

ADDENDUM

Page 6

Resident Pro v9.6.484

Page 8

Extranet

Login to the Roombasket Extranet at www.roomcast.co.uk from any device such as a tablet or smart phone to view a copy of your Reservation Chart, Z Sales Totals, or change Roombasket wording. Even if you experience a power-cut at the hotel, you can login to view your bookings. Change the login password at any time in the Roombasket Intry.

Section 1.2, Page 19

A simplified summary view of all the account totals is listed to the right of the Daily Balance. Double click to copy these totals to be pasted into a spreadsheet, or to convert them into a Xero CSV format. In Preferences, Accounts Tab, you can opt to "Show all Fixed categories in Daily Summary". Therefore, if pasting the balance into a spreadsheet, the figures will always be in the same fixed position, rather than hidden when not used.

1 Accommodation	3499.09	2915.98	583.11
2 Breakfast	300.00	249.91	50.09
3 Drinks	73.00	60.84	12.16
4 Meals	1409.00	1174.17	234.83
5 Room hire	37.65	31.37	6.28
21 Deposits In	434.50	362.04	72.46
99 Deposits Out	-1070.00	-891.67	-178.33
OUTPUTS	4683.24	3902.64	780.60
22 Commission	-5.00	-4.17	-0.83
INPUTS	-5.00	-4.17	-0.83
100 Debtors On Accoun	1256.09		
100 Debtors Remittance	-770.68		
103 Cash	3130.15		
104 Cheque	872.68		
105 Plastic	190.00		
CONTROL TOTAL	4678.24		

The Z totals can also be uploaded to the Roombasket Extranet (www.roomcast.co.uk).

Section 1.4, Page 24

Adding amounts to invoices

If "Print further descriptions" is ticked in Preferences, then sub-totals will be printed next to each item when more than 1 item is selected on the invoice.

Print Options

There are a number of Print Options available when Printing Invoices, such as hiding the Logo*. Use File and Print Options to select:-

- Hide Accommodation value (does not Print the Accommodation if this value is the same as the Deposit amount paid to date - a handy way to only print the extras on the invoice without showing the Accommodation value)
- Without Stock items (does not Print items from Menu that you add when the Calculator is OFF)*
- Without Epos items (does not Print items from connected EPOS till that are listed in "EPOS F9")*
- Print as Estimate (prints "Estimate" rather than "Invoice")

* Option is remembered

Default PDF Printer

Use File and Page Setup on the invoice, to set a default PDF Printer. As a consequence, when you select Checkout a PDF will be created. Use "BullZip PDF" and the invoice will be auto saved, without having to enter a filename. Checkout or "Print to PDF" will automatically use the BullZip auto save to the folder c:\resident pro\BullZip\MONTH+YEAR\ - named with the Arrival Date + Room + Guest Name + Invoice No.

Section 1.5, Page 25

1.5 Paperless checkin example



If you want to create PDFs from Resident Pro, simply download and install BullZip PDF (it's free!). Use BullZip PDF, and Resident Pro can auto save the PDF to the folder c:\resident pro\bullzip without prompting you for a filename.

Tip: In Setup, Preferences, change your default PDF Printer to BullZip, and on checkout a PDF version of the invoice will be auto saved as a receipt (you can use Guest History to find these BullZip PDF's). Or, selectively use "Print to PDF" on Invoices to auto save the invoice as a PDF in the folder c:\resident pro\bullzip

Save paper

Now that you have an easy way to auto save PDFs, why not ask Guests to sign in on a Tablet device? Rather than Printing Registration Letters on paper, you can output the Registration Letters to PDF -

tick "Output to BullZip PDF" on Letters or Print Wizard (see section 2.9) - and send them to your Tablet. Here's how...



1. Either attach the PDFs to an email, to open on your Tablet, or add "Dropbox" to your Tablet and to Windows PC. Dropbox allows you to share PDFs and other files between devices. For more information about Dropbox, visit www.dropbox.com



2. On the Tablet, install Adobe Reader from Google Play (it's free!).
3. With the PDF open on the Tablet (i.e. the Registration letter), and ready to sign, tap the icon that looks like a fountain pen.

Section 2.6, Page 34

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2 Tammy And Michael Sellars 40	3	4 Victoria Morton 20	5	6 Sharon Holmes 30
7 Pat Tomlinson 60	8 Bethany Walton 10	9 Bethany Walton 8	10 Bethany Walton 8	11	12	13 Amy And Phillip 99
14 Folk Concert 60	15	16	17	18	19 John Adamson 40	20 Mr Flew(2) 90
21	22	23	24	25	26 Beer Fest 100	27 James And Marianne 100
28	29	30	31			

The Function Diary Calendar shows a guest name (if booked) on each day with the total covers. If there is more than 1 booking on a day, then it shows how many bookings in brackets after.

Section 2.9, Page 39

[Cut & Paste] To change length of stay, or dates, of a booking or of a group - Pop up menu, Edit, Cut [highlight the new dates of the stay on the Chart], Pop up menu, Edit, Paste

Tip: When extending the stay, if the booking is a Special Quote, the user will be prompted to enter an ADDITIONAL amount.

[or Replicate] To replicate the booking to new dates, Cut (as above), then Pop up menu, Edit, Replicate

Tip: The same rooms will be used with this 'Cut & Paste' or 'Cut & Replicate' method

[Output to BullZip PDF]* When printing a Letter or using Print Wizard, select the "Output to BullZip PDF" option to output PDF's to the folder c:\resident pro\BullZip - the PDF filenames will be auto named with the Arrival Date + Room + Guest Name.

*Free BullZip PDF Printer required.

Section 3. Page 44

View Audit History: To simply view an individual Z, click on the Yellow Z row, then Right click. This Z can be re-uploaded to the Roombasket Extranet.

Section 3.1. Page 47

To obtain more information about the invoice simply double click on the invoice. Further details will appear, which you can edit, and re-print. If you are struggling to find an invoice in the list, use Edit and "Find..." (Ctrl+F) to easily locate invoice numbers and contact references. You can also use the list of Debtors to send your own standard letters, such as Final Demand letters. Use #29 in the Letter design to list the invoices, #30 to show the total due.

Use Edit and "Copy all" to copy all the info of every outstanding invoice to the Windows clipboard.

Section 4. Page 54

4.6 The General Data Protection Regulation (GDPR)

The Data Protection act says that: **Personal data** processed for any purpose or purposes shall not be **kept** for longer than is necessary for that purpose or those purposes.

You can easily Remove all personal data for any month of your Guest History, without removing the financials and statistics. This option removes all the following data for the archived month: Emails, Telephone Numbers, Tokens, Notes, and the first 3 lines of all the Addresses.

To remove personal data, go to Reception, and click Guest History. Use the Month selector to go back to the month you wish to purge. Select "Edit" and "Remove all personal data".

You can also edit the main Database on Resident Pro, (F2 as a shortcut) - and choose to remove all records on the main Database before a specified date (see Advanced Options).

For example, press F2, select the "Edit" button, select Edit, Maintenance, Show Advanced Options. Enter an arrival date in the 'Discard before' box, and click "Discard oldest records".

4.7 Guest Reputation Export

GuestRevu and TryggR are 3rd party systems to help you manage your guest reviews, send automated checkout emails, and improve direct sales. You can use Resident Pro to easily update either of these systems with your guest details before sending your surveys: Export guests from Guest History; Export guests automatically after checkout.



You can set Resident Pro to automatically send your guest email details to a comma separated file (csv) ready to be imported into GuestRevu.

- Go to Reception, File, Setup, Preferences
- On the General Tab tick the "Export guest email to CSV on checkout" option

- Put your GuestRevu account name in like this:- ResidentP__12345



You can set Resident Pro to automatically send your guest email details to a comma separated file (csv) ready to be imported into TryggR.

- Go to Reception, File, Setup, Preferences
- On the General Tab tick the "Export guest email to CSV on checkout" option

More information about these Guest Reputation systems are available on request.

Section 5.3. Page 67

Sage/Xero Export: When setting up the account codes, Xero will not use a code for '102 VAT' so you don't have to assign an account to '102'. Instead, the sales and deposits will be posted as "(VAT on Income)", petty cash as "(VAT on Expenses)" and all other as "No Vat".

Xero Export: Export to Xero in Daily Balance creates a Manual Journal CSV for each Z, to include the Gross or Nett cash accounting sales and 'No vat' payment methods. In Preferences, Accounts Tab, the option can be selected to export as Gross - otherwise the Nett figures will be exported. This will create 1 csv for each Z day. As an alternative to "Export to Xero", you can click on the Totals summary to export just the totals (for example, the totals for a month would produce only 1 csv file - but if you do, note that rounding of vat may differ by a few pennies over a period of time between Resident Pro's vat calculation of individual transactions, and a straight calculation of vat by Xero on the totals).

Example of nett export by Z:

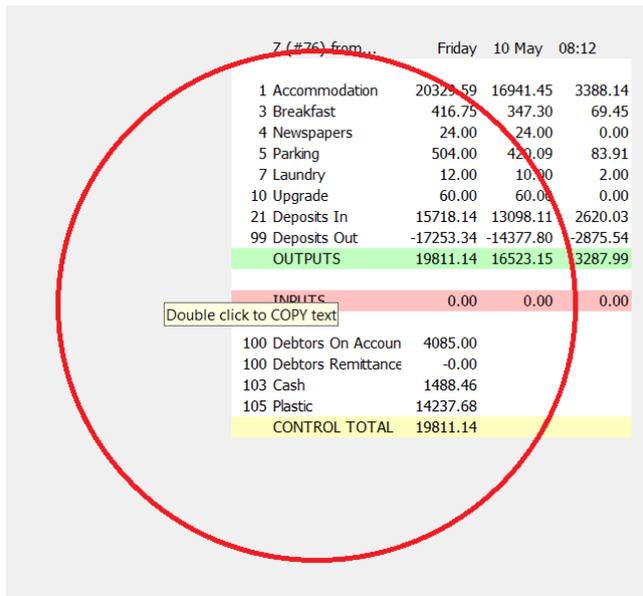
```
'Narration','Date','Description','AccountCode','Tax Rate','Amount','TrackingName','TrackingOption'  
Rpro Z219,18 Jan 2019,Inv000301 Rm6,4020,20% (VAT on Income),-58.42,Accommodation,1  
Rpro Z219,18 Jan 2019,Inv000301 Rm6,4011,20% (VAT on Income),-8.33,Breakfast,2  
Rpro Z219,18 Jan 2019,Inv000301 Rm6,4040,20% (VAT on Income),-16.67,Meals,4  
Rpro Z219,18 Jan 2019,Inv000301 Rm6,4060,20% (VAT on Income),66.75,Deposit Out,99  
Rpro Z219,18 Jan 2019,Cash,6002,No Vat,20,Cash,103
```

Filename example: ManualJournal_18-01-2019-1017_Z123.csv

(notice the date, time, and z number in the filename)

Notes: The 'Narration' shows the Z number. 'Date' is the date of the Z. 'Description', 'AccountCode', 'Tax Rate', 'Amount'. The 'TrackingName' and 'TrackingOption' are optional, these show the Resident Pro category and category number.

Clicking on the Daily Balance Summary will prompt for the totals to be copied to Windows in a Xero CSV format - dated by the user.



	7 (#76) from...	Friday	10 May	08:12
1 Accommodation	20329.59	16941.45	3388.14	
3 Breakfast	416.75	347.30	69.45	
4 Newspapers	24.00	24.00	0.00	
5 Parking	504.00	420.09	83.91	
7 Laundry	12.00	10.00	2.00	
10 Upgrade	60.00	60.00	0.00	
21 Deposits In	15718.14	13098.11	2620.03	
99 Deposits Out	-17253.34	-14377.80	-2875.54	
OUTPUTS	19811.14	16523.15	3287.99	
INDITS	0.00	0.00	0.00	
100 Debtors On Account	4085.00			
100 Debtors Remittance	-0.00			
103 Cash	1488.46			
105 Plastic	14237.68			
CONTROL TOTAL	19811.14			

Example of gross export totals (note: the totals will be nett unless changed to gross in preferences):

Rpro Copy,05 Feb 2019,Accommodation,4020,20% (VAT on Income),-3499.09,Accommodation,1

Rpro Copy,05 Feb 2019,Breakfast,4011,19% (VAT on Income),-300,Breakfast,2

Rpro Copy,05 Feb 2019,Drinks,4040,20% (VAT on Income),-73,Drinks,3

Rpro Copy,05 Feb 2019,Meals,4040,20% (VAT on Income),-1409,Meals,4

Rpro Copy,05 Feb 2019,Room hire,5005,20% (VAT on Income),-37.65,Room hire,5

Rpro Copy,05 Feb 2019,Deposits In,5021,20% (VAT on Income),-434.5,Deposits In,21

Filename example: ManualJournal_05-02-2019-1018_totals.csv

(notice the date, time, the word 'totals' in the filename, and there isn't a z number)

In Preferences, Accounts Tab, the option to "Sage CSV prompt at end of day" will export to Xero if you enter TOT or ALL" under the "Sage Dept". ALL will export all the individual transactions (with the Z number), or TOT will only export the totals.

Section 5.3. Page 69

Tariff's and packages: NB. Allowances are not applied to 0.00 room rates, unless in Setup (Preferences) Accounts Tab, the option is selected to "Apply tariff allowances on zero rates".

Section 6.6. Page 92

"PostCoder Web" gives you instant access to millions of addresses, using up-to-date address data from Royal Mail, when you need it. It works, quite simply, by allowing you to lookup your customers address from their Postcode. The correct customer address will be instantly retrieved, so you don't have to take risks with your customers.

Postcoder screen has a link to Royal mail website lookup.

Section 6.8. Page 94

Resident Pro works with "Worldpay Total" to allow you to connect a PINPAD to your computer, and seamlessly process card payments, such as Deposits, within Resident Pro, straight into your bank account.



Worldpay's integration package installs a Virtual Terminal on your pc, giving you a PCI Level 1 Payment Application to allow you to take credit and debit card sales seamlessly in Resident Pro.

This service offers Tokenisation, so instead of storing card details on Resident Pro, Tokens will be stored - a token is auto generated when you take a deposit of at least £1. Later, if you wish, you can process deposits and sales against Tokens, without holding the original card details, even after the guest checks out.

You'll need a "Receipt Printer" from Resident Pro Ltd.

Network Options

In many cases one PINPAD is all that is required on the Reception pc where all cards are processed. If you use Resident Pro on several computers you can process card transactions on only those computers with the Worldpay Payment Application / PINPAD. It's up to you how many computers you setup to allow card payments - Worldpay charge 'per terminal'.

Advantages

- Fully integrated with Resident Pro, works on broadband connection – no keying on the PINPAD at checkout, eliminating chances of error.
- Unique "Tokenisation" eliminates the necessity to store card details – a sale or deposit of at least £1 creates a "Token" which is stored on Resident Pro and can be used again to take additional sales (even after checkout!).
- Worldpay conforms to the latest security standard (PCI PA), Point-to-Point Encryption as directed by the PCI Council. The solution is also pre-accredited with all the major card acquirers in UK and Ireland.
- Comprehensive real time reporting down to single till level – easy to reconcile with bank and POS report.
- Faster transaction Processing - authorisation and settlement within 3-5 secs.

Epos partners

- Vectron
- ECTouch
- Kamarin KCPOS

Integrated partner software

- Roomcloud (aka Parityrate, Tecnes), Channel Manager
- Sage Export, accounting software
- Xero Export, accounting software

Other useful software

- Bullzip to create PDF documents