

C.H.A.M.P. Printer™

By

Group A.C.H.A.M.P.S. Ltd.



Introduction

C.H.A.M.P. Printer (*Crew Hotel Accommodations Management Program*), is a software system provided to you by your client airlines to enable you to provide the best possible service to your client airlines and their crewmembers. C.H.A.M.P. Printer gives you all the necessary information, from the monthly “Big Picture” to your day to day operations, that you need to operate as a contract hotel provider for the airline industry. You will find that C.H.A.M.P. Printer is a unique and powerful tool that will save you time, manpower and money.

This document will step you through the operation of C.H.A.M.P. Printer. It begins with the program requirements and installation procedure. Each of the program’s four main functions are covered in detail. When running C.H.A.M.P. Printer, detailed help is available by clicking on the provided “Help” button.

C.H.A.M.P. Printer’s first module is “Re-load Data”. This allows you to re-load data from different airlines or different time periods. The next module is “Load Disk Data”. Here you can load monthly scheduled room data from a floppy disk provided by A.C.H.A.M.P.S. or your client airline. “Load Internet Data” will allow you to load your monthly scheduled room data via the Internet, saving you time and money. The “Print” portion is where you print your Sign In Sheets, Pick Up Sheets, Drop Off Sheets, Monthly Summary, Blank Sign In Sheet and do your monthly invoicing.

Please feel free to contact A.C.H.A.M.P.S. technical support or your client’s Crew Hotel Coordinator any time you have a question or problem. Your ideas and feed back are important to us, so if you have a better way of doing something, do not hesitate to call.

Installation

C.H.A.M.P. Printer requires

- ? Windows 95/98/NT/2000
- ? A printer, preferably laser
- ? Microsoft Internet Explorer 4.0 or later
- ? Internet access, dial up or LAN
- ? An e-mail account

If you do not have Internet capability, please contact A.C.H.A.M.P.S. or your contract airline. Your monthly data will be sent to you monthly on a floppy disk.

Insert the supplied C.H.A.M.P. Printer install disk into you "a:" floppy drive. Click on your Start button and select "Run...". In the Run dialog Open window, type "a:\install.exe" without the quote marks. Next click on the Open button.

The install program will start and will present you with a standard Windows install program. Select the default options and keep clicking the Next or OK buttons as they are presented.

After the install is completed, you do not need to reboot your computer. Next click on your Start button and you will see a "C.H.A.M.P. Printer" menu item. Use this menu item to run C.H.A.M.P. Printer.

If you need to uninstall C.H.A.M.P. Printer, there is an Uninstall C.H.A.M.P. Printer program on the Start menu, or you may use the Control Panel Add/Remove Programs feature of Windows.

Re-Load Data

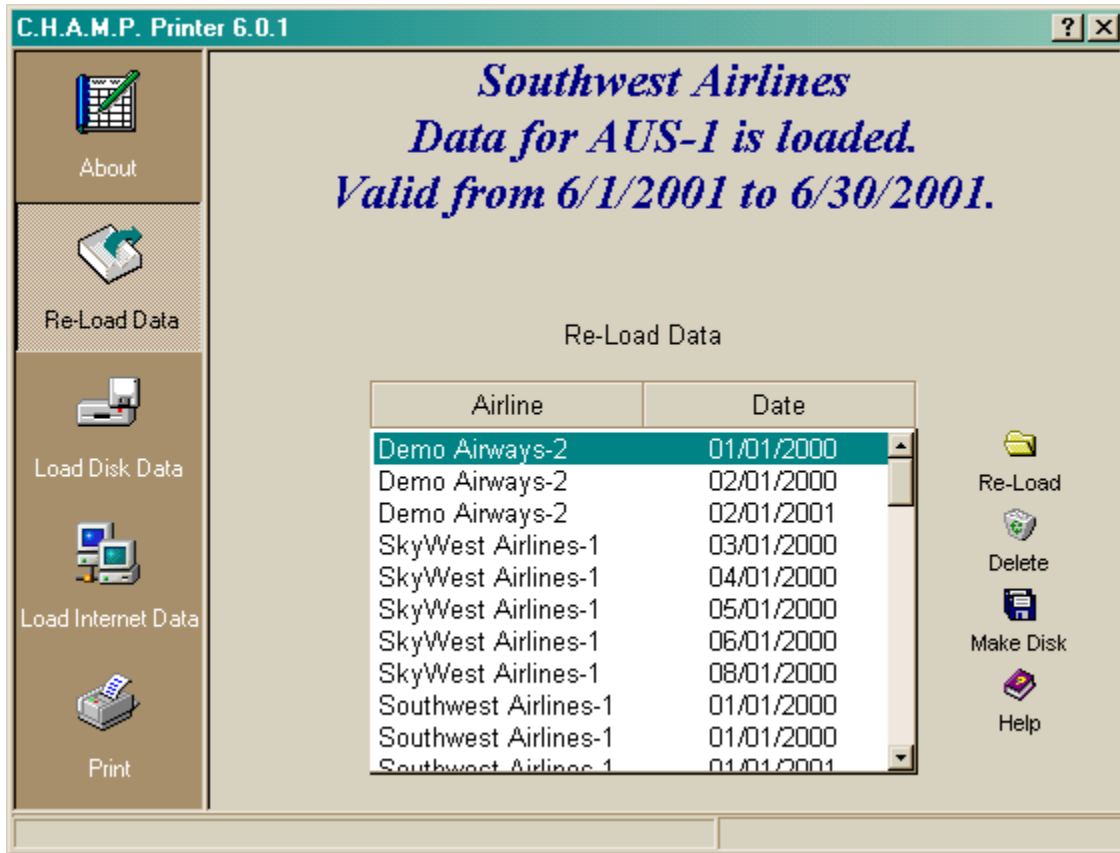


Figure 1

You can reload load previously installed data by selecting the airline and date, and clicking on the Load button. The data that is saved on your system will be re-loaded and available for your immediate use. The original source for the data is either from data floppy disks or data that you have downloaded with C.H.A.M.P. Printers Internet feature.

You may delete data files to the Recycle Bin by selecting an airline and date and clicking on the delete button. If you mistakenly delete data, you may recover it by double clicking on the Recycle Bin on your desktop, highlight the data file, select the File menu item and then restore. The data files will be named in a format that looks like "WNAUS10400.ZIP". The actual verbiage in the file name will be different, but the format will be constant.

The Make Disk icon allows you to create your own data disk. This may be for personal off site backup or to share with a department that cannot download data via the Internet. To use, select the data file you wish to use from the Re-Load Data selection box, Then click the Make Disk icon and follow the prompts. You will need a blank, formatted 3.5" floppy disk to complete the procedure.

Load Disk Data

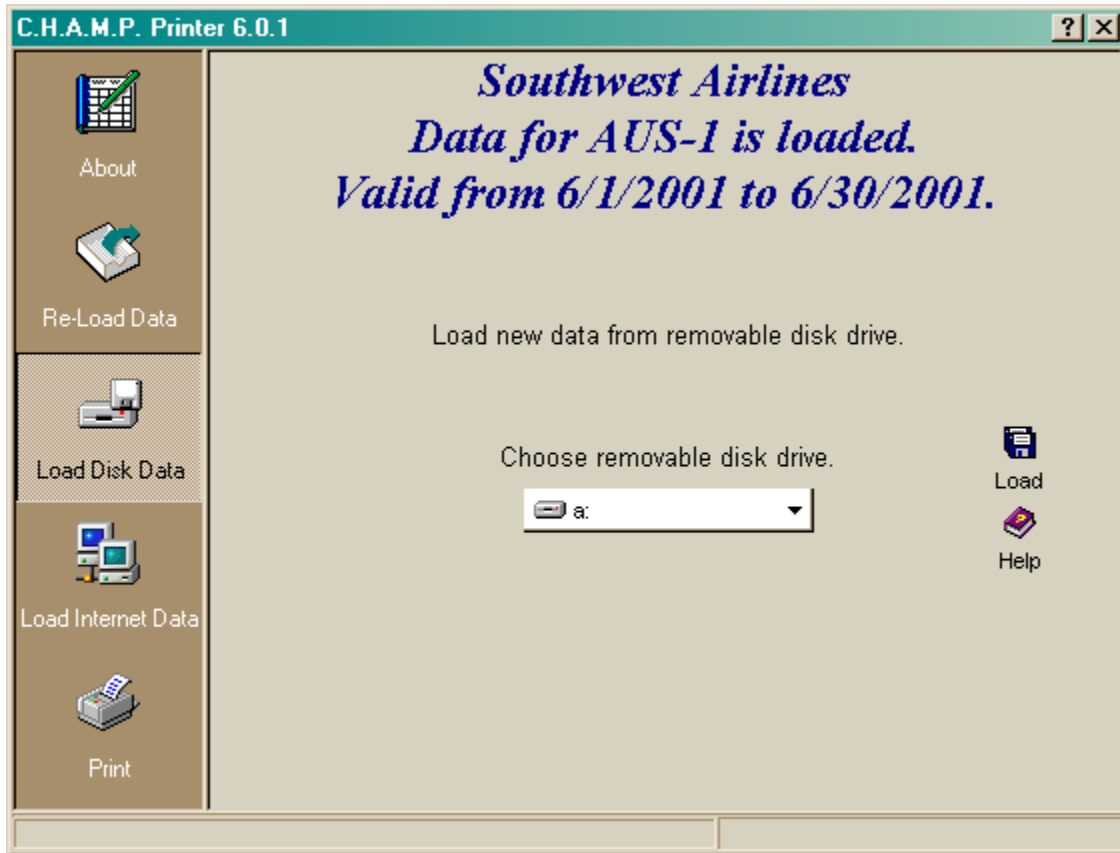


Figure 2

If your contract airline does not provide Internet down loading of the monthly data files, you will be provided with a monthly data disk. This is normally a 3.5" floppy disk and contains all the reports and data updates for a specific airline.

Simply insert the data floppy disk into your disk drive, select the correct removable disk drive, and click the Load button. The data will be transferred to your system and you will then be able to print the reports.

Note:

If your airline offers Internet down loading, you will NOT be able to use it until you have first loaded data from a disk provided for that specific contract airline. If you have more than one client that uses C.H.A.M.P. Printer, they may not all be using the Internet for data delivery. The first data disk will set up the Internet parameters for each specific airline.

Load Internet Data

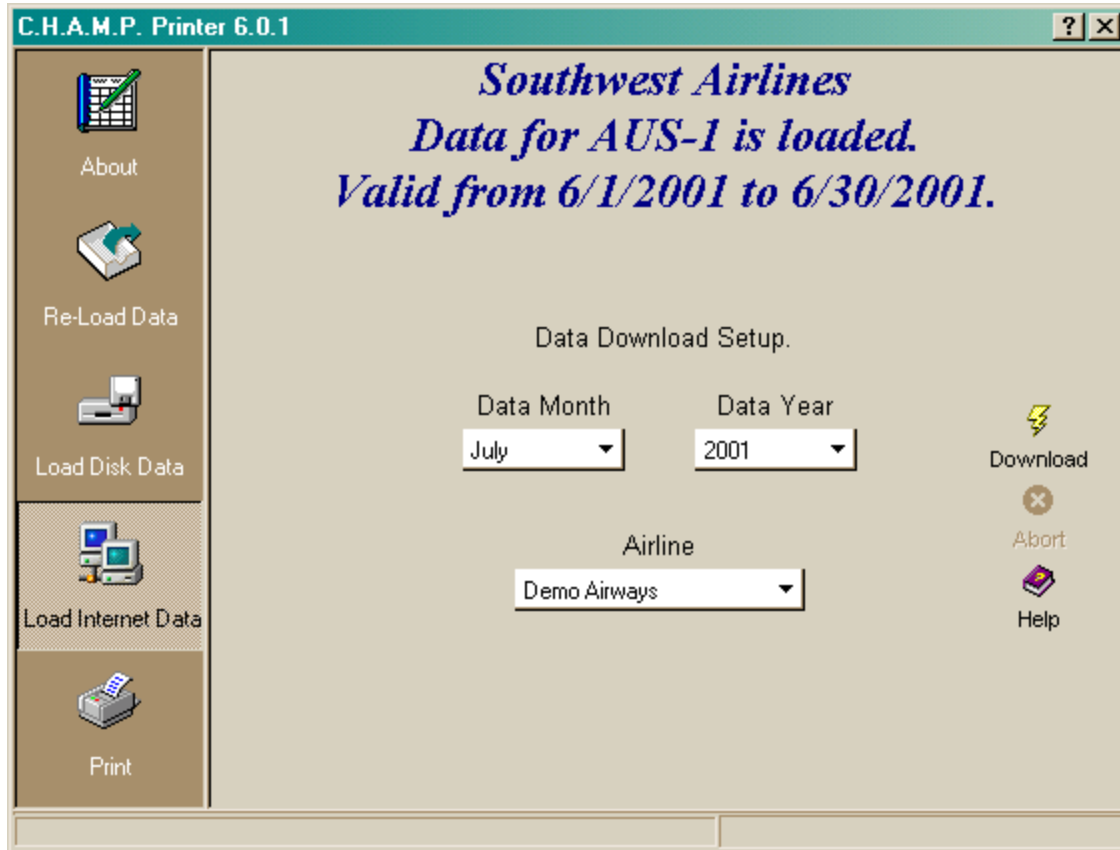


Figure 3

This feature allows you to download your monthly data files via the Internet. It is only available if your contract airline has set it up via a data disk.

Select the month and year for the data you need along with the specific airline. Be sure you are connected to the Internet. (Note: AOL users MUST connect and log in using their AOL software. Then, without closing your AOL software, run C.H.A.M.P. Printer.) Click on the Download button and the download will begin. If the airline you have selected has not set up Internet delivery, then a dialog will inform you of this. During the download you can abort the process by clicking in the Abort button.

Every time you download data, C.H.A.M.P. Printer checks for a new version of itself on the server. If it finds one, it will download and install it. You will then need to re-download the data you originally requested.

After a successful download a dialog will appear that will allow you to create a data disk for your personal backup or to share with other non-internet capable departments. You can also create a data disk by selecting the Re-Load Data page.

If you do not have Internet capability, please let A.C.H.A.M.P.S. know as soon as possible. Other arrangements for data delivery will be made.

Print

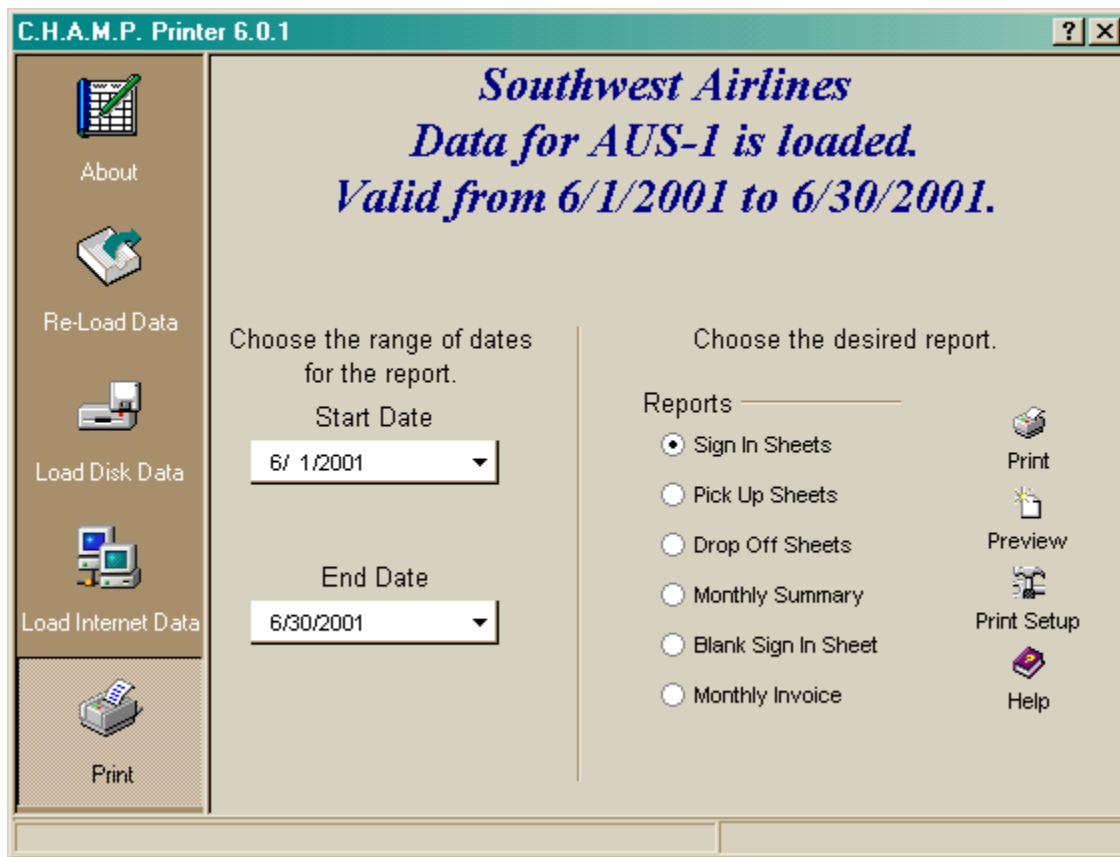


Figure 4.

The Print page is where most of your work will be done. There are several reports that can be printed:

- ? Sign In Sheets, the daily crew sign in sheets for your front desk.
- ? Pick Up sheets, a schedule for picking up crews at the airport
- ? Drop Off Sheets, a schedule for returning crews to the airport
- ? Monthly Summary, a detailed report of monthly planned crew room requirements
- ? Blank Sign In Sheet, a blank sign in sheet that should be kept on hand, printed out in case of problems with C.H.A.M.P. Printer
- ? Monthly Invoice, a standardized invoicing system for room billing.

Sign In Sheets, Pick Up Sheets and Drop Off Sheets may be printed for the entire month or for a range of dates. Except for Drop Off sheets, the pages will print from Start Date to End Date. This does **NOT** apply to previewing a report. If you wish to print a range of dates in a preview, select the range of page numbers to print in the Preview Print Dialog. (Drop Off sheets begin on the second of a data month and run through the first of the following month).

Select the data range you wish to print and then click on the print button. All the reports are designed to print on a laser printer. If you are using an ink jet printer, it is **strongly** recommended that you upgrade to a laser printer. This will increase the quality of your printing, save you time and money. See Figure 5 for information on previewing.

Preview

SOUTHWEST AIRLINES ROOM REQUIREMENTS FOR AUS-1
February, 2000

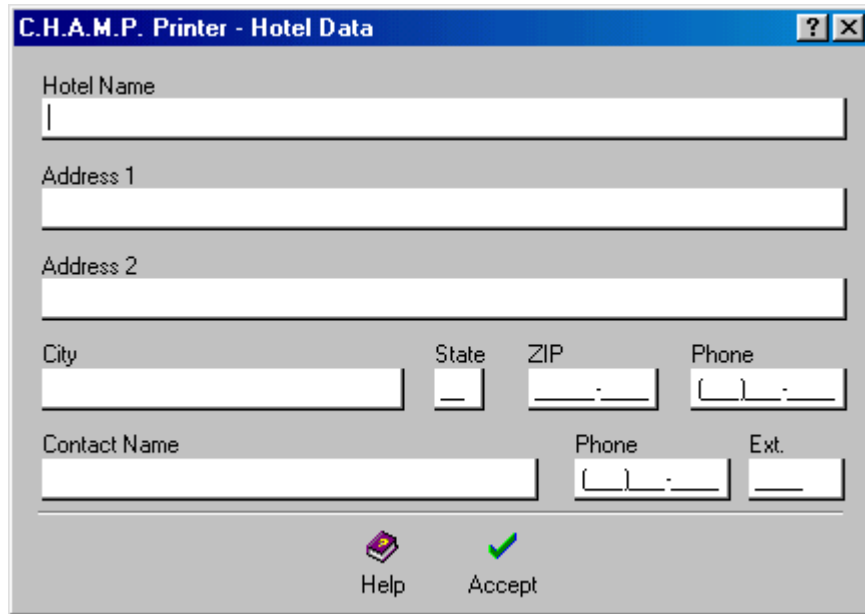
ARRIVAL		Arrival	DEPARTURE		F W T F S S M T W T F S S M T W T F S S M T W T F S S M T																												
Time	FL76	Time	Time	FL76	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
11:40	634	18:50	06:30	84	2	2	2																										
11:40	634	18:30	07:10	689																													
11:40	634	20:45	08:25	1535																													
11:40	634	18:45	06:25	220	3	3	3																										
12:20	1495	18:40	07:00	76																													
13:10	229	18:20	07:30	664																													
13:10	229	17:20	06:30	84	3	3	3																										
13:10	229	17:50	07:00	76																													
13:30	845	19:45	06:15	194																													
13:55	266	17:15	07:10	686																													
14:25	162	17:40	08:05	598																													

Page 1 of 3

Figure 5.

Clicking the Preview button will preview the selected report. You may print from within the preview by clicking on the printer icon. The VCR controls scroll you through the report. Clicking on the magnifying glasses zoom in and out. The door closes the preview. You have the option of printing a range of pages using the preview. This is not necessarily a range of dates.

Invoice



The screenshot shows a Windows-style dialog box titled "C.H.A.M.P. Printer - Hotel Data". It contains the following fields and controls:

- Hotel Name: A single-line text input field.
- Address 1: A single-line text input field.
- Address 2: A single-line text input field.
- City: A single-line text input field.
- State: A single-line text input field.
- ZIP: A single-line text input field.
- Phone: A single-line text input field.
- Contact Name: A single-line text input field.
- Phone: A single-line text input field.
- Ext.: A single-line text input field.
- Help: A button with a question mark icon.
- Accept: A button with a green checkmark icon.

Figure 6.

The Monthly Invoice report consists of two dialogs.

The first dialog, figure 6, is your hotel billing information:

- Hotel Name
- Address
- City
- State
- ZIP
- Phone Number
- Billing Contact Name
- Billing Contact Phone Number
- Billing Contact Phone Number Extension

This billing information is remembered by C.H.A.M.P. Printer between sessions and may be edited whenever the information changes. This information appears on the invoice.

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
0000	Scheduled Rooms	\$ 00.00	\$0.00
0__	Rooms Billed For Tax Advantage		\$0.00
	State Tax	00.00_ %	
	County Tax	00.00_ %	
	City Tax	00.00_ %	
	Other Tax	00.00_ %	
0__	Scheduled Rooms Subject to State Tax		\$0.00
0__	Scheduled Rooms Subject to County Tax		\$0.00
0__	Scheduled Rooms Subject to City Tax		\$0.00
0__	Scheduled Rooms Subject to Other Tax		\$0.00
	Notes	Total	\$0.00

Use Internet
 Calculator
 Help
 Preview
 Cancel

Figure 7.

The second dialog, figure 7, is the invoice detail form. C.H.A.M.P. Printer retains the unit price and tax information for subsequent sessions. Enter the total number of scheduled rooms and unscheduled rooms used. The "Rooms Billed For Tax Advantage" entry is for rooms that are billed, but not used, in order to maintain hotel room tax exemption status. Please contact A.C.H.A.M.P.S. if you feel that using this will reduce the billed taxes. Rooms subject to various taxes allow a detail of the room-taxing situation and should take into consideration tax exemptions that the airline is due.

The "Notes" line allows the user to enter any text notes or explanations that apply to this invoice. The notes will be printed on the invoice and transmitted with Internet invoicing. There is a limit of 255 characters (including "white space").

If your airline has set up for Internet invoicing, a Use Internet check box will be available. Selecting this option will allow you to send the invoice via the internet to the airline, allowing for quicker reimbursement to your hotel. **ALWAYS PRINT A COPY OF THE INVOICE AND SEND IT AS INSTRUCTED BY YOUR CLIENT AIRLINE.**

Your client airline has a choice on how they wish unscheduled rooms be invoiced. If your airline wishes you to direct bill them and not use A.C.H.A.M.P.S. for this, then the "unscheduled rooms" entries will not appear. Invoices are printed on one or two pages, depending on the client airline's billing preferences. The first page is an invoice of scheduled rooms, the second, unscheduled rooms. This is done to accommodate client airline's internal billing procedures. Both invoices should be sent as instructed by your client airline.

All airlines using the C.H.A.M.P. system require their hotels to use and send a C.H.A.M.P. Printer standardized invoice. Because of this, you should have copy of C.H.A.M.P. Printer available to your billing department, along with the current billing month data. This requirement does not mean that you cannot also send your own invoice. By observing this, you will ensure accurate and rapid payment.

System Administrators

C.H.A.M.P. Printer utilizes the WinInet.dll for Internet and access. Therefore Microsoft Internet Explorer 4.0 and above is required. C.H.A.M.P. Printer uses HTTP to download its data. If you are using a proxy server or some other form of firewall you must set up the Internet Explorer to browse the net. If Internet Explorer can see the net, then C.H.A.M.P. Printer can download its data.

C.H.A.M.P. Printer sends invoicing data back to the contract airlines a custom server. It also utilizes HTTP and WinInet.dll to pass through firewalls and proxies. Not ports need to be opened specifically for C.H.A.M.P.Printer.

C.H.A.M.P. Printer is very secure. Although it does not use SSL, all data to and from C.H.A.M.P. Printer is encrypted using algorithms specific to C.H.A.M.P. Printer. Sensitive information that is saved on the C.H.A.M.P. Printer user's system is also encoded.

Included with each data download is a CSV (Comma Separated Values) text file containing the current month's room requirements. This file will be in the <CHAMP PRINTER INSTALL FOLDER>\Data folder. The naming convention of the file is:

CCC-#YYYYMM.CSV where

CCC is the airline designator for your city, ex. LAX

is the A.C.H.A.M.P.S. numerical designator for your hotel

YYYY is the 4 digit valid data year

MM is the two digit valid month.

LAX-2200102.CSV is the data for Los Angeles, hotel 2 valid 02/2001.

You may use this data for your own internal data needs, including import into reservations systems, internal analysis, etc. Simply double-clicking on the file will import the data into an Excel spreadsheet. A.C.H.A.M.P.S. is very interested in how you use this data. Please let us know.

DO NOT USE THIS DATA TO CREATE YOUR OWN VERSION OF SIGN-IN SHEETS OR INVOICES! USE THE SUPPLIED CHAMP Printer FORMS!

Technical Support

Throughout C.H.A.M.P. Printer, you will see Help buttons. Click on them for help. You will also see a “?” in the upper right corner of the program. If you click on this “?” your mouse cursor will change to an “arrow and ?”. Point at and left clicks on an item about which you have a question. You will see a help box specific to that item.

Any problems that are specific to the operation of C.H.A.M.P. Printer and delivery of data should be directed to A.C.H.A.M.P.S.

Problems with airline crew, questions about schedules, etc. should be directed to your contract airline’s Crew Hotel Coordinator.

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History

2/01/2001

- print a separate invoice for scheduled and unscheduled rooms
- Load Internet Data sets the following date for new data downloads based on currently loaded data date
- Beginning a data download causes a prompt reminding the user to connect to the Internet first
- Drop Off Sheets begin on the second of the current data month and run through the first of the next month
- Data download now includes CSV (Comma Separated Values) file containing the current month's room requirements
- Added ability for client hotel to create a data disk for internal use either after a successful download or using the Re-Load data page
- Added experimental proxy server support. Add the following to CHAMP.INI
 - [proxy]
 - useproxy=true
 - proxyport=XXXX
 - proxyaddress=xxx.xxx.xx.x
 - proxyusername=username
 - proxypwd=password
- Allow the client airline to choose whether to use CHAMP Printer to invoice for unscheduled rooms. This choice will effect the appearance of the Invoice dialog and printed invoice.

6/01/2001

- Complete re-do of the data download and program update mechanism.
- Improved firewall detection
- Complete re-do of the sending of electronic invoices
- Added "notes" capability to the invoice.
- Removed experimental proxy server setup.