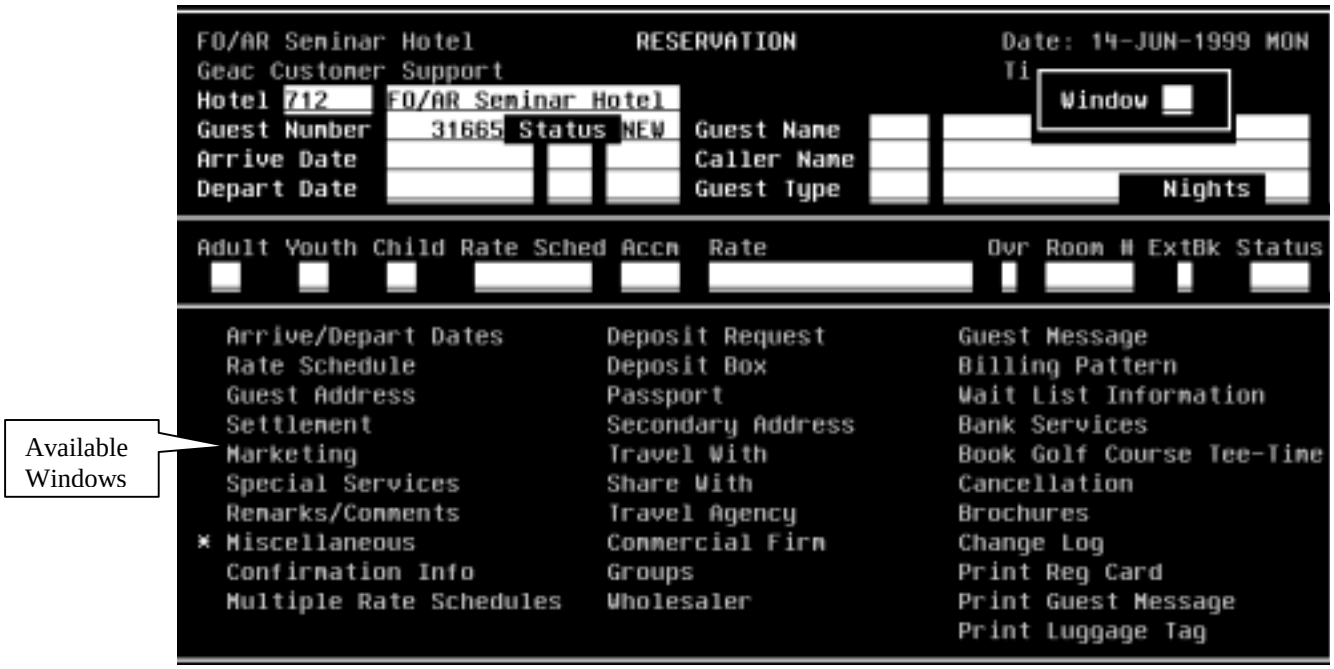
FUNCTION KEYS

AND OTHER NAVIGATION BASICS

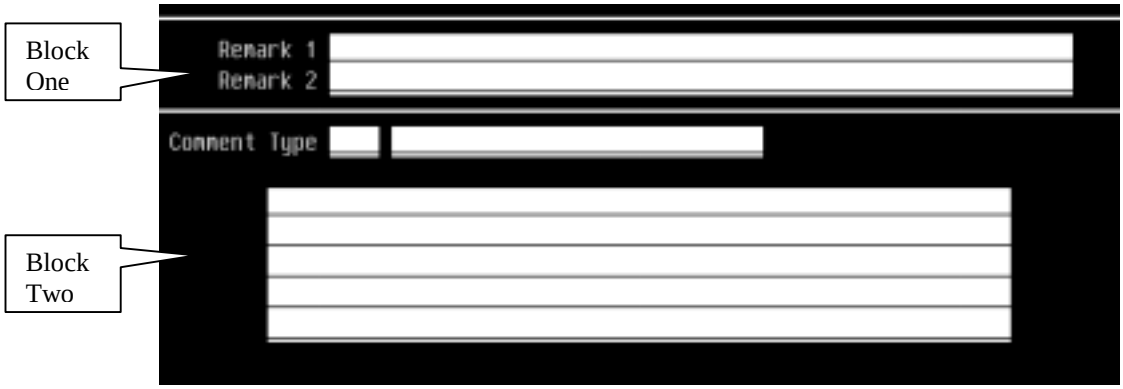
Vocabulary to Know

Listed below are terms and their definitions as they are used in Geac:

Windows- Many of the screens in the Geac system contain large amounts of detailed guest information. Therefore, it all can not be displayed at one time. So, we categorize the information into windows. To display the available windows in a screen, press the F2 [Quick] key and a list of windows will appear at the bottom of the screen. Windows with an asterisk (*) indicate that information is already entered into them. To open the window, type the appropriate two letter code or use List Values. (See the sections on F2 or F9 in this document for information on this). To exit the window, press F12 [Exit].



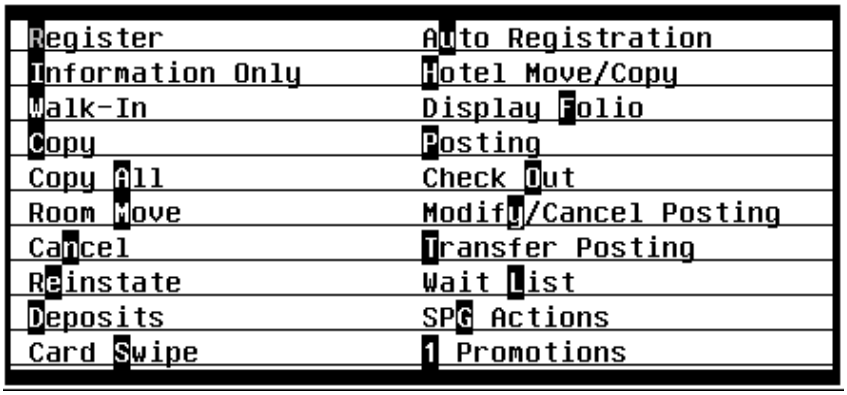
Block- Screens and windows can be separated into sections that we call blocks. Blocks can be identified by the line that breaks them apart. Press F6 [Next Block] to move forward to the next block and press F7 [Previous Block] to move backwards to the previous block. The example below is the Remark/Comment window. In the first block, the user inputs the remarks. In the second block, they input the comment.



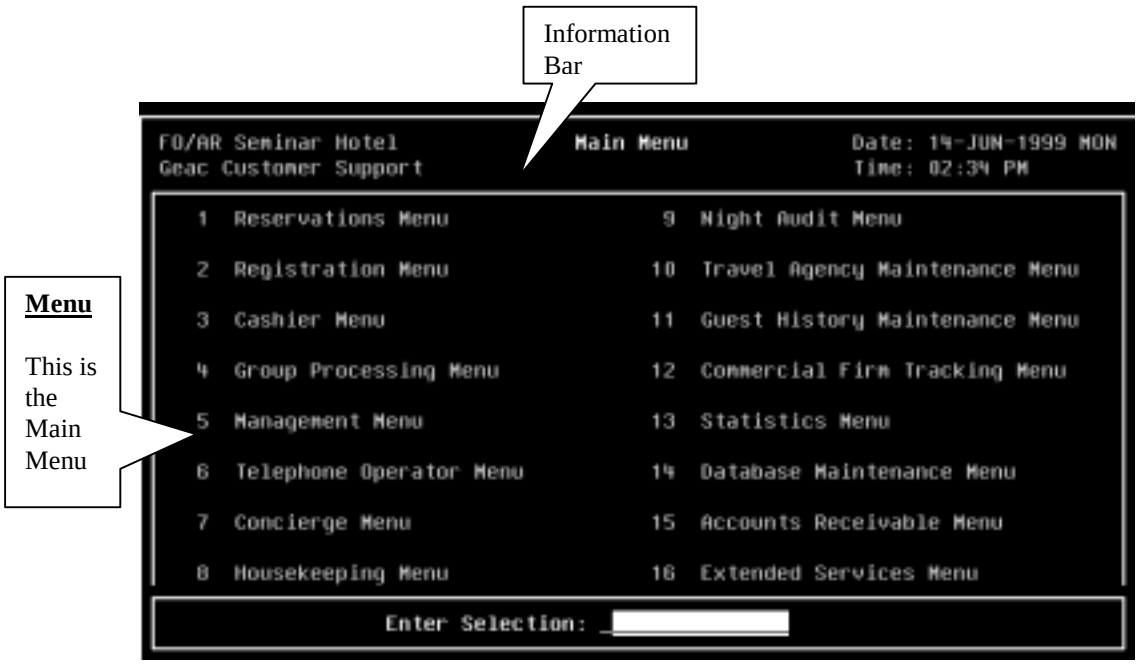
Carriage Return – Another name for the [Enter] key.

Return - Another name for the [Enter] key.

Hot Keys- Rather than having to use the arrow keys to select an option from a list of choices, the user can simply type the letter of the item wanted. The letter that is highlighted in each word is referred to as a 'hot key'. For example, to copy a reservation, press the F3 [Actions] key and then simply press the letter "C". Below is a list of hot keys from the Reservations screen.



Information Bar- At the top of each menu screen is the information bar. Included inside this bar is the name of the hotel in which the user is in currently, the name of the user logged into the system, the name of the menu, and the date and time. There are two important things to remember about this bar. 1) The time displayed in this screen is not a running clock. In other words, it does not refresh itself until after the user has moved to another screen. 2) The date shown is the application date. It does not roll over to the next date until after part 2 of the night audit is complete.



Menu- Geac is a menu driven system. Menus can be accessed using the designated numbers and also by their synonyms. (Otherwise known as quick codes.)

Message Line- This is a message that appears at the bottom of the Geac screen to explain why an error has occurred or to prompt the user to complete a field.

Navigator- See the section on F1 in this document for more details.

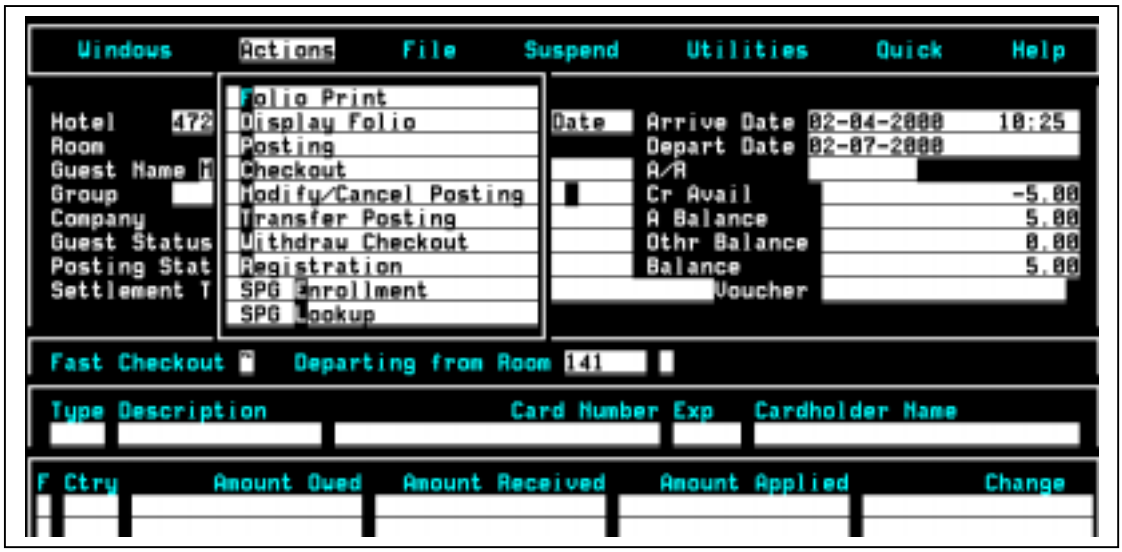
Synonym- All menus, reports and screens within Geac have an associated name, or synonym. For example the synonym for the checkout screen is “co”. To quickly access a desired location in the system, the synonym can be entered in the “Enter Selection” field located at the bottom of any menu. (These synonyms may also be referred to as quick codes.)

Template – This is the purple and white laminated key guide that is placed above the function keys on the keyboard. Its purpose is to list the name and use of each function key to help users navigate around the system.

Function Keys and their Uses

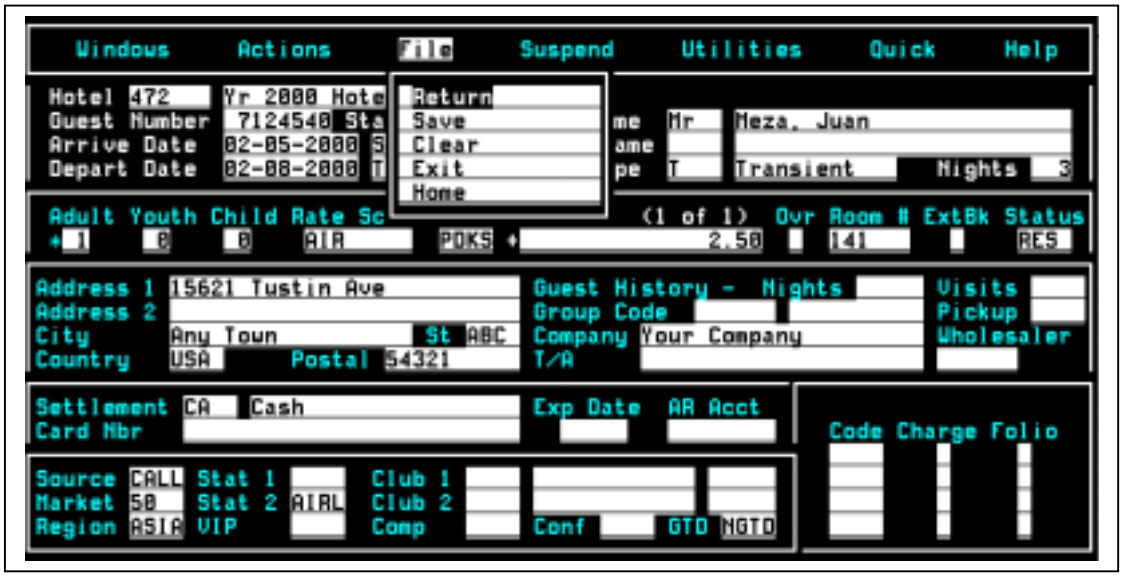
- **F1 Navigator-** This function key is named the ‘navigator’ because it allows the users to navigate the system without having to save or exit the information they are currently working on. After choosing F1 Navigator, a ring menu will appear across the top of the screen. To choose the desired function use the arrow keys to highlight the function or use the first letter of the word. (For example, “W” for the “Windows” option.)
  - **Windows -** This can be used to get around the application as opposed to using the menus or synonyms. To select the area of the application to where the user wants to go, press the down or up arrow to move the cursor. The available windows change depending to the screen you are in at that time. For example, the windows that are accessible from the Main Menu are different than the windows accessible from the Reservations screen.

– **Actions -** Performs the same function as the F3 [Actions] key. The actions function is used to do a process or modification to an existing record. Action choices are different from screen to screen. Actions are not applicable in all screens. They are used in screens that allow you to access guest records such as Res, Reg and Cashiering for examples. Hot Keys can be used to choose an action.



– **File –** Allows the user to do any of the following:

Return – Exits from the Navigator and returns the user back to the screen they were in.
Save – Same as F10 (See section on F10 for more details).
Clear – Same as Shift + F5 (See section on F5 for more details).
Exit- Same as F12 (See section on F12 for more details).
Home- Places the user back at the Main Menu. If you are in a guest record, you must clear or save the record before the system will go back to the Main Menu.



– **Suspend -** The Suspend option allows the user to multi-task by suspending the current screen so they may look up information such as the guest's room number, room availability, or hotel information at the same time. Information displayed in the suspend mode can only be viewed, no modifications are allowed.

- **Availability Summary-** This screen displays availability seven days out from the requested date. The report lists availability by both room type and house totals. Without leaving the screen, press F6 [Next block] to the date field and type another date. Notice that the default date is the next date, but this can be changed to whatever date is needed.
- **Availability Detail-** This screen displays availability for one day, by room type or for multiple days if summarized. The information is categorized by arrivals, departures, stay-overs, groups, day use, out of order and off-market information. This screen can list availability information for one day at a time or for a range of days. To view additional dates press the down arrow from the Current Date field. To view totals of a range of dates at the same time, press the function key F2 [Quick] and type "MD" for multi-day display. For group information, press F2 [Quick] and type "GR".
  Note: This report does not include group rooms committed but not yet reserved.
- **Guest Inquiry-** This area is used to search for guest status information without exiting the screen you are currently in. This screen becomes very helpful when in the middle of task it is needed to obtain guest information. For example, there is a phone call that needs to be transferred, but the user is in the middle of a reservation.
- **Housecount-** The housecount lists availability information for today only. The housecount includes information such as out of order rooms, arrivals, departures, total rooms reserved, and total occupancy percentage. This is a dynamic window, which recalculates data changes as users update the records listing the latest information as well as the information as it was right after the night audit. It is very important to check housecount regularly.
- **Information-** This area lists information entered by the property. It can be used to hold such information as restaurants, churches, and transportation or any information often requested by guests. Each feature has three pages for information.
  Example
  Page 1 = Restaurants. Press [Enter]
  Page 2 = Expensive, using key words for: local, Italian or French. Press [Enter]
  Page 3 = Name of restaurant, phone number or hours of operation

Information pages can be as general or as detailed as need for each site. It all depends on the needs of the hotel.

- **Room Availability-** This function is used to search for a room to fit specific criteria. This function also gives the availability of a specific room requested. It is also very helpful in finding rooms that may be vacant and/or dirty. A room number may also be entered here for the system to display the current status of that room.
- **Guest History Inquiry-** In this area, guest history information can be retrieved and guest folios printed. Also, included in this screen are revenue and the guests' personal information. The guest history folio looks exactly as it did at the time of check out. Guest History information in Navigator may be viewed but not changed. **Note:** Guests go to guest history only after they have checked out.
- **Rate Inquiry-** This function is used to search for rates available on certain dates. Rate Inquiry is used to quote rates.
- **Attendant Inquiry-** When a room number is entered, the Housekeeping Attendant assigned to that room is displayed.

– **Utilities –** This function is mainly used to switch to other areas or by the system administrator.

- **Hotel Switch**- This function gives the ability to switch from one hotel to another (i.e. from the main hotel to the training hotel). F9 [List Values] can be used to look up the different hotels when the hotel code is not known. Be sure to press F10 [Save] in order to process the request. Agents can only switch to those hotels to which they have security.
- **A/R Switch**- This gives the ability to switch from one A/R area to another hotel's A/R. This function is used the same way as the hotel switch, but can only be done from the A/R module. F9 [List Values] can be used to look up the different hotels when the hotel code is not known. Be sure to press F10 [Save] in order to process the request. Agents can only switch to those A/R's to which they have security.
- **Front Desk-** This is a quick way to jump from the A/R area into the front office area of the system. F9 [List Values] can be used to look up the different hotels when the hotel code is not known. Be sure to press F10 [Save] in order to process the request. Agents can only switch to the front desk to which they have security.
- **Receivables-** This is a quick way to jump from the front desk area into the A/R area. F9 [List Values] can be used to look up the different hotels when the hotel code is not

known. Be sure to press F10 [Save] in order to process the request. Agents can only switch to the A/R to which they have security.

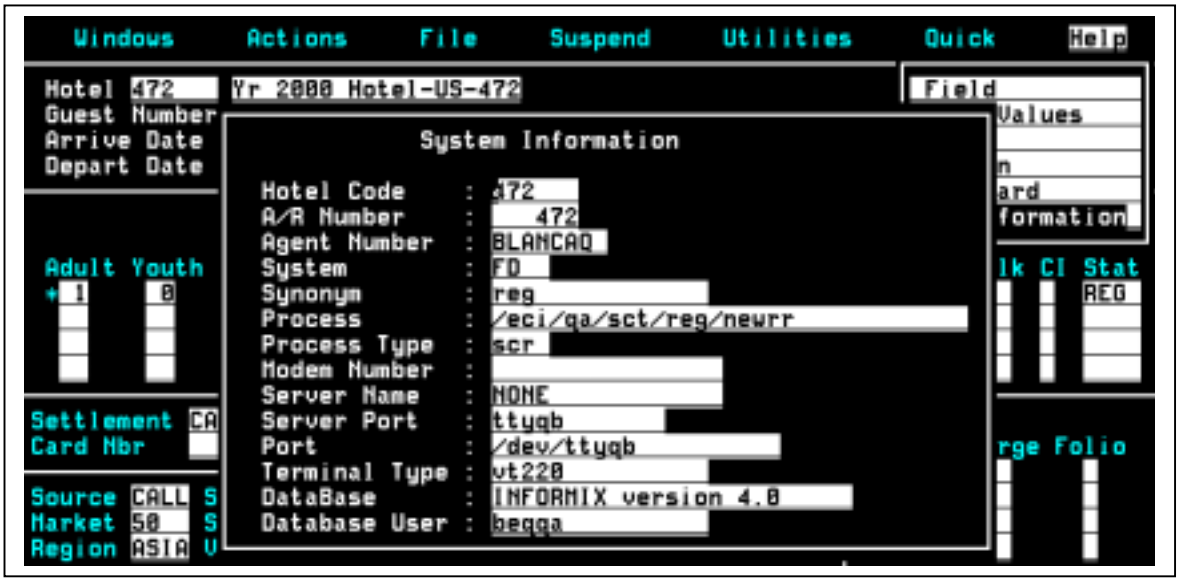
- **Change Password-** This is used to change the agent's password. This function can be used anytime providing the current password is known.
  1. First decide which password needs to be changed, the login or executable
  2. Type old password
  3. Type new password
  4. Type new password again

  Note: Passwords can be up to 8 characters, any combination of letters and/or numbers. Do not use names or numbers that are common and easy to figure out.
- **List All Active Agents-** This screen is used to display all agents currently logged on the system and the area in which they are working. An * next to the agent name indicates that the process prevents night audit from running. These agents are logged out of the system at the time of the night audit process.
- **Switch Folio Printer-** This is a quick way to assign a folio printer other than the default printer assigned to that terminal. The folio printer assigned here remains the printer used until changed back in this area or the agent exits the application. This is used when the assigned printer stops working for any reason and the user needs another printer.
- **Room Keys-** This function is used only if the site has a key interface. This is one area that can produce a room key.
- **Maid Keys-** This area is currently assigned for future use.
- **Security Keys-** This area is currently assigned for future use.
- **Off-** This is a quick way to log off the system from any screen.

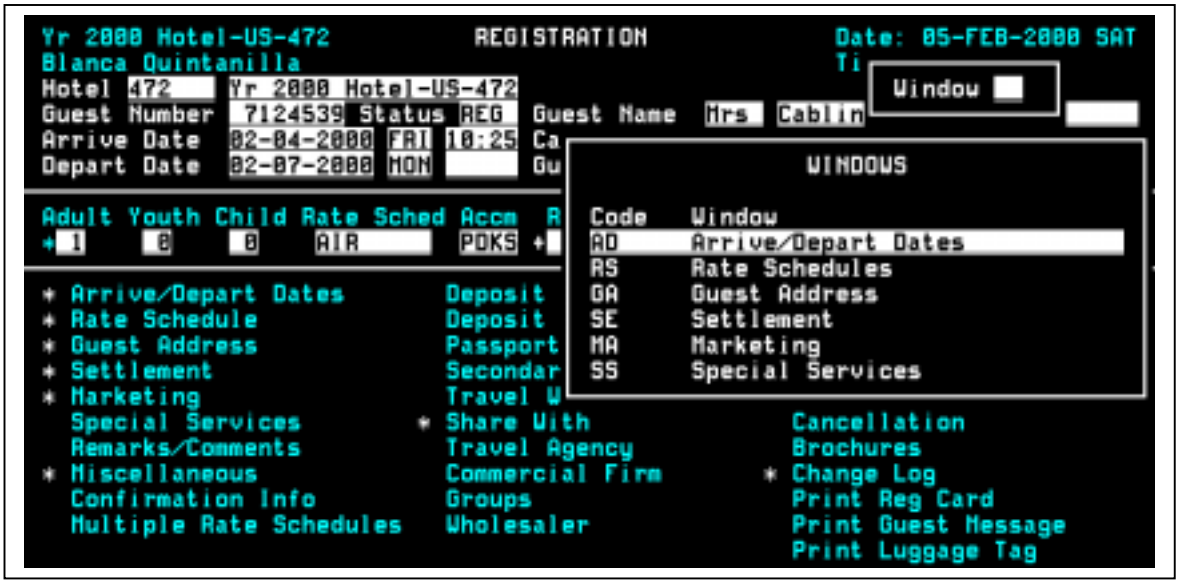
– **Quick –** This is used as a substitute for the F2 [Quick] key.

– **Help –** This is mainly used to look up the system information

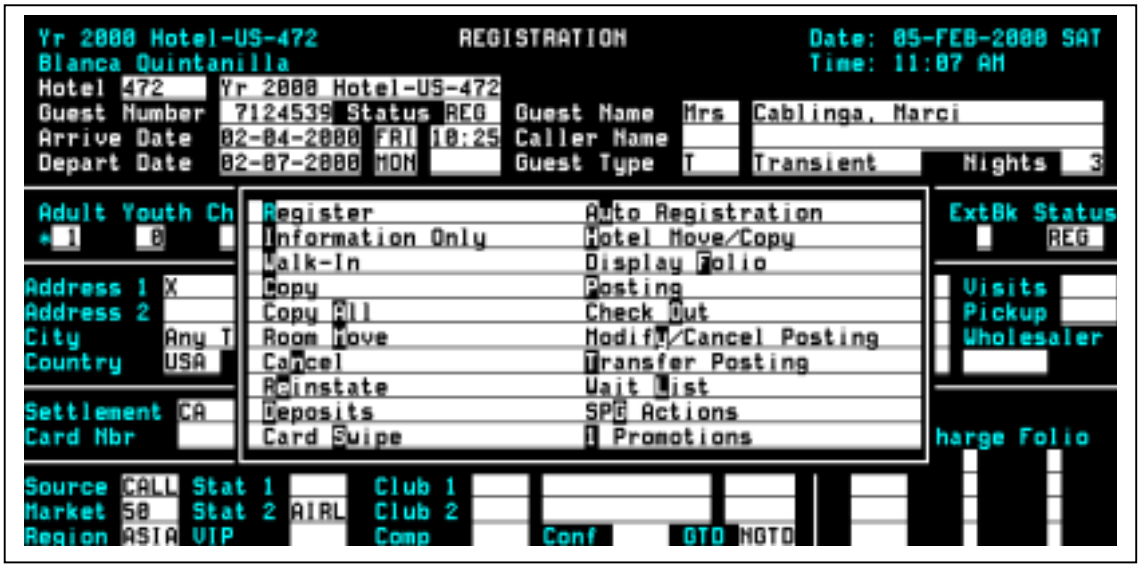
- **Field, List Values, Block, Screen, Keyboard-** This area is currently assigned for future use.
- **CS Information-** This field is used to view the system information. The system information is used when there is a problem with the screen and customer support needs to know exactly which part of the system the agent is using. This screen also shows the **synonym** of the screen. The agent must be in the screen they would like the synonym for in order for it to be displayed.



- F2 Quick- To display the available windows in a screen, press the F2 [Quick] key and a list of windows will appear at the bottom of the screen. Windows with an asterisk (*) indicate that information is already entered into them. To open the window, type the appropriate two letter code or use List Values. To know what the appropriate code is, follow this rule:
  - **One word** = The first 2 letters of the word is the code. (i.e.: To select the **Se**ttlement window, enter "**se**".
  - **Two or more words** = The first letter in the first word plus the first letter in the second word is the code. (i.e.: To select the **R**ate **S**chedule window, enter "**rs**".



- **F3 Actions-** The Actions key is used to do a process or modification to a record. The Actions display changes according to the current screen. For example, the actions to perform from the Cashout screen are different than the actions to perform from the Reservations screen. The Hot Keys can be used to choose an action.



- **F4 Enter Query-** When a record needs to be searched for, the [Enter Query] is used to start and define the search criteria. Follow the rules and suggestions below for the most quick and accurate search:

  - The correct format for entering a guest's name is as follows:
    Smith, John. This format is the guest's last name, a comma, a space and the first name

  - The more information entered about a guest (i.e. company information or the full guest name), the shorter the list of guests to select from. However, keep in mind that the system is searching for guests who fit all of the requirements entered and entering less gives more information.
  - Notice that when pressing [Enter] a "%" is placed after the name. This symbol is a wildcard. It means "search for anything". For example, "Smi%" locates Smith, Smithers, Smile and any other name starting with Smi. It can also be used to look up a guest by their first name, should the agent only know that much about them. This is the format to use when searching for a guest by the first name of Stephanie:
    %, Stephanie%

  - Using Soundex can save time. When answering "Y" to this option, the system ignores CAPS, symbols and spaces in guest names (i.e. O'Doul or Mac Donald). It also drops consonants and sound out a name providing a list of several spelling variations. For example, the name Paine pulls up Payne, Pain, Pane, etc. Below is an example of some of the ways soundex will translate letters:

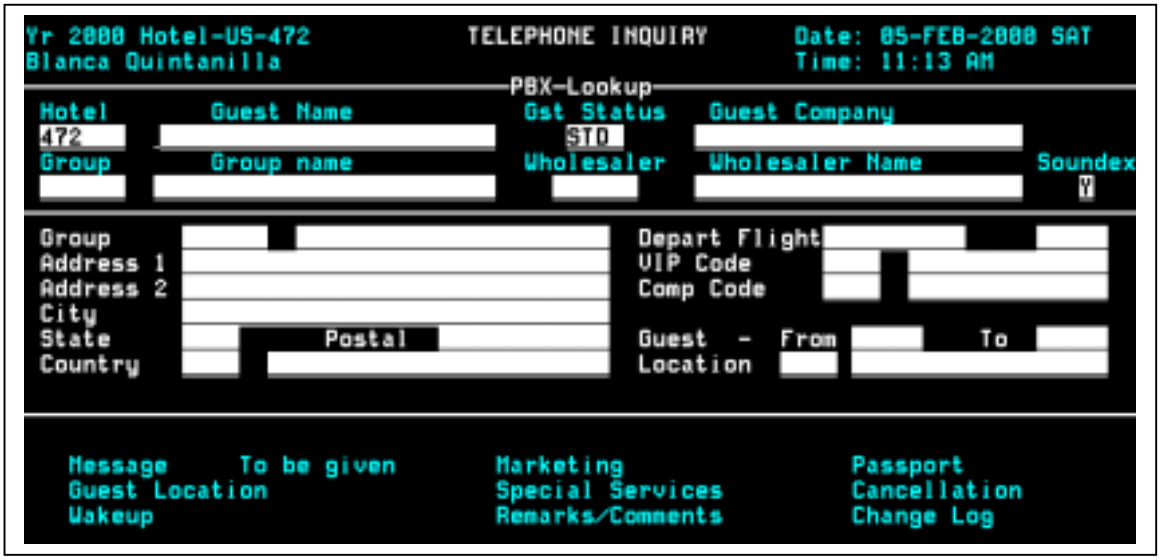
    P → B
    B → V
    M → N
    C → S
    C → K
    H → F
    F → PH

  - Keep in mind that Soundex is not for common use because it pulls up tons of names and of course, that slows down the searching time. Agents should not need to use Soundex in every single search.

  - Sometimes a guest can be searched by the credit card number. Press [Next Block] to go to the next section where that field is located. A guest can not be search by guest name or company AND a credit card. Only one or the other. When searching by card number, the system looks into the Settlement window of the history records and pull up a list of guests with that card number. Note that even if a guest settles their account with a particular card, unless that same card is entered into the Settlement window, the agent is not able to locate the account using that card number.

  - Sometimes a guest can be searched by entering the Confirmation/Folio number in the Guest Number field. A guest can also be located by entering the club account number.

  - Follow the information in F5 (next section in this document) to complete the search



- **F5 Execute Query/Clear-** After pressing [Enter Query] and typing the search requirements, the F5 key is used to actually process the information and get a response. This brings up a list of guests that fit the specified criteria. Use the [↓] to highlight the desired guest name and press [Enter] to select them, or press [Esc] to break from the list of guests and return to the F4 screen.

- **Shift and F5 together = Clear** – This key is used to clear the current screen and get a blank one. When pressing [Clear] the system does not save the changes made to a record. This is the opposite action of saving a record.

- **F6 Next Block-** Places the cursor forward from block to block within a screen.

- **F7 Previous –** Places the cursor backwards from block to block within a screen.

- **Shift and F7 together = Block/Insert-Replace** –This function can be handy in sections where there is a misspelled word or grammatical error that needs to be corrected in a sentence. (i.e.: the remarks or comments block, guest address, or guest messages.) Use the arrow keys to move the cursor to the word(s) that needs correcting, and press the shift + [Insert/Replace] once to insert new words or twice to replace (or type over) words. Press it a third time and it is back in 'insert' mode.

- **F8 Cancel-** This process cancels the current transaction.

- **F9 List Values-** This function provides a list of valid codes, which are acceptable for a given field. This is used as a help tool. Once the code is memorized it can be typed directly into the field. Only those fields which used hard coded or user defined codes can use the List Values. (For example, the guest types, rate schedules, settlements, and market segment codes.)

- **F10 Save-** Saves data including any changes, modifications, or processes done to the record displayed. This is the opposite action of clearing a record (Shift + F5).

- **F11 Close Window-** Closes the window currently displayed and takes the cursor back to the previous window. This key is also used to log out of the system.

- **F12 Exit-** Exits from the screen currently displayed. Some screens such as reservation do not allow the user to exit without saving or clearing the record displayed.

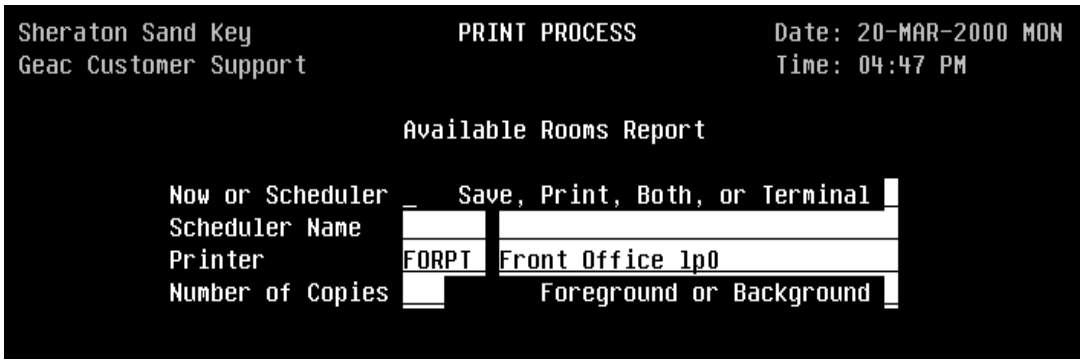
Other Basic Functions

Log in to the system- In order to log into the Geac system, a terminal login and password must be entered. To enter the application, an agent code and an agent password are needed. The terminal id is a unique code and should be used exclusively with one particular terminal or PC. (i.e. “fd1” should only be used to log into the one terminal labeled as “Front Desk 1” . Once a

terminal is logged in with a particular the terminal id, that terminal id can not be used at the same time to log in another terminal. An agent code however, can be logged into several terminals at once

Log out of the system- In order to log out of the system the user can type “lo” at any enter selection line. The user can also press [Exit] until back at the agent login screen. The user can also press [Navigator], press [U], and press the arrow keys to logoff. Once the user is at the Agent Log-in screen press F11 [Close Window] to go back to the terminal login.

Printing Reports



1. Chose the report you wish to print from the menu or in any Enter Selection field, type the synonym for the report you wish to print. The synonym can be found in the upper right hand corner of each report.

2. After selecting a report, the Print Process screen appears. This initial process (upper half of screen) is the same every time a report is run. This process sets the basic parameters for running a report. The system provides default answers when you press <enter> in the field.

3. The parameters set in the Print Process field are as follows:
   - **Now or Scheduler field -** (scheduler not available as of 5/2/00)
     Default is N for Now.

   - **Save, Print, Both, or Terminal field-** *Default is P for Print*
     S for the Save option will calculate the report data now and send the information to a holding place for future printing. The data is based on information current only at the time the report was executed.

     P for the Print option will calculate the report data and send the report to the specified printer.

     B for the Both option executes both a Save and a Print.

     T for the Terminal option will calculate the report data and send the information to the terminal screen. If you choose T, then other print options are no longer accessible.

- **Printer Field -** The printer field tells the system on which printer you want this report to print. Every terminal is built with a printer assigned to it. This is the default printer. The printer field will automatically populate with the printer assigned to that particular terminal. You can change the default printer by typing in another printer name. For a list of all report printers with brief descriptions press <List Values> and then choose the one that you want.

- **Number of Copies field** – (*Default is "1" for one copy to print)*. Enter the number of copies you would like to print. Keep in mind that if you want to print a large report or one that takes longer to process, it will be quicker to print one copy and photocopy it should several copies be needed. This is because the system will re-calculate the report for each copy requested.

- **Foreground or Background – (***Default is F for Foreground)*

  Foreground: Printing in foreground will tie up the terminal for only as long as it takes to calculate the data used by the report. Usually, less than 10 seconds depending on the type of report. The print job is sent to the printer when the terminal returns with the message, "Report Complete. Press return to continue."

  Background: Printing in background will free up the terminal immediately and calculate the data behind the scenes. Reports printed in background will be given lowest priority by the system. Other reports printed simultaneously may print before the background report.

  Background is best used with reports requiring intense system resources to calculate, such as: Departure/Arrival/Stayover report, Forecast reports. These are reports that search through the entire database for the information required to make the report.

Once the prompts have been completed, a report window opens. This only occurs when there are user defined options available. The system will provide you with options along the bottom of the screen, if not press <List Values>. If no options are available, the message "Press SAVE to run report or CLEAR to exit" will appear.

Use <Save> to run the report and clear to exit from the report process.

Entering Dates

Dates can be entered in to the Geac system in several different ways:

For the USA format for March 2, 2010:

- Enter the date with some type of separation:
  - 03.02.2010 or 3.2.10
  - 03-02-2010 or 3-2-10
  - 03/02/2010 or 3/2/10
- Enter the date with no separation:
  - 03022010 or 3210

For the international format for March 2, 2010:

- Enter the date with some type of separation:
  - 02.03.2010 or 2.3.10
  - 02-03-2010 or 2-3-10
  - 02/03/2010 or 2/3/10
- Enter the date with no separation:
  - 02032010 or 2310

- The dates may be entered without a year. The system will by default enter the year of the next occurrence of that date. For example, if today's date is March 2, 2010 and the date "0219" (February 19th) is entered, the default year will be 2011. This is because February 19th has already occurred in 2010.

- The word 'today' can be used instead of typing in the current day's date.

- In the reservation and registration screen, the following abbreviations can be used to represent the days of the week MO, TU, WE, TH, FR, SA and SU. These abbreviations can be used to prompt for the next day within the week.

- In order to enter a date from the past, the month, day and year must be entered.