

Login/Logout

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 = EndNo Update (will not save)
F10 = EndUpdate (will save)
F12 = MARSHA 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:

- [Left] = 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 [] FB to access the menu
- Rsrvc [] Reservations Display [] Availability Display

To view MARSHA availability through MARSHA's date:

Guest Home Screen [] FB to access the menu
- Rsrvc [] Reservations Display [] MARSHA Availability Display by Date

Rebuild Arrive and Alpha Files

Guest Home Screen [] FB to access the main menu
[] Syntmgt [] Systems Support
Rebuild Arrive and Alpha Files

Marsha Reservation Discrepancy Report

Guest Home Screen [] FB [] Rsrvc 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 date and from 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 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 [] FB [] Rsrvc 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 date and from 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: If there are no variance on this report then the hotel's inventory would be in balance)

(Note: Some hotels could intentionally have inventory in balance. 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 [] FB to access the menu
[] Syntmgt [] Interfaces [] Display Interface Status

Making Changes in Marsha

Change Names:

In MARSHA pull up the reservation by typing * and the confirmation number [] Type CN1LASTNAMEFIRSTNAME (Example CN1PIERCESMICHAEL) [] 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 C02RTP00L (Example C02RTHNG) [] 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 [] C02ARD0MM (Example C02ARD0JUN) [] Press Enter [] Type F(your name or MARSHA Code) [] Press Enter [] Type EN
(Note: DOMMM is the arrival date that matches FOSSE)

Change Departure Dates:

In MARSHA pull up the reservation by typing * and the confirmation number [] Type C02NN00 (Example C02NN31) [] 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 [] C02PR00 (Example C02PR00A) [] Press Enter [] F(your name or MARSHA Code) [] Press Enter
[] Type EN

(Note: # is the first segment of the reservation displayed in MARSHA)

(Note: prgm is the rate program that matches FOSSE's inventory)

Guest Home Screen [] FB to access the menu
[] Rsrvc [] 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 itself down to zero. If the queue count continues to grow or does not decrease, the property should call the support desk immediately)

Marsha Reservation System Manual

J Dewey



Marsha Reservation System Manual:

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