



## **RESERVATIONS-DAILY PROCEDURES**

(Step by Step task list for VRM Clients)

- Check in Guests (*under Reservations> Batch Check-In/Out> Batch Check-In tab OR on the reservation> click the Check In button*)
  - Automatically updates housekeeping to occupied status
  - Populates “Present Guest” Report (*under Reservations> Reports*).
- Check out Guests (*under Reservations> Batch Check-In/Out> Batch Check-Out tab OR on the reservation> click the Check In button*)
  - Automatically updates housekeeping to departure cleaning status
  - Automatically populates Schedule Housekeeping “update schedule” screen
  - Automatically allocates reservation monies at 11:20 p.m.
- Make sure all income received has been posted to each reservation. (*Go into the reservation> Pay Up> Pay Receivable*)

### **Perform your business practice checklist on a daily basis**

- Process confirmations - Print, email or mail
  - Print or email confirmations from the reservation (*Go into the reservation> Summary tab> click “Print Confirmation” to print OR “Send Member Confirmation” to email*)
  - Print Batch Confirmations (*Go to Reservations> Reports> “Reservation Confirmations” report*)
  - Batch Email Confirmations (*Go to Reservations> Reports> Batch Email-Confirmations*)
- Verify Receipt of “Reservation E-Mail” (hooked emails) Summary Report for the day. (This report is sent to the email address that is set up under System Configuration> Company> Email Settings)
- Prepare Check-in Packages needed for the next day (*Go to Reservations> Reports> Check-In Packages*)



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- Process Security Deposits
  - Check “hold deposit” box on the reservation if you want to hold Security Deposit (*General Screen within the reservation> check the Hold Deposit box> and Save*)
  
- Run “To Be Cancelled Reservations” report (take appropriate action) - this report will display the following
  - Confirmed** short term reservations not paid in full using the “Days Required for Full Payment” under system configuration.
  - Un-Confirmed** short term reservations that have not meet the required down payment using the “Confirmation Required By” on the general screen of the reservation.
  
- Run “Unconfirmed Reservations” report - this report will display reservations which have not paid their down payment/required prepay using the “Reservation Confirmation Days” under system configuration (*Reservations> Reports*)