Marriott Systems Support

Phone: 248-632-6000 Broad: F2 from F055E

Login/Logoff

FO'SSE "Live" Legis: Operator

FOSSE Practice Legin: Practice (Note: You must capitalize O or P when entering these logins, and then enter the rest of the word in lowers are letters. Also, if you is also a mistake, if the Backspace key does not work to erape characters, by the Delete key.)

Turn the Caps Lock on before entering your Clerk Code and Authorization Code, and then leave Cags Look on always while using FOSSE.

Common Quick Keys

Fit - Look see F4 = End/No Update (will not save) F10 = End/Update (will save) F12 - MARSAH Access

Common Navigation Methods / Keys

Navigation Methods:

Tab = Moves to the next Detail Box III in Mouses to the last field inside a Datail. Box Enter or (1) in Moves to the next field inglide a Detail Box

Menu Navigation:

DDD = Move left and right, up and down through the menus

Press the highlighted letter for the menu. eation you wish to access.

Checking Availability

To view today's availability (and the next 3 diaryet:

Quest Home Screen [] FB to access the

 Rsrv II Reservations Display III Availably Display

To view MARSHA availability through MARSHA in diate:

Guest Home Screen 5 FR to access the

Rangell Reservations Display I MARSHA Availability Display by Date

Rebuild Arrive and

Guest Home Screen 0 F8 to access the main menu O Sysmot O Systems Support O Rebuild Arrive and Alpha Files

Marsha Reservation Discrepancy Report

Guest Home Screen O FR O Rsay O Reports O Marsha Reservation Discrepancy Report

This report can be run two different ways. The first way is to run all discrepancies. This would include all reservations that are currently causing discrepancies, and ones that could cause discrepancies in the future. The second way is to run by availability discrepancies only. This will show reservations that are currently causing effection and american

(Note: This report can be our on dee and fine the current date through K-Date. The report will default out for two weeks. Longer date spans will take longer time for the report to run.)

(Note: The * will help to denote where the dispersepance visits.

(Note: This report should be run at least once per day. Once corrections have been made the discrepany will fall off the report):

(Note: If there are no reservations on this report. that would indicate that reservations are inbalance and the property should then run the Marcha Availability Variance Reports

Marsha Availability Variance Report

Quest Home Screen 0 FB 0 Rsrv 0 Reports 0 Marcha Availability Variance Report

This report will show a comparison of room inventory between FOSSE and MARSHA.

(Note: This report can be run on dem and from the current date through K-Date. The report will default out for two weeks. Longer date spans will take longer tile e for the report f to run.)

(Note: If there are no variance on this report then the hotels inventory would be in balance).

(Note: Son e hotels could intentionally have inventory in balances. E.g. over authorizing of regular room type to force upgrades at the hotel. You should check with your revenue a anager before making any changes to your inventory. Accorded. It

Property Interface Status

Quest Home Screen 0.FR to access the menus Sysingt 0 Interfaces 0 Display Interface Situation.

Making Changes in Marsha

Change Names:

in MARSHA Pull up the reservation by typing " and the confirmation number O. Type ON TLASTNAME/FIRSTNAME (Example CN 1PIERCE/MICHAELIO Press Enter OType F(your name or MARSHA Code) 0 Press Window. Type EN

Change Bed Types:

In MARSHA Pull up the reservation by typing " and the confirmation number O Type CORRTPOOL (Example COORTKING) 0 Press Enter 0 Type F(your name or MARSHA Code) o Press Enter o Type EN (Note: Pool is the bed type that a atches FOSSE!

Change Arrival Dates:

In MARSHA pull up the reservation by typing " and the confirmation number O CG#ARDOMNIM (Example CG2AR20JUN) 6 Press Enter 9 Type F(your name or MARSHA Code) O Press Enter O Type

(Note: DOMNM is the arrival date that it atches FOSSID.

Change Departure Dates: In MARSHA Pull up the reservation by typing and the confirmation number O Type CG#NN00 (Example CG3NN31) 0 Press Enter 6 Type Föyeur name or MARSHA Code) 6 Press Enter 9 Type EN

(Note: 00 is the number of nights that matches ECHERGIA.

Change Rate Programs

In MARSHA Pull up the reservation by typing and the confirmation number 0 CO#PRprpm (Example CG1PRREGA) O Press Enter O F(your name or MARSHA Codeb & Press Enter

6 Type EN

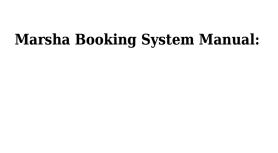
Note: It is the first seem ent of the reservation. dissolves of m MARCSHAI (Note: prom is the rate program that a atches MAA D'SHA Interface

Quest Home Screen 0 FB to access the menus 6 Rery 6 Marcha Functions 6 Display Industriana Status

(Note: If any status says stopped or logging on and stay that way for a one then a a inute the property should call the support deak) (Note: The Queue count should always be at zero or trying to work it self down to zero. If the queue count continues to grow or does not decrease, the property should call the support displicim m-ediately)

Marsha Booking System Manual

IM Harris



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