

How to View Activity on a Reservation

The following article explains how to view the Activity Log, and what changes have been made to a guest reservation from the point that it was created.

Viewing Activity on a Reservation

The Activity Log can be used to see any changes that were made to a Guest Reservation. These changes may include changes in arrival date, number of adults, or it could also include any postings or reversals that occurred on a guest folio. The Activity Log will also indicate when the changes were made, and by whom.

To view the Activity Log for a specific guest reservation, go to **Operations > Activity Log**.

The screenshot displays a software interface with a menu bar at the top containing: Front Desk, Transactions, Reservations, Reports, System Configuration, Operations, Export/Import, Search, and Help. Below the menu bar is a toolbar with icons for Walk-In, New Res., Reinst., Reservation, Reg Card, and Guest Folio. A table lists reservations with columns for Room, Room Type, Name, Date In, and Date Out. The row for room 102, guest Robert Dyal, is highlighted. A context menu is open over the 'Operations' menu item, listing various options. The 'Activity Log' option is highlighted with a red box. Below the table, a guest profile form is visible, showing details for Robert Dyal, including his address and contact information.

Room	Room Type	Name	Date In	Date Out
101	OVK	Decamp, Randal	4/8/2016	4/11/2016 ...
210	CVK	Folk, Steve	4/8/2016	4/11/2016 ...
107	CVK	Test, Test	4/8/2016	4/11/2016 ...
106	CVK	Duncan, Andy	4/7/2016	4/11/2016 ...
106	CVK	Scott, Daniel	4/6/2016	4/6/2016 2:...
601	PS2B-K/QQ	Douglas, Shelley	3/17/2016	3/28/2016 ...
510	OVS	Ware, Ruth	3/17/2016	3/28/2016 ...
501	OVS	Epperson, Steve	3/23/2016	3/28/2016 ...
106	CVK	Brookfield, David	3/17/2016	3/28/2016 ...
103	OVK	Page, Chuck	3/17/2016	3/28/2016 ...
102	OVK	Dyal, Robert	3/17/2016	3/23/2016 ...

Operations Menu:

- Guest Profile F7
- Tag Manager
- Groups
- City Ledger F8
- Maintenance Module
- Housekeeping F9
- Travel Agent
- Corporate
- WholeSaler
- Multi-Room Reservations F10
- Posting Folios
- Room Assignment F11
- Inventory Calendar F12
- Yield Management
- Property Dashboard F1
- Sundry Sales
- Activity Log**
- Verify Calendar
- Message Centre

The Activity Log provides two options to search for activity:

- **By Res ID** - Enter the Res ID of the guest reservation to view
- **By Date & Clerk** - Select a Date, and the specific Clerk's activity to view

The following example explains how to search activity based on Res ID.

Enter the desired **Res ID**, and click **Show**.

R Activity Log — □ ×

Res ID OR Date

User

Date And Time	Action	Parameters	User	ResID

Once the search has completed, a list of activity on the reservation will display below:

- **April 20th at 2:29pm - Create/Modify Res (1)** - Reservation was created. This section will contain information about booking dates, number of adults, room type, etc...
- **April 20th at 2:29pm - Create/Modify Res (2)** - Reservations was created. This section will contain guest profile information such as name, telephone, and credit card details
- **April 20th at 2:30pm - Create/Modify Res (1)** - Since the booking was already created, when this is displayed again, it means that changes have been made to the reservation. This section will contain information about those changes
- **April 20th at 2:30pm - Post Payment** - This section will contain details about the payment taken, including folio numbers, amounts, and method used

R Activity Log — □ ×

Res ID OR Date

User

Date And Time	Action	Parameters	User	ResID
4/20/2016 2:29:20 PM	Create/Modify Res (1)	⊕	RSI ADMIN	1762
4/20/2016 2:29:30 PM	Create/Modify Res (2)	⊕	RSI ADMIN	1762
4/20/2016 2:30:00 PM	Create/Modify Res (1)	⊕	RSI ADMIN	1762
4/20/2016 2:32:07 PM	Post Payment	⊕	RSI ADMIN	1762

To view more details about a specific event, in the **Parameters** column, click the + icon next to the event to expand it.

Based on the parameters for **April 20th at 2:29pm - Create/Modify Res (1)**:

- The booking was created with an Arrival Date (**Date In**) of April 20th, 2016, for 2 **Nights** with 2 **Adults** and no **Children**
- The **Best Available Rate** was booked at \$350/night, and the **Room Type** was OVK
- The **Reservation Type** was Independent, and the **Room Charge Transaction Code** is RCH

R Activity Log

Res ID: 1762 OR Date: [dropdown] User: [dropdown] [Show] [Print]

Date And Time	Action	Parameters	User	ResID
4/20/2016 2:29:20 PM	Create/Modify Res (1)	[icon]	RSI ADMIN	1762
		<ul style="list-style-type: none"> Date In: 2016-04-20 00:00:00.000 Nights: 2 Adults: 2 Children: 0 Rate: *Best Available Rate Manual Rate Amount: 350.00 Room Type: DVK 		
4/20/2016 2:29:30 PM	Create/Modify Res (2)	[icon]		32
4/20/2016 2:30:00 PM	Create/Modify Res (1)	[icon]		32
4/20/2016 2:32:07 PM	Post Payment	[icon]	RSI ADMIN	1762

The parameters for **April 20th at 2:29pm - Create/Modify Res (2)** are:

- **Guest ID** - every guest profile in the PMS is assigned an ID number when it is created. This guest has ID number 53
- **Guest First and Last Name**
- **Telephone number**
- **CC Type**
- **CC Expiry (masked)**
- **CC Number (partially masked)**

R Activity Log

Res ID: 1762 OR Date: [dropdown] User: [dropdown] [Show] [Print]

Date And Time	Action	Parameters	User	ResID
4/20/2016 2:29:20 PM	Create/Modify Res (1)	[icon]	RSI ADMIN	1762
4/20/2016 2:29:30 PM	Create/Modify Res (2)	[icon]	RSI ADMIN	1762
		<ul style="list-style-type: none"> guest_id: 53 Guest First Name: Eva Guest Last Name: Reid tel: 408-455-8282 CC Type: MC CC Exp Date: **** CC Number: *****1111 		
4/20/2016 2:30:00 PM	Create/Modify Res (1)	[icon]	RSI ADMIN	1762
4/20/2016 2:32:07 PM	Post Payment	[icon]	RSI ADMIN	1762

Sometimes, changes may take place to areas such as the rate, number of nights, adults, children etc... To view the changes, compare the previous **Create/Modify Res (1)** entries. The **(1)** denotes the type of information that has been changed, and all entries with a (1) contain the same sets of criteria.

The example below compares the original information from **April 20th at 2:29pm - Create/Modify Res (1)** (at the bottom), with the information from **April 20th at 2:30pm - Create/Modify Res (1)** (at the top), where the changes were made:

- **Nights** - changed from 2 to 3
- **Adults** - changed from 2 to 1
- **Rate** - Changed from Best Available at \$350 Rate to 3For2 Rate at \$375

The image contains two screenshots of an 'Activity Log' window. Both screenshots show a table with columns: Date And Time, Action, Parameters, User, and ResID. The top screenshot highlights the entry at 4/20/2016 2:30:00 PM, 'Create/Modify Res (1)', with parameters: Date In (2016-04-20 00:00:00.000), Nights (3), Adults (1), Children (0), Rate (3FOR2), Manual Rate Amount (375.00), Room Type (OVK), Res Type (Independent), Guaranteed (Yes), and Tran Code (RCH). The bottom screenshot highlights the entry at 4/20/2016 2:29:20 PM, 'Create/Modify Res (1)', with parameters: Date In (2016-04-20 00:00:00.000), Nights (2), Adults (2), Children (0), Rate (*Best Available Rate), Manual Rate Amount (350.00), Room Type (OVK), Res Type (Independent), Tran Code (RCH), and User (RSI ADMIN).

The final entry is **April 20th at 2:30pm - Post Payment**. This indicates that a deposit payment was taken at 2:31pm on April 20th, for \$268.33 using a MasterCard.

There is an **Authorization** number which will appear when the PMS is interfaced with a Credit Card processor. When a payment goes through a processing gateway, it will be assigned an Authorization code by the processor.

The **CC Override** indicates whether or not that payment was processed through the processor, and will show either True or False. If the payment went through the processor, it will show False (as the CC Override was NOT used). If the payment was taken but the Credit Card processor was bypassed for some reason, it will show True (as the CC Override WAS used).

R Activity Log — □ ×

Res ID OR Date

User

Date And Time	Action	Parameters	User	ResID
4/20/2016 2:29:20 PM	Create/Modify Res (1)	⊕	RSI ADMIN	1762
4/20/2016 2:29:30 PM	Create/Modify Res (2)	⊕	RSI ADMIN	1762
4/20/2016 2:30:00 PM	Create/Modify Res (1)	⊕	RSI ADMIN	1762
▶ 4/20/2016 2:32:07 PM	Post Payment	⊖	RSI ADMIN	1762

▶ Transaction Date 2016-04-20 14:31:56.100

Folio Number 1

Tran Code MC

Amount -268.33

CC Exp Date ****

CC Number *****1111

authorization OK608Y

CC Override False

Print

If many changes have been made to a reservation, the Activity Log can become lengthy, and it may be difficult to compare all the changes. In this case, use the **Print** option to print out the changes and review side by side.

R Activity Log — □ ×

Res ID OR Date

User

Date And Time	Action	Parameters	User	ResID
▶ 4/20/2016 2:29:20 PM	Create/Modify Res (1)	⊕	RSI ADMIN	1762
4/20/2016 2:29:30 PM	Create/Modify Res (2)	⊕	RSI ADMIN	1762
4/20/2016 2:30:00 PM	Create/Modify Res (1)	⊕	RSI ADMIN	1762
4/20/2016 2:32:07 PM	Post Payment	⊕	RSI ADMIN	1762

The printout will show all information for each event in the Activity Log

Activity Log For Res. # 1762

Date/Time Stamp	Action	User
4/20/2016 2:23:20 PM	Create/Modify Res (1)	RSI ADMIN
	Parameter	Value Reservation ID 1762
	Date In	2016-04-20 00:00:00.000
	Nights	2
	Adults	2
	Children	0
	Rate	*Best Available Rate
	Manual Rate Amount	350.00
	Room Type	OVK
	Res Type	Independent
	Tran Code	RCH
4/20/2016 2:23:30 PM	Create/Modify Res (2)	RSI ADMIN
	Parameter	Value Reservation ID 1762
	guesLid	53
	Guest First Name	Eva
	Guest Last Name	Reid
	tel	408-455-8282
	CC Type	MC
	CC Exp Date	****
	CC Number	*****1111
	CC Override	True
	Guaranteed	Yes
4/20/2016 2:30:00 PM	Create/Modify Res (1)	RSI ADMIN
	Parameter	Value Reservation ID 1762
	Date In	2016-04-20 00:00:00.000
	Nights	3
	Adults	1
	Children	0
	Rate	3FOR2
	Manual Rate Amount	375.00
	Room Type	OVK
	Res Type	Independent
	Guaranteed	Yes
	Tran Code	RCH