



## **Basic Operations – Part I**

*From Bookings to Check-in*

### ***Quick Guide***

Based on v6.0.17.0217  
HotelASP version

***v1.0***

1

# Typical Booking Lifecycle

A



# Operations

## Quick Guide PART I

### 1. Search Information

- Simulate & Preview Rates | Search Bookings | Calendar

### 2. Create Booking

- Create Simple Booking | Create Booking with Different Rates per Night
- Create Booking using the Booking Simulator (Best for direct telephone bookings) | Create Group Bookings using the Booking Simulator
- Send Voucher | Send Confirmation Email

### 3. Change Booking

- Update Dates | Daily Prices | Room Rate | Room | Guest Name | Email | Nationality | Fiscal Data | Credit Card Data
- Change Payer | Change Account associated with Booking
- Tentative Booking | Confirm Booking | Cancel Booking

### 4. Check In

- Inform Foreign Affairs - SEF (Portugal Only – Per Booking)
- Inform Statistic Institute (Portugal Only - Monthly)

### 5. Manage Account (POS - Point of Sale)

- Guest Folio - Add Products & Services (P&S) | Cancel P&S | Add Payment | Cancel Payment
- Guest Folio - Issue Invoice | Receipt | Credit Note (For more help check the Accounting Docs Quick Guide)
- Change Fiscal Information – Before and After Issuing Documents
- Manage Internal Accounts (Commissions & others)

### 6. Check Out

### 7. Daily Reports

- Ins & Outs | Booking List | House Cleaning | Audit Accounts | Breakfast Stats

## Quick Guide PART II

# 1. Search Information

**Simulate & Preview Prices \ Availability**



1.a)

# Search Information

## Simulate & Preview Prices \ Availability

**STEP  
1**

**SIMULATOR**

In a Walk-In or telephone call scenario use the simulator to give availability and pricing information to the customer. Navigate to the "Simulator" page.



**Walk-In  
Booking**



**Telephone  
Booking**

Customer wants  
information about  
availability and  
prices



### SUPERIOR ROOM WITH BALCONY TWIN ROOM OR DOUBLE BED

located in the upper floor with private bathroom, balcony, air conditioned and satellite TV.



#### STANDARD RATE

1 NIGHT | 1 ROOM | 2 MAX. OCCUPANCY

Maximum and standard occupancy is 2 persons. Includes light continental breakfast. If cancelled up to 8 days before date of arrival, no fee will be charged. If cancelled later or in case of no-show, 100 percent of the first night will be charged.

**Payment:** This rate requires that you PAY AT THE HOTEL during CHECK-IN.

1 Aug

141.11

☐ FARO TRANSFER 1x

☐ FARO TRANSFER 2x

☐ FRIDGE

☐ KETTLE

☐ FARO TRANSFER 1x

☐ FARO TRANSFER 2x

☐ FRIDGE

☐ KETTLE

☐ FARO TRANSFER 1x

☐ FARO TRANSFER 2x

☐ FRIDGE

☐ KETTLE

141.11 EUR • €

MAX. OCCUPANCY

2 pax

Nº ROOMS

MAX 2 ROOMS

BOOK NOW

#### NON REFUNDABLE RATE

1 NIGHT | 1 ROOM | 2 MAX. OCCUPANCY

Maximum and standard occupancy is 2 persons. Includes light continental breakfast. This is a non refundable rate and if cancelled, modified or no-show the hotel will always charge 100% percent of the booking total amount.

**Payment:** This is a non refundable rate. The hotel will charge your credit card with 100% of the booking total amount. If payment is invalid the hotel will automatically determine the booking cancellation.

1 Aug

125.99

☐ FARO TRANSFER 1x

☐ FARO TRANSFER 2x

☐ FRIDGE

☐ KETTLE

☐ FARO TRANSFER 1x

☐ FARO TRANSFER 2x

☐ FRIDGE

☐ KETTLE

125.99 EUR • €

MAX. OCCUPANCY

2 pax

Nº ROOMS

MAX 2 ROOMS

BOOK NOW

1.a)

# Search Information

## Simulate & Preview Prices \ Availability

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

HELP

SIGN OUT

NEW QUICK GUIDE

CONNECT BOOKING.COM & EXPEDIA

ENTERPRISE

HOTEL

RATES & AVAILABILITIES

SIMULATOR

BOOKINGS

CALENDAR

POINT OF SALE

GUESTS

REPORTS

OTHERS

WEBSITE

ERP

UI

AGENT

TRACK

BOOKING.COM

EXPEDIA

HRS

OLIMAR

PROMOTIMAR

SIDETOURLS-ALEMAO

SIDETOURLS-OTA

WALK-IN

WEBSITE

STEP  
2

Open the agent combo box and select the agent you want to use. Normally the customers already are informed of the hotel prices using external sites such as Booking.com.

By selecting a specific agent the system will show the rates \ prices associated with the selected agent.



**TWIN ROOM OR DOUBLE BED** located in the upper floor with private bathroom, balcony, air c



### STANDARD RATE

1 NIGHT | 1 ROOM | 2 pax MAX. OCCUPANCY

Maximum and standard occupancy is 2 persons. Includes light continental breakfast. If cancelled up to 8 days before date of arrival, no fee will be charged. If cancelled later or in case of no-show, 100 percent of the first night will be charged.

**Payment:** This rate requires that you PAY AT THE HOTEL during CHECK-IN.

1 Aug

141.11

☐ FARO TRANSFER 1x

☐ FARO TRANSFER 2x

☐ FRIDGE

☐ KETTLE

+ info

+ info

+ info

+ info

### NON REFUNDABLE RATE

1 NIGHT | 1 ROOM | 2 pax MAX. OCCUPANCY

Maximum and standard occupancy is 2 persons. Includes light continental breakfast. This is a non refundable rate and if cancelled, modified or no-show the hotel will always charge 100% percent of the booking total amount.

**Payment:** This is a **non refundable rate**. The hotel will charge your credit card with 100% of the booking total amount. If payment is invalid the hotel will automatically determine the booking cancellation.

1 Aug

125.99

☐ FARO TRANSFER 1x

☐ FARO TRANSFER 2x

☐ FRIDGE

☐ KETTLE

+ info

+ info

+ info

+ info

MAX. OCCUPANCY

2 pax

NºROOMS

MAX 2 ROOMS



BOOK NOW

MAX. OCCUPANCY

2 pax

NºROOMS

MAX 2 ROOMS



BOOK NOW

125.99 EUR + €

1.a)

# Search Information

## Simulate & Preview Prices \ Availability

**Hotel Alcaide**

MRIBERO CHANGE PASSWORD WEBSITE HELP SIGN OUT NEW QUICK GUIDE CONNECT BOOKING.COM & EXPEDIA ENTERPRISE

HOTEL RATES & AVAILABILITIES SIMULATOR

AGENT BOOKING.COM

SEND VOUCHER BY EMAIL CHANGE VOUCHER TEMPLATE

**STEP 3** Select the check-in date

CHECK-IN 01/08/2017

**STEP 4** Select the check-out date

CHECK-OUT 04/08/2017

**STEP 5** Click Search to update the list

Search

SHOW BOOKING POLICIES

**SUPERIOR ROOM WITH BALCONY**  
TWIN ROOM OR DOUBLE BED located in the upper floor with private bathroom and satellite TV.

**STANDARD RATE**  
3 NIGHTS | 1 ROOM | 2 MAX. OCCUPANCY  
Maximum and standard occupancy is 2 persons. Includes light continental breakfast. If cancelled up to 8 days before date of arrival, no fee will be charged. If cancelled later or in case of no-show, 100 percent of the first night will be charged.  
**Payment:** This rate requires that you PAY AT THE HOTEL during CHECK-IN.

**STEP 6** Room is available. Check the rates per day

1 Aug	2 Aug	3 Aug
141.11	141.11	141.11

**NON REFUNDABLE RATE SPECIAL**

Includes light continental breakfast. This is a non refundable rate and if cancelled, modified or no-show, 100 percent of the first night will be charged. If payment is invalid the hotel will automatically charge your credit card with 100% of the booking total amount.

1 Aug	2 Aug	3 Aug
133.55	133.55	133.55

**STEP 7** Check the total

423.33 EUR + €

MAX. OCCUPANCY 2 pax

NºROOMS MAX 2 ROOMS BOOK NOW



# 1. Search Information

## Search Bookings

1.b)

# Search Information

## Search Bookings



**Walk-In  
Booking**



**Telephone  
Booking**

**Customer wants to  
confirm their  
booking**

**STEP 1**

**Navigate to "Bookings"**

**STEP 2**

**Click in the "Search" panel**

**Hotel Alcaide**

HOTEL ▼ RATES & AVAILABILITIES ▼ SIMULATOR ▼ **BOOKINGS** CALENDAR POINT OF SALE GUESTS REPORTS ▼ OTHERS ▼ WEBSITE ▼ ERP ▼ UI ▼

SEARCH

ROOM	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
ELISABETTA	20/04/2017	21/04/2017	4	128.16	128.16	ELISABETTA BRIGATC	BOOKING.COM	CLS STANDARD	@OK @BOK [et:] 170402	85392
ELISABETTA	20/04/2017	21/04/2017	4	128.16	128.16	ELISABETTA BRIGATC	BOOKING.COM	CLS STANDARD	@OK @BOK [et:] 170402	85391
Ca			2	169.32	0.00	Caroline Berther	BOOKING.COM	SUP STANDARD	@OK #1268209684	85389
Ca			3	253.98	0.00	Caroline Berther	BOOKING.COM	SUP STANDARD	#2083286012	84728

Page size: 4 100 items in 25 pages

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° ROOM RATE DATE IN DATE OUT NIGHTS DAY RATE

ADDONS\$ PROMOS\$ TOTAL ROOM P&S ACCOUNT CHANNEL ROOMSTAY ROOM

NAME LAST NAME NATIONALITY N° ADULTS N° CHILD. A N° CHILD. B

ID EMAIL CONTACT GUEST NAME CREATION DATE

COMMENTS REMINDERS PAYER ACCOUNT

DEFAULT PAGE SIZE: 4

1.b)

# Search Information

## Search Bookings

**Filter by a specific field. In this example by guest name**

**Click "Search" button**

**STEP 3**

**STEP 4**

**STEP 5**

**The grid list will refresh according to the filter criteria. Select a specific guest by clicking in the row**

**The guest booking data will load**

**STEP 6**

* ROOMSTAY	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
101	Ana Ribeiro	04/10/2016	05/10/2016	1	34.99	0.00	Ana Ribeiro	BOOKING.COM	STD.STANDARD	*R7.10 @OK @BOK [pt.1	76147	
101	Leonel Ribeiro	11/09/2016	13/09/2016	2	139.98	0.00	Leonel Ribeiro	BOOKING.COM	STD.STANDARD	@OK @BOK [pt.160908	74765	
212	Diana Ribeiro	13/08/2016	13/08/2016	1	105.99	0.00	Diana Ribeiro	BOOKING.COM	STD.STANDARD	@OK @BOK [pt.160731	71470	
202	Andreia Ribeiro					0.00	Andreia Ribeiro	BOOKING.COM	SUP.STANDARD	@OK @BOK [pt.160725	71012	

**AGENT N°** BOOKING.COM **ROOM RATE** STD.STANDARD **DATE IN** 11/09/2016 **DATE OUT** 13/09/2016 **NIGHTS** 2 **DAY RATE** 69.99

**ADDONS\$** 0.00 **PROMOS\$** 0.00 **TOTAL ROOM** 139.98 **P&S** 0.00 **ACCOUNT** 0.00

**CHANNEL ROOMSTAY** ☒ CHECK\_OUT **ROOM** 101

**NAME** Leonel **LAST NAME** Ribeiro **NATIONALITY** Portugal **N° ADULTS** 2 **N° CHILD. A** 0 **N° CHILD. B** 0

**EMAIL** **CONTACT** **GUEST NAME** **CREATION DATE**

TRX		*
LATE CHECK IN	12/09 12:11	1 x -18.5 = -18.5
DEBIT CARD	12/09 12:10	1 x -139.98 = -139.98
Day Room Charge (101)	12/09 12:00	1 x 69.99 = 69.99
Day Room Charge (101)	11/09 12:00	1 x 69.99 = 69.99
LATE CHECK IN	12/09 12:00	1 x 18.5 = 18.5

STD - TV, AC, BALCONY, DOUBLED, SHOWER, WEST BARULHO MOTOR AGUA

# **1. Search Information**

**Search Bookings using the Calendar**



1.c)

# Search Information

## Search Bookings using the Calendar



**Walk-In  
Booking**



**Telephone  
Booking**

**Customer wants to  
confirm their  
booking**

**STEP 1**

**Navigate to "Calendar"**

**STEP 2**

**Select Check-In Date**

10/04/2017

Calendar view showing bookings for HOTEL and VILLA. The calendar displays dates from 9-4 Sun to 27-4 Thu. Bookings are shown for various rooms and rates, including Walk-In and Telephone bookings. The interface includes navigation buttons (PREV, NEXT, WEEK, DAY, AUDIT) and a search bar. A red box highlights the date 10/04/2017, and a yellow arrow points to the CALENDAR button.

Hotel Rooms: 205, 206, 207, 212, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300.

Villa Rooms: 001, 002, 003, 004, 005, 006, 007, 008, 009, 010, 011, 012, 013, 014, 015, 016, 017, 018, 019, 020, 021, 022, 023, 024, 025, 026, 027, 028, 029, 030, 031, 032, 033, 034, 035, 036, 037, 038, 039, 040, 041, 042, 043, 044, 045, 046, 047, 048, 049, 050, 051, 052, 053, 054, 055, 056, 057, 058, 059, 060, 061, 062, 063, 064, 065, 066, 067, 068, 069, 070, 071, 072, 073, 074, 075, 076, 077, 078, 079, 080, 081, 082, 083, 084, 085, 086, 087, 088, 089, 090, 091, 092, 093, 094, 095, 096, 097, 098, 099, 100.

Legend: ☐ Room Map ☐ Breakfast Stats ☐ COLORES ☐ Agents ☐ Rooms ☐ Rates

Refresh

☐ Channel Notifications

1.c)

# Search Information

## Search Bookings using the Calendar

**Hotel Alcaide**

MRIBEIRO CHANGE PASSWORD WEBSITE HELP SIGN OUT NEW QUICK GUIDE CONNECT BOOKING.COM & EXPEDIA ENTERPRISE

HOTEL RATES & AVAILABILITIES SIMULATED

PREV 10/04/2017

There are 4 bookings arriving at 10 of April

Hover with the mouse and a info box will show information about the reservation

**STEP 3**

**Booking #1**

**Booking #2**

**Booking #3**

**Booking #4**

**Reservation info box.**

207 33.59 33.59 x 1 = 33.59

10 Apr - 11 Apr 1+0+0

EDSON I RES

Approximate time of arrival: between 13:00 and 14:00 hours You have a booker that prefers communication by email BED PREFERENCE:Standard Double or Twin Room: 1 double Necessito de estacionamento

RESERVED @OK 1 I2049414461

STD.STANDARD SUP (52)

BOOKING.COM

1.c)

# Search Information

## Search Bookings using the Calendar

Room number	Account\Folio balance. Total Account.	Average day rate x number of nights = Total Room	Total Room
205	286.58	$40.94 \times 7 = 286.58$	
Booking dates. Check-In and Check-Out	20 Apr - 27 Apr		Nº Adults + Nº Children Type A + Nº ChildrenType B 2+0+0
Guest Name	ROBIN SCHMIDT		
Reminder	<p>Recebeu um cartão de crédito virtual associado a esta reserva. Poderá fazer a cobrança a partir de 2017-04-20. BED PREFERENCE: Superior Double or Twin Room with Balcony: 1 double - Superior Double or Twin Room with Balcony: 1 double Hello, Can you transfer us from airport to your hotel? Our arrival is at 22.30 pm on 20.April at the airport in Faro. What does it cost? Many thanks, Robin Schmidt</p>		
Booking State	RESERVED	@OK !1065629431	Info control and voucher ID
Rate	SUP.NO_REFUND	SUP (6)	Booking Age in Days
Agent	BOOKING.COM	Room Type I4831	Booking System ID

Booking Flags. In this example the "Confirmation" flag is enabled

# 1.c)

## Search Information Search Bookings using the Calendar

Click in the booking to open the reservation popup window

**STEP 4**

**HOTEL**

2 - WEST

Room	Category	Guests	Start Date	End Date	Price
202	SUP	masliuk	17-4	18-4	
203	SUP				
204	SUP				
205	SUP	iglesia	17-4	18-4	
206	SUP	verbies	17-4	18-4	
207	SUP	pietrza	17-4	18-4	

2 - SOUTH

Room	Category	Guests	Start Date	End Date	Price
212	STD				

2 - EAST

Room	Category	Guests	Start Date	End Date	Price
201	SUP	marylin	17-4	18-4	
208	SUP	kazmier	17-4	18-4	
209	SUP	acampor	17-4	18-4	
210	SUP	pietrus	17-4	18-4	
211	SUP	dzamali	17-4	18-4	
214	FML	mnguni	17-4	18-4	

1 - WEST

Room	Category	Guests	Start Date	End Date	Price
101	STD	xavier	17-4	18-4	
104	STD				
105	STD				

1 - EAST

Room	Category	Guests	Start Date	End Date	Price
102	STD				
103	STD	kristin	17-4	18-4	

**VILLA**

2 - FLOOR

Room	Category	Guests	Start Date	End Date	Price
003	CLS	natan b	17-4	18-4	
004	CLS	brigato	17-4	18-4	
005	CLS	dettwil	17-4	18-4	

1 - FLOOR

Room	Category	Guests	Start Date	End Date	Price
001	CLS	dos san	17-4	18-4	
002	CLS	elisabe	17-4	18-4	

**205** **286.58** 40.94 x 7 = 286.58

20 Apr - 27 Apr 2+0+0

**ROBIN SCHMIDT**

Recebeu um cartão de crédito virtual associado a esta reserva. Poderá fazer a cobrança a partir de 2017-04-20. BED PREFERENCE: Superior Double or Twin Room with Balcony: 1 double - Superior Double or Twin Room with Balcony: 1 double Hello, Can you transfer us from airport to your hotel? Our arrival is at 22.30 pm on 20.April at the airport in Faro. What does it cost? Many thanks, Robin Schmidt

RESERVED @OK !1065629431

**SUP.NO\_REFUND** SUP (7)

BOOKING.COM

1.c)

# Search Information

## Search Bookings using the Calendar

**STEP 5**

**Edit Booking**

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° BOOKING.COM ROOM RATE SUP.NO\_REFUND DATE IN 20/04/2017 DATE OUT 27/04/2017 NIGHTS 7 DAY RATE 40.94

ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM 286.58 P&S 0.00 ACCOUNT 286.58 CHANNEL ROOMSTAY ROOM 205

NAME Robin LAST NAME Schmidt NATIONALITY Ge N° ADULTS 2 N° CHILD. A 0 N° CHILD. B 0

EMAIL P... GUEST NAME robin Schmidt CREATION DATE 27/03/2017

COMMENTS Robin Schmidt \*Non-Smoking

BOOKING DETAILS

ASSOCIADO A ESTA RESERVA, POR FAVOR, RETENHA A COBRANÇA A PARTIR DE 2017-04-20.  
BED PREFERENCE: Superior Double or Twin Room with Balcony: 1 double - Superior Double or Twin Room with Balcony: 1 double

PAYER ROBIN SCHMIDT OPEN ACCOUNT ROBIN SCHMIDT

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

## 2. Create Reservation

### Create a Simple Booking

2.a)

# Create Booking

## Create a Simple Booking

Hotel Alcaide

**STEP 1**

MIRIBERO

CHANGE PASSWORD

WEBSITE

HELP

SIGN OUT

NEW QUICK GUIDE

CONNECT BOOKING.COM & EXPEDIA

ENTERPRISE

HOTEL

RATES & AVAIL

BOOKINGS

CALENDAR

POINT OF SALE

GUESTS

REPORTS

OTHERS

WEBSITE

ERP

UI

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	105	Marta Villa	11/04/2017	13/04/2017	2	53.97	53.97	Marta Villa	BOOKING.COM	STD.NO_REFUND_BAS	@OK #1140385606	85405
	002	PHILIPPA MARTINS	11/05/2017	18/05/2017	7	360.84	360.84	PHILIPPA MARTINS	BOOKING.COM	CLS.STANDARD	@OK @8OK [en].170402	85404
	102	Maurizio Rossetti	06/08/2017	10/08/2017	4	431.96	431.96	Maurizio Rossetti	BOOKING.COM	STD.NO_REFUND	@OK #1140352898	85401
	004	ELISABETTA BRIGAT	17/04/2017	21/04/2017	4	128.16	128.16	ELISABETTA BRIGATC	BOOKING.COM	CLS.STANDARD	@OK @8OK [es].170402	85392

K

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1

2

3

4

5

6

7

8

9

10

>

X

Page size: 4

100 items in 25 pages

NEW

UPDATE

REFRESH

TENTATIVE

CONFIRM

CHECK IN

CHECK OUT

CANCEL

NO SHOW

DELETE

IMPORT ORDERS

ROOMSTAY

ACCOUNT

GUESTS

CHANNEL MANAGEMENT

REVIEWS

VOUCHER

SEND EMAIL

**STEP 2**

- AGENT N°
- WALK-IN
- WEBSITE
- SIDETOURS-ALEMAO
- BOOKING.COM
- WALK-IN
- \*RACK
- PORTIMAR
- SIDETOURS-OTA
- EXPEDIA
- OLIMAR
- HRS

ROOM RATE

SELECT AGENT RATE ...

DATE IN

02/04/2017

DATE OUT

03/04/2017

NIGHTS

0

DAY RATE

0

TOTAL ROOM

0

P&S

0

ACCOUNT

0

CHANNEL ROOMSTAY

ROOM

ROOM

ROOM ...

LAST NAME

LAST NAME

N° ADULTS

2

N° CHILD. A

0

N° CHILD. B

0

EMAIL

CONTACT

GUEST NAME

CREATION DATE

COMMENTS

REMINDERS

PAYER

ACCOUNT

REQUEST EXECUTED - 02/04/2017 12:03:31 (05)

TRX  
No records to display.

## 2.a)

# Create Booking

## Create a Simple Booking

**Hotel Alcaide** MRIBEIRO CHANGE PASSWORD WEBSITE HELP SIGN OUT NEW QUICK GUIDE CONNECT BOOKING.COM & EXPEDIA ENTERPRISE

HOTEL RATES & AVAILABILITIES SIMULATOR **BOOKINGS** CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

**SEARCH**

**ROOMSTAYS**

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	105	Marta Villa	11/04/2017	13/04/2017	2	53.97	53.97	Marta Villa	BOOKING.COM	STD.NO_REFUND_BAS	@OK #1140385606	85405
	002	PHILIPPA MARTINS	11/05/2017	18/05/2017	7	360.84	360.84	PHILIPPA MARTINS	BOOKING.COM	CLS.STANDARD	@OK @8OK [en].170402	85404
	102	Maurizio Rossetti	06/08/2017	10/08/2017	4	431.96	431.96	Maurizio Rossetti	BOOKING.COM	STD.NO_REFUND	@OK #1140352898	85401
	004	ELISABETTA BRIGAT	17/04/2017	21/04/2017	4	128.16	128.16	ELISABETTA BRIGATC	BOOKING.COM	CLS.STANDARD	@OK @8OK [es].170402	85392

K < 1 2 3 4 5 6 7 8 9 10 ... Page size: 100 items in 25 pages

NEW UPDATE REFRESH TENTATIVE ROOMSTAY ACCOUNT GUESTS CHANGES REVIEWS VOUCHER SEND EMAIL

**STEP 3** **STEP 4** **STEP 5** **STEP 6**

**Agent N°** WALK-IN **ROOM RATE** STD.STANDARD **DATE IN** 10/04/2017 **DATE OUT** 13/04/2017 **NIGHTS** 3 **DAY RATE** 34.71 **ROOM** 204

**ADDONS** ☐ **PR** ☐ **STD** ☐ **STD.STANDARD** **STD.NO\_REFUND** **FML** **CLS**

**NAME** NAME ... **NATIONALITY** **N° ADULTS** 2 **N° CHILD. A** 0 **N°** **CHANNEL ROOMSTAY** ☐ **ROOM** 204

**ID** **CONTACT** **GUEST NAME** **CREATION DATE**

**COMMENTS** **REMINERS** **PAYER** **ACCOUNT**

**Select the rate** **Select the check-in and check-out dates** **Change the rate** **Select the room**



## 2.a)

# Create Booking

## Create a Simple Booking

**Hotel Alcaide** MRIBEIRO CHANGE PASSWORD WEBSITE HELP SIGN OUT NEW QUICK GUIDE CONNECT BOOKING.COM & EXPEDIA ENTERPRISE

**BOOKINGS** | HOTEL | RATES & AVAILABILITIES | SIMULATOR | CALENDAR | POINT OF SALE | GUESTS | REPORTS | OTHERS | WEBSITE | ERP | UI

**SEARCH**

ROOMSTAYS	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	Marta Villa	11/04/2017	13/04/2017	2	53.97	53.97	Marta Villa	BOOKING.COM	STD.NO_REFUND_BAS	@OK #1140385606	85405
	PHILIPPA MARTINS	11/05/2017	18/05/2017	7	360.84	360.84	PHILIPPA MARTINS	BOOKING.COM	CLS.STANDARD	@OK @BOK [en].170402	85404
	Ma	06/08/2017	10/08/2017	4	431.96	431.96	Maurizio Rossetti	BOOKING.COM	STD.NO_REFUND	@OK #1140352898	85401
	004 ELISABETTA BRIGATC	17/04/2017	21/04/2017	4	128.16	128.16	ELISABETTA BRIGATC	BOOKING.COM	CLS.STANDARD	@OK @BOK [es].170402	85392

Page size: 4 100 items in 25 pages

**NEW** UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° WALK-IN ROOM RATE STD.STANDARD DATE IN 10/04/2017 DATE OUT 13/04/2017 NIGHTS 3 DAY RATE 34.71

PROMOS\$ 0 TOTAL ROOM 104.13 P&S 0 ACCOUNT 0 CHANNEL ROOMSTAY ROOM 204

**Fill customer data**

NAME \*\*\* MIGUEL LAST NAME RIBEIRO NATIONALITY Portugal N° ADULTS 2 N° CHILD. A 0 N° CHILD. B 0

P... 12345678 EMAIL miguel.ribeiro@netcabo.pt CONTACT 987654321 GUEST NAME CREATION DATE

**Fill number of adults and children**

COMMENTS charge the credit card one day before check in REMINDERS needs a parking space and a double bed

REQUEST EXECUTED - 02/04/2017 12:15:15 (0.465)

DEFAULT PAGE SIZE: 4

## 2.a)

# Create Booking

## Create a Simple Booking

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

HELP

SIGN OUT

NEW QUICK GUIDE

CONNECT BOOKING.COM & EXPEDIA

ENTERPRISE

HOTEL

RATES & AVAILABILITIES

SIMULATOR

BOOKINGS

CALENDAR

POINT OF SALE

GUESTS

REPORTS

OTHERS





WEBSITE

ERP

UI

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	105	Marta Villa	11/04/2017	13/04/2017	2	53.97	53.97	Marta Villa	BOOKING.COM	STD.NO_REFUND_BAS	@OK #1140385606	85405
	002	PHILIPPA MARTINS	11/05/2017	18/05/2017	7	360.84	360.84	PHILIPPA MARTINS	BOOKING.COM	CLS.STANDARD	@OK @BOK [en]:170402	85404
	102	Maurizio Rossetti	06/08/2017	10/08/2017	4	431.96	431.96	Maurizio Rossetti	BOOKING.COM	STD.NO_REFUND	@OK #1140352898	85401
	004	ELISABETTA BRIGAT	17/04/2017	21/04/2017	4	128.16	128.16	ELISABETTA BRIGATC	BOOKING.COM	CLS.STANDARD	@OK @BOK [es]:170402	85392

NEW

UPDATE

REFRESH

TENTATIVE

CONFIRM

NO SHOW

DELETE

IMPORT ORDERS

ROOMSTAY

ACCOUNT

GUESTS

CHANNEL MANAGEMENT

RE

AGENT N°  
WALK-IN

ROOM RATE  
STD.STANDARD

DATE IN  
10/04/2017

DATE OUT  
13/04/2017

DAY RATE  
34.71

ADDONS\$  
0

PROMOS\$  
0

TOTAL ROOM - RBS  
104

ACCOUNT

CHANNEL ROOMSTAY

NAME  
\*\*\* MIGUEL

LAST NAME  
RIBEIRO

P...  
12345678

EMAIL  
miguel.ribeiro@netcabon

COMMENTS  
charge the credit card one day before check in

REMINERS  
needs a parking space and a double bed

PAYER

ACCOUNT

REQUEST EXECUTED - 02/04/2017 12:15:15 (0.46S)

DEFAULT PAGE SIZE: 4

Confirm the new booking

STEP 11

secure.hotelasp.com says:  
Confirm new reservation ?

OK

Cancel

## 2.a)

# Create Booking

## Create a Simple Booking

Verify that the new booking is created

**STEP 15**

#	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
1	204	*** MIGUEL RIBEIRO	10/04/2017	13/04/2017	3	104.13	104.13	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD		85408
2	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	#1330716007	85406
3	105	Marta Villa	11/04/2017	13/04/2017	2	53.97	53.97	Marta Villa	BOOKING.COM	STD.NO_REFUND_BAS	@OK #1140385606	85405
4	002	PHILIPPA MARTINS	11/05/2017	18/05/2017	7	360.84	360.84	PHILIPPA MARTINS	BOOKING.COM	CLS.STANDARD	@OK @80K [en]170402	85404

Verify the guest account.  
The system created an account entry for each night

The booking state is new **RESERVED**

**STEP 13**

**STEP 14**

Check if the booking was successfully created

**STEP 12**

**PROCESSED WITH SUCCESS**

TRX	*
Night Charge (204)	
10/04 12:00 1 x 33.59 = 33.59	<input type="checkbox"/>
Night Charge (204)	
11/04 12:00 1 x 33.59 = 33.59	<input type="checkbox"/>
Night Charge (204)	
12/04 12:00 1 x 36.95 = 36.95	<input type="checkbox"/>

SUP - TV, AC, BALCONY, TWINBED, SHOWER, WEST

REQUEST EXECUTED - 02/04/2017 12:50:24 (0.645)

DEFAULT PAGE SIZE: 4

## 2.a)

# Create Booking

## Create a Simple Booking

**STEP 16** Navigate to "Calendar" page

**STEP 17** Select the check-in date

**STEP 18** Hover above the new booking

**STEP 19** Check the new booking info panel

**Room Card Details (Room 204):**

- Room: 204
- Rate: 104.13
- Calculation:  $34.71 \times 3 = 104.13$
- Dates: 10 Apr - 13 Apr
- Guests: 2+0+0
- Guest Name: MIGUEL RIBEIRO
- Notes: needs a parking space and a double bed
- Status: RESERVED
- Room Type: STD.STANDARD
- Supper: SUP (0)
- Walk-in: WALK-IN
- Reference: #4879

**Interface Elements:**

- Alcaide (Hotel Name)
- RATES & AVAILABILITY
- 10/04/2017 (Selected Date)
- CALENDAR (Button)
- POINT OF SALE
- NEW QUICK GUIDE, CONNECT BOOKING.COM & EXPEDIA, ENTERPRISE (Links)
- Room Map, Breakfast Stats, COLORS, Agents, Rooms, Rates (Filters)
- Refresh (Button)
- Channel Notifications (Checkbox)

## 2. Create Reservation

**Create Booking using the Calendar**

## 2.b)

# Create Reservation

## Create Booking using the Calendar

The screenshot displays the HOTELasp interface for creating a reservation. The interface includes a top navigation bar with tabs: HOTEL, RATES & AVAILABILITIES, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, ERP, and UI. Below the navigation bar is a date selector showing 04/04/2017 and a view selector with options: WEEK, DAY, AUDIT, PRINT, and a '+' button. The main area is a calendar grid showing dates from 3-4 to 21-4. The grid is divided into sections for HOTEL (2 - WEST, 2 - SOUTH, 1 - WEST, 1 - EAST), and VILLA (2 - FLOOR, 1 - FLOOR). Each section lists rooms and their status (e.g., SUP, STD, CLS, FML). The calendar grid shows occupancy with green arrows indicating guest names. Four steps are highlighted with red callouts:

- STEP 1:** Navigate to "Calendar" page (indicated by a red box around the CALENDAR tab).
- STEP 2:** Click cell to select the Room and the Check-In date (indicated by a red box around a cell in the 207 SUP row).
- STEP 3:** Click cell to select the Check-Out date (indicated by a red box around a cell in the 207 SUP row).
- STEP 4:** Click "+" button to create a new booking (indicated by a red box around the '+' button in the top navigation bar).

## 2.b)

# Create Reservation

## Create Booking using the Calendar

The screenshot shows the 'New Booking' form in the HOTELasp application. The interface includes a top navigation bar with tabs like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR (selected), POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, and UI. Below this is a date and navigation bar showing '04/04/2017' and options for WEEK, DAY, AUDIT, PRINT, and other actions.

**STEP 5:** A red callout points to the 'DATE IN' and 'DATE OUT' fields, which are highlighted with a red box. The 'DATE IN' is '05/04/2017' and the 'DATE OUT' is '10/04/2017'. A black callout bubble says 'Verify selected dates'.

**STEP 6:** A red callout points to the 'ROOM' dropdown menu, which is highlighted with a red box and shows '207' selected. A black callout bubble says 'Verify selected room'.

The form also includes fields for AGENT N°, ROOM RATE, ADDONS, PROMOS, TOTAL ROOM, ACCOUNT, CHANNEL, ROOMSTAY, NAME, LAST NAME, N° ADULTS, N° CHILD, A, ID, EMAIL, CONTACT, GUEST NAME, COMMENTS, REMINDERS, PAYER, and ACCOUNT. A calendar view is visible at the top, showing dates from 3-4 Mon to 21-4 Fri, with 4-4 Tue highlighted in red.

## 2.b)

# Create Reservation

## Create Booking using the Calendar

The screenshot shows the 'New Booking' form in the HOTELasp application. The form is divided into several sections, and 16 steps are highlighted with red boxes and numbered callouts:

- STEP 16:** Click the "New" button to create the booking (points to the 'NEW' button).
- STEP 8:** Select agent (points to the 'AGENT N°' dropdown menu).
- STEP 9:** Select room rate (points to the 'ROOM RATE' dropdown menu).
- STEP 10:** Select room rate (points to the 'DATE IN' and 'DATE OUT' fields).
- STEP 11:** Select average daily rate (points to the 'DAY RATE' field).
- STEP 12:** Select room (points to the 'ROOM' dropdown menu).
- STEP 13:** Fill guest data (points to the 'NAME' and 'LAST NAME' fields).
- STEP 14:** Fill number of adults and children (points to the 'N° ADULTS', 'N° CHILD. A', and 'N° CHILD. B' fields).
- STEP 15:** Fill comments and reminders (points to the 'COMMENTS' and 'REMINDERS' text areas).

The form includes a calendar at the top for selecting dates, a list of agents on the left, and a list of rooms on the right. The bottom of the form shows a status bar with the message 'REQUEST EXECUTED - 04/04/2017 01:44:19 (0.56S)'.



## 2.b)

# Create Reservation

## Create Booking using the Calendar

**Hotel Navigation:** HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, **CALENDAR**, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, UI

**Date Navigation:** PREV, 04/04/2017, NEXT, WEEK, DAY, AUDIT, PRINT, +, + DETAIL, SET COLORS, C. AGENTS, C. ROOMS, C. RATES, NEXT

**Room Lists:**

- HOTEL**
  - 2 - WEST: 202 SUP, 203 SUP, 204 SUP, 205 SUP, 206 SUP, 207 SUP
  - 2 - SOUTH: 212 STD
  - 2 - EAST: 201 SUP, 208 SUP, 209 SUP, 210 SUP, 211 SUP, 214 FML
  - 1 - WEST: 101 STD, 104 STD, 105 STD
  - 1 - EAST: 102 STD, 103 STD
  - VILLA**
    - 2 - FLOOR: 003 CLS, 004 CLS, 005 CLS
    - 1 - FLOOR: 001 CLS, 002 CLS

**New Booking Form:**

- ROOMSTAY** (Selected)
- AGENT N°: BOOKING.COM
- ROOM RATE: SUP.NO\_REFUND
- DATE OUT: 05/04/2017
- ADDONS: \$ 0.00
- PROMOS: \$ 0.00
- TOTAL ROOM: 150.00
- P&S: 0.00
- ACCOUNT: 150.00
- CHANNEL: [Empty]
- ROOMSTAY: **RESERVED**
- ROOM: 207
- NAME: Miguel
- LAST NAME: Ribeiro
- NATIONALITY: Portugal
- N° ADULTS: 2
- N° CHILD. A: 0
- N° CHILD. B: 0
- EMAIL: hotelasp@netcabo.pt
- CONTACT: 12345678
- GUEST NAME: Miguel Ribeiro
- CREATION DATE: 04/04/2017
- COMMENTS: [Empty]
- REMINDERS: [Empty]
- PAYER: MIGUEL RIBEIRO
- ACCOUNT: MIGUEL RIBEIRO

**Message Area:** MESSAGE AREA: The reservation was successfully created

**STATUS:** **PROCESSED WITH SUCCESS**

**REQUEST EXECUTED:** - 04/04/2017 01:54:24 (0.825)

**URL:** /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1&SvcID=&\_ROOMSTAY...

## 2. Create Reservation

**Create Booking with Different Rates per Night**

2.b)

# Create Booking

## Create Booking with Different Rates per Night

The screenshot shows the HOTELasp interface for Hotel Alcaide. The interface includes a top navigation bar with options like 'HOTEL', 'RATES & AVAILABILITIES', 'CALENDAR', 'POINT OF SALE', 'GUESTS', 'REPORTS', 'OTHERS', and 'WEBSITE'. A date selector shows '02/04/2017'. Below the navigation bar is a calendar grid with rooms listed on the left and dates on the top. The rooms are categorized by floor and type (e.g., 2 - WEST, 2 - SOUTH, 2 - EAST, 1 - WEST, 1 - EAST, VILLA, 2 - FLOOR, 1 - FLOOR). The calendar grid shows occupancy for various dates from 1-4 Sat to 19-4 Wed. Four steps are highlighted with red callouts:

- STEP 1:** Navigate to "Calendar" page. The 'CALENDAR' button in the top navigation bar is highlighted.
- STEP 2:** Click cell to select the Check-In date. A red box highlights the cell for room 211 SUP on Sunday, 2-4.
- STEP 3:** Click cell to select the Check-Out date. A red box highlights the cell for room 211 SUP on Sunday, 9-4.
- STEP 4:** Click button to create a new booking with rate details. The '+ DETAIL' button in the top navigation bar is highlighted.

## 2.b)

# Create Booking

## Create Booking with Different Rates per Night

**Hotel Alcaide**

MR/BEIRD CHANGE PASSWORD WEBSITE HELP SIGN OUT NEW QUICK GUIDE CONNECT BOOKING.COM & EXPEDIA ENTERPRISE

HOTEL RATES & AVAILABILITIES BOOKINGS CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

PREV 02/04/2017 WEEK + - + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

1-4 Sat 2-4 Sun 5-4 Wed 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed

**STEP 5**

**STEP 6**

**STEP 7**

Select the agent

The check in and out dates are already filled with the calendar pre selected dates

The room is already filled with the calendar pre selected room

**New Booking**

AGENT N°

ROOM RATE

DATE IN 10/04/2017 DATE OUT 14/04/2017

ROOM 211 NATIONALITY

NAME LAST NAME

N° ADULTS 2 N° CHILD, A | N° CI 0 0

EMAIL

PASSPORT \ ID CONTACT

ADDRESS

REMINDERS COMMENTS

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=&ViewName=PMS\_OPERATIONS\_ROOMSTAYS\_RATEDETAIL&RegionID=Form1&S...

1-4 Sat 2-4 Sun 5-4 Wed 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed

Room Map Breakfast Stats COLORS Agents Rooms Rates

Refresh

Channel Notifications

## 2.b)

# Create Booking

## Create Booking with Different Rates per Night

The screenshot shows the 'New Booking' form in the HOTELasp system. The interface includes a top navigation bar with options like 'HOTEL', 'RATES & AVAILABILITIES', 'SIMULATOR', 'BOOKINGS', 'CALENDAR', 'POINT OF SALE', 'GUESTS', 'REPORTS', 'OTHERS', 'WEBSITE', 'ERP', and 'UI'. A secondary bar contains buttons for 'PREV', 'NEXT', 'WEEK', 'DAY', 'AUDIT', 'PRINT', '+', '+ DETAIL', 'SET COLORS', 'C. AGENTS', 'C. ROOMS', 'C. RATES', and 'NEXT'.

**STEP 8:** A red callout points to the 'ROOM RATE' dropdown menu, which is currently set to 'STD.STANDARD'. A yellow arrow labeled 'Daily Rates' points to the calendar view showing rates for 10 Apr (33.59), 11 Apr (33.59), 12 Apr (36.95), and 13 Apr (48.15). A total of 152.28 is displayed at the bottom right of the calendar.

**STEP 9:** A red callout points to the 'Daily Rates' calendar view.

**STEP 10:** A red callout points to the customer information fields, which include 'NAME' (\*\*\* MIGUEL), 'LAST NAME' (RIBEIRO), 'Nº ADULTS' (2), 'Nº CHILD. A' (0), 'Nº CI' (0), and 'EMAIL'.

**Annotations:**

- Select the "ROOM RATE"**: Points to the 'ROOM RATE' dropdown.
- Daily Rates**: Points to the calendar view.
- Fill customer data**: Points to the customer information fields.
- After selecting the "ROOM RATE" the night day rates will be shown and available for editing**: Points to the calendar view.

The bottom of the screen shows a 'REMINDERS' and 'COMMENTS' section, and a footer with the URL: /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=&ViewName=PMS\_OPERATIONS\_ROOMSTAYS\_RATEDETAIL&RegionID=Form1&S...

## 2.b)

# Create Booking

## Create Booking with Different Rates per Night

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

HELP

SIGN OUT

HOTEL RATES & AVAILABILITIES SIMULATOR BOOKINGS CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP

PREV 02/04/2017 NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS

1-4 Sat 2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue

HOTEL

2 - WEST

202 SUP

203 SUP

204 SUP

205 SUP

206 SUP

207 SUP

2 - SOUTH

212 STD

2 - EAST

201 SUP

208 SUP

209 SUP

210 SUP

211 SUP

214 FML

1 - WEST

101 STD

104 STD

105 STD

1 - EAST

102 STD

103 STD

VILLA

2 - FLOOR

003 CLS

004 CLS

005 CLS

1 - FLOOR

001 CLS

002 CLS

This line shows the original rates

This line shows the new rates

This line shows the discount %. You can apply different discounts to each day

STEP 10

If you need to apply a discount to the rates you can use the "DISCOUNT" feature by checking the "DISCOUNT %"

STEP 11

Apply a 5% discount to all daily rates

K	<	1	>	X	Days 1 to 4 of 4
10 Apr	11 Apr	12 Apr	13 Apr		
33.59 Mon	33.59 Tue	36.95 Wed	48.15 Thu		
31.91	31.91	35.10	45.74		
5%	5%	5%	5%		

Refresh

Save

144.66

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=&ViewName=PMS\_OPERATIONS\_ROOMSTAYS\_RATEDETAIL&RegionID=Form1&S...

Room Map Breakfast Stats COLORS Agents Rooms Rates

## 2.b)

# Create Booking

## Create Booking with Different Rates per Night

The screenshot shows the 'New Booking' form in the HOTELasp system. The interface includes a top navigation bar with options like 'MRIBEIRO', 'CHANGE PASSWORD', 'WEBSITE', 'HELP', 'SIGN OUT', 'NEW QUICK GUIDE', 'CONNECT BOOKING.COM & EXPEDIA', and 'ENTERPRISE'. Below this is a secondary navigation bar with tabs for 'HOTEL', 'RATES & AVAILABILITIES', 'SIMULATOR', 'BOOKINGS', 'CALENDAR', 'POINT OF SALE', 'GUESTS', 'REPORTS', 'OTHERS', 'WEBSITE', 'ERP', and 'UI'. The 'CALENDAR' tab is active, showing a date range from 02/04/2017 to 19/04/2017. The 'New Booking' form is open, displaying fields for 'AGENT N°', 'ROOM', 'NATIONALITY', 'NAME', 'LAST NAME', 'N° ADULTS', 'N° CHILD. A | N° CI', 'EMAIL', 'PASSPORT \ ID', 'CONTACT', 'ADDRESS', 'REMINDERS', and 'COMMENTS'. The form is annotated with several steps:

- STEP 12:** A red callout points to the 'Save' button in the form.
- STEP 13:** A red callout points to the '12 Apr' date in the calendar, with a black box stating 'Overwrite to 25 EUR the 12 April night rate'.
- STEP 14:** A red callout points to the '13 Apr' date in the calendar, with a black box stating 'Apply a 10% discount to the 11 April night rate'.
- STEP 15:** A red callout points to the '10 Apr' date in the calendar, with a black box stating 'Click the "Save" button to create a new booking with rate details'.

The calendar shows rates for 10 Apr (33.59), 11 Apr (33.59), 12 Apr (25.00), and 13 Apr (48.15). A total of 132.88 is displayed at the bottom right. The interface also includes a sidebar with room and villa listings, and a bottom status bar with the URL: /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=&ViewName=PMS\_OPERATIONS\_ROOMSTAYS\_RATEDETAIL&RegionID=Form1&S...

## 2.b)

# Create Booking

## Create Booking with Different Rates per Night

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

HELP

SIGN OUT

NEW QUICK GUIDE

CONNECT BOOKING.COM & EXPEDIA

ENTERPRISE

HOTEL RATES BOOKINGS CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

The booking is created

Hotel Alcaide - Operations | Create And Maintain Roomstay

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER

AGENT N° ROOM RATE DATE IN DATE OUT NIGHTS DAY RATE

BOOKING.COM STD.STANDARD 10/04/2017 14/04/2017 4 33.22

ADDONS\$ PROMOS\$ TOTAL ROOM P&S ACCOUNT

0.00 0.00 132.88 0.00 132.88

NAME LAST NAME NATIONALITY N° ADULTS N° CHILD

\*\*\* MIGUEL RIBEIRO Portugal 2 0

EMAIL CONTACT GUEST NAME CRE

miguel.ribeiro@netcabo.pt 987654321 \*\*\* MIGUEL RIBEIRO 02/04/2017

COMMENTS REMINDERS

PAYER \*\*\* MIGUEL RIBEIRO OPEN

ACCOUNT \*\*\* MIGUEL RIBEIRO

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=&ViewName=PMS\_OPERATIONS\_ROOMSTAYS\_RATEDETAIL&RegionID=Form1&S...

Check the average rate for the new booking

STEP 16

STEP 17

Click to edit the daily rate details

Click to edit the daily rate details



2.b)

# Create Booking

## Create Booking with Different Rates per Night

Hotel Alcaide

Check the booking  
daily rates

STEP  
18

Hotel Alcaide - Operations | Create And Main

Change Rate Detail

AGENT N°  
BOOKING.COM

ROOM RATE  
STD.STANDARD

DATE IN  
10/04/2017

DATE OUT  
14/04/2017

ROOM  
211

NATIONALITY  
Portugal

NAME  
\*\*\* MIGUEL

LAST NAME  
RIBEIRO

N° ADULTS  
2

N° CHILD. A | N° CI  
0 | 0

EMAIL  
miguel.ribeiro@netcabo.pt

PASSPORT \ ID  
CONTACT

Days 1 to 4 of 4

10 Apr	11 Apr	12 Apr	13 Apr
33.59 (Mon)	33.59 (Tue)	36.95 (Wed)	48.15 (Thu)
31.91	30.23	25.00	45.74

Refresh Save 132.88

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=PMS&WorkAreaName=PMS\_OPERATIONS\_ROOMSTAYS\_RATEDDETAIL&ViewNam...

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=&ViewName=PMS\_OPERATIONS\_ROOMSTAYS\_RATEDDETAIL&RegionID=Form1&S...

## 2. Create Reservation

**Create Booking using Booking Simulator**

2.c)

# Create Booking

## Create Booking using Booking Simulator

**Hotel Alcaide**

**STEP 1** SIMULATOR

**STEP 2** AGENT WEBSITE

**STEP 3** CHECK-IN 10/04/2017 CHECK-OUT 12/04/2017

**STEP 4** Search

**Click "Search" to refresh the room list below**

**Room Type** SUPERIOR ROOM WITH BALCONY TWIN ROOM OR DOUBLE BED located in the upper floor

**Room Rate** STANDARD RATE 2 NIGHTS | 1 ROOM | 2 MAX. OCCUPANCY. Maximum and standard occupancy is 2 persons. In case of no-show, 100 percent of the first night will be charged. 70.54 EUR

**Daily rates** 10 Apr 35.27 11 Apr 35.27

**Select the number of rooms to book.**

**STEP 5** N°ROOMS MAX 3 ROOMS

**Max. Occupancy (Number of Persons)** 2 pax

**Payment:** This rate requires that you PAY AT THE HOTEL during CHECK-IN.

**NON REFUNDABLE RATE** 2 NIGHTS | 1 ROOM | 2 MAX. OCCUPANCY. Maximum and standard occupancy is 2 persons. Includes light continental breakfast. This is a non refundable rate and if cancelled, modified or no-show the hotel will always charge 100% percent of the booking total amount. 62.98 EUR

**Payment:** This is a non refundable rate. The hotel will charge your credit card with 100% of the booking total amount. If payment is invalid the hotel will automatically determine the booking cancellation.

2.c)

# Create Booking

## Create Booking using Booking Simulator



### SUPERIOR ROOM WITH BALCONY

**TWIN ROOM OR DOUBLE BED** located in the upper floor with private bathroom, balcony, air conditioned and satellite TV.



#### STANDARD RATE

2 NIGHTS | 1 ROOM | 2 PAX MAX. OCCUPANCY

Maximum and standard occupancy is 2 persons. Includes light continental breakfast. If cancelled up to 8 days before date of arrival, no fee will be charged. If cancelled later or in case of no-show, 100 percent of the first night will be charged.

**Payment:** This rate requires that you PAY AT THE HOTEL during CHECK-IN.

70.54 EUR + €

MAX. OCCUPANCY

2 pax

10 Apr

35.27

11 Apr

35.27

☐ FARO TRANSFER 1x

+ info

☐ FARO TRANSFER 2x

+ info

☐ FRIDGE

+ info

☐ KETTLE

+ info

Click "BOOK NOW"  
to proceed with the  
booking

Nº ROOMS

1 [70.54 EUR]

BOOK NOW

STEP  
6

2.c)

# Create Booking

## Create Booking using Booking Simulator

AGENT: WEBSITE  
[SEND VOUCHER BY EMAIL] [NEW BOOKING] [CHANGE VOUCHER TEMPLATE]

**Booking**  
**Hotel Alcaide**  
Av. João Paulo II, Praia do Vau, 8500-820 Rorimão, Portugal (N 37° 07' 22.8" | W 8° 33' 25.2")

Check In: 10 April 2017  
Check Out: 12 April 2017  
2 Nights - 1 Room

Room #1 - 70.54 EUR  
Superior Room with Balcony  
TWIN ROOM OR DOUBLE BED located in the upper floor with private bathroom, balcony, air conditioned and satellite TV.

RATE Standard Rate  
Max. Occupancy: 2  
Maximum and standard occupancy is 2 persons. Includes light continental breakfast. If cancelled up to 9 days before date of arrival, no fee will be charged. If cancelled later or in case of no-show, 100 percent of the first night will be charged.

Payment: This rate requires payment at the HOTEL during CHECK IN.

For: 70.54 EUR

Total Amount: 70.54 EUR

Guest Name: Miguel Ribeiro  
Guest Email: hotelasp@netcabo.pt  
Phone Number: 12345678  
Address: Rua Jose barro  
City: Lisboa  
PostCode: 1600-870  
Country: Portugal  
Notes: sea view

Booking Guarantee  
Paypal  
Bank Transfer

Credit Card Type: VISA  
Credit Card Number: 123456789  
Credit Card Holders Name: miguel ribeiro  
Credit Card Expiration Date (Month / Year): 4 / 2017  
Credit Card Validation Code: 123

Payment Amount: 35.27 EUR

Make Reservation

Confirm the total value

Fill guest data

Select payment method

Click "MAKE RESERVATION" to proceed with the booking

STEP 7

STEP 8

STEP 10

Fill payment data

STEP 11

Guest Name: Miguel Ribeiro  
Guest Email: hotelasp@netcabo.pt  
Phone Number: 12345678  
Address: Rua Jose barro  
City: Lisboa  
PostCode: 1600-870  
Country: Portugal  
Notes: sea view

Fill guest data

Payment by Credit Card (Only Collect)

Select payment type: Booking Guarantee, Paypal, Bank Transfer

Credit Card Type: VISA  
Credit Card Number: 123456789  
Credit Card Holders Name: miguel ribeiro  
Credit Card Expiration Date (Month / Year): 4 / 2017  
Credit Card Validation Code: 123

Payment by Bank Transfer (Sending Instructions)

Select payment type: Booking Guarantee, Paypal, Bank Transfer

Bank Transfer Conditions

STEP 1)  
PROCEED NORMALLY WITH THE BOOKING BY FILLING THE DATA REQUESTED AND PRESSING THE BUTTON "MAKE RESERVATION". AFTER YOU SHOULD RECEIVE AN EMAIL FROM US WITH A TENTATIVE BOOKING (\*\* IMPORTANT NOTE: THE BOOKING IN STEP 1 IS NOT CONFIRMED \*\*). FOR THIS BOOKING TO CHANGE FROM TENTATIVE TO CONFIRMED YOU NEED TO FOLLOW THE STEPS 2A OR 2B, 3 AND 4.

STEP 2A)  
IF STANDARD RATE THEN TRANSFER THE AMOUNT OF 1\* (FIRST) NIGHT TO THE BANK ACCOUNT  
IBAN PT50 0018 000341986787020 19 (BANK SWIFT CODE/BIC TOTAPTPL)

STEP 2B)  
IF NON-REFUNDABLE RATE THEN TRANSFER THE AMOUNT OF ALL NIGHTS TO THE BANK ACCOUNT  
IBAN PT50 0018 000341986787020 19 (BANK SWIFT CODE/BIC TOTAPTPL)

STEP 3)  
SEND A COPY OF THE TRANSFER CONFIRMATION TO THE EMAIL HOTEL@HOTELALCAIDE.COM

STEP 4)  
WAIT THE FINAL CONFIRMATION FROM THE EMAIL HOTEL@HOTELALCAIDE.COM

Payment by Paypal (Paypal Payment)

2.c)

# Create Booking

## Create Booking using Booking Simulator

**Navigate to the "Bookings" page**

**STEP 12**

**BOOKINGS**

* ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
202	Miguel Ribeiro	10/04/2017	12/04/2017	2	70.54	70.54	Miguel Ribeiro	WEBSITE	SUP.STANDARD		85425
005	Rene Karle	08/05/2017	16/05/2017	8	364.56	364.56	Rene Karle	BOOKING.COM	CLS.NO_REFUND	@OK @BOK [en].170403	85415
	Ernst Dettwiler	25/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@BOK [en].170402 #1867	85410
	Annie Claeys	14/07/2017	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409

**Verify the new reservation created using the simulator**

**STEP 7**

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° WEBSITE ROOM RATE SUP.STANDARD DATE IN 10/04/2017 DATE OUT 12/04/2017 NIGHTS 2 DAY RATE 35.27

ADDONS\$ 0.00 PROMOS\$ 0.00 TOTAL ROOM 70.54 P&S 0.00 ACCOUNT 70.54 CHANNEL ROOMSTAY RESERVED ROOM 202

NAME Miguel LAST NAME Ribeiro NATIONALITY Portugal N° ADULTS 2 N° CHILD. A 0 N° CHILD. B 0

EMAIL hotelasp@netcabo.pt CONTACT 12345678 GUEST NAME Miguel Ribeiro CREATION DATE 03/04/2017

COMMENTS WEBSITE BOOKING REMINDERS sea view

PAYER MIGUEL RIBEIRO ACCOUNT MIGUEL RIBEIRO OPEN

TRX Night Charge (202) 11/04 12:00 1 x 35.27 = 35.27 Night Charge (202) 10/04 12:00 1 x 35.27 = 35.27 SUP - TV, AC, BALCONY, TWINBED, SHOWER, WEST +PROX. DO VAU HOTEL

## 2. Create Reservation

**Create Group Bookings using the Simulator**

2.d)

# Create Booking

## Create Group Bookings using the Simulator

**Navigation and Search Steps:**

- STEP 1:** Click on the **SIMULATOR** button in the top navigation bar.
- STEP 2:** Click on the **CONNECT BOOKING** button.
- STEP 3:** Select the agent from the **AGENT** dropdown menu (currently showing **WEBSITE**).
- STEP 4:** Select the check-in and check-out dates (currently **10/04/2017** and **12/04/2017**).
- STEP 5:** Click the **Search** button to refresh the room list below.

**Room Selection:**

**SUPERIOR ROOM WITH BALCONY**  
TWIN ROOM OR DOUBLE BED located in the upper floor with private bathroom, balcony, air conditioned and satellite TV.

**STANDARD RATE**  
2 NIGHTS | 1 ROOM | 2 MAX. OCCUPANCY  
Maximum and standard occupancy is 2 persons. Includes light continental breakfast. If cancelled up to 8 days before date of arrival, no fee will be charged. If cancelled later or in case of no-show, 100 percent of the first night will be charged.

**Payment:** This rate requires that you PAY AT THE HOTEL during CHECK-IN.

**Room List (N°ROOMS):**

N°ROOMS	Price (EUR)
0	
1	[70.54 EUR]
2	[141.08 EUR]
3	[211.62 EUR]
4	[282.16 EUR]
5	[352.70 EUR]
6	[423.24 EUR]
7	[493.78 EUR]
8	[564.32 EUR]

**Annotations:**

- Navigate to the "Simulator" page** (points to STEP 1)
- Select the agent** (points to STEP 3)
- Select the check-in and check-out dates** (points to STEP 3)
- Click "Search" to refresh the room list below** (points to STEP 5)

**Example Booking:**

In this example we will select the booking of 8 rooms.

**IMPORTANT NOTE:** You need to set the agent inventory according to the available rooms. In this example we set the 10 and 11 of April of the WEBSITE agent with an inventory of 8 available rooms for both days. Check the Rates & Inventory Quick Guide and Videos for more information.



2.d)

# Create Booking

## Create Group Bookings using the Simulator

**AGENT**

WEBSITE

☐ SEND VOUCHER BY EMAIL
 [NEW BOOKING](#)
[CHANGE VOUCHER TEMPLATE](#)

CHECK-IN

10/04/2017

CHECK-OUT

12/04/2017

Search

PROMOTION CODE

☐ SHOW BOOKING POLICY

Processing ...



**SUPERIOR ROOM WITH BALCONY**  
**TWIN ROOM OR DOUBLE BED** located in the upper floor with private bathroom, balcony, air conditioned and satellite TV.







**STANDARD RATE**  
 2 NIGHTS | 1 ROOM | 2 PAX MAX. OCCUPANCY  
 Maximum and standard occupancy is 2 persons. Includes light con  
 cancelled up to 8 days before date of arrival, no fee will be charged  
 of no-show, 100 percent of the first night will be charged.
 
**Payment:** This rate requires that you PAY AT THE HOTEL during C
 

10 Apr

35.27

11 Apr

35.27

☐ FARO TRANSFER 1x
 

+ info

☐ FARO TRANSFER 2x
 

+ info

☐ FRIDGE
 

+ info

☐ KE
 

+ info

70.54 EUR

MAX. OCCUPANCY

2 pax

NºROOMS

MAX 8 ROOMS

BOOK NOW ...

8 rooms selected

Click "BOOK NOW" to proceed with the booking

STEP 6

2.d)

# Create Booking

## Create Group Bookings using the Simulator

### Booking Hotel Alcaide

Av. João Paulo II, Praia do Vau, 8500-820 Portimão,  
Portugal (N 37° 07' 22.8" | W 8° 33' 25.2")



Check In 10 April 2017

Check Out 12 April 2017

**2 Nights - 8 Rooms**

Number of nights  
and number of  
rooms

Description of each  
room

**Room #1 - 70.54 EUR**  
Superior Room with Balcony  
**TWIN ROOM OR DOUBLE BED** located  
in the upper floor with private bathroom,  
balcony, air conditioned and satellite TV.

**RATE Standard Rate**  
Max. Occupancy: 2

Maximum and standard occupancy is 2  
persons. Includes light continental  
breakfast. If cancelled up to 8 days  
before date of arrival, no fee will be  
charged. If cancelled later or in case of  
no-show, 100 percent of the first night  
will be charged.

**Payment:** This rate requires that you  
PAY AT THE HOTEL during CHECK-IN.

**Room #2 - 70.54 EUR**  
Superior Room with Balcony

**TWIN ROOM OR DOUBLE BED** located  
in the upper floor with private bathroom,  
balcony, air conditioned and satellite TV.

**RATE Standard Rate**  
Max. Occupancy: 2

Maximum and standard occupancy is 2  
persons. Includes light continental  
breakfast. If cancelled up to 8 days  
before date of arrival, no fee will be  
charged. If cancelled later or in case of  
no-show, 100 percent of the first night  
will be charged.

**Payment:** This rate requires that you  
PAY AT THE HOTEL during CHECK-IN.

**Room #3 - 70.54 EUR**  
Superior Room with Balcony

**TWIN ROOM OR DOUBLE BED** located  
in the upper floor with private bathroom,  
balcony, air conditioned and satellite TV.

**Room #8 - 70.54 EUR**  
Superior Room with Balcony

**TWIN ROOM OR DOUBLE BED** located  
in the upper floor with private bathroom,  
balcony, air conditioned and satellite TV.

**RATE Standard Rate**  
Max. Occupancy: 2

Maximum and standard occupancy is 2  
persons. Includes light continental  
breakfast. If cancelled up to 8 days  
before date of arrival, no fee will be  
charged. If cancelled later or in case of  
no-show, 100 percent of the first night  
will be charged.

**Payment:** This rate requires that you  
PAY AT THE HOTEL during CHECK-IN.

Total Amount 564.32 EUR

Fill guest  
data

Guest Name   
Guest Email   
Phone Number   
Address   
City   
PostCode   
Country   
Notes

Select  
payment  
method

Select payment type  
☐ Booking Guarantee  
☐ PayPal  
☐ Bank Transfer

Fill  
payment  
data

Credit Card Type   
Credit Card Number   
Credit Card Holders  
Name   
Credit Card Expiration  
Date (Month / Year)    
Credit Card Validation  
Code

Click "MAKE  
RESERVATION" to create  
the bookings

Make Reservation

STEP  
7

STEP  
8

STEP  
9

STEP  
10

2.d)

# Create Booking

## Create Group Bookings using the Simulator

Navigate to the  
"Simulator"  
page











STEP  
11

Verify the  
8 bookings  
created

STEP  
12

CHANGE PASSWORD WEBSITE HELP SIGN OUT NEW QUICK GUIDE CONNECT BOOKING.COM & EXPEDIA ENTERPRISE

BOOKINGS CALENDAR GUESTS REPORTS OTHERS WEBSITE ERP UI

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	202	miguel ribeiro	10/04/2017	12/04/2017	2	70.54	564.32	miguel ribeiro	WEBSITE	SUP.STANDARD		85428
	203	miguel ribeiro	10/04/2017	12/04/2017	2	70.54	564.32	miguel ribeiro	WEBSITE	SUP.STANDARD		85429
	205	miguel ribeiro	10/04/2017	12/04/2017	2	70.54	564.32	miguel ribeiro	WEBSITE	SUP.STANDARD		85430
	208	miguel ribeiro	10/04/2017	12/04/2017	2	70.54	564.32	miguel ribeiro	WEBSITE	SUP.STANDARD		85431
	209	miguel ribeiro	10/04/2017	12/04/2017	2	70.54	564.32	miguel ribeiro	WEBSITE	SUP.STANDARD		85432
	210	miguel ribeiro	10/04/2017	12/04/2017	2	70.54	564.32	miguel ribeiro	WEBSITE	SUP.STANDARD		85433
	206	miguel ribeiro	10/04/2017	12/04/2017	2	70.54	564.32	miguel ribeiro	WEBSITE	SUP.STANDARD		85434
	211	miguel ribeiro	10/04/2017	12/04/2017	2	70.54	564.32	miguel ribeiro	WEBSITE	SUP.STANDARD		85435
	005	Rene Karle	08/05/2017	16/05/2017	8	364.56	364.56	Rene Karle	BOOKING.COM	CLS.NO_REFUND	@OK @BOK [en] 170403	85415
	005	Ernst Dettwiler	18/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@BOK [en] 170402 #1867	85410

K < 1 2 3 4 5 6 7 8 9 10 > X Page size: 10 100 items in 10 pages

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° WEBSITE ROOM RATE SUP.STANDARD DATE IN 10/04/2017 DATE OUT 12/04/2017 NIGHTS 2 DAY RATE 35.27

ADDONS\$ 0.00 PROMOS\$ 0.00 TOTAL ROOM 70.54 P&S 493.78 ACCOUNT 564.32 CHANNEL ROOMSTAY RESERVED ROOM 202

NAME miguel LAST NAME ribeiro NATIONALITY Portugal N° ADULTS 2 N° CHILD. A 0

EMAIL hotelasp@netcabo.pt CONTACT 1212121212 GUEST NAME miguel ribeiro CREATION 03/04

COMMENTS WEBSITE BOOKING REMINDERS group booking

ACCOUNT

STEP 13

Check that the system created only 1 account folio for the 8 bookings

TRX	
Night Charge (211)	
10/04 12:00 1 x 35.27 = 35.27	<input type="checkbox"/>
Night Charge (211)	
11/04 12:00 1 x 35.27 = 35.27	<input type="checkbox"/>
Night Charge (206)	
10/04 12:00 1 x 35.27 = 35.27	<input type="checkbox"/>
Night Charge (206)	
11/04 12:00 1 x 35.27 = 35.27	<input type="checkbox"/>
Night Charge (210)	
10/04 12:00 1 x 35.27 = 35.27	<input type="checkbox"/>
Night Charge (210)	
11/04 12:00 1 x 35.27 = 35.27	<input type="checkbox"/>
Night Charge (209)	
10/04 12:00 1 x 35.27 = 35.27	<input type="checkbox"/>
Night Charge (209)	
11/04 12:00 1 x 35.27 = 35.27	<input type="checkbox"/>
Night Charge (208)	
10/04 12:00 1 x 35.27 = 35.27	<input type="checkbox"/>
Night Charge (208)	
11/04 12:00 1 x 35.27 = 35.27	<input type="checkbox"/>

2.d)

# Create Booking

## Create Group Bookings using the Simulator

**Hotel Alcazar**

**STEP 14** Navigate to the "Calendar" page

**STEP 15** Verify the 8 bookings created

9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu 21-4 Fri 22-4 Sat 23-4 Sun 24-4 Mon 25-4 Tue 26-4 Wed 27-4 Thu

**HOTEL**

2 - WEST

201 Booking #1 #miguel masliuk masliuk mendes mendes mendes mendes mendes mendes

202 Booking #2 #miguel iglesia masliuk mendes sonia l sonia l yves r

204 SUP Booking #3 ribeiro ribeiro barrera barrera lim e

205 Booking #4 #miguel iglesia iglesia iglesia iglesia robin s robin s robin s robin s robin s robin s

206 #miguel daniel daniel verbies trajano trajano trajano

207 SUP pietrza pietrza pietrza pietrza pietrza pietrza sylvain christi christi

2 - SOUTH

212 STD villada villada villada villada

2 - EAST

201 SUP martin martin marylin villada villada villada villada

202 #miguel kazmier mulliga mulliga mulliga mulliga mulliga katarzy

204 #miguel acampor romain fenciog fenciog

205 #miguel roy c roy c roy c pietrus pietrus pietrus pietrus pietrus

211 #miguel kevin f kevin f dzamali dzamali gonzale gonzale

214 FML lebert mnguni mnguni mnguni mnguni

1 - WEST

101 STD kearney kearney kearney kearney kearney xavier maria a

104 STD kerner kerner ramos h ramos h ramos h

105 STD villa m daniel daniel ramos h ramos h ramos h richer

1 - EAST

102 STD cioni j cioni j cioni j villada villada villada villada

103 STD feytos feytos ruadas ruadas kristin kristin kristin villada villada villada villada

**VILLA**

2 - FLOOR

003 CLS kuhl a kuhl a elisabe elisabe elisabe

004 CLS fernand fernand brigato brigato brigato

005 CLS alba l alba l alba l alba l dettwil dettwil dettwil dettwil dettwil dettwil keskin

1 - FLOOR

001 CLS dominik dominik dos san dos san dos san dos san dos san joão m

002 CLS nativid nativid nativid

2.d)

# Create Booking

## Create Group Bookings using the Simulator

**Navigate to the "Point of Sale" page**

**STEP 16**

**POINT OF SALE**

202 - miguel ribeiro [2017.04.10 - 2017.04.12] 84829 202 564.32

CHECK-INS BOOKINGS CHECK-OUTS INTERN ALL

**STEP 17**

**Select the group account**

**STEP 18**

**The night charges for all 8 rooms and 2 nights each**

WINSAAS, UNIPESSOAL LD... (513867546)

WORKING DOC. INVOICE/RECEIPT SIMPLIFIED INVOICE RECEIPT

INVOICE CREDIT NOTE

MARIA MANUELA BARROS C... (138426996)

DOCUMENTS

Create New Document By Series

View Documents

DOCUMENT DETAILS

ACCOUNT

202 MIGUEL RIBEIRO 84829

Date	Q.	Desc.	Unit	Amount
10 APR 00:00	1	NIGHT CHARGE (211)	35.27	35.27
11 APR 00:00	1	NIGHT CHARGE (211)	35.27	35.27
10 APR 00:00	1	NIGHT CHARGE (206)	35.27	35.27
11 APR 00:00	1	NIGHT CHARGE (206)	35.27	35.27
10 APR 00:00	1	NIGHT CHARGE (210)	35.27	35.27
11 APR 00:00	1	NIGHT CHARGE (210)	35.27	35.27
10 APR 00:00	1	NIGHT CHARGE (209)	35.27	35.27
11 APR 00:00	1	NIGHT CHARGE (209)	35.27	35.27
10 APR 00:00	1	NIGHT CHARGE (208)	35.27	35.27
11 APR 00:00	1	NIGHT CHARGE (208)	35.27	35.27
10 APR 00:00	1	NIGHT CHARGE (205)	35.27	35.27
11 APR 00:00	1	NIGHT CHARGE (205)	35.27	35.27
10 APR 00:00	1	NIGHT CHARGE (203)	35.27	35.27
11 APR 00:00	1	NIGHT CHARGE (203)	35.27	35.27
10 APR 00:00	1	NIGHT CHARGE (202)	35.27	35.27
11 APR 00:00	1	NIGHT CHARGE (202)	35.27	35.27

K < 1 > X Entries 1 to 16 of 16

## 2. Create Reservation

**Send Voucher**

2.e)

# Create Booking

## Send Voucher

Navigate to the  
"Bookings" page

STEP  
1

STEP  
2

Select the  
booking

BOOKINGS

SEARCH

* ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
204	*** MIGUEL RIBEIRO	10/04/2017	13/04/2017	3	104.13	104.13	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD		85408
214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	@OK #1330716007	85406
105	Marta Villa	11/04/2017	13/04/2017	2	53.97	53.97	Marta Villa	BOOKING.COM	STD.NO_REFUND_BASI	@OK #1140385606	85405
002	PHILIPPA MARTINS	11/05/2017	18/05/2017	7	360.84	360.84	PHILIPPA MARTINS	BOOKING.COM	CLS.STANDARD	@OK @BOK [en]170402	85404

Page size: 4

100 items in 25 pages

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° WALK-IN ROOM RATE STD.STANDARD DATE IN 10/04/2017 DATE OUT 13/04/2017 NIGHTS 3 DAY RATE 34.71

ADDONS\$ 0.00 PROMOS\$ 0.00 TOTAL ROOM 104.13 P&S 0.00 ACCOUNT 104.13 CHANNEL ROOMSTAY RESERVED ROOM 204

NAME \*\*\* MIGUEL LAST NAME RIBEIRO NATIONALITY Portugal N° ADULTS 2 N° CHILD. A 0 N° CHILD. B 0

P... EMAIL miguel.ribeiro@netcabo.pt CONTACT 987654321 GUEST NAME \*\*\* MIGUEL RIBEIRO CREATION DATE 02/04/2017

COMMENTS charge the credit card one day before check in REMINDERS needs a parking space and a double bed

SAVES OPEN

Click in the "Voucher" button

STEP 3

TRX

TRX	*
Night Charge (204)	
10/04 12:00 1 x 33.59 = 33.59	
Night Charge (204)	
11/04 12:00 1 x 33.59 = 33.59	
Night Charge (204)	
12/04 12:00 1 x 36.95 = 36.95	

SUP - TV, AC, BALCONY, TWINBED, SHOWER, WEST

REQUEST EXECUTED - 03/04/2017 03:30:25 (0.265)

2.e)

# Create Booking

## Send Voucher

Verify the email

Verify the subject

Verify the body

STEP  
4

STEP  
5

STEP  
6

STEP  
7

**Hotel Alcaide** | MRIBEIRO | CHANGE PASSWORD | WEBSITE | HELP | SIGN OUT | NEW QUICK GUIDE | CONNECT BOOKING.COM & EXPEDIA | ENTERPRISE

HOTEL | RATES & AVAILABILITIES | SIMULATOR | **BOOKINGS** | CALENDAR | POINT OF SALE | GUESTS | REPORTS | OTHERS | WEBSITE | ERP | UI

SEARCH | Hotel Alcaide - Operations | Booking Management - Google Chrome

Secure | https://secure.hotelasp.com/Packages/Sys/v3.0.25/UI/Web/WorkAreas/WorkFlow.aspx?aid=10378&ModuleName=&WorkArea

**Email**  
[miguel.ribeiro@netcabo.pt]

**Email Subject**  
[Hotel Alcaide - Reservation for \*\*\* MIGUEL RIBEIRO]

**Reservation**  
**Hotel Alcaide**  
Av. João Paulo II, Praia do Vau, 8500-820  
Portimão, Portugal (N 37° 07' 22.8" | W 8° 33' 25.2")

**Confirmed**

**Voucher**  
**R85408 (\*\*\* MIGUEL RIBEIRO)**  
TWIN ROOM OR DOUBLE BED located in the upper floor with private bathroom, balcony, air conditioned and satellite TV.  
(Standard Rate)

Check In: 10 Apr 2017  
Check Out: 13 Apr 2017  
For: 3 Night(s), 2 Adult(s), 0 Child(s)  
Amount: 104.13 EUR  
charge the credit card one day before check in

Design | HTML | Preview | Words: 78 Characters: 490

Create Voucher

Change Voucher Template  
Create Voucher and Send Email

REQUEST EXECUTED -

Bookings  
Booking Management

TRX	*
Night Charge (204)	
10/04 12:00 1 x 33.59 = 33.59	<input type="checkbox"/>
Night Charge (204)	
11/04 12:00 1 x 33.59 = 33.59	<input type="checkbox"/>
Night Charge (204)	
12/04 12:00 1 x 36.95 = 36.95	<input type="checkbox"/>

SUP - TV, AC, BALCONY, TWINBED, SHOWER, WEST

DEFAULT PAGE SIZE: 4

Send feedback

Click the "Create Voucher and Send Email" button



2.e)

# Create Booking

## Send Voucher

Hotel Alcaide - Operations | Booking Management - Google Chrome

Secure | <https://secure.hotelasp.com/Packages/Sys/v3.0.25/UI/Web/WorkAreas/Workflow.aspx?aid=103>

### Reservation

**Hotel Alcaide**  
Av. João Paulo II, Praia do Vau, 8500-820  
Portimão, Portugal (N 37° 07' 22.8" | W 8° 33' 25.2")

**Confirmed**

---

#### Voucher

**R85408 (\*\*\* MIGUEL RIBEIRO)**

**TWIN ROOM OR DOUBLE BED** located in the upper floor with private bathroom, balcony, air conditioned and satellite TV.

(Standard Rate)

Check In	10 Apr 2017
Check Out	13 Apr 2017
For	3 Night(s), 2 Adult(s), 0 Child(s)
Amount	104.13 EUR

charge the credit card one day before check in

STEP  
8

Verify the voucher

2.e)

# Create Booking

## Send Voucher

seg 03/04/2017 11:37

hotel@hotelalcaide.com

Hotel Alcaide - Reservation for \*\*\* MIGUEL RIBEIRO

To: miguel.ribeiro@netcabo.pt

Cc: mribeiro\_book@hotelalcaide.com

If there are problems with how this message is displayed, click here to view it in a web browser.

**Reservation** Confirmed

**Hotel Alcaide**  
Av. João Paulo II, Praia do Vau, 8500-820 Portimão, Portugal (N 37° 07' 22.8" | W 8° 33' 25.2")

**Voucher**

**R85408 (\*\*\* MIGUEL RIBEIRO)**

**TWIN ROOM OR DOUBLE BED** located in the upper floor with private bathroom, balcony, air conditioned and satellite TV.

(Standard Rate)

Check In	10 Apr 2017
Check Out	13 Apr 2017
For	3 Night(s), 2 Adult(s), 0 Child(s)
Amount	104.13 EUR

charge the credit card one day before check in

**STEP 9**

Verify the email

2.e)

# Create Booking

## Send Voucher

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

HELP

SIGN OUT

NEW QUICK GUIDE

CONNECT BOOKING.COM & EXPEDIA

ENTERPRISE

HOTEL RATES & AVAILABILITIES SIMULATOR **BOOKINGS** CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	204	*** MIGUEL RIBEIRO	10/04/2017	13/04/2017	3	104.13	104.13	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD		85408
	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	#1330716007	85406
	105	Marta Villa	11/04/2017	13/04/2017	2	53.97	53.97	Marta Villa	BOOKING.COM	STD.NO_REFUND_BAS		
	002	PHILIPPA MARTINS	11/05/2017	18/05/2017	7	360.84	360.84	PHILIPPA MARTINS	BOOKING.COM	CLS.STANDARD		

Select the booking

STEP 10

Select the voucher tab

Page size: 4

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS **VOUCHER** CONFIRM

VOUCHER CODE

R85408 (\*\*\*) MIGUEL RIBE

VOUCHER DESCRIPTION

Hotel Alcaide - Reservation for \*\*\* MIGUEL RIBEIR



SENCODEDS

Reservation

Hotel Alcaide

Av. João Paulo II, Praia do Vau, 8500-820  
Portimão, Portugal (N 37° 07' 22.8" | W 8° 33' 25.2")

Confirmed

Voucher sent to the guest

Voucher

R85408 (\*\*\*) MIGUEL RIBEIRO)

TWIN ROOM OR DOUBLE BED located in the upper floor with private bathroom, balcony, air conditioned and satellite TV.

(Standard Rate)

Check In 10 Apr 2017

Design HTML Preview

Words: 79 Characters: 501

REQUEST EXECUTED - 03/04/2017 03:41:38 (3.395)

DEFAULT PAGE SIZE: 4

## 2. Create Reservation

**Send Email**

2.f)

# Create Booking

## Send Email

**Hotel Asp**

Navigation: HOTEL, SEARCH, ROOMSTA, BOOKINGS, CALENDAR, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, UI

**STEP 1**: Navigate to the "Booking" page

**STEP 2**: Select the booking

* ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	#
204	*** MIGUEL RIBEIRO	10/04/2017	13/04/2017	3	104.13	104.13	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD	85408
214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML STANDARD 3PAX	@OK #1330716007 85406
105	Marta Villa	11/04/2017	13/04/2017	2	53.97	53.97	Marta Villa	BOOKING.COM	STD.NO_REFUND_BAS	@OK #1140385606 85405
		2017	18/05/2017	7				BOOKING.COM	CLS.STANDARD	@OK @BOK [en] 170402 85404

Page size: 4

**STEP 3**: Select "Send Email" tab

**STEP 4**: Select an email template (if customized)

EMAIL: miguel.ribeiro@netcabo.pt

EMAIL SUBJECT: [Empty]

Send Email

EMAIL TEMPLATES: BOK [en], BOK [es], BOK [pt], FB [en], FB [es], FB [pt]

CONFIRMATION: [Empty]

FEEDBACK: [Empty]

EMAIL TEMPLATES: [Empty]

VIEW EMAILS: [Empty]

Design, HTML, Preview

Words: 0 Characters: 0

REQUEST EXECUTED - 03/04/2017 03:41:38 (3.395)

DEFAULT PAGE SIZE: 4

2.f)

# Create Booking

## Send Email

**Hotel Alcaide** MRIBEIRO CHANGE PASSWORD WEBSITE HELP SIGN OUT NEW QUICK GUIDE CONNECT BOOKING.COM & EXPEDIA ENTERPRISE

HOTEL RATES & AVAILABILITIES SIMULATOR **BOOKINGS** CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

**SEARCH**

**ROOMSTAYS**

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	204	*** MIGUEL RIBEIRO	10/04/2017	13/04/2017	3	104.13	104.13	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD		85408
	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	@OK #1330716007	85406
	105	Marta Villa		4/2017			53.97	Marta Villa	BOOKING.COM	STD.NO_REFUND_BAS	@OK #1140385606	85405
	002	PHILIPPA MARTIN		5/2017			360.84	PHILIPPA MARTINS	BOOKING.COM	CLS.STANDARD	@OK @BOK [en].170402	85404

100 items in 25 pages

**STEP 5** **Verify email**

**STEP 6** **Verify email subject**

**STEP 7** **Click "Send email" to send email**

**EMAIL TEMPLATES** BOK [en]

**EMAIL** miguel.ribeiro@netcabo.pt

**EMAIL SUBJECT** Hotel Alcaide - Confirmed Booking

**Send Email**

**CONFIRMATION** ☐ **FEEDBACK** ☐

**EMAIL TEMPLATES** **VIEW EMAILS**

**Hotel Alcaide**  
Av. João Paulo II, Praia do Vau, 8500-820 Portimão,  
Portugal (N 37° 07' 22.8" | W 8° 33' 25.2")

**CONFIRMED**

**Your Booking is Confirmed**

\*\*\* MIGUEL RIBEIRO, thank you for your preference.

Check-In: 10 Apr 2017  
Check-Out: 13 Apr 2017  
3 Night(s), 2 Adult(s), 0 Child(s)

**Rate:** Standard Rate. Maximum and standard occupancy is 2 persons. Includes light continental breakfast. If cancelled

Design HTML Preview

Words: 611 Characters: 3567

2.f)

# Create Booking

## Send Email

Hotel Alcaide - Confirmed Booking - Message (HTML)

**FILE** **MESSAGE**

Ignore Delete Reply Reply All Forward More Meeting

EXTERIOR - vigi... To Manager Done Create New

Team Email Reply & Delete

Move Rules OneNote Actions Move

Mark Unread Categorize Follow Up Tags

Find Related Select Editing Zoom

Delete Respond Quick Steps

seg 03/04/2017 11:51

hotel@hotelalcaide.com

Hotel Alcaide - Confirmed Booking

To miguel.ribeiro@netcabo.pt

If there are problems with how this message is displayed, click here to view it in a web browser.

**Hotel Alcaide**

Av. João Paulo II, Praia do Vau, 8500-820 Portimão, Portugal (N 37° 07' 22.8" | W 8° 33' 25.2")

**CONFIRMED**

**Your Booking is Confirmed**

\*\*\* MIGUEL RIBEIRO, thank you for your preference.

Check-In 10 Apr 2017

Check-Out 13 Apr 2017

3 Night(s), 2 Adult(s), 0 Child(s)

**Rate:** Standard Rate. Maximum and standard occupancy is 2 persons. Includes light continental breakfast. If cancelled up to 8 days before date of arrival, no fee will be charged. If cancelled later or in case of no-show, 100 percent of the first night will be charged.

**Details**

**Payment:** This rate requires that you PAY AT THE HOTEL during CHECK-IN.

**Room:** TWIN ROOM OR DOUBLE BED with private bathroom, air conditioned and satellite TV.

The standard rate rooms are usually located in the ground floor and don't have balcony.

Amount 104.13 EUR

**Hotel Policies**

**STEP 8**

Verify the email

2.f)

# Create Booking

## Send Email

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

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HOTEL RATES & AVAILABILITIES SIMULATOR BOOKINGS CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	204	*** MIGUEL RIBEIRO	10/04/2017	13/04/2017	3	104.13	104.13	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD	@BOK [en].170403	85408
	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	@OK #1330716007	85406
	105	Marta Villa	11/04/2017	13/04/2017	2	53.97	53.97	Marta Villa	BOOKING.COM	STD.NO_REFUND_BASI	@OK #1140385606	85405
	002	PHILIPPA MARTINS	11/05/2017	18/05/2017	7	360.84	360.84	PHILIPPA MARTINS	BOOKING.COM	CLS.STANDARD	@OK @BOK [en].170402	85404

K < 1 2 3 4 5 6 7 8 9 10 ... > X

Page size: 4

100 items in 25 pages

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

STEP 9

Select the "Roomstay" tab

ROOM RATE STD.STANDARD

DATE IN 10/04/2017 DATE OUT 13/04/2017 NIGHTS 3

DAY RATE 34.71

PROMOS\$ 0.00 TOTAL ROOM 104.13 P&S 0.00 ACCOUNT 104.13

CHANNEL ROOMSTAY RESERVED ROOM 204

NAME \*\*\* MIGUEL LAST NAME RIBEIRO NATIONALITY Portugal N° ADULTS 2 N° CHILD. A 0 N° CHILD. B 0  
P... EMAIL miguel.ribeiro@netcabo.pt CONTACT 987654321 GUEST NAME \*\*\* MIGUEL RIBEIRO CREATION DATE 02/04/2017

COMMENTS charge the credit card one day before check in

REMINDERS needs a parking space and a double bed

PAYER \*\*\* MIGUEL RIBEIRO ACCOUNT \*\*\* MIGUEL RIBEIRO OPEN

REQUEST EXECUTED - 03/04/2017 03:53:31 (0.815)

DEFAULT PAGE SIZE: 4

STEP 10

Click the "Events" button to view the emails sent

TRX	*
Night Charge (204)	
10/04 12:00 1 x 33.59 = 33.59	
Night Charge (204)	
11/04 12:00 1 x 33.59 = 33.59	
Night Charge (204)	
12/04 12:00 1 x 36.95 = 36.95	

SUP - TV, AC, BALCONY, TWINBED, SHOWER, WEST

170403



2.f)

# Create Booking

## Send Email

**Hotel Alcaide** MRIBEIRO CHANGE PASSWORD WEBSITE HELP SIGN OUT NEW QUICK GUIDE CONNECT BOOKING.COM & EXPEDIA ENTERPRISE

HOTEL RATES & AVAILABILITIES SIMULATOR BOOKINGS CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

SEARCH ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	SR	\$A	PAYER	AGENT	INFO	#
	204									@8OK [en] 170403	85408
	214										
	105										
	002										

**Events**

ID	DATE	SUBJECT	DESCRIPTION	EMAIL
	03/04/2017 11:50:39	Hotel Alcaide - Confirmed Booking		
	03/04/2017 10:31:19	ROOMSTAY CONFIRM for *** MIGUEL RIBEIRO	CONFIRM ROOMSTAY 85408	
	03/04/2017 03:37:26	Hotel Alcaide - Reservation for *** MIGUEL RIBEIRO	Standard Booking - Voucher Emailed	
	02/04/2017 22:29:26	ROOMSTAY TENTATIVE for *** MIGUEL RIBEIRO	TENTATIVE ROOMSTAY 85408	

1 2 3 4 5 6 7 8 9 10 Displaying items 1 to 4 from 37

**Hotel Alcaide** CONFIRMED

Av. João Paulo II, Praia do Vau, 8500-820 Portimão, Portugal (N 37° 07' 22.8" | W 8° 33' 25.2")

**Your Booking is Confirmed**

\*\*\* MIGUEL RIBEIRO, thank you for your preference.

Check-In 10 Apr 2017  
Check-Out 13 Apr 2017  
3 Night(s), 2 Adult(s), 0 Child(s)

**Rate:** Standard Rate. Maximum and standard occupancy is 2 persons. Includes light continental breakfast. If cancelled up to 8 days before date of arrival, no fee will be charged. If cancelled later or in case of no-show, 100 percent of the first night will be charged.

**Payment:** This rate requires that you PAY AT THE HOTEL during CHECK-IN.

**Room:** TWIN ROOM OR DOUBLE BED with private bathroom, air conditioned and satellite TV.

The standard rate rooms are usually located in the ground floor.

REQUEST EXECUTED - 03/04/2017 03:53:31 (0.815)

Bookings  
Booking Management

HotelASP ©2016 v6.0.17.0217 (0s)

Send feedback

DEFAULT PAGE SIZE: 4

STEP  
11

Select the event  
line

STEP  
12

Verify the email  
sent to the guest

## 3. Update Reservation

**Change Dates**

# 3.a)

## Update Reservation

### Change Dates

**STEP 1** Navigate to the "Bookings" page

**STEP 2** Select booking to change

* ROOM	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
005	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@8OK [en].170402 #1867	85410
208	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409
204 *** MIGUEL RIBEIRO	10/04/2017	3	104.13	104.13	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD	@8OK [en].170403	85408
214 Elizabeth Watt	10/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAK	@OK #1330716007	85406

**STEP 3** Change check-in date from 10 April to 8 of April

**STEP 4** Click "Update" to save the changes

**TRX**

TRX		
Night Charge (204)		
10/04 12:00	1 x 33.59 =	33.59
Night Charge (204)		
11/04 12:00	1 x 33.59 =	33.59
Night Charge (204)		
12/04 12:00	1 x 36.95 =	36.95

The account has 3 night charges (from 10 to 13 of April). With the change the account will have 2 more night charge entries.

REQUEST EXECUTED - 03/04/2017 04:49:54 (0.245)

DEFAULT PAGE SIZE: 4

# 3.a)

## Update Reservation Change Dates

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

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ENTERPRISE

HOTEL

RATES & AVAILABILITIES

SIMULATOR

BOOKINGS

CALENDAR

POINT OF SALE

GUESTS

REPORTS

OTHERS

WEBSITE

ERP

UI

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	005	Ernst Dettwiler	18/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@BOK [en].170402 #1867	85410
	208	Annie Claeys	08/07/2017	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409
	204	*** MIGUEL RIBEIRO	08/04/2017	13/04/2017	5	146.67	146.67	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD	@BOK [en].170403	85408
	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	@OK #1330716007	85406

K

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1

2

3

4

5

6

7

8

9

10

>

X

Page size: 4

100 items in 25 pages

NEW

UPDATE

REFRESH

TENTATIVE

CONFIRM

CHECK IN

CHECK OUT

CANCEL

ROOMSTAY

ACCOUNT

GUESTS

CHANNEL MANAGEMENT

REVIEWS

VOUCHER

SEND EMAIL

AGENT N°

ROOM RATE

DATE IN

DATE OUT

NIGHTS

DAY RATE

ADDONS\$

PROMOS\$

TOTAL ROOM

P&S

ACCOUNT

CHANNEL ROOMSTAY

ROOM

NAME

LAST NAME

NATIONALITY

N° ADULTS

N° CHILD. A

N° CHILD. B

EMAIL

CONTACT

GUEST NAME

CREATION DATE

COMMENTS

REMINERS

PAYER

ACCOUNT

TRX

9 April

8 April

2 more nights were added to the guest account

PROCESSED WITH SUCCESS

REQUEST EXECUTED - 03/04/2017 04:56:07 (1.485)

DEFAULT PAGE SIZE: 4

## 3. Update Reservation

**Change Daily Rates**

# 3.b)

## Update Reservation Change Daily Prices

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

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HOTEL RATES & AVAILABILITIES SIMULATOR BOOKINGS CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	005	Ernst Dettwiler	18/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@80K [en].170402 #1867	85410
	208	Annie Claeys	08/07/2017	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409
	204	*** MIGUEL RIBEIRO	08/04/2017	13/04/2017	5	146.67	146.67	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD	@80K [en].170403	85408
	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAK	@OK #1330716007	85406

K < 1 2 3 4 5 6 7 8 9 10 ... > X Page size: 4

100 items in 25 pages

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMS ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

STEP  
2

Click "Update" to  
save changes

ROOM RATE  
STD.STANDARD

DATE IN  
08/04/2017

DATE OUT  
13/04/2017

NIGHTS  
5

DAY RATE  
34

STEP  
1

Change the  
average daily rate

ADDONS\$  
0.00

PROMOS\$  
0.00

TOTAL ROOM  
146.67

P&S  
0.00

ACCOUNT  
146.67

ROOM  
204

NAME  
\*\*\* MIGUEL

LAST NAME  
RIBEIRO

NATIONALITY  
Portugal

N° ADULTS  
2

N° CHILD. A  
0

N° CHILD. B  
0

P...

EMAIL  
miguel.ribeiro@netcabo.

CONTACT  
987654321

GUEST NAME  
\*\*\* MIGUEL RIBEIRO

CREATION DATE  
02/04/2017

COMMENTS

charge the credit card one day before check in

REMINDERS

needs a parking space and a double bed

PAVER  
\*\*\* MIGUEL RIBEIRO  
ACCOUNT  
\*\*\* MIGUEL RIBEIRO

OPEN

REQUEST EXECUTED - 03/04/2017 04:59:24 (0.235)

TRX	*
Night Charge (204)	
12/04 12:00 1 x 36.95 = 36.95	
Night Charge (204)	
09/04 12:00 1 x 21.27 = 21.27	
Night Charge (204)	
10/04 12:00 1 x 33.59 = 33.59	
Night Charge (204)	
11/04 12:00 1 x 33.59 = 33.59	
Night Charge (204)	
08/04 12:00 1 x 21.27 = 21.27	

SUP - TV, AC, BALCONY, TUB, SHOWER, WEST

@80K [en].170403

This change will make  
all nights with a 34  
eur rate

DEFAULT PAGE SIZE: 4

# 3.b)

## Update Reservation Change Daily Prices

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

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SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	005	Ernst Dettwiler	18/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@BOK [en].170402 #1867	85410
	208	Annie Claeys	08/07/2017	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409
	204	*** MIGUEL RIBEIRO	08/04/2017	13/04/2017	5	170.00	170.00	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD	@BOK [en].170403	85408
	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	@OK #1330716007	85406

K < 1 2 3 4 5 6 7 8 9 10 ... > X Page size: 4

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° WALK-IN ROOM RATE STD.STANDARD DATE IN 08/04/2017 DATE OUT 13/04/2017 NIGHTS 5

DAY RATE 34.00

ADDONS\$ 0.00

STEP 3

TOTAL ROOM 170.00 P&S 0.00 ACCOUNT 170.00

CHANNEL ROOMSTAY RESERVED ROOM 204

NAME \*\*\* MIGUEL LAST NAME NATIONALITY N° ADULTS 2 N° CHILD. A 0 N° CHILD. B 0

P... GUEST NAME \*\*\* MIGUEL RIBEIRO CREATION DATE 02/04/2017

COMMENTS

charge the credit card one day before check in

REMINDERS

needs a parking space and a double bed

PAYER \*\*\* MIGUEL RIBEIRO OPEN ACCOUNT \*\*\* MIGUEL RIBEIRO

PROCESSED WITH SUCCESS

REQUEST EXECUTED - 03/04/2017 05:02:48 (1.325)

STEP 4

TRX	*
Night Charge (204)	
12/04 12:00 1 x 34 = 34	
Night Charge (204)	
09/04 12:00 1 x 34 = 34	
Night Charge (204)	
10/04 12:00 1 x 34 = 34	
Night Charge (204)	
11/04 12:00 1 x 34 = 34	
Night Charge (204)	
08/04 12:00 1 x 34 = 34	

SUP - TV, AC, BALCONY, TWINBED, SHOWER, WEST

@BOK [en].170403

The change update all nights to 34 eur

The total is now 34 eur x 5 nights = 170 eur

# 3.b)

## Update Reservation Change Daily Prices

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

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SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	005	Ernst Dettwiler	18/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@BOK [en].170402 #1867	85410
	208	Annie Claeys	08/07/2017	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409
	204	*** MIGUEL RIBEIRO	08/04/2017	13/04/2017	5	170.00	170.00	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD	@BOK [en].170403	85408
	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	@OK #1330716007	85406

100 items in 25 pages

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

STEP 5

AGENT N° WALK-IN ROOM RATE STD.STANDARD DATE IN 08/04/2017 DATE OUT 13/04/2017 NIGHTS 5

DAY RATE 34.00

ADDONS\$ 0.00 PROMOS\$ 0.00 TOTAL ROOM 170.00 P&S 0.00 ACCOUNT 170.00

CHANNEL ROOMSTAY RESERVED

Click the "Change Rate Detail" button to change the rates by day

NAME \*\*\* MIGUEL LAST NAME RIBEIRO NATIONALITY Portugal N° ADULTS 2 N° P... EMAIL miguel.ribeiro@netcabo.pt CONTACT 987654321 GUEST NAME \*\*\* MIGUEL RIBEIRO CREATION DATE 02/04/2017

COMMENTS

charge the credit card one day before check in

REMINDERS

needs a parking space and a double bed

PAYER \*\*\* MIGUEL RIBEIRO OPEN

ACCOUNT \*\*\* MIGUEL RIBEIRO

TRX	*
Night Charge (204)	
12/04 12:00 1 x 34 = 34	
Night Charge (204)	
09/04 12:00 1 x 34 = 34	
Night Charge (204)	
10/04 12:00 1 x 34 = 34	
Night Charge (204)	
11/04 12:00 1 x 34 = 34	
Night Charge (204)	
08/04 12:00 1 x 34 = 34	

SUP - TV, AC, BALCONY, TWINBED, SHOWER, WEST

@BOK [en].170403



# 3.b)

## Update Reservation Change Daily Prices

Hotel Alcaide

MRIBEIRO CHANGE PASSWORD WEBSITE HELP SIGN OUT NEW QUICK GUIDE CONNECT BOOKING.COM & EXPEDIA ENTERPRISE

HOTEL RATES & AVAILABILITIES SIMULATOR BOOKINGS CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

SEARCH

ROOMSTAYS

005  
208  
204  
214

K < 1 2 3

NEW UPDATE

ROOMSTAY ACCO

AGENT N° WALK-IN

ADDONS\$ 0.00

NAME \*\*\* MIGUEL

P...

COMMENTS charge the credit card one

**Change Rate Detail**

AGENT N° WALK-IN

ROOM RATE STD.STANDARD

DATE IN 08/04/2017 DATE OUT 13/04/2017

ROOM 204 NATIONALITY Portugal

NAME \*\*\* MIGUEL LAST NAME RIBEIRO

N° ADULTS 2 N° CHILD. A | N° CI 0 0

EMAIL miguel.ribeiro@netcabo.pt

PASSPORT \ ID CONTACT Pas 987654321

ADDRESS

REMINDERS COMMENTS

Days 1 to 5 of 5

08 Apr 09 Apr 10 Apr 11 Apr 12 Apr

35.00 36.00 37.00 38.00 39.00

Refresh Save 185.00

**STEP 6**

**STEP 7**

Click the "Save" button to update the changes to the database

Change the daily rates

RATE	INFO	#
ANDARD	@BOK [en].170402 #1867	85410
D_REFUND	@OK #1140377129	85409
ANDARD	@BOK [en].170403	85408
ANDARD 3PAX	@OK #1330716007	85406

100 items in 25 pages

TRX	*
Night Charge (204)	
12/04 12:00 1 x 34 = 34	<input type="checkbox"/>
Night Charge (204)	
09/04 12:00 1 x 34 = 34	<input type="checkbox"/>
Night Charge (204)	
10/04 12:00 1 x 34 = 34	<input type="checkbox"/>
Night Charge (204)	
11/04 12:00 1 x 34 = 34	<input type="checkbox"/>
Night Charge (204)	
08/04 12:00 1 x 34 = 34	<input type="checkbox"/>

SUP - TV, AC, BALCONY, TWINBED, SHOWER, WEST

@BOK [en].170403

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=PMS&WorkAreaName=PMS\_OPERATIONS\_ROOMSTAYS\_RATEDETAIL&ViewName..

# 3.b)

## Update Reservation Change Daily Prices

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

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CONNECT BOOKING.COM & EXPEDIA

ENTERPRISE

HOTEL RATES & AVAILABILITIES SIMULATOR BOOKINGS CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	005	Ernst Dettwiler	18/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@BOK [en] 170402 #1867	85410
	208	Annie Claeys	08/07/2017	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409
	204	*** MIGUEL RIBEIRO	08/04/2017	13/04/2017	5	185.00	185.00	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD	@BOK [en] 170403	85408
	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FMLSTANDARD 3PAX	@OK #1330716007	85406

K < 1 2 3 4 5 6 7 8 9 10 ... > X Page size: 4

100 it

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° WALK-IN ROOM RATE STD.STANDARD DATE IN 08/04/2017 DATE OUT 13/04/2017 NIGHTS 5

DAY RATE 37.00

ADDONS\$ 0.00

PRO 0.00

TOTAL ROOM 185.00 P&S 0.00 ACCOUNT 185.00

CHANNEL ROOMSTAY RECEIVED

NAME \*\*\* MIGUEL LAST NAME RIBEIRO QUALITY N° ADULTS 2

P...

EMAIL mig

GUEST NAME \*\*\* MIGUEL RIBEIRO CREATION DATE 02/04/2017

COMMENTS charge the credit card one day before check in

REMINDERS needs a parking space and a double bed

PAYER \*\*\* MIGUEL RIBEIRO ACCOUNT \*\*\* MIGUEL RIBEIRO OPEN

STEP 9

STEP 10

STEP 8

The average daily rate is now 37 eur

The total has now changed to 185 eur

TRX	*
Night Charge (204)	
09/04 12:00 1 x 36 = 36	
Night Charge (204)	
10/04 12:00 1 x 37 = 37	
Night Charge (204)	
11/04 12:00 1 x 38 = 38	
Night Charge (204)	
12/04 12:00 1 x 39 = 39	
Night Charge (204)	
08/04 12:00 1 x 35 = 35	

SUP - TV, AC, BALCONY, INBED, SHOWER, WEST

Check that each night has a now a different rate

## 3. Update Reservation

**Change Room Rate**

# 3.c)

## Update Reservation Change Room Rate

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

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ENTERPRISE

HOTEL

RATES & AVAILABILITIES

SIMULATOR

BOOKINGS

CALENDAR

POINT OF SALE

GUESTS

REPORTS

OTHERS

WEBSITE

ERP

UI

SEARCH

ROOMSTAYS

ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
005	Ernst Dettwiler	18/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@8OK [en].170402 #1867	85410
208	Annie Claeys	08/07/2017	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409
204	*** MIGUEL RIBEIRO	08/04/2017	13/04/2017	5	185.00	185.00	*** MIGUEL RIBEIRO	WALK-IN	STD.STANDARD	@8OK [en].170403	85408
214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	@OK #1330716007	85406

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1

2

3

4

5

4

100 items in 25 pages

NEW

UPDATE

CHECK IN

CHECK OUT

CANCEL

NO SHOW

DELETE

IMPORT ORDERS

ROOMSTAY

ACCOUNT

GUESTS

CHANNEL MANAGEMENT

REVIEWS

VOUCHER

SEND EMAIL

AGENT N°

WALK-IN

ROOM RATE

STD.STANDARD

SUP

SUP.STANDARD

SUP.NO\_REFUND

SUP.STANDARD 3PAX

SUP.NO\_REFUND 3PAX

STD

FML

CLS

DAY RATE

37.00

HANNEL ROOMSTAY

RESERVED

ROOM

204

NAME

\*\*\* MIGUEL

NATIONALITY

Portugal

N° ADULTS

2

N° CHILD. A

0

N° CHILD. B

0

CONTACT

987654321

GUEST NAME

\*\*\* MIGUEL RIBEIRO

CREATION DATE

02/04/2017

COMMENTS

charge the credit card one day before check in

REMINERS

needs a parking space and a double bed

PAYER

\*\*\* MIGUEL RIBEIRO

ACCOUNT

\*\*\* MIGUEL RIBEIRO

OPEN

TRX

Night Charge (204)	
09/04 12:00 1 x 36 = 36	
Night Charge (204)	
10/04 12:00 1 x 37 = 37	
Night Charge (204)	
11/04 12:00 1 x 38 = 38	
Night Charge (204)	
12/04 12:00 1 x 39 = 39	
Night Charge (204)	
08/04 12:00 1 x 35 = 35	

The room rate change will not update the guest account entries. If you need to update the values then check the "change daily rates" chapter

# 3.c)

## Update Reservation Change Room Rate

Hotel Alcaide

MRIBEIRO

CHANGE PASSWORD

WEBSITE

HELP

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ENTERPRISE

HOTEL RATES & AVAILABILITIES SIMULATOR BOOKINGS CALENDAR POINT OF SALE GUESTS REPORTS OTHERS WEBSITE ERP UI

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	005	Ernst Dettwiler	18/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@BOK [en] 170402 #1867	85410
	208	Annie Claeys	08/07/2017	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409
	204	*** MIGUEL RIBEIRO	08/04/2017	13/04/2017	5	185.00	185.00	*** MIGUEL RIBEIRO	WALK-IN	SUP.NO_REFUND	@BOK [en] 170403	85408
	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	@OK #1330716007	85406

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Page size: 4

100 items in 25 pages

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N°

WALK-IN

ROOM RATE

SUP.NO\_REFUND

DATE IN

08/04/2017

DATE OUT

13/04/2017

NIGHTS

5

DAY RATE

37.00

ADDONS\$

0.00

OMOS\$

0.00

COUNT

185.00

CHANNEL ROOMSTAY

RESERVED

ROOM

204

NAME

\*\*\* MIGUEL

LAST NAME

RIBEIRO

PORTUGAL

N° ADULTS

2

N° CHILD. A

0

N° CHILD. B

0

P...

EMAIL

miguel.ribeiro@netcabo.pt

CONTACT

987654321

GUEST NAME

\*\*\* MIGUEL RIBEIRO

CREATION DATE

02/04/2017

COMMENTS

charge the credit card one day before check in

REMINDERS

needs a parking space and a double bed

PAYER

\*\*\* MIGUEL RIBEIRO

OPEN

ACCOUNT

\*\*\* MIGUEL RIBEIRO

STEP 4

TRX	*
Night Charge (204)	
10/04 12:00 1 x 37 = 37	
Night Charge (204)	
11/04 12:00 1 x 38 = 38	
Night Charge (204)	
12/04 12:00 1 x 39 = 39	
Night Charge (204)	
08/04 12:00 1 x 35 = 35	
Night Charge (204)	
09/04 12:00 1 x 36 = 36	

SUP - TV, AC, BALCONY, TWINBED, SHOWER

The daily rates were not changed.

The room rate was changed

STEP 3

## 3. Update Reservation

**Change Room**

# 3.d)

## Update Reservation Change Room

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR **BOOKINGS** CALENDAR POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

STEP 1

ROOMSTAYS

ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
205	Ernst Dettwiler	18/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@BOK [en].170402 #1867	85410
208	Annie Claeys	08/07/2017	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409
204	*** MIGUEL RIBEIRO	08/04/2017	13/04/2017	5	185.00	185.00	*** MIGUEL RIBEIRO	WALK-IN	SUP.NO_REFUND	@BOK [en].170403	85408
214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	@OK #1330716007	85406

K < 1 2 3 4 5 6 7 8 9 10 ... > X

Page size: 4

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° WALK-IN ROOM RATE SUP.NO\_REFUND

DATE IN 08/04/2017 DATE OUT 13/04/2017 NIGHTS 5

DAY RATE 37.00

ADDONS\$ 0.00 PROMOS\$ 0.00

TOTAL ROOM 185.00 P&S 0.00 ACCOUNT 185.00

NAME \*\*\* MIGUEL LAST NAME RIBEIRO

P... EMAIL miguel

COMMENTS charge the credit card one day before check in

STEP 2

CHANNEL ROOMSTAY RESERVED

ROOM 204

003 -1  
CLS NOT AVAILABLE | NO PLAN. NOT ENOUGH ROOM PLAN NIGHTS AVAILABLE [NIGHTS 1325-5/0] [3900.1325] | TV, TWINBED, NOEXTBED, BATH, EAST  
004 -1  
CLS NOT AVAILABLE | NO PLAN. NOT ENOUGH ROOM PLAN NIGHTS AVAILABLE [NIGHTS 1325-5/0] [3900.1325] | TV, TWINBED, NOEXTBED, BATH, EAST  
204 -1  
SLEEP NOT AVAILABLE | NO PLAN. NOT ENOUGH ROOM

Night Charge (204) x 37 = 37  
Night Charge (204) x 38 = 38  
Night Charge (204) x 39 = 39  
Night Charge (204) x 35 = 35  
Night Charge (204) x 36 = 36

The account entries will be changed to consider the new room.

Change the room. The list will show the available rooms for the selected check in and out dates. They will be shown by decreasing score order.

The score is a value given by the system that gives a higher score to the rooms that cause less defragmentation in the calendar. For example: a room that has a check-out booking in the same day as the selected check-in booking has a higher score than a room that is standalone.

3.d)

# Update Reservation

## Change Room

HOTEL ▾
RATES & AVAILABILITIES ▾
SIMULATOR
BOOKINGS
CALENDAR
POINT OF SALE
GUESTS
REPORTS ▾
OTHERS ▾
WEBSITE ▾
ERP ▾
UI ▾

SEARCH
ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	005	Ernst Dettwiler	18/04/2017	25/04/2017	7	258.70	258.70	Ernst Dettwiler	BOOKING.COM	CLS.STANDARD	@BOK [en].170402 #1867	85410
	208	Annie Claeys	08/07/2017	14/07/2017	6	579.54	579.54	Annie Claeys	BOOKING.COM	SUP.NO_REFUND	@OK #1140377129	85409
	004	*** MIGUEL RIBEIRO	08/04/2017	13/04/2017	5	185.00	185.00	*** MIGUEL RIBEIRO	WALK-IN	SUP.NO_REFUND	@BOK [en].170403	85408
	214	Elizabeth Watt	10/05/2017	16/05/2017	6	394.32	394.32	Elizabeth Watt	BOOKING.COM	FML.STANDARD 3PAX	@OK #1330716007	85406

K < 1 2 3 4 5 6 7 8 9 10 ... > X
Page size: 4

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE IMPORT ORDERS

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° WALK-IN ROOM RATE SUP.NO\_REFUND DATE IN 08/04/2017 DATE OUT 13/04/2017 NIGHTS 5 DAY RATE 37.00

ADDONS\$ 0.00 PROMOS\$ 0.00 TOTAL ROOM 185.00 P&S 0.00 ACCOUNT 185.00

NAME \*\*\* MIGUEL LAST NAME RIBEIRO NATIONALITY Portugal CHANNEL ROOMSTAY RESERVED ROOM 004

NAME \*\*\* MIGUEL LAST NAME RIBEIRO NATIONALITY Portugal EMAIL miguel.ribeiro@netcabo.pt CONTACT 987654321 GUEST N° \*\*\* MIGUEL RIBEIRO 08/04/2017

COMMENTS charge the credit card one day before check in REMINDERS needs a parking space and a double bed

PAYER \*\*\* MIGUEL RIBEIRO ACCOUNT \*\*\* MIGUEL RIBEIRO OPEN

Night Charge (004) 11/04 12:00 1 38 = 38 Night Charge (004) 12/04 12:00 1 39 = 39 Night Charge (004) 08/04 12:00 1 35 = 35 Night Charge (004) 09/04 12:00 1 36 = 36 Night Charge (004) 10/04 12:00 1 37 = 37

CLS - TV, TWINBED, NOEXTBED, BATH, EAST @BOK [en].170403

The account entries reflect the room change

STEP 3

The room is changed



3.d)

# Update Reservation

## Change Room

Navigate to the  
"Calendar" page

**STEP 1**

CALENDAR

PREV 03/04/2017 NEXT WEEK DAY

REPORTS OTHERS WEBSITE ERP UI

SET COLORS C. AGENTS C. ROOMS C. RATES

**DRAG & DROP**

**STEP 2**

Drag and Drop the booking

004 185.00 37.00 x 5 = 185.00

8 Apr - 13 Apr 2+0+0

\*\*\* MIGUEL RIBEIRO

needs a parking space and a double bed

RESERVED @BOK [en].170403

SUP.NO.REFUND CLS (1)

WALK-IN #4879

Channel Notifications

Calendar

# 3.d)

## Update Reservation Change Room

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

PREV **03/04/2017** NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

	2-4 Sun	3-4 Mon	4-4 Tue	5-4 Wed	6-4 Thu	7-4 Fri	8-4 Sat	9-4 Sun	10-4 Mon	11-4 Tue	12-4 Wed	13-4 Thu	14-4 Fri	15-4 Sat	16-4 Sun	17-4 Mon	18-4 Tue	19-4 Wed	20-4 Thu
<b>HOTEL</b>																			
2 - WEST																			
202	SUP											korner	korner			masliuk	masliuk		
203	SUP											iglesia	iglesia	iglesia					
204	SUP											barrera	barrera						
205	SUP											iglesia	iglesia	iglesia					
206	SUP											daniel	daniel			verbies			
207	SUP											pietrza	pietrza	pietrza	pietrza	pietrza	pietrza		
2 - SOUTH																			
212	STD											daniel	daniel						
2 - EAST																			
201	SUP											martin	martin						marylin
208	SUP													kazmier	kazmier			mulliga	mulliga
209	SUP													besson	besson			romain	
210	SUP													roy c	roy c			pietrus	pietrus
211	SUP													kevin f	kevin f			dzamali	dzamali
214	FML																	mnguni	mnguni
1 - WEST																			
101	STD											kearney	kearney			kearney	kearney		xavier
104	STD																		
105	STD																		
1 - EAST																			
102	STD																		
103	STD																		
<b>VILLA</b>																			
2 - FLOOR																			
003	CLS													kuhl a	kuhl a				
004	CLS													fernand	fernand			brigato	brigato
005	CLS													alba l	alba l			dettwil	dettwil
1 - FLOOR																			
001	CLS													dominik	dominik				
002	CLS													nativid	nativid			elisabe	elisabe

**STEP 3**

**Drag the booking**

**DRAG & DROP**

# 3.d)

## Update Reservation Change Room

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

PREV **03/04/2017** NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

	2-4 Sun	3-4 Mon	4-4 Tue	5-4 Wed	6-4 Thu	7-4 Fri	8-4 Sat	9-4 Sun	10-4 Mon	11-4 Tue	12-4 Wed	13-4 Thu	14-4 Fri	15-4 Sat	16-4 Sun	17-4 Mon	18-4 Tue	19-4 Wed	20-4 Thu	
<b>HOTEL</b>																				
2 - WEST																				
202	SUP												kirner	kirner			masliuk	masliuk		
203	SUP												iglesia	iglesia						
204	SUP												barrera	barrera						
205	SUP												iglesia	iglesia	iglesia					
206	SUP												daniel	daniel			verbies			
207	SUP												pietrza	pietrza	pietrza	pietrza	pietrza	pietrza		
2 - SOUTH																				
212	STD												daniel	daniel						
2 - EAST																				
201	SUP												martin	martin						
208	SUP												so	kazmier	kazmier			mulliga	mulliga	
209	SUP												besson	besson	acampor			romain		
210	SUP												roy c	roy c				pietrus	pietrus	
211	SUP												kevin f	kevin f				dzamali	dzamali	
214	FML												ert				mnguni	mnguni	mnguni	
1 - WEST																				
101	STD												kearney	kearney			xavier			
104	STD												kearney	kearney						
105	STD												kearney	kearney						
1 - EAST																				
102	STD												kearney	kearney						
103	STD												kearney	kearney						
<b>VILLA</b>																				
2 - FLOOR																				
003	CLS												kuhl a	kuhl a						
004	CLS												fernand	fernand			brigato	brigato	brigato	
005	CLS												alba l	alba l	alba l			dettwil	dettwil	
1 - FLOOR																				
001	CLS												dominik	dominik			dos san	dos san	dos san	
002	CLS												dominik	dominik			dos san	dos san	dos san	

**STEP 4**

**Drop the booking**

**DRAG & DROP**

## 3. Update Reservation

**Change Guest Name**

3.f)

# Update Reservation

## Change Guest Name

Navigate to the  
"Calendar" page

CALENDAR

STEP  
1

Click in the booking to  
edit

STEP  
2

Click in the guest edit  
data button

STEP  
3

Navigation: PREV 03/04/2017 WEEK DAY + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

Calendar view showing dates from Sun to Thu. A booking for "mig" is highlighted on 08/04/2017.

**Edit Booking**

Buttons: NEW, UPDATE, REFRESH, TENTATIVE, CONFIRM, CHECK IN, CHECK OUT, CANCEL, NO SHOW, DELETE

Buttons: ROOMSTAY, ACCOUNT, GUESTS, CHANNEL MANAGEMENT, REVIEWS, VOUCHER, SEND EMAIL

Form fields:

- AGENT N°: WALK-IN
- ROOM RATE: SUP.NO\_REFUND
- DATE IN: 08/04/2017
- DATE OUT: 13/04/2017
- NIGHTS: 5
- ADDONS: \$ 0.00
- PROMOS: \$ 0.00
- TOTAL ROOM: 185.00
- P&S: 0.00
- ACCOUNT: 185.00
- CHANNEL: RESERVED
- ROOMSTAY: RESERVED
- NAME: \*\*\* MIGUEL
- LAST NAME: RIBEIRO
- NATIONALITY: Portugal
- N° ADULTS: 2
- N° CHILD. A: 0
- N° CHILD. B: 0
- EMAIL: miguel.ribeiro@netcabo.pt
- CONTACT: 987654321
- GUEST NAME: \*\*\* MIGUEL RIBEIRO
- CREATION DATE: 02/04/2017
- COMMENTS: charge the credit card one day before check in
- REMINDEES: needs a parking space and a double bed
- PAYER: \*\*\* MIGUEL RIBEIRO
- ACCOUNT: \*\*\* MIGUEL RIBEIRO
- OPEN

Buttons: Refresh, Room Map, Breakfast Status

URL: /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

3.f)

# Update Reservation

## Change Guest Name

**STEP 4** Change the first and last name

**STEP 5** Click "update guest" to save changes

**STEP 6** Close the guest data window

**PROCESSED WITH SUCCESS**

## Change Guest Name

## STEP 7

## Verify the new name

## **3. Update Reservation**

**Change Email & Nationality**



3.g)

# Update Reservation

## Change Email & Nationality

**STEP 3**

Click "Update" to save changes

**STEP 2**

Change the nationality

**STEP 1**

Change the email

**PROCESSED WITH SUCCESS**

REQUEST EXECUTED - 03/04/2017 06:26:34 (0.815)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

**HOTEL**

2 - WEST

202 SUP

203 SUP

204 SUP

205 SUP

206 SUP

207 SUP

2 - SOUTH

212 STD

2 - EAST

201 SUP

208 SUP

209 SUP

210 SUP

211 SUP

214 FML

1 - WEST

101 STD

104 STD

105 STD

1 - EAST

102 STD

103 STD

**VILLA**

2 - FLOOR

003 CLS

004 CLS

005 CLS

1 - FLOOR

001 CLS

002 CLS

**Calendar:** 03/04/2017 (Mon)

**Navigation:** PREV, NEXT, WEEK, DAY, AUDIT, PRINT, +, + DETAIL, SET COLORS, C. AGENTS, C. ROOMS, C. RATES, NEXT

**Edit Booking**

**Buttons:** NEW, UPDATE, CHECK IN, CHECK OUT, CANCEL, NO SHOW, DELETE

**Tabs:** ROOMSTAY, ACCOUNT, GUESTS, CHANNEL MANAGEMENT, REVIEWS, VOUCHER, SEND EMAIL

**Form Fields:**

- AGENT N°: WALK-IN
- ROOM RATE: SUP.NO\_REFUND
- DATE IN: 08/04/2017
- DATE OUT: 13/04/2017
- NIGHTS: 5
- DAY RATE: 37.00
- ADDONS: \$ 0.00
- PROMOS: \$ 0.00
- TOTAL ROOM: 185.00
- P&S: 0.00
- CHANNEL: RESERVED
- ROOMSTAY: 206
- ROOM: 206
- NAME: João
- LAST NAME: Silva
- NATIONALITY: Portugal
- N° A: 1
- EMAIL: miguel.ribeiro@netcabo.pt
- CONTACT: 987654321
- GUEST NAME: João Silva
- CREATION DATE: 02/04/2017
- COMMENTS: charge the credit card one
- INDERS: and a double bed
- PAYER: JOÃO SILVA
- ACCOUNT: JOÃO SILVA

**Buttons:** OPEN, SEF

**Footer:** natvld natvld natvld elisabe elisabe elisabe

3.g)

# Update Reservation

## Change Email & Nationality

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

PREV **03/04/2017** NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

2-4 Sun 3-4 **Mon** 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

**HOTEL**

2 - WEST

202 SUP

203 SUP

204 SUP

205 SUP

206 SUP

207 SUP

2 - SOUTH

212 STD

2 - EAST

201 SUP

208 SUP

209 SUP

210 SUP

211 SUP

214 FML

1 - WEST

101 STD

104 STD

105 STD

1 - EAST

102 STD

103 STD

**VILLA**

2 - FLOOR

003 CLS

004 CLS

005 CLS

1 - FLOOR

001 CLS

002 CLS

**Edit Booking**

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° WALK-IN ROOM RATE SUP.NO\_REFUND DATE IN 08/04/2017 DATE OUT 13/04/2017 NIGHTS 5 DAY RATE 37.00

ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM 0.00 P&S 0.00 ACCOUNT 185.00 CHANNEL ROOMSTAY ROOM 206

NAME João LAST NAME Silva NATIONALITY Spain N° ADULTS 2 N° CHILD. A 0 N° CHILD. B 0

EMAIL hotelasp@netcabo.pt CONTRACT 8.54321 GUEST NAME João Silva CREATION DATE 02/04/2017

COMMENTS charge the credit card one day before check in REMINDER needs a parking space

PAYER JOÃO SILVA OPEN ACCOUNT JOÃO SILVA

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

2-4 Sun 3-4 **Mon** 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

STEP  
4

Email and nationality  
changed

## 3. Update Reservation

**Change Fiscal Data**

3.h)

# Update Reservation

## Change Fiscal Data

HOTEL ▾
RATES & AVAILABILITIES ▾
SIMULATOR
BOOKINGS
**CALENDAR**
POINT OF SALE
GUESTS
REPORTS ▾
OTHERS ▾
WEBSITE ▾
ERP ▾
UI ▾

\*
PREV
**03/04/2017**
NEXT
WEEK ▾
DAY
AUDIT
PRINT
+
+ DETAIL
SET COLORS
C. AGENTS
C. ROOMS
C. RATES
NEXT

2-4 Sun

3-4 Mon

4-4 Tue

5-4 Wed

6-4 Thu

7-4 Fri

8-4 Sat

9-4 Sun

10-4 Mon

11-4 Tue

12-4 Wed

13-4 Thu

14-4 Fri

15-4 Sat

16-4 Sun

17-4 Mon

18-4 Tue

19-4 Wed

20-4 Thu

HOTEL  
2 - WEST  
202 SUP  
203 SUP  
204 SUP  
205 SUP  
206 SUP  
207 SUP  
2 - SOUTH  
212 STD  
2 - EAST  
201 SUP  
208 SUP  
209 SUP  
210 SUP  
211 SUP  
214 FML  
1 - WEST  
101 STD  
104 STD  
105 STD  
1 - EAST  
102 STD  
103 STD  
VILLA  
2 - FLOOR  
003 CLS  
004 CLS  
005 CLS  
1 - FLOOR  
001 CLS  
002 CLS

Edit Booking
NEW
UPDATE
REFRESH
TENTATIVE
CONFIRM
CHECK IN
CHECK OUT
CANCEL
NO SHOW
DELETE
ROOMSTAY
ACCOUNT
GUESTS
CHANNEL MANAGEMENT
REVIEWS
VOUCHER
SEND EMAIL

AGENT N°
ROOM RATE
DATE IN
DATE OUT
NIGHTS
DAY R

WALK-IN
SUP.NO\_REFUND
08/04/2017
13/04/2017
5
37.0

ADDONS \$ 0.00
PROMOS \$ 0.00
TOTAL ROOM 185.00
P&S 0.00
ACCOUNT 185.00
CHANNEL ROOMSTAY ROOM
RESERVED 206

NAME LAST NAME NATIONALITY N° ADULTS N° CHILD. A N° CHILD. B
João Silva Spain 2 0 0

EMAIL CONTACT GUEST NAME CREATION DATE
P... hotelasp@netcabo.pt 987654321 João Silva 02/04/2017

COMMENTS
REMINERS

charge the credit card one day before check in
needs a parking space and a double bed

PAYER
ACCOUNT

JOÃO SILVA
JOÃO SILVA

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

2-4 Sun
3-4 Mon
4-4 Tue
5-4 Wed
6-4 Thu
7-4 Fri
8-4 Sat
9-4 Sun
10-4 Mon
11-4 Tue
12-4 Wed
13-4 Thu
14-4 Fri
15-4 Sat
16-4 Sun
17-4 Mon
18-4 Tue
19-4 Wed
20-4 Thu

marylin mulliga  
omain  
pietrus pietrus  
zamali dzamali  
nguni mnguni  
ristin kristin  
rigato brigato  
ettwil dettwil  
sao  
elisabe elisabe elisabe

STEP 1

Click in the "Guest" data button

88

WinSaaS @Copyright 2017

3.h)

# Update Reservation

## Change Fiscal Data

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

\* PREV **03/04/2017** NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

	2-4 Sun	3-4 Mon	4-4 Tue	5-4 Wed	6-4 Thu	7-4 Fri	8-4 Sat	9-4 Sun	10-4 Mon	11-4 Tue	12-4 Wed	13-4 Thu	14-4 Fri	15-4 Sat	16-4 Sun	17-4 Mon	18-4 Tue	19-4 Wed	20-4 Thu
<b>HOTEL</b>																			
2 - WEST																			
202																			
203																			
204																			
205																			
206																			
207																			
2 - SOUTH																			
212																			
2 - EAST																			
201																			
208																			
209																			
210																			
211																			
214																			
1 - WEST																			
101																			
104																			
105																			
1 - EAST																			
102																			
103																			
<b>VILLA</b>																			
2 - FLOOR																			
003																			
004																			
005																			
1 - FLOOR																			
001																			
002																			

STEP 3

GUEST

FISCAL

ROOMSTAYS

ACCOUNTS

DOCUMENTS

EVENTS

OTHERS

Select the "FISCAL" tab

STEP 2

Name

João

Last name

Silva

Nationality

Spain

Email

hotelasp@netcabo.pt

Tax Number

123456789

Birth date

Birth place

Residence Country

Residence Local

Document Type

Passport

Doc. id.

Issuer Country

Issued date

Expiry Date

Issued by

Address

Comments

Fill the guest fiscal number

# 3.h)

## Update Reservation

### Change Fiscal Data

The screenshot displays the HOTELasp application interface. At the top, there is a navigation bar with tabs: HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR (selected), POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, and UI. Below this is a date and navigation bar showing '03/04/2017' and buttons for PREV, NEXT, WEEK, DAY, AUDIT, PRINT, and various filters like C. AGENTS, C. ROOMS, C. RATES.

The main area shows a calendar view with dates from 2-4 Sun to 20-4 Thu. On the left, there is a list of rooms categorized by floor: HOTEL 2 - WEST (202-207), 2 - SOUTH (212), 2 - EAST (201-214), 1 - WEST (101-105), 1 - EAST (102-103), and VILLA 2 - FLOOR (003-005), 1 - FLOOR (001-002). Each room entry includes a status (e.g., SUP, STD, CLS).

The central 'Edit Booking' window is open, showing a 'Guest' tab. A red box highlights the 'FISCAL' section, which includes fields for:
 

- Fiscal Name: WNSAAS UNIPessoal LDA
- Self Billing Indicator: No
- Billing Address Detail: Av. João Paulo II, Praia do Vau
- Billing Address City: Portimão
- Billing Address Postal Code: 8500-820
- Billing Address Country: Portugal
- Shipping Address Detail, City, Postal Code, and Country fields are also visible but empty.

Annotations on the screen:
 

- STEP 4** points to the 'FISCAL' tab.
- A callout bubble says 'Fill the guest fiscal data fields' pointing to the highlighted fiscal data fields.
- STEP 5** points to the 'Update guest' button (a document icon with a green arrow).
- A callout bubble says 'Click "Update Guest" to save the guest data' pointing to the 'Update guest' button.

At the bottom, there is a URL bar showing a path like /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=PMS&WorkAreaName=PMS\_OPERATIONS\_GUESTS\_MANAGE&ViewName=PM... and a footer with the text 'WinSaaS @Copyright 2017'.

## **3. Update Reservation**

**Update \ View Credit Card Data**

3.i)

# Update Reservation

## Update \ View Credit Card Data

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

PREV 03/04/2017 NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

	2-4 Sun	3-4 Mon	4-4 Tue	5-4 Wed	6-4 Thu	7-4 Fri	8-4 Sat	9-4 Sun	10-4 Mon	11-4 Tue	12-4 Wed	13-4 Thu	14-4 Fri	15-4 Sat	16-4 Sun	17-4 Mon	18-4 Tue	19-4 Wed	20-4 Thu
--	---------	---------	---------	---------	---------	---------	---------	---------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------

HOTEL  
2 - WEST  
202 SUP  
203 SUP  
204 SUP  
205 SUP  
206 SUP  
207 SUP  
2 - SOUTH  
212 STD  
2 - EAST  
201 SUP  
208 SUP  
209 SUP  
210 SUP  
211 SUP  
214 FML  
1 - WEST  
101 STD  
104 STD  
105 STD  
1 - EAST  
102 STD  
103 STD  
VILLA  
2 - FLOOR  
003 CLS  
004 CLS  
005 CLS  
1 - FLOOR  
001 CLS  
002 CLS

**Edit Booking**

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° ROOM RATE DATE IN DATE OUT NIGHTS DAY RATE  
WALK-IN SUP.NO\_REFUND 08/04/2017 13/04/2017 5 37.00

ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM 185.00 P&S 0.00 ACCOUNT 185.00 CHANNEL ROOMSTAY RESERVED 206

NAME LAST NAME NATIONALITY N° ADULTS N° CHILD. A N° CHILD. B  
João Silva Portugal 2 0 0

EMAIL CONTACT GUEST NAME CREATION DATE  
P... hotelasp@netcabo.pt 987654321 João Silva 02/04/2017

COMMENTS REMINDERS  
charge the credit card one day before check in needs a parking space and a double bed

PAYER ACCOUNT  
JOÃO SILVA JOÃO SILVA

REQUEST EXECUTED - 03/04/2017 06:39:56 (0.705)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

marylin mulliga  
omain  
pietrus  
zamali  
nguni  
kristin  
brigato  
dettwil  
san  
elisabe

STEP 1  
Click in the "Credit Card" data button



# 3.i)

## Update Reservation Update \ View Credit Card Data

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

PREV **03/04/2017** NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

**HOTEL**

2 - WEST

202 SUP

203 SUP

204 SUP

205 SUP

206 SUP

207 SUP

2 - SOUTH

212 STD

2 - EAST

201 SUP

208 SUP

209 SUP

210 SUP

211 SUP

214 FML

1 - WEST

101 STD

104 STD

105 STD

1 - EAST

102 STD

103 STD

**VILLA**

2 - FLOOR

003 CLS

004 CLS

005 CLS

1 - FLOOR

001 CLS

002 CLS

**Edit Booking**

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT NO SHOW DELETE

ROOMSTAY GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER

**Credit Card**

Enter access password

Type Name Number

VISA Miguel Ribeiro 123456789

Exp. Month Exp. Year Validation Code

10 2018 123

Select Update

Request Executed - 03/04/2017 06:45:41 (0.09s)

COMMENTS

charge the credit card one day before

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaN..

REQUEST EXECUTED - 03/04/2017 06:39:56 (0.70S)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

marylin mulliga mulliga

omain

pietrus pietrus

zamali dzamali

mnguni mnguni

istin kristin

rigato brigato

ettwil dettwil

san

elisabe elisabe elisabe

# 3.i)

## Update Reservation Update \ View Credit Card Data

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

PREV **03/04/2017** NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

2-4 Sun	3-4 Mon	4-4 Tue	5-4 Wed	6-4 Thu	7-4 Fri	8-4 Sat	9-4 Sun	10-4 Mon	11-4 Tue	12-4 Wed	13-4 Thu	14-4 Fri	15-4 Sat	16-4 Sun	17-4 Mon	18-4 Tue	19-4 Wed	20-4 Thu
---------	---------	---------	---------	---------	---------	---------	---------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------

**HOTEL**

2 - WEST

202 SUP

203 SUP

204 SUP

205 SUP

206 SUP

207 SUP

2 - SOUTH

212 STD

2 - EAST

201 SUP

208 SUP

209 SUP

210 SUP

211 SUP

214 FML

1 - WEST

101 STD

104 STD

105 STD

1 - EAST

102 STD

103 STD

**VILLA**

2 - FLOOR

003 CLS

004 CLS

005 CLS

1 - FLOOR

001 CLS

002 CLS

**Edit Booking**

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

**Credit Card**

AGENT N°

WALK IN

ADDONS \$ 0.00

NAME João

P...

COMMENTS

charge the credit card one day before c

REQUEST EXECUTED - 03/04/2017 06:39:56 (0.705)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaN..

STEP 6

STEP 5

Fill the access password and press select to view the credit card data for roomstay 85408

To view the data you need to fill the CC access password

marylin mulliga mulliga main pietrus pietrus zamali dzamali mnguni mnguni

istin kristin

brigato brigato dettwil dettwil

san elisabe elisabe elisabe

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

# 3.i)

## Update Reservation Update \ View Credit Card Data

**STEP 7**

**STEP 8**

**Fill the CC access password. This password is set in property page (check next page)**

**Fill the access password and press select to view the credit card data for roomstay 85408**

**Click the "Select" button to view the CC data using the CC access password**

**EDIT BOOKING**

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

**Credit Card**

Enter access password

Type Name Number

VISA Miguel Ribeiro 123456789

Exp. Month Exp. Year Validation Code

10 2018 123

Miguel Ribeiro 123456789 2018 10 123

Fill the access password and press select to view the credit card data for roomstay 85408

Select Update

Request Executed - 03/04/2017 07:1... (ns)

/Packages/Sys/v3.0.25/UI/Web/WorkA...

REQUEST EXECUTED - 03/04/2017 06:39:56 (0.70S)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

**HOTEL**

2 - WEST

202 SUP

203 SUP

204 SUP

205 SUP

206 SUP

207 SUP

2 - SOUTH

212 STD

2 - EAST

201 SUP

208 SUP

209 SUP

210 SUP

211 SUP

214 FML

1 - WEST

101 STD

104 STD

105 STD

1 - EAST

102 STD

103 STD

**VILLA**

2 - FLOOR

003 CLS

004 CLS

005 CLS

1 - FLOOR

001 CLS

002 CLS

marylin mulliga mulliga pietrus pietrus zamali dzamali mnguni mnguni kristin kristin brigato brigato dettwil dettwil elisabe elisabe elisabe

# 3.i)

## Update Reservation Update \ View Credit Card Data

**STEP 9**

To set the CC password navigate to the property settings page.

**IMPORTANT NOTE:** This must be done before updating any CC data. After you set or change the CC password you cannot view credit card data saved with empty password or old passwords

**STEP 10**

The CC access password is set here

**STEP 11**

Click "update" to save the new cc password

Hotel / Settings  
Hotel Settings

HotelIASP ©2016 v6.0.17.0217 (0.04s)

## **3. Update Reservation**

**Change Payer associated with Booking  
Account**

3.j)

# Update Reservation

## Change Payer associated with Booking Account

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

\* PREV **03/04/2017** WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

HOTEL  
2 - WEST  
202 SUP  
203 SUP  
204 SUP  
205 SUP  
206 SUP  
207 SUP  
2 - SOUTH  
212 STD  
2 - EAST  
201 SUP  
208 SUP  
209 SUP  
210 SUP  
211 SUP  
214 FML  
1 - WEST  
101 STD  
104 STD  
105 STD  
1 - EAST  
102 STD  
103 STD  
VILLA  
2 - FLOOR  
003 CLS  
004 CLS  
005 CLS  
1 - FLOOR  
001 CLS  
002 CLS

**Edit Booking**
NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° ROOM RATE DATE IN DATE OUT NIGHTS DAY RATE  
WALK-IN SUP.NO\_REFUND 08/04/2017 13/04/2017 5 37.00

ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM 185.00 P&S 0.00 ACCOUNT 185.00 CHANNEL ROOMSTAY ROOM  
RESERVED 206

NAME LAST NAME NATIONALITY N° ADULTS N° CHILD. A N° CHILD. B  
João Silva Portugal 2 0 0

EMAIL CONTACT PAYER NAME CREATION DATE  
P... hotelasp@netcabo.pt 987654321 JOÃO SILVA 02/04/2017

COMMENTS REMINDERS  
charge the credit card one day before check in needs a parking space and a double bed

PAYER ACCOUNT  
JOÃO SILVA JOÃO SILVA

REQUEST EXECUTED - 03/04/2017 09:32:03 (0.715)  
/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

STEP  
1

Click "Change Payer" to change the Payer associated with the account (that is linked with this booking)

marylin  
mulliga  
romain  
pietrus  
dzamali  
mnguni  
kristin  
brigato  
dettwil  
elisabe

3.j)

# Update Reservation

## Change Payer associated with Booking Account

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

PREV 03/04/2017 NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

**HOTEL**

2 - WEST

202 SUP  
203 SUP  
204 SUP  
205 SUP  
206 SUP  
207 SUP

2 - SOUTH

212 STD

2 - EAST

201 SUP  
208 SUP  
209 SUP  
210 SUP  
211 SUP  
214 FML

1 - WEST

101 STD  
104 STD  
105 STD

1 - EAST

102 STD  
103 STD

**VILLA**

2 - FLOOR

003 CLS  
004 CLS  
005 CLS

1 - FLOOR

001 CLS  
002 CLS

**Edit Booking**

DATE REF CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

Search Ent

Name Email Nationality Entity

Search

**STEP 2** Search for payers entities

**STEP 3**

ENTITY	NAME	EMAIL	PASSPORT \ ID	NATIONALITY
	Corinne & Richard KRIZ	test@hotmail.com		Switzerland
	Daniel Zucca Aparicio	test@gmail.com		Spain
	Mariano Quinter	test@gmx.net		Switzerland

**STEP 4** Select the payer entity

Displaying items 1 to 5 from 50

Guest n°	Name	Nationality
17467	Corinne & Richard KRIZ	Switzerland

**STEP 5** Verify that the payer is correctly selected

charge the credit

Request Executed - 03/04/2017 09:36:45 (0.01s)

SELECT

Click the "SELECT" button to select the payer

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=&ViewName=PMS\_OPERATIONS...

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

3.j)

# Update Reservation

## Change Payer associated with Booking Account

Click in the "UPDATE" button to save the changes

**STEP 7**

**STEP 6**

Verify that the payer has changed.

**IMPORTANT NOTE:** You need to save to make the changes permanently

HOTEL  
 2 - WEST  
 202 SUP  
 203 SUP  
 204 SUP  
 205 SUP  
 206 SUP  
 207 SUP  
 2 - SOUTH  
 212 STD  
 2 - EAST  
 201 SUP  
 208 SUP  
 209 SUP  
 210 SUP  
 211 SUP  
 214 FML  
 1 - WEST  
 101 STD  
 104 STD  
 105 STD  
 1 - EAST  
 102 STD  
 103 STD  
 VILLA  
 2 - FLOOR  
 003 CLS  
 004 CLS  
 005 CLS  
 1 - FLOOR  
 001 CLS  
 002 CLS

Booking  
 NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE  
 ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL  
 AGENT N° ROOM RATE DATE IN DATE OUT NIGHTS DAY RATE  
 WALK-IN SUP.NO\_REFUND 08/04/2017 13/04/2017 5 37.00  
 ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM P&S ACCOUNT CHANNEL ROOMSTAY ROOM  
 185.00 0.00 185.00 RESERVED 206  
 NAME LAST NAME NATIONALITY N° ADULTS N° CHILD. A N° CHILD. B  
 João Silva Portugal 2 0 0  
 EMAIL CONTACT GUEST NAME CREATION DATE  
 P... hotelasp@netcabo.pt 987654321 Silva 02/04/2017  
 COMMENTS REMINDERS  
 charge the credit card one day before check in needs a parking space and a double bed  
 REQUEST EXECUTED - 03/04/2017 09:32:03 (0.715)  
 /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu



## 3. Update Reservation

**Change Account Associated with Booking**

# 3.1)

## Update Reservation Change Account Associated with Booking

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

\* PREV **03/04/2017** NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

2-4 Sun

3-4 Mon

4-4 Tue

5-4 Wed

6-4 Thu

7-4 Fri

8-4 Sat

9-4 Sun

10-4 Mon

11-4 Tue

12-4 Wed

13-4 Thu

14-4 Fri

15-4 Sat

16-4 Sun

17-4 Mon

18-4 Tue

19-4 Wed

20-4 Thu

HOTEL  
2 - WEST  
202 SUP  
203 SUP  
204 SUP  
205 SUP  
206 SUP  
207 SUP  
2 - SOUTH  
212 STD  
2 - EAST  
201 SUP  
208 SUP  
209 SUP  
210 SUP  
211 SUP  
214 FML  
1 - WEST  
101 STD  
104 STD  
105 STD  
1 - EAST  
102 STD  
103 STD  
VILLA  
2 - FLOOR  
003 CLS  
004 CLS  
005 CLS  
1 - FLOOR  
001 CLS  
002 CLS

Edit Booking
NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE
ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° WALK-IN
ROOM RATE SUP.NO\_REFUND
DATE IN 08/04/2017 DATE OUT 13/04/2017 NIGHTS 5 DAY RATE 37.00

ADDONS \$ 0.00 PROMOS \$ 0.00
TOTAL ROOM 185.00 P&S 0.00 ACCOUNT 185.00
CHANNEL ROOMSTAY ROOM 206

NAME João LAST NAME Silva NATIONALITY Portugal N° ADULTS 2 N° CHILD. A 0 N° CHILD. B 0

EMAIL hotelasp@netcabo.pt CONTACT 987654321 GUEST NAME João Silva CREATION DATE 02/04/2017

COMMENTS charge the credit card one day before check in
REMINDERS needs a parking space and a double bed

PAYER CORINNE & RICHARD KRIZ OPEN
ACCOUNT JOÃO SILVA

REQUEST EXECUTED - 03

STEP 1
Click "Change Account" to change the Account (that is linked with this booking)

marylin  
mulliga  
romain  
pietrus  
dzamali  
mnguni  
kristin  
brigato  
dettwil  
disabe  
elisabe

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

# 3.1)

## Update Reservation Change Account Associated with Booking

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

PREV 03/04/2017 NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

**HOTEL**  
2 - WEST  
202 SUP  
203 SUP  
204 SUP  
205 SUP  
206 SUP  
207 SUP  
2 - SOUTH  
212 STD  
2 - EAST  
201 SUP  
208 SUP  
209 SUP  
210 SUP  
211 SUP  
214 FML  
1 - WEST  
101 STD  
104 STD  
105 STD  
1 - EAST  
102 STD  
103 STD  
**VILLA**  
2 - FLOOR  
003 CLS  
004 CLS  
005 CLS  
1 - FLOOR  
001 CLS  
002 CLS

**Edit Booking**

STEP 2: Fill the filter data

Room Guest Name Payer Name Room number Date in Date out  
ribeiro

STEP 3: Click "Search" to refresh the list

Search

EDIT	ROOM	GUEST NAME	PAYER NAME	DATE IN	DATE OUT	AMOUNT	TAX AMOUNT	STATUS
	101	Ana Ribeiro	Ana Ribeiro	04/10/2016	05/10/2016	0.00	1.98	OPEN
	101	Leonel Ribeiro	Leonel Ribeiro	11/09/2016	13/09/2016	0.00	7.92	OPEN
	209	Isabelle Ribeiro	Isabelle Ribeiro	08/08/2016	14/08/2016			OPEN
	211	José Ribeiro	José Ribeiro	18/06/2016	25/06/2016			
	214	Tânia Ribeiro	Tânia Ribeiro	25/03/2016	29/03/2016			

STEP 4: Select the account to associate

Account # Payer Name # Account Guest Name Amount Tax Amount Status  
76151 70109 Ana Ribeiro 70109 Ana Ribeiro 0.00 1.98 OPEN

STEP 5: Confirm the selected account

Confirm the selected account

STEP 6: Click "SELECT" to select the account

SELECT

marylin  
mulliga mulliga  
romain  
pietrus pietrus  
dzamali dzamali  
mnguni mnguni  
kristin kristin  
brigato brigato  
dettwil dettwil  
elisabe elisabe

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOM...

# 3.1)

## Update Reservation Change Account Associated with Booking

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

\* PREV **03/04/2017** NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

**HOTEL**  
2 - WEST  
202 SUP  
203 SUP  
204 SUP  
205 SUP  
206 SUP  
207 SUP

2 - SOUTH  
212 STD

2 - EAST  
201 SUP  
208 SUP  
209 SUP  
210 SUP  
211 SUP  
214 FML

1 - WEST  
101 STD  
104 STD  
105 STD

1 - EAST  
102 STD  
103 STD

**VILLA**  
2 - FLOOR  
003 CLS  
004 CLS  
005 CLS

1 - FLOOR  
001 CLS  
002 CLS

**Edit Booking**

NEW UPDATE REFRESH

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° ROOM RATE DATE IN DATE OUT NIGHTS DAY RATE  
WALK-IN SUP.NO\_REFUND 08/04/2017 13/04/2017 5 37.00

ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM 185.00 P&S 0.00 ACCOUNT 0.00 CHANNEL ROOMSTAY ROOM  
RESERVED 206

NAME LAST NAME NATIONALITY N° ADULTS N° CHILD. A N° CHILD. B  
João Silva Portugal 2 0 0

EMAIL CONTACT GUEST NAME CREATION DATE  
P... hotelasp@netcabo.pt 987654321 João Silva 02/04/2017

COMMENTS REMINDERS  
charge the credit card one day before check in needs a parking space and a double bed

PAYER ANA RIBEIRO OPEN  
ACCOUNT ANA RIBEIRO

REQUEST EXECUTED - 03/04/2017 09:32:03 (0.715)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&regionid=1&form1...

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

**STEP 8**

Click "UPDATE" to save the account change to the database

**STEP 7**

Verify the account change

## 3. Update Reservation

**Change to TENTATIVE \ CONFIRM Booking**

3.m)

# Update Reservation

## Change to TENTATIVE \ CONFIRM Booking

The screenshot shows the HOTELasp interface with the following components:

- Calendar:** Displays a grid of dates from 03/04/2017 to 20/04/2017. A booking for 'silva j' is highlighted on 08/04/2017.
- Booking List:** A table on the left showing room details (e.g., 202 SUP, 203 SUP, 204 SUP, 205 SUP, 206 SUP, 207 SUP).
- Edit Booking Modal:** A central window for editing the booking. It includes fields for:
  - AGENT N°:** WALK-IN
  - ROOM:** SUP.NO.
  - DATE IN:** 08/04/2017
  - DATE OUT:** 13/04/2017
  - NIGHTS:** 5
  - DAY RATE:** 37.00
  - ADDONS:** 0
  - P&S:** 0.00
  - ACCOUNT:** 185.00
  - CHANNEL:** RESERVED
  - ROOMSTAY:** 206
  - GUEST NAME:** João Silva
  - CONTACT:** 987654321
  - EMAIL:** hotelasp@netcabo.pt
  - COMMENTS:** charge the credit card one day before check in
  - REMARKS:** needs a parking space and a double bed
  - PAYER:** JOÃO SILVA
  - ACCOUNT:** JOÃO SILVA

**Annotations:**

- STEP 1:** Click in the booking (pointing to the calendar).
- STEP 2:** Click the "TENTATIVE" button to change the reservation state (pointing to the TENTATIVE button in the modal).
- STEP 3:** The booking is in RESERVED state (pointing to the RESERVED status in the modal).

3.m)

# Update Reservation

## Change to TENTATIVE \ CONFIRM Booking

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

PREV **03/04/2017** NEXT WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

**HOTEL**

2 - WEST

202 SUP  
203 SUP  
204 SUP  
205 SUP  
206 SUP  
207 SUP

2 - SOUTH

212 STD

2 - EAST

201 SUP  
208 SUP  
209 SUP  
210 SUP  
211 SUP  
214 FML

1 - WEST

101 STD  
104 STD  
105 STD

1 - EAST

102 STD  
103 STD

**VILLA**

2 - FLOOR

003 CLS  
004 CLS  
005 CLS

1 - FLOOR

001 CLS  
002 CLS

2-4 Sun

**Edit Booking**

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° ROOM RATE DATE IN DATE OUT NIGHTS DAY RATE

WALK-IN SUP.NO\_REFUND 08/04/2017 13/04/2017 5 37.00

ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM 185.00 P&S 0.00 ACCOUNT 185.00 CHANNEL ROOMSTAY TENTATIVE

NAME LAST NAME NATIONALITY N° ADULTS CHILD. A N° CHILD. B

João Silva Portugal 2 0

EMAIL CONTACT DATE

hotelasp@netcabo.pt 987654321 17

COMMENTS REMINDERS

charge the credit card one day before check in needs a parking space and a double bed

ACCOUNT OPEN

JOÃO SILVA

**PROCESSED WITH SUCCESS** REQUEST EXECUTED - 03/04/2017 09:23:09 (1.005)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

marylin nulliga romain pietrus zamali mnguni kristin brigato dettwil elisabe

19-4 Wed 20-4 Thu

Verify the booking change state from "RESERVED" to "TENTATIVE"

STEP 4

## Change to TENTATIVE \ CONFIRM Booking

108



3.m)

# Update Reservation

## Change to TENTATIVE \ CONFIRM Booking

Change from TENTATIVE to CONFIRM booking by clicking in the "CONFIRM" button

STEP  
7

STEP  
8

Confirm reservation state change

secure.hotelasp.com says:  
 Is booking confirmed ?  
☐ Prevent this page from creating additional dialogs.  

OK
Cancel

**Change from TENTATIVE to CONFIRM booking by clicking in the "CONFIRM" button**

**STEP 7**

**STEP 8**

**Confirm reservation state change**

secure.hotelasp.com says:  
Is booking confirmed ?  
☐ Prevent this page from creating additional dialogs.  
**OK** Cancel

3.m)

# Update Reservation

## Change to TENTATIVE \ CONFIRM Booking

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS **CALENDAR** POINT OF SALE GUESTS REPORTS ▾ OTHERS ▾ WEBSITE ▾ ERP ▾ UI ▾

PREV 03/04/2017 WEEK DAY AUDIT PRINT + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES NEXT

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

**HOTEL**  
2 - WEST  
202 SUP  
203 SUP  
204 SUP  
205 SUP  
206 SUP  
207 SUP  
2 - SOUTH  
212 STD  
2 - EAST  
201 SUP  
208 SUP  
209 SUP  
210 SUP  
211 SUP  
214 FML  
1 - WEST  
101 STD  
104 STD  
105 STD  
1 - EAST  
102 STD  
103 STD  
**VILLA**  
2 - FLOOR  
003 CLS  
004 CLS  
005 CLS  
1 - FLOOR  
001 CLS  
002 CLS

**Edit Booking**

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN CHECK OUT CANCEL NO SHOW DELETE

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° ROOM RATE DATE IN DATE OUT NIGHTS  
WALK-IN SUP.NO\_REFUND 08/04/2017 13/04/2017 5

ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM 185.00 INEL ROOMSTAY **RESERVED** ROOM 206

NAME LAST NAME PORTUGAL LTS N° CHILD. A N° CHILD. B  
João Silva 2 0 0

EMAIL CONTACT GUEST NAME CREATION DATE  
P... hotelasp@netcabo.pt 987654321 João Silva 02/04/2017

COMMENTS REMINDERS  
charge the credit card one day before check in needs a parking space and a double bed

PAYER ACCOUNT  
JOÃO SILVA JOÃO SILVA

**OPEN**

**PROCESSED WITH SUCCESS** REQUEST EXECUTED - 03/04/2017 09:29:26 (0.605)

/Package/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

2-4 Sun 3-4 Mon 4-4 Tue 5-4 Wed 6-4 Thu 7-4 Fri 8-4 Sat 9-4 Sun 10-4 Mon 11-4 Tue 12-4 Wed 13-4 Thu 14-4 Fri 15-4 Sat 16-4 Sun 17-4 Mon 18-4 Tue 19-4 Wed 20-4 Thu

Booking is now confirmed

STEP 9

ROOMSTAY  
RESERVED

marylin  
mulliga  
romain  
pietrus  
dzamali  
mnguni  
mnguni  
kristin  
kristin  
brigato  
dettwil  
dettwil  
elisabe  
elisabe

## 4. Check-In

**Checking in a booking**

# 4.a)

## Check-In Checking in a booking

Click in the booking

STEP 1

Click in the "Check-In" button to proceed with the guest check in

STEP 2

The screenshot displays the HOTELasp application interface. At the top, there is a navigation bar with tabs: HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR (selected), POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, and UI. Below this is a secondary bar with buttons: NEXT, WEEK, DAY, AUDIT, PRINT, +, + DETAIL, SET COLORS, C. AGENTS, C. ROOMS, C. RATES, and NEXT. The main area shows a calendar view with dates from 5-4 to 21-4. A list of bookings is visible on the left, including rooms 202-207 (WEST), 212 (SOUTH), 201-214 (EAST), and 101-105 (WEST). The 'Edit Booking' window is open, showing details for a booking made on 04/04/2017 for Miguel Ribeiro. The booking is for a room (203) with a day rate of 30.00. The total room cost is 150.00, and the account is 150.00. The guest's name is Miguel Ribeiro, and the contact email is hotelasp@netcabo.pt. The booking is currently in a 'RESERVED' state. The 'Check-In' button is highlighted with a red box and a callout. The interface also includes a 'Room Map' and 'Break' option at the bottom left.

# 4.b)

## Check-In Checking in a booking

The screenshot displays the HOTELasp application interface. At the top, there is a navigation bar with tabs: HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR (selected), POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, and UI. Below this is a secondary bar with buttons: PREV, 04/04/2017, NEXT, WEEK, DAY, AUDIT, PRINT, +, + DETAIL, SET COLORS, C. AGENTS, C. ROOMS, C. RATES, and NEXT.

The main area shows a calendar view for April 2017. The 4th of April is highlighted in red. Below the calendar, there is a list of bookings categorized by location: 2 - WEST, 2 - SOUTH, 2 - EAST, 1 - WEST, 1 - EAST, and VILLA. Each category lists room numbers and guest names.

The 'Edit Booking' window is open, showing details for a reservation for Miguel Ribeiro. The window includes a 'Confirm' button and an 'Options' button. A red box highlights the 'Confirm' button, and a callout box instructs the user to click it to confirm the check-in. The window also displays the reservation dates (05/04/2017 - 10/04/2017) and the guest's name (Miguel Ribeiro).

On the right side of the interface, there is a list of guests, including mendes, robin s, sylvain, alylin, mulliga, mulliga, petrus, pietrus, samali, mnguni, mnguni, kristin, natan b, migato, dettwil, dettwil, and saba.

At the bottom, there is a status bar showing the request execution time: REQUEST EXECUTED - 04/04/2017 02:10:35 (0.84S).

# 4.c)

## Check-In

### Checking in a booking

**Hotel** ▾ **RATES & AVAILABILITIES** ▾ **SIMULATOR** **BOOKINGS** **CALENDAR** **POINT OF SALE** **GUESTS** **REPORTS** ▾ **OTHERS** ▾ **WEBSITE** ▾ **ERP** ▾ **UI** ▾

**PREV** **04/04/2017** **NEXT** **WEEK** ▾ **DAY** **AUDIT** **PRINT** **+** **+ DETAIL** **SET COLORS** **C. AGENTS** **C. ROOMS** **C. RATES** **NEXT**

**HOTEL**  
2 - WEST  
202 SUP  
203 SUP  
204 SUP  
205 SUP  
206 SUP  
207 SUP  
2 - SOUTH  
212 STD  
2 - EAST  
201 SUP  
208 SUP  
209 SUP  
210 SUP  
211 SUP  
214 FML  
1 - WEST  
101 STD  
104 STD  
105 STD  
1 - EAST  
102 STD  
103 STD  
**VILLA**  
2 - FLOOR  
003 CLS  
004 CLS  
005 CLS  
1 - FLOOR  
001 CLS  
002 CLS

**Edit Booking**  
NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK  
ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER  
AGENT N° BOOKING.COM ROOM RA SUP.NO\_REFU  
ADDONS \$ PROMOS \$  
Miguel Ribeiro  
COMMENTS  
REQUEST EXECUTED - 04/04/2017 02:10:35 (0.845)  
/Packages/Sys/v3.0.25/UI/Web/WorkAreas/Workflow.aspx?aid=10...

**Hotel Alcaide - Operations | Boo..**  
Confirm Options  
**Miguel Ribeiro**  
**Check In: 05/04/2017 - 10/04/2017**  
[Update Guest Folio](#)  
[View Check In Report](#)  
/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

**Click the "X" button to exit**

**STEP 5**

**STEP 4**

**Check in confirmed**

**3-4** Mon **4-4** Tue **5-4** Wed **6-4** Thu **7-4** Fri **8-4** Sat **9-4** Sun **10-4** Mon **11-4** Tue **12-4** Wed **13-4** Thu **14-4** Fri **15-4** Sat **16-4** Sun **17-4** Mon **18-4** Tue **19-4** Wed **20-4** Thu **21-4** Fri

mendes  
robin s  
sylvain  
arylin  
mulliga mulliga  
petrus pietrus  
tamali  
nguni mnguni  
kristin kristin  
natan b  
igato  
dettwil dettwil  
sabe

# 4.d)

## Check-In Checking in a booking

Verify that the booking color changed because it's in the check in state. The colors can be changed in the "SET COLORS" page.

**STEP 6**

**STEP 7**

The booking is now in CHECK-IN state

The screenshot displays the HOTELasp application interface. At the top, there's a navigation bar with tabs like SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, and UI. Below this is a secondary bar with buttons for NEXT, WEEK, DAY, AUDIT, PRINT, and others. The main area shows a calendar grid with dates from 5-4 to 21-4. A booking for 'miguel' is highlighted in blue, indicating it's in the 'CHECK\_IN' state. A red box labeled 'STEP 6' points to this booking. On the left, there's a list of bookings for various rooms and floors. The central 'Edit Booking' window is open, showing details for a booking by Miguel Ribeiro. The booking is currently in the 'CHECK\_IN' state, highlighted in blue. A red box labeled 'STEP 7' points to this state. A text box on the left explains that the booking color changes when it's in the check-in state and that colors can be changed in the 'SET COLORS' page.

## 4. Check-In

**Inform Foreign Affairs – SEF (Portugal Only)**



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## Check-In

### Inform Foreign Affairs – SEF (Portugal Only)

Click in the booking

**STEP 1**

**STEP 2**

Fix wrong data

**STEP 3**

Verify if the guest data is correct before continuing to inform foreign affairs. For example: Replace any UNKNOWN nationality with the correct one

Click the "Inform Foreign Affairs" (aka SEF) button

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# Check-In

## Inform Foreign Affairs – SEF (Portugal Only)

HOTEL
RATES & AVAILABILITIES
SIMULATOR
BOOKINGS
CALENDAR
POINT OF SALE
GUESTS
REPORTS
OTHERS
WEBSITE
ERP
UI

PREV
04/04/2017
NEXT
WEEK
DAY
AUDIT
PRINT
+
+ DETAIL
SET COLORS
C. AGENTS
C. ROOMS
C. RATES
NEXT

3-4 Mon
4-4 Tue
5-4 Wed
6-4 Thu
7-4 Fri
8-4 Sat
9-4 Sun
10-4 Mon
11-4 Tue
12-4 Wed
13-4 Thu
14-4 Fri
15-4 Sat
16-4 Sun
17-4 Mon
18-4 Tue
19-4 Wed
20-4 Thu
21-4 Fri

HOTEL
2 - WEST
202 SUP
203 SUP

Edit Booking
NEW
UPDATE
TENTATIVE
CONFIRM
CHECK IN
CHECK OUT
CANCEL
NO SHOW
DELETE

Guest Document

Name
Miguel
Last name
Ribeiro
Nationality
United Kingdom
Roomstay
85511

Birth date
Birth place
Residence Country
Portugal
Residence Local
Lisboa

Document Type
Passport
Doc. id.
123456789
Issued date
Expiry Date

Issuer Country
Issued by
Date in
05/04/2017
Date out
10/04/2017

STEP 4

STEP 5

Update
Submit to SEF

If you have done any changes to the data click in the "UPDATE" button to save the changes before sending to the SEF

mendes
robin s
sylvain
marylin
ga mulliga mulliga
ain
rus pietrus pietrus
nali dzamali
uni mnguni mnguni
kristin kristin
natan b
to brigato
vil dettwil dettwil
elisabe

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# Check-In

## Inform Foreign Affairs – SEF (Portugal Only)

**Hotel Navigation:** HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, **CALENDAR**, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, UI

**Calendar:** 04/04/2017 (Tue), WEEK, DAY, AUDIT, PRINT, +, + DETAIL, SET COLORS, C. AGENTS, C. ROOMS, C. RATES, NEXT

**Guest Document Form:**

<b>Name</b>	Miguel	<b>Last name</b>	Ribeiro	<b>Nationality</b>	United Kingdom	<b>Roomstay</b>	85511
<b>Birth date</b>	01/01/1950	<b>Birth place</b>	London	<b>Residence Country</b>	United Kingdom	<b>Residence Local</b>	London
<b>Document Type</b>	Passport	<b>Doc. id.</b>	123456789	<b>Issued date</b>		<b>Expiry Date</b>	
<b>Issuer Country</b>	United Kingdom	<b>Issued by</b>		<b>Date in</b>	05/04/2017	<b>Date out</b>	10/04/2017

**Buttons:** NEW, UPDATE, REFRESH, TENTATIVE, CONFIRM, CHECK IN, CHECK OUT, CANCEL, NO SHOW, DELETE

**Buttons:** Update, **Submit to SEF** (highlighted), Request...

**Text Box:** After all guest data is corrected and updated in the database then click in the "SUBMIT TO SEF" button to send the information to the foreign affairs

**URL:** /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=10378&ModuleName=&WorkAreaName=MANAGE\_ROOMSTAYS&ViewName=MANAGE\_ROOMSTAYS&RegionID=Form1...

## 4. Check-In

**Inform Statistics Institute (Portugal Only)**

4.o)

# Check-In

## Inform Statistics Institute (Portugal Only)

**STEP 2**

Select the "GUEST NATIONALITIES (DETAILED)" report

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS CALENDAR POINT OF SALE GUESTS **REPORTS ▾** OTHERS ▾ WEBSITE ▾

**SELECT REPORT**  
Guest Nationalities ▾ Year  Month

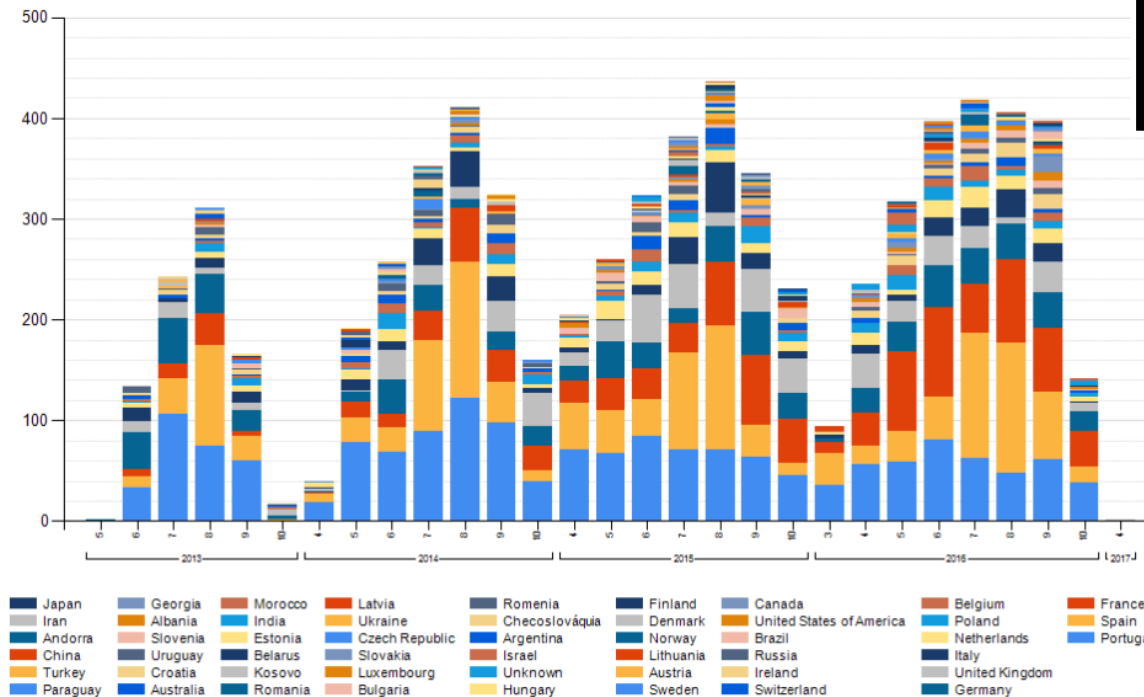
LOAD REPORT

1 of 1

**Guests Nationalities**

**STEP 1**

Navigate to the "GUEST STATISTICS" page



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# Check-In

## Inform Statistics Institute (Portugal Only)

**STEP  
2**

Select the  
"GUEST  
NATIONALITIES  
(DETAILED)"  
report

HOTEL ▾RATES & AVAILABILITIES ▾SIMULATORBOOKINGSCALENDARPOINT OF SALEGUESTSREPORTS ▾OTHERS ▾WEBSITE ▾ERP ▾UI ▾

SELECT REPORT

Guest Nationalities (Detailed) ▾

Year2016Month

LOAD REPORT

1 of 1

Guest Nationalities Detailed

Nationalities	2016																					
	3			4			5			6			7			8			9			
	N° Person Check-Ins	N° Persons	N° Person Nights	N° Person Check-Ins	N° Persons	N° Person Nights	N° Person Check-Ins	N° Persons	N° Person Nights	N° Person Check-Ins	N° Persons	N° Person Nights	N° Person Check-Ins	N° Persons	N° Person Nights	N° Person Check-Ins	N° Persons	N° Person Nights	N° Person Check-Ins	N° Persons	N° Person Nights	N° Person Check-Ins
Albania										2	2	2				2						
Andorra							2	2	12													
Argentina							4	4	4													
Australia													4	4	8							
Austria							4	4	18	2	4	4	4	6	12	2	2	14	4	4	8	
Belarus																		2	2	6		
Belgium	2	2	2				10	10	39	8	8	44	14	14	70	4	4	8	8	8	22	
Brazil				4	4	8	2	2	2	1	1	2	6	6	10	8	8	20	8	8	20	2
Bulgaria										2	2	14						8	8	12		
Canada				2	2	4	4	6	10	3	3	3	2	2	6			16	16	50		
Czech Republic										2	2	6	2	2	2			2	2	6		
Denmark				3	3	3				2	2	8	3	3	27							
Finland										4	4	10						2	2	2	2	
France	10	10	26	29	33	73	79	79	251	86	88	272	46	48	184	73	83	246	60	64	240	33
Germany	4	4	16	22	24	77	27	29	125	36	42	177	28	36	146	33	35	154	31	35	173	14
Hungary							2	2	2							2	2	2		2	6	
Iran										2	2	4										
Ireland				8	8	27	9	9	44	5	7	35	8	8	30	14	14	56	8	14	54	
Israel							12	12	12													3
Italy	4	4	8	9	9	24	4	5	9	18	18	77	16	18	48	28	28	124	15	19	51	
Latvia							2	2	8	2	2	8										
Lithuania	4	4	4	2	2	2				7	7	43						4	4	16		

Reports / Guests / Statistics

Reports / Guests / Statistics