Welcome to SPH

Simplify your hotel operations and distribution with SynXis Property Hub – our new cloud–native property management system. Get all the benefits of the cloud including low cost implementation, fast global deployment, and 24/7 access to your property from anywhere, on any device. You also receive continuous multilingual support from knowledgeable specialists at no extra cost. SPH offers a 360 view of your business with intuitive dashboards and access to operational data. Reports and guest folios are easy to manage, and mobile access to housekeeping helps reduce the time between cleaning and occupancy. System usability is focused and responsive, so it is easy for staff to learn.

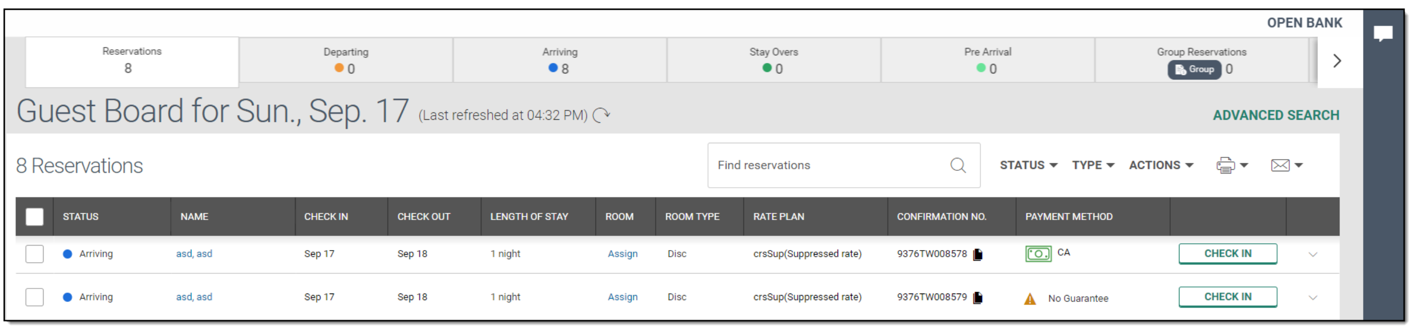
Whether it's checking guests in or out, housekeeping staff updating room status, or managing room inventory – do it faster and more efficiently. Designed with the guest in mind, SPH allows you to create a unique experience for each guest, while also increasing operational efficiency and boosting revenue. Go beyond conducting transactions and put your guests at the center of all interactions while streamlining daily operations and deepening guest engagement.

Guest Board

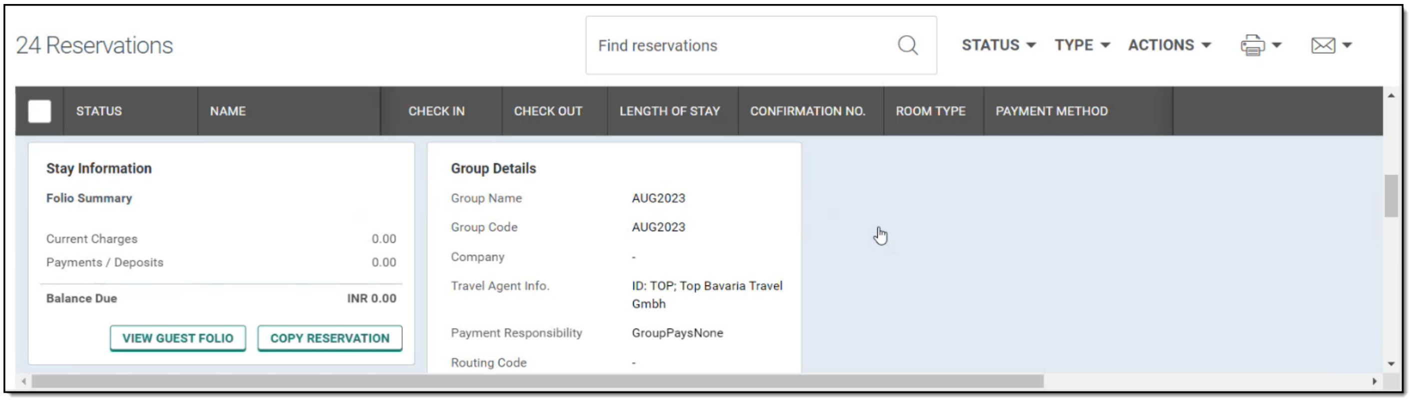
Contents:

The **Guest Board** is the central hub for managing reservations at your hotel. Reservations in **Arriving**, **Staying Over**, and **Departing** statuses are displayed. You can use the horizontal scrolling bar to navigate the **Reservations** table and view more columns. The **Status**, **Name**, and last column are static and remain locked in position while scrolling.

Note: You can change the information displayed on the **Reservations** table in the **Guest Board** configuration page (***Setup > Property Hub Configuration > Property Settings > Guest Board***).



From the **Reservations** table, you can process arrivals/departures and view reservation details using the **Check-In**, **View**, and **Check-Out** action buttons. Clicking the **chevron down arrow** by any guest record on the **Guest Board** will show the **Stay Information** card with any special requests for the reservation and current folio balance. You can also select to **View Guest Folio** or **Copy Reservation**. If the reservation is a group reservation, the **Group Details** card displays.



The **Daily Statistics** bar displays across the top of the **Guest Board** page. You can select multiple different tabs from the panel at one time to quickly filter the **Reservations** table.

Search Reservations

Search reservations to narrow down reservations that fit the required criteria.

Basic Search

1. Enter search criteria in the **Find Reservations** search box.
2. You can search by name, room number or confirmation number.

Advanced Search

1. Click **Advanced Search**.
2. Enter known information to search for:
    - First Name
    - Last Name
    - Itinerary Number
    - Phone Number
    - Room Number
    - E-mail Address
    - Confirmation Number
    - Room type

- Rewards Number
- Group Reservation - Check the box to only search within group reservations.

3. In the **Narrow Results** section, select the different statuses (if any) to be included in the search:

Filters	Definition
Arriving	Reservations that are scheduled to arrive on the current date.
Pre Arrivals	Reservations due to arrive in the future.
In House	Reservations currently checked into the hotel.
Departing	Reservations that are due to check out of the hotel on the current date.
Cancelled	Reservations that have been cancelled.
No Show	Reservations that failed to check into the hotel on the expected arrival date.

4. Select a date range from the **Select Dates** drop-down.
5. Click **Find** to save settings of filters and search for results.

Guest Board Filters

Reservations can be filtered on the Guest Board by using the **Status** and **Type** drop-down menus.

Status Filter

1. Click the **Status** drop-down menu.
2. Select any combination of **Departing**, **Pre Arrival**, **Arriving**, or **Stay Over** statuses by checking the box beside each status.

Type Filter

1. Click the **Type** drop-down menu.
2. Select the checkboxes to filter by **Reservation Type** and/or **Guarantee Type**. Options are:
    1. Individual Reservations
    2. Group Reservations
    3. Day Use Reservations
    4. Guaranteed Reservations

5. Non Guaranteed Reservations

Actions

You can perform certain individual or bulk actions from the Guest Board.

1. Select the checkbox(es) for the desired reservation(s) from the **Reservations** table.

2. Click the **Actions** drop-down. You can select from the following:

Action	Definition
Check In (Arriving Only)	Click to check the reservation into the hotel.
Check Out (Departing Only)	Click to check the reservation out of the hotel.
Assign Room	Click to assign a room number to the guest's reservation.
Unassign Room	Click to unassign a room from a guest's reservation.
Authorize	You can initiate manual credit card authorization from the Guest Board if **Allow Authorization Options** is enabled (***Setup > Property Hub Configuration > Property Settings - Financial***) for your property. 1. Click to initiate [manual credit card authorization](). The **Authorize** window displays. **Note:** You can select up to 250 guests from the Guest Board for authorization. Invalid reservation statuses include **Canceled**, **No Show**, and **Checked Out**. Ad hoc Manual Authorization processes reservations by primary payment method, and reservations without a valid credit card payment method are excluded from the authorization process. 2. Select the type of authorization: 1. (Default) Authorize up to the total of the first night room and tax charges. This option is only available for **Pre Arrival** or **Arriving** reservation statuses. 2. Authorize estimated remaining balance of each reservation 3. Enter an authorization amount - If selecting this option, you must then enter a value in the **Amount** field before continuing. 3. Click **Authorize**. **Note:** After the authorization completes, the **Total Authorized Amount** displays in the **Primary Folio** and **Folio Summary**. For split/separate folios, authorization reflects in the **Primary** folio. You can also view the **Credit Card Log** for the reservation.
Post Charges	Click to post charges to a guest's folio. After checking in guests in bulk, you can post a charge to multiple selected guests, including those with non-English characters in the **First Name** and **Last Name** fields. 1. Click the checkboxes next to the checked-in guests to post a charge to their folio. **Note:** You can select up to 250 guests. 2. Click the **Actions** drop-down menu. 3. Click **Post Charges**. The **Post Charge to Reservations** window displays.

	4. Enter the required information in the **Folio**, **Charge Code**, **Amount**, and **Description** fields. 5. Click the **Include Taxes checkbox** to include the taxes on the charge if needed. 6. Click **Post Charge**. **Note:** A message displays indicating that you can continue posting charges. Continue to fill out the required fields to post charges as needed to the selected guests' folios, or click **Actions History** to view the status of the posted charge.
Cancel Reservation	Click to cancel a guest reservation.
Actions History	Click to view the **Actions History** table.

Actions History

The **Actions History** table displays list of all completed assignments, and a log of operation tool updates are saved in the system. If rooms are not clean, not assigned, or if there are no vacancies, an error or warning log displays in the **Actions History** table.

To view the **Actions History** table:

1. Click the **Actions** drop-down menu.
2. Click **Actions History**. The **Actions History** table displays.
3. Filter by **Action**, **User**, or **Status** to view specific reservations.
4. Click **Print** to print a PDF of the action history for the reservation.

Note: The **Actions History** log is only available for viewing and printing for 24 hours.

5. If applicable, click the **expand** caret to view the warning or error reason and select **View reservations** to open the guests' reservations that have completed or failed the respective action.

Ad-hoc Manual Authorization

After performing ad-hoc manual authorization for one or more reservation, the authorized list of reservations displays in the **Actions History** table.

From the **Guest Board**:

1. Click the **Actions** drop-down menu.
2. Click **Actions History**. The **Actions History** table displays.
3. Click the **Action** drop-down.

4. Select the **Authorize** checkbox to filter the reservations by the status of their authorization.

Print

You can print the guest list, registration cards, folios, and view and retrieve single or bulk prints done in the last 24 hours by clicking the **printer** icon.

Print Guest List

1. Select the **printer** icon drop-down menu.

2. Click **Guest List**.

Print Registration Cards

1. Check the boxes beside the reservations you want to print registration cards for.

   Note: Reservations **do not** need to be in the same statuses to print registration cards.

2. Select the **printer** icon drop-down menu.

3. Click **Registration Card**.

Note: The system default template or other custom registration cards are available to print if enabled in **Setup → Property Hub Configuration → Property Settings - Hotel Forms**. The registration card order displays based on your sort order configuration in the **Hotel Forms** page.

Folios

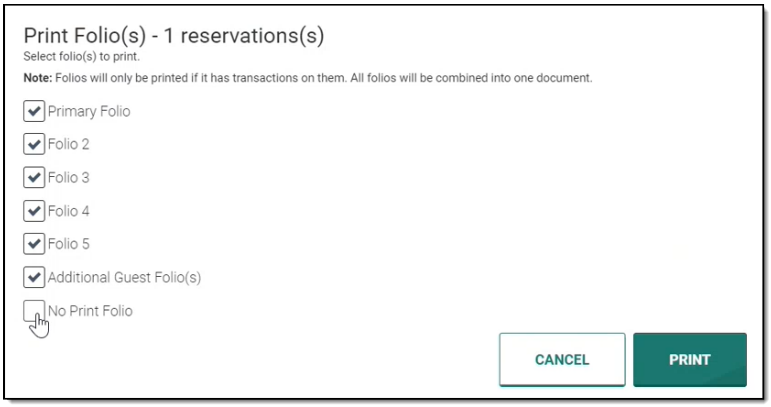
1. Select the reservations for which you want to print folios from the **Reservations** table.

2. Click the **printer** icon.

3. Choose the item to print. Options are:

   - Print Basic Folio
     Note: Printing a basic folio is not an option when Custom Form (***Setup > Property Hub Configuration > Property Settings - Hotel Forms)*** is enabled for your property.

   - List of advanced folios in the sort order as configured
     Note: You can select both default and non-default folios from the **Print** menu if Custom Form (***Setup > Property Hub Configuration > Property Settings - Hotel Forms)*** is enabled.
     Once you select a folio from the **printer** menu, the **Print Folios** window displays.



All folios, excluding the **No Print Folio**, are selected by default to print. Click **Print** to continue. If no transactions are available in the folios selected, a warning message displays.

Bulk Print History

The **Bulk Print History** window displays the **Actions History** table with the **Action > Print** filter applied. All folios for the selected reservation(s) print in a single PDF.

Email

1. Select the reservations for which you want to email folios from the **Reservations** table.
2. Click the **email** icon.
3. Select the folio to email from the drop-down menu. The **Email Folio** window displays.

Note: You can select both default and non-default folios from the **Email Folio** menu if [Custom Form]() (***Setup > Property Hub Configuration > Property Settings - Hotel Forms)*** is enabled.
Once you select a folio from the **email** menu, the **Email Folios** window displays. All folios, excluding the **No Print Folio**, are selected by default to email. Click **Email** to continue. All folios containing transactions are emailed as a single document. If no transactions are available, a warning message displays.

4. If the selected reservation(s) do not contain the guest's primary email address, enter the guest's emails in the appropriate field.
6. Select the checkbox by the folio type to send.
7. Click **Send**.

You can also select **Email Bulk History** from the **email** icon drop-down. The **Email Bulk History** window displays the **Actions History** table with the **Action > Email** filter applied, and you can view the reservations against which the folio email action was initiated.

Sort Guest Board

The reservations on guest board can be sorted by **Status**, **Guest Name**, **Stay Dates**, **Room No.**, **Confirmation Number**, or **Payment Method**.