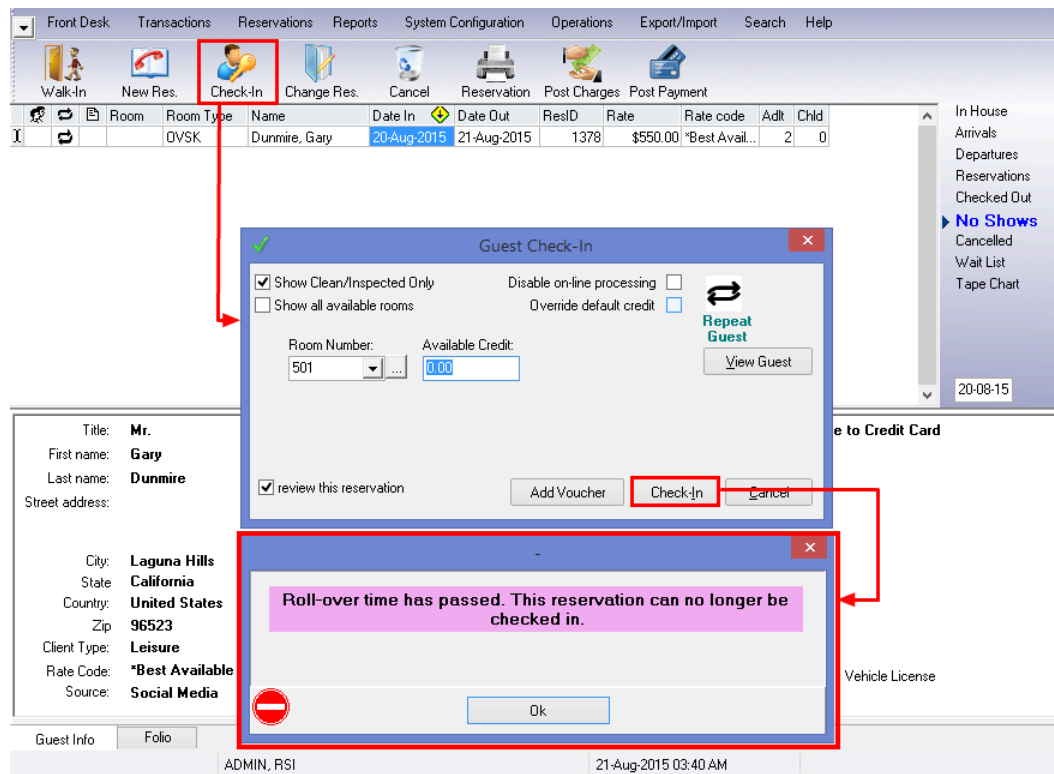


# Arrival and No Shows After Rollover Period

## 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	Adlt	Child
	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**

☒ Guarantee  
☐ Wait List

Refresh

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	+	9	9
<input type="checkbox"/> PS2B-K/QQ	+	2	2
<input type="checkbox"/> HOUSE ACCOUNT	+	11	11

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/OTime: 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

August, 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today: 2015-08-21

	Aug 20 Thu	Aug 21 Fri
Rate	20	20
+	20	20
+	20	20
+	20	20
*Best Available Rate	9	9
+	2	2
+	11	11

Travel Agent Guest Share Routing Tasks Details

OVQQ  
OVSK  
PS2B-K/QQ  
HOUSE ACCOUNT

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/OTime: 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

Room Number:

☐ Enable assignment  
☐ Lockoff

☒ OK  
☐ Cancel

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"/> OVK	+	20
<input type="checkbox"/> OVQQ	+	20
<input checked="" type="checkbox"/> OVSK	+	*Best Available Rate 10
<input type="checkbox"/> PS2B-K/QQ	+	2
<input type="checkbox"/> HOUSE ACCOUNT	+	11

☐ 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**

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	Rate code	Adit	Chld
501	DVSK	Dunmire, Gary	21-Aug-2015	22-Aug-2015	0	1378	\$600.00	*Best Avail...	2	0

**Charges**

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

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

OK / Exit OK / New Cancel

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**

☒ Now ☐ Stay

0 - All Folios

#	Date	TCode	Description	Amount	Tax	Total
1	21-Aug-2015	RCH	Room Charge	\$600.00	\$90.00	\$690.00

Guest Info Folio ADMIN, 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 Refresh Select Move

#	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**

☒ Now ☐ Stay

Guest Info Folio ADMIN, RSI 21-Aug-2015 04:07 AM