



**Credit Card Management &
Channel Report**
Quick Guide

Based on v6.0.19.0729
HotelASP version

v1.0

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1. CREDIT CARD MANAGEMENT

MANAGE & CHARGE CREDIT CARDS

1.1

How to charge or pre-authorize credit card ?

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Select the reservation and navigate to the credit card window

B.COM 236713 XML Test

BO.PT CHANGE PASSWORD ACCOUNT WEBSITE HELP SIGN OUT **CONNECT BOOKING.COM & EXPEDIA** **FREE SERVICE UPGRADE**

HOTEL RATES & AVAILABILITIES SIMULATOR **BOOKINGS** CALENDAR GUESTS REPORTS OTHERS WEBSITE ERP SYS UI

SEARCH ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
	ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	100.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
	ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCC	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ40	SOFIA GALVAO	19/10/2019	20/10/2019	1	100.00	100.00	SOFIA GALVAO				147972
	ZZ39	MARIA BASTOS	19/10/2019	20/10/2019	1	100.00	0.00	MARIA BASTOS				147971

STEP 1

STEP 2

Select the roomstay

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

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N°: BOOKINGC... ROOM RATE: Double Room.Non-Refundable Rate DATE IN: 19/10/2019 DATE OUT: 20/10/2019 NIGHTS: 1 DAY RATE: 100.00

ADDONS\$: 0.00 PROMOS\$: 0.00 TOTAL ROOM: 100.00 P&S: 0.00 ACCOUNT: 100.00 CHANNEL ROOMSTAY: RESERVED ROOM: ZZ42

NAME: Joao LAST NAME: Carlos BIRTH DATE: NATIONALITY: Portugal N°ADT: 2 N°CH.A: 1 N°CH.B: 0

EMAIL: jcarlo.399200@guest.bo CONTACT: +351 962 469 311 GUEST NAME: Joao Carlos

COMMENTS: Joao Carlos

REMINDEES: I am travelling for business and I may be using a business credit card.

PAYER: JOAO CARLOS OPEN

ACCOUNT: JOAO CARLOS

TRX	*
Night Room Charge (ZZ42)	
19/10 12:00	1 x 100 = 100

Double Room
*** OVERBOOKING ROOM ***
AUTOMATICALLY CREATED BY
CHANNEL MANAGER BATCH AGENT
+A1 #2530821955

STEP 3

Launch the credit card management page

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Get the credit card data

The screenshot shows the HOTELasp interface with a 'Credit Card Management' window open. The window title is 'Credit Card Management'. It displays details for a 'DOUBLE ROOM.NON-REFUNDABLE RATE' booking. The guest is 'JOAO CARLOS [RESERVED]'. The amount is \$A 100.00 and \$R 100.00. A note says 'I am travelling for business and I may be using a business credit card.' The window has buttons for 'Get Credit Card', 'Report Invalid CC', and 'Request Cancellation'. A table below has columns for 'ACTION', 'STATUS', 'AMOUNT', 'COMMENTS', and 'USER'. A red callout bubble labeled 'STEP 4' points to the 'Get Credit Card' button, and a black callout bubble says 'View the credit card data'. The background shows a table of roomstays with columns for ROOM, GUEST, IN, OUT, N, SR, SA, PAYER, AGENT, RATE, INFO, and #.

* ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	100.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
ZZ40	SOFIA GALVAO	19/10/2019	20/10/2019	1	100.00	100.00	SOFIA GALVAO	BOOKINGCOM	Single Room.Standard	+1 +A1 #2939186387	147972
ZZ39										+1 +A1 #2330370661	147971

STEP 4

View the credit card data

Get Credit Card

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Access the credit card data

STEP 5 Fill the CC access password (Only if the property has activated the feature)

STEP 6 Fill the access password and press select to view the credit card data for roomstay 147976

View CC data

*	ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
	ZZ42	Joao Carlos	19/10/2019	20/10/2019	1		100.00	100.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref +A1 #2530821955	147976
	ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019					BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ40										+1 +A1 #2939186387	147972
	ZZ39										+1 +A1 #2330370661	147971

46 items in 12 pages

TRX

om Charge (ZZ42)	*
00	1 x 100 = 100

Room
ERBOOKING ROOM ***
ATICALLY CREATED BY
L MANAGER BATCH AGENT
530821955

ACCOUNT
JOAO CARLOS

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ View the credit card data

STEP 7

Use this credit card data to enter in the POS key pad or a payment web page

Fill the access password and press select to view the credit card data for roomstay 147976

* ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	100.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
ZZ40										+1 +A1 #2939186387	147972
ZZ39										+1 +A1 #2330370661	147971

*** JOAO CARLOS ***

Enter access password

JOAO CARLOS (RES)

Type	Name	Number
Visa	Joao Carlos	4111111111111111
Exp. Month	Exp. Year	Validation Code
01/2036	01/2036	123

Joao Carlos 4111111111111111 01/2036 01/2036 123

I am travelling for business and I may be using a business credit card.

+A1 #2530821955 [1]

Fill the access password and press select to view the credit card data for roomstay 147976

Select Update

ACCOUNT
JOAO CARLOS

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Charge the credit card using your payment devices

STEP
8



Payment successful

Make the payment



Order number: 1531
Total: 50,00 €
E-mail: hugocosta@lvengine.com

Enter your credit card data



Credit Card Number

01

/ 2016



CVC

Name on card

✓ Make payment

Secure payment

Charge the credit card using your
payment devices

Verified by
VISA
learn more

MasterCard.
SecureCode.



CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Inform the system of the payment result using your devices

The screenshot displays the HOTELasp interface with a 'Credit Card Management' window open. The window shows details for a booking: 'DOUBLE ROOM.NON-REFUNDABLE RATE', 'BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ42', and 'JOAO CARLOS [RESERVED]'. The amount is listed as \$A 100.00 and \$R 100.00. A red callout bubble labeled 'STEP 9' points to the 'Add Status' button. A black callout box contains the text: 'After a successful payment using your payment devices click in the "Add Status" button to register in the system the action and the result'. The background shows a table of roomstays with columns for ROOM, GUEST, IN, OUT, N, SR, SA, PAYER, AGENT, RATE, INFO, and #.

* ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	100.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
ZZ40	SOFIA GALVAO	19/10/2019	20/10/2019	1	100.00	100.00	SOFIA GALVAO	BOOKINGCOM	Single Room.Standard	+1 +A1 #2939186387	147972
ZZ39										+1 +A1 #2330370661	147971

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Select what did you try to do using your payment device

STEP 10

Select what type of action you did in the payment device

Credit Card Management

DOUBLE ROOM.NON-REFUNDABLE RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ42

JOAO CARLOS [RESERVED]

Joao Carlos **\$A 100.00**

\$R 100.00

I am travelling for business and I may be using a business credit card.

+A1 #2530821955 [147976]

ACTION

- Prepayment
- Pre-authorization
- Prepayment
- Deposit

STATUS AMOUNT COMMENT

TRX

om Charge (ZZ42)

00 1 x 100 = 100

Room

ERBOOKING ROOM ***

ATICALLY CREATED BY

L MANAGER BATCH AGENT

530821955

ACCOUNT

JOAO CARLOS

SEF

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ What action did you do with your payment device

Credit Card Management

DOUBLE ROOM.NON-REFUNDABLE RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ42

JOAO CARLOS [RESERVED]

Joao Carlos

\$A 100.00

\$R 100.00

I am travelling for business and I may be using a business credit card.

+A1 #2530821955 [147976]

et Credit Card | Booking.com Report Invalid CC | Booking.com Request Cancellation

Please manually determine the amount to charge.

ACTION	STATUS	AMOUNT	COMMENT
Prepayment			
Full Payment			
Nº of Night			
Partial Amount			
Percent			

Save Cancel

STEP 1

In this example you charged a full payment

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ What was the result of the payment action

Credit Card Management

DOUBLE ROOM.NON-REFUNDABLE RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ42

JOAO CARLOS [RESERVED]

Joao Carlos **\$A 100.00**

\$R 100.00

I am travelling for business and I may be using a business credit card.

+A1 #2530821955 [147976]

STEP 11

The result was a success

ACTION STATUS AMOUNT COMMENT

- Prepayment
- Full Payment
- Payment OK!
- CVC missing
- Card name different from guest name
- Transaction declined
- Insufficient funds
- Card expired
- Invalid credit card

ACCOUNT
JOAO CARLOS

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ What amount did you try to charge

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

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
	ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	100.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
	ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ40	SOEIA CAMILO	19/10/2019	20/10/2019	1	100.00	100.00	SOEIA CAMILO	BOOKINGCOM	Single Room.Standard	+1 +A1 #2939186387	147972
	ZZ39	SOEIA CAMILO	19/10/2019	20/10/2019	1	100.00	100.00	SOEIA CAMILO	BOOKINGCOM	Single Room.Standard	+1 +A1 #2330370661	147971

46 items in 12 pages

TRX

TRX	*
Room Charge (ZZ42)	
00	1 x 100 = 100

Room
ERBOOKING ROOM ***
ATICALLY CREATED BY
L MANAGER BATCH AGENT
530821955

NEW UPDATE

ROOMSTAY ACCOUNT

AGENT N° ROOM BOOKING... Dc

ADDONS\$ 0.00 P

NAME Joao

COMMENTS Joao Carlos

ACCOUNT JOAO CARLOS

SEF

Credit Card Management

DOUBLE ROOM.NON-REFUNDABLE RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ42

JOAO CARLOS [RESERVED]

Joao Carlos **\$A 100.00**

\$R 100.00

I am travelling for business and I may be using a business credit card.

+A1 #2530821955 [147976]

Get Credit Card [Booking.com Report Invalid CC](#) [Book.com Report Invalid CC](#)

Please manually determine the amount to charge.

ACTION	STATUS	AMOUNT	COMMENT
Prepayment	Payment OK!	100.00	
Full Payment			

Save Cancel

STEP 12

STEP 13

Save the status

Fill with the value entered in the payment device

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewName=P...

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Save and confirm the new status

The screenshot displays the HOTELasp interface with a 'Credit Card Management' dialog box open. The dialog box contains the following information:

- DOUBLE ROOM.NON-REFUNDABLE RATE**
- BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ42
- JOAO CARLOS [RESERVED]
- Joao Carlos
- SA \$A 100.00
- SR \$R 100.00
- Prepaid
- Comments: "I am travelling for business and I may be using a business credit card."
- +A1 #2530821955 [147976]

A confirmation dialog box is overlaid on top of the main dialog, asking: "Confirm New Status and Save Changes ?". It has "OK" and "Cancel" buttons. A red box highlights the "OK" button, and a red callout bubble labeled "STEP 14" points to it. A black callout bubble with white text says "Confirm the new status and save the changes" and points to the "OK" button.

The background shows a table of roomstays with columns: ROOM, GUEST, IN, OUT, N, SR, SA, PAYER, AGENT, RATE, INFO, #. The first row is highlighted in orange.

ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	100.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
ZZ40										+1 +A1 #2939186387	147972
ZZ39										+1 +A1 #2330370661	147971

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Go to the associated folio account and create a new payment entry

The screenshot displays the HOTELasp interface with a reservation for Joao Carlos in room ZZ42. A modal window titled "Credit Card Management" is open, showing a payment entry of \$100.00. A red box highlights the amount, and a red callout bubble says "STEP 15". A black callout bubble points to the "Get Credit Card" button with the text "Click and Navigate to the reservation folio\account page to create the payment entry in the guest account".

ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	100.00	Joao Carlos	BOOKINGCOM	Double Room Non-Ref	+A1 #2530821955	147976
ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	100.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
ZZ40										+1 +A1 #2939186387	147972
ZZ39										+1 +A1 #2330370661	147971

DOUBLE ROOM.NON-RI
BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ42
JOAO CARLOS [RESERVED]
::CC | 514hotelasp@netcabo.pt | 19 Oct 10:04 | Payment OK! | 100;
Joao Carlos
\$R 100.00

STEP 15

Click and Navigate to the reservation folio\account page to create the payment entry in the guest account

Get Credit Card | Report Invalid CC | Request Cancellation

Please manually determine the amount to charge.

ACTION	STATUS	AMOUNT	COMMENTS
Prepayment	Payment OK!	100.00	19/10/2019
Full Payment			514hot

TRX
om Charge (ZZ42)
00 1 x 100 = 100
Room
ERBOOKING ROOM ***
ATICALLY CREATED BY
L MANAGER BATCH AGENT
530821955

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Add a new payment entry

STEP 16

Select "ADD PAYMENTS"

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

ZZ42 - Joao Carlos [19 - 2019.10.20] *142188 **ZZ42** **100.00**

CHECK-INS CHECK-OUTS INTERNAL ACCOUNTS | DOCUMENTS

ADD PRODUCTS **CANCEL PRODUCTS** **ADD PAYMENTS** **CANCEL PAYMENTS** **SAVE**

	Q.	Amount	Description
Standard Room Charge	1.00	33333	
Some product RED ...	1.00	33334	
Some product INT ...	1.00	33335	

Category 1

Category 2

Point of Sale

Point of Sales

DOCUMENTS

PAYER [CHANGE PAYER](#)

FISCAL Nº NAME Joao Carlos

ADDRESS CITY

POSTAL COUNTRY Portugal

View Documents Select References ...

Create New Document By Series

DOCUMENT DETAILS

HOTEL X (12345678)

WORKING DOCUMENT INVOICE SIMPLIFIED INVOICE

INVOICE/RECEIPT CREDIT NOTE RECEIPT REFUND

ACCOUNT

ZZ42 **JOAO CARLOS** **142188**

Date	Q.	Desc.	Unit	Amount
19 OCT 00:00	1	NIGHT ROOM CHARGE (ZZ42)	100.00	100.00

K < 1 > X Entries 1 to 1 of 1

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CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Select the credit card, fill the value charged and save

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

ZZ42 - Joao Carlos [2019.10.19 - 2019.10.20] *142188 **100.00**

CHECK-INS BOOKINGS CHECK-OUTS INTERNAL ACCOUNTS | DOCS

ADD PRODUCTS CANCEL PRODUCTS **ADD PAYMENTS** CANCEL PAYMENTS

- Currency 33338
- Cheque 33339
- Debit Card 33340
- Credit Card 33341**
- Wire Transfer 33342
- PayPal 33343
- Others 33344

STEP 17
Select "Credit Card"

STEP 18

Amount	Description
100.00	CREDIT CARD
1 100.00	

Fill the amount charge

STEP 19
SAVE

Save the new entry

DOCUMENTS

PAYER [CHANGE PAYER](#)

FISCAL Nº: NAME: Joao Carlos

ADDRESS: CITY:

POSTAL: COUNTRY: Portugal

Search: Select References ...

ies

HOTEL X (12345678)

WORKING DOCUMENT INVOICE SIMPLIFIED INVOICE

INVOICE/RECEIPT CREDIT NOTE RECEIPT REFUND

ACCOUNT

ZZ42 **JOAO CARLOS** **142188**

Date	Q.	Desc.	Unit	Amount
19 OCT 00:00	1	NIGHT ROOM CHARGE (ZZ42)	100.00	100.00

K < 1 > X Entries 1 to 1 of 1

Point of Sale
Point of Sales

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Verify the payment entry and confirm

Point of Sale

Point of Sales

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STEP 20

Confirm the payment and save

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Verify the new payment entry

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

ZZ42 - Joao Carlos [2019.10.19 - 2019.10.20] *142188 **ZZ42** **0.00**

CHECK-INS BOOKINGS CHECK-OUTS INTERNAL ACCOUNTS | DOCUMENTS

ADD PRODUCTS CANCEL PRODUCTS **ADD PAYMENTS** CANCEL PAYMENTS **SAVE**

PROCESSING RESULTS

✓ RESULT: 33341 1 -100 CREDIT CARD PROCESSED WITH SUCCESS

	Q.	Amount	Description
Currency 33338	0	0.00	
Cheque 33339			CC
			Cheque
Debit Card 33340			
Credit Card 33341			
Wire Transfer 33342			
PayPal 33343			
Others 33344			

Point of Sale
Point of Sales

DOCUMENTS

PAYER [CHANGE PAYER](#)

RISCAL Nº: [] NAME: Joao Carlos
ADDRESS: [] CITY: []
POSTAL: [] COUNTRY: Portugal

View Documents [] [] [] Select References ... []
Create New Document By Series [] +

DOCUMENT DETAILS

HOTEL X (12345678)

WORKING DOCUMENT INVOICE SIMPLIFIED INVOICE
INVOICE/RECEIPT CREDIT NOTE RECEIPT REFUND

ACCOUNT

ZZ42 **JOAO CARLOS** **142188**

Date	Q.	Desc.	Unit	Amount
19 OCT 10:05	1	CREDIT CARD	-100.00	-100.00
19 OCT 00:00	1	NIGHT ROOM CHARGE (ZZ42)	100.00	100.00

K < 1 > X Entries 1 to 2 of 2

STEP 21

Payment entry created in the reservation account

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CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Refresh and check that the account is now balanced

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

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
	ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	100.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
	ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ40										+1 +A1 #2939186387	147972
	ZZ39										+1 +A1 #2330370661	147971

46 items in 12 pages

TRX

om Charge (ZZ42)	*
00	1 x 100 = 100

Room ERBOOKING ROOM ***
ATICALLY CREATED BY L MANAGER BATCH AGENT
530821955

Credit Card Management

DOUBLE ROOM REFUNDAL

BOOKINGCOM 19 Oct in #ZZ42 19 Oct (Sat) t

JOAO CARLOS [RESERVED]

CC | 514hotelasp@netcabo.pt | 19 Oct 10:04 | Payment OK! | 100; Joao Carlos

\$A 0.00

\$R 100.00

I am travelling for business and I may be using a business credit card.

+A1 #2530821955 [147976]

Get Credit Card | Report Invalid CC | Request Cancellation

Please manually determine the amount to charge.

ACTION	STATUS	AMOUNT	COMMENTS
Prepayment	Payment OK!	100.00	19/10/514hot
Full Payment			

The account is now balanced

STEP 22

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewName=P...

CHARGE OR PRE-AUTHORIZE CREDIT CARD

→ Recheck again in the reservation page

STEP 23 BOOKINGS Recheck by going to the bookings page

* ROOM	GUEST	IN	OUT	N	SR	SA	PAVER	AGENT	RATE	INFO	#
ZZ42	Joao Carlos	19/10/2019	20/10/2019	1		100.00	0.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref +A1 #2530821955	147976
	Miguel Ribeiro	19/10/2019	20/10/2019	1		100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard +1 +A1 #3128473076	147975
	SOFIA GALVAO	19/10/2019	20/10/2019	1			100.00	SOFIA GALVAO	BOOKINGCOM	Single Room.Standard +1 +A1 #2939186387	147972
	MARIA BASTOS	19/10/2019	20/10/2019	1			0.00	MARIA BASTOS	BOOKINGCOM	Single Room.Standard +1 +A1 #2330370661	147971

STEP 24 Select the reservation

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°: BOOKINGC... ROOM RATE: Double Room.Non-Refundable Rate DATE IN: 19/10/2019 DATE OUT: 20/10/2019 NIGHTS: 1 DAY RATE: 100.00

ADDONS\$: 0.00 PROMOS\$: 0.00 TOTAL ROOM: 100.00 P&S: 0.00 ACCOUNT: 0.00 CHANNEL ROOMSTAY: RESERVED ROOM: ZZ42

STEP 25 ACCOUNT is balanced

NAME: Joao LAST NAME: Carlos DATE: NATIONAL: Por N°ADT: 1 N°CH.A: 1 N°CH.B: 0

EMAIL: jcarlo.399200@guest.bo CONTACT: +351 962 469 311

STEP 26 Verify the new payment entry

COMMENTS: ::CC | 514hotelasp@netcabo.pt | 19 Oct 10:04 | Payment OK! | 100; Joao Carlos

REMINDEES: I am travelling for business and I may be using a business credit card.

PAYER: JOAO CARLOS ACCOUNT: JOAO CARLOS OPEN

TRX: Credit Card 19/10 10:05 1 x -100 = -100 Night Room Charge (ZZ42) 19/10 12:00 1 x 100 = 100

Double Room *** OVERBOOKING ROOM *** AUTOMATICALLY CREATED BY CHANNEL MANAGER BATCH AGENT +A1 821955

1.2

How to manage credit card status

MANAGE CREDIT CARD STATUS

→ Navigate to the reservation you want to manage the card status

STEP 1

Navigate to the calendar page

STEP 2

Hover the reservation to manage the credit card status

The screenshot displays the HOTELasp interface. At the top, there is a navigation menu with options like HOTEL, RATES & AVAILABILITIES, and CALENDAR. The CALENDAR option is highlighted. Below the menu, there is a date selector showing 19/10/2019 and a view selector set to Week. A calendar grid shows dates from 18-10 to 5-11. A reservation for room ZZ40 is highlighted in green. A callout box shows the reservation details: ZZ40, 100.00, 100.00 x 1 = 100.00, 19 Oct - 20 Oct, 1+1+0, SOFIA GALVAO, and a note: "I am travelling for business and I may be using a business credit card. good view". The reservation is RESERVED, 1 A1 I2939186387, Single Room.Standard Rate, Single Room (-2), and BOOKINGCOM. There are also checkboxes for Room Map, Breakfast Stats, Show Channel Notifications, and Show Latest Reviews.

MANAGE CREDIT CARD STATUS

→ Navigate to the credit card management page

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

PREV **19/10/2019** NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

18-10	19-10	20-10	21-10	22-10	23-10	24-10	25-10	26-10	27-10	28-10	29-10	30-10	31-10	1-11	2-11	3-11	4-11	5-11
Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue

HOTEL MAIN

ROOM1	ROOMT
ZZ27	Singl
ZZ28	Singl
ZZ29	Doubl
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ4	Doubl
ZZ40	Singl
ZZ41	Singl
ZZ42	Doubl
ZZ5	Doubl
ZZ6	Famil
ZZ7	Singl
ZZ8	Famil
ZZ9	Singl

Edit Booking

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°: BOOKINGCOM ROOM RATE: Single Room.Standard Rate DATE IN: 19/10/2019 DATE OUT: 20/10/2019 NIGHTS: 1 DAY RATE: 100.00

ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM 100.00 P&S 0.00 ACCOUNT 100.00 CHANNEL: [x] ROOMSTAY: RESERVED ROOM: ZZ40

NAME: SOFIA LAST NAME: GALVAO BIRTH DATE: NATIONALITY: Portugal N°ADT: 1 N°CH.A: 1 N°CH.B: 0

EMAIL: sgalva.606090@guest.bo CONTACT: +351 962 469 311 GUEST NAME: SOFIA GALVAO

COMMENTS: ::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 08:14 | enqueued; ::CC | 514hotelasp@netcabo.pt | 19 Oct 08:13 | Insufficient funds | 100; SOFIA GALVAO *Non-Smoking

REMINDERS: I am travelling for business and I may be using a business credit card. good view

PAYER: SOFIA GALVAO ACCOUNT: SOFIA GALVAO OPEN

STEP 3

Navigate to the credit card management page

Room Map Refresh Calendar Booking Calendar

4-11 Mon 5-11 Tue

Show Latest Reviews

Send feedback

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&Svcl...

MANAGE CREDIT CARD STATUS

→ Add a new credit card status

STEP 4

Add a new status

Insufficient funds

ACTION	STATUS	AMOUNT	COMMENTS	USER
Prepayment	Insufficient funds	100.00		19/10/2019 08:13:20
Full Payment				514hotelasp@netcabo.pt

MANAGE CREDIT CARD STATUS

→ Fill the status data and save

HOTEL MAIN

EDIT BOOKING

19/10/2019

Week

18-10 Fri, 19-10 Sat, 20-10 Sun, 21-10 Mon, 22-10 Tue, 23-10 Wed, 24-10 Thu, 25-10 Fri, 26-10 Sat, 27-10 Sun, 28-10 Mon, 29-10 Tue, 30-10 Wed, 31-10 Thu, 1-11 Fri, 2-11 Sat, 3-11 Sun, 4-11 Mon, 5-11 Tue

Credit Card Management

SINGLE ROOM.STANDARD RATE

BOOKING.COM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ40

SOFIA GALVAO [RESERVED]

Get Credit Card | Report Invalid CC

Please manually determine the status of the card

19/10/2019 08:14:00::514hotelasp@netcabo.pt [27287] ->enque...

STEP 6

Save

STEP 5

Fill the new status data

ACTION	STATUS	AMOUNT	COMMENTS	USER	*
Prepayment	Transaction declined	100.00		19/10/2019 10:26:52	514hotelasp@netcabo.pt
Prepayment	Insufficient funds	100.00		19/10/2019 08:13:20	514hotelasp@netcabo.pt

Save the status

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CC...

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=SRoomStaySelect&_ROOMSTAY_EDITVIEW_FORM1_ROO...

MANAGE CREDIT CARD STATUS

→ Edit an existent status and change some data

HOTEL MAIN

[HOTEL](#) | [RATES & AVAILABILITIES](#) | [SIMULATOR](#) | [BOOKINGS](#) | **CALENDAR** | [POINT OF SALE](#) | [GUESTS](#) | [REPORTS](#) | [OTHERS](#) | [WEBSITE](#) | [ERP](#) | [SYS](#) | [UI](#)

[PREV](#) | **19/10/2019** | [NEXT](#) | [Week](#) | [DAY](#) | [AUDIT](#) | [PRINT](#) | [SCHEDULER](#) | [+](#) | [+ DETAIL](#) | [SET COLORS](#) | [C. AGENTS](#) | [C. ROOMS](#) | [C. RATES](#)

18-10 Fri | **19-10 Sat** | 20-10 Sun | 21-10 Mon | 22-10 Tue | 23-10 Wed | 24-10 Thu | 25-10 Fri | 26-10 Sat | 27-10 Sun | 28-10 Mon | 29-10 Tue | 30-10 Wed | 31-10 Thu | 1-11 Fri | 2-11 Sat | 3-11 Sun | 4-11 Mon | 5-11 Tue

EDIT BOOKING

Credit Card Management

::Database Updated!

SINGLE ROOM.STANDARD RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ40

SOFIA GALVAO [RESERVED]

::CC | 514hotelasp@netcabo.pt | 19 Oct 10:27 | Transaction declined | 100;
 ::REPORTED INVALID CC |

I am travelling for business and I may be using a business credit card.
 good view

+1 +A1 #293

[Get Credit Card](#) | [Report Invalid CC](#) | [Request Cancellation](#)

Please manually determine the amount to charge.

19/10/2019 08:14:00::514hotelasp@netcabo.pt [27287] ->enqueued

ACTION	STATUS	AMOUNT	COMMENTS	USER	*
Prepayment	Transaction declined	100.00		19/10/2019 10:27:36	514hotelasp@netcabo.pt
Full Payment					
Prepayment	Insufficient funds	100.00		19/10/2019 08:13:20	514hotelasp@netcabo.pt
Full Payment					

STEP 7

Edit the new created status

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CC...

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=SRoomStaySelect&ROOMSTAY_EDITVIEW_FORM1_ROO...

MANAGE CREDIT CARD STATUS

→ Change some status data

STEP 8 Change the status

STEP 9 Save the status

Save the status

ACTION	STATUS	AMOUNT	COMMENTS	USER
Prepayment	Invalid credit card nu	100.00		19/10/2019 10:27:57 514hotelasp@netcabo.pt
Full Payment	Transaction declined			
Prepayment	Insufficient funds	100.00		19/10/2019 08:13:20 514hotelasp@netcabo.pt
Full Payment	Card expired			
	Invalid credit card number			
	Call card company			
	It's a debit card			
	Fraudulent			
	Other			

MANAGE CREDIT CARD STATUS

→ Delete a credit card status

HOTEL MAIN Edit Booking

19/10/2019 Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES

Credit Card Management

::Database Updated!

SINGLE ROOM.STANDARD RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ40

SOFIA GALVAO [RESERVED]

::CC | **\$A 100.00**
 514hotelasp@netcabo.pt | Invalid credit card number | 100.00;
 ::CC | **\$R 100.00**

I am travelling for business and I may be using a business credit card.

good view

+1 +A1 #2939186387 [147972]

Get Credit Card Report Invalid CC Request Cancellation

Please manually determine the amount to charge.
19/10/2019 08:14:00::514hotelasp@netcabo.pt [27287] ->enqueued

ACTION	STATUS	AMOUNT	COMMENT	DATE	USER
Prepayment	Invalid credit card number	100.00		19/10/2019 08:13:20	514hotelasp@netcabo.pt
Full Payment	Insufficient funds	100.00		19/10/2019 08:13:20	514hotelasp@netcabo.pt

STEP 10

Delete the old status

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&View...

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=SRoomStaySelect&_ROOMSTAY_EDITVIEW_FORM1_ROO...

MANAGE CREDIT CARD STATUS

→ Confirm the deletion

STEP 11

secure.hotelasp.com says
Confirm Delete ?

OK

Confirm the status deletion

B.COM 236713 XML Test

HOTEL RATES & AVAILABILITIES SIMULATED

19/10/2019

18-10 Fri 19-10 Sat 20-10 Sun 21-10 Mon 22-10 Tue

31-10 Thu 1-11 Fri 2-11 Sat 3-11 Sun 4-11 Mon 5-11 Tue

SIGN OUT CONNECT BOOKING.COM & EXPEDIA FREE SERVICE UPGRADE

SET COLORS C. AGENTS C. ROOMS C. RATES

EDIT BOOKING

Credit Card Management

::Database Updated!

SINGLE ROOM.STANDARD RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ40

SOFIA GALVAO [RESERVED]

CC: 514hotelasp@netcabo.pt | 19 Oct 10:28 | Invalid credit card number | 100.00

Amount: \$A 100.00 \$R 100.00

Comments: I am travelling for business and I may be using a business credit card. good view

+1 +A1 #2939186387 [147972]

Buttons: Get Credit Card, Report Invalid CC, Request Cancellation

Please manually determine the amount to charge.
19/10/2019 08:14:00::514hotelasp@netcabo.pt [27287] ->enqueued

ACTION	STATUS	AMOUNT	COMMENTS	USER
Prepayment / Full Payment	Invalid credit card number	100.00		19/10/2019 10:28:33 514hotelasp@netcabo.pt
Prepayment / Full Payment	Insufficient funds	100.00		19/10/2019 08:13:20 514hotelasp@netcabo.pt

Buttons: Add Status

URL: /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CC...

URL: /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=SRoomStaySelect&ROOMSTAY_EDITVIEW_FORM1_ROO...

MANAGE CREDIT CARD STATUS

→ View the status

HOTEL MAIN Edit Booking

19/10/2019

Database Updated!

SINGLE ROOM.STANDARD RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ40

SOFIA GALVAO [RESERVED]

19 Oct 10:28 | Invalid credit card number | 100.00;

\$A 100.00

19 Oct 10:28 | Invalid credit card number | 100.00;

I am travelling for business and I may be using a business credit card.

good view

+1 +A1 #2939186387 [147972]

Get Credit Card Report Invalid CC Request Cancellation

Please manually determine the amount to charge.

19/10/2019 08:14:00::514hotelasp@netcabo.pt [27287] ->enqueued

ACTION	STATUS	AMOUNT	COMMENTS	USER	*
Prepayment	Invalid credit card number	100.00		19/10/2019 10:28:33	514hotelasp@netcabo.pt
Full Payment					

View the updated status

STEP 12

View the updated status

1.3

Report to channel partner an invalid credit card ?

REPORT TO PARTNER INVALID CREDIT CARD

→ Select the reservation to report an invalid card

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

* I **19/10/2019** **STEP 1** ▾

	18-10 Fri	19-10 Sat	20-10 Sun	21-10 Mon	22-10 Tue	23-10 Wed	24-10 Thu	25-10 Fri	26-10 Sat	27-10 Sun	28-10 Mon	29-10 Tue	30-10 Wed	31-10 Thu	1-11 Fri	2-11 Sat	3-11 Sun	4-11 Mon	5-11 Tue
--	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	-------------	-------------	-------------	-------------	-------------

HOTEL MAIN

ROOM1	ROOMT
ZZ27	Singl
ZZ28	Singl
ZZ29	Doubl
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ40	Doubl
ZZ41	Singl
ZZ42	Doubl
ZZ5	Doubl
ZZ6	Famil
ZZ7	Singl
ZZ8	Famil
ZZ9	Singl

STEP 2 Click to open window with the selected reservation

ZZ41 **115.00** 100.00 x 1 = **100.00**

19 Oct - 20 Oct 1+1+0

MIGUEL RIBEIRO

I am travelling for business and I may be using a business credit card. This guest has requested a receipt for their stay.

RESERVED 1 A1 I3128473076

Single Room.Standard Rate Single Room (-2)

BOOKINGCOM #45

Room Map Breakfast Stats | GroupBy RoomTypes

Show Channel Notifications Show Latest Reviews

Calendar
Booking Calendar

HotelASP ©2019 v6.0.19.0729 (0.01s) [Send feedback](#)

REPORT TO PARTNER INVALID CREDIT CARD

→ Navigate to the credit card status page

The screenshot shows the HOTELasp interface with the 'Edit Booking' window open. The window title is 'Edit Booking' and it contains various tabs and sections:

- Navigation:** NEW, UPDATE, REFRESH, TENTATIVE, CONFIRM, CHECK IN, CHECK OUT, CANCEL, NO SHOW, DELETE, IMPORT ORDERS.
- Management:** ROOMSTAY, ACCOUNT, GUESTS, CHANNEL MANAGEMENT, REVIEWS, VOUCHER, SEND EMAIL.
- Booking Details:** AGENT N° (BOOKINGCOM), ROOM RATE (Single Room.Standard Rate), DATE IN (19/10/2019), DATE OUT (20/10/2019), NIGHTS (1), DAY RATE (100.00).
- Summary:** ADDONS (\$ 15.00), PROMOS (\$ 0.00), TOTAL ROOM (100.00), P&S (15.00), ACCOUNT (115.00), CHANNEL (RESERVED), ROOMSTAY (ZZ41), ROOM (ZZ41).
- Guest Information:** NAME (Miguel), LAST NAME (Ribeiro), BIRTH DATE, NATIONALITY (Portugal), N°ADT (1), N°CH.A (1), N°CH.B.
- Contact:** EMAIL (mribei.949722@guest.bo), CONTACT (+351 962 469 311), GUEST NAME (Miguel Ribeiro).
- Comments:** Miguel Ribeiro *Non-Smoking.
- Reminders:** I am travelling for business and I may be using a business credit card. This guest has requested a receipt for their stay.
- Payer:** MIGUEL RIBEIRO.
- Account:** MIGUEL RIBEIRO.

A red callout box labeled 'STEP 3' points to a printer icon in the right-hand toolbar. A black callout box below it says 'Navigate to the credit card page'.

REPORT TO PARTNER INVALID CREDIT CARD

→ Get the credit card data and try to charge

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

* I PREV **19/10/2019** NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

18-10 Fri **19-10 Sat** 20-10 Sun 21-10 Mon 22-10 Tue 23-10 Wed 24-10 Thu 25-10 Fri 26-10 Sat 27-10 Sun 28-10 Mon 29-10 Tue 30-10 Wed 31-10 Thu 1-11 Fri 2-11 Sat 3-11 Sun 4-11 Mon 5-11 Tue

HOTEL MAIN

ROOM1	ROOMT
ZZ27	Singl
ZZ28	Singl
ZZ29	Doubl
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ4	Doubl
ZZ40	Singl
ZZ41	Singl
ZZ42	Doubl
ZZ5	Doubl
ZZ6	Famil
ZZ7	Singl
ZZ8	Famil
ZZ9	Singl

Edit Booking

Credit Card Management

STEP 4

Get Credit Card

Get the credit card data and try to charge

SINGLE ROOM.STANDARD R

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ41

MIGUEL RIBEIRO [RESERVED]

Miguel Ribeiro *Non-Smoking **\$A 115.00**

\$R 100.00

Add Status USER *

I am travelling for business and I may be using a business credit card. This guest has requested a receipt for their stay.

+1 +A1 #3128473076 [147975]

Booking.com Report Invalid CC

Booking.com Request Cancellation

Use manually determine the amount to charge.

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewNa...

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcI...

4-11 Mon 5-11 Tue

Show Latest Reviews

Send feedback

REPORT TO PARTNER INVALID CREDIT CARD

→ View the card data

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

PREV 19/10/2019 NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

18-10 19-10 20-10 21-10 22-10 23-10 24-10 25-10 26-10 27-10 28-10 29-10 30-10 31-10 1-11 2-11 3-11 4-11 5-11
Fri Sat Sun Mon Tue Wed Thu Fri Sat Sun Mon Tue Wed Thu Fri Sat Sun Mon Tue

HOTEL MAIN

ROOM1	ROOMT
ZZ27	Singl
ZZ28	Singl
ZZ29	Doubl
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ4	Doubl
ZZ40	Singl
ZZ41	Singl
ZZ42	Doubl
ZZ5	Doubl
ZZ6	Famil
ZZ7	Singl
ZZ8	Famil
ZZ9	Singl

STEP 5

Fill the access password and press select to view the credit card data for roomstay 147975

Charge the credit card using your payment device (POS, webpage, etc)

Enter access password

Type	Name	Number	Exp. Month	Exp. Year	Validation Code
Visa	Miguel Ribeiro	4111111111111111	01/2029	01/2029	123

Miguel Ribeiro 4111111111111111 01/2029 01/2029 123

Select Update

Booking.com Request Cancellation amount to charge.

COMMENTS USER *

https://secure.hotelasp.com:443/Packages/Sys/v3.0.25/UI/Web/V

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaNa

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&Svcl...

4-11 5-11
Mon Tue

Show Latest Reviews

Send feedback

REPORT TO PARTNER INVALID CREDIT CARD

→ The payment was declined using your payment devices

**STEP
6**

**CREDIT CARD
PAYMENT
-DECLINED-**



Make the payment 

Order number: 1531
Total: 50,00 €
E-mail: hugo.costa@lvengine.com

Enter your credit card data

Credit Card Number

01 / 2016  CVC

Name on card

 Secure payment

Verified by
VISA
learn more

MasterCard.
SecureCode.



REPORT TO PARTNER INVALID CREDIT CARD

→ Add a new status defining what you did and the result

STEP 7 Report Invalid CC

STEP 8 Save

The button is disabled because you need to create a new status in the system before you can report an invalid credit card to a channel partner

Save the new status

Inform the system of a payment declined by creating a new credit card status.

Table: Credit Card Management

ACTION	STATUS	AMOUNT	COMMENTS
Prepayment			
Full Payment	Transaction declined	115.00	19/10 514hd

REPORT TO PARTNER INVALID CREDIT CARD

→ After creating the status you can report an invalid card to the partner

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

PREV **19/10/2019** NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

HOTEL MAIN

ROOM1	ROOMT	18-10	19-10	20-10	21-10	22-10	23-10	24-10	25-10	26-10	27-10	28-10	29-10	30-10	31-10	1-11	2-11	3-11	4-11	5-11
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue

ZZ27 Singl
ZZ28 Singl
ZZ29 Doubl
ZZ31 Doubl
ZZ32 Doubl
ZZ33 Doubl
ZZ34 Doubl
ZZ35 Singl
ZZ36 Singl
ZZ37 Famil
ZZ38 Famil
ZZ39 Singl
ZZ4 Doubl
ZZ40 Singl
ZZ41 Singl
ZZ42 Doubl
ZZ5 Doubl
ZZ6 Famil
ZZ7 Singl
ZZ8 Famil
ZZ9 Singl

Room Map Bre P... Refresh Calendar Booking Calendar

STEP 9

Database Updated!

SINGLE ROOM.STANDARD RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ41

MIGUEL RIBEIRO [RESERVED]

::CC | 514hotelasp@netcabo.pt | 19 Oct 10:17 | Transaction declined | 115;
Miguel Ribeiro *Non-Smoking

\$A 115.00
\$R 100.00

I am travelling for business and I may be using a business credit card.
This guest has requested a receipt for their stay.

+1 +A1 #3128473076 [147975]

Get Credit Card **Report Invalid CC** Request Cancellation

Please manually determine the amount to charge.

ACTION	STATUS	AMOUNT	COMMENTS	USER
Prepayment	Transaction declined	115.00		19/10/2019 10:17:04
Full Payment				514hotelasp@netcabo.

The button is now enabled because you have created a payment declined status

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewName=PMS_OPERAT...

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=SRoomStaySelect&R...

REPORT TO PARTNER INVALID CREDIT CARD

→ Report an invalid credit card to the channel partner

The screenshot shows the HOTELasp interface with the 'CALENDAR' tab selected. A date range from 18-10 to 5-11 is visible. On the left, a list of rooms (ROOM1) is shown with their respective room types (e.g., Singl, Doubl). The main area displays 'Credit Card Management' for a booking. A dialog box titled 'Report Invalid Credit Card to Booking.com?' is open, with the 'OK' button highlighted. A red callout bubble labeled 'STEP 10' points to the dialog, and a black callout bubble points to the 'OK' button with the text 'Press OK to report to channel partner'. The background shows a table with columns for 'IS', 'AMOUNT', 'COMMENTS', and 'USER', with a row showing an amount of 115.00.

REPORT TO PARTNER INVALID CREDIT CARD

→ The report was accepted by the partner and correctly enqueued

The screenshot displays the HOTELasp interface with a calendar for 19/10/2019. A booking for Miguel Ribeiro is shown with a credit card report. The interface includes a navigation menu, a calendar, and a main content area with various toolbars and data tables.

STEP 12 points to the credit card details: **REPORTED INVALID CC | \$A 115.00**

STEP 11 points to the transaction log entry: **19/10/2019 10:17:33::514hotelasp@netcabo.pt [27287] ->enqueued**

More info points to the guest note: **I am travelling for business. I may be using a business credit card. This guest has requested receipt for their stay.**

ACTION	STATUS	AMOUNT	COMMENTS
Prepayment	Transaction declined	115.00	
Full Payment			

The partner has received the invalid credit card report

REPORT TO PARTNER INVALID CREDIT CARD

→ Wait for the channel partner to send new credit card data



Wait the time defined by the channel partner (Ex: Can be 2 hours for last minute reservation or 1 day for standard bookings)

STEP
13

IMPORTANT NOTE: After the guest update the credit card data the channel partner will send a new reservation modification to HotelASP with the new credit card.

To know if you have received a modification check the **BOOKINGS** page. The system shows the most recent updates or you can go to the reservation page and verify the last update time in the **CHANNEL MANAGEMENT** tab

REPORT TO PARTNER INVALID CREDIT CARD

→ If you did not receive (or receive) any data you should try charge again

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

PREV **20/10/2019** NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

19-10 Sat 20-10 Sun 21-10 Mon 22-10 Tue 23-10 Wed 24-10 Thu 25-10 Fri 26-10 Sat 27-10 Sun 28-10 Mon 29-10 Tue 30-10 Wed 31-10 Thu 1-11 Fri 2-11 Sat 3-11 Sun 4-11 Mon 5-11 Tue 6-11 Wed

HOTEL MAIN

ROOM1	ROOMT
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ40	Singl
ZZ41	Singl
ZZ42	Doubl
ZZ43	Famil
ZZ44	Doubl

Edit Booking

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

Credit Card Management

SINGLE ROOM.STANDARD RA

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ41

MIGUEL RIBEIRO [RESERVED]

Miguel Ribeiro *Non-Smoking **\$A 115.00**

\$R 100.00

I am travelling for business and I may be using a business credit card. This guest has requested a receipt for their stay.

+1 +A1 #3128473076 [147975]

Get Credit Card **Report Invalid CC** **Request Cancellation**

Please manually determine the amount to charge.

19/10/2019 10:19:22::514hotelasp@netcabo.pt [27287]::Cannot cancel reservation. Make are met [400]

19/10/2019 10:18:56::514hotelasp@netcabo.pt [27287]::Card is already marked as invalid

19/10/2019 10:17:33::514hotelasp@netcabo.pt [27287]::enqueued

ACTION	STATUS	AMOUNT	COMMENTS
Prepayment	Transaction declined	115.00	19/10/2019 10:17:33
Full Payment			514h

STEP 14

Try again to charge the credit card

5-11 Tue 6-11 Wed

Show Latest Reviews

[Send feedback](#)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewNa...
/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&Svcl...

REPORT TO PARTNER INVALID CREDIT CARD

→ For the 2^o time the payment was declined

STEP
15

**CREDIT CARD
PAYMENT
-DECLINED-**

The payment is again
refused



Make the payment



Order number: 1531
Total: 50,00 €
E-mail: hugo.costa@lvengine.com

Enter your credit card data



Credit Card Number

01 / 2016 CVC ?

Name on card

✓ Make payment

Secure payment

Verified by
VISA
learn more

MasterCard.
SecureCode.



REPORT TO PARTNER INVALID CREDIT CARD

→ Add a 2º status and request cancellation due to invalid credit card

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

PREV **20/10/2019** NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

19-10 Sat 20-10 Sun 21-10 Mon 22-10 Tue 23-10 Wed 24-10 Thu 25-10 Fri 26-10 Sat 27-10 Sun 28-10 Mon 29-10 Tue 30-10 Wed 31-10 Thu 1-11 Fri 2-11 Sat 3-11 Sun 4-11 Mon 5-11 Tue 6-11 Wed

HOTEL MAIN

ROOM1 ROOMT
ZZ31 Doubl
ZZ32 Doubl
ZZ33 Doubl
ZZ34 Doubl
ZZ35 Singl
ZZ36 Singl
ZZ37 Famil
ZZ38 Famil
ZZ39 Singl
ZZ40 Singl
ZZ41 Singl
ZZ42 Doubl
ZZ43 Famil
ZZ44 Doubl

Room Map Bre

Refresh

Calendar

Booking Calendar

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

Edit Booking

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

Credit Card Management

SINGLE ROOM.STANDARD RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ41

MIGUEL RIBEIRO [RESERVED]

Miguel Ribeiro *Non-Smoking \$A \$R

I am travelling for business and I may be using a business credit card. This guest has requested a receipt for their stay.

+1 +A1 #3128473076 [147975]

Get Credit Card Report Invalid CC **Request Cancellation**

Please manually determine the amount to charge.

19/10/2019 10:19:22::514hotelasp@netcabo.pt [27287]::Cannot cancel reservation. Make are met [400]

19/10/2019 10:18:56::514hotelasp@netcabo.pt [27287]::Card is already marked as invalid

19/10/2019 10:17:33::514hotelasp@netcabo.pt [27287]::enqueued

Add Status ACTION STATUS AMOUNT COMMENTS

Prepayment Transaction declined **115.00** 19/10 514h

STEP 17

Request cancellation due to an invalid credit card

STEP 16

Optional: You can add a new "TRANSACTION DECLINED" status or edit the actual one. The important is to keep the system updated regarding the CC status. In this example we kept the same status even considering we had 2 tries at the POS payment device.

REPORT TO PARTNER INVALID CREDIT CARD

→ Report a cancellation due to an invalid credit card

The screenshot displays the HOTELasp interface. At the top, there is a navigation menu with options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. Below this is a date and navigation bar showing '20/10/2019' and 'Week' view. A calendar grid is visible, with the current date highlighted in red. On the left, there is a 'HOTEL MAIN' sidebar with a list of rooms (ROOM1) and their status (e.g., Doubl, Singl, Famil). The main content area shows a 'Credit Card Management' window for a booking. The booking details include 'SINGLE ROOM.STANDARD RATE', 'BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ41', and 'MIGUEL RIBEIRO [RESERVED]'. A 'BOOKING.COM Reporting' dialog box is open, asking 'Request Booking.com Cancellation because of Invalid Credit Card?' with 'OK' and 'Cancel' buttons. A red callout bubble labeled 'STEP 18' points to the 'OK' button, and a black callout bubble labeled 'Confirm cancellation' also points to the 'OK' button. The background window shows a 'Transaction declined' status with an amount of '115.00'.

5-11 Tue 6-11 Wed

Show Latest Reviews

Send feedback

REPORT TO PARTNER INVALID CREDIT CARD

→ The cancellation request was successfully accepted by the partner

The screenshot displays the HOTELasp interface with a calendar at the top showing the date 20/10/2019. The main window is titled 'Edit Booking' and contains a 'Credit Card Management' section. A red callout 'STEP 19' points to the cancellation details, which include a reported cancellation amount of \$A 115.00 and a guest note: 'I am travelling for business and I may be using a business credit card. This guest has requested a receipt for their stay.' A red box highlights the cancellation message: 'REPORTED CANCELLATION DUE TO INVALID CC::20/10/2019 09:18:47::514hotelasp@netcabo.pt [27287]::ok'. A red callout 'STEP 20' points to the 'X' button in the window's title bar. A black callout box says 'Close CC window and go to the reservation window'. Another black callout box says 'The channel partner confirmed the request to cancel the reservation due to an invalid credit card'. The interface also shows buttons for 'Get Credit Card', 'Report Invalid CC', and 'Request Cancellation', along with a table for 'Add Status' with columns for 'ACTION' and 'STATUS', where 'Transaction declined' is visible.

REPORT TO PARTNER INVALID CREDIT CARD

→ Before the partner cancellation the reservation is still in **RESERVED** status

STEP 21

The reservation is still in "RESERVED" state and is waiting for a partner call to change to "CANCELLED".
Please wait for the partner.

COMMENTS
::REPORTED CANCELLATION DUE TO INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 09:18 | ok; Miguel Ribeiro *Non-Smoking

REMINDERS
I am travelling for business and I may be using a business credit card.
This guest has requested a receipt for their stay.

REQUEST EXECUTED - 20/10/2019 09:19:26 (0.65S)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&...

REPORT TO PARTNER INVALID CREDIT CARD

→ Wait for the channel partner cancellation



Wait a couple of minutes

**STEP
22**

REPORT TO PARTNER INVALID CREDIT CARD

→ The channel partner cancellation has arrived and the status is now **CANCELLED**

STEP 23

The reservation is now cancelled by the partner

COMMENTS
REPORTED CANCELLATION DUE TO INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 09:18 | ok; Miguel Ribeiro *Non-Smoking

REMINDEES
I am travelling for business and I may be using a business credit card. This guest has requested a receipt for their stay.

PAYER
MIGUEL RIBEIRO

ACCOUNT
MIGUEL RIBEIRO

STATUS: OPEN

URL: /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&...

REPORT TO PARTNER INVALID CREDIT CARD

→ Check the reservation status

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

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	0.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ41	MANUEL FRANCISCO	19/10/2019	20/10/2019	1	100.00	0.00	MANUEL FRANCISCO	BOOKINGCOM	Family Room (2 Adults	+A1 #2631564164	147979
	ZZ41	ANA BARROS	19/10/2019	20/10/2019	1	100.00	100.00	ANA BARROS	BOOKINGCOM	Double Room.Non-Ref	+A1 #2939133590	147980
	ZZ41	CARLA CARLOS	18/10/2019	19/10/2019	1	100.00	0.00	CARLOS	BOOKINGCOM	Single Room.Standard	+A1 #3528617416	147524

Page size: 4 48 items in 12 pages

STEP 24

Select the cancelled reservation

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°: BOOKINGCOM ROOM RATE: Standard Rate DATE IN: 19/10/2019 DATE OUT: 20/10/2019 NIGHTS: 1 DAY RATE: 100.00

ADDON\$ 15.00 TOTAL ROOM PRICE 100.00 CHANNEL ROOMSTAY: **CANCELLED** ROOM: ZZ41

STEP 25

Select the channel management tab

TRX

No records to display.

Single Room
*** OVERBOOKING ROOM ***
AUTOMATICALLY CREATED BY CHANNEL MANAGER BATCH AGENT

+1 +A1 #3128473076

NAME: Miguel LAST NAME: Ribeiro BIRTH DATE: NATIONALITY: Portugal N°ADT: 1 N°CH.A: 1 N°CH.B: 0

EMAIL: mribei.949722@guest.bo CONTACT: +351 962 469 311 GUEST NAME: Miguel Ribeiro

COMMENTS

REPORTED CANCELLATION DUE TO INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 09:18 | ok; Miguel Ribeiro *Non-Smoking

REMINDEES

I am travelling for business and I may be using a business credit card.
This guest has requested a receipt for their stay.

PAYER: MIGUEL RIBEIRO OPEN

ACCOUNT: MIGUEL RIBEIRO

Vertical toolbar with icons for print, refresh, and other actions.

REPORT TO PARTNER INVALID CREDIT CARD

→ Check additional information about the invalid card reporting

	ZZ44	ANA BARROS	19/10/2019	20/10/2019	1	100.00	100.00	ANA BARROS	BOOKINGCOM	Double Room.Non-Ref	+A1 #2939133590	147980
	ZZ38	CARLA CARLOS	18/10/2019	19/10/2019	1	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Single Room.Standard	+A1 #3528617416	147524

Page size: 4 48 items in 12 pages

CHANNEL ID	STATUS	N° ROOMSTAYS	NUMBER OF GUESTS	MAX. CHILDREN	DESCRIPTION
BOOKINGCOM	cancelled	0	1	1	Single Room

GROUP	GROUP	TYPE	LAST CHANGE	RESERVATION ID	ROOM RESERVATION ID
<input checked="" type="checkbox"/>	15916	BOOKINGCOM	2019-10-20 09:20:09.270	3128473076	2653581222

ROOM NET	ROOM COMMISSION	ROOM TOTAL	ADDONS TOTAL	ROOM + ADDONS	RES. TOTAL	RES. COMMISSION	CANCELLATION FEE	CURRENCY
97.75	17.25	100.00	15.00	115.00	115.00	17.25	0.00	GBP

EXTRA INFO
 This single room features air conditioning.
 Price[2019-10-19 100 Promo:0 Genius:0 Rewritten From ID:0]
 ModifiedAt:2019-10-19T16:33:11+00:00
 BookedAt:2019-10-19T16:33:10+00:00

CHANGE LOG + ADDITIONAL INFO
 :-REPORTED CANCELLATION DUE TO INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 09:18 | ok:
 :-REPORTED NO-SHOW | 514hotelasp@netcabo.pt | 19 Oct 11:07 | Not able to cancel booking earlier than 1 day after the check in. [400]:
 :-REPORTED CANCELLATION DUE TO INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 10:19 | Cannot cancel reservation. Make sure all preconditions are met [400]:
 :-REPORTED INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 10:18 | Card is already marked as invalid [400]:
 :-REPORTED INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 10:17 | enqueued:
 DayRate:2019-10-19 115.00 -> 100
 RoomStayDayRate 115.00 -> 100
 | Enjoy a convenient Breakfast at the property for GBP15 per person, per night. Children and Extra Bed Policy: All children are welcome. All children or adults stay free of charge when using existing beds. There is no capacity for cots in the room. There is no capacity for extra

FACILITIES
 Shower, Bath, TV, Telep
 m, Flat-screen TV, View, Electric kettle, Terrace

ADDONS
 Breakfast Nights:1 Persons:1 Mode:4 Price per Unit:15 Total Price:15 Type:1

REMARKS

STEP 26

Verify when and who reported

REPORTED INVALID CC 2019-10-19 10:18:56.230	USER ID 27287	
REPORTED CANCELLATION 2019-10-20 09:18:47.427	USER ID 27287	

REPORTED STAY CHANGE **USER ID**

STAY CHANGE NEW PRICE *Partner New Price ...*

REPORTED NO SHOW **USER ID**

2019-10-19 11:07:37.137 27287

WAIVE FEES Waive Fees?

IMPORT ORDER #

1.4

**How to report to channel partner a
cancelation due to an invalid credit card?**

REPORT CANCELLATION DUE TO INVALID CREDIT CARD

→ Select the reservation that will be reported (via BOOKINGS page)

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

SEARCH

ROOMSTAYS

*	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	Joao Carlos	19/10/2019	20/10/2019	1	100.00	0.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ40	SOFIA GALVAO	19/10/2019	20/10/2019	100.00	100.00	SOFIA GALVAO	BOOKINGCOM	Single Room.Standard	+1 +A1 #2939186387	147972
	ZZ39	MARIA BASTOS	19/10/2019	20/10/2019	100.00	0.00	MARIA BASTO...	BOOKINGCOM	Single Room.Standard	+1 +A1 #2330370661	147971

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

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

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N°: BOOKINGCOM ROOM RATE: Single Room.Standard Rate DATE IN: 19/10/2019 DATE OUT: 20/10/2019 NIGHTS: 1 DAY RATE: 100.00

ADDONSS: 0.00 PROMOSS: 0.00 TOTAL ROOM: 100.00 P&S: 0.00 ACCOUNT: 100.00 CHANNEL ROOMSTAY: RESERVED ROOM: ZZ40

TRX: Night Room Charge (ZZ40) 19/10 12:00 1 x 100 = 100

Single Room *** OVERBOOKING ROOM *** AUTOMATICALLY CREATED BY CHANNEL MANAGER BATCH AGENT +1 +A1 #2939186387

NAME: SOFIA LAST NAME: GALVAO BIRTH DATE: NATIONALITY: Portugal N°ADT: 1 N°CH.A: 1 N°CH.B: 0

EMAIL: sgalva.606090@guest.bo CONTACT: +351 962 469 311 GUEST NAME: SOFIA GALVAO

COMMENTS: ::CC | 514hotelasp@netcabo.pt | 19 Oct 10:28 | Invalid credit card number | 100.00; ::CC | 514hotelasp@netcabo.pt | 19 Oct 10:27 | Transaction declined | 100; ::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 08:14 | enqueued; ::CC | 514hotelasp@netcabo.pt | 19 Oct 08:13 | Insufficient funds | 100; SOFIA GALVAO *Non-Smoking

REMINDERS: I am travelling for business and I may be using a business credit card. good view

PAYER: SOFIA GALVAO ACCOUNT: SOFIA GALVAO OPEN

REQUEST EXECUTED - 19/10/2019 10:31:33 (0.235)

STEP 1

Select the reservation to cancel due to invalid CC

STEP 2

Select the credit card page

REPORT CANCELLATION DUE TO INVALID CREDIT CARD

→ Select the reservation that will be reported (via CALENDAR page)

STEP 1

STEP 2

Click to open the reservation window

HOTEL	RATES & AVAILABILITIES	BOOKINGS	CALENDAR	POINT OF SALE	GUESTS	REPORTS	OTHERS	WEBSITE	ERP	SYS	UI							
19-10	19-10	20-10	21-10	22-10	23-10	24-10	25-10	26-10	27-10	28-10	29-10	30-10	31-10	1-11	2-11	3-11	4-11	5-11
Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue

HOTEL MAIN

ROOM1	ROOMT
ZZ27	Singl
ZZ28	Singl
ZZ29	Doubl
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ40	Doubl
ZZ41	Singl
ZZ42	Doubl
ZZ5	Doubl
ZZ6	Famil
ZZ7	Singl
ZZ8	Famil
ZZ9	Singl

Reservation Details:

ZZ40 100.00 100.00 x 1 = 100.00

19 Oct - 20 Oct 1+1+0

SOFIA GALVAO

I am travelling for business and I may be using a business credit card. good view

RESERVED 1 A1 I2939186387

Single Room.Standard Rate Single Room (-2)

BOOKINGCOM z44

Refresh

Calendar

Booking Calendar

Send feedback

HotelASP ©2019 v6.0.19.0729 (0.01s)

Show Channel Notifications Show Latest Reviews

REPORT CANCELLATION DUE TO INVALID CREDIT CARD

→ Request the cancellation due to an invalid card

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

PREV 19/10/2019 NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. RO...

HOTEL MAIN

ROOM1 ROOMT

ZZ27 Singl
ZZ28 Singl
ZZ29 Doubl
ZZ31 Doubl
ZZ32 Doubl
ZZ33 Doubl
ZZ34 Doubl
ZZ35 Singl
ZZ36 Singl
ZZ37 Famil
ZZ38 Famil
ZZ39 Singl
ZZ4 Doubl
ZZ40 Singl
ZZ41 Singl
ZZ42 Doubl
ZZ5 Doubl
ZZ6 Famil
ZZ7 Singl
ZZ8 Famil
ZZ9 Singl

Room Map Bre

Refresh

Calendar

Booking Calendar

Edit Booking

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

Credit Card Management

SINGLE ROOM.STANDARD RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ40

SOFIA GALVAO [RESERVED]

::CC | 514hotelasp@netcabo.pt | **\$A 100.00**
19 Oct 10:28 | Invalid credit card number | 100.00;
::CC | **\$R 100.00**

I am travelling for business and I may be using a business credit card.

good view

+1 +A1 #2939186387 [147972]

Get Credit Card Report Invalid CC **Request Cancellation**

Please manually determine the amount to charge.

19/10/2019 08:14:00::514hotelasp@netcabo.pt [27287] ->enqueued

Add Status

ACTION	STATUS	AMOUNT	COMMENTS	USER	*
Prepayment	Invalid credit card number	100.00		19/10/2019 10:28:33	
Full Payment				514hotelasp@netcabo.pt	

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewName=PMS_OPERATIONS_ROOMSTAY_...

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=SRoomStaySelect&_ROOMSTAY_EDITVIE...

IMPORTANT NOTE: The request cancellation button is enabled only if you have a payment declined status and you already reported an invalid credit card to the channel partner

STEP 3

REPORT CANCELLATION DUE TO INVALID CREDIT CARD

→ Confirm the report

The screenshot shows the HOTELasp interface with a calendar view for 19/10/2019. A booking for room ZZ40 is selected. The 'Credit Card Management' window is open, showing a 'SINGLE ROOM.STANDARD RATE' for \$100.00. A modal window titled 'BOOKING.COM Reporting' is displayed with the message: 'Request Booking.com Cancellation because of Invalid Credit Card?'. The modal has 'OK' and 'Cancel' buttons. A red callout bubble labeled 'STEP 4' points to the 'OK' button. A black callout bubble labeled 'Confirm cancellation' also points to the 'OK' button. The background interface includes a navigation menu, a calendar, and a list of rooms.

REPORT CANCELLATION DUE TO INVALID CREDIT CARD

→ Check if the result is ok

The screenshot shows the HOTELasp interface with a calendar for 19/10/2019. The main window displays 'Credit Card Management' for a booking. The booking details include: 'SINGLE ROOM.STANDARD RATE', 'BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ40', and 'SOFIA GALVAO [RESERVED]'. A red box highlights the cancellation message: '19/10/2019 10:32:58::514hotelasp@netcabo.pt [27287] ->ok'. A red callout box with 'STEP 5' points to this message. Another callout box says 'Verify the partner result. Ok means that the partner accepted the cancellation'. The interface also shows buttons for 'Get Credit Card', 'Report Invalid CC', and 'Request Cancellation', along with a table for 'ACTION' and 'STATUS'.

REPORT CANCELLATION DUE TO INVALID CREDIT CARD

→ After a couple of minutes the reservation status will change to **CANCELLED**

The screenshot displays the HOTELasp interface for editing a booking. The top navigation bar includes options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. The main area shows a calendar for 19/10/2019 and a list of rooms (ROOM1) with their respective statuses (e.g., Singl, Doubl, Famil). The central 'Edit Booking' window is active, showing details for a reservation on 19/10/2019 for room ZZ40. A red callout box labeled 'STEP 6' points to the 'CHANNEL ROOMSTAY' field, which is currently set to 'CANCELLED'. Below this, the guest information for Sofia Galvao is visible, including her name, last name, birth date, nationality, and contact details. The 'COMMENTS' section contains several entries, including 'REPORTED CANCELLATION DUE TO INVALID CC' and 'Invalid credit card number | 100.00; Transaction declined | 100;'. A black callout box at the bottom right contains the text: 'Wait a couple of minutes and refresh. The reservation status will change automatically to "CANCELLED" state'. The bottom status bar shows 'REQUEST EXECUTED - 19/10/2019 10:33:14 (0.685)' and the URL path.

REPORT CANCELLATION DUE TO INVALID CREDIT CARD

→ Check the reservation status

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

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	ZZ40	SOFIA GALVAO	19/10/2019	20/10/2019	1	100.00	0.00	SOFIA GALVAO	BOOKINGCOM	Single Room.Standard	+1 +A1 #2939186387	147972
	ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	0.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
	ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1			Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ39	MARIA BASTOS	19/10/2019	20/10/2019	1			MARIA BASTOS	BOOKINGCOM	Single Room.Standard	+1 +A1 #2330370661	147971

Page size: 4 46 items in 12 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°: BOOKINGCOM ROOM RATE: Single Room.Standard Rate DATE IN: DATE OUT: NIGHTS: 1 DAY RATE: 100.00

ADDONS\$: 0.00 PROMOS\$: 0.00 TOTAL ROOM: 100.00 CHANNEL ROOMSTAY: CANCELLED ROOM: ZZ40

NAME: SOFIA LAST NAME: GALVAO BIRTH DATE: NATIONALITY: Portugal N°ADT: 1 N°CH.A: 1 N°CH.B: 0

EMAIL: sgalva.606090@guest.bo CONTACT: +351 962 469 311 GUEST NAME: SOFIA GALVAO

COMMENTS: ::REPORTED CANCELLATION DUE TO INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 10:32 | ok; ::CC | 514hotelasp@netcabo.pt | 19 Oct 10:28 | Invalid credit card number | 100.00; ::CC | 514hotelasp@netcabo.pt | 19 Oct 10:27 | Transaction declined | 100; ::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 08:14 | enqueued; ::CC | 514hotelasp@netcabo.pt | 19 Oct 08:13 | Insufficient funds | 100;

REMINDEMS: I am travelling for business and I may be using a business credit card. good view

PAYER: SOFIA GALVAO ACCOUNT: SOFIA GALVAO OPEN

TRX: No records to display. Single Room *** OVERBOOKING ROOM *** AUTOMATICALLY CREATED BY CHANNEL MANAGER BATCH AGENT +1 +A1 #2939186387

STEP 7

STEP 8

Select the cancelled reservation

Select the channel management tab

REPORT CANCELLATION DUE TO INVALID CREDIT CARD

→ Check additional information about the reporting

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

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

CHANNEL ID	STATUS	N° ROOMSTAYS	NUMBER OF GUESTS	MAX. CHILDREN	DESCRIPTION
BOOKINGCOM	cancelled	0	1	1	Single Room

GROUP	TYPE	LAST CHANGE	RESERVATION ID	ROOM RESERVATION ID
<input checked="" type="checkbox"/>	BOOKINGCOM	2019-10-19 10:33:08.813	2939186387	2653393396

ROOM NET	ROOM COMMISSION	ROOM TOTAL	ADDONS TOTAL	ROOM + ADDONS	RES. TOTAL	RES. COMMISSION	CANCELLATION FEE	CURRENCY
85.00	15.00	100.00	0.00	100.00	100.00	15.00	0.00	GBP

EXTRA INFO

This single room features air conditioning.
 Price[2019-10-19 100 Promo:0 Genius:no Rewritten From ID:0]
 ModifiedAt:2019-10-19T13:49:39+00:00
 BookedAt:2019-10-19T13:49:38+00:00

CHANGE LOG + ADDITIONAL INFO

;;REPORTED CANCELLATION DUE TO INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 10:32 | ok:
 ;;REPORTED INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 08:14 | enqueued:

Enjoy a convenient Breakfast at the property for GBP15 per person, per night. Children and Extra Bed Policy: All children are welcome. All children or adults stay free of charge when using existing beds. There is no capacity for cots in the room. There is no capacity for extra beds in the room. Deposit Policy: The guest will be charged a prepayment of the total price of the reservation at any time. Cancellation Policy: The guest will be charged the total price of the reservation if they cancel at any time.

TV, Telephone, Air conditioning, Balco

Enjoy convenient Breakfast at the property for GBP

ADDONS

REMARKS

REPORTED INVALID CC

2019-10-19 08:14:00.587

REPORTED CANCELLATION

2019-10-19 10:32:58.340

USER ID

27287

REPORTED STAY CHANGE

USER ID

REPORTED NO SHOW

USER ID

IMPORT ORDER #

XML DETAILS

STAY CHANGE NEW PRICE Partner New Price ...

Report Stay Change

WAIVE FEES Waive Fees?

Report Guest No Show

REPORTED GUEST MISCONDUCT **USERID**

CATEGORY Misconduct Category

SUBCATEGORY SubCategory

STEP 1

Verify when and who requested the cancellation due to an invalid credit card

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WinSaaS @Copyright 2019

1.5
**Configure Card Tasks for the Front-
desk\Payment Staff**
(Setup default payment actions for each rate)

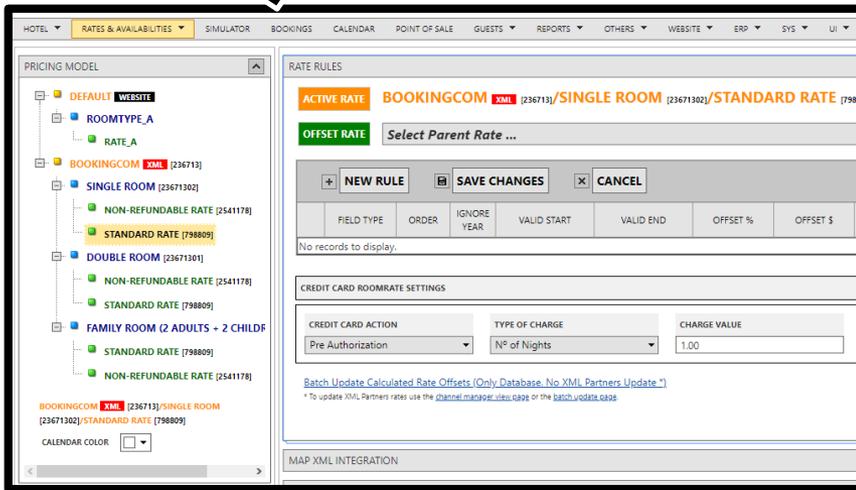
CONFIGURE CARD TASKS

→ Help the Front-Desk\Payment Staff to Process Credit Card Tasks such as Payments & Authorizations

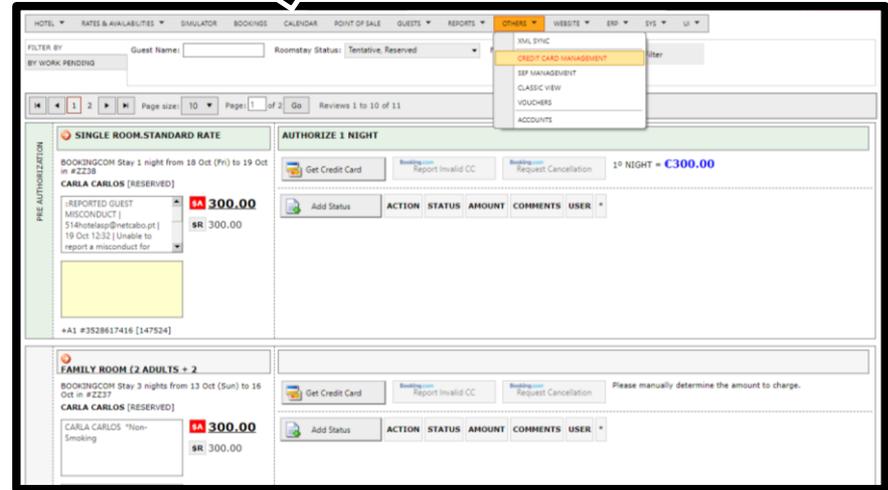
OBJECTIVE: Help the front-desk staff to process more quickly the credit card payments and authorizations
HOW: By setting default payment actions to each rate. The staff only needs to follow the instructions

Associate to each RATE a credit card action for the front-desk\payment staff to do

The front-desk\payment staff will execute the tasks shown in the page until no more tasks are available



CONFIGURE CARD TASKS



VIEW & FILTER CARD TASKS

CONFIGURE CARD TASKS

→ Navigate to the edit rate rules page to setup the card tasks

The screenshot shows the HOTELasp interface with the following elements:

- Navigation menu: HOTEL, RATES & AVAILABILITIES (highlighted), SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, UI.
- Left sidebar: PRICING, BOOKINGCOM XML [236713], SINGLE ROOM [23671302] (with sub-items: NON-REFUNDABLE RATE [2541178], STANDARD RATE [798809]), DOUBLE ROOM [23671301] (with sub-items: NON-REFUNDABLE RATE [2541178], STANDARD RATE [798809]), FAMILY ROOM (2 ADULTS + 2 CHILDREN) [23671300] (with sub-items: STANDARD RATE [798809], NON-REFUNDABLE RATE [2541178]).
- Main content area: A dropdown menu is open under 'RATES & AVAILABILITIES', showing options like WIZARD, AGENTS, RATES, PROMOTIONS, ADDONS, EDIT MODEL, and EDIT RATE RULES (highlighted). Below the menu are buttons for SAVE CHANGES, CANCEL, and RELOAD.
- Table: A table with columns for FIELD TYPE, VALID START, VALID END, OFFSET %, OFFSET \$, MAX, MIN, MON, TUE, WED, THU, FRI, SAT, SUN, PPID, #. The table is currently empty, displaying 'No records to display.'
- Bottom section: CREDIT CARD ROOMRATE SETTINGS, CREDIT CARD ACTION (Not Applicable), and a Save Settings button.
- Footer: Rates and Availabilities / Pricing Model / Edit Rate Rules, Channel Manager > Edit Model Rules, HotelASP ©2019 v6.0.19.0729 (0.09%), and Send feedback.

STEP 1

Navigate to the EDIT RATE RULES page

CONFIGURE CARD TASKS

→ Configure the card action task defaults for each rate

Select the rate to configure

STEP 2

STEP 3

The rate selected

The screenshot shows the HOTELasp interface with the following elements:

- Left Panel:** A tree view showing the hierarchy: DEFAULT > ROOMTYPE_A > RATE_A > BOOKINGCOM XML [23671] > SINGLE ROOM [23671302] > NON-REFUNDABLE RATE [2541178].
- Main Area:** A table titled "RATE RULES" with columns: FIELD TYPE, ORDER, IGNORE YEAR, VALID START, VALID END, OFFSET %, OFFSET \$, MAX, MIN, MON, TUE, WED, THU, FRI, SAT, SUN, PPID, #. The first row is highlighted in red and contains: ACTIVE RATE, BOOKINGCOM XML [236713]/SINGLE ROOM [23671302]/NON-REFUNDABLE RATE [2541178].
- Buttons:** NEW RULE, SAVE CHANGES, CANCEL, RELOAD.
- Table:** A table with columns: FIELD TYPE, ORDER, IGNORE YEAR, VALID START, VALID END, OFFSET %, OFFSET \$, MAX, MIN, MON, TUE, WED, THU, FRI, SAT, SUN, PPID, #. It shows "No records to display."
- Bottom Panel:** "CREDIT CARD ROOMRATE SETTINGS" section with fields for CREDIT CARD ACTION (Not Applicable), TYPE OF CHARGE (Not Applicable), and CHARGE VALUE.

STEP 4

Configure what is the default card action task associated with the selected rate. This information is used to show what reservations will appear in the CREDIT CARD TASKS page.

Helps the front-desk staff to know and understand what to do with each reservation regarding the credit card charge.

In this example we are saying that the default action for the **BOOKING.COM\SINGLE ROOM\NON-REFUNDABLE RATE** is to charge a pre payment of the total amount.

CONFIGURE CARD TASKS

→ Setup the default action\task for each rate

The screenshot shows the HOTELasp interface for configuring rate rules. The left sidebar shows a tree view of pricing models, with 'BOOKING.COM XML [236713]' selected, and 'SINGLE ROOM [23671302]' selected, and 'NON-REFUNDABLE RATE [2541178]' highlighted. The main area shows the 'RATE RULES' configuration for 'BOOKING.COM XML [236713]/SINGLE ROOM [23671302]/NON-REFUNDABLE RATE [2541178]'. The 'CREDIT CARD ROOMRATE SETTINGS' section is highlighted with a red box, showing 'CREDIT CARD ACTION' set to 'Pre Payment', 'TYPE OF CHARGE' set to 'Total Amount', and 'CHARGE VALUE' set to 'Total Amount'. A 'Save Settings' button is also highlighted with a red box. A black callout box with white text says 'Configure the default action' pointing to the 'CREDIT CARD ACTION' dropdown. Another black callout box with white text says 'Save the settings' pointing to the 'Save Settings' button. A red callout box with white text says 'STEP 5' pointing to the 'CREDIT CARD ACTION' dropdown. Another red callout box with white text says 'STEP 6' pointing to the 'Save Settings' button. A large black callout box with white text at the bottom says 'The default credit card action to be executed by the front-desk staff for the **BOOKING.COM\SINGLE ROOM\NON REFUNDABLE RATE** is: **PRE PAYMENT TOTAL AMOUNT**'.

The default credit card action to be executed by the front-desk staff for the **BOOKING.COM\SINGLE ROOM\NON REFUNDABLE RATE** is:
PRE PAYMENT TOTAL AMOUNT

CONFIGURE CARD TASKS

→ Setup the default action\task for each rate

The screenshot shows the HOTELasp interface with the following elements and annotations:

- Navigation Bar:** HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, UI.
- Left Panel (Rate Rules):** A tree view showing rate categories. A callout box labeled "STEP 7" points to the "STANDARD RATE [798809]" under the "SINGLE ROOM [23671302]" category. Another callout box labeled "STEP 8" points to the "BOOKINGCOM XML [236713]/SINGLE ROOM [23671302]/STANDARD RATE [798809]" entry.
- Main Panel (Rate Rules):** Displays the selected rate rule: "ACTIVE RATE BOOKINGCOM XML [236713]/SINGLE ROOM [23671302]/STANDARD RATE [798809]". Below it, the "CREDIT CARD ROOMRATE SETTINGS" section is highlighted with a red box. It contains a table with the following data:

CREDIT CARD ACTION	TYPE OF CHARGE	CHARGE VALUE
Pre Authorization	N° of Nights	1.00

A callout box labeled "STEP 9" points to the "Save Settings" button in this section. Another callout box labeled "Select the standard rate" points to the "STANDARD RATE [798809]" entry in the table.
- Bottom Panel:** Includes buttons for AGENT, ROOM TYPE, ROOM RATE, PROMOTIONS, ADDONS, VALUES, REFRESH, and a checkbox for DRAG & DROP WINDOWS.

The default credit card action to be executed by the front-desk staff for the **BOOKING.COM\SINGLE ROOM\STANDARD RATE** is:
PRE AUTHORIZE 1 NIGHT

CONFIGURE CARD TASKS

→ Navigate to the credit card tasks page

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

FILTER BY Guest Name: Roomstay Status: Tentative, Reserved

BY WORK PENDING

Page size: 10 Page: 1 of 1 Go Reviews 1 to 10 of 10

STEP 10

CREDIT CARD MANAGEMENT

Navigate to the CREDIT CARD TASKS page

SINGLE ROOM.STANDARD RATE **AUTHORIZE 1 NIGHT**

BOOKINGCOM Stay 1 night from 18 Oct (Fri) to 19 Oct in #ZZ38

CARD Card Report Invalid CC Request Cancellation

1º NIGHT = €300.00

PRE AUTHORIZATION

CARLA CARLOS [RESERVED]

3 \$A 3 \$R 3

Shows all **BOOKING.COM\SINGLE ROOM\STANDARD RATE** reservations and defines the action **AUTHORIZE 1 NIGHT**

Calculates the amount of the 1º night to charge

SINGLE ROOM.NON-REFUNDABLE RATE **CHARGE TOTAL ROOM AMOUNT**

BOOKINGCOM Stay 3 nights from 13 Oct (Sun) to 16 Oct in #ZZ36

CARD Report Invalid CC Request Cancellation

PRE PAYMENT

CARLA CARLOS *Non-Smoking [2019-10-19 11:11] [RESERVED]

300.00 \$A 300.00 \$R 300.00

Shows all **BOOKING.COM\SINGLE ROOM\NON REFUNDABLE RATE** reservations and defines the action **CHARGE TOTAL ROOM AMOUNT**

Transaction declined 300.00 some comments ... 19/10/2019 03:32:34 514hotelasp@netcabo.pt

CONFIGURE CARD TASKS

→ Alternative way to mark a reservation to be shown in the credit card tasks page

STEP 11

- RESERVATIONS & AVAILABILITIES
- SIMULATOR
- BOOKINGS**
- CALENDAR
- POINT OF SALE
- GUESTS
- REPORTS
- OTHERS
- WEBSITE
- ERP
- SYS
- UI

* ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
ZZ37	CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Family Room (2 Adults	+A1 #3528617416	147523
ZZ36	CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Single Room.Non-Refu	+1 +A1 #3528617416	147522
ZZ35	CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Single Room.Standard	+1 +A1 #3528617416	147521
ZZ34	CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Double Room.Standard	+A1 #3528617416	147520

STEP 12

- 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°: BOOKINGCOM | ROOM RATE: Family Room (2 Adults + 2 Children).Non-Refundable Rate | DATE IN: 13/10/2019 | DATE OUT: 16/10/2019 | NIGHTS: 3 | DAY RATE: 100.00

ADDONS\$: 0.00 | PROMOS\$: 0.00 | ACCOUNT: 300.00 | CHANNEL ROOMSTAY: RESERVED | ROOM: ZZ37

Select the ACCOUNT tab

NAME: CARLA | LAST NAME: CARLOS | BIRTH DATE: | NATIONALITY: Portugal | N°ADT: 2 | N°CH.A: 1 | N°CH.B: 0

EMAIL: ccarlo.711261@guest.boc | CONTACT: +351 962 469 311 | GUEST NAME: CARLA CARLOS

COMMENTS: CARLA CARLOS *Non-Smoking

REMINDEES: (Empty yellow box)

PAYER: CARLA CARLOS | ACCOUNT: CARLA CARLOS | OPEN

TRX

Night Room Charge (ZZ37)		
14/10 12:00	1 x 100 = 100	<input type="checkbox"/>
Night Room Charge (ZZ37)		
15/10 12:00	1 x 100 = 100	<input type="checkbox"/>
Night Room Charge (ZZ37)		
13/10 12:00	1 x 100 = 100	<input type="checkbox"/>

Family Room (2 Adults + 2 Children)
*** OVERBOOKING ROOM ***
AUTOMATICALLY CREATED BY CHANNEL MANAGER BATCH AGENT
+A1 #3528617416

CONFIGURE CARD TASKS

→ Mark a reservation to be shown in the credit card task page.

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

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	ZZ37	CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Family Room (2 Adults	+A1 #3528617416	147523
	ZZ36	CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Single Room.Non-Refu	+1 +A1 #3528617416	147522
	ZZ35	CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Single Room.Standard	+1 +A1 #3528617416	147521
	ZZ34	CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Double Room.Standard	+A1 #3528617416	147520

K < 1 2 3 4 5 6 7 8 9 10 ... > X Page size: 4 48 items in 12 pages

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

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EM

ACCOUNT N° \$ TAX AMOUNT CURRENCY STATUS
141757 300.00 16.98 EUR OPEN

IS TASK

PAYER ID 127979 CARLA CARLOS Portugal
GUEST ACCOUNT ID 127979 CARLA

ROOMSTAY # 147523 41
CREATION DATE 2019-10-13 00:00:00.000 BY -1
TENTATIVE BY
CONFIRMED 2019-10-19 03:04:22.943 BY 27287
CHECKIN BY
CHECKOUT BY
CANCELLATION DATE BY
NOSHOW BY

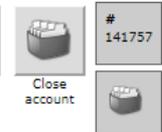
REQUEST EXECUTED - 21/10/2019 14:16:59 (0.81S)

DEFAULT PAGE SIZE: 4 ▾

STEP 13

Check the "IS TASK" box. This will select the reservation to be shown in the credit cards tasks page.

This means that the Front-Desk Staff should do some action on this reservation



CONFIGURE CARD TASKS

→ This reservation is now marked has a task to be worked by the staff

com/_29199_en-GB_PMS_PMS-OPERATIONS-ROOMSTAYS/_saas.aspx

B.COM 236713 XML Test

secure.hotelasp.com says
Confirm operation

STEP 14

OK Cancel

* ROOM	GUEST	IN	AGENT	RATE	INFO	#
ZZ37	CARLA CARLOS	13/10/2019 16/10/2019	BOOKINGCOM	300.00	Family Room (2 Adults +A1 #3528617416	147523
ZZ36	CARLA CARLOS	13/10/2019 16/10/2019		300.00	ngle Room.Non-Refu +1 +A1 #3528617416	147522
ZZ35	CARLA CARLOS	13/10/2019 16/10/2019		300.00	ngle Room.Standard +1 +A1 #3528617416	147521
ZZ34	CARLA CARLOS	13/10/2019 16/10/2019		300.00	ouble Room.Standard +A1 #3528617416	147520

Confirm update and save

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

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

ACCOUNT N°	\$ 300.00	TAX AMOUNT	16.98	CURRENCY	EUR	STATUS	OPEN	IS TASK	<input checked="" type="checkbox"/>
------------	-----------	------------	-------	----------	-----	--------	------	----------------	-------------------------------------

Reopen account Close account # 141757

PAYER ID 127979	CARLA CARLOS	GUEST ACCOUNT ID 127979	CARLA CARLOS	Portugal
-----------------	--------------	-------------------------	--------------	----------

ROOMSTAY # 147523 41	CREATION DATE 2019-10-13 00:00:00.000 BY -1	TENTATIVE BY	CONFIRMED 2019-10-19 03:04:22.943 BY 27287	CHECKIN BY
CHECKOUT BY	CANCELLATION DATE BY	NOSHOW BY		

REQUEST EXECUTED - 21/10/2019 14:16:59 (0.815)

DEFAULT PAGE SIZE: 4

Bookings
Booking Management

CONFIGURE CARD TASKS

→ Navigate to the credit card tasks page

HOTEL ▾ RATES & AVAILABILITIES ▾ SIMULATOR BOOKINGS CALENDAR POINT OF SALE G OTHERS ▾ WEBSITE ▾ ERP ▾ SYS ▾ UI ▾

STEP 15

Navigate to the credit card tasks page

FILTER BY Guest Name: Roomstay Status: Tentative, Rese N° Records: 500

Page size: 10 Page: 1 of 2 Go Reviews 1 to 10 of 11

SINGLE ROOM.STANDARD RATE **AUTHORIZE 1 NIGHT**

BOOKINGCOM Stay 1 night from 18 Oct (Fri) to 19 Oct in #ZZ38
CARLA CARLOS [RESERVED]
PRE AUTHORIZATION
::REPORTED GUEST MISCONDUCT | \$A
514hotelasp@netcabo.pt | \$R
19 Oct 12:32 | Unable to report a misconduct for
+A1 #3528617416 [147524]

Get Credit Card Report Invalid CC Request Cancellation 1° NIGHT = €300.00

The reservation selected as "IS TASK" is now shown in the credit card tasks page.
IMPORTANT NOTE: The rate FAMILY ROOM was not configured to be shown in this page. The alternative is to mark the reservation with the "IS TASK"

STEP 16

FAMILY ROOM (2 ADULTS + 2)

BOOKINGCOM Stay 3 nights from 13 Oct (Sun) to 16 Oct in #ZZ37
CARLA CARLOS [RESERVED]
CARLA CARLOS *Non-Smoking \$A **300.00**
\$R 300.00
TSK +A1 #3528617416 [147523]

Get Credit Card Report Invalid CC Request Cancellation Please manually determine the amount to charge.

ACTION	STATUS	AMOUNT	COMMENTS	USER	*
Add Status					

SINGLE ROOM.NON-REFUNDABLE RATE **CHARGE TOTAL ROOM AMOUNT**

BOOKINGCOM Stay 3 nights from 13 Oct (Sun) to 16 Oct in #ZZ36
Get Credit Card Report Invalid CC Request Cancellation

1.6

View & Filter Card Tasks

VIEW & FILTER CARD TASKS

→ Navigate to the credit card tasks page

The screenshot displays the HOTELasp interface with several annotations:

- STEP 1**: A red callout box pointing to the **OTHERS** menu, which is open to show **CREDIT CARD MANAGEMENT** highlighted.
- Navigate to the credit card tasks page**: A black callout box pointing to the **CREDIT CARD MANAGEMENT** option in the menu.
- Task**: Two black callout boxes on the left side, each pointing to a reservation card.
- Task/Action to Do.**: A black callout box pointing to the **AUTHORIZE 1 NIGHT** section of the first reservation card.
- IMPORTANT NOTE**: A yellow callout box pointing to the first reservation card, stating: "This rate was configured has a card task (View chapter 1.5 CONFIGURE CARD TASKS)".
- Task**: A black callout box pointing to the **FAMILY ROOM (2 ADULTS + 2)** reservation card.
- Task**: A black callout box pointing to the **CHARGE TOTAL ROOM AMOUNT** section of the second reservation card.
- IMPORTANT NOTE**: A yellow callout box pointing to the second reservation card, stating: "Only the rates configured has card tasks have actions pre defined (View chapter 1.5 CONFIGURE CARD TASKS)".

The interface shows a navigation menu at the top with options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, and SYS. Below the menu is a filter section with fields for Guest Name and Roomstay Status. The main content area displays reservation cards for different room types and rates, including details like booking dates, guest names, and prices. The interface also includes pagination controls and a 'Reviews' section.

VIEW & FILTER CARD TASKS

→ Task Main Areas, Structure and Content

Pre payment Task

Rate

SINGLE ROOM.NON-REFUNDABLE RATE

BOOKINGCOM Stay 3 nights from 13 Oct (Sun) to 16 Oct in #Z236

CARLA CARLOS [RESERVED]

CARLA CARLOS *Non-Smoking [2019-10-19 11:11] ::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 03:33 | Card is

\$A 300.00

\$R 300.00

+1 #3528617416 [147521]

Task\Action to Do

CHARGE TOTAL ROOM AMOUNT

Get Credit Card | Report Invalid CC | Request Cancellation

TOTAL ROOM AMOUNT: **€300.00**

19/10/2019 03:33:29::514hotelasp@netcabo.pt [27287]::Card is already marked as invalid [400]

19/10/2019 03:33:01::514hotelasp@netcabo.pt [27287]::Card is already marked as invalid [400]

ACTION	STATUS	AMOUNT	COMMENTS	USER	*
Prepayment	Transaction declined	300.00	some comments ...	19/10/2019 03:32:34	514hotelasp@netcabo.pt

Additional information about the task and results from the system

Reservation data

Folio balance

Amount to charge

Status list. Actions done and the associated results

Pre Authorization Task

Rate

SINGLE ROOM.STANDARD RATE

BOOKINGCOM Stay 3 nights from 13 Oct (Sun) to 16 Oct in #Z235

CARLA CARLOS [RESERVED]

CARLA CARLOS *Non-Smoking [2019-10-19 11:11] ::REPORTED CANCELLATION DUE TO INVALID CC | 514hotelasp@netcabo.pt |

\$A 300.00

\$R 300.00

+1 #3528617416 [147521]

Task\Action to Do

AUTHORIZE 1 NIGHT

Get Credit Card | Report Invalid CC | Request Cancellation

1^o NICTH = **€100.00**

19/10/2019 03:13:54::514hotelasp@netcabo.pt [27287]::Cannot cancel reservation. Make sure all preconditions are met [400]

19/10/2019 03:13:03::514hotelasp@netcabo.pt [27287]::Card is already marked as invalid [400]

19/10/2019 03:12:21::514hotelasp@netcabo.pt [27287]::enqueued

Status	ACTION	STATUS	AMOUNT	COMMENTS	USER	*
Prepayment	Transaction declined	300.00	some comment...	19/10/2019 03:11:22	514hotelasp@netcabo.pt	

Amount to charge

VIEW & FILTER CARD TASKS

→ Task Actions, To Dos and Details

PRE PAYMENT

SINGLE ROOM.NON-REFUNDABLE RATE

BOOKINGCOM Stay 3 nights from 13 Oct (Sun) to 16 Oct in #ZZ36

CARLA CARLOS [RESERVED]

CARLA CARLOS *Non-Smoking [2019-10-19 11:11] ::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 03:33 | C

Folio Balance

+1 +A1 #3528617416 [147522]

CHARGE TOTAL ROOM AMOUNT

Get Credit Card Booking.com Report Request Cancellation

Task To Do

TOTAL ROOM AMOUNT: €300.00

19/10/2019 03:33:29::514hotelasp@netcabo.pt

19/10/2019 03:33:01::514hotelasp@netcabo.pt

Task Details

ACTION	STATUS	AMOUNT	COMMENTS	USER
Prepayment	Transaction declined	300.00	some comments ...	19/10/2019 03:32:34
Full Payment				514hotelasp@netcabo.pt

PRE AUTHORIZATION

SINGLE ROOM.STANDARD RATE

BOOKINGCOM Stay 3 nights from 13 Oct (Sun) to 16 Oct in #ZZ35

CARLA CARLOS [RESERVED]

CARLA CARLOS *Non-Smoking [2019-10-19 11:11] ::REPORTED CANCELLATION DUE TO INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 03:33 | C

Folio Balance

+1 +A1 #3528617416 [147521]

AUTHORIZE 1 NIGHT

Get Credit Card Booking.com Request Cancellation Request Cancellation

Task To Do

1º NIGHT = €100.00

19/10/2019 03:13:03::514hotelasp@netcabo.pt

19/10/2019 03:12:21::514hotelasp@netcabo.pt

Task Details

ACTION	STATUS	AMOUNT	COMMENTS	USER
Prepayment	Transaction declined	300.00	some comment...	19/10/2019 03:11:22
Full Payment				514hotelasp@netcabo.pt

PRE AUTHORIZATION

SINGLE ROOM.STANDARD RATE

BOOKINGCOM Stay 1 night from 13 Oct (Sun) to 14 Oct in #ZZ30

JOAO CARLOS [TENTATIVE]

JOAO CARLOS *Non-Smoking [2019-10-19 11:11] ::REPORTED CANCELLATION DUE TO INVALID CC | 514hotelasp@netcabo.pt | 19 Oct 03:33 | C

Folio Balance

+1 +A1 #3528617416 [147520]

AUTHORIZE 1 NIGHT*

Get Credit Card Booking.com Request Cancellation Request Cancellation

Task To Do

1º NIGHT = €100.00

19/10/2019 03:12:21::514hotelasp@netcabo.pt

Task Details

ACTION	STATUS	AMOUNT	COMMENTS	USER
Prepayment	Transaction declined	300.00	some comment...	19/10/2019 03:11:22
Full Payment				514hotelasp@netcabo.pt

77

WinSaaS @Copyright 2019

VIEW & FILTER CARD TASKS

→ Filter by work pending and action types

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

FILTER BY WORK PENDING (11) WORK COMPLETED (1) ALL (12)

BY WORK PENDING

DO AUTHORIZATIONS (3) DO AUTHORIZATIONS (7) DO DEPOSITS (0) ALL (10)

STEP 2

Filter by work type:
WORK PENDING: Select all tasks that don't have the latest status as successful payment
WORK COMPLETED: Show tasks that have the latest status as successful payment

Filter by type of actions

Page 2 of 2 Go Reviews 1 to 10 of 11

PRE AUTHORIZATION

BOOKINGCOM in #ZZ38
 CARLA CARLOS

REPORTED MISCONDUCT
 514hotelas
 19 Oct 12:33
 report a mis

+A1 #3528617416 [147524]

FAMILY ROOM (2 ADULTS + 2)

BOOKINGCOM Stay 3 nights from 13 Oct (Sun) to 16 Oct in #ZZ37
 CARLA CARLOS [RESERVED]

CARLA CARLOS *Non-Smoking **\$A 300.00**
 \$R 300.00

TSK +A1 #3528617416 [147523]

Get Credit Card Report Invalid CC Request Cancellation Please manually determine the amount to charge.

Add Status

ACTION	STATUS	AMOUNT	COMMENTS	USER	*
--------	--------	--------	----------	------	---

2. REPORT STAY CHANGE

**Report to channel partner a roomstay
change**

REPORT TO CHANNEL PARTNER A ROOMSTAY CHANGE

→ Select the reservation to change

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

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	SR		PAYER	AGENT	RATE	INFO	#
	ZZ40	SOFIA GALVAO	19/10/2019	20/10/2019	1	100.00	0.00	SOFIA GALVAO	BOOKINGCOM	Single Room.Standard	+1 +A1 #2939186387	147972
	ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	0.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
	ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ39	MARIA BASTOS	19/10/2019	20/10/2019	1	100.00	0.00	MARIA BASTOS	BOOKINGCOM	Single Room.Standard	+1 +A1 #2330370661	147971

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

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

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N°: BOOKINGCOM ROOM RATE: Double Room.Non-Refundable Rate DATE IN: 19/10/2019 DATE OUT: 20/10/2019 NIGHTS: 1 DAY RATE: 100.00

ADDON\$ 0.00 PROMOS\$ 0.00 TOTAL ROOM 100.00 P&S 0.00 ACCOUNT 0.00 CHANNEL ROOMSTAY RESERVED ROOM: ZZ42

NAME: Joao LAST NAME: Carlos BIRTH DATE: NATIONALITY: Portugal N°ADT: 2 N°CH.A: 1 N°CH.B: 0

EMAIL: jcarlo.399200@guest.bo CONTACT: +351 962 469 311 GUEST NAME: Joao Carlos

COMMENTS: ::CC | 514hotelasp@netcabo.pt | 19 Oct 10:04 | Payment OK! | 100; Joao Carlos

REMINDEES: I am travelling for business and I may be using a business credit card.

PAYER: JOAO CARLOS ACCOUNT: JOAO CARLOS OPEN

Credit Card: 19/10 10:05 1 x -100 = -100 Night Room Charge (ZZ42): 19/10 12:00 1 x 100 = 100

Double Room *** OVERBOOKING ROOM *** AUTOMATICALLY CREATED BY CHANNEL MANAGER BATCH AGENT +A1 #2530821955

STEP 1

Select roomstay to change and report to channel partner

REPORT TO CHANNEL PARTNER A ROOMSTAY CHANGE

→ Change the dates

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

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	ZZ40	SOFIA GALVAO	19/10/2019	20/10/2019	1	100.00	0.00	SOFIA GALVAO	BOOKINGCOM	Single Room.Standard	+1 +A1 #2939186387	147972
	ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	0.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
	ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ39	MARIA BASTOS	19/10/2019	20/10/2019	1	100.00	0.00	MARIA BASTOS	BOOKINGCOM	Single Room.Standard	+1 +A1 #2330370661	147971

K < 1 2 3 4 5 6 7 8 9 10 ... > Page size: 4 46 items in 12 pages

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

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT VOUCHER SEND EMAIL

STEP 2

AGENT N°: BOOKINGCOM ROOM RATE: Double Room.Non-Refundable Rate DATE IN: 19/10/2019 DATE OUT: 20/10/2019 NIGHTS: 1 DAY RATE: 100.00

ADDON\$ 0.00 PROMOS\$ 0.00 TOTAL ROOM 100.00 P&S 0.00

NAME: Joao LAST NAME: Carlos BIRTH: EMAIL: jcarlo.399200@guest.boo CONTACT: +351 96

October 2019 calendar: 19 (orange), 20 (orange), 21 (orange)

TRX: Credit Card 19/10 10:05 1 x -100 = -100; Night Room Charge (ZZ42) 19/10 12:00 1 x 100 = 100

Double Room *** OVERBOOKING ROOM *** AUTOMATICALLY CREATED BY CHANNEL

COMMENTS: ::CC | 514hotelasp@netcabo.pt | 19 Oct 10:04 | Payment OK! | 100; Joao Carlos

REMINDEES: I am travelling for business and I may be using a business credit card.

JOAO CARLOS

Change the date. In this example change the check-out date.

IMPORTANT: Before reporting to channel you need to change the dates or the price in the system. Only after can you report to the partner.

REPORT TO CHANNEL PARTNER A ROOMSTAY CHANGE

→ Confirm the changes

com/_29199_en-GB_PMS_PMS-OPERATIONS-ROOMSTAYS/_saas.aspx

B.COM 236713 XML Test

* ROOM	GUEST	IN	OUT	NIGHTS	DAY RATE	ACCOUNT BALANCE	AGENT	ROOM	STATUS	TRX	#
ZZ40	SOFIA GALVAO	19/10/2019	20/10/2019	1	100.00	0.00	SOFIA GALVAO	BOOKINGCOM	Single Room.Standard	+1 +A1 #2939186387	147972
ZZ42	Joao Carlos	19/10/2019	20/10/2019	1	100.00	0.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
ZZ39	MARIA BASTOS	19/10/2019	20/10/2019	1	100.00	0.00	MARIA BASTOS	BOOKINGCOM	Single Room.Standard	+1 +A1 #2330370661	147971

STEP 3

secure.hotelasp.com says
Confirm operation

OK Cancel

Confirm the roomstay check out change

Room charge is 100 and account balance is 0

AGENT N°: BOOKINGCOM

ROOM RATE: 100.00

DATE IN: 19/10/2019

DATE OUT: 21/10/2019

NIGHTS: 2

DAY RATE: 100.00

ADDONS\$: 0.00

ACCOUNT: 0.00

CHANNEL ROOMSTAY: RESERVED

ROOM: ZZ42

Folio balance before the change

TRX	*
Credit Card	
19/10 10:05	1 x -100 = -100
Night Room Charge (ZZ42)	
19/10 12:00	1 x 100 = 100

Folio account before the change

NAME: Joao

LAST NAME: Carlos

BIRTH DATE: []

NATIONALITY: Portugal

N°ADT: 2

N°CH.A: 1

N°CH.B: 0

EMAIL: jcarlo.399200@guest.boo

CONTACT: +351 962 469 311

GUEST NAME: Joao Carlos

COMMENTS

:CC | 514hotelasp@netcabo.pt | 19 Oct 10:04 | Payment OK! | 100; Joao Carlos

REMINDERS

I am travelling for business and I may be using a business credit card.

PAYER
JOAO CARLOS

ACCOUNT
JOAO CARLOS

OPEN

- Icons for various actions: print, refresh, search, etc.

REPORT TO CHANNEL PARTNER A ROOMSTAY CHANGE

→ Report a change to the channel partner

STEP 5

Navigate to the CHANNEL MANAGEMENT tab

CHANNEL ID	STATUS	N° ROOMSTAYS	NO. OF GUESTS	MAX. CHILDREN	DESCRIPTION
BOOKINGCOM	new	1		1	Double Room

ROOM NO.	ROOM COMMISSION	ROOM TOTAL	ADDITIONAL COMMISSION	CANCELLATION FEE	CURRENCY
85.00	15.00	100.00	5.00		GBP

EXTRA INFO

Price[2019-10-19 100 Promo:0 Genius:0 Rewritten From ID:0]
ModifiedAt:2019-10-19T16:34:13+00:00
BookedAt:2019-10-19T16:34:13+00:00

CHANGE LOG + ADDITIONAL INFO

Enjoy a convenient Breakfast at the property for GBP15 per person, per night. Children and Extra Bed Policy: All children are welcome. All children or adults stay free of charge when using existing beds. There is no capacity for cots in the room. There is no capacity for extra beds in the room. Deposit Policy: The guest will be charged a prepayment of the total price of the reservation at any time. Cancellation Policy: The guest will be charged the total price of the reservation if they cancel at any time.

FACILITIES

Shower, Bath, TV, Telephone, Air conditioning, Balcony, Spa Bath, Private bathroom, Flat-screen TV, V...

MEAL PLAN

Enjoy a convenient Breakfast at the property for GBP15 per person, per night.

REPORTED INVALID CC USER ID
REPORTED CANCELLATION USER ID

REPORTED STAY CHANGE USER ID

STEP 6

Press "REPORT STAY CHANGE" to report to the channel partner the new reservation dates and price.

STEP 7

Report Stay Change

STEP 7

IMPORTANT NOTE: Fill the new ROOM CHARGE amount.

This is not the account balance. It's the new total room charge. In this example it was initially 1 night for 100 Euros and now it's one more night making a total of 200 Euros

REPORT TO CHANNEL PARTNER A ROOMSTAY CHANGE

→ Confirm the report stay change

The screenshot displays the HOTELasp interface for reporting a roomstay change. At the top, a summary table shows booking details:

CHANNEL ID	STATUS	N° ROOMSTAYS	NUMBER OF GUESTS	MAX. CHILDREN	DESCRIPTION
BOOKINGCOM	new	1	2	1	Double Room

Below this, another table provides reservation details:

GROUP	GROUP	TYPE	LAST CHANGE	RESERVATION ID	ROOM RESERVATION ID
<input checked="" type="checkbox"/>	15917	BOOKINGCOM	2019-10-19 09:36:09.123	2530821955	2653582415

A summary table follows, showing financials:

ROOM NET	ROOM COMMISSION	ROOM TOTAL	ADDONS TOTAL	ROOM + ADDONS	RES. TOTAL	RES. COMMISSION	CANCELLATION FEE	CURRENCY
85.00	15.00	100.00	0.00	100.00	100.00	15.00		GBP

The main area contains 'EXTRA INFO' and 'FACILITIES'. A modal dialog box titled 'Report' is open, displaying the message: 'Please confirm Stay Changed?'. The 'OK' button is highlighted with a red box. A red callout bubble labeled 'STEP 8' points to the dialog. A black speech bubble above the dialog says 'Confirm the stay change'.

At the bottom, there are several reporting sections:

- REPORTED INVALID CC**: USER ID [redacted]
- REPORTED CANCELLATION**: USER ID [redacted]
- REPORTED STAY CHANGE**: USER ID [redacted], STAY CHANGE NEW PRICE: 200.00, Report Stay Change button.
- REPORTED NO SHOW**: USER ID [redacted], WAIVE FEES Waive Fees?, Report Guest No Show button.
- REPORTED GUEST MISCONDUCT**: USER ID [redacted], CATEGORY: Misconduct Category, SUBCATEGORY: SubCategory, DETAILS: Comments..., ESCALATE: Escalate?, Subcategory Allowed?

REPORT TO CHANNEL PARTNER A ROOMSTAY CHANGE

→ The report was successfully accepted by the partner

EXTRA INFO

Price[2019-10-19 100 Promo:0 Genius:no Rewritten From ID:0]
ModifiedAt:2019-10-19T16:34:13+00:00
BookedAt:2019-10-19T16:34:13+00:00

FACILITIES

Shower, Bath, TV, Telephone, Air conditioning, Balcony, Spa Bath, Private bathroom, Flat-screen TV, View, Electric kettle, Terrace

MEAL PLAN

Enjoy a convenient Breakfast at the property for GBP15 per person, per night.

CHANGE LOG + ADDITIONAL INFO

Enjoy a convenient Breakfast at the property for GBP15 per person, per night. Children and Extra Bed Policy: All children are welcome. All children or adults stay free of charge when using existing beds. There is no capacity for cots in the room. There is no capacity for extra beds in the room. Deposit Policy: The guest will be charged a prepayment of the total price of the reservation at any time. Cancellation Policy: The guest will be charged the total price of the reservation if they cancel at any time.

ADDONS

REMARKS

REPORTED INVALID CC	USER ID	
REPORTED CANCELLATION	USER ID	

REPORTED STAY CHANGE	USER ID
STAY CHANGE NEW PRICE	<input type="text" value="200.00"/>
<input type="button" value="Report Stay Change"/>	

REPORTED NO SHOW	USER ID
WAIVE FEES	<input type="checkbox"/> Waive Fees?
<input type="button" value="Report Guest No Show"/>	

IMPORT ORDER #	<input type="text"/>	<input type="button" value="XML DETAILS"/>
----------------	----------------------	--

REPORTED GUEST MISCONDUCT	USERID
CATEGORY	<input type="text" value="Misconduct Category"/>
SUBCATEGORY	<input type="text" value="SubCategory"/>
DETAILS	<input type="text" value="Comments..."/>
ESCALATE	<input type="checkbox"/> Escalate ?
REBOOKING ALLOWED	<input type="checkbox"/> Rebooking Allowed ?
<input type="button" value="Report Guest Misconduct"/>	

STEP 9

Report to channel partner was successful

::REPORT STAY CHANGE OK :: enqueued

REQUEST EXECUTED - 19/10/2019 10:36:35 (0.125)

DEFAULT PAGE SIZE:

REPORT TO CHANNEL PARTNER A ROOMSTAY CHANGE

→ Wait for the channel partner modification of the reservation



Wait a couple of minutes for
channel partner acknowledges the
change

**STEP
10**

REPORT TO CHANNEL PARTNER A ROOMSTAY CHANGE

→ Select the reservation changed

* ROOMSTAYS	ROOM	GUEST	IN	OUT	N	SR	SA	PAYER	AGENT	RATE	INFO	#
	ZZ42	Joao Carlos	19/10/2019	21/10/2019	2	200.00	100.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
	ZZ40	SOFIA GALVAO	19/10/2019	20/10/2019	1	100.00	0.00	SOFIA GALVAO	BOOKINGCOM	Single Room.Standard	+1 +A1 #2939186587	147972
	ZZ	el Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel P	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ	A BASTOS	19/10/2019	20/10/2019	1	100.00	0.00				#2330370661	147971

STEP 11

Select the reservation changed by the channel partner.

AGENT N°: BOOKINGCOM | ROOM RATE: Double Room.Non-Refundable Rate | DATE IN: 19/10/2019 | DATE OUT: 21/10/2019 | NIGHTS: 2 | DAY RATE: 100.00
 ADDONS\$: 0.00 | PROMOS\$: 0.00 | TOTAL ROOM: 200.00 | P&S: -100.00 | ACCOUNT: 100.00
 CHANNEL ROOMSTAY: RESERVED | ROOM: ZZ42

NAME: Joao | LAST NAME: Carlos | BIRTH DATE: | NATIONALITY: Portugal | N°ADT: 2 | N°CH.A: 1 | N°CH.B: 0
 EMAIL: jcarlo.399200@guest.bo | CONTACT: +351 962 469 311 | GUEST NAME: Joao Carlos

COMMENTS
 Joao Carlos [2019-10-19 10:39] ::REPORTED STAY CHANGE | 514hotelasp@netcabo.pt | 19 Oct 10:37 | enqueued;
 ::CC | 514hotelasp@netcabo.pt | 19 Oct 10:04 | Payment OK! | 100;
 Joao Carlos

REMINDERS
 I am travelling for business and I may be using a business credit card.

PAYER: JOAO CARLOS | ACCOUNT: JOAO CARLOS | OPEN

TRX	*
Night Room Charge (ZZ42)	
19/10 12:00	1 x 100 = 100
Night Room Charge (ZZ42)	
20/10 12:00	1 x 100 = 100
Credit Card	
19/10 10:05	1 x -100 = -100

Double Room
 *** OVERBOOKING ROOM ***
 AUTOMATICALLY CREATED BY CHANNEL MANAGER BATCH AGENT
 +A1 #2530821955

REPORT TO CHANNEL PARTNER A ROOMSTAY CHANGE

→ Verify the changes to the reservation

ROOMSTAY
ACCOUNT
GUESTS
CHANNEL MANAGEMENT
RESERVATION
SEND EMAIL

CHANNEL ID	STATUS	Nº ROOMSTAYS	Nº OF GUESTS	MAX. CHILDREN	DESCRIPTION
BOOKINGCOM	modified	1	2	1	Double Room

STEP
12

GROUP BOOKINGCOM

ROOM NET: 170.00

Select the CHANNEL MANAGEMENT tab

RESERVATION ID: 53582415

The channel reservation status is changed from NEW to MODIFIED

Changes made to the reservation

RES. TOTAL	ROOM + ADDONS	RES. TOTAL	RES. COMMISSION	CANCELLATION FEE	CURRENCY
0.00	200.00	200.00	30.00		GBP

EXTRA INFO

Price[2019-10-19 100 Promo:0
Price[2019-10-20 100 Promo:0
ModifiedAt:2019-10-19T17:37:45+00:00
BookedAt:2019-10-19T16:34:13+00:00

CHANGE LOG + ADDITIONAL INFO

Comments :REPORTED STAY CHANGE | 514hotelasp@netcabo.pt | 19 Oct 10:37 | enqueued;
:CC | 514hotelasp@netcabo.pt | 19 Oct 10:04 | Payment OK! | 100;
~~Joao Carlos -> Joao Carlos~~

ResComissionAmount 15.00 -> 30
ResReservationAmount 100.00 -> 200

Price[2019-10-19 100 Promo:0 Genius:no Rewritten From ID:0]
ModifiedAt:2019-10-19T16:34:13+00:00
BookedAt:2019-10-19T16:34:13+00:00 ->
Price[2019-10-19 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-20 100 Promo:0 Genius:no Rewritten From ID:0]
ModifiedAt:2019-10-19T17:37:45+00:00
BookedAt:2019-10-19T16:34:13+00:00
ResGuestName Joao Carlos -> Joao Carlos
ResInfo :REPORTED STAY CHANGE | 514hotelasp@netcabo.pt | 19 Oct 10:37 | enqueued;

FACILITIES

Shower, Bath, TV, Telephone, Air conditioning, Balcony, Spa Bath, Private bathroom, Flat-screen TV, View, Electric kettle, Terrace

ADDONS

MEAL PLAN

Enjoy a convenient Breakfast at the property for GBP15 per person, per night.

REMARKS

REPORT TO CHANNEL PARTNER A ROOMSTAY CHANGE

→ Check additional information about the report

ZZ42	Joao Carlos	19/10/2019	21/10/2019	2	200.00	100.00	Joao Carlos	BOOKINGCOM	Double Room.Non-Ref	+A1 #2530821955	147976
ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	115.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
ZZ39	MARIA BASTOS	19/10/2019	20/10/2019	1	100.00	0.00	MARIA BASTOS	BOOKINGCOM	Single Room.Standard	+1 +A1 #2330370661	147971

Page size: 4 46 items in 12 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

CHANNEL ID	STATUS	N° ROOMSTAYS	NUMBER OF GUESTS	MAX. CHILDREN	DESCRIPTION
BOOKINGCOM	new	1	2	1	Double Room

GROUP	GROUP	TYPE	LAST CHANGE	RESERVATION ID	ROOM RESERVATION ID
<input checked="" type="checkbox"/>	15917	BOOKINGCOM	2019-10-19 09:36:09.123	2530821955	2653582415

ROOM NET	ROOM COMMISSION	ROOM TOTAL	ADDONS TOTAL	ROOM + ADDONS	RES. TOTAL	RES. COMMISSION	CANCELLATION FEE	CURRENCY
85.00	15.00	100.00	0.00	100.00	100.00	15.00		GBP

EXTRA INFO

Price[2019-10-19 100 Promo:0 Genius:0 Rewritten From ID:0]
 ModifiedAt:2019-10-19T16:34:13+00:00
 BookedAt:2019-10-19T16:34:13+00:00

CHANGE LOG + ADDITIONAL INFO

::REPORTED STAY CHANGE | 514hotelasp@netcabo.pt | 19 Oct 10:37 | enqueued:

Enjoy a convenient Breakfast at the property for GBP15 per person, per night. Children and Extra Bed Policy: All children are welcome. All children or adults stay free of charge when using existing beds. There is no capacity for cots in the room. There is no capacity for extra beds in the room. Deposit Policy: The guest will be charged a prepayment of the total price of the reservation at any time. Cancellation Policy: The guest will be charged the total price of the reservation if they cancel at any time.

FACILITIES
Shower, Bath, TV, Telephone, Air conditioning, Balcony, Spa Bath, Private View, Electric kett

MEAL PLAN
Enjoy a convenient Breakfast at the property for GBP15 per person, per night

REPORTED INVALID CC **USER ID**

REPORTED CANCELLATION **USER ID**

REPORTED STAY CHANGE **USER ID**

2019-10-19 10:37:54.193 27287

STAY CHANGE NEW PRICE:

REPORTED NO SHOW **USER ID**

WAIVE FEES Waive Fees?

IMPORT ORDER #

STEP 13

Verify when and who did the last change

3. REPORT GUEST NO-SHOW

Report to channel partner a guest no-show

3.1

Guest No-Show with Invalid Payment

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Select the reservation to report a no-show

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

PREV 20/10/2019 NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

19-10 Sat	20-10 Sun	21-10 Mon	22-10 Tue	23-10 Wed	24-10 Thu	25-10 Fri	26-10 Sat	27-10 Sun	28-10 Mon	29-10 Tue	30-10 Wed	31-10 Thu	1-11 Fri	2-11 Sat	3-11 Sun	4-11 Mon	5-11 Tue	6-11 Wed
-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	----------	----------	----------	----------	----------	----------

HOTEL MAIN

ROOM1	ROOMT																		
ZZ31	Doubl																		
ZZ32	Doubl																		
ZZ33	Doubl																		
ZZ34	Doubl																		
ZZ35	Singl																		
ZZ36	Singl																		
ZZ37	Famil																		
ZZ38	Famil																		
ZZ39	Singl																		
ZZ40	Singl																		
ZZ41	Singl																		
ZZ42	Doubl																		
ZZ43	Famil																		
ZZ44	Doubl																		

STEP 1

Select the reservation to report a guest no-show

Room Map Breakfast

Refresh

Calendar

Booking Calendar

ZZ43 100.00 100.00 x 1 = 100.00

19 Oct - 20 Oct 2+1+0

MANUEL FRANCISCO

I am travelling for business and I may be using a business credit card.

RESERVED A1 I2631564164

Family Room (2 Adults 2 Children).Standard Rate Family Room (2 Adults 2 Children) (-1)

BOOKINGCOM #47

Show Channel Notifications Show Latest Reviews

HotelASP ©2019 v6.0.19.0729 (0.06s) [Send feedback](#)

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Go to the credit card management page

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

20/10/2019 Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES

19-10	20-10	21-10	22-10	23-10	24-10	25-10	26-10	27-10	28-10	29-10	30-10	31-10	1-11	2-11	3-11	4-11	5-11	6-11
Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed

HOTEL MAIN

ROOM1	ROOMT
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ40	Singl
ZZ41	Singl
ZZ42	Doubl
ZZ43	Famil
ZZ44	Doubl

Edit Booking

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°: BOOKINGCOM ROOM RATE: Family Room (2 Adults + 2 Children).Standard Rate DATE IN: 19/10/2019 DATE OUT: 20/10/2019 NIGHTS: 1 DAY RATE: 100.00

ADDONS	\$	PROMOS	\$	TOTAL ROOM	P&S	ACCOUNT
<input type="checkbox"/>	0.00	<input type="checkbox"/>	0.00	100.00	0.00	100.00

CHANNEL: ROOMSTAY: **RESERVED**

NAME: MANUEL LAST NAME: FRANCISCO BIRTH DATE: NATIONALITY: Portugal N°ADT: 2 N°CH.A: 1 N°CH.B: 0

EMAIL: mfranc.588131@guest.bc CONTACT: +351 962 469 311

COMMENTS: MANUEL FRANCISCO *Non-Smoking

REMINDERS: I am travelling for business and I may be using a business credit card.

STEP 2

Navigate to the credit management page to try to charge the guest credit card for 1^o night

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID...

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Get the credit card data

The screenshot displays the HOTELasp interface. At the top, there is a navigation menu with options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. Below this is a date and navigation bar showing '20/10/2019' and 'Week' view. A calendar grid is visible at the top, with dates from 19-10 to 6-11. On the left, a 'HOTEL MAIN' sidebar lists rooms (ROOM1) with room numbers (ZZ31-ZZ44) and room types (Doubl, Singl, Famil). The main content area shows an 'Edit Booking' window for a reservation. The reservation details include: 'FAMILY ROOM (2 ADULTS + 2)', 'BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ43', and 'MANUEL FRANCISCO [RESERVED]'. A red callout bubble labeled 'STEP 3' points to the 'Get Credit Card' button in the 'Credit Card Management' section. A black callout bubble says 'Open the credit card data page'. The reservation details also show a charge of '\$A 100.00' and '\$R 100.00'. A note in a yellow box states: 'I am travelling for business and I may be using a business credit card.' The bottom of the window shows the URL: '/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewNa...'

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ View the card data

STEP 4

Charge the guest credit card using your payment device

Fill the access password and press select to view the credit card data for roomstay 147979

Type	Name	Number
Visa	MANUEL FRANCISCO	4111111111111111
Exp. Month	Exp. Year	Validation Code
01/2020	01/2020	233
MANUEL FRANCISCO 4111111111111111 01/2020 01/2020 233		

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Charge the card using your payment devices



**STEP
5**

**CREDIT CARD
PAYMENT
-DECLINED-**

Make the payment 

Order number: 1531
Total: 50,00 €
E-mail: hugo.costa@lvengine.com

Enter your credit card data



Credit Card Number

01 / 2016 CVC ?

Name on card

✓ Make payment

Secure payment

Verified by
VISA
learn more

MasterCard.
SecureCode.



REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Report the invalid card to the channel partner

IMPORTANT NOTE: Before reporting a NO-SHOW you need to report to your channel partner an **INVALID CC**.

This will inform the channel partner that it should not charge commission in the NO-SHOW.

STEP 8

Database Updated!

FAMILY ROOM (2 ADULTS + 2)
BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ43
MANUEL FRANCISCO [RESERVED]

CC: 514hotelasp@netcabo.pt | 20 Oct 08:58 | Transaction declined | 100 | tried to charged first night but was

Amount: \$A 100.00 / \$R 100.00

Comments: I am travelling for business and I may be using a business credit card.

+A1 #2631564164 [147979]

ACTION	STATUS	AMOUNT	COMMENTS	USER
Prepayment	Transaction declined	100.00	tried to charged first night but was declined	20/10/2019 08:51 514hotelasp@netcabo.pt

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Confirm the report

The screenshot displays the HOTELasp software interface. At the top, there is a navigation menu with options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. Below this is a date and view selector showing '20/10/2019' and 'Week' view. A calendar grid shows dates from 19-10 to 6-11. On the left, a 'HOTEL MAIN' sidebar lists rooms (ZZ31-ZZ44) with status indicators (e.g., Doubl, Singl, Famil). The main content area shows an 'Edit Booking' window for a 'FAMILY ROOM (2 ADULTS + 2)' with a 'BOOKING.COM Reporting' dialog box overlaid. The dialog asks 'Report Invalid Credit Card to Booking.com?' with 'OK' and 'Cancel' buttons. A red callout box labeled 'STEP 9' points to the 'OK' button. A black callout box with white text says 'Confirm to the channel partner the report of an invalid CC'. The background shows a 'Credit Card Management' window with a 'Database Updated!' message and details for a reservation by 'MANUEL FRANCISCO'.

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ The channel partner successfully accepted the no-show

STEP 10

STEP 11

Close the CC page and go to the roomstay page

Verify the answer from the channel partner

FAMILY ROOM (2 ADULTS + 2)
BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ43
MANUEL FRANCISCO [RESERVED]
:REPORTED INVALID CC | \$A 100.00
514hotelasp@netcabo.pt | 20 Oct 08:58 | enqueued; \$R 100.00
:CC | 514hotelasp@netcabo.pt |
I am travelling for business and I may be using a business credit card.
+A1 #2631564164 [147979]

ACTION	STATUS	AMOUNT	COMMENT
Prepayment	Transaction declined	100.00	tried to charged for night but was declin
Nº of Night			

REPORTED INVALID CC::20/10/2019 08:58:50::514hotelasp@netcabo.pt [27287]::enqueued

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Navigate to the CHANNEL MANAGEMENT tab

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

PREV 20/10/2019 NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

19-10 Sat 20-10 Sun 21-10 Mon 22-10 Tue 23-10 Wed 24-10 Thu 25-10 Fri 26-10 Sat 27-10 Sun 28-10 Mon 29-10 Tue 30-10 Wed 31-10 Thu 1-11 Fri 2-11 Sat 3-11 Sun 4-11 Mon 5-11 Tue 6-11 Wed

HOTEL MAIN

ROOM1 ROOMT

ZZ31 Doubl
ZZ32 Doubl
ZZ33 Doubl
ZZ34 Doubl
ZZ35 Singl
ZZ36 Singl
ZZ37 Famil
ZZ38 Famil
ZZ39 Singl
ZZ40 Singl
ZZ41 Singl
ZZ42 Doubl
ZZ43 Famil
ZZ44 Doubl

Room Map Bre

Refresh

Calendar
Booking Calendar

STEP 12

Navigate to the CHANNEL MANAGEMENT tab

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

ROOMSTAY ACCOUNT GUESTS **CHANNEL MANAGEMENT** REVIEWS VOUCHER SEND EMAIL

CHANNEL ID	STATUS	N° ROOMSTAYS	NUMBER OF GUESTS	MAX. CHILDREN	DESCRIPTION
BOOKINGCOM	new	1	2	1	Family Room (2 Adults + 2 Children)

GROUP	GROUP	TYPE	LAST CHANGE	RESERVATION ID	ROOM RESERVATION ID
<input checked="" type="checkbox"/>	15920	BOOKINGCOM	2019-10-19 11:18:28.137	2631564164	2653692292

ROOM NET	ROOM COMMISSION	ROOM TOTAL	ADDONS TOTAL	ROOM + ADDONS	RES. TOTAL	RES. COMMISSION	CANCELLATION FEE	CURRENCY
85.00	15.00	100.00	0.00	100.00	100.00	15.00		GBP

EXTRA INFO

This room consists of two adults and two children
Price[2019-10-19 100 Promo:0 Genius:no Rewritten From ID:0]
ModifiedAt:2019-10-19T18:17:02+00:00
BookedAt:2019-10-19T18:17:02+00:00

FACILITIES

Shower, Bath, TV, Telephone, Air conditioning, Balcony, Spa Bath, Private bathroom, Flat-screen TV, View, Electric kettle, Terrace

MEAL PLAN

Enjoy a convenient Breakfast at the property for GBP15 per person, per night.

CHANGE LOG + ADDITIONAL INFO

::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | enqueued:

Enjoy a convenient Breakfast at the property for GBP15 per person, per night. Children and Extra Bed Policy: All children are welcome. All children or adults stay free of charge when using existing beds. There is no capacity for cots in the room. There is no capacity for extra beds in the room. Deposit Policy: The guest will be charged a prepayment of the total price of the reservation at any time. Cancellation Policy: The guest will be charged the total price of the reservation if they cancel at any time.

ADDONS

REMARKS

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=SRoomSta...

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Report the guest no-show to the partner

STEP 13

Select **WAIVE FEES** if you will **NOT** charge the **NO-SHOW**.

In this example and because the CC was invalid (and already reported to the partner) we already now that we cannot charge the guest credit card. For that reason we recommend to waive fees and therefore inform the partner that he should **NOT** charge the associated commission

STEP 14

Press **“REPORT GUEST NO SHOW”** button to report the no-show to the partner

REPORTED INVALID CC: 2019-10-20 08:58:50.283 USER ID: 27287

REPORTED CANCELLATION USER ID

REPORTED STAY CHANGE USER ID

STAY CHANGE NEW PRICE: Partner New Price ...

REPORTED NO SHOW USER ID

WAIVE FEES: Waive Fees

Report Guest No Show

REPORTED GUEST MISCONDUCT USERID

CATEGORY: Misconduct Category

SUBCATEGORY: SubCategory

DETAILS: Comments...

ESCALATE: Escalate ?

REBOOKING ALLOWED: Rebooking Allowed ?

Report Guest Misconduct

URL: /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=SRoomSta...

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Confirm the guest no-show report

The screenshot displays the HOTELasp interface for managing room stays. The top navigation bar includes options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. The main area shows a calendar for 20/10/2019 and a list of rooms (ZZ31-ZZ44) with their room types (e.g., Doubl, Singl, Famil). A central 'Edit Booking' window is open, showing details for a booking, including facilities, meal plan, and reporting options. A 'Report' dialog box is overlaid on the booking details, asking for confirmation of a guest no-show. The dialog has 'OK' and 'Cancel' buttons. A red callout box labeled 'STEP 15' points to the 'OK' button, and a black callout box labeled 'Confirm the report' also points to it. The bottom of the screen shows the URL: /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=SRoomSta...

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Verify the partner result

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

PREV 20/10/2019 NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES

19-10	20-10	21-10	22-10	23-10	24-10	25-10	26-10	27-10	28-10	29-10	30-10	31-10	1-11	2-11	3-11	4-11	5-11	6-11
Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed

HOTEL MAIN

ROOM1	ROOMT
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ40	Singl
ZZ41	Singl
ZZ42	Doubl
ZZ43	Famil
ZZ44	Doubl

Edit Booking

Shower, Bath, TV, Telephone, Air conditioning, Balcony, Spa Bath, Private bathroom, Flat-screen TV, View, Electric kettle, Terrace

MEAL PLAN
Enjoy a convenient Breakfast at the property for GBP15 per person, per night.

REPORTED INVALID CC 2019-10-20 08:58:50.283 **USER ID** 27287

REPORTED CANCELLATION **USER ID**

REPORTED STAY CHANGE **USER ID**

STAY CHANGE NEW PRICE Partner New Price ...

REPORTED NO SHOW **USER ID**

WAIVE FEES Waive Fees? **Report Guest No Show**

REPORTED GUEST MISCONDUCT **USERID**

CATEGORY Misconduct Category
SUBCATEGORY SubCategory
DETAILS Comments...
 Escalate ?
 Rebooking Allowed ?
Report Guest Misconduct

IMPORT ORDER # XML DETAILS

REQUEST EXECUTED - 20/10/2019 08:59:07 (0.825)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=SRoomSta...

STEP 16

::REPORT GUEST NO SHOW OK :: enqueued

The request was successfully sent to the partner

6-11 Wed
Reviews
Feedback

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Check the reservation status before the partner modification

The screenshot displays the HOTELasp interface for managing reservations. At the top, there is a navigation menu with options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. Below this is a date selector for 20/10/2019 and various action buttons like PREV, NEXT, Week, DAY, AUDIT, PRINT, SCHEDULER, +, + DETAIL, SET COLORS, C. AGENTS, C. ROOMS, and C. RATES. A calendar view shows dates from 19-10 to 6-11, with 20-10 highlighted in red. On the left, a 'HOTEL MAIN' sidebar lists room types from ROOM1 to ROOM24, with 'Doubl' (Double) rooms highlighted in red. The main content area is titled 'Edit Booking' and contains several sections: 1. Action buttons: NEW, UPDATE, REFRESH, TENTATIVE, CONFIRM, CHECK IN, CHECK OUT, CANCEL, NO SHOW, DELETE, IMPORT ORDERS. 2. Management tabs: ROOMSTAY, ACCOUNT, GUESTS, CHANNEL MANAGEMENT, REVIEWS, VOUCHER, SEND EMAIL. 3. Booking details: AGENT N° (BOOKINGCOM), ROOM RATE (Family Room (2 Adults + 2 Children).Standard Rate), DATE OUT (19/10/2019), NIGHTS (1), DAY RATE (100.00). 4. Summary table: ADDONS (\$ 0.00), PROMOS (\$ 0.00), TOTAL ROOM (100.00), P&S (0.00), ACCOUNT (100.00). 5. Channel and Room: CHANNE (checked), ROOMSTAY (RESERVED), ROOM (ZZ43). 6. Guest information: NAME (MANUEL), LAST NAME (FRANCISCO), BIRTH DATE, NATIONALITY (Portugal), N°ADT, EMAIL (mfranc.588131@guest.bc), CONTACT (+351 962 469 311), GUEST NAME (MANUEL FRANCISCO). 7. COMMENTS: ::REPORTED GUEST NO-SHOW | 514hotelasp@netcabo.pt | 20 Oct 08:59 | enqueued; ::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | enqueued; ::CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | Transaction declined | 100 | tried to charged first night but was declined; MANUEL FRANCISCO *Non-Smoking. 8. REMINDERS: I am travelling for business and I may be using a business credit card. 9. PAYER: MANUEL FRANCISCO, OPEN. 10. ACCOUNT: MANUEL FRANCISCO. A red callout bubble labeled 'STEP 17' points to the 'RESERVED' status in the 'ROOMSTAY' field. A black callout bubble points to the same field with the text 'The roomstay status before the partner update'. At the bottom, there is a URL: /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&Sv...

The roomstay status before the partner update

STEP 17

Low Latest Reviews

Send feedback

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Wait for the partner cancellation due to the guest no-show report

**STEP
18**



Wait until the partner sends the guest no-show confirmation

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ The channel partner has cancelled the reservation

HOTEL MAIN

19-10 Sat 20-10 Sun 21-10 Mon 22-10 Tue 23-10 Wed 24-10 Thu 25-10 Fri 26-10 Sat 27-10 Sun 28-10 Mon 29-10 Tue 30-10 Wed 31-10 Thu 1-11 Fri 2-11 Sat 3-11 Sun 4-11 Mon 5-11 Tue 6-11 Wed

ROOM1 ROOM

- ZZ31 Doubl
- ZZ32 Doubl
- ZZ33 Doubl
- ZZ34 Doubl
- ZZ35 Singl
- ZZ36 Singl
- ZZ37 Famil
- ZZ38 Famil
- ZZ39 Singl
- ZZ40 Singl
- ZZ41 Singl
- ZZ42 Doubl
- ZZ43 Famil
- ZZ44 Doubl

Edit Booking

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°: BOOKINGCOM ROOM RATE: Family Room (2 Adults + 2 Children).Standard Rate

DATE IN: 20/10/2019 DATE OUT: 20/10/2019 NIGHTS: 1 DAY RATE: 100.00

ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM 100.00 P&S 0.00 ACCOUNT 0.00

CHANNEL ROOMSTAY **CANCELLED** ROOM ZZ43

NAME: MANUEL LAST NAME: FRANCISCO BIRTH DATE: NATIONALITY: Portugal

EMAIL: mfranc.588131@guest.bc CONTACT: +351 962 469 311 GUEST NAME: MANUEL FRANCISCO

COMMENTS: ::REPORTED GUEST NO-SHOW | 514hotelasp@netcabo.pt | 20 Oct 08:59 | enqueued; ::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | enqueued; ::CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | Transaction declined | 100 | tried to charged first night but was declined; MANUEL FRANCISCO *Non-Smoking

REMINDERS: I am travelling for business and I may be using a business credit card.

PAYER: MANUEL FRANCISCO OPEN

ACCOUNT: MANUEL FRANCISCO

5-11 Tue 6-11 Wed

Show Latest Reviews

Send feedback

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&Svcl...

STEP 19

Reservation status after receiving the partner update

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Select the cancelled reservation due to a no-show

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

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
	ZZ43	MANUEL FRANCISCO	19/10/2019	20/10/2019	1	100.00	0.00	MANUEL FRANCISCO	BOOKINGCOM	Family Room (2 Adults	+A1 #2631564164	147979
	ZZ44	ANA BARROS	19/10/2019	20/10/2019	1	100.00	100.00	ANA BARROS	BOOKINGCOM	Double Room.Non-Ref	+A1 #2939133590	147980
		CARLA CARLOS	18/10/2019	19/10/2019	1	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Double Room.Non-Ref	+A1 #2708617445	147524
		CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Double Room.Non-Ref	+A1 #2708617445	147523

K < 1 2 3 4 5 6 7 8 9 10 ... > Page size: 4 12 pages

STEP 20

Select the reservation with the no-show

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°: BOOKINGCOM ROOM RATE: Family Room (2 Adults + 2 Children).Stand. DATE IN: 19/10/2019 DATE OUT: 20/10/2019 NIGHTS: 1 DAY RATE: 100.00

ADDON\$ 0.00 PROMOS\$ 0.00 TOTAL ROOM 100.00 0.00 0.00 CHANNEL ROOMSTAY ROOM: CANCELLED ZZ43

STEP 21

Navigate to the CHANNEL MANAGEMENT tab

TRX
No records to display.
Family Room (2 Adults + 2 Children) *** OVERBOOKING ROOM ***
AUTOMATICALLY CREATED BY CHANNEL MANAGER BATCH AGENT
+A1 #2631564164

NAME: MANUEL LAST NAME: FRANCISCO BIRTH DATE: NATIONALITY: Portugal N°ADT: 2 N°CH.A: 1 N°CH.B: 0
EMAIL: mfranc.588131@guest.bc CONTACT: +351 962 469 311 GUEST NAME: MANUEL FRANCISCO

COMMENTS
::REPORTED GUEST NO-SHOW | 514hotelasp@netcabo.pt | 20 Oct 08:59 | enqueued;
::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | enqueued;
::CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | Transaction declined | 100 | tried to charged first night but was declined;
MANUEL FRANCISCO *Non-Smoking

REMINDERS
I am travelling for business and I may be using a business credit card.

PAYER: MANUEL FRANCISCO OPEN
ACCOUNT: MANUEL FRANCISCO

Vertical toolbar with icons for print, refresh, and other actions.

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Verify some additional information about the no-show reporting

- ROOMSTAY
- ACCOUNT
- GUESTS
- CHANNEL MANAGEMENT
- REVIEWS
- VOUCHER
- SEND EMAIL

CHANNEL ID	STATUS	N° ROOMSTAYS	NUMBER OF GUESTS	MAX. CHILDREN	DESCRIPTION
BOOKINGCOM	cancelled	0	2	1	Family Room (2 Adults + 2 Children)

GROUP	TYPE	LAST CHANGE	RESERVATION ID	ROOM RESERVATION ID
<input checked="" type="checkbox"/>	BOOKINGCOM	2019-10-20 09:01:10.543	2631564164	2653692292

ROOM NET	ROOM COMMISSION	ROOM TOTAL	ADDONS TOTAL	ROOM + ADDONS	RES. TOTAL	RES. COMMISSION	CANCELLATION FEE	CURRENCY
85.00	15.00	100.00	0.00	100.00	100.00	15.00	0.00	GBP

EXTRA INFO
This room consists of two adults and two children
Price[2019-10-19 100 Promo:0 Genius:no Rewritten From ID:0]
ModifiedAt:2019-10-19T18:17:02+00:00
BookedAt:2019-10-19T18:17:02+00:00

CHANGE LOG + ADDITIONAL INFO
::REPORTED GUEST NO-SHOW | 514hotelasp@netcabo.pt | 20 Oct 08:59 | enqueued:
::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | enqueued:
Enjoy a convenient Breakfast at the property for GBP15 per person, per night. Children and Extra Bed Policy: All children are welcome. All children or adults stay free of charge when using existing beds. There is no capacity for cots in the room. There is no capacity for extra beds in the room. Deposit Policy: The guest will be charged a prepayment of the total price of the reservation at any time. Cancellation Policy: The guest will be charged the total price of the reservation if they cancel at any time.

FACILITIES
Shower, Bath, TV, Telephone, Air conditioning, Balcony, Spa Bath, Private bathroom, Flat-screen TV, View, Electric kettle, Terrace

ADDONS

MEAL PLAN
Enjoy a convenient Breakfast at the property for GBP15 per person, per night.

REMARKS

REPORTED INVALID CC
2019-10-20 08:58:50.283

USER ID
27287

REPORTED STAY CHANGE

USER ID

STAY CHANGE NEW PRICE Partner New Price ...

Report Stay Change

REPORTED NO SHOW
2019-10-20 08:59:50.463

USER ID
27287

WAIVE FEES Waive Fees?

Report Guest No Show

IMPORT ORDER #

XML DETAILS

Verify when and who did the last no-show report

STEP 22

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Change the HotelASP (Not the Partner) reservation status to NO-SHOW

com/_29199_en-GB_PMS_PMS-OPERATIONS-ROOMSTAYS_/saas.aspx

B.COM 236713 XML Test

secure.hotelasp.com says
Confirm No Show ?

OK Cancel

*	ROOM	GUEST	IN	OUT	N	R	R	R	R	INFO	#	
	ZZ43	MANUEL FRANCISCO	19/10/2019	20/10/2019	1	100.00	0.00	100.00	0.00	MANUEL FRANCISCO	#2631564164	147979
	ZZ44	ANA BARROS	19/10/2019	20/10/2019	1	100.00	100.00	100.00	100.00	ANA BARROS	#2939133590	147980
	ZZ38	CARLA CARLOS	18/10/2019	19/10/2019	1	300.00	300.00	300.00	300.00	CARLA CARLOS	#3528617416	147524
	ZZ37	CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	300.00	300.00	CARLA CARLOS	#3528617416	147523

BOOKINGCOM Family Room (2 Adults) +A1 #3528617416 147523

Page size: 4 48 items in 12 pages

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

STEP 24

Confirm the NO-SHOW

STEP 23

Press the NO-SHOW button to update the HotelASP system that this reservation is a NO-SHOW

IMPORTANT NOTE: Change the status to NO-SHOW only after reporting to the channel partner the NO-SHOW. Reporting a NO-SHOW to a channel partner does not automatically change the system status to no-show. You need to manually change it as shown in this example

AGENT N°: BOOKINGCOM ROOM RATE: Family Room (2 Adults + 2 Children).Standard Rate DATE IN: 19/10/2019 DATE OUT: 20/10/2019

ADDONS\$: 0.00 PROMOS\$: 0.00 TOTAL ROOM: 100.00 P&S: 0.00 ACCOUNT: 0.00 CHANNEL ROO: CAI

NAME: MANUEL LAST NAME: FRANCISCO BIRTH DATE: NATIONALITY: Portugal N°ADT: 2

EMAIL: mfranc.588131@guest.bc CONTACT: +351 962 469 311 GUEST NAME: MANUEL FRANCISCO

COMMENTS: ::REPORTED GUEST NO-SHOW | 514hotelasp@netcabo.pt | 20 Oct 08:59 | enqueued; ::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | enqueued; ::CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | Transaction declined | 100 | tried to charged first night but was declined; MANUEL FRANCISCO *Non-Smoking

REMINDERS: I am travelling for business and I may be using a business credit card.

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ The system (HotelASP) reservation status is now changed to NO-SHOW

STEP 25

ROOM	GUEST	IN	OUT	N	\$R	\$A	PAYER	AGENT	RATE	INFO	#
 ZZ43	MANUEL FRANCISCO	19/10/2019	20/10/2019	1	0.00	0.00	MANUEL FRANCISCO	BOOKINGCOM	Family Room (2 Adults	+A1 #2631564164	147979
 ZZ44	ANA BARROS	19/10/2019	20/10/2019	1	100.00	100.00	ANA BARROS	BOOKINGCOM	Double Room.Non-Ref	+A1 #2939133590	147980
 ZZ38	CARLA CARLOS	18/10/2019	19/10/2019	1	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Single Room.Standard	+A1 #3528617416	147524
 ZZ37	CARLA CARLOS	13/10/2019	16/10/2019	3	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Family Room (2 Adults	+A1 #3528617416	147523

Page size: 4 | 48 items in 12 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°: BOOKINGCOM | ROOM RATE: Family Room (2 Adults + 2 Children).Standard Rate | DATE IN: 19/10/2019 | DATE OUT: 20/10/2019 | NIGHTS: 2 | DAY RATE: 0.00

ADDONS\$: 0.00 | PROMOS\$: 0.00 | TOTAL ROOM: 0.00 | P&S: 0.00 | ACCOUNT: 0.00

CHANNEL ROOMSTAY **NO_SHOW** | ROOM: ZZ43

NAME: MANUEL | LAST NAME: FRANCISCO | BIRTH DATE: | NATIONALITY: Portugal | N°ADT: | CH.B: | EMAIL: mfranc.588131@guest.bc | CONTACT: +351 962 469 311 | GUEST NAME: MANUEL FRANCISCO

COMMENTS

::REPORTED GUEST NO-SHOW | 514hotelasp@netcabo.pt | 20 Oct 08:59 | enqueued;
 ::REPORTED INVALID CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | enqueued;
 ::CC | 514hotelasp@netcabo.pt | 20 Oct 08:58 | Transaction declined | 100 | tried to charged first night but was declined;
 MANUEL FRANCISCO *Non-Smoking

REMINDERS

I am travelling for business and I may be using a business credit card.

STEP 26

The reservation is now updated in the system as a NO-SHOW

TRX

No records to display.

Family Room (2 Adults + 2 Children)
 *** OVERBOOKING ROOM ***
 AUTOMATICALLY CREATED BY CHANNEL MANAGER BATCH AGENT
 +A1 #2631564164

PAYER: MANUEL FRANCISCO | OPEN

ACCOUNT: MANUEL FRANCISCO

3.2

Guest No-Show with Valid Payment

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Select the reservation to report

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

* I PREV **20/10/2019** NEXT Week DAY AUDIT PRINT SCHEDULER + - + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

19-10 Sat **20-10 Sun** 21-10 Mon 22-10 Tue 23-10 Wed 24-10 Thu 25-10 Fri 26-10 Sat 27-10 Sun 28-10 Mon 29-10 Tue 30-10 Wed 31-10 Thu 1-11 Fri 2-11 Sat 3-11 Sun 4-11 Mon 5-11 Tue 6-11 Wed

HOTEL
MAIN

ROOM1	ROOMT	19-10	20-10	21-10	22-10	23-10	24-10	25-10	26-10	27-10	28-10	29-10	30-10	31-10	1-11	2-11	3-11	4-11	5-11	6-11
ZZ31	Doubl																			
ZZ32	Doubl																			
ZZ33	Doubl																			
ZZ34	Doubl																			
ZZ35	Singl																			
ZZ36	Singl																			
ZZ37	Famil																			
ZZ38	Famil																			
ZZ39	Singl																			
ZZ40	Singl																			
ZZ41	Singl																			
ZZ42	Doubl		Carlos																	
ZZ43	Famil																			
ZZ44	Doubl																			

STEP 1

Navigate to the reservation

ZZ44 100.00 100.00 x 1 = 100.00

19 Oct - 20 Oct 2+1+0

ANA BARROS

I am travelling for business and I may be using a business credit card.

RESERVED A1 I2939133590

Double Room.Non-Refundable Rate Double Room (-1)

BOOKINGCOM #48

Show Channel Notifications Show Latest Reviews

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Navigate to the credit card management page

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

PREV 20/10/2019 NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES

19-10 Sat 20-10 Sun 21-10 Mon 22-10 Tue 23-10 Wed 24-10 Thu 25-10 Fri 26-10 Sat 27-10 Sun 28-10 Mon 29-10 Tue 30-10 Wed 31-10 Thu 1-11 Fri 2-11 Sat 3-11 Sun 4-11 Mon 5-11 Tue 6-11 Wed

HOTEL MAIN

ROOM1	ROOMT
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ40	Singl
ZZ41	Singl
ZZ42	Doubl
ZZ43	Famil
ZZ44	Doubl

Edit Booking

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
BOOKINGCOM Double Room.Non-Refundable Rate 19/10/2019 20/10/2019 1

DAY RATE 100.00

ADDONS \$ 0.00 PROMOS \$ 0.00 TOTAL ROOM 100.00 P&S 0.00 ACCOUNT 100.00

CHANNEL ROOMSTAY ROOM
 RESERVED

NAME LAST NAME BIRTH DATE NATIONALITY N°ADT N°CH.A N°CH.B
ANA BARROS Portugal 2 1 0

EMAIL CONTACT GUEST NAME
P... abarro.748083@guest.bo +351 962 469 311 ANA BARROS

COMMENTS REMINDERS PAYER ACCOUNT
ANA BARROS I am travelling for business and I may be using a business credit card. ANA BARROS ANA BARROS

OPEN

STEP 2

Navigate to the credit card management page

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&Svcl...

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Get the credit card data

The screenshot shows the HOTELasp interface with the 'Calendar' menu selected. The main window displays 'Edit Booking' for a reservation on 20/10/2019. A 'Credit Card Management' window is open, showing details for a 'DOUBLE ROOM.NON-REFUND' booking. The guest is 'ANA BARROS [RESERVED]' with a reservation for 19 Oct (Sat) to 20 Oct in #ZZ44. The room rate is \$A 100.00 and the reservation amount is \$R 100.00. A red callout box labeled 'STEP 3' points to the 'Get Credit Card' button. A black callout box says 'Navigate to the credit card data page'. The interface also shows a 'ROOMSTAY' list on the left and a 'Show Latest Reviews' button on the right.

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ View the data

The screenshot displays the HOTELasp interface. At the top, there is a navigation menu with options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR (selected), POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. Below this is a date and navigation bar showing '20/10/2019' and 'Week' view. A calendar grid shows dates from 19-10 to 6-11. On the left, a 'HOTEL MAIN' sidebar lists rooms (ZZ31-ZZ44) with room types (e.g., Doubl, Singl, Famil). The main content area shows an 'Edit Booking' window for a booking with guest 'ANA BARROS'. A 'Credit Card' form is open, with a red box highlighting the card details: Type (Visa), Name (ANA BARROS), Number (4111111111111111), Exp. Month (01/2021), Exp. Year (01/2021), and Validation Code (122). A red callout bubble labeled 'STEP 4' points to the form. A black callout bubble contains the text: 'Use the credit card data in your payment device to charge the 1º night'. Below the form, there are 'Select' and 'Update' buttons. The URL at the bottom of the browser window is partially visible: 'https://secure.hotelasp.com:443/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=PMS&WorkAreaName=PMS_OPERATIONS_ROOMSTAY_EXTENSION_CCM&ViewNa...'

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Charge the credit card using your payment devices

**STEP
5**



Payment successful



Make the payment



Order number: 1531
Total: 50,00 €
E-mail: hugocosta@lvengine.com

Enter your credit card data



Credit Card Number

01

/ 2016



CVC

Name on card

✓ Make payment

Secure payment

Verified by
VISA
learn more

MasterCard.
SecureCode.

REDUNICRE



REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Create a payment OK status entry

STEP 7

STEP 6

Save the status

Create a new payment OK status informing the system that you successfully charged the 1º night

ACTION	STATUS	AMOUNT	COMMENTS	USER
Prepayment	Payment OK!	100.00		20/10/2019 09:30:13 514hotelasp@netcabo.pt
Nº of Night				

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Close the window and go to the reservation page

STEP 8

Close and go to the roomstay page

Database Updated!

DOUBLE ROOM.NON-REFUNDABLE RATE

BOOKINGCOM Stay 1 night from 19 Oct (Sat) to 20 Oct in #ZZ44

ANA BARROS [RESERVED]

::CC | 514hotelasp@netcabo.pt | 20 Oct 09:30 | Payment OK! | 100;
ANA BARROS

I am travelling for business and I may be using a business credit card.

+A1 #2939133590 [147980]

Get Credit Card Booking.com Report Invalid CC Booking.com Request Cancellation

Please manually determine the amount to charge.

ACTION	STATUS	AMOUNT	COMMENTS	USER	*
Prepayment	Payment OK!	100.00		20/10/2019 09:30:59	
Nº of Night				514hotelasp@netcabo.pt	

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Go to the CHANNEL MANAGEMENT tab

The screenshot displays the HOTELasp Channel Management interface. At the top, there are navigation tabs: HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, and POINT OF SALE. The CALENDAR tab is active, showing a date range from 19-10 to 25-10. A red callout bubble labeled "STEP 9" points to the "CHANNEL MANAGEMENT" tab in the main interface. A black callout bubble above it says "Navigate to the CHANNEL MANAGEMENT tab".

The main interface shows a booking for ANA BARROS. The booking details include:

- AGENT N°: BOOKINGCOM
- ROOM RATE: Double Room.Non-Refundable Rate
- DATE IN: 19/10/2019
- DATE OUT: 20/10/2019
- NIGHTS: 1
- DAY RATE: 100.00
- ADDONS: \$ 0.00
- PROMOS: \$ 0.00
- TOTAL ROOM: 100.00
- P&S: 0.00
- ACCOUNT: 100.00
- CHANNEL: RESERVED
- ROOMSTAY: ZZ44
- ROOM: ZZ44

The guest information is:

- NAME: ANA
- LAST NAME: BARROS
- BIRTH DATE: [empty]
- NATIONALITY: Portugal
- N°ADT: 2
- N°CH.A: 1
- N°CH.B: 0
- EMAIL: abarro.748083@guest.bo
- CONTACT: +351 962 469 311
- GUEST NAME: ANA BARROS

The interface also includes sections for COMMENTS, REMINDERS, PAYER (ANA BARROS), and ACCOUNT (ANA BARROS). A status bar at the bottom indicates "REQUEST EXECUTED - 20/10/2019 09:31:20 (0.575)".

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Report the guest no-show to the channel partner

The screenshot shows the 'Edit Booking' window in the HOTELasp system. The interface includes a top navigation bar with tabs like 'HOTEL', 'RATES & AVAILABILITIES', 'SIMULATOR', 'BOOKINGS', 'CALENDAR', 'POINT OF SALE', 'GUESTS', 'REPORTS', 'OTHERS', 'WEBSITE', 'ERP', 'SYS', and 'UI'. Below this is a date and navigation section showing '20/10/2019' and 'Week' view. A calendar grid is visible at the top, with '20-10' (Sun) highlighted in red. On the left, a 'HOTEL MAIN' sidebar lists rooms (ZZ31-ZZ44) with their room types (e.g., Doubl, Singl, Famil). The main 'Edit Booking' window contains several sections: 'PROPERTY' (Shower, Bath, TV, Telephone, Air conditioning, Balcony, Spa Bath, Private bathroom, Flat-screen TV, View, Electric kettle, Terrace), 'MEAL PLAN' (Enjoy a convenient Breakfast at the property for GBP15 per person, per night), 'REPORTED INVALID CARD', 'REPORTED CANCELLATION', 'REPORTED GUEST NO SHOW' (with a 'Waive Fees?' checkbox and a 'Report Guest No Show' button), 'IMPORT ORDER #', 'XML DETAILS', 'REPORTED GUEST MISCONDUCT' (with 'CATEGORY', 'SUBCATEGORY', 'DETAILS', 'ESCALATE', and 'REBOOKING ALLOWED' options), and 'CHANGE USER ID' (with a 'NEW PRICE' field and a 'Report Stay Change' button). Two red callout boxes with white text provide instructions: 'STEP 10' points to the 'REPORTED GUEST NO SHOW' section, and 'STEP 11' points to the 'Report Guest No Show' button. A black callout box explains: 'Because you already charged the guest credit card for the 1^o night. You should not select the WAIVE FEES checkbox'. The bottom of the window shows a status bar with 'REQUEST EXECUTED - 20/10/2019 09:31:20 (0.57S)' and a URL.

STEP 10

Because you already charged the guest credit card for the 1^o night. You should not select the WAIVE FEES checkbox

STEP 11

Press the "REPORT GUEST NO SHOW" button

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Confirm the report

The screenshot displays the HOTELasp interface. At the top, there is a navigation menu with options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. Below this is a secondary menu with buttons for PREV, 20/10/2019, NEXT, Week, DAY, AUDIT, PRINT, SCHEDULER, +, + DETAIL, SET COLORS, C. AGENTS, C. ROOMS, and C. RATES. A calendar view shows dates from 19-10 to 6-11, with 20-10 highlighted as 'Sun'. On the left, a 'HOTEL MAIN' sidebar lists rooms (ZZ31 to ZZ44) with room types (e.g., Doubl, Singl, Famil) and a 'Room Map' checkbox. The main area is titled 'Edit Booking' and contains fields for amenities, meal plans, and reporting options. A 'Report' dialog box is open in the center, asking 'Please confirm Guest No-Show?' with 'OK' and 'Cancel' buttons. A red callout box labeled 'STEP 12' points to the 'OK' button. A black callout box with a white background and black text says 'Confirm the guest no-show report'. At the bottom, a status bar shows 'REQUEST EXECUTED - 20/10/2019 09:31:20 (0.575)' and a URL: '/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=...

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Verify the channel partner returned result

STEP 13

Verify the request was successfully submitted to the channel partner

::REPORT GUEST NO SHOW OK :: enqueued

REPORT EXECUTED - 20/10/2019 09:31:20 (0.575)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID...

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Wait for the channel partner to change the reservation status

**STEP
14**



Wait until the channel partner sends the no-show confirmation

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ The partner channel has now changed the reservation status to **CANCELLED**

The screenshot displays the HOTELasp interface for editing a booking. The main navigation bar includes options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. The current date is 20/10/2019, and the view is set to 'Week'. A sidebar on the left shows a list of rooms (ROOM1) with room types (ROOMT) such as 'Doubl', 'Singl', and 'Famill'. The main content area is titled 'Edit Booking' and contains various fields and buttons. A red callout box labeled 'STEP 15' points to the 'CHANNEL' field, which is set to 'CANCELLED'. A black callout box explains that the reservation is cancelled by the channel partner because of a reported guest NO-SHOW. The reservation details include: AGENT N°: BOOKINGCOM, ROOM RATE: Double Room.Non-Refundable Rate, DATE IN: 19/10/2019, DATE OUT: 20/10/2019, NIGHTS: 1, DAY RATE: 100.00, TOTAL ROOM: 100.00, P&S: 0.00, ACCOUNT: 100.00. The guest information is: NAME: ANA, LAST NAME: BARROS, BIRTH DATE: [empty], NATIONALITY: Portugal, N°ADT: 2, N°CH.B: [empty], EMAIL: abarro.748083@guest.bo, CONTACT: +351 962 469 311, GUEST NAME: ANA BARROS. The COMMENTS section contains: '::REPORTED GUEST NO-SHOW | 514hotelasp@netcabo.pt | 20 Oct 09:32 | enqueued; ::CC | 514hotelasp@netcabo.pt | 20 Oct 09:30 | Payment OK! | 100; ANA BARROS'. The REMINDERS section contains: 'I am travelling for business and I may be using a business credit card.'

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Check for additional information

STEP 16

Navigate to the CHANNEL MANAGEMENT tab

EDIT BOOKING

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

ROOMSTAY ACCOUNT GUESTS **CHANNEL MANAGEMENT** REVIEWS VOUCHER SEND EMAIL

CHANNEL ID	STATUS	N° ROOMSTAYS	NUMBER OF GUESTS	MAX. CHILDREN	DESCRIPTION
BOOKINGCOM	cancelled	0	2	1	Double Room

GROUP	GROUP	TYPE	LAST CHANGE	RESERVATION ID	ROOM RESERVATION ID
<input checked="" type="checkbox"/>	15921	BOOKINGCOM	2019-10-20 09:34:07.300	2939133590	2653693874

ROOM NET	ROOM COMMISSION	ROOM TOTAL	ADDONS TOTAL	ROOM + ADDONS	RES. TOTAL	RES. COMMISSION	CANCELLATION FEE	CURRENCY
85.00	15.00	100.00	0.00	100.00	100.00	15.00	100.00	GBP

EXTRA INFO

Price[2019-10-19 100 Promo:0 Genius:no Rewritten From ID:0]
 ModifiedAt:2019-10-19T18:18:37+00:00
 BookedAt:2019-10-19T18:18:36+00:00

CHANGE LOG + ADDITIONAL INFO

::REPORTED GUEST NO-SHOW | 514hotelasp@netcabo.pt | 20 Oct 09:32 | enqueued;

Enjoy a convenient Breakfast at the property for GBP15 per person, per night. Children and Extra Bed Policy: All children are welcome. All children or adults stay free of charge when using existing beds. There is no capacity for cots in the room. There is no capacity for extra beds in the room. Deposit Policy: The guest will be charged a prepayment of the total price of the reservation at any time. Cancellation Policy: The guest will be charged the total price of the reservation if they cancel at any time.

FACILITIES

Shower, Bath, TV, Telephone, Air conditioning, Balcony, Spa Bath, Private bathroom, Flat-screen TV, View, Electric kettle, Terrace

MEAL PLAN

Enjoy a convenient Breakfast at the property for GBP15 per person, per night.

ADDONS

REMARKS

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvclD...

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Check additional information

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

PREV 20/10/2019 NEXT Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

19-10 Sat 20-10 Sun 21-10 Mon 22-10 Tue 23-10 Wed 24-10 Thu 25-10 Fri 26-10 Sat 27-10 Sun 28-10 Mon 29-10 Tue 30-10 Wed 31-10 Thu 1-11 Fri 2-11 Sat 3-11 Sun 4-11 Mon 5-11 Tue 6-11 Wed

HOTEL MAIN

ROOM1	ROOMT
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ40	Singl
ZZ41	Singl
ZZ42	Doubl
ZZ43	Famil
ZZ44	Doubl

Edit Booking

FACILITIES
Shower, Bath, TV, Telephone, Air conditioning, Balcony, Spa Bath, Private bathroom, Flat-screen TV, View, Electric kettle, Terrace //

MEAL PLAN
Enjoy a convenient Breakfast at the property for GBP15 per person, per night. //

ADDONS

REMARKS

REPORTED NO SHOW 2019-10-20 09:32:14.567 USER ID 27287

WAIVE FEES Waive Fees?
Report Guest No Show

REPORTED GUEST MISCONDUCT USERID

CATEGORY Misconduct Category ▾
SUBCATEGORY SubCategory ▾
DETAILS Comments...
ESCALATE Escalate ?
REBOOKING ALLOWED Rebooking Allowed ?
Report Guest Misconduct

19-10 Sat 20-10 Sun 21-10 Mon 22-10 Tue 23-10 Wed 24-10 Thu 25-10 Fri 26-10 Sat 27-10 Sun 28-10 Mon 29-10 Tue 30-10 Wed 31-10 Thu 1-11 Fri 2-11 Sat 3-11 Sun 4-11 Mon 5-11 Tue 6-11 Wed

Room Map Break

Refresh

Calendar

Booking Calendar

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcID=...

STEP 17

Verify when and who reported guest no-show

Latest Reviews

[Send feedback](#)

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Change the reservation status to NO-SHOW

HOTEL
LIABILITIES
SIMULATOR
BOOKINGS
CALENDAR
POINT OF S
ERS
WEBSITE
ERP
SYS
UI

STEP
18

Select the reservation

* ROOM	GUEST	IN	OUT		\$A	PAYER	AGENT	RATE	INFO	#
ZZ44	ANA BARROS	19/10/2019	20/10/2019	1	100.00	100.00	ANA BARROS	BOOKINGCOM	Double Room.Non-Ref	+A1 #2939133590 147980
ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	0.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076 147975
ZZ43	MANUEL FRANCIS	19/10/2019	20/10/2019	1	0.00					164 147979
ZZ38	CARLA CARLOS	18/10/2019	19/10/2019	1	300.00					416 147524

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

STEP
20

Press "NO-SHOW" button to change the reservation status from CANCELLED to NO-SHOW

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

ROOMSTAY
ACCOUNT
GUESTS
CHANNEL MANAGEMENT
REVIEWS
VOUCHER
SEND EMAIL

AGENT N°
BOOKINGCOM

ROOM RATE
Double Room.Non-Refundable Rate

DATE IN
19/10/2019

DATE OUT

NIGHTS
1

ADDONS\$
0.00

PROMOS\$
0.00

TOTAL ROOM
100.00

P&S
0.00

ACCOUNT
100.00

CHANNEL ROOMSTAY
 CANCELLED

ROOM
ZZ44

NAME: ANA | LAST NAME: BARROS | BIRTH DATE: | NATIONALITY: Portugal | N°ADT: 2 | N°CH.A: 1 | N°CH.B: 0

EMAIL: abarro.748083@guest.bo | CONTACT: +351 962 469 311 | GUEST NAME: ANA BARROS

COMMENTS: ::REPORTED GUEST NO-SHOW | 514hotelasp@netcabo.pt | 20 Oct 09:32 | enqueued; ::CC | 514hotelasp@netcabo.pt | 20 Oct 09:30 | Payment OK! | 100; ANA BARROS

REMINDERS: I am travelling for business and I may be using a business credit card.

PAYER: ANA BARROS | ACCOUNT: ANA BARROS | OPEN

TRX: CANCELLATION FEE 20/10 09:34 1 x 100 = 100

Double Room
*** OVERBOOKING ROOM ***
AUTOMATICALLY CREATED BY CHANNEL MANAGER BATCH AGENT
+A1 #2939133590

The roomstay was cancelled by the partner

STEP 19

REPORT TO CHANNEL PARTNER GUEST NO-SHOW

→ Verify that the reservation status is NO-SHOW

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

SEARCH

ROOMSTAYS

*	ROOM	GUEST	IN	OUT	N	SR	\$A	PAYER	AGENT	RATE	INFO	#
	ZZ44	ANA BARROS	19/10/2019	20/10/2019	1	0.00	100.00	ANA BARROS	BOOKINGCOM	Double Room.Non-Ref	+A1 #2939133590	147980
	ZZ41	Miguel Ribeiro	19/10/2019	20/10/2019	1	100.00	0.00	Miguel Ribeiro	BOOKINGCOM	Single Room.Standard	+1 +A1 #3128473076	147975
	ZZ43	MANUEL FRANCIS	19/10/2019	20/10/2019	1	0.00	0.00	MANUEL FRANCISCC	BOOKINGCOM	Family Room (2 Adults	+A1 #2631564164	147979
	ZZ38	CARLA CARLOS	18/10/2019	19/10/2019	1	300.00	300.00	CARLA CARLOS	BOOKINGCOM	Single Room.Standard	+A1 #3528617416	147524

K < 1 2 3 4 5 6 7 8 9 10 ... > X Page size: 4 48 items in 12 pages

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

ROOMSTAY ACCOUNT GUESTS CHANNEL MANAGEMENT REVIEWS VOUCHER SEND EMAIL

AGENT N° BOOKINGCOM ROOM RATE Double Room.Non-Refundable Rate DATE IN 19/10/2019 NIGHTS 1 DAY 0.00

ADDONS\$ 0.00 PROMOS\$ 0.00 TOTAL ROOM 0.00 P&S 100.00 ACCOUNT 100.00

STEP 21

CHANNEL ROOMSTAY
 NO_SHOW ROOM ZZ44

The reservation is now in NO-SHOW status

TRX
CANCELLATION FEE
20/10 09:34 1 x 100 = 100

Double Room
*** OVERBOOKING ROOM ***
AUTOMATICALLY CREATED BY CHANNEL
MANAGER BATCH AGENT
+A1 #2939133590

NAME ANA LAST NAME BARROS BIRTH DATE NATIONALITY Portugal N°ADT 2 N°CH.A 1 N°CH.B 0

EMAIL abarro.748083@guest.bo CONTACT +351 962 469 311 GUEST NAME ANA BARROS

COMMENTS
::REPORTED GUEST NO-SHOW | 514hotelasp@netcabo.pt | 20 Oct 09:32 | enqueued;
::CC | 514hotelasp@netcabo.pt | 20 Oct 09:30 | Payment OK! | 100; ANA BARROS

REMINDERS
I am travelling for business and I may be using a business credit card.

PAYER ANA BARROS ACCOUNT ANA BARROS OPEN

4. REPORT GUEST MISCONDUCT

**Report to channel partner a guest
misconduct**

REPORT TO CHANNEL PARTNER GUEST MISCONDUCT

→ Navigate to the selected reservation

The screenshot shows the HOTEL ASP interface with the 'CALENDAR' tab selected. The calendar displays a week starting from 19/10/2019. A reservation popup is visible for room ZZ38, showing a rate of 300.00 and a booking from 18 Oct to 19 Oct for guest CARLA CARLOS. A red callout box labeled 'STEP 1' points to the reservation with the text 'Navigate to the roomstay you want to report a misconduct'.

STEP 1
Navigate to the roomstay you want to report a misconduct

ROOMS

ROOM1	ROOMT
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ40	Singl
ZZ41	Singl
ZZ42	Doubl
ZZ43	Famil
ZZ44	Doubl

RESERVATION POPUP:

ZZ38 300.00 300.00 x 1 = 300.00
18 Oct - 19 Oct 2+1+0
CARLA CARLOS
RESERVED A1 I3528617416
Single Room.Standard Rate Family Room (2 Adults 2 Children) (4)
BOOKINGCOM #42

Room Map Breakfast

Rates GroupBy RoomTypes

Show Channel Notifications Show Latest Reviews

Calendar
Booking Calendar

HotelASP ©2019 v6.0.19.0729 (0.07%) [Send feedback](#)

REPORT TO CHANNEL PARTNER GUEST MISCONDUCT

→ Select the **CHANNEL MANAGEMENT** page

HOTEL MAIN

19/10/2019 Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES

18-10 19-10 20-10 21-10 22-10 23-10 24-10 25-10 26-10 27-10 28-10 29-10 30-10 31-10 1-11 2-11 3-11 4-11 5-11

ROOM1 ROOMT
ZZ31 Doubl
ZZ32 Doubl
ZZ33 Doubl
ZZ34 Doubl
ZZ35 Singl
ZZ36 Singl
ZZ37 Famil
ZZ38 Famil
ZZ39 Singl
ZZ40 Singl
ZZ41 Singl
ZZ42 Doubl
ZZ43 Famil
ZZ44 Doubl

STEP 2

Navigate to the CHANNEL MANAGEMENT page

NEW UPDATE REFRESH TENTATIVE CONFIRM CHECK IN

ROOMSTAY ACCOUNT GUESTS **CHANNEL MANAGEMENT** REVIEWS VOUCHER SEND EMAIL

CHANNEL ID	STATUS	N° ROOMSTAYS	NUMBER OF GUESTS	MAX. CHILDREN	DESCRIPTION
BOOKINGCOM	modified	6	2	1	Family Room (2 Adults + 2 Children)

GROUP	GROUP	TYPE	LAST CHANGE	RESERVATION ID	ROOM RESERVATION ID
<input checked="" type="checkbox"/>	15863	BOOKINGCOM	2019-10-19 11:11:13.397	3528617416	2645345212

ROOM NET	ROOM COMMISSION	ROOM TOTAL	ADDONS TOTAL	ROOM + ADDONS	RES. TOTAL	RES. COMMISSION	CANCELLATION FEE
255.00	45.00	300.00	0.00	300.00	1,800.00	270.00	

CURRENCY: GBP

EXTRA INFO
This room consists of two adults and two children
Price[2019-10-13 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-14 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-15 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-13 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-14 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-15 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-13 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-14 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-15 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-13 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-14 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-15 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-13 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-14 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-15 100 Promo:0 Genius:no Rewritten From ID:0]

CHANGE LOG + ADDITIONAL INFO
:REPORTED NO-SHOW | 514hotelasp@netcabo.pt | 19 Oct 11:14 | Not able to cancel booking later than 2 days after the check in. [400]:
TotalAmount 100,00 -> 300
Comments :REPORTED STAY CHANGE | 514hotelasp@netcabo.pt | 19 Oct 11:09 | enqueued:
:REPORTED NO-SHOW | 514hotelasp@netcabo.pt | 19 Oct 11:04 | Not able to cancel booking later than 2 days after the check in. [400]:
CARLA CARLOS *Non-Smoking -> CARLA CARLOS *Non-Smoking
ResExtrInfo This room consists of two adults and two children
Price[2019-10-13 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-14 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-15 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-13 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-14 100 Promo:0 Genius:no Rewritten From ID:0]
Price[2019-10-15 100 Promo:0 Genius:no Rewritten From ID:0]

Room Map Bre

Refresh

Calendar

Booking Calendar

4-11 5-11
Mon Tue

Show Latest Reviews

Send feedback

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&Svcl...

REPORT TO CHANNEL PARTNER GUEST MISCONDUCT

→ View the report guest misconduct box

The screenshot displays the 'Edit Booking' interface in HOTELasp. The top navigation bar includes options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. The current date is 19/10/2019, and the view is set to 'Week'. A list of rooms (ZZ31-ZZ44) is visible on the left, with room ZZ31 selected. The main content area shows various reporting options: REPORTED INVALID CC, REPORTED CANCELLATION, REPORTED NO SHOW, REPORTED STAY CHANGE, and REPORTED GUEST MISCONDUCT. The 'REPORTED GUEST MISCONDUCT' form is highlighted with a red box and labeled 'STEP 3'. It includes fields for CATEGORY (Misconduct Category), SUBCATEGORY (SubCategory), DETAILS (Comments...), ESCALATE (Escalate?), and REBOOKING ALLOWED (Rebooking Allowed?). A 'Report Guest Misconduct' button is at the bottom of the form. A black callout bubble labeled 'Report guest misconduct' points to this button. The URL at the bottom is: /Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&SvcI...

REPORT TO CHANNEL PARTNER GUEST MISCONDUCT

→ Select the misconduct category

The screenshot shows the 'Edit Booking' interface with the following sections:

- MEAL PLAN:** Enjoy a convenient Breakfast at the property for GBP15 per person, per night.
- REPORTED INVALID CC:** Includes a 'USER ID' field.
- REPORTED CANCELLATION:** Includes a 'USER ID' field.
- REPORTED STAY CHANGE:** Includes a date/time stamp (2019-10-19 11:09:13.520) and a 'USER ID' (27287).
- STAY CHANGE NEW PRICE:** Includes a 'Partner New Price ...' field and a 'Report Stay Change' button.
- REPORTED NO SHOW:** Includes a date/time stamp (2019-10-19 11:14:50.893) and a 'USER ID' (27287).
- WAVE FEES:** Includes a 'Waive Fees?' checkbox and a 'Report Guest No Show' button.
- MISCONDUCT:** A section with a 'MISCONDUCT' dropdown menu (highlighted in red) and a 'USERID' field. The dropdown menu is open, showing options: 'Misconduct Category', 'Payment issue', 'Breaking house rules', 'Abusive behaviour', 'Left property dirty', 'Property damage', 'Illegal activities', and 'Rebooking allowed'. A callout bubble points to this menu with the text 'Select the misconduct category'. Below the dropdown is a 'Report Guest Misconduct' button.

A red circle with the text 'STEP 4' is overlaid on the 'MISCONDUCT' section.

REPORT TO CHANNEL PARTNER GUEST MISCONDUCT

→ Select the misconduct subcategory

The screenshot shows the 'Edit Booking' window in the HOTELasp system. The 'REPORT MISCONDUCT' section is active, displaying a dropdown menu for 'SUBCATEGORY'. The menu is open, showing options such as 'Payment issue', 'Didn't pay reservation amount', 'Didn't pay additional fees (eg. taxes, damage deposit)', 'Credit card was declined/invalid', 'Chargeback claim', 'Fraudulent credit card', and 'Other'. A red box highlights the 'SUBCATEGORY' dropdown, and a callout box points to it with the text 'Select the subcategory (Only available after selecting the category)'. A red circle with 'STEP 5' is also present.

MEAL PLAN: Enjoy a convenient Breakfast at the property for GBP15 per person, per night.

REPORTED INVALID CC: [Redacted] USER ID: [Redacted]

REPORTED STAY CHANGE: 2019-10-19 11:09:13.520 USER ID: 27287

REPORTED CANCELLATION: [Redacted] USER ID: [Redacted]

STAY CHANGE NEW PRICE: Partner New Price ...

Report Stay Change

REPORTED NO SHOW: 2019-10-19 11:14:50.893 USER ID: 27287

WAIVE FEES: Waive Fees? Report Guest No Show

REPORT MISCONDUCT: [Redacted] USERID: [Redacted]

CATEGORY: Payment issue

SUBCATEGORY: Didn't pay reservation amount

DETAILS:

ESCALATE:

REBOOKING ALLOWED:

REPORT TO CHANNEL PARTNER GUEST MISCONDUCT

→ Fill additional information and submit the misconduct report

The screenshot shows the 'Edit Booking' window in the HOTELasp system. The interface includes a navigation bar at the top with tabs like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. Below this is a date and week selector showing '19/10/2019' and 'Week'. A calendar grid shows dates from 18-10 to 5-11. On the left, a 'HOTEL MAIN' sidebar lists rooms (ROOM1, ROOMT) with room types (e.g., Doubl, Singl, Famil). The main 'Edit Booking' area contains several sections: 'MEAL PLAN' (with a text area for breakfast details), 'REPORTED INVALID CC' and 'REPORTED CANCELLATION' (with user ID fields), 'REPORTED STAY CHANGE' (with date, time, user ID, and a 'Report Stay Change' button), 'REPORTED NO SHOW' (with date, time, user ID, and a 'Report Guest No Show' button), 'IMPORT ORDER #' (with an 'XML DETAILS' button), and 'REPORTED GUEST MISCONDUCT' (with a 'USERID' field, a 'CATEGORY' dropdown set to 'Payment issue', a 'SUBCATEGORY' dropdown set to 'Didn't pay additional fe...', a 'DETAILS' text area containing 'did not pay extr...', and checkboxes for 'Escalate?', 'Rebooking Allowed?', and 'Report Guest Misconduct').

STEP 6

STEP 7

STEP 8

STEP 9

If needed write some additional details

Escalate to the channel partner supervisor

Allow the guest to booking again in your property

Press "REPORT GUEST MISCONDUCT" to send request to channel partner

REPORT TO CHANNEL PARTNER GUEST MISCONDUCT

→ Confirm the misconduct report

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

PREV 19/10/2019 **NEXT** Week DAY AUDIT PRINT SCHEDULER + + DETAIL SET COLORS C. AGENTS C. ROOMS C. RATES ▾

18-10	19-10	20-10	21-10	22-10	23-10	24-10	25-10	26-10	27-10	28-10	29-10	30-10	31-10	1-11	2-11	3-11	4-11	5-11
Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue

HOTEL MAIN

ROOM1	ROOMT
ZZ31	Doubl
ZZ32	Doubl
ZZ33	Doubl
ZZ34	Doubl
ZZ35	Singl
ZZ36	Singl
ZZ37	Famil
ZZ38	Famil
ZZ39	Singl
ZZ40	Singl
ZZ41	Singl
ZZ42	Doubl
ZZ43	Famil
ZZ44	Doubl

Edit Booking

MEAL PLAN: Enjoy a convenient Breakfast at the property for GBP15 per person, per night.

REMARKS

REPORTED INVALID CC USER ID

REPORTED CANCELLATION USER ID

REPORTED STAY CHANGE 2019-10-19 11:09:13.520 USER ID 27287

STAY CHANGE NEW PRICE Partner New Price ...

REPORTED NO SHOW 2019-10-19 11:14:50.893 USER ID

WAIVE FEES Waive Fees? Report Guest No Show

ESCALATE Escalate ?

REBOOKING ALLOWED Rebooking Allowed ?

Report Guest Misconduct

Report

Please confirm Guest Misconduct?

OK Cancel

STEP 10

Confirm report

Show Latest Reviews

[Send feedback](#)

/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&Svcl...

REPORT TO CHANNEL PARTNER GUEST MISCONDUCT

→ Verify the result returned by the channel partner

The screenshot shows the 'Edit Booking' interface for a hotel reservation. The top navigation bar includes options like HOTEL, RATES & AVAILABILITIES, SIMULATOR, BOOKINGS, CALENDAR, POINT OF SALE, GUESTS, REPORTS, OTHERS, WEBSITE, ERP, SYS, and UI. The current date is 19/10/2019, and the view is set to 'Week'. A sidebar on the left lists room types (ROOM1) and their status (e.g., Doubl, Singl, Famil). The main content area is titled 'Edit Booking' and contains several sections: 'MEAL PLAN' (with a note about breakfast), 'REPORTED INVALID CC', 'REPORTED CANCELLATION', 'REPORTED STAY CHANGE' (with a 'Report Stay Change' button), 'REPORTED NO SHOW' (with a 'Report Guest No Show' button), 'IMPORT ORDER #', 'XML DETAILS', and 'REPORTED GUEST MISCONDUCT'. The 'REPORTED GUEST MISCONDUCT' section is highlighted in green and includes fields for 'CATEGORY', 'SUBCATEGORY', 'DETAILS', 'ESCALATE', and 'REBOOKING ALLOWED'. A 'Report Guest Misconduct' button is visible at the bottom of this section. A red callout bubble labeled 'STEP 11' points to this button. A black speech bubble with white text says 'Request was successfully submitted to the channel partner'. A red box at the bottom of the interface contains the text '::REPORT GUEST MISCONDUCT OK :: ok'. The URL at the bottom of the browser window is partially visible: '/Packages/Sys/v3.0.25/UI/Web/WorkAreas/View.aspx?aid=29199&ModuleName=&WorkAreaName=MANAGE_ROOMSTAYS&ViewName=MANAGE_ROOMSTAYS&RegionID=Form1&Svcl...'