

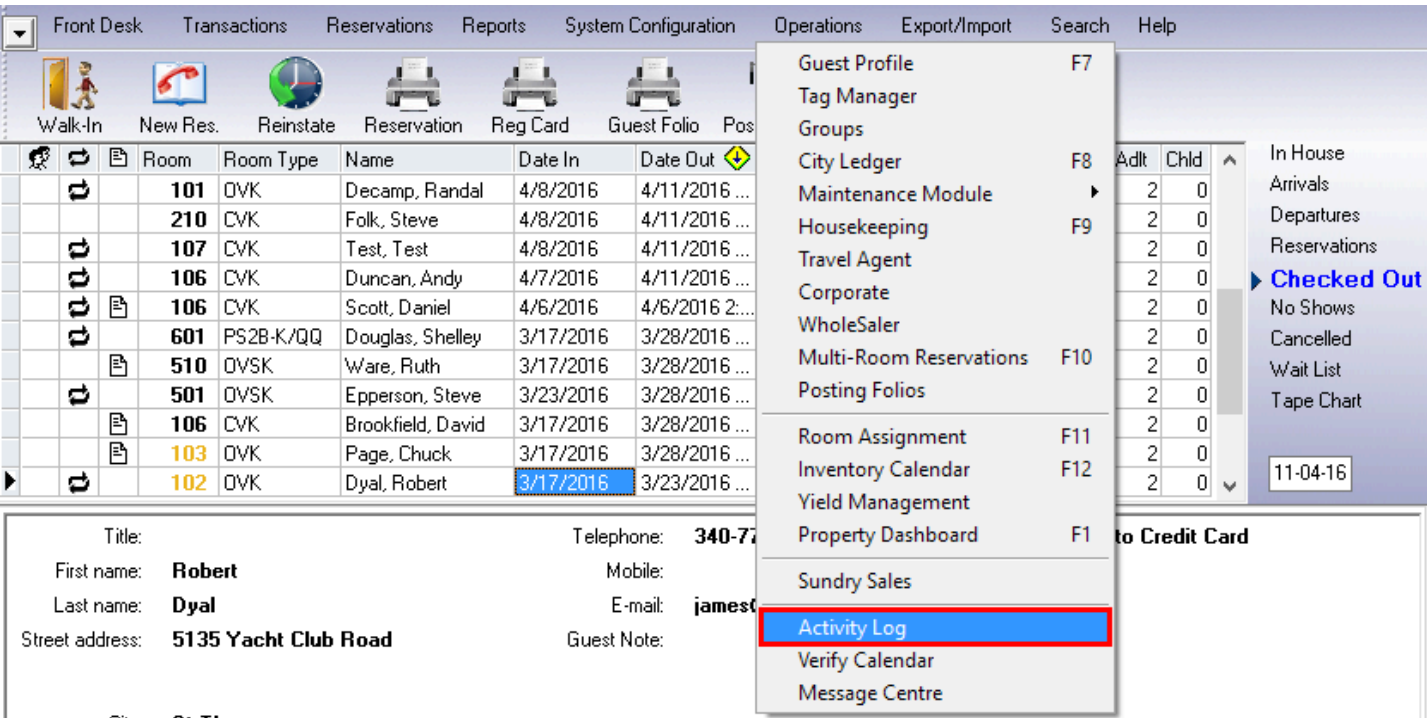
# How to View Activity on a Reservation

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 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**.



Activity Log

Res ID

1762

OR

Date

User

Show

Print

Date And Time	Action	Parameters	User	ResID
4/20/2016 2:29:20 PM	Create/Modify Res (1)	<div> <div></div> <div> <div>Date In</div> <div>2016-04-20 00:00:00.000</div> </div> <div> <div>Nights</div> <div>2</div> </div> <div> <div>Adults</div> <div>2</div> </div> <div> <div>Children</div> <div>0</div> </div> <div> <div>Rate</div> <div>*Best Available Rate</div> </div> <div> <div>Manual Rate Amount</div> <div>350.00</div> </div> <div> <div>Room Type</div> <div>QVK</div> </div> </div>	RSI ADMIN	1762
4/20/2016 2:29:30 PM	Create/Modify Res (2)	<div> <div></div> <div> <div>Res Type</div> <div>Independent</div> </div> </div>		32
4/20/2016 2:30:00 PM	Create/Modify Res (1)	<div> <div></div> <div> <div>Tran Code</div> <div>RCH</div> </div> </div>		32
4/20/2016 2:32:07 PM	Post Payment	<div> <div></div> </div>	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)**

Activity Log

Res ID

1762

OR

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Show

Print

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)	<div> <div>guest_id</div> <div>53</div> </div> <div> <div>Guest First Name</div> <div>Eva</div> </div> <div> <div>Guest Last Name</div> <div>Reid</div> </div> <div> <div>tel</div> <div>408-455-8282</div> </div> <div> <div>CC Type</div> <div>MC</div> </div> <div> <div>CC Exp Date</div> <div>XXXX</div> </div> <div> <div>CC Number</div> <div>XXXXXXXXXXXX1111</div> </div>	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

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

R Activity Log				
Res ID	1762	OR	Date	
		User		
		Show	Print	
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
		Date In Nights Adults Children Rate Manual Rate Amount Room Type	2016-04-20 00:00:00.000 3 1 0 3FOR2 375.00 DVK	
4/20/2016 2:32:07 PM	Post Payment	Res Type Guaranteed Tran Code	Independent Yes RCH	32

R Activity Log				
Res ID	1762	OR	Date	
		User		
		Show	Print	
Date And Time	Action	Parameters	User	ResID
4/20/2016 2:29:20 PM	Create/Modify Res (1)		RSI ADMIN	1762
		Date In Nights Adults Children Rate Manual Rate Amount Room Type	2016-04-20 00:00:00.000 2 2 0 *Best Available Rate 350.00 DVK	
4/20/2016 2:29:30 PM	Create/Modify Res (2)	Res Type	Independent	32
4/20/2016 2:30:00 PM	Create/Modify Res (1)	Tran Code	RCH	32
4/20/2016 2:32:07 PM	Post Payment		RSI ADMIN	1762

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	<div> <div>Transaction Date</div> <div>Folio Number</div> <div>Tran Code</div> <div>Amount</div> <div>CC Exp Date</div> <div>CC Number</div> <div>authorization</div> <div>CC Override</div> </div> <div> <div>2016-04-20 14:31:56.100</div> <div>1</div> <div>MC</div> <div>-268.33</div> <div>XXXX</div> <div>XXXXXXXXXXXX1111</div> <div>OK608Y</div> <div>False</div> </div>	RSI ADMIN	1762

## 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 <b>4/20/2016 2:29:20 PM</b>	Action <b>Create/Modify Res (1)</b>	User <b>RSI ADMIN</b>
Parameter	Value	Reservation ID <b>1762</b>
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	
Date/Time Stamp <b>4/20/2016 2:29:30 PM</b>	Action <b>Create/Modify Res (2)</b>	User <b>RSI ADMIN</b>
Parameter	Value	Reservation ID <b>1762</b>
guestId	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	
Date/Time Stamp <b>4/20/2016 2:30:00 PM</b>	Action <b>Create/Modify Res (1)</b>	User <b>RSI ADMIN</b>
Parameter	Value	Reservation ID <b>1762</b>
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	