

Manual

PCS-Contract Profile User Guide

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1. Overview

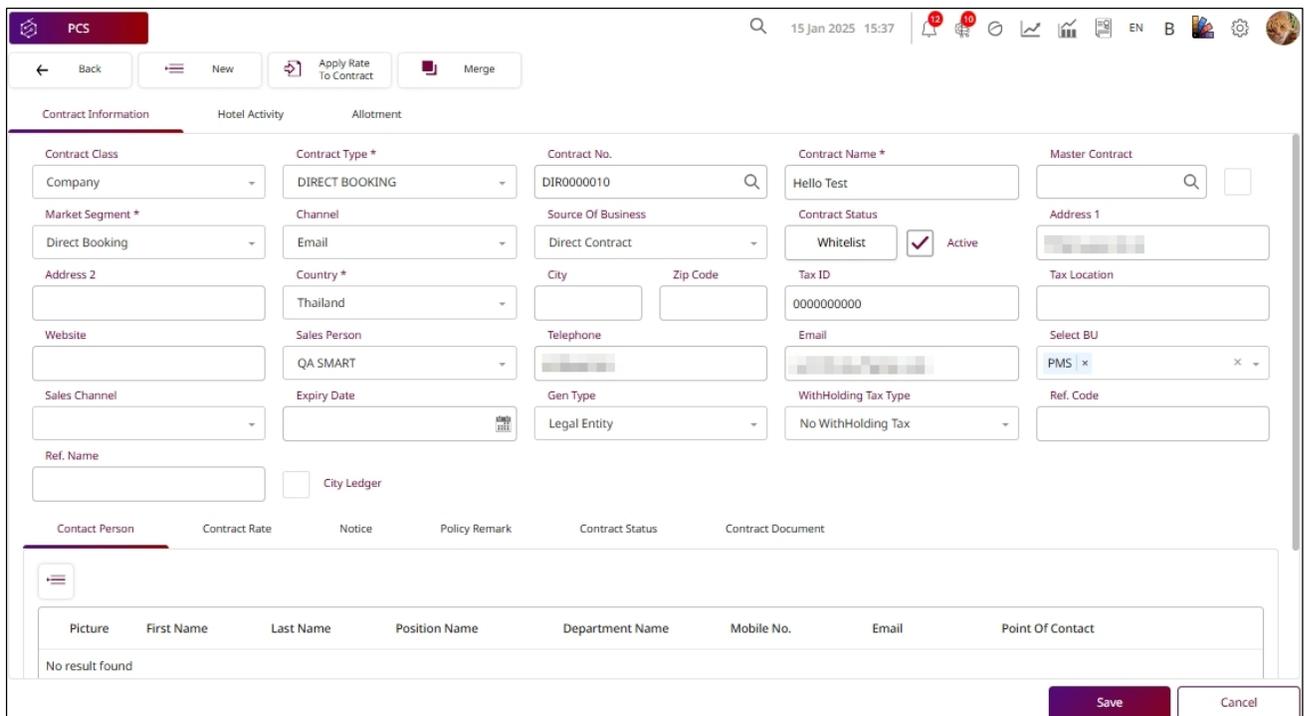
This PMS – Contract Profile User Guide provides hotel staff with clear instructions for managing contracts, including corporate agreements, direct bookings, and complimentary contracts with companies or partners. It covers creating and managing contracts, linking rates to contracts, adding contract persons and rates, as well as updating contract status and related documents. The guide is structured with step-by-step instructions to ensure efficient use of the system in managing and organizing contract information.

2. Create a Contract

Available under **PCS > Contract Profile Center > Contract Profile**, this function allows staff to create and manage contracts.

To perform the task:

1. Press **New** to create a contract.
2. Fill in required information. (Contract Type, Contract Name, Market Segment, Country, etc..)



The screenshot shows the PCS Contract Profile form. At the top, there is a navigation bar with 'PCS' and a search icon. Below the navigation bar, there are tabs for 'Contract Information', 'Hotel Activity', and 'Allotment'. The 'Contract Information' tab is active. The form contains several fields and sections:

- Contract Information Section:**
 - Contract Class: Company (dropdown)
 - Contract Type *: DIRECT BOOKING (dropdown)
 - Contract No.: DIR0000010 (text input with search icon)
 - Contract Name *: Hello Test (text input with search icon)
 - Master Contract: (text input with search icon)
 - Market Segment *: Direct Booking (dropdown)
 - Channel: Email (dropdown)
 - Source Of Business: Direct Contract (dropdown)
 - Contract Status: Whitelist (dropdown) and Active (checkbox)
 - Address 1: (text input)
 - Address 2: (text input)
 - Country *: Thailand (dropdown)
 - City: (text input)
 - Zip Code: (text input)
 - Tax ID: 0000000000 (text input)
 - Tax Location: (text input)
 - Website: (text input)
 - Sales Person: QA SMART (dropdown)
 - Telephone: (text input)
 - Email: (text input)
 - Select BU: PMS (dropdown)
 - Sales Channel: (dropdown)
 - Expiry Date: (calendar icon)
 - Gen Type: Legal Entity (dropdown)
 - Withholding Tax Type: No Withholding Tax (dropdown)
 - Ref. Code: (text input)
 - Ref. Name: (text input)
 - City Ledger: (checkbox)
- Contact Person Section:**
 - Contract Person: (dropdown)
 - Contract Rate: (dropdown)
 - Notice: (dropdown)
 - Policy Remark: (dropdown)
 - Contract Status: (dropdown)
 - Contract Document: (dropdown)
- Contact Person Table:**

Picture	First Name	Last Name	Position Name	Department Name	Mobile No.	Email	Point Of Contact
No result found							

At the bottom right, there are 'Save' and 'Cancel' buttons.

3. Select **Contract Person** to add a contract person.
 - Press **New** to add new contract person.
 - Fill in the required information.(Name, Mobile No., etc.)
 - Select **Point of Contract**.(Main person)
 - Press **Save** to confirm the contract person.
 - Press **Cancel** to cancel the action and close the pop-up.

Contact Person
✕

Contact Information

Title	Name *	Last Name	Position	Department
Miss ▾	Madamn	MA	Sale	

Mobile No. *	Email	<input checked="" type="checkbox"/> Point of Contract
<input type="text"/>	<input type="text"/>	

Contact Picture

<p style="font-size: small; margin: 0;">Picture</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p style="margin: 0;">ID Card / Passport</p> <p style="margin: 0; font-size: x-small;">Type file only (.jpg), (.png) size must be less than 1 Mb</p> <div style="margin-top: 5px;"><input type="button" value="Upload"/></div> </div>	<p style="font-size: small; margin: 0;">Picture</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p style="margin: 0;">Guest Photo</p> <p style="margin: 0; font-size: x-small;">Type file only (.jpg), (.png) size must be less than 1 Mb</p> <div style="margin-top: 5px;"><input type="button" value="Upload"/></div> </div>	<p style="font-size: small; margin: 0;">Picture</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p style="margin: 0;">Other</p> <p style="margin: 0; font-size: x-small;">Type file only (.jpg), (.png) size must be less than 1 Mb</p> <div style="margin-top: 5px;"><input type="button" value="Upload"/></div> </div>	<p style="font-size: small; margin: 0;">Picture</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p style="margin: 0;">Other</p> <p style="margin: 0; font-size: x-small;">Type file only (.jpg), (.png) size must be less than 1 Mb</p> <div style="margin-top: 5px;"><input type="button" value="Upload"/></div> </div>
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4. Select **Contract Rate** to add a contract rate.
 - Press **New** to add a rate and Room type.
 - Select Room rate
 - Press **Save** to confirm the contract rate.
 - Press **Cancel** to cancel the action and close the pop-up.

Rate ✕

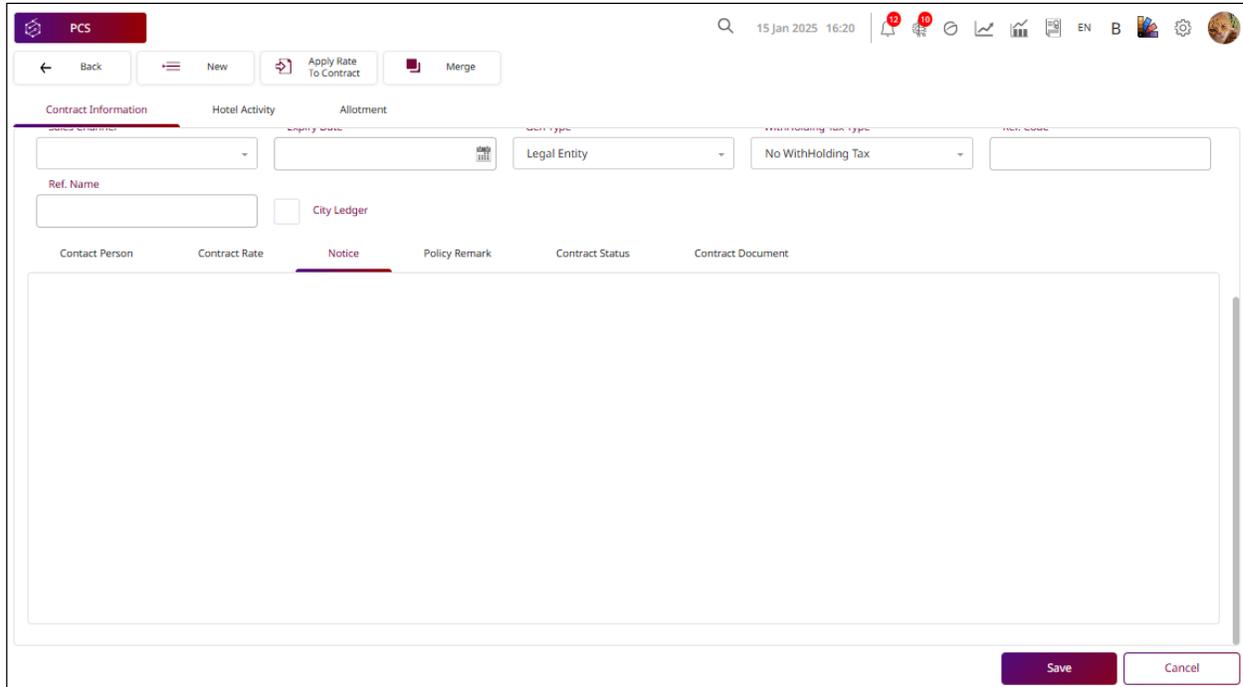
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<input type="checkbox"/>	Rate Code	Rate Name	Effective	Expire
<input type="checkbox"/>	HOU	HOUSE USE	15/01/2024	21/12/2025
<input type="checkbox"/>	HU	House use2	15/01/2024	25/12/2025
<input type="checkbox"/>	HU1	House use1	15/01/2024	23/12/2025
<input type="checkbox"/>	NEWRATEK	New Rate KT	15/01/2024	13/01/2026
<input type="checkbox"/>	RATE110625	New Rate for Holiday	15/01/2024	11/01/2026
<input type="checkbox"/>	RATEKT	New Rate KT (Second)	15/01/2024	13/01/2026
<input type="checkbox"/>	RATEKT004	Fourth Rate KT	15/01/2024	13/01/2026
<input type="checkbox"/>	RATEKT005	Fifth Rate KT	15/01/2024	13/01/2026
<input type="checkbox"/>	RATEKT03	Third Rate KT	15/01/2024	13/01/2026
<input type="checkbox"/>	OPN	Open Rate	15/01/2024	13/03/2050
<input type="checkbox"/>	QA01	QA Rate Open และใช้ค่าห้อง 12082024	15/01/2024	12/08/2025

Select
Cancel

Version : 10.02
Last Updated : 18 June 2025
Author : QA Team

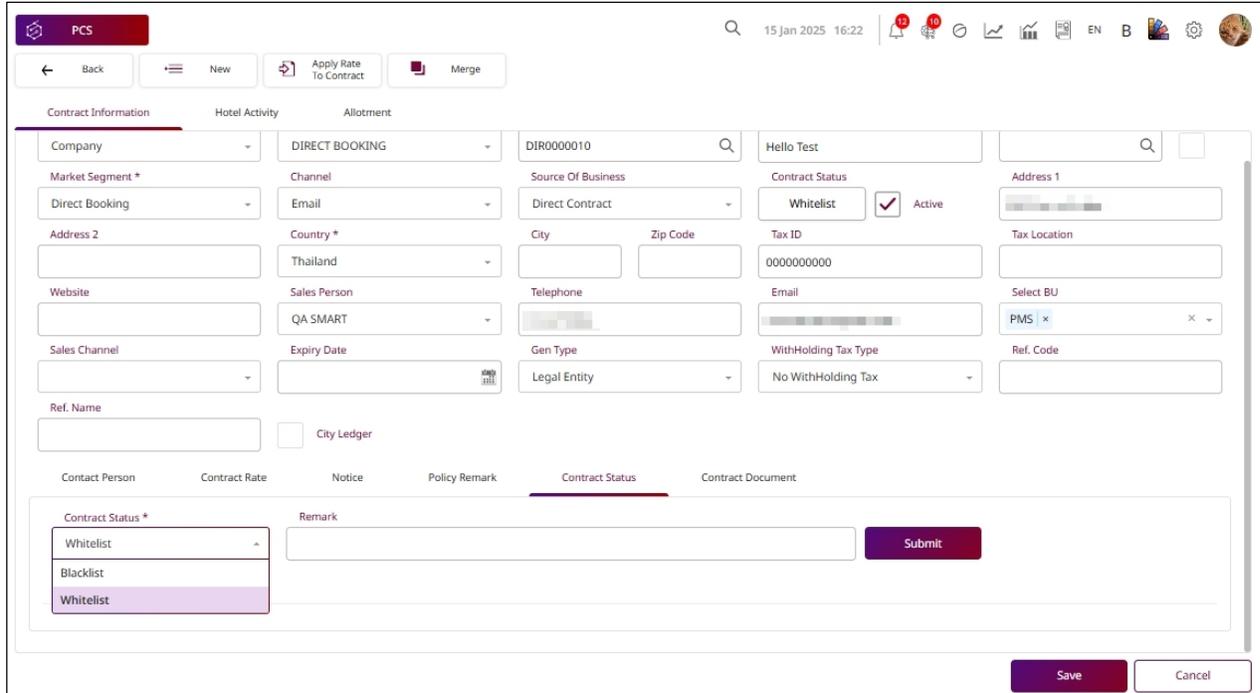
- 5. Select **Notice & Policy Remark** to add remarks.
 - Enter information.



The screenshot displays the PCS software interface. At the top, there is a navigation bar with a search icon, the date and time '15 Jan 2025 16:20', and several utility icons. Below this is a toolbar with buttons for 'Back', 'New', 'Apply Rate To Contract', and 'Merge'. The main content area is divided into several tabs: 'Contract Information', 'Hotel Activity', and 'Allotment'. Under 'Contract Information', there are fields for 'Entity type' (set to 'Legal Entity'), 'Withholding tax type' (set to 'No Withholding Tax'), and 'Ref. Name'. A 'City Ledger' checkbox is also present. Below these fields, there are tabs for 'Contract Person', 'Contract Rate', 'Notice', 'Policy Remark', 'Contract Status', and 'Contract Document'. The 'Notice' tab is currently selected, showing a large empty text area for input. At the bottom right of the interface, there are 'Save' and 'Cancel' buttons.

6. Select **Contract Status** to update the contract status.

- Select the appropriate **Contract Status**.
- Press **Submit** to confirm



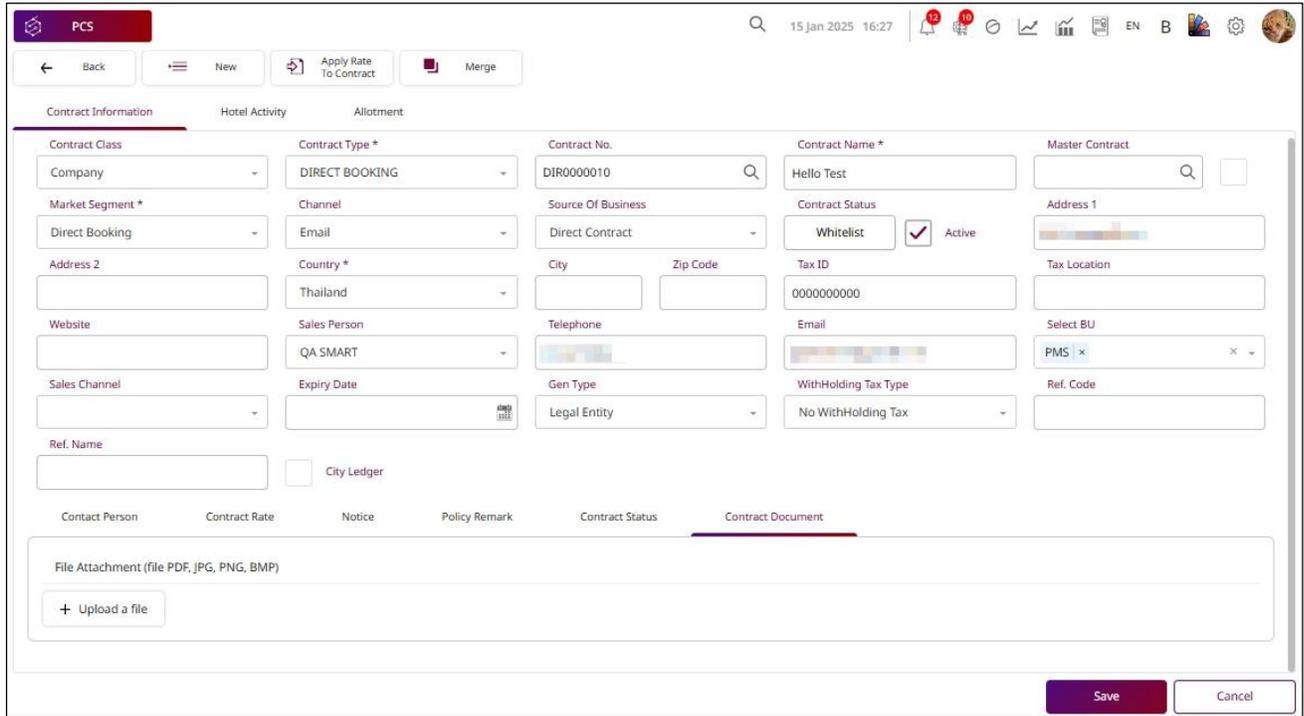
The screenshot shows the PCS system interface for updating a contract status. The top navigation bar includes 'PCS', a search icon, the date '15 Jan 2025 16:22', and notification icons. Below the navigation bar are buttons for 'Back', 'New', 'Apply Rate To Contract', and 'Merge'. The main form is divided into several sections: 'Contract Information', 'Hotel Activity', and 'Allotment'. The 'Contract Information' section contains fields for Company (dropdown), Market Segment (dropdown), Address 2, Website, Sales Channel, Ref. Name, and City Ledger. The 'Hotel Activity' section includes Channel (dropdown), Country (dropdown), Sales Person (dropdown), Expiry Date, and City Ledger. The 'Allotment' section includes Source Of Business (dropdown), City, Zip Code, Telephone, Gen Type, and Legal Entity. The 'Contract Status' section includes Contract Status (dropdown), Whitelist (checkbox), Active (checkbox), Tax ID, Withholding Tax Type, and Ref. Code. At the bottom, there is a 'Contract Status' dropdown menu with options 'Whitelist', 'Blacklist', and 'Whitelist'. A 'Remark' field and a 'Submit' button are also present. The bottom right corner has 'Save' and 'Cancel' buttons.

Note:

- **Whitelist** means the contract partner is approved to do business with the hotel under normal conditions.
- **Blacklist** means the contract partner is restricted or blocked from hotel transactions.

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7. Select **Contract Document** to add file.
8. Press **Save** to confirm and save the information, or
9. Press **Cancel** to cancel the action and close the pop-up.



The screenshot shows the PCS system interface for contract management. The top navigation bar includes 'PCS', a search icon, the date '15 Jan 2025 16:27', and various utility icons. Below the navigation bar are buttons for 'Back', 'New', 'Apply Rate To Contract', and 'Merge'. The main content area is divided into tabs: 'Contract Information', 'Hotel Activity', and 'Allotment'. The 'Contract Information' tab is active, displaying a form with the following fields:

- Contract Class:** Company (dropdown)
- Contract Type *:** DIRECT BOOKING (dropdown)
- Contract No.:** DIR0000010 (text input with search icon)
- Contract Name *:** Hello Test (text input with search icon)
- Master Contract:** (text input with search icon)
- Market Segment *:** Direct Booking (dropdown)
- Channel:** Email (dropdown)
- Source Of Business:** Direct Contract (dropdown)
- Contract Status:** Whitelist (checkbox), Active (checkbox)
- Address 1:** (text input)
- Address 2:** (text input)
- Country *:** Thailand (dropdown)
- City:** (text input)
- Zip Code:** (text input)
- Tax ID:** 0000000000 (text input)
- Tax Location:** (text input)
- Website:** (text input)
- Sales Person:** QA SMART (dropdown)
- Telephone:** (text input)
- Email:** (text input)
- Select BU:** PMS (dropdown)
- Sales Channel:** (dropdown)
- Expiry Date:** (calendar icon)
- Gen Type:** Legal Entity (dropdown)
- WithHolding Tax Type:** No WithHolding Tax (dropdown)
- Ref. Code:** (text input)
- Ref. Name:** (text input)
- City Ledger:** (checkbox)

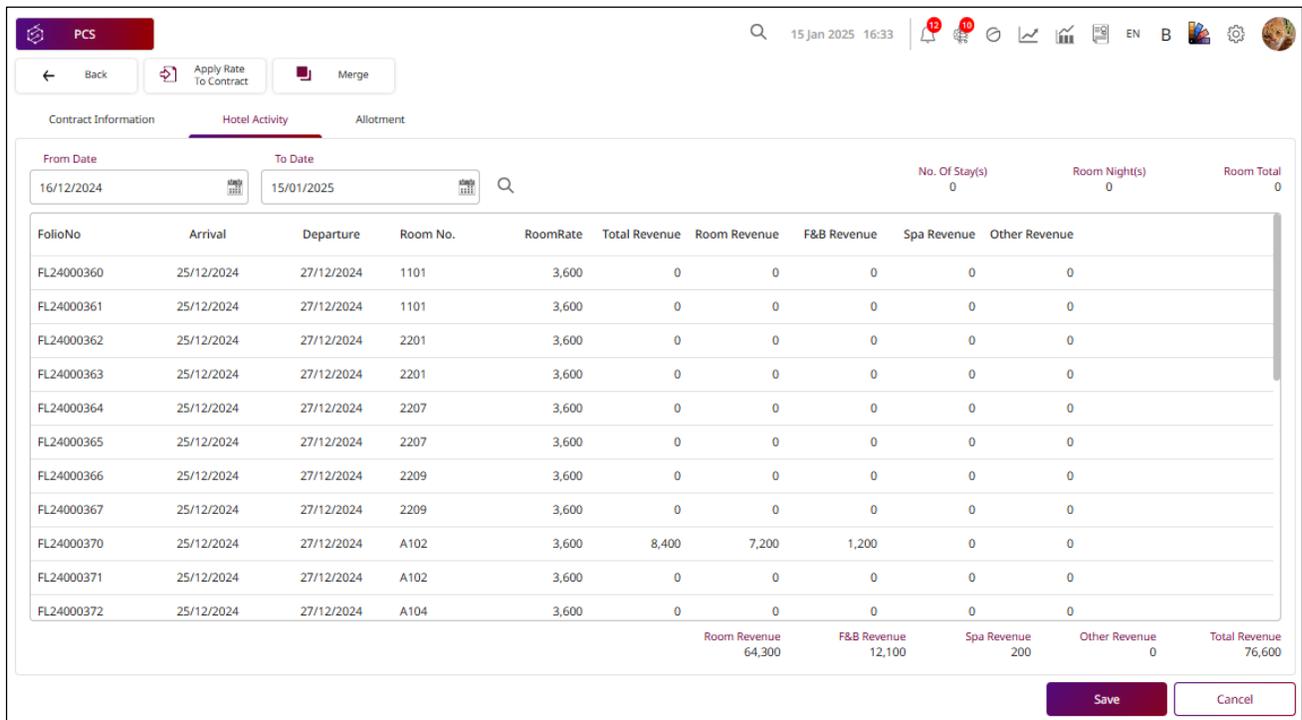
Below the form, there are tabs for 'Contract Person', 'Contract Rate', 'Notice', 'Policy Remark', 'Contract Status', and 'Contract Document'. The 'Contract Document' tab is active, showing a 'File Attachment (file PDF, JPG, PNG, BMP)' section with an 'Upload a file' button. At the bottom right, there are 'Save' and 'Cancel' buttons.

Note: Ensure all required fields are completed accurately to avoid discrepancies in contract details.

3. Hotel Activity

Available under **PCS > Contract Profile Center > Hotel Activity**, this function allows staff to view guest stay records and revenue data associated with a specific contract rate within a selected date range.

- Folio No. — Folio number. (guest transaction record)
- Arrival / Departure — Check-in and check-out dates.
- Room No.— Room number assigned.
- Room Rate — Contracted room rate per night.
- Total Revenue — Total revenue from all categories.
- Room Revenue — Revenue from room charges only.
- F&B Revenue — Revenue from food and beverages.
- Spa Revenue — Revenue from spa services.
- Other Revenue — Miscellaneous revenue.



The screenshot shows the PCS Hotel Activity interface. At the top, there are navigation buttons: Back, Apply Rate To Contract, and Merge. Below this, there are tabs for Contract Information, Hotel Activity (selected), and Allotment. The interface includes date pickers for 'From Date' (16/12/2024) and 'To Date' (15/01/2025), along with a search icon. Summary statistics are displayed: No. Of Stay(s) = 0, Room Night(s) = 0, and Room Total = 0. The main table lists 13 folios with columns for FolioNo, Arrival, Departure, Room No., RoomRate, Total Revenue, Room Revenue, F&B Revenue, Spa Revenue, and Other Revenue. A summary row at the bottom shows: Room Revenue 64,300, F&B Revenue 12,100, Spa Revenue 200, Other Revenue 0, and Total Revenue 76,600. At the bottom right, there are Save and Cancel buttons.

FolioNo	Arrival	Departure	Room No.	RoomRate	Total Revenue	Room Revenue	F&B Revenue	Spa Revenue	Other Revenue
FL24000360	25/12/2024	27/12/2024	1101	3,600	0	0	0	0	0
FL24000361	25/12/2024	27/12/2024	1101	3,600	0	0	0	0	0
FL24000362	25/12/2024	27/12/2024	2201	3,600	0	0	0	0	0
FL24000363	25/12/2024	27/12/2024	2201	3,600	0	0	0	0	0
FL24000364	25/12/2024	27/12/2024	2207	3,600	0	0	0	0	0
FL24000365	25/12/2024	27/12/2024	2207	3,600	0	0	0	0	0
FL24000366	25/12/2024	27/12/2024	2209	3,600	0	0	0	0	0
FL24000367	25/12/2024	27/12/2024	2209	3,600	0	0	0	0	0
FL24000370	25/12/2024	27/12/2024	A102	3,600	8,400	7,200	1,200	0	0
FL24000371	25/12/2024	27/12/2024	A102	3,600	0	0	0	0	0
FL24000372	25/12/2024	27/12/2024	A104	3,600	0	0	0	0	0
					Room Revenue	F&B Revenue	Spa Revenue	Other Revenue	Total Revenue
					64,300	12,100	200	0	76,600

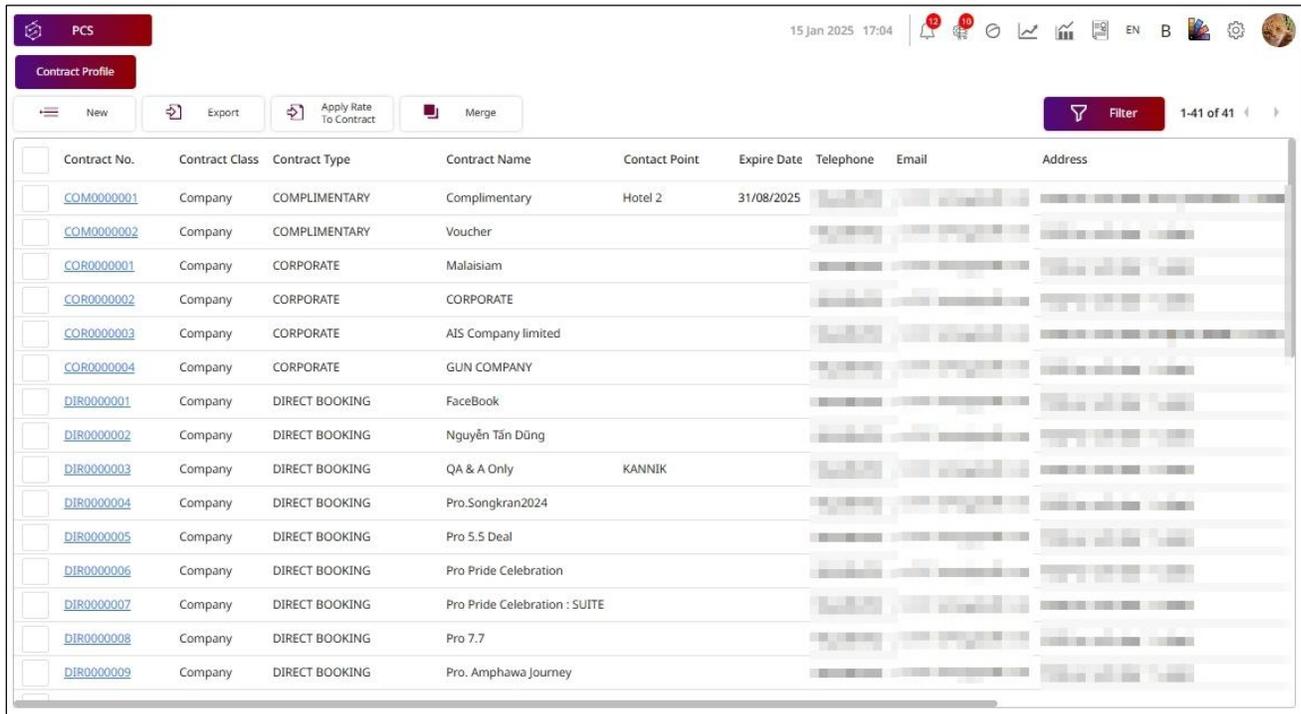
Note: Ensure all guest stay records and revenue data are up to date for accurate reporting. This helps in tracking the overall performance and revenue generated from various services associated with the contract rate.

4. Apply rate to contract

Available under **PCS > Contract Profile Center > Contract Profile**, this function allows staff to create, view, and manage all types of contracts such as corporate, direct booking, or complimentary agreements with companies or partners.

To perform the task:

1. Press **New** to create a new contract profile.
2. Press **Export** to export the contract list to a file for external use or reporting.



The screenshot shows the 'Contract Profile' page in the PCS system. The interface includes a top navigation bar with the PCS logo, a date and time display (15 Jan 2025 17:04), and various utility icons. Below the navigation bar, there are buttons for 'New', 'Export', 'Apply Rate To Contract', and 'Merge'. A 'Filter' button is also present, along with a pagination indicator showing '1-41 of 41' records.

Contract No.	Contract Class	Contract Type	Contract Name	Contact Point	Expire Date	Telephone	Email	Address
COM0000001	Company	COMPLIMENTARY	Complimentary	Hotel 2	31/08/2025			
COM0000002	Company	COMPLIMENTARY	Voucher					
COR0000001	Company	CORPORATE	Malaisiam					
COR0000002	Company	CORPORATE	CORPORATE					
COR0000003	Company	CORPORATE	AIS Company limited					
COR0000004	Company	CORPORATE	GUN COMPANY					
DIR0000001	Company	DIRECT BOOKING	FaceBook					
DIR0000002	Company	DIRECT BOOKING	Nguyễn Tấn Dũng					
DIR0000003	Company	DIRECT BOOKING	QA & A Only	KANNIK				
DIR0000004	Company	DIRECT BOOKING	Pro.Songkran2024					
DIR0000005	Company	DIRECT BOOKING	Pro 5.5 Deal					
DIR0000006	Company	DIRECT BOOKING	Pro Pride Celebration					
DIR0000007	Company	DIRECT BOOKING	Pro Pride Celebration : SUITE					
DIR0000008	Company	DIRECT BOOKING	Pro 7.7					
DIR0000009	Company	DIRECT BOOKING	Pro. Amphawa Journey					

3. Press **Apply Rate to Contract** to link specific rate plans to the selected contract.
4. Press **Save**, and the system will display the selected rate information under the chosen **Contract Rate**.

Bulk Update Room Rate ✕

Rate Code
Please Select

Apply From
15/01/2025

Apply To
15/01/2025

<input type="checkbox"/>	Room Type	Base Rate	+Adult	+Extra Person	Extra Bed	+Weekend	+Holidays

+ Contract Code Contract Name Contract Type

PCS
15 Jan 2025 17:45

← Back
≡ New
↔ Apply Rate To Contract
📄 Merge

Contract Information
Hotel Activity
Allotment

City Ledger

Contract Person
Contract Rate
Notice
Policy Remark
Contract Status
Account Receivable
Billing & Payment Condition
Attach Document
Contract Document

⊞	Rate Code	Rate Name	Breakfast Rate	Effective	Expire	Default	
	D	AFTEX AFTERNOON TEA Exclude	ABF	15/01/2024 <input type="text"/>	08/01/2026 <input type="text"/>	<input type="checkbox"/>	
	D	OPN Open Rate	ABF	15/01/2024 <input type="text"/>	13/03/2050 <input type="text"/>	<input checked="" type="checkbox"/>	
	D	QA01 QA Rate Open και λήθησο 12082024	ABF	15/01/2024 <input type="text"/>	12/08/2025 <input type="text"/>	<input type="checkbox"/>	
	D	QA02 QA Fix Rate ABF 12082024	ABF	15/01/2024 <input type="text"/>	12/08/2025 <input type="text"/>	<input type="checkbox"/>	+ Room Type

< ⏠ 15/01/2025 >