



Explanatory Manual for accommodation

Guide to the StayTour software for local tax management

StayTour
of Hyksos s.r.l





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Main menu

After completing the login procedure, you can access the program's homepage.

Inside this page you can see: the navigation menu (on the left), any communications from the organization (shown in red), the list of communications-news and the section dedicated to the activation of one of the two optional management (which will be discussed later).

HOTEL MONTECARLO DI PROVA Logout

Comunicazione di prova da parte del Comune di Prova:
eventuali avvisi da parte dell'Ente appariranno in questa sezione in questo modo.

Comunicazioni - News
Esempio di News
Istituzione imposta di soggiorno

Uso gestionali interni e privacy/trattamento dati
Informativa privacy per agente riscossore imposta di soggiorno

Vuoi usare i gestionali interni facoltativi (gestione clienti/booking)?

STEMMA COMUNE

HOME
Dichiarazioni
Anagrafica
Istruzioni per l'uso
Video Tutor
Gestione credenziali

The main menu is also visible by clicking on 'HOME' in the **navigation** menu.

Clicking on one of the news-communications will open a screen with the detail of this.

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Comunicazioni - Google Chrome
imposta-soggiorno.org/comunediprova/news.php?codice=5

Esempio di News
Questo è un esempio dimostrativo di come appariranno le news!

Declarations

The 'Declarations' section allows you to create and display a new declaration.

Dichiarazione	Ospiti	Pernottamenti	Importo Data Pag.
2023/4 Ott.-Dic.	28	32	32,00
2023/3 Lug.-Set.	46	52	52,00 12/10/2023
2023/2 Apr.-Giu.	30	42	42,00 12/07/2023
2023/1 Gen.-Mar.	12	20	20,00 12/04/2023

Statements are listed from the most recent to the least recent. In each statement are highlighted: **total** guests, total overnight stays, total amount **and date to which the payment was made**.

To create a new declaration, the following procedure is sufficient:

In the first drop-down menu, under the name of the structure, select the reference year of the declaration (the program recommends it automatically)

In the second drop-down menu select the specific declaration you want to create (the program recommends it automatically)

Click the '**Create statement**' button

The new statement will appear in the list with the default values set to zero.

ATTENTION:

The interface displayed in StayTour may vary from Body to Body according to the municipal regulation established.

Detail statements

After the declaration is created (using the '**Create declaration**' button), it is sufficient to click on the wording of the line just generated to see its details.

The statement is characterized by a series of lines identifying the guests and the nights to be recorded during a specified period and ends with a segment summarizing the total amount to be paid and the payment methods.

The numerical compilation part consists of two sections:

1. **TAXABLE:** In the first section, it is required to enter the total of **presences subject to residence tax**.
2. **EXEMPT:** In the second section, however, it is required to enter the attendance of any **exempt guests (not subject to residence tax)**.

HOTEL MONTECARLO DI PROVA				
Riepilogo: 2023/4 Ott.-Dic.				
Attività: Locazioni turistiche	Ospiti imponibili	Pernottamenti imponibili	Tariffa	Importo
Soggetti ad imposta Ottobre 2023	28	32	1.00	32.00 +
Soggetti ad imposta Novembre 2023	0	0	1.00	0.00 +
Soggetti ad imposta Dicembre 2023	0	0	1.00	0.00 +
Totale	28	32		32,00
	Ospiti esenti	Pernottamenti esenti		
Minori sino al compimento di 14 anni	0	0	Salva	
Assist. di degenti ricoverati e accompagn.	0	0	Salva	
Forze Armate e Vigili del Fuoco in servizio	0	0	Salva	
Autisti di pullman e accompagnatori turistici	0	0	Salva	
Volontari in eventi organizzati o di emergenza	0	0	Salva	
Alloggiati in ostelli o strut. della Ammin. Comunale	0	0	Salva	
Alloggiati a seguito di eventi calamitosi	0	0	Salva	
Importo dichiarato: 32,00 €				
Data pagam.	gg/mm/aaaa	Modalita'	Rif.	Conferma

The confirmation of the data is done by clicking on **the** 'Save' button placed on the right of each row.

The entry of a number of nights **below** the number of guests will imply the highlighting of the amount in red color, in order to report the incorrect compilation.

It should be remembered that in the column of overnight stays, the total number **of nights subject to adjustment is requested** for each client during the reference period.

EXAMPLE:

Let's assume that in a month comes only one couple (Mario and Lucia) who stays for 3 nights. The calculation will be as follows:

3 nights (of Mario) + 3 nights (of Lucia) = 2 taxable guests and 6 taxable overnight stays.

If in the month there were more guests, you should add up and enter the monthly totals directly.

If there are no presences during the reference period, it will be **sufficient** to create the declaration and leave it at zero remembering, before closing it, to click on the 'Confirm' button in such a way as to report to the municipality that during that month (or those months) There were no presences.

ATTENTION:

*The declaration requirement **could vary from Body to Body according to the municipal regulation established.***

It is therefore advisable to always refer to your municipal residence tax regulations for more details.

Credential management

The 'credential management' item **allows you to delegate any other users to a maximum of 3 people**. To do this, it will be sufficient to click on the entry **'insert new user SPID'** and fill in the fields 'name and surname' and 'fscale code'.

GESTIONE LOGIN Logout 

Utente connesso

HOTEL MONTECARLO DI PROVA
GIUSEPPE GARIBALDI
montecarlodiprova@prova.com

Login tramite SPID

Utente SPID principale
GIUSEPPE GARIBALDI
GRBGPP87L04L741X

Inserisci nuovo utente SPID

When a new user is added, you can decide whether the new user will be able to add or remove other users. To do this, it will be sufficient to click on the box **'This user can add/remove other SPID users?'** before confirming the addition.

Inserisci un altro utente SPID che può accedere al software StayTour e gestire l'imposta di soggiorno (max 3 utenti)

Nome e cognome:

Codice fiscale:

Questo utente può aggiungere/rimuovere altri utenti SPID?

Optional internal management (customer management/booking management)

Within StayTour there are two optional management tools useful to managers for the organization of their tourist presences:

1. Simple **customer** management
2. **Booking** management (only for municipalities in which it is active)

To activate the management is sufficient set to 'Yes' the **drop-down** menu of the request that is located on the homepage:



The screenshot shows a form titled "Uso gestionali interni e privacy/trattamento dati" with a subtitle "Informativa privacy per agente riscossore imposta di soggiorno". The main text of the form asks "Vuoi usare i gestionali interni facoltativi (gestione clienti/booking)?" followed by a dropdown menu currently set to "Si" and a "Conferma" button. A yellow box highlights the dropdown menu.

Customer management

After having consented to the use of internal management, and having accepted the agreement for the designation of data processing (only at first activation), it will be possible to use the customer management, which will appear **between the items in the navigation menu on the left**.

With the customer management it is possible to fill in exemptions and receipts of customers. When you start up, the list of all registered guests will appear along with some additional data (if entered) with a search function.

HOTEL MONTECARLO DI PROVA Stay Tour
Gestione Presenze

Cliente/ospite: Cerca Aggiungi nuovo cliente

Cliente	Comune	C.F.
--Francesco Francescat	Bari	
--Giuliano Giuliani		ABCDE1234HIJ56KL
--Luca Lucarelli	Milano	
--Marco Marconi	Roma	
--Mario Rossi		
--Stefano Stefanel		DEFT6789MKFS9067
--Vittorio Vittorini	Cagliari	

HOME
 Gestione clienti
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By clicking on the name of a guest will be able to access the personal card to view the previous receipts and/ or create a new receipt.

Nome cliente:

Comune di residenza: Indirizzo:

Nato a: In data:

Codice fiscale:

* in blu campi facoltativi

Elenco ricevute

[18/03/2024 - Quietanza](#)

[18/03/2024 - Esenzione](#)

Dettaglio ricevuta

Causale:

Dal: Al:

Soggetti:

Pernottamenti: **Num. totale pernottamenti imponibili**

Tariffa Euro:

Note:

In addition to filling out the personal data (**first and last name of the group leader is a fundamental field**) you can generate a new receipt (discharge or exemption) by setting the **date and type** in the section 'List received' (on the left).

In the '**Details received**' section (on the right) you can enter the details of the declaration itself, including the subjects and overnight stays.

IMPORTANT:

*The date entered in the '**Receipt list**' section (on the left) corresponds to the date of receipt and payment of the tourist tax.*

Therefore it is important to enter the correct date for the software to perform the calculations correctly.

In the case of a settlement, it is possible to create an exemption at the same time (generally for minors) and automatically calculate the total number of taxable nights.

If necessary, it is still possible to manually override the number of nights calculated by the program.

The printer icon, present on the upper right side of the section '**Received details**' allows to obtain the file . pdf of the receipt to be issued to the customer or to be kept at the facility in accordance with the rules.

If all the data has been entered correctly, at the end of the instalment it will be possible to complete **the periodic declaration automatically**. **To do this, you will need to go to the declaration you want to fill in and click on 'Fill declaration' (top right) > 'Automatically fill the declaration'.**

Booking management

The second management provides the possibility of managing a booking to facilitate the manager of the property in all its requirements and can be activated by entering the section '**Anagrafca**', the menu on the left, and setting '**Yes**' in the **drop-down menu that follows the words 'Use the booking' at the bottom of the tab**. **The booking management excludes the customer management and vice versa, therefore it is not possible to use both simultaneously.**

The booking interface includes a toolbar that allows you to benefit from the main activities:

1 2 3 4 5 6



1. Setting structure data

With this setting you can set all the parameters of the structure (regional code, type of operation, number of stars...)

Codice regionale della struttura codice che identifica la struttura all'osservatorio turistico.

Tipo di esercizio secondo la codifica ATECO

Numero stelle, spighe, girasoli

Camere disponibili per le RTA indicare il numero di unita' abitative, per i campeggi e le aree indicare le piazzole.

Posti letto disponibili al netto degli aggiunti, per i camping si calcolano 4 posti letto per piazzola.

Hai più immobili ? da attivare per chi ha un unico account in polizia con più immobili.

Sul booking

Visualizzo la lista prenotazioni

2. Setting up the housing units

This section serves to the management and unique identification of the rooms present within the structure.

Impostazione delle unità abitative

Ordine	Unità abitativa	Tipo		
<input type="text" value="1"/>	<input type="text" value="Camera 1"/>	<input type="text" value="Alloggio"/>	<input checked="" type="checkbox"/>	<input type="button" value="✖"/>
<input type="text" value="2"/>	<input type="text" value="Appartamento Blu"/>	<input type="text" value="Alloggio"/>	<input checked="" type="checkbox"/>	<input type="button" value="✖"/>
<input type="text" value="3"/>	<input type="text" value="Casetta di Pino"/>	<input type="text" value="Alloggio"/>	<input checked="" type="checkbox"/>	<input type="button" value="✖"/>
<input type="text" value="4"/>	<input type="text" value="Camera Gialla"/>	<input type="text" value="Alloggio"/>	<input checked="" type="checkbox"/>	<input type="button" value="✖"/>

Aggiungi alloggio

NOTE: to make changes to the name and order of the housing units will be sufficient to perform the change and click on the black tick to confirm and save the change.

3. Booking management (hotel table)

This is the function that allows the effective management of the structure and consists of 3 parts:

The screenshot shows a software interface for hotel booking management. At the top, there is a navigation bar with a calendar icon and a dropdown menu showing 'Marzo-2024'. Below this is a grid representing the hotel's availability for the month of March 2024. The grid has columns for each day of the month (labeled with abbreviations like Ve, Sa, Do, Lu, Ma, Me, Gi) and rows for different room types: Camera 1, Appartamento Bu, Casetta di Piro, and Camera Giala. Some cells in the grid are highlighted in green, indicating bookings. For example, the 'Do' column (day 10) is highlighted in green for 'Appartamento Bu' with the name 'BIANCHI'. The 'Lu' column (day 11) is highlighted in green for 'Casetta di Piro' with the name 'VERDI MARIO'. The 'Sa' column (day 16) is highlighted in green for 'Camera Giala' with the name 'Fab'. Below the grid is a table listing all active reservations. The table has columns for 'Nome', 'Arrivo', 'Partenza', 'Gs', 'Np', 'Telefono', and 'mail'. The reservations listed are:

Nome	Arrivo	Partenza	Gs	Np	Telefono	mail
Prenotazione ROSSI MARIO	01/03/2024	05/03/2024	4			
Prenotazione ROSSI MARIO	02/03/2024	12/03/2024	10		123 456 7890	prova@prova.com
Prenotazione VERDI MARIO	03/03/2024	13/03/2024	10			
Prenotazione ROSSI MARIA	04/03/2024	10/03/2024	6			
Prenotazione Fabrizio Stefano Stefanel	06/03/2024		1			
Prenotazione BIANCHI MARIO	09/03/2024	12/03/2024	3			

- The navigation bar:** allows moving from month to month (both forward and backward) and choosing a particular day within the tableau.
- The Hotel Table:** reports graphically all bookings recorded within the month.
- The reservation list:** shows the list of all active reservations (for arrival and departure) in the period displayed on the table (shown in green).

To create a new reservation, simply click on the day and room. It will then appear the possibility of entering a new reservation, determining date of arrival, number of nights [...].

Inserimento prenotazione

Cognome ospite

Nome ospite

Data di arrivo

Numero notti ▼

Posizione ▼

Tipo di richiesta ▼

Confirming we proceed with the scheduling of rooms and guests.

The allocation of rooms and the stay of the guests to the following exactly respect the stay of the owner unless otherwise set.

Prenotazione N. 031811

Arrivo 02/03/2024 Notti 10 Stato richiesta Prenotazione

Cognome ROSSI Nome MARIO Anagrafica

Email prova@prova.com Telefono 123 456 7890 Posizione Capofamiglia

Note

Alloggi

Alloggio	Data Arrivo	Notti
Camera 6	02/03/2024	10
Camera 6	02/03/2024	10

Ospiti

Ospiti
VERDI MARIA Anagrafica
BIANCHI LUIGI Anagrafica

Aggiorna

Once the rooms have been entered, **you can complete the data of the owner (by clicking on 'Data' on the right side of the name box).**

Gestione anagrafica dell'ospite intestatario dell'alloggio

Cognome ROSSI Nome MARIO Anagrafica

Nato il 12/12/1992 (gg/mm/aaaa) Sesso M

Stato di nascita ITALIA

Comune di nascita ROMA

Cittadinanza ITALIA

Stato di residenza ITALIA

Comune di residenza ROMA

Tipo documento carta di identita' Num. 1234

Luogo rilascio ROMA

Posizione Capofamiglia

Arrivo 02/03/2024 Notti 10

Imposta di soggiorno

Esenzione

Notti imponibili 5

Tariffa Euro 1.00 **Totale Euro 5,00** Stampa

Conferma

Stampa quietanza del gruppo

I campi a sfondo giallo vanno compilati solo per gli ospiti italiani
I campi indicati da ➡ se non compilati prendono lo stato di nascita
Il campo indicato da ➡ se non compilato prende il comune di nascita

Any errors in the entry of reservations (such as two or more overlapping reservations) are marked graphically in red within the tableau.

Camera 6	ROSSI MARIO	
Camera 7	ROS	BIANCHI MARIA
	Nome	Arrivo Partenza
	Prenotazione ROSSI MARIO	01/03/2024 05/03/2024
	Prenotazione ROSSI MARIO	02/03/2024 12/03/2024

You can also cancel a reservation if necessary. It will be sufficient to enter the same, delete all guest **data** (by clicking on the scissors icon) and then select 'Delete' from the drop-down menu shown in the photos.

Prenotazione N. 03189

Arrivo: 24/03/2024 Notti: 12 Stato richiesta: Prenotazione

Cognome: VERDI

Email: _____

Note: _____

Telefono: _____ Posizione: Capofamiglia

Alloggi: Camera 1, Data Arrivo: 24/03/2024, Notti: 12

Ospiti:

Ospite	Data Arrivo	Notti
Anagrafica		
Anagrafica		
Anagrafica		

Aggiorna

4. Summary of movements

Within this segment it is possible to display all the movements occurred during a particular month (by entering the character '%' in place of the day) or a specific day.

Data di movimentazione degli ospiti: %/03/2024 Cerca

Data di arrivo	Ospite	Data Nascita	Provenienza	Posizione	Note
01/03/2024	ROSSI MARIO	12/12/1992	ROMA	Capo famiglia	
01/03/2024	ROSSI LUCIA	12/12/1992	AFGHANISTAN	Famigliare	
03/03/2024	VERDI MARIO	12/12/1992	FRANCIA	Capo famiglia	
09/03/2024	BIANCHI MARIO	12/12/1992		Capo famiglia	Errore anagrafica
12/03/2024	NERI MARIO	12/12/1992		Capo famiglia	
04/03/2024	ROSSI MARIA	12/12/1992	ROMAGNANO SESIA	Capo famiglia	
09/03/2024	BIANCHI MARIA	12/12/1992	MAURIZIO	Capo famiglia	
24/03/2024	VERDI MARIA	12/12/1992	ROMA	Capo famiglia	
02/03/2024	ROSSI MARIO	12/12/1992	ROMA	Capo famiglia	
02/03/2024	VERDI MARIA	12/12/1992	ROMA	Famigliare	
02/03/2024	BIANCHI LUIGI	12/12/1992	ISLANDA	Famigliare	

Alcune anagrafiche presentano errori, la comunicazione non puo' essere inviata

In addition, the program indicates any errors in the data of the entered clients, offering a check on the correctness of the data before sending to the police and ISTAT.

5. Accommodation management

The 'Accommodation Management' function allows access to the table of data transmitted to the police station. The program automatically positions itself on the current day but it is still possible to search for a specific day.

Once you have selected the desired date and extracted the required data, it will be sufficient to **click on** the button 'Forward communications in the current date' to download the files to send to the police station.

The programme marks out those data points which show inconsistencies, errors or omissions.



Data di arrivo	Ospite	Data Nasc.	Posizione	Note
02/03/2024	ROSSI MARIO	12/12/1992	Capo famiglia	
02/03/2024	VERDI MARIA	12/12/1992	Famigliare	
02/03/2024	BIANCHI LUIGI	12/12/1992	Famigliare	

For the data transmission to go smoothly, it is necessary that all basic data are entered and set correctly.

If everything is correct and no errors are reported, you can download the file by clicking on the 'Download' button (**in yellow**) and then send it to the police station's portal by clicking on the 'Accommodation Service' **button** (in blue).

6. Regional Observatory attendance management

Infne, by clicking on the last icon you can access the section dedicated to the data table to be sent to the regional observatory for communication of **ISTAT**. **The operating modes may vary from municipality to municipality as the data transmission system varies from region to region.**

In this case, the procedure is similar to that used for the accommodation with the difference that the data will be sent to the observatory and no longer to the police station.

Also in **bookingse management** all data has been entered correctly, at the end of the rate, it will be possible to complete **the periodic declaration automatically**. **To do so** you will need to access the statement you want to fill in and click on the entry '**Fill statement**' (top right) > '**Automatically fill declaration**'.