

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.

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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

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

Search & Filters

☒ Arrival
 ☐ Booked On
 ☐ Stay On

From: 23/03/2025 To: 24/03/2025

Building: No Select Booking Type: No Select

Guest Name: Guest Name Company:

Agent: Agent Source:

Booking No.: Booking No. Rate Code:

Mobile No.: 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.
 - 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.

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23 Mar 2025 12:07
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 0	5,000 5,000

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

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

Send Booking & Proforma Invoice
Confirm & Send Booking
Confirm Booking

2. 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

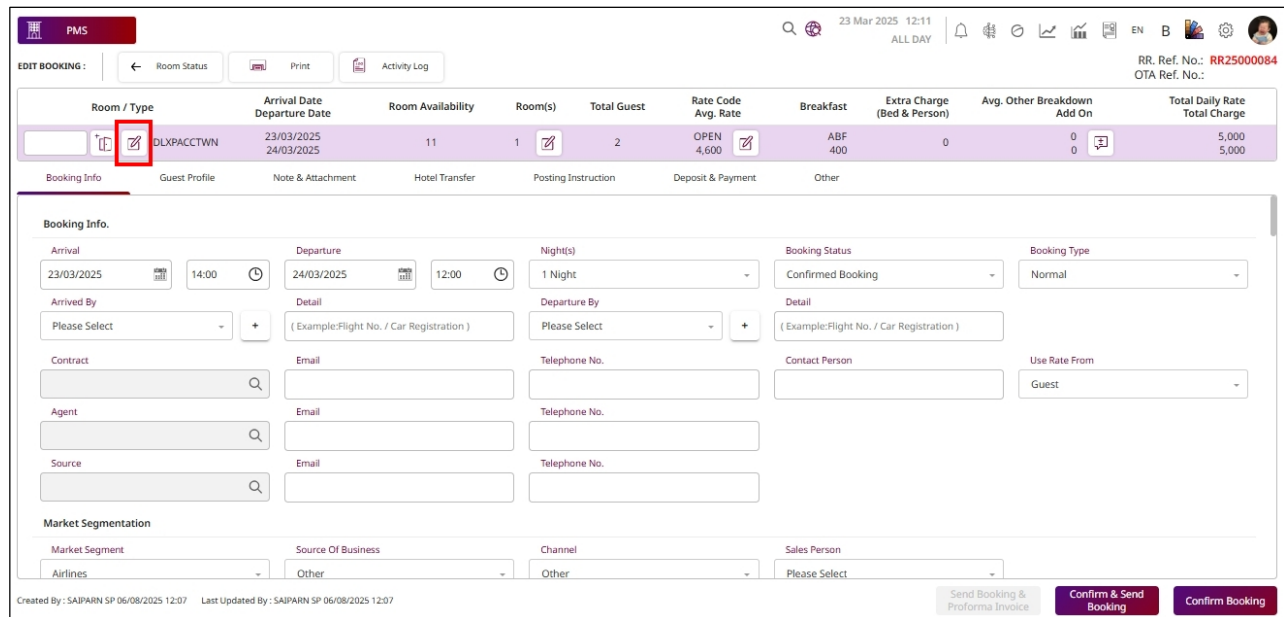
☐ All Room

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	Tree	Non-Smoking
242	VC	Room 242	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	Tree	Non-Smoking
243	VC	Room 243	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	Tree	Non-Smoking
244	VC	Room 244	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	Tree	Non-Smoking
245	VC	Room 245	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	Tree	Non-Smoking
246	VC	Room 246	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	Tree	Non-Smoking
247	VC	Room 247	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	Tree	Non-Smoking
248	VC	Room 248	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	Tree	Non-Smoking
249	VC	Room 249	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	Tree	Non-Smoking
250	VC	Room 250	DLXPACCTWN : Deluxe Pool Access Twin Bed	Hotel B	B Floor 1	Tree	Non-Smoking

3. 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.

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EDIT BOOKING : Room Status Print Activity Log

23 Mar 2025 12:11
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
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: Email: Telephone No. Contact Person: Use Rate From: Guest

Agent: Email: Telephone No.

Source: Email: Telephone No.

Market Segmentation

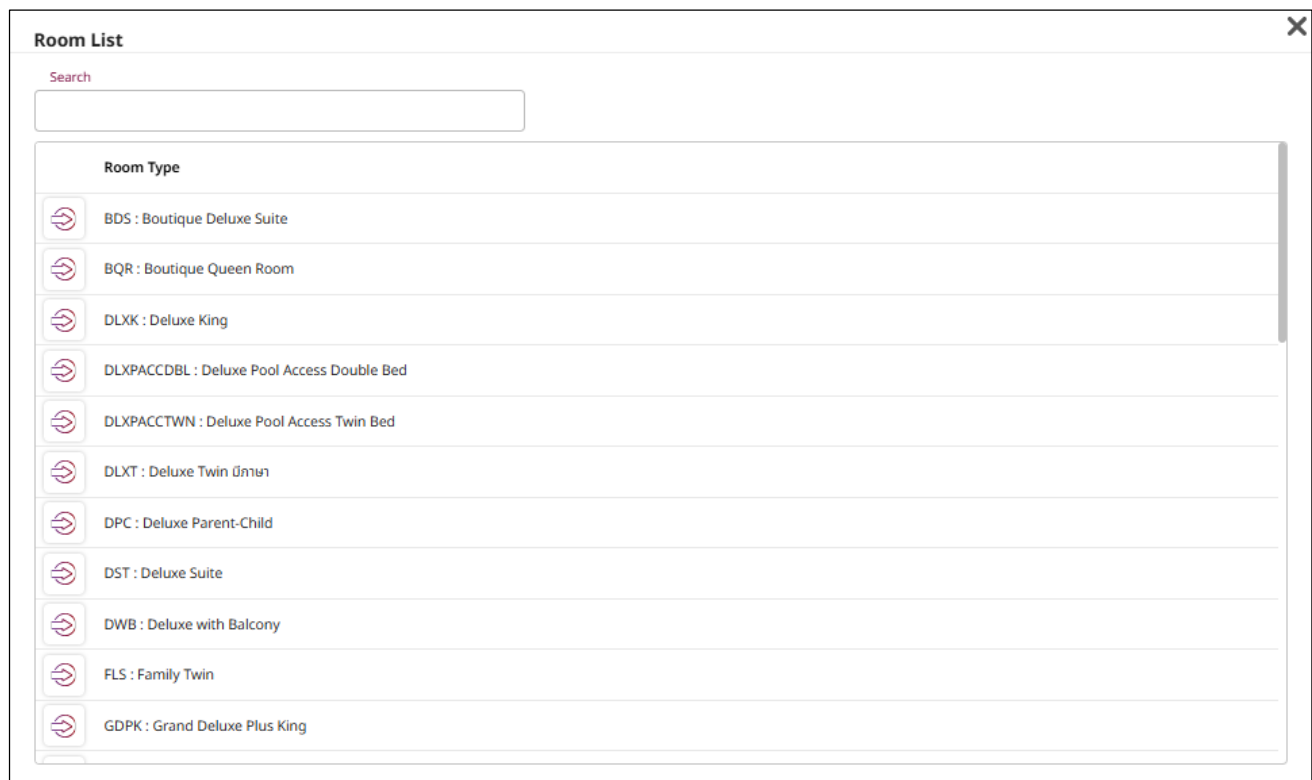
Market Segment: Airlines Source Of Business: Other Channel: Other Sales Person: Please Select

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

Send Booking & Proforma Invoice Confirm & Send Booking Confirm Booking

4. 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
- 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.

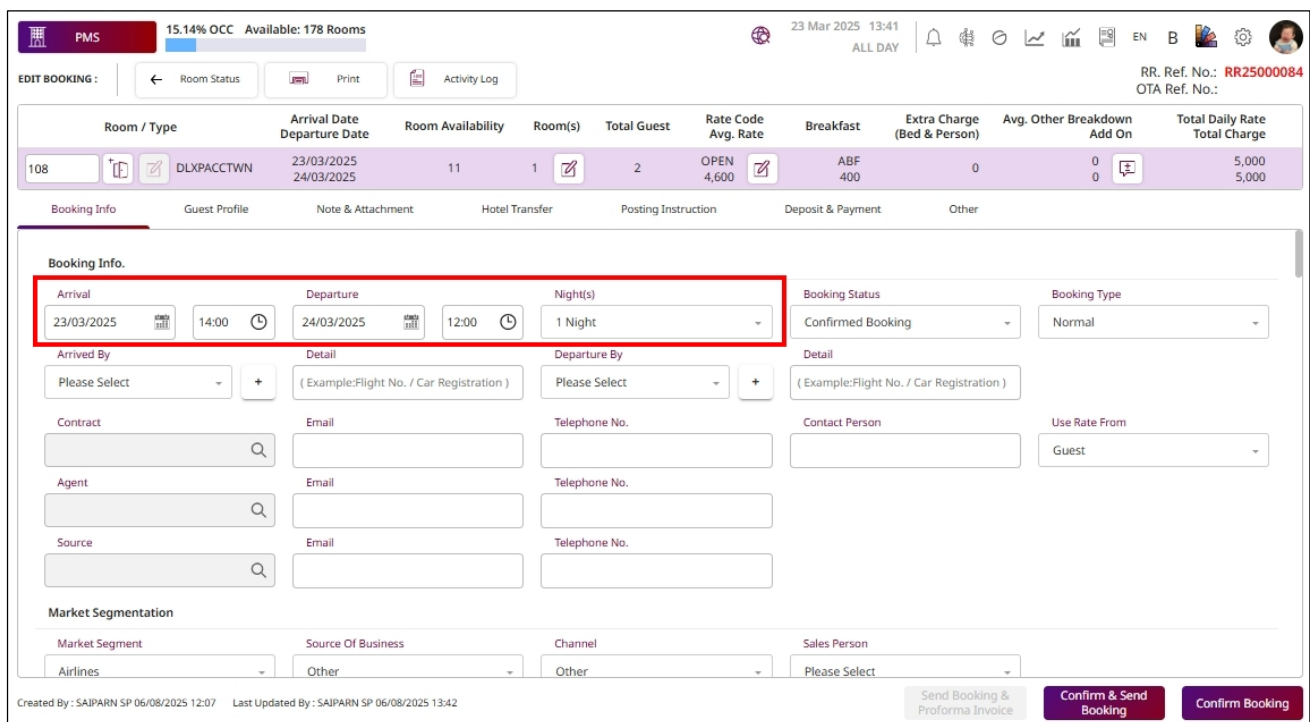
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Author : QA Team

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 'ALL DAY'. The 'EDIT BOOKING' section has tabs for 'Room Status', 'Print', and 'Activity Log'. The booking details table shows a reservation for room 108, type DLXPACCTWN, with arrival date 23/03/2025, departure date 24/03/2025, 11 room availability, 1 room(s), 2 total guests, rate code OPEN 4,600, breakfast ABF 400, extra charge 0, and a total daily rate of 5,000. The 'Booking Info' section is expanded, showing the 'Arrival' field (23/03/2025, 14:00), 'Departure' field (24/03/2025, 12:00), and 'Night(s)' field (1 Night). The 'Booking Status' is 'Confirmed Booking' and the 'Booking Type' is 'Normal'. Below these fields are sections for 'Arrived By', 'Departure By', 'Contract', 'Email', 'Telephone No.', 'Contact Person', 'Use Rate From', 'Agent', 'Source', 'Market Segmentation', 'Source Of Business', 'Channel', and 'Sales Person'. The bottom of the form includes a footer with 'Created By: SAIPARN SP 06/08/2025 12:07' and 'Last Updated By: SAIPARN SP 06/08/2025 13:42', along with buttons for 'Send Booking & Proforma Invoice', 'Confirm & Send Booking', and 'Confirm Booking'.

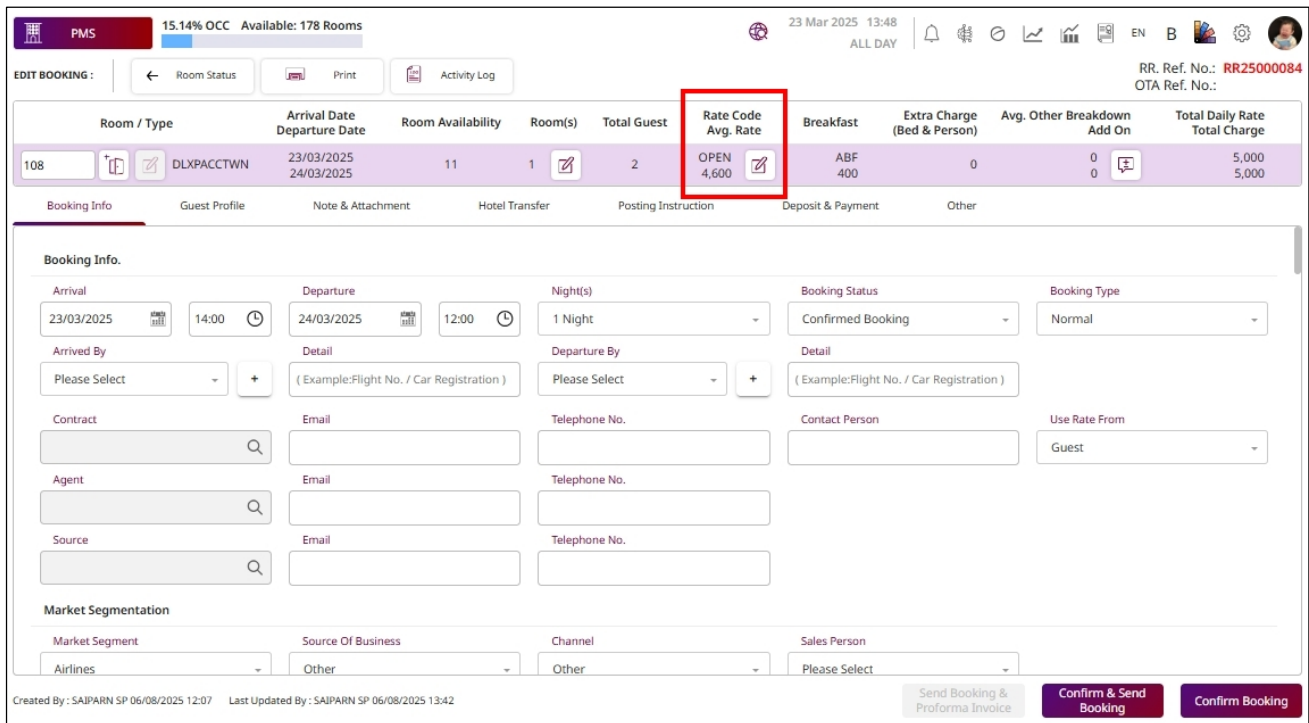
Version : 10.02
Last Updated : 08 August 2025
Author : QA Team

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 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 : 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

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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

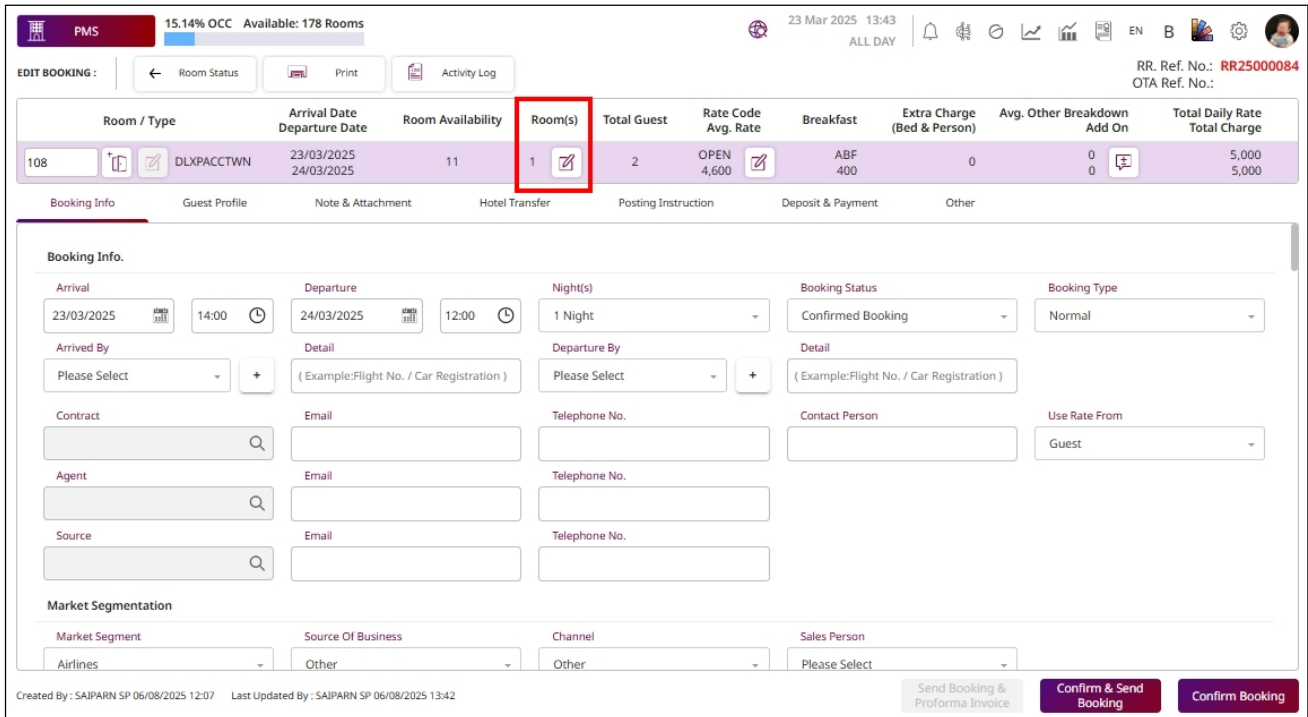
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 Author : QA Team

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.: **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 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: Agent: Source: Email: Telephone No. Contact Person: Use Rate From: Guest

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.
 - **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

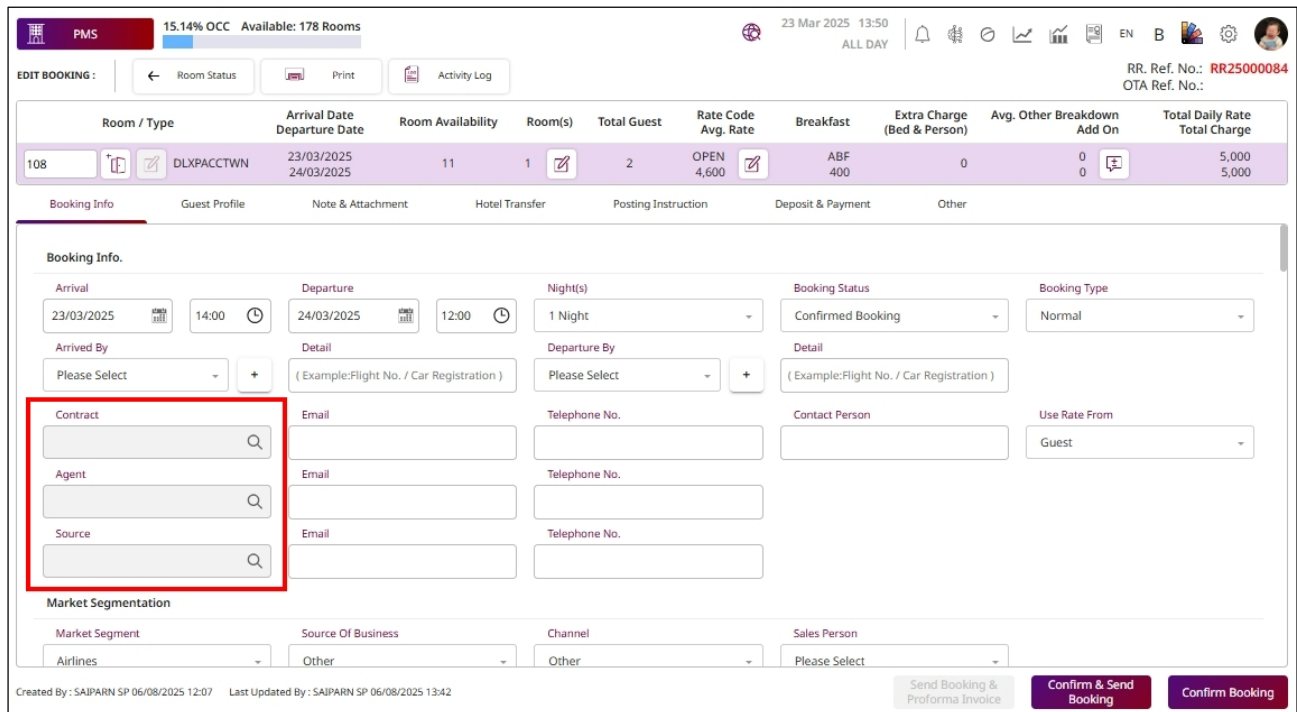
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 Last Updated : 08 August 2025
 Author : QA Team

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.: **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

Agent

Source

Email Telephone No. Contact Person Use Rate From: Guest

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							
<input type="radio"/> Both <input checked="" type="radio"/> Active <input type="radio"/> Inactive							
<input type="text" value="Search"/>				<input type="button" value="C"/>			
	Contract No.	Company Name	Telephone	Email	Remark	Total Revenue	Status
	COR0000001					35,357.00	<input checked="" type="checkbox"/>
	COR0000002	SMART-QA				937,988.04	<input checked="" type="checkbox"/>
	DIR0000003	CÔNG TY				407,908.00	<input checked="" type="checkbox"/>
	FIT0000000001					0.00	<input checked="" type="checkbox"/>
	OTA0000001	Agoda Group:inn				229,559.66	<input checked="" type="checkbox"/>
	OTA0000003	LibertyChannel				0.00	<input checked="" type="checkbox"/>
	SRS001					0.00	<input checked="" type="checkbox"/>
	T0000002	TEST RATE CONTRACT				21,605.00	<input checked="" type="checkbox"/>
	WLK0000001	Walk In (sau Rate Code)				457,090.00	<input checked="" type="checkbox"/>

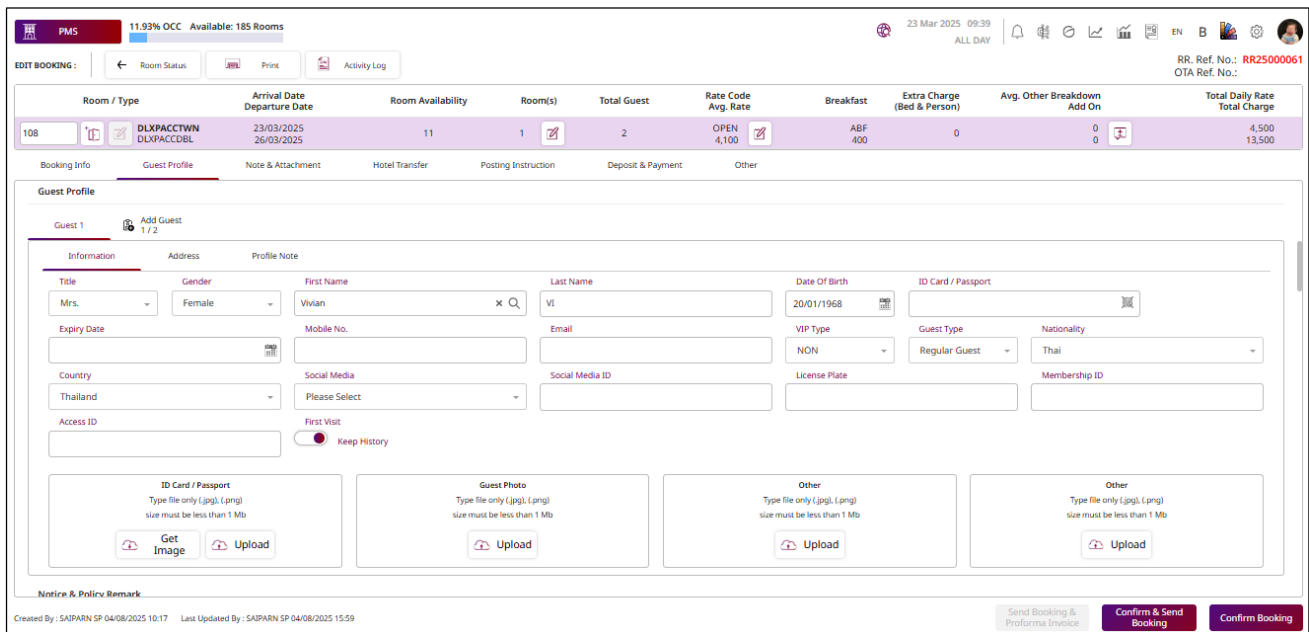
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 Last Updated : 08 August 2025
 Author : QA Team

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 'Room / Type' table with columns for Room, Type, Arrival Date, Departure Date, Room Availability, Room(s), Total Guest, Rate Code, Avg. Rate, Breakfast, Extra Charge, Avg. Other Breakdown, Add On, and Total Daily Rate. The table shows a room with ID 108, type DLXPACCTWIN, arrival date 23/03/2025, departure date 26/03/2025, 11 rooms available, 1 room selected, 2 total guests, rate code OPEN, avg. rate 4,100, breakfast ABF 400, extra charge 0, and total daily rate 13,500.

Below the table, there's a 'Guest Profile' section with tabs for 'Information', 'Address', and 'Profile Note'. The 'Information' tab is active, showing fields for Title (Mrs.), Gender (Female), First Name (Vivian), Last Name (Vi), Date of Birth (20/01/1968), ID Card / Passport, Expiry Date, Mobile No., Email, VIP Type (NON), Guest Type (Regular Guest), Nationality (Thai), Country (Thailand), Social Media, Social Media ID, License Plate, Membership ID, Access ID, and a 'Keep History' toggle. There are also upload buttons for 'ID Card / Passport Image', 'Guest Photo', and 'Other' files.


At the bottom, there's a 'Notice & Policy Remark' section with a 'Send Booking & Perform Invoice' button and a 'Confirm & Send Booking' button.

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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



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 DLXPACQTN	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

Guest 1
Add Guest
1 / 2

Information
Address
Profile Note

Title
Miss

Gender
Female

First Name
Vivian

Last Name
QA

Expiry Date

Mobile No.

Country
Thailand

Social Media
Please Select

Access ID

First Visit
☒ Keep History

Date Of Birth

ID Card / Passport

VIP Type
NON

Guest Type
Regular G...

Nationality
Thai

License Plate

Membership ID

ID Card / Passport
Type file only (.jpg), (.png)
size must be less than 1 Mb

Guest Photo
Type file only (.jpg), (.png)
size must be less than 1 Mb

Other
Type file only (.jpg), (.png)
size must be less than 1 Mb

Other
Type file only (.jpg), (.png)
size must be less than 1 Mb

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

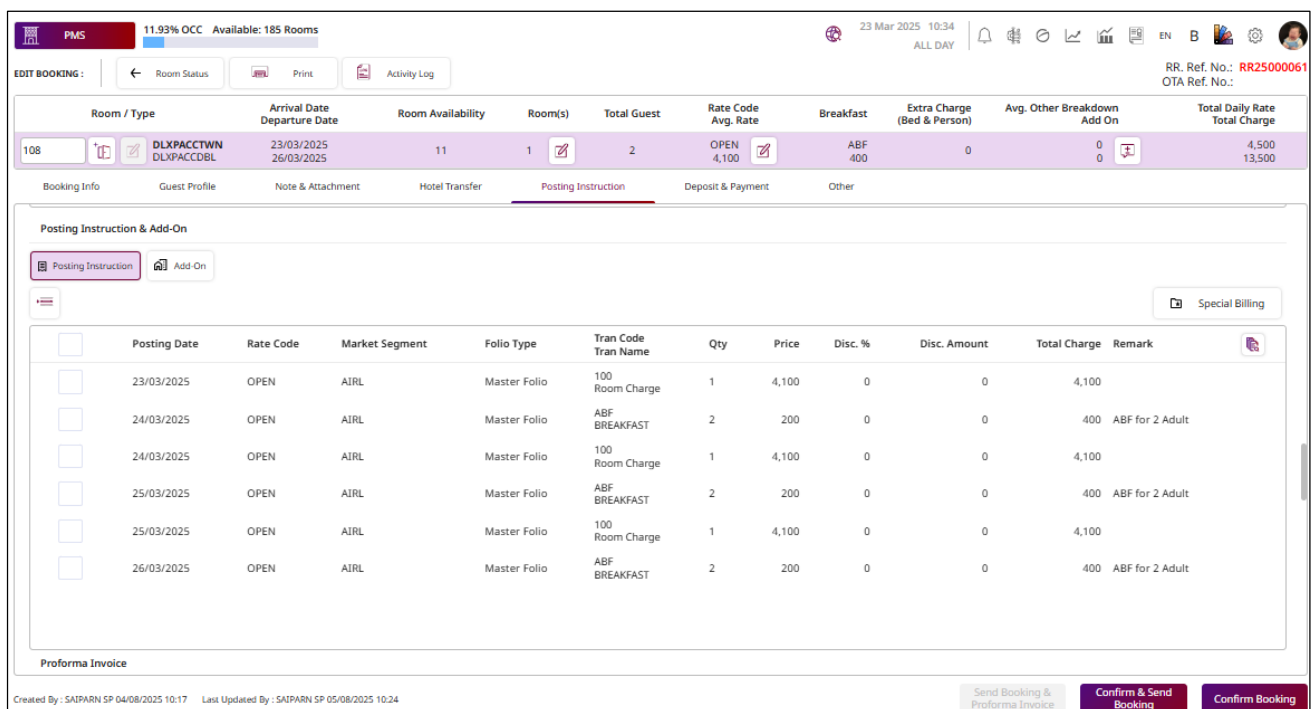
Confirm Booking

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
<input type="checkbox"/>	23/03/2025	OPEN	AIRL	Master Folio	100	Room Charge	1	4,100	0	0	4,100	
<input type="checkbox"/>	24/03/2025	OPEN	AIRL	Master Folio	ABF	BREAKFAST	2	200	0	0	400	ABF for 2 Adult
<input type="checkbox"/>	24/03/2025	OPEN	AIRL	Master Folio	100	Room Charge	1	4,100	0	0	4,100	
<input type="checkbox"/>	25/03/2025	OPEN	AIRL	Master Folio	ABF	BREAKFAST	2	200	0	0	400	ABF for 2 Adult
<input type="checkbox"/>	25/03/2025	OPEN	AIRL	Master Folio	100	Room Charge	1	4,100	0	0	4,100	
<input type="checkbox"/>	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 10:24

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.

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 Author : QA Team

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

Add Post ✕

Post Date

To

☐ All Day

Folio Type

Transaction

Qty

Price

☒ AMT ☐ %

Disc. Amount

Total Amount

☐ Post Next Day

Remark

- 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

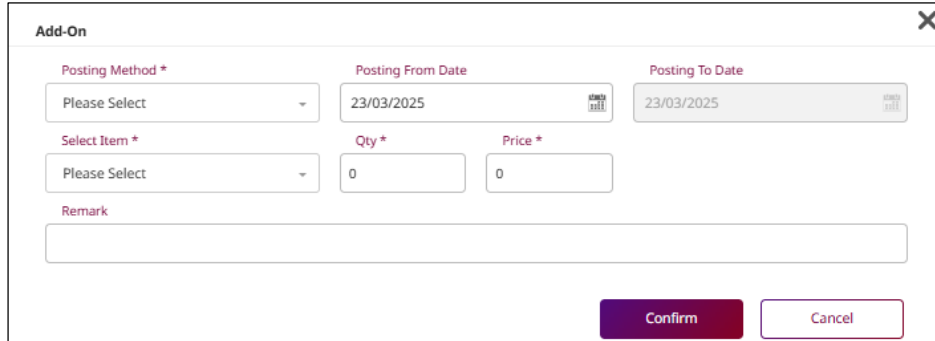
<input type="checkbox"/>	Posting Method	Post Date	Item Code	Item Name	Qty	Price	Total Charge	Item Remarks
<input type="checkbox"/>	Every end day	23/03/2025	AD001	FLOWER	1	1,000	1,000	

Proforma Invoice

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

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

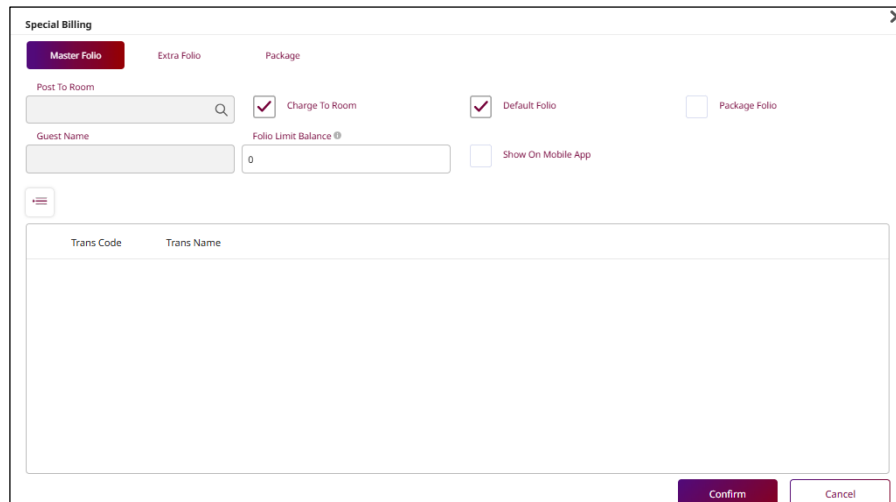
7. Press the **New** button to additional services.
 - **Posting Method:** Selects how the add-on will be posted.
 - **Posting From Date:** Start date for applying the add-on charge.
 - **Posting To Date:** End date for applying the add-on charge.
 - **Select Item:** Dropdown to choose the add-on item.
 - **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 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 large text area for additional notes.
- Buttons**: 'Confirm' (purple) and 'Cancel' (white with purple 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 includes the following elements:

- Tabs**: 'Master Folio' (active), 'Extra Folio', and 'Package'.
- 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.
- Table**: A table with columns 'Trans Code' and 'Trans Name' for listing transactions.
- Buttons**: 'Confirm' (purple) and 'Cancel' (white with purple border) buttons at the bottom right.

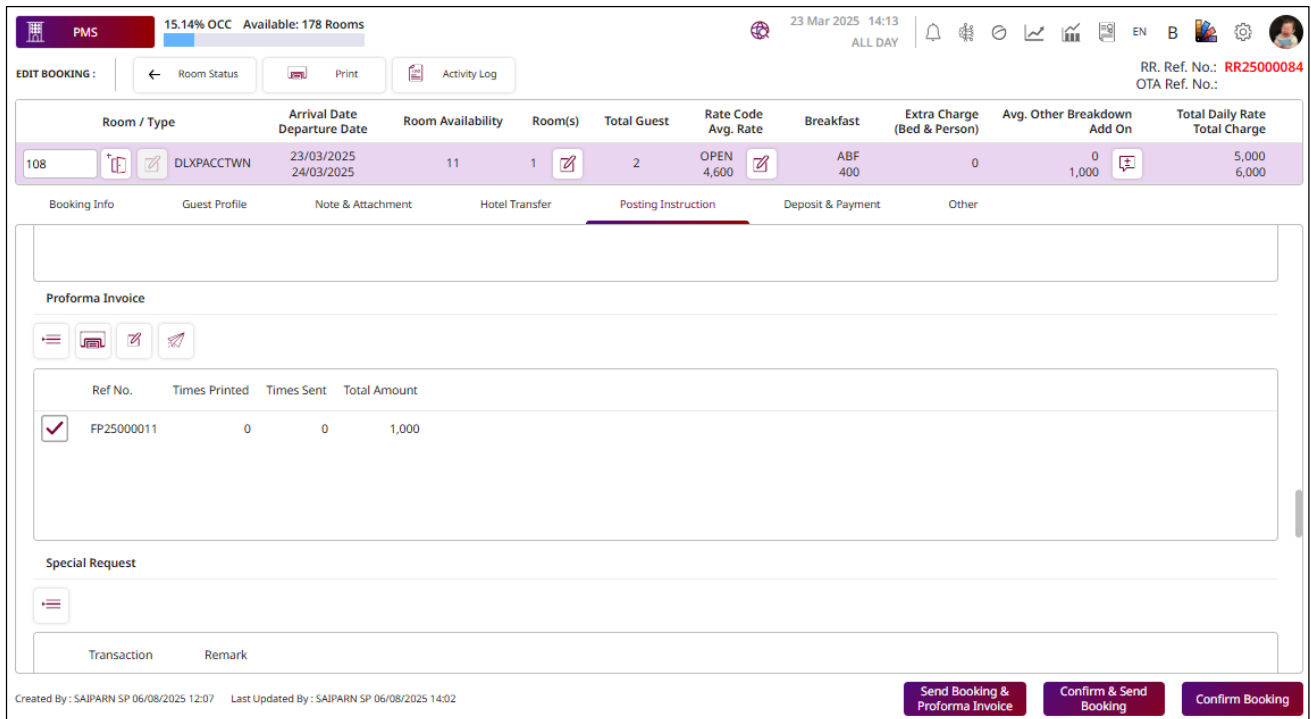
Version : 10.02
 Last Updated : 08 August 2025
 Author : QA Team

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 displays the PMS interface for creating a Proforma Invoice. At the top, the header shows 'PMS' with a status bar indicating '15.14% OCC' and 'Available: 178 Rooms'. The date and time are '23 Mar 2025 14:13'. The user is logged in as 'EN B'. The 'EDIT BOOKING' section includes buttons for 'Room Status', 'Print', and 'Activity Log'. The main table lists booking 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 'Posting Instruction' tab is active, showing a 'Proforma Invoice' section with a table of invoice details. The table has columns for 'Ref No.', 'Times Printed', 'Times Sent', and 'Total Amount'. A single row is shown with 'FP25000011', '0', '0', and '1,000'. Below this is a 'Special Request' section. At the bottom, there are three buttons: 'Send Booking & Proforma Invoice', 'Confirm & Send Booking', and 'Confirm Booking'. The footer shows the creation and update timestamps.

Room / Type	Arrival Date	Departure Date	Room Availability	Room(s)	Total Guest	Rate Code	Avg. Rate	Breakfast	Extra Charge (Bed & Person)	Avg. Other Breakdown	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

Ref No.	Times Printed	Times Sent	Total Amount
FP25000011	0	0	1,000

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

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	0 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

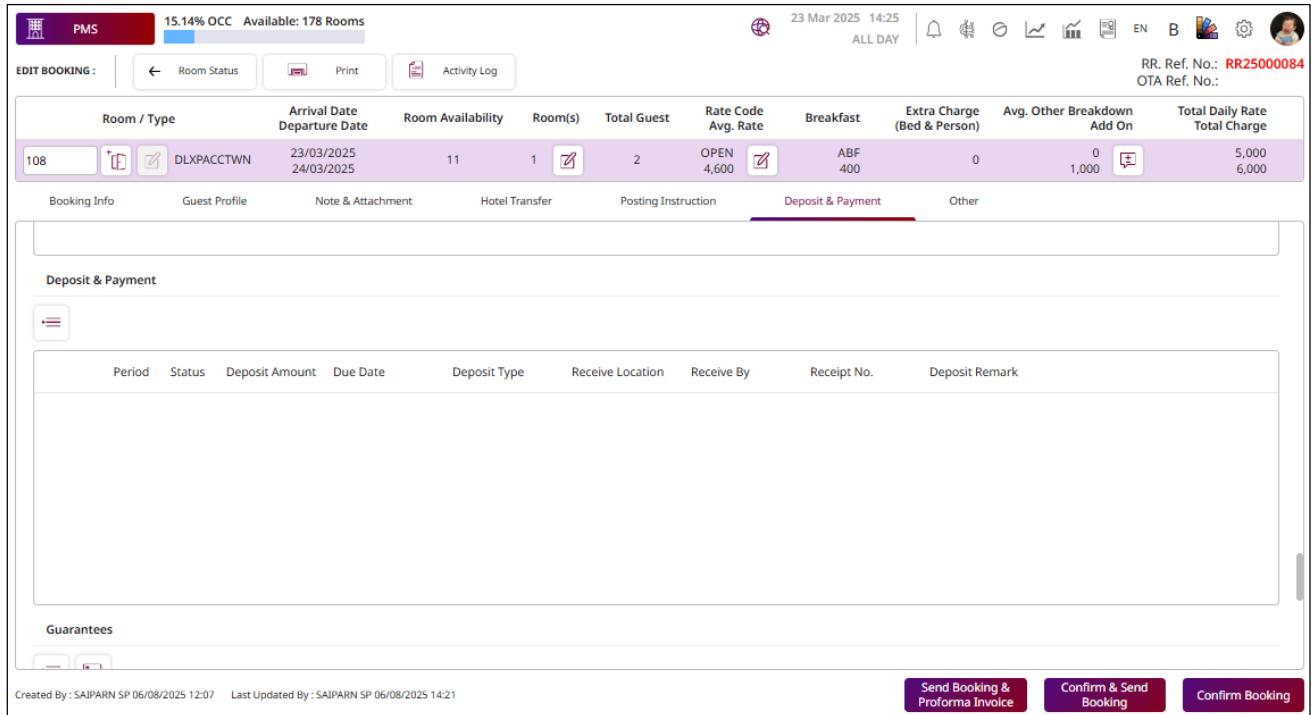
Version : 10.02
Last Updated : 08 August 2025
Author : QA Team

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 following details:

- Header:** PMS, 15.14% OCC, Available: 178 Rooms, 23 Mar 2025 14:25, ALL DAY, and various icons.
- Navigation:** EDIT BOOKING, Room Status, Print, Activity Log.
- RR Ref. No.:** RR25000084, **OTA Ref. No.:**
- Table:**

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
- Tabs:** Booking Info, Guest Profile, Note & Attachment, Hotel Transfer, Posting Instruction, **Deposit & Payment**, Other.
- Deposit & Payment Section:**
 - Buttons: +, -, =
 - Table with columns: Period, Status, Deposit Amount, Due Date, Deposit Type, Receive Location, Receive By, Receipt No., Deposit Remark.
- Guarantees:** Section with a table.
- Footer:** Created By: SAIPARN SP 06/08/2025 12:07, Last Updated By: SAIPARN SP 06/08/2025 14:21, and buttons: Send Booking & Proforma Invoice, Confirm & Send Booking, 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 saves the entered information and closes the popup.
5. Press **Cancel** to discards 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 *

Deposit Amount *

1

23/03/2025

Please Select

0

Total Period

Location *

1

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	0 0	4,500 13,500

Booking Info

Guest Profile

Note & Attachment

Hotel Transfer

Posting Instruction

Deposit & Payment

Other

Deposit & Payment

Period

Status

Deposit Amount

Due Date

Deposit Type

Receive Location

Receive By

Receipt No.

Deposit Remark

1	✓	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

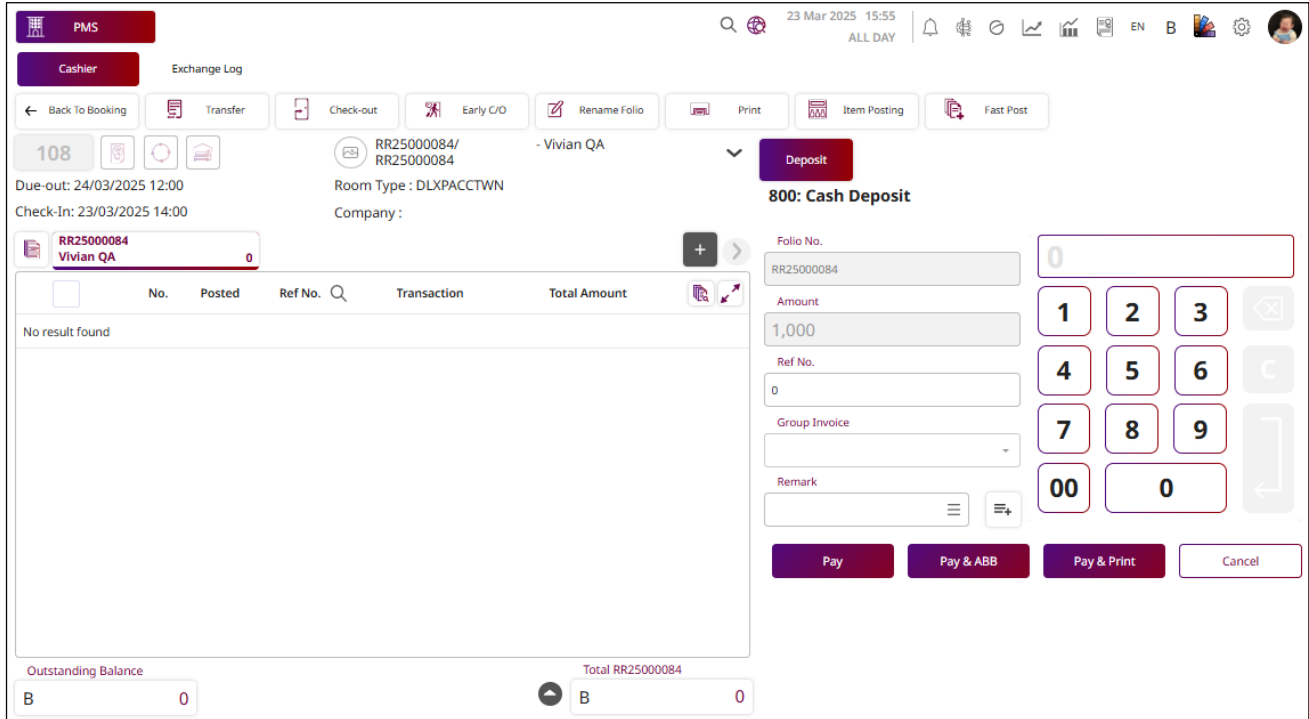
Send Booking & Proforma Invoice

Confirm & Send Booking

Confirm Booking

Version : 10.02
 Last Updated : 08 August 2025
 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 Sorasoone PMS Cashier interface. At the top, the 'PMS' and 'Cashier' tabs are visible. The main header shows the date '23 Mar 2025 15:55' and 'ALL DAY'. Below the header, there are several action buttons: 'Back To Booking', 'Transfer', 'Check-out', 'Early C/O', 'Rename Folio', 'Print', 'Item Posting', and 'Fast Post'. The central area shows the guest's name 'Vivian QA' and room details 'RR25000084/ RR25000084' and 'Room Type : DLXPACCTWN'. A 'Deposit' button is highlighted, and a modal window titled '800: Cash Deposit' is open. This modal contains a numeric keypad and input fields for 'Folio No.', 'Amount' (set to 1,000), 'Ref No.', 'Group Invoice', and 'Remark'. At the bottom of the modal are four buttons: 'Pay', 'Pay & ABB', 'Pay & Print', and 'Cancel'. The background interface shows a table with columns 'No.', 'Posted', 'Ref No.', 'Transaction', and 'Total Amount', which is currently empty with the message 'No result found'. At the bottom of the interface, there are two balance fields: 'Outstanding Balance' and 'Total RR25000084', both showing '0'.

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.

PMS

12.84% OCC Available: 183 Rooms

23 Mar 2025 16:59 ALL DAY

EN B

NEW BOOKING :

← Booking List

Calendar View

Forecast View

Print

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	0 0	4,500 13,500

Booking Info

Guest Profile

Note & Attachment

Hotel Transfer

Posting Instruction

Deposit & Payment

Other

No declare

Payment Policy

Cancellation Policy

0/300

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

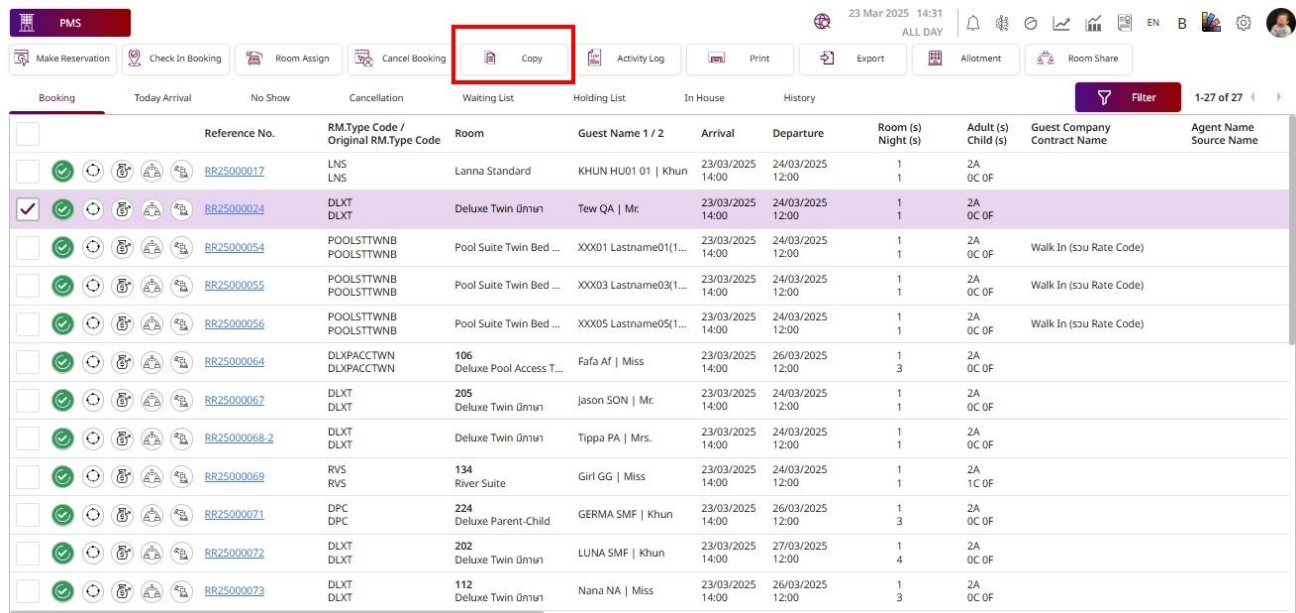
Confirm Booking

4. Copy Booking

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

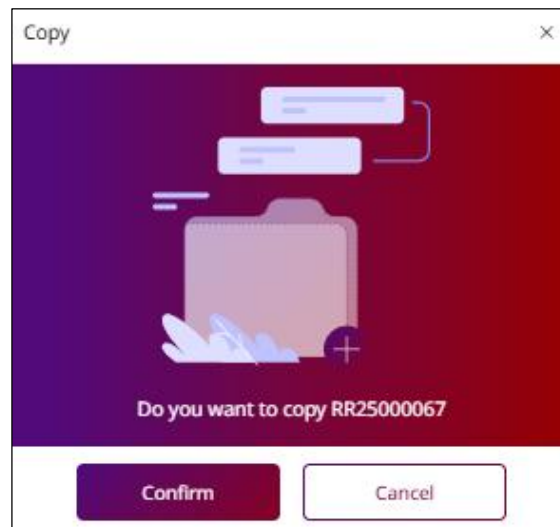
To perform the task:

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



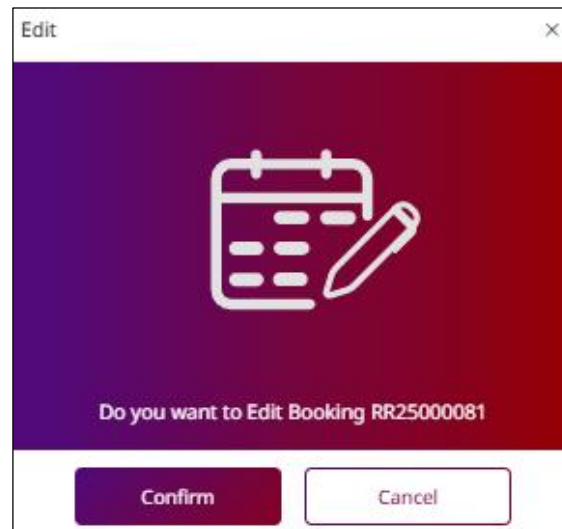
	Reference No.	RM.Type Code / Original RM.Type Code	Room	Guest Name 1 / 2	Arrival	Departure	Room (s) Night (s)	Adult (s) Child (s)	Guest Company Contract Name	Agent Name Source Name
<input type="checkbox"/>	RR25000017	LNS LNS	Lanna Standard	KHUN HU01 01 Khun	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
<input checked="" type="checkbox"/>	RR25000024	DLXT DLXT	Deluxe Twin 0man	Tew QA Mr.	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
<input type="checkbox"/>	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 (sru Rate Code)	
<input type="checkbox"/>	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 (sru Rate Code)	
<input type="checkbox"/>	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 (sru Rate Code)	
<input type="checkbox"/>	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		
<input type="checkbox"/>	RR25000067	DLXT DLXT	205 Deluxe Twin 0man	Jason SON Mr.	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
<input type="checkbox"/>	RR25000068-2	DLXT DLXT	Deluxe Twin 0man	Tippa PA Mrs.	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 0C 0F		
<input type="checkbox"/>	RR25000069	RVS RVS	134 River Suite	Girl GG Miss	23/03/2025 14:00	24/03/2025 12:00	1 1	2A 1C 0F		
<input type="checkbox"/>	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		
<input type="checkbox"/>	RR25000072	DLXT DLXT	202 Deluxe Twin 0man	LUNA SMF Khun	23/03/2025 14:00	27/03/2025 12:00	1 4	2A 0C 0F		
<input type="checkbox"/>	RR25000073	DLXT DLXT	112 Deluxe Twin 0man	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.



Version : 10.02
 Last Updated : 08 August 2025
 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.

PMS

23 Mar 2025 14:33

ALL DAY

EN

B

Make Reservation

Check In Booking

Room Assign

Cancel Booking

Copy

Activity Log

Print

Export

Allotment

Room Share

Booking

Today Arrival

No Show

Cancellation

Waiting List

Holding List

In House

History

Filter

1-27 of 27

	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
<input type="checkbox"/>	RR25000017	LNS LNS	Lanna Standard	KHUN HU01 01 Khun	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
<input checked="" type="checkbox"/>	RR25000024	DLXT DLXT	Deluxe Twin 0mun	Tew QA Mr.	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
<input type="checkbox"/>	RR25000054	POOLSTWNB POOLSTWNB	Pool Suite Twin Bed ...	XXX01 Lastname01(1...	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F	Walk In (50u Rate Code)	
<input type="checkbox"/>	RR25000055	POOLSTWNB POOLSTWNB	Pool Suite Twin Bed ...	XXX03 Lastname03(1...	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F	Walk In (50u Rate Code)	
<input type="checkbox"/>	RR25000056	POOLSTWNB POOLSTWNB	Pool Suite Twin Bed ...	XXX05 Lastname05(1...	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F	Walk In (50u Rate Code)	
<input type="checkbox"/>	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		
<input type="checkbox"/>	RR25000067	DLXT DLXT	205 Deluxe Twin 0mun	Jason SON Mr.	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
<input type="checkbox"/>	RR25000068-2	DLXT DLXT	Deluxe Twin 0mun	Tippa PA Mrs.	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
<input type="checkbox"/>	RR25000069	RVS RVS	134 River Suite	Girl GG Miss	23/03/2025 14:00	24/03/2025 12:00	1	2A 1C 0F		
<input type="checkbox"/>	RR25000071	DPC DPC	224 Deluxe Parent-Child	GERMA SMF Khun	23/03/2025 14:00	26/03/2025 12:00	1	2A 0C 0F		
<input type="checkbox"/>	RR25000072	DLXT DLXT	202 Deluxe Twin 0mun	LUNA SMF Khun	23/03/2025 14:00	27/03/2025 12:00	1	2A 0C 0F		
<input type="checkbox"/>	RR25000073	DLXT DLXT	112 Deluxe Twin 0mun	Nana NA Miss	23/03/2025 14:00	26/03/2025 12:00	1	2A 0C 0F		

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

- **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.

Booking Cancellation

Reference No. :

RR25000067

1 / 1

Group Info :


Guest Name : Jason SON | Mr.

Room Type : DLXT - Deluxe Twin ไม้ยา

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

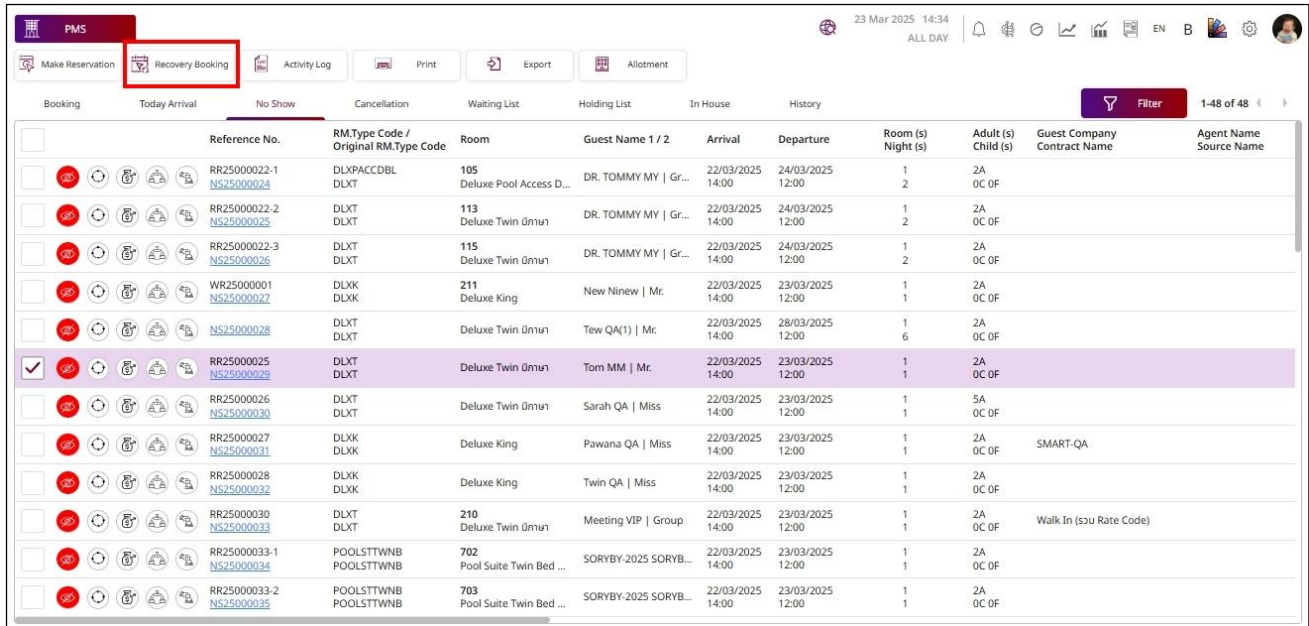
Note: This  status will prevent the system from allowing the booking to be canceled.

6. Recovery Booking

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

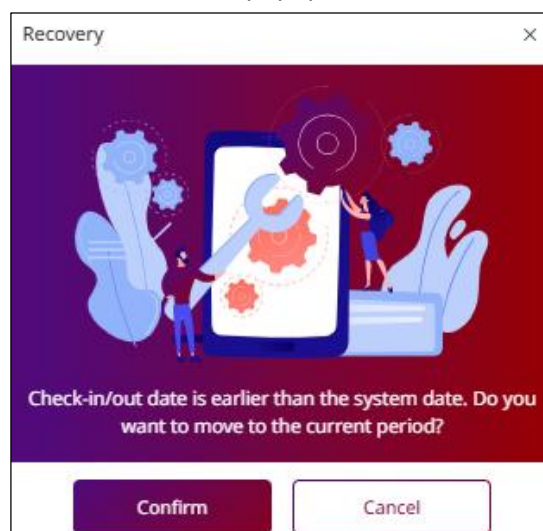
To perform the task:

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	DLXPACDBL 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 0mua	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 0mua	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 0mua	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 0mua	Tom MM Mr.	22/03/2025 14:00	23/03/2025 12:00	1 1	2A 0C 0F		
RR25000026 NS25000030	DLXT DLXT	Deluxe Twin 0mua	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 0mua	Meeting VIP Group	22/03/2025 14:00	23/03/2025 12:00	1 1	2A 0C 0F	Walk In (scu 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



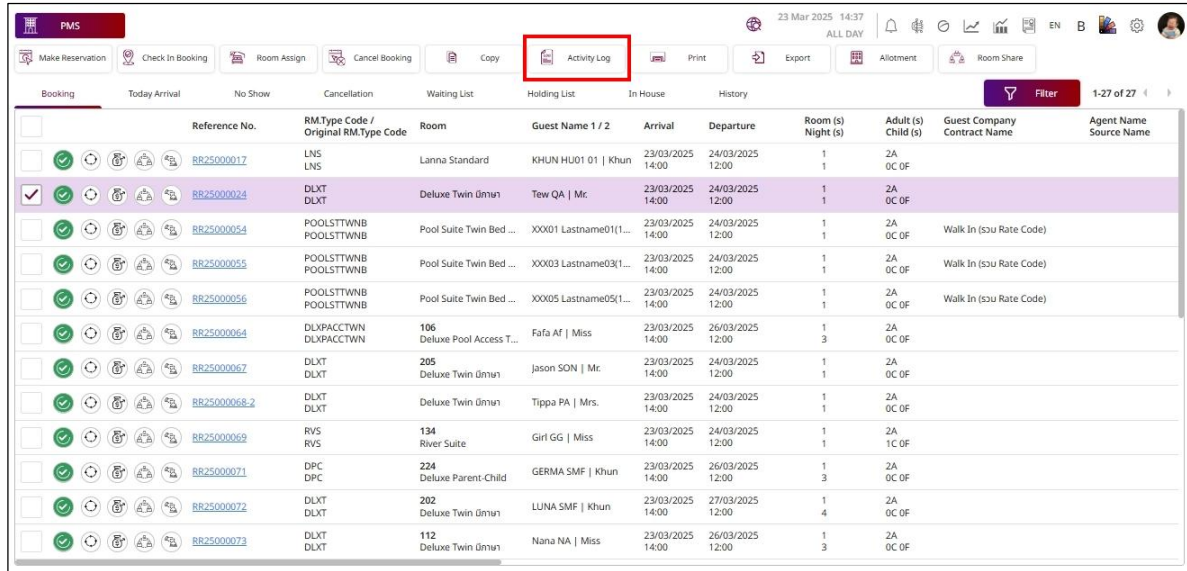
Note: The system will display the Arrival/Departure dates as the same day the room was recovered.

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.

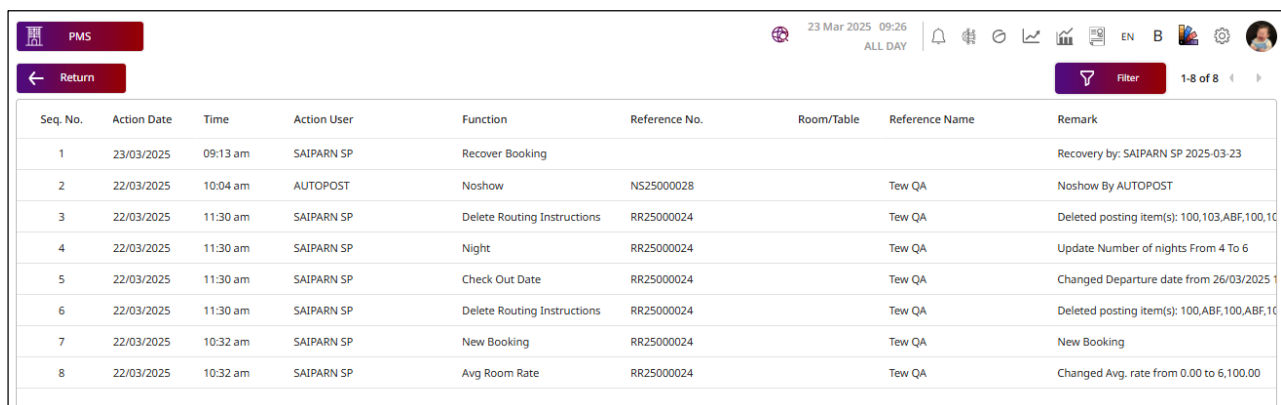
To perform the task:

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	2A 0C 0F		
RR25000024	DLKT DLKT	Deluxe Twin Üman	Tew QA Mr.	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
RR25000054	POOLSTTWNIB POOLSTTWNIB	Pool Suite Twin Bed ...	XXX01 Lastname01(1...	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F	Walk In (Ssu Rate Code)	
RR25000055	POOLSTTWNIB POOLSTTWNIB	Pool Suite Twin Bed ...	XXX03 Lastname03(1...	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F	Walk In (Ssu Rate Code)	
RR25000056	POOLSTTWNIB POOLSTTWNIB	Pool Suite Twin Bed ...	XXX05 Lastname05(1...	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F	Walk In (Ssu 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	DLKT DLKT	205 Deluxe Twin Üman	Jason SON Mr.	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
RR25000068.2	DLKT DLKT	Deluxe Twin Üman	Tippa PA Mrs.	23/03/2025 14:00	24/03/2025 12:00	1	2A 0C 0F		
RR25000069	RVS RVS	134 River Suite	Girl 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 3	2A 0C 0F		
RR25000072	DLKT DLKT	202 Deluxe Twin Üman	LUNA SMF Khun	23/03/2025 14:00	27/03/2025 12:00	1 4	2A 0C 0F		
RR25000073	DLKT DLKT	112 Deluxe Twin Üman	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,ABF,100,1C
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 1
6	22/03/2025	11:30 am	SAIPARN SP	Delete Routing Instructions	RR25000024		Tew QA	Deleted posting item(s): 100,ABF,100,ABF,1C
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