

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.

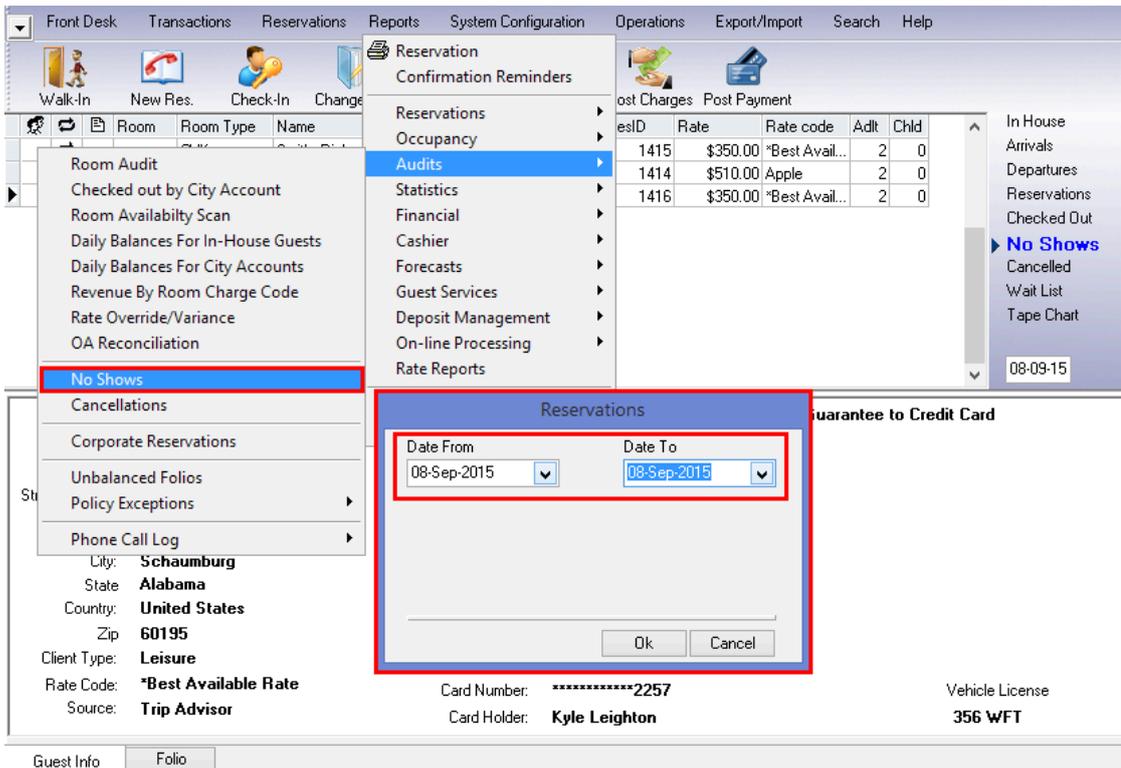
There are two commonly used methods when dealing with No Shows:

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

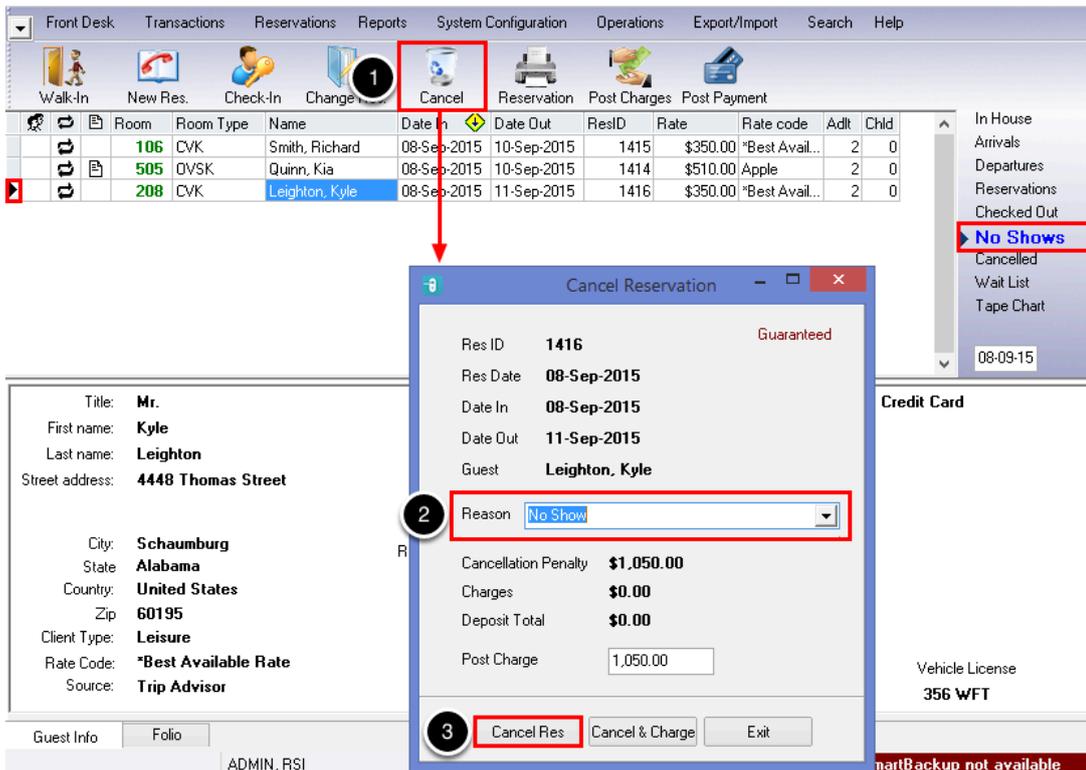
ResID	Room Type	Rate Code	Rate	Guest Name	Type	Source	Res. Date	Date In	Date Out	Deposit	Room#
1416	CVK	*Best	\$350.00	Leighton, Kyle	LEISURE	TRIPAD	08-Sep-2015	08-Sep-2015	11-Sep-2015	\$0.00	208
1414	OVSX	Apple	\$510.00	Quinn, Kia	CORP	REPEAT	08-Sep-2015	08-Sep-2015	10-Sep-2015	\$0.00	505
1415	CVK	*Best	\$350.00	Smith, Richard	LEISURE	REPEAT	08-Sep-2015	08-Sep-2015	10-Sep-2015	\$0.00	106
										\$0.00	

Canceling 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**



labelling="Section-Header"> 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)

The screenshot shows the 'Cancel Reservation' dialog box in a hotel management system. The dialog contains the following information:

- Res ID: 1415 (Guaranteed)
- Res Date: 08-Sep-2015
- Date In: 08-Sep-2015
- Date Out: 10-Sep-2015
- Guest: Smith, Richard
- Reason: No Show
- Cancellation Penalty: \$700.00
- Charges: \$0.00
- Deposit Total: \$0.00
- Post Charge: 700.00

A red callout box points to the 'Post Charge' field with the text: "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."

The 'Cancel & Charge' button is highlighted with a red box and a circled '3'. The 'Reason' dropdown is highlighted with a red box and a circled '2'. The 'Cancel' button is highlighted with a red box and a circled '1'.

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 1 - Richard Smith

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 Foliros

#	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

Canceling 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 a hotel management system interface. At the top, there is a menu bar with options: Front Desk, Transactions, Reservations, Reports, System Configuration, Operations, Export/Import, Search, and Help. Below the menu bar is a toolbar with icons for Walk-In, New Res., Check-In, Change Res., Cancel, Reservation, Post Charges, and Post Payment. A table lists reservations with columns: Room, Room Type, Name, Date In, Date Out, ResID, Rate, Rate code, Adlt, and Chld. The first row shows reservation 505 for room OVSK, guest Quinn, Kia, with dates 08-Sep-2015 to 10-Sep-2015, ResID 1414, Rate \$510.00, Rate code Apple, Adlt 2, and Chld 0. A 'Cancel Reservation' dialog box is open in the foreground, showing details for Res ID 1414, Res Date 08-Sep-2015, Date In 08-Sep-2015, Date Out 10-Sep-2015, and Guest Quinn, Kia. The dialog box includes a 'Reason' dropdown menu set to 'No Show', a 'Cancellation Penalty' of \$510.00, 'Charges' of \$0.00, 'Deposit Total' of \$0.00, and a 'Post Charge' field with the value 510.00. The 'Cancel & Charge' button is highlighted with a red box and a circled '2'. The background shows a reservation list with 'No Shows' highlighted in a red box and a sidebar menu with options: In House, Arrivals, Departures, Reservations, Checked Out, No Shows, Cancelled, Wait List, and Tape Chart. The date 08-09-15 is displayed at the bottom right of the sidebar menu.

Review the Folio

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

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

Room Type	Name	Date In	Date Out	ResID	Rate	Rate code	Adlt	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 Refresh Select Move 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	

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