

**Oracle® Hospitality Suite8**  
How To Manual  
Release 8.9

July 2015



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# Preface

## Audience

This user manual is intended for system users and system administrators.

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com/>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at  
<http://docs.oracle.com>

## Revision History

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Date	Description of Change
July, 2005	<ul style="list-style-type: none"><li>• 8.5.0.0 - First Issue Small Business Edition</li></ul>
May, 2008	<ul style="list-style-type: none"><li>• 8.7 - Updated for Version 8.7</li></ul>
June, 2008	<ul style="list-style-type: none"><li>• 8.7.3.1 - Updated for Version 8.7.3.1</li></ul>
May, 2009	<ul style="list-style-type: none"><li>• 8.8 - Updates for Version 8.8</li></ul>
Sept, 2010	<ul style="list-style-type: none"><li>• 8.8 - Updates for Oracle 11gR1</li></ul>
Jan, 2012	<ul style="list-style-type: none"><li>• 8.9 - Updated for Version 8.9</li></ul>
Nov, 2012	<ul style="list-style-type: none"><li>• 8.9 - New cover page</li></ul>
July, 2015	<ul style="list-style-type: none"><li>• 8.9 – Oracle template applied</li></ul>

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# 1 Introduction

## Starting Fidelio Suite8

If an index is missing for any one of the tables listed below then an alert is displayed when starting Fidelio Suite8:

- WMLG
- WLOG
- ZPOS
- WDAT
- SHIS
- SRPD
- WRPD

It could happen that a table has no indices in the event that a table was renamed for support purpose. Renaming a table carries the indices to the renamed table.

## Customising Fidelio Suite8 Grids

Many of the grids in Fidelio Suite8 may be customized according to the needs of the property. The customization options available are:

- DISPLAY FIELD NAMES - displays a list if the grid column names with their field name and type.
- CUSTOMIZE - opens the customize dialog box so that columns on the grid can be added, changed or removed.
- RESTORE DEFAULTS - applies the default settings for this grid.
- SHOW DEFAULTS - applies the default settings to the current grid view, however, any customized settings are used the next time the grid is displayed.
- Select PRINT to print or export the existing grid layout, the possible export formats are ASCII File, CSV Format, HTML Document or an Excel Document.

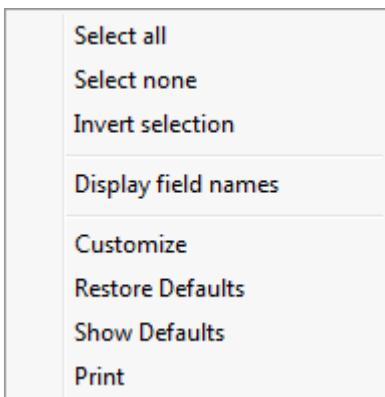
---

**Note:** The print or export function should be used before changes to the grid will be saved.

---

### How to display field names

1. Place the cursor in the grid and right-click to display the short-cut menu.



2. Select DISPLAY FIELD NAMES.

A list of the column names with their field name and field type is listed.

**8 Fidelio Suite 8**

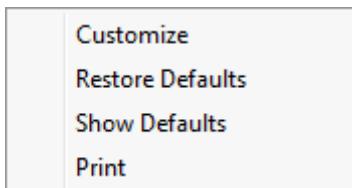
```
Name = Name TgpColumn "" TStringField
No of rooms = ydet_noofrooms TgpColumn "" TFloatField
Arrival = yres_exparrtime TgpColumn "" TDateTimeField ""
Departure = yres_expdeptime TgpColumn "" TDateTimeField ""
= YRES_ID TgpColumn "" TFloatField
Type = Status TgpColumn "" TStringField
Res. Status = ResStatus TgpColumn "" TStringField
Suite room = suite_yrms_shortdesc TgpColumn "" TStringField
Room no = yrms_shortdesc TgpColumn "" TStringField
Room type = ycat_shortdesc TgpColumn "" TStringField
Option = yres_option TgpColumn "" TDateField ""
Agent = Agent TgpColumn "" TStringField
Company = Company TgpColumn "" TStringField
Source = Source TgpColumn "" TStringField
Share = Share TgpColumn "" TStringField
Group Name = ygrp_name TgpColumn "" TStringField
Block Code = yblk_shortdesc TgpColumn "" TStringField
CRS Reservation Nr. = yres_crsresnr TgpColumn "" TStringField
Adults = ydet_adultno TgpColumn "" TIntegerField
Locator = locator TgpColumn "" TStringField
Trace = trace TgpColumn "" TStringField
Message = message TgpColumn "" TStringField
VIP Code = vipcode TgpColumn "" TStringField
Time on Q = timeonQ TgpColumn "" TStringField
Share Num = sharenum TgpColumn "" TIntegerField
Baby = XCAG1 TgpColumn "" TIntegerField
Child = XCAG2 TgpColumn "" TIntegerField
Teenager = XCAG3 TgpColumn "" TIntegerField
```

The list can be copied to the clipboard or saved to a file.

3. Click OK to close the list.

#### How to customize a grid

1. Place the cursor in the grid and right-click to display the short-cut menu.

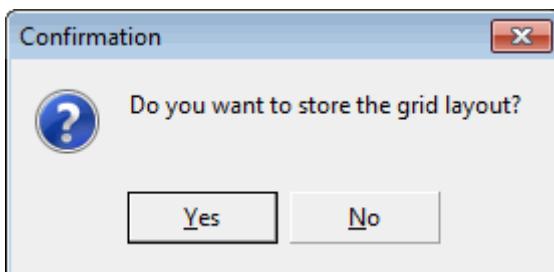


2. Select CUSTOMIZE to open the customize screen.

Customize	
✓ Address	
✓ BONUSCARDNUMBER	
✓ City	
✓ Communication	
✓ Country	
disabledforhc	
✓ Display	
✓ DUPLICATEBESTPOINT	
✓ DUPLICATECOUNT	
DUPLICATEEXISTS	
DUPLICATEREORDS	
✓ Mail	
Manager	
MASTERCOUNT	

The fields already used are marked with a green check mark.

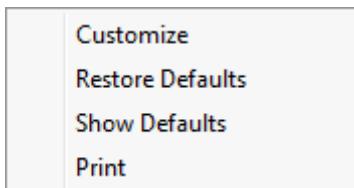
3. Click the PENCIL button to view or change the column properties.
4. To move a field to the grid, select the field and drag it to the required position.
5. Click the in the top right-hand corner to close the customize screen.
6. A message is displayed asking if you want to store the grid layout.



7. Select YES to save the changes or NO not to save any changes.

#### **How to remove a column from a customized grid**

1. Place the cursor in the grid and right-click to display the short-cut menu.



2. Select CUSTOMIZE to open the customize screen.

The fields already used are marked with a green check mark.

3. On the grid point to the column to be removed and drag it to the customize screen; yellow arrows are displayed at each end of the column name.

Once the column has been removed the green check mark is removed from the field name on the customize screen.

4. Click the in the top right-hand corner to close the customize screen.

- 
5. A message is displayed asking if you want to store the grid layout.
  6. Select YES to save the changes or NO not to save any changes.

#### *Column Properties*

---

Field	Description
Field name	The field name as it is defined in the database table.
Caption	The field caption.
Fixed	Defines if the column will be fixed to the left side, when scrolling to the right to view additional fields of the grid. Columns marked as fixed are highlighted grey.

#### **How to create a customised grid view for profile search**

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the profile search.

-  This functionality is controlled by the parameter Custom view in Profile Search under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab.  
To add fields to the Grid Customization dialog box, the view V8\_sys\_customxcmsssearch has to be amended.

**Example:** "Adding the financial account long description to the profile navigator"

The view has to be changed as follows:

```
CREATE OR REPLACE FORCE VIEW v8_sys_customxcmsssearch
(customxcmsssearch_xcms_id, zfac_longdesc)
AS SELECT xcms_id customxcmssearch_xcms_id,
(select zfac_longdesc from zfac where zfac_actvalidfrom is not null and
zfac_actvaliduntil is null and xcms.xcms_id=zfac.zfac_xcms_id and rownum=1)
zfac_longdesc
from xcms;
```

The fields from the custom view are automatically added to the grid.

#### **How to create a customised grid view for reservation search**

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the reservation navigator.

-  This functionality is controlled by the parameter Custom view in Res. Navigator under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab.  
To add fields to the Grid Customization dialog box, the view V8\_sys\_customxcmsssearch has to be amended.

**Example: Adding the housekeeping status to the reservation navigator**

The view has to be changed as follows:

```
CREATE OR REPLACE VIEW v8_sys_customressearch
AS SELECT yres_id customressearch_yres_id, yhks_shortdesc HSK_Status
FROM yhks, yrms, ydet,yres
WHERE yhks_id = yrms_yhks_id
```

---

```
AND yrms_id= ydet_yrms_id  
and yres_current_ydet_id=ydet_id;
```

The fields from the custom view are automatically added to the grid.

### How to create a customised grid view for booking search

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the event booking search.

- This functionality is controlled by the parameter Custom view in Booking Search under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab.  
To add fields to the Grid Customization dialog box, the view V8\_sys\_customybomsearch has to be amended, however it must contain the field customybomsearch\_ybom\_id.

**Example:** "How to display the function type description"

The view has to be changed as follows:

```
CREATE OR REPLACE FORCE VIEW V8_SYS_CUSTOMBOMSEARCH
```

```
AS
```

```
SELECT
```

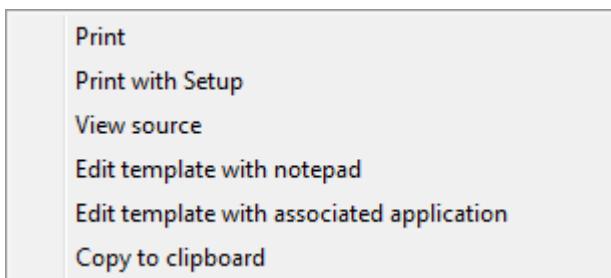
```
ybom_id customybomsearch_ybom_id,  
yfty_longdesc  
from  
ybom, yfty  
where  
ybom_yfty_id=yfty_id(+);
```

- Customization functionality is controlled by the user right Edit under Setup → Configuration → Users → User Definition → Rights → Miscellaneous → Grid layout Customization.
- Print functionality is controlled by the user right Print Grid under Setup → Configuration → Users → User Definition → Rights → Miscellaneous.

## Customising the HTML display

The HTML display may be customized according to the requirements of the property.

The customization options available when placing the cursor on the HTML display and right-clicking are:



- PRINT - prints an exact copy of the HTML display. The print page margins and the actions to take if the HTML printout is too large for the defined paper size can be defined in the configuration.
- PRINT WITH SETUP - displays the printer options and then print the HTML display.
- VIEW SOURCE - displays the HTML code; no changes can be made.
- EDIT TEMPLATE WITH NOTEPAD - opens the relevant \*.htm and \*.qry in notepad. Users with HTML programming knowledge can edit these files to meet the requirements of the property.
- EDIT TEMPLATE WITH ASSOCIATED APPLICATION - opens the relevant \*.htm and \*.qry with the program associated with these file types. Users with HTML programming knowledge can edit these files to meet the requirements of the property.

### **How to use HTML Expressions to customize the HTML display**

Properties can configure and store customised html files in the Version 8 directory for htm files. The files are displayed in Suite8 either by logged in user, user language, customised htm files for all users or language specific htm files for all users.

The priority Suite8 uses to determine which file to use is in the sequence as listed:

- Customised htm file by user initials

To display a customised htm file by user initials, the htm file has to be called `USR_USERINITIALS_HTMFILENAME.HTM`.

**Example:** For a user with the initials DS the file has to be called `usr_ds_quickinfo.htm`.

- Customised htm file by user language

To display a customised htm file by user language, the htm file has to be called `CUST_LANG_LANGUAGE SHORT DESCRIPTION QUICKINFO.HTM`.

**Example:** If the language short description is F for French, the user has to select this language under User Settings → Startup → Language and the file, such as `quickinfo.htm` has to be called `cust_lang_f_quickinfo.htm`.

- Customised version for all users

To display a customised version of htm files for all users, the html files have to be called `CUST_HTMLFILENAME.HTM`.

**Example:** `cust_quickinfo.htm`.

- Customised version by language

To display a customised version by language, the html files have to be called `LANG_SHORT DESCRIPTION OF THE LANGUAGE_HTMLFILE.HTM`.

**Example:** `lang_f_quickinfo.htm`, where f stands for the short description of the language.

If none of these files can be found then the standard htm file is displayed

### **How to hide or show expressions depending on activated features or license**

The following expression can be used to hide for example, Conference Information on the HTM file when working with the small business edition:

```
if ({const isBnB})=(1){/if}{else} {if {feature Meeting Planner}} Conference {runquery 2}
```

 Customization functionality is controlled by the user right HTML source view and edit under Setup → Configuration → Users → User Definition → Rights → Miscellaneous.

 The print page margins and the actions to take if the HTML printout is too large for the defined paper size are defined via the option HTML printout under Setup → Configuration → Global Settings → Miscellaneous → Visual Appearance 4.

## Manager on Duty

The manager on duty can be displayed at the bottom of Suite8 screen next to the date and the name of the logged in user.

18/11/2012 Demonstration, Supervisor MOD: Mueller, Dagmar

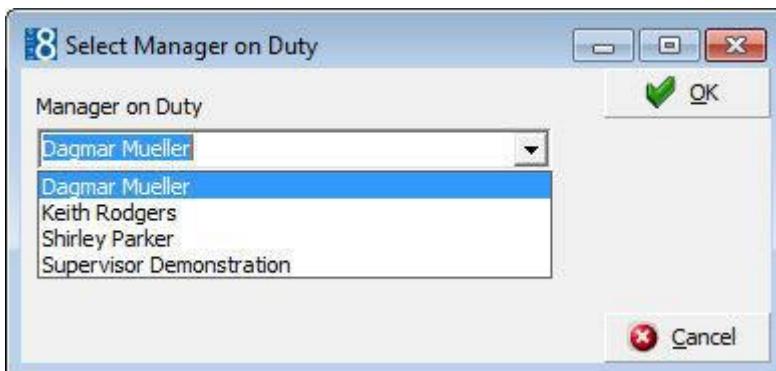
If this functionality is activate then a manager on duty must always be assigned; a new manager can be assigned by clicking on the MANAGER ON DUTY panel.

### To select the manager on duty

1. Click the MANAGER ON DUTY panel at the bottom of the screen.

MOD: Mueller, Dagmar

The Select Manager on Duty dialog box is displayed.



2. Select the required MANAGER ON DUTY from the list and click OK.

**Note:** Only logged in users who are designated as a MANAGER ON DUTY can assign a new manager on duty.

- The manager on duty functionality is controlled by the parameter Assign Manager on Duty under Setup → Configuration → Global Settings → Generic → Generic 3 tab.
- All relevant users can be designated as a 'Manager on Duty' via the option Manager on Duty under Setup → Configuration → Users → User Definition.

## Favourites

The Favourites shortcut toolbar allows you to keep your most frequently used options right where you can find them. Your most used options can be added to the Favourites shortcut toolbar where they are more noticeable and more easily organized to suit your purposes.

To make the most of the Favourites shortcut toolbar, you need to organize the options in it; this can be done using drag and drop.

In user settings the Favourites shortcut toolbar can be set to be listed first and will then be the default shortcut toolbar opened when logging on to Fidelio.

**Note:** The Favourites shortcut toolbar cannot be removed from the toolbar.

---

### **How to add an option to the Favourites shortcut bar**

1. Click one of the coloured shortcut toolbars on the left to list the options on that toolbar.
2. Right-click the option that you want to add, and then click ADD TO FAVOURITES on the shortcut menu.  
The option is now listed on the Favourites shortcut toolbar.
3. Repeat Steps 1 and 2 for each option that you want to add.

---

**Note:** Options from Web Services cannot be added to the Favourites shortcut toolbar.

---

### **How to delete an option from the Favourites shortcut bar**

1. Click the FAVOURITES shortcut toolbar on the left to list the options.
2. Right-click the option that you want to remove, and then click DELETE BUTTON on the shortcut menu.  
The option is removed from the Favourites shortcut toolbar.
3. Repeat Steps 1 and 2 for each option that you want to remove.

### **How to reorganise the options on the Favourites shortcut bar**

1. Click the FAVOURITES shortcut toolbar on the left to list the options.
2. Select the option to be moved and then left-click and hold the mouse button while you drag the option to its new location on the toolbar.
3. Repeat Steps 1 and 2 for each option that you want to move.



On the toolbar the Favourites shortcut bar can be listed first by selecting the option Favourite buttons on top under Miscellaneous → User Settings → Appearance Tab.

---

## 2 Fidelio Startup Parameters

### Fidelio Startup Parameters

The following parameters can be used on the Fidelio Suite8 command line:

- debug - starting Fidelio Suite8 with this parameter will run Fidelio Suite8 in debug mode.
- remotedebug - starting Fidelio Suite8 with this parameter deactivates the database version check, the client version check and the status bar to allow faster access when performing remote support. It should be used for support purposes only.
- nodiserverwarning - this parameter can be used to start Suite8 in a test environment. This may be used to deactivate the warning message displayed if there is no successful log entry within the last 1 hour on the Fidelio server for properties with CRS installed.
- folilog - if Fidelio Suite8 is started with this parameter all activities when printing invoices are written to the log file: fidInvPrint.log. This has been implemented to help find causes for missing invoices.
- noballoon - if Fidelio Suite8 is started with this parameter, balloons prompted by the IfcBusi.Dll are suppressed.
- noELF - if Suite8 is started with this parameter then no eureka log file is created, however, the eureka information is still available in the application error log.
- CrystalGCNoRun - if Suite8 is started with this parameter then no forced Garbage Collection is executed when running Crystal reports.
- nochrome - chrome is the default internal browser and uses LocalV8.css; to use the internal HTML browser Suite8 has to be started with the parameter nochrome and will then use NoChromeLocalV8.css instead of LocalV8.css.
- noext - useful for online demos or fairs Fidelio Suite8 can be started with the parameter NOEXT on the command line to disable access to external applications. The option EXTERNAL APPLICATION can be selected from the miscellaneous drop down menu, but the message: 'External Applications are not allowed' is displayed upon selecting an external application.
- allowduplicateifctriggers - may be used so that a new interface trigger is always created.
- multipleInstances - allows multiple instances of Fidelio Suite8 to be started on a single machine.



## 3 Fidelio XML Interface

### XML License code

With Fidelio Suite8.6 the XML Interface is subject to a license code. Two licenses are available under Setup → Miscellaneous → License → V8 Sublicenses → Software Interface:

- XML Interface Standard Edition - The standard edition includes support of standard functions from the generic XML Interface.
- XML Interface Enhanced Edition - The enhanced edition includes in addition to the standard functions the execution of custom sql select statements to be parsed to It is only possible using custom update/insert statements on the tables: SHIS, SMAN and SRPD when using another table, the message: 'Table modification is not allowed' will be displayed.

### How to configure the Fidelio XML Interface via HTTP protocol

#### Prerequisites

- Fidelio V8 Version 8.4.0.9 or higher
- Web Server
- Microsoft Internet Information Server v 5.0 or higher
- Apache 1.3.x
- Apache 2.0.x
- Standard V8 DLLs
- MSXML 3.0

#### Installation

Make sure the following files are in the Fidelio Program Directory:

- FidelioXMLInterface.dll
- ScktSrvCommon.dll
- FidelioWebAppSetup.exe
- FidelioIISWrapper.dll

Copy FidelioIISWrapper.dll (provided with each new release of Version 8 and located in the Fidelio Suite8 program folder) to a folder accessible for Internet Information Service (for example C:\INETPUB\V8).

#### Register the Dll's:

Open a DOS box and change to your Fidelio Program Directory, register the dll files as follows:

- regsvr32 FidelioXMLInterface.dll
- regsvr32 FidelioScktSrvc.dll

#### Configure Fidelio XML Interface

1. Double click on FIDELIOWEBAPPSETUP.EXE on the server machine.
2. Select DB SETUP from the OPTIONS Menu.
3. Configure the Database connection details.
4. Select ALLOWED WEB APPLICATIONS from the OPTIONS Menu.
5. Click the NEW button.
6. Enter **FidelioXMLInterface.DataHandler** in the object name field.
7. Close the FidelioWebAppSetup.

---

The Fidelio XML Interface is accessible via the following URL address:

HTTP://YOUR\_SERVER\_NAME/VIRTUAL\_DIRECTORY\_NAME/  
FIDELIOIISWRAPPER.DLL/FIDELIOXMLINTERFACE.DATAHANDLER

### **Using multiple connections**

1. Double click on **FIDELIOWEBAPPSETUP.EXE** on the server machine.
2. Select **DB SETUP** from the **OPTIONS** Menu.
3. Configure the Database connection details for all database connections.

To access Fidelio XML Interface use parameter ?ic=code in the URL address:

HTTP://YOUR\_SERVER\_NAME:PORT/V8/FIDELIOIISWRAPPER.DLL/FIDELIOXMLINTERFACE.DATAHANDLER?IC=MAS

## **XML Interface Installation Guide**

See the *XML Interface Installation Guide.pdf* for a guide to configuring the Fidelio Suite8 XML Interface to work via TCP/IP Sockets or via HTTP protocol.

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## 4      XML Profile Import

The XML Profile Import is used to import profiles from one oracle database to another. Based on views and functions in the source database, data is imported and translated into the relevant fields in the target database.

Membership type handling has been added to the standard edition of the XML interface. Functionality has been added allowing the retrieving of reservations and block reservations, but not creating and updating.  
See the *XML Profile Import.pdf* for a guide to configuring the interface for XML Profile Import.



---

## 5 Fidelio Server

The module FIDELIO SERVER is used to run various processes. It is currently used to run the following, but it is designed to run additional processes:

- E-Mail server - to enable sending emails
- Socket server - used for the Top Vital Interface
- Automatic Night Audit

The graphical user interface (GUI) is designed in a similar style to the Windows Service manager. The module can be installed as a service or may be run as regular application.

### **Interface Notifier**

The interface notifier available with Fidelio Server sends notifications to the following 3rd party interfaces about changes in V8:

- HIS- sending reservation ID of all modified reservations.
- BellaVita - sending reservation ID and profile ID if changes are done for guests or reservations found in the bookingdetailist view.
- EMS (Energy Management) - hours before arrival time, depending on the configured time in global settings.
- Third Party MPY Interface- sending global ID of merged profile read from standard trigger setup.

The service is available if any of the above licenses are entered in Fidelio Version8.

### **Installing Fidelio Server as service on a workstation**

1. Select RUN from the windows start menu or open a DOS Box.
2. Type **FidelioServer/ install**.

The server is installed.

Installing Fidelio Server as a Windows Service on a Windows 2008 Server

1. Download the batch file WIN2K8\_SESSION0.BAT from the following location on the MICROS-Fidelio FTP Server: .../V8/Tools/Win2K8Session0/Win2K8\_Session0.bat
2. Open SERVICES and make sure that the Windows Service INTERACTIVE SERVICE DETECTION is started.
3. Install Fidelio Server as a Windows Service and start it.
4. Create a shortcut to the Win2K8\_Session0.bat on the desktop.
5. To access the Fidelio Server configuration options, either double click on the short cut or alternatively press the VIEW THE MESSAGE button in the INTERACTIVE SERVICE DETECTION pop up message.

**Note:** This message will pop up on a regular basis as it is controlled by Windows.

6. Configure the Fidelio Server by clicking on the DETAILS button.
- Note:** The CLOSE button and the X on the upper right corner have been disabled as using these would close the Fidelio Server making it no longer accessible.
7. To return to the Desktop, select the RETURN NOW button.
  8. The Fidelio Server can now be configured in the normal manner.

---

## **Removing the Fidelio Server Service from a workstation**

1. Select RUN from the windows start menu or open a DOS Box
  2. Type **FidelioServer/ uninstall.**
- The Fidelio Server is removed.

## **Using more than one database instance**

When running Fidelio Server as a service, the service has to be installed with the following command:

FidelioServer.exe /install /instance=ESP

ESP is the code used under Setup → Options → DB instance setup. The same command has to be used upon uninstall.

If Fidelio Server is not running as a service the command line on the short cut should be as follows:

C:\fidelio\program\FidelioServer.exe /instance ESP

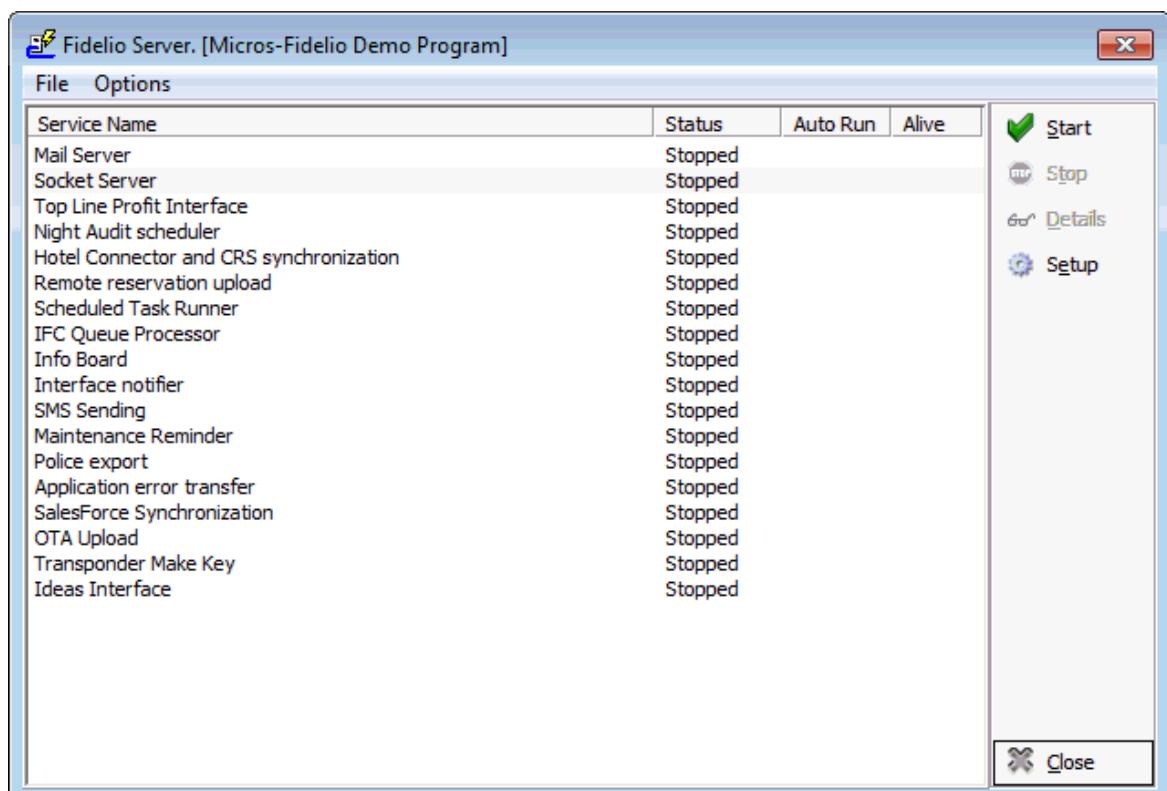
All services running with Fidelio Server will then use the entered DB instance.

## **Database Setup on the Fidelio Server**

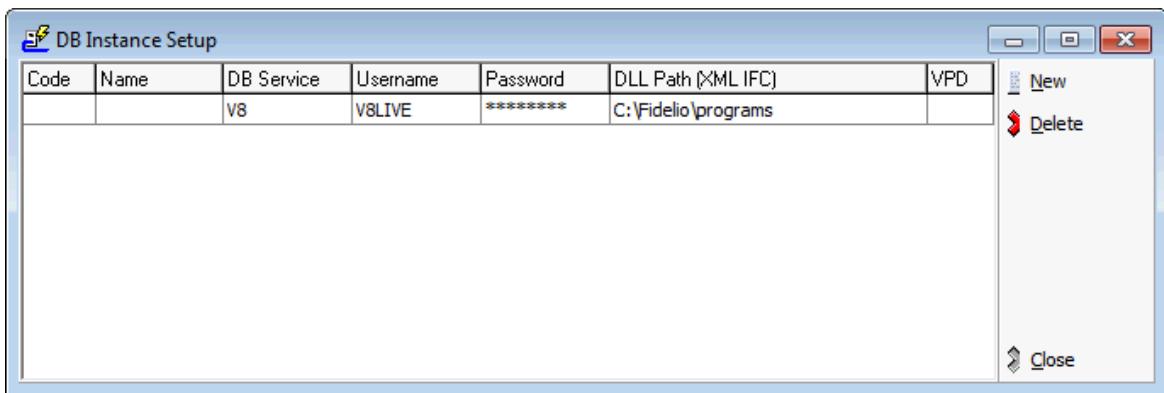
The Fidelio Server has to be configured to connect to the correct database.

### **How to setup the database on the Fidelio Server**

1. Right-click on the Fidelio Server Icon  in the system tray.
2. Select PROPERTIES, the Fidelio Server screen is displayed.



3. Select DB SETUP from the OPTIONS Menu, the Database Instance Setup dialog box is displayed.



**Note:** An instance for the DB Service V8 is setup by default and cannot be deleted.

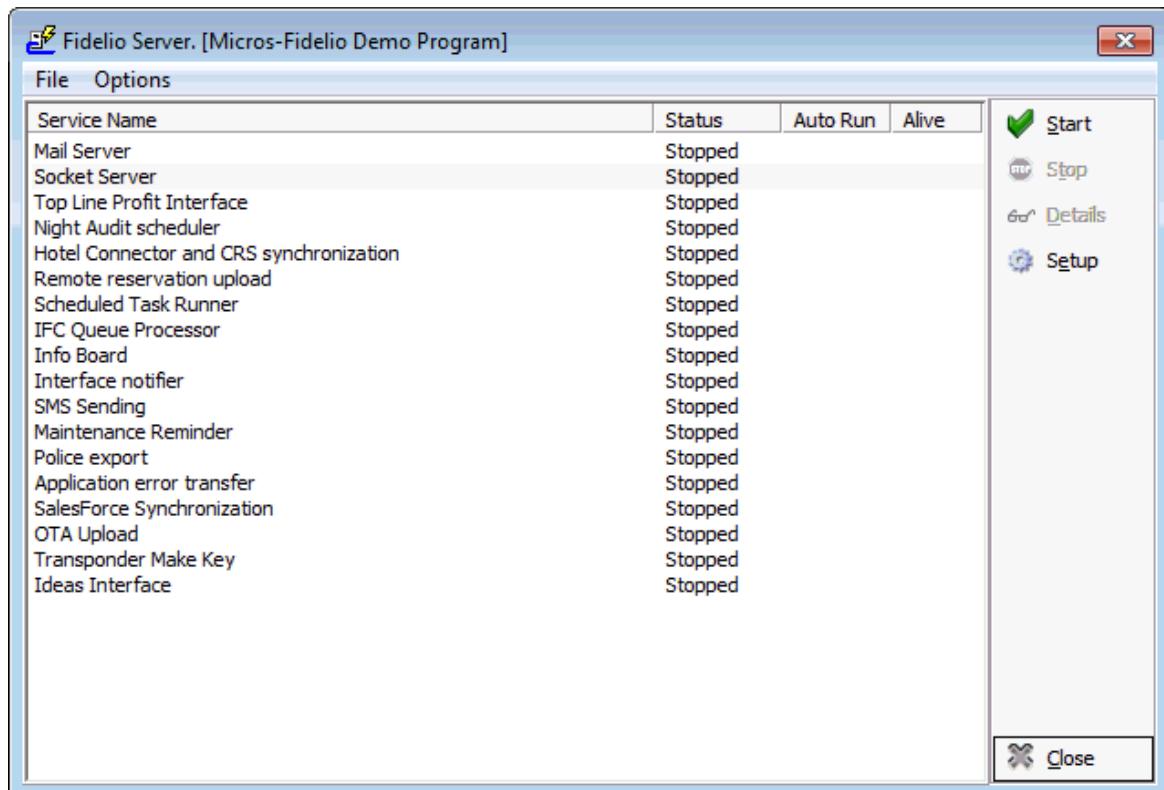
4. Click NEW to enter a new instance setup.
5. Enter the CODE.
6. Enter the NAME.
7. Enter the DB SERVICE.
8. Enter the USER NAME.
9. Enter the PASSWORD.
10. Click CLOSE to close the DB Instance Setup screen.
11. Click CLOSE to close the Fidelio Server screen.

## Fidelio Server - Exclusivity Setup

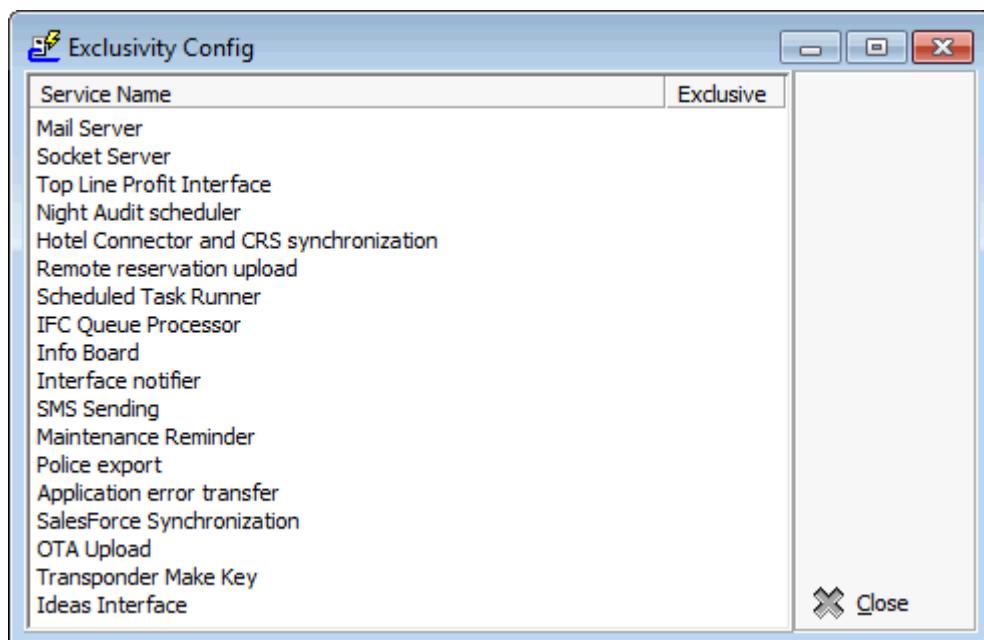
This option may be used to setup up services to run exclusively on a specific workstation.

### How to configure exclusivity setup on the Fidelio Server

1. Right-click on the Fidelio Server Icon  in the system tray.
2. Select PROPERTIES, the Fidelio Server screen is displayed.



3. Select EXCLUSIVITY SETUP from the OPTIONS Menu, the Exclusivity Config dialog box is displayed.

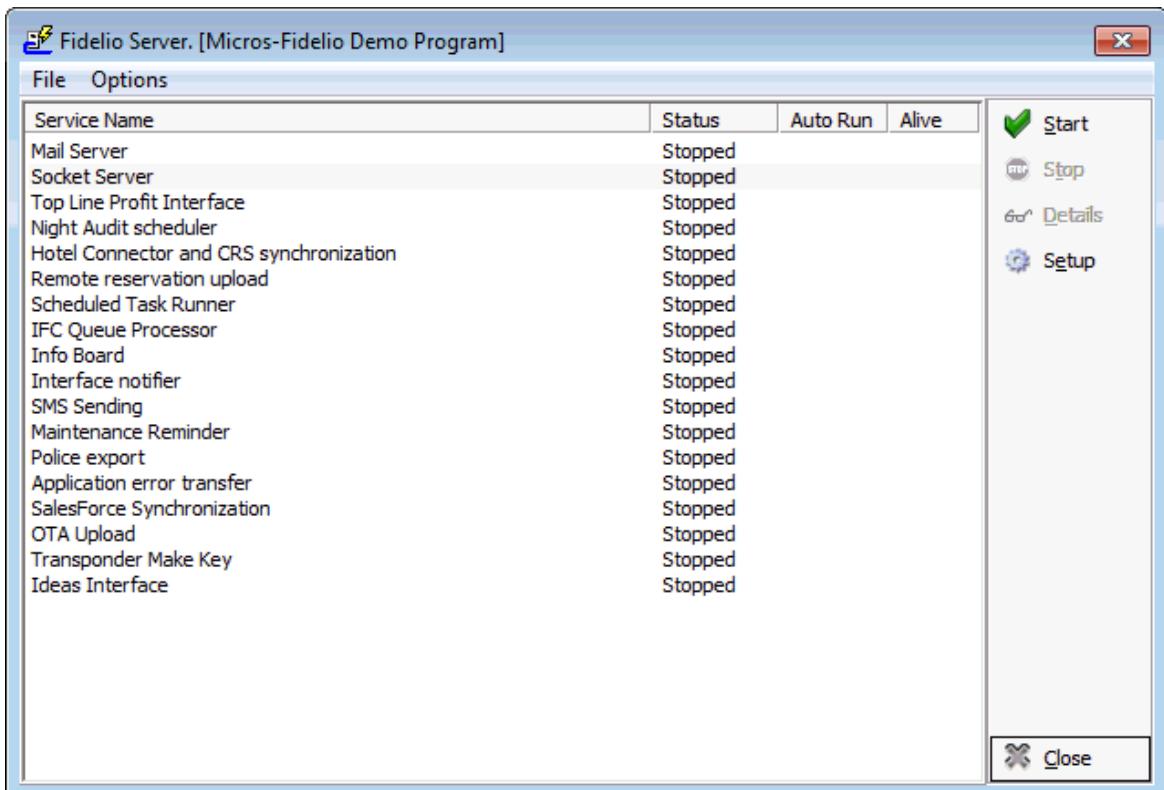


4. To define a service as exclusive, select the Service Name and double click in the EXCLUSIVE column. Services marked as exclusive are indicated by a green tick mark
5. Click CLOSE to close the Exclusivity Config screen.

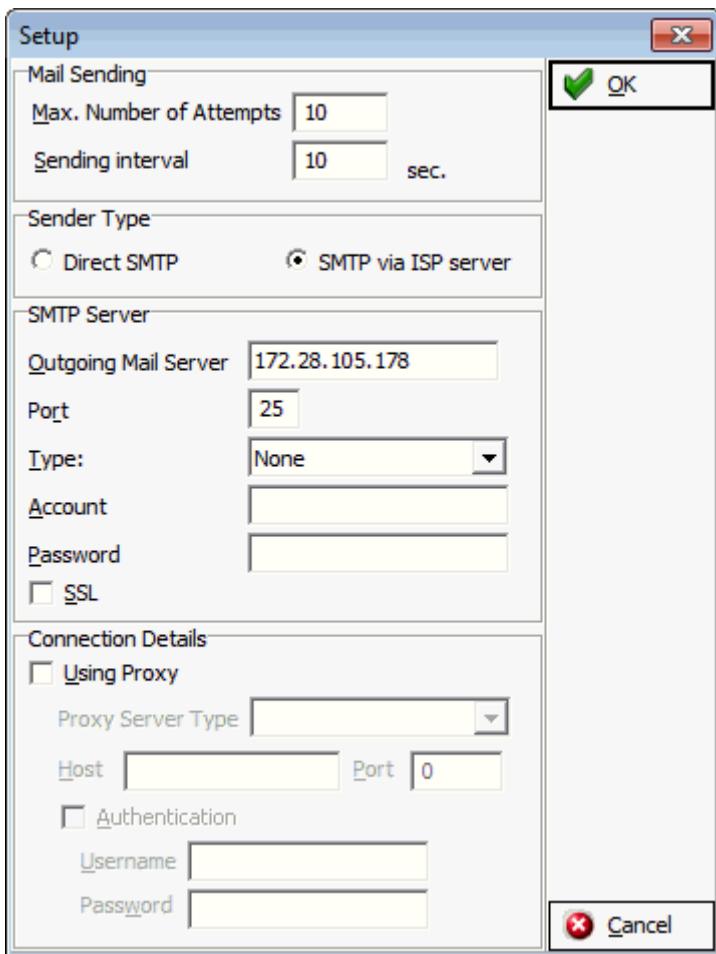
## Fidelio Server - Mail Server

### How to setup the mail server

1. Right-click on the Fidelio Server Icon  in the system tray.
2. Select PROPERTIES, the Fidelio Server screen is displayed.



3. Select MAIL SERVER and click SETUP, the mail server setup dialog box is displayed.



4. Complete the fields.
5. Enter the PASSWORD.
6. Activate the option SSL to use secure socket layer communication when sending email.
7. Click OK to close the Mail Server Setup.
8. Click CLOSE to close the Fidelio Server screen.

---

**Note:** When running Fidelio Server in debug mode a log file called 'fideliosmtplog.txt' is stored in the Fidelio Suite8 log directory. The log file contains information about the current session of Email sending, such as connected with SSL or not, authentication status, addresses to which emails are sent. For example:

```
12/30/2010 3:21:59 PM - Connecting user xx\xxxx to host xx.xx.xx.xxx  
using SSL support  
12/30/2010 3:21:59 PM - Host response: xxxx.xx.xxxx.int Hello  
[xx.xx.xx.xxxx]  
12/30/2010 3:21:59 PM - Authenticate  
12/30/2010 3:21:59 PM - Host response: Authentication successful  
12/30/2010 3:21:59 PM - Send email to xxxx@xxxx.com
```

---

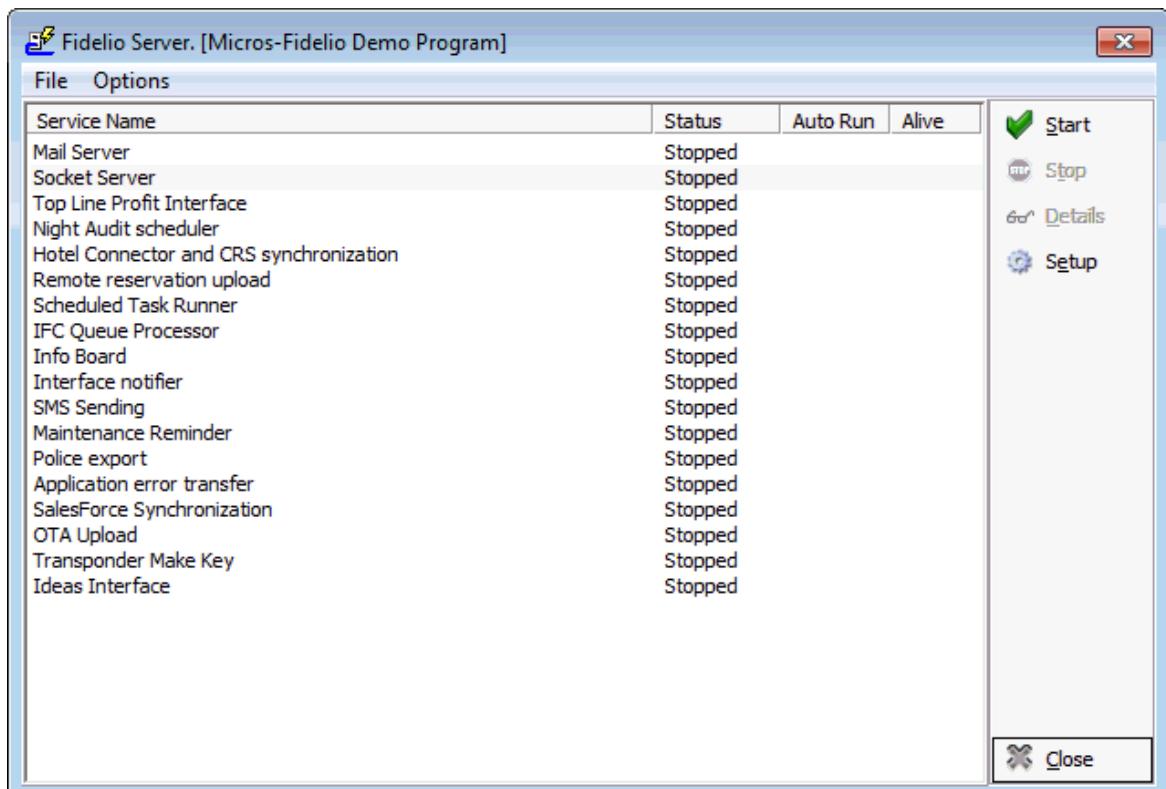
## Transponder Make Key

The Transponder Make Key service is available when using Transponder Handling with an active Key Card Interface. The required parameters are set via the Fidelio Server.

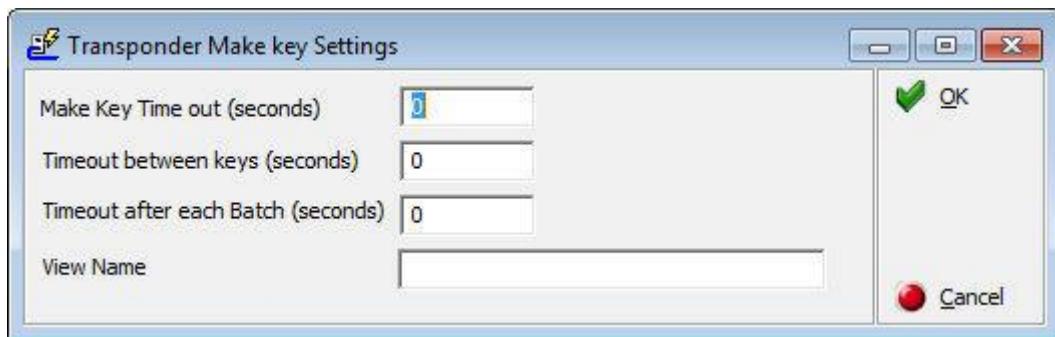
All activities are recorded in the daily log files in the TRANSPONDERMAKEKEY sub directory under the default Suite8 log directory.

### How to setup transponder make key on the Fidelio Server

1. Right-click on the Fidelio Server Icon  in the system tray.
2. Select PROPERTIES, the Fidelio Server screen is displayed.



3. Select TRANSPONDER MAKE KEY and click SETUP, the Transponder Make Key Settings dialog box is displayed.



4. Complete the make key settings by entering in seconds the MAKE KEY TIME OUT (SECONDS), the TIMEOUT BETWEEN KEYS (SECONDS) and the TIMEOUT AFTER EACH BATCH (SECONDS).
5. Enter the VIEW NAME; the source view name must have the column: zfac\_id and ztra\_number.

The service reads the view in the default order.

---

6. Click OK to save the transponder make key settings.

- ① Transponder functionality is controlled by the parameter Transponder Handling under Setup → Configuration → Global Settings → Generic → Generic 2 tab.
- ① The skipping of the make key procedure when checking in a transponder financial account is controlled by the parameter Skip Make Key at Check In for Transponder FAs under Setup → Configuration → Global Settings → Interfaces → Interface (IFC8) 2 tab.
- ① The skipping of the make key at transponder check in can be set per terminal via the option Skip Make Key at Transponder Check In under Setup → Configuration → Miscellaneous → Terminals & Printers → Terminals Tab.

## Fidelio Server - Activity Log

The following activities are recorded in the server activity log for Fidelio Server:

- Suite8 Central Profile sync
- CRS Configuration sync
- CRS Item sync

The last 10 successful and unsuccessful entries are kept.

If CRS is installed in the property then Suite8 prompts a warning window after login if there is no successful log entry within the defined number of hours for each activity.

The CRS monitoring dialog also shows the status 'Warning' for properties that have no successful log entry within the defined number of hours.

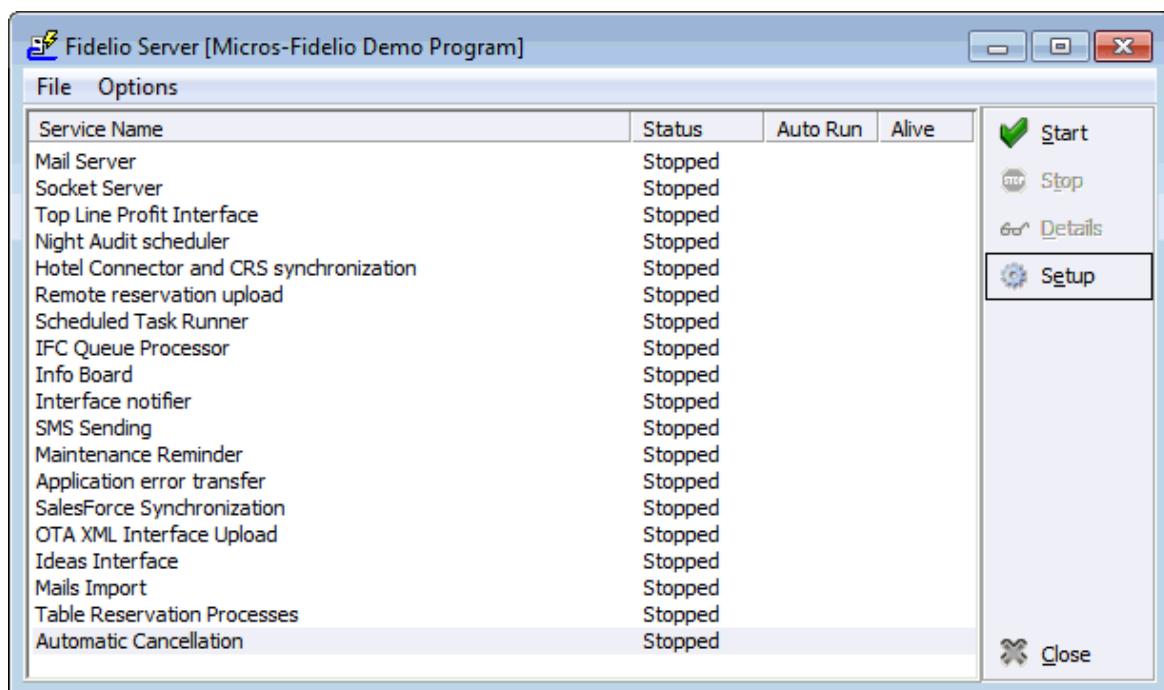
- ① The number of hours after which a warning message is displayed is defined via the option Fidelio server activity warning (hours) under Setup → Configuration → Global Settings → Generic → Generic 3 tab.
- ① The deactivation of the display of the warning message for users is controlled by the parameter Disable warning for users under Setup → Configuration → Global Settings → Generic → Generic 3 tab.

## Automatic Cancellation

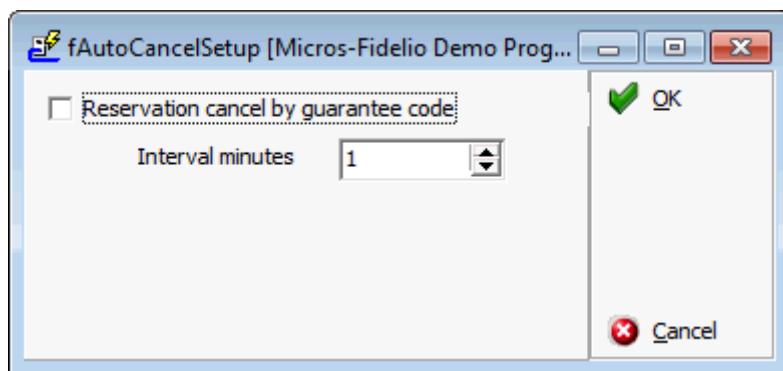
The Transponder Make Key service is available when using Transponder Handling with an active Key Card Interface. The required parameters are set via the Fidelio Server.

### How to setup automatic cancellation on the Fidelio Server

1. Right-click on the Fidelio Server Icon  in the system tray.
2. Select PROPERTIES, the Fidelio Server screen is displayed.



3. Select AUTOMATIC CANCELLATION and click SETUP, the Auto Cancel Setup dialog box is displayed.



4. Select RESERVATION CANCEL BY GUARANTEE CODE, and enter an interval in minutes when this service should run.
5. Enter the INTERVAL MINUTES;  
The service reads the view in the default order.
6. Click OK to save the automatic cancellation settings.

Note:

Automatic cancellation by guarantee code is applied only to reservations where no postings are involved. The following message are prompted if there are reservations which cannot be cancelled:

Error while cancelling reservation:

Error while cancelling reservation for 'Last Name', 'First Name'

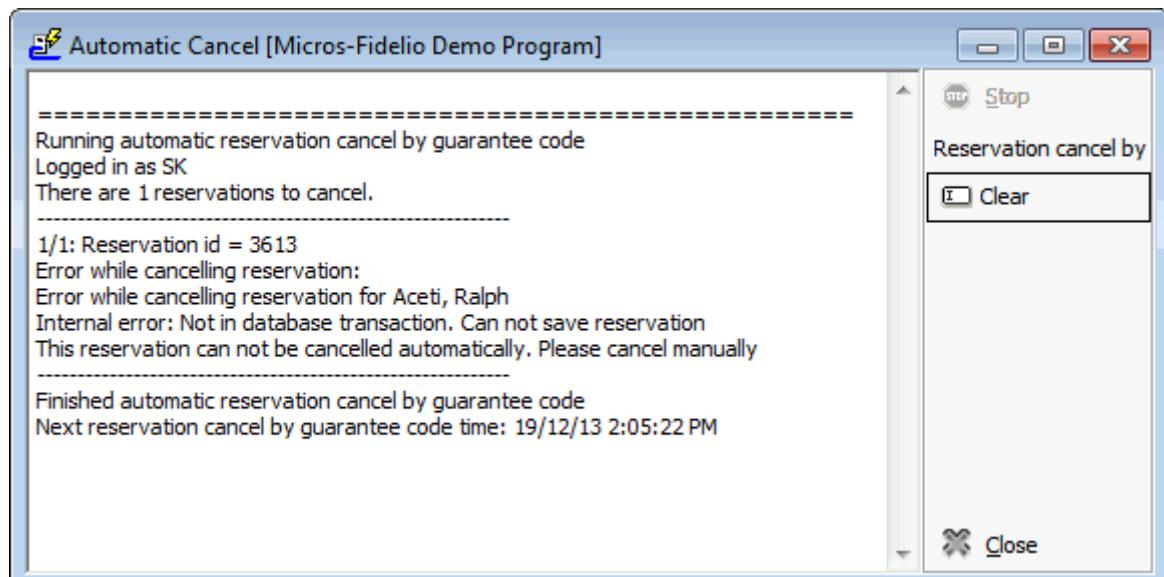
Operation is aborted because user interaction is required.

Internal error: Not in database transaction. Can not save reservation

Question: Balance is not zero. Do you want to move postings to a Financial Account?

This reservation cannot be cancelled automatically. Please cancel manually

■ 1/1: Reservation id = 3613  
Error while cancelling reservation:  
Error while cancelling reservation for Aceti, Ralph  
Internal error: Not in database transaction. Can not save reservation  
This reservation can not be cancelled automatically. Please cancel manually



- To activate this, the flag: 'Automatic Cancel by Guarantee Code' has to be activated under Global Settings->Reservation4 Tab and a Reason for the automatic Cancellation as well as a User for the automatic Cancellation has to be selected.

Automatic cancellation functionality is controlled by the parameter Automatic cancel by guarantee code under Setup → Configuration → Global Settings → Reservations → Reservation 4 tab.

## 6 Online Info Board Interface

The Online Info Board interface is used post electronic signs for conference and function spaces. The Online Info Board requires installation of the Fidelio XML Interface Standard Edition and activation of the CCM Info Board Interface license under Setup → Miscellaneous → License → V8 Sub Licenses → Software Interfaces.

There are two options available for the transmission of booking and event information:

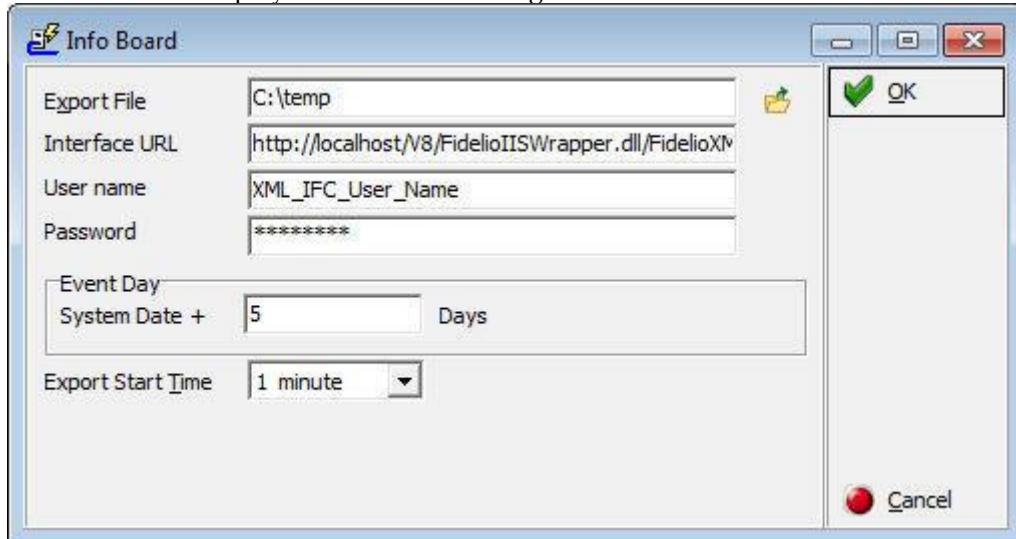
- The provider of the doorcard system sends a request for the info board information – in this case MICROS-Fidelio provides a XML file called EventInfoBoardRequest.xml. This is standard for online info board.
- Fidelio Suite8 creates the file EventInfoBoardRequestResult.xml and the data can be retrieved from this file.

With both options the file contains only events:

- With an event status defined as DEF.
- Which are within the defined date and time range.
- The field Info board is completed on the event edit screen.
- A function space is linked.
- The XML request includes the BOOKING ID which can be used to display the online info board information on the television in the guest rooms.

### Configuring Fidelio Server

The Info Board may be configured by selecting Info Board from Fidelio Server and clicking the SETUP button to display the Info Board dialog box.



Info Board dialog box

Field	Definition
Export File	The location of the EventInfoBoardRequestResult.xml. <b>Note:</b> The file name is hard coded to EventInfoBoardRequestResult.xml so the path should be specified without the file name.
Interface URL	The URL address of the XML interface, for example: http://localhost/V8/FidelioIISWrapper.dll/FidelioXMLInterface.DataHandler
User name	The user name of the XML Interface to log on to Suite8.

---

Password	The password of the XML interface user.
<b>Event Day</b>	
System Date + number of days	The number of days to be included in the export (WGBS date + x days).
Export Start Time	The time interval determining how often the data should be exported.
<b>Note:</b>	After configuration the info board has to be stopped and started to accept the new settings. Make sure the user has not been blocked in Suite8 as auto attempts of Fidelio server to login without success may result in the user no longer being able to login.

### Response from V8 XMLInterface

The following example shows an xml response file:

```
<?xml version="1.0" encoding="iso8859-1" ?>
<fidelio Version="1.0.0">
  <response ID="1" Status="OK">
    <queryResponse>
      <rows>
        <row>
          <fields>
            <field name="EventID">1579</field>
            <field name="EventName">Setup</field>
            <field
              name="EventStartDate">24.05.2005</
              field>
            <field
              name="EventStartTime">16:25</field>
            <field
              name="EventEndDate">24.05.2005</fi
              eld>
            <field
              name="EventEndTime">20:25</field>
            <field name="EventInfoBoard">Sales
              Meeting</field>
            <field name="EventProfileName">Micros-
              Fidelio GmbH</field>
            <field name="EventPax">10</field>
            <field name="EventStatus">Definitive</field>
            <field name="TimeStamp">30.05.2005
              17:35:28</field>
          </fields>
        </row>
      </rows>
    </queryResponse>
  </response>
</fidelio>
```

STATUS - OK means the command or request was successful. If the response code is not OK, the element always contains the attribute message which provides additional information about the cause of the error.

---

The field EVENTPROFILENAME will show:

- The "Company name" if the booking has been made for a company and a contact
- The "Contact name" if the booking has been made for a contact only

If an entry was made in the field INFO BOARD PROFILE on the Event Edit screen then:

- The entry in the field Info Board Profile replaces the "Company Name" if the booking has been made for a company and a contact.
- The entry in the field Info Board Profile replaces the "Contact Name" if the booking has been made for a contact only.

---

**Note:** Info Board Profile is mainly used in conjunction with the doocard interface; this option allows the property to enter a different name. For example, the booking was made by Star Conferences for the company IBM; so on the doocard IBM should be displayed.

---



# 7 Email Sending

## Configuration of e-mail sending

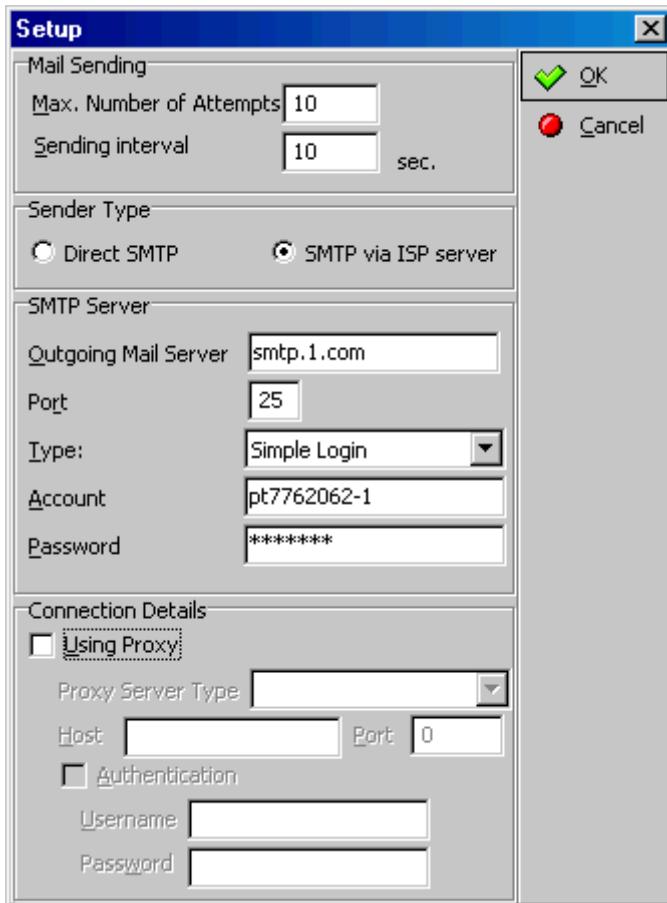
To enable e-mail sending, Fidelio Suite8 uses FIDELIO SERVER (FidelioServer.exe). For continuous e-mail sending, this module should run on a dedicated machine.

When starting FIDELIO SERVER for the first time, the following configuration tasks have to be completed:

- Database Setup on the Fidelio Server
- Configuring the Mail Server

### How to configure the mail server to send emails:

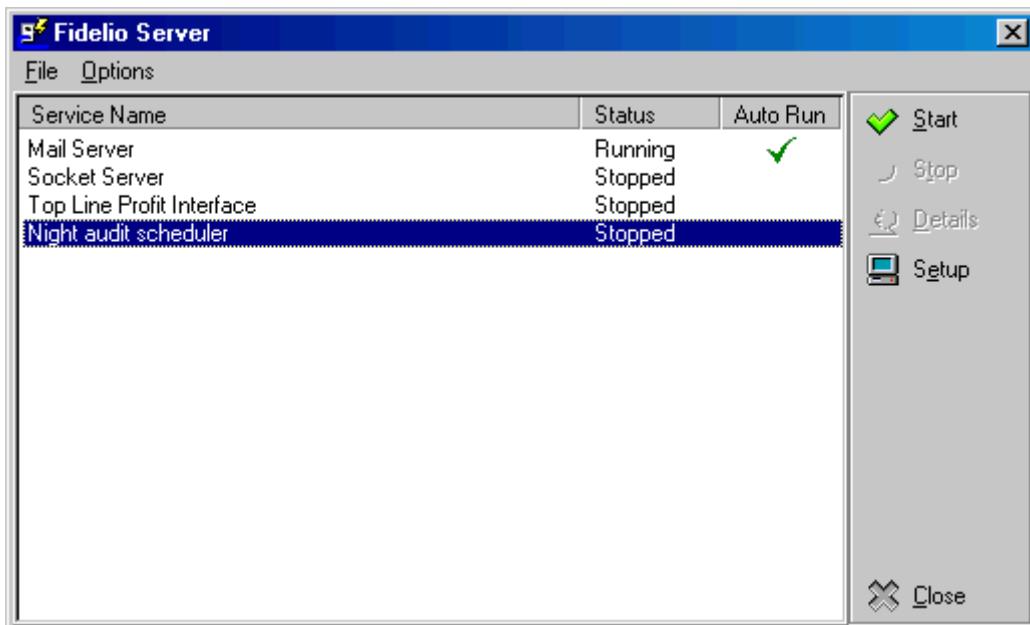
1. Right-click on the Fidelio Server Icon  in the task bar.
2. Select PROPERTIES.
3. Select MAIL SERVER from the list and click SETUP to display the setup screen.



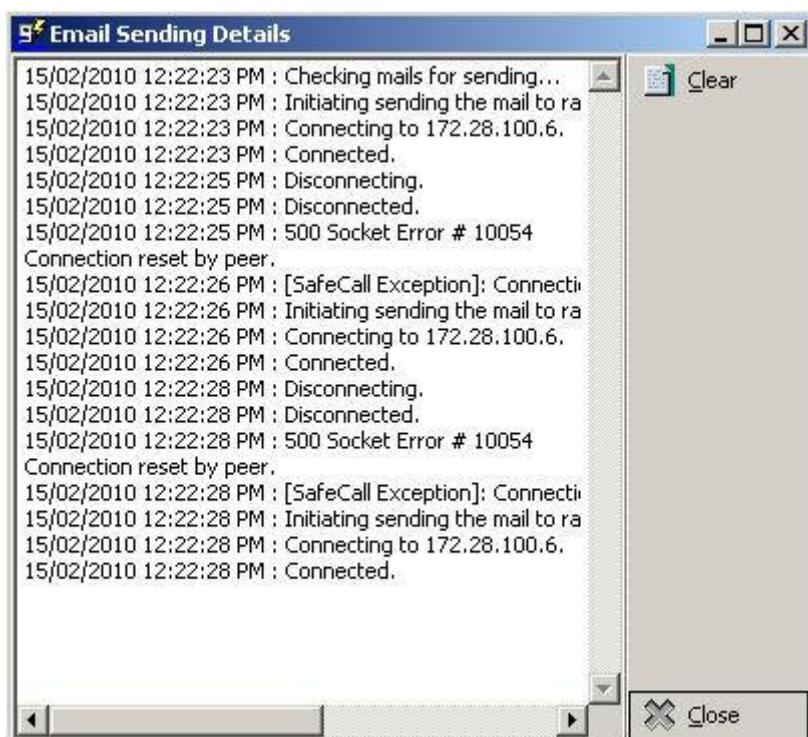
4. Enter the name of the OUTGOING MAIL SERVER.
5. Enter the ACCOUNT (Login name) and PASSWORD for the Mail Server.
6. Click OK to close the setup screen.

### **Starting the mail server:**

1. To start the Mail Server automatically, when starting the FIDELIO SERVER, select MAIL SERVER and double click in the AUTO RUN field.
2. To start the Mail Server manually click START.



3. Click DETAILS to check the processing details of the mail server, a screen similar to the following will open:



4. Click CLOSE to close the details screen.

---

## Email Template

The email template is defined under Miscellaneous → Reports with the section role **Email Template** and then selected under Global Settings → Report tab → Email Template. When sending confirmation letters via email, the letter/email can be printed and is saved using the email template. This functionality is for emails sent as body text not as an attachment.

---

**Note:** When using the compression functionality for confirmations WTXT, it is necessary changing the field 'EmailBody' on the default email template report under Miscellaneous → Reports to 'EmailBodyUnzipped'. If the body field is not changed but compression for the table WTXT activated, it may happen when printing already sent email that the email body is missing.

---



## 8 Automatic Night Audit

Properties such as sales offices which do not operate 24 hours/7 days a week can use this feature to automatically run night audit.

The user for the automatic night audit has to have the user rights to be able to start night audit.

Fidelio Suite8 can only run as one instance, therefore it is required that on the workstation where automatic night audit will be performed, no other instance of Fidelio Suite8 is running.

There are two ways to configure the automatic night audit:

- Fidelio Server - the setup is defined on the Fidelio Server Setup.
- Control Panel → Scheduled Tasks - a task will start Fidelio Suite8 with the parameter autona.

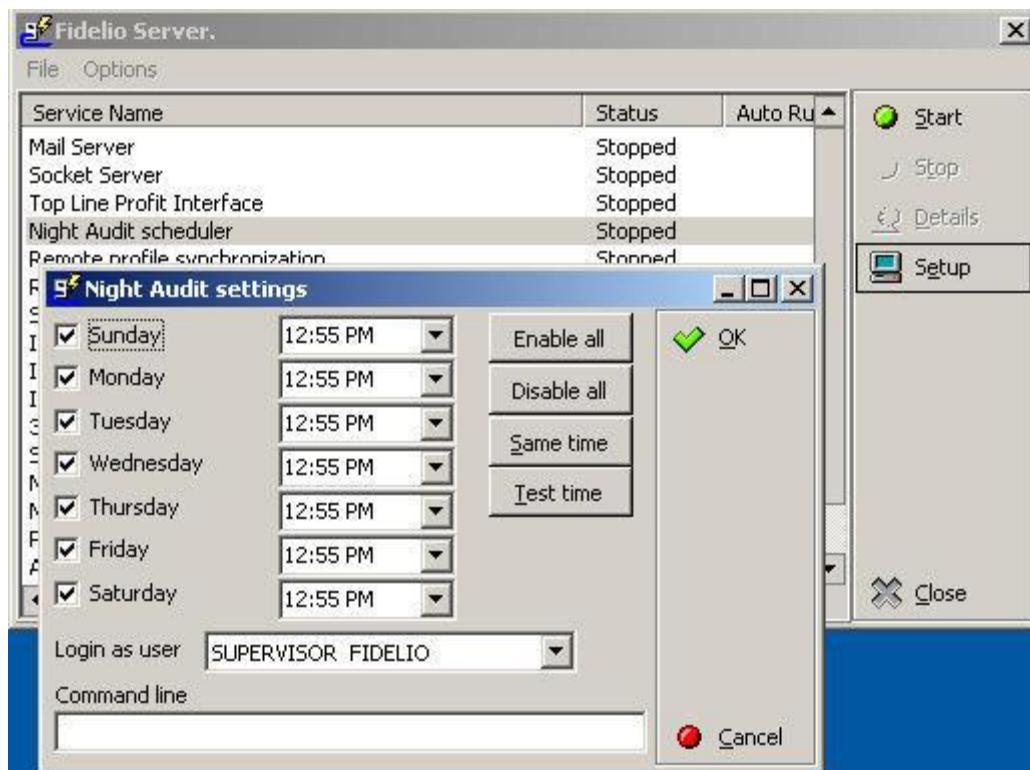
### **Fidelio Server:**

If the Fidelio Server is installed as a Service and the Fidelio Server Icon is not displayed in the task bar, select SERVICES from the CONTROL PANEL → ADMINISTRATIVE TOOLS and double click on the service name to start the service.

If the Fidelio Server is not installed as a service, double click on the FidelioServer.exe in the Fidelio Suite8 program directory. The Fidelio Server icon will then display in the task bar.

### **How to configure Fidelio Server for automatic night audit:**

1. Right click on the Fidelio Server Icon  in the task bar.
2. Select PROPERTIES.
3. Select NIGHT AUDIT SCHEDULER from the Fidelio Server Menu.
4. Click the SETUP button.
5. Complete the options as per the night audit settings dialog box.



---

*Fidelio Server Night Audit Settings dialog box*

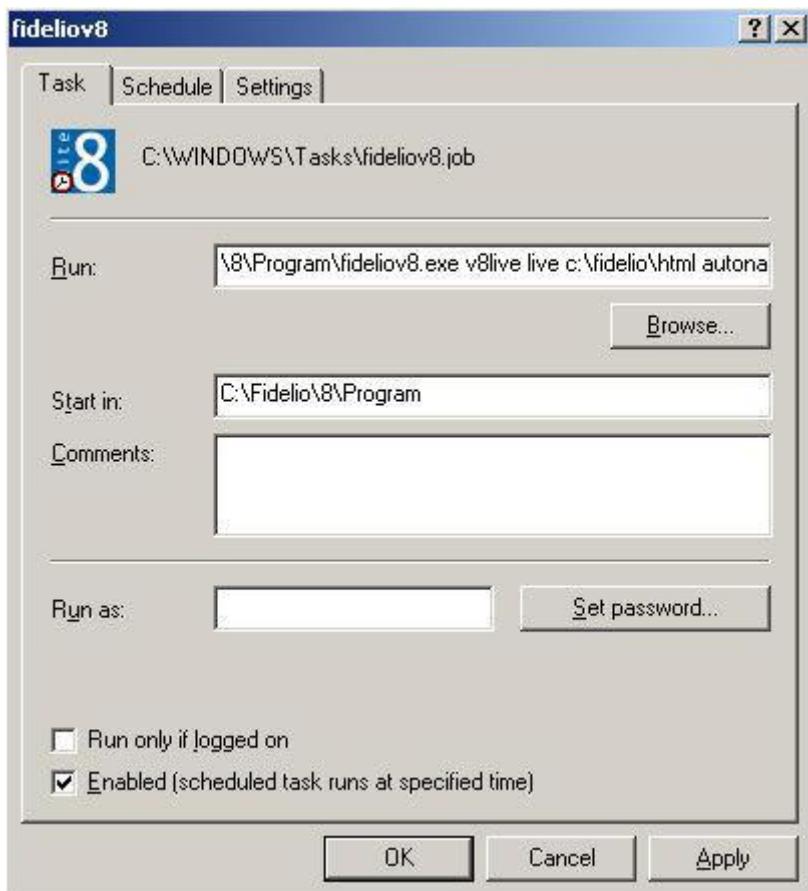
---

Field	Definition
Day of the week (Sunday- Saturday)	Check defines that the day of week is selected for automatic night audit.
Time	Select a time for the automatic night audit to start.
Login as user	The user name that will run the automatic night audit. This user must have rights to start night audit and optionally to start night audit when not all due outs are checked-out.
Command line	The complete run path and parameters for Fidelio Version 8. For example: C:\Fidelio\programs\fideliov8.exe v8 v8live live c:\Fidelio\HTML [Program directory] [DB alias] [user] [password] [HTML directory]
Enable all	Click this button to select all week days for automatic night audit.
Disable all	Click this button to clear all selections.
Same time	Click this button to apply the same time to all week days.
Test time	Click this button to test the time for the next automatic night audit. The date and time refers to the workstation and not to the date in Fidelio Suite8.

**Control Panel → Scheduled Tasks Parameter Autona**

Use Scheduled Tasks from the Windows Control Panel to define a task and configure specific schedules.

1. Open the CONTROL PANEL.
2. Select SCHEDULED TASKS.
3. A new task can be added by selecting ADD SCHEDULED TASK and setting up the task using the SCHEDULED TASK WIZARD.  
or
4. By right-clicking anywhere in the window and selecting NEW → SCHEDULED TASK from the displayed menu.
5. Allocate the task a name.
6. Right-click and select PROPERTIES, the TASK tab is opened by default.
7. Enter the command line parameters in the RUN box or click the BROWSE button to locate the FidelioV8.exe. Fidelio Suite8 must be started using the parameter AUTONA.



8. Click the SCHEDULE tab to define the schedule for running the automatic night audit.



9. Enter how often the task should be run, the start time and every how many days.
10. Click OK to save the task.

## 9 Fax Sending Configuration

Fidelio Suite8 does not need external fax software but uses the Windows fax components to enable fax sending. The fax services have to be installed on the workstations from which the faxes will be sent. For example, from the reservation menu it is possible to send confirmation letters via the FAX button.

The following workstation and server combinations are possible:

- OS Windows 2000 and Server Windows 2000

The fax letters can be sent one by one from each workstation.

The Windows 2000 Server can not be used as a Fax Server; a modem has to be installed on each workstation.

- OS Windows 2000 and Server Windows 2003

The fax letters can be sent one by one from each workstation.

The Windows 2000 Server can not be used as a Fax Server; a modem has to be installed on each workstation.

- OS Windows XP and Server Windows 2000

The fax letters can be sent one by one from each workstation.

The Windows 2000 Server can not be used as a Fax Server; a modem has to be installed on each workstation.

- OS Windows XP and Server Windows 2003 (Best choice)

The fax letters can be sent from the Windows 2003 Server. Windows XP can transfer the fax letters to the Windows Server 2003 which will then serve as the Fax Server. A modem has to be installed on the Windows 2003 Server and the name of the fax server entered under SETUP → CONFIGURATION → MISCELLANEOUS → GLOBAL SETTINGS → GENERIC 2 TAB.

For more information on Microsoft Fax sending see:

[http://msdn.microsoft.com/library/default.asp?url=/library/en-us/fax/faxlegacy\\_1u42.asp](http://msdn.microsoft.com/library/default.asp?url=/library/en-us/fax/faxlegacy_1u42.asp)

Using external Fax Software can be driven by a printer; usually fax numbers are not transferred to printer.

---

**Note:** For TOBIT fax software, the support fax API (Application Program Interface) has to be installed. The fax number can be transferred via @@ codes.

---

### Installing the Windows Fax component

1. Click START and select CONTROL PANEL, click ADD OR REMOVE PROGRAMS.
2. Click the ADD/REMOVE WINDOWS COMPONENTS icon on the left hand side of the screen.
3. Select FAX SERVICES from the windows component wizard.
4. Click NEXT.
5. Click FINISH.

---

# Using Tobit FaxWare

## Prerequisites

- Install the support fax API (Application Program Interface).
- Install Tobit Client as a printer on the workstation (Tobit FaxWare).

## Setup

In Fidelio Suite8 the printer has to be configured under Setup → Configuration → Miscellaneous → Terminals & Printers.

1. Open the TERMINALS tab.
2. Select the Terminal (workstation).
3. Click NEW button on the printer and application section, the printer tab will open by default.
4. Enter the DESCRIPTION.
5. Select the Tobit FaxWare Printer.
6. Click the SAVE button to save settings.
7. Select the Print job on terminals tab.
8. Click the NEW button.
9. Select the Terminal.
10. In the Print Job field, select FAX OUTPUT.
11. Select the Tobit FaxWare Printer as both the Primary and Secondary Printer.
12. Click the SAVE button.

## Miscellaneous Reports

Under Miscellaneous Reports at least two sections need to be defined for confirmation letters. One section for all confirmation letters sent via fax and one for other confirmation letters. These sections should only differ in the print jobs.

The section for Fax confirmations needs to be defined with the print job FAX OUTPUT.

The section for other confirmation letters needs to be defined with the print job CONFIRMATION LETTERS.

In Fidelio Suite8 the templates used for the fax need to be configured with the @@ codes so that corresponding parameters such as the fax number can be transferred to Tobit FaxWare. A list of all @@ codes is included in the online help of Tobit. At least the @@ code 'Nummer' (database field of the number or email address has to be configured.

For example: @@NUMMER<<com.communication\_value>>@@

All values used with the @@ codes, will be transferred to Tobit FaxWare as long as the parameter is valid. The codes will not print on the fax.

## Reservations → Options → Confirmation letters

The selected communication type should be fax.

## From Fidelio Suite8.6

With Fidelio Suite8.6, the Fax button can be used when activating the flag: USE PRINTER FOR FAX SENDING under Configuration → Global Settings → Report tab. The print job has to be defined in the field FAX PRINTER SETUP. The print job will be issued to the corresponding fax printer when pressing Fax button. Using Tobit, the @@ codes will be translated and a dialog box will open allowing entering the fax number. If the Global Setting is not activated, the regular MS FAX API is used.

# 10    HTML

## HTML Expressions

Properties can configure and store customised HTML files in the directory for htm files used by Fidelio Suite8. The files will show in Fidelio Suite8 either by logged in user, user language or just a customised set by either property or language specific htm files available for all users. The priority Version 8 uses to determine which file to use is in the sequence as listed, if none of these files can be found; the standard htm file is shown.

Following options and sequence are available:

- **Customised htm file by user initials**

To display a customized htm file by user initials, the htm file has to be called \_userinitials\_htmfilename.htm. For a user with the initials DS the file has to be called usr\_ds\_quickinfo.htm.

- **Customised htm file by user language**

To display a customized htm file by user language, the htm file has to be called cust\_lang\_language short description \_quickinfo.htm. For example, if the language short description is F for French, the user has to select this language under user settings → startup → language and the file, such as quickinfo.htm has to be called cust\_lang\_f\_quickinfo.htm

- **Customised version for all users**

To display a customised version of htm files for all users, the HTML files have to be called cust\_HTMLfilename.htm, for example: cust\_quickinfo.htm

- **Customised version by language**

To display a customised version by language, the HTML files have to be called lang\_short description of the language\_HTMLfile.htm, for example lang\_f\_quickinfo.htm, where f stands for the short description of the language

### **How to hide or show expressions depending on activated features or license**

The following expression can be used to hide Conference Information on the HTM file for example when working with the small business edition:

```
if ({const isBnB})=(1){/if}{else} {if {feature Meeting Planner}} Conference  
{runquery 2}
```

### **If and Dif conditions**

The Delphi script evaluation component called DIF can be used for all conditions allowing usage of more than one logical expression on HTML files.

For example:

```
{dif ({field6.YRES_EXPARRTIME.0}=0) and ({field4.arrivaldate.0}=0) and ({field11.arrivaldate.0}=0)  
and ({field12.arrivaldate.0}=0)){/dif}{else}{dif ({field 6.YRES_EXPARRTIME.0}=0)}
```

---

**Note:** IF conditions can be used in conjunction with DIF, therefore it is not necessary to change all IF conditions in the HTML files.

---

### **Some more information about the difference of IF and DIF:**

The IF function is string based and the DIF function is based on the Delphi syntax check, therefore some expressions working using IF do not work when using DIF, for example the string {if () =(1)} is a valid expression, using the same expression with DIF does not work.

All logical and comparing operators can be used with DIF, this is not possible when using IF.

---

### **String variables or constants:**

Using DIF, string variables or constants have to be in single quotation marks ('), for example:

```
{dif '{field 1.xcms_creditstat}'='B'} Blacklist {/dif} or  
{dif '{const freetext1}'=""} {/dif} {else} {const freetext1}
```

→ If the field freetext1 is empty then an empty space will appear otherwise the contents of the field will display, string constants without contents will always return an empty space

### **Numeric variables or constants with no decimal places:**

Values with no decimals require no additional expression they can be used as follows:

```
{dif {field 1.YDET_ADULTNO}=0} no Persons {/dif} or  
{dif {const RoomsToSell0}>0} {/dif} {const RoomsToSell0} {else} no Rooms to sell {/else}
```

### **Numeric variables or constants with decimal places:**

A keyword has been defined called NUMERICCONST, regardless of the regional settings a point will be used as decimal separator when using DIF. Comparing numeric variables or constants with decimal places can be used as follows:

```
{dif {field 16.GrossRevenue}<>0} not Zero {/dif} {else} Zero {/else} or  
{dif {const balance}=0} no Balance{/dif} or  
{dif {field 16.GrossRevenue}>9999.99} Top Producer {/dif}
```

### **No value returned {null}:**

If a query or a view returns the value {null}, a point has to be added after the field name when using DIF followed by a value, usually 0

For example: {dif {field 13.xcno\_id.0}=0} {/dif} {else} Notes {/else}

### **Variable Userid**

The name of the logged in user can be displayed on HTML files with the variable: USERID.

For example: {runquerywithparameter 4.parameter.{userid}}

## **HTML and Editing dialog boxes**

HTML functionality is available allowing standard screens and dialog boxes to be opened and edited from within an HTML.

Detailed below are the screens which can be opened and an example HTML expression:

---

### **Screen/dialog box    HTML Code Example**

Reservation	<a href=action://editreservation?parameter={field 1.yres_id}>
Profile	<a href=action://editprofile?parameter={field 1.yres_xcms_id}>
Booking	<a href=action://EditBooking?parameter={field 19.ybom_id}>
Group Reservation	<a href=action://editgroup?parameter={field 1.YGRP_ID}>
Block	<a href=action://editblock?parameter={field 1.yblh_id}>
Event	<a href=action://EditEvent?parameter={field 5.yevm_id}>
Billing Instructions	<a href=action:// EDITBILLINGINSTRUCTIONSOFRRES?parameter={parameter}>bi</a> 
Locators	<a href=action:// EDITLOCATOROFRES?parameter={parameter}>locator</a> 
Traces	<a href=action:// EDITTRACESOFRES?parameter={parameter}>traces</a> 
Messages	<a href=action:// EDITMESSAGESOFRES?parameter={parameter}>messages</a> 

---

**Note:** The standard HTML files provided with Fidelio include this functionality.

---

## HTML Copy Information

It is possible copying information from HTML files to clipboard by selecting items from HTML, using right mouse short cut menu and selecting COPY TO CLIPBOARD or short cut key CTRL.+C. This information can then be pasted to any open file by using right mouse menu option PASTE or short cut key CTRL.+V.



The menu option Copy to clipboard is controlled by the user right Copy to clipboard from HTML under Users → User Definition → Rights → Miscellaneous

## HTML Style Sheets

The following **HTML** style sheets are available for use and are supplied along with the standard HTML files:

- FidelioV8.css - font type Tahoma
- FidelioV8\_Arial.css - font type Arial
- FidelioV8\_Times.css - font type Times New Roman

---

**Note:** The standard HTML's are linked to the 'FidelioV8.css' style sheet. When using a style sheet other than the standard, you must rename the used style sheet to FidelioV8.css (after saving the original) otherwise you have to change the file name in each HTML file.

---

## Billingheader.htm file

The standard billingheader.htm supplied with Fidelio Suite8 uses the constant {const persons} to display the number of persons; this figure includes both adults and children; however additional constants are available to display only adults and/or only children.

The following constants can be added to the billingheader.htm file:

- {const persons} - includes adults + children (default).
- {const adults} - includes only adults.
- {const children} - includes only children.

*Part of the billingheader.htm showing {const persons}*

### How to use the function EditTracesOfRes on the billingheader.HTML file

The following HTML text has to be used:

```
<a href="action://EditTracesOfRes?parameter={field 1.id}"></a>
```

**Note:** Use {field 1.id} instead of {field 1.yres\_id}

---

## Expressions using Global Settings, Features and Sublicences

The following expressions can be used in HTML queries:

- Global Settings - {globalsetting wussname}= 'wussvalue'
- Sub-Licences - {sublicence slname} will be replaced with true or false. On screen names or shorter idnames from constantsandtypes.pas unit can be used.
- Features - {feature featurename} will be replaced with true or false. On screen names need to be used.

### Global Setting Query Example:

This expression in the HTML defines if the HTML can be seen in the master property only. Any global setting can be used in queries, not only true (1) or false (0 or empty '').

```
{dif {globalsetting ThisHotelisMaster}=1}this hotel is master{/dif}
```

### Sublicences Query Example:

This expression shows the 'welcomeccm.jpg' if only the license for CCM is activated.

```
{dif ({sublicence v8ccm}=true) and ({sublicence v8pms}=false)}/dif}{else}/else}
```

### Features Query Example:

This expression checks if the feature block reservations is activate for the Small Business Edition.

```
{dif {feature Block Reservation}}<tr class="Std8Text" valign="top"><td width="50%">Blocks</td><td width="50%">{const BlockName}</td></tr>{/dif}
```

## HTML and Multiple Parameters

It is possible to use more than one parameter when opening a new **HTML** window from a link within an HTML file.

### Adding a hyperlink to an HTML file

Adding the example below to the INDIVIDUALPROFILE.HTM file inserts a hyperlink to and opens the p2\_guest details.htm file in Fidelio Suite8 when clicking on the hyperlink. The parameter used on the first htm file is passed on to the newly opened second htm file.

#### Example:

```
href=app:\P2_GuestDetails.htm?parameter={parameter}
```

### Using more than one parameter

More than one parameter can be used in HTML files, however, the second parameter must be separated by '&'.

In the example below 'hehe' is the second parameter.

#### Example:

```
<href=app:\GuestRecognition.htm?parameter={parameter}&hehe=77>
```

On open HTML files the parameter can be used as follows:

```
<body>
value of parameter={parameter}
value of hehe={parameterhehe}
```

- The default parameter called 'parameter' is not changed.
- The new parameter should have the prefix 'parameter' and then immediately the name of the parameter without a space.

### Special Characters

---

When special characters or spaces are involved in the link, the parameter 'urlencode' can be used.  
(this will convert all special characters to a format suitable for links.)

For example:

```
<a href=app:\GuestsFromTown.htm?parameter={urlencode {field 17.STADT}}>
```

This refers to the htm and qry files: 'Guestsfromtown.htm', 'Guestfromtown.qry' and returns all guests from the same town.

#### **Running HTML reports with non standard parameters**

To run HTML reports with non standard parameters the runquery must be called as 'runquerywithautoparameters', such as {runquerywithautoparameters 1} {runquerywithautoparameters 2}. This is used for example in the files: 'Tablereservation\_Status.HTML' and 'Tablereservation\_Status.qry'.



---

---

## 11 V8 Oracle & SQL Information

See the *V8 Oracle and SQL Information PDF* for a basic understanding of Oracle and SQL Terminology and how it relates to Fidelio Suite8. Topics covered include, Oracle Database Objects, Alias, Export and Import, and SQL.



---

## 12 Word Merge

### Word Merge

Word Merge for Suite8 extends existing report functionality from Crystal, Internal Editor and HTML. Word Merge is available in all modules of Suite8 for printing letters or reports, such as:

- Designing contracts and function sheets in meeting planner
- Confirmation letters in reservations
- Profile letters in customer relations
- Message templates in front desk
- Voucher or Gift Certificates in Cashiering.

Merge fields are inserted into a main document and Suite8 replaces the merge fields in the main document with information retrieved from the data source. Using Word Merge for reports allows taking advantage of the easy to use Microsoft Word features, such as sizing, aligning objects and formatting content, and there is no limitation on the number of merge fields and text.

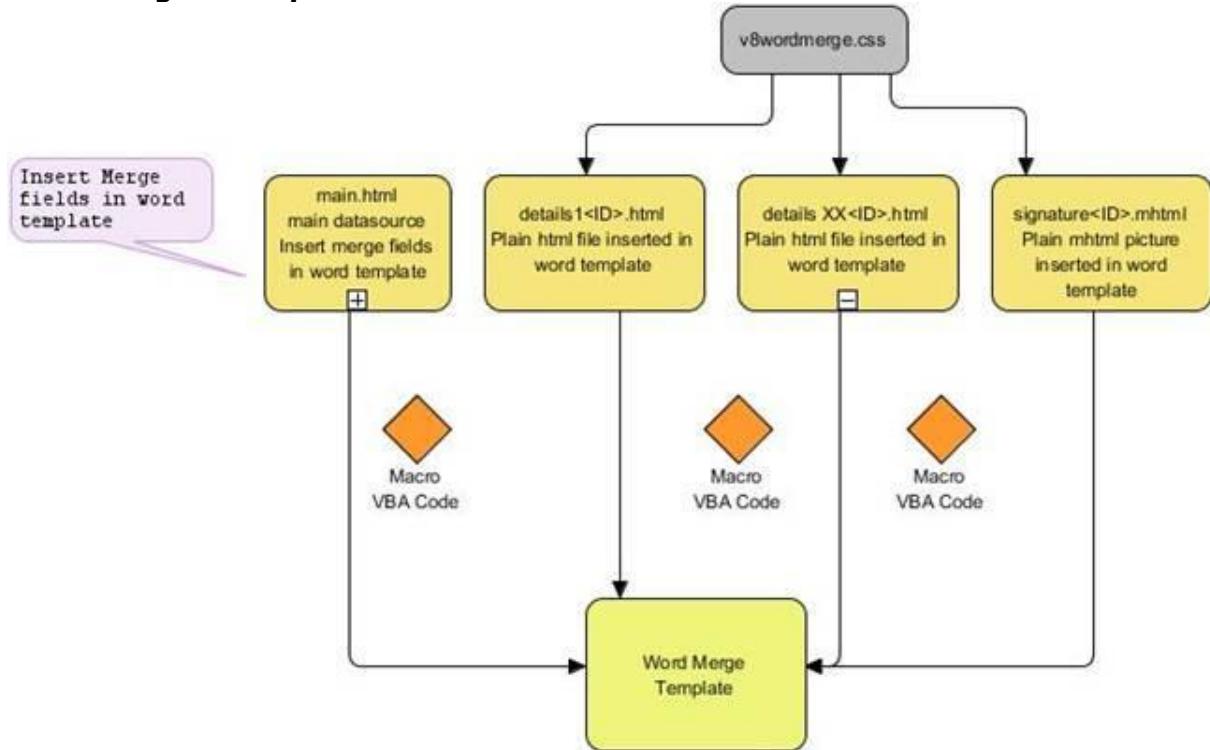
Word Merge is available in all version of Suite8 and requires the following:

- Microsoft Word 2007 or higher (PDF Conversion Function is required), several features have to be activated.
- Suite8 Version 8.9.4.1
- V8merge.css (This is provided with the HTML files in the rtf.zip, and located in the HTML directory of Suite8)
- Font **Corpos.ttf** (This true type font is included in the reports.zip, it is used on the Report: **75401 Contract with rooms 2 (WM)**. To install this font, double click on the **Corpos.TTF** file

### Definition of Terms

- HTML – HYPER TEXT MARKUP LANGUAGE used to return data in HTML layout in a Browser
- CSS – Cascade Style Sheet used for general formatting and layout of the HTML pages
- MHTML – short for MIME HTML, is a web page archive format used to combine resources that are typically represented by external links (such as images, Flash animations or audio files) with HTML code into a single file

## Word Merge Concept



## Microsoft Word

The Developer functionality must be active in order to access and work with macros. It is recommended to enable this option only on the machines where it is needed.

Macros are not supported by the new .docx document format and therefore all documents have to be saved as .doc.

### How to activate the developer option in Word 2007

1. Open Microsoft Word and click the **Microsoft Office Button** 
2. Select the **Word Option** button to display the Word Option dialog box.
3. Click **Popular**, select the option **Show Develop Tab in the Ribbon**.
4. Click **OK**; the Developer Tab is displayed on the Ribbon.

### How to activate the developer option in Word 2010 and 2013

1. Open the Word 2010/2013 program
2. Click the **File** tab.
3. Select **Options** button to display the Word Option dialog box.
4. Click **Customize Ribbon**.
5. In the Customize the Ribbon column, choose **Main Tabs**.
6. Select the option **Developer**.
7. Click **OK**; the Developer Tab is displayed on the Ribbon.

---

**Note:** The version of Word must be 2007 or higher. The PDF conversion function used when sending a letter as a PDF is not available in older versions of Word. The Format of Word 2010 does not support Macros therefore all documents have to be saved using Office 2007 compatibility doc format.

---

When changing a word merge report in the report configuration or when running such a report in Suite8, other Word documents apart from Suite8 can be opened and MS Word can be used as usual.

## Suite8 Configuration

There are no specific settings required to activate word merge, however, the following parameters should be defined:

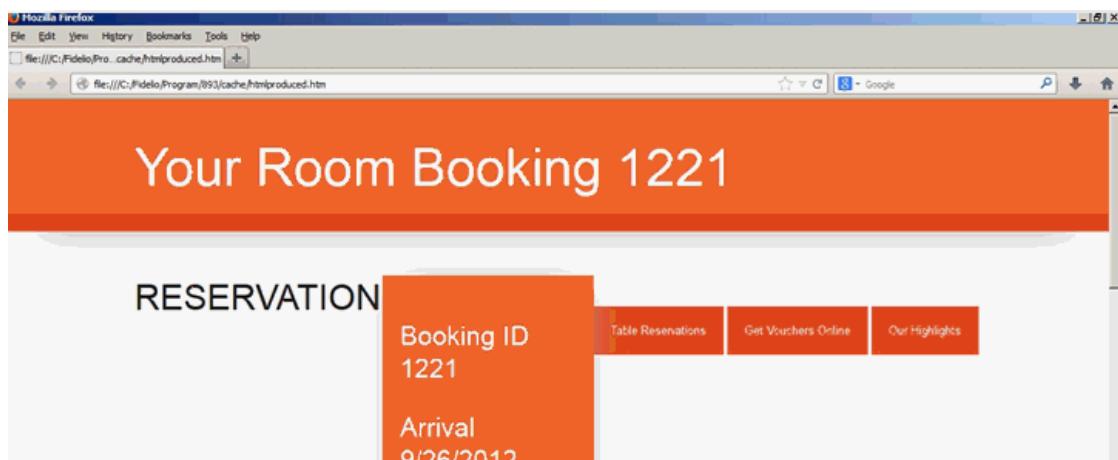
- Definition of Internal Editor as the default EDITOR under Setup → Configuration → Global Settings → Reports → Report 1 tab.

The screenshot shows the 'Report 1' tab settings in the Suite8 Configuration. It includes fields for 'Default report language' (set to 'Default English'), 'Print collated copies' (unchecked), 'Excel Export contains data only (no headers)' (unchecked), 'Maximum size of stored files (Kb)' (set to '100,000,000.00'), 'Procedure report printer setup' (set to 'Lists and Reports'), 'Lists & reports printer setup' (set to 'Lists and Reports'), 'Editor' (set to 'Internal Editor'), and several checkboxes for cache folder options: 'Do not clear cache folder upon exiting V8' (unchecked), 'Use unique cache folder per workstation' (unchecked), 'Use user's email as sender address' (checked), and 'Use segment's email as sender address' (unchecked).

- Definition of the INTERNAL EDITOR REPORT SETTINGS under Setup → Configuration → Global Settings → Reports → Report 1 tab. All the numeric fields in the examples refer to the numeric and decimal settings defined via this option.

The screenshot shows the 'Internal Editor Report Settings' dialog box. It contains sections for 'Thousand Group Settings' (set to ','), 'Decimal Settings' (set to '.'), 'Number Format' (set to '99G999G990D09'), 'Position of Currency Symbol' (with radio buttons for 'After Amount (100 EUR)' and 'Before Amount (EUR 100)', the latter being selected), a checkbox for 'Use Automatic PDF Export for Invoices' (unchecked), a 'PDF Filename leading string' input field, a 'PDF Export Directory' input field, a 'Timestamp format' input field, and two checked checkboxes at the bottom: 'Enable gray background color printing on Crystal reports' and 'Display produced html report in browser'.

- The display of HTML reports directly in the default browser installed on the workstation is controlled by the parameter DISPLAY PRODUCED HTML REPORT IN BROWSER under Setup → Configuration → Global Settings → Reports → Report 1 tab. For example, when executing the report and pressing the VIEW button.



- Definition of the CSSFILE key under Setup → Configuration → Global Settings → Generic → General Hotel Info 5 tab. This is required so that the CSS file is not overwritten in a later version. See: How the key is used?

The HTML sub reports which are linked to the word template use a CSS file for the styling of the HTML page.

This is specified in the <Head> section of the HTML page: "<link rel='stylesheet' type='text/css' href='file:///{file V8Wordmerge.css}'>"

The {file ...} is V8 code which points to the HTML directory of Suite8 where the CSS file is located.

The query in the query part of the HTML report selects the value and it is added to the <Head> section as follows:

### **Query**

```
--14 CSS File from global settings
select WUSS_VALUE from WUSS where WUSS_NAME='UDEF_CSSFILE';
```

### **HTML**

```
<html>
{runquerywithautoparameters 14}
<head>
<meta http-equiv="Content-Type" content="text/html; charset=windows-1252">
<link rel="stylesheet" type="text/css" href="file:///{file {field 14.WUSS_VALUE}}">
</head>
```

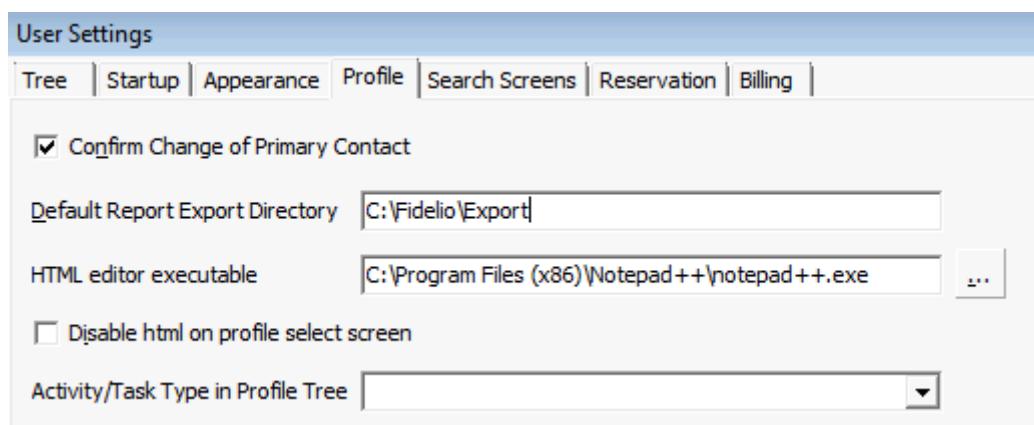
---

**Note:** It is recommended to use file name other than V8Wordmerge.css for your standard and your customers. The demo database on the FTP server contains this key and all HTML reports have been configured to use it. The CSSFILE key should be added to your standard database.

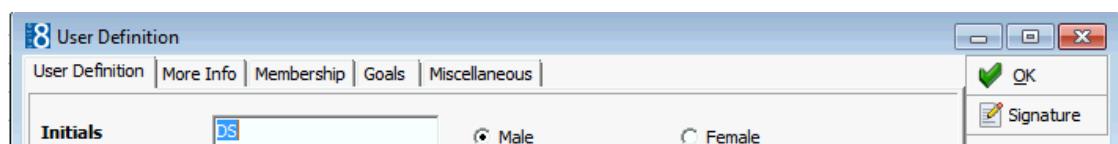
---

Generic 1   Generic 2   Generic 3   Generic 4   Telephony 6   General Hotel Info 5   Guest Service Center 7	
Name	Value
@Mail_Hotel_ID_Short	FIDELIODEMO
CIF_HotelID	MFS8DEMO
CSSFILE	V8Wordmerge.css
HotelID	123456789
MyMicrosLocationID	Suite8Demo
MyMicrosOrgID	sq8
NOR1_HotelID	Suite8DEMO
OPTIMSACCOUNT	DEMODB
VEOSExportHotelID	ABC

- The path for the **HTML** editor for configuring the word merge reports can be defined via the option **HTML EDITOR EXECUTABLE** under **Miscellaneous → User Settings → Profile tab**. A good editor is required to configure the HTML part of the HTML reports and here we used **NOTEPAD ++**. When editing the HTML reports in the report section Suite8 opens the HTML directly in the editor of your choice.



- The **Signature** is furnished as a picture file (mhtml) and linked to users under **Setup → Configuration → Users → User Definition → Signature**.



## Reports

From the Reports Menu, the Word Merge Reports are created or edited.

A word merge report is composed of following elements:

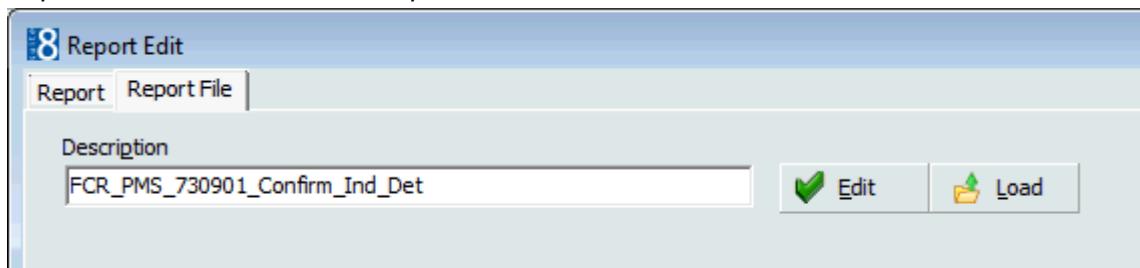
- A WORD document template, created in a Report section with the Source Type WORD.
- An HTML REPORT (MAIN.HTML) which delivers the data source from Suite8 for the merge fields in the word template, located in a Report Section with the Source Type HTML REPORT.
- HTML PARTS which act as separate section sub reports, returning data for the merge fields of the word template (DETAILSXXX.HTML), these HTML reports are located in the same report section as the MAIN.HTML with the Source TypeHTML REPORT.
- The signature picture file (signature.MHTML) of the user, linked under the HTML Part, located in a General Report Section with the Source TypeHTML REPORT.
- A CSS file which defines the layout of the HTML report. The Style Sheet is called **V8WordMerge.CSS** and is provided with the HTML files in the RTF.ZIP. This CSS file must be placed in the HTML directory, normally c:\fidelio\HTML.
- A macro in visual basics code, present in the word document which converts the main data source to merge fields and inserts the separate HTML Parts in the template. The macro is activated via the DEVELOPER option in MS Word.

## Word Merge Report

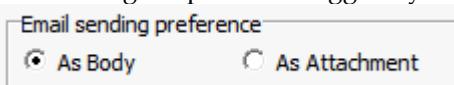
The Word Merge Reports are created in a Report Section with the Source Type WORD, the Source Type identifies that MS WORD is used for the report.

On the Word Reports, when pressing EDIT on the Report File tab, the document is opened and the Text and Suite8 Variables can be adjusted.

### *Report File table of a Word Report*



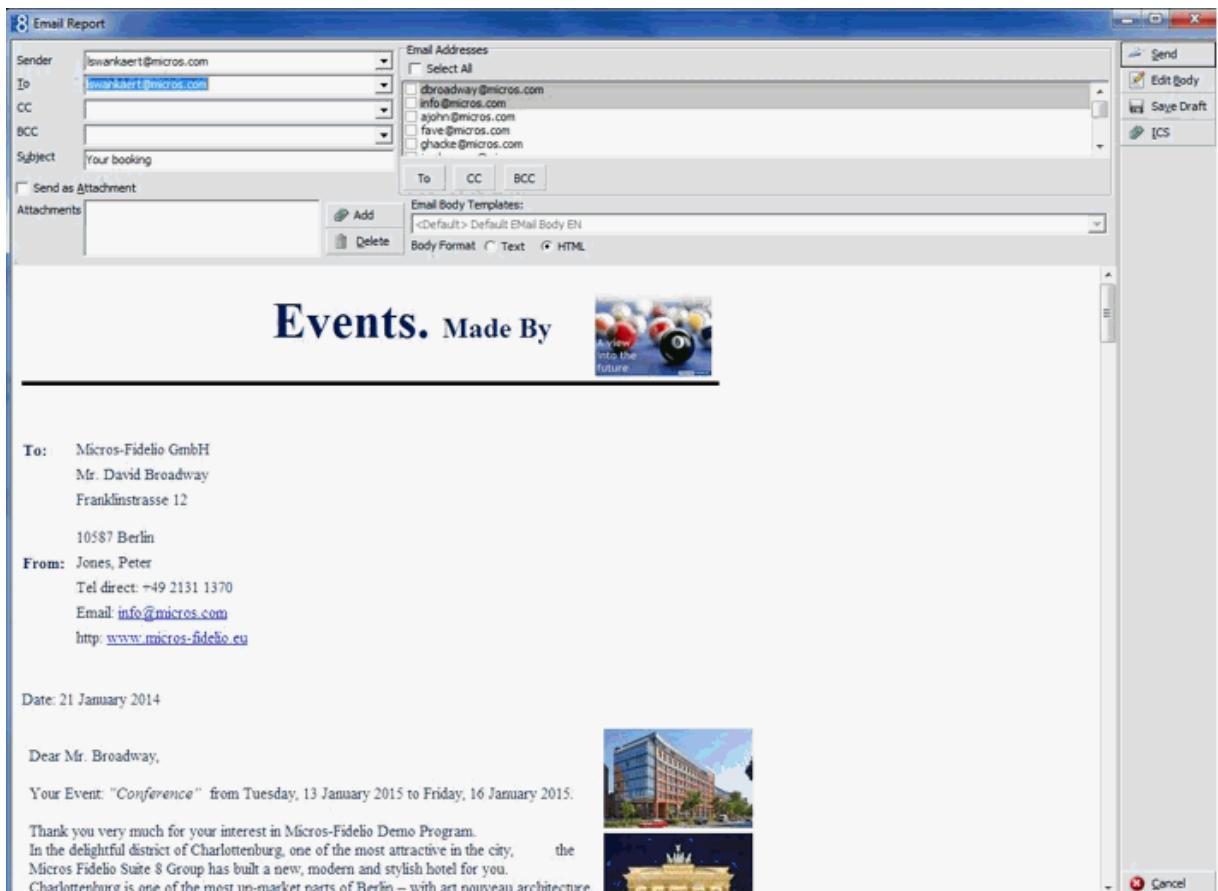
Since Suite8 Version 8.9.5.0 with the introduction to send Reports as Email Body or Attachment, all Word Merge Reports are flagged by default as **Body** under Email sending preferences:



The Word Merge Report can then be send as HTML Body in an Email using the defaults from Suite8 Configuration under Email Settings or as Email Attachment.

Word merge reports can be defined to be sent as HTML body text when sending a confirmation by email.

The example word merge report [75402 CONTRACT WITH ROOMS 2 \(EMAIL BODY\)](#) (contract Letter including rooms sent with email attachment and email subject and body) is provided with the release of Suite8 Version 8.9.5.0 in the reports.zip.



In the report configuration when defining the report the Email sending preference can be defined As Body or As Attachment; by default As Body is selected for all reports.

Email sending preference	
<input checked="" type="radio"/> As Body	<input type="radio"/> As Attachment

---

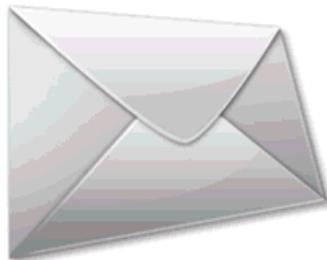
**Note:** The update script to 8.9.5.0 will ensure that all existing word merge reports are defined As ATTACHMENT.

---

---

Edit or Open when Load Button is pressed

## Front Office. Made by



«TTR_To»:	«GUEST_NAME»
«TTR_Room_number»:	«ROOM_NUMBER»
«TTR_From»:	«MESSAGE_FROM»
«TTR_Contact_Info»:	«CONTACT_INFO»
«TTR_Message_taken_by»:	«ENTERED_BY»
«TTR_Date»:	«DATE_MESSAGE»
«TTR_Time»:	«TIME_MESSAGE» hr

|  
|<<MESSAGEDETAILS>>

«TTR\_Sincerely\_yours»

It is possible to save the Word Document or load an existing report from a specific Path, only MSOffice 2007 format is supported (\*.doc).

## HTML Reports

The HTML reports are created in a report section with the Source Type HTML REPORT, the Source Type identifies that HTML EDITOR is used and these reports can be opened in the Browser installed if the global setting parameter DISPLAY PRODUCED HTML REPORT IN BROWSER is active.

The HTML Reports return the data for the merge fields and the HTML sections of the word document. There is the MAIN HTML report which needs to run first to build the main relation to the Data Source. All data which is not grouped or repeated can be placed on this report. It uses only one to one relationships, such as:

- Reservation ID,
- Contact Information,
- Company Information
- Guest Information,
- Communication Information
- Arrival, departure, number of persons, notes

### The HTML sub reports

The HTML Section sub reports use a **one to many** relationship and return the details belonging to the main.html data:

Examples of section sub reports could be:

- Reservation details belonging to a reservation
- Event details belonging to a booking
- Block details belonging to a block
- Group details belonging to a group
- Deposits belonging to a booking or reservation

An HTML section report can contain many groups. Data depending on the ID of other records can be placed in the same HTML report, for example, the event details HTML report displays all events for a booking. per event all F&B and Miscellaneous items are shown.

When displaying records directly linked to the main booking, such as when indicating billing instructions or deposits applied to a booking, then a separate HTML report is required.

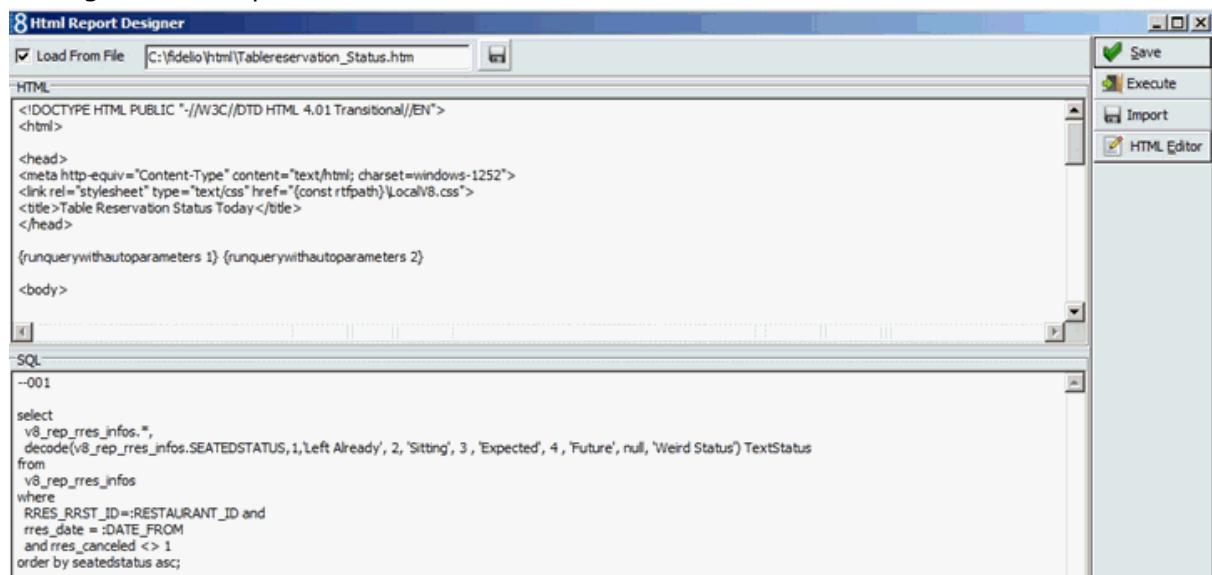
The HTML report takes care of the formatting, it is possible to apply styles, colors, fonts and others HTML elements, for example, tables or div's (DIV elements are used for applying generic organization and styles.)

For more information about HTML please refer to the following URL address:

<http://www.w3schools.com/html>

When editing a HTML Report from the Report Section, the HTML Report Designer is opened:

### *Editing a HTML Report*

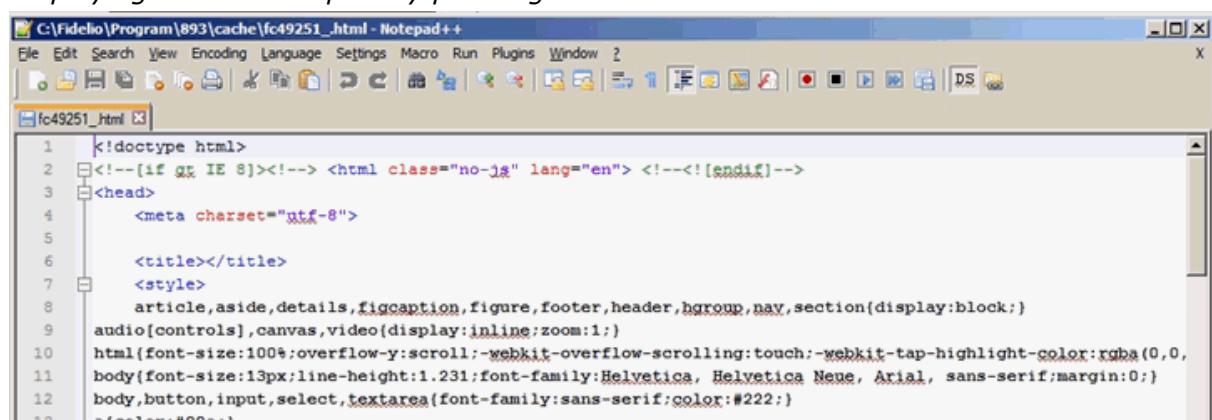


The HTML Report Designer is split into two sections:

- The HTML section, using HTML code to return the result of the Query in the desired layout
- The QUERY section using the SQL queries to retrieve Data

When pressing **HTML Editor** Button from the HTML Report Designer dialog, the report is opened with the defined HTML Editor:

### *Displaying the HTML Report by pressing the HTML Editor button*

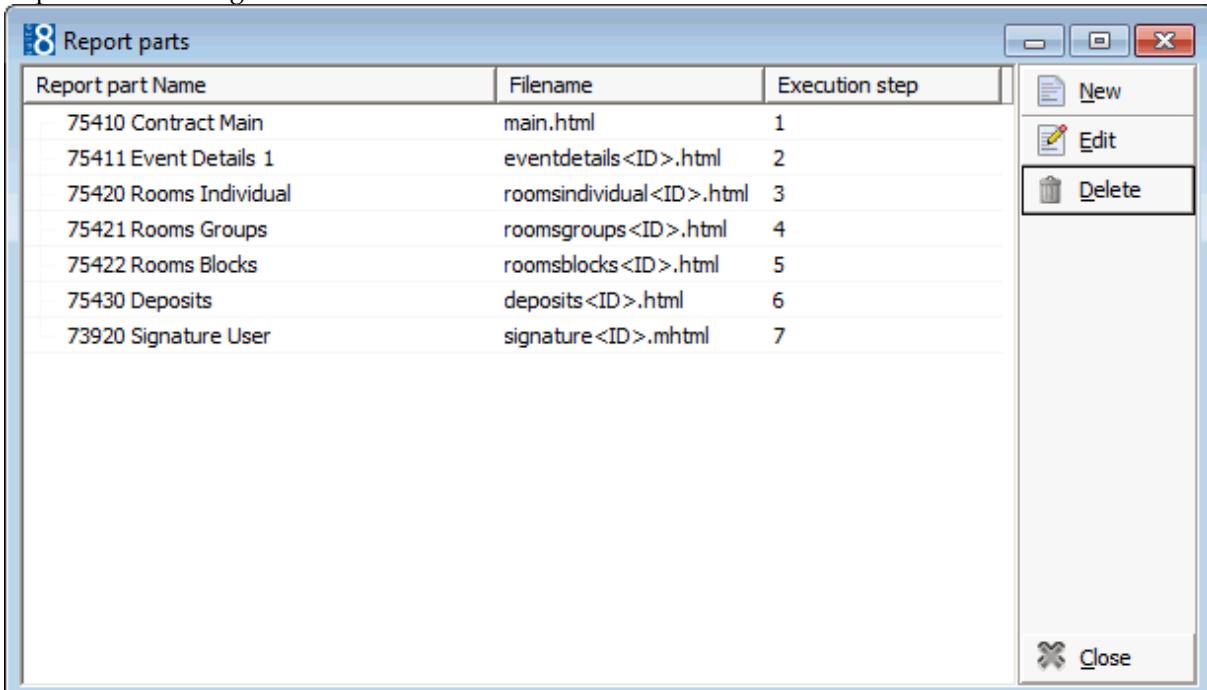


## Report Parts

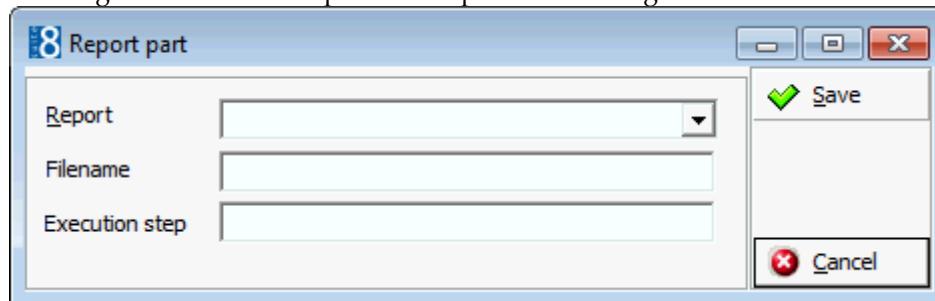
The HTML Parts are linked to the Word Merge Report by selecting the Word Merge Report and pressing Report Parts Button on the Reports Menu:



With the definition of the Report Parts, the HTML Reports are linked to the Word Report:  
Reports Parts dialog



Pressing the New button opens the Report Parts dialog:



Field	Definition
Report	The HTML Report Name.
Filename	Defines the file name in the macro, please also refer to the section <b>Some basics about the Macro</b>  This is used for the sections in the Word Merge Report, to insert the complete HTML section  The <ID> is required and used for completing the Booking ID. The macro identifies by this ID which Report from the Cache to insert.
Execution step	The sequence of the report of the Cache folder. This is assigned when running the reports, for processing the macros and for the sections in the word document.

## Importing the report examples

Several Word Merge Reports are provided with the release of Suite8 Version 8.9.4.1 in the reports.zip.

The reports (\*.S8R) from Suite8 need to be imported and the Word Documents (\*.DOC) need to be loaded.

The macro used in these examples can be exported and imported on newly created Word Reports.  
The following reports are available:

- 730900 Confirmation Individual Changes (WM)
- 730901 Confirmation Individual Details (WM)
- 730902 Confirmation Party (WM)
- 75400 Contract with rooms 1 (WM)
- 75401 Contract with rooms 2 (WM)
- 730910 Confirmation Group (WM)
- 730920 Confirmation Block (WM)
- 73620 Message Template (WM)

The signature picture file is imported to a general HTML Report Section and is then linked as the last item on the report parts for each report.

### How to import the Signature User Report

1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
2. Create a new sub-section called GENERAL HTML PARTS.

The SECTION ROLE must be defined as CONFIRMATION LETTER and the SOURCE TYPE must be defined as HTML REPORT.

In the demo database this sub-section is located under OTHER TEMPLATES.



4. With the GENERAL HTML PARTS section selected click the IMPORT button.
5. Locate the report FCR\_PMS\_73920\_SIGNATURE\_USER and click OPEN to import it.

## How to import the Conference report examples

The example reports for Conference Management are:

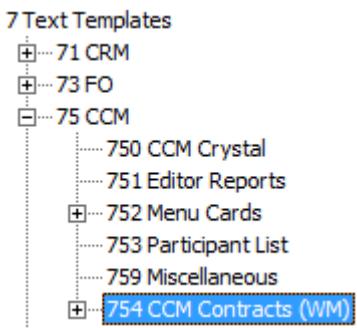
- FCR\_CCM\_75400\_Contract\_Rooms\_1 (WM)
- FCR\_CCM\_75401\_Contract \_Rooms\_2(WM)

### Create the section for the Word Merge Reports/Templates

1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
2. Select the section TEXT TEMPLATES -> CCM and create a new sub-section called CCM CONTRACTS- see How to create a report section

The SECTION ROLE must be defined as CONFERENCE and the SOURCE TYPE must be defined as WORD.

In the demo database this sub-section is located under TEXT TEMPLATES -> CCM.



3. With the CCM CONTRACTS section selected click the IMPORT button.
4. Import the reports FCR\_CCM\_75400\_Contract\_Rooms\_1 (WM) and FCR\_CCM\_75401\_Contract\_Rooms\_2(WM).

### Create the sub-section for the HTML Parts

You may create as a subsection beneath your word section but this is not mandatory.  
You can create the section wherever you like as long as it has the correct section role and source type.

5. Select the section CCM CONTRACTS and create a new sub-section called HTML PARTS.
- The SECTION ROLE must be defined as CONFERENCE and the SOURCE TYPE must be defined as HTML REPORT.

In the demo database this sub-section is located as follows:

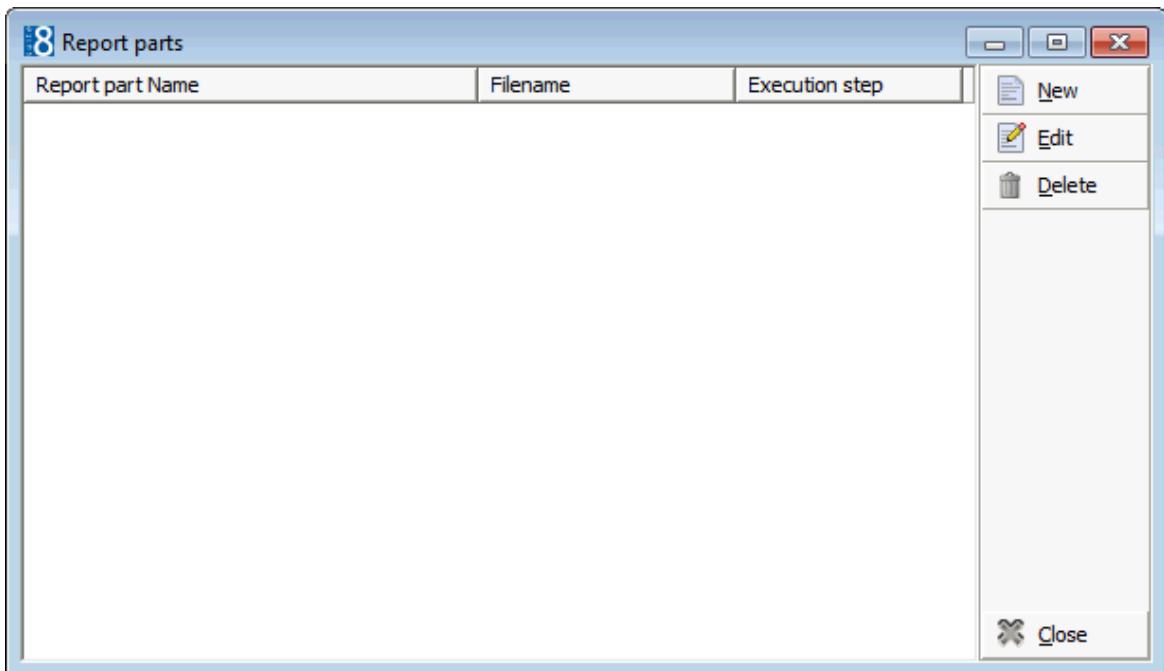
**754 CCM Contracts (WM)**  
└─ 7541-7543 Html Parts

6. Import the following HTML reports in to the HTML PARTS sub-section:
- FCR\_CCM\_75410\_Contact\_Main  
FCR\_CCM\_75411\_Event\_Details\_1  
FCR\_CCM\_75412\_Event\_Details\_2  
FCR\_CCM\_75420\_Rooms\_Individual  
FCR\_CCM\_75421\_Rooms\_Groups  
FCR\_CCM\_75422\_Rooms\_Blocks  
FCR\_CCM\_75430\_Deposits

### Link the imported reports to the Word Template

Now that all the reports are imported they need to be linked to the word template.

7. Select the report 75400 CONTRACT WITH ROOMS 1 (WM).
8. Click the REPORTS PARTS button.



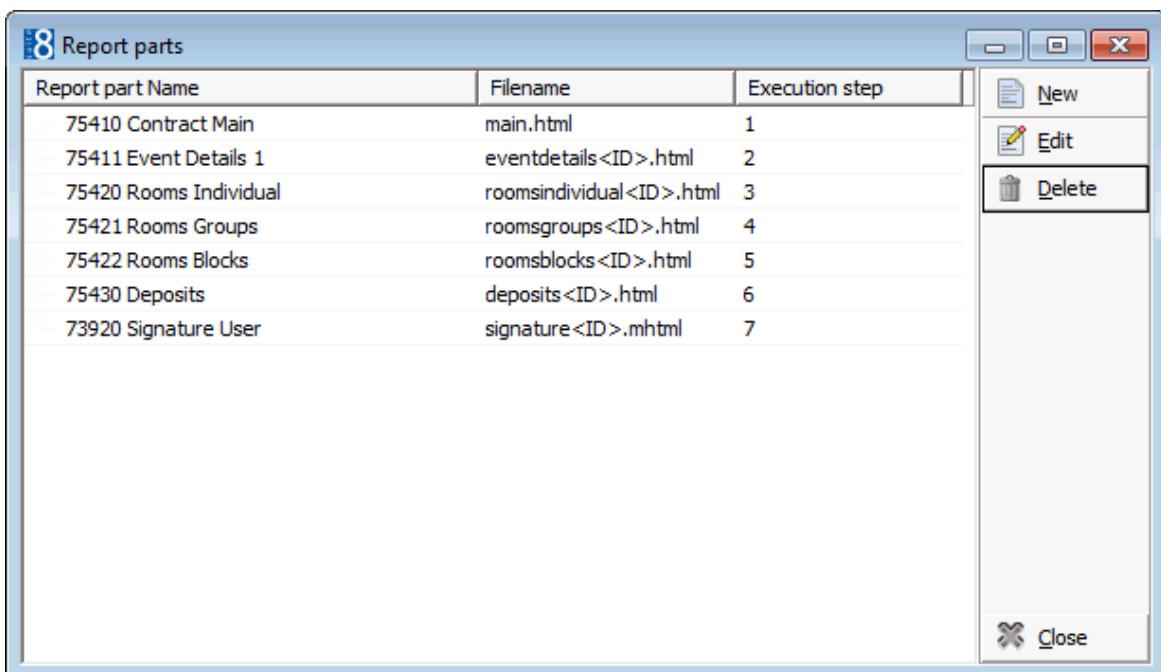
Complete the Report part dialog box for each report as per the table below.

9. Click NEW.
10. Select the REPORT from the drop-down list.
11. Enter the FILENAME and the number of the EXECUTION STEP.
12. Click SAVE.

Repeat steps 9 to 12 for each report listed in the table below:

Report	Filename	Execution step
75410 Contract Main	main.HTML	1
75411 Event Details1	Eventdetails(ID).HTML	2
75420 Rooms Individual	RoomsIndividual(ID).HTML	3
75421 Rooms Groups	RoomsGroups(ID).HTML	4
75422 Rooms Blocks	RoomsBlocks(ID).HTML	5
75430 Deposit	Deposit(ID).HTML	6
73920 Signature User	Signature(ID).HTML	7

Once all the reports have been added the Reports part dialog box will look like this:



13. Click CLOSE.

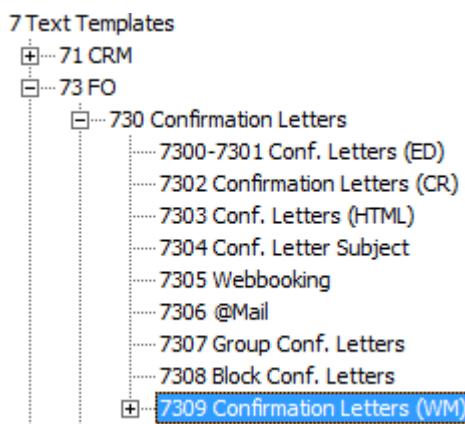
### **How to import the Reservation/CRM report example**

#### **Create the section for the Word Merge Reports under FO or CRM**

1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
2. Select the section TEXT TEMPLATES -> FO (or CRM) and create a new sub-section called CONFIRMATION LETTERS (WM)- see How to create a report section

The SECTION ROLE must be defined as CONFIRMATION LETTER and the SOURCE TYPE must be defined as WORD.

In the demo database this sub-section is located under TEXT TEMPLATES -> FO.



3. With the CONFIRMATION LETTERS (WM) section selected click the IMPORT button.
4. Import the reports:

FCR\_PMS\_730900\_Confirm\_Ind\_Chg (WM)

FCR\_PMS\_730901\_Confirm\_Ind\_Det(WM)

FCR\_PMS\_730902\_Confirm\_Party(WM)

---

### Create the sub-section for the Word Merge Templates

5. Select the newly created section and create a new sub-section called HTML PARTS.

The SECTION ROLE must be defined as CONFIRMATION LETTERS and the SOURCE TYPE must be defined as HTML REPORT.

In the demo database this sub-section is located as follows:

7309 Confirmation Letters (WM)  
└─ 73090 Confirmation Indiv. (WM)  
    └─ 730900 Html Parts

6. Import the following HTML reports in to the HTML PARTS sub-section:

FCR\_PMS\_7309000\_Confirmation\_Main  
FCR\_PMS\_7309001\_Reservation\_Changes  
FCR\_PMS\_7309002\_Reservation\_Details  
FCR\_PMS\_7309003\_Party\_Details

### Linking the imported reports to the Word Template

7. Select the report 730900 CONFIRMATION INDIVIDUAL CHANGES (WM).
8. Click the REPORTS PARTS button.  
Complete the Report part dialog box for each report as per the table below.
9. Click NEW.
10. Select the REPORT from the drop-down list.
11. Enter the FILENAME and the number of the EXECUTION STEP.
12. Click SAVE.

Repeat steps 9 to 12 for each report listed in the table below:

Report	Filename	Execution step
7309000 Confirmation Main	main.HTML	1
7309001 Reservation Changes	Reservationdetails(ID).HTML	2
7309002 Signature User	Signature(ID).HTML	3

Once all the reports have been added the Reports part dialog box will look like this:

Report parts		
Report part Name	Filename	Execution step
7309000 Confirmation Main	main.html	1
7309001 Reservation Changes	reservationdetails<ID>....	2
73920 Signature User	signature<ID>.mhtml	3

New  
 Edit  
 Delete

Close

13. Click CLOSE.

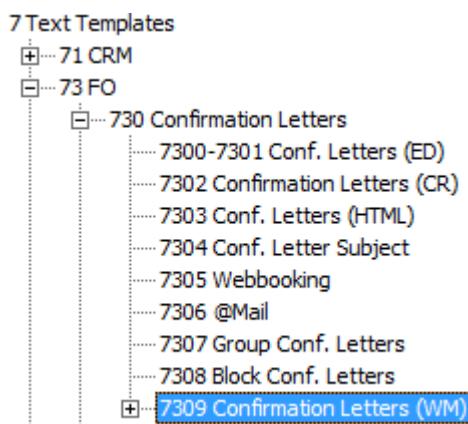
### How to import word merge reports from group

#### Create the section for the Word Merge Reports

1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
2. Select the section TEXT TEMPLATES -> FO and create a new sub-section called CONFIRMATION LETTERS (WM)- see How to create a report section

The SECTION ROLE must be defined as GROUP CONFIRMATION LETTER and the SOURCE TYPE must be defined as WORD.

In the demo database this sub-section is located under TEXT TEMPLATES -> FO.



3. With the CONFIRMATION LETTERS (WM) section selected click the IMPORT button.
4. Import the report FCR\_PMS\_730910\_Confirm\_Group (WM)

#### Create the sub-section for the Word Merge Templates

5. Select the newly created section and create a new sub-section called HTML PARTS.

The SECTION ROLE must be defined as GROUP CONFIRMATION LETTERS and the SOURCE TYPE must be defined as HTML REPORT.

In the demo database this sub-section is located as follows:

- 
- 7309 Confirmation Letters (WM)  
 +-- 73090 Confirmation Indiv. (WM)  
 +-- 73091 Confirmation Groups (WM)  
 +--- 730910 Html Parts

6. Import the following HTML reports in to the HTML PARTS sub-section:

FCR\_PMS\_7309100\_Confirmation\_Group\_Main

FCR\_PMS\_7309101\_Group\_Details

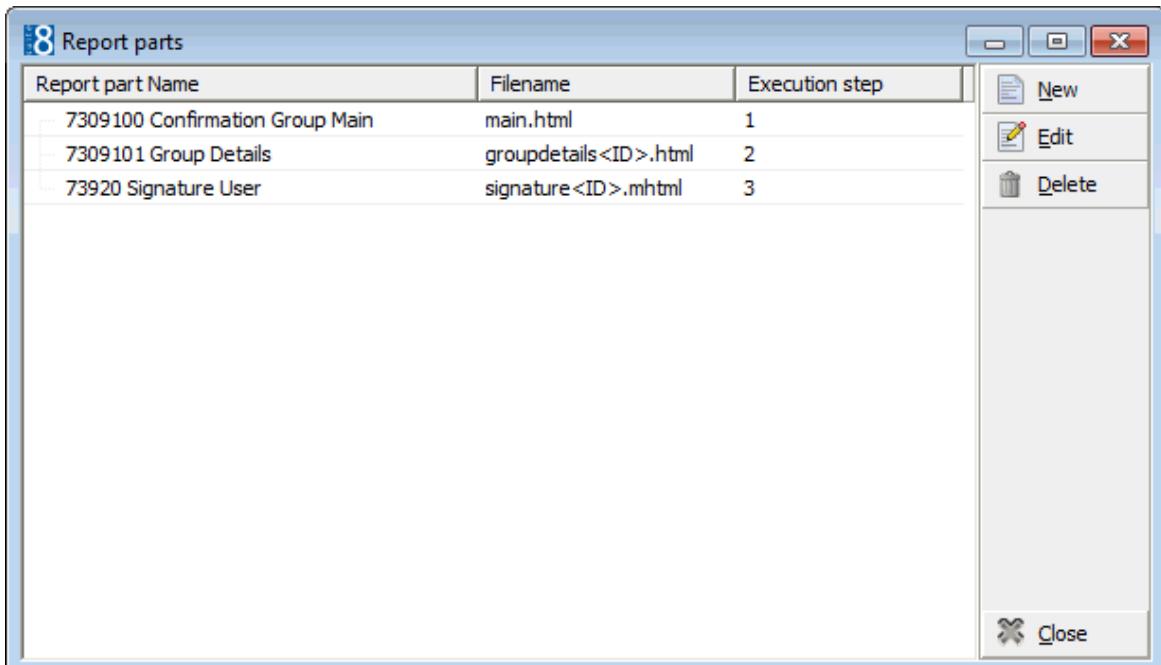
#### **Linking the imported reports to the Word Template**

7. Select the report 730910 CONFIRMATION GROUP (WM).
  8. Click the REPORTS PARTS button.
- Complete the Report part dialog box for each report as per the table below.
9. Click NEW.
  10. Select the REPORT from the drop-down list.
  11. Enter the FILENAME and the number of the EXECUTION STEP.
  12. Click SAVE.

Repeat steps 9 to 12 for each report listed in the table below:

Report	Filename	Execution step
7309100 Confirmation Group Main	main.HTML	1
7309101 Group Details	Groupdetails(ID).HTML	2
73920 Signature User	Signature(ID).HTML	3

Once all the reports have been added the Reports part dialog box will look like this:



13. Click CLOSE.

---

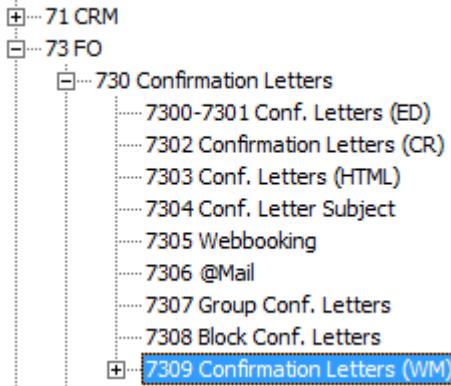
## How to import word merge reports from block

### Create the section for the Word Merge Reports under Front Desk or Reservation

1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
2. Select the section TEXT TEMPLATES -> FO and create a new sub-section called CONFIRMATION LETTERS (WM)- see How to create a report section  
The SECTION ROLE must be defined as BLOCK and the SOURCE TYPE must be defined as WORD.

In the demo database this sub-section is located under TEXT TEMPLATES -> FO.

#### 7 Text Templates

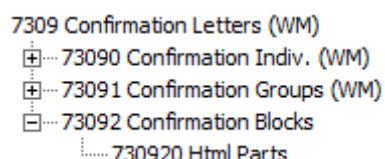


3. With the CONFIRMATION LETTERS (WM) section selected click the IMPORT button.
4. Import the report FCR\_PMS\_730920\_CONFIRMATION\_BLOCK.

### Create the sub-section for the Word Merge Templates

5. Select the newly created section and create a new sub-section called HTML PARTS.  
The SECTION ROLE must be defined as BLOCK and the SOURCE TYPE must be defined as HTML REPORT.

In the demo database this sub-section is located as follows:



6. Import the following HTML reports in to the HTML PARTS sub-section:  
FCR\_PMS\_7309200\_Confirmation\_Block\_Main  
FCR\_PMS\_7309201\_Block\_Details

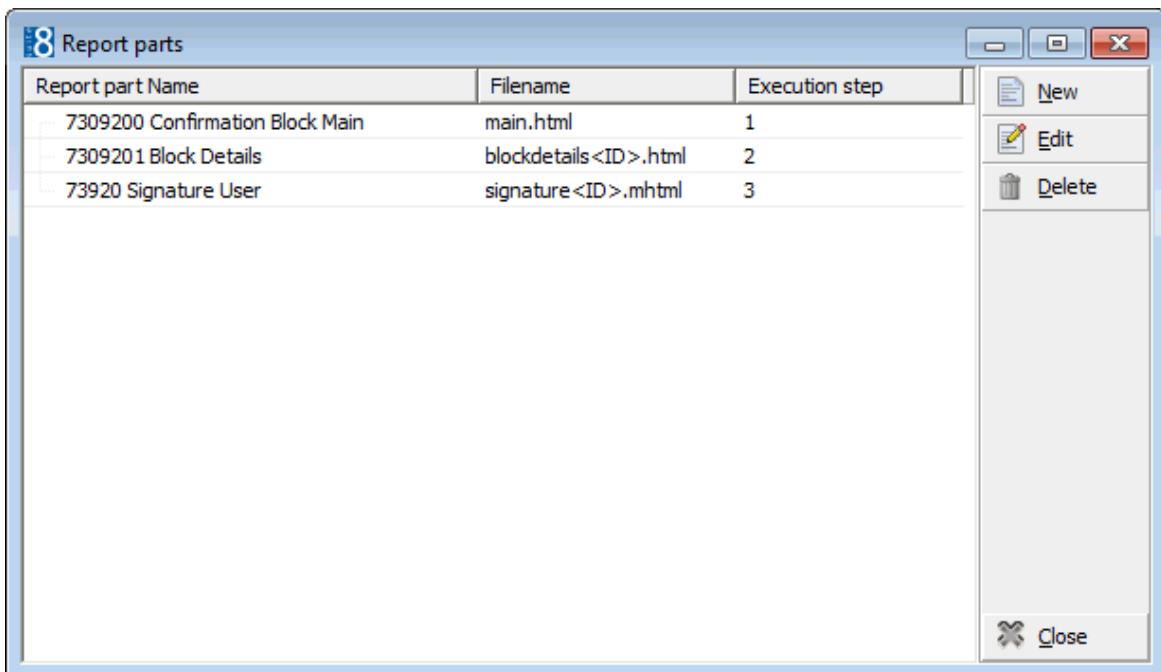
### Linking the imported reports to the Word Template

7. Select the report 730920 CONFIRMATION BLOCK (WM).
8. Click the REPORTS PARTS button.  
Complete the Report part dialog box for each report as per the table below.
9. Click NEW.
10. Select the REPORT from the drop-down list.
11. Enter the FILENAME and the number of the EXECUTION STEP.
12. Click SAVE.

Repeat steps 9 to 12 for each report listed in the table below:

Report	Filename	Execution step
309200 Confirmation Block Main	main.HTML	1
7309201 Block Details	Blockdetails(ID).HTML	2
73920 Signature User	Signature(ID).HTML	3

Once all the reports have been added the Reports part dialog box will look like this:



13. Click CLOSE.

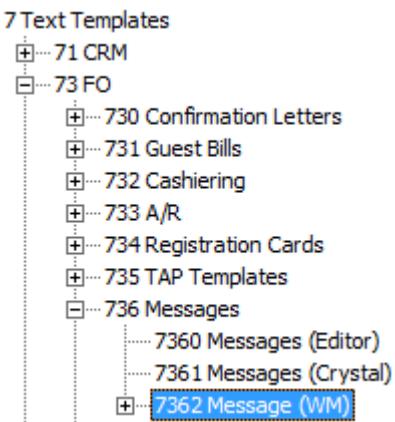
### How to import word merge reports from message

#### Create the section for the Word Merge Reports

1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
2. Select the section TEXT TEMPLATES -> FO and create a new sub-section called MESSAGE (WM)- see How to create a report section

The SECTION ROLE must be defined as MESSAGE and the SOURCE TYPE must be defined as WORD.

In the demo database this sub-section is located under TEXT TEMPLATES -> FO-> MESSAGES.

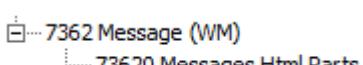


3. With the MESSAGE (WM) section selected click the IMPORT button.
4. Import the report FCR\_PMS\_73620\_MESSAGE(WM).

#### Create the sub-section for the Word Merge Templates

5. Select the newly created section and create a new sub-section called HTML PARTS.
- The SECTION ROLE must be defined as MESSAGE and the SOURCE TYPE must be defined as HTML REPORT.

In the demo database this sub-section is located as follows:



6. Import the following HTML reports in to the HTML PARTS sub-section:
- FCR\_PMS\_736201\_Message\_Main  
FCR\_PMS\_736202\_Message\_Details

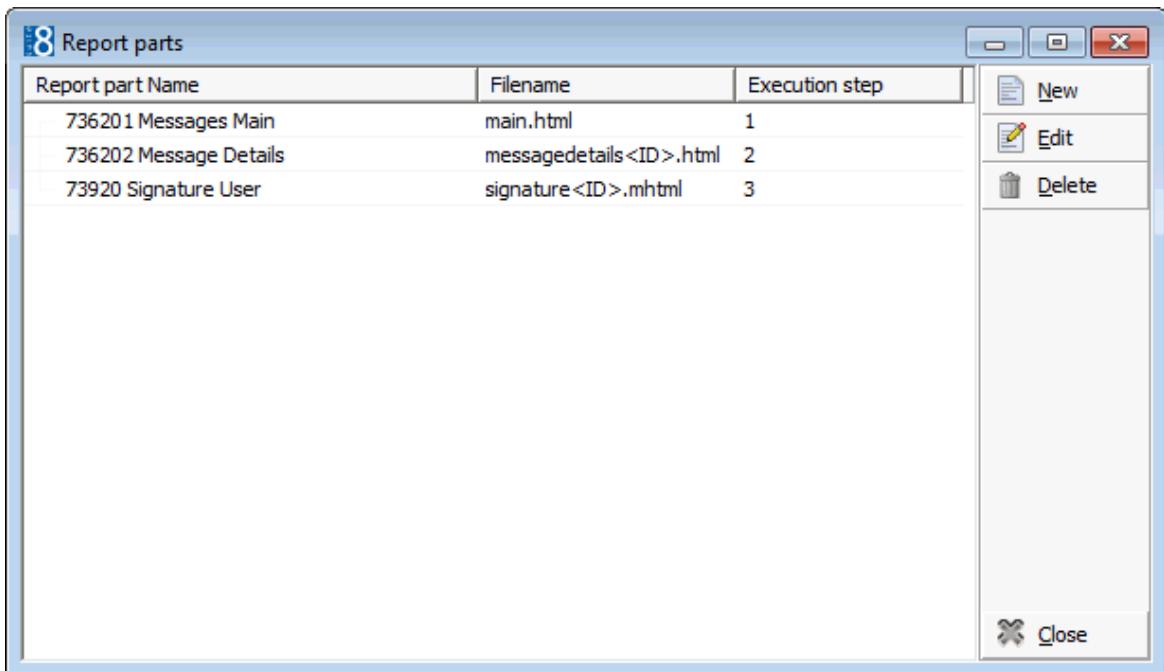
#### Linking the imported reports to the Word Template

7. Select the report 73620 MESSAGE TEMPLATE (WM).
  8. Click the REPORTS PARTS button.
- Complete the Report part dialog box for each report as per the table below.
9. Click NEW.
  10. Select the REPORT from the drop-down list.
  11. Enter the FILENAME and the number of the EXECUTION STEP.
  12. Click SAVE.

Repeat steps 9 to 12 for each report listed in the table below:

Report	Filename	Execution step
736201 Messages Main	main.HTML	1
736202 Message Details	Messagedetails(ID).HTML	2
73920 Signature User	Signature(ID).HTML	3

Once all the reports have been added the Reports part dialog box will look like this:



13. Click CLOSE.

## Create a new Word Merge Report

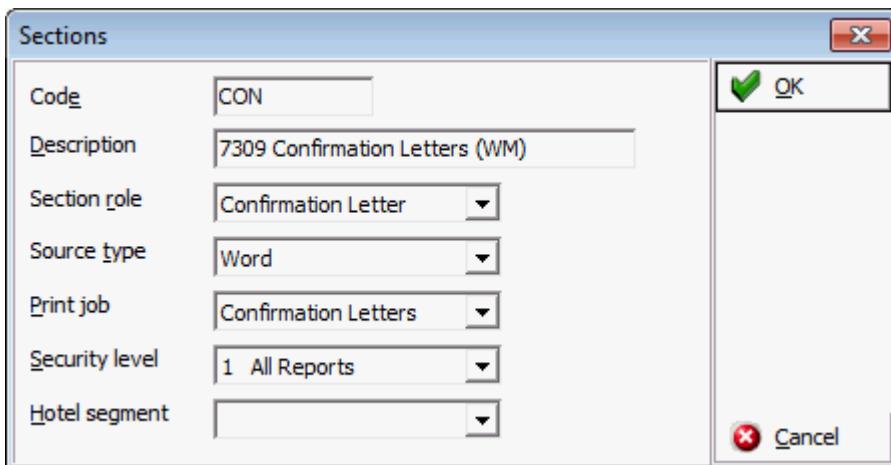
When starting a new Word Document, the Macro needs to be exported from an existing Word Template and imported to the new empty document.

### Steps involved in creating a report from an empty word document

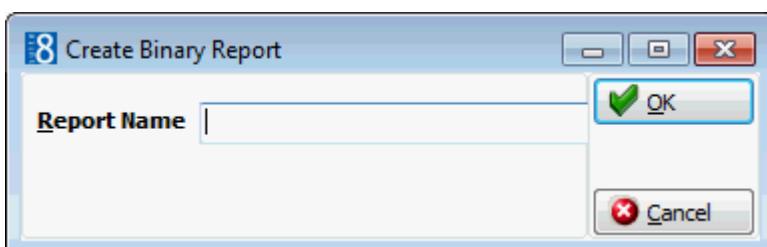
- Create the report section
- Create the empty word document
- Export the V8merge macro from an existing report template
- Import the macro to the new report template

### How to create an empty word document for an individual confirmation letter

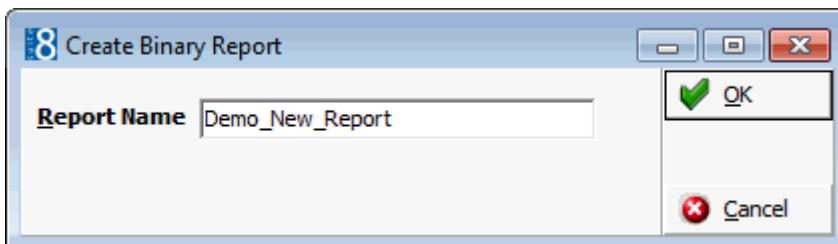
1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.  
The Reports screen is displayed.
2. In the report tree on the left hand side of the screen select the report section for the word reports- see How to create a report section  
The SECTION ROLE must be defined as CONFIRMATION LETTER and the SOURCE TYPE must be defined as WORD.



3. Click the NEW button to display the Report Edit dialog box.
4. Click the NEW BINARY button, the Create Binary Report dialog box is displayed.



5. In the REPORT NAME box enter the name of the report.



6. Click OK, the Report Edit dialog box is displayed with the Report File tab selected and the report DESCRIPTION completed.



7. Click the EDIT button.  
Microsoft Word is opened; at this point Suite8 is no longer accessible.
8. Create the word document with the styles, fonts, headers and footers as required.
9. Save and close the document in Word.
10. Click OK on the Report Edit screen
11. The word document is now saved in the database.

## Adding and adjusting the HTML sections in the word template

Complete HTML sections can be inserted in to the word document; they are produced by the HTML Report Parts.

### Key points

- The file name specified when linking a section must be specified in the macro so that the macro can locate the file in the cache directory and insert it.
- The name for the section has to be specified in the macro; the name is then entered on the word document at the location where the content is to be displayed.

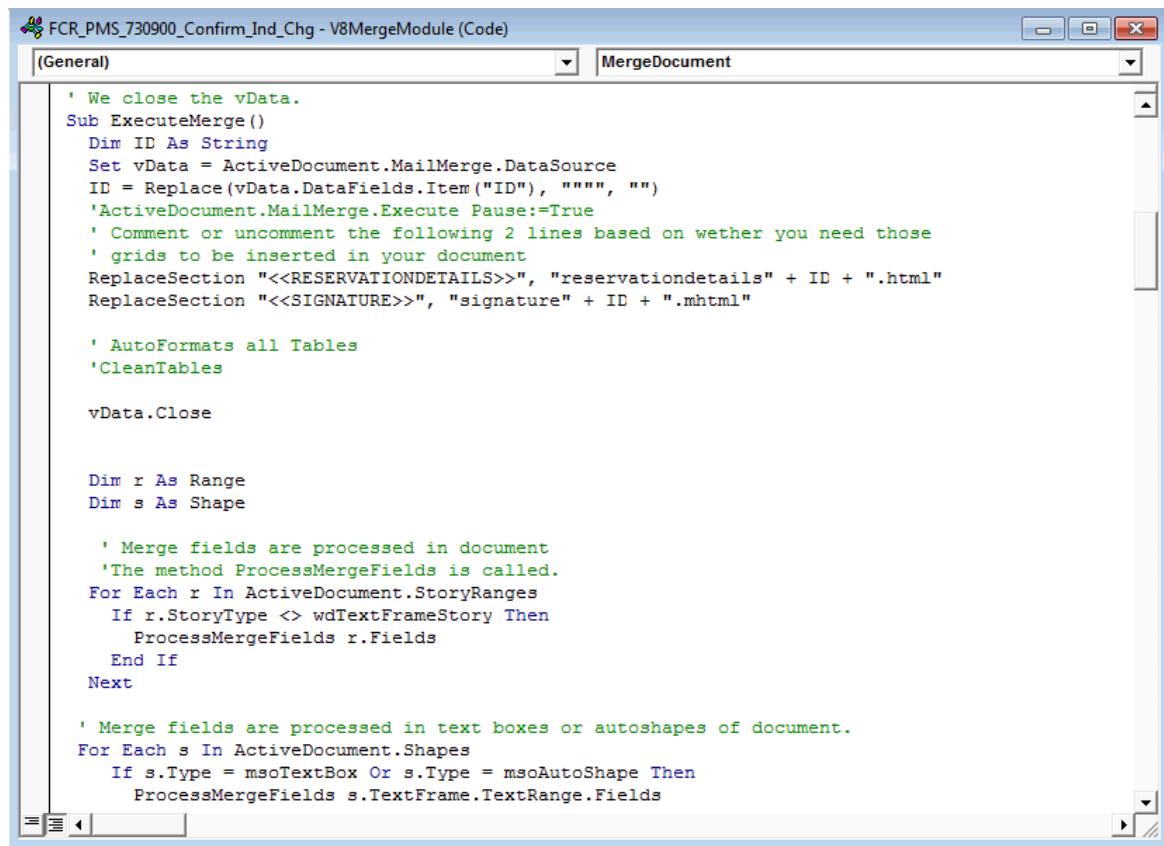
### How to add or view the HTML sections

- Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
- Search for and locate the word report to which the macro is to be imported.
- Click the EDIT button, and then click the REPORT FILE button.
- Click the EDIT button to display the report in Microsoft Word.

Suite8 is locked and the document is opened in Word



- Select the DEVELOPER button and then click the VISUAL BASIC button.
- Select the V8MERGEMODULE.



The screenshot shows the Microsoft Word Visual Basic Editor window. The title bar reads "FCR\_PMS\_730900\_Confirm\_Ind\_Chg - V8MergeModule (Code)". The editor displays a module named "V8MergeModule" with the following code:

```
' We close the vData.
Sub ExecuteMerge()
    Dim ID As String
    Set vData = ActiveDocument.MailMerge.DataSource
    ID = Replace(vData.DataFields.Item("ID"), "##", "")
    'ActiveDocument.MailMerge.Execute Pause:=True
    ' Comment or uncomment the following 2 lines based on whether you need those
    ' grids to be inserted in your document
    ReplaceSection "<<RESERVATIONDETAILS>>", "reservationdetails" + ID + ".html"
    ReplaceSection "<<SIGNATURE>>", "signature" + ID + ".mhtml"

    ' AutoFormats all Tables
    'CleanTables

    vData.Close

    Dim r As Range
    Dim s As Shape

    ' Merge fields are processed in document
    'The method ProcessMergeFields is called.
    For Each r In ActiveDocument.StoryRanges
        If r.StoryType <> wdTextFrameStory Then
            ProcessMergeFields r.Fields
        End If
    Next

    ' Merge fields are processed in text boxes or autoshapes of document.
    For Each s In ActiveDocument.Shapes
        If s.Type = msoTextBox Or s.Type = msoAutoShape Then
            ProcessMergeFields s.TextFrame.TextRange.Fields
        End If
    Next
End Sub
```

- In the macro there is a procedure called ExecuteMerge.

It is in this section that it is specified which HTML reports have to be inserted; the syntax of this procedure is detailed below:

```

' This procedure is called from V8 application.
' We take the data from the datasource and remove the quotes of the fields. And put in variable vDATA.
' We insert the html sub reports into the word document.
' We close the vData.
Sub ExecuteMerge()
    Dim ID As String
    Set vData = ActiveDocument.MailMerge.DataSource
    ID = Replace(vData.DataFields.Item("ID"), """", "")
    'ActiveDocument.MailMerge.Execute Pause:=True
    ' Comment or uncomment the following 2 lines based on whether you need those
    ' grids to be inserted in your document
    ReplaceSection "<<RESERVATIONDETAILS>>", "reservationdetails" + ID + ".html"
    ReplaceSection "<<SIGNATURE>>", "signature" + ID + ".mhtml"

    ' AutoFormats all Tables

```

In the above example there are 2 sections which can be inserted RESERVATIONDETAILS and SIGNATURE:

Each statement is made up of two parts:

- <<RESERVATIONDETAILS>> - is the string which the macro will search for in the word document.
- "reservationdetails+ID+.html" - is the name of the file which will be created in the cache.

The content of this file will be inserted where word finds the string <<RESERVATIONDETAILS>>.

As many HTML sections as required may be added by copying the line and replacing the string and the filename with the HTML report created.

---

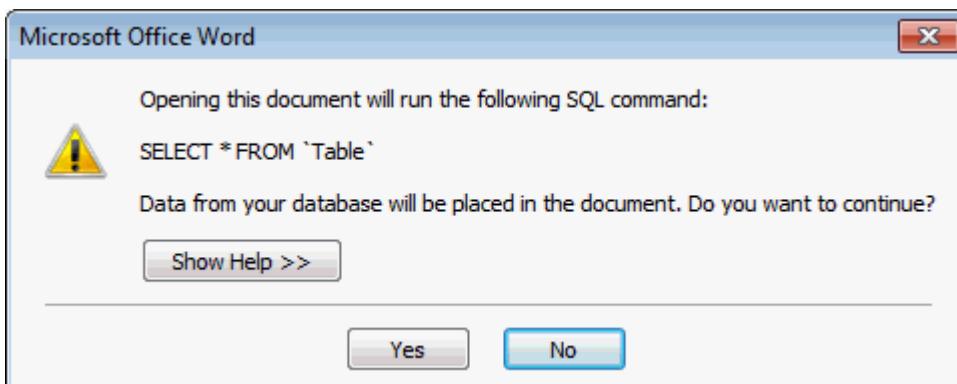
**Note:** The filename must be identical to the file name given upon linking the report.

---

### How to export the V8MergeModule macro

1. Open a sample word document with Word, in our example we will open FCR\_PMS\_730900\_Confirm\_Ind\_Chg.doc (newreports.zip)

A message is displayed 'Opening this document will run the following SQL command:'



2. Select No; this message is displayed because the visual basic code in the macro performs the SELECT command on the main.html data source.

3. Select the DEVELOPER button and then click the VISUAL BASIC button .

All the macros belonging to the Project (FCR\_PMS\_730900\_Confirm\_Ind\_Chg) are displayed.

The screenshot shows the Microsoft Visual Basic Editor interface. The title bar reads "Microsoft Visual Basic - FCR\_PMS\_730900\_Confirm\_Ind\_Chg". The menu bar includes File, Edit, View, Insert, Format, Debug, Run, Tools, Add-Ins, Window, Help. The toolbar has various icons for file operations. The Project Explorer on the left shows a project named "Project (FCR\_PMS\_730900)" containing "Normal", "Microsoft Word Objects", "ThisDocument", "Modules", and "V8MergeModule". The Modules folder is expanded, showing "V8MergeModule". The Properties window on the right is set to "V8MergeModule Module" with "Alphabetic" selected. The main code editor window titled "FCR\_PMS\_730900\_Confirm\_Ind\_Chg - V8MergeModule (Code)" contains the following VBA code:

```

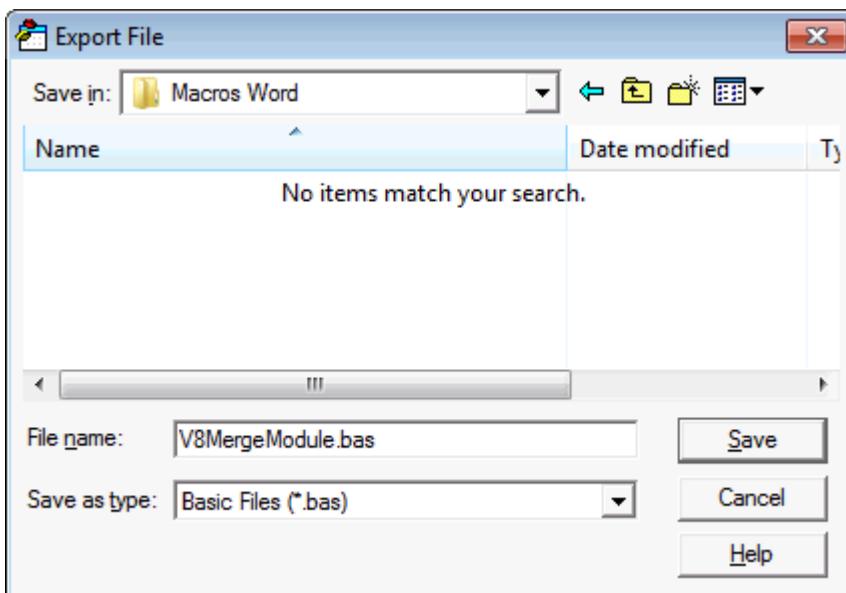
' Main Macro LS 24/07/2013
'Declare variables
Option Private Module 'Hides macros when selecting macro button in word
Dim vData As MailMergeDataSource
Dim tableFont(100) As Font
Dim tablePointer(100) As Integer
Dim tableNestedProcess(100) As Boolean
Public tableCount As Integer
Public prevTabCount As Integer
Public curFont As Font
Public tempTabCounter As Integer

Sub AutoOpen()
End Sub

Sub MergeDocument()
    ' MergeDocument Macro
    ' Macro LS & GM 11/07/2013
    Application.DisplayAlerts = wdAlertsNone

```

4. Select V8MERGE MODULE and then right-click to display the short-cut menu, select EXPORT FILE.
5. Select the location to save the file and click SAVE.



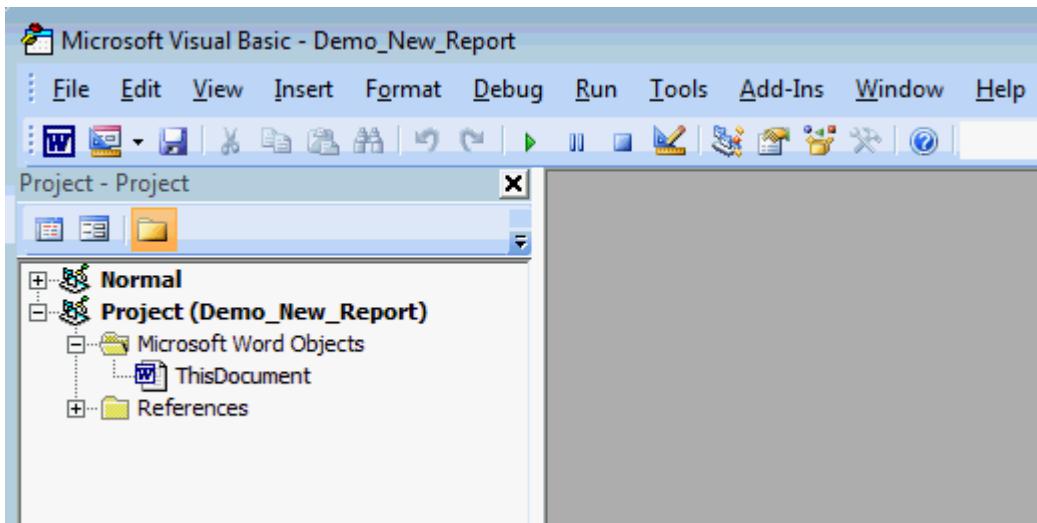
6. On the File menu click CLOSE AND RETURN TO MICROSOFT WORD.
7. Close the document in Microsoft Word.

#### **How to import the V8MergeModule macro**

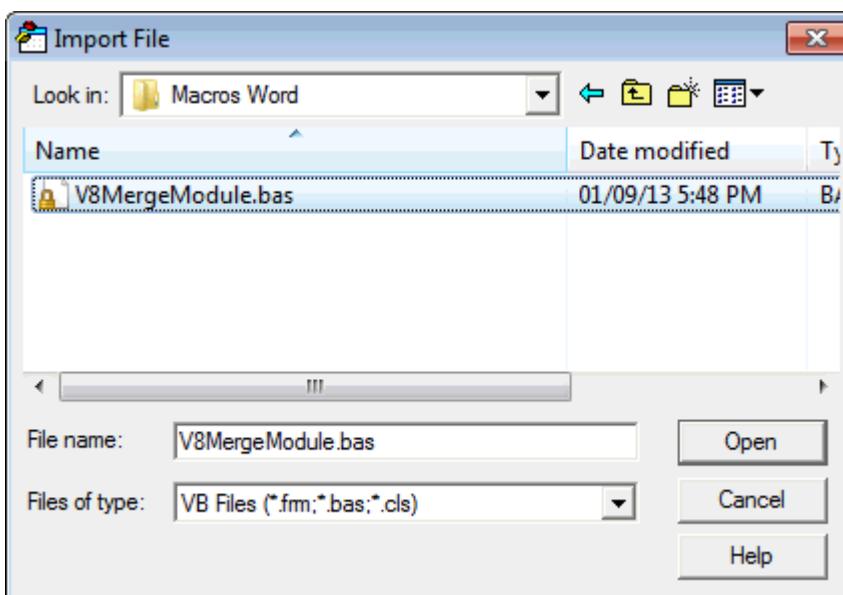
1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
2. Search for and locate the word report to which the macro is to be imported.
3. Click the EDIT button.
4. Click the REPORT FILE button to display the Report Configuration dialog box.
5. Click the EDIT button to display the report in Microsoft Word.

6. Select the DEVELOPER button and then click the VISUAL BASIC button .

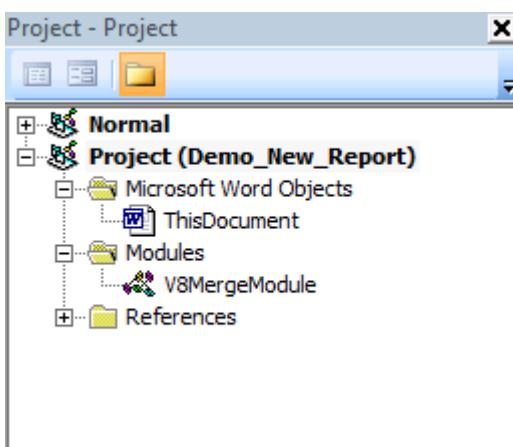
Make sure the project (report\_name\_XXX) is selected; in our example DEMO\_NEW\_REPORT



7. Select PROJECT (DEMO\_NEW\_REPORT) and then right-click to display the short-cut menu, select IMPORT FILE.
8. Locate the V8MERGEMODULE.BAS and click OPEN to select it.



9. The V8MERGEMODULE is now listed under the folder MODULES.



- 
10. On the File menu click CLOSE AND RETURN TO MICROSOFT WORD.
  11. Save and close the document in Microsoft Word.
  12. Click OK on the Report Edit screen to save the report with the imported macros.

## Adding merge fields to the word report

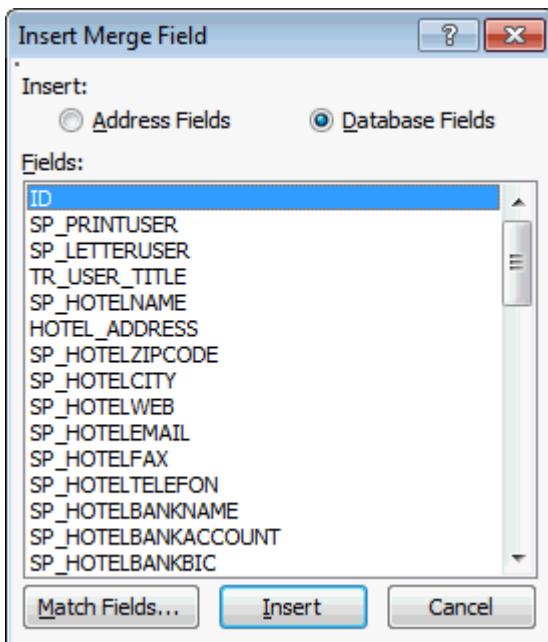
In order to insert merge fields to the newly created word document and to create the Data Source, it is necessary to link one of the HTML main sub reports. In this example we will take the main report for individual confirmation letters which is FCR\_PMS\_7309000\_CONFIRMATION\_MAIN. In order to insert or add merge fields you have to:

- Execute the word report with any reservation ID in order to create the main.html
- When you close the report the main.html will be available in the cache directory
- The V8MERGE MODULE macro will look for the main.html in the cache directory
- The word merge report can now be edited and merge fields can be added

### How to add merge fields

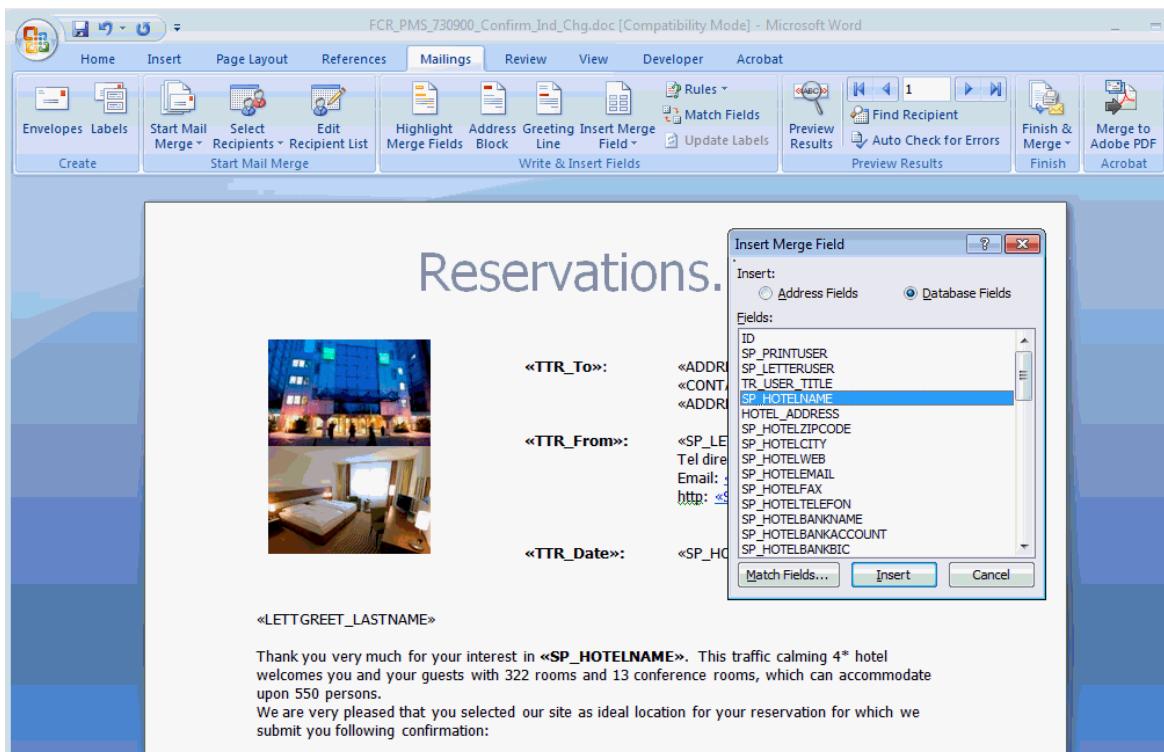
1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
2. Search for and locate the word report to which merge fields are to be added.
3. Click the EDIT button, and then click the REPORT FILE button.
4. Click the EDIT button to display the report in Microsoft Word.
5. Place the cursor at the location required for the merge field.
6. Select MAILINGS, and then select INSERT MERGE FIELDS.

All merge fields configured in the main.html are displayed.



7. Select the required merge field and click INSERT.

The merge field is inserted at the selected location in the word document.



8. Click CANCEL to close the Insert Merge Field dialog box.
9. Repeat steps 5-8 for all the required merge fields.
10. Save and close the document.
11. Click OK on the Report Edit screen  
The word document is now saved in the database,
12. The report can now be tested by executing the report with an existing ID.

## Adding or changing fields to the main HTML report

Adding or changing fields to or in the main.html is demonstrated based on the FCR\_PMS\_7309100\_CONFIRMATION\_GROUP\_MAIN report which is used for group confirmation letters.

When creating an HTML report in the appropriate section, the queries used in the Internal Editor are automatically inserted.

Queries can be changed or replaced and fields can be formatted.

### How to add or change a field

1. Open the Reports dialog from the **MISCELLANEOUS** menu or press **CTRL+SHIFT+R**
2. Search for and locate the Word report
3. Click the **EDIT** button, and then click the **REPORT FILE** button
4. Click the **Edit** button; two sections are displayed:  
**The Query Section** (Bottom Section)  
**The HTML Part** (Top Section)
5. To change the Query Section, select the section, add or change a field, then press **SAVE**, **CLOSE** and **OK**.
6. In order to change the HTML Part select **HTML Editor**, press **SAVE** and then close the External Editor Tool.

- 
7. On the Report Edit dialog click SAVE.

### The HTML part

The HTML part of a main.html report is understood as a simple table.

There are two rows - one for the headers (labels) and one for the content.

The headers cells are placed within the HTML header cell tag `<th><\th>`.

The body columns between the html regular cell tag `<td><\td>`.

Each column represents one merge field with its header (title) and content.

---

**Note:** It is very important that there are exactly as many header cells as regular cell tags; the order must be consecutive. The first `<TH>` will be paired to the first `<TD>` and so on. There is no check if the sets of data (Header vs. Detail) are meant to be together.

---

### Adding a field

The following example demonstrates adding the address of query 4 to the Customer address:

1. Add the field to one of the existing queries or add a new query in the query part, and then click SAVE.
2. Add a title in the first row of the table of the HTML part using `<th>ADDRESS</th>`
3. Add the content in the second row in the same order as the title field using the expression `{field 4.address}`, this refers to the field address of query 4, and then click SAVE.
4. Run the HTML report from Reports Menu, enter an existing Group ID and an existing CONF\_XADR\_ID on the parameters dialog and verify that the output is correct.
5. Execute the word report to which the main report is linked to make sure the main.html is created in the cache with the new field . Edit the word report, the field with title address can now be inserted from the merge fields.

---

## The SQL part of a main HTML report

```
--1 Customer information
Select V.NAME_ADDRGREET, V.LETTGREET , v.* from V8_EDITOR_NAM v where v.GUEST_ID = :CONF_XCMS_ID;

--2 Contact information
Select V.NAME_ADDRGREET, V.NAME_ADDRGREET_LF, V.LETTGREET, V.LETTGREET_LASTNAME from V8_EDITOR_NAM v where v.GUEST_ID = :CONF_CONTACT_XCMS_ID;

--3
select * from V8_CONTACT_POSDEPT where COMPANY_XCMS_ID= :CONF_XCMS_ID and contact_xcms_id= :CONF_CONTACT_XCMS_ID;

--4 Customer address
select V8_FNC_REPLACE_NONHTML(address) address from V8_EDITOR_ADR
where V8_EDITOR_ADR_ADDRESS_ID = :CONF_XADR_ID;

--5 Communication information
Select * from V8_EDITOR_COM where COMMUNICATION_ID = :CONF_XCOM_ID;

--6 User definitions
Select wtl_translate(XCED',v.XCED_ID,XCED_TITLE',:CONF_WLAN_ID) TR_XCED_TITLE from V8_EDITOR_USER_DET v where v.XCED_ID = :SP_USER_ID;

--7 Date of today
Select v8_rep_translatedate(v.FIDELIODEATE,4,:CONF_WLAN_ID,0) TR_PRINT_DATE from V8_EDITOR_DAT v;

--8 Reservation Information
Select V.GUEST_GREET_NAME, v8_rep_translatedate(V.ARRIVAL ,1,:CONF_WLAN_ID,0)TR_ARRIVAL, v8_rep_translatedate(V.DEPARTURE ,1,:CONF_WLAN_ID,0)TR_DEPARTURE,
--9 Cancellation Information
Select * from V8_EDITOR_RES_CXL_POLICY where RESERVATION_ID = :CONF_YRES_ID;

--10 Deposit Information
select * from V8_EDITOR_RES_DEPOSIT_DET where V8_EDITOR_RES_DEPOSIT_DET.RESERVATION_ID =:CONF_YRES_ID;

--11 Main Group information
Select v8_rep_translatedate(V.GROUP_ARRIVAL,1,:CONF_WLAN_ID,0) TR_GROUP_ARRIVAL, v8_rep_translatedate(V.GROUP_DEPARTURE,1,:CONF_WLAN_ID,0) TR_GROUP_DEPAF

--12 Group Reservations
Select * from V8_EDITOR_GPU where GROUP_ID = :CONF_YGRP_ID;

--13 Splitted group reservations
Select * from V8_EDITOR_GPS where GROUP_ID = :CONF_YGRP_ID order by GUEST_NAME;

--14 Static text translations
select
v8_rep_statictext('Adult', :CONF_WLAN_ID ) TTR_Adult,
v8_rep_statictext('Adults', :CONF_WLAN_ID ) TTR_Adults,
v8_rep_statictext('Arrival Date', :CONF_WLAN_ID ) TTR_Arrival_Date,
v8_rep_statictext('Child', :CONF_WLAN_ID ) TTR_Child,
v8_rep_statictext('Children', :CONF_WLAN_ID ) TTR_Children,
v8_rep_statictext('Confirmation Nr', :CONF_WLAN_ID ) TTR_Confirmation_Nr,
v8_rep_statictext('Daily Rate', :CONF_WLAN_ID ) TTR_Daily_Rate,
v8_rep_statictext('Date', :CONF_WLAN_ID ) TTR_Date,
v8_rep_statictext('Departure Date', :CONF_WLAN_ID ) TTR_Departure_Date,
v8_rep_statictext('Dear Sir, Madame', :CONF_WLAN_ID ) TTR_Dear_Sir_Madame,
v8_rep_statictext('From', :CONF_WLAN_ID ) TTR_From,
v8_rep_statictext('Group Name', :CONF_WLAN_ID ) TTR_Group_Name,
v8_rep_statictext('Guest Name', :CONF_WLAN_ID ) TTR_Guest_Name,
v8_rep_statictext('Reservation Status', :CONF_WLAN_ID)TTR_Reservation_Status ,
v8_rep_statictext('Room Type', :CONF_WLAN_ID ) TTR_Room_Type,
```

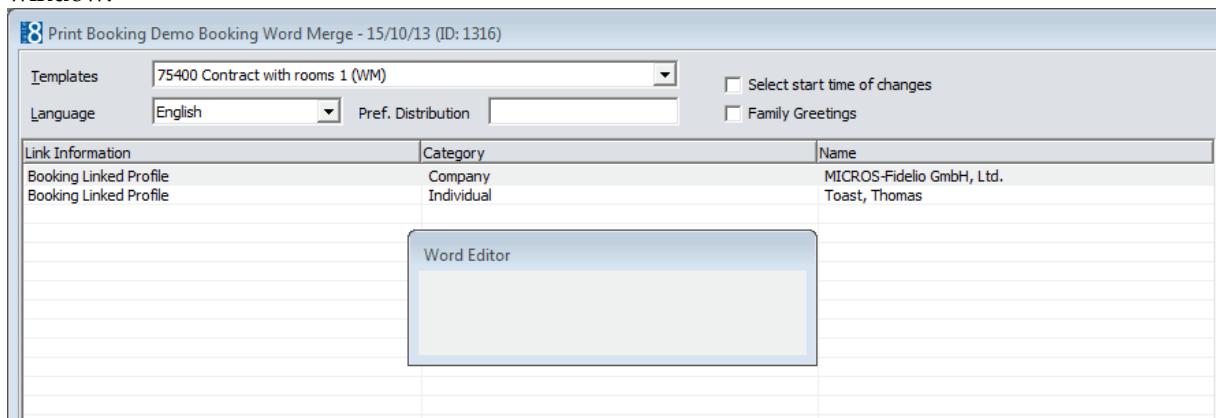
## HTML section of main.HTML

```
<!--
Group reservations main data source
Made by LS : 25/03/2013
Changed on:
By:
Reason:
-->
<!DOCTYPE HTML>
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=windows-1252">
<link rel="stylesheet" type="text/css" href="file:///C:/FIDELIO\Html\V8Wordmerge.css">
</head>

<body>
<table class="main">
<tr>
<!-- Main ID Used in the Macro of the word template-->
<th>ID</th>
<!-- Parameters and Hotel Information-->
<th>SP_PRINTUSER</th>
<th>SP_LETTERUSER</th>
<th>TR_USER_TITLE</th>
<th>SP_HOTELNAME</th>
<th>HOTEL_ADDRESS</th>
<th>SP_HOTELZIPCODE</th>
<th>SP_HOTELCITY</th>
<th>SP_HOTELWEB</th>
<th>SP_HOTELEMAIL</th>
<th>SP_HOTELFAX</th>
<th>SP_HOTELTELEFON</th>
<th>SP_HOTELBANKNAME</th>
<th>SP_HOTELBANKACCOUNT</th>
<th>SP_HOTELBANKBIC</th>
<th>SP_HOTELBANKIBAN</th>
<!-- Contact and company information -->
<th>ADDRESSGREETING</th>
<th>CONTACT_ADDRGREETING</th>
```

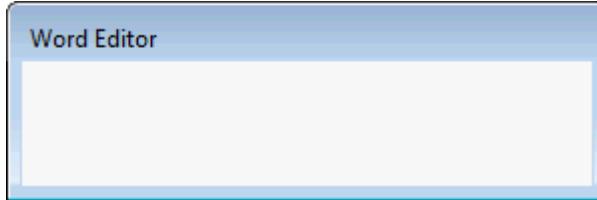
## Executing the word merge report

Running word reports from the print menu of any module is identical to running reports created with the internal editor, crystal or HTML reports except for the display of the WORD EDITOR window.



---

The **WORD EDITOR** window ensures that the Word document is opened maximized on top of all other open windows and that Suite8 is not accessible until the word document is closed. The Word Editor window acts **independently** of any other word document which might be open before the execution of a word merge report.



In the event that Microsoft Word hangs and that the document cannot be closed then ALT+F4 can be used to close the Word Editor window.

---

**Note:** It is important to be aware that Suite8 is not accessible when the word document is open.

---

### **How does the execution of a word merge report work**

- Select the required word merge template report in the confirmation screen, then click the PRINT or PREVIEW button.
- Suite8 creates the linked HTML reports in the cache directory of the Suite8 programs directory.
- Suite8 opens the word document and activates the macro.
- The macro then returns the data of the main.HTML and inserts it in to the merge fields.
- Then all the linked HTML reports parts are inserted from the cache directory and produced on the word document.

## **Microsoft Word and HTML**

Sometimes Word does not always respect the rules of HTML and the result in word can be slightly different than the output when executing the HTML reports directly in a browser. Some newer HTML syntax is not understood by MS Word and some of the more advanced HTML or CSS syntaxes might be interpreted incorrectly. In the Tips section some of the limitations are indicated.

### **Fonts used in the sample word templates**

- CCM Contract Headers uses the font LTWIESBADENSWING in word.  
Depending on your word version this font might not be available and should be changed as required.
- 75401 Contract with rooms 2 (WM) report uses the font CORPOS.  
This is not a standard word font.

## **Tips**

In the samples provided most of the HTML reports have comments.

### **HTML Section**

- Place comments directly next to the fields and not under the fields; Word sometimes interprets it as a carriage return.
- Do not put characters as < > in the comments.
- Word can only interpret one CSS class; referring to two classes will not work.
- The right padding of the cells of a table does not function properly when inserting the HTML in word.

Therefore the right padding has been added directly in the HTML.

For example `<th style="padding-right:5px; width:16%;" class="right">{field 9.TTR_Rate}</th>` on the event details report.

- 
- HTML measurements - measurements can be expressed in pixels, PT, % and cm.  
PX - pixel is the smallest and most correct measurement.  
PT - can be used for fonts  
% - can be used in tables when a column or cell has to be a specific size, e.g. 10% of the table.

A length expressed in the absolute units, such as CM, MM, IN, PT and PC in the HTML measurements appear as exactly that size.

### **SQL Queries**

The HTML report queries use mainly the Suite8 Internal Editor views; they are inserted automatically when creating a new HTML report.

Several views and functions are provided with the release of Suite8 Version 8.9.4.1 for better reflection and presentation of data

- Number the queries by using comments such as -1-
- Queries are only executed when called in the HTML part using the commands RUNQUERY and RUNSUBQUERY.  
Adding a query which is not executed in the HTML part will have no impact on the performance.
- To enhance performance only specify the fields that you need when referring to large views, instead of using SELECT \* FROM.
- Create all the queries in Toad or another SQL tool and test them before pasting in to the query section of the report.
- Use the formatting and other Suite8 functions to format fields of views rather than creating views with those functions.
- See Appendix E - Suite8 Scripting and functions

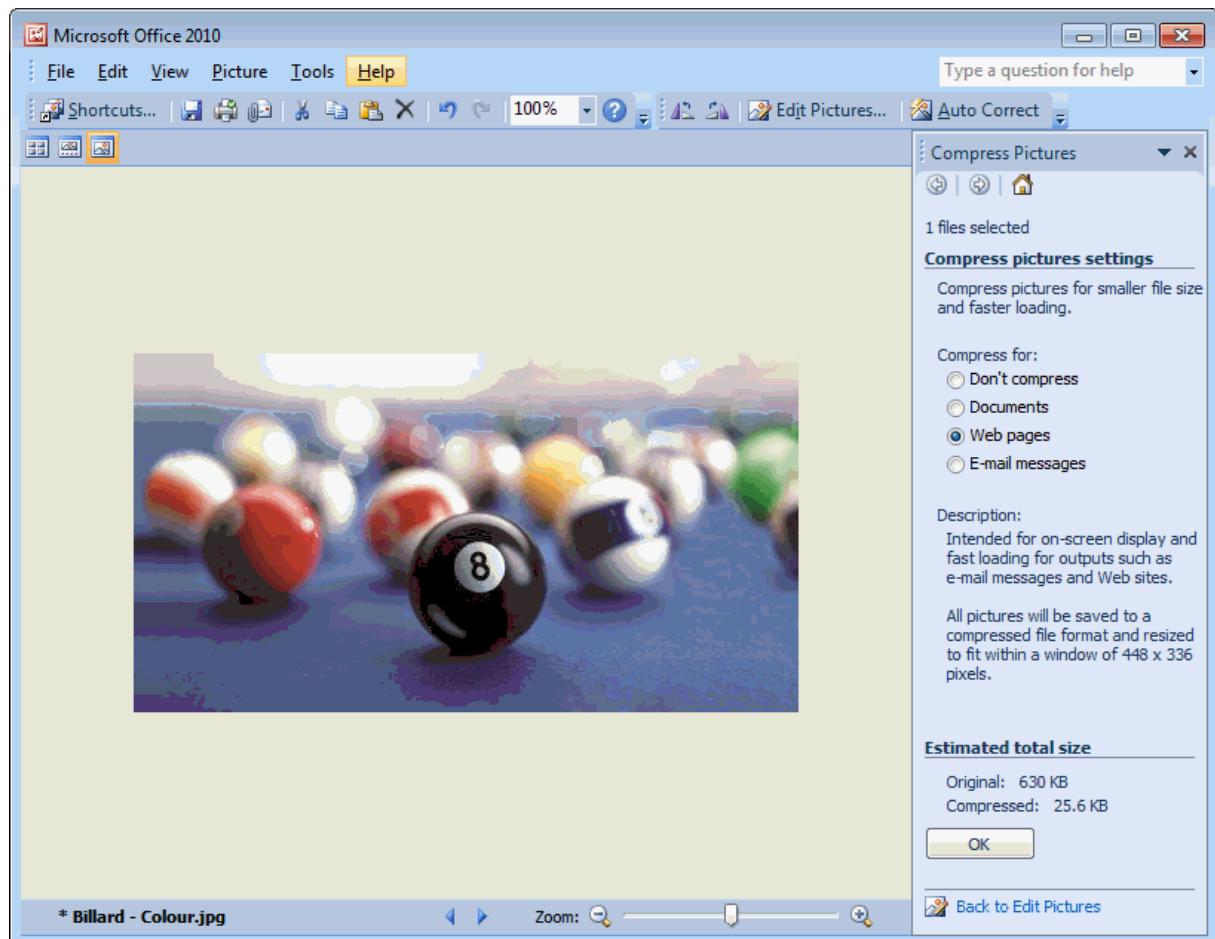
### **Word Features such as Pictures, Logo's and Shapes**

There are many tools available to compress pictures with almost no loss of quality, before inserting them in the document.

Using Microsoft Picture Manager, provided with a standard Office Installation, pictures can be compressed for Web pages. In the example below the picture was compressed for Web pages and was reduced from 630 to 25 KB.

However, be careful when inserting pictures to not to create large files; it is important to not send large PDF or Word documents to your customers. In addition, the Oracle database tables should not be overloaded with oversized files.

There is no limit on the file size, however, we recommend staying under 1 MB when configuring the word templates.

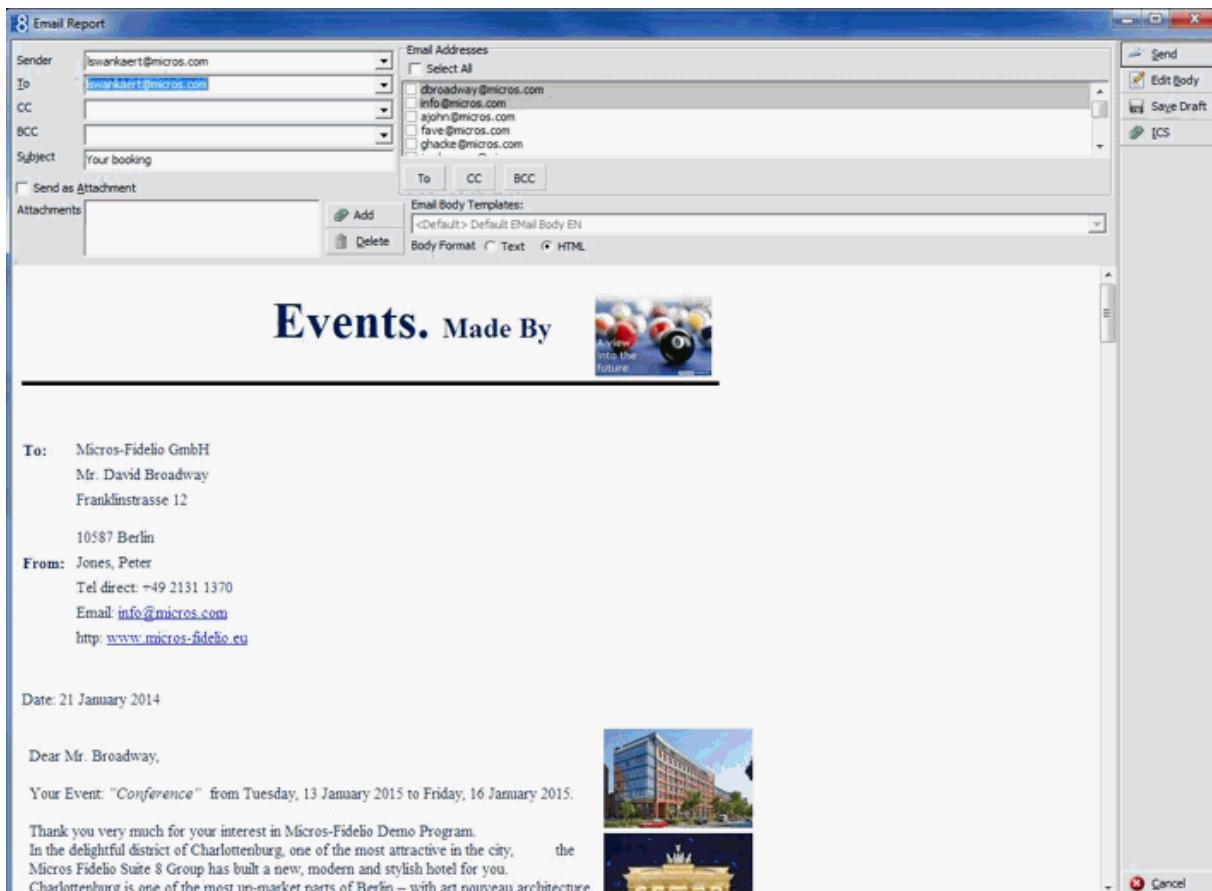


**Note:** When starting to use word merge in a new installation it is important to verify with the customer the font and font size to be used for their correspondence. The CSS and Word document template (all styles) should be adjusted accordingly BEFORE starting to configure.

## Word Merge for HTML email body

Word merge reports can be defined to be sent as HTML body text when sending a confirmation by email.

The example word merge report [75402 CONTRACT WITH ROOMS 2 \(EMAIL BODY\)](#) (contract Letter including rooms sent with email attachment and email subject and body) is provided with the release of Suite8 Version 8.9.5.0 in the reports.zip.



In the report configuration when defining the report the Email sending preference can be defined As Body or As Attachment; by default As Body is selected for all reports.



For example; reports such as '730900 Confirmation Individual Changes (WM)' and '75400 Contract with rooms 1 (WM)' would be set with the Email sending preference AS ATTACHMENT as these are letters which are normally attached to the email. A report such as '75402 Contract with rooms 2 (Email body)' would be set with the Email sending preference AS BODY as this would normally be sent as HTML body in the email.

---

**Note:** Any existing NON word merge letters which are sent most of the time as an attachment should be adjusted to AS ATTACHMENT.

---

### Restrictions:

Word functionality is used to convert the documents to HTML, however, Microsoft Word does not support HTML 5 or CCS 3 syntax, therefore the following restrictions apply:

- No possibility to use text boxes.
- Pictures must be placed inside tables.
- Use one header & one footer; there is no possibility to use different headers and footers.

---

**Note:** The update script to 8.9.5.0 will ensure that all existing word merge reports are defined AS ATTACHMENT.

---

## Printed Examples

In the Demo Database there are the following examples:

- CCM Booking (1316) - with Deposits, Billing Instructions, Packages, individual Reservations; Groups and Blocks

## Events. Made by

**To:** MICROS-Fidelio GmbH Ltd.  
Mrs. Sandra Smith  
Franklinstr. 14

10587 Berlin

**From:** Supervisor Demonstration  
Tel direct: +49 2131 1370  
Email: [info@micros.com](mailto:info@micros.com)  
<http://www.micros-fidelio.eu>

**Date:** Neuss, 03 September 2013

**Your Event:** Starting Tuesday, 22 October 2013 to Wednesday, 23 October 2013

Dear Mrs. Smith,

Please find our offer as follows:

**Booking status:** Tentative

**Validity:** This offer stays valid until 09/09/2013

**Seminar Details:** Tuesday, 22 October 2013 to Wednesday, 23 October 2013

**Total Participants:** 50

**Booking number:** 1316

**Info board:** Micros Sales Event

We would like to thank you for the interest in our property. Please do not hesitate to contact us should you need any further information or assistance.

Sincerely yours,



Jeff Miller  
Supervisor  
The Seasons Hotel



▪ Contract with rooms via email (75402)

Your booking - Message (HTML)

**File** Message

You forwarded this message on 24/02/2014 11:39.

From: Swankaert, Luc  
To: Swankaert, Luc  
Cc:  
Subject: Your booking

Sent: Mon 24/02/2014 11:36

**To:** Micros-Fidelio GmbH  
Mr. David Broadway  
Franklinstrasse 12  
10587 Berlin  
**From:** Jones, Peter  
Tel direct: +49 2131 1370  
Email: [info@micros.com](mailto:info@micros.com)  
<http://www.micros-fidelio.eu>

Date: 21 January 2014

Dear Mr. Broadway,

Your Event: "Conference" from Tuesday, 13 January 2015 to Friday, 16 January 2015.

Thank you very much for your interest in Micros-Fidelio Demo Program.  
In the delightful district of Charlottenburg, one of the most attractive in the city, the Micros Fidelio Suite 8 Group has built a new, modern and stylish hotel for you. Charlottenburg is one of the most up-market parts of Berlin – with art nouveau architecture, terraced houses and many brick-built villas covered in ivy, it exudes a flair that is quite incomparable.  
This traffic calming 4\* hotel welcomes you and your guests with 322 rooms and 13 conference rooms, which can accommodate up to 550 persons.

We are very pleased that you selected our site as ideal location for your Conference for which we submit you following offer:



Schedule

Tuesday, 13 January 2015

Meeting Package Basic II (50 Persons) EUR 45,00 per person

Time	Event Name	Function Space	Status	Pers Seating	Rate
09:04-12:00	Meeting	Ballroom I Ballroom II	DEF	50 Theatre Style Classroom Style	1.000,00 1.200,00
<i>We noted that your representative will be present at 08:00 am to inspect the meeting room.</i>					
10:00-10:30	Coffee break	Restaurant	DEF	50	incl. in package
12:30-13:30	Lunch	Restaurant	DEF	50	incl. in package
14:00-17:00	Meeting	Ballroom I	DEF	50 Theatre Style	incl. in package
19:00-23:45	Dinner	Ballroom I	DEF	50 Round Tables	complimentary
<b>Total</b>					<b>EUR 2.200,00</b>

Food & Beverage

Miscellaneous Items

<i>Restaurant: Coffee break</i>	<i>10:00-10:30</i>	<i>Ballroom I - Ballroom II: Meeting</i>	<i>09:04-12:00</i>
<i>Coffee break I (50 Persons)</i>	<i>incl. in package</i>		
<i>Coffee &amp; Tea</i>	<i>25 cl</i>		
<i>Orange juice, danish pastry and seasonal selection of fruits</i>			
<i>Ballroom I: Dinner</i>	<i>19:00-23:45</i>	<i>Technical Equipment</i>	
<i>Menu I (50 Persons)</i>	<i>30,00</i>	<i>1 Overhead Projector I 1 Screen (3,60 x 3,60m) 1 Flipchart with paper &amp; pens Special big flippy chart 1 Microphones</i>	

- Group Reservation (1208) - demonstrates the concept of having two sections, one for the group reservation and one for picked up reservations

## Group Reservations. Made by

**micros®**  
Fidelio Suite8



**To:** MICROS-Fidelio GmbH Ltd.  
Mr. Max Müller  
Franklinstr. 14

10587 Berlin

**From:** Jeff Miller  
Tel direct: +49 2131 1370  
Email: [info@micros.com](mailto:info@micros.com)  
<http://www.micros-fidelio.eu>

**Date:** Neuss, Tuesday, September 3rd 2013

Dear Sirs,

Thank you for the interest in our property. Please find our confirmation as follows:

**Gruppenname:** Demo Booking Word Merge  
**Anreise:** 22.10.2013  
**Abreise:** 23.10.2013

### Group Details

Your Reservation details below:

Arrival	Departure	Nights	Rooms	Pers Room Type	per Night	Total
22.10.2013	23.10.2013	1	8	2 Double Rooms TWIN	120.00	960.00
22.10.2013	23.10.2013	1	5	1 Single Rooms	100.00	500.00
<b>Total Rooms</b>						<b>EUR 1,460.00</b>

The following Reservations have been picked up from the Group::

Arrival	Departure Name	Nights	Rooms	Pers Room Type	per Night	Total
22.10.2013	23.10.2013 Ganske, Doris	1	1	2 Double Rooms TWIN	120.00	120.00
22.10.2013	23.10.2013 Gabel, Gabi	1	1	2 Double Rooms TWIN	120.00	120.00
<b>Total Rooms</b>						<b>EUR 240.00</b>

**Total EUR 1,700.00**

Please do not hesitate to contact us, should you need further assistance or information.

Sincerely, Yours,

Jeff Miller  
Supervisor  
The Seasons Hotel

- Block Reservation (DEMO1013) - demonstrates the concept used for blocks; the sample report uses only one grid which groups picked up and non-picked up reservations together

## Block Reservations. Made by



**To:** Mrs. Thomas Toast

Tradeways Inc.

**From:** Supervisor Demonstration  
Tel direct: +49 2131 1370

Email: [info@micros.com](mailto:info@micros.com)

<http://www.micros-fidelio.eu>

**Date:** Neuss, Monday, 26 August 2013

Dear Mrs. Toast,

Thank you very much for your interest in **Micros-Fidelio Demo Program**. This traffic calming 4\* hotel welcomes you and your guests with 322 rooms and 13 conference rooms, which can accommodate up to 550 persons.

We are very pleased that you selected our site as ideal location for your allotment for which we submit you following confirmation:

**Code:** DEMO1013  
**Name:** Demo Booking Word Merge  
**Start Date:** 15/10/2013  
**End Date:** 16/10/2013  
**Status:** Open for tentative Pickup

### Allotment Details

Date	Rooms	Pers.	Room Type	Per Night	Total
15/10/2013	5	1	Double Room	80.00	400.00
15/10/2013	7	2	Twin Room	110.00	770.00
<b>Total amount rooms</b>					<b>EUR 1,170.00</b>

Please note that a NON guaranteed booking will be released automatically at 18.00 on the day of arrival.  
We thank you for your reservation. Meanwhile we remain at your entire disposal for any further information

Sincerely yours,

I  
Supervisor Demonstration  
Supervisor  
**Micros-Fidelio Demo Program**

# Block Reservations. Made by **micros** Fidelio Suite8



**To:** Mrs. Sandra Smith  
Tradeways Inc.  
**From:** Jeff Miller  
Tel direct: +49 2131 1370  
Email: [Info@micros.com](mailto:Info@micros.com)  
<http://www.micros-fidelio.eu>  
**Date:** Neuss, Tuesday, 03 September 2013

Dear Mrs. Smith,

We are looking forward to welcome you and your guests at our property and would like to confirm the following:

**Code:** DEMO1013  
**Name:** Demo Booking Word Merge  
**Start Date:** 22/10/2013  
**End Date:** 23/10/2013  
**Status:** Open for tentative Pickup

## Allotment Details

Date	Rooms	Pers Room Type	Per Night	Total
22/10/2013	5	1 Double Room	80.00	400.00
22/10/2013	7	2 Twin Room	110.00	770.00
<b>Total amount rooms</b>				<b>EUR 1,170.00</b>

Please note that a NON guaranteed booking will be released automatically at 18.00 on the day of arrival.  
We thank you for your reservation. Please do not hesitate to contact us should you need any information or assistance.

Sincerely yours,

Jeff Miller  
Supervisor  
**The Seasons Hotel**

- Party Reservation (3778) - displays a nice example of a PMS party reservation confirmation letter

## Party Reservations. Made by



**To:** Mrs. Mary Fisher  
Paris Garden  
T23 4IP Liverpool  
England

**From:** Jeff Miller  
Tel direct: +49 2131 1370  
Email: [info@micros.com](mailto:info@micros.com)  
<http://www.micros-fidelio.eu>

**Date:** Neuss, 03 September 2013

Dear Mrs. Fisher,

We are looking forward to welcoming you and your guests at our Property. Please find your confirmation as follows:

**Guest Name:** Mrs. Mary Fisher  
**Arrival Date:** 16/12/2013  
**Departure Date:** 18/12/2013  
**Adults:** 1 Adult  
**Confirmation Nr:** 3778  
**Reservation Status:** DEFINITE

The following guests are included in your reservation:

Guest Name	Arrival	Departure	Room Type	Daily Rate	Total Stay Rate
Mrs. Mary Fisher	16/12/2013	18/12/2013	1 Double Room(s)	100.00	200.00
Mr. Rod Taylor	16/12/2013	18/12/2013	1 Double Room(s)	150.00	300.00
Mr. Robin Sherman	16/12/2013	18/12/2013	1 Double Room(s)	100.00	200.00
<b>Total</b>					<b>EUR 700.00</b>

Please do not hesitate to contact us should you need further information or assistance.

Sincerely Yours,

Jeff Miller

- Message Template (1024)- to be checked under Reports by entering the Message ID via REPORTS run the 73620 Message Template with message\_id 1024 to display an example of what can be done in word.

**Front Office.Made by**

**micros**  
Fidelio Suite8

---



**To:** Paul Keys  
**Room number:** 318  
**From:** Liz  
**Contact Info:** 01832-523001

**Message taken by:** Miller, Jeff  
**Date:** 27 September 2012  
**Time:** 10:10 hr

---

**Message**

*Please call the office as soon as possible. There are important developments you should be aware of before your meeting.  
URGENT!!*

Sincerely yours  
Jeff Miller



The Seasons Hotel

## Translation

All HTML reports are completely translatable. The query sections contain a query for static text in each report using the function V8\_REP\_STATICTEXT.

`v8_rep_statictext('Adult', :CONF_WLAN_ID ) TTR_Adult,`

The static text used in HTML reports is not linked with a specific report but can be translated via the option GENERAL under Setup → Configuration → Miscellaneous → Report Translation. The GENERAL option displays all existing translations in the database; you can search for a specific string and you can add a string and complete the translation.

The HTML reports using Suite8 features are translatable, however, the word document has to be created per language. When you need to create a template per language you should link exactly the same HTML reports.

Most of the translated fields used in the sample HTML reports are detailed in Appendix F - Translated Static Fields.

The screenshot shows a software application window titled "Report Translation - Micros-Fidelio Demo Program". The interface includes a search bar at the top left with fields for "Search Text" and "Reset filter". On the right side, there are buttons for "Filter", "Save", and "New". The main area contains a table with four columns: "Caption" (German), "English", "French", and "French". The table lists various translated terms, such as "DATE FORMATTING STRINGS", "From", "Number", "Sales Department", "Yours Sincerely", "% Occupied Beds", and "All Company Revenue...". A sidebar on the left lists categories like "Accounts Receivable", "CRM", "Miscellaneous", and "Report Translation".

## Appendix A - The Macro

The macro consists of Visual Basic code with the following functionality:..

- Reads the main data source (main.HTML) when opening the word document.
- Inserts the data to the merge fields in the Word document from the main data source

When executing or editing the Word Merge Report, the macro will first locate the file MAIN.HTML and select all content of the file (select \*).

This is completed each time a report is edited in Word from the Suite8 Report Menu or when running the Report from Print dialog boxes in the Modules. The Procedure EXECUTEMERGE(), is activated and returns data from the MAIN.HTML to the corresponding merge fields.

The Macro then looks for the placeholders where the output of the section reports is inserted, such as <<EVENTDETAILS>> and then replaces this with the content of the file

EVENTDETAILSXXX.HTML (xxx is the booking- or reservation\_ id). The names of the file or the placeholders are freely definable, however, the file name has to be identical to the file name specified in the Macro.

An unlimited number of sections can be added to the macros:

Microsoft Visual Basic for Applications - FCR\_CCM\_75400\_Contract\_Rooms\_1 - [VBMergeModule (Code)]

```

File Edit View Insert Format Debug Run Tools Add-Ins Window Help
Ln 0, Col 0
Project - Project X ExecuteMerge
Project - Project
Normal Project (20145) Project (FCR_CCM)
Reference to Normal Refresh ThisDocument VBMergeModule
(General)
Sub MergeDocument()
    ' MergeDocument Macro
    ' Macro LS & GM 11/07/2013

    Application.DisplayAlerts = wdAlertsNone
    DocName = ActiveDocument.Name
    Documents(DocName).Activate

    ChangeFileOpenDirectory ActiveDocument.Path

    ' Link main.html datasource and open it.
    ActiveDocument.MailMerge.OpenDataSource Name:=
        "main.html", ConfirmConversions:=False, ReadOnly:=
        False, LinkToSource:=True, AddToRecentFiles:=False, PasswordDocument:=""-
        "", PasswordTemplate:="", WritePasswordDocument:="", WritePasswordTemplate:=""-
        "", Revert:=False, Format:="wdOpenFormatAuto", Connection:="", SQLStatement:-
        "="SELECT * FROM `Table`", SQLStatement1:=""

End Sub

' This procedure is called from V8 application.
' We take the data from the datasource and remove the quotes of the fields. And put in variable vData.
' We insert the html sub reports into the word document.
' We close the vData.
Sub ExecuteMerge()
    Dim ID As String
    Set vData = ActiveDocument.MailMerge.DataSource
    ID = Replace(vData.DataFields.Item("ID"), """", "")
    'ActiveDocument.MailMerge.Execute Pause:=True
    ' Comment or uncomment the following 2 lines based on whether you need those
    ' grids to be inserted in your document
    ReplaceSection "<<EVENTDETAILS>>", "eventdetails" + ID + ".html"
    ReplaceSection "<<ROOMSINDIVIDUAL>>", "roomsindividual" + ID + ".html"
    ReplaceSection "<<ROOMSGROUPS>>", "roomsgroups" + ID + ".html"
    ReplaceSection "<<ROOMSBLOCKS>>", "roomsblocks" + ID + ".html"
    ReplaceSection "<<DEPOSITS>>", "deposits" + ID + ".html"
    ReplaceSection "<<SIGNATURE>>", "signature" + ID + ".mhtml"
End Sub

```

V8MERGEMODULE MACRO - indicating the Merge fields and HTML Parts Reports:

<b>&lt;&lt;TTR_Total_Overview&gt;&gt;</b>	
<b>&lt;&lt;TTR_Total&gt;&gt; &lt;&lt;TTR_Packages&gt;&gt;</b>	<b>&lt;&lt;PACKAGE_REVENUE&gt;&gt;</b>
<b>&lt;&lt;TTR_Total&gt;&gt; &lt;&lt;TTR_Room_Rental&gt;&gt;</b>	<b>&lt;&lt;FUNCTION_SPACE_REVENUE&gt;&gt;</b>
<b>&lt;&lt;TTR_Total&gt;&gt; &lt;&lt;TTR_Food_Beverage&gt;&gt;</b>	<b>&lt;&lt;FB_REVENUE&gt;&gt;</b>
<b>&lt;&lt;TTR_Total&gt;&gt; &lt;&lt;TTR_Miscellaneous&gt;&gt;</b>	<b>&lt;&lt;MISCELL_REVENUE&gt;&gt;</b>
<b>&lt;&lt;TTR_Total&gt;&gt;</b>	<b>&lt;&lt;TOTAL_REVENUE_CCM&gt;&gt;</b>

---

## **Appendix B - V8WordMerge.CSS**

The **css** file contains the general formatting of the **HTML** sample reports, it is located in the **HTML** directory and must be present on all workstations where word merge will be used.

When changing the CSS file, a copy must be made, so as not to be overwritten when applying an update of Suite8.

If a new CSS is created or the original CSS renamed then all references to the CSS in the **HTML** reports will have to be changed.

Guidelines for creating or changing a CSS file:

- Start with basic defaults for the **HTML** elements, for example, the font size required
- Add some general classes which can be used for any **HTML** element in your **HTML** reports, such as, alignment.
- Start with specific classes, for example, different table style classes.
- Document your classes for support purposes.

For all styles configured in the CSS file see Appendix G - Tables styles used in the CSS file

## Appendix C - Sample Reports in Demo Database

<b>Section</b>	<b>Sub Section</b>	<b>Type</b>	<b>Report</b>	<b>Report Name</b>	<b>Parameter to test</b>
7309	73090	Word	730900 Confirmation Individual Changes (WM)	FCR_PMS_730900_Confirm_Ind_Chg	CONF_YRES_ID
		Word	730901 Confirmation Individual Details (WM)	FCR_PMS_730901_Confirm_Ind_Det	CONF_YRES_ID
		Word	730902 Confirmation Party (WM)	FCR_PMS_730902_Confirm_Party	CONF_YRES_ID
	730900	Html	7309000 Confirmation Main	FCR_PMS_7309000_Confirmation_Main	CONF_YRES_ID
		Html	7309001 Reservation Changes	FCR_PMS_7309001_Reservation_Changes	CONF_YRES_ID
		Html	7309002 Reservation Details	FCR_PMS_7309002_Reservation_Details	CONF_YRES_ID
		Html	7309003 Party Details	FCR_PMS_7309003_Party_Details	CONF_YRES_ID
73091	Word	730910 Confirmation Group (Wm)	FCR_PMS_730910_Confirmation_Group	CONF_YGRP_ID	
730910	Html	7309100 Confirmation Group Main	FCR_PMS_7309100_Confirmation_Group_Main	CONF_YGRP_ID	
	Html	7309101 Group Details	FCR_PMS_7309101_Group_Details	CONF_YGRP_ID	
73092	Word	730920 Confirmation Block (Wm)	FCR_PMS_730920_Confirmation_Block	CONF_YBLH_ID	
730920	Html	7309200 Confirmation Block Main	FCR_PMS_7309200_Confirmation_Block_Main	CONF_YBLH_ID	
	Html	7309201 Block Details	FCR_PMS_7309201_Block_Details	CONF_YGRP_ID	
7392	Html	73920 Signature User	FCR_PMS_73920_Signature_User	NONE	
754	Word	75400 Contract with rooms 1 (WM)	FCR_CCM_75400_Contract_Rooms_1	CONF_YBOM_ID	
	Word	75401 Contract with rooms 2 (WM)	FCR_CCM_75401_Contract_Rooms_2	CONF_YBOM_ID	
754	7541- 7543	HTML	75410 Contract Main	FCR_CCM_75410_Contract_Main	CONF_YBOM_ID
		HTML	75411 Event Details 1	FCR_CCM_75411_Event_Details_1	CONF_YBOM_ID
		HTML	75412 Event Details 2	FCR_CCM_75412_Event_Details_2	CONF_YBOM_ID

---

		HTML	75420 Rooms Individual	FCR_CCM_75420_Rooms_Individual	CONF_YBOM_ID
		HTML	75421 Rooms Groups	FCR_CCM_75421_Rooms_Groups	CONF_YBOM_ID
		HTML	75422 Rooms Blocks	FCR_CCM_75422_Rooms_Blocks	CONF_YBOM_ID
		HTML	75430 Deposits	FCR_CCM_75430_Deposits	CONF_YBOM_ID
736	7362	Word	73620 Message Template (WM)	FCR_PMS_73620_Message	MESSAGE_ID
	73620	HTML	736201 Messages Main	FCR_PMS_736201_MESSAGES_MAIN	MESSAGE_ID
		HTML	736202 Message Details	FCR_PMS_736202_Message_Details	MESSAGE_ID

## Appendix D - Naming Conventions

This is the naming convention used in the Demo Database.

Used in	Convention	Example	Description
main.HTML reports (Merge fields)	SP_XX	SP LETTERUSER SP HOTELNAME	Parameter fields. Whenever we used a parameter field to be used as a merge field we use its parameter name
TR_		TR_FUNCTIONTYPE TR_ROOMTYPE_DESC TR_ARRIVAL TR_PRINT_DATE	Translated data fields from database. The field takes the translation if translation is available in the configuration of Suite 8 or translated during the booking process. A V8 function is manipulated the field.
TTR_		TTR_Adult TTR_Arrival_Date	Translated static text. The field takes the translation of the static text, if available. The field show exactly what will be returned separated with "_" EG : TTR_Adult will return the translation of Adult. TTR_ADULT will return the translation of "ADULT". (All uppercase)
File names (linking of reports)	xxx.HTML xxx<ID>.HTML	main.HTML eventdetails<ID>.HTML	File names always in lower case.

---

	xxx<ID>.mHTML	reservationdetails<ID>.HTML	
Sections in word merge	<<XXXXXX>>	<<EVENTDETAILS>> <<RESERVATIONDETAILS>> <<GROUPDETAILS>>	Sections names between <<>> and always upper case.
Numeric fields in queries part HTML report	Field name view or table.	TOT_NET_REV FTOT_NET_REV FCTOT_NET_REV	Field no format Field formatted using V8_FNC_NUM_TO_CHAR_FORMATING() Field formatted using V8_FNC_VALCURR_FORMATING()

## Appendix E - Suite8 Scripting and Functions

- Some functions used in the queries were added or modified.
- Some scripting functions were added for the HTML part of the report.
- Scripting is referred to when using functions of code provided by Suite8 in the HTML part.
- Some views and functions were added or modified to better support the word merge reports.
- All SQL functions are documented in the function itself.

### *Most common Suite8 Scripting and Functions*

Section	Function /Scripting	Use
SQL queries	V8_FNC_NUM_TO_CHAR_FORMATING()	Format of numbers, decimals
	V8_FNC_NUM_TO_CHAR_FORMATING()	Format of number, decimals with currency.
	V8_FNC_REPLACE_NONHTML()	Replaces or strips carriage returns in the result of existing functions with its HTML equivalent. Eg if the address field of a view contains chr(13), chr(10) the function will replace it with   to have the address aligned correctly.
	v8_rep_translatedate()	Translates a date field in the appropriate format. Similar to TranslateDate() in internal editor.

---

V8_FNC_CCM_MENUITEM_QUANTITY()	Returns the quantity of a menu item if different than the quantity of the menu. The parameter DIFF offers the possibility to have the quantity followed by the “x” sign.
wtrl_translate()	To translate data
V8 REP_STATICTEXT()	Translation of static text.
V8_FNC_WTRL_Translate()	<p>This function returns the translation of a given field of a given table.</p> <p>It can be used in Functions. Views are directly in the queries of the HTML Reports.</p> <p>The function is already prepared for 8.9.5.0 where a new translation user interface will be implemented.</p> <p>Please refer to the comments in the function for more details</p>
V8_FNC_XCID_TRANSLATE()	<p>Returns the salutation and letter greeting according the provided wlan_id.</p> <p>This function is very useful in case of profiles when, for example, the profile language is German and the letter being sent is in English.</p> <p>See FCR_PMS_7309000_Confirmation_Main for an example of the use of this function</p>
V8 Scripting {file V8Wordmerge.css}	.file : locates the file in the HTML directory. Used to locate the css file.
{runquerywithautoparameters 1}	Runs query xx with one of the parameters available in the report setup.
{runsubquery 2.1.ygrp_id}	Runs query number 2 where the main query is query number 1 and the parameter is field ygrp_id from the main query number 1.
{runsubquerywithautoparameters 6.5.YEMN_ID}	Gives the possibility to use 2 parameters in the query. One auto parameter (from the report

---

```

{if({field 3.NOTESFLAG}>(0)}XXXXX{\ if}

{dif ({parameter CONF_XCMS_ID}>0) and
({parameter CONF_GREETINGTYPE}=1) and
('{field 1.LETTGREET}'<>"") {field
1.FAM_LETTGREET_LASTNAME},{/ dif}

{forall 2}
{/forall}

{signature?parameter={parameter SP_USER_ID}}

```

configuration) and one parameter from the main view. In our case the field yemn\_id from query 5.

Condition using if. Please have a look at the samples for more examples of if, else  
{if} does not support and or or

Condition using dif. Please have a look at the samples for more examples of dif, else.  
{dif} supports also and or or

Start looping over all records of query 2.  
Attention the execute statement of the query must be specified before the forall.

When you need to loop over the records of a subquery within a loop of a query, you must first specify the forall of the main query and within this forall run the subquery and then do a forall of the subquery. See FCR\_CCM\_75411\_Event\_Details\_1 and 2 for examples.

Returns the signature of the user configuration equal to the user parameter supplied. See FCR\_PMS\_73920\_Signature\_User

## Appendix F - Translated Static Fields

Translated Static Field	Field
v8_rep_statictext('Accommodation', :CONF_WLAN_ID )	TTR_Accomodation
v8_rep_statictext('Adult', :CONF_WLAN_ID )	TTR_Adult
v8_rep_statictext('Adults', :CONF_WLAN_ID )	TTR_Adults,
v8_rep_statictext('Allotment Details', :CONF_WLAN_ID )	TTR_Allotment_Details

---

v8_rep_statictext('Arrival', :CONF_WLAN_ID)	TTR_Arrival,
v8_rep_statictext('Arrival Date', :CONF_WLAN_ID)	TTR_Arrival_Date
v8_rep_statictext('Child', :CONF_WLAN_ID)	TTR_Child,
v8_rep_statictext('Children', :CONF_WLAN_ID)	TTR_Children,
v8_rep_statictext('Code', :CONF_WLAN_ID)	TTR_Code
v8_rep_statictext('Confirmation Nr', :CONF_WLAN_ID)	TTR_Confirmation_Nr
v8_rep_statictext('Daily Rate', :CONF_WLAN_ID)	TTR_Daily_Rate,
v8_rep_statictext('Date', :CONF_WLAN_ID)	TTR_Date
v8_rep_statictext('Departure', :CONF_WLAN_ID)	TTR_Departure
v8_rep_statictext('Departure Date', :CONF_WLAN_ID)	TTR_Departure_Date
v8_rep_statictext('Dear Sir, Madame', :CONF_WLAN_ID)	TTR_Dear_Sir_Madame
v8_rep_statictext('End Date', :CONF_WLAN_ID)	TTR_End_Date
v8_rep_statictext('Food & Beverage', :CONF_WLAN_ID)	TTR_Food_Beverage
v8_rep_statictext('From', :CONF_WLAN_ID)	TTR_From
v8_rep_statictext('Group Details', :CONF_WLAN_ID)	TTR_Group_Details
v8_rep_statictext('Guest Name', :CONF_WLAN_ID)	TTR_Guest_Name
v8_rep_statictext('Miscellaneous', :CONF_WLAN_ID)	TTR_Miscellaneous
v8_rep_statictext('Nights', :CONF_WLAN_ID)	TTR_Nights
v8_rep_statictext('Packages', :CONF_WLAN_ID)	TTR_Packages
v8_rep_statictext('Payable by', :CONF_WLAN_ID)	TTR_Payable_by
v8_rep_statictext('Per Night', :CONF_WLAN_ID)	TTR_Per_Night
v8_rep_statictext('Pers', :CONF_WLAN_ID)	TTR_Pers
v8_rep_statictext('Reservation Status', :CONF_WLAN_ID)	TTR_Reservation_Status
v8_rep_statictext('Reservation Changes', :CONF_WLAN_ID)	TTR_Reservation_Changes
v8_rep_statictext('Reservation Details', :CONF_WLAN_ID)	TTR_Reservation_Details
v8_rep_statictext('Room Rental', :CONF_WLAN_ID)	TTR_Room_Rental
v8_rep_statictext('Room Type', :CONF_WLAN_ID)	TTR_Room_Type
v8_rep_statictext('Room Number', :CONF_WLAN_ID)	TTR_Room_Number
v8_rep_statictext('Rooms', :CONF_WLAN_ID)	TTR_Rooms

---

v8_rep_statictext('Sincerely yours', :CONF_WLAN_ID)	TTR_Sincerely_yours
v8_rep_statictext('Start Date', :CONF_WLAN_ID)	TTR_Start_Date
v8_rep_statictext('Status', :CONF_WLAN_ID)	TTR_Status
v8_rep_statictext('To', :CONF_WLAN_ID)	TTR_To
v8_rep_statictext('Total', :CONF_WLAN_ID)	TTR_Total
v8_rep_statictext('Total amount rooms', :CONF_WLAN_ID)	TTR_Total_amount_rooms
v8_rep_statictext('Total Overview', :CONF_WLAN_ID)	TTR_Total_Overview
v8_rep_statictext('Total Stay Rate', :CONF_WLAN_ID)	TTR_Total_Stay_Rate

## Appendix G - Tables styles used in the CSS file

Table 1 - Simple Table

Arrival	Departure	Nights	Rooms	Pers	Room Type	Per Night	Total
02/09/2013	03/09/2013	1	1	2	Twin Room	135,00	135,00
02/09/2013	03/09/2013	1	4	1	Double Room	90,00	360,00
<b>Total amount rooms</b>							<b>EUR 495,00</b>

Table 2 - Table with header background

Guest Name	Arrival	Departure	Room Type	Daily Rate	Total Stay Rate
Miss Karina Abikie	10/09/2012	12/09/2012	2 Double Room(s)	90,00	364,00
Mr. Geert Peters	10/09/2012	13/09/2012	1 Double Room(s)	90,00	272,00
Mr. Roeland Cattoir	10/09/2012	11/09/2012	1 Double Room(s)	90,00	92,00
<b>Total</b>					<b>EUR 728,00</b>

Table 3 - Table with header and table background

Time	Event Name	Function Space	Status	Pers	Seating	Rate
09:00-12:00	Meeting	Ballroom I	TEN	50	Classroom Style	600,00
10:00-10:30	Coffee break	Wintergarden	TEN	50		
14:00-17:00	Meeting	Ballroom II	TEN	50	Classroom Style	600,00
<b>Total</b>						<b>EUR 1.200,00</b>

---

*Table 4 - Table with header background and navy blue font*

Time	Event Name	Function Space	Status	Pers. Seating	Rate
09:00-12:00	Meeting	Ballroom I	TEN	50 Classroom Style	600,00
10:00-10:30	Coffee break	<del>Wintergarden</del>	TEN	50	
14:00-17:00	Meeting	Ballroom II	TEN	50 Classroom Style	600,00
<b>Total</b>					<b>EUR 1.200,00</b>

Table 5 - Table with odd and even zebra effect and navy blue font

Date	Rooms	Room Type	Adults	Daily Rate
10/09/2012	1	Double Room	2	135,00
11/09/2012	2	Double Room	2	135,00
12/09/2012	1	Double Room	1	90,00
13/09/2012	1	Double Room	2	150,00
<b>Total</b>				<b>EUR 510,00</b>

Table 6 - Simple table used in Event Details 2 for the food and beverage section with double border

Food & Beverage			Miscellaneous Items		
<u>Wintergarden: Coffee break</u>			<i>10:00-10:30</i>	<i>Ballroom I: Meeting</i>	<i>09:00-12:00</i>
Coffee break (50 Persons)			incl. in package	Technical Equipment	
Coffee & Tea				1 Overhead Projector	incl. in package
<u>Restaurant: Lunch</u>			<i>12:00-13:45</i>	1 Screen (3,60 x 3,60m)	incl. in package
Menu II (50 Persons)			incl. in package	1 Flipchart with paper & pens	incl. in package
Tomato soup with cream			30 x	Special big <del>flippy</del> chart	
--				1 Microphone	incl. in package
Lamb with herb-mustard crust with beans and baked potato				<i>Ballroom I: Meeting</i>	<i>14:00-17:00</i>
Apple strudel with vanilla ice cream				Technical Equipment	
<u>Ballroom I: Dinner</u>			<i>19:00-23:45</i>	1 Overhead Projector	incl. in package
Menu I (50 Persons)			30,00	1 Screen (3,60 x 3,60m)	incl. in package
House White 1985	25 cl	30 x 10,00		1 Flipchart with paper & pens	incl. in package
House Red 1982	25 cl	10,00		Special big <del>flippy</del> chart	incl. in package
<u>Alternative</u>				1 Microphone	incl. in package
House Rose				<i>Ballroom I: Dinner</i>	<i>19:00-23:45</i>
--				Decoration	
'Caesar Salad' with Dijon-mustard dressing and roasted chicken breast			10,00	1 Table Numbers	inclusive
<u>Alternative</u>				1 Candle Sticks	inclusive
tomato soup				1 Flower Arrangement Large	complimentary
Mинestrone				<u>Entertainment</u>	
--				1 Piano	
Red Snapper with red curry and limes fennel and rice			30 x	1 Piano Player	complimentary
--					
Parfait of coffee with oranges					

Table 7 - Simple table used in Event Details 1 to display Miscellaneous and F&B items one below the other

---

**09:00-12:00 Ballroom I: Meeting**

**Technical Equipment**

1 Overhead Projector  
1 Screen (3.60 x 3.60m)  
1 Flipchart with paper & pens  
Special big ~~flippy~~ chart  
1 Microphone

incl. in package  
incl. in package  
incl. in package  
incl. in package

**10:00-10:30 Wintergarten: Coffee break**

Coffee break (50 Persons)  
Coffee & Tea

incl. in package



# 13 How To's

The following provides information on how to set up or user various features in the system:

## How to print multiple guest registration cards

1. Activate the parameter PRINT REGCARD PER MULTIGUEST.
2. In the option VIEW NAME FOR FILTERING GUESTS under Setup → Configuration → Global Settings → Reservation → Reservation 3 tab enter the view V8\_SYS\_GETMULTIGUESTFORREGCARD if the standard view should be used.
  - For Crystal Report templates use the parameter YRES\_ID.
  - For Internal Editor Templates either the parameters RESERVATION\_ID or YRES\_ID can be used, if YRES\_ID is used it must be the first parameter listed.

## How to configure short message sending

Short message sending allows sending short messages for example for advising a guest per short message that the reservation is confirmed or that the room is ready for check in, sending birthday wishes or newsletter alerts via short message from the profile or informing maintenance employees about new or reminding them of maintenance tasks to be completed.

This feature is available in both the Professional and Small Business Editions and is controlled by the parameter SMS Sending under Global Settings→Interface4 tab. This feature is released with Version 8.8.0.0.

## Configuration

1. Activate the parameter: **Enable SMS Sending** and enter the service provider information under **Global Settings→Interface 4** tab. Currently Clickatell is the only supported gateway for short message sending. Clickatell's SMS gateway enables any application, website or system to send mobile messages globally via a variety of connection options. A valid user name and password as well as the API key have to be configured for this gateway.
2. If a Clickatell Sender ID should be send, it has to be entered in the field **Hotel Mobile Phone** on the Generic 1 tab under Global Settings.  
How to get a Clickatell account

### Step 1 - register for a Clickatell account

If you do not already have a Clickatell account, you need to register for one as per below. Otherwise proceed to Step 2.

- Go to [http://www.clickatell.com/products/sms\\_gateway.php](http://www.clickatell.com/products/sms_gateway.php), and choose the appropriate API sub product (connection method) you wish to use.
- Click on the registration hyperlink
- Fill out the registration form

After successfully submitting the form you will automatically be logged into your new account and taken to a page where you can add your chosen API connection.

### Step 2 - add a registered API connection (sub-product)

If you are not already logged into your account, then you must do so at

<http://www.clickatell.com/login.php>

- Select Manage my Products from the top menu.
- Select the API connection type you wish to use from the drop down menu (Add Connection).

- 
- Complete the form.

If you register more than one API connection, the description name you enter for each must be unique - you cannot have multiple APIs with the same name.

After successfully submitting the form, your authentication details will be displayed, including each connection's unique API ID (api\_id). These authentication details are required when connecting to the Clickatell gateway to send a message.

---

Note: For more information on managing your API connections within your Clickatell account see our API guide at  
[http://support.clickatell.com/guides/clickatell/api\\_guide.php](http://support.clickatell.com/guides/clickatell/api_guide.php).

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## **Fidelio Server**

### **Start SMS Sending**

#### **Maintenance tasks**

1. On the maintenance type definition, it is configured if an automatic short message and if a reminder short message is send for the task. The priority of the task is defined under due minutes. Reminder cycles for the short message sending are set in the fields before minutes and after minutes
2. When selecting the task and choosing SMS log, all information about the recipient's number, the date sent and the last attempt is displayed
3. Selecting **Details** displays all details and allows sending the short message again.
4. Start **Maintenance Reminder** on the **Fidelio Server**

#### **Configuring short message sending for confirmation letters**

Short messages can be send to inform the guest that the room is ready for check in or for sending a reservation confirmation number.

1. Create a template with the role confirmation letter under **Miscellaneous→Reports**. The characters used should not be more than 160 for the short message.
2. The defined template can then be selected under **Confirmation Letter**.
3. When pressing **SMS** button the template is opened and can be changed.
4. Pressing **Send** button sends the short message.

#### **Configuring short message sending for Profiles**

Short messages sending to any guest profile via correspondence is possible.

1. Create a template for each short message purpose with the role profile letter under **Miscellaneous→Reports**.
2. The template can then be selected under **Correspondence** from the Customer Profiles Navigator.
3. When pressing **SMS** button the short message text is displayed and can be changed
4. Pressing **Send** button sends the short message

## Configuring short message sending for Messages

To use short message sending for message, a template for the short message sending needs to be defined under Reports using Internal Editor. The characters used should not be more than 160 for the short message. The template is then selected under Global Settings->Reservation1 tab.

1. Create a template for each short message purpose with the section role Message under **Miscellaneous→Reports**.
2. The template is then selected under Message SMS Template under **Global Settings→ Reservation1** tab.
3. Under **Configuration→ CRM→ Communication Types**, the communication types for mobile phone need to be identified as such by selecting the field **Mobile Phone** when editing the communication type.
4. When entering a message and selecting a profile with a communication type marked as **Mobile Phone**, the **SMS** button can be pressed to display and change the text of the message.
5. Pressing **Send** button sends the short message.

## Crystal Runtimes

With Fidelio Suite8 Version 8.8.4.0 support for Crystal.net runtimes has been added. Crystal Runtimes 12 SVP2 is required on all clients running Fidelio Suite8. The file **FidelioCrystalNET.dll** in the Fidelio Suite8 program directory, supplied with this version, covers these requirements and need to be registered using the Assembly Registration Tool (Regasm.exe) which is automatically performed when starting Fidelio Suite8 once logged on to Windows with Administrative Rights.

**Note:** For XML-IFC workstations the Regasm.exe needs to be executed with the additional parameter '/codebase', if Crystal Reports are used) or starting Suite8 once as Administrator on all workstations not used as XML-Interface. The register.bat shipped with this release has been also adapted to include the registration of the new Dll, however it needs to be modified for XML-Interface PCs.

Additional information:

- The registration key for FidelioCrystalNET.dll is stored in the following directory of the registry: HKEY\_CLASSES\_ROOT\FidelioCrystalNET.CrystalNET
- The following error message will occur when printing a report and the FidelioCrystalNET.dll is missing, not properly registered or Crystal Runtime 12 SP1 instead of SP2 are used:'The system cannot find the class specified, ClassID: {02373E95-5F6C-307E-AE98-EC92F2B13F2D}'

## How to activate email validation

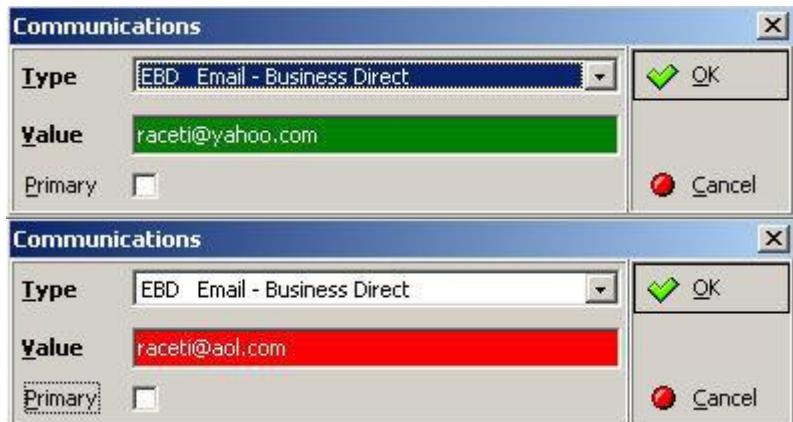
Functionality is available in Fidelio Suite8 to use a public web service in order to validate the email address's entered on a guest profile.

- The parameter VALIDATE EMAIL ADDRESS has to be activated and the EMAIL VALIDATION URL completed.
- The third party public web service which has been used for testing is called VALIDATE EMAIL and the web service URL is: <http://www.webservicex.net/ValidateEmail.asmx>

**Note:** As this service is a third party product MICROS-Fidelio (Ireland) Ltd. shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this service.

When entering the email address on the profile the address is automatically validated;

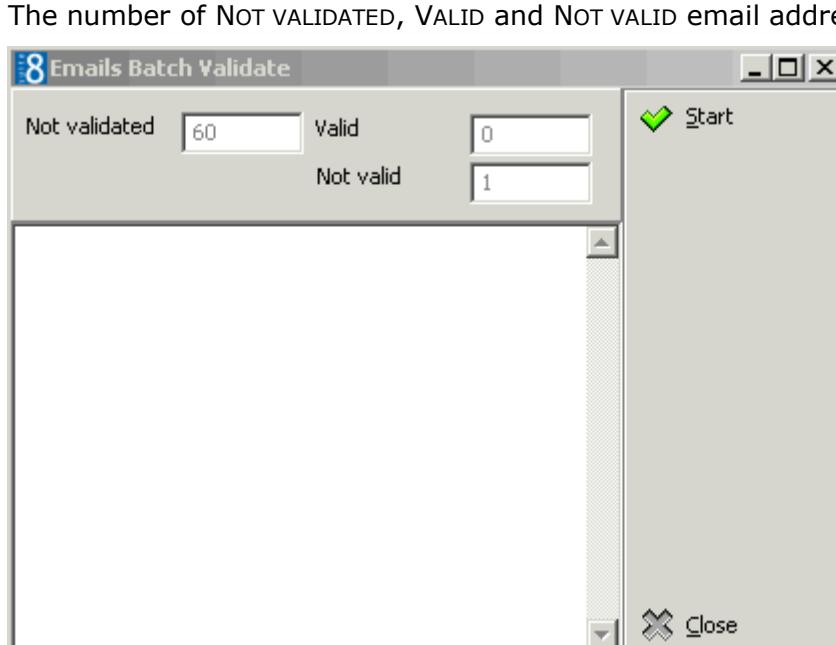
- Valid email address's are highlighted in green
- Invalid email address's highlighted in red.



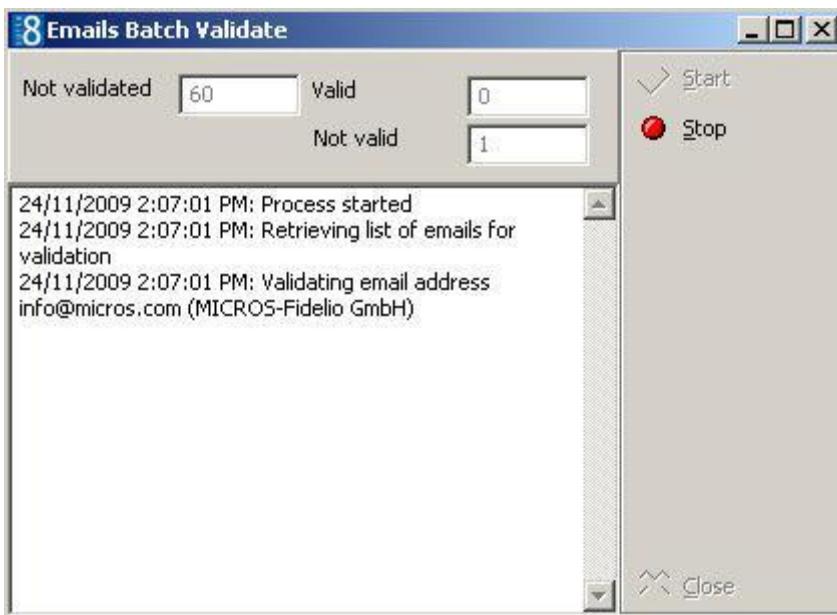
The option EMAILS BATCH VALIDATE may be used to validate all the existing profile email address's in the database.

#### How to run Email Batch Validate

1. Click MISCELLANEOUS from the SETUP drop-down menu and then SYSTEM MAINTENANCE.
2. On the System Maintenance menu click CRM.
3. Click EMAILS BATCH VALIDATE on the CRM menu to display the Emails Batch Validate dialog box.  
The number of NOT VALIDATED, VALID and NOT VALID email addresses are displayed.



4. Click START to start the validation process.



5. Click CLOSE to close the dialog box.

**Note:** The procedure will stop if, for example, invalid text such as a telephone number has been entered in the email communication type.

**Info** Email validation functionality is controlled by the parameter Validate Email Address and the completion of the Email Validation URL under Setup → Configuration → Global Settings → Profile → Profile 2 tab.

## XML Export for VEOS from CST

CST International is a provider of video enhanced online surveys - VEOS for short. Video enhanced online surveys provide the properties with the opportunity to exhort, enthuse and explain on the same screen as the survey itself.

With VEOS the video appears to the left of the screen while the survey is running on the right; the video can be paused, restarted or replayed.

XML Export for VEOS from Fidelio Suite8 is based on an XML Report using scheduled tasks.

### Fidelio Suite8 Requirements

- An HTML report has to be created and the file VEOS\_IFC.qry imported - Create Report.
- A hotel identifier has to be added to the global settings hotel information tab under Generic Hotel Info 5.
- A new scheduled task configured under Scheduled Tasks.

### Setup

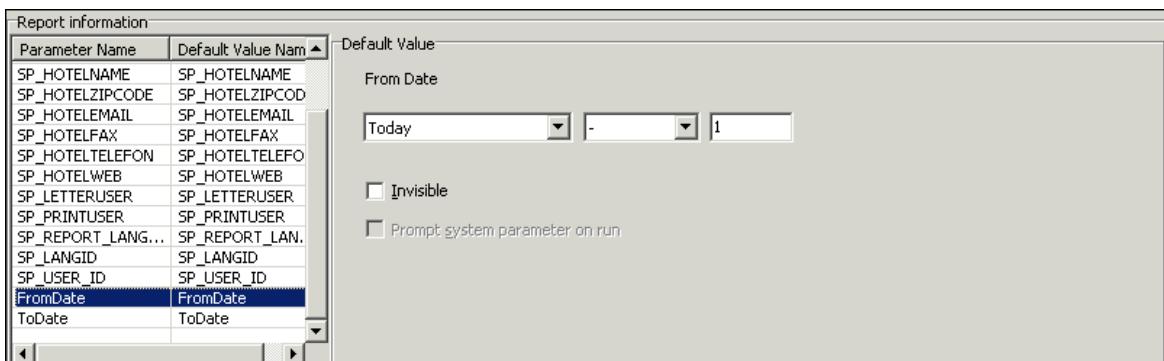
Copy the files VEOS\_IFC.QRY and VEOS\_IFC.XML to the HTML directory; the files can be obtained from your Fidelio Suite8 Support contact.

### Create HTML Report

1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
2. Create a new or use a report section with the Source Type HTML REPORT.



3. Create a new report in this section with the name: V8 XML EXPORT VEOS IFC.
4. Select NEW BINARY.
5. Import the file VEOS\_IFC.QRY.
6. Save the report.
7. On the Report File tab enter the date parameters: FROMDATE and TODATE.
8. On the Report tab define the default value with SYSDATE - 1.



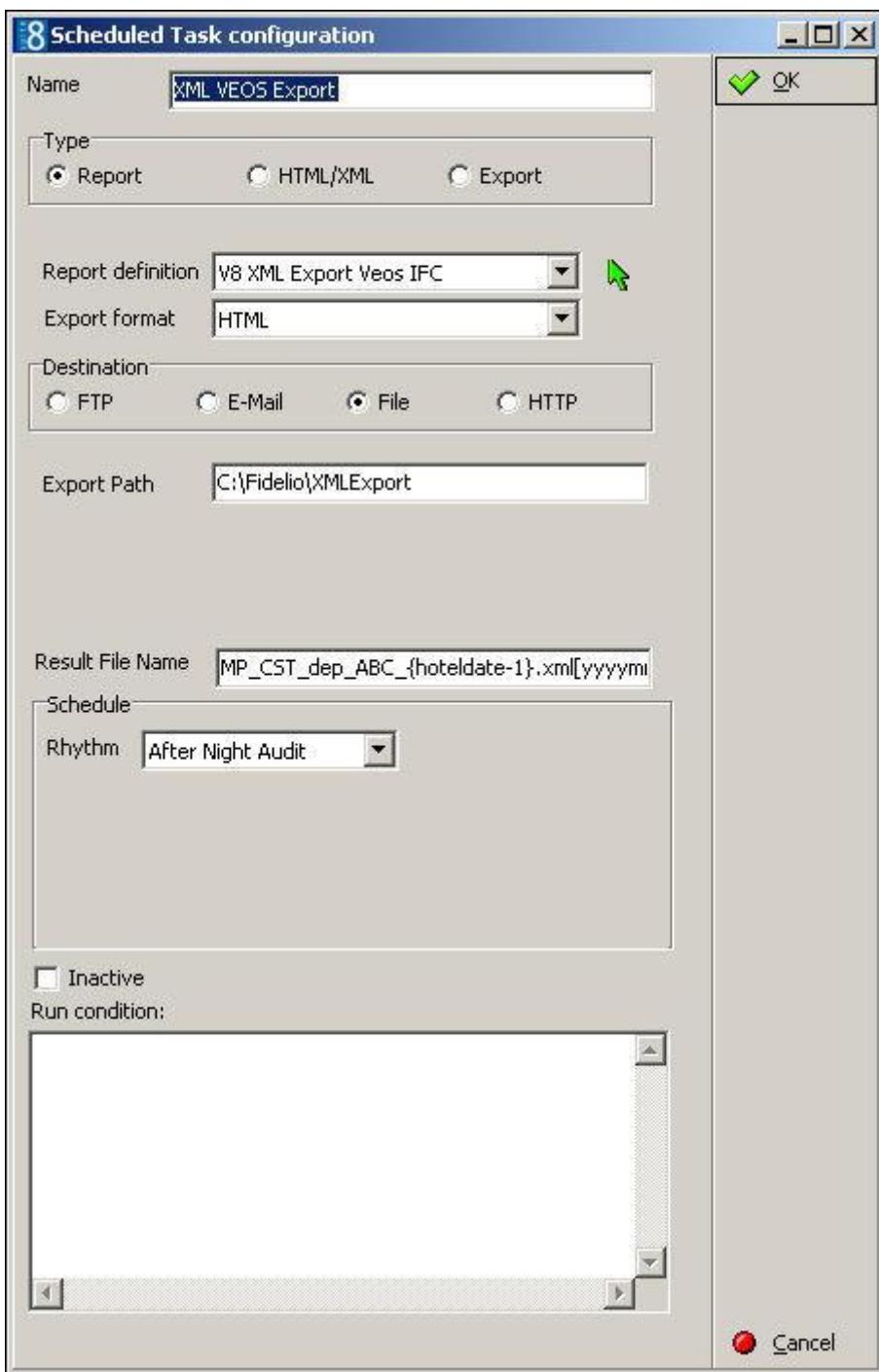
### Add the hotel identified to Global Settings

1. Click the SETUP menu and select CONFIGURATION.
2. Select GENERIC from the GLOBAL SETTINGS menu and then select GENERIC HOTEL INFO.
3. Click ADD KEY and enter the hotel identified name VEOSEXPORTHOTELID in the User Defined Setting field.
4. In the VALUE column enter the Hotel Identifier provided by the VEOS system; in the following example, the identifier ABC is used.

Generic 1		Generic 2		Generic 3		Generic 4		General Hotel Info 5		Telephony 6	
Name	Value										
OPTIMSAccount	DEMODB										
VEOSEXportHotelID	ABC										

### Create the scheduled task

1. Click the SETUP menu and select CONFIGURATION.
2. Select SCHEDULED TASKS from the MISCELLANEOUS menu.
3. Create a new scheduled task; the FTP Configuration and File Name must be adapted to the provided ftp connection details and the Result File Name must be changed to replace ABC with the proper Hotel Identifier:



### Running a manual export

1. Click the SETUP menu and select CONFIGURATION.
2. Select SCHEDULED TASKS from the MISCELLANEOUS menu.
3. Selecting the task and click the EXECUTE button; if the export should run for a specific date range, click the PROMPT RUN button and complete the dates.

Task Name	Type	Destination	Last Run	Next Run	
Email Birthday Mailing	Report	E-Mail	11/04/2010 12:37:40 PM		
Event Types	Report	File	17/03/2010 3:41:21 PM	18/03/2010 3:37:00 PM	
XML VEOS Export	Report	File	11/03/2010 10:34:33 AM		

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**Note:** This functionality is available for CST International, a provider of video enhanced online surveys.

**Note:** A full description of the setup is available in the document Fidelio Suite8 XML Export-VEOS.PDF.

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## Signature

A signature can be defined per user and can then be added via the Internal Editor to emails and correspondence.

Signature functionality requires the following:

- The user signature in graphic format; jpg, bmp or XCED.
- The signature graphic linked to the user name in the configuration.
- The addition via the internal editor of the function *Signature([userID])* to the relevant document.

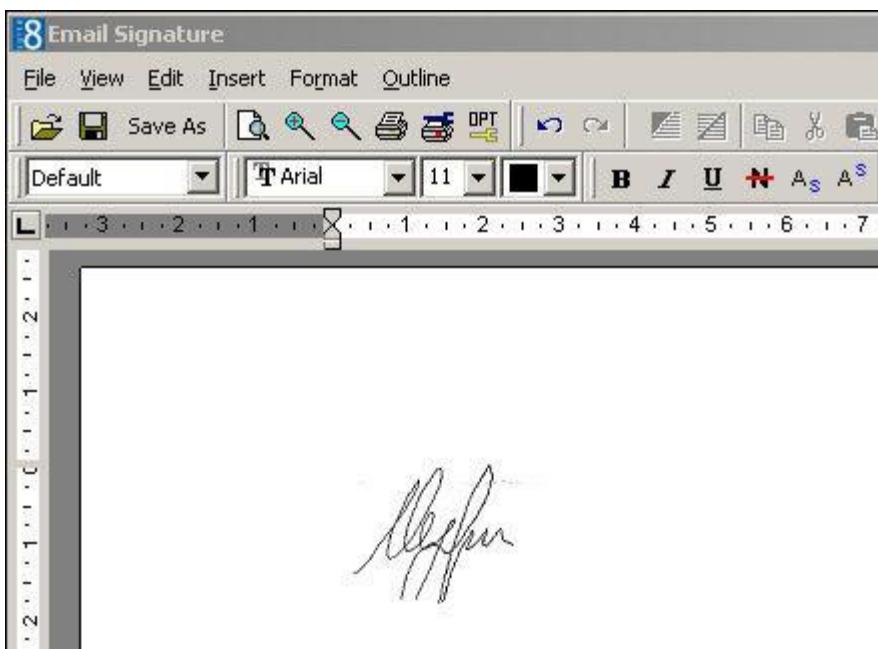
Signature functionality can be defined for the logged in user or for a specific type of user id, such as the conference manger or responsible employee. (Selected from the Data Source).

If the same signature is to be used on the document, for example, the signature of the General Manager, then the scanned signature should be placed directly in the document and not via the signature function.

### How to define a user signature

1. On the SETUP menu select CONFIGURATION to display the configuration options.
2. Click USERS and then select USER DEFINITION.
3. Select the required user and click EDIT to display the User Definition screen.
4. Click the SIGNATURE button.

If there is already a signature attached then this will be displayed in the internal editor.



5. To attach a signature click GRAPHIC (EMBEDDED) or GRAPHIC (LINKED) on the INSERT menu.
6. Locate the required signature graphic and click OPEN.

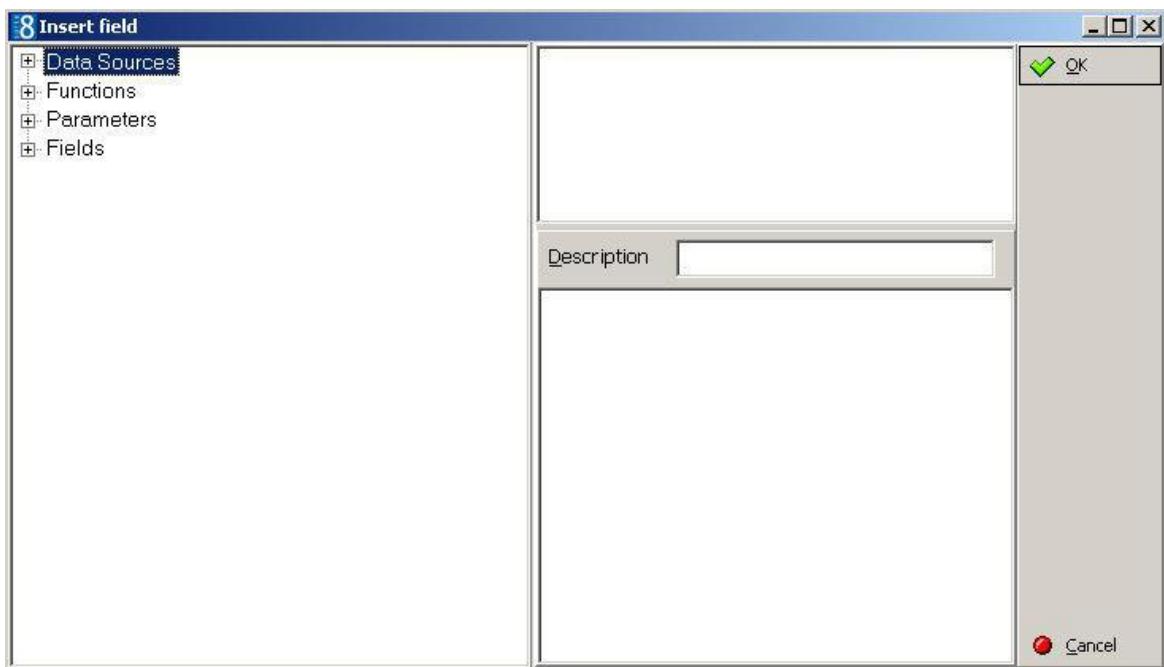
The signature graphic is inserted into the document.

7. Click **SAVE** on the File menu to save the document.
8. Click **CLOSE** on the File menu to exit the Internal Editor screen.

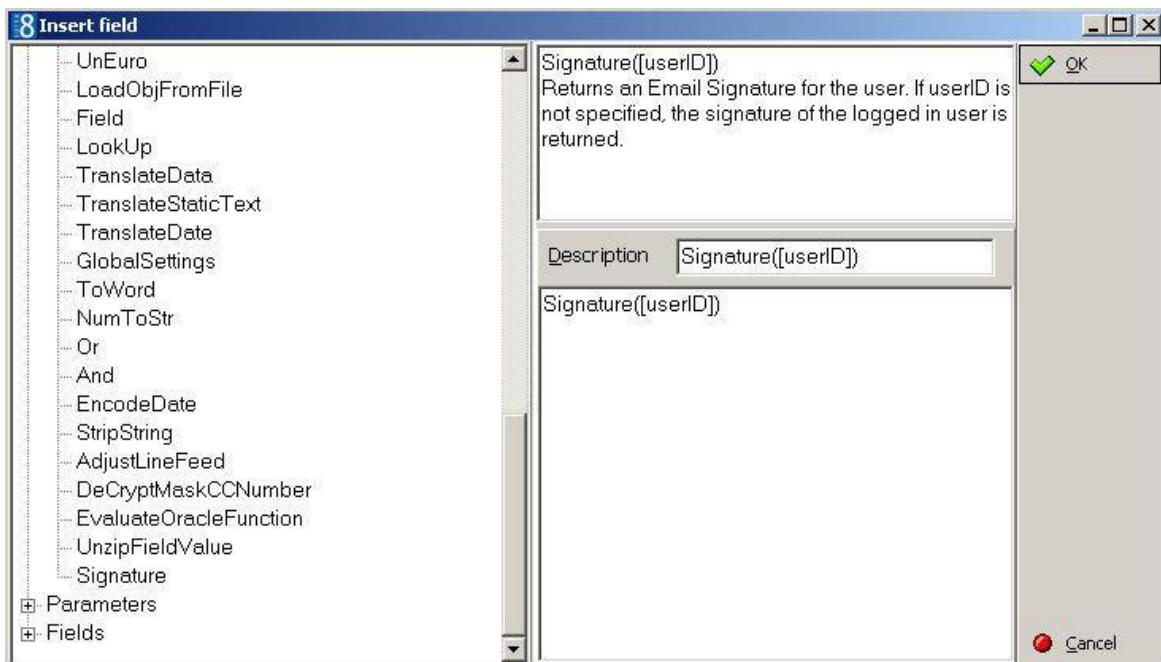
### **How to add the signature of the logged in user to a document**

1. Click the **MISCELLANEOUS** menu and select **REPORTS** or press **CTRL+SHIFT+R**.
2. Select the report template to which a signature is to be added and click the **EDIT** button.
3. Click the **REPORT FILE** tab and then click the **EDIT** button to display the report in the Internal Editor.
4. Place the cursor in the required location on the report and then select the function  button from the toolbar.

The Insert Field dialog box is displayed.



5. Expand the **FUNCTIONS** tree and double-click the function **SIGNATURE** to select it.



An explanation of the signature function is displayed in the top right hand side.

6. The function DESCRIPTION is the text that is displayed in the report template.  
The description can be changed to a name that is easily recognisable, for example, SignatureLoggedInUser, SignatureConfMgr or SignatureRmsMgr.
7. Click OK to insert the function into the document, for example, here we changed the function description to *UserSignature*.

Yours sincerely,

```
«UserSignature»
|Reservations Department
『SP_HOTELNAME』
```

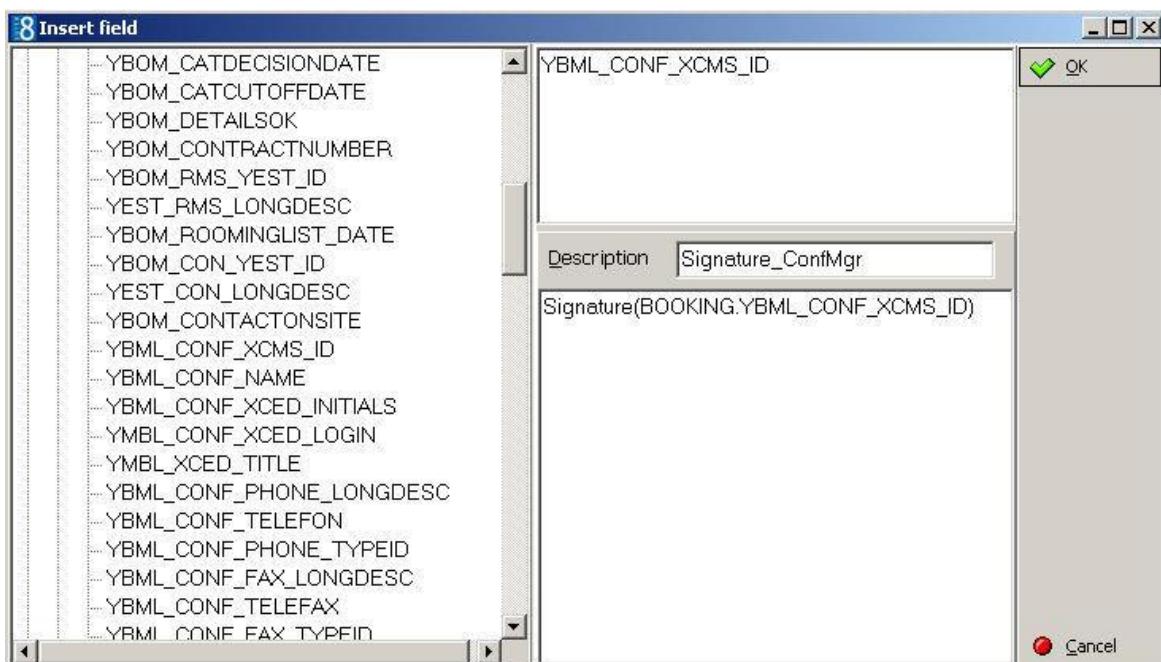
8. Click SAVE on the FILE menu to save the document.
9. Click CLOSE on the FILE menu to exit the Internal Editor screen.
10. Click OK to save the changes and exit the Report Edit screen.
11. When the report is run the user signature will be displayed as follows:

Yours sincerely,

Reservations Department  
Micros-Fidelio Demo Program

## How to add the conference managers signature to a document

1. Click the MISCELLANEOUS menu and select REPORTS or press CTRL+SHIFT+R.
2. Select the report template to which a signature is to be added and click the EDIT button.
3. Click the REPORT FILE tab and then click the EDIT button to display the report in the Internal Editor.
4. Place the cursor in the required location on the report template and then select the function  button from the toolbar.  
The Insert Field dialog box is displayed.
5. Expand the FUNCTIONS tree and double-click the function SIGNATURE to select it.  
By default the signature function takes the logged in user, in order to take another user the appropriate field must be selected.
6. Expand the DATA SOURCES tree and select BOOKING which is where the link to the booking users are stored.
7. In the selected SIGNATURE function highlight [userID].
8. Double-click YBML\_CONF\_XCMS\_ID to select the field for the conference manager user id, the function now looks like this:  
`Signature(BOOKING.YBML_CONF_XCMS_ID)`
9. The function DESCRIPTION has been changed to Signature\_ConfMgr in order to be more recognisable.



10. Click OK to insert the function into the document.

---

We look forward to welcoming you and your guests to the Hotel Fidelio.

«TTR\_Yours sincerely»  
«SP\_HOTELNAME»

«Signature\_ConfMgr»  
«BOOKING.YBML\_CONF\_NAME»  
«TR\_Booking\_ConfMgr\_Title»  
«TR\_Booking\_ConfMgr\_PhoneDesc»: «Booking\_ConfMgr\_Phone»  
«TR\_Booking\_ConfMgr\_EmailDesc»: «Booking\_ConfMgr\_Email»

11. Click **SAVE** on the **FILE** menu to save the document.
12. Click **CLOSE** on the **FILE** menu to exit the Internal Editor screen.
13. Click **OK** to save the changes and exit the Report Edit screen.
14. When the report is run the conference managers signature will be displayed as follows:

We look forward to welcoming you and your guests to the Hotel Fidelio.

Yours sincerely  
Micros-Fidelio Demo Program



Demonstration Supervisor  
Conference Manager  
Phone: 030 390 476 0  
Email: info@micros.com

#### User Signature Examples

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Module	User	Suggested Function Description	Field
CRM	Logged In User	SignatureLoggedInUser	Signature()
Tasks & Activities	Logged In User	SignatureLoggedInUser	Signature()
CCM	Responsible Employee	SignatureRespEmp	Signature(ACT.EMP_XCMS_ID)
	Logged In User	SignatureLoggedInUser	Signature()
	Conference Manager	SignatureConfMgr	Signature(BOOKING.YBML_CONF_XCMS_ID)
	Rooms Manager	SignatureRmsMgr	Signature(YBML_RMS_XCMS_ID)

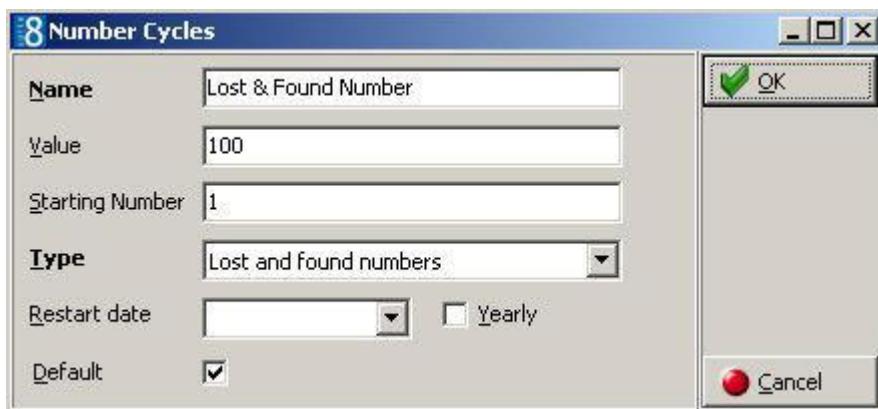
## How to setup lost & found

Lost and found functionality may be used to record, track and match lost & found items and is accessible via the FRONT DESK menu. Users are also able to enter any actions which are taken on the lost & found items.

This option is parameter controlled and only available in the Professional Edition.

Lost & Found functionality requires the following setup:

- Activation of the parameter LOST & FOUND under Setup → Configuration → Global Settings → Generic → Generic 3 tab.
- Definition of a **NUMBER CYCLE** with the type LOST AND FOUND NUMBERS under Setup → Configuration → Cashiering. A number cycle is required in order to automatically assign a number to a found item.



- Linking of the defined number cycle via the option LOST & FOUND NUMBER CYCLE under Setup → Configuration → Global Settings → Generic → Generic 3 tab.
- Assignment of rights under Setup → Configuration → Users → User Definition → Rights → Lost & Found for the users who should access LOST & FOUND and/or ITEMS and ACTIONS from the Front Desk menu.
- Definition of ACTION CATEGORIES under Setup → Configuration → Miscellaneous → Lost & Found. Action Categories are used to define actions taken on lost, found or both objects, such as Informed owner as an action taken on lost items or Handed to Lost & Found as an action for found items.
- Definition of GROUPS under Setup → Configuration → Miscellaneous → Lost & Found. Groups are used to order lost & found objects, either by department where the item was lost or found or by item group, such as personal items, clothes, shoes or miscellaneous items.
- Changes to lost and found actions are displayed in the user log if the options LOST AND FOUND ACTION DELETE, NEW and UPDATE are selected under Configuration → Setup → Users → User Log → Lost & found.
- Changes to lost and found items are displayed in the user log if the options LOST AND FOUND ITEM DELETE, NEW, RESOLVE, UNRESOLVE and UPDATE are selected under Configuration → Setup → Users → User Log → Lost & found.

## How to use myTaxi

The ordering of a taxi via the myTaxi application is available in Suite8 from the Reservation Details HTML on the Reservation Navigator.

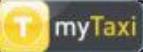
myTaxi requires the following setup:

- Activation of the parameter USE MYTAXI INTERFACE under Setup → Configuration → Global Settings → Interfaces → Interface 6 tab.
- Each hotel has to register on the myTaxi site; click the REGISTER ON MYTAXI button; a message is displayed to confirm the registration.

## How to book a taxi

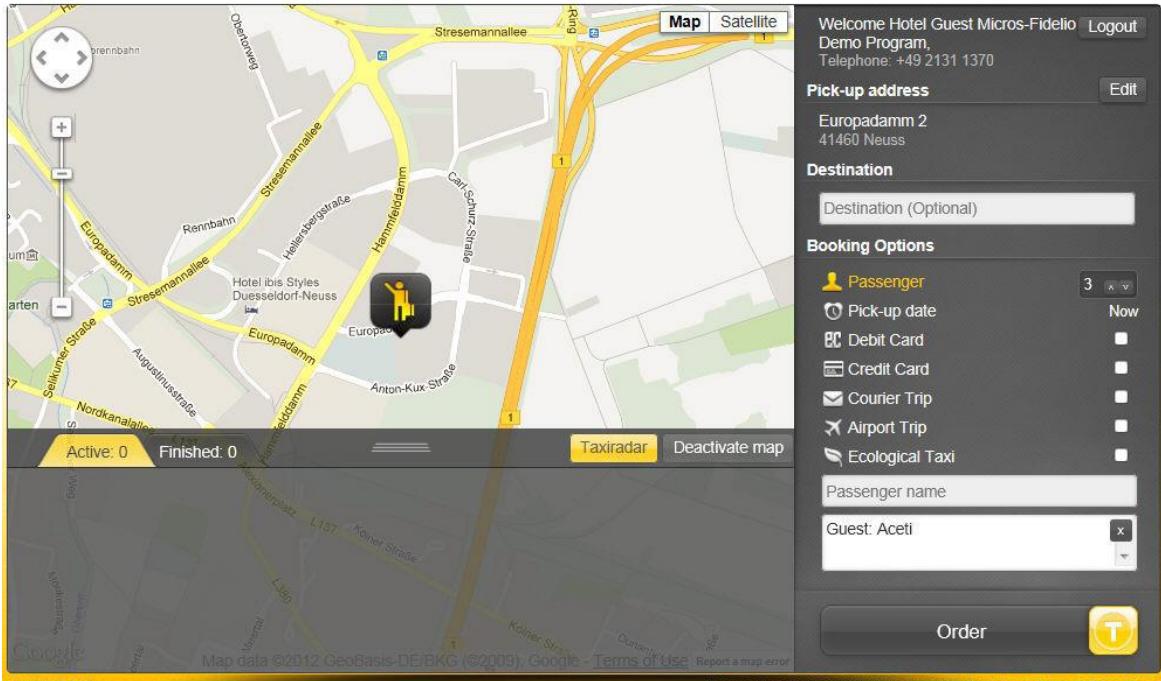
1. Click RESERVATION from the coloured shortcut bar and then click RESERVATION.
2. On the Reservation Navigator locate and point to the required reservation.

The RESERVATION DETAILS are displayed in HTML format in the lower part of the screen.

Reservation Details	
Name	Mr. Ralph Aceti
Reservation No.	2985
Arrival	Friday, 16.11.2012
Departure	Wednesday, 21.11.2012
Nights	5
Rooms	1 Double Room
Room No.	105
No of Pers	3 Adults
Rate Code/Price	RACK 90.00 EUR
Packages	Breakfast included (Inclusive)
Open Balance	0.00
Market Code	Weekend
Order a Taxi	 myTaxi

3. Click the  button.

The myTaxi online booking form is opened in the web browser.



The screenshot shows the myTaxi online booking interface. At the top right, there is a welcome message for "Hotel Guest Micros-Fidelio" and a "Logout" link. Below that is a "Pick-up address" field containing "Europadamm 2, 41460 Neuss". There is also a "Destination" field labeled "Destination (Optional)". Under "Booking Options", there are several checkboxes for different types of trips: "Passenger" (checked), "Pick-up date" (unchecked), "Debit Card" (unchecked), "Credit Card" (unchecked), "Courier Trip" (unchecked), "Airport Trip" (unchecked), and "Ecological Taxi" (unchecked). Below these options are fields for "Passenger name" (set to "Guest: Aceti") and "Guest" (set to "Aceti"). At the bottom right is a large "Order" button with the myTaxi logo. The left side of the interface features a map of a city area with several streets labeled, including "Europadamm", "Hammfelddamm", "Stresemannallee", and "Rennbahn". A yellow marker indicates the pick-up location at "Europadamm 2". At the bottom of the map, there are statistics: "Active: 0" and "Finished: 0".

4. Complete the details and click ORDER to order a taxi.

## How to set up a returnable item

A returnable item is one which is lent to the guest and must be returned before the guest leaves the property. Depending on the item being lent a deposit may be required and a fee may be charged if the item is not returned.

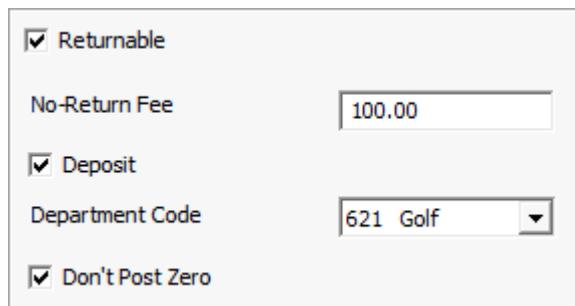
For example, properties which sell a golf package may also have golf equipment available for the guest to rent subject to a deposit. This functionality is parameter controlled.

### Key Points for returnable items

- Fidelio Suite8 uses package functionality to handle returnable items.
- A returnable item can be defined so that a deposit is required, this is then posted automatically when the guest receives the returnable item and refunded automatically when the item is returned.
- The deposits posted and returned are according to the number of returnable items taken and returned. If an additional item is taken then another deposit is posted.
- A 'No-Return Fee' can be defined which is charged if the item is not returned.
- Possibility to not to post a charge on the folio if the charge is zero. If no deposit or return fee is defined or if the amount results in zero, then nothing is posted on the invoice of the guest.
- Upon check-in a message is displayed asking if the guest has received the returnable items; the check-in cannot be completed until the guest has received the items.
- Returnable items are indicated by an indicator on the reservation screen; if the indicator is colored red then the returnable item is currently with the guest.
- Upon check out a message is displayed asking if all items have been returned; the check out cannot be completed until all returnable items have been returned or marked as lost.
- Returnable items can be returned during the stay or at the time of departure. If not returned then the item can be marked as lost and if a no-return fee is configured then a charge is posted.
- Returnable items can be marked as lost during the stay or at the time of departure. The ret/lost button on the package grid lets you set returned/lost items at any time.

### Returnable item functionality requires the following:

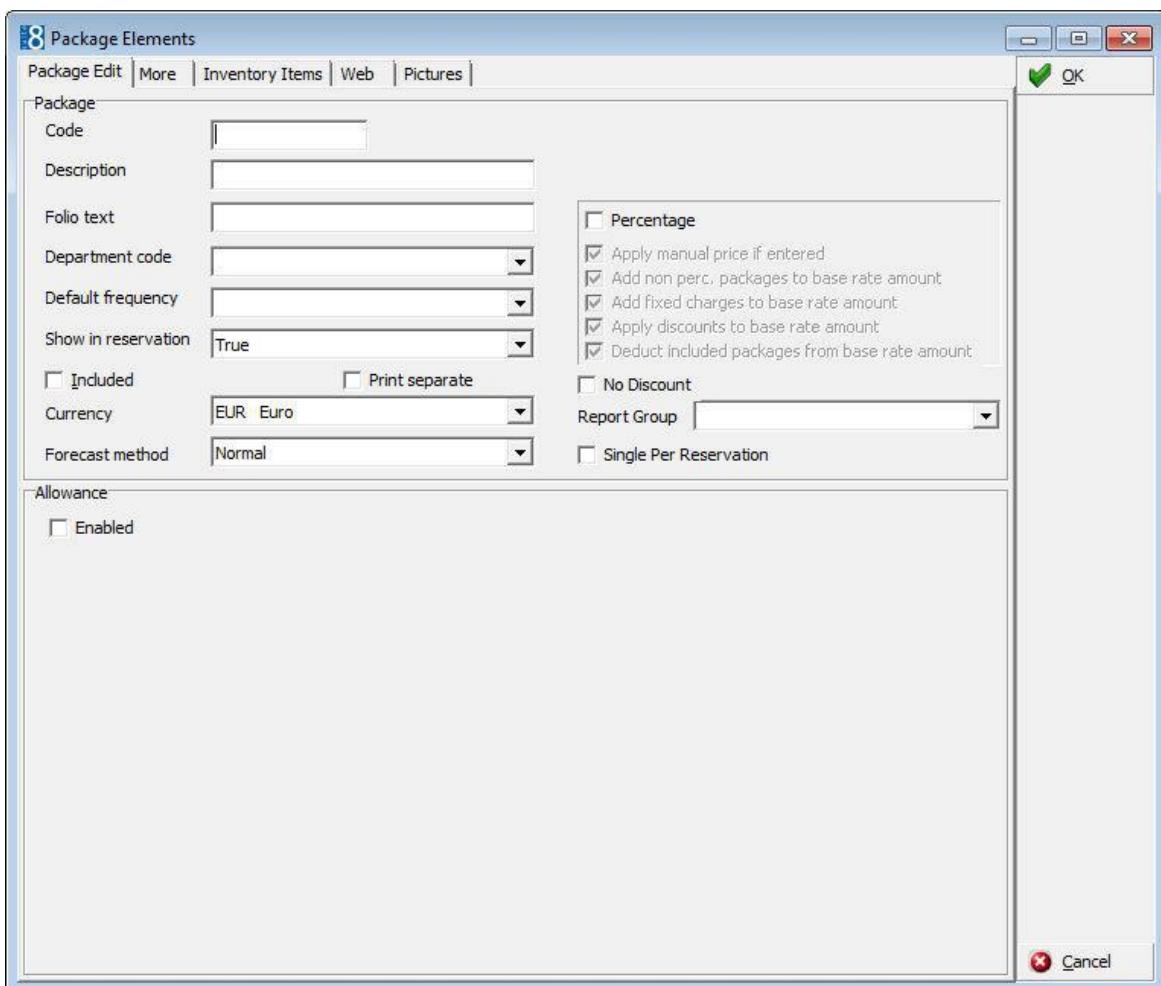
- Activate the parameter RETURNABLE ITEMS under Setup → Configuration → Global Settings → Reservation → Reservation 4 tab.
- Assign a cashier via the option CASHIER NUMBER FOR DEPOSIT under Setup → Configuration → Global Settings → Reservation → Reservation 4 tab. This cashier will be used to post the deposit for the returnable item if the logged in user does not have an open cashier.
- Define a package items as returnable by completing the MORE fields tab:



- Charge a no-return fee - defines the fee if to be charged if the time is not returned.
- Charge a deposit - defines if a deposit is required, the deposit amount is the defined fee if the item is not returned and is posted on the specified department code.
- Possibility not to post if it the charge is zero - if a deposit is posted and the item is then returned resulting in a zero charge then nothing is posted on the invoice of the guest.
- Assign the package item to the reservation via the PACKAGE GRID.

## How to define a returnable item

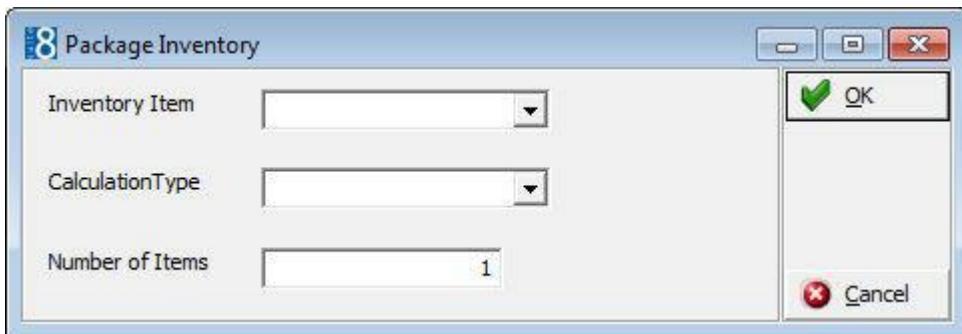
1. On the CONFIGURATION menu click RESERVATIONS.
2. Click RATE MANAGEMENT and then select PACKAGES.
3. Click NEW to display the Package Elements screen.



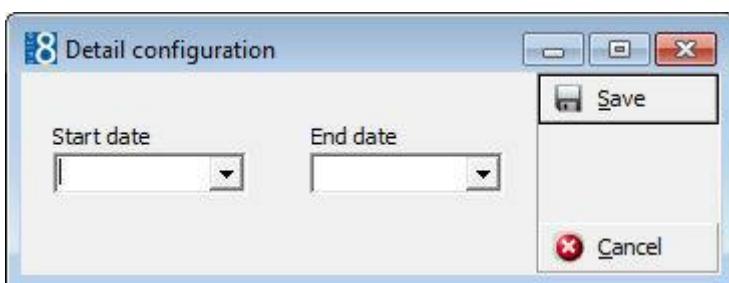
4. Complete all the package fields as per the Package Edit table below.
5. Click the MORE tab and complete the fields as per the More tab table below.

<input checked="" type="checkbox"/> Returnable	
No-Return Fee	100.00
<input checked="" type="checkbox"/> Deposit	
Department Code	621 Golf
<input checked="" type="checkbox"/> Don't Post Zero	

6. If the item is considered an inventory item then click the INVENTORY tab.
7. Click NEW to display the Package Inventory dialog box.



8. Select the INVENTORY ITEM type, the CALCULATION TYPE and the NUMBER OF ITEMS; click OK.
9. Click OK to save the package setup; the Detail configuration dialog box is displayed.
10. Complete the START DATE and END DATE for the package.



11. Click SAVE to save the package dates.
12. Click on the package date range and enter the price as a flat rate or per adult/child.

**Note:** If a package item is defined as an inventory item then a warning message is displayed if no more items exist when booking the package.

Field	Definition	Legal Values
Code (Required)	Code assigned to the package element.	Up to 3 alphanumeric characters.
Description (Required)	Description of the package element.	Up to 30 characters of text.
Folio Text	Text to be printed on the guest folio. Overrides what is defined in the department code.	Up to 30 characters of text.
Department Code (Required)	Department code under which this element is posted, such as dinner or breakfast.	Select from list box
Default Frequency	Indicates the posting rhythm, when and how often the charge is posted; every night, just on the last night, only on specific nights. See Frequencies	Select from list box
Show in reservation	If true is selected then the package element is displayed as available for selection on the manual package screen of the package frequency tab on the reservation edit screen.	Select from list box
Currency	Indicates the currency in which the package should be posted.	Select from list box the defined currencies.

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Forecast method	This field is used for Reporting purpose. It declares how the package is used and indicates the boarding types:  Normal - every day Next Day - next day Both- both, for example half board.	Select from drop-down list.
Report Group	Defines the package report group	Select from list box
Percentage	This option is only available if the flag PERCENTAGE PACKAGES (DEFAULT VALUES) has been activated under Global Settings → Reeservation2 tab. It defines if packages will internally be split on a percentage level of the rate code. The price entered per adult, child or flat will then be used as percentage. For example if the price on the package is 10 per adult and the rate code it is linked to is 150.00, 10% (15.00) will be split from the rate code and posted on the department code of the package.	Check: YES Blank: NO
Apply manual price if entered	Defines if a manual rate is entered on reservation level, this will be the base amount to calculate the package price.	Check: YES Blank: NO
Add non perc. packages to base rate amount	Defines if packages configured with a price and no percentage linked to the reservation will be included in the percentage calculation. For example if a percentage package is set up with 15%, the rate code it is linked to with an amount of 150.00 and another package with a price of 10.00 is linked to the reservation, the calculation of the 15% will be based on an amount of 160.00. The price of the percentage package will be 24.00.	Check: YES Blank: NO
Add fixed charges to base rate amount	Defines if the fixed charges will be included in the percentage calculation. For example if a percentage package is set up with 15%, the rate code it is linked to with an amount of 150.00 and a fixed charge with a price of 10.00 is added to the reservation, the calculation of the 15% will be based on an amount of 160.00. The price of the percentage package will be 24.00.	Check: YES Blank: NO
Apply discounts to base rate amount	Defines if calculation for discounts is included in the percentage calculation. Discounts will be deducted from the rate amount and the result will be the base for the package calculation. For example if a percentage package is set up with 15%, the rate code it is linked to with an amount of 150.00 and a discount of 10.00 is given. The package price will be 21.00 which is 15% of 140.00.	Check: YES Blank: NO
Deduct included packages from base rate amount	Defines if inclusive packages are subtracted from the base price and the percentage calculation is on room charge only.	Check: YES Blank: NO
Included	Indicates if the package will be included in the rate code or added to the rate code.	Check: YES Blank: NO
No Discount	Defines if the package will be excluded when calculating a discount. If the No Discount parameter is selected then entered discounts will only apply to the room charge.  <b>Note:</b> Not valid for packages configured as percentage packages.	Check: YES Blank: NO
Print separate	Indicates if the package will be excluded from the rate code and printed as a separate item on the folio.  <b>Note:</b> If this option is selected then the allowance setup for packages is not available.	Check: YES Blank: NO

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Single per reservation	Only available if the parameter PACKAGES PER GUEST is activated, defines if the package is by default attached to one guest only. However, the package can be linked manually on the package screen when editing a reservation.	Check: YES Blank: NO
Reduced Package Amount with Discount	Defines that the package amount (and not the rate amount) will be reduced by the percentage discount.  This option applies only to percentage discounts entered manually in the reservation edit screen or if a rate code is marked as a Dependent Rate with a percentage value applied.  <b>Note:</b> This option does not apply to percentage promotion discounts.  <b>Note:</b> If the option No DISCOUNT is selected then this option is not available as the package is not discountable.	Check: YES Blank: NO
Allowance	An allowance is the amount the guest is allowed to consume.  Select this option if the package is to be setup with an allowance; the allowance can then be configured on the Allowance tab.  This option is only available if the parameter ADVANCED PACKAGE HANDLING is active.	Check: YES Blank: NO

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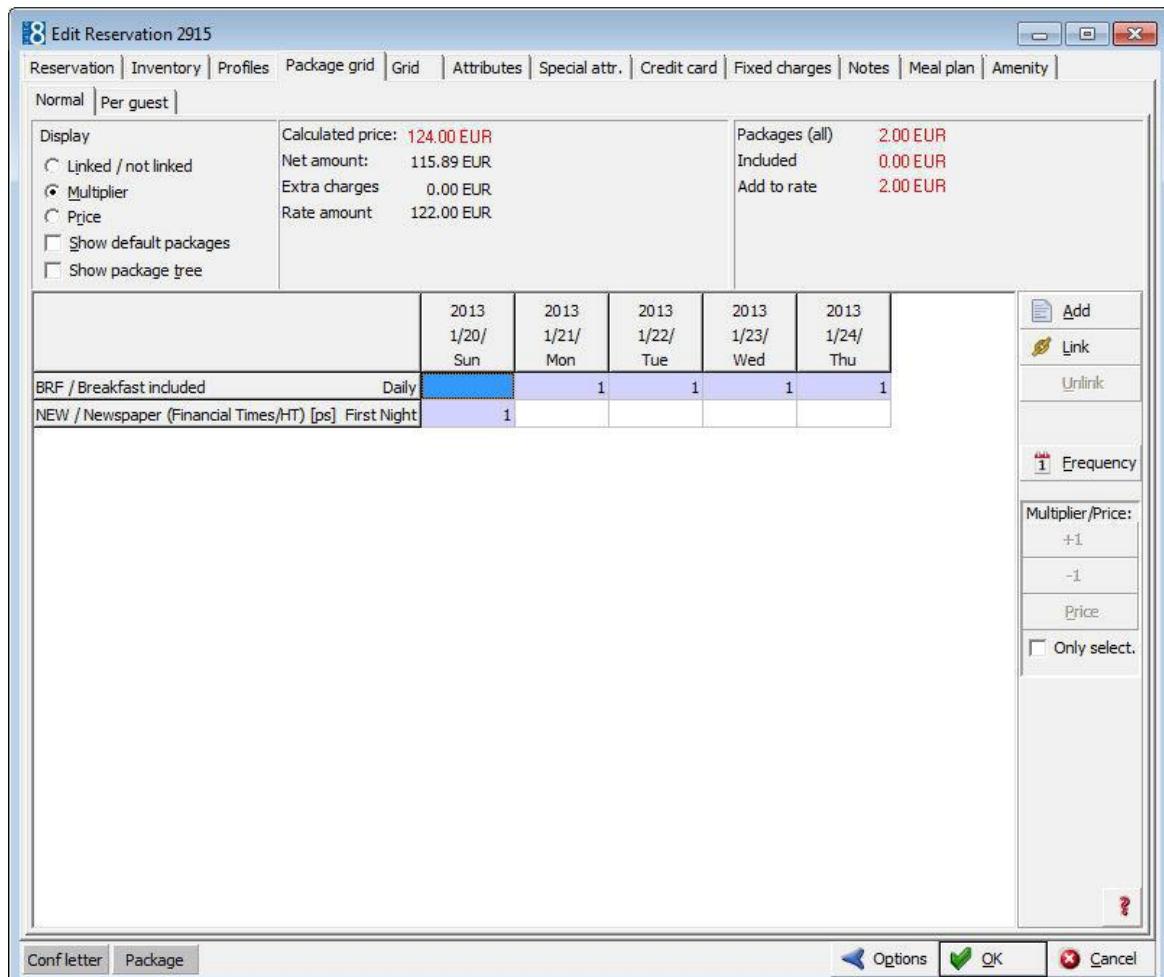
Field	Definition	Legal Values
Returnable	Defines if the package element is a returnable item.  <b>Note:</b> Only available if the parameter RETURNABLE ITEMS is active under Global Settings → Reservation 4 tab.	Check: YES Blank: NO
No-Return Fee	Defines the fee for the package item if it is not returned	Enter a charge for not returned items
Deposit	Defines if a deposit is required for the item.	Check: YES Blank: NO
Department Code	Defines the department code on which the deposit and/or no-return fee is posted.	Select from list box.
Don't post zero	Defines if the charge results in zero it is not posted.	Check: YES Blank: NO
Wellness	Defines if this package is available for Leisure bookings.	Check: YES Blank: NO
Statistical Value	Defines a statistical value for the package. This may be used, for example, to calculate covers for packages.	Numeric value of up to 30 digits with 4 decimal places
Suppress on Rate Query	Defines if the package is displayed on the Rate Query, XML Interface and Fidelio Suite8 Homepage.  <b>Note:</b> This option is only available on packages not defined as INCLUDED.	Check: Package not displayed Blank: Package displayed.

Board Type	Defines the board type for the package. Packages linked to a board type are updated on the meal plan tab when linked to a reservation. The following board types are available:	Select from list box.
	Breakfast	
	Half Dinner	
	Half Lunch	
	Full Board	
	All inclusive	
	Only Lunch	
	Only Dinner	

### How to book a returnable item

1. From the Reservation Navigator select the required reservation.
2. Click EDIT to display the reservation edit screen and then select the PACKAGE GRID tab.

The package grid is displayed with any packages currently attached to the reservation.



3. Click the ADD button to display the Package configuration screen with a list of available packages.

8 Package configuration			
Code	Description	Price	Allowance
<input type="button" value="Filter"/>	<input type="button" value="Clear"/>		
<b>Packages</b>			
<input type="checkbox"/> Packages <ul style="list-style-type: none"> <li><input type="checkbox"/> BRF / Breakfast included</li> <li><input type="checkbox"/> BRA / Breakfast add to rate</li> <li><input type="checkbox"/> BRS / Breakfast print separate</li> <li><input type="checkbox"/> BF7 / Breakfast 7 %</li> <li><input type="checkbox"/> HDI / Half Board Dinner Inclusive</li> <li><input type="checkbox"/> HLI / Half Board Lunch Inclusive</li> <li><input type="checkbox"/> HDA / Half Board Dinner Add-T...</li> <li><input type="checkbox"/> HDS / Half Board Dinner Print Sep</li> <li><input type="checkbox"/> HLS / Half Board Lunch Print Sep</li> <li><input type="checkbox"/> FDA / Full Board Dinner Add-T...</li> <li><input type="checkbox"/> FLA / Full Board Lunch Add-To-...</li> <li><input type="checkbox"/> FLS / Full Board Lunch Print Sep</li> <li><input type="checkbox"/> FDS / Full Board Dinner Print Sep</li> <li><input type="checkbox"/> HLA / Half Board Lunch Add-To...</li> <li><input type="checkbox"/> FDI / Full Board Dinner Inclusive</li> <li><input type="checkbox"/> FLI / Full Board Lunch Inclusive</li> <li><input type="checkbox"/> NEW / Newspaper (Financial Ti...</li> <li><input type="checkbox"/> TNS / Tennis Package</li> <li><input type="checkbox"/> MAS / Massage</li> <li><input type="checkbox"/> WEL / Wellness Packages (Mas...</li> <li><input type="checkbox"/> MAIN / Maintenance Fee</li> <li><input type="checkbox"/> CLE / Cleaning Fee</li> <li><input type="checkbox"/> BAT / Bathrobe</li> <li><input type="checkbox"/> HAI / Hairdryer</li> <li><input type="checkbox"/> GOL / Golf Clubs</li> <li><input type="checkbox"/> Ada / Adaptor Plug</li> </ul>			

- Click the package name to display the package details in the column on the right-hand side.

## GOL / Golf Clubs

Package Information		
Do not show on package grid		No
Split type		Internal split
Department code regular rate		Golf Clubs
Predefined frequency		Daily
Package Detail Information		
Period Startdate	Period Enddate	
01/01/2013	04/05/2014	
	Price	Allowance
Teenager	0	0
Child	0	0
Baby	0	0
Adult	0	0
Flat	0	0

5. Select the required package from the list displayed and then click SELECT to add the package to the reservation.

The package is displayed in the grid on the days for which it is valid; returnable items are indicated by [r].

6. Click OK to save the package addition and close the reservation.

### How to check in a guest with a returnable item

- From the Reservation Navigator select the reservation to be checked-in.
- Click the CHECK IN button.

If a returnable item has been assigned to the guest then a message is displayed.



3. Click YES if all the returnable items have been given to the guest.

The guest is checked in and any defined deposit is automatically posted.

---

**Note:** If the question regarding the returnable items is answered with No then the check-in process is cancelled.

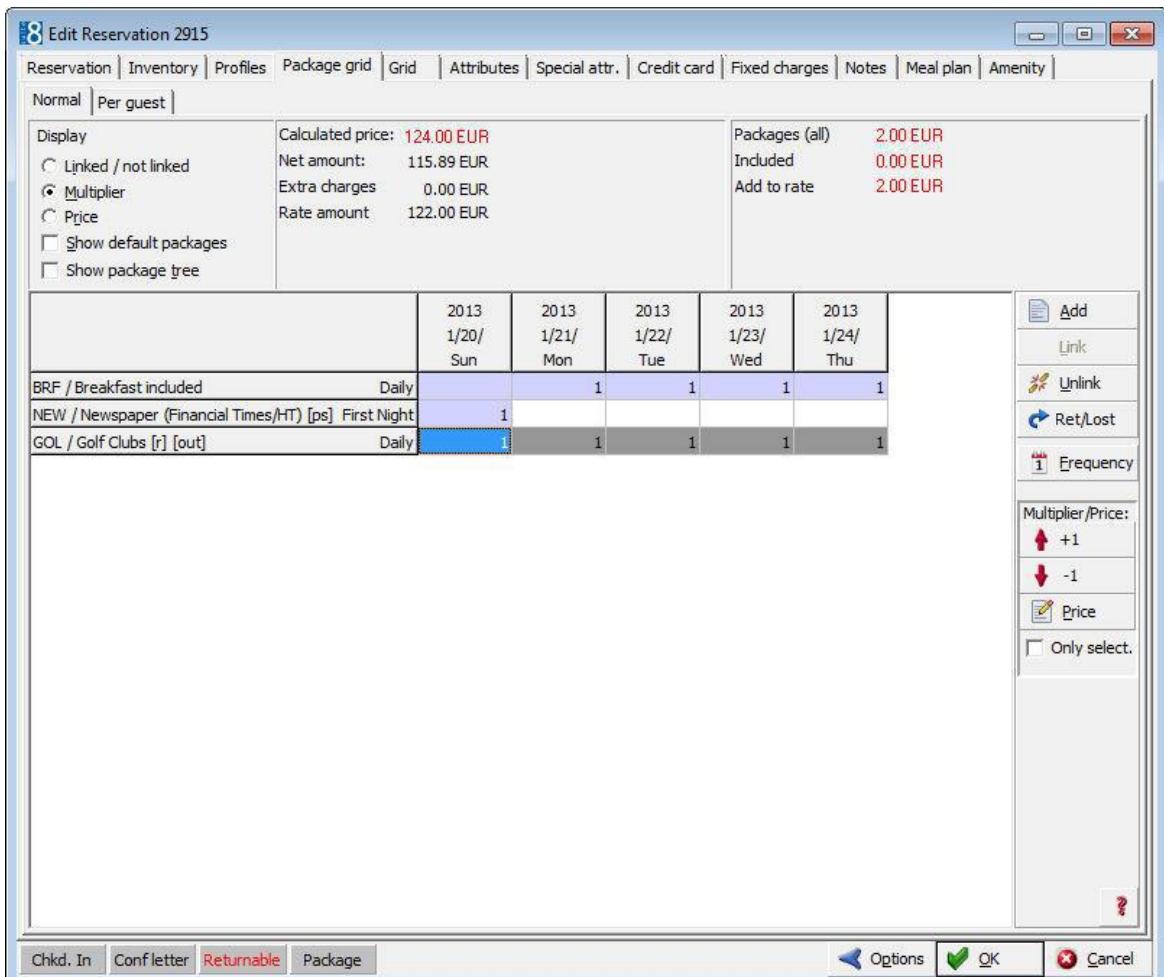
---

### How to mark a returnable item as returned or lost during a guest's stay

- From the Reservation Navigator select the required reservation.
- Click the EDIT button; an indicator is displayed if the guest has a returnable item.

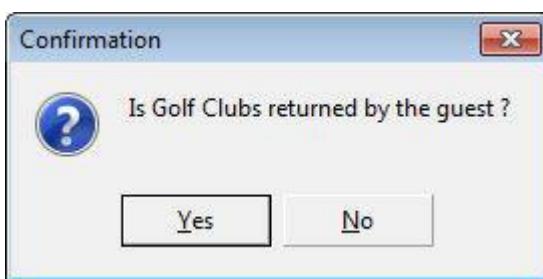
A returnable indicator in red **Returnable** indicates that the item is with the guest; when coloured grey **Returnable** this indicates that the item has been returned.

- Click the PACKAGE GRID tab to view the packages attached to this reservation; returnable item packages are indicated by [r].



4. Select the returnable package to be marked as returned or lost and click the RET/LOST button.

A message is displayed asking if the returnable item has been returned by the guest.



5. Click YES if the returnable item has been returned by the guest, otherwise, click No.

If No is selected then a message is displayed asking if the returnable item has been lost?

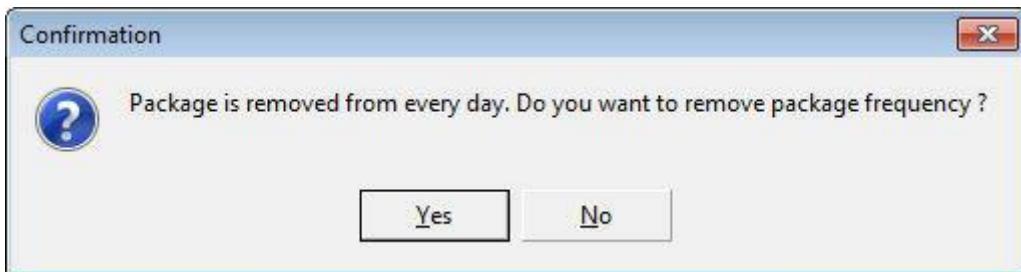


6. Click YES if the returnable item has been lost.

If a fee is charged for lost returnable items then this is posted automatically.

Manual packages with no frequency link which are no longer valid for any day of the reservation are removed completely from the package grid.

Manual packages with a frequency link which are no longer valid for any day of the reservation remain on the package grid; however, a message is displayed asking if the package should be removed completely.



7. Click YES to remove the package from the reservation.
8. Click OK to save and close the reservation.

**Note:** Returnable packages cannot be removed without setting the package as either returned or lost.

#### **How to mark a returnable item as returned or lost on the day of departure**

1. From the Reservation Navigator select the required reservation.
2. Click the EDIT button; an indicator is displayed if the guest has a returnable item.

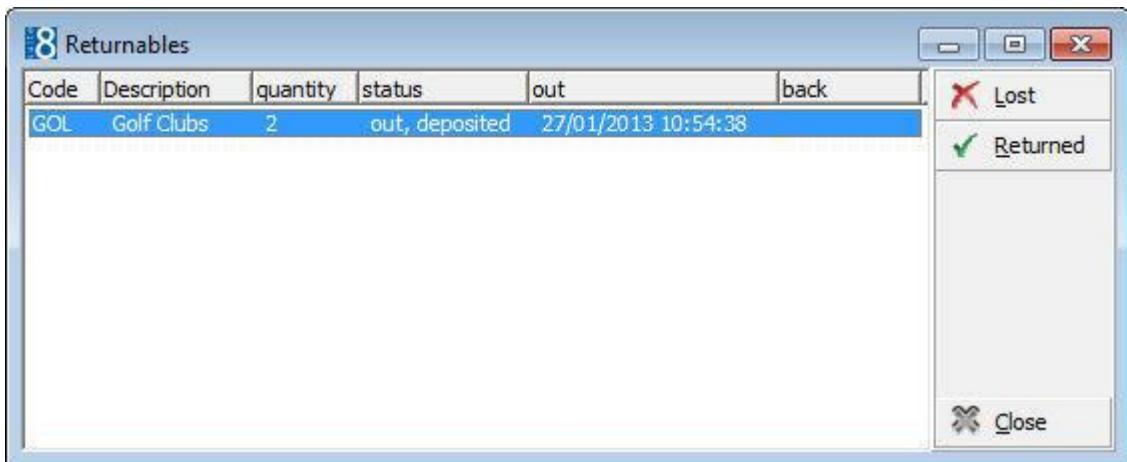
**Returnable**

Red indicates that the item is with the guest

Grey indicates that the item has been returned.

3. Click the RETURNABLE indicator to display a list of the returnable items attached to this reservation.

A returnable item can be marked as LOST or RETURNED on this screen only if all the package items have been posted and/or the guest is checking out today.



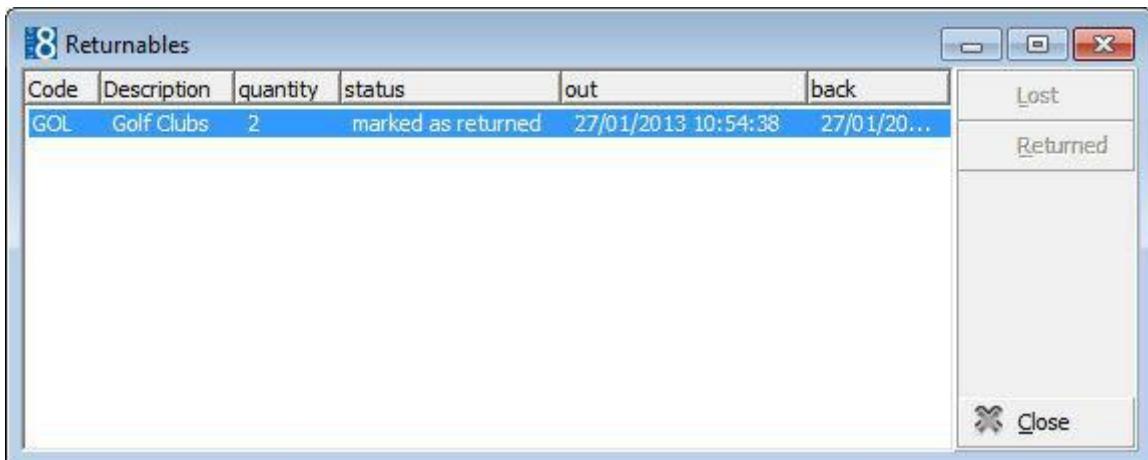
4. Select the returnable item to be marked as returned or lost.
5. Click the RETURNED button to mark the item as returned or click the LOST button to mark the item as lost.

If the quantity of returnable items is greater than 1 then the user is asked to enter how many items are being returned or marked as lost.



6. Enter the number of items and click OK.

The returnable item is updated with the date and time of return.



7. Click CLOSE to close the Returnables screen.
8. Click OK to save and close the reservation.

---

**Note:** On the Package Grid screen the package multiplier is not available for due out reservations; partial return or loss can only be set via the returnables screen.

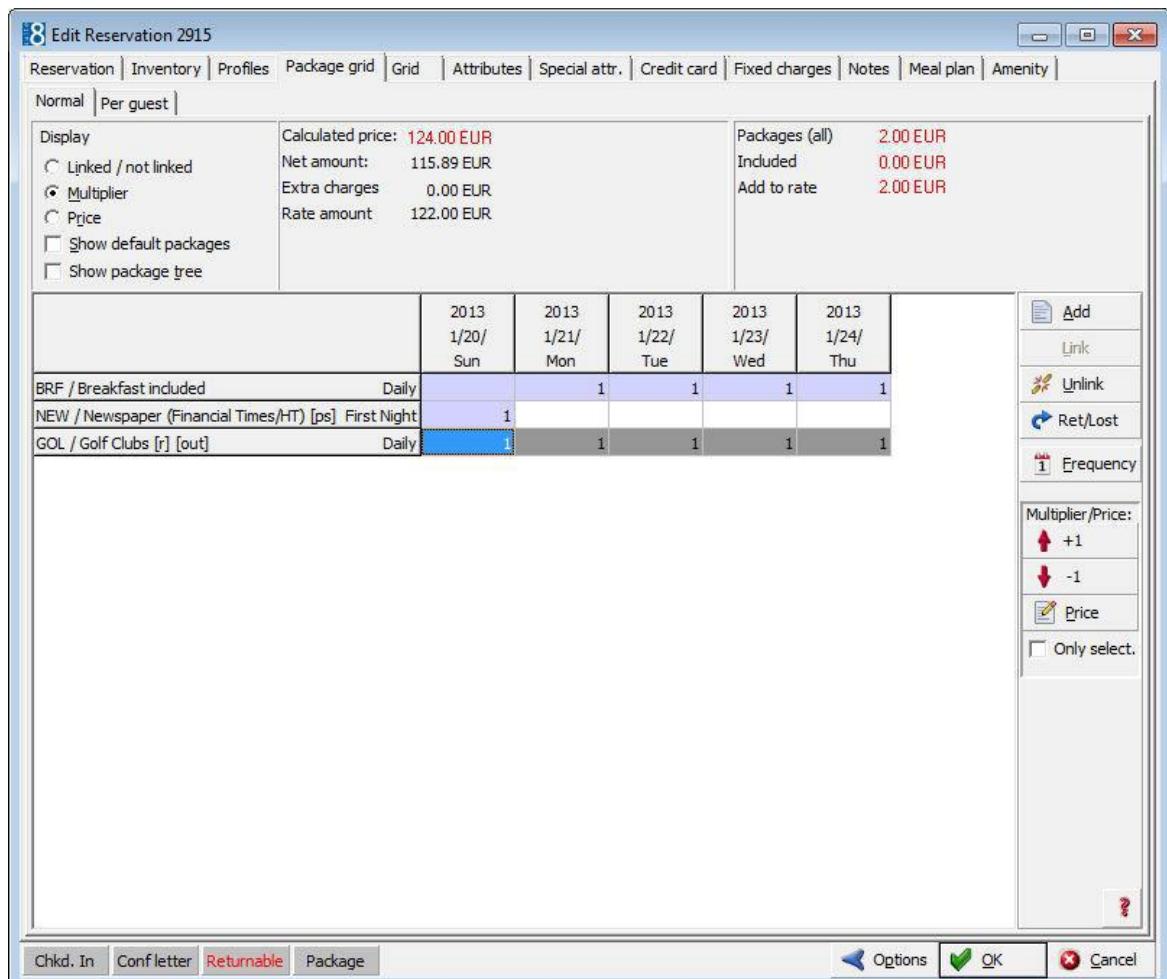
---

#### **How to increase or decrease the amount of returnable items**

1. From the Reservation Navigator select the required reservation.
2. Click the EDIT button.

If a returnable item has been assigned to the guest then an indicator is displayed.

3. A returnable indicator in red **Returnable** indicates that the item is with the guest; when coloured grey **Returnable** this indicates that the item has been returned.
4. Click the PACKAGE GRID tab to view the packages attached to this reservation; returnable items are indicated by [r].



5. The number of returnable items can be increased or decreased by clicking the +1 and -1 arrows in the Multiplier/Price box.
6. To increase the number of returnable items click the +1 arrows and then click OK. A message is displayed asking if all the returnable items have been taken by the guest.



7. Click Yes if all the returnable items have been given to the guest; the reservation cannot be saved if this is answered with no.

8. To decrease the number of returnable items click the -1 arrow; a message is displayed asking if the returnable item has been returned by the guest.



9. Click YES if the returnable items have been returned by the guest; this can only be used to decrease but not remove completely the returnable item.

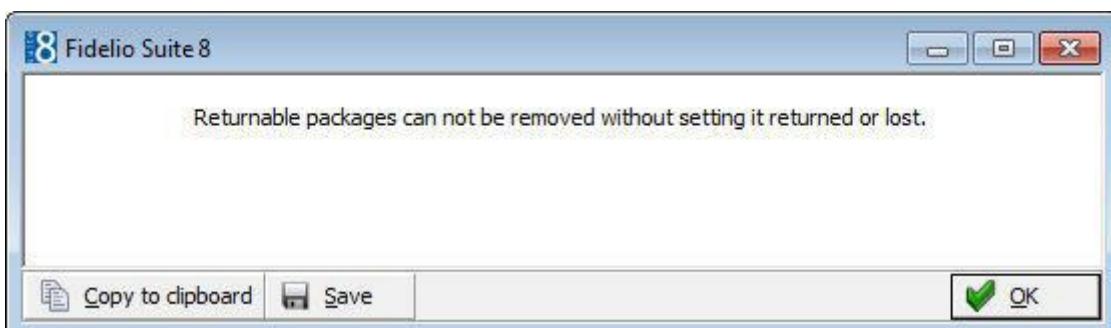
10. Clicking No displays a message asking if the returnable items has been lost.



11. Click YES if the returnable item has been lost.

If a fee is charged for lost returnable items then this is posted automatically.

12. Clicking No displays a message that the returnable package cannot be removed without setting it as returned or lost.



13. Click OK to close the message

14. Click OK to save and close the reservation.

**Note:** On the Package Grid screen the package multiplier is not available for due out reservations; partial return or loss can only be set via the returnables screen.

Returnable item functionality is controlled by the parameter Returnable items under Setup → Configuration → Global Settings → Reservation → Reservation 4 tab.

A cashier number must be defined for deposits via the option Cashier Number for deposit under Setup → Configuration → Global Settings → Reservation → Reservation 4 tab.

## How to setup mail import for exchange

This functionality may be used to manage emails sent to the property; often properties have an email address such as info@property\_name.com or reservations@property\_name.com.

The reservation department may use this functionality to manage reservations which are sent by email. Emails sent to such address's are stored in an Outlook or Exchange folder when using Outlook Web Access.

This option is parameter controlled and only available in the Professional Edition.

### Key Points

- Ability to integrate specific mail boxes from Exchange to Suite8
- Backup of folder on the exchange
- Mail Import is available for Central Properties when using Suite8 Central.
- Confirmation letters can be generated and sent to the guest from the Central Property.
- From the Partner Properties it is possible to look up the sent central correspondence in the Central Property. (Parameter controlled)

### Mail Import functionality requires the following setup:

- Activation of the parameter MAIL IMPORT under Setup → Configuration → Global Settings → Generic → Generic 4 tab.
- Definition of the **MAIL REFRESH INTERVAL** under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab. The refresh interval is defined in seconds and is used to refresh the mails dialog and check for emails received from the Exchange.

Mails Refresh Interval	10
------------------------	----

- Mail import functionality is controlled by the user rights VIEW, DELETE, CHANGE PROCESSED FLAG, IMPORT and REMOVE LOCK under Setup → Configuration → Users → User Definition → Rights → Mails. The subgroup SOURCES indicates the specific Outlook Mailboxes and these are only available after they have been assigned under the menu option MAILS on the Miscellaneous menu.
- Creation of a backup folder on the email client of the user for each mail folder imported in to Suite8.
- The functionality to look up sent central correspondence in the central property from a partner property is controlled by the parameter CENTRAL CORRESPONDENCE LOOKUP under Setup → Configuration → Global Settings → Suite8 Central → Suite8 Central 1 tab.
- Internal editor templates can be created with the role MAILS. An example of a central confirmation letter referring to several reservations from an imported email is available with the standard reports FCR\_PMS\_73100\_Central\_Confirmation.rpt. **Sample confirmation letter for multiple reservations.**



**Micros-Fidelio Demo Program- Europadamm 2 - 6 - 41460 Neuss**  
Tel.: +49 2131 1370 - Fax +49 2131 137 777 - EMail: info@micros.com - Homepage: www.micros-fidelio.eu

## Confirmed.

Dear Mrs. Gundel

Thank you for your reservation request.  
We are pleased to confirm following reservations:

CRS Number	Hotel	Arrival	Departure	Name of Guest	Pax	Room Type	Rate
3817		01.01.2015	04.01.2015	Peters, Geert	2	1 DR	152
3818		03.01.2015	05.01.2015	Liekens, Goedele	2	1 DR	152
3819		04.01.2015	06.01.2015	Farhert, Toby	1	1 SU	102

Sincerely Yours,  
Supervisor Demonstration

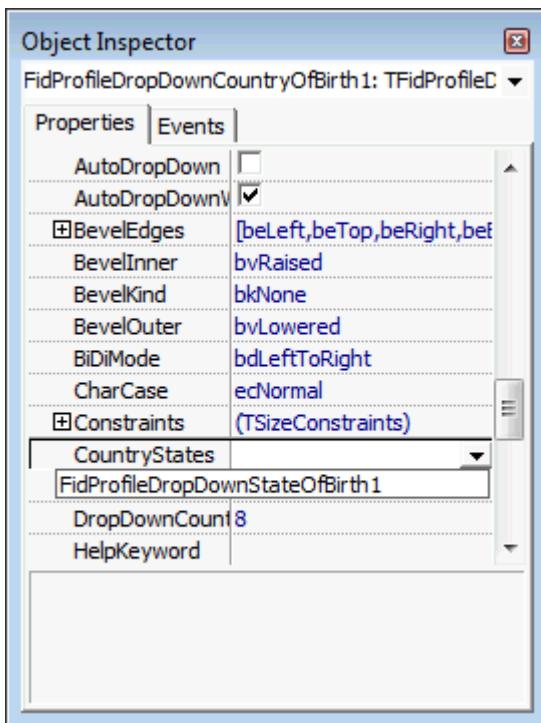
### Steps to configure mail import

Test the Outlook Web connection by entering the details in your local web browser before defining the URL, User and Password in Suite8.

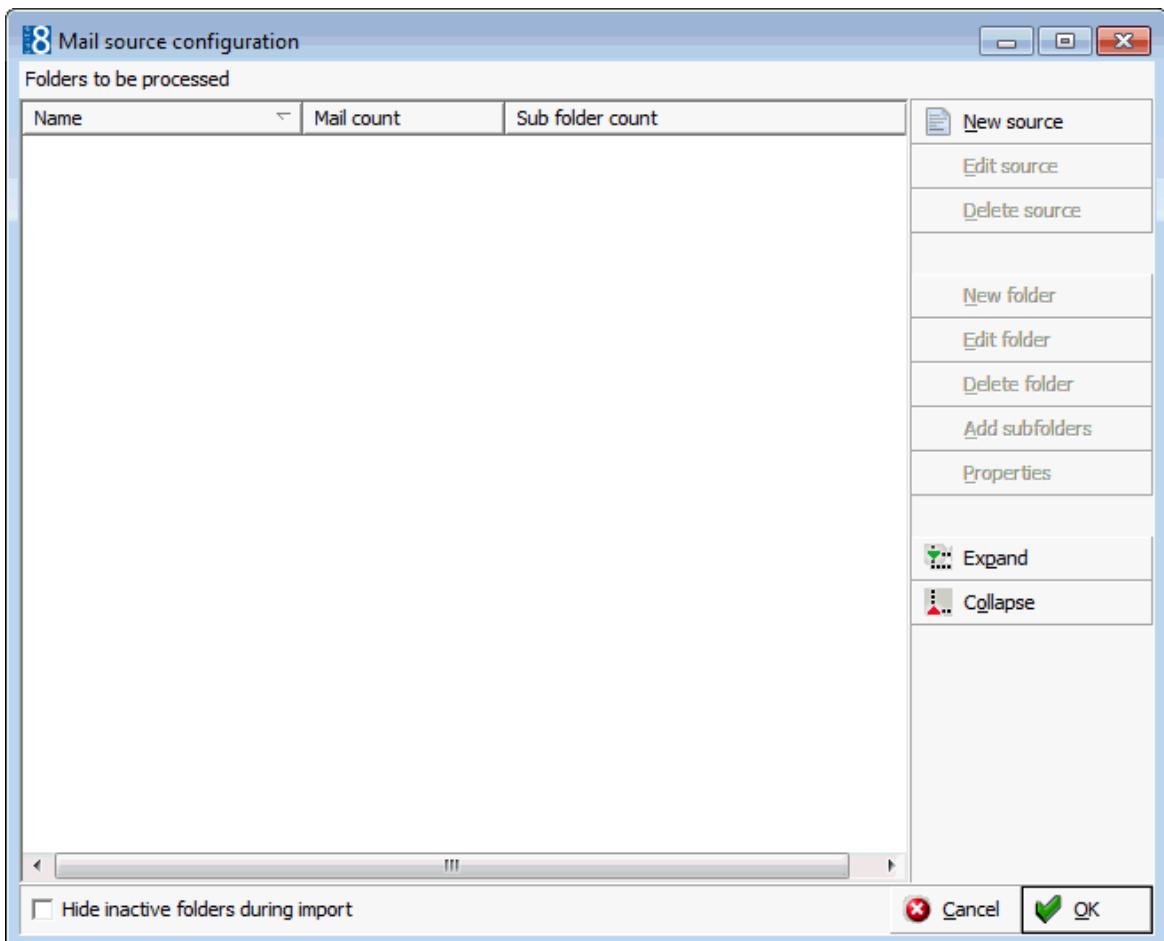
The screenshot shows the Microsoft Outlook Web App interface. At the top, there's a browser-style header with back and forward buttons, a search bar, and a URL field containing "http://172.16.1.1/exchange/". Below this is the title "Outlook Web App". The main content area is titled "Mail > Inbox 0 Items". On the left, a sidebar titled "Favorites" lists "Inbox", "Unread Mail", and "Sent Items". The main pane displays a list of emails, with the first two having the subject "Re: [Micros-Fidelio] Confirmation of Reservation".

Define the folders from which email boxes should be imported - How to define the Outlook Sources

1. Click MAILS from the MISCELLANEOUS to display the Mails dialog box.



2. Click the IMPORT CONFIG button to display the Mail source configuration dialog box.



3. Click NEW SOURCE to display the Mail source dialog box.

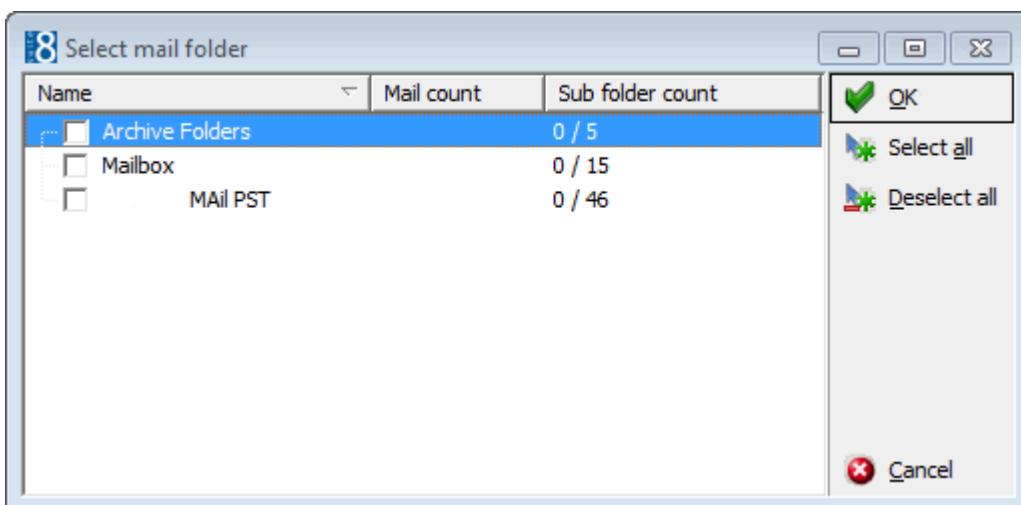
Issued By	
Place of Issue	
Country of Issue	<input type="button" value="▼"/>
Country of Birth	<input type="button" value="▼"/>
Date of Birth	31/01/2005 <input type="button" value="▼"/>
Place of Birth	

4. Select the TYPE:

- Outlook - if using a local outlook folder and email is performed only from the workstation where the outlook folder resides.
- WebDav - if using an Exchange, the folder should be accessible from all workstations.

### **Outlook**

5. Select the Outlook folder and then click NEW FOLDER to display the Select mail folder dialog box.



6. Select the check box next to the folder from which the mails are to be imported and then click OK.

### **WebDav**

7. Complete the URL address of the Exchange Server, this can be entered either with the IP address or the Computer Name.  
8. Enter the USER name and PASSWORD.

Type	WebDav <input type="button" value="▼"/>	<input type="button" value="OK"/>
URL	http://ip address/Exchange	
User	Demo	
Pwd.	*****	

---

Suite8 will now connect to the specified mail box and display all the available folders.

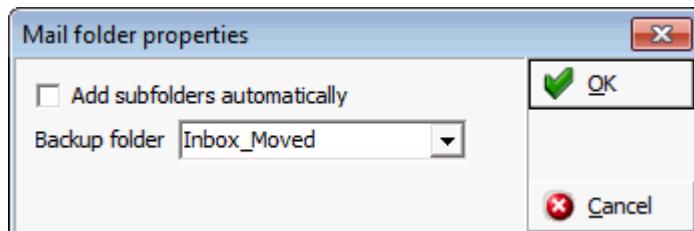
**Note:** Verify the connection details if no folders are listed.

9. Select the check box next to the folder from which the mails are to be imported.

### Backup Folder

A backup folder must be assigned as when the mails are imported they are copied first to the backup folder, then they are imported to Suite8 and finally they are deleted from the incoming folder on the exchange.

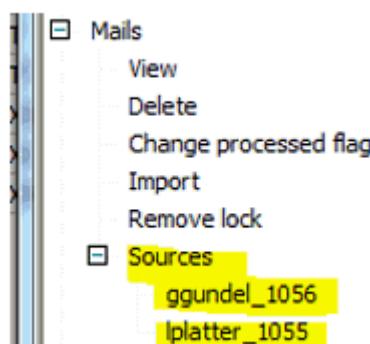
10. With the required folder selected click PROPERTIES to display the Mail folder properties dialog box.



11. Select the Backup folder and click OK.

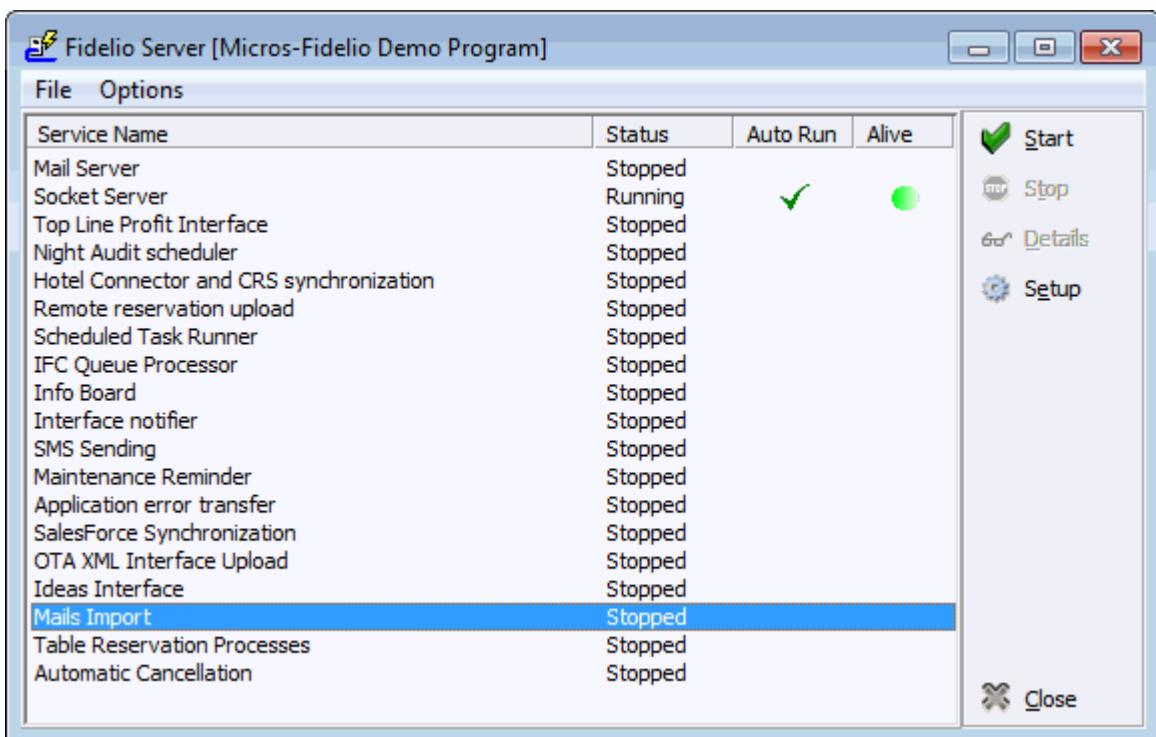
12. Click OK to close the Mail source configuration screen.

User rights for sources - once the sources are defined the user rights have to be set. and define which Suite 8 users / User groups can see the mails coming from the defined sources. In the screen shot In this example we configured 2 sources in the mail source configuration. Those sources are now visible in the user rights. All users / user groups who should see those mails should be assigned to the source.

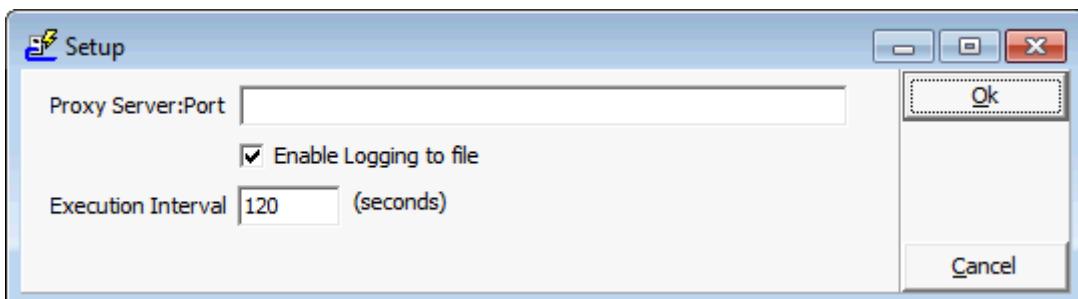


### How to configure the Fidelio Server

1. Open Fidelio Server and select MAILS IMPORT.



- Click the SETUP button.



- Select the option ENABLE LOGGING TO FILE.

It is recommended to activate the log file and monitor the mail activity initially, however, it can be disabled once the program is running smoothly. The log file WEBDAV.LOC is located in the Suite8 log directory.

- Set the EXECUTION INTERVAL; the recommended interval is 120 seconds.

- Click OK to save the setup.

### Key Points

- An email must always be locked before it can be managed or worked on.  
Locked emails are highlighted in grey so that other users can see immediately that the mail is not accessible. Only users with the necessary user rights can override the lock.
- Incoming emails where the senders email address matches an email address on a profile are automatically linked to that profile.  
When a profile is linked then the email address in the column SENDER is replaced by the profile name and any new emails received from this sender are linked automatically to the profile.
- Incoming emails where the recipients email address matches an email address on a profile are automatically linked to that profile.

When a profile is linked then the email address in the column RECIPIENT is replaced by the profile name and any new emails received for this recipient are linked automatically to the profile.

- If a received Email has an attachment it is opened by double mouse click.

Dear,

Please make following reservations:

Name	Pax	Arr	Dep	Room Type
G... P...	2	01/01/2015	04/01/2015	EQUIN
G... L...	2	03/01/2015	05/01/2015	SUIT
T... eert	1	04/01/2015	06/01/2015	KING

Sincerely Yours,

G... G...  
Individual Packages

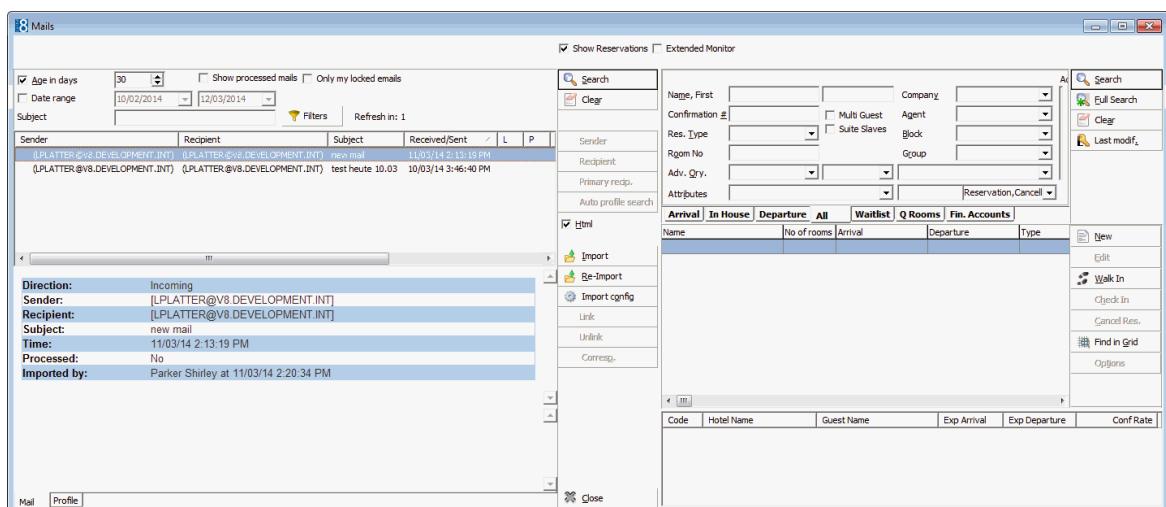
T... Int.

- M next to a profile on the profile grid indicates that there are mails attached to the profile. Emails can be accessed in one of the following ways:
  - Via the option MAILS on the MISCELLANEOUS menu.
  - Via the OPTIONS button on the profile grid.
  - Via the OPTIONS menu of the reservation navigator.
  - Via the MAIL indicator on the edit reservation screen.

### How to access and lock an email

1. Access the MAILS dialog box via one of the methods described above.

The mails are displayed on the left of the screen and the reservation navigator on the right.



2. The reservation navigator can be removed by removing check mark next to Show RESERVATIONS.
3. Complete the required search criteria and click SEARCH.

All the emails meeting the entered search criteria are listed.

4. The email details can be displayed in the lower half of the screen by selecting the check boxHTML.
5. Point to the required email, right-click to display the shortcut menu and then selectLOCK.

An X is displayed in the L column to indicate that this email is locked and not available to any other user.

Sender	Recipient	Subject	Received/Sent	L	P	By
(GGUNDEL@V8.DEVELOPMENT.INT)	(LPLATTER@V8.DEVELOPMENT.INT)	Change of reservation	22/01/14 5:35:11 PM	X		Demonstration, Supervisor
(GGUNDEL@V8.DEVELOPMENT.INT)	(LPLATTER@V8.DEVELOPMENT.INT)	New Contact	22/01/14 5:49:51 PM			

The email can now be worked on.

### **How to link the sender to a profile**

1. Access the MAIIS dialog box via one of the methods described above.
2. Point to the required email, right-click to display the shortcut menu and then selectLOCK.
3. To link the sender of the email to a profile click SENDER.

The profile search screen is displayed; any profiles with a communication type matching the senders email are listed.

4. Select the required profile or create a new profile.

**Note:** When creating a new profile the email address must be completed.

5. Once the profile is linked then the email address in the column SENDER is replaced by the profile name.

Sender	Recipient	Subject	Received/Sent	L	P	By
Gundel, Gale	(LPLATTER@V8.DEVELOPMENT.INT)	Change of reservation	22/01/14 5:35:11 PM	X		Demonstration, Supervisor

**Note:** When new emails are sent from this sender email address then they will be automatically linked to this profile.

### **How to link the recipient to a profile**

1. Access the MAIIS dialog box via one of the methods described above.
2. Point to the required email, right-click to display the shortcut menu and then selectLOCK.
3. To link the recipient of the email to a profile click RECIPIENT.

The profile search screen is displayed; any profiles with a communication type matching the recipients email are listed.

4. Select the required profile or create a new profile.

**Note:** When creating a new profile the email address must be completed.

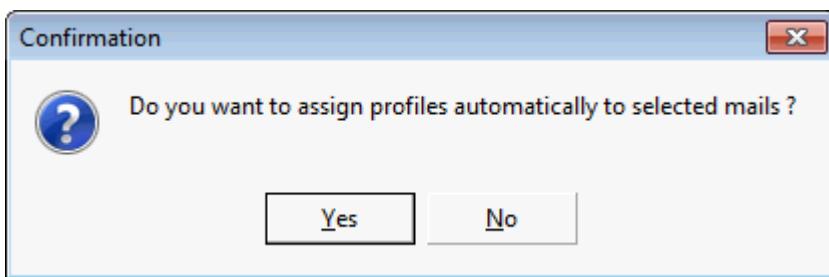
5. Once the profile is linked then the email address in the column RECIPIENT is replaced by the profile name.

Sender	Recipient	Subject	Received/Sent	L	P	By
Gundel, Gale	Platter, Luis	Change of reservation	22/01/14 5:35:11 PM	X		Demonstration, Supervisor

### **How to assign a profile automatically to an email**

1. Access the MAIIS dialog box via one of the methods described above.
2. Point to the required email, right-click to display the shortcut menu and then selectLOCK.
3. Click the AUTO PROFILE SEARCH button.

A message is displayed asking if you want to assign profiles automatically to the selected mails.



4. Click YES to activate the search.

Matches are made using the email address and any matching profiles are linked automatically.

The email address in the column SENDER and/or RECIPIENT is updated with the profile name.

Sender	Recipient	Subject	Received/Sent	L	P	By
Gundel, G	Platter, Luis	Please make following reservations	22/01/14 5:23:15 PM	X	Demonstration, Supervisor	

5. The guest profile details can be displayed by selecting the HTML option and then clicking the PROFILE tab at the bottom of the screen.

A screenshot of a software interface showing guest recognition details and statistics for a guest named Gundel, G. The guest recognition table includes fields for Name, Address, Communication, Room Nights, Adult Nights, Stays, Revenue, and POS Revenue. The statistics table shows Room Nights, Adult Nights, Stays, Revenue (0.00 EUR), and POS Revenue (8). Below the tables are tabs for Mail and Profile, with Profile being active.

Guest Recognition		Statistics	
Name	Gundel, G	Room Nights	0
Address		Adult Nights	0
Communication	Email - Business Direct ggundel@v8.development.int	Stays	0
		Revenue	0.00 EUR
		POS Revenue	8

### How to mark an email as processed

1. Access the MAIIS dialog box via one of the methods described above.
  2. Point to the required email, right-click to display the shortcut menu and then selectLOCK.
  3. Right-click to display the shortcut menu again and then select PROCESSED.
- The email is removed from mail queue.
- Mails which have been marked as processed are not listed by default in the mail queue.
4. Select the option SHOW PROCESSED MAIIS in order to display all emails which have been marked as processed.
  5. An X is displayed in the P column to indicate that this email has been processed.

---

**Note:** Processed emails are only displayed if the option SHOW PROCESSED is selected.

---

### How to mark an email as unprocessed

1. Access the MAIIS dialog box via one of the methods described above.
- Mails which have been marked as processed are not listed by default in the mail queue.
2. Select the option SHOW PROCESSED MAIIS in order to display all emails which have been marked as processed.

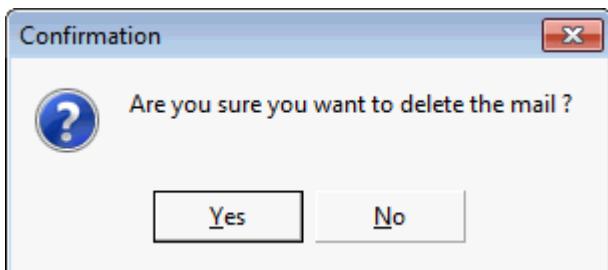
- 
3. Point to the required email, right-click to display the shortcut menu and then select UNPROCESSED.

The X is removed from the P column and the mail is displayed again in the list of unprocessed mails.

### How to delete an email

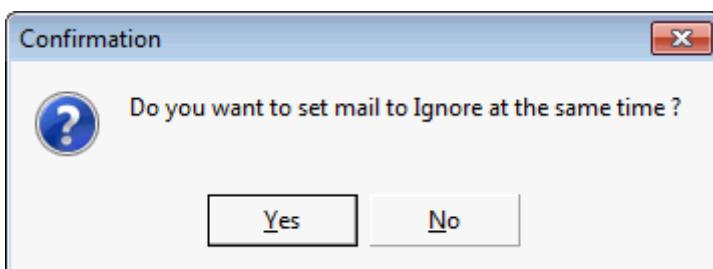
1. Access the MAILS dialog box via one of the methods described above.
2. Point to the required email, right-click to display the shortcut menu and then select Lock.
3. Right-click to display the shortcut menu again and then select DELETE.

A message is displayed asking if you are sure you want to delete the mail.



4. Select YES to delete the mail.

A message is displayed asking if you want to set mail to Ignore at the same time



5. Select No.

The mail is deleted.

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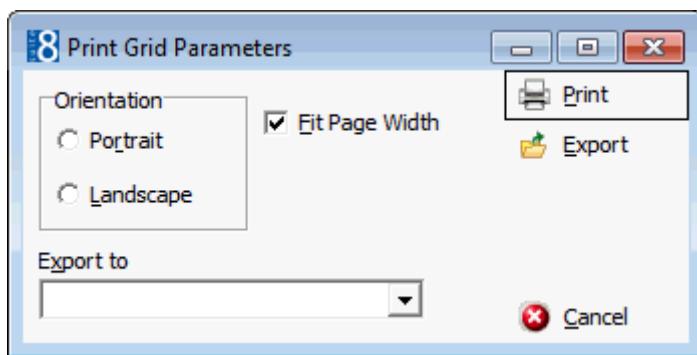
**Note:** The functionality to set the mail to ignore is only relevant to mail imported via Outlook and not via Exchange.

**Note:** Mails which were deleted by mistake can be moved on the Exchange from the backup folder to the folder which is configured for import and the Fidelio Server will import the mails again.

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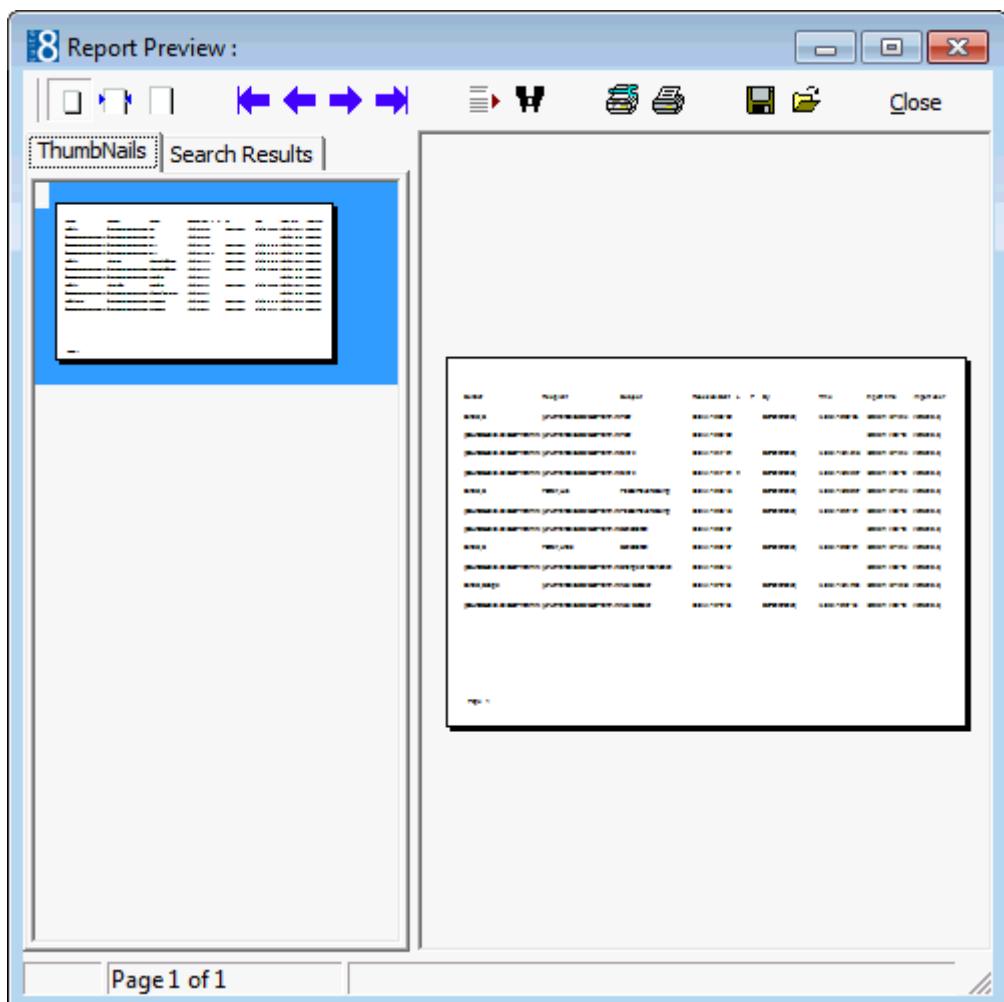
### How to print the email list report

1. Access the MAILS dialog box via one of the methods described above.  
Print functionality prints a report of the emails currently displayed on the screen
2. Complete the search criteria to display the required emails, then right-click to display the shortcut menu and select PRINT.  
The Print Grid Parameters dialog box is displayed.



3. Make any changes required to the print parameters and click PRINT.

The Report Preview screen is displayed.



4. Click the PRINTER icon to print the report.

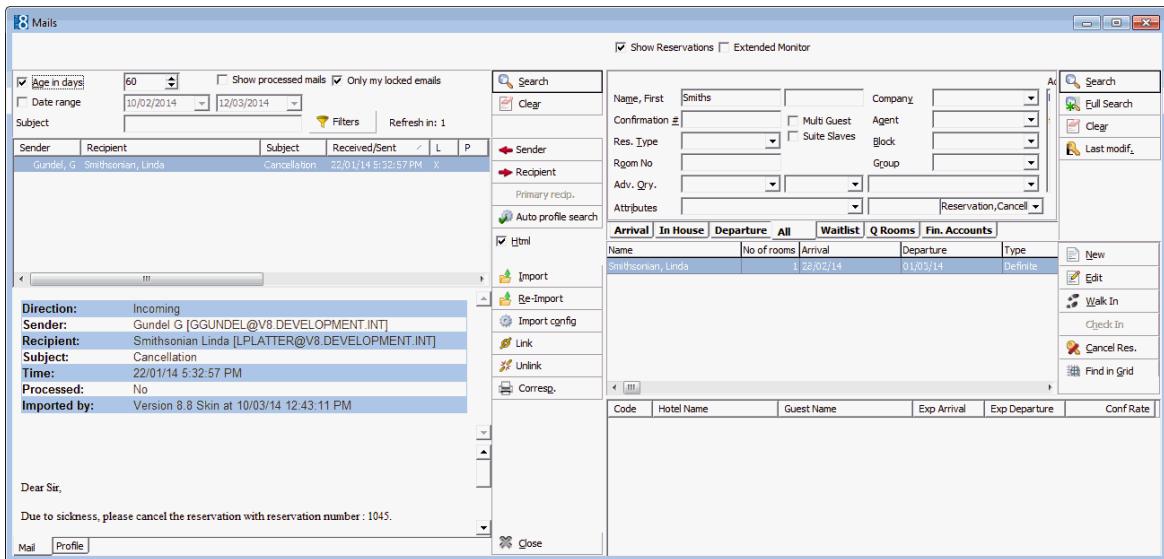
#### How to link an email to a reservation

1. Access the MAIIS dialog box via one of the methods described above.

The mails are displayed on the left of the screen and the reservation navigator on the right.

2. If the reservation navigator is not displayed select the option SHOW RESERVATIONS.
3. Complete the required search criteria and click SEARCH.

4. Point to the required email, right-click to display the shortcut menu and then selectLOCK.
5. In the reservation navigator, search for an existing reservation or create a new reservation.



6. With the email locked and selected on the left hand side and the reservation selected on the right-hand side click LINK.
- Reservations linked to this mail are listed in the lower window on the right-hand side. Emails which refer to more than one reservation may be linked to all the relevant reservations and then multiple reservation would be listed.

The screenshot shows a software interface for managing hotel reservations. At the top, there is a search bar with fields for Name, First (Smiths), Confirmation #, Res. Type, Room No, Adv. Qry., and Attributes. To the right of the search bar are buttons for Search, Full Search, Clear, and Last modif. Below the search bar is a navigation bar with tabs: Arrival, In House, Departure, All, Waitlist, Q Rooms, and Fin. Accounts. The 'All' tab is selected. Under the tabs, there is a table with columns: Name, No of rooms, Arrival, Departure, and Type. One row is highlighted for 'Smithsonian, Linda' with a value of 1 in the 'No of rooms' column, and '28/02/14' in the 'Arrival' column. To the right of this table is a vertical reservation navigator with buttons for New, Edit, Walk In, Check In, Cancel Res., and Find in Grid. Below the reservation navigator is another table with columns: Code, Hotel Name, Guest Name, Exp Arrival, Exp Departure, and Conf Rate. One row is shown for 'Smithsonian, Linda' with values: 28/02/14, 01/03/14, and 150.00.

Name	No of rooms	Arrival	Departure	Type
Smithsonian, Linda	1	28/02/14	01/03/14	Definite

Code	Hotel Name	Guest Name	Exp Arrival	Exp Departure	Conf Rate
		Smithsonian, Linda	28/02/14	01/03/14	150.00

How to unlink an email from a reservation

1. Access the MAIIS dialog box via one of the methods described above.  
The mails are displayed on the left of the screen and the reservation navigator on the right.
2. If the reservation navigator is not displayed select the option SHOW RESERVATIONS.
3. Complete the required search criteria and click SEARCH.
4. Point to the required email, right-click to display the shortcut menu and then selectLOCK.

Any reservations linked to this email are displayed in the lower window on the right-hand side.

The screenshot shows a reservation navigator with a single row of data. The columns are: Code, Hotel Name, Guest Name, Exp Arrival, Exp Departure, and Conf Rate. The data row is: Smithsonian, Linda, 28/02/14, 01/03/14, and 150.00.

Code	Hotel Name	Guest Name	Exp Arrival	Exp Departure	Conf Rate
		Smithsonian, Linda	28/02/14	01/03/14	150.00

5. Select the reservation and then click UNLINK.

The reservation is unlinked from the email and no longer displayed in the lower window on the reservation navigator.

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### *Mails dialog box*

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Field	Definition
Show Reservations	Toggles the display of the reservation navigator.
Extended Monitor	If a separate monitor is attached then selecting this option displays the mails on one monitor and the reservations on the second monitor.
Age in days	Select this option and enter the number of days to be displayed in the past.
Date range	Select this option and then enter the date range for the query.
Subject	Enter the subject to search for.
Show processed mails	Only mails which have been processed are displayed.
Only my locked emails	Only the logged in users locked emails are displayed
Filters	Activates additional filter options.
Sender or Recipient	Defines that any emails where either the <b>Sender or Recipient</b> matches the entered name or email are displayed.
Sender name or email	Enter the senders name or email address or select the required profile on the profile search.
Recipient name or email	Enter the recipients name or email address or select the required profile on the profile search.
Refresh	The refresh interval is displayed in seconds and checks for emails received from the Exchange.  Note: The interval is defined in the global settings configuration.

### **Options available on the mails dialog box**

- **SEARCH-** to activate the search based on the entered criteria
- **CLEAR-** to clear the search criteria
- **SENDER-** used to link the sender of the email to a guest profile
- **RECIPIENT-** used to link the recipient of the email to a guest profile
- **PRIMARY RECIP.-**
- **AUTO PROFILE SEARCH-** used to link the sender and/or recipient of the email to a guest profile automatically
- **HTML-** displays the mail and linked profile details in HTML format in the lower part of the screen
- **IMPORT-** imports the mails manually; only used when Outlook is defined as the source as Outlook does not use the Fidelio Server to import the emails. This option only imports mails which have not already been imported to Suite8.
- **RE-IMPORT -** re-imports the mails manually; only used when Outlook is defined as the source as Outlook does not use the Fidelio Server to import the emails. Only mails which have not been deleted in Suite8 or not marked 'ignored' can be re-imported.
- **IMPORT CONFIG -** used to define the mail source configuration
- **LINK -** used to link an email to a reservation
- **UNLINK -** used to unlink an email from a reservation
- **CORRESP. -** used to access the correspondence screen.
- **CLOSE -** to close the mail import screen.

---

### **Options available on the right-click shortcut menu**

- Lock - locks the email so that no other user can work on the email at the same time.
- UNLOCK - unlocks the email; only users assigned the right REMOVE LOCK can remove the lock on an email.
- LOCKED BY: - displays the name of the user who locked the email.
- PROCESSED - used to indicate that this email request has been completed, for example, the contact added or a reservation added, changed or cancelled. Processed emails are only displayed if the option SHOW PROCESSED is selected.
- UNPROCESSED - used to remove the processed status from the email.
- DELETE - deletes the selected email.
- MAIL LOOKUP - only used when OUTLOOK is configured as the source.
- PRINT - prints a report of the emails currently displayed on the screen.

## **Automatic Cash Drawer Opening**

Fidelio Suite8 supports automatic cash drawer opening; SLIMLINE provided by Cash Bases UK. (<http://www.cashbases.co.uk/>) was used to test the functionality.



Automatic cash drawer functionality is available on the following options:

- Petty Cash
- Paid Outs
- Payments
- Close Cashier
- Currency Exchange

### **Requirements**

- Workstations have to be connected to a cash drawer via the com port.
- Each workstation equipped with an automatic cash drawer has to be configured for the cash drawer and under Setup→Configuration→Miscellaneous→Terminals & Printers
- On the department code setup the field OPEN CASH DRAWER has to be selected for cash department codes that should automatically open the cash drawer when using this department code in Cashiering.

## How to configure Telephony

Fidelio Suite8 supports the TAPI (Telephony Application Programming Interface), a Microsoft Windows API, which provides computer telephony integration and enables PCs running on Microsoft Windows to use telephone services. Fidelio Suite8 communicates with the TAPI client. Telephony functionality in Fidelio Suite8 allows calling a number directly by 'voice over ip' and accepting incoming calls. Calls can be placed from the following options:

- When editing a communication of a profile and clicking on the Telephone icon displayed in the communications panel
- When selecting a communication on the profile tree and selecting the Call option from the right mouse click short cut menu.
- From the Telephone book the contact is reached by selecting and pressing the Call button next to the telephone icon.

For incoming calls, the phone rings and the number of the caller is displayed in Fidelio Suite8 with a HTML view. The dialog box for incoming calls can be minimized and will be closed automatically if the next call is notified. Then a new notification window opens.

### Requirements

- A Tapi device or TSP (Telephony Service Provider) installed on the workstations using Telephony functionality
- If a TAPI Server is used, the TAPI device has to be installed on each client workstation. The communication flow is: Fidelio Suite8 -> Microsoft TAPI Client -> Microsoft TAPI Server -> Telephone System.
- Each workstation used for Telephony has to be configured under Setup→Configuration→Miscellaneous→Terminals & Printers

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Note: only TAPI 3 is supported

---

### Using a TAPI Server

A TAPI server has to be configured, and on each client workstation using the telephony device, the TAPI client has to be installed. On the DOS prompt of the client workstations, the command: TCMSETUP /C [Name of TAPI Server] has to be entered. In Fidelio Suite8 Configuration under Terminals & Printers->Terminals tab the Telephony Settings have to be activated.

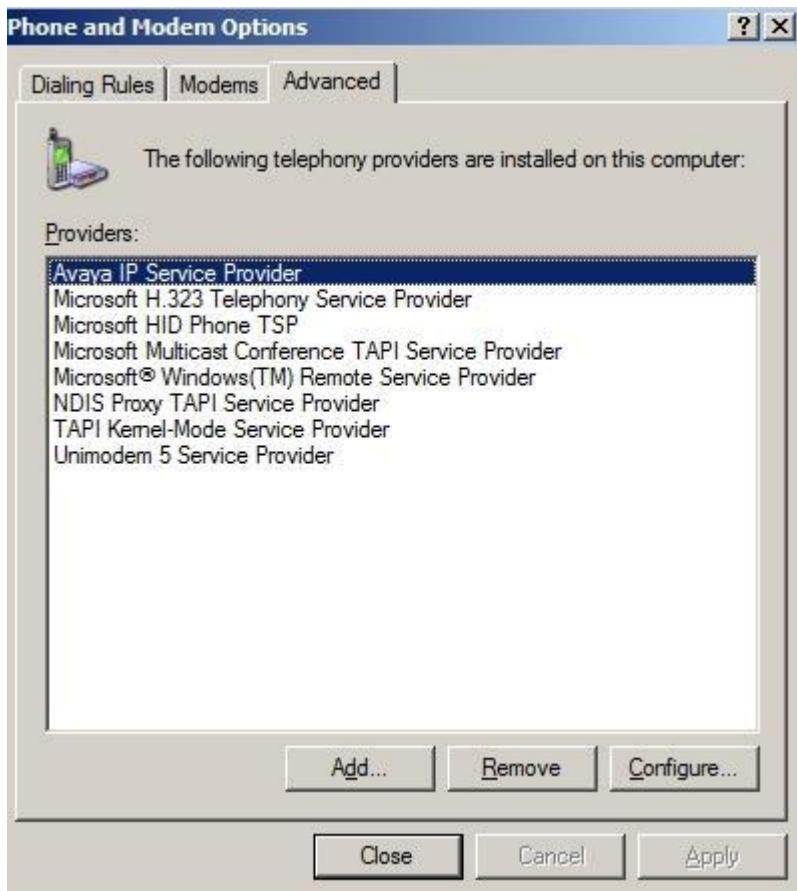
---

Note: When using Windows TAPI, it is recommended for telephony to deactivate the windows service RasMan. This is true for the TAPI Server as well as for the clients. Using the Microsoft RAS service and the Microsoft Telephony at the same time could result in instabilities.

---

### Installing a TAPI device or TSP on the workstation

Under Control Panel->Phone & Modem Options, the TAPI device or TSP is installed:



### Troubleshooting

If the telephony is not working in Fidelio Suite8, Microsoft dialer.exe can be used for testing. If it does also not work when using dialer.exe, it means that the TAPI Interface is not running on the workstation where the test is performed.

### Terminals & Printers

The TAPI device or TSP has to be installed on the workstation before the telephony settings can be configured. The telephony settings are configured under Configuration→Miscellaneous→Terminals & Printers by selecting the corresponding workstation and pressing the Telephony Settings tab.

### Global Settings

The options on the Telephone 6 tab under Generic are used to configure the details for the TAPI Interface.

### Placing & receiving calls using Telephony

Next to the client workstation a normal telephone is installed, the phone and the client are connected via TAPI Server.

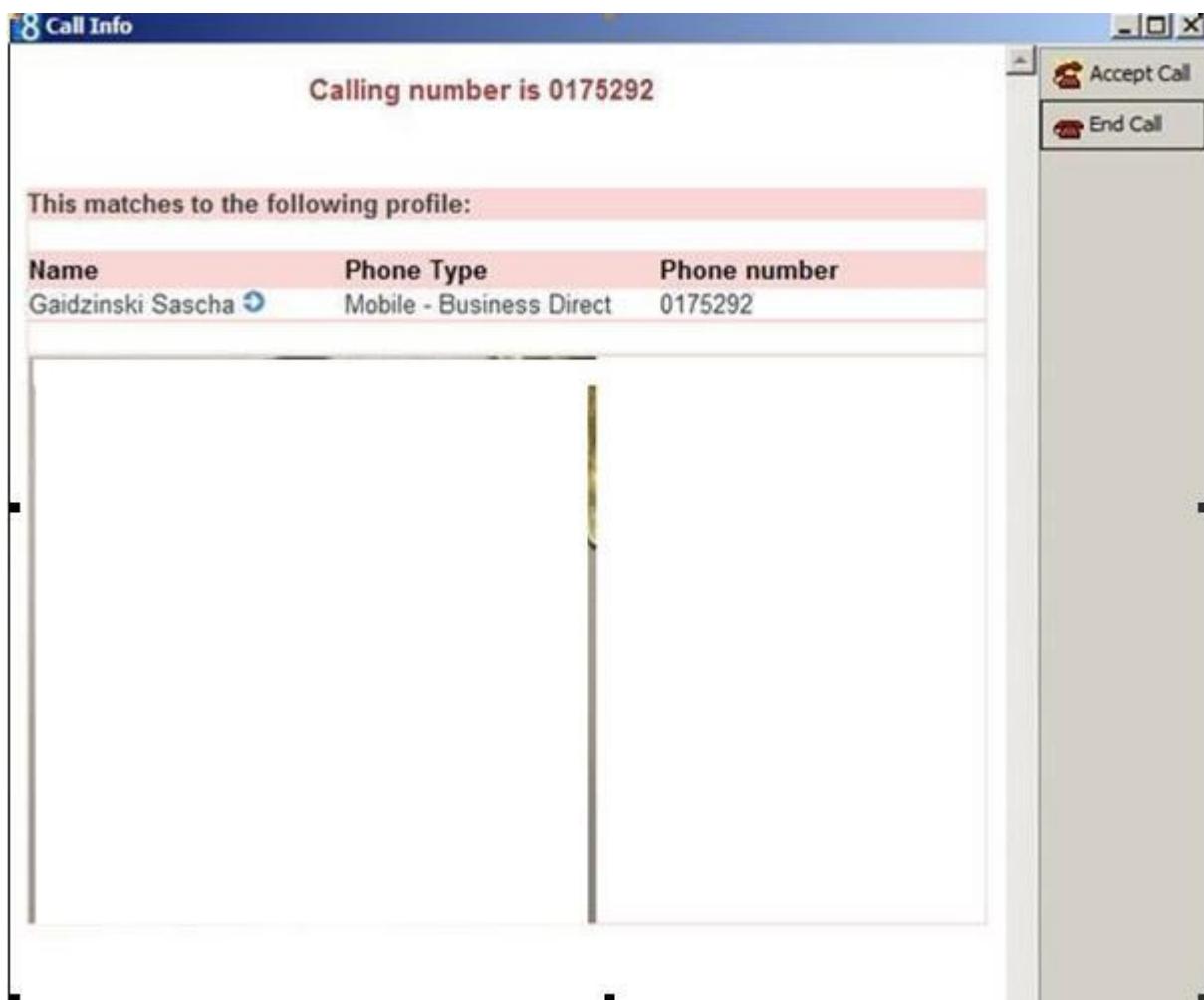
### Outgoing calls

In Fidelio Suite8 under Customer Profiles on the communication dialog box, the telephone icon is clicked and the entered number is dialed from the connected phone. Hang up is performed via Fidelio Suite8 or the phone.

Since Version 8.8.1.0 support for accepting incoming calls has been added:

### Incoming calls

If a call arrives, the phone rings and the number of the caller pops up in Fidelio Suite8 in HTML view. If the phone number is found on a profile, the name is displayed, if a picture is linked to the profile it is also displayed. To use this, the corresponding HTM and QRY files: **Incomincallinfo** have to reside in the Fidelio Suite8 HTML directory:



The call can be accepted or declined via Fidelio Suite8 or using the phone.

---

Note: sometimes only 3 digits are transmitted with internal phone numbers, Fidelio Suite8 searches for the related number and displays, depending on the internal line, all customer profiles with these 3 digits in the telephone number.

---

#### **Customer Profiles**

When editing a profile, the customer can be called by pressing the Telephone Icon or from the Profile Tree, when selecting communication and using the right mouse click short cut menu

#### **Telephone Book**

From the telephone book, the contact is reached by selecting and pressing **Call** button

## Signature Pads

Signature pads may be used to electronically sign documents such as registration cards. The signature pad is connected to the terminal, the registration card is displayed on the signature pad and guests are able to view and digitally sign. The electronically signed document is then stored with the guest's profile.

The signature pad natureSign Pad Colour - StepOver GmbH is supported as of version 8.9.6.1.

### StepOver GmbH

Otto-Hirsch-Brücken 17

D- 70329 Stuttgart

Tel. +49-711-120 269 – 59

### naturaSign Pad Colour:

GTIN order no.: 4260130060572

### Signature API:

GTIN order no.: 4260130060442

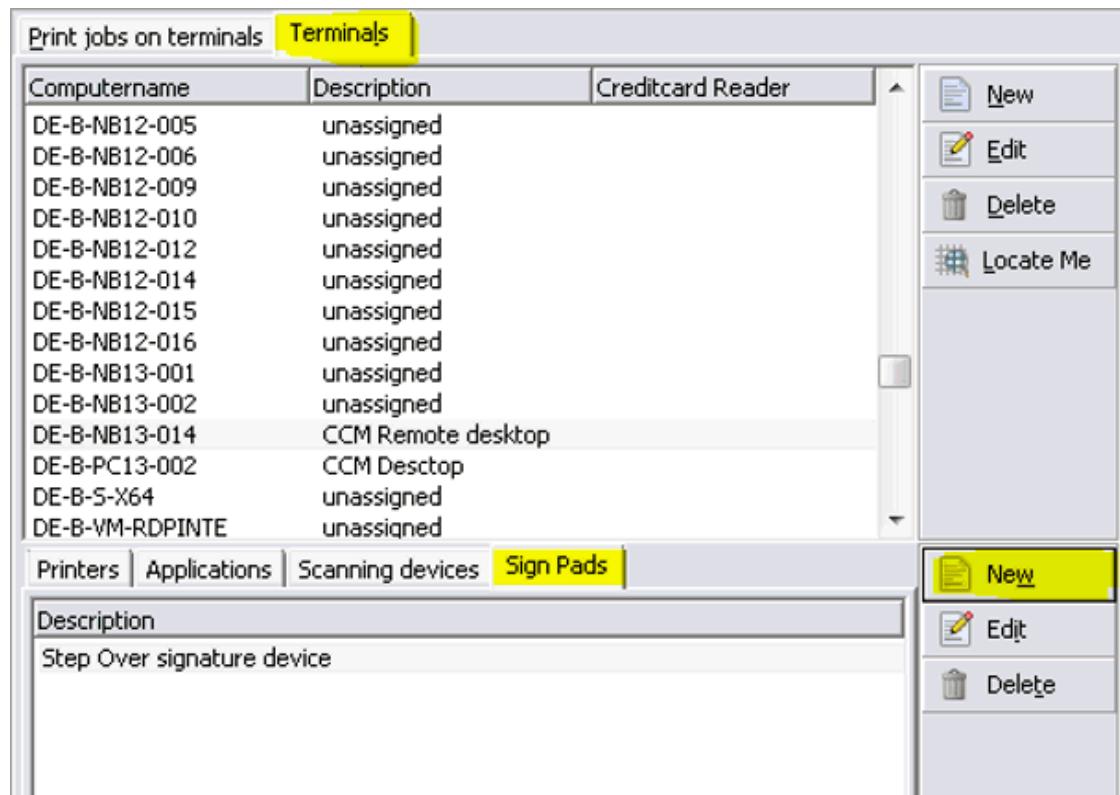


### Key Points

- Registration cards can be digitally signed and stored via the signature pad interface.
- Signed registration cards are stored in PDF format and can be retrieved via the option Correspondence Lookup.
- There are 2 possibilities for signing the document:
  - AUTOMATIC SIGNATURE - the guest signs the registration card in a predefined position; this option is generally used when the location of the signature is fixed on the document.
  - MANUAL SIGNATURE - the reception clerk will as part of the signing process indicate with the mouse where the guest should sign; this option is generally used when the signature location is not in a fixed position and requires a staff member to indicate where to sign.

### Signature Pad functionality requires the following setup:

- Connect the signature device to the terminal, the installation of the software installation is prompted and after completing the installation of the API, the following steps must be configured in Suite8.
- The signature pad must be defined via the option Sign Pads under Setup→ Configuration→ Miscellaneous→ Terminals & Printers.
- Each workstation equipped with a signature pad has to be configured via Terminals under Setup→ Configuration→ Miscellaneous→ Terminals & Printers.



- Configuration of the report template to include a signature section; both Internal Editor and Crystal reports are supported.
- The possibility to use automatic signature functionality requires that the report template contains the formula for automatic signature.

The following registration card template examples are supplied with the Suite8 demo database:

- 73402 Registration Card Sign Pad (E) for internal editor.
- 73411 Registration Card Sign Pad (CR) for crystal reports.

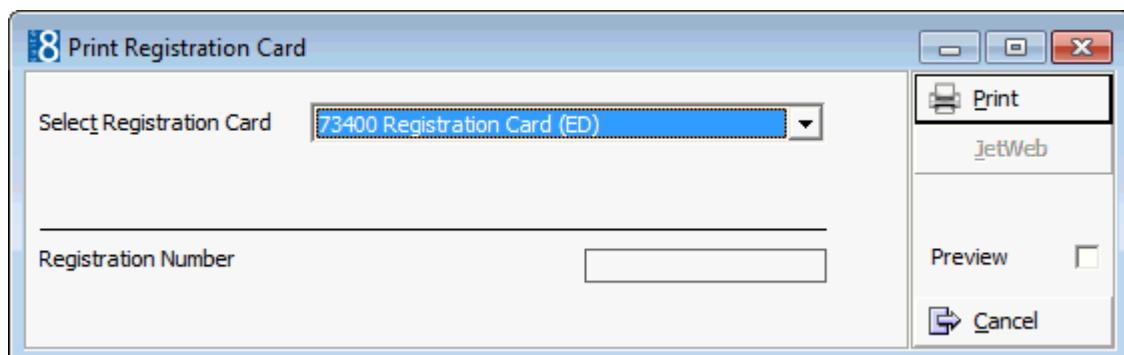
#### **How does the signature pad work with Suite8**

1. From the Reservation Navigator select the required reservation.
2. Select REGISTRATION CARD from the OPTIONS menu.

or

Click EDIT to display the reservation edit screen and then select REGISTRATION CARD from the OPTIONS menu.

The Print Registration Card dialog box is displayed.



3. Select the REGISTRATION CARD template required from the drop-down list.

---

4. Click **SIGN**.

The guest's registration card is now displayed both in Suite8 and on the sign pad.

There are two signing options available:

- **AUTOMATIC SIGNATURE** - the guest signs the registration card in a predefined position; this option is generally used when the location of the signature is fixed.

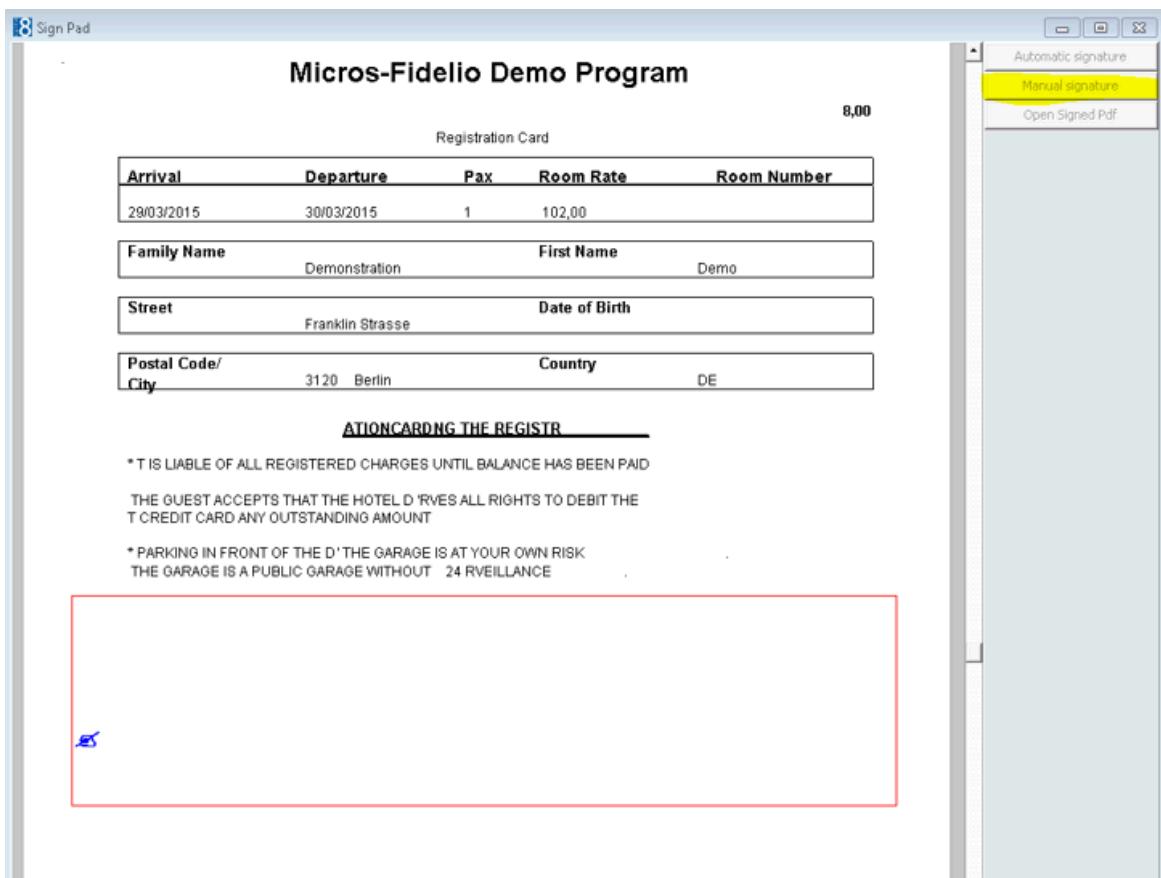
**Note:** This option is only available if the report template contains the formula for automatic signature.

- **MANUAL SIGNATURE** - the reception clerk indicates with the mouse where the guest should sign the registration card.

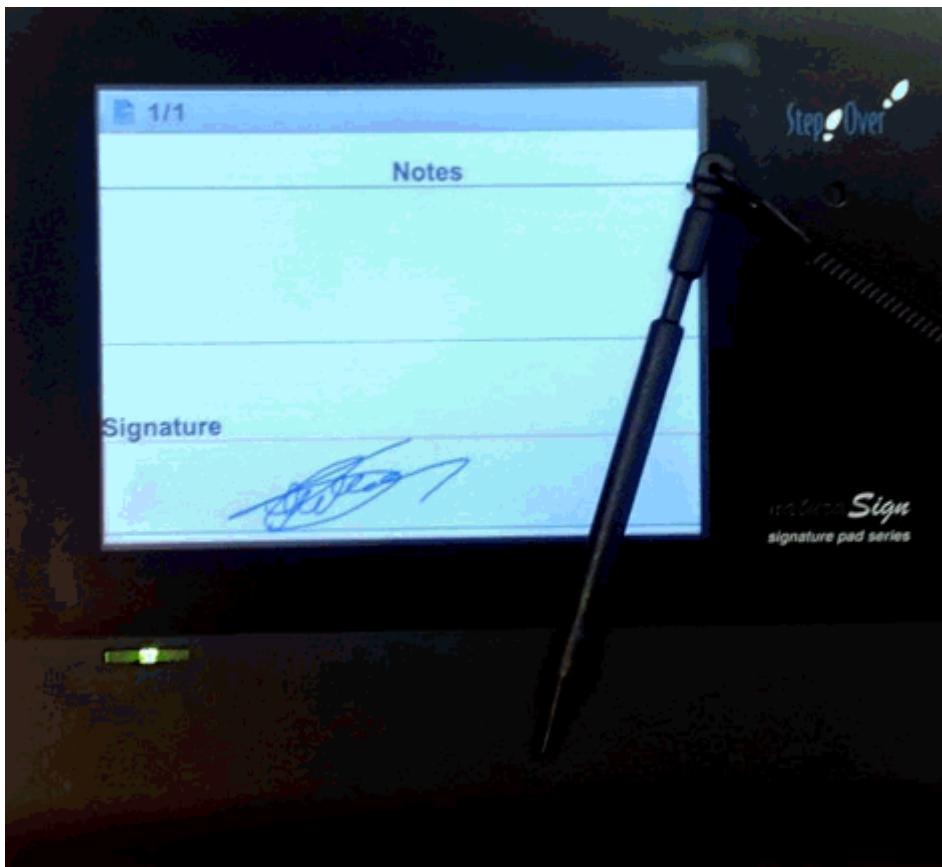
5. Select **Automatic signature** or ask the guest to select **Start signing** on the Sign Pad.

or

6. Select **Manual signature** and use the mouse to point to the signature section where the guest should sign the document.



7. The guest signs within the red rectangle area indicated on the signature pad.



In Suite8 the registration card is now displayed with the guest's signature.

Sign Pad

Automatic signature  
Manual signature  
Open Signed Pdf

**Micros-Fidelio Demo Program**

**Registrationcard**

Arrival	Departure	Persons	Roomno	Rate
29/03/2015	30/03/2015	1		102

Last name	Demonstration	First name	Demo
-----------	---------------	------------	------

Street	Franklin Strasse	Birthdate	
--------	------------------	-----------	--

Zipcode	3120		
City	Berlin	Country	Germany

Notes

Signature

*[A handwritten signature is shown in the signature field.]*

**Close**

8. Select CLOSE; the registration card is automatically saved.

**Note:** The signed document can be viewed directly in acrobat reader by selecting OPEN SIGNED PDF.

### How to view saved electronically signed documents

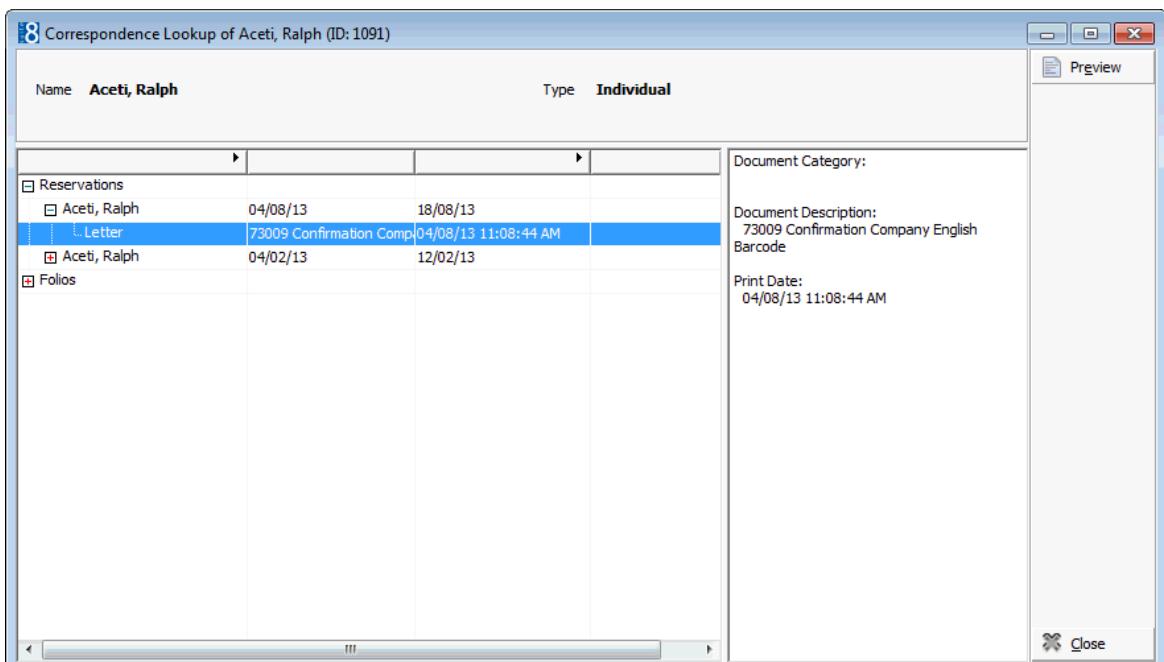
1. From the Reservation Navigator select the required reservation.
2. Select CORRESPONDENCE LOOKUP from the OPTIONS menu.

or

Click EDIT to display the reservation edit screen and then select CORRESPONDENCE LOOKUP from the OPTIONS menu.

The correspondence Lookup dialog box is displayed.

3. Select the category REGISTRATION CARDS and click the plus sign to expand the list of available correspondence.



4. Select the document required and click the PREVIEW button to view the registration card.

**Note:** The option correspondence lookup is also accessible from the OPTIONS menu of the profile navigator.

### How to define a report template via Internal Editor

1. Display the required registration card template in the Internal Editor.
2. The field CLIENTSIGNATURE is available under Fields→ Standard→ Client and can be added to a registration card template in order to define the signature area.



«ClientSignature»

3. The field contains the function `ClientSignature(CONF_OUTPUTDEVICE, 200, 100)`, the parameters are the width and height of the signature area and can be adjusted as required, it is recommended to use 300,50 as the initial testing values.
4. Select the opening brackets of the function « and change to font colour to white so that the actual field is not displayed when previewing the registration card or on the sign pad, but is still displayed when editing the template.

73402 Registration Card Sign Pad (E)for internal editor

## «SP\_HOTELNAME»

«TR\_REGCARD\_TITLE»

«TR_Arrival»	«TR_Departure»	«TR_Person s»	«TR_Roomno»	«TR_Rate»
«RegInfo.AR RIVALDATE»	«RegInfo.DEPAR TUREDATE»	«RegInfo.NO OFGUESTT HISSTAY»	«RegInfo.ROOM NUMBER»	«GROSSRATEAMOUNT»
«TR_LastNa me»	«RegInfo.XCMS_NAME1»	«TR_FirstName»	«RegInfo.XCMS_NAME3»	
«TR_Street»	«RegInfo.STREET1» «RegInfo.STREET2»	«TR_Birthdate»		
«TR_Zipcode »	«RegInfo.ZIPCODE»			
«TR_City»	«RegInfo.CITY»	«TR_Country»	«REGINFO.COUNTRYCO DELONGDESC»	

«TR\_Notes»

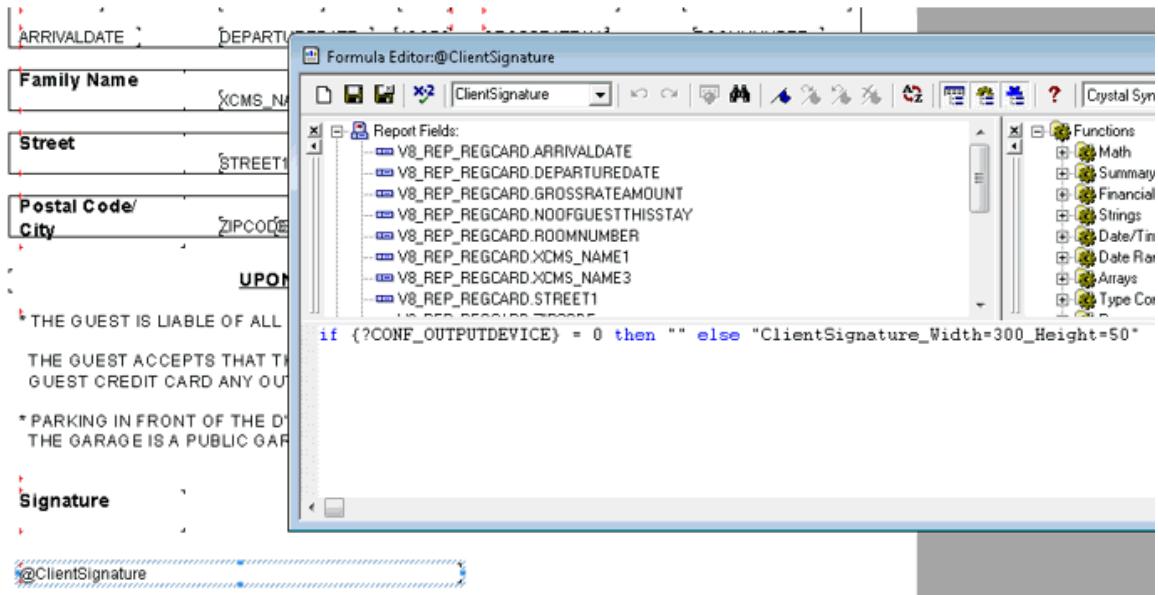
«TR\_Signature»

«ClientSignature»

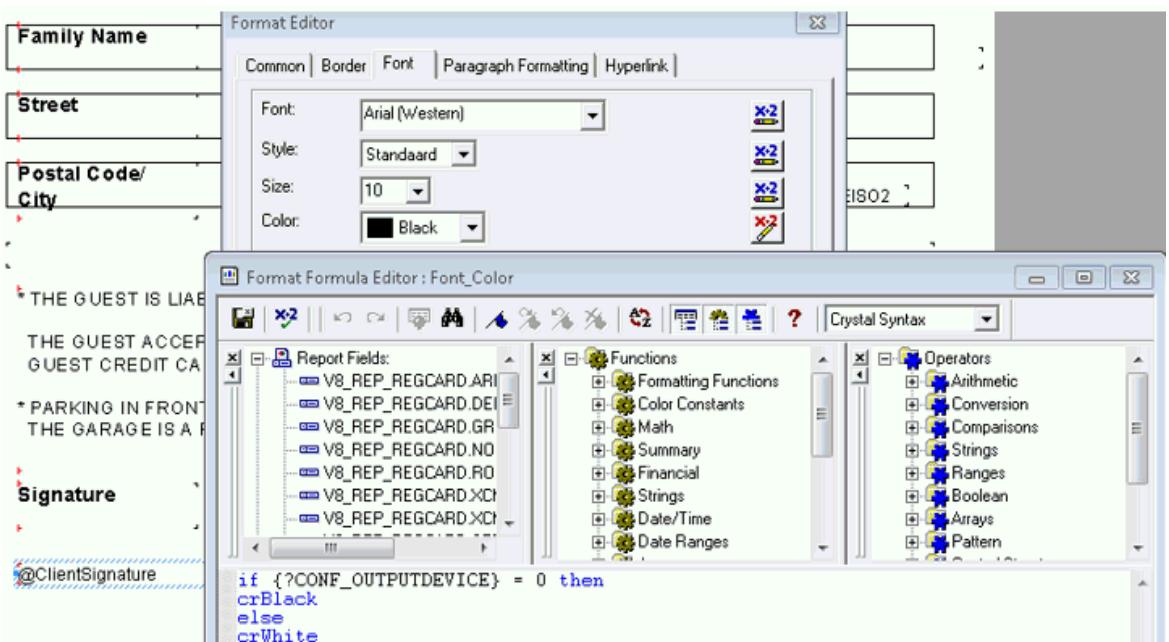
5. Complete any other changes and save the registration card template.

## How to define a report template via Crystal Reports

1. Display the required registration card template in Crystal Reports.
2. Define a formula field as follows: IF {?CONF\_OUTPUTDEVICE} = 0 THEN "" ELSE "CLIENTSIGNATURE\_WIDTH=100\_HEIGHT=50" and adjust the parameters as required.



3. Use a format field Color formula "CRWHITE" in order to hide the content on the report output.



Registration card templates are defined under Miscellaneous → Reports → Text Templates.



The default registration card template is defined under the option Registration Card Template under Setup → Configuration → Global Settings → Reservation 3 tab.

## Social Media Network Interaction

Fidelio Suite8 Social Network Interaction allows posting rates and events from the Rate Query and from the Calendar Events to the social network platforms Twitter and Facebook. With the growing demand on Social Network Platforms more properties in the hospitality business decide to present their property also on Twitter or Facebook or both. Fidelio Suite8 has been enhanced allowing posting Rate Offers, Events and Calendar Events from Fidelio Suite8 Rate Query and from Calendar Events on these Social Network Platforms and redirecting the rate offers to Fidelio Suite8 home page allowing other users to directly book these offers on Fidelio Suite8 home page.

-  Social Media Network Interaction can only be configured by users with the right Manage Settings assigned under Setup → Configuration → Users → Rights → Social Networks.
-  Posting to Social Network Platforms is controlled by the right Post under Setup → Configuration → Users → Rights → Social Networks.
-  Posting to Social Network Platforms from the rate query requires that the user are assigned the user right Allow skip Turn Awayunder Setup → Configuration → Users → Rights → Rates→ Rate query.

### Functionality

Posting messages and events from the rate query and from calendar events in Fidelio Suite8 to the Social Network Platforms Twitter and Facebook is supported.

**Twitter** is a social networking and micro blogging service, owned and operated by Twitter Inc., that enables its users to send and read other users' messages called tweets. Tweets are text-based posts of up to 140 characters displayed on the author's profile page. Tweets are publicly visible by default, however senders can restrict message delivery to their friends list. Users may subscribe to other author tweets—this is known as following and subscribers are known as followers. All users can send and receive tweets via the Twitter website, the service is free

**Facebook** is a social networking web site operated and privately owned by Facebook, Inc.. Users can add people as friends and send them messages, and update their personal profiles to notify friends about themselves. Additionally, users can join networks organized by workplace, school, or college.

The property has to have an account on Twitter or Facebook, or both and activate these under Global Settings->Generic 4 tab. From the Rate Query a rate can be selected, by pressing Post Networks button, a report is generated. The message is displayed in a text box and can be edited. Post is performed by pressing Twitter or Facebook button.

### Passing Parameters when posting rates to social media such as Facebook

It is possible to add market, source & channel codes to the URL when posting rates to social media such as Facebook. Statistics can then be retrieved regarding the number of reservations that were created through Facebook. The codes can be added as a parameter in the command line when opening Fidelio Suite8 home page. This can be used for example when posting rates to social media networks and using the redirection service from bit.ly. Using the redirection service in the post message for rates for example allows opening the booking page on Fidelio Suite8 home page directly with the given parameters.

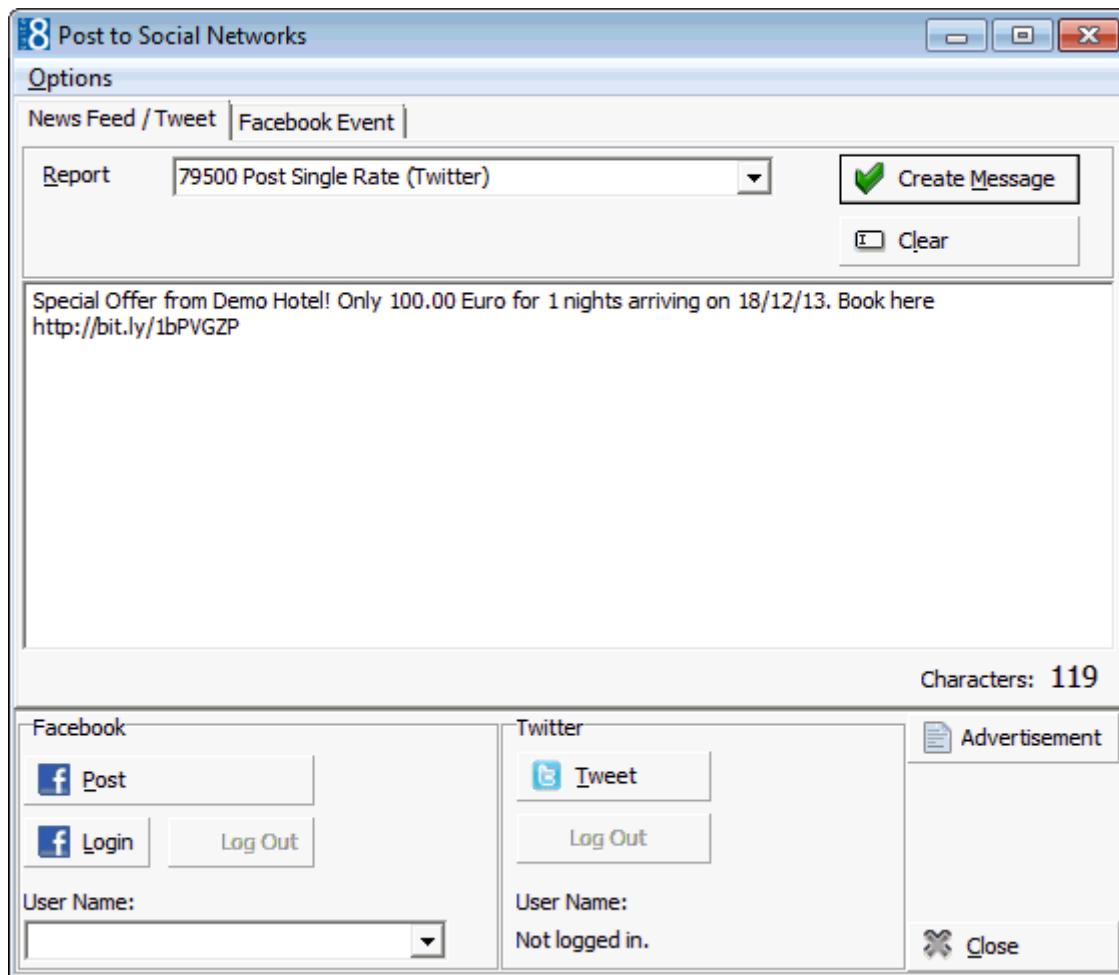
**Note:** The redirection service bit.ly for URL shortening is only available to open Fidelio Suite8 home page with parameters, it does not work on a localhost connection. On a localhost connection the address line to open Fidelio Suite8 home page with the parameters would look as follows:  
<http://localhost/v8Client/Inquiry.aspx?market=PRO&source=BUS&channel=WEB>

In this example on a localhost connection, the market code 'Pro', source code 'Bus' and channel code 'Web' is used.

For the redirection from social media networks the command line parameters have to be entered on the report.

## How to post a message from the rate query

1. Open the RATE QUERY
2. ENTER ARRIVAL AND DEPARTURE DATE FOR THE RATE OFFER
3. Click OK.
4. Select a rate.
5. Click POST NETWORKS TO DISPLAY THE POST TO SOCIAL NETWORKS DIALOG BOX.
6. Select a Report and click CREATE MESSAGE BUTTON to display the Message in the text box.



6. Change the message as required.
7. Click the **Twitter** button to send a tweet.
8. Click the **Facebook** button to post the message on Facebook

**Note:** If a rate is selected which is not configured as Open for Web booking then a warning message is displayed.

### **How to post a message from the calendar events**

1. Select Calendar Events from the Miscellaneous drop-down menu
2. Select a Calendar Event for Post to the Social Networks Platform
3. Click POST NETWORKS TO DISPLAY THE POST NETWORKS DIALOG BOX.

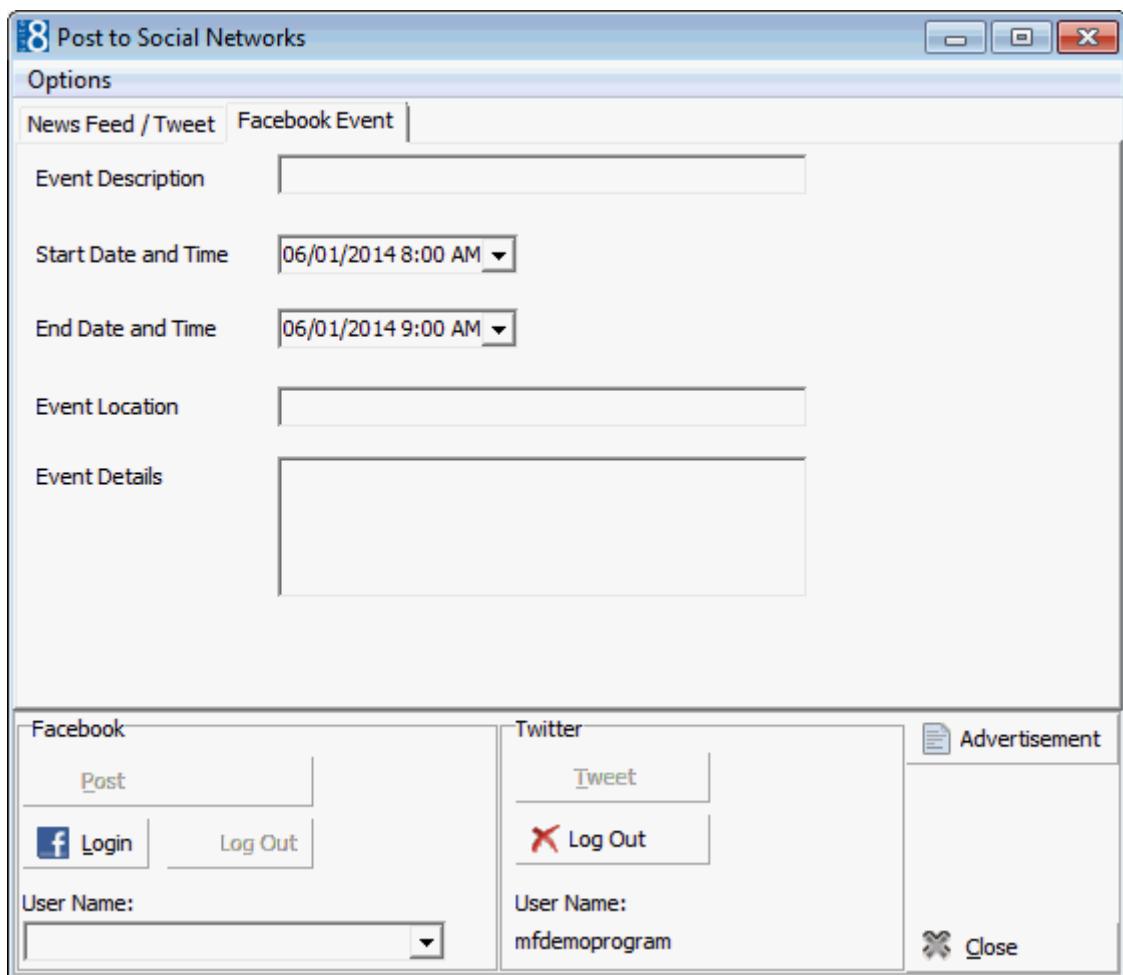


4. Select a Report and click CREATE MESSAGE BUTTON to display the Message in the text box.
5. Change the message text if needed
6. Press **Twitter** button to send a tweet
7. Press **facebook** button to post the message on facebook

### **How to post and create facebook events**

Facebook Events can be created from the Rate Query and from the Calendar Events dialog box

1. Click POST NETWORKS TO DISPLAY THE POST NETWORKS DIALOG BOX.
2. Select the **Facebook Event** tab, the Facebook events dialog box is displayed:



3. Enter or verify the EVENT DESCRIPTION.
4. Check the Start and End Dates.
5. Click the **Facebook** button to post the event on the Facebook wall and create an event on Facebook events

#### Using bit.ly

When activating bit.ly, the URL shortcut redirecting service with real time link tracking to Fidelio Suite8 home page bookings, the user and the provided API Key have to be entered under Global Settings. Fidelio Suite8 home page can be opened with parameters; using the redirection service in the post message for rates for example allows opening the booking page on Fidelio Suite8 home page directly with the given parameters.

Example:

`http://localhost/v8Client/inquiry.aspx?date=27.07.2010&nights=1&adults=1'`

`http://localhost/v8Client/Inquiry.aspx?market=PRO&source=BUS&channel=WEB`

In this example on a localhost connection, the market code 'Pro', source code 'Bus' and channel code 'Web' is used.

Validation occurs only when the reservation is submitted and if a market code is linked to the rate code, the one from the rate code is used.

---

Note: The redirection service bit.ly for URL shortening is only available for Fidelio Suite8 home page.

---

## How to configure Social Media Network Interaction

Under Global Setting → Generic 4 Tab

Activate the account

<input checked="" type="checkbox"/> FaceBook	<input type="button" value="Reset Access"/>
<input checked="" type="checkbox"/> Twitter	<input type="button" value="Reset Access"/>
<input checked="" type="checkbox"/> bit.ly	
User	mfdemoprogram
API Key	*****

Field	Definition	Legal Values
Facebook	Defines if a Facebook account is used.	Check: YES Blank: NO
No Login Credentials are stored	For facebook and authentication is performed when pressing facebook button from the Social Networks dialog box	.
Reset Access Token	This is used to log out the user from facebook.	Press this button to log the user for Fidelio Suite8 out from the facebook site
Twitter	Defines if a Facebook account is used.	Check: YES Blank: NO
User	Enter the User Name for Twitter	
Password	Enter the Password for Twitter	
bit.ly	Activates bit.ly, the URL shortcut redirecting service with real time link tracking to Fidelio Suite8 home page bookings. , the user and the provided API Key have to be entered	Check: YES Blank: NO
User	The User for bit.ly	
API Key	The API key provided by bit.ly	Check: YES Blank: NO

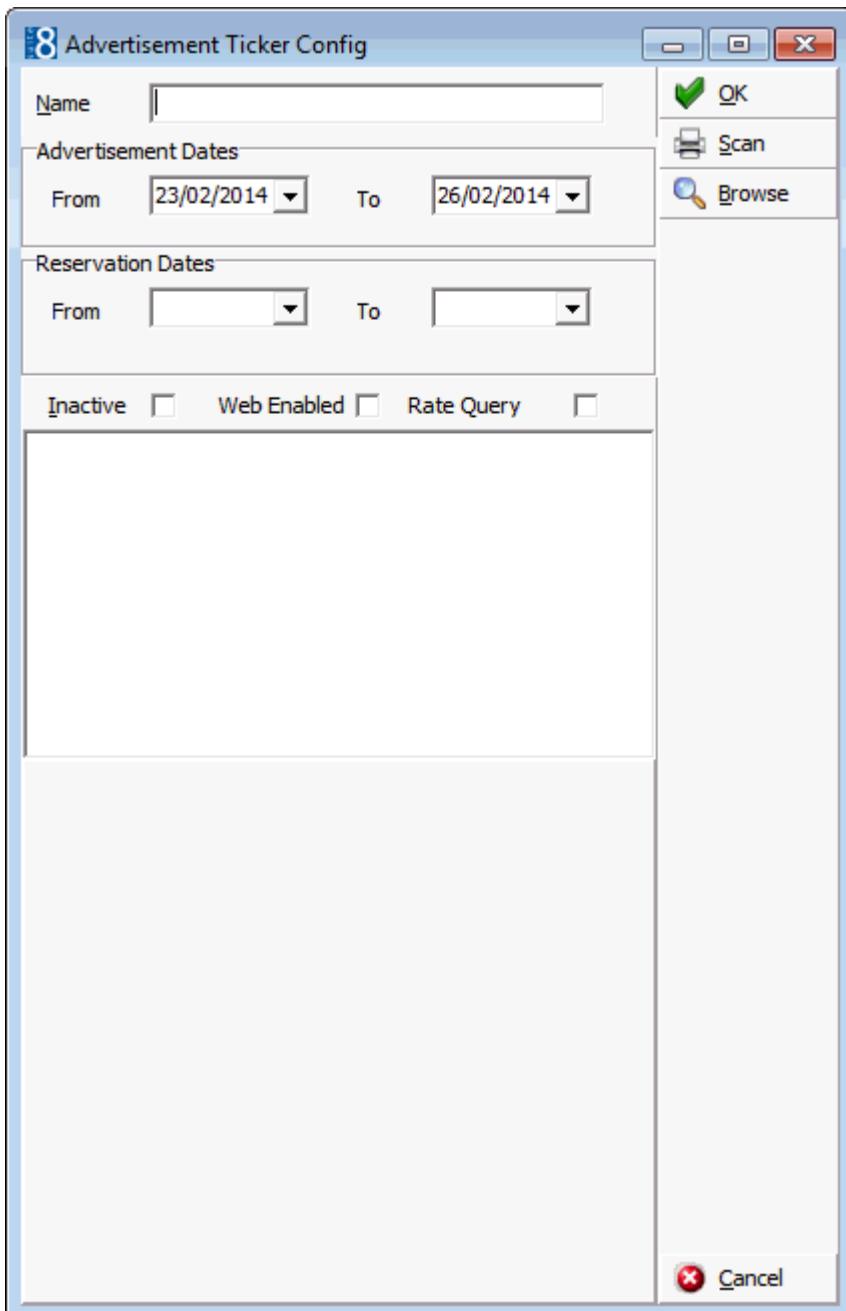
## Miscellaneous→Reports

Under reports, create two sections. For the Rate Query the section role is **Social Networks Rate Report**. For Calendar Events the section role of the report is **Social Networks Events Report**.

Multiple templates are allowed supporting various styles of message layout. The URL address of the properties web site can be posted by using the function: **ShortenURL**.

## How to post an advertisement

1. Click POST NETWORKS TO DISPLAY THE POST TO SOCIAL NETWORKS DIALOG BOX.
2. Click ADVERTISEMENT to display the Advertisement Ticker Config dialog box.



3. Complete the advertisement details as per the Advertisement Ticker dialog box.

**Note:** When using TWEET and ADVERTISEMENT on the Post Networks' dialog box, the ADVERTISEMENT configuration must be completed before sending the TWEET as the dialog box closes after posting to Social Networks and confirming the post successful message.

## How to set up and use early arrival and late departure policies

Policies can be defined to post early arrival and late departure charges. A policy is defined to take some sort of action when a certain set of circumstances is met, for example, if the guest checks out at 15:00 and the check-out time of the property is 12:00 then a policy can be defined to charge the guest a late check-out fee for the extra 3 hours. There are three possible actions for the application of the policy:

- **Do nothing**-- no early arrival fee or late departure fee is posted automatically, however, it is still possible to post the fee manually via the billing check-out options.
- **Automatic** - the early arrival fee or late departure fee is posted automatically with no message prompt.
- **Ask** - a question is displayed asking "Do you want to post the 10.00 EUR early arrival fee ?"  
(Check- Out options)

### Key Points

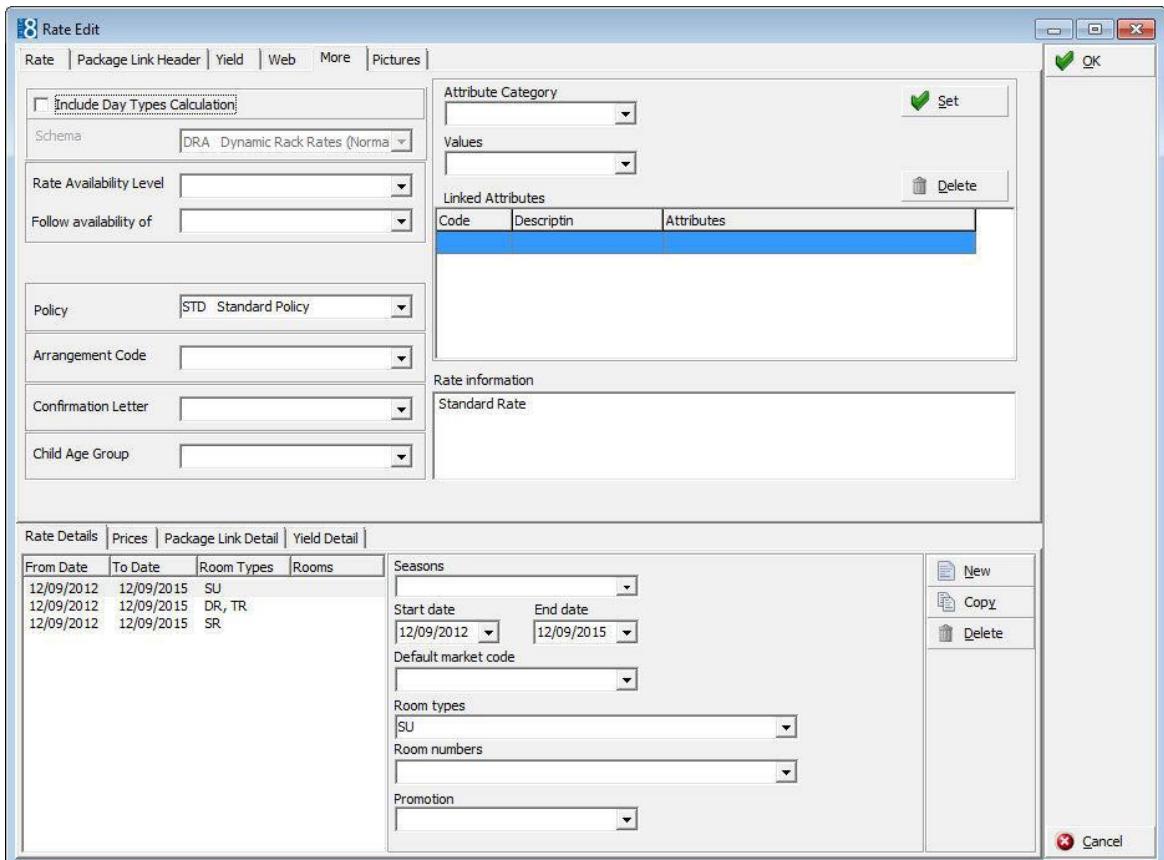
- Policies can be defined for both early arrival and late departure
- The option to post an early arrival charge is available for the entire day of arrival
- An early arrival is calculated according to the actual time the guest checks in and the defined default check-in time.
- A late departure is calculated according to the actual time the guest checks out and the defined default check-out time.
- Early arrival and late departure buffer times can be defined, for example, with a buffer time of 15 minutes defined then if the guest is supposed to check out at 12:00 and the actual check-out is performed at 12:10 the 15 minutes grace time is used in the calculation and no fee is charged.
- A default policy can be defined for individuals, this is then applied to all individual reservations
- A default policy can be defined for groups, this is then applied to all group reservations
- Policies can be linked to a specific rate via the rate code configuration or directly on the reservation
- A policy can be defined to be manually applied, automatically applied or via a question, prompt the user to apply the policy
- If the user is prompted with a question then the decision to override the charge or cancel it is dependant upon user rights
- Early arrival and late departure charges are visible on the billing screen of the guest, however, the fee history can be displayed via the Early Arrival /Late Departure options on the C/O Options menu
- A description of the policy can be defined per language and used on the confirmation letter templates

### Early arrival and late departure policy functionality requires the following setup:

- Definition of the early arrival and late departure POLICIES under Setup → Configuration → Reservations.
- Definition of policy rule settings and the definition of early arrival and late departure buffer times under Setup → Configuration → Global Settings→ Reservation→ POLICIES 6 TAB
- Definition of a DEFAULT CHECK IN TIME and DEFAULT CHECK OUT TIME under Setup → Configuration → Global Settings → Reservation → Reservation 1 Tab. These times are required in order to calculate the time to be charged.
- Users who can override the calculated amount or cancel the charge need to be assigned the rights ALLOW OVERWRITE CALCULATED AMOUNT and ALLOW CANCEL POSTING under Setup → Configuration → Users → User Definition → Rights → Early Arrival / Late Departure.
- Policies can be added to the edit reservation screen using the screen painter functionality.

## How to link a policy to a rate code

1. On the CONFIGURATION menu click RESERVATIONS.
2. Click RATE MANAGEMENT and then select RATES.
3. Select the required RATE CODE and click EDIT.
4. Select the MORE tab.
5. Select the required POLICY for this rate code.

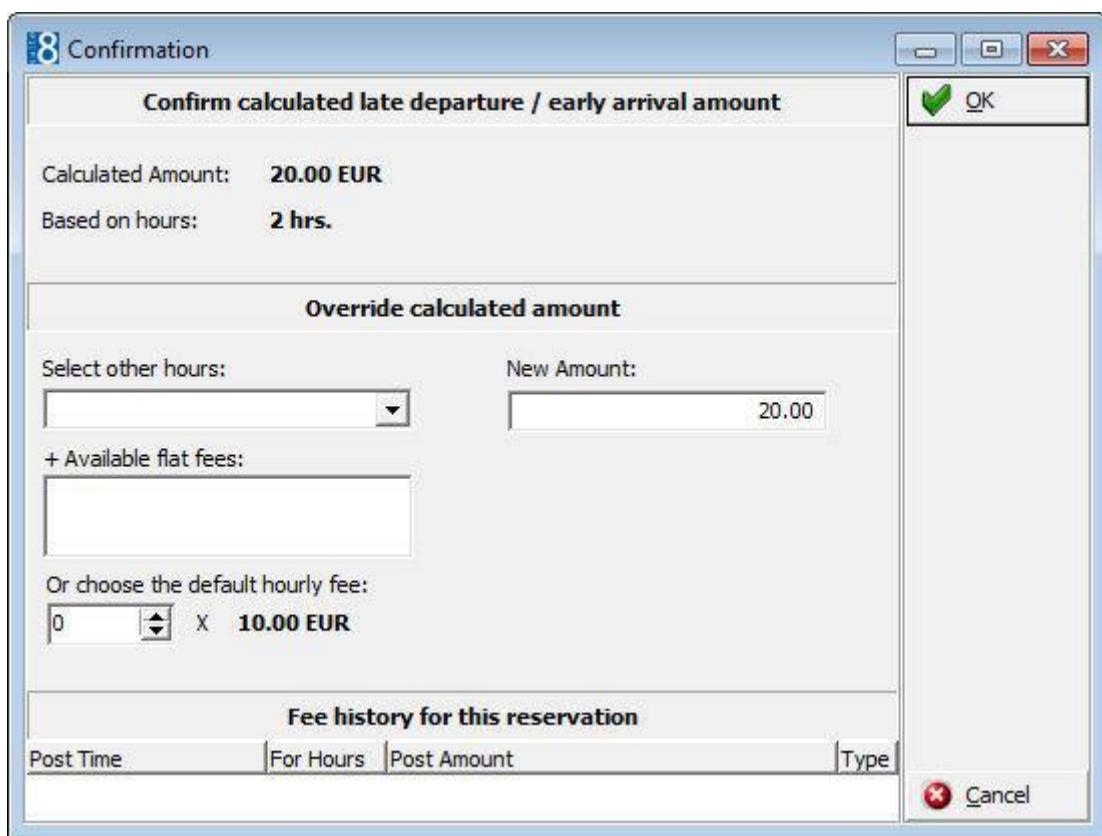


6. Click OK to save the rate code.

If there are future reservations with this rate code then you are prompted to update those reservations.

## How to check in a guest and post an early arrival fee

1. From the Reservation Navigator select the reservation to be checked-in.
2. Click the CHECK IN button.  
A message is displayed asking "Do you want to post 20.00 EUR early arrival fee ?"
3. Click YES to post the early arrival fee.  
A confirmation dialog box is displayed.



4. The CALCULATED AMOUNT to be posted is displayed along with the calculated number of hours BASED ON HOURS.
5. Click OK to confirm and post the charge as calculated by Suite8.  
The Cashier Login screen is displayed.
6. Enter your CASHIER NUMBER and PASSWORD, click LOGIN.  
Depending on the interfaces installed additional messages may be displayed.

#### **Override calculated amount**

With the appropriate user rights the amount to be posted may be changed.

- The number of hours to be charged for early arrival may be selected in SELECT OTHER HOURS; the amount to be charged is displayed in the NEW AMOUNT box.
- The amount to be charged may be entered in the NEW AMOUNT box.
- The number of hours to be charged may be selected and charged according to the DEFAULT HOURLY FEE.

#### **Early Arrival / Late Departure Calculation dialog box**

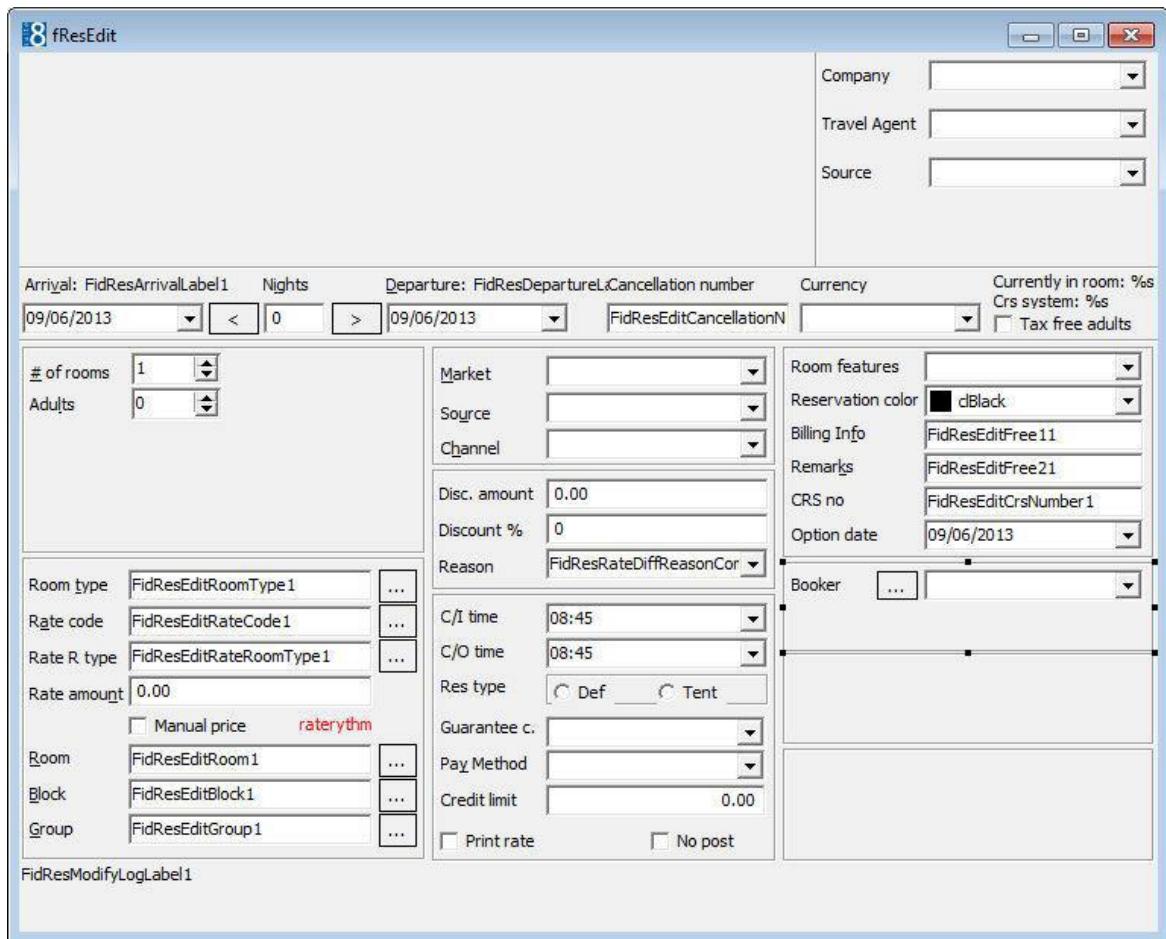
Field	Definition
Calculated Amount	The charge calculated by the system as defined by the early arrival/late departure policy.
Based on hours	The number of hours between the actual check-in time and the defined default check-in time.
<b>Override calculated amount</b>	
Select other hours	Select the number of hours to be charged if different from the number calculated by Suite8.

---

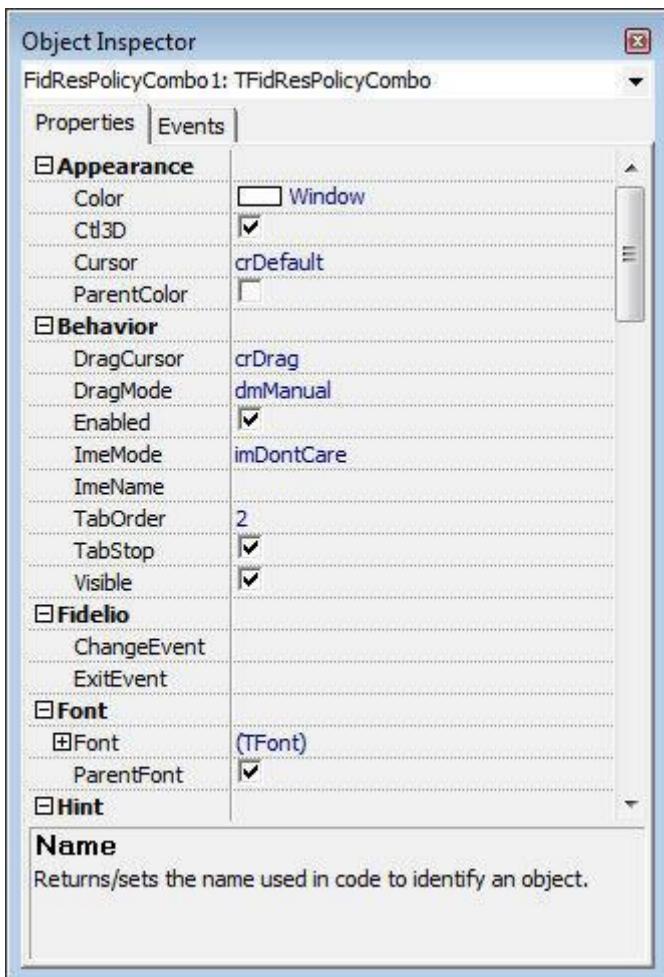
New Amount	Displays the amount to be charged; with the appropriate user rights this may be changed.
+ Available flat fees	
Default hourly fee	Select the number of hours to be charged according the defined hourly fee.
<b>Fee history for this reservation</b>	Displays already posted early arrival or late departure charges.
Post Time	The date and time the charge was posted.
For Hours	The number of hours being charged for.
Post Amount	The amount posted.
Type	The type of posting: EA - Early Arrival LD - Late Departure.

### How to customize the reservation form

1. From the Setup main menu click MISCELLANEOUS and then FORM CUSTOMIZATION.  
The form customization screen appears displaying a list of the screens that can or have been customised.
2. Select the required fRESEDIT form to be customized and click the CUSTOMIZE button.
3. Four separate dialog boxes are displayed, they are:
  - The FORM to be customised (fResEdit)
  - The COMPONENT PALETTE - used to select the objects that should be placed on the screen.
  - The OBJECT INSPECTOR - used to change the properties of the selected objects.
  - The SCRIPT dialog box - used to set controls for mandatory fields and prompt users for action on click, exit or changing an event.
4. On the fRESEDIT form select the panel where the Policies selection box is to be placed.



5. On the Component Palette, click the FIDRESSELECT tab.
6. Click the select box FIDRESPOLICYCOMBO and then place the selection box by clicking the required location on the reservation form.



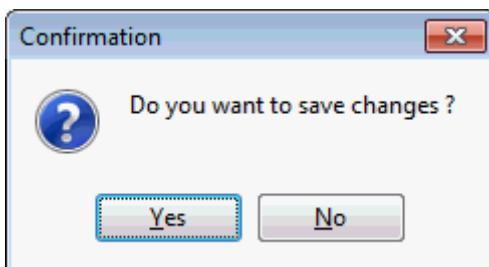
7. On the Component Palette, click the STANDARD tab.
8. Click LABEL and then place it by clicking the required location on the reservation form.
9. With the label still selected on the reservation form select the OBJECT INSPECTOR dialog box in order to change the properties of the label.
10. Under APPEARANCE click CAPTION and enter the text to appear.

The policies select box is displayed on the form.



11. Close the form customization dialog boxes by clicking the in the top right hand corner of the FRESEdit screen.

A message is displayed asking if you want to save the changes.



12. Select YES to save the changes and close all the dialog boxes.

13. Click CLOSE to close the Form customization screen.

### Example setup for an Early Arrival Fee

The screenshot shows the 'Policy' dialog box with the title '8 Policy'. On the left, under 'Rule types', 'Early Arrival' is selected. The main area is titled 'Rules' and contains a table:

Amount	Percentage	Hourly Fee	Hours
10.00		h	1
20.00		h	2
30.00		h	3
40.00		h	4
50.00		h	5
10.00		dh	

On the right, there are buttons for 'OK', 'New', 'Edit', and 'Delete'.

### Example setup for a Late Departure Fee

The screenshot shows the 'Policy' dialog box with the title '8 Policy'. On the left, under 'Rule types', 'Late Departure' is selected. The main area is titled 'Rules' and contains a table:

Amount	Percentage	Hourly Fee	Hours
10		h	1
15		h	2
20		h	3
25		h	4
30		h	5
35		h	6
40		h	7
45		h	8

On the right, there are buttons for 'OK', 'New', 'Edit', and 'Delete'.

Note: An early arrival / late departure fee must be posted if the user has no rights to either override the posting or cancel the posting.

- ➊ The default check in time is defined via the option Default Check In Time under Setup → Configuration → Global Settings → Reservation → Reservation 1 Tab.
- ➋ The default check out time is defined via the option Default Check Out Time under Setup → Configuration → Global Settings → Reservation → Reservation 1 Tab.

- 
-  The number of minutes grace time included in the early arrival or later departure calculations are defined via the options Early Arrival Buffer Time (mins) and Late Departure Buffer Time (mins) under Setup → Configuration → Global Settings → Reservation → Policies 6 tab.
  -  The default action for the application of the early arrival or late departure calculation is defined via the option Policy Rules for Early Arrival and Late Departure under Setup → Configuration → Global Settings → Reservation → Policy 6 Tab.
  -  The possibility to override the early arrival or late departure fee calculated by the system is controlled by the user right Allow overwrite calculated amount under Setup → Configuration → Users → User Definition → Rights → Early Arrival / Late Departure.
  -  The possibility to cancel the early arrival or late departure fee calculated by the system is controlled by the user right Allow cancel posting under Setup → Configuration → Users → User Definition → Rights → Early Arrival / Late Departure.

## How to setup voucher management

Voucher Management also referred to as Certificate Management may be used administer vouchers and is accessible via the CASHIER menu. This option is controlled by the license VOUCHER MANAGEMENT.

The integrated Voucher Management allows easy administration of Vouchers provided by the property without using an external voucher management system. From the cashiering drop down menu, all vouchers are displayed when pressing the Search button, additional filter criteria such as the voucher number and description as well as display options such as displaying all, redeemed or not redeemed vouchers can be set in the query fields.

When the voucher number is entered or read by a bar code reader, the invoice is checked for the posted revenue department codes and if there are valid postings for the voucher, the voucher is redeemed. Only value vouchers are redeemed without checking the department codes on the invoice.

Voucher can also be sold using Fidelio Suite8 home page & Telecash.

The report FCR\_PMS\_4588\_Voucher Mgmt.rpt lists all vouchers with a summary of voucher details and is part of the standard Fidelio Suite8 reports.

## Micros-Fidelio Demo Program

Voucher Summary printed on: 10/14/2010

Page 1 of 1

Incl. Voucher Details

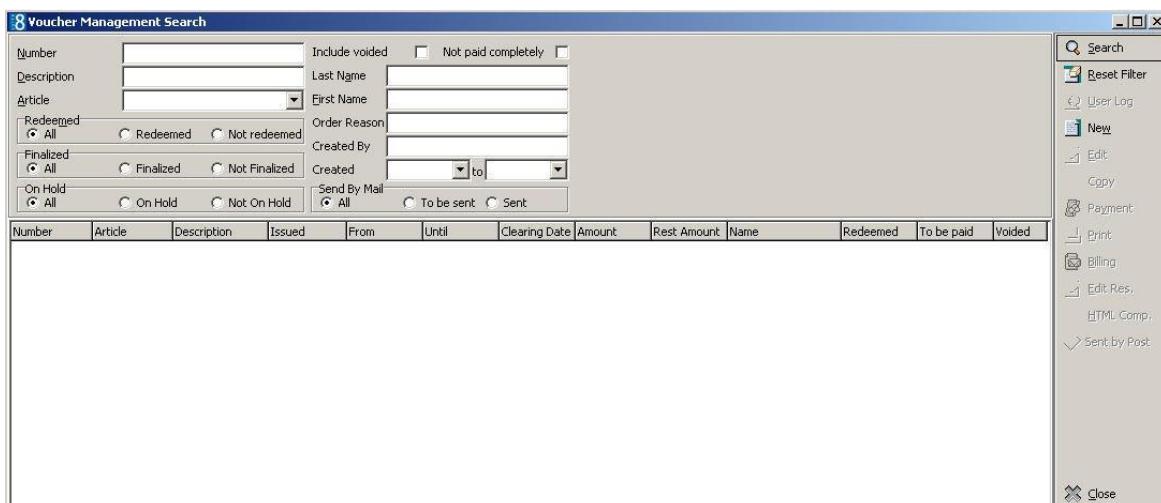
Printed on 10/11/2010 - 14:57 / Supervisor, Demonstration

Voucher No.	Voucher Name	Valid from	Valid until	Amount	Redeemed	Restamount	To be paid
<b>Massage (10x)</b>							
3789	Massage (10x)	11/10/2010	11/10/2011	25.00	0.00	25.00	25.00
3	Massage (10x)	1/5/2010	1/5/2010	225.00	0.00	225.00	0.00
		<i>Subtotal</i>		250.00	0.00	250.00	25.00
<b>Massage Voucher</b>							
1234	Massage Voucher	11/10/2010	11/10/2011	25.00	0.00	25.00	0.00
4	Massage Voucher	1/1/2010	8/23/2010	25.00	0.00	25.00	0.00
		<i>Subtotal</i>		50.00	0.00	50.00	0.00
<b>Wellness Voucher</b>							
123	Wellness Voucher	11/10/2010	11/10/2011	50.00	0.00	50.00	0.00
2	Wellness Voucher	1/5/2010	1/5/2010	50.00	0.00	50.00	0.00
v5	Wellness Voucher	1/5/2010	1/5/2011	50.00	50.00	0.00	0.00
		<i>Subtotal</i>		150.00	50.00	100.00	0.00
		<b>Total:</b>		<b>450.00</b>	<b>50.00</b>	<b>400.00</b>	<b>25.00</b>

### How to create a voucher

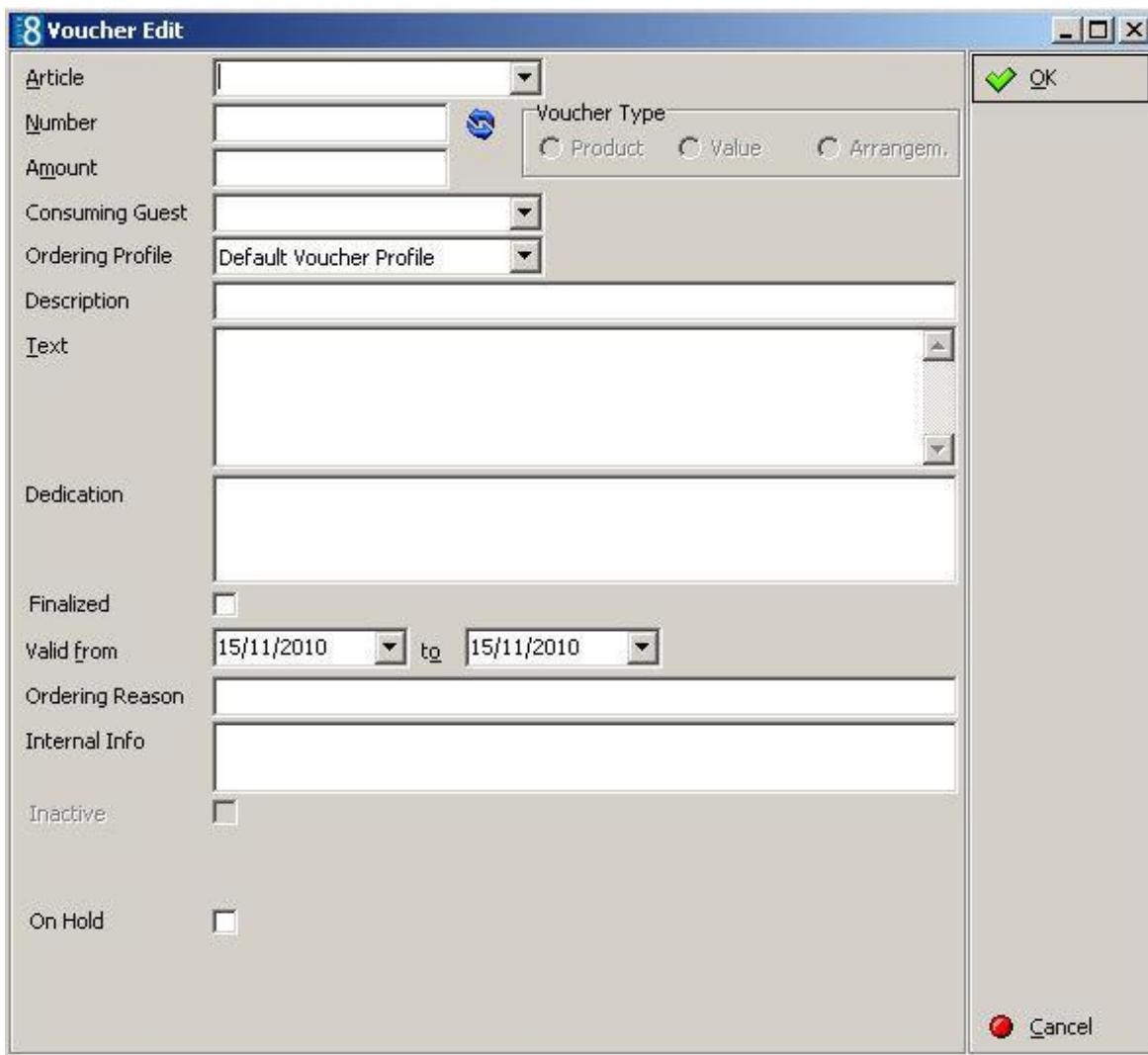
- Click the CASHIER menu and select VOUCHER MANAGEMENT.

The Voucher Management Search screen is displayed.



- Click the New button.

The Voucher Edit dialog box is displayed.



3. Select the ARTICLE from the list of defined voucher types.
4. Click the refresh icon  to assign a voucher NUMBER.
5. In the CONSUMING GUEST box select a guest profile if required.
6. In the ORDERING PROFILE box the default ordering profile is completed, but may be changed as required.
7. Enter a DESCRIPTION and TEXT for the voucher.  
The voucher text and description for the selected voucher type are completed, but may be changed as required.
8. Enter a DEDICATION; the name of the person sending the voucher or a greeting such as 'Happy Birthday'.
9. The VALID FROM and TO dates are automatically filled with the dates defined on the selected Voucher Type.
10. Enter an ORDERING REASON if required.
11. Enter any INTERNAL INFORMATION if required.
12. Select ON HOLD if the voucher is to be marked as on hold.
13. Click OK to proceed to voucher payment.
14. Enter your CASHIER NUMBER and PASSWORD, click LOGIN.

The Payment Posting screen is displayed.



15. Complete the payment and click the Post button.

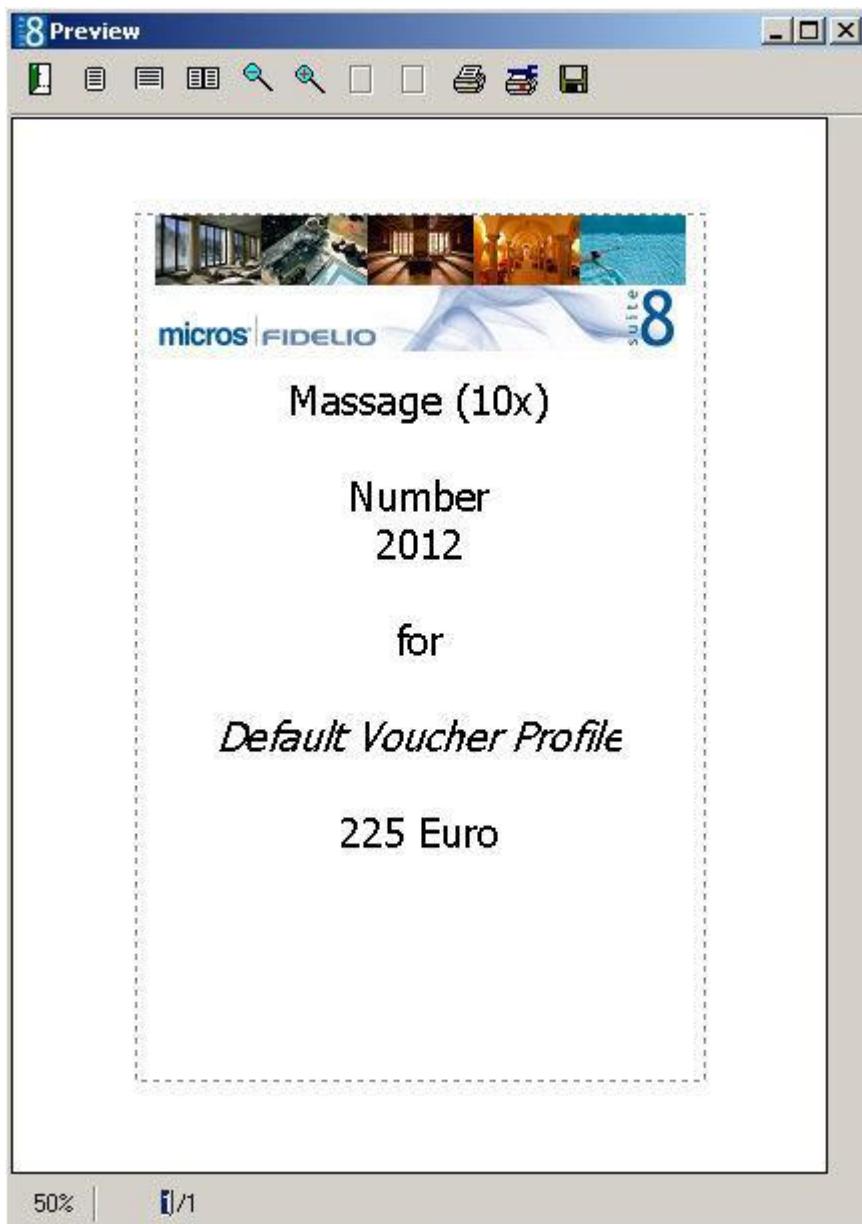
The invoice is generated and printed.

The Print Voucher dialog box is displayed.



16. Click E-MAIL or FAX to email or fax the voucher respectively.

17. Click PREVIEW to display a preview of the voucher, the voucher may be printed directly from the preview screen.



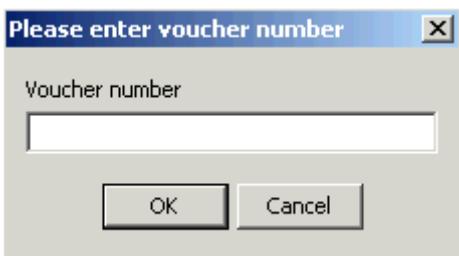
18. Click the Printer icon to print the voucher or click the Close Door icon to close the preview screen.

#### **How to print the voucher**

1. Click the CASHIER menu and select VOUCHER MANAGEMENT.  
The Voucher Management screen is displayed.
2. Click the PRINT button.  
The template defined under Global Setting->Generic3 tab is printed.

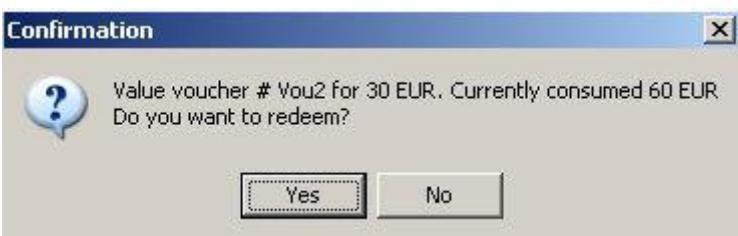
#### **How to redeem a voucher**

1. Click the CASHIER menu and select BILLING.
2. Enter a valid Cashier Number.
3. Open the invoice of the guest with the voucher to redeem.
4. Select MANUAL VOUCHER REDEMPTION from the OPTIONS menu.



5. Enter the Voucher number.

When the voucher number is entered or read by a bar code reader, the invoice is checked for the posted revenue department codes and if there are valid postings for the voucher, the voucher is redeemed. Only value vouchers are redeemed without checking the department codes on the invoice. A message prompts consumed items of the invoice and confirms the redemption.



6. If a bar code reader is linked; open the invoice and read the voucher with the bar code reader.

*Voucher Management Search dialog box*

Field	Definition
Number	The voucher number.
Description	The voucher description.
Article	The Voucher Type.
<b>Redeemed</b>	
All	Select this option to display all vouchers.
Redeemed	Select this option to display only redeemed vouchers.
Not redeemed	Select this option to display only not redeemed vouchers.
<b>Finalized</b>	
All	Select this option to display all vouchers.
Finalized	Select this option to display only finalized vouchers.
Not Finalized	Select this option to display only not finalized vouchers.
<b>On Hold</b>	
All	Select this option to display all vouchers.
On Hold	Select this option to display only vouchers on hold.
Not on Hold	Select this option to display only vouchers which are not on hold.
Include Voided	Select this option to include voided vouchers.
Not paid completely	Defines if partially paid vouchers are displayed.
Last Name	The last name of the person who ordered the voucher.
First Name	The first name of the person who ordered the voucher.

---

Order Reason	The reason for ordering the voucher.
Created By	The name of the user who created the voucher.
Created From To	Limits the search to specific creation dates.
<b>Send By Mail</b>	
All	Select this option to display all vouchers.
To be sent	Select this option to display vouchers which are to be sent by mail.
Sent	Select this option to display vouchers which have been sent by mail.
Total Voucher	The total number of displayed vouchers.
Total Amount	The total amount of displayed vouchers.
Vouchers to be paid	The number of vouchers not paid yet.
Amount not paid	The amount of not paid vouchers in the displayed selection.
Redeemed amount	The redeemed amount of vouchers in the displayed selection.

#### *Voucher Edit dialog box*

---

Field	Definition
Article	The Voucher Type.
Voucher Type	Product, Value Arrangement
Number	The voucher number.
Amount	The value of the voucher.
Consuming Guest	Select the guest profile for whom the voucher is valid.
Ordering Profile	The default ordering profile is completed but may be changed as required.
Description	The voucher description.
Text	Default text is complete from the voucher setup but may be changed as required
Dedication	The name of the person sending the voucher or a greeting such as 'Happy Birthday'.
Finalized	Only valid for Arrangement type vouchers
Valid from to	The dates are automatically filled with the default validity defined on the selected Voucher Type.
Ordering Reason	
Internal Info	
Inactive	
On Hold	A voucher may be marked as On Hold in the case where the voucher has been purchased with City Ledger. Then the voucher could be placed on hold until the hotel has received payment. A voucher which is on hold cannot be redeemed.
Reason	Mandatory to enter a reason as to why the voucher has been placed on hold.

## **Voucher Payments via Interface**

As of IFC8 Version 8.7.4.0 and Suite8 Version 8.9.0.5 voucher payment can be performed via the interface; the payment is then linked to the voucher number in Suite8.

The following configuration is required:

- A payment method for voucher redemption must be configured on the Micros POS.
- This payment method must be defined as a CASH & CREDIT CARD method with a linked pay master in Suite8.
- Auto balancing must be disabled for this payment method.
- In Suite8 the VOUCHER TYPE must be defined as a Value voucher and the option PARTIAL REDEMPTION ALLOWED must be selected.
- Voucher numbers are case sensitive and therefore it is strongly recommended to define a number template on the voucher configuration.

When redeeming a voucher Suite8 automatically post the voucher credit to the target account so that the balance is reduced.

-  Voucher management functionality is controlled by the license code Voucher Management under Setup → Miscellaneous → Licence → V8 Sublicenses → Property Management.
-  Voucher management functionality is controlled by the user rights View, Edit, Insert, Print, Reprint and Billing under Setup → Configuration → Users → User Definition → Rights → Voucher Management.
-  The default paying guest profile, voucher number cycle and other parameters are configured in the section Voucher Management under Setup → Configuration → Global Settings → Generic → Generic 3.
-  Details of voucher redemption including the voucher number, redemption amount and reservation ID are displayed in the user log if the option Redeem is selected under Setup → Configuration → Users → User Log → Voucher Management.
-  Voucher types are configured via the option Voucher Types under Setup → Configuration → Voucher Management.

## **How to set up calendar events with rebates**

A global rebate or a rebate valid for a specific time frame may be defined using calendar events. A calendar event, such as, 'Happy Hour' in the bar can be setup for a specific time frame or a calendar event can be setup with a rebate which is valid for the entire day.

The calendar event is set up for the time period required and the appropriate rebate code is linked. Upon posting a charge, the rebate attached to the billing window is checked, then the rebate linked to the reservation or financial account and finally the rebate code attached to the current active calendar event. The appropriate rebate is then posted.

The type of rebate and the origin of the rebate are displayed on the posting details screen; the origin displays if the rebate was attached to a specific billing window, to the reservation or if it was a day rebate attached to a calendar event.

**View Posting Details**

Posting Details	Extras	History	Developer
Real Origin:	Demo, Igor, 118	<input style="width: 100px; height: 25px;" type="button" value="Copy to Custom"/>	
Custom Originator Name:	Demo, Igor, 118	...	
Rebate Info:	Rebating - STD/Standard Rebate using Day Rebate		
Balance Transfer Info:			

### Setup required for day rebate functionality

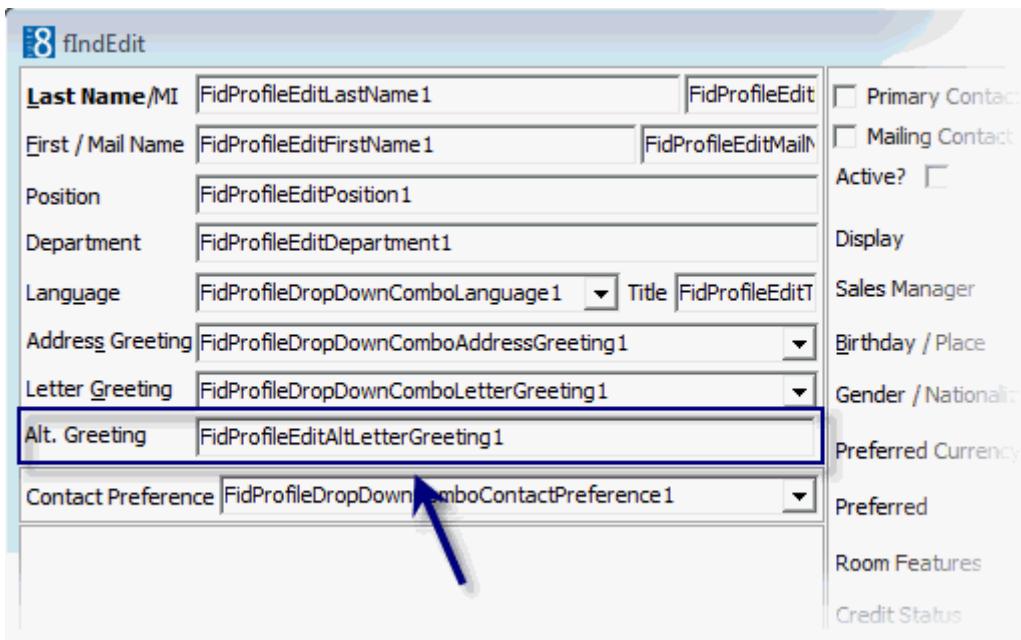
- Activate the parameter **ENABLE DAY REBATES** under **Setup → Configuration → Global Settings → Billing → Billing 3 tab** to enable rebate linkage to calendar events.
- Activate the parameter **POSTING FUNCTIONALITY FOR REBATE CARDS** under **Setup → Configuration → Global Settings → Billing → Billing 2 tab**. With this parameter activated, the rebate will be deducted as soon as a discounted department code is posted.
- Activate the parameter **ENABLE CARDLESSS REBATE HANDLING** under **Setup → Configuration → Global Settings → Billing → Billing 2 tab**.
- Assign the user rights **INSERT, EDIT and DELETE** under **Setup → Configuration → Users → User Definition → Rights → Calendar → Day Rebate Events**.
- Define a **CALENDAR EVENT TYPE** with the type **DAY REBATES** under **Setup → Configuration → CRM**.
- The relevant day rebate calendar event changes are displayed in the user log if the options **NEW DAY REBATE CALENDAR EVENT**, **UPDATE DAY REBATE CALENDAR EVENT**, and **DELETE DAY REBATE CALENDAR EVENT** are selected under **Setup → Configuration → Users → User Log → Calendar Events**.

### How to setup an alternative letter greeting

An alternative letter greeting free-formatted field can be added to the main profile edit tab or to the second profile edit tab.

Alternative letter greeting functionality requires the following setup:

- Activation of the parameter **ALTERNATIVE LETTER GREETING** under **Setup → Configuration → Global Settings → Profile → Profile 1 tab**.
- The addition of the free format text field **FIDPROFILEEDITALTLETTERGREETING** on the profile edit main or second tab. The field is automatically added below the regular letter greeting when a new form is created.



The field is contained in the following views and can be used in on profile letters and mailings.

- V8\_EDITOR\_NAM - ALT\_LETTGREET, ALT\_LETTGREET\_NAME, ALT\_LETTGREET\_LASTNAME
- V8\_MAILING\_CUSTOMERS - ALT\_LETTERGREETING

The new field is stored in xcld\_ALT\_LETTGREET has been added to mailing.sql and can be used in the standard mailing.

- Alternative letter greeting functionality is controlled by the parameter Alternative Letter Greeting under Setup → Configuration → Global Settings → Profile → Profile 1 tab.
- The display of a second profile tab is controlled by the parameter Show Profile 2 Tab on Individual Profile Screen under Setup → Configuration → Global Settings → Profile → Profile 1 tab.

## How to setup trigger based scheduled tasks for automated email sending

Scheduled functionality can be used to trigger automated email sending. With Serenata@mail, for example, properties can instantly send confirmation or profile letters via email, such as sending an email to arriving or departed guests.

### Prerequisites

The Views:

- V8\_SYS\_SCHEDULED\_PROFILE

```
create or replace view V8_SYS_SCHEDULED_PROFILE as
select
    xcms_id      as CONF_XCMS_ID,
    xcms_id      as CONF_CONTACT_XCMS_ID,
    xcms_wlan_id as CONF_WLAN_ID,
    xcld_addrgreet as CONF_ADDRGREET,
    xcld_lettgreet as CONF_LETTGREET,
```

---

```
0 /*gtIndividual*/ as CONF_GREETINGTYPE,  
(select xadr_id from xadr where xadr_xcms_id = xcms_id and XADR_PRIMARY  
= 1 and rownum=1) as CONF_XADR_ID,  
(select xcom_id from xcom where xcom_xcms_id = xcms_id and  
xcom_PRIMARY = 1 and rownum=1) as CONF_XCOM_ID  
from xcms, xcld  
where  
xcms_id=xcid_id(+);  
/
```

---

**Note:** Internally the XCMS\_ID of the guest is joined with the  
V8\_SYS\_SCHEDULED\_PROFILE.CONF\_XCMS\_ID

---

- V8\_SYS\_SCHEDULED\_CONFIRM

```
create or replace view V8_SYS_SCHEDULED_CONFIRM as  
select  
p.*,  
r.yres_id      as CONF_YRES_ID,  
r.yres_ygrp_id as CONF_YGRP_ID  
from  
V8_SYS_SCHEDULED_PROFILE p, yres r  
where  
p.CONF_XCMS_ID = r.yres_xcms_id;  
/
```

---

**Note:** Internally the YRES\_ID of the reservation is joined with the  
V8\_SYS\_SCHEDULED\_CONFIRM.CONF\_YRES\_ID

---

The Views: V8\_SYS\_SCHEDULED\_PROFILE and V8\_SYS\_SCHEDULED\_CONFIRM have to be created in order to deliver the default parameter values which are passed on to the confirmation or profile letters.

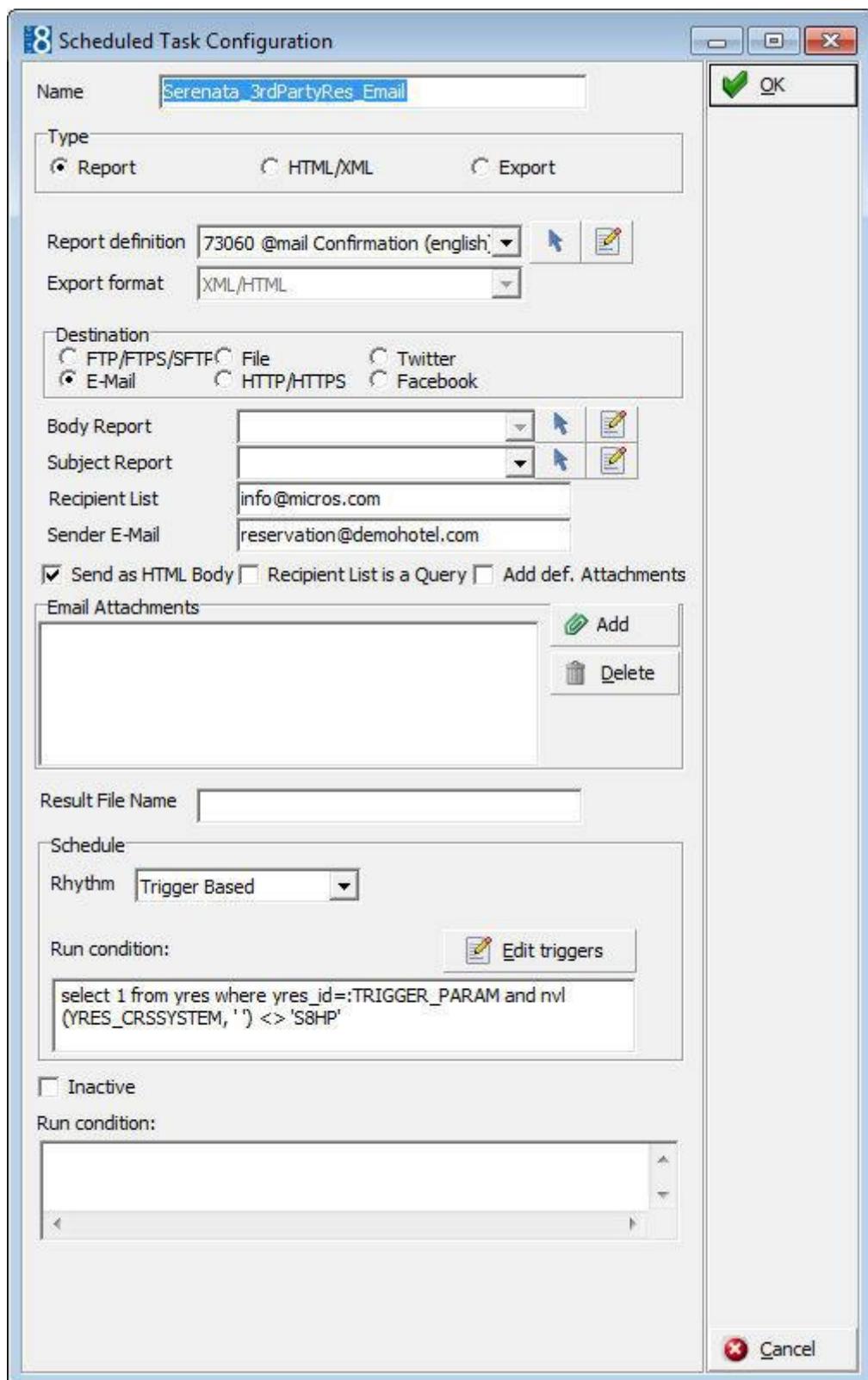
---

**Note:** Both views can be customized by adding the prefix CUST\_ in front of the standard view name; the customized view will then be executed instead of the standard one.

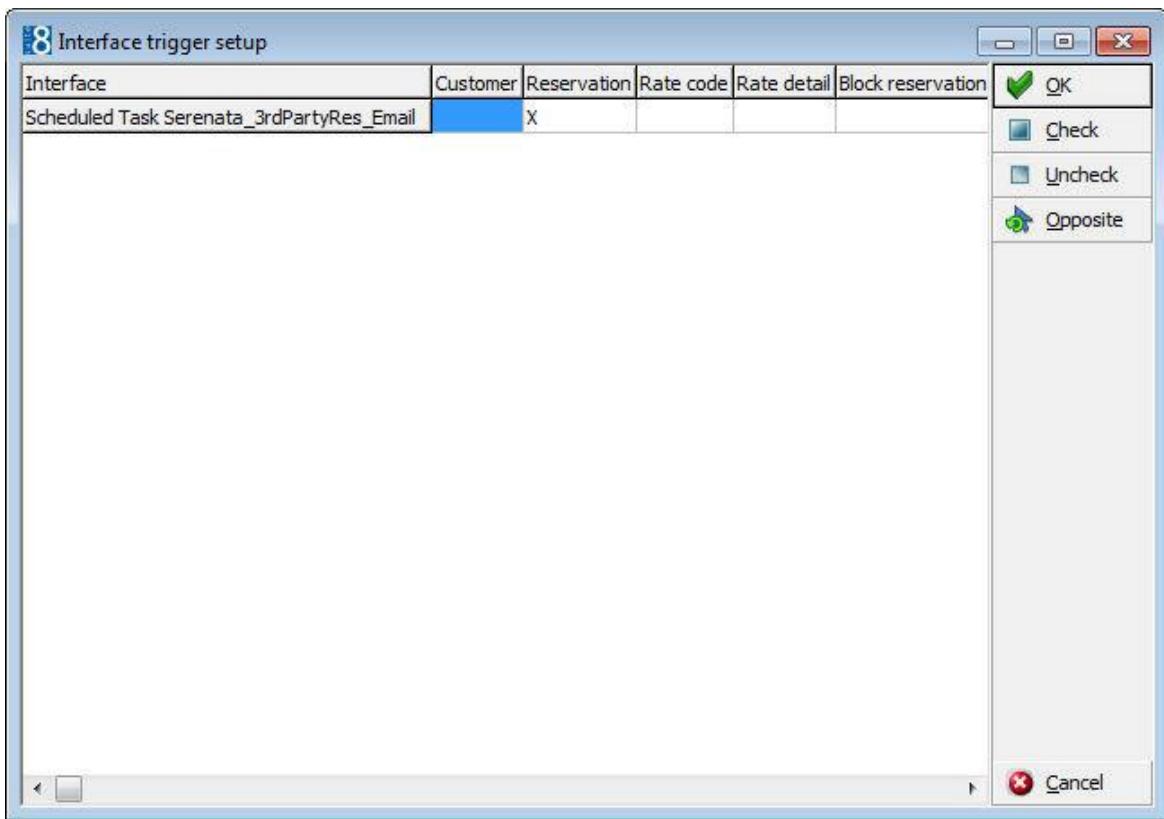
---

## How to configure the scheduled task with triggers

1. On the MISCELLANEOUS menu select SCHEDULED TASKS.
2. Configure a scheduled task as detailed in the screen shot:



3. In the RHYTHM box select TRIGGER BASED.
4. Click EDIT TRIGGERS to display the Interface trigger setup.



All the available trigger types are available to be activated, however, only the trigger types CUSTOM (XCMS) and RESERVATION (YRES) are able to pass the ID (XCMS\_ID/YRES\_ID) of the trigger record to a report or for use in additional validation. The parameter is called TRIGGER\_PARAM.

5. Select the required trigger type and click **Check** to select.
6. Click OK to close.
7. A message is displayed that "The task will be saved.", click OK to close the message.  
Additional validation can be defined so that the task is only executed if the condition is true.
8. In the RUN CONDITION box enter the validation; this example uses TRIGGER\_PARAM as additional validation:

```
select 1 from yres where yres_id=:TRIGGER_PARAM and nvl(YRES_CRSSYSTEM, '') <> 'S8HP'
```

Run condition:	<input type="button" value="Edit triggers"/>
<pre>select 1 from yres where yres_id=:TRIGGER_PARAM and nvl(YRES_CRSSYSTEM, '') &lt;&gt; 'S8HP'</pre>	

9. Click **OK** to save the scheduled task.

## How to configure the scheduled task using a parameter in the recipient list

1. On the MISCELLANEOUS menu select SCHEDULED TASKS.
2. Configure the scheduled task as required.
3. In the RECIPIENT LIST box enter the validation; this example uses TRIGGER\_PARAM as a parameter:  
*Select recipient from v8\_rep\_yres\_infos where yres\_id=:TRIGGER\_PARAM*

Body Report	<input type="text"/>		
Subject Report	<input type="text"/>		
Recipient List	yres_infos where yres_id=:TRIGGER_PARAM		
Sender E-Mail	reservation@demohotel.com		
<input checked="" type="checkbox"/> Send as HTML Body <input checked="" type="checkbox"/> Recipient List is a Query <input type="checkbox"/> Add def. Attachments			

4. Select the option RECIPIENT LIST IS A QUERY.
5. Click **OK** to save the scheduled task.

## How to define the confirmation letter or correspondence

To automatically send a confirmation letter or correspondence, any report from the report section for confirmation letters and correspondence can be selected.

### Confirmation

If a report from the report section with the section role CONFIRMATION has been selected the scheduled task can only be saved if:

- The rhythm is TRIGGER BASED.
- The trigger RESERVATION has been enabled.

### Profile

If a report from the report section with the section role PROFILE LETTER has been selected the scheduled task can only be saved if:

- The rhythm is TRIGGER BASED.
- The trigger CUSTOMER has been enabled.

---

**Note:** If the scheduled task is saved with any other trigger then the warning 'This report can be used only with trigger type "Reservation".' is displayed.

---

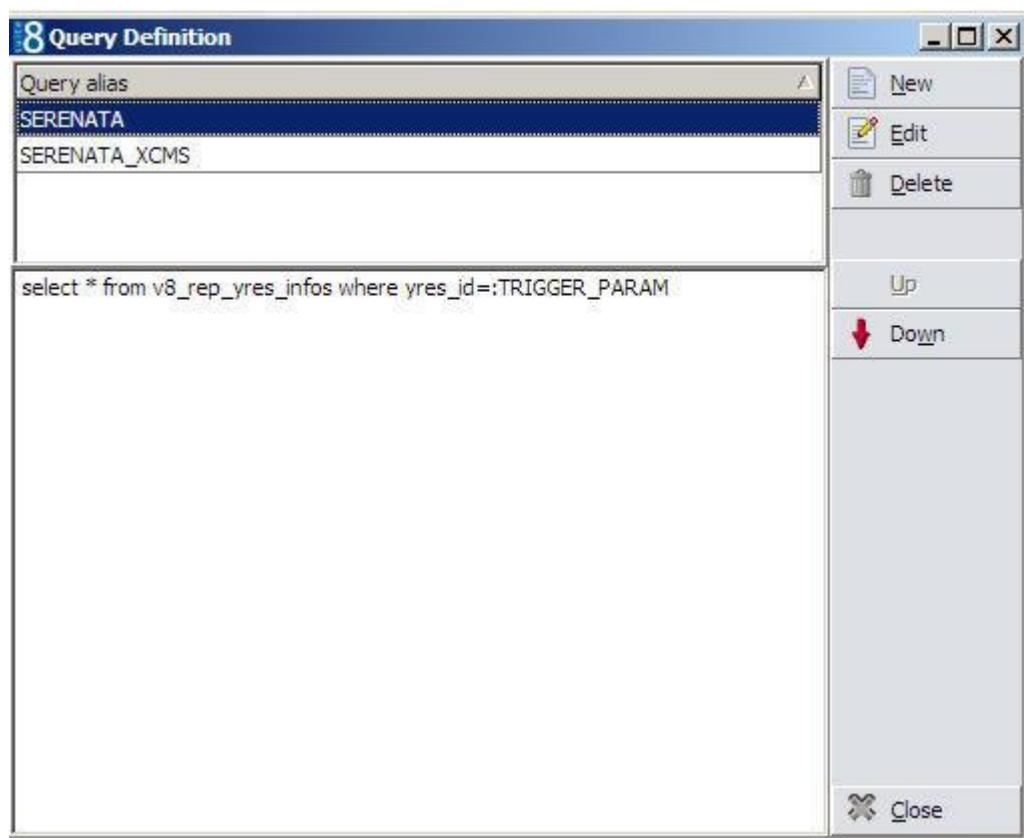
## How to use the parameter in a report

The following example shows how to use the parameter in a report for the scheduled task.

The screenshot shows the 'Report Edit' dialog with the following details:

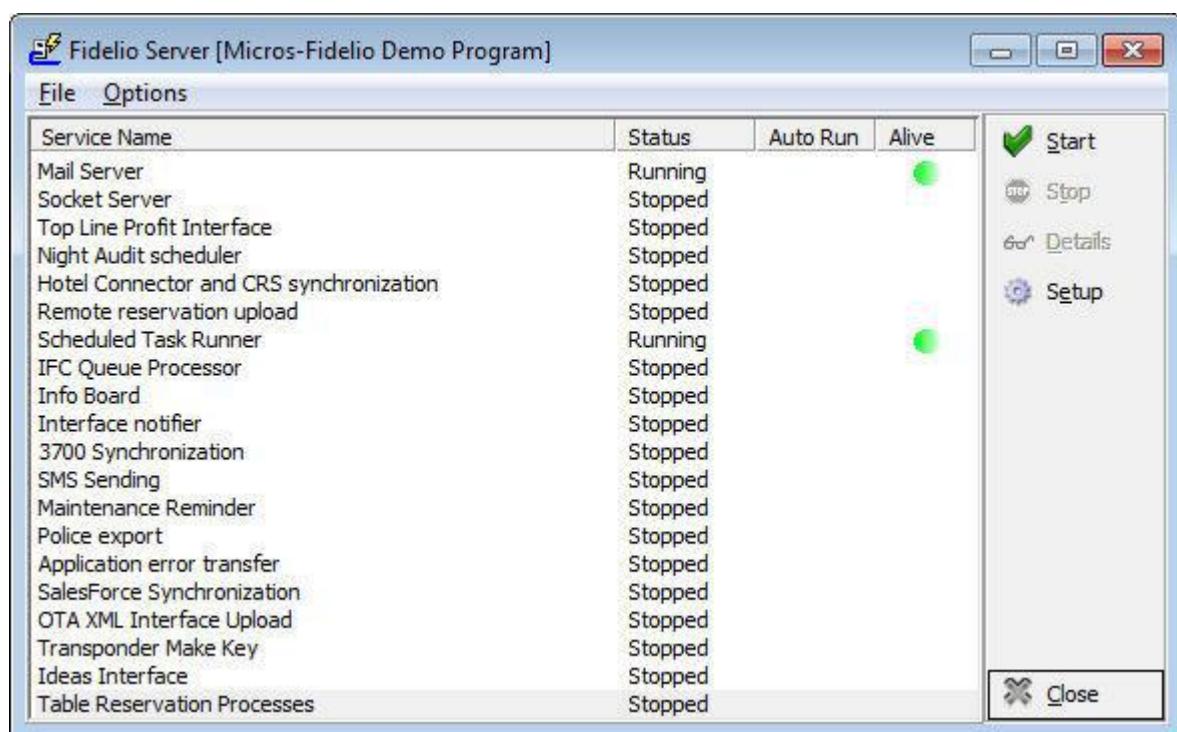
- Report:** SERENATA\_@MAIL
- Feature:** (empty dropdown)
- Parameters Properties:**
  - Name: TRIGGER\_PARAM
  - Caption: Parameter
  - Data type: String

Name	Description
SP_gs.langID	SP_gs.langID
SP_HOTELADDRESS	SP_HOTELADDRESS
SP_HOTELBANKBIC	SP_HOTELBANKBIC
SP_HOTELBANKCLEARINGNUMBER	SP_HOTELBANKCLEARINGNUMBER
SP_HOTELBANKIBAN	SP_HOTELBANKIBAN



## Fidelio Server

When the service SCHEDULED TASK RUNNER is running the Fidelio Server checks every minute for scheduled tasks to be executed with existing triggers.



## How to add calendar appointments to email

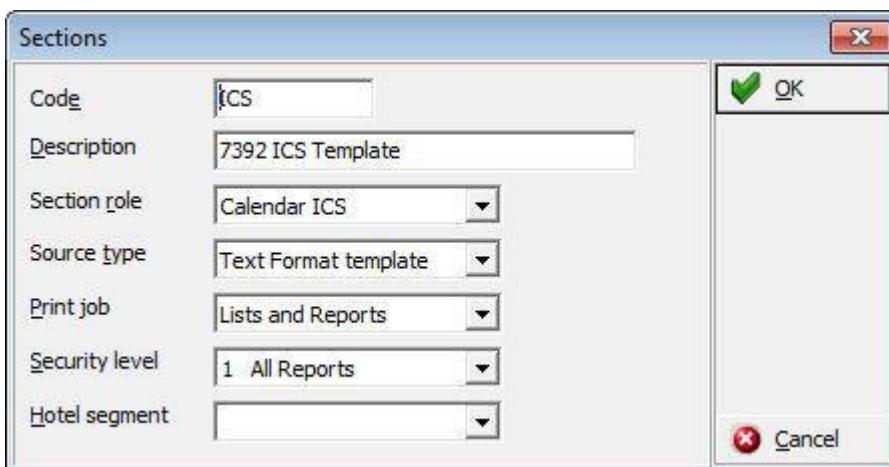
Calendar appointments (ICS files) can be attached to email's in the following modules:

- Tasks and activities
- Reservations
- CCM Bookings

### Setup

Adding calendar appointments to email's requires the following setup:

- Creation of a report section with the SECTION ROLE 'Calendar ICS' and the SOURCE TYPE 'Text Format template'.



- Creation of three binary reports for reservations, tasks & activities and CCM. Each report must be defined only with their respective ICS\_FILE\_VALUE which can be found under the corresponding DATA SOURCE when editing the binary report.

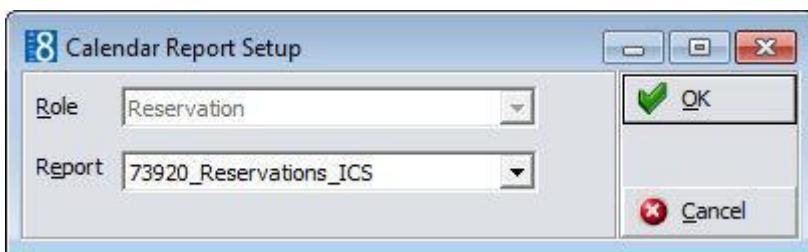
«RES.ICS\_FILE\_VALUE»

«TA.ICS\_FILE\_VALUE»

«CCM.ICS\_FILE\_VALUE»

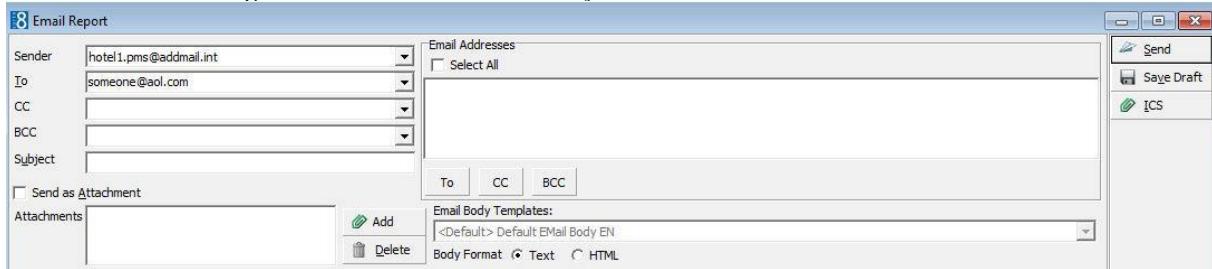
Example reports are included in the demo database as follows:

- 73920\_Reservations\_ICS
- 73921\_TA\_ICS
- 73922\_CCM\_ICS
- The ICS reports must be linked to the relevant role via the option CALENDAR ICS SETUP under Setup → Configuration → Email Settings



## How does it work?

The ICS file can be attached to the e-mail via the ICS button on the email form of confirmation letters, CCM booking letters and Task and activity letters.



The recipient of the email can then import this file into their calendar.

**Note:** If the data does not provide a start or end time, such as if the check in time was not provided or no event was attached to a booking or if it is a task, a default is entered: The description contains summary information regarding the reservation, CCM booking or notes of a task or activity.

The ICS file contains the following fields:

- Subject
- Location
- Start date & time
- End date & time
- Description

**Note:** The start and end time of the ICS Calendar file on a Conference Booking is taken from the start time of the first event of a booking and the end time of the last event of this Booking.

## How to configure multiple key cards

Fidelio Suite8 allows the configuration of multiple key card interfaces

**Note:** The interfaces have to be configured in IFC8 before they can be configured in Suite8.

Once all key interfaces are running the configuration required in Suite8 is as follows:

- Configure the key rights via the option KEY RIGHTS under Setup → Configuration → Miscellaneous → Interface Attributes.  
**Note:** It is highly recommended to give a name to the key rights which have a link to the DLS-interface, so that upon check in the rights can be easily assigned.
- Assign the appropriate key card interface to each room type via the option ROOM TYPES under Setup → Configuration → Reservations → Room Management.

In each room setup the DEFAULT KEY RIGHTS will automatically display the rights from the interface which is linked to the related room type.

**Note:** It is not possible to configure a key card interface per room.

- A key card interface can also be linked to a specific financial account group via the option FINANCIAL ACCOUNT GROUPS under Setup → Configuration → Cashiering.

Activate the parameter SEND KEY-COMMANDS TO IFC FOR THIS GROUP AUTOMATICALLY and then select the appropriate KEY INTERFACE.

---

**Note:** When making a key via INTERFACE FUNCTIONS on the MISCELLANEOUS menu with multiple key card interfaces installed the correct target interface is automatically selected and the KEY OPTIONS from this interface are prompted.

---

## Israel Trial Balance

The trial balance for Israel must only calculate and display the VAT for postings which have been issued on an invoice on the day of closure.

- This is regardless of the fact, that the invoice might get voided again and then these postings remain not printed on the closing day. In this event, the VAT for these voided postings will be shown on the trial balance report of the closing day.

### How to implement the trial balance for Israel

1. The field ZPOS\_INVOICEDATE DATE has to be added to the table ZPOS.
2. The following views need to exist in the Suite8 database.
  - V8\_SYS\_ZPOS\_GROSS\_NET\_SEPVAT
  - V8\_SYS\_TRIAL\_SEPVAT
  - V8\_SYS\_TRIAL\_ZBALCALC\_SEPVAT
  - v8\_sys\_zbalcalc\_ct2\_sepvat
3. The following Oracle procedures need to exist in the Suite8 database.
  - fillzbal2\_sepvat
  - fillzbal2recalc\_sepvat
4. Enter FILLZBAL2\_SEPVAT in the field BALANCE CALCULATING PROCEDURE'S NAME under Setup → Configuration → Global Settings → Night Audit → Night Audit 1 tab.
5. Add the procedure V8\_SYS\_FILLINVOICEDATE under Setup → Configuration → Night Audit → Custom SQL Queries.
6. Use the trial balance report FCR\_PMS\_4501\_TRIAL\_BALANCE\_SEPVAT.RPT instead of the standard report.

## How to setup function sheet with changes

Conference and catering reports such as function sheets can be formatted so that information which has changed is displayed in a different color. When the report is previewed or printed a comparison point can be selected and any changes since that point are displayed on the report in the formatted color.

### Key Points

- Sections of a report can be formatted to display changes
- Individual fields on a report can be formatted to display changes
- The changes which can be displayed are based on the entries in the user log
- The comparison points which can be selected are:
  - Creation date of the booking
  - Printing time of the report
  - Changed contract number
- One report can be defined and changes will be displayed depending on whether the option SELECT START TIME OF CHANGES is selected. If the option is not selected then today's time

---

and date are passed to the parameter which will produce the report without changes indicated. It is **not** necessary to define two reports.

- The report template 75004 FUNCTIONSHEET WITH CHANGES is part of the standard reports supplied with Suite8

### **Functions sheet with changes requires the following setup:**

- Activation of the parameter DISPLAY CHANGES IN CCM REPORTS under Setup → Configuration → Global Settings → Reports → Reports 2 tab
- Configuration of the required reports.

### **Configuration of the function sheet**

The functionality is based on

- The parameter CONF\_CHANGESAFTER
- The function FIDELIOGETCHANGETYPELOG() which can be used in the crystal reports.
- The view V8\_CCM\_CHANGELOG which holds all changes from WLOG from CCM
- The user log file (WLOG) where each number in the field WLOG\_TYPE is related to a field. See USER LOG NUMBER AND DESCRIPTIONS for a list of all the numbers and their description.

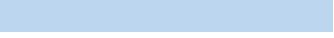
### **How to configure a function sheet with changes**

1. Add the parameter CONF\_CHANGESAFTER (DateTime) to the report.
2. Create the formula fields to represent the colors.

Using formula fields gives the possibility to change the colors in one place according to wishes of the customer.

3. In the report template 75004 FUNCTIONSHEET WITH CHANGES the following fields and colors were defined:

---

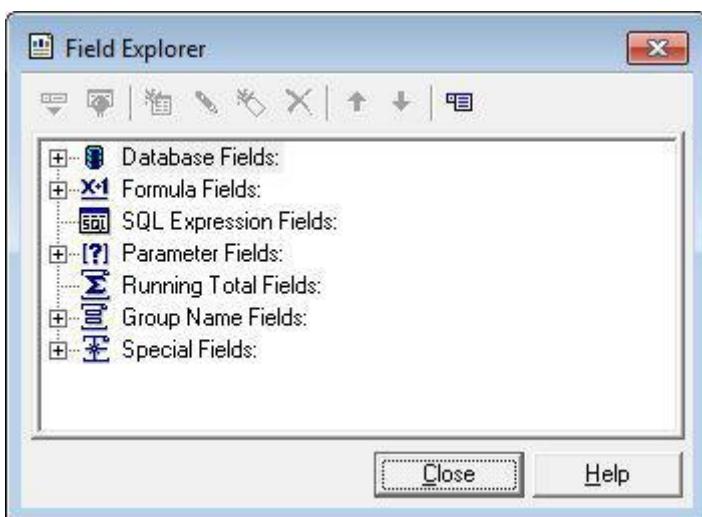
Field	Formula	Colour
NewField	rgb(191,215,233)	
ChangedField	rgb(0,0,255)	
DeletedField	rgb(255,0,0)	

4. Apply the crystal function to the required fields in the report.

### **How to add a parameter**

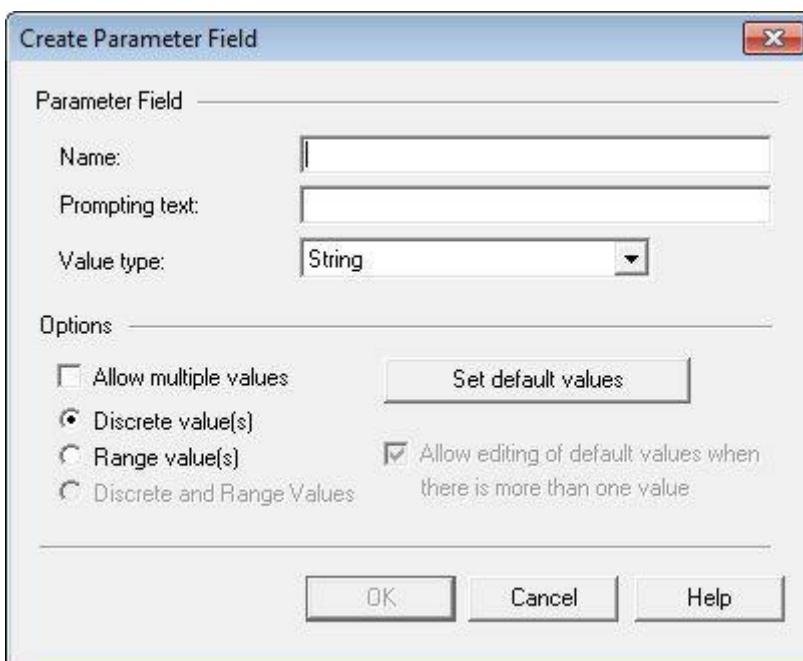
1. Open the report with Crystal Reports.
2. On the **INSERT** menu select **FIELD OBJECT**.

The Field Explorer dialog box is displayed



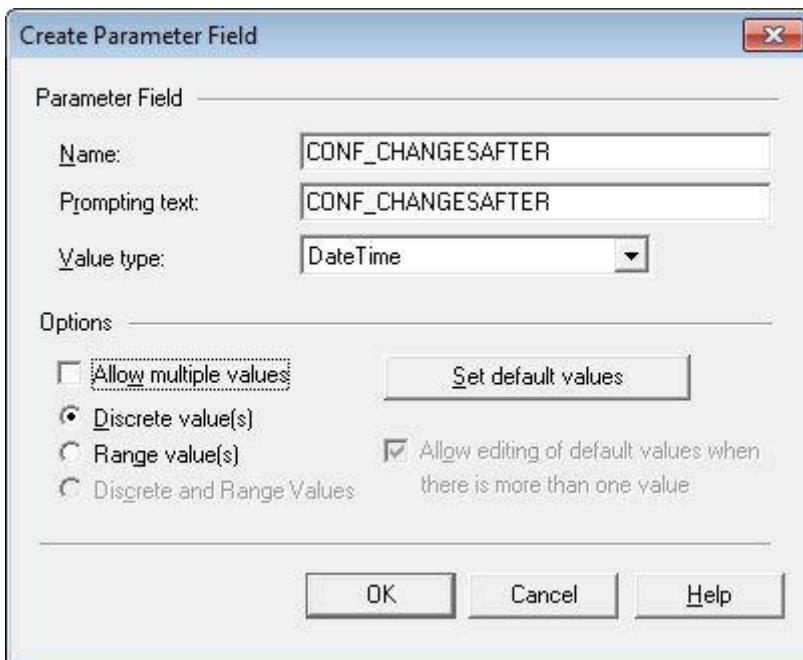
3. Select PARAMETER FIELDS and click NEW 

The Create Parameter Field dialog box is displayed.



4. Enter **CONF\_CHANGESAFTER** in both the NAME and PROMPTING TEXT boxes.

5. In the VALUE TYPE box select **DateTime**.



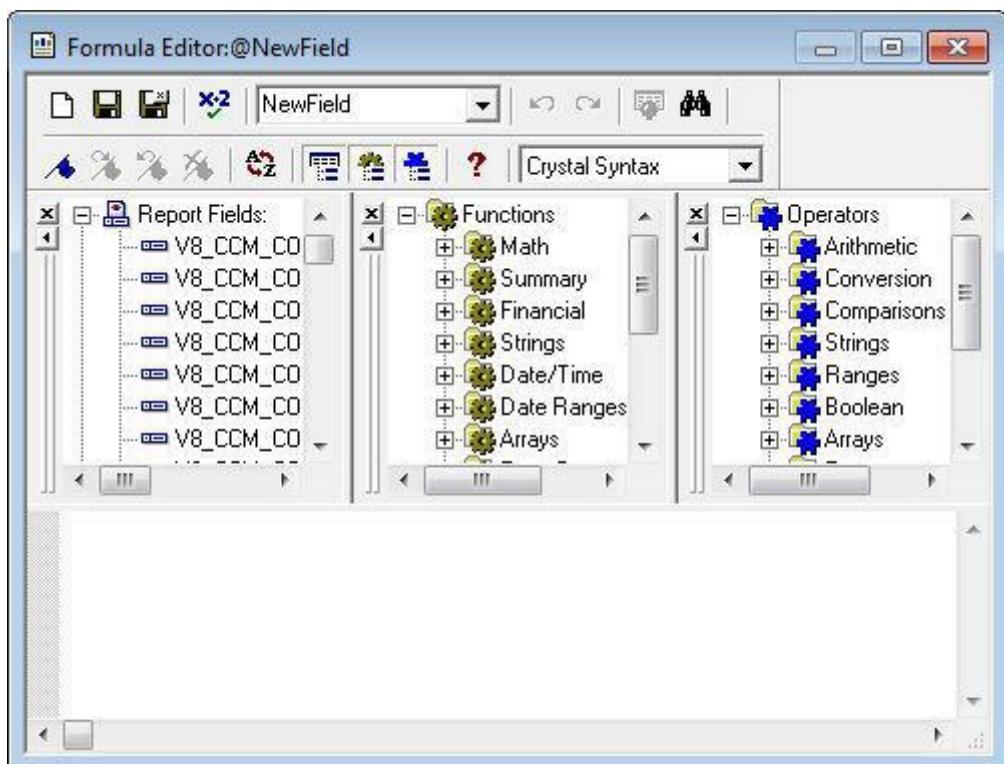
6. Click OK and then click CLOSE.

### How to create formula fields

1. Open the report with Crystal Reports.
2. On the INSERT menu select FIELD OBJECT.  
The Field Explorer dialog box is displayed
3. Select FORMULA FIELDS and click NEW
4. The Formula Name dialog box is displayed.
4. Enter the formula name and click OK.



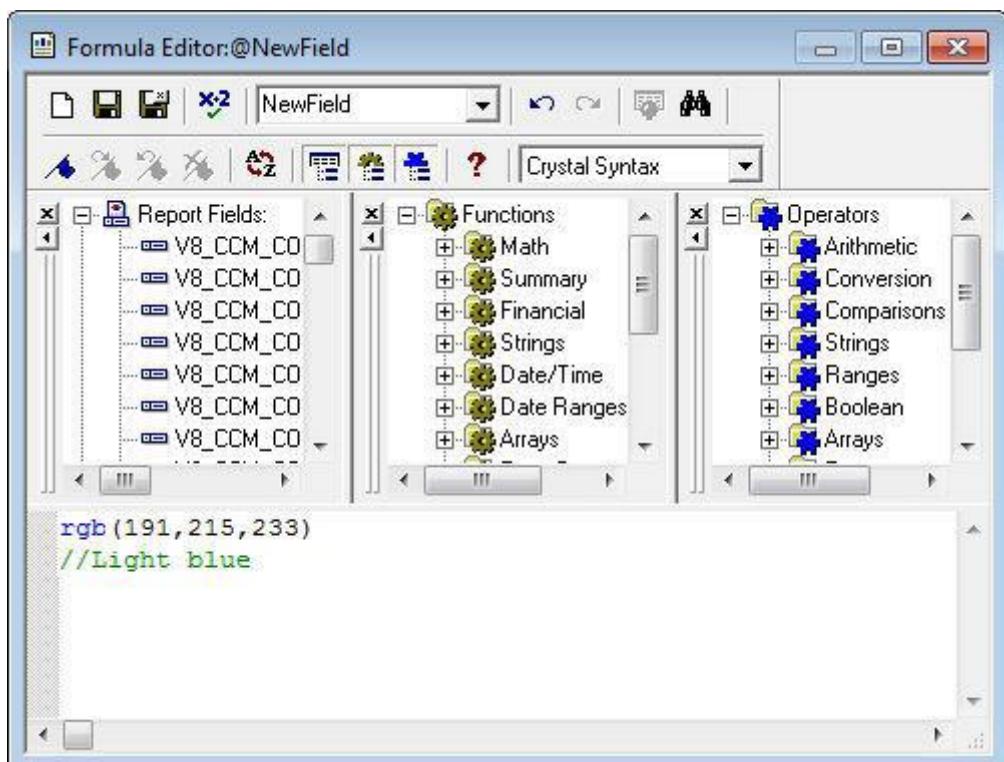
The Formula Editor dialog box is displayed.



5. Enter the required color formula, for example:

```
rgb(191,215,233)
```

```
//Light blue
```



6. Click to save and close the Formula Editor.
7. Repeat steps 3 to 6 for each color field required.
8. Click *OK* to close the Field Explorer.

Some examples when a field is changed in the main report

### How to display the @Contact in different color when the contact is changed

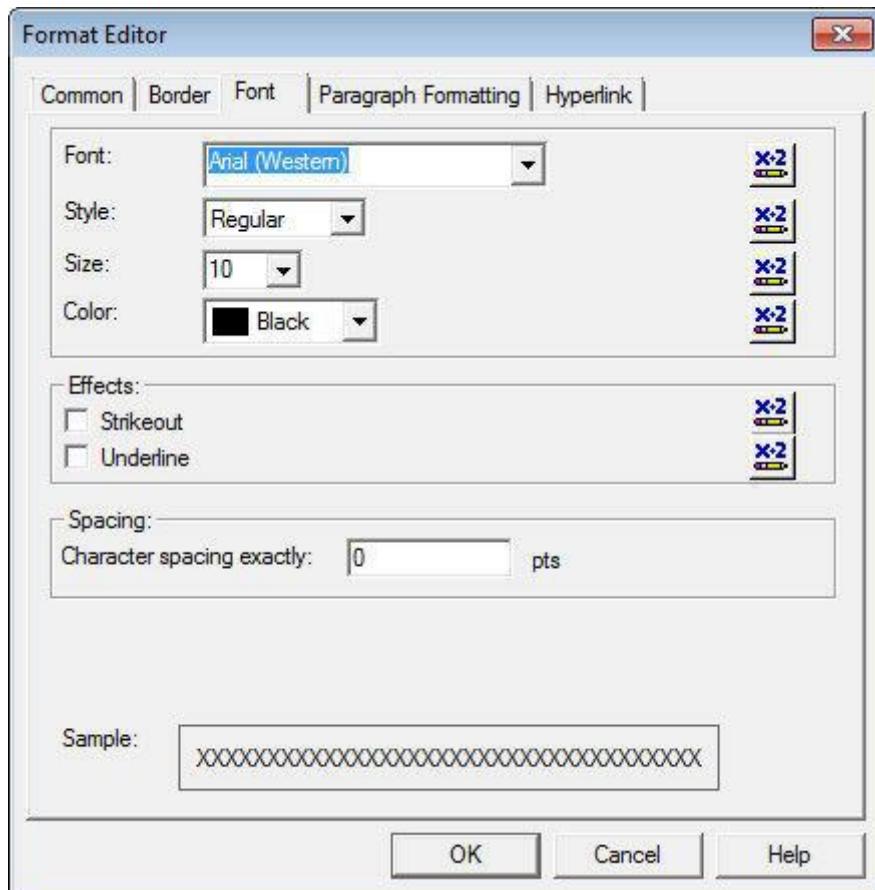
1. Open the Crystal Report.
2. Select the field @CONTACT.

@TTR_Functionsheet					
@TTR_Organizer	@Company	@TTR_Contact on site	YBOM_CONTACTONSITE		
	@Contact	@TTR_Banqueting D	CONF_XCED_NAME		
@TTR_Address	COMP_ADDRESS	@TTR_Contract No.	YBOM_CONTRACTNUMBER		
		@TTR_Arrival	@TR_ARRIVAL		

3. On the FORMAT menu select FORMAT FIELD.

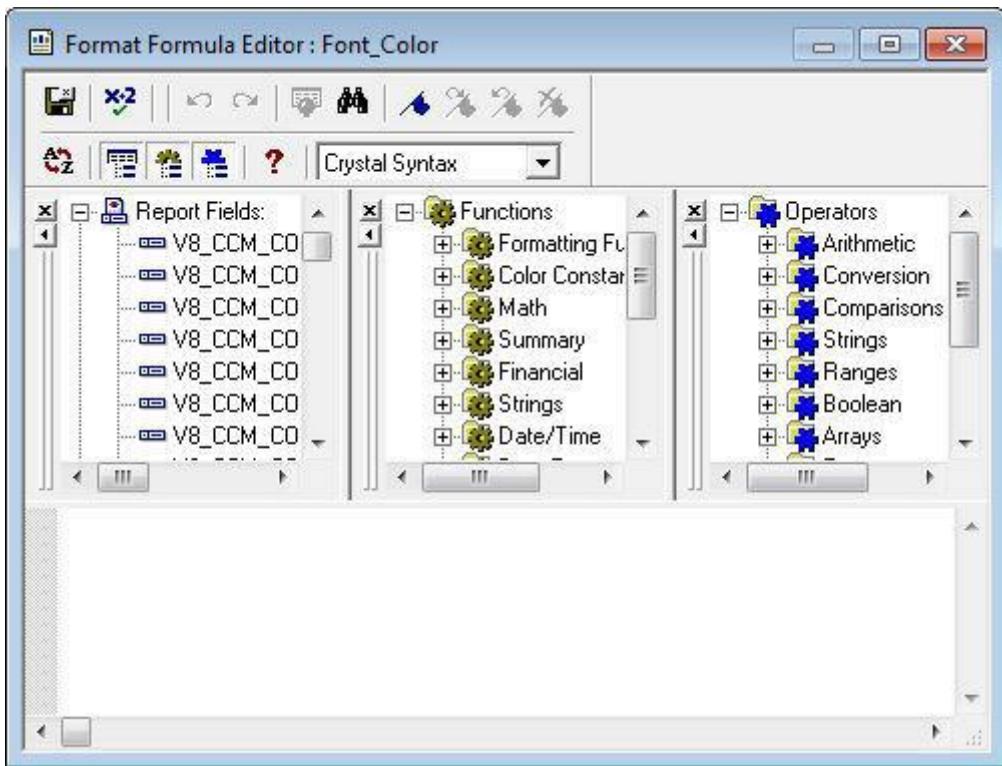
The Format Editor dialog box is displayed.

4. Select the FONT tab.



5. Click the format formula button for COLOR.

The Format Formula Editor: Font\_Color dialog box is displayed.



6. Paste the following function in the field; in this example we have used 75; 'BOOKING CONTACT NAME'.

```
if FidelioGetChangeTypeLog({V8_CCM_CONTRACT.YBOM_ID}, 75,
totext({?CONF_CHANGEAFTER}, 'yyyy.MM.dd. HH:mm:ss') ) = 0 then crBlack
else
{@ChangedField};
```

#### **Parameters accepted by the function FidelioGetChangeTypeLog()**

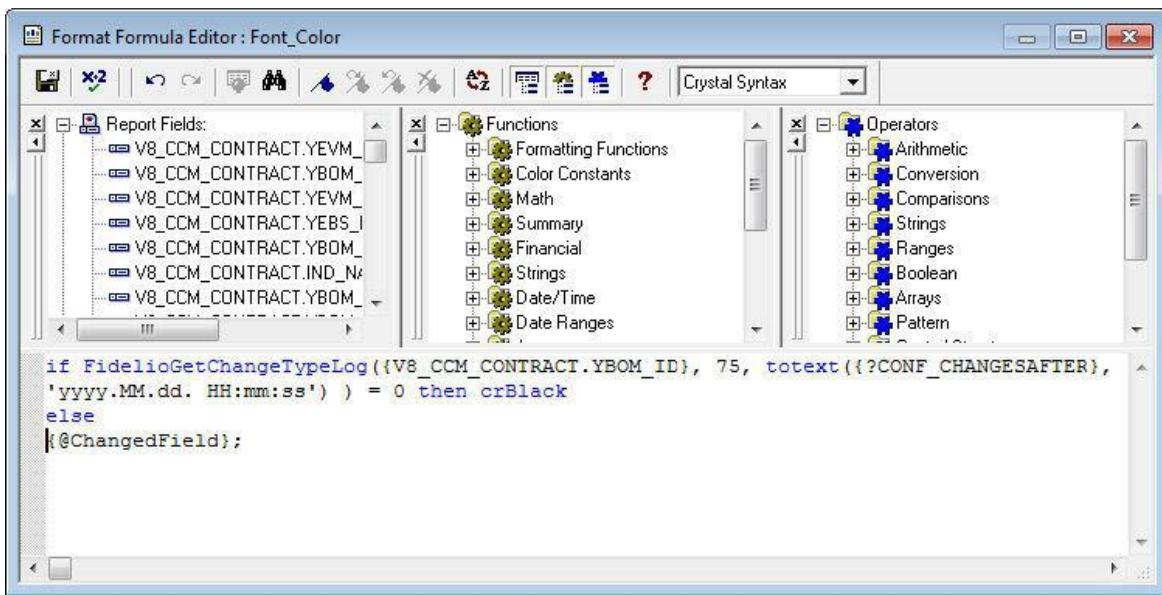
- The ID of the table; in our example YBOM\_ID
- The number of the WLOG\_TYPE; in our example 75 which is the *BOOKING CONTACT NAME* which means change of the contact.
- The CONF\_CHANGEAFTER parameter converted to text; this parameter is passed when executing the report in order to hold the time for comparison.

#### **Function calculation**

The function compares the entries in the view V8\_CCM\_CHANGELOG:

If there is an entry for the number 75 then the function returns 1 - the field is formatted in the color defined in the formula {@ChangedField}.

If there is no entry for the number 75 then the function returns 0 - the field is formatted in the color black.



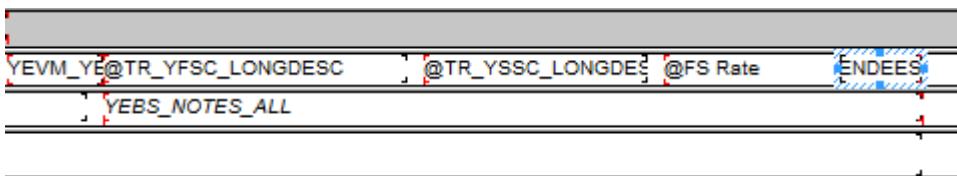
7. Click to save and close the Formula Editor.

8. Click *OK* to close the Format Editor.

#### **How to display the number of attendees in a different color when the number of attendees changes**

1. Open the Crystal Report.

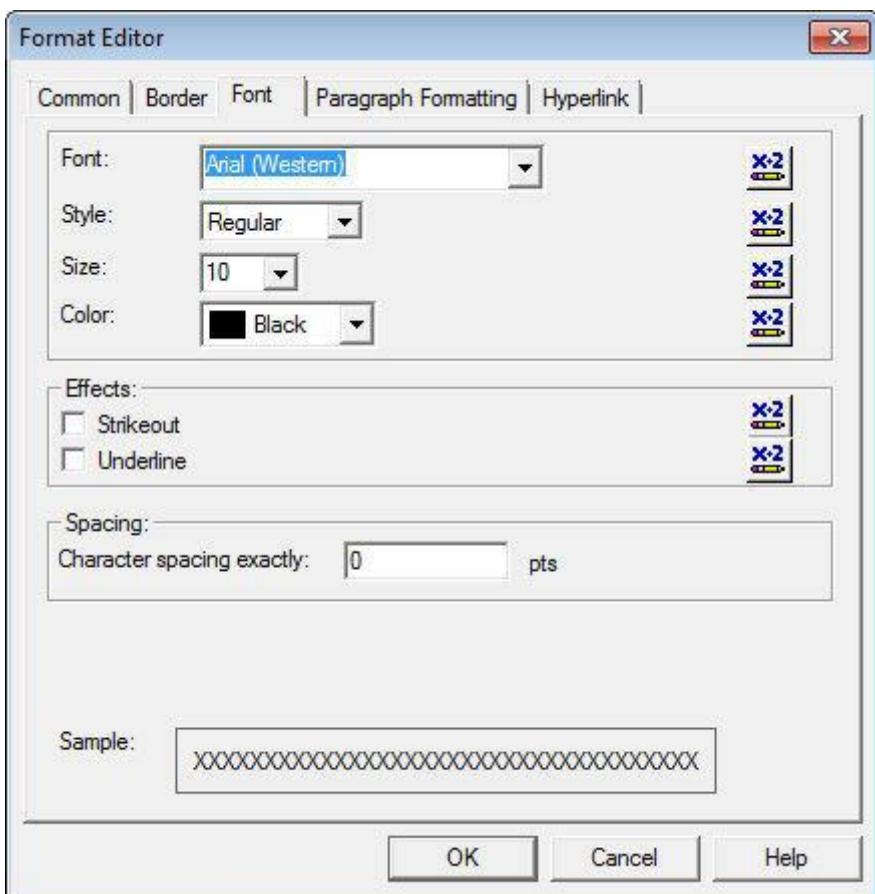
2. Select the field **V8\_CCM\_CONTRACT.YEVM\_NOOFATENDEES**.



3. On the FORMAT menu select FORMAT FIELD.

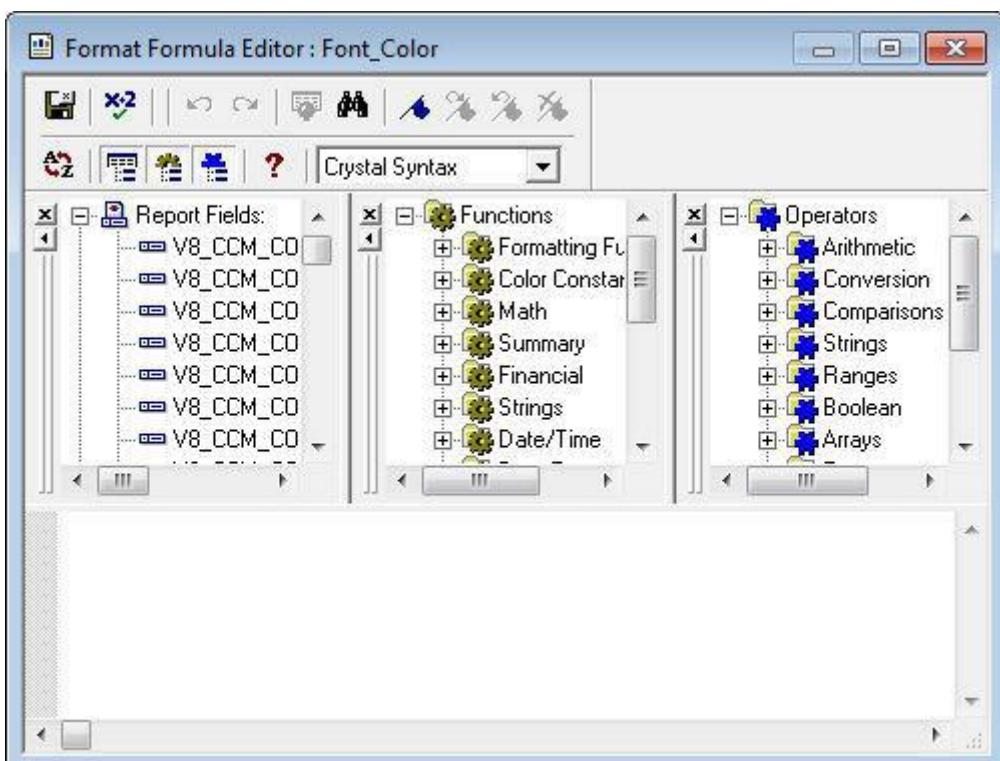
The Format Editor dialog box is displayed.

4. Select the FONT tab.



5. Click the format formula button for COLOR.

The Format Formula Editor: Font\_Color dialog box is displayed.



6. Paste the following function in the field; in this example we have used 116 which is the number for EVENT NO. OF ATTENDEES.

---

```

if FidelioGetChangeTypeLog({V8_CCM_CONTRACT.YEVM_ID}, 116,
totext({?CONF_CHANGESAFTER}, 'yyyy.MM.dd. HH:mm:ss') ) = 0 then crBlack
else
{@ChangedField};

```

**Parameters accepted by the function FidelioGetChangeTypeLog()**

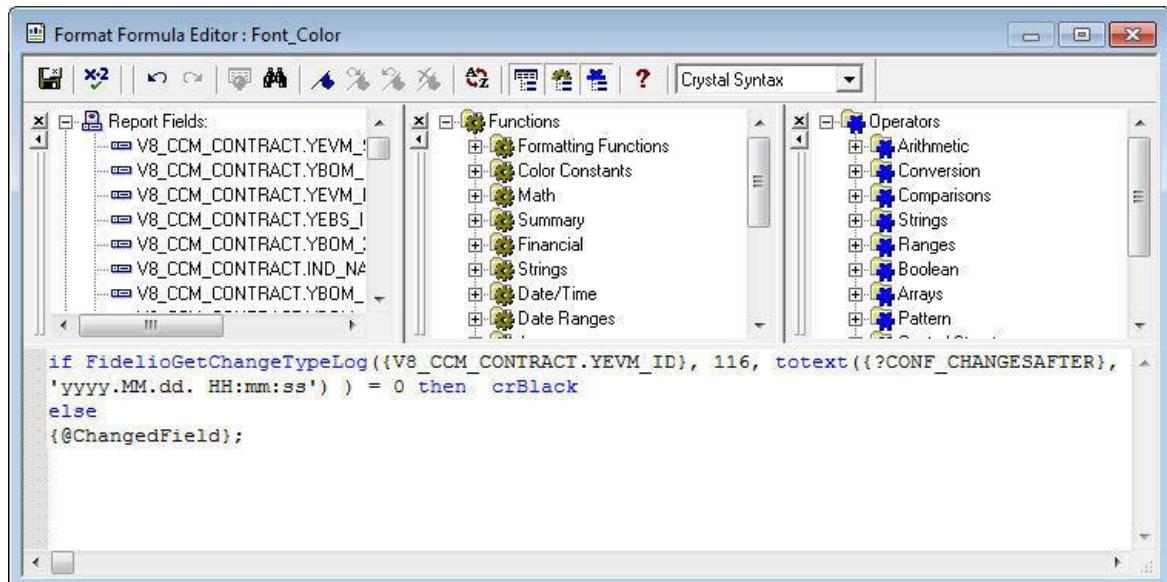
- The ID of the table, in this example YEVM\_ID
- The number of the WLOG\_TYPE, in this example 116 which is the EVENT NO. OF ATTENDEES which means a change in the number of event attendees.
- The CONF\_CHANGEAFTER parameter converted to text; this parameter is passed when executing the report in order to hold the time for comparison.

**Function calculation**

The function compares the entries in the view V8\_CCM\_CHANGELOG:

If there is an entry for the number 116 then the function returns 1 - the field is formatted in the color defined in the formula {@ChangedField}.

If there is no entry for the number 116 then the function returns 0 - the field is formatted in the color black.

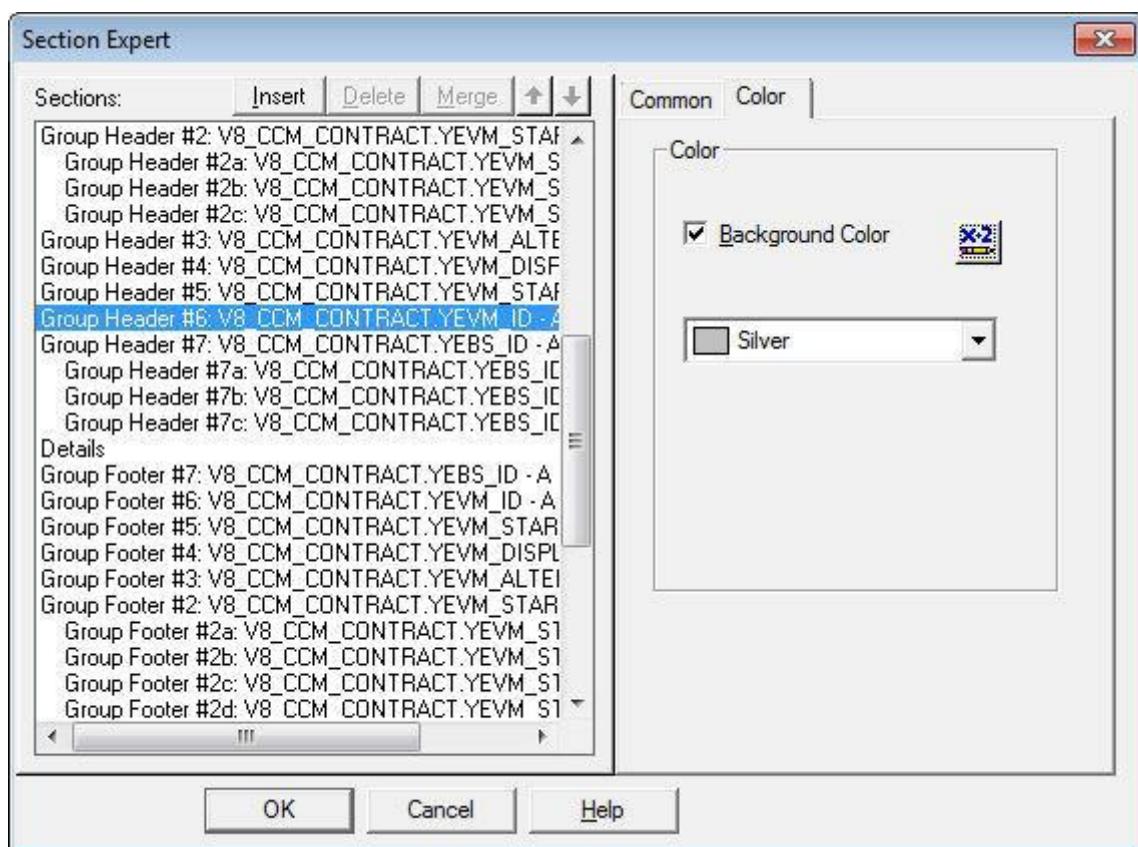


7. Click to save and close the Formula Editor.
8. Click *OK* to close the Format Editor.

**How to display the background of a section in a different color when a new event is created.**

1. Open the Crystal Report.
2. On the FORMAT menu select SECTION.

The Section Expert dialog box is displayed.

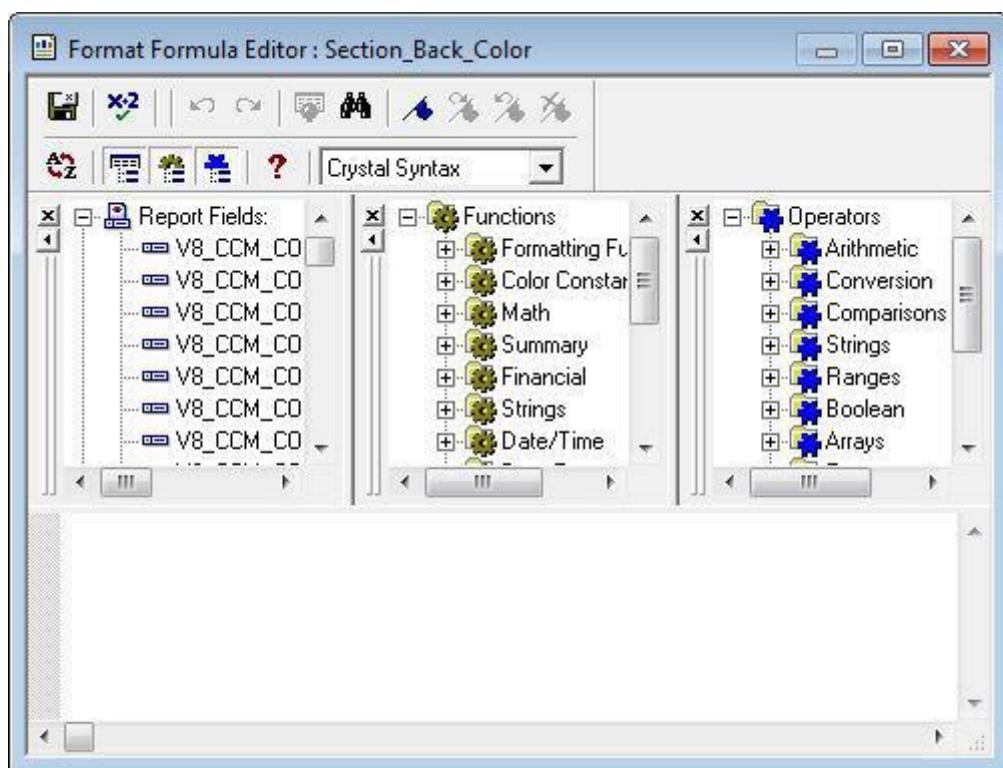


3. Select GROUP HEADER #6 which contains the main event information.

4. Select the COLOR tab.

5. Click the format formula button for BACKGROUND COLOR.

The Format Formula Editor: Section\_Back\_Color dialog box is displayed.



6. Paste the following function in the field; in this example we have used 113 which is the number for EVENT NEW.

```
if FidelioGetChangeTypeLog({V8_CCM_CONTRACT.YEVM_ID}, 113,
totext({?CONF_CHANGESAFTER}, 'yyyy.MM.dd. HH:mm:ss') ) = 0 then
crWhite
else
{@NewField};
```

#### **Parameters accepted by the function FidelioGetChangeTypeLog()**

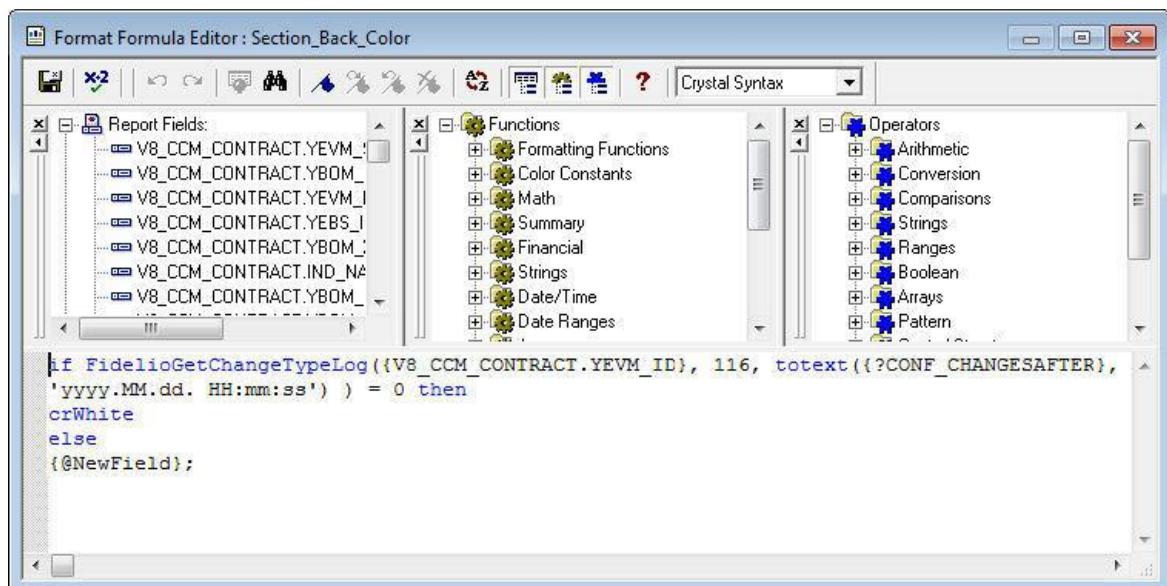
- The ID of the table, in this example YEVM\_ID
- The number of the WLOG\_TYPE, in this example 113 which is the EVENT NEW which means a new event.
- The CONF\_CHANGESAFTER parameter converted to text; this parameter is passed when executing the report in order to hold the time for comparison.

#### **Function calculation**

The function compares the entries in the view V8\_CCM\_CHANGELOG:

If there is an entry for the number 113 then the function returns 1 - the field is formatted in the color defined in the formula {@ChangedField}.

If there is no entry for the number 113 then the function returns 0 - the field is formatted in the color white.



7. Click to save and close the Format Formula Editor.
8. Click *OK* to close the Format Editor.

How to display the booking note in a different color when it is changed.

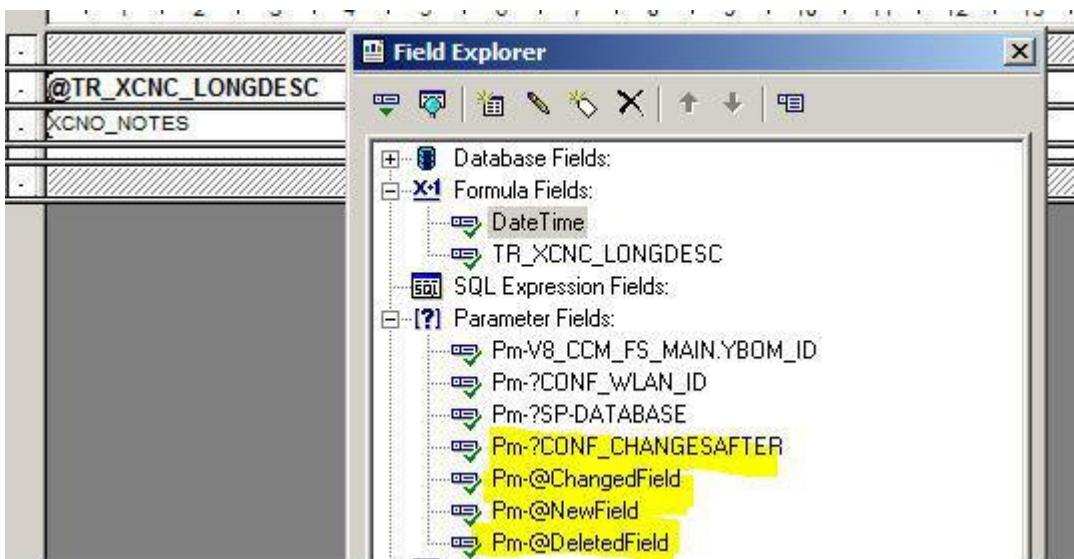
#### **When a booking note is changed it should be displayed in blue.**

1. Pass the parameter CONF\_CHANGESAFTER

In order to pass the parameter to the sub report we used a little trick. As we do not have a DateTime field in the sub report we created a dummy formula field DateTime in which we put the formula *CurrentDateTime*.

Now we can pass the parameter to the sub report. If in other sub reports there are datetime fields you do not have to use this trick.

2. Pass the formula fields which contain the colors to the sub report.  
Creating them again in the sub report would be a bad idea as you would have to change them again in each sub report when the customer wants to use other colours.
3. Remove the obsolete links in the *select expert* which were created due to the above actions.  
You should now have following result in the sub report.



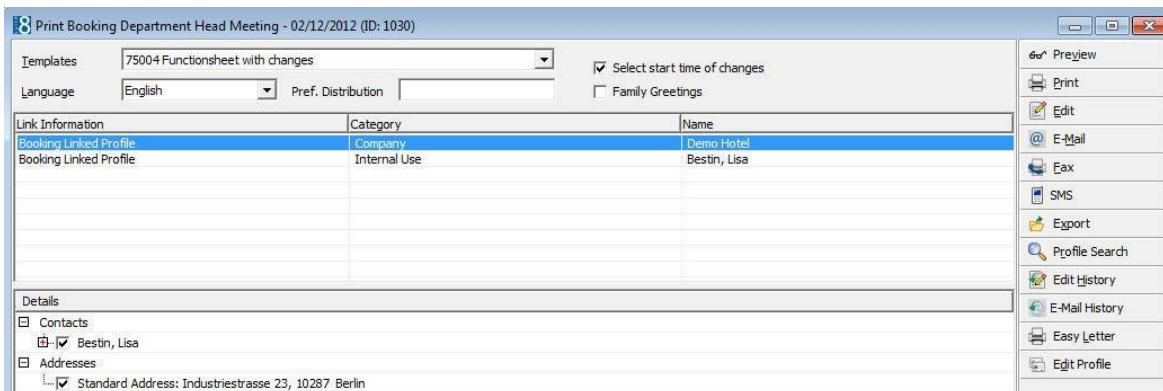
4. Select the XCNO\_NOTES field select the formatting tab/ color
5. Enter the crystal function like in the previous examples

```
if FidelioGetChangeTypeLog({?Pm-V8_CCM_FS_MAIN.YBOM_ID}, 298, totext({?Pm-?CONF_CHANGESAFTER}, 'yyyy.MM.dd. HH:mm:ss') ) = 0 then
  crBlack
else
  {?Pm-@ChangedField}
```

The ID is here YBOM\_ID and the number is 298 Booking Notes (see appendix B)

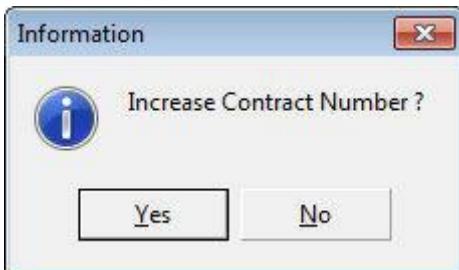
## How to print a function sheet with changes

- Select the appropriate booking in the grid; click the PRINT button to display the Print Booking dialog box.



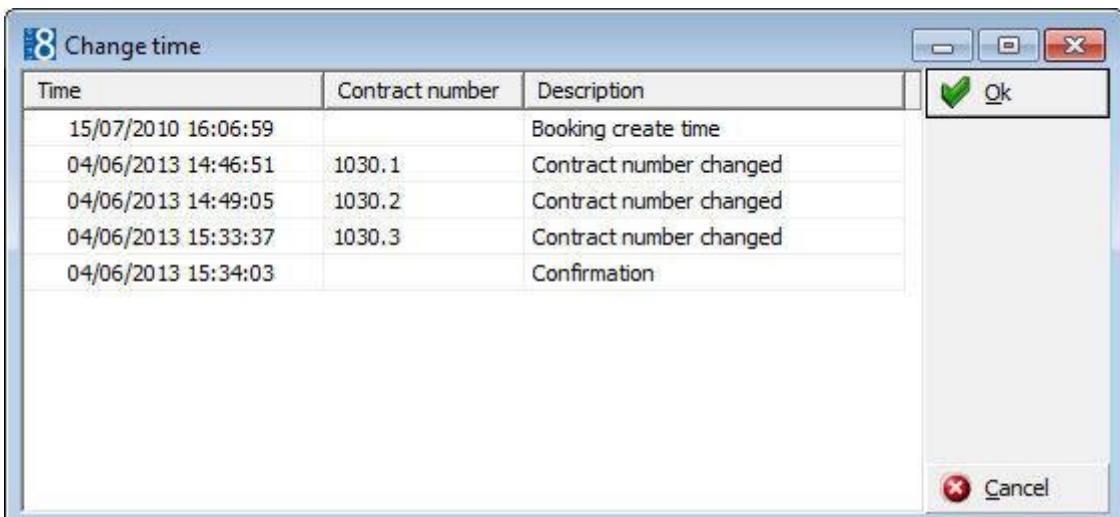
- In the TEMPLATES box click the drop-down arrow and select the template 75004 FUNCTIONSHEET WITH CHANGES.
- Select the SELECT START TIME OF CHANGES box in order to print the function sheet with changes .
- Complete the remaining options as required.
- Click PREVIEW to preview the document or click PRINT to print the document.

A question is displayed asking if to "Increase Contract Number ?"



- Click YES to increase the contract number, otherwise click No.

If the option SELECT START TIME OF CHANGES was selected then the Change Time dialog box is displayed.



'Change time' dialog, displaying the Time, Contract Number and Description of the change from the User Log file.

7. Select the point from which you would like to see the changes and click OK.

The comparison points which can be selected are:

- Creation date of the booking
- Changed contract number
- Printing time of the report (Confirmation)

8. If PRINT was selected then the printer setup dialog box is displayed.

9. Select the required printer and click OK.

The function sheet will be displayed or printed with all the changes and the change log as configured in the template.

### Example of function sheet with changes

#### Functionsheet

Organizer:	Micros Fidelio UK Mr. Sascha Gaidi	Contact on site:	Luc Swankaert
Address:		Contract No.:	1357.2
Communication:	03039047612	Arrival:	29/05/2013
Booking Name:	Function sheet with some changes	Departure:	30/05/2013
FA Account:	0	Function Type:	Meeting
		Status:	Tentative

Wednesday, 29 May 2013

#### Meeting Package Basic II 12 Attendees EUR 32.00 per person

The package includes the following revenue:	12 x Banquet Room Rental	20.00	240.00
	12 x Technical Equipment	5.00	60.00
	12 x Banquet Food	5.00	60.00
	12 x Banquet Beverage	2.00	24.00
			384.00

Time:	Event:	Status:	Function Space:	Seating:	Rate:	Pers.:
09:00- 17:00	Meeting	TEN				12
10:00- 10:30	Coffee break	TEN	Foyer	Top Tables	Inkl.Pauschale	12
12:30- 13:30	Lunch	TEN				10
14:00- 17:00	Meeting	TEN	Ballroom I	Theatre Style		12

Food & Beverage		Miscellaneous Items	
Lunch	12:30 - 13:30	Ballroom I	14:00 - 17:00
10 Pers.		1 Overhead Projector	
Menu I	p.P. EUR 30.00	1 Screen (3.60 x 3.60 m)	
'Caesar Salad' with Dijon-mustard dressing and roasted chicken breast		1 Flipchart with paper & pens	
*** Red Snapper with red curry and limes fennel and rice		1 Microphone	
*** Parfait of coffee with oranges		1 Parking Valet	

## Example of function sheet change log

### Functionsheet

Organizer:	Micros Fidelio UK Mr. Sascha Gaidi	Contact on site:	Luc Swankaert
Booking Name:	Function sheet with some changes	Contract No.:	1357.2
FA Account:	0	Arrival/Departure:	29/05/2013 - 30/05/2013

#### Change Log

Time	Type	User	Text	
29/05/2013 21:04	75	Swankaert	Company Contact changed from Ganske, Doris to Gaidi, Sascha	
29/05/2013 21:04	64	Swankaert	Booking Name changed from Function sheet with changes to Function sheet with some changes	
29/05/2013 21:00	123	Swankaert	Incl. in Packaged changed from Yes to No for event: Lunch (ID: 1781 - Date: 29/05/2013)	
29/05/2013 21:00	116	Swankaert	No. of Attendees changed from 12 to 10 for event: Lunch (ID: 1781 - Date: 29/05/2013)	
29/05/2013 21:02	123	Swankaert	Incl. in Packaged changed from Yes to No for event: Meeting (ID: 1782 - Date: 29/05/2013)	
29/05/2013 21:02	128	Swankaert	Added Function Space for event: Meeting (ID: 1782 - Date: 29/05/2013) with Name: Ballroom I	
29/05/2013 21:02	150	Swankaert	Added Misc. Item for event: Meeting (ID: 1782 - Date: 29/05/2013) with Name: Overhead Projector	
29/05/2013 21:02	150	Swankaert	Added Misc. Item for event: Meeting (ID: 1782 - Date: 29/05/2013) with Name: Screen (3.60 x 3.60m)	
29/05/2013 21:02	150	Swankaert	Added Misc. Item for event: Meeting (ID: 1782 - Date: 29/05/2013) with Name: Flipchart with paper & pens	
29/05/2013 21:02	150	Swankaert	Added Misc. Item for event: Meeting (ID: 1782 - Date: 29/05/2013) with Name: Microphone	
29/05/2013 21:02	150	Swankaert	Added Misc. Item for event: Meeting (ID: 1782 - Date: 29/05/2013) with Name: Parking Valet	
29/05/2013 21:01	230	Swankaert	Added Standard Menu for event: Lunch (ID: 1781 - Date: 29/05/2013) with Name: Menu I	
29/05/2013 21:01	277	Swankaert	Incl. in Menu? for 'Caesar Salad' with Dijon-mustard dressing changed from No to Yes for event: Lunch (ID: 1781 - Date: 29/05/2013)	
29/05/2013 21:01	277	Swankaert	Incl. in Menu? for Red Snapper with red curry and limes changed from No to Yes for event: Lunch (ID: 1781 - Date: 29/05/2013)	
29/05/2013 21:01	277	Swankaert	Incl. in Menu? for Parfait of coffee with oranges changed from No to Yes for event: Lunch (ID: 1781 - Date: 29/05/2013)	
29/05/2013 21:01	275	Swankaert	Deleted MenuItem for event: Lunch (ID: 1781 - Date: 29/05/2013) with Name: or	
29/05/2013 21:01	275	Swankaert	Deleted MenuItem for event: Lunch (ID: 1781 - Date: 29/05/2013) with Name: tomato soup	

New: New Changed: Changed Deleted: Deleted

## User Log Numbers and Descriptions

### Changes on Booking

First parameter of function should be YBOM\_ID.

- 60: 'Booking New'
- 61: 'Booking Delete'
- 62: 'Booking Copy'
- 74: 'Booking Company Name'
- 75: 'Booking Contact Name'
- 63: 'Booking Contact on site'
- 64: 'Booking Booking Name';
- 65: 'Booking Early Arrival';
- 66: 'Booking Arrival Date';
- 67: 'Booking Departure Date';

---

68; 'Booking Late Departure';  
69; 'Booking Category';  
71; 'Booking Account Mgr.';  
72; 'Booking Main Market';  
73; 'Booking Market Segm.';  
87; 'Booking Source';  
76; 'Booking Conference Status';  
77; 'Booking Conference Mgr.';  
78; 'Booking Conference No. of Attendees';  
79; 'Booking Conference Decision Date';  
80; 'Booking Conference Follow up Date';  
81; 'Booking Conference Cutoff Date';  
82; 'Booking Conference Info board';  
83; 'Booking Conference Currency';  
84; 'Booking Conference Details Confirmed?';  
85; 'Booking Conference FS Distributed?';  
86; 'Booking Conference Function Type';  
100; 'Booking Rooms Status';  
101; 'Booking Rooms Mgr.';  
97; 'Booking Rooms Decision Date';  
98; 'Booking Rooms Follow up Date';  
298; 'Booking Notes';  
555; 'Booking Guest Comment';  
227; 'Booking Linked Profiles';  
  
299; 'Booking Deposit New';  
301; 'Booking Deposit Delete';  
337; 'Booking Deposit Conference Amount Due';  
302; 'Booking Deposit Conference Due Date';  
303; 'Booking Deposit Conference Percentage';  
304; 'Booking Deposit Conference Paid?';  
305; 'Booking Deposit Room Amount Due';  
306; 'Booking Deposit Room Due Date';  
307; 'Booking Deposit Room Percentage';  
308; 'Booking Deposit Room Paid?';  
  
309; 'Booking Cancel New';  
310; 'Booking Cancel Delete';

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336; 'Booking Cancel Conference Amount Due';  
311; 'Booking Cancel Conference Cancelled By';  
312; 'Booking Cancel Conference Percentage';  
314; 'Booking Cancel Room Amount Due';  
315; 'Booking Cancel Room Cancelled By';  
316; 'Booking Cancel Room Percentage';  
  
47; 'Billing Instruction New';  
106; 'Billing Instruction Delete';  
111; 'Billing Instruction From Date';  
330; 'Billing Instruction To Date';  
51; 'Billing Instruction Department Codes';  
332; 'Billing Instruction Cash';  
329; 'Billing Instruction Other Name';  
105; 'Billing Instruction Type';  
107; 'Billing Instruction Payment';  
109; 'Billing Instruction Contact';  
110; 'Billing Instruction Address';  
334; 'Billing Instruction Notes';

### **Changes on Events**

First parameter of function should be EVENT\_ID.

113; 'Event New';  
114; 'Event Delete';  
115; 'Event Copy';  
125; 'Event Status';  
126; 'Event Type';  
116; 'Event No. of Attendees';  
117; 'Event Min. Guarantee';  
118; 'Event Start Date';  
119; 'Event End Date';  
120; 'Event Start Time';  
121; 'Event End Time';  
122; 'Event Info Board';  
123; 'Event Incl. in Package';  
124; 'Event Noisy';  
326; 'Event Notes';  
161; name: 'Event Name';

### **Changes on Function Spaces**

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First parameter of function should be YEBS\_ID.

128; 'Function Space New';  
129; 'Function Space Delete';  
130; 'Function Space Seating Arr.';  
131; 'Function Space Rate';  
132; 'Function Space Amount';  
134; 'Function Space Don"t Move';  
135; 'Function Space Incl. in Package';  
250; 'Function Space Start Date';  
251; 'Function Space Start Time';  
252; 'Function Space End Date';  
253; 'Function Space End Time';  
254; 'Function Space Dept. Code';  
255; 'Function Space Setup Time';  
136; 'Function Space Setdown Time';  
256; 'Function Space Name';  
341; 'Function Space Notes';  
340; 'Function Space Shareable';

### **Changes on Miscellaneous Items**

First parameter of function should be YEBR\_ID.

150; 'Misc. Item New';  
151; 'Misc. Item Delete'  
152; 'Misc. Item Copy';  
154; 'Misc. Item Attribute';  
155; 'Misc. Item Quantity';  
156; 'Misc. Item External?';  
157; 'Misc. Item Rate';  
158; 'Misc. Item Setup Time';  
159; 'Misc. Item Setdown Time';  
160; 'Misc. Item Incl. in Package';  
260; 'Misc. Item Start Date';  
261; 'Misc. Item End Date';  
262; 'Misc. Item Start Time';  
263; 'Misc. Item End Time';  
264; 'Misc. Item Dept. Code';  
273; 'Misc. Item Resp. Dept.';  
338; 'Misc. Item Name';  
153; 'Misc. Item Price';

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343; 'Misc. Item Notes';

### **Changes on Standard Menus**

First parameter of function should be YEMN\_ID.

230; 'Standard Menu New';  
231; 'Standard Menu Delete';  
232; 'Standard Menu Copy';  
234; 'Standard Menu Name';  
235; 'Standard Menu Cons. Base';  
236; 'Standard Menu Incl. in Package';  
237; 'Standard Menu Gratuity Incl.?';  
238; 'Standard Menu Menu Price';  
239; 'Standard Menu Quantity';  
240; 'Standard Menu Compl. Menus';  
241; 'Standard Menu Exp.';  
242; 'Standard Menu Gtd.';  
243; 'Standard Menu Set';  
244; 'Standard Menu Serve Start';  
245; 'Standard Menu Serve End';  
233; 'Standard Menu Dept. Code';  
248; 'Standard Menu Notes';

### **Changes on Menu Items**

First parameter of function should be YEMI\_ID.

274; 'Menu Item New' ;  
275; 'Menu Item Delete';  
276; 'Menu Item Price';  
277; 'Menu Item Incl. in Menu?';  
278; 'Menu Item Course';  
279; 'Menu Item Course Order';  
280; 'Menu Item Year';  
283; 'Menu Item Portion';  
284; 'Menu Item Forecast Category';  
285; 'Menu Item Description';  
286; 'Menu Item Name 1';  
287; 'Menu Item Name 2';  
288; 'Menu Item Name 3';  
289; 'Menu Item Name 4';  
290; 'Menu Item Origin 1';  
291; 'Menu Item Origin 2';

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292; 'Menu Item Origin 3';  
293; 'Menu Item Price';  
294; 'Menu Item Dept. Code';  
295; 'Menu Item Category';  
296; 'Menu Item Resp. Department';  
297; 'Menu Item Quantity';

### **Changes on Packages**

First parameter of function should be YPKD\_ID.

317; 'Conference Package New';  
318; 'Conference Package Delete';  
319; 'Conference Package Copy';  
324; 'Conference Package Name';  
320; 'Conference Package Price';  
321; 'Conference Package Pax';  
322; 'Conference Package Start Date';  
323; 'Conference Package End Date';  
339; 'Conference Package Copied From';

-  The possibility to print function sheets with changes is controlled by the parameter Display changes in CCM reports under Setup → Configuration → Global Settings → Reports → Reports 2 tab. When activated the option Select start time of changes is displayed on the Print Booking dialog box when selecting the option Print on a conference booking.
-  The option Select start time of changes can be selected by default on the Print Booking dialog by selecting the option Display changes in CCM reports under Miscellaneous → User Settings → Search Screens.

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## How to set up the Kiosk Interface

The Kiosk Interface runs as a Socket Server in Fidelio Server. It uses a self-service technology and is currently approved with the Ariane Kiosk System, a self-check in system.

### General Logic

The first and utmost goal is to check out as many guests as possible and deny a transaction for as little guests as possible. The Kiosk-Interface allows for example a check out where Window 2 has a Debit as payment method, as this is considered a guaranteed payment method.

Remote Check-In is always enabled and Walk-In transactions can always be performed. There is no restriction to days or times.

### Key Points

- IFC8 supports key creation for the different Vingcard systems (Vingcard Vision & VisiOnline).
- The Suite8-Kiosk sends requests to IFC8 to encode RFID or magnetic keys on dedicated encoders.

 Kiosk interface functionality is controlled by the license Kiosk Interface under Setup → Miscellaneous → License → V8 Sublicenses → Software Interfaces.

This option is license controlled.

Kiosk Interface functionality requires the following setup:

- Activation of the license KIOSK INTERFACE under Setup → Miscellaneous → License → V8 Sublicenses → Software Interfaces.
- Activation of the license SUITE8 HOMEPAGE under Setup → Miscellaneous → License → V8 Sublicenses → Software Interfaces.

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