Manual

PMS – Daily Operation User Guide

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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

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

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**

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

Version :   1.0
Last Updated :   12 June 2025
Author :   Documentation Team

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

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

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

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

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	Audit No.	Audit Time
All Day	AUT2400004	17:44

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

User Name: kannika.smartfinder@gmail
Password: ••••••••••
Submit

Cash Count   Currency Count

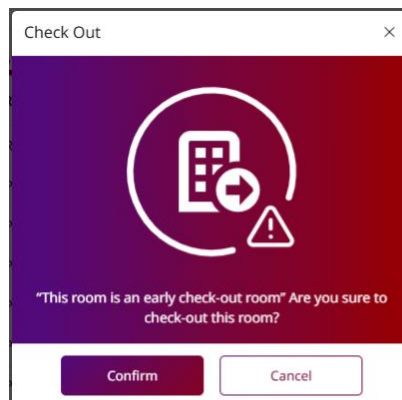| Bank Note		Qty		Amount
1000 Baht	-	2 ✕	+	2,000.00
500 Baht	-	0	+	0.00
100 Baht	-	0	+	0.00
50 Baht	-	0	+	0.00
20 Baht	-	0	+	0.00
10 Baht	-	0	+	0.00
5 Baht	-	0	+	0.00
2 Baht	-	0	+	0.00
1 Baht	-	0	+	0.00
50 Satang	-	0	+	0.00
25 Satang	-	0	+	0.00

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

	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

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