

ODRAZ TOURIST

Computer program by ODRAZ-Belgrade
2008 - 2010

This computer program is designed for Hotels, Tourist
Agencies and Individual apartment owners

FUNCTIONALITY OVERVIEW

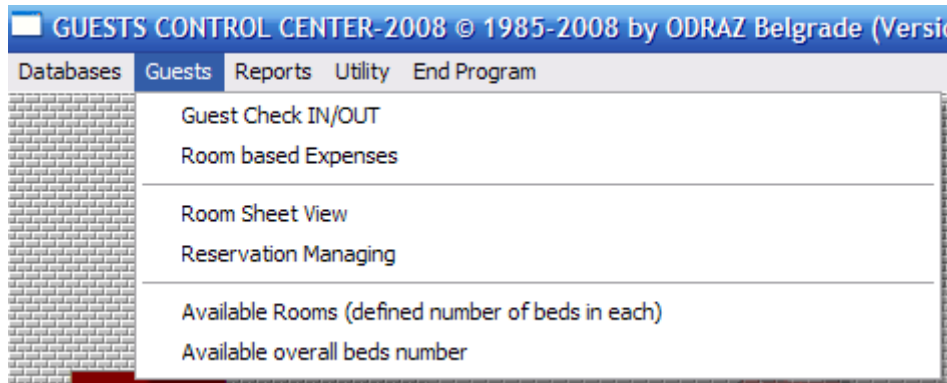
SYSTEM SETUP



Before using the program, the user must define several elements which support the needed processes to properly manage the tourist/hotel business.

- **OWNER DATA** – Define various parameters, regarding the data the user needs to print on the bill and other data about the person/organization who runs the business.
- **AGENCIES** – Each guest might visit the hotel by some tourist agency or as an individual guest. If the user wants to manage the guests from several Agencies, this program option allows the definition of all Agencies to deal with (up to 21 Agency available)
- **ROOM TYPES** – Define all types of room the hotel will offer to the guests. Here we define for example "single bed room", "double bed room", "studio", "apartments" etc...
- **LOCATIONS** – Because of the fact, the program can be used also by tourist companies to accommodate their guests, here the user will define all available locations. In case of single hotel, only one location will be defined – Hotel name. In case of tourist companies they might use several hotels and villas to accommodate their guest, therefore they might define several locations for them – "Villa petra", "Villa Mariana", "Hotel Askona", "Hotel Opera" etc..
- **ACCOMMODATIONS** This option uses two previous defined options and the data they created: Room types and Locations. Using these two data types, the user can now create new entity, the Accommodation. Accommodation consist of the LOCATION and in this location the user defines the Room type. Finally the automatic room number is added and each accommodation consist of LOCATION+ROOMTYPE+ROOM NUMBER. In addition, this option allows the user to define the price for each accommodation, for 7 different periods in one year, or to define accommodation price as single for the complete year.
- **GUEST TYPES** — Guest types can be "Individual" and also as some tourist agency customer. Each guest must be assigned either as individual guest or tourist agency guest (default is - individual guest)
- **BORDERS** – The program keeps track about the border the guest passed while entering the country.
- **COUNTRIES** – Some of the guests data are related to the citizenship or nationality and therefore the program offers the user to select. The countries are predefined at program start, so there will rarely be the need to add or change something here.
- **DOCUMENT TYPES** — Each tourist must identify by some document, define them here.

GUESTS SYSTEM



After the user defines all needed elements in the previous section, this menu option is the main program part to be used.

Here the user can check the guests in or out, print the bills, make the reservations, controls the room availability and perform other critical and important program operations.

GUEST CHECK IN/OUT – This option allows the user to enter all the needed *data for the guest* who just arrived into the hotel or any other type of accommodation. At this point the user can also perform the *guest checkouts* and automatically *print the bill*. The *checkout can be accomplished in two ways*: as the *complete* room checkout (all guests from one room are leaving) or *partial* checkout (some guests from one room are leaving and some are still staying)

ROOM BASED EXPENSES – Each room can be charged for additional expenses (using the room service or some additional service like water pool, training center or sighting tour and similar)

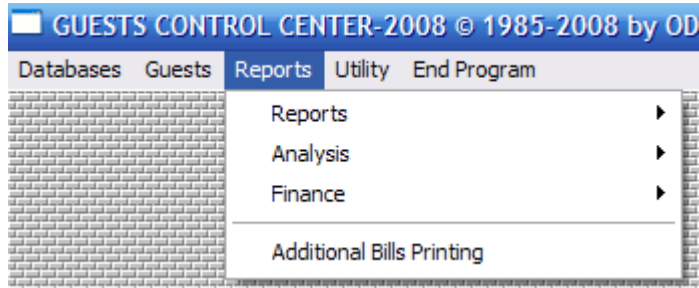
ROOM SHEET VIEW – Standard “sheet” which is used to quickly view the occupied, reserved and free rooms. From the screen, the user can reserve some rooms for certain period, also the user can quickly view the guests which occupies the rooms or by whom is the room reserved. The presented view is also marked per agencies, this way the user can easily see which agency the guest belongs to (status)

RESERVATION MANAGING – The reservation system allows the user to manage the reservations, cancel the reservation and activate the reservation (in such case the guest data is automatically written to guest check-in data and the reservation is not pending any more)

AVAILABLE ROOMS (DEFINED NUMBER OF BEDS IN EACH) – This option is useful when the hotel or agency get a request for specific number of accommodations with specified numbers of beds in each. For example, this program allows the user to answer some common question: “We need 3 single bed room, 2 double bed room and one 4 beds apartment – for the period from July.15 to July.31 – can you reserve for us?” This program answers the question in less than second, no matter how many data is entered.

AVAILABLE OVERALL BEDS NUMBER – Gives the user the ability to answer the question like this: “We need 25 beds in the period from July.15 to July.31” Again the user will answer in less than second.

REPORTS



One of the important reasons we use computer programs are the reports. Without being able to summarize the entered data in a various ways there is no much logic to maintain the data at all. This program contains many reports of various types.

REPORTS (standard reports)

- **All guests:** prints the data for all guests (on stay and previous guests)
- **Guests on stay:** prints the data only for guests currently on stay
- **Former Guests:** prints the data for all former guests we entered data for
- **Expenses:** prints the expenses categorized by room number

ANALYSIS

- **Number of stays:** show number of stays in defined period (daily or monthly report)
- **Guests by nationality:** number of guests in period by nationality
- **Guests by age:** number of guests by ages
- **Guests by stay duration:** number of stays in a given date period

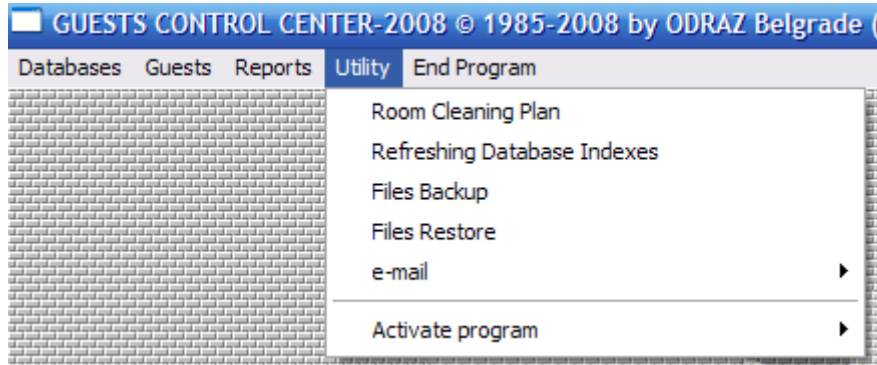
FINANCE

- **Income by period:** Calculates the overall income in a given date period
- **Income by guest nationality:** income distributed by guest nationality in period
- **Income by guest age:** income distributed by guest ages in a given period
- **Income from expenses:** income from additional services given to the guests

ADDITIONAL BILLS (INVOICES) PRINTING

Some time, there is a need to re-print some bills (invoices) issued to the guests. This option allows the user to re-print any previous issued invoice

UTILITY



The Utility part of the program serves to technically manage the data and the program itself.

ROOM CLEANING PLAN – The hotel manager can define each day, which rooms has to be cleaned and give the instructions to the personnel regarding room cleaning activity.

REFRESHING DATABASE INDEXES – refreshes the program database system.

FILE BACKUP – Make a backup of your data regularly, saves time and money!

FILE RESTORE – In case of some problems, you can restore your saved data and continue

E-MAIL – Allows the user to send the mails directly from this program. Of course, the internet connection must be active in order to use this option. Also, the user must make the necessary setup for his SMTP server

ACTIVATE PROGRAM – This option is only visible if the program is running in DEMO mode. The user can activate his program copy, once the program is paid to 'ODRAZ Tourist'