

Manual

PMS – Daily Operation User Guide

TABLE OF CONTENTS

Reservation Menu Function – Front Desk 03

Reservation Menu Function – Reservation 04

Over Booking 05

Hotel Transfer 06

Receive Deposit 07

Check In 08

Post Advance 09

Check Out 10

Cashier Audit 11

Close day 12

1. Overview

The Daily Operation module in PMS covers all essential front office operations from reservations, check-ins, cashier audits, to end-of-day procedures. This module helps front desk staff ensure accuracy, compliance, and service consistency throughout the guest lifecycle.

2. Reservation Menu Function – Front Desk

Available under PMS daily operations, this function allows staff to perform reservation menu function – front desk.

To perform the task:

1. Select **Hamburger** icon
2. Select **Front Desk** menu
3. Select **vacant room (VC)** and choose **Make Reservation**
4. Select contract/agent/source via Search icon
5. Select rate code, enter rate, and breakfast code
6. Adjust guest and extra bed numbers
7. Set departure date and time
8. Enter guest profile and confirm

NEW BOOKING :

← Room Status
Calendar View
Forecast View

Total Night	3	Total Rooms	1	Total Guest	2	Total Charge	2,500.00
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Room / Type	Arrival Date Departure Date	Room Availability	Room(s)	Total Guest	Rate Code Avg. Rate	Breakfast	Extra Charge (Bed & Person)	Avg. Other Breakdown Add On	Total Daily Rate Total Charge
102	DLXT 21/04/2025 24/04/2025	36	1	2	HU 833.33	COMP 0.00	0.00	0.00	833.33 2,500.00

Booking Info	Guest Profile	Note & Attachment	Hotel Transfer	Posting Instruction	Deposit & Payment	Other
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Booking Info.

Arrival	Departure	Night(s)	Booking Status	Booking Type
21/04/2025 14:00	24/04/2025 12:00	3 Night	Confirmed Booking	Normal
Arrived By	Detail	Departure By	Detail	
Flight	(Example:Flight No. / Car Registration)	Flight	(Example:Flight No. / Car Registration)	
Contract	Email	Telephone No.	Contact Person	Use Rate From
SMART QA	qa0310.test@gmail.com	0123456789	Ho Smart	Source
Agent	Email	Telephone No.		
Agoda Agent	qa0310.test@gmail.com	0123456789		
Source	Email	Telephone No.		
Direct Booking Fix ABF	qa0310.test@gmail.com	0123456789		
Market Segmentation				
Market Segment	Source Of Business	Channel	Sales Person	
Direct Booking	Other	Walk In	1762	
Group / Party				

Confirm & Send Booking
Confirm & Print
Confirm Booking

Note: Ensure guest information and room selection are correct before confirming the reservation.

3. Reservation Menu Function – Reservation

Available under PMS daily operations, this function allows staff to perform reservation menu function – reservation.

To perform the task:

1. Select **Hamburger** icon
2. Select **Reservation** menu
3. Click **Make Reservation** and enter arrival/departure dates
4. Add rooms and guest details
5. Assign room number
6. Select rate code and confirm
7. Print **Register Form** if needed

Room / Type	Arrival Date Departure Date	Room Availability	Room(s)	Total Guest	Rate Code Avg. Rate	Breakfast	Extra Charge (Bed & Person)	Avg. Other Breakdown Add On	Total Daily Rate Total Charge
118	BDS 21/04/2025 24/04/2025	3	1	2	OPNRO 2,900.00	ABF 600.00	0.00	0.00	3,500.00 10,500.00

Booking Info	Guest Profile	Note & Attachment	Hotel Transfer	Posting Instruction	Deposit & Payment	Other
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Booking Info.

Arrival	Departure	Night(s)	Booking Status	Booking Type
21/04/2025 14:00	24/04/2025 12:00	3 Night	Confirmed Booking	Normal
Arrived By	Detail	Departure By	Detail	
Flight	(Example:Flight No. / Car Registration)	Flight	(Example:Flight No. / Car Registration)	
Contract	Email	Telephone No.	Contact Person	Use Rate From
SMART QA	qa0310.test@gmail.com	0123456789	Ho Smart	Company
Agent	Email	Telephone No.		
Source	Email	Telephone No.		
Market Segmentation				
Market Segment	Source Of Business	Channel	Sales Person	
Corporate Overseas	Corporate	Corporate	Please Select	
Group / Party				

Confirm & Send Booking
Confirm & Print
Confirm Booking

Note: Reservation process here supports centralized access and guest detail flexibility.

4. Over Booking

Available under PMS daily operations, this function allows staff to perform over booking.

To perform the task:

1. Go to **PMS Manager > Hotel Policies**
2. Enable **Allow Overbooking** status
3. Set OCC% limit under Overbooking Occ Percent Limit
4. Go to **Configuration > Room Type > Room Type** tab
5. Set overbooking limit per **Room Type and Save**

Room Type
✕

Room Type Group

Room Type Code *

Type file only (.jpg), (.png)
size must be less than 1 Mb
Will scale to a max size of 740 x 360 pixels

 Upload

+ Language

Room Type Name *

Seq. No. *

Level *

Max Guest *

Max Child *

Max Extra Person *

Max Extra Bed *

Building *

Size *

External Room Type

Over Booking Room

Status

Facilities

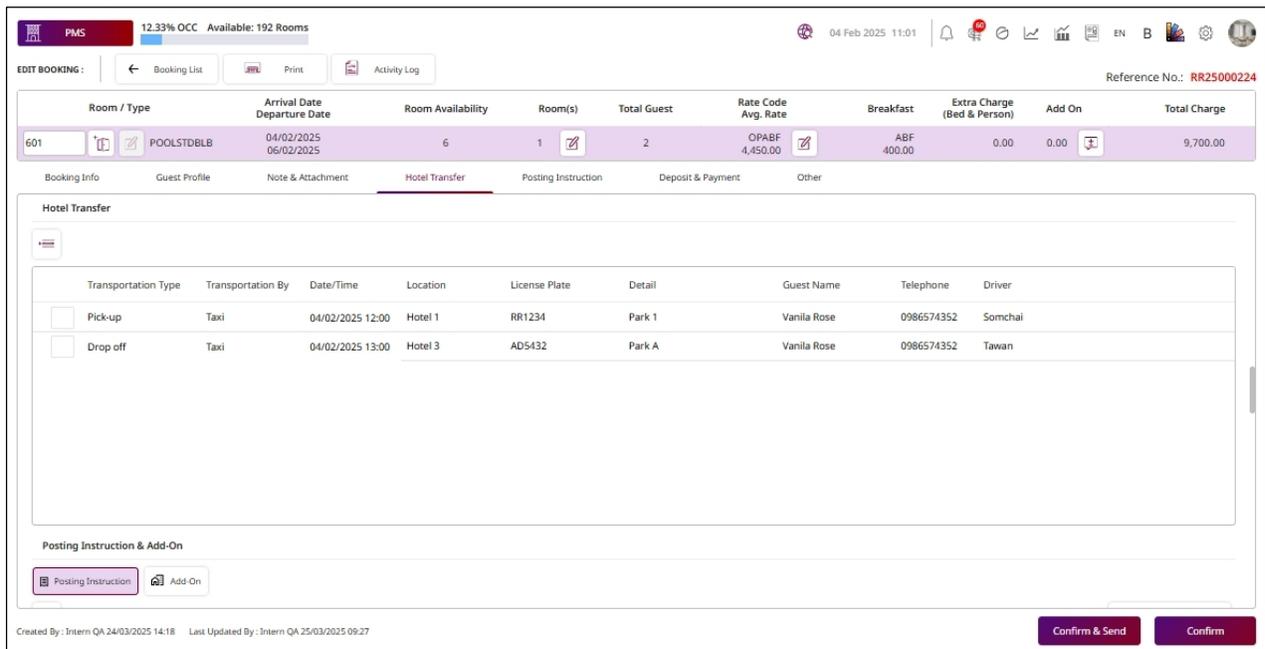
Note: Adjust OCC% carefully to avoid conflicts between booking limits and real room availability.

5. Hotel Transfer

Available under PMS daily operations, this function allows staff to perform hotel transfer.

To perform the task:

1. Select **Reservation** menu and booking reference
2. Open **Hotel Transfer** tab and click **New**
3. Select pick-up or drop-off and vehicle details
4. Set transfer code, method, and status
5. Enter guest info and confirm



The screenshot shows the PMS interface for editing a booking. At the top, it displays 'PMS', '12.33% OCC', and 'Available: 192 Rooms'. The date is '04 Feb 2025 11:01'. The booking reference is 'RR25000224'. Below this is a table with columns: Room / Type, Arrival Date, Departure Date, Room Availability, Room(s), Total Guest, Rate Code, Avg. Rate, Breakfast, Extra Charge (Bed & Person), Add On, and Total Charge. The first row shows room 601, POOLSTDBLB, arrival on 04/02/2025 and departure on 06/02/2025, with 6 rooms available, 1 room selected, and 2 total guests. The rate code is OPABF at 4,450.00, breakfast is ABF at 400.00, and the total charge is 9,700.00. Below the table are tabs for Booking Info, Guest Profile, Note & Attachment, Hotel Transfer (selected), Posting Instruction, Deposit & Payment, and Other. The Hotel Transfer section contains a table with columns: Transportation Type, Transportation By, Date/Time, Location, License Plate, Detail, Guest Name, Telephone, and Driver. Two entries are listed: a Pick-up on 04/02/2025 at 12:00 from Hotel 1 to Park 1, and a Drop off on 04/02/2025 at 13:00 from Hotel 3 to Park A. At the bottom, there are buttons for 'Posting Instruction', 'Add On', 'Confirm & Send', and 'Confirm'.

Room / Type	Arrival Date	Departure Date	Room Availability	Room(s)	Total Guest	Rate Code	Avg. Rate	Breakfast	Extra Charge (Bed & Person)	Add On	Total Charge
601	04/02/2025	06/02/2025	6	1	2	OPABF	4,450.00	ABF	400.00	0.00	9,700.00

Transportation Type	Transportation By	Date/Time	Location	License Plate	Detail	Guest Name	Telephone	Driver
<input type="checkbox"/> Pick-up	Taxi	04/02/2025 12:00	Hotel 1	RR1234	Park 1	Vanila Rose	0986574352	Somchai
<input type="checkbox"/> Drop off	Taxi	04/02/2025 13:00	Hotel 3	AD5432	Park A	Vanila Rose	0986574352	Tawan

Note: Ensure transfer date and time match with guest arrival or departure schedule.

6. Receive Deposit

Available under PMS daily operations, this function allows staff to perform receive deposit.

To perform the task:

1. Select **Hamburger** icon > **Reservation**
2. Select booking reference
3. Open **Deposit & Payment** tab
4. Click **New** and fill in deposit details (due date, amount, etc.)
5. Click **Save** and **Confirm**
6. To edit or delete, use corresponding icons

EDIT BOOKING :

← Booking List
Print
Activity Log

RR. Ref. No.: RR25000217
OTA Ref. No.:

Room / Type	Arrival Date Departure Date	Room Availability	Room(s)	Total Guest	Rate Code Avg. Rate	Breakfast	Extra Charge (Bed & Person)	Avg. Other Breakdown Add On	Total Daily Rate Total Charge
116	DLXT 21/04/2025 22/04/2025	36	1	2	OPNRO 5,000.00	NABF 0.00	0.00	0.00 0.00	5,000.00 5,000.00

Booking Info
Guest Profile
Note & Attachment
Hotel Transfer
Posting Instruction
Deposit & Payment
Other

Deposit & Payment

Period	Status	Deposit Amount	Due Date	Deposit Type	Receive Location	Receive By	Receipt No.	Deposit Remark
1		2,000.00	21/04/2025	Cash Deposit	Nonthaburi			

Guarantees

No.	Type Guarantee	Information

Created By : SAIPARN SP 27/05/2025 12:13
Last Updated By : SAIPARN SP 12/06/2025 10:13

Send Booking & Proforma Invoice
Confirm & Send Booking
Confirm Booking

Note: Double-check the deposit type and amount before confirming payment.

7. Check In

Available under PMS daily operations, this function allows staff to perform check in.

To perform the task:

1. Select Hamburger icon > **Front Desk**
2. Click **Today Arrival** tab
3. Select **room** and **Check In**
4. Update guest profile, address, and register info
5. Click **Confirm** to check in

Registration Card ✕

Reference No.	Arrival Date	Departure Date	Arrival Time	No. Of Room	Room No.
	21/04/2025	22/04/2025	10:16	1	103
Room Rate	No. Of Guest	Advance	Room Type		
ioc001	2	-	DLXT		

Title	Name	Last Name	Full Address		
Miss	Anya	SMF	99/24 smartfinder		
City	Zip Code	Country	Name of Company	Occupation	
		Thailand			
Nationality	License Plate	Phone	Email	Id Card	
Thai		0123456789	qa0310.test@gmail.com	987654321	
Register No.	TM. No.				
Remark					

Place of Departure

Depart from the current address above Place of Departure

Next Destination

Back to the current address above Next Destination

Purpose Of Stay

Leisure Business
 Seminar /Incentive Group Travel
 Holiday



Guest Signature

Date

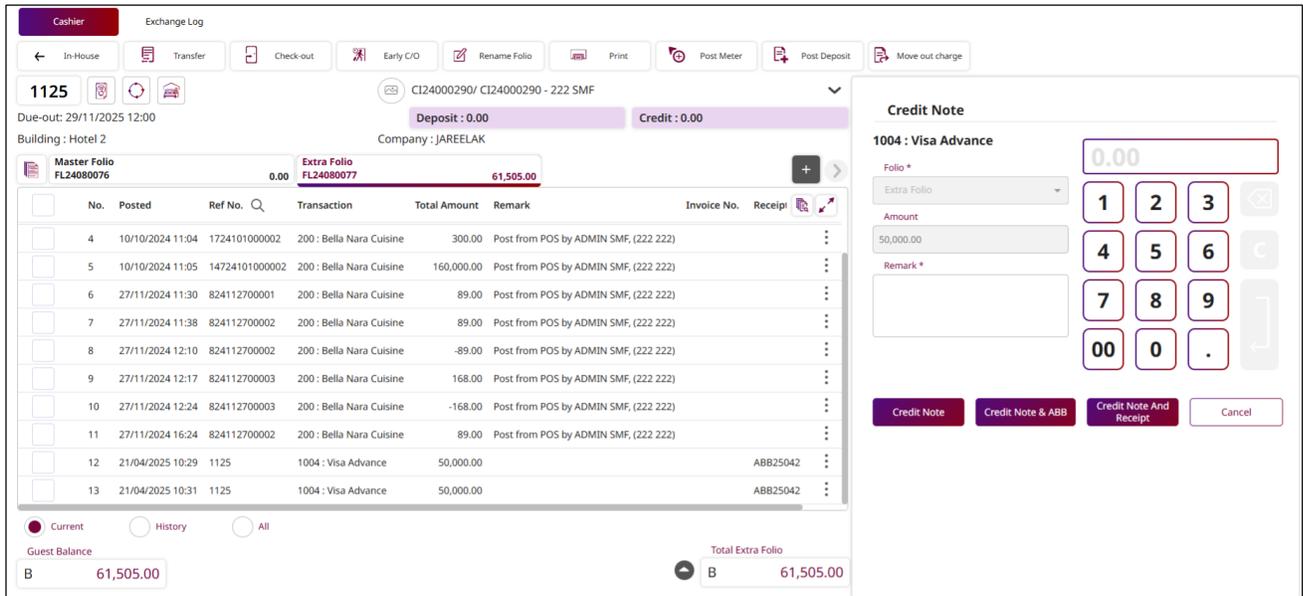
Note: Ensure room is ready and guest details are fully updated before check-in.

8. Post Advance / CN Deposit

Available under PMS daily operations, this function allows staff to perform post advance / cn deposit.

To perform the task:

1. Go to **Cashier > Deposit Post Advance**
2. For Credit Note: select transaction and context menu
3. Add remark and choose appropriate **Credit Note** option



The screenshot shows the Cashier interface with a list of transactions and a Credit Note dialog box. The transaction list includes:

No.	Posted	Ref No.	Transaction	Total Amount	Remark	Invoice No.	Receipt
4	10/10/2024 11:04	1724101000002	200 : Bella Nara Cuisine	300.00	Post from POS by ADMIN SMF, (222 222)		
5	10/10/2024 11:05	14724101000002	200 : Bella Nara Cuisine	160,000.00	Post from POS by ADMIN SMF, (222 222)		
6	27/11/2024 11:30	824112700001	200 : Bella Nara Cuisine	89.00	Post from POS by ADMIN SMF, (222 222)		
7	27/11/2024 11:38	824112700002	200 : Bella Nara Cuisine	89.00	Post from POS by ADMIN SMF, (222 222)		
8	27/11/2024 12:10	824112700002	200 : Bella Nara Cuisine	-89.00	Post from POS by ADMIN SMF, (222 222)		
9	27/11/2024 12:17	824112700003	200 : Bella Nara Cuisine	168.00	Post from POS by ADMIN SMF, (222 222)		
10	27/11/2024 12:24	824112700003	200 : Bella Nara Cuisine	-168.00	Post from POS by ADMIN SMF, (222 222)		
11	27/11/2024 16:24	824112700002	200 : Bella Nara Cuisine	89.00	Post from POS by ADMIN SMF, (222 222)		
12	21/04/2025 10:29	1125	1004 : Visa Advance	50,000.00			ABB25042
13	21/04/2025 10:31	1125	1004 : Visa Advance	50,000.00			ABB25042

The Credit Note dialog box shows a selection of '1004 : Visa Advance' with an amount of 0.00. The dialog includes a numeric keypad and buttons for 'Credit Note', 'Credit Note & ABB', 'Credit Note And Receipt', and 'Cancel'.

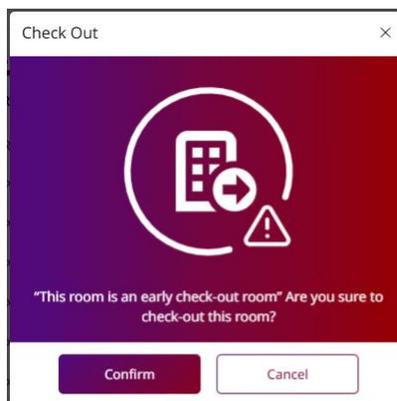
Note: Verify that credit notes align with transaction policy before issuing.

9. Check Out

Available under PMS daily operations, this function allows staff to perform check out.

To perform the task:

1. Click **Checkout** in the cashier screen
2. Review all charges and confirm deposit is zero
3. **Confirm** checkout



Note: Outstanding balances must be cleared before check-out is processed.

10. Cashier Audit

Available under PMS daily operations, this function allows staff to perform cashier audit.

To perform the task:

1. Go to **Cashier** page > **Cashier Audit** menu
2. Enter username/password and click Submit
3. Click **Cash Count** and count amounts received
4. Click **Audit** to close shift or Reset to clear data

Room List
Folio History
Cashier Audit
Cashier Audit History
Monthly List
Return Deposit

Cashier Shift Info

All Day

Audit No.

AUT2400004

Audit Time

17:44

User Name

kannika.smartfinder@gmail

Password

.....

Submit

Transaction Posted	Is Cash	Revenue	Payment
200 : Bella Nara Cuisine		90.00	0.00
605 : Gift Shop		2,000.00	0.00
700 : Cash Payment	✓	0.00	0.00
703 : Amex Card		0.00	2,000.00
800 : Cash Deposit		0.00	0.00
804 : Amex Deposit		0.00	5,000.00
Total Revenue Posted		2,090.00	
Total Deposit & Payment Posted		7,000.00	
Total Cash Drop Posted		0.00	

Cash Count **Currency Count**

Bank Note	Qty	Amount
1000 Baht	- 2 X +	2,000.00
500 Baht	- 0 +	0.00
100 Baht	- 0 +	0.00
50 Baht	- 0 +	0.00
20 Baht	- 0 +	0.00
10 Baht	- 0 +	0.00
5 Baht	- 0 +	0.00
2 Baht	- 0 +	0.00
1 Baht	- 0 +	0.00
50 Satang	- 0 +	0.00
25 Satang	- 0 +	0.00

Total Revenue Posted 2,090.00

Total Deposit & Payment Posted 7,000.00

Total Cash Drop Posted 0.00

Total Cash Drop Count 2,000.00

Total Cash Drop Diff 2,000.00

Remark

Audit

Reset

Note: Audit must be completed daily to ensure cashier accountability.

11. Close day

Available under PMS daily operations, this function allows staff to perform close day.

To perform the task:

1. Select **Audit & End of Day** tab
2. Click **Audit Trans** and verify all check-outs
3. Click **Auto Post** to close day
4. Wait for process to complete and verify system date update

Daily Close Day
Close Day Log



1-10 of 10 < >

Ref No.	Status	Room No.	Arrival	Departure	Guest Name	Company	Balance
CI25000249	Due Out	106	20/04/2025	21/04/2025	Luca SMF		9,525.00
CI25000248	Due Out	107	20/04/2025	21/04/2025	Gramos SMF		5,000.00
CI25000244	Due Out	1121	20/04/2025	21/04/2025	Nadia SMF		7,161.00
CI25000247	Due Out	1124	20/04/2025	21/04/2025	Paolo SMF		4,000.00
CI25000246	Due Out	1126	20/04/2025	21/04/2025	Iris SMF		5,260.00
RR25000217	No Show		21/04/2025	22/04/2025	David SMF	SMART QA	0.00
RR25000219	No Show		21/04/2025	22/04/2025	Irin Somboon		0.00
RR25000220	No Show		21/04/2025	24/04/2025	Irin Somboon	Company Commit	0.00
RR25000217-1	No Show		21/04/2025	22/04/2025	David SMF	SMART QA	0.00
RR25000218	No Show	103	21/04/2025	22/04/2025	Anya SMF		0.00

Audit Trans

Note: Ensure all transactions and folios are closed before initiating end-of-day process.