

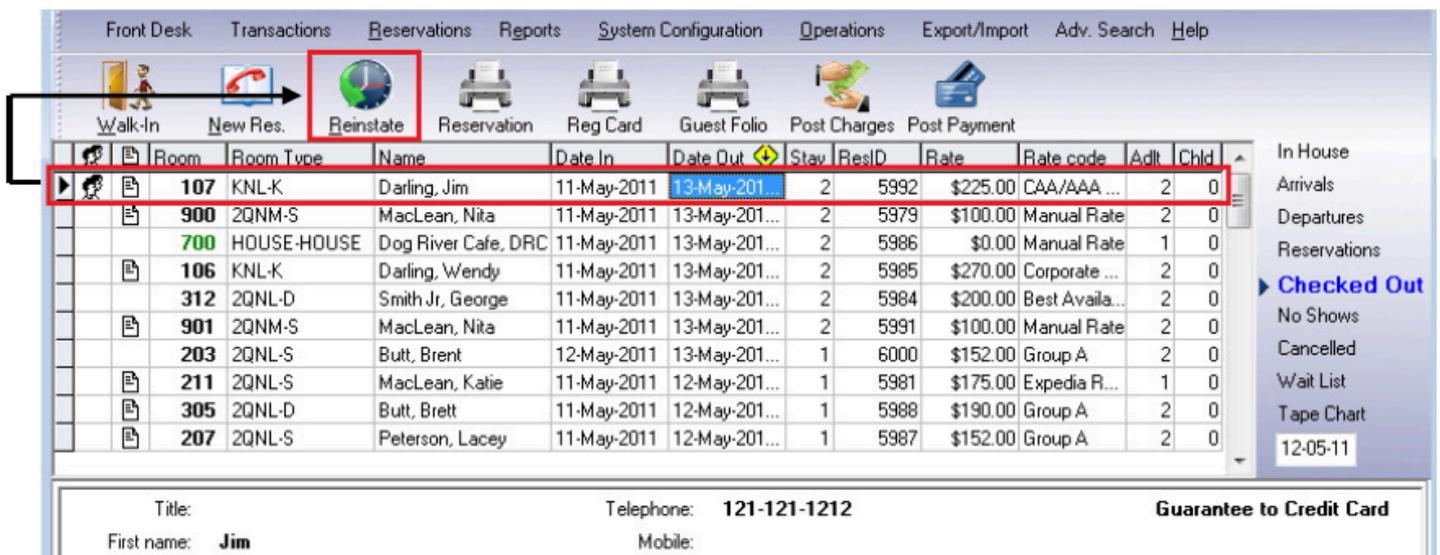
How to Re-instate a Checked Out Reservation

In this article we will show how to use the reinstate button in your PMS.

If you have accidentally checked out a reservation and need to re-instate the reservation, first located the reservation under your **Checked Out** View Screen (ensure the black arrow is pointing towards the correct reservation) and then select the **Reinstate** button at the top of the screen. The reservation will then be checked back in, and moved back to the **In House** screen of the PMS.

NOTE:

- You CANNOT reinstate a reservation once another guest has been checked into that guestroom.
- You CANNOT reinstate a reservation after the departure date has passed.



The screenshot shows a PMS interface with a menu bar at the top including 'Front Desk', 'Transactions', 'Reservations', 'Reports', 'System Configuration', 'Operations', 'Export/Import', 'Adv. Search', and 'Help'. Below the menu bar is a toolbar with icons for 'Walk-In', 'New Res.', 'Reinstate', 'Reservation', 'Reg Card', 'Guest Folio', 'Post Charges', and 'Post Payment'. The 'Reinstate' button is highlighted with a red box, and a black arrow points from it to the first row of a reservation table. The table has columns for Room, Room Type, Name, Date In, Date Out, Stay, ResID, Rate, Rate code, Adlt, and Child. The first row is highlighted with a red box and contains the following data: Room 107, Room Type KNL-K, Name Darling, Jim, Date In 11-May-2011, Date Out 13-May-2011, Stay 2, ResID 5992, Rate \$225.00, Rate code CAA/AAA..., Adlt 2, Child 0. Below the table is a summary section with fields for Title, Telephone (121-121-1212), Guarantee to Credit Card, First name (Jim), and Mobile.

Room	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Rate code	Adlt	Child
107	KNL-K	Darling, Jim	11-May-2011	13-May-2011	2	5992	\$225.00	CAA/AAA...	2	0
900	2QNM-S	MacLean, Nita	11-May-2011	13-May-2011	2	5979	\$100.00	Manual Rate	2	0
700	HOUSE-HOUSE	Dog River Cafe, DRC	11-May-2011	13-May-2011	2	5986	\$0.00	Manual Rate	1	0
106	KNL-K	Darling, Wendy	11-May-2011	13-May-2011	2	5985	\$270.00	Corporate...	2	0
312	2QNL-D	Smith Jr, George	11-May-2011	13-May-2011	2	5984	\$200.00	Best Availa...	2	0
901	2QNM-S	MacLean, Nita	11-May-2011	13-May-2011	2	5991	\$100.00	Manual Rate	2	0
203	2QNL-S	Butt, Brent	12-May-2011	13-May-2011	1	6000	\$152.00	Group A	2	0
211	2QNL-S	MacLean, Katie	11-May-2011	12-May-2011	1	5981	\$175.00	Expedia R...	1	0
305	2QNL-D	Butt, Brett	11-May-2011	12-May-2011	1	5988	\$190.00	Group A	2	0
207	2QNL-S	Peterson, Lacey	11-May-2011	12-May-2011	1	5987	\$152.00	Group A	2	0

Title: Telephone: 121-121-1212 Guarantee to Credit Card
First name: Jim Mobile: