



HOW TO CHANGE THE VAT RATE IN YOUR WELCOME SYSTEM

Earlier this year, the Chancellor of the Exchequer announced that the current VAT rate will increase from 15% to 17.5%. The change will take effect from Friday 1st January 2010. Below are instructions on how to change the rates on your Welcome system.

Welcome 21st Property Management System

We strongly advise that an End of Day, Week and Period are run immediately before the VAT rate is changed. Also, bills for in-house guests will need to be printed and the existing charges should then be moved to a different account number so that two separate invoices can be presented to the guest at check-out.

If a Point of Sale System is in use, all open table accounts should be settled and closed, and all tills Z'd, before the End of Day, Week and Period reports are run. If it is not possible to close all table accounts, those remaining should be printed and presented to the customer along with the final receipt. In addition, we advise running a Stock-Take End of Period in order to obtain an exact record of sales to date at 15% VAT.

In Welcome 21st, the VAT rate is changed by opening the **Customiz** program, selecting **Departments** and then **VAT Rates**. VAT rate 1 will currently display 15 in the **Percent** column. Over-type this figure with 17.5 and press the up arrow on your keyboard to move to the field above, then **Exit** from this screen and close Customiz:

Rate	Percent	Comment	Gross
0	0	Zero rated	False
1	17.5	Standard	False

Please check that your printed material (guest invoices, chance accounts and ledger statements, etc) show the correct VAT rate. If necessary, the individual documents (HEADER.TXT, HEADER1.TXT and HEADSL.TXT respectively) can be amended using the TEXT editor. Our Support Desk will be happy to help during office hours if you need any assistance.



Buttons Point of Sale System

Ideally, all open table accounts should be settled and closed, and all tills Z'd, before any changes are made to the VAT rate configuration. If it is not possible to close all table accounts, those remaining should be printed and presented to the customer along with the final receipt.

In addition, we advise running a Stock-Take End of Period in order to obtain an exact record of sales to date at 15% VAT.

The Buttons Point of Sale System uses the VAT rate specified in the Customiz section of Welcome 21st. Therefore, if you use Buttons in conjunction with Welcome 21st, and the necessary amendment has already been made, no further changes are required.

If the VAT Rate has not already been changed in Welcome 21st, the following action is required: open **Customiz**, select **Departments** and then **VAT Rates**. VAT rate 1 will currently display 15 in the Percent column. Over-type this figure with 17.5 and press the up arrow on your keyboard to move to the field above, then **Exit** from this screen and close Customiz:

Rate	Percent	Comment	Gross
0	0	Zero rated	False
1	17.5	Standard	False

Please check that the printed receipts show the correct VAT rate. If necessary, changes can be made to BUTFOOT.TXT in the BUTTONS folder using the TEXT editor. Our Support Desk will be happy to help during office hours if you need any assistance.

If Buttons is in use without Welcome 21st (i.e. it is used as a standalone till system or with the DOS Welcome Booking & Billing System) and you therefore do not have an icon to access the Customiz program, please call our Support Desk for assistance.

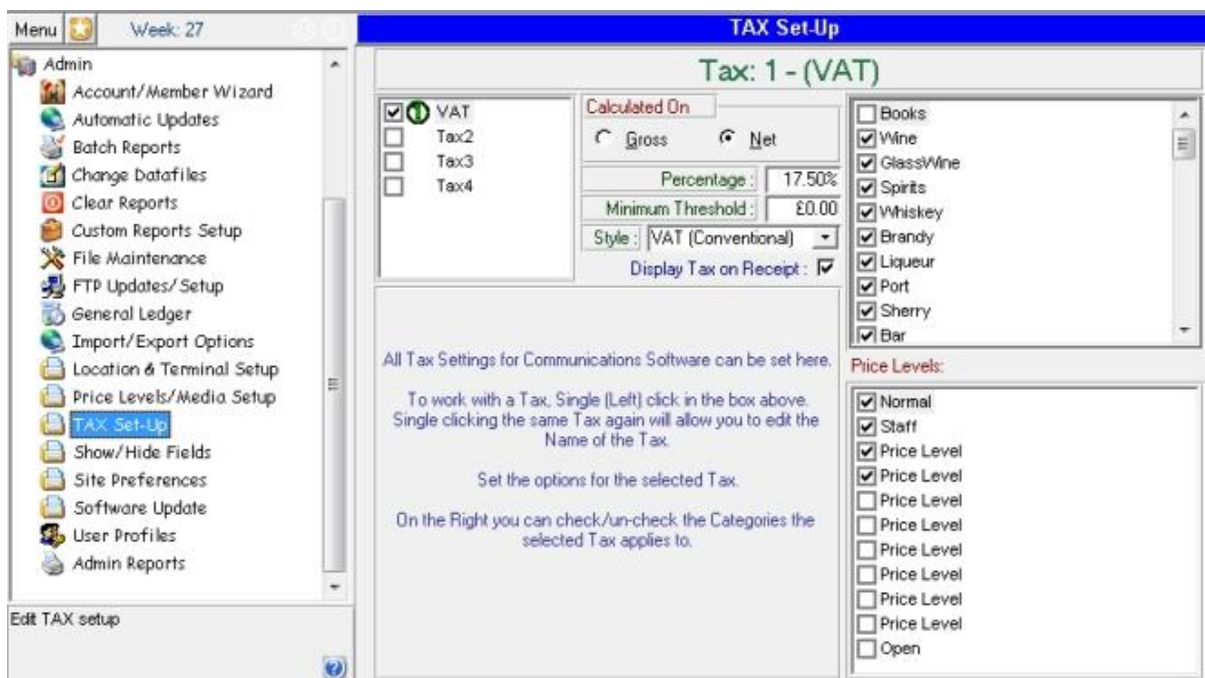


Quest Task Manager & Task Manager Lite

Ideally, all open table accounts should be settled and closed, and all tills Z'd, before any changes are made to the VAT rate configuration. If it is not possible to close all table accounts, those remaining should be printed and presented to the customer along with the final receipt.

In addition, we advise running a Stock-Take End of Period in order to obtain an exact record of sales to date at 15% VAT. (This option is not available with Task Manager Lite.)

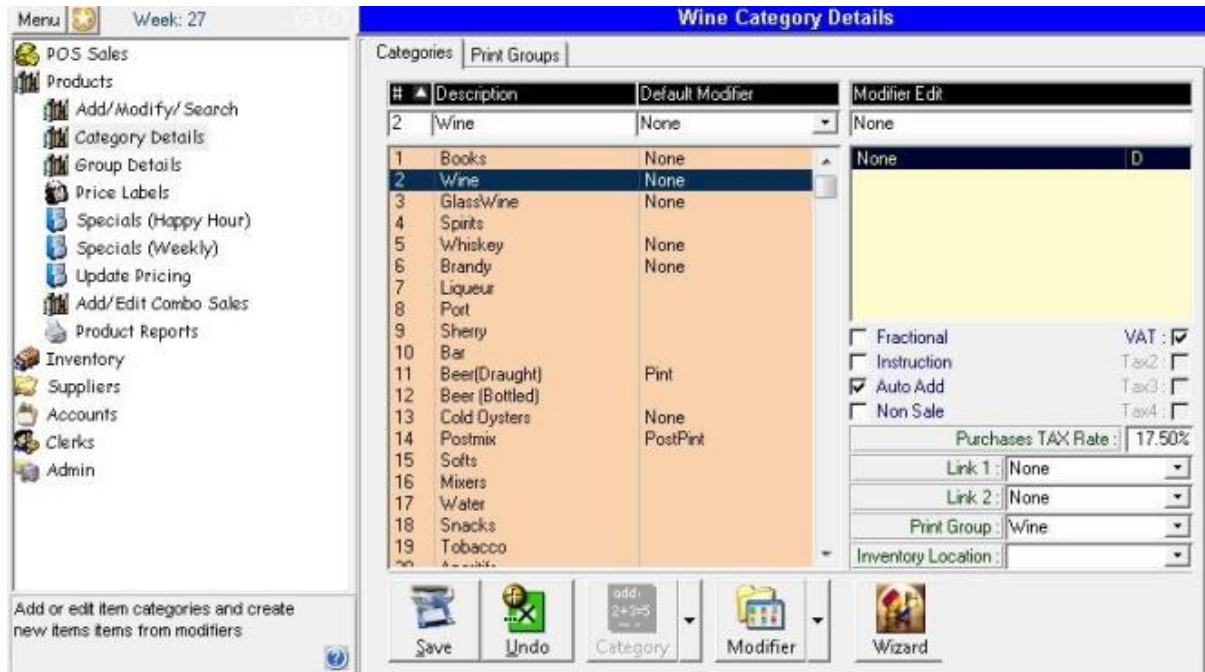
Select **Tax Set-up** from the **Admin** menu and then highlight the first option in the list of tax codes (usually named 'VAT'). The percentage box, to the right, should be amended to 17.50, as below:



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The **Purchase TAX Rate** will also need amending for each product category. This is done by selecting **Category Details** from the **Products** menu, then highlighting each **Category** on the list in turn and amending the **Purchase TAX Rate** on the right-hand side of the screen:



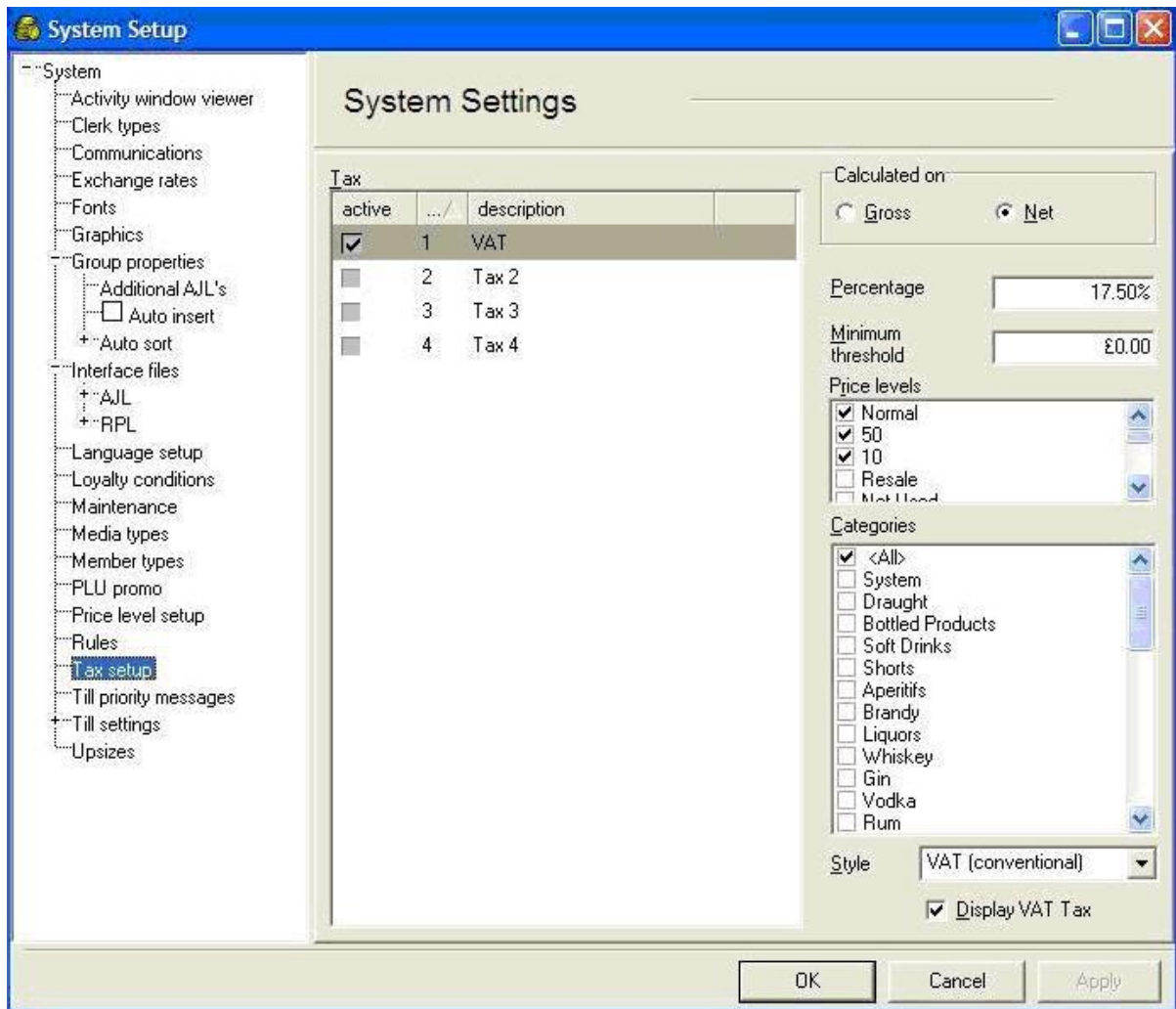
A full update should then be sent to the tills by selecting the **Update Manager** button at the bottom of the screen. On the screen that follows click **Select All** followed by **Full Update**. **Questlink must now be restarted.**



Quest Task VP

Ideally, all open table accounts should be settled and closed, and all tills Z'd, before any changes are made to the VAT rate configuration. If it is not possible to close all table accounts, those remaining should be printed and presented to the customer along with the final receipt.

Select **Edit**, then **System**, followed by **Tax Setup**. Highlight **VAT** which should be at the top of the list of tax rates and then amend the figure in the **Percentage** field on the right-hand side to 17.50. Then click **OK** to finish:



Questlink must now be restarted.



Welcome Booking & Billing (DOS version)

We strongly advise that an End of Day, Week and Period are run immediately before the VAT rate is changed. Also, bills for in-house guests will need to be printed and the existing charges moved to a different account so that two separate invoices can be presented to the guest at check-out.

If a till system is in use, all open table accounts should be settled and closed, and all tills Z'd, before the End of Day, Week and Period reports are run. If it is not possible to close all table accounts, those remaining should be printed and presented to the customer along with the final receipt. In addition, we advise running a Stock-Take End of Period in order to obtain an exact record of sales to date at 15% VAT.

The VAT rate is then changed by selecting **Customising** (Option 9) from the **Welcome Main Menu**, entering the Private Password and then choosing option 6 for **Hotel Details and VAT rates**. VAT Rate 1 will currently be set to 15% so select item 2, type 17.5 as the new value followed by <ENTER> and then enter 0 (zero) to save and exit from that screen:

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                                I N D I V I D U A L   D E T A I L S
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1 : VAT rate 0                      0
2 : VAT rate 1                      15
3 : VAT rate 2
4 : VAT rate 3                      0
5 : Private Password
6 : Accounts Password
7 : Message for Guest Tabs          U.A.T NO. 771772700

Press <ESC> to restore old values
PLEASE MAKE A SELECTION, OR <0> TO FINISH: .
```

Please check that your printed material (guest invoices, ledger account statements, etc) show the correct VAT rate. Our Support Desk will be happy to help during office hours if any changes are required.



DOS Point of Sale (Hero/Concorde pads)

Ideally, all open table accounts should be settled and closed, and all tills Z'd, before any changes are made to the VAT rate configuration. If it is not possible to close all table accounts, those remaining should be printed and presented to the customer along with the final receipt.

In addition, we advise running a Stock-Take End of Period in order to obtain an exact record of sales to date at 15% VAT.

The DOS Point of Sale System uses the VAT rate specified in the Customising section of the DOS Welcome Booking & Billing System. Therefore, if both systems are in use, and the necessary amendment has already been made, no further changes are required.

If the VAT rate has not already been changed in the DOS Welcome Booking & Billing System, it is done by selecting **Customising** (Option 9) from the **Welcome Main Menu**, entering the Private Password and then choosing option 6 for **Hotel Details and VAT rates**. VAT Rate 1 will currently be set to 15% so select item 2, type 17.5 as the new value followed by <ENTER> and then enter 0 (zero) to save and exit from that screen:

```

                                I N D I V I D U A L   D E T A I L S
-----
1 : VAT rate 0                      0
2 : VAT rate 1                      15
3 : VAT rate 2
4 : VAT rate 3                      0
5 : Private Password
6 : Accounts Password
7 : Message for Guest Tabs          U.A.T NO. 771722700

Press <ESC> to restore old values
PLEASE MAKE A SELECTION, OR <0> TO FINISH: .

```

Please check that your printed material (guest invoices, ledger account statements, etc) show the correct VAT rate. Our Support Desk will be happy to help during office hours if any changes are required.

If the DOS Point of Sale System is in use without the DOS Welcome Booking & Billing System (ie. it is used as a stand-alone till system or with Welcome 21st PMS) and you do not have an icon to access DOS Welcome, please call our Support Desk for assistance.