



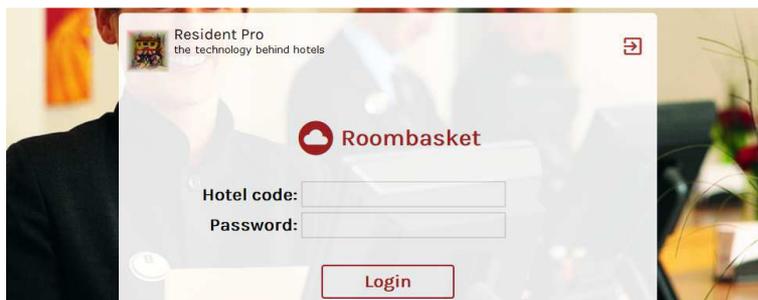
Roombasket Extranet

Version 4.0.3

Introduction

Resident Pro on the Roombasket Extranet is a useful "extension" to your hotel pc. You can login from anywhere, using any device, such as a tablet, a home pc, or a smart phone. Your "real" data is stored on your hotel pc, so even if your internet connection is down, you can continue to use Resident Pro at the hotel...

You must first set Resident Pro to automatically "mirror" your Reservation Chart and Functions Diary to the Roombasket Extranet at www.roomcast.co.uk, so that you can view and update your guest information online.



Whether you need the convenience of adding a new room booking or function from your smart phone, or simply need to cancel, update, shadeout or move a room using your tablet - at the hotel, Resident Pro will auto sync with the updates you make on your extranet.

Tip! If you experience a power-cut at the hotel, or want to conduct a Fire call in your car park, you can login to www.roomcast.co.uk to help you find the guest information you need.

Important

Before making bookings on the Roombasket Extranet for the first time, you should first:-

- ✓ Download and install the latest version of Resident Pro
- ✓ Go to Resident Pro, File, Studio, "upload all bookings" and "upload setup"
- ✓ Take a backup of your Resident Pro data folder c:\resident pro\rpdata

Version Releases

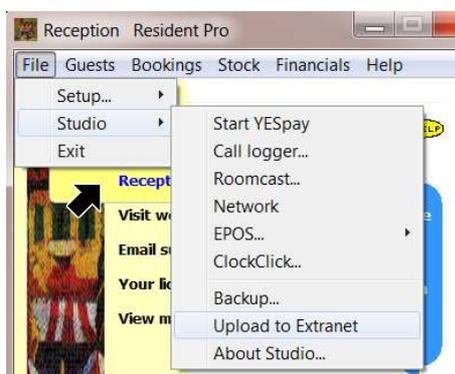
Version 3.0.8	Online Functions Diary booking details can be Updated New bookings can be Added Bookings can be cancelled Resident Pro Version 9.6.499 or later required
Version 4.0.0	Reservation Chart will sync and auto refresh Bookings can be selected from the Reservation Chart Bookings details can be Updated Bookings can be cancelled Groups can be cancelled Resident Pro Version 9.6.502 or later required
Version 4.0.1	Booking information shows available rooms Rooms can be moved Resident Pro Version 9.6.504 or later required
Version 4.0.2	Shadeout or unshade rooms on the Reservation Chart Compact or Standard View options Tooltips added to the cell links Resident Pro Version 9.6.506 or later required
Version 4.0.3	New booking can be added to the Reservation Chart Chart options can be saved Date selector added to the Resident Pro menu page for quicker access to the Reservation chart or Function diary. Shows Percentage room occupancy and Vacant rooms. Resident Pro Version 9.6.508 or later required

Getting Started

On the hotel pc, you must first setup Resident Pro to "mirror" your data to the Roombasket extranet, as follows...

STEP 1. Ensure you are using Resident Pro **Version 9.6.508** or later (earlier versions from 9.6.426 can "mirror" but do not support auto "sync")...

STEP 2. Go to Reception, to upload your existing bookings - select File, Studio, Upload to Extranet. This only needs to be done once (unless your setup changes or you need to re-upload all your bookings).



- Upload all bookings

Re-uploads ALL charted bookings except Lapsed bookings arriving more than a month ago

- Upload shadeouts

Re-uploads all the shadeouts on the chart

- Upload setup

Re-uploads room numbers, names and types to build the online chart, and Roombasket Rateid's for prices

- Upload functions

Re-uploads the Functions Diary bookings

STEP 3. Go to Reception, File, Setup, Preferences and in the "Booking Tab" tick the option to "Auto mirror to Extranet".



Restart Resident Pro on any other pc's. Resident Pro will then keep your extranet up to date with your bookings, and auto sync with any updates you make online.

Resident Pro on the extranet

Simply login at www.roomcast.co.uk (when you login you'll be reminded to upgrade Resident Pro at the hotel, if necessary - this is because older versions will not sync with the changes you make on the online Reservations Chart and Functions Diary)



Click on the Resident Pro button for the Reservations Chart, Functions Diary, and more. For Roombasket setup, click on the Roombasket button and refer to the separate Roombasket User Guide.



Select a date before you click "Reservation Chart" to go straight to that date - otherwise the chart will show the current week.

Reservation Chart

	Today	Week	Month	Quarter			
# Room	Thu 11 Jun 2020	Fri 12 Jun 2020	Sat 13 Jun 2020	Sun 14 Jun 2020	Mon 15 Jun 2020	Tue 16 Jun 2020	Wed 17 Jun 2020
1 Pienza	Alastair Roberts & Emma Sidi ⓘ	(2d)					
2 Mougins							
3 Bainbridge			Kathleen Hart ⓘ				
4 Greenwich				Paul & Gemma ⓘ			
5 Nishiki		Nichola Bell ⓘ	Kay Beadle ⓘ				

This is a copy of your Reservation Chart on Resident Pro. The colour coded bookings should look familiar. You can view booking details by clicking on the "info" icon. When you update, add, move

or cancel a booking the chart will show a "sync" icon until Resident Pro is updated at the hotel. Until then, you still have time to "undo a cancellation" or "delete" a new booking.

 to sync

On the hotel pc, updates will be collected automatically by Resident Pro every 10 minutes, or if Resident Pro is not running, will be collected when Resident Pro next starts. The Booking logs will be updated to show any collected updates.



"Send" or "Preview" an email confirmation to the Guest. These buttons will be displayed for existing bookings, either when you select "Change Package", or change the rate using the Search button.



Use the 5 icons at the top of the page to navigate, and click on "Month" or "Quarter" to view more than a "Week" of bookings on the chart:

1. Back to the main menu
2. Turn the chart to the previous period
3. Select a new start date for the chart using a calendar
4. Turn the chart to the next period
5. Refresh the chart*

*The Reservation Chart will automatically refresh every 10 minutes.



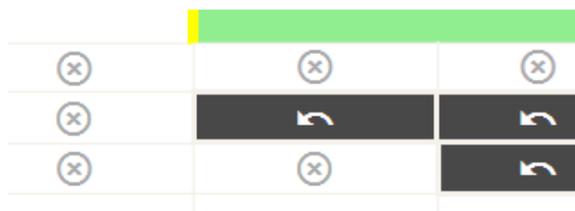
Use the buttons for more tools:

1. Today, to reposition the chart to Today's date
2. Week, to show a week in Standard View, or a few more days in Compact View
3. Month, to show a month of bookings
4. Quarter, to show 3 months of bookings
5. Options, to enable Add booking (+), or Shadeouts (X), or to change the View to "Compact" or "Standard". "Compact" view will abbreviate the guest names and room names.

Your preferred Options can be saved.

⊗ Shadeout

To shadeout a room, select "Options" and "Shadeout", then click an "X" and select how many days you want to shadeout.



↶ Unshade

To unshade, click the "undo" arrow, and select how many days.

⊕ Add booking

To add a new booking select "Options" and "Add booking", then click "+" on the Arrival date, and select how many nights you want to book.



Complete the Booking form, and use the Search button to lookup Roombasket Prices for the selected room. You may need to re-upload setup (see Getting started) if prices don't show. Otherwise, select the Package (such as "Bed and breakfast") and type the Total Price. Then "Add booking" to complete...

Add booking

Adding a new booking will automatically fire a notification email to the hotel. In case you make a mistake, a newly added booking can be DELETED before it is synced with Resident Pro at the hotel.

N.B. If you wish to send an email confirmation to the Guest, Edit the booking and change the package.

List Bookings

- You can change guest details including personal information and notes
- You can move rooms
- You can add a new booking
- You can add a Deadline
- You can change the confirmation method, if no deposit was paid
- You can cancel an individual room, except for a checked in guest or group leader

- You can cancel an entire group
- You can change the group colour by using + or - in the 'Room Type'

N.B. At present you cannot change dates, add group bookings, add deposits, or check-in rooms on the extranet.



Use the 4 icons on the top of the page to navigate to:

1. Back to the Reservation Chart
2. A full list of bookings
3. A list of Lapsed bookings awaiting checkout
4. A list of cancelled bookings

Functions Diary

This is a mirror copy of your Functions Diary on Resident Pro. The colour coded bookings should look familiar. You can click on a booking to view the details. When you add, update or cancel a booking the Function will show a "sync" icon until the Function Diary is updated on the hotel pc.

 to sync



Adding a new booking will automatically fire a notification email to the hotel.

Use the 4 icons at the top of the page to navigate:

1. Back to the main menu
2. Show a list of all the Functions in date order
3. Use the Calendar to reselect a specific date
4. Refresh the functions list

N.B. At present you cannot add a deposit or change the virtual room number on the extranet.

House Keeping



Go back to the main menu, or use the Calendar to select a day to show Arrivals, Stays and Departures.

Fire List



Use the 4 icons at the top of the page to show the correct Fire List:

1. Back to the main menu
2. Show yesterday's Fire List
3. Show today's Fire List
4. Show tomorrow's Fire List

Sales Total



When you run an 'End of day Z' on Resident Pro, the Sales Totals are uploaded to the extranet to show Gross, Nett and Vat totals for each Sales Category. Use the 4 icons at the top of the page to show the correct Z Reading:

1. Back to the main menu
2. Show the previous Z totals
3. Show a list of Z numbers to select from
4. Show the next Z totals

Troubleshooting

Online Reservation Chart booking is missing or incorrect

If a booking on the online Reservation Chart is missing or out-of-sync on a specific date, at the hotel you can re-upload that date on Resident Pro, by clicking on the said date on the chart, then Right click, Sell online, and "Mirror date to extranet". Then "Refresh" the online chart.

Online Reservation Chart showing wrong room name or an error message

If you change your room numbers or room names in Resident Pro Setup, then you must re-upload your setup to the Roombasket extranet. See Getting Started.

Online Reservation Chart majorly out of sync

If many bookings on the online Reservation Chart are incorrect, then you can re-upload ALL your bookings using Resident Pro at the hotel. See Getting Started.

Hidden Booking Issue

At the hotel, Resident Pro will automatically collect any changes you have made to bookings every 10 minutes, so long as the chart is active and you are not in the middle of something. When a newly added booking or "Moved room" is collected, in the unlikely event the room is no longer available, then Resident Pro will display a warning message prompt and place the affected booking in Cancellations. If this happens, you will need to copy the booking from Cancellations and rebook it.

If issues persist please report to support@softwareworks.co.uk

No date picker on IE11

Internet Explorer 11 does not support type="date", so no popup date picker is available when setting Deadlines or Function arrival dates. For best results, use a different internet browser such as Chrome or Firefox.

No prices when adding a booking

On Resident Pro at the hotel, you should re-upload your setup (see Getting started). If you still see no prices, use Resident Pro to upload your prices for the dates and rooms in question.

Other options

Read Only

Your extranet can be made "Read only" on request to stop data from being changed.

Change Password

Use the "Sell online INTRAY" on Resident Pro to change your password at www.roomcast.co.uk



www.roomcast.co.uk