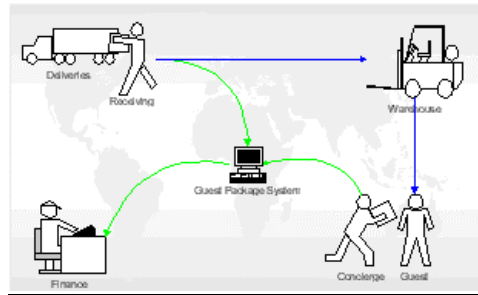


Guest Package System Internal Procedures

Workflow Summary



Package Arrival

1. Packages arrive at the loading dock, data is entered into the Guest Package System and packages are placed in secure location.
2. Message should be left for guest in Property Management System.

Package Delivery

3. Packages are queried in the system and delivered to guest.
4. Delivery Voucher is retained with the guest signature.
 - a. OR Signature Capture is obtained from the guest.
5. Invoice is brought to Front Desk for posting to PMS.

End of Day

6. Package Room should inventory packages and ensure all Delivered Packages have been Billed.
7. Night Audit balances Billing Report to hotel's "D" Sheet.

Guest Package System Internal Procedures

Package Arrival



Parcel arrives at the loading dock. Shipping and Receiving department logs package in the Guest Package System:

1. Sign into GPS by entering your user ID and password.
2. Click on the Incoming Package button.
3. From the Incoming Package screen, click on Add Arrival button.

Package Information

1. Select a carrier (UPS, FedEx, etc.) from the Carrier drop down list.
2. Scan or type the package tracking number. Tracking numbers must be unique.
3. Choose a charge type from Charge Type drop down list. Examples of charge types are Convention, Guest, or In-house. Charge types are created and maintained by the property.
4. Enter package weight. The default weight is one pound. Note that if the lot contains more than one package but only one tracking number, enter the total weight of all packages that belong to that tracking number.
5. Enter total number of packages in this lot. The default number of packages is one. Note that if the lot contains more than one package but only one tracking number, enter the total number of packages that belong to that tracking number.
6. Select an approximate size of the package from the Package Size drop down list. This is used to alert the delivery person of any large or heavy deliveries.
7. Choose a storage location from Location drop down list. This is the general area where the package will be stored and ready for pickup.
8. Enter a Bin location to further locate the package within the storage location.
9. The Arrival Date defaults to today's date. There may be times when a package is received at the property on a particular day, but could not be entered into the Guest Package System until a later date. Always enter the actual package arrival date.

Recipient Information

1. Enter the Company name. You may alternatively press the Space bar and select from existing names.
2. Type the first name and last name of the recipient.

Guest Package System Internal Procedures

Sender Information

1. Type the name of the company sending the package.
3. Enter the first and last name of the sender.
4. Type Address, city, state and zip code of the sender.
5. Enter Phone, Email address and any notes particular for this package.

Fees and Billing Options

1. Enter additional Delivery Charge. The Storage Fee is automatically calculated based on the package Weight and Charge Type.
2. Select Billing Option
 - a. COD (Default)
 - b. When Room Charge is selected, the Room Number field displays. Enter the Room Number in this field.
 - c. When Master Account is selected, a window containing all currently authorized hotel accounts will display. Select the account from the list. If the account is not on the list, it must be added via the Maintenance Menu by a GPS System Administrator or Night Audit staff.
 - d. When Credit Card is selected, a window appears to add credit card information.
 - i. Enter the Credit Card Type from drop down list.
 - ii. Enter Card Number.
 - iii. Enter Expiration Date.
 - iv. Type Card Holder Name.
6. Click SAVE when done.
7. After clicking on the Save button, you will have the option to Bill Now (Yes / No)
 - a. If Bill Now = Yes, Invoice prints: Take to front desk to post.
 - b. If Bill Now = No, add another arrival, or close to return to the Main Menu.
8. Repeat these steps to add another arrival or click the Close button to return to the Main Menu.

Guest Package System
Internal Procedures

Package Pickup/Delivery



Pickup

1. Guest inquires on arrivals.
2. Log on to GPS
3. Click the QUICK SEARCH button.
4. Type guest last name, company or tracking number.
5. Double click the package record to view package data.
6. Click Deliver button.
7. Guest signs the printed Delivery Voucher.
8. Invoice is brought to the Front Desk to be manually posted to the Property Management System and the Delivery Voucher filed.



Delivery

1. Guest calls for package delivery. Click the Search button.
2. Type guest last name, company or tracking number.
3. Double click the package record to view package data.
4. Click Deliver button.
5. Deliver package to guest.
6. Guest signs printed Delivery Voucher.
7. Invoice is brought to Front Desk to be manually posted to the Property Management System and the Delivery Voucher is filed.

Guest Package System
Internal Procedures

Night Audit Procedures



1. From the Microsoft Windows screen double-click the GPS icon.
2. Enter user ID and password.

Balancing to PMS transactions

1. From the GPS Main Menu, click the BILLING button for the Billing Menu to appear on the right side of the screen.
2. Click on BILLED REPORT from the Billing Menu.
3. Enter the date range for the report. The default is to print all dates prior to (blank) and including today's date. Change the FROM date and the TO date to the business date you are working on.
4. Select the output option. The output option defaults to SCREEN. Click the PRINTER radio button to send the output to the printer.
5. Click the PRINT button to print the billed report (to screen or printer).
6. Click the Exit button to return to the Main Menu, or select another date range to print a new report.
7. Obtain a transaction list for 'package handling' department from the property management system (PMS).
8. Arrange all GPS invoices in numerical order and compare the Billed Report with the invoices to ensure all physical invoices are present and amounts are correct.

Missing Invoices

1. If physical invoices are missing, obtain a copy of an invoice by clicking on REPRINT INVOICES from the Billing Menu.
2. Enter the missing invoice number (found on the BILLED REPORT) and press enter for the invoice to display on screen. Click the PRINTER icon to send to the printer. This invoice will indicate that it is not original, with the word 'Duplicate' on the bottom of the invoice.
3. Click the Exit button to return to the Main Menu.

Correcting Charges

If a charge appears on the Billed Report incorrectly, i.e. posted to a room charge when it should have been posted to a master account, you must 'Un-Bill' the invoice and bill it correctly:

1. Select VOID INVOICE from the Billing Menu.
2. Enter the invoice number to un-bill (void) and press ENTER. All packages listed on that invoice will display on the screen. You cannot un-bill individual packages, you must un-bill the entire invoice with all packages.
3. Click on the Un-bill This Invoice button and confirm that you want to complete the action. This will change the status of the packages from billed to un-billed.
4. Click the Exit button to return to the Main Menu.

Guest Package System Internal Procedures

Creating Invoices



1. When you encounter a Delivery Voucher for a package that is not included on the Billed Report, find the package in the Guest Package System to verify that it has not been invoiced already. If the package does not indicate an invoice, you must create an invoice to post charges.
2. From the Billing Menu select Invoicing. The screen is divided into a top and bottom section. The top section will show all billed invoices, the bottom will show un-billed. Find the packages by entering the company name, room number, master account or last name.
3. Find the invoice(s) in the bottom section and checkmark those packages for which you want to create an invoice. Then click on the Create Invoice button on the bottom of the screen.
4. Next, a window will appear with the option to change the billing type. Select the appropriate billing type and click the SAVE button. Confirm the printing of the invoice and include it with your work to balance with the D-sheet.

GPS-HPMS Monthly Reconciliation

Use the GPS-HPMS Monthly Reconciliation sheet daily to record incoming, outgoing and other amounts to balance to the D-sheet.