

Lodge-ical News – July 2006

We hope you all are enjoying your summer. This month we highlight a feature that has been in existence since the beginning of Lodge-ical. However, in the past month we have received 4 phone calls from people who are confused. We thought this would be the appropriate place to delve into the issue:

User Tip: Reservation Entry form/Select Client Last Name – BEWARE!

If you go to the Reservation Entry form, you will see a dropdown field titled "Select Client Last Name". This dropdown field serves two functions. 1) If you have to add a new reservation and come in to the form via the Reservation menu, you will select a name from this dropdown representing the name on the reservation. 2) If you have to *CHANGE* the contact name on a reservation, you will select a name from this dropdown.

It is scenario number 2 that needs further discussion. Let's consider this example: A reservation is made for a family of four. The dad calls and makes the reservation. The son calls later to say that he will be picking up the bill. You must change this reservation from the dad to the son by using the "Select Client Last Name" dropdown.

You should NOT use this dropdown if you want to display an existing reservation. Press the FIND button (version 6.0 or lower) or use the Find by Last Name dropdown field (version 7.0) at the top of the Reservation Entry form.

What happens if you accidentally select a client last name from the "Select Client Last Name" dropdown? Lodge-ical will give you a message. In version 6.0 and below, the message displayed reads this way: "CHANGING a last name here will change the name on the reservation. Press UNDO to retain original name. To enter a new reservation, press NEW". In version 7.0, the message displayed reads this way: "CHANGING a last name here will change the name on the reservation. Press the ESC key to retain original name. To enter a new reservation, press NEW".

This message first requires you to press the OK button. Next, in the left hand margin you will see a pencil. This pencil indicates you are in data entry mode. If you press either the UNDO button or the ESC key on your keyboard, the pencil will turn into a right pointed arrowhead AND the original name will be restored.

With the recent increase in phone calls, we have evaluated this feature and have made a significant improvement to version 7.0. The message will now read this way: "CHANGING A LAST NAME HERE WILL CHANGE THE NAME ON THE RESERVATION. Are You Sure?". Instead of pressing the OK button, you will have to press either Yes or No. This forces you to make a decision and have Lodge-ical perform the necessary action. This simple change on our part should eliminate any confusion you may encounter. Please note that some of you who are using version 7.0 do not have this feature yet. Again, this is because we have just completed development and testing. If you are interested in incorporating this feature into your version, please contact us.

If you do not understand this issue, or if you have further questions please do not hesitate to contact us.

Improved Response Time

Providing quick and reliable technical support to all of our clients is something we take seriously. We are now testing a quicker process to provide you with updates. Most of you are aware of our current update process. We send you an update CD (via 2 day priority mail) containing your Lodge-ical code file. When you receive the file, you simply copy and paste the CD into your Lodge-ical folder. To expedite this process, we will email you a link to our website where you can download the Lodge-ical code file. Additionally, the email will contain download instructions. As we are testing this new system, please provide us with feedback to help us determine whether or not this service is worthwhile.