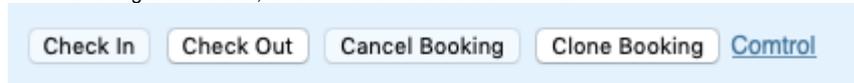


Automated Postings Via COMTROL Interface

This only applies to customers who have chosen to automate any of the over 700 devices BookingCenter supports through our Guest Services interface. More information on connecting restaurant POS systems, phone systems, movie, key, bar POS, etc systems can be found at: <http://www.bookingcenter.com/interfaces-and-modules/guest-services/>. Setting up your MyPMS for the COMTROL/UHLL interface are detailed [here](#).

There is no way to set a default 'credit limit' for an individual or a Group booking. Thus, the front desk is required to know if interface support is allowed or not allowed per individual booking. If the guest is allowed to accept automated postings (POS charges, movies, phone calls, etc) then there is nothing further that needs be done, all works automatically by 'checking the guest in'. If the guest is NOT allowed to use the services, then on the Booking Data screen, look for the link called 'COMTROL':



This takes you to a drop-down where you see:



- **Send Check In:** turns ON COMTROL and Allow postings to take place, as well as events such as sending Guest Name and Room to a device such as a TV or energy management system.
- **Send Check Out:** turns OFF COMTROL and stops all services (phones, POS postings, movies, voice mail re-set, etc) from being used and from posting to the folio.
- **Create Key** (only available to sites setup to manage keys via COMTROL (this is *not* used for the [RemoteLock](#) key system). Send the Createkey message to the key console with data specific to the booking to create key(s), usually RFID keys (magnetic card keys), but for some systems, such as Onity, maybe LEB (low energy bluetooth) app-based electronic Keys.
- **Inhibit Posting:** If a customer uses a system that posts either charges or payments to a Folio and they wish to set a booking to 'prohibit' a posting, we return a value in the COMTROL message 25 (Folio Information) field 'Inhibit Folio Posting' to attempt to stop a Guest Service from making a Folio posting. This will NOT stop a Guest Service from posting to a folio, nor MyPMS receiving and posting whatever message is sent in a Folio Posting (59 or 61) message. Rather, this flag will inform the Guest Service developer that the booking has been set to 'Inhibit Folio Postings' by a User of the PMS and the Guest Service system should not post to the Folio.

Send Check Out would be clicked manually AFTER the guest has been checked into a room to disallow services from being accessed due to non-credit or no desire for guest services. If a guest comes to the front desk AFTER check in and after the **Send Check Out** was sent, with acceptable credit, and desires to activate guest services, the front desk user can click **Send Check In**, which will then turn the services on. * Note – this is a manual process and has no bearing on occupancy, housecleaning, nor any other area of the system.

***note:** the Folio Posting message for a device will be mapped to a single Inventory Item (as detailed [here](#)). Thus, descriptions offer 'free text' to place what is needed. For example, when a POS system posts, the descriptive block of text might look like: *Check #24865645 FOOD: \$145.67; BEVERAGE: \$134; TAX: \$12; Svc Fee: \$23.45; Total: 315.13.*

Therefore, if a Guest wanted to get more detail on the check #24865645, your staff would pull it up via the 'check #' in the POS to view the details. We offer an option for elaborating on *how much detail* the COMTROL interface will post to the Guest Folio that is detailed in [this documentation](#).