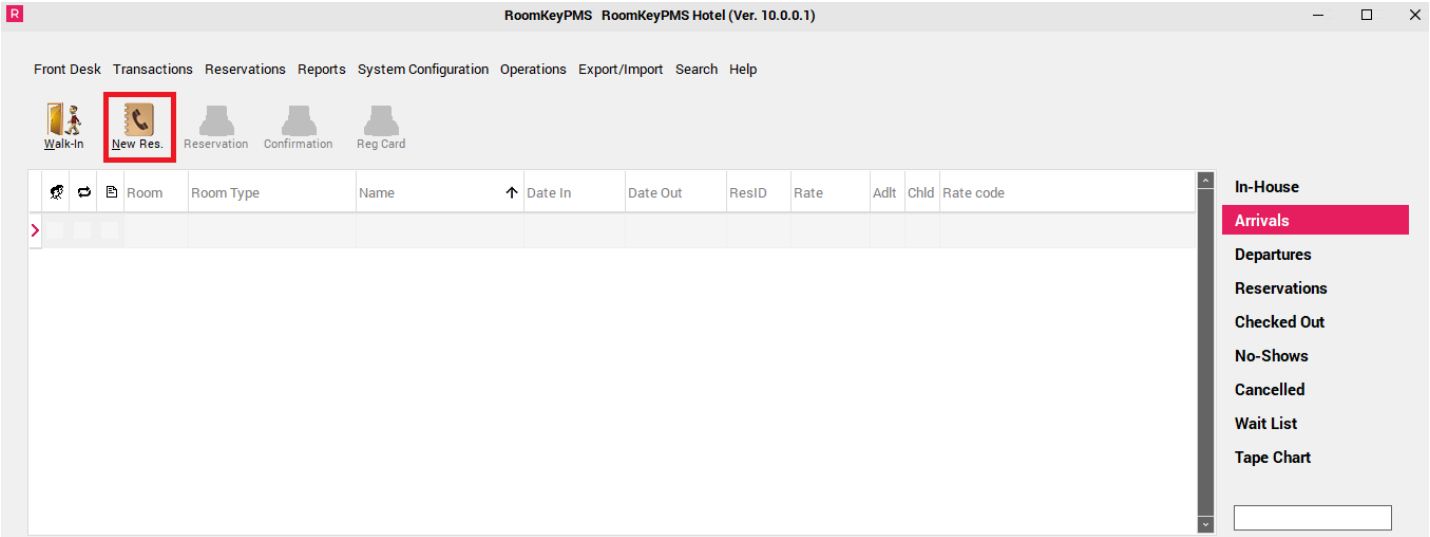
How to Create a Reservation for a Group Guest

The following steps review how to create a reservation for Group Guests that need to be attached to a specific Group Block in the PMS.

NOTE: Group reservations may also be entered via the Rooming List of the Group Wizard.

Step 1: Select the New Res button (or press the F2 function Key)



Step 2: Enter the reservation details

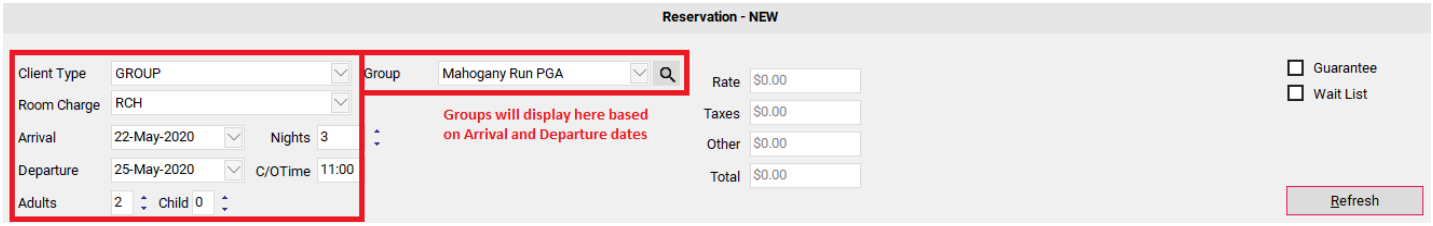
Start with entering the **Arrival** and **Departure** dates of the group first, *then* selecting the **Client Type**. You will notice that after making these selections, the **Group** box will automatically populate with any groups that are bookable over that date range. Using the drop down list, select the applicable Group Block that you wish to make a reservation for.

TIP: For booking a Group reservation, the Client Type must have the "Group/Tour/Convention" function assigned to it. This is set up in the Client Types Module.

- **Client Type** – this field allows you to select which type of client is booking, and acts as a Rate Filter. If you are making a reservation for a Corporate Booking, you may select your Corporate Client Type or for a Group Booking you may select your Group Client Type. In this example, we will use the drop down menu to select our Group Client Type for our Group Guest (NOTE: The Client Types in your PMS may vary from this document, depending on

your property's configuration. If you are unsure of which Client Type to select for a Group Booking please, confirm with your Manager). Selecting the proper Client Type allows the PMS to filter and display the proper rates for the room type and the time period selected.

- **Group –** when a Group Client Type is selected, and the Arrival and Departure dates are set to fall within the Group's block dates, the **Group** field will automatically populate with a list of available Groups. Use the drop down menu to select the appropriate Group Block for your reservation. This allows the PMS to further define which rates are available for a specific company. (NOTE: The binoculars icon can be selected to enter the Group Module should you need to look up, add or modify a Group Account at the time of booking).
- **Room Charge** – this drop down menu allows you to select the Room Charge Code that applies to this reservation. The default RCH Room Charge Code will most likely be selected for the majority of reservations created. An example of another Room Charge Transaction Code that may be available is a Room Charge Tax Exempt Code which would allow Room Charges to post without taxes. (NOTE: These codes may differ in your property depending on your specific PMS configuration, and should be confirmed with your Manager).
- **Arrival** – select the arrival date for this reservation
- **Nights** – select the number of nights the guest wishes to stay (NOTE: If you select a departure date, the number of nights will automatically populate)
- **Departure** – select the departure date for this reservation (NOTE: If you select the number of nights the guest wishes to stay, the departure date will automatically populate)
- **C/O Time** – this is the default check-out time for your property which is setup under System Configuration -> Property -> Contacts & Preference tab. If you wish to extend a late check-out to a guest, you may change the C/O Time here and it will then be reflected on the Housekeeping Reports (NOTE: As there is no AM/PM designation, it is a Best Practice to use 24 Hour/Military Time in this field)
- **Adults/Child** – select the number of adults & children that will be staying in the room. The number of people occupying a room can affect your rates, so ensure the correct number of people are input.

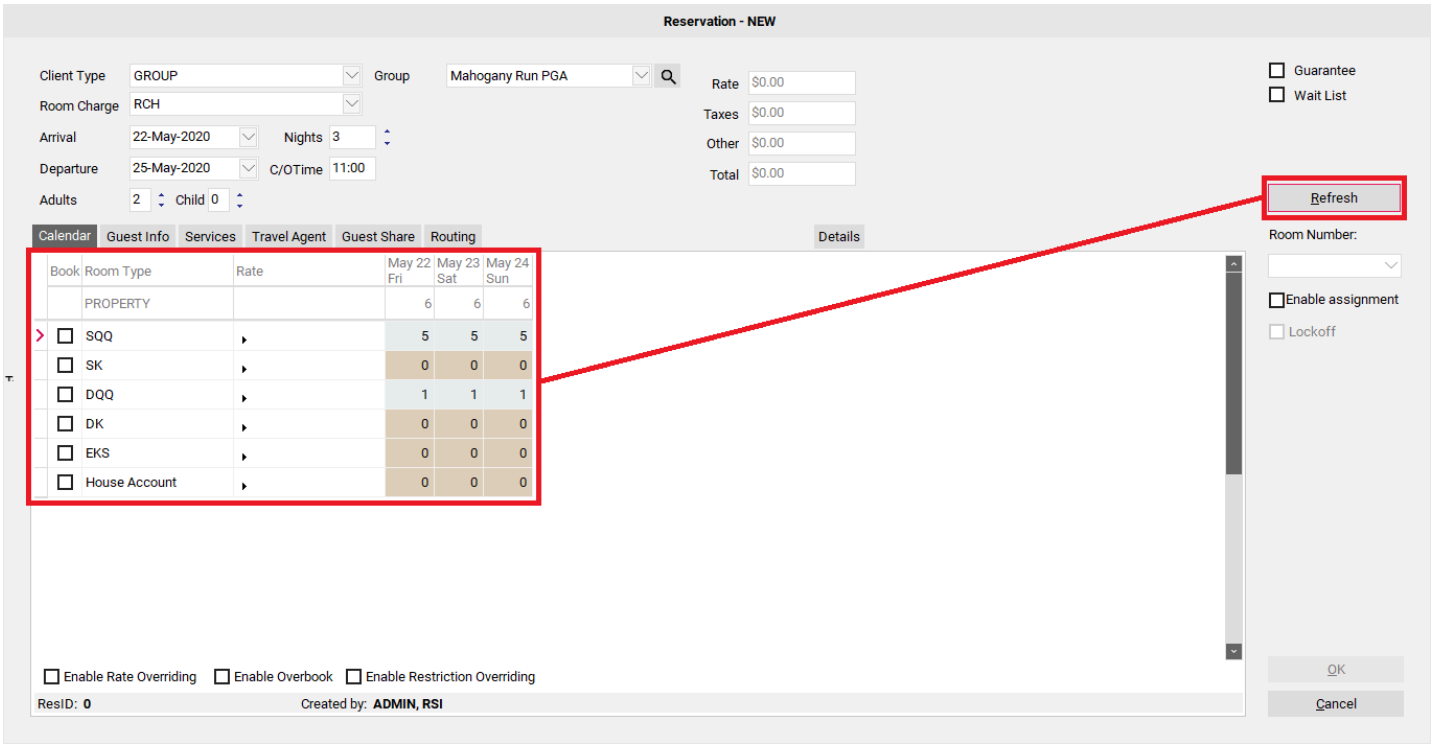


Refresh

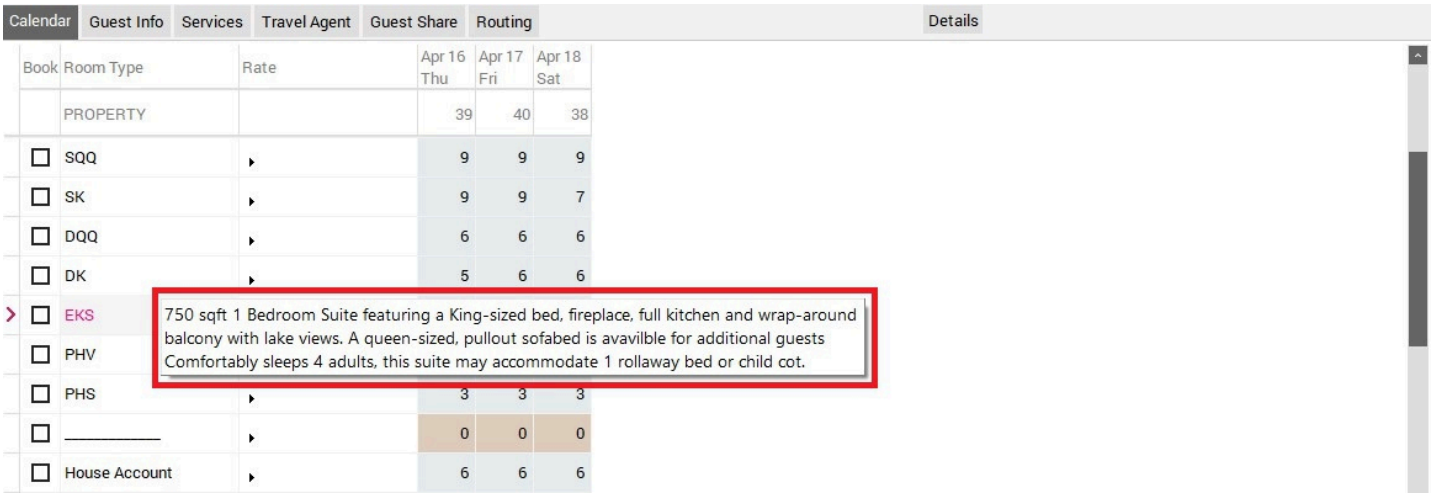
1. Click on the “Refresh” button to the far right hand side of the screen to load the available Rates & Inventory for the Arrival and Departure dates selected. You will notice a box-outline flashing around it when it needs to be clicked.
2. The Inventory that displays is based on the block that is currently set for this Group within the Groups Module. Rooms that are bookable as part of the block will be displayed in light blue, and rooms not being held in the block are displayed in red. The inventory numbers displayed are also specific to the block, and not the Hotel's overall inventory levels. In this example, we see only the OVK and OVSK rooms have available inventory, with 4 rooms each.

All other room types are displaying 0's. This means we are not holding any of these room types under the Group's block. This does not mean that we are sold out of these room types for this day. To check the actual inventory available outside of a block, please consult the Inventory Calendar (F12), or simply click the "**Details**" button just left of the "**Refresh**" button.

NOTE: If you change any of the parameters at the top of the screen, you must select the "Refresh" button to update your Rates & Inventory.

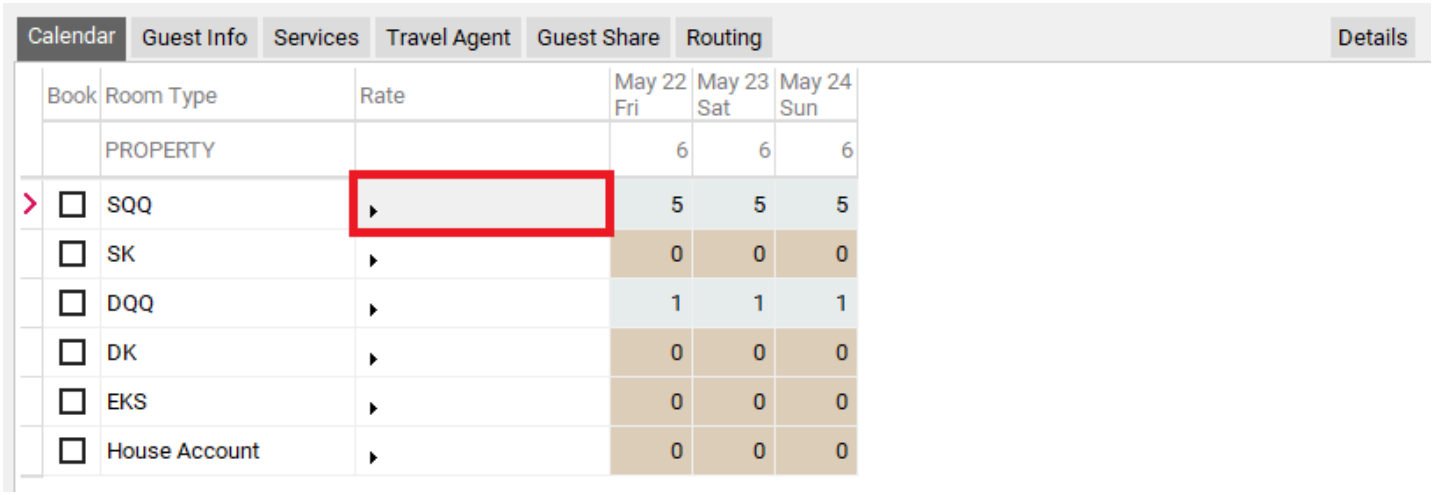


TIP: If you right click on one of the Room Types in the list below, a description of the room you are selling will appear on your screen!

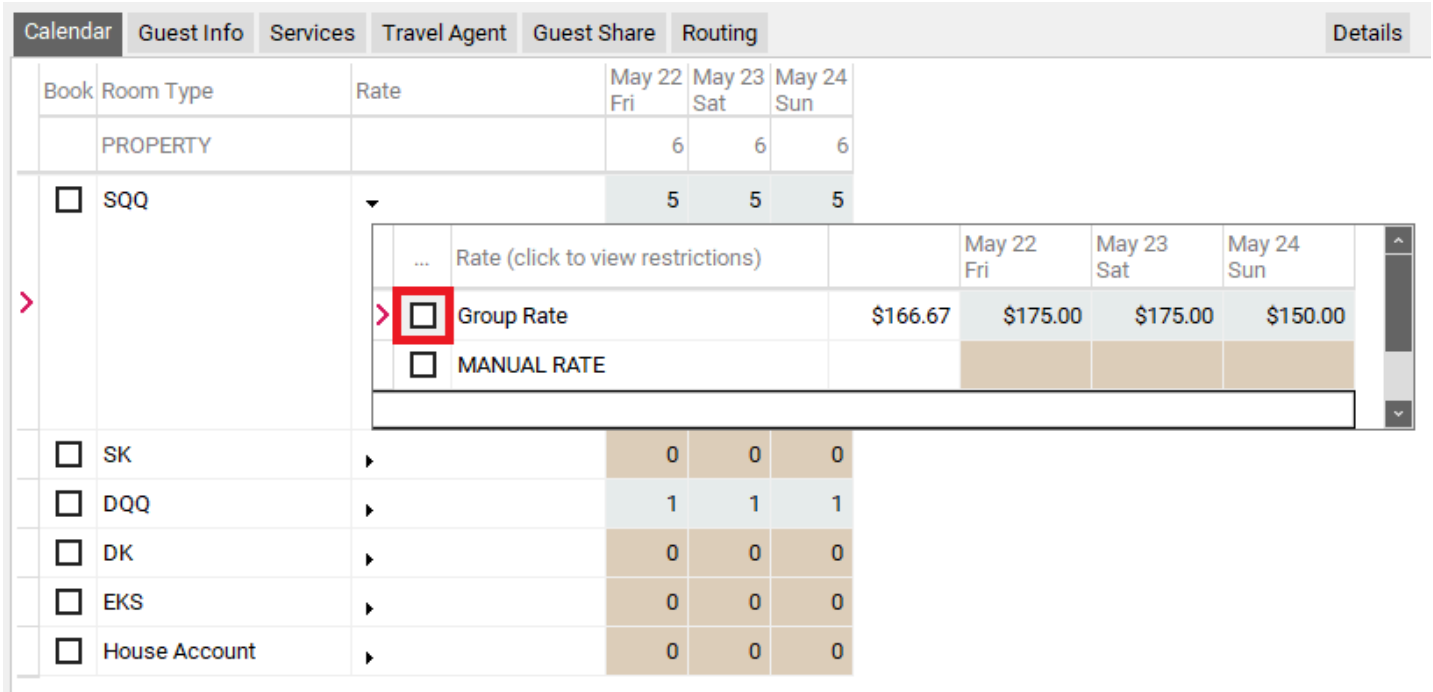


Choosing a Rate

Select the pivot arrow in the Rate column to view your Available Rates for a specific Room Type.



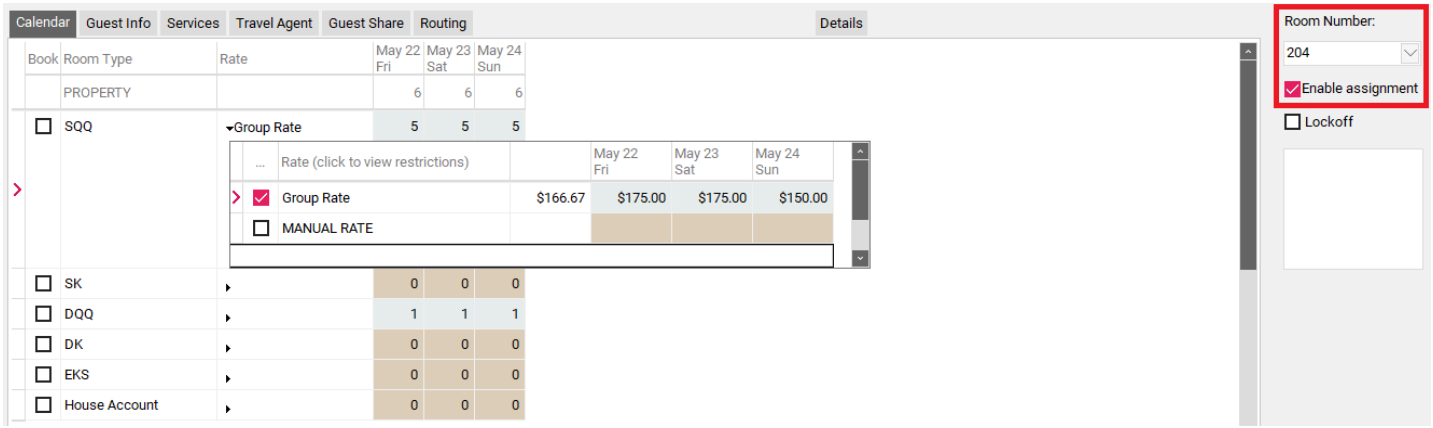
To select a rate, check the checkbox beside the Rate Name.



Assigning a room number (optional)

At this point, if you wish to assign a Room Number to the reservation, check the “Enable Assignment” box to the right of your screen. Use the drop down menu to select the desired Room Number (the list will only populate with the Room Numbers for the specific Room Type selected).

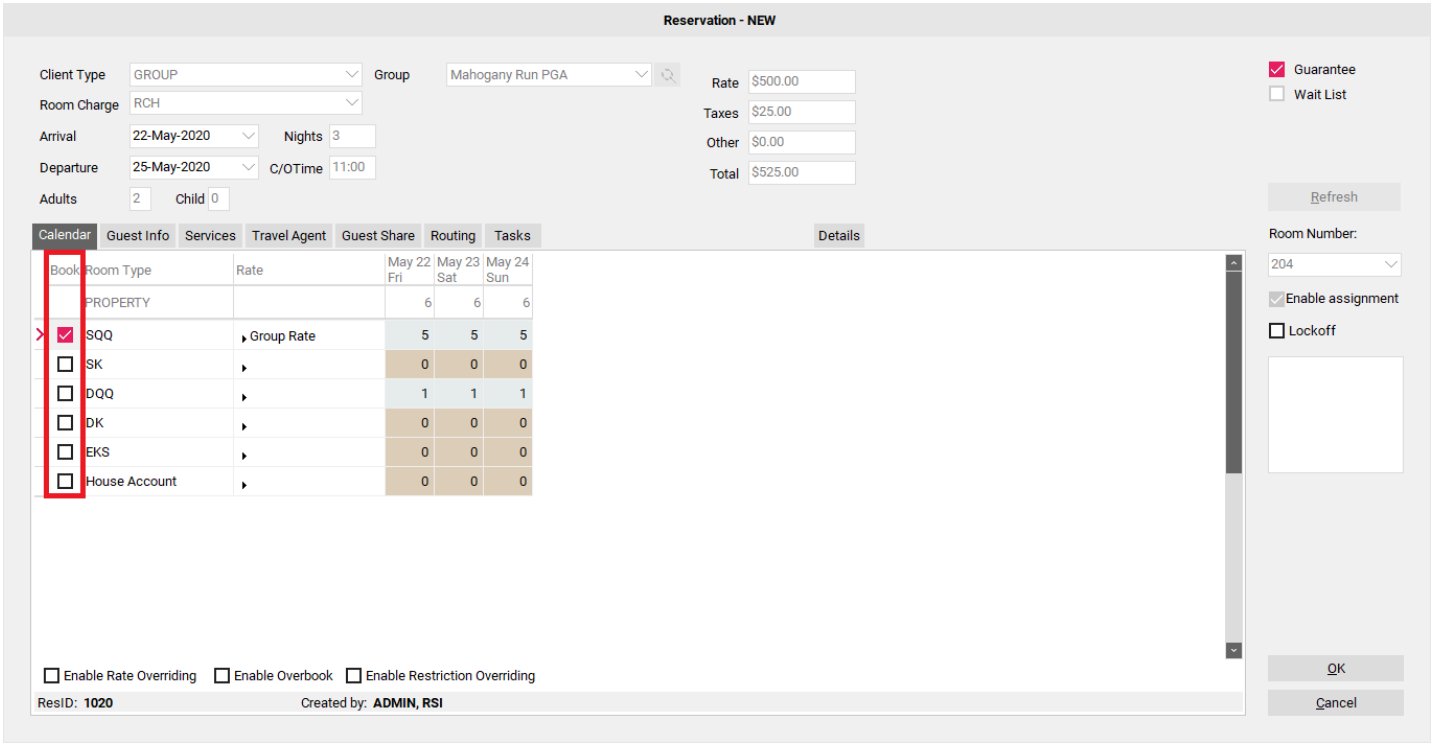
NOTE: Your property may not pre-assign or guarantee room numbers at time of booking, as availability for a specific room number can vary based by uncontrollable factors. Speak to your Manager to find out what your policy is in regards to pre-assigning Room Numbers.



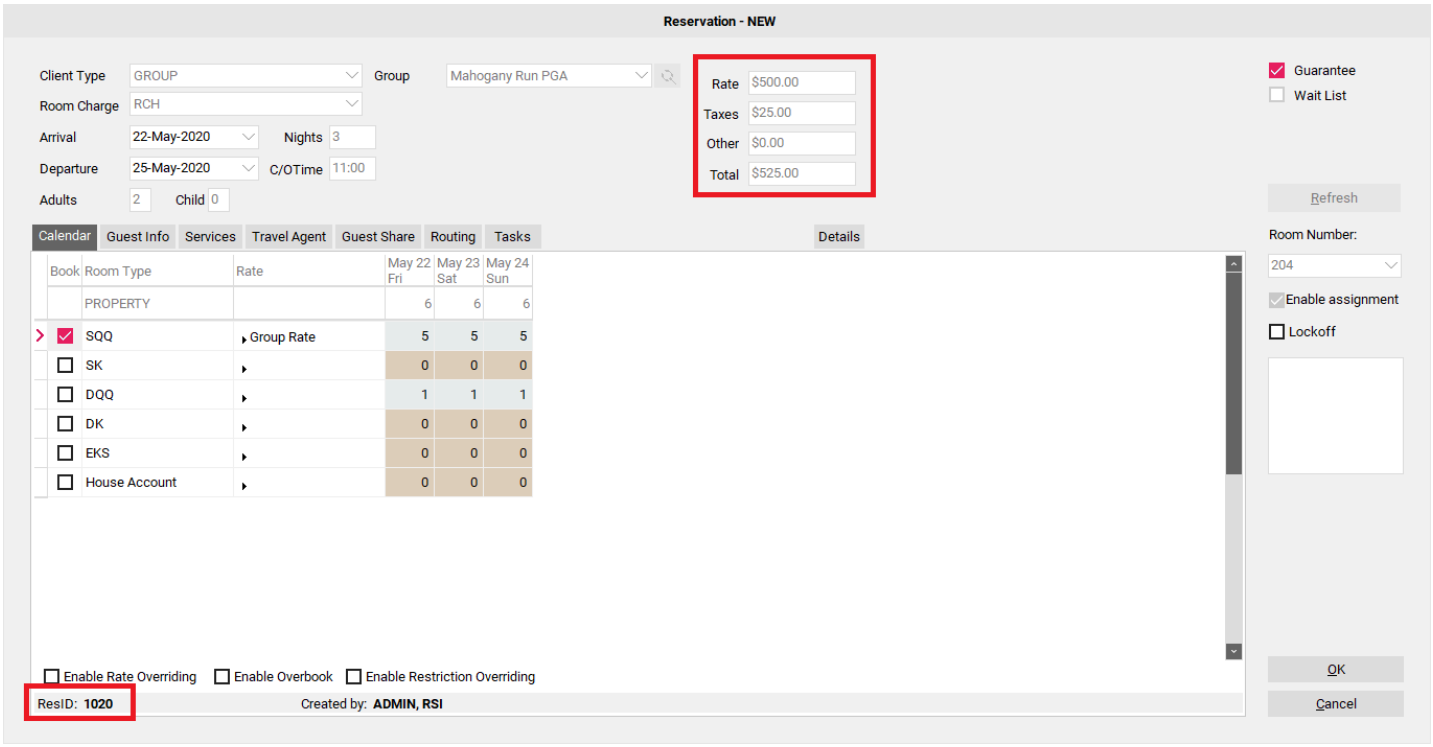
The Book Box

Now select the appropriate checkbox under the “Book” column to correspond with the Room Type & Rate you are looking for.

NOTE: Once you place a check in this box, you are telling the PMS that you are locking in the selections you have made. After checking this box, you will notice that the top portion of the screen where dates are selected will grey out, as will the the Room Assignment drop down from the previous step. In order to make changes to Client Type, Arrival / Departure Dates, number of people in the room, the selected Rate Plan, or the assigned Room Number, you will first need to uncheck this box.



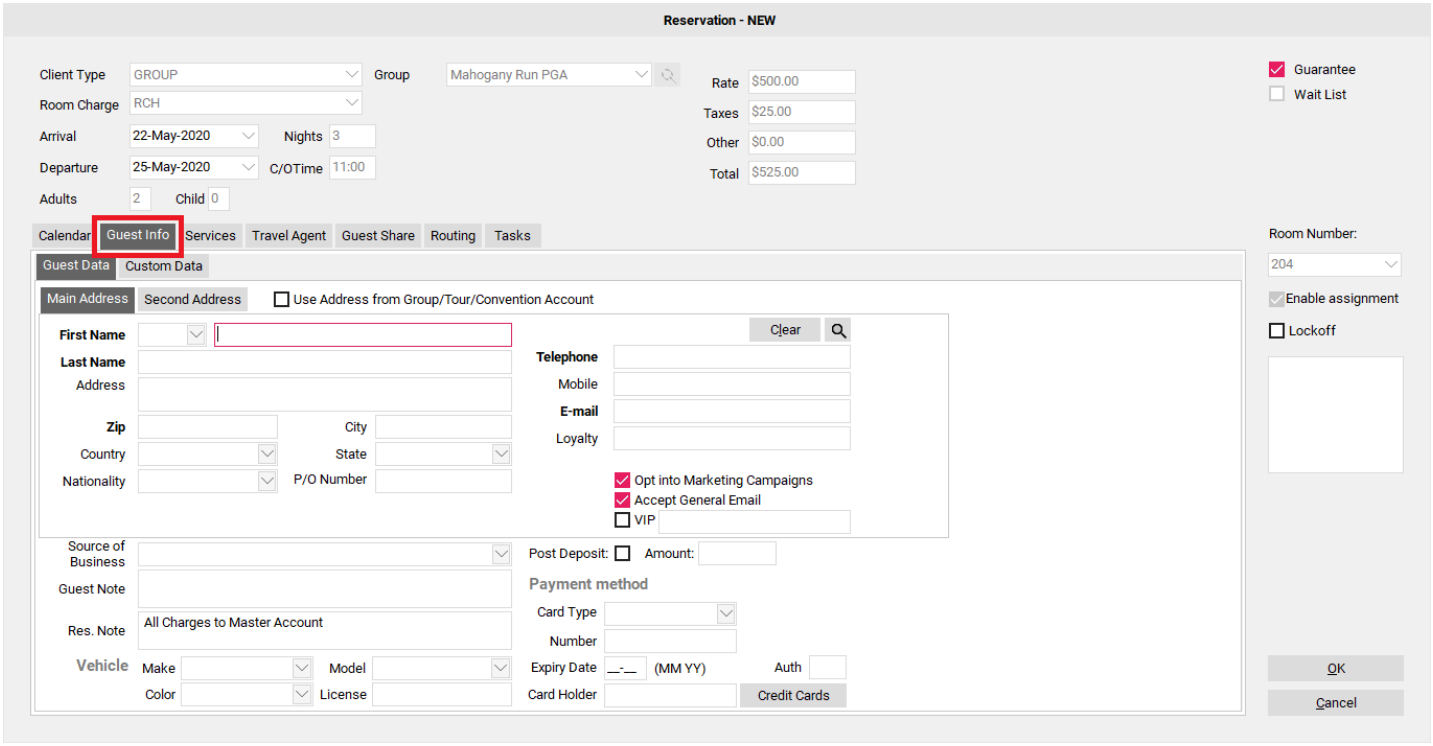
Once a checkmark has been placed under the "**Book**" column, you will see the Room Rate + applicable Taxes for the guest's stay populate in the box at the top of your screen, and a Reservation ID number will be assigned to the booking in the bottom left hand corner of the screen.



Step 3 - Entering the Guest Information

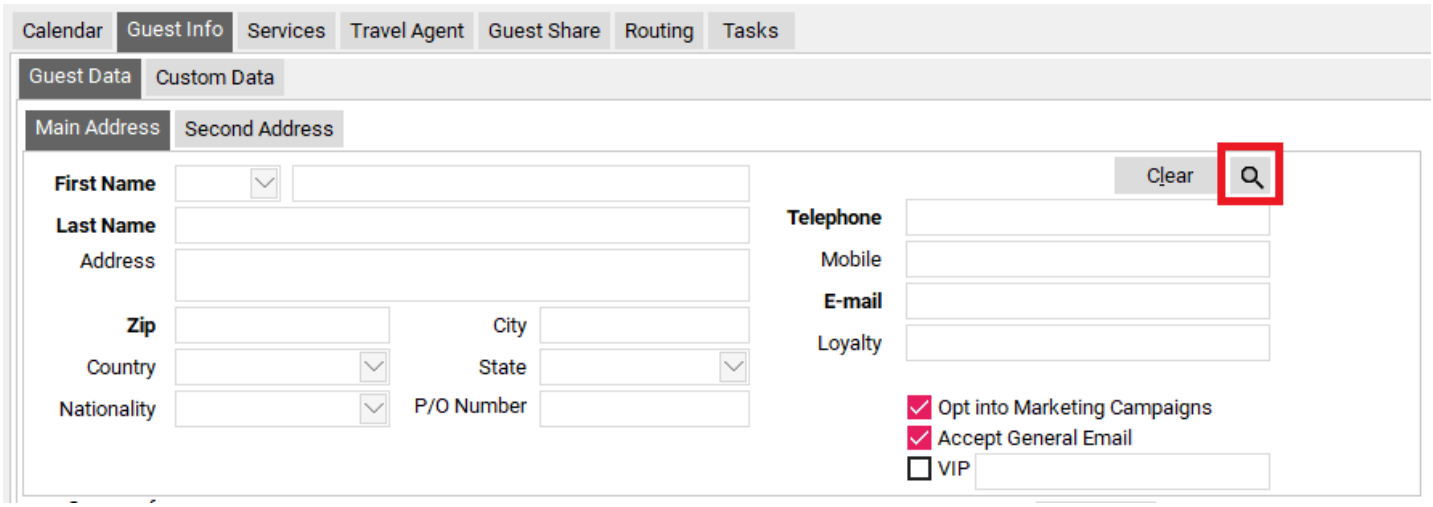
Proceed to the "**Guest Info**" tab to enter the guest information.

NOTE: If your property has permission 2090 - Force Guest Search enabled, please consult this article before proceeding: How to use the Search Feature when "Force Search" Permission is on



Search past guest profiles

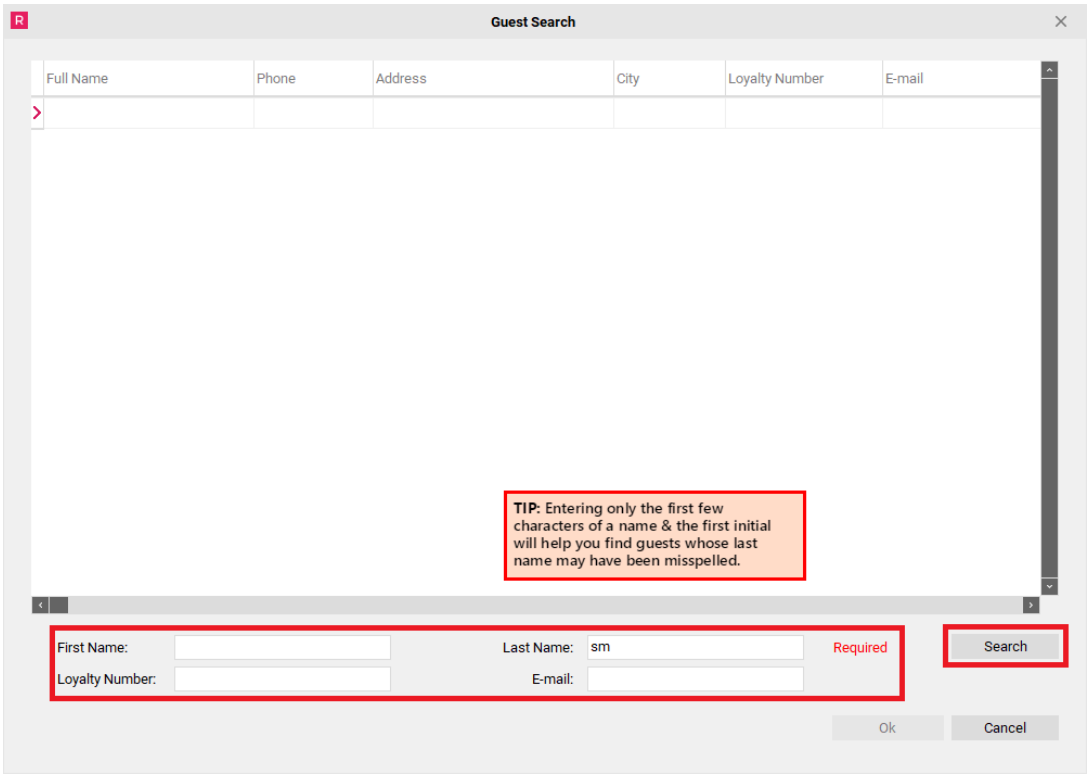
The first step should always be to search for an existing Guest Profile by using the **Magnifying Glass** icon to the right hand side of the screen. This way you can see if the guest has stayed at your property before, and already has an existing Guest history record.



Fill in either:

- Last Name (at least 1 characters needed) and First Name. (*NOTE: The more characters you enter for first & last name the more streamlined your search will be)*
- OR Loyalty Number

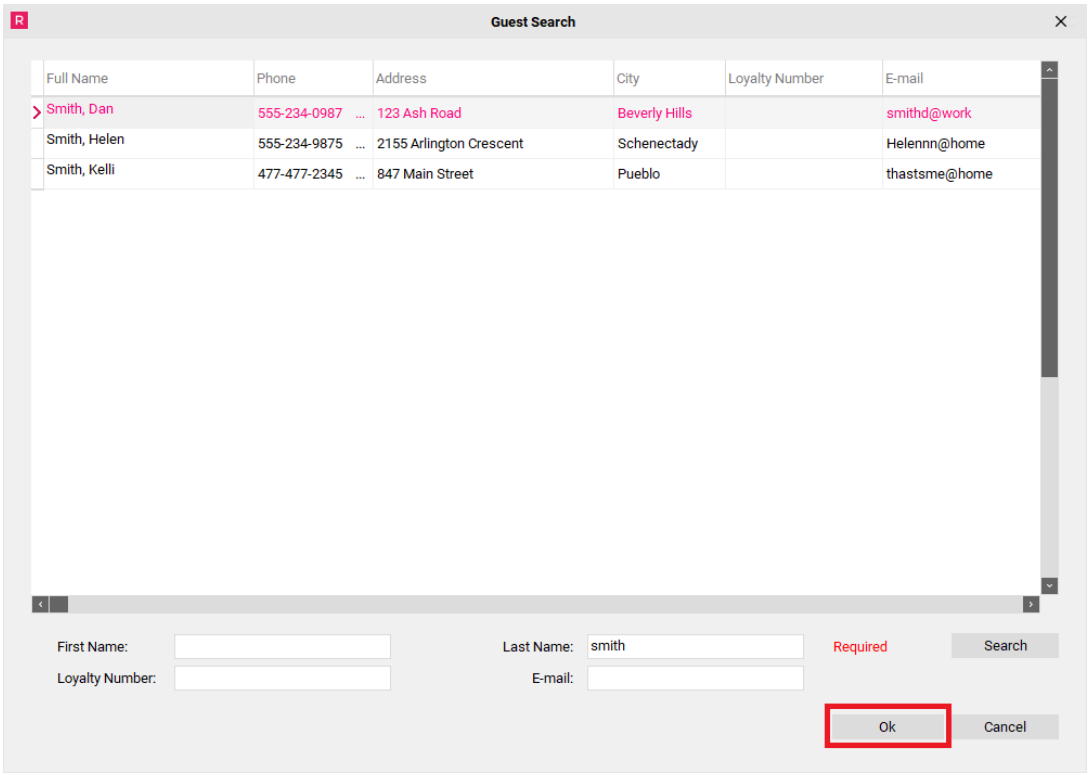
Select the **Search** button to the right of the screen to see if the guest has an existing Guest Profile.



A list of Guest Profile's fitting your search criteria will appear in the screen below. If the guest you are looking for is located in the list, click on their name (ensure the black arrow is pointing towards their name) and select the "OK" button at the bottom of the screen. The Guest's Profile Information will now automatically populate into the Guest Info Tab.

Reasons for doing a Guest Search:

- Makes the reservation process move a lot faster
- Ensures cleaner reporting (ie: # of guest stays) and a smaller more accurate database
- Duplicate Guest Profiles can be created if you manually enter the Guest Information for a guest that already has an existing Guest Profile in the PMS

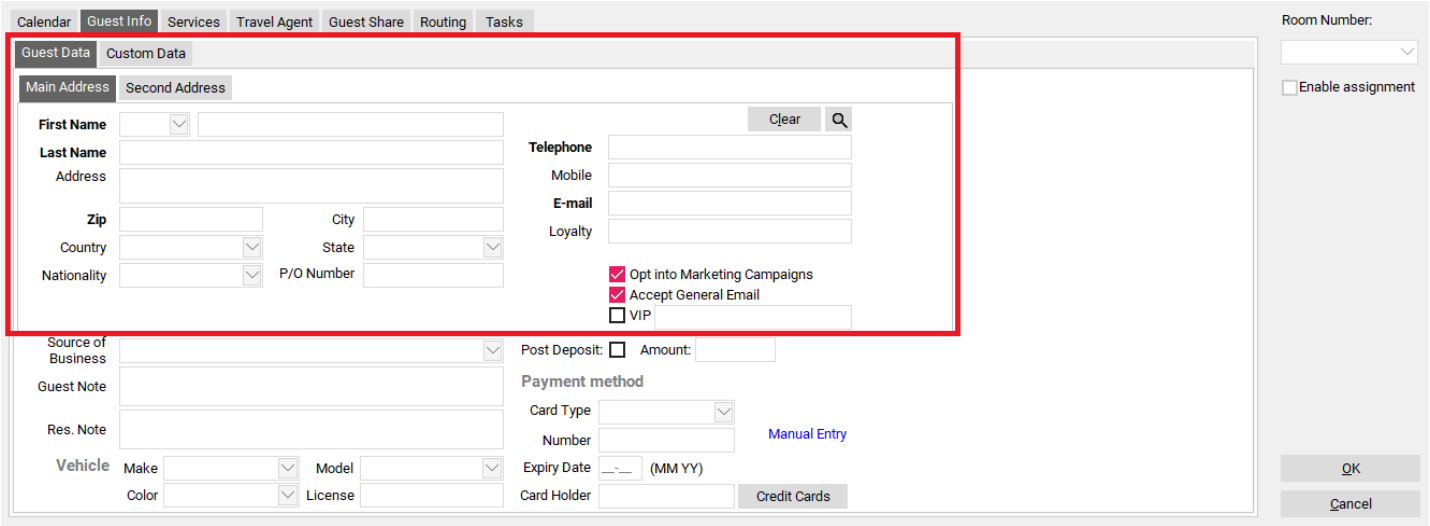


New Guest Profile

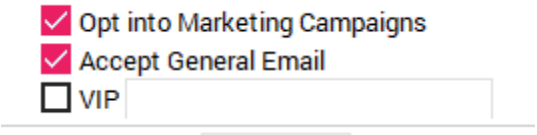
If the guest does not have a pre-existing Guest Profile, select the cancel button within the Guest Search box and proceed to fill in the guest information manually into the Guest Data screen below.

Enter as much information as possible. The more information you enter, the more useful it will be to you in the future. The absolute minimum that you will be required to enter is the First Name, Last Name and Telephone Number. If your property has setup Required Fields, those selected fields will be mandatory as well, and be shown in **bold**.

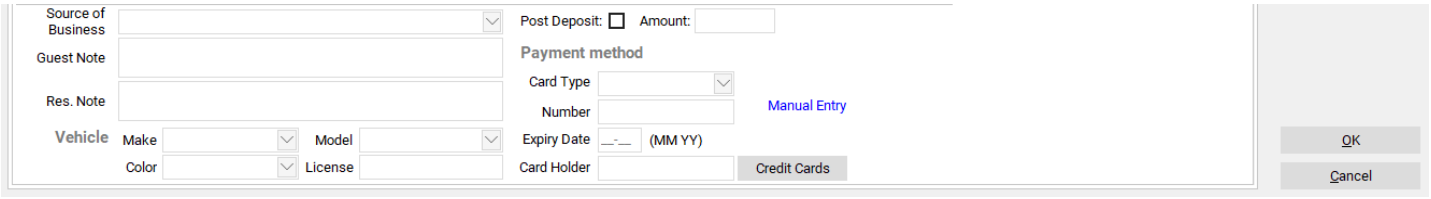
TIP: When filling in a guest's information, after inserting the U.S or Canadian Zip/Postal Code hit the TAB button and the PMS will automatically populate the City, Country and State for you!



- **Opt into Marking Campaigns –** check this box if the guest has agreed to be included in such things as Promotional Email Blasts
- **Accept General Email –** check this box if the guest has agreed to be accept general emails (ie: email confirmations) from your property
- **VIP –** check this box if this guest is to be identified as a VIP Guest. You may type more information regarding the guests VIP status in the blank box to the right of the VIP checkbox. NOTE: Once the reservation is created, the guest reservation will appear highlighted in green as a way of identifying the VIP reservation



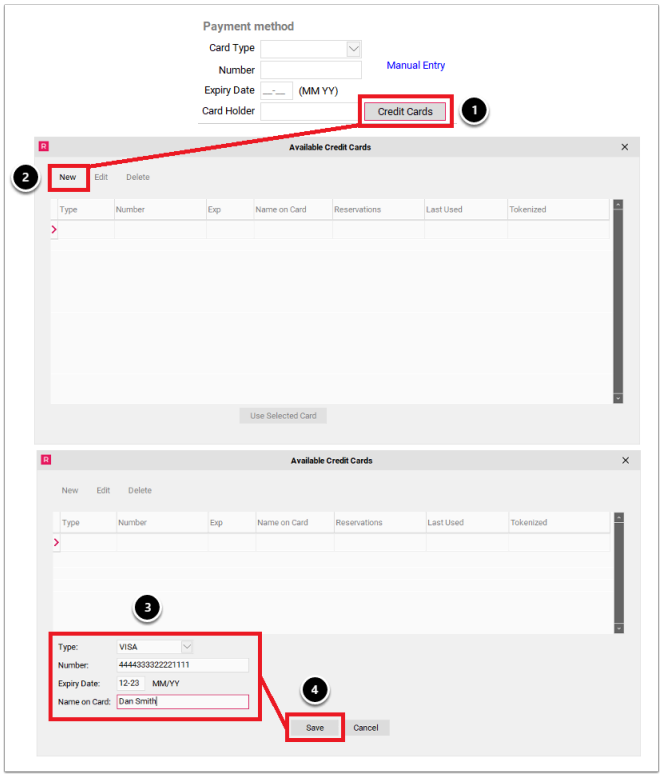
- **Source of Business –** select how or where the guest heard about the property. Certain Statistical Reports in the PMS are produced based on Source of Business so it is important that this field is filled out to ensure accurate reporting.
- **Guest Note –** this area is for notes pertaining to the guest and will be saved on the Guest Profile and will appear on all future reservations until changed
- **Reservation Note –** this area is for notes pertaining to this reservation only and will not be saved on the Guest Profile
- **Post Deposit –** if the Policy in the PMS is set to take a deposit at the time of reservation, the amount of the deposit will appear in this box. Once the OK button is selected to create the reservation, the deposit will then be posted to the guest reservation.
- **Payment Method –** a valid method of payment must be placed on the reservation in order to guarantee the booking.



Entering Additional Credit Cards

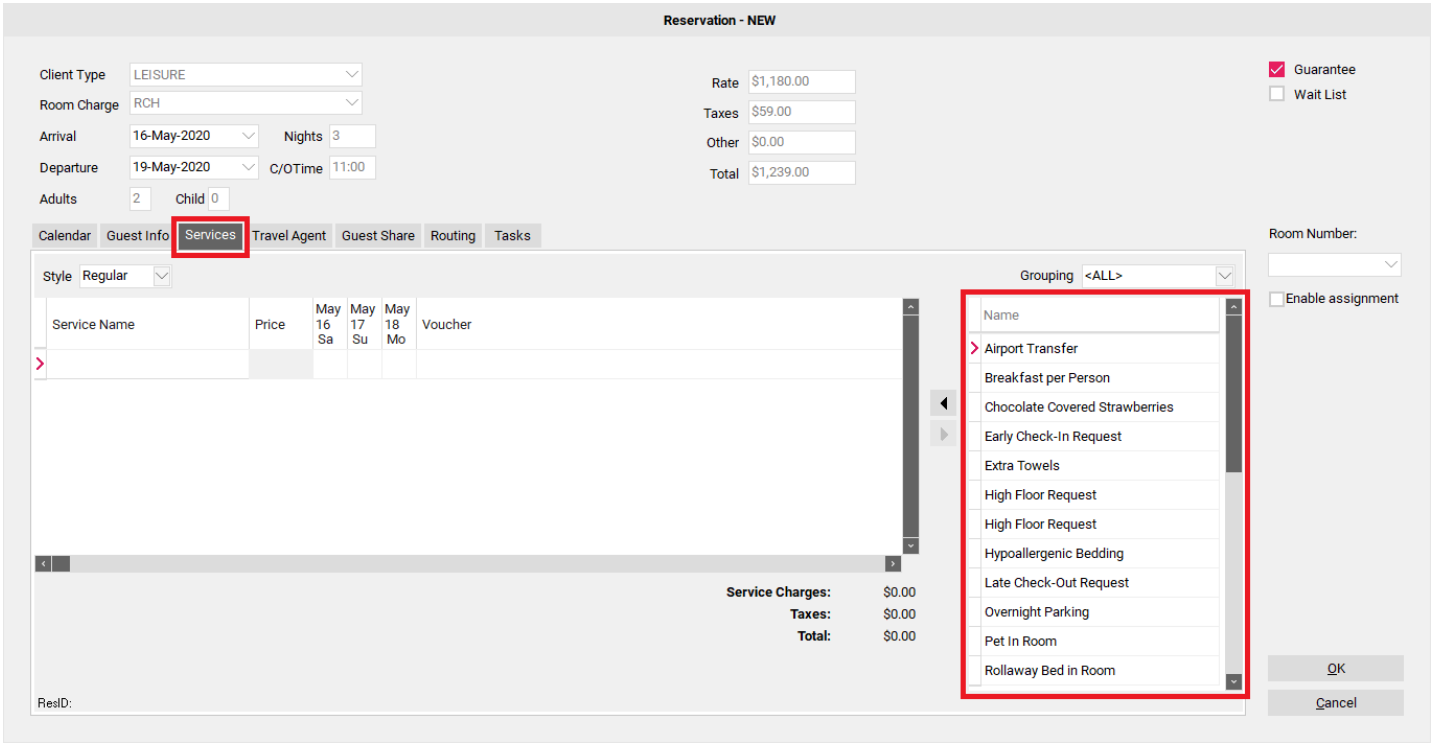
Credit Cards – this button allows you to add two or more credit cards on a Guest Reservation.

1. After selecting the Credit Cards button the “Available Credit Cards” box will appear.
2. Select the “New” button at the top of the screen.
3. Enter the additional card information into the box below, and select the “Save” button and the additional card information will be saved.

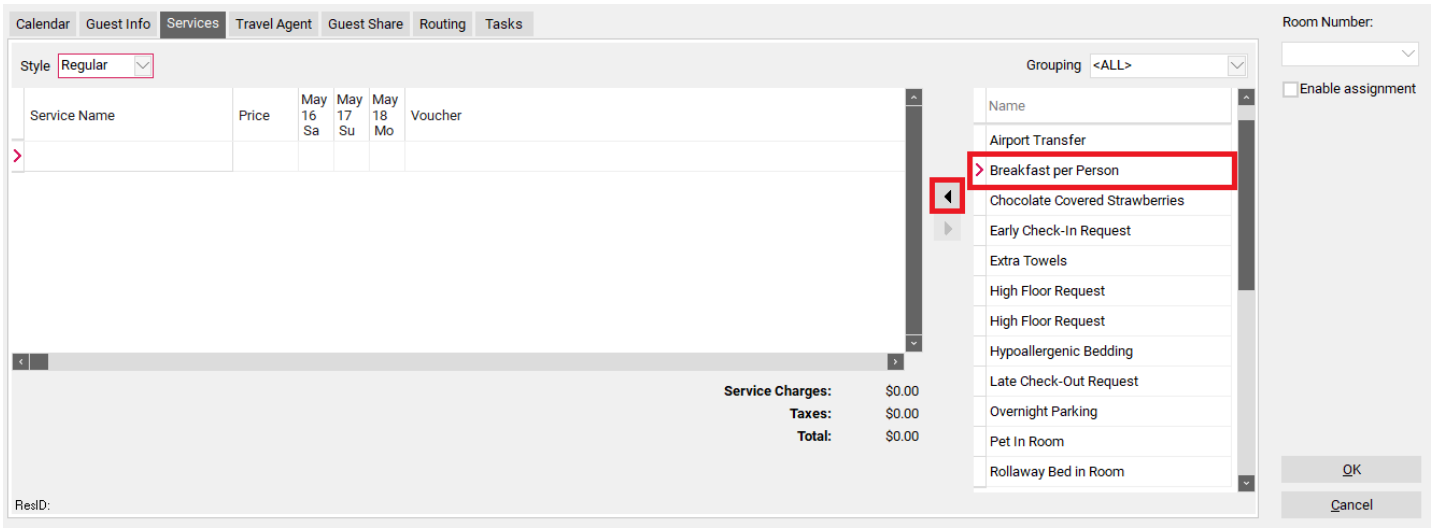


Step 4: Selecting applicable Guest Services (optional)

If your property is using Guest Services, they should have already been entered into the PMS by your management team, and should be displayed on the right hand side of the screen.



Choose the Service you would like to add to the reservation by clicking on the Service, and then using the arrow pointing towards the left to add the Service to the reservation.

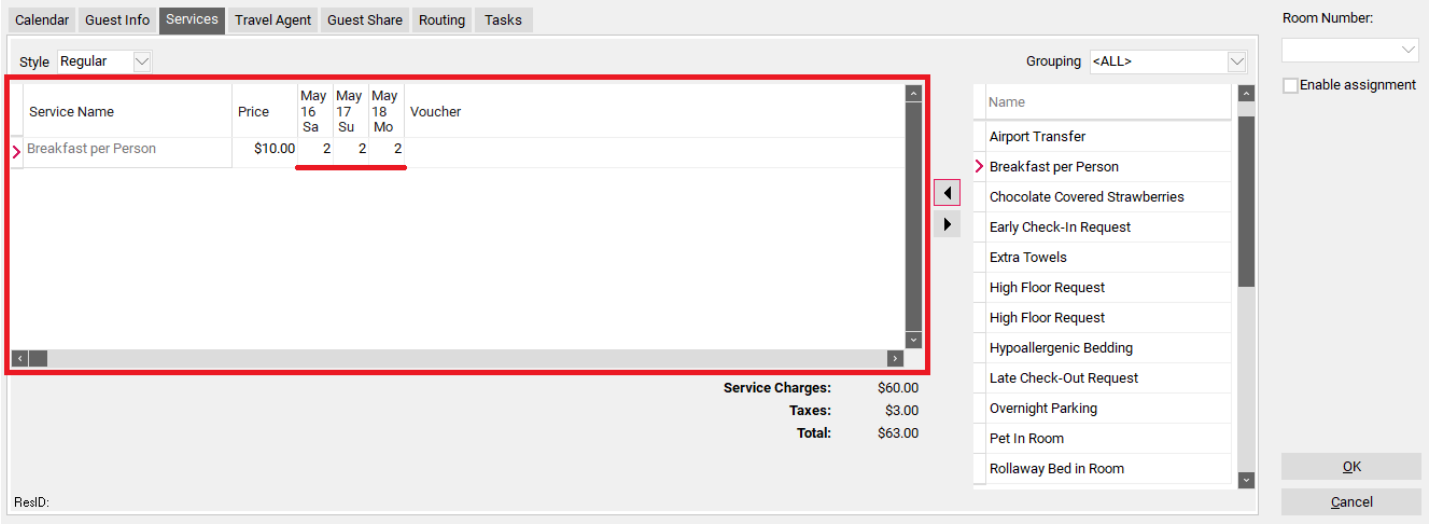


The item will now display in the selected box. If there is a price already attached to this service it will be displayed under the “Price” column.

NOTE: If there is no price, or you would like to change the price, simply enter the desired amount into the “Price” column.

The highlighted number indicates how many times the Guest Service is being applied to the reservation each day. This is typically based on how the Service is setup, and whether it is based on a "per person", or "per room" pricing model. In this example, the Breakfast service is set to post per person, per day. Because this reservation is for 2 people, it will post twice each day,

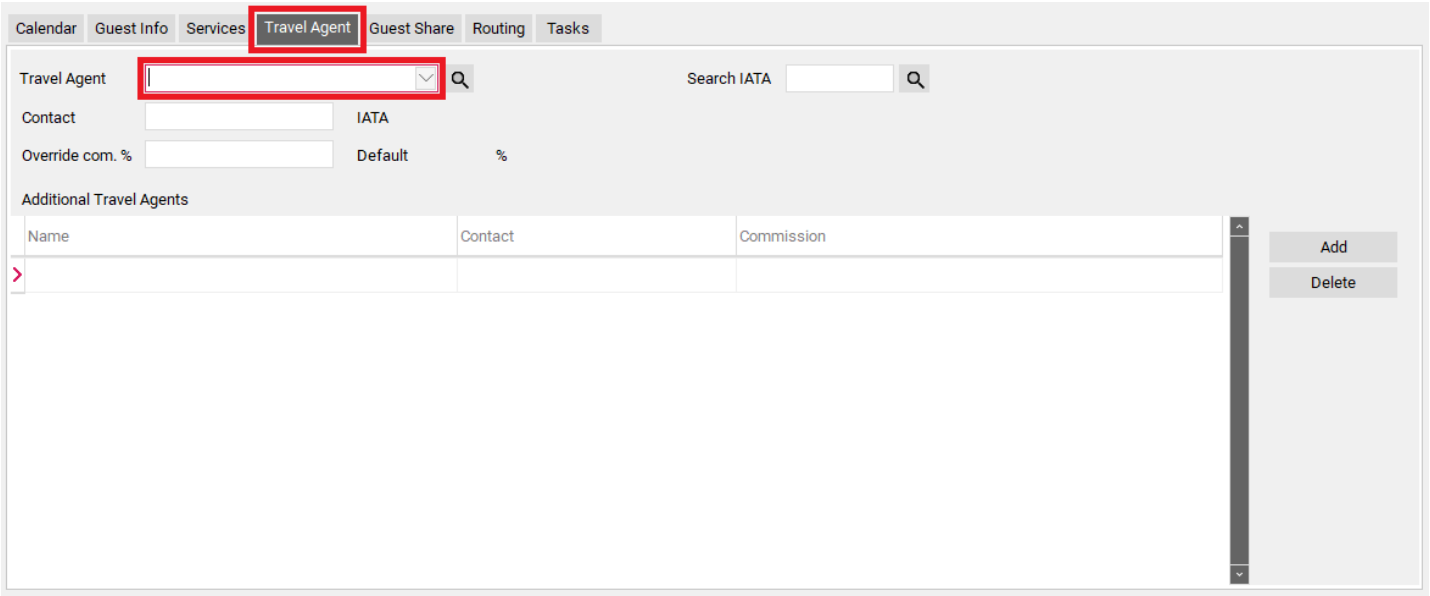
once for each person in the room. If you wish to change how many times per day this Service posts, you can alter this number up or down as needed. Enter "0" to omit the service for a specific date.



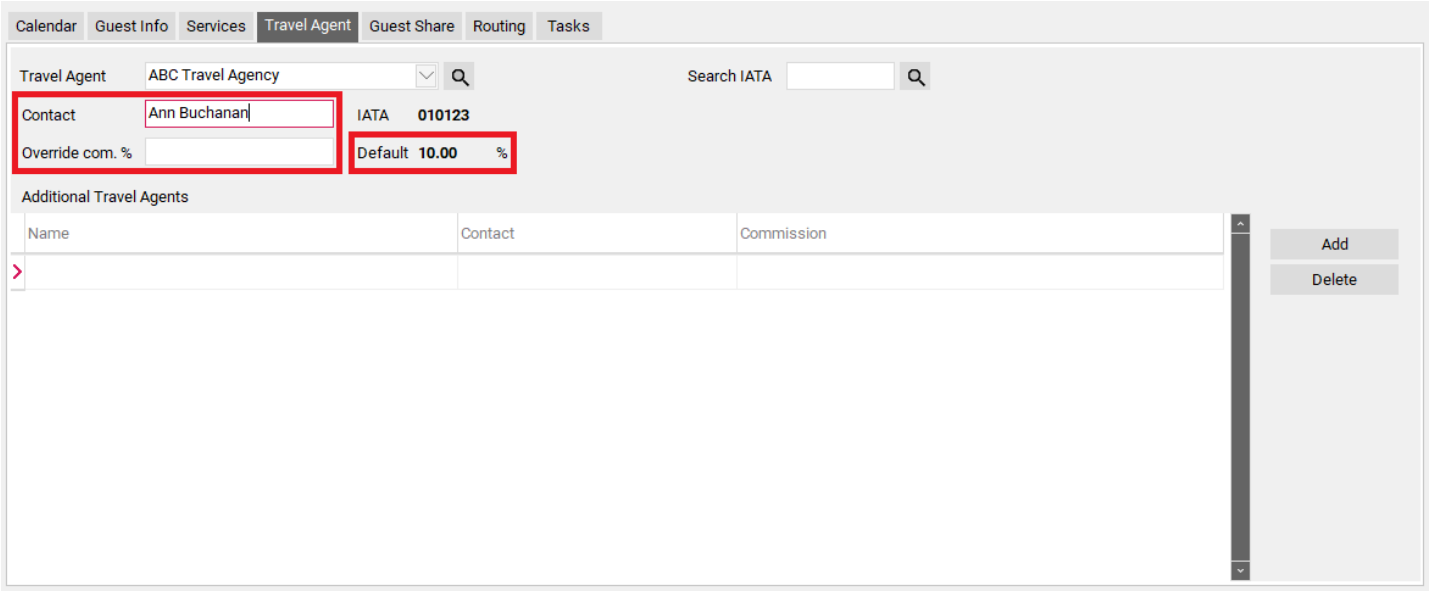
Step 5: Attaching a Travel Agent (if applicable)

If a Travel Agent needs to be attached to the booking, proceed to the Travel Agent tab. Use the drop down menu below to view a list of Travel Agents that already exist in the PMS.

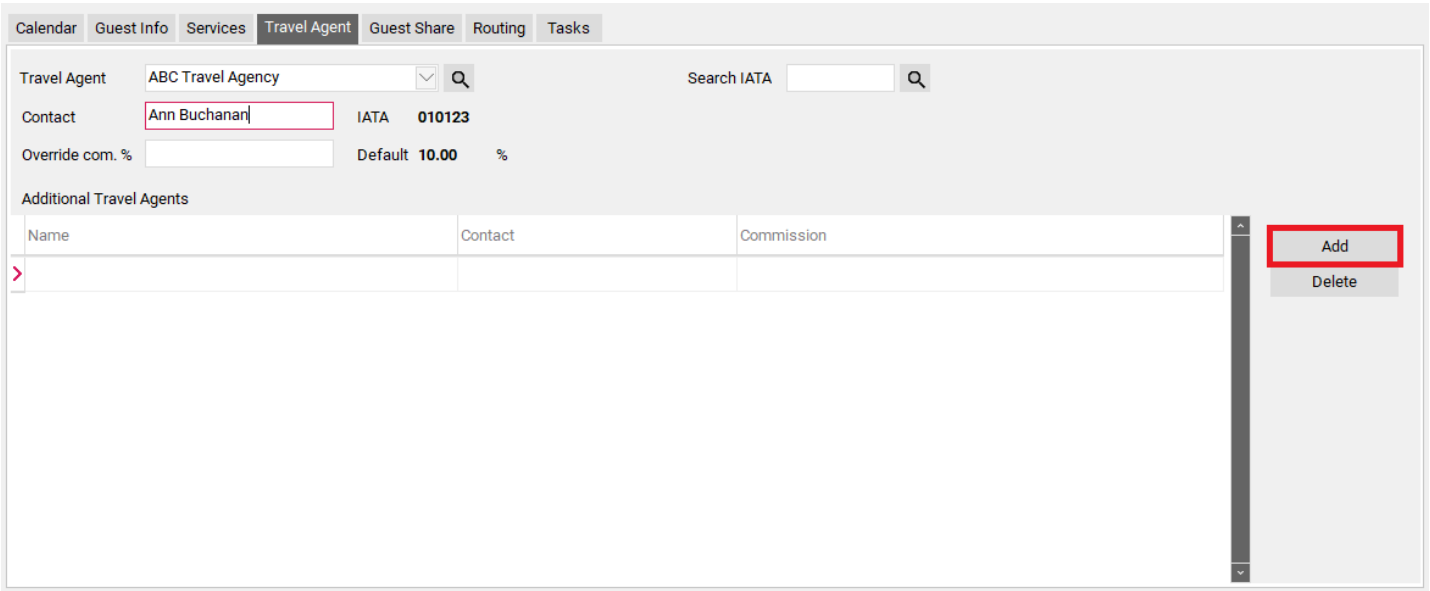
If the Travel Agent you are searching for is not in the drop down menu, the Binoculars icon can be used to access the Travel Agent Module so that you may enter the new Travel Agent's information.



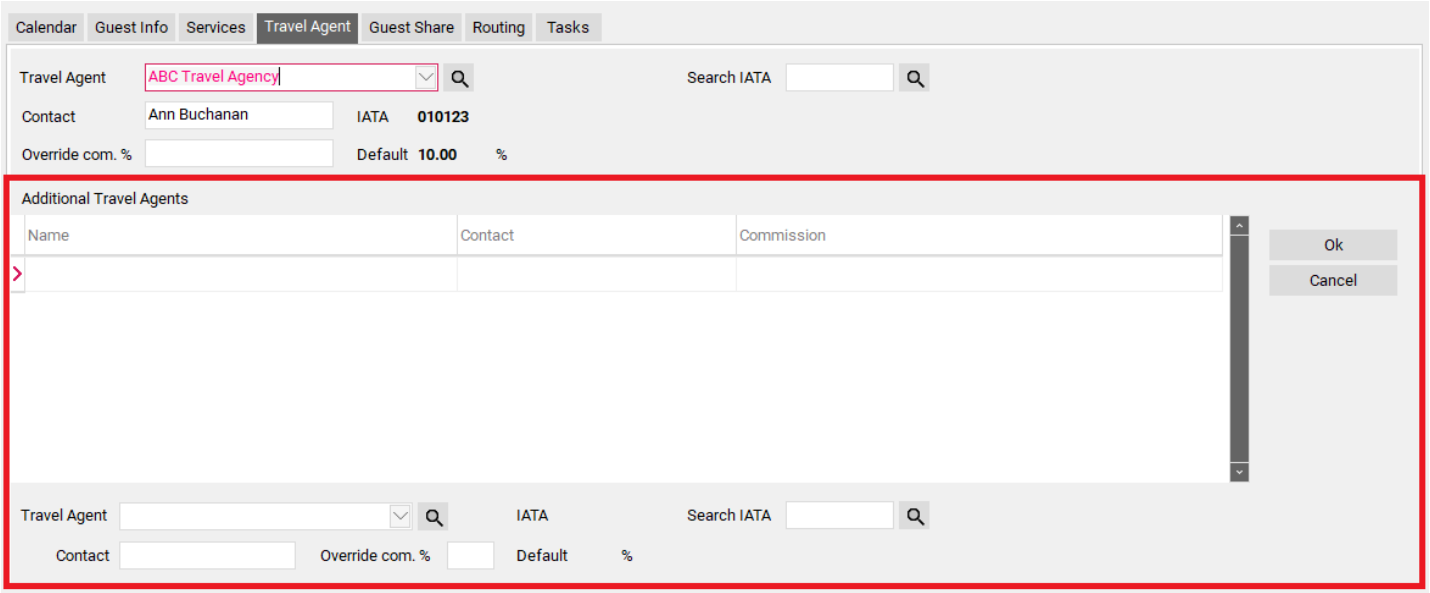
After you have selected the desired Travel Agent, you may manually enter the Contact Name into the Contact field below. Note how the Default Commission for this Travel Agent appears to the right hand side of the screen, if you wish to change the Commission Amount for this reservation only, input the new amount into the “Override Com%” box to the right.



Should you need to add more then 1 Travel Agent to a booking, use the “Add” button below to attach additional Travel Agents to the booking.



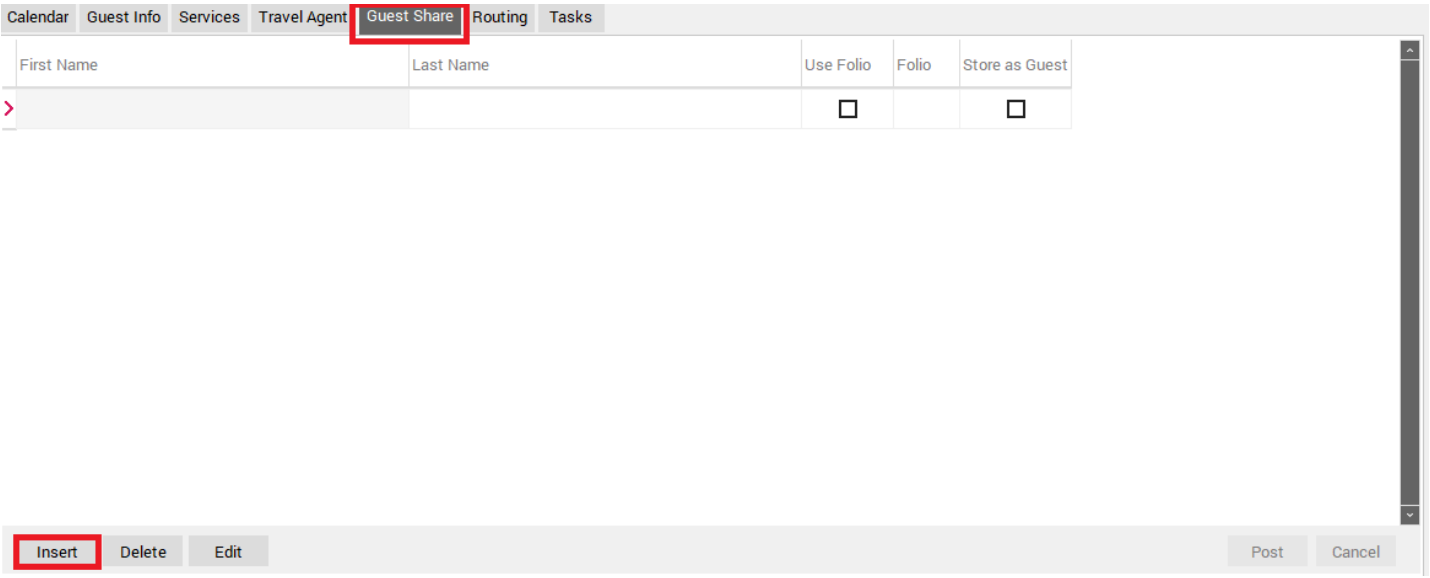
The Additional Travel Agents box will open, and you may attach another agent to this reservation, using the same steps as before. You can change the commission percentage on this reservation only by entering a new amount into the "Override com %" box.



Step 6: Attach Guest Share (if applicable)

The Guest Share tab allows you to add a 2nd guest name to a reservation. This name can be there for informational purposes only (ie: in case someone calls looking for the guest) or it can be there for billing purposes (ie: to split room charges upon checkout).

Should you need to add a 2nd (or 3rd or 4th, etc…) guest name to a reservation, select the "Insert" button below.

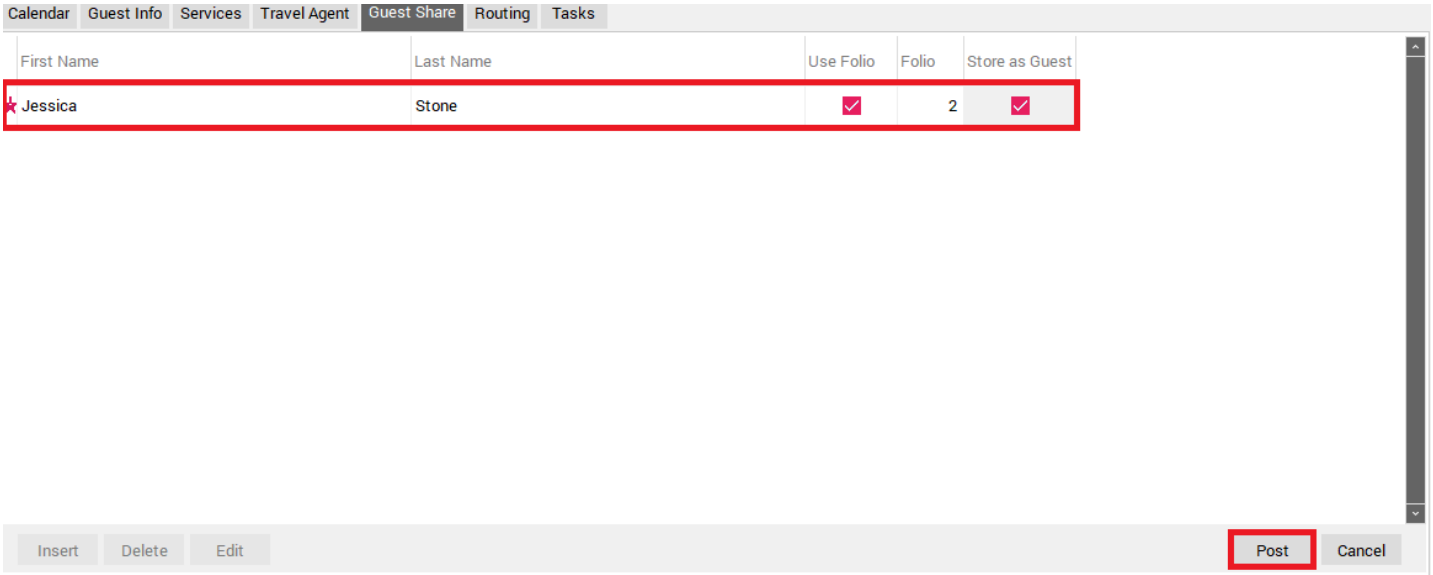


Next, input the information of the Guest that will be sharing the Room.

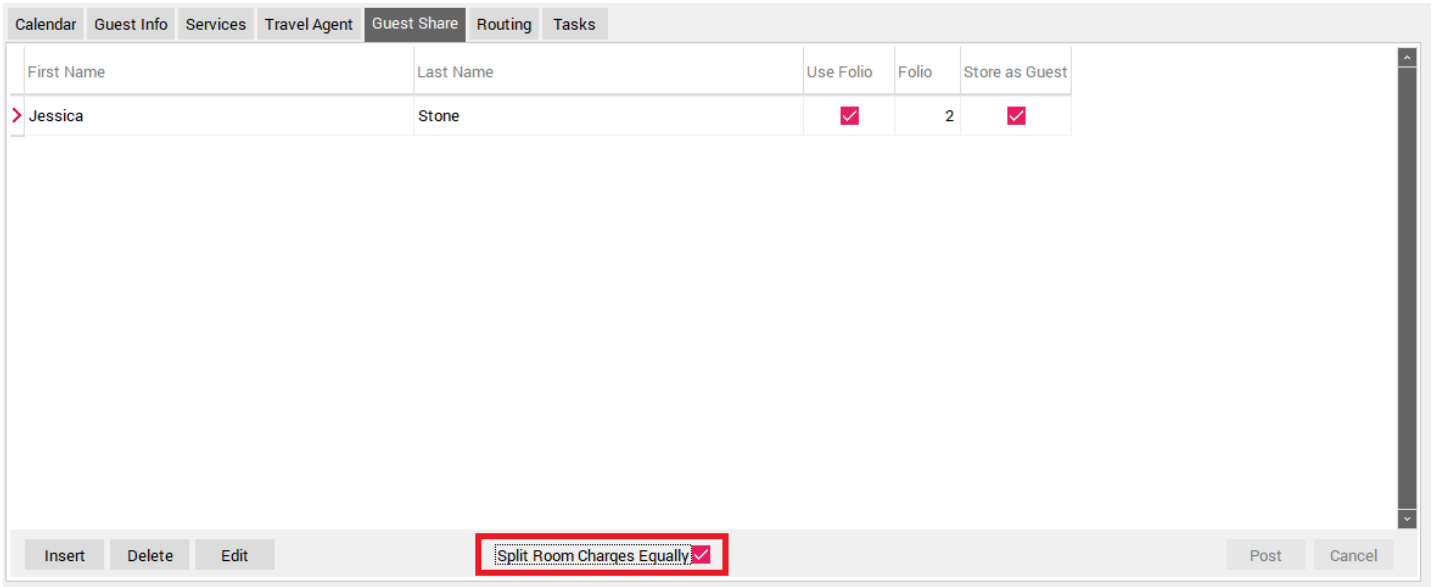
- **First/Last Name** – Enter the first & last name of the sharing guest
- **Use Folio** – Check this box if you wish for this guest to have their own specific Folio where charges can be posted

- **Folio** – Once the Use Folio box is checked, a folio number will automatically be assigned to this guest. Any charges this guest wishes to pay for can be posted to this folio
- **Store as Guest** – If you wish to create a separate Guest Profile for this guest, check this box and then enter the Guest Information into the box that appears.

Once the Guest Share information has been input, select the "Post" button to save.



After the Post button is selected, you will have the option to "Split Room Charges Equally" by checking the check box below.



Step 7: Setup Routing (if applicable)

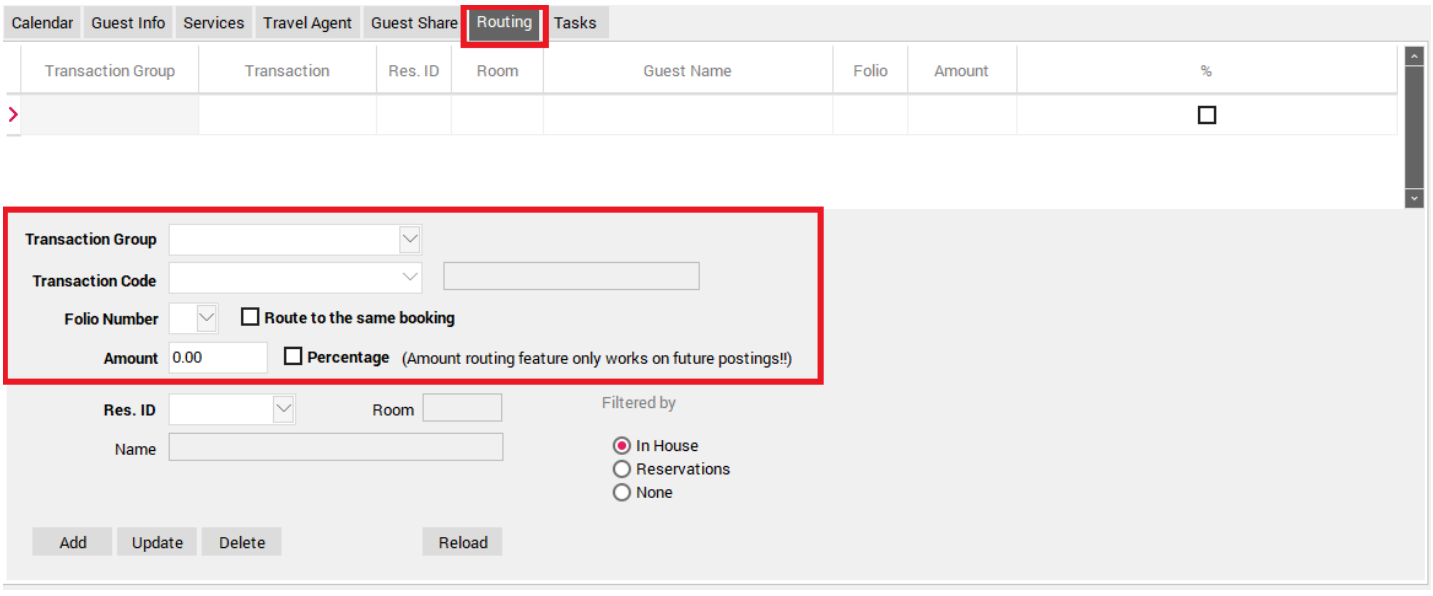
The Routing tab allows you to:

- Setup specific Transaction Codes to transfer to a different Reservation
- Setup specific Transaction Codes to transfer to a specific Folio # on the Guest Folio

Scenario 1: To setup specific Transaction Codes to transfer to a different Reservation follow these steps:

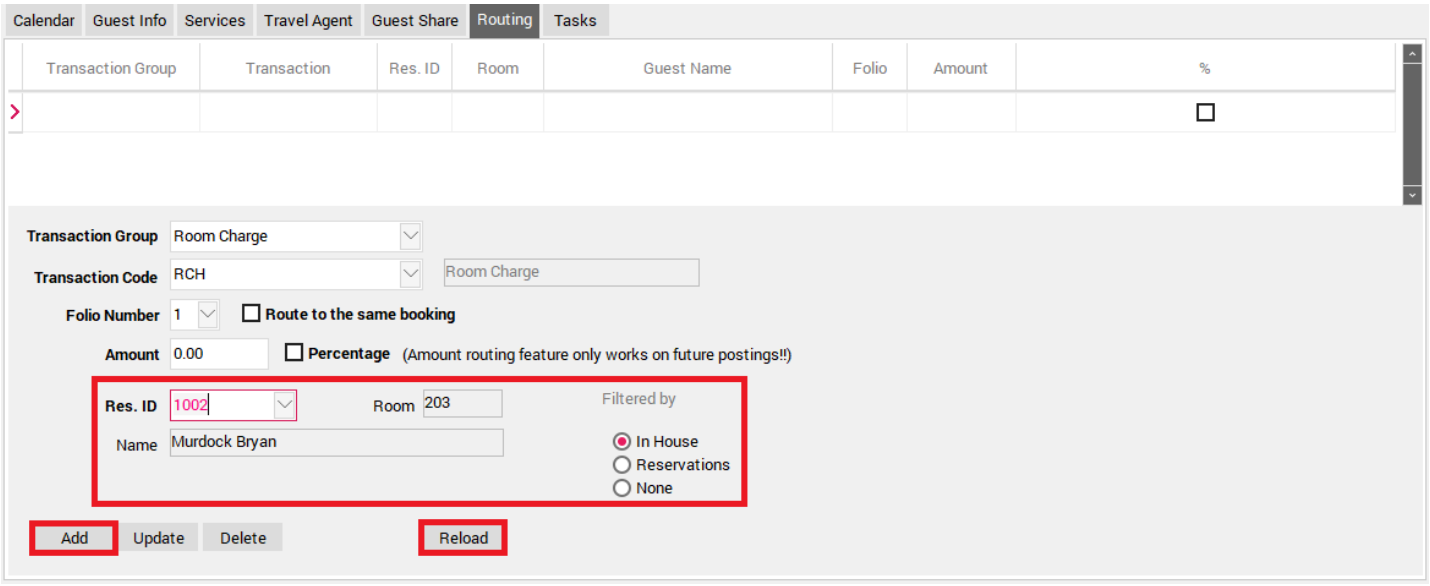
Transaction Group – Use the drop down menu to select the Transaction Group where the Transaction Code is located (ie: Room Charge Transaction Codes are found under Room Charge, Payment Transaction Codes are found under Payment and all other Transaction Codes are located under Other Charges) If you are routing ALL charges then you would select <ALL>.

- **Transaction Code -** Select the Transaction Code you wish to Route.
- **Folio Number –** select Folio 1 unless you would like the Transaction to Route to a specific folio number on the destination reservation, use the drop down menu to select the applicable Folio Number. NOTE: The Route to the same booking box should NOT be checked, unless you intend to route the charges to another folio on the same reservation.
- **Amount** (*Optional*) - If the permission "1546 - Route By Amount" is enabled for both your property, and your user ID, you may see this field. The amount that you enter into this box will be calculated on a daily basis. For example, if my Room Charge is $200 per night, and I enter $75 into the Amount field, it will route $75 of the $200 daily Room Charge to the folio I choose.
- **Percentage** (*Optional*) **-** As with the Amount field, this will only be displayed if the permission "1546 - Route By Amount" is enabled for both your property, and your user ID. This field acts as a modifier, and indicates that the value entered into the Amount field should be treated as a percentage. For example, if I enter "75" into the Amount field, and check the percentage box, the PMS will route 75% of the daily Room Charge, instead of $75.



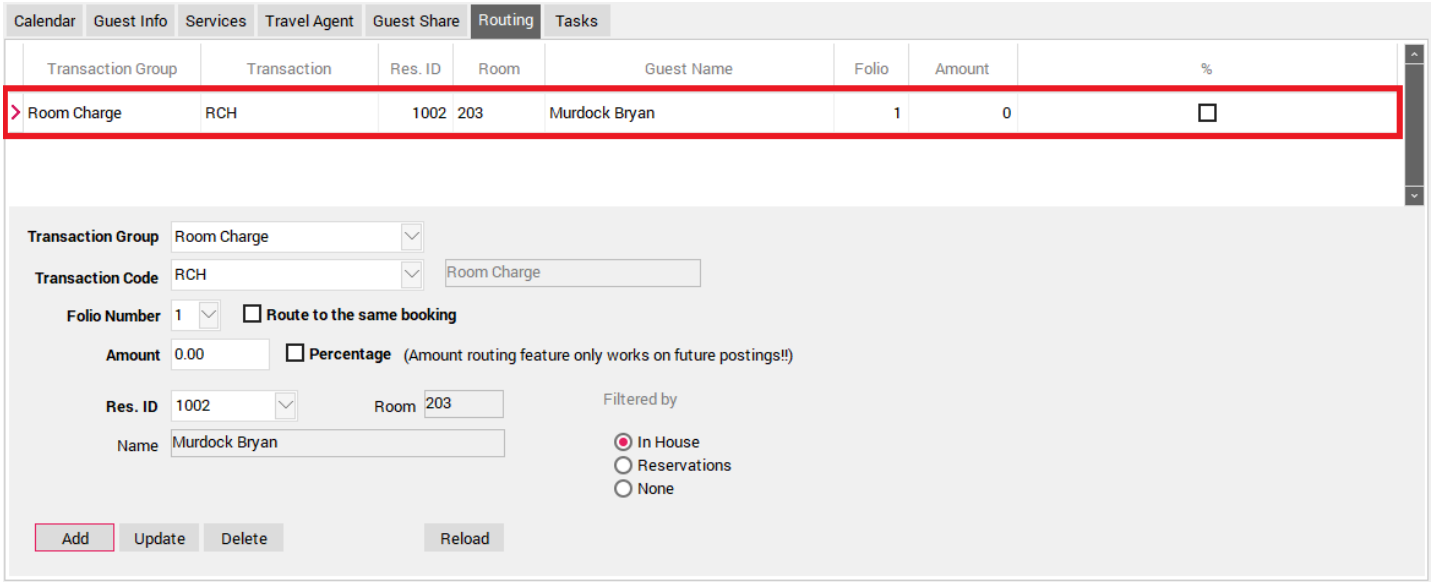
- Now select where the charges are going to be routed. Using the "**Filtered By**" settings select whether the guest is In House, Reservations (not in house yet but has a reservation) or None (will show all guests)
- Select the "**RELOAD**" button to load the guest Res ID information

- Select the correct Res ID from your list (This is the destination Reservation where the routed charges should end up)
- Click "**ADD**"



If needed, continue the first three steps to add more transaction codes. Hit the "**Add**" button so the charges move up onto your list.

When the routing is successfully set up, it will be displayed in the list of routed charges.

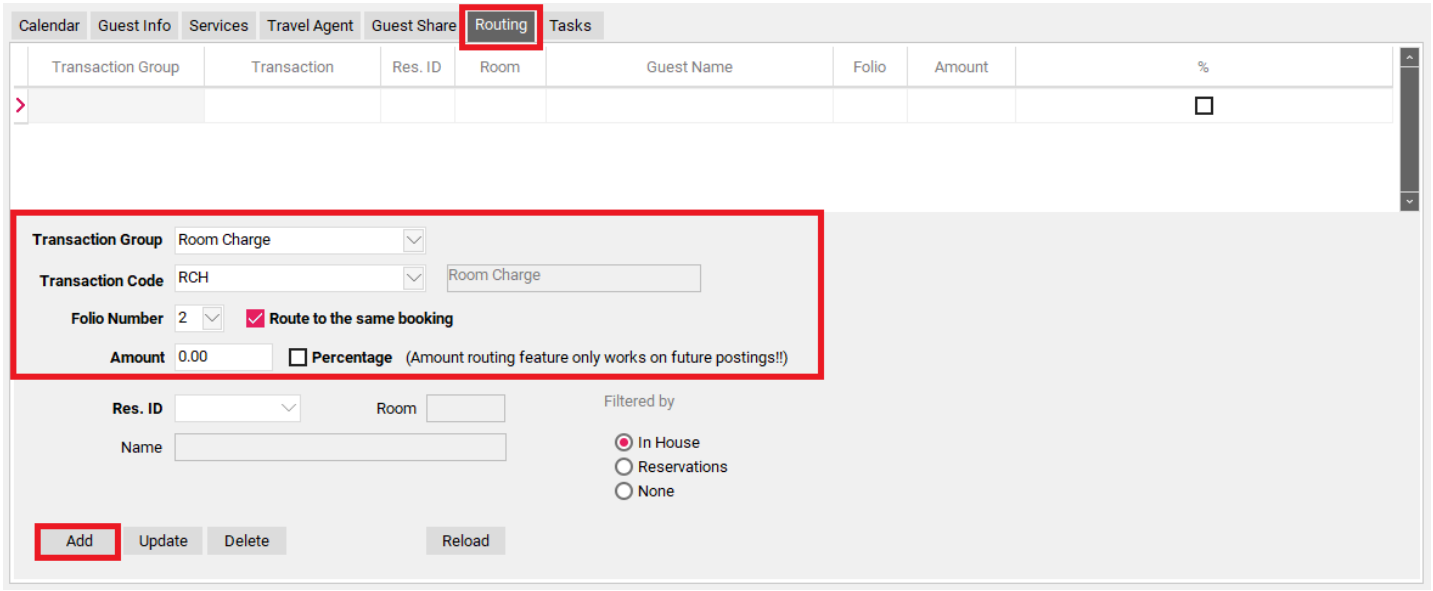


Scenario 2: Setup specific Transaction Codes to transfer to a specific Folio # on the same Guest Folio

- **Transaction Group –** Use the drop down menu to select the Transaction Group where the Transaction Code is located (ie: Room Charge Transaction Codes are found under Room Charge, Payment Transaction Codes are found under Payment and all other Transaction

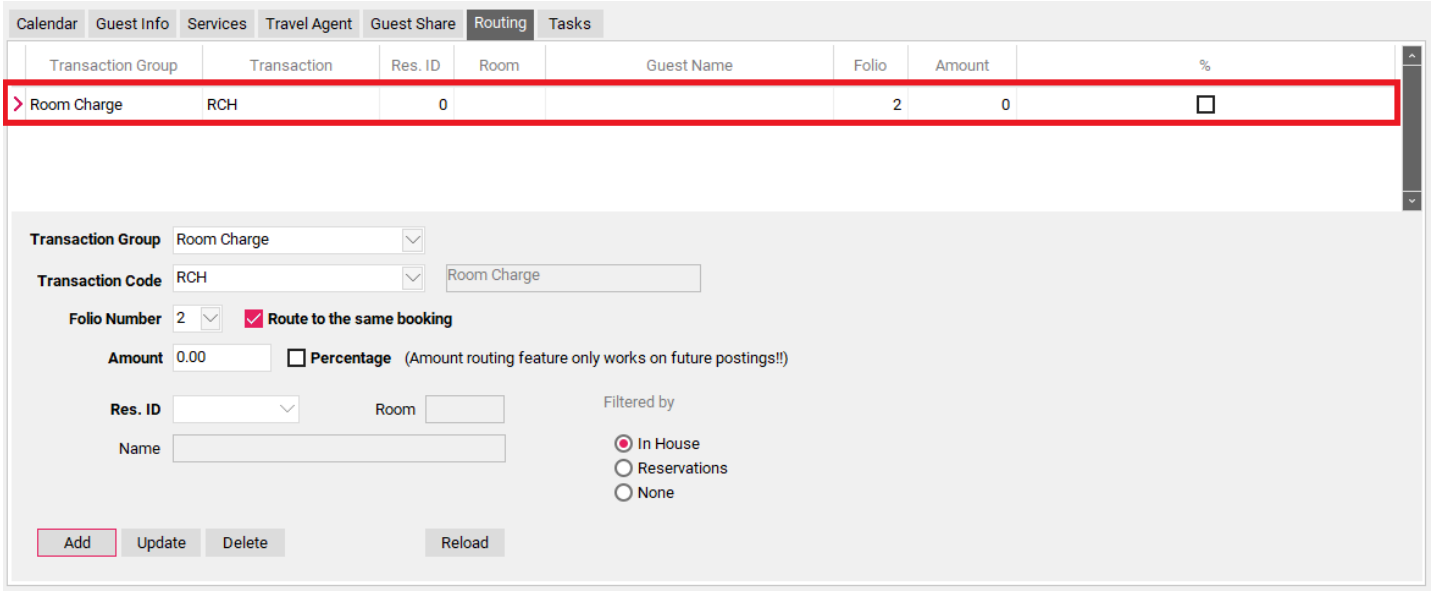
Codes are located under Other Charges) If you are routing ALL charges then you would select <ALL>.

- **Transaction Code -** Select the Transaction Code you wish to Route.
- **Folio Number –** select the folio number where you would like the Transaction Code to post.
- **Route to the Same Booking –** check this box
- **Amount** (*Optional*) - If the permission "1546 - Route By Amount" is enabled for both your property, and your user ID, you may see this field. The amount that you enter into this box will be calculated on a daily basis. For example, if my Room Charge is $200 per night, and I enter $75 into the Amount field, it will route $75 of the $200 daily Room Charge to the folio I choose.
- **Percentage** (*Optional*) **-** As with the Amount field, this will only be displayed if the permission "1546 - Route By Amount" is enabled for both your property, and your user ID. This field acts as a modifier, and indicates that the value entered into the Amount field should be treated as a percentage. For example, if I enter "75" into the Amount field, and check the percentage box, the PMS will route 75% of the daily Room Charge, instead of $75.
- Select the "**Add**" button at the bottom of the screen



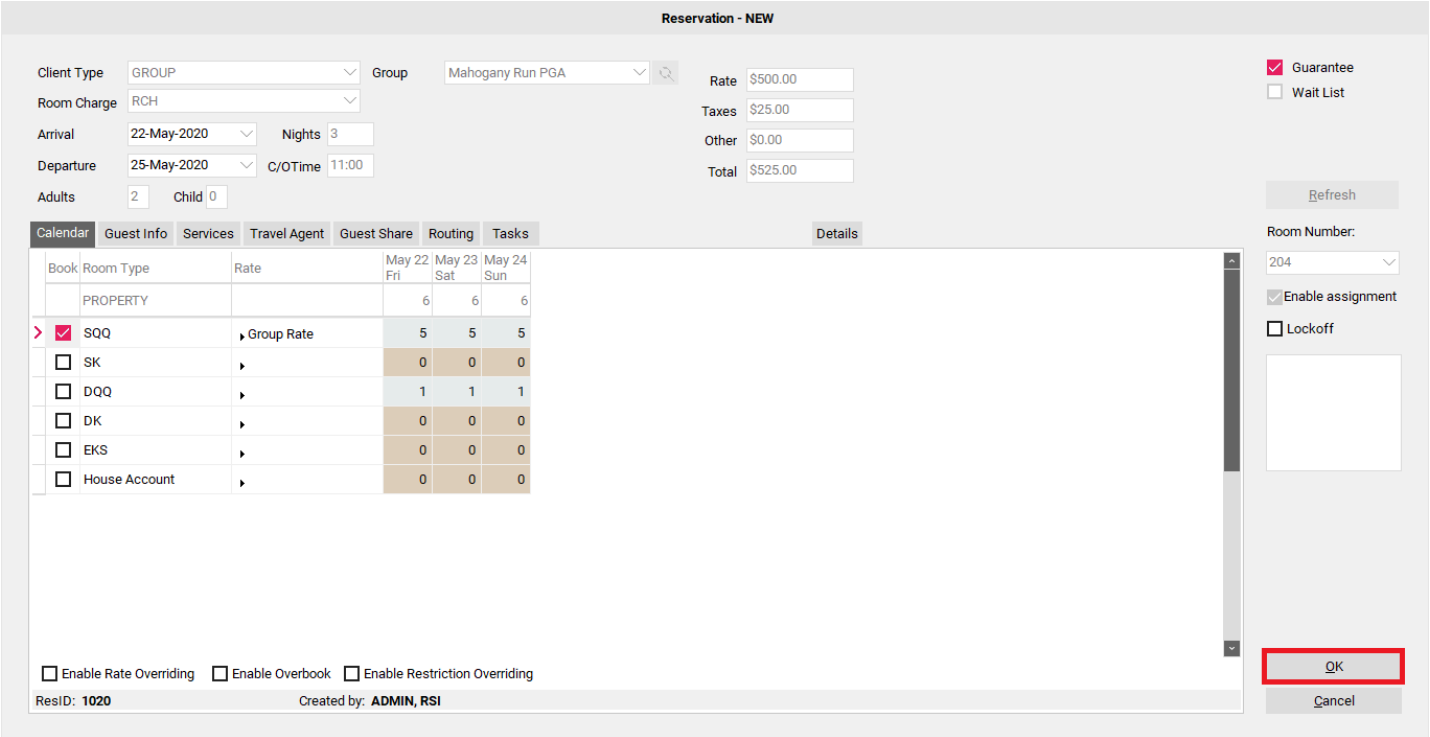
If needed, continue the first three steps to add more transaction codes. Hit the "**Add**" button so the charges move up onto your list.

When the routing is successfully set up, it will be displayed in the list of routed charges.



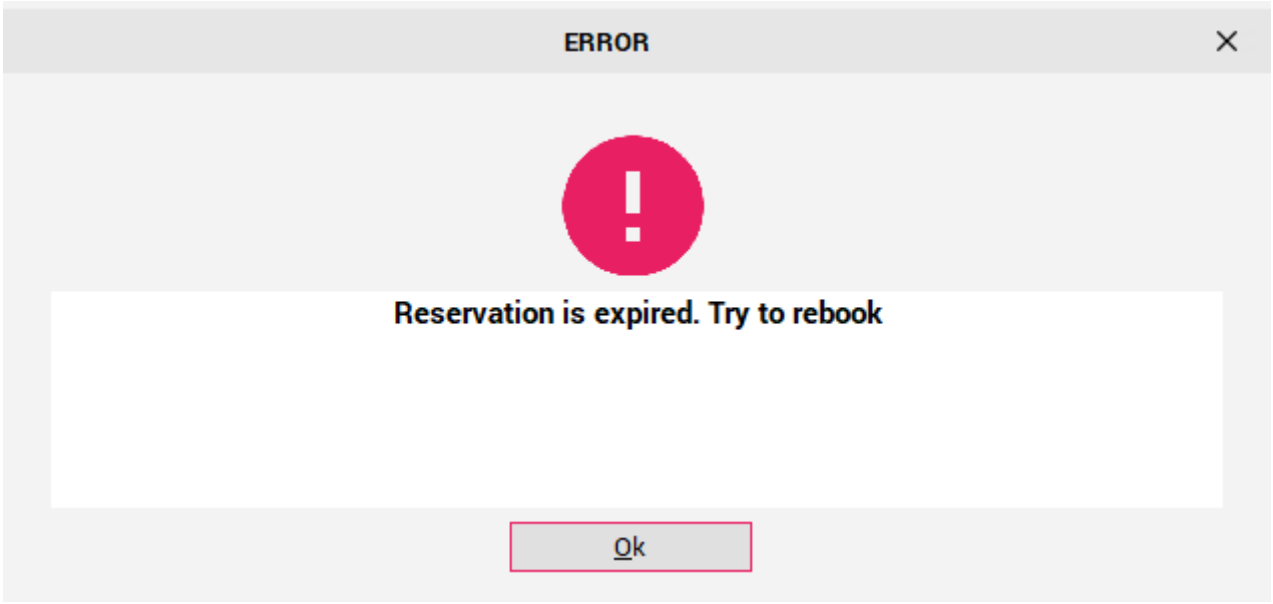
Step 8: Complete the Reservation

Once all the reservation information has been added to the booking, select the "**OK**" button to create the reservation in the PMS.



"Reservation is Expired" message

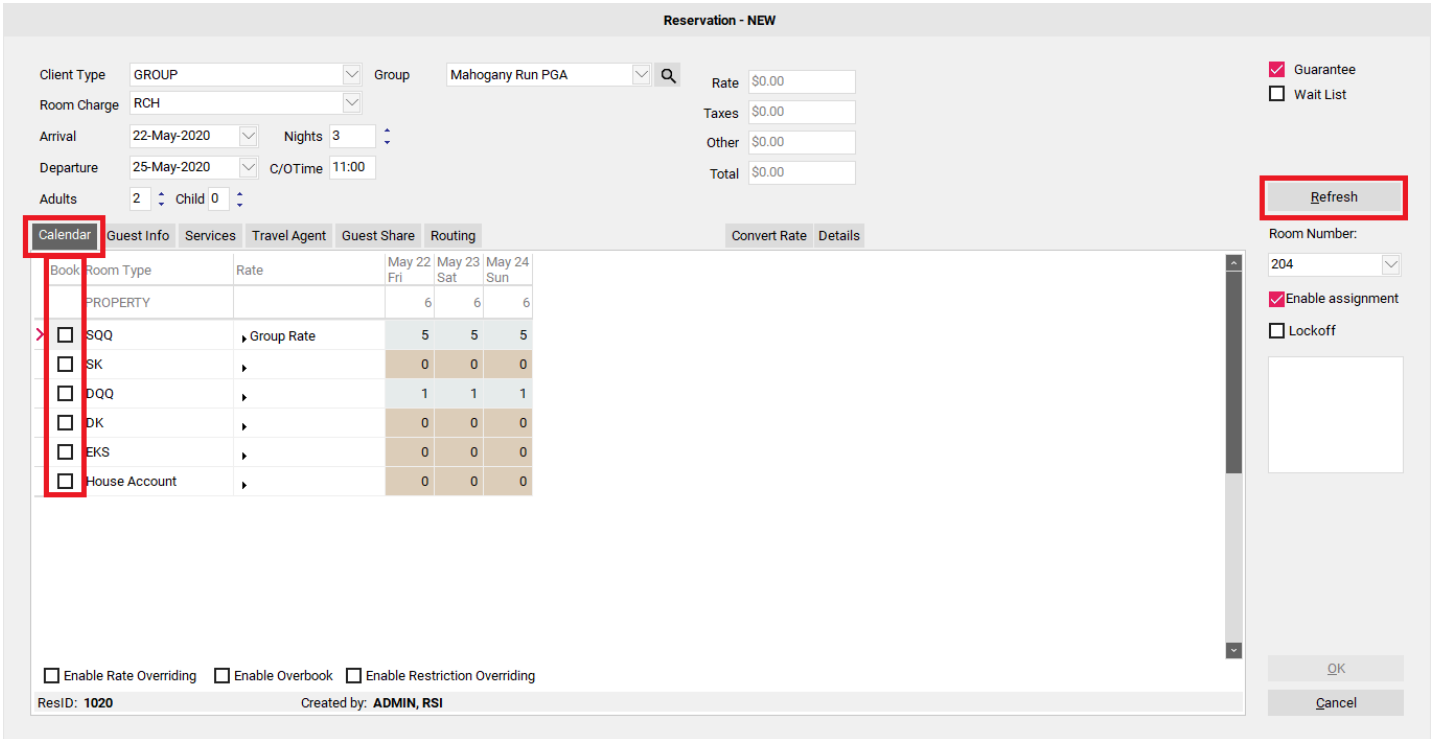
You have 5 minutes to complete the booking process, if you do not complete the booking process within this time you will receive a message that the reservation has expired.

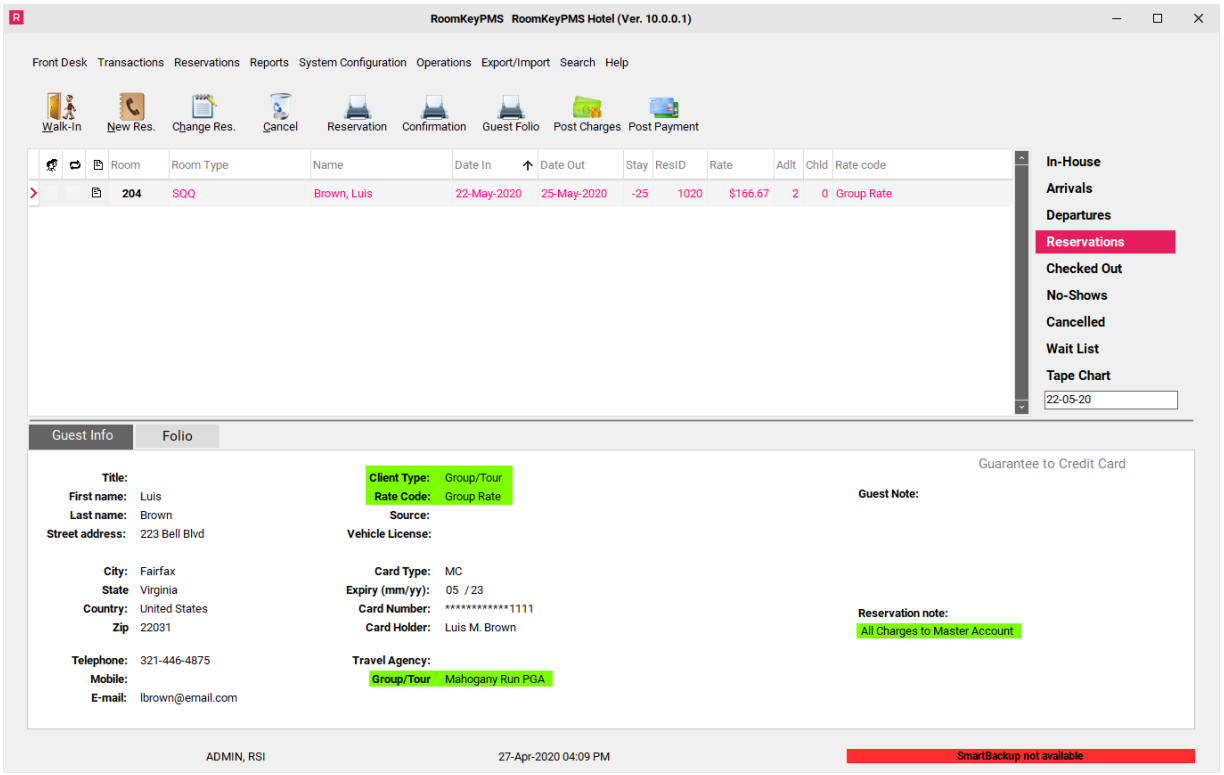


Refreshing reservation

To refresh and complete your reservation:

1. Go to the Calendar Tab,
2. Uncheck the checkbox under the **Book** column
3. Select the **Refresh** button to ensure the room is still available
4. Recheck the checkbox under the **Book** column
5. Select **OK** to create the reservation.



Reviewing the completed Reservation

Once created, the reservation will then appear in the PMS. Notice the highlighted fields showing the Group Information for this booking.