

Checking Departures

BEFORE MIDNIGHT it is necessary to check the Departures screen to ensure there are none left in the system. If departures are found, they will need to be either checked out, or their departures will need to be adjusted to the correct dates.

Leaving Departures in the system past midnight will adversely affect balancing and reporting within the PMS. These are referred to as **Overstayed Reservations**.

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

Walk-In New Res. Reservation Reg Card Guest Folio

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

0 - All Folios Refresh Select Move

Ro...	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Rate code	Adlt	Chld
-------	-----------	------	---------	----------	------	-------	------	-----------	------	------

Summary

Room Charge: \$0.00
Other Charge: \$0.00
Tax: \$0.00
Total: \$0.00
Credits: \$0.00
Balance: \$0.00
Credit Limit: \$0.00
Available Credit: \$0.00

Now Stay

Guest Info Folio ADMIN, RSI 24-Aug-2015 11:55 PM SmartBackup not available

Overstayed Reservations

Overstayed Reservations will continue to deduct from your available inventory, but will cease to generate revenue on their scheduled departure date (ie. Room & Tax will stop posting). This can cause a situation where no revenue is being made on a room, while also appearing as unavailable to sell because a reservation is still checked in. Overstayed Reservations are easy to identify in the PMS as they will show up in **red text**.

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

Walk-In New Res. Check-Out Change Stay Reservation Reg Card Guest Folio Post Charges Post Payment

In House Arrivals Departures

Ro...	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Rate code	Adlt	Chld
0301	CK-K	Tam, William	20-Mar-2015	23-Mar-2015	157	2183	\$56.67	*Best Avail...	2	0
0302	CK-K	Leclair, Tasha	23-Mar-2015	25-Mar-2015	154	2185	\$40.00	Corporate ...	2	0

ADMIN, RSI 24-Aug-2015 11:55 PM SmartBackup not available