

**Request for Proposal 6909 Z1**  
**ATTACHMENT 4**  
**REPORTS**

**The values in the examples below do not reflect actual data.**

**Reports must be sortable either by date, unit type, unit name, unit area, or unit status, area name, depending on report content.**

**Report titles must be descriptive of the report.**

**These reports serve as examples and do not encompass the entirety of required reports; further reports may be solicited as necessary.**

**1. OCCUPANCY REPORTS**

The NGPC's current occupancy reports are intended to do two things. First, the reports provide Park Superintendents and NGPC Administrators an overview of a specific park's usage - seasonally, by unit type, and by specific unit. Second, the reports allow park staff to know what the unit's status is, inform housekeeping and maintenance staff of units needing attention etc., by giving the park a thorough daily view of what is going on in the park.

**Occupancy and visitation reports must provide data to allow the calculation of:**

- percentage occupancy by month by unit types for a specific park and,
  - amount of revenue by unit type within a specific park for a specified period.
- a. Attendance Figures & Revenue Report**

These report types should have at least two (2) levels of detail. Both levels must show the number of reservations, registrations, guests, and amount of revenue by unit type. The second level of detail lists information by specific unit.
  - b. Closed Maintenance Report**

This report shows a listing of closed units together with the date range of the closure, the reason for the closure, and the park staff who closed it. Any park staff should be able to view the reason for, and date range of, the closure.
  - c. Guest Visitation Report**

The Guest Visitation Report displays a total visitation count of NGPC's Guest stay for a specific date range. This report must include Unit Type, Unit Number, Total Guests, and Paid Nights. This report must generate a separate total for each unit type.
  - d. Housekeeping/Maintenance Report Detail**

This report shows a listing of units by type, indicating status of each unit and, if occupied, the guest's name, the check-in and check-out dates, the remaining number of days in the reservation, and any comment(s).
  - e. Housekeeping Room Status Report**

This report is similar to the housekeeping/maintenance report. It lists the unit(s) name, indicates whether the unit(s) is vacant or occupied, and whether it is clean, needs to be cleaned, or is ready to rent.

**f. In House Guest Report**

This report lists the unit number, name of the guest who checked-in, reservation number, date checked-in, date due to checkout, and any comment(s).

**g. Occupancy Report**

The occupancy report lists the number of days units are rented versus the number of possible rental days for each type of unit in a park and displays the percentage of usage based on those numbers for a specified date range. It also presents park totals. Graphs and charts illustrating occupancy data are required.

**h. Occupancy Detail Report**

The occupancy detail report breaks out the information in the occupancy report for each unit by a specific date range.

**2. RESERVATION REPORTS**

The purpose of the reservation reports is to provide park staff the information needed for the day-to-day management of guests' arrivals and departures, housekeeping activities, etc.

**a. Daily Arrival Report**

This report lists the reservations with an arrival date within a specified date range in specific park(s). This report must be sortable by unit name or unit type and must provide a summary by unit type. When a range of dates is specified, the information must be grouped by arrival date. This report must include: park area, arrival/departure date, balance due, reservation number, customer name/phone number, and number of people.

**b. Booked Reservations for Park Report**

This report shows all reservations booked, by reservation origin, for a specified date range. Reservations will be grouped further by park staff who booked the reservation. Reservation information will include the number of guests, cost for the stay, and a subtotal for each grouping.

**c. Reservations and Registrations Status Report**

This report presents numbers of reservations, by origin, and registrations at the various locations within park facilities for selected park(s) and for a specified date range. Total reservation and registration counts must be broken out by unit type and unit number.

**d. Cancellation Report**

This report lists everything cancelled for a specified park during a specified date range. The report must include cancelled unit(s), the reservation number, the method of payment, and the name of the guest.

**e. Departure Report**

This report lists the reservations scheduled to leave on a particular date from a specific park.

**f. Cancelled Due to Non-Payment Report**

This report lists the names of guests whose reservations were cancelled due to nonpayment for a selected park and a specified date range. Fields in this report must include: guest name, reservation number, reservation date, payment due by date, cancelled date, ID of park staff who cancelled the reservation.

**g. Overdue Payment Report**

This report shows a list of all reservations not paid in full and are past the due date for their payment. This report must include: reservation number, guest name, guest phone number, guest email address, reservation date, arrival date, and amount owed.

**h. Non-Resident Reservation Report**

This report shows the number of reservations and registrations booked by Nebraska residents and non-residents, including totals and percentage of the total for each category.

**3. DEMOGRAPHIC REPORTS**

The demographic reports provide information about the origins of park guests.

**a. City Guest Report**

This report lists the number of visitors to a park, based on the city in which they reside, for a selected park or region, or for all Parks. The city of residence and the date range can also be specified for the report.

**b. County Guest Report**

This provides the same kind of information as the City Guest Report based on county of residence.

**c. Non-Resident Guest Report**

This report lists the city and state of origin of out-of-state guests.

**4. GROUP REPORTS**

The group reports are designed to give NGPC Group Event Planners the information needed for the day-to-day management of incoming and outgoing groups. A separate report provides information for billing automation.

**a. Group Billed Report**

This report is produced at the end of the month and is used to determine all Group Events billed income for the month. It lists the date, group, event number, and amount by type of income, with subtotals for each type of income, and a grand total.

Group Billed Report Example

E.T. Mahoney State Park			
Feb-14			
Group Billed Report			
Date of Event	Group Name	Event #	Amount
Lodge Rooms, Cabins, Meeting Rooms, and Camping			
2/3/2014	Group A	AB00520	\$50.28
2/4/2014	Group B	AB00629	\$255.28
2/11/2014	Group C	AB00677	\$80.56
2/19/2014	Group D	AB00766	\$1,005.00
<b>Total Lodge Rooms, Cabins, Meeting Rooms and Camping</b>			<b>\$1,391.12</b>

POS ITEM - Catering			
2/3/2014	Group A	AB00520	\$150.00
2/4/2014	Group B	AB00629	\$55.66
2/11/2014	Group C	AB00677	\$350.00
2/19/2014	Group D	AB00766	\$550.00
<b>Total - POS Item Catering</b>			<b>\$1,105.66</b>
POS ITEM - Catering Gratuity			
2/3/2014	Group A	AB00520	\$4.91
2/4/2014	Group B	AB00629	\$4.28
2/11/2014	Group C	AB00677	\$3.49
2/19/2014	Group D	AB00766	\$81.61
<b>Total - POS Item Catering</b>			<b>\$94.29</b>
<b>Grand Total Billed</b>			<b>\$2,591.07</b>

**b. In House Rooming List Report**

This report provides a list of all Group Events in the park during a given time period. It lists each event, with detail listing each reservation number, the name of the group, the unit, and the check-in and check-out dates.

In House Rooming List Report Example

E.T. Mahoney State Park				
In House Rooming List Report				
Wednesday, March 01, 2014				
	Group	Unit	Check-in	Check-out
Event Number: AB00894				
20060301217246	Group A	41 DLX	3/1/2014	3/2/2014
Event Number: AB00895				
20060301217205	Group B	800 Little Bluestem	3/1/2014	3/1/2014
Event Number: CD01371				
20060301217257	Group C	100 Riverview Lodge	3/1/2014	3/1/2014
20060301217258	Group D	1100 Bur Oak Shelter	3/1/2014	3/2/20014
20060301217260	Group D	53 6DLX	3/1/2014	3/3/2014

**c. Group Bill Printing**

For a specified event number, this report displays information about the group with a complete itemization of all items charged to the group and all payments received from the group.

Group Bill Printing Example

E. T. Mahoney State Park		
28500 W Park Hwy		
Ashland, NE		
Group A		
Jane Doe	<b>Event #:</b>	AB00672
100 Main St.	<b>Invoice Date:</b>	05-JUN-14
Nowhere, NE 68509		

		<b>Clerk Name:</b>		Ed N.	
<b>Arrival Date:</b>		<b>Time:</b>	:AM	<b>Departure Date:</b>	
<b>Date</b>	<b>Method of Payment</b>	<b>Amount</b>	<b>Total Amount</b>		
02/27/2013	Check (3580, Pinnacle Bank)	\$391.63			
10/05/2013	Check (3550, Pinnacle Bank)	\$125.28			
03/01/2014	Check (3582, Pinnacle Bank)	\$39.00			
<b>Debit Amount</b>					
<b>Unit</b>	<b>Description</b>	<b>Rate</b>	<b>Amount</b>		
200 Abel NE Room	Unit Price	125.28			
	Catering	325.00			
	Catering Gratuity	48.75			
	Catering Sales Tax	17.88			
	Park Entry Permit - Daily	39.00			
<b>Total Event Amount:</b>			\$555.91		
<b>Amount Paid: (-)</b>			\$555.91		
<b>Balance Due:</b>			\$ 0.00		

**d. Group Event History**

This report lists all events booked by a specified group, based on the group name or number.

Group Event History Example

E.T. Mahoney State Park		
Group Event History Report		
Group: Group A		
<u>Event #</u>	<u>Arrival Date</u>	<u>Unit #</u>
CD00458	April 23, 2013	100 RiverView Lodge
CD01214	April 29, 2013	100 RiverView Lodge
IJ00069	March 1, 2014	100 RiverView Lodge
AB0057	March 30, 2014	53 6DLX

**e. Group Event Rooming List**

This report must list all units booked under a specified event, based on the event name or number.

**f. Group Overdue Deposit Report**

This report lists all groups with an outstanding amount due on their reservation. Entries are listed by the number of days until their arrival and must allow negative values of already occurred events. The report lists the event number, the group name, and the amount due.

## Group Overdue Deposit Report Example

Days to Arrival	Event#	Group	Amount Due
-116	GH01080	Group A	\$255.28
-116	CD01204	Group B	\$ 27.00
-98	CD01082	Group C	\$236.00
31	CD01168	Group D	\$ 65.00
42	CD01025	Group E	\$338.75

### 5. FINANCIAL REPORTS

The purpose of the financial reports is to identify revenue received from Park facilities. This information is necessary for administration to perform auditing, develop management plans and marketing strategies.

**a. Accounts Payable Report**

An accounts payable report shows a list of all the account payable transactions. The user selects one (1) of two (2) options. The information displayed must include the clerk ID of the person performing the transaction, information identifying the reservation, the name of the Guest, the date the transaction posted, the method of payment, the comment provided by the clerk, and the amount.

**b. Accounts Receivable Report**

This report shows all accounts receivable transactions for the specified dates and reservation areas. This report must display transactions made through both the Front Desk and Group Event Modules. The report must display the clerk ID, information identifying the reservation, the name of the Guest, the date the transaction was performed, the method of payment, the amount of the payment, the narrative provided by the clerk, and the address of the payer. The method of payment must include the check number for a check payment, and similar information for other numbered items such as gift certificates, etc.

**c. Cancellation Refund Report**

This report should list any cancellations or transfers resulting in a refund amount being due to a Guest, when there has not yet been a refund or adjustment. This report should list the confirmation number, the name of the Guest, and unit number. The report should indicate whether the cancellation was in sufficient time to make the Guest automatically eligible for a refund, or if the refund will be contingent on the resale of the unit. Each cancellation should be broken out, showing each day of a reservation, the season of each day (peak vs. nonpeak) and the status (re-rented or not) of each day.

**d. Daily Financial Business Report**

This report is a listing of all financial transactions performed in a park on a particular day. It must show the clerk who posted the payment, the reservation number, the confirmation number, the unit number, the Guest name, the number of nights of the reservation, price of the unit, the tax, charges, and total of the reservation, the amount received, and the amount due. This information must be subdivided by the type of transaction and method of payment.

**e. Daily Shift Report**

This report must provide a list of all financial transactions performed by the specified clerk during their shift. It includes the reservation and confirmation numbers, the

unit, Guest name, and method of payment. It is subtotaled by method of payment and has a total of all payments.

**f. Method of Payment Report**

This report lists the number of payments and total amounts and percentages based on the method of payment. This report would be used to see what percentage of "Checks" we receive in comparison to credit cards.

**g. Fees Collected Report**

This report lists all fees collected (reservation fees, cancellation fees, transfer fees, etc.) broken out by reservation and registration, and totaled.

Fees Collected Report Example

**h. Refund Report**

This report lists the refunds done in the specified park or parks during the specified time frame. It is arranged and subtotaled by accommodation type (Lodge Rooms, Cabins, Meeting Rooms, etc.) and totaled at the end of the report. For each refund, it will show the unit, Reservation and confirmation numbers, the Guest, and the amount refunded.

## **6. FINANCIAL RECONCILIATION REPORTS**

The purpose of the reconciliation reports is to allow NGPC to reconcile the System and the bank's credit card charges.

**a. Credit Card Reconciliation Report**

The credit card reconciliation report must show the Guest's name, the reservation number, the type of card used, the credit card order number, the date and time of the transaction, and the amount. It must be divided by park, subdivided by the park areas, and totaled.

**b. Credit Card Reconciliation Detail Report**

The Reconciliation Detail Report must show the reservation number, the credit card order number, and the business unit and object code, and the amount.

## **7. OTHER REPORTS**

**a. Red Flagged Guests Report**

This report shows a list of all Guests who have been red flagged, along with their Guest ID number. It should also show their city, state, the clerk who flagged the Guest, and the reason for the red flag.

**b. Red Flagged Arrivals Report**

This report should show all arrivals for the selected park where the Guest has been red flagged. It is sorted by arrival date, and shows the Guest name, the Guest ID number, the confirmation number, the clerk who flagged the Guest, and the comment.

**c. Bill Printing Report**

Individual Reservations: The bill printing module will accept the reservation number, the confirmation number, or the checkout date, and will print all appropriate bills.

The bill must accurately reflect the amounts due and paid at any time they are printed, before, during, and after the Guest's stay. The bills will include:

- i. The name, mailing address, and email address of the park.
- ii. The name and address of the Guest.

- iii. Information regarding the reservation, including the reservation number, the confirmation number, and the unit number.
- iv. An itemization of all charges.
- v. An itemization of all the payments.
- vi. A total, indicating any amount due or credit.

**d. Confirmations**

The confirmations are formatted so the address is visible in a window envelope. Two (2) copies of confirmations are printed. One (1) copy is mailed to the Guest, and the other copy is filed at the park.

The system sends an emailed confirmation by default. At the time a reservation is made, there is an option to forego a mailed confirmation. Even if a Guest decides they do not want a confirmation, when the Park prints their file copies, a confirmation must be printed.

A Guest will sometimes request another copy of a confirmation. In these cases, there must be an easy way to generate a confirmation. The preferred solution would be a way to add a reservation or confirmation number to the list of confirmations printed during the next normal printing.

The criteria for selecting the confirmations must include: reservation number, confirmation number, range of confirmation numbers, reservation date, range of reservation dates, any Park, a number of Parks, or all Parks.

The confirmation lists this information for the Guest: Park, Park Address, what type of confirmation: Reservation / Cancellation / Modification and including Accounts Receivable. Reservation Name, Reservation Number, Confirmation Number, Arrival Date, Departure Date, Unit Type, Unit Number, Amount Due, Rate, Amount Paid, Balance Due Date, Guest Address, Method of Payment