

Addressing No Show Reservations - *Mandatory Task*

Reservations that have not been checked in before the Rollover Time will officially become **No Shows** in the PMS.

No Shows need to be cleared out of the PMS on a daily basis. This would typically be done before noon on the morning after they were due to arrive. No Show reservations that have not been canceled will continue to hold their reserved room type out of inventory until their scheduled departure date. In order to release the room back to inventory, and be able to re-sell it, the No Show needs to be canceled first.

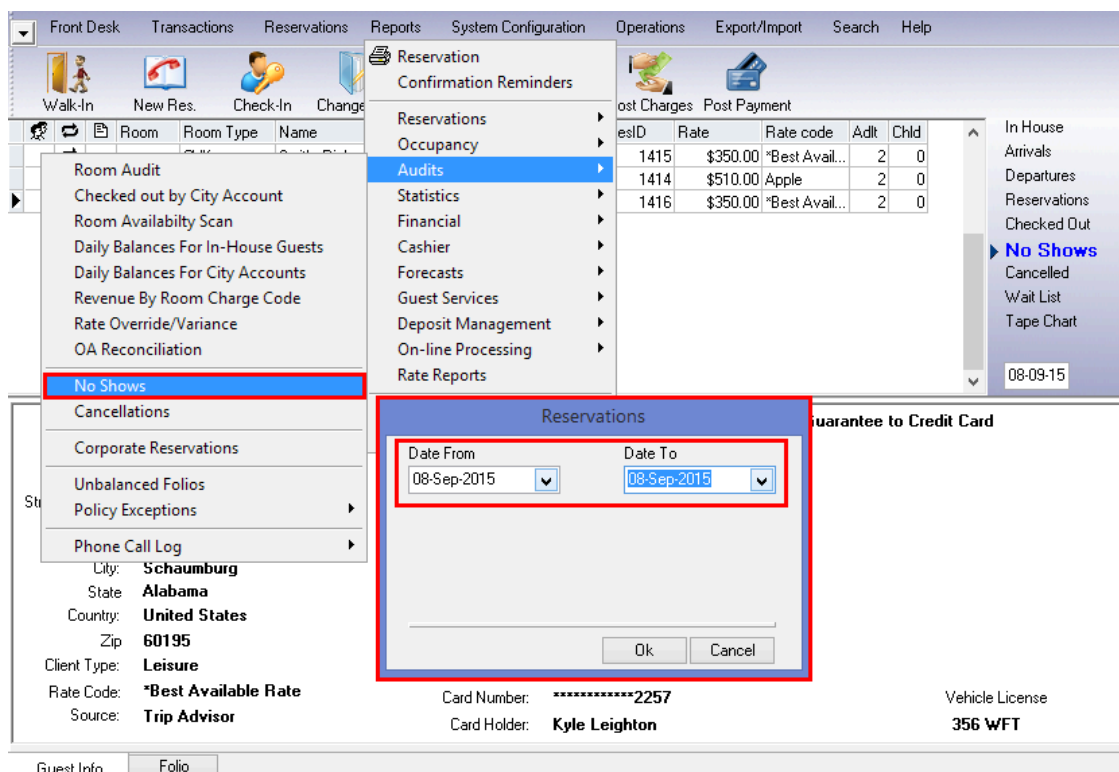
There are two commonly used methods when dealing with No Shows:

1. There are some properties that will check in all arrivals even if they have not arrived at the property; usually just before midnight, they will ensure the charge can be put through on the Credit Card and they will check the guest in. This is common among properties that do not have an overnight Audit shift, and plan on charging the first night's Room & Tax as a cancellation penalty anyways. This method is typically not recommended as a "Best Practice", as it will skew the Occupancy reporting.
2. The method recommended as a "Best Practice" is to let the reservation No Show, and then handle the reservation appropriately, according to the Cancellation Policy, the following morning.

No Show Report

After the Rollover Time has passed, if there are any No Shows remaining from the night, the No Show report should be printed.

Reports > Audits > No Shows - Date From and **Date To** should be set to yesterday's date.



In this example, there are 3 No Show reservations that need to be dealt with. To locate these reservations we can either use our **Advanced Search (F3)** to look up the Res ID's, or we can simply go to our **No Shows** screen by selecting that view on the right side of the main window in the PMS.

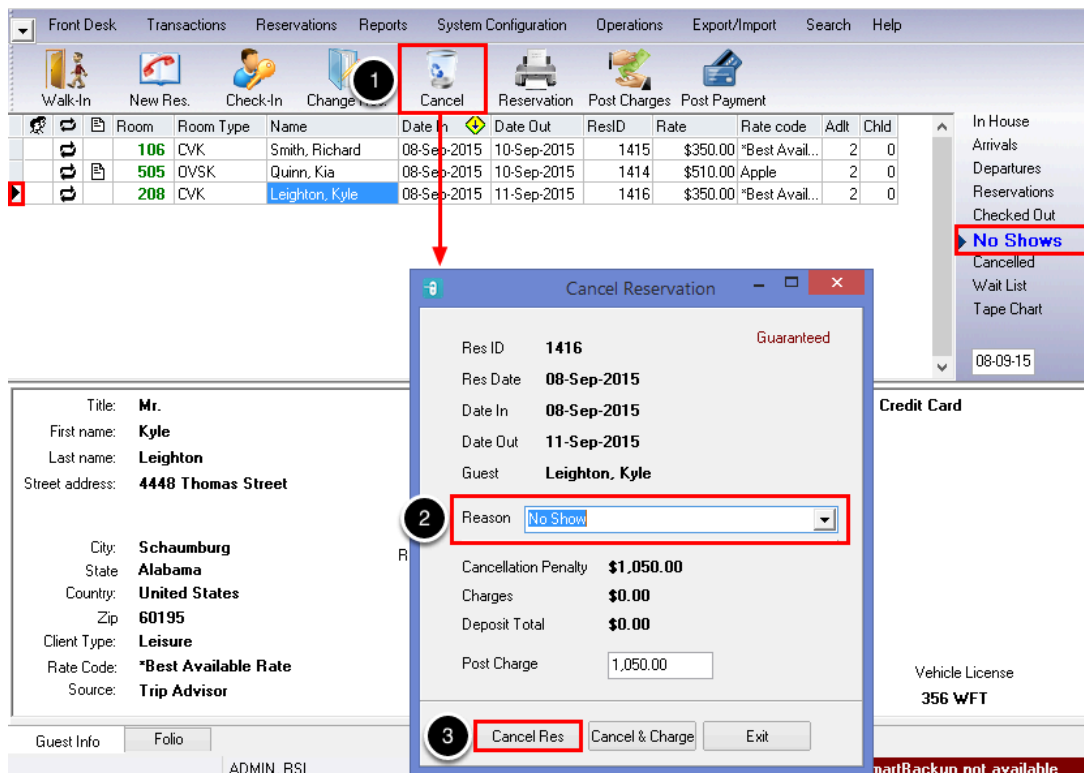
No Shows											
08-Sep-2015 - 08-Sep-2015											
ResID	Room Type	Rate Code	Rate	Guest Name	Type	Source	Res. Date	Date In	Date Out	Deposit	Room#
1416	CVK	*Best	\$350.00	Leighton, Kyle	LEISURE	TRIPAD	08-Sep-2015	08-Sep-2015	11-Sep-2015	\$0.00	208
1414	OVS	Apple	\$510.00	Quinn, Kia	CORP	REPEAT	08-Sep-2015	08-Sep-2015	10-Sep-2015	\$0.00	505
1415	CVK	*Best	\$350.00	Smith, Richard	LEISURE	REPEAT	08-Sep-2015	08-Sep-2015	10-Sep-2015	\$0.00	106
										\$0.00	

Cancelling without Charging

The first No Show we will deal with is Res ID 1416 for Kyle Leighton. In this example we will not be enforcing the Cancellation policy, or charging a penalty fee.

From the **No Shows** screen, ensure the black arrow is pointing to the correct reservation:

1. Click **Cancel**
2. Choose a **Reason** for the cancellation (This list of reasons is customizable, reasons may vary by property)
3. Click **Cancel Res**



Cancelling and Charging

The second No Show we will deal with is Res ID 1415 for Richard Smith. In this example we will be charging the Cancellation Fee.

From the **No Shows** screen, ensure the black arrow is pointing to the correct reservation:

1. Click **Cancel**
2. Choose a **Reason** for the cancellation (This list of reasons is customizable, reasons may vary by property)
3. Click **Cancel & Charge** (Note the amount in the **Post Charge** field)

Front Desk Transactions Reservations Reports System Configuration Operations Export/Import Search Help

Walk-In New Res. Check-In Change Reservation **1** Cancel Reservation Post Charges Post Payment

Room	Room Type	Name	Date In	Date Out	ResID	Rate	Rate code	Adlt	Chld
106	CVK	Smith, Richard	2015-09-08	2015-09-10	1415	\$350.00	*Best Avail...	2	0
505	OVSK	Quinn, Kia	2015-09-08	2015-09-10	1414	\$510.00	Apple	2	0

In House Arrivals Departures Reservations Checked Out **No Shows** Cancelled Wait List Tape Chart

08-09-15

Credit Card

Guest Info Folio ADMIN, RSI

Cancel Reservation

Res ID **1415** Guaranteed

Res Date **08-Sep-2015**

Date In **08-Sep-2015**

Date Out **10-Sep-2015**

Guest **Smith, Richard**

2 Reason **No Show**

Cancellation Penalty **\$700.00**

Charges **\$0.00**

Deposit Total **\$0.00**

Post Charge **700.00**

3 Cancel **Cancel & Charge** Exit

Note that the amount populated here is based on your Cancellation Policy rules set in **System Configuration > Policy**. It will show the amount to be charged less any applicable taxes.

martBackup not available

Posting the Payment

In this example, the Cancellation Policy states to charge 1 night's Room & Tax for cancelling within the policy period. This is represented by the \$805 in the **Amount** field. Where the Cancel Reservation window shows the amount before tax, this Payments window shows the final amount inclusive of tax.

1. Ensure the Credit Card details on file are correct
2. Click **OK / Exit** to post the payment.

Payments

Guest
 Guest Name **Smith, Richard**
 Res ID **1415**
 Date In **2015-09-08**
 Date Out **2015-09-10**

Payment
 Folio: **1 - Richard Smith** 1
 PmtCode: MC ☐ Disable on-line processing
 Reference: Mastercard
 Number: *****1111 Authorization
 Expiry date: 06-20 MM / YY
 Card Holder: Richard Smith
 Amount: **805.00**
☐ Post CC Info into Guest Profile

OK / Exit 2

Review the Folio

Upon reviewing the Folio, we can see the two actions that took place during that process; Posting a Cancellation Fee, and taking the Credit Card Payment.

Front Desk Transactions Reservations Reports System Configuration Operations Export/Import Search Help

Walk-In New Res. Reinstate Reservation Confirmation Guest Folio Post Charges Post Payment

	Room Type	Name	Date In	Date Out	ResID	Rate	Rate code	Adlt	Chld	Cancel#
	CVK	Smith, Richard	2015-09-08	2015-09-10	1415	\$350.00	*Best Avail...	2	0	38736

In House
 Arrivals
 Departures
 Reservations
 Checked Out
 No Shows
Cancelled
 Wait List
 Tape Chart

0 - All Folios

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	2015-09-09 09:...	CANCEL	Cancellation Fee	\$700.00	\$105.00	\$805.00	
1	2015-09-09 10:...	MC	Mastercard	-\$805.00	\$0.00	-\$805.00	

Summary
 Room Charge: **\$0.00**
 Other Charge: **\$700.00**
 Tax: **\$105.00**
Total: \$805.00
 Credits: **-\$805.00**
 Balance: **\$0.00**
 Credit Limit: **\$0.00**
 Available Credit: **\$0.00**

☒ Now ☐ Stay

Guest Info Folio

Cancelling a No Show with Direct Billing to the City Ledger

The final No Show we will deal with is Res ID 1414 for Kia Quinn. Kia's reservation has Direct Billing established to a City Ledger Account, and as such is guaranteed to that account, not a Credit Card on file. This means that when this reservation is cancelled, and the fee is charged, instead of paying the charge, we will transfer it to the corresponding City Ledger account. This action creates an Invoice on the City Ledger, to be paid by the company at a later date.

From the **No Shows** screen, ensure the black arrow is pointing to the correct reservation:

1. Click **Cancel**
2. Choose a **Reason** for the cancellation (This list of reasons is customizable, reasons may vary by property)
3. Click **Cancel & Charge** (Note the amount in the **Post Charge** field)

The screenshot displays the hotel management system interface. The main window shows a reservation for Room 505, Room Type OVSK, Name Quinn, Kia, Date In 08-Sep-2015, Date Out 10-Sep-2015, ResID 1414, Rate \$510.00, Rate code Apple, Adlt 2, Chld 0. The 'Cancel Reservation' dialog box is open, showing the reservation details and the 'Reason' dropdown menu set to 'No Show'. The 'Post Charge' field is set to 510.00. The 'Cancel & Charge' button is highlighted. The background screen shows the 'No Shows' screen with a list of reservations and a 'Guarantee to City Account' status.

Room	Room Type	Name	Date In	Date Out	ResID	Rate	Rate code	Adlt	Chld
505	OVSK	Quinn, Kia	08-Sep-2015	10-Sep-2015	1414	\$510.00	Apple	2	0

Cancel Reservation

Res ID: 1414
Res Date: 08-Sep-2015
Date In: 08-Sep-2015
Date Out: 10-Sep-2015
Guest: Quinn, Kia

Reason: No Show

Cancellation Penalty: \$510.00
Charges: \$0.00
Deposit Total: \$0.00
Post Charge: 510.00

Cancel Cancel & Charge Exit

212-555-5555 Guarantee to City Account

All charges DB to Apple

Travel Agency Apple

Vehicle License

Review the Folio

Front DeskTransactionsReservationsReportsSystem ConfigurationOperationsExport/ImportSearchHelp

Walk-InNew Res.ReinstateReservationConfirmationGuest FolioPost ChargesPost Payment

Room Type

Name

Date In

Date Out

ResID

Rate

Rate code

Adit

Chld

Cancel#

OVSK

Quinn, Kia

08-Sep-2015

10-Sep-2015

1414

\$510.00

Apple

2

0

38737

In House

Arrivals

Departures

Reservations

Checked Out

No Shows

Cancelled

Wait List

Tape Chart

0 - All Folios

RefreshSelectMove

City Ledger Transfer

#	Date	TCode	Description	Amount	Tax	Total	Voucher
8	09-Sep-2015 01...	CITY	Transferred to: Apple	-\$586.50	\$0.00	-\$586.50	
8	09-Sep-2015 01...	CANCEL	Cancellation Fee	\$510.00	\$76.50	\$586.50	

-\$76.50

\$76.50

\$0.00

Summary

Room Charge: \$0.00

Other Charge: \$510.00

Tax: \$76.50

Total: \$586.50

Credits: -\$586.50

Balance: \$0.00

Credit Limit: \$0.00

Available Credit: \$0.00

City Account: Apple

Now

Stay

Guest Info

Folio

Addressing No Show Reservations - *Mandatory Task*

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