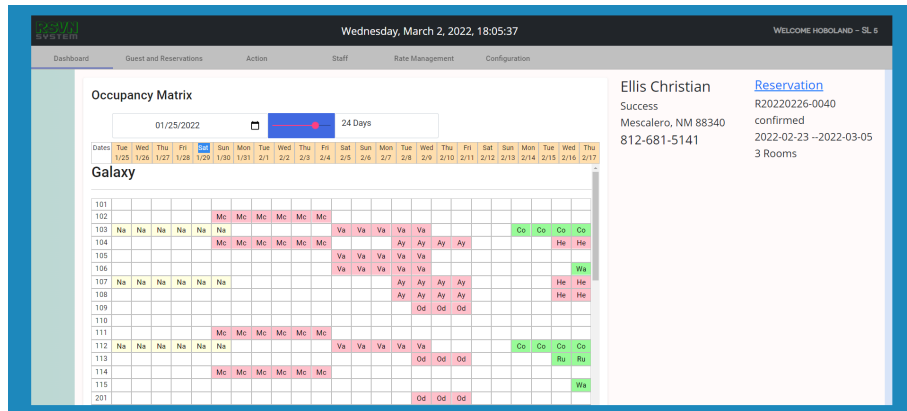


# RSVN Users Manual

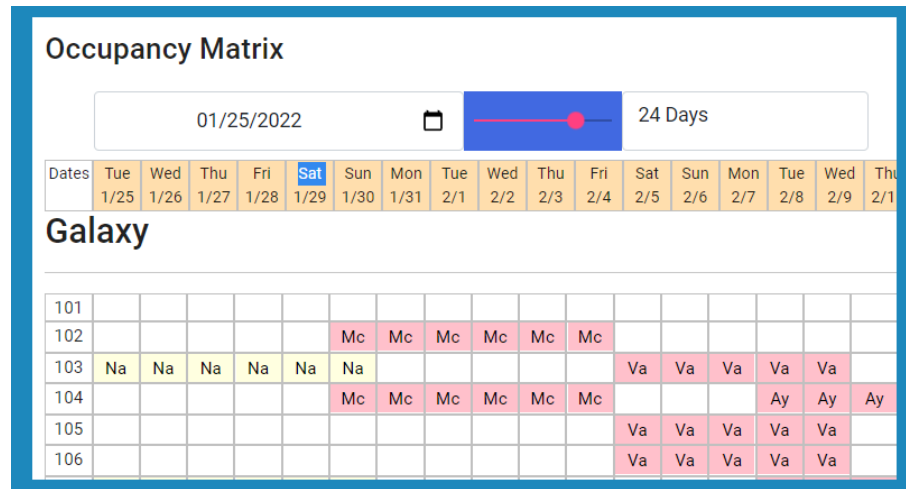
March 6, 2022

# Part I

## Dashboard



The Dashboard is the first view that comes up by default. It has a navigation bar, Occupancy Matrix for an overall room view. There are information panels that will display



# 1 Occupancy Matrix

The Occupancy Matrix is a quick glance view of room occupancy. The date select and range controls are on top. The room lanes show a visual histogram of rooms vs dates. The room lane shows the first 2 letters of the last name of the primary guest. Clicking on a room lane will retrieve basic guest information and reservation information and a link to additional information and full guest profile will display and all rooms associated with the selected date will be highlighted in red.

## 1.1 Date Select and Range

The date axis has 3 controls:

- The calendar select will adjust the dates on the horizontal date axis. The date selected on the calendar will be the starting date.
- Clicking on any of the dates will push the start of the date line to (day - 4) of the selected date. If the first date is clicked the date line will move forward.
- The slider will adjust the number of days represented up to 30 days. It will not affect the starting date.

## 1.2 Room Lanes

Room lanes show if a room is occupied over a span of dates. The room markers contain the first 2 letters of a guest's name and are color coded for easy recognition and identification.

### 1.2.1 Color Coding

The meaning and variety of colors are all customized from the configuration screen. Room status can be realized with just a glance and historical room states can be accessed and visualized as well.

### 1.2.2 Room Highlighting

Selecting a room will highlight it and any other rooms on that particular reservation will also be highlighted.

## 2 Reservation Viewer

	Ellis Christian	<a href="#">Reservation</a>
	Success	R20220226-0040
	Mescalero, NM 88340	confirmed
	812-681-5141	2022-02-23 --2022-03-05
		3 Rooms
Fri 3/18	Sat 3/19	Sun 3/20

Clicking on a room in the room lane will display a condensed room information block. This allows rapid review of reservations on the Occupancy Matrix. Clicking on the Reservation link in the view will open a full Guest and Reservations section with the selected room as current.

## Part II

# Guest and Reservations

SEARCH

Search

mm/dd/yyyy

Quick View

SEARCH RESULTS

CHECK INs

Regal 103 Regal 108 Regal 113 Regal 210

CHECK OUTs

IN HOUSE

Galaxy 103 Galaxy 106 Galaxy 112

Galaxy 206 Galaxy 209 Galaxy 302

Regal 107

Guest Information Dashboard

Truman Hoffman

In - 2022-03-02 => Out - 2022-03-11

RESERVATION INFORMATION

Confirmation Number: R20220302-0043

Status: Confirmed

Source: FIT Traveller

Date In: 03/02/2022

Date Out: 03/11/2022

No. of Rooms: 4

Adults: 4

Child: 0

Infant: 0

Colat: Walk in

Notes

Created: 2022-03-03T03:57:52

Modified: 2022-03-03T03:57:52

Click: hoboland

New

Truman Hoffman

Check In: 2022-03-02

Check Out: 2022-03-11

Assigned Rooms - 4/4

Regal 103 Deluxe01 occupied

Regal 108 Patio02 occupied

Regal 113 Deluxe02 occupied

Regal 210 Patio01 occupied

Rooms Available

Galaxy

Deluxe01 215

Deluxe02 104 113 207

Patio01 107 201 210

Patio02 108 202 211

Patio03 109 203 212

Standard01 101 110 204 213

Standard02 102 111 205 214

Suite01 105 114 208 303

Suite02 115

Suite03 301

### 3 Search

The Search sidebar is a handy collection of information situated on the left sidebar on the Guest And Reservations page. All guests and reservations are accessible here via quick search either by name or date. The standard out-of-the-box installation has 8 panels which are dynamic and relay usual and unusual events. This section is easily customized per installation as needed.

#### 3.1 Query

##### 3.1.1 Text Query

Enter at least 2 characters into the query box and any partial name matches will display in Search Results and No Rsvn Guests.

##### 3.1.2 Date Query

Select a date and any reservations active on that date will display in the Search Results panel.

##### 3.1.3 Quick View

The quick view searches the full database of guests and displays any that have not had a reservation.

#### 3.2 Result Panels

##### 3.2.1 All Non Rsvn Guests

When toggling the Quick View button, all guests in the database that have yet to make a reservation will list out. Click on the name and a new reservation can be made.

##### 3.2.2 Search Results

Entering 2 or more letters in the query will produce a list of matches of reservations in this pane. The name and the dateIn dateOut values for this match.

##### 3.2.3 No Rsvn Guests

Entering 2 or more letters in the query will produce a list of matches of guest. The name and the dateIn dateOut values for this match.

The screenshot shows a 'Search' sidebar with a search bar containing 'caj' and a date field set to 'mm/dd/yyyy'. Below the search bar is a 'Quick View' button. The sidebar is divided into several sections:

- ALL NON RSVN GUESTS**: A list of guest names including Newton Barton, Carlos Freddy, Agatha Gallagher, Charles Gallagher, Helmut Groves, Ann Keys, Zak McKay, Everett Mullins, Helena Richey, Keldon Shephard, Terry Teague, Bernard Timmons, Josephine Wagner, Justin Walker, Clara Westbrook, and Lorie Whitaker.
- SEARCH RESULTS**: A table showing search results for 'caj' with columns for name and date range. Results include Marissa Callahan (2022-01-04 to 2022-01-07), Gaston Campos (2022-01-10 to 2022-01-12), Claude McCall (2022-01-08 to 2022-01-12), and Cain Navarro (2022-01-04 to 2022-01-31).
- NO RSVN GUESTS**: A section for guests with no reservations, currently showing Carlos Freddy.
- CHECK INS**: A section for check-ins, currently showing Regal 103, Regal 112, Regal 206, and Regal 215.
- CHECK OUTS**: A section for check-outs, currently showing Galaxy 104 and Galaxy 203.
- IN HOUSE**: A section for in-house guests, currently showing Galaxy 103, Galaxy 106, Galaxy 112, Galaxy 209, and Regal 107.
- OVERDUE CHECK OUTS**: A section for overdue check-outs, currently showing Galaxy - 207, Regal - 103, and Regal - 112.
- ROOMS NOT ASSIGNED**: A section for rooms not assigned, currently showing 20220226-0040, 2022-02-23 - 2022-03-05, and 20220228-0042 - 2022-02-28 - 2022-03-04.
- EXPIRED OCCUPANCY**: A section for expired occupancy, currently showing Galaxy - 206, Galaxy - 302, Regal - 108, and Regal - 113.

#### **3.2.4 Check Ins**

All rooms that are scheduled for check in today will show up. Rooms are listed by building and room numbers. Selecting the rooms will bring up guest and reservation data.

#### **3.2.5 Check Outs**

All rooms that are scheduled for check out today will show up. Rooms are listed by building and room numbers. Selecting the rooms will bring up guest and reservation data.

#### **3.2.6 In House**

All rooms that are occupied or reservations have been made. Rooms are listed by building and room number. selecting the rooms will bring up guest and reservation data.

#### **3.2.7 Overdue Checkouts**

If a room status remains at checkin after the reservation is active the room will automatically list in this poanel. Rooms can be cleared one at a time or as a batch with a single Clear All

#### **3.2.8 Rooms Not Assigned**

This is an automatic pane which will show any reservations that have not have all the rooms assigned.

#### **3.2.9 Expired Occupancy**

If a room has not been properly checked out after the reservation has expired it may still indicate occupied it will show up here and it can be reset to a different status. The defaults are Inspect, dirty, ready. Room status cna be changed individually or a batch which will take the room to Inspect.

Guest Information Dashboard

**Ellis Christian** ▾

In - 2022-02-23 => Out - 2022-03-05 ▾

Charges & Payments ▾

## 4 Guest Information

The Guest Information dashboard in the center panel on the Guest And Reservations page. It is a set of three (3) drop down accordion panels, Guest Edit, Reservation Edit and Charges and Payments. From here a new guest can be created or an existing record can be edited or deleted. A guest can only be deleted if it has no reservations.

### 4.1 Guest Edit

Guest Information Dashboard

**Lyle Corcoran** ▴

**GUEST INFO**

First Name \* Lyle Middle Name Last Name \* Corcoran

Email \* lyle@lux2.us Phone Number \* 829-785-2290

Title Chief Revenue Officer Company Name Bee Well Veterinarian

Address \* Success

City \* Lookout Mountain State/Country \* TN Zip Code \* 37350

**IDENTIFICATION**

ID Type \* Passport ID Number \* 499612052 ID Expires \* 12/25/2040 DOB \*

**MISCELLANEOUS**

Notes

**STATUS**

Created 2021-11-03T07:31:35.598496Z Modified 2021-11-03T07:31:35.598535Z Clerk api

Delete Guest Record Update Guest Record Create Guest Record New Guest New Reservation

The Guest edit form is used for data entry and update. If the Delete guest Record button is lit, the record can also be deleted.

## 4.2 Reservation Edit

The screenshot shows the 'Reservation Edit' interface for a guest named Lyle Corcoran. The reservation dates are from 2022-02-28 to 2022-03-04. The form includes fields for Confirmation Number (R20220228-0042), Status (Delayed), Source (Expedia), Date In (02/28/2022), Date Out (03/04/2022), and No. of Rooms (3). It also has input fields for Adults (2), Child (0), and Infant (0), along with a 'Comp' button. A 'Notes' section is present, and the bottom shows 'Created' and 'Modified' timestamps and the 'Clerk' (hoboland). A 'New' button is at the bottom of the form.

Reservation Edit for creating and updating reservations.

## 4.3 Charges and Payments

The screenshot shows the 'Charges and Payments' panel. It displays 'ROOM CHARGES' for three rooms: Galaxy (ROOM - 106), Galaxy (ROOM - 209), and Galaxy (ROOM - 215). A summary row shows 'Room Charge' totaling \$1,085.00. Below this are sections for 'Charges' and 'Payments', each with a table header: DATE, ITEM, DESCRIPTION, COUNT, UNIT PRICE, and AMOUNT. The 'Charges' table shows 'Misc Charges' with an amount of \$0.00. The 'Payments' table shows 'Total Payments' with an amount of \$0.00. A 'TOTALS' section at the bottom shows a 'Balance' of \$1,085.00.

Charges and payments panel lists each room and each day's charge. The room charges are automatically set from the Season and Rate Management system. All other charges and payments can be entered. All values are totaled and an invoice can be printed including all charges and payments.



## 5 Rooms Control

The Rooms control panel is on the right side panel of the Guest and Reservations Page. Once a reservation has been selected the Check In and Check Out date is displayed along with the Rooms that have been assigned. Below this the Rooms Available listing shows rooms that are available, the rooms are listed by the building and rate category alias.

Lyle Corcoran

Check In  
2022-02-28

Check Out  
2022-03-04

Assigned Rooms - 3/3

Galaxy 106

Suite02

occupied

Galaxy 209

Suite02

occupied

Galaxy 215

Deluxe01

occupied

Rooms Available

Galaxy

Deluxe02

113

207

Patio01

107

201

210

Patio02

108

202

211

Patio03

109

212

Standard01

101

110

204

213

Standard02

102

111

205

214

Suite01

105

114

208

303

Suite02

115

Suite03

301

Suite04

302

Regal

Deluxe02

104

113

207

Patio01

201

210

Patio02

108

202

211

Patio03

109

203

212

Standard01

101

110

204

213

Standard02

102

111

205

214

Part III  
Action

Part IV  
Staff

Part V  
Rate Management

Part VI  
Configuration