DATA ENTRY TRAINING

Arch Travel CRM

Module 6 — Star Booking

Book hotel rooms for walk-in or direct guests, allocate rooms and check them in, and follow the intimation report.

TRAINING GUIDE · SIMPLE ENGLISH

NEW BOOKING | ROOMS GRID | PAYMENT | ROOM ALLOCATION | LISTS | ERRORS | CHECKLIST

For trained staff and customers

Contents

How to use this guide 3
1 Module introduction and menu path 4
2 Prerequisites: set up these first 5
3 Step-by-step data entry 6
Part A New Star Booking 6
Part B Room allocation and check-in 8
4 Field tables for every screen 9
5 After you save: find, edit, print 11
6 Common errors and how to fix them 12
7 Quick checklist 13

START HERE

How to use this guide

This guide teaches you to enter data in the **Star Booking** module of Arch Travel CRM. Follow the parts in order the first time. Later, use Section 4 (field tables) and Section 7 (checklist) as a quick reference.

Field names

Names written like **Customer:** are shown exactly as they appear on the screen.

Buttons and menus

Names written like **Save** are buttons or menu items you click.

Required

In the field tables: **Yes** you must fill it **No** optional **Auto** the system fills it.

Messages

Text in *italics* is a message the system shows. ... stands for a name or number.

TIP
Practise with demo data first. Use the checklist in Section 7 before you finalise anything.

WARNING
Never share your password. Sign out when you leave your desk.

NOTE
Your menu shows only the screens your administrator has given you. If a menu item is missing, ask your administrator.

SECTION 1

1 Module introduction and menu path

Star Booking is a direct hotel booking for a guest, outside an Umrah package. You enter the guest, hotel and rooms, save the booking with a status, take an advance if any, then allocate a room number and check the guest in.

MENU PATH

Star
top menu
→
New Star Booking
menu item

You will use these menu items in this guide:

MENU GROUP	ITEMS USED IN THIS GUIDE
Star	New Star Booking · Star Booking List · Room Allocation · Star Intimation Report

HOW THE WORK FLOWS

Booking
Guest, hotel, rooms
→
Status
Tentative / Confirmed / Reserved
→
Allocate
Room number
→
Check in
Guest arrives

SECTION 2

2 Prerequisites: set up these first

Make sure the items below exist before you start. Ask your administrator if one is missing.

SET UP THIS FIRST	WHERE	WHY IT IS NEEDED
Customer	Admin → New Customer	**Customer:** on the booking.
Hotel and room types	Reservation → Hotel List / Admin Backend	**Hotel:** and **Room Type**.
Supplier	Service provider account	**Service Provider/Supplier:** for cost.
Cash / bank account	Chart of Accounts	**Account:** if you take an advance.

SECTION 3

3 Step-by-step data entry

Follow the parts in order. Each part matches one screen or task.

Part A — New Star Booking

Open **Star → New Star Booking**. The page title is **Hotel Booking**.

Hotel Booking — header

1. **Date and customer**
   Check **Date:**. Choose **Customer:**.

2. **Guest**
   Type **Guest Name:**, **Adults:**, **Childs:** and **Infants:**. **Total Pax:** and **Total Beds:** fill by themselves.

3. **Hotel**
   Choose **Hotel:** and **Service Provider/Supplier:**. Type the hotel **Confirmation No:** if you have it.

4. **Room allocation**
   Tick **Auto Room Allocation:** if the system should give room numbers on save.

Hotel Booking — rooms grid

1. **Add a room line**
   For each line choose **Room Type**, **Qty**, **Checkin** and **Checkout**.

2. **View and meal**
   Choose **View Type** (Standard, City View, Haram View, Partial Haram) and **Meal Plan** (R/O, BB, HB, FB).

3. **Rates**
   Type **Cost** and **Sale** per unit. **Total Cost**, **Total Sale** and the **Net Total** are calculated.

4. **Room No**
   Type a **Room No** if already known.

Hotel Booking — status and payment

1 Save Status
Choose **Save Status:**: Tentative Request, Confirmed, Reserved or Cancelled.

2 Advance
If the guest pays now, choose **Account:**, type **Amount:** and **@ Exchange Rate:**.

3 Notes and save
Type **Notes:** and click **Save**. You see *Booking saved.*

Part B — Room allocation and check-in

Open **Star → Room Allocation** (title **Star Room Allocation**).

Star Room Allocation

1 Find the booking

Type the **Registration No:** and click **Search**. **Booking/Voucher Number:**, **Customer:**, **Hotel:** and **PAX:** show.

2 Pick a room

Click **Room Lookup**. Choose a room from the grid (Room No, Floor, Room Type, Beds). **Room No:** fills.

3 Contact

Type **Contact Number:** and **Notes:**.

4 Reserve or check in

Click **Reserve** to hold the room, or **Checkin** when the guest arrives.

SECTION 4

4 Field tables for every screen

Field names are written exactly as on screen.

Hotel Booking — header

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Date:	Booking date.	Yes
Customer:	Who pays.	Yes
Guest Name:	Lead guest.	Yes
Adults: / Childs: / Infants:	Guest count.	Yes
Total Pax: / Total Beds:	Calculated.	Auto
Hotel:	Hotel.	Yes
Service Provider/Supplier:	Supplier for cost.	No
Confirmation No:	Hotel confirmation.	No
Auto Room Allocation:	Give room numbers on save.	No
Save Status:	Booking status.	Yes
Notes:	Notes.	No

Rooms grid

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Room Type / Qty	Room and how many.	Yes
Checkin / Checkout	Stay dates.	Yes
View Type / Meal Plan	View and meals.	No
Cost / Sale	Per unit.	Yes
Total Cost / Total Sale	Calculated.	Auto
Room No	If known.	No

Payment

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Account:	Cash or bank account.	No
Amount:	Advance received.	No
@ Exchange Rate:	Rate to base currency.	No

Star Room Allocation

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Registration No:	Booking registration.	Yes
Room No:	From Room Lookup.	Yes
Contact Number: / Notes:	Guest contact.	No

SECTION 5

5 After you save: find, edit, print

TASK	HOW
Find a booking	**Star → Star Booking List**: filter by **Booking No:**, **Branch:**, **Customer:**, **Guest Name:**, **Status:**, check-in and check-out dates; set **Records:** and click **Search**.
Daily arrivals	**Star → Star Intimation Report**: filter by check-in/out dates, hotel, room type, view, meal plan and status, then **Search**.
Change status	Open the booking, change **Save Status:** and **Save**.

SECTION 6

6 Common errors and how to fix them

The messages below are the real messages the system shows. ... stands for a name or number.

Room allocation

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
No booking found for that registration number.	Check the **Registration No:**.
Select a room first.	Use **Room Lookup** and pick a room before **Reserve** or **Checkin**.

Booking

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Totals are wrong	Check **Qty**, dates, **Cost** and **Sale** in every line.
Booking does not appear in the list	Clear filters; check **Status:** and the date range.

SECTION 7

7 Quick checklist

Before save

- [ ] Customer and guest name
- [ ] Adults / children / infants
- [ ] Hotel and supplier
- [ ] Every room line has dates and rates
- [ ] Status chosen

After save

- [ ] *Booking saved.* shown
- [ ] Advance recorded with account
- [ ] Room allocated
- [ ] Checked in on arrival

Trainee name

Date

Trainer