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:

Front Desk	Transactions	Reservations Reports System Configuration Operations Export/Import Search Help	
1	S 2	👂 🕪 😨 🚢 💘 🔿	
Walk-In	New Res. Chec	x-in Change Res. Cancel Reservation Post Charges Post Payment	
ରୁ ଅ 🖹 B I ପ	oom Room Type OVSK	Name Date In O Date Out ResID Rate Rate code Adlt Child Dunnnire, Gary 20-Aug-2015 21-Aug-2015 1378 \$550.00 "Best Avail" 2 0	Arrivals
			Departures Reservations Checked Out
		✓ Guest Check-In ×	No Shows Cancelled
		Show Clean/Inspected Only Disable on-line processing Show all available rooms Override default credit	Wait List Tape Chart
	•	Room Number: Available Credit: 501	
			20-08-15
Title:	Mr.	e to Credi	t Card
First name: Last name:	Gary Dunmire		
Street address:		Add Voucher Check In Caricel	
City:	Laguna Hills	×	
State Country: Zip	California United States 96523	Roll-over time has passed. This reservation can no longer be checked in.	
Client Type: Rate Code:	Leisure *Best Available	Vehicle Li	cense
Source:	Social Media		
Guest Info	Folio		

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 Reservation:	s Reports System Config	uration Operation	s Export/Import	Search Help	
			🖻 💓			
	New Day Charles Cha			De la Brance la		
	ioom Room Type Name OVSK Durnmire, t	Date In ♦ Date Date In ♦ Date Sary 20-Aug-2015 22-Au	Out ResiD Jug-2015 1378	Post Fognifient Rate Rate co \$575.00 "Best Av	de Adit Chid aii 2 0	In House Arrivals Departures Reservations Checked Out No Shows Cancelled
						Wait List Tape Chart
Title:	Mr.	Telephone:	408-121-1212		Guarantee to Credit C	ard
First name:	Gary	Mobile:				
Last name:	Dunmire	E-mail:				
Street address:		Guest Note:				
City: State Country:	Laguna Hills California United States	Reservation note:				
Zip	96523	Card Type:	MC	ravel Agency		
Client Type:	Leisure	Expiry (mm/yy):	05 / 20			
Rate Code:	*Best Available Rate	Card Number:	1111		Vehicle Licer	nse
Source:	Social Media	Card Holder:	Gary Dunmire			
Guest Info	Folio					
	ADMIN, RSI		21	-Aug-2015 03:45 AM		

Un-check the **Book** box:

Cli	ent Typ	e LEISURE	~						
Ro Ch	iom iarge	RCH	V			¢1 150 00	T	¢172.50	🖌 Guarantee
An	ival	20-Aug-2015 🖌 🗸	Nights 2		Hat	9 \$1,100.00	Taxes	\$172.00	📃 🛛 Wait List
De	parture	22-Aug-2015 🗸 🗸	C/OTime 11:00		Oth	er \$0.00	Total	\$1,322.50	
Ad	lults	2 🔹 Child 0 🔹							
С	alendar	Guest Info Services	Travel Agent Guest Sha	are Rou	iting Tasks			Details	<u>R</u> efresh
	Book		Rate	Aug 20 Thu	Aug 21 Fri			^	Room Number:
		CVK	Ŧ	20	20				T
		CVQQ	Ξ	20	20				Enable
		OVK	<u>+</u>	20	20				assignment
		OVQQ	Ξ	20	20				
Þ	~	OVSK	± *Best Available Rate	9	9			_	E coston
		PS2B-K/QQ	Ŧ	2	2				
		HOUSE ACCOUNT	+	11	11				

Change the Arrival Date to Today's Date:

Walk-In	Client Type LEISURE Room RCH Arrival 20:Aug-2015 August. 2015	▼ Nights 2 ★ C/0Time 11:00	Rat	e \$1,150.00 Taxes er \$0.00 Total	\$172.50 \$1,322.50	✓ GuaranteeWait List
Sun Mo	on Tue Wed Thu Fri Sat	Travel Agent Guest Share	e Routing Tasks	8	Details	<u>R</u> efresh
23 24 30 31	20 21 22 4 25 26 27 28 29 1 2 3 4 5 Today: 2015-08-21 0VQQ 0VSK 0VSK PS2B-K/QQ HOUSE ACCOUNT	Rate A T ± 1 ± 1 ± 1 ± 1 * 1 * 1 * 1 * 1 * 1 * 1 * 1 * 1 * 1	Jug 20 Aug 21 Fri 70 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 10 20		^	Room Number:

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	D . 41 150 00 T 4173 50	✓ Guarantee
Arrival	21-Aug-2015 🔽 Nights 1 🚖	Rate \$1,150.00 Taxes \$172.50	Wait List
Departure	22-Aug-2015 C/OTime 11:00	Other \$0.00 Total \$1,322.50	
Adults	2 Child 0		
Calendar	Guest Info Services Travel Agent Guest Share Routing	Tasks	<u>H</u> erresh

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	¥							✓ Guarantee
Arrival	21-Aug-2015 🗸	Nights 1			Rate	\$600.00	Taxes	\$90.00	Wait List
Departure	22-Aug-2015 🗸	C/OTime 11:00			Other	\$0.00	Total	\$690.00	
Adults	2 🚔 Child 0 🚔								
Calendar	Guest Info Services	Travel Agent G	uest Share	Routing	Tasks			Details	<u>R</u> efresh
Book		Rate	A. Fr	ug 21 i				^	Room Number:
	WK	+		20					T
	VQQ	+		20					Enable
0	IVK	+		20					assignment
0	IVQQ	+		20					Lockoff
▶ √ 0'	IVSK	∃ *Best Available	Rate	10					
	S2B-K/QQ	+		2					
🗌 Н	IOUSE ACCOUNT	+		11					
								~	<u> </u>
E	Enable Rate Overriding	🗌 Enable Ov	/erbook						🗙 <u>C</u> ancel
ResID: 13	378		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**

Front Desk Transactions Re	servations Repo	rts System Configura	ition Operatio	ins Export/Import	Search Help		
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Walk-In New Res. Check-O	ut Change Stay	Reservation Reg (ard Guest F	blio Post Charges Po:	st Payment		
🕺 🗭 🖹 Ro 🔶 Room Type 🛛 N	lame	Date In Date Or	ut Stay Re:	ID Pate Rat	e code Adlt C	hld 🔥	In House
🕨 💋 501 OVSK 🚺	Dunmire, Gary	21-Aug-2015 22-Aug-	2015 0	1378 🕁 \$600.00 *Be	st Avail 2	0	Arrivals
		Chara	00	×			Departures
	c	Charg	es				Reservations Cheatered Out
	Guest Name	Dunmire Garu					No Shows
	Resid	1378	Inn ID 14111	40001			Cancelled
	Date In	21-Aug-2015					Wait List
	Date Out	22-Aug-2015					Tape Chart
	Charge						
	Folio:	1 - Gary Dunmire	•				
	Code:	BCH	~				
	Deferences	Room Charge - Night of	August 20th				
	Neleience.	coo oo	August 2011			~	
0 - All Folios	Amount	600.00				Sumr	hary
	Taxes:	90.00				Hoom Unarge: Other Charge:	2000.00
	Total:	690.00	Voucher:		^	Tax:	\$90.00
▶ 1 21-Aug-2015 RL						Total:	\$690.00
	OK / Exit	OK / New		Cancel		Liedits:	\$0.00
	· · · · · · · · · · · · · · · · · · ·					Balance:	\$690.00
						Credit Limit: Available Credit:	\$690.00 \$0.00
		\$600.0	\$90.00	\$690.00	~	Now	O Stau
<					>	C HOW	() Stay
Guest Info Folio							
ADMI	N, RSI		;	21-Aug-2015 04:02 AM			

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:

0 - All Folios	Summ	ary					
						Room Charge:	\$1,200.00
😲 🗁 # 🛛 Date 🛛 🔶 T (Code Description	Amount ¹	Tax	Total	Voucher 🔥	Other Charge:	\$0.00
1 21-Aug-2015 R0	ICH Room Charge	\$600.00	\$90.00	\$690.00		lax:	\$180.00
1 21-Aug-2015 04 R0	CH Room Charge - Night of August 20th	\$600.00	\$90.00	\$690.00		Total:	\$1,380.00
						Credits:	\$0.00
						Balance:	\$1,380.00
						Credit Limit: Available Credit:	\$690.00 - \$690.00
		\$1,200.00	\$180.00	\$1,380.00	×	Now	O Share
<					>	011017	() Stay
Guest Info Folio							
Al	ADMIN, RSI		21-Aug-20	15 04:07 AM			