manually or automatically to each new booking in a unit.

QUICKCORRECT: EDIT TAX RATES IN EXISTING BOOKINGS UP PAYMENT METHODS

# Preferences for payment terms and methods

In the **Preferences** under **Payment Methods** you can define the payment terms for each payment method and choose, which payment method is used the most often and will be added to newly created invoices by default.

Tip:

If you often have different payment methods for your invoices, there's the option of choosing **None** as the default payment method. For new invoices, you then have to always manually select the payment method.

### Manage payment methods

In the table below the default payment method menu, you can see all payment methods available in Lodgit Desk:

	Title	Туре	Time for payment	Active
	Cash		-	<
	Cash Deposit		-	✓
	Wire Transfer		15	<
	Credit Card		0	-
	Credit Card (via H		0	•
	EC Cash		6	•
	Debit		0	•
	Check		0	
	PayPal		0	
	Moneybookers		0	
9	VISA	Credit Card 💌	0	•
•				

Payment texts in Text Management

With a click on the "time for payment" field, you can **edit the default payment term** for each method.

You can also **deactivate payment methods** you don't want to use anymore, so they won't clog up the select list in the invoice window.

The plus button in the last table row allows you to **add your own custom payment** 

methods. You can use this to differentiate between different cards you accept, for example. Now you can define further settings for your custom payment methods:

- Add the account numbers for the accounting export. See settings **Important:** Default for a new payment method is "0".
- Edit the payment texts in the Text Management. **Important:** Default is the text of the selected "Type".

You can delete a custom payment method by pressing the minus button.

Once a payment method was used for an invoice, it cannot be deleted. But you can block it from further use by unchecking the "Active" box.

Any changes you make to the name or type of payment methods that have already been used will be saved in the GOBD journal.

CITY OR ACCOMMODATION TAX UP CURRENCY

## Preferences for currency

To select the default currency that will be used in all offers, confirmations, invoices and in the Price Administration, go to the **Preferences** and then to **Currency**.

Please select the cur	rrency you want to use:
Currency:	Euro, € (EUR)
Below you can defin rates) for displaying	e additional currencies (incl. their exchange the end total on an invoice:
Currency	Exchange rate
Swedish Krona	a, kr (SEK) 🔻 9,65938
۲	
	Get latest exchange rates
Define how the curre when creating a new	ency will be displayed in the program and v correspondence item:
OUse the currency	y symbol €
OUse the currency	abbreviation EUR
OUse your own cu	irrency symbol
Symbol:	
Vhen creating e	mails use currency abbreviation

First you'll select your **default currency**. This is the currency in which you enter all the prices and create the invoices.

You can also add **alternative currencies** with their exchange rate. You can use this to optionally display the end total of an invoice in an alternate currency within the invoice texts.

You can also decide how you want to display the currency on documents: using the **currency symbol**, the **currency abbreviation** oder a **customised symbol**.

If you change the currency while actively using Lodgit Desk, only the currency symbol will be switched. The amounts will not be converted! Already existing offers, confirmations and invoices will keep the old currency symbol. You **cannot change the currency** if there are still **unsaved entries in the** 

**cashbook**. Before you can change the currency, you will have to create a **cashbook balance** with the end total of "0" (you can use the "Withdrawal" option, for example).

PAYMENT METHODS UP NUMBERINGS FOR INVOICES, OFFERS AND CONFIRMATIONS

# Numbering for invoices, offers and confirmations

You can add different numberings for offers, confirmations and invoices in the **Preferences** under **Numbering**. If need be, you can add a numbering to an object in the Object Management!

If you have several objects (e.g. one hotel, one guesthouse and several holiday homes), you can add a different numbering for each object.

The numbering for invoices can be set right on the first page.

Reservation Schedule Bookings Taxes Payment Methods Currency	Here y numb YY YY # You c	you can define the ers. You can use - year (two digits) - year (four digits - placeholder for an use any other	e format for o the following ) numbers character as s	iffer / confirma variables: eparator.	tion / invoice	
Guest Preferences						
Email			Invoice	Others		
Print/PDF	Inve	oice Number				
Letter Layout		Title	Last N	Formatting	Preview	
Return Address	Θ	Default	0	******	000000	0
Address Formats	0	Water Lilies	0	####/WL	0000/WL	
Return Comfirmation Options	•	Saguaro Lake	0	yy.#####	17.00000	
Deposit Options	•	Sunny Hills	7	YY-####	2017-0007	
Backup	•	Cancellation	3	*****	000003	1
Updates	(4)				1.000	
Proxy	Rec	eipt number				
Accounting Export			1	-		
Hotel Locking System	0	Standard	Last N	Formatting	Preview 000003	
EPOS Systems		stanuaru	3	******	000003	
E-Registration System						
KML Booking Interface						
Kassa Austria RKSV						
		When using the number of char	DATEV expor	t please note th invoice number	nat the maximum r is 12.	n

In order to modify the numbering of offers and confirmations, simply click on "Others"

		Invoice	Others	
fe	er No.			
	Title	Last N	Formatting	Preview
	Default	0	######	000000
	Water Lilies	0	####/WL	0000/WL
	Saguaro Lake	0	yy.#####	17.00000
	Sunny Hills	6	YY-####	2017-0006
n	firmation Number	r		
n	firmation Number Title	r Last N	Formatting	Preview
n	firmation Number Title Default	Last N 0	Formatting ######	Preview 000000
n	firmation Number Title Default Water Lilies	Last N 0 0	Formatting ###### ####/WL	Preview 000000 0000/WL
in	firmation Number Title Default Water Lilies Saguaro Lake	Last N 0 0	Formatting ###### ####/WL yy.#####	Preview 000000 0000/WL 17.00000
n	firmation Number Title Default Water Lilies Saguaro Lake Sunny Hills	Last N 0 0 0 0	Formatting ###### ####/WL yy.##### YY-####	Preview 000000 0000/WL 17.00000 2017-0006
n	firmation Number Title Default Water Lilies Saguaro Lake Sunny Hills	Last N 0 0 0 6	Formatting ##### ####/WL yy.##### YY-####	Preview 000000 0000/WL 17.00000 2017-0006
n	firmation Number Title Default Water Lilies Saguaro Lake Sunny Hills	Last N 0 0 0 0 6	Formatting ##### ####/WL yy.##### YY-####	Preview 000000 0000/WL 17.00000 2017-0006

To edit the format of the offer, confirmation and invoice numbering, you have several placeholders at your disposal:

- yy year (two digits)
- YY year (four digits)
- # placeholder for numbers

You can use any other character as a separator.

#### Ex.:

YY - ####### - 2005 - 0021501 #######/yy - 0021501/05

When you create a new piece of correspondence, the number will automatically be counted upwards. If you want to start over every year, you can manually edit the number on Jan 1st by double clicking on it and resetting it to 0.

#### Note:

As a new Lodgit Desk user you can, of course, keep your old numbering system. Since you can also edit the last number freely (double-click on the number to edit it), you can also start using Lodgit Desk in the middle of a year without having to worry about your invoice/confirmation/offer numbers.

CURRENCY UP GUEST PREFERENCES

# **Guest Preferences**

### Birthday reminders

In **Preferences**, under **Guest Preferences**, you can decide whether and when you want to be reminded of guests' birthdays.

If you have activated the feature **Pop up birthday reminders automatically**, you have four options for the reminder:

- on the birthday
- a day before
- two days before
- three days before

You can also limit birthday reminders to guests whose bookings are fairly recent and ignore those whose bookings are too far in the past. Or just limit it to guests currently checked in.

Preferences	- 0	2
Reservation Schedule	Options Create Arrays	
Bookings		
Taxes	Birthdays	
Payment Methods	Show reminders: on the birthday ~	-
Currency		
Numbering	Limit results to bookings within this time frame:	
Guest Preferences	Months: 12	
Email		
Print/PDF	<ul> <li>Consider only guests present</li> </ul>	
Letter Layout	Pop up birthday reminders automatically	
Return Address		
Address Formats	Regulars	
Return Comfirmation Options		
Deposit Options	Please adjust the number of bookings that make a guest a "regular".	
Backup		
Updates	Bookings: 12	
Proxy		
Accounting Export	Guest Management	
Hotel Locking System		
EPOS Systems	Ignore blocked guests in all automatic groups (except "All" and "Blocked"	)
E-Registration System		
XML Booking Interface	Assign guests by double clicking	
Kassa Austria RKSV		

If you go to **Administration > Birthdays**, you can also manually ask for the birthday reminder.

This is what a birthday reminder looks like:

😑 Birth	nday Reminder			_		×
The bi want t	rthdays of these guests ar o send an email to (you ca	e coming up today! an still edit the conte	Please select and of the ema	the guests iil).	that you	
	Joseph Lothringen, Prag	9	jl@dibomedi	ia		~
	Andrija Mlečanin, Venezi	a	No email ad	d		
						$\sim$
	г	-1	_		4	_
	L	Close		Create En	nail	

### Set preferences for regulars

In the **Preferences** under **Guest Preferences** you can decide after how many bookings a guest is considered to be a regular.

To edit the number of bookings required, click into the field to change the number.

If you want to make a guest a regular, you can edit the number of bookings in the guest profile of the guest in the Guest Management. This number will be used and added to by Lodgit Desk in case of new bookings, no matter whether you have altered the number or not.

Guests who are regulars will be shown with the \* symbol in the current guest list.

**Tip:** If you don't want to use the **regular guest feature**, you can simply edit the required number of bookings to an unachievable amount (e.g. 1000)

### Guest defaults

Preferences					—		×
	1						
Reservation Schedule	Options	Create	Arrays				
Bookings			-				
Taxes	Defau	t Addres	ss Forma	/t			
Payment Methods	Please s	elect the	country t	hat will be added by default when	n creatir	ng a new	
Currency	guest p	guest profile.					
Numbering	Numbering						
Guest Preferences	Country	· [	Germany				~
Email							
Print/PDF	Defau	t Langu	age				
Letter Layout	Please s	elect the	language	that will be selected by default v	vhen cre	eating a	
Return Address	new gu	est profile	3.				
Address Formats							
Return Comfirmation Options	Langua	ge:	Deutsch	Default)		`	~
Deposit Options							
Backup	Review	v Portals	s				
Updates							
Proxy	Erlaubn	ie nier fe is zum Se	st, ob bei enden vor	m anlegen eines neuen Gastes au Daten an die Bewertungsmanag	itomatis er erteil	t ist.	
Accounting Export	1						
Hotel Locking System	Gran	t permissi	ion autom	atially			
EPOS Systems				,			
E-Registration System							
XML Booking Interface							
Kassa Austria PKSV							

This will let you define the default country and the default language that will be added when you create a new guest profile.

You can also specify whether the approval to transfer data to the valuation manager should automatically be considered granted.

Numberings for invoices, offers and confirmations UP Emails

# Emails

In the **Preferences** under **Email** you can decide, whether you want to send emails created in Lodgit Desk with your usual email program or send them directly via Lodgit Desk.

### Using your standard email program

The default setting is for you to use your standard email program.

erences	
Reservation Schedule	Method Options Constant
Reservation Schedule	Options Signature
Tax	Use default email program
Currency / Payment Methods	C Line CMTD environ
Numbering	O use simp server
Quest Proferences	Default Email Program
Smail	Opens email program to send the message
Drint	Opens email program to send the message
Print	Text Coding
Letter Layout	UT TO
Return Address	
Address Formats	Support unlimited text lengths
Return Comfirmation Options	This uses the MAPI interface in order to avoid the limit of text
Deposit Options	sending emails with PDF attachments.
Backup	
Updates	
Proxy	Method for transmitting additional email recipients
Accounting Export	Default
Hotel Locking System	Separated by semicolon
EPOS Systems	Separated by comma
	Separated by comma
	Test

Depending on which standard email program you're using, it could be helpful to edit the settings for this option. If your standard program is **Mozilla "Thunderbird"**, for example, you should always use the **"UTF-8" encoding**.

#### **Note for Windows users:**

The default email program that comes with your Windows operating system does not have the MAPI interface necessary for communicating with Lodgit Desk. To ensure that your email program can properly receive the emails from Lodgit Desk, please check "Support unlimited text lengths".

### **Settings for unlimited text lengths under Windows**

1) Under Windows you define whether the MAPI interface should be used for text transfer between Lodgit Desk and your standard e-mail program.

Option 1) If the checkbox is not activated, mails are sent via the MailTo protocol. The character length is limited when transferring to the mail program and the additional transfer of pdf files as mail attachments is not possible.

Option 2) To avoid the text length limitation and to transfer attachments such as pdf files to the e-mail program, activate the MAPI interface by ticking the checkbox.

Preferences		-		×
Reservation Schedule Bookings Taxes Payment Methods Currency Numbering Guest Preferences Email	Method       Options       Signature         Image: Use default email program       Use SMTP server         Default Email Program       Opens email program to send the message			
Print/PDF Letter Layout	Text Coding UTF-8			~
Return Address Address Formats Return Comfirmation Options Deposit Options Backup Updates Proxy	<ul> <li>Support unlimited text lengths         This uses the MAPI interface in order to avoid the limit of text lengths when sending Emails with Windows. This als emails with PDF attachments.     </li> <li>Mail program dialog box:         Default (modal, always in foreground)     </li> </ul>	o allows	sending	
Accounting Export Hotel Locking System EPOS Systems E-Registration System XML Booking Interface Kassa Austria RKSV	Nicht-modales Dialogtenster (nicht empfohlen für Outlook 2013) Method for transmitting additional email recipients	Te	est	

2) Then specify in the drop-down list how the e-mail program dialog box is to be opened.

Option 1) "Standard (modal, always in foreground)": The e-mail dialog window will always be in the foreground and the program windows of Lodgit Desk will be blocked.

Option 2) "Nicht-modales Dialogfenster": With this option the e-mail dialog box can be moved to the background so that you can continue working in Lodgit Desk without first closing the e-mail dialog box or sending the e-mail.

Please note: Option 2 is not suitable for using Lodgit Desk on Windows with the

default e-mail program Outlook 2013.

### Settings for macOS

When using Lodgit Desk on a Macintosh computer, you will have to enter additional information about your default email program and the sender address:

00	Preferences	
Reservation Schedule	Metho	od Options Signature
Tax	💽 Use default email p	program
Currency / Payment Methods	Use SMTP server	
Numbering	O use similar server	
Guest Preferences	Default Email Progra	m
Email	Opens email progr	ram to send the message
Print		
Letter Layout	Text Coding	UTF-8 \$
Return Address		
Address Formats		
Return Comfirmation Options	The following infor confirmations and	rmation is necessary for sending offers,
Deposit Options	commations and	involces as emails with FDI
Backup	Email program	Mail \$
Updates		
Proxy	Sender	you@youremail.com
Accounting Export		
Hotel Locking System	The sender program.	must have an account within the email
EPOS Systems		
		Test

### **Specifics under macOS Mojave and Apple Mail**

When you send an email with a PDF attachment from Lodgit Desk via Apple Mail under macOS Mojave for the first time, a dialog window for access permissions is displayed:



You need to agree to this with "Ok".

Please note: The dialog appears only once. If the permission has not been given via the dialog box, it has to be set up manually.

### Setting up permissions manually under macOS Mojave

1) Open the System Preferences > Privacy & Security > tab "Privacy". Select "Automation" from the menu bar on the left.

2) Under the program item "Lodgit Desk.app" you will find the linked application "Mail.app". A checkmark must be set here.



### Sending emails via SMTP server

If you want to use the option to send your emails directly via Lodgit Desk, check the box that says **Use SMTP server** and enter the required data.

	Preferences				×
Reservation Schedule	Method Options Signature				
Bookings	Other default and a second				
Taxes	Use default email program				
Currency / Payment Methods	Use SMTP server				
Numbering	SMTD server				
Guest Preferences	Sint Server				
Email	If you want to send emails with	out using a client progra	am, please enter t	he	
Print/PDF	information for the SMTP server of your email provider.				
Letter Layout					_
Return Address	Sender (email address)	your@address.com			
Address Formats	Course Name	anto maileoques le sal	1		
Return Comfirmation Options	Server Name	smp.maiserver.ioca			
Deposit Options	Port	25			
Backup					
Updates	Login Name				
Proxy	Descrived				_
Accounting Export	Password				
Hotel Locking System	Encryption	Select			
EPOS Systems					
XML Booking Interface		Mode	STARTTLS		~
		Protocol version	TLSv12		~
	Certificate			۹	Θ
	Deserved (Certificate)				
	Password (Certificate)				
			Te	st	
					_

Press the **Test** button to send a dummy email to the account you have entered. Should the information you have entered be incorrect, an error message will appear.

Note for Windows users: The Windows Firewall blocks the necessary ports by default if no email program was previously configured.

### Options

Under "Options" you'll find more settings as to what is automatically put into the email body when sending emails via Lodgit Desk:

Reservation Schedule	Method Options Signature
Bookings	
Tax	Offer
Currency / Payment Methods	Show sender's address
Numbering	Show recipient's address
Guest Preferences	Show date
Email	Confirmation
Print	Show sender's address
Letter Layout	
Return Address	
Address Formats	
Return Comfirmation Options	Invoice
Deposit Options	Show sender's address
Backup	Show recipient's address
Updates	Show date
Proxy	Durping Nations
Accounting Export	
Hotel Locking System	Show sender's address
EPOS Systems	Show recipient's address
	Show date
	Letter
	Show sender's address
	Show date

Here you can decide whether you want to show the date as well as sender's and/or recipient's address when creating new emails.

### Signature

Here you can set a signature for your emails. Please note that these settings are NOT object specific!

Reservation Schedule	Method Options Signature	
Bookings		
Tax	🔽 Use signature	
Currency / Payment Methods	Signature Cabins "Water Lilies"	
Numbering	Holiday Homes "Sag	uaro Lake"
Guest Preferences	Hotel "Sunny Hills"	
Email	Awake refreshed.	
Print		
Letter Layout		
Return Address		
Address Formats		
Return Comfirmation Options	I	
Deposit Options		
Backup		
Updates		
Proxy		
Accounting Export		
Hotel Locking System		
EPOS Systems		

GUEST PREFERENCES UP PRINT OPTIONS

### Print and PDF Options

In the **Preferences** (Lodgit Desk > Settings...) under **Print/PDF** you can define the basic settings for printing.

You can define here, how large the site margins will be as well as what font and which font size to use.

By default, the left margin is slightly wider than the right margin. For the second page, you can optionally specify an additional distance between the header and the content.

Reservation Schedule		Print PDF	Epos Printe	r TSE Signature	
Bookings					
Taxes	Please adjust	the default setti	ings for printing		
Payment Methods	Paper - Mar	gins:			
Currency		-			
Numbering	Left:	20	mm 📀	(max. 50)	
Guest Preferences	Right:	10	mm 🙆	(max, 50)	
Email	rugit.			(110.00)	
Print/PDF	Top:	10	mm 📀	(max. 50)	
Letter Layout	Detterre	45	-	(2011 50)	
Return Address	Bottom:	15	mm 💟	(max. 50)	
Address Formats					
Return Comfirmation Options	Font:				
Deposit Options	Font Type:	Helvetica		٩	
Invoice Options					
Backup	Font Size:	10	0		
Updates					
Proxy	Options For	Second Page:			
Accounting Export	Additional ma	argin between h	eader and conte	ent starting with the second	page
KassenSichV TSE	rid di trondi tria	ngin betheen n			page
Kassa Austria RKSV	Margin:	0	mm 😒	(max. 50)	
Hotel Locking System					
EPOS Systems					
E-Registration System					

### PDF documents

Here you can specify the default folder in which PDF files created with Lodgit Desk should be saved on your computer. You can also choose the text encoding which will be used. Depending on your choice of font this may need to be changed.

For OpenTypeFonts select the text coding "cpUnicode". For standard fonts, please use "UTF-8" by default.

••		Preferen	ices				
Reservation Schedule		Print	PDF	Epos Printer	TSE Signatu	e	
Bookings	Acres 100			State Constant		-	
Taxes	Location for I	PDF Docu	ments				
Payment Methods	Here you can define the default folder for the PDF documents.						
Currency							
Numbering	/Users/gary/						Select
Guest Preferences						1	
Email	Textencoding	in PDF D	ocum	ante			
Print/PDF	reactive	,	ocum				
Letter Layout	Standard:	cpUr	nicode		0		
Return Address	Alternative:	cp12	52		8	(?)	6
Address Formats					-		
Return Comfirmation Options							
Deposit Options							

### EPOS / receipt printer

To set up the receipt printer, enter its IP address and port. For Epson printers, this is 8009 by default. After entering the data, click on "Test connection". If the data was entered correctly and a connection can be established, a confirmation message is displayed. Otherwise, an error message appears and the data must be checked.

Currently, only Epson printers with a roll width of 80 mm are supported.

••		Preferences	
Reservation Schedule	IP-Adresse Port	Print PDF Epos	Printer TSE Signature
Bookings			
Taxes			
Payment Methods			
Currency		8009	Test Connection
Numbering			
Guest Preferences			
Email			

### TSE signature (for invoices in Germany)

Specify here whether you want only the QR code of the German TSE fiscalisation signature to be printed on invoices or the complete signature including the text part. You can also set the desired size of the QR code.

Printing only a small QR code is the most inconspicuous way to place the TSE signature on your invoice.



EMAILS UP PREFERENCES FOR LETTER LAYOUT

# Preferences for letter layout

In the **Preferences** under **Letter Layout** you can select what kind of stationary you will use:

- blank paper
- pre-printed stationary

0	00	Preferences				
	Reservation Schedule	Letter template Default				
	Тах					
	Currency / Payment Methods	If you are using blank paper for your letters, you can create headers				
	Numbering	and footers that will be used for all your correspondence.				
	Guest Preferences	Stationer				
	Email	Stationary				
	Print	O Blank Paper 💽 Pre-Printed Stationary				
	Letter Layout					
	Return Address					
	Address Formats	85 Point 🛟 Letterhead Height (mx. 125)				
	Return Comfirmations					
	Deposit Options	43 Point 🗘 Footer Height (max. 142)				
	Backup					

If you're using **pre-printed stationary** for all of your correspondence, please enter the height of the footer and header in millimetres.

### **Blank paper**

For using **blank paper** when printing correspondence, select:



Now you can design your header (as text or with an image).

#### Create letterhead with an image

To add your company's logo into the **letterhead**, click the magnifying glass and select the file that is your logo. Your logo will show below the field for you to preview. You also have the option to align your logo on the left side, right side or the center of your paper.

	leader with text		
ease seleo	t your company's	s logo (PNG, TIFF,	JPG or GIF):
			٩
vao.			
90.			
	Please select	t the file with your	company's logo.
Options			
🗹 Print c	ompany's logo oi	n all pages	
Align	💽 Left	Centered	Right
Resizing			
Resizing Scale o	lown when overs	ized	
Resizing Scale o	lown when overs	ized	

If you want your logo to be printed on all pages, check the box that says so.

The image has a **maximum dimension of 1400 x 2000px**. You may scale it to adjust the size it is printed as. Lodgit Desk prints at **72dpi**.

#### **Create letterhead as text**

You can also create your letterhead using the text formatting menu. You can change the font size, family, style and colour of the text to create a logo of your choosing. You can align the text (left, right, center) by using the tab-key.

	Letterhead	Address Field	Footer	
🔵 Design I	header with ima	ige		
💿 Design	header with tex	t		
Text is	language deper	ndant		
Languag	je 🔄			A Y
Apple Cha	incery	▼ 28	• B I	<u>U</u>
Options				
Options	text on all page	s		
Options Print t Dismi	text on all page ss height limit f	s for letterheads		
Options <ul> <li>Options</li> <li>Print</li> <li>Dismi</li> </ul> Print retuined	text on all page ss height limit rn address for	s for letterheads use with window en	nvelope	

You can also choose if you want to print this letterhead on all pages (default settings only print it on the first page) and if you want to dismiss the header height limit.

#### Note:

Using the header height limit helps make sure that the recipient's address is placed perfectly for the use of window envelopes. You should only dismiss it if you don't use window envelopes.

If you want to print your return address as well and are using window envelopes, check the box that allows this.

#### **Design letter footer**

1. If you want to change the footer of your letters, click **Footer** and enter the data.

Letterhead	Address Field Fo	oter
🗌 Text is language depen	dant	
Language		<b>*</b>
Helvetica	<b>•</b> 9 <b>•</b>	<u>B I U</u>
Ontions		
Print Text on all page	c	
43 Point	Footer height (max. 1	42)
✓ Print return address for ι	use with window envelo	ne
		,hc

- 2. Edit the **font size and family** like you would in any other **text editing program**.
- 3. If you want to edit the **font colour**, click on the colour button. This will open a new window where you can select the colour and then press **OK**.
- 4. After you have finished your settings for the letter, you can preview them by pressing the button **Preview Layout**.

### Settings for address field

If you want to change the setting for the address field, go to the tab **Address Field**.

#### Manual of the Lodgit Desk - Hotel Software

Letterhead Address Fiel	ld Footer				
Alignment of Address Field					
💽 at the left-hand margin					
🔵 at the right-hand margin					
Additional space to left page margin:	0	mm			
Address field width:	85	mm			
Additional space to letter content:	1 🛟	Lines			

Here, you can decide whether the address field is to be printed on the left or the right side of the page, if there should be any additional space between the page margin and the address field, how wide the address field is and if there is to be additional blank lines between the field and the letter content.

PRINT OPTIONS UP SENDER ADDRESS

# Settings for the sender address

In the **Preferences** under **Return Address**, you can specify which return address will appear in the window of the envelope.

#### Note:

These preferences are only relevant if you have checked the box that says "Print return address for use with window envelopes" in the letter layout section.

0	00	Prefe	rences
	Reservation Schedule Tax Currency / Payment Methods Numbering Guest Preferences Email Print	<ul> <li>Use object's addr</li> <li>Use this return ad</li> <li>Default Return Add</li> <li>Company:</li> <li>At the hands of:</li> </ul>	ress ddress: lress
	Letter Layout Return Address Address Formats Return Comfirmation Options Deposit Options Backup Updates Synchronization Online Bookings	Street: Street2: Zip Code / City: Country: State:	Please Select
	Hotel Locking System EPOS Systems	Sender address for [COMPANY] · [STF Placeholder:	mat REET] · [STATEISO] [ZIPCODE] [CI Default [COMPANY] [STREET] [ZIPCODE] [CITY]

Select an option and enter the required data if you decide you'd rather use a different sender address. You can also edit the sender address to your liking using the placeholders. To add a placeholder to the field, simply double-click on it.

The **sender address format** lets you decide how your sender address will be printed for use with window envelopes. Double-click on a placeholder to copy it into the field, or manually type it in. Press "Default" to restore the default settings. PREFERENCES FOR LETTER LAYOUT UP DEFINE COUNTRY ADDRESS FORMATS

# Preferences for country address formats

You can define several address formats **depending on the country** that is saved in the profile of the guest. These formats will be used automatically when you create a new correspondence (letters, offers, confirmations and invoices).

To edit the default address formats and add formats for each country, go to **Preferences** and then select **Address Formats**.

00	Preferences	
Reservation Schedule Bookings Tax Currency / Payment Methods Numbering	Default Address Format     Germany	•
Guest Preferences Email		
Letter Layout Return Address	Here you can add country specific address for depending on the address of the guest. Simply add the placeholders by double-click	ormats that can be used king on them.
Address Formats	Address Format:	Placeholder:
Return Comfirmation Options Deposit Options Backup	[COMPANY][LF2] [SALUTATION] [TITLE] [FIRSTNAME] [LASTNAME][LF2]	[SALUTATION] [TITLE]
Updates Proxy	[STREET][LF2] [STREET2][LF2] [CITY], [STATEISO] [ZIPCODE][LF2]	(FIRSTNAME) (LASTNAME)
Accounting Export Hotel Locking System		[COMPANY] [STREET]
EPOS Systems	Preview: Company Name Family Title First Name Name Street 1 Street 2 City, ISO 12345 Country	

- 1. Clicking the ⊕ symbol will let you create a new address format. Clicking the ⊖ next to an existing format will delete it!
- 2. Clicking the triangle will let you select the country that this address format will correspond to. Every new format will automatically add the default placeholders that you can then edit.
- 3. If you edit the default address format or any other format, you can preview your changes in the example address at the bottom.

### Changing the address format:

You can edit the address format by **moving the placeholders** and **adding new placeholders**.

To add a placeholder, click into the left field to where you want to add it and then double-click on the placeholder in the list to the right. You can also type the placeholders into the left field manually.

### Format placeholders:

[LF1] = line break (always):	this will always add a line break; it does not matter whether there will be text added in the placeholder before the break or not (ex.: STREET2 is often an empty field).
[LF2] = line break (dependant):	this will only add a line break if there is a text added in the placeholder before it
[[Placeholder]] = capitalised	this will capitalise the text for this placeholder

Note:

You can only create empty rows using [LF1].

### Address formats for guests:

You can create an individual address format for a guest in their profile.

Sender address Up Return confirmation

# **Return Confirmation**

In the **Preferences** under **Return Confirmation** you can edit the default options for how long a confirmation is valid (after how many days a return confirmation is due) as well as how the guest's address will be printed on the return confirmation. If you press the button "Default", the default settings will be restored.

00	Prefere	nces	
Reservation Schedule	Time for return con	firmation	
Rookings			
Tax	Default amount of time until due date: 7 days		
Currency / Payment Methods			
Numbering	Format of guest's return address		
Guest Preferences	Company		
Email			
Print	[COMPANY] · [STREET] · [STATEISO] [ZIPCODE] [CTI Default		
Letter Layout	Private		
Return Address	[SALUTATION] (TITLE) [FIRSTNAME] (LASTNAME] ·   Default		
Address Formats			
Return Comfirmation Options	Placeholder:	[SALUTATION]	
Deposit Options		(TITLE)	
Backup		[FIRSTNAME]	
Updates		[LASTNAME]	
Proxy		[COMPANY]	
Accounting Export		[STREET]	
Hotel Locking System			
EPOS Systems			

Define country address formats

Up Depos

DEPOSIT OPTIONS

## **Deposit Options**

To define different settings for deposits in Lodgit Desk, go to the **Preferences** and then the **Deposit Options** tab:

-	Freierences		
Reservation Schedule Bookings	Options Amounts and due dates		
Taxes Currency / Payment Methods Numbering	Default tax rate for deposits: Tax rate in %: Without tax (0,0%)		
Guest Preferences Email	Select here whether a deposit text will be shown:		
Print/PDF Letter Layout Return Address Address Formats	<ul> <li>In Offers</li> <li>In Confirmations</li> <li>Go to Text Management to edit deposit texts!</li> </ul>		
Return Comfirmation Options			
Backup Updates Proxy Accounting Export Hotel Locking System EPOS Systems E-Registration System XML Booking Interface Kassa Austria RKSV	<ul> <li>When opening the create deposit invoice window</li> <li>Only select deposit items to be displayed on invoice</li> <li>Pre-select deposit items and all other invoice items of the booking to be displayed</li> </ul>		

### **Offers and Confirmations**

You can specify whether you want to show a text concerning deposits on offers and/or confirmations. For example: "We have received your deposit in the amount of 25 EUR on March 20, 2013 via Wire Transfer."

The texts that will appear on offers and/or confirmations can be edited if you go to **Administration > Texts** or by clicking the button **Go to Text Management to edit deposit texts!** 

### Amounts and due dates

To make adding deposits as easy as possible, you can also define a default amount (in relation to the booking amount). For group bookings, you can also decide whether you want to include all of the group's bookings into that calculation or only the booking that's selected.

You can also add different default options for when the deposit is due; either by x days from the current date or y days before arrival. When you add a deposit, the option with the checkmark will automatically be used. You may then select one of your pre-defined options or overwrite the date manually.

Return confirmation Up Invoicing options

# Invoicing options

In the invoice options, you can define different default settings for your invoices.

### Define cancellation date

If you wish to have a uniform procedure for dating your cancellation invoices, you can specify here whether the original invoice date, the date of issue of the cancellation itself or an individual date is desired.

Reservation Schedule	Default cancellation date:			
Bookings	Specify the default cancellation date.			
Taxes		No. Concernation		
Payment Methods	Cancellation	date Vone	<ul> <li>None</li> <li>Date of the invoice to cancel</li> </ul>	
Currency		Current date and time ()	Current date and time (Now)	
Numbering	Main Gues	t - More IL fc Set date individually	i contra Me	
Guest Preferences	Here you specify which any more provided the second		De displayed in the	
Email	documents. The correction invoices for the corresponding documents alway			
Print/PDF	contain the	same information as the cancelled docum	nents.	
etter Layout				
Return Address		Deposit Invoice R	eceints	
Address Formats		Deposit involce in	conpre	
Return Comfirmation Options	Use	More Information		
Deposit Options	Q	License Plate	+	
nvoice Options		Identity card	+	
Backup	0	Passport	+	
Jpdates		Travel Document		
Ргоху	ē.	Tax Number		
Accounting Export				
Hotel Locking System				
EPOS Systems				
E-Registration System				
XML Booking Interface				
Kassa Austria RKSV				

By default, no selection is made here.

### Display further guest data on invoices

In some countries, it is necessary to include further data about the invoice recipient on invoices and receipts. If you select the corresponding checkbox, the specification is also listed on the invoice (or on documents and down payment invoices).

•	Preferences		
Reservation Schedule	Default cancellation date:		
Bookings		-	
Tayes	Specify the default cancellation date.		
Payment Methods	Cancellation date None		
Currency			
Numbering	Main Guest - More Information		
Guest Preferences	Here you specify which additional recipient data is to be displayed in the documents. The correction invoices for the corresponding documents always		
Email			
Print/PDF	contain the same information as the	e cancelled documents.	
Letter Lavout			
Return Address			
Address Formats	Invoice Dep	oosit Invoice Receipts	
Return Comfirmation Options	More Information	1	
Deposit Options	License Plate	+	
Invoice Options	Identity card	+	
Backup	Passport	+	
Updates	Travel Document		
Proxy			
Accounting Export		•	
Hotel Locking System			
EPOS Systems			
E-Registration System			
XML Booking Interface			
Kassa Austria RKSV			

You also define these rules here for the corresponding correction invoices.

In order to display the information on the invoice, please configure these details in the guest administration.



Under "further details" you can select e.g. tax number in the drop-down menu and enter it in the free field.

If you want the invoice to display the word "tax identification number" instead of "tax number", for example, you can adjust this in the text management > Correspondence for each individual document (except in quotations, confirmations and reconfirmations) or for each language you use.
	Texts	
	Language: English (Default)	B
General	Offerences City Tax	
Show: Invoice		$(\widetilde{g})$
Letterhead Invoice Number: [NUMBER]	Invoice Number: [NUMBER]	
Invoice Date: [DATE]	Invoice Date: [DATE]	- 1
License Plate: (NUMBER)	License Plate: [NUMBER]	
Identity card: (NUMBER)	Identity card: [NUMBER]	
Passport: [NUMBER]	Passport: [NUMBER]	
Travel Document: [NUMBER]	Travel Document: [NUMBER]	
Tax Number: [NI]MBED]	Tax Number: [NUMBER]	

As a result, the additional information will appear at the top right of the invoice.

					3	S.
						8 M C
Pennet Townsteiner Ake		01014 biometric				
Air Steffen Gotsn Gelgelweg # 07743 Jans Germany						
				Invoke N	umber 201	9-ER-200013
					House D	ase: 14.08.19
				4	corres Planting start	Panaxet
				Tax	Numiner C	E TO HIGH 20
Date Mr Califier,						
We are charging the	totlowing th	must for your stay with a				
Title			Guest Quantit	y per lism	TAX	Line Total
Bowerd B						
Double Bedroom						
for 1 person Mr.Sasten Datin						
02.00.18 - 05.09.10				12.00.0	700	
rine azoo e per nij				and a	19.0%	188.00 6
Frahetock inklueive	11.0					
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7,0%, TAX 9,81 19,0% TAX 5,71 We have received a 0 We have you for you	ant payn r stay and	nope to see you again i	r the future			

Example of an invoice with tax number of the guest

Attention: It is not possible to enter and display the field "Tax identification number" in the guest administration manually as an own field. There are only placeholders for the additional information listed in the settings.

DEPOSIT OPTIONS UP CREATE DATABASE BACKUP

## Create database backup

ALL relevant data of your daily work is stored in the database file called "Lodgit Database.lxdb". Your data on guests, objects and rental units, extra items, receipts, cash book etc. are also stored in this file.

Damage to or destruction of this file will inevitably result in the loss of all your data. The employees of Lodgit Hotelsoftware do NOT have access to your data and are therefore not able to restore it for you.

The protection of your data via backups is urgently necessary. With regard to data protection, please also ensure that you handle customer data responsibly.

To configure backups, please go to **Preferences** and then select the list item **Backup**.

If you are using the server feature *cubeSQL*, the backups have to be done by the server. More information here.

### **1. Select location for backups**

If you click on the "Select" button, you can specify the location (path) for the backup of the database. Please note here that the backup copy must be stored either:

- on a portable data carrier (USB stick, external hard disk, NAS) or
- by a cloud service provider (in compliance with data protection laws)

Please do not store backups directly on your work computer. This is the only way to preserve your data in case of a computer crash or similar.

Please specify here where your back up files should be put and wheth backup your databases automatically.	ner you want to
Backup files location: mini:Users:sk:Documents:Lodgit Desk Data:Backup	Select

### 2. Configure settings for automatic backup

Check the box that says **Backup automatically**. This will give you several options, that you can also use in parallel:

- backing up every x hours
- backing up when starting the program (always; without prompting)
- backing up when quitting the program (optional prompting)

Each backup creates a new file with a timestamp (e.g. Lodgit Database-2022-09-21-16-19-54.lxdb) so that you can select the time when you might need to restore.

When setting, also note that any backups that fall outside of your scheduled time

period (1 - 30 days) will also be irretrievably deleted.

You can do a manual backup by going to File "Create Backup".

Backup automatically	
At fixed intervals of 2 hours	
When starting the application	
When quitting the application Prompt for backup before quitting application	
Delete backups when older than 30 days	

INVOICING OPTIONS UP CHECK FOR UPDATES

# Check for updates

You can check for software updates automatically or manually.

### Check for updates manually

Go to **Preferences > Updates** and then press the button "Check For Update Now".

00	Preferences
Reservation Schedule	Check manually
Rookings	
	Check if there are updates for Lodgit Desk available.
Currency / Payment Methods	
Numbering	Check For Lindate Now
Cuest Proferences	Check for opdate now
Guest Preferences	
Email	Check automatically
Print	Lodait Desk can check for undates automatically
Letter Layout	Eough Desk can check for updates automatically.
Return Address	
Address Formats	Check for updates automatically
Return Comfirmation Options	
Deposit Options	
Backup	
Updates	
Proxy	
Accounting Export	
Hotel Locking System	
EPOS Systems	

### Check for updates automatically

Check the box that says **Check for updates automatically** and then, Lodgit Desk will be checking for updates automatically.

CREATE DATABASE BACKUP UP SETTINGS FOR PROXY SERVER

# Settings for Proxy Server

If you want to use a proxy server to connect to the internet, you can define the setting for this by going to **Preferences > Proxy**.

Reservation Schedule	Use system-in	dependent proxy settings	
Bookings	in obe by tem in	sependent proxy seconds	
Tax			
Currency / Payment Methods	Address	proxy.local	
Numbering	Port	00	
Guest Preferences			
Email	Name	user	
Print			
Letter Layout	Password	password	
Return Address			
Address Formats			
Return Comfirmation Options			
Deposit Options			
Backup			
Updates			
Proxy			
Accounting Export			
Hotel Locking System			
EPOS Systems			

Enter the necessary information, such as the proxy's address as well as the port, username and password.

Make sure not to enter a protocol into the address (e.g. http://), but only the address or ip address.

CHECK FOR UPDATES UP ACCOUNTING EXPORT OPTIONS

# Preferences for accounting export

### Account numbers for accounting export

You can define the account numbers for the accounting export under **>Preferences >Accounting Export**.

These are the account numbers you use for your business' bookkeeping. If you're unsure of the numbers, please ask your bookkeeper, accountant or tax expert.

Preferences			-	
Reservation Schedule	Accounts 1			
Bookings	Accounts 1 Accounts 2	Accounts 3 DATEV Tax Keys		
Taxes	Accounts for Deposit a	d Overdue Fees		
Payment Methods	Denarit	1710		
Currency	Deposit	1/18		
Numbering	Deposits without invoices (transitory items)	1590		
Guest Preferences	(dunisitory items)			
Email	Account for Overdue Fees	4970		
Print/PDF				
Letter Lavout	Debtors Account			
Return Address	Debtors Account			
Address Formats	Collective Debtors Account	10000		
Return Comfirmation Options			Use Individual Debtors Account	
Deposit Options				
Invoice Options				
Backup	Accounts for payment i	nethods		
Updates	Payment methods for inv	oices		Account
Proxy	Cash			1000
Accounting Export	Cash Deposit			1000
Hotel Locking System	Wire Transfer			1200
EPOS Systems	Credit Card > General			1200
E-Registration System	Credit Card > Credit Card	(via Heidelpay)		1230
XML Booking Interface	EC Cash			1200
Kassa Austria RKSV	Debit			1200
	Check			1200
	PayPal			1250
	Moneybookers			1240

To enter or edit an account number simply double-click on the entry. Here you will find several tabs under which the following accounts are stored.

### Accounts 1

### **Accounts for Deposit and Overdue Fees**

Here you define the accounts that are used when you create a deposit invoice or add an overdue fee.

"Deposits without invoices (transitory items)" is only relevant for customers working with a database from 2016 or older. Since Lodgit version 1.15.8 it is no longer possible to create a deposit without invoice.

#### **Debtors Account**

You have the choice of working with a collective debtors account or with individual debtors accounts, that is, you enter a separate account for each guest. For individual accounts, please click on the button >Use Individual Debtors Accounts.

Please note the following: This action cannot be undone. By using individual customer accounts, it is no longer possible to change the invoice recipient of an invoice once created.

Preferences Wollen Sie von nun an individuelle Debitorenkonten verwenden? 1. This action cannot be undone! 2. by using individual customer accounts, it is no longer possible to change the invoice recipient of an invoice created once. I accept Cancel

Once you have accepted this, you must enter the numbering for the individual debtors accounts.

From now on, when creating invoices, new account numbers will be assigned starting with the lowest number entered and then sequentially for each guest. If the guest already has an account number, the existing one is used.

If all numbers of the entered numbering have been assigned, you will receive a message from Lodgit. Please extend the numbering accordingly in the preferences.

### Accounts for payment methods

Here you enter the financial accounts of the different payment methods.

### Accounts 2

#### Accounts for cashbook

Here you enter the accounts for cash purchases and sales as well as for private deposits and withdrawals that are taken out of or placed into the cash register.

### **Default-Extras**

The default extras refer to extra items that either go into Lodgit Desk via the EPOS interface, a channel manager or the online booking system and cannot be assigned to an extra item, for example, because it can no longer be found in the extra item management due to changes.

•	Preferences					
Reservation Schedule	Accounts 1	Accounts 2	Accounts 3	DATEV Tax Keye		
Bookings	Accounts I	Accounts 2	Accounts 5	DATEV Tax Reys		
Taxes	Accounts for cash	book				
Payment Methods	Cash Sale	8400				
Currency	Oach Durchase	4080				
Numbering	Cash Purchase	4980				
Guest Preferences	Private Deposit	1890				
Email	Private Withdrawal	1800				
Print/PDF						
Letter Layout	Default Extras					
Return Address	Dertailt Briting					
Address Formats	"EPOS Systems"	8400				
Return Comfirmation Options	Dirs21	0				
Deposit Options	Dirozi	-				
Invoice Options	Cultuzz	0				
Backup	MappingMaster	0				
Updates						
Proxy	SiteMinder	0				
Accounting Export	HotelSpider	0				
Hotel Locking System	Synchronisation	0				
EPOS Systems	(Online-Module)	0				
E-Registration System						
XML Booking Interface						
Kassa Austria RKSV						

### Accounts 3

### Accounts for accommodations

If you only need a single account for the accommodation, select the >Simple option here.

If you have to use different VAT rates for a rental unit, e.g. because long-term or

short-term rental is possible, you can define a separate account here for each rental unit and each VAT rate created. Simply select >Detailed setting per rental unit and tax rate and enter the accounts.

Reservation Schedule	Accounts 1 Accounts 2 Acco	unts 3 DATEV Ta	w Koue				
Bookings	Accounts 1 Accounts 2	DAILY IS	in neys				
Tayes	Accounts for accommodation	IS					
Payment Methods	⊖ Simple						
Currency	() simple						
Numbering	All lodging revenue is credited	to this account.					
Guest Preferences	Lodging	8300					
Email							
Print/PDF	Detailed settings per rental un	nit and tax rate					
Letter Layout	Use an individual lodging acco	unt for each rental	unit per VAT	rate. Each field i	n this table require	s a correspondin	ig entry.
Return Address							
Address Formats	Rentable Object	Rentable Unit	0.0%	7.0%	10.0%	19.0%	_
Return Comfirmation Options	DreamTime	DreamTime I	0	0	0	0	
Deposit Options	DreamTime	DreamTime II	0	0	0	0	
nvoice Options	Holiday Park "Forest View"	103 Cosy Home	0	0	0	0	
Backup	Holiday Park "Forest View"	107 House	0	0	0	0	
Jpdates	Holiday Park "Forest View"	105 House I	0	0	0	0	
Proxy	Holiday Park "Forest View"	109 Villa II	0	0	0	0	
Accounting Export	Holiday Park "Forest View"	104 Cosy Home	0	0	0	0	
Hotel Locking System	Holiday Park "Forest View"	WB FH 05 Kopie	0	0	0	0	
EPOS Systems	Holiday Park "Forest View"	108 Villa I	0	0	0	0	
-Registration System	Holiday Park "Forest View"	110 Villa III	0	0	0	0	_
ML Booking Interface	Holiday Park "Forest View"	WB FH 05	0	0	0	0	
Kassa Austria RKSV	Holiday Park "Forest View"	106 House II	0	0	0	0	
	Holiday Park "Forest View"	WB FH 06	0	0	0	0	
	Holiday Park "Forest View"	WB FH 06 Kopie	0	0	0	0	
	Holiday Park "Forest View"	101 Double R	0	0	0	0	
	Holiday Park "Forest View"	102 Double R	0	0	0	0	
	Holiday Park "Forest View"	WB FH 06 Ko	0	0	0	0	
	Apartments "Relax"	EN FW 01	0	0	0	0	
	- provident and the second						

### Datev Tax Key

### Tax key

If you are using DatevPro Export, you can enter a tax key here for each VAT rate created, separately for positive and negative amounts.

### Affected accounts

If you have switched off automatic tax function in your accounting program and want to export keys from Lodgit Desk instead, specify the accounts to which the tax keys created above apply.

Reservation Schedule		Accounts 1	Accounts 2	Accounts 3	DATEV Tax Keve
Bookings		Accounts 1	Accounts 2	Accounts o	
Taxes	Tax	key			
Payment Methods	Posti	ng key for posit	tive turnovers for	:	
Currency	0,0				
Numbering	7,0				
Guest Preferences	10,0	0			
Email	13,0	0			
Print/PDF	****				
Letter Layout	Posti	ng key for nega	tive turnovers fo	r:	
Return Address	0,0				
Address Formats	7,0				
Return Comfirmation Options	10,0	)			
Deposit Options	13,0	)			
Invoice Options					
Backup	Affe	ected accounts			
Updates	Here	vou can list the	revenue accoun	ts for which the	automatic tax function is
Proxy	deac	tivated in your a	accounting progr	am. For these ad	counts, the
Accounting Export	corre	sponding contr	ol key defined at	pove is transferre	ed with the accounting
Hotel Locking System	expo				Account
EPOS Systems	۲				Account
E-Registration System	w				
XML Booking Interface					
Kassa Austria RKSV					

### Further bookkeeping accounts

You define the accounts for Extras in >Administration >Extra and Packages >Extras and the and the Accommodations Tax in >Preferences >Taxes.

#### **Please note:**

Using incorrect account numbers can be detrimental to the import of the created file. Make sure all numbers are entered correctly. Changes in the account numbers only affect future entries.

Settings for Proxy server UP Object Management

# Object Management

To add a new object or rentable unit, or edit an existing object or rentable unit, got to the **Object Management** by going to the menu bar item **Administration > Objects** and **Rentable Units** or pressing the **Objects** button above the reservation schedule.

	Object Management
	Objects Rentable Units
Cabins "Water Lilies"     Holday Homes "Saguaro Lake"     TBlue Ocean" Lodging	Name       Holiday Homes "Saguaro Lake"         Time Zone       America/Phoenix         Arrival from       13:00:00       Departure until       12:00:00         Address       Features       Child Discount
	Street1025 N Stewart Mountain Dam RdZip85215CityMesaStateArizonaCountryUnited States of America
	Close

If you have already created one or more objects, you can open the **Object Management** by double clicking on it in the list to the left of the reservation schedule. This will automatically open the window with the **Objects** area.

If you have already created one of more units, you can also open the **Object Management** by double clicking on a unit type in the list to the left of the reservation schedule. This will automatically open the window with the **Rentable Units** area.

You can also open the **Object Management** by double clicking on a unit in the reservation schedule. This will open the are for the **Rentable Unit Details**.

**Tip:** You can change the order of the objects in the list by clicking and dragging its double-arrow up or down. The new order will also be reflected in the reservation schedule.

In the **Object Management** you can do the following things:

Create and delete objects Edit object information

- Edit an object's profile
- Add child discount for an object
- Specify features for an objectUse different numbering for different objects
- Use different letter templates for your objects

Create and delete rentable units

Edit rentable unit information

- Edit unit's profile
- Define Features for a rentable unit
- Automatically change the cleaning status of a rentable unit
- Add short description for a rentable unit
- Link package to a rentable unit
- Optional: packages bookable online
- Define print options
- Statistics options
- Notes
- Automatically add a city tax to each new booking

When you press the **Close** button, the **Object Management** window will be closed.

ACCOUNTING EXPORT OPTIONS UP CREATE AND DELETE OBJECTS

# Create and delete objects

### Create object

- 1. Open the Object Management.
- 2. Go to the lower left corner of this window and press the 🛨 button underneath the object list which will open the **Object Details**.
- 3. In the **Profile** area you can enter the object's information.

Profile		
Child Discount	Туре	Holiday Apartments / Houses \$
Features	Name	Cabins "Water Lilies"
Numbering	D	C-WL
Letter Template	Zip Code	54321 City Divide
	Street	820 Cantiberry Rd
	Country	United States of America \$
	State	Colorado \$
	Time Zone:	America/Denver 🗘 🔅
	Arrival	12:00 to 00:00 o'clock
	Departure	00:00 to 11:00 o'clock
	Color	
		Cancel

4. After you are done, press Save. This will close the window for the Objects and the window for the Object Management will be shown again. In this window, your object is still selected and the information about it are shown in the right area of the window.

	Object Management
	Objects Rentable Units
Cabins "Water Lilies"	Name Cabins "Water Lilies"
Holiday Homes "Saguaro Lake"	Time Zone America/Denver
# "Blue Ocean" Lodging	Arrival from 12:00:00 Departure until 1
	Address Features Child Discount
	Street 820 Cantiberry Rd
	<b>Zip</b> 54321
	City Divide
	State Colorado

5. Close the **Object Management**. The reservation schedule in the main window will be shown now. This is where you can see all your created objects with their rentable units.

II Objects				
	Name	Occupa		
1	Forest View Resort	75.00 %		
1	Holiday Apartments "Relax You	25.00 %		
<b>V</b>	Sunshine Hotel	44.44 %		

### Delete object

1. Open the Object Management by going to the menu bar item Administration > Objects and Rentable Units.

### 2. Go to **Objects**.

3. Select the object that you want to delete and then press the button.

You can only delete objects if there are no current or future bookings listed in any of its units.

Object Management Up Edit object information

# Edit object information

To edit the object's information or add more, open the Object Management.

In the **Object Management** window, select the object you want to edit and then double click on it or press the button.

This will open the window for the **Object Details**.

Select the list item from the left list that you want to edit:

Edit an object's profile Add child discount for an object Specify features for an object Use different numbering for different objects Use different letter templates for your objects

Clicking on a list item will open its are on the right side where you can enter your data.

After you are done editing the rentable unit, press **Save**. This will close the window for the **Object** and the window for the **Object Management** will be shown again. In this window, your object is still selected and the information about it are shown in the right area of the window.

CREATE AND DELETE OBJECTS UP EDIT AN OBJECT'S PROFILE

# Edit an object's profile

Open the object you want to edit by selecting it in the **Object List** in the **Object Management** and then pressing the *selection* button.

This will open the object's details with its profile.

Name ID Zip Code Street Country	Cabins "Water Lilies" C-WL 54321 City Divide 820 Cantiberry Rd United States of America ‡
Name ID Zip Code Street Country	Cabins "Water Lilies" C-WL 54321 City Divide 820 Cantiberry Rd United States of America ‡
ID Zip Code Street Country State	C-WL 54321 City Divide 820 Cantiberry Rd United States of America ‡
Zip Code Street Country	54321     City     Divide       820 Cantiberry Rd       United States of America     ‡
Zip Code Street Country	54321     City     Divide       820 Cantiberry Rd       United States of America     ‡
Street Country State	820 Cantiberry Rd United States of America
Country	United States of America +
State	(Calaurada A)
State	
Time Zone:	America/Denver 🛟 🍥
Arrival	12:00 to 00:00 o'clock
Departure	00:00 to 11:00 o'clock
Color	
	Time Zone: Arrival Departure Color

Once you have finished editing, press **Save** or go to a different list item that you want to edit.

#### Note:

*Please make sure you understand the Definitions of the unit categories when selecting the unit type!* 

Edit object information Up Add child discount for an object

# Add child discount for an object

You can specify a **percentage child discount** in the Object Management which you can then **quickly select** in the booking window. This is only possible if the unit's price depends on the **number of guests staying in the room** (e.g. per night/person).

- 1. Open the object by selecting it in the **Object Management** window and pressing the Edit button.
- 2. In the left list select the item **Child Discount**.
- 3. Add the information about the **child discount**. You can use a maximum of 3 discount levels, with one of the levels being a 100% discount (e.g. for infants).

Profile	Child Discount
Child Discount	Child discounts
Features	
Numbering	Children up to
Letter Template	2 ‡ years free
	12 ‡ years 35 ‡ % discount
	18 ‡ years 5 ‡ % discount
	Using a percentage child discount is only possible when a unit's price depends on the number of guests staying in the room. You can still give a child discount by adding an "extra" with a negative price to the booking.
	Cancel Save

4. After you have completed the information for the object, press **Save** or switch to a different list item.

When you press **Save**, the current changes will be saved, the window for the **Object Details** will be closed and the window for the **Object Management** will be shown again. The object you were currently working on is selected and the information will be shown in the right area.

#### Alternative:

If you want to add a child discount in units where the price does not depend on the number of guests staying in the room (e.g. per week), you can add **a child discount as an extra item** with a negative amount.

Edit an object's profile UP Specify features for an object

# Specify features for an object

- 1. Open the object you want to edit by double-clicking on it in the **Object List** in the **Object Management**.
- 2. In the left list select the list item **Features**.
- 3. To add features to the object, select them in the left catalogue listing the available features. You can select single features or several at the same time.

rofile	You have the option to show the f	ollowing selected features to your
Child Discount	guests visiting the online booking	system.
Features	baggage service	24h reception
Numbering Letter Template	ball games	bicycle rentals
	bar	central location
	bicycle and walking trails	diet cuisine
	bicycle shed	fitness room
	billard	> garden
	boat rentals	wellness facilities
	bowling	wholefood
	business room	
	car rentals	
	children's playground	
	conference room	
	congress room	
	disco	
	disina	

If you want to select several features that are next to each other at the same time, simply click and drag the mouse cursor over them. You could also select the first list item, then hold the SHIFT key and selecting the last item. This will select not only the first and last item, but all the ones in-between as well.

If the features are not next to each other, select the first feature and then hold down the CTRL key (Windows) or the CMD key (Mac OS X) whenever selecting another item.

- 4. A click on the right arrow button will send the selected features in the left catalogue to the right one. If you want to delete features that are no longer relevant or that you have added accidentally, select them in the right catalogue and press the left arrow button is send them back into the left catalogue.
- 5. After you have completed the information of the object, press **Save** or switch to a different list item.

Pressing **Save** will close the window for the **Object Details** and the window for the **Object Management** will be shown again. In this window, your object is still selected and the information about it are shown in the right area of the window.

Add child discount for an object UP Use different numbering for different objects

# Use different numbering for different objects

When creating offers, confirmations or invoices you can use different numbering systems for each object, which will then count upwards automatically.

Linking a numbering system that you have previously created in the Preferences to an object can be done with the following steps:

- 1. Open the object you want to edit by selecting it in the **Object Management** and then pressing the Edit button.
- 2. In the left list, select the list item **Numbering**.

Profile	Numbering set		
Child Discount			
Features	Please choose a set of numbering for	r offers, confirmations and invoices. If nee	ed be, you can
Numbering	add new numbering sets under Frei	erences .	
Letter Template			
	Offer:	Water Lilies	<b>\$</b>
	Confirmation:	Water Lilies	•
	Invoice (Deposit):	Water Lilies	•
	Invoice (Final):	Water Lilies	0
	Corrective Invoice (Deposit):	Water Lilies	•
	Corrective Invoice (Final Invoice):	Water Lilies	•
		Cancel	Save

- 3. In the drop down menus, select the numbering you would like to use for offers, confirmations and invoices for this object in the future.
- 4. After you have selected the numberings for the object, press **Save** or switch to a different list item.

Pressing **Save** will close the window for the **Object Details** and the window for the **Object Management** will be shown again. In this window, your object is still selected and the information about it are shown in the right area of the window.

# Use different letter layout for different objects

When creating correspondence you can use a different letter layout for each object.

Linking a letter layout that you have previously created in the Preferences to an object can be done with the following steps:

- 1. Open the object you want to edit by selecting it in the **Object Management** and then pressing the Edit button.
- 2. In the left list, select the list item **Letter Template**.

Profile	Select letter te	mplate:
Child Discount		
Features	Please choose a le	etter template for reservations and bookings in this object that will be used when infimations and involces
Numbering	If need be, you ca	an create new letter templates in the Preferences.
Letter Template		
	Offer:	Sunshine PDF
	Confirmation:	Sunshine PDF
	Invoice:	Print on Stationary
	Dunning Notice	Print on Stationary
	Letters	Print on Stationary
		Cancel Save

**Tip:** If you often send offers/confirmations via email but print out invoices on preprinted stationary you can set up two different letter layouts and add them here to automatically have the correct layout chosen whenever you create a certain piece of correspondence.

- 3. In the drop down menus, select the letter template you would like to use for offers, confirmations, invoices, invoice cancellations and other correspondence for this object in the future.
- 4. After you have selected the numberings for the object, press **Save** or switch to a different list item.

Pressing **Save** will close the window for the **Object Details** and the window for the **Object Management** will be shown again. In this window, your object is still selected and the information about it are shown in the right area of the window.

Use different numbering for different objects UP Create and delete rentable units

# Add rentable unit

- 1. Open the Object Management.
- 2. In the **Object Management** go to the **Rentable Units**. This will show all the rentable units.
- 3. To add a new rentable unit, go to the left lower corner and click the 🛃 button (below the unit list).

#### Note:

You can duplicate rentable units. If you have a lot of units that are almost identical it is recommended to create one rentable unit entirely and then **Duplicating** it (by using the context menu). This will save time.

4. In the **Profile**, select the **Object**, the **Unit Type**, the **tax rate**, the **Price Unit** and the **Status**. Add the **Rate**, the **Number of Beds** and the **Total Size**.

Profile	Object	Ferienpark "Waldblick"		
Features				
Cleaning	Туре	HH Holiday Home	÷.	
Short Description	Title	WB 01		
Extras / Packages	ID	EH001		
Print Options	10	FROOT		
Statistics	Rate	1.300,00 €		0
City Tax	Тах	Mehrwertsteuer ermäßigt (7,0	)%) 🗘	
	Price Unit	per week	\$	
	Beds	1. to	10	
	Total size	150,00 sqm		
	Color Code			
	Non-smoking			
	Cleaned	• Yes 🔿 No	Current	y being cleaned
			Can	at the fam

The **number of beds** shows the minimum and maximum occupancy of this unit and will be shown in the **reservation schedule** next to the rentable unit. Please note that the number of beds may not be lower than 1, no matter which type of unit you're creating.

If smoking is not allowed in this unit, check the box that says **Non-Smoking**.

If the unit still needs to be cleaned, uncheck the box that says **Cleaned**.

#### Note:

If you haven't entered anything in the field for the title and the ID, the program will make a suggestion based on the object's ID and the unit type. You can edit those at any time. Please make sure to add a number behind the title and ID of units of the same type (e.g. C-WL:SB1, C-WL:SB2, etc.).

- 5. After you are done editing the rentable unit, press **Save**. This will close the window for the **Rentable Unit** and the window for the **Object Management** will be shown again. In this window, your rentable unit is still selected and the information about it are shown in the right area of the window.
- 6. Close the **Object Management** window. This will show the reservation schedule in the main window with the new and updated rentable units.

#### Note:

The prices that you have entered in the unit's profile are base prices. In the Price Administration you can add **seasonal prices** very easily.

### Delete rentable unit

- 1. Open the Object Management.
- 2. Go to the area **Rentable Unit**.
- 3. Select the unit that you want to delete and then press the button

You can only delete units if it contains no bookings in the present or future.

### Manage custom unit types

If the default unit types in Lodgit Desk are not enough for you, you can also add your own unit types.

- 1. Open the Object Management.
- 2. Go to the area **Rentable Units**.
- 3. Select the rentable unit for which you need a new unit type and open the window for the rentable unit by pressing the  $\swarrow$  button.
- 4. In the drop down menu "Type", select the item **Manage customised unit types**:

	nue	ID	Туре	
Θ	house boat	HB	Holiday Home	-
٠				

5. A new window will open where you can add new unit types by pressing the  $\circledast$  symbol, add a title for it, an ID and select a base type. If there is no base type that you will fits, you can select "Other".

Use different letter templates for your objects Up Edit rentable unit information

# Edit rentable unit information

To edit the data for a rentable unit or add more information, go to the Object Management und and go to the area **Rentable Units**.

Select the rentable unit that you want to edit in the **Object Management** and double-click it or press the solution.

This will open the **Rentable Unit** window.

In the left list in the window **Rentable Unit**, you can select the item that you want to edit:

- Profile
- Features
- Cleaning
- Short Description
- Link packages to a unit permanently
- Packages bookable online
- Print Options
- Statistics

Clicking on one of the items will open a new area on the right where you can add your information.

After you are done editing the rentable unit, press **Save**. This will close the window for the **Rentable Unit** and the window for the **Object Management** will be shown again. In this window, your rentable unit is still selected and the information about it are shown in the right area of the window.

CREATE AND DELETE RENTABLE UNITS UP EDIT UNIT'S PROFILE

# Edit unit's profile

1. Open the unit you want to edit by going to the **Object Management**, then going to the **Rentable Units**, selecting the unit and clicking the Edit button.

This will show the unit's profile.

0	Rentable Unit - WL HH 02			x
		1		
	Profile	Object	Cabins "Water Lilies"	
	Features	Type		
	Cleaning	type	HH Holiday Home	
	Short Description	Title	WL HH 02	
	Extras / Packages	ID	HH02	
	Print Options			
		Rate	800.00 \$	
		Tax	Reduced VAT (7.00%)	
		Price Unit	per week 🔹	
		No. of beds	1 to 5	
		Total size	60.00 sqm	
		Eigene Farbe		
		Non-smoking	<b>V</b>	
		Synchronize		
		Cleaned		
		Credit Co		
			Cancel Save	1

2. Edit the data and then click **Save** or select a different item from the left list that you might want to edit.

### Note:

*Please make sure you understand the Definitions of the unit categories when selecting the unit type!* 

### Select/edit color for the unit

Every rentable unit can be shown with a custom color in the reservation schedule.

- 1. In the profile of the rentable unit, activate the "Color Code", by checking the box next to it.
- 2. By clicking on the color field you will open a window where you can select the color you like.
- 3. The color you have selected will then be the unit's color in the reservation schedule.

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WL HH 01	1/8	۶	
WL HH 02	1/5		
WL HH 03	1/6	<b>.</b>	
WL HH 04	1/5	<b>"</b>	٢
WL HH 05	1/10		
SL HA 01	1/4	۶	۲

### Note:

The object's color will be shown in a small sliver at the far left of the unit to symbolise the unit's affiliation to the object.

Edit rentable unit information UP Define Features for a rentable unit

# Define Features for a Rentable Unit

- 1. Open the rentable unit you want to add features to by going to the **Object Management,** then going to the **Rentable Units**, then selecting the unit and pressing the *letter* button.
- 2. Select the list item **Features** in the left list.
- 3. To add features to the rentable unit, select them in the left catalogue listing the available features. You can select single features or several at the same time.

C	Rentable Unit - WL HH 02				×
	Profile Features	You have the option to show th system.	e following sele	cted feature	es to your guests visiting the online booking
	Cleaning	(heated) ski room	*		barbecue
	Short Description	air conditioning			children's bed
	Extras / Packages	balcony			coffee machine
	Print Options	barrier-free			cooking facilities
		cable TV	=		dogs permitted
		daily newspaper			electric kettle
		dryer		>	in-room bathroom
		DVD player			in-room safe
		fridge			patio
		hair dryer			radio
		in-room bar			satellite TV
		in-room phone			toaster
		internet connection			
		laundry service	_		
		Use those settings for all rer	ntable units in th	his object.	
		Use those settings for all "He	oliday Home" un	its of this o	bject.
					Cancel Save

If you want to select several features that are next to each other at the same time, simply click and drag the mouse cursor over them. You could also select the first list item, then hold the SHIFT key and selecting the last item. This will select not only the first and last item, but all the ones in-between as well.

If the features are not next to each other, select the first feature and then hold down the CTRL key (Windows) or the CMD key (Mac OS X) whenever selecting another item.

4. A click on the right arrow button  $\searrow$  will send the selected features in the left catalogue to the right one.

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Profile	online booking system	ne following selected	reatures to your guests visiting the					
Features	onine booking system.							
Cleaning	(heated) ski room		barbecue					
Short Description	air conditioning		children's bed					
xtras / Packages	balcony		coffee machine					
Print Options	barrier-free	cooking facilities						
	cable TV		dogs permitted					
	daily newspaper	electric kettle						
	dryer		in-room bathroom					
	DVD player		in-room safe					
	fridge		patio					
	hair dryer		radio					
	in-room bar		satellite TV					
	in-room phone		toaster					
	internet connection							
	laundry service	<b>A</b>						
		<u> </u>						
	Use those settings for all rentable units in this object.							
	Use those settings for all "	Holiday Home" units	of this object.					
			Cancel					

### Note:

If you want to delete features that are no longer relevant or that you have added accidentally, select them in the right catalogue and press the left arrow button to send them back into the left catalogue.

- 5. You can use the selected features for all rentable units in one object or use the selected features for all units of the same category in one object by checking the boxes that say so.
- 6. After you are done editing the rentable unit, press **Save**. This will close the window for the **Rentable Unit** and the window for the **Object Management** will be shown again. In this window, your rentable unit is still selected and the information about it are shown in the right area of the window.

EDIT UNIT'S PROFILE UP AUTOMATICALLY CHANGE THE CLEANING STATUS OF A RENTABLE UNIT

# Automatically change the cleaning status of a rentable unit

You can set up specific cleaning intervals for each unit and use those settings for generating a cleaning list. This change from the previous status of "Cleaned" and "Linens changed" will only happen when the unit is occupied.

- 1. Open the rentable unit you want to add features to by going to the **Object Management,** then going to the **Rentable Units**, then selecting the unit and pressing the *letter* button.
- 2. Select the list item **Cleaning** in the left list.

Cleaning time:	10:00 AM	(?
based on bookings	O based on weekdays	
Cleaning interval:	every day 🗸 🗸	
Linen change:	only final deaning V	
Towel change:	with every second cleaning	

Check the box that says **Set cleaning status automatically** if you want to use the automatic cleaning status change. Uncheck it if you don't.

The **Cleaning time** is the time of day that the rentable unit is usually being cleaned at.

You now have two options for the cleaning interval: it can either be set **depending on the bookings** or **depending on the days of the week**.

If you select a **cleaning interval dependant on bookings**, the unit will only be

cleaned whenever there's a booking in it. You have the options from "daily" to "weekly" as well as "on arrival", "final cleaning" or "on arrival and final cleaning".

The **towel and linen change** can then be set according to the cleanings (e.g. "with every second cleaning") or according to the booking days (e.g. "every two days"). Here, you also have the options "on arrival", "final cleaning" or "on arrival and final cleaning", and you can select combinations (e.g. "also on arrival").

If you select a **cleaning interval dependant on weekdays**, the unit will be cleaned on specific days regardless of whether it is occupied or not.

eaning time:	10:0	0 AM		▲ ▼						(
) based on bookings				۲	based	on we	ekday	S		
Cleaning interval:	All	Mon 🖌	Tue	Wed	Thu	Fri	Sat	Sun	Arrival	Departure
Linen change:	All	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Arrival	Departure
Towel change:	All	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Arrival	Departure

You also have the options for an additional cleaning on arrival and/or departure. The towel and linen change can be set separately.

#### Tip:

If a rentable unit is set to the status "Needs Cleaning", the symbol 幦 will show in the cleaning column next to the rentable unit in the reservation schedule. There's also a cleaning list you can print out for your personnel.

The checkbox **Use those settings for all rentable units in this object** allows you to apply these setting to all the rentable units in this object which saves you time.

When the rentable unit was cleaned (and the linens changed) you have to set the status to "Cleaned" manually in the reservation schedule. Doing that will ensure the cleaning change interval to work correctly the next time.

Define Features for a rentable unit  $U_P$  Add short description for a rentable unit
## Add short description for a rentable unit

The short description will be used on prints of offers and confirmations and is supposed to tell the future guest the most important things about the rentable unit.

The text length is limited to **a maximum of 400 characters**.

- 1. Open the rentable unit you want to add a short description to by going to the **Object Management**, then going to the **Rentable Units**, then selecting the unit and pressing the *letter* button.
- 2. Select the list item **Short Description** in the left list.
- 3. Add your **short description** in the text field in the right area.

Profile	Short description for offers and confirmations
Features	
Cleaning	with 5 bedrooms, large bath, sauna, TV and wireless internet
Short Description	
Extras / Packages	
Print Options	
	(Cancel ) Save

4. After you are done editing the rentable unit, press **Save**. This will close the window for the **Rentable Unit** and the window for the **Object Management** will be shown again. In this window, your rentable unit is still selected and the information about it are shown in the right area of the window.

## Link package to a rentable unit

Under Packages you can add certain extras automatically to each booking in a rentable unit. To do this, you have to **link the package**, that contains the extras that are to be added to the bookings automatically, **permanently to a rentable unit.** This is recommended for extra services such a breakfast or final cleaning.

- 1. Open the rentable unit you want to link a package to by going to the **Object Management**, then going to the **Rentable Units**, then selecting the unit and pressing the witton.
- 2. In the left list, select the list item **Extras / Packages**.

Book automatically
Book automatically
and seats bla write is able
ir all rentable units in this
or all "Holiday Home" units of this object.
Cancel Save

- 3. In the area **In Program**, link packages to the unit by checking the box **Book Automatically**. These packages will then be added to each new booking in this unit automatically.
- 4. After you are done editing the rentable unit, press Save. This will close the window for the Rentable Unit and the window for the Object Management will be shown again. In this window, your rentable unit is still selected and the information about it are shown in the right area of the window.

## Optional: packages bookable online

If you have a license for the additional module "Online Booking System" you can define packages (see Create Package) to be bookable online. This means, they will be offered to the future guests that book online during the booking process along with the rentable units.

1. Open the rentable unit you want to edit by going to the **Object Management**,

then going to the **Rentable Units**, then selecting the unit and pressing the  $\square$  button.

2. Select the list item **Extras / Packages** in the left list and then go to the **Bookable Online** area. This is where you can select the packages that will be booked along with the rentable unit online by checking the box that says "Bookable".

Profile		In Program	Bookable O	nline		
eatures						
leaning	Package name	Bookable	Automatically	Optional	Group	)
hort Description	Biking Special		•	0	None	\$
xtras / Packages	Wellness Special	1	õ	õ	None	•
rint Options	Wenness Speena	-	0	0		
	If the additional modul	e "Online Booking	g System" has be	een activate	d, you can de	ecide her
	If the additional modul whether a package can The package can either	e "Online Booking be booked along be added autom	g System" has be with a room or atically or it car	een activate hline. h be chosen	d, you can do	ecide her
	If the additional modul whether a package can The package can either option.	e "Online Booking be booked along be added autom	g System" has be with a room or atically or it car	een activate 1line. 1 be chosen	d, you can d by the guest	ecide her as an
	If the additional modul whether a package can The package can either option. Optional packages belo	e "Online Booking be booked along be added autom onging to a group	g System" has be with a room or atically or it car o can only be sel	een activate nline. n be chosen lected as alt	d, you can de by the guest ternatives to	ecide her as an each oth
	If the additional modul whether a package can The package can either option. Optional packages belo	e "Online Bookin; be booked along be added autom onging to a group	g System" has by with a room or latically or it car o can only be sel	een activate nline. n be chosen lected as alt	d, you can de by the guest ternatives to	ecide her as an each oth
	If the additional modul whether a package can The package can either option. Optional packages belo	e "Online Booking be booked along be added autom onging to a group or all rentable un	g System" has by with a room or atically or it car can only be sel its in this	een activate hine. h be chosen lected as alt	d, you can de by the guest ternatives to	ecide her as an each oth
	If the additional modul whether a package can The package can either option. Optional packages belo	e "Online Booking be booked along be added autom onging to a group or all rentable un	g System" has by with a room or atically or it car can only be sel its in this	een activate nline. n be chosen lected as alt	d, you can de by the guest ernatives to	ecide her as an each oth
	If the additional modul whether a package can The package can either option. Optional packages belo Use those settings f object.	e "Online Booking be booked along be added autom onging to a group or all rentable un or all "Holiday Ho	g System" has be with a room or atically or it car can only be sel its in this ome" units of thi	een activate nine. n be chosen lected as alt is object.	d, you can de by the guest ernatives to	ecide her as an each oth
	If the additional modul whether a package can The package can either option. Optional packages belo Use those settings f object.	e "Online Booking be booked along be added autom onging to a group for all rentable un for all "Holiday Ho	g System" has be with a room or atically or it car can only be sel its in this ome" units of thi	een activate nline. n be chosen lected as alt is object.	d, you can de by the guest ernatives to	ecide her as an each oth

3. You can also decide, whether the package will be added **automatically** or whether the guest can choose to book it or not:

Adding a package **Automatically** is often useful for extras such as Food&Drink. If, for example, you always offer your units with a breakfast, you can create a package with the extra "breakfast" and then automatically add it to bookings made online.

If you select the **Optional** way, it will add another step to online bookings where the guest can book the package if they want to.

**Note:** If a package has been made an Inklusive item it is always added automatically and marked "Inclusive".

- 4. If you add optional packages to a **Group**, then the packages can only be selected as alternatives to each other (for example: a group called "board" can contain the packages "half-board" and "full-board", from which the guest can then select one). If you don't add the packages to a group, the guest can select all the packages they want.
- 5. After you are done editing the rentable unit, press **Save**. This will close the window for the **Rentable Unit** and the window for the **Object Management** will be shown again. In this window, your rentable unit is still selected and the information about it are shown in the right area of the window.

LINK PACKAGE TO A RENTABLE UNIT UP DEFINE PRINT OPTIONS

## Define print options

- 1. Open the rentable unit you want to edit by going to the **Object Management**, then selecting the unit in the **Rentable Units** list and then pressing the button .
- 2. Select the list item **Print Options** in the left list.

On Offers <ul> <li>Always print the unit title.</li> <li>Always print the unit's short description.</li> </ul>		
On Confirmations <ul> <li>Always print the unit title.</li> <li>Always print the unit's short description.</li> </ul>		
Use those settings for all rentable units in this object.		
	Cancel	Save

- 3. Here you can decide if you want to always print the unit's title and/or short description on offers and/or confirmations.
- 4. You can also decide, whether these selections are to be used for all rentable units in the object or for them to be used on all rentable units of this type in the object.

**Important:** If you check either one of these boxes, already existing preferences in other rentable units might be overwritten.

## Statistics preferences

- 1. Open the unit you want to edit by going to **Object Management > Rentable Units**, selecting it and pressing the button Edit .
- 2. In the left list, select the item **Statistics**.

Rentable Unit - SH DB 03		×
Profile Features	Enter the number of guests that lists this unit's occupancy as 100% (Capacity).	
Cleaning Short Description	Maximum Occupancy: 2 Beds	
Extras / Packages Print Options	Include overcrowding into occupancy calculation	
Statistics	Please select the default occupancy for new bookings in this unit.	
	Default occupancy: 2 Beds	
	Cancel	ve

#### **Maximum occupancy**

Here you can decide **how many beds must be occupied for the unit to be listed as 100% occupied in the statistics**. The default setting is that all beds must be occupied. If you want your unit to be listed as 100% occupied even when there's only one bed occupied (e.g. you offer double bedrooms as singles, too), select the number in the drop down menu.

If you have selected a lower bed number, the overcrowding of the room can be taken into account for the statistics. For example, if there are two people sleeping in that double bedroom, the occupancy would be listed as 200%. To activate this, please check the box.

#### **Default occupancy**

When drawing in a new booking into the reservation schedule, this number will be used for the number of arriving guests.

Define print options Up Notes

## Notes

If you enter a note for the rental unit here, a blue information symbol appears in the list of rental units on the left side of the occupancy plan behind the name of the rental unit. If you move the mouse over the symbol, the note entered here is displayed as a tooltip.

Stammdaten	Notizen zur Mieteinneit seiber. Diese werden, wenn gewunscht, als Tooltip im Relegungen engezeigt
Ausstattung	belegungsplan angezeigt.
Reinigung	Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa.
Kurzbeschreibung	Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus.
Extrapostenpakete	Donec quam felis, ultricles nec, pellentesque eu, pretium quis,.
Druckoptionen	
Auslastung/Belegung	
Notizen	

STATISTICS OPTIONS UP

Automatically add a city tax to each new booking

# City/Accommodation tax for a rentable unit

If have generally have a lot of guests that require you to pay a city or accommodation tax, you can link the tax to a rentable unit and all new bookings in that unit will have the tax added automatically.

Go to **Administration > Objects and Rentable Units > Rentable Units** and open the unit by double-clicking on it. Then go to **City Tax**:

•	Rentable Unit - SH DB 01
Profile Features Cleaning Short Description Extras / Packages Print Options Statistics City Tax	Settings for automatically adding a city/accommodation tax for a booking entered into the reservation schedule by hand         Select:       CityTax         No City Tax         Use those settings for all CityTax         Use those settings for all "Double Bedroom" units of this object.             Cancel       Save

Here you can select one of the taxes you have previously created.

You can check the box to instantly apply these setting to all units of that object or all units of that type in that object.

To save your settings, click **Save**.

Attention: The item **City tax** is not displayed in the list if it has not been activated. You can configure that feature in the General settings.

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## Extras and packages

**Extras** are all services that are being billed separately from the accommodation and are usually added to the booking manually. Aside from extras such as breakfast or half-board, you can also define **visitor's tax** or **extra beds** to be extra items. You can organise your extras by putting similar extras in a **category folder**.

Packages always consist or one or more extra items that you have put into a package to make it easier for you to add them to a booking.

Examples for using packages:

- Specials/Arrangements: A package for a Christmas special could include a
- 4-course-dinner and a horse sleigh ride at night. **Complete packages:** Inclusive services that are often offered by hotels, such as breakfast (garni), half-board or full-board.

UP AUTOMATICALLY ADD A CITY TAX TO EACH NEW BOOKING CREATE, EDIT, DELETE EXTRAS

## Create, edit and delete extras

In the menu bar, go to **Administration > Extras and Packages > Extras**, or click the Extras button above the reservation schedule, or use the keyboard shortcut **CTRL+Shift+Z**.

This will open the window **Extras and Packages**.

Ruas Packages							 
Name	Title	Tax	Price in \$	Price Unit	Account	Options	
Visitor's Tax							\$
Visitor's Tax HS	Visitor's Tax high season	0.0 🔻	1.80	per day/person ▼	1590		\$
Visitor's Tax LS	Visitor's Tax low season	0.0 🔻	1.40	per day/person ₩	1590	Ŧ	\$
Visitor's Tax HS	Sr Visitor's Tax high seas	0.0 🔻	0.90	per day/person▼	1590	*	\$ 
Visitor's Tax LS	red. Visitor's Tax low seaso	0.0 🔻	0.70	per day/person▼	1590	Ŧ	\$
Food & Drink							\$ Ξ
Breakfast	Breakfast in restaurant	19.0 💌	6.00	per night/perv	8400	*	\$
Brunch (room s	e Brunch (room service)	7.0 💌	15.00	per piece 🛛 💌	8400		\$
Welcome Drink	Welcome Drink	7.0 🔻	5.00	per piece 🛛 💌	8400	*	\$
Fruit Basket	Fruit Basket	7.0 🔻	5.00	per piece 🛛 🔻	8400	*	\$
Beer 0,5l	Beer 0,5l bottle	19.0 🔻	2.00	per piece 🛛 🔻	8400	Ŧ	\$
Wellness							\$
Sauna	Sauna	19.0 🔻	5.00	per hour 🛛 🔻	8400	Ŧ	\$
Fitness Room	Fitness Room	19.0 🔻	5.00	per hour 🛛 🔻	8400	*	\$
Massage		19.0 💌	50.00	per piece 🔹 💌	8400		\$
Mud Bath		19.0 💌	50.00	per piece 🛛 💌	8400		\$ -

Here, you have the following options:

- Create new extras
- Edit extras
- Delete extras
- Put extras in a category folder
- Import extras
- Update extras in existing bookings

### Create new extras

- 1. Open the window Extras and Packages and go to Extras.
- 2. Press the plus symbol 🖿 and create a new extra. Add a name, description, price,

price unit, tax rate and account number.

Note:

If you have already selected an extra (e.g. Visitor's Tax HS), the new extra will be put directly below it. You can move extras around by clicking and dragging the double-arrow at the far right.

3. In case you have selected the price units "per night" or "per night/person", you can also decide whether the service will be provided on the arrival or the departure date.



Not on departure date

This is important for a correct daily Extras List. For example, breakfast usually isn't provided on the arrival date, whereas dinner usually isn't provided on the departure date.

4. If you have selected a price unit that takes the number of guests into consideration, you can also specify that the price is automatically adjusted when the number of guests is changed in the booking window.

Adjust number of guests when editing the booking

5. You can also specify for all extras whether their dates will be adjusted automatically whenever a booking's dates are changed.

✓ Adjust time settings when editing the booking

6. Whenever you leave a list column, the data will be saved.

**Tip:** You can add **extras** with **negative amounts**, so that you can add **discounts** or **credits** to a booking easily!

#### Note:

Every extra can be made an **inclusive item** in the **booking window** or in a package. This means, its price will be **added to the accommodation price** and it won't be listed as an extra.

### Edit extras

- 1. Open the window Extras and Packages and then go to Extras.
- 2. Select the extra you want to edit from the list.
- 3. Edit the entry as you please. When you leave a field/row/column, your entry will be saved automatically.

Note:

When it comes to "Visitor's Tax", you can only edit the **description** and the **price**.

### Delete extras

- 1. Open the window **Extras and Packages** and then go to **Extras**.
- 2. Select the extra you want to delete from the list.
- 3. Press the button \_\_\_\_. The selected extra will then be deleted.

### Put extras in a category folder

You can organise your extras by putting **similar extra items** (e.g. breakfast, dinner) into a **category folder** (e.g. Food & Drink).

- 1. Open the window Extras and Packages and go to Extras.
- 2. Press the folder button lead and create a new category with a significant name.
- 3. Move the extras you want to move into this folder by clicking and dragging their double-arrow on the far right side of the list. While you are dragging an item, a bold line will appear that will help you put your extra in the right place.

### Import extras

You can import extras from a CSV file into the Extras Management. In the Actions menu, go to **Import extras (CSV)...** 

ease review the o prrectly.	content you want to import a	ınd adjust t	he text coding	until all characters	s are displayed
ext coding:	Macintosh		\$		
eparated by:	;	Text	Separator:	я <b>ф</b>	)
<b>Sundle import</b>	ed extras to new category:		Extra Services	for Holiday Home	5
the first row of	the list, you can allocate the	columns to	the correspon	ding fields in the l	Extras
n the first row of lanagement. A	the list, you can allocate the	columns to	the correspon	iding fields in the l	Extras F
a the first row of lanagement. A Name v	the list, you can allocate the B Title <b>•</b>	C C Tax v	D Price in € ▼	ding fields in the l E Price Unit 💌	Extras F Account <b>v</b>
a the first row of lanagement. A Name v	the list, you can allocate the B Title • title	C Tax v tax	D Price in € ▼ price	ding fields in the l E Price Unit v	Extras
A Name name Linens	the list, you can allocate the          B         Title         title         Linens & Sheets	columns to C Tax ▼ tax 17.5	D Price in € ▼ price 5	E Price Unit unit per night/piece	Extras F Account account 0
A Name Linens Stocked fridge	the list, you can allocate the B Title title Linens & Sheets Fridge Stocked On Arrival	C Tax v tax 17.5 17.5	D Price in € ▼ price 5 15	E Price Unit unit per night/piece per piece	Extras F Account account 0 0
A Name Linens Stocked fridge Barbecue use	the list, you can allocate the          B         Title         title         Linens & Sheets         Fridge Stocked On Arrival         Use of Barbecue Area	C Tax ▼ tax 17.5 17.5 17.5	D Price in € ▼ price 5 15 0.75	E Price Unit unit per night/piece per piece per hour	Extras F Account C C C C C C C C C C C C C C C C C C C
A Name Linens Stocked fridge Barbecue use Utilities	the list, you can allocate the B Title title Linens & Sheets Fridge Stocked On Arrival Use of Barbecue Area Utility Use	C Tax ▼ tax 17.5 17.5 5	D Price in € ▼ price 5 15 0.75 2.00	E Price Unit unit per night/piece per piece per hour per day/person	Extras F Account C C C C C C C C C C C C C C C C C C C
A Name Linens Stocked fridge Barbecue use Utilities Final cleaning	the list, you can allocate the B Title title Linens & Sheets Fridge Stocked On Arrival Use of Barbecue Area Utility Use Final Cleaning	C Tax ▼ tax 17.5 17.5 5 17.5 5	b the correspond D Price in € ▼ price 5 15 0.75 2.00 22.50	ding fields in the l E Price Unit ▼ unit per night/piece per piece per hour per day/person per piece	Extras F Account C C C C C C C C C C C C C C C C C C C

Select the text coding of the CSV file first. In the list below, you'll find a preview of what it will look like once imported into the Extras Management. You may have to adjust the coding to display symbols correctly.

During import, you can also bundle the extras into a new category.

The first row of the table lets you select the columns. With the small arrow on the right of each cell, you can select the value of the column.

Clicking the button **OK** will import the extras into the software and add them to the end of your existing list.

#### Important:

The first line of your CSV file (displayed in bold) will not be imported. Make sure that this line is either empty or contains header information only.

#### **Field Descriptions**

Please note the following assignments for the fields of the CSV file:

Name Enter the name of the extra item here.

Labelling Enter the description of the extra item here.

VAT The settings. This is only a reference to a VAT rate stored in

Price in  $\in$  The gross price of the extra item as a number.

The price unit from Lodgit Desk.

- Price unit This must be written exactly as in Lodgit Desk, since this is also a reference to a price unit existing in Lodgit Desk. You cannot create your own price units.
- Account The accounting account to which the extra item is to be assigned.

### Export extra items

You can also export extra items from within Lodgit. This will save the list of your extra items as a csv file. To do this, click on the cogwheel menu and then go to Export extra items (CSV)... A window opens for saving, in which you can define the storage location. After you click on Save, another window opens for format settings. Keep the default settings or make your individual settings and click OK.

		Extras	Packages						
Name		and Balant					Account	Options	
Food and Drink	Templates	enutzerdenniert						and and and	:
Breakfast	CSV Options				on		8300		+
Dinner in Restaurant	Cov Options						8300		+
Filled Fridge	Encoding	Macintosh		8			8300		:
Fridge Content	tine break between data set	Macintosh				*	8300	*	:
Leisure	Line break between data ser	E Machitoan							:
Bike Rental	Line break within field	(In				*	8300		:
	Field Separator	4		٠					
	Decimal Separator	G		۲					
	Text Separator	1.1		٠	E				
	Always use text separat	or for fields							
	Show table header								
		Cancel		_	1				

### Update extras in existing bookings

If you have to update the information of extras in existing bookings (e.g. if there was a tax reform), you can use the menu item "Update extras in all bookings" in the Actions menu. This will update all extras in current bookings and substitute the current values in the Extras Management if needed. You don't have to update each extra manually.

1. Open the window **Extras and Packages** and go to **Extras**.

2. Go to the Actions menu **\*** and select the item "Update extras in all bookings". This will open the window for the update options:

Desk databases befo undone.	ore you o	continue because this action cannot be
		Create backup:
Ext	ras Pa	ckage Management
For all bookings from:	05.0	
For all bookings from.		05.2011
With the Status:	Ø	Tentative
With the Status:	<b>⊻</b>	Tentative Offer
With the Status:	222	Tentative Offer Confirmed
With the Status:	S S S S	Tentative Offer Confirmed Booked
With the Status: In these objects:	2223 2	Tentative Offer Confirmed Booked
With the Status:	ssss.	Tentative Offer Confirmed Booked Cabins "Water Lilies" Holiday Homes "Saguaro Lake"
With the Status:	RRR. RRRR	Tentative Offer Confirmed Booked Cabins "Water Lilies" Holiday Homes "Saguaro Lake" Hotel "Sunny Hills"
With the Status: In these objects: Changing:	REG. REER	Tentative Offer Confirmed Booked Cabins "Water Lilies" Holiday Homes "Saguaro Lake" Hotel "Sunny Hills" Title
With the Status: In these objects: Changing:	RE RER. RERE	Tentative Offer Confirmed Booked Cabins "Water Lilies" Holiday Homes "Saguaro Lake" Hotel "Sunny Hills" Title Price

3. Specify here, which kind of bookings you want to update. You can also define, what the starting date for these changes are and which objects to update.

4. Also specify which values you want to update. You update the tax rate, description and price.

5. Start updating the bookings by pressing the button "Save Changes".



## Add, edit and delete packages

In the menu bar, go to **Administration > Extras and Packages > Packages**, or click on the **Extras** button at the top of the reservation schedule (keyboard shortcut **CTRL+Shift+Z**). This will open the window **Extras and Packages** and show the section **Packages**.

0	_		E	xtras ar	nd Packages	_			_	_
				Extras	Packages					
Package/Category				Pa	ckage Content	Packa	ge Options	]		6
Biking Special	\$	Fotos Unt			Mana	0	Deles in f	Polos Unit	Terr	9
Wellness Special	+	Extras List	-		Name Dilus Dantal	Qty.	Price in \$	Price Unit	10.0-	
Transco opación				Bike Rental	-	10,00	per day/person v	19,0▼	Ŧ	
		Visitor's Tax	( HS	( > )						
	Visitor's Tax	(LS	$\sim$							
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		Visitor's Tax	LS red.							
		▼ Food & Drink								
		Breakfast								
	^	Brunch (room	service)							
		Welcome Dr	ink	0						
		Fruit Packet	···· U							
		Fruit Basket								
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		Sauna			Print Sub-Pack	age Na	me			
		Fitness Room	m		On Offers					
		Massage			On Confirm	ations				
		Mud Bath	Ă.							
+ 💼 - 🛎 -		Pike Rental	Ŧ		- On invoices					

You now have the following options:

- Add new package
- Add new category / put packages in categories
- Edit packages
- Delete packages
- Update extras in existing packages

### Add new package

- 1. Click the **plus symbol** ⊕ in the left package list and then add a new package with a significant name.
- 2. On the right side, you can now add extras to the package by selecting them in the list and pressing the arrow button. If you select them in the right list and press the x-button, you can delete them from the package.

Note:

You can also add **sub-packages** by scrolling to the bottom of the extras list. Those sub-packages allow you to organise your packages and put similar extras into a

folder. You can print the names of sub-packages on offers, confirmations and invoices if you have checked the respective boxes.

#### Note:

You can move extras around within a package by clicking and dragging their double-arrow on the right side!

3. Changes will be saved automatically.

### Add new category and put packages therein

- 1. Click the **folder symbol** and add a new category.
- 2. Click and drag a package into the new category. Sorting packages into categories can be especially helpful, when a lot of packages are offered.

### Edit packages

- 1. Select a package that you want to delete in the package list. Add more extras by selecting them in the extras list and pressing the arrow button. Delete extras from the package by selecting them in the package table and pressing the x-button.
- 2. All changes will be saved automatically.

### Delete packages

- 1. Open the window Extras and Packages and go to Packages.
- 2. Select the package that you want to delete in the list.
- 3. Press the button  $\bigcirc$ . The selected package will be deleted.

### Update extras in existing packages

Just like you can update all extras in existing bookings you can also use the Actions menu to update the information of extras in all existing packages.

- 1. Open the window Extras and Packages and then go to Extras.
- From the Action menu select the item "Update extras in package management". This will open the window for the update options:

- Specify which values you want to update (tax rate, price and price unit).
   Start the update by pressing the button "Edit".

#### Note:

Adding packages to a booking manually can be done in the booking window. You can also automatically book packages to a booking by **linking the package to the rentable unit**. This can be helpful for default services such as breakfast.

CREATE, EDIT, DELETE EXTRAS UP PACKAGE OPTIONS

## Package options

In the menu bar, go to **Administration > Extras and Packages > Packages**. You can also press the button **Extras** at the top of the reservation schedule (keyboard shortcut **CTRL+Shift+Z**). This will open the window **Extras and Packages**, where you should go to the **Packages** area.

Now select Package Options.

0	Extras and Packages Extras Packages	
Package/Category Biking Special Wellness Special Christmas Package	Package Content       Package Options         Prices will be listed on offers, confirmations and invoices in the following format:         standard (prices are listed next to the extra items)         inclusive (all extra items within the package are listed as "inclusive")         flat fee (prices of extra items only listed as total amount next to the package)	
	Print Package Name: On Offers On Confirmations On Invoices	
• • •	Package is linked to these units:	

Here, you can define how the prices for extras in this package will be displayed on offers, confirmations and invoices:

- **standard:** The price each extra item will be listed right next to it.
- inclusive: The prices for all extras in this package will be added to the accommodation price and will not be listed with the package itself. If the extras are listed, the word "inclusive" will appear in the price column.
- extras are listed, the word "inclusive" will appear in the price column.
  flat fee: The total price of all extras will be listed next to the package name. If the extras are listed, only the amount/quantity will be listed.

You can also specify whether the name of the package will be listed in the services on offers, confirmations and invoices. For **standard packages**, extras will be listed regardless of whether the package name is displayed. For **inclusive packages**, you can decide in the invoice window whether you want to list the extras separately or not. **Flat fee packages** always have to display the name, which is why in this case, the area will be greyed out.

You can also see a list of rentable units that the selected package is linked to. Linked packages will automatically be added to new bookings created in these rentable units.

next: Add, edit and delete packages

CREATE, EDIT, DELETE PACKAGES UP CREATE AND MANAGE PRICE LISTS

## Create and manage price lists

To create and manage price lists, go to **Administration > Prices** in the menu bar or press the buttons **Prices** above the reservation schedule.

This will open the window for **prices**.

	Prices		
	Base Prices Category Prices	Unit Prices	
s list shows the base prices of all base price will be used automat egory prices and unit prices) for ect all	I rentable units. Those are the prices th tically whenever a new booking is create the time frame selected. Type all	at were defined within Object Managen ed as long as there are no other prices l	nent. listed (see
entable Units	Rat	e Price Unit	
4 SB 01	45.0	) per night	~ 1
1 SB 02	45.0	) per night	~
1 DB 01	30.0	) per night/person	~
1 DB 02	30.0	) per night/person	v
1 DB 03	30.0	) per night/person	~
1 DB 04	30.0	) per night/person	v
+ SR 01	20.0	) per night/person	~
1 SR 02	20.0	) per night/person	v
4 SU 01	200.0	) per night	~
1 SU 02	200.0	) per night	~ *
		5	

#### Note:

Changes in the price lists are not automatically transferred to existing bookings. You can apply the changes to an existing booking by using the cogwheel symbol in the booking window and choosing "Substitute price with new price data from Price Administration".

Here you can do the following:

- Manage base prices
- Define category prices
- Define unit prices (list)

PACKAGE OPTIONS UP MANAGE BASE PRICES

## Manage base prices

When you create a rentable unit, the price you have entered will automatically be used as the base price and will be sent to the Price Lists as **Base Prices**. These prices will be used when there are no other prices for this unit in the other lists (category prices and unit prices).

		Prices			
This list shows the base prices of all re-	Base Prices	Category Prices	Unit Prices	within Object Managemen	
The base price will be used automatical category prices and unit prices) for the	ly whenever a new time frame selecte	booking is created	as long as the	re are no other prices liste	c. ed (see
	(-"				
Object all Type					
Rentable Units		Rate	Price Unit		
SH SB 01		45.00	per night		~ 🕥
SH SB 02		45.00	per night		~
SH DB 01		30.00	per night/pe	rson	7
SH DB 02		30.00	per night/pe	rson	v
SH DB 03		30.00	per night/pe	rson	~ U
SH DB 04		30.00	per night/pe	rson	v
SH SR 01		20.00	per night/pe	rson	~
SH SR 02		20.00	per night/pe	rson	~
SH SU 01		200.00	per night		~
SH SU 02		200.00	per night		<b>v</b> ▲
345 101.01		1 200 00			¥
					Close

You can view the **Prices** for one or all objects and unit types.

In this list, you can also edit the base price and price unit for single units. These changes will be applied to the unit's profile in the **Object Management** as well.

To edit the **price unit** for the selected rentable unit, click on the arrow to the right in the price unit field and select the price unit.

To edit the **base price**, select the unit, click into the price field and enter the new price.

## Define category prices

If you want to define prices **for unit types** during a certain time frame, for a particular number of guests or for a certain length of stay (and the price is different from the base price), you can do so in the Price Lists under **Category Prices**. Whenever a new booking is created and Lodgit Desk finds a price for the selected unit in this list, it will use this price instead of the base price.

You can view the **Prices** for one or all objects and unit types.

To add a new entry, press ⊕.

The fields with the small triangles are drop down fields.

Select the object, unit type and price unit. Then specify the time frame, price and the minimum number of guests required for the use of this category price.

For example, you add a category price for double bedrooms and enter "2" into the field **min. Guests**. Now, for every booking in a double bedroom in this object with more than one guest, this category price will be used.

You want a double room to be able to be occupied as a single room and the price changes depending on the occupancy. For your double rooms, you must have created an occupancy with one person as the basic price beforehand. For the double room category, enter 2 for >**min. Guest**, enter the corresponding changed <Rate and the <Price Unit. Now this price is always used if a double room is occupied by more than one person.

Another example: You want to decrease the price of a room category if the guest stays longer than three nights. In this case you enter the timeframe (Date from / to) for which this price should be valid (e.g. the entire current year or until any desired point in the distant future), the value "3" in the "min. Nights" field and the desired rate. Now, for every booking in the respective category which is longer than three nights, this category price will be used.

0 (	0			Prices				-	
		(	Base Prices	Category P	rices Unit	Prices			
lf yo bool	u have added prices king in the category o	for a category of unit of units within that ti	ts during a cert me frame (inst	tain time fram ead of using ti	e to the list b he base price)	elow, those prio	ces will be se	t automaticall	y for a
Obje	ect all	ᅌ Type 🛛 a	ll	0 💟 😋	nly current pr	ices			
	Object*	Type*	Date from*	to*	min. Nights	min. Guests	Rate	Price Unit*	Descri
Θ	Guesthouse "S 🔻	Single Bedroom 💌	07/03/2017	11/03/2017	1	1	70,00	per night 🔻	Messe
Θ	Guesthouse "S ▼	Double Bedroom v	07/03/2017	11/03/2017	1	1	70,00	per nig 🔻	Messe
Θ	Guesthouse "S ▼	Holiday Apart 🔻	01/01/2016	01/01/2017	3	1	60,00	per night 🔻	Long T
Θ	Guesthouse "S ▼	Holiday Apart 🔻	01/01/2016	01/01/2017	7	1	50,00	per night 🔻	Long T
۲									
125	Price Assista	nt						Clo	se

All fields can be edited, which means you can constantly edit the information.

To delete an entry, click on its  $\bigcirc$  button.

To make things easier for you, you have the option to **Duplicate** the entries. You can decide whether you want to duplicate the entry entirely, or if you want to duplicate the entry, but change the dates to the next year. This can help you create seasonal prices each year without having to add the category prices again from scratch.

	Туре		Date from	to	min
*/	Single Be	edroom 👓	2/23/12	2/27/12	1
V.	Double		2/22/12	2/27/22	1
v	Shared	Duplicat	e 1 Vaar	^D	1
v	Suite	Duplicat	e + 1 Year	D	4
v	Suite	~	2/23/12	2/27/12	1
-	Cita		2/22/12	2/27/12	4

### Using the Assistant to create Category Prices

To make it easier to create category prices we have added an Assistant. This will allow you to quickly enter the following prices:

- rates depending on the weekday
- rates depending on the number of guests
- seasonal rates
- any combination of those mentioned above

Click on the Actions menu in the lower left corner and select **Assistant...** to open the assistant.

ime frame: 🚺	19.05.2015	to 26.0	5.2015 🗘	Price uni	t: 🕄 🛛 Ple	ase Select	
ategories: 🙆	Select		•	🗸 Price	s depend on	weekdays 4	•
min. Guests	🗹 Mo	🗹 Tu	🔽 We	🔽 Th	🗹 Fr	🗸 Sa	🔽 Su 👩
<mark>√</mark> 1	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<mark>V</mark> 2	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<mark>V</mark> 3	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<b>V</b> 4	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<b>5 (6</b> )	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<mark>V</mark> 6	0,00	0,00	0,00	0,00	0,00	0,00	0,00
7	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<mark>V</mark> 8	0,00	0,00	0,00	0,00	0,00	0,00	0,00
9	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<mark>✓</mark> 10	0,00	0,00	0,00	0,00	0,00	0,00	0,00

Before you begin to add your prices, please take a look at the following 'filters' and pre-settings:

- 1. The **time frame** during which the prices are valid (usually up to 1 year, e.g. June 6 2015 to July 31 2015 for low season rates)
- 2. The **Objects or Categories** that the prices are valid for
- 3. The **price unit** for the prices you want to add (e.g. per night/person). You can only pick one price unit during each session; for a different price unit open the Assistant again.
- 4. Whether the prices should **depend on weekdays** (e.g. because you have different rates on the weekend than within the week)
- 5. Which weekdays you want to add prices for (e.g. if you only want to add prices for the weekEND right now, uncheck the boxes for Monday through Friday)
- 6. The **number of guests** you now want to add prices for; those numbers are minimum numbers, so if you want to only add a seasonal price uncheck all numbers except 1 and the price there will count for all bookings with at least one guest

Now you can enter the prices for the time frame you selected, for example:

	01.05.2015	Assisten	t for Adding	Category F	Prices		
Time frame:	01.06.2015	to 31.0/	.2015	Price uni	t: pe	r night	<u> </u>
Categories:	Select		*	V Price	s depend on	weekdays	
min. Guests	🗹 Mo	🗹 Tu	🗹 We	🔽 Th	🗹 Fr	🗹 Sa	🗹 Su
<b>2</b> 1	42,00	42,00	42,00	42,00	45,00	45,00	45,00
✓ 2	80,00	80,00	80,00	80,00	85,00	85,00	85,00
3							
- 4							
5							
6							
7							
8							
9							
10							
						Cancel	Add Prices

With these settings you'll add the following prices: During the time of June 1 2015 until July 31 2015 the rates for the selected category for 1 person from Monday through Thursday is \$42 per night. From Friday through Sunday the rate is \$45 per night. For 2 or more guests the rate from Monday through Thursday is \$80 per night and from Friday through Sunday it is \$85 per night.

After you've entered all the rates, click **Add Prices** and the Price Management will be filled with the according entries.

MANAGE BASE PRICES UP DEFINE UNIT PRICES IN THE PRICE LISTS

## Define unit prices in the price lists

If you want to define prices **for units** during a certain time frame (and the price is different from the base price or the category price), you can do so in the Price Lists under **Unit Prices**.

Whenever a new booking is created and Lodgit Desk finds a price for the selected unit in this list, it will use this price instead of the base price or the category price.

You can view the **Prices** for one or all objects and unit types.

To add a new entry, press ⊕.

The fields with the small triangles are drop down fields.

Select the object, unit type and price unit. Then specify the time frame, price and the minimum number of guests required for the use of this category price.

For example, you add a unit price for a double bedroom and enter "2" into the field **min. Guests**. Now, for every booking in this double bedroom with at least two guests, this unit price will be used. If you have only one guests in a booking, the unit price does not apply, so the category price will be used (if you have added one for this unit type during the time frame). If there is no category price that applies, the base price will be used.

		_			Prices			
If yo	u have added prices	for a catego	Base P	rices Cate	gory Prices	Unit Prices	) w those priv	res will be set sutematically
for a enti	booking in the cate rely within the time fr	gory of uni rame listed	ts within that t below, the bo	time frame (in oking will be	split.	the base pri	ce). If the bo	ooking's time frame is not
Obje	ect all	÷ F	Rentable Units:	all	•	only cur	rent prices	
	Rentable Units		Date from	to	min. Guests	Rate	Price Unit	Descriptions
Θ	WL HH 01	~	12/23/11	1/5/12	1	600.00	per week*⁄	Christmas
Θ	WL HH 02	~	12/23/11	1/5/12	1	450.00	per week*/	Christmas
Θ	WL HH 03	~	12/23/11	1/5/12	1	500.00	per week*/	Christmas
Θ	WL HH 05	~	1/5/12	12/22/12	10	1,500.00	per week*/	Full House
۲								
-\$								Close

All fields can be edited, which means you can constantly edit the information. To delete an entry, click on its 

button. To make things easier for you, you have the option to **Duplicate** the entries. You can decide whether you want to duplicate the entry entirely, or if you want to duplicate the entry, but change the dates to the next year. This can help you create seasonal prices each year without having to add the unit prices again from scratch.

	Type		Date from	to	min
V	Single Be	edroom 👓	2/23/12	2/27/12	1
v	Double		2/22/12	2/27/22	1
v	Shared	Duplicat	e	^D	1
7	Suite	Duplicat	e + 1 Year	~~~U	4
v	Suite	7/	2/23/12	2/27/12	1
-	Suito		2/22/12	2/27/12	A

### Using the Assistant to create Unit Prices

To make it easier to create unit prices we have added an Assistant. This will allow you to quickly enter the following prices:

- rates depending on the weekday
- rates depending on the number of guests
- seasonal rates
- any combination of those mentioned above

Click on the Actions menu in the lower left corner and select **Assistant...** to open the assistant.

me frame: 🚺	19.05.2015	to 26.0	5.2015 🗘	Price uni	it: 🚯 🛛 Plo	ease Select	
nits: 😢	Select		•	🗸 Price	s depend on	weekdays 4	
min. Guests	🗹 Mo	🔽 Tu	🔽 We	🔽 Th	🗹 Fr	🗹 Sa	🔽 Su 🗧
<mark>✓</mark> 1	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<mark>√</mark> 2	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<mark>√</mark> 3	0,00	0,00	0,00	0,00	0,00	0,00	0,00
🥑 4	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<b>5</b> 6	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<mark>v</mark> 6	0,00	0,00	0,00	0,00	0,00	0,00	0,00
7	0,00	0,00	0,00	0,00	0,00	0,00	0,00
28	0,00	0,00	0,00	0,00	0,00	0,00	0,00
9	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<mark>V</mark> 10	0,00	0,00	0,00	0,00	0,00	0,00	0,00

Before you begin to add your prices, please take a look at the following 'filters' and pre-settings:

- 1. The **time frame** during which the prices are valid (usually up to 1 year, e.g. June 6 2015 to July 31 2015 for low season rates)
- 2. The Units that the prices are valid for
- 3. The **price unit** for the prices you want to add (e.g. per night/person). You can only pick one price unit during each session; for a different price unit open the Assistant again.
- 4. Whether the prices should **depend on weekdays** (e.g. because you have different rates on the weekend than within the week)
- 5. **Which weekdays** you want to add prices for (e.g. if you only want to add prices for the weekEND right now, uncheck the boxes for Monday through Friday)
- 6. The **number of guests** you now want to add prices for; those numbers are minimum numbers, so if you want to only add a seasonal price uncheck all numbers except 1 and the price there will count for all bookings with at least one guest

Now you can enter the prices for the time frame you selected, for example:

000		Assist	tant for Add	ing Unit Pri	ces		
Time frame: Units:	01.06.2015 Select	to 31.0	7.2015	Price uni	it: pe	r night weekdays	<b>\$</b>
min. Guests	🔽 Mo	🔽 Tu	🔽 We	🔽 Th	🔽 Fr	🗸 Sa	🔽 Su
<b>V</b> 1	42,00	42,00	42,00	42,00	45,00	45,00	45,00
2	80,00	80,00	80,00	80,00	85,00	85,00	85,00
3							
<b>4</b>							
5							
6							
0 7							
8							
9							
10							
						Cancel	Add Prices

With these settings you'll add the following prices: During the time of June 1 2015 until July 31 2015 the rates for the selected unit for 1 person from Monday through Thursday is \$42 per night. From Friday through Sunday the rate is \$45 per night. For 2 or more guests the rate from Monday through Thursday is \$80 per night and from Friday through Sunday it is \$85 per night.

After you've entered all the rates, click **Add Prices** and the Price Management will be filled with the according entries.

Define category prices Up Bookings

## Bookings

Create booking Create (group) reservation with the booking assistant Open booking Change booking status to Booked Change booking status to Checked In Change booking status to Checked Out Change booking status to Disabled Edit booking time frame Move booking to another unit Split a booking (move into another unit) Add a main contact to a booking Edit price and/or price unit for a booking Add an agent to a booking Add child discounts to a booking Add, edit and bill desposits for bookings Add quests to a booking Print registration form Add extras to a booking Delete extras from a booking Add notes to a booking View and print correspondence Add a city/accommodation tax to a booking Create group reservation Remove from group reservation Overview over the (group) booking Edit the guest data of a booking Delete booking

Define unit prices in the price lists UP Create booking

## Create booking

You have two options to create a new booking in Lodgit Desk:

- you can draw it into the reservation schedule,
- you can open a new booking window, or
- you can use the Booking Assistant to quickly generate a (group) booking.

### Draw booking into reservation schedule

Click the button **Draw** . If you now hover your cursor over the reservation schedule, you will find that it is now a pencil symbol.

Click and hold the left mouse button in the unit you want and the arrival date, then drag to the right until you have reached the departure date for the booking. This will "draw" a booking with the status **Tentative** into the reservation schedule at the time you have specified.

DEMO DATABASE					_	_	_	_	_	_	_	_	_	_		AFKI
RENTABLE UNITS				111 5	WE 6	71H 7	FR 8	5A. 9	50 10	MO 11	1U 12	WE 13	TH 14	FR 15	3A 16	5U 17
WL HH 05	1/10			1												
SL HA 01	1/4	R	1	Rob	erts,	lvy										
SL HA 02	1/6	9					6	New	(							

New 0-

After you have penciled in a new booking, the mouse mode automatically goes back to **Select**, so that you can open the booking window.

The **automatic switch back to the Select mode** after a new booking has been penciled in can be **deactivated temporarily** by **holding down the SHIFT key while drawing the booking**. This is especially helpful when drawing bookings for a group reservation.

This will keep the **Draw** mode active until you release the SHIFT key, or click the button **Select** at the top of the reservation schedule, or double-click on one of the recently drawn bookings.

#### Note:

Selected bookings can be duplicated in the reservation schedule. This is helpful when you have a guest that often comes back and books the same things, because duplicating a booking will also duplicate all the booked extras as well.

### Create bookings in the booking window

Go to **Bookings > New...** This will open the booking window to create a new booking.

New booking	
General Services Group Correspondence Overview	
Booking Label Interfaces	
Main Contact: + Add main contact	Is a Guest
Language: English (Default)	
Arrival: 27.09.2018 🗘 0:00 🗘 o'clock R	entable Units: Not Assigned
Departure: 28.09.2018 🗘 0:00 🗘 o'clock B	ooking Status: Tentative 💌
Nights: 1	gent Commission: None
Guests: 1 No rentable unit Lo	ock: Timeframe Rentable Unit
Booking notes: Add note:	
	Total: -
	Invoiced: –
Cuert motor:	To invoice: -
duest notes.	
Offer Confirmation Invoice	Reset Save

Enter the arrival and departure date in the booking window and select a unit. Please don't forget to add a main contact.

#### Note:

When creating a new booking using the **New...** feature, the program will show your vacant and occupied units during the time frame you have specified. **Important:** The number of guests you have specified is also a factor in determining whether a unit is vacant, i.e. available for this booking.

When you close the booking window, the new booking will be added automatically to the booking window.

BOOKINGS UP CREATE (GROUP) RESERVATION WITH THE BOOKING ASSISTANT
# Create a (group) reservation using the booking assistant

In order to quickly generate a (group) booking, go to the menu bar item **Bookings** and select **New (with Booking Assistant)...**.

Booking Assist	ant					
Duration	> Units	>	Extras	>	Finish	
Step 1: Book	ing Time Frame					
Select the bookin	ng time frame here:					
Arrival	01/07/2014 -	12:00	o'clock			
Departure	02/07/2014 🔻	12:00	o'clock			
Select the bookin	ng statuses that mean Booking Status	that a unit is	s occupied:			
	Tentative					
<b>V</b>	Offer					
	Confirmed					
<b>V</b>	Booked					=
	Checked In					
	Checked Out					
	New Online Booking					
	Cancelled Online Boo	oking				-
					Continue	e to step 2

In the window that opens, select the time frame for the booking.

#### Note:

It's not possible to create a group booking with bookings in different time frames using the Booking Assistant. To do that, create the bookings separately from one another and then put them into a group.

Also select the booking statuses that will list a unit as "Occupied" for the time frame to avoid over-bookings.

Booking	Assistant				- 🗆 💌 X
Dura	ation	> Units	> Extras >	• Finish	
Step 2:	Units and	Number of Gu	iests		
Select the	e units and th	ne number of ques	ts for each unit here:		
Ohio	-+.				
Objec		Flowery Cabins		•	
	Select		Unit	Number of Guests	
	0 of 2	*	HH - Holiday Home	0 of 7	•
			Rosa		
			Margherita		
	2 of 2	•	C - Cabin	8 of 11	•
	<b>V</b>		Cactus	5	•
	<b>V</b>		Fiordaliso	3	•
	0 of 1	•	HA - Holiday Apartment	0 of 2	•
			Tulipano		
			-		
Units	(available):	5	Units (select	ed):	2
Gues	ts (available)	): 20	Guests (sele	cted):	8
				Continue to	step 3

In step 2, you will now see a list of all vacant units. You can filter this list by a certain object.

Easily select the rentable units through:

- selecting the rentable units by checking the box,selecting the number of rentable units in a category by clicking on the arrow in the first column,

0 of 2	and Double Redroom	m 0 of 4
	✓ 0 Units	
6	1 unit	
U	2 Units	

• selecting the number of guests by clicking on the arrow in the last column.

▼ 0 of 2	 DB - Double Bedroom	0 of 4	+	V 0 Guests
	Doppel 2			1 quest
0	Doppel 3			2 Guests
				3 Guests
				4 Guests

Below the list, you'll find how many units are vacant and how many guests you can theoretically accommodate at most. On the right side, you'll see what you've selected.

Boo	king Assistant									
	Duration > Units > Extras > Finish									
Ste	p 3: Extras and Pac	kages								
		2								
Selec	ct the extras and package	s you want to add t	to this booking:							
[	Service	From	Until	Amount	Unit	Туре				
	Fruit Package	01/07/2014	02/07/2014	-	person	default 💌				
ĺ	Extrac - Packs									
l										
[	Aditionally, add all auto	omatically added page	ckages for units (	if applicable	).					
					Continue	to step 4				

In step 3, you can select any extra services and/or packages you want to add to the bookings.

#### Note:

Extras and Packages you select here will be added to all the bookings in this group. If you want to add certain extras and/or packages to single bookings, you can do that later in the respective booking window.

If you want to ignore automatically added packages, de-select the option to have them added.

ovoking Assistant		<b>X</b>
Duration > Units > Extras >	Finish	
Step 4: Finish		
Select the main contact from the Guest Management: Edit Main Contact US-85647 Missme, Morning Glory Rd 45		
Select the booking status: Tentative This booking contains the following services:		۲
		0
Service	Amount	
Service Cactus C - Cabin Duration: 01/07/2014 - 02/07/2014 Guests: 5	Amount 71.43	
Service           Cactus           C - Cabin           Duration: 01/07/2014 - 02/07/2014           Guests: 5           Fruit Package           Duration: 01/07/2014 - 02/07/2014 (1 pinhts)	Amount 71.43 37.50	•

In the last step, you can select the main contact for the booking as well as the booking status. You'll also see an overview over all services and the end total.

Then press the button **Create Booking** or **Create Group Booking** to generate the new booking in the reservation schedule.

CREATE BOOKING U	Jp Open booking
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## Open booking

The action **Open Booking** will open the booking window.

- 1. Select the booking that you want to open.
- 2. Call up the context menu by right-clicking on it.
- 3. Select the action **Open Booking**. This will open the booking window.

	No. 15 / SL HA 0	)1 / HA / Roberts, Ivy		
General	Services Guests / Group Corresp	ondence		
	Booking Li	abel Interfaces		
Main Contact: 🖉	Roberts, Ivy US-06118 East Hartford, 647 Portage St	reet 🗸	a Guest	
		Langi	uage: English (Default)	<b>\$</b>
Arrival: 06	.09.2018 🗘 0:00 🗘 o'clock	Rentable Units:	SL HA 01	•
Departure: 10	0.09.2018 🗘 0:00 🗘 o'clock	Booking Status:	Tentative	•
Nights:	4	Agent Commission:	None	\$
Guests:	4 (max. 4)	Lock:	Timeframe Ren	table Unit
Booking notes:	Add note:	○		
		-	2 outstanding items to inv	oice
		То	tal:	\$392,00
		Inv	oiced:	\$0,00
	•	То	invoice:	\$392,00
Guest notes:	Roberts, Ivy:	0	0 from 0 invoices paid	
	Roberts, Peter:			
	Belevite Jahre		Created on: 1	3.12.10 15:41
Offer	Confirmation Invoice		Reset	Save

#### Alternative:

Select the booking you want to open, then go to **Bookings > Open Booking**, or use the short cut **CTRL+O**, or double-click on the booking. This will open the booking window.

Create (group) reservation with the booking assistant

Change booking status to Booked

UP

# Change booking status to Booked

#### Note:

Changing the status to **Booked** is only possible when you have added a main contact to the booking.

## Change booking status to Booked in booking window

- 1. Double-click on the booking you want to edit in the reservation schedule. This will open the booking window.
- 2. Select the status **Booked** in the drop down menu on the right side.

Rentable Units:	SH DB 03					
Booking Status:	Tentative					
Agent Commission:	Tentative Offer					
Lock:	Confirmed Booked					
	Checked In Checked Out New Online Booking					
	Cancelled Online Booking Disabled Invoiced: \$0.00					

3. Close the booking window, this will change the booking's colour in the reservation schedule to the one that you have specified in the **Preferences** for **Booked** bookings.

# Change booking status to Booked in reservation schedule

- 1. Select the booking that you want to edit and then call up the context menu by right-clicking on it.
- 2. Within the context menu, select **Change Status To > Booked**.

#### Alternative:

Select the booking you want to edit in the reservation schedule and then go to **Bookings > Change Status To > Booked**.

This will change the status of the booking and the booking's colour to the one you have specified in the **Preferences** for **Booked** bookings.

Now you can proceed e.g. by creating an invoice.

OPEN BOOKING UP CHANGE BOOKING STATUS TO CHECKED IN

## Change booking status to Checked In

Changing the status to **Checked In** is only possible when a main contact has been added to the booking and the original status of the booking is **Tentative**, **Offer**, **Confirmed**, **Booked** or **Online Booking**.

# Change booking status to Checked In in booking window

- 1. Double-click on the booking in the reservation schedule. This will open the booking window.
- 2. On the right side, select the booking status **Checked In** from the drop down menu.



3. Close the booking window.

This will change the status of the booking automatically and the booking will change its color to the one that you have specified in the **Preferences** to show **Checked In** bookings.

# Change booking status to Checked In in reservation schedule

- 1. Select the booking you want to edit and then call up the context menu by rightclicking on the booking.
- 2. Within the context menu, go to **Change Status To > Checked In**.

#### Alternative:

#### Select the booking you want to edit and then go to **Bookings > Change Status To > Checked In**.

#### Note:

You can only set the status of a booking to Checked In using the context menu or menu bar if the arrival date and the current date are the same. The current date is marked purple in the reservation schedule.

This will change the status of the booking automatically and the booking will change its color to the one that you have specified in the **Preferences** to show **Checked In** bookings.

Change booking status to Booked Up Change booking status to Checked Out

# Change the booking status to Checked Out

### ... in booking window

- 1. Double-click on the booking in the reservation schedule. This will open the booking window.
- 2. On the right side, select the booking status **Checked Out** from the drop down menu.



The data of a checked out booking can no longer be edited, but the status can changed back in order to re-enable editing again at any time.

3. Close the window. This will change the color of the booking to the one that you have specified in the **Preferences** to show **Checked In** bookings.

### ... in reservation schedule

- 1. Select the booking you want to edit in the reservation schedule and call up the context menu by right-clicking on it.
- 2. Within the context menu, go to **Change Status To > Checked Out**.

#### Alternative:

Select the booking you want to edit and then go to **Bookings > Change Status To > Checked Out**.

#### Note:

You can only set the status of a booking to **Checked Out** if the current date is

within or after the booking time frame. The current date is marked purple in the reservation schedule.

Once you have changed the status to **Checked Out**, you can still create invoices.

Change booking status to Checked In Up Change booking status to Disabled

## Change booking status to Disabled

The booking status **Disabled** can be used to block a rentable unit for a certain amount of time (e.g. because it is being renovated). This means that bookings can be created in this unit during the closed time.

# Change booking status to Disabled in booking window

- 1. Draw a booking into the reservation schedule for the amount of time that you want to close the unit.
- 2. Double-click on the newly created booking to open the booking window.
- 3. Within the booking window, select the booking status **Disabled** from the drop down menu.



 Close the booking window. This will cause the booking in the reservation schedule to change its color to the one you have specified in the **Preferences** for **Disabled** bookings.

# Change booking status to Disabled in reservation schedule

- 1. Draw a booking into the reservation schedule for the amount of time that you want to close the unit.
- 2. Right-click on the newly created booking to open the context menu.
- 3. Then, select **Change Status To > Disabled**.
  - Alternative:

Select the booking you want to edit in the reservation schedule and then go to **Bookings > Change Status To > Disabled**.

This will change the status of the booking and the booking's color will change to the one you have specified in the **Preferences** for **Disabled** bookings.

#### Note:

To open the unit again, delete the booking by using the context menu or the menu bar. **Disabled** bookings that lie in the past cannot be deleted.

Change booking status to Checked Out UP Edit booking time frame

## Edit booking time frame

## Change the time frame in the booking window

- 1. Open the booking window of the booking you want to edit.
- 2. Use the arrows next to the date you want to edit to change the arrival and departure date.

Arrival:	11/30/2015	×	00:00 🔺 o'clock
Departure	12/ 3/2015	<b>v</b>	00:00  o'clock
Nights:	3		
Guests:	4	(max. 4	<del>1</del> )

You can also change the dates by manually editing the **Arrival** and **Departure** dates.

You can also edit the number of **Nights**. By editing the number of nights, the departure date will be adjusted automatically.

#### Note:

You can only edit the departure date for bookings with the status **Checked In**. Bookings with the status **Checked Out** can not be edited.

3. Close the booking window or switch to a different list item.

## Change the time frame in the reservation schedule

You can edit the time frame of a booking in the reservation schedule by dragging the booking to the left or the right, or by extending or shortening the booking.

Use the **Select** mode. To do that, click the button above the reservation schedule.

To move a booking to another time frame, select it and then drag it to the left or right while holding down the mouse button.

						-									
	_	_	_	_	_	_	_	_	N	1AY 20	011	_	_	_	
0	TU 3	WE 4	TH 5	FR 6	SA 7	SU 8	MO 9	TU 10	WE 11	TH 12	FR 13	SA 14	SU 15	MO 16	TU 17
	1	Philip	ps, Fra	ancis		9		-	1	Philip	P.			Ø	
								з	Hende	erson,	Doroth	y 2	Garci	Booki	ng:

#### Note:

Dragging a booking to a different time frame is only possible when the booking has the status **Tentative**, **Offer**, **Confirmed**, **Online Booking** or **Disabled**.

#### Important:

If you go the booking window area **Stay** and check the box that says "Lock", the booking will be locked down with its time frame and unit no longer being editable.

To shorten or extend the time frame of a booking, drag the end of the booking to the left or right while holding down the mouse button.

Change booking status to Disabled Up Move booking to another unit

## Move booking to another unit

- 1. Open the booking window of the booking that you want to edit.
- 2. Select a unit from the drop down menu **Rentable Units**.

#### Alternative:

You can drag and drop a booking within the reservation schedule to move it to another unit.

All bookings can be moved, except bookings with the status **Checked In** and **Checked Out**.

- 3. Use the **Select** mode. To do that, click the button **Select** above the reservation schedule.
- 4. Select the booking in the reservation schedule and drag it to the unit your want while holding the mouse button.

Wb:dz04	1/3	<b>î</b> ↓	1	2 Elliot
Wb:zz	1/1	<b>î</b> ↓	1	New 🖤
ZL:ez01	1/1		1	1 White 1 Miller
ZL:ez02	1/1			* New 🔿
ZL:dz01	1/2			2 Foster 💥 2 Brenning

#### **Important:**

If you go the booking window area **Stay** and check the box that says "Lock", the booking will be locked down with its time frame and unit no longer being editable.

Edit booking time frame UP Split a booking (move into another unit)

## Split a booking (move into another unit)

Should it become necessary to split a booking for a move into another unit, you can easily accomplish that in the reservation schedule.

The booking must be in the status **Offer**, **Confirmed**, **Booked** or **Checked In**, have a **minimum duration** of **2 nights** and are **not fixed** in relation to the **timeframe & rental unit** for the Split option to become available.

To move a guest into another unit, click the button **Split** *in* the reservation schedule. The cursor will now look like a pair of scissors.

Then click on the date of the booking split.

J	SL HA 01	1/4	2	۲	î↓	3 Edwards Emily
1	SL HA 02	1/6	۶		îĻ	Booking: 29 01
]	SL HA 03	1/8			îĻ	Status: Checked Main Contact: E
1	SL HA 04	1/4			î↓	Guests: Edwards, Emily
					-	Edwards, Adam

This will open the window that lets you select a different unit.

Select the unit you want and then press **OK**.

The booking will now be handled as a group booking, with each booking in the respective unit.

#### After the move:



Using the context menu, you can open each split booking, open the main booking of the group, select all bookings of the group or create an invoice.

Note: There are different modes (either "Standard" for hotel or "Special" for boarding house) for splitting accommodation costs, extra items as well as city tax, which can be selected in the booking settings of the occupancy plan

Move booking to another unit  $U_P$  Add a main contact to a booking

## Add a main contact to a booking

To assign a main contact to a booking, open the booking window.

Under the tab **Booking** click on the plus symbol 🛨 beside the point "Main Contact".

General	Services Guests / Group	Correspondence	
Main Contact:	+ Add main contact	Label Interfaces	Guest
		Langua	ge: English (Default)
Arrival:	07.09.2018 🗘 0:00 🗘 o'clock	Rentable Units:	WL HH 04
Departure:	13.09.2018 🗘 0:00 🗘 o'clock	Booking Status:	Tentative
Nights:	6	Agent Commission:	None
Guests:	5 (max. 5)	Lock:	Timeframe Rentable Unit

The guest management will be opened, where you can select the guest you want to add from the guest list and set him or her as the main contact by a double click or by selecting the button "Add to booking" (bottom right).

		Guest Management	
	© Q	Profile Not	es History
Groups	27 addresses		ristory
🙎 All	Anders, Louise		
Birthday Reminder	Anders, Tim	Company:	
Blocked	Anderson, George	Department:	Position:
Companies	Baker Travels	Individual salutation:	
Companions	Bell, Mary	Street: 3746 Posey Field Street	Address Format
🗈 Email	Brown, Patricia	Street 2:	P.O. Box:
Main Contacts	Carter, Steven	Zip Code / City: 08540 Princet	ion 🔽
Permission "Adv	Edwards, Adam	Country Ulaited States of Ameri	
Permission "Revi	Edwards, Emily	Country: United States of Ameri	ca 👻
Private	Edwards, Matthew	Federalstate: New Jersey	<b>○</b>
Prospectives	Evans, Aaron	Birthday: 🗌	First Contact: 06.04.2018
Regulars	Foster, Fred	Discount: 0 %	Bookings: 0
	Garcia, Anna		bookings. o
	Henderson, Doro	Default Language: English (Default)	<b>≎</b>
	Irdima	Permission: Permission to send of	data to review portals given.
	Kelly, Ernest	Permission granted	for advertising mailings.
	Kennedy, Florence	Communication	
	Kennedy, Shane		
	Long, Juliet	+ - Work Phone	
	Martin, Bridget	+ - Work	
	Philipps, Francis		
	Roberts, Ivy	+ - Work 🗘 Username	
	Roberts, John		
	Roberts, Peter	🕈 🗧 Website 💙 URL / Websi	te 🛛 🕹 🕨
	Scott Travels	More Information	
	Smith, Kyle	+ - Nationality ᅌ	
+ -	+ -	<b>*</b> -	Add to booking '72'

If the main contact of a booking changes, you can edit it later on.

All changes in the guest management will be saved automatically.

Split a booking (move into another unit) Up Edit price and/or price unit for a booking

## Edit price and price unit for a booking

If you want to edit the price, price unit or tax rate of a certain booking, you can do so by opening the booking window and following these steps:

### Edit a price time frame

1. Open the booking window of the booking that you want to edit, then go to **Services / Accommodation**.

Accommodatio	n Extras/Pac	kages De	eposits City/A	ccomm	odation Tax			
From	Until	Amount	Price Unit		Description	-		
12/4/2015	12/9/2015	80.00	per night	Ŧ		Tax	7.0%	~
						Age discour	nt	۲
						Children u	p to Discount	Qty.

- 2. To change the price for the booking, click the field **Price** and enter the price you want.
- 3. To change the price unit for the booking, click the field **Price Unit** and select the price unit you want.
- 4. To change the tax rate of the booking, click the field **Tax** and select the tax rate you want.

#### Note:

If you change a price or price unit in the booking window, the change will only be valid **for this one booking**. It does not effect the basic settings for the unit and therefor also does not affect other bookings within this unit.

These changes can only be made in booking with the status Offer or higher.

*Please keep in mind that the price or price unit cannot be changed once an invoice has been made.* 

4. Close the booking window or switch to a different list point to save your changes.

#### Split a price time frame

1. Open the booking window of the booking that you want to edit.

	Accommodation	Extras/Pack	ages	Depo	sits	City/Acc	commo	odation Tax	
	From	Until	Amou	nt P	Price l	Jnit		Description	
l	12/4/2015	12/9/2015	80.0	)0 р	er nig	ght	•		<ul><li>✓</li></ul>
l									 <u> </u>

2. Select the time frame you want to split, then go to **Split selected price time frame...** in the Actions menu. This will open the following window:

<mark>0</mark> 2	Split selected price time frame
Selected price ti	me frame
Booking:	No. 17 / SL HA 02 / HA / Kennedy, Shane
Time frame:	12/4/2015 - 12/9/2015
Price:	\$80.00
Price unit:	per night
Tax:	7.0
Description:	
Please enter the da The date must be b	te for the split of the time frame. etween 12/5/2015 and 12/8/2015.
	Date: 12/ 7/2015
Description Tir	ne Frame 1:
Description Tir	ne Frame 2: 3-Day discount
	Cancel Save

3. Enter the date for the split and press **Save**. Your booking will now have two price time frames that you are free to edit (e.g. for giving a discount from the 3rd day of the stay).

ſ	Accommodation	Extras/Pad	kages	Deposits	City/Ac	commo	dation Tax		
	From	Until	Amour	nt Price	Unit		Description		
	12/4/2015	12/7/2015	80.0	00 per n	ight				
	12/7/2015	12/9/2015	80.0	00 per n	ight		3-Day discou	nt	

#### Merge price time frames

1. Open the booking window of the booking that you want to edit.

Accommodation	Extras/Pad	kages [	Deposits	City/Accor	mmo	odation Tax	
From	Until	Amoun	t Price	Unit		Description	
12/4/2015	12/7/2015	80.00	) per ni	ght	Ŧ		✓
12/7/2015	12/9/2015	80.00	) per ni	ght	Ŧ	3-Day discount	✓

2. Select the price time frames you want to merge and then select **Merge selected price time frames...** from the Actions menu. This will open the following window.

0	Ν	lerge s	elected tir	ne frames	×						
Do	you want to m	erge the s	ge the selected time frames into one?								
Т	ime Frame	Price	Price Unit	Tax	Descriptions						
1	2/4/201	80.00	per night	7.0							
1	2/7/201	80.00	per night	7.0	3-Day disc						
Plea	ase enter the s	etting for	the new price	time frame.							
	Booking:	No. 17	/ SL HA 02 / H	IA / Kennedy,	Shane						
	Time frame:	12/4/2	015 - 12/9/20	15							
	Prices		80.00	\$							
	Deine units		00.00	•							
	Price unit:	per ni	ght		~						
	Tax:	7.0%									
	Description:										
			Ca	ncel	Save						

3. Enter the settings for the new merged time frame and then press **Save.** 

Add a main contact to a booking  $U_P$  Add an agent to a booking

## Add an agent to a booking

In the booking window you can add an agent that you have previously added in the Agent Management to a booking. To do that, simply select the agent from the drop down menu "Agent".

Rentable Units:	SH DB 03
Booking Status:	Tentative
Agent Commission:	None 🗸
Lock:	None Lodgit Online Booking System (0%) Channel Manager Cultuzz (0.8%)
	Channel Manager MappingMaster (0%) Channel Manager SiteMinder (0%) Channel Manager Hotel Spider (0%)

#### Note:

The agent Lodgit Online Booking System is added automatically to bookings that you have received through synchronising with the online modules.

EDIT PRICE AND/OR PRICE UNIT FOR A BOOKING UP ADD CHILD DISCOUNTS TO A BOOKING

# Add child discount

The number of children can be linked to the different child discounts that you have specified in the Object Management.

- 1. Open the booking window of the booking that you want to edit.
- 2. Go to the list item **Services > Accommodation**.

A **percentage child discount** can **only be used**, when the price of the unit **depends on the number of guests** staying in it (e.g. per night/person).

		Accommoda	tion	Extras/Packages	De	posits	Ci	ty/Accommodat	tion Tax	
From	Until	Amount	less	Price Unit			1	Tax	5.0%	
07.09.18	13.09.18	800,00		per night/pe				Tax	5,0%	<u> </u>
								Age discount		۲
								Children u	Discount	Qty.
								3 Year(s)	100%	0 🔻
								6 Year(s)	25%	1 🔻
								14 Year(s)	20%	1 🔻
*-	Update p	rices	F	Prices deducting		<b>`</b>		0 % discou	nt	
Offer	C	onfirmation		Invoice					Reset	Save

3. You can add the amount of children for each discount level by using the arrow next to it and selecting the number from the drop down menu.

You can also use the Actions menu item "Apply child discounts" to automatically fill out the discounts: This will use the birth dates of the guest you have listed within the booking to determine the number of children in each category.

Note:

The number of the children for each discount level combined cannot exceed the number of guests specified in the upper left are of the booking window.

#### Alternative:

If you want to give a child discount on a unit even when the price does not depend on the number of guests staying in it, you can add the **child discount as an extra** with a negative amount.

Add an agent to a booking UP Add, edit and bill desposits for bookings

# Add, edit and bill deposits for bookings

You can add one or more deposits to every booking.

- 1. Open the booking window and switch to **Services > Deposits.**
- 2. Click the "Add deposit" button to select a deposits. In the preferences you can predefine due dates which you can select from this dropdown menu.

#### Note:

Clicking the arrow at the right side of the field will let you enter a percentage and the program will then determine the amount for the deposit.

3. You can also edit the description of a deposit.

Accommodation Extras/				
	Packages Depo	sits City/Acco	ommodation Tax	
Add deposit:				Delete
Description New deposit 10 days before in 10 days	arrival	i on Amount	Payment method	VAT.

If you want to delete a deposit that you have entered, select it in the list and then press the **delete button** on the top right corner of the list. Once you hit "Save" the entry will be deleted.

When you create and offer or a confirmation, you can put paragraphs, such as requests for payment or receipt confirmations for deposits on them. The default texts for those can be added and edited under **Administration > Texts**.

#### Note:

All deposits will have to be accounted for on the final invoices. More information about how to add deposit payments to final invoices can be found under point 7 of Creating Invoices.

### Split invoices for deposits

1. Add at least one deposit to the booking and save the changes. Then you will find a

new button "Deposit invoice..." at the bottom of the booking window...

		🗧 5 outstanding ite	

This will open the invoice window:

	0	eate deposit invo	ce for gr	oup reservation	31	
		Services	Texts	Options		
Recipient:	Igepa		٢			
Outstanding	items			Items to be inv	voiced	
Select all	items			Select all ite	ems	
Lodging / Ex	tras:			Lodging / Extr	as (for your inform	ation):
Rentable	Service	Recipient		Rentable	Service	Recipient
So DZ 03	Rent from 30/11/201					
So DZ 04	Rent from 30/11/201					
So EZ 01	Rent from 30/11/201		>>			
So EZ 02	Rent from 30/11/201					
Deposits:				Deposits (to be	e billed):	
Rentable Ur	nit Service			Rentable Unit	Service	
				\$ So DZ 04	Deposit (20/11	/2015)
Total:		0,00 €		Total:		49,50 €
Payment meth	od: Please Select		0	Invoice	date: 01/12/	2015
Time for paym	ent 💿 🔍 days	01/12/201	s ()	Paid on	: 🗸 🚺	12/2015
				Action	- Previ	ew Cancel

- 2. Highlight the items you want to invoice in the list on the left. You can select a single item or by using the SHIFT key several items. By clicking the button those selected items will be moved to the right side and become items to be invoiced.
- 3. Just like when you are creating an actual invoice you can now select the invoice recipient, payment method and due date.
- 4. You can preview the split invoice by pressing the **Preview** button, print it with the **Print** button. If you want to cancel the process, press **Cancel**.

Add child discounts to a booking UP Add guests to a booking

## Add guests to a booking

You can add guests from the Guest Management to a booking. The number of guests you can add does not depend on the number you have specified under "number of guests" in the Stay data (i.e. you can add more guests to a booking than you have specified).

1. Open the booking window of the booking you want to edit.

2. Go to **Guests / Group**.

General Services	Guests / Group	Överview
Main Contact: // Long, Ja US-977	uliet '60 Terrebonne, 59 Forest Rd	✓ Is a Guest Language: English (Default)
Guest / Company Long, Juliet Roberts, Ivy	Birthday Booking 72 - WL HH 04 72 - WL HH 04 72 - WL HH 04	Guests per booking       Registration Form         Current booking       No. Guests       2         Max. Beds       5       5
Offer Confirma	tion Invoice	Reset Save

If the main contact is listed as being a guest (box "Is A Guest" is checked) they will automatically be added to the guest list under **Guests**. If not, the list stays empty at first. If needed, you can add the guest's information later when they check in.

#### Note:

When a **guest note** has been added to a guest the info symbol **1** will appear next to the guest under **Guests**. Double-clicking the symbol will take you to the Guest Notes.

If the guest is a regular this symbol will appear next to their name: \*

3. To add more guests, press the button . This will open Guest Management where you can select an existing guest or add a new one (see Add Guest).

The **automatic group of the main contact** (marked by the symbol) in the guest management window only shows guests that have previously checked in with the main contact. To show all guests, go to the group below called **All**.

4. Select one or several guests that you want to add to the booking and then press the button "Add to booking '...'". The guest management window will then stay open for other actions.

#### Alternative:

You can also **double-click** on a guest to add them to the booking. In that case, the guest management window will be closed after the guest has been added.

If you want to edit or **complete** the guest **data**, double-click on the name and the guest management window will open showing the guest profile. Enter the data and close the window.

If you want to delete a guest from a booking, select their name in the **Guest** list and then press the button \_\_\_\_.

#### Comment:

If you add a guest to a booking using the **Guest** list, this guest will automatically be listed as a companion to the main contact in the Guest Management.

#### Note:

You can sort the list by its columns by clicking on the column headers. Clicking once will sort the list by this column into descending order, clicking again will sort it into ascending order.

Add, edit and bill desposits for bookings UP Print registration form

## Print registration form

Lodgit Desk offers the option of creating and **printing a common registration form** as well as connecting to an electronic registration system of the municipality you belong to.

**Please note:** The electronic registration form is currently only available for German speaking systems.

- 1. Open the booking that you want to print a registration form for.
- 2. Go to the list item **Guest/Group** and select "Registration Form".

Guest / Company	^	Birthday	Booking	Guests per booking Registration Form
Long, Juliet			72 - WL HH 04	<ul> <li>Common Registration Form</li> <li>Electronic Registration Form</li> <li>Here you can create registration forms for all guests within the booking/group reservation.</li> </ul>
				Create

3. You can choose between the "Common Registration Form" and "Electronic Registration Form". Currently, the 'Electronic Registration Systems' we're connected to, only cater to German-speaking countries, so you'll most like be selecting the **Common Registration Form**. Then click the button "Create..." and a new window will open.

If the common registration form is to be numbered consecutively, please tick the checkbox >Display on the registration form form.

#### Manual of the Lodgit Desk - Hotel Software

0 0 🖶	Reg	istration Fo	rm			
Registration Form	General Registration Form (DE)					
Address	Pension "So	sion "Sonnenschein"				
Time Frame:	01.06.2018	0 until	05.06.201	.8 🗘		
Registration Form ID:	Display or	the registra	tion form (No	. 1)		
Max. age of "children"	18	Yea	irs			
O Print empty registrat	tion form					
O Single / Family						
Main Contact	Col	ttin, Steffen			0	
Spouse / Partner					0	
Children						
Travel Group						
Travel Guide	Col	ttin, Steffen			0	
Companions						
Information						
	Preview		Print	Close		

- 4. Select a registration template (default: general registration form) and the object that you have to create the registration form for. Now you can decide whether you want to create the form for a **Single/Family, Travel Group,** or whether you want to print out an empty registration form for your guests to fill out by themselves. You can also add notes to the registration form (e.g. a non-smoking policy the guest automatically agrees to when signing the form) and edit the arrival and departure dates.
- 5. You can then "Preview" or "Print" the form by pressing the respective buttons or

### cancel the process by pressing "Close".

$\bigcirc \bigcirc$	P	rint preview	
			0
			- u
	Registration form for hotels and	Holiday Homes "Saguaro Lake"	
	lodgings	1025 N Stewart Mountain Dam Rd	
		United States of America	
	Data of extual	00.05.11	
	Date of arrival	09.05.11	
	Expected Date of departure	13.05.11 Pohate	
	Sumane	Roberts	
	Christian name	by	
	Street, number	64/ Portage Street	
	Postal code, address	Upited States of America	
	Country, State	United States of America	
	Date of birth		
	Place of birth	110	
	Nationality (nationalities)	US	
	Company		
	Telephone		
	Accompanying spouse		
	Sumarne	Roberts	
	Christian name	Peter	
	Date of birth	03.11.94	
	Place of birth		
	No. of accompanying children	2	
	For travel groups of more than ten member		
	No. of areas members	s I	
	Not or group members		
	reasonality (nationalities)		
			-
- P	age 1 of 1 +	Cancel	rint

**Example:** Print preview for the registration form

ADD GUESTS TO A BOOKING UP ADD EXTRAS TO A BOOKING

# Add extras and packages to a booking

You can add extras and packages to every booking.

### How to add extras

- 1. Open the booking window of the booking that you want to edit.
- 2. Switch to the item **Services > Extras/Packages**.
- 3. Open the list "Add extra item" and select your extra item in the drop down menu.

Act Add extra Name BBP HA03 Base Price per night	commodation item: Timeframe 03.09.18 -	Extras/Packages Add extra item Visitor's Tax Food Drink Wellness Bike Pental	Deposits	City/Accommoda ackage: e Price Unit Breakfast	ation Tax	elete
Add extra Name BP HA03 Base Price per night	item: Timeframe 03.09.18 -	Add extra item Visitor's Tax Food Drink Wellness Bike Pental	rice	ackage: e Price Unit Breakfast	▼ C	oelete 🔅 👻
Name <ul> <li>BP HA03</li> <li>Base Price per night</li> </ul>	Timeframe 03.09.18 -	Visitor's Tax Food Drink Wellness Bike Pental	rici	e Price Unit Breakfast	Тах	surch
		Fair pass Safe key Crib Additional bed Internet Base Prices		Brunch (room s Welcome Drink Fruit Basket Beer 0,51	service)	
Package BP H/ Format • st Print title 0 Recipient Bak	A03 tandard on Offers on Travels	flat fee On Confirmations	edi Ber On	it name i neath Accommodatio I Invoices	BP HAO3 on (surcharge)	\$

4. If you want, you can edit the extra items data, then hit **Save**.

#### Note:
When adding a night or day dependant extra item, Lodgit Desk will automatically suggest the time frame of the booking as the time frame for the extra. You can then edit the dates manually.

### Tip:

When creating an invoice for a booking that has inclusive extras you can decide whether you want to print the extras on the invoice or not.

### Note:

You can create new extras by clicking the *button*. This will open the window for extras.

## Add packages

- 1. Open the booking window of the booking that you want to edit.
- 2. Switch to the item **Services > Extras/Packages**.
- 3. Open the list "Add package".
- 4. Select one of the packages that you have previously added in the Package Management. This will be added to the booking.

When you have already added several extras you can quickly create a new package template out of them by pressing the action "Save extras in a new package template...". This will open the Package Management with the newly added package "New Package" which you can then simply rename.

You can also edit a package specifically for the booking by double-clicking on it:

General	Services	Guests	/ Group	Corresponde	nce Ov	o verview			
	Accor	nmodation	Extras/Pa	ckages De	eposits C	ity/Accommoda	tion Tax		
Add	l extra ite	m:	•		Add packag	je:	•	Delete	**
Name		Timeframe		Amount	Price	Price Unit	Tax	surchar	
▼ BP HA03									
Base Price per	night	03.09.18 - 0	8.09.18	1	85,00	per night/pi	. 5,0		
Breakfast in rest	taurant	03.09.18 - 0	8.09.18	8	6,00	per night/p	17,5		
▼ Biking Special									
Bike Rental		03.09.18 - 0	8.09.18	8	10,00	per day/per	19,0		
Package	Biking S	pecial			🔽 edit nan	ne B	iking Specia	al	
Format	💽 stan	dard 🔿	flat fee		Beneath	Accommodatio	n (surcharg	e)	
Print title	🗸 On C	Offers 🔽	On Confir	mations	🔽 On Invo	ices			
Recipient	Baker	Travels							\$
Offer	Confirm	ation	Invoice				Reset		Save

Here you can edit the price displayed (standard, inclusive or flat fee), the recipient as well as the title and whether or not it will be printed.

### Note:

You can sort the list by its columns by clicking on the column headers. Clicking the header once will sort the list by this column in descending order. Clicking again will sort it in ascending order.

## Combine Extras and Packages into a new package

Extras and packages in a booking can be combined into a new package. This way, you can easily create an individual flat fee package, for example.

General	Services	Guests / Group	Correspond	ence (	Overview				
	Accon	nmodation Extras/P	ackages D	Deposits	City/Accommodat	ion Tax			
Add	d extra iter	n: •		Add packa	age:	*	Delete	\$-	Valle Franct Dissolve selected packages
Name		Timeframe	Amount	Price	Price Unit	Тах	surchar	4	Dissolve all packages
# BP HA03								0	Bundle selected extras and packages
Base Price per	er night	03.09.18 - 08.09.18	1	85,00	per night/pi	5,0			Bundle all extras and packages
Breakfast in res	staurant	03.09.18 - 08.09.18	8	6,00	per night/p	17,5			
Biking Special								1	Save all extras in a new package template
Bike Rental		03.09.18 - 08.09.18	8	10,00	per day/per	19,0			Open administration window for extras and packages Open object management

Select the extras and packages you want to bundle. Through the Actions menu you can then bundle all selected items into a new package. Existing packages that are bundled will become sub-packages. Alternatively, you can also bundle all extras and packages in a booking together, regardless of whether they were selected or not.

### Important:

If an extra item had the status "inclusive" before being bundled, that status will revert to "normal" when the extra is in the package.

# Dissolve packages

Packages in a booking can be dissolved and, with the bundle function, re-combined.

General Service	es Guests / Group	Corresponde	ince	Overview				
Acc	ommodation Extras/Pa	ckages D	eposits	City/Accommodat	ion Tax	)		
Add extra it	em: +		Add pack	age:	-	Delete	Ø-	Kelly Frnest
								Dissolve selected packages
Name	Timeframe	Amount	Price	Price Unit	Tax	surchar		Dissolve all packages
V BP HA03								Bundle selected extras and packages
Base Price per night	03.09.18 - 08.09.18	1	85,00	per night/pi	5,0			Bundle all extras and packages
New Package								
Breakfast in restauran	t 03.09.18 - 08.09.18	8	6,00	per night/p	17,5			Save all extras in a new package template
Biking Special								Open administration window for extras and packages
Bike Rental	03.09.18 - 08.09.18	8	10,00	per day/per	19,0			Open object management
								and the second se
								1 Bell, Mary

Select the package or packages you want to dissolve. Through the Actions menu you can then dissolve all selected packages. Alternatively, you can also dissolve all packages, regardless of whether they were selected or not. The extra items of those packages will then be listed individually in the booking.

### Important:

*Extra items of "inclusive" packages that are dissolved will all receive the status "inclusive".* 

PRINT REGISTRATION FORM UP DELETE EXTRAS FROM A BOOKING

# Deleting extras from a booking

- 1. Open the booking window of the booking that you want to edit.
- 2. Go to the item **Services > Extras/Packages**.

	Add extra item:	•	Add package	:	▼ Delete	\$
lame		Timeframe	Amount	Price	Price Unit Ir	nd.
Breakfast in	restaurant	12/11/2015 - 12/15/2015	5 2	6.00	per night/person	
Wellness Sp	ecial					[
Massage		12/13/2015	1	50.00	per piece	
Mud Bath	1	12/14/2015	1	50.00	per piece	
xtra	Breakfast		🖌 edit na	me	Breakfast in restaurant	
ate from	12/11/2015	to 12/15/2015		Quantity	2 person	
rice	6.00 \$ per nic	ht/person		Tax	19.0%	

3. Select the extra or package that you want to delete in the list and then press the button **Delete**.

If you have already billed the extras and packages you cannot delete them anymore. You will first have to cancel the existing invoice.

4. Close the booking window or switch to a different list item.

### Note:

You can sort the list of extras by its columns by clicking on the column header. Clicking once will sort the list by this column descendingly, clicking again will sort it ascendingly.

ADD EXTRAS TO A BOOKING UP ADD NOTES TO A BOOKING

# Add notes to a booking

You have the option to add **notes** to every booking.

Open the booking window of the booking that you want to add notes to. In the lower left corner you can see the note field.

<u>-</u>	No. 78 / SL HA 0	4 / HA / Bell, Mary		- 🗆 🗙
General	Services Guests / Group Correspondence	ondence	,	
Booking Label	Interfaces			
Main Contact:	Bell, Mary US-83547 Pollock, 54 Clarice Rd		✓ Is a Guest	
Arrival: Departure	12/ 5/2015 v 00:00 ▲ o'dock	Rentable Units: Booking Status:	SL HA 04	•
Nights:	4	Agent Commission:	None	
Guests:	4 (max. 4)	Lock:	Timeframe	Rentable Unit
Add note:	· · · · ·			
very late arrival	on the 5th (around 11pm) Jogage stored on the 9th until 5pm		Total:	\$711.00
			Invoiced:	\$0.00
			Outstanding:	\$711.00
			4 outstanding items to	invoice
Offer	Confirmation Invoice		Reset	Save

You can save this note in a template, or add an existing note template to the booking.

### Note:

The booking list shows the 0 symbol next to bookings that have notes attached to them.

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Show: All Book	ings
Status	Res No.
Checked Out O	
Closed 🚺 🛇	
Checked Out	

Delete extras from a booking

VIEW AND PRINT CORRESPONDENCE

UΡ

# View and print correspondence

- 1. Open the booking window of the booking you want to edit.
- 2. Switch to the tab **Correspondence**. The Correspondence page will show you all created offers, confirmations and invoices for this booking.

S No. 77 / SL HA 04 / HA / Ken	nedy, Shane	-	
General Services Guests / Group Correspondence	Overview		
Language: English (Default)			
Offers			
Confirmations			
No. 15.00001 from 12/2/2015	Valid		
Invoices No. 15 00001 from 12/10/2015	Onen	12/25/2015	
Cancellation Credit	Open	12/23/2013	
恭 ~			
Offer Confirmation Invoice		Reset	Save

You can print the offers, confirmations and invoices again from this window.

To print a document, double-click on its name in the list and then press **Print** in the print preview window.

You can also **cancel outstanding invoices** in this window by using the context menu (right-click) action "Cancel Invoice" (for more info, see invoices).

3. Close the booking window or switch to a different list point.

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# Add, edit and delete a city tax

In the booking window, go to **Services** and then choose **City/Accommodation Tax** panel.

General Services	Guests / Group Correspondence Overview
Accom	modation Extras/Packages Deposits City/Accommodation Tax
Select city/accommoda	tion tax: 🔹 Delete
Description	Berlin
Amount	5,0 % of net lodging amount
	Amount will be added to the accommodation
Tax	plus 5,0 % tax
The City/Accommodation Tax is	s listen on the invoice (as well the offer and confirmation) along with the accommodation price.
For taxes with a percentage am booking in question will be used amount.	ount and/or the option "Included in Accommodation", only the accommodation rates of the d as reference. Extra items or packages will not be used as reference for calculating the total
Offer Confirmat	ion Invoice Reset Save

Use the **Select city/accommodation tax** ... button to add or overwrite the currently added tax with one you have previously created. You can also delete a tax you have added here.

Use the edit Actions button to call up the preferences window for the city/accommodation tax and edit the ones you have previously added.

### **Please note:**

If you edit a city tax that has already been added to one or more bookings, it will not automatically change within those bookings (except for where they are placed on the correspondence). If you've changed something (e.g. the amount of the tax) you will have to manually overwrite it in the bookings by re-selecting it from the menu.

VIEW AND PRINT CORRESPONDENCE UP CREATE GROUP RESERVATION

# Create group reservation

### Create group from single bookings

1. Select two or more bookings in the reservation schedule.

To select several bookings that are next to each other, drag your cursor over the bookings while holding down the mouse button.

If the bookings are not next to each other, select the first booking and then hold the SHIFT key while selecting the other bookings.

2. Right-click on one of the selected bookings and then select under **Create Group Reservation With Main Contact** the booking that you want to designate as the main booking for the reservation.

**Important:** This function is only available when the bookings can be displayed in the reservation schedule together! You can change how many days are displayed in the reservation schedule to show more bookings.

DEMO DATABASE			Ŧ											APP	RIL 21	011													
RENTABLE UNITS			٠	FR 8	5A 9	SU 10	MO 11	TU 12	WE 13	TH 14	FR 15	SA 16	SU 17	MO 18	TU 19	WE 20	TH 21	FR 22	SA 23	SU 24	MO 25	TU 26	WE 27	TH 28	FR 29	SA 30	SU 1	MO 2	Ţ
WL HH 05	1/10																												
SL HA 01	1/4	۲	۲																										
SL HA 02	1/8	۶			1	Carte	ir, Ste		٦.	law.										~	d. N	_							
SL HA 03	1/8				1	Carte	K, Sh	~	0	)pen	Book	ing								Ct	rl+N								
SL HA 04	1/4								D	elete	Boo	king.									Del								
BO DB 01	1/2	۶	4						s	elect	Doul	ble B	ookii	ng															Γ
BO DB 02	1/2	2							D	)uplic	ate E	looki	ng							Ct	rl+D								
BO DB 03	1/3	۲							C	reate	Gro	up Re	eserv	ation	With	h Ma	in Co	ontac	t					Carte	er, Ste	weg.			
BO DB 04	1/3	2							A	dd T	o Gro ve Fri	oup R om G	leser irour	vatio Rese	n ervati	ion													
BO SB 01	1/1	۲	1						s	elect	All B	ooki	ngs I	n Gro	up														
00.000		-	-8						C	pen	Main	Boo	king	Of G	roup														
80 58 02	1/1	24	28						N	/lake	This	Main	Boo	king	Of T	he G	roup												
BO \$8 03	1/1								c	hang	je Sta	itus 1	Го									۶.							
BO SR 01	3/6	2	٢	a					c	reate	Offe																		
BO SR 02	3/6	۰	4						0	reate	Con	firm	ation																
BO SU 01	1/5	2							P	rint F	letun	n Coi	nfirm	ation	۱														
BO SU 02	1/5								C	reate	Invo	ice																	
Version: 1.8, D8: 257					111	1.1	1		C	)pen	Main	Con	tact.																

### Alternative:

Select two or more bookings and then go to **Bookings > Create Group Reservation With Main Contact** and select the booking that you want to designate as the main booking of the group reservation.

This will put the selected bookings in a group and one main contact will be specified. The main contact for the group reservation depends on which booking is the main booking of the group reservation.

Tip: If you want to create a collective invoice for bookings of different rental units and booking periods, use the possibility of creating a group reservation in the reservation schedule.

## **Create with Booking Assistant**

You can quickly generate a large group booking in which all bookings are in the same time frame by using the booking assistant.

## **The Group Booking**

The main booking of a group reservation will be displayed with a small dot in the upper left corner.



After the bookings have been put into a group, each booking will have the box next to **Group Reservation** checked.

•	No. 81	/ SH DB 01 /	DB / E	ell, Mary			-	
General Services Main Contact: Q Bell, Mary US-83547 Pollo	Guests / Group dk, 54 Clarice Re	p Corresponde	ence	Overview	<b>v</b>	Is a Guest Group Res	ervation	
Guest / Company	Birthday	Booking		Guests per	booking R	egistration	Form	
Bell, Mary *	12/1/1988	81 - SH DB 01	~	- Current be	okina			
Philipps, Francis		82 - SH DB 02	~	current be	Joking			
Roberts, Ivy		83 - SH DB 04	v	No. Guests Max. Beds	up members	2		
				✓ Edit gue	ests of all b	ookings of t	the group.	
				Booking	Unit	Time	Max	No. G
				82	SH DB 02	12/16/	2	1
				83	SH DB 04	12/16/	3	1
+ Q -				Q-				
Offer Confirmation	Invoid	e				Reset		Save

Under the **Guests/Group** item will list all other units for this group.

To open the booking window of a different booking belonging to the group, select it in the list and then press the magnifying glass button, or double-click on it.

Depending on the status that the bookings of the group have, you can create an offer, a confirmation or an invoice for the group reservation. You have the option of splitting the invoice.

You can easily select all bookings of a group by selecting one booking and then using the context menu or the menu bar to go to **Bookings > Select All Bookings In Group**. This will then select all the bookings of the group reservation.

SL HA 03		2/8			îļ	8 Lo	ong, Ju 8 Baker Travels
SL HA 04		2/4			îļ	Kenned	4 Bell, Mary
SH DB 01		1/2	۶		îĻ	2 Smith	, Kyle 2 Anderson, C
SH DB 02		1/2	۶		îĻ		2 Anders, Tim
SH DB 03		1/3	۶	2	îĻ	2 Irdin	Open Booking
SH DB 04		1/3	۶	2	îĻ	1 Irdir	Delete Booking
SH SB 01		1/1	۶		îļ	1 Irdir	Duplicate Booking #D
SH SB 02		1/1	٩		îĻ	1 Irdir	Select Overbooking
SH SR 01		3/6	۶		îĻ	Irdima	Create Group Reservation With Main Contact
SH SR 02		3/6	9	V	îl		Remove From Group Reservation
Version: 1.18.	12, DB: 6	581	* *				Select All Bookings In Group
							Open Main Booking Of Group
Show:	All Bo	okings					Make This Main Booking Of The Group
Booking	Status						Change Status To
71		Confirm	ed			0	Lock booking 企業F
82		Tentativ	e			0	Change Tag
66		Booked				0	Create Offer
72		Confirm	ed			0	Create Confirmation
15		Tentativ	e			0	Print Return Confirmation
63		Tentativ	e			0	Create Invoice
81		Booked				0	Oraște Danistrațiere Form
26		Tentativ	e			0	Greate Registration Form
47		Offer				0	Open Main Contact
14		Tontativ				0	

You also have the option to quickly open the booking window of the main booking by using the context menu or going to **Bookings > Open Main Booking Of Group**.

Add a city/accommodation tax to a booking UP

REMOVE FROM GROUP RESERVATION

# Remove from group reservation

The feature **Remove from group reservation** is explained below;

# Starting point:

Mary Bell wants to book three rentable units for herself and two other guests (Francis Philipps and Ivy Roberts).

Three bookings are created in three different units: one for Francis Philipps, one for Mary Bell and one for Ivy Roberts.



You can then put these bookings together in a group. Since the main contact for all three bookings is Mary Bell, a small dot in the upper left corner of that booking indicates that this is the main booking of the group.



The rentable units and guests belonging to the group will be displayed in the "Guests / Group" section of the booking window. After we have created the group, we'll take a look at each booking window. In each booking window, you'll find the rentable units of the group in the list item **Group**.

### Main booking of the group:

	No. 82	/ SH DB 02 / DB /	/ Be	ell, Mary			-	×		
General Services	Guests / Grou	p Correspondence		Overview						
Main Contact: Q Bell, Mary US-83547 Pollo	ck, 54 Clarice R	d				] Is a Guest ] Group Res	ervation			
Guest / Company Philings, Francis	Birthday	Booking 82 - SH DB 02	[	Guests per l	booking	Registration	Form			
Bell, Mary *	12/1/1988	81 - SH DB 01 V		Current bo	oking					
Roberts, Ivy		83 - SH DB 04 🔻	No. Guests 1 Max. Beds 2 Other group members ☐ Edit guests of all bookings of the group.							
			10	Booking	Unit	Time	Max	No. G		
				81	SH DB 0	12/16/	2	1		
				83	SH DB 04	12/16/	3	1		
A General Main contact selected Offer Confirmation	Invoi	ce				Reset		Save		

# Situation 1:

The booking for Ivy Roberts is to be deleted from the group because she wants to pay the invoice for her stay herself. There are 4 ways to remove this booking from the group which we will now describe in 3 examples.

### Ex. 1:

# Removing one of the bookings from the group via the booking windows of one of the other bookings

Head to "Guests / Groups" in one of the other booking windows, select the booking and click the minus button.

#### Manual of the Lodgit Desk - Hotel Software

Guest / Company	Birthday	Booking		G	uests p	er booking	Registration Form	n	
Philipps, Francis		82 - SH DB 02	-			hading			
Bell, Mary 🛞	12/1/1988	81 - SH DB 01	w		Current	booking			
Roberts, Ivy		83 - SH DB 04	Ŧ	1	No. Gue	sts	1		
				1	Max. Be	ds	2		
					Other g	roup membe guests of all	ers bookings of the g	roup.	
			_		Bo	Unit	Time Frame		No. G
					81	SH DB 01	12/16/2015	2	1
					83	SH DB 04	12/16/2015	3	1
+ Q - Main contact selected	ł			Ľ	ч.	•			

After saving, the booking will be removed from the group and the group will then only consist of two bookings. The booking that has been removed from the group will **not be deleted**. It will continue to exist as an ordinary, separate booking.

### Ex. 2:

## Remove the booking Roberts via its own booking window:

Double-click on the booking you want to remove from the group in the reservation schedule. In the booking window, uncheck the box that says "Group Reservation" next to the main contact.

After saving, the booking will be removed from the group and the group will from then only consist of two bookings.

#### Ex. 3:

# Remove the booking Roberts from the group in the reservation schedule:

Select the booking Roberts and call up the context menu (right-click) and select the item **Remove from group reservation**.

### Alternative:

Select the booking Roberts and then go to the menu bar **Bookings > Remove** from group reservation.

This will remove the booking Roberts from the group. The group then consists of the bookings Philipps and Bell.

### **Result for all 3 examples:**

Manual of the Lodgit Desk - Hotel Software

DEMO DATABASE					APRIL 2011						
RENTABLE UNITS					R 2	SA 23	SU 24	MO 25	ти 26	WE 27	TH 28
WL HH 01	1/8	۶		Γ	5	Bell,	Mary			Э	k-
WL HH 02	1/5				5	Bell,	Mary			Э	ie.
WL HH 03	1/6	۶			4	Robe	erts, l	vy			
WL HH 04	1/5	۲	7								

### Note:

If there are only two bookings in a group and one is removed, the group booking will be dissolved entirely. It doesn't matter which booking you remove from the group. Both bookings will then be linked to different main contacts.

# Situation 2:

The group reservation Bell is to be dissolved entirely, i.e. all bookings are meant to be removed from the group reservation. You can go about this in two ways.

Offers, confirmations and invoices will be discarded if you continue.
When a main booking is removed from a group reservation, the group will be dissolved and all offers and confirmations linked to it will be nullified.
You may have to deleted existing invoices manually.
Do you want to continue?
Cancel Continue

You will have to confirm the process.

If you do want to confirm the process, press **Continue**.

After you have unchecked the box **Group Reservation**, the list item **Group** that lists the other units will be deleted. The first guest that is listed in the booking (Mary Bell, in this case) will be made the main contact for the booking.

## **Possibility 2:**

Select the booking Bell (which is the main booking of the group) and select the item **Remove from group reservation** from the context menu (right-click).

### Alternative:

Select the booking Bell (which is the main booking of the group) and then go to **Bookings > Remove from group reservation**.

You will be prompted to confirm the process, like mentioned above.

Removing the main booking from the booking windows of the other bookings is not possible.

## **Result:**



CREATE GROUP RESERVATION UP

OVERVIEW OVER THE (GROUP) BOOKING

# Overview over the (group) booking

The booking window offers you an **overview** over the statistics of a (group) booking. It is separated into three areas:

•	No. 31 / SH DB 03 / DB / Irdima – 🗖 🗙					
Image: Services   Image: Services   Image: Services   Image: Services   Image: Services     Amounts   Guests   Rentable Units   Image: Services   Image: Services   Image: Services						
Total	Amounts	Open	Invoiced	Total		^
	Accommodation	870.00	0.00	870.00		
	Extras / Packages	120.00	0.00	120.00		
	Accommodation Tax	0.00	0.00	0.00		
	Total	990.00	0.00	990.00		
	Number of items	8	0	8		
	Deposits	Open	Deposit invoice	Final Invoice	Total	
	Amounts	104.40	0.00	0.00	104.40	
	Number of items	1	0	0	1	
	Amounts factoring in	received deposits				
	Open	990.00				
	Paid	0.00				
	Value of booking(s)	990.00				
Rooking 21	Amounte	Open	Invoiced	Total		
booking 51	Accommodation	300.00	0.00	300.00		
	Accontrologion	300.00	0.00	300.00		~
Offer	Confirmation	Invoice	Deposit invoice			

### Under **Amounts** you'll find:

- the total amount for the accommodation
- the total amount for the extras
- the number of items
- the total amount
- which amounts have already been billed/paid
- whether deposits exist

For a **group booking**, you'll additionally find the overview over every single booking of the group.

No. 31 / SH DB 03 / DB / Irdima – 🗖 🗙					
General Services Group Correspondence Overview					
Amounts Guests Rentable Units					
Main contact	Irdima				
Companions per booking	Number of beds	Number of companions	Companions		
Booking 31	2	2	Patricia Brown		
			Juliet Long		
Booking 43	1	0			
Booking 44	1	0			
Booking 45	1	0			
Total	5	2			
Companions per category	Number of beds	Number of companions			
DB Double Bedroom	3	2			
SB Single Bedroom	2	0			
Total	5	2			
Offer Confirmation.	Invoice	Deposit invoice			

Under **Guests**, you'll find the guest information for the (group) booking: Number and Names of the guests per unit, category and number of regular guests.

<mark>0</mark>	No. 31 / SH DB 03 / DB / Irdima -	×			
General	Services Guests / Group Correspondence Overview				
Amounts Guests R	entable Units				
Booking data (ren	table unit, category, timeframe, status)	^			
Booking 31	Rentable unit: SH DB 03				
	Category: DB Double Bedroom				
	Timeframe: 12/1/2015 - 12/5/2015				
	Status: Tentative				
Booking 43	Rentable unit: SH DB 04				
	Category: DB Double Bedroom				
	Timeframe: 12/1/2015 - 12/5/2015				
	Status: Booked				
Booking 44	Rentable unit: SH SB 01				
	Category: SB Single Bedroom				
	Timeframe: 12/1/2015 - 12/5/2015				
	Status: Booked				
Booking 45	Rentable unit: SH SB 02				
	Category: SB Single Bedroom				
	Timeframe: 12/1/2015 - 12/5/2015				
	Status: Booked				
Number of rentab	le units per category	~			
Offer	Confirmation Deposit invoice				

And under **Rentable Units**, you'll find information about the units, the booking status, categories and time frames.

Remove from group reservation UP Edit the guest data of a booking

# Edit the main contact of a booking

To edit the guest data of a booking, open the booking that you want to edit.

Under the tab **Booking** click on the editing icon esides "Main Contact".

General	Services	Guests / Group	Corr	
Main Contact: Carter, Steven US-28906 Murphy, 178 Epcot Dr Phone:(919) 387 9835				

This will open the **Guest Management** window with the **guest profile**.

Select the guest from the list and set him or her as the main contact by a doubleclick. Alternatively, select the button "Add to Booking" at the bottom right of the window.

	Guest Management				
	© Q	Profile Notes History			
Groups	27 addresses	Hone Hotes History			
All State	Anders, Louise	_			
Birthday Reminder	Anders, Tim	Company:			
Blocked	Anderson, George	Department: Position:			
Companies	Baker Travels	Individual salutation:			
Companions	Bell, Mary	Street: 3746 Posey Field Street Address Format			
🗈 Email	Brown, Patricia	Street 2: P.O. Box:			
Main Contacts	Carter, Steven	Zin Code / City: 08540 Princeton			
Permission "Adv	Edwards, Adam				
Permission "Revi	Edwards, Emily	Country: United States of America			
Private	Edwards, Matthew	Federalstate: New Jersey			
Prospectives	Evans, Aaron	Birthday: First Contact: 06.04.2018			
Regulars	Foster, Fred	Discount: 0 % Bookings: 0			
	Garcia, Anna				
	Henderson, Doro	Default Language: English (Default)			
	Irdima	Permission: Permission to send data to review portals given.			
	Kelly, Ernest	Permission granted for advertising mailings.			
	Kennedy, Florence	Communication			
	Kennedy, Shane				
	Long, Juliet	+ - Work Phone			
	Martin, Bridget	+ - Work			
	Philipps, Francis				
	Roberts, Ivy	+ - Work 🗘 Username AIM 🗘 🗌			
	Roberts, John				
	Roberts, Peter	Website URL / Website			
	Scott Travels	More Information			
	Smith, Kyle	+ - Nationality 📀			
+ -	+ -	Add to booking '72'			

More information about Guest Management...

### Note:

Changes in the guest management will be saved automatically.

Overview over the (group) booking Up Delete booking

# Delete booking

To delete a booking, select it in the reservation schedule and call up the context menu (right-click). Then select **Delete Booking**.

### Alternative:

Select the booking you want to delete and then go to **Bookings > Delete Booking** or press the **Del.** key.

Please note: A booking CANNOT be deleted if

- the booking is in the status Checked In or Checked Out,
- the booking is in the status **Disabled** and lies before the current date,
- the booking is locked,
- the booking contains a deposit that's not yet invoiced,
- the booking is in a status for which you have disabled the delete function in the settings.

## There is a difference between:

## 1. Deleting a single booking

The booking will be deleted after you have confirmed the process in the pop up window.

If a booking contains received deposits (date of receival listed in the field "Received on") that have not been billed in an invoice, yet, the booking cannot be deleted.

## 2. Deleting a booking belonging to a group reservation

When you delete a booking that belongs to a group reservation, you will be asked to confirm before the process is carried out.

Do you really want to delete the selected booking? You are about to delete a booking belonging to a group reservation. Do you really want to delete it?
Cancel Delete Booking

When you press **Delete Booking**, only the currently selected booking will be deleted and the group reservation still exists.

If the group only consists of two bookings, the selected booking will be deleted and the other booking will continue to exist as an independent single booking.

If you want to cancel the process, press **Cancel**.

## 3. Deleting the main booking of a group

When you delete the main booking of a group reservation, you will be asked to confirm the process.

Do you really want to delete the selected bookings?
You are about to delete the main booking of a group reservation. If a new main booking for the group cannot be found, the group will be dissolved.
Cancel Delete Bookings

When you press **Delete Bookings**, all bookings belonging to the group will be deleted.

If you want to cancel the process, press **Cancel**.

Edit the guest data of a booking UP Guest Management

# Guest Management

To open the Guest Management, go to **Administration > Guests** in the menu bar or click on the button **Guests** just above the reservation schedule.

The Guest Management window will open. This window is divided into 3 areas.

0 0		Guest Management	
1	© <b>Q</b>	Profile Notes History	
Groups	27 addresses		-
🙎 All	Anders, Louise	Profile	
Birthday Reminder	Anders, Tim	Salutation: Mrs 📑 Title: Company	۳
Blocked	Anderson, George	First Name: Louise Last Name: Anders	
Companies	Baker Travels	Company:	
Companions	Bell, Mary	Department: Porition:	
🖾 Email	Brown, Patricia	Position.	
Main Contacts	Carter, Steven	Individual form of address:	
Private	Edwards, Adam	Street: 3876 Main Street	
Regulars 1	Edwards, Emily	Street 2:	
	Edwards, Matthew U	Zip Code / City: 98034 💌 Kirkland	
	Evans, Aaron	Country: United States of America	
	Foster, Fred	State: Washington	
	Garcia, Anna	State.	
	Henderson, Dorothy	Birthday: 📄 🗘 First Contact: 07.12.2010 🗘	
	Irdima	Discount: 0 % Bookings: 0	
Groups	Guests	Default Language: EngGuest Details	4
+ -	+ -	<b>\$-</b>	

### Note:

When you open the Guest Management, you will be notified that the international zip code database is now available for download. Press "Yes" to open the window for downloading the database. If you don't want to download the database at the moment, press "No". You can download the database at any time by going to "Administration > Additional Modules > Install Zip Code Database...".

# Groups & Guest List

When selecting a certain group, the members of this group will be shown in the guest list on the right. The group **All** contains all guests in the Guest Management. Below this group you will find several **automatic groups** that were created by Lodgit Desk and are filled automatically (e.g. "Companies" contain all members that are a company). You can also add your own groups that you can use when sending serial letters, for example.

You can now choose from the following actions:

- Add & duplicate guest
- Block guest
- Use automatic groups and own groups

Search for a guest

- Send emails to one or more guests
- Send letters to one of more guests
- Import guest data
- Export guest data

# Guest details

The area guest details is once again divided into the areas profile, notes and history. This area contains all of the guest's information that you have selected in the guest list.

The **profile** will offer you the following actions:

- Edit guest profile
- Add guest discount: You can add a personal discount for each guest which will then be added to the guest's bookings.
- Add and edit communicative and other data

Under **Notes** you can do the following:

 Add/edit notes to a guest: You can add, edit and delete notes for each guest e.g. allergies or special preferences.

Under **History** you can do the following:

- View/print offers for the guest
- View/print confirmations for the guest
- View/print invoices for the guest
- View/print corrective invoices for the guest
- View dunning notices for the guest
- View, edit and create correspondence with the guest
- View companions of the guest
- View all bookings of the guest

### Tip:

If you click on an area header within the guest profile (Profile, Communication or More Information) you can hide that section. That way, you don't have to scroll all the way down!

Delete booking Up Add / Duplicate / Delete Guest

# Add / Duplicate / Delete Guest

# Add Guest

- 1. Open the Guest Management.
- 2. Press the button 📩 underneath the guest list. This will open a new, empty guest profile.
- 3. Enter the data of the guest.



Whenever you add a new guest and enter information in their profile they will be automatically saved and the guest will be listed in the guest list.

When you add a new guest to the guest list, the current date will be listed as the **First Contact** date.

The profile also lists the **No. of bookings** (how many times this guest was the main contact of a booking). When they **check out**, this number will automatically increase.

# Duplicate guest

If you want to add a guest with almost identical data to another, you can simply **Duplicate** the other guest. Select the guest you want to duplicate and then call up the context menu (right-click) or the Actions menu **\*** and select the menu item "Duplicate Guests".

After you have added the guest you can edit it by clicking on it and then making the changes you want to.

\varTheta 🔿 🔿 Guest Management				
	© <b>Q</b>		Profile Notes History	
Groups	29 addresses	Brofile		
tr All	Untitled	Profile		
Birthday Reminder	Untitled	Salutation:	Mrs Title: Company	
Blocked	Anders, Louise	First Name:	Emily Last Name: Edwards	
Companies	Anders, Tim	Company:		
Companions	Anderson, George	Department	Position	
🖾 Email	Baker Travels	le di ideal form of addresse		
Main Contacts	Bell, Mary	Individual form of address:		
D Private	Brown, Patricia	Street:	3987 W Ridge Ave	
Regulars	Carter, Steven	Street 2:		
	Edwards, Adam	Zip Code / City:	37385 Tellico Plains	
	Edward Duplicate	Guests	ed States of America	
	Edward		hessee	
r	Evans, Import Gu	uests		
	Foster, Export Gu	uests	▶ 🖓 First Contact: 07.03.2011	
	Garcia, Send ema	ail	% No. of Bookings: 1	
	Henders Create let	tter	ish (Lodait Desk)	
	Irdima		in (cough best)	
	Kelly, E Define inc	dividual address format.		
	Kenned Identify a	s main contact	Phone	
	Kenned Identify a	s companion		
	Long, J		Email	
	Martin, Block Thi	s Guest	Username AIM	
	Philipp: Add To G	roup		
	Robert: Remove F	rom Group	URL / Website	
	Roberts, June	More Information	A	
	Roberts Peter		Y	
+ =	+ -	* -		

# Delete guest

1. Open the Guest Management.

Select the guest you want to delete in the guest list and then press the button
When deleting a guest you will be asked to confirm the process.



If you want to delete the guest, press **OK**.

The persons assigned to the automatic group "Prospectives" can be deleted at any time, since they are neither entered as Main Contact or Companion in a booking nor are they the recipients of an invoice or a receipt.

GUEST MANAGEMENT UP MERGE GUESTS

# Merge guests

When working with the hotel software for a longer period of time, it can happen that guests are accidentally created more than once. In this case, one speaks of duplicates or doublets. In Lodgit Desk, you have the option of combining these duplicates into **one** contact. In doing so, certain data can be taken over, if desired.

In your guest administration you will find a guest who has been created several times, as in the example.

		Guest Managem	ent / TSE Status	- Interface	deactivated			
	0 9			Profile	Notes History			
Groups	70 addresses	Profile						
🛋 All	Anders, Andrea	Prome						
Birthday Reminder	Anders, Mario	ID:	172					
Blocked	Anders, Marío	Salutation:	None 😒	Title:				Company
Companies	Anders, Mario	First Name:	Mario	Last	Name: Anders			
Companions	Anders, Mario	Company:						
🗈 Email	Anderson, Georg	Department:		P	osition			
Main Contacts	Auweiler, Peter	Individual salutation:	-					
Permission "Adv	Bergmann, Katja	individual salutation.						
D Permission "Revi	Beschorner, Katja	Street:	Schafergasse					Address Format
Private	Beyer Reisen	Street 2:				P.	O. Box:	
Prospectives	Callemann, Elsa	Zip Code / City:	33602 Bie	lefeld				S
Regulars	Cottin, Steffen	Country:	Germany					0
Neue Gruppe	Dariusovic, Milan	Federalstate:	Nordrhein-Westfal	0 0				
Neue Gruppe	Edelkern, Adam	Plathalau			First Contract, DO D		~	
	Edelkern, Emilia	Birthday:		2	First Contact: 06.0	3.2023	~	
	Edelkern, Matthias	Discount:	0 %		Bookings:	0		
	Endress-Tokuga	Default Language:	Deutsch (Default)					0
	Entspannung, Er	Permission:	Send data to rev	iew portals.				
	Erlenkötter, Robert		Dessity advertising mailing					
	F&D Solutions		Neverve advertising manings.					
	Ferrera, Giovanni		Feratel: Send gu	est data to G	uestCard.			
	Fichtner, Felix							
• -		<b>*</b> -						

Highlight the contacts by holding down the shift key and pressing the up/down arrow keys several times until all duplicates are highlighted.

		Guest Management / TSE Status - Interface deactivated
	0 9	
Groups	70 addresses	
🔹 All	Anders, Andrea	
Birthday Reminder	Anders, Mario	
Blocked	Anders, Mario	Lies shift kay + 1/1
Companies	Anders, Mario	Use shirt key + 1/+
Companions	Anders, Mario	
Email	Anderson, Georg	
Main Contacts	Auweiler, Peter	
Permission "Adv	Bergmann, Katja	
Permission "Revi	Beschorner, Katja	
Private	Beyer Reisen	You have selected several guests.
Prospectives	Callemann, Elsa	
Regulars	Cottin, Steffen	
💼 Neue Gruppe	Dariusovic, Milan	
Neue Gruppe	Edelkern, Adam	
	Edelkern, Emilia	
	Edelkern, Matthias	
	Endress-Tokuga	
	Entspannung, Er	
	Erlenkötter, Robert	
	F&D Solutions	
	Ferrera, Giovanni	
	Fichtner, Felix	
• -	+-	- <del>4</del>

Now click on the right mouse button, the context menu appears. Select the function "Merge guests".

		Guest Management / TS	E St	atus - Interface deactivated	
		<b>Q</b>			
Groups	70 addresses				
🔹 All	Anders, Andrea				
Birthday Reminder	Anders, Mario				
Blocked	Anders, Mario				
Companies	Anders, Mario	Duplicate Guests			
Companions	Anders, Mario	Merge guests			
Email	Anderson, Gec		-	4	
Main Contacts	Auweiler, Peter	Import Guests	>		
Permission "Adv	Bergmann, Kal	Export Guests			
Permission "Revi	Beschorner, Ki				
Private	Beyer Reisen	Send email		ive selected several guests.	
Prospectives	Callemann, Els	Create letter/email			
Regulars	Cottin, Steffen	Dolme individual address format			
Neue Gruppe	Dariusovic, Mil	a contraction of the second se			
Neue Gruppe	Edelkern, Adar	Identify as main contact			
	Edelkern, Emil	Identify as companion			
	Edelkern, Matt	and the second succession of the			
	Endress-Tokuş	Review Portals - Allow to send			
	Entspannung,	Review Portals - Deny			
	Erlenkötter, Rc	Advertising Mailing - Allow to send			
	F&D Solutions	Advertising Mailing - Deny			
	Ferrera, Giova	Guest Card - Allow to send			
	Fichtner, Felix	Guest Card - Deny			
• -					

A new window opens in which you can now merge the guests. Select a contact and determine which information shall be transferred to this contact. Confirm your selection at the end with "Save".

#### Manual of the Lodgit Desk - Hotel Software

			QQ							
	•	Merge guests								
Selec	t one of	the follo	wing guests to	merge with						
	ID	~	First Name	Last Name	Company	Street	Zip	City	Country	Birthday
	170		Mario	Anders		Schaefergas			Germany	
100	171		Mario	Anders				Bielefeld	Germany	
	172		Mario	Anders		Schäfergasse	33602	Bielefeld	Germany	
	2		Mario	Anders		Schäfergass	33602		Germany	07.11.55
Differ	rences e Copy cor Copy ado ransfer	xist in th nmunica ditional ir current a	e selected gue tion data to the Iformation to the	sts selected guest he selected gues ings belonging t	it to the duplicate	s to the selected g	uest			
									Cancel	Save
		Ferrera	a, Giovanni Ar, Felix							-

**B**LOCK GUEST

ADD / DUPLICATE / DELETE GUEST UP

# Block guest

You have the option of blocking a guest. This means that the guest cannot be added to any bookings as long as they are blocked.

- 1. Open the Guest Management.
- 2. Select the guest you want to block in the guest list.
- 3. In the context menu (right-click) or the Actions menu select the item **Block This Guest**.

	Kelly, Ernest	Comm	nunication	
	Kennedy, Florence	• -	Work Phone	
	Kennedy, Shane			
	Long, Juliet		Work Email	
	Martin, Bridget	+	Work Username	AIM
	Philipps, Francis		Duplicate Cuests	
	Roberts, Ivy	. • -	Dupileate duests	
	Roberts, John	A Mor	Import Guests 🕨	Ă.
	Roberts Peter	Y	Export Guests	Ţ
• -	• -	\$	Send email	
20.03.2011	26.03.2011	Cabins	Create letter	Philipps, Francis
19.03.2011	23.03.2011	"Blue O	Define individual address format	Carter, Steven
17.03.2011	26.03.2011	"Blue O	benne mannadar address formation	Baker Travels
17.03.2011	22.03.2011	Holiday	Identify as main contact	Baker Travels
16.03.2011	21.03.2011	Cabins	Identify as companion	Henderson, Dorothy
15.03.2011	20.03.2011	"Blue O	Block This Guest	Irdima
14.03.2011	18.03.2011	"Blue O	block this block	Anders, Tim
14.03.2011	18.03.2011	"Blue O	Add To Group	Baker Travels
14.03.3011	10.03.3011	101	Remove From Group	Ala

When the reason for blocking the guest has been resolved, you can use the context menu or the Actions menu to **Unblock** the **Guest**. This will allow the guest to be added to bookings again.

Merge guests Up Automatic and custom groups
### Automatic and custom groups

The Guest Management of Lodgit Desk automatically provides **automatic groups** that are meant to help you with your guest management. You can also add **your own groups**, in order to add guests to a certain category or group (e.g. for bulk letters).

### Automatic groups

- 1. Open the Guest Management.
- 2. Simply click on a group in the left list and the guests in this group will be shown in the list next to it.

These are the automatic groups:

All	All guests
Blocked	Guests that are blocked
Companies	Guests that are companies
Companions	Guests that have only been listed as companions so far
E-Mail	Guests that have listed one or more email addresses
Main Contacts	Guests that have been listed as a main contact for a booking
Permission "Advertising Mailing"	Guests that agreed to receive advertising mailings
Permission "Review Portals"	Guests that have given their permission to send their data to the $\ensuremath{r}\ensuremath{\varepsilon}$
Private	Guests that are not companies
Prospectives	Persons who are NOT registered as Main Contact or Companion in a who are NOT the recipient of an invoice or receipt.
Regulars	Guests that are regulars $*$ according to your preferences

### Custom groups

To add your own guest groups do the following:

- 1. Open the Guest Management.
- 2. Press the plus button below the group list. This will create a new group called "New Group"



3. Double-click on the name and enter the name you like.

#### Note:

Your own groups will always be sorted alphabetically below the automatic groups.

### Add guests to a group

When you create a new group it doesn't have any guests, yet, of course. This is how you add guests to a group:

- 1. Click on the group **All** which will show you all your guests.
- 2. Select the guest(s) that you want to add to a group.

#### Tip:

Hold down the CMD- or CTRL-key to select more than one guest at a time.



3. Drag the selected guests to your new group.

#### Alternative:

You can also use the context menu (right-click) or the Actions menu to select the item "Add To Group > ..."!

	0
Groups	4 addresses
🙎 All	Edwards, Adam
🗈 Birthday Reminder	Foster, Fred
Blocked	Kennedy, Florence
Companies	Philipps, Francis
Companions	
🖻 Email	
🗈 Main Contacts	
Private	
Regulars	
🗎 Bikers	
+ -	+ -

If you now select your group you will see that the guests you have dragged into this group are now a part of it.

### Remove a guest from a group

To remove a guest from a group select them in the guest-list of the group and then chose the context menu item or Actions menu item "Remove From Group".

Duplicate Guests	
Import Guests Export Guests	*
Send email Create letter	
Define individual address for	mat
Identify as main contact Identify as companion	
Block This Guest	
Add To Group	►
Remove From Group	•

BLOCK GUEST UP SEARCH FOR A GUEST

# Search for a guest

You have a search option in the **Guest Management**. This lets you look for a certain guest or specific data in your guest files.

- 1. Open the Guest Management.
- 2. Enter the word or characters that you want to look for in the search field at the top left and hit Enter (or click on the search button).



You can separate several search words by using a space. These words will then automatically be searched with an AND-conjunction.

The search will look through all the data in the Guest Management. It does not matter whether a guest is blocked or active.

#### Note:

The notes area of a guest will be searched as well!

You don't have to enter complete words into the search, but the search does get more specific results the longer the word is. If you enter the letters **th**, then all guest data that contain the letters **th**, **TH**, **Th** will be shown.

If you make the word longer, such as **Smith**, the search result will be more specific.

You can also use the **universal placeholder \***. **Example**: A search for 'gon\*alez', the search will find 'gonzalez' as well as 'gonsalez'.

AUTOMATIC AND CUSTOM GROUPS UP SEND EMAILS

# Send emails

### Send an email to a guest

- 1. Open the Guest Management and select the guest that you want to send an email to.
- 2. Select the item **Send email** from the **Actions** or the **context menu**. This will open an email window with the email address of the guest.
- 3. Write and send the email.

### Send an email to several guests

- 1. Open the Guest Management and select the guests that you want to send an email to.
- 2. Select the item **Send email** from the **Actions** or the **context menu**. This will open an email window with the email address of the guests.
- 3. Write and send the email.

#### Note:

To quickly view which guests have an email address listed in their profile, select the automatic group "Email" which will only show those guests with an email.

SEARCH FOR A GUEST UP WRITE (BULK) LETTERS AND EMAILS

### Write (bulk) letters and emails

- 1. Open the Guest Management by going to **Administration > Guests** and select the guests you want to send the letter or email to in the guest list.
- 2. From the Actions menu select the item **Create Letter**. You can also select this item in the context menu (right-click). A window with all the recipients will open.
- 3. Select and object for the sender address.

00	(	Create letter		
Template:	No templates create	d yet.		\$
Sender:	Cabins "Water Lilies	n		•
Recipient:	Name	Salutation	Email	Langua
	Anders, Louise	Dear Ms Anders,		English (
	Anders, Tim	Dear Mr Anders,	tim.ande 🔻	English (
	Anderson, George	Dear Mr Anderson,		English (
	Baker Travels	Dear Ms Baker,	bakertra 🔻	English (
	Bell, Mary	Dear Ms Bell,	bell.ma 🔻	English (
	Brown, Patricia	Dear Ms Brown,		English ( 🔺
	Carter Steven	Dear Mr Carter	steven c 📼	Epolich /
Subject:	Spring Special			
Text:	Helvetica Winter is finally over and book a stay of at least 3 get one night for free.	ve are celebrating with o nights with us in the month	B /	I U III
Save PDF Emai	1	Preview	Print	Cancel

4. Add a subject line and the content. You can edit your content with the **formatting options**. When you're done, you can print the letter(s), send it via email, save it as a PDF file on your computer or just save it in Lodgit Desk for later use.

SEND EMAILS UP EDIT A GUEST'S PROFILE

# Edit guest profile

- 1. Open the **guest profile** of the guest you want to edit in the **Guest Management**.
- 2. Edit the data

Profile	
Salutation:	Mr
First Name:	George Last Name: Anderson
Company:	
Department:	Position:
Individual form of address:	
Street:	634 Garbler Road
Street 2:	
Zip Code / City:	76308  Vichita Falls
Country:	United States of America
State:	Texas
Birthday:	■ 1/ 1/2010 ■▼ First Contact: 11/17/2010 ■▼
Discount:	0 % No. of Bookings: 1
Default Language:	English (Lodgit Desk) 🔹
Communication	
+ - Work	Phone
+ - Work	Email
+ - Work	▼ Username AIM ▼
+ - Website	URL / Website
More Information	
+ - Nationality	•

3. All changes will be saved automatically.

#### Important:

If this contact is a **company**, make sure to check the box that says so.

### Individual form of address

Here, you can add a text that will be used as a salutation for all correspondence with

the guest - offers, confirmations, invoices, letters. If you leave this field empty, the default salutation "Dear Mr ..." and "Dear Ms ..." will be used.

### Individual address format

If you click on the button next to the street field, a new window will open that will let you define an individual address format. This will overwrite the preferences for country address formats.

Define individual address format	
Use individual address format In order to define an individual address format for letters to the gu	est, simply copy the
Address Format:	Placeholder:
[COMPANY][LF2] [SALUTATION] [TITLE] [FIRSTNAME] [LASTNAME][LF2] [STREET][LF2] [STREET2][LF2] [CITY], [STATEISO] [ZIPCODE][LF2] USA	[STATEISO] [COUNTRY] [COUNTRYISO] [DEPARTMENT] [POSITION] +
Preview: Mr Adam Edwards 3987 W Ridge Ave Tellico Plains, TN 37385 USA	
	Close

#### Example:

In this example, the placeholder [COUNTRY] was removed and instead "USA" was put in.

### No. of bookings

This field shows how many bookings the guest has already been attached to as a guest or main contact. Whenever the guest **checks out** this number will **increase automatically**.

#### Important:

If this field was edited manually by you (e.g. if you want to make a guest a regular from the beginning) it will still increase automatically with each booking starting with the number you have entered.

WRITE (BULK) LETTERS AND EMAILS UP DEFINE GUEST DISCOUNT

# Define guest discount

You can add a personal **guest discount** to a guest that will then be given for every booking of the guest.

- 1. Open the Guest Management.
- 2. Select the guest that you want to add a discount to in the guest list and then go to **Profile**.
- 3. Enter the percentage in the field "Discount".

	State: Birthday: Discount: Language:	Washing	ton				-
				3	First Contact:	02.11.2010	
	Discount:	0	%		No. of Bookings:	0	ſ
Default	Language:	English	(Lodgit D	esk)			

Edit a guest's profile Up Add and edit communicative and other data

# Add and edit communicative and other data

You can add different ways to communicate for every guest in the Guest Management.

- 1. Open the Guest Management.
- 2. Select the guest you want to add information to from the guest list and then go to **Profile**.
- 3. Go to the are **Communication** and add the data.

Communication		
+ - Home -	(425) 387 2265	1
+ - Work -	Email	
+ - Work -	Username	•
+ - Website -	URL / Website	

 If you add more than one phone number or email address, you can define one of them to be the **default** phone number or email address by checking the box next to it.

#### Note:

The default email address will be used automatically for bulk emails.

### Add more data

You can also add more information for guests in the Guest Management.

- 1. Open the Guest Management.
- 2. Select the guest that you want to add data to in the guest list and then go to **Profile**.
- 3. Go to the area **More Information** and add the data.

M	orel	Information		
	-	Nationality	:	
	-	Place of Birth	1	Devils Lake
+	-	Home Country	:	

4. If the default labels are not sufficient for you, you can add your own labels by selecting the item "Custom" from the drop down menu:



Ex.: Select "Custom" to create a new label.

**Note:** The labels created by Lodgit Desk can only be used once per every guest whereas your own labels can be used multiple times!

### Permission to send data to review portals

Tick the checkbox if the guest has given his permission to send his data to a review manager. Then the contact will be added to the automatic group "Permission Review Portals".

Discount:	0 %	Bookings:	0
Default Language:	Deutsch (Default)		<b>\$</b>
Permission:	Permission to send	l data to review portals giv	/en.
	Permission grante	d for advertising mailings.	
Communication			
+ - Home	0521-230	3745	
+ - Work	Email		
+ - Work	🗘 Username		AIM ᅌ 🗌

### Permission for advertising mailings

If your guests have given you their permission to receive advertising mailings, tick the checkbox. These guests will be listed in the automatic group "Permission Advertising Mailings".

Define guest discount UP Add and edit notes to a guest

# Add and edit notes to a guest

You can add new notes to every guest about their preferences, concerns etc. You can also edit existing notes.

- 1. Open the Guest Management.
- 2. Select the guest whose notes you want to edit.
- 3. In the right area, go to **Notes** and add or edit notes.

0 0		Guest Management
	0 9	Profile Notes History
Groups	27 addresses	
🛋 All	Anders, Louise	General Notes
Birthday Reminder	Anders, Tim	
E Blocked	Anderson, George	
Companies	Baker Travels	
Companions	Bell, Mary	
🗈 Email	Brown, Patricia	
Main Contacts	Carter, Steven	
D Private	Edwards, Adam	
Regulars	Edwards, Emily	
ſ	Edwards, Matthew	
	Evans, Aaron	
	Foster, Fred	
	Garcia, Anna	Cleaning Notes
	Henderson, Dorothy	
	Irdima	
	Kelly, Ernest	
	Kennedy, Florence	
	Kennedy, Shane	
	Long, Juliet	JI
• -	+ -	<b>*</b> -

#### Note:

Whenever a note is added to a guest, the  $\bigcirc$  will appear next to their name in the booking window entry Guests. If you hover your cursor over the symbol, the note will be shown in a QuickInfo.

Add and edit communicative and other data UP Guest history

# Guest history

To manage the history of a guest, go to **Administration > Guests** or click on the **Guests** button above the reservation schedule.

This will open the window **Guest Management**.

Now go to **History**.

Guest Management	0.0	Profile Note	History				- 0 🗾
Groups	27 addresses	Show:	Confirmations		• • •		
Birthday Reminder	Anders, Louise	Timeframe:	March	• 2011	▼ Status:	Al	•
Blocked	Anderson, George	Number	Date	Recipient	Amount	Statue	Type
Companies	Baker Travels	000002	3/24/2011	George Anderson	388.00 \$	Valid	E
Companions	Bell, Mary	•		con ger choose con			
🗈 Email	Brown, Patricia						
Main Contacts	Carter, Steven						
Private	Edwards, Adam						
Regulars	Edwards, Emily						
	Edwards, Matthew						
	Evans, Aaron						
	Foster, Fred						
	Garcia, Anna						
	Henderson, Dorothy						
	Irdima						
	Kelly, Ernest						
	Kennedy Florence						

The history area in the Guest Management allows you to do the following:

- Manage offers
- Manage confirmations
- Manage invoices
- Manage correspondences
- View cash receipts
- View companions
- View all bookings of this guest

Add and edit notes to a guest UP View/print offers for a guest

# View/print offers for a guest

In the **History** under **Show > Offers** you can view all the offers that have ever been created for this guest using Lodgit Desk.

- 1. Open the Guest Management.
- 2. Select the guest in the guest list.
- 3. Go to **History** and then select **Offers** in the "Show" drop down menu.

chter	ΩQ	Stammdate	n Notize	n Historie					
ß Alle	Richter, Doreen	Anzeigen:	Angehot	2			-		
🖞 Firma	Richter, Martin		Angeoon	-					
Gesperrt		Zeitraum:	Septemb	er	-	2010	<ul> <li>Status:</li> </ul>	Alle	•
Hauptkontakt		Nummer	(	Datum	gi	iltig bis	Betrag	Status	Art
] Privat		000001	L 2	24.09.2010	01	1.10.2010	571,43€	Bestätigt	
Stammgast		(2) 000002	2 2	24.09.2010	01	1.10.2010	742,86 €	Hinfälig	
Zugehörig		000003	3 2	24.09.2010	01	1.10.2010	742,86 €	Offen	
Gelöscht	11								

These offers can have the following status:

#### Symbol Status Description

- Whenever a booking receives the status Confirmed or Booked, the confirmed offer will be set to confirmed.
- open
   As long as a booking with an offer does not have the status Confir the status of the offer is open.
- After deleting a booking with an offer, the status of the offer is aut invalid. This also happens when the booking time frame is change

You can filter the search by selecting a **time frame** for which the offers will be listed.

You can also filter the search by only showing offers with a certain **status**. Simply select the status you want to be shown in the drop down menu on the right.

#### Note:

You can sort the list of the guest history by its columns by clicking on the column header. Clicking once will sort the list by this column in descending order, clicking again will sort it in ascending order. You can use the context menu of a list item (right-click), double-click on it or use the Actions menu to quickly open the booking corresponding to the offer. You can also print the offer again.

GUEST HISTORY UP VIEW/PRINT CONFIRMATIONS FOR A GUEST

# View/print confirmations for a guest

- 1. Open the Guest Management.
- 2. Select the guest in the guest list.
- 3. Go to **History** and then select **Confirmations** in the drop down menu "Show".

Guest Management							•
	© <b>Q</b>	Profile Notes	; History				
Groups	27 addresses	Chause	Carling				
🕵 Al	Anders, Louise 🔺	Show:	Contrimations				
🗈 Birthday Reminder	Anders, Tim	Timeframe:	March	▼ 2011	<ul> <li>Status:</li> </ul>	Al	-
Blocked	Anderson, George	Number	Date	Recipient	Amount	Status	Type
Companies	Baker Travels	000002	3/24/2011	George Anderson	388.00 \$	Valid	
Companions	Bell, Mary						
🗈 Email	Brown, Patricia						
Main Contacts	Carter, Steven						
Private	Edwards, Adam						
Regulars	Edwards, Emily	1					
	Edwards, Matthew						
	Evans, Aaron						
	Foster, Fred						
	Garcia, Anna						
	Henderson, Dorothy						
	Irdima						
	Kelly, Ernest						
	Kennedy Florence						

Here you will find all **confirmations** that have ever been printed for this guest using Lodgit Desk. You can filter the search by selecting a **time frame** for which the confirmations will be listed.

You can also filter the search by only showing confirmations with a certain **status**. Simply select the status you want to be shown in the drop down menu on the right.

#### Note:

You can sort the list of the guest history by its columns by clicking on the column header. Clicking once will sort the list by this column in descending order, clicking again will sort it in ascending order.

You can use the context menu of a list item (right-click), double-click on it or use the Actions menu to quickly open the booking corresponding to the confirmation. You can also print the confirmation again.

# View/print invoices for a guest

- 1. Open the Guest Management.
- 2. Select the guest in the guest list.
- 3. Go to **History** and then select **Invoices** in the "Show" drop down menu.

😌 Guest Management							- • •
	© <b>Q</b>	Profile Note:	; History				
Groups	27 addresses	Show:	Invoices				
tal a≣	Anders, Louise 🔺		arronces				
Birthday Reminder	Anders, Tim	Timeframe:	March	- 20	11 🔻 S	tatus: All	-
E Blocked	Anderson, George	Number	Date	Amount	Term of Pay	Payment Method	Status
Companies	Baker Travels	000001	3/24/2011	388.00 \$	3/24/2011	Cash	Paid
Companions	Bell, Mary						
🛅 Email	Brown, Patricia						
Main Contacts	Carter, Steven						
Private	Edwards, Adam						
C Regulars	Edwards, Emily	1					
	Edwards, Matthew						
	Evans, Aaron						
	Foster, Fred						
	Garcia, Anna						
	Henderson, Dorothy						
	Irdima						
	Kelly, Ernest						
	Kennedy Florence						
• -	+ -	<b>\$</b> -					

Here you will find all **invoices** that have ever been created for this guest using Lodgit Desk.

#### Symbol Status Description

- paid Whenever an invoice is paid you can change its status to paid using the context menu.
- open All invoices that have not been paid have the status **open**.
- cancelled You can also **cancel** an invoice using the context menu.

Using the context menu you can print out the invoice again.

Number	Date	Recipient	Due Date	Payment Method	Amount
11-0028	21.0 Ope	n Booking		Cash	870,00€
	Can Can	cel Invoice and cel Invoice	Send Letter		
	Prin	t invoice t invoice with p	review		

You can filter the search by selecting a **time frame** for which the invoices will be listed.

You can also filter the search by only showing invoices with a certain **status**. Simply select the status you want to be shown in the drop down menu on the right.

#### Note:

You can sort the list of the guest history by its columns by clicking on the column header. Clicking once will sort the list by this column in descending order, clicking again will sort it in ascending order.

View/print confirmations for a guest  $$\mathsf{U}_{\mathsf{P}}$$  View corrective invoices for a guest

# View/print corrective invoices for a guest

- 1. Open the Guest Management.
- 2. Select the guest in the guest list.
- 3. Go to **History** and then select **Corrective Invoices** in the drop down menu "Show".

• •	Gu	est Managemer	nt				
doris 🕲 🍳			Profile	Notes	iston		
Groups 1 address			rione	inotes and			
🔹 All Hofer, Doris	Show:	Corrective Invoid	ce		◙ ◀►		
Birthday Reminder	Time Frame:	All	0	All	Status:	All	0
Blocked	Number	Cancelled In	v. Date	An	nount P	avment Method	Status
Companies	3 ST000024	2017-00003	32 06/01	1/2017 -4	36,00 € 0	ancelled: invoi	Unpaid
Companions	ST000025	2017-00003	3 06/01	1/2017 -3	27,00 € 0	ash	Paid
E Email							
Main Contacts							
Private							
Regulars							
	Σ			-76	53,00		_
• • • •	<b>ö</b> -						

Here you will find all corrective invoices that have been created for the guest. You can see when the corrective invoice was created, how much and whether the money was refunded.

Symbol	Status	Description
© ©	paid open	The corrective invoice has been paid. The corrective invoice has not been paid, yet.
0	unpaid invoice	The invoice for this cancellation credit had the status "open", thus no money has to be refunded.

You can change the status of paid and unpaid corrective invoices with the right-clickmenu. You can filter the search by selecting a **time frame** for which the invoices will be listed. You can also filter the search by only showing invoices with a certain **status**. Simply select the status you want to be shown in the drop down menu on the right.

#### Note:

You can sort the list of the guest history by its columns by clicking on the column header. Clicking once will sort the list by this column in descending order, clicking again will sort it in ascending order.

View/print invoices for a guest  $$\mathsf{U}_{\mathsf{P}}$$  View dunning notices for a guest

# View dunning notices for a guest

- 1. Open the Guest Management.
- 2. Select the guest in the guest list.
- 3. Go to **History** tab and then select **Dunning Notices** in the "Show" drop down menu.

	© Q	Profile Notes	History				
Groups	27 addresses	Show:	Dunning Notices		•		
Al 🔒	Baker Travels	·	Counting Houses				
Birthday Reminder	Bell, Mary	Time Frame:	January	-	2012 👻	Status: All	•
Blocked	Brown, Patricia	Invoice Numbe	er Date	Dun Level	Dun Fee	Dun Amount	Status
Companies	Carter, Steven	000001	1/26/2012	1	5.00	1,067.51	Invoice paid/cance
Companions	Edwards, Adam	000001	1/30/2012		5.00		Paid Dunning Fees
🛅 Email	Edwards, Emily	000009	1/31/2012	1	5.00	480.00	Open
Main Contacts	Edwards, Matthew						
Private	Evans, Aaron						
Regulars	Foster, Fred						
	Garcia, Anna						
	Henderson, Dorothy	1					
	Irdima 🗉						
	Kelly, Ernest						
	Kennedy, Florence						
	Kennedy, Shane						
	Long, Juliet						
	Martin, Bridget						
	Philipps, Francis						
	Roberts, Ivy						
	Roberts, John						
	Roberts, Peter						
	Scott Travels						

Here you will find all **dunning notices** that have ever been created for this guest using Lodgit Desk.

You can see which invoices are late in payment, when the notice was issued, the total amount of the invoice as well as dunning fees imposed and whether the invoice has been paid or not send to them.

### Symbol Status Description

- paid/cancelled The corresponding invoice was paid or cancelled.
- open The corresponding invoice has not been paid.
- downgraded The dunning level was downgraded.

Here you can also see whether dunning fees were paid by the guest when paying the invoice or not.

You can filter the search by selecting a **time frame** for which the dunning notices will be listed.

You can also filter the search by only showing notices with a certain **status**. Simply select the status you want to be shown in the drop down menu on the right.

#### Note:

You can sort the list of the guest history by its columns by clicking on the column header. Clicking once will sort the list by this column in descending order, clicking again will sort it in ascending order.

VIEW CORRECTIVE INVOICES FOR A GUEST UP VIEW/EDIT AND ADD CORRESPONDENCE

# View/print correspondence for a guest

- 1. Open the Guest Management.
- 2. Select the guest in the guest list.
- 3. Go to **History** and then select **Letters/Emails** in the drop down menu "Show".

	(	Guest Manaç	jement			
© <b>Q</b>			Profile	Notes	History	
29 addresses	Channe		:!			
Untitled	Show:	Letters/Ema	lis			
Untitled	Time Frame:	All	•	All	0	
Anders, Andrea	Date	Su	bject			Type
Anders, Mario	26.09.18	Bir	thday Special			
Anderson, Georg						
Bergmann, Katja						
Beschorner, Katja						
Beyer Reisen						
Cottin, Steffen						
Edelkern, Adam						
Edelkern, Emilia So						
Edelkern, Matthias						

Here you will find all letters and emails that have ever been sent to the guest using Lodgit Desk.

You can filter the search by selecting a **time frame** for which the correspondence will be listed.

#### Note:

You can sort the list of the guest history by its columns by clicking on the column header. Clicking once will sort the list by this column in descending order, clicking again will sort it in ascending order.

You can use the context menu of a list item (right-click), double-click on it or use the Actions menu to edit the correspondence, print it again or create a new letter.

# View companions of a guest

You can view all **companions** (i.e. guests that have travelled and checked in with the guest) in the guest history.

- 1. Open the Guest Management.
- 2. Select the guest in the guest list.
- 3. Go to **History** and then select **Companions** in the "Show" drop down menu.

The guests that are listed in bookings along with the guest will be listed here automatically whenever they are added to the booking window.

0 0		Guest Man	agement	
	© Q		Profile Notes History	
Groups	27 addresses			
🔹 All	Anders, Louise	Show: Companions		
Birthday Reminder	Anders, Tim	Company / Person	Address	City
Blocked	Anderson, George	Anders, Tim	3876 Main Street	Kirkland
Companies	Baker Travels	Garcia, Anna	3746 Posey Field Street	Princeton
Companions	Bell, Mary	Kelly, Ernest	552 Lafayette Road	Portland
🗈 Email	Brown, Patricia	Kennedy, Florence	548 Walnut Street	Cairo
Main Contacts	Carter, Steven	Kennedy, Shane	1827 Industrial Park Drive	Greenville
Private	Edwards, Adam			
C Regulars	Edwards, Emily			
	Edwards, Matthew			
	Evans, Aaron			
	Foster, Fred			
	Garcia, Anna			
	Henderson, Dorothy			
	Irdima			
	Kelly, Ernest			
	Kennedy, Florence			
-	Kennedy, Shane	r		
	Long, Juliet			
	Martin, Bridget			
	Philipps, Francis			
	Roberts, Ivy			
	Roberts, John			
	Roberts, Peter			
	Scott Travels			
	Smith, Kyle			
	Smith, Ruth			
• -	+ -	<b>\$</b> -		

Double-click on a guest or use the context menu to go to their profile.

Note:

You can sort this list by its columns by clicking on the column header. Clicking once

will sort the list by this column in descending order, clicking again will sort it in ascending order.

View/edit and add correspondence  $$\mathsf{U}_\mathsf{P}$$  See all bookings of a guest

# View all bookings of a guest

- 1. Open the Guest Management.
- 2. Select the guest in the guest list.
- 3. In the guest profile area select **History** and show the **Bookings**.

Here you will find all bookings that the guest has been attached to as either a **Main Contact** or a **Companion**.

😑 Guest Management					
	© <b>Q</b>	Profile Note:	s History		
Groups	27 addresses	Chowa	Realizes		
AI AI	Anders, Louise ^	Shows	poolongs	······································	
Birthday Reminder	Anders, Tim	Timeframe:	March	▼ 2011 ▼	
Blocked	Anderson, George	Unit		Timeframe	As
Companies	Baker Travels	BO DB 01		3/9/2011 to 3/14/2011	Main Contact
Companions	Bell, Mary				
Email Email	Brown, Patricia				
Main Contacts	Carter, Steven				
Private	Edwards, Adam				
Regulars	Edwards, Emily				
	Edwards, Matthew				
	Evans, Aaron				
	Foster, Fred				
	Garcia, Anna				
	Henderson, Dorothy				
	Irdima				
	Kelly, Ernest				
	Kennedy Florence				
+ =	+ -	<b>*</b> -			

You can filter the list by selecting the **timeframe** for which the bookings will be listed.

#### Note:

You can sort the list of the guest history by its columns by clicking on the column header. Clicking once will sort the list by this column in descending order, clicking again will sort it in ascending order.

Using the context menu, which you can call up by right-clicking on a list item, doubleclicking or the Actions menu vou can directly open the booking that corresponds to the list item.

### Import guest data

### Import guest data from CSV file

To import guest data from a CSV file, go to Guest Management and use the Actions menu to select the item **Import > CSV file**. Then, select the file that you want to import and open it (or drag the file directly into your Guest Management.

This will open the window **Import**.

		Impo	ort		
lease review the orrectly.	content you v	want to import and adjus	t the text coding until	all characters are dis	played
ext coding:	UTF-8		~		
eparated by:	;	~	Text Separator:	=	~
A Salutation	B Title	C First Name	D <ul> <li>Last Name</li> </ul>	E Company	F • (^
A Salutation	B ▼ Title Title	C First Name FirstName	D Last Name	E Company Organisation	F • (^
A Salutation Salutation Mrs	B ▼ Title Title	C First Name FirstName Louise	D Last Name LastName Anders	E Company Organisation	F (^ 1 5 F
A Salutation Salutation Mrs Mr	B ▼ Title Title	C First Name FirstName Louise Tim	D Last Name LastName Anders Anders	E Company Organisation	F ▼ ( ^ 1 ] F F
A Salutation Salutation Mrs Mr Mr	B ▼ Title Title	C First Name FirstName Louise Tim George	D Last Name LastName Anders Anders Anderson	E Company Organisation	F ▼ (^ 1 ) F F F ↓
A Salutation Mrs Mr Kr K	B ▼ Title Title	C First Name FirstName Louise Tim George	D Last Name LastName Anders Anders Anderson	E Company Organisation	F ▼ ( ^ 1 ] F F F ×
A Salutation Mrs Mr Kr	B ▼ Title Title	C First Name FirstName Louise Tim George	D Last Name LastName Anders Anders Anderson Cancel	E Company Organisation	F ▼ ( ^ 1 ] F F F ×

Make sure that the data in the CSV file is correctly displayed in the preview area. If not, try selecting a different text encoding, separator or text separator. In the first line, you have to select the attribute for each column. You can only assign attributes to the columns that are already created in Lodgit Desk. If your CSV file has columns whose contents you would like to import, create the corresponding attribute under >Add more data.

#### Important:

The first line of your file, displayed in bold type, will not be imported by default! That's because most often, the first line contains column headings.

When you're done, press **OK**. This will import the guests into your Guest

Management.

### *Note: If Lodgit Desk finds duplicate guest data, this warning will appear:*

	Attention
	Attention
_	You already have a guest Steven Carter with the same data in your files. Do you want to create an additional guest profile?
	Repeat this action the next time this happens
	Cancel Save

If you want to add a second guest file to your database, press **Save**, otherwise press **Cancel**.

If you want to choose this action (creating a new guest file or ignoring the duplicate data) for every duplicate guest, check the box that says "Repeat this action the next time this happens".

### Import guest data from vCard

To import guest data from a **vCard**, open the Guest Management and select the menu item **Import Guests > vCard** from the **Actions** menu. Then you should select the **vCard** file that you want to import from and open it. You can also just drag and drop the file directly into the Guest Management.

A window will open.

Make sure that the data of the vCard is shown correctly. You might have to adjust the text encoding. When you are done, press  $\mathbf{OK}$ .

0 0 0	Import v(	Card	
Please review the content you are displayed correctly.	u want to import and	adjust the text coding until a	ll characters
	Textkodierung:	UTF-8	•
Organisation: Apple Comput AdressWork: 1 Infinite Loop CityWork: Cupertino ZipWork: 95014 CountryWork: United States Homepage: www.apple.com IsACompany: True	ter Inc.		
		Cancel	ОК

This will import the data of the guests into Guest Management.

It's possible to import several vCards from one file.

### vCard:

A vCard (\*.vcf) is an "electronic business card". You can use this to export contact information from e.g. an email program and import them into another program.



# Export guest data

### Export guest data for a bulk letter

- 1. Open the Guest Management and select the data you want to export.
- 2. In the **Actions** menu (or context menu) select **Export Guests > CSV file**.
- 3. In the new window **Save** add a name and select a location for the file.

### CSV file:

A CSV file (\*.csv) is a text file created to save and exchange simply structured data. The values are separated by a semi-colon or a comma.

This will allow you to simply copy your data out of Lodgit Desk and import them into a different program (such as Email or Excel).

Import guest data Up User Management

### User Management

User Management Overview Create Users and Profiles User Roles and Rights Overview of Predefined User Roles

EXPORT GUEST DATA UP USER MANAGEMENT OVERVIEW

### User Management Overview

### First login as Administrator (SysAdmin)

In Lodgit Desk, you have the possibility to create specific user profiles for your employees with the additional module 'User Management'. Particularly in larger accommodation businesses, where several people work with Lodgit Desk, you can control access rights to functions and data sets.

For the use of this module you have the possibility as a system administrator (SysAdmin):

- take over predefined roles for different users (e.g. management, reception) or
- on the basis of these predefined roles, to assign individual access areas to people.

After you have purchased the User Management module in our store, please update your license data first. The login window will appear automatically.

		Login	
lod	qıt		
	1		
	B preserve		
Skipping logi	in means certain fund	ctions of Lodgit Desk will be disa	bled
		Skip login	Login

Enter the following here and then click Login:

- username: admin
- password: admin

You are now logged in as a system administrator and have all rights and unlimited access to Lodgit Desk.

However, the first thing that appears is a security notice with a request to change the admin password. You can do this in the account settings (see below).



### Login und Logout

The program bar shows that you are logged in. The user name of the person logged in (in this case Maria dos Santos) is displayed here. In addition, the yellow Logout icon is displayed.

								-
00		€	•	-	€		F	>
Guests	Correspondence	Financials	Cas	hbook	Prices	Extras	Logo	ut
							APRI	L 2024
FR	SA	SU	MO	TU	WE	TH	FR	SA
12	13	14	15	16	17	18	19	20

If you click Skip login, you will only be able to view the booking plan and the booking list. Editing any data in Lodgit Desk is not possible. The Restricted access message and the Login icon will appear in the program bar.

00		E	€E	€	<b>•</b>	+
Guests	Correspondence	Financials	Cashbook	Prices	Extras	Login

### Change Passwords

Navigate to Settings > Account Settings, enter the default password admin and then a new password of your choice. Repeat the password and confirm the process with Update password.

Here, after creating a role, all users of Lodgit Desk can also change their passwords.

**Note:** Your password must be at least **8 characters long**. It must also have at least 3 of the following characteristics: **Upper case letter**, **lower case letter**, **number**, **special character**.

In the next step, you can now assign different profiles to all your employees. Navigate to *Settings > > Create Users and Profiles* and enter the corresponding data.

USER MANAGEMENT UP CREATE USERS AND PROFILES
## Create Users and Profiles

In the User Management section you can see all employees who already have different roles and access rights for Lodgit Desk. Use the PLUS icon to add new people.

Reservation Schedule	Users	list			
Bookings	ID	Name	Login	Role	Active
Taxes	191	SysAdmin	adiniz	SvsAtimin	
Payment Methods	2	Fiona Stevens	fiona	Manager	~
Currency	3	Maria dos Santos	maria	Front Desk	~
Numbering	4	Felix Bäumler	felix	Front Desk	~
Guest Preferences					
Email					
Print/PDF					
Letter Layout					
Return Address					
Address Formats					
Return Comfirmation Options					
Deposit Options					
Invoice Options					
Account settings					
User Management					
User Roles					
Backup					
Updates					
Proxy					
Accounting Export					
KassenSichV TSE					
Kassa Austria RKSV					
Hotel Locking System					
EPOS Systems					
E-Registration System	(+)	0			

Enter the full name of the person and a login name. Now assign a user role that you want to assign to the person. There are several general options available to you at this point:

- Manager
- Reception & Reception (limited)
- Revenue Manager
- Cleaning Personnel
- Bar and restaurant
- Auditor
- Other

In a further step, you can configure these standard roles for your employees according to your wishes; i.e. you can add or remove access rights individually.

Finally, assign a temporary password and confirm the new profile with Save. The profile now appears at the top of the list.

• •		Prefere	inces		
Reservation Schedule	Users list				
Bookings	10 Name		Lodin	Ritle	Active
Taxes	T SystArimin		actimies	Seatemin	
Payment Methods	2 Fiora Street		tiona	Marganer	
Currency	3 Martine data Sie	intow	maria	Front Oask	
Numbering	A Felix Barenie		Talix	Frank Dask	
Guest Preferences	4. Dani Stanis		12110	There were	
Email					
Print/PDF					
Letter Layout					
Return Address					
Address Formats					
Return Comfirmation Options					
Deposit Options					
Invoice Options					
Account settings					
User Management	4 14				
User Roles					
Backup	Full Name	Irina Kozlows	ski		
Updates	runname				
Proxy	Login Name	irina			
Accounting Export	User role	Revenue			0
KassenSichV TSE	New Password				
Kassa Austria RKSV					
Hotel Locking System	кереат				
EPOS Systems	Active				_
E-Registration System				Cancel	Save

Immediately after creating a profile, please ask your employees to log themselves into Lodgit Desk and enter a new individual password under Account Settings.

You can also edit profiles for people who are already in the user list. To do this, first double-click on the name and enter new data. For example, you could assign a different role or a new password. After editing, click *Save*.

#### Manual of the Lodgit Desk - Hotel Software

		Fleielences		
Reservation Schedule	Users list			
Bookings	ID Name	Login	71010	ALCONG.
Taxes	1 Sysadimin	adron	SasAgreen	
Payment Methods	2 Froma Stevens	nom.	Marazar	
Currency	3 Maria dos Sar	ntos mana	Front Dask	
Numbering	a proix mourner	TOUS	Etant Desk	
Guest Preferences				
Email				
Print/PDF				
Letter Layout				
Return Address				
Address Formats				
Return Comfirmation Options				
Deposit Options				
Invoice Options				
Account settings				
User Management	12 (2)			
User Roles				
Backup	Full Name	Felix Bäumler		
Updates	T un Truing			
Proxy	Login Name	Telix		
Accounting Export	User role	Front Desk		6
KassenSichV TSE	New Password			
Kassa Austria RKSV	Depart			
Hotel Locking System	Repeat	L		
EPOS Systems	Active			_
E-Registration System			Cancel	Save

User Management Overview U

UP USER ROLES AND RIGHTS

## User Roles and Rights

#### **Overview**

Under User Roles, you can customize existing roles for your employees. Three areas are available to you:

- 1. Here you can select an existing user role or create a new one and then customize it.
- For user management, the functionality of Lodgit Desk has been divided into four areas: settings, lists, guest functions and actions.
   For each of these four areas, individual functions can be specifically added or
- For each of these four areas, individual functions can be specifically added or removed here.

• •	1.	Preferences		2.	
Reservation Schedule Bookings	Name Manager	Settings	Lists	Guest functions	Actions
Taxes Payment Methods	Front Desk	Predefined user role		3.	
Currency Numbering Guest Preferences Email	Revenue     Housekeeping     Bar and restaurant     Auditor	Window "Prefer Administration Interfaces	ences"		
Print/PDF	Other				
Letter Layout	۲				
Return Address					
Address Formats					
Return Comfirmation Options					
Deposit Options					
Invoice Options					
Account settings					
User Management					
User Roles					
Backup					
Updates					
Proxy					
Accounting Export					
KassenSichV TSE					
Kassa Austria RKSV					
Hotel Locking System					
EPOS Systems					
E-Registration System					

## **Create A New User Role**

To create a new role, first click on the PLUS icon. Now you can select a predefined role (e.g. Reception), which you can customize right away.

Reservation Schedule	Name		Settings	Lists	Guest functions	Actions
Bookings	A Manager		Sounda	Lists	obest functions	netiona
Taxes	Front Desk		Bradefinad usar role			
Payment Methods	Front Desk (R	estrict	Frederined user role	D		
Currency	A Revenue		Window "Pref	erences"		
Numbering	A Housekeeping	g	Administration	n		
Guest Preferences	Bar and resta	urant	> Interfaces			
Email	Auditor					
Print/PDF	Other					
Letter Layout	۲					
Return Address				liser role		
Address Formats				USET TOTE		
Return Comfirmation Options		Colo	at here are of the eve	defined user rela	a ubasa namiasian sat	lines
Return Comfirmation Options Deposit Options		Sele	oct here one of the pre want to use as a temp	edefined user role plate for your self	es whose permission set -defined user role.	tings
Return Comfirmation Options Deposit Options Invoice Options		Sele you	ict here one of the pre want to use as a temp	edefined user role plate for your self	es whose permission sett -defined user role.	tings
Return Comfirmation Options Deposit Options Invoice Options Account settings		Sele you	ict here one of the pre want to use as a temp	edefined user role blate for your self	es whose permission set -defined user role.	tings
Return Comfirmation Options Deposit Options Invoice Options Account settings User Management		Sele you Use	r role <b>2</b> . F	edefined user role blate for your self ront Desk	es whose permission set -defined user role.	tings
Return Comfirmation Options Deposit Options Invoice Options Account settings User Management User Roles		Sele you Use	r role <b>2.</b> F	edefined user role blate for your self ront Desk	es whose permission set -defined user role.	tings
Return Comfirmation Options Deposit Options Invoice Options Account settings User Management User Roles Backup		Sele you Use	nct here one of the pre want to use as a temp r role <b>2.</b> F	edefined user rolo olate for your self ront Desk	es whose permission sett defined user role.	tings
Return Comfirmation Options Deposit Options Invoice Options Account settings User Management User Roles Backup Updates		Sele you Use	r role 2. F	edefined user role plate for your self ront Desk	es whose permission set defined user role. 3. ancel Selec	tings
Return Comfirmation Options Deposit Options Invoice Options Account settings User Management User Roles Backup Updates Proxy		Sele you Use	nct here one of the pre want to use as a temp r role <b>2.</b> F	edefined user role plate for your self ront Desk	as whose permission set -defined user role. 3. cancel Selec	tings C
Return Comfirmation Options Deposit Options Invoice Options Account settings User Management User Roles Backup Updates Proxy Accounting Export		Sele you Use	not here one of the pre- want to use as a temp r role <b>2.</b> F	edefined user role plate for your self ront Desk	as whose permission set -defined user role. 3. cancel Selec	tings C
Return Comfirmation Options Deposit Options Invoice Options Account settings User Management User Roles Backup Updates Proxy Accounting Export KassenSichV TSE		Sele you Use	nct here one of the pre want to use as a temp r role <b>2.</b> F	edefined user role plate for your self ront Desk	as whose permission set -defined user role. 3. ancel Selec	tings C
Return Comfirmation Options Deposit Options Invoice Options Account settings User Management User Roles Backup Updates Proxy Accounting Export KassenSichV TSE Kassa Austria RKSV		Sele you Use	nct here one of the pre want to use as a temp r role <b>2.</b> F	edefined user rolo plate for your self ront Desk	as whose permission set -defined user role. 3. ancel Selec	tings C
Return Comfirmation Options Deposit Options Invoice Options Account settings User Management User Roles Backup Updates Proxy Accounting Export KassenSichV TSE Kassa Austria RKSV Hotel Locking System		Sele you Use	nct here one of the pre want to use as a temp r role <b>2.</b> F	edefined user rolo plate for your self ront Desk	es whose permission set -defined user role. 3. cancel Selec	tings C
Return Comfirmation Options Deposit Options Invoice Options Account settings User Management User Roles Backup Updates Proxy Accounting Export KassenSichV TSE Kassa Austria RKSV Hotel Locking System EPOS Systems		Sele you Use	r role 2. F	edefined user rold plate for your self ront Desk	as whose permission set -defined user role. 3. cancel Selec	tings C

First, adjust the name of the user role: You can now rename the automatically created "Reception1" to "Reception Maria", for example.

If you now click on one of the four areas (here: guest functions), a box will appear next to each of the individual functions in the gray box.

- A blue check mark indicates that this user role has been given all access rights in this function group (here: bookings, correspondence).A blue minus indicates that only certain functions can be accessed in this
- group (here: guest management).If the box is empty, all access rights for this function group are currently denied (here: interfaces).

••		Preferences			
Reservation Schedule	Nama	Settings	Lists	Guest functions	Actions
Bookings	hlamagar	la sella			
Taxes	A Front Datak	Type: Front Desk	/		
Payment Methods	A. Front Daw (Realing	hu			
Currency	A Revenue	Guest Administratio	m		-
Numbering	A Housekeuring	Bookings			
Guest Preferences	<ul> <li>Bar and restaurant.</li> </ul>	Interfaces			
Email	Auditor	Correspondence			6
Print/PDF	Cothec				
Letter Layout	😔 Front Desk, Maria				
Return Address	۲		1.00		
Address Formats		Explan	nation:		
Return Comfirmation Options		😑 all fund	ctions of this	area are pern	nitted
Deposit Options		🛛 selecte	ed functions	in this area an	e permitted
Invoice Options		no fun	ctions of this	area allowed	
Account settings					
User Management					
User Roles					
Backup					
Updates					
Proxy					
Accounting Export					
KassenSichV TSE					
Kassa Austria RKSV					
Hotel Locking System					
EPOS Systems		-			
E-Registration System		Template		Discard	Save

For your individual settings, first expand the function groups using the arrow next to the designation (here: Guest management). An overview of the individual functions or activities that you can assign to a user role appears. Finally, confirm your changes with *Save*.

••		Preferences			
Reservation Schedule Bookings	Name A Managar	Settings	Lists	Guest functions	Actions
Taxes Payment Methods	Front Dask     Front Dask     Front Dask     Associate	Type: Front Desk			
Currency	A Revenue	Guest Adminis	tration		
Numbering	A Housekeeping	Guest Manag	ement (View)		
Guest Preferences	A hall been beland	Guest Manag	ement (Edit)		<b>X</b>
Email	🛕 audimi	Guest Manag	ement (Import)		10
Print/PDF	Other	Guest Manag	ement (Export)		1
Letter Layout	Θ Front Desk Maria	Install Zip Co	de Database		C
Return Address	۲	- Bookings			
Address Formats		Open booking	g window		
Return Comfirmation Options		Create booki	ngs via the book	ng wizard	1 I I I I I I I I I I I I I I I I I I I
Deposit Options		Edit bookings	s		
nvoice Options		Delete booki	ngs		
Account settings		- Interfaces	-		-
User Management		Create electr	onic registration	form	C I
User Roles		Print electron	nic registration fo	rm	<b>M</b>
Backup		Create simple	e registration for	m	
Updates		Simple regist	ration form - Edi	t Settings	-
Proxy		Locking syste	em - process key	card	
Accounting Export		Corresponden	ce		
KassenSichV TSE					
Kassa Austria RKSV					
Hotel Locking System					
EPOS Systems					
E-Registration System		Template		Discard	Save

CREATE USERS AND PROFILES UP OVE

Overview of Predefined User Roles

## Overview of Predefined User Roles

Below you will find an overview of all user roles that have already been defined. The individual rights are divided into general access as well as read and write access for all workflows and settings.

You can adopt these defaults for your accommodation provider or customize all roles individually. You can find instructions on how to do this in the article User roles and rights.

#### Manager

Has **all** rights as well as **unrestricted** access to Lodgit Desk with the exception of user account management.

### Reception

Has **limited** access to Lodgit Desk. All functions for editing bookings, guests and documents as well as access to booking-related statistics and settings are available. There is read access to the object management, price management, text management and extra item management.

Access to the following actions is available:

- Connect and disconnect from the database server
- Viewing and updating license data
- Settings window: Activate KassenSichV TSE
- Create, modify and delete bookings
- Setting the cleaning status via the occupancy schedule
- Creation and printing of electronic and simple registration forms
- Online modules: Manual synchronization
- Evaluation manager: Manúal sending of data
- Cash register systems: Manual generation of the guest room file and readout of the turnover file
- Locking systems: Writing access media
- Generate offers, confirmations, invoices, receipts and guest letters
- Invoice cancellation
- Reprinting, sending as e-mail and fiscalization (TSE) of generated documents

There is read and write access to the following settings:

- Settings: Account Settings, Occupancy Plan, Bookings, Guest Features, Email Sending, Print/PDF, Letter Layout, Sender Address, Country Address Format, Reconfirmation Options
- Administration: Guest management
- Booking window: Simple registration form

There is read access to the following settings:

- Settings: Taxes, payment types, currency, number ranges, down payment options, invoice options, KassenSichV TSE, Kassa Austria RKSV.
- Managément: object mánagement, price management, extra item and package management, text management, rating manager

There is access to the following lists (including printing)

- Error log of the POS systems, event log of the online systems, TSE information window
- Administration: cash book, deletion log (bookings, correspondence, birthdays, evaluation manager)Lists: List of electronic registration slips, Cleaning list (+ export), Guest list,
- Check-in list, Check-out list, Lodging list, Extra item list, Overnight tax list, Deposit list

## **Reception (Limited)**

Has **limited** access to Lodgit Desk.

There is access to the following actions:

- View and update license data
- Creating bookings with the help of the booking wizard
- Opening and viewing the data of the booking window
- Creation and printing of simple and electronic registration forms
- Online modules: Manual synchronisation
- Cash register systems: Manual generation of the guest room file and readout of the turnover file • Locking systems: Writing access media
- Reprinting, sending as e-mail and fiscalization (TSE) of generated documents

There is read and write access to the following settings:

- Settings: Account settings
- Administration: Guest management

There is read access to the following settings:

 Settings: Occupancy schedule, bookings, guest functions, e-mail dispatch, print/PDF, letter layout.

There is access to the following lists (including printing)

- Error log of the POS systems, event log of the online systems, TSE information window
- Administration: Deletion log (bookings), correspondence, birthdays.
- Lists: list of electronic registration slips, cleaning list (+ export), guest list, check-in list, check-out list, extra item list

#### **Revenue Manager**

Has **limited** access to Lodgit Desk and access to settings and lists.

Has access to the following actions:

- Connect and disconnect from the database server
- View and update license data
- Opening and viewing the data of the booking window
- Settings window: Activate KassenSichV TSE
- Create and print simple registration forms
- Online modules: Manual synchronisation
- Evaluation manager: Manual sending of data
- Cash register systems: Manual generation of the guest room file and readout of the turnover file
- Reprinting, sending as e-mail and fiscalization (TSE, RKSV) of generated

documents

- Performing the dunning run
- Creating a Z receipt and an X receipt in the cash book

There is read and write access to the following settings:

- Settings: Account settings, booking plan, bookings, guest features, taxes, payment types, currency, number ranges, email sending, print/PDF, letter layout, sender address, country address format, reconfirmation options,
- deposit options, invoice options, accounting export.Management: object management, price management, extra items and package management (+ export), text management, agent commission, valuation manager, GoBD journal export, synchronization and online modules
  Booking window: Simple reporting form
- Lists: Country settings of the accommodation statistics

There is read access to the following settings:

- Settings: KassenSichV TSE, Kassa Austria RKSV
- Administration: guest administration (+ export), TSE administration (expert mode)

There is access to the following lists (view, print, export)

- Error log of the POS systems, event log of the online systems, TSE information window
- Administration: cash book, cash statements (+ print archived statements), GoBD journal export, DSFinV-K export, deletion log (postings), correspondence, change log - invoices, financial reports, list of open invoices, birthdays, valuation manager.
- Lists: accommodation statistics, list of electronic registration slips, cleaning list, guest list, check-in list, check-out list, occupancy list, lodging list, extra item list, overnight tax list, down payment list, agent statistics, accounting export

## Housekeeping

Has very **limited** access to Lodgit Desk.

- Setting the cleaning status via the occupancy schedule
- Settings: Account settings
- Lists: Cleaning list (view, print, export)

### **Bar and Restaurant**

Has very **limited** access to Lodgit Desk.

- Opening and viewing the data of the booking window
- Settings: Account settings
- Read access to the extra item and package management
- Lists: Extra item list (view, print)

### Auditor

Has read access to Lodgit Desk.

There is access to the following actions:

Connect and disconnect from the database server

- View license data
- Opening and viewing the data of the booking window
- Viewing and reprinting generated documents
- Printing an X-receipt via the cash book

There is read access to the following settings:

- Settings: Account settings, booking plan, bookings, guest functions, taxes, payment types, currency, number ranges, e-mail dispatch, print/PDF, letter layout, sender address, country address format, reconfirmation options, down payment options, invoice options, backup, update, proxy, accounting export, KassenSichV TSE, Kassa Austria RKSV, locking systems, cash register systems, electronic registration certificate, XML booking interface.
  Administration: Object administration, price administration, extra items and
- package administration (+ export), text administration, agent commission, valuation manager, GoBD journal export, synchronization and online modules, XML booking interface, object IDs, guest administration (+ export), TSE administration (expert mode)Lists: Country settings of the accommodation statistics

There is access to the following lists (view, print, export)

- Error log of the POS systems, event log of the online systems, TSE information window
- Administration: cash book, cash statements (+ print archived statements), GoBD journal export, DSFinV-K export, deletion log (postings), correspondence, change log - invoices, financial reports, list of open invoices. birthdays, valuation manager.
- Lists: Accommodation statistics, list of electronic registration forms, cleaning list, guest list, check-in list, check-out list, occupancy list, lodging list, extra item list, overnight tax list, down payment list, agent statistics, occupancy and key figures, accounting export

The following functions are **disabled** 

- Performing the accounting export: update the export status to "exported".
  Accounting export (Datev): Editing the settings ("Consultant number", "Client number" and "G/L account number length") CSV export: add and manage the templates
- Automatic data synchronization with the rating portals
- Automatic data synchronization with the Lodgit server (synchronization)
- Automatic data synchronization via the XML booking interface
- Creation of tickets via the OTRS ticket system

### Other

Has **very limited** access to Lodgit Desk.

Settings: Account settings

## System Administrator (SysAdmin)

Also, the predefined user "SysAdmin" is always available to you. If you are logged in as a system administrator, you have **all rights** as well as **unrestricted access** to Lodgit Desk. This includes the administration of user accounts. The user "SysAdmin" can neither be deleted nor changed.

The predefined credentials for the "SysAdmin" user are:

username: admin

• password: admin

For security reasons, please change these credentials immediately after logging in for the first time via the settings > account settings.

USER ROLES AND RIGHTS UP MANAGE CORRESPONDENCE

## Correspondence with guests

Below you will find information for creating offers, confirmations and invoices as well as other correspondence with the guest (by letter or e-mail).

Create offers Manage offers Manage offer templates Create confirmations Manage confirmation templates Create invoice Cancel invoice Manage invoices Corrective invoice archives Correspondence Manage correspondence templates

OVERVIEW OF PREDEFINED USER ROLES UP CREATE OFFERS

# Create offer

After a booking has received the status **Tentative** or **Offer**, you can create an offer for it.

## Go to "Create offer" window

There are three different ways to create an offer:

#### ... from booking window

Open the booking window for the booking in question. Press the button **Create offer**.

#### ... from reservation schedule

Select the booking in question in the reservation schedule and call up the context menu (right-click). Select the context menu item **Create Offer**.

#### ... via menu bar

Select the booking in question in the reservation schedule and then go to **Bookings** > **Create Offer**.

### Offer window and settings

	Create offer for	or group n	o. '31'		
	Services T	exts Op	tions		
Booking: No. 31 / S	6H DB 03 / Irdim	a / Group R	leservation	<b>C</b>	
Rentable Units SH DB 03	Print:	🗌 Title	s She	ort description	
SH DB 04 SH SB 01	Accommoda	tion:			
SH SB 02	Time Fr	Price	Price Unit	Descriptions	
	18.05.1	30,00	per night/pers		
	19.05.1	40,00	per night/pers	Street Fair	
	Extras:				
	Title	Qty.	Time Fr Pr	Price Unit	
	to Ac	tion 👻	Preview	Cancel	

In the area **Services** you can review all the information about accommodation and extra items of a booking. In the case of group bookings, you'll also see a list of all bookings belonging to the group.

If you like, you can decide for each unit whether the title and/or short description should be displayed on the offer.

0	Create offer for group no. '31'
	Services Texts Options
Language: Eng	glish (Default) Centre Control
Salutation:	Dear Ms Gray,
Opening paragraph:	We appreciate your interest in our services and offer you as follows:
Deposit Texts:	
Finishing Paragraph:	We hope you will find our offer appealing and are looking forward to receiving your confirmation soon.
	🗱 Action 🚽 Preview Cancel

In the area **Texts** you can edit the texts of the offer as well as set some print options:

In the drop down menu in the upper left corner you can select a language for this offer and the drop down menu in the upper right corner you can select one of the templates you created earlier.

You can also edit all texts individually for this offer in the text fields.

0	Create offer for group no. '31'
	Services Texts Options
Valid until:	19.05.15 Open-ended
Return confirmation:	Print return confirmation
Send back until:	19.05.15
Sort by:	Sort: Name of Rentable Unit > Booking Date
Print options:	Select 👻
Letter Layout:	SunnyHills
Design:	Default
Lock:	Lock booking after creating the offering

In the area **Options** you can set a validity date for the offer. And you have the option to print out a **return confirmation** right away (that's a form that your guest can fill out, sign and send back to confirm the booking).

The menu **Sort by** lets you decide how to sort multiple units of a group booking on the offer.

The menu **Print options** allows for some options regarding what and how items will be printed. Here you can for example choose if identical accommodation items such as two double rooms should be bundled to a single item on the invoice as shown in the example below:

	Greate offer for	booking no. 50
	Services Te	options
Valid until:	09.03.2023 🗘 Ope	n-ended
Return confirmation:	Print return confirmation	1
Send back until:	09.03.2023 🗘	
Lock:	Lock booking after creat	ting the offering
Additional currency:	No additional currency	
Sort by:	Sort: Name of Rentable Un	it > Booking Date
Print options:	Select	✓ Bundle identical accommodations (including inclusive items and city t
Letter Layout:	Relax	Shortened display of accommodation costs
Design:	Default	Bundle identical extra items (not "surcharge", not contained in packag
		Surcharged extra-items
		✓ Extras in flat fee packages

And you can select the **letter layout** as well as one of the **designs**.

If you like, you can make sure that the booking is **locked** after the offer is created.

#### Print, save and send offers

You can check everything using the **Preview**. By pressing the button **Print**, the created offer (with or without return confirmation) will be printed. The booking status is automatically set to **Offer**.

Within the menu in the lower left area you can also **Save** the offer without printing it, save it as a **PDF** file on your computer, send the offer as an **Email** or send it as an **Email with PDF** attachment.

#### **Important:**

If you want to send offers **via email** (either directly or as a PDF-attachment), you must **first enter an email address** in the guest's contact information in the Guest Management.

The final offer won't be created in the system until you've printed, saved or emailed it. If you would rather not create the offer, simply close the offer window.

## Send offer via email

You can send the offer via email by pressing the button **Email**. A preview window will open that allows you to alter the recipient's email address and/or add more recipients (CC).

000	Preview email
Recipient	d.henderson@mail.com - Office
СС	
Subject	Offer from Cabins "Water Lilies"
Preview	
Dear Ms Henderson	,
We appreciate your	interest in our services and offer you as follows:
Holiday Home for 3 people 8/19/11 - 8/24/11 Price: 800.00 USD p Sub-Total: 571.43 U	jer week JSD
Wellness Special	
Massage 1 x 50.00 USD Sub-Total: 50.00 US	5D
Mud Bath 1 x 50.00 USD Sub-Total: 50.00 US	5D
Total: 671.43 USD	
Please let us know b then, we will reserve	by 8/19/11, whether you want to confirm a booking in these units. Until e the booking for you.
We hope you will fin confirmation soon.	nd our offer appealing and are looking forward to receiving your
	Cancel Send to email program

Once you're finished press the button "Send to email program" or "Send email".

## Send offer as email with a PDF attachment

If you want to send the offer as an **Email with PDF attachment**, the following window will open:

#### Manual of the Lodgit Desk - Hotel Software

$\bigcirc \bigcirc \bigcirc \bigcirc$	Preview email	
Recipient CC Subject	tim.anders@msn.com - Home (Default) Offer from Hotel "Sunny Hills"	•
Email Text Dear Mr Anders, Attached you will fi Kind Regards, Hotel "Sunny Hills"	nd an offer for your tay in our establishment.	<image/> <image/> <image/> <image/> <image/> <image/> <text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text>
	Cancel	- Page 1 of 1 + Send to email program

Now you can edit or add recipients, edit the email content and preview the PDF file. Once you're finished, press "Send to email program" or "Send email".

### View (and print/send) offers again

Go to **Administration > Archives > Offers** to view and print all created offers (for more info see Manage Offers) again after you've created them.

Furthermore, you can access the created offer for a booking in its booking window under Correspondence. And finally, another way to access a created offer is to search the history of a guest and view/print all offers sent to them.

MANAGE CORRESPONDENCE UP MANAGE OFFERS

# Manage offers

If you want Lodgit Desk to show all created offers so far, go to **Administration > Archives > Offers** or press the button **Archives** in the main window.

This will open the **offer archives** and list all previously printed offers.

	Uners	commations	IIIVOI	ces cancenation	on create correspo	indence	
Time Frame:	April	• 2	2012	主 Statu	s: All	\$	
Relating to:	Date of Offer			Object	t: All Valid Objects		•
Number	Date	Recipient	Type	valid until	Return-Conf. due	Amount	Status
3 000001	4/30/12	Francis Philipps	$\square$	5/4/12		1,028.57 \$	Invalid
000002	4/30/12	Tim Anders	$\square$	5/5/12		388.00 \$	Open
000003	4/30/12	Dorothy Henderson	$\square$	5/7/12	5/7/12	571.43 S	Open
✓ 000004	4/30/12	Francis Philipps		5/5/12	5/5/12	1,028.57 \$	Confirmed
🔅 – 4 offer	(s) found						

#### Symbol Status Note

- Whenever a booking with a saved offer receives the status
   Confirmed, the offer status will also automatically be set to Confirmed.
- Open As long as a booking with a saved offer does not have the status **Confirmed,** the offer status will be **Open**.
- Invalid After a booking with a saved offer is deleted, the offer status will be set automatically to **Invalid**.

You have the option to filter the list, showing only offers of a **certain time frame** (for this you can sort the offers by their date, their validity or the date for their return confirmation) or a **certain property**.

You can also filter the search and only show offers with a certain **status**. Simply select the status you want to see in the pop up menu **Status**.

#### Note:

You can sort the list by clicking on the column headers. Click once on the header to

sort the list by this column descending. Click once more to sort the by this column ascending.

Double-click on an offer to view it again.

Use the Actions menu to switch to the booking window of the booking the offer belongs to. Choose **Open Booking** to switch to the booking window. You can also print the offer again.

You can also **print the entire list** by pressing the "Print" button. A print preview can be created by pressing the "Preview" button. You can also **export the list as CSV or Excel files** by pressing the "Export" button.

### Print / save offers again

Right-click on an offer in the archive to print it, save it as a PDF or send it as an email with a PDF attachment. You can select a different letter layout than the one you used originally and you can define whether to print a return confirmation (or print JUST the return confirmation).

CREATE OFFERS UP MANAGE OFFER TEMPLATES

## Offer Templates

You can write texts for offer templates that you can then use to promote specials, arrangements or packages. You'll save opening and finishing paragraphs for offer texts in a certain template so you can use it again at a later time, without having to write the texts again. Once a template is created, you'll be able to select it from the drop down menu at the top right corner of the offer window.

You can create and manage your offer templates in the **offer window**:

Create offer for booking no. '7'				
Language English (	Lodgit Desk) Template: No templates created yet.	\$		
Bookin	g: No. 7 / WB FH 02 / Hofer, Doris	8		
Salutatio	n: Dear Ms Hofer,			
Opening paragrap	h: We appreciate your interest in our services and offer you as follows:			
Rentable Unit	s: 🔁 WB FH 02			

### **Create offer templates**

When creating an offer for a booking in the **offer window**, you have the option to save that offer as a template. Simply select **Save this offer as a template...** from the drop down menu in the upper right corner.

Once selected, you'll be asked to pick a name for your template. This name can be put on the offer when it's printed out. Once the template saved, it will appear in the list under **Template**.

#### Select an offer template

While creating an offer for a booking in the **offer window**, you can select a template you want to use for this offer. Simply select a template from the drop down menu **Template** in the upper right corner. This will load the content of the template into your current offer window.

#### Manage offer templates

You can rename or delete the templates as well. Simply select **Manage templates...** from the drop down menu in the upper right corner. This will open the **Manage Templates** window:

litle	Language		Print name
Regular Customer	English (Default)	۳	
Spring Special	English (Default)	▼	
Wedding Special	English (Default)	•	<ul><li>✓</li></ul>
		_	
9 -			

To rename a template double-click on its name, or select it and press the "Edit" button.

To delete a template, select it and press the "Delete" button.

Note:

If you want the name of the template to be printed on the offer, check the box that says "Print Name".

MANAGE OFFERS UP CREATE CONFIRMATIONS

# Create confirmations

After a booking has received the status **Offer**, **Confirmed** or **Online Booking**, you can create a confirmation for it.

## Go to "Create confirmation" window

There are three ways to create a confirmation:

#### ... from the booking window

Open the booking window of the booking that you want to create a confirmation for. Within the booking window, press the button **Create Confirmation**.

#### ... from the reservation schedule

Select the booking that you want to create a confirmation for in the reservation schedule and call up the context menu (right-click). Within the context menu, select the option **Create Confirmation**.

#### ... via the menu bar

Select the booking that you want to create a confirmation for in the reservation schedule and then go to **Bookings > Create Confirmation**.

### **Confirmation window and settings**

	Booki	ng confirmat	ion for gro	oup no. '31'		
	_	Services T	exts Op	otions		
Booking:	No. 31 / SH	DB 03 / Irdim	a / Group F	leservation	G	39
Rentable Units		Print:	Title	s Sh	ort description	
SH DB 03					-	
SH DB 04		Accommodo	tion			
SH SB 01		Accommoda	Duise	Daine Linit	Descriptions	
311 38 02		18.05 1	30.00	per night/pers	Descriptions	
		19.05.1	40.00	per night/pers	Street Fair	
		15.05.1	40,00	per ingite/persili	Street run	
		Extras:				
		Title	Qty.	Time Fr Pr	Prce Unit	
			_			
		34 Az	tion -	Preview	Cancel	1
		AF -10				

In the area **Services** you can review all the information about accommodation and extra items of a booking. In the case of group bookings, you'll also see a list of all bookings belonging to the group.

You can decide if you want to show each unit's title and/or short description on the confirmation.

0	Booking confirmation for group no. '31'
	Services Texts Options
Language: Eng	lish (Default) 🗘 Template: No templates created yet. 🗘
Salutation:	Dear Ms Gray,
Opening paragraph:	We hereby confirm the following booking:
Deposit Texts:	
Finishing paragraph:	We thank you for your booking and are looking forward to your stay with us.

In the area **Texts** you can edit the texts of the offer as well as set some print options:

In the drop down menu in the upper left corner you can select a language for this confirmation and the drop down menu in the upper right corner you can select one of the templates you created earlier.

You can also edit all texts individually for this confirmation in the text fields.

0 0	Booking confirmation for group no. '31'
	Services Texts Options
Return confirmation:	Print return confirmation
Send back until:	19.05.15
Sort by:	Sort: Name of Rentable Unit > Booking Date
Print options:	Select 👻
Letter Layout:	SunnyHills
Design:	Default
Lock:	Lock booking after creating the confirmation
	Action - Preview Cancel

In the **Options** you have the option to print out a **return confirmation** right away (that's a form that your guest can fill out, sign and send back to confirm the booking).

The menu **Sort by** lets you decide how to sort multiple units of a group booking on the confirmation.

The menu **Print options** also allows for some options regarding what is printed and how.

Here you can for example choose if identical accommodation items such as two double rooms should be bundled to a single item on the invoice as shown in the example below:

•••	)	Create offer for boo	iking no. '36'
		Services Texts	Options
Vali	id until:	09.03.2023 🔹 Open-er	nded
Ret	urn confirmation:	Print return confirmation	
Sen	d back until:	09.03.2023	
Loc	k:	Lock booking after creating t	the offering
Add	litional currency:	No additional currency	<b>O</b>
Sor	t by:	Sort: Name of Rentable Unit > I	Booking Date
Prin	nt options:	Select	✓ Bundle identical accommodations (including inclusive items and city ta
Lett	ter Layout:	Relax	Shortened display of accommodation costs
Des	iign:	Default	Bundle identical extra items (not "surcharge", not contained in package Period of extra items Surcharged extra-items ✓ Extras in flat fee packages ✓ Print package name in bold
		ŝ	Action   Preview Cancel

And you can select the **letter layout** as well as one of the **design**s.

If you want to make sure the booking can't be moved, you can have it **locked** after the confirmation was created.

#### Print, save and send confirmations

By pressing the button **Preview** you can preview and check your confirmation before you print it. You can print the confirmation by pressing the button **Print**.

Within the menu in the lower left area you can also **Save** the confirmation without printing it, save it as a **PDF** file on your computer, send the confirmation as an **Email** or send it as an **Email with PDF** attachment.

#### Important:

If you want to send confirmations via email (either directly or as a PDFattachment), you must **first enter an email address** in the guest's contact information in the Guest Management.

The final confirmation won't be created in the system until you've printed, saved or emailed it. If you would rather not create the confirmation, simply close the confirmation window.

## Send confirmation as an email

If you want to send the confirmation via email, you can press the **Email** button. This will open a preview window that allows you to check and alter the email and its recipient. You can also add more recipients in the field that says CC.

000	Preview email
Recipient	d.henderson@mail.com - Office
сс	
Subject	Cabins "Water Lilies" confirms your booking
Preview	
Dear Ms Henderson	h,
We hereby confirm	the following booking:
Holiday Home for 3 people 8/18/11 - 8/23/11 Price: 800.00 USD p Sub-Total: 571.43  Wellness Special	l per week USD
Massage 1 x 50.00 USD Sub-Total: 50.00 U	SD
 Mud Bath 1 x 50.00 USD Sub-Total: 50.00 U	SD
Total: 671.43 USD	
Please confirm the	booking by replying to this email until 8/18/11.
We thank you for yo	our booking and are looking forward to your stay with us.
	Cancel Send to email program

When you're done, press "Send to email program" or "Send email".

### Send confirmation as an email with PDF attachment

If you want to send the confirmation as an **Email with PDF attachment**, the following window will open:

$\bigcirc \bigcirc \bigcirc$	Preview email	
Recipient CC Subject	tim.anders@msn.com - Home (Default)	•
Email Text Dear Mr Anders, Attached to this em our establishment. Kind Regards, Hotel "Sunny Hills"	ail you will find the confirmation for your stay at	<image/> <image/> <image/> <image/> <text><text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text></text>
	Cancel	Page 1 of 1 + Send to email program

Now you can edit or add recipients, edit the email content and preview the PDF file. Once you're finished, press "Send to email program" or "Send email.

## View (and print/send) confirmations again

You can also view and print any confirmation you have previously saved by going to **Administration > Archives > Confirmations**. More information on that can be found under Managing confirmations.

You can also find all confirmations linked to a booking in its booking window under Correspondence.

Furthermore, you can find/view/print all confirmations linked to a guest in the history of the guest under Guest Management.

MANAGE OFFER TEMPLATES UP MANAGE CONFIRMATIONS

# Manage confirmations

To view all confirmations you have created, simply go to **Administration > Archives** > **Confirmations**. You can also press the button **Archives** in the main window.

**Confirmations** will show you all printed/sent confirmations. You can filter the list by **a time frame** (for this you can sort the confirmations by their date, their validity or the date for their return confirmation), by **certain objects** or by **selected status**.

Time Frame:	April	\$ 2012 \$	Status:	All	•	
Relating to:	Date of Confirmatio	on 🗘	Object:	All Valid Objects		
Number	Date	Recipient	Type	Return-Conf. due	Amount	Status
000001	4/30/12	Francis Philipps	$\square$		1,028.57 \$	Valio
3 000002	4/30/12	Steven Carter	$\square$		180.00 \$	Invalid
000003	4/30/12	Steven Carter			180.00 \$	Valio
000004	4/30/12	George Anderson			388.00 \$	Valid
000005	4/30/12	ivy Roberts			576.00 \$	Valio
🗄 🗸 5 confi	rmation(s) found					

#### Symbol Status Bemerkung

- Valid Whenever a confirmation is created, it automatically receives the status **Valid**.
- Invalid Confirmations that have expired or become void receive the status **Invalid**.

#### Note:

You can sort the list by its columns by clicking on the column header. Click once and the entries of the list will be sorted descending. Click again and the list will be sorted ascending.

Double-click on the confirmation to view it again.

Using the Actions menu 🐲 of the list, you can switch to the booking window of the

booking linked to that confirmation. You can also print the confirmation again.

You can also **print the entire list**, by pressing the button "Print". A print preview can be done by pressing on the button "Preview". You can also **export the list as CSV or Excel files** by pressing the "Export" button.

## Print / save confirmations again

Right-click on a confirmation in the archive to print it, save it as a PDF or send it as an email with a PDF attachment. You can select a different letter layout than the one you used originally and you can define whether to print a return confirmation (or print JUST the return confirmation).

CREATE CONFIRMATIONS UP MANAGE CONFIRMATION TEMPLATES

## Confirmation templates

You can write texts for confirmation templates that you can then use for specials, arrangements or packages. You'll save opening and finishing paragraphs for confirmation texts in a certain template so you can use it again at a later time, without having to write the texts again. Once a template is created, you'll be able to select it from the drop down menu at the top right corner of the confirmation window.

You can create and manage your confirmation templates in the **confirmation window**:

00	Booking confirmation for booking no. '77'
Language: English (	Default) Template: No templates created yet.
Booking:	No. 77 / WL HH 05 / Kelly, Ernest
Salutation	Dear Mr Kelly,
Opening paragraph:	We hereby confirm the following booking:
Rentable Units:	WL HH 05

## **Create confirmation templates**

When creating a confirmation for a booking in the **confirmation window**, you have the option to save that confirmation as a template. Simply select **Save this confirmation as a template...** from the drop down menu in the upper right corner.

Once selected, you'll be asked to pick a name for your template. This name can be put on the confirmation when it's printed out. Once the template saved, it will appear in the list under **Template**.

### Select a confirmation template

While creating a confirmation for a booking in the **confirmation window**, you can select a template you want to use for this confirmation. Simply select a template from the drop down menu **Template** in the upper right corner. This will load the content of the template into your current confirmation window.

### Manage confirmation templates

You can rename or delete the templates as well. Simply select **Manage templates...** from the drop down menu in the upper right corner. This will open the **Manage Templates** window:

Title	Language		Print name
Regular Customer	English (Default)	▼	
Spring Special	English (Default)	$\mathbf{v}$	$\checkmark$
Wedding Special	English (Default)	•	$\checkmark$
/ -			

To rename a template, double-click on its name or select it and press the "Edit" button.

To delete a template, select it and press the "Delete" button.

Note:

If you want the name of the template to be printed on the confirmation, check the box that says "Print Name".

MANAGE CONFIRMATIONS UP CREATE INVOICE

## Create invoice

After the status of a booking has been changed to **Booked, Checked In** or **Checked Out**, you can create an invoice for it.

### Go to "Create invoice" window

There are three different ways to create an invoice:

#### ... from booking window

Open the booking window for the booking in question. Press the button **Create invoice**.

#### ... from reservation schedule

Select the booking in question in the reservation schedule and call up the context menu (right-click). Select the context menu item **Create invoice**.

#### ... via menu bar

Select the booking in question in the reservation schedule and then go to **Bookings** > **Create invoice**.

### Invoice window and settings

This will open the invoice window, which lets you create invoices for outstanding invoice items. This invoice can then be printed.
			Create invo	ice for b	ooking 25		
rvices Texts	Options						
Recipient:		Smith, Kyle		~	D		
Outstanding ite	ms				Items to be invoi	ced	
Select all ite	ems es:				Select all item	15 ::	
Rentable Uni	t Servi	ce	Recipient		Rentable Unit	Service	Recipient
SH DB 01	Rent	from 8/31/2015 to	Smith, Kyle				
		2		>>			
				8			
				<<			
Deposits:					Deposits:		
Rentable Uni	t Se	ervice			Rentable Unit	Service	
Total:			£300.00		Total:		£0.00
Payment meth	od:	Wire Transfer		• (	Invoice	e date: 9/ 4/2	015 🔲 🔻
Time for paym	ent	● 15 v days	O 9/ 4/2015		Paid on	<b>• 6</b> 9/	4/2015
					Action	Pre	view Cancel
					3 <sup>16</sup> . WC00U	- FIE	cancer

- 1. Select the invoice recipient. You can select one out of all the guests that have been added to the booking (that are listed under Guests / Registration Form). If need be, you can add more guests.
- 2. To bill outstanding items, select them in the left list. You can select one or more items at the same time.
- 3. The items will be moved from the left list to the right list (the items to be billed in this invoice), by pressing the arrow to the right button. If there are any deposits listed in this booking, it has to be listed in the final invoice. To delete items from the right list (e.g. because you want to bill them in a different invoice), select them in the right list and then press the arrow to the left button. This will move the items back into the left list.

**Important:** If a split invoice for a deposit has not been created yet it cannot be put onto the final invoice.

- 4. Select the **payment method**. The **term of payment**, that you have defined for the payment method in the Preferences, will be suggested automatically. You can edit the term of payment. If you do, it only applies to this invoice. The term of payment you have defined in the **Preferences** will not be affected.
- 5. You can also **set the invoice to paid** immediately. If you have a payment method with the payment term "0", the invoice will be set to paid on its own. You can change the paid on date freely for every payment method except for cash.

In the tab **Texts** you can find all texts for this invoice.

Here you can change the correspondence language or the texts individually.

Tip:

You can generally change the texts under Administration > Texts to suit your needs.

In the tab **Options** you can find some more settings for the display of the invoice:

Services       Texts       Options         Print options:       Select	-
<ul> <li>Print options: Select</li> <li>Letter Layout: SunnyHills</li> <li>Design: Show tax column in services overview</li> <li>Show gross total in tax overview</li> <li>Show gross total in tax overview</li> <li>Default A1-01 </li> </ul>	-
Letter Layout: SunnyHills      Design: Show tax column in services overview     Show gross total in tax overview     Show gross total in tax overview     Default A1-01	-
Design:       Image: Show tax column in services overview         Image: Show gross total in tax overview       Image: Show tax overview for deposits/accommodation tax         Default A1-01       Image: Show tax overview for deposits/accommodation tax	
Show gross total in tax overview     Show tax overview for deposits/accommodation tax      Default A1-01	
Default A1-01 🗸	
Number:   Use numbering  Numbering for Object	
Use number of cancelled invoice No invoice number selected	
S Additional currency Swedish Krona, kr (SEK)	
Action - Preview Cancel	

1. Using the Print options dropdown menu, you can make changes to which information is to be printed on the invoice and how items should be grouped together if possible.

Select All
Shortened display of accommodation costs
Names of the rentable units
Types of the rentable units
Bundle identical extra items (not "inclusive", not contained in packages)
Names of rentable units behind extra items (group bookings only)
Inclusive extras
Extras in flat fee packages
Print package name in bold
General salutation (company)
No contact person (company)
Names of the guests

**Bundle identical accommodations** and **bundle identical extra items** are options very helpful when generating an invoice for a group booking. Instead of displaying every booked room separately and listing the extra items which have been added to the respective booking separately underneath each room, this options can combine identical rooms to a single invoice item and show the number of booked rooms in the quantity column.

This can shorten invoices for group bookings significantly.

You can furthermore show or hide certain items on the invoice, depending on what you need. For company contacts with a contact person listed, you can also decide, if you want to use the general salutation instead of a personal one and if you want to print out the contact person's name in the address field.

- 2. Select a **letter layout** that you've previously designed in the **Preferences**. By default, Lodgit Desk will select the one you've added to this object's preferences.
- 3. Lodgit Desk also offers several **design** options that you can choose from. First, select the filter options you need, then you can select one from the list. Use the Preview window to check the design you want to choose.

Please make sure that all necessary information for your business (especially tax information) is still displayed on the invoice. When in doubt, please contact your tax advisor.

- 4. You'll also find an option to select a different **numbering set** (e.g. because you have different sets for private and business guests). You can also select a number of a previously cancelled invoice; this way you can quickly reissue a cancelled invoice.
- 5. Should you have set up alternative currencies in the Preferences, you can select one here. This will display the end total of the invoice in that alternative currency as well, in a sentence underneath the invoice:

	Curat	Overtite	n n n H n n	TAV	Line Tete
iue	S	Quantity	pernem	IAA	Line iota
H DB 01					
/31/2015 - 9/1/2015					
rice: 30.00 £ per night/person	2	1	£30.00	7.0%	£60.0
/1/2015 - 9/4/2015					
Price: 40.00 £ per night/person	2	3	£40.00	7.0%	£240.0
otal (incl. TAX):					£300.0
he total amount is calculated from:					
.0% TAX £19.63 Total (excl.	TAX) £280.37				

## Print, send or save invoices

You can preview your invoice by pressing the button **Preview**. There, you can also **print a draft** that won't be saved. In the Actions menu, you can select if you want to **Print** the invoice, **Create a PDF** from the invoice or send the invoice as an **Email with PDF** attachment. If you want to cancel the entire process, press **Cancel**.

**Important:** If you want to send invoices **as PDF attachments via email**, you must **first enter an email address** in the guest's contact information in the Guest Management.

When you print the invoice, the invoice data will be saved. If you don't want to save the invoice, close the window or cancel the print process.

## Send invoice as an email with PDF attachment

If you want to send the invoice as an email attachment, the following window will open:

#### Manual of the Lodgit Desk - Hotel Software

$\bigcirc \bigcirc \bigcirc$	Preview email	
Recipient CC Subject	kyle.m.smith@mainwebb.com - Work	•
Email Text Dear Mr Smith, Attached you will fir Kind Regards, Hotel "Sunny Hills"	nd the invoice for your stay with us.	<image/> <image/> <image/> <image/> <image/> <image/> <image/> <text><text><text><text><text><text><text><text><text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text></text></text></text></text></text></text></text></text>
	Cancel	- Page 1 of 1 + Send to email program

Here you can add more recipients, edit the email text and preview the invoice PDF. Once you're finished, press the button "Send to email program".

#### Note:

If there aren't any outstanding items in a booking, the **"Create Invoice"** process will be cancelled and the following message will pop up:



### View invoices and print them once more

There are three ways to view existing invoices and print them once more:

- 1. Go to **Administration > Archives > Invoices** to view all invoices that you have previously created with Lodgit Desk. Here, you can print them again (more information: Manage invoices).
- 2. You can also view the invoice(s) for a particular booking by opening its booking window and going to the Correspondence list item. You can also print the invoice(s) again from here.

3. You can also view all invoices created for a guest by going to their guest history (in the Guest Management). More information on that can be found here.

MANAGE CONFIRMATION TEMPLATES UP CANCEL INVOICE

# Cancel invoices

If you want to cancel an invoice you can do so by going to the Archives > Invoices, or in the booking window under Correspondence > Invoices.

### Note:

Open cash invoices cannot be cancelled because this would result in problems with the cashbook. To cancel such an invoice, either set the status to "paid" or change the payment method.

- 1. Select the invoice that you want to cancel in the list and go to the **Actions menu** (or the context menu) to select the item "Cancel Invoice" or "Cancel Invoice and Send Letter".
- 2. If you select "Cancel Invoice" the invoice will be canceled and the revenue listed for it will be balanced by an offset.

Alternative: Cancel Invoice and Send Letter

	Credit Note
Language:	English (Default)
Cancellation date:	2/ 1/2012 (*) 1:18:56 (*) o'clock
Opening paragrapł	Dear Mr Scott,
	Due to a cancellation you will receive a refund for the following items:
Credit via:	Credit Card
Credit Note:	The amount has been refunded to your credit card account.
Finishing Paragrap	We thank you for choosing our establishment and are looking forward to your next stay with us.
Save PDF Email with	PDF eview Print Cancel

3. If you have selected "Cancel Invoice and Send Letter", the window "Credit Note"

will open which allows you to create a corrective invoice. You can edit the texts that are to be printed on the credit if necessary. The original text templates can be edited under **Administration > Texts**.

### 4. Select a payment method for the corrective invoice:



The credit text will change depending on the payment method you select. If the guest has not yet paid the invoice, you can select "Cancelled: invoice unpaid"!

If you select the option **Email with PDF**, the following window will open:

Preview email	
Recipient       bakertravels@gmail.com - Work (Default)         CC	▼
Email Text Dear Ms Baker, Attached you will find the cancellation credit for invoice no. 000007. Kind Regards, Cabins Water Lilies	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><text><text><text><text><text><text></text></text></text></text></text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
	Page 1 of 1     + Cancel Send

Here you can add recipients to the email, edit the email text and preview the PDF file. Once you're finished press "Send to email program" or "Send". If you want to cancel the process, press **Cancel**. CREATE INVOICE UP MANAGE INVOICES

# Manage invoices

To view all invoices you have created with Lodgit Desk, go to Administration > Archives > Invoices, or press the Archives button in the main window above the reservation schedule and then go to the **Invoices** area.

In the **Invoices** area you'll find all the invoices you have ever saved and/or printed.

#### Symbol Status Note

- Whenever an invoice has been paid, you can change its status to  $\odot$ Paid **Paid** using the context menu.
- As long as an invoice isn't paid, it has the status **Open**. Open
- Cancelled **Open invoices** can be **cancelled** using the context menu. Θ

	Offers/Con	firmations/Inv	voices		
	Offers Confirmations	Invoices	Correspondence		
Мау	2011	Status: All	Cbj	jekt: All Ob	jects 🗧
Date	Recipient	Due Date	Payment Method	Amount	Statu
05.05.11	Aaron Evans	05.05.11	Cash	255,00 \$	Pai
05.05.11	Tim Anders	05.05.11	Cash	388,00 \$	Cancelle
05.05.11	Tim Anders	05.05.11	Cash	-388,00 \$	Cancellation Credi
05.05.11	Scott Travels	05.05.11	Cash	447,00 S	Pai
05.05.11	Baker Travels	05.05.11	Cash	607,14 S	Pai
05.05.11	Fred Foster	05.05.11	Cash	1.142,86 \$	Pai
05.05.11	Emily Edwards	05.05.11	Cash	470,00 \$	Pai
16.05.11	Ernest Kelly	16.05.11	Cash	938,71 \$	Pai
voice(s) found.			1		
			P	review	Print
	May Date 05.05.11 05.05.11 05.05.11 05.05.11 05.05.11 16.05.11 16.05.11 05.05	Offers /Con Offers Confirmations May 2011 2 Date Recipient 05.05.11 Aaron Evans 05.05.11 Tim Anders 05.05.11 Tim Anders 05.05.11 Scott Travels 05.05.11 Fred Foster 05.05.11 Fred Foster 05.05.11 Emily Edwards 16.05.11 Ernest Kelly	Offers / Confirmations / Invoices Offers Confirmations Invoices May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers Confirmations Invoices  May  Confers  Confirmations Invoices  May  Confers  Confirmations Invoices  May  Confers  Confirmations Invoices  May  Confers  Confirmations Invoices  May  Confers  Confirmations Invoices  May  Confers  Confirmations  Invoices  Confirmations  Invoices  Confirmations  Confirmations  Invoices  Invoices  Confirmations  Invoices  Invoices  Invoices  Confirmations  Invoices  Invoices  Confirmations  Invoices  Invoices Invoices  Invoices  Invoices  Invoices Invoice	Offers /Confirmations/Invoices Offers Confirmations Invoices Correspondence May 2011 Status: All Ob Date Recipient Due Date Payment Method 05.05.11 Aaron Evans 05.05.11 Cash 05.05.11 Tim Anders 05.05.11 Cash 05.05.11 Tim Anders 05.05.11 Cash 05.05.11 Baker Travels 05.05.11 Cash 05.05.11 Fred Foster 05.05.11 Cash 05.05.11 Emily Edwards 05.05.11 Cash 16.05.11 Ernest Kelly 16.05.11 Cash voice(s) found.	Offers / Confirmations Invoices Offers Confirmations Invoices Correspondence May   Coll  Date Cecipient Due Date Payment Method Amount O5.05.11 Aaron Evans O5.05.11 Cash 255,00 \$ 05.05.11 Tim Anders O5.05.11 Cash 388,00 \$ 05.05.11 Tim Anders O5.05.11 Cash 447,00 \$ 05.05.11 Emily Edwards O5.05.11 Cash 447,00 \$ 16.05.11 Ernest Kelly 16.05.11 Cash 938,71 \$ voice(s) found.

You can use the **Actions** menu **\*** or the context menu (right-click) to do the following:

- Open the booking window of the invoice's booking
  Change status to "paid" or "open"
- Change the payment method
- Cancel an involce
- **Print the invoice** (optionally with preview and/or different design)

You can preview the invoice by double-clicking on its entry in the list.

### Tip:

If the new invoice is supposed to have the same number as the cancelled invoice, you can change the count under **Preferences > Numbering**.

You can filter the list and only show entries during **a selected time frame** or only entries for **a selected object**, by using the drop down menus above the list.

You can also filter the list and only show invoices of a certain status. Simply select the status you want to show in the drop down menu above the list.

You can also **print the entire list** by pressing the "Print" button. You can preview the list by pressing the "Preview" button. You can also **export the list as CSV or Excel files** by pressing the "Export" button.

#### Note:

You can sort the list **by its columns**. Press the column header once to sort the list by that column in descending order. Press the column header again to sort the list by that column in ascending order.

## Change invoice status to "paid"

If an unpaid invoice was paid and you'd like to record that in Lodgit Desk, you can do so by going to the archives.

Select the invoice that you want to set to "paid" in the list and go to the Actions menu (or the context menu) to select the item Change status to "paid".

Payment	received for Invoice No. FV/1200001
Paid on	1/ 4/2012 + 4:36:12 + o'clock
Dunning Fee	
Invoice No.	FV/1200001
Invoice Date	1/4/12 3:33:15 PM
Invoice Recipient	Claire Townsend
Time for payment	1/19/12
Payment Method	Wire Transfer
Amount	1,017.14
Dunning Level	0
	Save Cancel

2. A pop up window will appear so you can make sure you have the right invoice. You can also edit the date the payment was actually made.

### 3. Then press **Save**.

### Note:

Invoices with a payment method that has a due date of 0 days will automatically be set to the status "paid".

## Change invoice status to "open"

You can change the status of an invoice back to "unpaid". Simply select it in the list and select the item **Change status to "open"** via the context or Actions menu.

You can only change invoices back to "open" until they are either cancelled or their data is exported in the Accounting Export. If you want to change an exported invoice's status back to "open", please reset its export status in the Accounting Export.

### Change payment method of an invoice

You can change the payment method of an invoice after saving/printing it if said invoice is still "open".

- 1. Select the invoice that in the list and go to the **Actions menu** (or the context menu) to select the item "Edit payment method".
- 2. In the window that opens, select the new payment method and edit the texts for the changed invoice to your liking.

Payme	nt method for Invoice No. 000001
New payment method	No change
Payment Information:	We will charge your credit card with the total amount within the next few days.
Invoice No.	000001
Invoice Date	6/13/12 3:28:01 PM
Invoice Recipient	Ms Emily Edwards
irrent payment method	Credit Card
Time for payment	6/13/12
Amount	470.00 \$
	Save Cancel

3. Now click "Save". The invoice has now been edited and can be printed out to reflect the new payment method using the context menu.

## Change invoice recipient

The recipient of an invoice can be changed as well as long as the invoice is still "open".

Please note the following: By using individual customer accounts, it is no longer possible to change the invoice recipient of an invoice once created.

- 1. Select the invoice from the list and go to the actions menu (or context menu) to select the item "Change invoice recipient"
- In the window that opens, click "Select", choose a guest from the guest management window (or alter the current guest) and click "transfer to invoice xxx" and confirm the changes by clicking "Save".

voice no.		Invoice Date	Amount
016-000005		05/08/2016	\$248,00
Previous invoice recip	lient	New invoice recip	ient
Address Field			Select
984 Brewer Way 80303 Boulder			
United States of Ai	ipient		
Data of the invoice rec Company Address	ipient No		
Data of the invoice rec Company Address Salutation	ipient No Mr		
Data of the invoice rec Company Address Salutation Title	ipient No Mr		
United States of Ai Data of the invoice red Company Address Salutation Title First Name	ipient No Mr Kyle		
United States of Ai Data of the invoice rec Company Address Salutation Title First Name Last Name	ipient No Mr Kyle Smith		
United States of Ai Data of the invoice rec Company Address Salutation Title First Name Last Name Company	ipient No Mr Kyle Smith		

CANCEL INVOICE UP CORRECTIVE INVOICE ARCHIVES

# Manage corrective invoices

Go to **Administration > Archives > Corrective Invoices** or press the symbol Archives and select the tab Corrective Invoice. Here you will find a list with all corrective invoices.

(	Offers	Confirm	ations In	voices 0	orrective Inv	oice	Receipts	Correspon	dence		
Time Frame:	January		0	2017	St St	atus:	All		0		
Relating to:	Date of corrective invoice				Cł Oł	Object:		All Valid Objects			
Number	Cance	lled Inv.	Date	Recipient	Paid On	Paym	ent Method	Amount	Status	RKSV ex	
ST000022	2017-	000028	06/01/	Igepa G	. 06/01/	Cash		-1 464,00 €	Paid		
ST000023	2017-	000029	06/01/	Igepa G	. 06/01/	Cash		-284,00 €	Paid		
ST000024	2017-	000032	06/01/	Doris H		Cance	elled: invoi	-436,00 €	Unpaid In		
ST000025	2017-	000033	06/01/	Doris H	. 06/01/	Cash		-327,00 €	Paid		
ate .											
4 corre	ctive invoi	ce(s) found	J.								
									_		
					1	Export	and the second second	Preview		Print	

The different status of the corrective invoices are shown with symbols.

#### Symbol Status Note

- 0 The corrective invoice was **Paid**. Paid
- The corrective invoice is **Open**. The invoice was cancelled but the Open money has not been refunded yet.
- The corrective invoice belongs to an **Unpaid Invoice**. No money Unpaid Θ Invoice will be refunded.

You can use the **Actions** menu 🗱 or the context menu (right-click) to do the following:

- Open the booking window of the credit's booking
  Change status to "paid" or reset it to "open"
- Edit the corrective invoice
- Print the corrective invoice (optionally with preview) or save it as PDF

You can preview the corrective invoice by double-clicking on its entry in the list.

You can filter the list and only show entries during a selected time frame or only entries for **a selected object**, by using the drop down menus above the list.

You can also filter the list and only show invoices of a certain status. Simply select the status you want to show in the drop down menu above the list.

You can also **print the entire list** by pressing the "Print" button. You can preview the list by pressing the "Preview" button. You can also **export the list as CSV or Excel files** by pressing the "Export" button.

#### Note:

You can sort the list **by its columns**. Press the column header once to sort the list by that column in descending order. Press the column header again to sort the list by that column in ascending order.

MANAGE INVOICES UP CORRESPONDENCE

# Correspondence

To view all correspondence - emails and letters - press the **Archives** button in the main window above the reservation schedule.

Under **Correspondence** you will find all letters and emails created with Lodgit Desk.

You can filter the list of the correspondence by defining a **time frame**.

#### Note:

You can sort the list by its columns by clicking on the column headers. Clicking once will sort the list by this column in descending order. Clicking again will sort it in ascending order.

You can view and print the letter again by double-clicking on it.

You can also print the letters or send the emails again right away by using the context menu.

You can also **print the entire list** by pressing the "Print" button. You can preview the list by pressing the "Preview" button. You can also **export the list as CSV or Excel files** by pressing the "Export" button.

Corrective invoice archives UP Manage correspondence templates

## Letter Templates

You can write texts for letter templates that you can then use again at a later time. Once a template is created, you'll be able to select it from the drop down menu at the top right corner of the letter window.

You can create and manage your letter templates in the **letter window**:

00		Create letter	
Template:	No template assig	ned	
Sender:	Cabins "Water Lilie	25"	•
Recipient:	Name	Salutation	Email
	Edwards, Adam	Dear Mr Edwards,	

## **Create letter templates**

When creating a letter in the **letter window**, you have the option to save that letter as a template. Simply select **Save this letter as a template...** from the drop down menu in the upper right corner.

Once selected, you'll be asked to pick a name for your template. Once the template saved, it will appear in the list under **Template**.

### Select a letter template

While creating a letter in the **letter window**, you can select a template you want to use. Simply select a template from the drop down menu **Template** in the upper right corner. This will load the content of the template into your current letter window.

### Manage letter templates

You can rename or delete the templates as well. Simply select **Manage templates...** from the drop down menu in the upper right corner. This will open the **Manage Templates** window:

Vorlagen v	rewalten	
Bezeichnung		
Geburtstagswünsche		
6		
		ОК

To rename a template, double-click on its name or select it and press the "Edit" button.

To delete a template, select it and press the "Delete" button.



# Dunning Run

With Lodgit Desk, you can easily create dunning notices for unpaid invoices. To do that, go to **Administration > Dunning Run**. A new window will open:

<del>©</del>		C	Dunning	g Run			- 🗆 🗙
Object:	All Valid Objects				~	]	0
Open invoices on Dun invoices larger	than	9/ 1/2015	.00	(key date) GBP	2	in	Pound Sterling (GBP) V
		Days		Dunning Fee			
Level 1		5			2.00	GE	BP
Level 2		10			4.00	GE	BP
Level 3		10			6.00	GE	BP
Level 4 (collection)		10					
Collective remin	downgraded payr	nent reminders pen invoices of	a custom	er)		8	
Sender:	No address				~	] (	
Letter Layout:	Sender Layout				¥	]	9
							Continue

1. First you'll select the object, for which you want to do a dunning run.

### Hint:

If you manage **several objects** you can do a dunning run in two ways: Either you can do a general dunning run with a general sender's address (set up in the *Preferences*) or do an individual dunning run for each object with the corresponding sender's address.

2. Next, select the key date for the dunning run. This is the date up to which all open invoices will be selected. The date can lie in the future and will then be listed on the dunning notices.

If you don't want to send out reminders for smaller invoice amounts (e.g. anything below EUR 20), you can set this as a threshold.

Should you have changed default currencies during your use of Lodgit Desk, you can also select the currency you want to send out reminders for. It's not possible to do a dunning run of different currencies at the same time.

3. Select the days for the dunning levels and the corresponding dunning fees. Lodgit Desk will remember these settings for next time.

You have the options to include fees for dunning notices that were reset as well as create collective dunning notices for a client. Do so by checking the corresponding boxes.

It's not possible to create a collective dunning note for guests that have been deleted from your files. In those cases, you must create a reminder for each open invoice.

4. Finally, you can decide which letter layout you want to use. If you want to do the dunning run for multiple objects, the system will automatically suggest using the general return address and the general letter layout. You can change these through the drop down menus.

### Note:

The texts for the notices can be adjusted in the Text Management.

After you press the button **Continue**, the invoices that need to be dunned will be displayed:

0	0	0				Dunnir	ng Run				
1		DL	Date	Due	Dunned	Invoice Recipient	Salutation	InvNo	Open	Fees	Total
	₫	1	6/13/12	6/13/12		Emily Edwards	Dear Ms Ed	000001	470.00	0.00	470.00
										_	_
					_						
	\$	•	Create Pl Email wit	DF h PDF			Back	$\supset \subset$	Preview	$\supset \subset$	Print

If you have **hidden invoices in the list of open invoices,** they will not be included in the dunning run. You can unhide them in the list of open invoices to include them again.

Press the button **Preview** to take a look at the notices, press the button **Print** to print them. Here, you can also create **PDF** files from selected dunning notices or send them as an **email with PDF** attachment.

By pressing the button **Back**, you can go back to the settings as described above.

After you have printed the dunning notices, the following window will appear:



If you want the invoices to receive a higher dunning level, press the button **Update**, otherwise press the button **No change**. You can also downgrade the dunning level later on in the list of unpaid invoices.

MANAGE CORRESPONDENCE TEMPLATES UP LIST OF UNPAID INVOICES

# List of unpaid invoices

With Lodgit Desk, you can quickly take a look at all unpaid invoices. To do that, go to **Administration > List of unpaid invoices**. This will open a new window:

0	00		List of (	Open Invoices			
	Date	Invoice Number	Invoice Recipient	Method	Due (davs)	Due Date	Davs since
	09/05/2014	2014-0155	Mary Bell	EC Cash	6	15/05/2014	
	09/05/2014	2014-0156	Baker Travels	Debit	1	10/05/2014	
	10/05/2014	2014-0157	George Anderson	Wire Transfer	15	25/05/2014	
	11/05/2014	14.00060	Scott Travels	Wire Transfer	15	26/05/2014	
	14/05/2014	0040/WL	Scott Travels	Credit Card	1	15/05/2014	
							-
	att - Tot	al Leve	al level 1	Level 2	Level 3	Level 4	
	346.0	2 200 71	2 200 71				0.00
		5,290.71	5,290.71	0.00	0.00	0.00	0.00

This lists all invoices that have the status "unpaid" in the system. You'll find information about invoice date, invoice recipient, payment method, amount, time for payment as well as if and how long the time for payment was exceeded. You can also see if there was already a dunning notice created for the invoice and what the dunning level for this invoice is.

Underneath the list you can find a summary of the outstanding amounts: the total amount as well as the amounts listed by their dunning level.

With the context menu (right-click) you can:

- open the corresponding invoice

- set the invoice status to "paid"
  print the invoice (with or without preview as well as PDF files)
- downgrade the dunning level

You can also use this context menu to:

hide and unhide an invoice

show all hidden invoices

Hidden invoices will be ignored during a dunning run. You can use this feature for invoices that you know are 'lost' and cannot be retrieved any longer.

DUNNING RUN UP TEXT MANAGEMENT

## Text Management

In *Administration* > *Texts* you can adjust all printable texts to your needs and create new language sets for your international clients.

Lodgit Desk allows for two methods on how to do that:

- 1. You can edit the text elements **within Lodgit Desk**.
- 2. You can export the text elements and then edit them with the free **tool Lodgit Desk Lingua**.
- ... in Lodgit Desk

Within the Text Management (*Administration* > *Texts*) you can find all the text elements that will be printed out in a table:

			Texts	
		Lan	uage: English (Default)	0
	General	Corresponde	ce Deposit Services City Tax	
Show: Offer				(?)
The following placeholders check-in time of the main b	can be used booking, "[DB	(without quota PARTURE]" for	ion marks): "[NUMBER]" for offering number, "[ARRIVAL] check-out time of the main booking	" for
Opening paragraph	st in our son	ices and	We appreciate your interact in our services and offer you	
offer you as follows:	st in our serv	ices and	follows:	1 45
Finishing paragraph				
We hope you will find our are looking forward to rec confirmation soon.	offer appeali eiving your	ng and	We hope you will find our offer appealing and are looking forward to receiving your confirmation soon.	1
The following placeholders (incl. currency symbol), "[E	can be used XCHANGE]"	(without quota exchange rate	ion marks): "[SECONDARY]" Amount in additional curren	су
Explanatory text for displ	aying the in	voice total in a	additional currency	
The total amount above is	equivalent t	D	The total amount above is equivalent to [SECONDARY].	

You can edit **the texts in the column on the right** as you like. The texts in the left column are there to help you identify where the text element will be shown and what it says.

You can find more information (e.g. how to add a new language set) here.

## ... with the tool Lodgit Desk Lingua

Click the cogwheel symbol in the lower left corner of the Text Management to open the **Actions menu**:



With the action **Export Texts** you can export all text elements into a new file which you can then **edit with the free tool Lodgit Desk Lingua**. This method is best when you want to add a completely new language set (e.g. Spanish) because this allows you to search for certain elements.

	Export te	xts					
Please select the tem	nplate that you want to	use as base for yo	ur translation:				
Tamplata	5 . K L /5 / 10						
Template	English (Default)						

You can find more information (e.g. where you can download the tool) here.

LIST OF UNPAID INVOICES UP EDIT TEXTS IN LODGIT DESK

# Edit texts in Lodgit Desk

In the Text Management in Lodgit Desk (**Administration > Texts**) you can find a table with all printable text elements:

•••				Tex	ts	
			Lan	guage:	English (Default)	0
		General	Corresponde	nce l	Deposit Services City Tax	
Show:	Offer					0
The followin check-in tim	g placeholders he of the main b ragraph	can be used ooking, "[DE	(without quota PARTURE]" for	tion mar check-c	ks): "[NUMBER]" for offering number, "[ARRIVAL]" for ut time of the main booking	0
We apprec	iate vour intere	st in our serv	ices and	We app	reciate your interest in our services and offer you as	
offer you a	s follows:			follows		
Finishing p	aragraph					
We hope yo looking for soon.	ou will find our o ward to receivir	offer appealin ng your confi	ng and are rmation	We hop forward	e you will find our offer appealing and are looking to receiving your confirmation soon.	
The followin	g placeholders	can be used	(without quota	tion mar	ks): "[SECONDARY]" Amount in additional currency (incl.	
*						

The left column lists the text template. They're used for better understanding where the text will appear and what information is given. This text does not change, even if the the right side of the table is edited.

The right column lists the texts that you can edit and adjust to your needs.

### Add a new language set

In the drop down menu **Language** you'll find the option **Add New Language**. This is the option you use to create a new language set to translate:

	Create new language
Template	English (Default)
Name	
Base Language	English 🗘 💿
	Save Cancel

Select the set that you want to use as a template (these texts will appear in the left column). Enter a name for your new language set (e.g. YourCompany1 or Spanish) and select the base language (e.g. English).

After you've clicked "Save" you can edit the texts in the right column to adjust them to your needs. The texts in the left column are a template and can help you understand better where the text will appear on the correspondence.

### Where and what?

In order for you to be able to find a certain text element as fast as possible, we have made a list below. As an alternative, you can also export the texts and then edit them with Lodgit Desk Lingua.

### 1. General

### 1. Payment Methods:

- Names of the payment methods, texts for payment terms on invoices and cancellations
- 2. Price Units: Names of the price units
- 3. Unit Types: Names of the unit types, names of custom unit types
- 4. **Salutation**: Salutations for correspondence
- 5. Details of Accommodations:
- e.g. "for 1 person"

## 2. Correspondence

### 1. Offer:

First and last paragraph, different texts for offers with and without a deadline, different texts for offers with and without a return confirmation, different texts for emails and letters, email subject line, table headers and letter head (offer number and date)

#### 2. Confirmation:

First and last paragraph, different texts for confirmations with and without a return confirmation, different texts for emails and letters, email subject line, table headers and letter head (confirmation number and date)

### 3. Return Confirmation:

Subject line, first and last paragraph, additional paragraphs, signature fields (date, signature)

### 4. Deposit Invoice:

First and last paragraphs, notes for tax details, subject line and body

for sending via email, letter head, table headers 5. **Cancellation of a Deposit Invoice**:

First and last paragraphs, notes for tax details, subject line and body for sending via email, letter head, table headers

- 6. Invoice: First and last paragraphs, notes for tax details, subject line and body for sending via email, letter head, table headers
  7. Cancellation of an Invoice:
- 7. Cancellation of an Invoice: First and last paragraphs, notes for tax details, subject line and body for sending via email, letter head, table headers
- Dunning Notice: Different subject line, first and last paragraph for 4 dunning levels, subject line and body text for sending via email, letter head, table headers
- 9. Letters/Emails: City and date
- 10. **Receipt Sale (with receipt recipient)** First and last paragraph, additional text
- 11. Receipt Sale
- First and last paragraph, additional text 12. **Receipt - Purchase**

Introduction of details in header (Type, Number, Date), table inscriptions for items, amounts description, info for tax purposes 13. **Receipt - Others** 

- Introduction of details in header (Type, Number, Date), table inscriptions for items, amounts description
- 3. Deposit:

Different texts for outstanding and paid deposits in offers and confirmations, texts for the deposit items on deposit and final invoices

- 4. Services
  - 1. Rentable Units:
  - Names and descriptions of rentable units, separated by objects 2. **Extras**:
    - Names and descriptions of extras
  - 3. Packages:
    - Names of packages
- 5. City Tax

Different texts for the declaration of a city/accommodation tax depending on where and how they are shown on the final invoice

Text Management UP Edit texts with the free tool Lodgit Desk Lingua

# Text Management with Lodgit Desk Lingua

The Text Management under **Administration > Texts** lists all text elements that are used in Lodgit Desk. You can export these elements into a file and then translate them either yourself or have them translated by a professional using the free tool Lodgit Desk Lingua.

This is how you can do it:

## 1. Export language file

In Lodgit Desk you have the option to export your language sets to give them to a translator for the creation of a new set, for example.

To do that, use the Actions menu in the Text Management and then select **Export Texts**.

	Export texts
Please select the tem	plate that you want to use as base for your translation:
Template	English (Default)
	Export Cancel

Select the existing language set that you want to use as base for your new one and press **Export**. Save the file on your computer.

## 2. Download Lodgit Desk Lingua

Log in to your account on www.lodgit.com. Go to the area **Download** where you'll find the newest version of Lodgit Desk as well as the tool **Lodgit Desk Lingua**. Download the version that you or your translator need.

## 3. Edit file

Open the .ldlocale file that you have exported with Lodgit Desk Lingua:

#### Manual of the Lodgit Desk - Hotel Software

🕒 Eng	lish (Default).Idlocale		
File I	Edit Help		
Searc	h	כ	Correspondence > Confirmation > With return confirmation (email)
	Keys		Base
	My email address is:	٠	Please confirm the booking by sending us the
	OT		
	Offer Date: [DATE]		enclosed return confirmation until [DATE].
	Offer Number: [NUMBER]		
	Offer from [OBJECTNAME]		
	Other		
	Our records show that payment for the invoice(s) liste		
	Our records show that, despite our last payment remi		
	Outstanding		
	PH		Translation
	PayPal	E	By sending the enclosed return confirmation until
	Payment Past Due		[DATE] you agree to the booked stay as listed
	Penthouse		[DATE] you agree to the booked stay as listed.
	Please confirm our offer by sending us the enclosed re		
	Please confirm the booking by replying to this email u		
1	Please confirm the booking by sending us the enclosed r		
	Please confirm this offer by replying to this email until		
	Please let us know by [DATE], whether you want to co		
	Please let us know soon, whether you want to confirm		
	Please make sure to pay the deposit of [AMOUNT] unt		Comments
	Please make sure to pay the deposit of [AMOUNT] unt		
	Please transfer the invoice amount until [DATE] to the		
	Price: [UNIT_PRICE] [CURRENCY_SIGN] [PRICE_UNIT]	-	
01	of 359 items translated	III	

In the **left list** you'll find all text elements. All **bold** elements have not yet been translated or edited. If you import the file now, those elements will not be changed.

The field **Base** contains the exported text. This field cannot be edited; it is used to better understand the kind of information a text element contains.

You will enter your edited texts into the field **Translation**. If you only want to make minor changes, you can copy and paste the text from the Base field. Please note that the text in Base will be replaced with the text in Translation during the import.

You can enter any comments you may have for other users, e.g. the translator, into the **Comments** field.

At the top right, you'll find the **path** of the text element in the **Text Management**. That way, you'll also be able to find the element in Lodgit Desk and you can make 'just a quick' change.

### Note:

Changes to the file will be saved instantly, you do not need to manually save.

## 4. Import language file

Once you have your translated or edited language file, go to the Text Management and select **Import Texts** from the Actions menu.

Desktop:English (Defau	lt).ldlocale	٩
Oreate new language	2	
Template	English (Default)	\$
Name		
Base Language	English	0
Overwrite existing la	nguage	
Language	[	Å Y

After you have selected the file you want to import you can decide whether you want to add this set as a new language or overwrite an existing set.

If you want to **add a new language** enter the name for it and select a base language. The template you select will appear in the left column.

If you want to **overwrite an existing language** select it from the list.

When you're done, click on **Import** and your set will be imported into your Lodgit Desk.

EDIT TEXTS IN LODGIT DESK UP CREATE RECEIPTS & CASHBOOK

## Create receipts & check cashbook

Lodgit Desk also allows you to manage, document and invoice earnings and spendings that are independent from bookings in your reservation schedule. For example items you sold on site and that have been paid immediately with cash, cheque, credit or debit card.

An overview of all past turnovers not connected to bookings can be found in **Administrations > Correspondence > Receipts.** 

Furthermore all cash turnovers connected and not connected to bookings will be recorded in the Cashbook which will give you an overview over of your cash holdings.

In order to enter new earnings (e.g. sales) or spendings (e.g. purchases) please head to **Administration** > **Create receipt** ...

## Enter sales

You can enter a new sale right on the first page of the cash desk window:

•••	Create Receipt						
Sale (Receipt)	Purchase (Recording) Bar	ik to Cash	Ca	sh to Bank Pr	ivate Deposi	t Priva	te Withdrawal
Date:	● Now ○ 25.10.17 🗘	15:09:40	0	Language:	English (D	efault)	\$
Number:	Receipt Number Range: Standard			Additional currency: No additional curren			¢ 🔷
Rentable Object:	Cabins "Water Lilies"		٥	Design:	Standard		٢
Payment method:	Cash		0				
Recipient:	+ 💿 No recipient selected			Additional info:			
Individu Create line item in Description: Price: Tax: Counter Account:	al Extra Items History Individually wellness area access 24hrs 30,00 € Full VAT (17,5%) 8400	>	Quan 2	Description wellness area acces	Counte 8400	Tax 17,5% 👻	Amount 30,00
		X	Total (Sa	le (Receipt)):			60,00
Cashbook				Action -	Preview	v 🗌	Cancel

First you need to select an item to sell from the list of extra items in the bottom left

corner of the window. Alternatively you can use the **History** button to get a list of recently used items to quickly choose from or use the **Individual** button to freely enter the name and price of an item that has not been set up as an extra item in Lodgit Desk. By clicking the > button you can add it to the current receipt.

Repeat this for every item you want to sell right now.

The  $\mathbf{X}$  button removes a selected item from the receipt again.

Finally you can specify some additional options in the top half of the window:

- The date which is supposed to appear on the receipt and on which you want to have this transaction in your financials
- The **numbering** which should be used for the receipt
  The **object** which this transaction should be attributed to
- The payment method used by your customer

The **cashbook** will only contains transactions with the payment method cash. A list of all past receipts can be found in **Administration** > Correspondence > **Receipts.** 

- optionally: a **recipient** whose name and address you want to have printed on the receipt
- optionally: an **additional currency** in which the total should be displayed in
- the **language** in which you want the receipt to be written in, the **design** of the receipt and the **letter layout** that should be used

We recommend you to **preview** the receipt and - if everything is correct - you can either **print** the receipt, **save it as a PDF** file on your computer or simply **save it in Lodgit Desk** using the cogwheel button at the bottom of the window.

## Enter purchases

Purchases and other expenses can be entered in Lodgit Desk as well. It works similarly to entering sales: In the bottom left corner of the window you can either select one of your last purchases from **History** or use the **Individual** tab to enter a new one. Type a **description**, **price** and select a **tax rate** and **account number** if applicable. Using the > button you can add this item to the current receipt.

•••		Create	e Receipt				
Sale (Receipt)	Purchase (Recording)	Bank to Cash Cash to Bank		Private Deposit Private Withdrawa		te Withdrawal	
Date: Number: Rentable Object:	• Now 25.10.17 Receipt Number Range: Standa Cabins "Water Lilies"	0 15:14:53 rd	0 0 0	Language: riginal document / Reference	English (Default)		
Payment method:	Cash		0				
Create line item in	Individual History	>	Quan D 1 Pl	escription umber Room 182	Counte 4980	Tax 17,5% ▼	Amount 432,80
Description: Price:	Plumber Room 182 432,8 €						_
Tax: Counter Account:	Full VAT (17,5%) 4980	•					
		x	Total (Purch	ase (Recording)):			432,80
Cashbook				🕻 Action 👻	Preview		Cancel

Repeat this for every item you would like to enter. If you need to remove an item from the receipt again you can do so by selecting it and clicking the **X** button.

Now you can modify some other preferences in the upper half of the window (**date**, **numbering**, **payment method**, **object**) and enter information about the **original document** / **reference**.

The cashbook will later on only display those purchases with the payment method cash. All other purchases can be found in Administration > Correspondence > Receipts...

We recommend you to **preview** the receipt and - if everything is correct - you can either **print** the receipt, **save it as a PDF** file on your computer or simply **save it in Lodgit Desk** using the cogwheel button at the bottom of the window.

## Enter funds transfers

If you transfer cash funds from your premises to your bank or vice versa or if you want to make a private withdrawal or deposit, these transactions can be entered into Lodgit Desk as well using the corresponding functions of the cash desk.

Each of those functions work fairly similar. Let's for example transfer 1000€ cash you have to your bank account. To do this select **Cashbook to bank (funds transfer)** in the Cash Desk window. As such a transfer has not been done before please switch from the History tab to **Individual** in the bottom left corner of the window.

## Enter a **price**, a **description** and an **account number** and add this item to the current receipt by clicking the > button.

•••		Create Re	eceipt	
Sale (Receipt)	Purchase (Recording) Bank	to Cash	Cash to Bank	Private Deposit Private Withdrawal
Date:	●Now ○ 25.09.18 🗘 1	6:56:33 🗘	Language:	Deutsch (Default)
Number:	Receipt Number Range: Standard	<b>\$</b>	Additional info:	
Rentable Object:	Pension "Sonnenschein"	\$		
Payment method:	Cash to Bank			
Create line item ir	ndividually		escription	Counte Amount
Description: Price: Counter Account:	Cash to Bank 0,00 € 1200	•		
		X Tot	al (Cash to Bank):	0,00 €
Cashbook			🕸 Action 🕞	Preview Cancel

If you need to delete an item from the receipt again you can select it and click the  ${\bf X}$  button.

We recommend you to **preview** the receipt and - if everything is correct - you can either **print** the receipt, **save it as a PDF** file on your computer or simply **save it in Lodgit Desk** using the cogwheel button at the bottom of the window.

This transaction can now also be found in the **cashbook**. It reduces your balance by 1000€.

## Cashbook

While the cash desk feature of Lodgit Desk allows you to enter transactions not connected to bookings, the cash book will give you an overview of all cash funds you have on your premises.

The cash book contains all transactions that have been made with the payment method cash. This includes invoices of bookings paid cash, cash sales or purchases with simple receipts as well as funds transfers and private withdrawals and deposits for which a receipt has been created.
### Manage receipts

To view all receipt	s you have created	l, go to <b>Administ</b>	ration > Correspon	ndence >
Receipts			-	

	Offers	Confirmations	Invoic	es Correc	ctive Invo	oice	Recei	pts Lette	rs/Emails	
Time Frame:	October		20	17	Tv	pe:	All			
Relating to:	Date	<b>``</b>			Obje	ect:	All Ob	jects		
Туре	Number	Date		Recipient	Pay	Inco	ming	Outgoin	Transfer	RKSV export
> Sale (Receipt	) 000001	25.10.17 15:12	2:45		Cash	60	,00 \$			
Purchase (R	. 000002	25.10.17 15:1	5:40		Cash			432,80 \$		
> Cash to Bank	000003	25.10.17 15:10	5:19		Cash				1.000,00 \$	
di - 3 invoic	e(s) found.									

In the upper area of the window you can specify a **time frame** and which date to relate to in order to filter the search. You can also deliberately search for certain **types** of receipts or display only the receipts for **individual objects**.

Double clicking on an entry in the list opens up the corresponding receipt which can also be printed again.

List items with a yellow icon in the very left column have not been printed yet, items with a green icon have. If you want to print those again, a "duplicate" note will be included in the receipt.

EDIT TEXTS WITH THE FREE TOOL LODGIT DESK LINGUA UP BALANCING THE CASHBOOK

### Balancing the cashbook

Whenever the cashbook is handed over, you should create and save a balance.

#### Important:

Creating a balance is an action that can not be undone!

In order to balance the cashbook, go to **Administration** and then select **Cashbook**. A new window will open where you can find the button **Balance**.

Cashbook (List of Cash Documents)							
This list con	tains all cash	payments.					Carryover: \$0,00
Date	Time	Recipient/Refere	Туре	No.	Incoming	Outgoing	Balance
25.10.17	15:12:45		Sale (Receipt)	000001	\$60,00		\$60,00
25.10.17	15:15:40	Plumber Invoice	Purchase (Record	000002		\$432,80	\$-372,80
25.10.17	15:16:19		Cash to Bank	000003		\$1.000,00	\$-1.372,80
25.10.17	15:19:31	Irdima	Invoice	2017-0001	\$870,00		\$-502,80
25.10.17	16:08:32	Louise Anders	Invoice	2017-0002	\$804,00		\$301,20
25.10.17	16:08:54	Baker Travels	Invoice	2017-0003	\$756,00		\$1.057,20
Total: \$1.057,20							
*	(	Create Receipt	Balanc	e	Close and Op	en Archives	Close

The **cashbook** shows all cash payments, sales, purchases, and other transactions for which a receipt has been created since the last balance.

Please print a list of the current entries before clicking the Balance-button.

When you click on **Balance** without printing the cashbook, you will be asked in a new window, whether you want to print the balance.

Cas	hbook Balance	
Enter the date of the cashbook b	alance.	
16:11:00 C o'clock	Today (25.10.17)	0
Print and Save	Save Now	Cancel

You can choose between the current day, yesterday and the day before yesterday as a date on which you want the balance to happen and specify a time freely.

If you don't need a printout, you can press the **Save Now** button. If you want to stop the process, press **Cancel**.

#### Note:

*Every balance of the cashbook will be saved under Administration > Cashbook archives. The archives allow you to print out older balances as well.* 

CREATE RECEIPTS & CASHBOOK UP CASHBOOK ARCHIVES

## Cashbook archives

If you want to revisit previous cashbook balances, you can go to **Administration > Cashbook Archives...** 

Simply select the balance within the month that you want. By pressing **Preview** you can take another look at the balance and by pressing **Print** you can print it out again.

•	•			Cashboo	k Archives		
	In the list b	elow you will f	ind all sav	ed cash ba	lances. Here, you	can print the	se out again.
	Month	October	0	Year	2017	0	
	From				То	Total	
	25.10.17	15:12:45		25.	10.17 16:30:02	1.057,20	
	<b>*</b> -					Preview	Print

BALANCING THE CASHBOOK UP FINANCIAL REPORTS

### **Financial Reports**

You can get an overview over all created invoices during a certain time frame by using the Financial Reports option in Lodgit Desk. As long as the invoice date lies within the selected time frame, the invoice will be shown.

1. To view a financial report, go to Administration and then Financial Reports. A new window showing the **List** will open.

ing Outgoing
00
71
.00
.00
.00
.00
00
42 1,377.00
Balance: 6,897.4

- 2. You have two options to select the time frame for the financial reports:
  - the free choice using two calendar sheets that allow you to select a date for
  - the starting and a date for the ending point and the selection of a time frame using a drop-down-menu that allows you to easily pick certain **months, quarters, six-month-periods** or **years**.
- 3. On the right side, please select whether you want to analyse invoices and/or cashbook entries. There you can also choose to exclude unpaid invoices from the analysis by selecting the option "ignore unpaid invoices".
- 4. You can also limit the analysis to a certain object or rentable unit of yours by selecting it in the drop-down-menu.

The invoices are labelled with a certain symbol, depending on whether it is a paid  $\heartsuit$ , an unpaid<sup>©</sup> or a cancelled <sup>©</sup> invoice.

Incoming (payments) as well as under Outgoing (payments).

### **Charts for the Financial Reports**

Lodgit Desk can generate charts of your financial reports for you to print out. You can access those by clicking on the **Chart** button.

00	0	Chart	
-		Financial Reports All Objects	8/15/11
	Revenue	e in \$	
	9000		
	8000		Cash Wire Transfer Credit Card
	7000	1,003.71	EC Cash Debit
	6000	(920.00)	
	5000		
	4000	[4:335.09]	
	3000		
	2000		
	1000		
	0	748.00	*
		12	
		8/12/11 - 8/12/11	
_		This analysis includes Invoices (including unpaid invoices) as well as Cashbook items	
_			
General		Graph Size	
Chart		Payment methods separated Width	Reset Print
Colors Text		Bar Chart 🗘 Height 💭	Save

The charts offer several options so that you can customise them:

**General** lets you decide how large your graph is going to be. You can also choose if you want to show payment methods separately and what kind of graph you want to use. For the financial reports, you can choose between a bar and a line graph.

Graph	Size
☑ Payment methods separated	Width
Bar Chart	Height 🔵

**Layout** lets you decide whether you want to see the grid in the graph, whether you will show a key and where you want the key to be.

Grid		Key	Values
Morizontal			🗹 in chart
Scale Density	Vertical	🗹 Show	with table
			📄 in key

Settings concerning the graph itself can be found under **Chart**. For a bar chart, you can decide how wide the bars will be as well as whether you want to add a 3D effect to them. For a line chart, you can decide how thick the lines will be.

Bars	3D
Width	🗹 Activate
Density 🔘	Depth

**Axes** will let you decide, whether you want to show the x- and the y-axe, as well as how dense you want the scaling of the y-axe to be.

X-Axe	Y-Axe
☑ Show x-axe	Show y-axe
	Scale Density

You can define colours for bars and lines under **Colours**.

Cash	Reset
Wire Transfer	
Credit Card	¥.
EC Cash	Y

Under **Text** you can define the font sizes within the chart.

Total size	Chart Title

**Tip:** You can reset all settings back to the standard by pressing the **Reset** button.

### Analysis

Under Analysis you can evaluate all billed items (invoices and/or cashbook entries)

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within a certain time frame. This analysis can be done for "everything", payment methods, tax rates or type of income (lodging, extras, deposits).

Day:	27/03/2014 🗘 to 27/03/2014	Invoices		
• Time Frame	: March ‡ 2014 ‡	Object:	Il Valid Objects	\$
elating to:	Invoice Date +	📃 Ignore op	pen invoices	
Currency:	€ Euro (EUR) ÷	Cashbook ite	ms	
	List An	alysis Extras		
Display:	General General (detailed)	÷		
	by taxes	unt	Net amount	Gross amount
Tax	by tax rate (detailed)			
0.0%	by payment method (detailed, option 1)	.00	37.80	37.80
7.0%	by payment method (detailed, option2)	.27	7,646.87	8,182.14
19.0%	by type of income	.39	454.61	541.00
	by income type (detailed)			
Payment m	by rentable unit (detailed)			
Cash		+	626.16	670.00
Wire Transfe	r	242.67	3,194.47	3,437.14
Credit Card		236.16	2,947.64	3,183.80
EC Cash		98.99	1,371.01	1,470.00
Types of Inco	me			
Lodging		433.21	6,188.93	6,622.14
Extras		215.59	2,093.21	2,308.80
Deposits		-27.14	-142.86	-170.00

You can either have the analysis done for the total of the selected time frame or, more detailed, by day, month or year:

If the time frame covers **up to 31 days**, the detailed analysis will be done **by day**. If the time frame covers **between 32 days and 12 months**, the detailed analysis will be done **by month**. If the time frame covers **more than 12 months**, the detailed analysis will be done **by year**.

Revenue from **units that were later moved to a different object** will be split accordingly: Revenue generated until the move, will be listed with the old object. The rentable unit will be highlighted. Revenue generated after the move will be listed normally under the new, current object.

### **Charts for the analysis**

Once again, you can generate a chart for this analysis, however the display option "General" cannot be used.

Select a display option (by taxes, by payment method, by type of income) and then

generate the chart by clicking on the **Chart** button.

Here's an example for the display option "by taxes":



For this financial report, you can only select the pie chart.

### Which extra created the biggest revenue?

You can also evaluate all the billed extras by clicking on Extras.

Day: Time Frame:	8/22/2013 to 8 All ÷ A Invoice Date	/22/2013 () Invoi	ces ct: All Valid Objects gnore open invoices	\$
urrency:	\$ US Dollar (USD)	÷ Cash	book items	
		List Analysis Ex	tras	
		Tax amount	Net amount	Gross amount
		1	1	
Food & Drink			204.67	225.00
Food & Drink Breakfast	vice)	51.33	284.67	336.00
Food & Drink Breakfast Brunch (room ser	vice)	51.33	284.67 14.02	336.00 15.00
Food & Drink Breakfast Brunch (room ser Fruit Basket	vice)	51.33 0.98 0.33	284.67 14.02 4.67	336.00 15.00 5.00
Food & Drink Breakfast Brunch (room ser Fruit Basket Total: Food & Drit	vice) nk	51.33 0.98 0.33 52.64	284.67 14.02 4.67 <i>303.36</i>	336.00 15.00 5.00 <i>356.00</i>
Food & Drink Breakfast Brunch (room ser Fruit Basket <i>Total: Food &amp; Dri</i> Wellness Massage	vice) nk	51.33 0.98 0.33 52.64	284.67 14.02 4.67 <i>303.36</i> 42.02	336.00 15.00 5.00 <i>356.00</i> 50.00
Food & Drink Breakfast Brunch (room ser Fruit Basket <i>Total: Food &amp; Dri</i> Wellness Massage Mud Bath	vice) nk	51.33 0.98 0.33 52.64 7.98 7.98	284.67 14.02 4.67 303.36 42.02 42.02	336.00 15.00 5.00 <i>356.00</i> 50.00
Food & Drink Breakfast Brunch (room ser Fruit Basket <i>Total: Food &amp; Dri</i> . Wellness Massage Mud Bath <i>Total: Wellness</i>	vice) nk	51.33 0.98 0.33 52.64 7.98 7.98 7.98	284.67 14.02 4.67 <i>303.36</i> 42.02 42.02 <i>84.04</i>	336.00 15.00 5.00 <i>356.00</i> 50.00 50.00

The extras will be structured the same way that you have structured them in the Extras Management. If you want to have more, less or different categories, you will have to add or delete them in Extras Management.

### **Charts for the extras**

You can generate a chart for the extras as well.



The charts offer several options so that you can customise them:

For this report you can decide whether you want to show the tax amount separate. If you want it separate, you can choose between a bar and pie chart; if you choose to show it separately, you can only select the pie chart.

CASHBOOK ARCHIVES UP AGENTS

# Create, rename and delete agents and their commission

In Lodgit Desk, you can create agents (people, companies, etc.) that have sent guests to you and therefor deserve a commission. You can then view an analysis of the revenue that those agents have created for you (including the commission percentage and the amount you have to pay them).

To add a new agent you can use the Agent Management which can be found by going to **Administration > Agent Commission**.

	ests are booking at your establishme	nt via an agent vo	u usually have to pay a co	mmission
gu et	o that agent. For the analysis of thes	e commissions in L	odgit Desk please add th	e agents
d 1	their commission rates to the list blo	w.	2	2
o ta	ake a look at the commission analysi	s go to Agent Statis	stics.	
		3		
	Agent	Amount	Calculation	
2	Lodgit Online Booking System	3.90	percent	
2	Channel Manager Cultuzz	10.00	percent	
Ð	bookyourvacay.com	25.75	\$ per unit/night	
9	Travel Agency Smith	12.50	percent	
Ð				
I				

To **add a new agent** click on the plus symbol in the list. This will let you create a new entry.

To **rename an existing agent** double-click on their name.

To **delete an agent** press the minus symbol at the far left of the list entry. If there is a lock symbol instead of the minus, the agent cannot be deleted because they are linked to bookings.

Please add a percentage for each agent because otherwise it's not possible for Lodgit Desk to calculate their commission. You can view the Agent Statistics to see the revenue created by agents, their commission and the number of bookings they have brought to you.

#### Note:

The Online Booking System has already been added as an agent. It will be used to analyse all bookings that came in through the Online Booking System.

Manual of the Lodgit Desk - Hotel Software

### Lists

Lodgit Desk offers you several lists and statistics for your personal use:

**Country Report** 

 monthly analysis of the overnight stays, sorted by the countries of the guests

**Cleaning List** 

daily updated cleaning list for you to print and give to your cleaning staff
 Guest List

 list of all guests in your establishment over a certain time frame that can be printed

Check In List

 list of all arriving guests in a certain time frame that can be printed Check Out List

list of all departing guests in a certain time frame that can be printed
 Vacancy List

 list of all vacant units during a selected time frame Lodging List

analysis of the revenue generated by accommodation services for a

- certain time frame; can be filtered by objects; can be viewed as a graph Extras List
  - analysis of the revenue generated by extras for a certain time frame; can
     be filtered by objects
- City Tax List

list for the amount of city tax collected in the bookings
 Agent List

 calculation of the revenue generated by bookings that came in through agents and therefore will call for a commission

#### Occupancy / Performance Indicators

occupancy rate and revenue per available room (RevPar)

#### List of Deposits

list of all deposits in the system

Accounting Export

export of invoice data for import in accounting software

AGENTS UP COUNTRY REPORT

# Country Report

Lodgit Desk helps you with the analysis of your accommodations based on the **home countries of the guests**. This will make it much easier to report the statistics because the **official country codes** are used and you can use these reports to pass on to your statistical office. The analysis not only lists overnight stays but also arrivals and departures.

This window will open if you go to **Lists > Country Report** in your menu bar. In the drop down menu "Time Frame" you can select months, quarters, six-month-periods or even entire years for this report.

🕐 🔿 Countr	y Report			
For the analysis of the country report Lodgit Desk uses only Out".	those bookings t	hat are eith	er "Checked In" or "	Checked
Time Frame: February 2012 🛟	Object	All Obj	ects	
Group/Country/State	Code	Arrivals	Overnight Stays	Departures
▼ America				1
▼ United States of America	71	93	558	73
Georgia		1	6	0
Idaho		2	8	2
Indiana		18	90	12
Maine		1	6	0
Minnesota		1	10	0
Arizona		1	3	1
New Jersey		1	6	0
New York		1	5	1
North Carolina		6	28	5
North Dakota		25	157	25
		93	558	73

In this window you also have the option to show the statistic for only one object instead of all of them by selecting the object in the drop down menu.

By clicking the button **Room Nights** you will be forwarded to the Occupancy / Performance Indicators window. There you'll find the number of room nights for the time frame selected in the country report (nights\*units).

#### Note:

You can **show or hide certain groups**, by pressing the arrow button next to it. Hidden groups will not be used for the statistic and will not be shown on a printout.

LISTS UP CLEANING LIST

### Cleaning List

Lodgit Desk provides you with a daily cleaning list that you can print and then give to your cleaning staff for reference.

You can generate the cleaning list for each object individually by selecting an object from the drop down menu instead of using "All Objects". You can also select a date, week or month and certain booking status to use.

The **cleaning status** can be set to **automatic cleaning intervals** in Lodgit Desk. You can specify the cleaning interval individually for each rentable unit in the Object Management.

#### Note:

The basis for the cleaning list are the bookings within the reservation schedule and the cleaning interval set in the Object Management. **By default**, units that **don't need to be cleaned** (because they are vacant or are currently on an "off" day) will not be shown in this list. You can manually display them, by selecting **Vacant Units** or **Units that don't need to be cleaned** in the "Booking Status" drop down menu.

•				Cleaning Li	st			
Search Optio	ons			Add	ditional inform	nation		
O Day:	1	15/07/2016	0		Booking nun	nber	Booking time	frame
Time Fra	ime:	Next Month	-	0	Booking stat	us	Main contact	s name
Object:		All Objects			Booking note	25	Cleaning note	by guest
Booking Stat	tus:	Select		Opt	tions			
Show:		Select		🗧 For	nt Size	large	\$	
Unit	Time	Guests	Туре	Cleaning	Linens	Towel	Status	Cleaned
▼ Ferien								
WB F	00:00	2	нн	Yes	2	2	Departure	No
WB F	00:00	7	HH	Yes			in house	Yes
WB F	00:00	6	нн					No
WB F	00:00	5	НН	Yes			in house	No
Σ					2	2		
▼ Ferien								
EN F	00:00	4	HA					No
EN F	00:00	6	HA					No
EN F	00:00	8	HA	-	-	÷		Yes
EN F	00:00	4	HA	-	-	-		Yes
Σ					0	0		
	-				2	2		

If the list is generated for a single day, **details** such as guest name, cleaning notes or arrival and departure **can be shown or hidden**. That way, you can decide for yourself, which information is necessary for your cleaning personnel. The number of guests is adjusted according the bookings in the reservation schedule. The only units listed are the ones that need to be cleaned according to the automatic schedule.

C				Cle	aning	List					- 🗆	x
	Search Options	· · · · · · · · · · · · · · · · · · ·						C - Cl	eaning			
	O Day:	10/28/2015						L - Lin T - To	en chang wel char	ge Ige		
	Time Frame:	Current Wee	k				~	X - Ci	urrently b	eing cleane	ed	
	Object:	All Objects					~					
	Booking Status:	Select					~					
	Show:	Select					~					
	Unit		Time	Beds	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
	<ul> <li>Cabins "Water Lilie</li> </ul>	s"		beas	1 North	Tuc	Trea	1110		000	Juli	
	WL HH 01		12:00 AM	8	СТІ					CL	с	
	WL HH 02		12:00 AM	5								
	WL HH 03		12:00 AM	6			CL	С	С	CL	С	
	WL HH 04		12:00 AM	5	С	CL	с	с	CL	CTL		
	WL HH 05		12:00 AM	10								
	😑 Holiday Homes "Sa	iguaro Lake"										
	SL HA 01		12:00 AM	4	С	С	CL	CTL			CL	
	SL HA 02		12:00 AM	6					CL	С	С	
	SL HA 03		12:00 AM	8			CL	С	С	СТІ		~
												0
							Export		Previ	ew	Print	

When the list is generated for a time frame (e.g. this week), no details will be printed out. Only rentable unit, cleaning time, number of beds of the unit and the type of cleaning are listed.

You can print this list by pressing the **Print** button. You can also **Export** the list as an Excel file and then save it on your computer. That file can then be edited by software such as Microsoft Excel 2007 and newer (Windows), iWorks Numbers (Macintosh) or OpenOffice (Windows, Macintosh).

After all rentable units have been cleaned you can change the cleaning status of each unit individually (or of all units in one object) in the reservation schedule by using the context menu of the cleaning column (right-click).

1/6	Cleaned
1/5	✓ Needs to be cleaned Currently being cleaned
1/10	Currently being cleaned
-,	All units in this object are clean
2/4	All units in this object must be cleaned
2/6	All units in this object are currently being cleaned.
2.0	C Pales Taugla

#### Note:

Double-clicking on an entry in the cleaning list will open the notes area of the booking window for this entry where you can enter information for your cleaning staff, such as "no down pillows". You can also use the context menu to open that notes area.

COUNTRY REPORT UP GUEST LIST

### Guest list

**Lists > Guest List**. This list shows you all the guests in your establishment during a specified time frame. You can filter the list by only selecting one object or certain booking status. You can also only list guests that you have previously sorted into one of your lists in the guest management or enter the number of an individual group booking to show only it's members.

	Country Report	0.05						Guest	List			
1	Cleaning List	A0C	Sea	rch Options							Print options	
t Draw	Contraction of the Contraction o		0	bay:	06.0	3.2023	C unti	06.03	3.2023	\$	Guest notes	
ID DATABASE	Check In List	201		ime Frame:				0 3	0.13	0	Guest's addres	15
TABLE UNITS	Check Out List	~00	A Obje	ct:	All C	Objects				0	Phone	Email
le 1	Vacancy List		Book	ing Status:	Sele	ct				0	Birthday	
le 2	Lodging List	~0L	Gues	t group:	All C	Guests				0	Nationality	
le 3	Extras Lists	~QE	Grou	p No.:						c	Booking status	
e 1	Agent Statistics										Booking	Group
e 2	Occupancy / Performance Indicators		Gue	t Unit	Arrival	Depa	Book	Group	B.Sta	Notes	Com Birth	Natio
tment 1	List of Deposits		Bell,	Doubl	26.02	08.03						1
tment 2	Accounting Export		Edwa	Apart	03.03	09.03						
			Edwa	Apart	03.03	09.03						
			Mart	Single	06.03	09.03						
			0.						Exp	ort	Preview	Print

You can sort the list by clicking on the column headers.

You can print this list by pressing the Print button. You can also Export the list as an Excel or CSV file and then save it on your computer. That file can then be edited by software such as Excel, Numbers or Open/LibreOffice.

CLEANING LIST UP CHECK IN LIST

## Check In List

In Lodgit Desk you can get a detailed evaluation of all arriving guests for a certain period using the check-in list. For individual bookings, you can create registration forms by right-clicking. In addition, you can send e-mails and serial letters to several guests as well as print and export the list.

1. Go to **Lists > Check In List** in the menu bar. This will open the window Check In List.

	Country Report	A-05				R	eception	n (local)					
1	List of E-Registration Forms Cleaning List	noc				с	heck In	List					
t Draw	Guest List		Search C	options	06.03.2	023 🗘 unti	06.03	.2023	0	Comp	anions		÷.
ITABLE UNITS	Check Out List Vacancy List	~00 a	Time Object:	Frame:	All Obje	ects	¢ _3	02.8	•	Bookin	nome ng notes		WE 22
le 2	Lodging List Extras Lists	^01 +0E	Booking S	Status:	Select			- 1	9	Extras	s		
e1 e2	City Tax List Agent Statistics Occupancy / Performance Indicators		Unit/E Single 1	From 06.03	To 09.03	Main Conta Martin, Brid	Booki 16	Group	Guests 1	Cat. SB	Status Offer	Agent/	n, De
tment 1	List of Deposits												10
tment 2	Accounting Export												
			0.					Expo	et	Dravia		Drint	

- 2. Select the time frame for which you want to do the analysis. You have two options on how to do that:
  - The **free time frame**, that you can define over the starting and ending date using the two calendars and
  - the limited time frame that you can define using the drop down menu and selecting a month, quarter, six-month-period or year.
- 3. On the right side you can decide whether the following additional information will be printed or not.
  - Companions (all guest names entered in the booking; if unchecked, only the invoice recipient will be listed).
  - Guest notes (all notes of the guest from the Guest Management)
  - Booking notes (all notes added in the booking window)
  - Extras (all extras booked by the guest)

#### Note:

If you have organised your extras in groups in the Extras Management, you can select and analyse these as a group!

4. You can also restrict the analysis to only one object by selecting it in the crop down menu.

- 5. You can also restrict the analysis to certain booking status by selecting them in the drop down menu.
- 6. You can print this list by pressing the **Print** button. You can also **Export** the list as an Excel file and then save it on your computer.

GUEST LIST UP CHECK OUT LIST

### Check Out List

In Lodgit Desk you can get a detailed evaluation of all departing guests for a certain period using the check-out list. For individual bookings, you can create registration forms by right-clicking. In addition, you can send e-mails and serial letters to several guests as well as print and export the list.

1. Go to **Lists > Check Out List** in the menu bar. This will open the window Check Out List.

Search C	Options						Print optio	ons			
🔾 Day:		<mark>02</mark> .03.20	023 🗘 until	02.03.	2023	•	Companions				
🔵 Time	Frame:	March		۵	)23 (	0	Guest	notes			
Object:		All Obje	cts		6	•	Bookin	g notes			
Booking S	Status:	Select			•	Extras					
Unit/E	From	То	Main Conta	Booki	Group	Qty.	Cat.	Status	Notes		
Double 1	27.02	02.03	Kelly, Ernest	11		1	DB	Check			
24					Expor	rt	Preview		Print		

- 2. Select the time frame for which you want to do the analysis. You have two options on how to do that:
  - The **free time frame**, that you can define over the starting and ending date using the two calendars and
  - the limited time frame that you can define using the drop down menu and selecting a month, quarter, six-month-period or year.
- 3. On the right side you can decide whether the following additional information will be printed or not.
  - Companions (all guest names entered in the booking; if unchecked, only the

- invoice recipient will be listed).
  Guest notes (all notes of the guest from the Guest Management)
  Booking notes (all notes added in the booking window)
- Extras (all extras booked by the guest)

#### Note:

If you have organised your extras in groups in the Extras Management, you can select and analyse these as a group!

- 4. You can also restrict the analysis to only one object by selecting it in the crop down menu.
- 5. You can also restrict the analysis to certain booking status by selecting them in the drop down menu.
- 6. You can print this list by pressing the **Print** button. You can also **Export** the list as an Excel file and then save it on your computer.

CHECK IN LIST UP VACANCY LIST

## Vacancy List

You can easily find vacancies in a certain time frame using the vacancy list. You can find this window by going to **Lists > Vacancy List**.

0			Vaca	ncy Lis	t						
Occupancy Status Vacancie	s T	Occupie ime Fran	d nes	Numbe	r of Gues	sts	Occupa	ancy	J		
Search Options					Prin	nt Optio	ons				
Day: 08/12/20	13 🗍 to	27/1	12/201	3 (Å V	0	ccupie	d Units				ŧ
• Time Frame: December	r	\$	2013	\$							
Object: All Object	S			\$							
Booking Status: Select				\$							
December	1	2	3	4	5	6	7	8	9	10	11
SB – Single Bedroom	0	0	0	1	1	2	2	2	1	0	0
DB – Double Bedroom	3	3	3	3	2	2	2	2	2	1	1
SR – Shared Room	1	2	2	2	1	1	0	0	1	1	1
SU – Suite	2	2	2	2	1	0	1	1	1	1	1
HA – Holiday Apartment	3	3	3	2	1	1	2	2	1	1	0
HH – Holiday Home	2	2	3	3	3	2	2	2	2	2	2
Total	11	12	13	13	9	8	9	9	8	6	5
		1		1							
					_	_					

If you have selected the option **Occupancy Status**, you will be shown the vacant and the occupied units during the selected time frame. Optionally, the list can show the number of beds and the short description of the rentable units.

The option **Vacancies** shows you all rentable units including the dates that they are vacant.

The option **Occupied Time Frames** shows you all rentable units with the dates that they are occupied during the time frame you have selected.

**Number of Guests** lists all arriving, departing and in-house guests for ever day during the time frame you have selected.

The **Occupancy** is a simple list that tells you how many units of the categories are vacant or occupied, depending on which option you selected.

These lists can be printed or exported as CSV files.

#### Manual of the Lodgit Desk - Hotel Software

CHECK OUT LIST UP LODGING LIST

### Lodging List = revenue prognosis

The lodging list helps you analyse the revenue and the expected future revenue of your accommodation services by creating a list with the calculations for a certain time frame that you can then print. If a booking's revenue is being taken into account depends on whether or not the booking lies within the time frame you have specified.

The analysis does not make a difference between bookings that have already been billed and bookings that have not. All accommodation services are analysed for every single day. You have the option to filter the analysis for certain booking status.

#### Note:

If you only want to analyse the revenue that has already been billed, go to **Administration > Financial Reports**.

You can also use this list to easily compare the accommodation revenue of a month to the previous year or the current quarter to the last one.

1. Go to **Lists > Lodging List** which will open the window for the lodging list.

0	$\bigcirc$		Lodging	List			
	Search O	ptions					
	O Day:	6	/13/2012 to 6/14/2012		Obj	ect: All Obje	cts 🗘
	💽 Time I	Frame: Ju	ne 🗘 2012 🛟	Воо	king Sta	tus: Select	•
[	Booking	Unit	Main Contact	Nights	Guests	Overnig	Price in \$
	2	WL HH 01	Scott Travels, Warren Scott	5	5	25	857.14
	3	WL HH 02	John Roberts	6	4	24	685.71
	4	SH DB 03	Baker Travels, Christie Baker	1	3	3	121.43
	7	WL HH 02	Dorothy Henderson	5	3	15	571.43
	8	WL HH 03	Baker Travels, Christie Baker	5	5	25	607.14
	9	WL HH 04	Fred Foster	10	3	30	1,142.86
	10	WL HH 04		5	5	25	571.43
	12	WL HH 04	Scott Travels, Warren Scott	6	5	30	685.71
	14	SH DB 03	Baker Travels, Christie Baker	9	3	27	810.00
	15	SL HA 01	Ivy Roberts	4	4	16	280.00 🛣
	16	SL HA 02	Scott Travels, Warren Scott	3	6	18	240.00 🔻
	Σ			251	161	830	26,083.56
	\$- (	Chart	$\supset$	E	xport	Preview	Print

- 2. Select the time frame for which you want to do the analysis. You have two options on how to do that:
  - The **free time frame**, that you can define over the starting and ending date using the two calendars and
  - the limited time frame that you can define using the drop down menu and selecting a month, quarter, six-month-period or year.

- 3. You can filter this list and only analyse a certain object by selecting it in the drop down menu.
- 4. You can also restrict the analysis to certain booking status by selecting them in the drop down menu.
- 5. You can print this list by pressing the **Print** button. You can also **Export** the list as an Excel file and then save it on your computer. That file can then be edited by software such as Microsoft Excel 2007 and newer (Windows), iWorks Numbers (Macintosh) or OpenOffice (Windows, Macintosh).

### **Charts for Lodging**

You can generate a chart for this analysis by clicking on the button **Chart**.

VACANCY LIST UP EXTRAS LIST

# Extras List for visitor's tax, food & drink etc.

The extras list helps you analyse the revenue and the expected future revenue by creating a list with the calculations for a certain time frame that you can then print. If a booking's revenue is being taken into account depends on whether or not the booking lies within the time frame you have specified.

The analysis does not make a difference between bookings that have already been billed and bookings that have not. All extras are analysed for every single day. You have the option to filter the analysis for certain booking status.

You can use this list for your kitchen staff to know how many breakfasts and dinners are booked for one day or to find out how much visitor's tax you collected last month.

You can also use this list to easily compare the extras revenue of a month to the previous year or the current quarter to the last one.

00			Extras Lis	sts					
Search Options				Print opti	ons				_
O Days: 6	5/13/2012	🗘 until 6/13/2	012	Extras:		All Extras			•
💽 Time Frame: 🛛 Ju	ine	2012	\$	Guests:		Main Contact			•
Object:	ll Objects		\$	Show	price				
Booking Status: Se	elect		•	🗹 Show	bookir	ig number			
Unit	Booking	Guest Name	Time Fra	ame / Day	Qty.	Price Unit	То	Price in \$	
Visitor's Tax LS									1
Visitor's Tax HS red.									ļ
WL HH 02	3	Roberts, John	6/4/12	- 6/10/12	2	per day/person	14	12.60	I
Σ							14	12.60	I
Visitor's Tax LS red.									I
									I
									1
WL HH 02	3	Roberts, John	6/4/12	- 6/10/12	4	per night/person	24	144.00	I
WL HH 03	34	Edwards, Adam	5/31/12	- 6/3/12	3	per night/person	9	54.00	k
SL HA 01	15	Roberts, Ivy	6/24/12	- 6/28/12	4	per night/person	16	96.00	1
		ei						2 0 70 00	ł

1. Go to **Lists > Extras List** which will open the window for the extras.

2. Select the time frame for which you want to do the analysis. You have two options on how to do that:

- The **free time frame**, that you can define over the starting and ending date using the two calendars and
- the limited time frame that you can define using the drop down menu and

#### selecting a month, quarter, six-month-period or year.

3. In the drop down menu on the right side you can select the **Extra** that you want to analyse. If you didn't select one, all extras will be analysed.

#### Note:

If you have organised your extras into groups in the Extras Management, you now select these groups and analyse them!

- 4. You can also restrict the analysis to only one object by selecting it in the crop down menu.
- 5. You can also restrict the analysis to certain booking status by selecting them in the drop down menu.
- 6. You can print this list by pressing the **Print** button. You can also **Export** the list as an Excel file and then save it on your computer. That file can then be edited by software such as Microsoft Excel 2007 and newer (Windows), iWorks Numbers (Macintosh) or OpenOffice (Windows, Macintosh).

### **Charts for extras**

You can generate a chart for this analysis by clicking on the button **Chart**.



# City Tax List

When you go to **Lists > City Tax List**, you'll find an analysis of all the city tax (bed tax, accommodation tax) you have collected as per your bookings.

#### **Please note:**

This list only shows the city tax calculated using the designated feature. For visitor's taxes that were added as extra items, please see the Extras List.

The list is based on **bookings in the reservation schedule**. It does not matter whether the bookings have been invoiced or not.

or a list of	your actual	revenue based on you	invoices, p	lease go t	to "Administration > Fir	ancials".		
Search O	ptions				chi ant			
O Day:		6/17/2015 V to	6/17/2015	~	Object:	All Objects		Ý
Time F	rame:	June 🗸 🗸	2015	~	Booking Status:	Select		¥
Booking	Unit	Main Contact	Nights	Gue	Time Frame	Name	Calculation	Amoun
3	WB FH 02	Jörg Rimmasch	6	4	6/8/2015 - 6/14/201	5 Köln	5.0 % of gross lodging amount	19.80
34	WB FH 03	Adam Edelkern	5	3	6/2/2015 - 6/7/2015	Köln	5.0 % of gross lodging amount	18.75
,	WB FH 04	Felix Fichtner	10	3	6/11/2015 - 6/21/20	15 Köln	5.0 % of gross lodging amount	24.00
10	WB FH 04	Klaus Schmidt	5	5	6/23/2015 - 6/28/20	15 Köln	5.0 % of gross lodging amount	15.00
49	WB FH 01	Franziska Poitz	6	4	6/21/2015 - 6/27/20	15 Köln	5.0 % of gross lodging amount	18.00
24	So DZ 01	Georg Anderson	5	2	6/2/2015 - 6/7/2015	Berlin	5.0 % of net lodging amount	15.00
37	So DZ 02	Katja Beschorner	3	1	6/3/2015 - 6/6/2015	Berlin	5.0 % of net lodging amount	6.7
35	So EZ 01	Katja Beschorner	3	1	6/3/2015 - 6/6/2015	Berlin	5.0 % of net lodging amount	6.75
36	So EZ 02	Katja Beschorner	3	1	6/3/2015 - 6/6/2015	Berlin	5.0 % of net lodging amount	6.7
42	So EZ 02	Steffen Cottin	6	1	6/11/2015 - 6/17/20	15 Berlin	5.0 % of net lodging amount	13.50
39	So EZ 01	Sebastian Enders	5	1	6/8/2015 - 6/13/201	5 Berlin	5.0 % of net lodging amount	11.25
Ε			57	26				155.55

In the list, you can see the bookings, their main contacts, how many guests and how long they stayed, the name and calculation rules for the tax as well as the tax amount due.

You can filter this list by **objects** and/or **booking statuses**.

EXTRAS LIST UP AGENT LIST

# Agent List

Lodgit Desk can compile a list of all bookings that have come in through an agent during a certain time frame. It will list the bookings, the revenue generated by those bookings, the commission rate and the commission amount you owe the agent. This list can be printed.

- 1. In the menu bar, go to **Lists > Agent List**. This will open the Agent Statistics.
- 2. In the drop down menu, select the time frame for the bookings you want to be shown. You can select **months**, **quarters**, **six-month-periods and years**. And you can choose if you want to sort the list by arrival or departure dates of the bookings.
- 3. In the drop down menu on the right you can filter the list by only showing bookings of a selected object or selected income types (accommodations and/or extras).

00			Agent	Statistics			
<ul> <li>Comparis</li> </ul>	ion	ODetai	ls				
Time Frame:	Arrival	÷ in (	Мау	\$	2014	\$	
Object:	All Objects			\$			
Income:	Accommod	ations	All Extras			\$	)
Agent		Bookings	Total in £	Nights	Commission	Calculation	Commission i
Bookings wi	ithout agent	41	27,931.86	229	-	-	-
Lodgit Online	Booking System	8	5,021.59	45	0.00	percent	0.00
Channel Ma	nager Cultuzz	0	0.00	0	0.80	percent	0.00
bookyourva	cay.com	2	1,470.00	13	15.00	percent	220.50
Smith Trave	el Agents	4	2,205.00	15	15.00	£ per unit/night	225.00
					Expo	rt Preview	Print

The **Comparison** shows the number of bookings for each agent, the revenue generated by those bookings, the commission percentage and the commission amount you will have to pay your agent for these bookings.

Time Frame:       Arrival       +       in       May       +       2014       +         Object:       All Objects       +       +       -       + </th <th>Compariso</th> <th>on</th> <th>0</th> <th>Details</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	Compariso	on	0	Details						
Object:         All Objects         ‡           Income:         Accommodations         All Extras         ‡           Agent         Bo         Unit         Main Contact         Arrival         Departure         Total in £         Nights         Commiss.           Bookings without agent         34         WL HH 03         Edwards, Adam         05/05/2014         10/05/2014         590.00         5         0.0           Channel Manager Cultuzz         3         WL HH 02         Roberts, John         11/05/2014         17/05/2014         1,067.51         6         0.0           Channel Manager Cultuzz         8         WL HH 03         Baker Travels         21/05/2014         20/05/2014         607.14         5         0.0           Smith Travel Agents         70         SH SR 02         Baker Travels         25/05/2014         29/05/2014         280.50         4         0.0           10         WL HH 04         Brown, Patricia         26/05/2014         31/05/2014         571.43         5         0.0           20         SL HA 03         Baker Travels         28/05/2014         06/06/2014         75.00         9         0.0           20         SL HA 03         Baker Travels         28/05/2014	Time Frame:	Arrival	\$	in May		\$ 2014	\$			
Agent Bookings without agentBoUnitMain ContactArrivalDepartureTotal in £NightsCommiss.Adgit Online Booking System34WL HH 03Edwards, Adam05/05/201410/05/2014590.0050.0Channel Manager Cultuzz bookyourvacay.com3WL HH 02Roberts, John11/05/201417/05/20141,067.51660.0Smith Travel Agents70SH SR 02Baker Travels21/05/201426/05/2014607.1450.010WL HH 04Brown, Patricia26/05/201429/05/2014280.5040.020SL HA 03Baker Travels28/05/201406/06/2014756.0090.020SL HA 03Baker Travels28/05/201402/06/2014830.0050.020SL HA 03Baker Travels28/05/201402/06/2014830.0050.021LLLLLLLLLL22SL HA 03Baker Travels28/05/201402/06/2014830.0050.0<	Object:	All Objects				\$				
AgentBoUnitMain ContactArrivalDepartureTotal in £NightsCommiss.Bookings without agent34WL HH 03Edwards, Adam05/05/201410/05/2014590.0050.0Lodgit Online Booking System3WL HH 02Roberts, John11/05/201417/05/20141,067.51660.0Channel Manager Cultuzz42SH SB 02Carter, Steven14/05/201420/05/2014319.00660.0bookyourvacay.com8WL HH 03Baker Travels21/05/201426/05/2014607.1450.0Smith Travel Agents70SH SR 02Baker Travels25/05/201429/05/2014280.50440.010WL HH 04Brown, Patricia26/05/201431/05/2014571.43550.014SH DB 03Baker Travels28/05/201402/06/2014756.0090.020SL HA 03Baker Travels28/05/201402/06/2014830.0050.014SH DB 03Baker Travels28/05/201402/06/2014830.0050.014SL HA 03Baker Travels28/05/201402/06/2014830.0050.014SL HA 03Baker Travels28/05/201402/06/2014830.0050.014SL HA 03Baker Travels28/05/201402/06/2014830.0050.015IndiaIndiaIndiaIndiaIndiaIndiaIndia	ncome:	Accommoda	ations		All Extras				÷	
Bookings without agent         34         WL HH 03         Edwards, Adam         05/05/2014         10/05/2014         590.00         5         0.0           Lodgit Online Booking System         3         WL HH 02         Roberts, John         11/05/2014         17/05/2014         1,067.51         66         0.0           Channel Manager Cultuzz         42         SH SB 02         Carter, Steven         14/05/2014         20/05/2014         319.00         66         0.0           bookyourvacay.com         8         WL HH 03         Baker Travels         21/05/2014         26/05/2014         607.14         55         0.0           Smith Travel Agents         70         SH SR 02         Baker Travels         25/05/2014         29/05/2014         280.50         4         0.0           10         WL HH 04         Brown, Patricia         26/05/2014         31/05/2014         571.43         5         0.0           14         SH DB 03         Baker Travels         28/05/2014         06/06/2014         756.00         9         0.0           20         SL HA 03         Baker Travels         28/05/2014         02/06/2014         830.00         5         0.0           20         SL HA 03         Baker Travels         28/05/2014 <td>Agent</td> <td></td> <td>Bo</td> <td>Unit</td> <td>Main Contact</td> <td>Arrival</td> <td>Departure</td> <td>Total in £</td> <td>Nights</td> <td>Commiss</td>	Agent		Bo	Unit	Main Contact	Arrival	Departure	Total in £	Nights	Commiss
Lodgit Online Booking System       3       WL HH 02       Roberts, John       11/05/2014       17/05/2014       1,067.51       66       0.0         Channel Manager Cultuzz       42       SH SB 02       Carter, Steven       14/05/2014       20/05/2014       319.00       66       0.0         bookyourvacay.com       5       WL HH 03       Baker Travels       21/05/2014       26/05/2014       607.14       50       0.0         Smith Travel Agents       70       SH SR 02       Baker Travels       25/05/2014       29/05/2014       280.50       44       0.0         1       0       WL HH 04       Brown, Patricia       26/05/2014       31/05/2014       571.43       5       0.0         1       0       WL HH 04       Brown, Patricia       26/05/2014       31/05/2014       571.43       5       0.0         1       9       ML HH 04       Brown, Patricia       26/05/2014       31/05/2014       571.43       5       0.0         1       9       Baker Travels       28/05/2014       06/06/2014       756.00       9       0.0         1       9       SL HA 03       Baker Travels       28/05/2014       02/06/2014       830.00       5       0.0         <	Bookings wit	hout agent	34	WL HH 03	Edwards, Adam	05/05/2014	10/05/2014	590.00	5	0.00
Channel Manager Cultuzz       42       SH SB 02       Carter, Steven       14/05/2014       20/05/2014       319.00       66       0.0         bookyourvacay.com       8       WL HH 03       Baker Travels       21/05/2014       26/05/2014       607.14       55       0.0         Smith Travel Agents       70       SH SR 02       Baker Travels       25/05/2014       29/05/2014       280.50       44       0.0         10       WL HH 04       Brown, Patricia       26/05/2014       31/05/2014       571.43       55       0.0         11       SH DB 03       Baker Travels       28/05/2014       06/06/2014       756.00       9       0.0         12       SL HA 03       Baker Travels       28/05/2014       02/06/2014       830.00       55       0.0         14       SH DB 03       Baker Travels       28/05/2014       02/06/2014       756.00       9       0.0         12       SL HA 03       Baker Travels       28/05/2014       02/06/2014       830.00       55       0.0         14       SH DB 03       Baker Travels       28/05/2014       02/06/2014       830.00       55       0.0         15       Jahos       Jahos       Jahos       Jahos       <	Lodgit Online B	looking System	3	WL HH 02	Roberts, John	11/05/2014	17/05/2014	1,067.51	6	0.00
bookyourvacay.com         8         WL HH 03         Baker Travels         21/05/2014         26/05/2014         607.14         55         0.0           Smith Travel Agents         70         SH SR 02         Baker Travels         25/05/2014         29/05/2014         280.50         0.4         0.0           10         WL HH 04         Brown, Patricia         26/05/2014         31/05/2014         571.43         55         0.0           14         SH DB 03         Baker Travels         28/05/2014         06/06/2014         756.00         0.9         0.0           14         SH DB 03         Baker Travels         28/05/2014         02/06/2014         756.00         0.9         0.0           14         SH DB 03         Baker Travels         28/05/2014         02/06/2014         756.00         0.9         0.0           15         SL HA 03         Baker Travels         28/05/2014         02/06/2014         830.00         55         0.0	Channel Man	ager Cultuzz	42	SH SB 02	Carter, Steven	14/05/2014	20/05/2014	319.00	6	0.00
Smith Travel Agents       70       SH SR 02       Baker Travels       25/05/2014       29/05/2014       280.50       4       0.0         10       WL HH 04       Brown, Patricia       26/05/2014       31/05/2014       571.43       55       0.0         14       SH DB 03       Baker Travels       28/05/2014       06/06/2014       756.00       9       0.0         20       SL HA 03       Baker Travels       28/05/2014       02/06/2014       830.00       55       0.0         10       SL HA 03       Baker Travels       28/05/2014       02/06/2014       830.00       55       0.0	bookyourvac	ay.com	8	WL HH 03	Baker Travels	21/05/2014	26/05/2014	607.14	5	0.00
10       WL HH 04       Brown, Patricia       26/05/2014       31/05/2014       571.43       5       0.0         14       SH DB 03       Baker Travels       28/05/2014       06/06/2014       756.00       9       0.0         20       SL HA 03       Baker Travels       28/05/2014       02/06/2014       830.00       5       0.0	Smith Travel	Agents	70	SH SR 02	Baker Travels	25/05/2014	29/05/2014	280.50	4	0.00
14         SH DB 03         Baker Travels         28/05/2014         06/06/2014         756.00         9         0.0           20         SL HA 03         Baker Travels         28/05/2014         02/06/2014         830.00         5         0.0			10	WL HH 04	Brown, Patricia	26/05/2014	31/05/2014	571.43	5	0.00
20 SL HA 03 Baker Travels 28/05/2014 02/06/2014 830.00 5 0.0			14	SH DB 03	Baker Travels	28/05/2014	06/06/2014	756.00	9	0.00
			20	SL HA 03	Baker Travels	28/05/2014	02/06/2014	830.00	5	0.00

In the **Details** area, you can view every single booking for each agent during the specified time frame. Double-clicking on a list item will open the booking window for the booking selected.

CITY TAX LIST UP OCCUPANCY / PERFORMANCE INDICATORS

### Occupancy / Performance Indicators

In Lodgit Desk, you can display the occupancy rate for a certain period of time and calculate and graphically display the revenue per room (RevPar).

You can set the time period in two different ways: first, you can set it manually using the two calendar fields, and second, you can select a month, half-year, quarter, or whole year using the drop-down menu below.

Other criteria according to which you can display the list are objects (either all or only one) and booking states (all or only selected).

Click on the **Print** button to print the list. You can also **export** and save the list as an Excel spreadsheet. The table can then be further edited with programs such as Microsoft Excel (Windows), Numbers (macOS) or OpenOffice (Windows, macOS).

### Occupancy

Under Lists > Utilisation and Key Figures > Utilisation, the bed utilisation for the selected period is displayed.

This occupancy rate is calculated individually for each rental unit in the specified period:

• •		0	ccupancy and Perf	ormance Indicators		
Search Options						
Day:	30.11.2017 🗧 until	01.12.2017 🗯	Object:	All Objects		
Time Frame:	November	2017 😒	Booking Status:	Select		
			ccupancy Rate Pe	erformance Indicators		
Unit		Overnig	ht Stays	Evaluated Overnight Stays	Capacity	Occupancy Rate in
DZ C			27	27	60	45,0
EZ A			49	30	30	100,0
EZ B/DZ A			35	35	60	58,3
EZ C/DZ B			31	27	30	90,0
Ferienhaus Entsp	pannung		81	81	120	67,5
Ferienwohnung 1	1		43	43	60	71,6
Ferienwohnung 2	2		28	28	120	23,3
WB 01			75	75	300	25,0
WB 02			127	127	300	42,3
WB 03			130	130	300	43,3
	İ		626	603	1380	43,7

**Overnight Stays:** The sum of your actually recorded overnight stays including the nights achieved by means of over-bookings.

**Evaluated Overnight Stays:** Number of overnight stays up to the maximum occupancy rate of the rental unit, as defined in the settings for the rental unit.

**Capacity:** The maximum utilisation of the rental unit, from the settings for the rental unit.

**Occupancy rate in %:** Number of evaluated overnight stays divided by Capacity. This value can be more than 100% if you take over-bookings into account during the calculation.

You can display the occupancy rate graphically in a diagram.

### Performance Indicators

If you click on the tab **performance indicators**, you can display the occupied guest room days, the average lodging revenue, the occupancy rate, the average room price as well as the RevPar (logistics revenue per room) for your objects and the selected period. You can also display this evaluation graphically.

	Oc	cupancy and Perf	formance Indicat	tors		
30.11.2017 🗘	until 01.12.2017 🗘	Object:	All Objects			
November	2017 🗘	Booking Status:	Select			
	01	cupancy Rate	erformance Indicat	ors		
	Nights*Units	Capacity	Room Revenue	Occupancy in %	ADR in €	RevPAR in
ischein"	113	120	6.347,66	94,17	56,17	52,9
en "Entspannung"	86	90	7.244,46	95,56	84,24	80,4
dblick"	87	90	11.283,93	96,67	129,70	125,3
	286	300	24.876,06	95,33	86,98	82,9
	30.11.2017 C November	Oc 30.11.2017 🗘 until 01.12.2017 🗘 November C 2017 C Oc Nights*Units schein" 113 en "Entspannung" 86 Jblick" 87	Occupancy and Period       30.11.2017 C until 01.12.2017 C Object:       November     2017 C Booking Status:       Occupancy Rate     P       Occupancy Rate     P       In "Entspannung"     86       Sblick"     87       90	Occupancy and Performance Indicat 30.11.2017 © until 01.12.2017 © Object: All Objects November © 2017 © Booking Status: Select Occupancy Rate Performance Indicat Occupancy Rate Performance Indicat In Schein" 113 120 6.347,66 sin "Entspannung" 86 90 7.244,46 iblick" 87 90 11.283,93	Occupancy and Performance Indicators       30.11.2017 © Until 01.12.2017 © Object: All Objects       November       © 2017     © Booking Status:       Select       Occupancy Rate       Performance Indicators       Indicators       Nights*Units     Capacity     Room Revenue     Occupancy in %       Inschein"     113     120     6.347,66     94,17       Inschein"     113     120     6.347,66     94,17       In "Entspannung"     86     90     7.244,46     95,56       Iblick"     87     90     11.283,93     96,67	Occupancy and Performance indicators         30.11.2017 or until 01.12.2017 or 2017 or Booking Status: Select         November or 2017 or Booking Status: Select         Occupancy Rate Performance Indicators         Occupancy Rate Performance Indicators         Nights*Units Capacity Room Revenue Occupancy in % ADR in €         ischein"         1113       120       6.347,66       94,17       56,17         in "Entspannung"       86       90       7.244,46       95,56       84,24         iblick"       87       90       11.283,93       96,67       129,70

This data is determined per object.

In the diagram you can graphically display the utilisation of the objects, the average rate or the RevPar.



# List of Deposits

Go to **Lists > List of Deposits** to find all the deposits you have entered in Lodgit Desk:

Relating to:	Due Date			÷ 01	oject: All Val	lid Objects			\$
Time Frame:	March		: 2014	\$					
Created on	Name	Due until	Received on	Deposit invoice	Date DI	Final invoice	Date FI	Amount	Payment method
13/12/2010 16:01	:05 Deposit	30/03/2014	21/02/2014	0037/WL	21/02/2014	0038/WL	08/05/2014	238.71	Wire Transfer
						_			

You can filter these in relation to their **due or receipt date** and sort them accordingly.

With the context or action menu you can also select a deposit and:

- open the corresponding booking,
  open the deposit invoice (if you created one),
  open the final invoice if you've already settled the booking.

OCCUPANCY / PERFORMANCE INDICATORS UP ACCOUNTING EXPORT

### Accounting Export

Lodgit Desk lets you export all invoice information as CSV, XLSX or DATEV files, letting you import this information into your accounting software.

#### Important:

If you want to make use of the accounting export, you first have to add the account numbers for payment methods, extras, etc. within the Preferences and the Extras Management!

### Navigate to the menu item **Lists > Accounting Export** to open the following window:

DATEV Pro	(account/count	ter account)	Others (	debit/credit)					
Day:	08.11.2	2017 🗧 to	08.11.2017 🕄	Object	: All Objects				0
Time Fran	me: All	0	2017 🗘	Source	: All				0
Text options									
Use titles	of extras from	extras mana	gement						
Show pay	ment method	used for trans	fer to/from financ	ial account					
Use the r	umber of the c	ancelled invo	ice for the correct	ive invoice					
	D instead of tax	rate							
Use tax		c.ruce							
Use tax I	o moreau or tax								
Date ^	Inv. No.	Currency	Text	AccountDebit	AccountCr	Amount	Tax rate	Exported	
Date ^	Inv. No. 000001	Currency USD	Text Sale (Receip	AccountDebit 1000	AccountCr 8400	Amount 60,00	Tax rate 17.5	Exported	
Ose tax I Date ^ 5.10.17	Inv. No. 000001 000002	Currency USD USD	Text Sale (Receip Purchase (R	AccountDebit 1000 4980	AccountCr 8400 1000	Amount 60,00 432,80	Tax rate 17.5 17.5	Exported	
Date ^ 25.10.17 25.10.17 25.10.17	Inv. No. 000001 000002 000003	Currency USD USD USD	Text Sale (Receip Purchase (R Cash to Ban	AccountDebit 1000 4980 1200	AccountCr 8400 1000 1000	Amount 60,00 432,80 1.000,00	Tax rate 17.5 17.5 0	Exported	
Date 0 5.10.17 5.10.17 5.10.17 5.10.17	Inv. No. 000001 000002 000003 2017-0001	Currency USD USD USD USD	Text Sale (Receip Purchase (R Cash to Ban Final Invoic	AccountDebit 1000 4980 1200 10000	AccountCr 8400 1000 1000	Amount 60,00 432,80 1.000,00 870,00	Tax rate 17.5 17.5 0	Exported	
Date 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17	Inv. No. 000001 000002 000003 2017-0001 2017-0001	Currency USD USD USD USD USD	Text Sale (Receip Purchase (R Cash to Ban Final Invoic Accommod	AccountDebit 1000 4980 1200 10000	AccountCr 8400 1000 1000 8300	Amount 60,00 432,80 1.000,00 870,00 60,00	Tax rate 17.5 17.5 0 7	Exported	
Date ^ 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17	Inv. No. 000001 000002 000003 2017-0001 2017-0001 2017-0001	Currency USD USD USD USD USD USD	Text Sale (Receip Purchase (R Cash to Ban Final Invoic Accommod Accommod	AccountDebit 1000 4980 1200 10000	AccountCr 8400 1000 1000 8300 8300	Amount 60,00 432,80 1.000,00 870,00 60,00 240,00	Tax rate 17.5 17.5 0 7 7	Exported	
Date 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17	Inv. No. 000001 000002 000003 2017-0001 2017-0001 2017-0001 2017-0001	Currency USD USD USD USD USD USD USD	Text Sale (Receip Purchase (R Cash to Ban Final Invoic Accommod Accommod Accommod	AccountDebit 1000 4980 1200 10000	AccountCr 8400 1000 1000 8300 8300 8300	Amount 60,00 432,80 1.000,00 870,00 60,00 240,00 30,00	Tax rate 17.5 17.5 0 7 7 7	Exported	
Date ^ 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17	Inv. No. 000001 000002 000003 2017-0001 2017-0001 2017-0001 2017-0001	Currency USD USD USD USD USD USD USD USD	Text Sale (Receip Purchase (R Cash to Ban Final Invoic Accommod Accommod Accommod	AccountDebit 1000 4980 1200 10000	AccountCr 8400 1000 1000 8300 8300 8300 8300 8300	Amount 60,00 432,80 1.000,00 870,00 60,00 240,00 30,00 120,00	Tax rate 17.5 17.5 0 7 7 7 7 7 7	Exported	
Date ^ 5.10.17 5.10.17 5.10.17 5.10.17 5.10.17 5.10.17 5.10.17 5.10.17 5.10.17 5.10.17	Inv. No. 000001 000002 000003 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001	Currency USD USD USD USD USD USD USD USD USD	Text Sale (Receip Purchase (R Cash to Ban Final Invoic Accommod Accommod Accommod Accommod	AccountDebit 1000 4980 1200 10000	AccountCr 8400 1000 1000 8300 8300 8300 8300 8300 83	Amount 60,00 432,80 1.000,00 870,00 60,00 240,00 30,00 120,00 45,00	Tax rate 17.5 17.5 0 7 7 7 7 7 7 7	Exported	
Date ^ 25.10.17	Inv. No. 000001 000002 000003 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001	Currency USD USD USD USD USD USD USD USD USD USD	Text Sale (Receip Purchase (R Cash to Ban Final Invoic Accommod Accommod Accommod Accommod Accommod	AccountDebit 1000 4980 1200 10000	AccountCr 8400 1000 8300 8300 8300 8300 8300 8300 83	Amount 60,00 432,80 1.000,00 870,00 60,00 240,00 30,00 120,00 45,00	Tax rate 17.5 17.5 0 7 7 7 7 7 7 7 7 7 7	Exported	
Date 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17	Inv. No. 000001 000002 000003 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001	Currency USD USD USD USD USD USD USD USD USD USD	Text Sale (Receip Purchase (R Cash to Ban Final Invoic Accommod Accommod Accommod Accommod Accommod Accommod	AccountDebit 1000 4980 1200 10000	AccountCr 8400 1000 1000 8300 8300 8300 8300 8300 83	Amount 60,00 432,80 1.000,00 870,00 60,00 240,00 30,00 120,00 45,00 45,00	Tax rate 17.5 17.5 0 7 7 7 7 7 7 7 7 7 7 7 7 7	Exported	
Date 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17 25.10.17	Inv. No. 000001 000002 000003 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001 2017-0001	Currency USD USD USD USD USD USD USD USD USD USD	Text Sale (Receip Purchase (R Cash to Ban Final Invoic Accommod Accommod Accommod Accommod Accommod Accommod Accommod Accommod	AccountDebit 1000 4980 1200 10000	AccountCr 8400 1000 1000 8300 8300 8300 8300 8300 83	Amount 60,00 432,80 1.000,00 870,00 60,00 240,00 30,00 120,00 45,00 165,00 165,00	Tax rate 17.5 17.5 0 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	Exported	

You can first select the type of export you want to be doing: Either a **DATEV Pro** export, which is specifically designed for the software DATEV Pro. Or a **debit/credit** export, which can be used in other bookkeeping software.

Now you will see the details for all invoices and receipts created in Lodgit Desk. As text options, you can choose whether you want to **use the extras titles from the extras management or the edited titles from the booking**, whether you want to
#### list the payment method used for payments made, whether you want to use the number of the original ("corrected") invoice instead of the actual one for corrective invoices and whether to use the tax rate or tax ID.

You can limit the list by selecting a certain timeframe and/or a single object. You can also select whether you want to see all revenue, or just revenue created from receipts or invoices.

The checkmark in the column **Exported** lets you know that these list items have already been exported. These will not be exported again if you click the **Export (outstanding)** button (recommended). Clicking **Export (all)** will export everything which is in the current view regardless of whether an item has or has not been exported already.

You can export the list into a CSV or XLSX file by pressing the button **Export**. First, select the location for the file and in the next window you can define the settings:

Templates	Default							
CSV Options								
Encoding	Macintosh ᅌ							
Line break between data	a set Windows ᅌ							
Line break within field	\n							
Field Separator	;							
Decimal Separator	· 🖌							
Text Separator	*							
Always use text separator for fields								
🗸 Show table header								
	Cancel OK							

Please make sure that your selected settings are the same as the import settings of your accounting software.



LIST OF DEPOSITS UP ADDITIONAL MODULES

## Additional Modules

The following additional modules can be used along with Lodgit Desk after they have been applied for and unlocked. In some cases using the modules requires a fee and/or another agreement.

Module	Description	Conditions
Channel Manager	This module allows you to connect to a channel manager to make your units available to online booking channels.	Unlocking this module costs a small monthly fee for each rentable unit you want to synchronise.
Database Server	Using the database server will allow several users within a network to use Lodgit Desk concurrently.	Unlocking this module costs a small monthly fee
Online Booking System	Automatically receive internet bookings, synchronise vacancy status, price information, online packages with the Lodgit Desk program, 2 ways of searching (single mode, category mode), easily integrate booking process into your website.	Part of the module "Online Systems"; unlocking costs a small monthly fee for each rentable unit (no commissions!)
Booking Calendar & Owner-Booking	View online booking calendar that's synchronised with the Lodgit Desk program; add online bookings yourself (Owner-Booking) and synchronise with Lodgit Desk automatically.	Part of the module "Online Systems"; unlocking costs a small monthly fee for each rentable unit (no commissions!)
Electronic Registration Systems	Connect Lodgit Desk to your municipality's electronic registration system. Currently supported systems: AVS, Feratel	Unlocking the module costs a small monthly fee
Hotel Locking System	Using electronic hotel locking systems Currently supported systems: Hotel Locking System SALTO	Unlocking the module for a one-time license fee
Cash Register Systems	Linking the Lodgit Desk program to an electronic cash register system to automatically add revenues to the program Currently supported interfaces: Standard (PROTEL- compatible) VECTRON Gastware	Unlocking the module for a one-time license fee
Zip Code Database	Installation of a global zip code and state library into Lodgit Desk.	free; data provided by geonames.org
<b>Review Portals</b>	Connection to review portals	Unlocking the module costs a small monthly fee
Kassa Austria RKSV	Connection to the cbird EPOS in order to comply with Austrian RKSV laws	Monthly fee plus costs of hardware

#### **GDPR Data Cleansing**

Ability to delete data that does not necessarily have to remain stored in your Lodgit Desk database, e.g. for tax reasons

Free additional module - included in basic license

ACCOUNTING EXPORT UP SYNCHRONIZATION AND CHANNEL MANAGER

# Additional Module: Synchronisation and Channel Manager

With the additional module "Synchronisation and Channel Manager" you can easily synchronise your vacancies with our optional online modules or one of the connected channel managers. You can also receive bookings through these channels, which are then automatically added and drawn into your database.

General settings for synchronisation Settings for synchronizing with the Lodgit Online Booking System Settings for synchronizing with channel manager CultSwitch Settings for synchronizing with channel manager DIRS21 Settings for synchronizing with channel manager Hotel-Spider Settings for synchronizing with channel manager MappingMaster Settings for synchronizing with channel manager Siteminder Frequently asked questions regarding channel managers

## Comparison of features

#### Lodgit CultSwitch DIRS21 HotelSpider MM SM

Receive bookings	1	5	5	1	
Send availabilities	√	√	↓ √	√	$\checkmark$
Send MinLOS	1	$\checkmark$	$\checkmark$	_	✓ -
Send MaxLOS	$\checkmark$	$\checkmark$	-	-	✓ -
Send prices/rates	$\checkmark$	$\checkmark$	$\checkmark$	-	$\checkmark$
Send extra items	$\checkmark$	$\checkmark$	√*	-	√ √**
Limit arrival and departure to certain weekdays	$\checkmark$	-	-	-	
Block time frames	$\checkmark$	-	-	-	
Future timeframe updated in months (counting full months from current month as month number one)	24	24	24	12	24 12

\* no mapping; a collective extra item is used

\*\* limited to an extra selection provided by SiteMinder

 $\label{eq: Additional Modules} \mathsf{U}_\mathsf{P} = \mathsf{G}_\mathsf{E}_\mathsf{N} \mathsf{e}_\mathsf{F}_\mathsf{S}_\mathsf{F}_\mathsf{N} \mathsf{e}_\mathsf{N} \mathsf$ 

## General settings for the synchronisation

If you are using the additional modules Online Booking System, Booking Calendar & Owner-Booking and/or Channel Manager, you have to perform synchronisations manually or automatically.

Go to **Administration > Synchronisation and Channel Manager** to define the general settings for synchronisation.

#### **General options**

	Synchronization and Online Modules
्रो	ledgit Cultswitch DIRS <sup>21</sup> HOTEL MAPPING Siteminder
Specify here	Options Synchronize Multiple-Object Systems e, whether and when Lodgit Desk automatically synchronizes with the Lodgit online modules (booking system /
reservation	schedule / channelmanager).
🗹 Use this	computer for automatic synchronization
Interval:	10 minutes
Show st	atus window when automatically synchronizing
Send co	mpressed data
Always I	ock new online bookings (time frame)       Image: Always lock new online bookings (rentable unit)         s in the reservation schedule will be marked as "occupied" online with the exception of:
Booking	s with status "Tentative" Bookings with status "Offer"
Synci	hronized Languages
Deuts	sch (Default)
Englis	sh (Default)
<ul> <li>Españ</li> </ul>	iol (Default)

- 1. You can activate this computer for synchronising automatically. When using the database server, you can then ensure that either all computers synchronise (always whichever computer comes first in the specified time frame) or only the computer(s) with the most stable internet access. 2. You can specify the **interval for the synchronisation**
- 3. You can also decide whether you want to see a window pop up whenever Lodgit Desk is synchronising with the online modules.
- 4. New online bookings are now locked by default as soon as they're **imported**. You have to manually unlock them to move them in the reservation schedule. Here you can turn that automatic lock off by unchecking the box.

- Furthermore, you can decide, if you want all bookings in your reservation schedule to be shown in the calendar as "occupied", or if you want certain bookings to be shown as "vacant" instead. Important: Bookings with the status Checked Out are generally considered "vacant" online.
- 6. Also, you have to check **at least one language** in your database that is to be synchronised.

## Activate rentable units for synchronization

You can easily adjust which rentable units can be booked online in the tab "Synchronise". It is irrelevant whether these units will be synchronised with one or several online modules. Here, you'll also decide which of your objects should be combined into a multiple-object system.

	<u>}</u>	ledgit	CultSwitch	DIRS <sup>21</sup>	HOTEL SPIDER		5 SiteMinder			
Decic Sync	le which rental	ble units you wan equired for using	Options Syn t Lodgit Desk to sy the additional mo	vnchronize Vnchronize. dules "Online Syste	le-Object Systems ms" and "Interface:	Channelmanager"	4			
v	Name		ID	Unit Type	Тур	e ID Object				
0	Double 1		DZ1	Double Bedroom	DB	Hotel "Sur	ishine"			
	Double 2		DZ2	Double Bedroom	DB	Hotel "Sur	shine"			
0	Double 3		DZ000	Double Bedroom	DB	Hotel "Sur	shine"			
	Single 1		EZ1	Single Bedroom	SB	Hotel "Sur	shine"			
0	Single 2		EZ2	Single Bedroom	SB	Hotel "Sur	shine"			
2	Apartment 1		AP1	Holiday Apartmen	nt. HA	Holiday Ho	omes "Relax Your			
0	Apartment 2		AP2	Holiday Apartmer	nt. HA	Holiday Ho	omes "Relax Your			
*	•									
Spec	ify which of the	e following object	s are to be combined and the second s	ned into a multiple-	object system.					
Obj	ect			Multipl	Multiple-Object System					
Hotel "Sunshine"					Holiday in Sometown					
Holi	day Homes "R	elax Yourself"		Holiday	in Sometown					

Simply check the boxes for the units you want to synchronise in the upper list. With a **right click** or the **actions menu** you can quickly:

- synchronise / don't synchronise all units in this object
- sýnchronise / don't sýnchronise all units of that type in this object
- sýnchronise / don't sýnchronise all units of all objects

In the bottom list, you can combine objects into a multiple-object system. Select the system you've previously created through the grey arrows on the right. If left empty, this object will be synchronised as is.

#### Please note:

Once combined into a multiple-object system, the objects will no longer be listed separately in the preferences for the channel managers. Only the multiple-object system will be listed.

## Multiple-Object Systems

Lodgit Desk allows you to combine different objects in Lodgit Desk into one system for the modules "Online Systems" and "Interface: Channel Manager". Within Lodgit Desk, these objects will still be handled separately (e.g. to create separate statistics), online they are treated as one object, though.

•••	Synchronization and Online Modules									
ो। dgıt	cultSwitch	RS <sup>21</sup> HOTEL MAPPING Siteminder								
Options         Synchronize         Multiple-Object Systems           Here you can combine some of your objects into multi-object systems. Their rentable units can then be booked together in a joint online booking system. This replaces the corresponding settings in the object management window and only affect the appearance of objects in the additional modules "Online Systems" and "Interface: Channelmanager".										
Name		Profile Features								
<ul> <li>●</li> </ul>	Туре	Holiday Apartments / Houses								
	Time Zone	Europe/London 🗘 🧿								
	Arrival	14:00 🗘 until 22:00 🗘 o'clock								
	Departure	8:00 🗘 until 12:00 🗘 o'clock								
	D									

Add a multiple-object system in the list to the left. You'll have to define a few settings, such as **arrival and departure times** as well as **features**. These settings only concern the system online, not the objects in your backend.

Synchronization and Channel Manager UP Settings for synchronizing with the Lodgit Online Booking System

## Settings for the Lodgit Online Booking System

The Lodgit Desk Online Booking System allows you to set a minimum number of booked days for your online bookings or even allow only certain week days for arrivals and departures.

Go to **Administration > Synchronisation and Channel Manager** and go to the tab **Lodgit** to define these settings:

#### Minimum booking duration

Select the minimum booking duration in days as well as a time frame for when this doesn't apply anymore.

This way you can allow last minute bookers to stay less than the required minimum duration if the book only, e.g. 5 days in advance.

•	0	Synchronization and Online Modules
	<b>3</b> 4	CultSwitch DIRS <sup>21</sup> HOTEL SPIDER MAPPING SiteMinder
	Objects Holiday in Sometown	IMPORTANT: The settings listed below only apply to the Lodgit Online Booking System and the Lodgit Online Booking Calendar.
		Minimum duration         Restrictions         Disabled Time Frames           Please specify here whether backing online requires a minimum amount of days for each backing
		V Use minimum amount of days minimum:
		<ul> <li>Time-limit on minimum booked days</li> <li>days before arrival date, no minimum amount of booked days are required for online bookings</li> </ul>

*Example: Minimum booking duration 3 days. arrival only available on Mondays and Thursdays* 

#### Please note that these settings are object specific!

#### Arrival and departure days

Select the days for which arrival and departure are available. You can also define a time frame for when this setting doesn't apply anymore.

• • •	Synchronisation und Online-Module						
	dgit CultSwitch DIRS <sup>21</sup> Reprint Reprint Spider						
Objekte Pensionen in Musterstadt Ferienpark "Waldblick"	ACHTUNG: Die hier eingetragenen Einstellungen gelten nur für das Lodgit Online-Buchungssystem und für die Lodgit-Online-Belegungskalender!						
Ferienwohnungen "Ents							
Stellplatz	Mindestbuchungsdauer Einschränkungen Gesperrte Zeiträume						
Zeit	Zelt Geben Sie hier bitte an, ob bei Lodgit-Online-Buchungen nur bestimmte Tage für die Anreise und Abreise verwendet werden können.						
	🗹 Tage für Anreise und Abreise festlegen						
	Alle Mo Di Mi Do Fr Sa So						
0	Anreise 😑 🗸 🗌 🔽 🗌 🗌						
	Abreise 🗹 🗹 🗹 🗹 🗹 🗹						
	Frist zur Aufhebung der Einschränkungen für Anreise und Abreise setzen						
	10 Tage vor Buchungsbeginn sind bei Online-Buchungen an jedem Tag Anreise und Abreise möglich.						

Example: Arrival only available on Mondays and Thursdays

#### Disabled (blocked) time frames

In the tab **Blocked Time Frames** you can set up certain times during which all or single units cannot be booked online through the Online Booking System (e.g. because you sold that allotment to an agent or are going on vacation yourself).

Units will be listed as occupied in the Booking Calendar online during that time.

•			Synchroniza	tion and Onli	ne Module	S			
<b>3</b>	l	dgı	t CultSwitch		HC SP	IDER MAPPING	SiteMinder		
Objects Holiday in Sometown	Ats IMPORTANT: The settings listed below only apply to the Lodgit Online Booking System Online Booking Calendar.								
			Minimum	duration Re	strictions	Disabled Time Fra	imes		
		To							
	0	Θ	Single Bedroom	•	04.03.21		05.03.21		
		Θ	Holiday Apartment	•	01.11.21		15.11.21		
		Θ	Apartment 1	•	20.04.21		22.04.21		
		•	•						

# Settings for synchronising with channel manager CultSwitch

## The requirements

In order to use the channel manager CultSwitch with Lodgit Desk, you'll need:

- the module "Channel Manager Interface" from Lodgit, which you can order in our online shop at www.lodgit.com/shop
- in our online shop at www.lodgit.com/shop
  an agreement with the channel manager CultSwitch. You can find a form listing their prices and terms in your Lodgit account at www.lodgit.com. Lodgit users will receive a special pricing as listed in the form.
- users will receive a special pricing as listed in the form.
  contracts and/or agreements with the internet booking channels that you can get on their respective websites.

Got everything? Then we can get started!

Please note: It is **not recommended** to put all your units online if you connect several units to one channel manager category (e.g. single bedrooms in Lodgit to category "Single" in channel manager). Leave at least 1 unit online, so you'll have some breathing room in the event of overbookings.

### Setting up your CultSwitch account

First, you'll have to set up the units or categories you want to offer in the OTAs in CultSwitch. For any questions about this process, the CultSwitch team will be happy to help.

## Activate rentable units for synchronization

You can easily adjust which rentable units can be booked online in the tab "Synchronise". It is irrelevant whether these units will be synchronised with one or several online modules. Here, you'll also decide which of your objects should be combined into a multiple-object system.

#### Manual of the Lodgit Desk - Hotel Software

	🔥 lodgıt	CultSwitch	DIRS <sup>21</sup>	SPIDER	MAPPING MASTER		SiteMinde		
Deci	de which rentable units you want chronization is required for using t	Options Syn Lodgit Desk to s he additional mo	whether a state of the state of	Object Systems s" and "Interface:	Channelm	anager".			
v	Name	ID	Unit Type	Тур	e ID Ob	ject			
0	Double 1	DZ1	Double Bedroom	DB	Ho	tel "Suns	hine"		
	Double 2	DZ2	Double Bedroom	DB	Но	tel "Suns	hine"		
0	Double 3	DZ000	Double Bedroom	DB	Ho	tel "Suns	hine"		
	Single 1	EZ1	Single Bedroom	SB	Но	tel "Suns	hine"		
	Single 2	EZ2	Single Bedroom	SB	Ho	tel "Suns	hine"		
	Apartment 1	AP1	Holiday Apartment	HA	Ho	liday Hon	nes "Relax Your.		
	Apartment 2	AP2	Holiday Apartment	HA	Ho	liday Hon	nes "Relax Your.		
*	•								
Spec	ify which of the following objects	are to be combi	ned into a multiple-ob	ject system.					
Ob	ject		Multiple-	Object System					
Ho	tel "Sunshine"		Holiday in	Holiday in Sometown					
Ho	liday Homes "Relax Yourself"		Holiday ir	Sometown					

## Multiple-Object Systems

Lodgit Desk allows you to combine different objects in Lodgit Desk into one system for the modules "Online Systems" and "Interface: Channel Manager". Within Lodgit Desk, these objects will still be handled separately (e.g. to create separate statistics), online they are treated as one object, though.

		Synchronization and Online Modules									
¢,	<u>}}</u>	ledg	It	CultSwite	n DIF	RS <sup>21</sup>	HO SPI	DER		r® s	BiteMinder
				Options	Synchronize	Multiple	e-Object Sy	stems			
Here yo online I of obje	ou can com booking sy acts in the a	bine some of stem. This rep additional mod	your ob places th lules "O	jects into n ne correspo nline Syste	nulti-object sys nding settings ms" and "Inter	stems. The in the obje face: Chan	ir rentable ect manage nelmanage	units can th ment windo r".	en be book ow and only	ed toge affect	ther in a join the appearan
1	Name						Profile	Features	]		
	Holiday in S	Sometown			Туре	Holiday	Apartments	s / Houses			\$
					Time Zone	Europe/I	London				0
					Arrival	14:00	🗘 until	22:00	o'clo	ck	
					Departure	8:00	until	12:00	Ç o'clo	ck	

## Assign units in Lodgit Desk

After you have added the categories or units in CultSwitch, you can now assign them to the appropriate units in Lodgit Desk.

1. Open your Lodgit Desk installation and go to *Administration > Synchronisation and Online Modules >* CultSwitch. Select the object you want to connect to the channel manager:

Cuttswitch       DIRS <sup>21</sup> HOTEL SPIDER       MAPPING OF MASTER OF       Siteminder         Objects       General       CultSwitch Categories       Prices and duration       Extras		Synchron	ization and Online Modules	
Objects General CultSwitch Categories Prices and duration Extras	( <b>3)</b>	dgit CultSwitch	DIRS <sup>21</sup>	
Holiday in Sometown         Activate Channel Manager:         CultSwitch Object ID:         Before you can assign the rentable units, extras and prices, you have to load the current CultSwitch IDs. You should always re-load the CultSwitch IDs whenever you delete or create a new product in CultSwitch.         Last update:         CultSwitch IDs:         Load CultSwitch IDs	Objects Holiday in Sometown	General Activate Channel Manager: CultSwitch Object ID: Before you can assign the ren You should always re-load the CultSwitch. Last update: CultSwitch IDs:	CultSwitch Categories Prices	and duration Extras           and duration         Extras           In have to load the current CultSwitch IDs.         Itele or create a new product in

2. Enter your CultSwitch Object ID into the field and then press the button *Load CultSwitch IDs*.

Then, switch to the tab *CultSwitch Categories*.

•• (3)	Synchronization an	d Online Modules S <sup>21</sup> HOTEL SPIDER MASTER OF SiteMinder
Objects Holiday in Sometown	General CultSwitch Category Mo ✓ Unit Mode (F	h Categories Prices and duration Extras de (Rentable Unit Types) Rentable Units)
0	<ul> <li>Show only synchronized rentable unit</li> <li>Lodgit Desk Unit</li> <li>Apartment 1</li> <li>Apartment 2</li> <li>Double 1</li> <li>Double 2</li> <li>Double 3</li> <li>Single 1</li> <li>Single 2</li> </ul>	ID       CultSwitch Category         AP1       Suite (89198)         AP2       Suite (89198)         DZ1       Double Bedroom (89196)         DZ2       Double Bedroom (89196)         DZ       Double Bedroom (89196)         DZ       Double Bedroom (89196)         EZ1       Single Bedroom (89194)         EZ2       Single Bedroom (89194)
Event Log.	7 Lodgit Desk rentable units were assigr	ned to a CultSwitch category

3. First, select the *Mode* (see red arrow). The *Category Mode* is suited best for accommodations with a lot of similar units, like a hotel. The Unit Mode is best suited for accommodations with very individual units, like a vacation home rental.

4. In the *left column* you'll find your units or unit categories, depending on which mode you've selected. In the *right column* you can choose which CultSwitch category corresponds to which.

#### Please note: Categories or units you don't want to synchronise with the channel manager can simply be deselected in the first column.

5. With that, you've already finished the basic setup. Test the connection by going to *File > Synchronise*. This will send your current availabilities of all selected units to the server and you can make sure the availabilities are listed correctly in the backend of the channel manager. Please note: Due to server sync schedules, it may take a few minutes

before the changes are displayed in CultSwitch.

## Manage prices from within Lodgit (optional)

As a CultSwitch premium partner, Lodgit can also send prices to the Channel Manager.

# Important: You can manage the prices EITHER in Lodgit Desk OR in CultSwitch directly. Changes made to the prices in CultSwitch cannot be imported into Lodgit Desk.

 Select your object in the window Synchronisation and Online Modules
 > CultSwitch and go to the Prices area. Check the field Send prices to CultSwitch:

•		Synchronization and (	Online Modules		
🔅 led		DIRS <sup>21</sup>	HOTEL SPIDER MAST	ING QUE SiteMinder	
Objects Pensionen in Musterstadt		General CultSwitch	Categories Price	es and duration Extras	
Ferienpark "Waldblick"	🗸 Send prices and durat	tion to CultSwitch			
Ferienwohnungen "Ents Pension "Sonnenschein"	Lodgit Desk will only s category in Lodgit De	send price information of sk.	CultSwitch categor	ies that have been assigned to	a rentable unit or
Stellplatz			1		
Zelt	Minimum duration (MinLO	S): 1	Days (default: 1 d	iay):	
	Maximum duration (MaxL	OS): 999	Days (default: 99	9 days)	
	CultSwitch Category Single Bedroom	All entered prices are "	per day (default oc	cupancy)"	
0	Double Bedroom	Default occupancy:	1 bed		
	Suite	Base Price:	40,00 €		
		From	То		Price in €
			03.03.21		30,00
			25.05.21		75,00
		۲			
		<b>*</b> •		<b>V</b> (	Only current prices
Event Log					

2. Select a CultSwitch category in the list and enter the base price. The base price is listed "per night" and default occupancy. It will always be used unless you've defined special prices for a time frame.

3. In the list underneath the base price, you can define time frames with different prices (e.g. seasonal prices). With the Actions menu you can import those price settings from your Price Management in Lodgit Desk.

4. You must add at least a base price for all categories! Test the connection by going to *File > Synchronise*. This will send your current prices of all selected units to the server and you can make sure the availabilities are listed correctly in the backend of the channel manager. **Please note: Due to server sync schedules, it may take a few minutes** 

Please note: Due to server sync schedules, it may take a few minutes before the changes are displayed in CultSwitch.

## Link CultSwitch extras to Lodgit extras (optional)

CultSwitch lets you create extras ("Products") that you can link to the extras you have in Lodgit Desk. During the import of the bookings, the extras will then be selected and added to the booking correctly. That way, the bookings from CultSwitch

will fit seamlessly into your analysis for extra items and services.

- 1. Select your object in the window Synchronisation and Online Modules > CultSwitch and go to the *Extras* area. There you'll find a table listing all of CultSwitch' extras in the left column. Should you not see any extras listed in this table, please go back to *General*
- and click the button "Load CultSwitch IDs". 2. In the column to the right, select the Lodgit extras you want to link to the CultSwitch extra item. Check the items that are going to be listed as 'inclusive' in the booking:

•	Synchronization and	Online Modu	lles	
i ed	git CuttSwitch DIRS	21 🔀 s	HOTEL SPIDER MASTER OF S	SiteMinder
Objects Pensionen in Musterstadt Ferienpark "Waldblick" Ferienwohnungen "Ents	General CultSwitch Sort the extras you've defined in CultSv	Categories	Prices and duration Extras	Lodgit Desk.
Pension "Sonnenschein"	CultSwitch Extras	Code	Lodgit Desk Extras	Surch
Stellplatz	Breakfast	278684	Breakfast	
Zelt	Breakfast	278848	Breakfast	
	Breakfast	278850		
	Breakfast	278852		
0				
Event Log				

Link your Lodgit extras to the channel manager extras

3. Test the connection by going to *File > Synchronise*. This will send your current extras to the server and you can make sure everything is listed correctly in the backend of the channel manager. Please note: Due to server sync schedules, it may take a few minutes

before the changes are displayed in CultSwitch.

#### **General options**

•	Synchronization and Online Modules
()) led	CultSwitch DIRS <sup>21</sup> SPIDER MAPPING Siteminder
Specify here, whether and w reservation schedule / chann	Options Synchronize Multiple-Object Systems hen Lodgit Desk automatically synchronizes with the Lodgit online modules (booking system / nelmanager).
Use this computer for au Interval: 10 minutes Show status window whe	tomatic synchronization
✓ Always lock new online b	ookings (time frame)
All bookings in the reservation	n schedule will be marked as "occupied" online with the exception of: ntative" Bookings with status "Offer"
Synchronized Language	jes
<ul> <li>English (Default)</li> </ul>	
Español (Default)	

Settings for synchronizing with the Lodgit Online Booking System  $$U_{\rm P}$$  Settings for synchronizing with channel manager DIRS21

# Settings for synchronising with channel manager DIRS21 channelswitch

## The requirements

In order to use the channel manager DIRS21 channelswitch with Lodgit Desk, you'll need:

- the module "Channel Manager Interface" from Lodgit, which you can order in our online shop at www.lodgit.com/shop
- an agreement with the channel manager channelswitch from DIRS21. You can find a form listing their prices and terms in your Lodgit account at www.lodgit.com
- contracts and/or agreements with the internet booking channels that you can get on their respective websites.

Got everything? Then we can get started!

## Setting up your DIRS21 channelswitch account

First, you'll have to set up the units or categories you want to offer in the OTAs in channelswitch. For any questions about this process, the DIRS21 team will be happy to help.

## Activate rentable units for synchronization

You can easily adjust which rentable units can be booked online in the tab "Synchronise". It is irrelevant whether these units will be synchronised with one or several online modules. Here, you'll also decide which of your objects should be combined into a multiple-object system.

#### Manual of the Lodgit Desk - Hotel Software

	🚯 🛛 🕹	CultSwitch	DIRS <sup>21</sup>	SPIDER		SiteMinder	
Decid Sync	de which rentable units you want L hronization is required for using th	Options Syn odgit Desk to sine additional mo	Multiple-I ynchronize. dules "Online Systems	Object Systems	hannelmanager".		
v	Name	ID	Unit Type	Туре	ID Object		
	Double 1	DZ1	Double Bedroom	DB	Hotel "Suns	shine"	
	Double 2	DZ2	Double Bedroom	DB	Hotel "Suns	shine"	
0	Double 3	DZ000	Double Bedroom	DB	Hotel "Suns	shine"	
	Single 1	EZ1	Single Bedroom	SB	Hotel "Suns	el "Sunshine"	
0	Single 2	EZ2	Single Bedroom	SB	Hotel "Suns	shine"	
	Apartment 1	AP1	Holiday Apartment	HA	Holiday Hor	mes "Relax Your.	
	Apartment 2	AP2	Holiday Apartment	HA	Holiday Hor	mes "Relax Your.	
*	•						
Spec	ify which of the following objects	are to be combi	ned into a multiple-obj	ect system.			
Ob	ject		Multiple-C	bject System			
Hot	tel "Sunshine"		Holiday in Sometown			1	
Hol	iday Homes "Relax Yourself"		Holiday in	Sometown			

## Multiple-Object Systems

Lodgit Desk allows you to combine different objects in Lodgit Desk into one system for the modules "Online Systems" and "Interface: Channel Manager". Within Lodgit Desk, these objects will still be handled separately (e.g. to create separate statistics), online they are treated as one object, though.

• • •	Synchronization	and Online Modules
(j) ledgıt	CultSwitch DI	RS <sup>21</sup> HOTEL MAPPING Siteminder
Here you can combine some of your of online booking system. This replaces of objects in the additional modules "	Options Synchronize objects into multi-object sy the corresponding settings Online Systems" and "Inter	Multiple-Object Systems stems. Their rentable units can then be booked together in a joint s in the object management window and only affect the appearance rface: Channelmanager".
Name		Profile Features
<ul> <li>Holiday in Sometown</li> <li>(e)</li> </ul>	Туре	Holiday Apartments / Houses
	Time Zone	Europe/London 🗘 💿
	Arrival	14:00 🗘 until 22:00 🗘 o'clock
	Departure	8:00 🗘 until 12:00 🗘 o'clock
	•	

## Assign units in Lodgit Desk

After you have added the categories or units in DIRS21, you can now assign them to the appropriate units in Lodgit Desk.

1. Open your Lodgit Desk installation and go to *Administration > Synchronisation and Online Modules > DIRS21*. Select the object you want to connect to the channel manager: Manual of the Lodgit Desk - Hotel Software

<b>•</b> •	Synchron	ization and Online Mo	odules		
( <b>3)</b>	dgit CultSwitch	DIRS <sup>21</sup>	SPIDER		SiteMinder
Objects Holiday in Sometown	General	Dirs21 Categories	Prices and dura	tion Extras	)
	Activate Channel Manager:				0
	Dirs21 Object ID:				
	Password:				
	Before you can assign the rer always re-load the Dirs21 IDs	ntable units and prices, y whenever you delete or	ou have to load t create a new pro	he current Dirs2' duct in Dirs21.	1 IDs. You should
0	Last update:				
	Dirs21 IDs:	Load Dirs21 ID	ls		
	Dirs21 IDs:	Load Dirs21 ID	)s		
	Dirs21 IDs:	Load Dirs21 ID	ls		
	Dirs21 IDs:	Load Dirs21 ID	)s		
	Dirs21 IDs:	Load Dirs21 ID	5		

Enter your DIRS21 Object ID into the field and then press the button *Load DIRS21 IDs*. Then, switch to the tab *DIRS21 Categories*.

•	Synchronization and Online	Modules		
🔅 ledg	It CultSwitch DIRS <sup>21</sup>	HOT SPIC		SiteMinder
Objects	General Dirs21 Categorie	s Prices	and duration Extras	]
Holiday in Sometown	e: Category Mode (Rent Unit Mode (Rentable )	able Unit Ty Units) r types	pes)	
	Lodgit Desk Unit Type	ID	Dirs21 Category	
	Single Bedroom	SB	Einzelzimmer (10)	•
	Double Bedroom	DB	Doppelzimmer (20)	
	Holiday Apartment	HA	Ferienwohnung (60)	<b>.</b>
0				
3 Lo	dgit Desk categories - with 7 rentable units in	n total - wen	e assigned to a Dirs21 ca	tegory
Event Log				

2. First, select the *Mode*. The *Category Mode* is suited best for accommodations with a lot of similar units, like a hotel. The *Unit Mode* is best suited for accommodations with very individual units, like a vacation home rental.

3. In the *left column* you'll find your units or unit categories, depending on which mode you've selected. In the *right column* you can choose which DIRS21 category corresponds to which.

Please note: Categories or units you don't want to synchronise with the channel manager can simply be deselected in the first column.

4. With that, you've already finished the basic setup. Test the connection by going to *File > Synchronise*. This will send your current availabilities of all selected units to the server and you can make sure the availabilities are listed correctly in the backend of the channel manager. Please note: Due to server sync schedules, it may take a few minutes

before the changes are displayed in DIRS21.

## Manage prices from within Lodgit (optional)

Lodgit also allows you to manage your prices in the software and then send them to

the Channel Manager. Important: You can manage the prices EITHER in Lodgit Desk OR in DIRS21 directly. Changes made to the prices in DIRS21 cannot be imported into

#### Lodgit Desk.

1. Select your object in the window *Synchronisation and Online Modules > DIRS21* and go to the *Prices* area. Check the field *Send prices to DIRS21*:

	Synch	ronization and Online Modules	
	edgit Cultswitch	DIRS <sup>21</sup> HOTEL SPIDER MAPPING	SiteMinder
Objects Holiday in Sometown	Gene Send prices and dura Lodgit Desk will only rentable unit or categ Minimum duration (MinLC	eral     Dirs21 Categories     Prices and duration     Ex       tion to Dirs21       send price information of Dirs21 categories that have be lory in Lodgit Desk.       DS):     1     Days (default: 1 day):	tras
	Dirs21 Category Einzelzimmer Doppelzimmer Junior Suite Doppelzimmer zur Ei	All entered prices are "per day (default occupancy)" Default occupancy: 0 beds Base Price: 50,00 £	0
	Mehrbettzimmer Mehrbettzimmer zur Mehrbettzimmer mit Ferienwohnung Ferienwohnung zur Ei	From         To                 •	Price in £ 129,00
Event Log		*-	Only current prices

2. Select a DIRS21 category in the list and enter the base price. The base price is listed "per night" and default occupancy. It will always be used unless you've defined special prices for a time frame.

3. In the list underneath the base price, you can define time frames with different prices (e.g. seasonal prices). With the Actions menu you can import those price settings from your Price Management in Lodgit Desk.

4. You must add at least a base price for all categories! Test the connection by going to *File > Synchronise* and you can make sure the availabilities are listed correctly in the backend of the channel manager. **Please note: Due to server sync schedules, it may take a few minutes before the changes are displayed in DIRS21.** 

### Assign extra items and booking notes to Rate IDs

Please note: You need to know the IDs of your rates which you can enquire

#### with DIRS21

Select your object in the window *Synchronisation and Online Modules > DIRS21* and go to the *Extras* area. Enter a rate ID in the table at the left and then select the corresponding extra item(s) in the table at the right. You can also specify...

- if the price of the extra item is already included in the price transmitted by DIRS21 or if it is a surcharge that needs to be added on top of it (Price interpretation: Inclusive / Additional charge)
  if the extra item is supposed to be cleared with the accommodation (Marker
- if the extra item is supposed to be cleared with the accommodation (Marker Surcharge) or if the extra item is supped to be a separate item on the invoice.
  if a note should be added to bookings with this rate ID

•		Synchr	onization and Online Modules
<b>3</b>	<b>l</b>	dgıt CultSwitch	DIRS <sup>21</sup> HOTEL SPIDER MAPPING SiteMinder
Objects	-	Gener	ral Dirs21 Categories Prices and duration Extras
Holiday in Sometown		Send prices and durati Lodgit Desk will only so rentable unit or catego	on to Dirs21 end price information of Dirs21 categories that have been assigned to a ery in Lodgit Desk.
		Dirs21 Category	All entered prices are "per day (default occupancy)"
	•	Einzelzimmer Doppelzimmer Junior Suite Doppelzimmer zur Ei	Default occupancy: 0 beds Base Price: 50,00 £
		Mehrbettzimmer Mehrbettzimmer zur Mehrbettzimmer mit Ferienwohnung Ferienwohnung zur Ei	From         To         Price in £           ●         16.07.21         14.09.21         129,00           ●
		renenwormung zur El	Conly current prices
Event Log			

## Rates dependent on occupancy (optional)

To use rates dependent on occupancy with DIRS21, you have to create special room type (Zimmertyp) in your DIRS21 Account and then link it to one of your existing room types. This link is enabled on the DIRS21 website.

- Log into your account on DIRS21-office and navigate to your existing room types (Stammdaten > Zimmertypen).
   Create a new room type (Button "Neu" on the right hand side above the
- Create a new room type (Button "Neu" on the right hand side above the list).
- Enter the occupancy (Belegung) for which the new rate shall apply in

- the tab "Allgemein".
  In the tab "Vererbung" you have to select the room type which will be
- occupied by the new rate.
  In the tab "Hotelsoftware" you have to enter the ID of your linked room type so Lodgit Desk knows which rooms to assign bookings created with the new rate.

#### **General options**

Specify here eservation s Use this nterval: Show sta Send con	Image: Cuttion of Cuttion       Image: Cuttion of Cuttion         Options       Synchronize         Options       Synchronize         whether and when Lodgit Desk automatically synchronize       Synchronize         whether and when Lodgit Desk automatically synchronize       Synchronize         chedule / channelmanager).       Synchronization         10 minutes       Image: Cotton         10 minutes       Image: Cotton         Synchronizing       Synchronizing         npressed data       Synchronizing	RS <sup>21</sup> HOTEL SPIDER MAPPING Confider Multiple-Object Systems chronizes with the Lodgit online modules (booking system /
Specify here eservation : Use this nterval: Show sta Send cor	Options Synchronize whether and when Lodgit Desk automatically sync chedule / channelmanager). computer for automatic synchronization 10 minutes tus window when automatically synchronizing npressed data	Multiple-Object Systems
Use this nterval: Show sta	tus window when automatically sync tus window when automatically synchronizing https://www.computer.	chronizes with the Lougit online modules (booking system /
✓ Use this nterval: Show sta Send cor	computer for automatic synchronization 10 minutes tus window when automatically synchronizing npressed data	
nterval: Show sta	10 minutes 🗘	
Show sta	tus window when automatically synchronizing	
Send col	npressed data	
Send co	npressed data	
🗸 Always le	ock new online bookings (time frame)	Always lock new online bookings (rentable unit)
All bookings	in the reservation schedule will be marked as "occu	upied" online with the exception of:
Booking:	with status "Tentative" Booking	igs with status "Offer"
Synch	ronized Languages	
Deuts	ch (Default)	
Englis	n (Default)	
Españ	bl (Default)	

Settings for synchronizing with channel manager CultSwitch Settings for synchronizing with channel manager Hotel-Spider UP

# Settings for synchronising with channel manager HotelSpider

## The requirements

In order to use the channel manager DIRS21 channelswitch with Lodgit Desk, you'll need:

- the module "Channel Manager Interface" from Lodgit, which you can order in our online shop at www.lodgit.com/shop
- an agreement with the channel manager Hotel-Spider. You can find a form listing their prices and terms in your Lodgit account at www.lodgit.com
- contracts and/or agreements with the internet booking channels that you can get on their respective websites.

Got everything? Then we can get started!

## Activate rentable units for synchronization

You can easily adjust which rentable units can be booked online in the tab "Synchronise". It is irrelevant whether these units will be synchronised with one or several online modules. Here, you'll also decide which of your objects should be combined into a multiple-object system.

	🚯 🚺 🕹	CultSwitch	DIRS <sup>21</sup>	SPIDER	MAPPIN		SiteMinder
Decic Sync	de which rentable units you want hronization is required for using	Options Syn Lodgit Desk to si the additional mo	where a start wh	le-Object Systems ms" and "Interface:	Channel	manager".	
v	Name	ID	Unit Type	Тур	e ID (	Object	
Ouble 1		DZ1	Double Bedroom	DB	÷	Hotel "Sunshine"	
	Double 2 Di		Double Bedroom	DB	+	Hotel "Sunshine"	
0	Double 3	DZ000	Double Bedroom	DB	. I	Hotel "Sunshine"	
	Single 1	EZ1	Single Bedroom	SB		Hotel "Sunshine"	
0	Single 2	EZ2	Single Bedroom	SB	•	Hotel "Sunshine"	
	Apartment 1 AP1		Holiday Apartmen	nt HA	, P	Holiday Homes "Relax Your.	
0	Apartment 2 AP2		Holiday Apartment		÷	Holiday Homes "Relax Your	
*	•						
Spec	ify which of the following object	s are to be combi	ned into a multiple-	object system.			
Obj	ect		Multipl	e-Object System			
Hot	el "Sunshine"		Holiday in Sometown				
Hol	iday Homes "Relax Yourself"		Holiday	in Sometown			

Simply check the boxes for the units you want to synchronise in the upper list. With a **right click** or the **actions menu** you can quickly:

- synchronise / don't synchronise all units in this object
- sýnchronise / don't sýnchronise all units of that type in this object
- sýnchronise / don't sýnchronise all units of all objects

In the bottom list, you can combine objects into a multiple-object system. Select the system you've previously created through the grey arrows on the right. If left empty, this object will be synchronised as is.

#### Please note:

Once combined into a multiple-object system, the objects will no longer be listed separately in the preferences for the channel managers. Only the multiple-object system will be listed.

## **Multiple-Object Systems**

Lodgit Desk allows you to combine different objects in Lodgit Desk into one system for the modules "Online Systems" and "Interface: Channel Manager". Within Lodgit Desk, these objects will still be handled separately (e.g. to create separate statistics), online they are treated as one object, though.

•••			Synchronization	and Online Mo	odules			
	ledgıt	Cu		<b>RS</b> <sup>21</sup>	HO SPI	DER MAS		SiteMinder
Here you online bo of object	u can combine some of your o ooking system. This replaces its in the additional modules "	Option objects the co Online	s into multi-object sy prresponding settings systems" and "Inter	Multiple-Ob stems. Their ren in the object m face: Channelm	ject Sy ntable u nanage nanage	stems units can the ment window	n be booked to v and only affe	ogether in a joint ct the appearance
	ame oliday in Sometown			Pro	file	Features		
۲			Туре	Holiday Apar	tments	/ Houses		<u> </u>
			Time Zone	Europe/Lond	on	_		<b>?</b>
			Arrival	14:00 🗘	until	22:00	O'clock	
			Departure	8:00 🗘	until	12:00	o'clock	
		0						

Add a multiple-object system in the list to the left. You'll have to define a few settings, such as **arrival and departure times** as well as **features**. These settings only concern the system online, not the objects in your backend.

## Assign units in Lodgit Desk

After you have added the categories or units in HotelSpider, you can now assign them to the appropriate units in Lodgit Desk.

1. Open your Lodgit Desk installation and go to *Administration > Synchronisation and Online Modules > HotelSpider*. Select the object you want to connect to the channel manager:

• • •	Synchroniza	tion and Online Modules	
led	lgıt <b>cultuzz.</b>		SiteMinder
Objects Cabins "Water Lilies" Holiday Homes "Saguar Hotel "Sunny Hills"	Activate Channel Manager:	General Hotel Spider Categories	0
	Hotel Spider Object ID: Hotel Name: API Version:	API Version v4	
•	Before you can assign the re always re-load the Hotel Spi Last update:	entable units, you have to load the current Hot ider IDs whenever you delete or create a new p	el Spider IDs. You should roduct in Hotel Spider.
	Hotel Spider IDs:	Load Hotel Spider IDs Enter Hotel Spider IDs manually	
Event Log			

Enter your Hotel-Spider ID and hotel name into the fields and select the version of the interface you are using (usually the latest version). Then press the button Load Hotel-Spider IDs. If this should not work properly (if you are unable to select any HotelSpider categories in the next step) you can also enter the HotelSpider IDs manually by clicking the respective button and filling out the table. Then, switch to the tab *Hotel-Spider Categories*.

2. First, select the *Mode*. The *Category Mode* is suited best for accommodations with a lot of similar units, like a hotel. The *Unit Mode* is best suited for accommodations with very individual units, like a vacation home rental.

l•d	git cultuzz.	DIRS21			nder
Objects Cabins "Water Lilies" Holiday Homes "Saguar Hotel "Sunny Hills"	Mode:	General Hot Unit Mode (Rentable	el Spider C Units) eir types	ategories	
•	<ul> <li>Lodgit Desk Unit</li> <li>WL HH 01</li> <li>WL HH 02</li> <li>WL HH 03</li> <li>WL HH 04</li> <li>WL HH 05</li> </ul>		ID HH HH HH HH	Hotel Spider Category HS-Single (Single) HS-Double (Double) HS-Double Premium (DP) HS-Double Premium (DP) HS-Single (Single)	* * *
	5 Lodgit Desk rentable	units were assigned to a	HotelSpide	er category	

3. In the *left column* you'll find your units or unit categories, depending on which mode you've selected. In the *right column* you can choose which Hotel-Spider category corresponds to which rentable unit or category in Lodgit Desk. **Please note: Categories or units you don't want to synchronise with the channel manager can simply be deselected in the first column.** 

4. With that, you've already finished the basic setup. Return to the tab General. Check the box that says Activate Channel Manager.

5. Test the connection by going to *File > Synchronise*. This will send your current availabilities of all selected units to the server and you can make sure the availabilities are listed correctly in the backend of the channel manager. **Please note: Due to server sync schedules, it may take a few (up to 15) minutes before the changes are displayed in Hotel-Spider.** 

#### **General options**

	5	Synchronization and Online Modules	
( <b>)}</b>	ledgıt cut		der
	Option	ns Synchronize Multiple-Object Systems	
Specify here reservation	, whether and when Lodgit Desk schedule / channelmanager).	automatically synchronizes with the Lodgit online modules (booking system /	
🗸 Use this	computer for automatic synchror	nization	
Interval:	10 minutes ᅌ		
Show st	atus window when automatically s	synchronizing	
Send co	mpressed data		
Always I	ock new online bookings (time fra	ame)  Always lock new online bookings (rentable unit) be marked as "occupied" online with the exception of:	
🗸 Booking	with status "Tentative"	Bookings with status "Offer"	
Syncl	ronized Languages		
Deuts	ch (Default)		
Englis	h (Default)		
Espar	or (Default)		

- 1. You can activate this computer for synchronising automatically. When using the database server, you can then ensure that either all computers synchronise (always whichever computer comes first in the specified time frame) or only the computer(s) with the most stable internet access. 2. You can specify the **interval for the synchronisation**
- 3. You can also decide whether you want to see a window pop up whenever **Lodgit Desk is synchronising** with the online modules.
- 4. New online bookings are now locked by default as soon as they're imported. You have to manually unlock them to move them in the reservation
- schedule. Here you can turn that automatic lock off by unchecking the box.
  5. Furthermore, you can decide, if you want all bookings in your reservation schedule to be shown in the calendar as "occupied", or if you want certain bookings to be shown as "vacant" instead. **Important:** Bookings with the status **Checked Out** are generally considered "vacant" online.
- 6. Also, you have to check **at least one language** in your database that is to be synchronised.

### Frequently Asked Questions Regarding Channel Managers

While the channel managers we currently connect to all have their differences, some questions concerning the basic functionality are the same for each of them.

#### If both online modules are used simultaneously in Lodgit Desk. What do I have to consider when acquiring?

For technical reasons, the number of rental units booked for the "Interface: Channelmanager" module can only be less than or equal to the number of rental units in the "Online systems" module.

#### How many units should I put online?

The channel managers themselves advise you to put only 90 to 95% of your available units online. Due to the synchronisation intervals, there is unfortunately no 100% guarantee against over-bookings. Having one or two units per category that you keep offline and usually book last can be a good buffer.

# New online bookings always have a lock in the reservation schedule. What is that and how can I turn that off?

The lock means that a booking is looked and cannot be moved, shortened or lengthened. You can manually unlock a booking by unchecking the box in the booking window.

While we've added this feature as a security measure, it's possible to turn off the automatic locking of new online bookings. You can turn this off under Administration > Synchronisation and Online Modules.

### A booking couldn't be allocated to a unit. What do I do?

Bookings that cannot be allocated to a unit in Lodgit Desk are first imported anyway. They will be shown in the Booking List with the note **Without Object**. During the import, the channel manager error log will also open and inform you about the issue.

There are different reasons as to why a booking cannot be matched. As soon as you have fixed the reason, you can open the booking via double-clicking the entry in the booking list or the error log and allocate it to the vacant unit:

#### The category wasn't mapped to a unit:

If the category in the channel manager wasn't mapped to any unit in Lodgit Desk, the booking can't be automatically entered into a unit. *Check if the mapping is correct.* If you've changed the categories in the channel manager, you then have to map them anew in Lodgit Desk.

#### The rooms aren't free for the entire duration:

Lodgit Desk only tells the channel manager how many rooms are vacant, not whether those are the same units. If a room is vacant from A to B and another room is vacant from B to C, then it's possible for a guest to book a unit from A to C. *Move bookings around to always allow for the longest possible duration.* If you can't free up a unit for the entire booking duration, you can split it. First, move the booking into the first free unit and then utilise the Split Function.

#### The rooms have recently filled up:

There are synchronisation intervals between Lodgit Desk and the server, between the server and the channel manager, as well as between the channel manager and the channels. The intervals are very small but necessary to allow all data to be passed through before new data is added. Despite keeping the intervals at only a few minutes, it is possible for a booking to come in even though the room was booked in

the meantime. In these cases, treat the booking as you would treat any other overbooking.

# A booking came in through a channel but it hasn't been imported into Lodgit Desk, yet. Why?

Because of the synchronisation intervals it may take some time for a booking to make its way into your installation. However, once it has reached the channel manager, it should take no more than three regular (automated) synchronisation processes for it to appear in Lodgit Desk.

*Is the booking not imported even though it is listed in the channel manager, please contact us.* 

## A booking has been changed in a channel. What happens in Lodgit Desk?

If bookings are changed in a channel, the original booking will be cancelled and a new booking will be created. Both bookings (old and new) will be linked if possible provided that at least one online-booking exists and it has not been replaced by a manually inserted booking.

This holds true for single bookings as well as for group bookings. In the booking list beneath the reservation schedule you find the bookings which have been modified.

Show:	All Online Bookings	▼ No Filter ▼ C	<b>X</b> -	
Booking	Status	Res No.	From ~	То
129	Cancelled Online Bo 🚺 🗢	2954-923216753 MODIFY-3	3 sept. 2017	11 sept. 2017
130	Cancelled Online Bo 🚺 🗢	2954-923216753 MODIFY-3	3 sept. 2017	11 sept. 2017
131	Cancelled Online Bo 🚺 🗢	2954-923216753 MODIFY-4	3 sept. 2017	11 sept. 2017
132	Cancelled Online Bo 🕕 🗢	2954-923216753 MODIFY-4	3 sept. 2017	11 sept. 2017
133	New Online Booking 🕕 🛇	2954-923216753 MODIFY-5	3 sept. 2017	11 sept. 2017
134	New Online Booking 🚺 🛇	2954-923216753 MODIFY-5	3 sept. 2017	11 sept. 2017
135	New Online Booking 🕕 🛇	2954-923216753 MODIFY-5	3 sept. 2017	11 sept. 2017
119	New Online Booking 🕕 🛇	54758-T-7467848	15 avr. 2017	22 avr. 2017
109	Cancelled Online Bo 🚺 🔘	22222-1862754235	25 nov. 2016	1 déc. 2016

The latest booking is bright yellow, cancelled online-bookings are light yellow.

When you move the mouse on a modified online-booking in the reservation schedule and press the right mouse button a context menu will open. Please choose "Select Overbooking". The latest booking as well as the previous bookings are indicated.

Please check whether you have manually changed anything in the cancelled onlinebooking, i.e. added services or written offers, confirmations or invoices. You can decide if you want to apply custom changes of the old booking to the new booking manually as well and which booking to keep or which one you might choose to delete.

When opening a booking and clicking on the icon "Online-Booking" you see whether the booking had been modified. Via modification number you see whether the booking has been modified a few times. The greater the modification number the more previous modifications of the booking exist.

• • • N	o. 133 / Doppel 3 / DB / Hart, Robert			
General Services Guests	S / Group Correspondence Overview Online Booking			
Reservation Number (Lodgit Desk)	2954-923216753			
Source	HOTELSPIDER			
Booking ID (Channel Manager)	5727173			
Booking type	Modified booking			
Modification No.	5			
Other modifications available	No			
Channel	Booking			
Booking ID (Channel)	923216753			
Received and processed	09/08/2016 15:32			
Selected Category	18738			
Currency	EUR			
Exchange Rate	1,0000			
Payment method	Credit Card			
Card Type	Visa 😑			
Card Owner	R D Walker 😑			
Card Number	4757510020820952			
Valid until	7/2019 😑			

Please go to the little arrow on the right hand side in the line "Booking Type" to "Open previous modification".

This might be not only one but multiple bookings.


If you are not currently viewing the latest version you will see that there are further modifications present and you can switch to a newer (next) version by clicking on the little arrow icon (see screenshot above). You can also open the previous version by clicking the arrow above it.

Settings for synchronizing with channel manager DIRS21 Up Settings for synchronizing with channel manager MappingMaster

# Settings for synchronising with channel manager MappingMaster

### The requirements

In order to use the channel manager MappingMaster with Lodgit Desk, you'll need:

- the module "Channel Manager Interface" from Lodgit, which you can order in our online shop at www.lodgit.com/shop
- an agreement with the channel manager MappingMaster. You can find a form listing their prices and terms in your Lodgit account at www.lodgit.com. Lodgit users will receive a special pricing as listed in the form.
- users will receive a special pricing as listed in the form.
  contracts and/or agreements with the internet booking channels that you can get on their respective websites.

Got everything? Then we can get started!

Please note: It is **not recommended** to put all your units online if you connect several units to one channel manager category (e.g. single bedrooms in Lodgit to category "Single" in channel manager). Leave at least 1 unit online, so you'll have some breathing room in the event of overbookings.

### Setting up your MappingMaster account

First, you'll have to set up the units or categories you want to offer in the OTAs in MappingMaster. For any questions about this process, the MappingMaster team will be happy to help.

### Activate rentable units for synchronization

You can easily adjust which rentable units can be booked online in the tab "Synchronise". It is irrelevant whether these units will be synchronised with one or several online modules. Here, you'll also decide which of your objects should be combined into a multiple-object system.

#### Manual of the Lodgit Desk - Hotel Software

	🚯 🛛 🕹	CultSwitch	DIRS <sup>21</sup>	SPIDER		SiteMinder		
Decid	de which rentable units you want I pronization is required for using the	Options Syn	ynchronize dules "Online System	-Object Systems	Channelmanage	r".		
v	Name	ID	Unit Type	Тур	e ID Object			
0	Double 1	DZ1	Double Bedroom	DB	Hotel "Se	unshine"		
	Double 2	DZ2	Double Bedroom	DB	Hotel "Se	unshine"		
	Double 3	DZ000	Double Bedroom	DB	Hotel "Se	unshine"		
	Single 1	EZ1	Single Bedroom	SB	Hotel "Se	unshine"		
0	Single 2	EZ2	Single Bedroom	SB	Hotel "Se	unshine"		
	Apartment 1	AP1	Holiday Apartment	НА	Holiday I	Homes "Relax Your.		
	Apartment 2	AP2	Holiday Apartment	HA	Holiday H	Homes "Relax Your.		
*	•							
Spec	ify which of the following objects	are to be combi	ned into a multiple-ol	oject system.				
Ob	Object			Multiple-Object System				
Hotel "Sunshine"			Holiday	Holiday in Sometown				
Ho	liday Homes "Relax Yourself"		Holiday	n Sometown				

## Multiple-Object Systems

Lodgit Desk allows you to combine different objects in Lodgit Desk into one system for the modules "Online Systems" and "Interface: Channel Manager". Within Lodgit Desk, these objects will still be handled separately (e.g. to create separate statistics), online they are treated as one object, though.

•				Synchronization a	and Online M	odules				
	- 🌍	ן <mark>ו</mark> ●dgı	t <sub>cult</sub>	Switch DIF	<b>RS</b> <sup>21</sup>	SPI	DER MAPPI		SiteMinder	
	Here you online be of object	u can combine some of ooking system. This rep ts in the additional mod	Option your objects laces the cor- ules "Online s	ns Synchronize into multi-object sys responding settings Systems" and "Inter	Multiple-Ot stems. Their re in the object r face: Channeln	oject Sys ntable u nanagen nanager	nits can then nent window a	be booked to nd only affe	ogether in a joint ct the appearance	
	N N	ame oliday in Sometown			Pro	file F	eatures			
	٠			Туре	Holiday Apa	rtments	/ Houses		0	
				Time Zone	Europe/Lond	ion			0	
				Arrival	14:00	until	22:00	o'clock		
				Departure	8:00	until	12:00	o'clock		
			0		U		C			

# Assign units in Lodgit Desk

After you have added the categories or units in MappingMaster, you can now assign them to the appropriate units in Lodgit Desk.

- 1. Open your Lodgit Desk installation and go to *Administration > Synchronization and Online Modules > MappingMaster*. Select the object you want to connect to the channel manager.
- 2. Enter your MappingMaster Object ID into the field and then press the button Load MappingMaster IDs.

•••	Synchronization and Online Modules
3), le	cultswitch DIRS <sup>21</sup> Reprive Spider Cultswitch DIRS <sup>21</sup>
Objects Holiday in Sometown	General       MappingMaster Categories       Prices and duration       Extras         Activate Channel Manager:       ?
	MappingMaster Object ID: Before you can assign the rentable units, extras and prices, you have to load the current MappingMaster IDs. You should always re-load the MappingMaster IDs whenever you delete or create a new product in MappingMaster.
	Last update: MappingMaster IDs Load MappingMaster IDs
Event Log	

Then, switch to the tab MappingMaster Categories.

3. First, select the Mode (see red arrow). The Category Mode is suited best for accommodations with a lot of similar units, like a hotel. The Unit Mode is best suited for accommodations with very individual units, like a vacation home rental.

	Synchronization a	nd Online Modules	
	dgıt Cultswitch DIR	SPIDER MASTER	SiteMinder
Objects	General MappingMa	aster Categories Prices and duration	on Extras
Holiday in Sometown	Mode: Unit Mode	(Rentable Units)	•
	Show only synchronized rentable up synchronized rentable up	nits or their types	
	✓ Lodgit Desk Unit	ID MappingMast	ter Category
	Apartment 1	AP1	<b>T</b>
	Apartment 2	AP2	None
	Double 1	DZ1	None
0	Double 2	Einzelzimmer (128404)	Single Bedroom
	Double 3	Einzelzimmer (128406)	Twin Bedroom
	Single 1	570	_
	Single 2	EZZ	•
	0 Lodgit Desk rentable units were assig	ned to a MappingMaster category	
Event Log			

4. In the *left column* you'll find your units or unit categories, depending on which mode you've selected. In the *right column* you can choose which MappingMaster category corresponds to which.

# Please note: Categories or units you don't want to synchronize with the channel manager can simply be deselected in the first column.

5. With that, you've already finished the basic setup. Test the connection by going to *File* > *Synchronize*. This will send your current availabilities of all selected units to the server and you can make sure the availabilities are listed correctly in the backend of the channel manager.

Please note: Due to server sync schedules, it may take a few minutes before the changes are displayed in MappingMaster.

## Manage prices from within Lodgit (optional)

As a MappingMaster premium partner, Lodgit can also send prices to the Channel Manager.

#### Important: You can manage the prices EITHER in Lodgit Desk OR in MappingMaster directly. Changes made to the prices in MappingMaster cannot be imported into Lodgit Desk.

1. Select your object in the window *Synchronization and Online Modules* > *MappingMaster* and go to the *Prices* area. Check the field *Send prices to MappingMaster:* 

•	Synchi	ronization and Onlin	e Modules	
3N	ledgit CuttSwitch	DIRS <sup>21</sup>	HOTEL SPIDER	SiteMinder
Objects Holiday in Sometown	General Send prices and durat Lodgit Desk will only s to a rentable unit or ca Minimum duration (MinLO Maximum duration (MaxLo	MappingMaster Cate ion to MappingMaster send price information ategory in Lodgit Desk S): 1 DS): 50	egories Prices and duration of MappingMaster categories Days (default: 1 day): Days (default: 999 days)	on Extras
	MappingMaster Cate Einzelzimmer Einzelzimmer Doppelzimmer Doppelzimmer	All entered prices an Default occupancy: Base Price:	e "per day (default occupand 2 beds 50,00 £	.y)"
		<ul> <li>From</li> <li>○ 04.04.21</li> <li>④</li> </ul>	To 10.04.21	Price in £ 60,00
Event Log		*-		Only current prices

2. Select a MappingMaster category in the list and enter the base price. The base price is listed "per night" and default occupancy. It will always be used unless you've defined special prices for a time frame.

3. In the list underneath the base price, you can define time frames with different prices (e.g. seasonal prices). With the Actions menu you can import those price settings from your Price Management in Lodgit Desk.

4. You must add at least a base price for all categories! Test the connection by going to *File > Synchronize*. This will send your current prices of all selected units to the server and you can make sure the availabilities are listed correctly in the backend of the channel manager.

Please note: Due to server sync schedules, it may take a few minutes before the changes are displayed in MappingMaster.

# Link MappingMaster extras to Lodgit extras (optional)

MappingMaster lets you create extras ("Products") that you can link to the extras you have in Lodgit Desk. During the import of the bookings, the extras will then be selected and added to the booking correctly. That way, the bookings from MappingMaster will fit seamlessly into your analysis for extra items and services.

1. Select your object in the window *Synchronization and Online Modules* >

MappingMaster and go to the Extras area. There you'll find a table listing all of

MappingMaster' extras in the left column. Should you not see any extras listed in this table, please go back to *General* and click the button "Load MappingMaster IDs".

2. In the column to the right, select the Lodgit extras you want to link to the MappingMaster extra item. Check the items that are going to be listed as 'inklusive' in the booking:

•		Synchronization	and Online Modu	les	
<del>3</del> 4	<b>l</b>	dgıt CultSwitch DI	<b>RS</b> <sup>21</sup> 🕅 🖁	HOTEL MASTER @	SiteMinder
Objects		General Mapping	Aaster Categories	Prices and duration	Extras
Holiday in Sometown		Sort the extras you've defined in Map	pingMaster and con	nnect them to their co	unterparts in Lodgit Desk.
		MappingMaster Extras	Code	Lodgit Desk Extras	Marke
		breakfast	353596	Breakfast	None
	0		Breakt Dinner Filled Fridge	fast r in Restaurant Fridge e Content	Food and Drink Leisure
Event Log					

3. Test the connection by going to *File > Synchronize*. This will send your current extrasto the server and you can make sure everything is listed correctly in the backend of the channel manager. Please note: Due to server sync schedules, it may take a few minutes before the changes are displayed in MappingMaster.

### **General options**

		5	ynchronizatio	n and Online M	lodules		
( <b>3)</b>	l●dg	it Cults	witch	<b>RS</b> <sup>21</sup>	<b>HOTEL</b> SPIDER		SiteMinder
		Options	s Synchroniz	e Multiple-O	bject Systems		
Specify here reservation s	, whether and whe chedule / channe	en Lodgit Desk a manager).	automatically syr	nchronizes with t	he Lodgit onlir	ne modules (bookin	g system /
🗸 Use this	computer for auto	matic synchroni	ization				
Interval:	10 minutes	0					
Show sta	itus window when	automatically sy	ynchronizing				
Send cor	npressed data						
✓ Always Id Always Id All bookings	ock new online boo	okings (time fran schedule will be	me) e marked as "oco	Always lock	new online boo	okings (rentable un on of:	it)
🗸 Bookings	with status "Tent	ative"	Bookir	ngs with status "	Offer"		
Synch	ronized Language	s					
Deuts	ch (Default)						
Englis	h (Default)						
U Espan	bi (Default)						

- 1. You can activate this computer for synchronising automatically. When using the database server, you can then ensure that either all computers synchronise (always whichever computer comes first in the specified time frame) or only the computer(s) with the most stable internet access. 2. You can specify the **interval for the synchronisation**
- 3. You can also decide whether you want to see a window pop up whenever **Lodgit Desk is synchronising** with the online modules.
- 4. New online bookings are now locked by default as soon as they're **imported**. You have to manually unlock them to move them in the reservation
- schedule. Here you can turn that automatic lock off by unchecking the box.
  5. Furthermore, you can decide, if you want all bookings in your reservation schedule to be shown in the calendar as "occupied", or if you want certain bookings to be shown as "vacant" instead. **Important:** Bookings with the status **Checked Out** are generally considered "vacant" online.
- 6. Also, you have to check **at least one language** in your database that is to be synchronised.

### Frequently Asked Questions Regarding Channel Managers

While the channel managers we currently connect to all have their differences, some questions concerning the basic functionality are the same for each of them.

### If both online modules are used simultaneously in Lodgit Desk. What do I have to consider when acquiring?

For technical reasons, the number of rental units booked for the "Interface: Channelmanager" module can only be less than or equal to the number of rental units in the "Online systems" module.

### How many units should I put online?

The channel managers themselves advise you to put only 90 to 95% of your available units online. Due to the synchronisation intervals, there is unfortunately no 100% guarantee against over-bookings. Having one or two units per category that you keep offline and usually book last can be a good buffer.

# New online bookings always have a lock in the reservation schedule. What is that and how can I turn that off?

The lock means that a booking is looked and cannot be moved, shortened or lengthened. You can manually unlock a booking by unchecking the box in the booking window.

While we've added this feature as a security measure, it's possible to turn off the automatic locking of new online bookings. You can turn this off under Administration > Synchronisation and Online Modules.

### A booking couldn't be allocated to a unit. What do I do?

Bookings that cannot be allocated to a unit in Lodgit Desk are first imported anyway. They will be shown in the Booking List with the note **Without Object**. During the import, the channel manager error log will also open and inform you about the issue.

There are different reasons as to why a booking cannot be matched. As soon as you have fixed the reason, you can open the booking via double-clicking the entry in the booking list or the error log and allocate it to the vacant unit:

### The category wasn't mapped to a unit:

If the category in the channel manager wasn't mapped to any unit in Lodgit Desk, the booking can't be automatically entered into a unit. *Check if the mapping is correct.* If you've changed the categories in the channel manager, you then have to map them anew in Lodgit Desk.

### The rooms aren't free for the entire duration:

Lodgit Desk only tells the channel manager how many rooms are vacant, not whether those are the same units. If a room is vacant from A to B and another room is vacant from B to C, then it's possible for a guest to book a unit from A to C. *Move bookings around to always allow for the longest possible duration.* If you can't free up a unit for the entire booking duration, you can split it. First, move the booking into the first free unit and then utilise the Split Function.

### The rooms have recently filled up:

There are synchronisation intervals between Lodgit Desk and the server, between the server and the channel manager, as well as between the channel manager and the channels. The intervals are very small but necessary to allow all data to be passed through before new data is added. Despite keeping the intervals at only a few minutes, it is possible for a booking to come in even though the room was booked in

the meantime. In these cases, treat the booking as you would treat any other overbooking.

# A booking came in through a channel but it hasn't been imported into Lodgit Desk, yet. Why?

Because of the synchronisation intervals it may take some time for a booking to make its way into your installation. However, once it has reached the channel manager, it should take no more than three regular (automated) synchronisation processes for it to appear in Lodgit Desk.

*Is the booking not imported even though it is listed in the channel manager, please contact us.* 

# A booking has been changed in a channel. What happens in Lodgit Desk?

If bookings are changed in a channel, the original booking will be cancelled and a new booking will be created. Both bookings (old and new) will be linked if possible provided that at least one online-booking exists and it has not been replaced by a manually inserted booking.

This holds true for single bookings as well as for group bookings. In the booking list beneath the reservation schedule you find the bookings which have been modified.

Show:	All Online Bookings	▼ No Filter ▼ C	<b>X</b> -	
Booking	Status	Res No.	From ~	То
129	Cancelled Online Bo 🚺 🗢	2954-923216753 MODIFY-3	3 sept. 2017	11 sept. 2017
130	Cancelled Online Bo 🚺 🗢	2954-923216753 MODIFY-3	3 sept. 2017	11 sept. 2017
131	Cancelled Online Bo 🚺 🗢	2954-923216753 MODIFY-4	3 sept. 2017	11 sept. 2017
132	Cancelled Online Bo 🕕 🗢	2954-923216753 MODIFY-4	3 sept. 2017	11 sept. 2017
133	New Online Booking 🕕 🛇	2954-923216753 MODIFY-5	3 sept. 2017	11 sept. 2017
134	New Online Booking 🚺 🛇	2954-923216753 MODIFY-5	3 sept. 2017	11 sept. 2017
135	New Online Booking 🕕 🛇	2954-923216753 MODIFY-5	3 sept. 2017	11 sept. 2017
119	New Online Booking 🕕 🛇	54758-T-7467848	15 avr. 2017	22 avr. 2017
109	Cancelled Online Bo 🚺 🔘	22222-1862754235	25 nov. 2016	1 déc. 2016

The latest booking is bright yellow, cancelled online-bookings are light yellow.

When you move the mouse on a modified online-booking in the reservation schedule and press the right mouse button a context menu will open. Please choose "Select Overbooking". The latest booking as well as the previous bookings are indicated.

Please check whether you have manually changed anything in the cancelled onlinebooking, i.e. added services or written offers, confirmations or invoices. You can decide if you want to apply custom changes of the old booking to the new booking manually as well and which booking to keep or which one you might choose to delete.

When opening a booking and clicking on the icon "Online-Booking" you see whether the booking had been modified. Via modification number you see whether the booking has been modified a few times. The greater the modification number the more previous modifications of the booking exist.

• • • N	o. 133 / Doppel 3 / DB / Hart, Robert
General Services Guests	s / Group Correspondence Overview Online Booking
Reservation Number (Lodgit Desk)	2954-923216753
Source	HOTELSPIDER
Booking ID (Channel Manager)	5727173
Booking type	Modified booking
Modification No.	5
Other modifications available	No
Channel	Booking
Booking ID (Channel)	923216753
Received and processed	09/08/2016 15:32
Selected Category	18738
Currency	EUR
Exchange Rate	1,0000
Payment method	Credit Card
Card Type	Visa 😑
Card Owner	R D Walker 😑
Card Number	4757510020820952
Valid until	7/2019 😑

Please go to the little arrow on the right hand side in the line "Booking Type" to "Open previous modification".

This might be not only one but multiple bookings.



If you are not currently viewing the latest version you will see that there are further modifications present and you can switch to a newer (next) version by clicking on the little arrow icon (see screenshot above). You can also open the previous version by clicking the arrow above it.

Settings for synchronizing with channel manager Hotel-Spider UP Settings for synchronizing with channel manager Siteminder

# Settings for channel manager Siteminder

With the additional module "Interface: Channel Manager" you can easily make your vacancies available to the channel manager Siteminder which will in turn send it to other online booking channels (e.g. HRS, booking.com). The bookings you receive through these channels will also be sent to your Lodgit Desk installation automatically, where you can view and work with them.

You can see a list of all available channels on the channel manager's website. In order to use this module, you'll also need a valid user agreement with Siteminder.

# Step 1: Create categories or units and extra items on Siteminder

First, you'll have to add your unit's categories (or, depending on the search mode you'll use, your units) to Siteminder's database. You'll also receive a **spreadsheet with your categories and room codes** from your Siteminder contact. You will need that later when you set up the connection in Lodgit Desk.

If you need any help setting up the categories in Siteminder, please contact the Siteminder Team.

### Step 2: Set up units for synchronisation

If you haven't used the Online Systems or Channelmanager Interface before, you first have to set up which units you want to synchronise online.

### Step 3: Allocate categories or units

After you've set everything up in Siteminder, open Lodgit Desk. There, go to **Administration > Synchronisation and Channel Manager** and click on the tab **Siteminder > General**.

•	Synchronization and Online Modules
	dgit cultuzz. DIRS21 HOTEGO SPIDECO SPIDECO Steminder
Objects Vacation Homes	General SiteMinder Categories Prices Extras
Cabins "Water Lilies" Holiday Homes "Saguar	Activate Channel Manager:
Hotel "Sunny Hills"	SiteMinder Hotel-Code:
	Region Americas
0	Before you can map the units and rates, you'll first have to enter your current SiteMinder IDs. If you make any changes to your products/categories in SiteMinder, you should update this list of IDs as well.
	SiteMinder IDs: Enter SiteMinder IDs

Now follow these steps to configure the rentable units or rentable unit types:

- 1. Enter your **Hotel Code** from the file you received from your Siteminder agent in the field "Siteminder Object ID". Select your **Region** from the drop down menu.
- 2. Press the button "Enter Siteminder IDs" to open a new window:

) ()	•	SiteMinde	er Categories	
	Name		SiteMinder Categor	Beds
Θ	Double		DRX	2
Θ	Single		SRX	1
۲				
				ОК

- 3. Enter the category names and room codes you received in the file from your Siteminder agent. Also enter the number of default occupancy. This is important for the setup of the prices which you can do later.
- 4. After you're done setting up the categories, close the window and go to the tab **Siteminder Categories**.
- 5. Select whether you want to work in **Unit Mode** or **Category Mode**. The unit mode links Siteminder categories to single units in Lodgit Desk (which is best if you have very individual units), whereas the category mode links them to unit categories (which is best if you have a lot of units that are the same).
- 6. In the list, select which units/categories belong to which Siteminder categories:

• •			Synchroniz	ation and Online	Modules		
	ledg:	ıt	cultuzz.	DIRS21	HOTEL	MAPPINGMASTER ChannelManager	BiteMinder
Objects			Cer	eral SiteMinder	Categories	Prices Extras	
Vacation Homes			Gen	eral	categorie	Extras	
Cabins "Water Lilies"		Mode	e: (	Category Mode (R	ntable Un	it Types)	
Holiday Homes "Saguar							
Hotel "Sunny Hills"							
		S	how only synchronize	d rentable units or	their type:	5	
		~	Lodgit Desk Unit Ty	oe .	ID	SiteMinder Category	
			Single Bedroom		SB	Single (SRX)	
			Double Bedroom		DB	Double (DRX)	
			Twin Bedroom		тв		
	0	0	Shared Room		SR		
			Family Room		FR		
			Dormitory Bed		DO		
			Studio		ST		
			Apartment		AP		
			Juniorsuite		JS		
		$\Box$	Suite		SU		
			Maisonette		MA		
			Ponthouse		DL		
		2 Lo	dgit Desk categories -	with 6 rentable ur	its in total	- were assigned to a SiteM	inder category

Make sure to **check the box in the first column** for each unit you want to synchronise. If it is left unchecked, the respective units and/or categories will NOT be synchronised.

6. Go back to the tab **General** to check the box "Activate Channel Manager" to start working with the channel manager:

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Steminder Gategori	ies Prices Extras	
Activate Channel Manager:		۲
SiteMinder Object ID:	LOD 10	
Region	Europe, Middle East, Africa (EMEA) 🛛 🗸	
<ul> <li>changes to your products/s</li> </ul>	- La serie de Cita Mandan, sons als suid se data this lat af 70 a se suid	
SiteMinder IDs:	Enter SiteMinder IDs	
SiteMinder IDs:	Enter SiteMinder IDs	
SiteMinder IDs:	Enter SiteMinder IDs	

### **Optional: Send prices to Siteminder**

The area **Prices** allows you to send your rates for each category to Siteminder.

You	may	only	' send	base	and	sea	isonal	price	es for	the	default	occuj	pano	<b>:y</b> . If
you	want	to c	lefine	more	detai	iled	prices	(e.g.	prices	per	channel)	, you	will	have to
do s	so in t	the S	Sitemi	nder v	veb ir	nterf	face.							

- 1. First select a category in the list and enter a **base price**. This price will always be used whenever no other seasonal price is available.
- 2. Then you can either enter seasonal prices manually OR load them from the date you have in your price management:

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<mark>0</mark>	Price Import	- 🗆 🗙
Rentable Object:	Hotel "Sunshine"	
SiteMinder Object ID:	LOD 10	
SiteMinder category:	Single (SRX)	
Select the source that should SiteMinder category "Single (S	be used to load the new pri RX)":	ce variations for the
O Frice Hanagement: One Fr		
Double 1		*
Price Management: Categ	ory Prices	
EZ Single Bedroom		] •
O Prices of another SiteMind	er category	
Double (DRX)		~
Loading the prices from the Pr have the price unit "per night number.	rice Management will import " and the default occupancy	all current prices that (1 bed) for a guest
☑ Ignore default occupancy		
✓ Ignore price unit		
Delete current price varia	tions of the SiteMinder cate	gory "Single (SRX)"
	Cancel	Load

3. Now select which data you want to import: either the prices of a certain rentable unit, a price of a certain category, or the prices of another Siteminder category that you already entered.

If you select "Ignore default occupancy" and/or "Ignore price unit", you will import prices that don't have the correct default occupancy and/or a different price unit than "per night". Please make sure to check the imported rates for accuracy.

4. After you have entered all base and seasonal prices, please check the box "Send prices to Siteminder" to activate this feature:

eneral SiteMinder Cate	gorie	s Pr	rices Extras			
Send prices to SiteM Lodgit Desk will only unit or category in I	inder / senc Lodgit	l price t Desl	e information o	of SiteMinder cate	gories that have been assigned to	a rentable
SiteMinder Category		All er	ntered prices a	are "per day (defa	ult occupancy)"	
Double	~					
Single		Defa	ult occupancy	: 1 bed		
_		Base	Price:	35	.00 c	
			From	То		Price in £
		Θ	3/1/2015	4/30/2015		45.00
			6/1/2015	8/31/2015		45.00
		۲				

### Important!

The prices will be sent for ALL categories that you have allocated to Lodgit Desk units/categories. Please make sure that **you enter at least a base price price for ALL categories** to avoid errors!

### **Optional: Extra services**

Siteminder allows you to have certain extra services entered directly into the booking when it's imported. You can match these in the tab **Extras** to extra items you have set up in Lodgit Desk:

n extra item equivalent, it will be added to the Si	teMinder collectiv	e extra item.	oulu yo	unornave
SiteMinder Extras	Code	Lodgit Desk Extras		Inclusive
Charges related to extra people	EXTRA_PER			
Extra bed charges	EXTRA_BED			
Surcharges, for example credit card surcharge	SURCHARGE			
Charges related to the meal	MEAL	Breakfast	•	
General hotel nominated service charges	SERVICE			
Charges for a tour	TOUR		•	
Charges for an event	EVENT			
Un-categorised extra added to the reservation	EXTRA		•	
Any additional charge that does not fall unde	OTHER		•	

If you don't find a matching item in your Lodgit Desk management, you don't need to map them. They will be imported as a collective extra item into the booking.

## Step 4: Synchronize

After you have linked all units/categories and activated your object, go to **File > Synchronize**. When synchronizing the first time, synchronize **twice** to send all vacancies and links to cultuzz.

Within your cultuzz account, make sure that everything was sent to the channel manager correctly.

### Please note:

It can take a few minutes for the changes to be reflected in your cultuzz account.

Changes in vacancies as well as new bookings will be sent via synchronization. Make sure to synchronize your system with the server regularly to avoid overbookings and errors.

### Automatic synchronization

You can set the synchronization process to happen automatically, too! More information on that here.

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# Frequently Asked Questions Regarding Channel Managers

### Frequently Asked Questions Regarding Channel Managers

While the channel managers we currently connect to all have their differences, some questions concerning the basic functionality are the same for each of them.

### If both online modules are used simultaneously in Lodgit Desk. What do I have to consider when acquiring?

For technical reasons, the number of rental units booked for the "Interface: Channelmanager" module can only be less than or equal to the number of rental units in the "Online systems" module.

### How many units should I put online?

The channel managers themselves advise you to put only 90 to 95% of your available units online. Due to the synchronisation intervals, there is unfortunately no 100% guarantee against over-bookings. Having one or two units per category that you keep offline and usually book last can be a good buffer.

# New online bookings always have a lock in the reservation schedule. What is that and how can I turn that off?

The lock means that a booking is looked and cannot be moved, shortened or lengthened. You can manually unlock a booking by unchecking the box in the booking window.

While we've added this feature as a security measure, it's possible to turn off the automatic locking of new online bookings. You can turn this off under Administration > Synchronisation and Online Modules.

### A booking couldn't be allocated to a unit. What do I do?

Bookings that cannot be allocated to a unit in Lodgit Desk are first imported anyway. They will be shown in the Booking List with the note **Without Object**. During the import, the channel manager error log will also open and inform you about the issue.

There are different reasons as to why a booking cannot be matched. As soon as you have fixed the reason, you can open the booking via double-clicking the entry in the booking list or the error log and allocate it to the vacant unit:

### The category wasn't mapped to a unit:

If the category in the channel manager wasn't mapped to any unit in Lodgit Desk, the booking can't be automatically entered into a unit.

*Check if the mapping is correct.* If you've changed the categories in the channel manager, you then have to map them anew in Lodgit Desk.

### The rooms aren't free for the entire duration:

Lodgit Desk only tells the channel manager how many rooms are vacant, not whether those are the same units. If a room is vacant from A to B and another room is vacant from B to C, then it's possible for a guest to book a unit from A to C. *Move bookings around to always allow for the longest possible duration.* If you can't

Move bookings around to always allow for the longest possible duration. If you can't free up a unit for the entire booking duration, you can split it. First, move the booking into the first free unit and then utilise the Split Function.

### The rooms have recently filled up:

There are synchronisation intervals between Lodgit Desk and the server, between the server and the channel manager, as well as between the channel manager and the channels. The intervals are very small but necessary to allow all data to be passed through before new data is added. Despite keeping the intervals at only a few minutes, it is possible for a booking to come in even though the room was booked in the meantime.

In these cases, treat the booking as you would treat any other overbooking.

### A booking came in through a channel but it hasn't been imported into Lodgit Desk, yet. Why?

Because of the synchronisation intervals it may take some time for a booking to make its way into your installation. However, once it has reached the channel manager, it should take no more than three regular (automated) synchronisation processes for it to appear in Lodgit Desk.

*Is the booking not imported even though it is listed in the channel manager, please contact us.* 

# A booking has been changed in a channel. What happens in Lodgit Desk?

If bookings are changed in a channel, the original booking will be cancelled and a new booking will be created. Both bookings (old and new) will be linked if possible provided that at least one online-booking exists and it has not been replaced by a manually inserted booking.

This holds true for single bookings as well as for group bookings. In the booking list beneath the reservation schedule you find the bookings which have been modified.

Show:	All Online Bookings	▼ No Filter ▼ C	<b>X</b> -	
Booking	Status	Res No.	From ~	То
129	Cancelled Online Bo 🚺 🗢	2954-923216753 MODIFY-3	3 sept. 2017	11 sept. 2017
130	Cancelled Online Bo 🚺 🛇	2954-923216753 MODIFY-3	3 sept. 2017	11 sept. 2017
131	Cancelled Online Bo 🚺 🛇	2954-923216753 MODIFY-4	3 sept. 2017	11 sept. 2017
132	Cancelled Online Bo 🚺 🛇	2954-923216753 MODIFY-4	3 sept. 2017	11 sept. 2017
133	New Online Booking 🚺 🛇	2954-923216753 MODIFY-5	3 sept. 2017	11 sept. 2017
134	New Online Booking 🚺 🛇	2954-923216753 MODIFY-5	3 sept. 2017	11 sept. 2017
135	New Online Booking 🚺 🛇	2954-923216753 MODIFY-5	3 sept. 2017	11 sept. 2017
119	New Online Booking 🚺 🛇	54758-T-7467848	15 avr. 2017	22 avr. 2017
109	Cancelled Online Bo 1 O	22222-1862754235	25 nov. 2016	1 déc. 2016

The latest booking is bright yellow, cancelled online-bookings are light yellow.

When you move the mouse on a modified online-booking in the reservation schedule and press the right mouse button a context menu will open. Please choose "Select Overbooking". The latest booking as well as the previous bookings are indicated.

Please check whether you have manually changed anything in the cancelled onlinebooking, i.e. added services or written offers, confirmations or invoices. You can decide if you want to apply custom changes of the old booking to the new booking manually as well and which booking to keep or which one you might choose to delete.

When opening a booking and clicking on the icon "Online-Booking" you see whether the booking had been modified. Via modification number you see whether the booking has been modified a few times. The greater the modification number the more previous modifications of the booking exist.

• • • N	lo. 133 / Doppel 3 / DB / Hart, Robert
General Services Guest	s / Group Correspondence Overview Online Booking
Reservation Number (Lodgit Desk)	2954-923216753
Source	HOTELSPIDER
Booking ID (Channel Manager)	5727173
Booking type	Modified booking
Modification No.	5
Other modifications available	No
Channel	Booking
Booking ID (Channel)	923216753
Received and processed	09/08/2016 15:32
Selected Category	18738
Currency	EUR
Exchange Rate	1,0000
Payment method	Credit Card
Card Type	Visa 😑
Card Owner	R D Walker 😑
Card Number	4757510020820952
Valid until	7/2019 😑

Please go to the little arrow on the right hand side in the line "Booking Type" to "Open previous modification".

This might be not only one but multiple bookings.



If you are not currently viewing the latest version you will see that there are further modifications present and you can switch to a newer (next) version by clicking on the little arrow icon (see screenshot above). You can also open the previous version by clicking the arrow above it.

Settings for synchronizing with channel manager Siteminder Up Database Server

# Additional module Database Server

Once you have purchased this additional module, Lodgit Desk will allow you to work concurrently from different workstations.

When you use Lodgit Desk in single user mode, the test and work database are saved as files on your computer. In multiple user mode, several computers can access the same databases located on the database server. This server can be installed on a different computer in your network, but it's also possible to install it on the same computer you've installed Lodgit Desk on.

Once the server module was added to your Lodgit Desk license, you can switch between single user and multiple user mode while the software is running. The software will always remember the last mode used when you open it.

**Important!** A database that is used as a server database cannot be used as a local work database at the same time! Otherwise, data may be lost.

Frequently asked questions regarding channel managers UP Setting up the database server

# Setting up the database server

## Prepare for use in multiple user mode

Before you can use Lodgit Desk's multiple user mode you first have to install the database server **cubeSQL** by SQLabs. This server can be installed on a computer with a Mac OS X, Windows or Linux operating system. It is very reliable, adheres to ACID standards and comes equipped with an administration program that you can use to configure the database server. More information can be found in the server's documentation.

Follow these steps to start using Lodgit Desk in multiple user mode.

### 1. Installation of database server

Download the current version of the database server cubeSQL for your operating system from the provider's website and install it according to the instructions. Best performance can be achieved by installing the server in the same subnetwork as your workstations. Usually, the server doesn't need a lot of resources so that you can install it on one of your workstation computers. The server can also be installed in a different network as long as the network connection's performance is high enough to allow working comfortably with it.

The administration tool cubeSQLAdmin is delivered along with the cubeSQL server (the administration tool is NOT the server). The server itself is executed on Windows and Mac in the background as a service. On Windows, the server can be started and stopped under "Control Panel > Administrative Tools > Services". On Macintosh, you can find these functions in the System Preferences.

Enter the license key of the database server within the tool cubeSQLAdmin under "Server > Register Server":



### 2. Make database available on the server

Make sure that the server is installed and ready to go by using the utility tool cubeSQLAdmin to connect with the server. Start Lodgit Desk on the workstation that has your most current Lodgit Desk database on it. Within Lodgit Desk, go to **File > Database > Use Database Server**.

database server
192.168.178.10
admin
•••••
4430
25
Cancel Connect

Connect to the database server. Lodgit Desk checks if the databases are installed on the server. If it can't find the databases it will offer to send the local databases to the server instead. After the databases were uploaded successfully, they will be available to every workstation with Lodgit Desk that connects with the database server.

#### In the event that the automatic upload of the database fails, please do the following:

- 1. Quit Lodgit Desk. If the application is unresponsive, use the TaskManager
- (Windows) or Force Quit (Mac). 2. Restart the cubeSQL server. On Windows, you can find this option under "Control Panel > Administrative Tools > Services" and on Mac, you can find it
- in the System Preferences. 3. Start the cubeSQLAdmin tool. Go to "Databases", select the Lodgit Desk database(s) and then presse the "Drop" button. This ensures that no faulty
- databases are on the server. 4. Upload the databases manually. In cubeSQLAdmit, go to the menu item "Server > Upload Database" and select the Lodgit Desk work and demo database from your computer.

#### Note:

If there are connectivity problems between Lodgit Desk and the server (e.g. error message: "An error occurred while trying to connect."), please make sure that the firewalls of client and server allow for such connections between workstation and server and that the UDP port 4440 is not blocked, which-for example-is the default setting of many firewalls.

### Should your installation not "remember" that the database server mode was activated, please do the following:

- 1. Open Lodgit Desk and activate your software license in "File > Software Activation...'
- 2. Connect to the database server by going to "File > Use database server...".
- 3. Activate your software license again in "File > Software Activation...".

Things to keep in mind when using the multiple user

### mode

**Please note:** From Lodgit Desk version 2.8.2 onwards we recommend the use of cubeSQL version 5.9.0 (released 28th of July 2022).

When using Lodgit Desk in multi user mode there are a couple of things you need to be aware of.

### Database backups

When using the multiple user mode the database server is responsible for backups. The backup feature must be configured with the utility tool cubeSQLAdmin after installing the server.

To find out how to use the backup feature, please go to the backup settings for the database server.

### Restricted access for concurrently edited objects

If more than one workstation within the network tries to access the same object (booking, cashbook, object administration, etc.), access will be granted to the workstation that came first. Everyone else cannot access the object until the first user has exited it.

DATABASE SERVER UP BACKUP SETTINGS

# Database Server: backup settings

#### **Important!**

When using Lodgit Desk in database server mode, the automatic backup feature of Lodgit Desk DOES NOT work. The backups have to be made by the database server itself and have to be defined manually.

The backup settings for the database server can be defined with the **admin tool cubeSQLAdmin**.

### **1.** Create backup schedules

To utilize the server's backup feature, you will have to create a backup schedule. To do that, go to "Advanced > Schedules" within the tool cubeSQLAdmin.

000	cubeSQL (localhost:4430)
▼ Server	
👔 Status	Schedules
😹 Databases	Backup 11am
Tables & Indexes	Lodgit Database.lxdb backup
Console	
💼 Clients	
▼ Security	
🗶 Users & Groups	
3 Privileges	
▼ Advanced	
📆 Schedules 🛛 🕒 2	
🚱 Restore	
👚 Backup	
MVCC	Drop
🙀 Plugins	Name: Lodgit Database.lxdb backup Type: BACKUP
Commands	
🎉 Settings	Options:
🚇 Bugs	
🚨 Log	Days: Sun Mon Tue Wed Thu Fri Sat Special: None
💡 News	
	Hours: 3 PM Minutes: 0 Minutes: Every Week
	Schedule Enabled
	_

Here you can create a backup schedule for a certain time of day during the selected weekdays (e.g. every day at 3PM; see screenshot for setting). Create at least one daily backup schedule for a time when the computer with the server is always (or at least most always) running. Make sure to check the box that says "Schedule Enabled". You can, of course, create several different schedules for different times of the day: in our example, we have created one schedule for 11AM and one for 3PM; more backups mean more data security.

#### Note:

Since more backups mean more data security, we recommend to backup your files every hour. That means you'll have to create a backup schedule for every hour.

### **2. Link backup schedules to a database**

After you have created your backup schedules, go to "Server > Databases". Here you'll find the Lodgit Desk databases you uploaded to the server when you first connected to it via Lodgit Desk. Select the work database named "Lodgit Database.lxdb". Then, in the menubar, go to "Server > Manage Schedules...".

Schedules for database Lodgit Database.lxdb	
Lodgit Database.lxdb backup	
Backup 11am	
Lodgit Database.lxdb bac 🗘 🛛 Attach	Detach
	Close

Select your schedule in the drop down list and then press the "Add" button. This will link the schedule to the database and make sure that the backup is created at the set time. Every schedule you created has to be linked manually to the database.

### Important:

Schedules that are not linked to the database will NOT be run. Please make sure that your created schedules are linked to the Lodgit Desk database.

### Location of server backup files

You can find the locations of your database, backup files, etc. in the tab **Settings**:

server		cubesqu (localitost.4450)			
Status	Path				
Databases Tables & Indexes	Databases:	/Library/cubesql/databases			Open
Console	Backup:	/Library/cubesql/backups			Open
Security	Restore:	/Library/cubesql/restore			Open
보 Users & Groups 표 Privileges	Web:	/Library/cubesql/www			Open
Advanced					
T Schedules	Settings				
💽 Restore 👚 Backup	Server Name:	cubeSQL			
MVCC Administrator	Server Port:	4430	HTTP Port:	8830	Official IANA Ports
Plugins	Log Format:	SQLITE ÷ Lo	g Verbosity:	SQL ERRORS +	
Commands		Enable Debug De	bug Format:	FILE	
Bugs		202200			
Log	Chunk Size:	Maximum size	e (in bytes) for	a cursor before split	ted in chunks.
Wews	Lock DB:	800 Maximum tim	e (in ms) a dat	abase can wait for a l	lock to be cleared
					Save

## Restore from backup

Should you ever need to restore your database from a backup, you can do so in the tab **Backup**.

### **Important:**

Make sure that you have quit all Lodgit Desk installations before restoring from a backup file!

Server						
😭 Status	Backup Ma	nager				
🔠 Databases	Databases	Lodait Database lydh	Backup NOW	Show Packupe		
Tables & Indexes	Database.	Loogit Database.ixub	Backup NOW	Show Backups		
Console	Name		Time Stamp			
💼 Clients	Lodgit Databa	se.lxdb	20130718_12281	5 🦰		
Security	Lodgit Databa	se.lxdb	20130718_09000	3		
🧟 Users & Groups	Lodgit Databa	se.lxdb	20130717_09002	5		
I Privileges	Lodgit Databa	se.lxdb	20130621_09004	2		
Advanced	Lodgit Databa	se.lxdb	20130613_09003	5		
📆 Schedules	Lodgit Databa	se.lxdb	20130611_090033			
📀 Restore	Lodgit Databa	se.lxdb	20130605_09000	)4		
🕆 Backup 🕝	Lodgit Databa	se.lxdb	20130604_09001	3		
MVCC	Lodgit Databa	se.lxdb	20130603_09001	3		
Administrator	Lodgit Databa	se.lxdb	20130530_09000	9		
🧱 Plugins	Lodgit Databa	se.lxdb	20130529_15000	1		
Commands	Lodgit Databa	se.lxdb	20130528_13000	0		
🔀 Settings	Lodgit Databa	se.lxdb	20130527_13000	8		
Bugs	Lodgit Databa	se.lxdb	20130523_13002	3		
🚨 Log	Lodgit Databa	se.lxdb	20130522_13000	)4		
💡 News	Lodgit Databa	se.lxdb	20130521_13001	4		
	Lodgit Databa	se.lxdb	20130516_13002	4		
	Lodgit Databa	se.lxdb	20130515_13002	9		
			Delete Ba	ckup Restore Backu		

- 1. First check whether the database "Lodgit Database.lxdb" is selected. If it wasn't automatically selected, choose it manually from the drop down menu in the upper left area.
- Press the button "Show Backups" in the right upper corner. This will show all backups available on the server for this database. Each backup is marked with a time stamp: 20130527\_130008 means the backup is from May 27 2013, 1PM
- 3. Select the backup you want to restore and then press the button "Restore Backup".

#### Note:

After you have restored the database from a backup, you may have to activate the license.

Setting up the database server Up Update Lodgit Desk version on all computers

# Update Lodgit Desk version on all computers

An update to a new Lodgit Desk version is usually done directly from Lodgit Desk.

If you are working with the database server, the database that is accessed by multiple workstations will also be updated when Lodgit is updated on one machine. If you now try to open Lodgit Desk on a second computer, the following message will appear:



The database is created with a newer version than the installed Lodgit Desk, so you cannot open it.

Just click the button >Download. This will take you directly to the right place on our website, download the latest version of Lodgit Desk to your computer and install it.

After that you can open Lodgit Desk as usual.

BACKUP SETTINGS UP ONLINE BOOKING SYSTEM

# Additional module Online Booking System

To receive bookings in Lodgit Desk automatically via the Internet, we offer you the option of using the Lodgit online booking system (included in the add-on module "Online Systems"), which you can integrate into your website with a link and configure via your personal user area on the Lodgit website.

Tip: You can always test the Online Booking System when you are using the Test Database.

## Requirements for using the Online Systems

 You can add the additional module Online Systems to your existing Lodgit Desk license in our online shop. The module is available for a small monthly fee per rentable unit. The term for the module is the same as the remaining term of your Lodgit Desk license and the fees will be billed in one go. Other costs, such as commissions for incoming bookings, do not accrue!

Tip: You don't have to make all of your rentable units available online. If you have lots of units of the same type and price (e.g. 10 single bedrooms), you can also synchronise only a few of them and then move the incoming bookings into a different unit in your backend.

• You will need an **internet connection** for the synchronisation or your occupancy status cannot be sent to the server.

**Tip:** If you only have a slow internet connection, we'd recommend setting the synchronisation interval to less often (e.g. every 1 or 2 hours) to save some bandwidth. Please note that this will heighten the risk for overbookings.

• Using the Online Booking System also requires an **additional agreement** that regulates the conditions for receiving incoming online bookings. You can download this agreement in your Lodgit account and send a signed copy back to us.

## Unlock the Online Booking System

When you are using the work database in Lodgit Desk and select *File* > *Synchronise* for the first time in the menu bar, the following information will pop up:
Synchronizing with Lodgit online mo	dules
Before you can use the Lodgit online modules a them with your work database you will first hav these modules online at the Lodgit website.	and synchronize ve to unlock
You can also test the online modules without u while using the test database that is integrated Desk.	nlocking them I into Lodgit
Unlock Now	ОК

Please press "Unlock Now" which will then forward you to the customer log-in area.

This is where you can access your personal area at the Lodgit website. You can do so by logging in with your personal username and password that you received when you registered for a Lodgit Desk user license.

After you have logged in, open the page "Additional Modules" where you should press the button "Apply" next to "Online Booking Systems". This will prompt you to download the license agreement, print it, sign it and send it back to us. When we receive the signed license agreement, we will immediately unlock the Online Booking System for you.

## Preparing the units for the first synchronisation

### Which units will be synchronised?

You've fulfilled all the requirements and now you're ready to set everything up. What now? First, you have to decide which units you want to synchronise. To do that, go to *Administration > Synchronisation and Online Modules* then go to the tab *Synchronise*:

ł	<b>}</b> ↓	ledg1t	cultu	zz.	DIR	S21	HOTE		MAPPINGMASTER ChannelManager	SiteMinder	
			Options	Sync	hronize	Multip	le-Object Sy	stems			
Deci Sync	de which renta hronization is	ble units you wa required for usin	ant Lodgit De ng the additi	sk to s onal m	ynchroniz odules "Or	e. nline Sys	tems" and "I	Interface: (	Channelmanag	er".	
~	Name		ID		Unit Type	2		Type ID	Object		
<ul><li>✓</li></ul>	WL HH 01		HHO	01	Holiday H	lome		нн	Cabins "Wat	ter Lilies"	
$\checkmark$	WL HH 02		HHO	)2	Holiday Hor			HH	Cabins "Water Lilies"		
$\checkmark$	WL HH 03		HHC	)3	Holiday H	lome	нн		Cabins "Water Lilies"		
$\checkmark$	WL HH 04		HHC	04 Holiday		Home HH		HH	Cabins "Water Lilies"		
<	WL HH 05		HHO	)5	Holiday H	lome		HH	Cabins "Wat	ter Lilies"	
$\checkmark$	SL HA 01		HAC	)1	Holiday A	partmer	nt	HA	Holiday Hor	nes "Saguaro L	
<b>X</b> Spec	• ify which of th	e following obje	cts are to be	combi	ned into a	multiple	e-object sys	tem.			
Ob	ject					Multip	e-Object Sy	stem			
Ho	ter Sunny Hills	5				Manad					
Car	oins "water Lili	les				vacatio	on nomes				
Но	liday Homes "S	aguaro Lake"				vacatio	on Homes				

Only units that have a checkmark in the first column will be synchronised.

**Important:** The default synchronisation setting for newly created units is always OFF. This helps make sure that you don't accidentally exceed your allotment by adding a new unit later on. Whenever you add a new unit that you also want to synchronise, make sure to activate it for synchronisation in this window.

## Settings for the Synchronization

After you have set up which rentable units you want to synchronise and in which objects / systems they are to appear online, you can now head over to the general settings for the synchronisation process.

Switch to the tab *Options*, or if you closed the window, go to *Administration* > *Synchronisation and Online Modules* and then click the tab *Options*. Here, you'll be able to get to those general synchronisation settings:



Here you can decide:

- 1. ... whether the computer should **synchronise automatically**. If you're using the database server you can do this separately for each computer so you may select the computer with the best internet connection for the synchronisation process.
- 2. ... in which **interval you want to synchronise**. You can choose between every 10 minutes up until once per day.
- 3. ... whether during the synchronisation **a status window is displayed**. If you synchronise often, this window may annoy you and can be disabled here.
- 4. ... whether the data should be sent compressed.
- ... whether new online bookings are automatically locked. This is a safety measure to prevent you from accidentally moving the booking around. You can always unlock a booking in the upper left corner of the respective booking window (double-click on the booking). If you don't want the bookings to be automatically locked, you can turn that feature off here.
   ... whether some booking statuses are shown online as 'vacant'. Units
- 6. ... whether some booking statuses are shown online as 'vacant'. Units with bookings 'Tentative' and/or 'Offer' can still be booked online if you check the boxes in this area.
- 7. ... what **languages** you want to synchronise. You always have to synchronise at least one language; but you may synchronise all of the ones you added as well. The guest will be able to select the language via a drop down menu or you can set up a link attribute to use a preset.

## The first Synchronization

Now you can send the data from your Lodgit Desk installation to the server for the first time. Go to *File > Synchronise...*. You'll have to synchronise twice the first time around: During the first synchronisation, the system is activated and during the second synchronisation, your objects, rentable units and occupancy status are transferred.

After the objects, rentable units and occupancy data were transferred, you'll automatically be informed by a pop-up window that there some required details that you still have to fill in before you can use the system:

Synchroniz	zing with Lodgit online modules
The synchror	ization with the Lodgit network was
successful bu	ut the Online Booking System still needs
some configu	iration.
Before you ar	nd your guests can use it you have to
login to your	personal user area at the Lodgit Website
and define th	e missing settings

Among these are payment methods as well as general terms and conditions and your cancellation policy. Click on the button *Configure Now* to be forwarded to your account on www.lodgit.com and log in.

Please note: If you've tried out the Online Systems with your demo database before, that demo data will now be replaced with your actual data.

## Multi-Object Systems (optional)

In Lodgit Desk you can sort your units into several objects. This will keep them separate in the Statistics so that it's easier for you to distinguish between different houses or unit types. The Online Booking System can only be generated for an object or a single unit. With the **multi-object system** you'll be able to **display more than one object in one and the same Lodgit Online Booking System**.

Guests will be able to book several units over these objects and they will see all available units during their search time frame. In the backend of Lodgit Desk however, these objects and statistics will continue to be kept separate.

If you want to create one of more multi-object systems, go to Administration > Synchronisation and Online Modules and click the tab Multi-Object Systems:

\$	ledgit	cultu	zz. DIR	IS21	OTEL	MAPPI Chann	NGMASTER Manager	SiteMinder
		Options	Synchronize	Multiple-O	bject Sy	stems		
lere oint	you can combine some of y online booking system. Thi	your objects into is replaces the co	o multi-object s orresponding s	ystems. Their ettings in the	rentable	e units can the nanagement wi	n be book ndow and	ed together in a l only affect the
ippe	Name	altional modules	"Online System	ns" and "Interf	ace: Cha	innelmanager".		
Θ	Vacation Homes				June	reatures		
Ð			Туре	Holiday Apa	rtments	/ Houses		\$
			Time Zone	Europe/Stoo	kholm			و ا
			Arrival	14:00 🗘	to	22:00 🗘	o'clock	
		0	Departure	8:00 🗘	to	12:00 🗘	o'clock	

Use the plus button in the list on the left to create a new multi-object system. You will have to enter some of the profile information: accommodation type, time zone, arrival and departure times as well as the features of the object.

After you have finished setting this up, you can go back to the tab *Synchronise* and take a look at the lower table. In the right column, you can select if an object you created belongs to a multi-object system:

	all a	}} [	dgıt	CultSwitch	DIRS <sup>21</sup>	HOTEL SPIDER	MASTER OC	SiteMinder	ł		_	_	_	_
									- 8					FEBR
				Options Sy	nchronize Multip	le-Object Systems			NE 8	TH 9	FR 10	SA :	SU 1	MO 1 13 1
DS	ecie ync	de which rentable of hronization is requ	units you want ired for using	Lodgit Desk to s the additional mo	synchronize. odules "Online Syste	ems" and "Interface:	Channelmanager		1	2 Rob	erts,	2 S Ivy	imit	2 A
	~	Name		ID	Unit Type	Туре	ID Object				2	Irdima	Ltd	
1		Double 1		DZ1	Double Bedroom	DB	Hotel "Sunsi	hine"						
1	~	Double 2		DZ2	Double Bedroom	DB	Hotel "Suns	hine"			1	Irdima	Ltd	
1	$\checkmark$	Double 3		DZ000	Double Bedroom	DB	Hotel "Suns	hine"			1	Irdima	Ltd	
1	~	Single 1		EZ1	Single Bedroom	SB	Hotel "Suns	hine"						
1	~	Single 2		EZ2	Single Bedroom	SB	Hotel "Suns	hine"		3 Fost	er, F	red		
4	•	Anartmant 4		4.04	Halldan Anartman		Halidau Ham	an IDelau Var	st					
5	obj Obj	ify which of the fol ect el "Sunshine"	llowing objects	s are to be combi	ined into a multiple- Multip	object system. Ie-Object System			/ None					
	HO	day Homes "Kelax	toursen-					ĺ	Holida Online	ay in e boo	Som	netow g syste	n em	

If you don't select anything in the right column here, the object will be treated the same way as you've originally set it up in the Object Management.

Important: The Lodgit Online Booking System allows your guests to book multiple units in one go (group bookings). If you've set up a multiple-object system, your quests will naturally be able to book several units across all objects contained in the system. Please make sure this is something you want the guests to be able to do. If you're uncomfortable with that prospect, please offer the units in separate Online Booking Systems

## Try the Online Booking System with the test database

You can try out the Online Booking System without having to sign the additional agreement. To do this, proceed as follows:

- 1. **Windows:** File > *Use Test Database* MacOS: File > Use Test Database
- 2. Activate the synchronisation for the rental units (Administration > Synchronisation and Online Modules > Settings > "Synchronise > Select "Synchronise all rental units" in the gear menu below the list of rental units. 3. Windows: File > Synchronise. Mac OS X: File > Synchronise.

As described above for the work database - in your personal user area on the Lodgit website, enter the required minimum information.

Note: When you **try out** the Online Booking System, you can only use it while you are logged into your personal user area on the Lodgit website.

# Optional: online bookable packages

You can set up extra services and items for your guests to book along with the units online in the Object Management.

UPDATE LODGIT DESK VERSION ON ALL COMPUTERS UP PREFERENCES AND SETTINGS

# Setting up the Online Systems

You can change your individual settings under Lodgit.com > Online Booking System > Settings.



After the first synchronisation with Lodgit Desk, you will be notified of any missing minimum information.

# **Required Data**

• **General Terms missing:** You have not yet added any general terms for this rental object. General terms and conditions are terms and conditions that must be accepted by a guest when making an online booking before completing the

ordering process.

- **Object Description missing:** You have not yet added a description for this object that a guest will see as a quick overview of the object when doing an online reservation. This description will be show on the first page of the online booking module.
- Payment Methods missing: For this rental object, it has not yet been determined which payment methods are available to a guest when booking online. You must specify at least one payment method per rental object.
   Contact Information for online bookings missing: For this rental
- Contact Information for online bookings missing: 'For this rental property, you have not yet stored any contact details that will be sent to a guest after an online booking has been made. This address as well as contact information such as telephone and e-mail address will be displayed to the guest on the confirmation page and in the confirmation e-mail.
   Cancellation conditions are missing: You have not yet entered any
- Cancellation conditions are missing: You have not yet entered any cancellation conditions for this rental object. These will be displayed to the guest on the confirmation page and in the confirmation e-mail after the online booking has been made.

**Important:** Without the above listed data, the online booking system and the online booking calendar cannot be activated for the public. Please make sure you have entered all the required information.

# Setting up the System: Options

Aside from the required information there are several other options for the Online Systems. With these you can adapt the online booking system and the online booking calendar to your personal website design and preferences.

Please note that most of the settings can be made globally for each property, but some settings can also be made individually for each rental unit (e.g. the Image Gallery).

**Important:** Because you can create an Online Booking System and Online Calendar for each property and rentable unit, you can (and must) make these settings individually for each of these generated systems and calendars!

In the following, we will explain the configuration process using our German booking page 'Hirschblick guesthouse' as an example:

	Gästeha Hirsch	blick 🐛	
05.07.2022	06.07.2022	Alle Kategorien	<u>ب</u> و
Der Hirschblick liegt abseits der sich an unserem Haus vorbeischlar herausragen, die zum Klettern und Pick	befahrener Straßen romantisch in einig gelt. Umrahmt wird dier Hirschblick vor nicken einladen.	em verschlafenen Tal mit satten Wiesen und eine n einem immergrünen Nadelwald aus dem einzle	m kleinen Bach, me Felsen
Ausstattung	A Rootsverleih	as Eshrraduerlein	
9 <u>n</u> e Garten-Llegewiese a Sauna	Historisches Gebäude Kostenloses WiFi	Image: Statistical Statisti Statisti Statistical Statistical Statisticae Statisticae Statis	
Allgemeine Geschäftsbedingungen			$\nabla$
Stornierungsbedingungen			$\nabla$
eigit Online-Buchungssystem für alle Beherbergungsbetri	ebe — Powered by Lodgit Desk. Datenschutzhinweis		

## Selecting An Object or Rentable Unit

First go to Settings in your Lodgit account and select an object or rental unit under "Configure rental object" (here: object: Hrischblick guesthouse). In the drop-down menu "Display" you will find all configuration areas for the online booking system. Here you will also find the minimum information that you had to enter first (general terms and conditions, cancellation conditions, etc.). You can change, shorten or add to these later as you wish.

Texts that you enter here are usually displayed on the start page of the online booking system. You can also make some settings individually for each rental unit.

Define the settings for the beha individually for each object.	avior and app	pearance of the Online Booking Syste	em. The preferences can be defined
Configure Objects Cabins "Water Lilies" WL HH 01 WL HH 02 WL HH 03 WL HH 03 WL HH 04 WL HH 05 Holiday Homes "Saguaro L SL HA 01 SL HA 02 SL HA 03	Show Oven Activa Here ys indepe 2 O	Overview     General Terms And Conditions     Booking Preferences     Search **     Address Of The Object *     Cancellation *     Information And Regulations *     Email Confirmations     Online Presentation     Description *     Logo Banner     Arrival And Parking     Image Callery *     Layout Preferences     Own HTML Content     Booking Calendar (continuous)     Ics Feed     Channel Manager	for object om for this object temporarily and Save
SL HA 04 Hotel "Sunny Hills" SH DB 01 SH DB 02 SH DB 03 SH DB 04 SH SB 01	Link to The Onli following	the object's Booking System ne Booking System for the object Ca y URL: s://www.lodgit.com/online-buchen/ WCCAr	bins "Water Lilies" can be found under the DV2SK-E6MPN-K00T2-RN3M5-AMRM3- 5-YU

## **Overview**

In the Overview area, you will find the link for the **online booking system** and the basic **settings imported from the Lodgit Desk installation:** the synchronised languages, time zone, minimum booking duration and specified arrival and departure days as well as their cancellation deadlines and the property's equipment features.

In addition, you can **activate and deactivate** the online booking system here.

**Important:** Please make sure that you have checked the activation box if you want to use the Online Booking System for this object!

Overvie	w	
Activat	e/deactivate Onlin	e Booking System for object
Here you the Lodg	a can deactive the Onl it Desk software.	ine Booking System for this object temporarily and independently from
🗹 Onlir	ne Booking System ac	tive
K		Save
		Jure
_		
Link to	the object's Book	ing System
Link to The Onli following	the object's Book ne Booking System fo URL:	ing System r the object Demo Lodgit Hotel Hamburg can be found under the
Link to The Onli following Online E	the object's Book ne Booking System fo URL: Booking System (OB:	ing System r the object Demo Lodgit Hotel Hamburg can be found under the S v2)
Link to The Onli following Online E	the object's Book ne Booking System fo URL: Booking System (OB: https://www.lodgi	ing System r the object Demo Lodgit Hotel Hamburg can be found under the S v2) t.com/ibe/vv93D-U712K-NB79N-WUEXM-6WKXW-37KPV-T7
Link to The Onli following Online E Online E	the object's Book ne Booking System fo URL: Booking System (OB: https://www.lodgi Booking System (OB:	ing System r the object Demo Lodgit Hotel Hamburg can be found under the S v2) t.com/ibe/VV93D-U71ZK-NB79N-WUEXM-6WKXW-37KPV-T7 S v1 - deprecated)

If you scroll down this page you will also find:

- Link to the booking system of the rental object
- Link to the quick enquiry of the rental object
- Code example for embedding the quick query in an iframe fro your website
- Settings taken from Lodgit Desk for your object (restrictions in arrival and departure, synchronised languages etc.)

## **General Terms and Conditions**

This is where you can edit and publish your General Terms and Conditions. The GTC are part of the required information you had to add at the very beginning.

**Important:** Before publishing, create the texts in all languages you want to offer! By clicking on the "Publish" button, the currently valid terms and conditions automatically become invalid.

## **Booking Preferences: Search**

The *Search* area lets you define how you want the rentable units to be sorted when the search results are displayed, whether the name of the rentable unit will be listed and what should happen if there are no vacancies in the chosen time frame.

**Separately** means that each unit is listed in the search results individually, which is best if your units all have individual pricing and features. **Categories** mode means that units you have defined to be in the same category in Lodgit Desk will be grouped together, which is best if you have a lot of units of the same type/price/features (e.g. 20 single rooms).

Configure Objects	Show: Search **
Cabins "Water Lilies"	
WL HH 01	Search
WL HH 02	
WL HH 03	Please decide here whether the rentable units found in the search are to be shown
WL HH 04	separately or in categories.
WL HH 05	<ul> <li>Separately, best for holiday homes and guesthouses</li> </ul>
Holiday Homes "Saguaro Lo	This shows the search results listing every single unit separately. This way, guests can book a certain rentable unit directly.
SL HA 02	Categories, best for hotels
SL HA 03	This shows the search results in unit caregories (e.g. single bedrooms).
SL HA 04	

**Show name of the rental unit:** The name of the rental unit can be displayed in different places in the online booking system. Tick the places where you want to display the name. If you do not want to display the name at all, simply remove all the ticks.



**Options for package groups of optional extra items:** If you make additional services bookable online and sort them into one or more selection groups, you can decide here whether the name of the selection group should be displayed as a title above the corresponding additional services.

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SH SB 01 SH SB 02	Confirmation email
SH SR 01	Options for package groups of optional extra items
SH SR 02 SH SU 01	<ul> <li>Show name of the group as heading</li> </ul>
SH SU 02	
	Options

**Options:** When the rental units are displayed in the search results, the guest can view the details by clicking on the image to the left of the result (which you can enter in the settings for the rentable units). If you do not want this, remove the tick from this option. If there are no units available in a search period, you can show the guest an occupancy calendar so that he or she can possibly choose another period for his or her visit. You can define the display criteria for this calendar via the selection menus.

(	Options
	Show unit details when double-clicking on the preview image
F	Beim Suchergebnis auschließlich den Preis f ür die kleinst m ögliche Personenanzahl pro Kategorie anzeigen. Gilt nur f ür die Suche im Kategoriemodus
	Show free capacities in case of negative search results
I	Map section
	Entered arrival date minus 4 🗘 days
	Entered departure date plus 4 🗘 days
	Filter view to a maximum of 30 🛊 days

## **Booking Preferences: Payment Methods of the Guest**

The payment methods are part of the minimum information for the online systems. Select at least one of the payment methods offered here: **Single debit from the guest's account, credit card, credit card via Paypal PLUS and via Unzer** (formerly Heidelpay), transfer to your account, Paypal or payment on site.

**Important:** Lodgit does not receive any payments from your guests. As the operator, you are responsible for collecting payments yourself. Therefore, only choose payment methods that you can use!

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Hotel "Sunny Hills"	<b>Deposit (2)</b> in the amount of 10 <b>\$</b> % required
SH DB 01	Guest must pay the full amount
SH DB 02	
SH DB 03	
SH DB 04	Transfer to your bank account *
SH SB 01	The IBAN is required to allow foreign guests to pay via bank transfer.
SH SB 02	Account Holder Max Mustermann
SH SR 01	
SH SR 02	IBAN DE 124557377869696005
SH SU 01	SWIFT/BIC BELAXXDE
SH SU 02	
	Bank
	Account Number
	Bank Code
	Available until 10 days before arrival
	Time for Payment 10 Days Oafter booking • before arrival
	<b>Deposit</b> • in the amount of 25 • % required
	⊖Guest must pay the full amount

Under **Available until** you can determine how many days before arrival the customer can still complete their booking with this payment method. The **standard payment** target period specifies the payment target for the down payment. You can set the payment term depending on the day of booking or the day of arrival.

**Time for payment:** means the term during which you want to receive the deposit payment as a confirmation for the booking. You can set this as a time period of x days in reference to either the day of the booking or the day of arrival.

**Deposit:** For your own security, a deposit of at least 5% of the booking price is required for almost all payment methods. The only exception is the payment method **payment on site**.

**Payment on site**: With payment on site, there are no options for a deposit or the relevant payment term. By ticking the box **Only enable if no other payment method is available**, you can enable this payment method only for short-term bookings for which **no other payment is possible because the date is too close to the arrival:** 

Payment on site *	
Availability	<ul> <li>Only available if no other payment method is</li> </ul>
the ensuit card	offered any more, because the date is too close to
ine arrival.	
Tell your guests about the cond	itions for payment on site.
Language version:	English + Please enter text for each language!
During order process:	If you want to pay on site, we will be happy to reserve your room until 6pm on your day of arrival. After that, the reservation expires. If you want a guaranteed reservation with an arrival time later than 6pm, please use a different payment method.
	We will reserve your room until 6pm on the day of arrival for you. After that, the reservation expires.
In the booking	
notification:	<i>h</i>
	Save

In our example, guests can pay in this way (here the option for credit card payment via Unzer or Paypal PLUS has not been activated), German language image below:

×	E	E Zahlari	Überprüfen	Fertig
Zahlungsmethode	e			
Wählen Sie eine Zahlungsm	nethode aus dem Menü:			
		😅 Überweisung		
Überweisung einer 20%iger	n Anzahlung in Höhe von !	57,00 €		
		SEPA		
Einzugsermächtigung für ei	ine 30%ige Anzahlung in I	Höhe von 85,50 €		
		PayPal		
PayPal Konto mit einer 20%	sigen Anzahlung in Höhe v	von 57,00 € belasten		
		Vor Ort		
Zahlung des Gesamtbetrag	es in Höhe von 285,00 € r	nach Anreise vor Ort		

## **Booking Preferences: Contact Information**

Here you can enter and edit your contact information. This information will be displayed to the guest in the provisional booking confirmation.

## **Booking Preferences: Cancellation Deadline**

This is where you can define the deadline for a free cancellation. This will be displayed in the confirmation email with the exact date and time. If the deadline has

already passed (because the arrival date is too close to the booking date), no information about a free cancellation is listed.

## **Booking Preferences: Cancellation Policy**

The cancellation policy is part of the required information you had to add at the beginning. This is where you can, at any time, further edit the text. The cancellation policy will be shown to the guest on the last page before the booking is completed as well as on the front page under "Legal Information".

Important: Before you publish your texts, make sure you have added the texts in all languages. Once you hit the button "Publish", all currently valid cancellation policies will automatically become invalid and be overwritten.

## **Booking Preferences: Information and Regulations**

Any additional information you add here will be shown to the guest in the provisional booking confirmation email they receive. You can use this to answer frequent questions and concerns ("What to do when there's nobody at the front desk?") or leave a note about future correspondence ("You will receive a binding confirmation within 24h after we have received the deposit payment.").

## **Booking Preferences: Email Confirmations**

To be notified about new incoming bookings you can have **a copy of the confirmation email sent to your email account**.

If you would like to receive such a copy, tick the box **Receive booking confirmations**. A copy will then be sent automatically to the email address you have stored in the contact information. If you want to send this copy to additional email addresses, enter these addresses in the field below. Separate email addresses with a line break.

Configure Objects	Show: Email Confirmations
Cabins "Water Lilies"	
WL HH 01	Email confirmations
WL HH 02	
WL HH 03	Upon finishing the online booking process, your guest will receive a booking notification
WL HH 04	address.
WL HH 05	Receive booking confirmations
Holiday Homes "Saguaro Le	
SL HA 01	Email adresses
SL HA 02	
SL HA 03	Enter at least one email address that is supposed to receive a copy of the booking
SL HA 04	notification. Separate email addresses with line breaks.
Hotel "Sunny Hills"	testuser@test.com testuser2@test.com
SH DB 01	
SH DB 02	
SH DB 03	
SH DB 04	
SH SB 01	
SH SB 02	
SH SR 01	
SH SR 02	to other email email address of your choice Save
SH SU 01	
SH SU 02	

## **Online Presentation: Object Description**

Here you can enter the property description that appears on the start page of the online booking system. For the description of individual rental units, please select the rental unit from the left menu and then select "Description".

**Important:** Before publishing, create the texts in all languages you want to offer! By clicking on the "Save" button, the currently valid object description is automatically overwritten.

ne descr	iption	will b	e sh	own d	on the	e inde	x pag	e of the	he Or	line B	lookin	g Sys	tem.	Greet	your o	uests
ith a few	short	lines	and	defin	ead	efault	imag	ge in ti	he Im	ages a	area t	hat wi	ill sho	wn ne	ext to the	ne text
anguage	versio	n:	Deut	sch ~	Ple	ease e	enter	text fo	or eac	h lang	juage	first a	and th	en pr	ess Sa	ve!
eadline:	Überb	lick	-	_	-				-			Siz	e: I	n2 v		
↔ ②		۵	ж	D	Ô	5	¢	Q	\$	<b>R</b>	8	B:	÷	٢	$\rightarrow$	⊞~
Paragrap	h	×	<u>A</u>	~ 2	~	<u>I</u> ×	IΞ	ΙΞ	≘	Ē						
Lorem i	psum	dolor	sit	amet,	cons	secter	tur ad	dipisci	ng eli	t, sed	do ei	usmo	d terr	npor i	ncididu	int ut
lahore e	t dolo	re m	agna	a aliqu	Ja. O	rci ac	auct	or aug	jue m	auris	augue	nequ	ue gra	avida	in	

## **Online Presentation: Logo Banner**

In this section you can upload a banner to be displayed instead of the standard header: The banner should have a size of 1280px x 168 px. Please note: The banner will be displayed in all language variants of your system and **cannot be adapted for individual languages**.

If you do not want a banner for your online booking system, you can select the design without banner in the layout preferences.

.ooo Ba	iner
Please s	ecify the logo banner that will be shown in the header of your Online Booking System.
As long a k 168px.	s the layout wasn't overwritten by customized CSS styles, the banner size should be 1280px
mages c	annot be larger than 976 kB and must be of the type JPG, JPEG, GIF, PNG, SVG, WEBP.
	Upload logo Choose file No file chosen
	Upload logo Choose file No file chosen Preview C Lodgit Desk Hotelsoftware

## **Online Presentation: Google Maps**

To make it easy for your guests to find you, you can add a map section of your location in the online booking system. There is also the option of a route planner. This is displayed on the homepage under the heading "Arrival".

## **Online Presentation: Arrival and Parking**

Other arrival information, e.g. times for check-in or also check-out, rail connections, directions and the like can be entered here. This information appears on the homepage under the heading "Arrival" (above the map).

## **Online Presentation: Image Gallery**

In the picture gallery you can upload up to 20 pictures to give your guests a comprehensive impression of your accommodation. The image gallery will be displayed on the front page under "Images".

You can set one image to be the default image and it will be displayed on the front page next to the object description. Each individual image must not exceed 976 KB in size.

In addition to this picture gallery of the property, you can also add an individual gallery for each rentable unit which will be displayed when the guest clicks on the unit's icon in the search results.

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This is how the gallery will look on the website:



## **Online Presentation: Layout Preferences**

In the *Layout Preferences* you can adjust the look of the Online Booking System and the Quick Search individually with CSS to make it fit seamlessly into your website.

### Simple CSS Settings

Here you have the possibility to easily and quickly change various design aspects according to your wishes. For this purpose you will find a set of simple tools that allow you to customise three colours, font, background, header and search form. When choosing the three colours, you could use the same RGB specifications or hex code to match your corporate colours.

Simple CS	S Settings		
Primary Colo	r	Secondary Color	Tertiary Color
		L	
ont Family			
Roboto		~	
	rground		
Nebsite Back			
Color	E		

#### **Expert CSS Settings**

**Important:** Please note that only an experienced web designer should change the CSS settings because unsuitable CSS styles can compromise the functionality of the Online Booking System! Should you not have a web designer on hand, feel free to contact us and we'll make you an affordable offer for the adjustments you need.

Select here which design template you want to customise. You can choose if you want a header for a logo/banner, if the search box should be in the top center or on the left side and if the header should be optimised for a logo (rather short) or for a banner (rather wide).

✓ View 1		
View 2		
Without Hea	der nised for logo	
Header optin	nised for banners	
Search form - a	bove	
Preview	Insert CSS code above	

When changing the CSS styles, note that all values are commented out by default to avoid unwanted changes. To activate the individual tags, please delete the characters /\* before and \*/ after the respective line.

Show: Layout Preferences ~	
ayout preferences - Online Booking System (OBS )	(2)
Simple CSS Settings	
Expert CSS Settings	
Enter your own CSS source code here in order to adjus your own needs. Important:	t the layout of the Online Booking System to
This feature is only to be used by experienced web desi	gners since unsuitable CSS styles can
endanger the functionality of the online order system. If	in doubt, <u>please let us know</u> which
graphical changes you would like - and we will make a r	easonable offer.
CSS code - Booking System	
<pre>emedia all {     #main_layout_search_form {         display: table;         width: 100%;         win-height: Sem;     }     #main_layout_search_form #layout_search_form {         vertical-align: top;         display: table-cell;         height: 100%;         width: 25em;         box-sizing: border-box;     } </pre>	

## **Online Presentation: Own HTML Content**

**Important:** Before you publish your texts, make sure you have added the texts in all languages. Once you hit the button "Publish", the current HTML content text(s) will automatically become invalid and be overwritten.

In the online booking system, you can still insert additional texts so that, for example, links back to the website or important seasonal information catch your customers' eye better.



# This self-created content is displayed under the heading "Additional information". On our example page, this then looks like this:



## **Online Presentation: Booking Calendar (continuous)**

The continuous Booking Calendar displays the vacancies in an object (with all its rentable units) with a time line:

•											5	Mon, 0	9/10/2	018	Fr	om toda	У												F
	1000	- 1	Augus	t			-			_							Septe	mber	1			_				_			
	27	28	29	30	31	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
HH01								1																					
HH02																													
HH03																													
HH04								1																					
HH05																													

Vacancies are green, occupancies are red and everything in the past is grey. You can link to the continuous Booking Calendar or integrate it into your website in an iFrame with the code snippet provided.

For individual units you can also generate a monthly calendar view to integrate in your website.

**Important:** Please make sure that the activation box is checked if you want to use the continuous Booking Calendar!

## ics Feed

Here you can find the ics feed of the rental unit, activate and deactivate it, and update it manually. The feed is updated automatically at certain intervals. Feeds must be activated individually for each unit.

### If you want to include the feed in another channel, e.g. airBnB or 9flats, you

**have to include it as an ics or other feed.** The ics feed (Ical feed for Mac) sends the changes to the channel. The feed must be retrieved from the channel at regular intervals. This only happens if it is also integrated as an ics feed.

Note: At traumferienwohnungen.de a modifier has to be activated to interpret the ics feed correctly. Please point this out to your customer advisor for traumferienwohnungen.de!
--

Show:	Ics Feed	~	
ics Feed	6		
We offer The feed	an ics feed for eacl will update automa	h of your units' availabilities that you atically every 3 hours.	can import into other online portals.
Update a	Il active ics feeds.	This may take a few minutes.	
			Update All

# Individual Settings for Single Rental Units

There are some options that you can define individually for each rentable unit. General information or options that concern the entire object, such as payment methods, route planer, or terms and conditions, can be defined in the Global and Object Options.

## **Overview**

This is where you can find a link for this unit's booking tool and check which feature settings were imported from Lodgit Desk.

## Description

Here you can define a description and a preview picture for each individual rental unit. The preview image is displayed next to the rental unit in the search results:



With uploaded photos and a short description, it looks like this in our example:



## **Limit Child Discounts**

Some units may have discounts for children with a certain percentage of the full price (e.g. children up to 13 years pay only 50%). Here, you can decide how many full paying guests have to stay in the unit to allow those discounts to be attributed to other guests.

## **Image Gallery**

Here you can upload pictures of the rental unit and set a default picture. The standard picture is displayed next to the description when you click on the preview picture. The guest can see the other uploaded pictures (up to 10) in the "Images" tab.

## Integrate A Booking Calendar Into Your Website

For individual rental units, you can also display the free periods in the form of a calendar on your website:

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Vacancies are green, occupancies are red and everything in the past is grey. You can link to the monthly Booking Calendar or integrate it into the website in an iFrame with the code snippet provided.

**Important:** Please make sure that the activation box is checked if you want to use the monthly Booking Calendar!

## ics Feed

This is where you find the address of the feed, activate and deactivate it. You can also manually update it here, although it's not necessary: The feed will update itself automatically in regular intervals. When connecting the feed with another channel such as airBnB or 9flats, make sure **to connect it as a** *ics* or *Other feed*. This is **NOT an ical feed** that pushes changes to the channel. Rather, the channel has to call the data from the feed, which only happens if it is also included as an ics feed.



# Other Settings In Lodgit Desk

## **Booking Restrictions**

The Lodgit Online Booking System allows you to set a minimum length of stay

(MinLOS) as well as specific arrival and departure days.

## Minimum Length of Stay (MinLOS)

In order to set a MinLOS for Lodgit online bookings, open Lodgit Desk and go to *Administration > Synchronisation and Online Modules* and then click the *lodgit*-Button in upper line:

A 10	dgit	CultSwitch	DIRS <sup>21</sup>	SPIDER	MASTER 000	SiteMinder
Objects Holiday in Sometown Online booking system	4 IMP Lod	ORTANT: The set git Online Bookin	tings listed below o g Calendar.	nly apply to the Loc	lgit Online Booking	System and the
Hotel "Sunshine" Holiday Homes "Relax		Mini	mum duration R	estrictions Disa	bled Time Frames	
	Us min 1in 0	e minimum amou imum: 0 days befo bookings	int of nights nights im booked days are arrival date, no n	ninimum amount of	booked days are re	quired for online

You can set a minimum number of days for each booking. If you want short notice bookings to not have to abide by those rules, you can set a time-limit for that restriction.

In the example above, the minimum length of stay is seven days. If the guest books 15 or less days before the arrival, however, then the restriction of MinLOS no longer applies.

## **Set Arrival and Departure Days**

In order to set a specific arrival and departure weekdays for Lodgit online bookings, open Lodgit Desk and go to *Administration > Synchronisation and Online Modules* and then click the *lodgit*-Button in upper line:



Allowing only specific weekdays for arrival and departure of guests can also simulate a MinLOS of sorts. Select the dates you want to allow arrivals and departures. If you want short notice bookings to not have to abide by those rules, you can set a timelimit for that restriction.

In the example above, guests can only arrive on Saturdays and leave on Fridays. This doesn't change for guests, even if they're 'last minute' bookers.

## **Stop Sell / Disabled Time Frames**

As a general rule, all units that have bookings in them will count as 'occupied' online. Exceptions are bookings with the status 'Checked Out' and 'Cancelled Online Booking' as well as the statuses you exempted from being shown as occupied. But you can also block single units, an entire unit category or your entire object from being booked online in a certain time frame, e.g. because it's the low season and you'd rather take bookings over the phone or via email.

In order to set up a stop sell (disabled time frames) for units, open Lodgit Desk and go to *Administration* > *Synchronisation and Online Modules*, then click the *lodgit*-Button in upper line and then switch to the tab *Disabled Time Frames*:

3,37	dgit Cults	vitch DIRS <sup>21</sup>	SPIDER	MASTER .	SiteMinder
Objects Holiday in Sometown Online booking system	(1) IMPORTANT: Lodgit Online	The settings listed below Booking Calendar.	only apply to the Loc	lgit Online Boaking	System and the
Hotel "Sunshine" Holiday Homes "Relax		Minimum duration	Restrictions Disa	bled Time Frames	
	Show only conception of the co	urrent times Jnit	From	То	
	۲				

Use the plus button to add a new entry. In the column *Rentable Unit* you can select the unit(s) you want to block online. In the columns *From* and *To* enter the dates for the stop sell. You can block either *All rentable units* (1), *one specific unit* (2) or *all units of a certain category type* (3).

If you select an entry you can quickly duplicate it via the right-click or Actions menu in the lower left corner to make subsequent entries easier.

## Synchronised extra items

With the Lodgit Online Booking System, you can make as many of your extra items available online so that guests may book them directly when they book their stay with you.

First, you have to go to *Administration* > *Extras and Packages* and then switch to the tab *Packages*. Here you'll have to create a package for each extra item and/or each combination of extra items that you want to offer online:

Manual of the Lodgit Desk - Hotel Software



In this example, we've added the extra item 'Breakfast' to the package "Breakfast incl.". In the tab *Package Options* you can now make sure that the package is inclusive:



**Tip:** If you have a package that contains more than one extra item, it's best to select "Print Package Name on Offers". This way, the package's name will also be displayed in the Online Booking System.

Now go over to Administration > Objects and Rentable Units > Rentable Units. Open the rentable unit that you want to add the package to by double-clicking on it and then go to the area Extras / Packages:

		In Program	Bookable	Online		
Features						
Cleaning	Package name	Bookable	Automatically	Optional	Group	D
Short Description	Biking Special		$\odot$	$\bigcirc$	None	\$
Extras / Packages	Wellness Special	2 🔽	0	0	None	\$
Print Options	BP HA01		ŏ	0	None	0
Statistics	RP HAO2		Ŏ	ŏ	None	
			0	0	None	
	BP HAUS				None	
	BP HA04				None	0
	Here users of the addit booked together with t	ional module "On he accommodatio	line Systems" o on online. The	can define if a package can	a package ca either be ad	in be ded to ti
	Here users of the addit booked together with t booking automatically	ional module "On he accommodatic (compulsory) or b	line Systems" o on online. The be offered to be	can define if a package can e selected by	a package ca either be add the guest.	in be ded to ti
	Here users of the addit booked together with t booking automatically Use those settings f	ional module "On he accommodatic (compulsory) or b or all rentable un	line Systems" of on online. The oe offered to be its in this obje	can define if a package can e selected by ct.	a package ca either be ad the guest.	in be ded to ti
	Here users of the addit booked together with t booking automatically Use those settings f	ional module "On he accommodatic (compulsory) or b or all rentable un or all "SB Single B	line Systems" of on online. The oe offered to be its in this obje Bedroom" units	can define if a package can e selected by ct. of this objec	a package ca either be add the guest. t.	in be ded to ti

Go to the tab *Bookable Online* to decide which packages you want to offer online. Check the box in the column *Bookable* to activate them.

If the package has the attribute "inclusive", it will always be added automatically to the booking (see 1). Otherwise you have the option to decide whether it is automatically added or an option for the guest (see 2).

You can also sort packages into a *Group*. The packages within such a group cannot be added to the same booking. This can be used to offer different food options (breakfast only, half-board or full-board) or transfer options from and to the guest's destinations (from/to the airport, from/to the train station or from/to the port). Put these packages into a group via the menu in the far right column and the guest can choose between them or select none.

The extra items can be booked by the guest after they've entered the ages of the guests (if applicable due to child discounts):



#### edgit Online Booking System for all accommodation services - Powered by Lodgit Desk Datenschutzhinweis

Automatically added inclusive extra items are listed at the very top without their price (see 1). Optional packages are listed below that and can be selected by checking the respective box (see 2). And below that you'll find the packages that belong to a group; if you offer more than one group, each group has a small border drawn around it so guests know which they can choose from. The title of the group can be displayed as a heading for each box.

Online Booking System Up Synchronise Extra Items

# Synchronise Extra Items

You have the option of making as many of your extra items created in Lodgit Desk available online. Interested guests can book these directly.

To do this, first go to **Administration > Extras and packages > Packages**. Here you first create a corresponding package for each extra item and/or extra item combination that you would like to offer online.

Please note that only packages are available online. A package can therefore only consist of one extra item.

**Tip:** For any changes to appear in the OBS you have to sync **Lodgit desk > File > Synchronize**.

🗯 Lodgit Desk	File	Edit	Bookings	Administration	Lists	Vie	W	V	V
•••	Softw	are Ac	tivation						
✓ All Objects	Use [	Databas	se Server			D			
Name	Open	Datab	ase Folder			lit			c
<ul> <li>Hotel "Sunshine"</li> <li>Holiday Homes "F</li> </ul>	Chan	ge Data	abase Folder			-			I
	🗸 Use 🛛	Demo D	atabase			-	тн 19	F 2	F
✓ All Categories	Use V	Vork Da	atabase			2			
Name	Gene	rate la	ge database			2			
Single Bedroom	Close	Windo	W		жW	2			
<ul> <li>Double Bedroom</li> <li>Holiday Apartmen</li> </ul>	Creat Resto	e Back ore Fror	up n Backup			<b>*</b>			
	Syncl	hronize				3	-		
	Save	Reserv	ation Schedu	ule as Image	<b>公</b> ೫ P	2.0			
Current Guests	Print	Reserv	ation Schedu	ıle	ЖP				
			8						

## **1. Including Extra Item Packages**

In our example, the extra item has been added to the "Bike Rental" package. Under Package Options you can now specify that the package is included in the price (by choosing the middle option: 'beneath Accommodation'):

		Extras Packages				
		Package Content Package Options				
Package/Category						
Filled fridge upon ar \$	Prices will be listed on o	offers, confirmations and invoices in the following format:				
Breakfast inclusive \$	standard (price	es are listed next to the extra items)				
	O beneath Accor	mmodation (all extra items within the package are listed as "surcharge")				
	flat fee (prices	s of extra items only listed as total amount next to the package)				
	Print or show package name:					
	On Offers and in the Online Booking System					
	D De Carlingette					
	On Contirmatio	ons				
	On Invoices					
	Package is linked to the	following:				
	Туре	Unit/Object				

**Tip:** In the case of packages with several extra items, it is advisable to also print out the name of the package in offers, as this will then also be displayed in the online booking system.

Now go to **Administration > Objects and Rental Units > Rental Units**. Open the rental unit to which Breakfast can be added online by double-clicking and then go to the Extra Item Packages area. Place a tick next to the extra item. The Breakfast is now automatically added to the accommodation service using the settings from the package management.

Profile	In Program Bookable Online
Features	
Cleaning	Package name Bookable Automatically Optional Up To Group
Short Description	Filled fridge up surcharge 1
Extras / Packages	Breakfast inclu
Print Options	
Statistics	
Notes	
	Here users of the additional module "Online Systems" can define if a package can be
	booked together with the accommodation online. The package can either be added to the booking automatically (compulsory) or be offered to be selected by the guest.
Optional:	Use those settings for all rentable units in this object.
	Use those settings for all "Double Bedroom" units of this object.
Optional.	•

For your guests, it looks like this during the booking process (German image displayed):



And this is how it looks in the checkout window (German image);

hre Buchung	and the second se			D	~
Anreise	24.02.23	Advesar	Zahlart	Uberprüfen	Fertig
Abreise	25.02.23	Rechnungsadress	e eingeben		
Einzelzimmer Zirbelkiefer für 1 Gast	69,00 €	Markierte Felder müssen a	usgefüllt werden.		
1 Frühstück	Inkl.	Anrede	Herr		
Gesamt	69,00.€	Titel			
( Income		Vorname*			
[ von v	om deginnen	Nachname*			
		Firma/Organisation			

You can also automatically add extra items for the booking module. Then, in contrast to the inclusive item, the price for the total duration appears in the shopping basket on the left. Your guests **cannot deselect** this extra item.

		Extras and Packages	
		Extras	
Package/Category Filled fridge upon ar \$ Breakfast inclusive \$	Prices will be listed on offers standard (prices are beneath Accommod	Package Content Package Options , confirmations and invoices in the following format: e listed next to the extra items) fation (all extra items within the package are listed as "surcharge") ktra items only listed as total amount next to the package)	
	Print or show package name: print of the and in the for Confirmations for Dr. Insteaded	a Ordine Monitoria uversion	
	Package is linked to the follo	wing:	
	Туре	Unit/Object	
* 🖿 = 🗛 -			

For configuration, click on the options bookable and automatic under **Object management > Rental units > Extra item packages**.

On the Booking page the option now looks like this (German image):

hre Buchung			8	D	~
Anreise Abreise	24.02.23 25.02.23	Pachnungsadrassa a	Zahlari	Überprüfen	Fetig
Einzelzimmer Zirbelkiefer für 1 Gast	55,00 €	Markierte Felder müssen ausgel	füllt werden.		
1 Frühstück	14,00 €	Anrede	Herr		
Gesamt	69,00 €	Titel			
Van v	om beginnen	Vorname* Nachname* Firma/Organisation			

## 2. Freely Selectable Extra Item Packages

Extra items can also be configured so that they are freely selectable. First create another extra item package under **Administration** > **Objects and Rentable Units**. Then go to **Object Management** > **Rental Units** and double click on the room name you wish to edit, then in the next window that opens, click '**Extras / Packages**', then choose the column '**Bookable Online**'. Choose the options between bookable and optional, depending how you'd like it set up. If you wish, you can enter up to a possible number (1-10) of bookable extra items in the column. Create a meaningful selection group whose name will then be displayed during the checkout process.

			In Program	Bookable O	nline		
Features							
Cleaning	Package name	Bookable	Automatically	Optional	Up To	Group	
Short Description	Filled fridge up		0		1	None	0
Extras / Packages	Breakfast inclu		surcharge		1		
Print Options							
Statistics							
Notes							
			module "Online	Systems" ca	n define if a j	oackage can be	
	Here users of th	e additional				bor bo added +	o the
	Here users of th booked together	r with the ac	commodation or	nline. The part	ckage can eit	ner be added t	
	Here users of th booked together booking automa	r with the ac tically (com	commodation or pulsory) or be of	nline. The pao fered to be s	ckage can eit elected by th	e guest.	
	Here users of th booked together booking automa	e additional r with the ac tically (comp ettings for al	commodation or oulsory) or be of I rentable units i	nline. The pao fered to be s n this object.	ckage can eit elected by th	e guest.	

In the booking process, the selection for your guests then looks like this (German image):

Ihre Buchung		*			D	~
Anreise Abreise Finzelzimmer Zirhelkiefer	24.02.23 25.02.23	Optionen	Adresse	Zahlart	Oberphilfen	Ferilg
für 1 Gast Gesamt	55,00 €	Einzelzimmer Zirbelkiefer 1 Person	Optionale Pak	kete:		
Von v	om beginnen	1 Nacht Preis: 55,00 €	0 → Br Wanderlust ✓ 0 M	otzeiłkoch (15,00 €) anderstöcke (10,00 €)		
			2			Weiter

## 3. Extra Item Packages with Alternative Selection

You can also offer several extra item packages to choose from. For example, your guests can then choose a certain breakfast set during the booking. To do this, you must create so-called "selection groups" under **Object management > Rental units > Extra item packages**. Attention, the name for this selection group is visible for guests. All alternatives of a certain extra item type (e.g. breakfast) must be part of this selection group.

This allows you to put different catering options (breakfast, half board and full board) or transfer options (from the airport, from the train station and from the port) into a selection group and your guests then choose the preferred option accordingly (German image below).

Stammdaten			Lokal	Online			
Ausstattung							
Reinigung	Paketname	Buchbar	Automatisch	Optional	Bis Zu	Auswahlgru	ppe
Kurzbeschreibung	Wellness				1	Keine.	0
Extrapostenpakete	Frühstück				1	Keine	0
Druckoptionen Auslastung/Belegung	Endreinigung	3	aufschlagen		1		
Notizen	Strandlust	-			1	Kaine	-
Übernachtungssteuer	Frühstück Bircl		15	0	1 🖸	Frühstück	0
	Frühstück Roya		C	0	1 🖸	Frühstück	0
	Frühstück Star		1	0	1 🖸	Frühstück	0
	Vollpension, ve	2			1	Keine	¢
	Vollpension, ve	2			1	Kelme.	÷
	Freizeit	0			1	Baine	0
	Wanderstöcke	3			1	Keine	0
	Nutzer des Zusa zusammen mit d ACHTUNG: Gilt r	tzmoduls " er Unterkur hicht für das	Online-Systeme' ift online buchba s Zusatzmodul "	" legen hier f ar ist. Channelman	est, ob ein Ex ger"	trapostenpake	t
	Auf alle Miet	einheiten de	es Objektes anw	enden.			
	Auf alle Miet	einheiten vo	om Typ "Doppez	immer Schwa	arzerle" des (	Objektes anwer	nden.

In the booking process, the selection for your guests then looks like this (German image):



Preferences and Settings

UΡ

RECEIVING AND CONFIRMING ONLINE BOOKINGS
# Receiving and confirming online bookings

Each synchronisation will check for new online bookings and import them in your system. If possible, the booking will be added directly into the unit in the reservation schedule. All those newly added bookings will have the status "New Online Booking" so they'll be easier to recognise. They are also **automatically locked**, so that they can't accidentally be moved, shortened or extended. To move, shorten or extend such a booking, you can manually unlock it in the booking window.

#### Tip:

If you don't want to automatically lock new online bookings, you can turn this feature off under Administration > Synchronisation and Online Modules.

After you have synchronised your Lodgit Desk program with the Lodgit online modules, you should confirm newly received bookings by doing the following.

1. In the main window, open the booking list with the online bookings by going to **View > Show Booking List**.

00	_	_	_	_		_			_		R	lecep	tion		_	_				_	_	_		_	_	_		_	
Select Draw		f Spik		Objec	) { m G	ASTS .	Arch	ives	Financi	ials	Cashbor	ok	Prices	E	tras			05	.05.2	011	•	06.0	/5.20	)11	;	ł	•	dç	μt
DEMO DATABASE							RIL 201	1										MAY 2	011										
RENTABLE UNITS				*	SU MO 24 25	TU 26	WE 1	TH FR.	5A 30	SU 1	2 TI	J WE	TH 5	FR 5	A SU 7 8	MO 9	TU W	TH	FR.	SA 14	SU 15	MO 16	TU 17	WE 18	TH 19	FR. 20	SA :	SU 22	MO 23
WL HH 01		1/8			Travels						1 Ph	ilipps.	Francis																
WL HH 02		1/5			*								31	lender	son. D	oro412 C	arcia	Anna											
			-									1																	-
WL HH 03		1/6	2					1	6 Bake	r Trav	els					Long.	Juliet												
WL HH 04		1/5	2	4	er, Fred					*	÷	3	i New				SH	enders	on, D	orothy	t.								
WL HH 05		1/10								10	Kelly, I	Ernest					Т					Γ.							
SI MA 01		1/4					3 Edward	ls Emil								4.5	ohert	c hv											
SC NA VI		1/4	1	-			Lanai																						
SL HA 02		1/6	2							41	Kenned	y, Shar	HE .																
SL HA 03		1/8												8 B.	iker Tra	rvels													
SL HA 04		1/4	1	HHH		Г								4 R	oberts,	Peter													
		1.1/20						2 Smi	in Kal					-		Ander	500 C	eor	-										
311 00 01			14	-8		_				_				_	_	- Police					_		_				_		-
Version: 1.7.3, DB: 2	67		_	_				4 4		_	_		_	_	_	_	_	_	_	_	_	_	_	_	_	_		•	**
Show:	All B	ookings						Ŧ	Ċ		<b>a</b>	1								Searc	h:		_					16	Q
								_																					-
Status	0	Res	No.		From		07.0	T0 5 3011	Ob	oject Hoto	1 Sugar				Renta	ble Un	it	N	0	Nam	e			-	C	reate	d on		1
New Online 1	banks				10.05.20	11	16.0	5.2011		Cabi	i Sunn	y runs			WI H	4.04			4	New	dare		aret		1	4.12	2010		_
New Online	konki (	0			08.05.20	11	12.0	5 2011		Cabi	ns "Wat	ter Lili	es"		WL HE	4.03			6	Long	ı. lul	iet	urut		0	5.05	2011		
New Online	Booki (	0			06.05.20	11	13.0	5.2011	H	Holid	lav Hor	mes "S	aguard	Lake	SL HA	04			4	Robe	erts.	Peter			0	5.05	2011		
New Online	Booki(	0			01.05.20	11	05.0	5.2011	ň	Cabin	ns "Wat	er Lili	es"		WL HP	105			10	Kelly	. Err	iest			0	5.05	2011		
Checked 0	ut	0			29.04.20	11	04.0	5.2011	ň	Cabir	ns "Wat	er Lili	es"		WL HE	103			5	Bake	er Tra	avels			1	3.12	2010		
Checked 0	ut (	0			26.04.20	11	30.0	4.2011	ň	Holid	lay Hor	mes "S	aguard	Lake	SL HA	01			3	Edwa	ards.	Emil	ly		1	3.12	2010		
Checked O	ut (	0			22.04.20	11	27.0	4.2011	Ē	Cabir	ns "Wat	ter Lili	es"		WL HE	4 0 1			5	Scot	t Tra	vels	-		1	3.12	2010		1
Checked O	ut (	0			22.04.20	11	02.0	5.2011	Ō	Cabir	ns "Wat	ter Lili	es"		WL HE	104			3	Fost	er, F	red			1	3.12	2010		2
Charles of Charles		0				••	38.0								euro	<u></u>				e	1					• • •	3010		1

At the bottom of the main window you will then see the Booking List with new online bookings. All new online bookings have the status "New Online Booking" and their default color is yellow.

2. If you want to check if a deposit should be paid for an online booking, open it by double-clicking on it. Within the booking window, go to the list item "Deposits":

0 0	No. 29 / SL HA 01	l / Edwards,	Emily				
Stay		Main Cont	act				
Arrival: 22.03.201 Departure: 26.03.201	1 (*) 08:00 (*) o'clock	Edwards, US-37385	5 Tellic	o Plains,	3987 W Ridg	ge Ave	]
Nights: 4		🗹 Is A G	uest		Group	Reservation	
		Lang	uage:	Englis	h (Lodgit Des	ik)	K
No. of Guests: 3 (r	nax. 4)	А	gent:	None			1
		Booking st	tatus:	Ne	w Online Boo	kina	
Booking Data		,					
Rentable Unit	Descri Due Date	Received On	Amou 225 (	unt —	Payment M	VAT	
Child Discounts	Deposit 24.05.11	24.03.11	235,0	J0 ▼	Cash ♥	0,00	
Guests/Registration Form							
Extras/Packages							
Deposits							
Notes							
Correspondence							
Hotel Locking Systems							
	+ -						
	Cranta Offer	Cranta Can	firm at		Creater		5
	Create Offer	Create Con	nirmati		Create II	worce	2

3. When you have received the deposit, enter the date of receipt under "Received On".

If you have to do a debit or charge a credit card for the deposit, go to the list item "Online Booking". There you will find the **payment information you need**.

tay		Main Contact	
Arrival: 25/04/201 Departure: 27/04/201	4 (*) 00:00 (*) o'clock 4 (*) 00:00 (*) o'clock	Smith, Carl NL-2651 Berkel en Roder Weegbreeplantsoen 32 Phone:256377812235	Q.
Nights: 2		🗹 Is a Guest	Group Reservation
Guests: 3 (n	nax. 3)	Language: Eng	glish (Default)
		Agent Commission: Lo	dgit Online Booking S
Lock:		Booking Status:	New Online Booking
ooking Data			
Rentable Unit	Source	Lodgit Online Booking Syste	m
Child Discounts	Currency	EUR	
Guests	Exchange Rate	1.0000	
Registration Form	Reservation Number	1395944003-988	
Extras/Packages	Cancellation until	30/07/2011 23:59	
Deposits	Payment method	Credit Card	
Label/Tag	Card Type	Visa	Θ
Notes	Card Owner	Carl Smith	Θ
Correspondence	Card Number	4111111111111111	Θ
Online Reservation	Security Code	123	Θ
Hotel Locking System	Valid until	3/2016	Θ

#### Important:

You can delete the payment information after processing them to protect yourself and your guest from data thieves. Please note that deleting this information CANNOT be undone!

5. After that you can create a confirmation by pressing the button "Create Confirmation" and send it to the guest. The online booking will then automatically receive the booking status "Confirmed".

**Important:** Your guest will only receive a **binding booking confirmation** when you create the confirmation in the way described above!

Synchronise Extra Items UP Cancelling online bookings

# Cancelling online bookings

Unlike bookings that you have created in Lodgit Desk yourself, you cannot simply delete an online booking. Instead, you will have to let the Online Booking System know which bookings are to be deleted before you can remove them from the reservation schedule entirely.

#### If you want to cancel an online booking you have to:

1. Select the booking you want to delete in the reservation schedule and then go to "Bookings > Delete Booking...". The following message will appear:

Do you really want to delete the selected booking? This action cannot be undone!
Cancel Delete Booking

If you confirm the deleting of the booking, the online booking will first be marked as "to be cancelled":



- 2. All bookings that are marked as "to be canceled" will be sent to the Lodgit Online Booking System during the next synchronisation.
- During the next synchronisation after that, the Online Booking System will confirm the cancellation of the bookings. The bookings in question will receive the status "Cancelled Online Booking". The color of this status can be defined in the Preferences under "Reservation Schedule > Colors".
- 4. Now, you can delete the bookings as usual.

Note:

When you delete an online booking that has been split because of a move, you can delete all the parts as usual. After you have deleted ALL the parts of that booking, the Online Booking System will be told to cancel them during the next synchronisation. This could have an effect on the booking commission.

# Additional Module "Booking Calendar & Owner-Booking"

If you own a valid Lodgit Desk license, you can also apply for the additional module "Booking Calendar & Owner-Booking" so that you can:

- use any computer or smart phone to view the online booking calendar (which is always updated thanks to the synchronisation feature in Lodgit Desk),
- integrate the online booking calendar into your website using a code snippet (iframe),
- create bookings yourself (online Owner-Booking) and send these automatically to Lodgit Desk.

The additional module can be booked online for any number of rentable units along with the Lodgit Desk license. If you already own a Lodgit Desk license, you can later book the module as well.

After it has been activated, you can then use the module "Booking Calendar & Owner-Booking" via your SSL protected personal login area on the Lodgit Website.

CANCELLING ONLINE BOOKINGS UP FAQ ONLINE BOOKING SYSTEMS

# Frequently Asked Questions | Booking Systems

# Can I integrate the Online Booking System directly through an iFrame into my website?

While it's theoretically possible, we no longer recommend it. The default settings of newer browser prohibit cookies from third party sites (e.g. advertisements). The Online Booking System runs on our servers, so if you were to integrate it through an iFrame, we would be a third party provider and the Online Booking System may not be displayed correctly, if at all, to your guests. That is why we recommend to link to the Online Booking System instead and use the options for CSS, HTML Contents and Banners to make it look as closely as possible to your website design.

The Booking Calendar, however, can be integrated into your website with an iFrame without any problems because it doesn't require any cookies.

#### I've added all the required information but the Online Booking System / Booking Calendar still can't be accessed!

Please make sure that the Online Booking System or Booking Calendar is actually activated for the object or unit. Always remember: The box on the page where you take the link from must be checked.

# I've edited the CSS styles, but the changes aren't reflected in my Online Booking System!

All CSS styles are first deactivated to avoid unwanted or accidental changes. To activate them, simply remove the characters /\* before and \*/ after the line you want to activate. Likewise, if you want to quickly undo changes, add those characters in to deactivate a line.

# I have synchronised multiple times but my units are still not available in my Lodgit account!

Lodgit Desk allows you to decide for yourself which rentable units you want to make available online. You can define that within the software under Administration > Synchronisation and Online Modules > Synchronise:

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			Options	Syn	chronize	Multip	le-Object Sy	stems			
Deci Sync	de which rentable u hronization is requi	nits you wa ired for usi	ant Lodgit De ng the additi	sk to : onal m	synchroniz nodules "Or	e. nline Sys	tems" and "I	nterface: C	hannelmanag	er".	
•	Name		ID		Unit Type	2		Type ID	Object		
<	WL HH 01		HH	01	Holiday H	lome		нн	Cabins "Wat	ter Lilies"	
$\checkmark$	WL HH 02		HH	02	Holiday H	lome		нн	Cabins "Wat	ter Lilies"	
$\checkmark$	WL HH 03		HH	03	Holiday H	lome		HH	Cabins "Wat	ter Lilies"	
$\checkmark$	WL HH 04		HH	04	Holiday H	lome		HH	Cabins "Wat	ter Lilies"	
<	WL HH 05		HH	05	Holiday H	lome		нн	Cabins "Wat	ter Lilies"	
✓	SL HA 01		HAG	01	Holiday A	partmer	nt	HA	Holiday Hor	nes "Saguaro L	
Spec Ob	<ul> <li>ify which of the foll</li> <li>ject</li> <li>tel "Suppy Hills"</li> </ul>	owing obje	cts are to be	comb	ined into a	multiple Multipl	e-object syst le-Object Sy	em. stem			
Cal	hins "Water Lilies"					Vacatio	n Homes				
Ho	lidav Homes "Sagua	ro Lake"				Vacatio	on Homes				

Make sure that every unit you want to synchronise is checked. Changes made to this list will be reflected after the next synchronisation.

# Whenever I synchronise, I'm told that I have exceeded my allotment!

The allotment for the Online Systems is not the same as the allotment for Lodgit Desk itself. So while you can, for example, manage up to 20 units in Lodgit Desk at a flat rate, the Online Systems require a small monthly fee for each rentable unit you want to put online. So you are free to only make a few of the units you manage available in your Online Booking System. Go to *Administration > Synchronisation and Online Modules > Synchronise* and make sure that only the units you want to synchronise are checked. If you have checked more than you've unlocked for the Online Systems you can either uncheck some or extend your allotment in our online shop at www.lodgit.com/shop.

# Whenever a new online booking is imported, it has a little lock in the reservation schedule and I can't move it!

New online bookings are 'locked' automatically by default as soon as they're imported into the reservation schedule. That is a feature meant to keep you from accidentally moving, shortening or extending the booking before you've created a confirmation for it. You can always unlock a booking through its booking window:

Arrival:	▲ 8/20/2018 □▼ 12:00 ➡ o'dock	Rentable Units:  Ferienwohnung 2
Departure:	8/23/2018 □ 12:00 o'dock	Booking Status: New Online Booking
Nights:	<b>a</b> 3	Agent Commission:
Guests:	4 (max. 4)	Lock: 🗾 🔽 Timeframe 🔎 🗹 Rentable Unit

Uncheck the box that says *Lock* and then you can move, shorten and lengthen the booking as usual. You can also decide that online bookings shouldn't be automatically locked, see the Settings for the Synchronisation.

Online Booking Calendar & Owner-Booking Up Receiving online payments (Paypal Checkout)

# Receiving Online payments

A guest can immediately pay online for a booking made in the Lodgit online booking system. Lodgit hotel software offers this service in cooperation with the online payment service Paypal.

You make the necessary settings for this in your personal account at lodgit.com.

Within settings, select "Payment methods of the guest" in the drop-down menu next to **Show**.



For the payment via Paypal you have the following two options:

Account (Email)*		
Available until	o days before arrival	
Deposit	in the amount of 10 v % required	
	O Guest must pay the full amount	
Direkte Online-Zah	lung (via PayPal)	
Direkte Online-Zah Client ID*	lung (via PayPal)	
Direkte Online-Zah Client ID* Client Secret*	lung (via PayPal)	
Direkte Online-Zah Client ID* Client Secret* Zahloption*	lung (via PayPal)	
Direkte Online-Zah Client ID* Client Secret* Zahloption* Available until	lung (via PayPal) Paypal Zahlbutton Kredit-/Debitkarte Zahlbutton Sepa Lastschriftmandat Zahlbutton days before arrival	

### PayPal payment to your account

With this payment method, the guest will be sent a link on the confirmation page as well as in the confirmation email **after the booking has been made**. Via this link, the outstanding amount can be sent directly to your PayPal account. The guest also needs a PayPal account for this.

This payment method corresponds roughly to a payment by bank transfer: Here, too, you will receive the booking regardless of the payment made and must check the receipt of payment yourself.

To offer this payment method, you only need to enter your email address by which you registered your PayPal account.

## Direct online payment via PayPal (Paypal PLUS)

With this option you can offer credit card payments or payments by direct debit in addition to the payment via the guest's PayPal account. The guest does not need a PayPal account himself for the first two options. Paypal serves in this case only as an online payment service provider, whereby payments are collected before the booking is completed. This so-called **Paypal PLUS** option creates security, since no booking can be triggered without payment. In addition, you receive all payments clearly on the same account.

#### Setting up Paypal PLUS

Please note that for the Paypal PLUS option you must have a Paypal Business	
account. You can set this up on the Paypal Business website.	

To link the online booking system of Lodgit with Paypal PLUS, you need two "access codes", which you have to enter once in that field.

Client ID*	
Client Secret*	
Payment option*	<ul> <li>Paypal payment button</li> <li>Kredit-/Debitkarte payment button</li> <li>Sepa Lastschriftmandat payment button</li> </ul>
Available until	o days before arrival
Deposit	O in the amount of s v % required
	Guest must pay the full amount

The required data "Client ID" and "Client Secret" can be found on developer.paypal.com. Log in there with your PayPal business account and click on "My Apps & Credentials" in the left menu. Then switch to "Live" in the right part of the window and click on "Create New App".



In the next step, you can assign any name for the new Application (App) for which you will receive "Client ID" and "Secret". For example, enter "Online booking system", "Ticketshop" or similar.

P	
Create App	
App Name	
As a reminder, all apps created under your account should be related to your business and the type of business it conducts.	
By clicking the button below, you agree to <b>PayPal</b> <b>Developer Agreement</b> (US accounts only).	
Create App	

Then you will find an application (App) with this name in the list (here: Ticketshop). Click on it and you will get the required data. Copy the "Client ID" and paste it into the corresponding field in the settings of the Lodgit online booking system. The "Client Secret" will be displayed after you click on "Show". Also copy this into the settings of your booking system.

Х



Technically, all requirements are now met to accept payments via PayPal. Still set the appropriate checkmarks to enable credit card payment and/or direct debit. Finally, select availability and deposit options. Done!

Regarding the conditions (possible transaction fees, acceptance of credit card and direct debit, ...) please contact PayPal directly to have your business account set up according to your wishes.

FAQ ONLINE BOOKING SYSTEMS UP ELECTRONIC REGISTRATION SYSTEMS

# Additional module: Interface to electronic registration systems

The additional module "Interface: Electronic Registration Systems" allows you to connect Lodgit Desk to your municipality's electronic registration system to digitally send the required guest information.

# Unfortunately, we currently only connect to electronic registration systems in the German speaking market.

You can still use Lodgit Desk to create a common registration form for your guests!

RECEIVING ONLINE PAYMENTS (PAYPAL CHECKOUT) UP HOTEL LOCKING SYSTEMS

# Additional module Hotel Locking Systems

With SALTO® electronic locking systems, Lodgit Desk can handle the coding of guest media (keys, cards) and send a mobile key for opening to the guest's mobile phone. We therefore offer you the optional use of an interface to SALTO locking systems within the additional module "Hotel Locking Systems" for Lodgit Desk. The module can be purchased for a one-time license fee.

## Unlock additional module "Hotel Locking Systems"

To unlock the additional module, go to Administration > Additional Modules > Salto Hotel Locking System

Preferences			÷.		>
Reservation Schedule	Interface:	SALTO			~
Bookings					
Taxes					
Payment Methods		nurchase the additional module "Hot	el Locking Systems" to unlock th	nis feature	
Currency	- House		er zoening officents to unlock a	ino reactine	
Numbering					
Guest Preferences			Purchase Lice	nse Now	
Email					
Print/PDF					
Letter Layout					
Return Address					

Please press "Purchase License Now" which will then forward you to the customer login area.

This is where you can access your personal area within the Lodgit website. You can do so by logging in with your personal username and password that you received when you registered for a Lodgit Desk user license.

After you have logged in, open the page "Additional Modules" where you should press the button "Apply" next to "Hotel Locking Systems". After that, you will receive a new license key from us that also unlocks the additional module.

The additional module hotel locking system currently supports the connection to the following systems:

SALTO Connection to the Salto hotel locking system Häfele Connection to the Häfele hotel locking system ELECTRONIC REGISTRATION SYSTEMS UP HOTEL LOCKING SYSTEM SALTO

# Additional Module Hotel Locking System SALTO

## Preferences

The main component of the SALTO hotel locking system is SALTO ProAccess, an access control and settings configuration management system that is operated via a web interface. Components are among others:

- ProAccess Space for the online management of access controls.
- SALTO-Service, a Windows service for communication between e.g. peripheral devices, ProAccess Space, the database, etc. This is controlled by the ProAccess Space Configurator, a desktop application that is also used to start and stop the SALTO service.
- Local IO Bridge, a Windows service that establishes a connection between a USB device and the browser so that they can be used with ProAccess. It must be installed on each client PC where a USB coding station or PPD (Portable Programming Device) is to be used.

SALTO-Service and, if necessary, the Local IO-Bridge must be started in order to work with the Lodgit Additional Module.

#### Interface

Please select >SALTO here.

The protocol version 1.20 of the interface is based on the Industry Standard PMS Protocol: Version 1.20 by SALTO;

Protocol version 1.3 of the interface is based on Salto HAMS: PMS Protocol Version 1.3 by SALTO.

Everything you need to set up is provided by the manufacturer of the hotel locking system, who will also provide you with the appropriate support.

In order to use the system correctly with Lodgit Desk you will have to define a few settings. These **Preferences** can be defined under Lodgit Desk > Preferences > Hotel Locking Systems (Mac) or Edit > Preferences > Hotel Locking Systems (Windows).

Reservation Schedule	Interface:	SALTO
Bookings		
Taxes		
Payment Methods		Preferences Additional Privileges
Currency	SALTO serv	ver
Numbering		
Guest Preferences	IP address	10.10.40.9
Email	Port	5010 Test Connection
Print/PDF	Tore	
Letter Layout	Coding Stat	tion
Return Address	county stat	
Address Formats	Title	Lodgit Kodierstation
Return Comfirmation Optic	ons	
Deposit Options	Protocol Ver	rsion
Backup	Protocol	Version 1.20 (nous)
Updates	Protocol	version 1.20 (new)
Proxy		
Accounting Export	Rentable Un	nit
Hotel Locking System	Use descr	ription of rental unit
EPOS Systems		
E-Registration System	Use short	t description of rental unit
XML Booking Interface		
Kassa Austria RKSV		

#### SALTO server

Enter the IP address of the computer on which the SALTO service or the local IO bridge is running and the port used. The port is specified in the SALTO server settings. The default value is 5010. Make sure that the connection is not blocked by firewalls.

#### **Encoding station**

A coding station is a device for reading and writing guest media. Enter the name of the encoding station you want to control via this Lodgit Desk installation. The names for encoding stations are defined in the SALTO service.

#### **Protocol version**

Select here whether you want to work with the older version 1.3 or with version 1.20, with which you can define up to 62 additional areas and send mobile keys.

#### Please note the following:

You can only work with the Salto protocol version 1.20 if the Salto server also has at least this version - previous versions of the Salto server are not supported. So

either update your Salto server or select 1.3 in Lodgit as the protocol version.

#### **Rental unit**

Here you specify whether the name or the short name of a rental unit is to be used. You must enter the rooms in the SALTO web interface with exactly this description.

## Additional Privileges

If you code a guest medium, you can grant your guest access to up to four rooms and up to 9 (Salto version 1.3) or up to 62 additional privileges (Salto version 1.20). These additional privileges are defined in the settings of the SALTO service. Enter the additional privileges in Lodgit Desk in the similar way.

If you code a guest medium, you can grant your guest access to up to four rooms and up to 9 (Salto version 1.3) or up to 62 additional privileges (Salto version 1.20). These additional privileges are defined online in the SALTO web interface. For details please contact Salto directly.

Enter the additional areas in Lodgit Desk in the same way.

Reservation Schedule	Interface	SALTO	
Bookings	Interface	SALIO	
Taxes			
Payment Methods	Prefere	nces Additional Privileges	
Currency	Dates	Conductation of a state of the same	
Numbering	List o	additional privileges	
Guest Preferences	Please	enter section #1 through #62 just like they have	been created on the SALTO server.
Email	Jection	is non #10 can only be considered non sald pro	10001 VEISION 1.20 ONWAIDS.
Print/PDF	ID	Name	
Letter Layout	1	Entrance	^
Return Address	2	Spa	
Address Formats	3	Pool	
Return Comfirmation Options	4	4	
Deposit Options	5	5	
Backup	6	6	
Updates	7	7	
Proxy	8	8	
Accounting Export	9	9	
Hotel Locking System	10	10	
EPOS Systems	11	11	
E-Registration System	12		
XML Booking Interface	13		
Kassa Austria RKSV	14		
	15		
	16		
	17		
	18		
	19		
	20		
	21		
	22		
	23		

## Coding via the booking window

You can easily and conveniently encode one or more cards or send mobile keys to your guests via the booking window. Please open a booking and go to the menu item **>General >Interfaces** to **> Hotel Locking System**.

	No. 2	22 / 104 WB FH	/ AP / Smith, S	am	
General Services	s Guests / Group	Correspondence	Overview	Online Booking	
	-	Booking Label	Interfaces		
Hotel Locking System					
Encode card	Cancel lost key	•			SALTO®
Send mobile key	Extend Key				madiredaccess
044	ation Investor	Descrit	Investee		
Contra Contra	anon invoice	Deposit	invoice		

### Coding card

With a click on the button "Coding card..." the window for encoding a guest medium opens. All relevant data such as room name as well as arrival and departure data are taken over from the booking and do not need to be entered again.

A card can allow access to up to four rental units and up to 9 (Salto version 1.3) or 62 (Salto version 1.20) additional privileges.

Manual of the Lodgit Desk - Hotel Software

Code Medium		- 🗆
Rentable Unit	DZ03	~
Other Unit		~
Other Unit		~
Other Unit		~
Valid from/to	11/04/2019	19/04/2019 💷 🕶
	12:00	11:00
	Insert one-time medium	
Additional authorisations	Entrance Spa Pool	^
		~
Key cards	1 • (Numb	per of cards to be encoded)
	Create a copy of the first	t medium as well
		Write medium

#### **One-Time Medium**

You can create a one-time medium for service personnel that will only grant access to an area once.

#### Key cards

When encoding a guest medium, you can create copies for accompanying guests in a single process. Simply enter the total number of media required under "Key cards".

#### Create a copy of the first medium as well

Check the box that says "Create a copy of the first medium as well" if you know, you

will have to create copies of this medium later on (e.g. if the partner arrives one day later).

#### Send mobile key

If your guest has installed the Salto JustIN Mobile App on his/ her smartphone and your doors are designed for it, you can send your guest a so-called "Mobile Key" on the day of arrival. The message tells him/ her which rooms or additional privileges can be opened with the Mobile Key. The guest only has to hold his/ her smartphone in front of the corresponding door lock and start the app.

		Send n	nobi	le key				
Recipients	Send	Name Sam Smith	0	Mobile num +44567891	ber 234		Sending res	sult
	1	Catherine Coles	۰	+44987654	321	-	Not spec	cified
		Mary O'Rourke	0	+49123456	789		Mobile: - Home: +	+4498765432 44987123456
Text message	. <u> </u>							
Unit 1 Unit 3	104	~		Uni Uni	t 2			
Valid from	17.06.2019	\$ 8:00		0 to	20.06.2019	0	16:00	0
Additional authorisations	1 - Entra 2 - Spa 3 - Pool	ance						
	Create a c	opy of the first m	obile	e key as well				
						S	end mobile ke	ey(s)

Only Mobile Keys can be sent to mobile numbers that correspond to the format requested by Salto. They must start with a "+", followed by the country code and then the mobile number without the leading "0" and with at least 6 digits. Apart from the leading "+", only numbers are accepted, but no other characters including spaces.

Example: The German mobile number 0123 45678900 must therefore be entered in Lodgit as follows: +4912345678900. The same mobile number of a Swiss provider: +4112345678900.

All guests who are registered in a booking are displayed with their telephone numbers

as they are registered in the guest administration. If several numbers are entered for a guest, you can click on the small triangle at the end of the column >Mobile number to see the other telephone numbers and select the appropriate one.

By using the "+" sign in the first column, you can manually enter further mobile numbers to which you would like to send a Mobile Key.

If the key was sent successfully, this will be displayed in the column "Sending result".

Under >Text message you can send a short message to your guest.

Please also note the following:

Always send Mobile Keys on the day of your guest's arrival when all previous bookings from the room have the status "Checked out". If you send a Mobile Key for a room and then set an old booking to "Checked Out", ALL existing keys, including those created for the FUTURE, will become invalid. If necessary, please send your guest a new Mobile Key.

If you have any questions about the Mobile Key, please contact Salto directly.

#### Cancel lost key

Here you cancel ALL mobile keys or information on the coded cards that were sent concerning this rental unit, regardless of the validity period. The cancellation includes access authorisation for all other rental units and additional privileges saved under this key.

For cards - please note that the door fittings can update the medium data to use this function.

#### Extend key

Möchte ein Gast länger bleiben, können Sie problemlos seinen Mobile Key bzw. seine Karte verlängern. Bitte verlängern Sie zunächst die Buchung entsprechend. Klicken Sie anschließend auf den Button >Schlüssel verlängern. Es wird Ihnen automatisch der neue Abreisetag angezeigt. Die Verlängerung schließt alle Mieteinheiten und Bereiche ein, für die der Schlüssel zuvor galt.

## Salto Hotel Locking System

If you do not want to work directly from a booking, you can use >Administration >Additional Modules >Salto Hotel Locking Systems to access the functions for cancelling keys or for deleting, encoding or reading guest media.

alto Hotel Locking System		
		SALTO inspiredaccess
Preferences		
	Deleting Card	

The functions >Cancel lost key and >Coding Card are described above under Coding via the booking window.

#### **Deleting Card**

This function deletes a card and makes it invalid, so that access to the corresponding rooms and additional privileges is no longer possible with it. Please note the following:

If you delete the card via Lodgit Desk, the existing data will be overwritten with invalid data from any rental unit.

If you have deleted the card directly via the SALTO service >Empty medium and then read the card via Lodgit Desk, you will receive an error message stating that it is a one-time medium or that the card is damaged. Please simply click this message away. The data on the card is deleted and you can rewrite it.

#### **Reading Card**

Use this function to read and display the content of a guest medium.

HOTEL LOCKING SYSTEMS UP HOTEL LOCKING SYSTEM HÄFELE

## Additional Module Hotel Locking System Häfele

## Preferences

Settings are necessary to properly connect Lodgit Desk to the hotel locking system. You can define these settings under the menu item Lodgit Desk >Preferences >Hotel Locking System (Mac) or Edit >Preferences >Hotel Locking System (Windows).

#### Interface

Please select >Häfele here. The protocol version of the interface is based on the standard specification V1.4 Dialock 2.0 from Häfele.

Everything you need to set up your hotel will be provided by the manufacturer of the hotel locking system, who will also provide you with the appropriate support.

Reservation Schedule	Interface:	Häfele			`
Bookings					
Taxes					
Payment Methods	Preferences Ac	ditional Privileges			
Currency	Häfele server				
Numbering	Thatele Server				
Guest Preferences	IP address	10.10.40.13			
Email	Port	10815			
Print/PDF	FOIL				
Letter Layout	Cadina Chatian				
Return Address	Coding Station				
Address Formats	Title	1			
Return Comfirmation Options		1			
Deposit Options	Page	L			
Backup					
Updates	Rentable Unit				
Proxy	The short name	of the rental unit is used per def	ault. The Häfele	interface	
Accounting Export	only accepts nun	bers as the rental unit name. Pl	ease adjust your	short	
Hotel Locking System	numes in the obj	cee management accordingly.			
EPOS Systems	·····				
E-Registration System					
XML Booking Interface					
Kassa Austria RKSV					

#### Häfele-Server & Coding Station

Specify the >IP address of the computer on which the Häfele server is installed and the >port used. Here you must also enter the name of the >Encoding Station and the entry for >Page. You will find this information in the Häfele server settings. If you have any questions, please contact your Häfele contact person directly.

Make sure that the connection is not blocked by firewalls.

#### **Rentable Unit**

**Attention**: Please note that the **ID** of the rentable unit is used by default. Häfele is only accepts **positive numbers without the leading "0"**. Please adapt the ID of your rentable units in Lodgit if necessary.

If you have created your IDs for individual rental units according to EZ01, EZ02 etc., you can edit them in the unit's profile. Häfele's Dialock system only allows IDs such as 1,2,3,4 etc. The corresponding window for editing the data can be found in Lodgit Desk under Administration > Object management.

## List of Additional Privileges

If you code a guest medium, you can grant your guest access to up to 20 additional areas in addition to the room. You define these additional privileges directly in Häfele. If you have any questions, please contact your Häfele contact person directly. Then enter the additional privileges in Lodgit in the same way.

		Pre	ferences		
Reservation Schedule	Interface:		Häfele		
Bookings					
Taxes					
Payment Methods			Preferences	Additional Privileges	
Currency	List of	additio	nal privileges		
Numbering			,,		
Guest Preferences	ID	Name			
Email	1	Spa			
Print/PDF	2	Pool			
Letter Layout	3	Fitness	5		
Return Address	4	Cellar	for Bikes		
Address Formats	5				
Return Comfirmation Options	6				
Deposit Options	7				
Backup	8				
Updates	9				
Proxy	10				
Accounting Export	11				
Hotel Locking System	12				
EPOS Systems	13				
E-Registration System	14				
XML Booking Interface	15				
Kassa Austria RKSV	16				
	17				
	18				

## Coding via booking window

You can easily and conveniently encode one or more cards via the booking window. Please open a booking and go to the menu item **>General >Interfaces** to **>Hotel Locking System**.



#### **Coding card**

With a click on the button "Coding card..." the window for encoding a guest medium opens. All relevant data such as room name as well as departure data are taken over from the booking and do not need to be entered again.

A card can allow access to the respective rental units and up to 20 additional areas.

New/Replacement Ke	y Additional keys Visitor keys
Rentable Unit	101
Valid to	14.06.2019 🗘 16:00 🗘
Additional authorisations	<ul> <li>1 - Spa</li> <li>2 - Pool</li> <li>3 - Fitness</li> <li>4 - Cellar for Bikes</li> </ul>
Key cards	1 (Number of cards to be encoded)

#### New/ Replacement Key

With this option you create the "master key", which allows access for the selected room and the marked additional privileges. Please also use this function to create replacement keys for lost cards, for example.

Please note that the old card only becomes invalid after the new card has been used for the first time at the door of the rental unit. Before using the new card, access with the old card is still possible.

#### Additional Key

If required, any number of additional keys can be created for the respective room. Use this function to create keys later, e.g. if the accompanying guest arrives later. The coding as "additional key" has no influence on the validity of the "master key".

#### **Visitor Keys**

You use this function to define additional authorisations only.

## Häfele Hotel Locking System

If you do not want to work directly from a booking, you can use >Administration >Additional Modules >Häfele Hotel Locking System to access the functions for

arele Hoter Locking System	
	HAFELI
Preferences	

The function >Encode Card is described above under  ${\bf Coding}\ {\bf via}\ {\bf the}\ {\bf booking}\ {\rm window}.$ 

#### **Reading Card**

Use this function to read and display the content of a guest medium.



# Additional Module EPOS Systems

If you want to send revenues from your gastronomy cash register system to Lodgit Desk and add them to the respective bookings there, we can offer you the additional module "EPOS Systems". These service that were entered into your gastronomy register can be added as extras to an invoice. You can also analyse the revenue created by those extras under Lists > Extras List.

This module can be acquired for a small fee.

## Unlock the module

To unlock the module go to *Windows:* >Edit >Preferences >EPOS Systems *Mac OS X:* >Lodgit Desk >Preferences >EPOS Systems

•	+	reterences		
Reservation Schedule Bookings	Standard (PROTEL-compatible)	Vectron	GASTWARE®	
Taxes				
ayment Methods				
Currency	Please purchase the addi	tional module "EPOS Sys	tems" to unlock this feature.	
Numbering				
Guest Preferences			Purch	ase License Now
imail			Furch	ase cicense now
Print/PDF				
etter Layout				
Return Address				
Address Formats				
leturn Comfirmation Options				
Deposit Options				
lackup				
Jpdates				
Proxy				
Accounting Export				
lotel Locking System				
POS Systems				
-Registration System				
ML Booking Interface				
Kassa Austria RKSV				

Please press "Purchase License Now" which will then forward you to the customer login area.

This is where you can access your personal area in the Lodgit website. You can do so by logging in with your personal username and password that you received when you registered for a Lodgit Desk user license.

After you have logged in, open the page "Additional Modules" where you should press the button "Apply" next to "EPOS Systems". After that, you will receive a new license key from us that also unlocks the additional module.

## Interfaces

The additional module EPOS Systems is constantly being improved and currently supports the following systems:

Standard (PROTEL-compatible)Supports software that work with PROTEL protocolVectronEPOS Interface for Vectron systems

Gastware

HOTEL LOCKING SYSTEM HÄFELE UP INTERFACE "STANDARD (PROTEL-COMPATIBLE)"

# EPOS System "Standard (PROTELcompatible)"

This standard interface allows the automatic importing of revenues from your gastronomy software into Lodgit Desk, as long as it uses a PROTEL-compatible protocol. The revenues will automatically be added as Extras to the corresponding booking. If a revenue can't be automatically added to the corresponding booking, it will be listed in an error log which then lets you added them manually.

## Preferences

To define the preferences for the "Standard (PROTEL-compatible)" interface go to: *Windows:* Edit > Preferences > EPOS Systems *Mac OS X:* Lodgit Desk > Preferences > EPOS Systems and select the interface "Standard (PROTEL-compatible)".

Reservation Schedule	Standard	Vectron	GASTWARE®
Bookings	(PROTEL-compatible)	vection	GAGTMARES
Taxes			
Payment Methods	Interface Active		
Currency			
Numbering	Options Room booking Tax r	ates	
Guest Preferences			
Email	Location for the guest-unit-file "I	NHOUSE,DAT"	
Print/PDF			٩
Letter Layout	Location for revenue file "ROOM	BOOK.DAT"	
Return Address			Q
Address Formats			
Return Comfirmation Options		riade return	
Deposit Options		hage return	
Backup	7.2.2.2.2.		
Updates	Decimal Separator	~	
Proxy			
Accounting Export	Text Coding		
Hotel Locking System	Windows-1252		*
EPOS Systems			
E-Registration System			
XML Booking Interface	Interface   Protel - S	Standard	
Kassa Austria RKSV	O Protel - I	Novacom	
			[]

## Options

To use the interface properly the following things are necessary.

#### Interface Active

This activates or deactivates the interface. If the interface is deactivated, no guestunit-file is created and no bookings are being analysed.

#### Location for the guest-unit-file "INHOUSE.DAT"

This is the location where your software expects the file "INHOUSE.DAT". This file is automatically created by Lodgit Desk and contains a list of all currently checked in guests. This location can be on a network, but Lodgit Desk needs to be allowed to write in this location.

#### Location for the revenue file "ROOMBOOK.DAT"

This is the location where your software expects the file "ROOMBOOK.DAT". This file is automatically created by the gastronomy software and contains a list of sold products and services (revenues). This location can be on a network, but Lodgit Desk needs to be allowed to write in this location.

#### Carriage Return

The check mark activates the automatic insertion of an additional carriage return, i.e. an additional empty line at the end of INHOUSE.DAT. You can find out if you need to check the box by checking that all checked-in guests are displayed. Is this is not the case, please check the box.

#### **Decimal Separator**

Adjust the decimal separator to the one your EPOS System is using.

#### **Text Coding**

If, for example, special characters are not displayed correctly, select the appropriate text encoding here.

#### Interface

Here you select how Lodgit should handle the revenue file "ROOMBOOK.DAT", depending on what your cash register "requires". If necessary, ask your manufacturer or alternatively try out what works:

If you choose Protel-Standard, the file will be processed and then the content deleted. When using Protel-Novacon, the file is renamed, processed and then deleted.

#### Actions Menu

The guest-unit-file and the revenue file will automatically be created and analysed by the software and Lodgit Desk.

Using the Actions Menu vou can create the guest-unit-file and the revenue file manually to check if and how it works. You can also use this menu to open the error log.
Create guest-unit-file INHOUSE.DAT now

Analyse revenue file ROOMBOOK.DAT now

Open error log

# Room booking

# Extras

You can bundle all imported extra items so that they'll appear in one package per bill and make the final invoice easier to understand.

# Tax rates

Here you select whether the sales from the POS are to be transferred as a service with or a disbursement without value-added tax.

"Disbursements" differ from other payments in that they are to be reimbursed by a third party on a one-to-one basis. In business terms, this does not mean remuneration for services, but only the passing on of concrete expenses.

The corresponding account can be set in the >Preferences under ">Accounting Export >Accounts >Default Extras >EPOS Systems"

**Important:** All tax rates must be assigned to the same number they have in the EPOS system! You can adjust the numbers individually.

# Extras

To correctly map the items and services from the EPOS system to Lodgit Desk, you'll have to enter them into the Extras Management. Add the item's number in the EPOS system as the name and its description as the title:

		Extras	Packages					
Name	Title	Tax	Price in \$	Price Unit		Account	Options	
Safe key	Key for room safe	17.5 🔻	1.00	per day	Ŧ	8400	Ψ	+
Crib	Crib	17.5 🔻	10.00	per night/person	Ŧ	8400	*	+
Additional bed	Additional bed	17.5 🔻	30.00	per night/person	Ŧ	8400	*	+
▼ Internet								+
Internet	Internet	17.5 🔻	2.00	per hour	Ŧ	8400	*	+
Wireless Internet	Wireless Internet	17.5 🔻	4.00	per hour	*	8400	*	
Base Prices								+
Base Price HA 01	Base Price per night	5.0 🔻	50.00	per night/piece	Ŧ	8300	*	+
Base Price HA 02	Base Price per night	5.0 🔻	70.00	per night/piece	Ŧ	8300	*	+
Base Price HA 03	Base Price per night	5.0 🔻	85.00	per night/piece	*	8300	*	+
Base Price HA 04	Base Price per night	5.0 🔻	50.00	per night/piece	Ŧ	8300	*	:
								+
1	Coca Cola	17.5 🔻	0.00	per piece	Ŧ	0	*	+
2	Coffee	17.5 🔻	0.00	per piece	•	0	*	+
3	Cheeseburger w/ fries	17.5 🔻	0.00	per piece	Ŧ	0	*	+
4	Cake of the Day	17.5 💌	0.00	per piece	•	0	*	

Price and tax rate will be imported from the EPOS system. As the price unit, please select "per piece".



# Error log

# **Error log**

The error log contains revenues that could not automatically be added to the corresponding booking. This allows you to assign the revenues manually.

The error protocol pops up automatically whenever at least one revenue could not be assigned and can always be viewed by going to **Administration > Additional Modules > EPOS Systems.** 

0 0	Error Log
The items sent from th respective bookings m	e EPOS System could not be linked to bookings automatically. You will have to attach those items to their anually.
Date	Incident
21.03.11 13:20:58	11.03.10, FH013, Alcohol Free, 4.50, Ful VAT
21.03.11 13:20:58	11.03.10, FH013, Meals, cold, 2.50, No VAT
21.03.11 13:20:58	11.03.10, FH013, Meals, hot, 7.50, Reduced VAT
alla mi	
The error log co	ntains 3 entries.
Items	
Amount	
Details	

Unread entries are **bold**. You can see the details of an entry by clicking on it.

The Actions Menu allows you to delete already assigned entries from the list.

INTERFACE "STANDARD (PROTEL-COMPATIBLE)" UP INTERFACE VECTRON

# POS System Interface: Vectron

# Functionality

In order to avoid a guest having to pay his bill immediately at the restaurant, but to allow him to wait until he checks out, the bill can be added to the guest's booking. For this purpose, the hotel financial channel and then the associated Lodgit Desk booking is selected at the Vectron POS as a payment option. The POS then transmits the individual items with their characteristics (quantity, price, VAT, discount, ...) to Lodgit Desk, where they are added to the booking as extra items.

# Configuration of the POS

Lodgit Desk communicates with Vectron via the scripting plug-in from version "VGPMS T.120"

To use the Vectron interface with Lodgit Desk, a valid license for the **add-on module** "Interface EPOS Systems" is required. First activate the interface in the settings of Lodgit Desk. It may be necessary to restart Lodgit Desk.

Your Vectron POS must have the **VGPMS interface**. In the Vectron POS you have to set the configuration in the.ini file. This configuration file can be accessed differently depending on the Vectron system. In version 6.3.5.0 of "Vectron POS PC", for example, it can be reached by the following means:

Chief Function> Mode> 4. Program> 12: Scripts/Macros> 2: Script directory> .ini File

The following network settings have to be set:

- IPAddr IP address of the PMS server (Lodgit Desk)
- Port Port number of the PMS server (Lodgit Desk)
- POSServerIPAddr IP address of the POS system (cash register)
- POSServerPort Port number of the POS system (POS)

Please set the IP address of the computers, where Lodgit Desk and Vectron POS PC are running, manually and not automatically. Otherwise, the connection may fail after restarting one of those computers.

It is important to set the setting "useTransactionSubNo" to match the version of the VGPMS scripts.

- Up to VGPMS script version 1.6: "useTransactionSubNo" has to be set to "false". Otherwise, the wrong bills will be canceled when canceled by the Vectron POS.
- For VGPMS script version 1.7 or newer, the setting must be set to "true". Only from version 1.7 the cancellations of separated bills can be assigned correctly. With previous versions bills may not be separated!

For the buttons "Bar", "VGPMS Room", "VGPMS Member" and "VGPMS Offline" to work properly, the following settings must also be set:

- MediaRoom = 7
- MediaMember = 8
- MediaCard = 9
   MediaOffline = 1
- MediaOffline = 10

To speed up the processing of cash payments, you should set the "transferOnlyHotelMedia" setting to "true".

# Make payment using the hotel financial method

After selecting the articles in the Vectron POS, click on Payment> VGPMS financial channels. Only the financial channel that posts to the room is relevant for you. There you have a choice of options, of which only **"VGPMS Room"** and **"VGPMS Member"** fulfil a function. Under Room you can search for the short description of a room in Lodgit Desk and under Member you can search for a booking number. You will then receive a selection of found guests, from which you can choose the right one. If you want to search for a name, choose Chef-Fkt. VGPMS > functions> Search Guest.

With the button "VGPMS Room" you can enter the title and short name of a room to find a booking. With the button "VGPMS Member" the name of a guest is accepted instead of a "MemberID". To combine the search for a room with the surname of a guest, you can use the Search Guest function under Chef-Fkt. > VGPMS Functions > Search Guest and then complete the payment via "VGPMS Room" or "VGPMS Member".

# Settings in Lodgit Desk

To activate the interface in Lodgit Desk, you must have the license for the interface: POS systems. As soon as the settings window is closed, the settings made here become active.



# Interface active

Activate/deactivate the interface to the Vectron POS system.

#### Port

Here you set the port on which the server for the interface in Lodgit Desk is to be operated. This port must be entered with the IP address of the computer in the .ini file of the Vectron cash register. The default port is 5001.

# Handling VAT

The items of the cash register are transferred by Vectron as a delivery note including VAT.

# Tips

Here you can set the procedure to be followed when a tip is booked on the room bill in the POS system.

You can create an extra item for this, just like for other articles. If you have an extra item created and want extra items to be treated as a service with VAT, you can also define a VAT rate for the tip.

# **Correction of transaction sub numbers**

The transaction sub numbers which the Vectron POS sends in case of cancellations differ from the transaction sub numbers of the corresponding bills. To ensure that the cancellations can still be assigned, Lodgit Desk corrects the transaction sub numbers.

If your version of the Vectron POS makes this correction itself, you should deactivate the correction in Lodgit Desk.

# **Conditions for performing cancellation/overwriting**

Here you can specify whether a cancellation/overwriting is to be carried out in the two exceptional situations described, despite contradictory log entries. Warning: These errors do not occur for nothing and bypassing them does not solve the original problem. Please read the note "Mark log entries as obsolete" below.

## **Explicit request for payment details**

If your Vectron POS is running an older version of the VGPMS script, it might be necessary to check this option so that items can be successfully transferred to a booking at all. For Vectron EPOS system with the latest script version, this setting should be deactivated as otherwise items might be transferred twice.

# Ignore 0€ items

If you use  $0 \in$  items for internal administrative purposes but to not want them to be shown on the invoice, you can activate this setting.

## Package options

Here you can specify whether extra items of an invoice are to be combined in one package. This results in better oversight. You can also define your own package name with placeholders for the most important values. All placeholders are listed and can be added by double-clicking on them.

		Preferenc	es				
Reservation Schedule Bookings	Stand (PROTEL-co	ard mpatible)		Vectron	GA	STWARE®	
Taxes							
Payment Methods	Interface Ac	tive					
Currency	-						
Numbering		0	ptions	Package options			
Guest Preferences			Parente.				
Email	Bundle all i	tems of a bill i	nto a pa	ckage			
Print/PDF	The imported	extra items wil	l be bun	dled into a package	on the inv	voice. The	
Letter Layout	package will h	ave the name:					
Return Address	Date of Invoic	e: [COMPLETE_	DATE], 1	Table: [TABLE_NUM	BER]	Default	
Address Formats	Placeholder:	ICASHPOINT		RI			
Return Comfirmation Options		[COMPLETE DATE]					
Deposit Options							
Backup							
Updates		ITRANSACT	ON NUN	MBER1			
Proxy		WAITER ID					
Accounting Export							
Hotel Locking System							
EPOS Systems							
E-Registration System							
XML Booking Interface							
Kassa Austria RKSV							

## **Extras**

By default, the transferred items are assigned to the collective extra item "POS systems". If you wish that the positions transferred from the cash desk correspond to a concrete extra item from the extras management, then the services and products from the Vectron cash desk must be entered in the extras management within Lodgit Desk. The "Name" field must contain the number of the product in the cash register, and the name from the cash register under "Title":

		Extras	Packages					
lame	Title	Tax	Price in \$	Price Unit		Account	Options	
Safe key	Key for room safe	17.5 🔻	1.00	per day	Ŧ	8400	Ψ	+
Crib	Crib	17.5 🔻	10.00	per night/person	Ŧ	8400	*	+
Additional bed	Additional bed	17.5 🔻	30.00	per night/person	Ŧ	8400	*	+
♥ Internet								+
Internet	Internet	17.5 🔻	2.00	per hour	Ŧ	8400	*	+
Wireless Internet	Wireless Internet	17.5 🔻	4.00	per hour	*	8400	*	
Base Prices								+
Base Price HA 01	Base Price per night	5.0 🔻	50.00	per night/piece	Ŧ	8300	*	+
Base Price HA 02	Base Price per night	5.0 🔻	70.00	per night/piece	Ŧ	8300	*	+
Base Price HA 03	Base Price per night	5.0 🔻	85.00	per night/piece	*	8300	*	+
Base Price HA 04	Base Price per night	5.0 🔻	50.00	per night/piece	Ŧ	8300	*	:
EPOS System								+
1	Coca Cola	17.5 🔻	0.00	per piece	Ŧ	0	*	+
2	Coffee	17.5 🔻	0.00	per piece	•	0	*	+
3	Cheeseburger w/ fries	17.5 🔻	0.00	per piece	Ŧ	0	*	
4	Cake of the Day	17.5 💌	0.00	per piece	•	0	*	

Price and tax rate will be imported from the EPOS system. As the price unit, please select "per piece".

# **Open Vectron Logs**

A click on the gear wheel opens a list of Vectron log entries. Below you will find instructions for this window.

# Vectron Logs

You can access the Vectron logs via Preferences> Cash register systems> Vectron> Gear wheel (bottom right).

Day: Time Fi	o: rame: [	L.12.2017 December	until 0	01.12.2017	0	<ul> <li>Transaction (not canceled)</li> <li>Transaction (canceled)</li> <li>Information</li> </ul>
Time St	CashRe	Transact	Log Type	Cancelled		Error
					6	

## Filter

Here you can filter by log creation date, transaction date, or cancellation date. You can also select which log types you want to see (described below). For transactions, you can distinguish between reversed and non-canceled transactions.

## List of log entries

This list shows all log entries that correspond to the current filter settings with their most important properties. Clicking on a log entry displays details about it in the right field. It is possible to mark several entries in order to perform different actions with them (described below). Obsolete entries (described below) are highlighted in red in the list if they are to be displayed.

## Details of the selected entry

This field displays all available information for a selected log entry.

## Actions

You can perform different actions using the gear wheel and by right-clicking an entry. You can display or hide obsolete entries and mark/unmark them as obsolete. You can also rewrite or cancel a transaction's extra items if you accidentally deleted or edited them in Lodgit Desk. Otherwise, it is recommended that you create cancellations and new invoices at the POS to keep both systems in sync.

# Log Types

# Transaction

A transaction as a settlement or reversal between the POS and Lodgit Desk.

# Error

As soon as an error occurs, it is saved with the number and message. Most errors are also displayed in the cash register.

# Information

If an overwrite/cancellation has been carried out despite duplicate or non-existent log entries, or if an error caused by a timeout has been bypassed by Lodgit Desk, this is saved.

# Error prevention and notes

# Version

Lodgit Desk supports the VGPMS script version "VGPMS T1.20" and was tested with version 6.3.5.0 of Vectron POS PC.

# Handling VAT

With the Vectron version VGPMS T1.20 the cash register no longer handles the tax of items transferred to a hotel room. Thus the items will be entered in Lodgit Desk with VAT.

# **Dealing with time outs**

If you see a timeout in the POS system, just try sending the invoice again. In order to avoid time outs to the greatest extent possible, you should ensure that you have Lodgit Desk in the foreground and increase the ReadTimeout value in the .ini file of the POS system (e. g. to 30 seconds).

## Mark log entries as obsolete

If the dataset of invoices in the cash register has changed, for example due to a new installation of the software or a change of the cash register, problems can occur. In this case, the old log entries should be marked as obsolete in the "Vectron Logs" window. Lodgit Desk will ignore them.

# Using the database server

The Vectron POS can only communicate with one instance of Lodgit Desk at a time. If you use Lodgit Desk on several computers and synchronise via a database server, you have to specify one computer with Lodgit Desk, which should take over the complete communication with the cash register. The Lodgit Desk on this computer must always be accessible to the POS. The instances of Lodgit Desk on other computers receive the data the next time they are synchronised with the database server.

# Connection between Lodgit Desk and Vectron cannot be established

This error can have many causes. First, make sure that you have completed all the steps under "Setup". Then check the following points:

- Is the "Vectron" cash register interface activated in the Lodgit Desk settings?
- Is the Vectron software and the Vectron license up-to-date?
- Are the IP address and port of the PMS server (Lodgit Desk) correctly entered in the ini file of the Vectron software?Has the IP address of one of the computers (PMS or POS) changed in the
- meantime?
- Are both computers on the same network? Pay particular attention to unintentional switching between different wireless networks.
- Does a firewall on one of the computers block the connections between Vectron and Lodgit Desk?
- Do other devices (routers, etc) block the connection between Vectron System and Lodgit Desk?
- Is the script plugin "VGPMS" correctly implemented in Vectron and ready to work?

# **Testmode/ Test waiter**

Vectron only transfers the actual restaurant consumption to a PMS via the VGPMS interface. Vectron does not transfer transactions which are carried out when the Vectron cash register is in test mode or the test waiter is logged in.

# Separate function of the cash register

The separation function in the Vectron POS can be used to divide the restaurant consumption e.g. between different quests/rooms. The separation and cancellation of separated invoices will only work properly under the following two conditions:

- the VGPMS script of the Vectron POS is version 1.7 or higher
- in the configuration of the VGPMS script, the setting "useTransactionSubNo" is set to "true

Otherwise only the last part of a separated invoice will be saved or cancellations will be assigned to the wrong bills.

The deletion for cancellations is only not carried out if the corresponding items have already been settled in a final bill and are flagged as "Settled" within the posting.

#### Error: The restaurant bill is added to a booking twice

Untick the "Explicit request for payment details" checkbox in Lodgit

#### Error: The restaurant bill has been transferred but does not show up in the extra items of the booking

In this case you might be running an older version of VGPMS on your Vectron device and have to activate the "Explicit request for payment details" setting. Future transfers should then be assigned correctly. You may find the unassigned bill in the Vectron log and can reassign it by right-clicking it and selecting the respective function.

#### Error: The buttons "Bar", "VGPMS Room", "VGPMS Member" and "VGPMS

## Offline" don't react as expected

Please make sure that the MediaRoom, MediaMember, MediaCard and MediaOffline settings are set as described under "Configuration".

#### Error: Wrong bookings are getting canceled

Please make sure that you have set the setting "useTransactionSubNo" to "true" as of VGPMS script version 1.7 and follow the instructions under "Separate function of the cash register".

ERROR LOG UP INTERFACE "GASTWARE"

# EPOS-System "GASTWARE"

The interface "GASTWARE" enables the automatic addition of sales from your electronic point of sales to Lodgit Desk. The turnovers are automatically assigned as extra items to the corresponding booking. If sales cannot be added automatically, Lodgit Desk displays them in an error log for further manual processing.

# Preferences

To define the preferences for the "GASTWARE" interface go to: Windows: Edit > Preferences > EPOS Systems Mac OS X: Lodgit Desk > Preferences > EPOS Systems and select the interface "GASTWARE".

Preferences				- 0
Reservation Schedule Bookings	Standard (PROTEL-compatib	ole)	Vectron	GASTWARE®
Taxes Payment Methods Currency Numbering Guest Preferences Email	Options Tax rates	-unit-file "	GWCHECKIN.DAT"	
Print/PDF	C:\Users\dibo\Lodgit I	Desk Data	a\gastware\	٩
Letter Layout Return Address Address Formats	Location for revenue fi C:\Users\dibo\Lodgit I	ile "GWUN Desk Data	ISATZ.DAT" a\gastware\	٩
Return Comfirmation Options Deposit Options Backup	End GWCHECKIN.	DAT with	a carriage return	
Updates Proxy Accounting Export Hotel Locking System EPOS Systems E-Registration System XML Booking Interface Kassa Austria RKSV	File processing	• Ver Th "G O Ver Th re	sion 1 e processed data records a WUMSATZ.DAT". sion 2 e file "GWUMSATZ.DAT" is cords and deleted once pro	are deleted from the file renamed for processing the data cessing is complete
				<b>\$</b> -

# Options

To use the interface properly the following things are necessary.

# **Interface Active**

This activates or deactivates the interface. If the interface is deactivated, no guestunit-file is created and no bookings are being analysed.

# Location for the guest-unit-file "GWCHECKIN.DAT"

This is the location where your software expects the file "GWCHECKIN.DAT". This file is automatically created by Lodgit Desk and contains a list of all currently checked in guests. This location can be on a network, but Lodgit Desk needs to be allowed to write in this location.

## Location for the revenue file "GWUMSATZ.DAT"

This is the location where your software expects the file "GWUMSATZ.DAT". This file is automatically created by the gastronomy software and contains a list of sold products and services (revenues). This location can be on a network, but Lodgit Desk needs to be allowed to write in this location.

# **Carriage Return**

The check mark activates the automatic insertion of an additional carriage return, i.e. an additional empty line at the end of GWCHECKIN.DAT. You can find out if you need to check the box by checking that all checked-in guests are displayed. If this is not the case, please check the box.

## File processing

Select the version that your EPOS system supports.

# **Actions Menu**

The guest-unit-file and the revenue file will automatically be created and analysed by the software and Lodgit Desk.

Using the Actions Menu you can create the guest-unit-file and the revenue file manually to check if and how it works. You can also use this menu to open the error log.

Create guest-room-file GWCHECKIN.DAT now Analyse revenue file GWUMSATZ.DAT now Open error log

# Tax rates

# VAT rates

Assignment of the three VAT rates "Full", "Reduced" and "None". All three must be assigned. Value-added tax rates can be assigned under Windows: >Edit >Preferences >Taxes Mac OS X: >Lodgit Desk >Preferences >Taxes

INTERFACE VECTRON UP KASSENSICHERUNG

# Kassensicherung (English Description)

Lodgit Desk offers an additional module for the connection to cash register security systems (Kassensicherung) in Germany and Austria. For Austria we connect the software using cBird, for Germany we use technical security devices from Epson. These connections are necessary for the software to be legally compliant in operation in these respective countries.

The module includes:

#### Kassensicherungsverordnung 2020 (DE, TSE)

- Putting the TSE into operation
- Setting up the TSE and activating the interface
- Working with the TSE
  - Status Messages of the TSE
  - Expert Mode
- TSE-Export
- FAQ
  - Moving the TSE to a new computer
  - The certificate of my TSE has expired What do I do now?
  - Performing firmware updates for the Epson TSE receipt printer TMm30F
  - Connection to local IP address not possible
  - How do I get to the TSE Wizard again?
  - Unlock and change PINs and PUK
- Status message "Not Authorised"
   Kassa Austria RKSV (AT, cbird)

The Lodgit Desk module "Kassa-Austria (RKSV)" has been expanded to include the functions required by the German KassenSichV (also known as 'Kassensicherung').

Nothing changes for our Austrian customers who have already purchased the Kassa Austria RKSV module. Customers from Germany who want to connect a TSE due to the KassenSichV must purchase the module "Interface Kassensicherung" from the Lodgit shop...

# Kassensicherungsverordnung 2020 (TSE) in English

With the cash register regulation 'Kassensicherungsverordnung' the government wants to prevent manipulation in the handling of cash. Since 01.01.2020, only cash registers with a certified technical security device (TSE) may be sold. According to the current interpretation of the Kassensicherungsverordnung, this also affects Lodgit Desk, as cash invoices and receipts can be created with Lodgit Desk. The TSE communicates with the cash register for every business transaction and saves data so that it can be evaluated in the event of a later audit.

The Bundesfinanzministerium (Federal Ministry of Finance) has answered frequently asked questions about the Cash Security Ordinance on its website. Here it says, among other things:

#### Are cash sales, for example, in an inventory management or hotel software to be protected via TSE?

No. 2.1.4 of the AEAO to § 146 defines: "An electronic recording system is the hardware and software used for electronic data processing that creates electronic records for documenting business transactions and thus basic records". Thus, the systems in question are clearly "electronic record keeping systems". As soon as the systems are able to record and process cash payment transactions, the corresponding part of the software - but not the entire system - falls under the requirements of § 146a AO in conjunction with the KassenSichV.

# Set up and operate a TSE with Lodgit Desk:

Putting the TSE into operation Setting up the TSE and activating the interface Working with the TSE

- Status Messages of the TSE
- Expert Mode

**TSE-Export** 

- FAQ
  - Moving the TSE to a new computer
  - The certificate of my TSE has expired What do I do now?
  - Performing firmware updates for the Epson TSE receipt printer TM-m30F
  - Connection to local IP address not possible
    How do I get to the TSE Wizard again?

  - Unlock and change PINs and PUK
    Status message "Not Authorised"

Kassa Austria RKSV (AT, cbird)

# Putting the TSE into operation

# Requirements

To connect the TSE with Lodgit Desk, you'll need the additional module KassensichSichV TSE.

To activate the additional module, open Lodgit Desk & go to the menu item Administration > Additional modules > KassenSichV TSE.

Click on "Purchase licence now" in the window that opens.

4	Please purchase the additional module "Fiscalisation (DE: KassenSichV, AT: RKSV)" to unlock this feature.
	Purchase License Now

You will then be redirected to our shop. Here you can purchase the additional module by clicking on the button "Select" at the interface "Interface: Fiscalisation (DE: KassenSichV, AT: RKSV)".

After purchasing the add-on module, you still have to update your Lodgit licence under File (Windows) or File (macOS) > Software Activation > via button "Update licence info".

In order to be able to use the additional module "POS security", you also need TSE hardware (USB stick, receipt printer or server from Epson), learn more about which products are available.

# Default settings

# Installation

To operate the TSE, certain drivers or an update of the firmware of your receipt printer or TSE server must be installed. The TSE can only be controlled by Lodgit Desk if the corresponding device settings have been made by you in advance. The preliminary steps differ depending on the TSE hardware you are using.

#### Please select your TSE hardware and carry out the necessary steps:

# **TSE-USB**

# **TSE Receipt Printer**

# **TSE Server**

# Find out the IP address of your TSE

Epson always accesses the TSE via a network interface. Therefore, it is necessary to find out the IP address of your TSE.

- For a USB TSE, the IP address is localhost. If this does not work, enter the IP address 127.0.0.1.
- To find the IP address of the network TSE (receipt printer or server), first make sure that your machine is properly connected to your network. • Usually a router assigns an IP address to your TSE hardware. Check
  - within your router configuration which hardware is present in the network. With most routers, you can display in the administration interface which devices are currently connected to which IP.
     The Epson receipt printers print out their IP address received via DHCP
  - at start-up.
  - Epson's published app for Android or iOS can help you discover Epson devices (and their IP address) on your network.

If possible, assign a fixed IP to your TSE in the router.

Next Page >

KASSENSICHERUNGSVERORDNUNG 2020 (DE, TSE) SETTING UP THE TSE AND ACTIVATING THE INTERFACE

UP

# Initialisation of the TSE and activation of the interface

The TSE is delivered to you uninitialised. As soon as you have connected the TSE to your computer and it is ready for operation, you can start initialising it in Lodgit Desk. The TSE assistant of Lodgit Desk will help you with this. During initialisation, all the data necessary for operating the TSE is defined in the wizard.

<b>User PIN</b> (5 digits); can be composed of letters (a-z, A-Z) and/or numbers (0-9), no special characters.	This is requested during the use of the TSE for identification - it is set by yourself
<b>Admin-PIN</b> (5 digits); can be composed of letters (a- z, A-Z) and/or numbers (0- 9), no special characters.	For all administrative processes such as TSE export or changes to the TSE - is to be set by yourself
PUK (6 digits)	To unlock PINs - set by yourself
<b>Security key</b> (Sicherheitsschlüssel) (8 digits)	Is required for authentication - is to be set by yourself
	Concepted by Lodgit in the winered and represente your

When you open Lodgit Desk for the first time after installing the TSE, a window opens informing you that the use of a certified security device (TSE) is mandatory for properties in Germany.

German V	ersion
	Verwendung einer TSE zum Fiskalisieren von Rechnungen und Belegen
	In Lodgit Desk besteht die Möglichkeit zur Erfassung barer Zahlungsvorgänge. Daher ist die Verwendung einer zertifizierten technischen Sicherheitseinrichtung (TSE) für Deutschland vorgeschrieben.
	Wollen Sie den Wizard zum Einrichten Ihrer TSE jetzt starten?
	Einstellungen Abbrechen Zum Wizard
Translatio	n
	Using a TSE to fiscalise invoices and receipts In Lodgit Desk, it is possible to record cash payment transactions. Therefore, the use of a certified technical security device (TSE) is mandatory for Germany. Do you want to start the wizard to set up your TSE now?
	Settings Cancel To the wizard

You now have the option of starting the TSE wizard or cancelling the process. If you intend to cancel the process, please note that since 1.1.2020 it is a German legal requirement to use a TSE with any software that can process cash payments.

Click on the **Lodgit Desk > Settings** button to access the Settings > KassenSichV TSE menu. Here you can set up the TSE or activate the additional module yourself, without using the wizard. This assumes that the data to be entered already exists or has been detected.

• •	F		
Reservation Schedule	TSE Device		
Bookings	IP address		
Taxes	ir duiress		
Payment Methods	Port	8009	
Currency			
Numbering	Device ID	USB TSE / Printer TSE	۹ ۵
Guest Preferences			
Email	Security Key		
Print/PDF	R characters		
Letter Layout	o cildidoters		
Return Address			
Address Formats	Point of sale ID		
Return Comfirmation Options			QC
Deposit Options			
Invoice Options			
Backup	Location		
Updates	Company:		
Proxy	Street:		
Accounting Export	50660.		
KassenSichV TSE	Street2:		
Kassa Austria RKSV			
Hotel Locking System	Zip Code / City:		
EPOS Systems	Country:	Please Select	0
E-Registration System			-
	Federalstate:	Please Select	0
	VALID		
	Tax-ID		

# Initialising an uninitialised TSE with the TSE Wizard

Open Lodgit Desk > Administration > Additional Modules > KassensichV TSE and then choose TSE Wizard.



1. Select TSE: Enter the IP address of your TSE here and select the type of your TSE via the drop-down menu on the right. Then click on the button "Search for available TSE devices" to select the available TSE. Then select the appropriate TSE from the drop-down list. If you are using a receipt printer or a USB stick as a TSE, the device ID is always "local\_TSE". If you are using a TSE server, after you have clicked on the button "Search for available TSE devices", the TSE IDs available on the server will be displayed. Please select the correct one. Then click on "Connect". The data will now be checked. If this is successful, you will

Then click on "**Connect**". The data will now be checked. If this is successful, you will be taken to point 2.

Select TSE	> Chaokad			
Select TSE				
IP Address	localhost	Туре	USB stick	0
local_TSE			Search for availab	in The Devices
local_TSE The given IP A	ddress and Port do not belong to a TS	E Hub, Try connecting to the De	Shareh Forawallab	in 756 Devices

**2. PIN, PUK:** Here you can enter the User PIN, the Admin PIN and the PUK. Then click on "**Next**".

dmin PIN, User PIN u	ind PUK eingeben	
Admin PIN	Genau 5 Zeichen	
User PIN	Genau 5 Zeichen	
PUK	Genau 6 Zeichen	
RNUNG: Die Admin PIN nen mit dem PUK wied Geben Si noch einn	I, die User PIN und der PUK sind sehr wichtig, bitte bewahren Sie sie an einem sicheren Ort auf. Die Admin PIN und die U lerhergestellt werden. Wenn der PUK jedoch verloren geht, ist die TSE nutzlos und Sie müssen die TSE durch eine neue e die drei PINs ein und notieren Sie sich die Daten nal separat.	ser

**3. Security key:** Here you assign a security key for your TSE yourself. This is used together with the PINs (User, Admin) to log in to the TSE. Once the security key has been entered, click on 'Next'.

TSE auswählen	*. (	ieprüft >	PIN, PUK	••	Sicherheit	sschlüssel	>	Verkaufstelle	•	Ferti
Sicherheitsschlüsse	el eingeben									
Sicherheitsschlüss	sel	EPSONKE	1							
										_
and the second	herheitsschli	issel muss 8 Ze	ichen lang sein.							
ERKUNG: Der Sich WUNG: Bitte stelle	n Sie sicher	, dass Sie Ihren	Sicherheitsschlüss	sel auf sich	iere Weise spei	chern.				
MERKUNG: Der Sich RNUNG: Bitte stelle	n Sie sicher	, dass Sie Ihrer	Sicherheitsschlüs	sel auf sich	iere Weise spei	chern.				
MERKUNG: Der Sich RNUNG: Bitte stelle	n Sie sicher	, dass Sie Ihrer	Sicherheitsschlüs	sel auf sich	ere Weise spei	ichern.				
MERKUNG: Der Sich RNUNG: Bitte stelle	n Sie sicher	, dass Sie Ihrer	Sicherheitsschlüs	sel auf sich	ere Weise spei	chern.				
MERKUNG: Der Sich RNUNG: Bitte stelle	Sie sicher	, dass Sie Ihrer	Sicherheitsschlüs	sel auf sich	ere Weise spei	chern.				
MERKUNG: Der Sich IRNUNG: Bitte stelle	Sie sicher	, dass Sie Ihrei	Sicherheitsschlüs	sel auf sich	ere Weise spei	chern.				
MERKUNG: Der Sich ARNUNG: Bitte stelle	n Sie sicher	, dass Sie Ihrei	Sicherheitsschlüs	sel auf sich	ere Weise spei	chern.				

**4. Point of Sale:** Here the point of sale ID is automatically generated by Lodgit. To do this, click on the **"Generate" button.** 

TSE auswählen	Geprüft 🔹	PIN, PUK	•	Sicherheitssch	hlüssel	Verkau	fstelle 🔸	Fer
erkaufsstellen-ID eingeber	1							
Verkaufsstellen-ID							Generier	en
	Diese	ID wird	autor	natisch	generie	ert.		
		and the second sec			0			

**5. Initialisation:** As soon as the outlet ID has been generated and is displayed, click on the button "**Execute initialisation**".

TSE auswählen	Geprüft >.	PIN, PUK	Sicherheitsschlüssel	• Verk	aufstelle 🔸 .	Ferti
/erkaufsstellen-ID eingebe	en					
Verkaufsstellen-ID	LodgitAEDFF	2			Generiere	n
	10			_		
	ID wur	de erfolgrei	ch generiert.			

ATTENTION: The initialisation of the TSE is carried out. This process may take a few minutes. Please do not switch off Lodgit Desk or the TSE during this time. Do not put the computer into sleep mode.

A message will then appear stating that your TSE has been successfully initialised (TSE erfolgreich initialisiert!).

TSE auswählen	>	Geprüft	>	PIN, PUK	>	Sicherheitsschlüssel	>	Verkaufstelle	>	Fertig
		1	TSE	erfolg	reic	ch initialisie	rt!			
		Sie	können	die TSE zum S	igniere	en Ihrer Rechnungen verv	venden.			
		Registr	R rierte Ve	Ad Time egistrierter Sic erkaufsstellen-	min Pil Admin PUK: 3 herheit D: Lod	N: 2000 PIN: 2000 tsschlüssel: 76000099 IgitDC18DDA3EE3R46040	8040075	447		
				W	zard S	chließen				

Please make a careful note of the **User PIN, Admin PIN, PUK, Security Key** and **Point of Sale data** displayed in this window, as you will need them to work with the TSE. You will need the point of sale ID to register your TSE with the authorities.

The data entered in the wizard is automatically transferred to Settings > KassenSichV TSE, where you can complete the activation of the TSE. To get to the settings, click on the button "**Close wizard**".

Please check in the settings whether the pre-filled data matches the data from the wizard that you should have noted down.

If all the data is correct, click on the "**Activate**" button. The data will be checked. If this is successful, the login window opens. Enter your previously assigned user PIN here.

E Gerät dresse äte-ID herheitsschlüs www.vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv	USB TSE / Dru ssel	Icker TSE V	Q (0
idresse ite-ID herheitsschlüs waarsstellen-I gitDC18DDA3E	USB TSE / Dru uSB TSE / Dru ssel	Icker TSE V	Q (3
äte-ID herheitsschlü: •••••• √ rkaufsstellen-I gitDC18DDA3E andort	8009 V USB TSE / Dru ssel	icker TSE V	Q (3
äte-ID herheitsschlüs ••••••√ rkaufsstellen-I lgitDC18DDA3E andort na:	8009 V USB TSE / Dru ssel ID E3F46915010	Icker TSE V	Q (0
äte-ID herheitsschlü: www.vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv	USB TSE / Dru ssel ID E3F46905 000	ucker TSE V	Q ()
äte-ID herheitsschlüs www.v rkaufsstellen-I lgitDC18DDA3E andort na:	USB TSE / Dru ssel ID E3F46015010	Ideoffuncto	Q (0)
herheitsschlüs waarkaufsstellen- IgitDC18DDA3E	ID E3F46929000		Q (0
herheitsschlü: rkaufsstellen-l lgitDC18DDA3E	ID EE3F4 <b>6015010</b> Lodgit Hote		<b>Q</b> (3
rkaufsstellen-l gitDC18DDA3E	ID EB3F46925000 Lodgit Hote		<b>Q</b> (0)
rkaufsstellen-k lgitDC18DDA3E andort na:	ID EE3F46 <b>015 013</b> Lodgit Hote		<b>Q</b>
rkaufsstellen-I IgitDC18DDA3E andort Ia:	ID E3F46925000 Lodgit Hote		<b>Q</b> (G
rkaufsstellen-I IgitDC18DDA3E Indort Ia:	ID EB3F4600E0100 Lodgit Hote		<b>Q</b> (0)
lgitDC18DDA3E andort na:	E3F46005000		<b>Q</b> (3)
indort na:	Lodgit Hote	Ideoftuere	
andort na:	Lodgit Hote	Ideoftwara	
andort na:	Lodgit Hote	Ideoftware	
ia:	Lodgit Hote	Ideoffuero	
		lusoitware	
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/Ort:	04229	Leipzig	
4.	Deutschlan	d	0
4.	Doutooniu		
desland:	Sachsen		٢
satzsteuer-ID	DE1234567	89	
ier ID	111/222/333	6	
	/Ort: d: desland: satzsteuer-ID uer ID	/Ort: 04229 d: Deutschlan desland: Sachsen satzsteuer-ID DE1234567 uer ID 111/222/333	/Ort: 04229 Leipzig d: Deutschland desland: Sachsen satzsteuer-ID DE123456789 uer ID 111/222/333

After the data has been successfully checked, the interface is active and the "**Activate**" button changes to the "**Switch off**" button.

From now on, your invoices will be signed with the TSE.

# Setting up an already initialised TSE

If your TSE is already initialised, please go to the following menu item in Lodgit Desk:

*Windows:* Edit > Settings > KassenSichV TSE *Mac OS X:* Lodgit Desk > Settings > KassenSichV TSE

•	PI	ererences	
Reservation Schedule	TSE Device		
Bookings	IP address		
Taxes	ii uuurooo		
Payment Methods	Port	8009	
Currency			
Numbering	Device ID	USB TSE / Printer TSE	۹ ۵
Guest Preferences			
Email	Security Key		
Print/PDF	8 characters		
Letter Layout			
Return Address			
Address Formats	Point of sale ID		
Return Comfirmation Options			Q (3)
Deposit Options			
Invoice Options			
Backup	Location		
Updates	Company:		
Proxy	Street.		
Accounting Export	Street.		
KassenSichV TSE	Street2:		
Kassa Austria RKSV			
Hotel Locking System	Zip Code / City:		
EPOS Systems	Country:	Please Select	
E-Registration System	eeuning:		
	Federalstate:	Please Select	\$
	VATIO		
	VALID		
	Tax-ID		

Enter the IP address and port of your TSE here. The port used by Epson as standard is always 8009.

To determine the device ID, click on the magnifying glass button. If you use a receipt printer or a USB stick as a TSE, the device ID is always "local\_TSE". If you are using a TSE server, after you have clicked on the magnifying glass button, the TSE IDs available on the server are displayed. Please select the correct one and click OK.

IP address	http://	0	
Port	8010		
		Cancel	ОК

Enter the security key of your TSE below.

Security Key	
8 characters	

Next, the point of sales ID ("Verkaufsstellen-ID") must be determined.

To determine the "**point of sales ID**", click on the magnifying glass button under the corresponding item "Point of Sales ID". The window for determining the sales outlet IDs on the TSE opens. First enter the Admin PIN.

0.0

Then click on "Query" (Abfragen).

It is now determined whether and which sales outlet IDs are already registered on the TSE. If there are outlet IDs on the TSE, they will be displayed in the drop-down menu. Only outlet IDs that begin with the word "Lodgit" will be displayed. Select the desired outlet ID and confirm it with **OK**.

Belegungsplan	TSE Gerät			
Buchungen	IP-Adresse	10 10 10 111		
Steuern	II Adresse	10.10.10.111		
Zahlungsarten	Port	8009		
Währung				
Nummernkreise	Geräte-ID	local_TSE	9, 0	
Gastfunktionen	Ver	kaufsstellen-ID auswählen		
E-Mail-Versand	VCI			
Drucken/PDF	/erkaufsstellen-ID	LodaitNew		
Brieflayout	Verkaufssteller-10	Loughtvew	<u> </u>	
Absenderadresse				
Länderadressformat				
Rückbestätigungsoptio				
Rückbestätigungsoptio Anzahlungsoptionen		Abbrechen	ОК	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen		Abbrechen	ОК	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen Dokumentenmanager	von Transaktion	Abbrechen Isdaten erwartet.	OK	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen Dokumentenmanager Backup	von Transaktion	Abbrechen Isdaten erwartet.	OK	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen Dokumentenmanager Backup Updates	von Transaktion	Abbrechen Insdaten erwartet.	OK den	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen Dokumentenmanager Backup Updates Proxy-Einstellungen	von Transaktion	Abbrechen Isdaten erwartet.	OK den	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen Dokumentenmanager Backup Updates Proxy-Einstellungen Buchhaltungsexport	von Transaktion TSE Fiskalisierun	Abbrechen Isdaten erwartet.	OK den Aktivieren	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen Dokumentenmanager Backup Updates Proxy-Einstellungen Buchhaltungsexport KassenSichV TSE	von Transaktion	Abbrechen Insdaten erwartet.	OK den Aktivieren	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen Dokumentenmanager Backup Updates Proxy-Einstellungen Buchhaltungsexport KassenSichV TSE Kassa Austria RKSV	von Transaktion	Abbrechen Isdaten erwartet.	OK den Aktivieren	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen Dokumentenmanager Backup Updates Proxy-Einstellungen Buchhaltungsexport KassenSichV TSE Kassa Austria RKSV Hotelschließsysteme	von Transaktion	Abbrechen Isdaten erwartet.	OK den Aktivieren	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen Dokumentenmanager Backup Updates Proxy-Einstellungen Buchhaltungsexport KassenSichV TSE Kassa Austria RKSV Hotelschließsysteme Kassensysteme	von Transaktion	Abbrechen Insdaten erwartet.	OK den Aktivieren	
Rückbestätigungsoptio Anzahlungsoptionen Rechnungsoptionen Dokumentenmanager Backup Updates Proxy-Einstellungen Buchhaltungsexport KassenSichV TSE Kassa Austria RKSV Hotelschließsysteme Kassensysteme Elektr. Meldeschein	von Transaktion	Abbrechen Insdaten erwartet.	OK den Aktivieren	

If there are no Lodgit outlet IDs on the TSE yet, you can enter them via the TSE administration (Administration > Additional Modules > KassenSichV TSE > Expert Mode).

TSE Server and TSE Module Description Values according to settings Other Server or TSE Paddress Port 8009 Device ID local_TSE Unleck PIN Unleck PIN Defense Description TSE Administration (Expert Mode) TSE Administration (Expert Mode)		TSE Administration (	(Expert Mode)	
Values according to settings Other Server or TSE     Paddress     Paddress     Port 8009     Dorlact_TSE     Use     Administration     Tasks Without Looin     Unlock PIN     Other Server or TSE        TSE Administration (Expert Mode)	TSE Server and TSE Module		Description	
Paddress Port 8009 Device ID local_TSE Use Administrator Tasks Without Login Unlock PIN	Values according to settings	Other Server or TSE	TSE Administration (Expert Mode)	
Port 8009 Device ID local_TSE Use Administraton Tasks Without Legin	IP address			
Device ID local_TSE Use Administraton Tasks Without Legin Unlock PIN	Port 8009			
Administraton Tasks Without Legin Unlock PIN	Device ID local_TSE			
Administration Tasks Without Legin Unlock PIN		Use		
Tasks Without Legin Unlock PIN	Administraton			
Unidek PIN	Tasks Without Login	essichV & ISP		
	Unlock PIN	8		
Admin Tasks	Admin Tasks			

Once you have entered all the data, click on the "**Activate**" (Aktivieren) button. A connection test will now be carried out and the user PIN will be requested. If this is successful, the interface is activated and Lodgit will now send data to the TSE for signing your invoices.

NOTE: As soon as changes are made to the IP address, the "Unit ID" and "Point of Sale ID" fields are deleted. After re-entering the IP address and port, these must be determined again.

ATTENTION: If you also use the TSE for another cash register system, e.g. your gastronomy cash register, it is imperative that you have your own point of sale ID for Lodgit on the TSE. Under no circumstances may the point of sale ID of the other POS system be used. The point of sale ID is used to identify or register the respective POS system with the authorities.

<< Putting the TSE into operation <<

Setting up the TSE and activating the interface

>> Working with the TSE >>

# Working with the TSE

# Logging into the TSE

Every time you start Lodgit Desk, the login window of the TSE opens, where you have to enter your login data:

• •		Einstellungen	
Belegungsplan	TSE Gerät		
Buchungen			
Stellern	IP-Adresse	XXXX	
Zahlungsarten	Port	XXXX	
Währung		- Anda	
Nummernkreise	Geräte-ID	USB TSE / Drucker TSE	9.0
Gastfunktionen			
E-Mail-Versand	Sicherheitsschlü	issel	
Drucken/PDF			
Brieflayout			
Absenderadresse			
änderadressformat	Verkaufsstellen-	ID	
Rückbestätigungsoptionen			0.0
Anzahlungsoptionen			
Rechnungsoptionen			
Backup	Standort		
Jpdates	Firma:	xxxx	
Proxy-Einstellungen	Chao D	~~~~	
Buchhaltungsexport	Straße:	^^^^	
KassenSichV TSE	Strasse2:	XXXX	
Kassa Austria RKSV			
Hotelschließsysteme	PLZ/Ort:	XXXX	
Kassensysteme	Land:	Omerchant	0
Elektr. Meldeschein	Long.		
	Bundesland:	Sachuer	0
	Umsatzsteuer-ID	xxxx	
	Steuer ID	xxxx	
			Ausschalten

• Enter your User PIN here, which you assigned yourself during the setup

process.

 After that, click on the **OK** button. Lodgit Desk now opens with the message "Reception (local) / TSE Status - OK" visible in the title bar and the TSE button is displayed in yellow:



If you cancel the login process, do not enter your login data, or enter it incorrectly the TSE button will display a warning in red:



If you click on the red TSE button, the login window opens again and you now can enter your login data once more. After successful verification of the login data, the TSE is ready for use to fiscalize your invoices.

The login data will be requested again during the first transaction with the TSE. Without valid entry of the user PIN, no data is sent to the TSE (e.g. changes to a booking such as creating, moving or deleting).

# **Create Receipts**

To print a receipt, go to "Print receipt ..." in the action menu.

🔴 🔴 🕒 Beleg Erstellen / TSE Status - OK										
Verkauf (Beleg)		Einkauf (Erfassung)	Ban	k an Kasse	Kas	sse an Bank		Privateinlage	P	rivatentnahme
atum:	o Jetzt	01.0	9.2020	15:08:53	٢	Spr	ache:	Deutsch (	Default)	
lummer:	Belegnu	mmernkreis	Standard		٢	Weitere Beleg	infos:			
/lietobjekt:	Pension "Sonnenschein"				0	Weitere Währung:		Keine weitere Währung		
ahlungsart:	Barzahlung				Design:		Standard			
		Kain Emañ								
Bezeichnung G Verpfleg Frühst Abend	Begen 8300 8300	MwSt 19,0% 19,0%	Betrag 12,00 15,00	0						
Geruilt Kühlsc ▼ Freizeit	8300	19,0%	0,00							
Alle Preise verste	hen sich hi	ier als "pro S	Stück".	X	Summe (	Verkauf (Beleg)	):			12,00
Kassenbuch	)			_		Aktion	Dru PD Boi	ucken F ersteller n-Druck	)	Abbrechen
		_					Nu	r Sichern		

If you use a TSE in a receipt printer, you can also print receipts as long as no

recipient has been added for the receipt.

# **Printing Invoices**

Invoices are printed via your standard printer as before in the past. The receipt printer cannot print invoices with invoice recipients etc, but only receipts similar to cash register receipts.

When you preview the invoice, no data is sent to the TSE yet, but only when the invoice is saved or printed.

At this moment the TSE window will open, where you have to enter your login data.

**Note:** There is no obligation to re-fiscalize. If problems occur when sending data to the TSE and no data can be transmitted, you do not have to retry. However, you have the obligation to document the occurrence of problems and thus the non-sending of data to the TSE. Thus, you can explain gaps in the TSE's records to the tax office in the event of an audit. The documentation must be done outside of Lodgit Desk. This is sufficient informally, as there are no specific forms or similar for this.

# Schriftverkehr

In the Administration > Correspondence window under "Invoices", there is a column for TSE, titled **TSE yes/no**.

## Test Databank

The test database is considered as a pure "training database". Therefore, no data is sent to the TSE from the test database. Sending is done exclusively from the working database.

<< Setting up the TSE and activating the interface <<

Working with the TSE

>> Status Messages of the TSE >>

# Status Messages of the TSE

In the menu bar of Lodgit Desk you will see a TSE button, which can be displayed in three different colours depending on its status: red, yellow and grey.

In addition, various TSE messages are displayed in the title bar. By clicking on the TSE button in the menu bar, you will receive further information and instructions:





#### The interface is deactivated or the TSE is not yet initialised

Message in window title (TSE status)	Message when clicking the TSE button	Explanation	Procedure	
License expired	Message: The license to use the additional module "Cash Register Security (DE: KassenSichV, AT: RKSV)" has expired You can extend the license via our store Options: To the store - Opens the browser and shows the Lodgit online store.	You do not have a valid license for the "TSE Kassensich" add-on module.	Go to the Lodgit online store to purchase a valid license.	
Interface deactivated	Notification: Using a TSE to fiscalize invoices and receipts. In Lodgit Desk there is the	The interface has been disabled in the settings.	Click on the TSE button. A window opens through which you can go directly to the settings in Lodgit Desk to activate the interface.	
TSE not available	options: Go to the setup wizard - Open the "TSE Wizard" window	There is no TSE present.	You must purchase a valid license and a TSE device for the "Kassensicherung" add-on module. You can find out how to connect the TSE here and	
Settings - Open the settings > "KassenSichV TSE" section

Not initialised

	activate here.
The existing	You must initialise
TSE has not	the TSE according to
yet been	the setup
initialised.	instructions.

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Everything OK. Invoices and receipts can be fiscalized



Everything OK. Booking-related order data is currently being sent

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to the TSE



### An error occurred while working with the TSE

Message in window title (TSE status)	Message when clicking the TSE button	Meaning	Procedure
TSE connection data incomplete No point of sale ID No device ID No security key	Repeat of the Window title	The interface is active, but important connection data is missing	Open the Lodgit Desk settings. Go to the menu item "KassenSichV TSE". Deactivate the interface, if not already done. Enter the missing data. Activate the interface.
Connection to the TSE failed	Message: Connection to TSE not possible The device (DEVICE ID) with the address "IP:PORT" cannot be reached or does not respond. Either the connection data is incorrect or the TSE has not yet completed its startup process. Option: Retry - The connection test is	Either the IP address and/or port are incorrect or the TSE is currently unreachable	Please wait until the TSE is completely started and click on the TSE button to have the status checked again. If the IP address and/or port data is incorrect, you can correct it in

	performed again. Transaction data will not be sent again.		the settings under the "KassenSichV TSE" item.
Incomplete login information	Login window	The User PIN has not been entered after activating the interface or starting Lodgit Desk.	Click on the TSE button and enter the User PIN.
Login data incorrect	Login window	The specified user PIN is incorrect	Click on the TSE button and enter the correct User PIN.
Login data not yet validated	Repeat of the Window title		Please wait until the login data has been verified.
Self test is performed	Repeat of the Window title	The TSE self-test required by the TSE is in progress	Please wait until the self-test has been performed.
User PIN locked	Message: The User PIN is locked. The User PIN has been entered incorrectly at least 3 times and is now locked. You can unlock the User PIN in the "TSE Management" window. Option: TSE Administration - Opens the "TSE Administration" window, "Unlock PIN > User PIN forgotten?" section.	The user PIN was blocked after 3 incorrect entries by the TSE.	Unlock the User PIN using the PUK.
Point of sale ID not registered on the TSE	Message: Point of sale ID not registered The chosen point of sale ID "SALE ID" is not registered on the TSE. You can either: - Change the point of sales ID in the settings to a valid value. - Register the point of sale ID stored in the settings on the TSE. Option: TSE Administration - Opens the "TSE Administration" window, section "Admin functions > Register this point of sale". Settings - Opens the settings. CashSichV TSE" section	The point of sale ID entered in the database does not exist on the TSE	Register the outlet ID on the TSE or correct the outlet ID in the settings to a valid value. You can find out the outlets available on the TSE via the TSE administration.

TSE Error (Not Authorised)	Message: TSE error "TSE1_ERROR_NOT_AUTHORISED". The TSE error "TSE1_ERROR_NOT_AUTHORISED" is an internal error in the TSE itself. Further information about this error and how to proceed is described in our documentation. Option: Lodgit Desk Help - Opens the browser and loads Lodgit online help.	This is an internal error on the TSE itself	Proceed according to the instructions.
Please wait! The TSE is not yet available.	Message: The status of the security module is "UNKNOWN". Please wait! The TSE is not yet available. Please be patient and restart the verification in a few minutes. It is also possible that the TSE requires a self-test. Option: Retry - The connection test is performed again. Transaction data will not be sent again. TSE Administration - Opens the "TSE Administration" window, section "Functions without login > Perform TSE self-test".	The TSE has not started yet or the TSE needs a self-test	Please wait until the TSE is fully started and click on the TSE button to have the status checked again. It is also possible that the TSE requires a self- test.
Please wait! The TSE is not yet available.	Message: The status of the safety module is "EMPTY". Please wait! The TSE is not yet available. Please be patient and restart the check in a few minutes. Option: Retry - The connection test is performed again. Transaction data will not be sent again.	The TSE has not started yet	Please wait until the TSE is fully started and click on the TSE button to have the status checked again.
The TSE is blocked by another process	Message: The TSE is blocked by another process The device (DEVICE ID) with the address "IP:PORT" is currently blocked by another process. Please wait until the other process has finished working with the TSE and then try again. Option:	The TSE is blocked by another process	Please wait until the other process has finished working with the TSE and then try again.

	Retry - The connection test is performed again. Transaction data will not be sent again.		
Out of service	Repeat of the Window title	The TSE is no longer suitable for further use.	Please replace with a new one.
Error	Repeat of the Window title	Other error	

### << Working with the TSE <<

Status Messages of the TSE

>> Expert Mode >>

### Overview of functions in expert mode

Functions without login	Storage information	Returns the data stored in the TSE.
	List of started transactions	Returns a list of started (incomplete*) transactions. * Incomplete status is the status where FinishTransaction was not executed for a transaction started with StartTransaction.
	Response to the last transaction	Returns the result of the last transaction stored in the TSE for each point of sale.
	Public key for the TSE signature	Requests the public key for the TSE signature. Returns the certificate that can be used to verify the signatures of all log messages created by the TSE. A PEM-data file is returned. This contains several certificates which are signed from the bottom (root certificate) to the top. The top entry is the TSE certificate.
		Performs a self-test of the TSE.
		After each power-up of the TSE, the self-test is required before you can work with the TSE again. The self-test checks if the internal module of the TSE is working properly.
	Perform TSE self-test	The printer automatically performs a self-test of the TSE each time it is turned on, so basically you do not need to perform the self-test manually. However, if the printer is used for 25 hours or more without being restarted, you must perform the self-test with this function every 25 hours.
		To determine the remaining time until the next required self-test - see "Time until next self-test" under "Functions without login > memory information". The self-test takes about 120 seconds.
		Unlocks the DIN for admin normissions
HOST functions	Forgotten Admin PIN?	If the PUK is blocked, the Admin PIN cannot be recovered. The only way to recover then is to replace the TSE.
	Forgot User PIN?	Unlocks the PIN for user permissions. If the PUK is blocked, the User PIN cannot be recovered. The only way to recover then is to replace the TSE.

		Changes the PUK.
		Please keep the PUK in a safe place.
	Change PUK	If the User PIN or Admin PIN is locked, you will need the PUK to reset the Admin PIN and User PIN.
		If the PUK is blocked, you will need to purchase a new TSE.
Admin- Functions	All registered points of sale	Returns a list of sales points registered in the TSE.
	All registered points of sale	Returns a list of logged in (authenticated) points of sale.
		Registers this point of sale for use in the TSE.
		The ID of this point of sale must be registered with the BSI. This is done by the accommodation provider.
	Register this point of sale	A total of 100 points of sale can be registered in the TSE. One ID is used from the printer. Only points of sale that are registered in the TSE (German Fiscal Element) can be used for writing data to the TSE (transactions). Only the following characters are allowed: A-Z, a-z, 0- 9, '()+,/:=? All names containing the word "EPSON" are reserved and cannot be used. If you select to store this point of sale ID in the Lodgit Desk database, then it will be used when sending transaction data to the TSE.
	Change Admin PIN	Changes the Admin PIN. Please keep the Admin PIN in a safe place.
	Register printer to the TSE	Must be executed whenever the combination of TSE and printer has changed. Internally registers the serial number of the printer as a user in the TSE.
	Security key of the TSE	TSE: Registers the new security key on the TSE. The old security key of the TSE is overwritten. The security key is required for authentication with the TSE and thus for all user, admin and host functions. This includes the functions available in this window as well as the saving of transactions (invoice data and document data) on the TSE. Database: Do you want to store the security key in this database or do you always want to enter it together with the PIN?

	Please always keep the security key, regardless of whether you store it in this Lodgit Desk database, additionally in a safe place. Without the correct security key, communication with the TSE is impossible. The use of an incorrect security key can lead to permanent blocking of the TSE. In the event of permanent blocking, the TSE must be replaced.
TSE Unlock	Sets the status of the TSE to "Unlocked". If the TSE is locked, no data can be written to the TSE (transactions), nor is it possible to export data. In the "Locked" status, only "Admin tasks" are possible on the TSE.
Reset export status	This procedure clears the export status of the selected TSE.

### << Status Messages of the TSE <<

Expert Mode

>> TSE-Export >>

### TSE Export

The data stored on the TSE should be backed up at regular intervals, as should the database. If the TSE is damaged, you can still access all necessary data in case of an audit by the tax office. The TSE export is available for this purpose.

You can access the TSE export via Administration > Additional modules > KassenSichV TSE. In the TSE administration window that opens, click on the **TSE export** button.



The export process can sometimes take a very long time. Therefore, it is recommended to perform the TSE export in a time period in which you do not have to work with Lodgit Desk, since no access to the software is allowed during the time of the export.

### DSFinV-K-Export

Lodgit Desk has the option of data export in the DSFin-VK standard for tax authorities.

If required, you can call it up via Administration> Additional Modules > KassenSichV TSE > Exports> DSFin-VK Export.

	KassenSichV TSE	Stansicht & TSF PB
Link a TSE to this Lodgit D connection data to the TSI	esk database in the settings. There you define the E and the point of sale ID.	Preferences
Display of the TSE memory	y information	TSE Information
There are two different op "Wizard": Initialization of t	tions available to you for managing your TSE. he TSE. Simplified possibility to change the access	TSE Wizard
data of the TSE. "Expert Mode": Extended experts.	administration of the TSE. Only recommended for	Expert Mode
Export of data from Lodgit	Desk (DSFinV-K) and the TSE (TSE export)	DSFinV-K (BETA)
		TSE Export

Here you specify the period for which the data is to be exported and a storage location for the export data.

The export process can take a long time, depending on the number of data records to be exported. It is best to do this at a time when you are not working with Lodgit Desk.

<< Expert Mode << TSE-Export >> FAQs about Cash Security Regulation & TSE >>

## FAQs about Cash Security Regulation & TSE

Moving the TSE to a new computer The certificate of my TSE has expired - What do I do now? Performing firmware updates for the Epson TSE receipt printer TM-m30F Connection to local IP address not possible How do I get to the TSE Wizard again? Unlock and change PINs and PUK Status message "Not Authorised"

### **TSE USB Stick**

- 1. First download Lodgit Desk on the new computer and then the driver for the TSE USB stick.
- 2. Remove the TSE USB stick from the old computer and connect it to the new
- computer. 3. Then go to the settings > KassenSichV TSE and deactivate the interface. Deactivating the interface unlocks the "Security key" field. Please enter the
- original security key "EPSONKEY" there and then click on "Activate". 4. After that you can go to Administration > Additional modules > KassenSichV TSE and open the expert mode there. There, go to the admin functions and below that to "Security key of the TSE". There you can now re-enter your own security key that you had assigned yourself during initialisation. 5. Confirm the process by clicking the "Run" button. Your TSE is now ready for
- use again.

#### << FAQs about Cash Security Regulation & TSE <<

#### Moving the TSE to a new computer

>> Performing firmware updates for the Epson TSE receipt printer TM-m30F >>

# The certificate of my TSE has expired - What to do?

If you can no longer fiscalize invoices as usual and the following message appears in Lodgit Desk settings under "KassenSichV/TSE" when activating your TSE interface, the certificate of your TSE has expired:

TSE device is not reachable. (0/TSE1\_ERROR\_CERTIFICATE\_EXPIRED - The certificate has expired).

TSE products are generally only certified for a specific term (3 or 5 years or 20 million signatures). After expiration, you need a new TSE module to continue fiscalizing your invoices. We offer three options with the TSE products from EPSON:

- 1. TSE printer > insert new SD card (Windows, Apple)
- 2. TSE-USB-Stick > connect new USB stick (Windows only)
- 3. TSE server > insert new TSE USB stick (Windows, Apple)

Attention: Please be sure to keep the expired TSE module (USB stick or MicroSD) in a safe place. This module contains all the important information (especially all fiscalized invoices) that the tax office would like to see during an audit.

### Change MicroSD card

1. Order a new Epson microSD card from our Website. Unpack the SD card when you receive it and have it ready.

2. In Lodgit Desk, navigate to Settings > KassenSichV TSE and click the "Turn off" button.

3. Turn off the Epson printer and remove the expired MicroSD card from the slot. This is located on the back of the printer in the lower area. Press the card briefly and it will be ejected by a spring. Store the expired SD card in a safe place.

4. Slide the new SD card into the slot until it clicks into place. Switch the printer on again.

**Important Notice**: Lodgit Desk version 3.0.4 or higher is required for later initialization of your replacement TSE. If necessary, please carry out an update.

### **Deactivation of the interface**

Please deactivate the TSE interface before activating your new TSE. In Lodgit Desk, navigate to **Settings > KassenSichV TSE**. In the window at the bottom right, click **Turn Off**. After initializing the TSE, you will be automatically redirected back to this window and can turn the interface back on.

## Initialization of the TSE and activation of the interface

The TSE is delivered to you uninitialized. As soon as you have connected the TSE to your computer and it is set to ready for operation, you can start the initialization in Lodgit Desk. The TSE wizard of Lodgit Desk will help you with this. In the wizard, all data necessary for the operation of the TSE are defined during the initialization.

**Notice**: When entering the passwords, please make sure that you **enter exactly** the specified number of characters (5-, 6-, 8-digit), otherwise problems with the TSE will inevitably occur during operation.

<b>User PIN</b> (5 digits); can be composed of letters (a-z, A- Z) and/or of numbers (0-9), no special characters	this is requested during the use of the TSE for identification purposes - is defined by yourself
Admin PIN (5 digits); can be composed of letters (a-z, A-Z) and/or of numbers (0- 9), no special characters	for all administrative operations like TSE export or changes to the TSE - is defined by yourself
PUK (6 digits)	to unlock PINs: set by yourself
Security key (8 digits)	is needed for authentication - is set by yourself
<b>Point of sale ID</b> (max. 30 digits)	generated by Lodgit in the setup wizard and represents your Lodgit Desk database; required for regulatory registration of the TSE - generated by Lodgit for you during the initialization process in the wizard

**Notice**: In addition, please keep this data outside Lodgit Desk in a safe place (e.g. password manager). If you have forgotten one of the PINs, you can reset it by entering the PUK. However, if you have neither PIN nor PUK, you can no longer make any changes to the TSE and the device must be replaced.

When you open Lodgit Desk for the first time after commissioning the TSE, a window opens informing you that the use of a certified safety device (TSE) is mandatory for objects in Germany.



You now have the option to start the TSE wizard or to cancel the process. If you intend to cancel the process, please note that since 1.1.2020 it is a legal requirement to use a TSE with any software that can process cash payments.

If this window does not open automatically, please navigate in Lodgit Desk to Administration > Additional modules > KassenSichV TSE. In this new window, please select TSE Assistant.

KassenSichV TSE	assicht & TSE
Link a TSE to this Lodgit Desk database in the settings. There you define the connection data to the TSE and the point of sale ID.	Preferences
Display of the TSE memory information	TSE Information
There are two different options available to you for managing your TSE. "Wizard": Initialization of the TSE. Simplified possibility to change the access	TSE Wizard
data of the TSE. "Expert Mode": Extended administration of the TSE. Only recommended for experts.	Expert Mode
Export of data from Lodgit Desk (DSFinV-K) and the TSE (TSE export)	DSFinV-K
	TSE Export

### Initialization of an uninitialized TSE with the TSE Wizard

**1. Select TSE:** Enter the IP address of your TSE here and select the type of your TSE from the drop-down menu on the right. Then click on the button "**Search for available TSE devices**" to select the existing TSE. Then select the appropriate TSE from the drop-down list. If you use a receipt printer or a USB stick as TSE, the

#### Manual of the Lodgit Desk - Hotel Software

device ID is always "local\_TSE". If you are using a TSE server, after clicking the **"Search for available TSE devices"** button, you will be shown the TSE IDs available on the server. Please select the correct one from them. Then click on **"Connect"**. A check of the data will now take place. If this is successful, you will be taken to point 2.

		TSE Assista	int		
Select TSE	> Checked				
Select TSE					
IP Address	localhost		Type USB st	ick	Θ
			Sear	ch for available TSE D	Devices
			Or; Net	work Printer	

**2. PIN, PUK:** Here you assign the User PIN, the Admin PIN and the PUK. Then click on "Next".

EnterAdmin PIN, Use	er PIN und PUK
Admin PIN	Exactly 5 characters
User PIN	Exactly 5 characters
PUK	Exactly 6 characters
RNUNG: Die Admin PIN nen mit dem PUK wied Enter th again s	A, die User PIN und der PUK sind sehr wichtig, bitte bewahren Sie sie an einem sicheren Ort auf. Die Admin PIN und die Us derhergestellt werden. Wenn der PUK jedoch verloren geht, ist die TSE nutzlos und Sie müssen die TSE durch eine neue e <b>The three PINS and write down the data</b>

**3. Security key:** Please enter here first the security key you have assigned during the initial installation.

**Attention: EPSONKEY** automatically appears as the default security key in the "Security key (Alt)" field. **If you have not used** EPSONKEY as security key so far, please enter your individual previous code.

Enter a new security key in the second field. If you want, you can reuse the previous security key. This field must be filled with exactly 8 characters.

Finally, click on "Next".

TSE auswählen > Geprüft	PIN, PUK Sicherheitsschlüssel >	Verkaufstelle	•. Fertig
Enter security key			
Security key (Old)	EPSONKEY		_
New Security key	Exactly 8 characters		
arning: Please make sure you sa	ve your security key in a secure way		

**4. Point of sale:** Here the point of sale ID is generated automatically by Lodgit. To do this, click on the **"Generate"** button.

TSE auswählen	Geprüft 🔸	PIN, PUK	Sicherheitsschlüs	ssel •	Verkaufstelle	e •. Fer
Enter point of sale ID						
Point of sale ID						Generate
	This ID	is genera	ted automa	atically		

**5.** Once the point of sale ID has been generated and is displayed, click the **"Execute initialization"** button.

#### Manual of the Lodgit Desk - Hotel Software

TSE auswählen	Geprüft 🔸	PIN, PUK	Sicherheitsschlüssel	•. Verkaul	f <b>stelle •,</b> Fer
inter point of sale ID					
Point of sale ID	LodgitAEDFF2				Generate
	ID was	generated s	uccessfully		
		A READ A REAL REPORTED THAT AND AND A			

**Important Notice**: The initialization of the TSE is performed. This process may take a few minutes. Please do not turn off Lodgit Desk or the TSE during this time. Do not put the computer into sleep mode.

After that, a message appears that your TSE has been successfully initialized.

TSE auswählen	>	Geprüft	>	PIN, PUK	>	Sicherheitsschlüss	el >	Verkaufstelle	>	Fertig
		г	SE	succe	ssf	ully initiali	zed!			
		Sie	können	die TSE zum S Wir danke	Signiere n Ihner	en Ihrer Rechnungen ve 1 für Ihre Geduld.	rwenden			
		Registr	R ierte Ve	Ad Time egistrierter Sic erkaufsstellen-	Imin PII Admin PUK: 3 herheit ID: Lod	N: 2000 PIN: 2000 tsschlüssel: 76000009 IgitDC18DDA3EE3F400	520407	547		
				W	izard C	lose				

Please make a careful note of the **User PIN, Admin PIN, PUK, Security Key and Point of Sale data** displayed in this window, as you will need them to work with the TSE. You need the point of sale ID to register your TSE with the authorities.

The data entered in the wizard is automatically transferred to Settings > KassenSichV TSE, where you can complete the activation of the TSE. To get to the settings, click on the **"Close Wizard"** button.

In the settings, please check whether the pre-filled data match the data from the wizard that you should have noted down. If all the data is correct, click the **"Activate"** button. The data will be checked. If this is successful, the login window will open. Enter your previously assigned User PIN here.

Belegungsplan	TSE Gerät			
Buchungen	ID Adminis	NAME AND ADDRESS OF		
Steuern	IP-Adresse	- Andrewski		
Zahlungsarten	Port	8009 V		
Währung			and and	_
Nummernkreise	Geräte-ID	USB TSE / Druc	ker TSE V	۹ 0
Gastfunktionen	Sec. and			
E-Mail-Versand	Sicherheitsschlüs	ssel		
Drucken/PDF				
Brieflayout				
Absenderadresse				
Länderadressformat	Verkaufsstellen-I	D		
Rückbestätigungsoptionen	LodgitDC18DDA3E	E3F46	V V	9 0
Anzahlungsoptionen				
Rechnungsoptionen				
Backup	Standort			
Updates	Firma:	Lodgit Hoteld	lsoftware	
Proxy-Einstellungen	Ctroße:	Industriastral	2-06	
Buchhaltungsexport	Strabe:	industriestrai	56.90	
KassenSichV TSE	Strasse2:			
Kassa Austria RKSV		1.1.1		
Hotelschließsysteme	PLZ/Ort:	04229	Leipzig	
Kassensysteme	Land	Deutschland		0
Elektr. Meldeschein	Land.	Doutooniune		
	Bundesland:	Sachsen		٢
	Umsatzsteuer-ID	DE12345678	9	
	Steuer ID	111/222/333		
	Steuer ID	111/222/333		Activate

After successful verification of the data, the interface is active and the **"Activate"** button changes to the **"Deactivate"** button.

From now on your invoices will be signed with the TSE.

# Performing firmware updates for the Epson TSE receipt printer TM-m30F

Firmware updates for the Epson TSE TM-m30F receipt printer can be performed directly via the corresponding app (Epson "TM Utility") for the Android or iOS operating systems.

You can download the app appropriate for your operating system via the following links:



Download on the App Store

Windows users also have the option of downloading the firmware update directly from Epson's website. Unfortunately this option does not currently exist for macOS users.

A user name and password are requested for the update. The **user name** is **epson** and the **password** is the **serial number of the printer**.

This can be accessed by making a status printout. To do this, hold down the paper feed key on the receipt printer for a little longer. A **SERIAL No.** is displayed on the printed receipt, which you must enter as a password.

Printer Name TM-m30	
Printer Firmware 1.50A ESC/POS	Version
Main : 1.50 Network : 02.0	) 04
SERIAL No. X6WA004997	
Interface Bluetooth BD_ADDR : Passkey : Device Name: Module Ver : Module Info: Mode : Security	00:01:90:72:15:49 0000 TM-m30_004997 1.02 BT401-0106E Auto re-connect enable

Ethernet MAC Address : 50-57-9C-E9-25-E6 Soft Version : 02.04 IP Address : (NONE) Subnet Mask : (NONE) Default Gateway: (NONE) USB Peripheral Device Customer Display: Disable

Resident Character Alphanumeric

0.008	km
88	cuts
	88

Select Modes by pressing Feed button. Continue SELF-TEST: Less than 1 second Mode Selection : 1 second or more

To download the firmware update, please proceed as follows:

Step 1: First select the latest firmware update.

Step 2: Click on the 'Get' button.



### Firmwareversion 1.50A ESC/POS



### ERHALTEN

- 1.50A ESC/POS (Heruntergeladen)
  - 1.49A ESC/POS
  - 1.48A ESC/POS
  - 1.46A ESC/POS
  - 1.43 ESC/POS
  - 1.42 ESC/POS
  - 1.41 ESC/POS
  - 1.31 ESC/POS

### 1 30 FSC/POS

Step 3: Do not select a WLAN dongle unless there is a WLAN dongle built into the printer, in which case, select the correct version.



0	CONTRACTOR OF			5V=0.5A XXXXX
1	OT-WLO6			
				WEITER
		$\bigcirc$	•	

After that, click **Next**. The new firmware in the app should then be available.

#### << Moving the TSE to a new computer <<

Performing firmware updates for the Epson TSE receipt printer TM-m30F

>> Connection to local IP address not possible >>

### Connection to local IP address not possible

If you use a firewall on your computer system, it's possible that the local IP address is no longer available. As a result, it will not be possible to establish a connection to the TSE.

**Solution:** The firewall must be switched off completely or a setting in the firewall must be found under which this problem cannot occur.

Apple MacOS guide to firewall settings

Microsoft Windows guide to firewall settings

If this doesn't solve your problem or you use a different firewall, please contact the support team of your firewall provider or consult the documentation of your virus scanner.

### Info: Find out the IP address of your TSE

Taken from the putting the TSE into operation article:

Epson always accesses the TSE via a network interface. Therefore, it is necessary to find out the IP address of your TSE.

- For a USB TSE, the IP address is localhost. If this does not work, enter the IP address 127.0.0.1.
- address 127.0.0.1.
  To find the IP address of the network TSE (receipt printer or server), first make sure that your machine is properly connected to your network.
  - make sure that your machine is properly connected to your network.
     Usually a router assigns an IP address to your TSE hardware. Check within your router configuration which hardware is present in the network. With most routers, you can display in the administration interface which devices are currently connected to which IP.
     The Epson receipt printers print out their IP address received via DHCP
    - The Epson receipt printers print out their IP address received via DHCP at start-up.
    - Epson's published app for Android or iOS can help you discover Epson devices (and their IP address) on your network.

If possible, assign a fixed IP to your TSE in the router.

<< Performing firmware updates for the Epson TSE receipt printer TM-m30F <<

Connection to local IP address not possible

>> How do I get back to the TSE wizard >>

# Returning to the TSE wizard if you closed the message at the beginning

To access the TSE Setup Wizard, please follow the steps below:

- In Lodgit Desk, go to Administration > Additional modules > KassenSichV TSE in the menu bar at the top.

- In the window that opens, click the **TSE Wizard button.** 

If you have not yet set up the TSE, you can also click directly on the grey TSE button in the upper menu bar. A window will then open which will take you directly to the TSE wizard.

?	
	Verwendung einer TSE zum Fiskalisieren von Rechnungen und Belegen
	In Lodgit Desk besteht die Möglichkeit zur Erfassung barer Zahlungsvorgänge. Daher ist die Verwendung einer zertifizierten technischen Sicherheitseinrichtung (TSE) für Deutschland vorgeschrieben.
	Wollen Sie den Wizard zum Einrichten Ihrer TSE jetzt starten?
	Einstellungen Abbrechen Zum Wizard

<< Connection to local IP address not possible <<

#### How do I get to the TSE Wizard again?

>> Unlock and change PINs and PUK >>

### Unlock and change PINs and PUK

**Please note:** After entering the PUK incorrectly 3 times, it will be locked and cannot be restored. The PUK can be blocked if you enter the PUK incorrectly 3 times when changing the PIN. The TSE is then no longer operable and a new one must be purchased.

### I would like to change my Admin PIN

To change the Admin PIN, please proceed as follows:

- Go to **Administration > Additional modules > KassenSichV TSE** and open the **expert mode**.

- Click the **Connect** button.
- Go to Admin Functions in the Administration tab and select Change Admin PIN.
- First enter your old Admin PIN and then the desired new Admin PIN.
- Confirm the operation by clicking the **Apply** button.

### I would like to change my PUK or have forgotten it

To change the PUK, please proceed as follows:

- Go to **Administration > Additional modules > KassenSichV TSE** and open the **expert mode**.

- Click the **Connect** button.
- Go to the **Unlock PIN** function in the **Administration** tab and select the **Change PUK** function.
- First enter your old PUK and then the desired new PUK.
- Confirm the operation by clicking the **Apply** button.

## I have forgotten my Admin PIN or locked it by entering it incorrectly 3 times

To unlock your Admin PIN, please proceed as follows:

### - Go to **Administration > Additional modules > KassenSichV TSE** and open the **expert mode**.

- Click the **Connect** button.

### - Go to the Unlock PIN function under the Administration tab and select Forgot Admin PIN?

- First enter your TSE PUK and then the desired new Admin PIN.
- Confirm the operation by clicking the **Apply** button.

## I have forgotten my user PIN or locked it by entering it incorrectly 3 times

To unlock your User PIN, please proceed as follows:

### - Go to **Administration > Additional modules > KassenSichV TSE** and open the **expert mode**.

- Click the **Connect** button.

### - Go to the Unlock PIN function under the Administration tab and select Forgot User PIN?

- First enter your TSE PUK and then the desired new User PIN.
- Confirm the operation by clicking the **Apply** button.

#### << How do I get to the TSE Wizard again? <<

Unlock and change PINs and PUK

>> Status message "Not Authorised" >>

### Status message: "Not authorised"

The status message of the TSE "**Not authorised**" can be caused if programs which access the TSE (e.g. a cash register or an antivirus program) are not terminated properly before you put your computer or your laptop into sleep mode. In the case of a laptop, for example, this happens if you just close it and don't shut it down properly. As the name might suggest, this error message has nothing to do with missing or wrong login data, but this is an internal error of Epson.

If you are using a Windows computer, you should make sure that the "Quick Start" function is not activated in the system settings. If this is the case, you should disable it urgently.

In the following screenshot you can see where to find this function in your system settings. The check mark at "Enable quick start" must be unticked.

If the error message **"Not authorised"** occurs, the TSE is no longer fully functional.

#### The following operations are then no longer possible with the TSE:

- - Changes to a booking are not signed
- Invoice data is not signed
- Document data is not signed
- all functions in expert mode, for which you have to log in (except "functions without login")

The error becomes apparent the first time that data has to be written to the TSE or when you want to read data from the TSE memory (e.g. all admin functions). It's still possible to retrieve the TSE information under Settings in Lodgit Desk if there is no error message after switching the TSE on/off.

### To fix the problem, proceed as follows:

#### • TSE self-test

1. Go to the expert mode in Lodgit Desk under Administration > Additional modules > KassenSichV TSE.

2. Unlock the functions in the expert mode by clicking the "Use" button.

3. Click on "Functions without login" and select the "Perform TSE self-test" function in the drop-down menu.

If this is not successful, please proceed as described in the next step;

#### • Quit Lodgit Desk and restart computer

If this is also unsuccessful, restart your TSE.

### **Restarting the TSE**

#### 1. USB-Stick:

- Eject the USB stick properly and then insert it again. Wait until the USB stick stops flashing. Only then is it ready for operation again.

#### 2. Receipt printer:

- Turn off the receipt printer using the on/off switch and wait until it stops blinking and shuts down completely.

- Then switch the receipt printer on again and wait until it has started up completely. An automatic receipt printout should take place. After about 20 seconds, the TSE is ready for use again.

#### 3. TSE-Server:

- Log in to the web interface of your server.
- In it, go to the "Administration" menu item and click "Restart".

If you have restarted your TSE, you can perform the operation again by clicking on "Repeat" in the TSE transaction window. Please note that this is only possible when the TSE is restarted. When you exit Lodgit Desk, the window will close automatically. And to be able to run the self-test, you need to close the TSE transaction window first. In both cases, the transaction will not be repeated afterwards.

<< Unlock and change PINs and PUK <<

Status message "Not Authorised"

>> Kassa Austria RKSV (AT, cbird) >>

### Kassa Austria RKSV Interface

The interface "Kassa Austria RKSV" enables the automatic recording of sales generated on site with the help of the software cash register cbird. With this interface, Lodgit Desk fulfils the requirements of the Austrian Cash Register Security Ordinance (RKSV). Thus, this interface is required by all Lodgit users in Austria, if they have cash turnovers (including ATM, credit card and other on-site payments) of more than 7500 EUR per year and want to account for these with Lodgit Desk.

The new law requires an external backup of the POS data on a second storage medium every three months. Cbird meets these requirements automatically. The data is saved on the stick and simultaneously on the hard disk of your computer or laptop every time a change is made.

Cbird is a cash register software on a USB stick. Via the interface, Lodgit Desk sends all invoice and cancellation data to the USB-stick. There, these are then additionally accounted and properly archived.

### Setup

First of all, you need to create an export folder for the cbird cash register on your system. This basically has the path:

USERHOME / cbirdWatch / KASSENNUMMER

For example, using a Mac:



The KASSENNUMMER is a worldwide unique number, which you can find on the packaging or in the documentation of your cbird stick (the 0 shown in the examples is the number of the demo cashier).

Lodgit Desk can create this folder for you automatically. To do this, go to the general program settings (Edit > settings under Windows or Lodgit Desk > settings under Mac) to the item "Kassa Austria RKSV" and to "Storage location".

cbird.at – Die Registrierkasse auf USB-Stick					
✓ Schnittstelle aktiv					
	Übertragung	Speicherort	Zahlu	ngsarten	]
O Pfad automati	isch ermitteln		Mar	nuelle Einga	abe
Pfad zum cbir Kassennumm	Pfad zum cbird@-Import-Verzeichnis automatisch, mithilfe der cbird@- Kassennummer, ermitteln lassen.				
cbird@-Kasse	nnummer:	5236	32	Pfad erne	ut ermitteln
Ermittelter Pfa	ad: /U	lsers/re/cbirdWa	tch/523	8632	
Textkodierung					
UTF-8					<b>\$</b>
Achten Sie darauf Bonieren" in cbird Dies kann im Mer Bonieren" ggf. wie	dass das Progra @ aktiviert ist. nüpunkt des Prog eder eingeschalt	amm cbird@ gest grammes cbird u et werden.	tartet is nter "Ka	t und das "a ussa > Auto	automatische omatisches

Enter your cash register number here and click on "Determine path again".

Then start cbird and set up the program according to the cbird instructions. You can also find these instructions directly online at the cbird website.

If, for example, umlauts (eg ö) are displayed incorrectly in cBird, you have probably selected an incorrect text encoding. Lodgit then passes characters to cBird that it does not understand or interprets incorrectly. Please try which encoding fits. For Windows, the correct encoding should be either ISO-8859-1 or Windows-1252. Which one depends on the version of Windows you are using.

If you use Lodgit Desk in **database server mode** (i.e. from multiple computers simultaneously):

- Create the export folder on the computer where the cbird stick is connected (for example, the computer where the cubeSQL server is also running) Share this folder on the network with all other computers
- And in the Lodgit settings of the other computers, select this network shared folder as the location for the cbird interface

### Settings

Afterwards you can activate the interface in Lodgit Desk. To do so, go back to the general program settings and to the subitem "Kassa Austria RKSV" and check the box "Interface active".

cbird.at – Die Registrierkasse auf USB-Stick					
🗸 Schnittstell	e aktiv				
	Übertragung Speicherort Zahlungsarten				
Es werden die werden.	Daten der Rechnungen übertragen, welche auf "Bezahlt" gesetzt				
Achtung: Man Aktivieren der	uelle Kassenbucheinträge vom Typ "Barverkauf" sind nach dem r Schnittstelle nicht mehr möglich.				
Darstellung a	auf Bon				
Detailliert:	Einzelpreis und genaue Menge der einzelnen Posten übermitteln.				
	Bei Mengenangaben sind nur ganzzahlige Werte erlaubt. Bei Kommabeträgen als Mengenangabe wird der Gesamtpreis des Rechnungspostens übermittelt.				
Standard: (	Für einzelne Rechnungsposten jeweils den Gesamtpreis übermitteln				
Kompakt: (	Rechnungsbeträge zusammengefasst je Steuersatz übermitteln.				
	Die Beträge für die Übernachtungssteuer werden separat zusammengezählt. Anzahlungen werden nicht zusammengefasst.				
Folgende Ste Der Import v	uersätze (in Prozent) sind erlaubt: 0, 10, 12, 13, 20. von anderen Steuersätzen in cbird® ist nicht möglich.				

In the first step, you can now define how exactly services are to be transferred to the cash register. We recommend the default setting "Transmit the total price for each individual invoice item" ("Für einzelne Rechnungsposten jeweils den Gesamtpreis übermitteln").

Suppose you bill for the following services:

- 4 nights at 50€ with 10% VAT
- 2 Extra items A at 10€ with 20% VAT
- 1 Extra item B at 5€ with 20% VAT

With these recommended settings, these services will then appear on the cash register receipt as follows:

- Standard:
- 1 overnight service at 200€ with 10% VAT
- 1 extra item A for a total of 20€ with 20% VAT
- 1 extra item B for a total of 5€ with 20% VAT

Alternatively, you can use the following settings, which are transferred and appear as follows:

• Details

- The invoice items are transmitted with quantity information exactly as they appear on the invoice. So;

- 4 nights at 50€ with 10% VAT
- 2 Extra items A at 10€ with 20% VAT
- 1 Extra item B at 5€ with 20% VAT
- Compact
- 1 overnight service at 200€ with 10% VAT
- 1 Extra item 25€ with 20% VAT

In a final step, the payment methods created in Lodgit Desk must be linked to those of cBird under the **"Payment methods"** tab. By default, everything is already preset here. However, if you have created your own payment types in Lodgit Desk, you can also assign them to a cbird payment type (cash, ATM, credit card) in the table.

	Übertragung	Speicherort	Zahlungsarten	
Legen Sie hier fest welche "Kreditkarte") entsprecher	Lodgit-Zahlungsa 1.	rten den möglic	hen cbird®-Zahlung:	sarten ("Bar", "Bankomat",
Lodgit Zahlungsart			cbird®-Zahlungsarten	
Barzahlung			Bar	
Überweisung > Allgemein			Nicht übertragen	*
Überweisung > Groupon		Nicht übertragen	*	
Kreditkarte > Allgemein			Kreditkarte	*
Kreditkarte > Kreditkarte (via Heidelpay)			Kreditkarte	*
EC-Cash > Allgemein		4	Bankomat	*
EC-Cash > EC-Ausland		1	Nicht übertragen	*
Lastschrift			Nicht übertragen	
Scheck			Nicht übertragen	*
PayPal			Nicht übertragen	*
Moneybookers			Nicht übertragen	*

The interface is now ready for use. Now start the cbird software and (if not done so far) set it up completely.

If you now create an invoice in Lodgit Desk with one of the payment types assigned to cbird, it will be transferred to the cBird cash register when you set it to paid (or immediately in the case of cash payment). This processes the invoices further, saves them according to the specifications and immediately creates a receipt printout.

If invoices from the past are transferred to the cbird cash register, the "Re-billing" mode is automatically activated for them in cBird.

Future invoices (or invoices with a paid date in the future) cannot be transferred. It is also generally no longer possible to create or set to paid the invoice with assigned cbird payment type with activated Kassa Austria RKSV interface in Lodgit Desk.

<< Status message "Not Authorised" <<

Kassa Austria RKSV (AT, cbird)
## Kassa Austria RKSV Interface

The interface "Kassa Austria RKSV" allows sending all invoice data created in Lodgit Desk to a cbird pendrive POS. This is necessary for Austrian customers accepting cash or credit/debit card payments on site (above 7500€ per year) in order to comply with the current Austrian financial laws (the RKSV act).

This law requires the transaction data to be saved on a second, external device at least every three months. cbird complies with this requirement: new and changed transaction/invoice data will be saved both on the pendrive as well as on the hard-drive of your computer.

Generally cbird is a POS software on a pendive. Lodgit Desk sends all invoice and invoice cancellation data to the stick which archives them and prints a receipt.

### Setting up the interface

First of all you need to add the "Kassa Austria RKSV" interface to your existing Lodgit Desk license. You can simply purchase it the online shop on our website. Second you need the actual cbird pendrive which you can order on cbird.at

After purchasing the interface for Lodgit Desk you might need to update your license information. Click "File" (on Windows) / "Lodgit Desk" (on Mac) > "Software Activation..." > "Update License Info".

Now head to the general preference of Lodgit Desk by clicking "Edit" (Windows) / "Lodgit Desk" (Mac) > "Preferences...". You should now be able to see "Kassa Austria RKSV" in the list of settings on the left side. Click on it and then change to "Location"



In this window you have to enter the unique number of your cbird pendrive (the "Kassennummer") and then click "Pfad erneut ermitteln". Afterwards tick the box for "Interface Active".

Now you can insert the cbird pendrive into your computer, start up the cbird software (so far unfortunately only available in German), configure it and make sure that "Automatisches Bonnieren" is activated in the cbird software.

When creating a new invoice in Lodgit Desk with a payment method that is considered by cbird, the invoice information (items, total, etc...) will automatically be exported and processed by the cbird software.

Kassa Austria RKSV (AT, cbird) Up GDPR Data Cleansing

# GDPR Data Cleansing

With the GDPR data cleansing there is a possibility to delete data that does not necessarily have to remain stored in your Lodgit Desk database (e.g. for tax reasons).

Especially bank and credit card information from older channel manager- and online bookings can be deleted cleanly from your database.

Before running this function, make sure that you have an up-to-date backup of your database!

Before deleting, you can specify the period, booking status, and object for which you want to delete the data.

For many channel manager bookings, the credit card information was not transmitted as such but simply in the booking note, so it makes sense to delete the booking notes as well.

Guests who are not linked to a booking can be found in the guest administration in the automatic group interested parties. You should delete these at regular intervals. Guests that are linked to bookings must be archived for tax reasons.

KASSA AUSTRIA FOR RKSV COMPLIANCE UP

INTERFACE TO REVIEW PORTALS

# Additional module: Review Portals

The additional module "Interface: Review Portals" allows you to automatically send guest information to a review portal so that they can remind the guest to leave a review about their stay at your accommodation.

### The requirements for sending guest data to an evaluation manager

- The departure date of the booking is a maximum of 180 days in the past or a maximum of 180 days in the futureThe booking has the status "checked out"
- An email address is recorded with the quest
- The guest has given his/her consent to send the data to an evaluation manager (see below)
- No data has yet been sent to a valuation manager for this booking
- The data is only sent for one guest per booking. If an email address for the main guest is stored and this guest also has the "consent to send data to rating portals", then this guest will be used preferentially. If the main guest does not meet one of the two requirements or if he does not travel by himself ("is self quest" is set to "OFF"), the first found fellow traveller who meets the requirements will be used.

### Permission of the quest

The guest has to agree to have their data sent to the review portals. This permission setting is done in the quest files:

	© Q					Profile Notes	History		
Groups	27 addresses								
& All	Anders, Louise			Salutation:	Mrs	: Titl	e:	Com	pany
Birthday Reminder	Anders, Tim			First Name:	Louis	e	Last Name: 🗸	Anders	
Blocked	Anderson, George			Company:					
Companies	Baker Travels			Department			Position:		
Companions	Bell, Mary	Ind		l form of address:					
Email	Brown, Patricia	inai	vidua	a form of address:					
Main Contacts	Carter, Steven			Street:	3876	Main Street			0
] Private	Edwards, Adam			Street 2:					
Regulars	Edwards, Emily			Zip Code / City:	9803	4 Kirkland			*
	Edwards, Matthew			Country:	Unite	ed States of America			•
	Evans, Aaron			State:	Wash	nington			:
	Foster, Fred					10			10
	Garcia, Anna			Birthday:		//	First Cont	tact: 07/07/2	013
	Henderson, Dorothy			Discount:	0	%	Bookin	ngs: 0	
	Irdima			Default Language:	Engli	ish (Default)			\$
	Kelly, Ernest	Derusii, car							
	Kennedy, Florence		-					-	
	Kennedy, Shane		Gu	est agreed to have	their d	lata (e.g. email addre	ss) sent to revie	w portals.	
	Long, Juliet								
	Martin, Bridget	Co	mmu	nication					
	Philipps, Francis	+	- (	Home	\$	(425) 387 2265			
	Roberts, Ivy								
	Roberts, John			Work	÷	anderslou@email.co	m		C
	Roberts, Peter		- 10	Work		Username		AIM	•)
				TOTA	•	osername		- Aller	•

Booking data is only sent to a review portal if the following criteria are ALL met:

- At least one guest of the booking has given permission and listed an email address.
- The booking has the status "Checked Out".
- The booking's departure date is no less than 2 days in the past.

### **Settings for the Review Portals**

Under **Administration > Additional Modules > Review Portals** you'll find the settings. You can select a different review portal for each object in Lodgit Desk.

0	Review	v Portal	
	Settings Bookings	Sent Data	Error Log
Here you can set prefere	nces for the review portal y	ou want to us	e to ask your guests to leave a review
<ul> <li>Automatically send d</li> </ul>	lata to the review portals		
	đ		
Objects	Use review portal		
Flowery Cabins		Trinedules	Paulau Furnan
Hotel "Sandy Waves"	Review Portal	Tripadviso	r Review Express +
	Hotel ID	730099	
	с.		
			Send Data
			Send Data

- 1. In the left list, select the object and check the box **Use review portal**.
- 2. Then, select the review portal from the list and enter the house ID that you are listed with on the portal with.

Then you can check the box **Automatically send data to the review portals**. Once a day, this will send all bookings in the status "Checked Out" whose departure date is in the future or within the last two days.

#### Important:

The emails are supposed to be sent in a timely manner in regards to the stay. That's why the review portals only want to receive booking data for those bookings that have their departure date in a certain time frame (often only until the day before the send date). This means that some bookings may not be sent to the review portals if the status "Checked Out" is set too late. You can also send the data manually through the Actions menu.

0			Review F	Portal					
		Setting	s Bookings	Sent Data Error Log					
List of all bookings with the status "Checked Out".									
Time Fram	ie:	26/02/2014	02/2014 until 27/03/2014						
Object:		All Objects		\$					
Booking	Unit	From	То	Main Guest	Status				
279	101	23/02/2014	26/02/2014	Smith, Michael	Sent				
282	204	23/02/2014	26/02/2014	Austerlitz, Vanessa	Expired				
281	103	24/02/2014	27/02/2014	Miller, Louise	Expired				
280	103	28/02/2014	02/03/2014	Manning, Thomas	Sent				
	De	tails This boo	king can no longer	be sent.					
		Booking the depa	information can on rture date of the bo	ly be sent to the review por poking lies within the past t	tals as long as wo days.				

This will list all the bookings with the status "Checked Out" that are in the specified time frame.

**Expired** bookings are too old to be sent to a review portal.

**Sent** bookings have already been sent to a review portal. Select the list entry and the "Details" window will list the data that was sent.

**Open** bookings have the status "Checked Out" and a departure date that theoretically allows for them to be sent to a review portal. It is still possible that none of the guests have email addresses listed or agreed to have their data sent to a review portal and so the booking cannot be sent! Select the list entry and look at the "Details" to see if the booking will be sent or not.

### Sent data

All data that was sent will be listed here.

### Error Log

If there are any issues with sending the data, they will be listed in this log.

GDPR DATA CLEANSING UP ZIP CODE DATABASE

# Zip Code Database

If you want to use more countries or states than are listed in Lodgit Desk by default, you have the option to download the zip code database from GeoNames.org and integrate it into Lodgit Desk. This will automatically add all states to a country. Also, when entering a zip code and country, this database will automatically suggest a city that corresponds to this zip code.

To download this database go to Administration > Additional Modules > Install Zip Code Database...

0 0	Install Zip Code D	atabase
Install Zip Code [	Jatabase	
The zip code databas world. After installing	e contains more than 800,000 entrie it, you can use this database right a	s of zip codes and states from all over the way in your Guest Management.
Please press "Install"	to download and install the database	
Data powered by Geo	Names.org	Cancel Install

In the new window, press **Install**. After the download and installation, the database will be available to you right away.

INTERFACE TO REVIEW PORTALS UP DEFINITIONS

### Definitions

Accommodation types Categories for rentable units Price units in Lodgit Desk Booking statuses in Lodgit Desk

ZIP CODE DATABASE UP ACCOMMODATION TYPES

# Definition Of Accommodation Types

Lodgit Desk uses a list of accommodation types that were defined by the German Tourism Association (DTV), the German Hotel Association (DEHOGA) and the German Spas Association (DHV).

### Accommodation types

### All-Suite Hotel

This type of hotel offers accommodation only in suites.

### **Aparthotel / Apartmenthotel**

This type of hotel offer accommodations in studios or apartments.

#### Farm

A farm is a place where agricultural and similar activities take place, especially the growing of crops or the raising of livestock.

### **Boarding House**

A boarding house is an accommodation service (usually in the rural areas) that will allow accommodation for a longer period of time. The service can go from minimal to full room service.

#### Renting out holiday apartments or homes

See Holiday apartments / homes

#### Inn

An inn is usually a lodging establishment that offers accommodations as well as food and drink.

### Guesthouse

See Lodging House.

#### Hotel

A hotel is a lodging establishment that offers a front desk, services, daily cleaning services, other establishments and at least one restaurant for guests and passers-by. A hotel should have more than 20 rooms.

#### Hotel Garni

A Hotel Garni is a hotel that offers accommodation, breakfast, drinks and serves only snacks and small dishes.

#### Youth Hostel

A youth hostel offers short accommodation for mostly young people. Food and drink is offered to guests only. Youth hostels also offer programs and activities for educational or recreational purposes.

### Sanatorium

This is a lodging establishment in a health resort or a therapeutic place. It is oriented towards the guests of this resort.

#### Spa Hotel

This is a lodging establishment in a health resort or a therapeutic place. It is oriented towards the guests of this resort. It also offers its own therapies and treatments.

### **Wellness Clinic**

A wellness clinic is a lodging establishment with a hospital character. It's under medical management and offers ongoing medical care. Usually, local remedies are used for therapies and the establishment meets the typical requirements such as accessibility and food supply, as well as patient needs.

### Motel

A motel is oriented towards drivers that look for lodging. It usually has a close-by parking area.

### **Lodging House**

This is a lodging establishment that offers accommodation for more than one night and food is offered to guests.

#### Camp Ground

A camp ground is a fenced area that allows camping, i.e. the stay with tents, caravans or motorhomes. It is often managed by a private owner.

### Renting out private rooms / lodgings

See Private rooms / lodgings

Source: Deutscher Tourismusverband e.V. (DTV)

DEFINITIONS UP CATEGORIES FOR RENTABLE UNITS

## Categories for rentable units

### Apartment

This is a place with separate sleeping and living areas as well as a cooking area.

### **Double Bedroom**

This is a room for two people with a double bed or two single beds that were put next to each other.

### Single Bedroom

This is a room for one person.

### Family Room

This room is for three or more people, at least two of the sleeping accommodations are suited for adults.

### Holiday Apartment

A holiday apartment is an apartment with a sanitary area and an area for food preparations where guests can stay for a limited amount of time.

### **Holiday Home**

A holiday home is a house with a sanitary area and an area for food preparations where guests can stay for a limited amount of time.

### Junior suite

A junior suite is a room with a separate area for sitting.

#### Maisonette

A maisonette is an apartment that extends over at least two stories which are internally connected.

### **Shared Room**

This is a room for three or more people.

#### Penthouse

A penthouse is an apartment that lies in the topmost storey of a multi-storey house and has a large roof terrace.

### Private rooms / lodging

A private lodging is lodging in a private house that have no more than eight beds and are not subject for authorisation.

### **Dormitory Bed**

A dormitory bed is in a room with several sleeping accommodations for people that belong to a group (or not).

#### Studio

This is an accommodation with one room and a cooking area.

### Suite

A suite is an accommodation with separate, connected sleeping and living rooms.

### Twin Bedroom

This is a room for two people in two separate beds.

### Tent

A tent is a portable shelter (usually of canvas stretched over supporting poles and

fastened to the ground with ropes and pegs) for one or more people.

### Car + Tent

see above with a car

### Car + Trailer

A trailer can be connected to a car and can be lived in.

### Caravan

This is a car-like motor-vehicle that can be lived in. It is often similar to a trailer.

Source: Deutscher Tourismusverband e.V. (DTV)

Accommodation types Up Price units in Lodgit Desk

## Price units in Lodgit Desk

Here you can find an overview over all price units that can be used in Lodgit Desk.

### ... for accommodations (in Object Management)

For all examples, we are using a demo booking from Dec 12, 2017 to Jan 4, 2018.

### per night

This price unit multiplies the base price with the number of nights of the booking. The price unit **per night/person** multiplies the base price with the number of nights and with the number of guests of the booking.

The demo booking covers **10 nights**. For a price of \$10/night, the end amount would be \$100.

### per day

This price unit multiplies the base price with the number of days of the booking. The price unit **per days/person** multiplies the base price with the number of days and with the number of guests of the booking.

*The demo booking covers 11 days.* For a price of \$10/days, the end amount would be \$110.

### per week

This price unit multiplies the base price with the number of weeks of the booking. The weeks are calculated nightly, e.g. a booking of 3 nights would cost 3/7 of the base price.

The price unit **per week/person** multiplies the base price with the number of weeks and with the number of guests of the booking.

The demo booking covers **1 week and 3 nights**. For a price of \$210/week, the end amount would be \$300.

### per week (daily rates)

This price unit multiplies the base price with the number of weeks of the booking. The difference is that here, the weeks are calculated daily, not nightly. The price unit **per week/person** multiplies the base price with the number of weeks and with the number of guests of the booking.

The demo booking covers **1 week and 4 days**. For a price of \$210/week, the end amount would be \$330.

### per month

This price unit multiplies the base price with the number of months of the booking. This price unit does not do daily or nightly rates, the base price is multiplied with every month that's started for the booking (one month leads up to the equivalent date of the following month). Entries in Price Management have no influence on units with this price unit; and the price unit cannot be selected in Price Management. The price unit **per month/person** multiplies the base price with the number of months and with the number of guests of the booking.

*The demo booking covers* **1** *month. For a price of* \$500/month, *the end amount would be* \$500.

#### per year

This price unit multiplies the base price with the number of months of the booking. This price unit does not do daily or nightly rates, the base price is multiplied with every year that's started for the booking (one year leads up to the equivalent date of the following year). Entries in Price Management have no influence on units with this price unit; and the price unit cannot be selected in Price Management. The price unit **per year/person** multiplies the base price with the number of years and with the number of guests of the booking.

The demo booking covers **1 year**. For a price of \$10,000/year, the end amount would be \$10,000.

### flat fee

Whenever this price unit is used, the base price is the end price and will not be influenced by the booking time frame. Entries in Price Management cannot influence bookings using this price unit; this price unit is also not available in Price Management. Also, this price unit can only be selected for rentable units, however, for extras, the price unit "per piece" can be used. The price unit **flat fee/person** multiplies the base price with the number of guests of the booking.

No matter the time frame of the booking, the end price is the same as the base price.

### ... for services (in Extras Management)

### per person

This price unit multiplies the base price with the number of guests of the booking.

#### per piece

This price unit multiplies the base price with the amount entered within the booking. Similar price units are **per night**, **per day**, **per week**, **per week** (daily rates), **per month**, **per year**, **per pair**, **per hour**, **per litre**, **per kWh**, **per m3**.

ATTENTION, also the time-related price units as per night, per day, ..., per year, see above, are calculated exclusively with the indicated number of pieces and NOT automatically with the time frame. If this is desired, the price unit for each [time frame]/piece must be selected, see below.

### per [time frame]/person

This price unit multiplies the base price with the time frame as well as with the number of guests entered in the booking. Those price units are **per night/person**, **per day/person**, **per week/person**, **per week/person**, **per week/person**.

### per [time frame]/piece

This price unit multiplies the base price with the time frame as well as with the

### amount entered in the booking. Those price units are per night/piece, per day/piece, per week/piece, per week/piece (daily rates), per month/piece, per year/piece.

CATEGORIES FOR RENTABLE UNITS UP BOOKING STATUSES IN LODGIT DESK

### Booking statuses in Lodgit Desk

Here you'll find some information on all the booking statuses Lodgit Desk has to offer.

### Tentative

This is the lowest booking status; it's the default status for all bookings that you draw into the reservation schedule. A main contact must be added to the booking before you can change the status (unless you want to change the status to Disabled). You cannot create confirmations or invoices for bookings with this status.

You can decide if time frames with Tentative bookings are to be shown as vacant when synchronising with the online modules.

The function "Split" is not available for bookings with this status.

### **Important:**

When changing the main contact, dates or rentable unit, the price information will automatically be reloaded from Object and Price Management. If you've manually edited the price, change the status of the booking immediately to avoid unwanted changes!

### Offer

Bookings will automatically receive this status when an offer was saved/printed for them. You cannot create invoices for bookings with this status.

You can decide if time frames with Offer bookings are to be shown as vacant when synchronising with the online modules.

### Confirmed

Bookings will automatically receive this status when a confirmation was saved/printed for them. You cannot create offers or invoices for bookings with this status.

### Booked

You cannot create offers or confirmations for bookings with this status.

### Checked In

Bookings with this status can no longer be moved and their arrival date cannot be changed. The departure date, however, can still be changed. You cannot create offers or confirmations for bookings with this status. Guests in bookings with this status will automatically listed under "Current Guests" in the reservation schedule. Bookings cannot receive this status when their arrival date lies in the future.

### **Checked Out**

Bookings with this status can no longer be moved, lengthened or shortened. You cannot create offers or confirmations for bookings with this status.

The function "Split" is not available for bookings with this status. Bookings with this status will count as "vacancy" online (Online Booking System and Channel Manager).

### **New Online Booking**

Bookings that you receive via the Online Booking System will automatically have this status. Bookings with this status also mostly have an automatically generated reservation number.

Bookings with this status cannot be deleted immediately. Trying to delete them will mark them for deletion instead. After synchronising with the Online Booking System, these bookings will receive the status Cancelled Online Booking. Only then, they can be deleted.

### **Cancelled Online Booking**

Online bookings will receive this status when you try to delete them. They will first be marked for deletion and then, after synchronising with the Online Booking System, they will receive this status. Now, you can delete the bookings from the reservation schedule.

The function "Split" is not available for bookings with this status.

### Disabled

You do not need to add a main contact to bookings with this status. A label of specified text (e.g. renovation) will appear in the reservation schedule after the status Disabled. Bookings with this status do not count towards the analysis of occupancy rate and RevPAR. The maximum value possible for this analysis will also be adjusted accordingly, so that the rentable unit is viewed as non-existant for the duration of the booking.

The function "Split" is not available for bookings with this status.

PRICE UNITS IN LODGIT DESK UP FREQUENTLY ASKED QUESTIONS

# Frequently Asked Questions

Here you'll find frequently asked questions and answers about working with Lodgit Desk.

Installing the 64-bit version under Windows Moving your Database to a new Server Transfer Lodgit database to a new computer Download Server Database Backup Postpone, shorten, extend billed bookings Enter the opening balance of the cash register in the Lodgit cash book Channelmanager DIRS21: Set Up Inheritance Database Server and License Data Update Price for final cleaning to be added to the first night's stay Change Payment Method of Invoices Renew Your License Completing of the HESTA form (CH) Which POS systems are compatible with the Lodgit interface? MappingMaster - Transfer of prices and linking of extra items Database Server: Database Malformed Database server and "vanished" online bookings or "changing" availabilities How to connect Lodgit and Airbnb How do I delete an online booking? Highlighting blocking periods in the Lodgit Online system Booking Calendar GoBD-export - How do you access the data during a tax audit? Seperate Invoices for one Booking Display Options for the Occupancy Plan Completing and setting the cash book to 0 macOS High Sierra: Do not store database in the iCloud Database server error: Database is locked Transmitting prices and linking extra items to MappingMaster Use Lodgit Desk on more than one computer Assign booking Charge cancellation fees Sell and redeem vouchers in Lodgit Desk Create Comments and Remarks on Invoice Items Highlighting Special Periods in the Occupancy Plan Invoice with Company Address but Registration Form with Guest Address Attachments sent by mail will be sent to the recipient as 'winmail.dat' Change Language of Lodgit Desk cubeSQL: Disconnected / switch back to local database

BOOKING STATUSES IN LODGIT DESK UP INSTALLING THE 64-BIT VERSION UNDER WINDOWS

# Installing the 64-bit version under Windows

A 64-bit Windows version of Lodgit Desk is available from version 2.1.1 onwards.

Please note: Please make sure that you backup your current database before installation.

1.) Uninstall the 32-bit version of Lodgit Desk via the *Control Panel > Programs > Uninstall Program* 

2.) Download the 64-bit version by following this link: Download the 64 bit version

3.) Follow the setup instructions.

Attention: The internal installer refers to the 32-bit version. Therefore, please do not install upcoming updates internally from Lodgit Desk. As new versions are released, you will find the link to a new setup file on this page.

FREQUENTLY ASKED QUESTIONS UP MOVING YOUR DATABASE TO A NEW SERVER

# Moving your Database to a new Server

These are the steps to securely move your database from one server to a new one;

- 1. Close all Lodgit Desk installations in your network.
- 2. On your **old server** open the cubeSQLadmin App.
- 3. Locate your database in the preferences

		cubeSQL (localho	ost:4430)	
Server	Path (local to se	erver's machine)		
Databases     Tables & Indexes	Databases:	/Library/cubesql/databases		Open
Console	Backup:	/Library/cubesql/backups		Open
Security	Restore:	/Library/cubesql/restore		Open
Losers & Groups Privileges	Executable:	/usr/local/bin		
Advanced	Preferences			
🚱 Restore 주 Backup	Server Nar	me: cubeSQL		
Administrator	Server Po	ort: 4430	Official IANA Ports	
Commands Preferences Settings Bugs	Log Form Log Verbos	ity: SQL ERRORS 🗘	Logging sql statements could help you to t logical or potential errors. Sometimes you COMMIT statement and receive a DATABA error because a transaction is never closed	track down can forget a SE IS LOCKED d.
🛍 Log 💡 News	Debug Form	Enable Debug	Turning ON debug mode will slow down the could help to track down rare or random is feature only if you have a compelling reasc	e server but it sues. Use this on to use it.
				Save
RESET SCHEDULE 'daily' AS DAYS='	12345', HOURS=13, N	/INUTES=0, WEEKS=1, TYPE	E='BACKUP', OPTIONS='', ENABLED=1 su	

4. Open the folder containing your Database in the Finder/Explorer a copy the file Lodgit Database.lxdb to your **new computer**.

- 5. Shut down your **old server**.
- 6. Install the cubeSQL server on your new computer.

7. Start Lodgit Desk on this new computer (Lodgit Desk will start up with an error, that it is not able to connect to the database server. Ignore this error.) It will start up with an empty local database.

8. Click on File > Restore Database from backup and choose the Lodgit Desk.lxdb you got from your old server.

9. Click on File > Connect to Database server. You will be notified, there is no Lodgit Database on the server, and whether you want to transfer your local database.

10. Click Yes. Your database will start uploading to your new server. This might take a couple of minutes.

11. You should now be able to connect your other installations to the new database server. Please heed that your new server most likely has another IP-Adress as the old one.

Installing the 64-bit version under Windows Up Transfer Lodgit database to a new computer

### Transfer Lodgit database to a new computer

- 1. First make sure that automatic synchronisation is deactivated on the old computer. You can find this setting under under "Administration"> "Synchronization and Online Modules". If necessary, uncheck the box "Use this computer for automatic synchronisation". 2. The easiest way to find the file "Lodgit Database.lxdb" is via the menu
- command "Open database folder...". within Lodgit Desk, which can be found under "File".Please select the option "Open and Exit" in the window that opens, so that the program Lodgit Desk is closed before copying the file. Otherwise there is a risk of data loss! 3. Copy the file "Lodgit Database.lxdb" to a storage medium (USB stick or
- similar). 4. Install Lodgit Desk on your new computer by downloading the program again
- and then running the installer. 5. Start Lodgit Desk on the new computer so that a new work database is created there.
- 6. Execute the menu command "Open database folder..." on the new computer within Lodgit Desk again and then close Lodgit Desk. 7. Replace the file "Lodgit Database.lxdb" on the new computer by the file of the
- same name on your storage medium, which must of course be connected to the new computer.

Your program settings are stored in the database since version 1.8.x and therefore do not have to be entered again on the new computer!

MOVING YOUR DATABASE TO A NEW SERVER UP DOWNLOAD SERVER DATABASE BACKUP

### Download Server Database Backup

To download a backup of the server database, please open the program cubeSQLAdmin. There please go to >Backup and then click on the >Show Backups button in the upper right corner to display the backups, see screenshot.

Backup Mana Database: Name	ager Lodgit Database.lxdb	D	Backup NOW	Time Stamp		Show Backups
Database: Name	Lodgit Database.lxdb	0	Backup NOW	Time Stamp	/	Show Backups
Name				Time Stamp	/	
					/	
					-	
			Download Backur	Délete	Rackuns	Restrice Backur
				Download Backur	Download Backur	Download Backup

The created backups are then visible, see screenshot below, and can be marked by clicking on them. Once this is done, the previously grayed out buttons below become selectable. Please click on >Download Backup and then in the small window that opens, click on >Yes to download the desired backup.

#### Manual of the Lodgit Desk - Hotel Software

Server	The same second s					
Status	Backup Manager					
Databases	Database: Lodoit Database ix	db C	Backup NOW		Show Backups	5
💩 Tables & Indexes	Logit Datasser			-		-
Console	Name		1	Time Stamp		
Clients	Lodgit Database.lxdb		2	20200317_094653		
Security	Lodgit Database.lxdb		2	20200316_130003		
🐇 Users & Groups	Lodgit Database.lxdb		2	20200311_130012		
Privileges	Lodgit Database.lxdb		2	20200310_130006		
Advanced	Lodgit Database.lxdb		2	20200309_130019		
Schedules	Lodgit Database.lxdb		2	20200304_130015		
Restore	Lodgit Database.lxdb		2	20200303_130024		
T Backup	Lodgit Database.lxdb		2	20200302_130011		
Administrator	Lodgit Database.lxdb		2	00200226 120002		
Plugins	Lodgit Database.lxdb					
Commands	Lodgit Database.lxdb	-		want to downlo	ad backup	
X Preferences	Lodgit Database.lxdb		or database Lo	odgit Database Ixe	db with	
Settings	Lodgit Database.lxdb	i la	imestamp 202	00317_094653?	/	
Bugs	Lodgit Database.lxdb				/	
Log	Lodgit Database.lxdb			No	Yes	
	Lodgit Database.ixdb					
	Lodgit Database.lxdb	-	2	0200128_130019		
	Lodgit Database.lxdb	1	2	20200127_130013		
		1				
			Download Backu	Delete Backu	p Restore Back	up

Please note that the backups are provided with a so-called timestamp, which follows this scheme YYYYMMDD\_hhmmss, i.e. YearMonthDay\_HourMinuteSecond.

TRANSFER LODGIT DATABASE TO A NEW COMPUTER

UP

POSTPONE, SHORTEN, EXTEND BILLED BOOKINGS

### Postpone, shorten, extend billed bookings

As of version Lodgit 1.18., you cannot move, shorten or extend bookings that you have billed, or only to a limited extent.

The reason for this is that according to the "Principles for the proper management and storage of books, records and documents in electronic form and for data access (GoBD)", there may no longer be any differences between the invoice-founding records (in Lodgit Desk, the booking entered in the occupancy schedule) and the invoices.

### Move

You can only move settled bookings via the opened booking window by clicking on the small arrow/triangle on the right under>Rental units and selecting the rental unit into which you want to move the booking.

### Shorten

You can shorten a posting by entering a new end date. To do this, click on the lock symbol in the open booking window either before>departure or before>nights. You are then asked whether you want to unlock the corresponding input field. If you say yes, you can now bring the departure date forward or reduce the number of nights.

ّ 🕘 🔍	No. 1312 / WB 02 /	/ HH / Mayer, Stephar	1	
General	Services Guests / Group Corresp	oondence	Online Booking	
	Booking	bel Interfaces		
Main Contact:	Mayer, Stephan DE-27367 Horstedt, An Der Urania 49	🗸 Is a	ı Guest	
		Langua	ge: Deutsch (Default)	<b>\$</b>
Arrival:	6.04.2018 🗘 8:00 🗘 o'clock	Rentable Units:	WB 02	•
Departure: 🔒 💈	20.04.2018 🗘 0:00 🗘 o'clock	Booking Status:	Booked	
Nights:	4	Agent Commission:	Lodgit Online Booking Syste	m (25%) ᅌ
Guests:	2 (max. 10)	Lock:	Timeframe Renta	ble Unit
Booking notes:	Add note:	0		
		•	All outstanding items invoiced	
		Tota	ıl: 1.09	0,72 €
	•	Invoi	iced: 1.09	90,72 €
Guest notes:	Mayer, Stephan:	To in	ivoice:	0,00 €
		•	2 from 2 invoices paid	
			Created on: 05.0	4.18 10:43
Offer	Confirmation Invoice	Deposit invoice	Reset	Save

Please note: If you have inadvertently shortened the booking too much and have already saved it, you cannot extend it again afterwards.

### Lengthen

You cannot lengthen bookings that you have already billed.

Download Server Database Backup Up Enter the opening balance of the cash register in the Lodgit cash book

# Enter the opening balance of the cash register in the Lodgit cash book

The amounts of all invoices, correction invoices and receipts with the payment method "cash payment" are automatically entered into the Lodgit cash book, sorted according to the date of the respective document. The positive (income) and negative (expenses) amounts are added up consecutively in the "Balance" column. The current cash balance can also be seen at the bottom right of "Total".

To adjust this to a certain opening balance, you would have to use>Administration>Create receipt to either make a private withdrawal or deposit or the Cash to Bank transaction or vice versa.

As an offsetting account you can also enter your accounting account for transactions there, see screenshot below.

		Create Receipt						
Sale (Receipt)	Purchase (Recording) Bank	to Cash	Cash to Bank Private Depos	it Private Withdrawal				
Date: Number: Rentable Object: Payment method:	Now 06.04.18 0 1 Receipt Number Range: Standard Pension "Sonnenschein" Cash to Bank	13:36:07	C Language: Deutsch (	Default)				
Create line item i	Individual History ndividually	>	Description Cash book adjustment for opening bala	Counte Amount 1360 750,33				
Description: Price: Counter Account:	Cash book adjustment for openin 750,33 € : 1360	•						
		X	Total (Cash to Bank):	750,33 €				
Cashbook	]		🗱 Action 👻 Previe	w Cancel				

Please note that only cash payments are recorded in the cash book, but no credit or EC card payments, for example. Furthermore, no VAT rates are shown.

In principle, we recommend that you make a daily cash balance. Further information on creating receipts or the cash book.

POSTPONE, SHORTEN, EXTEND BILLED BOOKINGS	Up	Channelmanager	DIRS21:	Set Up	INHERITANCE
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### Channelmanager DIRS21: Set Up Inheritance

It is possible to set up the double room for single use in the Channel Manager so that incoming bookings in Lodgit Desk can be assigned to the corresponding rental units.

The requirement is that the inheritance is set correctly in DIRS21. You can either do this yourself or ask your DIRS21 account manager.

The setting works as follows: You must assign the double room (DR), which can also be used individually, to be used as a single room by means of an external code.

Please log in to your DIRS21 user account and click on the pen icon at the front of the master data of the room you wish to edit.

	te und Überset	📄 Testing *	Contao Icons	🛞 Doku 🛞 Apr	pVisor 🕌 Weite	erleitung (	Buchunger	finden ()	Progressive Web		
-	DIRS	21 office	Hotline: +49 (0)7153 - 92	50 50			Stammate	En	Hotel Admin ( Letzter Login	100	0
ta	mmdaten	- Zimmertype	en Ve	rerbung	Zimmertypen	Externer	Belegung (min.)	Belegung (max.)	Standardbelegung	DIRS21 channelswitch	Neu
1	10	Einzelzimmer			Einzelzimmer		1	1	1	ja 🕡	
1	11	Zweibettzimmer Einzelnutzung	r zur ert Zw	ot von velbettzimmer (21)	Einzelzimmer	21	1	1	1	ja 🕡	
	20	Doppelzimmer			Doppelzimmer		1	2	2	ja 🗑	
1	21	Zweibettzimme	r –		Doppelzimmer		1	2	2	nein 👩	1
1			eri	t von Doppelzimmer	Einzelzimmer	20	1	1	1	nein 🝙	

Then click on the tab Hotel software and enter the code of the room from which you want to inherit.

#### Manual of the Lodgit Desk - Hotel Software

						Speichern	Rückgängig
Allgemein	Vererbung	Hotelsoftware	Ihre Zusatzleistungen	Bilder	Zimmerausstattun	g	
xterner Code		20					

Enter the opening balance of the cash register in the Lodgit cash book UP Database Server and License Data Update

### Database server and license data update

You work with the database server and when you restart Lodgit Desk, your computer always"forgets" the license. You will be notified that you do not have a license to work with the server version.

You can probably fix the problem with a few simple steps. You only need to update your license data once in local and once in database server mode.

Please proceed as follows:

- 1. Launch Lodgit Desk
- Activate Lodgit Desk in local mode via the dialog "Software Activation" (file > software activation > enter license data and click the button "update license data").
- 3. Then connect Lodgit Desk to the CubeSQL server
- 4. Activate Lodgit Desk a second time (now in database server mode) via the "Software Activation" dialog.

Now you have updated the license data in both local and server mode and the problem should no longer occur.

CHANNELMANAGER DIRS21: SET UP INHERITANCE UP PRICE FOR FINAL CLEANING TO BE ADDED TO THE FIRST NIGHT'S STAY

# Price for final cleaning to be added to the first night's stay

If you do not want or are not allowed to show the price for the final cleaning separately in the invoice and want to add it to the price for the first night, you must divide the price section for the accommodation.

Please open the booking and go to>Services>Accommodation. Set a checkmark at the accommodation period at which you want to add the final cleaning and which you therefore want to split. Then click on the small triangle next to the> gear symbol at the bottom left. Then select>Split the selected price section..., see screenshot.

•••		No	. 803 / F	erienhaus Ente	spannung / I	нн /	Di	ckgießer, And	ré	
Gener	al	Services	Guest	S / Group Cor	respondence		Ov	erview		
		Accomm	odation	Extras/Packag	es Deposi	ts	Ci	ity/Accommoda	tion Tax	
From	Until	Amount	less di	Price Unit	Descripti					
21.03.18	10.04.18	199,00		per night 💌		<ul> <li>Image: A start of the start of</li></ul>		Тах	7,0%	<b></b>
					······					
								Age discount		۲
								Children u	Discount	Qty.
								3 Year(s)	100%	0 🔻
								6 Year(s)	75%	0 🔻
								10 Year(s)	25%	0 🔻
							0			
1										
**-	Undate n	rices		Prices deduc	ting 🔼			0 % discou	nt	
- W .	Split selec	ted price	time fra	me				o nuiscou	in.	
Of	Merge sel	ected pri	ce time f	rames					Reset	Save
	Apply child	d discour	nts							

The>Split Selected Price Section window opens. Please enter the date on which the price section should be split, so in this case enter the day following the start of the booking. For your orientation you can name the two price sections so that you know later why you changed the price for the first night, see screenshot.

	Split selected	orice time frame	
Selected price ti	me frame		
Booking:	No. 803 / Ferier	nhaus Entspannung	/ HH /
Time frame:	21.03.18 - 10.0	04.18	
Price:	199,00 €		
Price unit:	per night		
Tax:	7.0		
Description	.,.		
Description.			
Please enter the	date for the split (	of the time frame.	
Please enter the The date must be	date for the split of e between 22.03.1 Date: 22.	of the time frame. L8 and 09.04.18. 03.18	
Please enter the The date must be Description Tin	date for the split of e between 22.03.1 Date: 22. ne Frame 1: Incl	of the time frame. L8 and 09.04.18. 03.18	
Please enter the The date must be Description Tin Description Tin	date for the split of e between 22.03.1 Date: 22. ne Frame 1: Incl ne Frame 2: nor	of the time frame. L8 and 09.04.18. 03.18	

You have now turned one price section into two and can edit the prices and price units for each of the sections separately. With the price for the first night you can now increase the price for the final cleaning, see screenshot.

NOTE: Please check in advance which price unit fits best: If the price for the final cleaning is a fixed price, person-dependent prices like e.g. per night/PERSON are more complicated, because you must calculate the final cleaning price for each person, in order to enter the correct price.

Ceneral	5	Services	Guests	Corr	espondence	Ov	erview			
		Accommo	odation	Extras/Package	es Deposits	Ci	ty/Accommodat	ion Tax		
From 21.03.18 22.03.18	Until 22.03.18 10.04.18	Amount 249,00 199,0	less di	Price Unit per night v per night v	Descripti Includes f 🗸 normal ni		Тах	7,0%	7,0%	
							Age discount			
							Children u 3 Year(s)	Discount 100%	Qty.	
			and the				6 Year(s)	75%	0 🛪	
							10 Year(s)	25%	0 *	
						0				
<b>*</b> •	Update pr	rices	F	Prices deduct	ing ᅌ		0 % discour	nt		
Offer		onfirmatio	n	Invoice				Reset	Save	

DATABASE SERVER AND LICENSE DATA UPDATE UP CHANGE PAYMENT METHOD OF INVOICES

## Change payment method of invoices

In Lodgit Desk, cash invoices are considered to be paid immediately and can therefore no longer be changed, since in this case the document created and the payment are one in Lodgit Desk.

If you have issued an invoice for a payment method other than "cash payment", you can still change this if the invoice is "open". In case of a change, however, the payment method "cash payment" is not available.

We needed to include this so that Lodgit complies with the "Principles for the proper management and storage of books, records and documents in electronic form and for data access" (GoBD).

This means that if you want to change invoices from/to cash payment to/from another payment method, you must cancel the invoice to be changed and create a new invoice with the desired payment method.

PRICE FOR FINAL CLEANING TO BE ADDED TO THE FIRST NIGHT'S STAY UP RENEW YOUR LICENSE
## Renew Your License

Shortly before your Lodgit Desk license expires, you will receive an email informing you that you need to renew your license. How do you renew your Lodgit Desk license in its current form?

- 1. Open the Software Activation window via File> Software Activation.
- 2. Click on the button "Go to Shop" at the bottom left.

you purchased a license, please e ress the "Update License" button. formation.	enter your information below. Make sure your Press the "Close" button if you'd like to conti	computer is connected to the internet an nue without changing the current license
This software can be used for 276 Igain.	days (06.01.19) until it has to be activated	Please enter the information exactly as it was given to you.
Allotment of Base License		Licensee:
until 06.01.19	flatrate	Terretorie
Used units	11	Serial Number:
Online Systems		
until 06.01.19	flatrate	Status:
		🕑 Ready
Additional Modules / Interface	s 🥖	
Database Server	unlimited	
Electronic Registration Systems	unlimited	
Review Portals	unlimited	
Kassa Austria RKSV	unlimited	
EPOS Systems	unlimited	
XML Booking Interface	unlimited	
Channel Manager	not activated	
Electronic Focking Systems	not activated	

Now our shop opens in your browser.

3. Here you only have to select the base license (10, 20 or more rental units) and term (1, 2 or 5 years) and click on "Select".

4. In the next steps you only have to confirm the data and additional modules already recorded for you.

5. After selecting your desired payment method and confirming the general terms of contract and any additional agreements for the online booking engine or the channel manager interface, you purchase your new license by clicking on the "Order" button.

The confirmation email of your new license is usually in your inbox a few seconds later.

CHANGE PAYMENT METHOD OF INVOICES UP COMPLETING OF THE HESTA FORM (CH)

# Completing of the HESTA form (CH)

As an accommodation establishment in Switzerland, you must complete a monthly accommodation statistics form, the so-called HESTA form, and send it to the Federal Statistical Office (BFS).

Find the data you need quickly and easily in Lodgit Desk. Where exactly, we show you here:

#### Arrivals and overnight stays can be found in the country report.

Please go to>Lists>Accommodation Statistics. In the Accommodation Statistics window, select the desired period (usually the previous month of the current year) on the left and the desired object(s) on the right. Arrivals, overnight stays and departures are displayed sorted by country and their respective sums at the bottom. The sum corresponds to the total of the HESTA form.

Country Report For the analysis of the country report Lodgit Desk uses only those bookings that are either "Checked In" or "Checked Out". Time Frame: April 2018 Object: All Objects Arrivals Overnight Stays Group/Country/State Code Depart... Europe Austria 33 3 17 7 Federalstate unknown 3 17 7 Germany 13 6 121 7 Schleswig-Holstein 12 1 1 6 0 Bayern 1 Berlin 0 0 1 Brandenburg 0 5 1 Federalstate unknown 4 98 4 United Kingdom of Great Britain and N. 0 8 26 0 233 25 Σ 17 Room Nights Modify codes.. Export Preview Print...

Please enter the appropriate numbers in the HESTA form.

Now click on the button "Room Nights" at the bottom left.

The "Occupancy and Performance Indicators" window for the same period appears.

search Options				_				
Day: 06.04.201	8 ָ until 07.	04.2018	3 (0)	Object	All Obje	ects ᅌ		MA
O Time Frame: April	2	018	Soo Boo	king Status	Sele	ct All		
	Coupancy Pate	Perfor	mance Indicato	25	Tent	ative		
	occupancy kate	rentor	mance mulcato		Offe	firmed		
Object	Nights*Units	apac	Room Reve	Occup	A Con	linneu		
Pension "Sonnenschein"	52	120	1.894,04	26,67	BOO	kea		
Ferienwohnungen "Entspan	29	90	3.219,40	32,22	1 ✓ Che	cked In		
Ferienpark "Waldblick"	23	90	6.262,69	25,56	Checked Out			
Bauernhof	30	30	3.100,84	100,00	New Online Bo Cancelled Onl		ooking line Booking	
							00	D
Σ	114	330	14.476,97	34,55	126,99	43,87	] ~	1

Please select your property(s) at the top right and the booking status below. For booking statuses, you should only check the "checked in" and "checked out" statuses so that you can enter the correct data.

In the column "nights\*rental units" you will find the so-called "room nights" or the number of occupied rooms or camping sites (monthly total).

Please enter this value in your HESTA form.

To calculate the average income per person per night (without breakfast), you need the accommodation sales for the corresponding month. You can find it under>Lists>Lodging-List. This list is based on all bookings in the occupancy plan, whereby sales are calculated on a daily basis.

Please select the appropriate period from the list of accommodation, your object(s) in the top right-hand corner and again the statuses "Checked in" and "Checked out".

In the column on the far right you will find the daily turnover of your bookings entered in Lodgit Desk.

is calcula or a list of	ted from the bookings in your actual revenue bas	n the reservation schedule ed on your invoices, plea	es with the ise go to "/	amounts c Administrat	alculcated pe ion > Financi	r day. al Reports".		
Search Op Day:	06.04.2018	🗘 until 07.04.2018 🗘		Ot	oject: All Ob	jects	0	
	April	2018		booking St	atus: Se			
Booking	Unit	Main Contact	Nights	Guests	Overn Of	ntative		
731	EZ C/DZ B	Grzegorz Bielawski	6	1	Of	er		
803	Ferienhaus Entspan	Fir'ma, André Dickg	9	1	Co	ntirmed		
768	EZ A	Felix Fichtner	5	1	BO			
1227	Ferienwohnung 1	Andrew Mohammed	3	3	V Ch	✓ Checked In		
842	WB 01	Ewa Zurawska-Fimo	8	1	V CII	w Online Booking		
1219	WB 02	Elen Wichert	4	7	Ca	ncelled Online Bo	oking	
1224	WB 03	Sigmund Freud	2	4	Dis	abled	- Annig	
5			114	39	233	15.862.45	1	

You now have all the data and can calculate the average income per person per night according to the calculation formula and then enter it in the HESTA form.

RENEW YOUR LICENSE UP WHICH POS SYSTEMS ARE COMPATIBLE WITH THE LODGIT INTERFACE?

# Which POS systems are compatible with the Lodgit interface?

Via the "POS systems" interface, the restaurant consumption of your overnight guests can be transferred to Lodgit Desk and thus billed on the guest's final bill. But which systems are compatible with Lodgit Desk?

Lodgit Desk supports the protocols Standard (PROTEL compatible), Vectron and GASTWARE. The best way to find out whether the POS system you are using supports one of these two protocols is to contact the manufacturer or sales department.

Which data is transferred?

Lodgit Desk creates a list of checked-in guests and their rooms/bookings. It serves as an orientation and allocation aid for the POS. In return, the cash register creates a file with the consumption and the corresponding guest, which is imported into Lodgit Desk. Consumption items that cannot be assigned appear in an error log; they can then be processed manually.

Please note: Lodgit Desk will not transfer any settlement items to the POS system!

Completing of the HESTA form (CH) UP MAPPINGMASTER - TRANSFER OF PRICES AND LINKING OF EXTRA ITEMS

# MappingMaster - Transfer of prices and linking of extra items

## Prices for rental units

Basically Lodgit only transfers **simplified prices** (compared to the Lodgit price management) to MappingMaster, because this is technically impossible. The prices are transferred in the price table, which is entered

under>Administration>Synchronisation and Online Modules>MappingMaster>Prices and duration for the respective category.

Prices are not transferred directly from the Lodgit price management.

The **default occupancy** of each MappingMaster category is received by Lodgit from MappingMaster.

The **Base Price** must always be entered manually. This is the price that is taken if no other price is entered in the price table for the respective period.

The prices are ALWAYS per night for the respective rental unit with standard occupancy. A differentiation of the price unit is not possible here (unlike in the Lodgit price management).

However, prices from the Lodgit price management can be imported into the table. Please go to the gear wheel below the list and then click on>Load prices from the price management.

The>Price Comparison window opens. You can choose whether you want to import the>prices for rental units or the>category prices from the Lodgit price management. Then select the rental unit or category whose prices you want to import for the selected MappingMaster category. Prices are imported with the price unit "Per night", which corresponds to the standard occupancy.

You can modify this as follows:

You set the check mark at ...

• Ignore default occupancy

ALL prices are loaded independently of the NUMBER OF PERSONS, i.e. with a standard occupancy of 2 persons also those for e.g. 1 or 3 persons, if these are available.

- **Ignore price unit** ALL prices are loaded independently of the PRICE UNIT, e.g. also those for 1 week.
- Delete current price variations of the MappingMaster category XXX Check this box to prevent double display of identical prices.

The prices in the price table for MappingMaster are interpreted as the price for the standard occupancy per night, regardless of which price unit you had in Lodgit price management and to which number of persons you referred there.

If several prices are entered for an identical period, the highest price is always used.

### **Extra Items**

Prices for extra items cannot be transferred from Lodgit to MappingMaster, but extra items from a booking via MappingMaster can be linked to extra items from Lodgit.

For example, if you want to offer a room with breakfast, you should create a>product in MappingMaster, where you check the box "with breakfast" and then enter the price you charge for breakfast as>surcharge. A TOTAL price for room and breakfast (basic price + surcharge) will be transferred.

In Lodgit you have to link the extra item "Breakfast" with the MappingMaster extra item "Breakfast". Please make sure that the set price for the extra item "Breakfast" from Lodgit and the price for the surcharge in MappingMaster match at this point, otherwise the calculation will not work correctly, see below.

The price for Breakfast is usually "per night/ person", but the surcharge in MappingMaster is always "per night/ room".

If it is possible to occupy different numbers of people per room, such as "double room as single room for 1 person" and "double room for 2 persons", an independent product must be created in MappingMaster for each possible occupancy.

#### **Example:**

If you have entered a basic price of  $\in$ 86 for the room in MappingMaster, the room with breakfast is to be offered and you have entered a surcharge of  $\in$ 7, MappingMaster transfers a total price of  $\in$ 93. If a breakfast price of 7,- $\in$  per night/person is entered in Lodgit, the price of 93,- $\in$  will be interpreted as 86,- $\in$  for the room and 7,- $\in$  for the breakfast. For an occupancy with 2 persons there is a basic price of 79,- $\in$ , because 2 \* 7,- $\in$  (2 persons with breakfast à 7,- $\in$ ) = 14,- $\in$  will be deducted from the 93,- $\in$  transferred. This means that you would have had to define a new basic price here in MappingMaster and set up a new product "with breakfast" for this product, for which the surcharge includes the price for breakfast for 2 persons.

Please note: Extra items are ALWAYS treated as a surcharge in Lodgit, which means that they are deducted from the total amount transferred.

Which POS systems are compatible with the Lodgit interface? Up Database Server: Database Malformed

## Datenbankserver: Databank malformed

Lodgit Desk runs with the database server and it displays an error message that the database is malformed.

The following uses may cause the database to display the error "Database" malformed" or "Database is locked". These errors are an indicator that the database is corrupted, leading to data loss.

ATTENTION: This error can occur, for example, if ...

... an instance of Lodgit Desk is connected to the database file via the database server CubeSQL and another instance of Lodgit Desk accesses the same database file directly.

... at least two different CubeSQL database servers can access the same database file simultaneously.

... at least two different instances of Lodgit Desk can access the same database file

directly, without CubeSQL. ... another program accesses the same database file simultaneously or in addition to Lodgit Desk.

The above examples can also cause lead to: Database is locked

Before using an (obsolete) backup version of the database, you should first exclude other possible error sources:

- 1. Please rename your local database. Then try to open Lodgit.
- 2. If you still cannot access your database, make sure that Lodgit Desk is really closed on every computer. Open the CubeSQLAdmin and go to Database. Backup your TEST database by clicking on the test database and then selecting>Server in the menu bar at the top and then>Download Database . Save your test database. Please make sure that your test database is still
- selected and then delete it in the admin tool by clicking the button>drop. 3. If this also did not help, please check if the server database is entered as a local path in your lodgit.4. Only if none of the previous 3 steps was successful, try to restore your
- database (to an older version) via your created backups.

MAPPINGMASTER - TRANSFER OF PRICES AND LINKING OF EXTRA ITEMS UP DATABASE SERVER AND "VANISHED" ONLINE BOOKINGS OR "CHANGING" AVAILABILITIES

# Database server and "vanished" online bookings or "changing" vacancies

When using the database server and a channel manager/ online booking system at the same time, it sometimes seems as if online bookings simply disappear even though the Lodgit desk support assures you upon request that they have been transferred. It can also happen that your channel manager tells you that the availability seems to change all the time, sometimes the rental unit is transferred as occupied, sometimes as free.

This can be because you synchronise online with different databases (retrieve online bookings, transfer availabilities), e.g. because a computer in the network always switches to the local mode because it is not connected to the CubeSQL server and then erroneously synchronises with the local database in which the bookings you are looking for end or from which the availabilities are transferred.

Therefore, please make sure that the synchronisation is switched off in **local** mode for the work **and** test databases of every computer on which you want to work with Lodgit in parallel. Please also switch this off for the test database in database server mode.

1. In **local** mode (see screenshot 1, arrow: Reception (local)) first select the working database.



2. Then go to >Administration >Synchronization and Online Modules at the top of the menu bar and uncheck >Allow this computer for synchronisation if necessary (see screenshot 2, arrow).

	Synchronization and Online Modules										
ledgit	cultu	zz. DIR	S21 HOTEL								
	Options	Synchronize	Multiple-Object Syst								
Specify here, whether and when Loo reservation schedule / channelman	dgit Desk aut ager).	comatically synch	hronizes with the Lodg								
Interval: 10 minutes Control C											
Show status window when auto	matically syn	chronizing									
Send compressed data											

3. Repeat the process for the test database, see screenshot 1.

You must switch off synchronisation in both databases in local mode on each computer on which Lodgit Desk is to be used in parallel in the network.

4. Then switch to the **database server mode**. To do this, go to the menu bar at the top to >File (Mac) or >File (Win) and then to >Use database server.

5. Select the **test** database there and remove the check mark for the automatic synchronisation if necessary (see step 2. above).

6. Then select the **work** database and, if necessary, set the check mark at >Allow this computer for automatic synchronisation. You must allow synchronisation on at least 1 computer, but you can also set this on all computers.

The synchronisation must **ONLY** be activated for the **WORK** database in **SERVER** mode!

In ALL LOCAL databases and in the TEST database in SERVER mode the automatic synchronisation must be switched off.

With other settings, bookings can "disappear" or availabilities "change", since these accidentally end up in other databases or are transferred from them.

You can quickly see that the computer is in server mode by the blue square icon to the left of the> working database. If the symbol is white/yellow, the computer is in local mode, see screenshot 3 and screenshot 1.



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## How to connect Lodgit and Airbnb

To connect Lodgit Desk with Airbnb you need the Lodgit Online System for the unit you want to connect to Airbnb and this has to be synchronised. To connect Lodgit Desk with Airbnb you need the Lodgit Online System for the unit you want to connect to Airbnb and this has to be synchronised.

- Login to our customer area and navigate to "Lodgit Online Systems" > "Settings".
   Loggen Sie sich in den von Lodgit ein und navigieren zu Lodgit Online-Systeme > Einstellungen.
- 2. Select the rentable unit you want to synchronise with AirBnB.

Account	Settings	
Lodgit Online Systems		
Overview Online Bookings	Define the settings for the beha	avior and appearance of the Online Booking System. The preferences can be defined
Booking Calendar and Owner-Booking	individually for each object.	
Settings	Configure Objects	Show: Overview Description Limit Child Discounts
Adminbereich	Pension "Sonnenschein"	Image Gallery Booking Calendar (continuous)
Accounts	DZ C	Overvit Booking Calendar (monthly)
Neuer Account	EZ A	Link to the unit's Booking System
Lizenztypen	EZ C/DZ B	The Online Booking System for the rentable unit DZ C can be found under the following
Zusatzmodule		URL:
Bestellungen	Ferienwohnungen "Entspan Ferienhaus Entspannung	https://www.lodgit.com/online-buchen/FZK6A-E1HQB-UJHRC-SRBHB-A4NV0-W5UQX-
Onlinebuchungen	Ferienwohnung 1	EL
ICS Feeds	Ferienwohnung 2	

3. Check the box "activate ics Feed.

4. Copy the link to your ics feed (highlighted in red) and integrate it in your Airbnb listings according this FAQ.

Database server and "vanished" online bookings or "changing" availabilities  $$$\rm Up$$  How do I delete an online booking?

## How do I delete an online booking?

Bookings that are manually entered into the reservation schedule can be deleted by going to the command in the menu bar or right-click menu as well as hitting the DELETE key while having it selected.

If the booking came in through the Lodgit Online Booking System or the Channel Manager, the process is a little different:

If a booking came in **through the Lodgit Online Booking System** and you select the DELETE command, you'll first set the booking as "to be deleted". They'll be marked in the schedule with diagonal stripes. During the next synchronisation, the cancellation will be sent to the server (so that it's listed correctly in the online list of your bookings). Only after this synchronisation will it be set to the status "Cancelled Online Booking" and you can delete the booking from the schedule.

If a booking came in **through the Channel Manager**, you can delete the booking quite normally. However, it's important to note that no cancellation notice will be sent to the channel manager, only the vacancies will be updated. If a cancellation notice comes in from the channel manager, you will receive a message in your error log and can manually delete the booking.

How to connect Lodgit and Airbnb Up Highlighting blocking periods in the Lodgit Online system Booking Calendar

## Highlight blocked dates in the Lodgit Online system booking calendar

The Lodgit online systems feature four colours as standard:

Grey	Past	Shows the past
Red	Occupied	Indicates whether there is a booking in this period.
Blue	Locked	Indicates an unoccupied but locked period. Locked periods are defined independently of existing bookings in Lodgit Desk via " Administration > Synchronisation and Online Modules > Lodgit > Disabled Time Frames ".
Green	Free	In this period there is neither a booking nor a locked period defined. The rental unit can be booked.



To do this, go to Lodgit Online Systems > Settings > Occupancy Plan in your personal user area (Lodgit.com) and use the URL from the red box. Make sure that the option "Do not highlight blocked periods" is deactivated before copying the URL.

https://www.lodgit.com	/online-buchen/Y44Q5-6NHQP-27CEC-CGBK8-43DLL-YRCK A6/schedule_map	z-
Ontions		
Options		
The booking calendar can be on option below, the code example URL, its default value will be us	configured using parameters in the URL. Whenever you char les will be updated accordingly. If a parameter isn't listed in sed.	ige an the
Language:	Not Specified (same as browser)	1
	Forces the Booking Calendar to be displayed in the spec anguage	cified
	fault: »Not Specified (same as browser)«	
Gesperrte Zeiträume nicht		
hervorheben:	Schaltet den Lodgit-CSS-Stil für 'Gesperrte Zeiträume' a	us.
	Diese werden damit im Belegungsplan rot dargestellt.	
cample code for embedd	ling the schedule with an iframe	
and the second second	A CALL MARKET AND A CALL AND A CA	22.

If, on the other hand, you do not want to highlight the blocked periods, check the box "Gesperrte Zeiträume nicht hervorheben" (Do not highlight blocked periods) and then copy the link. The parameter "skip\_block\_css=1" will be added to the URL. This ensures that blocked periods are still displayed in red in the allocation plan.

For technical reasons, it is unfortunately not possible to additionally set the colour blue if a channel manager is active at the same time.

Attention: Wherever you have saved this link so far (e.g. as a bookmark), it must then be changed manually and saved again.

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# GoBD-export - How do you access the data during a tax audit?

The tax office / the tax auditor receives data access according to Z3 / data export. You can find it in Lodgit Desk under>Administration>Additional modules>GoBD Journal Export. Please enter the desired period to be exported and then your company data. Then specify the storage location for the data. This folder must be readable, writable and erasable.

Then click on the "GoBD" button and the data is exported to the previously defined storage location in accordance with the IDEA standard.

You can then transfer the data for inspection.

Highlighting blocking periods in the Lodgit Online system Booking Calendar UP Seperate Invoices for one Booking

## Seperate Invoices for one Booking

There are two ways to issue two separate invoices for one booking; these can of course have different payment methods.

## Quick and dirty:

Add a deposit of 50% to the booking and issue the deposit invoice to quest no. 1 and the final invoice to the second guest, if this procedure is OK for them.

### Proper but elaborate:

- 1. In principle Lodgit Desk needs two bookings for two separate invoices. The program offers the possibility to draw in bookings on top of each other in the same room. And this is what you have to do.
- same room. And this is what you have to do.
  Take one of the bookings for guest no. 1 and the other for guest no. 2 and reduce the price of each booking to 50% (e.g. if the room costs 50,-€/night change the room price to 25€/night).
- change the room price to 25€/night).
  3. You can select and invoice these bookings individually. You can switch between the bookings when right clicking on the booking in the reservation schedule and selecting "select overbooking".

GoBD-export - How do you access the data during a tax audit? Up Display Options for the Occupancy Plan

## Display Options for the Occupancy Plan

When you integrate the occupancy plan for an individual rental unit, you have two display options.

First you should make sure that all information required for using the online modules has been entered. The menu item "Missing information" in the left bar of your account must no longer be visible. If it is still displayed, click on it and enter the required data.

Note: Although you cannot receive any bookings through the occupancy plan, you must specify at least one payment type for your own bookings.

Now go to "Settings" and select the rental unit for which you want to display the occupancy plan.

In the upper drop-down menu "Display" you can now select either the occupancy schedule or the occupancy calendar.



#### The occupancy plan is a continuous display:



The occupancy calendar displays the occupancy on a monthly basis:

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August 2018					September 2018				Oktober 2018												
Мо	Di	Mi	Do	Fr	Sa	So	Мо	Di	Mi	Do	Fr	Sa	So		Мо	Di	Mi	Do	Fr	Sa	So
		1	2	3	4	5						1	2		1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9		8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16		15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23		22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30		29	30	31				

If you prefer continuous display, select "Availability". Then check the box "Publish occupancy schedule for this rental property" and save this change. A little further down on the page you will find a code snippet that you can use to integrate the layout into your website in an iFrame.

If you would like to have a monthly display, select "Availability calendar". Then check the box "Publish availability calendar for this rental property" and save this change. Here you can also make some settings for the calendar, e.g. how many months should be shown. A little further down on the page you will then find a code snippet that you can use to integrate the occupancy calendar into your website in an iFrame.

Seperate Invoices for one Booking  $U_P$  Completing and setting the cash book to 0

## Completing and setting the cash book to 0

1. Determine the amount of money in your cash register by reading the cash register via Administration> Cash register... and read the current amount from the cash register.

File E	dit Bo	okings	Administration	Lists	View	Windows				
	Occu	K	Objects and R Guests Prices	entable	Units	^				
Jaro Lake"	0,00 % 0,00 % 0,00 %	Selec	Texts Agent Commis	Texts Agent Commissions						
		C-WI	Create Receip Cashbook	t		^☆B ^☆K				
Re	fine Search Avail	WL H	Cashbook Arc	hives						
	3 4	WL H	Corresponden Financial Repo	ce orts		► ^☆T				
	2 2 4	WL H	List of Open In Dunning Run	voices						
	5	WL H	Birthdays							
		SL HA	Additional Modules Synchronization and Online Modules							

2. Transfer the amount to another accounting account via a private withdrawal or a money transfer to the bank in the cash register...

#### Manual of the Lodgit Desk - Hotel Software

•••		Create Receipt					
Sale (Receipt)	Purchase (Recording) Bank to	o Cash	Cash to Bank	Private Deposit Pr	ivate Withdrawal		
Date:	Now 27.09.18 © 15     Receipt Number Renear Standard	:58:43	C Language:	English (Default)	\$		
Rentable Object:	Cabins "Water Lilies"		<ul> <li>✓</li> <li></li> </ul>				
Payment method:	Cash to Bank						
Create line item in	Individual History	>	Description reset cash amount	Counte 1200	Amount 556,00		
Description: Price:	reset cash amount 556,00 \$						
Counter Account:	1200	0					
		X	Total (Cash to Bank):		\$556,00		
Cashbook			🗙 Action 👻	Preview	Cancel		

#### ... and save this transfer.

X Total (	Cash to Bank):		\$556,00
	Action	Print Create PDE	Cancel
08.09.2018	13.09.2018 13.09.2018	Save Only	SH SR 01 WL HH 04
06.09.2018 06.09.2018	10.09.2018 12.09.2018	Holiday Homes "Sagua Hotel "Sunny Hills"	ro Lak SL HA 01 SH SU 01

3. Open the cash journal again and create a financial statement for the current date.

			Cashbook (List of	Cash Document	s)		
This list cor	ntains all cash	payments.				c	Carryover: \$0,00
Date	Time	Recipient/Refere	Туре	No.	Incoming	Outgoing	Balance
27.09.18	15:53:57	Matthew Edwards	Sale (Receipt)	000001	\$556,00		\$556,00
27.09.18	16:00:35		Cash to Bank	000002		\$556,00	\$0,00
			Cashbook Balan	ce			
	Enter						
	16:0	01:22 C o'cl	ock Today (27.	09.18)	<b></b>		
		Print and Save	Save Nov	c			
	_						
							Total: \$0,00
*	Cr	eate Receipt	Balance		Close and Oper	n Archives	Close

4. You can now either print this financial statement, which has been settled to 0.00, directly or later via the archive (Administration> Archive> Cash book).

•••		Cashb	ook Archives		
In the list b	elow you will find	all saved cash	balances. Here, you	ı can print the	se out again.
Month	September	ᅌ Year	2018	0	
From			То	Total	
27.09.18	15:53:57	2	27.09.18 16:01:22	0,00	
<b>*</b> -				Preview	Print

DISPLAY OPTIONS FOR THE OCCUPANCY PLAN UP MACOS HIGH SIERRA: DO NOT STORE DATABASE IN THE ICLOUD

# macOS High Sierra: Do not store database in the iCloud

**Problem:** When updating macOS to High Sierra (version 10.13), you are offered by default to save the Documents and Desktop folders in the iCloud. As your Lodgit database is no longer located locally on your Mac's hard drive, working with Lodgit Desk can become very slow - especially if your Internet connection is slow. There is also a risk that the synchronisation process will access the database while Lodgit Desk is trying to write, thereby corrupting the database.

Please note: As of Lodgit Desk version 2.1.4, the folder "Lodgit Desk Data" is created by default under >User >Lodgit Desk Data during a new installation.

**Solution:** The Lodgit Desk database must still be stored locally on your hard drive. To do this, please proceed as follows:

- 1. Quit Lodgit Desk.
- 2. Open your *Documents* folder in the Finder (Finder: Go > Documents).

3. Open a second Finder window and go to your *Home* folder. (Finder: File > New Window; Go > Home.

4. Move the Folder "Lodgit Desk Data" from your Documents folder to your Home folder.

5. Start Lodgit Desk.

6. Since your database folder is no longer where it was last, you will be prompted to redefine the database folder

	Select Database Location The currently used location for databases "Macintosh HD:Users:fb:Documents:Lodgit Desk Data:" could not be found or is write-protected. It may have been moved, rename deleted or you do not have access to it.
Press "Se contains	lect" and choose the folder that will contain the databases. If the selected folder already Lodgit Desk databases those will be used and not overwritten.
A	Please note!
<u> </u>	Lodgit Desk uses an sqLite database to store your data. Due tue technical restrictions this type of database is not designed to work in shared folders and be accessed and edited from multiple computers simultaneously. Apart from shared folders in your local network this includes cloud storage services such as Dropbox, iCloud Drive, Google Drive, Amazon Cloud Drive, Microsoft OneDrive etc. Using a database stored in such a folder poses the high risk of data lost or corrupt databases.
Fold	Lodgit Desk uses an sqLite database to store your data. Due tue technical restrictions this type of database is not designed to work in shared folders and be accessed and edited from multiple computers simultaneously. Apart from shared folders in your local network this includes cloud storage services such as Dropbox, iCloud Drive, Google Drive, Amazon Cloud Drive, Microsoft OneDrive etc. Using a database stored in such a folder poses the high risk of data lost or corrupt databases.

Click the button *Select* and select the "Lodgit Desk Data" folder in your Home folder. Click *Continue*.

7. Lodgit Desk opens as before.

Completing and setting the cash book to 0 Up Database server error: Database is locked

## Database server error: Database is locked

"Database Locked" means that the database is blocked by a user (e.g. Lodgit Desk or cubeSQL). This locking serves to avoid data loss and is automatically removed in most cases as soon as the user has finished the respective action; this usually only takes a few seconds.

The following uses may cause the database to display the error "Database is locked" or "Database malformed". These errors are an indicator that the database is corrupted, leading to data loss.

ATTENTION: This error can occur, for example, if...

...an instance of Lodgit Desk is connected to the database file via the database server CubeSQL and another instance of Lodgit Desk accesses the same database file directly.

...at least two different CubeSQL database servers can access the same database file simultaneously.

...at least two different instances of Lodgit Desk can access the same database file directly, without CubeSQL.

...another program accesses the same database file simultaneously or in addition to Lodgit Desk.

The above examples can also cause lead to: Database Malformed

Under certain circumstances, the database may not be automatically released again, even if the action is already complete. In this case, you receive the "Database Locked" error message. You can resolve this error as follows:

Step 1: Close Lodgit Desk on all computers.

Make sure that no other programs access the databases. Open the cubeSQLAdmin tool and check under "Clients" whether the databases are still accessible.

00			cubeSQL (I	ocalhost:4430)			
Server	Cor	nnected Clients					
Databases	ID	Address	Username	Connection Date	Last Activity	Database	Туре
Tables & Indexes	5	127.0.0.1	admin	2015-01-30 1	2015-01-30	. Lodgit Database	. REAL Studio 2014.0
Console	7	192.168.178.10	admin	2015-01-30 1	2015-01-30	. Lodgit Database	. REAL Studio 2014.0
	8	127.0.0.1	admin	2015-01-30 1	2015-01-30	. N/A	REAL Studio 2012.0
Security							
🧟 Users & Groups		The		ill access	to the		
🛒 Privileges		The	e is si	in access	to the		
Advanced		data	bases	of Lodgit	Desk.		
📆 Schedules						•	
📀 Restore							
👚 Backup							
Administrator							

0 0			cubeSQ	L (localhost:4430)		
Server	Con	nected Clie	nts			
Databases	ID	Address	Username	Connection Date Last Activity	Database	Туре
Tables & Indexes	1	127.0.0.1	admin	2015-01-30 0 2015-01-30 0	N/A	REAL Studio 2012.0
Console					1	
💼 Clients			No	o access to Lodgit		
Security			De	esk databases.		
🏩 Users & Groups						
茸 Privileges						
Advanced						
📅 Schedules						
📀 Restore						
👚 Backup						
Administrator						

When the database is no longer accessed (lower picture), reopen Lodgit Desk. In most cases this will already solve the problem. If the problem persists, go to step 2.

Step 2: End the external access to the databases.

Open the cubeSQLAdmin tool and check under "Databases" whether the database is locked by another user. This can be done by virus scanners or backup tools.

000		cubeSQL (localhost:4	430)			
Server	Data	bases				
E Databases	Status	Name	Locked	Lock Owner	Encrypted	Restore
Tables & Indexes	0	Lodgit Database.lxdb	Yes	admin	OFF	OFF
Console	0	Lodgit Test Database.lxdb	No	N/A	OFF	OFF
Clients						
ecurity						
Lusers & Groups						
🛱 Privileges						
dvanced						
TT Schedules						
🤨 Restore						
I						

For database backups you should always use the cubeSQL server function. You can find these under "Schedules" in the cubeSQLAdmin (more information in our step-by-step guide).

It is possible that the cubeSQL server locks the databases when creating the backup for security reasons. If the error occurs at a time when you usually make a backup, please wait a few minutes and then check the status of the database again.

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000		cubeSQL (localhost:4	430)			
Server	Data	bases				
E Databases	Status	Name	Locked	Lock Owner	Encrypted	Restore
Tables & Indexes	0	Lodgit Database.lxdb	No	N/A	OFF	OFF
Console	۲	Lodgit Test Database.lxdb	No	N/A	OFF	OFF
Clients						
Security						
🔔 Users & Groups						
😅 Privileges						
Advanced						
Schedules						
🛃 Restore						
T Backup						

If you still cannot open your Lodgit Desk, go to step 3.

#### Step 3: Manual unlocking of databases

You can also unlock the database manually with the cubeSQLAdmin tool. First, make sure that Lodgit Desk is shut down on all computers:

00			cubeSQ	L (localhost:4430)		
Server	Со	nnected Clie	nts			
Databases	ID	Address	Username	Connection Date Last Activity	Database	Туре
Tables & Indexes	1	127.0.0.1	admin	2015-01-30 0 2015-01-30 0	N/A	REAL Studio 2012.0
Console					1	
💼 Clients			NC	o access to Lodgit		
Security			De	esk databases.		
🟦 Users & Groups						
🛒 Privileges						
Advanced						
5 Schedules						
😧 Restore						
T Backup						
Administrator						

Then go to "Console" and execute the SQL commands "UNLOCK database 'Lodgit Database.lxdb'" and "UNLOCK database 'Lodgit Test Database.lxdb'". **Please pay special attention to upper and lower case!** 

000	cubeSQL (localhost:4430)	
Server	Console UNLOCK database 'Lodgit Database.lxdb'	
Console		
Security Lusers & Groups Privileges	Database: None +	Execute
Advanced Schedules Restore Backup		

000	cubeSQL (localhost:4430)	
Server	Console UNLOCK database 'Lodgit Test Database.lxdb'	
Clients Security	Database: None +	Execute
Advanced Schedules Restore Sackup		

Then open Lodgit Desk. If the problem persists, go to step 4.

#### Step 4: Restart the cubeSQL server

As in step 3, make sure that Lodgit Desk is closed on all computers and that there is no access to the databases:

00			cubeSQ	L (localhost:443	0)		
Server	Co	nnected Clie	nts				
Databases	ID	Address	Username	Connection Date	Last Activity	Database	Туре
Tables & Indexes	1	127.0.0.1	admin	2015-01-30 0	2015-01-30 0	N/A	REAL Studio 2012.0
Console						1	
💼 Clients			No	o access to	o Lodgit		
Security			De	esk databa	ises.		
🗟 Users & Groups							
🛒 Privileges							
Advanced							
5 Schedules							
📀 Restore							
👚 Backup							
Administrator							

You can then close the cubeSQLAdmin tool and restart the server service. On a Windows system, this is done in the Control Panel under "System and Security> Administration> Services".



## Eigenschaften von cubeSQL (Lokaler Computer)

	Allgemein	Anmelden	Wiederherstellung	g   Abhängigkeite	en
	Dienstnar	ne: cul	besql.exe		
	Anzeigen	ame: cul	beSQL		
	Beschreib	oung: Ap	ooweful sqlite base	d DBMS.	0
	Pfad zur E "C:\Progr Starttyp:	∣ EXE-Datei: am Files∖SQ Au	Labs\cubeSQL\cu	ubesql.exe''	~
h					
	Dienststat	tus: Be	endet		
	Start	ten	Beenden	Anhalten	Fortsetzen
				die überoormen	werden sollen
ľ	wenn der	Dienst von ł	nier aus gestartet v	vird.	werden solien,
	Startparar	meter:			
			ОК	Abbrech	<b>en</b> Übernehmen

Eigenschaften von cubeSQL (Lokaler Computer)
Allgemein Anmelden Wiederherstellung Abhängigkeiten
Dienstname: cubesql.exe
Anzeigename: cubeSQL
Beschreibung: A poweful sqlite based DBMS.
Pfad zur EXE-Datei: "C:\Program Files\SQLabs\cubeSQL\cubesql.exe"
Starttyp: Automatisch 🗸
Dienststatus: Wird ausgeführt
Starten Beenden Anhalten Fortsetzen
Bieltännen die Stattparameter angeben, wenn der Dienst von hier aus gestartet wird.
Startparameter:
OK Abbrechen Übernehmen

On a Mac system this is done in the system settings under "Miscellaneous> cubeSQL".





If you still cannot open your Lodgit Desk, go to step 5.

Step 5: Restart the computers

If none of the previous steps have been successful, restart all computers on which Lodgit Desk and/or the cubeSQL server is installed.

 ${\sf MacOS}$  High Sierra: Do not store database in the iCloud  ${\sf Up}$  Transmitting prices and linking extra items to MappingMaster

# Transmitting prices and linking extra items to MappingMaster

### Problem

The prices MappingMaster transmits do not match those of the Lodgit price management, although Lodgit sends prices and booking durations to MappingMaster and the extra items are also linked.

### Solution

#### **Unit Prices**

In principle, Lodgit only transfers **simplified prices** (compared to the Lodgit price management) to MappingMaster, because it is technically impossible to do otherwise. The prices are transmitted in the price table, which is entered under>Administration>Synchronisation and Online modules>MappingMaster>Prices and booking duration for the respective category.

Prices are not transferred directly from the Lodgit price management.

The **default occupancy** of each MappingMaster category is received by Lodgit from MappingMaster.

The **base price** must always be entered manually. This is the price that is taken if no other price is entered in the price table for the respective period.

The prices are ALWAYS per night for the respective rental unit with standard occupancy. A differentiation of the price unit is not possible here (unlike in the Lodgit price management).

However, prices from the Lodgit price management can be imported into the table. Please click on the gear wheel below the list and then click on>Load prices from the price management.

The>Price Comparison window opens. You can choose whether you want to import the>prices for rental units or the>category prices from the Lodgit price management. Then select the rental unit or category whose prices you want to import for the selected MappingMaster category. Prices are imported with the price unit "Per night", which corresponds to the standard occupancy.

You can modify this as below:

You check the box:

- Ignore Standard Occupancy ALL prices are loaded independently of the NUMBER OF PERSONS, i.e. with a standard occupancy of 2 persons also those for e.g. 1 or 3 persons, if these are available.
- Ignore Price Unit ALL prices are loaded independently of the PRICE UNIT, e.g. also those for 1 week.

Delete existing price variations of the MappingMaster category "XXX" Check this box to prevent double display of identical prices.

The prices in the price table for MappingMaster are interpreted as the price for the standard occupancy per night, regardless of which price unit you had in Lodgit price management and to which number of persons you referred there.

If several prices are entered for an identical time period, the highest price is always used.

#### **Extra Items**

Prices for extra items cannot be transferred from Lodgit to MappingMaster, but extra items from a booking via MappingMaster can be linked to extra items from Lodgit.

For example, if you want to offer a room with breakfast, you should create a>product in MappingMaster, where you check the box "with breakfast" and then enter the price you estimate for breakfast as>surcharge. A TOTAL price for room and breakfast (basic price + surcharge) will be transferred.

In Lodgit you have to link the extra item "Breakfast" with the MappingMaster extra item "breakfast". Please make sure that the set price for the extra item "Breakfast" from Lodgit and the price for the surcharge in MappingMaster are the same, otherwise the calculation does not work correctly, see below.

The price for breakfast is usually "per night/person", but the surcharge in MappingMaster is always "per night/room".

If it is possible to occupy different numbers of people per room, such as "double room as single room for 1 person" and "double room for 2 persons", an independent product must be created in MappingMaster for each possible occupancy.

#### Example

If you have entered a base price of  $\in$ 86 for the room in MappingMaster, the room with breakfast is to be offered and you have entered a surcharge of  $\in$ 7, MappingMaster transfers a total price of  $\in$ 93. If a breakfast price of 7,- $\in$  per night/person is entered in Lodgit, the price of 93,- $\in$  will be interpreted as 86,- $\in$  for the room and 7,- $\in$  for the breakfast. For an occupancy with 2 persons there is a basic price of 79,- $\in$ , because 2 \* 7,- $\in$  (2 persons with breakfast à 7,- $\in$ ) = 14,- $\in$  will be deducted from the 93,- $\in$  transferred. This means that you would have had to define a new basic price here in MappingMaster and set up a new product "with breakfast" for this product, for which the surcharge includes the price for breakfast for 2 persons.

Please note: Extra items are ALWAYS treated as a surcharge in Lodgit, which means that they are deducted from the total amount transferred.

DATABASE SERVER ERROR: DATABASE IS LOCKED UP USE LODGIT DESK ON MORE THAN ONE COMPUTER

# Use Lodgit Desk on more than one computer

In the standard version, Lodgit Desk is available only in single user mode. That means all the data is saved locally on your computer and you are responsible for the security of said data. It also means the data is only available on one computer.

There are, however, a couple of options to access Lodgit Desk and your data from different work stations.

### **Optional additional module "Interface: Database Server"**

With the additional module you'll be able to store the database on a virtual server and access it from different workstations. The server will be installed on a computer in your network; it needs very little resources so you can install it on a regular workstation. While the server is designed and tested to work in a local, wired network it is theoretically possible to gain...

### Access via VPN or Terminal Server

It is technically feasible to get access to the database server from outside the local network. There are two options:

- 1. Access via **VPN** (Virtual Private Network) it works but often rather slowly.
- Some Lodgit Desk users have installed the database server successfully on a terminal server. Thus they have access to their data via the web. Please note: Installation of a terminal server is rather complex and should only be carried out by experienced it experts.

As the performance of both aforementioned configurations depends on the quality (and especially the latency) of the users internet connection we unfortunately can neither guarantee nor offer support for these configurations.

### **Remote access tools**

For accessing Lodgit Desk via the internet, we recommend using a (often free) remote access tool like TeamViewer. This will allow you to access the computer with Lodgit Desk on it remotely. There is no need to install the software on more than one computer.

This method, however, does not allow the simultaneous access of more than one user.
Manual of the Lodgit Desk - Hotel Software

## Assign Booking

#### Issue

The note "Assign Booking" appears in the lower right corner of the reservation schedule;



## Solution

A booking that could not be assigned to a rental unit was transferred from the online systems or from the channel manager. Such a booking can be created if a room of the desired category was available for the guest for the entire stay, but not in the same rental unit, so that you either have to reorder the bookings in the corresponding room category or the guest has to move.

Filter the booking list by "Bookings without rental unit". The unassigned bookings are now displayed.

Open these bookings and assign them to a rental unit.

Use Lodgit Desk on more than one computer Up Charge cancellation fees

## How to charge cancellation fees

#### Issue

A guest cannot embark on his journey. Since cancellation fees have been agreed, but the accommodation invoice has already been paid, a corrected invoice must be issued. In our example the guest has to pay 90% of the original price, 10% will be refunded.

### Solution

1) The paid, original invoice must be cancelled and the corrected invoice sent to the guest, since the accommodation is no longer needed.

2) In addition, you must create a new invoice (preferably both with the same date, e.g. today).

3) Create an extra item for this invoice. You should name this item something meaningful, e.g. with "Cancellation fees for booking XYZ in room ZYX" and rate it with a positive amount representing 90% of the original price.

4) Place the extra item on the new invoice. Send this invoice to the guest as well and pay back the amount equivalent to 10%.

5) The cash balance is correct and the costs have been charged correctly.

Tip: Many situations in which refunds or vouchers have to be shown can be solved using extra items. You can create one extra item for each specific case (also with negative amounts).

Assign booking Up Sell and redeem vouchers in Lodgit Desk

# Sell and redeem vouchers in Lodgit Desk

You want to issue and/or redeem vouchers for a certain amount of money in Lodgit Desk.

### Issue a Voucher

First create an extra item "Voucher" in your extras administration (Administration > Extras & Packages).

		Entran	Packages				
		Extras	Packages	_1			
Name	Title	Tax	Price in €	Price Unit	Account	Options	
• Freizeit							+
Fahrradverleih	Fahrradverleih	19,0 -	10,00	per day/piece 🔻	8300		+
Getränke							\$
Bier 0,51		19,0 🔻	4,00	per piece 🔻 🔻	8300		\$
Cola		19,0 -	3,00	per piece 💌	8300		+
Wasser		19,0 🔻	2,50	per night/per	8300		\$
Fanta		19,0 🔻	3,00	per piece 💌	8300		+
<ul> <li>Kurtaxe</li> </ul>							\$
Kurtaxe Erw.		0,0 🔻	2,00	per night/piece	0		+
▼ Kram							\$
Voucher		0,0 =	0,00	per piece	1111		+
Endreinigung		19,0 🔻	20,00	per piece 🛛 🔻	9999		\$
WLAN		19,0 🔻	1,00	per night/per*	2020		\$
Kaution		0,0 🔻	150,00	per piece 🛛 🔻	1525		+
Vermittlung		19,0 🔻	-72,00	per piece 🛛 🔻	8300		\$
Haustiere		19,0 🔻	10,00	per piece 🛛 🔻	9400		\$

If the voucher is paid with cash or credit card you can now create a voucher by creating a receipt (Administration > Create Receipt). If you want to personalise your voucher you can also add an recipient here.

If your voucher will be paid by wire-transfer you need to add the extra item to a booking and create a bill specifically for this extra item. Proceed as follows:

- 1. Select and open a booking in which the purchaser of the voucher is a guest. If there is no such booking simply draw a new booking in the Reservation
- Schedule and add the purchaser as the main contact. 2. Add the voucher to the extra items of this booking (Go to: Services > Tab "Extras/Packages" > Click on "Add extra item" > select "Voucher").
  Edit the voucher so it has the correct price and tax rate.
  Issue an invoice for the voucher via: Button "Invoice" > only drag "Voucher"
- into the column "items to be invoiced" > issue the invoice.

- You might have to alter your invoice texts for the voucher (tab "texts" in the invoice-window). If you issue vouchers on a regular basis you might consider adding a language set "Vouchers" to your Lodgit Desk.
   If you created a booking in step 1, this can now be deleted since the invoice
- 6. If you created a booking in step 1, this can now be deleted since the invoice will still be archived in your invoices and also be associated with the guest in the guest-management.

In order to follow up on your vouchers it is recommended you keep a list of your vouchers outside Lodgit Desk in a spread sheet (e.g. Excel).

### Redeem Voucher

When redeeming an issued voucher, you can either use the same extra item as when issuing a voucher, or create a separate extra item according to the same pattern.

Then add the extra item to the booking and enter the corresponding data (negative value, value-added tax of the voucher). When the invoice is created, the entire booking is then settled normally.

CHARGE CANCELLATION FEES UP CREATE COMMENTS AND REMARKS ON INVOICE ITEMS

## Create comments and remarks on invoice items

If you want to add a comment to the items of an invoice (and the description of the invoice items themselves is not sufficient for you), you can create an **empty package**, **add it to the booking**, **change the name** if necessary, **ensure that the package name is printed** on invoices and **then include this in the invoice**.

- 1. First create a new, empty package in the package administration (Administration> Extras and Packages> tab "Packages"> click the + below the package list to create a new package).
  2. Now add this package to a booking (In the booking window > Services > tab
- "Extras/Packages" > Add package). Make sure that "Print Name> On invoices" is checked.

General	Services	Guests / Group	Corresponder	nce Overview		
	Accomr	modation Extras/Pa	ckages De	posits City/Accor	mmodation Tax	
A	dd extra item:	•	_	Add package: Add package:	-	Delete
Name BP HA02		Timeframe	Amount	Riking Specia	Tax	surch
Base Price p	per night	10.09.18 - 27.09.18	1	Wollnoss Spo	oiol : 5,0	
Test comment	t			Base Prices Breakfast incl		
Package	Test comm	nent Offst for		edit name	Test commer	it
Format	o standa	ard That fee		Beneath Accomm	nodation (surcharge	2)
Print title	On Off	fers On Confir	mations	On Invoices		
Recipient	Kelly, Err	nest				0
Offer	Confirmat	ion Invoice			Reset	Save

3. Then create the invoice, whereby you also settle the package and drag it to its desired location (i.e. above or below another invoice item) using Drag& Drop.

4. If all settings have been made correctly, the calculation should look something like this:

Sayuaro Lar	Ke Holiday Ho	omes		
Holiday Homes "Saguaro Lake" - 1025 N Stewart Mountain Dam Rd - AZ 85215 Mesa				
Mr Ernest Kelly 552 Lafayette Road Portland, ME 04101 United States of America				
		Inv	linvoice D	er: 18.00001 ate: 27.09.18
Dear Mr Kelly,		Inv	oice Numb Invoice D	er: 18.00001 ate: 27.09.18
Dear Mr Kelly, We are charging the following items for your stay w	ith us:	Inv	oice Numb Invoice D	er: 18.00001 ate: 27.09.18
Dear Mr Kelly, We are charging the following items for your stay w Title	ith us: Guests Quantity	Inv per item	TAX	er: 18.00001 ate: 27.09.18 Line Total
Dear Mr Kelly, We are charging the following items for your stay w Title SL HA 02 10.09.18 - 27.09.18 Price: 25,00 \$ per night/person Test comment	ith us: Guests Quantity 6 17	per Item \$25,00	TAX 5,0%	er: 18.00001 ate: 27.09.18 Line Total \$2.550,00
Dear Mr Kelly, We are charging the following items for your stay w Title SL HA 02 10.09.18 - 27.09.18 Price: 25,00 \$ per night/person Test comment Total (incl. TAX):	ith us: Guests Quantity 6 17	per Item \$25,00	TAX 5,0%	er: 18.00001 ate: 27.09.18 Line Total \$2.550,00 \$2.550,00

Sell and redeem vouchers in Lodgit Desk Up Highlighting Special Periods in the Occupancy Plan

# Highlighting Special Periods in the Occupancy Plan

In Lodgit Desk you can mark special periods, such as holidays or city festivals, by taking advantage of an object/rental unit location.

**Version 1:** Create a new object with a rental unit and drag it to the top or bottom of the object list. You can use the object colour to delimit this in the occupancy schedule list. This method is suitable if you only have one object, or the selected periods are identical for all objects. This version also does not affect your evaluations within Lodgit Desk, since you can perform all evaluations object-related.

**Version 2:** Alternatively, you can simply create a new rental unit in an existing object. You can use the abbreviation to place it at the beginning or end of the rental unit list; you can differentiate it from the others by using an individual colour. You can use this version to select object-specific periods and easily show and hide them together with the object. However, you should bear in mind that this version may affect your evaluations and analyses, since this rental unit is considered part of your object.

No matter which version you choose, you should now have created a rental unit for your periods. In this rental unit, you now create bookings for the duration of these special periods. With the help of the booking label "Individual text" you can explain the period in more detail.

**Tip 1:** Choose a booking status that you do not otherwise use, or only rarely use, to distinguish these periodic bookings from the normal bookings. Note also that the booking statuses Tentative, Locked and Cancelled Online Booking do not require a main contact.

**Tip 2:** Use the booking labels to indicate the type of periods (e.g. holidays, city festivals or trade fairs).

CREATE COMMENTS AND REMARKS ON INVOICE ITEMS UP INVOICE WITH COMPANY ADDRESS BUT REGISTRATION FORM WITH GUEST ADDRESS

## Invoice with Company Address but Registration Form with Guest Address

A guest arrives and wants the invoice to be sent to the company address. The registration form, on the other hand, should have her private address.

To settle the booking in this way, two guests must be created in the guest administration:

- 1. The guest with her private address
- 2. The company with the company address

A new booking is then created. The company is added as the main contact (make sure that the box "Is guest herself" is NOT selected), the guest herself is added under Guests.

When you create the registration form, you select the guest as a person and her private address appears on the registration form.

When the invoice is created, it's sent by default to the main contact, i.e. the company. In the "Options" tab in the drop-down menu "Print options" in the invoice window, select "Print guest names" to include the guest's name in the invoice.

HIGHLIGHTING SPECIAL PERIODS IN THE OCCUPANCY PLAN UP ATTACHMENTS SENT BY MAIL WILL BE SENT TO THE RECIPIENT AS 'WINMAIL.DAT'

# Email attachments will be sent to the recipient as 'winmail.dat'

#### Issue

In some cases it can happen that sent e-mail attachments do not arrive in the intended file format (e.g. .pdf), but reach the recipient as 'winmail.dat'. This occurs when sending via the mail program Outlook.

### Solution

Please configure your email preferences. Please pay particular attention to the settings for using the MAPI interface with Microsoft Outlook 2013.

Invoice with Company Address but Registration Form with Guest Address  $$\mathsf{U}_{\mathsf{P}}$$  Change Language of Lodgit Desk

## Change Language of Lodgit Desk

Normally, Lodgit Desk is displayed in the language selected as the system language on your computer, i.e. in German or Spanish, if this is your default language, and in English for any other language.

In Lodgit Desk, however, you can work in German, Spanish, or English, regardless of your system language.

#### Mac

You can use the Language Switcher app to change the language of selected programs. Once you have opened the app, select Lodgit Desk and then select German, Spanish or English, depending on which language you want to work in Lodgit Desk.



### Windows 10

Under Windows 10, the language in which Lodgit Desk is displayed depends on the language of the operating system - the ability to set different languages for the windows of different programs seems to have been removed by an update.

You can change the language of your Windows 10 installation by following these instructions.

Attachments sent by mail will be sent to the recipient as 'winmail.dat' UP cubeSQL: Disconnected / switch back to local database

# cubeSQL: Disconnected / switch back to local database

If you last ran Lodgit Desk in database server or multi-user mode and the database server should be unreachable, Lodgit can only be reset to local mode for security reasons by explicitly deleting the program's settings file.

This is to prevent accidentally working in different databases or downloading online bookings to the wrong database.

If you still want to continue working with a local version of the database, proceed as follows, depending on your operating system:

#### macOS

First, close Lodgit Desk. Then open a Finder window and click "Go" in the menu bar at the top of the screen. Now hold down the alt or option key. The item "Library" will then appear in the menu and you can click on it.

1	Finder File Edit	View	Go	Window	Help	
	0.0		Bac	k	жö	
1	All Objects		Forv	vard	жÄ	-
-	Name	Occl	Encl	osing Folder	▲ 第 ブ	în
•	Ferienpark "Waldblick"	100,0	Ð	Recents	Φ₩F	Objects
•	Ferienwohnungen "Entspannu	0,00	B	Documents	080	-
V	Pension "Sonnenschein"	0,00		Desktop	心第日	- SA
			€	Downloads	XHL	E D-
~	All Categories	fine Sea		Home	心器日	5 80
	Name	Avail	俞	Library		5 Bo
2	Single Bedroom	2		Computer	心器 C	
~	Double Bedroom	4	0	AirDrop	OHR	
~	Shared Room	2	æ	Network	<b>公</b> 第K	
2	Suite	2	0	iCloud Drive	公第1	
	Holiday Apartment	4	Fe	Shared	0 % S	
~	Holiday Home	0	A	Applications	<b>公</b> 第A	
Cur	rent Guests		×	Utilities	公器U	
•		0	Rec	ent Folders	>	
Ch	ecked In	Unit	Go t	o Folder	OXG	
			Con	nect to Serve	r #K	

In the library you will find a subfolder called "Preferences". Double click to open it.

<	> Library
	Name
>	Photos
> 🚞	PreferencePanes
> 🛅	Preferences
> 🚞	Printers
> 🚞	Reminders
> 📄 > 📄 > 📄 > 📄	Photos PreferencePanes Preferences Printers Reminders

In the subfolder "Library/Preferences" you will find a file "de.lodgit.lodgitdesk.plist".

Make sure that Lodgit Desk is closed on your computer.

If you delete this file, Lodgit will reset to factory defaults and reconnect to the local database the next time you start it.



### Windows

First close Lodgit Desk. Then click on the start menu icon and search for

% APPDATA%. A folder with this name should show up in the search results. Click on it to open it.



In %APPDATA% you should be able to find - amongst others - a subfolder called "Lodgit".



The Lodgit subfolder contains the file "de.lodgit.lodgitdesk.plist".

Make sure that Lodgit is closed and then delete this file to reset Lodgit Desk to factory defaults and local mode.

de.lodgit.lodgitdesk.plist	11.05.2022 02:39	PLIST-Datei	11 K

_		-	_		_
CHANGE	LANGUAGE OF	LODGIT	Desk	UP	SHORTCUTS
<b>U</b>				• •	•

## Shortcuts

Below you'll find a list of key combinations that can make working with Lodgit Desk easier and faster.

#### Key:

Shift key	↑
Delete	$\Rightarrow$
Backspace	⇔
Ctrl key	$\wedge$
Command key / Apple key	CMD
Enter key / return key	Ļ

Action	Windows	Mac OS X
Open the Help file	F1	Help
Open the Preferences Quit software Open database folder	∧ , ∧ Q ∧ î O	CMD , CMD Q CMD
Save reservation schedule as image Print reservation schedule	∧ S ∧ P	CMD S CMD P
Main window: hide or show sidebar Main window: hide or show booking list Use "Select" mode (reservation schedule)	∧ L ∧ ↑ L a	CMD L CMD î L a
Use "Draw" mode (reservation schedule) Use "Split" mode (reservation schedule)	e t	e t
Use the next mode ("Select" $\rightarrow$ "Draw" $\rightarrow$ "Split" $\rightarrow$ "Select")in the reservation schedule	Spa	ace Bar
Create new booking (reservation schedule)	$\wedge N$	CMD N
Duplicate selected booking (reservation schedule)	∧ D	CMD D
Open selected booking (reservation schedule)	$\wedge$ O or ${\scriptstyle {\scriptscriptstyle 4}}$	CMD O or 4
Delete selected booking (reservation schedule)	ŧ	or ⇒
Reservation schedule: center current date	$\wedge T$	CMD T
Go to a certain date in the reservation schedule	∧ G	CMD G
Reservation schedule: next month	$\wedge \rightarrow$	$CMD \rightarrow$
Reservation schedule: previous month	$\wedge \leftarrow$	CMD ←
Reservation schedule: next year	$\wedge ~ \Uparrow \rightarrow$	$\uparrow CMD \rightarrow$

Reservation schedule: previous year	$\wedge \uparrow \leftarrow$	↑ CMD ←
Select several bookings in the reservation schedule	Hold down 1-key the bookings y	and then click on ou want to select
Open Object Management	↑ Alt M	∧ ↑ M
Open Guest Management	↑ Alt G	∧ ↑ G
Open Price Administration	↑ Alt P	∧ ↑ P
Open Lodging Statistics	↑ Alt S	∧ ↑ S
Open Check In List	↑ Alt I	$\wedge \uparrow \mathbf{I}$
Open Check Out List	↑ Alt O	∧ ↑ O
Open List of E-Registration Forms	↑ Alt R	∧ ↑ R
Open Extras List	↑ Alt E	∧ ↑ E
Open Cleaning List	↑ Alt C	∧ ↑ C
Open Offer Arches (Correspondence)	↑ Alt A	∧ ↑ A
Open Extras Management	↑ Alt X	$\land \uparrow X$
Open Package Management	↑ Alt Z	∧ ↑ Z
Open Cashbook	↑ Alt K	∧ ↑ K
Open Financial Reports	↑ Alt T	∧ ↑ T
Duplicate selected prices (Price Administration)	∧ D	^ D
Duplicate selected prices and add a year (Price Administration)	∧ ↑ D	∧ ↑ D
Delete the selected cashbook entry (no invoices)	¢	or ⇒
Go to search area in the booking list (reservation schedule)	∧ F	CMD F
Go to search area (Guest Management)	$\wedge$ F	CMD F
Fix booking or remove fixation	↑ CTRL F	↑ CMD F

CUBESQL: DISCONNECTED / SWITCH BACK TO LOCAL DATABASE UP LEGAL NOTICE

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The export function of Lodgit Desk uses parts of the 7-Zip program (see www.7-zip.org). 7-Zip is licensed under the GNU LGPL license.

SHORTCUTS UP