

# IFW FRONT DESK QUICK REFERENCE GUIDE

Any staff member assigned a username and password may access Front Desk. If an Administrator needs to run an Administrator level task, they are able to do so even while Front Desk is logged in by a non-Administrative staff member. When an Administrator level task is accessed, a dialog box appears asking for a username and password. The Administrator enters the proper username and password, and runs the desired function. After the task is complete, Front Desk will revert back to a non-Administrator status.

## File Menu

The File Menu contains the **View** and **Exit** menu items.

### VIEW

- **Always on Top** – Selecting Always on Top keeps Front Desk visible even when other applications are run
- **Toolbar** – Selecting Toolbar displays or hides the toolbar.

### EXIT

- **Exit** – Selecting Exit closes the Front Desk applet.

## Report Menu

Select the Report menu and click **Guest Inquiry Report** to run this report.

- 1) At the top of the Guest Inquiry Report screen, enter the start date and time and ending date and time of the guest's stay.
- 2) To use the calendar buttons to enter the Start and End dates —
  - Click the calendar button next to the **Start Date** box. In the calendar, click a start date, and then click the **OK** button.
  - Click the calendar button next to the **End Date** box. Select an end date in the calendar, and then click the **OK** button.
- 3) Type the start and end times in their text boxes. You may use military time, or enter the time using **AM** or **PM**.
- 4) In the **Room #** text box, enter the guest's room number.
- 5) Select the site from the **Site** list box.
- 6) Once all the information is entered, click the **Preview** button to search for and display the guest's phone usage history. If the room number is not found, a report cannot be generated.
  - When the report displays, click the plus (+) button to enlarge, or the minus (-) button to reduce the size of the display.
  - To page through the report:
    - Click the < button to move back or the > button to move forward one page of the report, or
    - Click the << button to move to the first page or the >> button to advance to the last page of the report.
  - To print the report, click the **File** menu and select **Send to Printer**.-or-
  - To save the report to a file, click the **File** menu and select **Save as HTML**.
  - To clear the report and all entries, click the **Clear** button.

## Admin Menu

The Admin Menu contains the **View/Set PMS Interface Status** and **Start Night Audit** menu items. These are available only to those with Administrator-level privileges. If a non-Administrator tries to access one of these features, they will be prompted for an Administrator level username and password.

### VIEW/SET PMS INTERFACE STATUS

**Please note:** this item is only available when Front Desk is running on the PC that has a connection to the PMS.

The **View/Set PMS Interface Status** menu item lets those with Administrator-level privileges access the PMS Interface Status screen. The system tray will contain a combination of 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

Please refer to the Lodging User's Guide for more information on the PMS Interface Status screen.

### START NIGHT AUDIT

When Start Night Audit is selected, the IFW Lodging module searches for call records that haven't been audited, stamps them with the date and time, and marks them as being audited. All of those marked call records become identified with an audit batch with that date/time stamp.

## Tools Menu

The Tools Menu contains the **Assign Billing Class**, **Enter a New Call**, and **Assign Extension to a Room Number** menu items.

### ASSIGN BILLING CLASS

The **Assign Billing Class** menu item lets a Front Desk staff member assign a billing class to a room number or numbers to price calls. To use the Assign Billing Class feature, follow these steps:

- 1) From the Front Desk **Tools** menu, select **Assign Billing Class**, and the Assign Billing Class dialog box will appear.
- 2) In the **Room Number(s)** text box, enter a room number or several room numbers that you want to assign to a billing class.
  - If you wish to assign a range of consecutive room numbers, separate the first and last numbers in the range with a dash.
  - To assign several non-consecutive room numbers to a billing class, separate each with a semi-colon.
- 3) In the **Billing Class** drop-down list box, click the down-arrow to select the desired billing class.
- 4) Click **OK**.

## ENTER A NEW CALL

The **Enter a New Call** menu item lets you calculate the cost of a placed call or to check the estimated cost of a call before it is made. To use this feature, follow these steps:

- 1) From the Front Desk **Tools** menu, select **Enter a New Call**, and the Price-A-Call dialog box will appear.
- 2) On the Price-A-Call dialog box, select the site and facility from their drop-down list boxes.
- 3) Specify the call date, call time, call duration, the extension or room number that placed the call, and the telephone number to which the call was made. For long distance calls, be sure to include a "1" for a direct dial call and a "0" for an operator-assisted call in front of the telephone number.
  - To price an inbound call, select the **Inbound Call** check box.
- 4) Click the **Price** button to preview the call information and billing cost.
- 5) In the Results section, the call's billing cost (under the current parameters and set-up) and the location of the number dialed will display.
  - To store the call, select the **Store Call** check box and then click the **Price** button. This will store the call and re-display the call information.
- 6) Click **OK** at the Call Storage Acknowledgement message box.

### ASSIGN EXTENSION TO A ROOM NUMBER

The **Assign Extension to a Room Number** menu item lets you assign a single extension to a room number. To use this feature, follow these steps:

- 1) From the Front Desk **Tools** menu, select **Assign a Room Number** to an Extension, and the Ext to Room dialog box will appear.
- 2) From the **Site** drop-down list box, select the site where the extension is located.
- 3) In the **Extension** text box, enter the extension you want assigned to a room number.
- 4) In the **Room Number** text box, enter the room number that the extension will be assigned to.
- 5) Click **OK**, and a message will appear confirming the assignment.

## Help Menu

The commands on the **Help** menu open the online help system, and display information about your system.

- **Contents** – Opens the online help system.
- **About** – Displays the version of IFW Lodging that is running on your computer and information about your computer system.