

RoomMate User Guide

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We hope that this guide will help you to get started with RoomMate.

Please don't hesitate to contact us by email if you need any more assistance.

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Requirements

RoomMate can be used on any recent Windows PC or Mac OS computers.

RoomMate requires Filemaker Pro 10 or higher to function (except for the runtime version, see below). Filemaker Pro 11 is recommended.

System Requirements

Operating System	Minimum Requirements	Recommended Requirements
Windows 7 Ultimate, Professional, Home Premium	CPU: 1 GHz or faster RAM: 1 GB DirectX 9 graphics device with WDDM 1.0 or higher driver, DVD drive	CPU: 1 GHz or faster RAM: 2 GB DirectX 9 graphics device with WDDM 1.0 or higher driver, DVD drive
Windows Vista Ultimate, Business, Home Premium (SP 2)	CPU: 1 GHz or faster RAM: 1 GB 1024x768 or higher resolution video adapter and display, DVD drive	CPU: 1 GHz or faster RAM: 2 GB 1024x768 or higher resolution video adapter and display, DVD drive
Windows XP Professional, Home Edition (SP 3)	CPU: Pentium III 700 MHz or faster RAM: 256 MB of RAM 1024x768 or higher resolution video adapter and display, DVD drive	CPU: Pentium III 700 MHz or faster RAM: 2 GB of RAM 1024x768 or higher resolution video adapter and display, DVD drive
Mac OS X v10.6	CPU: Intel-based Mac RAM: 1 GB of RAM DVD drive	CPU: Intel-based Mac RAM: 2 GB of RAM DVD drive
Mac OS X v10.5.7	CPU: PowerPC G4 (867 MHz+), PowerPC G5, Intel-based Mac RAM: 512 MB of RAM, DVD drive	CPU: PowerPC G4 (867 MHz+), PowerPC G5, Intel-based Mac RAM: 2 GB of RAM, DVD drive

Filemaker Pro information can be found here:
<http://www.filemaker.com/products/filemaker-pro/>

Runtime version

The runtime version does not need Filemaker Pro to be installed and is installed as a application.

On a PC a folder is created on the hard disk. This folder contains all the necessary files and an .EXE that is the application.

On Mac OS a single application containing all necessary files is created

The runtime version is single user only.

Single user version

The single user version requires Filemaker Pro installed on the computer along with the database file.

This version can easily be expanded to the network version.

Network version

The network version requires a local cable or wireless network and a computer to act as a server.

A Filemaker Pro licence is required for all computers that access the database and for the computer acting as a server.

(for 9 users, 10 Filemaker Pro licences are necessary)

The database file is stored only on the server and the users access it through the network.

The network version is limited to a local network and cannot be accessed from the outside (internet).

Remote version

The remote version requires a server using a unique fixed IP address and a version of Filemaker Server Advanced.

Antemak can provide hosting for this version on a secured server located in a large data center using high speed broadband connections.

Users can then access the database using Filemaker Pro installed on their computer, from anywhere in the world as long as they have an internet connection.

Users can also access the database through their internet browser (Filemaker Pro is not required), and use most of the functions but not all. Mailings, for example, are not supported when accessing via an internet browser.

iPad version

We are currently testing the database on the iPad. With "Filemaker Go" on your iPad or iPhone, you can access and use Filemaker databases either remotely or copied to your device. For updates on this version, please check our website.

Preferences

Information:

Encode your personal details, including your email address which will be the "from" address" when you are sending emails from RoomMate.

You can also add your logo which will be displayed on the printed invoices. The logo can be in GIF or JPG format, using transparency.

Mailing:

Specify how you are going to send the emails from the database.

By default "My email software" is checked. This means that RoomMate will create the emails and pass them on to your regular email programme (Outlook, Mail or even Gmail) to be sent. This has the advantage of storing the sent emails along with your other emails. A copy of the email is also stored in RoomMate.

Filemaker Pro can also act as an email sending programme if you check Send Emails via "Filemaker. You must then fill the remaining fields with the SMTP details of your email provider. Sent emails will only be stored in the database will not transit via you email software. This can be preferable if you are often sending large mailings and do not want each individual email to be stored in your email programme.

Invoices:

Encode your local VAT rate and currency that will be used in the invoices. Create as many invoice items (room extras, optional services, etc...) as you need.

Room:

Encode the default "In servcie date" which will used to calculate the room occupation rates. This can also be specified for each room (see "Rooms" chapter). Create as many room types as you need.

Printing:

Specify how you invoices should be printed and add a custom header to the invoice.

Confirmation email:

Set-up your default confirmation email text and merge fields into the message body by placing the cursor in the text and clicking the corresponding button. (see "Bookings" chapter)

Availabilities

This is the main screen and central access to the different parts of RoomMate and the preferences.

Remark: Some fields and buttons have Tool Tips. These provide instant information relative to the action you are taking. To activate a Tool Tip simply move your mouse over the object and wait for half a second. For example: name of guest in reservation, or type and rate of each room.

This screen gives you an overview of all bookings (in blue) and allows you to easily create a new booking. You can filter the list of rooms displayed using the drop-down menu "Room Type" and navigate back and forth in time using either the pop-up calendar to select a date or jump dates by increments of 1, 7 or 28 days.

Remark: When you open RoomMate, the first date of the displayed calendar is set to the current date.

To view or modify an existing booking, simply click on it.

To create a new booking, simply click on an empty starting date on line corresponding to the room. You will then be taken to the "Booking" screen (see next chapter).

Bookings

Booking
Back

Room n°6

From: To: Nights: Name:

Next booking starts on: Confirmed

Room rate: + Extras: - Reductions: = Total per night:

x 5: + Extras: - Reductions: = Total:

Change room n°:

Notes:

Booked 3/03/2011 - Unconfirmed Room Not Available

Bookings for Room n°6

From	To	Nights	Guest Name	Invoice Total
6/03/2011	8/03/2011	2	Wood Ken	170.00
8/03/2011	13/03/2011	5	Montana Tony	425.00
Total: 7 (Occupation 10%)				Total: 595.00

Bookings for Montana Tony

Room n°	From	To	Nights	Price	Invoice Total
4	3/01/2011	5/01/2011	2	45	90.00
4	9/01/2011	10/01/2011	1	45	45.00
4	23/01/2011	9/02/2011	17	45	765.00
6	8/03/2011	13/03/2011	5	85	425.00
2	11/03/2011	15/03/2011	4	55	220.00
Total: 29				Total: 1 545.00	

Creating and managing bookings is quick and easy.

From date is automatically entered when you create the new booking. Enter the end date or the number of nights. An indicator lets you know when the next booking starts for this room and an instant validation check blocks any and date that would overlap with the next booking. If the guest already exists in the programme, simply choose from the drop-down list under "Name" (the list can be filtered to only display guest whose last name starts with a specific letter). If the guest doesn't exist, click "New" and enter the guest details (see chapter "Guest" for more detailed information).

To immediately send a confirmation email, click the "Email" button.

The room rate is predefined (see chapter "Rooms"), you can add extras or reductions to the price per night or to the total for the invoicing (see chapter "Invoices" for more detailed information).

If needed, the booking can also be transferred to another room. An instant validation check does not allow you to move if one of dates overlaps and existing booking the destination room.

The "Room Not Available" function allows you to set a room as unavailable for guests for a certain period (in case of re-decorating, painting etc...). The period will appear in the calendar as a regular booking (not linked to any guest) and the period will not be taken into account in the "room occupation" calculations.

On the right side of the screen, the two tables give historical information about the room and below about the room's guest.

Bookings List

Bookings
Back

Room n°2

Room	From	To	Nights	Name
2 04/01/2011-06/01/2011	4/01/2011	6/01/2011	2	Minogue Kylie
2 12/01/2011-01/02/2011	Next booking starts on 12/01/2011			
2 04/02/2011-11/02/2011				
2 26/02/2011-02/03/2011				
2 05/03/2011-07/03/2011				
2 11/03/2011-15/03/2011				

Confirmed ✗

Email

Room rate: 55.00 + Extras - Reductions = Total per night: 55.00

x 2: 110.00 + Extras - Reductions = Total: 110.00

Invoice

Notes

Booked 3/01/2011 - Unconfirmed

Room Not Available ✗

Bookings for Room n°2

From	To	Nights	Guest Name	Invoice Total
4/01/2011	6/01/2011	2	Minogue Kylie	110.00
12/01/2011	1/02/2011	0	Not Available	
4/02/2011	11/02/2011	7	Wood Ken	450.00
26/02/2011	2/03/2011	4	Bennett Chloé	220.00
5/03/2011	7/03/2011	2	sally harry	110.00
11/03/2011	15/03/2011	4	Montana Tony	220.00

Total: 19 (Occupation 26%) Total: 1 110.00

Bookings for Minogue Kylie

Room n°	From	To	Nights	Price	Invoice Total
2	4/01/2011	6/01/2011	2	55	110.00

Total: 2 Total: 110.00

Delete

This screen is accessed by clicking "Bookings" on the Availabilities screen and has the same functions as the "Bookings" screen, but allows you to navigate rapidly between bookings and rooms using the room filter on the left side without having to return to the Availabilities screen.

Email

Email
Back

To: Tony Montana

Email: Send

Subject: ✗

Message: ✗

Attachment: ✗

Emails to Tony Montana

Subject	Date Sent
Mailing hello world! 2	21/01/2011 15:23:49

Send a confirmation email to the guest: either send the standard confirmation message, which can include the dates, room type and number, the rate and total amount of the stay (as

Invoice Print



Invoice

11 mars 2011 10:03

Hotel Parkland

*kms route de Tizouan
1150 Essaouira
Maroc*

*info@inchallah.com
www.inchallah.com*

Client: Montana Tony From 8/03/2011 to 13/03/2011 (5 nights)

Room rate	Extras	Reductions	Total per night (EUR)
85.00	+	- 5.00	= 80.00
x 5	Extras	Reductions	Total (EUR)
400.00	+	-	= 400.00
Car	100.00	3	300.00
Minibar	225.00	1	225.00
Diner	45.00	4	180.00
Other	25.00	1	25.00
Total Items (EUR)			730.00
Total Room (EUR)			400.00

1 130.00 EUR

909.65 + 220.35 VAT (19.50%)

Sample of a printed invoice. (See invoice option in "Preferences")

Guests

Guests

Back

Name	Title	First Name	Last Name	Bookings for Chloé Bennett					
Agostini Fabienne	Ms	Chloé	Bennett	Room n°	From	To	Nights	Price	Invoice Total
Bennett Chloé				3	15/01/2011	20/01/2011	5	75	325.00
Doe John				5	1/02/2011	5/02/2011	4	55	320.00
Eastwood Clint				1	3/02/2011	11/02/2011	8	45	360.00
Minogue Kylie				5	29/01/2011	31/01/2011	2	60	120.00
Montana Tony				Total: 19 Total: 1 843.00					
sally harry									
Wood Ken									

Address	Post code
11 rue de Mickey	1234
City	Country
Brussels	Belgium
Tel	Email
	chloe@antemak.com
Nationality	ID Card

Mailing

Notes

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Emails to Chloé Bennett	
Subject	Date Sent
test	16/02/2011 14:14:12
Hotel Inch Allah Confirmation	16/02/2011 14:12:47
Hotel Inch Allah Confirmation	16/02/2011 14:12:10
Mailing: hello world! 8	21/01/2011 16:04:37
Mailing hello world! 2	21/01/2011 15:23:50
hello world! (Mailing)	21/01/2011 15:16:55

New Delete

This screen is accessed by clicking "Guests" on the Availabilities screen and allows you to navigate rapidly between guests using the filter on the left side and by clicking on the guest's name.

- Apart from the guest's personal data, you can also
- choose if you want the guest to be included in the mailings
 - send the guest an email
 - view the guest's history

Remark: If an email address is not properly formed (missing "@", non-valid characters, etc.), the email field appears in red.

Rooms

Rooms
Back

Rooms	N°	Name	Price (EUR)	Type	Capacity	Bookings for room n° 2																																			
1		Single	50.00																																						
2	2	blue	55.00	Single		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Nights</th> <th>Guest</th> <th>From</th> <th>To</th> <th>Invoice Total</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>Minogue Kylie</td> <td>4/01/2011</td> <td>6/01/2011</td> <td>110.00</td> </tr> <tr> <td>0</td> <td>Not Available</td> <td>12/01/2011</td> <td>1/02/2011</td> <td></td> </tr> <tr> <td>7</td> <td>Wood Ken</td> <td>4/02/2011</td> <td>11/02/2011</td> <td>450.00</td> </tr> <tr> <td>4</td> <td>Bennett Chloé</td> <td>26/02/2011</td> <td>2/03/2011</td> <td>220.00</td> </tr> <tr> <td>4</td> <td>Montana Tony</td> <td>11/03/2011</td> <td>15/03/2011</td> <td>220.00</td> </tr> <tr> <td>2</td> <td>sally harry</td> <td>5/03/2011</td> <td>7/03/2011</td> <td>110.00</td> </tr> </tbody> </table>	Nights	Guest	From	To	Invoice Total	2	Minogue Kylie	4/01/2011	6/01/2011	110.00	0	Not Available	12/01/2011	1/02/2011		7	Wood Ken	4/02/2011	11/02/2011	450.00	4	Bennett Chloé	26/02/2011	2/03/2011	220.00	4	Montana Tony	11/03/2011	15/03/2011	220.00	2	sally harry	5/03/2011	7/03/2011	110.00
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4	Bennett Chloé	26/02/2011	2/03/2011	220.00																																					
4	Montana Tony	11/03/2011	15/03/2011	220.00																																					
2	sally harry	5/03/2011	7/03/2011	110.00																																					
3		Double	75.00																																						
4		Triple	45.00																																						
5		Double	60.00																																						
6		Double	85.00																																						

Smoking Child
 Animal Baby

In service since:

Notes:

19 (Occupation 26%)
1 110.00

New
Delete

This screen is accessed by clicking "Rooms" on the Availabilities screen and allows you to navigate rapidly between rooms by clicking on the room number on the left.

You can encode the basic room information and rate, its capacity, type and other options. You can also set the 'In service since" date which is used for the occupation rate calculations. This date is set by default for all room in the preferences but can be modified per room.

On the right side of the screen is the room history, its occupation rate and the total amount it has generated.

Mailings

The screenshot shows a 'Mailings' interface with a light blue background. At the top right is a 'Back' button. The main area is divided into two columns. The left column contains a 'Subject' field, a 'Message' text area with placeholder text and merge fields, and an 'Attachment' field. The right column contains a 'Send Mailing' button and a table of 7 guests. The table has columns for 'Name' and 'Email'. The guests listed are Agostini Fabienne, Bennett Chloé, Doe John, Eastwood Clint, Minogue Kylie, Montana Tony, and Wood Ken. Each row has a red 'X' icon in the right margin. Below the table are several empty rows. At the bottom left, there is a 'Send Test' button and a 'To: info@inchallah.com' field.

Subject

Message

Dear //title// //lastname//,
This is me... //firstname//
Life should be...
fun for everyone!!
//title// //firstname// //lastname//

Attachment

Send Test To: info@inchallah.com

Mailing will be sent to 7 guests:

Name	Email
Agostini Fabienne	fab@xx.com
Bennett Chloé	chloe@antemak.com
Doe John	doe@xx.com
Eastwood Clint	clint@xx.com
Minogue Kylie	kylie@antemak.com
Montana Tony	tony@xx.com
Wood Ken	eee

This screen is accessed by clicking "Mailings" on the Availabilities screen and allows you to send a mass mailing to guests.

You can personalise the emails by inserting the guest's title, first and last name into the message body.

You can send a verification test email to yourself before sending the real mailing using the "Send test" button. The email address the test is sent to is defined in the preferences.

On the right side of the screen, you can see if emails are validated (if not they appear in red), and manually remove guests from the mailing.

When ready, simply click "Send Mailing".

Conclusion

We hope that this guide has provided you with the answers to most of your questions concerning RoomMate. If you have any other questions, please don't hesitate to contact us directly via the web site or by email.

We are also open to any suggestions and improvements that we could make to the database.