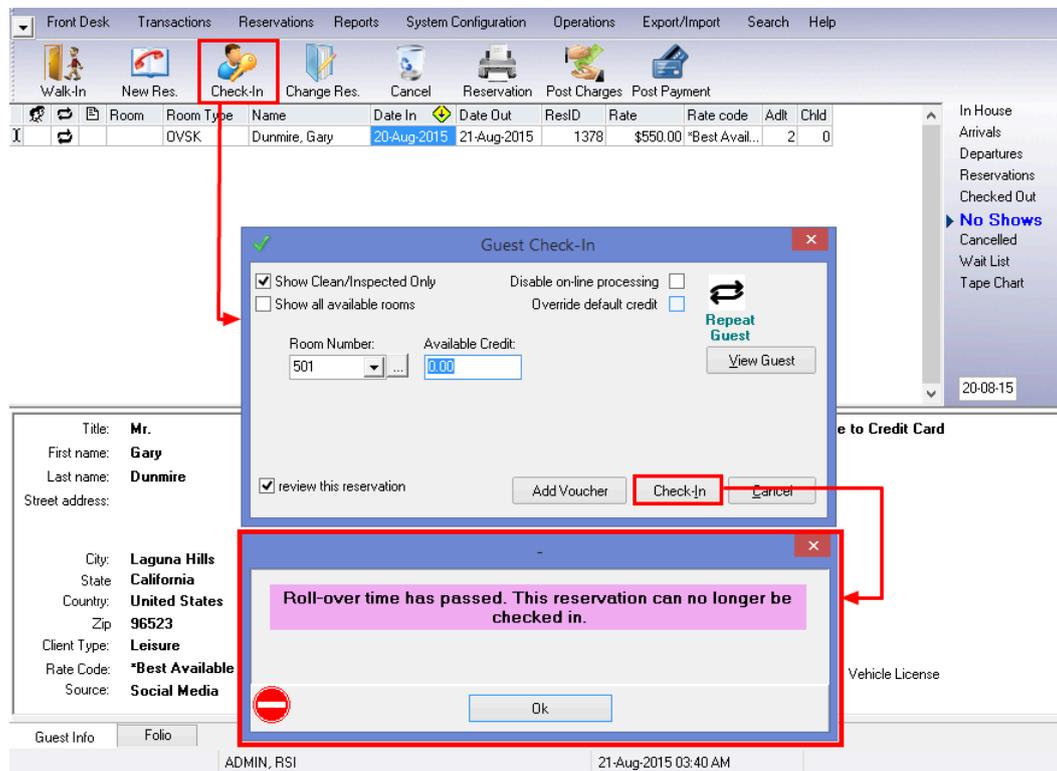


Arrival and No Shows After Rollover Period

Rollover Warning Message

Once the Rollover time passes you will no longer be able to check a reservation in from the **No Shows** screen. If you try, you will be given the following message:



Checking in an Arrival after the Rollover Period

To deal with this situation, you must first change the Reservation. The first example we will look at, is Mr. Dunmire whose reservation was made for 2 nights; double click the name, or click on the **Change Res** button:

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

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

Room	Room Type	Name	Date In	Date Out	ResID	Rate	Rate code	Adt	Chld
	OVSK	Dunmire, Gary	20-Aug-2015	22-Aug-2015	1378	\$575.00	*Best Avail...	2	0

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

20-08-15

Title: **Mr.** Telephone: **408-121-1212** Guarantee to Credit Card
 First name: **Gary** Mobile:
 Last name: **Dunmire** E-mail:
 Street address: Guest Note:

City: **Laguna Hills** Reservation note:
 State: **California**
 Country: **United States**
 Zip: **96523** Card Type: **MC** Travel Agency
 Client Type: **Leisure** Expiry (mm/yy): **05 / 20**
 Rate Code: ***Best Available Rate** Card Number: *******1111** Vehicle License
 Source: **Social Media** Card Holder: **Gary Dunmire**

Guest Info Folio ADMIN, RSI 21-Aug-2015 03:45 AM

Un-check the **Book** box:

Client Type LEISURE

Room RCH

Charge

Arrival 20-Aug-2015 Nights 2

Departure 22-Aug-2015 C/OTime 11:00

Adults 2 Child 0

Rate \$1,150.00 Taxes \$172.50

Other \$0.00 Total \$1,322.50

Calendar Guest Info Services Travel Agent Guest Share Routing Tasks Details

Book	Rate	Aug 20 Thu	Aug 21 Fri
<input type="checkbox"/> CVK	+	20	20
<input type="checkbox"/> CVQQ	+	20	20
<input type="checkbox"/> OVK	+	20	20
<input type="checkbox"/> OVQQ	+	20	20
<input checked="" type="checkbox"/> OVSK	+	*Best Available Rate	9 9
<input type="checkbox"/> PS2B-K/QQ	+	2	2
<input type="checkbox"/> HOUSE ACCOUNT	+	11	11

Refresh

Room Number:

Enable assignment

Lockoff

Change the Arrival Date to Today's Date:

Client Type: LEISURE
Room Charge: RCH
Arrival: 20-Aug-2015
Nights: 2
C/O Time: 11:00

Rate: \$1,150.00
Taxes: \$172.50
Other: \$0.00
Total: \$1,322.50

Guarantee
 Wait List

[Refresh](#)

Room Number:

Enable assignment
 Lockoff

Travel Agent	Guest Share	Routing	Tasks
Rate	Aug 20 Thu	Aug 21 Fri	
+	20	20	
+	20	20	
+	20	20	
+	20	20	
+	*Best Available Rate	9	9
+		2	2
+		11	11

Shorten the number of **Nights** by 1. In this example we are changing a 2 night stay to a 1 night stay. Once done, click **Refresh**.

Client Type: LEISURE
Room Charge: RCH
Arrival: 21-Aug-2015
Nights: 1
Departure: 22-Aug-2015
C/O Time: 11:00

Rate: \$1,150.00
Taxes: \$172.50
Other: \$0.00
Total: \$1,322.50

Guarantee
 Wait List

[Refresh](#)

Calendar | Guest Info | Services | Travel Agent | Guest Share | Routing | Tasks | Details

Re-check the **Book** box, then click **OK** to complete the reservation.

From this point you would follow the regular check in process, from the **Arrival** screen.

Client Type: LEISURE

Room Charge: RCH

Arrival: 21-Aug-2015 Nights: 1

Departure: 22-Aug-2015 C/DTime: 11:00

Adults: 2 Child: 0

Rate: \$600.00 Taxes: \$90.00

Other: \$0.00 Total: \$690.00

Guarantee
 Wait List

Refresh

Calendar Guest Info Services Travel Agent Guest Share Routing Tasks Details

Book	Rate	Aug 21 Fri
<input type="checkbox"/> CVK	±	20
<input type="checkbox"/> CVQQ	±	20
<input type="checkbox"/> DVK	±	20
<input type="checkbox"/> DVQQ	±	20
<input checked="" type="checkbox"/> DVSK	± *Best Available Rate	10
<input type="checkbox"/> PS2B-K/QQ	±	2
<input type="checkbox"/> HOUSE ACCOUNT	±	11

Room Number:

Enable assignment
 Lockoff

OK
 Cancel

Enable Rate Overriding Enable Overbook

ResID: 1378 Created by: ADMIN, RSI

Posting the first night's Room & Tax

Once you have the guest checked in the last step would be to manually post last night's Room and Tax.

1. Click on the **Post Charges** button
2. Choose the appropriate **Folio** (some situations may require Room and Tax to be charged to folio 8)
3. Choose the appropriate Room Charge **Code** (Room Charge codes may vary depending on different PMS configurations)
4. Note yesterday's date in the **Reference** field
5. Fill in the appropriate **Amount**
6. Click **OK**

The screenshot shows a 'Charges' dialog box with the following details:

- Guest Name: **Dunmire, Gary**
- Resid: **1378**
- Inn ID: **1411140001**
- Date In: **21-Aug-2015**
- Date Out: **22-Aug-2015**

Charge details:

- Folio: 1 - Gary Dunmire
- Code: RCH
- Reference: Room Charge - Night of August 20th
- Amount: 600.00
- Taxes: 90.00
- Total: 690.00

Summary:

- Room Charge: **\$600.00**
- Other Charge: **\$0.00**
- Tax: **\$90.00**
- Total: **\$690.00**
- Credits: **\$0.00**
- Balance: **\$690.00**
- Credit Limit: **\$690.00**
- Available Credit: **\$0.00**

Looking at the Guest Folio, we see that the posting date for both nights Room and Tax is on August 21st, but in Description for the second posting, we are referencing the first night:

The screenshot shows a 'Guest Folio' table with the following data:

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	21-Aug-2015	RCH	Room Charge	\$600.00	\$90.00	\$690.00	
1	21-Aug-2015 04...	RCH	Room Charge - Night of August 20th	\$600.00	\$90.00	\$690.00	

Summary:

- Room Charge: **\$1,200.00**
- Other Charge: **\$0.00**
- Tax: **\$180.00**
- Total: **\$1,380.00**
- Credits: **\$0.00**
- Balance: **\$1,380.00**
- Credit Limit: **\$690.00**
- Available Credit: **-\$690.00**