## Release Notes PMPRO Version 10.2.144

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## CR0130687 / VSTS 67638 Numerous text files created in the PMS root folder by Guest Arrival Client

Fixed in new GAESERVICECLIENT.DLL (10/12/2018) which is added to the 10.2.144 update set.

## VSTS 65593 Add popup message during start up of PMpro if registry settings are not correct

The window 10 update version 1803 caused an SQL Server error. For Windows Server 2008, 2012 and 2016 the solution is to activate SMB2.0 / SMB3.0 on the server and to adjust three registry settings on each workstation. From version 10.2.144.0001 a popup message will be displayed during startup of PMpro when registry settings are not correct and a text file with information on what needs to be adjusted will be created.

If the registry settings have to be adjusted, it has to be done on each workstation.
This has to be done by the local IT department, the user needs permission to use regedit.exe

In the ..\PMS\ RegistrySettings.txt it is shown exactly which settings have to be created where.

## CR0122783 / VSTS 81119 Do not allow login with other cashier if a cashier is assigned to a user

From PMPRO version 10.2.144.0454 on a user with a defined cashier number in the user setup may only log in with that cashier number. It is not possible anymore to have a cashier number in the user setup and log in with another number. Should it be required to log in with different cashiers, the cashier number hast to be removed from the user setup.

# CR0129408 / VSTS 50584 Z2 postings are completelyignored when the Z2 is started while the night audit is running

From POS+ version 6.5.22.0046 in combination with PMpro version 10.2.144.848 it is no longer possible start the Z2 reader while the night audit is running in PMpro and it is also no longer possible to start the night audit while the Z2 reader is running.

## CR0130228 / VSTS 65458 Remove 'old password' field for user group manager

From PMpro version 10.2.144.0106 the 'old password' field is no longer visible when resetting the password of another user.

# VSTS 67305 Denial Reasons cannot be changed / entered anymore: Menu item is missing in Setups Reservations

From PMpro version 10.2.144.0195 the denial menu is accessible again under setup > reservations > denial reasons.

## CR0126433 / VSTS 81011 pay method which is 'disabled in folio' can still be used on folio

From PMpro version 10.2.144.0356 this issue is resolved.

## CR0122980 / VSTS 81101 Hidden reports can be selected when adding reports to a batch

From PMpro version 10.2.144.0424 this issue is resolved.

## CR0125700 / VSTS 81084 Block special characters in rate code e.g. comma [,]

It was possible to create rate codes with special characters in the name, like [,] or [], causing the rate not being loaded correctly. This has been blocked from version 10.2.144.0429.

## CR0123525 / VSTS 81110 Request to add report to batch in excel format

From PMpro version 10.2.144.0493 this is possible. When you add a report to a batch, you can select 'export to excel' per report. When you send a batch, the reports that need to be exported to Excel are attached to the email as separate documents.

# CR0122831 / VSTS 81021 Account owner not saved in contact profile when username exceeds 10 characters

This problem is resolved from PMpro version 10.2.144.0329

CR0130021 / VSTS 50387 When guest contacts are linked to a company contact where the company has a ratecode attached this is not copied to the guest contact

This is resolved from PMpro version 10.2.144.0367

## VSTS 65925 Export data on guest profile, add option to export as PDF and CSV

From PMpro version 10.2.144.0410 it is possible to export data in XML, CSV and PDF format. Especially PDF format can be used to pass on to the customer as this file type will most likely be most easy to read.

## VSTS 80911 Add ability to merge multiple duplicate contact profiles at once

From PMPRO version 10.2.144.0454 the feature to delete several contacts at once has been improved: now details of the contact to be deleted will be shown (last name, first name) when confirming the delete. Also there is a new report to discover duplicate contacts in Reports, Contacts, Duplicate Contacts.

CR0130507 / VSTS 75455 Adjust hotel status screen to show how many children will arrive

Implemented from PMpro version 10.2.144.0116.

CR0126454 / VSTS 81026 When day use reservation is checked out, the room does not show as available on the available rooms screen / reservation

From PMpro version 10.2.144.0343 this issue is resolved.

CR0128282 / VSTS 59936 VIP popup message not triggered when opening reservation via room plan, conference plan or group

From version 10.2.144.0106 this is resolved.

### VSTS 75748 Option to include noshow reservations in reservation query

From PMpro version 10.2.144.0140 is it possible to include no show reservations in the reservation query screen (by default NS reservations are excluded).

## CR0131157 / VSTS 67926 Ability to update setting 'no postings allowed' for all reservations from a group

It is possible to update this setting from 10.2.144.0140.

## CR0128594 / VSTS 60129 Credit card surcharge not applied when posting deposits

From version 10.2.144.0140 credit card surcharge is available for deposit postings.

## VSTS 77774 Guest reservation message, option to enter guest or internal message

From version 10.2.144.0195 it is possible to create an internal message or a guest message. When you select 'internal message' the deliver option is automatically disabled.

### VSTS 77747 Ability to attach documents to allotments

From PMpro version 10.2.144.0196 it is possible to attach documents to allotments. Right click on the allotment > documents > attach. Now select the document you want to attach.

CR0129615 / VSTS 49465 When using same allotment code for multiple allotments and the first allotment has a 'credit card requirement' then this is applied to all allotments with the same code

From PMpro version 10.2.144.0205 this issue is resolved.

VSTS 75752 Arrivals screen to show housekeeping status of assigned rooms through color of room number

From PMpro version 10.2.144.0265 the room numbers will have the following colours: Green (Clean), Blue (Check) and Red (Dirty). Please keep in mind that you need to refresh the arrivals screen after changing housekeeping statusses for rooms.

CR0132167 / VSTS 94608 CRS interface - PMpro not sending correct date when group start date is changed.

Solved from PMpro version 10.2.144.0920 & CRS V3.2.9

CR0129193 / VSTS 53548 Making new reservations or adjustments to reservation in the Room plan not visible

From PMpro version 10.2.144.0265 this problem is resolved.

## CR0125564 / VSTS 69967 Notes from linked company contact profile not copied onto reservation note

From PMpro version 10.2.144.0267 the notes from linked company is copied onto the reservation.

VSTS 79457 Add tool tip to reservation ratecode field with the revenue breakdown & cancellation policy

From PMpro version 10.2.144.0295 this is added.

CR0124701 / VSTS 81016
Conference plan allows to move checked in reservation to another date

From PMpro version 10.2.144.0353 this issue is resolved.

### CR0126238 / CR0125659 / VSTS 81029 Alerts for allotments & conference rooms do not work

From PMpro version 10.2.144.0357 alerts can be created for Conference reservations & Allotments.

# CR0123235 / VSTS 81427 TEST: Room movement dialog does not appear when moving checked in conference rooms on the conference plan

It may have happened that the dialog box regarding a room move has not appeared when moving a checked in conference room. This has been fixed in PMPRO version 10.2.144.0475

### VSTS 83949 Rewrite advanced reservation query

From PMpro version 10.2.144.0541 the advanced reservation query screen contains the following enhancements:

Ability to type in selection or to use the button with ... (three dots) to make a selection

Reservation filters 'incl CXL/DLT, NS, OUT' were not included in the advanced search, this is now fixed.

## VSTS 90750 Error when creating a proforma for a reservation with a contact with no language

Solved from PMpro version 10.2.144.0897

## VSTS 90562 When creating a denial reservation, max number of nights should be 999

Solved from PMpro version 10.2.144.0897

### 90541 Adding new room types to existing allotments

As requested by IHG we have added the possibility to add newly created room types to existing allotments. This is available from PMpro version 10.2.144.0921

## CR0125855 / VSTS 77677 Create POS note field inPMpro and link to POS room charge note

From PMpro version 10.2.144and POS+ version 6.5.21 the POS note field from PMPRO will be displayed whencharging to a room or connecting a POS+ check to a checked in reservation.Older PMPRO versions (without the POS note field) continue to display the reservationnote field.

## CR0125391 / VSTS 81163 Not all cashiers are closed message during night audit

From PMpro version 10.2.144.0423 the night audit will check for open cashiers with a balance before the dialog is shown. If there are none then the dialog will no longer be displayed.

# CR0127355 & CR0129006 / VSTS 50569 Add possibility to Export Interface Details by email (same as for folios)

From PMPRO version 10.2.144.0534 the interface details can be exported like folios.

### VSTS 83423 FatturaPA integration PMpro version 10.2.144

From PMpro version 10.2.144.0915 E-invoicing module for Italy is included.

### VSTS 94955 Fiscal Printers Italy

From PMPRO version 10.2.144.0995 fiscal printers can be addressed.

### CR0130399 / VSTS 78759 Ability to set A/R accounts to inactive

From PMpro version 10.2.144.0382 it is possible to set an A/R account to inactive (only when account balance is zero). The account will then no longer show in the list of A/R accounts unless you enable the option 'include inactive accounts'.

### CR0122956 / VSTS 81058 A/R payment date (ap\_date)

It is possible to enter a date in the future. From PMpro version 10.2.144.0526 this is changed. It is now only possible to enter today or historic date.

### VSTS 83781 Report Duplicate Contacts

New report is added to the 10.2.144 update set to make it easier to discover duplicate contacts. By comparing certain fields like email, zip code, a.s.o.

## VSTS 88258 City ledger differences due to missing unknown company account (A/R Account 0).

From PMpro version 10.2.144.0883 during the night audit the system checks if A/R account 0 exists and if contact profile Unknown Company exists. If missing, they are recreated automatically. Also it is no longer possible to merge the Unknown Company contact with another contact.

### VSTS 90516 A/R account 0 can be deleted, should not be possible.

Solved from PMpro version 10.2.144.0896

CR0122775 / VSTS 62879 Incorrect availability because you can set the same a room number OOO twice on the same date

From version 10.2.144.0106 this problem is resolved.

## CR0122972 / VSTS 81595 Housekeeping status should not apply to DUM rooms

From Pmpro version 10.2.144.0541 this is resolved.

#### VSTS 82827 Maintenance Module

A new maintenance module is added to PMPRO. The setup and functionality is explained in the PMpro Online Help. In short: it is possible now to create maintenance service tickets and keep track of the execution of those.

## VSTS 59999 Enhancements SBRP reports: Data in SQL Server

From PMpro version 10.2.144.0970 the new SBRP reports will be available and include the following enhancements:

The data are now stored in the SQL server and the export to the SQL server has to be executed at least once before starting the new reports.

#### **SBRP History Export Report:**

No show revenue is added

Day use rooms now included

Allotment revenue included;

For history the filter is on standard articles from main group 1

Report figures are Gross by Default. A report filter is added to show Nett figures.

SBRP Forecast export Report:

Day use rooms are now included

Allotment Revenue included. Forecast parameters in allotments are now used.

Report filter is added to show rooms & revenue for picked / unpicked room

Additional report parameters are added: Prospect > Tentative > Definite >

Allocation > ALL

Additional report parameters added: opt /opt+ten/ten or parameter driven Report figures are Gross by Default. A report filter is added to show Nett figures.

# CR0130590 / VSTS 59254 Report \_HX00900 (Detailed Check-Out Record report) is showing no records found for new reservations.

From PMpro version 10.2.144.0279 this problem is resolved.

### VSTS 55529 Allotments (totals per room type extended)

From version 10.2.144.303 the following is changed: When copying allotments, the fields allotment creation date and user ID are no longer copied from the original allotment. Also, the fields al\_created and al\_userid are added to the excel export of the report.

## CR0130528 / VSTS 60008 Conference Production reports show internal deposit revenue

The "Conference Production Report" (\_CONFPRO) and the "Conference Production Report by Status" (\_CONFPR1) were showing internal revenue. This is solved in PMPRO version 10.2.144.0454

### VSTS 92005 Enhancements new forecast method.

The forecast procedure was completely rewritten: data are now stored in the SQL server. The historical and future data are updated automatically after each night audit. This enables the statistics reports to be called within a few moments as the data are not calculated for each report anymore.

Please note: To update the forecast data entered during the current date, you have to export the data for this period to the SQL server via Tools, Rebuild History / Forecast Data.

Please note: After the update to version 10.2.144 you have to run the export (via Tools, Rebuild History / Forecast Data) at least once from first of January of the current year to the end of the availability (leave the date empty).

For the previous years it is advised to do the export year for year, as it may be very time consuming and the workstation may be blocked for hours.

### VSTS 90530 / CR0132113 Forecast / Occupancy and Revenue (Selection)

Forecast / Occupancy and Revenue (Selection) report showing incorrect report name and report ID is missing. New reports available from PMpro version 10.2.144 (added to update set)

### VSTS 73310 Adjust Rweb link from holidex to Concerto

From PMpro version 10.2.144.0011 the weblink in the menu 'CRS' > 'Central Reservation System' is changed to <a href="https://ihg.grs.amadeus.com">https://ihg.grs.amadeus.com</a>

## VSTS 105255 PA\_Z2OVR active and POS directory field empty in preferences POS IFC tab stops NA

If the field Pa\_z2ovr in the POS tab of the preferences was activated and the field for the path to POS data was empty, the night audit stopped. Now a message is displayed that these parameters have to be adjusted and the night audit continues after acknowledgement. Fixed in 10.2.144.1040

## VSTS 107421 IHG member levels change after update and change again in audit

During the update to PMPRO version 10.2.144.1043 it happened that the description of the memberlevels changed. This was automatically correcteduring the next night audit. This is fixed in the update to 10.2.145.0162

## VSTS 10786 Block creation of pay method with number 0 and product number 0

It happened from time to time that an incomplete product or pay method was saved with product number 0 or pay method number 0.

From PMPRO version 10.2.145.0163 this has been blocked.

## VSTS 108018 Reports have fields overflow (\*\*\*\*) after update at some customers

Stars were displayed in preview of reports or folio's (does not apply to your property). This has been fixed in PMPRO version 10.2.144.1065.

### VSTS 108239 Italy: Folio crediting allows negative credit notes

There were corrections (deposit postings for example) that were not accepted by the fiscal printer as credit notes. The fiscal printer does not accept a negative posting total or mixed + and – postings on a credit note.

For these no receipt from the fiscal printer was printed. These are now sent as Ricevutas and are accepted by the fiscal printer.

Fixed in PMPRO version 10.2.144.1074

### VSTS 106490 Deposit postings took a long time

Fixed in PMPRO version 10.2.144.1074

### VSTS 107969 Error during Night Audit

If one of the fiscal printers was not reachable during the night audit when trying to trigger the Z-readers, it resulted in an error.

This has been fixed, only a message is being displayed to run the Z-reader manually. Fixed in PMPRO version 10.2.144.1077

# VSTS 106490 Unexpected message from Concerto: ER:/NO AVAILABILITY FOR NUMBER OF ROOMS REQUESTED

When overbooking a property an unexpected message may have been sent by Concerto. This has been adjusted and now the PMS availability screen is displayed. Fixed in PMPRO version 10.2.144.1077

### VSTS 108458 Folio instructions and divide equally do not mix

It may have happened that when dividing the rate equally between share guests and transfer the rate via folio instructions, inclusive items were left on the share guest folio. This was fixed in version 10.2.144.1080

## VSTS 106491 Unexpected message from Concerto: ER:/NO AVAILABILITY

When changing a reservation during an overbooked period an unexpected message may have been sent by Concerto. This has been adjusted and now the PMS availability screen is displayed. Fixed in PMPRO version 10.2.144.1081

## VSTS 108767 Tokenization: old incomplete records show rather than up to date ones

Old incomplete tokenization records may have interfered with detokenization. These incomplete records are now ignored. From PMPRO 10.2.144.1082

## VSTS108118 Efolio definition VS Asign incompatibility

The Asign functionality for Austria (QR codes on folio's) was not compatible with PMPRO version 10.2.144. This has been fixed in PMPRO version 10.2.144.1082

## VSTS 109193 Adjust Handling of corrections for Ricevuta Fiscale = do not use Nota di Credito

To correct certain folio's which have not been sent to the fiscal printer, Nota di Credito is not to be used (because it will be sent to the fiscal printer). From PMPRO version 10.2.144.1082 on a message will pop up to choose between 'Nota di Credito' or 'Credit of Ricevuta Fiscale Sospeso'.

## VSTS 109245 Error Message on starting deposit payment

In PMPRO version 10.2.144.1077 it may have happened that an error occurred when starting a deposit payment 'Operator/operand type mismatch'. This has been fixed in 10.2.144.1082.

## VSTS108118 Efolio definition VS Asign incompatibility

The Asign functionality for Austria (QR codes on folio's) was not compatible with PMPRO version 10.2.144. This has been fixed in PMPRO version 10.2.144.1082

### VSTS 111366- GRS Changed code: new error on Hotel Sold Out

New error when no availability from GRS: [NO AVAILABILITY] replaces [ZERO AVALABLE]. Call to check tokenizations was moved to after the DCO upload in the audit. Error handling around the call was added.

Error in DCO form ('cmdStatus does not exist' when pressing ENTER in the list) is solved. These fixes are in PMPRO version 10.2.144.1091

## VSTS 112557 GDPR purge from audit takes long time at customer

It may have happened that the GDPR purge after the night audit took a long time. PMPRO version 10.2.144.1107 has the purge reconfigured to save time.

### VSTS 112826 Checking out house account error when no payment

It may have happened that an error occurred on closing a house account without a payment. This has been fixed in PMPRO version 10.2.144.1107

### VSTS 113676 Correct room type availability printout

Changes were made to enable 40 room types in the availability printout from PMPRO version 10.2.144.1108

## VSTS 115957 Reconciliation of unallocated payments show incorrect on reports

Reconciliation of prepayments was limited to 2 equal amounts in AR. Fixed in 10.2.144.1115

#### VSTS 114605 AVS Meldeschein

From PMPRO version 10.2.144.1116 on it is possible to change the conference status after check in

## VSTS 109666 TEST: Adjust Hotel status screen to show adults and children

Hotel status now shows number of children in stay overs and departures, too. From PMPRO version 10.2.144.1116.