

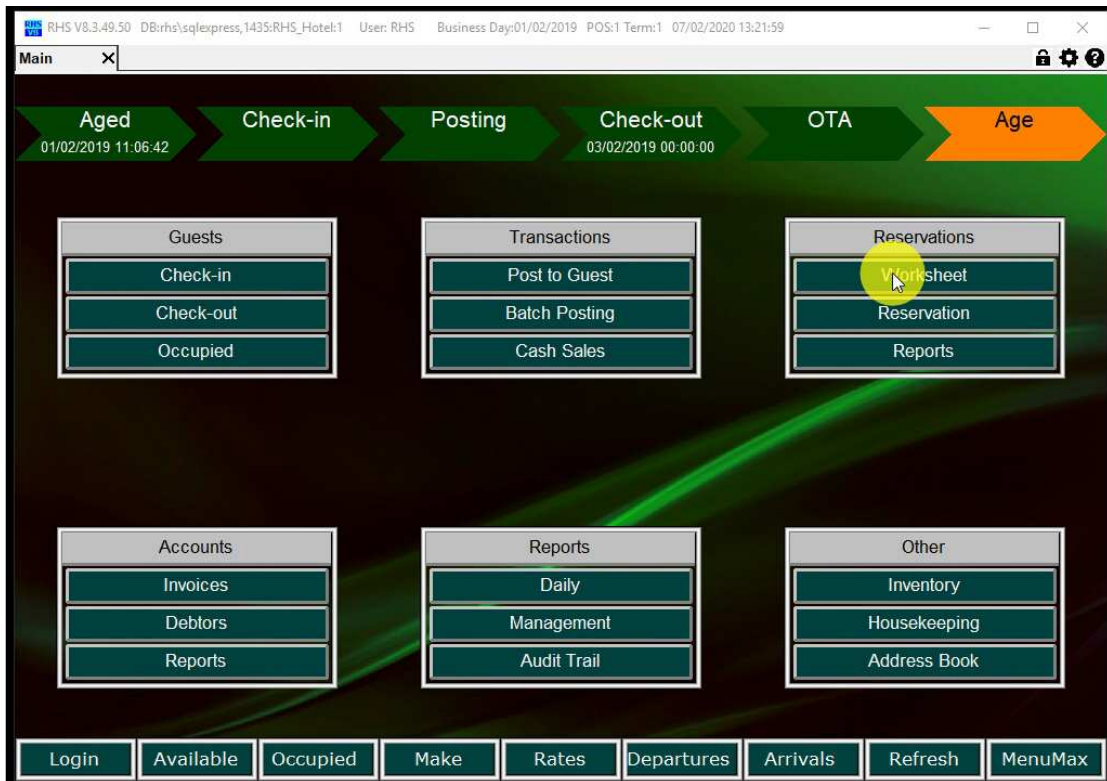


# RHS V8 Quick Reference Guide Making Reservations

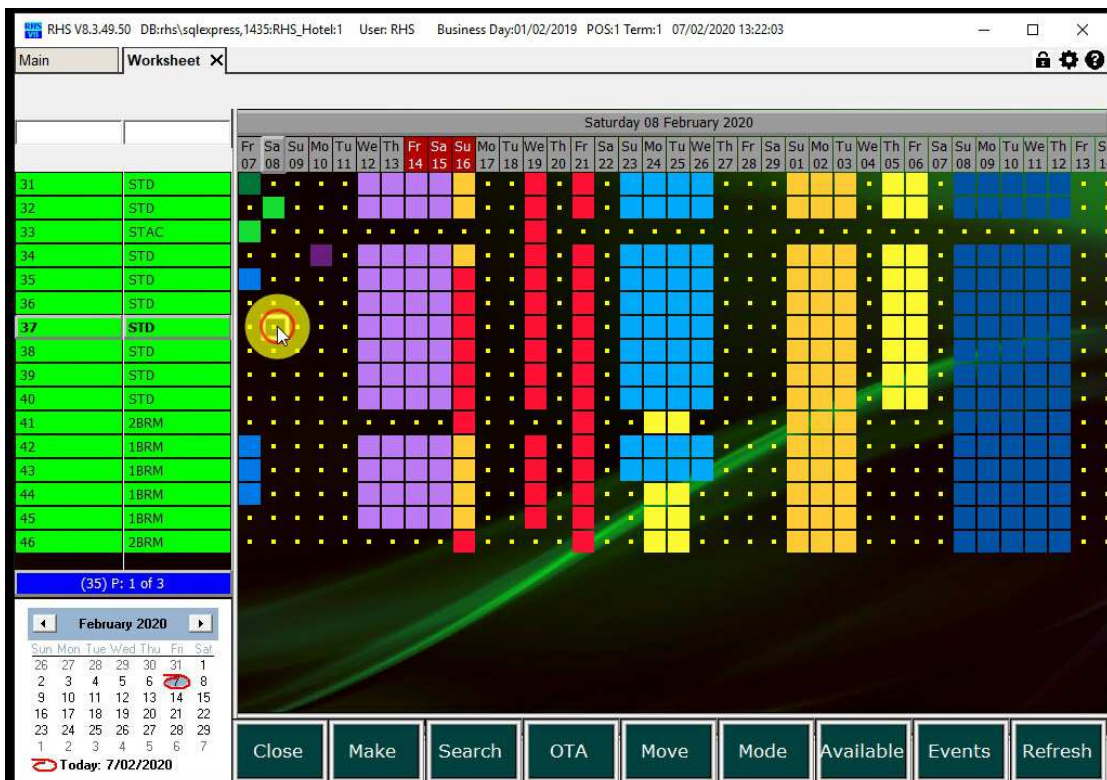
V1.1

## 1. Single Booking, Existing Guest

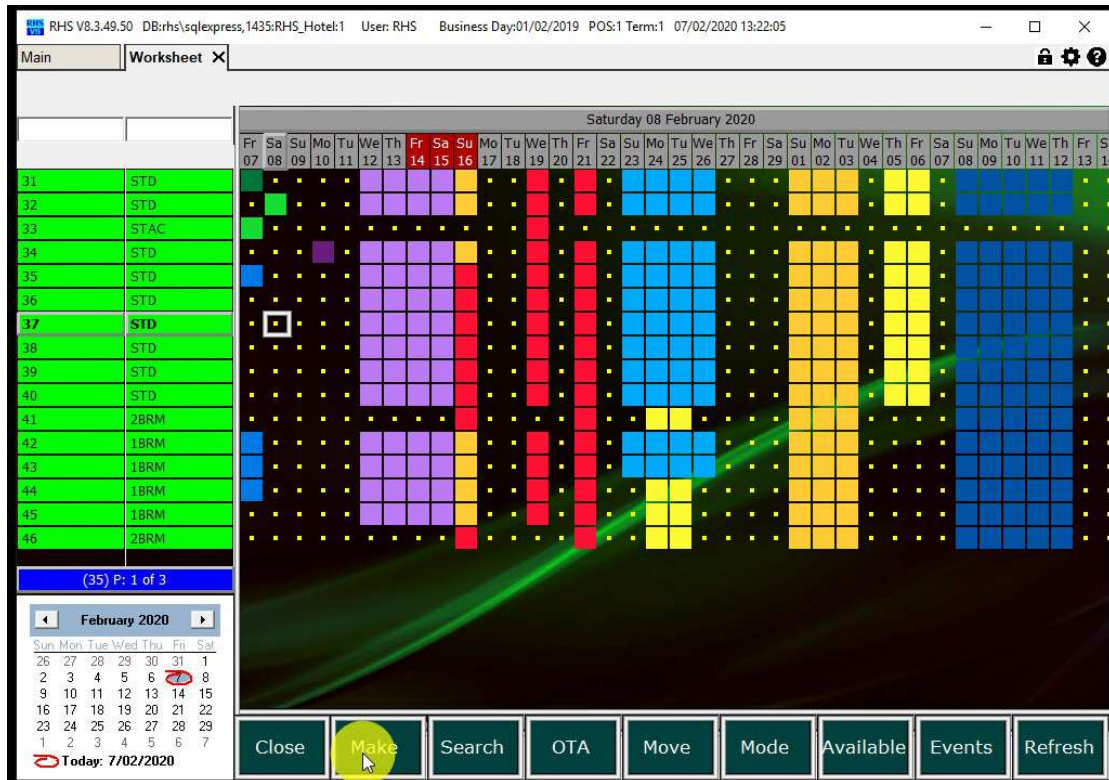
### 1.1 Click on “Worksheet”



### 1.2. Select the room for the requested booking arrival date.



1.3. Click on the “Make” button.



1.4. Search for the guest using name, address etc. Any previous invoices will show below. Double-click or press the enter key to select.



## RHS V8 Quick Reference Guide V1.2

1.5. Fill any other details in the header (e.g. nights, notes, comments etc).  
Check that the correct rate is applied and click on “Save”.

The screenshot shows the reservation system interface. The header includes:
 

- System: RHS V8.3.49.50
- Database: DB:rhs\sql\express,1435:RHS\_Hotel:1
- User: RHS
- Business Day: 01/02/2019
- POS: 1
- Term: 1
- Date/Time: 07/02/2020 13:22:20

The reservation details are as follows:

ID		Arrive	8/02/2020	14:00	Origin	NEW ZEALAND
Room	37	Nights	1		Source	Direct Booking
Guest	Peters Emily	Depart	9/02/2020	11:00	Type	F.I.T. Domestic
Company		Made	7/02/2020	13:22	Comment	
Charge		Status	Unconfirmed		Comment2	
<input type="checkbox"/> Charge Separately <input type="checkbox"/> Variable Arrive/Depart		Package	Base Rate		Redacted	
		Ref.			Voucher	

The room type selection table is shown below:

Room Type	Type	Res	Res Rate	Res Total	Alc	Alc Rate	Alc Total	Avl
*Non-house	*NH		0.00					0
STUDIO	STD	1	220.00	220.00				17
ONE BEDROOM	1BR		230.00					4
TWO BEDROOM	2BR		240.00					6
THREE BEDROOM	3BR		320.00					0
STUDIO WITH SP	SSPA		360.00					0
STUDIO UNIT ACC	STAC		260.00					1
TWO BEDROOM S	2SPA		300.00					1
BUDGET STUDIO	BUD		200.00					0

The summary bar shows: Total 1 220.00 220.00 0.00 0.00. The 'Save' button is circled in yellow.

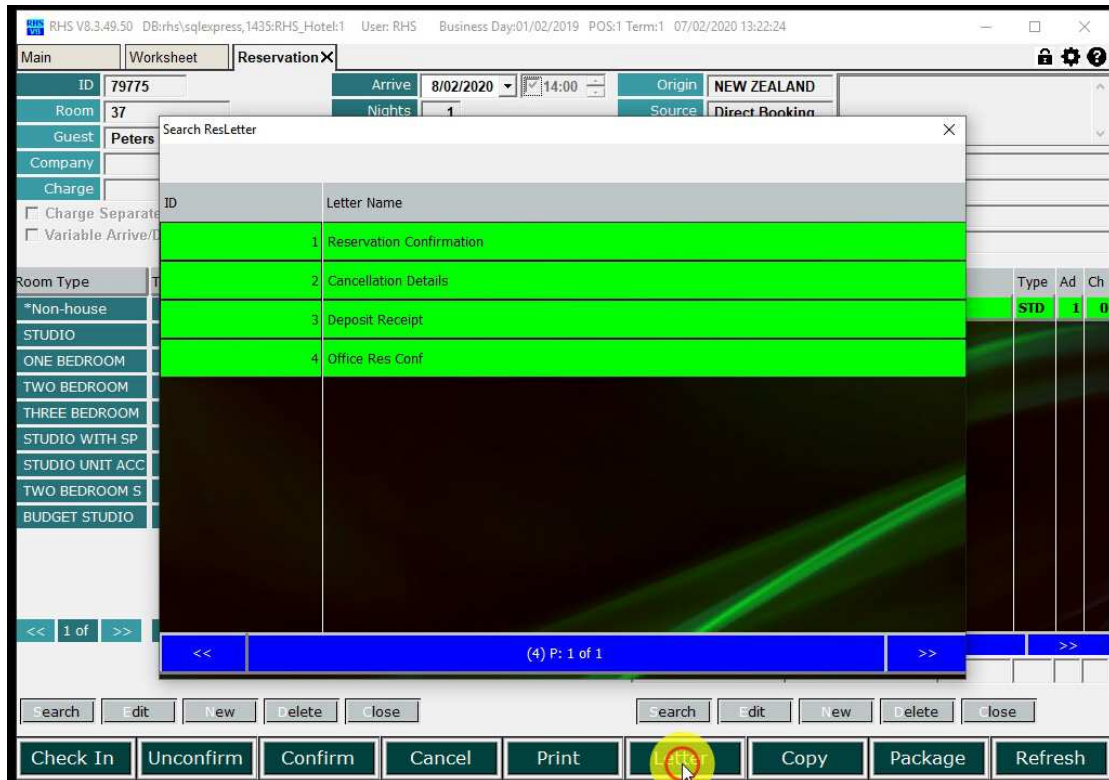
1.6. Rooming list on the right will be populated based on the room type selected.  
Also, the proforma invoice will be created.

The screenshot shows the reservation system interface after the room type has been selected. The rooming list on the right is populated with the selected room type:

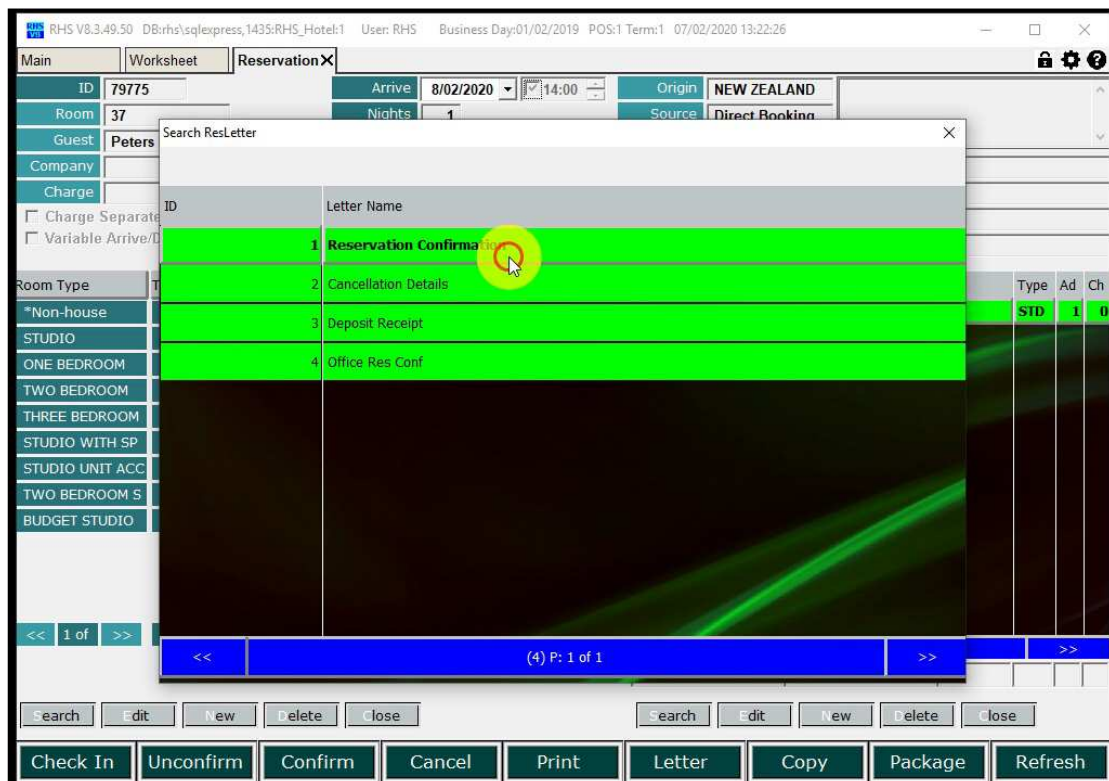
Guest	Reference	Rm	Type	Ad	Ch
Peters Emily		37	STD	1	0

The summary bar now shows: Total 1 220.00 220.00 1 220.00 220.00. The 'Print' button is circled in yellow.

1.7. Click on “Letter” to create confirmation/cancellation/deposit reservation letters.



1.8. Select the required reservation letter type.



1.9. The letter is created and you can e-mail, save it or print it.

The screenshot shows a web browser window displaying a reservation confirmation page. The page header includes the 'roonsoft' logo and contact information for RHS Hotels. The main content area contains reservation details for a guest named Peters Emily, including address, contact information, and a table of room types. A yellow circle highlights the cursor on the email address. At the bottom of the window, a toolbar contains seven buttons: Print, Save, E-mail, Browser, CSV, Refresh, and Close.

**roonsoft** Hospitality

**RHS Hotels**  
Richard Place  
Browns Bay  
Auckland 0630  
New Zealand  
0800 118811 | 0800 337744  
Fax: +64 9 476-0156  
e-mail: reservations@rhs.co.nz  
www.roonsoft.co.nz | www.rhs.co.nz

**Confirmation of Reservation No.: 79775**

**Guest:** Peters Emily  
**Address:** 93 Isaho Place  
Aotua  
Porirua  
New Zealand  
**Email:** EmilyPeters@superto.com  
**Phone:** (022) 8300-697  
**Mobile:**

**Adults:** 1  
**Children:** 0  
**Arriving:** 08/02/2020 (Saturday)  
**Departing:** 09/02/2020 (Sunday)  
**Nights:** 1

Room Type	Description	Rooms	Rate	Total
STD	Studio	1	220.00	220.00

Please check all the above information is correct. If there are any changes, please let us as soon as possible. In the meantime, we look forward to your arrival.

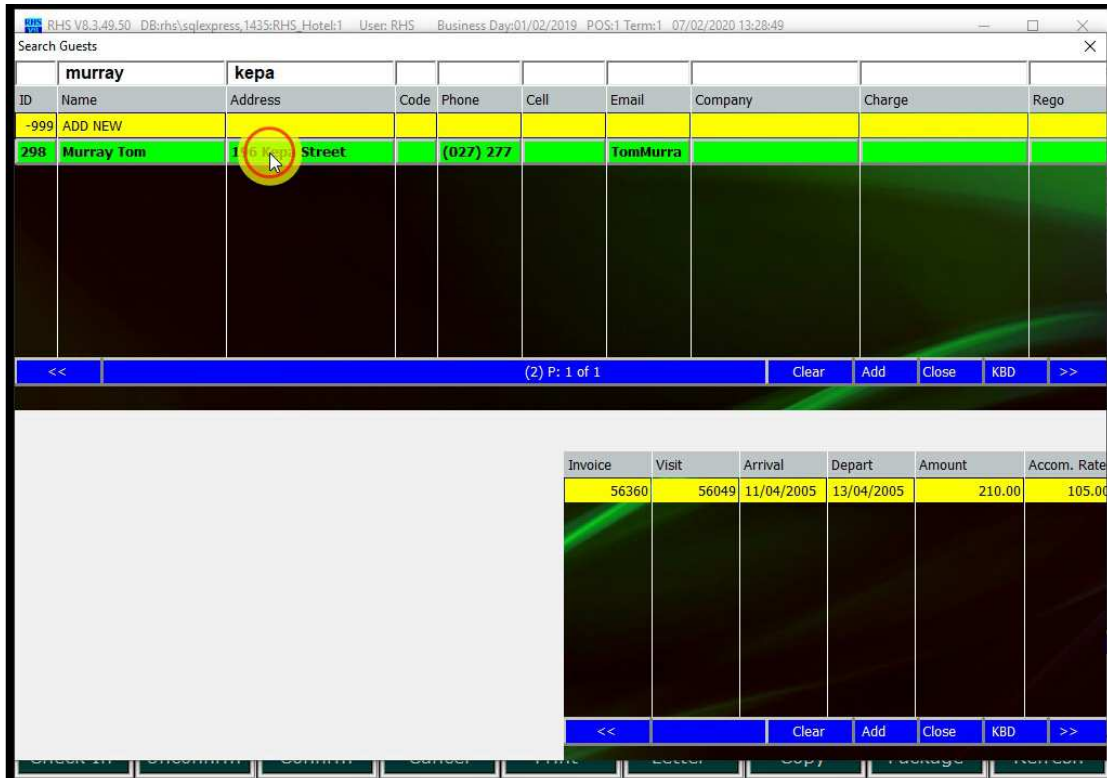
**CANCELLATION POLICY:**  
Receipt of a minimum of 24 hours notice prior to arrival date, will incur NO cancellation fee. Failure to provide 24 hours notice may result in 1 nights accommodation being charged to your credit card.  
Non-arrival of guests will automatically incur a charge of 1 nights accommodation to your credit card.

Kind Regards,  
Reservations

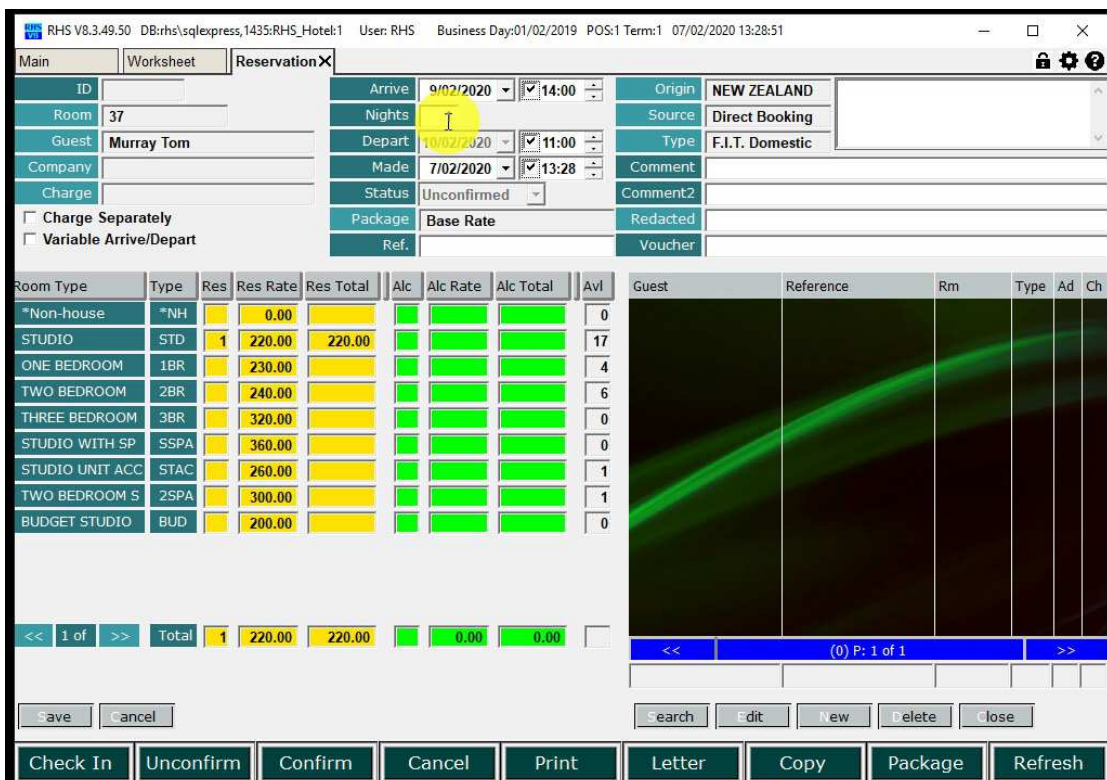
Print Save E-mail Browser CSV Refresh Close

## 2. Existing Guest, Multiple Nights

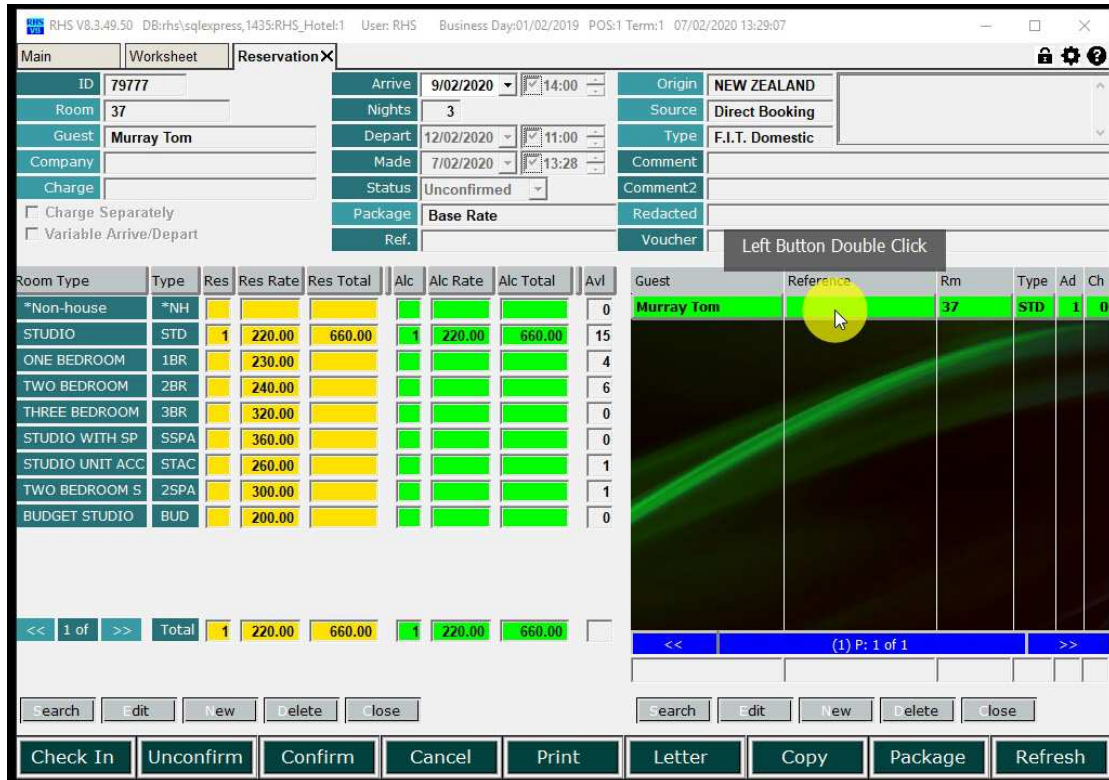
2.1 See previous chapter on how to start the reservation making process. Select the existing guest.



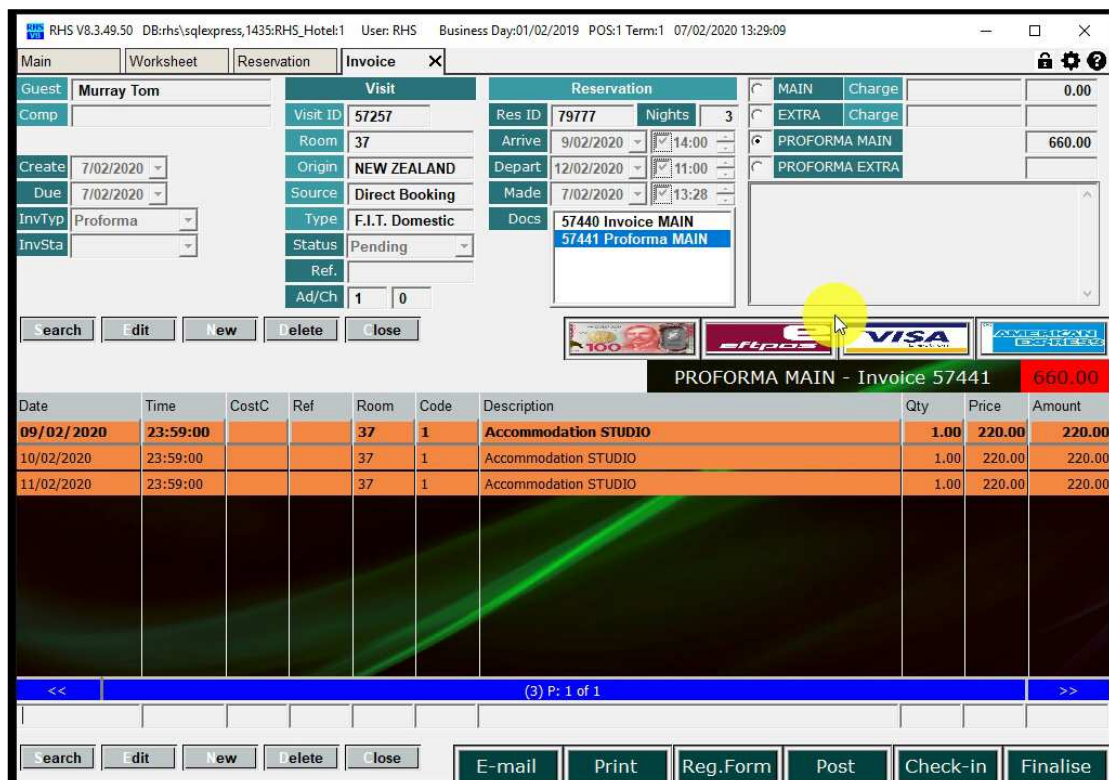
2.2 Put number of nights and fill other details. Click “Save”.



2.3 Once the rooming list on the right is created double click on the top (master) guest account.



2.4 Proforma is open, containing all the charges for the guest. Select "E-mail" if you want to send it.





2.5 Or "Print" to print the proforma invoice.

**roonsco** Hospitality

Group Limited  
Richard Place  
Browns Bay  
Auckland 0630  
New Zealand  
0800 118811 | 0800 337744  
e-mail: support@rhs.co.nz  
www.roonsco.co.nz | www.rhs.co.nz

Guest :  
Murray Tom  
196 Kapa Street  
Kowhai Park  
Wangarua  
New Zealand

Invoice Number 112-229-493  
Quote 57441  
Invoice Date 12/02/2020  
Voucher

Arrived: 09/02/2020 Departed: 12/02/2020 Guests: Rooms:37

Date	Ref	Details	Amount
09/02/2020		Accommodation STU010	220.00
10/02/2020		Accommodation STU010	220.00
11/02/2020		Accommodation STU010	220.00

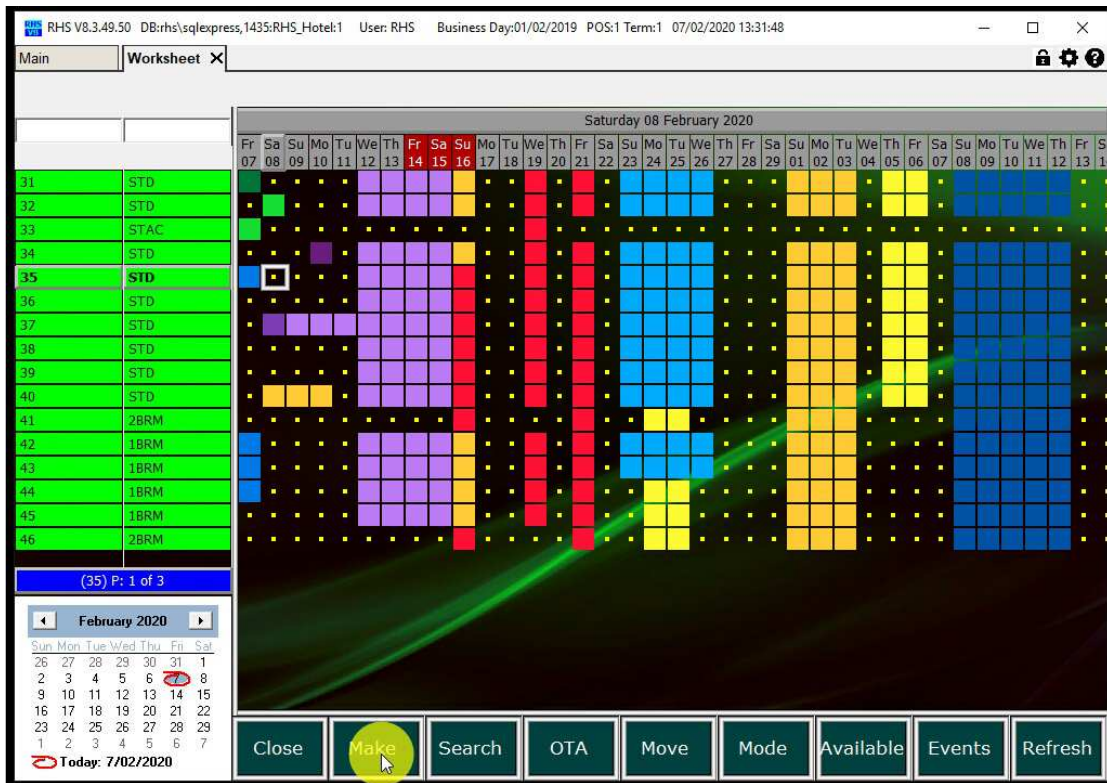
**\*\* Thank you for staying with us at RHS Hotels \*\***

Direct credit payments can be made to our bank account: 12-3456-12121212-00 Payment required within 14 days please	Total Charges including GST GST Content Total Payments Balance Due	660.00 86.09 0.00 660.00
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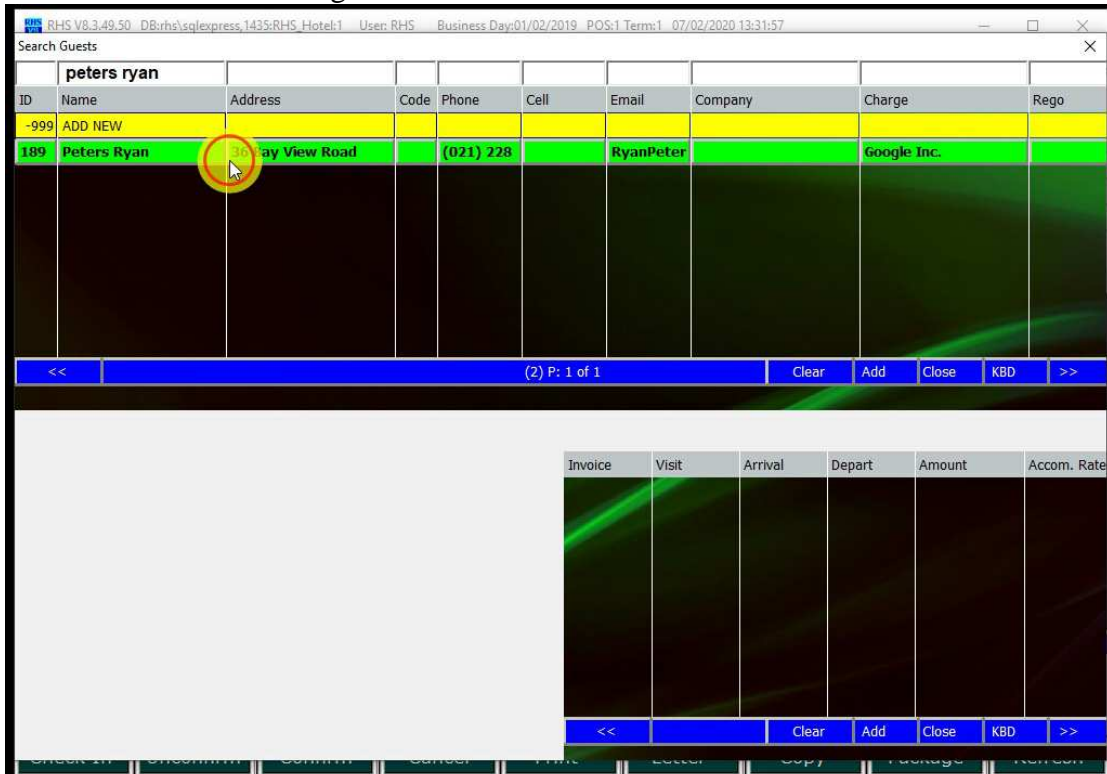
Print Save E-mail Browser CSV Refresh Close

### 3. Group Booking, Existing Guest, Chargeback

3.1. Select room for the master (main) account for the group and click “Make”.



3.2 Search and select the guest.



3.2.Fill all the details, including number of rooms required for each room type.

The screenshot shows the 'Reservation' window in the RHS V8 system. The top section contains reservation details: Arrive (8/02/2020 14:00), Depart (9/02/2020 11:00), Made (7/02/2020 13:31), Status (Unconfirmed), Package (Base Rate), and Origin (NEW ZEALAND). The guest is Peters Ryan, and the company is Google Inc. Below this is a table for rooming details.

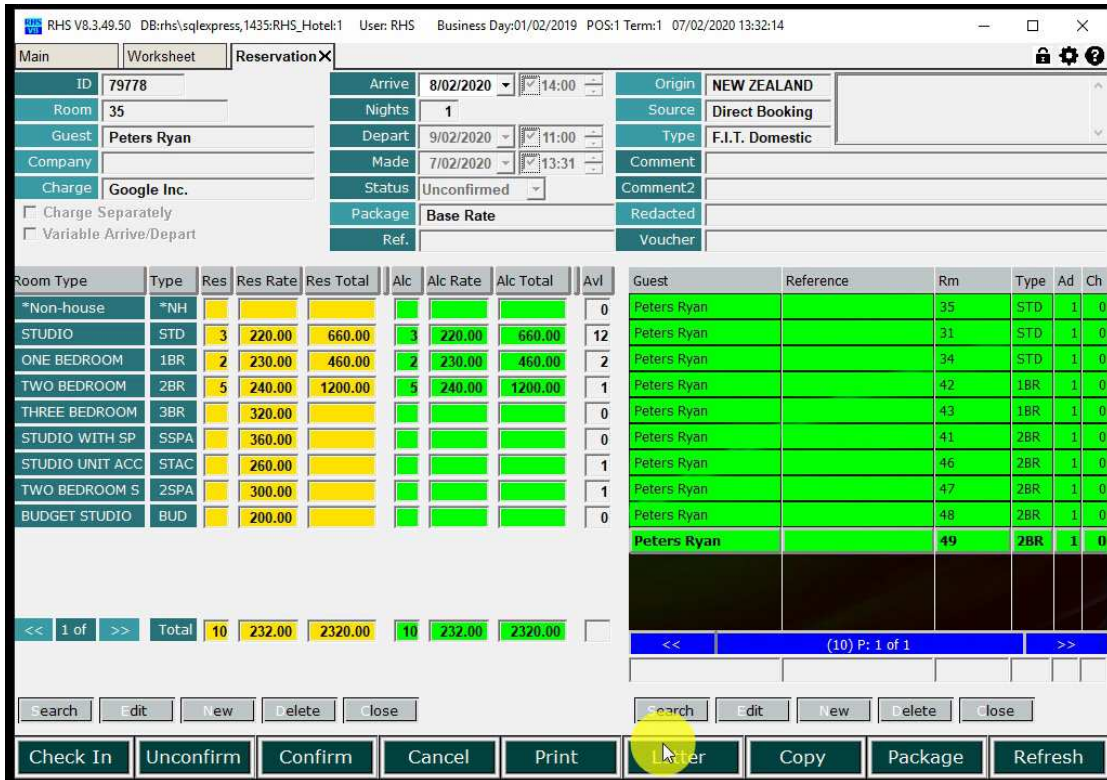
Room Type	Type	Res	Res Rate	Res Total	Alc	Alc Rate	Alc Total	Avl
*Non-house	*NH		0.00					0
STUDIO	STD	3	220.00	660.00				15
ONE BEDROOM	1BR	2	230.00	460.00				4
TWO BEDROOM	2BR	5	240.00	1200.00				6
THREE BEDROOM	3BR		320.00					0
STUDIO WITH SP	SSPA		360.00					0
STUDIO UNIT ACC	STAC		260.00					1
TWO BEDROOM S	2SPA		300.00					1
BUDGET STUDIO	BUD		200.00					0

Summary: Total 10 rooms, Res Rate 232.00, Res Total 2320.00, Alc 0.00, Alc Total 0.00.

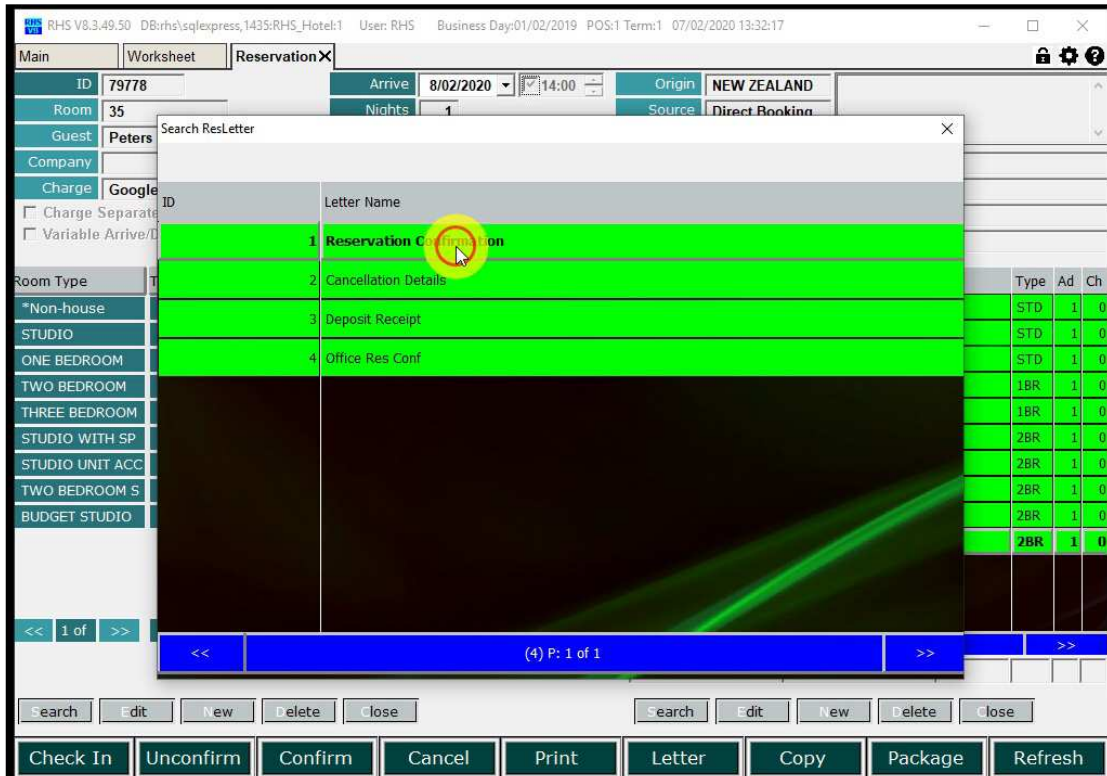
3.3.Click on “Save”. The rooming list will be created.

This screenshot is identical to the previous one, but with a yellow circle highlighting the 'Save' button. A green message box is overlaid on the right side of the screen, stating 'Please wait - Updating Master Allocation'. The 'Save' button is located at the bottom left of the rooming list table area.

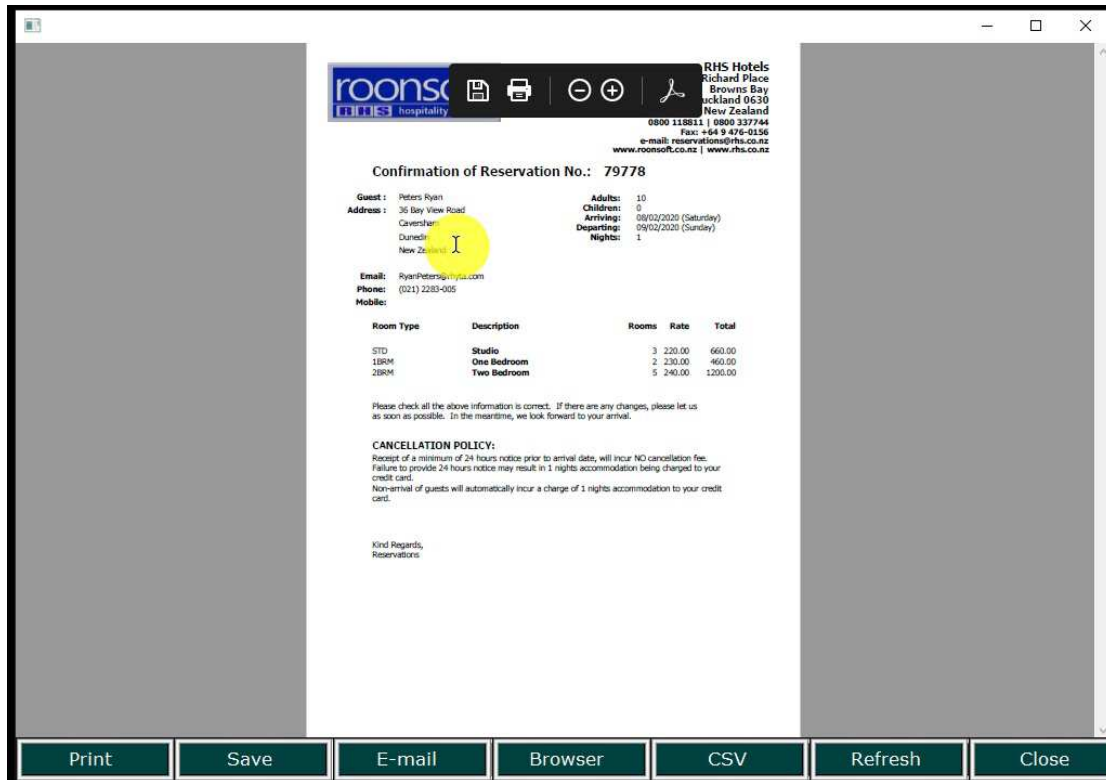
3.4. You can edit each allocated room in the rooming list – change guest name, room, reference (name or similar), number of adults and children.



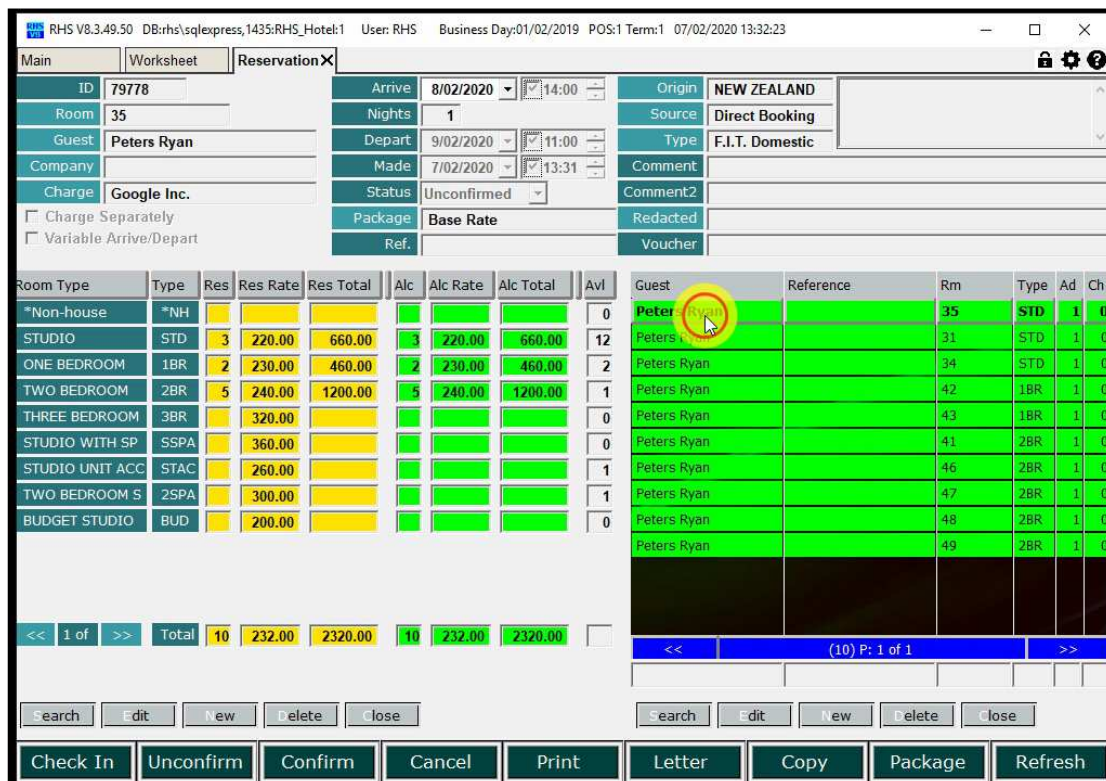
3.5. Click on “Letter” to select required reservation letter.



3.6. E-mail or print the letter.



3.6.Double-click on the master account (top in the list) to open the proforma.



3.7. Proforma invoice is opened.

The screenshot shows the RHS V8 software interface. At the top, the window title is 'RHS V8.3.49.50 DB:rhs\sqlserver,1435:RHS\_Hotel:1 User: RHS Business Day:01/02/2019 POS:1 Term:1 07/02/2020 13:32:25'. The main window is divided into several sections:

- Guest Information:** Guest Name: Peters Ryan, Visit ID: 57258, Room: 35, Origin: NEW ZEALAND, Source: Direct Booking, Type: F.I.T. Domestic, Status: Pending.
- Reservation Information:** Res ID: 79778, Nights: 1, Arrive: 8/02/2020 14:00, Depart: 9/02/2020 11:00, Made: 7/02/2020 13:31, Docs: 57442 Invoice MAIN, 57443 Proforma MAIN.
- Charges:** MAIN Charge: Google Inc. 0.00, EXTRA Charge: PROFORMA MAIN 2320.00, PROFORMA EXTRA.
- Table:** A table showing the breakdown of charges for the proforma invoice. A yellow circle highlights the '57443 Proforma MAIN' entry in the 'Docs' field.

Date	Time	CostC	Ref	Room	Code	Description	Qty	Price	Amount
08/02/2020	23:59:00			34	1	Accommodation STUDIO	3.00	220.00	660.00
08/02/2020	23:59:00			43	1	Accommodation ONE BEDROOM	2.00	230.00	460.00
08/02/2020	23:59:00			49	1	Accommodation TWO BEDROOM	5.00	240.00	1200.00

At the bottom of the window, there are buttons for 'E-mail', 'Print', 'Reg.Form', 'Post', 'Check-in', and 'Finalise'. A yellow circle highlights the 'E-mail' button.

3.8. Print or e-mail the proforma invoice.

The screenshot shows the proforma invoice document generated by the software. The document includes the following information:

- Header:** rooms logo, RHS Group Limited, 31A King Richard Place, Browns Bay, Auckland 0630, New Zealand. Phone: 0900 118811 / 0900 337744, Fax: +64 9 476 0156, e-mail: support@rhs.co.nz.
- Charge To:** Google Inc.
- Invoice Date:** 09/02/2020
- Guest:** Voucher, Peters Ryan
- Arrived:** 08/02/2020, **Departed:** 09/02/2020, **Guests:**, **Room:** 35
- Table:** A table showing the breakdown of charges for the proforma invoice.
- Footer:** \*\* Thank you for staying with us at Champers Motor Inn \*\*

Date	Ref	Details	Amount
08/02/2020		Accommodation STUDIO	660.00
08/02/2020		Accommodation ONE BEDROOM	460.00
08/02/2020		Accommodation TWO BEDROOM	1200.00

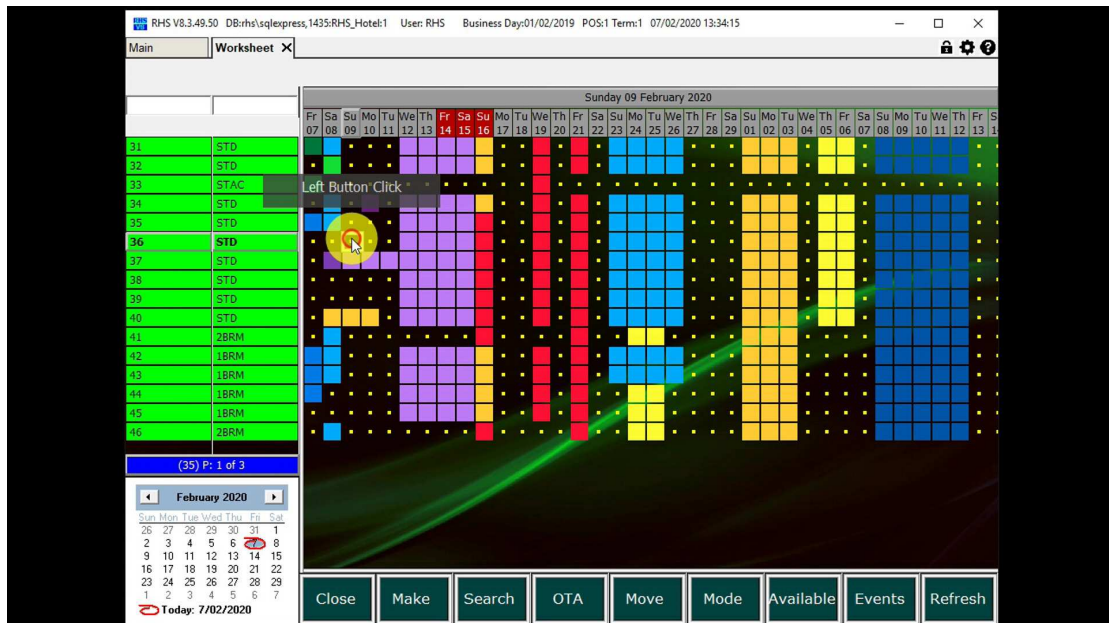
At the bottom of the window, there are buttons for 'Print', 'Save', 'E-mail', 'Refresh', and 'Close'. A yellow circle highlights the 'E-mail' button.

3.8. All allocated rooms are shown on the worksheet. Use “Move” to reposition them (if required).

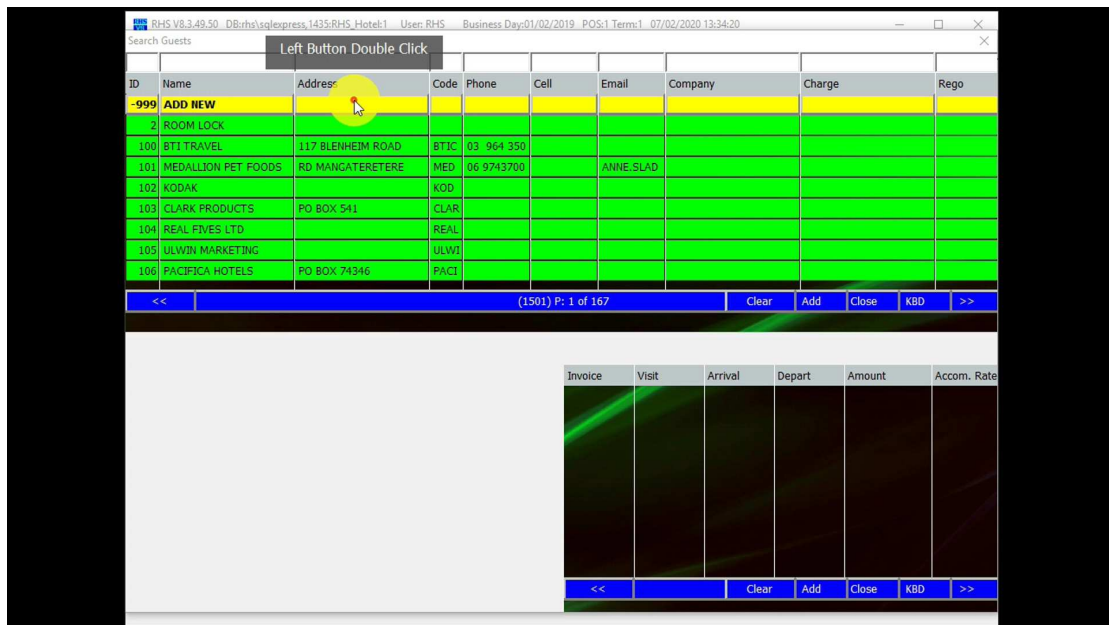
The screenshot displays the RHS V8 software interface. At the top, the window title bar shows 'RHS V8.3.49.50 DB\rhs\sql\express,1435\RHS\_Hotel:1 User: RHS Business Day:01/02/2019 POS:1 Term:1 07/02/2020 13:32:37'. Below this is a 'Main' tab and a 'Worksheet' tab. The main area is a grid for 'Saturday 08 February 2020'. The grid has columns for days of the week (Fr 07 to S 11) and rows for room numbers (31 to 46). Room 31 is 'STD', 32 is 'STD', 33 is 'STAC', 34 is 'STD', 35 is 'STD', 36 is 'STD', 37 is 'STD', 38 is 'STD', 39 is 'STD', 40 is 'STD', 41 is '2BRM', 42 is '1BRM', 43 is '1BRM', 44 is '1BRM', 45 is '1BRM', and 46 is '2BRM'. The grid cells are colored in various colors (green, blue, yellow, red, purple) to represent different room types or statuses. A green mouse cursor is visible over the grid. Below the grid is a status bar showing '(35) P: 1 of 3'. At the bottom left is a calendar for February 2020, with the 8th highlighted. At the bottom right is a reservation summary for 'Res #: 79778', 'Peters Ryan', 'Google Inc.', with dates '08/02/2020 - 09/02/2020 (1 nights)'. Below the summary are buttons for 'Close', 'Make', 'Search', 'OTA', 'Move', 'Mode', 'Available', 'Events', and 'Refresh'.

## 4. Single Booking, New Guest

### 4.1. Select room and click on “Make”.

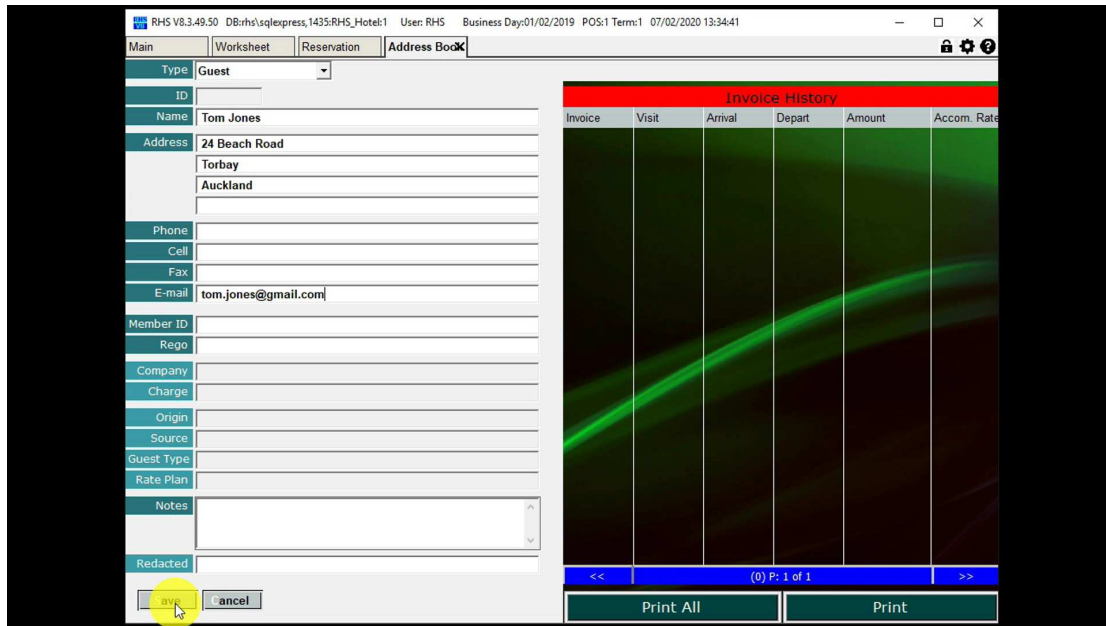


### 4.2. Double-click on “Add New” guest.

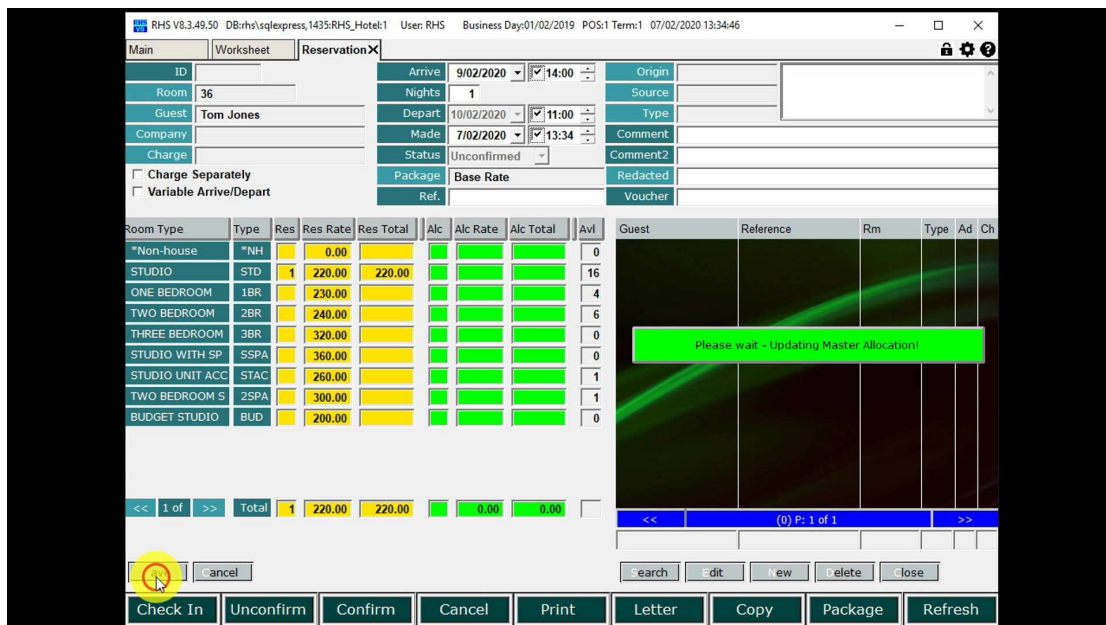




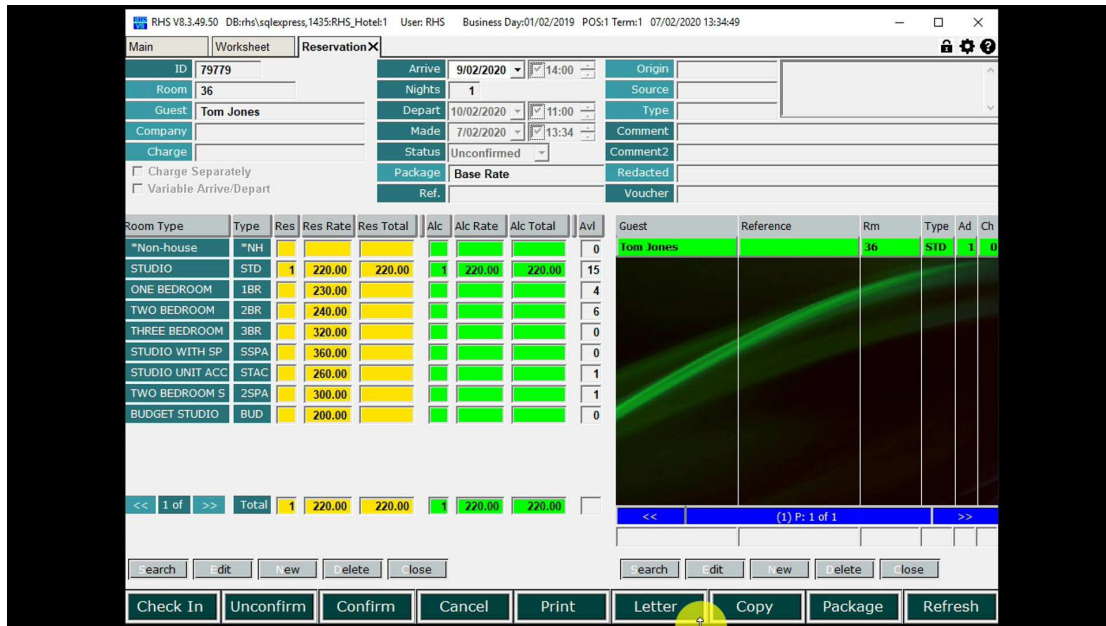
4.3. Enter the guest details and click “Save”.



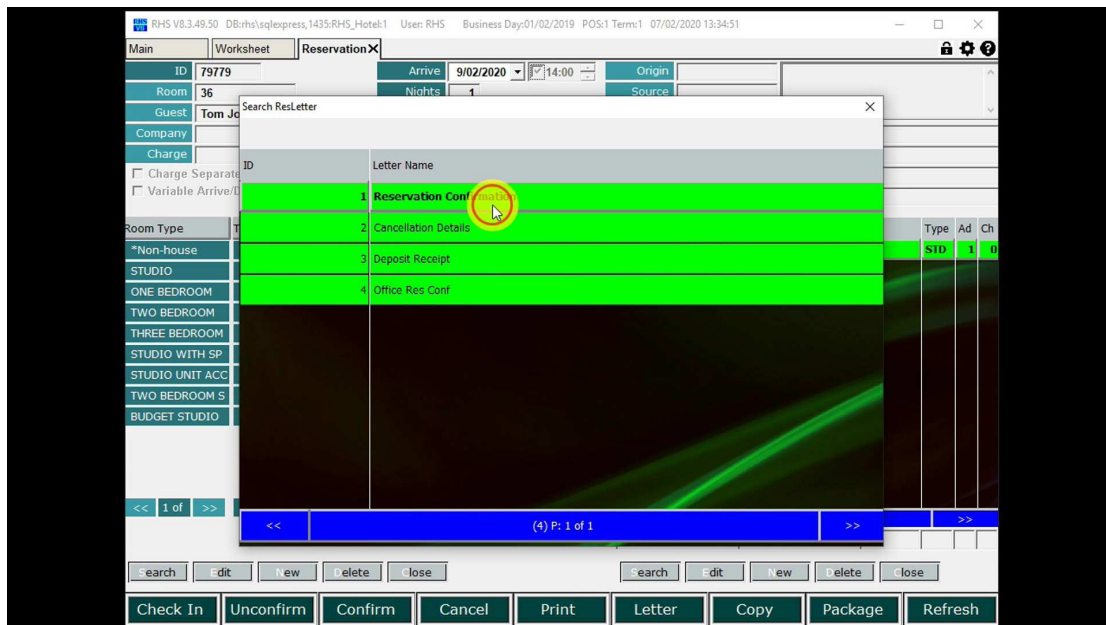
4.4. Fill the details and click on “Save”.



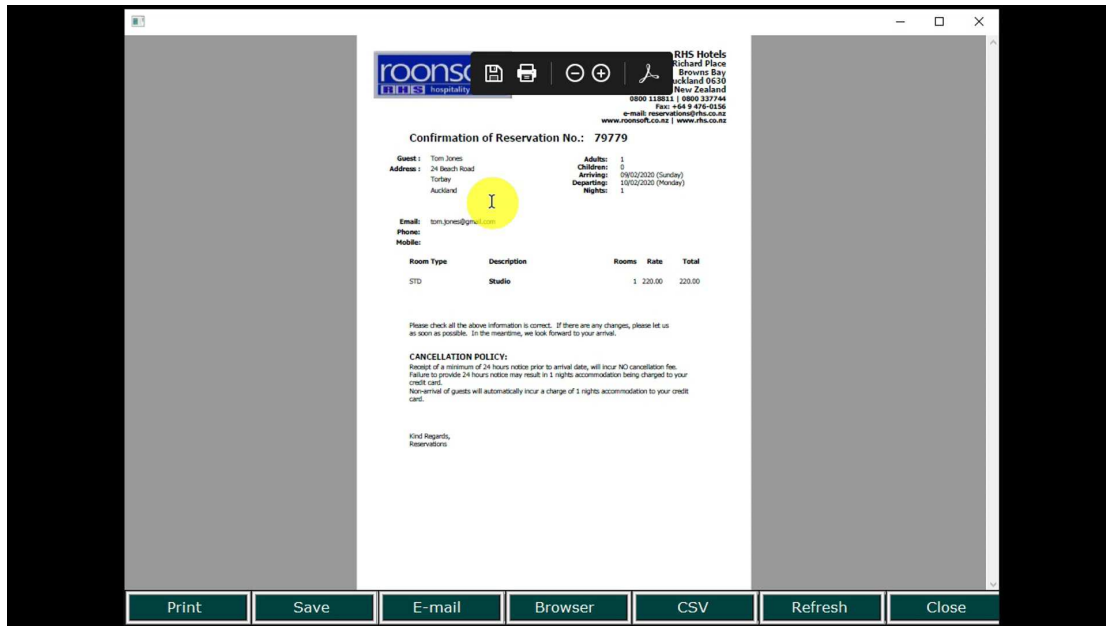
4.5. Rooming list is created.



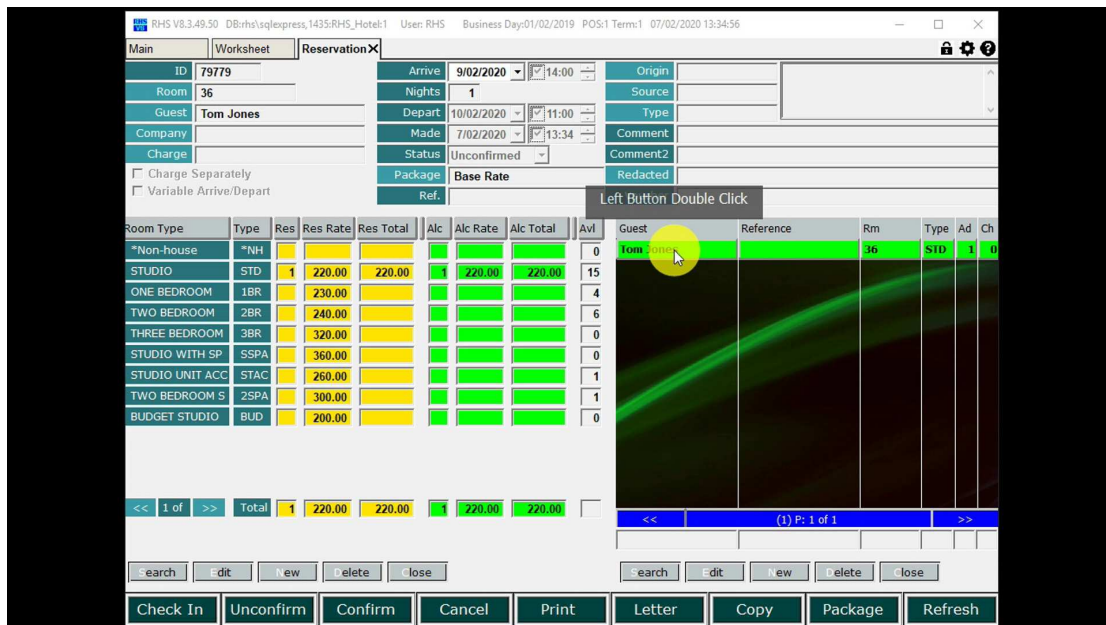
4.6. Click on "Letter" and select letter type.



4.7. E-mail or print the reservation letter.



4.8. Double-click on the guest in the rooming list to open the proforma invoice.



4.9.Proforma invoice is open. E-mail or print it, if required.

