TWENTY-FIRST CENTURY

HOTEL SYSTEMS^{TM}

**INN SYSTEM
FRONT OFFICE SOFTWARE
ADVANCED
PROCEDURES MANUAL**

WINDOWS VERSION 3.0

TWENTY-FIRST CENTURY HOTEL SYSTEMS

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NOTICE

Twenty-First Century Company, Inc. reserves the right to make improvements to the product described in this document at any time without prior notice.

DOCUMENTATION

The INN SYSTEM Front Office Software Advanced Procedures Manual presents a summary of the Twenty-First Century INN SYSTEM -- computer software package for hotel management. The document presents operating procedures for some of the more advanced system functions.

SUPPORT SERVICES

Twenty-First Century operates on the premises that providing the best front office software is only part of the job. Support services are equally important. Twenty-First Century provides telephone support, custom programming and internet access at http://www.21stcenturycompany.com

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TWENTY-FIRST CENTURY HOTEL SYSTEMS

Table of Contents

Advanced Procedures

I. ADVANCE DEPOSIT PROCEDURES

This section presents procedures for the processing of advance deposits.

> Step 1 - Enter Advance Deposit Information
> Step 2 - Update Deposit Information
> Step 3 - Print Reservation Deposits Received Report
> Step 4 - Print Reservation Deposits Due Report
> Step 5 - Print Reservation Deposits On Hand Report
> Step 6 - Print Manager's Deposits Received Report
> Step 7 - Print Manager's Deposits Due Report
> Step 8 - Print Manager's Reservation Cancellations Report
> Step 9 - Refund Advance Deposit/Collect Cancellation Fee

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 1 - Enter Advance Deposit Information

If an advance deposit is required for a reservation, enter the deposit amount, the deposit due date, the payment method, the deposit paid date and the reservation type through the Add Reservation option. The deposit paid date should be left blank if the deposit has not been paid yet. The reservation type for a reservation with an advance deposit should be either ID (inventory room type reservation with a deposit) or PD (pre-assigned room number reservation with a deposit).

If the deposit paid date is entered, two transactions are posted for the deposit paid date at time the reservation is added. One transaction code 80 is created for a negative amount which represents the outstanding liability and is automatically offset by another code 80 transaction for a positive amount when the guest is checked in. The second transaction code which is created will be a receipt code for a positive amount corresponding to the payment method which is entered.

STEP 2 - Update Deposit Information

To add or change the advance deposit amount after a reservation has been added, enter the reservation number through the Update Deposit option to display the following screen:

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┌─────────────────────────────────────────────────────────────────────┐
│                                                                       │
│                TWENTY-FIRST CENTURY INN SYSTEM                        │
│  ───────────────────────────────────────────────────────────────    │
│                                                                       │
│   reservation no:   99999998R                                         │
│      guest name:    Bruce J. Bullemer                                 │
│         address:    Twenty-First Century Hotel Systems                │
│                     P.O. Box 1419                                     │
│                     Santa Barbara, CA  93102  USA                     │
│                                                                       │
│                                                                       │
│     room no/type:   101                deposit amount:   $100.00      │
│       room rate:    100.00             deposit paid date: 12 / 15 / 05│
│                                                                       │
│     arrival date:   12 / 21 /2005  (mm/dd/yyyy)  current date: 12/20/05│
│   departure date:   12 / 28 /2005  (mm/dd/yyyy)  current time: 09:23:47│
│                                                                       │
│      pay method:    AMEX               pay indicator:    I  (C or I)  │
│   credit card no:   3854  395498  55899    company/group:  _____   │
│  ───────────────────────────────────────────────────────────────    │
│            TYPE ANY REQUIRED CHANGES THEN CLICK ON OK                 │
│            OR CLICK ON CANCEL TO RETURN TO THE MENU                   │
└─────────────────────────────────────────────────────────────────────┘
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TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

The only fields that may be changed on this screen are the payment method, payment indicator, credit card number and company/group. Enter the payment method that the advance deposit should be posted as and any other required changes, then click on OK to update the database:

DATE (YYMMDD)	TIME (HHMMSS)	CHARGE/RECEIPT CODE	AMOUNT ($)	PAY IND	CHARGE/RECEIPT REFERENCE
051215	104319	80 Deposit	-100.00	I	
051215	104321	55 American Express	100.00	I	Advance Deposit

CLICK ON POST NEW TRANSACTION
OR CLICK ON OK TO RETURN TO THE MENU

On the posting screen, enter the charge code for the pay method. Enter the amount of the deposit or the amount of the deposit correction (positive or negative), enter the payment indicator (I or C) and the charge/receipt reference (optional) and then click on OK to update the database.

Two transactions are posted for the date and time the deposit is updated. One transaction code 80 is created for a negative amount which represents the outstanding liability and is automatically offset by another code 80 transaction for a positive amount when the guest is checked in. The second transaction code which is created will be a receipt code for a positive amount.

STEP 3 - Print Reservation Deposits Received Report

The Deposits Received Report on the Reservation Reports Menu will print all the deposits received during a specified date range. After entering the date range, the report will be printed showing the reservation number, the name of the guest, the arrival date, the deposit due date, the deposit amount and the deposit paid date for all deposits paid during the specified date range. The report prints the subtotal deposit amount for each day and the total deposit amount for the date range. A sample report is presented on page I-5.

STEP 4 - Print Reservation Deposits Due Report

The Deposits Due Report on the Reservation Reports Menu will print all the deposits that are due during a specified date range. After entering the date range, the report will be printed showing the reservation number, the name of the guest, the deposit due date, the deposit amount and the deposit paid date (if paid) for all deposits that are due during the specified date range. The total deposit amount due during the requested date range is printed at the end of the report. A sample report is presented on page I-6.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 5 - Print Reservation Deposits On Hand Report

The Deposits On Hand Report on the Reservation Reports Menu lists all the deposits received from guests that have not checked in yet. The report shows the reservation number, the name of the guest, the deposit due date, the deposit amount and the deposit paid date for all deposits that are still on hand. The total amount on hand is printed at the end of the report. A sample report is presented on page I-7.

STEP 6 - Print Manager's Deposits Received Report

The Deposits Received Report on the Manager's Reports Menu lists all the deposits received during a specified date range. After entering the date range, the report will be printed showing the reservation number, the name of the guest, the deposit paid date and the deposit amount for all deposits paid during the specified date range. The report prints the total deposit amount for the date range. A sample report is presented on page I-8.

STEP 7 - Print Manager's Deposits Due Report

The Deposits Due Report on the Manager's Reports Menu lists all the deposits that are currently due. The report will be printed showing the reservation number, the name of the guest, the deposit due date and the deposit amount for all deposits that have a due date prior to the report date. The report prints the total deposit amount for the date range. A sample report is presented on page I-9.

STEP 8 - Print Manager's Reservation Cancellations Report

The Reservation Cancellations Report on the Manager's Reports Menu lists a two part report for a specified date range. After the date range is entered, the first report will be printed showing the reservation number, the name of the guest, the scheduled arrival date and the deposit amount paid for all no show reservations during the specified date range. The second report will be printed showing the reservation number, the name of the guest, the scheduled arrival date, the date cancelled and the deposit amount paid for all cancelled reservations during the specified date range. A sample report is presented on page I-10.

STEP 9 - Refund Advance Deposit/Collect Cancellation Fee

The Reservation Cancellations Report shows outstanding deposits for no shows and cancelled reservations. These should be cleared by posting three transactions to the guest history: the first, a code 80 transaction for a positive amount of the deposit to offset the original negative code 80 entry; the second, a revenue charge code for the amount of the cancellation fee; and the third, a negative code 50 for the amount of the guest refund. Finally, zero out the deposit amount through the Change Guest Information option on the Check Out Menu – Recent Guest History Menu.

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE RESERVATION DEPOSITS RECEIVED REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 07/22/05
DEPOSITS RECEIVED REPORT   TIME: 12:47:13
FROM 07/15/05 TO 07/21/05

RESERVATION NUMBER	GUEST NAME	ARRIVAL DATE	DATE DUE	DEPOSIT AMOUNT	DATE PAID
99987446R	Harold Anderson	07/30/05	07/20/05	50.00	07/15/05
99987475R	Jim B. Launderfeld	07/27/05	07/17/05	50.00	07/15/05
99987493R	Nancy C. Balecauf	08/01/05	07/21/05	50.00	07/15/05

TOTAL DEPOSITS ON 07/15/05   150.00

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99987491R	Steven Weisfield	07/26/05	07/16/05	50.00	07/16/05
99987513R	George F. Minnehofen	08/02/05	07/22/05	50.00	07/16/05
99987488R	Carole Jenkins	08/11/05	08/01/05	50.00	07/16/05
99987497R	Paul D. Smith	07/28/05	07/18/05	50.00	07/16/05

TOTAL DEPOSITS ON 07/16/05   200.00

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99987473R	Joel S. Paterson	08/01/05	07/21/05	50.00	07/17/05
99987507R	Gary Daniels	08/03/05	07/23/05	50.00	07/17/05
99987498R	Marsha Crenshaw	08/02/05	07/22/05	50.00	07/17/05
99987486R	Donald C. Spencer	08/01/05	07/21/05	50.00	07/17/05
99987479R	Russell Mittleman	07/30/05	07/20/05	50.00	07/17/05
99987505R	Julia F. Hyman	07/28/05	07/18/05	50.00	07/17/05

TOTAL DEPOSITS ON 07/17/05   300.00

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TOTAL DEPOSITS FOR THE PERIOD   2,650.00

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I-5

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE RESERVATION DEPOSITS DUE REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 07/22/05
DEPOSITS DUE REPORT   TIME: 12:47:13
FROM 07/21/05 TO 07/22/05

RESERVATION NUMBER	GUEST NAME	DATE DUE	DEPOSIT AMOUNT	DATE PAID
99987458R	Walter H. Phillips	07/21/05	50.00	07/14/05
99987469R	Michael L. Cunningham	07/21/05	50.00	NOT PAID
99987493R	Nancy C. Balecauf	07/21/05	50.00	07/15/05
99987451R	Richard T. Velasco	07/21/05	50.00	07/20/05
99987514R	Sheliah M. Jones	07/21/05	50.00	07/18/05
99987499R	James Benefield	07/21/05	50.00	NOT PAID
99987477R	Keith R. Davidson	07/21/05	50.00	07/21/05
99987473R	Joel S. Paterson	07/21/05	50.00	07/17/05
99987506R	Gloria E. Hopkin	07/21/05	50.00	07/13/05
99987488R	John D. Shiefer	07/22/05	50.00	07/12/05
99987486R	Donald C. Spencer	07/22/05	50.00	07/19/05
99987472R	Janice B. Thompson	07/22/05	50.00	07/20/05
99987504R	Robert J. Pagni	07/22/05	50.00	NOT PAID
99987476R	Gordon W. Abercrombie	07/22/05	50.00	07/21/05
99987489R	Conrad Klingenstein	07/22/05	50.00	NOT PAID
99987501R	Mike P. Carpenter	07/22/05	50.00	07/18/05
99987466R	Maurice Rosenbaum	07/22/05	50.00	NOT PAID
99987459R	Gary J. Monaghan	07/22/05	50.00	07/19/05
99987508R	William T. Fischer	07/22/05	50.00	07/14/05

TOTAL DEPOSITS   950.00

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I-6

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE RESERVATION DEPOSITS ON HAND REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 07/23/05
DEPOSITS ON HAND REPORT   TIME: 12:47:13

RESERVATION NUMBER	GUEST NAME	DATE DUE	DEPOSIT AMOUNT	DATE PAID
99987445R	Sharon K. Borges	07/14/05	50.00	07/10/05
99987438R	Joseph G. Plassche	07/13/05	50.00	07/10/05
99987467R	Jeanette Webber	07/16/05	50.00	07/11/05
99987452R	Johnny Meadows	07/20/05	50.00	07/11/05
99987463R	Michael P. Harrell	07/12/05	50.00	07/11/05
99987488R	John D. Shiefer	07/22/05	50.00	07/12/05
99987506R	Gloria E. Hopkins	07/21/05	50.00	07/13/05
99987440R	Freda Rawlins	07/23/05	50.00	07/13/05
99987458R	Walter H. Phillips	07/21/05	50.00	07/14/05
99987508R	William T. Fischer	07/22/05	50.00	07/14/05
99987474R	Bill G. Robertson	07/24/05	50.00	07/14/05
99987469R	Alan Stearns	07/18/05	50.00	07/15/05
99987493R	Nancy C. Balecauf	07/21/05	50.00	07/15/05
99987473R	Joel S. Paterson	07/21/05	50.00	07/17/05
99987482R	Maria J. Valcanoff	07/28/05	50.00	07/17/05
99987465R	Iris C. Usher	07/20/05	50.00	07/17/05
99987501R	Mike P. Carpenter	07/22/05	50.00	07/18/05
99987514R	Sheliah M. Jones	07/21/05	50.00	07/18/05
99987495R	George R. Guerin	07/27/05	50.00	07/19/05
99987478R	Joyce Grubbs	07/20/05	50.00	07/19/05
99987459R	Gary J. Monaghan	07/22/05	50.00	07/19/05
99987486R	Donald C. Spencer	07/22/05	50.00	07/19/05
99987462R	Justin J. Cullimer	07/30/05	50.00	07/20/05
99987502R	Roxanne G. Morris	07/26/05	50.00	07/20/05
99987451R	Richard T. Velasco	07/21/05	50.00	07/20/05
99987472R	Janice B. Thompson	07/22/05	50.00	07/20/05
99987483R	Frank Morrisroe	07/23/05	50.00	07/21/05
99987489R	Tom W. Ray	07/30/05	50.00	07/21/05
99987476R	Gordon W. Abercrombie	07/22/05	50.00	07/21/05
99987477R	Keith R. Davidson	07/21/05	50.00	07/21/05
99987510R	Ricardo Hernandez	08/01/05	50.00	07/21/05
99987491R	Edward J. Dowling	07/25/05	50.00	07/22/05
99987503R	David Kingston	07/29/05	50.00	07/22/05
99987507R	Mary L. Bridges	08/02/05	50.00	07/22/05

TOTAL DEPOSITS   1,700.00

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I-7

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE MANAGER'S DEPOSITS RECEIVED REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 07/22/05
DEPOSITS RECEIVED REPORT   TIME: 12:47:13
FROM 07/15/05 TO 07/21/05

RESERVATION NUMBER	GUEST NAME	DATE PAID	DEPOSIT AMOUNT
99987446R	Harold Anderson	07/15/05	50.00
99987475R	Jim B. Launderfeld	07/15/05	50.00
99987493R	Nancy C. Balecauf	07/15/05	50.00
99987491R	Steven Weisfield	07/16/05	50.00
99987513R	George F. Minnehofen	07/16/05	50.00
99987488R	Carole Jenkins	07/16/05	50.00
99987497R	Paul D. Smith	07/16/05	50.00
99987473R	Joel S. Paterson	07/17/05	50.00
99987507R	Gary Daniels	07/17/05	50.00
99987498R	Marsha Crenshaw	07/17/05	50.00
99987486R	Donald C. Spencer	07/17/05	50.00
99987479R	Russell Mittleman	07/17/05	50.00
99987505R	Julia F. Hyman	07/17/05	50.00
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TOTAL DEPOSITS   2,650.00

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TWENTY-FIRST CENTURY INN SYSTEM
SAMPLE MANAGER'S DEPOSITS OVERDUE REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 07/22/05
DEPOSITS OVERDUE REPORT   TIME: 12:47:13

RESERVATION NUMBER	GUEST NAME	DATE DUE	DEPOSIT AMOUNT
99987443R	Neal S. McFarland	07/15/05	50.00
99987457R	Mickey J. Rowland	07/18/05	50.00
99987462R	Thomas Fiederlein	07/18/05	50.00
99987558R	Pat Ingles	07/19/05	50.00
99987471R	Becky L. Simonsen	07/19/05	50.00
99987460R	Lawrence Parker	07/19/05	50.00
99987475R	Cynthia A. Russell	07/20/05	50.00
99987461R	Wayne M. Courtney	07/21/05	50.00
99987496R	Susan C. Heffernan	07/21/05	50.00
99987504R	Robert J. Pagni	07/22/05	50.00
99987489R	Conrad Klingenstein	07/22/05	50.00
99987466R	Maurice Rosenbaum	07/22/05	50.00

TOTAL DEPOSITS   600.00

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I-9

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE MANAGER'S RESERVATION CANCELLATIONS REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 07/22/05
RESERVATION NO SHOWS REPORT   TIME: 12:47:13
FROM 07/15/05 TO 07/21/05

RESERVATION NUMBER	GUEST NAME	SCHEDULED ARRIVAL	DEPOSIT AMOUNT PAID
99987483R	Penny Standerfer	07/15/05	50.00
99987474R	Robert T. Maher	07/16/05	0.00
99987484R	Phillip Elliott	07/16/05	0.00
99987436R	Chris Nickerson	07/18/05	50.00
99987442R	Margaret A Compeau	07/19/05	50.00
99987457R	William A. Longley	07/19/05	50.00
99987490R	Jay M. Dutcher	07/21/05	0.00
99987452R	Mark Johnson	07/21/05	50.00
99987496R	Kathy Robinson	07/21/05	0.00

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 07/22/05
RESERVATION CANCELLATIONS REPORT   TIME: 12:47:13
FROM 07/15/05 TO 07/21/05

RESERVATION NUMBER	GUEST NAME	SCHEDULED ARRIVAL	DATE CANCELLED	DEPOSIT AMOUNT PAID
99987470R	John Redfield	07/15/05	07/09/05	0.00
99987463R	Howard T. Shapiro	07/15/05	07/07/05	50.00
99987455R	Beverly Harrison	07/17/05	07/10/05	0.00
99987437R	Timothy V. McCabe	07/19/05	07/14/05	50.00
99987449R	Glen H. Draper	07/19/05	07/12/05	50.00
99987467R	Sindy Rubinstein	07/19/05	07/16/05	0.00
99987486R	Jeffrey C. Carter	07/20/05	07/15/05	0.00
99987472R	Lynn C. Parrish	07/21/05	07/18/05	50.00
99987469R	Earl G. Graves	07/21/05	07/17/05	50.00

I-10

II. GROUP PROCESSING PROCEDURES

This section presents procedures for the processing of groups.

Step 1 - Add Company/Group Information To Company/Group Database
Step 2 - Add A Master Company/Group Reservation For Each Room Type
Step 3 - Copy The Master Reservation To Individual Reservations
Step 4 - Print Arrivals List, Registration Forms and Room Availability Report
Step 5 – Enter Group Names/Assign Rooms
Step 6 - Check In The Company/Group
Step 7 - Post Charges/Receipts To The Folios During Stay
Step 8 – Print Master Folio for The Company/Group
Step 9 - Check Out The Company/Group
Step 10 - Print Company/Group Billing Statement
Step 11 – Post Payment From Company/Group

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 1 - Add Company/Group Information To Company/Group Database

Enter the company/group information by selecting the Add Group Information option on the GROUP RESERVATIONS MENU.

The system provides fields for the following information:

> company/group code
> company/group name
> address line 1
> address line 2
> address line 3
> city, state and zip code
> country
> phone number
> contact name
> discount rate (if no discount, leave blank)
> discount code (P = percent off,   D = dollar amount off, R = room rate)

STEP 2 - Add A Master Company/Group Reservation For Each Room Type

Add a master reservation for each room type to reserve for the company/group by selecting the Add Group Reservation option on the GROUP RESERVATIONS MENU. Be sure to enter the company/group code from step 1, the company pay code as C, the payment method as BILL and the number of rooms to reserve. The reservation type should be 'I' for inventory reservation or 'ID' if an advance deposit is required.

STEP 3 - Copy The Master Reservation To Individual Reservations

Copy the master reservation to individual reservations by selecting the Copy Group Reservation option on the GROUP RESERVATIONS MENU. The Copy Reservation option will prompt for the existing reservation number (master reservation) .

For example, if you have a master reservation for 10 rooms, the system will copy the master reservation to individual reservations 9 times and then change the master reservation to an individual reservation.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 4 - Print Arrivals List, Reservation Registration Forms And Room Availability Report

The arrivals list and reservation registration forms should be printed on the arrival day before the group arrives.

To print the arrivals list, select the Print Group Arrivals List option on the GROUP RESERVATIONS MENU.

To print the reservation registration forms, select the Print Reservation Registration Forms option on the CHECK IN MENU.

To print the room availability report, select the Room Availability option on the RESERVATION REPORTS MENU. On the ROOM AVAILABILITY REPORT MENU, enter the Forecast Period information: the start date and option 1; and enter the Forecast Type information: room type ALL and option 1.

Using the room availability report, assign room numbers to the individual reservations by entering the room numbers on the registration forms. The current guest list should be checked for any unscheduled stay overs, which will not be reflected on the room availability report.

STEP 5 – Enter Group Names/ Assign Rooms

Next, proceed with either of the following two options:

1) Enter the room numbers for each individual reservation by selecting the Enter Group Names/ Assign Rooms option on the GROUP RESERVATIONS MENU. The reservation type will be changed to 'P' after you enter the room number. The guests will be checked in when they arrive.

2) Leave the reservations as inventory type 'I' and assign the room numbers during the check in process. Before the guests arrive, pre-check in each of the individual reservations into the assigned room numbers.

STEP 6 - Check In The Company/Group

Check in the group by selecting the Check In Group option on the CHECK IN MENU. Enter the company/group Code and all guests in the group will be checked in. Make sure that all rooms for the group are vacant prior to check in.

STEP 7 - Post Charges/Receipts To The Folios During Stay

To post charges/receipts, select the Display/Update Folio Charges/Receipts option on the FRONT DESK MENU. Enter the payment indicator as 'I' to post charges/receipts to be paid by the individual and enter the payment indicator as 'C' to post charge/receipts to be paid by the company/group.

Advanced Procedures

STEP 8 – Print Master Folio For Group

Select the Print Master Folio For Group option on the CHECK OUT MENU to print folios for the group charges and individual charges. Collect payments from any individuals which have unpaid balances due and post the payments to the guest folio.

STEP 9 – Check Out The Group

Next, check out all rooms for the by selecting the Check Out Group option on the CHECK OUT MENU. Enter the group code and click on OK to check out all rooms in the group.

The direct bill charges will be automatically transferred to the company/group database from the guest ledger during the night audit. You may also do the transfer manually by selecting the Transfer Company/Group Charges From Guest Ledger option on the COMPANY/GROUP INFORMATION MENU.

STEP 10 – Print Company/Group Billing Statement

After the direct bill charges have been transferred, print the company/group billing statement by selecting the Billing Statements option on the COMPANY/GROUP BILLING REPORTS MENU.

STEP 11 – Post Payment From Company/Group

When the group payment is received, post the payment by selecting the Post Payments From Company/Group option on the COMPANY/GROUP INFORMATION MENU.

III. TRAVEL AGENT PROCEDURES

This section presents procedures for the processing of travel agents.

Step   1 - Enter Travel Agent Information
Step   2 - Add Reservation Information
Step   3 - Change Commission Rate on Reservation
Step   4 - Check In Guest
Step   5 - Change Travel Agent ID Code
Step   6 - Check Out Guest
Step   7 - Print Commission Preview Reports
Step   8 - Modify Commissions
Step   9 - Process Commissions
Step 10 - Reprocess Commissions
Step 11 - Print Commission Statements and Summary Report
Step 12 - Print Commission Checks
Step 13 - Print Commission Check Register
Step 14 - Enter Manual Commission Check
Step 15 - Void Commission Check
Step 16 - Reissue Commission Check
Step 17 - Search/Research Paid Commissions
Step 18 - Print Travel Agent Business Report

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 1 - Enter Travel Agent Information

Add travel agents to the database.

> - travel agent ID# (equal to IATA#)
> - travel agent name (if the travel agent is not an individual, leave the name
>   blank and enter the company name in address line 1)
> - address
> - commission rate code (must be a valid code in the commission rate code
>   table setup through the General Manager's Module)
> - agent type code (P = pre-deducted commissions, N = not pre-deducted
>   commissions)

STEP 2 - Add Reservation Information

When adding a reservation for a guest, include the travel agent ID# on the add reservation screen. The system automatically looks up the corresponding commission rate for the travel agent you have entered.

STEP 3 - Change Commission Rate on Reservation (only if incorrect)

You may change the commission rate for a specific reservation before the guest checks in through the change reservation screen by setting the commission rate code to blank and entering the commission rate percent. The commission rate percent can be set to 0.00 if the travel agent should not receive a commission.

STEP 4 - Check In Guest

At check in time, when checking in a guest with a reservation or checking in a walk in, you may not add or change the travel agent information.

STEP 5 - Change Travel Agent ID Code (only if incorrect)

After the guest is checked in, you may add, change or delete the travel agent ID code through the CHANGE GUEST INFORMATION selection on the FRONT DESK MENU.

STEP 6 - Check Out Guest

When the guest is checked out, commissions are calculated on room charge code 01 and room charge adjustment code 1A. Negative room charge adjustments are deducted from the commission paid. The travel agent ID# and name are not shown on the folio presented to the guest.

III-2

Advanced Procedures

When the guest is checked out, the travel agent database is updated with the following:

- folio number
- guest name
- arrival date
- departure date
- room revenue
- commission rate
- commission amount
- posting date (equal to 00/00/00)
- commission status (equal to A - active).

STEP 7 - Print Commission Preview Reports

You may get preview reports before the commissions are processed.

- commission summary report (set the period ending date to 00/00/00 to show the total commission amount due for each agent). Sample report on page III-7.

- commission statements (set the period ending date to 00/00/00 to show detail information by folio for each agent). Sample statement on page III-8.

STEP 8 - Modify Commissions (only if incorrect)

You may change the commission amount on a specific folio before commissions are processed through the MODIFY AGENT COMMISSIONS BY FOLIO selection on the TRAVEL AGENT INFORMATION MENU.

STEP 9 - Process Commissions

When commissions are processed, you are prompted for the period ending date. Commissions are processed for all folios in the travel agent database with the posting date equal to 00/00/00 and with the departure date less than or equal to the period ending date you have entered. For each folio matching the above criteria, the posting date is set equal to the period ending date you have entered and the commission status is set to C (closed). The following check transaction fields are created for each travel agent with a commission amount due for the period ending date you have entered:

- posting date (equal to period ending date)
- check date (equal to 00/00/00)
- check number (equal to 000000)
- check amount (equal to total amount due for the agent)
- check status (equal to N - not paid)

STEP 10 - Reprocess Commissions

You may reprocess commissions if you need to modify commission amounts prior to printing checks. First, select MODIFY AGENT COMMISSIONS BY FOLIO on the TRAVEL AGENT INFORMATION MENU. Make any necessary changes by agent ID # and folio number, then process agent commissions. The commission amount on all check transactions will be updated for the folios with the posting date equal to 00/00/00 or the period ending date and with the departure date less than or equal to the period ending date.

(NOTE: You may search for a folio # by selecting SEARCH FOR GUEST BY AGENT ID on the TRAVEL AGENT INFORMATION MENU.)

STEP 11 - Print Commission Statements and Summary Report

After processing commissions, you should print commission statements by travel agent and the commission summary report showing all agents. Review the information for accuracy before printing the checks. The travel agent commission statements include the agent ID #, agent name, agent address and the commission detail for each guest by folio number. Sample summary report on page III-7 and sample statement on page III-8.

For non-commission travel agent reservations, the commission rate is set to zero. These reservations are listed on the agent commission statements and on the agent commissions summary report so that you may track non-commissionable business by agent.

STEP 12 - Print Commission Checks

When printing commission checks, you will be prompted for the period ending date, the commission check date, the beginning agent ID # and the ending agent ID #. An alignment form will be printed to position the check stock. If the checks do not print properly, you may reprint the checks before entering the check numbers. The travel agent ID# is printed on the check stub for cross reference.

After the checks have been printed, you are prompted for the starting check number. The check transactions are then updated with the commission check date, check number and the check status is changed to P (paid).

STEP 13 - Print Commission Check Register

You may print a check register at any time. You are prompted for the beginning and ending check numbers. Sample check register on page III-9.

(NOTE: For a check preview list, you may print a check register before printing the checks by setting the beginning and ending check numbers to zero.)

Advanced Procedures

STEP 14 - Enter Manual Commission Check

You may enter manual commission checks through the MANUAL CHECK selection on the TRAVEL AGENT INFORMATION MENU. Enter the following information for the manual check:
- travel agent ID #
- commission period ending date
- check date
- check number
- check amount
- check status

If a commission check already exists for the travel agent on the period ending date, the check information is displayed with a message letting you know that a check already exists. If you need to enter another manual check, enter one for a different period ending date.

This feature can be used to inquire the check status to find out whether or not the commission check has been paid.

STEP 15 - Void Commission Check

You may void commission checks through the VOID CHECK selection on the TRAVEL AGENT INFORMATION MENU. Enter the travel agent ID # and the commission period ending date for the check to be voided. The system will display the check date, check number, check amount and check status. You then press enter to void the check. The check register report will then show the check status as voided.

STEP 16 - Reissue Commission Check

You may reissue a commission check through the RE-ISSUE CHECK selection on the TRAVEL AGENT INFORMATION MENU. Enter the travel agent ID # and the commission period ending date for the check to be re-issued. The system will display the check date, check number, check amount and check status. Type the new check date and check number and press enter to re-issue a new check for the same amount. The check register will show the status of the old check as R (re-issued) and the new check as P (paid).

STEP 17 - Search/Research Paid Commissions

You may inquire all travel agents by city and state showing the travel agent ID #, name and city/state.

You may inquire all guests by travel agent ID # showing folio number, the commission period ending date, commission amount date and commission status. If the commission status is A (active), you know the commission has not been paid. If the commission status is C (closed), you know the check transaction has been created for commission period ending date shown. Knowing the travel agent ID # and the commission period ending date, you may inquire the check status through the manual check selection.

III-5

Advanced Procedures

STEP 18 - Print Travel Agent Business Report

You may print the TRAVEL AGENT BUSINESS REPORT from the MANAGERS REPORTS MENU in the GENERAL MANAGERS MODULE which will list the travel agent ID, the agent name, the agent type, the commission rate code, the number of rooms reserved, the total room revenue and the total commission amount for each agent for the commission period requested. Sample report on page III-10.

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE TRAVEL AGENT COMMISSION SUMMARY REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 12/01/05
TRAVEL AGENT COMMISSION SUMMARY REPORT   TIME: 10:15:57
FOR PERIOD ENDING 11/30/05

AGENT ID	AGENT NAME	AGENT TYPE	COMM RATE CODE	NUMBER OF ROOMS RESERVED	TOTAL ROOM REVENUE	TOTAL COMMISSION
2087784	WESTWARD TRAVEL	N	10	13	1,950.00	195.00
2314985	CALIFORINIA TRAVEL	P	0	37	5,550.00	0.00
3464885	TRACY BARTON	N	05	15	2,250.00	112.50
3928498	SUNTOUR TRAVEL SERVICE	N	10	11	1,650.00	165.00
4748583	21ST CENTURY TRAVEL	N	10	23	3,450.00	345.00
4755439	ASK MR. FOSTER TRAVEL	N	10	27	4,050.00	405.00
5437536	TRAVEL CONCEPTS	N	05	9	1,350.00	67.50
5987845	DOUGLAS McCONNELL	N	05	17	2,550.00	127.50
7346464	EXPRESS TRAVEL	P	0	46	6,900.00	0.00
8954348	HOLIDAY TRAVEL SERVICE	N	10	38	5,700.00	570.00
9347436	NORMAN THATCHER	N	10	6	900.00	90.00
9845659	BON VOYAGE TRAVEL	P	0	24	3,600.00	0.00

| TOTALS | | | | 266 | 39,900.00 | 2,077.50 |

III-7

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE TRAVEL AGENT COMMISSION STATEMENT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 12/01/05
TRAVEL AGENT COMMISSION STATEMENT   TIME: 10:15:57
FOR TRAVEL AGENT ID# 4748583
FOR PERIOD ENDING 11/30/05

SUNTOUR TRAVEL SERVICE
369 VAN NESS WAY SUITE 730
TORRANCE, CA 90501

FOLIO NUMBER	FROM DATE	TO DATE	GUEST NAME	GROSS	RATE %	COMMISSION
91117105	11/17/05	11/20/05	Ralph Larsen	150.00	10.000	15.00
91118116	11/18/05	11/21/05	Dolores Gagne	150.00	10.000	15.00
91119207	11/19/05	11/20/05	Michael Schwartz	50.00	10.000	5.00
91121226	11/21/05	11/24/05	Robert Hansen	150.00	10.000	15.00
91122118	11/22/05	11/23/05	Donald Baldwin	50.00	10.000	5.00
91122237	11/22/05	11/24/05	Walter Richardson	100.00	0.000	10.00
91123115	11/23/05	11/28/05	Claudia Jackson	250.00	10.000	25.00
91124224	11/24/05	11/28/05	Stanley Ackerman	200.00	10.000	20.00
91125203	11/25/05	11/30/05	Stephen Donahue	250.00	10.000	25.00
91126127	11/26/05	11/30/05	Anthony Scatolini	200.00	10.000	20.00
91126135	11/26/05	11/28/05	Bernardo Lopaz	100.00	10.000	10.00
TOTALS				1,650.00		165.00

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE TRAVEL AGENT COMMISSION CHECK REGISTER

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 12/01/05
TRAVEL AGENT COMMISSION CHECK REGISTER   TIME: 10:15:57
FOR TRAVEL AGENT ID# 4748583
FROM CHECK NUMBER 010582 TO 010590

==

CHECK NUMBER	CHECK DATE	AGENT ID	AGENT NAME	AMOUNT	STATUS
010582	12/01/05	2087784	WESTWARD TRAVEL	195.00	PAID
010583	12/01/05	3464885	TRACY BARTON	112.50	PAID
010584	12/01/05	3928498	SUNTOUR TRAVEL SERVICE	165.00	PAID
010585	12/01/05	4748583	21ST CENTURY TRAVEL	345.00	PAID
010586	12/01/05	4755439	ASK MR. FOSTER TRAVEL	405.00	PAID
010587	12/01/05	5437536	TRAVEL CONCEPTS	67.50	PAID
010588	12/01/05	5987845	DOUGLAS McCONNELL	127.50	PAID
010599	12/01/05	8954348	HOLIDAY TRAVEL SERVICE	570.00	PAID
010590	12/01/05	9347436	NORMAN THATCHER	90.00	PAID

==

TOTAL NUMBER OF CHECKS PAID   9
TOTAL AMOUNT OF CHECKS PAID $2,077.50

==

III-9

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE TRAVEL AGENT BUSINESS REPORT

```
TWENTY-FIRST CENTURY INN SYSTEM              DATE: 12/01/05
TRAVEL AGENT BUSINESS REPORT                 TIME: 10:15:57
FOR PERIOD ENDING 11/30/05
```

AGENT ID	AGENT NAME	AGENT TYPE	COMM RATE CODE	NUMBER OF ROOMS RESERVED	TOTAL ROOM REVENUE	TOTAL COMMISSION
2087784	WESTWARD TRAVEL	N	10	13	1,950.00	195.00
2314985	CALIFORINIA TRAVEL	P	0	37	5,550.00	0.00
3464885	TRACY BARTON	N	05	15	2,250.00	112.50
3928498	SUNTOUR TRAVEL SERVICE	N	10	11	1,650.00	165.00
4748583	21ST CENTURY TRAVEL	N	10	23	3,450.00	345.00
4755439	ASK MR. FOSTER TRAVEL	N	10	27	4,050.00	405.00
5437536	TRAVEL CONCEPTS	N	05	9	1,350.00	67.50
5987845	DOUGLAS McCONNELL	N	05	17	2,550.00	127.50
7346464	EXPRESS TRAVEL	P	0	46	6,900.00	0.00
8954348	HOLIDAY TRAVEL SERVICE	N	10	38	5,700.00	570.00
9347436	NORMAN THATCHER	N	10	6	900.00	90.00
9845659	BON VOYAGE TRAVEL	P	0	24	3,600.00	0.00
TOTALS				266	39,900.00	2,077.50

III-10

IV. EMPLOYEE TIMEKEEPING PROCEDURES

This section presents procedures for the processing of employee time.

Step 1 - Enter Employee Information
Step 2 - Punch In/Punch Out
Step 3 - Print Manager's Reports
Step 4 - Enter Non-Time Clock Hours
Step 5 - Print Payroll Reports

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 1 - Enter Employee Information

Enter employees in the database through the GENERAL MANAGER MODULE, by selecting the MODIFY SYSTEM PARAMETERS MENU selection employee information. Press + to add information.

The following information is required:

	characters	example
employee code	9	475564606
employee password	4	RJM
first name	15	Robert
middle initial	2	J.
last name	25	Martinez
employee classification	1	M
work location	6	027103

The valid employee classifications are:

A = administration
F = front desk
H = housekeeping
M = maintenance
S = sales/marketing
B = beverage
R = restaurant
G = gift shop

After adding employees, you may print the information to review it for accuracy and completeness by selecting the MODIFY SYSTEM PARAMETERS MENU selection employee information and clicking the print button.

A sample report is presented on page IV-4.

STEP 2 - Punch In/Punch Out

Have employees punch in and punch out through the FRONT DESK MENU selection employee time clock.

They must enter their correct ID code and password. The system automatically captures the date and time.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 3 - Print Manager's Reports

Print the manager's reports to review the time clock information. Through the GENERAL MANAGERS MODULE, select the MANAGERS REPORTS MENU selections:

> employee time report
> employee time clock status report

Sample reports on pages IV-5 and IV-6.

STEP 4 - Enter Non-Time Clock Hours

Enter employee time by pay type for employees who do not punch in and out using the time clock program and for pay types not on the time clock, such as overtime, vacation and holidays. Through the GENERAL MANAGERS MODULE, select the MODIFY SYSTEM PARAMETERS MENU selection payroll information.

The following information is required:

	characters	example
employee ID code	9	475564606
work date	10	12/31/2005
pay type	1	H
total hours	7	8.00

The valid pay types are:

> R = regular
> V = vacation
> S = sick
> H = holiday
> O = overtime

You may also change, delete, display and print the payroll information from the MODIFY SYSTEM PARAMETERS MENU. This should be done to make corrections and modifications. Sample report of the print function on page IV-7.

STEP 5 - Print Payroll Reports

At the end of each week, print the following two reports through the GENERAL MANAGERS MODULE on the MANAGERS REPORTS MENU:

> weekly labor report
> payroll summary report

Sample reports on page IV-8 and IV-9.

IV-3

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE EMPLOYEE INFORMATION REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 11/06/05
EMPLOYEE INFORMATION   TIME: 10:15:57

```
-------------------------------------------------------------------------------------
CODE        NAME               PASSWORD   CLASSIFICATION   LOCATION
-------------------------------------------------------------------------------------
428693328   Betty M. Smalley   FOOD       HOUSEKEEPING     111111
431894383   Glenn P. Henderson EASY       MAINTENANCE      111111
432867623   Curtis W. Blomberg LOUD       FRONT DESK       111111
438762438   Michelle K. Griffin DUCK      HOUSEKEEPING     111111
475564606   Bruce J. Bullemer  BOOK       FRONT DESK       111111
483222387   Brian A. Price     WEST       FRONT DESK       111111
503287538   Christina J. Linnell BOAT     HOUSEKEEPING     111111
532843289   Robert L. Carpenter TAPE      FRONT DESK       111111
542873243   Kenneth A. Thompson TOOL      MAINTENANCE      111111
643242363   Lisa M. Krueger    DROP       FRONT DESK       111111
736352747   Phyllis J. Gibson  AUTO       FRONT DESK       111111
742869338   Mary B. Whittaker  WORK       HOUSEKEEPING     111111
746365438   Kevin S. Moore     JAIL       FRONT DESK       111111
798432892   Sheila K. Monahan  BELL       HOUSEKEEPING     111111
869253328   Jason P. Perara    NOSE       FRONT DESK       111111
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IV-4

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE EMPLOYEE TIME REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 11/06/05
EMPLOYEE TIME REPORT   TIME: 10:18:32
FROM 11/01/05 TO 11/02/05

EMPLOYEE CODE	EMPLOYEE NAME	DATE	PUNCH IN	PUNCH OUT	TOTAL HOURS
432867623	**Curtis W. Blomberg**	11/01/05	0656		
		11/01/05		1459	
SUBTOTAL HOURS		11/01/05			8.05
		11/02/05	0701		
		11/02/05		1500	
SUBTOTAL HOURS		11/02/05			7.98
SUBTOTAL HOURS FOR EMPLOYEE CODE: 432867623					16.03
483222387	**Brian A. Price**	11/01/05	0659		
		11/01/05		1501	
SUBTOTAL HOURS		11/01/05			8.03
		11/02/05	0658		
		11/02/05		1500	
SUBTOTAL HOURS		11/02/05			8.03
SUBTOTAL HOURS FOR EMPLOYEE CODE: 483222387					16.06
503287538	**Christina J. Linnell**	11/01/05	0702		
		11/01/05		1501	
SUBTOTAL HOURS		11/01/05			7.98
		11/02/05	0703		
		11/02/05		1505	
SUBTOTAL HOURS		11/02/05			8.03
SUBTOTAL HOURS FOR EMPLOYEE CODE: 503287538					16.01

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TOTAL FOR ALL EMPLOYEES   145.46

IV-5

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE EMPLOYEE TIMECLOCK STATUS REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 11/06/05
EMPLOYEE TIMECLOCK STATUS REPORT   TIME: 10:21:17
FROM EMPLOYEE ID 000000000 TO 999999999

| EMPLOYEE | | PUNCH | PUNCH |
| CODE | NAME | DATE | TIME |

CURRENTLY PUNCHED IN

432867623	Curtis W. Blomberg	11/06/05	06:59
503287538	Christina J. Linnell	11/06/05	09:02
542873243	Kenneth A. Thompson	11/06/05	08:59
736352747	Phyllis J. Gibson	11/06/05	06:59
742869338	Mary B. Whittaker	11/06/05	08:59
798432892	Sheila K. Monahan	11/06/05	09:03

CURRENTLY PUNCHED OUT

428693328	Betty M. Smalley	11/05/05	18:03
431894383	Glenn P. Henderson	11/05/05	18:00
438762438	Michelle K. Griffin	11/05/05	18:02
475564606	Bruce J. Bullemer	11/05/05	23:01
483222387	Brian A. Price	11/03/05	23:04
532843289	Robert L. Carpenter	11/04/05	07:01
643242363	Lisa M. Krueger	11/03/05	22:58
746365438	Kevin S. Moore	11/06/05	07:00
869253328	Jason P. Perara	11/05/05	22:59

IV-6

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE EMPLOYEE PAYROLL INFORMATION REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 11/06/05
PAYROLL INFORMATION   TIME: 10:23:52
FROM WORKING DATE 10/30/05 TO 11/05/05

EMPLOYEE ID CODE	EMPLOYEE NAME	WORK DATE	PAY TYPE	TOTAL HOURS
432867623	Curtis W. Blomberg	10/30/05	REGULAR	8.00
		10/30/05	OVERTIME	.15
		10/31/05	REGULAR	8.00
		10/31/05	OVERTIME	.02
		11/01/05	REGULAR	8.00
		11/01/05	OVERTIME	.05
		11/02/05	REGULAR	7.98
		11/03/05	REGULAR	8.00
		11/03/05	OVERTIME	.25
503287538	Christina J. Linnell	10/30/05	REGULAR	8.00
		10/31/05	REGULAR	7.99
		11/01/05	REGULAR	7.99
		11/02/05	REGULAR	8.00
		11/03/05	REGULAR	8.00
542873243	Kenneth A. Thompson	10/30/05	REGULAR	8.00
		10/31/05	REGULAR	8.00
		11/01/05	REGULAR	8.00
		11/02/05	REGULAR	8.00
		11/03/05	REGULAR	8.00
736352747	Phyllis J. Gibson	11/06/05	REGULAR	7.99
		10/31/05	REGULAR	8.00
		10/31/05	OVERTIME	.04
		11/01/05	REGULAR	8.00
		11/02/05	REGULAR	7.98
		11/03/05	REGULAR	8.00
		11/03/05	OVERTIME	.27
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IV-7

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE WEEKLY LABOR REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 11/06/05
WEEKLY LABOR REPORT   TIME: 10:35:42
FOR WEEK ENDING 11/05/05

EMPLOYEE NAME	10/31 MON	11/01 TUE	11/02 WED	11/03 THU	11/04 FRI	11/05 SAT	11/06 SUN	REGULAR HOURS	OVERTIME HOURS	TOTAL HOURS
C. Blomberg	8.15	8.02	8.05	7.98	8.25	.00	.00	40.00	.45	40.45
B. Bullemer	.00	.00	.00	.00	.00	14.25	13.43	27.68	.00	27.68
B. Price	8.53	8.28	8.03	8.03	8.74	.00	.00	40.00	1.61	41.61
R. Carpenter	7.98	8.01	8.00	8.02	8.00	.00	.00	40.00	.01	40.01
L. Krueger	8.01	8.00	8.02	7.97	8.25	.00	.00	40.00	.25	40.25
P. Gibson	7.99	8.04	8.00	7.98	8.27	.00	.00	40.00	.28	40.28
K. Moore	.00	.00	.00	.00	.00	11.52	12.35	23.87	.00	23.87
J. Perara	.00	.00	.00	.00	.00	15.13	14.42	29.55	.00	29.55
TOTALS	40.66	40.35	40.10	39.98	41.51	40.90	40.20	281.10	2.60	283.70

IV-8

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE PAYROLL SUMMARY REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 11/06/05
PAYROLL SUMMARY REPORT   TIME: 10:56:23
FROM 10/30/05 TO 11/05/05

EMPLOYEE NAME	EMPLOYEE ID CODE	EMPLOYEE CLASSIFICATION	WORK LOCATION	PAY TYPE	TOTAL HOURS
C. Blomberg	432867623	FRONT DESK	111111	REGULAR	40.00
C. Blomberg	432867623	FRONT DESK	111111	OVERTIME	.45
B. Bullemer	475564606	FRONT DESK	111111	REGULAR	27.68
B. Price	483222387	FRONT DESK	111111	REGULAR	40.00
B. Price	483222387	FRONT DESK	111111	OVERTIME	1.61
R. Carpenter	532843289	FRONT DESK	111111	REGULAR	40.00
R. Carpenter	532843289	FRONT DESK	111111	OVERTIME	.01
L. Krueger	642342363	FRONT DESK	111111	REGULAR	40.00
L. Krueger	642342363	FRONT DESK	111111	OVERTIME	.25
P. Gibson	736352747	FRONT DESK	111111	REGULAR	40.00
P. Gibson	736352747	FRONT DESK	111111	OVERTIME	.28
K. Moore	746365438	FRONT DESK	111111	REGULAR	23.87
J. Perara	869253328	FRONT DESK	111111	REGULAR	29.55

FRONT DESK SUBTOTAL HOURS   283.70

EMPLOYEE NAME	EMPLOYEE ID CODE	EMPLOYEE CLASSIFICATION	WORK LOCATION	PAY TYPE	TOTAL HOURS
B. Smalley	428693328	HOUSEKEEPING	111111	REGULAR	38.75
M. Griffin	438762438	HOUSEKEEPING	111111	REGULAR	40.00
M. Griffin	438762438	HOUSEKEEPING	111111	OVERTIME	2.37
C. Linnell	503287538	HOUSEKEEPING	111111	REGULAR	39.98
M. Whittaker	742869338	HOUSEKEEPING	111111	REGULAR	40.00
M. Whittaker	742869338	HOUSEKEEPING	111111	OVERTIME	1.64
S. Monahan	798432892	HOUSEKEEPING	111111	REGULAR	40.00

HOUSEKEEPING SUBTOTAL HOURS   202.74

EMPLOYEE NAME	EMPLOYEE ID CODE	EMPLOYEE CLASSIFICATION	WORK LOCATION	PAY TYPE	TOTAL HOURS
G. Henderson	431894383	MAINTENANCE	111111	REGULAR	33.00
K. Thompson	542873243	MAINTENANCE	111111	REGULAR	40.00

MAINTENANCE SUBTOTAL HOURS   73.00

TOTAL HOURS   559.44

IV-9

V. FREQUENT GUEST PROCEDURES

This section presents procedures for the processing of frequent guests.

> Step 1 -   Select Frequent Guest Menu
> Step 2 -   Access Frequent Guest Reservation Information
> Step 3 -   Print Marketing Management Frequent Guest Report
> Step 4 -   Display Frequent Guest History
> Step 5 -   Make A Reservation   -- Copy From Frequent Guest Information
> Step 6 -   Make A Reservation   -- Copy From Guest History Information
> Step 7 -   Check In A Walk   -- Copy From Guest History Information
> Step 8 -   Check In A Walk In -- Copy From Frequent Guest Information
> Step 9 -   Process Cancellations/No Shows

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 1 - Select Frequent Guest Menu

From the RESERVATIONS MENU, select Frequent Guests Menu. Following is a sample Frequent Guests Menu.

TWENTY-FIRST CENTURY INN SYSTEM

FREQUENT GUESTS MENU

add frequent guest
change frequent guest
delete frequent guest
display frequent guest
print frequent guest

print business by state
print business by source
print business by guest type

display frequent guest history
print length of stay report
print frequent guest report
print frequent guest mailing labels
create word processing interface

Advanced Procedures

STEP 2 - Access Frequent Guest Reservation Information

These functions provide the ability to enter permanent guest reservation information for guests that frequently make reservations. Once entered, the information can be used each time the guest makes a reservation, saving the reservationist from having to enter the same information every time.

The following functions are provided to access the frequent guest information: add, change, delete, display and print.

When accessing the permanent frequent guest reservation information, the system will prompt for the guest ID (state code + phone number excluding area code). The guest ID must be unique. No other guest can have the same ID.

The departure and arrival dates are automatically set to 0. The guest type for the permanent guest reservation information should be entered as FG. Before FG can be entered as a valid guest type, it must be added to the guest type table through the general managers module.

STEP 3 - Print Marketing Management Frequent Guest Report

This report will print information on frequent guests. The system will prompt for the beginning date, the ending date and the minimum number of stays. If any guest has stayed during the specified date range for the minimum number of stays or more, the following information will be printed on the report for that guest:

- the guest's name
- arrival date, departure date, number of nights, room number, room rate, room revenue and total revenue for each time the guest stayed
- total number of stays, total number of nights, average room rate, total room revenue and total revenue for all stays during the date range

A sample Marketing Management Frequent Guest Report is on page V-4.

STEP 4 - Display Frequent Guest History

This display will show information on frequent guests. The system will prompt for the guest's last name. A truncation of the last name may be entered to display all guests that have a last name that begins with the truncation. If any guest has the specified last name or truncation the following information will be displayed for that guest:

- the guest's name and the folio number from the last time the guest stayed
- arrival date, departure date, number of nights, room number, room rate, room revenue and total revenue for each time the guest stayed
- total number of stays, total number of nights, average room rate, total room revenue and total revenue for all stays during the date range

A sample Frequent Guest History Display is on page V-5.

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE MARKETING MANAGEMENT FREQUENT GUEST REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 07/01/05
MARKETING INFORMATION REPORT   TIME: 12:47:13
FREQUENT GUESTS
FROM 01/01/05 TO 06/30/05

ARRIVAL DATE	DEPART DATE	NUMBER STAYS	NUMBER NIGHTS	ROOM NUMBER	ROOM RATE	ROOM REVENUE	TOTAL REVENUE
Harold Anderson							
01/18/05	01/21/05	1	3	112	60.00	180.00	246.87
02/24/05	01/26/05	1	2	110	60.00	180.00	213.26
03/14/05	03/17/05	1	3	110	60.00	180.00	238.73
05/05/05	05/09/05	1	4	112	60.00	180.00	257.49
06/12/05	06/15/05	1	3	110	60.00	180.00	228.62
SUBTOTALS		5	15		60.00	900.00	1,184.97
Russell A. Cohen							
01/05/05	01/10/05	1	5	225	80.00	400.00	573.97
03/02/05	01/09/05	1	7	223	80.00	560.00	733.74
05/03/05	03/09/05	1	6	219	75.00	450.00	648.23
SUBTOTALS		3	18		78.33	1,410.00	1,955.94
.	.	.	.	.	.	.	.
.	.	.	.	.	.	.	.
.	.	.	.	.	.	.	.
TOTALS		246	721		72.47	51,365.00	67,812.44

V-4

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE FREQUENT GUEST HISTORY DISPLAY

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 07/01/05
FREQUENT GUEST HISTORY DISPLAY   TIME: 10:17:46

ARRIVAL DATE	DEPART DATE	NUMBER STAYS	NUMBER NIGHTS	ROOM NUMBER	ROOM RATE	ROOM REVENUE	TOTAL REVENUE

Harold Anderson - 890612110

ARRIVAL DATE	DEPART DATE	NUMBER STAYS	NUMBER NIGHTS	ROOM NUMBER	ROOM RATE	ROOM REVENUE	TOTAL REVENUE
01/18/05 Non-Smoking Room 1st Floor	01/21/05	1	3	112	60.00	180.00	246.87
02/24/05 Non-Smoking Room 1st Floor	01/26/05	1	2	110	60.00	180.00	213.26
03/14/05 Non-Smoking Room 1st Floor	03/17/05	1	3	110	60.00	180.00	238.73
05/05/05 Non-Smoking Room 1st Floor	05/09/05	1	4	112	60.00	180.00	257.49
06/12/05 Non-Smoking Room 1st Floor	06/15/05	1	3	110	60.00	180.00	228.62

| TOTALS | | 5 | 15 | | 60.00 | 900.00 | 1,184.97 |

V-5

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 5 - Make A Reservation – Copy From Frequent Guest Information

In order to use the following procedures to make a reservation for a frequent guest, the guest must have been already added to the permanent frequent guest reservation information. The permanent reservation information is entered through the Frequent Guest Menu selections to access frequent guest information. The following procedures will retrieve information on the guest from the reservation database, saving the reservationist from having to enter the all the information.

- Select Individual Reservations Menu – Add Reservation.

- Copy From Frequent Guest Information.

- Next, the system will prompt for the information to make a reservation for the guest. The frequent guest reservation information will be displayed allowing the reservationist to check the information and make any necessary changes. The reservation number for the new reservation will be computed automatically and displayed on the screen.

Advanced Procedures

STEP 6 - Make A Reservation -- Copy From Guest History Information

The following procedures describe how to make a reservation for a guest who has stayed previously. This will retrieve information on the guest from the history database, saving the reservationist from having to enter all the information.

- Select Individual Reservations Menu -- Add Reservation.

.

- Copy From Guest History Information.

- Next, the system will prompt for the information to make a reservation for the guest. The guest history information will be displayed allowing the reservationist to check the information and make any necessary changes.

V-7

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 7 - Check In A Walk In -- Copy From Guest History Information

The following procedures describe how to check in a walk in guest who has stayed previously. This will retrieve information on the guest from the history database, saving the desk clerk from having to enter the same information again.

- Select Check In Menu – Check In Walk In.

- Copy From Guest History Information..

- The system will then prompt for the room number, the arrival date, the number of nights and the number of persons. The default values which will be displayed for these fields are:

    - room number = the room number the guest stayed in previously
    - arrival date = today's date
    - number of nights = 1
    - number of persons = 1

    The clerk must make the necessary changes to these fields to continue.

- The system will prompt for the remaining information to check the guest into a room. The guest history information will be displayed allowing the clerk to check the information and make any necessary changes.

Advanced Procedures

STEP 8 - Check In A Walk In -- Copy From Frequent Guest Information

- In order to use the following procedures to check in a walk in frequent guest, the guest must have been already added to the permanent frequent guest reservation information. The permanent reservation information is entered through the Frequent Guests Menu selections to access frequent guest reservation information. The following procedures will retrieve information on the guest from the reservation database, saving the desk clerk from having to enter the all the information.

- Select Check In Menu -- Check In Walk In.

- Copy From Frequent Guest Information.

- The system will then prompt for the room number, the arrival date, the number of nights and the number of persons. The default values which will be displayed for these fields are:

  - room number = from the frequent guest reservation information
  - arrival date = today's date
  - number of nights = from the frequent guest reservation information
  - number of persons = from the frequent guest reservation information

The clerk must make the necessary changes to these fields to continue.

- The system will prompt for the remaining information to check the guest into a room. The frequent guest reservation information will be displayed allowing the clerk to check the information and make any necessary changes. The guest type code FG for frequent guest may be changed at check in time to any other guest type desired.

STEP 9 - Process Cancellations/No Shows

Check In Menu selection - to transfer cancellation and no show reservations to the recent guest history database will not delete the permanent frequent guest reservation information denoted by the guest type code FG.

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VI. CREDIT CARD COMPANY PROCEDURES

This section presents procedures for the processing of credit card transactions.

> Step 1 - Set Up Receipt Code For A Credit Card
> Step 2 - Set Up Payment Method For A Credit Card
> Step 3 - Set Up Company/Group For A Credit Card Company
> Step 4 - Set Up House Account For Credit Card Payments
> Step 5 - Set Up Charge Code For Credit Card Discounts
> Step 6 - Posting Payments From Credit Card Companies
> Step 7 - Printing Management Reports

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 1 - Set Up Receipt Code For A Credit Card

To set up a receipt code for a credit card, select the Modify System Parameters option on the GENERAL MANAGER MENU. Then, select the Charge/Receipt Codes database and press + for the Add function. Enter the receipt code and the receipt description. The receipt code must be greater than 50.

STEP 2 - Set Up Payment Method For A Credit Card

To set up a payment method for a credit card, select the Modify System Parameters option on the GENERAL MANAGER MENU. Then, select the Payment Methods database and press + for the Add function. Enter the payment method code, the charge/receipt code, the credit limit and the payment method description. The charge/receipt code is the same as set up in step 1.

STEP 3 - Set Up Company/Group For A Credit Card Company

To set up a company/group for a credit card company, select the Add Company/Group option on the COMPANY/GROUP INFORMATION MENU.   The system provides fields for the following information:

> company/group code
> company/group name
> address line 1
> address line 2
> address line 3
> city, state and zip code
> country
> phone number
> contact name
> discount rate (leave this blank)
> discount code

The company/group code must be the same as the payment method code set up in step 2 and leave the discount rate field blank for credit card companies.

STEP 4 - Setup House Account For Credit Card Payments

To set up a house account for credit card payments, select the House Accounts Menu option on the FRONT DESK MENU. Then, select the Add New Account option on the HOUSE ACCOUNTS MENU. Enter the house account code, the description and the company/group code. The house account code and the company/group code must be the same as the payment method code set up in step 2.

Advanced Procedures

STEP 5 - Set Up Charge Code For Credit Card Discounts

To set up a charge code for credit card discounts, select the Modify System Parameters option on the GENERAL MANAGER MENU. Then, select the Charge/Receipt Codes database and press + for the Add function. Enter the charge code and the charge description (CREDIT CARD DISCOUNT). The charge code must be less than 50. Once the charge code has been set up for credit card discounts, the same code is used for all credit cards.

STEP 6 - Posting Payments From Credit Card Companies

To post a payment from a credit card company, select the Post Charges/Receipts To Account option on the HOUSE ACCOUNTS MENU. Enter the house account code of the credit card company to display the charge/receipt data entry screen.

First, post the amount of the check (payment) with the receipt code 50 (CASH) and the payment indicator equal to 'C'. This dollar amount should be posted as a positive amount.

Next, post the amount of the credit card discount with the charge code set up in step 5 (CREDIT CARD DISCOUNT) and the payment indicator equal to 'C'. This dollar amount should be posted as a negative amount.

Finally, post the amount of the check (payment) plus the amount of the credit card discount with receipt code 75 (BILL TO COMPANY) and the payment indicator equal to 'C'. This dollar amount should be posted as a negative amount.

STEP 7 - Printing Management Reports

To print the management reports, select the Company/Group Management Reports option on the COMPANY/GROUP INFORMATION MENU. Then, select one of the following reports on the COMPANY/GROUP MANAGEMENT REPORTS MENU:

> **Aged Receivables** - this report can be used to track the amount due from the credit card companies. The financial information listed for each company includes the total for receivables aged between 0-30 days, between 31-60 days, between 61-90 days, over 90 days and a grand total due. A sample report is presented on page VI-5.

> **YTD Revenue History For One Company** - this report allows to print a month by month summary report for a specified year and credit card company. The financial information on the report includes the total revenue, total receipts and the balance due at the end of the month for each month of the year. A sample report is presented on page VI-6.

Advanced Procedures

YTD Revenue Summary For All Companies - this report allows to print a revenue summary report for all companies and groups. The financial information listed for each company/group includes the revenue for the current month, receipts for the current month, balance for the current month, the YTD revenue, the YTD receipts and the YTD balance due. Totals for each category are listed at the end of the report. A sample report is presented on page VI-7.

Daily Reconciliation Report For Accounts Receivable - this report allows to print a daily reconciliation report for accounts receivable across all companies/groups. The financial information listed for each company/group includes beginning balance, charges for the day, receipts for the day, adjustment for the day and the ending balance. A sample report is presented on page VI-8.

NOTE: The Monthly Revenue History For One Company report on the MANAGEMENT REPORTS MENU does not include credit card companies. Also, the billing reports on the BILLING REPORTS MENU cannot be printed for credit card companies.

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE COMPANY/GROUP AGED RECEIVABLES REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 09/26/05
COMPANY/GROUP AGED RECEIVABLES REPORT   TIME: 15:43:28

COMPANY/GROUP		0 - 30	31 - 60	61 - 90	OVER 90	
CODE	NAME	DAYS	DAYS	DAYS	DAYS	TOTAL

AMEX	AMERICAN EXPRESS					
		19,464.32	24,369.39	.00	.00	43,833.71
MC	MASTERCARD					
		28,942.84	.00	.00	.00	28,942.84
VISA	VISA					
		33,795.77	31,826.68	.00	.00	65,622.45

| TOTALS | | 91,365.46 | 72,234.45 | 17,523.47 | 4,505.27 | 185,628.65 |

VI-5

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE YTD REVENUE HISTORY FOR ONE COMPANY REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 09/26/05
YTD REVENUE HISTORY REPORT   TIME: 15:48:28
FOR AMERICAN EXPRESS
IN 2005

	MONTHLY REVENUE	MONTHLY RECEIPTS	BALANCE DUE

BALANCE FORWARD FROM 2004			21,384.54
JANUARY	18,599.26	21,384.54	18,599.26
FEBRUARY	19,965.23	18,599.26	19,965.23
MARCH	23,954.96	19,965.23	23,954.96
APRIL	20,653.17	.00	44,608.13
MAY	25,987.85	44,608.13	25,987.85
JUNE	27,967.57	25,987.85	27,967.57
JULY	26,875.79	27,967.57	26,875.79
AUGUST	24,369.39	26,875.79	24,369.39
SEPTEMBER	19,464.32	.00	43,833.71
OCTOBER	.00	.00	43,833.71
NOVEMBER	.00	.00	43,833.71
DECEMBER	.00	.00	43,833.71
ENDING BALANCE FOR 2005			43,833.71

| TOTALS | 207,837.54 | 185,388.37 | 43,833.71 |

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE YTD REVENUE SUMMARY FOR ALL COMPANIES

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 09/26/05
YTD REVENUE SUMMARY FOR ALL COMPANIES   TIME: 15:43:28
AS OF 09/05

REVENUE CURRENT MONTH	RECEIPTS CURRENT MONTH	BALANCE CURRENT MONTH	REVENUE YTD	RECEIPTS YTD	BALANCE DUE YTD
AMEX AMERICAN EXPRESS					
19,464.32	.00	43,833.71	207,837.54	185,388.37	43,833.71
MC MASTERCARD					
28,942.84	31,579.83	28,942.84	264,298.29	253,236.84	28,942.84
VISA VISA					
33,795.77	.00	65,622.45	293,287.52	238,324.48	65,622.45
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TOTALS
     91,365.46   38,964.28   185,628.65   923,758.81   818,983.42   185,628.65

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE DAILY RECONCILIATION REPORT FOR ACCOUNTS RECEIVABLE

```
TWENTY-FIRST CENTURY INN SYSTEM              DATE: 09/26/05
DAILY RECONCILIATION REPORT                  TIME: 15:43:28
FOR ACCOUNTS RECEIVABLE
AS OF 09/25/05

-----------------------------------------------------------------------------------
       BEGINNING     CHARGES     RECEIPTS     ADJUSTMENTS     ENDING
       BALANCE       FOR THE     FOR THE      FOR THE         BALANCE
                     DAY         DAY          DAY
-----------------------------------------------------------------------------------
AMEX          AMERICAN EXPRESS
       43,121.05     712.66          .00          .00        43,833.71

MC            MASTERCARD
       28,119.61     823.23          .00          .00        28,942.84

VISA          VISA
       64,574.47   1,047.98          .00          .00        65,622.45

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VI-8

VII. HOUSE ACCOUNT PROCEDURES

This section presents procedures for the processing of house accounts.

Step 1 - Add A New House Account
Step 2 - Change An Existing House Account
Step 3 - Display All House Accounts
Step 4 - Delete An Existing House Account
Step 5 - Post Charges/Receipts To A House Account
Step 6 - Print A Folio Statement For A House Account
Step 7 - Print A Summary Report For All House Accounts
Step 8 - Purge House Account Charges/Receipts

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

House accounts may be set up to post charges and receipts that cannot be posted to a room number account (for example: a store account, gift shop account, or banquet account). To access the house accounts for the following procedures, select the House Accounts Menu option on the FRONT DESK MENU.

STEP 1 - Add A New House Account

To add a new house account, select the Add New Account option on the HOUSE ACCOUNTS MENU. When the system prompts for the house account code, enter a unique code of 9 or less alphanumeric characters. Next, the system will prompt for the house account description and the company/group code. The company/group code is only used if the account charges are to be billed to a company/group, otherwise, leave it blank. If the company/group code will be used, it must be a valid company/group code that has already been set up through the COMPANY/GROUP INFORMATION MENU.

STEP 2 - Change An Existing House Account

To change an existing house account, select the Change Existing Account option on the HOUSE ACCOUNTS MENU. This option allows to change the account description and the company/group code for a house account. When the system prompts for the house account code, enter the existing account code. Next, the system will display the current house account description and the company/group code. To make any changes, just type over the current information. The company/group code is only used if the account charges are to be billed to a company/group, otherwise, leave it blank. If the company/group code will be used, it must be a valid company/group code that has already been set up through the COMPANY/GROUP INFORMATION MENU.

STEP 3 - Display All House Accounts

To display all the existing house accounts, select the Display All Accounts option on the HOUSE ACCOUNTS MENU. The system will display all the existing house accounts showing the following information for each account: the house account code, the account description, the company/group code, the total charges, the total receipts and the account balance. A sample display screen is on page VII-4.

STEP 4 - Delete An Existing House Account

To delete an existing house account, select the Delete Existing Account option on the HOUSE ACCOUNTS MENU. This option allows to delete the house accounts which are no longer needed. When the system prompts for the house account code, enter the existing account code. Next, the system will display the current house account description and the company/group code. To delete the house account, just click on the OK button and the house account will be deleted from the database. To quit, without deleting the house account, just click on the CANCEL button and the system will return to the HOUSE ACCOUNTS MENU without deleting the house account.

Advanced Procedures

STEP 5 - Post Charges/Receipts To A House Account

To post charges/receipts to a house account, select the Post Charges/Receipts To Account option on the HOUSE ACCOUNTS MENU. When the system prompts for the house account code, enter the existing house account code that you wish to post charges/receipts to. Next, the system will prompt for the charge/receipt time, the charge/receipt code, the charge/receipt amount, the payment indicator and the charge/receipt reference. The payment indicator must be 'C' if the charge should be billed to a company/group, otherwise, leave it as 'I'. The charge/receipt reference may be use to make a brief note about the charge or receipt.

NOTE: Remember this is a double entry system. For the account to balance correctly, there must be a charge for every receipt that is entered. For Example, if money is paid out, the receipt code is 50 and the amount is negative, the charge code is 49 and the amount is also negative. Also, if the account charges are billed to a company/group, a receipt code 75 (BILL TO COMPANY) with payment indicator as 'C' must be entered for the amount due.

STEP 6 - Print A Folio Statement For A House Account

To print a folio statement for a house account, select the Print Folio Statement For Account option on the HOUSE ACCOUNTS MENU. When the system prompts for the house account code, enter the existing account code. An account folio statement will be printed with the following information for all the charges and receipts currently on the account: the posting date, the description of the charge/receipt, the charge/receipt amount, the payment indicator and the charge/receipt reference. The statement will also show the total amount of charges, total amount of receipts and the balance on the account. A sample folio statement is on page VII-5.

STEP 7 - Print A Summary Report For All House Accounts

To print a summary report for all house accounts, select the Print Summary Report For All Accounts option on the HOUSE ACCOUNTS MENU. The system will prompt for a date range (beginning date and ending date). After entering the date range, the report will be printed with the following information for each house account: the total amount of charges, the total amount of receipts and account balance for each date within the specified date range; and total amount of charges, the total amount of receipts and the account balance for the whole specified date range. A sample summary report is on page VII-6.

STEP 8 - Purge House Account Charges/Receipts

To purge house account charges and receipts, select the Purge Account Charges/Receipts option on the HOUSE ACCOUNTS MENU. The system will prompt for a date range (beginning date and ending date) and the house account code. All charges and receipts posted within the specified date range will be purged from the account and transferred to the recent guest history database.

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE DISPLAY ALL HOUSE ACCOUNTS SCREEN

```
TWENTY-FIRST CENTURY INN                        DATE: 09/26/05
HOUSE ACCOUNTS INFORMATION                      TIME: 15.58.32

-----------------------------------------------------------------------------------------------
HOUSE                               COMPANY/
ACCOUNT        DESCRIPTION          GROUP      CHARGES   RECEIPTS  BALANCE
CODE                                CODE
-----------------------------------------------------------------------------------------------
BANQUET    TECH COMPANY BANQUET     TECH       2,100.00   2,100.00     .00
CARDS      CREDIT CARD COMMISSIONS            -1,563.78  -1,563.00     .00
GIFT       GIFT SHOP                          14,374.28  14,374.00     .00
HOUSE      HOUSE ACCOUNT                       6,432.74   6,432.74     .00
STORE      STORE ACCOUNT                      27,347.34  27,347.34     .00

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VII-4

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE FOLIO STATEMENT FOR HOUSE ACCOUNT

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-------------------------------------------------------------------------------------------------------

TWENTY-FIRST CENTURY INN                          PAGE   1
P.O. BOX 1419
SANTA BARBARA, CA  93102             DATE: 09/26/05
                                     TIME: 15.58.32
                                  FOLIO NO:  BANQUET
GUEST NAME AND ADDRESS:            COMPANY: TECH
----------------------------------------------------
TECH DATA COMPANY BANQUET

                                  PAY METHOD:  BILL
                                  CREDIT CARD:
                              EXPIRATION DATE:


-------------------------------------------------------------------------------------------------------
  DATE    DESCRIPTION        CHARGES      RECEIPTS  TO   REFERENCE
----------  -----------------------------  -------------------  ------------------  ------ ---------------------
09/26/05  BANQUET ROOM       1,000.00          .00  C   4:00PM - 1:00AM
09/26/05  BANQUET FOOD        500.00           .00  C
09/26/05  BANQUET BEVERAGES 500.00            .00  C
09/26/05  VALET              100.00           .00  C
                           ------------    ------------
          TOTAL             2,100.00          .00
-------------------------------------------------------------------------------------------------------
                  PRIOR RECEIPTS:         .00
      AMOUNT BILLED TO COMPANY/GROUP:  2,100.00
AMOUNT DUE FROM GUEST AT CHECKOUT:      .00
                                       ------------
              PAYMENT METHOD:  BILL
                       TOTAL:  2,100.00
                                       ============


     GUEST SIGNATURE:_____


     Thank you for staying at the Twenty-First Century Inn.
     If you wish to return, please call us to make a reservation.
     (805) 964-6677
```

VII-5

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE HOUSE ACCOUNT SUMMARY REPORT

```
TWENTY-FIRST CENTURY INN                           DATE: 09/26/05
HOUSE ACCOUNT SUMMARY REPORT                       TIME: 15.58.32
FROM 09/20/05 TO 09/26/05

-----------------------------------------------------------------------------------
HOUSE                      TOTAL       TOTAL      ACCOUNT
ACCOUNT           DATE     CHARGES     RECEIPTS   BALANCE
-----------------------------------------------------------------------------------
BANQUET ACCOUNT
                  09/26/05  2,100.00    2,100.00      0.00
                           ------------ ------------ ------------
ACCOUNT BANQUET SUBTOTAL   2,100.00    2,100.00      0.00
                           ======      ======       ======


HOUSE ACCOUNT
                  09/20/05   163.83      163.83        .00
                  09/21/05   465.44      437.39      28.05
                  09/22/05   346.62      374.67     -28.05
                  09/23/05   168.14      168.14        .00
                  09/24/05   536.96      536.96        .00
                  09/25/05   283.58      248.83      34.75
                  09/26/05   255.49      255.49        .00
                           ------------ ------------ ------------
ACCOUNT HOUSE SUBTOTAL      664.22      586.22      34.75
                           ======      ======       ======

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VII-6

VIII. CASH OVER/SHORT PROCEDURES

This section presents procedures for the processing of cash over/short balances.

Step 1 - Print The Cashier Shift Report
Step 2 - Post the Cash Over/Short Amount To House Account

Advanced Procedures

STEP 1 - Print The Cashier Shift Report

To print the cashier shift report, select the Cashier Report By Shift option on the FRONT DESK REPORTS MENU. Enter the date and the shift number for the report. A cashier summary report will be printed listing the total amount for each receipt code. A detailed transaction report will also be printed listing each receipt transaction for the shift.

Compare the figures on the summary report with the manual counts of the items in the receipts drawer. In the event of a discrepancy, check the detailed transaction report to find the error and enter an adjustment transaction on the corresponding folio. If there is a cash over/short amount, follow the procedures in step 2. A sample report is on page VIII-3.

STEP 2 - Post The Cash Over/Short Amount To House Account

To post the cash over/short amount, two entries must be made to the house account named HOUSE. One entry would be a receipt code 50 (CASH) for a positive amount if cash is over or negative amount if cash is short. The other entry would be a receipt code 99 (CASH OVER/SHORT) for a negative amount if cash is over or positive amount if cash is short. For example, if the cash drawer is short $10.00, meaning there is $10.00 less cash in the drawer than showing on the cashier shift report, then post a receipt code 50 for -10.00 and a receipt code 99 for 10.00.

To post the two transactions, select the House Accounts Menu option on the GENERAL MANAGER MENU. Then, select the Post Charges/Receipts To Account option on the HOUSE ACCOUNTS MENU. When prompted for the house account code, enter the house account code HOUSE. Enter both the code 50 transaction and the code 99 transaction. For both transactions, enter the charge/receipt time (must be for the correct shift), the charge/receipt code, the charge/receipt amount, the payment indicator should be 'I' and the charge/receipt reference (CASH SHORT or CASH OVER).

NOTE: The transactions may also be posted by selecting the CHECK OUT MENU option Display/Update Folio Charges/Receipts. When prompted for the guest ID, enter the house account code (HOUSE).

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE CASHIER REPORT BY SHIFT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 09/26/05
CASHIER SUMMARY REPORT   TIME: 15:43:28
FOR SHIFT 2 ON 09/26/05

----

    50 CASH   1483.37
    55 AMERICAN EXPRESS CARD   563.98
    60 VISA CARD   857.35
    65 MASTERCARD   636.84
    75 BILL TO COMPANY   246.65

Compare these figures with manual counts of the items in the receipts drawer.
In the event of a discrepancy, check the detailed transaction report to find
the error and enter an adjustment transaction on the corresponding folio or
enter the cash over/short amount on the house folio.

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 09/26/05
CASHIER DETAILED TRANSACTION REPORT   TIME: 15:43:28
FOR SHIFT 2 ON 09/26/05

     ROOM   FOLIO   DATE   TIME   CODE   AMOUNT

CASH
        110   90925110 09/26/05 134238   50   61.38
        .   .   .   .   .   .
        .   .   .   .   .   .

       SUBTOTAL CASH   1,483.37
                                        ========

AMERICAN EXPRESS CARD
        .   .   .   .   .   .
        .   .   .   .   .   .

       TOTAL RECEIPTS   3,788.19
                                        ========

VIII-3

X. GUEST PACKAGE PROCEDURES

This section presents procedures for the processing of guest packages.

> Step 1 – Set Up The Package Code
> Step 2 – Enter The Package Charges
> Step 3 – Add Guest Reservation
> Step 4 – Check In Guest
> Step 5 – Perform Night Audit
> Step 6 – Print Guest Folio
> Step 7 – Check Out Guest

Advanced Procedures

This feature of the system allows you to set up guest packages such as the following:

Golf Package	
Room Charge	$100
Room Tax	$ 10
Golf Fees	$150
Dinner	$ 75
Miscellaneous	$ 15

Total Package Price	**$350**
	====

The guest is quoted a package price of $350 and that is all that is printed on the guest folio. Meanwhile, the night audit reports show a detailed breakdown of the charges for accounting purposes.

STEP 1 – Set Up The Package Code

To set up a guest package code, select the Modify System Parameters option on the GENERAL MANAGER MENU. Then, select the Guest Package Information and press + on the upper navigator bar for the add function. Enter the eight character package code and the description, then click on the curved arrow to update the database.

STEP 2 – Enter The Package Charges

To enter the breakdown of package charges, select the Modify System Parameters option on the GENERAL MANAGER MENU. Then, select the Guest Package Information and press the right arrow on the upper navigator bar until the guest package code and description appear on the top of the screen. Then, click on the + on the lower navigator bar for the add function. Enter the charge code and dollar amount for each of the individual package charges such as 01 for room charge and 02 for room tax. When finished, click on the curved arrow on the lower navigator bar , and then, click on the curved arrow on the upper navigator bar. The top of the screen should display the total package charge equal to the sum of the individual charges. The total package charge is for all nights of the guest stay and is the figure that will be advertised and quoted to the guest.

STEP 3 – Add Guest Reservation

When adding a reservation for guest on a guest package, enter the package code in the company/group code field, set the pay indicator to I and the guest type code to GP for guest package. The system automatically looks up the room rate which corresponds to the total package price including tax for all nights of the guest stay. This is the amount quoted to the guest.

Advanced Procedures

STEP 4 – Check In Guest

When checking in a guest with a reservation or checking in a walk in, make sure that the guest package code is entered in the company/group field. Set the pay indicator code to I and the guest type code to GP for guest package. The system will automatically set the room rate to the total package price including tax for all nights of the guest stay.

STEP 5 – Perform Night Audit

When the Post Room and Tax selection on the NIGHT AUDIT MENU is performed, the system will breakdown the total package charges to the individual charge amounts by charge code with pay indicator code P. The total package charge is posted only on the arrival date with pay indicator code I. The printed guest folio will not show the detail charges with pay indicator code P. The night audit reports show the detailed package charges for accounting purposes.

STEP 6 – Print Guest Folio

First, display the folio for the guest by selecting the Display/Update Folio option on the CHECK OUT MENU. If there is a balance due for the individual charges then collect the amount due from the guest and post the receipt to the guest folio with pay indicator I. This will reduce the amount due from guest to zero. Then, print a folio for the individual charges and give it to the guest as a receipt for payment. The guest folio will not show the detailed breakdown of package charges so the guest only sees the total package charge on the folio.

STEP 7 – Check Out Guest

 Check out the room for the guest by selecting the Check Out Individual Guest option on the CHECK OUT MENU. Enter the room number and click on OK to check out the room. All information will be transferred to recent guest history and the room status will be set to vacant.

X. DIRECT BILL ACCOUNTS RECEIVABLE PROCEDURES

This section presents procedures for the processing of direct bill accounts receivable.

TWENTY-FIRST CENTURY HOTEL SYSTEMS

Advanced Procedures

STEP 1 - Enter Company/Group Information

To set up a company/group account for a direct bill company, select the Add Company/Group option on the COMPANY/GROUP INFORMATION MENU.   The system provides fields for the following information:

> company/group code
> company/group name
> address line 1
> address line 2
> address line 3
> city, state and zip code
> country
> phone number
> contact name
> discount code (P = percent off ,   D = dollar amount off ,   R = Room Rate)
> discount rate

STEP 2 – Add Guest Reservation Information

When adding a reservation for a guest on a direct bill account, include the company/group code on the add reservation screen. The system automatically looks up the corresponding discount rate for the direct bill account that you have entered. Also, set the payment method to BILL for direct bill and the pay indicator to C for company pays.

STEP 3 - Check In Guest

At check in time, when checking in a direct bill guest with a reservation or checking in a walk in, make sure that the company/group code is correct for the direct bill account. Set the payment method to BILL for direct bill and the pay indictor to C for company pays. The system will automatically lookup the company's discount for the room rate.

STEP 4 - Change Company/Group Code (only if incorrect)

After the guest is checked in, you may add, change or delete the company/group code, payment method and pay indicator through the CHANGE GUEST INFORMATION selection on the FRONT DESK MENU. If the company is to be billed, make sure that the payment method is BILL and the pay indicator is C.

STEP 5 - Post Charges/Receipts To The Guest Folio

To post charges/receipts, select the Display/Update Folio Charges/Receipts option on the FRONT DESK MENU. Enter the payment indicator as 'I' to post charges/receipts to be paid by the individual and enter the payment indicator as 'C' to post charge/receipts to be paid by the company/group.

Advanced Procedures

STEP 6 – Check Out The Guest

First, display the folio for the guest by selecting the Display/Update Folio option on the CHECK OUT MENU. If there is a balance due for the individual charges then collect the amount due from the guest and post the receipt to the guest folio with pay indicator I. This will reduce the amount due from guest to zero. Then, print a folio for the individual charges and give it to the guest as a receipt for payment. Next, check out the room for the guest by selecting the Check Out Individual Guest option on the CHECK OUT MENU. Enter the room number and click on OK to check out the room to guest history.

The direct bill charges due from the company will be automatically transferred to the company/group database from the guest ledger during the night audit. You may also do the transfer manually by selecting the Transfer Company/Group Charges From Guest Ledger option on the COMPANY/GROUP INFORMATION MENU.

STEP 7 – Making Adjustments After Check Out

To post adjustments after the guest has checked out, go to the CHECK OUT MENU, select the Display/Update Folio Charges/Receipts option on the RECENT GUEST HISTORY MENU. Enter the payment indicator as 'I' to post adjustments to be paid by the individual and enter the payment indicator as 'C' to post charge/receipts to be paid by the company/group. Use charge code 75 to enter the balance of the adjustment amount for direct billing. Then, transfer the company/group charges to the company/group database from the guest history by selecting Transfer Company/Group Charges From Guest Ledger option on the COMPANY/GROUP INFORMATION MENU with the posting date equal to the departure date of the guest.

STEP 8 – Print Company/Group Billing Statement

After the direct bill charges have been transferred, print the company/group billing statement by selecting the Billing Statements option on the COMPANY/GROUP BILLING REPORTS MENU. The system will prompt for the billing Period. This can be done once a month or once a week to print statements for all companies to be billed for the period. Enter the appropriate beginning and ending dates for your billing cycle.

STEP 9 – Print Reminder Notices

If any of the direct bill companies is delinquent in making payment, print the company/group billing reminder notices by selecting the Reminder Notices option on the COMPANY/GROUP BILLING REPORTS MENU. The system will prompt for the company/group code.

Advanced Procedures

STEP 10 – Post Payment From Company/Group

When the direct bill account payment is received, post the payment by selecting the Post Payments From Company/Group option on the COMPANY/GROUP INFORMATION MENU.

STEP 11 - Printing Management Reports

To print the management reports, select the Company/Group Management Reports option on the COMPANY/GROUP INFORMATION MENU. Then, select one of the following reports on the COMPANY/GROUP MANAGEMENT REPORTS MENU:

> **Aged Receivables** - this report can be used to track the amount due from the direct bill companies. The financial information listed for each company includes the total for receivables aged between 0-30 days, between 31-60 days, between 61-90 days, over 90 days and a grand total due. A sample report is presented on page X-5.

> **YTD Revenue History For One Company** - this report allows to print a month by month summary report for a specified year and direct bill company. The financial information on the report includes the total revenue, total receipts and the balance due at the end of the month for each month of the year. A sample report is presented on page X-6.

> **YTD Revenue Summary For All Companies** - this report allows to print a revenue summary report for all companies and groups. The financial information listed for each company/group includes the revenue for the current month, receipts for the current month, balance for the current month, the YTD revenue, the YTD receipts and the YTD balance due. Totals for each category are listed at the end of the report. A sample report is presented on page X-7.

> **Daily Reconciliation Report For Accounts Receivable** - this report allows to print a daily reconciliation report for accounts receivable across all companies/groups. The financial information listed for each company/group includes beginning balance, charges for the day, receipts for the day, adjustment for the day and the ending balance. A sample report is presented on page X-8.

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TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE COMPANY/GROUP AGED RECEIVABLES REPORT

```
     TWENTY-FIRST CENTURY INN SYSTEM                    DATE: 09/26/05
     COMPANY/GROUP AGED RECEIVABLES REPORT              TIME: 15:43:28


------------------------------------------------------------------------------------------------
     COMPANY/GROUP              0 - 30    31 - 60   61 - 90   OVER 90
CODE             NAME          DAYS      DAYS      DAYS      DAYS    TOTAL
------------------------------------------------------------------------------------------------
IBM      International Business Machines
                             19,464.32 24,369.39       .00       .00  43,833.71

FORD     Ford Motor Company
                             28,942.84       .00       .00       .00  28,942.84

GE       General Electric
                             33,795.77 31,826.68       .00       .00  65,622.45


------------------------------------------------------------------------------------------------
TOTALS                       91,365.46  72,234.45 17,523.47  4,505.27  185,628.65
------------------------------------------------------------------------------------------------
```

X-5

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE YTD REVENUE HISTORY FOR ONE COMPANY REPORT

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 09/26/05
YTD REVENUE HISTORY REPORT   TIME: 15:48:28
FOR IBM International Business Machines
IN 2005

	MONTHLY REVENUE	MONTHLY RECEIPTS	BALANCE DUE

BALANCE FORWARD FROM 2004			21,384.54
JANUARY	18,599.26	21,384.54	18,599.26
FEBRUARY	19,965.23	18,599.26	19,965.23
MARCH	23,954.96	19,965.23	23,954.96
APRIL	20,653.17	.00	44,608.13
MAY	25,987.85	44,608.13	25,987.85
JUNE	27,967.57	25,987.85	27,967.57
JULY	26,875.79	27,967.57	26,875.79
AUGUST	24,369.39	26,875.79	24,369.39
SEPTEMBER	19,464.32	.00	43,833.71
OCTOBER	.00	.00	43,833.71
NOVEMBER	.00	.00	43,833.71
DECEMBER	.00	.00	43,833.71
ENDING BALANCE FOR 2005			43,833.71

TOTALS	207,837.54	185,388.37	43,833.71

X-6

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE YTD REVENUE SUMMARY FOR ALL COMPANIES

TWENTY-FIRST CENTURY INN SYSTEM   DATE: 09/26/05
YTD REVENUE SUMMARY FOR ALL COMPANIES   TIME: 15:43:28
AS OF 09/05

REVENUE CURRENT MONTH	RECEIPTS CURRENT MONTH	BALANCE CURRENT MONTH	REVENUE YTD	RECEIPTS YTD	BALANCE DUE YTD

IBM   International Business Machines
     19,464.32   .00   43,833.71   207,837.54   185,388.37   43,833.71

FORD   Ford Motor Company
     28,942.84   31,579.83   28,942.84   264,298.29   253,236.84   28,942.84

GE   General Electric
     33,795.77   .00   65,622.45   293,287.52   238,324.48   65,622.45

          .   .
               .   .   .   .
          .   .
               .   .   .   .
          .   .
               .   .   .   .
          .   .
               .   .   .   .
          .   .

TOTALS
     91,365.46   38,964.28   185,628.65   923,758.81   818,983.42 185,628.65

X-7

TWENTY-FIRST CENTURY HOTEL SYSTEMS
SAMPLE DAILY RECONCILIATION REPORT FOR ACCOUNTS RECEIVABLE

```
TWENTY-FIRST CENTURY INN SYSTEM              DATE: 09/26/05
DAILY RECONCILIATION REPORT                  TIME: 15:43:28
FOR ACCOUNTS RECEIVABLE
AS OF 09/25/05
```

	BEGINNING BALANCE	CHARGES FOR THE DAY	RECEIPTS FOR THE DAY	ADJUSTMENTS FOR THE DAY	ENDING BALANCE
IBM	International Business Machines				
	43,121.05	712.66	.00	.00	43,833.71
FORD	Ford Motor Company				
	28,119.61	823.23	.00	.00	28,942.84
GE	General Electric				
	64,574.47	1,047.98	.00	.00	65,622.45
	.	.			
	.	.	.	.	.	.
	.	.	.	.	.	.
	.	.	.	.	.	.
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	.	.	.	.	.	.

X-8