Oracle® Hospitality Suite8
Leisure User Manual
Release 8.9

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ORACLE®

Contents

Preface

Audience

This user guide for Suite8 Leisure is intended for system users, system administrators and support familiar with Suite8.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com/

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at
http://docs.oracle.com

Revision History

Date	Description of Change
July, 2005	8.5.0.0 - First Issue Small Business Edition
May, 2008	8.7 - Updated for Version 8.7
June, 2008	8.7.3.1 - Updated for Version 8.7.3.1
May, 2009	8.8 - Updates for Version 8.8
Sept, 2010	8.8 - Updates for Oracle 11gR1
Jan, 2012	8.9 - Updated for Version 8.9
Nov, 2012	8.9 - New cover page
June, 2015	8.9 – Oracle template applied

1   Introduction

Logging In

To use Fidelio Suite8 you must first log into the system with a user identification and password.

Logging into Fidelio Suite8

1. From the desktop, click the Fidelio Suite8 icon.

The Suite8 Splash screen is displayed for several seconds with the Payment Application Data Security Standard (PA-DSS) disclaimer

The Fidelio Suite8 Login screen is then displayed.
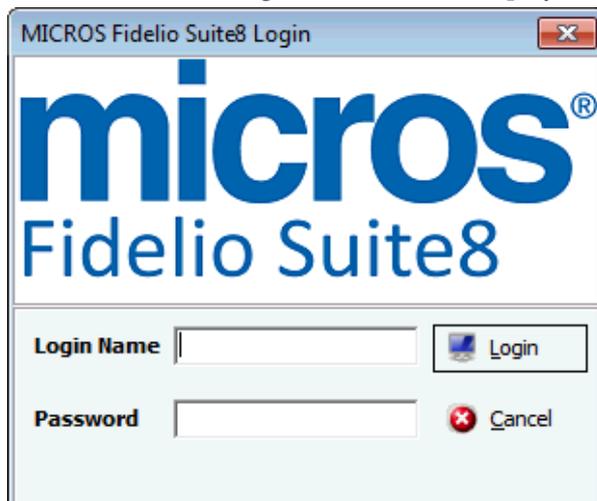
2. Enter your user identification (case sensitive) in the **Login Name** box.

3. **Tab** to the **Password** box and enter your password (case sensitive).

4.   Click **Login**, the Suite8 main menu screen is displayed.

You are now logged into the system.

> **Note:** If one of the following tables: WMLG, WLOG, ZPOS, WDAT, SHIS, SRPD, WRPD has no indices or a missing index, an alert is displayed when starting Fidelio Suite8 with a message to contact support. It could happen that a table has no indices in the event that a table was renamed for support purpose. Renaming a table carries the indices to the renamed table. If an index is missing of one of the above mentioned tables, the alert is displayed when starting Suite8.
>
> **Note:** Date formats with a space as a separator such as DD MM YYYY, are not supported by Delphi. Suite8 will displays the following message upon start up if the date format is defined with a space as a separator in Windows Regional and Language settings: "*Date separator is space character. Application will be closed. Please change windows environment settings.*"

Using the blue drill down arrow

Many boxes have a blue drill down arrow ⬇ next them indicating that there is additional information that can be displayed.

Housekeeping

	Total	Occupied	Vacant	
Clean Rooms	103	2	101	
Dirty Rooms	32	21	11	
Total		23	112	
Out of Order	2	0	2	⬇
Out of Service	0	0	0	⬇
Rooms in Queue			1	⬇

For example, on the House Status screen clicking the blue drill down arrow on the Out of Order line displays the Out of Order Rooms screen.
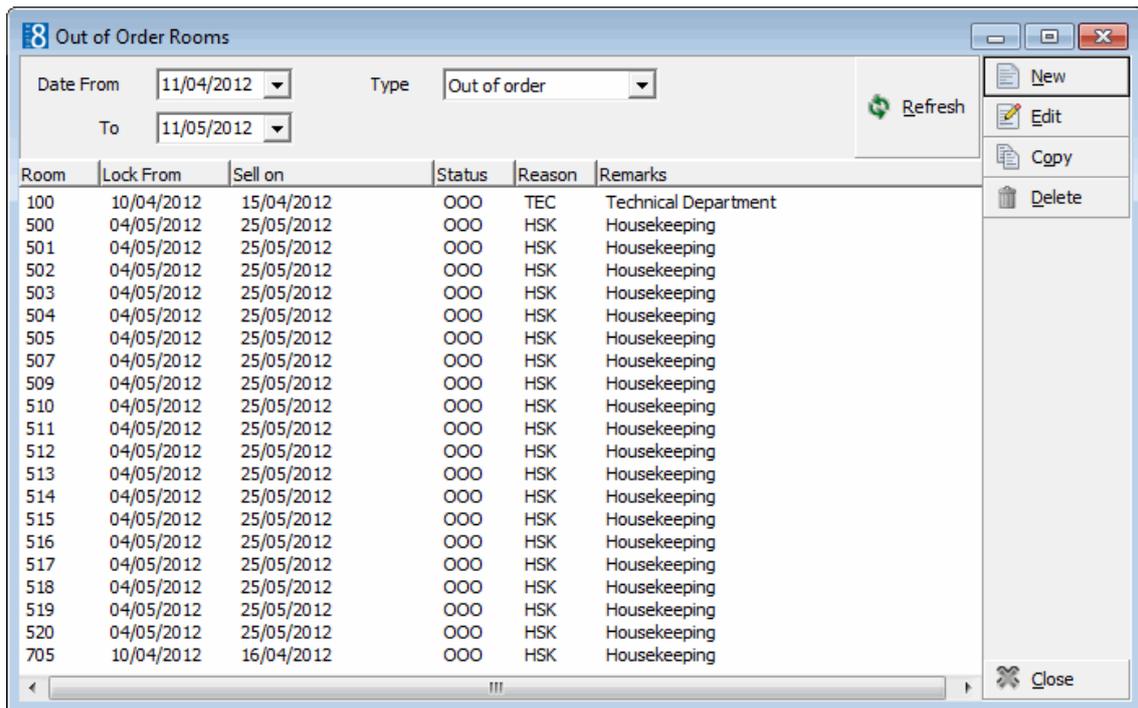
Navigation Keys

Accelerator keys

Accelerator keys are used for fast access to a box on a screen or dialog box. When a letter is underlined you can press the **Alt + letter** keys and the cursor moves into the appropriate box. For example, on the Profile Search screen the letter "A" is underlined in the Name box. By pressing the **Alt + A** keys, the cursor moves into the Name box.

To use the accelerator keys:

From the screen or dialog box, press **Alt + letter** to move the cursor into the appropriate box.

Shortcut keys

Fidelio Suite8 has shortcut keys that allow you to perform actions directly from the keyboard without having to use the mouse. Using these keys saves you time.

Fidelio Suite8 Shortcut keys

Shortcut Key	Description
F1	Displays the help.
Alt + F4	Closes the active window.
F8	Closes all open screens and dialog boxes and the Login screen appears. A new user can now login.
F10	Closes all active windows.
F12	Moves the cursor from a data box to the first record on the grid.
Down arrow	Displays a selection list box or a selection dialog box.
Tab	Moves forward through the boxes/options. Moves to the next box and confirms the entry.
Shift + Tab	Moves backward through the boxes/options.
Ctrl + Tab	Moves forward through tabs.

Ctrl + Shift + Tab	Moves backward through tabs.
Escape	In general cancels the current action. However, in some screens, such as Customer Profiles, CCM Booking and Events a message is displayed "xxx was modified. Do you want to cancel?" if there are changes which have not yet been saved.
	Removes a Combo box before a selection has been made.
Home	Moves the cursor to the beginning of a box.
End	Moves the cursor to the end of a box.

HTML View

Fidelio Suite8 offers the possibility to view information in HTML format. HTML is the abbreviation for "Hypertext Markup Language." This is the system of marking a document so it can be published on the World Wide Web and viewed with a browser. The main areas where information can be viewed in HTML format are as follows:

- Reservation Navigator
- Blocks
- Profiles
- Cashiering
- Tasks and Activities
- Events
- Conference Reservation

The HTML display on the reservation navigator can be hidden so that the reservation grid is expanded. Double-click in the blue reservation header bar or right-click and select/deselect **Lower part of the screen** from the short-cut menu to view or hide the HTML display. This setting is stored per user and remains until the next time it is changed.
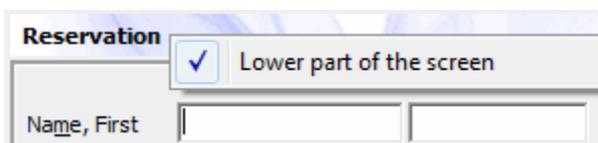
Expand the HTML tree

- Click the expand icon to show all available folders.
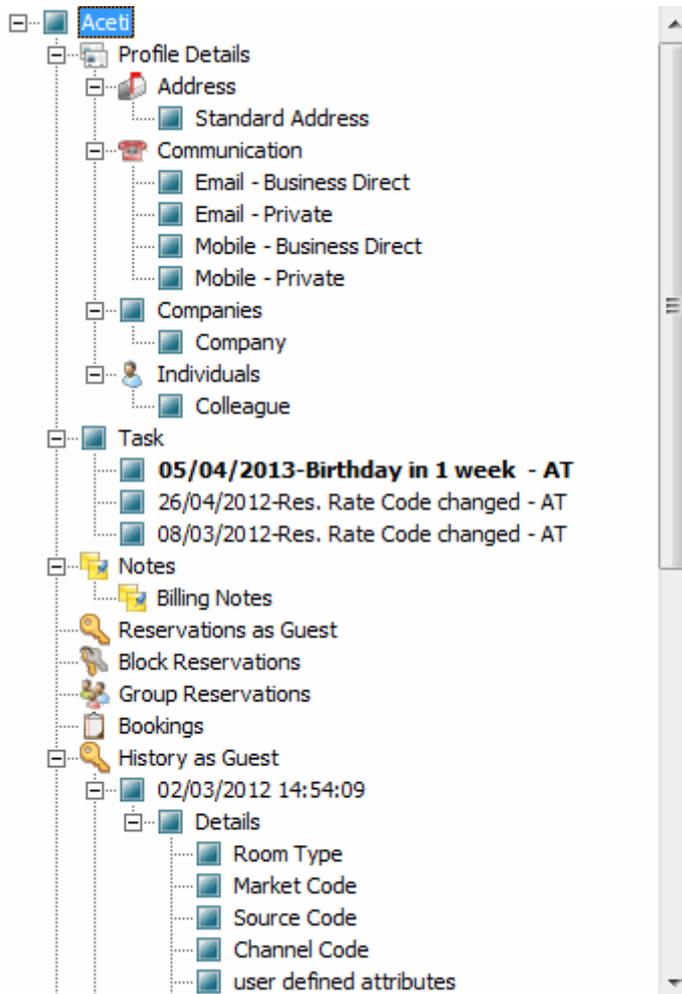
Collapse the HTML tree

- Click the collapse icon to collapse all folders to the uppermost level.
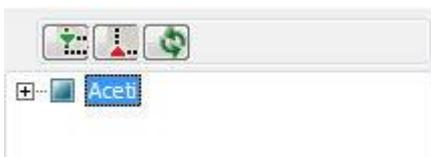
Refresh the HTML View

- Click the refresh icon

View information in HTML format

In this example we will display information in HTML format on the profile screen.

1. Click the **Customer Relation** menu and select **Profiles** to display the customer profile screen.

    This main customer profile screen is called the Navigator and is divided into 3 distinct areas:
    - Query - basic and advance profile search criteria

- Query Results - the results of the query shown in a grid format
- Tree Listing and HTML Page
  - A tree listing of all the details associated with this profile including address, communications, links, reservations or history
  - A freely definable HTML display which by default has a 'big' format where the details are displayed in a non-grid style format or a list format. The HTML display can be printed by using the right mouse click.

2. Enter the name to search for in the **Name** box and click **Search**.

3. The query results are shown in grid format in the middle section of the screen and the tree and HTML formats are shown in the lower section of the screen.

4. In this instance the HTML view displays a summary of the profile details. The tree listing is displayed by default expanded by one level. A plus sign next to a folder indicates that it can be expanded to show more folders; a minus sign indicates that it can be collapsed.

Change the display of the HTML

Two additional buttons on the html display allow you to change whether certain details are displayed in a non-grid style or in a list format. By default the 'big' view is displayed.

1. To view in list format click the List button.

Arrival	Departure	Nights	Customer	Arrival day	Departure day	No of Rooms	Room type	Room	Market	Rate Code
20/04/11	22/04/11	2	Aceti Ralph	20/04/11	22/04/11	1	Double Room		Individual	
30/03/11	31/03/11	1	Aceti Ralph	30/03/11	31/03/11	1	Double Room	109 Double Room	Individual	

2. To view in a non-grid style, click the Big button.

20/04/11

Departure:22/04/11
Nights:2
Customer: Aceti Ralph
Arrival day: 20/04/11
Departure day: 22/04/11
No of Rooms: 1
Room type: Double Room
Room:
Market: Individual
Rate Code:

30/03/11

Departure:31/03/11
Nights:1
Customer: Aceti Ralph
Arrival day: 30/03/11
Departure day: 31/03/11
No of Rooms: 1
Room type: Double Room
Room: 109 Double Room
Market: Individual
Rate Code:

Copy to clipboard

It is possible to copy information from the HTML files to clipboard by selecting items from HTML, using right mouse short cut menu and selecting **Copy to clipboard** or short cut key **Ctrl + C**. This information can then be pasted to any open file by using right mouse menu option **Paste** or short cut key **Ctrl + V**.

The menu option Copy to clipboard is controlled by the user right **Copy to clipboard from HTML** under Users → User Definition → Rights → Miscellaneous

The Quick Keys

Fidelio Suite8 allows you to select the Quick Keys main menu from any screen. The quick keys are shortcuts to screens, searches, and desktop tools. Using these keys allows rapid access to information without having to leave the section that you are currently working on. For example, a customer is making a new reservation while at the same time asking questions about restaurants in the area. You can use the Telephone Book quick key for restaurant information instead of aborting the new reservation screen, looking up the restaurant information, closing the Telephone Book, and reopening the new reservation screen.

To access the Quick Keys main menu

Click the **Quick Keys** menu option.

The **Quick Keys** menu is displayed.

Arrivals	Ctrl+A
Availability	Ctrl+D
Billing	Ctrl+B
Bonus Points	Shift+Ctrl+B
Calendar	F4
Conference Diary	F3
Conference Floor Plan	Shift+Alt+F3
Currency Calculator	Shift+Alt+R
Event Vacancies	Ctrl+Shift+F3
Event Waitlist Priority	Ctrl+W
Floor Plan	Ctrl+F
Goals	Ctrl+Shift+G
Group Reservation	Ctrl+G
Hotel Segment Statistics	Ctrl+Shift+S
House Status	Ctrl+H
Inhouse Guests	Ctrl+I
Interface Functions	Shift+F8
Lock Station	F8
Logbook	Shift+Alt+L
Maximum Availability	Ctrl+Shift+M
Messages	Ctrl+M
New Reservation	Ctrl+N
Postings	Ctrl+E
Profiles	Ctrl+P
Quick Reservation	Ctrl+Q
Rate Query	Ctrl+R
Reports	Ctrl+Shift+R
Room Rack	Ctrl+L
Room Search	Ctrl+S
Room Type Availability	Ctrl+Shift+D
Space Occupancy	Ctrl+F3
Table Reservation	Ctrl+Shift+A
Telephone Book	Ctrl+T
Transponder scan	Ctrl+Shift+T
Update Reservation	Ctrl+U
User Notes	Ctrl+Shift+N

The Date Box

The format of the dates and the separators between the dates may vary from one hotel to another. The date format is defined in the Control Panel Windows Regional Settings/Options.

Typical date formats include the following:

- dd/yy
- MM/dd/yyyy
- yy/MM/dd
- yyyy-MM-dd
- dd-MMM-YY

You can type the date directly in the date box; however it must be typed exactly as per the pre-defined format.

There are many date boxes in the system, for example, Arrival Date or From Date. The date can be either a specific date or an as of date.
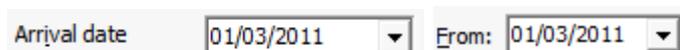
A specific date is when you need to see what happened on that day. For example, you need to see which guests have departed 01/01/03.

An 'as of date' is when you need to find out information starting from that date. For example, you need to read the room rack starting from 09/09/03 through 12/09/03.

Changing the date

The date can be changed by typing a new date or with the use of the calendar.

To type a new date

1. Place the cursor in the Date box.
2. Type the new date in the Date box, in the defined format including separators.
3. Press the **Tab** key, the date is changed.

To change a date using the calendar

1. Click the drop down arrow next to the Date box.

The calendar appears.
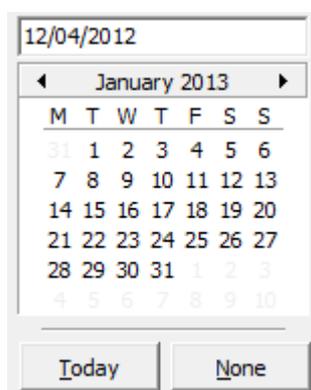
2. Change the month to a previous month or future month by clicking the horizontal arrows located on the top of the calendar or by pressing the **Ctrl + Page Up or Ctrl + Page Down key.**

3. Place the cursor on the date and click the left mouse button **or** move the keyboard arrow keys to locate the date and press **Enter**, the date is changed.

Customising Fidelio Suite8 Grids

Many of the grids in Fidelio Suite8 may be customized according to the needs of the property.

The customization options available are:

- **Display field names** - displays a list if the grid column names with their field name and type.
- **Customize** - opens the customize dialog box so that columns on the grid can be added, changed or removed.
- **Restore Defaults** - applies the default settings for this grid.
- **Show Defaults** - applies the default settings to the current grid view, however, any customized settings are used the next time the grid is displayed.
- Select **Print** to print or export the existing grid layout, the possible export formats are ASCII File, CSV Format, HTML Document or an Excel Document.

> **Note:** The print or export function should be used before changes to the grid will be saved.

How to display field names

1. Place the cursor in the grid and right-click to display the short-cut menu.
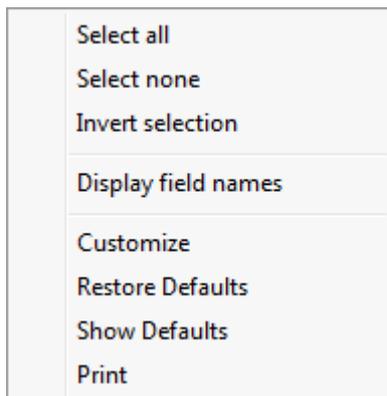
2. Select **Display field names** .

A list of the column names with their field name and field type is listed.
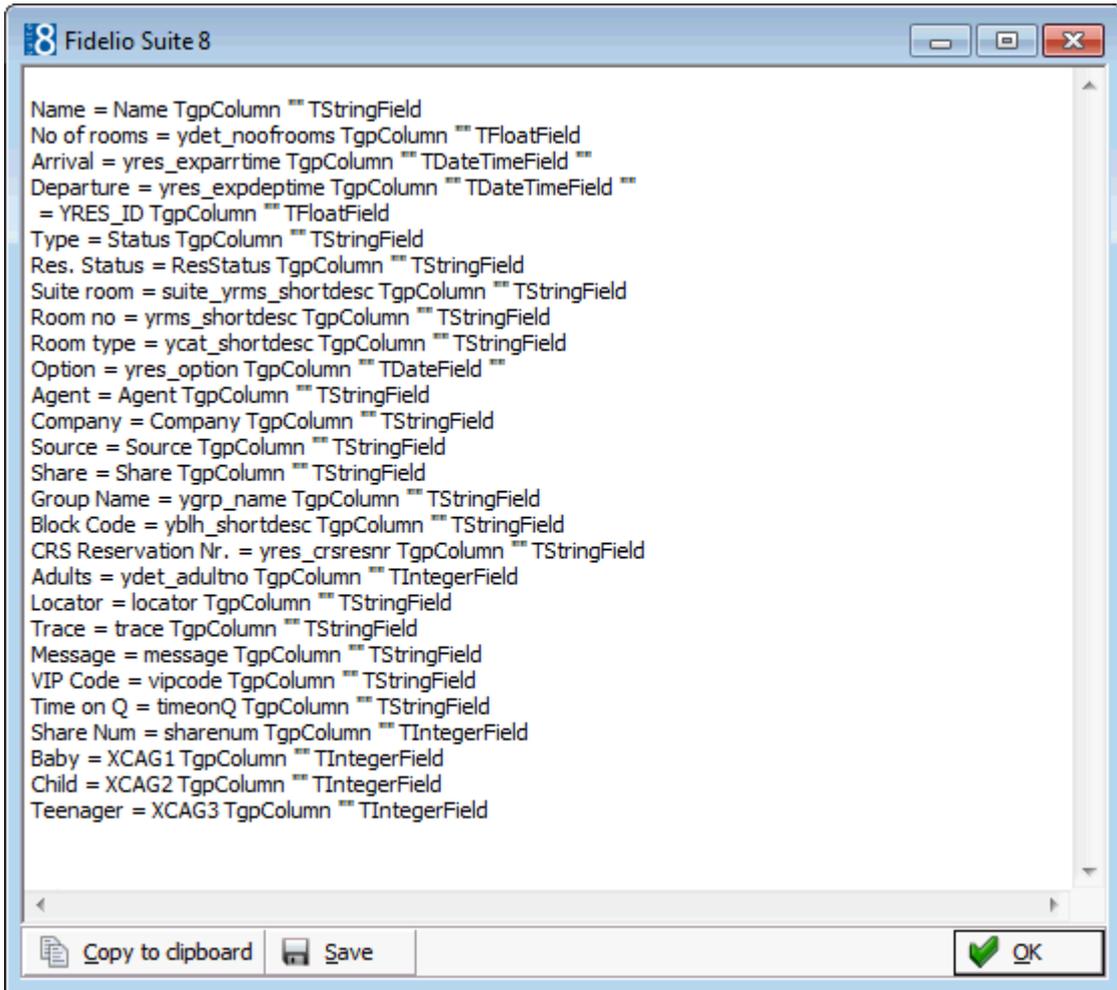
The list can be copied to the clipboard or saved to a file.

3. Click **OK** to close the list.

How to customize a grid

1. Place the cursor in the grid and right-click to display the short-cut menu.
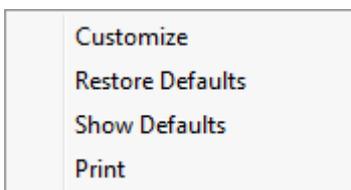
2. Select **Customize** to open the customize screen.
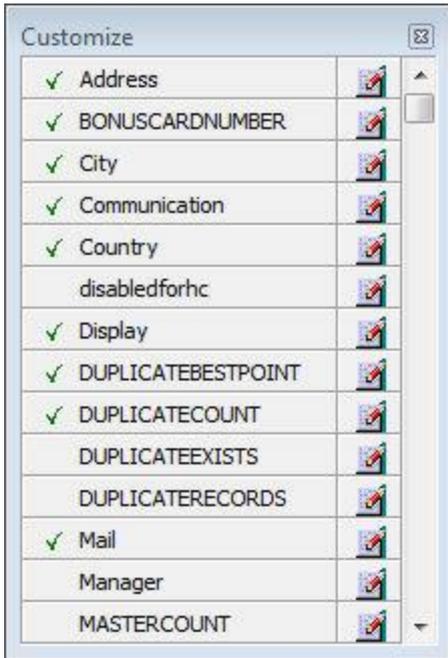
The fields already used are marked with a green check mark.

3. Click the **Pencil** button to view or change the column properties.
4. To move a field to the grid, select the field and drag it to the required position.
5. Click the [x] in the top right-hand corner to close the customize screen.
6. A message is displayed asking if you want to store the grid layout.
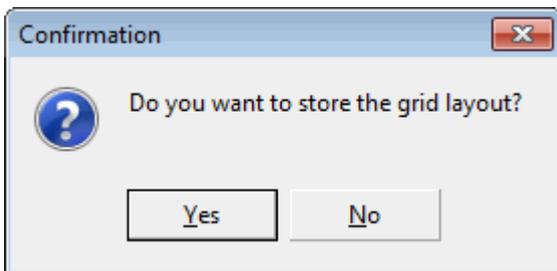
7. Select **Yes** to save the changes or **No** not to save any changes.

How to remove a column from a customized grid

1. Place the cursor in the grid and right-click to display the short-cut menu.
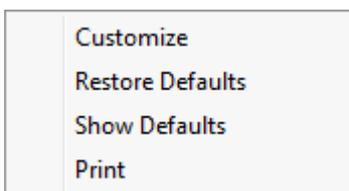
2. Select **Customize** to open the customize screen.

The fields already used are marked with a green check mark.

3. On the grid point to the column to be removed and drag it to the customize screen; yellow arrows are displayed at each end of the column name.

Once the column has been removed the green check mark is removed from the field name on the customize screen.

4. Click the ❎ in the top right-hand corner to close the customize screen.
5. A message is displayed asking if you want to store the grid layout.

6. Select **Yes** to save the changes or **No** not to save any changes.

Column Properties

Field	Description
Field name	The field name as it is defined in the database table.
Caption	The field caption.
Fixed	Defines if the column will be fixed to the left side, when scrolling to the right to view additional fields of the grid. Columns marked as fixed are highlighted grey.

How to create a customised grid view for profile search

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the profile search.

ⓘ This functionality is controlled by the parameter Custom view in Profile Search under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab.
To add fields to the Grid Customization dialog box, the view V8_sys_customxcmssearch has to be amended.

Example: **"Adding the financial account long description to the profile navigator"**

The view has to be changed as follows:
CREATE OR REPLACE FORCE VIEW v8_sys_customxcmssearch

(customxcmssearch_xcms_id, zfac_longdesc)

AS SELECT xcms_id customxcmssearch_xcms_id,

*(select zfac_longdesc from zfac where zfac_actvalidfrom is not null and zfac_actvaliduntil is null and xcms.xcms_id=zfac.zfac_xcms_id and rownum=1)*

zfac_longdesc

from xcms;

The fields from the custom view are automatically added to the grid.

How to create a customised grid view for reservation search

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the reservation navigator.

ⓘ This functionality is controlled by the parameter Custom view in Res. Navigator under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab.
To add fields to the Grid Customization dialog box, the view V8_sys_customxcmssearch has to be amended.

Example: Adding the housekeeping status to the reservation navigator

The view has to be changed as follows:
CREATE OR REPLACE VIEW v8_sys_customressearch
AS SELECT yres_id customressearch_yres_id, yhks_shortdesc HSK_Status
FROM yhks, yrms, ydet,yres
WHERE yhks_id = yrms_yhks_id
AND yrms_id= ydet_yrms_id
and yres_current_ydet_id=ydet_id;
The fields from the custom view are automatically added to the grid.

How to create a customised grid view for booking search

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the event booking search.

ⓘ This functionality is controlled by the parameter Custom view in Booking Search under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab.
To add fields to the Grid Customization dialog box, the view V8_sys_customybomsearch has to be amended, however it must contain the field customybomsearch_ybom_id.

Example: **"How to display the function type description"**

The view has to be changed as follows:
CREATE OR REPLACE FORCE VIEW V8_SYS_CUSTOMYBOMSEARCH
AS
SELECT
ybom_id customybomsearch_ybom_id,
yfty_longdesc
from
ybom, yfty
where
ybom_yfty_id=yfty_id(+);

ⓘ Customization functionality is controlled by the user right Edit under Setup → Configuration → Users → User Definition → Rights → Miscellaneous → Grid layout Customization.

ⓘ Print functionality is controlled by the user right Print Grid under Setup → Configuration → Users → User Definition → Rights → Miscellaneous.

Customising the HTML display

The HTML display may be customized according to the requirements of the property.

The customization options available when placing the cursor on the HTML display and right-clicking are:

Print
Print with Setup
View source
Edit template with notepad
Edit template with associated application
Copy to clipboard
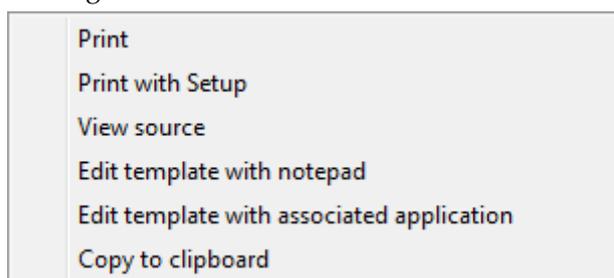
Print - prints an exact copy of the HTML display. The print page margins and the actions to take if the HTML printout is too large for the defined paper size can be defined in the configuration.

Print with Setup - displays the printer options and then print the HTML display.

View source - displays the HTML code; no changes can be made.

Edit template with notepad - opens the relevant *.htm and *.qry in notepad. Users with HTML programming knowledge can edit these files to meet the requirements of the property.

Edit template with associated application - opens the relevant *.htm and *.qry with the program associated with these file types. Users with HTML programming knowledge can edit these files to meet the requirements of the property.

How to use HTML Expressions to customize the HTML display

Properties can configure and store customised html files in the Version 8 directory for htm files. The files are displayed in Suite8 either by logged in user, user language, customised htm files for all users or language specific htm files for all users.

The priority Suite8 uses to determine which file to use is in the sequence as listed:

Customised htm file by user initials

To display a customised htm file by user initials, the htm file has to be called **usr_userintials_htmfilename.htm**.

Example: For a user with the initials DS the file has to be called usr_ds_quickinfo.htm.

Customised htm file by user language

To display a customised htm file by user language, the htm file has to be called **cust_lang_language short description_quickinfo.htm**.

Example: If the language short description is F for French, the user has to select this language under User Settings → Startup → Language and the file, such as quickinfo.htm has to be called cust_lang_f_quickinfo.htm.

Customised version for all users

To display a customised version of htm files for all users, the html files have to be called **cust_htmlfilename.htm**.

Example: cust_quickinfo.htm.

Customised version by language

To display a customised version by language, the html files have to be called **lang_short description of the language_htmlfile.htm**.

Example: lang_f_quickinfo.htm, where f stands for the short description of the language.

If none of these files can be found then the standard htm file is displayed

How to hide or show expressions depending on activated features or license

The following expression can be used to hide for example, Conference Information on the HTM file when working with the small business edition:

if ({const isBnB})=(1)}{/if}{else} {if {feature Meeting Planner}} Conference {runquery 2}

Customization functionality is controlled by the user right HTML source view and edit under Setup → Configuration → Users → User Definition → Rights → Miscellaneous.

The print page margins and the actions to take if the HTML printout is too large for the defined paper size are defined via the option HTML printout under Setup → Configuration → Global Settings → Miscellaneous → Visual Appearance 4.

Manager on Duty

The manager on duty can be displayed at the bottom of Suite8 screen next to the date and the name of the logged in user.

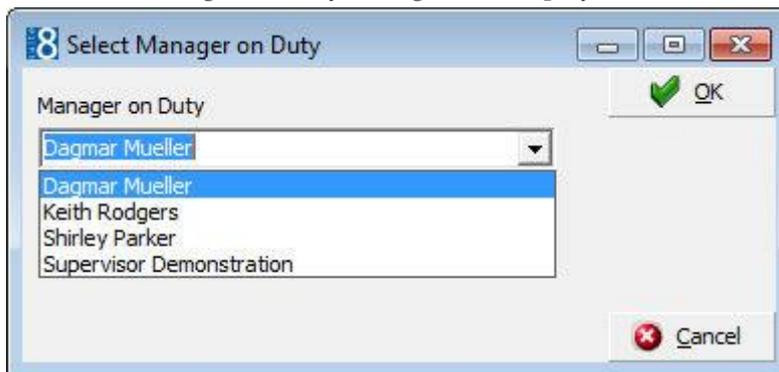| 18/11/2012 | Demonstration, Supervis | MOD: Mueller, Dagmar |

If this functionality is activate then a manager on duty must always be assigned; a new manager can be assigned by clicking on the **Manager on Duty** panel.

To select the manager on duty

1. Click the **Manager on Duty** panel at the bottom of the screen.

MOD: Mueller, Dagmar

The Select Manager on Duty dialog box is displayed.

2. Select the required **Manager on Duty** from the list and click **OK**.

> **Note:** Only logged in users who are designated as a **Manager on Duty** can assign a new manager on duty.

The manager on duty functionality is controlled by the parameter Assign Manager on Duty under Setup → Configuration → Global Settings → Generic → Generic 3 tab.

All relevant users can be designated as a 'Manager on Duty' via the option Manager on Duty under Setup → Configuration → Users → User Definition.

Favourites

The Favourites shortcut toolbar allows you to keep your most frequently used options right where you can find them. Your most used options can be added to the Favourites shortcut toolbar where they are more noticeable and more easily organized to suit your purposes.

To make the most of the Favourites shortcut toolbar, you need to organize the options in it; this can be done using drag and drop.

In user settings the Favourites shortcut toolbar can be set to be listed first and will then be the default shortcut toolbar opened when logging on to Fidelio.

> **Note:** The Favourites shortcut toolbar cannot be removed from the toolbar.

How to add an option to the Favourites shortcut bar

1. Click one of the coloured shortcut toolbars on the left to list the options on that toolbar.
2. Right-click the option that you want to add, and then click **Add to Favourites** on the shortcut menu.

The option is now listed on the Favourites shortcut toolbar.

3. Repeat Steps 1 and 2 for each option that you want to add.

Note: Options from Web Services cannot be added to the Favourites shortcut toolbar.

How to delete an option from the Favourites shortcut bar

1. Click the **Favourites** shortcut toolbar on the left to list the options.

2. Right-click the option that you want to remove, and then click **Delete Button** on the shortcut menu.

The option is removed from the Favourites shortcut toolbar.

3. Repeat Steps 1 and 2 for each option that you want to remove.

How to reorganise the options on the Favourites shortcut bar

1. Click the **Favourites** shortcut toolbar on the left to list the options.

2. Select the option to be moved and then left-click and hold the mouse button while you drag the option to its new location on the toolbar.

3. Repeat Steps 1 and 2 for each option that you want to move.

On the toolbar the Favourites shortcut bar can be listed first by selecting the option Favourite buttons on top under Miscellaneous → User Settings → Appearance Tab.

Security

As of Version 8.9.5.1 all Fidelio Suite8 program deliveries are signed with a Suite8 Certificate.

This integrity validation of the executable's and DLL's has been implemented in order to prevent manipulation of the Fidelio Suite8 Program Deliveries.
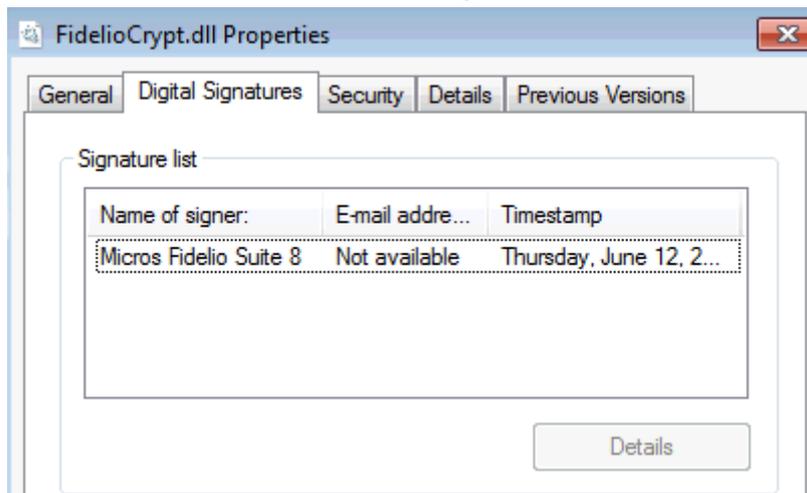
In the case that a file has been tampered with then an error message is displayed when Fidelio Suite8 is started:

Logging off, Exiting Fidelio Suite8 and Locking the Station
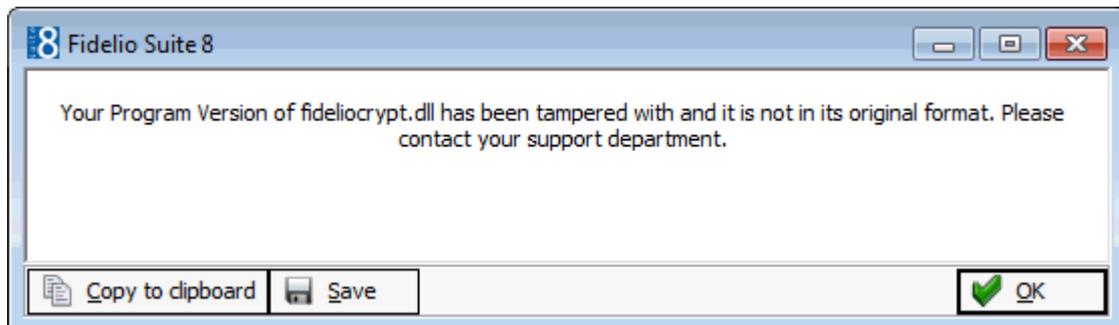
The windows menu consists of the following options:

Close All - closes all open screens and dialog boxes

Lock Station - locks the workstation

Logout - closes all open screens and logs off Fidelio Suite8

Exit Application - closes all open screens and exits the application

Options	Description
Close All	Click the **Windows** menu and the option **Close all**.
	All open screens and dialog boxes are closed.
Lock Station	Click the **Windows** menu and the option **Lock Station**.
	All open screens and dialog boxes are closed and the Login screen appears. A new user can now login.
Logout	1. Click the **Windows** menu and the option **Logout**
	All open screens and dialog boxes are closed and the Login screen appears. A new user can now login.
	2. To close the application completely click **Cancel.**
	Fidelio Suite8 is closed and the desktop appears.
Exit Application	Click the **Windows** menu and the option **Exit Application.**
	Fidelio Suite8 is closed and the desktop appears.

🛈 Lock Station - the open screens and dialog boxes from the user who locked the station will not be closed if the parameter Leave opened screen on Switch User is selected under Setup → Configuration → Global Settings → Generic → Generic 3 tab.

2   Leisure

Integrated Leisure Module

The integrated leisure module is activated with the license code **Leisure Module**, the following functionality is available via the Leisure drop down module:

Leisure Booking List

From the Leisure Booking List, the plan schedule can be accessed.

Opening the booking edit screen switches to the Leisure system and allows modification and viewing all details for the leisure booking

Posting Functionality resides in Suite8, no additional interface is needed. The leisure booking charges are posted to the guest's room using posting functionality in Suite8.

Full Leisure Module using the Leisure Interface

When using the full Leisure Module, the license code for the Leisure Module has to be activated and the flag: Use Leisure Interface under Global Settings → Interface 3 tab selected. The Leisure Interface is configured under this option, please refer to the section Global Settings in this document. The following functionality is available:

Full Leisure Module

The communication and posting functionality is performed via FIAS Interface.

Whenever updates are made to Profiles or Reservations linked to leisure bookings a notification is triggered to the Leisure System.

Accessing Leisure

The Fidelio Suite8 Leisure module integrates with the Spa Wellness Software BellaVita. BellaVita software maintains the multiple leisure facilities a property might offer, including sports or wellness treatments such as massages or facials. With BellaVita both the resources and the leisure bookings can be maintained and scheduled.

From Fidelio Suite8, leisure bookings can be listed, edited, created, deleted, scheduled and posted. When selecting a booking from the Leisure drop-down menu, BellaVita is opened so that Offers, Employees, Schedules and all Leisure bookings can be maintained.

> **Note:** The view **BV ForeignGuest** used with the V8 Leisure Module and BellaVita installation is updated if a profile is changed. This view is read by the BellaVita Module.

Leisure Booking Options

Search - activates the search for leisure bookings according to the entered criteria.

Reset Filter - resets the search criteria.

Edit Profile - via this option any details related to the profile can be viewed or changed.

Edit Reservation - via this option any details related to the reservation can be viewed or changed.

New - via this option a new leisure booking can be created in BellaVita.

Edit - this option switches to BellaVita and opens the booking edit screen of the selected leisure booking. All details related to the leisure booking can be viewed and/or edited.

Post - via this option the leisure booking charge from BellaVita can be posted to the guest's room/checked in guest. Posting functionality resides in V8 so no additional interface is needed to post to PMS. Posted leisure charges are indicated with a cross in the field **Posted**, when viewing leisure bookings.

Search Profile - opens **Profile Search** from the Leisure Booking List; this offers all profile options, such as creating a new profile or selecting an existing profile.

How to access Leisure

Click the **Leisure** menu and select **View Bookings** or press **Ctrl + Shift + L**.

The Leisure Booking List dialog box appears.

How to search for leisure bookings

1. Click the **Leisure** menu and select **View Bookings** or press **Ctrl + Shift + L**.

The Leisure Booking List dialog box appears.

2. In the **Facility** box select a leisure facility from the drop down list.
3. Type the date required in the **Date** box or click the drop down arrow and select a date from the calendar.
4. In the **Booking #** box enter the BellaVita leisure booking number to limit the search to a specific booking.
5. Type the guest's last name in the **Last Name** box.
6. Type the guest's first name in the **First Name** box.
7. Type the description of the leisure booking in the **Description** box, for example entering 'Tennis' will list all guests booked for a tennis lesson.
8. In the **Reservation ID** box enter the reservation ID number in order to limit the search to a specific reservation ID.
9. Select the option **Include History** to include historical leisure bookings in the search.
10. If the option **Only Problematic** is selected, then only problematic leisure bookings are listed.

11. Select the option **Needs to be posted** to list only leisure bookings which have not yet been posted.

12. If the option **Include Inactive** is selected, then inactive leisure bookings are also listed.

Click **Search**, all leisure bookings meeting the entered search criteria are listed.

To clear the search text click **Reset filter**.

Leisure Booking Search Criteria

Fill this field	With this information
Facility	From the drop-down list select one of the facility names. Only the selected facility will be displayed when the search is activated.
Date	Enter the date for which to search for leisure bookings.
Booking #	Enter the leisure activity booking number from BellaVita.
Include History	Select this check box to include historical leisure booking records.
Need to be posted	Select this check box to display only leisure bookings which have not yet been posted. This option allows the user to easily see which leisure bookings need to be posted.
Only Problematic	Select this check box to display only problematic leisure bookings.
Include Inactive	Select this check box to include inactive leisure booking records.
Last Name	Enter the guest's last name.
First Name	Enter the guest's first name.
Description	Enter the description of the leisure activity, for example entering 'Tennis' will list all guests booked for a tennis lesson.
Reservation ID	Enter the ID number of the reservation.

> **Note:** Leisure booking functionality requires an additional license code.

🛈 Leisure booking posting functionality is controlled by the user right Post under Setup → Configuration → Users → User Definition → Rights → Cashiering.

Editing a leisure booking

How to edit a leisure booking

1. Click the **Leisure** menu and select **View Bookings** or press **Ctrl + Shift + L**.

The Leisure Booking List dialog box appears.

2. Search for and locate the booking to be edited.

3. Click **Edit**.

Suite8 Leisure is opened and the selected leisure booking is displayed.

4. Make any required changes and click **OK** to save.

The leisure booking is closed and the Leisure Booking List dialog box is displayed.

5. Click **Search** to update the list.

Posting a leisure booking charge

Posting functionality resides in Suite8 and charges for leisure bookings are posted to the guest's room.

No additional interface is needed to post to the PMS.

The billing window is opened, and the leisure booking can be posted. Posted leisure charges are indicated with a cross in the field Posted, when viewing leisure bookings.

How to post a leisure booking charge

1. Click the **Leisure** menu and select **View Bookings** or press **Ctrl + Shift + L**.

The Leisure Booking List dialog box appears.

2. The check box **Need to be posted** can be selected to display all leisure bookings which have not yet been posted.

3. Search for and locate the booking to be posted. Multiple leisure bookings can be selected from the list using the **Ctrl** button and left mouse click.

4. Click **Post**.

The cashier login and password screen is displayed.

5. After logging in, the Price update dialog box is displayed; make any changes necessary and click **OK**.

6. the charge is posted automatically and the leisure booking marked with a cross in the **Posted** column.

Date	Description	Remark	Name	Duration	State	Price	YRES_ID	Posted
4/20/2007 9:15:...	Tennis Court 1h		Ave, Frank	60	reserved	30.00		
4/20/2007 12:00...	Permanent wave		Ave , Frank	75	reserved	80.00	1535	X
4/20/2007 12:00...	Tennis Lesson 2h		Bloomer, Ronald	120	reserved	153.00	1105	X
4/20/2007 12:15:...	Pedicure with var...		Brumm, Michaela	60	reserved	40.50	1645	X
4/20/2007 2:45:...	Tennis Court 1h		Brumm, Michaela	60	reserved	30.00	1644	

Note: Leisure postings can be performed directly from the leisure module to a financial account for guests with a rebate card linked and checked in financial account.

3   Suite8 Configuration

Trouble Shooting

Listed below are helpful hints and solutions for troubleshooting the installation of the integrated leisure module as well as scenarios for possible software problems.

Troubleshooting Guide

Symptom/Problem	Probable Cause	Solution/Action
The online installation and the download stops without error or warning message.	Possibly the internet connection is not stable,	Continue with the offline installation.
When a Leisure posting should be booked, Suite8 prompts the message: **No department code**	The charge type may not be linked to the offer.	Check in the master data that the charge type is linked to the offer and that it is linked as **standard** charge type,
No languages are displayed for selection in the drop-down box when configuring leisure on the Global Settings → Interface 4 tab.	The Leisure Booking Service is not running. An incorrect **Server URL** address entered on the Global Settings → Interface 4 tab. If it is http://localhost:8195/IBookings?wsdl then change this to: http://[servername]:8195/IBookings?wsdl For versions 8.9 and above use : http://[servername]:9090/bvserver/services/IBookings	If the problem persists and the language can not be selected on the server, try if it works on another workstation, the port 8153 is blocked on the server. In this case you can continue the configuration but leisure will not be available on server later on.
When opening Leisure from the Suite8 drop down menu, the following message is displayed: **Can't establish connection with GUI Web Service**		This issue is resolved since version 8.7.4.0 of Suite8.
The view for the reports can not be created.	Incorrect Oracle rights	Oracle rights - make sure that all grant permissions have been granted.

4   Leisure Configuration

Reports

To run the leisure reports, the view: V8_Rep_Lei_Infos has to be executed on the Suite8 database, this can be done using TOAD.

In Suite8 under Miscellaneous → Reports, the following reports can be added:
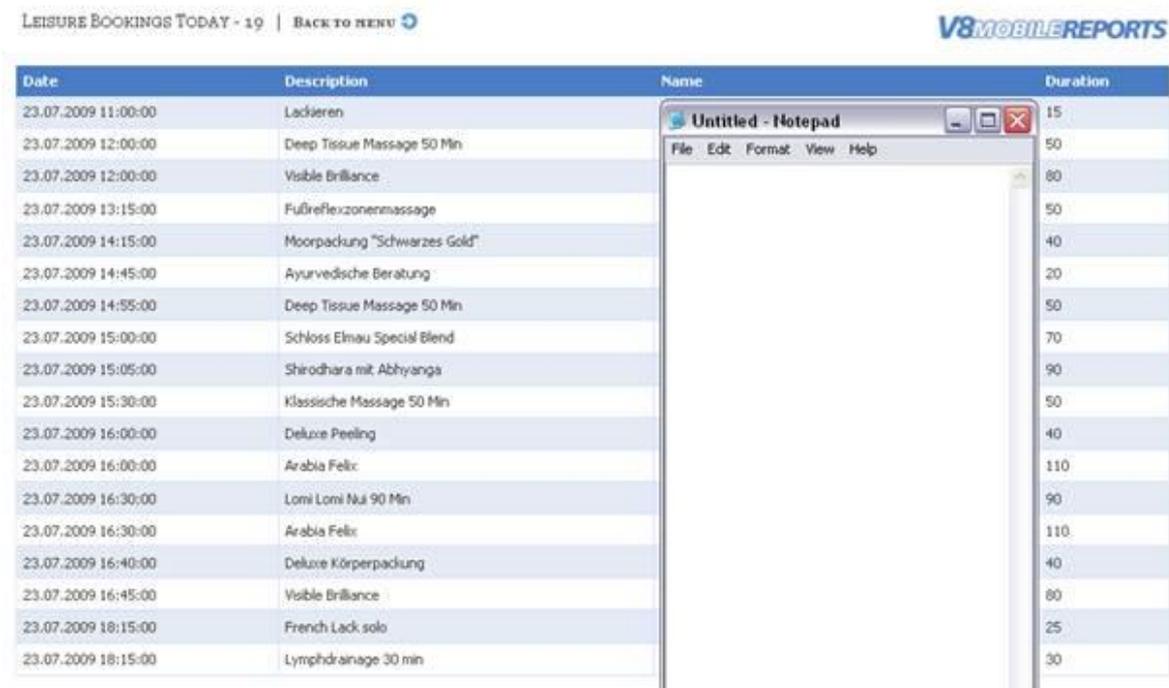
FCR_LEI_4951_Bookings.rpt

FCR_LEI_4952_Bookings_Group.rpt

FCR_LEI_4953_User_schedule.rpt

FCR_LEI_4954_Facility_schedule.rpt

FCR_LEI_4955_Treatments_Forecast.rpt

FCR_LEI_4582_Summary_Article_DMY.rpt

CUBE_V8_rep_leisure_statistics.xml

ⓘ The reports, parameter info and view are available on the MICROS-Fidelio FTP server in the directory /S8Leisure/S8Leisure_reports.zip

ⓘ If you run Leisure in a different language, the tresource.DESCRIPTION_EN Facilityname has to be changed.

Mobile Reports

Suite8 Leisure reports are also available on Suite8 mobile reports:

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