Semper

Property Management Systems

Select the Space Bar to continue

Semper

Property Management Systems

Welcome and thank you for choosing the Semper Lite reservation system

Before operating the system you need to do the following:

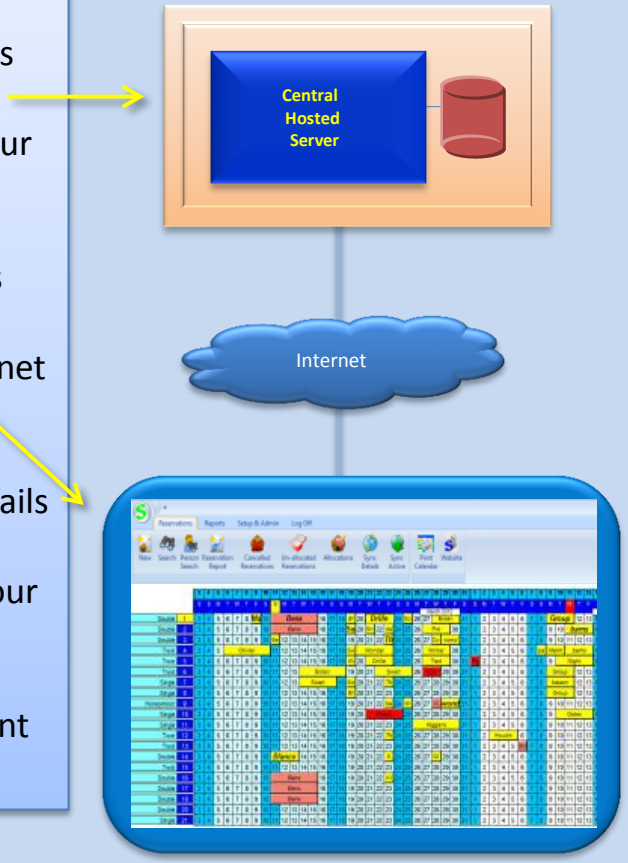
1. Install the system
2. Setup and customise your system to your requirements
3. Review the training module that explains how the system works (takes about 30 minutes)
   This is called the Semper Lite Operating Instructions

(Steps 1 and 2 are explained in the following slides)

Overview of the system

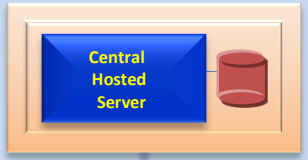
Semper Lite implementation

1. Your system consists of two components.
   - The database where all your information and reservations are kept.
     This is a secure environment hosted by Semper where your information is safe and cannot be accessed by any un-authorised person
   - The program that runs on your computer. This program is where you manage all your reservations. It requires an internet session to work and cannot operate if your Internet is down
2. There are many advantageous in working this way
   - Your data is always safe and even if your local computer fails or gets stolen, your information remains safe.
   - If you are away from your venue, you can easily access your system from another computer and have the exact same system available. (see next slide for examples)
   - Multiple people can access the same system from different locations.



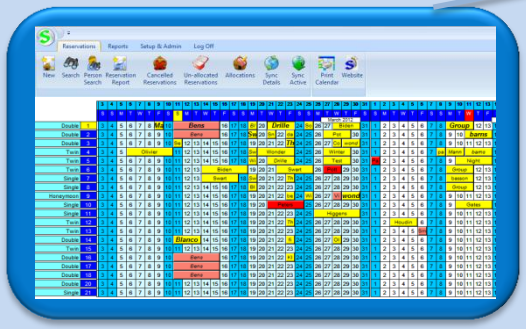
Overview of the system

Many people, from any location in the world, can see and make reservations, run reports or perform the same functions as those people at the venue (some examples are demonstrated)
Any changes made to the system can instantly be viewed by all others.
Below are some examples.

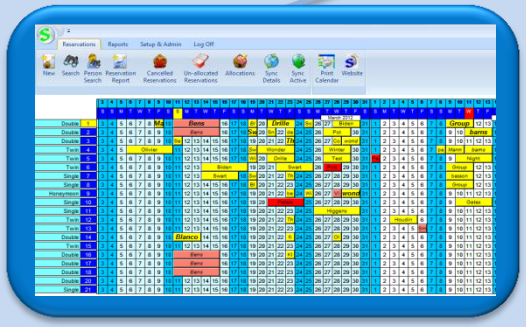




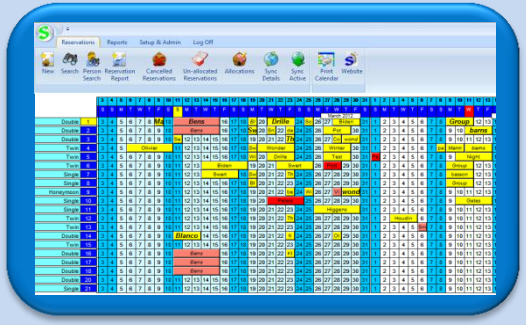
Manager at the venue



Owner using a laptop and 3g connection



Reservationist in London



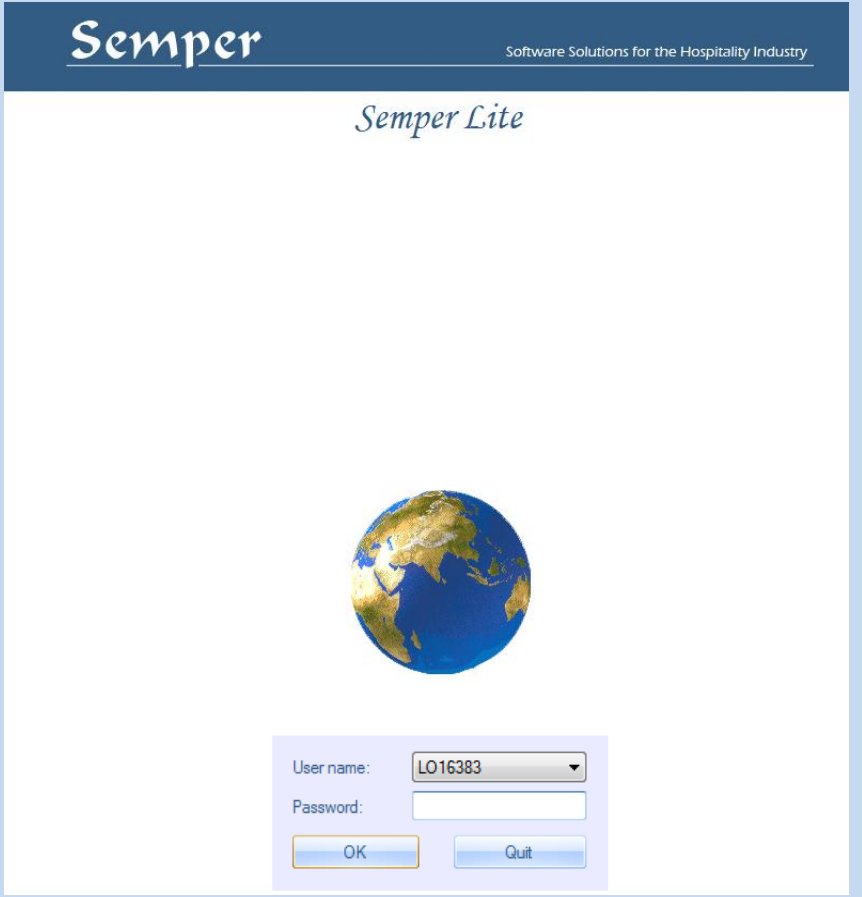
Installing your system

You will receive an installation program called
Semper Lite Installer

Save this on your desktop, execute the installation program and follow the instructions until completed.

Once complete the program will automatically open as shown here
(Make sure your Internet connection is active)

A shortcut Icon will be placed on your desktop

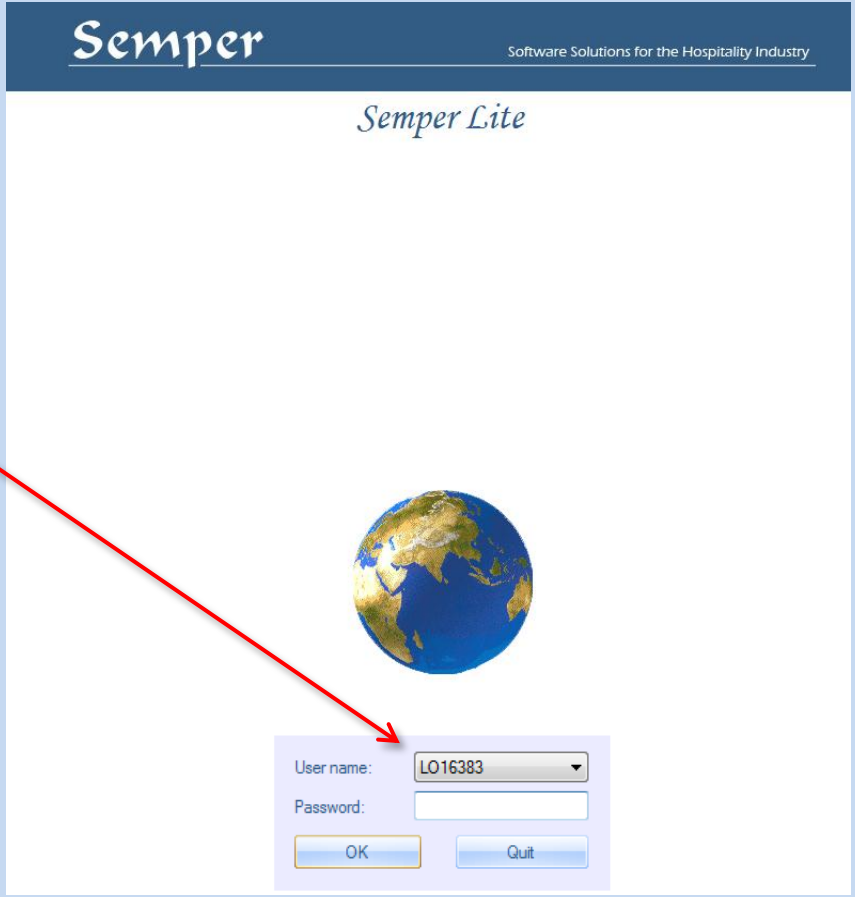


Customising your system

You would have received your unique ID which appears here

The password is the same as the User name

Please enter the password to open the system

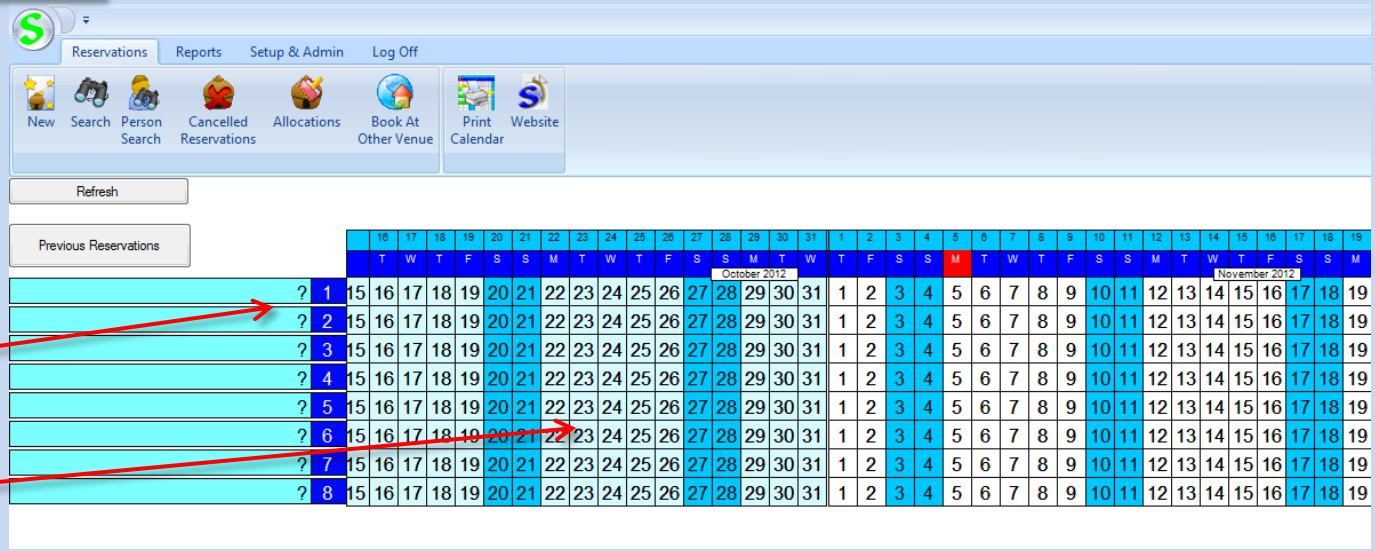


Customising your system

This is the first screen that appears

Your rooms are displayed on the left down the page and a 3 month calendar is across the screen

Please familiarise yourself with the layout



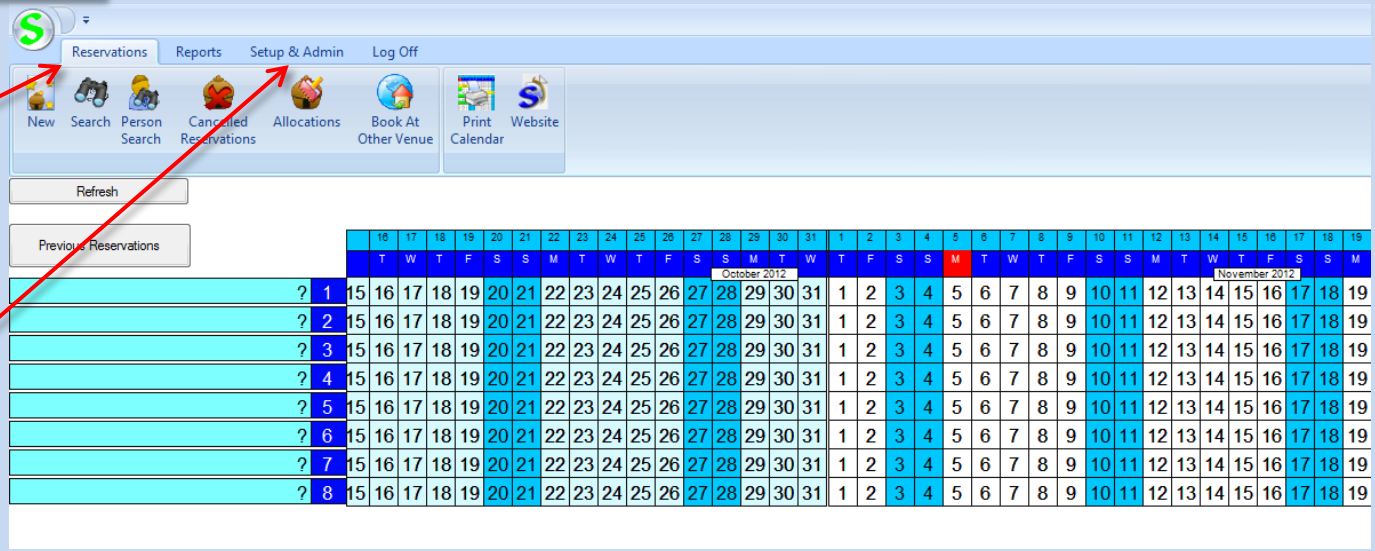
Customising your system

4 tabs appear on the top

The look-and-feel is the same as found in the Microsoft Office suite of products such as MS Word, Excel etc.

To customise your system select the Setup & Admin tab

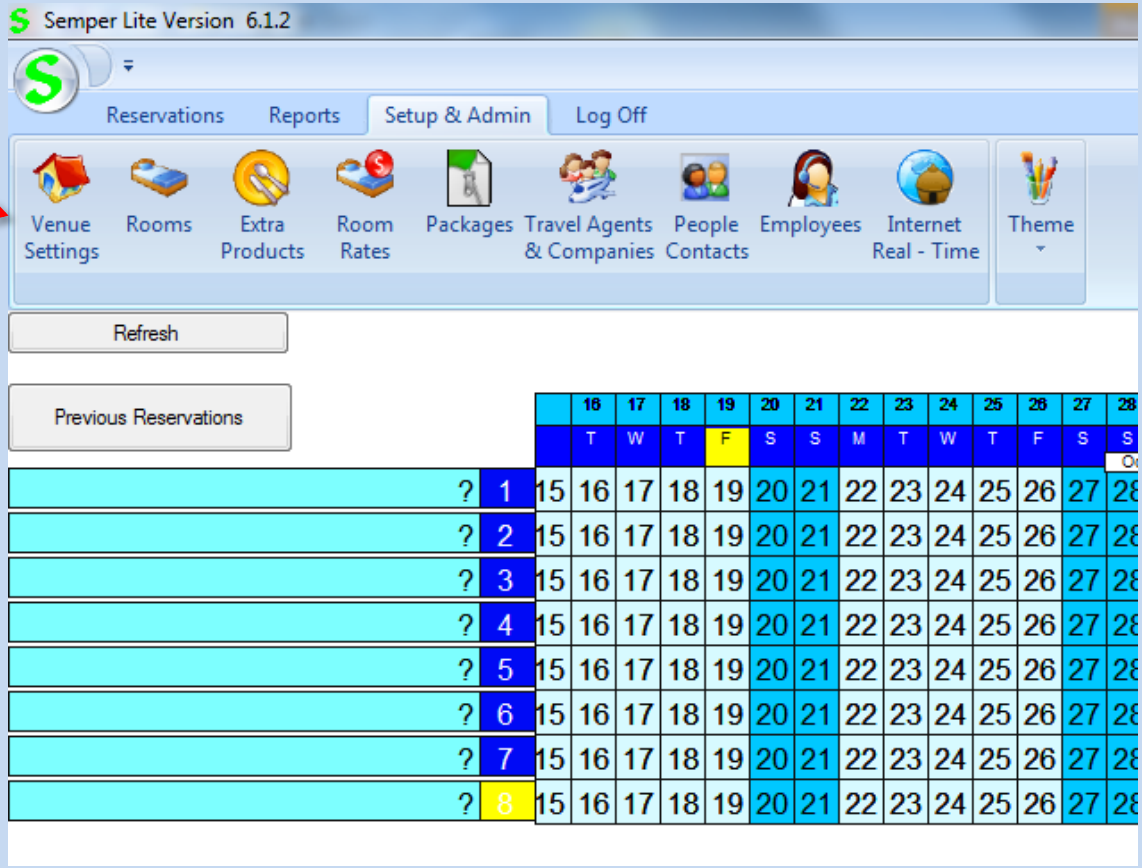
Important: This customisation **must** be performed before you are able to work with the system



When customising, start from the left and work your way from left to right

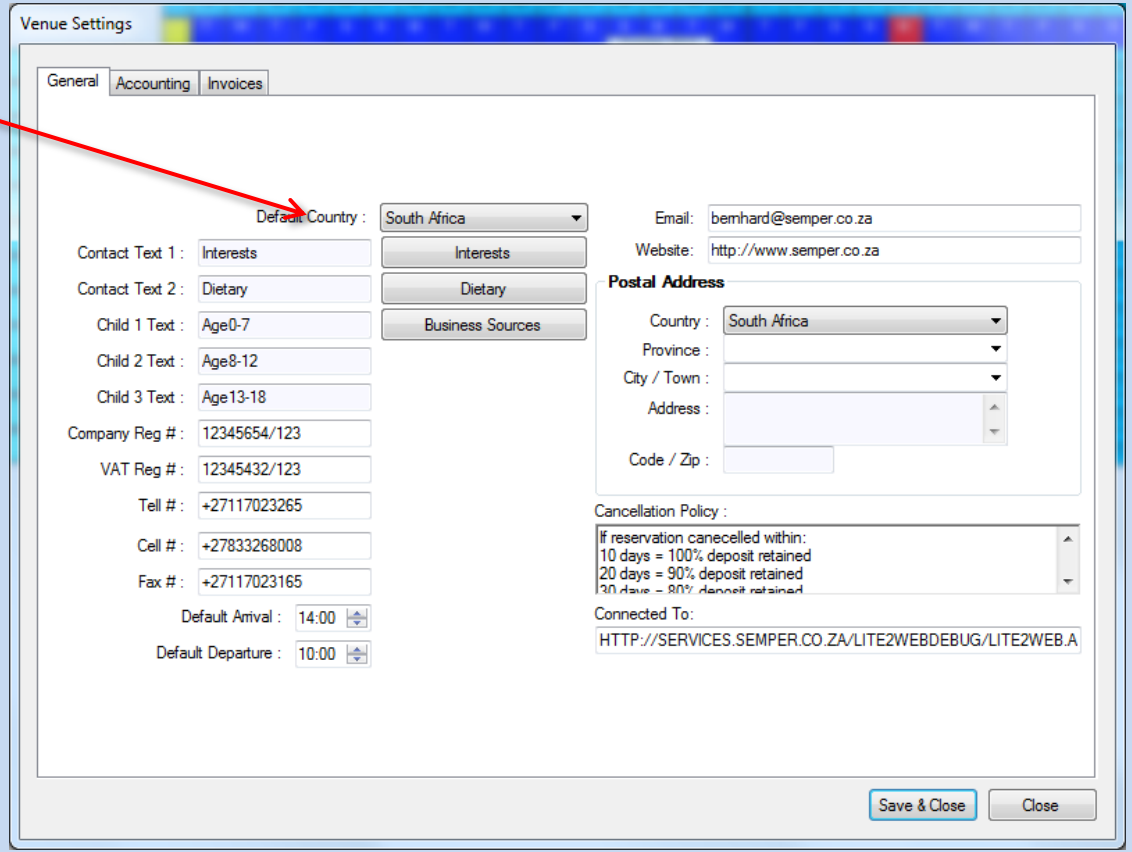
The Venue Settings is where all default settings are saved

Select this tab to start the process



Default Country

Enter the Country you wish to appear on invoices

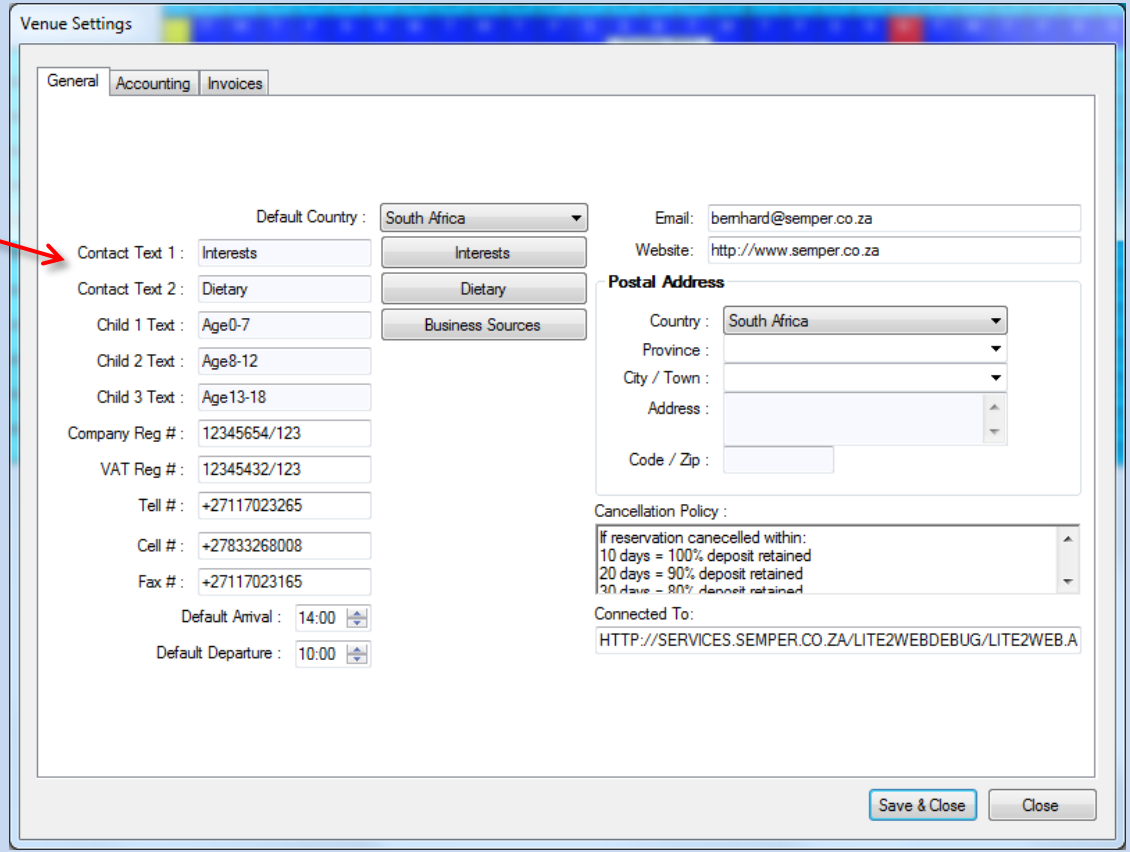


Contact Text 1 and 2
(This step is optional)

These are two fields that get saved for every guest that is added to the system.

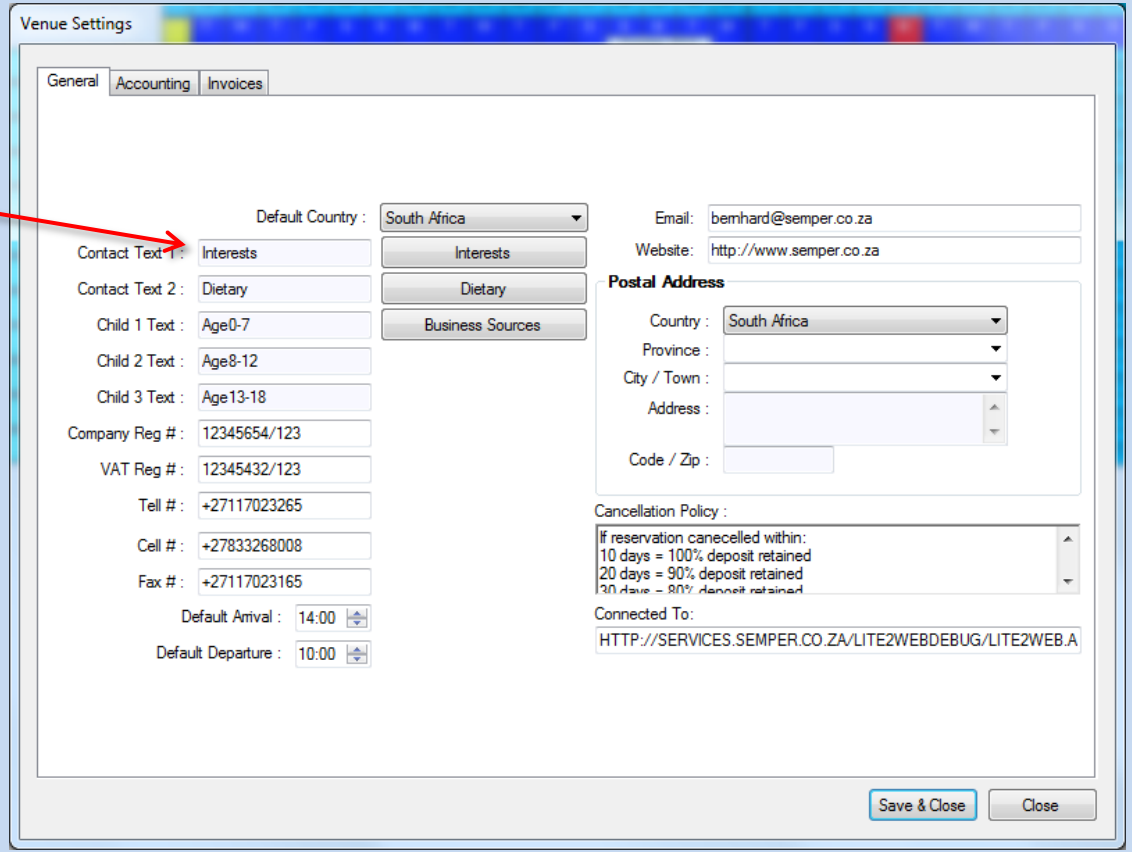
It enables you to create marketing campaigns that are focussed on specific people instead of generic campaigns which are less effective
e.g. You may wish to offer a special package for all golf enthusiasts captured in your database etc.

This also enables you to better service each guest based on your knowledge of each individual and so enhance their experience with you.



Contact Text 1 and 2

Enter categories for each.
In this example we entered a category called Interest and one for Dietary but it could be any value you wish



Contact Text 1 and 2

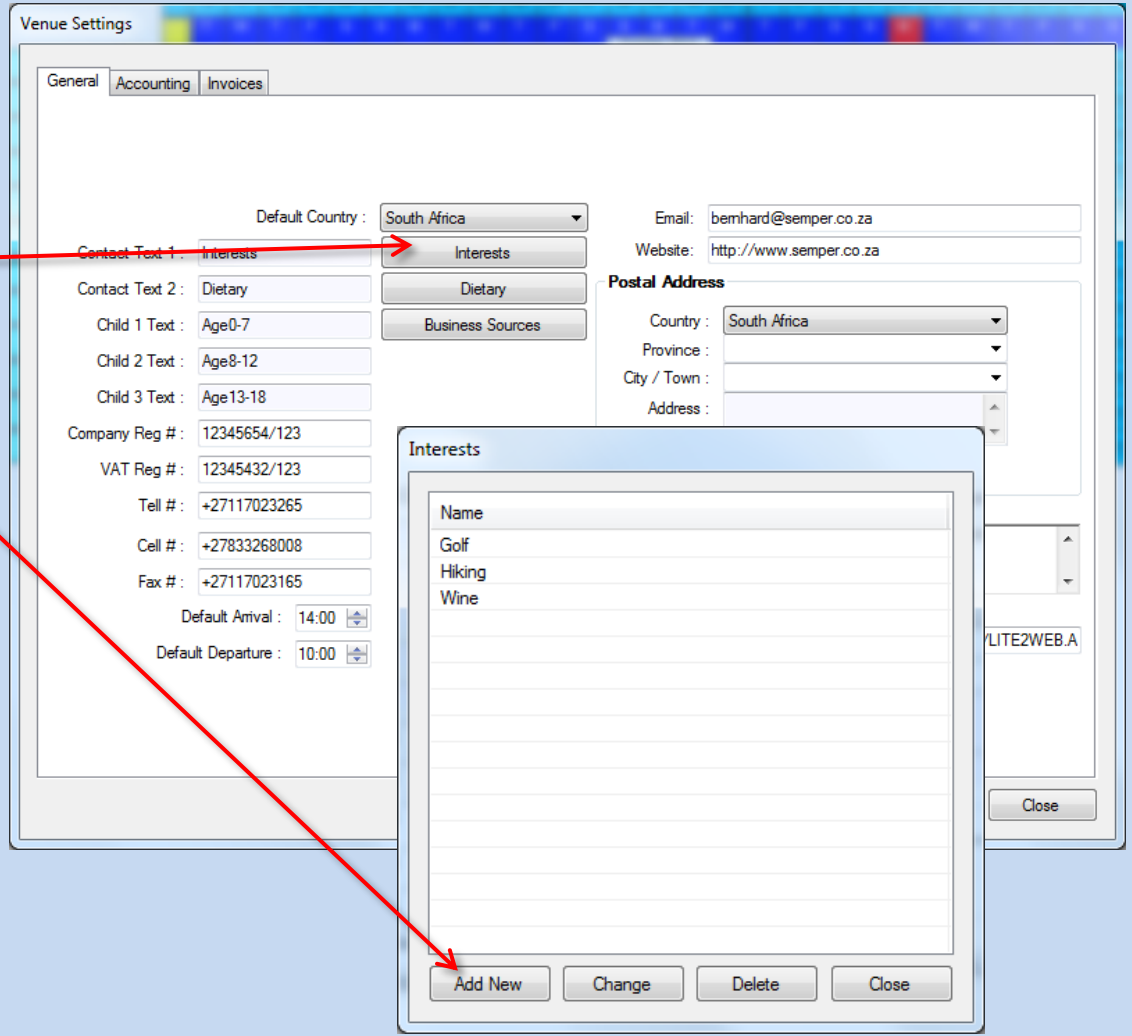
Specific values need to be defined for each entry category

Select the button for the category

Select the Add button to define a new entry

Once you have added all the values, do the same for the second category.

Note: you can return and add or change new entries at any time

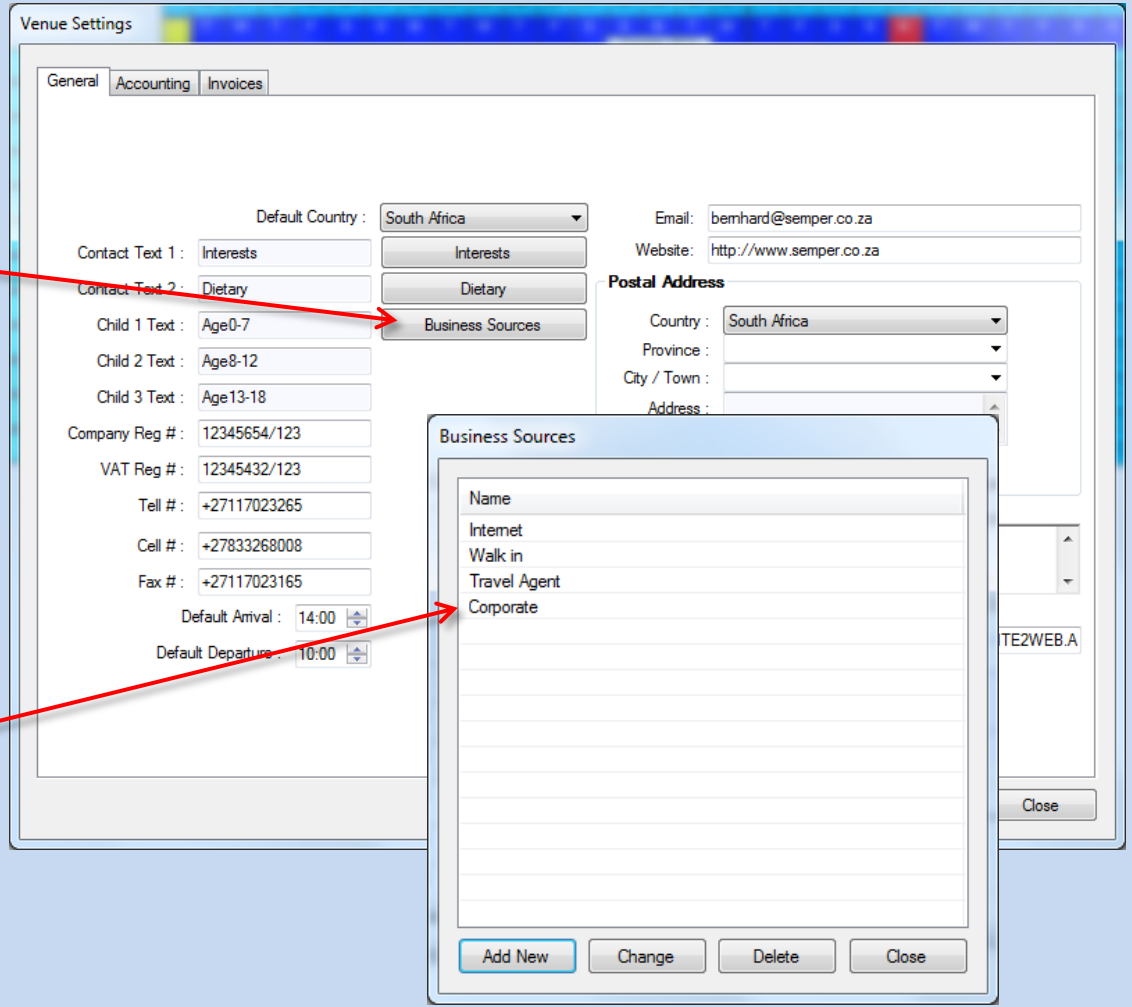


Business Source
(This step is optional, but highly recommended)

The Business Source gets captured on every reservation and used to analyse where your business comes from.

This enables you to see how it changed over time and thus determine areas where you may wish to focus future marketing spend

Enter the values that makes sense for your business



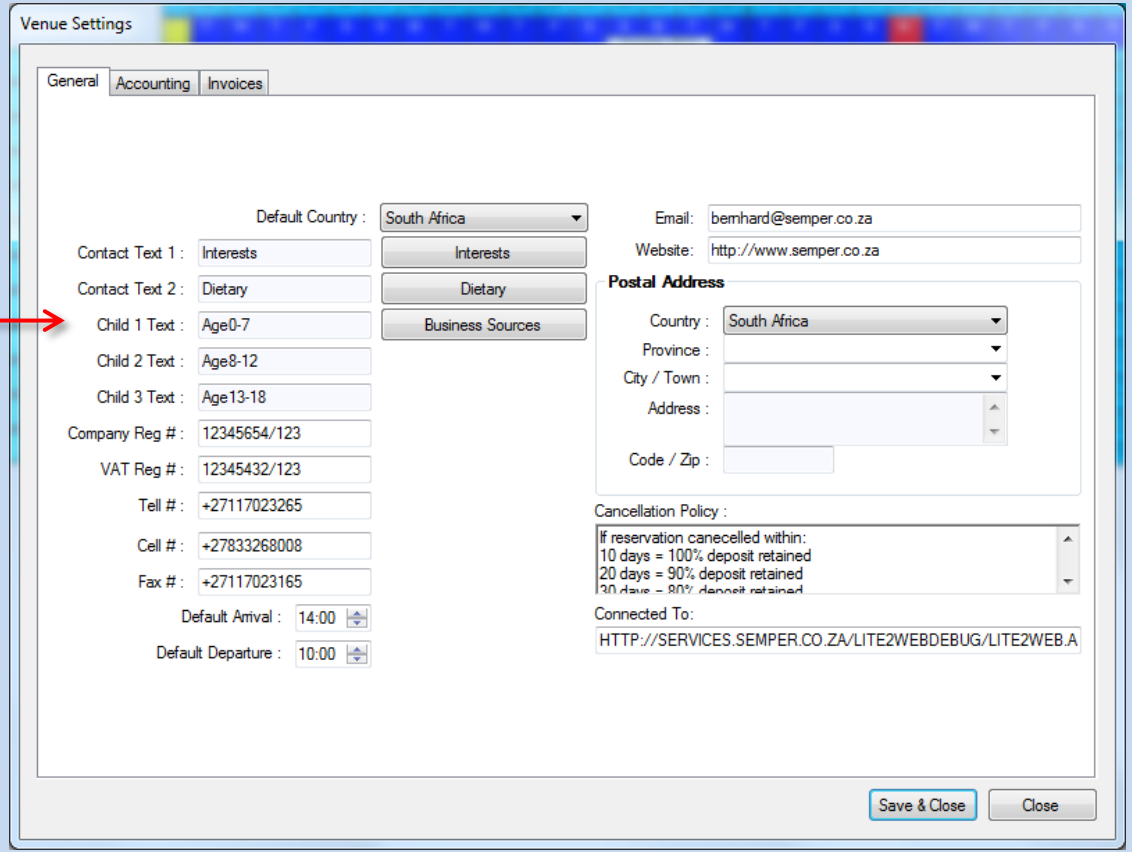
Child 1, 2 and 3 Text
(This step needs to be completed if you cater for children)

3 different categories may be defined and must be given a label as shown here

Enter the categories.

Later you will be able to define specific rates for each category

Note: you may enter less than 3 categories. Leave those not required blank

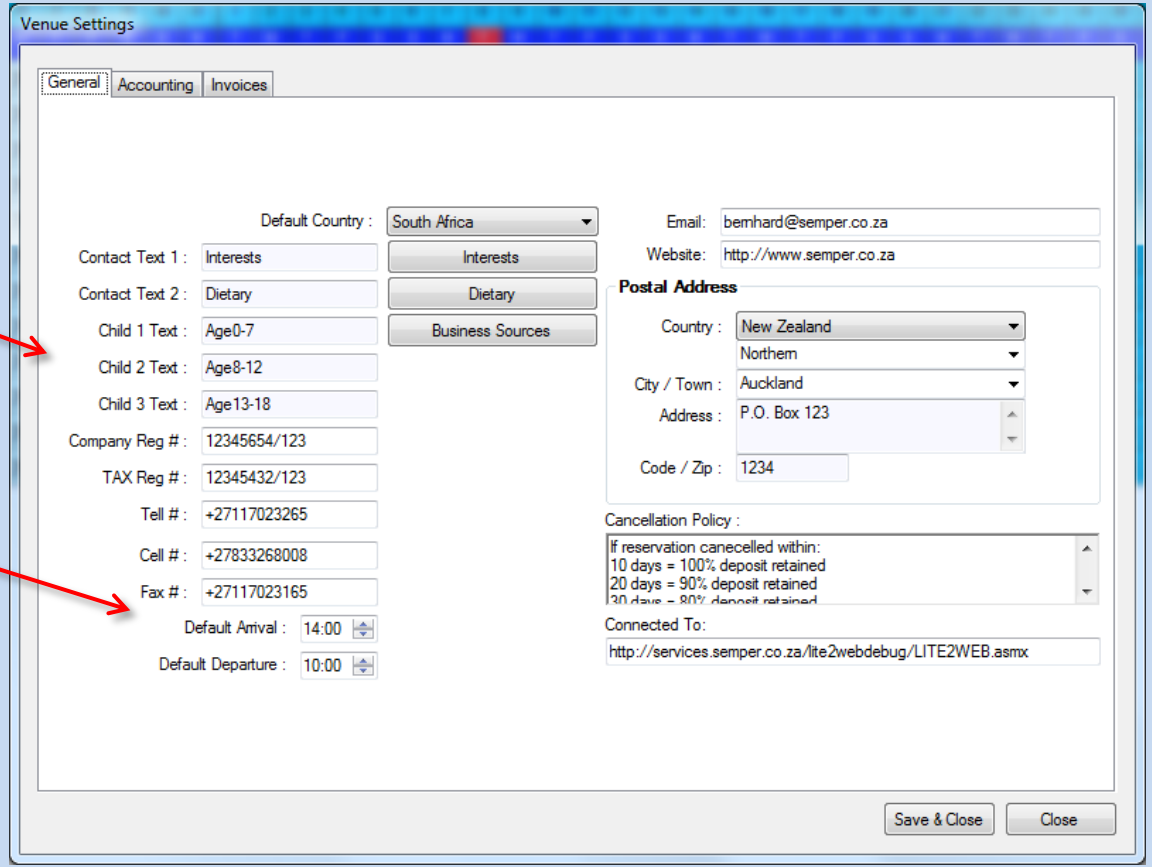


Other information

Enter all general information such as company registration number, Tax registration number and your contact details which will be used on invoices and correspondence documents

Default Arrival and Departure time

This time gets displayed on reservations and should be the default check-in and departure times



Other information (continued)

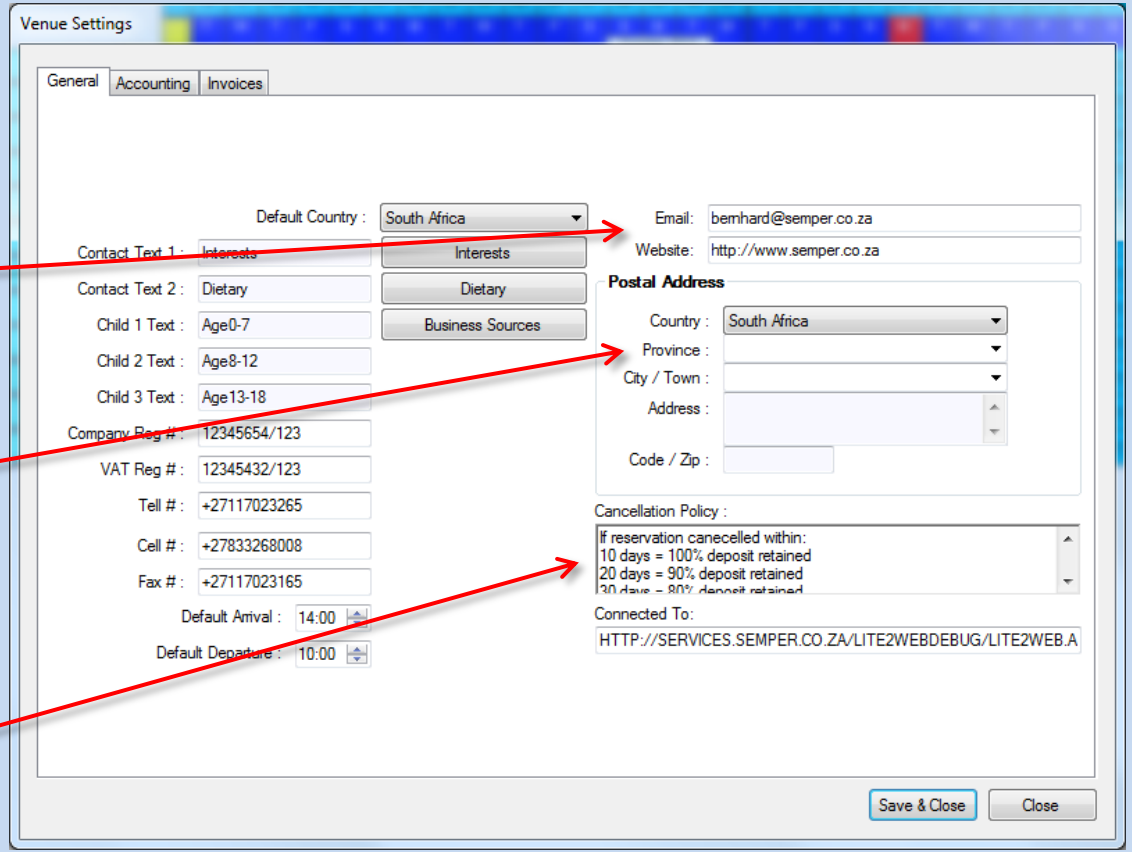
Enter the email address of the contact person for your venue

Postal address

Enter your postal address which get displayed on all invoices

Cancellation Policy

Enter your cancellation policy
An example is displayed here
This will be displayed on certain invoices

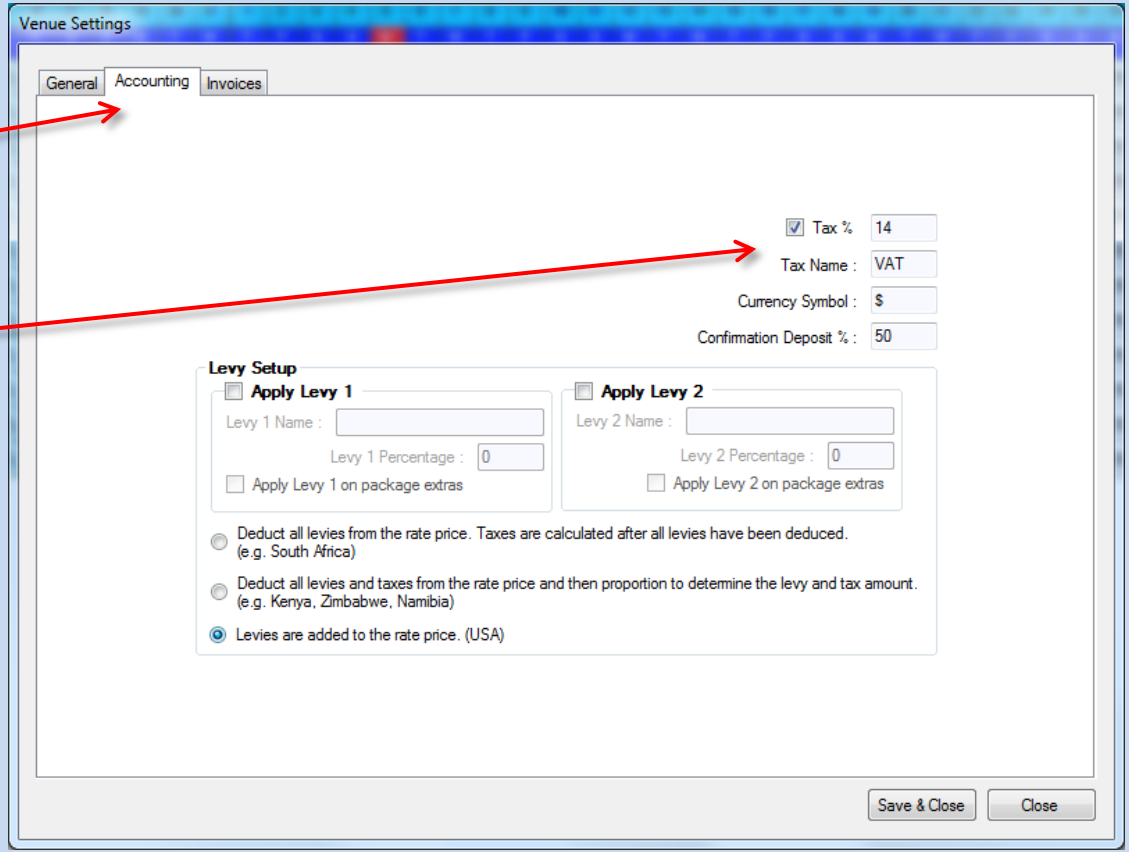


Accounting Settings

Next select the Accounting tab

Tax

If your venue is tax registered (e.g. Vat) then select this switch and enter the name you wish to appear on all reports and invoices
With this setting the system will assume that all prices specified are inclusive of tax



Accounting Settings

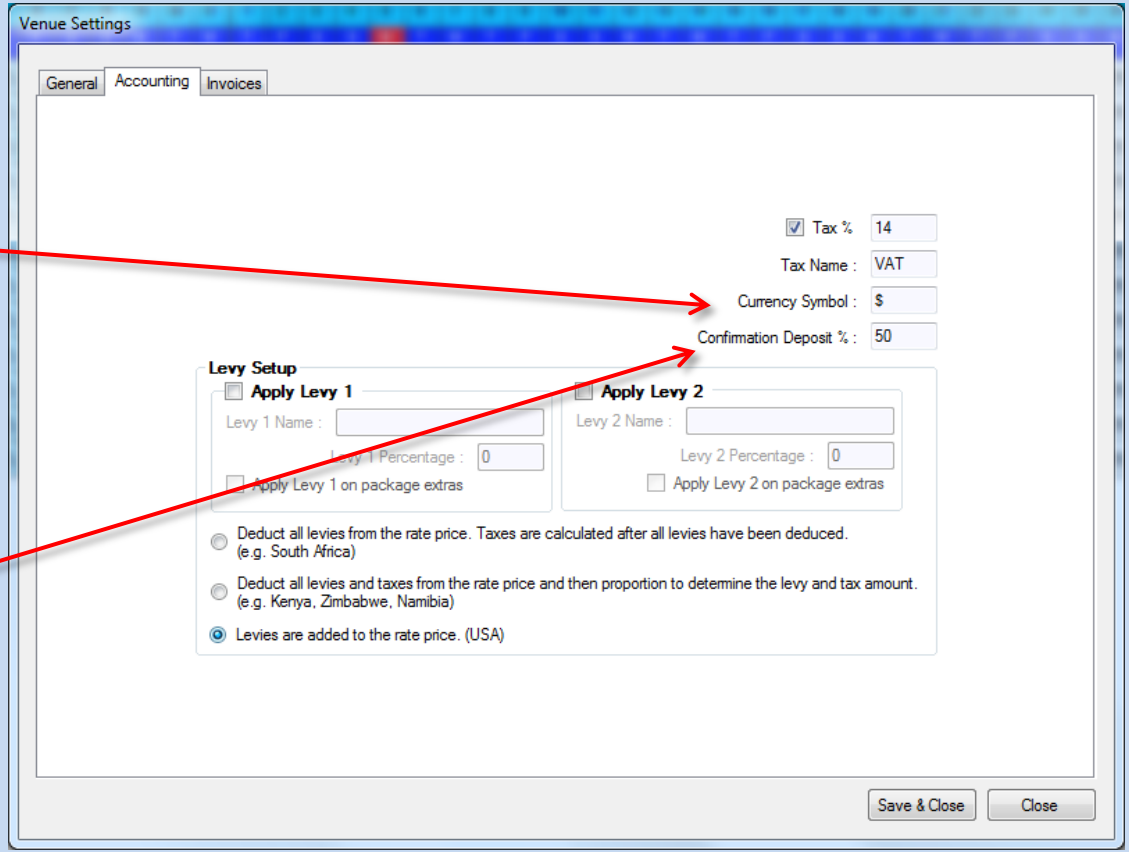
Currency

Enter the Currency symbol you wish to appear on all reports and invoices

Confirmation Deposit

Enter the deposit % required by your venue that will enable you to confirm the reservation

This is used to calculate the deposit required when producing a deposit invoice



Accounting Settings

Levies (This step is optional)

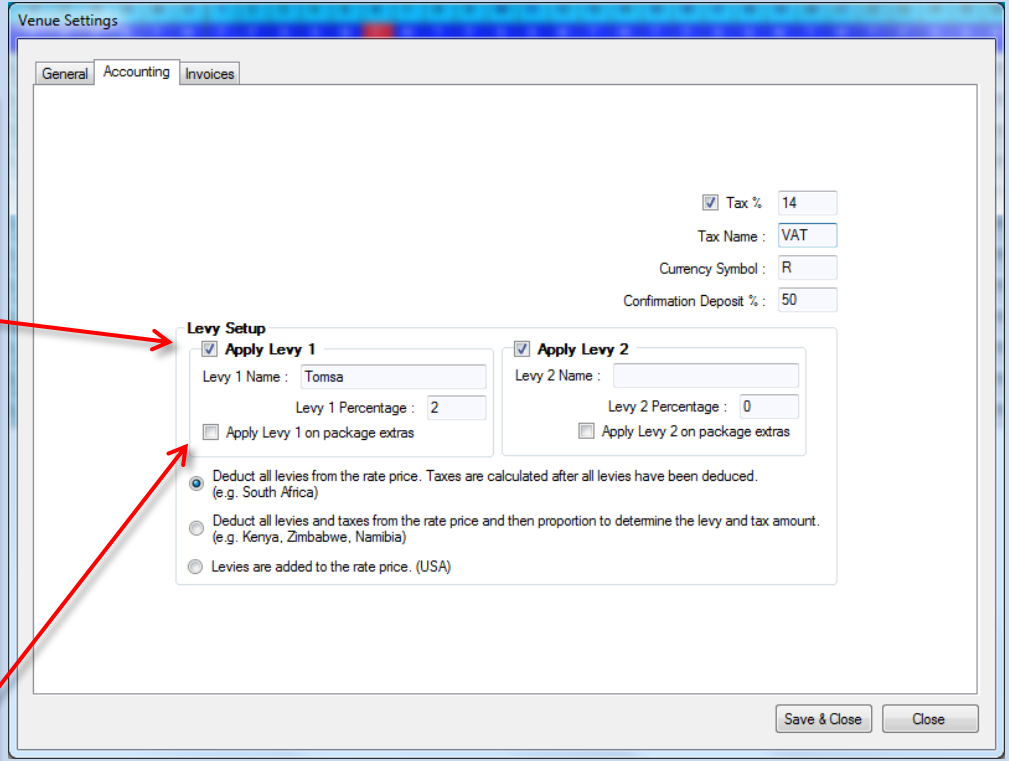
Levies are a form of tax that is automatically *applied on sales transactions*. Levies need to be activated here to become active

Important Notes:

1. Once a levy has been activated, it will automatically be applied to all accommodation sales
2. For extras (e.g. soft drinks, food etc.), you may specify if the levy must be applied for each extra
3. For packages (A package is a combination of accommodation and extras (e.g. Bed and Breakfast)) an option exists to apply the levy on the extra product(s) in addition to the accommodation

Select the % and the **Levy name**

The name is used on invoices, correspondence documents and reports



Accounting Settings

Levies (This step is optional)

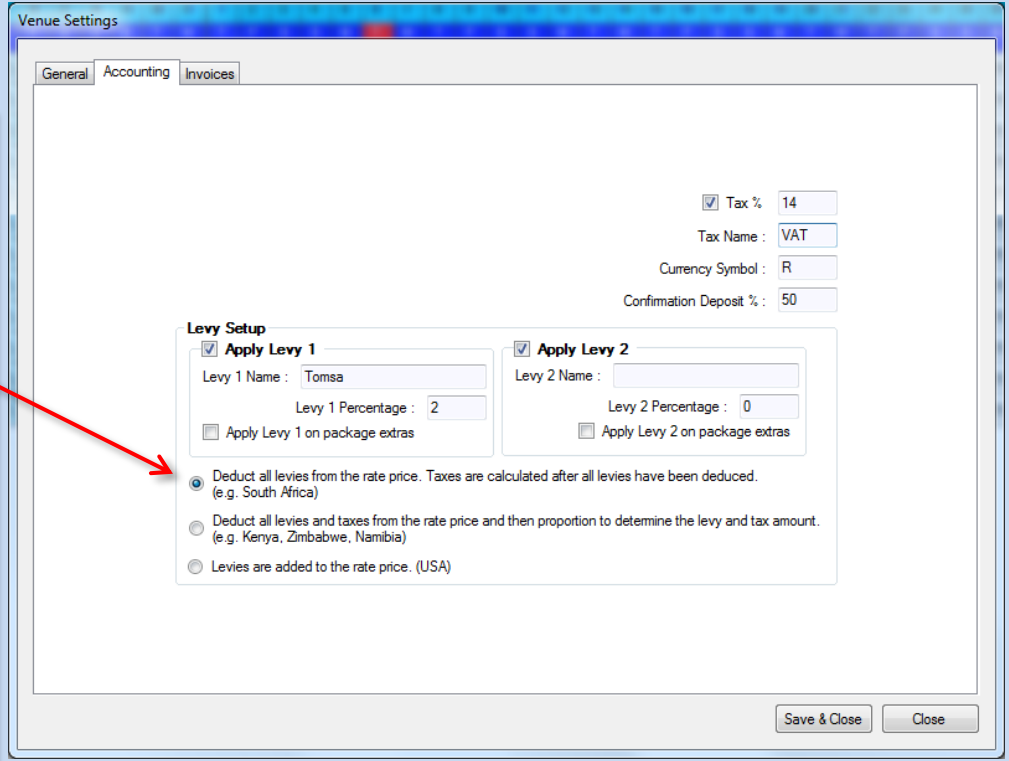
Levies differ by country. Three different options can be applied when calculating the levy amount as displayed here

Option 1 is designed for *South African* users that wish to apply Tomsa levies

Option 2 is designed for countries such as *Kenya, Namibia, Zimbabwe etc.* where multiple levies can be applied

Option 3 is designed for countries such as the USA where state, or city taxes are added to a base price

The following slides deals with each category

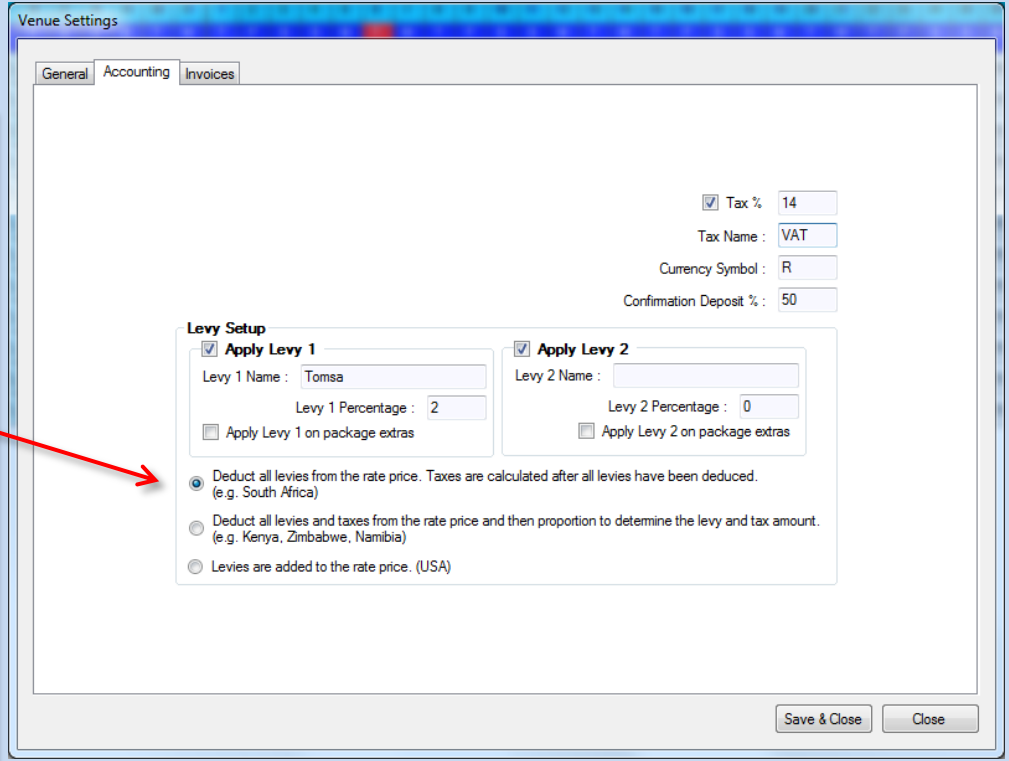


Accounting Settings

Levies (*South Africa*)

If you wish to apply Tomsa levies, select option 1 and specify the levy percentage and name

Deduct all levies from the rate price. Taxes are calculated after all levies have been deducted:
If any VAT has also been specified then the levy will be calculated on the full rate price.
The levy is then deducted from the rate price and the VAT will be calculated on the amount after the levy has been deducted.
The rate defined in your rate tables must thus include all taxes and levies.
E.g. if a rate price = R100 with 14% VAT and a tourism levy of 2%. The VAT will be R12.04 and the Levy will be R2. The selling price will be R100

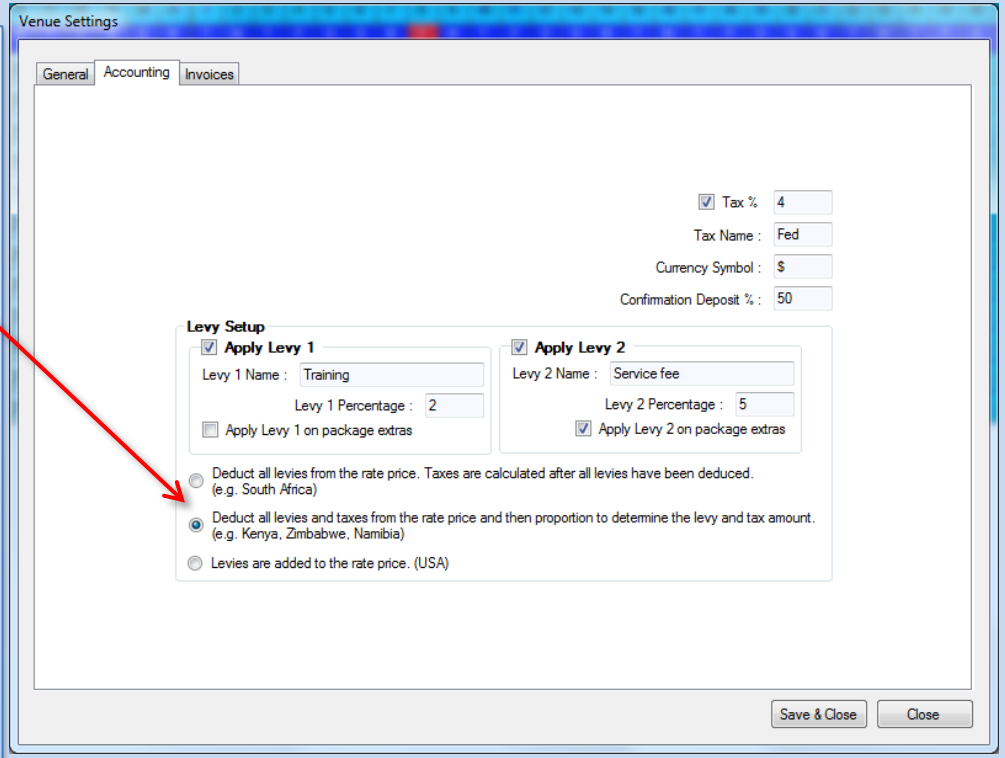


Accounting Settings

Levies (e.g. *Kenya, Namibia, Zimbabwe*, etc.)

Select Levies you wish to apply and illustrated here
Select the % and the name that must be applied

Select **Deduct all levies and taxes from the rate price and then proportion to determine the levy and tax amount.**
A "base price" must be used in this calculation and all taxes and levies added to the base price to determine the selling price.
The selling price thus includes all taxes and levies.
E.g. If you use a base price of $100 and you add tax (e.g. VAT) of 14% and then add a levy (e.g. Training levy) of 1% and a service fee of 5%.
The base price is used to calculate the tax and levy amounts. In our example Vat = $14, Tourism levy = $1 and a service fee = $5 which when added together gives you a sales price of $120.
Your rate must then be setup as $120



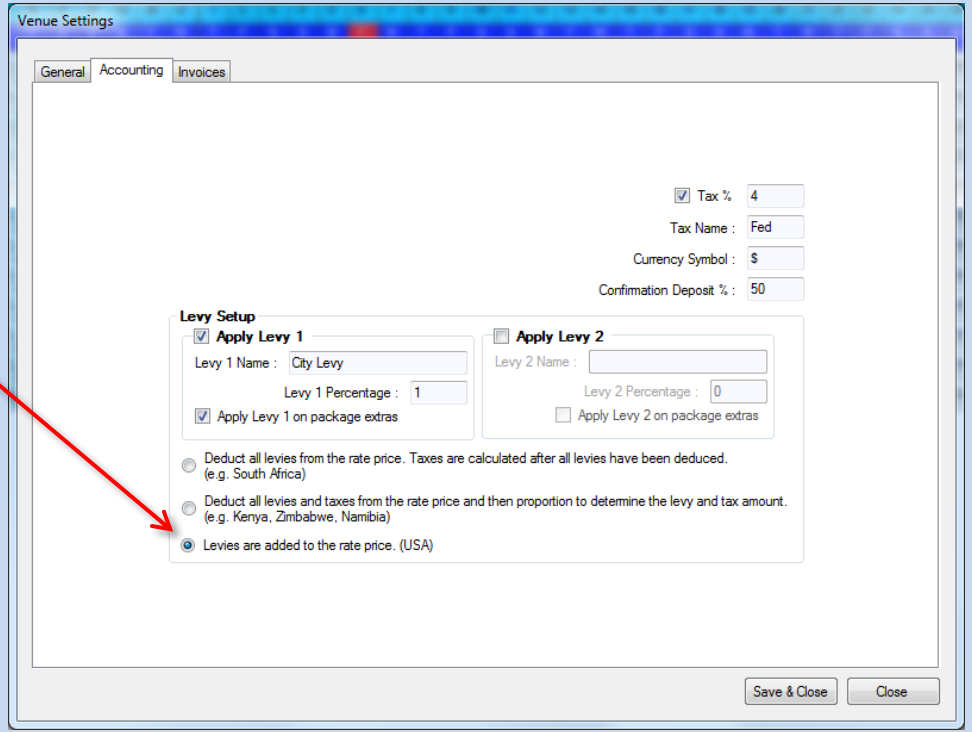
Accounting Settings

Levies (e.g. *USA* etc.)

Select Levies you wish to apply and illustrated here
Select the % and the name that must be applied

Select Levies are added to the rate price.
Any taxes specified will be included in the rate price and all levies will be added to the rate price.
E.g. A rate price of $100 with federal tax of 4% and a city levy of 2%.
The city levy will be calculated as 2% of the rate price -$2
The federal tax will be included in the rate price and calculated as $3.85. The final sales price will be $102.

If you wish to add all taxes to the rate price. Un-tick the Tax Box and only define levies
E.g. If the rate price is $100 and a federal tax of 4% and a City Tax of 2% must be added to the $100, then only define the 2 levies. The selling price will then be set as $106



Accounting Settings

Invoices (mandatory)

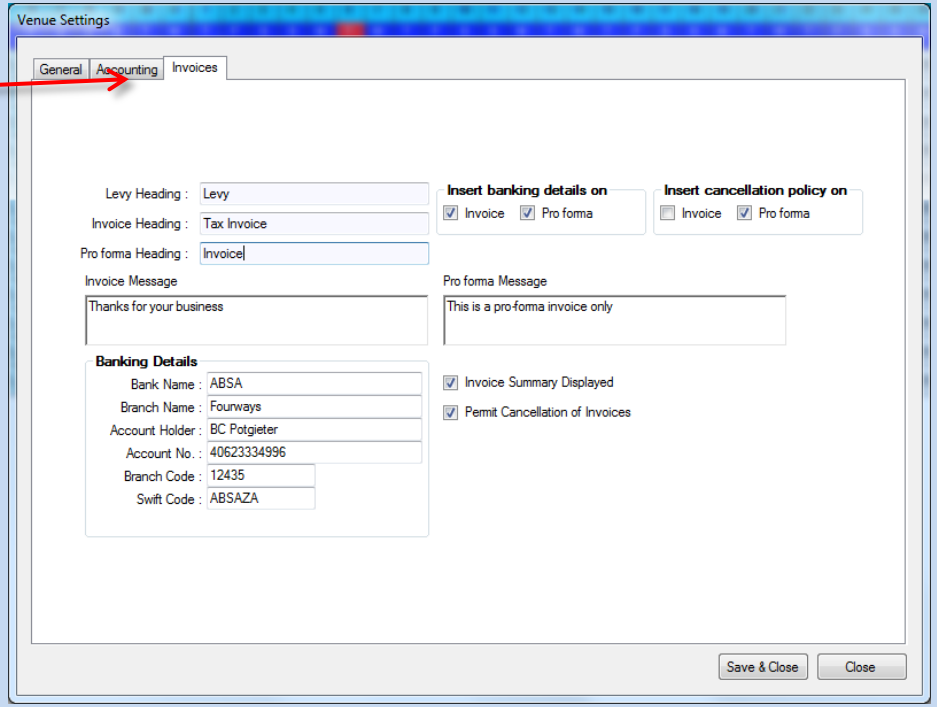
The invoice setup determines the information that appears on invoices

All invoices are produced as PDF documents

Two invoices are available. A pro-forma invoice and a "Tax" invoice.
The pro-forma can be produced as many times as you wish and will display all in-invoiced transactions.
The "tax" invoice assigns a unique ID to each invoice and includes all un-unvoiced transactions on the invoice.

Once a Tax invoice has been produced, additional transactions may be added to the reservation and additional invoices produced.

Important note: Transactions that have been invoiced may not be altered in any way



Accounting Settings

Invoices

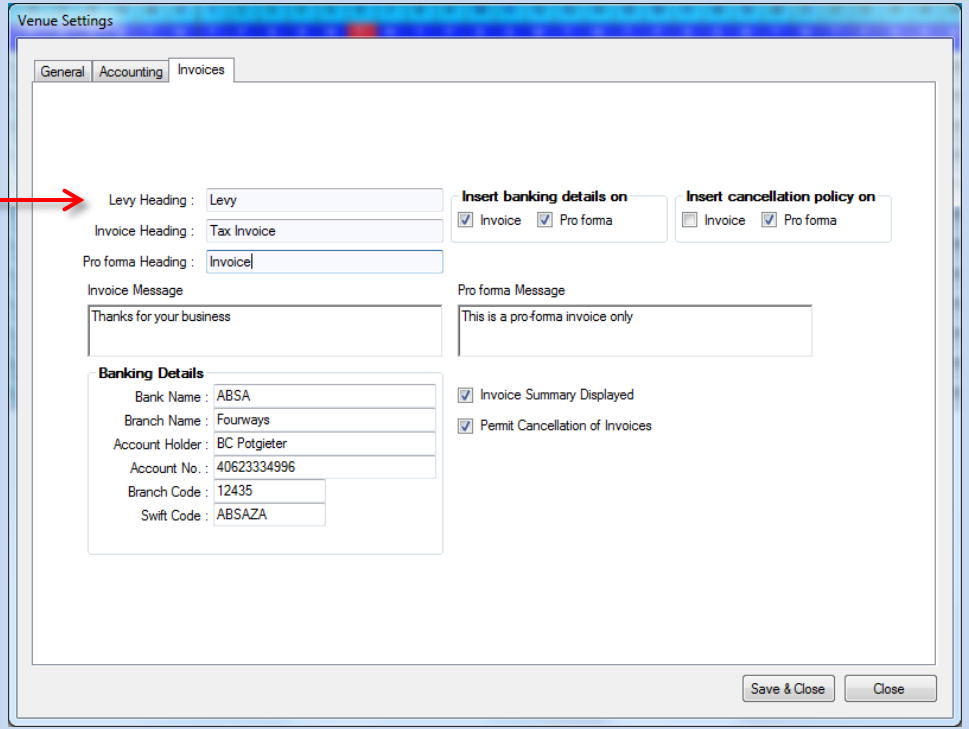
Levy heading is the heading text that gets displayed on the invoice. Enter a label if you have activated levies

Invoice and Pro-Forma heading Insert a heading that will appear on the top of the Tax and pro-forma invoices

Invoice Messages Insert a text message that will be inserted below the transaction details of the tax and pro-forma invoice.

Enter your **banking details** and indicate on which invoices they should appear

Also indicate on which invoices your **cancellation policy** must be displayed

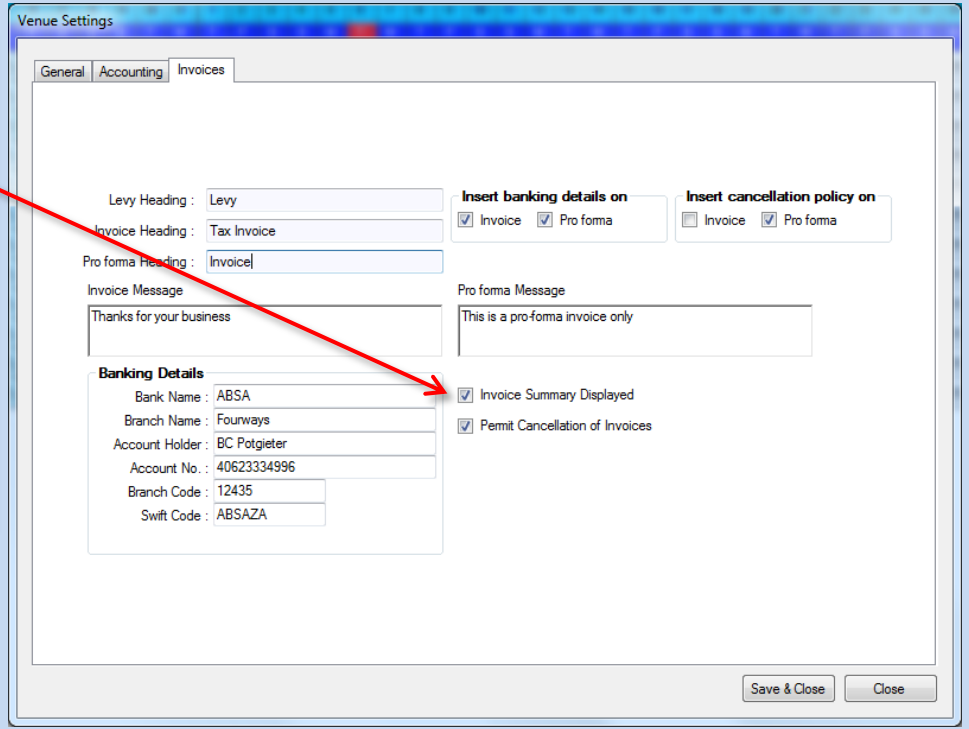


Accounting Settings

Invoices

The invoice summary displays a summary of all sales, expenses, taxes at the end of the invoice.
With this switch off, only totals get displayed.
It is best to try both options to determine which you preferred

Permit cancellation of invoices. If this is de-selected, invoices created will not be cancelled.
In such cases you would be required to write off any balances and then add new transactions



Room Setup

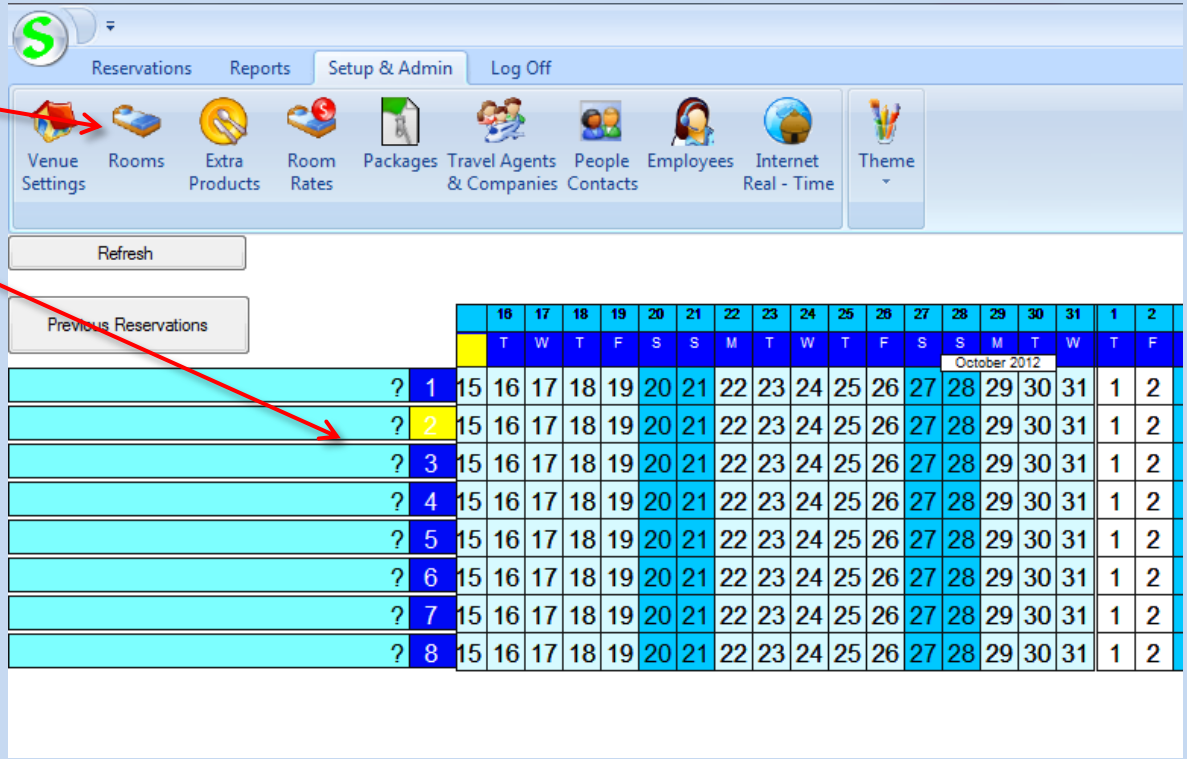
Room Setup (Mandatory)

When you first log-in the number of rooms you specified will be listed here with a ?

This indicates that the rooms need to be setup

The setup involves first defining your different room types (e.g. Single, Double, Twin etc.)

The second step is to allocate each room to a room type



Room Setup

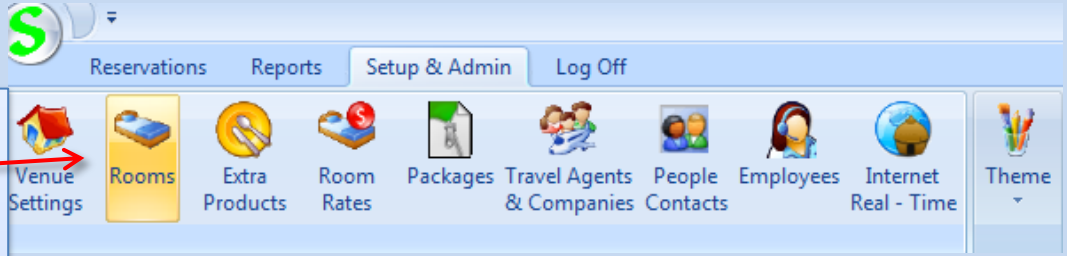
Select the Rooms button

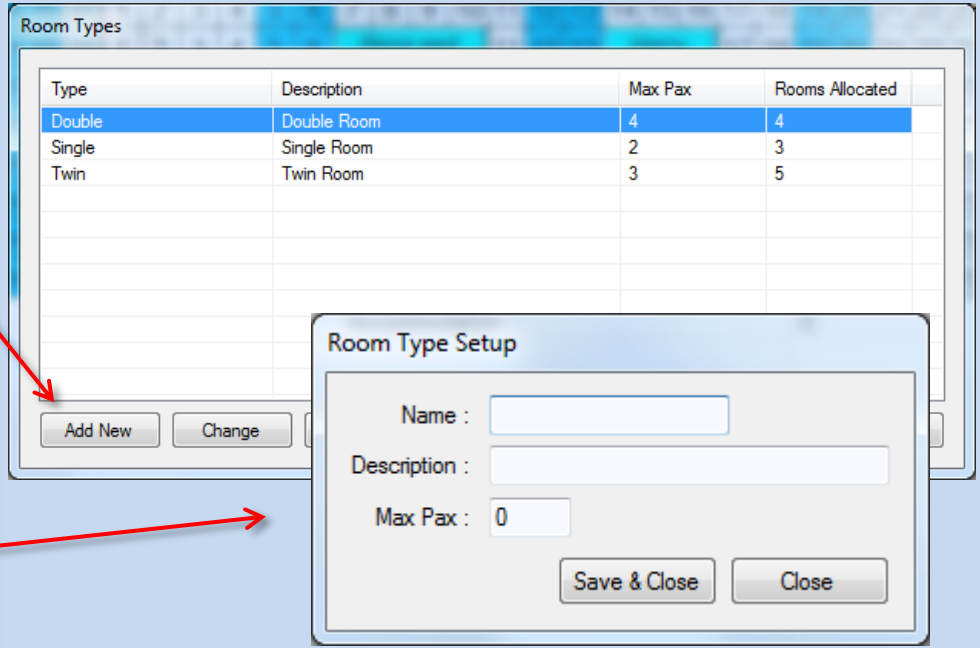
The first step is to define all your room types (e.g. the category of rooms such as doubles, singles, twins etc.)

Room types are very important as they determine the rate you will charge for a room. (i.e. all rooms allocated to a specific type will have the same price when defining your rate tables. This is also the way on-line internet booking systems work)

You may change the Accommodation type to a more meaningful name and description

Select the Add New button to define a new room type. The name is a code such as Doubles, Singles etc. The description appears on invoices (e.g. Double room, Single room etc.)
The Max Pax is the maximum number of guests permitted in a room and is used when calculating your occupancy percentages

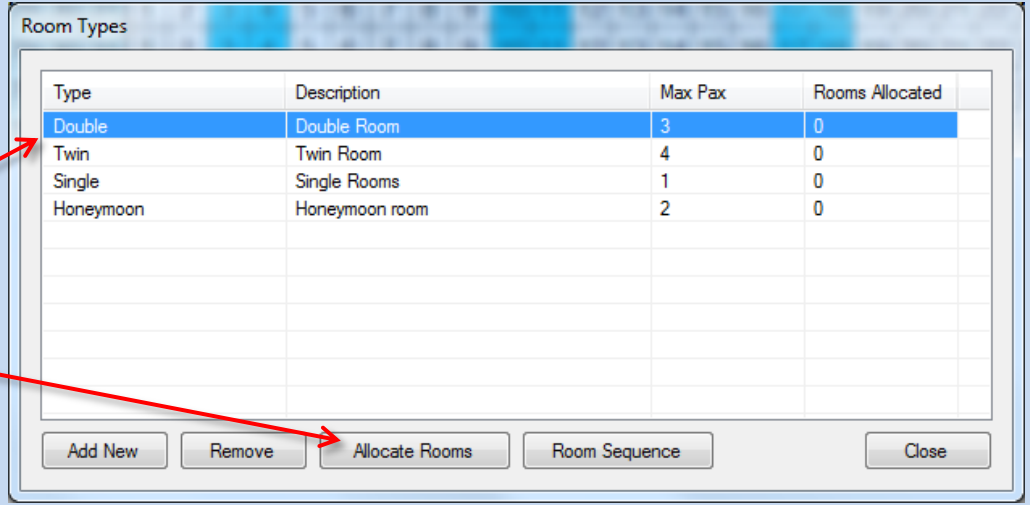




Room Setup

Once you have defined all the types, you need to allocate each room to a type

Select a room type (single click) followed by the Allocate Rooms button

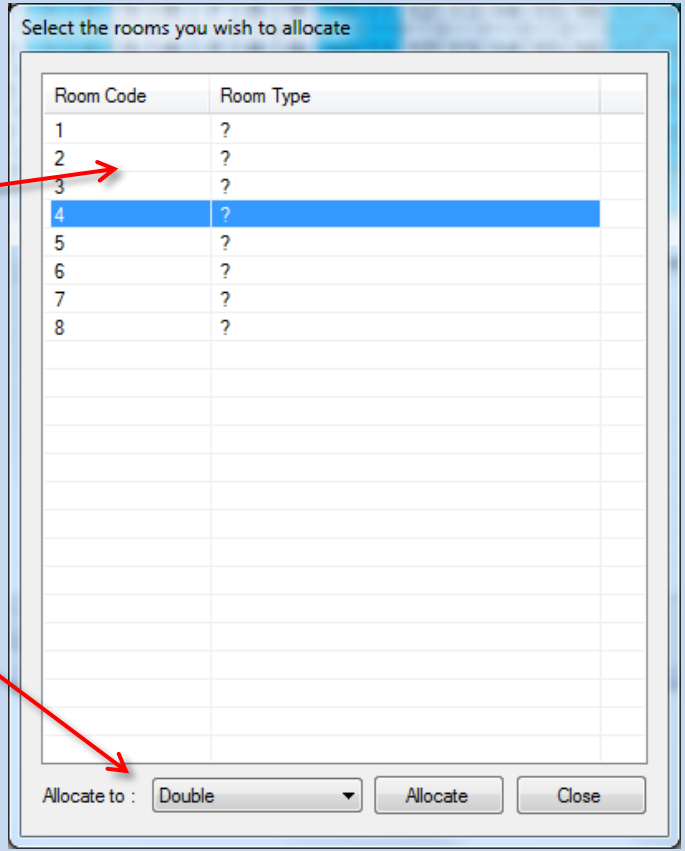


Room Setup

All rooms get displayed. The un-allocated rooms have a ? As shown here.
Select the room (single click) you wish to allocate
Then select the Room type from the drop down list

Then select Allocate to perform the allocation

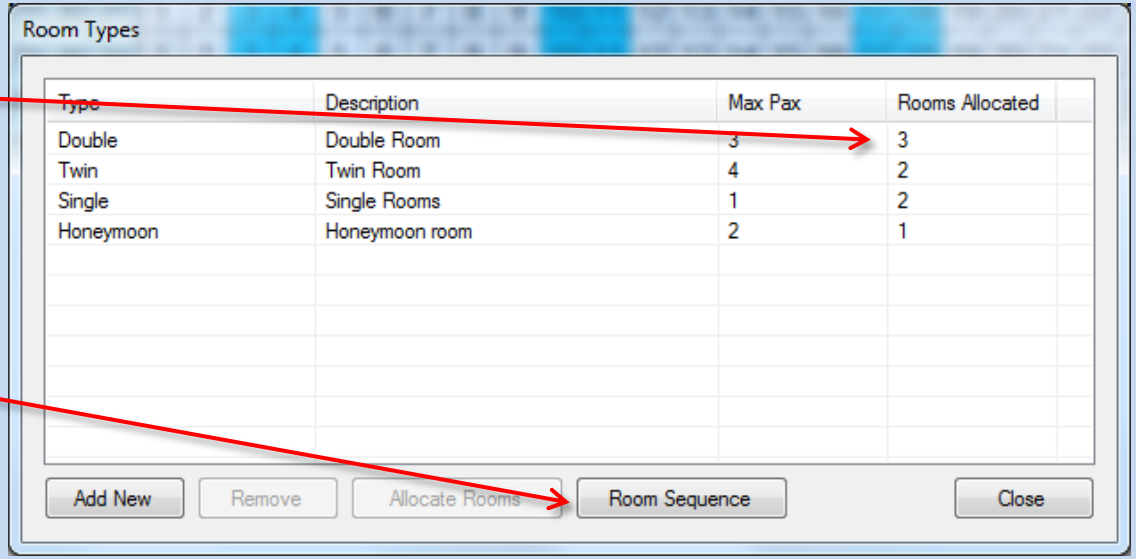
Rooms may be re-allocated at any time in the future.
Note: If you do re-allocate rooms please ensure your on-line booking system is adjusted accordingly
Note 2: all rooms MUST be allocated to a room type



Room Setup

Once your rooms have been allocated, the number for each type is displayed in this column

The next step is to define in which sequence you wish the rooms to be displayed on you calendar screen
Select the Room Sequence button

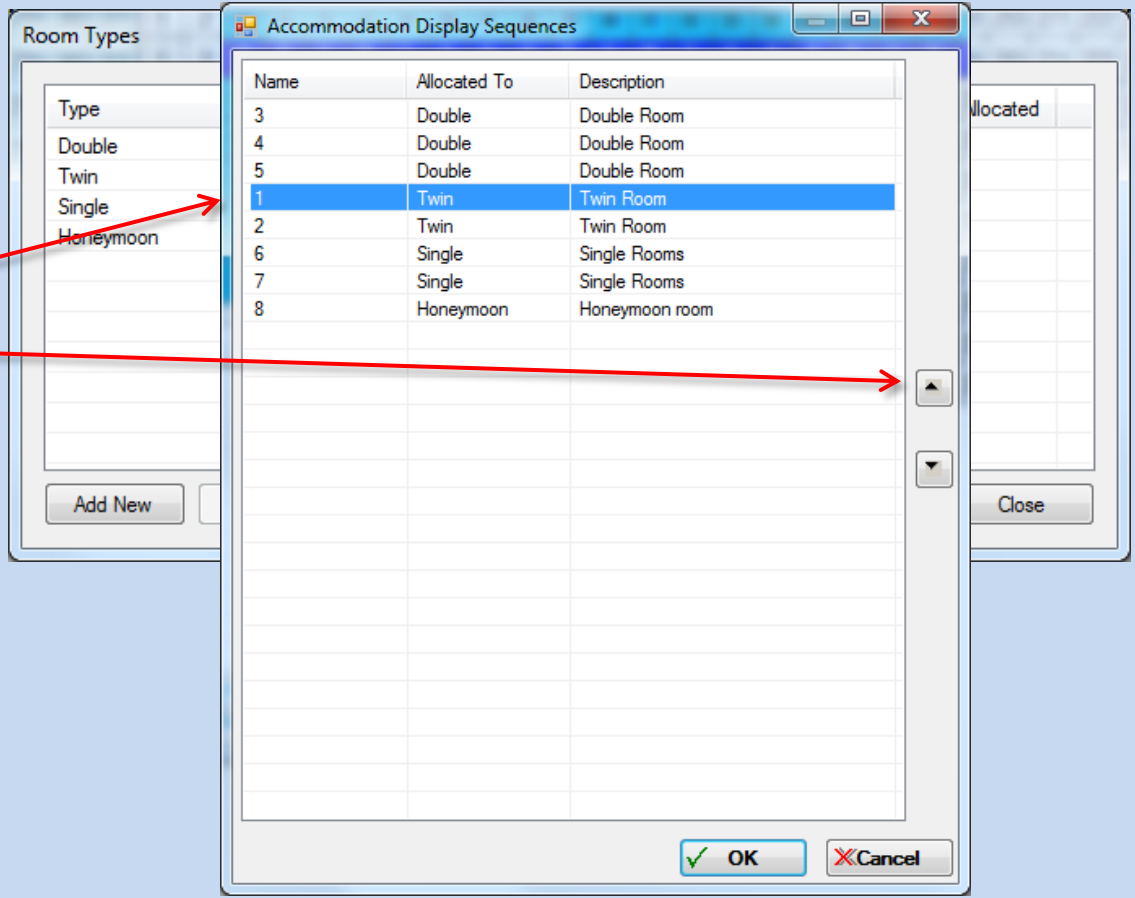


Room Setup – Room Sequence

You will notice that the sequence displayed here does not follow in numerical sequence

High-light a room (single click) and use the arrows to move the room up or down to the position you wish it to be displayed on your calendar
Select OK when done which will save the sequence

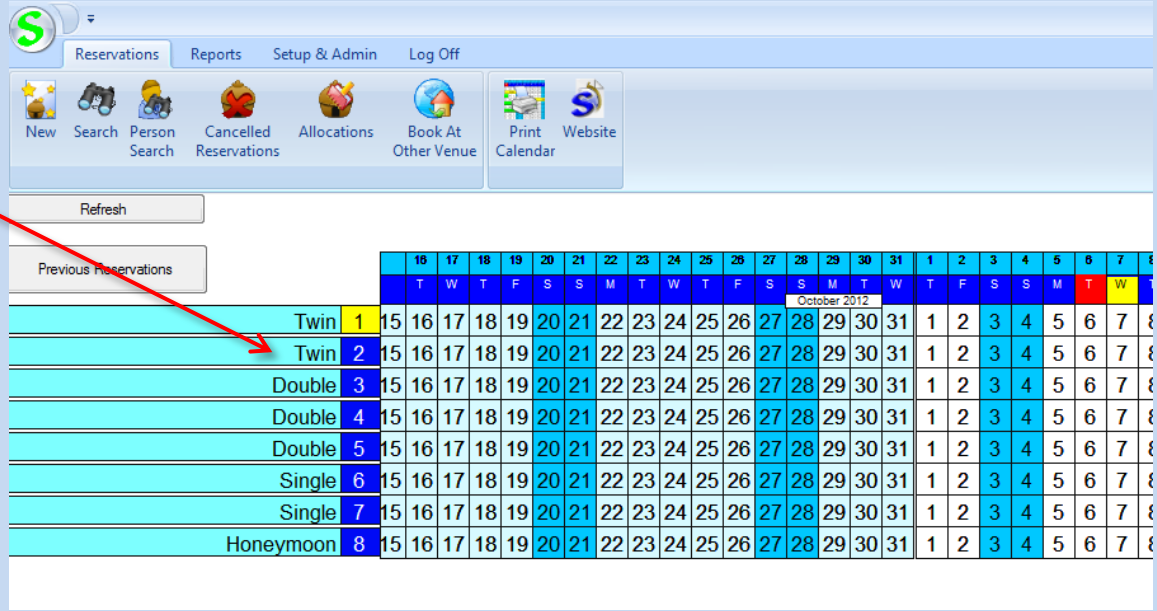
Important:
Once completed, please close your Semper Lite system and re-open and log-in again (This is to re-load the new values)



Room Setup

Once you re log-in, the room type will be displayed adjacent to the room number as shown here

The correct sequence is also displayed



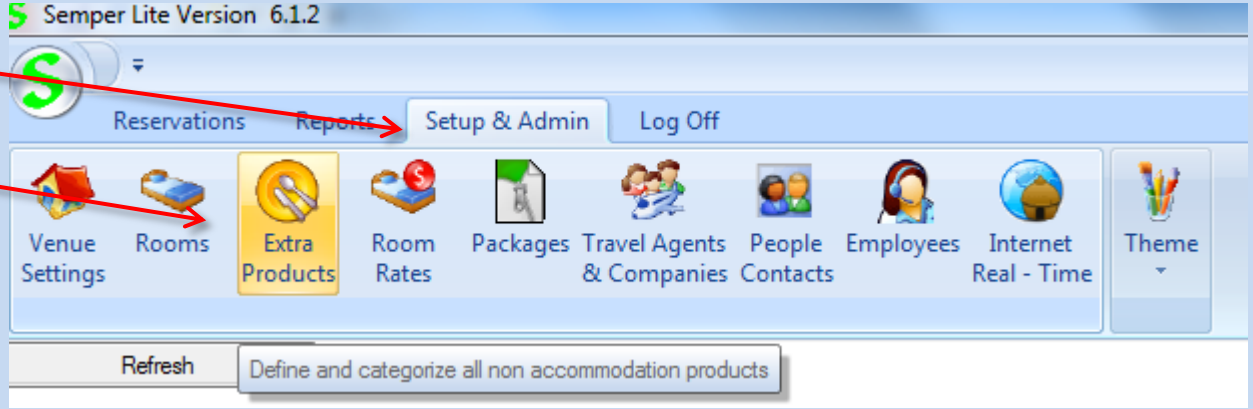
Extra Products

Return to Setup & Admin

Select the Extra Products tab

Extra products are non-accommodation products you wish to sell. Products such as breakfast, lunch, transfers etc.

These products can also be sold via your own website on-line booking system and setup here



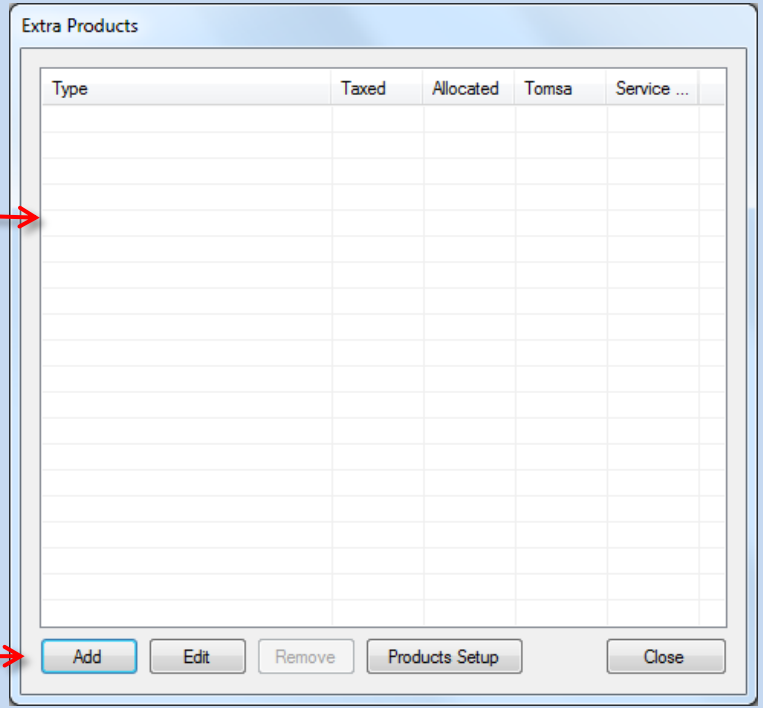
Extra Products

Extra products must first be categorised into product types

These categories (product types) must first be defined and then all extra products within each category.

A typical category would be called Food and products within the category could be Breakfast, Lunch, Dinner etc.

Select the Add button to define your product types (categories)

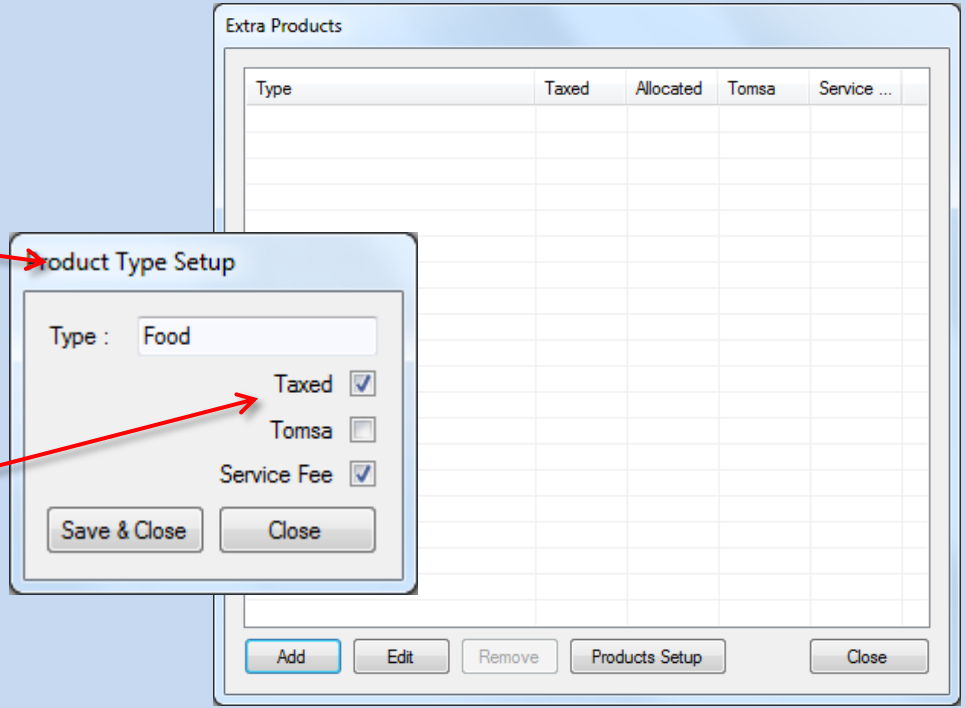


Extra Products

Define the product type

Note that any taxes or levies can be applied for all products defined within this type.
The taxes are automatically calculated and added at the time the product is sold

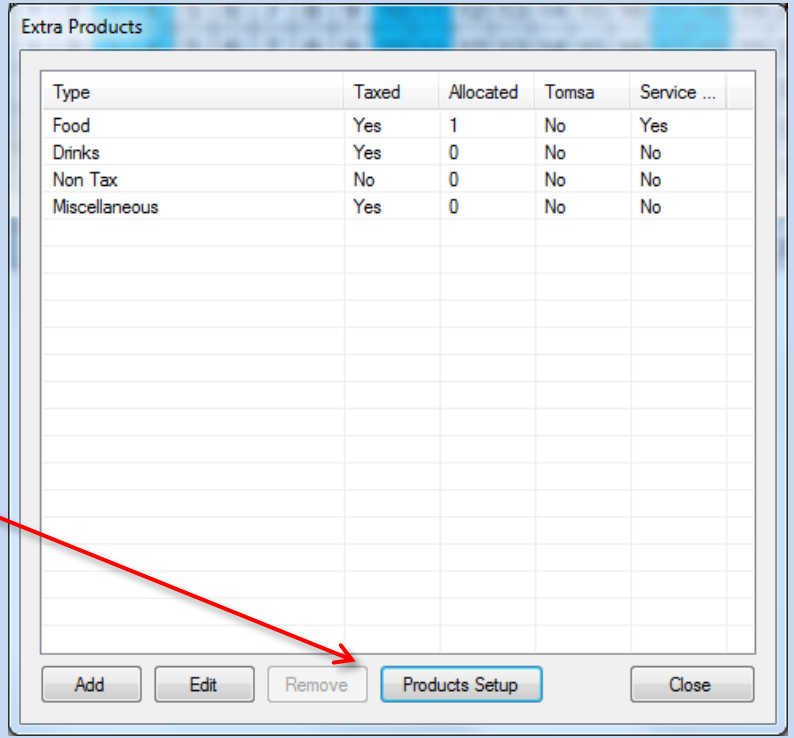
Select the taxes and levies that must be applied (if any)



Extra Products

Once your product types (categories) have been defined then define the products within each type

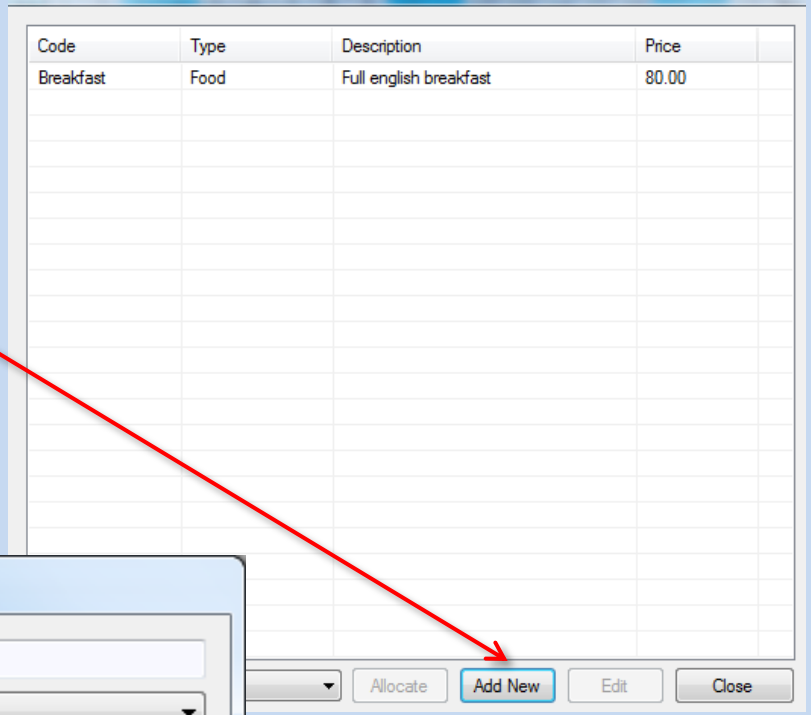
Use the Products Setup button to add new products or to change existing ones

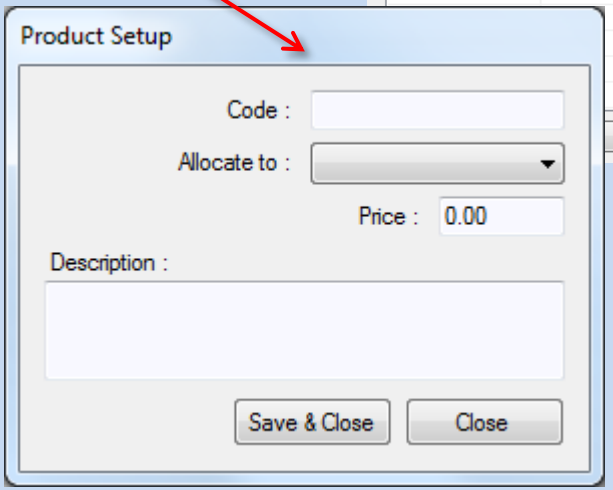


Extra Products

Select Add New button to define a new extra product

The Product setup screen will be displayed





Extra Products

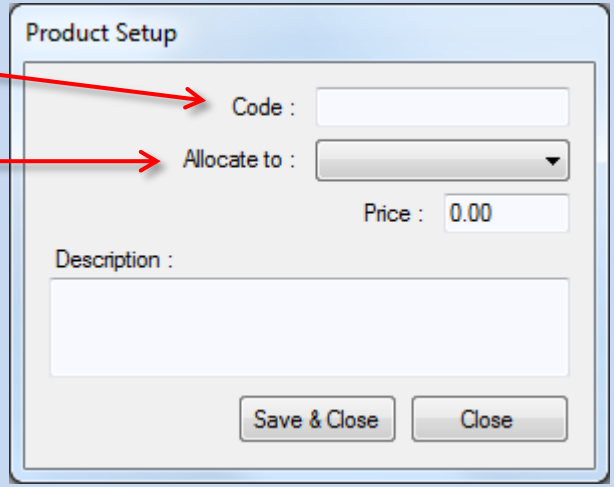
Enter a Code (such as Breakfast, Dinner, Lunch etc.)

Allocate the product to a Type

Enter a Default Price. You will be able to change this price at the time you record the sale

Enter a Description of the item. E.g. Full English Breakfast.
This gets displayed on the invoice
You will be able to change this at the time you record the sale

You need not define all products and can return at a later time to add more

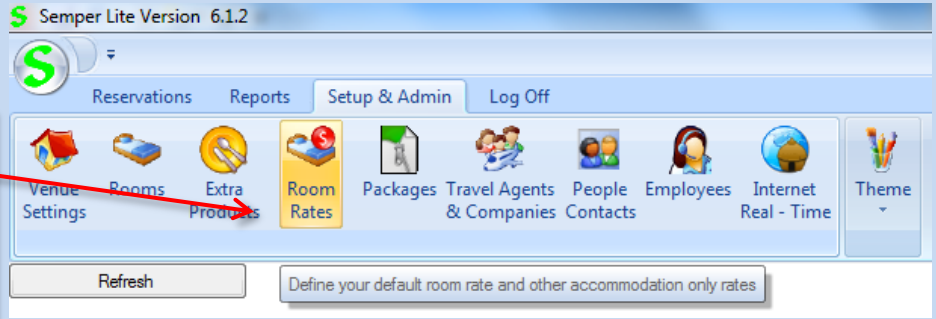


Room Rates

The next step is to setup your Room Rates

There are 3 different ways you can manage rates when recording reservations

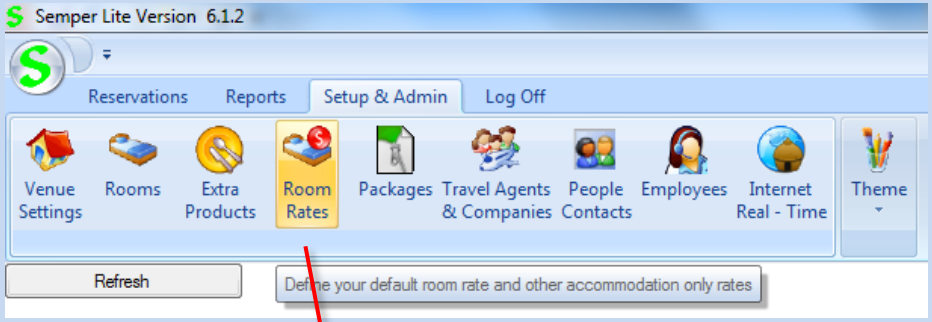
- Use a pre-defined Room only rate (can define as many as you like). Room Rates are thus room only rates
- Use a Package (this consists of a room and one or more extras in combination.
  E.g. the rate could be described as a Bed and Breakfast which includes any room plus a breakfast)
- Use a Custom Rate – this is used where you wish to define your own price for a specific reservation. The Custom Rate gets selected only when you capture the reservation . The room only and packages must be pre-defined.

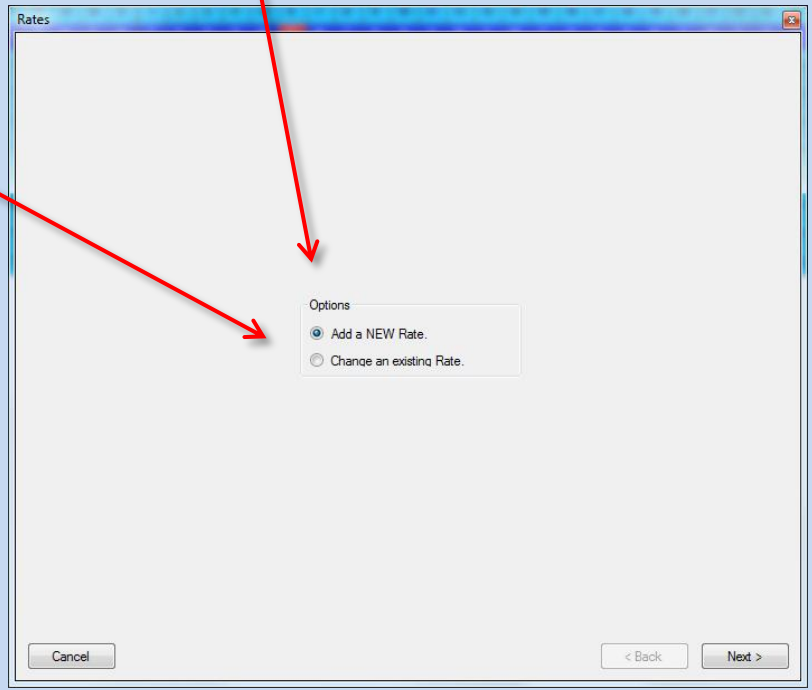


Room Rates

For Room Only rates select the Room Rates

The first time you enter this, select the Add a New rate





Room Rates

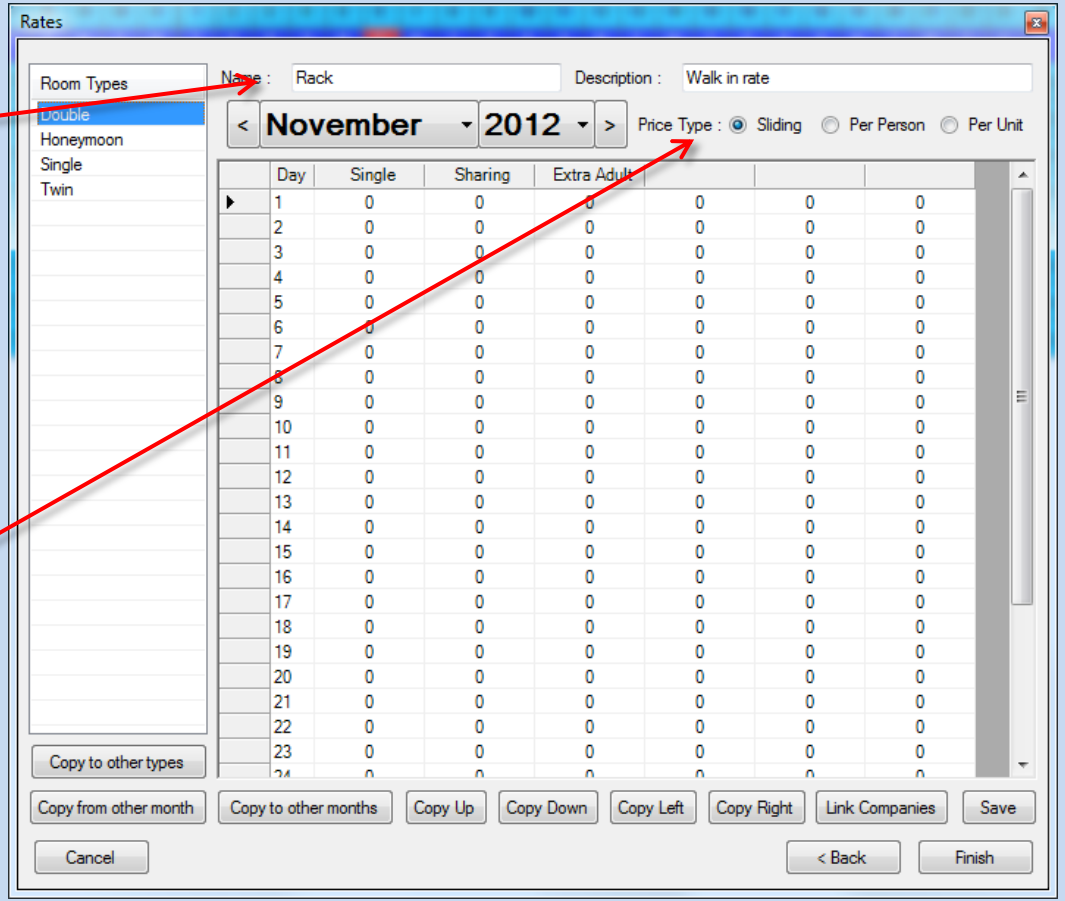
Enter the rate name and a description

The rate table is a spread sheet style where every room type can have a different price

The price is defined for each day of the month for each room type. In this way a different price can be specified for weekends or special occasions

Three different ways can be used to define a rate:

- Sliding - this is where the price differs depending on the number of guests. The price entered here will be multiplied by the number of guests entered
- Per person – the same price is charged per person. The price entered here will be multiplied by the number of guests entered
- Per unit – a single price for the unit irrespectively how many guests



Room Rates

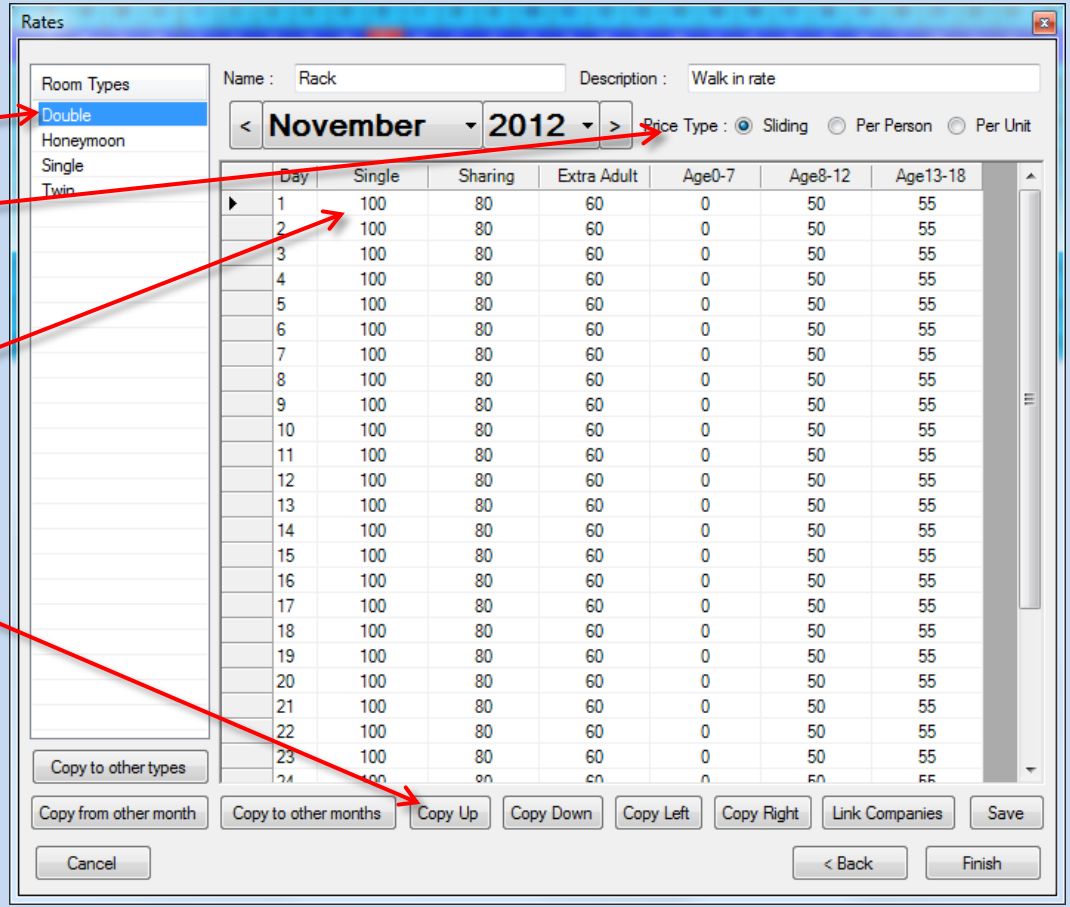
First select (single click) the room type for which you wish to define a price

Then select the price type you wish to use for the selected room type

Next enter the price for each day as shown here (Remember that the price specified will be multiplied by the number of guests)

Use the buttons to copy the cells up, down, left or right

Important: If you use the sliding rate, the extra adult price will be used when 3 or more guests are entered on a reservation
e.g. if 5 guests are in a room, the price will be 60 * 5 = 300 per night for the group of 5

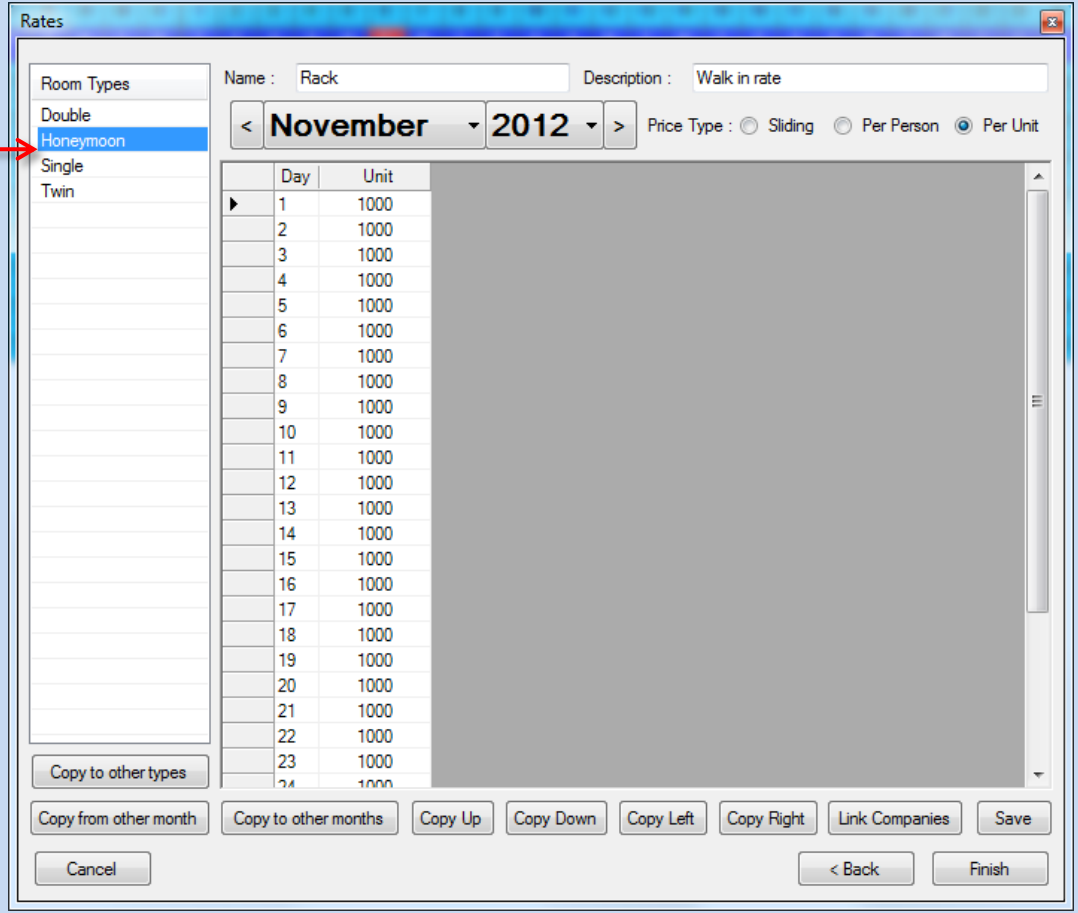


Room Rates

Select the next room type and the rate type

In this example we selected the Unit Price as the type
Enter a price per day for the Honeymoon room

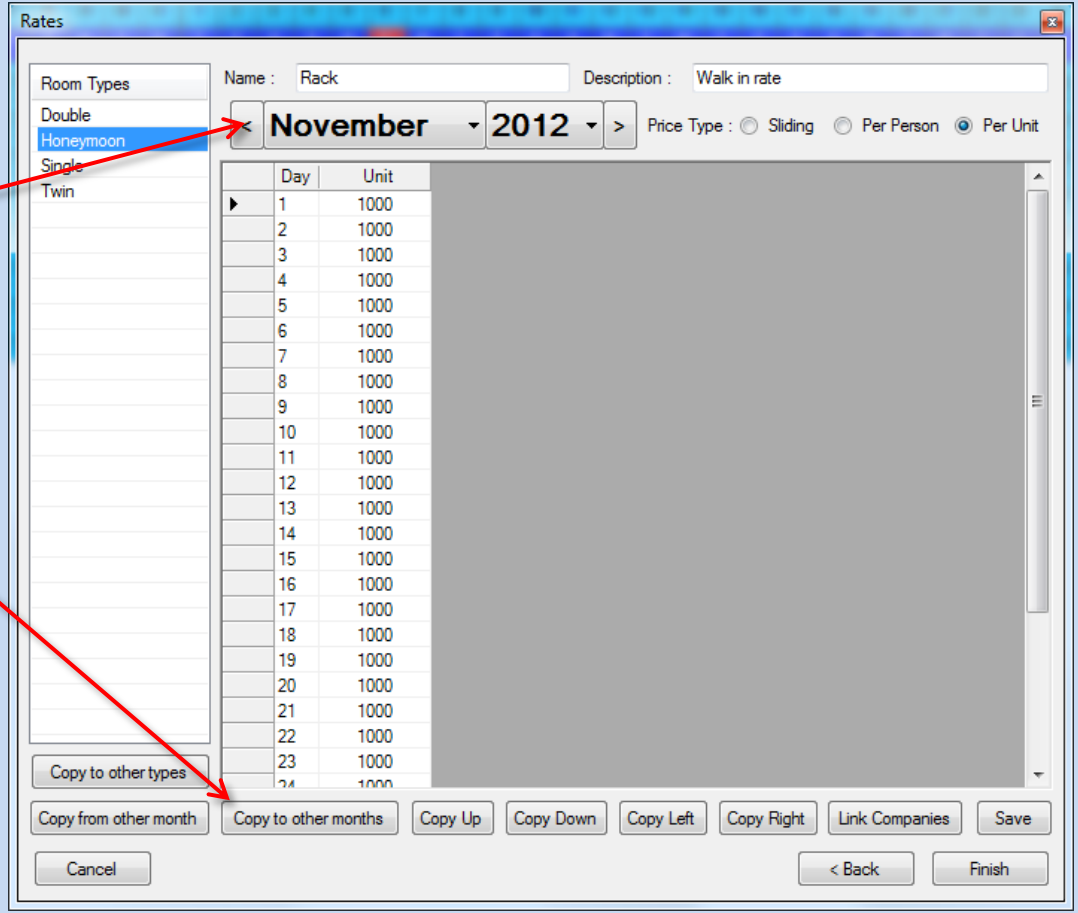
Do the same for each room type



Room Rates

The price gets setup for one month at a time as indicated

Once the first month has been setup, the same months prices can be copied to other months if the prices are the same.
Use the copy to other months button to repeat the same prices

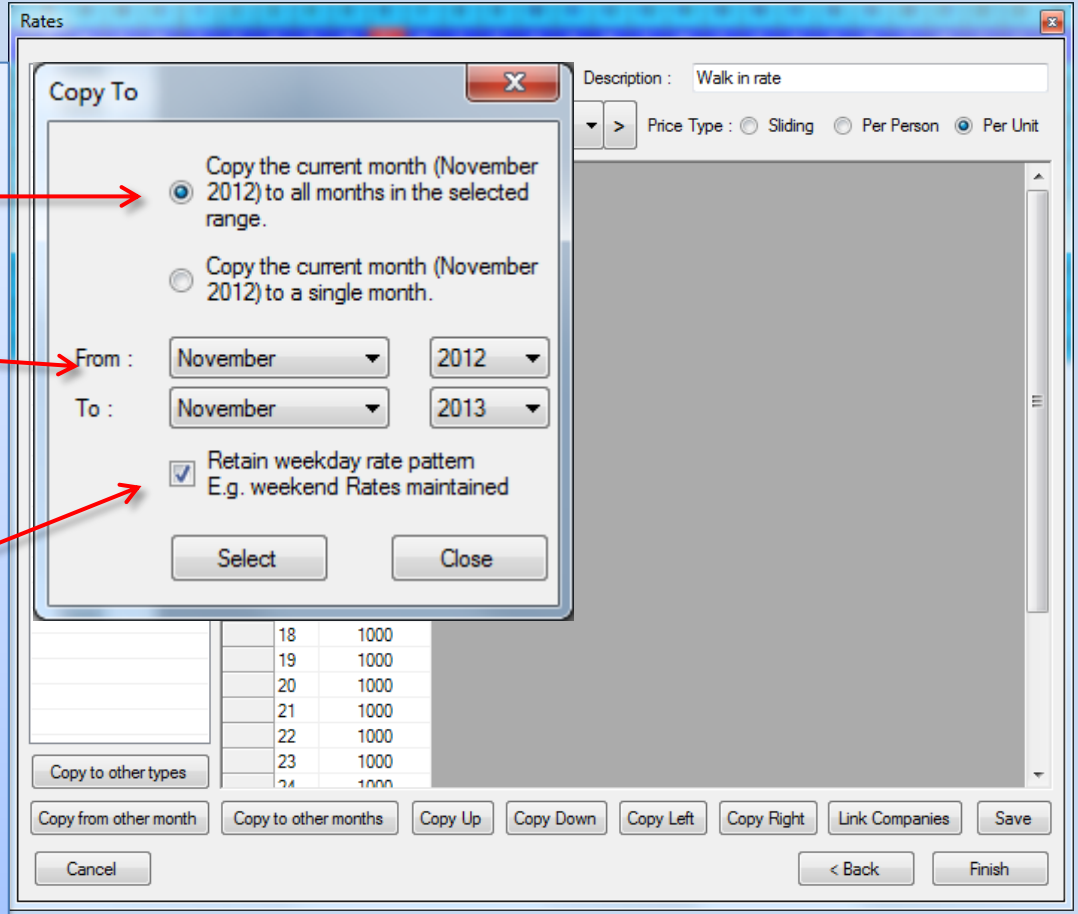


Room Rates

The copy to other months function repeats the From months values to all months between the current one selected and a target month

In this example we repeated the same values for every month between November 2012 and November 2013

The retain weekday rate pattern is used when you define different values for weekends than weekdays and then wish to ensure every weekend price is retained for all months that get copied.
A weekend can be Friday, Saturday and/or Sunday.
To setup, specify the weekend price on all weekend days in the month
The Retain weekday rate pattern option will ensure that weekend rates are retained for all the months copied

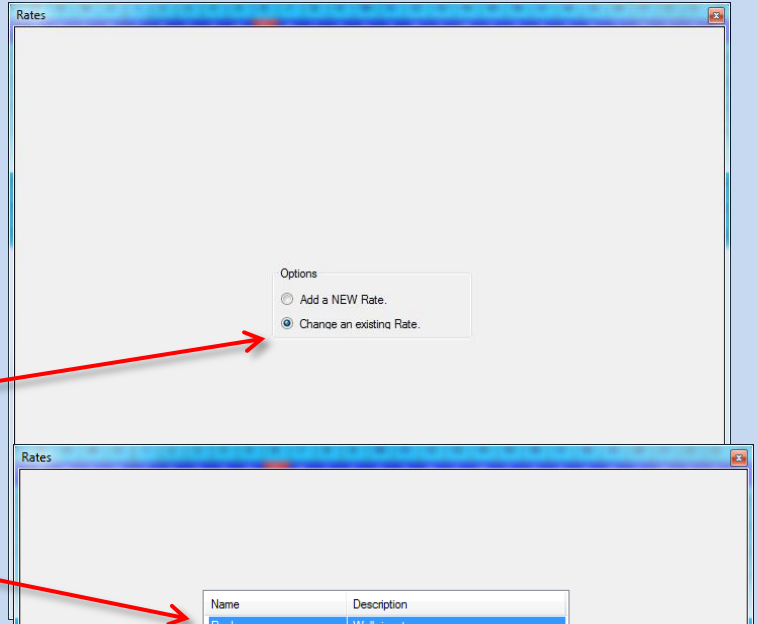


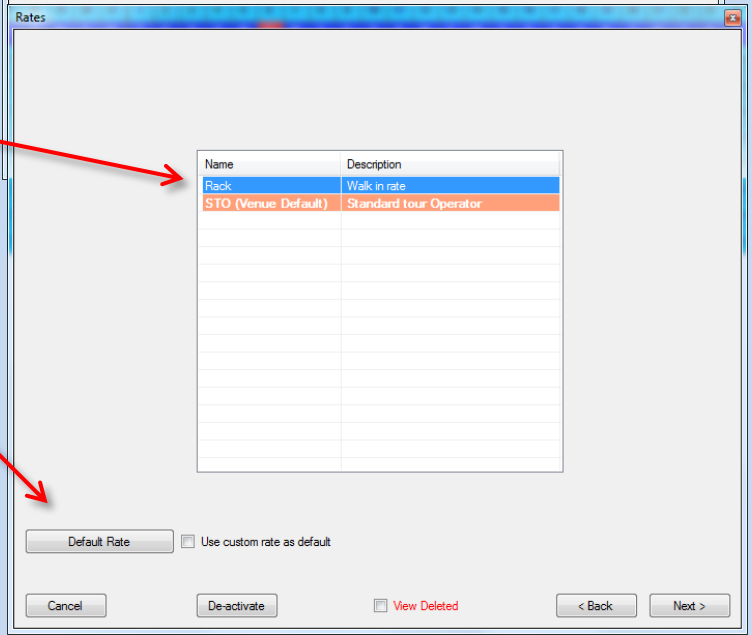
Room Rates

If you have defined more than one rate table you can set one of them as your default rate which will automatically be selected when you capture a new reservation

To set the default enter the Room rate screen and select Change and existing rate

Your rate tables are displayed here and you can then select the rate (single click) you wish to be the default and then select the Default button





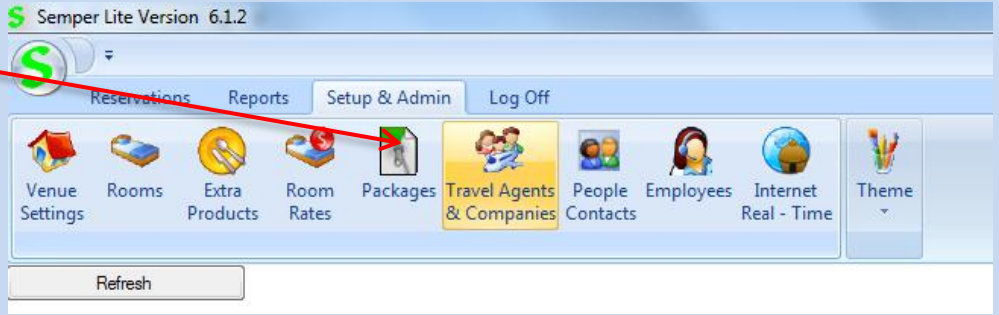
Companies (travel agnets, tour operators and corporates)

Companies are organisations which have a commercial arrangement (e.g. 30 day account) with you and could also be paying commissions for reservations made by those companies
This includes travel agents, tour operators, corporate companies and internet websites and portals

A specific rate can be allocated to a company as well as a commission percentage and deposit requirements

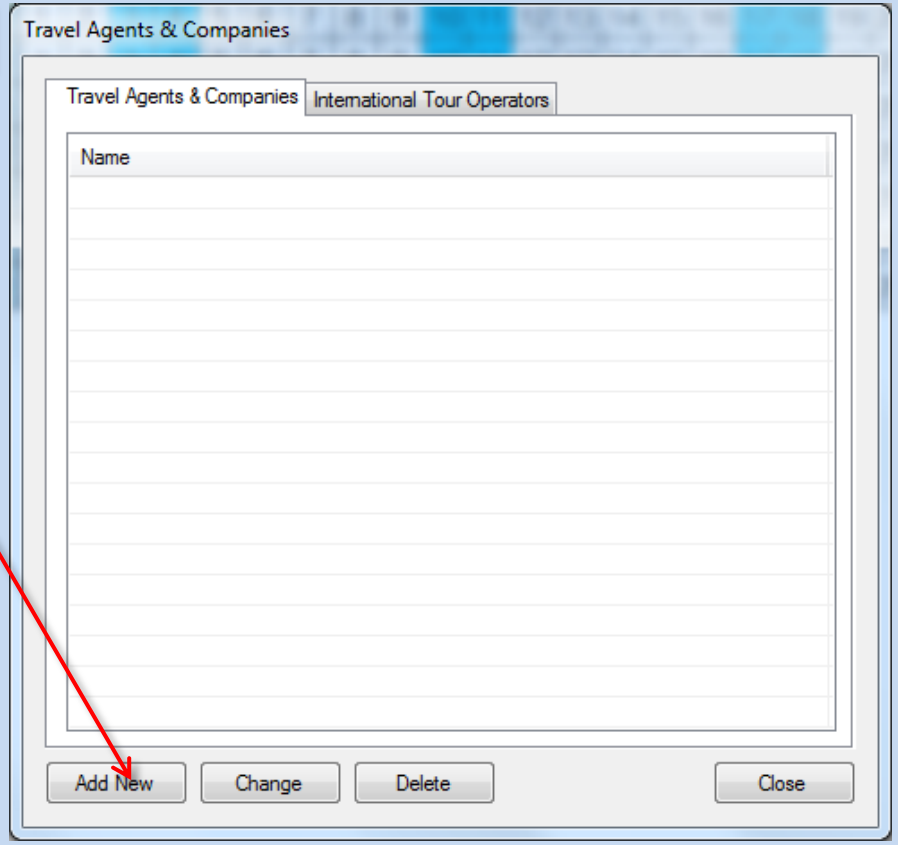
When the company is selected when recording a reservation, the rate specified for the company as well as commission will automatically be applied to that reservation

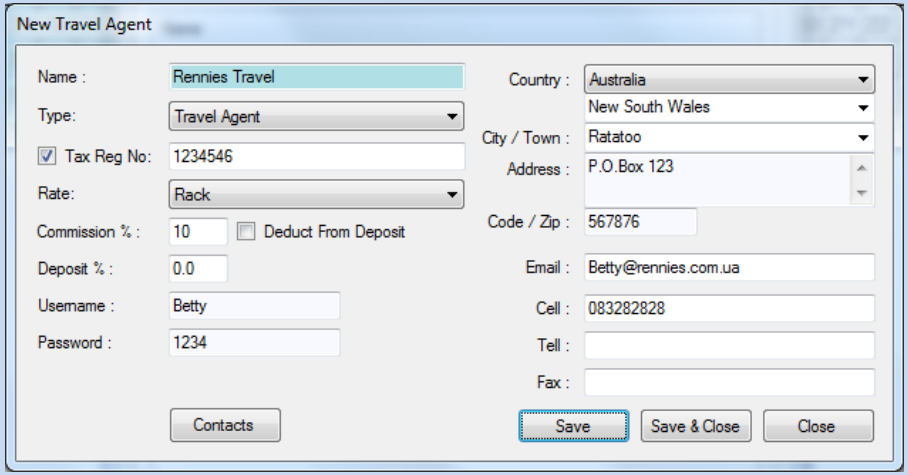
This commercial arrangement is setup here but can also be done when a reservation is captured



Companies (travel agnets, tour operators and corporates)

To setup companies, select the Add New button





Companies (travel agnets, tour operators and corporates)

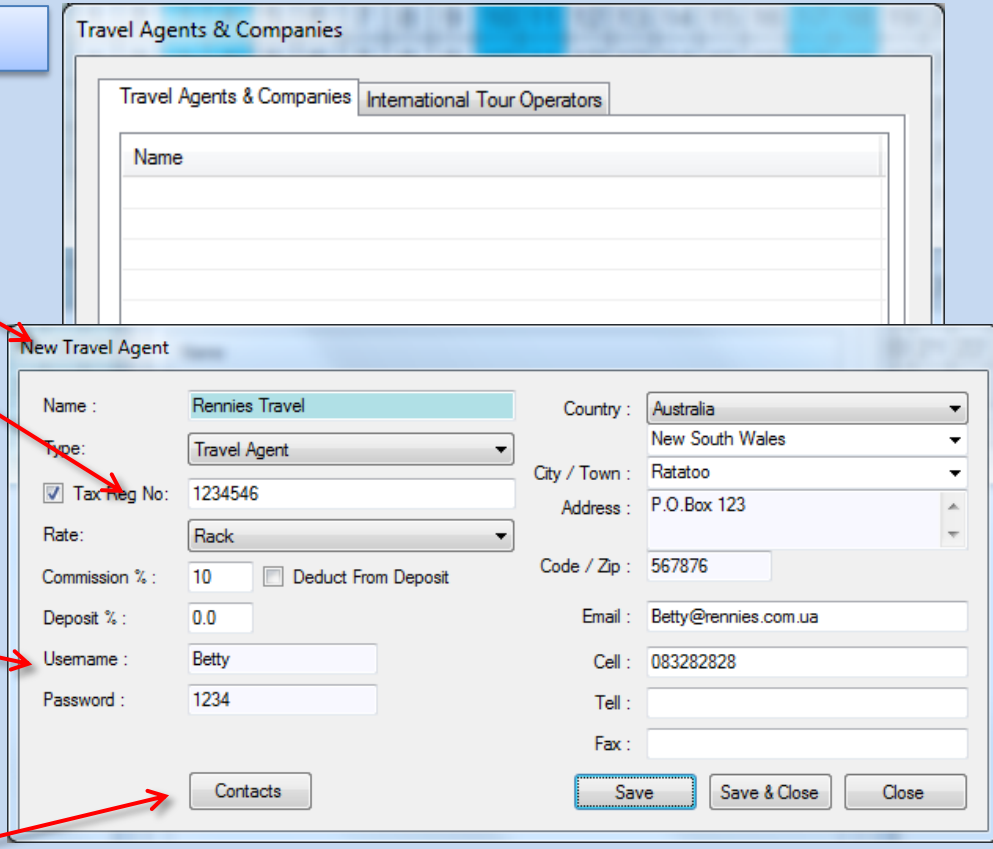
Enter the company information on this screen

Select the rate that must apply to this company
Enter the commission % and Deposit % required
If no deposit is required, the system will assume you will invoice the company for the accommodation (i.e. a bill back situation)

The Username and Password is only required if this company is able to book on-line via your own website

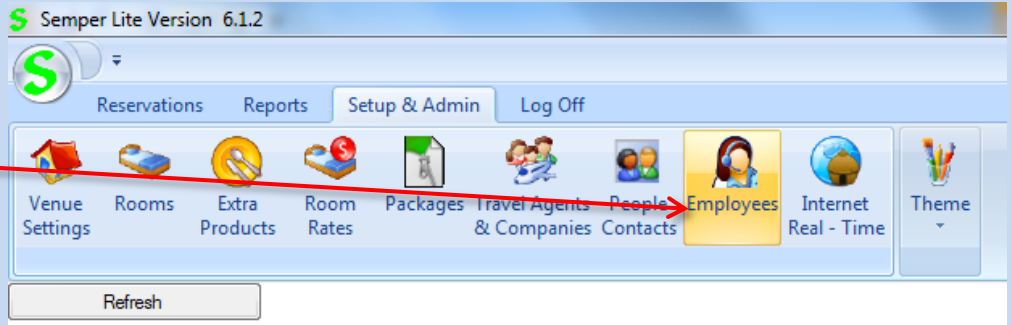
Once all information has been captured, then select the Save button to store the company in your database

Add a Contact (i.e. the person that works for the company and the one who places reservations with you)



Employee security

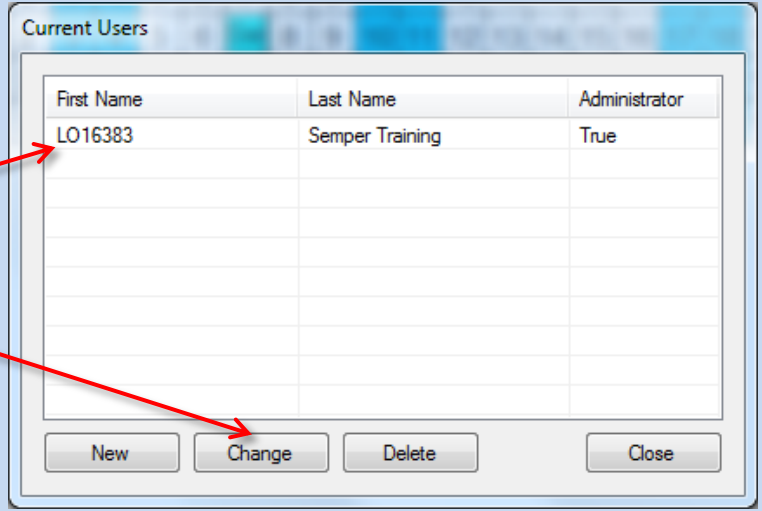
The last step is to define employees who may have access to your system



One entry is automatically inserted at the installation

Change the employee to an actual employee

Important: Actions taken in the system gets recorded against employees and thus important that each have their own ID and password

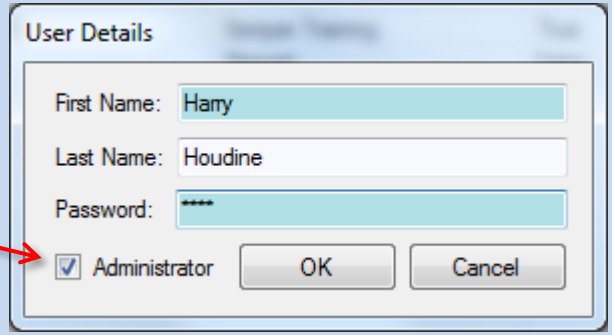


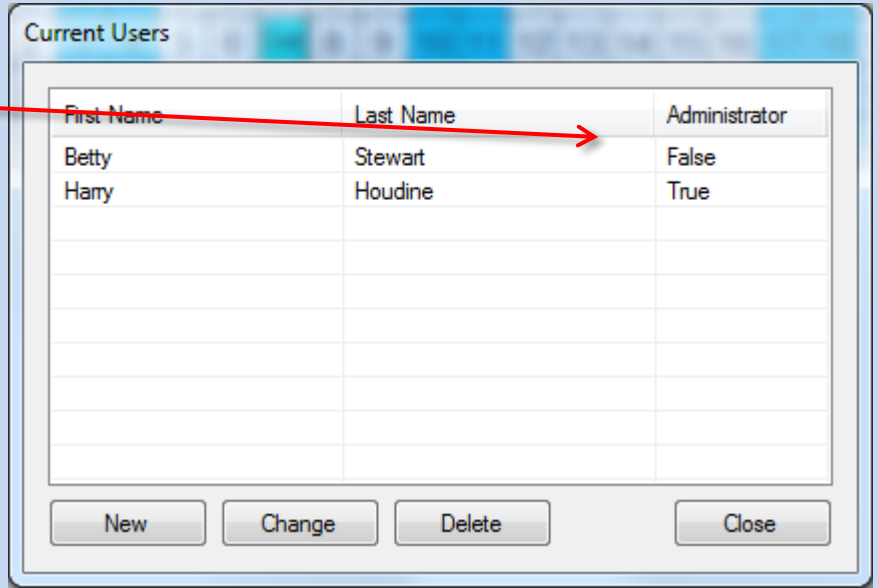
Employee security

When defining an employee indicate if they have administrator rights
Administrators will enable the employee to change anything under Setup & Admin

Important: One employee needs to have administrator rights

In this example we have defined two employees one having administrator rights





Defining your own custom documents

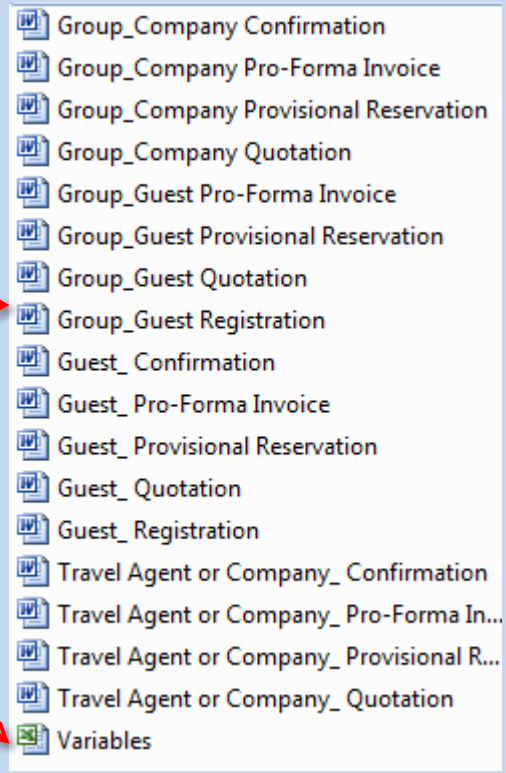
During the installation process a set of document templates will be saved. These are correspondence you wish to send to your guests such as quotations, confirmations and also guest registration cards when they arrive.
These documents called Custom Documents get generated from within the system and information stored in your database is automatically inserted into the documents

These Custom Documents need to customise to your requirements.
They are all MS Word documents and you are free to create as many others as you wish

To customise, locate these templates which will be saved on your C: drive under the folder C: \SemperLite\Reports\Custom.

Note the Variables excel sheet. This contains a list of all database fields that may be inserted into a document

To customise, open each of these documents and change to your requirements as explained on the next slide



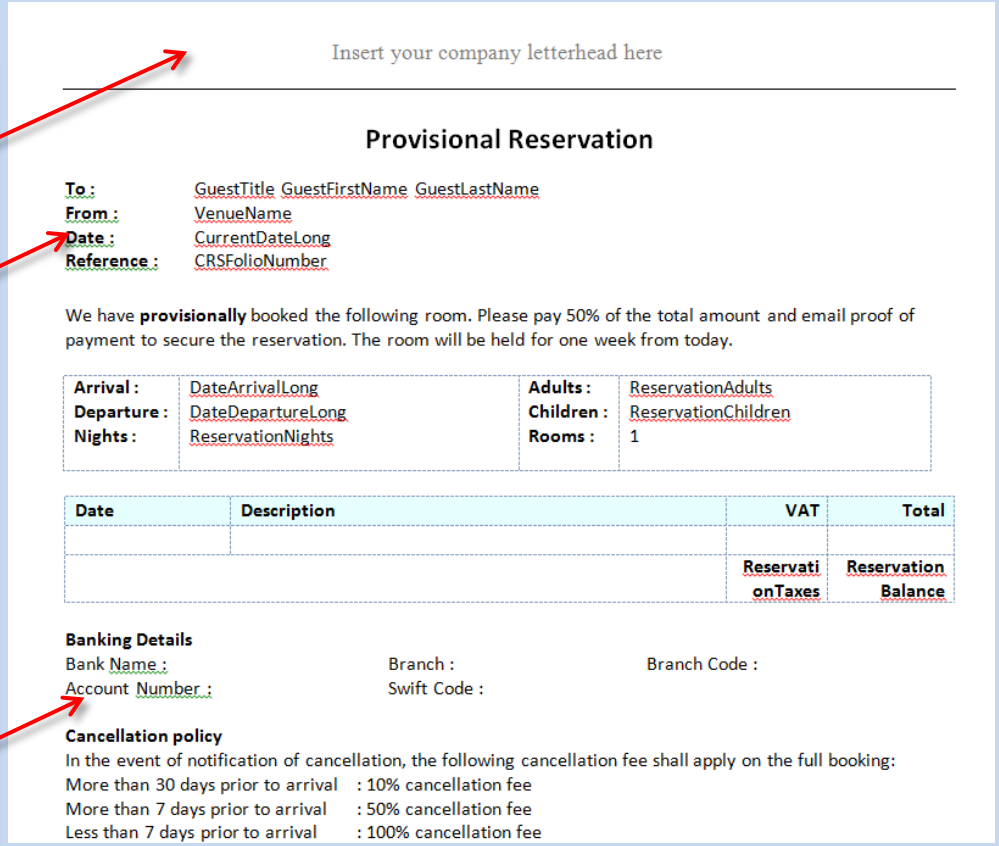
Defining your own custom documents

Open each and review the content

Insert you company logo in the heading

Certain fields contain values that are populated from your database when the document gets executed.
E.g. VenueName or CurrentDateLong.
These fields are all listed in the Variables excel sheet and have been inserted here 4
Do not change these field values as they indicate to the system the values that must be inserted from your database

You may delete, change or insert any of the text fields
You will notice that many of the documents require your banking details and/or cancellation policy.
Please insert those



Insert your company letterhead here

Provisional Reservation

To : GuestTitle GuestFirstName GuestLastName
From : VenueName
Date : CurrentDateLong
Reference : CRSFolioNumber

We have **provisionally** booked the following room. Please pay 50% of the total amount and email proof of payment to secure the reservation. The room will be held for one week from today.

Arrival :	DateArrivalLong	**Adults :**	ReservationAdults
Departure :	DateDepartureLong	**Children :**	ReservationChildren
Nights :	ReservationNights	**Rooms :**	1

Date	Description	VAT	Total
		ReservationTaxes	Reservation Balance

Banking Details
Bank Name : Branch : Branch Code :
Account Number : Swift Code :

Cancellation policy
In the event of notification of cancellation, the following cancellation fee shall apply on the full booking:
More than 30 days prior to arrival : 10% cancellation fee
More than 7 days prior to arrival : 50% cancellation fee
Less than 7 days prior to arrival : 100% cancellation fee

Defining your own custom documents

Insert your company letterhead here

To insert your own fields into a document

Open the variables spread sheet

The fields available are all listed

The first column contains the name and the third column the description.
Copy the first column cell value and paste it into your Ms Word document
e.g. if you wish to display the travel agent company name that requested the booking, copy the name cell BookedByAgentName (row 9 first column) single click on the cell, right-click your mouse and select Copy
Then paste the value into the MS Word document in the position you wish it to be displayed

	Name	Type	Description
2	BookedByAgentAddress	Reservation	The address of the agency that booked the reservation
3	BookedByAgentAddressCity	Reservation	The city of where the agency is that booked the reservation
4	BookedByAgentAddressCode	Reservation	The code of the city of the agency that booked the reservation
5	BookedByAgentCell	Reservation	The cellphonenumber of the agent that booked the reservation
6	BookedByAgentContactName	Reservation	The contact person at the agency that booked the reservation
7	BookedByAgentEmail	Reservation	The e-mail address of the agency that booked the reservation
8	BookedByAgentFax	Reservation	The fax number of the agency that booked the reservation
9	BookedByAgentName	Reservation	The name of the agent company that booked the reservation
10	BookedByAgentTel	Reservation	The telephone number of the agency that booked the reservation
11	BookedByAgentVatNo	Reservation	The VAT number of the agency that booked the reservation
12	BookedByContactAddress	Reservation	The address of the contact person at the agency that booked the reservation
13	BookedByContactAddressCity	Reservation	The city of the contact person at the agency that booked the reservation
14	BookedByContactAddressCode	Reservation	The city code of the contact person at the agency that booked the reservation
15	BookedByContactAddressCountry	Reservation	The country of the contact person at the agency that booked the reservation
16	BookedByContactAddressProvince	Reservation	The province of the contact person at the agency that booked the reservation
17	BookedByContactAnniversaryDate	Reservation	The anniversary date of the contact person at the agency that booked the reservation
18	BookedByContactBirthDate	Reservation	The birthday of the contact person at the agency that booked the reservation
19	BookedByContactCellNumber	Reservation	The cellphone number of the contact at the agency that booked the reservation
20	BookedByContactCreditCardCVV	Reservation	The credit card CVV number of the contact person at the agency that booked the reservation
21	BookedByContactCreditCardDate	Reservation	The credit card date of the contact person at the agency that booked the reservation
22	BookedByContactCreditCardHolder	Reservation	The name of the card holder of the contact person at the agency that booked the reservation
23	BookedByContactCreditCardNumber	Reservation	The credit card number of the contact person at the agency that booked the reservation
24	BookedByContactEmail	Reservation	The e-mail address of the contact person at the agency that booked the reservation
25	BookedByContactFaxNumber	Reservation	The fax number of the contact person at the agency that booked the reservation
26	BookedByContactFirstName	Reservation	The first name of the contact person at the agency that booked the reservation
27	BookedByContactIDNumber	Reservation	The ID number of the contact person at the agency that booked the reservation
28	BookedByContactLastName	Reservation	The last name of the contact person at the agency that booked the reservation
29	BookedByContactNationality	Reservation	The nationality of the contact person at the agency that booked the reservation
30	BookedByContactTelNumber	Reservation	The telephone number of the contact person at the agency that booked the reservation
31	BookedByContactTitle	Reservation	The title of the contact person at the agency that booked the reservation
32	BookedByContactVehicle	Reservation	The vehicle registration number of the contact person at the agency that booked the reservation
33	BusSource	Reservation	The source from where the reservation originated
34	CreatedBy	Reservation	The employee that created the reservation
35	DateArrivalLong	Reservation	The arrival date of the reservation (16 February 2007)
36	DateArrivalShort	Reservation	The arrival date of the reservation (16/02/2007)

Congratulations – your setup is complete

Please take the time and follow the training module
The link to download the module has been emailed to you
It is called the Semper Lite Operating Instructions

It will take between 30 minutes and 1 hour to complete

For support, please email Semper at Support@semper.co.za
Or contact your agent for assistance

www.semper.co.za