

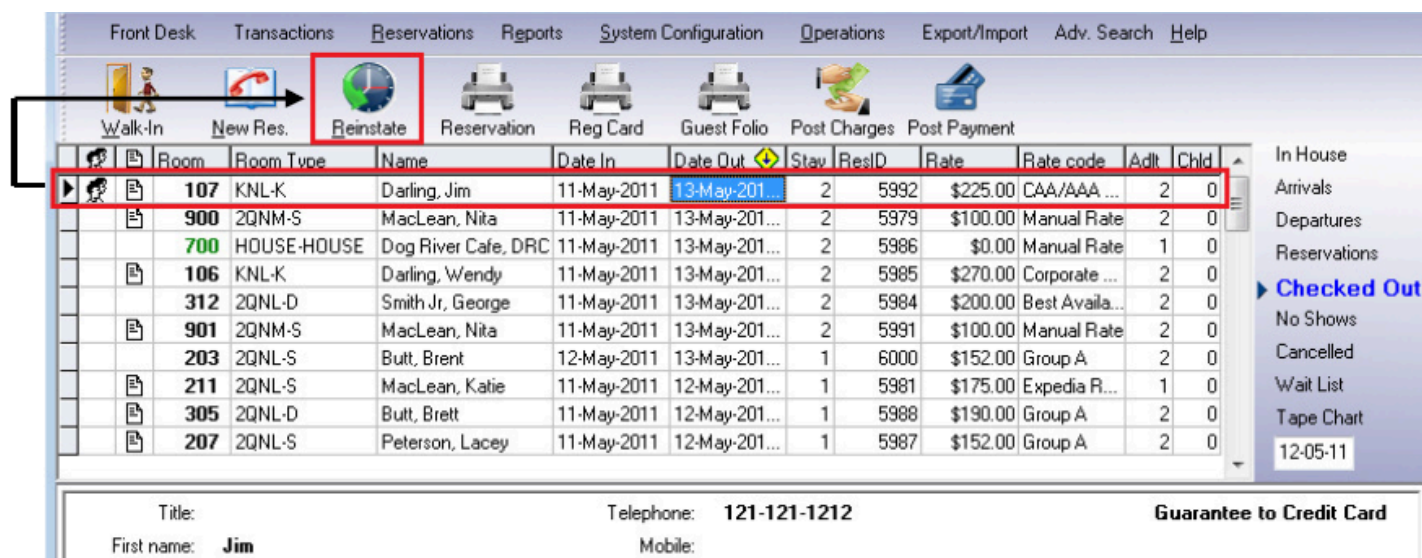
How to Re-instate a Checked Out Reservation

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: Front Desk, Transactions, Reservations, Reports, System Configuration, Operations, Export/Import, Adv. Search, 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 pointing to it. Below the toolbar is a table of reservations. The first row is highlighted with a red box. The table has columns: Room, Room Type, Name, Date In, Date Out, Stay, ResID, Rate, Rate code, Adlt, and Child. The first row shows Room 107, KNL-K, Darling, Jim, 11-May-2011, 13-May-2011, 2, 5992, \$225.00, CAA/AAA ..., 2, 0. The table is filtered to show only 'Checked Out' reservations. On the right side of the screen, there is a sidebar with a list of reservation statuses: In House, Arrivals, Departures, Reservations, Checked Out (highlighted with a blue arrow), No Shows, Cancelled, Wait List, and Tape Chart. At the bottom of the screen, there is a form for guest information: Title, First name: Jim, Telephone: 121-121-1212, Mobile, and Guarantee to Credit Card.

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: