

Lodge-ical News – September 2005

Upcoming Trade Shows

Mark your calendars – at this time, we hope to attend the following association's annual conventions: January 2006 - Montana Outfitters and Guides Association (Great Falls, MT), December 2005 - Wyoming Outfitters and Guides Association (Cody, WY), January 2006 - Dude Ranchers' Association (Cody, WY) and April 2006 - North American Gamebird Association (Nashville, TN).

User Tip: Do not be afraid to run Lodge-ical reports.

We receive many inquiries from clients who are looking for a particular report. Many times the report already exists in Lodge-ical. The majority of reports are date-driven. That means that you will be prompted to enter a "from" date and a "to" date. Reports can display past, current, or future information. Most reports are departmentalized. Our philosophy is to keep reports narrowed down to a specific department. In our experience, employees would rather see just the information that pertains to their duties instead of being bombarded with information that may not apply.

Referring to the Main Menu bar, each section includes a menu pick geared to reports. A summary of the report topics are below:

Client Reports – reports in this section are mostly used to track recent client inquiries and correspondence notes.

Reservation Reports – these reports show information about reservations that have been booked. A reservation can be entered as soon as it is taken whether or not a deposit has been received. For example, the Reservation Income report will show all income sorted by your individual trip fees. This can quickly show you the trip fees that are producing the most income. As a reminder, we recommend that each of you create a Trip Fee (Maintenance menu/Trip Fees) called DISCOUNT. At the time of the reservation you can select the DISCOUNT trip fee and enter in the dollar amount preceding the amount with a hyphen (indicating a negative amount). Now run your Reservation Income report and notice the amount of discounts you are giving. You can certainly break down your DISCOUNT trip fee into more than one category to give you better reporting results.

Guest Reports – these reports are mostly run at the time the guest arrives. Some examples include the Housekeeping report, Activity report and Meal report. The Total Charges report lets you see at-a-glance all reservations and any balance due. The report is segregated to show you trip fees, taxes, store purchases, bar purchases, and gratuities.

Employee Reports – these reports are employee-specific. As employees are being assigned to activities, you can print an Employee Calendar. As you enter gratuities into Lodge-ical you can report either gratuity amounts by reservation, or by employee designation.

User Tip: Exporting Reports

Once a report is in PREVIEW mode, you can output the report to a file. When in PREVIEW mode, select File/Output Report to File. We recommend you use the "Microsoft Snapshot" output file format (this will insert .snp extension onto your file name). This format preserves the report "as is". This means all graphics will output, and the user will not be able to manipulate the data presentation. It can be attached to your emails and most email clients will not block the attachment. Using the "Rich Text" output file format will allow you to open up the document in Microsoft Word to make any necessary changes.

Lodge-ical Version 7.0

Upcoming Feature: Reporting

Although reports are still segregated by major category, you will now have access to run reports by selecting one menu pick. The menu pick will offer also sorting and grouping criteria. For example we have heard from many of you that you would like to run your income reports based on a booking date (Reservation Entry form, Date

Received field). Our new reporting feature will let you choose to sort your reports by either booking/received date, arrival date, or departure date.

Upcoming Feature: Correspondence Log Reporting Update

Currently, Lodge-ical will automatically write a record to your correspondence log when you PRINT the Inquiry letter, Preconfirmation, Postconfirmation, and Final Bill. However, Lodge-ical “assumes” that only one entry per report per year is allowed (this does not accommodate those of you who get multiple bookings from one client during the year). When you PRINT a report in Version 7, you will be asked if you want to update the correspondence log. You will also have the option to include a note to the correspondence record with any pertinent information.

New Report: Reservation Statistics

Many of you should be familiar with the Payment History Summary report. At the end of the report, you will see a group of statistics such as number of guests, number of reservations, number of bed nights, average reservation cost, average cost per night. We will be removing the statistics from this report and creating a new report dedicated to at-a-glance quick statistics. Please email us with any suggestions you may have for this report.