

innRoad Exercise

Step-by-step Process: Travel Agency Reservation

This assignment aims to teach you how to create a hotel reservation through a travel agency and process a travel agent commission. For this assignment you will need to:

- 1) Create a travel agent account,
- 2) Create a reservation under that travel agent account,
- 3) Make sure that the travel agent commission was processed.

TRAVEL AGENCY INFORMATION

The University Hotel works with a travel agency JOY-travel. Please create an account for this travel agency.

Travel Agency Name: JOY-travelStudentID

Account Type: Travel Agent

Mailing Information

First Name: Mr. Michael Seagull

Address: 11 Main St., Gainesville, FL 32603

Phone: +1 352 352 3520

e-mail address: mail@joytravel.com

Billing Information

Check "Use Mailing Information" Box

Travel agency JOY-travel usually pays by check. Please reflect this information in the Bill Type field.

After you created the travel agent account, make a reservation that came from this travel agency.

GUEST INFORMATION

Travel agency JOY-travel made a reservation at the University Hotel for Ms. Margaret Roberts. Please create the reservation based on the information below.

Arrival Date: Today's date

Departure Date: Tomorrow's date

Guest Name: Ms. Margaret RobertsStudentID

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Room type: Choose any type of room that you like

Billing information: Ms. Roberts pays all her charges in cash.

Travel Agency Name: JOY-travelStudentID

Market Segment: Travel Agent

Referral: Other

Once you create the reservation, check the guest in. Upon arrival, Ms. Roberts used spa services in the hotel. Please post a \$160 charge to her account. After the spa, Ms. Roberts had dinner at the restaurant. Her total bill was \$42. Please post this charge to the guest folio as well. One hour later, Ms. Roberts remembered that she had a coupon from the travel agency for a \$10 restaurant discount. She went back and talked to the restaurant manager about adjusting the charge. The restaurant manager accepted the coupon and asked you to make changes to Ms. Roberts' folio.

Now, please check the guest out, so that the travel agent commission will be processed. Please remember that Ms. Roberts pays all her charges in cash. Save the guest statement on your computer. After the guest has checked out, please mark her room as "Clean."

Go to the travel agency's folio and make sure the travel agent has received the commission. Please download the travel agency's statement.

Please submit the guest statement and travel agency's statement to the instructor for grading.

Step-by-Step Process

1. Go to <http://app.innroad.com> (see Figure 1).

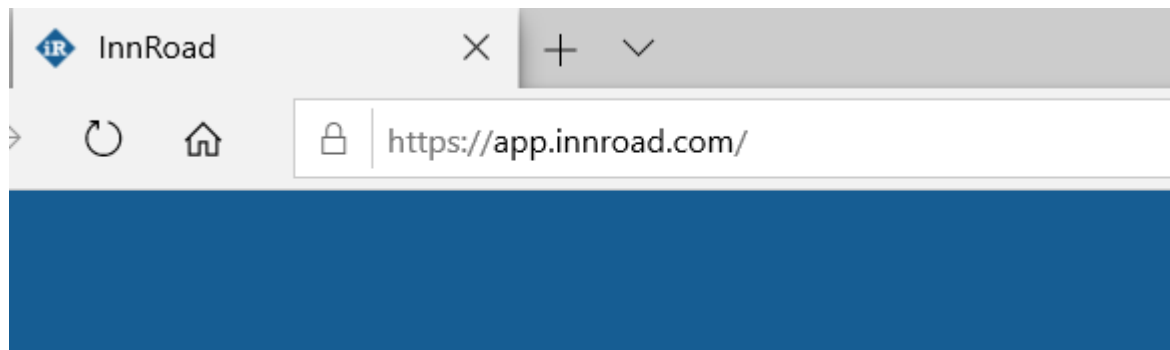


Figure 1

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2. Access your account (see Figure 2). If you do not remember your password, please click on the “Forgot Password?” link. You will receive an email with the link to reset your password.

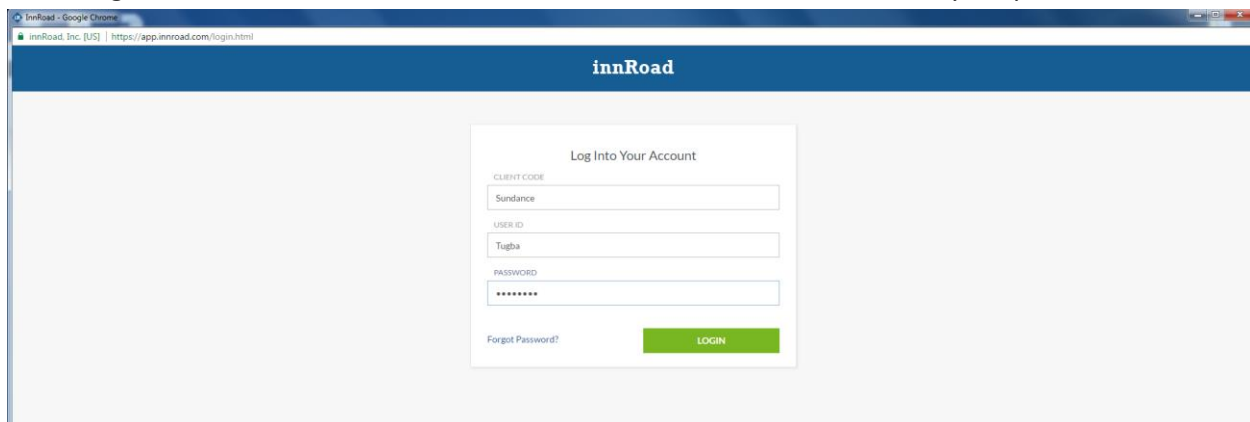


Figure 2

3. Go to the “Accounts” menu and select the “Accounts” tab underneath (Figure 3). Click the “New Account” button at the bottom of the screen (see Figure 3).

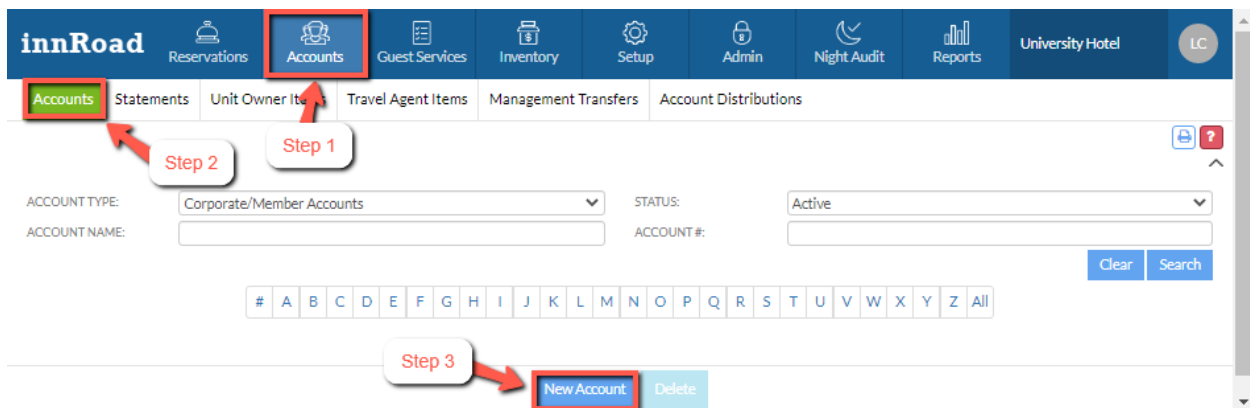


Figure 3

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4. Enter all required information to create the Travel Agent account (Figure 4). Please remember to type your student ID after the travel agency name, e.g. JOY-travel00000000. Click “Save” after filling all required fields in the form.

The screenshot displays the 'New Account' form in the innRoad University Program. The form is organized into several sections:

- Account Details:** Includes fields for ACCOUNT NAME (JOY-travel), ACCOUNT # (44443333222546), ACCOUNT TYPE (Travel Agent), and STATUS (Active).
- Account Attributes:** Includes fields for ACCOUNT SINCE (08/18/2020), MARKET SEGMENT (--Select--), PAY BY ACCOUNT (Optional), TAX ID, and REFERRAL (Other).
- Mailing Information:** Includes fields for GUEST NAME (Mr. Michael Seagull), PHONE (1 3523523520), ALTERNATE PHONE (1 Number), ADDRESS (11 Main St), FAX, EMAIL (example@example.com), CITY (Gainesville), STATE (Florida), POSTAL CODE (32603), and COUNTRY (United States).
- Billing Information:** Includes fields for GUEST NAME (Mr. Michael Seagull), PHONE (1 3523523520), ALTERNATE PHONE (1 Number), ADDRESS (11 Main St), FAX, EMAIL (example@example.com), CITY (Gainesville), STATE (Florida), POSTAL CODE (32603), COUNTRY (United States), PROPERTY (University Hotel), BILL TYPE (Check), ACCOUNT (Billing Account Number), EXP DATE, and BILLING NOTES.

A red arrow points to the 'ACCOUNT TYPE' dropdown menu, which is set to 'Travel Agent'. Another red arrow points to the 'Save' button at the bottom of the form.

Figure 4

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6. Go to the “Reservations” menu and click “NEW RESERVATION” (see Figure 5).

The screenshot shows the innRoad University Program interface. The top navigation bar includes the innRoad logo and several menu items: Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, University Hotel, and a user profile icon (LC). The Reservations menu is highlighted with a red box. Below the navigation bar, there is a sub-menu with options: Reservations, Tape Chart, Guest History, and Groups. The Reservations sub-menu is also highlighted with a red box. In the center of the screen, there is a search bar with fields for Guest Name, Res Number, and a search icon. To the right of the search bar, there are several status indicators: AUG 18 2020, 127 In House, 0 All Arrivals, 0 All Departu..., 0 Unassigned, and 0 New Reservati... Below the search bar, there is a row of buttons: BULK ACTION, NEW RESERVATION, and GROUP PICKUP. The NEW RESERVATION button is highlighted with a red box and a red arrow pointing to it. To the right of the buttons, there is a status indicator: 127 Record(s) found.

Figure 5

7. Enter the dates and number of adults/children in the room based on your assignment. For room selection, click “FIND ROOM” and select a room class (see Figure 6).

The screenshot shows the innRoad University Program interface. The top navigation bar includes the innRoad logo and several menu items: Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, University Hotel, and a user profile icon (LC). The Reservations menu is highlighted with a red box. Below the navigation bar, there is a sub-menu with options: Reservations, Tape Chart, Guest History, Groups, and New Reser... The New Reser... sub-menu is highlighted with a red box. In the center of the screen, there is a form for creating a new reservation. The form has fields for CHECK IN (08/18/2020), CHECK OUT (08/19/2020), ADULTS (1), CHILDREN (0), and RATE PLAN / PROMO (All). There is a green button labeled FIND ROOM. To the right of the form, there is a TRIP SUMMARY table. Below the form, there are two red arrows pointing to the form fields and the FIND ROOM button. The first arrow points to the CHECK IN field and is labeled "Step 1: Select todays and tomorrows dates, number of adults and children, and marketing information". The second arrow points to the FIND ROOM button and is labeled "Step 2: Press FIND 'ROOM'".

TRIP SUMMARY	
Room Charges	\$ 0.00
No Room Selected	
Incidentals	\$ 0.00
Taxes & Ser...	\$ 0.00
Trip Total	\$ 0.00
Deposit	\$ 0.00
Due	
Override Deposit Due	<input type="checkbox"/>

Figure 6

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3. Then, select a room from the list provided. Click “SELECT” (see Figure 7).

Reservations

Tape Chart

Guest History

Groups

New Reser... x

?

CHECK IN

CHECK OUT

ADULTS

CHILDREN

RATE PLAN / PROMO

FIND ROOM

08/18/2020

08/19/2020

1

0

All

ADD A ROOM +

RACK RATE	AVAILABLE	TOTAL	ROOM	
Single Room Avg per night \$110	100 rooms left	\$110.00	100	SELECT
Double Room Avg per night \$159	100 rooms left	\$159.00	200	SELECT
Queen Room Avg per night \$179	100 rooms left	\$179.00	300	SELECT
Queen Suite Avg per night \$184	100 rooms left	\$184.00	400	SELECT
King Room Avg per night \$190	100 rooms left	\$190.00	500	SELECT
King Suite Avg per night \$204	100 rooms left	\$204.00	600	SELECT
Deluxe Suite Avg per night \$216	100 rooms left	\$216.00	700	SELECT

TRIP SUMMARY

Room Charges \$0.00

No Room Selected

Incidentals \$0.00

Taxes & Ser... \$0.00

Trip Total \$0.00

Deposit \$0.00

Due

Override Deposit Due

Figure 7

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4. In the TRIP SUMMARY, you will see the details of the room charges, reservation dates, number of adults and children, room type and number, incidentals, taxes and fees, and total charges for this reservation. Click “Next” (see Figure 8).

Reservations

Tape Chart

Guest History

Groups

New Reser... x

?

CHECK IN

CHECK OUT

ADULTS

CHILDREN

RATE PLAN / PROMO

FIND ROOM

08/18/2020









08/19/2020

1

0

All

ADD A ROOM +

RACK RATE	AVAILABLE	TOTAL	ROOM	
 Single Room Avg per night \$110	100 rooms left	\$110.00	100	SELECT
 Double Room Avg per night \$159	100 rooms left	\$159.00	200	SELECT
 Queen Room Avg per night \$179	100 rooms left	\$179.00	300	SELECT
 Queen Suite Avg per night \$184	100 rooms left	\$184.00	400	SELECT
 King Room Avg per night \$190	100 rooms left	\$190.00	500	SELECT
 King Suite Avg per night \$204	100 rooms left	\$204.00	600	SELECT
 Deluxe Suite Avg per night \$216	100 rooms left	\$216.00	700	

TRIP SUMMARY

Room Charges \$ 216.00
Tue Aug 18 - Wed Aug 19
1 adult, 0 child
Deluxe Suite : 700
Incidentals \$ 0.00
Taxes & Ser... \$ 17.28
Trip Total \$ 233.28
Deposit \$ 0.00
Due
Override Deposit Due ☐

NEXT




Figure 8

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5. In the next reservation form, first, fill out the MARKETING INFO section (see Figure 9). Please choose “Travel Agent” in the drop-down list “Market.” Choose the travel agent account JOY-travelStudentID you created from a drop-down menu (see Figure 9). In the next pop-up window, confirm that you want to replace the guest info with the information from the travel agent account (see Figure 10). All information in GUEST INFO will be filled automatically with the travel agency information, including payment information (see Figure 11). Please type the guest’s name and change the payment information to “Cash” (see Figure 12). Do not fill out ADD-ONS & INCIDENTALS, TASKS, and NOTES as your guest did not request them.

MARKETING INFO

TRAVEL AGENT	MARKET	REFERRAL
<input type="text" value="JOY-travel"/>	<input type="text" value="Travel Agent"/>	<input type="text" value="Other"/>
Ext Res#	SOURCE	SUB SOURCE
<input type="text" value=""/>	<input type="text" value="innCenter"/>	<input type="text" value="Not Applicable"/>

Figure 9

Do you want to replace the guest info, payment method, marketing info and notes in this reservation with the information from the account? Clicking yes will save all the account info to the reservation.

Figure 10

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Reservations Tape Chart Guest History Groups **New Reser...** x



Figure 11

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PAYMENT METHOD

Payment Info

PAYMENT METHOD



Cash



BILLING NOTES

☐

Tax Exempt ID

Billing Address



Same as mailing address

FIRST NAME

Mr.



Michael

LAST NAME

Seagull

Search Address



ADDRESS 1

11 Main St

Address 2

Address 3

CITY

Gainesville

COUNTRY

United States



STATE

Florida



POSTAL CODE

32603

Figure 12

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- Click the “BOOK NOW” button to complete the reservation (see Figure 13).


TRIP SUMMARY	
Room Charges	\$ 216.00
Tue Aug 18 - Wed Aug 19 1 adult, 0 child	
Deluxe Suite: 700	
Incidentals	\$ 0.00
Taxes & Serv...	\$ 17.28
Trip Total	\$ 233.28
Deposit	\$ 0.00
Due	
Override Deposit Due	<input type="checkbox"/>
<input type="checkbox"/> View Deposit payment	
BOOK NOW	
SAVE QUOTE	

Figure 13

- You will receive a Reservation Confirmation notification (see Figure 14). Click “CLOSE”.

Reservation Confirmation

Reservation has been created.

Confirmation No: 17706050 Status: Reserved

CLOSE

Figure 14

You will see the guest’s name as a reservation tab name instead of “New Reservation” (see Figure 15).

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- Next, check in the guest by clicking the “CHECK IN” button at the top right corner of the screen (see Figure 15) and “CONFIRM CHECK IN” (see Figure 16).

Reservations Tape Chart Guest History Groups Margaret ... x

The name of the reservation tab was changed

Ms. Margaret Roberts 1-(352) 352-3520 TRIP TOTAL \$ 233.28
RESERVED - 17706050 (Aug 18 - Aug 19) BALANCE \$ 233.28 CHECK IN

Details Folio(s) History Documents Reports

STAY INFO

University Hotel RATE PLAN: Rack Rate

Aug 18, 2020 TUESDAY 1N Aug 19, 2020 WEDNESDAY 1 Adult(s), 0 Child(s) Deluxe Suite ROOM: 700 TOTAL \$ 216.00

ADD-ONS & INCIDENTALS

There are no add-ons & incidentals set

ADD-ONS + INCIDENTALS +

TRIP SUMMARY

Room Charges	\$ 216.00
Incidentals	\$ 0.00
Taxes & Servic...	\$ 17.28
Trip Total	\$ 233.28
Paid	\$ 0.00
Balance	\$ 233.28

TAKE PAYMENT

Figure 15

Check In

Ms. Margaret Roberts RESERVED - 17706050

GUEST CONTACT INFO

PRIMARY GUEST NAME	LAST NAME	E-MAIL	PHONE
Ms. Margaret	Roberts		1-(352) 352-3520

STAY INFO

Aug 18, 2020 TUESDAY 1N Aug 19, 2020 WEDNESDAY 1 Adult(s), 0 Child

RATEPLAN: Rack Rate Deluxe Suite: \$ 216.00 ROOM: 700

☐ Generate Guest Registration CONFIRM CHECK IN

Figure 16

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9. The Guest Registration statement will be opened in a new browser tab (see Figure 17). Please make sure to allow innRoad pop-ups on your browser.

123 Main St.
New York, NY 02134
Phone : +1 000-000-0000
Fax :
university@hotel.com

Folio Name : Guest Folio
Date : Tue, Aug 18, 2020

To
Margaret Roberts (Michael Seagull)
11 Main St
Gainesville , FL 32603
Phone : +1 (352) 352-3520
Email id :

Property : University Hotel
Room : Deluxe Suite : 700
Arrival : Tue, Aug 18, 2020 - 1 Night(s)
Departure : Wed, Aug 19, 2020
Reservation # : 17706050
Guests : 1 Adults / 0 Children

Charges

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/18/2020	Room Charge	Room Charge	Deluxe Suite : 700	\$ 216.00
		Room Charges		\$216.00
		Incidentals		\$0.00
		Taxes & Service Charges		\$17.28
		Total Charges		\$233.28

Payment Information On File
Payer: Michael Seagull
Payment Method: Cash
Account #:
Exp Date:

Signature: _____
Date: _____

Policy Information

THANK YOU FOR YOUR BUSINESS!

Figure 17

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10. You may close the browser tab with the Guest Registration statement. Please return to the innRoad reservation tab.
11. Once you complete the check-in, you will be prompted to the Reservations screen showing that your guest is in-house (see Figure 18).

The screenshot displays the innRoad University Program interface. At the top, a navigation bar includes links for Reservations, Accounts, Guest Services, Inventory, Setup, Admin, Night Audit, Reports, and University Hotel. Below this, a sub-navigation bar shows tabs for Reservations, Tape Chart, Guest History, and Groups, with a dropdown menu for 'Margaret ...'. The main content area features a reservation summary for Ms. Margaret Roberts, with a status of 'IN-HOUSE - 17706050 (Aug 18 - Aug 19)'. A red arrow points to this status, and a callout box states 'Reservation status is "IN-HOUSE"'. The summary also shows a phone number, trip total, and balance. Below the summary are tabs for Details, Folio(s), History, and Documents. The 'STAY INFO' section details the stay at University Hotel, including dates (Aug 18, 2020 to Aug 19, 2020), rate plan (Rack Rate), and room type (Deluxe Suite). The 'TRIP SUMMARY' section on the right lists charges, taxes, and a total balance of \$233.28. The 'ADD-ONS & INCIDENTALS' section indicates no add-ons are set. A 'TAKE PAYMENT' button is visible at the bottom right.

https://app.innroad.com/index.html#reservationSearch?ReservationId=17704301

innRoad

Reservations Accounts Guest Services Inventory Setup Admin Night Audit Reports University Hotel

Reservations Tape Chart Guest History Groups Margaret ...

Ms. Margaret Roberts 1-(352) 352-3520

IN-HOUSE - 17706050 (Aug 18 - Aug 19)

TRIP TOTAL \$ 233.28

BALANCE \$ 233.28

CHECK OUT

Details Folio(s) History Documents

Reservation status is "IN-HOUSE"

STAY INFO

University Hotel RATE PLAN: Rack Rate

Aug 18, 2020 1N Aug 19, 2020 WEDNESDAY

1 Adult(s), 0 Child(s)

Deluxe Suite ROOM: 700

TOTAL \$ 216.00

TRIP SUMMARY

Room Charges \$ 216.00

Incidentals \$ 0.00

Taxes & Servic... \$ 17.28

Trip Total \$ 233.28

Paid \$ 0.00

Balance \$ 233.28

TAKE PAYMENT

Updated By: Lena 08/18/20 18:16 PM (GMT-05:00)

Figure 18

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12. Go to the “Folio(s)” tab in order to post the charges to the guest folio (see Figure 19).

Reservations | Tape Chart | Guest History | Groups | Margaret ...

Ms. Margaret Roberts 1-(352) 352-3520 TRIP TOTAL \$ 233.28
IN-HOUSE - 17706050 (Aug 18 - Aug 19) BALANCE \$ 233.28 CHECK OUT

Details **Folio(s)** History Documents Reports

Folio Details Folio Options

Guest Folio Add Line Item Pay Move Apply Routing Void Commit Abort Reset Save

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Date	Category	Description	Qty	Amount
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 18, 2020	Room Charge	Room Charge	1	\$ 216.00

☐ Include Taxes in Line Items
☒ Display Pending Items
☒ Include Pending Items in Total
☐ Display Void Items
☐ Display CC# in Reports
☐ Show Authorizations in Report

Payment Info: -

Room Charges:	\$ 216.00
Incidentals:	\$ 0.00
Taxes & Service Charges:	\$ 17.28
Total Charges:	\$ 233.28
Payments:	\$ 0.00
Balance:	\$ 233.28

Figure 19

13. To add a charge (e.g., for a spa or a restaurant), click on “Add Line Item” (see Figure 20). Enter the charge information (see Figure 21), click on “Commit” and then “Save”. Repeat these steps for all the guests’ charges.

Ms. Margaret Roberts 1-(352) 352-3520 TRIP TOTAL \$ 233.28
IN-HOUSE - 17706050 (Aug 18 - Aug 19) BALANCE \$ 233.28 CHECK OUT

Details Folio(s) History Documents Reports

Folio Details Folio Options

Guest Folio Add Line Item Pay Move Apply Routing Void Commit Abort Reset Save

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Date	Category	Description	Qty	Amount
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 18, 2020	Room Charge	Room Charge	1	\$ 216.00

☐ Include Taxes in Line Items
☒ Display Pending Items
☒ Include Pending Items in Total
☐ Display Void Items
☐ Display CC# in Reports
☐ Show Authorizations in Report

Payment Info: -

Room Charges:	\$ 216.00
Incidentals:	\$ 0.00
Taxes & Service Charges:	\$ 17.28
Total Charges:	\$ 233.28
Payments:	\$ 0.00
Balance:	\$ 233.28

Figure 20

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Details Folio(s) History Documents Reports

Folio Details Folio Options

Guest Folio

Add Line Item Pay Move Apply Routing Void Commit Abort Reset Save

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Date	Category	Description	Qty	Amount
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 18, 2020	Room Charge	Room Charge	1	\$ 216.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	08/18/2020	--Select--		1	\$

☐ Include Taxes in Line Items
☒ Display Pending Items
☒ Include Pending Items in Total
☐ Display Void Items
☐ Display CC# in Reports
☐ Show Authorizations in Report

Payment Info: --

Room Charges: \$ 216.00
 Incidentals: \$ 0.00
 Taxes & Service Charges: \$ 17.28
 Total Charges: \$ 233.28
 Payments: \$ 0.00
 Balance: \$ 233.28

Step 1: Select the payment category. For, restaurant, choose the restaurant name or POS
 Step 2: Enter the other information about a payment
 Step 3: Click "Commit"
 Step 4: Click "Save"

Figure 21

14. After you add all charges, your screen should look like in Figure 22. Save all the charges by clicking on the "Save" button (see Figure 22).

Details Folio(s) History Documents Reports

Folio Details Folio Options

Guest Folio

Add Line Item Pay Move Apply Routing Void Commit Abort Reset Save

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Date	Category	Description	Qty	Amount
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 18, 2020	Room Charge	Room Charge	1	\$ 216.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 18, 2020	Spa	Spa	1	\$ 160.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 18, 2020	POS	Restaurant	1	\$ 42.00

☐ Include Taxes in Line Items
☒ Display Pending Items
☒ Include Pending Items in Total
☐ Display Void Items
☐ Display CC# in Reports
☐ Show Authorizations in Report

Payment Info: --

Room Charges: \$ 216.00
 Incidentals: \$ 202.00
 Taxes & Service Charges: \$ 17.28
 Total Charges: \$ 435.28
 Payments: \$ 0.00
 Balance: \$ 435.28

Figure 22

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15. In order to post a discount, locate a corresponding charge in the guest folio (restaurant charge) and click on that charge name.

In the pop-up window “Item Detail”, please input the category, description, and the discount amount (see Figure 23). Click on the “Add” button. After the discount is applied, click on “Continue.”

The screenshot shows the 'Item Detail' form with the following fields and values:

- DATE: Tue, 18-Aug-2020
- CATEGORY: POS
- DESCRIPTION: discount
- ROOM: 700
- AMOUNT: -10.00

Buttons: Cancel, Void, Add (highlighted with a red box and arrow).

Annotations:

- Step 1: Enter category, discription, and amount** (points to CATEGORY, DESCRIPTION, and AMOUNT fields).
- Step 2: Click on "Add"** (points to the Add button).
- Step 3: Click "Continue"** (points to the Continue button at the bottom right).

Below the form is a table with the following data:

Transactions	Payments		
<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Date	Category	Description	Amount
Tue, 18-Aug-2020	POS	Restaurant	\$ 42.00

Summary:

- Room Charges: \$ 0.00
- Incidentals: \$ 42.00
- Taxes & Service Charges: \$ 0.00
- Total Charges: \$ 42.00**

Buttons: Cancel, Continue (highlighted with a red box and arrow).

Figure 23

16. Save the changes in the folio by clicking on “Save” in the guest’s folio (see Figure 22).

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17. Next, you will need to check the guest out. In order to do so, you will need to click on the “CHECK OUT” button at the top right corner of the screen (see Figure 24). Then, click on “PROCEED TO CHECK OUT PAYMENT” in the next screen (see Figure 25).

Ms. Margaret Roberts 1-(352) 352-3520 TRIP TOTAL \$ 425.28
IN-HOUSE - 17706050 (Aug 18 - Aug 19) BALANCE \$ 425.28 **CHECK OUT**

Details Folio(s) History Documents Reports

Folio Details Folio Options

Guest Folio [v] [x] [+] [link]

Add Line Item Pay Move Apply Routing Void Commit Abort Reset Save

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Date	Category	Description	Qty	Amount
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 18, 2020	Room Charge	Room Charge	1	\$ 216.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 18, 2020	Spa	Spa	1	\$ 160.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue Aug 18, 2020	POS	Restaurant	1	\$ 32.00

☐ Include Taxes in Line Items
☒ Display Pending Items
☒ Include Pending Items in Total
☐ Display Void Items
☐ Display CC# in Reports
☐ Show Authorizations in Report

Payment Info: [v] [link]

Room Charges: \$ 216.00
Incidentals: \$ 192.00
Taxes & Service Charges: \$ 17.28
Total Charges: \$ 425.28
Payments: \$ 0.00
Balance: \$ 425.28

Figure 24

Check Out

Ms. Margaret Roberts IN-HOUSE - 17706050

Are you sure you want to check out this reservation?

☒ Generate Guest Statement **PROCEED TO CHECK OUT PAYMENT**


Figure 25


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18. The payment details window will pop up. The payment information should appear in the PAYMENT METHOD section. Please double check this information and click the “PAY \$...” button (see Figure 26).

Check Out Payment

DATE  08/18/2020 Balance: \$ 425.28

AMOUNT	TYPE
\$ 425.28	Capture 

PAYMENT METHOD

 Cash 

☐ Set As Main Payment Method

[ADD NOTES](#)


 **PAY \$ 425.28**

Figure 26

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19. The Guest Statement will be opened in a new tab of your browser (see Figure 27). Make sure to save the Guest Statement on your hard drive. You may be asked to submit this form to your instructor.

University Hotel
123 Main St.
New York, NY 02134
Phone : +1 000-000-0000
Fax :
university@hotel.com

University Hotel

Guest Statement
Invoice #: 183
Folio Name : Guest Folio
Date : Tue, Aug 18, 2020

To
Margaret Roberts (Michael Seagull)
11 Main St
Gainesville, FL 32603
Phone : +1 (352) 352-3520
Email id :

Property : University Hotel
Room : Deluxe Suite : 700
Arrival : Tue, Aug 18, 2020 - 1 Night(s)
Departure : Wed, Aug 19, 2020
Reservation # : 17706050
Guests : 1 Adults / 0 Children

Charges

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/18/2020	Room Charge	Room Charge	Deluxe Suite : 700	\$ 216.00
08/18/2020	Spa	Spa	Deluxe Suite : 700	\$ 160.00
08/18/2020	POS	Restaurant	Deluxe Suite : 700	\$ 32.00
Room Charges				\$216.00
Incidentals				\$192.00
Taxes & Service Charges				\$17.28
Total Charges				\$425.28

Payments

DATE	CATEGORY	DESCRIPTION	ROOM	AMOUNT
08/18/2020	Cash	Cash	Deluxe Suite : 700	\$ 425.28
Total Payments				\$425.28
Balance				\$0.00

Payment Information

Download and save the Guest Statement OR print it in a pdf file and save

Figure 27

innRoad University Program

www.innRoadUniversity.com

20. In the next window, select a location on your hard drive to save the file (see Figure 28).

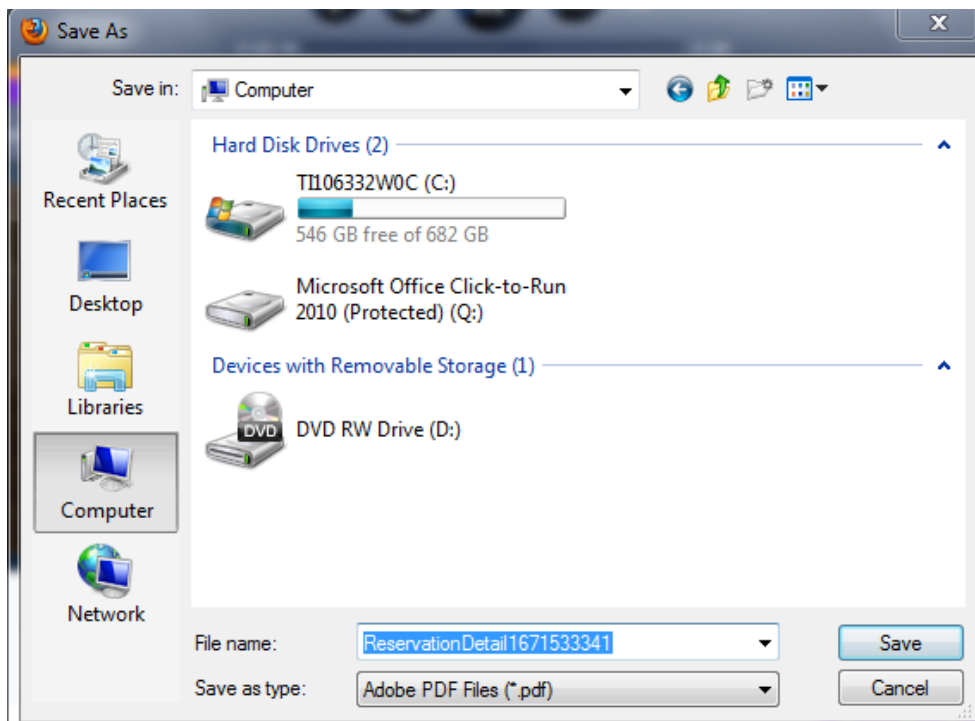


Figure 28

21. After the file is saved, you can close the tab with the statement and return to the innRoad tab (see Figure 29). Click the “CLOSE” button to complete the check out.

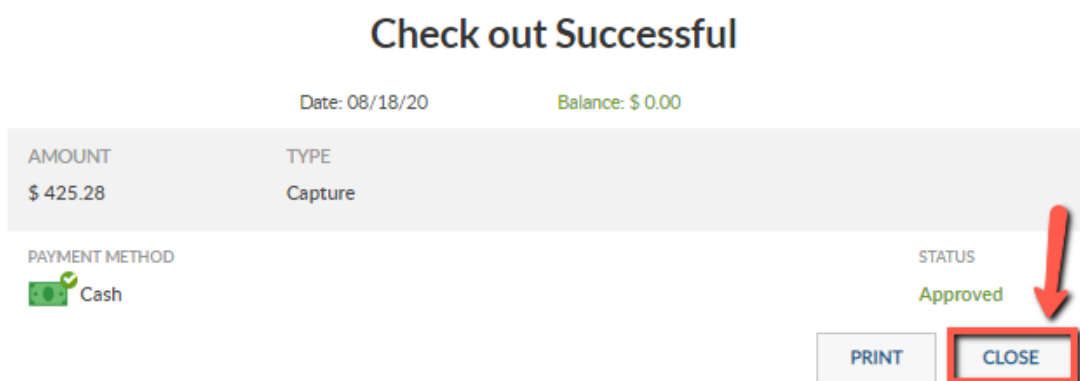


Figure 29

innRoad University Program

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22. Next, you will see that the status of the reservation has changed to “DEPARTED” (see Figure 30 and Figure 31).

Reservations Tape Chart Guest History Groups Margaret ... x

Ms. Margaret Roberts 1-(352) 352-3520 TRIP TOTAL \$425.28
DEPARTED - 17706050 (Aug 18 - Aug 19) BALANCE \$0.00 ROLL BACK

Details Folio(s) History Documents Reports x

STAY INFO

University Hotel RATE PLAN: Rack Rate

Aug 18, 2020 1N Aug 19, 2020 WEDNESDAY 1 Adult(s), 0 Child(s) Deluxe Suite ROOM: 700 TOTAL \$216.00

ADD-ONS & INCIDENTALS

DATE	CATEGORY	DESCRIPTION	PER UNIT	QTY	TAX	AMOUNT
Tue Aug 18, 2020	Spa	Spa	\$160.00	1	\$0.00	\$160.00

TRIP SUMMARY

Room Charges	\$216.00
Incidentals	\$192.00
Taxes & Servi...	\$17.28
Trip Total	\$425.28
Paid	\$425.28
Balance	\$0.00

TAKE PAYMENT

Figure 30

innRoad Reservations Accounts Guest Services Inventory Setup Admin Night Audit Reports University Hotel LC

Reservations Tape Chart Guest History Groups Margaret ... x

GUEST NAME Roberts Res Number Q Advanced

OCT 15 2019 121 In House 14 All Arrivals 1 All Departur... 0 Unassigned 13 New Reservations

BULK ACTION NEW RESERVATION >

26 Record(s) found

PROPERTY	GUEST NAME	ACCOUNT NAME	RES#	ADULTS	CHILD	STATUS	ROOM	ARRIVE	DEPART	NIGHTS	TASK
University Hotel	Margaret Roberts	-	15889757	1	0	Departed	DS : 700	Oct 16, 2019	Oct 17, 2019	1	

Figure 31

innRoad University Program

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23. To mark Ms. Roberts' room as "Clean," open the "Room Status" tab in the "Guest Services" menu page (see Figure 32). Click on "Dirty" to display only dirty rooms. Or you may search for Ms. Roberts' room number (see Figure 32).

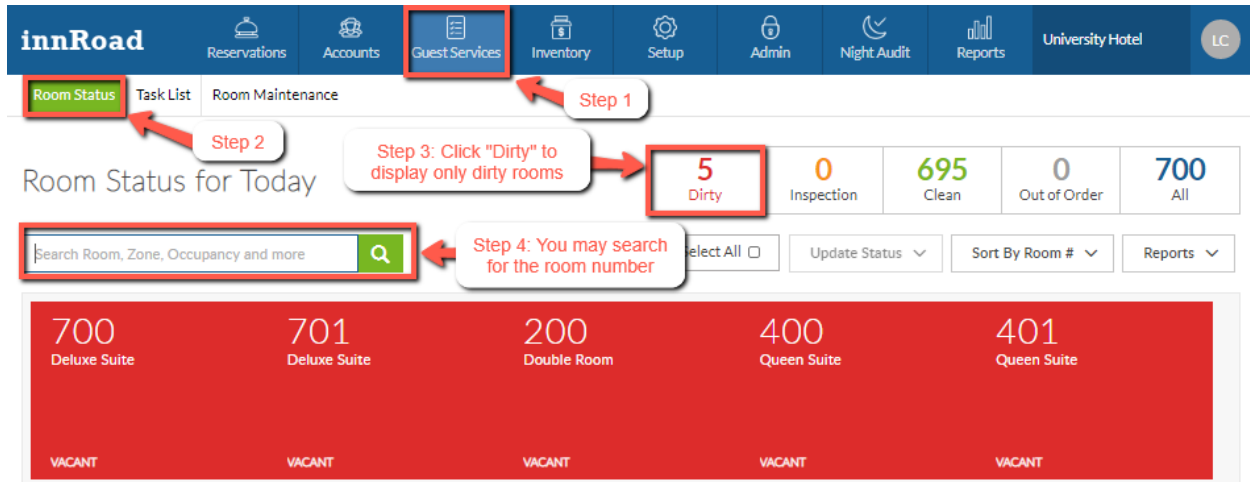


Figure 32

24. Select the room and update its status to "Clean" in the drop-down menu, "Update Status" (see Figure 33).

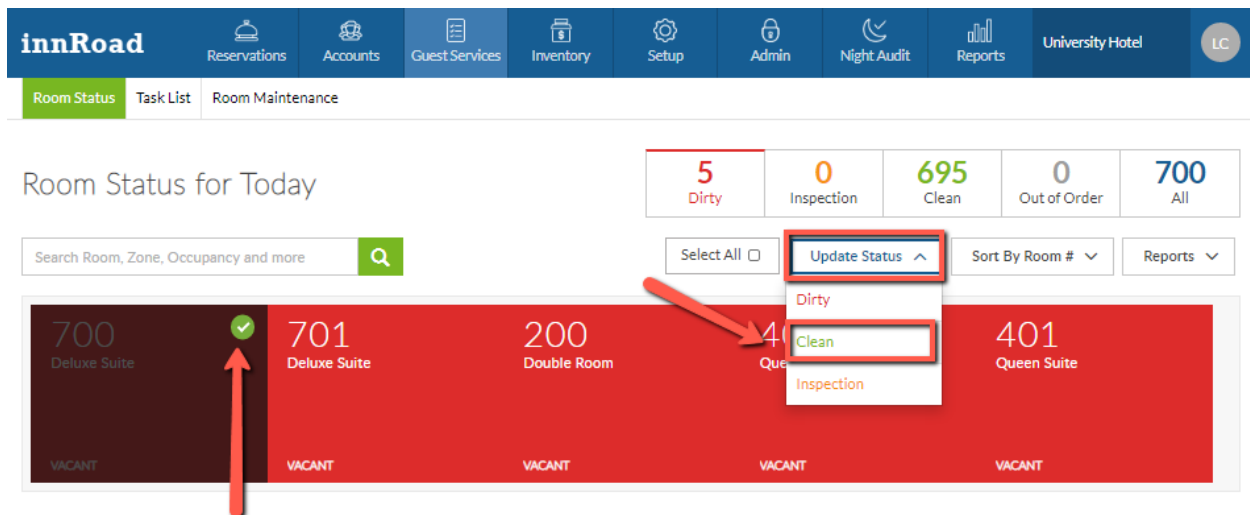


Figure 33

innRoad University Program

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25. To check if the travel agent has received the commission, open the travel agent account following the steps in Figure 34.

innRoad Reservations Accounts Guest Services Inventory Setup Admin Night Audit Reports University Hotel LC

Accounts Statements Unit Owner Items Travel Agent Items Management Transfers Account Distributions JOY-travel x

Step 1: Open the menu "Accounts"

Step 2: Click on "Accounts" tab

ACCOUNT TYPE: Travel Agent STATUS: Active

ACCOUNT NAME: JOY-travel ACCOUNT #:

Step 3: Select an account type "Travel Agent"

Step 4: Type the name of the travel agency account with your student ID

Step 5: Click "Search"

35 Record(s) found

Select	Account Number	Account Name	Account Since	Rooms	Reservation	Status
<input type="checkbox"/>	44443333222266	JOY-travel66178285	Mar 14, 2018	0	1	Active
<input type="checkbox"/>	44443333222271	Joy-travel	May 07, 2018	0	1	Active
<input type="checkbox"/>	44443333222272	Joy-travel 1780	May 07, 2018	0	1	Active
<input type="checkbox"/>	44443333222274	Joy-travel 80	May 09, 2018	0	1	Active
<input type="checkbox"/>	44443333222299	Joy-Travel_U01836062	Mar 12, 2019	0	1	Active
<input type="checkbox"/>	44443333222300	JOY-travelNguyen	Mar 16, 2019	0	1	Active
<input type="checkbox"/>	44443333222302	JOY-travel12305958	Mar 19, 2019	0	1	Active
<input type="checkbox"/>	44443333222304	JOY-travel	Apr 01, 2012	0	0	Active
<input type="checkbox"/>	44443333222305	JOY-travel	Apr 23, 2019	0	1	Active
<input type="checkbox"/>	44443333222158	JOY-travel 02841914	Apr 30, 2019	0	1	Active
<input type="checkbox"/>	44443333222330	JOY-Travel	Oct 16, 2019	0	1	Active
<input type="checkbox"/>	44443333222392	JOY-travelU15343150	Oct 20, 2019	0	1	Active
<input type="checkbox"/>	44443333222417	JOY-TravelU90964935	Oct 20, 2019	0	0	Active
<input type="checkbox"/>	44443333222515	JOY-travelStudentID	Mar 22, 2020	0	1	Active
<input type="checkbox"/>	44443333222546	JOY-travel	Aug 18, 2020	0	1	Active

Step 6: Click on the account name

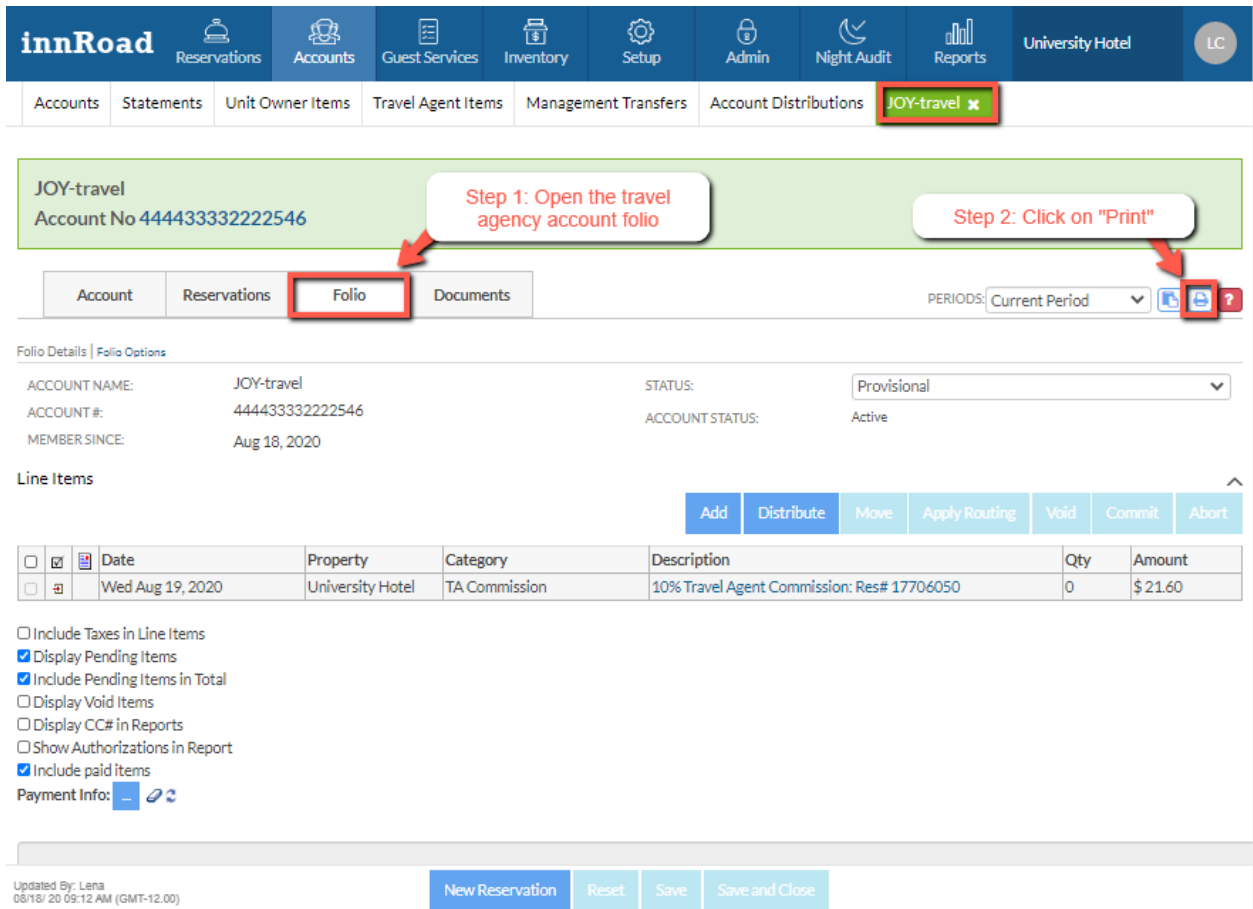
New Account Delete

Figure 34

innRoad University Program

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26. Go to the travel agent account folio and print the travel agency's statement (see Figure 35 and Figure 36).



innRoad Reservations Accounts Guest Services Inventory Setup Admin Night Audit Reports University Hotel LC

Accounts Statements Unit Owner Items Travel Agent Items Management Transfers Account Distributions **JOY-travel**

JOY-travel
Account No 444433332222546

Step 1: Open the travel agency account folio

Step 2: Click on "Print"

Account Reservations **Folio** Documents PERIODS: Current Period

Folio Details | Folio Options

ACCOUNT NAME: JOY-travel STATUS: Provisional
ACCOUNT #: 444433332222546 ACCOUNT STATUS: Active
MEMBER SINCE: Aug 18, 2020

Line Items

Add Distribute Move Apply Routing Void Commit Abort

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Date	Property	Category	Description	Qty	Amount
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Wed Aug 19, 2020	University Hotel	TA Commission	10% Travel Agent Commission: Res# 17706050	0	\$ 21.60

☐ Include Taxes in Line Items
☒ Display Pending Items
☒ Include Pending Items in Total
☐ Display Void Items
☐ Display CC# in Reports
☐ Show Authorizations in Report
☒ Include paid Items

Payment Info: [icon] [icon]

Updated By: Lena
08/18/20 09:12 AM (GMT-12:00)

New Reservation Reset Save Save and Close

Figure 35

innRoad University Program

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Download As Pdf

EXPORT

USFSM_Berezina_AccountStatement_2020081823411520... 1 / 1

USFSM-Berezina
123 Main Street
New York, AL 10001
Phone: 5555555555
Fax:
Email: Katerina@katerinaberezina.com
Tax ID:

Account Statement
Account No. - 4444333322254

Account Statement

Account Name	: JOY-travel	Billing contact	: Michael Seagull
Account #	: 44443333222546	Billing Address	: 11 Main St
Statement Period	: Current		Gainesville FL 32603

Folio & Balance Summary

Date	Property	Category	Description	Amount
08/19/2020	University Hotel	TA Commission	10% Travel Agent Commission: Res# 17706050	
Beginning Balance				: \$ 0.00

CLOSE

Figure 36

27. Submit the guest statement and the travel agency's statement to your instructor!

Good job!