FOSSE Quick Reference Guide: Introductory Information

FrontOffice Systems Select and Extended

Marriott Systems Support
Phone: 240-632-6000
Email: F2 from FOSSE

Login/Logoff

FOSSE "Live" Login: Operator

FOSSE Practice Login: Practice
(Note: You must capitalize O or P when entering these logins, and then enter the rest of the word in lowercase letters. Also, if you make a mistake, if the Backspace key does not work to erase characters, try the Delete key.)

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

Common Quick Keys

F1 = Lookup
F4 = End/N's 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
⇧ = Moves to the last field inside a Detail Box Enter or ⇩ = Moves to the next field inside a Detail Box

Menu Navigation:
- ⇦⇨⇧⇩ = Move left and right, up and down through the menus
or
Press the highlighted letter for the menu option you wish to access.

Checking Availability

To view today's availability (and the next 3 days:
Guest Home Screen ◊ F8 to access the menus
- Rsrv ◊ Reservations Display ◊ Availability Display

To view MARSHA availability through MARSHA's date:
Guest Home Screen ◊ F8 to access the menus
- Rsrv ◊ Reservations Display ◊ MARSHA Availability Display by Date

Rebuild Arrive and Alpha Files

Guest Home Screen ◊ F8 to access the main menu ◊ Sysmgt ◊ Systems Support ◊ Rebuild Arrive and Alpha Files

Marsha Reservation Discrepancy Report

Guest Home Screen ◊ F8 ◊ Rsrv ◊ Reports ◊ 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 discrepancies.

(Note: This report can be run on days and from the current date through X-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 discrepancy is)*

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

(Note: If there are no reservations on this report, that would indicate that reservations are in balance and the property should then run the Marsha Availability Variance Report)

Marsha Availability Variance Report

Guest Home Screen ◊ F8 ◊ Rsrv ◊ Reports ◊ Marsha Availability Variance Report

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

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

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

(Note: Some 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 manager before making any changes to your inventory levels.)

Property Interface Status

Guest Home Screen ◊ F8 to access the menus ◊ Sysmgt ◊ Interfaces ◊ Display Interface Status

Making Changes in Marsha

Change Names:
In MARSHA Pull up the reservation by typing ' and the confirmation number ◊ Type CN:LASTNAME/FIRSTNAME (Example CN:PIERCE/MICHAEL)◊ Press Enter ◊Type F(your name or MARSHA Code) ◊ Press Enter
◊ Type EN

Change Bed Types:
In MARSHA Pull up the reservation by typing ' and the confirmation number◊ Type CG#RTPOOL (Example CG2RTKING) ◊ Press Enter ◊ Type F(your name or MARSHA Code) ◊ Press Enter ◊ Type EN
(Note: Pool is the bed type that matches FOSSE)

Change Arrival Dates:
In MARSHA pull up the reservation by typing ' and the confirmation number ◊ CG#ARDDMMM (Example CG2AR20JUN) ◊ Press Enter ◊ Type F(your name or MARSHA Code) ◊ Press Enter ◊ Type EN
(Note: DDMMM is the arrival date that matches FOSSE)

Change Departure Dates:
In MARSHA Pull up the reservation by typing ' and the confirmation number ◊ Type CG#NN00 (Example CG3NN01) ◊ Press Enter ◊ Type F(your name or MARSHA Code) ◊ Press Enter ◊ Type EN
(Note: 00 is the number of nights that matches FOSSE)

Change Rate Programs
In MARSHA Pull up the reservation by typing ' and the confirmation number ◊ CG#PRprgm (Example CG1PRREGA) ◊ Press Enter ◊ F(your name or MARSHA Code) ◊ Press Enter
◊ Type EN
(Note: # is the first page ent of the reservation displayed in MARSHA)
(Note: prgm is the rate program that matches

MARSHA Interface

Guest Home Screen ◊ F8 to access the menus ◊ Rsrv ◊ Marsha Functions ◊ Display Interface Status

(Note: If any status says stopped or logging on and stay that way for more than a minute the property should call the support desk)
(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 desk immediately)

Marsha Booking System Manual

IM Harris

Marsha Booking System Manual:

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