

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	09
------------------	-----------

Cashier Audit	10
----------------------	-----------

Close day	11
------------------	-----------

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

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

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

Arrival
21/04/2025
14:00

Departure
24/04/2025
12:00

Night(s)
3 Night

Booking Status
Confirmed Booking

Booking Type
Normal

Arrived By
Flight

Detail
(Example:Flight No. / Car Registration)

Departure By
Flight

Detail
(Example:Flight No. / Car Registration)

Contract
SMART QA

Agent
Agoda Agent

Source
Direct Booking Fix ABF

Email
qa0310.test@gmail.com

Email
qa0310.test@gmail.com

Email
qa0310.test@gmail.com

Telephone No.
0123456789

Telephone No.
0123456789

Telephone No.
0123456789

Contact Person
Ho Smart

Use Rate From
Source

Market Segment
Direct Booking

Source Of Business
Other

Channel
Walk In

Sales Person
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

NEW BOOKING :

← Rate & Avail

Calendar View







Forecast View

Total Night3

Total Rooms1

Total Guest2

Total Charge10,500.00

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 0.00 	3,500.00 10,500.00 

Booking Info

Guest Profile

Note & Attachment

Hotel Transfer


Posting Instruction


Deposit & Payment

Other


Booking Info.


Arrival

21/04/2025 


14:00 

Departure


24/04/2025 

12:00 


Night(s)

3 Night 


Booking Status


Confirmed Booking 

Booking Type

Normal 

Arrived By


Flight 




Detail

(Example:Flight No. / Car Registration)

Departure By



Flight 



Detail

(Example:Flight No. / Car Registration)

Contract

SMART QA  

Email

qa0310.test@gmail.com


Telephone No.

0123456789


Contact Person

Ho Smart


Use Rate From

Company 


Agent




Email




Telephone No.




Source



Email




Telephone No.




Market Segmentation


Market Segment

Corporate Overseas 


Source Of Business

Corporate 

Channel

Corporate 

Sales Person

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

Grand Suite Group


Room Type Code *

RVS

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 *

River Suite

Seq. No. *

29

Level *

1

Max Guest *

4

Max Child *

1

Max Extra Person *

1

Max Extra Bed *

1

Building *

Hotel 2

Size *

28

External Room Type

Over Booking Room

3

Status

☒

Facilities

+

Save

Cancel

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

PMS
12.33% OCC Available: 192 Rooms

04 Feb 2025 11:01

EDIT BOOKING:
Booking List
Print
Activity Log

Reference No.: **RR25000224**

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 POOLSTDBLB	04/02/2025 06/02/2025	6	1	2	OPABF 4,450.00	ABF 400.00	0.00	0.00	9,700.00

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

Hotel Transfer

☐ Pick-up

☐ Drop off

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

Posting Instruction & Add-On

Posting Instruction
Add-On

Created By : Intern QA 24/03/2025 14:18
Last Updated By : Intern QA 25/03/2025 09:27

Confirm & Send
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


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](#)



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			

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
Miss

Name
Anya

Last Name
SMF

Full Address
99/24 smartfinder

City

Zip Code

Country
Thailand

Name of Company

Occupation

Nationality
Thai

License Plate

Phone
0123456789

Email
qa0310.test@gmail.com

Id Card
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

Confirm

Confirm & Print Register

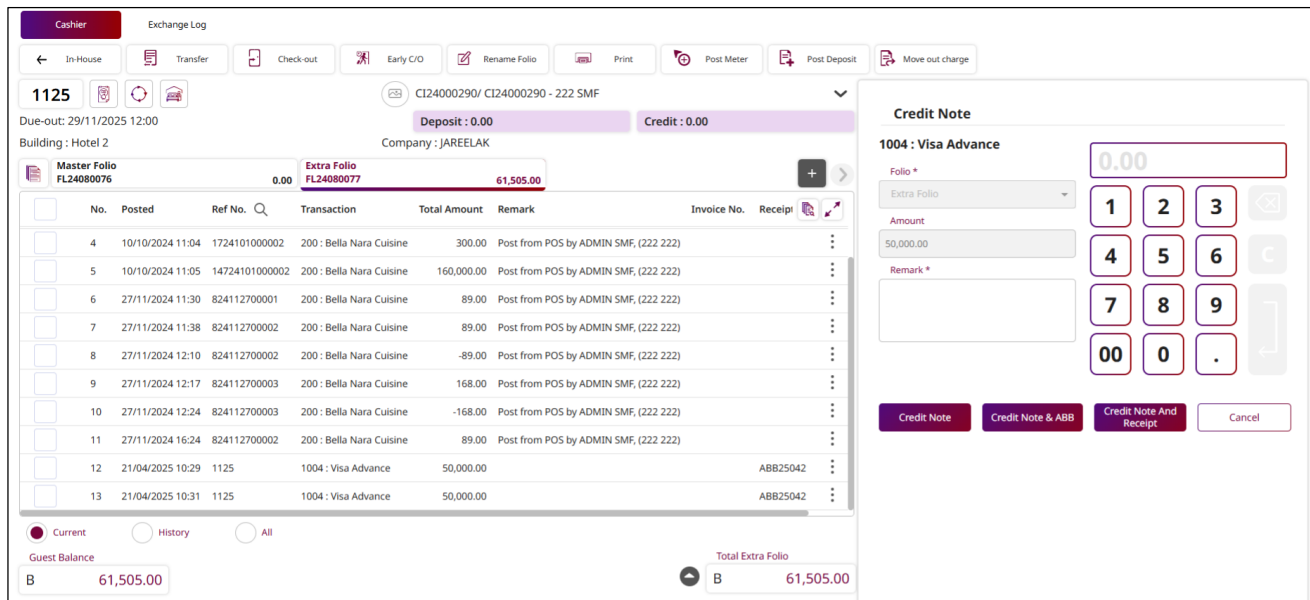
Note: Ensure room is ready and guest details are fully updated before check-in.

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 the 'Exchange Log' tab selected. The 'Deposit Post Advance' screen is active, showing a list of transactions for 'Bella Nara Cuisine'. The 'Credit Note' dialog is open, showing a '1004: Visa Advance' for 50,000.00. The dialog includes a numeric keypad and buttons for 'Credit Note', 'Credit Note & ABB', 'Credit Note And Receipt', and 'Cancel'.

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	

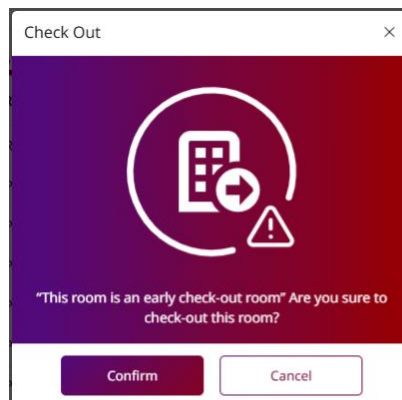
Note: Verify that credit notes align with transaction policy before issuing.

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



The 'Check Out' dialog box is shown with a red background and a white icon of a building with a checkmark. The text inside reads: "This room is an early check-out room? Are you sure to check-out this room?". There are two buttons at the bottom: 'Confirm' and 'Cancel'.

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

User Name
Password

kannika.smartfinder@gmail
.....

Submit

Cash Count
Currency Count

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	

Remark

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 Cash Drop Count 2,000.00
Total Cash Drop Diff 2,000.00

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

2

3

4

5

Audit Room






Audit Trans

Auto Posted

Cut Off Date

Completed

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.