

Call Accounting Non-Guestroom Extension Handling Quick Reference Guide

This document describes an enhancement to Front Desk to support posting of call accounting changes for non-guestroom extensions when Maestro Sales and Catering is not being used.

A setup table will be created which allows assignment of unlimited non-guestroom (e.g. banquet room) extension numbers to be associated with a line type and optionally a description and phone number. The line type will be used to allow multiple extensions to be managed from the banquet room (e.g. to handle multiple phone extensions and internet extensions). The description and phone number will be used to provide descriptive information at the front desk when selecting extensions.

Table 1 – Setup Parameters

- *Extension
- *Line type
- Description (i.e. Banquet room name)
- Phone number

User will setup all available extensions in table 1 as a one time configuration option. The maintenance program will be called from three places, the program fd2400mn (Call Accounting Setup), fd7200mn (Internet Service Interface Setup) and fd7900mn (Control Setup)

Sample Setup Window

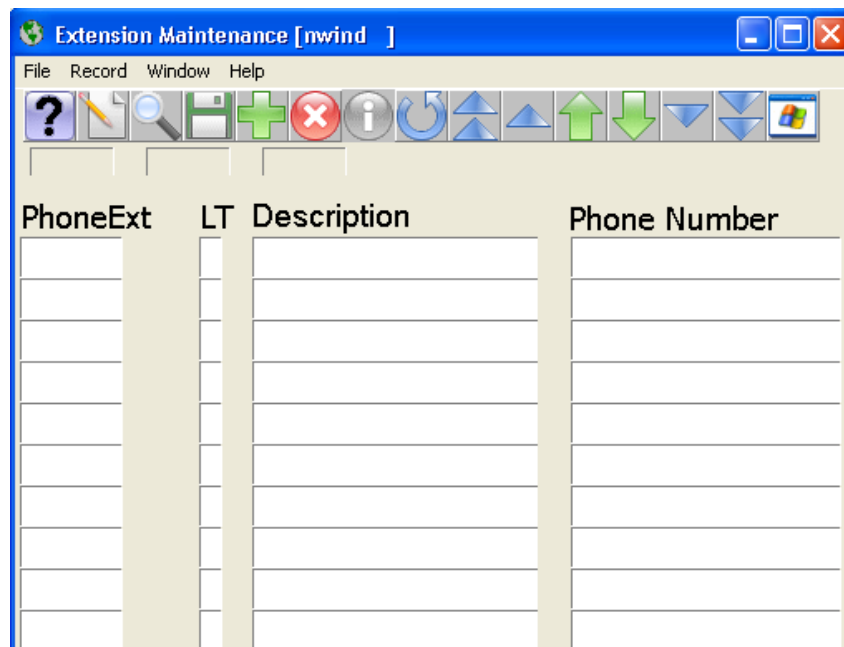


Table 2 – Reservation Extension Assignment

- *Reservation number
- *Extension
- *Line type
- *Start date
- Start time
- End date
- End time

The user will assign extensions for use by a reservation (both individual and/or group reservations) using the following window, which will be accessed from Guest Reservations and Group Reservations.

Sample Extension Assignment Window

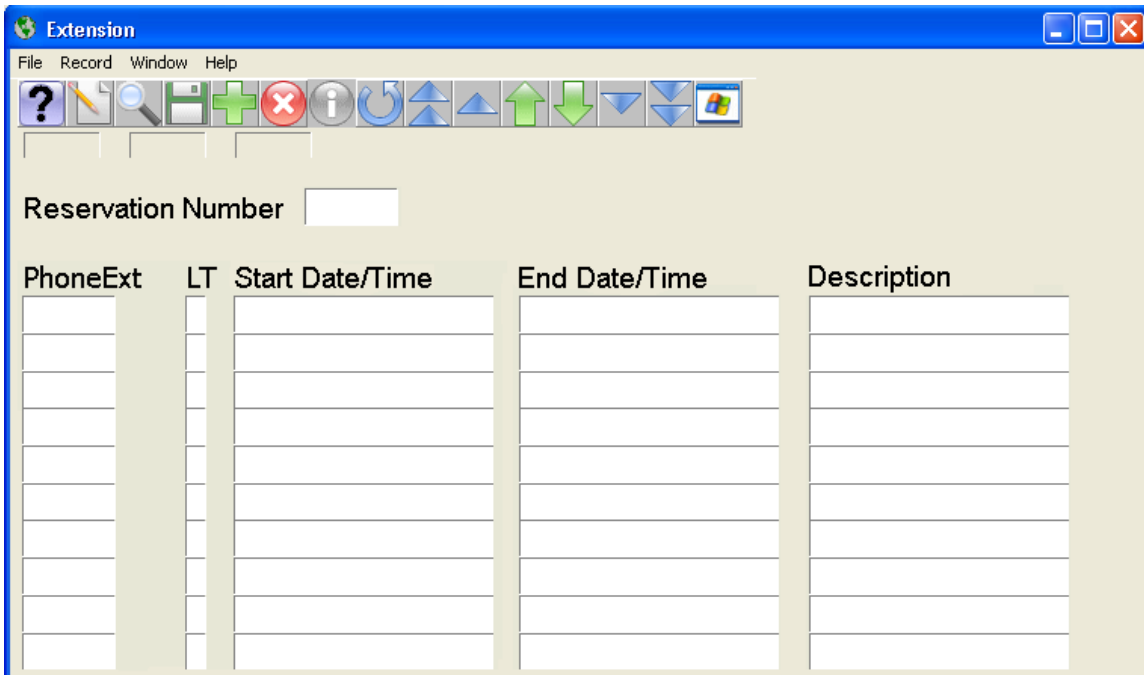


Table 2 will be setup per reservation (group or individual) to assign an extension (lookup result can be selected by extension or description) to the reservation, for the appropriate duration (default will be arrival date/time – departure date/time). The changeable start and end date/time fields will allow an extension to be used for portions of an entire reservation. A lookup will be accessible by the phone extension field to ease entry, the lookup will display the contents of the setup parameters.

The above will establish the relationship with non-guestroom extensions and the responsible reservation. The call accounting interface program, the internet service billing program and the Control interface program will be modified to check table 2 when a non-guestroom extension incurs a charge and post it to the appropriate folio in the front desk.