JAZZ Fusion Front Desk Portal User's Guide

CLEARSPAN HOSPITALITY

February 2016

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JAZZ Fusion Front Desk Portal User's Guide
for Clearspan Hospitality
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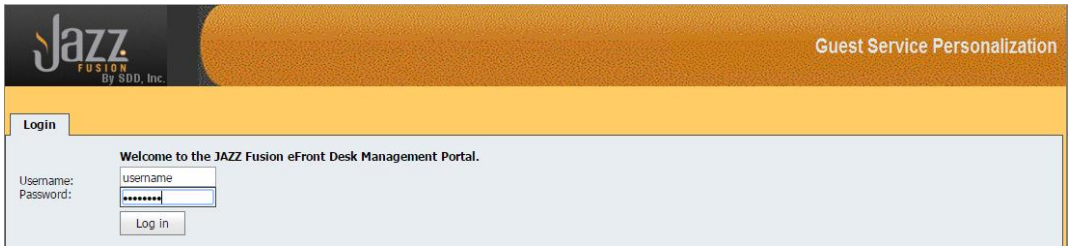
JAZZ PORTAL MAIN SCREEN

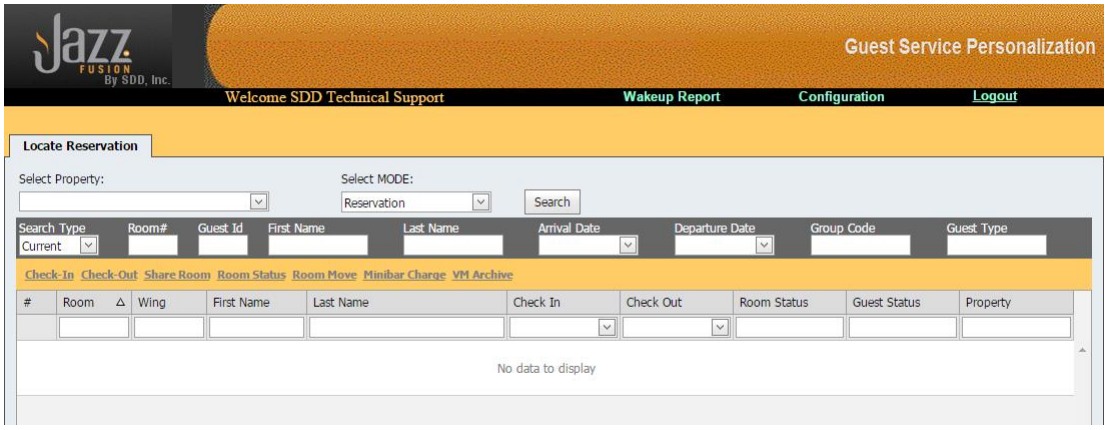
1. Open your Firefox or Chrome browser to access the Jazz Portal at this location:

   {SERVICE PROVIDER INSERT URL TO JAZZ Fusion PORTAL HERE}

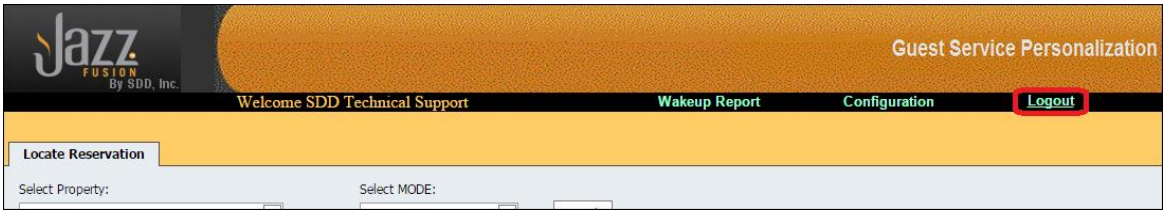
2. Enter your valid username and password, and click **Log In** to log into the JAZZ Fusion Portal main screen:



Once logged into the Jazz Portal, you will see the main screen where you can search for information about guests and rooms, as well as perform basic guest service tasks:



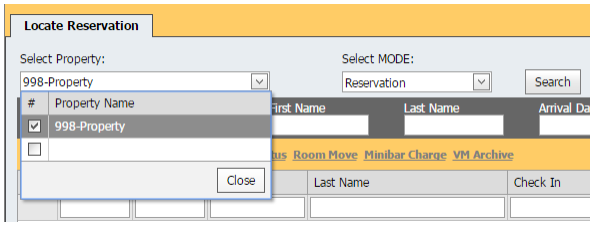
To log out, click the **Logout** link in the upper right corner of the screen:



SEARCHING GUEST INFORMATION

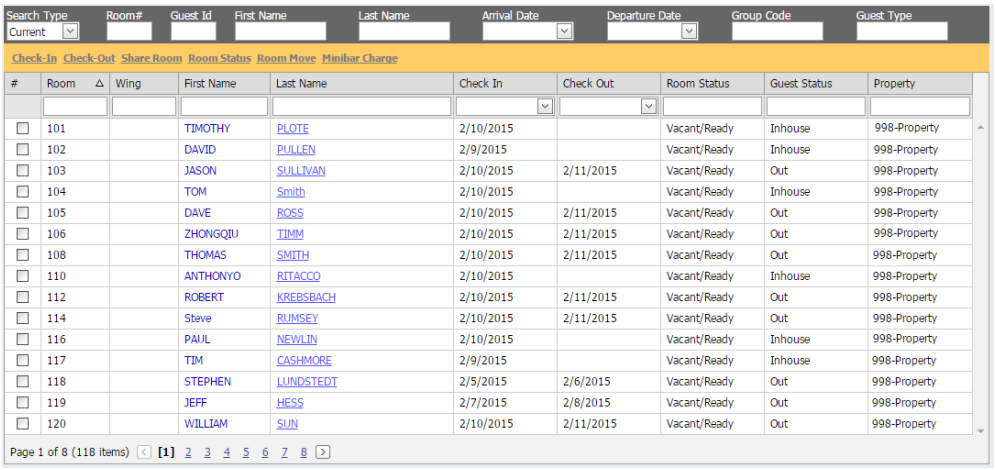
To search guest information:

1. Click the **Select Property** drop-down menu, and check the boxes next to the property or properties you want to view. You must select at least one property before you run a search.



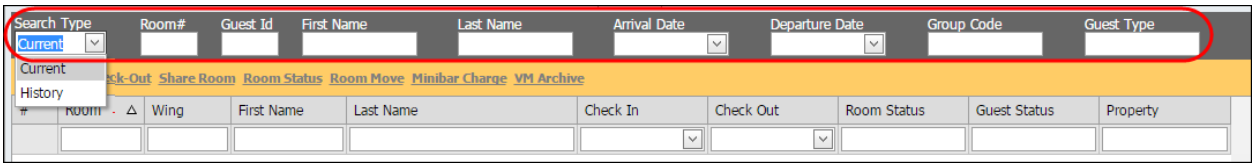
2. Click **Close**.

3. Click **Search** to display the information for that property:



By default, the Jazz Portal displays all guest records for all selected properties when you run a search. You can narrow down the information that is displayed using the available search parameters.

- Search Type
- Room #
- Guest ID
- First Name
- Last Name
- Arrival Date
- Departure Date
- Group Code
- Guest Type



Note: If the **Current** search type is selected, the search results will only show in-house guests. If the **History** search type is selected, the filtered results will show both in-house guests and guests who have checked out.

PATTERN SEARCH

For flexibility, the search function is designed to match the pattern entered in the criteria. For example, if the guest's last name is "Markes" but a misspelling may have occurred, enter "Mar" into the **Last Name** field, and the Jazz Portal will return all guests whose last name starts with "Mar".

COMBINATION SEARCH

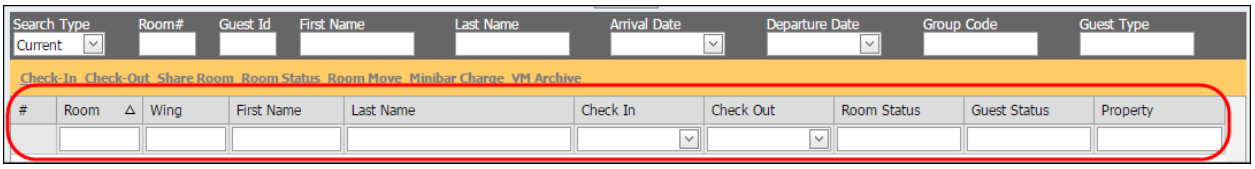
Any combination of criteria fields can be used to narrow down the search. For example:

- If First Name = Phil is entered, all guests whose first name starts with "Phil" will be displayed.
- If First Name = Phil and Arrival Date = 01/04/11 is entered, only guests whose first name begins with Phil and who arrived on 01/04/11 will be displayed.

Note: The **Arrival Date** and **Departure Date** fields do not function as ranges. If an Arrival Date of 01/01/16 and a Departure Date of 01/15/16 are both entered, only those guests who arrived on January 1st *and* departed on January 15th will be displayed.

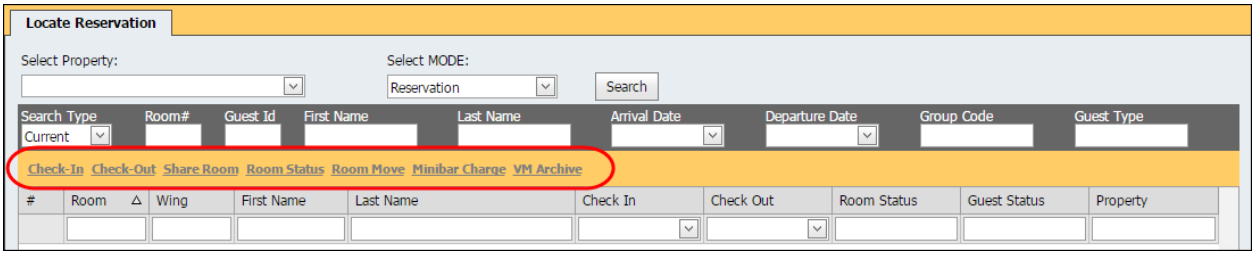
FILTERING SEARCH RESULTS

Once the search has returned the results, you can use the filter function to filter the records that were returned as part of the search.



JAZZ PORTAL FUNCTION BAR

If the main property management system (PMS) is down, you can perform certain tasks using the Jazz Portal function bar.



CHECK IN FUNCTIONALITY

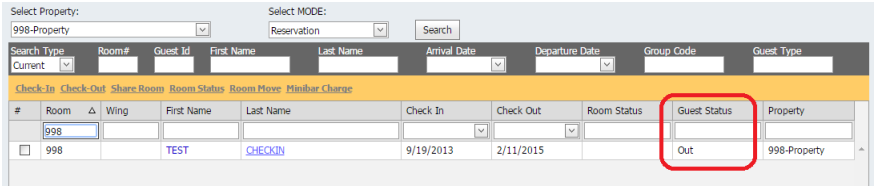
You can use the Jazz Portal to perform the following check-in functions:

- Check one guest into one room
- Check multiple guests into one room (Share Room)
- Check a guest with one reservation ID into multiple rooms

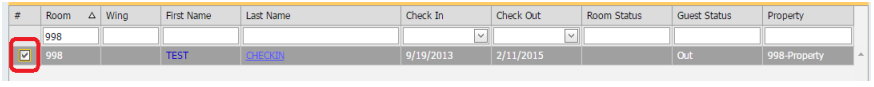
Note: Check-ins and check-outs made through the JAZZ Fusion Portal are not sent to the PMS. The JAZZ Fusion Portal should only be used to check guests in and out when the PMS is unable to perform these functions.

To check a guest into a room using the JAZZ Fusion Portal:

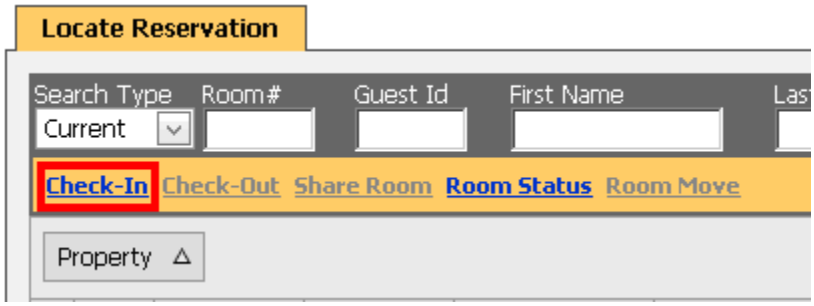
1. Locate a vacant room by searching for a Guest Status of **Out**. The room must be vacant in order to create a new check-in.



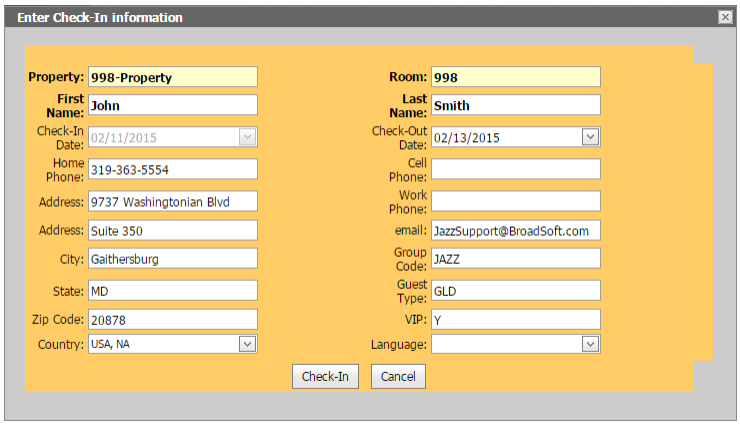
2. Click the checkbox to the left of the vacant room:



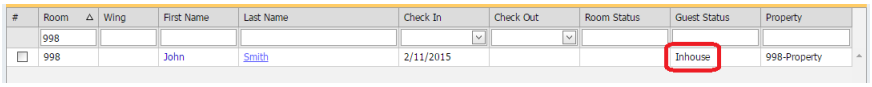
3. Click the **Check-In** link on the function bar. The check-in function is grayed out (not available) until a room that is vacant is selected.



4. In the Check-In pop-up box, enter in the appropriate guest information. The Property name, Room number, and Check-In Date will be automatically populated by the system.



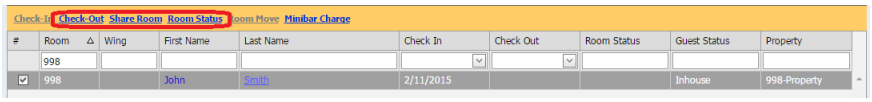
5. Click the **Check-In** button to save the guest information. The new guest is now assigned to that room. The information that you entered will not be sent to the PMS, only to the PBX and Voicemail.



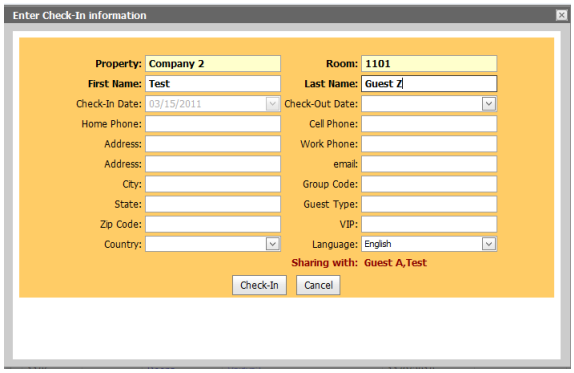
SHARE ROOM FUNCTIONALITY

To check multiple guests into a single room using the Jazz Portal, follow these steps:

1. Check in the first guest as described in the previous section.
2. Click the checkbox to the left of the room again, and click the **Share Room** link on the function bar:

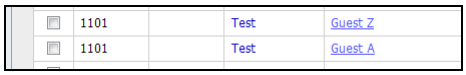


3. In the Check-In pop-up box, enter the information for the second guest. "Sharing with: [first checked-in guest's name]" will appear at the bottom of the window, and the Property Name, Room #, and Check-In Date will be automatically populated by the system.



4. Click **Check-In** to save the guest information. The second guest is now assigned to that room as well. Each of the guests will have their own record.

5. Repeat Steps 2 - 4 if there are additional guests sharing the same room.

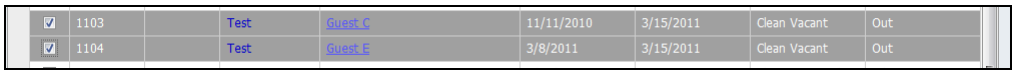


CHECK IN MULTIPLE GUESTS UNDER ONE RESERVATION

A guest can be checked into multiple rooms at the same time under one reservation using the JAZZ Fusion Portal. For example, a family might reserve two rooms—one for the parents and one for the children.

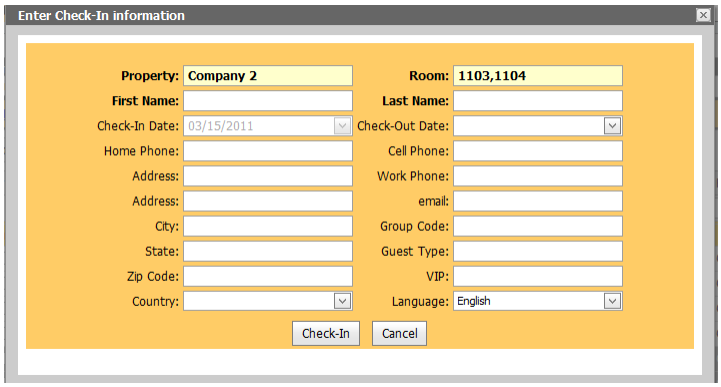
To check in multiple rooms at one time under the same reservation:

1. Click the checkboxes to the left of all the rooms for the reservation.

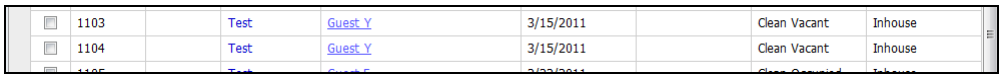


2. Click the **Check-In** link on the function bar. The check-in function is grayed out (not available) until a vacant room is chosen.

3. Enter the appropriate guest information in the Check-In pop-up box. The pop-up box appears with multiple room numbers entered in the Room field:



4. Click the **Check-In** button to save the guest information. The new guest is now assigned to multiple rooms:



CHECK OUT FUNCTIONALITY

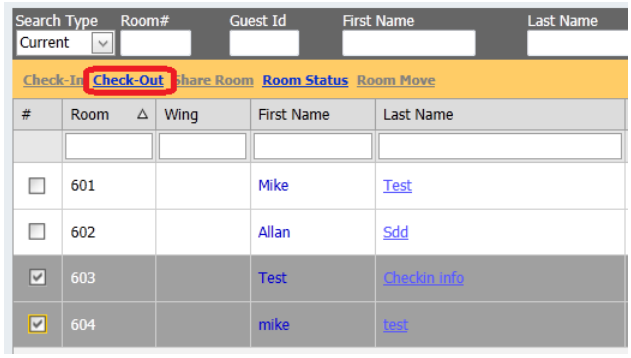
You can use the Jazz Portal to check guests out of a single room or multiple rooms at one time, even if they are not under the same reservation.

Note: Check-ins and check-outs made through the JAZZ Fusion Portal are not sent to the PMS. The JAZZ Fusion Portal should only be used to check guests in and out when the PMS is down.

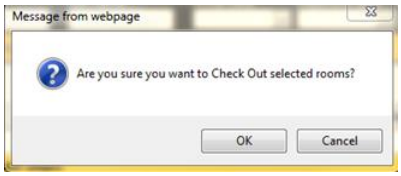
To check one or more rooms out of the JAZZ Fusion Portal:

1. Click the check box(es) to the left of the room(s) to be checked-out:

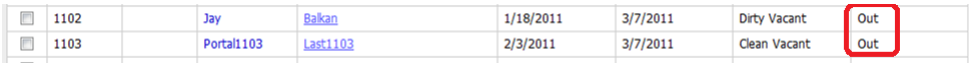
2. Click the **Check-Out** link on the function bar. The function is grayed out (not available) until a room is chosen:



3. Click **OK** to confirm the check-out confirmation message:



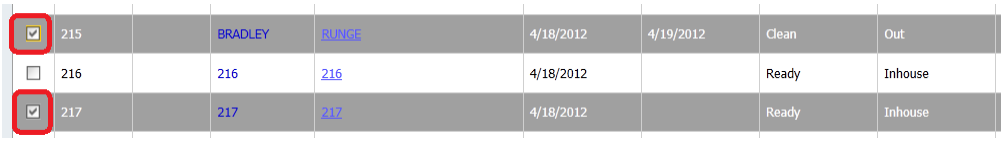
The Guest Status for all the selected rooms will change to Out.



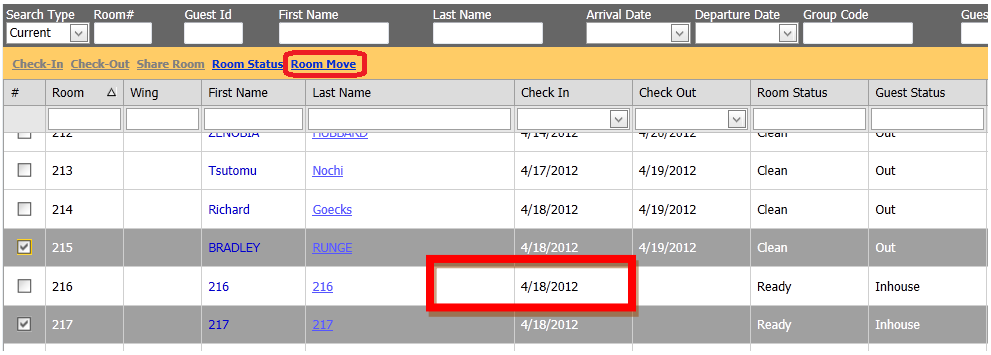
ROOM MOVE FUNCTIONALITY

To move a guest from one room to another in the JAZZ Fusion Portal when the PMS is down:

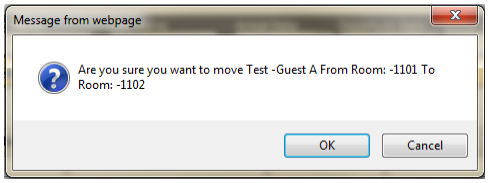
1. Click the checkbox to the left of the guest's current room, then click the checkbox to the left of the vacant room where the guest will be moved:



2. Click the **Room Move** link on the function bar on main menu. The Room Move function will be grayed out (not available) if:
   - Both rooms are not selected
   - More than two rooms are selected
   - The room where the guest will be moved is already occupied



3. Click **OK** to confirm the room move confirmation message:



The guest will be checked out of the original room and checked in to the new room. The Check-In, Check-Out, and Guest Status fields will be changed to reflect the move.

ROOM STATUS FUNCTIONALITY

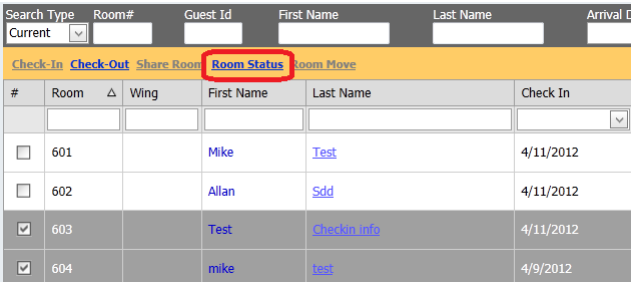
The current status of a room such as Dirty, Clean, or Ready, is updated in the PMS. Typically the housekeeper uses the guest room phone to update the status of the room by entering codes that correspond with the condition or status of the room. However, the room status can also be updated using the Jazz Portal. When room status is updated using the phone, the updates will be sent to the Jazz Portal as well as the PMS. If the status is updated using the Jazz Portal, the Portal will update the PMS.

The room status can be updated for one or more rooms at once using the main portal screen. Alternatively, the room status can be updated for a particular guest room by selecting that room and making the change from the guest details page.

To update the room status from the main portal screen:

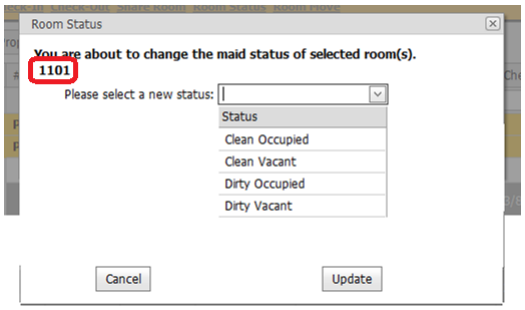
1. Click the checkbox to the left of the room(s) for which to update the Room Status record.

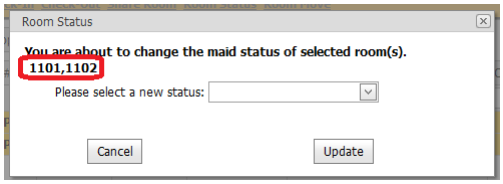
2. Click the **Room Status** link on the function bar. The function is grayed out (not available) until a room is selected:



3. Select a new status in the Room Status pop-up box. The room number(s) that will receive the change are displayed on the screen.

Note: The room status selections available in the drop down vary depending on the PMS and PBX configurations.





4. Click the **Update** button to save the Room Status change. After clicking update, the Room Status will be updated.

GUEST DETAIL PAGE

The guest detail page contains information pertaining to the guest that was entered either in the property management system (PMS) or manually in the Jazz Portal. This page contains the following information and functions:

- Guest information
- Modify Guest Information link
- Manage wakeup calls
- Estimate call charge
- Class of service Phone Restriction
- Do not disturb
- Direct dial number assignment (if supported)
- Room status
- Transaction history
- Clear phone history (Supported PBX's only)
- Voice Messages
- Text Messages

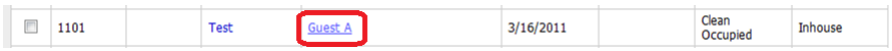
MODIFY GUEST INFORMATION

After a check-in has been created, the Name, Address, Phone(s), E-mail, Estimated Check-Out, Guest Type, VIP Status, or Bill Plan, can be modified using the **Modify Guest Information** link.

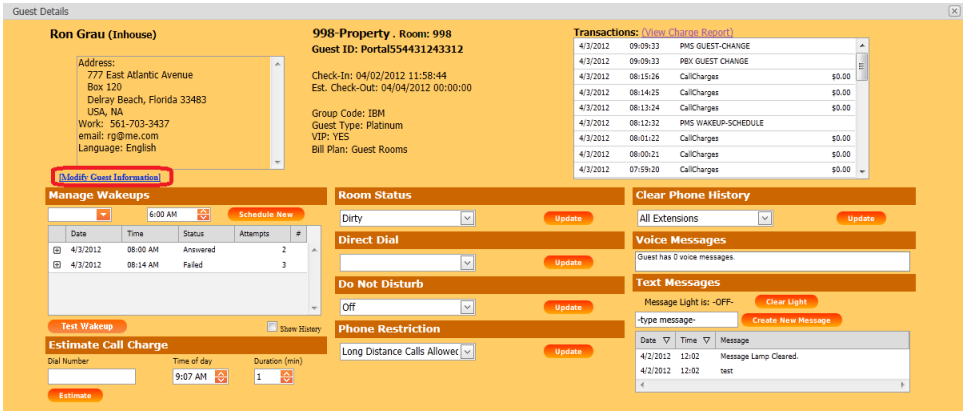
Notes: Information entered using this screen does not get sent to the PMS. The Property, Room number, and Check-in date cannot be modified using this screen. To modify the room number, return to the main screen.

To modify guest information in the JAZZ Fusion Portal when the PMS is down:

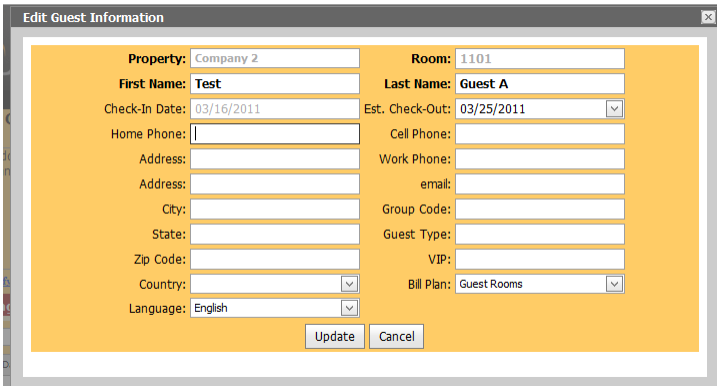
1. On the main screen, click on the guest's last name to open the Guest Detail Record:



2. Click the **Modify Guest Information** link on the Guest Details page.



3. Enter the changes in the Edit Guest Information pop-up window, and click the **Update** to save the guest information changes.

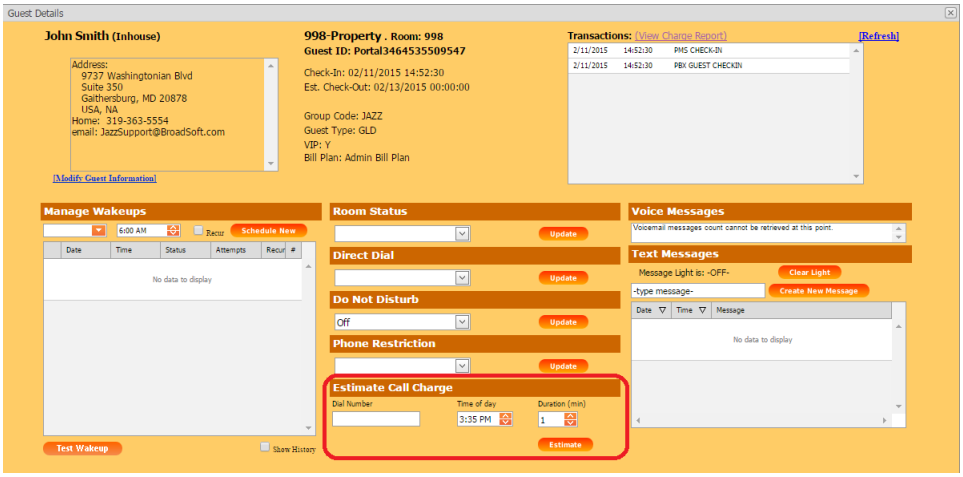


ESTIMATE CALL CHARGE

The Estimate Call Charge feature allows hotel staff to provide guests with the estimated charge for making a call from their hotel room to a particular phone number. Although frequently all guests have the same phone rates, in certain circumstances VIP or Resort Fee guests may have different billing options for phone calls. Therefore, the estimate is specific to the guest.

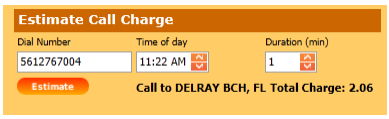
To provide a guest with an estimate for a call charge:

1. Open the Guest Details screen for the guest.
2. In the Estimate Call Charge section, enter the telephone number that will be dialed (without dashes or spaces), the duration in minutes, and the time of day the call will be made.



For International Calls, enter the international dialing prefix (such as "00" or "011"), the country calling code, and then the telephone number. For example, a call from the USA to London, England would be entered as "011447801111111".

3. Click **Estimate**. The call location and total charge will appear to the right of the Estimate button:

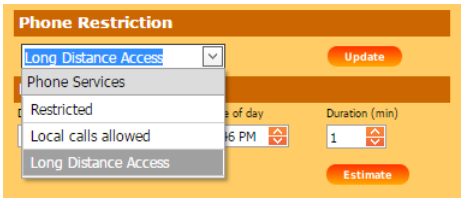


CHANGE PHONE RESTRICTION (CLASS OF SERVICE)

Phone restriction is most often used when a guest is paying cash and the hotel prefers to block long distance or outgoing calls. If the PMS is down, a guest's phone can be restricted using the JAZZ Fusion Portal.

To change the Phone Restriction status of the guest room using the JAZZ Fusion Portal:

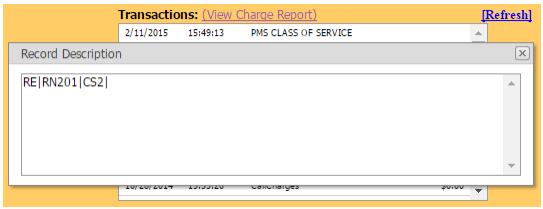
1. Open the Guest Details screen for the guest in question.
2. On the Guest Details page, use the **Phone Restriction** drop down to select the correct class of service:



3. Click **Update**. A record will be sent to the PBX and the new class of service setting will be applied.

Note: The class of service categories available in the drop down vary depending on the property's setup.

4. The class of service change is recorded under Transactions in the upper right portion of the Guest Details screen:



DO NOT DISTURB

When a guest is checked in through either the PMS or the JAZZ Fusion Portal, the Do Not Disturb status is automatically set to "Off" by default. If the guest requests not to be disturbed and Do Not Disturb is turned on in the PMS, JAZZ Fusion will receive this information and set the PBX accordingly. When Do Not Disturb is on, all future calls go directly to the voice mail system. If the PMS is unable to send JAZZ Fusion a notification to turn the Do Not Disturb either on or off, the Do Not Disturb status can be changed using the JAZZ Fusion Portal.

To change the Do Not Disturb status of the guest room using the JAZZ Fusion Portal:

1. Open the Guest Details screen for the guest.
2. On the Guest Details page, select the correct status in the drop down under Do Not Disturb:

3. Click **Update**. A record will be sent to the PBX, and the new Do Not Disturb setting will be applied.

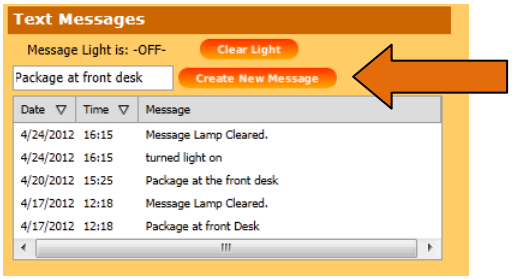
TEXT MESSAGES

The front desk can create a text message for a guest using the Jazz Portal. The information is sent to the Voice mail or PBX, and the message light is turned on. The guest in the room will see the phone light on and will call the front desk to retrieve the message.

To create or view a text message in the JAZZ Fusion Portal:

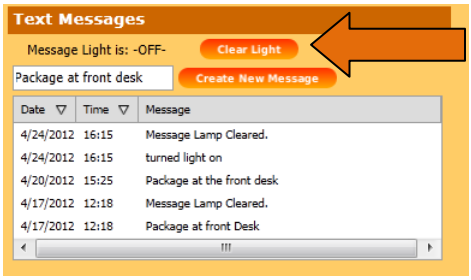
1. Open the Guest Details screen for the guest.

2. On the Guest Details page, you can view the text messages under the heading Text Messages. To create a new message, type a message into the message box, and click **Create New Message**.



When a new message is created, the Message Light indicator on the Portal will change from "-OFF-" to "-ON-", a record will be sent to the PBX, and the message waiting light will be turned on.

3. After the guest has been informed of the messages, click **Clear Light** on the Guest Details page to turn off the message waiting light. A message will be sent to the PBX to turn off the light and the Message Light indicator in the portal will change from "-ON-" to "-OFF-".



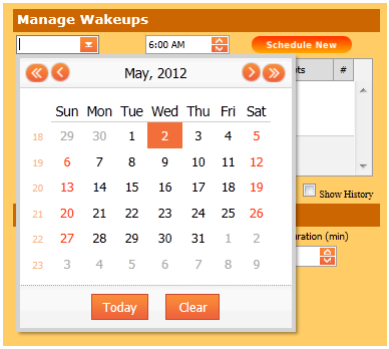
MANAGE WAKEUPS

The JAZZ Fusion Portal allows you to view and manage wakeup call requests for guest rooms.

SCHEDULING WAKEUPS

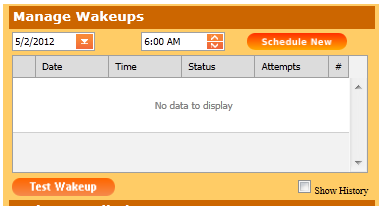
To set a wakeup call for a guest room using the JAZZ Fusion Portal:

1. Open the Guest Details page.
2. Under the heading Manage Wakeups, click on the empty drop-down box. A pop-up calendar will appear:



3. Select the date for the wakeup call from the pop-up calendar.

4. In the time selection box, select the time of the wakeup call using the up and down arrows, or type in the time using the keyboard. If you use the arrow keys, use the mouse to move the cursor from the hours to the minutes and to the AM/PM fields in the time box before clicking on the arrows:



After scheduling a wakeup call, a record will be sent to the PBX when it is time for the wakeup call to notify the guest.

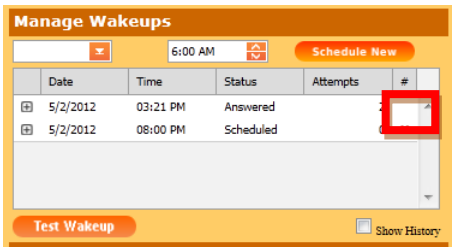
CANCELING WAKEUPS

To cancel a wakeup call for a guest room using the JAZZ Fusion Portal:

1. Open the Guest Details page for the guest.

2. On the Guest Details page, find the wakeup call that should be canceled under the heading Manage Wakeups.

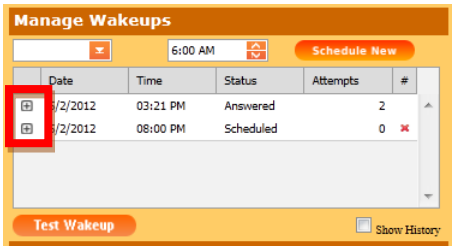
3. Click on the red X, and the wakeup that was scheduled will be cancelled.



VIEWING WAKEUP CALL DETAILS

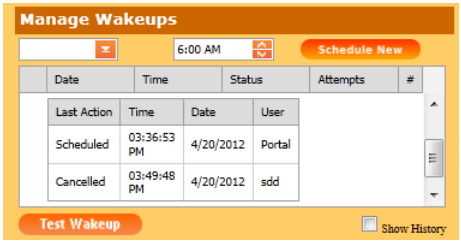
To view the details related to any wakeup call for a guest room using the JAZZ Fusion Portal:

1. Open the Guest Details page for the guest.
2. On the Guest Details page, under the heading Manage Wakeups, click the + sign next to the wakeup call to be investigated.



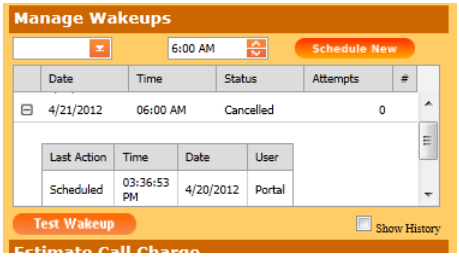
All records and activity related to the wakeup calls will appear including:

- When the call was scheduled
- What time the call was scheduled for
- Who scheduled the call
- When the call took place
- The number of times the system has attempted to call the guest if the guest did not answer



The status of the Wakeup Call Attempt is displayed:

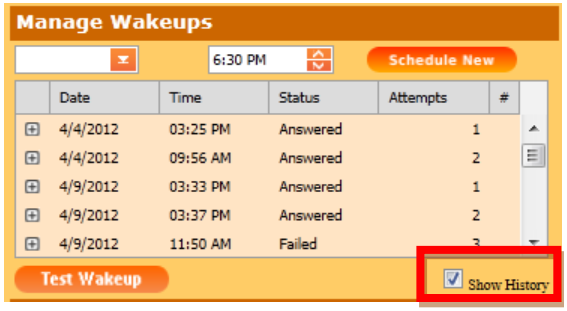
- Answered > If the guest answered the call
- Snoozed > If the guest answered the call and chose to snooze
- Failed > If the guest did not answer after all retry attempts have been made
- Cancelled > If the call was cancelled before it took place
- Auto Cancelled > If there was a problem with the system and the call could not be placed



VIEWING WAKEUP CALL HISTORY

To view the history of wakeup calls for a guest room using the JAZZ Fusion Portal:

1. Open the Guest Details page.
2. On the Guest Details page, under the heading Manage Wakeups, check the **Show History** box.

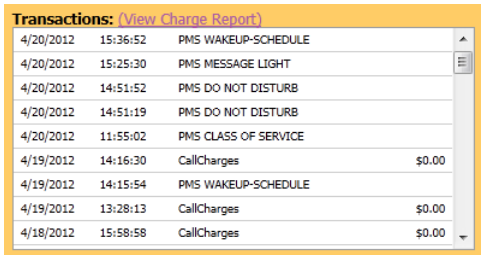


A list of all wakeup calls for this guest will appear in the grid.

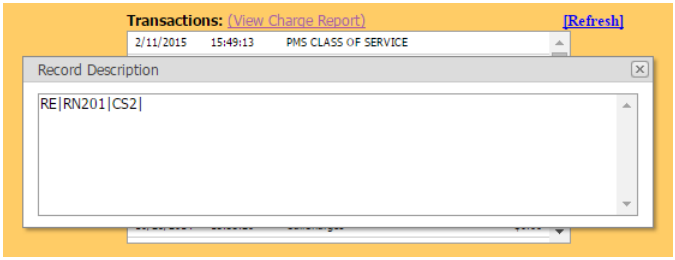
VIEWING TRANSACTIONS HISTORY

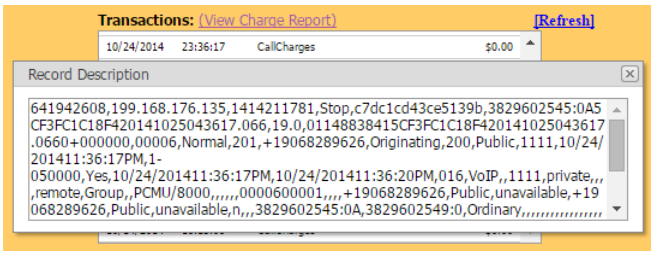
The transaction box displays descriptions of all the transactions that have occurred. Transactions include any updates such as Room Status, call charges, Phone Restriction, Do Not Disturb, Mini Bar charges, etc.

1. Open the Guest Details page, and view the Transactions history.



2. Right-click on an entry to view detailed records of any transaction. A detail record will appear in a new pop-up window:

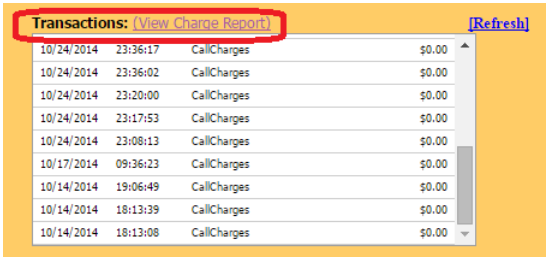




VIEW CHARGE REPORT

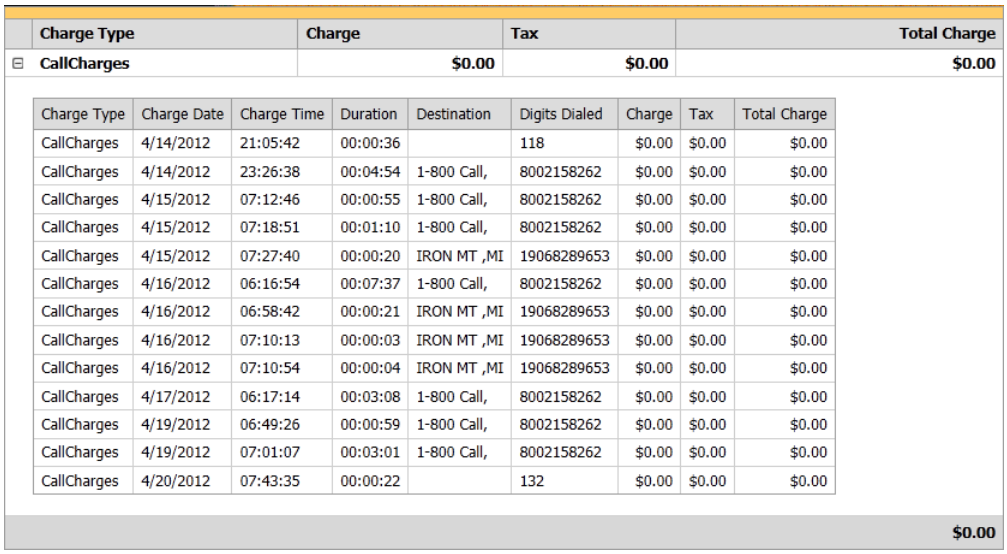
The Jazz Portal provides a detailed list of all the call charges and mini bar charges made to the room. To view the Charge Report:

1. Open the Guest Details page for the guest in question.
2. On the Guest Details page, click on **View Charge Report** next to Transactions:



The report will open with the charge summary. The charges will be rolled up by charge type.

3. To see the detail of the charges, click on the + sign next to the charge type. The detail of the charges will be displayed:



	Charge Type	Charge	Tax	Total Charge
⊟	**CallCharges**	**$0.00**	**$0.00**	**$0.00**

Charge Type	Charge Date	Charge Time	Duration	Destination	Digits Dialed	Charge	Tax	Total Charge
CallCharges	4/14/2012	21:05:42	00:00:36		118	$0.00	$0.00	$0.00
CallCharges	4/14/2012	23:26:38	00:04:54	1-800 Call,	8002158262	$0.00	$0.00	$0.00
CallCharges	4/15/2012	07:12:46	00:00:55	1-800 Call,	8002158262	$0.00	$0.00	$0.00
CallCharges	4/15/2012	07:18:51	00:01:10	1-800 Call,	8002158262	$0.00	$0.00	$0.00
CallCharges	4/15/2012	07:27:40	00:00:20	IRON MT ,MI	19068289653	$0.00	$0.00	$0.00
CallCharges	4/16/2012	06:16:54	00:07:37	1-800 Call,	8002158262	$0.00	$0.00	$0.00
CallCharges	4/16/2012	06:58:42	00:00:21	IRON MT ,MI	19068289653	$0.00	$0.00	$0.00
CallCharges	4/16/2012	07:10:13	00:00:03	IRON MT ,MI	19068289653	$0.00	$0.00	$0.00
CallCharges	4/16/2012	07:10:54	00:00:04	IRON MT ,MI	19068289653	$0.00	$0.00	$0.00
CallCharges	4/17/2012	06:17:14	00:03:08	1-800 Call,	8002158262	$0.00	$0.00	$0.00
CallCharges	4/19/2012	06:49:26	00:00:59	1-800 Call,	8002158262	$0.00	$0.00	$0.00
CallCharges	4/19/2012	07:01:07	00:03:01	1-800 Call,	8002158262	$0.00	$0.00	$0.00
CallCharges	4/20/2012	07:43:35	00:00:22		132	$0.00	$0.00	$0.00

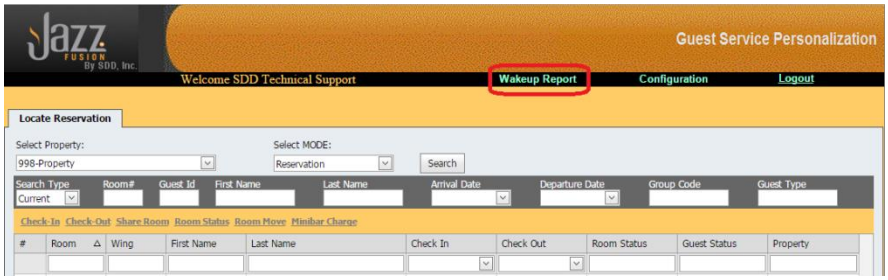
$0.00

4. To exit the charge report, click on the X in the upper right corner.

WAKEUP CALL REPORT

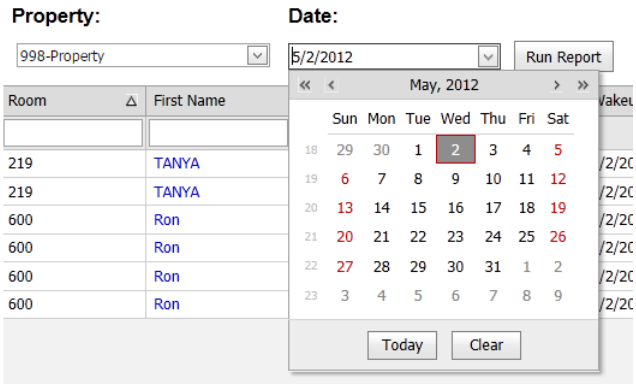
The Jazz Portal provides a detailed report of all the wakeup call activity for a selected property by day. To view or export a report of all the wakeup activity that has taken place at a property for a given day:

1. Click on the **Wakeup Report** link from the main screen:

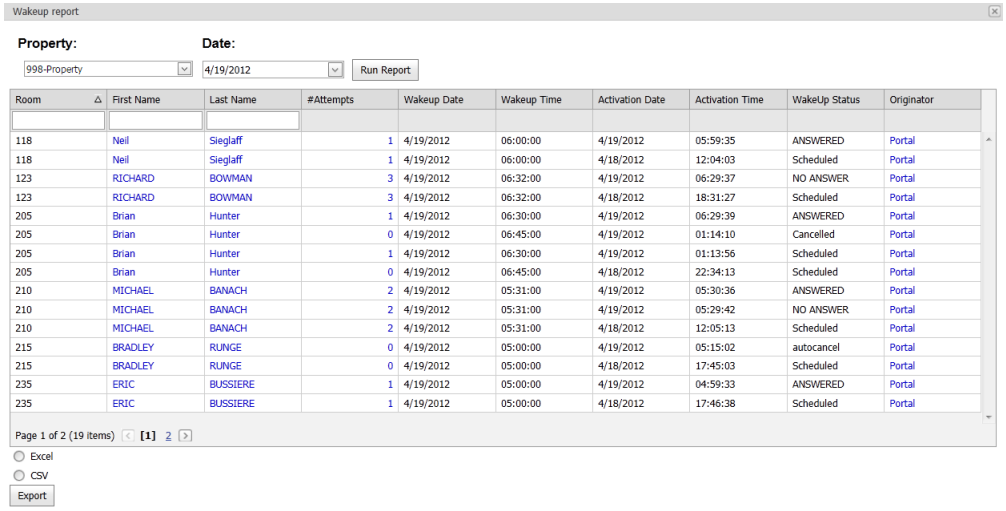


2. Select the name of the property from the **Property** drop-down menu.

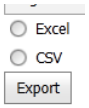
3. Click on the **Date** drop-down menu to get a calendar pop-up screen, and select a date:



4. Click on **Run Report**. A report will be generated showing all of the wakeup call details for the property:



5. To sort the report on any column, click on the column heading.
6. To filter the report or find a particular record(s) in the report, enter the room number, first name, or last name into the filter boxes just below the column headers, and press Enter or the Tab key. To remove the filter, clear the filter boxes and press Enter or the Tab key.
7. To export the report to CSV or Excel, select the appropriate radio button on the lower left corner of the report, and click **Export**.



WAKEUP REPORT DEFINITIONS/FIELDS

The report contains the following fields and definitions:

FIELDS	MEANING
Wakeup Date & Wakeup Time	The date and time when the wakeup call is scheduled to occur.
Activation Date & Activation Time	The date and time that some activity took place related to the scheduled wakeup call. The status field indicates what activity took place.
# of Attempts	The number of wakeup calls that were placed in an effort to reach the guest. If a wakeup call is not answered, the PBX will try again after a specified amount of minutes. The number of minutes in between tries is configurable. The system will continue to retry up to the number of retries that have been configured.
Wakeup Status	The wakeup related activity that generated the record. Scheduled > A wakeup call was scheduled either through the guest phone, through the Portal, or through a record received from the PMS.

FIELDS	MEANING
	Answered > A wakeup call was placed and the guest answered. Snoozed > A wakeup call was placed, the guest answered the call and chose to snooze. No Answer > A wakeup call was placed, but the guest did not answer after all retry attempts were made. Cancelled > A scheduled wakeup call was cancelled before it took place. Auto Cancelled > There was a problem with the system and the scheduled wakeup call could not be placed.
Operator	The source that originated the activity. The Originator may be a person or a system.

WAKEUP CALL ENGINE CONFIGURATION

The Wakeup Call Engine has several settings that can be adjusted in order to suit the needs of the property.

SETTING	PURPOSE	DEFAULT VALUE
Property Identifier	Indicate which property is being configured	
JAZZ Fusion Wakeup	Enable the JAZZ Fusion wakeup call system	Yes
Time Format	Setup the time format for the wakeup call engine	HHMMSS
Date Format	Setup the date format for the wakeup call engine	MMDDYYYY
Auto Cancellation On/Off	Turn the auto cancellation feature described below On/Off	Yes (On)
Auto Cancellation Time Limit	Set up the number of minutes to allow before automatically cancelling a wakeup call that could not be placed for any reason (such as a down connection)	15 Minutes
Number of Retries	Indicate the number of times the wakeup call engine should attempt to call the guest in the event that the guest does not answer	3
Retry Time Interval	Indicate the number of minutes between retry attempts when a guest does not answer a wakeup call	1 minute
Email Alert	Enable the email alerts that indicate when a guest failed to answer a wakeup call or when a wakeup call could not be placed	Yes
Email Addresses for Alerts	Indicate the email address(es) to receive email alerts for failed wakeup calls	No email addresses
Extensions to Receive Phone Alerts	Indicate the hotel phone extensions to receive automated alerts when a wakeup call was unanswered or could not be placed	No phone extensions

SETTING	PURPOSE	DEFAULT VALUE
Snooze Time	Indicate the number of minutes to wait before ringing the phone again after the guest has hit a key to snooze	10 minutes
Audio File Location	Specify the location of the wakeup call wav files	

INTERACTIVE VOICE RECORDING SYSTEM

Jazz has Interactive Voice Records (IVRs) that are used for the room status updates, automated wakeup calls, and mini-bar.

JAZZ FUSION ROOM STATUS

The JAZZ Fusion Room Status functionality allows the housekeeping staff to use the phone system within the guest room to report the physical condition of the room back to the property management system (PMS) and to the JAZZ Fusion Portal.

To access the JAZZ Fusion Room Status functionality from the guest room:

1. Dial the Room Status Access code (for example, *01) from the guest room phone.

   An IVR will request the status of the room followed by #:

2. Enter the room status (values can vary by PMS/Property)
   - 1 = Vacant Ready
   - 2 = Vacant Clean
   - 3 = Vacant Dirty
   - 4 = Occupied Clean
   - 5 = Occupied Dirty
   - 6 = Maid in Room

The Room Status IVR also has the ability to require housekeeping staff to log in prior to changing the status of a room, as follows:

1. Dial the Room Status Access code (for example, *01) from the guest room phone.
2. A series of Interactive Voice Recordings (IVRs) will request information.
3. Use the keypad on the phone to reply with the following:
   a. Language Preference: (example)
      - 1 = English
      - 2 = Spanish
   b. Employee ID and #
   c. PIN Number and #
   d. Room Status (example values as follows) followed by the # (see further details*)

- 1 = Vacant Ready
- 2 = Vacant Clean
- 3 = Vacant Dirty
- 4 = Occupied Clean
- 5 = Occupied Dirty
- 6 = Maid in Room

e. Confirm Selection
- 1 = Correct
- 2 = Incorrect

In the event that an invalid response is entered, the IVR will request another response. The IVR will read back the description matching the code that has been entered and request verification of the status before disconnecting.

JAZZ FUSION MINI BAR

The JAZZ Fusion Room Status functionality allows the housekeeping staff to use the phone system within the guest room to record the mini bar items that have been consumed by the guest. The information is processed by JAZZ Fusion according to the pricing already set up in JAZZ Fusion and the quantities entered by the housekeeping staff. JAZZ Fusion then sends a posting record to the PMS and records the transaction in the JAZZ Fusion Portal.

To access the JAZZ Fusion Mini Bar functionality from the guest room:

1. Dial *02 from the guest room phone. A series of Interactive Voice Recordings (IVRs) will request information. Use the keypad on the phone to reply with the following prompts:

a. Language Preference:
- 1 = English
- 2 = Spanish

b. Employee ID and #

c. PIN Number and #

d. Mini Bar Item Code and #

e. Confirm Selection:
- 1 = Correct
- 2 = Incorrect

f. Mini Bar Item Quantity Consumed and #

g. Confirm Selection:
- 1 = Correct
- 2 = Incorrect

h. Continue with Another Item:

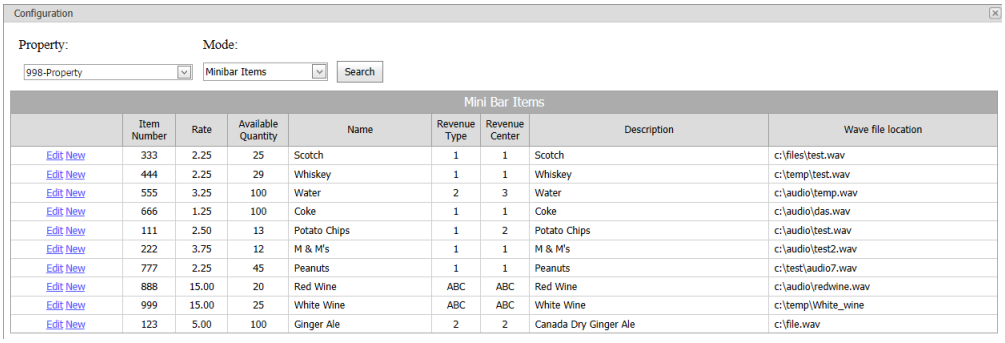
- 1 = Enter Another Mini Bar Item
- 2 = End of Mini Bar Items

In the event that an invalid response is entered, the IVR will request another response. The IVR will read back the description matching the code that has been entered and request verification of the status before disconnecting.

To view the mini bar items that are currently configured:

1. On the JAZZ Fusion Portal main screen, click on **Configuration**.

2. Under Configuration, select your property and click **Search**. The mini-bar items will display:



	Item Number	Rate	Available Quantity	Name	Revenue Type	Revenue Center	Description	Wave file location
Edit New	333	2.25	25	Scotch	1	1	Scotch	c:\files\test.wav
Edit New	444	2.25	29	Whiskey	1	1	Whiskey	c:\temp\test.wav
Edit New	555	3.25	100	Water	2	3	Water	c:\audio\temp.wav
Edit New	666	1.25	100	Coke	1	1	Coke	c:\audio\das.wav
Edit New	111	2.50	13	Potato Chips	1	2	Potato Chips	c:\audio\test.wav
Edit New	222	3.75	12	M & M's	1	1	M & M's	c:\audio\test2.wav
Edit New	777	2.25	45	Peanuts	1	1	Peanuts	c:\test\audio7.wav
Edit New	888	15.00	20	Red Wine	ABC	ABC	Red Wine	c:\audio\redwine.wav
Edit New	999	15.00	25	White Wine	ABC	ABC	White Wine	c:\temp\White_wine
Edit New	123	5.00	100	Ginger Ale	2	2	Canada Dry Ginger Ale	c:\file.wav

If Configuration is not an option on the main screen, check to see if the user ID accessing the screen has permission to view and modify the Configuration.

JAZZ FUSION WAKEUP CALLS

Guests have the ability to schedule or cancel their own wakeup calls using the guest room phone. Typically, most hotels will configure a speed dial button on the guest phone that accesses the wakeup call system.

To Access the JAZZ Fusion Wakeup Call Functionality from Phone:

1. Dial *00 from the guest room phone. (Generally this is a preprogrammed button on the phone.)

A series of Interactive Voice Recordings (IVR's) will request information.

2. Use the keypad on the phone to reply with the following:

a. Schedule for Wakeup

- 1 = Schedule for Today
- 2 = Schedule for Tomorrow
- 3 = Schedule for Remainder of Stay
- 4= Cancel All Wakeups

b. Time for Wakeup in Four Digit Format

- e.g. 2:00 o'clock = 0200 #

c. AM/PM Selection

- 1 = AM
- 2 = PM

d. Confirm Selection

- 1 = Correct
- 2 = Incorrect

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