

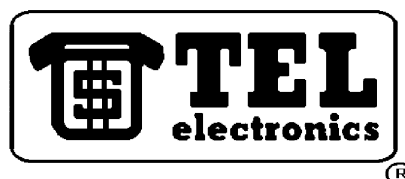
INN-FORM PLUS

Sample Reports

Hospitality Call Accounting and Management System



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Toll Free 800-748-5022



The INN-FORM XL memory system comes in two configurations designed for hospitality or shared tenant facilities. Both the INN-FORM XL (>32 extensions) and INN-FORM XL B&B (<32 extensions) come standard with 1,800 call record memory and can be expanded up to 30,000 call record memory. They also both offer a fully integrated reporting package that is described throughout this document. Please call out technical support department at (800) 748-5022 extension 87 for help with any of these reports.

Summary of reports offered via the INN-FORM XL and INN-FORM XL B&B systems:

System Set-up Status Reports

Activity Report

Check Out Report

Credit limit Report

Current Call Report

Extension Report

Extension Audit Report

Graphic Report

Trunk Report

System Set-up Status Reports

Program 10 (Programmable Parameters Report) gives information regarding various parameters that can be changed on site such as Fixed Rates, Grace Periods, etc.

INN-FORM Plus HX 6.5
 Copyright, TEL electronics, inc. (M) © 1986-2001
 May 31 at 5:11PM Fr
 6020 records SN099997 11/07/03

Mode: 7, Options: Print Audit Trail, Ram Setup

	1	2	3	4	5	6	7	8
	Local	Oper.	Loc Inf	St Inf	U.S. Inf	1-(8xx)	1-(900)	Incom
1: Fixed Rates:	0.00	0.00	1.00	1.00	1.00	0.00	0.50	0.00
	Local	Oper.	Info.	1-(900)	Intern.	Other	1-(8xx)	Thresh
2: Grace Period:	60	20	20	20	60	45	30	30
Rate:		0.00					0.10	0.10
			Nearby In-State	In-U.S.	Intern.	WATS	Special	
3: Cost % Adjust:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
4: Mark-up%:	0	40	40	40	0	0	0	
5: Cost % Adjust:	0.00	1.50	1.55	2.55	0.00	0.00		
6: Print No Charge Calls:	No							
7: Print Audit Trail:	Yes							
8: Store No Charge Calls:	No							
9: Page Reports:	No							
	4	0	0	0	3	0	7	6010

Program 20 (Programmable Parameters Report) gives information regarding various parameters that can be changed on site such as Baud Rates, New Local Exchanges, Twenty Closest Area Codes, Administrative Extensions, etc.

A.C. 0 -> 0

0=970 1=719 2=303 3=720 4=435 5=307 6=801 7=505 8=928 9=308
 10=520 11=580 12=785 13=913 14=620 15=575 16=806 17=405 18=605 19=208

Lines/Page: 11, Lines to Tear Off: 5, Baud Factor: 85, AM/PM: Yes
 Print Mask: 375, Clear Mask: 119, Master Mask: 0, User Mask: 20067
 Hosp. Mask: 8511, Remote Overflow: 65000, Error Number:

Program 32 (Programmable Parameters Report) Gives information regarding various parameters that can be changed on site such as SMDR format for specific PBX.

SMDR Settings

0	2	15	2	18	2	21	0	0	21
34	4	24	4	62	0	0	0	0	0
0	0	0	0	0	4	20	0	48	47
58	47	0	6	21	0	0	1	0	85
9	0	0	0	0	0	-1	-1	4	-1
49	47	48	55	47					

Activity Report

The Activity Report shows the phone activity and profit for a certain time period (Daily, Weekly, Monthly, Quarterly, Yearly).

Activity Report #1, from 12/03 at 12:00AM thru 12/03 at 12:28AM

Type	Count	Ave.l	Cost	Tax	Charged	Tax	Profit

Guest Extensions:							
Local Calls	0.	0.0	0.00	0.0	0.00	0.00	0.00
Toll Calls	9.	86.1	432.00	12.97	648.66	0.00	203.40
Oper. Calls	0.	0.0	0.00	0.00	0.00	0.00	0.00
Other Calls	4.	68.5	2.00	0.00	2.00	0.00	0.00
Total Calls	13.	80.7	434.29	0.00	650.66	0.00	203.00

Non-Billable Extensions:							
Local Calls	0.	0.0	0.00	0.00	0.00	0.00	0.00
Toll Calls	0.	0.0	0.00	0.00	0.00	0.00	0.00
Oper. Calls	0.	0.0	0.00	0.00	0.00	0.00	0.00
Other Calls	0.	0.0	0.00	0.00	0.00	0.00	0.00
Total Calls	0.	0.0	0.00	0.00	0.00	0.00	0.00

Grand Total	13.	80.7	434.29	12.97	650.66	0.00	203.00

Checkout Report

The Checkout Report prints detailed information on phone activity for a departing guest.

Extension Check Out
Hotel Colorado, Telephone Charges For Extension 110

Date	Time	Type Of Call	State	# Called	Length	Charges
12/02	10:27PM	Long distance	CA	(805)226-2834	121	\$ 62.62
12/02	12:24AM	Long distance	CA	(415)450-6700	4	\$ 3.57

12/03 at 12:29AM		Tue Total Calls:		2,	Total Charges \$ 66.19	

Credit limit Report

A Credit Limit can be set for cash paying guests.

When you set a credit limit for an extension the following message will print:

Check in: extension 110, Charge limit: 25.00

If a guest exceeds the credit limit, the following message will print along with audible alarm:

**** Extension 110 has exceeded their \$25.00 limit with \$29.15

Current Call Report

The Current Call Report gives a summary of each non checked out guest's phone activity and credit limit.

Current Call Report on 12/03 at 12:29AM Tue

Extension	Calls	Charge	Charge Limit	Mark-up Adj.
67	1	1.00	none	0%
100	1	87.00	none	0%
102	1	77.77	none	0%
103	1	242.52	none	0%
104	1	61.41	none	0%
109	1	93.91	none	0%
110	1	0.00	none	0%
111	1	77.00	none	0%
116	1	17.20	none	0%
118	1	39.44	none	0%
121	1	5.12	none	0%
122	1	8.12	none	0%
141	1	77.77	none	0%
151	1	77.77	none	0%
160	1	77.77	none	0%
202	1	1.00	none	0%
222	1	1.00	none	0%
227	1	20.36	none	0%
272	1	62.62	none	0%
757	1	28.30	none	0%
1125	1	1.00	none	0%
1126	1	2.56	none	0%
2000	1	47.76	none	0%

Total Calls: 29, Total Charges: 1109.27

Extension Report

The Extension Report allows you to look at the phone activity for a particular guest without erasing the call records from memory.

Hotel Utah, Telephone Charges For Extension 2000

Date	Time	Type Of Call	State	# Called	Length	Charges
12/02	12:45PM	Long distance	CO	(970)456-7894	51	\$ 24.28
12/02	1:20PM	Long distance	ID	(208)263-4561	16	\$ 9.63
12/02	1:25PM	Long distance	ID	(208)456-1164	11	\$ 7.11
12/02	1:32PM	Long distance	ID	(208)263-0001	4	\$ 3.57
12/02	1:36PM	Long distance	CO	(970)263-0166	4	\$ 3.17

12/03 AT 12:30AM Tue Total Calls: 5, Total Charges \$ 47.76

Extension Night Audit Report

The Extension Night Audit Report can be printed in Detail or Summary format. This report prints complete information on telephone activity for each checked out guest and administrative extension and deletes the call records from memory.

Hotel Utah
Night Audit Report for 12/03 at 12:00AM to 12/03 at 12:33AM

----- Checked Out Guest Calls -----						
Date	Time	Type Of Call	State	# Called	Length	Charges
12/02	10:27PM	Long distance	CA	(805)226-2834	121	\$ 62.62
12/03	12:24AM	Long distance	CA	(415)450-6700	4	\$ 3.57
*****		Guest Extension	110 had	2 Calls,	Charges \$	66.19
12/02	12:45PM	Long distance	CO	(970)456-7894	51	\$ 24.28
12/02	1:20PM	Long distance	ID	(208)263-4561	16	\$ 9.63
12/02	1:25PM	Long distance	ID	(208)456-1164	11	\$ 7.11
12/02	1:32PM	Long distance	ID	(208)263-0001	4	\$ 3.57
12/02	1:36PM	Long distance	CO	(970)263-0166	4	\$ 3.17
*****		Guest Extension	2000 had	5 Calls,	Charges \$	47.76

Checked Out Calls 7, Total Charges \$ 113.95

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***** Total Calls 7, Total Charges \$ 113.95

Night audit period last time set to 12/03 at 12:33AM
7 checked-out calls were permanently erased

Graphic Report

The Graphic Report will produce call activity in graph format for Total Duration of Calls by Area Code; Number of Calls by hour of the Day; or Total Duration of Calls by State.

Total Duration of Calls by Area Code

Graphoc Report for Area Code by Duration on 12/03 at 12:31AM Tue

208	ID	(31) **
212	NY	(2) *
213	CA	(253) *****
415	CA	(4) *
801	UT	(948) *****
802	VT	(151) *****
805	CA	(152) *****
970	CO	(125) *****

Total Calls 25, Total Charges: 867.53

Number of Calls by hour of the Day

Graphoc Report for Hourly Activity on 12/03 at 12:32AM Tue

Hour	Calls	Graph
0- 1:00	(3) ***	
1- 2:00	(0)	
2- 3:00	(0)	
3- 4:00	(0)	
4- 5:00	(0)	
5- 6:00	(0)	
6- 7:00	(0)	
7- 8:00	(0)	
8- 9:00	(0)	
9- 10:00	(0)	
10-11:00	(0)	
11-12:00	(6) *****	
12-13:00	(5) *****	
13-14:00	(9) *****	
14-15:00	(0)	
15-16:00	(0)	
16-17:00	(0)	
17-18:00	(0)	
18-19:00	(0)	
19-20:00	(0)	
20-21:00	(0)	
21-22:00	(3) ***	
22-23:00	(4) ****	
23-24:00	(1) *	

Total Calls 31, Total Charges: 1175.46

Total Duration of Calls by State

Graphoc Report for State by Duration on 12/03 at 12:32AM Tue

State	Duration	Graph
CA	(409) *****	
CO	(125) *****	
ID	(31) **	
NY	(4) *	
UT	(948) *****	
VT	(151) *****	

Total Calls 25, Total Charges: 867.53

Trunk Report

The Trunk Report allows you to look at the telephone activity by trunk. You can determine if all trunks are working properly. You can also make management decisions regarding whether you have too many or too few trunks in use.

Trunk Usage Report #1, from 12/03 at 12:00AM thru 12/03 at 12:32AM

Trunk	Count	Total Time	Total Cost	Time/Call	Cost/Call	Cost/Min.
0	1.	183.	65.97	183.0	65.97	0.361
8	5.	271.	215.17	54.2	43.03	0.794
9	6.	489.	165.12	81.5	27.52	0.338
80	1.	106.	1.00	106.0	1.00	0.009
Totals:	13.	1049.	447.26	80.7	34.40	0.426

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**Exceptions Criteria for Reports**

- Duration Over/Under X Minutes
- Charge Over/Under Selected \$XX.XX
- Area Code or State Dialed
- Area Code and Exchange Dialed
- Phone Number Dialed
- Hour of the Day
- X Longest Call
- X Most Expensive Call
- Trunk Used
- Numbers Called Over X Times by Extension
- Number Called Over X Times by All Extensions

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Restrictions Criteria for Reports

- Start Date/End Date
- Department
- Start Time/End Time
- Specific Call Type
- Unknown Call Type
- Local Calls
- Direct Dialed Long Distance
- Operated Assisted Calls
- Information Calls
- Toll Free 800/8XX
- Direct Dialed International
- WATS
- Incoming Calls
- Special Rate Calls
- Measured Local Calls

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