

IFW LODGING QUICK REFERENCE GUIDE

To access the Lodging module, at the **IFW Control Center**, point to the **Administration** menu and select **Lodging**. This module is an add-on to the core IFW product and moves call record data from your PBX to your Property Management System (PMS).

Creating Night Audit Reports

The right-hand side of the Night Audit Setup screen contains a display of report types, and buttons to add, edit, or delete these report types.

Please note: you must select a report in order for it to be generated.

ADDING A NEW NIGHT AUDIT REPORT

When the **Add** button is clicked, a Define Night Audit Report screen appears to let you name the report, specify the report type, and define the information to be included in the report.

Save Report As

In this text box, give the report a unique name. This name will appear in the **Choose Report Type** list box in the Night Audit Setup screen.

Report Type

Select a type of report from the list. Depending on the report type selected some of the tabs might not be available.

Tabs

The three tabs let you define the information that will be included in the report. The information you specify at each tab is inclusive.

Bill Class Tab

This tab contains all the billing classes specified when IFW was installed. The Billing Class tab appears for all report types.

Select each billing class that needs to be included in the report by clicking on the appropriate check box. To de-select a billing class, click on an already selected check box.

Organization Tab

This tab displays your organization in a tree-like structure.

By selecting an organizational unit, just that unit and its sub-units will be in the report.

Format Tab

This tab lets you specify how the report is summarized and where to put a page break.

Select a check box to format the report as required. If you want the report to summarize by billing class, select that check box. If you want to force a page break after each room number, select that check box.

EDITING AN EXISTING NIGHT AUDIT REPORT

Highlight it in the **Choose Report to Print** list box and click **Edit**. The Define Night Audit Report screen appears where you can make the changes.

DELETING A NIGHT AUDIT REPORT

Highlight it in the **Choose Report to Print** list box and click **Delete**.

Re-Running Night Audit Reports

At the Ad Hoc Reports screen, you are able to re-run reports that were or were not previously run, or to generate a report on the fly.

- On the left side is a list of previously run night audits with dates and times they ran. Select as many previously run audits as needed. If you select more than one, the report will run chronologically, treating just the selected audits as start and end dates and times.
- On the right side is a list of report types created at the Define Night Audit Report screen.

To re-run a report, follow these steps:

- 1) Select the previously run audit(s) from the left-hand side of the screen.
- 2) From the right-hand side, select the type of report.
- 3) To display the report to your screen, click the **Preview** button.
- 4) To send the report to a printer, click the **Print** button.

PMS Interface Status Screen

The PMS Interface Status screen lets you enable or disable the PMS interface and printer. The system tray contains the following icons to inform you of the status of the PMS interface and the printer:



- Represents the PMS is enabled



- Represents the PMS is disabled



- Represents the printer is on-line

To access the PMS Interface Status screen, double-click on its icon.

PMS INTERFACE STATUS MENUS

At the top of the PMS Interface Status screen are three menus:

File

- **Hide** – Hides the PMS Interface Status screen in the system tray.
- **Shut Down PMS Interface** – If confirmed, shuts down the PMS Interface.
- **Delete Items in PMS Queue** – If confirmed, this will permanently delete any records waiting in the PMS queue. Once deleted, there is no way to retrieve those records for output again.
- **View PMS Comm Activity** – Displays a screen that informs you of what is actually happening during the communication between the interface and your PMS. This is used to help diagnose and trouble-shoot problems communicating to the PMS.

View

- **Preview Items in PMS Queue** – This displays a screen containing call record data in the PMS queue with a record count. If there are more than 1,000 records, then this form will only be shown if confirmed.

Printer

- **Sent Print Queue to Printer Now** – This menu item forces any records currently in the print queue to the printer. **PLEASE NOTE:** once data has been sent to the printer and printed, that set of data is gone without

any way of printing those records again. Therefore, you must be very careful when this item is selected.

Also on this screen are two check boxes that enable you to:

- Enable the PMS Interface
- Enable the printer

When the **Enable PMS Interface** check box is selected, the PMS can either be on- or off-line. When on-line, it is operating normally and sending call data records from Data Manager to the PMS. When off-line, something has gone awry with the connection **or** your PMS. A beep will sound and the PMS Interface Status Screen will display and start flashing red to alert you.

Also, the PMS interface will start checking to see if an alarm has been set for a PMS offline condition. If there is an alarm, it will be triggered, and the appropriate personnel will be notified according to that alarm's settings.

If there is a broken connection, there are three things to look for:

- A bad carrier detect pin on the cable connecting IFW to the PMS
- A bad Data Set Ready pin on the cable connecting IFW to the PMS
- The wrong Com Port was selected at the Configure PMS Output Screen Communication Tab.

To check for these conditions, open the Comm Watch dialog box by selecting the **View PMS Comm Activity** menu item from the **File** menu at the PMS Interface Status screen. If the PMS is off-line, data will not be sent to the printer. The two check boxes give you a combination of four settings:

PMS DISABLED/PRINTER DISABLED

When the PMS and Printer are disabled, call record data is received from Data Manager and held in a queue but not sent to your PMS or printer.

PMS ENABLED/PRINTER DISABLED

With this setting, call record data is received from Data Manager and held in the queue without any of the data being sent to the printer. **Please note:** Data Manager will not send data unless the **Enable PMS Output** check box is selected. This check box is located on the Configure PMS Output screen.

PMS DISABLED/PRINTER ENABLED

With this setting, call record data is received from Data Manager and sent to the printer. **PLEASE NOTE:** once data has been printed, that set of data is gone with no way of retrieving those records.

PMS ENABLED/PRINTER ENABLED

When both the PMS and Printer are enabled (without the PMS being off-line), data will move from Data Manager to your PMS. **Please note:** Data Manager will not send data unless the **Enable PMS Output** check box is selected. This check box is located on the Configure PMS Output screen.

Once the specified number of lines per page is achieved the records will be printed.