

Manual

PMS-Group & Block User Guide

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1. Overview

This PMS – Group & Block User Guide provides staff with detailed instructions on managing Room Assign for Group, Edit information for all Group, Check in Group, Add room to group, and Separate a room from the group. The guide is designed to ensure clear, step-by-step instructions for effective use of the system in handling tax and receipt processes

2. Create Group Reservation

Available under **Group & Block > Make Reservation**, this function allows users to create a reservation for multiple rooms under a single group code, including arrival/departure dates, room selection, contract company, and guest profile details.

To perform the task:

1. Click **Group & Block > Make Reservation**.
2. Enter arrival and departure dates, then click Check to view room availability.
3. Click **Room** button to add rooms.
4. Use + or - to adjust room quantity, then click **Confirm**.
5. Click **Add To Cart & Continue** to proceed to booking info.
6. Click **Search** icon in Contract box to select contract the company.
7. Select Rate Code, enter Room Rate, and select Breakfast Code.
8. Enter Group Code and Group Name.
9. Go to Guest Profile tab and enter guest information.
10. Click **Confirm or Confirm & Print** to complete the reservation.

Version : 10.02
 Last Updated : 30 July 2025
 Author : QA Team

NEW BOOKING : ← Rate & Avail Calendar View Forecast View

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
DLXX	21/04/2025	24/04/2025	7	5	8	OPNRB	1,100.00	ABF 2,400.00	0.00	0.00	17,500.00	52,500.00

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: Company Commit Email: qa0310.test@gmail.com Telephone No.: 0123456789 Contact Person: Irin Somboon Use Rate From: Agent

Agent: Agoda Agent Email: qa0310.test@gmail.com Telephone No.: 0123456789

Source: Complimentary Email: qa0310.test@gmail.com Telephone No.: 0123456789

Market Segmentation

Market Segment: Online Travel Agency (OTAs) Source Of Business: Other Channel: Online Travel Agency Sales Person: 1762

Group / Party

Confirm & Send Booking Confirm & Print Confirm Booking

Note: Ensure contract company and rate codes are correctly selected to reflect accurate pricing.

3. Room Assign for Group

Available under **PMS > Group & Block > Booking Tap**, this function allows staff to assign room to a group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.

Booking	Today Arrival	No Show	Cancellation	In House	History	Waiting List	Holding List			
								Filter	1-2 of 2	
	Group Code	Group Name	Guest(s)	Arrival	Departure	Room(s) Night(s)	Company Name Agent Name	Total Charge	Block Code	Ref No.
☐	GA250322582	ANT-20250716-1	8	22/03/2025	24/03/2025	4 8		48,000		RRG2500009
☐	GA250322648	Meeting	12	24/03/2025	25/03/2025	6 2	Walk In (sou Rate Co...	12,000		RRG2500011

3. Check the box, then click the Duplicate button.
4. Click the **Confirm** button to proceed, or click the **X** icon or **Cancel** button to cancel.

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← Group List
Cancel Room
Copy
Duplicate
Auto Assign
Group Info
View Period
Load Guest List
Print

Group Information

Arrival
24/03/2025

Departure
25/03/2025

Group Code
GA250322648

Group Name
Meeting

Company & Agent Name
Walk In (sdu Rate Code)

Ref No.
RRG2500011

Status
Confirmed Booking

Night(s)
1

Block Code

☐	Room Status	Room No.	Ref No.	Room Type	Arrival Date	Departure Date	Night(s)	Room(s)	Guest(s)	Guest Name 1 / Guest Name 2	Room Master
☒	RS		RR25000030	DLXT	24/03/2025 14:00	25/03/2025 12:00	1	3	2	Group Meeting VIP	☐
☐	RS		RR25000031	POOLSTTWNB	24/03/2025 14:00	25/03/2025 12:00	1	3	2	Group Meeting VIP	☐

Note: In cases where the selected Room Type has only one room, This step can be skipped.

5. Check the box, then press the Auto Assign button to let the system automatically add the room numbers. Or Select  button to Select the room number.
6. After that, the room numbers will appear in the **Room No.** field.
7. Select the **Master room** by checking the box in the **Room Master** field.
8. Select Save Button to confirm.

Group Information

Arrival
24/03/2025

Departure
25/03/2025

Group Code
GA250322648

Group Name
Meeting

Company & Agent Name
Walk In (sdu Rate Code)

Ref No.
RRG2500011

Status
Confirmed Booking

Night(s)
1

Block Code

☐	Room Status	Room No.	Ref No.	Room Type	Arrival Date	Departure Date	Night(s)	Room(s)	Guest(s)	Guest Name 1 / Guest Name 2	Room Master
☐	AD	111	RR25000030	DLXT	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☒
☐	AD	112	RR25000030-1	DLXT	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☐	AD	113	RR25000030-2	DLXT	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☐	AC	701	RR25000031	POOLSTTWNB	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☐	AC	702	RR25000031-1	POOLSTTWNB	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☐	AC	703	RR25000031-2	POOLSTTWNB	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☐

Total Night
6

Total Rooms
6

Total Guest
12

Expect Revenue
12,000

Save

4. Edit information for all group

Available under **PMS > Group & Block > Booking Tap** this function allows staff to edit or add information to a group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.
3. Click on the blue text in the **Ref No.** field.

Group Information

Arrival

24/03/2025

Departure

25/03/2025

Group Code

GA250322648

Group Name

Meeting

Company & Agent Name

Walk In (sou Rate Code)

Ref No.

RRG2500011

Status

Confirmed Booking

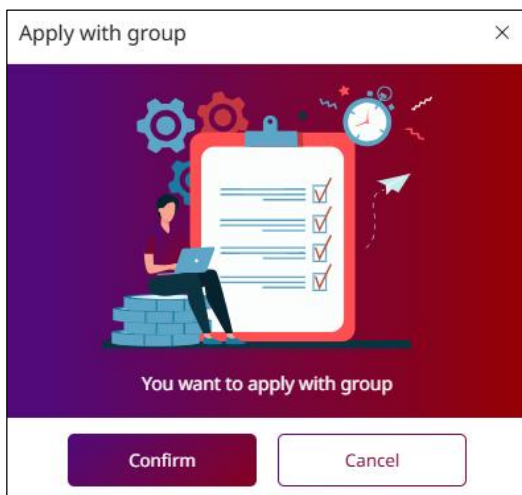
Night(s)

1

Block Code

	Room Status	Room No.	Ref No.	Room Type	Arrival Date	Departure Date	Night(s)	Room(s)	Guest(s)	Guest Name 1 / Guest Name 2	Room Master
☐	AC	111	BB25000030	DLXT	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☒
☐	AC	112	BB25000030-1	DLXT	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☐	AC	113	BB25000030-2	DLXT	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☐	AC	701	BB25000031	POOLSTWNB	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☐	AC	702	BB25000031-1	POOLSTWNB	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☐	AC	703	BB25000031-2	POOLSTWNB	24/03/2025 14:00	25/03/2025 12:00	1	1	2	Group Meeting VIP	☐

4. Edit the reservation.
5. Click the **Confirm** button.
6. Click the **Confirm** button to update the information to the other rooms in the group, Or select the **Cancel** button to update only a single room.



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 Last Updated : 30 July 2025
 Author : QA Team

7. Select the room for update the information.
8. Select the details to be updated.
9. Click the Apply Now Button to confirm.

Group Apply
✕

Group Code *
GA250322648

Group Name *
Meeting

Group Remark *
Meeting

Room No. / Type *
112 / DLXT

Name / Contract *
Walk In (SOU Rate Code)

Check-in
24/03/2025

Time
14:00

Check-out
25/03/2025

Time
12:00

☐	Status	Ref No.	Rm. No.	Rm. Type	Guest Name	Check-in	Check-out
☐		RR25000030	111	DLXT	Meeting VIP	24/03/2025	25/03/2025
☐		RRG2500011	M111	TM	Meeting VIP	24/03/2025	25/03/2025
☐		RR25000031	701	POOLSTTWNB	Meeting VIP	24/03/2025	25/03/2025
☐		RR25000030-2	113	DLXT	Meeting VIP	24/03/2025	25/03/2025
☐		RR25000031-1	702	POOLSTTWNB	Meeting VIP	24/03/2025	25/03/2025
☐		RR25000031-2	703	POOLSTTWNB	Meeting VIP	24/03/2025	25/03/2025

Field Name

Value

☐
Room Type Code
DLXT

☒
Posting Type (Daily/Monthly)
Daily

☐
Guest Profile
Meeting VIP

☐
Room Rate
OPABF

☐
Booking Status
Confirmed Booking

☒
Booking Remark

☐
Sale Person Name
55

☒
ADDRESS SHOW TYPE
Guest

☒
Market Segment
Airlines

☐
Comments

☒
AR Voucher Number

Apply Now

Cancel

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5. Check in Group

Available under **PMS > Group & Block > Today Arrival Tap**, this function allows staff check in a group reservation.

To perform the task:

1. Select **Group & Block Function > Today Arrival tap**.
2. Click on the blue text in the **Group Code** field.
3. Select the room to be **checked in**.
4. Select **Room Master**.
5. Click the **Check In Booking Button** to check in.

Group Information

Arrival

22/03/2025

Departure

23/03/2025

Group Code

GA250322648

Group Name

Meeting

Company & Agent Name

Walk In (520 Rate Code)

Ref No.

RRG2500011

Status

Confirmed Booking

Night(s)

1

Block Code

☒	Room Status	Room No.	Ref No.	Room Type	Arrival Date	Departure Date	Night(s)	Room(s)	Guest(s)	Guest Name 1 / Guest Name 2	Room Master
☒	AC	208	RR25000030-1	DLXT	22/03/2025 14:00	23/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☒	AC	210	RR25000030	DLXT	22/03/2025 14:00	23/03/2025 12:00	1	1	2	Group Meeting VIP	☒
☒	AC	212	RR25000030-2	DLXT	22/03/2025 14:00	23/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☒	AC	704	RR25000031	POOLSTTWNB	22/03/2025 14:00	23/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☒	AC	705	RR25000031-1	POOLSTTWNB	22/03/2025 14:00	23/03/2025 12:00	1	1	2	Group Meeting VIP	☐
☒	AC	706	RR25000031-2	POOLSTTWNB	22/03/2025 14:00	23/03/2025 12:00	1	1	2	Group Meeting VIP	☐

Total Night

6

Total Rooms

6

Total Guest

12

Expect Revenue

12,000

Check In Booking

Save

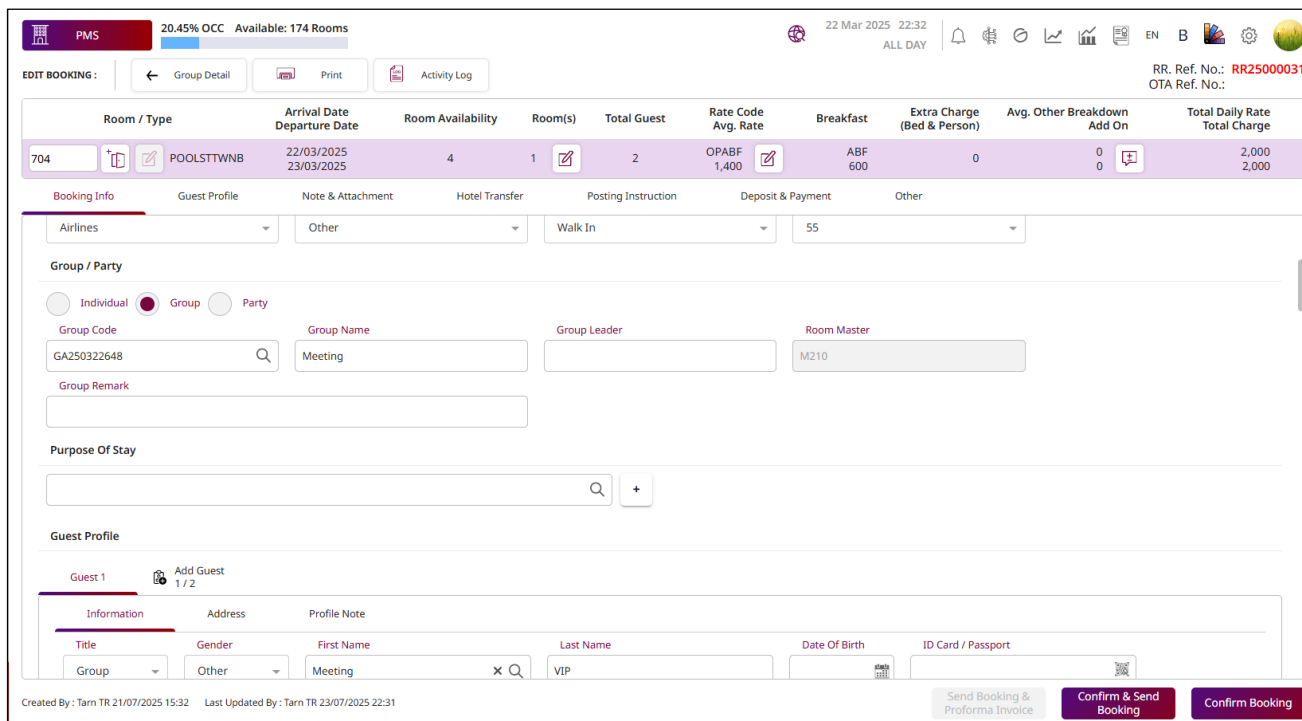
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6. Separate a room from the group

Available under **PMS > Group & Block > Booking Tap** this function allows staff separate a room from the group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.
3. Click on the blue text in the **Ref No.** field.
4. Delete the data in the **Group Code** field or enter new information.
5. Click the **Confirm** button to update the information.



PMS 20.45% OCC Available: 174 Rooms 22 Mar 2025 22:32 ALL DAY

EDIT BOOKING: Group Detail Print Activity Log RR. Ref. No.: **RR25000031** 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
704 POOLSTWNB	22/03/2025 23/03/2025	4	1	2	OPABF 1,400	ABF 600	0	0 0	2,000 2,000

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

Airlines: Other Hotel Transfer: Walk In Deposit & Payment: 55

Group / Party

Individual ☒ Group ☐ Party

Group Code: GA250322648 Group Name: Meeting Group Leader: Room Master: M210

Group Remark:

Purpose Of Stay:

Guest Profile

Guest 1 Add Guest 1 / 2

Information Address Profile Note

Title: Group Gender: Other First Name: Meeting Last Name: VIP Date Of Birth: ID Card / Passport:

Created By: Tarn TR 21/07/2025 15:32 Last Updated By: Tarn TR 23/07/2025 22:31

Send Booking & Proforma Invoice Confirm & Send Booking Confirm Booking

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7. Edit Group info

Available under **PMS > Group & Block > Booking Tap** this function allows staff modify group booking.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.
3. Click on **Group Info** Button.
4. Update Reservation Details.
5. Click the **Save** button to update the information.

Group Info Edit

Group Info

Arrival

22/03/2025

Departure

23/03/2025

Group Code *

GA250322025

Group Name *

Meeting

Status *

Confirmed Booking

Master Room

M210

Group Leader

Goverment

Group Remark

Early ABF

Function No.

Function Name

Meeting V.1

Save

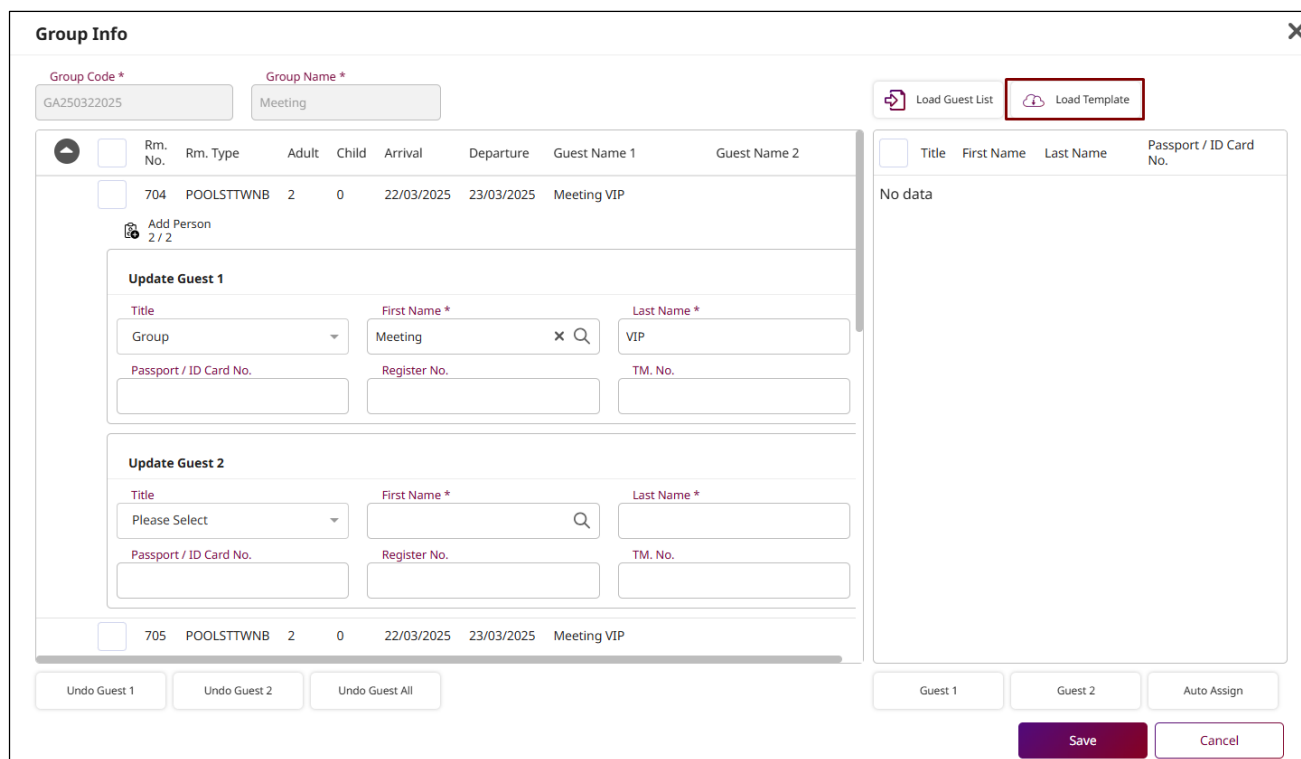
Cancel

8. Import the guest name list

Available under **PMS > Group & Block > Booking Tap** this function allows staff import guest names from an Excel file into the group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.
3. Click on **Load Guest List** Button.
4. Click on **Load Template** Button to download the form.



Group Info

Group Code * GA250322025 Group Name * Meeting

Load Guest List **Load Template**

	Rm. No.	Rm. Type	Adult	Child	Arrival	Departure	Guest Name 1	Guest Name 2
☐	704	POOLSTTWNB	2	0	22/03/2025	23/03/2025	Meeting VIP	

Add Person 2 / 2

Update Guest 1

Title: Group First Name *: Meeting Last Name *: VIP

Passport / ID Card No. Register No. TM. No.

Update Guest 2

Title: Please Select First Name *: Last Name *:

Passport / ID Card No. Register No. TM. No.

	Rm. No.	Rm. Type	Adult	Child	Arrival	Departure	Guest Name 1	Guest Name 2
☐	705	POOLSTTWNB	2	0	22/03/2025	23/03/2025	Meeting VIP	

Undo Guest 1 Undo Guest 2 Undo Guest All

Guest 1 Guest 2 Auto Assign

Save Cancel

5. Enter the guest names into the downloaded form.

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A	B	C	D	E	F
Template GuestList					
RoomNo	Title	FirstName	LastName	PassportNumber	
704	Miss	XXX01	Lastname01	111111111111	
704	Miss	XXX02	Lastname02	222222222222	
705	Mister	XXX03	Lastname03	333333333333	
705	Mister	XXX04	Lastname04	444444444444	
706	Miss	XXX05	Lastname05	555555555555	
706	Miss	XXX06	Lastname06	666666666666	

- Click on **Load Guest List** Button to Import guest list.
- Click the **Save** button to update the information.

Group Info
✕

Group Code *
GA250322025

Group Name *
Meeting

Load Guest List

Load Template

	Rm. No.	Rm. Type	Adult	Child	Arrival	Departure	Guest Name 1	Guest Name 2
☐	704	POOLSTWNB	2	0	22/03/2025	23/03/2025	XXX01 Lastname01	XXX02 Lastname02

Add Person
2 / 2

Update Guest 1

Title
Miss

First Name *
XXX01

Last Name *
Lastname01

Passport / ID Card No.
111111111111

Register No.

TM. No.

Update Guest 2

Title
Miss

First Name *
XXX02

Last Name *
Lastname02

Passport / ID Card No.
222222222222

Register No.

TM. No.

☐ 705 POOLSTWNB 2 0 22/03/2025 23/03/2025 XXX03 Lastname03 XXX04 Lastname04

Undo Guest 1

Undo Guest 2

Undo Guest All

Guest 1

Guest 2

Auto Assign

Save

Cancel

☐ Title

☐ First Name

☐ Last Name

☐ Passport / ID Card No.

No data

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9. Print Document

Available under **PMS > Group & Block > Booking Tap** this function allows staff import guest names from an Excel file into the group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Click on the blue text in the **Group Code** field.
3. Click on **Print Button**.
Select Print Booking Form – Print booking information.
Select Proforma Form – Make a proforma invoice.
Select Rooming List – Print group guest list.

← Group List

✎ Group Info

📅 View Period

🔄 Load Guest List

🖨️ Print

Group Information

Arrival

22/03/2025

Departure

23/03/2025

Ref No.

RRG2500011

Status

Confirmed Booking

Night(s)

1

Group Name

Meeting

Company & Agent Name

Walk In (suu Rate Code)

Block Code

Print Booking Form

Print Proforma Form

Print Rooming List

🏠

☐	Room Status	Room No.	Ref No.	Room Type	Arrival Date	Departure Date	Night(s)	Room(s)	Guest(s)	Guest Name 1 / Guest Name 2	Room Master
☐	AC	704	RR25000031	POOLSTTWNB	22/03/2025 14:00	23/03/2025 12:00	1	1	2	Miss XXX01 Lastname01 Miss XXX02 Lastname02	☐
☐	AC	705	RR25000031-1	POOLSTTWNB	22/03/2025 14:00	23/03/2025 12:00	1	1	2	Miss XXX03 Lastname03 Mrs. XXX04 Lastname04	☐
☐	AC	706	RR25000031-2	POOLSTTWNB	22/03/2025 14:00	23/03/2025 12:00	1	1	2	Miss XXX05 Lastname05 Miss XXX06 Lastname06	☐

Total Night

3

Total Rooms

3

Total Guest

6

Expect Revenue

6,000

📍 Check In Booking

Save

10. Copy Group Reservation

Available under **PMS > Group & Block > Booking Tap** this function allows staff copy group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Select the checkbox of the group.
3. Click on **Copy Button**.

Booking	Today Arrival	No Show	Cancellation	In House	History	Waiting List	Holding List	Filter 1-11 of 11		
	Group Code	Group Name	Guest(s)	Arrival	Departure	Room(s) Night(s)	Company Name Agent Name	Total Charge	Block Code	Ref No.
☒	GA25032025	Meeting	6	22/03/2025	23/03/2025	3 3	Walk In (sdu Rate Co...	6,000		RRG2500011
☐	22072025HHH	Meeting	14	22/03/2025	23/03/2025	6 6	Walk In (sdu Rate Co...	13,500		RRG2500019
☐	22072025UU...	Meeting	2	22/03/2025	23/03/2025	1 1	Walk In (sdu Rate Co...	2,500		RRG2500021

4. Enter the reservation details for the new group.
5. Click the **Save Button** to confirm.

Copy Group

From Group

Group Code*

GA25032025

Group Name*

Meeting

Group Remark*

Early ABF

Group Leader*

Government

Function No.*

Function Name*

Meeting V.1

Organization Name*

Group Arrival

22/03/2025

Time

14:00

Group Departure

23/03/2025

Time

12:00

Venue*

Sign Board*

No. Of Room*

9

To Group

Group Code *

Group Name *

Group Remark

Group Leader

Function No.

Function Name

Organization Name

Group Arrival

22/03/2025

Time

14:00

Group Departure

23/03/2025

Time

12:00

Venue

Sign Board

Save

Cancel

11. Cancel Group Reservation

Available under **PMS > Group & Block > Booking Tap** this function allows staff cancel group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Select the checkbox of the group.
3. Click on **Cancel Group Button**.

Make Reservation

Cancel Group

Copy

Group Info

View Period

Print

Booking

Today Arrival

No Show

Cancellation

In House

History

Waiting List

Holding List

Filter

1-12 of 12

	Group Code	Group Name	Guest(s)	Arrival	Departure	Room(s) Night(s)	Company Name Agent Name	Total Charge	Block Code	Ref No.
☒	GA250322025	Meeting	6	22/03/2025	23/03/2025	3 3	Walk In (su Rate Co...	6,000		RRG2500011
☐	22072025HHH	Meeting	14	22/03/2025	23/03/2025	6 6	Walk In (su Rate Co...	13,500		RRG2500019
☐	22072025UUU	Meeting	2	22/03/2025	23/03/2025	1 1	Walk In (su Rate Co...	2,500		RRG2500021

4. Enter the cancel reservation details for cancel group.
5. Click the **Save Button** to confirm.

Group Cancellation

Reference No.

RRG2500011

Group Code

GA250322025

Group Name

Meeting

Group Arrival

22/03/2025

Group Departure

23/03/2025

No. Of Rooms

3

No. Of Guest

6

Block Code

Guest Name

Miss XXX01 Lastname01(1)

Company

Balance

Guest Cancel By

Guest Cancel By *

Guest Cancel Tel *

Cancel Date

22/03/2025

Cancel Time

7:52

Cancel Reason

Cancel Reason *

Save

Cancel

12. Recovery Group Booking

Available under **PMS > Group & Block > Cancellation Tap** this function allows staff recovery group reservation.

To perform the task:

1. Select **Group & Block Function > Booking Menu tap**.
2. Select the checkbox of the group.
3. Click on **Recovery Group Button**.

Make Reservation	Recovery Group	Group Info	View Period	Print						
Booking	Today Arrival	No Show	Cancellation	In House	History	Waiting List	Holding List	Filter	1-1 of 1	
Group Code	Group Name	Guest(s)	Arrival	Departure	Room(s) Night(s)	Company Name Agent Name	Total Charge	Block Code	Ref No.	
☒	GA250305361	Government	6	05/03/2025	06/03/2025	3 1	Walk In	15,000.00	CLG2500001	

4. Press **Confirm** button to confirm recovery booking.
5. Press **Cancel** to discards and closes the popup.

