

# How to Check In a Reservation

The following article explains how to check a guest reservation into the PMS.

## STEP 1: Locate the Guest on the Arrivals screen

You can locate the guest reservation using either your F3 Advanced Search Function, or you can click on your **Arrivals** view screen and locate the guest in the list of arrivals.

RoomKeyPMS RoomKeyPMS Hotel (Ver. 10.0.0.1)

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

Walk-in New Res. Check-In Change Res. Cancel Reservation Confirmation Reg Card Post Charges Post Payment

Room	Room Type	Name	Date In	Date Out	ResID	Rate	Adlt	Chld	Rate code
201	EKS	Brookside, Kelli	09-Jun-2020	30-Jun-2020	1112	\$335.00	2	0	*Best Available Rate
306	SK	Duffy, Jake	09-Jun-2020	11-Jun-2020	1134		2	0	Tourico Rate
403	DK	Gallagher, Jessica	09-Jun-2020	11-Jun-2020	1125		2	0	JacTravel Rate
407	DK	George, Morgan	09-Jun-2020	12-Jun-2020	1124		2	0	JacTravel Rate
206	SK	Harris, Millie	09-Jun-2020	10-Jun-2020	1119	\$88.00	2	0	Corporate Preferred Rate
203	DK	Hartley, Brooke	09-Jun-2020	11-Jun-2020	1113		2	0	Romantic Rendez-Vous Package
309	DQO	Houghton, Anna	09-Jun-2020	10-Jun-2020	1143	\$125.00	2	0	*Best Available Rate
208	SOQ	Hutchinson, Zach	09-Jun-2020	12-Jun-2020	1120	\$80.00	2	0	Corporate Preferred Rate
310	SK	Kay, Victoria	09-Jun-2020	11-Jun-2020	1137	\$110.00	2	0	*Best Available Rate
302	SK	Knowles, Charles	09-Jun-2020	10-Jun-2020	1133		2	0	Tourico Rate
402	SK	Marshall, Liam	09-Jun-2020	12-Jun-2020	1153	\$110.00	1	0	*Best Available Rate
205	DQO	McDonald, Tegan	09-Jun-2020	10-Jun-2020	1115	\$145.00	4	0	*Best Available Rate
304	SOQ	Newton, Georgina	09-Jun-2020	11-Jun-2020	1139	\$90.00	2	0	ABC Company
212	SOQ	Pratt, Amy	09-Jun-2020	10-Jun-2020	1128	\$90.00	2	0	ABC Company
	EKS	Roberts, Ellis	09-Jun-2020	16-Jun-2020	1136	\$335.00	2	0	*Best Available Rate
303	DK	Scott, Molly	09-Jun-2020	10-Jun-2020	1129		2	0	JacTravel Rate

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

Guest Info Folio

Title: Ms.  
First name: Kelli  
Last name: Brookside  
Street address: 847 Main Street  
City: Pueblo  
State: Colorado  
Country: United States  
Zip: 81001  
Telephone: 477-477-2345  
Mobile:  
E-mail: thastms@home

Client Type: Leisure  
Rate Code: \*Best Available Rate  
Source:  
Vehicle License:  
Card Type: VISA  
Expiry (mm/yy): 12 / 22  
Card Number: \*\*\*\*\*1111  
Card Holder: Kelli Smith  
Travel Agency:

Guarantee to Credit Card  
Guest Note:  
Reservation note:  
Guest is here to write an article about the hotel for Travel + Leisure Magazine. Please notify GIM upon guest's arrival.

ADMIN, RSI 09-Jun-2020 02:18 PM SmartBackup not available

**NOTE:** The colour of the Room Numbers indicate the Housekeeping Status of each room number at this moment.

- **Green** – room is clean & inspected
- **Yellow** – room is clean but not yet inspected
- **Black** – room is dirty

	Room	Room Type	Name	Date In	Date Out	ResID	Rate	Adlt	Chld	Rate code
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## STEP 2: Check-In

Select the “Check-In” button at the top of the screen (or select the F5 function key)

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

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201	EKS	Brookside, Kelli	09-Jun-2020	09-Jun-2020	1112	\$335.00	2	0	*Best Available Rate
305	SK	Duffy, Jake	09-Jun-2020	11-Jun-2020	1134		2	0	Tourico Rate
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	EKS	Roberts, Ellis	09-Jun-2020	16-Jun-2020	1136	\$335.00	2	0	*Best Available Rate
303	DK	Scott, Molly	09-Jun-2020	10-Jun-2020	1129		2	0	JacTravel Rate

Guest Info Folio

Guarantee to Credit Card

Title: Ms. Client Type: Leisure  
First name: Kelli Rate Code: \*Best Available Rate  
Last name: Brookside Source:  
Street address: 847 Main Street Vehicle License:  
City: Pueblo Card Type: VISA  
State: Colorado Expiry (mm/yy): 12 / 22  
Country: United States Card Number: \*\*\*\*\*1111  
Zip: 81001 Card Holder: Kelli Smith  
Telephone: 477-477-2345 Travel Agency:  
Mobile: E-mail: thastme@home  
Reservation note:  
Guest is here to write an article about the hotel for Travel + Leisure Magazine. Please notify GM upon guest's arrival.

ADMIN, RSI 09-Jun-2020 02:28 PM SmartBackup not available

## The Check-In Screen

The Guest Check-In box will appear.

- **Show Clean/Inspected Only** – when this box is checked, only rooms that are marked as Clean/Inspected in the Housekeeping Module will appear under the “Room Number” drop down menu
- **Show All Available Rooms** – this box corresponds with the button located just beside the Room Number [...]. When this box is checked, if you click on the [...] button, a list of all available rooms will appear. This allows you to select a different Room Type for the guest without having to exit the check-in process. **IMPORTANT NOTE: Changing Room Types this way does not affect the price of the reservation.**

R

Guest Check-In

X

Repeat Guest

VIP

View Guest Info

☒ Show Clean/Inspected Only  
☐ Show all available rooms

Room Number:

201

Available Credit:

0.00

Credit Cards

This Guest has been assigned to room 201

\$ Deposit Paid:

-2,000.00



☒ Review this reservation


Add Voucher


Check-In

Cancel

## Repeat Guests


		Room	Room Type	Name	↑	Date In	Date Out
>			201	EKS	Brookside, Kelli	09-Jun-2020	30-Jun-2020

**Repeat Guest**

VIP


View Guest Info

☒ Show Clean/Inspected Only  
☐ Show all available rooms

Room Number:   ... Available Credit: 

Credit Cards

**This Guest has been assigned to room 201**

 Deposit Paid:

☒ Review this reservation

Add Voucher

Check-In

Cancel

## Identifying VIPs

This icon will appear on the Check-In screen if the guest has been noted as a VIP Guest.

You will also see the guest reservation highlighted in green on the main view screens of the PMS, indicating VIP status.

The screenshot shows a PMS interface with a reservation table and a 'Guest Check-In' modal. The table has columns for Room, Room Type, Name, Date In, and Date Out. A reservation for Room 201, Room Type EKS, Name Brookside, Kelli, with dates 09-Jun-2020 to 30-Jun-2020 is highlighted in green. The 'Guest Check-In' modal is open, showing options for Repeat Guest, VIP (highlighted with a red box), and View Guest Info. It also includes checkboxes for Show Clean/Inspected Only and Show all available rooms, a Room Number dropdown set to 201, an Available Credit field set to 0.00, a Credit Cards button, a message 'This Guest has been assigned to room 201', a Deposit Paid field set to -2,000.00, and buttons for Review this reservation, Add Voucher, Check-In, and Cancel.

Room	Room Type	Name	Date In	Date Out
201	EKS	Brookside, Kelli	09-Jun-2020	30-Jun-2020

**Guest Check-In**

☒ Repeat Guest ☒ **VIP** [View Guest Info](#)

☒ Show Clean/Inspected Only  
☐ Show all available rooms

Room Number: 201 Available Credit: 0.00 [Credit Cards](#)

**This Guest has been assigned to room 201**

☒ Deposit Paid: -2,000.00

☒ Review this reservation [Add Voucher](#) [Check-In](#) [Cancel](#)

## View Guest Information

**View Guest Info** – clicking this button will bring you to the Guest Profile Module so that you may view this guest's profile.

## Room Number

**Room Number** – this drop down menu allows you to select a different room number then the one that was pre-assigned. The colors of the radial dials to the right reflect the current Housekeeping Status of the room.

**NOTE: The colour of the lamps next to the Room Numbers indicate the Housekeeping Status of each room number at this moment.**

- **Green** – room is clean & inspected
- **Yellow** – room is clean but not yet inspected
- **Red** – room is dirty

## Available Credit

**Available Credit** – if you would like to assign additional credit to the guest reservation so that the guest may charge incidentals to their guestroom, then you would enter that amount here. For example, if you take \$50.00 per night for incidentals and a guest was staying for 3 nights, then you would enter \$150.00 into the Available Credit box.


R

Guest Check-In

×

↺

Repeat Guest



VIP

View Guest Info

☒ Show Clean/Inspected Only

☐ Show all available rooms

Room Number:

201

▼

...

Available Credit:

0.00

Credit Cards

This Guest has been assigned to room 201

\$

Deposit Paid:

-2,000.00

☒ Review this reservation

Add Voucher

Check-In

Cancel

## Deposit Paid

**Deposit Paid** - if the guest has an Advance Deposit on their reservation, it will be reflected in the "Deposit Paid" area of the check-in screen. If there is no Advance Deposit on the guest reservation, then this box will not appear on the Check-In screen.


R

Guest Check-In

×

↺

Repeat Guest



VIP

View Guest Info

☒ Show Clean/Inspected Only

☐ Show all available rooms

Room Number:

201

▼

...

Available Credit:

0.00

Credit Cards

This Guest has been assigned to room 201

\$

Deposit Paid:

-2,000.00

☒ Review this reservation

Add Voucher

Check-In

Cancel

## Review this Reservation

**Review this Reservation** – when this box is checked, you will be taken directly to the In House screen after the guest has been checked in. If it is not checked, you will remain on the Arrivals screen after the guest is checked in.


R

Guest Check-In

×

↺

Repeat Guest



VIP

View Guest Info

☒ Show Clean/Inspected Only

☐ Show all available rooms

Room Number: 201

▼

...

Available Credit: 0.00

Credit Cards

This Guest has been assigned to room 201

\$

Deposit Paid: -2,000.00

☒ Review this reservation

Add Voucher

Check-In

Cancel

## Proceed with Check-In

To proceed with the check-in, select the “Check-In” button located in the bottom right hand corner of the check-in screen.

R

Guest Check-In

×

↺

Repeat Guest

VIP

View Guest Info

☒ Show Clean/Inspected Only
 ☐ Show all available rooms

Room Number:
 

▼

...

 Available Credit:
 

Credit Cards

This Guest has been assigned to room 201

\$

 Deposit Paid:

☒ Review this reservation
 

Add Voucher

Check-In

Cancel

## Step 3: Read guest Reservation Notes

If a guest has Reservation Notes attached to their reservation, the Notes box will pop up after you check the guest in. **Ensure you read these notes carefully.**

Notes

×

From	Note
> who "ADMIN, RSI" when "2020-06-09 14:17"	Guest is here to write an article about the hotel for Travel + ...

Note

Guest is here to write an article about the hotel for Travel + Leisure Magazine. Please notify GM upon guest's arrival.

Delete

Put your note here

Post

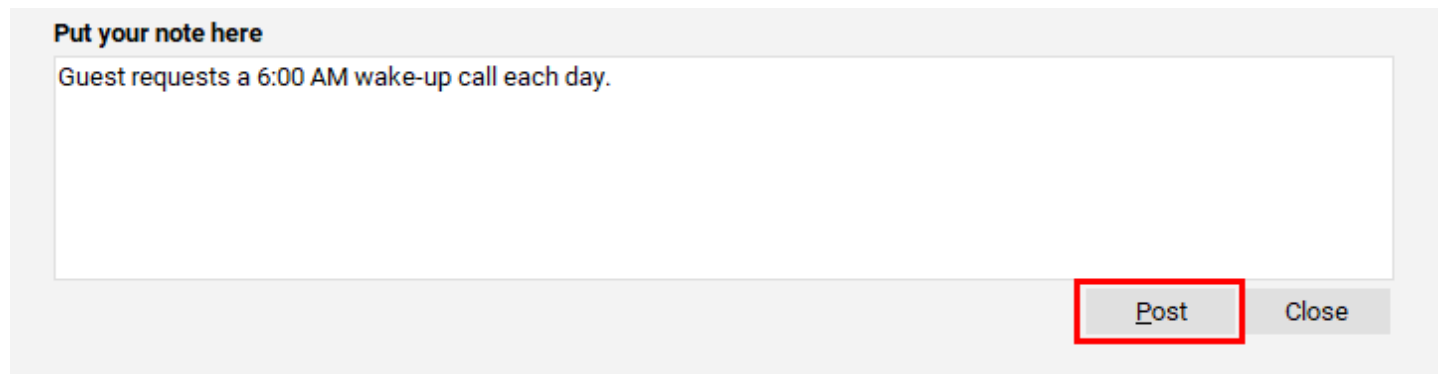
Close



## Adding a new note

1. If you wish to add a Reservation Note at this time, enter your note into the “**Put your note here**” area and then select “**Post**” to attach your note to the reservation.
2. Once you have finished with the Reservation Notes area, select the “**Close**” button to exit.

**TIP:** Remember, **Reservation Notes** relate to this specific reservation only, and **Guest Notes** relate to the Guest Profile.



The screenshot shows a light gray rectangular box with the text "Put your note here" in bold at the top left. Below this is a larger white text area containing the text "Guest requests a 6:00 AM wake-up call each day." At the bottom right of the gray box are two buttons: "Post" and "Close". The "Post" button is highlighted with a red rectangular border.

## Print Registration Card (Optional)

Depending on your PMS Settings, at this point, the guest Registration Card may or may not appear.

If the Registration Card appears, select the **Printer icon** at the top of your screen to print a copy of the Guest Registration Card. Once printed, have the guest review their reservation details and any special notes that may appear on your Registration Card and then have them sign their name at the bottom. Depending on your properties procedures, you may then proceed to file the Registration Card into your bucket. Please consult your Manager to review your properties procedures.

If the Registration Card does NOT appear, it could be because:

- Your property has a "paperless check-in" procedure (check with your Manager for further confirmation)
- Your property's procedure is to pre-prints all Registration Cards prior to arrival (check with your Manager for further confirmation)

**RoomKeyPMS Hotel**  
**Registration Card**

<b>Name:</b>	Brookside, Kelli	<b>Res. ID:</b>	1112
<b>Address:</b>	847 Main Street Pueblo, CO 81001, United States	<b>Res. Date:</b>	05 Jun 2020 (Fri)
<b>Phone:</b>	477-477-2345	<b>Agent:</b>	
<b>Email:</b>	thatsme@home		
<b>Client Type:</b>	Leisure	<b>Src. of Business:</b>	
<b>Arrival Date:</b>	09 Jun 2020 (Tue)	<b>Nights:</b>	21
<b>Departure Date:</b>	30 Jun 2020 (Tue)	<b>Adults:</b>	2
<b>Room Type:</b>	EKS	<b>Children:</b>	0
<b>Rate Code:</b>	*Best Available Rate		
<b>Room Number:</b>	201	<b>Room Charges:</b>	\$ 7035.00
<b>Avg Room Rate:</b>	\$ 335.00	<b>Other Charges:</b>	\$ 0.00
<b>Payment Type:</b>	VISA	<b>Tax:</b>	\$ 351.75
<b>Card Holder:</b>	Kelli Smith	<b>Total Charges:</b>	\$ 7386.75
<b>Number:</b>	XXXXXXXXXXXX1111	<b>Credits:</b>	\$ (2000.00)
		<b>Balance Due:</b>	\$ 5386.75

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Should you need to print a Registration Card after a guest has checked in, ensure the black arrow is pointing towards the correct guest and then select the "Reg Card" button located at the top of your screen.

RoomKeyPMS RoomKeyPMS Hotel (Ver. 10.0.0.1)

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

	Room	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Adlt	Child	Rate code
>	201	EKS	Brookside, Kelli	09-Jun-2020	30-Jun-2020	0	1112	\$335.00	2	0	*Best Available Rate
	202	SK	Hess, Kyle	05-Jun-2020	17-Jun-2020	4	1078	\$110.00	2	0	*Best Available Rate
	203	DK	Hill, Sophie	08-Jun-2020	09-Jun-2020	1	1090	\$135.00	2	0	Group Rate
	204	SQQ	Donofrio, Joshua	28-May-2020	11-Jun-2020	12	1058		2	0	*Best Available Rate

**In-House**  
Arrivals  
Departures  
Reservations  
Checked Out

## Finishing Up

This guest has now been checked into the PMS.

If you were to look at the Folio tab for this particular guest, we would see the \$2,000.00 Advance Deposit has been posted to their folio along with the 1st night Room & Tax.

Guest Info

Folio

0 - All Folios

Refresh

Select

Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	09-Jun-2020	RCH	Room Charge	\$335.00	\$16.75	\$351.75	
1	09-Jun-2020 02:07 PM	VISA	Payment: VISA	-\$2,000.00	\$0.00	-\$2,000.00	

Summary

Room Charge:

\$335.00

Other Charges:

\$0.00

Tax:

\$16.75

Total:

\$351.75

Credits:

-\$2,000.00

Balance:

-\$1,648.25

Credit Limit:

\$5,386.75

Available:

\$0.00

Now

Stay

-\$1,665.00

\$16.75

-\$1,648.25