Zonal Hotel Solutions

User Guide

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Version	Date	Notes	Author
1.0	20-05-25	Zonal Hotels Solutions PosInt 1.58	J. Hennessy

Contents

Document Scope

This document defines the functionality for Zonal Hotel Solutions (ZHS), formerly known as HLS, supported by the POS Integration Engine. Third parties should implement this to allow the Zonal POS system to integrate with their hotel platform. This guide is aimed at site staff and describes how to use the Zonal integration to the ZHS system.

Overview

Zonal Hotel Solutions is a POS Integration Engine hotel plugin that integrates with Aztec to facilitate real-time room and non-room postings against an account in the Zonal Hotel Solutions PMS.

Prerequisites

The following applications/versions and services are required to support ZHS operations within Aztec:

• Aztec 3.24.0 or later at head office and site

- Aztec 3.33.0 or later is required for Room Payment and Payment Reversal via EPOS.

• POS Integration Engine v1.58.0 or later at site

• Zonal Hotels Solutions

Associated documentation

Zonal Hotel Solutions: Setup Guide - This guide is aimed at Zonal and head office staff that are responsible for installing the main system (and components) and configuring all areas of the System

Site operation

Room posting (with or without tip)

Room Posting is a POS operation allowing to post a payment to the hotel room number.

• Add items to a POS account

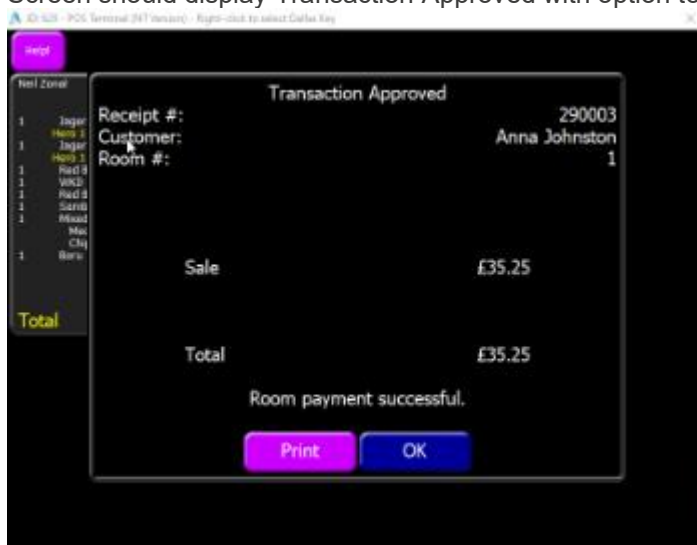- Select 'Room Post' button and enter room number, press OK.

- Verify room number and press Yes.
- Enter the payment amount value and press Enter.
- The guests for the room will be returned, select the account to charge.

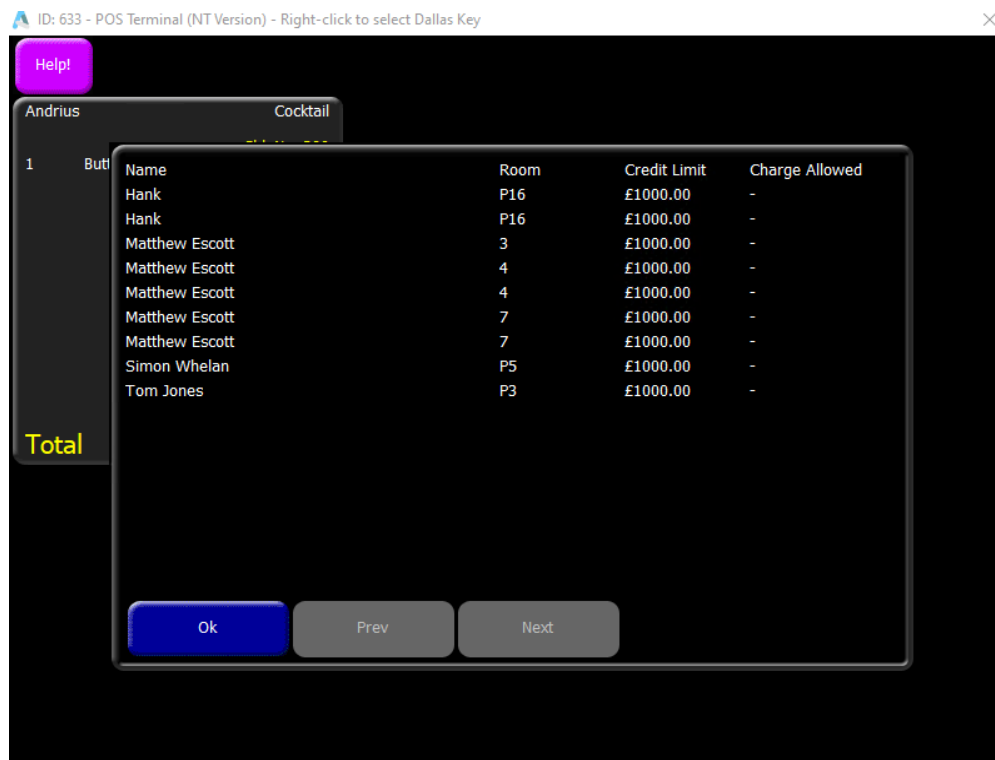- Choose to accept signature, Yes or No.

- Screen should display Transaction Approved with option to Print.

- Add optional Tip to the payment.
    - o Possible by adding to total account value or pressing Tip button to add as separate value.

Room enquiry

- Select "Room enquiry" button on the POS screen.
- Select to search by room number or guest name
- Enter the room number or guest name
- The POS displays all related folios, including guest name, room number, credit limit and charge allowed.
- Select OK to exit this view.

Non-room posting

Aztec Base Data must be configured to allow non-room postings. Please contact your administrator to enable this optional feature.

To perform a non-room posting:

- Open the Aztec POS.
- Add products to the account.
- Pay off in full and close the till account.
- System will send a non-room posting call in the background.

Check-in / Check-out from the POS

- To check-in a guest from the POS
  - Select Room Check-in button.
  - A list of today's reservations to check-in will be displayed.
  - Select a reservation option that needs to be checked in.
  - The reservation will be displayed including booking reference, room number, room code, rate plan, guest name, guest e-mail, guest phone, adults, children, arrival & departure dates.

  - If details are correct, select "Check-in Now" button.
- To check-out a guest from the POS
  - Select Room Check-out button.
  - A list of today's reservations to check-out will be displayed, sorted by room number.
  - Select a reservation option that needs to be checked out.

- o The reservation details will be displayed including booking reference, room number, room code, rate plan, guest name, guest e-mail, guest phone, adults, children, arrival & departure dates, folio identifier and room balance
- o If folio has an outstanding room balance it needs first to be paid before the check-out. If folio has zero balance, the button "Check-out Now" will be available.
- o Select "Check-out Now" button to close the reservation.
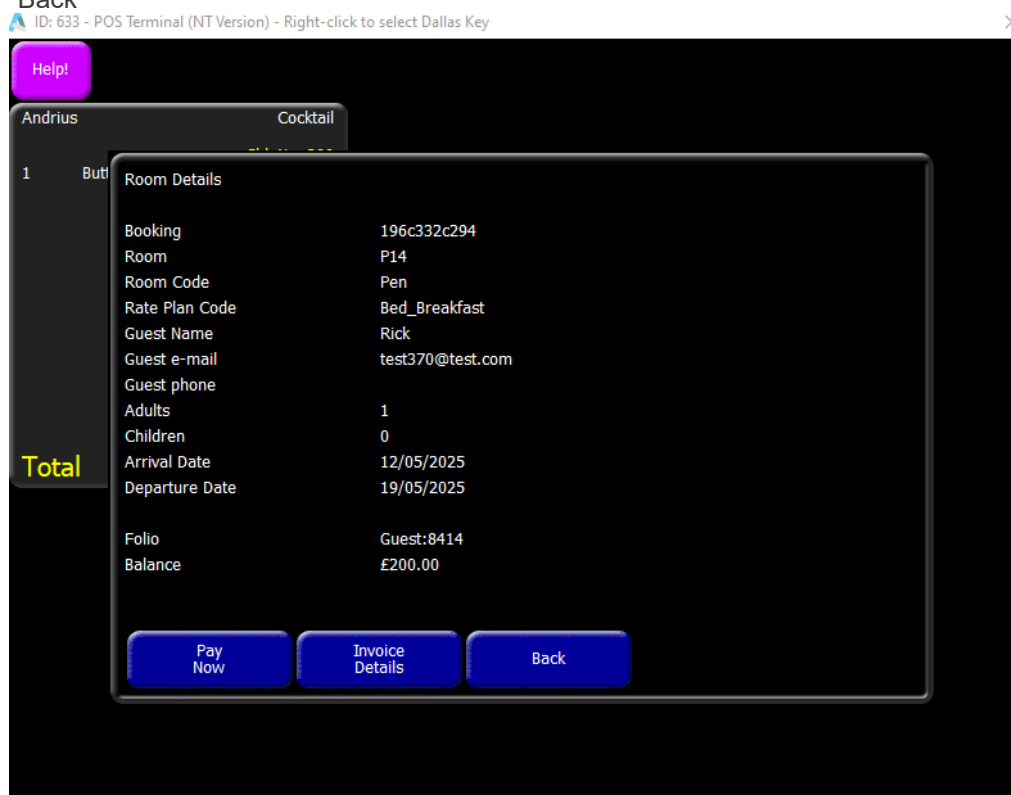

Room payment and payment reversal

Aztec 3.34 and above is required for ZHS Check-in / Check-out functionality from the Aztec POS.

- Select "Pay for Room" button on the POS screen
- POS screen displays all available for payment folios. Red colour buttons are these which folio total doesn't add up to the room total and these folios are not available for payment. Light blue buttons are available for payment folios. Dark blue buttons are folios with zero balance
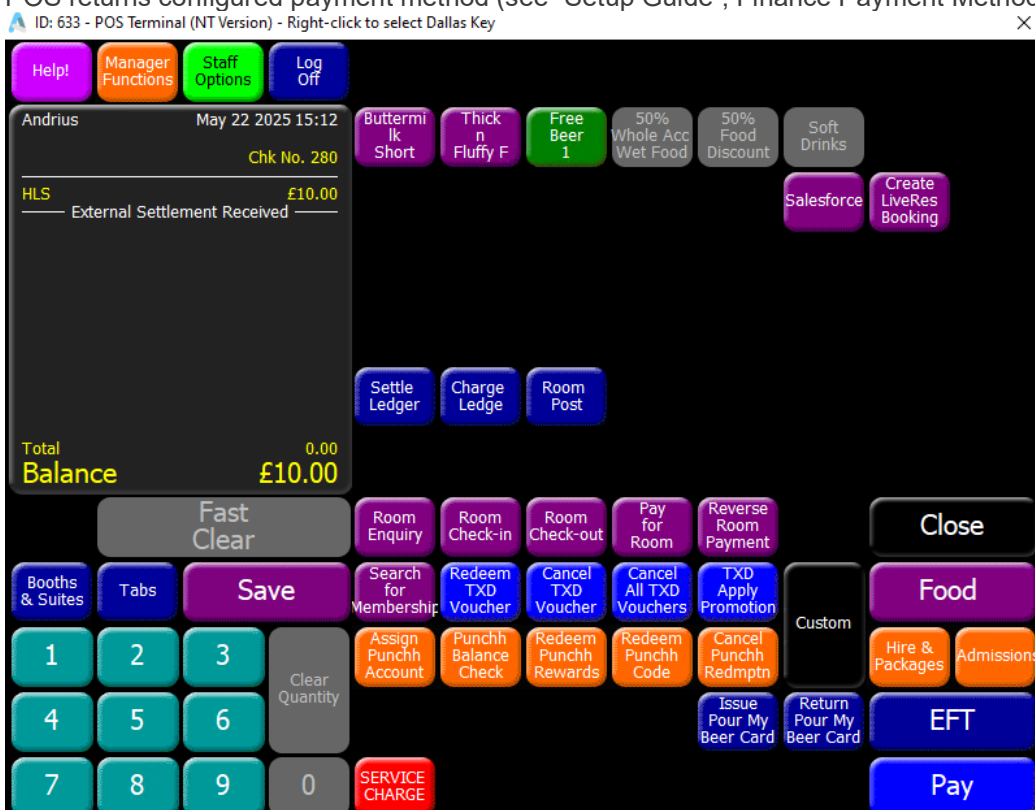
- Choose any available for payment button
- POS displays a folio room details information with options to "Pay Now", view the "Invoice Details" or go "Back"

- Choose "Pay Now" button
- Enter the desired amount value to pay

- POS returns configured payment method (see "Setup Guide", Finance Payment Method configuration)

- To complete the payment, pay off in full and close the till account
- To cancel the payment, select button "Reverse Room Payment". The payment will be removed from the till display