

Manual

PMS-Reservation User Guide

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1. Overview

This PMS – Reservation User Guide provides hotel staff and system users with detailed, step-by-step instructions on how to manage reservations, bookings, cancellations, and recoveries. It covers critical functions such as creating, updating, and canceling bookings, as well as managing guest preferences and handling related tasks efficiently. The guide is designed to support smooth hotel operations and improve guest services.

2. Search & Filters

Available under **PMS > Reservation > Room List**, this function allows staff to search and filter guest information efficiently. You can search using various criteria such as guest name, room number, folio number, or other related details to quickly locate the desired reservation or transaction.

To perform the task:

1. Press Filter to open the **Search & Filter** function.
2. Enter the information or select some options for searching:
 - **Search:** Allows you to search by room number, booking number, guest name, etc.
 - **Arrival / Due Date:** Select whether to filter by Arrival Date or Due Date.
 - **From / To:** Specify the date range to search within.
 - **Building:** Select the building.
 - **Booking Type:** Type of booking (e.g., Walk-in, OTA, Direct).
 - **Guest Name:** Guest's full name.
 - **Company:** Company name (if booked under a corporate account).
 - **Agent:** Booking agent or intermediary.
 - **Source:** Source of the booking (e.g., Website, Agoda).
 - **Booking No.:** Booking reference number.
 - **Rate Code:** Rate plan code.
 - **Mobile No.:** Guest or booker's phone number.
 - **Nationality:** Guest's nationality.
 - **VIP Type:** VIP level (if applicable).
 - **Transfer Service:** (None / Pickup / Drop off). If you select Pickup, it will show the Pickup Type, Pickup Date, and Pickup Time. If you select Drop off, it will show the Drop off Type, Drop off Date, and Drop off Time to select.
 - **Room Type Original:** The originally booked room type.
 - **Non-Group / Group / Both:** You can select to search and filter by Group, Non-Group, or both.
 - **Group Info:** Search by group name or tour group.
 - **Party Info:** Search by subgroup within a group.
3. Press **Search** to search for the information you selected or entered.
4. Press **Reset** to clear all the fields that you selected or entered.

Smart Soraso Hotel 1

Right: ALL ADMIN

Trace & Track

Forecast

Group & Block

Reservation

Front Desk

Cashier

Housekeeping

Room Maintenance

Lost & Found

Monthly

Audit & End Of Day

Configuration

PMS

Make Reservation

Room Assign

Print Blank Register

Export

Allotment

Booking

Today Arrival

No Show

Cancellation

Waiting List

Holding List

In

	Reference No.	RM.Type Code / Original RM.Type Code	Room	Guest Name 1 / 2
☐	RR25000017	LNS LNS	Lanna Standard	KHUN HU01 01 Khun
☐	RR25000024	DLXT DLXT	Deluxe Twin ໓໓໓໓	Tew QA Mr.
☐	RR25000054	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX01 Lastname01(1...
☐	RR25000055	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX03 Lastname03(1...
☐	RR25000056	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX05 Lastname05(1...
☐	RR25000064	DLXPACCTWN DLXPACCTWN	106 Deluxe Pool Access T...	Fafa AF Miss
☐	RR25000067	DLXT DLXT	205 Deluxe Twin ໓໓໓໓	Jason SON Mr.
☐	RR25000068-2	DLXT DLXT	Deluxe Twin ໓໓໓໓	Tippa PA Mrs.
☐	RR25000069	RVS RVS	134 River Suite	Girl GG Miss
☐	RR25000071	DPC DPC	224 Deluxe Parent-Child	GERMA SMF Khun
☐	RR25000072	DLXT DLXT	202 Deluxe Twin ໓໓໓໓	LUNA SMF Khun
☐	RR25000073	DLXT DLXT	112 Deluxe Twin ໓໓໓໓	Nana NA Miss

Search & Filters

Search

☒ Arrival
 ☐ Booked On
 ☐ Stay On

From

23/03/2025

To

24/03/2025

Building

No Select

Booking Type

No Select

Guest Name

Company

Agent

Source

Booking No.

Rate Code

Mobile No.

Email

Nationality

No Select

VIP Type

No Select

☒ None
 ☐ Pickup
 ☐ Drop off

Room Type Original

No Select

Search

Reset

Note: You don't have to enter or select all the fields. Only choose the ones that are necessary for your search.

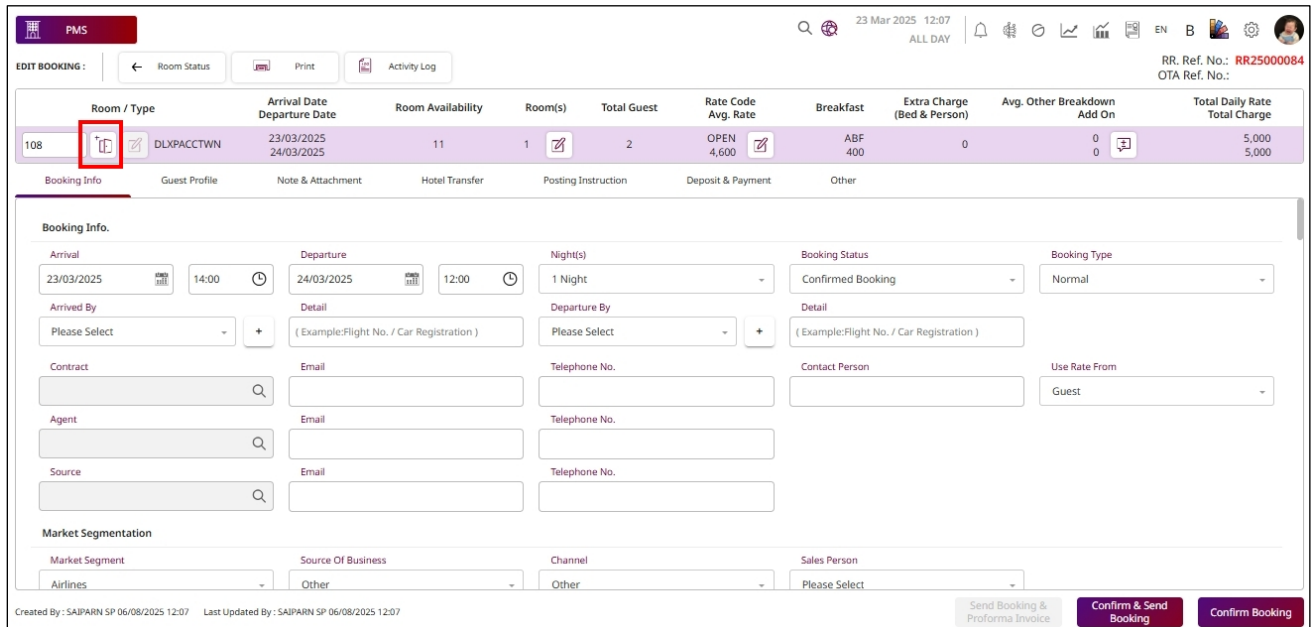
3. Edit Booking

3.1 Change Room Type/Room No.

Available under **PMS > Reservation > Booking**, this function allows staff to change the room type or room number for a reservation.

To perform the task:

1. Select **Reference No.** room.
 - **OCC%:** Current occupancy rate.
 - **Available: 198 Rooms:** Total number of available rooms.
 - **Date & Time:** Current system date and time.
 - **RR Ref. No.:** Reservation reference number.
 - **Room / Type:** Selected room number (108) and room type.
 - **Arrival / Departure Date:** Check-in date/ Check-out date.
 - **Room Availability:** Room number assigned from available rooms.
 - **Rooms / Total Guest:** Specifies the number of rooms booked and the total number of guests.
 - **Rate Code / Avg. Rate:** Identifies the applied rate plan and its average nightly rate.
 - **Breakfast:** Details the breakfast inclusion and its cost per night.
 - **Extra Charge:** Represents additional charges related to extra beds or additional guests.
 - **Other Breakdown Add-On:** Lists any other supplementary charges applied to the booking.
 - **Total Daily Rate:** Summarizes the total daily rate including base rate and add-ons.
 - **Total Charge:** Calculates the overall charge for the entire stay duration.
2. Press  to view room no.
 - **Search:** Allows users to find specific rooms by Room No., Room Name, Room Type, Building, Floor, View, or Special criteria.
 - **Room Type:** Filters the list by room type.



The screenshot shows the PMS interface with the 'Booking Info' tab selected. The reservation details are as follows:

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
108 DLXPACCTWN	23/03/2025	24/03/2025	11	1	2	OPEN	4,600	ABF 400	0	0	5,000	5,000

Below the table, the 'Booking Info' section contains the following fields:

- Arrival:** 23/03/2025, 14:00
- Departure:** 24/03/2025, 12:00
- Night(s):** 1 Night
- Booking Status:** Confirmed Booking
- Booking Type:** Normal
- Arrived By:** Please Select
- Detail:** (Example: Flight No. / Car Registration)
- Departure By:** Please Select
- Detail:** (Example: Flight No. / Car Registration)
- Contract:** [Search]
- Email:** [Text Box]
- Telephone No.:** [Text Box]
- Contact Person:** [Text Box]
- Use Rate From:** Guest
- Agent:** [Search]
- Email:** [Text Box]
- Telephone No.:** [Text Box]
- Source:** [Search]
- Email:** [Text Box]
- Telephone No.:** [Text Box]
- Market Segmentation:**
 - Market Segment:** Airlines
 - Source Of Business:** Other
 - Channel:** Other
 - Sales Person:** Please Select

At the bottom, there are buttons for 'Send Booking & Proforma Invoice', 'Confirm & Send Booking', and 'Confirm Booking'.

Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

3. Press **Select** to select room.

- **Search:** Allows users to find specific rooms by Room No., Room Name, Room Type, Building, Floor, View, or Special criteria.
- **Room Type:** Filters the list by room type.
- **All Room:** This system display all room.

Room List								
Search			Room Type					
			DLXPACCTWN x			☐ All Room		
Room No.	Status	Room Name	Room Type	Building	Floor	View	Special	
 241	VC	Room 241	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	ไม้ขาว	Tree	Non-Smoking
 242	VC	Room 242	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	ไม้ขาว	Tree	Non-Smoking
 243	VC	Room 243	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	ไม้ขาว	Tree	Non-Smoking
 244	VC	Room 244	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	ไม้ขาว	Tree	Non-Smoking
 245	VC	Room 245	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	ไม้ขาว	Tree	Non-Smoking
 246	VC	Room 246	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	ไม้ขาว	Tree	Non-Smoking
 247	VC	Room 247	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	ไม้ขาว	Tree	Non-Smoking
 248	VC	Room 248	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	ไม้ขาว	Tree	Non-Smoking
 249	VC	Room 249	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	ไม้ขาว	Tree	Non-Smoking
 250	VC	Room 250	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	ไม้ขาว	Tree	Non-Smoking

4. Press **Edit** to view room type.

- **Search:** Allows users to find specific rooms by Room No., Room Name, Room Type, Building, Floor, View, or Special criteria.

 PMS

23 Mar 2025 12:11
 ALL DAY

RR Ref. No.: RR25000084
 OTA Ref. No.:

EDIT BOOKING:
 [Room Status](#)
[Print](#)
[Activity Log](#)

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
 DLXPACCTWN	23/03/2025	24/03/2025	11	1	2	OPEN	4,600	ABF 400	0	0	5,000	5,000

[Booking Info](#)
[Guest Profile](#)
[Note & Attachment](#)
[Hotel Transfer](#)
[Posting Instruction](#)
[Deposit & Payment](#)
[Other](#)

Booking Info.

Arrival
 23/03/2025 14:00

Departure
 24/03/2025 12:00

Night(s)
 1 Night

Booking Status
 Confirmed Booking

Booking Type
 Normal

Arrived By
 Please Select

Detail
 (Example:Flight No. / Car Registration)

Departure By
 Please Select

Detail
 (Example:Flight No. / Car Registration)

Contract

Email

Telephone No.

Contact Person

Use Rate From
 Guest

Agent

Email

Telephone No.

Source

Email

Telephone No.

Market Segmentation

Market Segment
 Airlines

Source Of Business
 Other

Channel
 Other

Sales Person
 Please Select

Created By : SAIPIRN SP 06/08/2025 12:07 Last Updated By : SAIPIRN SP 06/08/2025 12:07

[Send Booking & Proforma Invoice](#)
[Confirm & Send Booking](#)
[Confirm Booking](#)

5. Press **Select** to select room.

- **Search:** Allows the user to quickly search or filter room types by code or name.

Room List

Search

Room Type

	BDS : Boutique Deluxe Suite
	BQR : Boutique Queen Room
	DLXK : Deluxe King
	DLXPACDBL : Deluxe Pool Access Double Bed
	DLXPACCTWN : Deluxe Pool Access Twin Bed
	DLXT : Deluxe Twin เตียง
	DPC : Deluxe Parent-Child
	DST : Deluxe Suite
	DWB : Deluxe with Balcony
	FLS : Family Twin
	GDPK : Grand Deluxe Plus King

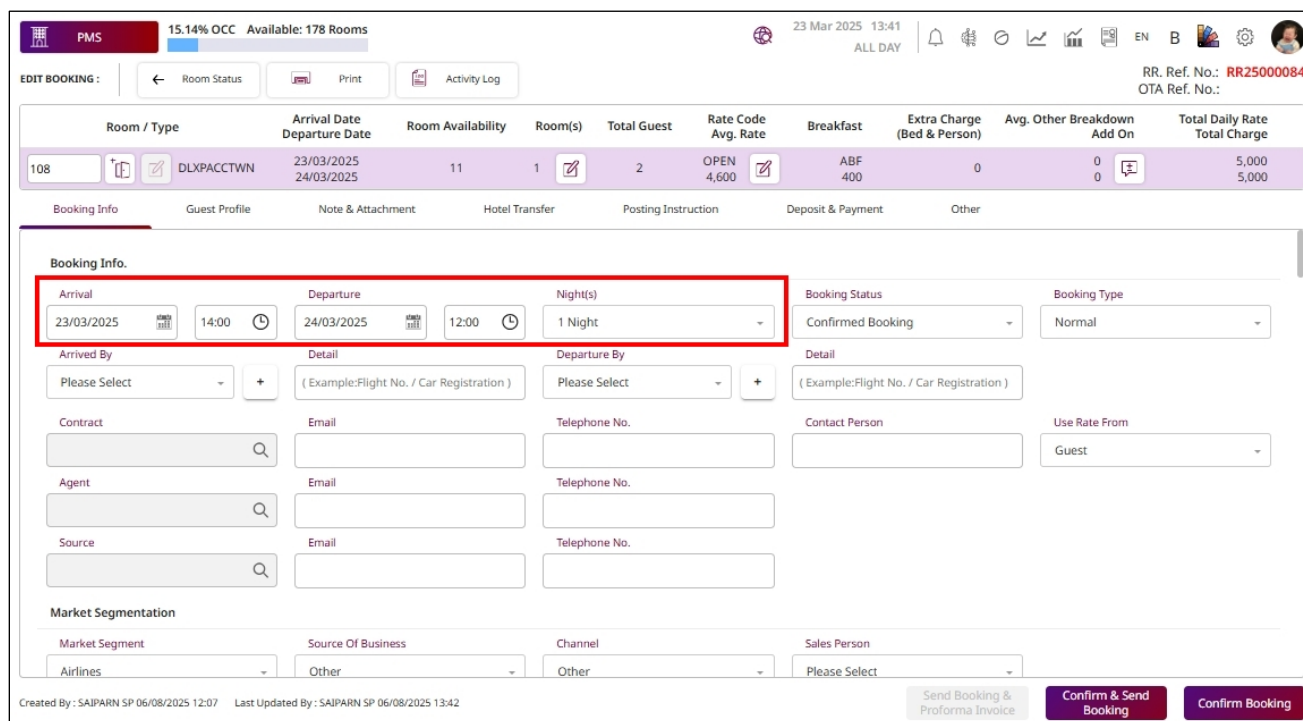
Note: This **VC** status is vacant clean.
 This **VD** status is vacant dirty.
 This **OC** status is occupied clean.
 This **OD** status is occupied dirty.

3.2 Change Arrival/ Departure Date

Available under **PMS > Reservation > Booking**, this function allows staff to modify the arrival and departure dates for a reservation.

To perform the task:

1. Select **Reference No.** room.
2. Press **Arrival/Departure & Time** to select check-in/out dates and times.
 - **Night(s)**: Automatically calculates the stay duration based on arrival and departure dates, or allows manual selection of the number of nights.



The screenshot displays the PMS interface for editing a booking. The top navigation bar shows 'PMS' and '15.14% OCC Available: 178 Rooms'. The main header includes the date '23 Mar 2025 13:41' and user information. The 'EDIT BOOKING' section contains buttons for 'Room Status', 'Print', and 'Activity Log'. Below this is a table listing reservation details for room 108, including arrival and departure dates, room availability, and rates. The 'Booking Info' section is highlighted with a red box, showing fields for 'Arrival' (23/03/2025, 14:00), 'Departure' (24/03/2025, 12:00), and 'Night(s)' (1 Night). Other fields include 'Booking Status' (Confirmed Booking), 'Booking Type' (Normal), 'Arrived By', 'Detail', 'Departure By', 'Contract', 'Email', 'Telephone No.', 'Contact Person', 'Use Rate From', 'Agent', 'Source', 'Market Segmentation', 'Source Of Business', 'Channel', and 'Sales Person'. At the bottom, there are buttons for 'Send Booking & Proforma Invoice', 'Confirm & Send Booking', and 'Confirm Booking'.

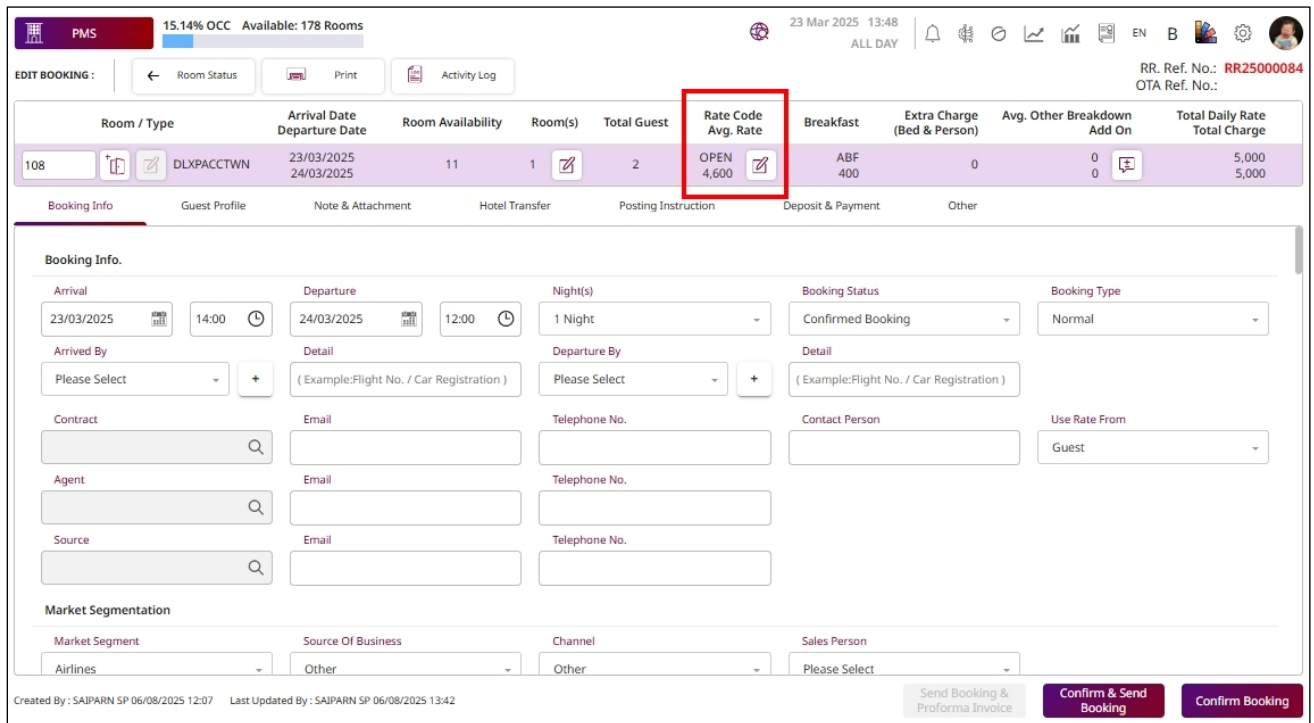
Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

3.3 Change Room Rate

Available under **PMS > Reservation > Booking**, this function allows staff to modify the room rate for a reservation.

To perform the task:

1. Select **Reference No.** room.
2. Press **Edit** button **Rate code Avg. Rate** to edit the rate details.



PMS 15.14% OCC Available: 178 Rooms 23 Mar 2025 13:48 ALL DAY

EDIT BOOKING : Room Status Print Activity Log

RR Ref. No.: **RR25000084**
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	
108	DLXPACCTWN	23/03/2025	24/03/2025	11	1	2	OPEN	4,600	ABF	400	0	0	0	5,000

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

Booking Info.

Arrival: 23/03/2025 14:00 Departure: 24/03/2025 12:00 Night(s): 1 Night Booking Status: Confirmed Booking Booking Type: Normal

Arrived By: Please Select Detail: (Example:Flight No. / Car Registration) Departure By: Please Select Detail: (Example:Flight No. / Car Registration)

Contract: Search Email: Telephone No.: Contact Person: Use Rate From: Guest

Agent: Search Email: Telephone No.:

Source: Search Email: Telephone No.:

Market Segmentation

Market Segment: Airlines Source Of Business: Other Channel: Other Sales Person: Please Select

Created By : SAIPARN SP 06/08/2025 12:07 Last Updated By : SAIPARN SP 06/08/2025 13:42

Send Booking & Proforma Invoice Confirm & Send Booking Confirm Booking

Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

3. Press **Confirm** to Saves the entered information and closes the popup.
 Press **Cancel** to Discards any changes and closes the popup.

 - **Rate Name:** The name of the rate plan applied to the room.
 - **Room Rate:** The nightly room rate for the selected room type.
 - **Breakfast Code:** The breakfast plan applied to the booking.
 - **Adult Breakfast Rate:** The price of breakfast for adult guests.
 - **Child Breakfast Rate:** The price of breakfast for child guests.

Rooms Code and Rooms Rate (DLXPACCTWN)
✕

Rate Name

OPEN RATE

Room Rate

4,500

Breakfast Code

ABF

Adult Breakfast Rate

200

Child Breakfast Rate

100

Confirm

Cancel

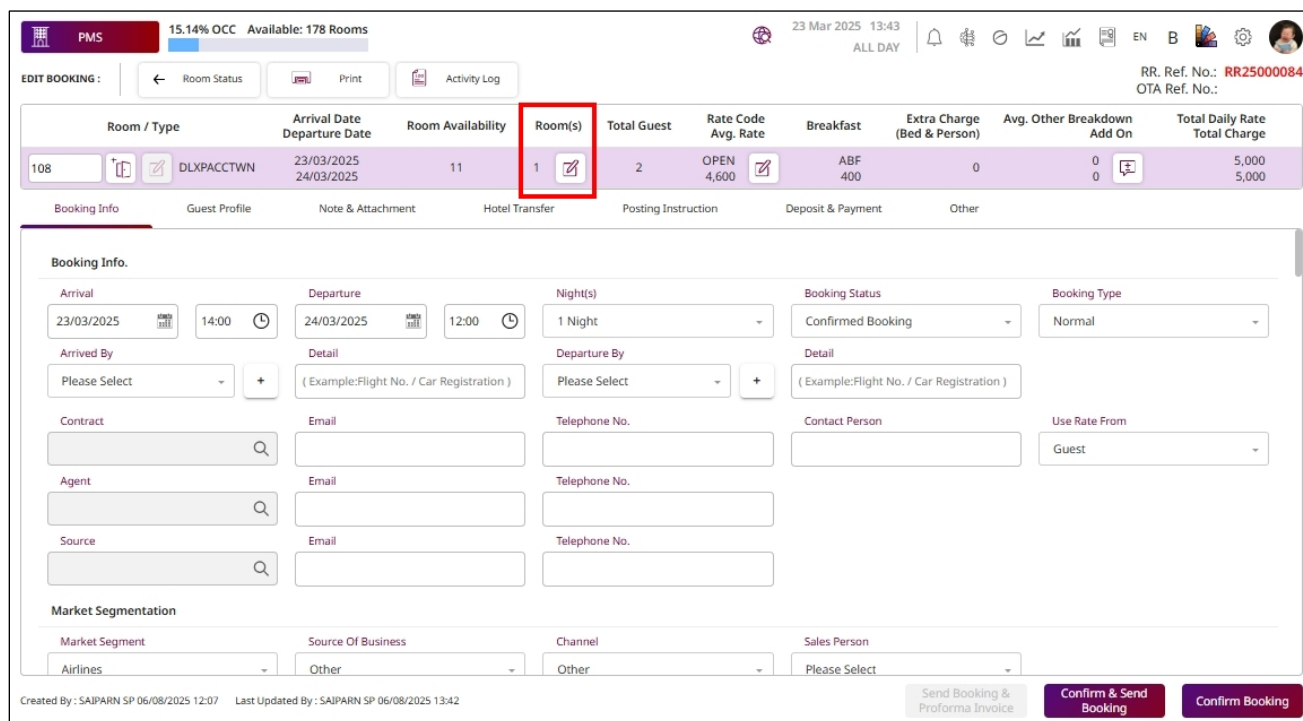
Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

3.4 Add Guest/Extra bed/Additional Guest

Available under **PMS > Reservation > Booking**, this function allows staff to add extra guests, extra beds, or modify the number of guests in a booking.

To perform the task:

1. Select **Reference No.** room.
2. Press **Edit** button **Room(s)** to edit the guest details.



PMS 15.14% OCC Available: 178 Rooms 23 Mar 2025 13:43 ALL DAY

EDIT BOOKING: Room Status Print Activity Log RR. Ref. No.: RR2500084 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
108 DLXPACCTWN	23/03/2025 24/03/2025	11	1 	2	OPEN 4,600	ABF 400	0	0 0	5,000 5,000

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

Booking Info.

Arrival: 23/03/2025 14:00 Departure: 24/03/2025 12:00 Night(s): 1 Night Booking Status: Confirmed Booking Booking Type: Normal

Arrived By: Please Select Detail: (Example: Flight No. / Car Registration) Departure By: Please Select Detail: (Example: Flight No. / Car Registration)

Contract: Search Email: Telephone No.: Contact Person: Use Rate From: Guest

Agent: Search Email: Telephone No.:

Source: Search Email: Telephone No.:

Market Segmentation

Market Segment: Airlines Source Of Business: Other Channel: Other Sales Person: Please Select

Created By: SAIPARN SP 06/08/2025 12:07 Last Updated By: SAIPARN SP 06/08/2025 13:42

Send Booking & Proforma Invoice Confirm & Send Booking Confirm Booking

3. Press **Confirm** to Saves the entered information and closes the popup.
 Press **Cancel** to Discards any changes and closes the popup.
- **Room:** The number of rooms included in the booking.
 - **Adult:** Number of adult guests.
 - **Children:** Number of children guests.
 - **Infant:** Number of infants (babies or toddlers).
 - **Extra Person:** Additional person not included in the standard occupancy.
 - **Additional Guest:** Other guests beyond the standard configuration.
 - **Extra Bed:** Extra beds requested.
 - **Total Extra Charged:** Displays the total cost associated with extra persons or extra beds.

Rooms and Guests
✕

Room

−

1

+

Adult

−

2

+

Children

−

0

+

Infant

−

0

+

Extra Person/Bed

Extra Person

−

0

+

Additional Guest

−

0

+

Extra Bed

−

0

+

Total Extra Charged

0

Confirm

Cancel

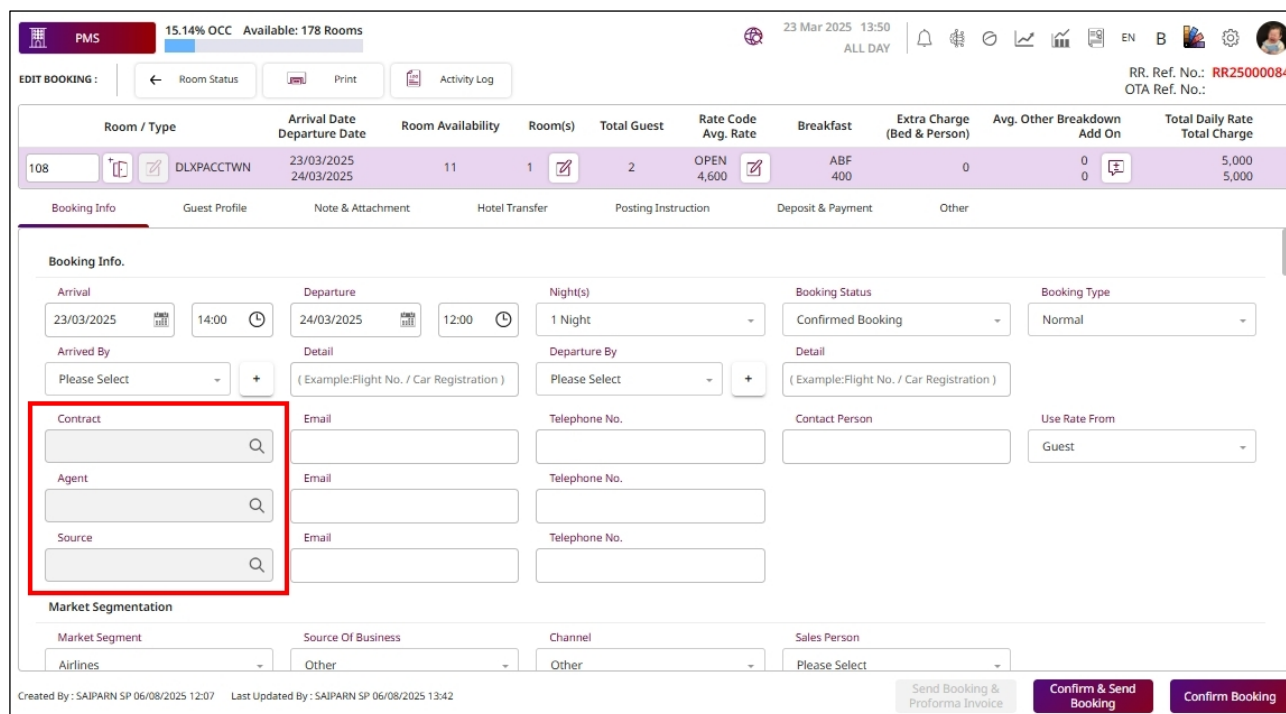
Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

3.5 Change Contract/Agent/Source

Available under **PMS > Reservation > Booking**, this function allows staff to change the contract associated with the booking.

To perform the task:

1. Select **Reference No.** room.
2. Press **Search** button to select **Contract/Agent/Source**.



PMS 15.14% OCC Available: 178 Rooms

23 Mar 2025 13:50 ALL DAY

RR Ref. No.: **RR25000084**
 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
108 DLXPACCTWN	23/03/2025 24/03/2025	11	1	2	OPEN 4,600	ABF 400	0	0	5,000 5,000

Booking Info

Arrival: 23/03/2025 14:00
 Departure: 24/03/2025 12:00
 Night(s): 1 Night
 Booking Status: Confirmed Booking
 Booking Type: Normal

Contract:
 Agent:
 Source:

Market Segmentation

Market Segment: Airlines
 Source Of Business: Other
 Channel: Other
 Sales Person: Please Select

Created By : SAIPARN SP 06/08/2025 12:07 Last Updated By : SAIPARN SP 06/08/2025 13:42

Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

- **Both:** show all companies.
 - **Active:** show only currently active companies.
 - **Inactive:** show only inactive companies.
 - **Search Bar:** Allows users to search companies by name, contract number, or related keywords.
 - **Refresh Button:** Reloads or resets the list based on selected filters and search input.
3. Press **Select** to select company.

Search Company							
☐ Both ☒ Active ☐ Inactive							
Search				Refresh			
Contract No.	Company Name	Telephone	Email	Remark	Total Revenue	Status	
COR0000001	[REDACTED]	[REDACTED]	[REDACTED]		35,357.00	☒	
COR0000002	SMART-QA	[REDACTED]	[REDACTED]		937,988.04	☒	
DIR0000003	CÔNG TY	[REDACTED]	[REDACTED]		407,908.00	☒	
FIT0000000001	[REDACTED]	[REDACTED]	[REDACTED]		0.00	☒	
OTA0000001	Agoda ด่วน:ใน	[REDACTED]	[REDACTED]		229,559.66	☒	
OTA0000003	LibertyChannel	[REDACTED]	[REDACTED]		0.00	☒	
SRS001	[REDACTED]	[REDACTED]	[REDACTED]		0.00	☒	
T0000002	TEST RATE CONTRACT	[REDACTED]	[REDACTED]		21,605.00	☒	
WLK0000001	Walk In (sau Rate Code)	[REDACTED]	[REDACTED]		457,090.00	☒	

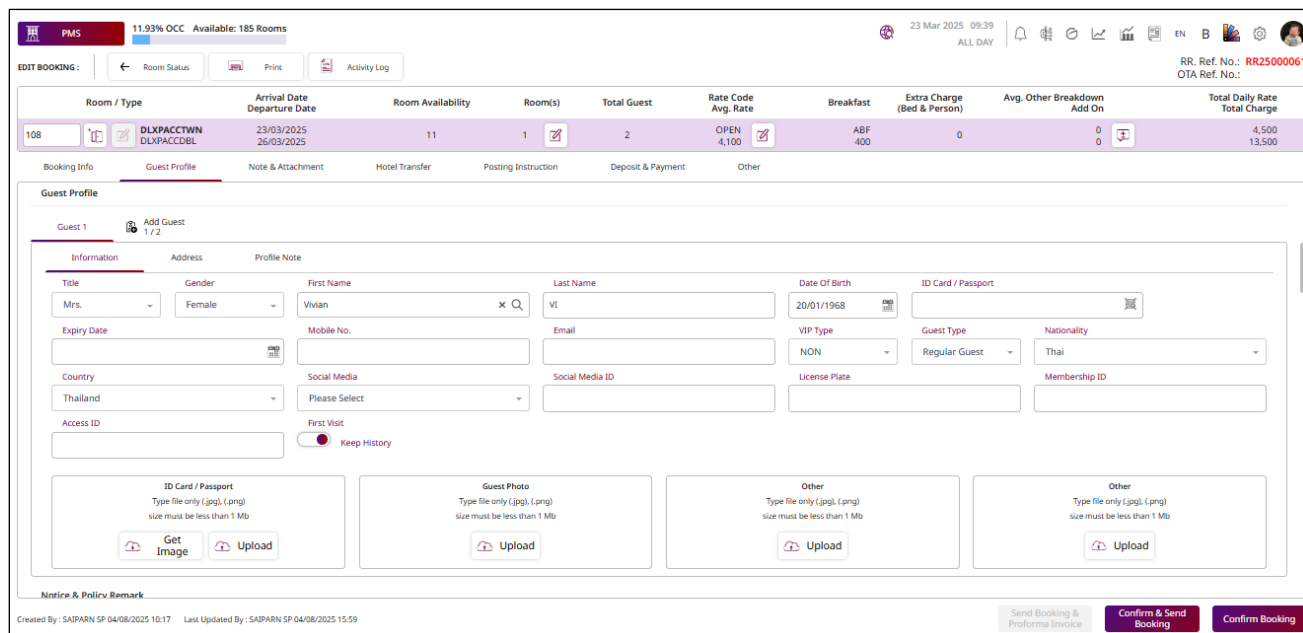
Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

3.6 Update Guest Profile/Add Guest

Available under **PMS > Reservation > Booking**, this function allows staff to update guest profile information.

To perform the task:

1. Select **Reference No.** room.
2. Press the **Guest Profile** tab.
3. Fill in the guest details as follows:
 - **Title / Gender:** Guest's title (Mr./Ms.) and gender.
 - **First Name / Last Name:** show only currently active companies.
 - **Date of Birth:** Guest's birthdate.
 - **ID Card / Passport:** Guest's identification type.
 - **Expiry Date:** ID or passport expiry date.
 - **Nationality / Country:** Guest's nationality and country of residence.
 - **Mobile / Email:** Contact information.
 - **Guest Type:** Type such as Walk-in, OTA, Corporate, etc.
 - **Social Media/Social Media ID:** Optional social media details.
 - **License Plate:** The guest's car license plate number.
 - **Access ID:** A unique identifier used for access control (e.g., room key system, RFID card).
 - **Keep History (toggle):** A switch that allows the system to save the guest's profile information for future use.
 - **ID Card / Passport Image:** Upload scanned ID or passport image.
 - **Guest Photo:** Upload guest's photograph.
 - **Other (Type of File):** Additional file uploads (e.g., travel document, note).



The screenshot shows the PMS interface for updating a guest profile. The top navigation bar includes 'PMS', '11.93% OCC', 'Available: 185 Rooms', and a date/time stamp '23 Mar 2025 09:39'. Below the navigation bar, there's a table with booking details for room 108, including arrival and departure dates, room availability, and rates. The 'Guest Profile' tab is selected, showing a form for 'Guest 1'. The form is divided into sections: 'Information' (Title, Gender, First Name, Last Name, Date of Birth, ID Card/Passport), 'Address' (Country, Access ID), 'Profile Note' (Mobile No., Email, Social Media, Social Media ID, License Plate, Membership ID), and 'Upload' (ID Card/Passport, Guest Photo, Other). The 'Keep History' toggle is checked. At the bottom, there are buttons for 'Send Booking & Proforma Invoice', 'Confirm & Send Booking', and 'Confirm Booking'.

Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

4. Press **Add Guest** to add guest information. (The system will automatically update the total guest count.)
5. Fill information guest details.

PMS

15.14% OCC Available: 178 Rooms

23 Mar 2025 13:56

ALL DAY

EN B

RR Ref. No.: RR25000084

OTA Ref. No.:

EDIT BOOKING :

Room Status

Print

Activity Log

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
108	DLXPACCTWN 23/03/2025 24/03/2025	11	1	2	OPEN 4,600	ABF 400	0	0 0	5,000 5,000

Booking Info

Guest Profile

Note & Attachment

Hotel Transfer

Posting Instruction

Deposit & Payment

Other

Guest 1

Add Guest 1 / 2

Information

Address

Profile Note

Title

Gender

First Name

Last Name

Date Of Birth

ID Card / Passport

Expiry Date

Mobile No.

Email

VIP Type

Guest Type

Nationality

Country

Social Media

Social Media ID

License Plate

Membership ID

Access ID

First Visit

Keep History

ID Card / Passport

Guest Photo

Other

Other

Created By : SAIPARN SP 06/08/2025 12:07

Last Updated By : SAIPARN SP 06/08/2025 13:42

Send Booking & Proforma Invoice

Confirm & Send Booking

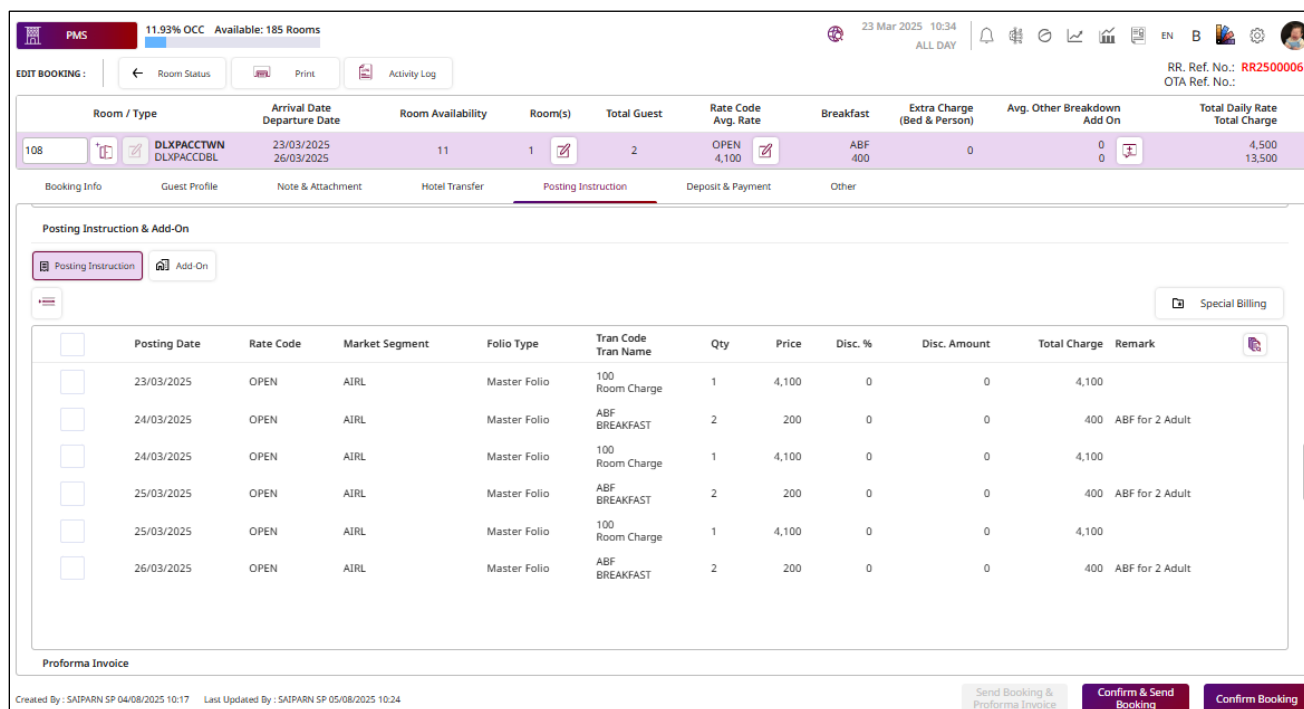
Confirm Booking

3.7 Add on Service from Posting Instruction

Available under **PMS > Reservation > Booking**, this function allows staff to add additional services or charges to the guest's booking through Posting Instructions.

To perform the task:

1. Select **Reference No.** room.
2. Press the **Posting Instruction** tab to manage services.
3. Select **Posting Instruction** button.
 - **Posting Instruction:** Lists all charges that will automatically be posted day-by-day.



Posting Instruction & Add-On

Posting Instruction Add-On

Special Billing

	Posting Date	Rate Code	Market Segment	Folio Type	Tran Code Tran Name	Qty	Price	Disc. %	Disc. Amount	Total Charge	Remark
☐	23/03/2025	OPEN	AIRL	Master Folio	100 Room Charge	1	4,100	0	0	4,100	
☐	24/03/2025	OPEN	AIRL	Master Folio	ABF BREAKFAST	2	200	0	0	400	ABF for 2 Adult
☐	24/03/2025	OPEN	AIRL	Master Folio	100 Room Charge	1	4,100	0	0	4,100	
☐	25/03/2025	OPEN	AIRL	Master Folio	ABF BREAKFAST	2	200	0	0	400	ABF for 2 Adult
☐	25/03/2025	OPEN	AIRL	Master Folio	100 Room Charge	1	4,100	0	0	4,100	
☐	26/03/2025	OPEN	AIRL	Master Folio	ABF BREAKFAST	2	200	0	0	400	ABF for 2 Adult

Proforma Invoice

Created By : SAIPARN SP 04/08/2025 10:17 Last Updated By : SAIPARN SP 05/08/2025 10:34

Send Booking & Proforma Invoice Confirm & Send Booking Confirm Booking

4. Press the **New** button to additional services.
 - **Post Date / To:** Selects the date or date range for applying the charge.
 - **All Day:** Checkbox to indicate if the charge applies to the all day.
 - **Folio Type:** Dropdown to select the folio to which the charge will be posted.
 - **Transaction:** Dropdown to select the type of transaction.
 - **Qty:** Number of items or units to be charged.
 - **Price:** Price per unit.
 - **AMT / %:** Choose whether the discount is applied as an amount or a percentage.
 - **Disc. Amount:** The discount value (based on selected AMT or %).
 - **Total Amount:** The calculated final charge after applying quantity and discount.
 - **Post Next Day:** Checkbox to schedule the post for the following day.
 - **Remark:** Optional text for additional notes or clarification about the charge.
5. Press **Confirm** to Saves the entered information and closes the popup.
Press **Cancel** to Discards any changes and closes the popup.

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Add Post ✕

Post Date
23/03/2025

Qty
1

Remark

To
23/03/2025

Price
0

☐ All Day

☒ AMT ☐ %

Folio Type
Please Select

Disc. Amount
0

Transaction
Please Select

Total Amount
0

☐ Post Next Day

Confirm
Cancel

6. Press **Add on** button.

- **Add-On:** Used for configuring additional services or packages

PMS 15.14% OCC Available: 178 Rooms

23 Mar 2025 14:02
ALL DAY

EN B

EDIT BOOKING : Room Status Print Activity Log

RR. Ref. No.: **RR25000084**
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
108 DLXPACCTWN	23/03/2025 24/03/2025	11	1	2	OPEN 4,600	ABF 400	0	0 1,000	5,000 6,000

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

Posting Instruction & Add-On

Posting Instruction
Add-On

Posting Method	Post Date	Item Code	Item Name	Qty	Price	Total Charge	Item Remarks
☐ Every end day	23/03/2025	AD001	FLOWER	1	1,000	1,000	

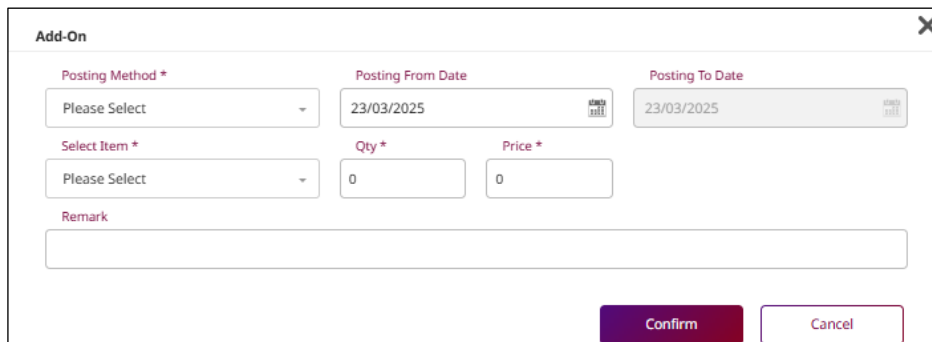
Proforma Invoice

Created By: SAIPARN SP 06/08/2025 12:07 Last Updated By: SAIPARN SP 06/08/2025 14:02

Send Booking & Proforma Invoice
Confirm & Send Booking
Confirm Booking

Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

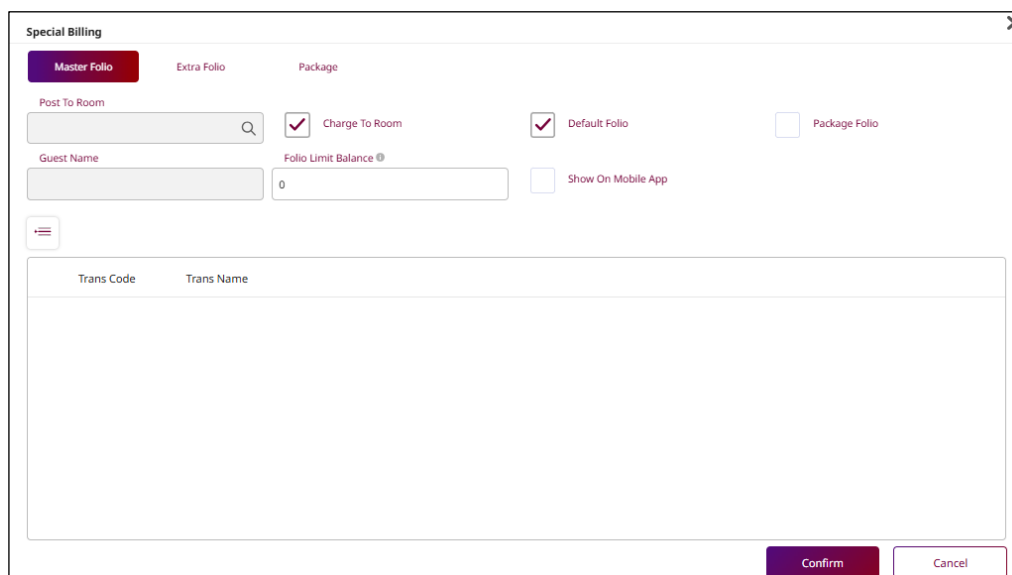
7. Press the **New** button to additional services.
 - **Posting Method:** Selects how the add-on will be posted.
 - **Posting From Date:** Start date for applying the add-on charge.
 - **Posting To Date:** End date for applying the add-on charge.
 - **Select Item:** Dropdown to choose the add-on item.
 - **Qty:** Quantity of the item.
 - **Price:** Price per unit of the selected item.
 - **Remark:** Optional notes for internal reference or billing detail.



The 'Add-On' form is a modal window with a close button (X) in the top right corner. It contains the following fields:

- Posting Method ***: A dropdown menu with 'Please Select' as the placeholder.
- Posting From Date**: A date input field showing '23/03/2025'.
- Posting To Date**: A date input field showing '23/03/2025'.
- Select Item ***: A dropdown menu with 'Please Select' as the placeholder.
- Qty ***: A numeric input field showing '0'.
- Price ***: A numeric input field showing '0'.
- Remark**: A text input field.
- Buttons**: 'Confirm' (blue) and 'Cancel' (white with blue border) buttons at the bottom right.

8. Press **Special Billing** to define custom billing instructions.
 - **Post to Room:** Search and assign charges to a specific room number.
 - **Charge to Room:** Enables charges to be posted to the selected room.
 - **Default Folio:** Marks this folio as the default for all automatic postings.
 - **Package Folio:** If selected, links this folio to package charges only.
 - **Guest Name:** Field for selecting the guest responsible for this folio.
 - **Folio Limit Balance:** Optional limit on how much can be charged to this folio.
 - **Show on Mobile App:** Toggle to allow this folio/charge setup to be visible in the guest's mobile app.
9. Press **Confirm** to Saves the entered information and closes the popup.
 Press **Cancel** to Discards any changes and closes the popup.



The 'Special Billing' form is a modal window with a close button (X) in the top right corner. It features three tabs: 'Master Folio' (selected), 'Extra Folio', and 'Package'. The 'Master Folio' tab contains the following fields:

- Post To Room**: A search input field with a magnifying glass icon.
- Charge to Room**: A checked checkbox.
- Default Folio**: A checked checkbox.
- Package Folio**: An unchecked checkbox.
- Guest Name**: A text input field.
- Folio Limit Balance @**: A numeric input field showing '0'.
- Show On Mobile App**: An unchecked checkbox.
- Trans Code** and **Trans Name**: A table with two columns and one empty row.
- Buttons**: 'Confirm' (blue) and 'Cancel' (white with blue border) buttons at the bottom right.

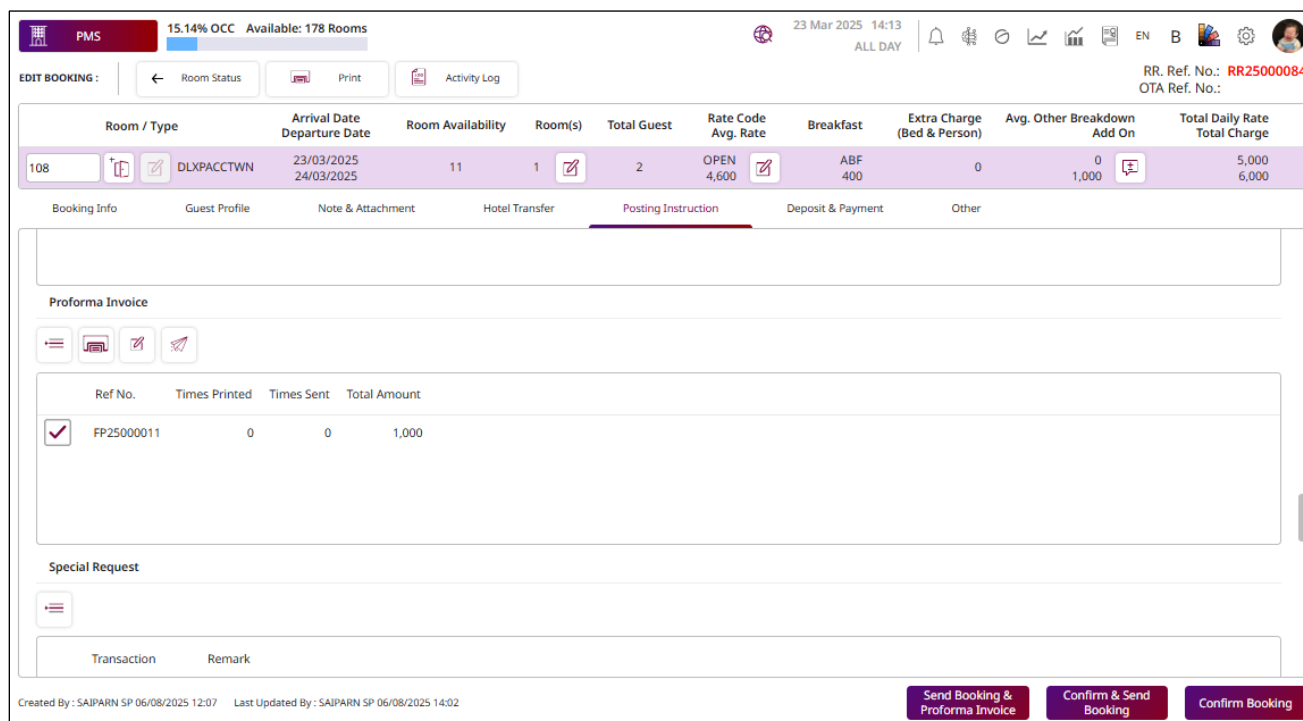
Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

3.8 Create a Proforma Invoice

Available under **PMS > Reservation > Booking**, this function allows staff to create and manage proforma invoices for guest bookings.

To perform the task:

1. Select **Reference No.** room.
2. Press the **New** button to create the proforma invoice.



The screenshot shows the PMS interface with the following details:

- Header:** PMS, 15.14% OCC, Available: 178 Rooms, 23 Mar 2025 14:13, ALL DAY, RR Ref. No.: RR25000084, OTA Ref. No.:
- Room / Type:** 108, DLXPACCTWN, Arrival Date: 23/03/2025, Departure Date: 24/03/2025, Room Availability: 11, Room(s): 1, Total Guest: 2, Rate Code: OPEN, Avg. Rate: 4,600, Breakfast: ABF 400, Extra Charge (Bed & Person): 0, Avg. Other Breakdown Add On: 0, Total Daily Rate: 5,000, Total Charge: 6,000.
- Booking Info:** Guest Profile, Note & Attachment, Hotel Transfer, Posting Instruction, Deposit & Payment, Other.
- Proforma Invoice:**

Ref No.	Times Printed	Times Sent	Total Amount
FP25000011	0	0	1,000
- Special Request:**
- Transaction Remark:**
- Footer:** Created By : SAIPARN SP 06/08/2025 12:07, Last Updated By : SAIPARN SP 06/08/2025 14:02, Send Booking & Proforma Invoice, Confirm & Send Booking, Confirm Booking.

3. Select **Proforma template**.
 - **Payment Type:** Dropdown to select the method or type of payment.
 - **Total Amount:** Editable field to enter the billing amount for this invoice.
 - **Payment Date:** Scheduled or expected payment date. Defaults to today's date or check-in date.
4. Press **Preview Proforma Invoice** button to preview the details of the proforma Invoice. Press **Confirm & Send Proforma Invoice** to confirm the invoice and send it to the customer's email. Press **Confirm Proforma Invoice** to confirm and save the proforma Invoice without sending. Press **Cancel** to Discards any changes and closes the popup.

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 Author : QA Team

Proforma Invoice

Proforma Template 1 (PDF)

Proforma Template 6 (PDF)

Period 1

Payment Type

Total Amount

Payment Date

Please Select

0

23/03/2025

Total

13,500

Preview Proforma Invoice

Confirm & Send Proforma Invoice

Confirm Proforma Invoice

Cancel

5. Press the **Reprint** icon to reprint the proforma invoice.
6. Press the **Revise** icon to make changes to the proforma invoice.
7. Press **Send** icon to send the proforma invoice to the customer via email.

PMS

12.84% OCC Available: 183 Rooms

23 Mar 2025 15:23

ALL DAY

EN B

EDIT BOOKING :

Room Status

Print

Activity Log

RR. Ref. No.: RR25000061

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
108	DLXPACCTWN DLXPACDDBL	23/03/2025 26/03/2025	11	1	2	OPEN 4,100	ABF 400	0	4,500 13,500

Booking Info

Guest Profile

Note & Attachment

Hotel Transfer

Posting Instruction

Deposit & Payment

Other

25/03/2025

OPEN

AIRL

Master Folio

100 Room Charge

1

4,100

0

0

4,100

Proforma Invoice

Ref No.

Times Printed

Times Sent

Total Amount

✓

FP25000010

0

0

1,000

Special Request

Created By : SAIPARN SP 04/08/2025 10:17

Last Updated By : SAIPARN SP 05/08/2025 15:21

Send Booking & Proforma Invoice

Confirm & Send Booking

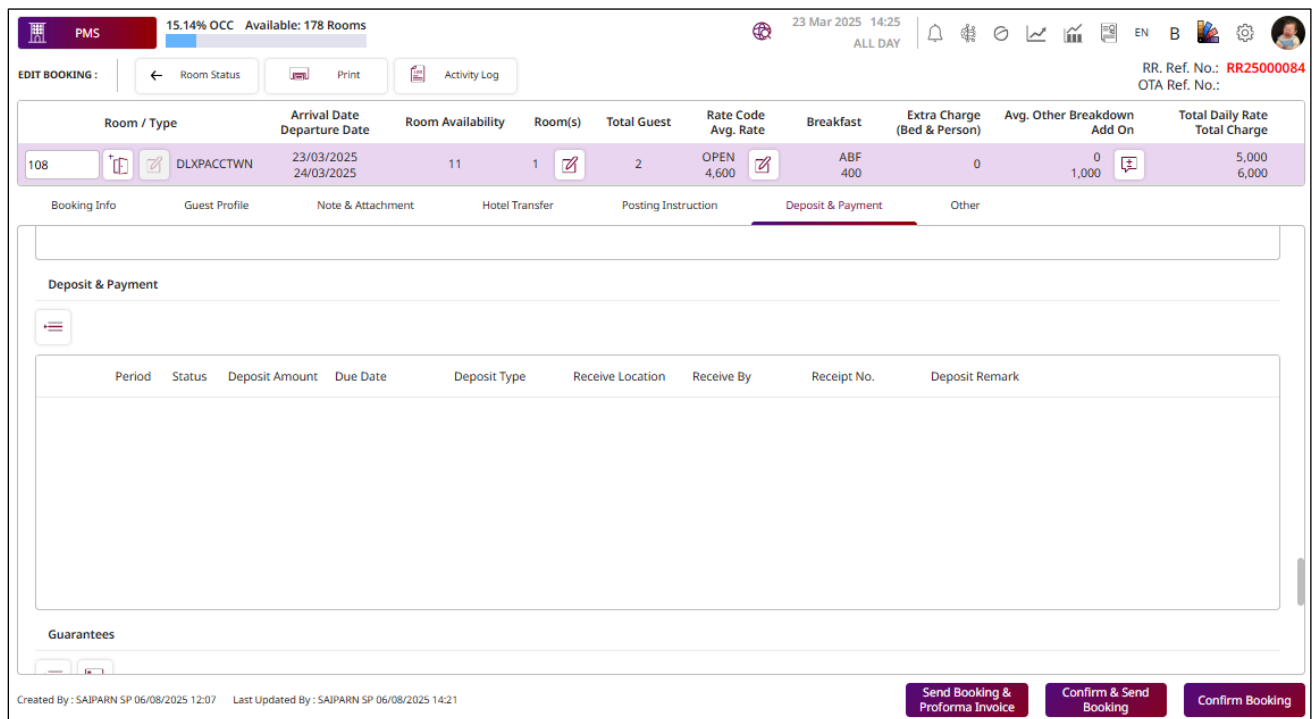
Confirm Booking

3.9 Request Deposit

Available under **PMS > Reservation > Booking**, this function allows staff to create and manage deposit requests for guest bookings.

To perform the task:

1. Select **Reference No.** room.
2. Press the **Deposit & Payment** tab to access deposit information.



The screenshot shows the PMS interface with the 'Deposit & Payment' tab selected. The top header displays 'PMS', '15.14% OCC', 'Available: 178 Rooms', and the date '23 Mar 2025 14:25'. The 'EDIT BOOKING' section includes 'Room Status', 'Print', and 'Activity Log' buttons. The booking details table shows a room with ID '108', type 'DLXPACCTWN', arrival date '23/03/2025', departure date '24/03/2025', room availability '11', room(s) '1', total guest '2', rate code 'OPEN', avg. rate '4,600', breakfast 'ABF 400', extra charge '0', avg. other breakdown '0', and total daily rate '5,000'. The 'Deposit & Payment' tab is active, showing a table with columns: Period, Status, Deposit Amount, Due Date, Deposit Type, Receive Location, Receive By, Receipt No., and Deposit Remark. The bottom of the interface includes 'Guarantees' and three buttons: 'Send Booking & Proforma Invoice', 'Confirm & Send Booking', and 'Confirm Booking'.

3. Press the **New** button to create deposit request.
 - **Seq. No.:** Sequence number of the deposit entry.
 - **Due Date:** The date by which the deposit must be paid.
 - **Payment Date:** Scheduled or expected payment date. Defaults to today's date or check-in date.
 - **Deposit Type:** Dropdown to select the type of deposit.
 - **Deposit Amount:** The amount to be collected as a deposit.
 - **Total Period:** Number of payment periods or installments for this deposit request.
 - **Location:** Selects where the deposit will be handled or recorded.
 - **Remark:** Free-text field for internal notes or additional information about the deposit.
4. Press **Save** to save the entered information and closes the popup.
5. Press **Cancel** to discard any changes and closes the popup.

Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

Add Deposit Request ✕

Seq. No.

Due Date

Deposit Type *

Please Select

Deposit Amount *

Total Period

Location *

Please Select

Remark

Save

Cancel

6. Select **Deposit & Payment**.
7. Press **Edit** to make changes to the deposit request.
 Press **Delete** to remove the deposit request.

PMS | 12.84% OCC | Available: 183 Rooms

23 Mar 2025 16:46
 ALL DAY

EN B

EDIT BOOKING : |
 Room Status
Print
Activity Log

RR. Ref. No.: **RR25000061**
 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
108	DLXPACCTWN DLXPACDDBL	23/03/2025 26/03/2025	11	1	2	OPEN 4,100	ABF 400	0	4,500 13,500

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

Deposit & Payment

Add
Edit
Delete

Period	Status	Deposit Amount	Due Date	Deposit Type	Receive Location	Receive By	Receipt No.	Deposit Remark
☒	1	1,000	23/03/2025	Bank Transfer Deposit	Chiangmai			

Guarantees

Created By : SAIPARN SP 04/08/2025 10:17 | Last Updated By : SAIPARN SP 05/08/2025 15:21

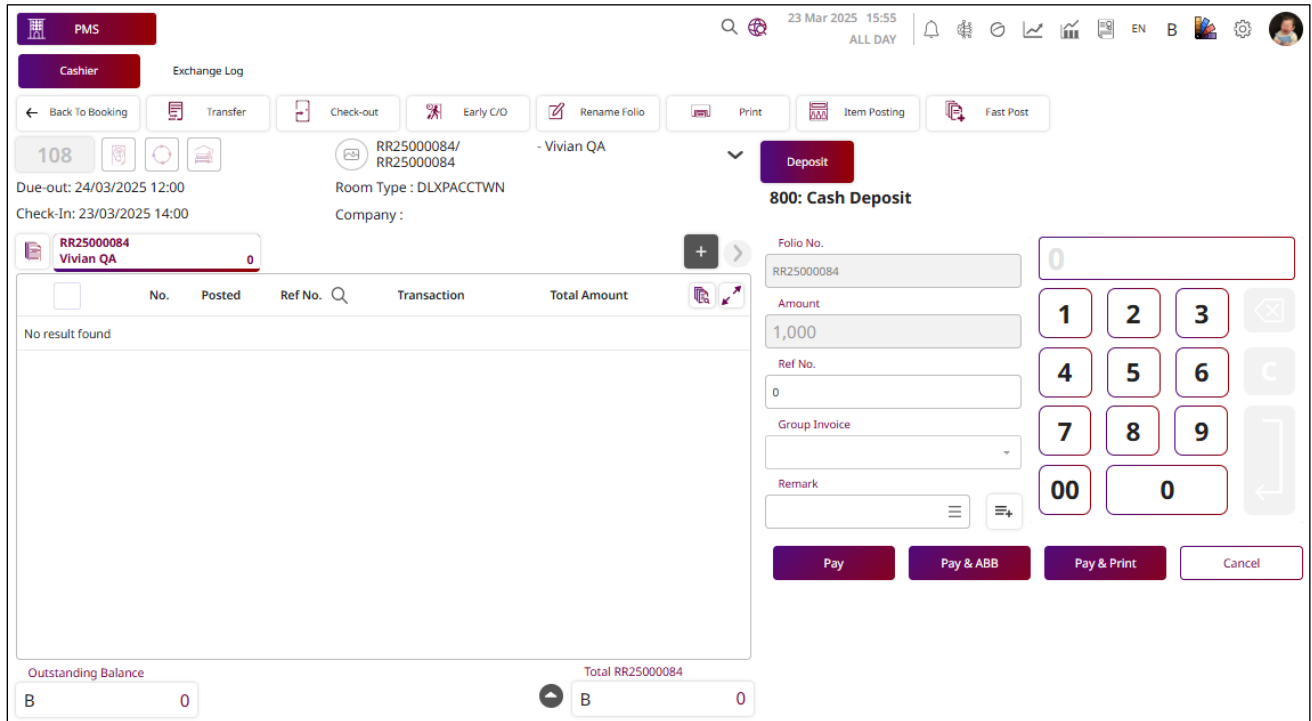
Send Booking & Proforma Invoice

Confirm & Send Booking

Confirm Booking

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 Author : QA Team

8. Press **Receive** to record the receipt of the deposit.
 Press **Pay** button to posts the deposit to the folio.
 Press **Pay & ABB** button to posts the deposit and generates an ABB (official receipt).
 Press **Pay & Print** button to posts the deposit and immediately prints a receipt.
 Press **Cancel** button to clears the input and closes the deposit action panel.



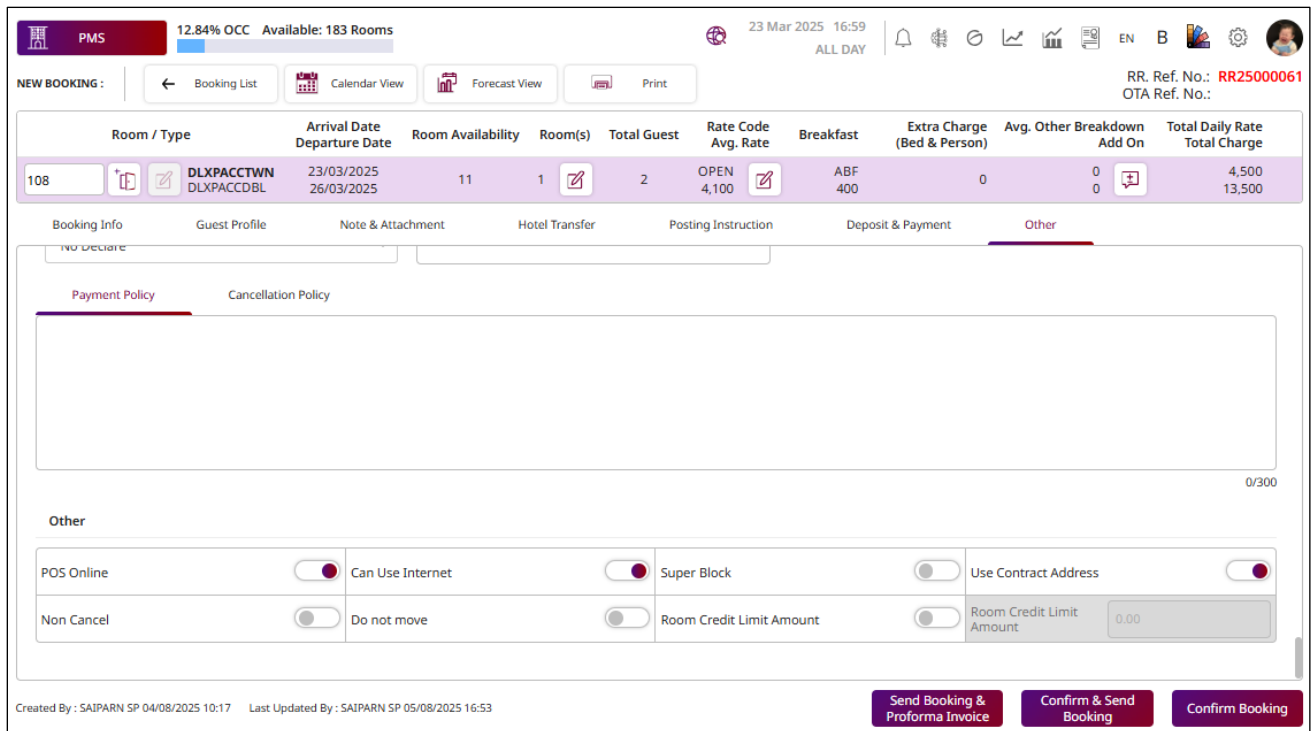
The screenshot displays the PMS Cashier interface. At the top, there's a header with the PMS logo, date (23 Mar 2025 15:55), and user profile. Below the header, a navigation bar includes buttons for Back To Booking, Transfer, Check-out, Early C/O, Rename Folio, Print, Item Posting, and Fast Post. The main area shows a guest's details: Room 108, Due-out: 24/03/2025 12:00, Check-In: 23/03/2025 14:00, and Room Type: DLXPACCTWN. A deposit action panel is open, titled "800: Cash Deposit". It contains fields for Folio No. (RR25000084), Amount (1,000), Ref No. (0), Group Invoice, and Remark. A numeric keypad is visible on the right side of the panel. At the bottom of the panel, there are four buttons: Pay, Pay & ABB, Pay & Print, and Cancel. The interface also shows an Outstanding Balance of B 0 and a Total of RR25000084.

3.10 Other

Available under **PMS > Reservation > Booking**, this function allows staff to manage additional room features and guest preferences.

To perform the task:

1. Select **Reference No.** room.
2. Press the **Other** tab.
 - **POS Online:** Enables POS (Point of Sale) usage for this room. When turned on, charges from outlets can be posted directly to the room.
 - **Can Use Internet:** Grants the guest access to internet services.
 - **Super Block:** Locks the room from being changed or reassigned.
 - **Use Contract Address:** When enabled, the system will auto-fill the guest's address from the associated contract or company.
 - **Non Cancel:** Prevents the booking from being canceled.
 - **Do Not Move:** Prevents the room from being moved to another room during the stay.
 - **Room Credit Limit Amount:** Allows setting a credit limit for in-room charges. Once the toggle is turned on, you can enter the credit limit amount in the adjacent field.



The screenshot displays the PMS interface for room management. At the top, it shows '12.84% OCC' and 'Available: 183 Rooms'. The date is '23 Mar 2025 16:59'. The 'NEW BOOKING' section includes tabs for 'Booking List', 'Calendar View', 'Forecast View', and 'Print'. The main table lists room details for room 108, including arrival and departure dates, room availability, and rates. Below the table, there are tabs for 'Booking Info', 'Guest Profile', 'Note & Attachment', 'Hotel Transfer', 'Posting Instruction', 'Deposit & Payment', and 'Other'. The 'Other' tab is selected, showing a 'Payment Policy' section and a 'Cancellation Policy' section. Below these, there is an 'Other' section with various toggle switches and input fields for room features and preferences.

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
108 DLXPACCTWN DLXPACDDBL	23/03/2025 26/03/2025	11	1	2	OPEN 4,100	ABF 400	0	0 0	4,500 13,500

Other

POS Online	☒	Can Use Internet	☒	Super Block	☐	Use Contract Address	☒
Non Cancel	☐	Do not move	☐	Room Credit Limit Amount	☐	Room Credit Limit Amount	0.00

Created By : SAIPARN SP 04/08/2025 10:17 Last Updated By : SAIPARN SP 05/08/2025 16:53

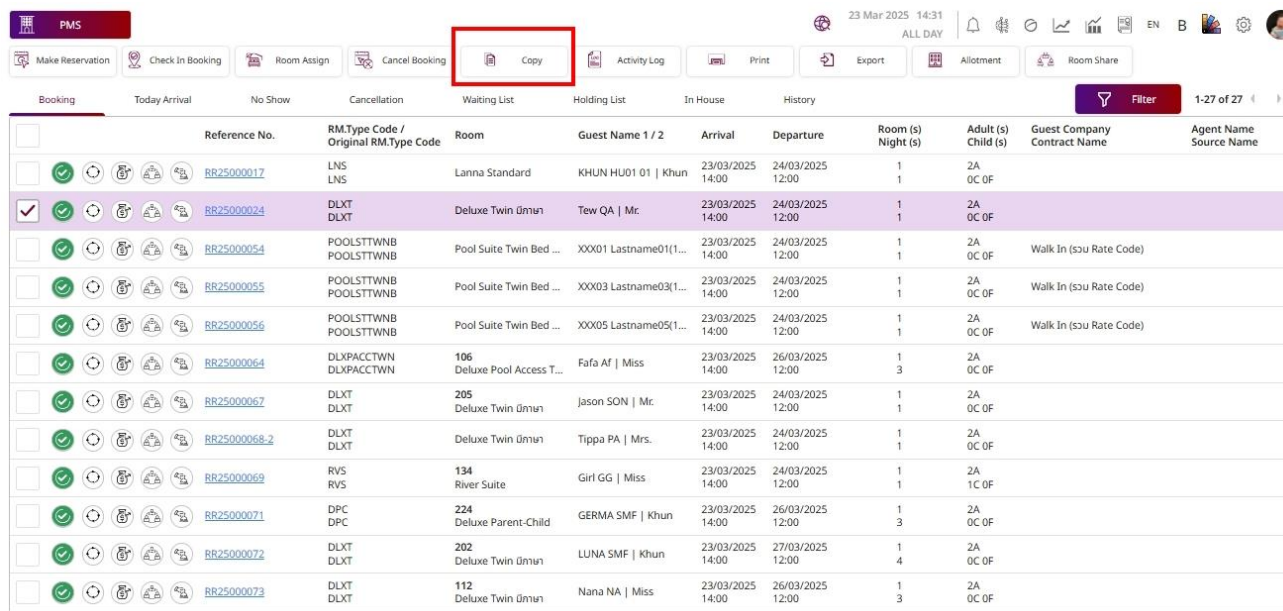
Send Booking & Proforma Invoice Confirm & Send Booking Confirm Booking

4. Copy Booking

Available under **PMS > Reservation > Booking**, this function allows staff to duplicate an existing booking for quick creation of similar reservations.

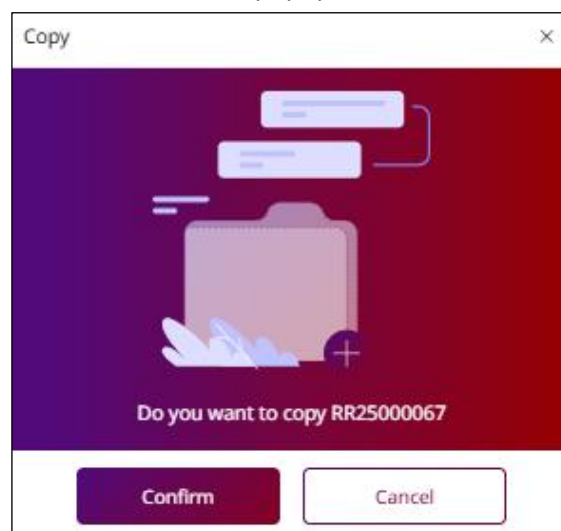
To perform the task:

1. Select Booking.
2. Press **Copy** button. The system displays a pop-up for copying the booking.



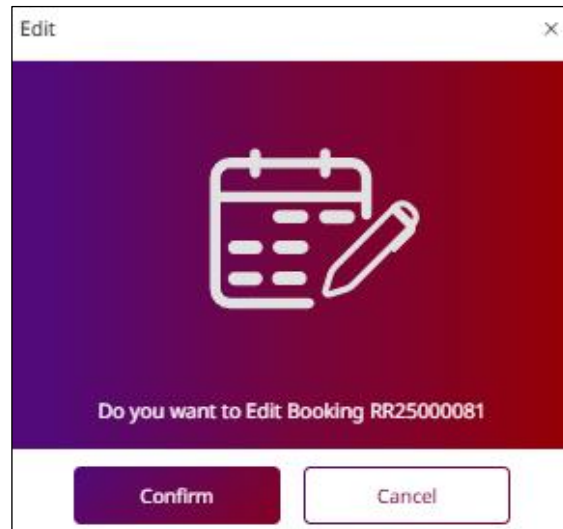
	Reference No.	RM.Type Code / Original RM.Type Code	Room	Guest Name 1 / 2	Arrival	Departure	Room (s) Night (s)	Adult (s) Child (s)	Guest Company Contract Name	Agent Name Source Name
☐	RR25000017	LNS LNS	Lanna Standard	KHUN HU01 01 Khun	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
☒	RR25000074	DLXT DLXT	Deluxe Twin 0mun	Tew QA Mr.	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
☐	RR25000054	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX01 Lastname01(1...	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F	Walk In (szu Rate Code)	
☐	RR25000055	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX03 Lastname03(1...	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F	Walk In (szu Rate Code)	
☐	RR25000056	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX05 Lastname05(1...	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F	Walk In (szu Rate Code)	
☐	RR25000064	DLXPACCTWN DLXPACCTWN	106 Deluxe Pool Access T...	Fafa AF Miss	23/03/2025 14:00	26/03/2025 12:00	1 3	2A 0C 0F		
☐	RR25000067	DLXT DLXT	205 Deluxe Twin 0mun	Jason SON Mr.	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
☐	RR25000068-2	DLXT DLXT	Deluxe Twin 0mun	Tippa PA Mrs.	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
☐	RR25000069	RVS RVS	134 River Suite	Girl GG Miss	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 1C 0F		
☐	RR25000071	DPC DPC	224 Deluxe Parent-Child	GERMA SMF Khun	23/03/2025 14:00	26/03/2025 12:00	1 3	2A 0C 0F		
☐	RR25000072	DLXT DLXT	202 Deluxe Twin 0mun	LUNA SMF Khun	23/03/2025 14:00	27/03/2025 12:00	1 4	2A 0C 0F		
☐	RR25000073	DLXT DLXT	112 Deluxe Twin 0mun	Nana NA Miss	23/03/2025 14:00	26/03/2025 12:00	1 3	2A 0C 0F		

3. Press **Confirm** to confirm copy booking. The system displays the edit booking page for further modifications.
Press **Cancel** to discards and closes the popup.



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Author : QA Team

4. Press **Confirm** to edit booking. The system display edit booking page to edit information.
5. Press **Cancel** to discards and closes the popup.

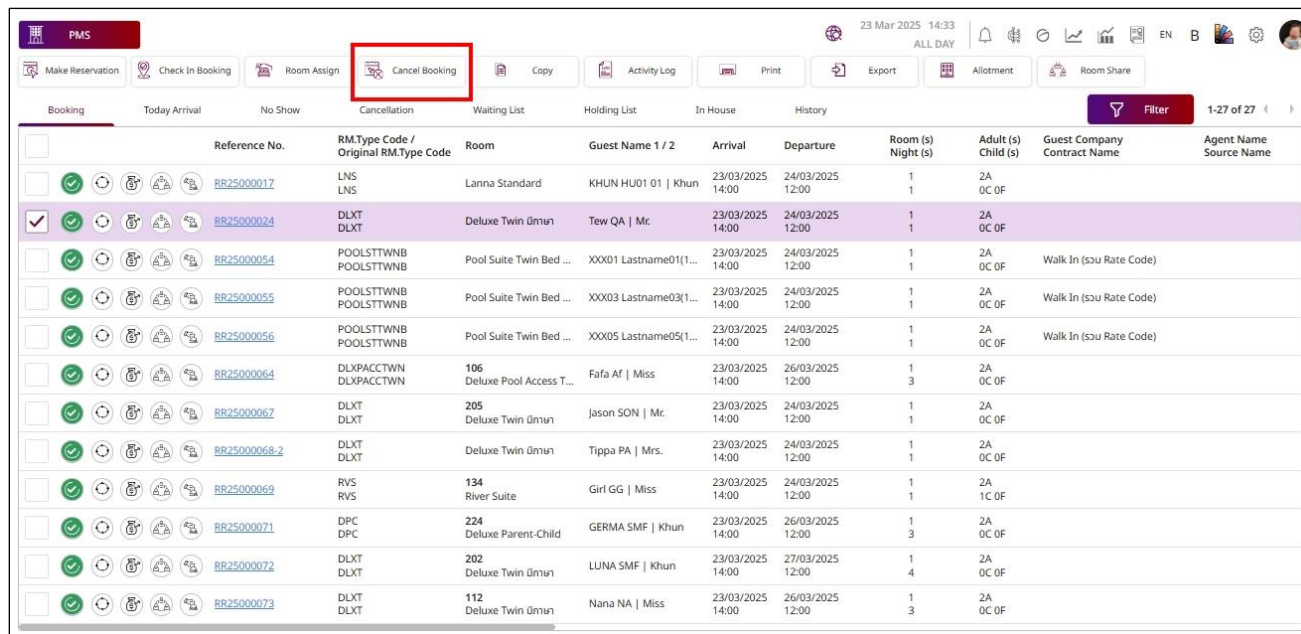


5. Cancel Booking

Available under **PMS > Reservation > Booking**, this function allows staff to cancel an existing booking.

To perform the task:

1. Select Booking.
2. Press **Cancel booking** button.



	Reference No.	RM.Type Code / Original RM.Type Code	Room	Guest Name 1 / 2	Arrival	Departure	Room (s) Night (s)	Adult (s) Child (s)	Guest Company Contract Name	Agent Name Source Name
☐	RR25000017	LNS LNS	Lanna Standard	KHUN HU01 01 Khun	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
☒	RR25000024	DLXT DLXT	Deluxe Twin 0mun	Tew QA Mr.	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
☐	RR25000054	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX01 Lastname01(1...	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F	Walk In (sdu Rate Code)	
☐	RR25000055	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX03 Lastname03(1...	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F	Walk In (sdu Rate Code)	
☐	RR25000056	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX05 Lastname05(1...	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F	Walk In (sdu Rate Code)	
☐	RR25000064	DLXPACCTWN DLXPACCTWN	106 Deluxe Pool Access T...	Fafa Af Miss	23/03/2025 14:00	26/03/2025 12:00	1	2A 0C 0F		
☐	RR25000067	DLXT DLXT	205 Deluxe Twin 0mun	Jason SON Mr.	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
☐	RR25000068-2	DLXT DLXT	Deluxe Twin 0mun	Tippa PA Mrs.	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
☐	RR25000069	RVS RVS	134 River Suite	Giri GG Miss	23/03/2025 14:00	24/03/2025 12:00	1	2A 1C 0F		
☐	RR25000071	DPC DPC	224 Deluxe Parent-Child	GERMA SMF Khun	23/03/2025 14:00	26/03/2025 12:00	1	2A 0C 0F		
☐	RR25000072	DLXT DLXT	202 Deluxe Twin 0mun	LUNA SMF Khun	23/03/2025 14:00	27/03/2025 12:00	1	2A 0C 0F		
☐	RR25000073	DLXT DLXT	112 Deluxe Twin 0mun	Nana NA Miss	23/03/2025 14:00	26/03/2025 12:00	1	2A 0C 0F		

- **Guest Cancel By:** Required field to enter the person who requested the cancellation.
 - **Guest Cancel Tel:** Required phone number for the person who canceled.
 - **Search Icon:** Used to select a predefined remark or cancellation reason from a list.
 - **Remark:** Optional field to add reason or internal notes for the cancellation.
 - **Cancellation Policy:** This box is reserved for showing the applicable cancellation policy, including refund rules or penalty charges.
3. Press **Confirm & Print** button to confirms the cancellation and prints the cancellation.
Press **Confirm** to confirm the cancellation process without printing.
Press **Cancel** to discards and closes the popup.

Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

Booking Cancellation

Reference No. : RR25000067 1 / 1

Group Info :

Guest Name : Jason SON | Mr.

Room Type : DLXT - Deluxe Twin ไม้หวาย

Arrival : 23/03/2025 14:00

Departure : 24/03/2025 12:00

Folio Balance : 0



1 / 1

Guest Name : Jason SON

Cancellation Policy

Guest Cancel By*

Guest Cancel Tel*

Remark :

Status	Payment Type	Period AMT	Receipt Date	Amount	Receipt By	Payment Due	Receive Location	Remark

Confirm & Print

Confirm

Cancel

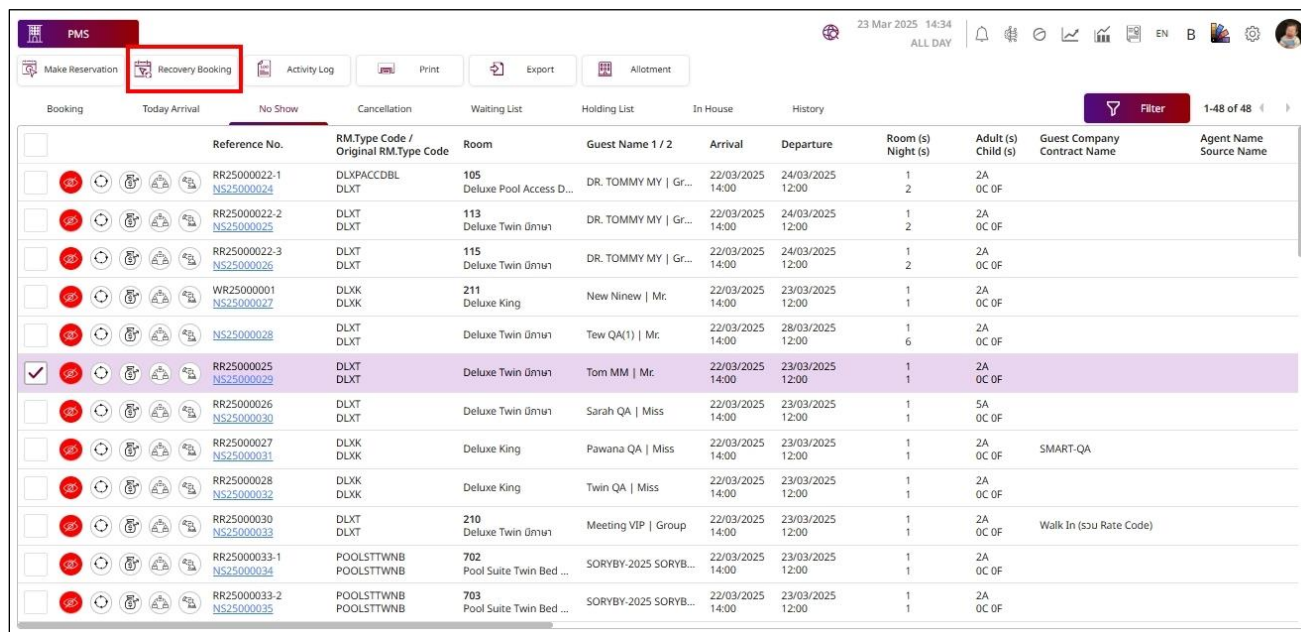
Note: This  status will prevent the system from allowing the booking to be canceled.

6. Recovery Booking

Available under **PMS > Reservation > No show**, this function allows staff to recover a booking that was marked as "No show."

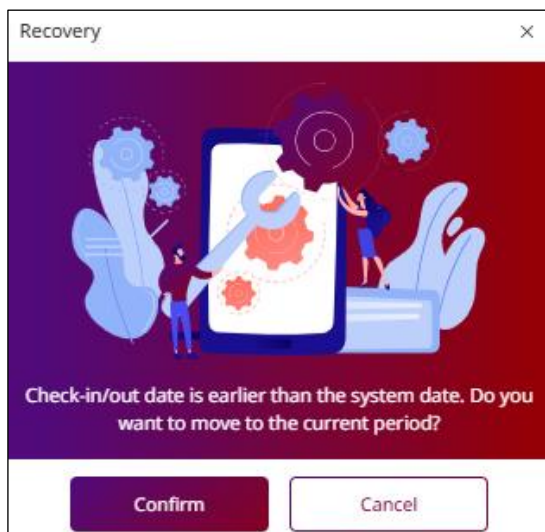
To perform the task:

1. Select Booking.
2. Press **Recovery booking** button. The system will display a pop-up for recovery.



	Reference No.	RM.Type Code / Original RM.Type Code	Room	Guest Name 1 / 2	Arrival	Departure	Room (s) Night (s)	Adult (s) Child (s)	Guest Company Contract Name	Agent Name Source Name
☐	RR25000022-1 NS25000024	DLXPACCCDBL DLXT	105 Deluxe Pool Access D...	DR. TOMMY MY Gr...	22/03/2025 14:00	24/03/2025 12:00	1 2	2A 0C 0F		
☐	RR25000022-2 NS25000025	DLXT DLXT	113 Deluxe Twin 0มว...	DR. TOMMY MY Gr...	22/03/2025 14:00	24/03/2025 12:00	1 2	2A 0C 0F		
☐	RR25000022-3 NS25000026	DLXT DLXT	115 Deluxe Twin 0มว...	DR. TOMMY MY Gr...	22/03/2025 14:00	24/03/2025 12:00	1 2	2A 0C 0F		
☐	WR25000001 NS25000027	DLXK DLXK	211 Deluxe King	New Ninew Mr.	22/03/2025 14:00	23/03/2025 12:00	1 1	2A 0C 0F		
☐	NS25000028	DLXT DLXT	Deluxe Twin 0มว...	Tew QA(1) Mr.	22/03/2025 14:00	28/03/2025 12:00	1 6	2A 0C 0F		
☒	RR25000025 NS25000029	DLXT DLXT	Deluxe Twin 0มว...	Tom MM Mr.	22/03/2025 14:00	23/03/2025 12:00	1 1	2A 0C 0F		
☐	RR25000026 NS25000030	DLXT DLXT	Deluxe Twin 0มว...	Sarah QA Miss	22/03/2025 14:00	23/03/2025 12:00	1 1	5A 0C 0F		
☐	RR25000027 NS25000031	DLXK DLXK	Deluxe King	Pawana QA Miss	22/03/2025 14:00	23/03/2025 12:00	1 1	2A 0C 0F	SMART-QA	
☐	RR25000028 NS25000032	DLXK DLXK	Deluxe King	Twin QA Miss	22/03/2025 14:00	23/03/2025 12:00	1 1	2A 0C 0F		
☐	RR25000030 NS25000033	DLXT DLXT	210 Deluxe Twin 0มว...	Meeting VIP Group	22/03/2025 14:00	23/03/2025 12:00	1 1	2A 0C 0F	Walk In (sdu Rate Code)	
☐	RR25000033-1 NS25000034	POOLSTTWNB POOLSTTWNB	702 Pool Suite Twin Bed ...	SORYBY-2025 SORYB...	22/03/2025 14:00	23/03/2025 12:00	1 1	2A 0C 0F		
☐	RR25000033-2 NS25000035	POOLSTTWNB POOLSTTWNB	703 Pool Suite Twin Bed ...	SORYBY-2025 SORYB...	22/03/2025 14:00	23/03/2025 12:00	1 1	2A 0C 0F		

3. Press **Confirm** button to confirm recovery booking. The system will display the booking tab.
4. Press **Cancel** to discards and closes the popup



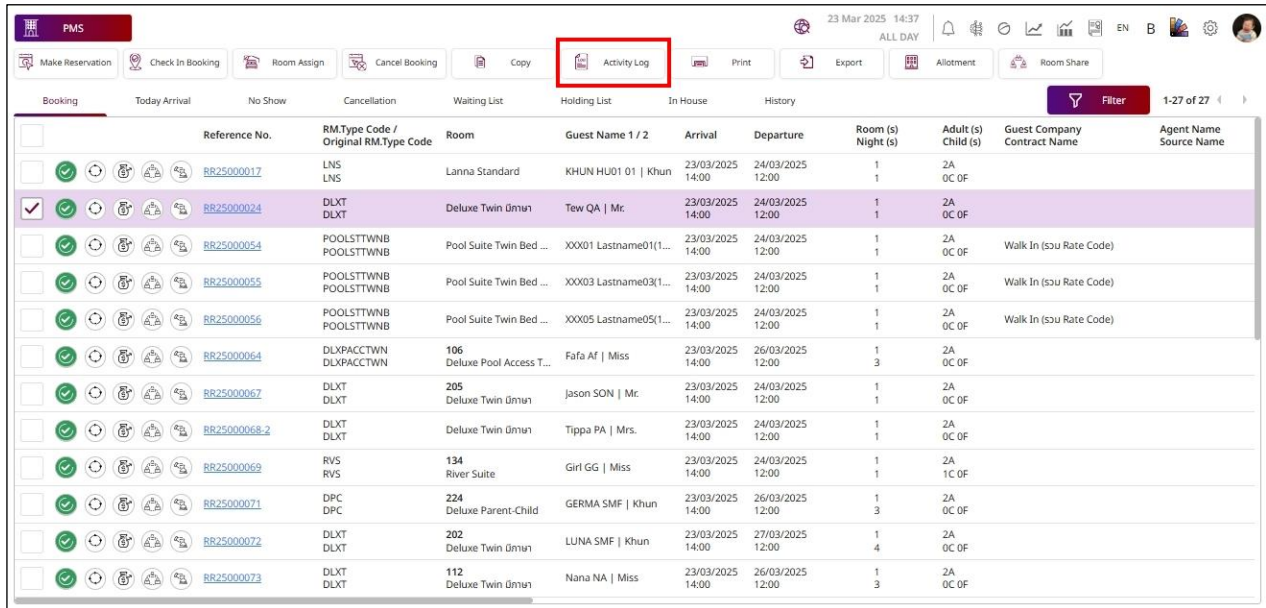
Note: The system will display the Arrival/Departure dates as the same day the room was recovered.

7. Activity Log

Available under **PMS > Reservation > Booking**, this function allows staff to track and view a log of all actions related to a specific booking.

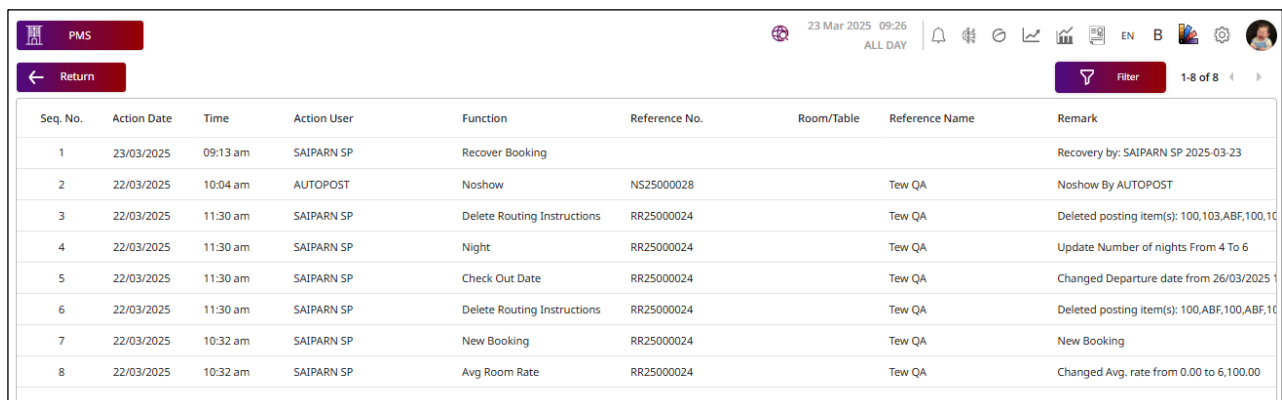
To perform the task:

1. Select Booking.
2. Press **Activity log** button.



	Reference No.	RM Type Code / Original RM Type Code	Room	Guest Name 1 / 2	Arrival	Departure	Room (s) Night (s)	Adult (s) Child (s)	Guest Company Contract Name	Agent Name Source Name
☐	RR25000017	LNS LNS	Lanna Standard	KHUN HU01 01 Khun	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
☒	RR25000024	DLXT DLXT	Deluxe Twin 0mum	Tew QA Mr.	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
☐	RR25000054	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX01 Lastname01(1...	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F	Walk In (sdu Rate Code)	
☐	RR25000055	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX03 Lastname03(1...	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F	Walk In (sdu Rate Code)	
☐	RR25000056	POOLSTTWNB POOLSTTWNB	Pool Suite Twin Bed ...	XXX05 Lastname05(1...	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F	Walk In (sdu Rate Code)	
☐	RR25000064	DLXPACTWN DLXPACTWN	106 Deluxe Pool Access T...	Fafa Af Miss	23/03/2025 14:00	26/03/2025 12:00	1 3	2A 0C 0F		
☐	RR25000067	DLXT DLXT	205 Deluxe Twin 0mum	Jason SON Mr.	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
☐	RR25000068-2	DLXT DLXT	Deluxe Twin 0mum	Tippa PA Mrs.	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
☐	RR25000069	RVS RVS	134 River Suite	Girl GG Miss	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 1C 0F		
☐	RR25000071	DPC DPC	224 Deluxe Parent-Child	GERMA SMF Khun	23/03/2025 14:00	26/03/2025 12:00	1 3	2A 0C 0F		
☐	RR25000072	DLXT DLXT	202 Deluxe Twin 0mum	LUNA SMF Khun	23/03/2025 14:00	27/03/2025 12:00	1 4	2A 0C 0F		
☐	RR25000073	DLXT DLXT	112 Deluxe Twin 0mum	Nana NA Miss	23/03/2025 14:00	26/03/2025 12:00	1 3	2A 0C 0F		

- **Seq. No.:** Sequential number of each logged activity.
- **Action Date:** The date the action was performed.
- **Time:** The exact time the action occurred.
- **Action User:** The username of the person (or system) who performed the action.
- **Function:** The type of action performed.
- **Reference No.:** Related booking or transaction reference number.
- **Room/Table:** The room or table associated with the action.
- **Reference Name:** Guest or reservation name.
- **Remark:** Additional details or descriptions of the action.



Seq. No.	Action Date	Time	Action User	Function	Reference No.	Room/Table	Reference Name	Remark
1	23/03/2025	09:13 am	SAIPARN SP	Recover Booking				Recovery by: SAIPARN SP 2025-03-23
2	22/03/2025	10:04 am	AUTOPOST	Noshow	NS25000028		Tew QA	Noshow by AUTOPOST
3	22/03/2025	11:30 am	SAIPARN SP	Delete Routing Instructions	RR25000024		Tew QA	Deleted posting item(s): 100,103,ABF,100,103
4	22/03/2025	11:30 am	SAIPARN SP	Night	RR25000024		Tew QA	Update Number of nights From 4 To 6
5	22/03/2025	11:30 am	SAIPARN SP	Check Out Date	RR25000024		Tew QA	Changed Departure date from 26/03/2025 12:00
6	22/03/2025	11:30 am	SAIPARN SP	Delete Routing Instructions	RR25000024		Tew QA	Deleted posting item(s): 100,ABF,100,ABF,100
7	22/03/2025	10:32 am	SAIPARN SP	New Booking	RR25000024		Tew QA	New Booking
8	22/03/2025	10:32 am	SAIPARN SP	Avg Room Rate	RR25000024		Tew QA	Changed Avg. rate from 0.00 to 6,100.00