What are Room Discrepancies?

The following article addresses Room Discrepancies, the different types, and how to fix them.
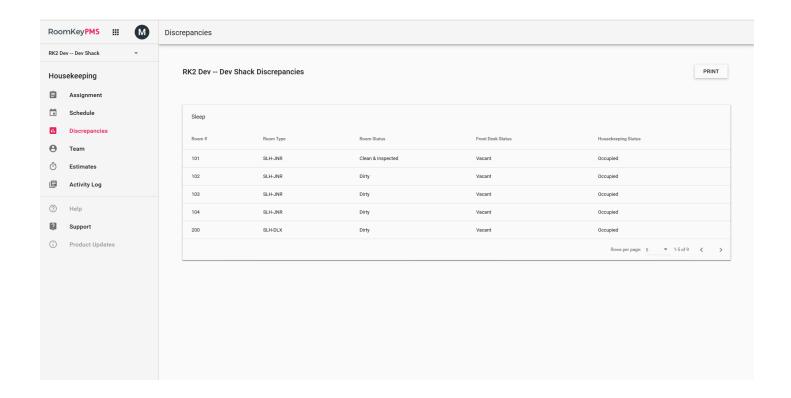
Discrepancies Page

Current Room Discrepancies are found on the **Discrepancies** page. Room Discrepancies occur when there is a conflict between the Front Desk and Housekeeping occupancy status of a room.

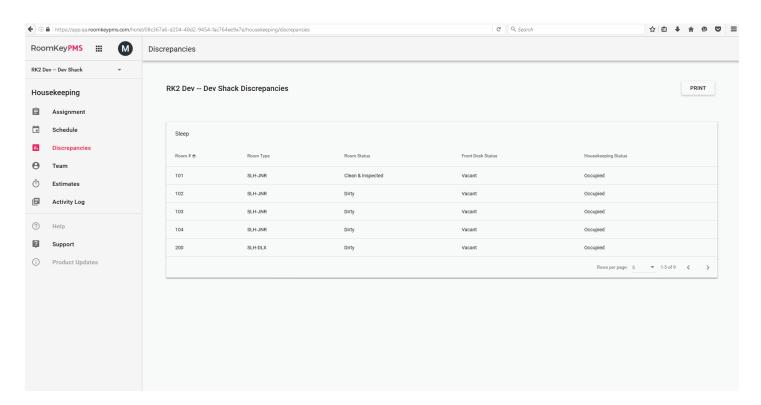There are two types of Room Discrepancies, **Sleep** and **Skip:**

1. **Sleep Discrepant** - This occurs when the Front Desk room status shows a room as Vacant, but the Housekeeping room status is marked as Occupied. A common way this can happen is when a guest comes down to the Front Desk to settle their bill, but is not actually checking-out at that time. After settlement, the guest returns to the room. If the Front Desk agent mistakenly checked the room out, and Housekeeping then enters the room, they may change the Housekeeping status back to Occupied until the guest physically departs.
2. **Skip Discrepant -** This occurs when the Front Desk room status shows a room as Occupied, but the Housekeeping room status is marked as Vacant. The most common way this can happen is when a guest may leave on the morning of departure without stopping by the Front Desk to check-out. In properties where payment is taken in full at check-in, or an express check-out folio is delivered over night before departure, guests with no additional charges to pay, or those with credit cards on file may simply leave the keys in the room and depart. Housekeeping may come in to clean the room and mark it as Vacant, while the Front Desk still has the reservation checked-in.

In both situations, the Discrepancy Report indicates issues with the occupancy status of a room, and should be printed and given to the Front Desk to follow up.

Sorting the Columns

The list may be sorted in ascending or descending order by clicking on the column headers.

Printing Discrepancies

The Discrepancy Report can be printed using the **Print** button.