

## Amenitiz - Glossary to understand the reports

Data point	Definition	Can be found in:	Example
<b>Adults</b>	This is the number of adults you have hosted at your property across all of your bookings. If the booking was cancelled, it is not taken into account.	General report, Housekeeping planning, Arrivals report, Departures report	
<b>Amount due</b>	This is the amount that the guest owes you for the booking.	Unpaid bookings report	You have a booking of 100€ and the guest has already paid 80€, then the amount due is equal to 20€.
<b>Amount paid</b>	This refers to the amount that the guest has already paid for the booking.	Unpaid booking report	
<b>Arrivals</b>	This is the number of guests arriving at your property. It takes into account adults and children.	INSEE report	
<b>Average Daily Rate (ADR)</b>	This is the average revenue generated by all your occupied rooms. Cancelled bookings are not included in the revenue.  The formula is: total room revenue / number of rooms sold	Annual comparative report, Pick up report, General report, Revenue report	You have made 10 000 euros last month at your property from your rooms (it doesn't include extras). You have sold 2 rooms for a period of 5 days, and 1 room for a period of 2 days, meaning you have sold 12 rooms (2x5 + 1x2). Then last month's ADR is 833,33€. This means that, on average, each of the rooms you sell generates 833,33€ per day.
<b>Average length of stay</b>	This is the average number of days guests stayed at your property for a specific period.  The formula is : sum of nb of nights of all bookings / nb of bookings	General report, Pick up report, Revenue report	You have 60 stays at your property. Those 60 stays represent 135 nights booked. Your average length of stay is therefore 2,25 days (135/60). This means that on average, guests stayed 2,25 days at your property.
<b>Blocked room</b>	A blocked room is a room you have marked as out of inventory or out of order from your calendar. When blocked, a room is no longer bookable.		
<b>Booking amount</b>	This is the total amount of a booking (including all charges and taxes). Bookings that have been cancelled and have cancellable sales terms are not displayed.	Bookings report, Unpaid bookings report	
<b>Booking lead time</b>	This is the amount of time between the date of booking and the date of arrival of the guest.	Statistics	If a guest makes a booking on the 10th of April to stay at your property from April 24th to 30th, then the booking lead time is 14 days.
<b>Booking reference</b>	This is Amenitiz booking number. You can find it on the booking details of any reservation.		
<b>Breakfast capture rate</b>	This is the percentage of guests that ordered a breakfast at your property. Breakfasts can only be taken into account for your direct and manual bookings or if included in your rates.  In order for your breakfasts to be considered a breakfast in the reports, make sure your breakfast category is linked with the "Breakfast" tag by going into Booking Engine < Extras charges < Your categories < Breakfast < Tags  Formula: total nb of breakfasts sold / total nb of guests.	General report	You have sold 100 breakfasts, either through your booking engine, included in your rates, or through extras. You have hosted 350 guests. Your breakfast capture rate is 0.28. This means that 28% of your guests purchase breakfast at your property.
<b>Breakfast revenue (tax incl.)</b>	This refers to the revenue generated by breakfast, taxes included for the selected period. Breakfasts can only be taken into account for your direct and manual bookings. Breakfasts included in the room rate are not taken into account.  In order for your breakfasts to be considered a breakfast in the reports, make sure your breakfast category is linked with the "Breakfast" tag by going into Booking Engine < Extras charges < Your categories < Breakfast < Tags	General report, Pick up report	

<b>Breakfasts</b>	<p>This is the number of breakfasts that you sold in your rates (night and breakfast, half-board and full-board rates) or as extra charges. Breakfasts can only be taken into account for your direct and manual bookings. Breakfasts included in the room rate are not taken into account.</p> <p>In order for your breakfasts to be considered a breakfast in the reports, make sure your breakfast category is linked with the "Breakfast" tag by going into Booking Engine &lt; Extras charges &lt; Your categories &lt; Breakfast &lt; Tags</p>	Breakfasts reports, General report	
<b>Business client</b>	This is clients that you have defined as a "company", as opposed to "individual" clients.	Occupancy report, INSEE report	
<b>Cancelled booking</b>	This is a reservation that has been cancelled. A cancelled booking is registered on the date on which the cancellation was applied.	Occupancy report	
<b>Children</b>	This is the number of your occupants that are children. A child is a guest between 0 and 17 years old. It does not take into account cancelled bookings.	Reports: General report, Arrivals report, Departures report	
<b>Extra charge revenue (tax incl.)</b>	This is the revenue of all extra charges, whether they have been paid or not. It does not include room revenue, nor charges from cancelled bookings.	General report, Revenue report	
<b>Foreigner clients</b>	This is specific to the INSEE report. It is the number of clients whose address is not in France in your cardex. If you haven't entered the "country" of each of your customers for the bookings of the month, the data below will be wrong. All clients that do not have a country will be marked as "Unknown country".	INSEE report	
<b>Gift card revenue (tax incl.)</b>	This is the revenue coming from the sale of gift cards, whether they have been used or not.	Revenue report	
<b>Guests</b>	This is the number of people you have hosted in your property across all of your bookings. It does not take into account cancelled bookings. A guest can be an adult or a child.	General report, Pick up report, INSEE report, Annual comparative report, Guest occupancy report, Housekeeping planning	If you've had 2 bookings of 2 people, then your number of guests is 4 people.
<b>Individual client</b>	This is clients that you have defined as a "individual", as opposed to "business" clients.	Guest occupancy report	
<b>Occupancy rate</b>	<p>This is the percentage of rooms that are occupied out of all your available rooms. It does not take into account cancelled bookings and reception halls.</p> <p>The formula is: total rooms sold / nb of days * 100</p>	Occupancy report, General report, Annual comparative report, Revenue report	If you have 60 rooms at your property, but only 50 are available and you have sold 45, then your occupancy rate is 90%.
<b>Offline payment</b>	This is all the payments that were done outside of Amenitiz. For example, cash payments, credit card payments using a payment terminal etc...	Registered payments report	
<b>Online payment</b>	This is all the payments that have been done via Amenitiz	Registered payments report	
<b>Property revenue (tax incl.)</b>	This is the sum of all charges for the selected period (rooms, reception halls, extras, taxes) where they have been paid or not.	General report, Revenue report, Pick up report	
<b>Reception halls revenue (tax excl.)</b>	This is the total revenue of all reception halls, tax excluded, whether it has been paid or not. It doesn't include extra charges.	General report	
<b>Reception halls revenue (tax incl.)</b>	This is the total revenue of all reception halls, tax included, whether it has been paid or not. It doesn't include extra charges.	General report	

<b>RevPac</b>	<p>This is your REVENUE Per Available Customer, tax included. It does not include cancelled bookings.</p> <p>The formula used is: property revenue tax included / number of guests</p>	General report	If you have made 10 000 euros last month at your property from your bookings and extra services, and have hosted 40 adults and 10 children, then your RevPac is 200 €. That means each of your guests generates 200€ of revenue.
<b>RevPar</b>	<p>This is your REVENUE per Available Room. It is the average revenue (tax included) for an available room. The number of your available rooms can be different from the total number of your rooms if you have rooms out of inventory or out of order. Reception halls are not included. It does not take into account cancelled bookings.</p> <p>The formula is: total room revenue tax included / number of available rooms</p>	Annual comparative report, General report	Your property has 5 rooms, but one of them is in maintenance because the heat doesn't work. Last month, there was 30 days in the month. This means you have 120 rooms available (4 rooms x 30 days). If you have made 10 000 € last month from ONLY your rooms (it doesn't include extras) then your RevPar is 83,33€. That means each of your available rooms generates 83,33€ of revenue.
<b>Room revenue (tax excl.)</b>	This is the total revenue of all rooms, whether it has been paid or not. It does not include taxes, extras or city taxes.	Pick up report, Revenue report, General report, Annual comparative report	
<b>Room revenue (tax incl.)</b>	This is the total revenue of all rooms, tax included, whether it has been paid or not. It does not include extras or city taxes.	General report	
<b>Rooms available</b>	<p>This is the number of rooms that could have been sold during the period.</p> <p>The formula is: Available rooms = ((Nb of rooms) * (Nb of days)) - (Nb of rooms out of inventory)</p>	General report, Annual comparative report, Pick up report, Revenue report, Occupancy report	You have 5 rooms in your property but one of them is in maintenance because the heat doesn't work and you're looking at a period of 30 days, then you would have 120 rooms available (4 rooms x 30 days).
<b>Rooms sold</b>	This is the number of rooms that you sold during the period. It does not include cancelled bookings.	General report, Annual comparative report, Pick up report, Revenue report, INSEE reports, Occupancy report	If you have 3 bookings with 2 rooms booked each, then you have sold 6 rooms.
<b>Source</b>	This is the channel of the booking. It could, for example, be Booking.com, Amenitiz or Manual.	Bookings report, Revenue report	
<b>Stay-over</b>	Stay-over means that the client is staying at your property on the date you have generated the report.	Unpaid bookings report, Housekeeping planning	
<b>Unoccupied rooms</b>	<p>This is the numbers of unoccupied rooms for the selected period. This refers to the rooms that are not booked but are available. It does not take into account rooms that are blocked, out of order or out of the inventory. It does not take into account cancelled bookings because the room is unoccupied.</p> <p>The formula is: number of available rooms - number of rooms booked</p>	Pick up report	Your property have 20 rooms. Out of these 20 rooms, 3 are out of order because you're doing some work in them. Out of the remaining rooms, 10 are sold. This means you have 7 unoccupied rooms (20 - 3 - 10 = 7)
<b>VAT amount</b>	This is the amount of VAT of a charge. For OTA bookings, make sure to check the VAT of each charge.	Charges report, Revenue report	
<b>VAT rate</b>	This is the percentage of VAT for your charges. For OTA bookings, make sure to check the VAT of each booking charge.	General report	