

Lodge-ical News – August 2006

I have begun my one month sabbatical as a lodge manager. I have completed two weeks and I am fully involved with the management of the lodge and the use of Lodge-ical. It has been an incredible learning experience using version 7.0 in a “live” environment. I am using as many features as I can and would like to comment on two obvious ways to save time.

User Tip: Using Lodge-ical to reconcile your credit card statement

Each morning I go to the office, there is a credit card tape of the previous day’s credit card transactions on the credit card machine. We accept Visa, Mastercard, and American Express. As long as we are diligent about entering payment details into Lodge-ical, I simply print a “Money Received sorted by Payment Method” report to reconcile. I leave it in “summary” mode which will simply give a total by each payment method. If there is a discrepancy, I will run the report in “detail” mode which allows me to see the individual transactions.

As a reminder, to record a payment in Lodge-ical, press the PAYMENTS button on the Reservation Entry form to enter all income received (deposits, final payments, money received for store purchases, etc.). Enter the payment method (i.e. VISA, Mastercard, etc.). If you are reconciling these transactions using another method, please consider changing your daily routine to incorporate this quick method of reconciliation.

User Tip: Monthly Reconciliations

At the end of each month, we use Lodge-ical to ensure that we have a zero balance on our reservations. The “Income Breakdown – All Reservations” report is the report I like best. I use the Departure Date as the sorting indicator to make sure I am not picking up any reservations for guests who are still at the lodge. Any reservation with a balance due other than zero deserves my attention. The two most common reasons for this are 1) the final payment was never entered into Lodge-ical and 2) the gratuity was never entered into Lodge-ical. Preparing a monthly reconciliation and staying on top of your unpaid balances is much more effective than being faced with this task at the end of your season.

Onsite Training

We are beginning to receive calls from clients who have requested our onsite training services. Our calendar is filling up and we are now booking into November of 2006. If you are interested in this service, please let us know so that we can schedule a convenient time.

Referral Business

As you all know, business that you receive from a previous guest referral is extremely valuable. It pertains to our business as well. If you know of any destination resort that is looking for reservation software, please call us with a contact name or ask them to contact us directly.