Manual

PMS-Dashboard User Guide
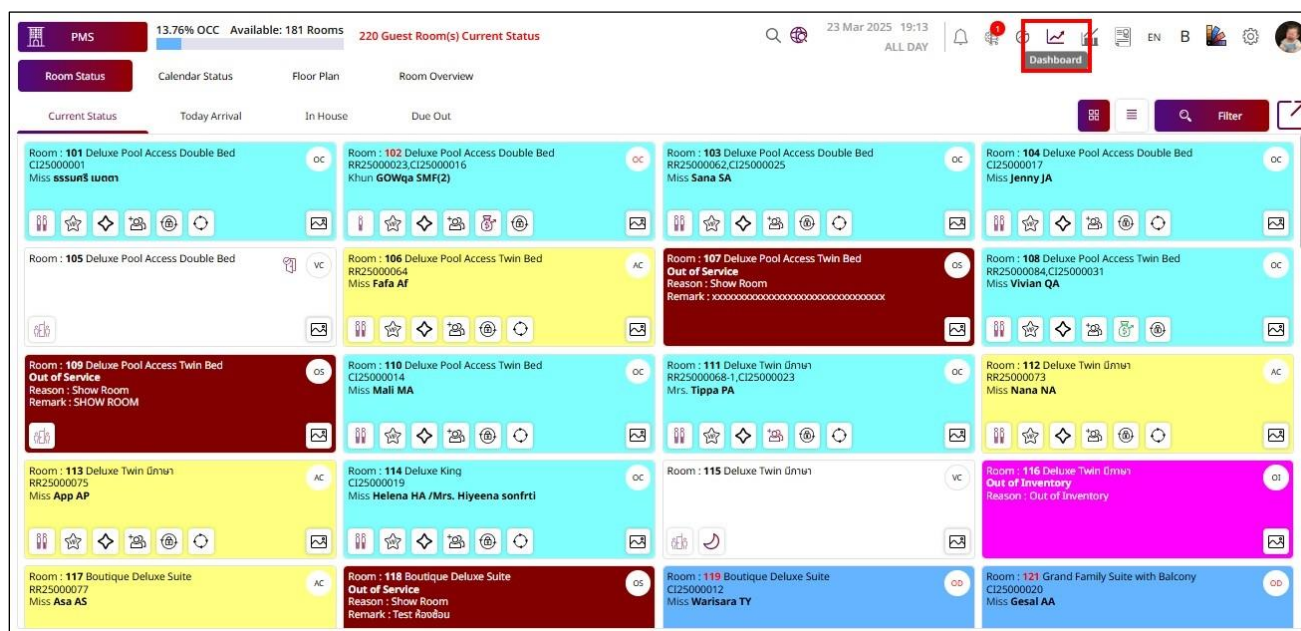
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1. Overview

This PMS – Dashboard User Guide provides hotel staff and system users with clear, step-by-step instructions on how to view and manage various operational aspects of the hotel in real time. The guide covers key functions such as tracking occupancy, arrivals, departures, guest preferences, and financial data, all from within the PMS Dashboard. It aims to ensure efficient hotel operations and effective decision-making through accessible, live data updates.

2. Live Hotel

Available under **PMS > Dashboard > Live Hotel**, this function allows staff to view real-time operational data, including occupancy, arrivals, departures, and other important hotel statistics.

To perform the task:

1. Press the **Dashboard** icon.
2. Press the **Live hotel** tab.

3. View the information:
   - **OCC (Occupancy)**: Current occupancy percentage.
   - **Total Available**: Number of available rooms vs. total rooms.
   - **Special Req.**: Number of bookings with special requests.
   - **Long Stay**: Guests staying for extended periods.
   - **Arrivals**: Number of check-ins today, with total guests.
   - **Groups Arrival**: Number of arriving groups.
   - **Group Due Out**: Groups scheduled to check out today.
   - **Group Blocked**: Group bookings with blocked rooms.

- **Group Revenue:** Total revenue from group bookings.
- **Adult / Child / Infant**: Breakdown of guests currently in-house.
- **VIP**: Number of VIP guests.
- **Skip / Sleep**: Skip = Guests who left without checking out.
            Sleep = Guests staying without checking in.
- **Comp / HU**: Complimentary rooms / House Use rooms, with total guests.
- **In House**: Rooms currently occupied.
- **Early Check-in**: Guests checked in before the Check-in time.
- **Extend Stay**: Guests extending their stay.
- **Departure**: Checked-out rooms vs. scheduled departures, total guests.
- **Day Used**: Day-use rooms.
- **Cancellation / No Show**: Cancellations / No-shows/ total guests.
- **Tomorrow Arrivals**: Bookings scheduled to arrive tomorrow.
- **Maintenance Order**: Pending maintenance jobs.
- **Lost & Found**: New lost & found records.
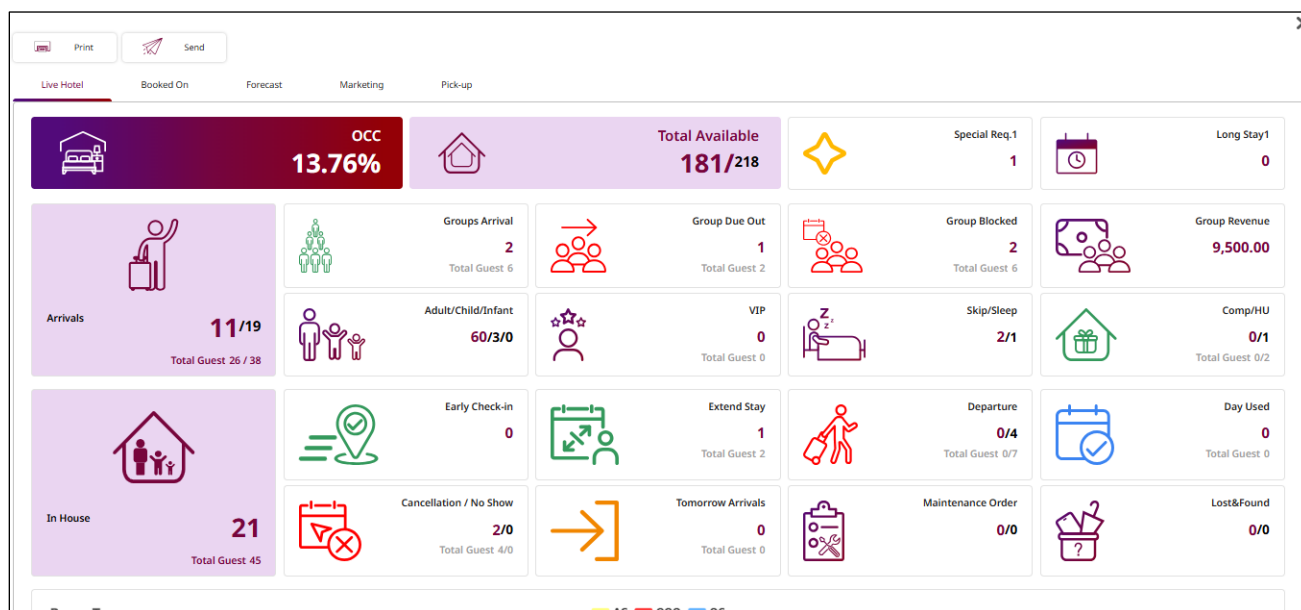
4. View the information:
- **VC:** Vacant Clean (ready for sale).
- **VD:** Vacant Dirty (needs cleaning).
- **AC:** Booking Assigned Clean.
- **AD:** Booking Assigned Dirty
- **OC:** Occupied Clean.
- **OD:** Occupied Dirty.
- **OO:** Out of Order (Deduct Room Available).
- **OW:** Out of Order Warning.
- **OI:** Out of Inventory (Deduct Room Inventory)**.**
- **IW:** Out of Inventory Warning.
- **OS:** Out of Service (Not Deduct Room Available).

- **RS:** Reserve.
- **Total:** Total rooms for that room type
- **Occupancy %**: Occupancy rate by room status and total occupancy.
- **Avg. Room Rate**: Average rate per night for booked , In house , Booked and In house.
- **Total Revenue**: Revenue generated from that room type.

5. **Today Arrival**:
   - **Actual Arrival:** Rooms and guests already checked in today.
   - **Expected Arrival:** Rooms and guests expected to check in today.
   - **Plan:** Total planned arrivals for today.
   - **Occupancy Plan:** Planned occupancy after today's arrivals and departures**.**

6. **Today Departure**:
   - **Actual Departure:** Rooms and guests already checked out today.
   - **Expected Departure:** Rooms and guests expected to check out today.
   - **Plan:** Total planned departures for today.

7. Press **Print** to generate and print the dashboard report.
   Press **Send** to send the dashboard report via the configured delivery method.

Room Type

Room Type	VC	VD	AC	AD	OC	OD	OO,OW	OI,IW	OS	RS	Total
Deluxe King	11	0	0	0	1	0	0	0	0	0	12
GP VILLA S	5	0	0	0	0	0	0	0	0	1	6
Deluxe Twin Dmn	27	0	4	0	4	0	0	1	0	2	38
Grand Deluxe King	8	0	0	0	0	0	0	0	0	0	8
Pool Suite Twin Bed Dmn	7	0	2	0	1	0	0	0	0	0	10
Grand Deluxe Twin	4	0	0	0	0	0	0	0	0	0	4
Total	179	0	11	0	18	3	2	2	5	4	224
Occupancy in%	79.91	0	4.91	0	8.04	1.34	0.89	0.89	2.23	1.79	100
Avg. Room Rate					4,142			12,333			16,476
Total Revenue					78,700			259,003			337,703

Today Arrival

	# Rooms	# Guest	# Child
Actual Arrival	11	22	3
Expect Arrival	19	38	0
Plan	30	60	3
Occupancy Plan	30	60	3

Today Departure

|	# Rooms	# Guest	# Child
Actual Departure	0	0	0
Expect Departure	4	7	0
Plan	4	7	0

3. Booked On

Available under **PMS > Dashboard > Booked On**, this function allows staff to view current bookings by market segment and booking status for the selected date.

To perform the task:

1. Press the **Dashboard** icon.
2. Press the **Booked On** tab.
- **29 / 218**: Total booked rooms out of the total available rooms.
- **13.3%**: Current booking percentage based on total room inventory.
3. **Market Segments**: **Color Codes**
- **Green**: Confirmed bookings.
- **Orange**: Tentative bookings.
- **Red:** Cancellations.
- **Black:** Waiting list bookings.
4. Press **Print** to generate and print the dashboard report.
5. Press **Send** to send the dashboard report via the configured delivery method.
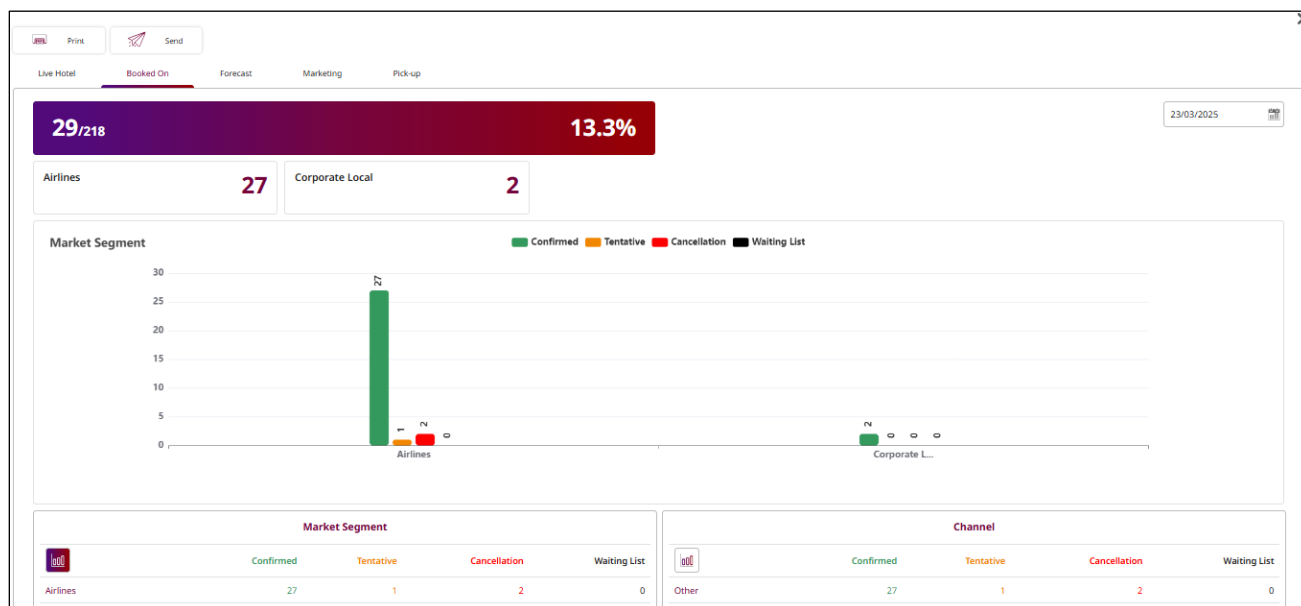
6. **Market Segments**: Displays bookings grouped by market segments.
   Channel: Displays bookings grouped by sales channel.
   Source of Business: Displays bookings by source type.
   Nationality: Displays bookings grouped by guest nationality.
- **Confirmed**: Bookings that are fully confirmed.
- **Tentative**: Bookings that are tentative and not yet confirmed.
- **Cancellation:** Bookings that have been canceled.
- **Waiting List:** Bookings placed on the waiting list.
7. Press **Print** to generate and print the dashboard report.
   Press **Send** to send the dashboard report via the configured delivery method.

4. Forecast

Available under **PMS > Dashboard > Forecast**, this function allows staff to view projected room occupancy, guest count, revenue, and key performance metrics for upcoming dates.

To perform the task:

1.   Press the **Dashboard** icon.
2.   Press the **Forecast** tab.
- **Room Occupancy**: Number of rooms booked for the date.
- **Total Guest**: Number of guests expected to stay.
- **%OCC**: Occupancy percentage for that date.
- **Potential Revenue**: Total projected revenue based on current bookings and in-house.
- **ADR (Average Daily Rate):** Average room rate calculated as revenue ÷ occupied rooms.
- **RevPar (Revenue per Available Room):** Average revenue per available room.
3.   Press **Print** to generate and print the dashboard report.
   Press **Send** to send the dashboard report via the configured delivery method.

| Total Room Availability	Sun 23-Mar	Mon 24-Mar	Tue 25-Mar	Wed 26-Mar	Thu 27-Mar	Fri 28-Mar	Sat 29-Mar	Sun 30-Mar	Mon 31-Mar	Tue 01-Apr	Wed 02-Apr	Thu 03-Apr	Fri 04-Apr	Sat 05-Apr	Sun 06-Apr	Mon 07-Apr	Tue 08-Apr	Wed 09-Apr	Thu 10-Apr	Fri 11-Apr	Sat 12-Apr	Sun 13-Apr	Mon 14-Apr	Tue 15-Apr	Wed 16-Apr	Thu 17-Apr	Fri 18-Apr
Room Occupancy	30	25	16	7	5	2	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Guest	61	53	32	15	10	4	2	2	2	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
%OCC	13.76	11.52	7.31	3.18	2.27	0.91	0.45	0.45	0.45	0.45	0.45	0.45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Potential Revenue	104,390	76,090	40,690	18,250	11,000	7,200	4,100	4,100	4,100	4,100	4,100	4,100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADR	3,480	3,044	2,543	2,607	2,200	3,600	4,100	4,100	4,100	4,100	4,100	4,100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RevPar	479	351	186	83	50	33	19	19	19	19	19	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

5. Marketing

Available under **PMS > Dashboard > Marketing**, this function allows staff to monitor and analyze hotel revenue performance across different market segments for various time periods.

To perform the task:

1. Press the **Dashboard** icon.
2. Press the **Marketing** tab.
3. **Actual Today** – Displays the number of rooms, guests, average rate, and revenue for the current date.
   Actual Month-To-Date – Shows cumulative totals for rooms, guests, average rate, and revenue from the start of the month to the current date.
   Actual Year-To-Date – Shows cumulative totals from the start of the year to the current date.
   Actual Year Last Month – Displays data for the same period last year for comparison.
   - **#RM**: Number of rooms booked.
   - **#Gst**: Number of guests.
   - **Avg**: Average rate.
   - **Rev.**: Total revenue.
4. Press **Print** to generate and print the dashboard report.
5. Press **Send** to send the marketing report via the configured delivery method.
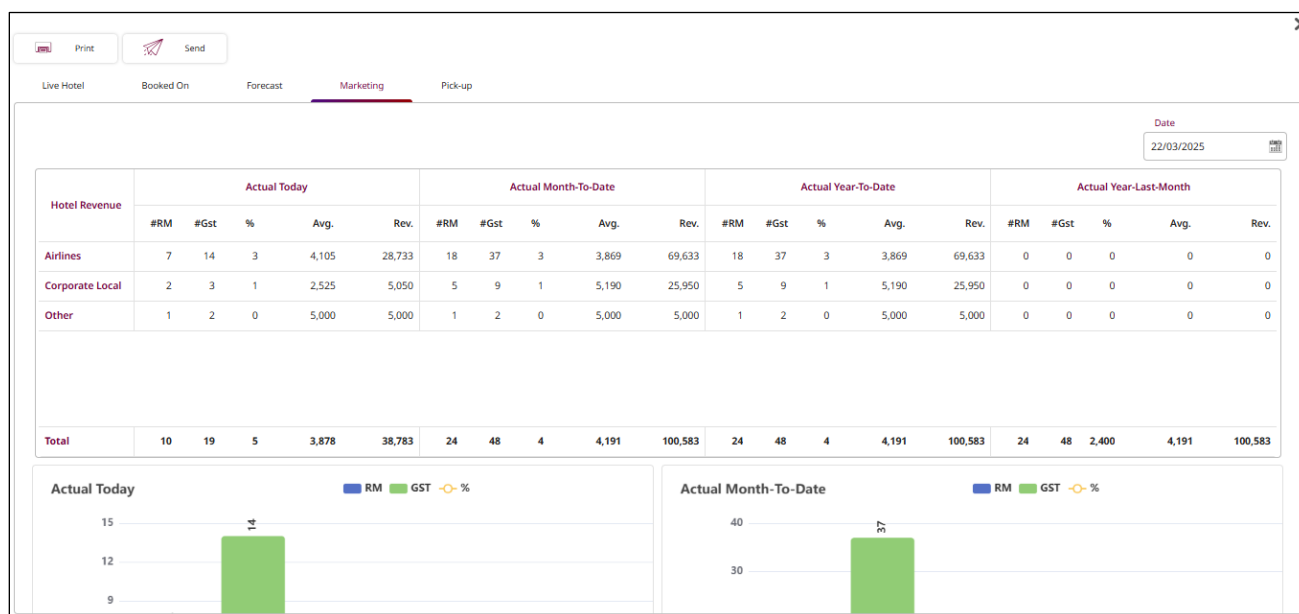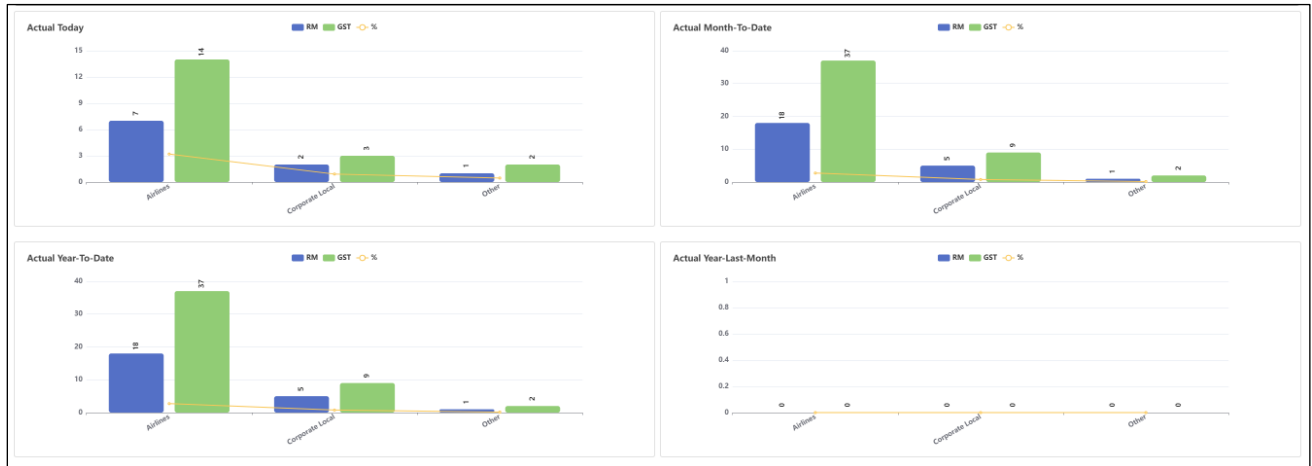
6. P&L Year

Available under **PMS > Dashboard > P&L Year**, this function allows staff to view an annual summary of the property's financial performance, including total income, expenses, and profit/loss for each month, along with a visual variance chart.

To perform the task:

1. Press the **Dashboard** icon.
2. Press the **P&L Year** tab.
3. Press **Year** dropdown to select the year for which to view the P&L report.
4. **Income (Blue row)** – Shows the total revenue for each month.
   Expense (Pink row) – Displays the total expenses for each month.
   P/L (Profit/Loss) (Green row) – Calculated as: Income − Expense.
   Variance Chart – Compare financial performance across months.
5. Press **Print** to generate and print the dashboard report.
6. Press **Send** to send the marketing report via the configured delivery method.
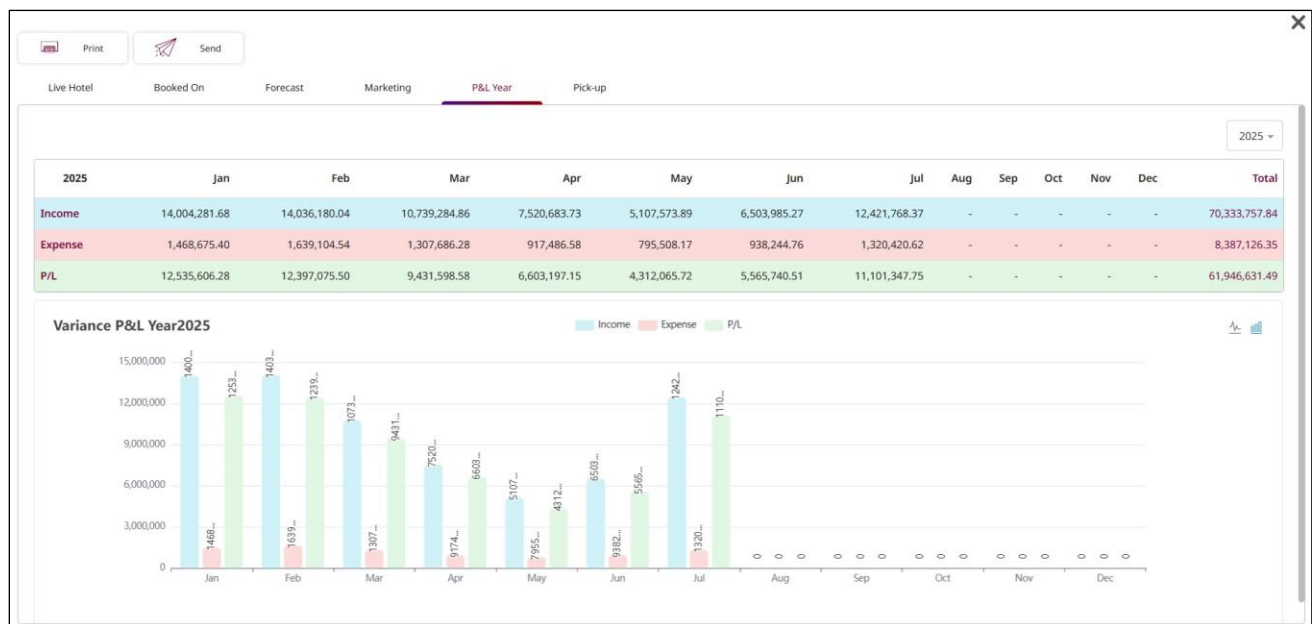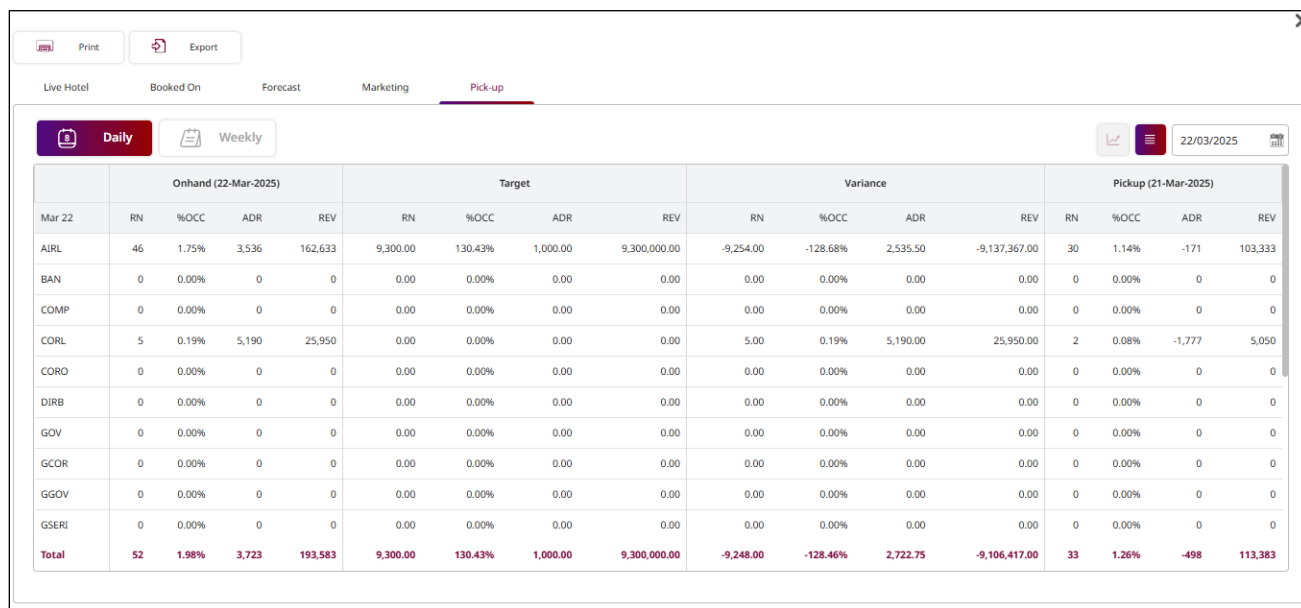
7. Pick-Up

Available under **PMS > Dashboard > Pick-Up**, this function allows staff to monitor and analyze booking pick-up trends and performance.

To perform the task:

1. Press the **Dashboard** icon.
2. Press the **Pick-Up** tab.
3. **Daily / Weekly toggle** – Switch between daily or weekly pick-up data.
4. **Onhand (Selected Date)** – Current confirmed bookings on the chosen date:
- **RN**: Number of room nights.
- **%OCC:** Occupancy percentage.
- **ADR:** Average Daily Rate.
- **REV:** Revenue for that date.
5. **Target –** The forecast or goal for that date.
6. **Variance –** Difference between actual onhand numbers and the target.
7. **Pickup (Previous Date) –** Change in bookings compared to the previous day's data.
8. Press **Print** to generate and print the dashboard report.
   Press **Send** to send the marketing report via the configured delivery method.

Mar 22	Onhand (22-Mar-2025)				Target				Variance				Pickup (21-Mar-2025)			
	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV
AIRL	46	1.75%	3,536	162,633	9,300.00	130.43%	1,000.00	9,300,000.00	-9,254.00	-128.68%	2,535.50	-9,137,367.00	30	1.14%	-171	103,333
BAN	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
COMP	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
CORL	5	0.19%	5,190	25,950	0.00	0.00%	0.00	0.00	5.00	0.19%	5,190.00	25,950.00	2	0.08%	-1,777	5,050
CORO	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
DIRB	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
GOV	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
GCOR	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
GGOV	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
GSERI	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
Total	**52**	**1.98%**	**3,723**	**193,583**	**9,300.00**	**130.43%**	**1,000.00**	**9,300,000.00**	**-9,248.00**	**-128.46%**	**2,722.75**	**-9,106,417.00**	**33**	**1.26%**	**-498**	**113,383**

9. **Onhand (Month-Year) –** Current confirmed bookings for the selected month:
- **RN**: Room Nights booked.
- **%OCC:** Occupancy percentage.
- **ADR:** Average Daily Rate.
- **REV:** Revenue generated.
10. **Target –** Forecast or goal for the same month.
11. **Variance –** Difference between Onhand and Target values.

12. **Pickup –** Change in bookings during the last week.
    ADR(+/-) – Difference in ADR compared to the previous day/week.
13. **Last Week to Pickup** – Booking changes from the week before last.
14. Press **Print** to generate and print the dashboard report.
15. Press **Send** to send the marketing report via the configured delivery method.

Print	Export																			
Live Hotel		Booked On		Forecast		Marketing		Pick-up											22/03/2025	

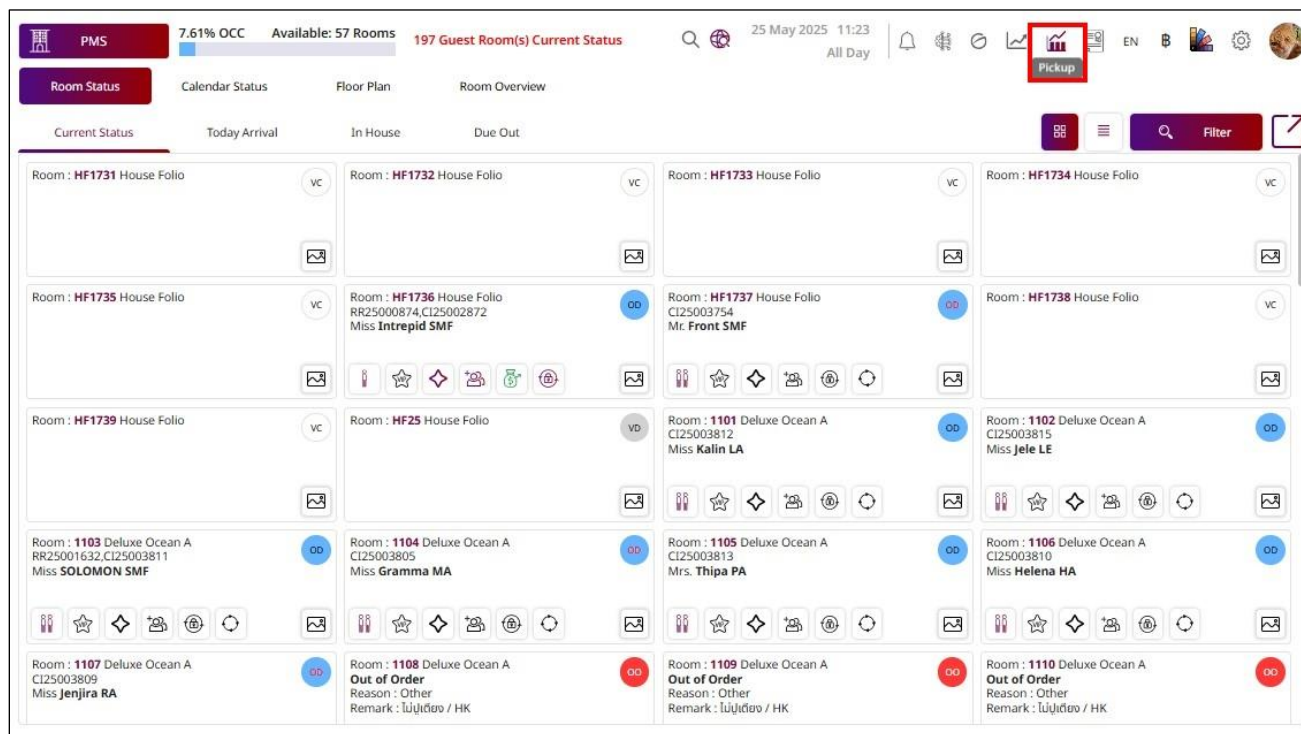|	Onhand (Mar-2025)				Target				Variance				Pickup (15-Mar - 21-Mar)					Last week to Pickup (08-Mar - 14-Mar)			
Mar 22	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	ADR(+/-)	RN	REV	% RN	% REV
AIRL	46	1.75%	3,536	162,633	9,300.00	130.43%	1,000.00	9,300,000.00	-9,254.00	-128.68%	2,535.50	-9,137,367.00	40	1.52%	3,453	138,133	-82	0	0	100%	100%
BAN	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
COMP	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
CORL	5	0.19%	5,190	25,950	0.00	0.00%	0.00	0.00	5.00	0.19%	5,190.00	25,950.00	3	0.11%	3,317	9,950	-1,873	0	0	100%	100%
CORO	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
DIRB	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
GOV	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
GCOR	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
GGOV	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
GSERI	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
Total	**52**	**1.98%**	**3,723**	**193,583**	**9,300.00**	**130.43%**	**1,000.00**	**9,300,000.00**	**-9,248.00**	**-128.46%**	**2,722.75**	**-9,106,417.00**	**43**	**1.63%**	**3,723**	**148,083**	**3,047**	**0**	**0**	**100%**	**100%**

8. Multi Hotel

Available under **PMS > Pickup > All Hotel**, this function allows staff to view and analyze booking pick-up data across multiple hotels simultaneously.

To perform the task:

1. Press the **Pickup** icon.

2. **All Hotel / Daily / Weekly toggle** – Switch between viewing data for all hotels combined, or by individual date/week.
3. **Onhand (Month-Year)** – Current confirmed bookings for the selected date:
- **RN**: Number of room nights.
- **%OCC:** Occupancy percentage.
- **ADR:** Average Daily Rate.
- **REV:** Revenue for that date.
4. **Target –** The forecast or goal for that date.
5. **Variance –** Difference between actual onhand numbers and the target.
6. **Pickup (Previous Week) –** Change in bookings compared to the previous week's date range.
7. **Total –** Sums all properties' data for a quick overview.
8. Press **Print** to generate and print the dashboard report.
   Press **Send** to send the marketing report via the configured delivery method.

Print   Export

Pick-up

All Hotel   Daily   Weekly   24/05/2025

May 24	Onhand (May-2025)				Target				Variance				Pickup (17-May - 23-May)			
	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV
UAT_YO-NA_QA	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
UAT_ZAND_QA	1,260	23.01%	1,291	1,626,348	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	33	0.55%	49	103,222
UAT_FH_QA	4,659	90.57%	1,417	6,600,698	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	4	0.08%	1	11,867
Total	5,919	55.73%	2,708	8,227,047	0.00	0.00%	0.00	0.00	5,919.00	55.73%	2,707.51	8,227,046.50	37	0.63%	51	115,089

9. **Onhand (Selected Date)** – Current confirmed bookings on the chosen date:
- **RN**: Number of room nights.
- **%OCC:** Occupancy percentage.
- **ADR:** Average Daily Rate.
- **REV:** Revenue for that date.
10. **Target –** The forecast or goal for that date.
11. **Variance –** Difference between actual onhand numbers and the target.
12. **Pickup (Previous Date) –** Change in bookings compared to the previous day's data.
13. Press **Print** to generate and print the dashboard report.
    Press **Send** to send the marketing report via the configured delivery method.

Print   Export

Pick-up

All Hotel   Daily   Weekly   Smart Soraso Hotel 1   22/03/2025

Mar 22	Onhand (22-Mar-2025)				Target				Variance				Pickup (21-Mar-2025)			
	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV
AIRL	46	1.75%	3,536	162,633	9,300.00	130.43%	1,000.00	9,300,000.00	-9,254.00	-128.68%	2,535.50	-9,137,367.00	30	1.14%	-171	103,333
BAN	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
COMP	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
CORL	5	0.19%	5,190	25,950	0.00	0.00%	0.00	0.00	5.00	0.19%	5,190.00	25,950.00	2	0.08%	-1,777	5,050
CORO	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
DIRB	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
GOV	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
GCOR	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
GGOV	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
GSERI	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0
Total	52	1.98%	3,723	193,583	9,300.00	130.43%	1,000.00	9,300,000.00	-9,248.00	-128.46%	2,722.75	-9,106,417.00	33	1.26%	-498	113,383

14. **Onhand (Month-Year) –** Current confirmed bookings for the selected month:
- **RN**: Room Nights booked.
- **%OCC:** Occupancy percentage.
- **ADR:** Average Daily Rate.
- **REV:** Revenue generated.
15. **Target –** Forecast or goal for the same month.
16. **Variance –** Difference between Onhand and Target values.
17. **Pickup –** Change in bookings during the last week.
    ADR(+/-) – Difference in ADR compared to the previous day/week.
18. **Last Week to Pickup** – Booking changes from the week before last.
19. Press **Print** to generate and print the dashboard report.
20. Press **Send** to send the marketing report via the configured delivery method.

	Onhand (Mar-2025)				Target				Variance				Pickup (15-Mar - 21-Mar)					Last week to Pickup (08-Mar - 14-Mar)			
Mar 22	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	RN	%OCC	ADR	REV	ADR(+/-)	RN	REV	% RN	% REV
AIRL	46	1.75%	3,536	162,633	9,300.00	130.43%	1,000.00	9,300,000.00	-9,254.00	-128.68%	2,535.50	-9,137,367.00	40	1.52%	3,453	138,133	-82	0	0	100%	100%
BAN	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
COMP	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
CORL	5	0.19%	5,190	25,950	0.00	0.00%	0.00	0.00	5.00	0.19%	5,190.00	25,950.00	3	0.11%	3,317	9,950	-1,873	0	0	100%	100%
CORO	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
DIRB	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
GOV	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
GCOR	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
GGOV	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
GSERI	0	0.00%	0	0	0.00	0.00%	0.00	0.00	0.00	0.00%	0.00	0.00	0	0.00%	0	0	0	0	0	0%	0%
Total	52	1.98%	3,723	193,583	9,300.00	130.43%	1,000.00	9,300,000.00	-9,248.00	-128.46%	2,722.75	-9,106,417.00	43	1.63%	3,723	148,083	3,047	0	0	100%	100%