

Boost Absolute

Web Based Property Management System

Guideline for Boost Absolute Front
Office

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Introduction to Boost Absolute

Boost Absolute is a Web based solution created with the help of SaaS Technology. It does not require high end hardware solutions but just a good internet connection that is easily available worldwide these days. This helps hotels to save their money from investing in high end hardware and software. With this System any numbers of hotel users can login and provide services to guests which helps to save time to hotel and to the hotel's precious guests. The system has been designed so that the user can view or perform almost all of his tasks from a single screen without shuffling from one screen to another.

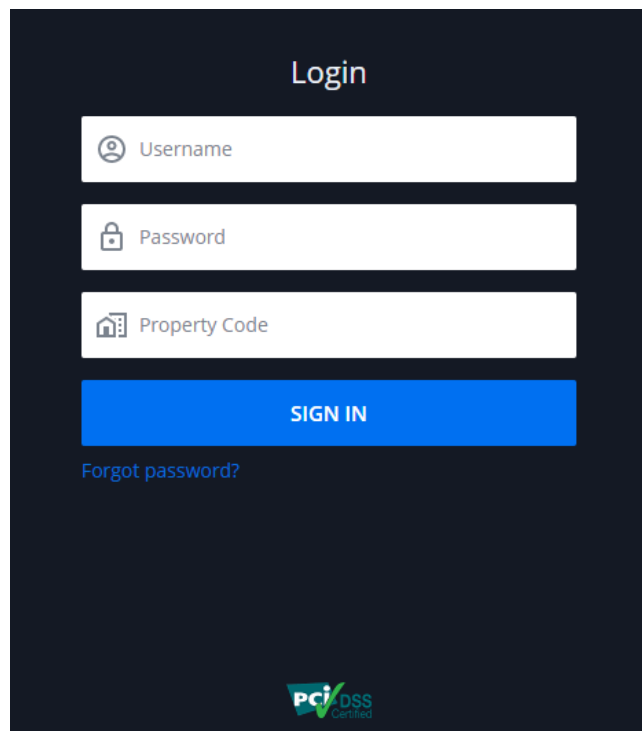
Overview of Boost Absolute

To access Boost absolute, the user needs to either use the web browser like Google Chrome or Mozilla Firefox. Please note that Boost Absolute is not supported on Microsoft's Internet Explorer.

The login page of Boost Absolute looks like the one shown below. You will be provided with the login screen link along with the username, password and hotel code details via an email from Boost Absolute Support Team.

Boost Absolute Front Office

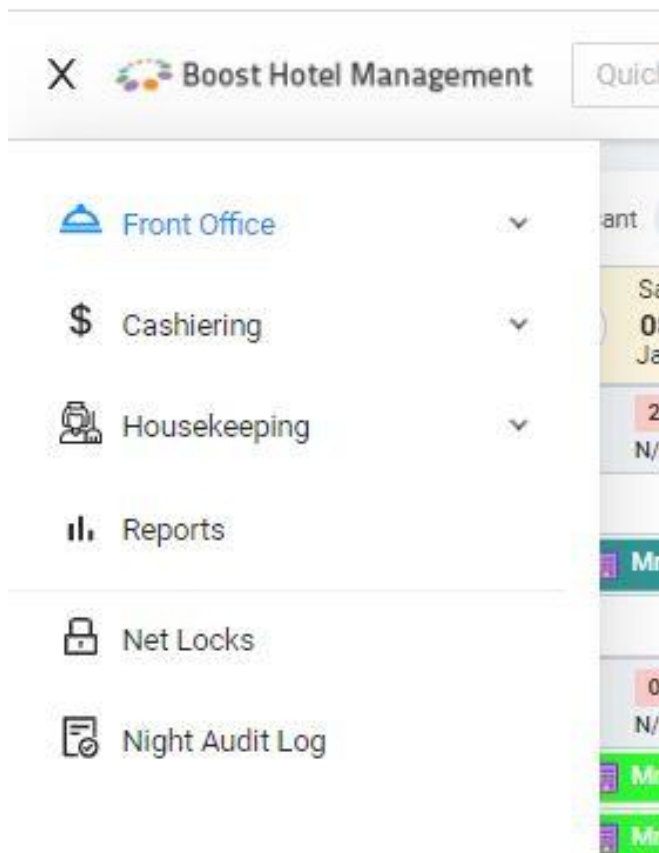
You need to use the front office login link to login to Boost Absolute Front Office and manage the daily tasks at your hotel.



As soon as you login to the front office, you will notice the simple yet detailed dashboard with charts, notifications and activity feeds

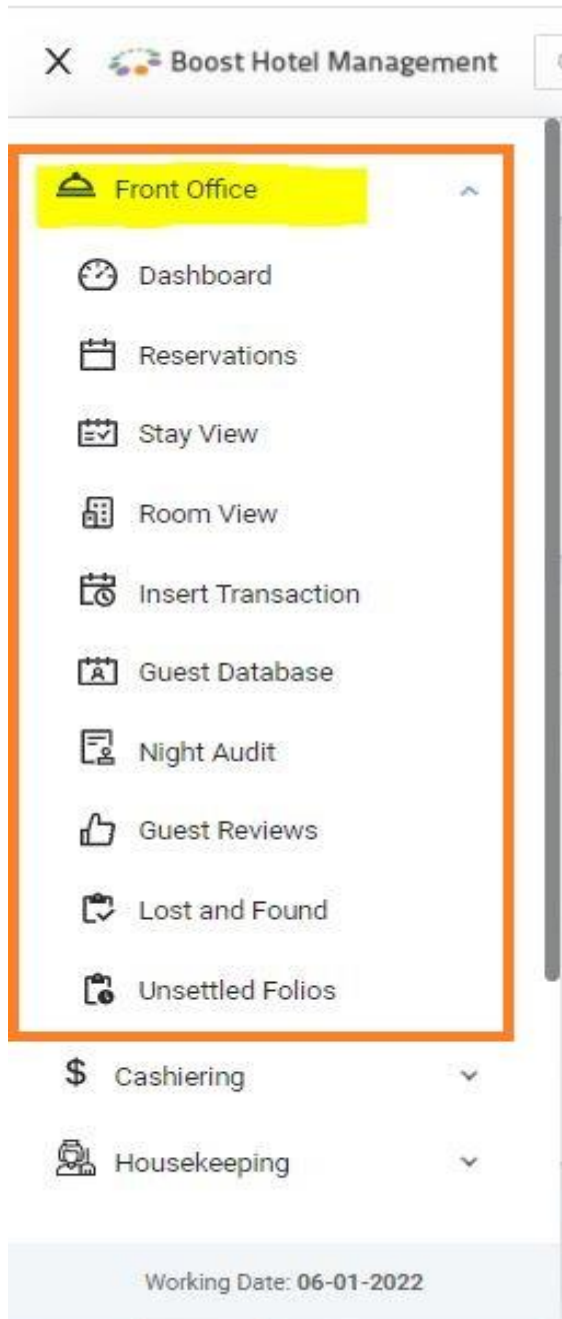
Main Menu

Let us now go through the options given under the menu in Boost Absolute.



When you click the 3 line icon on the top left corner the main menu pops up. There are 6 main options to select. The Front Office, Cashiering, Housekeeping parts will show additional sub parts when clicked on it.

Front Office

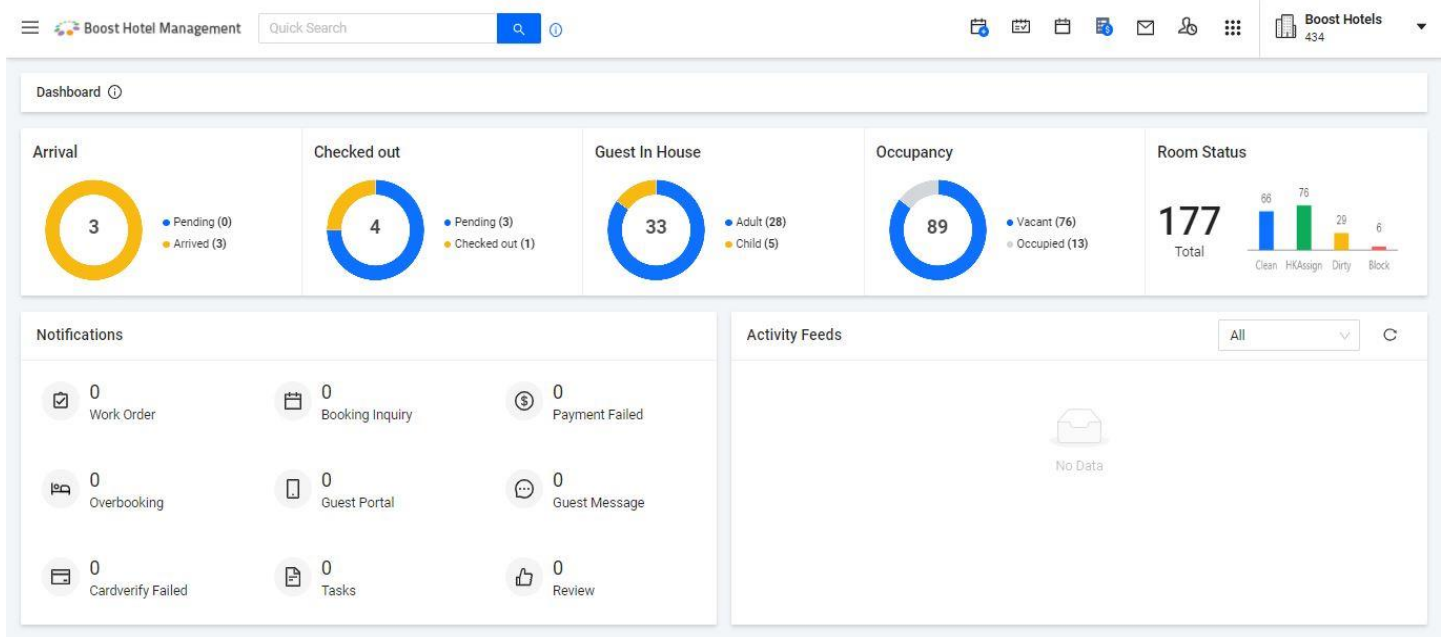


When we click on Front Office button, it will drop down this function list:

Let's talk about the functions of the Front Office drop down list. There are mainly Dashboard view, Reservations and the stay view. And other functions that eventually will help the Front Office activities. Let us see what all these show and how to comprehend it to manage the tasks more efficiently.

Dashboard

As soon as you login to the front office, you will notice the simple yet detailed dashboard with Guest detail charts, Room Status, Notifications and activity feeds



- In the charts, first one is the Arrival chart. It shows the current system date's arrived reservation count and the pending arrival count. If we click on that, we are directed to the reservations page and we can see the detailed reservation cards.
- The second chart is showing the details of the current system date's pending check outs and checked out reservations.
- Last 2 charts are labeled as 'Guest in House' and 'Occupancy'. They are showing the counts of currently checked in guests and room availability.
- In the top right corner there is a bar chart that showing the Room Status. There are up to the minute counts of clean rooms, House Keeping Assigns, rooms assigned as Dirty and blocked rooms.
- There is a user friendly notification panel with a simplified layout.
- In the bottom right part, there is a panel named s Activity Feeds and it shows the recent activities. All the shown activities can be filtered out to user's needs.

Reservations

The screenshot shows the 'Reservations' view of the Boost Hotel Management system. The dashboard displays a grid of reservation cards for various guests. Each card includes the guest's name, reservation number, booking dates, room details, and financial information. A toggle in the top left corner allows switching between 'Individual' and 'Reservations' views. The 'Reservations' tab is currently selected, showing 8 reservations.

The second one in the menu is Reservations. In this view we can see the reservation cards sorted according to the reservation number. These cards simply offer all critical details with an easy to read layout. Toggle in the top left corner allows us to see the reservations individually or group reservations filtered.

This is a detailed view of a reservation card for Mr. Donatello (BH1275). The card displays the following information:

- Guest:** Mr. Donatello (BH1275)
- Booking Dates:** 14-01-2022 to 17-01-2022 (3 Nights)
- Booking Date:** 08-03-2022
- Room / Rate Type:** 3 / Bed & Breakfast
- Total:** SLR 8,955
- Paid:** SLR 0
- Balance:** SLR 8,955
- Buttons:** 1 (Print Folio), 2 (Email Reservation Voucher), 3 (Audit Trail), 4 (Unposted Inclusion)

In this card view,

- The icon in top left corner indicates that this is whether a front desk reservation or an OTA booking. After that is the name and the reservation number.
- First one of the two underlined icon says, this is the 'group reservation owner' marked as a crown. Next one says, this is a group reservation.
- We can see the date and time of the check-in and check out. Number of nights is also shown here.
- The numbered **buttons** are,

1. Print Folio
2. Email Reservation Voucher
3. Audit Trail
4. Unposted Inclusion

Stay View

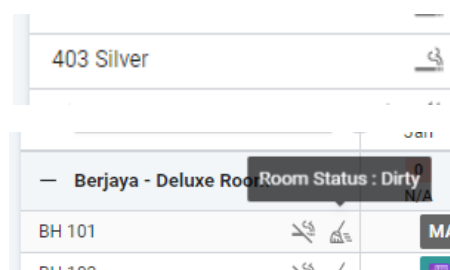
As soon as you navigate to Front Office -> Stay View, you will notice a single screen displays a complete status of your property/hotel. It is showing the room availability according to dates inside of a given time period.

Room Types	Thu 06 Jan	Fri 07 Jan	Sat 08 Jan	Sun 09 Jan	Mon 10 Jan	Tue 11 Jan	Wed 12 Jan	Thu 13 Jan	Fri 14 Jan	Sat 15 Jan	Sun 16 Jan	Mon 17 Jan	Tue 18 Jan	Wed 19 Jan
— Berjaya - Deluxe Room	0 N/A	0 N/A	1 N/A	0 N/A	1 N/A	2 N/A	2 N/A	3 N/A	3 N/A	3 N/A	3 N/A	3 N/A	3 N/A	3 N/A
BH 101			MAINTENANCE BLOCK		Mr. Dasith Gallella									
BH 102		Mr. Dasith Gallella		Mr. Asheka Pelola										
BH 103		Mr. Jhon Wick												
— Cabana	3 N/A	0 N/A	0 N/A	0 N/A	3 N/A	3 N/A	1 N/A	2 N/A	2 N/A	2 N/A	2 N/A	2 N/A	2 N/A	1 N/A
Cabana 1			Mr. Rafael				Mr. Asheka Pelola							Mr. Asheka Pelola
Cabana 2			Mr. Leonardo											
Cabana 3			Mr. Donatello											
— Deluxe Room with Balcony3	1 N/A	0 N/A	0 N/A	1 N/A	2 N/A	2 N/A	2 N/A	2 N/A	2 N/A	2 N/A	2 N/A	2 N/A	2 N/A	2 N/A
Wet		Mr. Lara Croft												
Room2			Mr. Bruce Banner											
— Deluxe Room2	0 N/A	0 N/A	0 N/A	0 N/A	1 N/A	1 N/A	1 N/A	1 N/A	1 N/A	1 N/A	1 N/A	1 N/A	1 N/A	1 N/A
Deluxe Villa			MAINTENANCE BLOCK											
Room Occupancy %	17	17	17	17	8	5	8	6	6	2	2	2	1	4

- The Stay view is designed to make your work simple and easy.
- It is actually a graphical representation of the guest ledger that shows the current status of the rooms in your property.
- The best part of it is, you can directly work on it and perform various actions as required.
- The stay view displays – To the minute room's status - for the dates in the top row.
- The Room Types with Room numbers (or names) are listed in the first leftmost column of the Stay View screen.
- As you view from top to bottom, the Room types and the rooms are displayed with few other icons placed next to room number saying something more about the room. As for example, Room 'Cabana 3' has two icons.



- The icon says that this room do not allowed for Smoking. If you have a room that does allow smoking, the icon will be shown as
- Once you have the mouse over the icon, the tool tip displays the room status.
- The second icon will appear if the room is considered dirty in the system.



- Each cell in front of the room denotes a room-night, and shows its status.
- The different colors of these cells indicate different status like Arrival, Checked Out, Due out, Confirmed Reservation, Maintenance Block, Stay Over, or Day Use, for the room which can be changed to your preference from the configuration console.
- On the bottom of that same screenshot, you will find the % of rooms available for a particular date and the occupancy percentage for that day. This helps to get a clear idea of the room inventory you have.

— Family Suite	2 N/A	3 N/A	3 N/A	3 N/A	3 N/A	2 N/A	2 N/A	2 N/A	1 N/A	3 N/A
Child Room2		Mr. Asheka Pelola							Mr. Ge...	
Family Villa		Mr. Dili...		SUITE BLOCK			Mr. Spartacus			
Room Occupancy %	17	17	17	17	8	5	8	6	6	2

- Click on the calendar icon located in the top right corner of the stay view to change the date range of the stay view

Mr. Lara Croft
×

© Sri Lanka

[Edit Reservation](#)

Reservation Number
BH1271

Status
 Confirm Reservation

Arrival Date
 06-01-2022 12:05:00 PM

Departure Date
 09-01-2022 05:00:00 PM

Booking Date
 07-03-2022 12:06:10 PM

Room Type
 Deluxe Room with Balcony3

Room Number
 Room2

Rate Plan
 Full Board complimentary

Pax
 4 0

Avg. Daily Rate
 SLR 1,007

Total
Paid
Balance

SLR 5,979
 SLR 0
 SLR 5,979

This stay view offers a View of the 'availability of rooms according to the dates'. To perform any operation on any that shown here, simply click on it and you will be given a list of quick operations and a brief detail about the reservation as shown here in the screenshot. Select the task that you want to perform by selecting it from the list.

The options you get are:

- **Edit Reservation** (explained in detail later)
- **Check In** (reflects only when a room is in current system date and “Confirmed Reservation Status”)
- **Add Payment** (allows to add a payment)
- **Send Email** (allows to send the reservation confirmation email to the guest)
- **Print Folio** (allows to print the estimated invoice)
- **Amend Stay** (allows to change the stay of the guest in this room.)
- **Room Move** (allows to move the room to an available room)
- **Exchange Room** (allows to switch rooms between two guests)
- **Stop Room Move** (this button allows to hold this reservation to this particular room and shows a warning if someone tries to move the room)
- **Inclusion List** (from this button you can see the inclusions list and add another inclusions)
- **Cancel Reservation** (if we have to cancel the reservation depending on a guest request we can choose this option)
- **Mark No Show** (reflects only when a room is in current system date and “Confirmed Reservation Status”)
- **Void Reservation** (we can use this button if the mistake was happened by the user)
- **Unassign Room** (we can unassign a room for this particular reservation)

We have gone through all the operations that can be performed using Boost Absolute, except for the “Edit Transaction” option that you get when you click on the room. Let us now see in detail as to what can be managed when you are on the Edit Transaction screen of a room



Edit Reservation

In this Edit Reservation option we can see the complete information set about the reservation and there is couple of options to edit the reservation. On top of this page there are main details about the reservation such as name of the guest, pax count, Arrival and Departure dates, Night Count, Room number, Room type and Reservation Number. In this page it's mainly divided to 6 categories

Folio Operations

Booking Details

Guest Details

Room Charges

Credit Card

Audit Trail

Folio Operations

In folio operations, there is a list of all the available folios regarding this reservation. We can see the folio operations for this reservation here as all the inclusions, extra charge details and payment details are added here and the balance is shown below. If it is a group reservation with multiple rooms, there are multiple folios listed as each one of them dedicated to a particular room. If it is a travel agent booking, there will be two folios as room charges billed to the travel agent and extra charges billed to the guest.

Boost Hotel Management

Quick Search

📅 🗓️ 📄 📧 📞 📑

Boost Hotels
434

< 🏠 Mr. Lara Croft 🧑 4 🚶 0

Arrival
06-01-2022 12:05 PM

Departure
09-01-2022 05:00 PM

Nights
3

Room / Room Type
Room2 / Deluxe Room with Balcony3

Res. No.
BH1271

Reserved

Check-in

Folio Operations

Booking Details

Guest Details

Room Charges

Credit Card

Audit Trail

Options

Room / Folio

+

Room2

^

81 - Mr. Lara Croft

>

Add Payment

Add Charges

Apply Discount

Folio Operations

Print Folio

More

Unposted

Posted

Day	Ref No.	Particulars	Description	Amount
☐ 06-01-2022 Thursday		Room Charges		2,007
☐ 06-01-2022 Thursday	31	Birthday Cake	[Qty 1]	2,999
☐ 06-01-2022 Thursday	59	Cash		-12,000
☐ 06-01-2022 Thursday		Mini Bar	[Qty 1]	6,000
☐ 06-01-2022 Thursday		Massage	[Qty 1]	0
☐ 06-01-2022 Thursday		zoo ride	[Qty 4]	6,300
☐ 07-01-2022 Friday		Room Charges		1,986
☐ 08-01-2022 Saturday		Room Charges		1,986
☐ 09-01-2022 Sunday		Massage	[Qty 1]	0
Total		SLR 21,278		
Balance		SLR 9,278	Balance	9,278

On top of the folio operations tab 6 main options to select

Add Payment – this allows you to add a payment to this reservation (part or full payment). In this we can select the payment type, method and amount. And also we can select the currency and add a comment to that payment.

Add Charges – in this option we can add extra charges to the reservation. There are predefined charges listed here and we can select one of those. We can predefine the amounts for selected charges and also anytime we can enter a new amount for the extra charge.

Apply Discount – We can apply discounts for the folio and there are many methods to select, such as flat rates, percentages.

Folio Operations – We can see the tax operations and billed to options right here.

Print Folio – in here we can choose the folio name and the currency that should be in the folio.

More Options – in the more option tab there are options to;

Adjustments : Round off

Room charges : Add additional room charges

Transfer : Transfer the folio balance with another folio

Split Folio : Split the folio between two

Cut Folio : Cut the selected folio charges to a new folio

Upload files : Upload the documents relating to the reservation

Send Folio : Send the folio to an Email address

Add Payment

Date

06-01-2022

Folio

81 - Mr. Lara Croft

Rec/Vou #

New

Type

Cash

Method

Cash

Amount

LKR (SLR)

2000

Comment

Amount

2000

Surcharge ()

0

Total

0

Add

Apply Discount

Date

06-01-2022

Discount Type

PERCENTAGE

Folio

81 - Mr. Lara Croft

Amount

%

25

Comment

special guest discount

Add

Print Folio - Options

Folio Template

Folio Detail Template - Template 1

Folio

81 - Mr. Lara Croft

Currency

LKR (SLR)

Show zero rate Room Charges

Show zero rate Extra Charges

Cancel

Print

Booking Details

In this tab there are mainly billing information and source information. And in the top right corner there are remarks, tasks, messages and preferences. We can see the count and when we click on it we can see the detailed view and editing options.

Mr. Lara Croft 4 0

Arrival 06-01-2022 12:05 PM Departure 09-01-2022 05:00 PM Nights 3 Room / Room Type Room2 / Deluxe Room with Balcony3 Res. No. BH1271 No Show

Folio Operations **Booking Details** Guest Details Audit Trail Options

Remark 1 Task 0 Message 0 Preference 0

Billing Information

Bill To: Guest (dropdown)
Type: ☒ Cash ☐ Credit
Payment Mode: Cash (dropdown)
GSTIN No: (text field)
Release Date: Select date (calendar icon)
Release Term: (text field) %

Source Information

Market Code: -Select- (dropdown)
Business Source: -Select- (dropdown)
Travel Agent: -Select- (dropdown)
Voucher No.: (text field)
Commission Plan: -Select- (dropdown)
Plan Value: (text field) SLR
Company: -Select- (dropdown)
Sales Person: -Select- (dropdown)
Reservation Type: Confirm Booking (dropdown)

Send Mail ☒ Check Out Mail ☒ Thank You email to Guest... ☒ Suppress Rate on GR Card ☒ Access Guest Portal Save

Billing Information

We can view / edit the details of the billing information such as billed to guest/ company / group owner. There is an option to select the payment mode and payment type.

Source Information

There are drop down menus for select source information such as market code, Travel Agent, company.

Guest Details

Mr. Lara Croft 4 0

Arrival 06-01-2022 12:05 PM Departure 09-01-2022 05:00 PM Nights 3 Room / Room Type Room2 / Deluxe Room with Balcony3 Res. No. BH1271 No Show

Folio Operations Booking Details **Guest Details** Audit Trail Options

Guest: Room2 (dropdown) Mr. Lara Croft (dropdown)

+ Upload

Name: Mr. Lara Croft (dropdown) Phone: (text field) Mobile: (text field)
Email: (text field) Gender: Male (dropdown) Guest Type: Adult (dropdown) VIP Status: -Select- (dropdown)
Address: (text field)
City: (text field) Western: Western (dropdown) Country: Sri Lanka (dropdown) 11300: 11300 (text field)
Nationality: Sri Lanka (dropdown) Company: Company (dropdown) Fax: Fax (text field) Registration No: Registration No (text field)
Identity Information: ID Number: (text field) ID Type: Passport (dropdown)

Total SLR 5,864 Balance SLR -6,136 Black List Pick Up / Drop Off Add Signature C Form More Save

Room Charges

< Mr. Lara Croft 4 Arrival 05-01-2022 05:00 PM Departure 09-01-2022 05:00 PM Nights 4 Room / Room Type Wet / Deluxe Room with Balcony3 Res. No. - Stayover																																					
Folio Operations Booking Details Guest Details Room Charges Credit Card Audit Trail Options																																					
Update Details Apply Discount																																					
Stay Room Rate Type Pax (A/C) Charge Discount Tax Adjustment Net Amount	<table> <tr> <td>05-01-2022 Wed</td> <td>TA2-Wet</td> <td>Full Board complimentary</td> <td>4/0</td> <td>5,035.0</td> <td>0.0</td> <td>4,994.0</td> <td>0.0</td> <td>10,029.0</td> </tr> <tr> <td>06-01-2022 Thu</td> <td>TA2-Wet</td> <td>Full Board complimentary</td> <td>4/0</td> <td>5,035.0</td> <td>0.0</td> <td>4,885.0</td> <td>0.0</td> <td>9,920.0</td> </tr> <tr> <td>07-01-2022 Fri</td> <td>TA2-Wet</td> <td>Full Board complimentary</td> <td>4/0</td> <td>5,035.0</td> <td>0.0</td> <td>4,885.0</td> <td>0.0</td> <td>9,920.0</td> </tr> <tr> <td>08-01-2022 Sat</td> <td>TA2-Wet</td> <td>Full Board complimentary</td> <td>4/0</td> <td>5,035.0</td> <td>0.0</td> <td>4,827.0</td> <td>0.0</td> <td>9,862.0</td> </tr> </table>	05-01-2022 Wed	TA2-Wet	Full Board complimentary	4/0	5,035.0	0.0	4,994.0	0.0	10,029.0	06-01-2022 Thu	TA2-Wet	Full Board complimentary	4/0	5,035.0	0.0	4,885.0	0.0	9,920.0	07-01-2022 Fri	TA2-Wet	Full Board complimentary	4/0	5,035.0	0.0	4,885.0	0.0	9,920.0	08-01-2022 Sat	TA2-Wet	Full Board complimentary	4/0	5,035.0	0.0	4,827.0	0.0	9,862.0
05-01-2022 Wed	TA2-Wet	Full Board complimentary	4/0	5,035.0	0.0	4,994.0	0.0	10,029.0																													
06-01-2022 Thu	TA2-Wet	Full Board complimentary	4/0	5,035.0	0.0	4,885.0	0.0	9,920.0																													
07-01-2022 Fri	TA2-Wet	Full Board complimentary	4/0	5,035.0	0.0	4,885.0	0.0	9,920.0																													
08-01-2022 Sat	TA2-Wet	Full Board complimentary	4/0	5,035.0	0.0	4,827.0	0.0	9,862.0																													
Balance SLR 39,731																																					

Boost Hotels (Pvt) Ltd.

Credit Card

<

Mr. Lara Croft 4 0

Arrival
05-01-2022 05:00 PM

Departure
09-01-2022 05:00 PM

Credit card added successfully 1 with Balcony3

Res. No.
-

Stayover

Folio Operations

Booking Details

Guest Details

Room Charges

Credit Card

Audit Trail

Options

Add Card

Card Number	Card Type	Format	Name	Expiry Date	
xxxxxxxxxxxxxxxx4256 5225 5225 5222	VISA	Physical	Demo	04/25	⋮

In the credit card tab there is a list of saved credit cards to get payments. We can simply add a card details with the dedicated 'Add card' button.

Audit Trail

Audit Trail allows checking log entries of the users who made changes to the folio. You can't change the details in the Audit trail.

<	Mr. Lara Croft 4 0	Arrival 06-01-2022 12:05 PM	Departure 09-01-2022 05:00 PM	Nights 3	Room / Room Type Room2 / Deluxe Room with Balcony3	Res. No. BH1271	No Show
Folio Operations	Booking Details	Guest Details	Audit Trail	Options			
Date/Time	Logs				User	IP	
07-03-2022 01:38:13 PM	Add Extra Charge Extra Charge : Birthday Cake, Folio No : 81 - Mr. Lara Croft, Amount : SLR 3,000 Tax Inclusive, Qty : 1				demo	112.134.129.125	
07-03-2022 01:37:45 PM	Insert Inclusion Extra Charge : Mini Bar, Folio : 81 - Mr. Lara Croft, Rate : 5,128 SLR (Tax Exclusive), Posting : Only on check in, Charge Rule : Per Instance, Qty : 1, Adult : 0, Child : 0, Transaction : Mr. Lara Croft, Posting Type : FIXEDAMOUNT, Rate : 0				demo	112.134.129.125	
07-03-2022 01:36:47 PM	Insert Inclusion Extra Charge : zoo ride, Folio : 81 - Mr. Lara Croft, Rate : 1,500 SLR (Tax Exclusive), Posting : Only on check in, Charge Rule : Per Adult, Qty : 0, Adult : 4, Child : 0, Transaction : Mr. Lara Croft, Posting Type : FIXEDAMOUNT, Rate : 0				demo	112.134.129.125	
07-03-2022 12:36:11 PM	Add Meal Plan Meal Plan : - [Walk In/New Reservation]				demo	112.134.129.125	
07-03-2022 12:36:11 PM	Reservation Reservation No : BH1271, Reservation Type : Confirm Booking , Rate Mode : Manual , Tax Type : Tax Inclusive , Manual Rate : 2,000				demo	112.134.129.125	
07-03-2022 12:36:10 PM	Apply Tax On Room Type Room Type : Deluxe Room with Balcony3, From : 06-01-2022, To : 09-01-2022, Applicable Tax : City Tax, city tax colombo, Extra Charges Tax, NBT, NBT@2%, New City Tax, New Tax, NEW TAX KG, SachithaTax, Service Charge, SGST, SVC@10%, TDL, TDL 2%, TEST, Test Tax, ushan, VAT@ 5%, VAT@10%, Yohan Tax, Yohan VAT@7%, Yohan VAT@7%stest				demo	112.134.129.125	
07-03-2022 12:36:10 PM	Bill to Bill To - Guest, Payment method - CASH, Payment type - Cash				demo	112.134.129.125	
07-03-2022 12:36:10 PM	Insert Inclusion Extra Charge : Massage, Folio : 81, Rate : 0 SLR (Tax Exclusive), Posting : CHECKINANDCHECKOUT, Charge Rule : Per Quantity, Qty : 1, Adult : 4, Child : 0, Posting Type : FIXEDAMOUNT, Rate : 0				demo	112.134.129.125	



Make a Quick Reservation

- In the stay view, Click (left-click) in front of the room-type, on the cell under the desired Check-in date, and drag the mouse (with the button pressed) till the Check-out date of your booking.
- A black color bar will extend as you select which will show you the number nights selected along with a tool tip showing the arrival date and the departure date as per your selection.
- As soon as you release the left click on the mouse, it will open a small window, having two options called “walk/In Reservation” and “Maintenance block”. When it click on the Walk in Reservation, it pops up the window shown in the below.

Quick Reservation

Check-in: 07-01-2022 05:00 PM 3 Nights Check-out: 10-01-2022 05:00 PM Room(s): 1 Booking Type: Confirm Business Source: -Select-

Room Type	Rate Type	Room	Adult	Child	Rate (SLR) (Tax Inc.)
Berjaya - Deluxe R...	-Select-	BH 103	2	0	0

Add Room

Total: 0

Guest Name: Mr. Full Name Mobile: Mobile Email: Email

More Options Confirm

- The room type and the room number will be pre filled as per the selection you made on the stay view.
- Select the rate type; enter the adult/child information, name of the guest, mobile number and the Email.
- Click on Confirm.



Boost Hotel Management

Quick Search

Boost Hotels
434

< Add Reservation

Check-in

07-01-2022

05:00 PM

3 Nights

Check-out

10-01-2022

05:00 PM

Room(s)

1

Booking Type

Confirm Booking

Booking Source

Direct

Business Source

-Select-

Market Code

-Select-

Rate Offered:

☐ Contract

☐ Sell As Complimentary

Room Type	Rate Type	Room	Adult	Child	Rate (SLR) (Tax Inc.)
Berjaya - Deluxe Room	-Select-	BH 103	2	0	0

Add Room

Add Discount

GUEST INFORMATION

Guest Name

Mr. Full Name

Mobile

Mobile

Email

Email

Address

Address

Country

Sri Lanka

Western

Western

City

City

11300

11300

Country

Sri Lanka

Western

Western

City

City

11300

11300

C Form

OTHER INFORMATION

☐ Email Booking Vouchers

☒ Send email at Check-out

Thank You email to Guest/Booker upon chekcing out from Hotel

☒ Access To Guest Portal

☒ Supress Rate on Registration Card

☒ Display Inclusion Separately On Folio

Cancel

Reserve

Billing Summary

Confirm Booking

Check-in

07-01-2022

Check-out

10-01-2022

Room Charges

0

Taxes

0

Due Amount

SLR 0

Bill To

Guest

☐ Tax Exempt

☒ Payment Mode

☒ Cash ☐ Credit

Cash

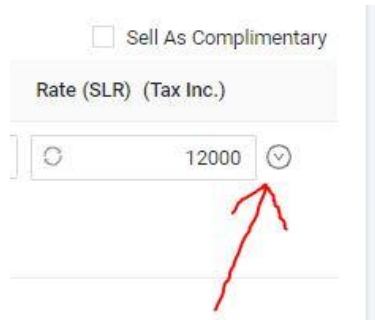
Boost Hotels (Pvt) Ltd.

Then you can change the room type/ rate type and the room. After that you have to set the pax count with adult count and the child count.

Rate can be predefined. But you can always change rate as per your needs.

Right after the box that you define rate, there is a drop down icon to add inclusions. And from clicking that icon you can select

- Inclusion
- Meal Plan
- Remarks
- Create Tasks
- Pick up / Drop off

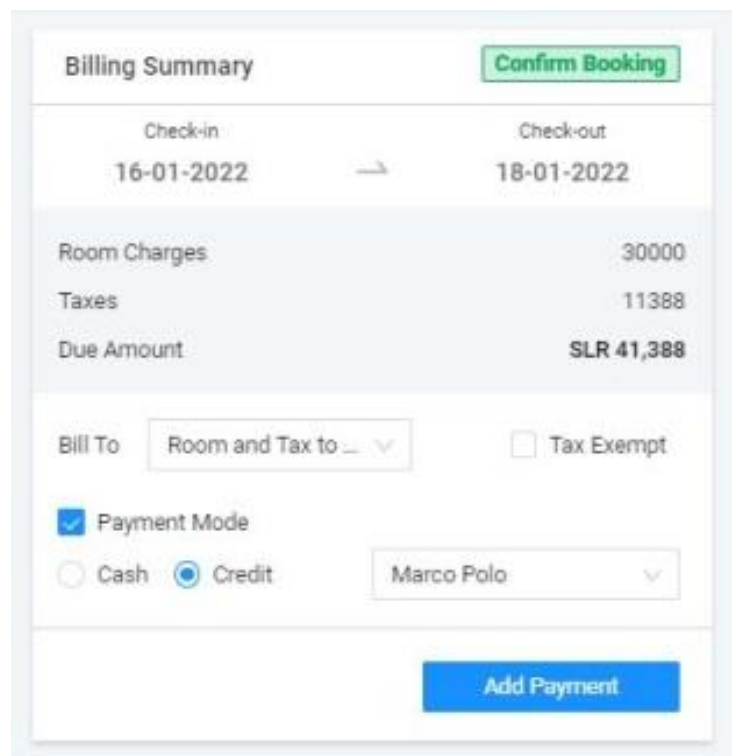


After that you can add the guest details such as name, mobile, email, address.

Billing Summery

The 'billing summery' part is in top right corner of the 'Add reservation' page. And it displays a rough detail about the reservation. On top there is the check-in and the check-out dates. The amount calculated for room charge and the taxes are shown below that.

If you are proceeding with the travel agent booking, you have to select the billed to option to 'Room and tax to company. Extras to guest' and select the payment mode to credit and select the city ledger account. In that way the system creates two folios for a booking with room charges and tax to the Travel Agent and extra charges to the guest. With selected city ledger option, system credits the city ledger account with the amount. Then after you can go to the cashiering center and view / settle the accounts.



Billing Summary	
Check-in	Check-out
16-01-2022	18-01-2022
Room Charges	30000
Taxes	11388
Due Amount	SLR 41,388
Bill To	Room and Tax to ...
☐ Tax Exempt	
☒ Payment Mode	
☐ Cash	☒ Credit
Marco Polo	
Add Payment	



Make a Group Reservation

(Reserve more than 1 room)

- In the Stay View, Click (left-click) in front of the room-type, on the cell under the desired Check-in date, and drag the mouse (with the button pressed) till the desired Check-out date of your booking.
- A Black color bar will extend as you select which will show you the number nights selected along with a tool tip showing the arrival date and the departure date as per your selection.
- As soon as you release the left click on the mouse, it will open the window and then select the Walk-in/Reservation form. And that opens the quick reservation form. click the 'more options' on the bottom left corner of the form.
- And that leads to the detailed reservation form. Under the 'room type' selection. There is a button to add another room.
- From clicking that, you can add multiple rooms to a single reservation. That could be different types of rooms or the same type as per the availability.

Rate Offered: ☐ Contract ☐ Sell As Complimentary

Room Type	Rate Type	Room	Adult	Child	Rate (SLR)	☒ Tax Inc.
Junior Suite	Bed Only	202	2	0	10000	
Cabana	Cabana Platinum	-Select-	2	0	12000	X
Cabana	Cabana Gold	-Select-	2	0	12000	X

[Add Room](#) [Add Discount](#) [Group Options](#)





Check-in

This is a very important part of a Property management system. Users need to know how to properly Check-in a user. First of all the system date has to be the check-in date of the guest. When you create a reservation with assigned check-in date same as the system's current date, you will be given two options to complete the reservation. 'Reserve' and 'Check-in' buttons will appear at the bottom of the reservation page. You can directly check-in the guest from there or you can reserve the room and check-in the guest later that day.

The screenshot shows a reservation form with a 'Preview Voucher' button at the top right. Below it is a dropdown menu labeled 'Check out from Hotel'. At the bottom, there are three buttons: 'Cancel', 'Check-In', and 'Reserve'. Two red arrows point to the 'Check-In' and 'Reserve' buttons.

If you reserve the room for that day, it'll be shown in the Stay View like this.

It'll be at the left most cells in the room cells in a light green color.

The screenshot shows a reservation details window for Mr. Peter Quill. It includes fields for Reservation Number (BH1292), Arrival Date (07-01-2022 02:19:00 PM), Booking Date (09-03-2022 02:21:37 PM), Room Number (M1), Pax (2), Status (Confirm Reservation), Departure Date (09-01-2022 05:00:00 PM), Room Type (Master Room), Rate Plan (Bed & Breakfast), Avg. Daily Rate (SLR 161), Total (SLR 437), Paid (SLR 0), and Balance (SLR 437).

	07-01-2022	08-01-2022	09-01-2022	10-01-2022	11-01-2022
Room Types	Fri 07 Jan	Sat 08 Jan	Sun 09 Jan	Mon 10 Jan	Tue 11 Jan
Master Room	0 N/A	0 N/A	0 N/A	1 N/A	1 N/A
M1		Mr. Leonardo			
RoomType07	0 N/A	0 N/A	1 N/A	1 N/A	1 N/A
Room07		Mr. Boba Fett			
RoomType_2	1 N/A	1 N/A	1 N/A	1 N/A	1 N/A
Room4					
Sky Habitat 123	2 N/A	2 N/A	2 N/A	2 N/A	2 N/A

When you click the reservation in the Stay View, a pop up window will be opened like this.

In that window, the first icon will be the check in icon. You can click it and simply check in the guest to the reserved room



Check-out

When a reservation's check-out date comes to the system's current date it will be shown in the Stay View with a dark purple color. Then you have two options to take. User can 'Amend' the reservation or proceed to check-out. User can perform either one as per the guest's requests.

	Fri 07 Jan	Sat 08 Jan	Sun 09 Jan	Mon 10 Jan	Tue 11 Jan
Room Types					
Master Room	0 N/A	0 N/A	0 N/A	1 N/A	1 N/A
M1		Mr. Leonardo			
RoomType07	0 N/A	0 N/A	1 N/A	1 N/A	1 N/A
Room07		Mr. Boba Fetti			
RoomType_2	1 N/A	1 N/A	1 N/A	1 N/A	1 N/A
Room4					
Sky Habitat 123	2 N/A	2 N/A	2 N/A	2 N/A	2 N/A

To 'Amend' the stay, user can click on the reservation and select the button in the pop up menu.

Mr. Peter Parker
Sri Lanka 987456321 atheena@gmail.com

Edit Reservation [Amend] [Check-out] [Print] [Close]

Reservation Number: BH1233 GR Card No: 15
Status: Due Out
Arrival Date: 01-01-2022 02:55:44 PM Departure Date: 07-01-2022 05:00:00 PM
Booking Date: 22-02-2022 09:23:29 AM Room Type: RoomType07
Room Number: Room07 Rate Plan: RateType07
Pax: 1 0 Avg. Daily Rate: SLR 45,000

Total: SLR 531,162
Paid: SLR 753
Balance: SLR 530,409

To 'Check-out' the guest, user can click the purple colored reservation in the Stay View and go the pop up menu. There you can find the check-out button there.

User can simply check-out the guest from there.

If the payment for the reservation is due, a pop up window will be opened in the right side of the screen to settle the folio.

Mr. Peter Parker
Sri Lanka 987456321 atheena@gmail.com

Edit Reservation [Amend] [Check-out] [Print] [Close]

Reservation Number: BH1233 GR Card No: 15
Status: Due Out
Arrival Date: 01-01-2022 02:55:44 PM Departure Date: 07-01-2022 05:00:00 PM
Booking Date: 22-02-2022 09:23:29 AM Room Type: RoomType07
Room Number: Room07 Rate Plan: RateType07
Pax: 1 0 Avg. Daily Rate: SLR 45,000

Total: SLR 531,162
Paid: SLR 753
Balance: SLR 530,409

Settle Folio

Date: 07-01-2022
☒ Group Payment
Folio: 16 - Mr. Peter Parker
Rec/Vou #: New
Type: Cash Method: Cash
Amount: LKR (SLR) 0
Comment:
Add

In the 'settle folio' pop up window, you can select the folios and the payment options. User can settle the balance from this window.

If the guest was come from a TA booking, user can select the guest's folio and take the payment. And select the Travel Agent's folio and credit the amount to the city ledger.

We can settle the folios like this. After the balance became '0' user can check-out the guest. And print the folio.



Rates

This option will help you view the rates that have been pushed to the online travel agencies through your channel manager. We can go to rates page by clicking the shortcut button in the page header line.

Change Rate

The change rate option gives the user an opportunity to change rates on all the online travel agencies the hotel works with without logging into the channel manager.

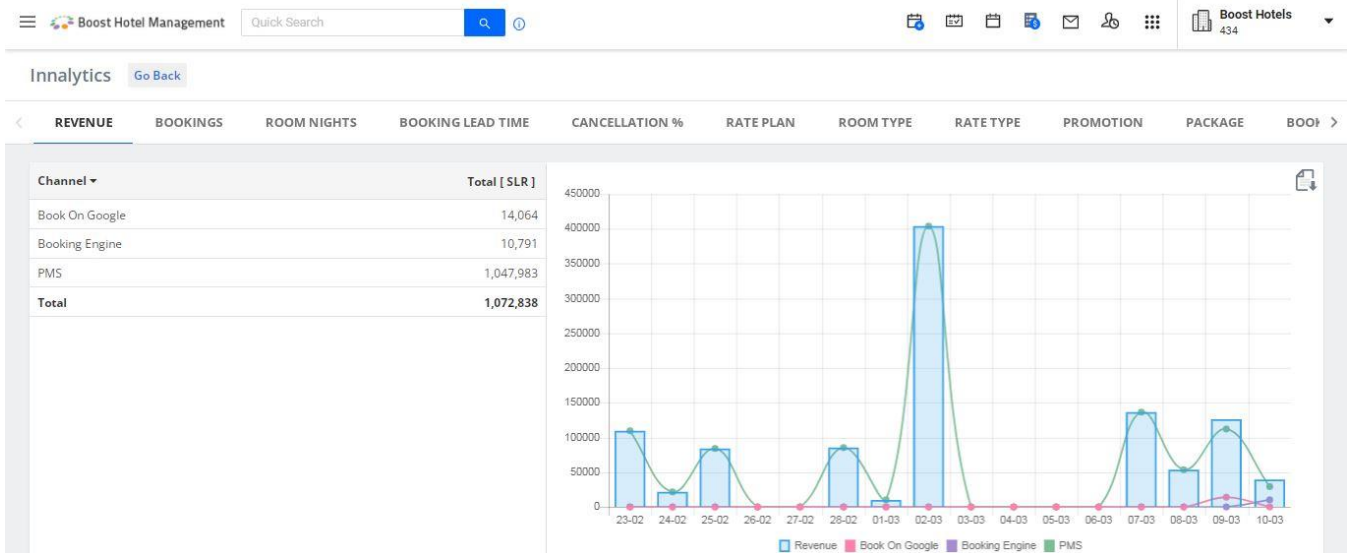
By selecting the Source, Room Type, Rate Type and Date Range the user has the ability to change the Base Rate, Extra adult rate and the Extra Child rate.

User can also do a bulk update with the dedicated button.

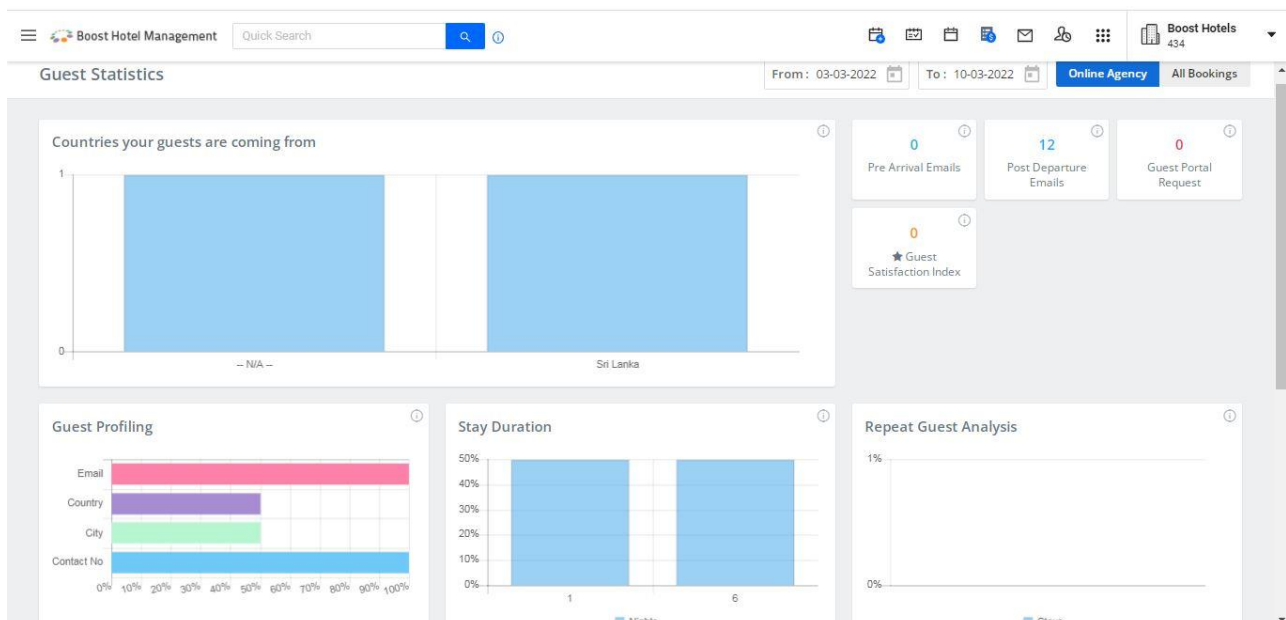


Innalytics and Guest Reviews

There is a quick menu option in the header line. These two useful options are in that and you can find detailed charts in here.

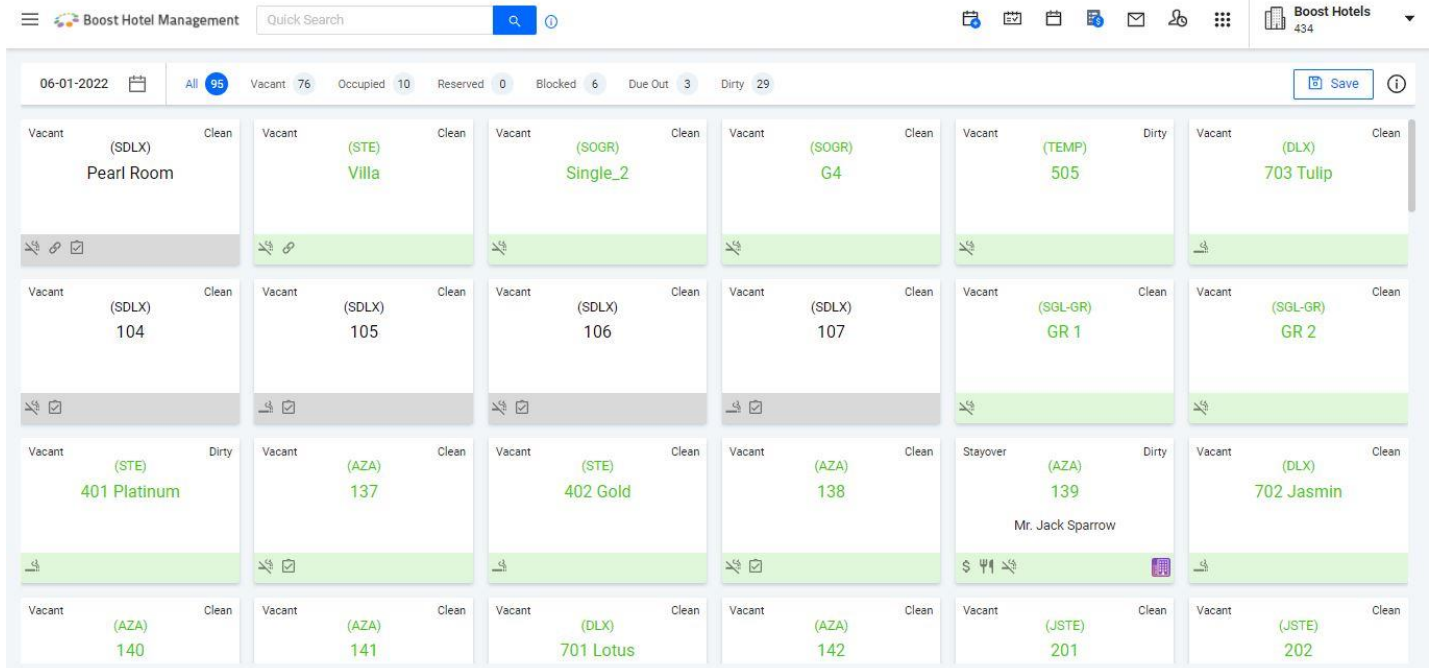


We can see different kinds of detailed graphs with this page



We can see the Guest Statistics charts with this page and get a clear idea.

Room View



- In the main menu the fourth item is the room view. In this interface, user can see the all rooms in the hotel and spot the vacant ones. Rooms are shown in a grid view and the given short name is displayed here. In the middle, room number/room name is shown clearly.
- In the top left corner, we can see the room availability such as Vacant, Arrival, Stay Over, Due Out and Blocked.
- In the top right corner, we can see whether the room is dirty or clean.
- If there is a reservation for the room, the name of the guest is shown in the middle with black color.
- Bottom line in the single room view tile is dedicated to show the quick information. When we hover the mouse around them, we can see the information with a pop up window.
 - In this sample room the \$ sign is showing to, tell the payment for this room is Due.
 - When we hover on top the second icon, we can see the dedicated meal plan for this room.
 - And the third icon is displaying to inform that this room does not allow smoking.
 - Fourth icon show that this room is connected to other rooms and we can see the connected rooms when we move the mouse over it



Insert Transaction

Boost Hotel Management Quick Search

< Insert Transaction

Check-in: 05-01-2022 05:00 PM 2 Nights
Check-out: 07-01-2022 05:00 PM
Room(s): 1
Booking Source: Direct

Jan 2022

Mo Tu We Th Fr Sa Su
27 28 29 30 31 1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
31 1 2 3 4 5 6

☐ Sell As Complimentary

Room	Adult	Child	Rate (SLR) (Tax Inc.)
-Select-	1	0	0

GUEST INFORMATION

Guest Name: Mr. Full Name Mobile: Mobile Email: Email

Billing Summary

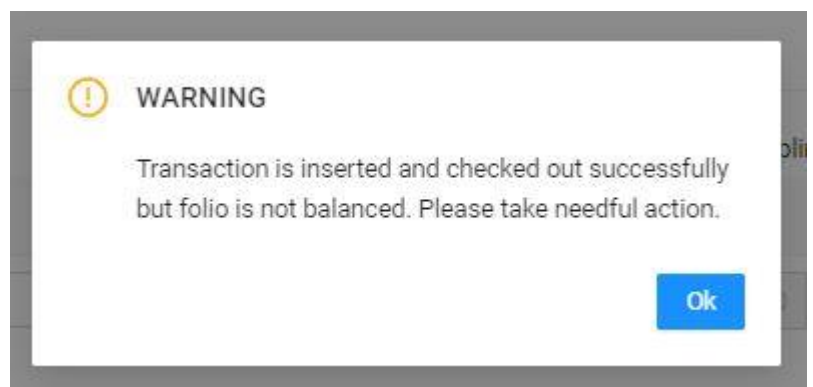
Check-in: 05-01-2022

Room Charges
Taxes
Due Amount

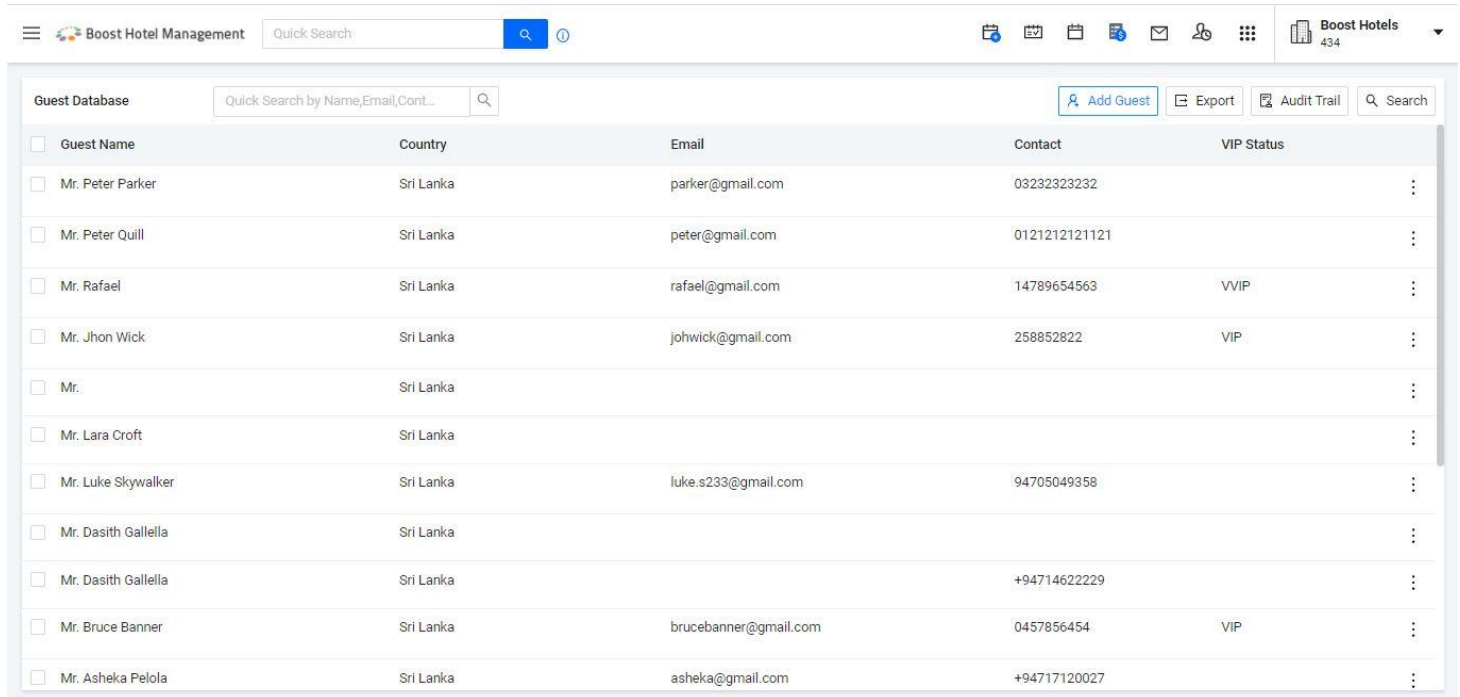
Bill To: Guest

Payment Mode: ☒ Cash ☐ Cred

- Fourth item on the Front Office panel is the 'Insert Transaction'. Normally when we making a reservation, we can't select the past days for the reservation and always need to choose a current day or a future date. But in case we arrived to a kind of situation where we have to put a reservation to a past date, we can use this insert transaction page.
- As you can see in this screen shot, it only allows entering a past date for the check-in. Rest of it is as normal a reservations
- We can add a reservation with check in checkout to a previous day or we can add a check-in to a previous day and check out to a future day.
- When we complete the reservation a notification is shown like this to inform that the folios are unsettled and look after it.
- If we ever got a in to situation where we need this, the option is here.



Guest Database



☐	Guest Name	Country	Email	Contact	VIP Status	
☐	Mr. Peter Parker	Sri Lanka	parker@gmail.com	03232323232		⋮
☐	Mr. Peter Quill	Sri Lanka	peter@gmail.com	0121212121121		⋮
☐	Mr. Rafael	Sri Lanka	rafael@gmail.com	14789654563	VVIP	⋮
☐	Mr. Jhon Wick	Sri Lanka	johwick@gmail.com	258852822	VIP	⋮
☐	Mr.	Sri Lanka				⋮
☐	Mr. Lara Croft	Sri Lanka				⋮
☐	Mr. Luke Skywalker	Sri Lanka	luke.s233@gmail.com	94705049358		⋮
☐	Mr. Dasith Gallella	Sri Lanka				⋮
☐	Mr. Dasith Gallella	Sri Lanka		+94714622229		⋮
☐	Mr. Bruce Banner	Sri Lanka	brucebanner@gmail.com	0457856454	VIP	⋮
☐	Mr. Ashoka Pelola	Sri Lanka	asheka@gmail.com	+94717120027		⋮

- Sixth item on the Front Office menu is 'Guest Database'. This is where we can see the guest details. On the top line there is a search bar. And to the right there is a button to add guests to the system. We can export the data and get an Audit trail also.
- The name of the guest and the country listed first. Then there is the Email address and the Contact number of the guest. If we had assigned a VIP status to a guest, it will be shown here as well.
- We also can edit / update the guest details from here.
- When we click the triple dot mark in the right corner, we can get the drop down menu for edit, delete guest details. And also the detail log of guest. If we want to black list / white list the guest, we can do that from that drop down menu option

Night Audit

We all know that Night Audit is the most important part of the hotel management. Night audit is the process by which we do the day close for the system; it allows the user to change the working date for the software. This process is necessary because it gives users a clear status of what all activities were performed during the day. This can be quickly monitored by the management. It is recommended that this operation be performed by a night auditor or by a user from the Management level.

Night Audit in Boost Absolute is performed in 6 simple but important steps listed below:

Step 1 of 6 : Pending Reservation

Res No#	Guest	Room	Rate Type	Res. Type	Source	Departure	Total(SLR)	Deposit(SLR)
BH1267	Mr. Bruce Banner	Room2 - TA2	Full Board complimentary	Confirm Booking		09-01	6,292	2,000

- The first step checks for any pending reservations for the day which is currently showing as the working date on Boost Absolute. If there are any reservations at all, that may need your attention, they will be listed here with all the basic details along with the “drop down arrow” asking for the necessary action to be taken on the pending reservations. You can void, cancel, mark as No show or do a check-in for the reservation listed as appropriate.
- Take the required action, save the changes and click NEXT to move ahead to the next step of the Night Audit.

Step 2 of 6 : Release Reservation

- This step is for releasing/cancelling the reservations that did not show up for the day which is currently showing as the working date on Boost Absolute. The 'Drop down arrow' will have the option to cancel the reservation if any are listed on this screen.
- When cancelling the reservation, the system gives you the option to charge the cancellation fees and select the reason for cancelling the reservation. Enter the details, save the changes to move on to next step of the Night Audit.

Step 3 of 6 : Room Status

Night Audit [06-01-2022] ×

✓ Pending Reservation

✓ Release Reservation

3 Room Status

4 Unsettled Folios

5 Nightly Charge

6 Create New Day

Room	Guest	Arrival	Departure	Total(SLR)	Balance(SLR)	Status	
M1 - PP	Mr. Ikaris	01-01	06-01	12299	11523	Due Out	⋮
Temp room - FS	Mr. Peter Parker	01-01	07-01	14724	14724	Stayover	⋮
Room07 - ZZ	Mr. Atheena	01-01	07-01	531162	530409	Stayover	⋮
139 - AZA	Mr. Jack Sparrow	03-01	08-01	18033	18033	Stayover	⋮
Cabana 2 - Cabana	Mr. Peter Parker	03-01	07-01	39564	39564	Stayover	⋮
FFM - ssg	Mr. Robin Hood	04-01	07-01	8619	8619	Stayover	⋮
gg0002 - gg	Mr. Witcher	05-01	08-01	36878	36878	Stayover	⋮
Cabana 3 - Cabana	Mr. Jhon Wick	05-01	07-01	19854	19854	Stayover	⋮
Wet - TA2	Mr. Lara Croft	05-01	09-01	39731	39731	Stayover	⋮
BH 103 - 0	Mr. Lara Croft	05-01	10-01	74136	74136	Stayover	⋮
Room1 - FS	Mr. Luke Skywalker	06-01	10-01	11651	11651	Arrival	⋮

Previous

Next

- This screen will list all the occupied rooms with the guest names along with the arrival and departure information, balance and the room status. For **Due out** reservations, the triple dot mark here on this screen has the options to either amend the stay or do a Check out. For **Arrivals** and **Stayover**, the triple dot mark can only do an 'Amend Stay'.
- The check-out can be performed on zero balance rooms directly from here. If the room balance is non-zero, a payment window will pop up in the right side when you try to check-out the guest from the room. After you settle the balance, you can proceed to the check-out and move to the next step.

Step 4 of 6 : Unsettled Folios

Night Audit [06-01-2022]

✓ Pending Reservation

✓ Release Reservation

✓ Room Status

4 Unsettled Folios

5 Nightly Charge

6 Create New Day

Res No#	Folio	Guest	Arrival	Departure	Status	Balance(SLR)
	93	Mr. Peter Parker	05-01-2022	06-01-2022	Checked Out	11730

Settle Folio

Date

06-01-2022

Folio

93 - Mr. Peter Parker

Rec/Vou #

New

Type

Cash

Method

Cash

Amount

LKR (SLR)

11730

Comment

Settling the folio for Checked out reservation of Mr. Peter Parker

Amount

11730

Surcharge ()

0

Total

0

Add

This screen will list all the folios with a non-zero balance. You can't proceed to the next step without settling these folios.

You can settle the folios right here easily. A pop up window will open in the right side of the screen to settle the folios. After making the necessary payments, user can proceed to the next step

Step 5 of 6 : Nightly Charge

Night Audit [06-01-2022]

☒ Pending Reservation
 ☒ Release Reservation
 ☒ Room Status
 ☒ Unsettled Folios
 ☒ **5** Nightly Charge
 ☐ Create New Day

☐	Room	Guest	Folio	Description	Amount(SLR)	Net(SLR)
☐	gg0002 - gg	Mr.Witcher	44	Room Charges	8929	12233
☐	139 - AZA	Mr.Jack Sparrow	50	Room Charges	3125	3594
☐	FFM - ssg	Mr.Robin Hood	67	Room Charges	5229	2859
☐	BH 103 - 0	Mr.Lara Croft	94	Room Charges	10791	14784
☐	Cabana 3 - Cabana	Mr.Jhon Wick	79	Room Charges	7194	9855
☐	Cabana 2 - Cabana	Mr.Peter Parker	78	Room Charges	7194	9855
☐	Temp room - FS	Mr.Peter Parker	42	Room Charges	1786	2448
☐	Room1 - FS	Mr.Luke Skywalker	76	*Massage	0	0
☐	BH 103 - 0	Mr.Lara Croft	94	*Mini Bar	4701	5500
☐	BH 103 - 0	Mr.Lara Croft	94	*birthday party	11811	15260
☐	BH 103 - 0	Mr.Lara Croft	94	*Car Hire	200	234

- This screen will list all the occupied rooms with the guest names and the folio numbers along with the description and the amount of the night charge for the working date displayed.
- You can select the rooms, that you want the charges to post or simply do a 'select all' and click on "Post" button to post the charges to the listed rooms. The charges that you are posting will be disappeared and the rest will remain. Eventually this page will be emptied after all the charges were posted. Then only you can continue to the next step.

☒ Pending Reservation
 ☒ Release Reservation
 ☒ Room Status
 ☒ Unsettled Folios
 ☒ **5** Nightly Charge

☒	13 Records Selected					Post [* denotes inclusion charges]
☒	gg0002 - gg	Mr.Witcher	44	Room Charges		
☒	139 - AZA	Mr.Jack Sparrow	50	Room Charges		

- Once the required action has been taken, click on next to move on to the final step of the Night Audit.

Step 6 of 6 : Create New Day

Night Audit [06-01-2022]

✓ Pending Reservation

✓ Release Reservation

✓ Room Status

✓ Unsettled Folios

✓ Nightly Charge

6 Create New Day

You are closing day - 06-01-2022.

After Night Audit, data for this date will be frozen.

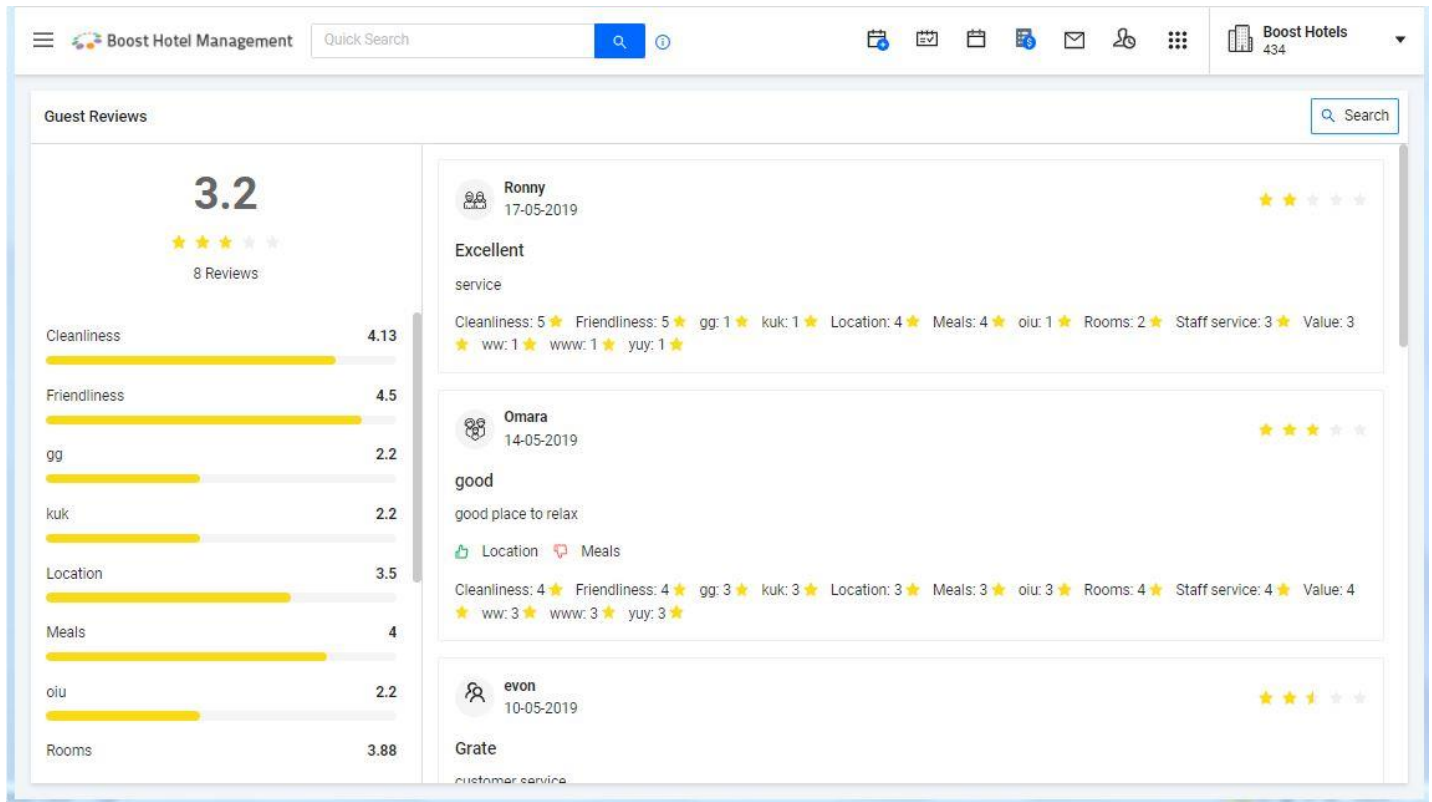
Jump To Date

07-01-2022

Finish

- The last step creates a new day by ending the day for which you were doing the Night Audit. After the Night Audit is completed, the data for the last working date will freeze.
- Once you agree to this and click on Finish button, the Night Audit wizard closes and the working date on the 'Front Office console of Boost Absolute' changes to a new date.

Guest Reviews



- The eighth option of the Front Office is the 'Guest Reviews'. In this page we can see the reviews of the previous guests with in a useful layout. In here, we can see the guest's name and a photo. The reviewed date is shown below. And below that we can see the special topics that guest likes about it and dislikes about it.
- We can see the comments of the guests too.
- Below that is the all that point that guest put a rate about. Overall star rating is appeared on the right most corner.
- In the right most corner we can see the overall star rating on different categories.

Lost and Found

Lost and Found							☐ Add Lost	☐ Add Found	Search
Status	Date	Who Found	Item Name	Item Color	Location	Room			
Found	26-01-2022	housekeeping	Wallet	Black	Under the chair at the lobby	Pearl Room			
Lost	25-01-2022		wallet	brown	villa	104			
Lost	08-01-2021		Wallet	Black	At the Lobby	Pearl Room			
Found	05-10-2020	housekeeping	Iphone 11	marble white	sky suite 2 bedroom table	Sky Suite 2			
Lost	05-10-2020		Iphone 11	marble white	sky suite 2 bedroom table	Sky Suite 2			
Lost	01-01-2020		Wallet	Black	in the lobby	302b			

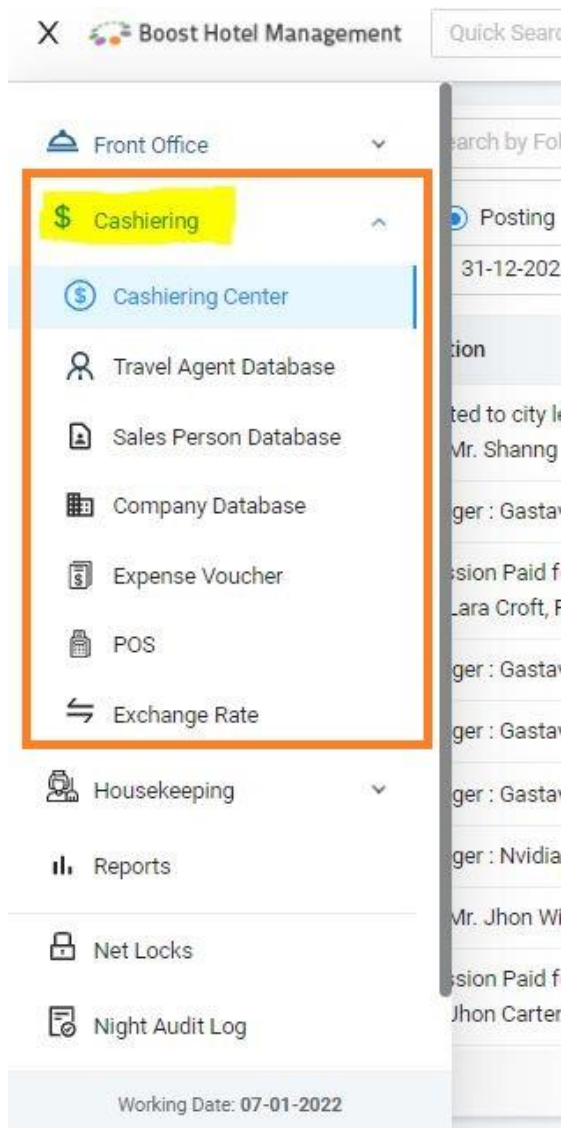
This page is dedicated to find lost items of guests and inform about the found items of guest. There is a detailed view of items that have been lost. If a guest informed first, it'll marked as 'Lost item'. If the housekeeping informed first, it'll marked as 'Found item'. We can enter the last saw place and the room we reserved. In that way after the item was found we can get information about guest and inform them.

Unsettled Folios

Unsettled Folios							Search
Folio#	Reservation#	Guest Name	Arrival	Departure	Status	Balance	
39	BH1247	Mr. Robin Hood	07-01-2022	10-01-2022	Cancel	SLR -44,068	⋮
54	BH1256	Mr. Gayle	11-01-2022	12-01-2022	Cancel	SLR 200	⋮
71	BH1267	Mr. Bruce Banner	07-01-2022	12-01-2022	Cancel	SLR -2,000	⋮
59	BH1260	Mr. Boba Fett	07-01-2022	09-01-2022	No Show	SLR 60,268	⋮
73	BH1269	Mr. Dasith Gallella	07-01-2022	10-01-2022	No Show	SLR 41,169	⋮
95	BH1278	Mr. Jhon Wick	07-01-2022	10-01-2022	No Show	SLR 12,565	⋮
100	BH1283	Mr. Bruce Wayne	07-01-2022	10-01-2022	No Show	SLR 75,795	⋮
103	BH1286	Mr. Sachitha Amarasinghe	07-01-2022	08-01-2022	No Show	SLR 3,833	⋮

We can see the unsettled folios for 'Cancelled' reservations and 'No Show' reservations. We can settle the folios from this page. A pop up window will open for get the payment.

Cashiering



When we click on Cashiering button, it will drop down this function list:

Let's talk about the functions of the 'Cashiering' drop down list. There is Cashiering Center, TA database, Sales Person Database, Company Database, Expense vouchers and POS. and the window to configure exchange rate is also linked to here.

Let's Explore those;

Cashiering Center

Cashiering Center

Quick Search by Folio No./Voucher No.

[+ Add New Payment](#)
[Export](#)
[Send Email](#)
[Print](#)

City Ledger		☒ Posting Date	☐ Departure Date	☐ Pending Ledger Commission		1,418,583 City Ledger Total	305,358 Unpaid Invoice	164,785 Unassigned Payments	479,618 Assigned Payments	Opening Balance SLR 10,796
Gastav	04-01-2022 → 07-01-2022			☐ Display Void						

	Date	Description	Payment Type	User	Credit	Debit	Assigned	Unassigned	Balance
☐	+ 04-01-2022	City Ledger : Gastav, Room : Vish3, Folio : 68	Gastav	demo	0	116,000	116,000	0	128,793
☐	+ 04-01-2022	City Ledger : Gastav, Room : Vish3, Folio : 68	Gastav	demo	0	11,000	11,000	0	139,793
☐	+ 04-01-2022	City Ledger : Gastav, Room : Vish3, Folio : 68	Gastav	demo	0	1,575	1,575	0	141,368
☐	+ 04-01-2022	City Ledger : Nvidia, Room : 4, Folio : 26	Gastav	demo	0	162,425	162,425	0	303,793
☐	+ 05-01-2022	Guest : Mr. Jhon Wick, Room : BH 103, Folio : 69	Gastav	demo	0	175,822	175,822	0	479,615
☐	+ 05-01-2022	Commission Paid for Folio No 70 Guest : Jhon Carter, Room : BH 103, Folio : 70	AC	demo	-44,400	0	-44,400	0	435,215
☐	+ 05-01-2022	Receipt No 53 Payments received from cityledger	Cash	demo	-100,000	0	-100,000	0	335,215
☐	+ 05-01-2022	Payments received from cityledger	AirPay	demo	-500,000	0	-335,215	-164,785	-164,785
☐	06-01-2022	Guest : Mr. Boba Fett, Room : Sky Suite 1, Folio : 21	Gastav	demo	0	305,358	0	305,358	140,573

Closing Balance SLR 140,573

In the cashiering section, the first part is named as 'Cashiering Center'. In this page we can see the city ledger accounts and different viewing options. First of all we have to select the city ledger account of the predefined Travel Agent / Company Database. After that we have to select the date range and define the date whether it is the posting date or the departure date. When we select all that, in the top right corner we can see the opening balance to the day we selected. And the bottom right corner, we can see the closing balance according to the date range we selected. In the middle is, all the transaction that happened between that. We can see the amounts that credited to the selected city ledger and the amounts debited in that city ledger. And also we can map the payments as, received amounts to the corresponding credits. Mapped transactions are shown in green color and the unmapped transactions are shown in orange color. Payments that received to the hotel are always shown in black color.

When we click on a triple dot icon in the corner of a received transaction, we'll get a pop up window like this.

Map Payment

Receipt No. Date: 05-01-2022 Type: AC Amount: SLR 44400

Select Options: Select Date Type: Date Range: 31-12-2021 → 07-01-2022 Ref No.:

☐	Date	Guest Name	Folio No.	Inv No.	Description	User	Amount	Assigned	Open	Assign
☒	04-01-2022	Mr. Lara Croft	68	19230		demo	11,000	0	0	11000
☒	04-01-2022	Mr. Lara Croft	68	19230		demo	1,575	3	0	1572
☐	04-01-2022	Mr. Hercules	26	19232		demo	162,425	143,393	19,032	0
☐	05-01-2022	Mr. Jhon Wick	69	19254		demo	175,822	0	175,822	0
☐	06-01-2022	Mr. Boba Fett	21	19261		demo	305,358	0	305,358	0
☒	04-01-2022	City Ledger : Gastav, Incidental Invoice	-	POS192 04		demo	2,000	0	0	2000
☒	02-01-2022	Guest : Mr.		POS192	all credited to city ledger	demo	10,706	0	0	

With Selected: Balance : SLR 19032

- When we click map the payment, we can search the credited transaction by when the folio is created and, date type and the date range to show the transactions.
- From the below showed transactions, we can assign the specific ones and amounts to be paid off to that transaction.
- On the bottom right corner, we can see the remaining balance of that city ledger.

New Payment

Select Action: ☒ Receive from City ledger ☐ Pay to Travel Agent * City Ledger: Date: Payment Type: Method:

Amount: Receipt No.: Comment:

Map Payment

Select Options: Select Date Type: Date Range: 31-12-2021 → 07-01-2022 Ref No.:

☐	Date	Guest Name	Folio No.	Inv No.	Description	User	Amount	Assigned	Open	Assign
☒	05-01-2022	Mr. Jhon Wick	69	19254		demo	175,822	0	175,822	0
☐	06-01-2022	Mr. Boba Fett	21	19261		demo	305,358	0	305,358	0

With Selected: Balance : SLR 155000

In the top right of the cashiering center, we can see the insert transaction button and we can enter transactions to specific accounts from there.

We have to enter the paying amount and assign the payments to below transactions.

Travel Agent Database

Boost Hotel Management

Quick Search

🔍

🔔

📅

📅

📅

📅

📧

👤

⋮

Boost Hotels
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Travel Agent Database		Quick Search by Name,Email,Cont...		🔍		🔗 Add Travel Agent		📄 Export		📄 Audit Trail		🔍 Search	
☐	Agent Name	Name	Country	Contact	Email	Status	Balance(SLR)						
☐	Emirates	Mr. Peter Quill		01212667778	emirates@gmail.com	Active	0						
☐	Jason Bourn	Mr. Jason			jason@gmail.com	Active	0						
☐	Marco Polo	Mr. Marco Polo		741752896	marcopolo@gma.com	Active	0						
☐	super link	Mr. super link	Sri Lanka	987456321	superlink@gmail.com	Active	0						
☐	Gastav	Mr. Gastav	Germany	9874126563	gstav@gmail.com	Active	140,573						
☐	harley	Mr. harley	Sri Lanka	741963456	harley@gmail.com	Active	0						
☐	James Bond	Mr. James Bond	Islands (British)	78985201	jamesbond@gmail.com	Active	0						
☐	Jetwing	Mr. Caveen	Sri Lanka		rsm@boosthotels.com	Active	11,230						

In Travel Agent database, we can see all the travel agent account that saved in to the Systems database. We can edit travel agents here as, delete the travel agent account or we can deactivate the travel agent account as per the needs. On the top right corner we can add new TA to the system or export the details. Audit trail option is also given here.

In the below detailed list we can see the agent names and the contact person's name. Country, contact, email, Current status of the travel agent and the credit balance is also listed here.

Boost Hotel Management

Quick Search

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◀ Add Travel Agent

Agent Name

Agent Name

Contact Person

Mr.

▼

Contact Person

☐ Create User

Email

Email

Contact

Contact

Short Code

Short Code

ACCOUNT DETAILS

Registration No

Registration No

Tax ID

Tax ID

Opening Balance

SLROpening Balance

Credit Limit

SLRCredit Limit

▼ Other Information

Commission Plan

Commission Plan

▼

Value

Value

%

Discount on Standard Rates

Discount

%

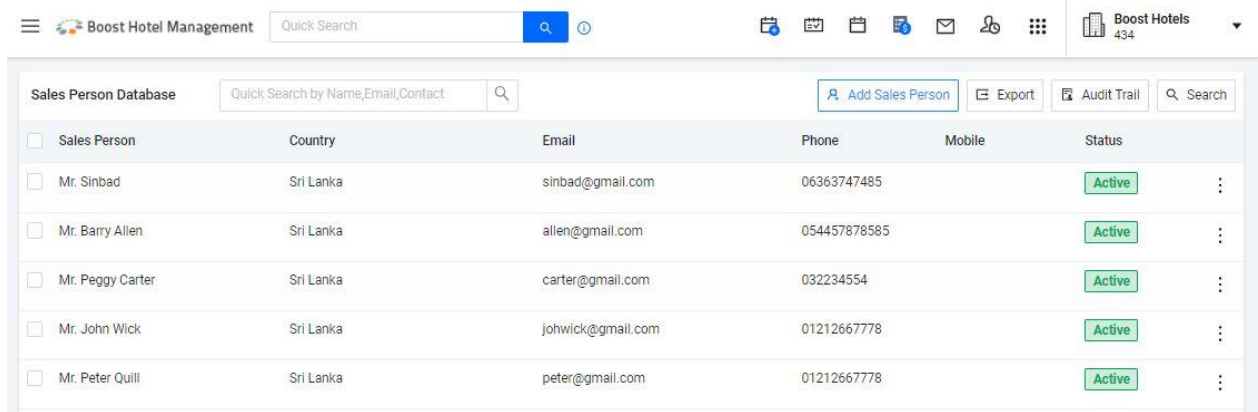
ALLOW ACCESS

Close

Save

This is the form to add a new Travel Agent to the database and it consist of several compulsory inputs and some additional inputs.

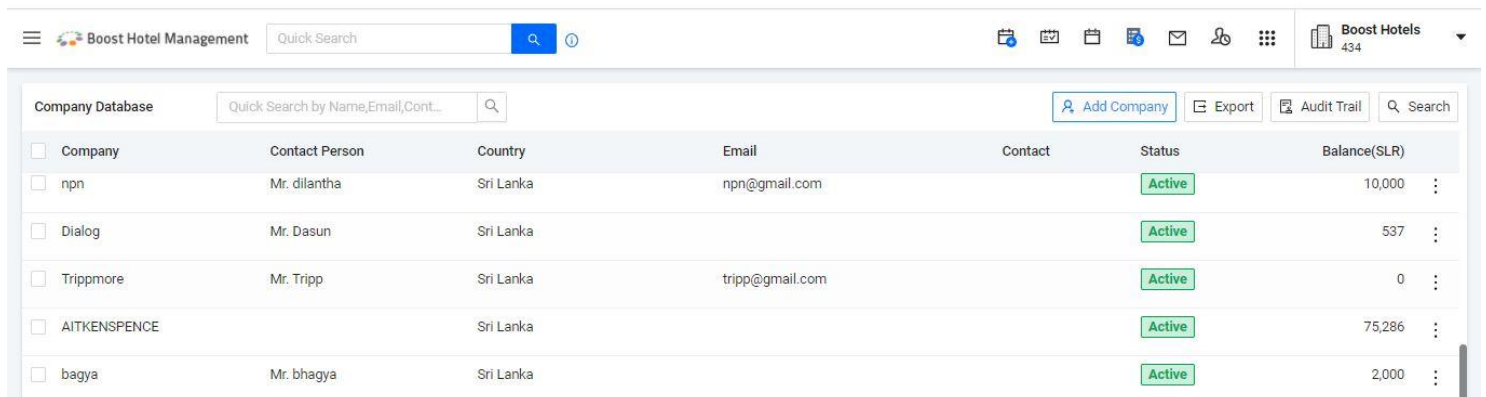
Sales Person Database



☐ Sales Person	Country	Email	Phone	Mobile	Status
☐ Mr. Sinbad	Sri Lanka	sinbad@gmail.com	06363747485		Active
☐ Mr. Barry Allen	Sri Lanka	allen@gmail.com	054457878585		Active
☐ Mr. Peggy Carter	Sri Lanka	carter@gmail.com	032234554		Active
☐ Mr. John Wick	Sri Lanka	johwick@gmail.com	01212667778		Active
☐ Mr. Peter Quill	Sri Lanka	peter@gmail.com	01212667778		Active

In this page we can see the ‘Sales Persons’ database and have the option to edit them.

Company Database



☐ Company	Contact Person	Country	Email	Contact	Status	Balance(SLR)
☐ npn	Mr. dilantha	Sri Lanka	nnp@gmail.com		Active	10,000
☐ Dialog	Mr. Dasun	Sri Lanka			Active	537
☐ Trippmore	Mr. Tripp	Sri Lanka	tripp@gmail.com		Active	0
☐ AITKENSPENCE		Sri Lanka			Active	75,286
☐ bagya	Mr. bhagya	Sri Lanka			Active	2,000

This option gives you the facility to store and manage the company database. This list will also reflect under the business source selection list while taking a walk-in, reservation or booking if the option to “add to business source” is checked while creating an account for the company. Database functions same as the others. We can select a credit limit to specific accounts.

Expense Vouchers

Boost Hotel Management

Quick Search

Boost Hotels

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Expense Voucher

Search by Voucher no./Name/Type

28-12-2021

→ 07-01-2022

☐ Hide Void

+ Add New

☐

Voucher Details

Charges(SLR)

☐

4545

1000

:

Peteer Quill

05-01-2022

☐

8552

69000

:

Gastav

04-01-2022

☐

5454

100

:

Robin Hood

04-01-2022

☐

2132

23613

:

Peteer Quill

03-01-2022

☐

2132

24200

:

Lara Croft

03-01-2022

☐

1234

13200

:

James Bond

03-01-2022

☐

12121212121

65755

:

2132

Lara Croft

Print

Void

Edit

Voucher Date

Prepared By

Total Charges

03-01-2022

demo

SLR 24200

CHARGES

Sr. No	Ref. No	Particular	Comments	Amount(SLR)
1	-	foods		22000
2	-	fruits	desert	2200

PAYMENTS

Sr. No	Ref. No	Type	Comments	Amount(SLR)
1	30	MASTER		-2000
2	31	Pay Pal		-200
3	32	Android Pay		-1500

Balance : 0

- The fifth option of the 'Cashiering' is 'Expense Vouchers'. Expense Voucher is nothing but accounts payable. This screen will allow you to enter all the expenses that the front office or the cashier does during the day.
- To add a new expense voucher, simply click on the "add new" button in the top right corner of the screen
- When we are going to add a new voucher, we have to add the person's details and payment options. We can proceed to add the charges after that. We can only add charges that are predefined at the system. Charges can be set a fixed price or assign upon entry.
- Then we need to add the payments to the voucher. Payment options can be selected and can add several payments to balance the voucher. After the voucher balance is settled, we can save the transactions.
- There are options to edit, print and void the voucher.
- User can see all the vouchers listed in left corner.

POS

(Incidental Invoices)

Incidental Invoice

Search by Voucher no./Name/Type

28-12-2021 → 07-01-2022

☐ Hide Void

Invoice Details

Invoice Details	Charges(SLR)
☐ POS19205 Gilgamesh 05-01-2022	936
☐ POS19204 Gastav 04-01-2022	4000
☐ POS19203 Leonardo 03-01-2022	18792
☐ POS19202 Shanng Chi 03-01-2022	10796
☐ POS19201 Jack Sparrow 03-01-2022	4600

POS19201
Jack Sparrow

Voucher Date: 03-01-2022
Prepared By: helpdesksupport
Total Charges: SLR 4600

CHARGES

St. No	Ref. No	Particular	Comments	Amount(SLR)
1	8	Beverage		2500
2	55	Museum		2000
-	-	VAT@ 5%		100

PAYMENTS

St. No	Ref. No	Type	Comments	Amount(SLR)
1	18	Cash		-2500
2	69	Cheque		-2100

Balance : 0

- This page gives us the ability to post incidental invoices to the guests directly from here. They are pre-defined charges and we can't add a new kind of a charge from her.
- Users can select the payments methods as cash or credit. Cash payments can take directly and credit payments can be post to the city ledger accounts.

Exchange Rates

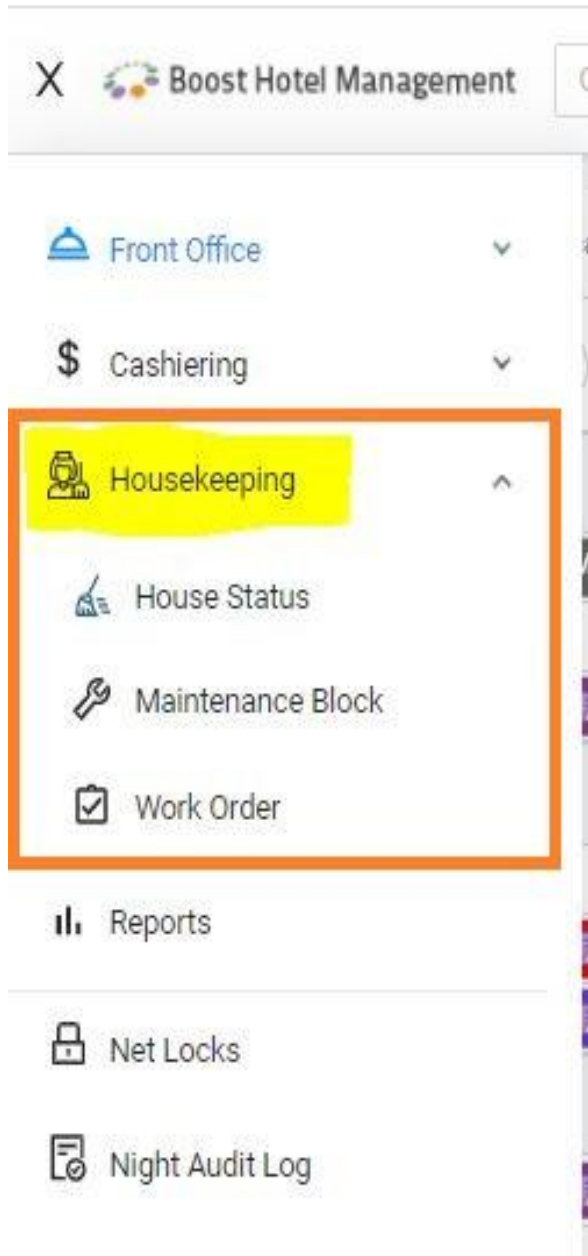
- Last option in the cashiering is 'Exchange Rates'. Authorized users can change the exchange rates of foreign currencies.
- We can add the conversion rate according to the base currency
- Users can generate bills using this conversion rates.

Exchange Rate

Currency	Exchange Rate
Sri Lanka	SLRs 1.0000
United States of America	\$ 1.0000 = SLR 230.0000
Germany	€ 1.0000 = SLR 224.1800
Oman	RO 1.0000 = SLR 523.8700
India	Rs 1.0000 = SLR 2.8000
Brazil	R\$ 1.0000 = SLR 44.3000
Angola	AOA 1.0000 = SLR 1.0000

Cancel Save

Housekeeping



When we click on Housekeeping button, it will drop down this function list:

Let's talk about the functions of the Housekeeping drop down list. There are House Status, Maintenance Block, Work Order as the listed functions. These functions eventually will help the Housekeeping tasks. Let us see what all these show and how to comprehend it to manage the tasks more efficiently.

House Status

House Status View		Quick Search by Unit/Room/Hous...		Views		Audit Trail		Search	
Room Types		Clean	Dirty	Locked	Under Maintenance	oo	Out Of Order		
Berjaya - Deluxe Room	2	2	0	0	0	0	1		
BH 101	0								BH 101 - KE
BH 102	0	BH 102							
BH 103	2	BH 103 - Stayover - KE							
Cabana	4	0	3	0	0	0	0		
Cabana 1	2		Cabana 1 - Arrival - AL						
Cabana 2	0		Cabana 2 - Checked Out - AL						
Cabana 3	2		Cabana 3 - Due Out - AL						
Deluxe Room with Balcony3	4	2	0	0	0	0	0		
Wet	4	Wet - Stayover							
Room2	0	Room2							
Deluxe Room2	0	0	0	0	0	0	1		
Deluxe Villa	0								Deluxe Villa
Family Suite	4	1	3	0	0	0	0		
Child Room2	0		Child Room2						
Family Villa	0	Family Villa - AL							
Total	27	72	28	0	0	0	2		

- In the 'House Status' page, users can see the detailed view of the houses. We can see the rooms in left, listed according to the house types. Right after the room list there is the pax count in that room / room type. This is a very user friendly interface and all the details are readable effortlessly. In this view, there are rooms colored in different colors as clean, dirty, under maintenance.
- Cells that represent rooms are contained with the information about reservations like, arrival, due out, stay over and checked out.
- If we click on a room, we can details about that room and edit the room status. We can also assign a housekeeper from this page.
- This page allows us to bulk update the room status by selecting the rooms and selecting the operation.

House Status View		Quick Search by Unit/Room/Houseke...		104 Records Selected		Select Operation		Apply	
☒	Berjaya - Deluxe Room	2			2				
☒	BH 101	0							
☒	BH 102	0			BH 102				
☒	BH 103	2			BH 103 - Stayover - KE				

Maintenance Block

Boost Hotels
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Maintenance Block List

Block Room

Export

Search

☐	Room	Block From	Block To	Blocked On	Blocked By	Reason	
☐	BH 103-0	14-01-2022	16-01-2022	08-03-2022	demo	critical repairing	
☐	BH 101-0	12-01-2022	13-01-2022	08-03-2022	demo	AC Repair	
☐	BH 101-0	06-01-2022	07-01-2022	07-03-2022	helpdesksupport	AC Repair	
☐	BH 103-0	27-01-2022	28-01-2022	25-02-2022	demo	aitken spence booking. pending confirmation	
☐	BH 103-0	23-01-2022	24-01-2022	25-02-2022	demo	aitken spence booking. pending confirmation	
☐	Room1-FS	10-01-2022	11-01-2022	22-02-2022	demo	door broken	
☐	107-SDLX	08-01-2022	14-01-2022	22-02-2022	demo		
☐	Deluxe Villa-DR1	05-01-2022	09-01-2022	22-02-2022	demo	critical repairing	
☐	Cabana 2-Cabana	12-01-2022	22-01-2022	17-02-2022	demo	critical repairing	

- User can directly block a room from this page. During the time period, guests can't reserve those rooms.
- All details about the blocked rooms are shown here and we can edit the status or we can unblock the room. Audit trail is also available for those.
- We can bulk update the room status by selecting the required rooms and click the unblock button
- We can create a new maintenance block by clicking the button in the top right.

Maintenance Block List

Quick Search by Room and Room ...

☒ 7 Records Selected

Unblock Room

☐	BH 103-0	14-01-2022
☒	BH 101-0	12-01-2022
☐	BH 101-0	06-01-2022
☒	BH 103-0	27-01-2022
☒	BH 103-0	23-01-2022
☒	Room1-ES	10-01-2022

Work Order

Boost Hotel Management									
Quick Search									
Work Order List									
Quick Search by Order #, Unit/Room, ...									
Add Work Order									
Export									
Search									
Order #	Unit/Room	Category	Description	Priority	Assign To	Entered On	Updated	DeadLine	Status
2	Wet	Repair	Small but considerable damages were made to the room and need of repairing them as soon as possible	Medium	Timon p	22-02-2022	22-02-2022	09-01-2022	Assigned
1	107	Repair	critically damaged and need to repair ASAP	High	brendon	17-02-2022	17-02-2022	16-02-2023	New
74	138	Maintenance	Clean	Low	Manish	17-09-2021	17-09-2021	01-09-2021	Assigned
68	Child Rm1	Clean	reterter	Medium	Manish	09-04-2021	09-04-2021	14-04-2021	In Progress
67	2	Maintenance	AC fan is not working	High	Ushan	15-02-2021	15-02-2021	22-02-2021	In Progress
66	106	Maintenance	Fix the A/C	High	Alex	31-01-2021	31-01-2021	27-01-2021	Assigned
65	205	Maintenance	fix bulb	Low	Ravi	23-01-2021	23-01-2021	10-01-2021	Assigned
64	205	Maintenance	fix bulb	Medium	Ravi	23-01-2021	23-01-2021	10-02-2021	Assigned
63	105	Maintenance	fix bulb	Medium	Ravi	23-01-2021	23-01-2021	15-02-2021	Assigned
62	104	Maintenance	repairing sink	Medium		23-01-2021	23-01-2021	19-03-2021	Assigned
61	1	Maintenance	Lamp repair	Medium	Manish	23-01-2021	23-01-2021	10-01-2021	Assigned

From this page user can place a work order to a room and assign an employee to that task. When we are creating a work order, we can set a comment on that as what have to be done and the how important it is. When the employee starts the assigned work, the status can be changed to 'In Progress' and mark as 'complete' when the work is completed. User can edit work orders and leave a post note.

When we print a work order, it looks like this.

Print Work Order

Print Save [Icons] Page 1 of 1 [Icons] 100% Continuous

Work Order # 1			
Unit	107	Entered On	17-02-2022 05:01:00 PM
Category	Repair	Last Updated	17-02-2022 05:00:59 PM
Priority	High	Dead Line	16-02-2023 04:45:00 PM
Assigned To	brendon	Status	New
Description	critically damaged and need to repair ASAP		
Printed On	10-03-2022 03:54:38 PM	Printed By	demo

Reports

The reports section offers variety of report to keep a check on your business. Currently reports are grouped as below mentioned categories along with the reports that you can find under each of the category. The number of reports is being updated regularly to meet the requirements of the customers and the properties across the globe.

Reservation Reports

- Arrival list
- Cancelled Reservation
- Country Wise Reservation Statistics
- No Show Reservation
- Release Reservation List
- Reservation Activity
- Void Reservation

Front Office Reports

- Guest checked in
- Guest Checked out
- Guest list
- Guest message
- Inclusion Report
- Inventory by Room Type
- Invoice Breakdown
- Night Audit
- Pickup / Drop-off
- Room Availability Report
- Room Status Report
- Task List Report

Back Office Report

- Advance Deposit Ledger
- Aging Debtors – Detail
- Aging Debtors - Summary
- City Ledger – Detail
- City Ledger – Summary
- Complimentary Room Report
- Credit Card Process - Detail
- Daily Extra Charge – Detail
- Daily Receipt –Detail
- Daily Receipt – Summary
- Daily Refund Report
- Daily Revenue

- Detail Discount Report
- Detail revenue Report
- Expense Voucher
- Folio List
- Guest Ledger
- House Status
- Housekeeping Summary
- Maintenance Block
- Manager Report
- Meal Plan
- Meal Planner
- Owner Statement
- Police Inquiry List
- Rate Card
- Revenue by Rate Type
- Revenue by Room Type
- Room Type Wise Daily Room Revenue
- Travel Agent Commission – Detail
- Travel Agent Commission – Summary
- Weekly Manager Report
- Weekly Meal Plan Report
- Work Order List

Audit Report

- Audit Trails
- IP Report
- Void Charge
- Void Payment
- Void Transaction

Statistical Report

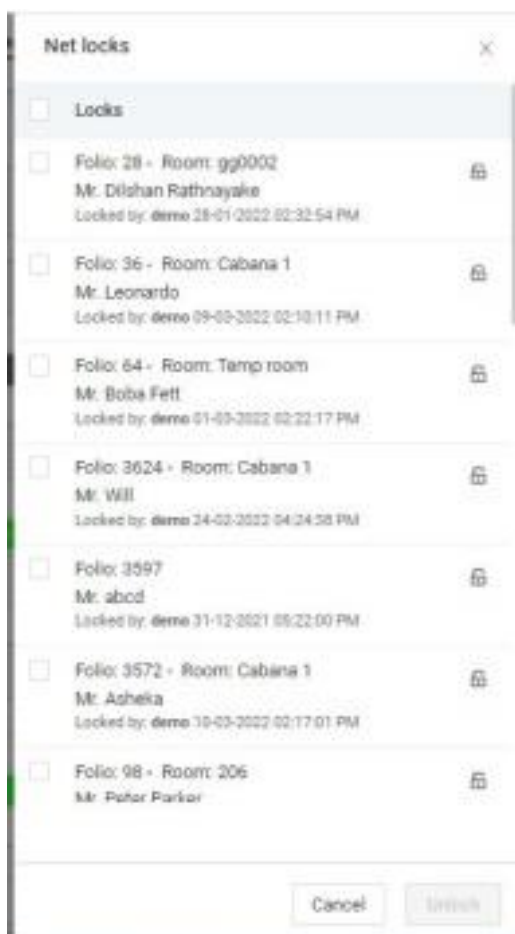
- Business Analysis
- Contribution Analysis Report
- Monthly Country wise Pax Analysis
- Monthly Revenue by Income Stream
- Monthly Room Tax
- Monthly Statistics
- Monthly Summary
- Room Sale Statistics
- Room Statistics
- Rooms On Books
- Yearly Statistics
- Booking Source Wise Reservation Statistics
- Channel wise Bookings Report

- Mobile/Desktop Wise Reservation Statistics
- OTA Wise Monthly Breakdown
- Performance Analysis Report
- Revenue Analysis Report
- Source-wise Revenue Summary

Graphs and Charts

- Monthly Occupancy
- Monthly Revenue
- Payment Summary
- Revenue By Rate Type Summary
- Statistics - By Room Type.

Net Locks



Net Lock is a feature to protect two or more guests to check in the same room at same time. This feature can be very useful when the software is accessed from various terminals simultaneously. The desk clerks will not be allowed to perform transactions on the same room at the same time from different access points. As soon as one particular room is opened from any other terminal in the network, the software blocks the access to that room with a message that another user is already accessing this room.

To unlock the net lock, click on this option, select the room that needs to be unlocked and click on Unlock.

Night Audit Log

‘Night Audit Log’ is the last option in the main menu. This will give you the audit trail of previous night audits.

Audit Trail ×			
Search by Date, Log, User, IP 			
Date/Time	Logs	User	IP
09-03-2022 01:20:25 PM	Night Audit Old: 06-01-2022 New: 07-01-2022	demo	112.134.129.107
07-03-2022 09:07:09 AM	Night Audit Old: 05-01-2022 New: 06-01-2022	helpdesksupport [dasith]	112.134.129.127
02-03-2022 02:24:35 PM	Night Audit Old: 04-01-2022 New: 05-01-2022	demo	112.134.135.116
01-03-2022 09:32:59 AM	Night Audit Old: 03-01-2022 New: 04-01-2022	demo	112.134.133.180
24-02-2022 03:39:42 PM	Night Audit Old: 02-01-2022 New: 03-01-2022	demo	112.134.136.185
24-02-2022 02:59:25 PM	Night Audit Old: 01-01-2022 New: 02-01-2022	demo	112.134.136.185
21-02-2022 03:31:55 PM	Night Audit Old: 31-12-2021 New: 01-01-2022	demo	112.134.130.245
21-02-2022 02:52:54 PM	Night Audit Old: 30-12-2021 New: 31-12-2021	helpdesksupport [dasith]	112.134.130.245
21-02-2022 01:17:46 PM	Night Audit Old: 29-12-2021 New: 30-12-2021	demo	112.134.130.245
21-02-2022 01:06:03 PM	Night Audit Old: 28-12-2021 New: 29-12-2021	demo	112.134.130.245
21-02-2022 12:13:01 PM	Night Audit Old: 27-12-2021 New: 28-12-2021	demo	112.134.130.245

With this we successfully complete the overview of Boost Absolute Front Office console. We have tried to accommodate all information that a user may need to use Boost Absolute Front Office. However, if there are any questions or doubts you may have while using Boost Absolute, please do not hesitate & feel free to contact us.

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