PMS Documentation

None

CIS Team

None

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1. Property Management System (PMS) – User Guide

Version: 1.0.0

Last Updated: June 2025

Welcome to the official documentation for the **Property Management System (PMS)** — an end-to-end solution designed to simplify and automate operations for hotels, guesthouses, serviced apartments, and other hospitality businesses.

1.1 🖈 About the System

This PMS enables property owners and staff to manage:

- · Reservations and front desk operations
- · Guest check-ins and check-outs
- Room setup and inventory tracking
- · Housekeeping and service tasks
- · Restaurant orders and POS
- · Vendor and staff profiles
- Accounting and finance reports
- Real-time dashboards and analytics

All in one centralized, web-based platform.

1.2 Core Modules

Module	Description	
Front Desk	Handle bookings, guest arrivals, check-outs	
Room & Inventory	Manage room details, rates, and availability	
Housekeeping	Assign tasks, track items, view service history	
Restaurant (POS)	Take orders, manage menu, monitor sales	
Finance	Track payments, generate invoices and reports	
CRM	Maintain guest profiles and preferences	
User Roles	Define staff access and responsibilities	
Settings	Configure system preferences and integrations	

1.3 Luser Roles

- Admin: Full access to all modules and system settings
- Front Desk Officer: Reservation and check-in/check-out tasks
- Housekeeping Staff: Task management and inventory tracking
- Finance Staff: Payment entries and financial reporting

• Restaurant Staff: Order processing and POS activities

1.4 🖋 How to Use This Guide

Navigate through the **Modules** tab above to explore detailed instructions, features, and usage tips for each functional area.

Each section includes: - Purpose and overview - Step-by-step guides - Screenshots or layout descriptions - Practical notes and common issues

1.5 \ Need Assistance?

If you face issues or have questions: - Reach out to your system administrator, or - Contact support@yourcompany.com

Thank you for using our PMS. We hope it helps your team run your property more efficiently and professionally.

2. Analytics

2.1 III Analytics - Dashboard

Module: Analytics **Section:** Dashboard

Location: Modules > Analytics > Dashboard

Version: 1.0.0

Last Updated: June 2025

2.1.1 Overview

The **Dashboard** provides a visual, real-time snapshot of your property's performance. It consolidates key data from all operational areas — such as reservations, revenue, occupancy, and service statuses — into an easy-to-understand interface.

This page is typically the home screen for Admins and Managers.

2.1.2 Interface Preview

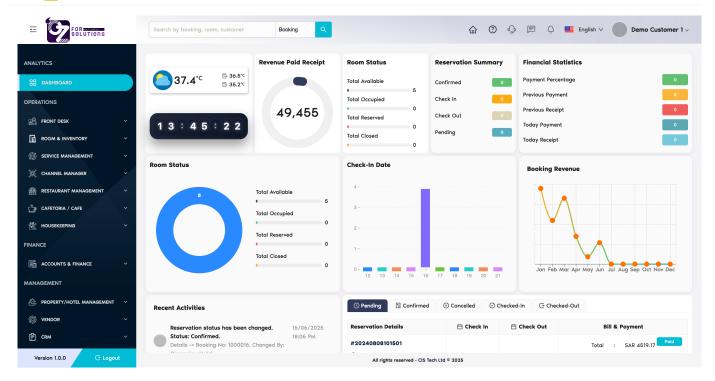


Image: The main dashboard displaying revenue, booking status, and occupancy rate widgets.

2.1.3 L Who Can Access

Role	Access Level	
Admin	Full access	
Manager	View only (default)	
Staff	No access (unless granted)	

2.1.4 **⊀** Key Features

- 👪 Booking Summary: Visual cards showing total, active, and upcoming bookings.
- **S** Revenue Insights: Bar/line charts for daily, weekly, and monthly earnings.
- \(\subseteq \) Occupancy Rate: Room utilization shown via colored indicators.
- Service Alerts: Pending housekeeping and maintenance items.
- **Check-in Timeline**: List of today's arrivals and departures.

2.1.5 Step-by-Step Guide

1. Accessing the Dashboard

- Go to Modules > Analytics > Dashboard from the top navigation.
- The system will auto-refresh and display updated figures.

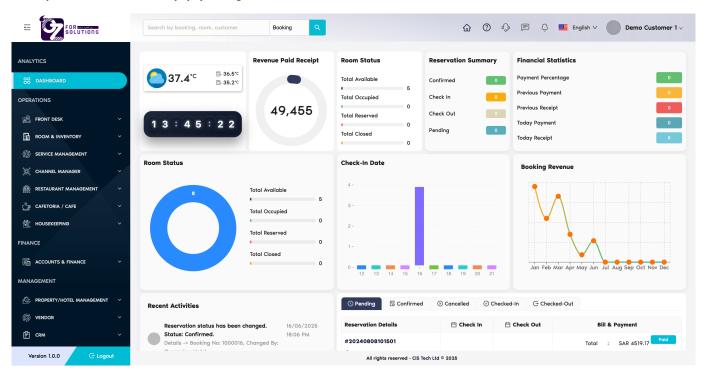


Image: Navigation to the dashboard via the top menu.

2. Exploring the Widgets

Each card or chart shows important operational metrics:

- Clicking Bookings opens Reservation History
- Clicking Revenue opens Transaction Reports

3. Filtering Data

You can filter dashboard insights using the date range selector:

Date Filter

Image: Date filter control for custom and predefined ranges.

4. Exporting Reports

Use the export icon on top-right of each widget:

- Formats supported: CSV, PDF
- Use the print layout for meetings and reporting

2.1.6 Pest Practices

- ✓ Use a large screen for live display in the admin office
- Refresh periodically to ensure the data is current
- Restrict financial views to relevant roles only

2.1.7 ! Troubleshooting

Problem	Solution	
Charts not loading	Ensure internet connectivity; refresh page	
No data showing	Ensure bookings, transactions, or housekeeping tasks exist in the system	
Access denied	Check your user role permissions under Settings > User Roles	

2.1.8 / Related Modules

- Reservation History
- Transaction Reports
- Housekeeping Status

2.1.9 Support

Need help with interpreting dashboard data or customizing widgets?

- · Ask your system administrator
- Or email support@yourcompany.com

 $\overline{\mathbf{M}}$ The dashboard empowers you to run your property efficiently — based on real-time, actionable insights.

3. Operations

3.1 Front Desk

3.1.1 New Booking /Reservation

Add Reservation - Front Desk

Module: Front Desk
Section: Add Reservation

Location: Operations > Front Desk > Add Reservation

Version: 1.0.0

Last Updated: June 2025

OVERVIEW

The **Add Reservation** page allows front desk users to create new bookings for individual, group, or company customers. It includes fields for selecting dates, time, source, room, and guest details. The reservation summary and billing panel update in real-time as the form is filled out.

INTERFACE PREVIEW

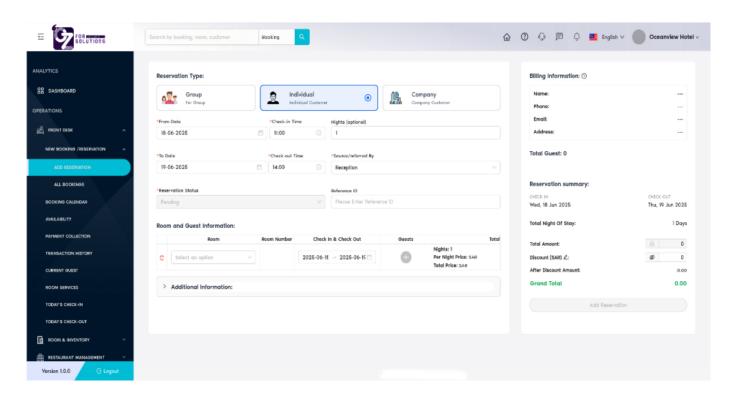


Image: Booking interface with fields for customer type, dates, times, guest info, and billing summary.

■ WHO CAN ACCESS

Role	Access Level
Admin	Full access
Manager	Full access
Receptionist	Add/Edit
Staff	No access (default)

★ KEY FEATURES

- ullet Reservation Type: Supports Individual, Group, and Company bookings.
- 17 Date & Time Selection: Choose check-in/out dates and times.
- \bullet $\ensuremath{\underline{\mathbf{m}}}$ Source/Referred By: Track how the guest came to book.
- 3 Room and Guest Info: Add room number, stay duration, and number of guests.
- $\bullet \blacksquare$ Billing Information: Automatically calculates nights, total cost, discount, and grand total.
- Neditable Discount: Allows manual input of a discount amount.
- Auto Calculation: Updates totals and billing data dynamically.

FORM SECTIONS

1. Reservation Details

Field	Required	Notes
Reservation Type		Choose between Group, Individual, or Company
From Date		Start date of stay
To Date		End date of stay
Check-in Time		Time of arrival
Check-out Time		Time of departure
Nights	Optional	Auto-calculated if date range provided
Source		e.g., Reception, Website, Phone
Reference ID	Optional	Custom reference (if needed)

2. Room and Guest Information

- Add multiple rooms with corresponding check-in/out dates.
- Select room type/number from dropdown.
- Enter number of guests per room.

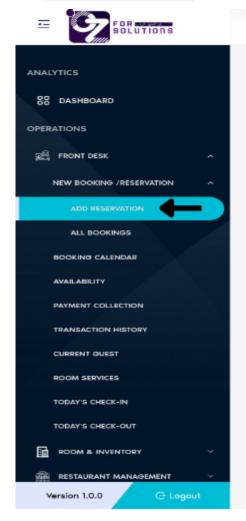
3. Billing Information Panel

Label	Description	
Name, Phone, Email	Pulled from guest profile once selected/added	
Total Night of Stay	Auto-calculated from dates	
Total Amount	Sum of room prices × nights	
Discount	Optional SAR amount that reduces the total	
Grand Total	Final amount after applying discount	

☑ HOW TO RESERVE A ROOM – STEP BY STEP

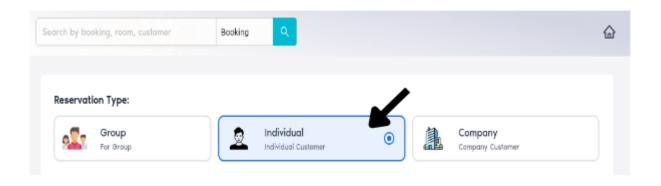
1. Navigate to the Reservation Page

• Go to Front Desk > Add Reservation from the left sidebar.



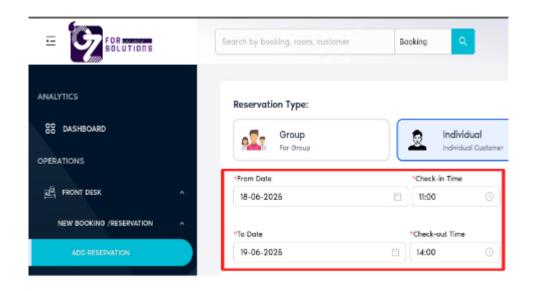
2. Choose Reservation Type

- Select from:
- Individual
- Group
- Company



3. Select Date and Time

- Pick From Date and To Date.
- Choose Check-in Time and Check-out Time.



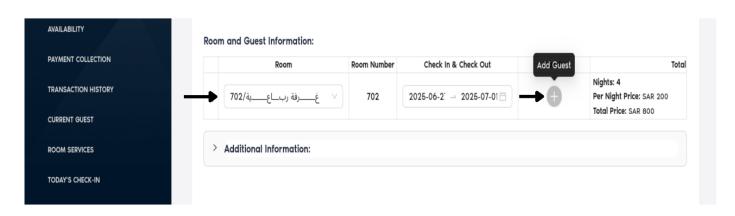
4. Specify Booking Source and Night Limit

- Select how the reservation was received (e.g., Reception, Agoda, Booking.com).
- \bullet Increase or decrease night limit, it will also update From Date and To Date automatically.

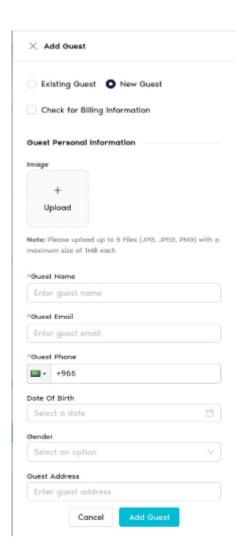


5. Assign Room and Guests

• Select Room , Room Number and Check In & Check Out date will automatically generate.

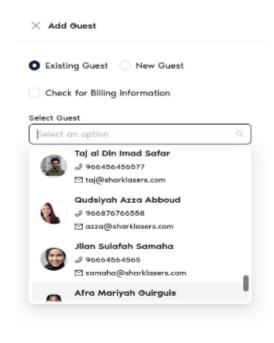


- $\bullet \ Click + \textbf{Add Guest} \ , \ select \ New \ Guest, \ click \ on \ check \ box (Check \ for \ Billing \ Information) \ and \ fill \ in: \\$
- Full Name
- Phone Number (with country code)
- Email Address
- ID Type and Number
- Nationality etc.



There is another option:

 $\bullet \ Select \ \texttt{Existing Guest , click on check box} (Check \ for \ Billing \ Information), select \ any \ \texttt{Existing Guest from Select Guest dropdown field}. \\$

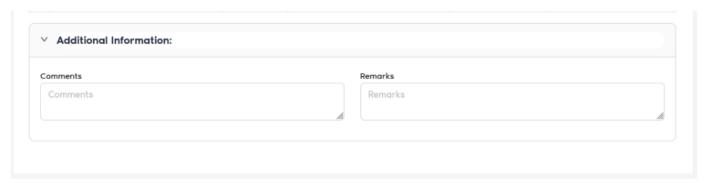




6. Enter Optional Information

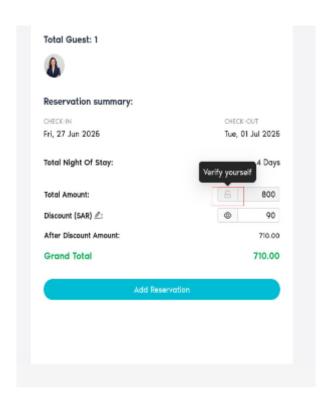
- Add a Reference ID (if applicable).
- Apply any Extra Discount (%). This discount ammount have view discount and hide option (This will automatically appear to invoice after create any reservation)

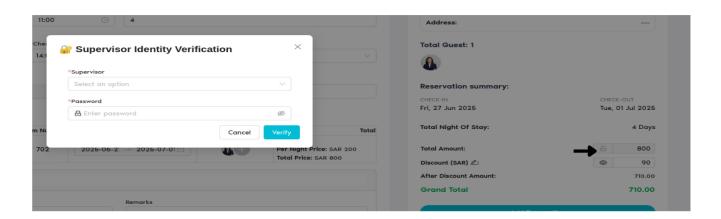
 Room Selection
- Leave notes or internal comments.



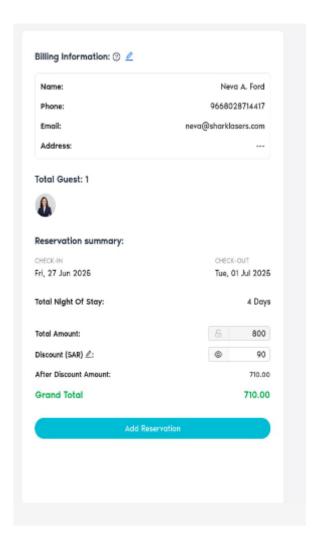
7. Review Billing Summary

- Verify:
- Subtotal
- Discount
- VAT (Tax)
- Grand Total
- Total Amount could be additable with admin permission.



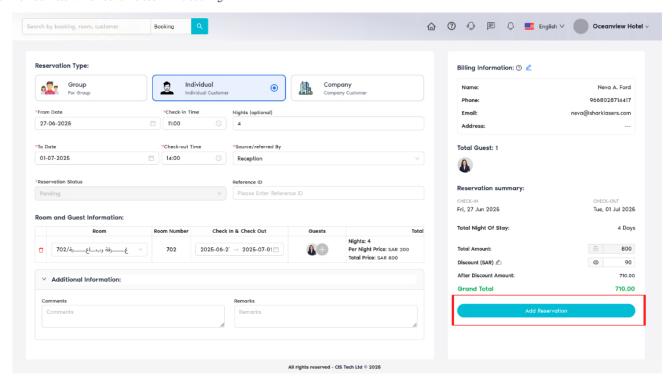


• Also confirm stay duration, number of guests, and room details.



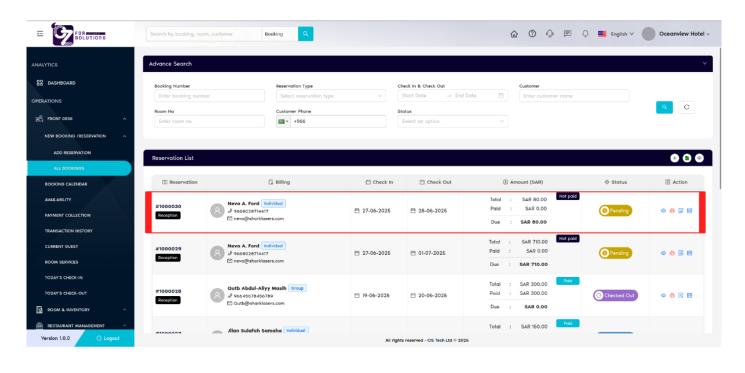
8. Finalize the Reservation

• Click the Add Reservation button to submit the booking.



9. Post-Submission

• The new reservation will appear in the All Bookings list with the assigned status (Confirmed, Pending, etc.).



! TROUBLESHOOTING

Issue	Solution	
Room dropdown is empty	Make sure rooms are added in inventory	
Guest count not updating	Click the + button to assign guests	
Discount not applied	Ensure proper SAR value and format used	
Add button is disabled	Required fields may be missing	

⊘ RELATED PAGES

- Reservation List
- Payment Collection
- Room Availability

SUPPORT

Need help adding reservations or encountering errors?

- Contact your front desk supervisor
- Or email: hello@cistechltd.com

 ${\it Efficiently manage guest stays \ and \ maximize \ property \ occupancy \ with \ accurate \ reservation \ handling.}$

Reservation List - Front Desk

Module: Front Desk

Section: All Bookings / Reservation List

Location: Operations > Front Desk > All Bookings

Version: 1.0.0

Last Updated: June 2025

OVERVIEW

The **Reservation List** page displays all existing reservations in a searchable and filterable format. It provides quick access to booking details, billing, status, and actions such as edit, delete, view, and print.

This page supports daily operations for front desk staff and management.

INTERFACE PREVIEW

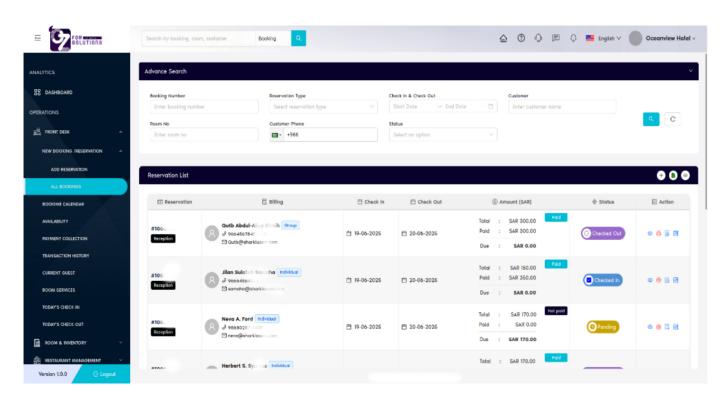


Image: Table of all reservations with filtering options and status indicators.

■ WHO CAN ACCESS

Role	Access Level
Admin	Full access
Manager	View/Edit/Delete
Receptionist	Add/Edit/View
Staff	View only (optional)

ADVANCED SEARCH FILTERS

Filter	Description	
Booking Number	Search using exact reservation ID	
Reservation Type	Individual / Group / Company	
Check-in & Check-out	Filter by date range	
Customer Name	Search by guest name	
Customer Phone	Filter by mobile number	
Status	Paid / Not Paid / Pending / etc.	

TABLE COLUMNS EXPLAINED

Column	Description	
Reservation	Displays ID, source (e.g. Reception), customer type	
Billing	Contact number and email of guest	
Check-In	Booking start date	
Check-Out	Booking end date	
Amount (SAR)	Total, Paid, and Due amounts in Saudi Riyal	
Status	Displays reservation status (Confirmed, Pending, Checked Out, etc.)	
Action	Icons to view, edit, delete, and print reservation details	

STATUS INDICATORS

Status	Color	Description
Confirmed	Green	Booking confirmed, not yet checked in
Checked Out	Purple	Guest has completed the stay
Pending	Yellow	Reservation created, not confirmed
Not Paid	Dark Blue	Payment not yet received
Paid	Light Blue	Payment fully settled

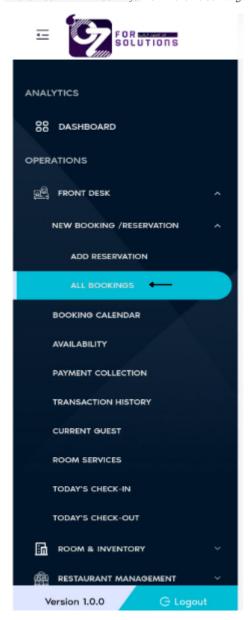
O ACTIONS AVAILABLE

Icon	Action
②	View reservation details
•	Edit reservation information
	Delete the reservation (if allowed)
•	Print the reservation receipt

☑ HOW TO VIEW RESERVATION LIST – STEP BY STEP

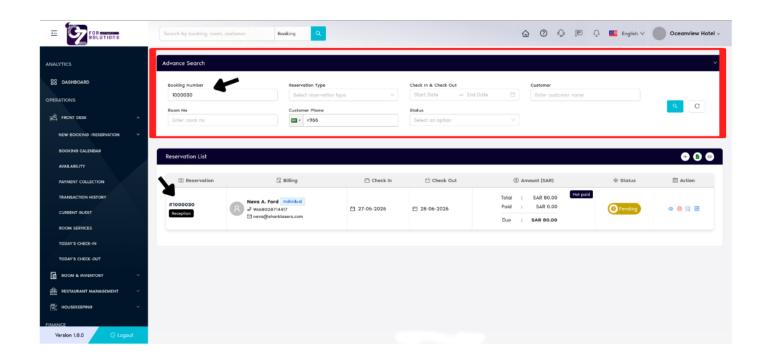
1. Navigate to the Reservation List Page

ullet Go to Front Desk > All Bookings from the left-side navigation menu.



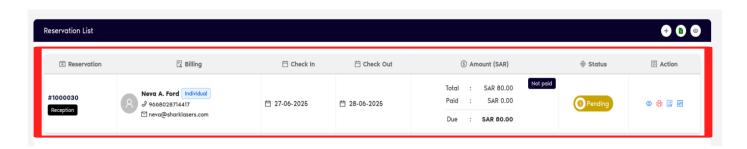
2. Apply Advanced Filters (Optional)

- Use available fields to narrow down search results:
- Booking Number
- Reservation Type (Individual / Group / Company)
- Check-in & Check-out Date Range
- Customer Name or Phone Number
- Room No
- Reservation Status (Confirmed, Cancelled, Pending, Checked In, Checked Out etc.)



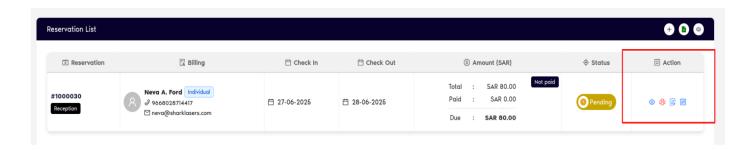
3. Review Reservation Data

- Review columns including:
- Guest and Contact Info
- Check-in / Check-out Dates
- Total, Paid, and Due Amounts
- Current Status (Confirmed, Checked Out, etc.)



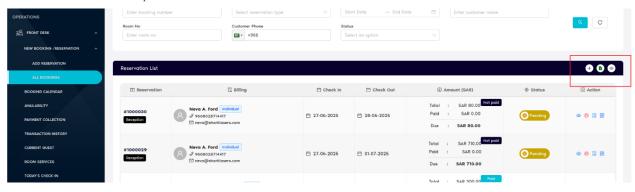
4. Perform Actions on Reservations

- Use action icons in the last column:
- Nedit Modify existing reservation info
- Delete Remove the reservation (if permitted)
- 🖨 Print Print the reservation invoice or summary



5. Perform Additionals Items on Reservations

- Add button to go to add reservation
- Excel file download option
- View reservation list column selection option



! TROUBLESHOOTING

Issue	Solution
No results found	Clear filters or adjust search parameters
Status not updating	Ensure check-in/check-out processes are completed
Payment not reflected	Confirm payment under Payment Collection module

⊘ RELATED PAGES

- Add Reservation
- Payment Collection
- Current Guest List

SUPPORT

For issues with viewing or updating reservations:

- Contact your system administrator
- Or email: hello@cistechltd.com

Easily manage, track, and update reservations with a detailed, filterable reservation list.

3.1.2 7 Booking Calendar - Front Desk

Module: Front Desk **Section:** Booking Calendar

 $\pmb{Location:} \ \texttt{Operations} \ \texttt{>} \ \texttt{Front Desk} \ \texttt{>} \ \texttt{Booking Calendar}$

Version: 1.0.0

Last Updated: June 2025

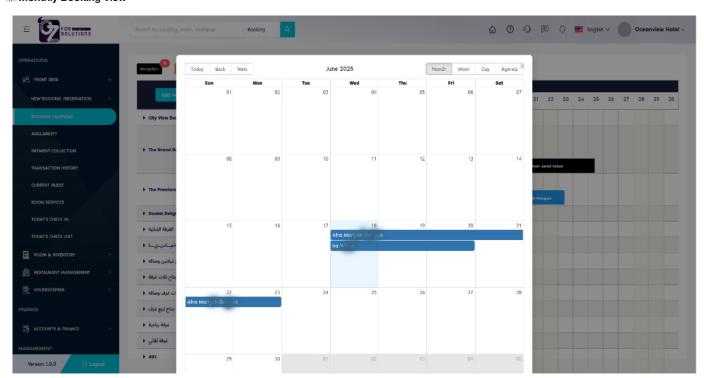
Overview

The **Booking Calendar** module provides a visual representation of all current and upcoming reservations across different rooms. It includes both **monthly calendar** and **Gantt-style timeline** views, allowing staff to manage room occupancy and plan effectively.

This view is essential for front desk users, room allocators, and hotel managers to track daily check-ins, check-outs, and availability.

Interface Preview

Monthly Booking View



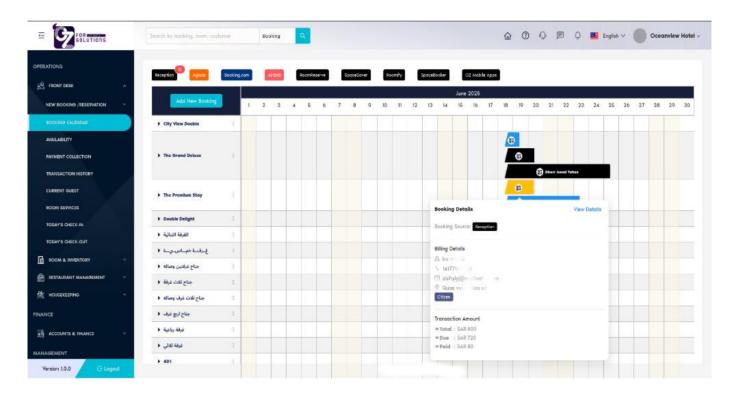
- Displays a calendar layout for June 2025.
- Shows booking blocks for guests like Afra Mariyah Guirguis and Ira Wilcox.
- Helpful for visualizing stays across days/weeks in a single glance.
- Navigation options: Month, Week, Day, Agenda.

■ Booking Calendar (Gantt Style)

Gantt Booking View

- Timeline view with room categories on the left and booking dates along the top.
- Colored blocks represent bookings (e.g., Reception, Booking.com, etc.).
- Supports filtering by source (Agoda, AirBnB, etc.).
- Includes an Import/Export button for data operations.

Booking Details Popup



- Popup appears on clicking a booking block.
- Includes:
- Guest Name: Ira Wilcox
- Contact Info: Phone, Email
- Source: Reception
- Amounts: Total (SAR 800), Paid (SAR 80), Due (SAR 720)
- "View Details" link for extended booking information.

Navigation Panel (Left Sidebar)

- Main Sections:
- Front Desk
- New Booking / Reservation
- Booking Calendar
- Availability, Payment, History, Room Services

- Check-in/Check-out
- Room & Inventory
- Finance and Housekeeping
- \bullet Sidebar includes logout and version number (${\tt v1.0.0}$).

■ Who Can Access

Role	Access Level
Admin	Full access
Manager	View/Edit
Receptionist	View
Staff	View only (optional)

◯ View Modes and Filters

View Mode	Description
Month / Week / Day / Agenda	Switches between calendar views
Gantt View	Horizontal timeline across rooms and dates
Source Filter	Filters bookings by origin (e.g., Agoda, Booking.com, Reception, etc.)
Room Type Filter	Show only selected room categories or floors

Booking Details Displayed

Field	Description
Guest Name	Full name of the customer
Contact Info	Phone and email address
Source	Origin of reservation (e.g., Reception)
Total Amount	Total reservation value (in SAR)
Paid / Due	Payment breakdown
View Link	Redirects to full reservation detail

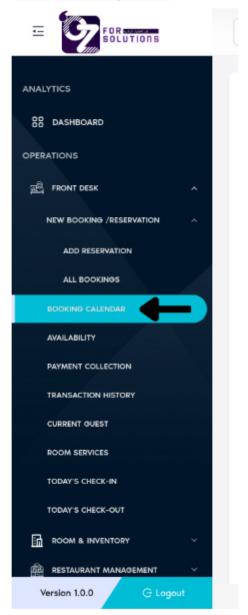
Navigation Panel Highlights

Section	Purpose
New Booking / Reservation	Add individual, group, or company booking
Availability	View room availability in real time
Payment Collection	Manage payments and dues
Today's Check-In / Out	Track daily guest flow

✓ How to check booking Calender – Step by Step

1. Access the Booking Calendar

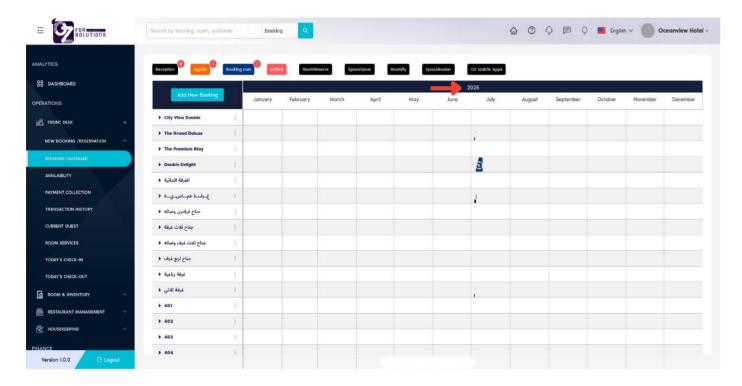
• Navigate to Front Desk > Booking Calendar from the left-side menu.



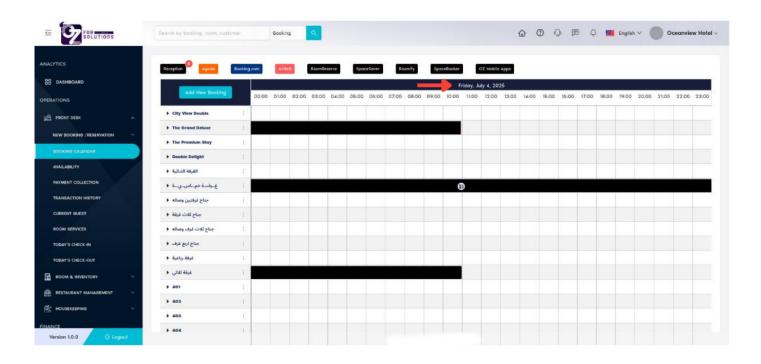
2. Switch Between Views

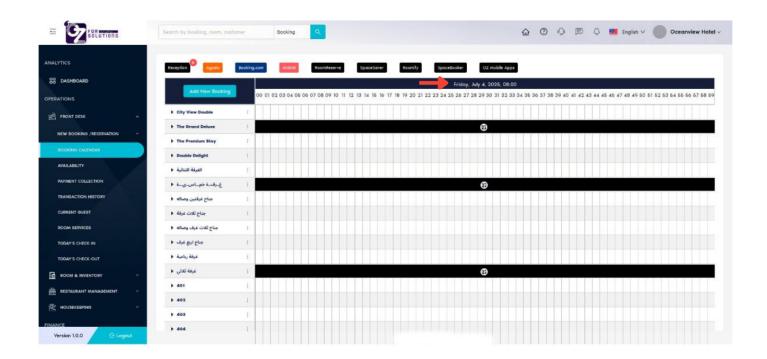
• Use the top toolbar to select:

- Monthly Calendar View: Click on marked area, it will change the view. Monthly Calendar View
- Yearly Calendar View: Click on marked area, it will change the view.

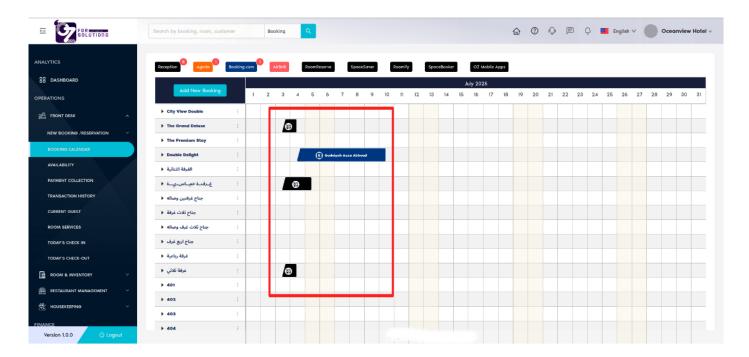


• Daily,or hourly View: Click on marked area, it will change the view.



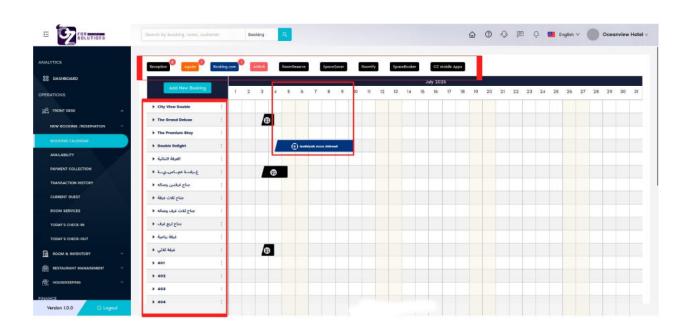


• Gantt-style Timeline View



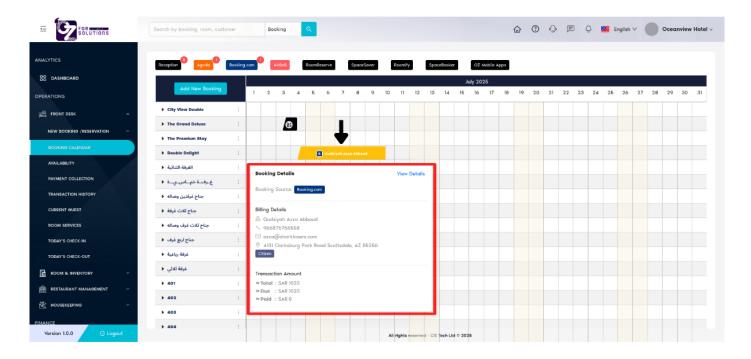
3. Filter Bookings

- Apply filters to narrow down data by:
- Source (Reception, Agoda, Booking.com, etc.)
- Room Name
- Date Range



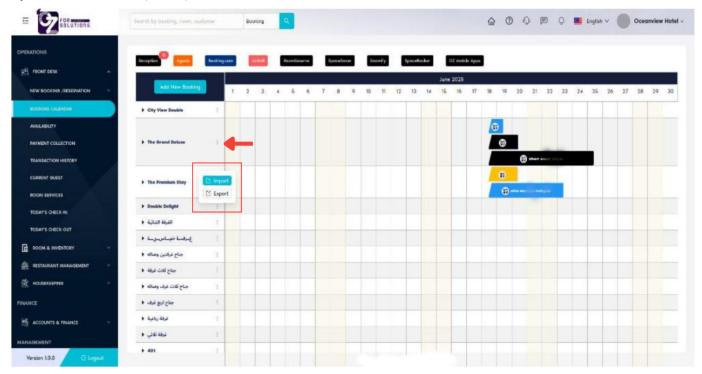
4. Review Booking Information

- Click a booking block to view:
- Guest Name and Contact Details
- Source of Booking
- Total, Paid, and Due Amounts
- Quick link to full reservation details



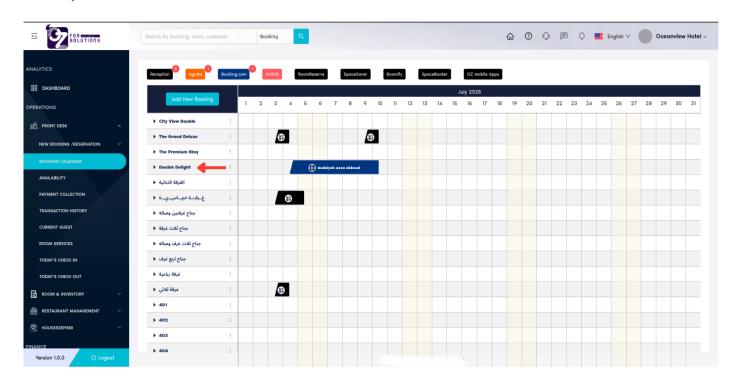
5. Manage Calendar Data

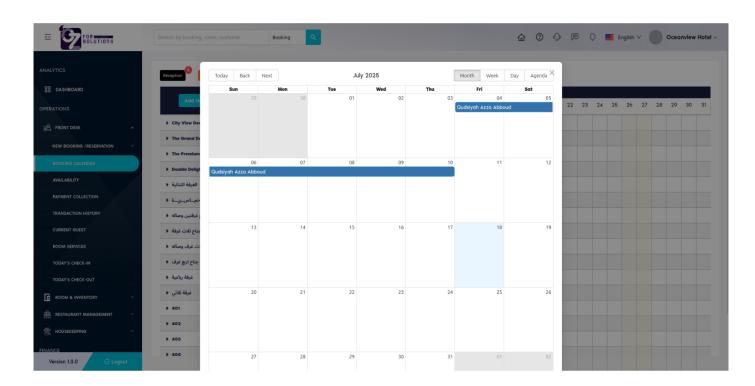
- Use the **Import/Export** button (top-right) to:
- Click on Kebab Menu (:)
- Export booking data in supported formats
- Import external reservation data (if needed)



6. View Inividual Room wise reservation

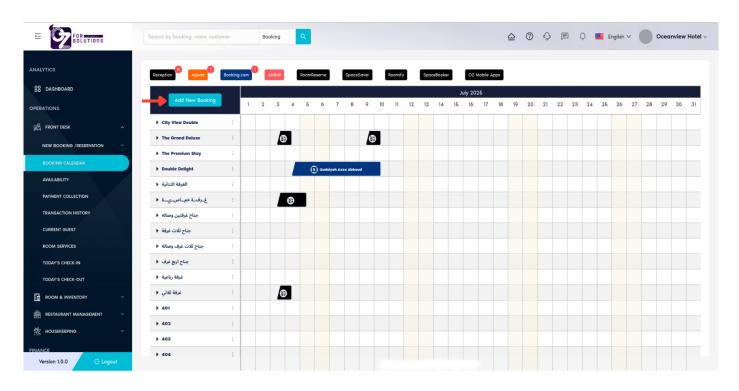
• Click on any room to view room wise reservation





7. Go to Add Reservation

• Click on Add New Booking button to to go to Add Reservation page



! Troubleshooting

Issue	Solution
Booking block not showing	Ensure reservation dates are valid and not expired
Overlapping reservations	Use availability module to avoid room overbooking
Filter not working	Reset filters or reload the calendar

⊗ Related Pages

- Add Reservation
- Reservation List
- Availability

Support

For help with calendar display or booking conflict resolution:

- Contact your front desk manager
- Or email: hello@cistechltd.com

Visualize and manage your hotel's occupancy with the intuitive and flexible booking calendar view.

3.1.3 k→ Room Availability - Front Desk

Module: Operations **Section:** Availability

Location: Front Desk > Availability

Version: 1.0.0

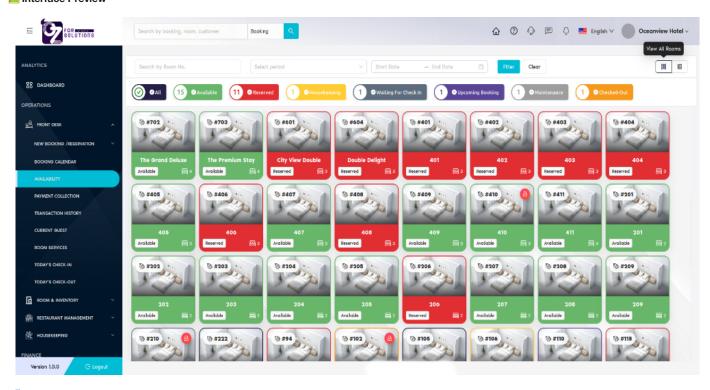
Last Updated: June 2025

Overview

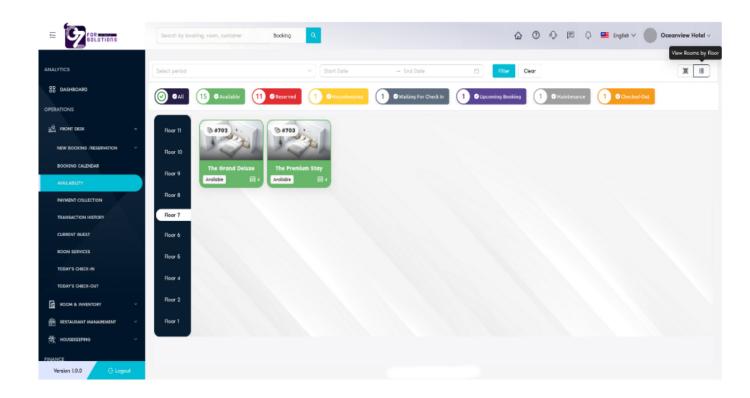
The **Room Availability** screen provides a color-coded, real-time overview of all hotel rooms and their current statuses — including available, reserved, in housekeeping, under maintenance, and more.

This module is essential for front desk agents and reservation managers to manage check-ins, bookings, and room readiness efficiently.

Interface Preview



Full view showing all rooms with their current status.



Rooms filtered by Floor 7, showing only available rooms.

■ Who Can Access

Role	Access Level
Admin	Full Access
Manager	Full Access
Front Desk	Full Access
Housekeeping	View Only
Staff	No Access

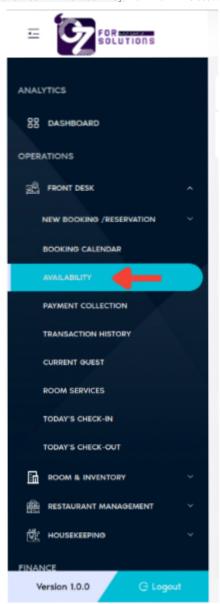
- 41/189 -

Q How to Check Room Availability - Step by Step

Follow the steps below to effectively check room availability from the Front Desk module:

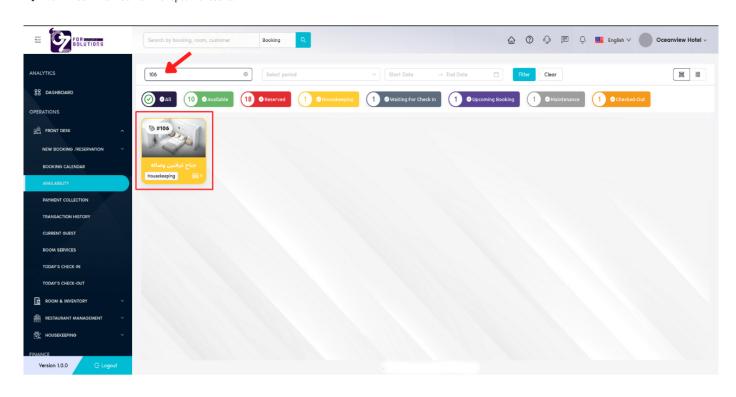
1. Navigate to Availability Screen

 \bullet Go to Front Desk > Availability from the main sidebar.



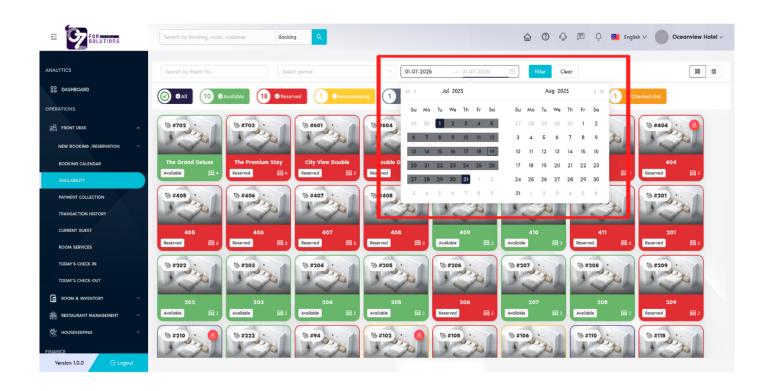
2. Use the Search Bar

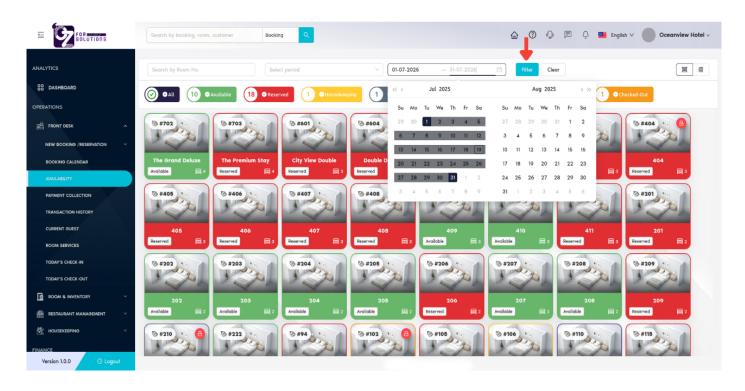
ullet Enter a **Room Number** to filter specific results.

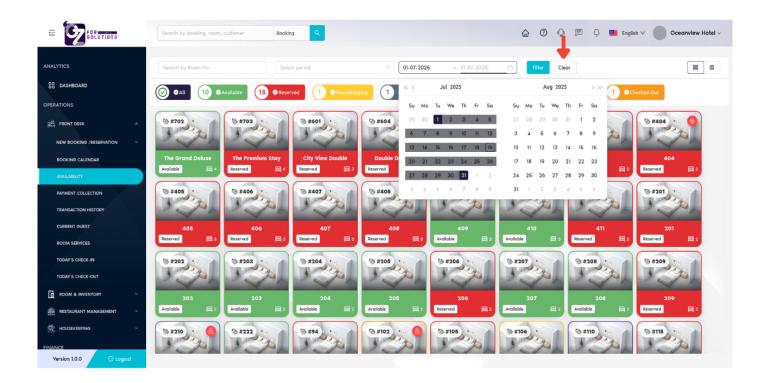


3. Apply Date Range

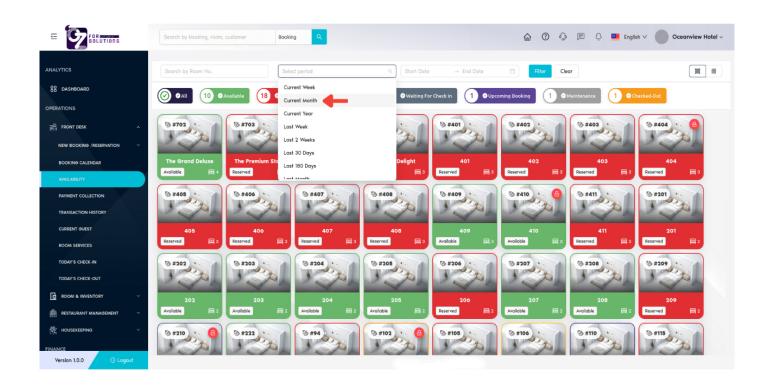
- 7 Select a **Start Date** and **End Date** to filter room status during that timeframe.
- Select start and end date
- Click on Filter button
- Click on Clear button to refresh

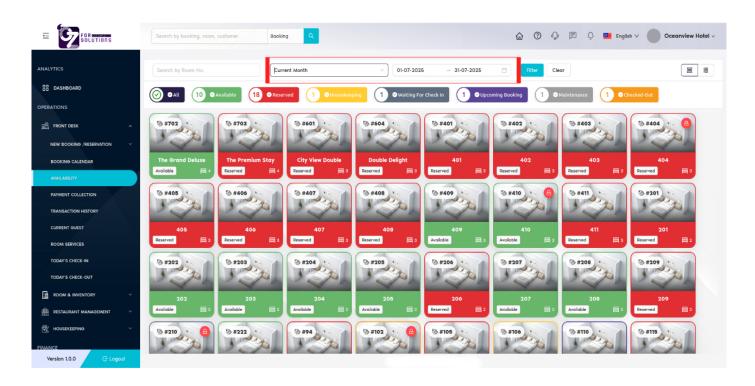


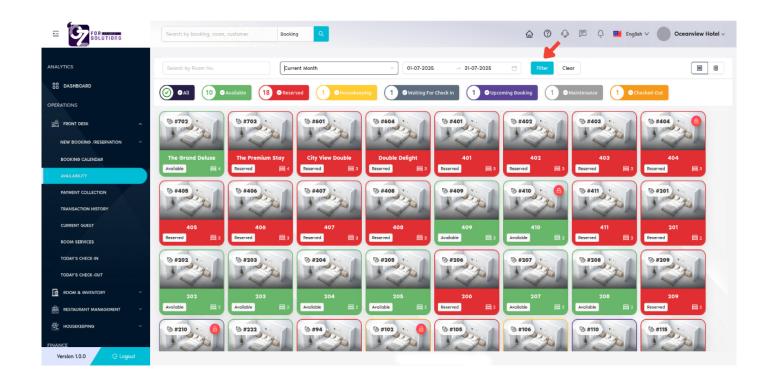




- Or choose a **preset period option** (e.g., Today, This Week) for quick selection.
- Select any time period
- Click on Filter button

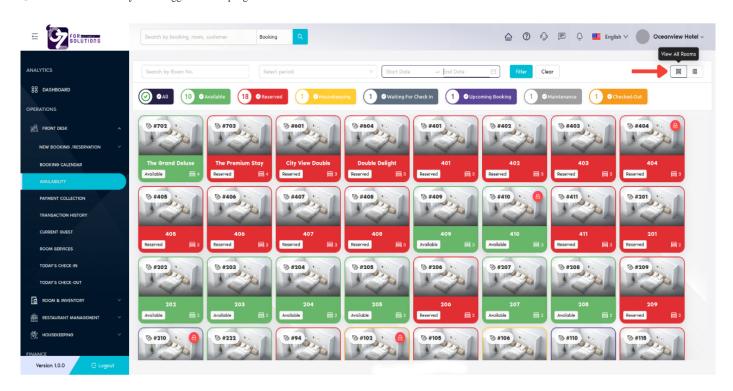


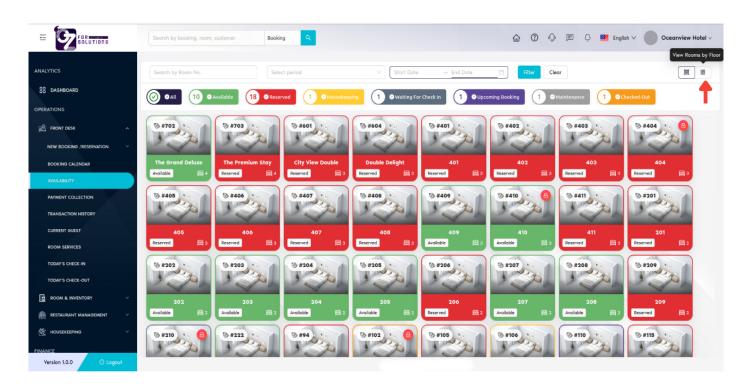




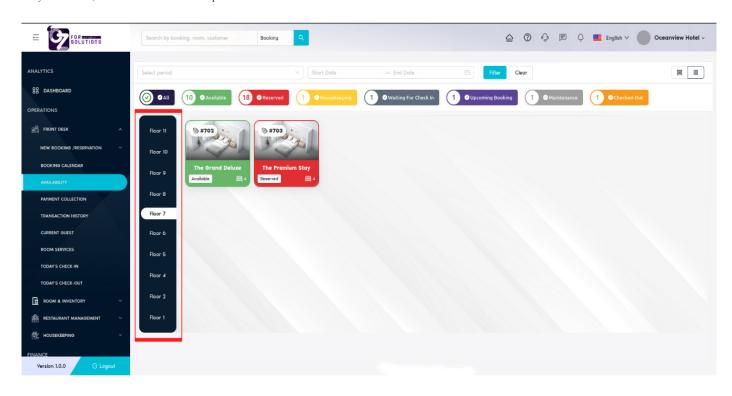
4. Toggle Room View

• We the All Rooms / By Floor toggle on the top-right to switch views.



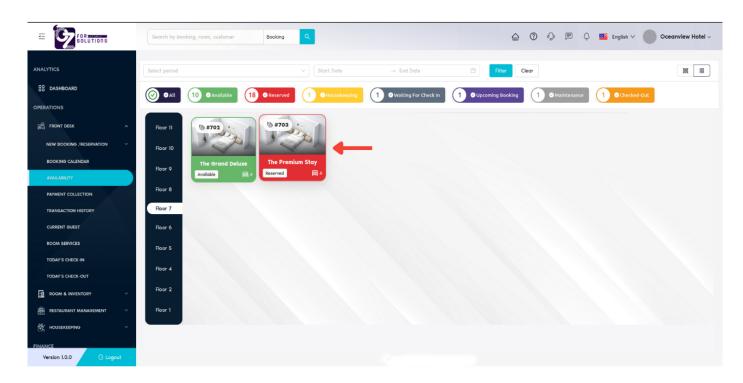


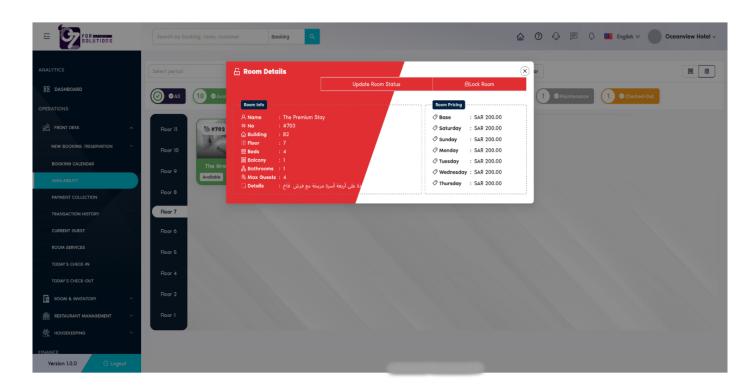
• In By Floor view, use the **sidebar** to select a specific floor.



5. Review Room Cards

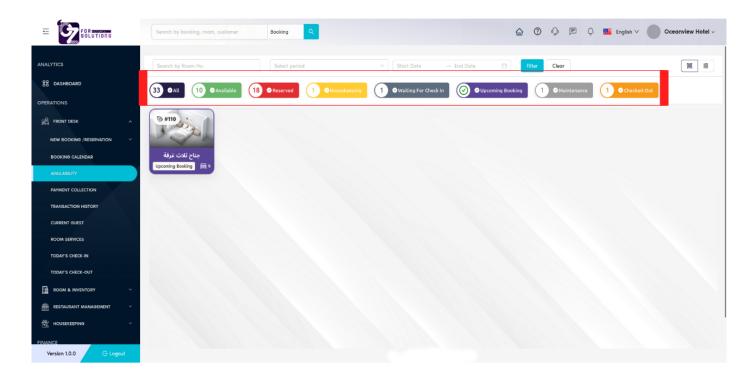
- Click on any room card
- Each room appears as a card showing:
- Room Info
- Room Pricing





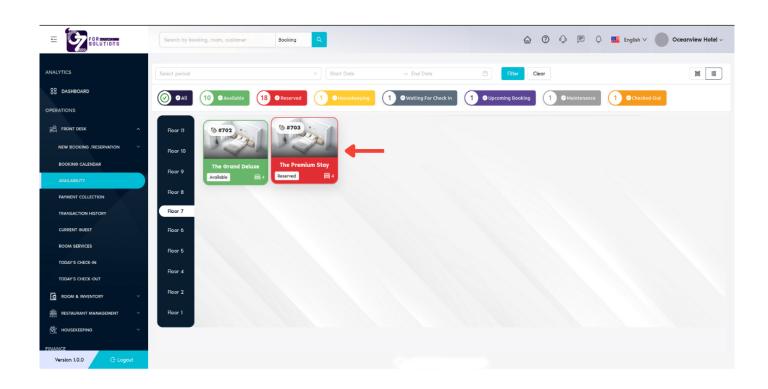
6. Check Room Status Color

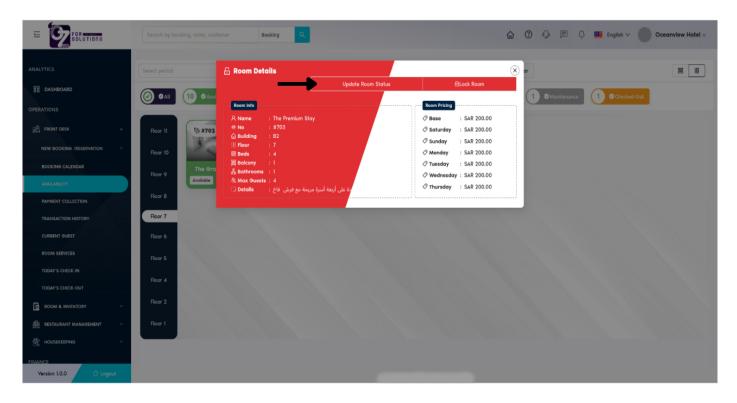
- Refer to the color codes (see *P* Room Status Indicators) for real-time status:
- Available
- Reserved
- Housekeeping
- Maintenance
- Upcoming Booking

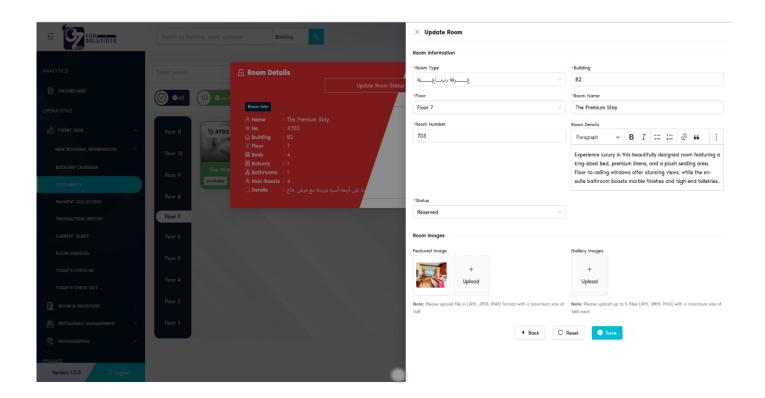


7. Click Room for Aditional Features

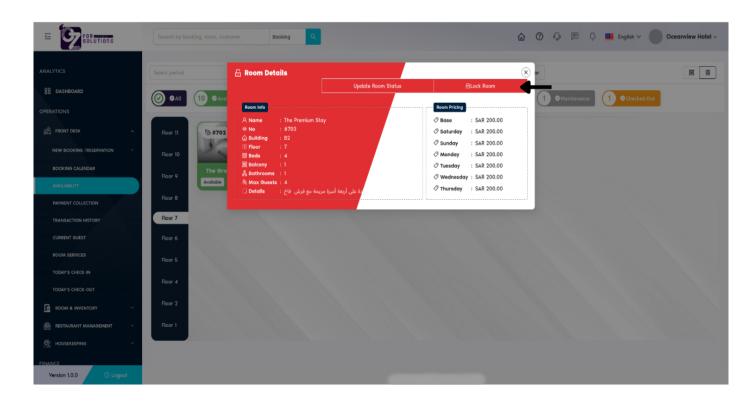
- Clicking a room opens:
- Click on room card
- $\bullet \ Click \ on \ Update \ Room \ Status \ button \ then \ it \ will \ open \ Update \ Reservation \ window \\$



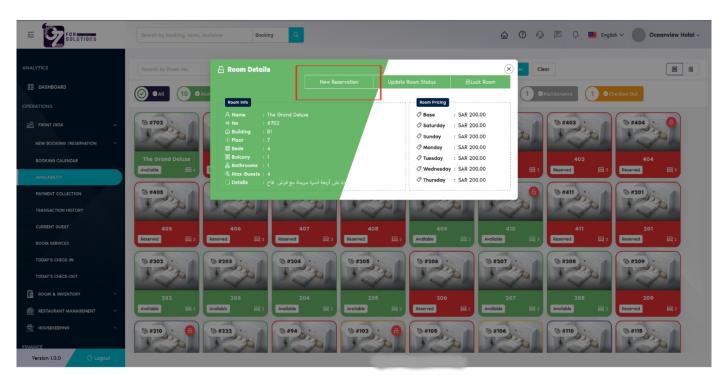




• Lock/Unlock options for special use (e.g. group bookings)



• Only Available room card have extra button New Reservation to go to add reservation directly



PRoom Status Indicators

Color	Status	Meaning
Green	Available	Ready for check-in
Red	Reserved	Room is booked
Yellow	Housekeeping	Under cleaning
Purple	Upcoming Booking	Assigned but not yet arrived
Gray	Maintenance	Unavailable due to maintenance
Blue dot	Waiting Check-In	Guest arriving today
Orange	Checked-Out	Recently vacated, pending housekeeping

Pest Practices

- Refresh the page frequently during peak check-in/check-out hours.
- Coordinate with housekeeping via real-time availability data.
- I Use Lock Room only for admin-approved bulk or long-term reservations.
- II Use the Status Summary Panel for a quick glance of the overall occupancy.

! Troubleshooting

Problem	Solution
Room not showing	Remove filters or refresh the page
Status not updated	Click "Refresh" or sync with housekeeping module
Can't change room status	Check role permissions or locked state

Related Modules

- Reservation Calendar
- New Booking

Support

If you're experiencing issues:

- Contact your Property Admin
- Or email hello@cistechltd.com

► Keeping track of room availability ensures smooth check-ins, better guest satisfaction, and optimal housekeeping coordination.

3.1.4 Payment Collection - Front Desk

Module: Operations

Section: Payment Collection

Location: Front Desk > Payment Collection

Version: 1.0.0

Last Updated: July 2025

Overview

The **Payment Collection** module is used by front desk and finance teams to view, manage, and record guest payments for active or past reservations. It provides a real-time status of each booking, including total due, amount paid, payment method, and invoice history.

This view supports filtering by customer, booking source, and status — making it easier to keep financial records transparent and up-to-date.

■ Who Can Access

Role	Access Level
Admin	Full access
Finance	Full access
Front Desk	View & Add Payment
Housekeeping	No access
Guest	No access

Interface Preview

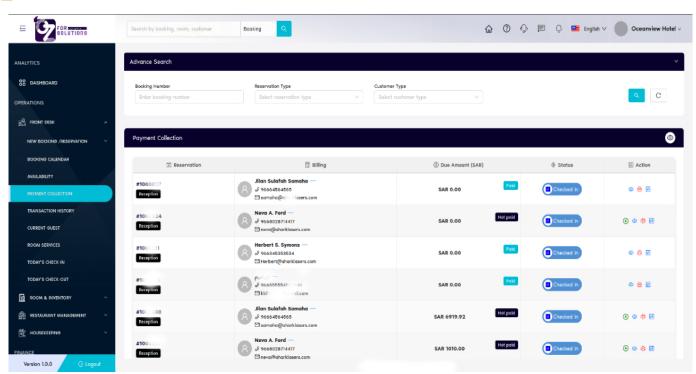


Image: Full UI view showing reservations with payment statuses and actions.

Key Columns & Descriptions

Column	Description
Reservation	Booking ID or reference, categorized by source (e.g., Walk-in, OTA)
Billing	Guest name, phone number, and email address
Due Amount (SAR)	Remaining amount to be paid in Saudi Riyal (SAR)
Status	Guest's check-in status (e.g., Reserved, Checked-In, Checked-Out)
Payment	Status label: Paid, Partial, or Not Paid
Actions	Buttons to view, add payment, delete record, or print invoice

= Payment Status Tags

Tag	Color	Meaning
Paid	Teal	Full amount received
Partial	Orange	Partial payment made, balance pending
Not Paid	Dark Gray	No payment has been recorded yet

⊀ Action Icons

Icon	Action	Purpose
②	View	View reservation billing and history
+	Add Payment	Register a new payment for the booking
a	Print Invoice	Generate and download invoice (PDF)
▼	Guest Check-in	Update Guest Check-in (if permitted)

□ Filters and Search Options

Use the **top filter panel** to narrow your results:

• Booking Number: Search by Booking Number.

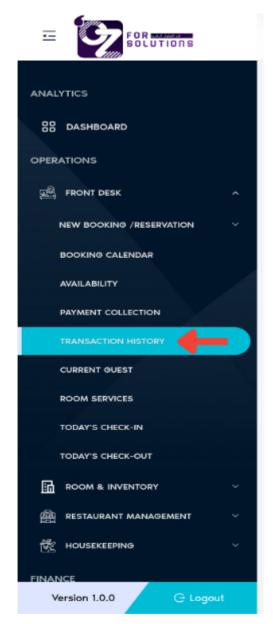
• Reservation Type: Filter by booking type (Single, Group, Package).

• Customer Type: Filter by Individual or Company.

How to Check Payment Collection - Step by Step

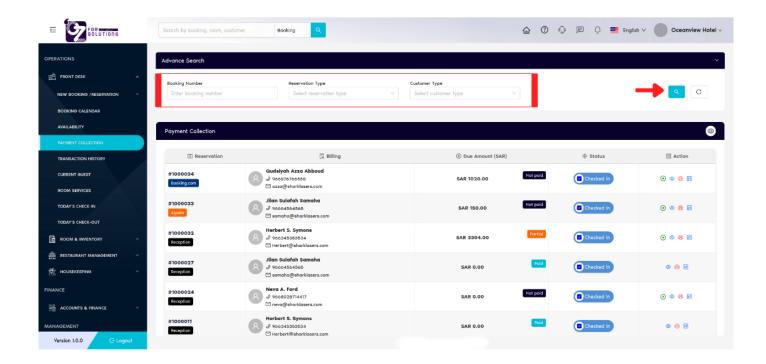
1. Navigate

 \bullet Go to Front Desk > Payment Collection page from the main sidebar.



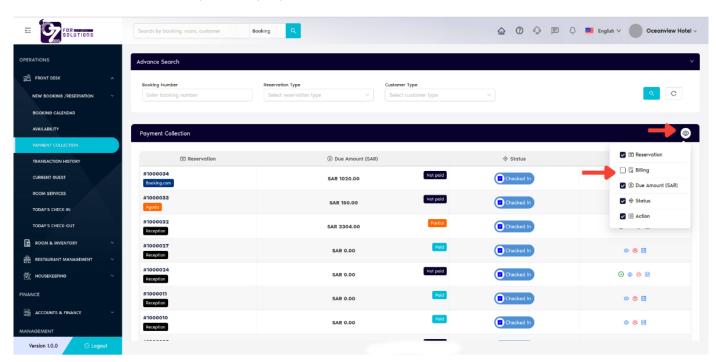
2. Use Search Filters:

- Booking number (Reservation ID)
- Reservation type (Single, Group, Package)
- Customer type (Individual, Company)
- Select any type of Filter or multiple Filters
- Click search button



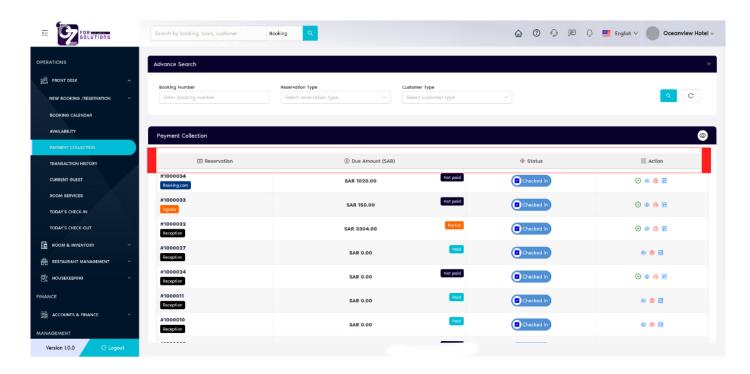
3. Use Column View Control:

- Click on the View Column Control (@ icon)
- Check or Uncheck columns to view necessary column (only for your current view)



4. Understand Key Columns:

- Reservation: Booking number and source
- Billing: Guest's name, mobile, and email
- Due Amount (SAR): Remaining balance and payment status
- Status: Reservation status (e.g., Reserved, Checked-In)

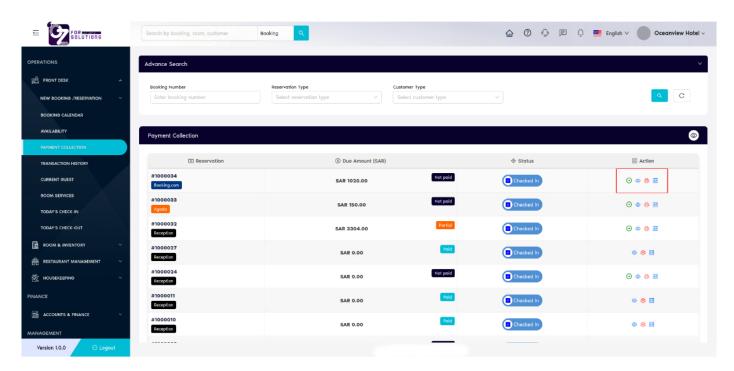


5. Perform Actions (Action Column):

• + Add Payment: Opens payment entry form

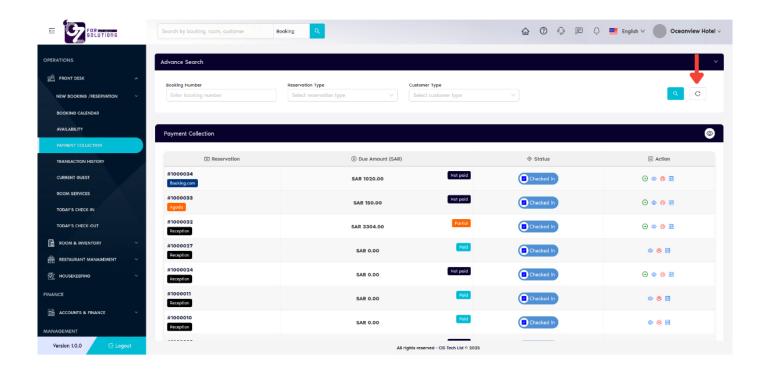
• Print: Generate invoice in PDF

• Guest Check-in: Trigger guest check-in



6. Use Page Refresh Option:

• Click Refresh button to reload and reflect latest data



Notes

- V All amounts are displayed in SAR (Saudi Riyal).
- Suest email and contact info is automatically pulled from reservation data.
- linvoices can be re-generated and printed at any time.

Related Modules

- Reservation List
- Transaction History

Support

For issues related to payment logs, sync errors, or access:

- Contact your Finance Department
- Or email hello@cistechltd.com
- Keeping guest payments accurate ensures smooth operations and builds long-term trust.

3.1.5 Transaction History - Front Desk

Module: Operations

Section: Transaction History

Location: Front Desk > Transaction History

Version: 1.0.0

Last Updated: July 2025

Overview

The **Transaction History** module provides a detailed log of all payments received for reservations.

It helps the front desk and finance teams verify financial activity, reconcile totals, and filter data by booking number, payment method, and type.

■ Who Can Access

Role	Access Level
Admin	Full access
Finance	Full access
Front Desk	View Only
Housekeeping	No access
Guest	No access

Interface Preview

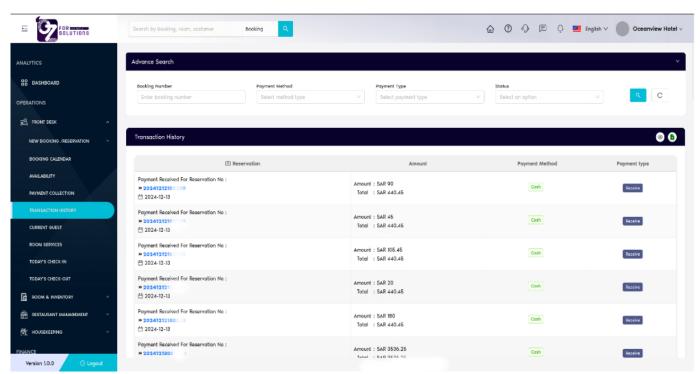


Image: UI showing payment transaction list with booking ID, amount, method, and status.

Key Columns & Descriptions

Column	Description
Reservation	Booking number and date of transaction
Amount	Payment received (per entry) and the total invoice amount in SAR
Payment Method	Mode of payment (e.g., Cash, Card, Transfer)
Payment Type	Label indicating the transaction type (usually shown as "Receive")

Filters and Search Options

Use the Advance Search panel at the top of the page:

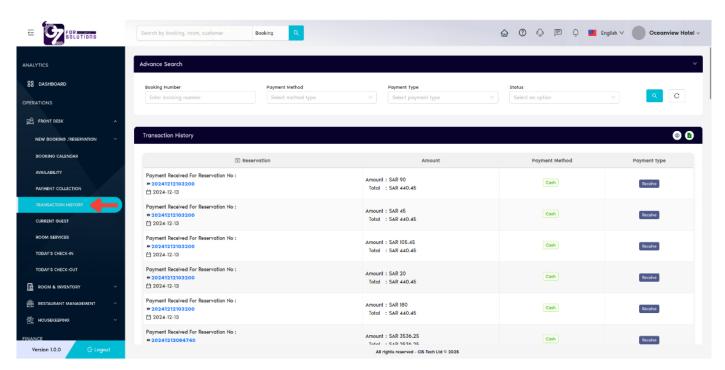
- Booking Number: Enter reservation number to filter specific transactions.
- Payment Method: Select method (e.g., Cash, Card, Bank Transfer).
- Payment Type: Choose type such as Receive, Refund, etc.
- Status: Filter based on transaction or reservation status.

Click the Search (\bigcirc) button to apply filters, or the Reset (\circ) button to clear them.

How to Use Transaction History - Step by Step

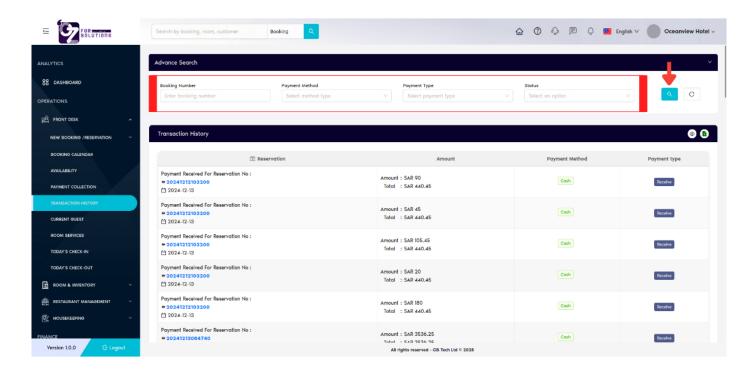
1. Navigate to Transaction History

 \bullet Go to $\mbox{{\tt Front Desk}}$ > $\mbox{{\tt Transaction History}}$ from the left sidebar.



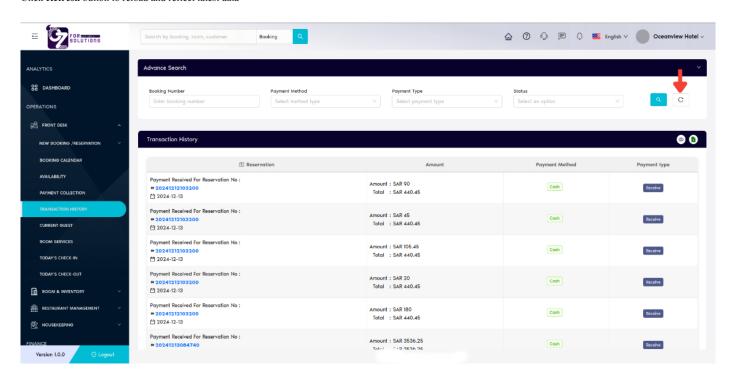
2. Apply Filters via Advance Search

- Enter Booking number, Payment method, Payment type or status (Select any type of Filter or multiple Filters)
- Click the search icon to load relevant records.



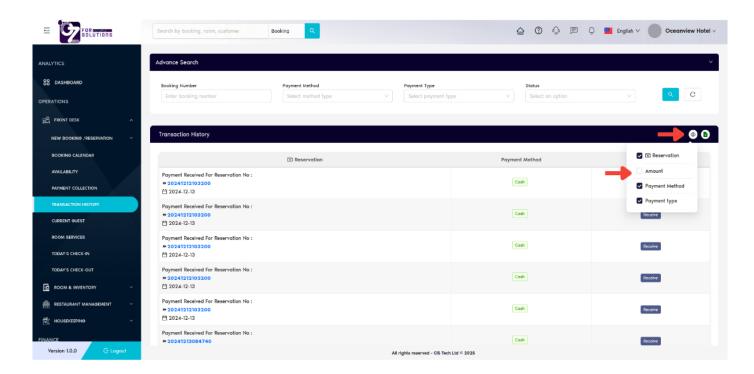
3. Use Page Refresh Option:

• Click Refresh button to reload and reflect latest data



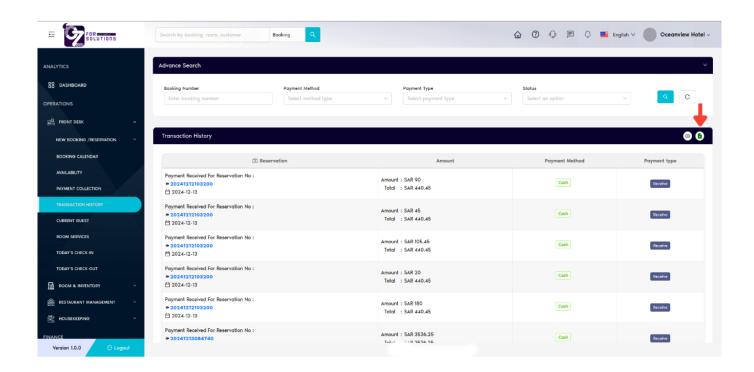
4. Use Column View Control:

- Click on the View Column Control (icon)
- Check or Uncheck columns to view necessary column (only for your current view)



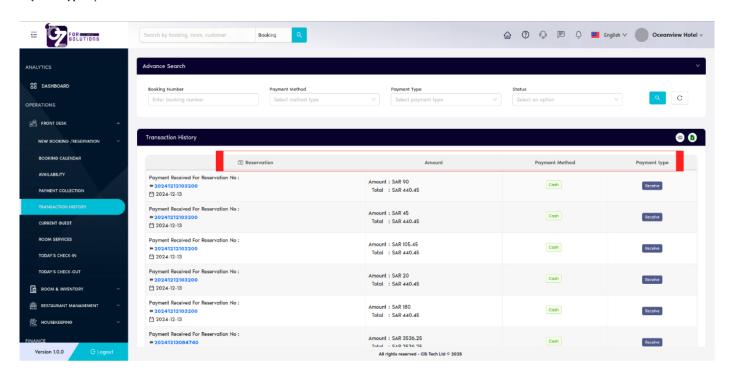
5. Export to Excel Report:

- Click the Excel Export (button located at the top-right corner of the Payment Collection page
- An Excel file will be generated containing the visible data columns
- Exported data respects filters (date range, customer type, booking number, etc.)
- Ensure column visibility settings match your export needs



1. Understand Key Columns - Payment Logs:

- Reservation: Booking number (clickable, links to reservation details) and transaction date ()
- Amount: Paid amount and the total bill in SAR
- Payment Method: Indicates the method used to make the payment 💹 Cash, 💳 Card, 👚 Bank Transfer, or 🌐 Online
- Payment Type: Specifies whether the transaction is a Receive or a Refund



▲ Notes

- $\$ Amounts are displayed in SAR (Saudi Riyal).
- $\bullet \ \, \blacksquare \,$ Transactions are auto-linked with the booking number.
- Date format is shown as YYYY-MM-DD.

Related Modules

- Payment Collection
- Reservation List

Support

For issues related to incorrect logs, missing payments, or sync failures:

- Contact your Accounts & Finance team
- Or email: hello@cistechltd.com

Accurate transaction records are essential for audit, finance reconciliation, and transparency.

3.1.6 | Current Guest

Module: Front Desk
Section: Current Guest

Location: Modules > Operations > Front Desk > Current Guest

Version: 1.0.0

Last Updated: June 2025

Overview

The **Current Guest** section provides a real-time overview of all guests currently staying at the property. This module helps the front desk manage occupancy, track guest check-in/check-out dates, and access contact and contract details.

Interface Preview

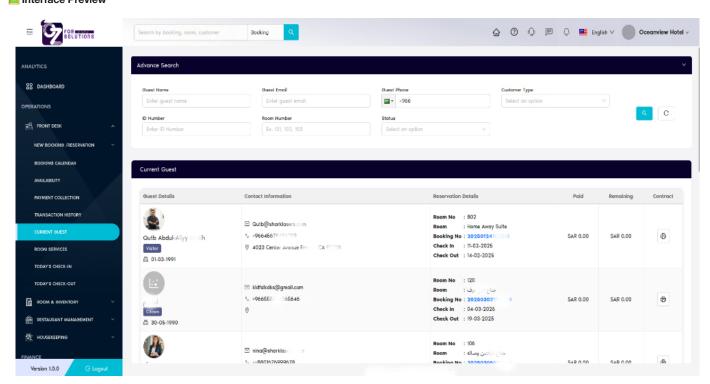


Image: Table showing current guests with personal, reservation, and payment details.

■ Who Can Access

Role	Access Level
Admin	Full access
Manager	View only (default)
Receptionist	View + basic edits

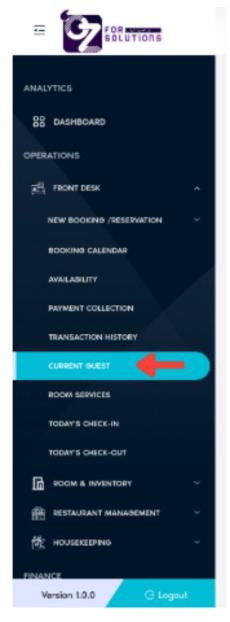
★ Key Features

- Advanced Search by guest name, email, phone, ID, room number, or status
- L Guest Details with profile picture, role (e.g., Citizen or Visitor), and date of birth
- 🗮 Contact Information including phone, email, and address
- Exervation Info such as room number, suite type, booking number, check-in/out dates
- 👸 Payment Summary with paid and remaining amount
- Contract Access button for viewing or printing contract documents

How to Check Current Guest - Step by Step

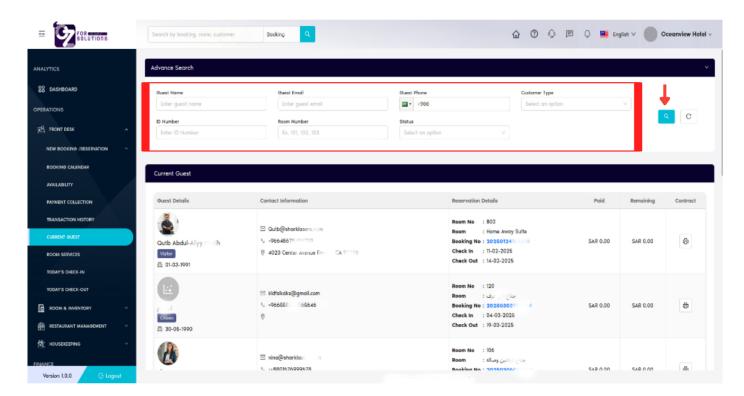
1. Navigate to Current Guest

• Go to Front Desk > Current Guest from the left sidebar (A list of all current guests with active reservations is displayed)



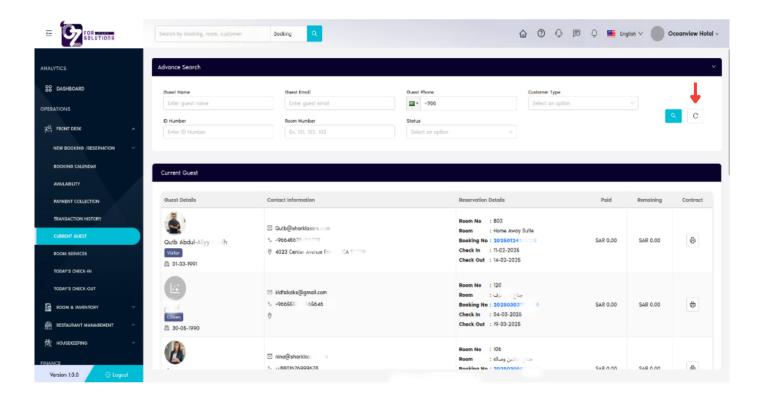
2. Searching For a Guest

- Use filters in the Advanced Search bar:
- Guest Name or Email
- Phone Number (supports country code)
- ID Number or Room Number
- Customer Type (Citizen, Visitor)
- Status (Checked-in, Reserved, etc.)
- Select any type of Filter or multiple Filters
- Click the search icon to load relevant records.



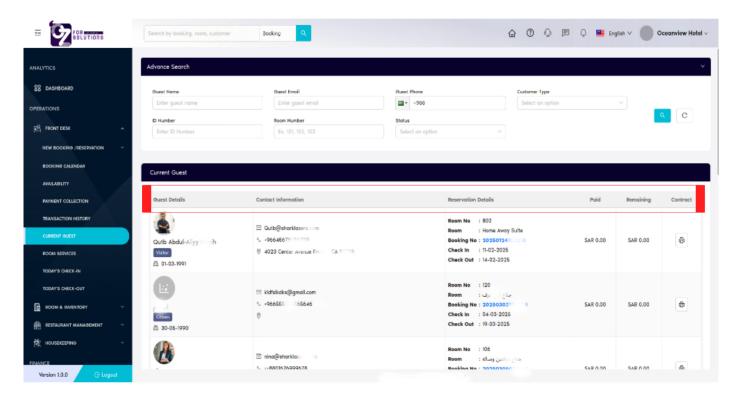
3. Use Page Refresh Option:

 \bullet Click Refresh button to reload and reflect latest data



4. Understand Key Columns – Current Guest:

- Guest Details: Displays guest name, type (e.g., Visitor), date of birth, and profile photo if available
- Contact Information: Shows email, phone number, and guest address
- Reservation Details: Includes room number, booking number (clickable), check-in and check-out dates
- Paid / Remaining: Indicates amount paid and outstanding balance (SAR)
- Contract: Shows contract status and gives option to view/download (? icon)

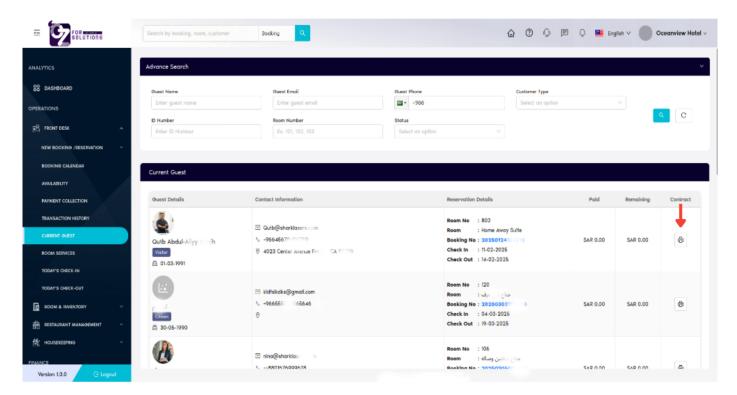


5. Print Guest Reservation Details

- Use the Print icon under the Contract column in the Current Guest table
- Clicking the icon opens a printable view of the guest's reservation contract

Included in the Print:

- Guest Name and Contact Info
- Room Number and Room Type
- Booking ID, Check-In and Check-Out Dates
- Payment Breakdown (Paid, Remaining Amount)
- Contract Terms and Signature Section (if applicable)



Best Practices

- ✓ Verify guest contact info and ID before check-in
- li Use contract icons to reprint or view guest agreements
- 17 Monitor check-out dates daily for planning room availability

! Troubleshooting

Issue	Solution
Guest not listed	Ensure guest has an active reservation and is checked in
Incorrect payment info	Review payment logs under Transaction History
Contract not opening	Confirm PDF viewer compatibility or try another browser

Related Modules

- Booking Calendar
- Transaction History

Support Support

Need help managing guest data or correcting reservation entries?

- Contact the Property Manager
- Email: hello@cistechltd.com

🕴 The Current Guest module is essential for day-to-day operations, providing full visibility into active stays and guest details at a glance.

3.1.7 A Room Services - Front Desk

Module: Operations **Section:** Room Services

Location: Modules > Operations > Front Desk > Room Services

Version: 1.0.0

Last Updated: July 2025

Overview

The **Room Services** section allows hotel staff to manage, view, and maintain a list of all available in-room services offered to guests. This includes food, entertainment, relaxation treatments, and essential guest requests.

This module ensures a smooth and personalized guest experience while enabling efficient backend service tracking.

Interface Preview

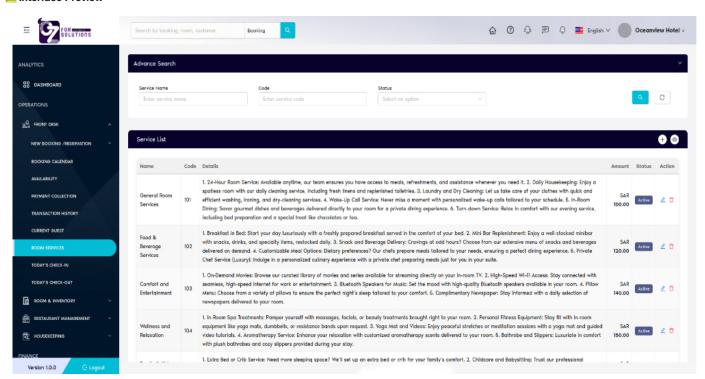


Image: Room service table showing service name, code, description, price, status, and actions.

Who Can Access

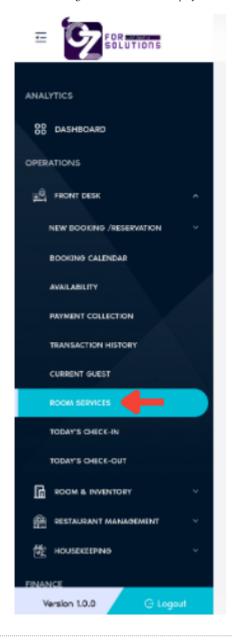
Role	Access Level
Admin	Full Access
Front Desk	Add / Edit Services
Manager	View Only
Housekeeping	No Access

★ Key Features

- Advanced Search by service name, code, or availability status
- ullet Service List with detailed descriptions, pricing, and availability
- + Add New Services to expand guest offerings
- Edit/Delete Options for managing existing services
- Status Control to activate or deactivate services in real time

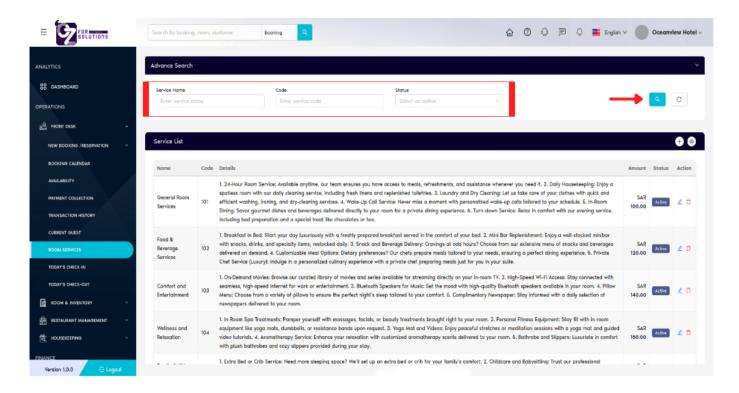
How to Manage Room Services - Step by Step

- 1. NAVIGATE TO ROOM SERVICES
 - \bullet Go to $\mbox{\tt Front Desk}$ > $\mbox{\tt Room Services}$ from the sidebar.
 - A full list of available guest services will be displayed.



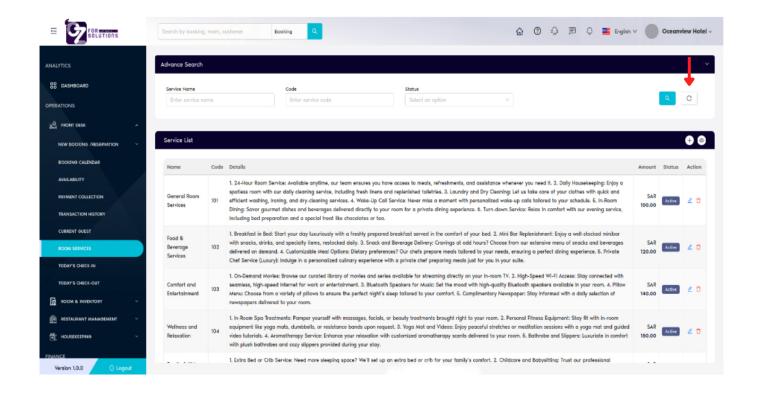
2. SEARCHING FOR A SERVICE

- Use filters in the Advanced Search bar:
- · Service Name
- Code
- Status (Active/Inactive)
- Click the Search icon to apply filters and load matching results.



3. USE PAGE REFRESH OPTION

• Click the **Refresh** button to reload and reflect the latest list and updates.



4. UNDERSTAND KEY COLUMNS - SERVICE LIST

• Name: The label of the service (e.g., General Room Services, Food & Beverage)

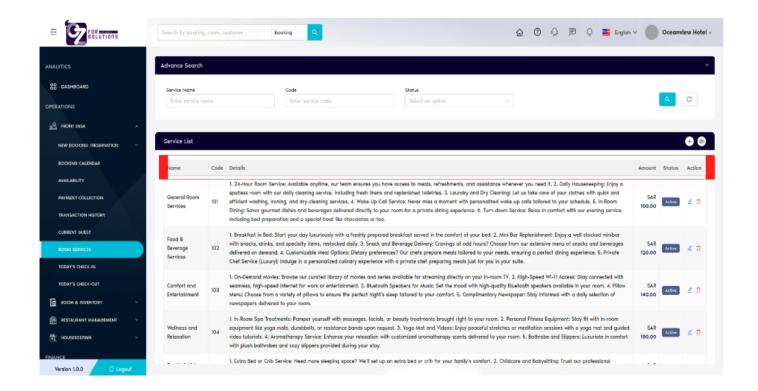
• Code: Unique identifier for internal reference

• Details: Full service breakdown, including specific benefits offered to the guest

• Amount: Price charged to the guest (in SAR)

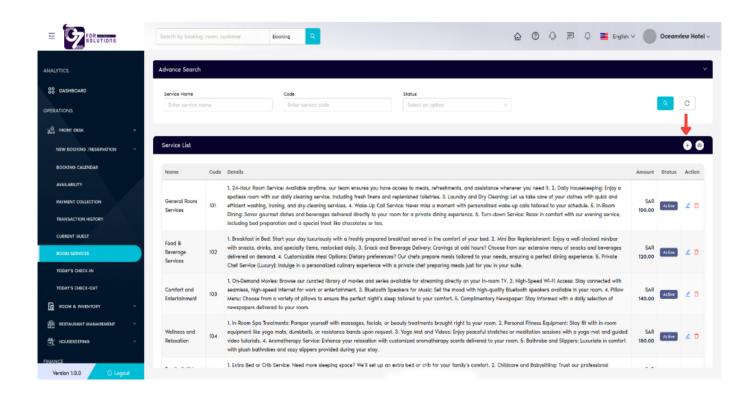
• Status: Indicates if the service is Active or Inactive

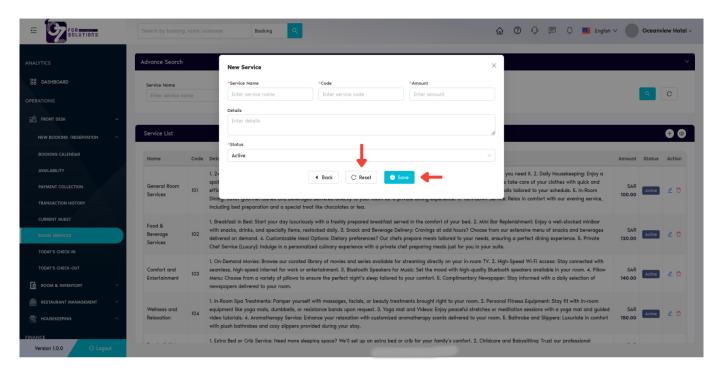
• Action: Edit (∕/) or Delete (□) service



5. ADD A NEW SERVICE

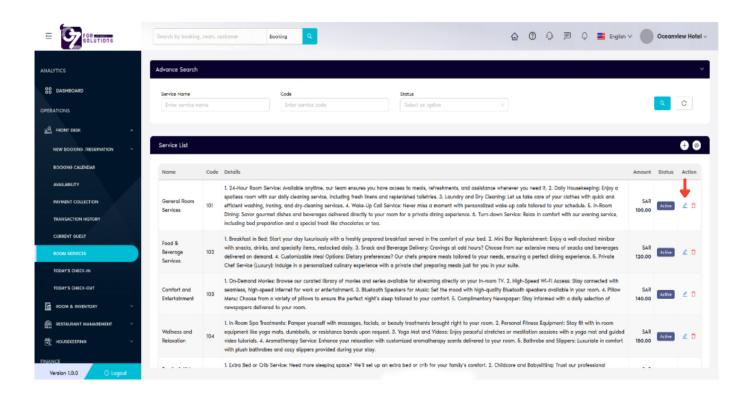
- Click the + Add icon (top-right).
- Enter:
- Service Name
- Code
- Details (what is included)
- $\bullet \ Amount \ (in \ SAR)$
- Status (Active or Inactive)
- Click **Save** to create the service or click on **Refresh** to clear all data.

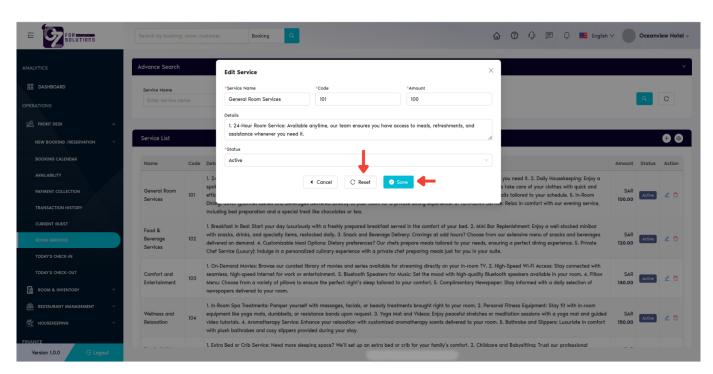


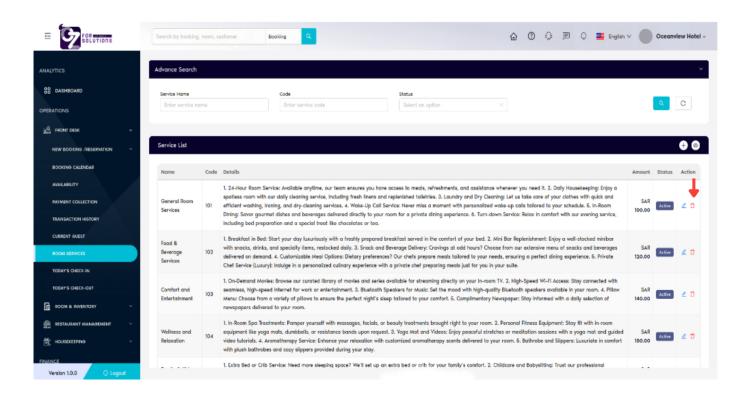


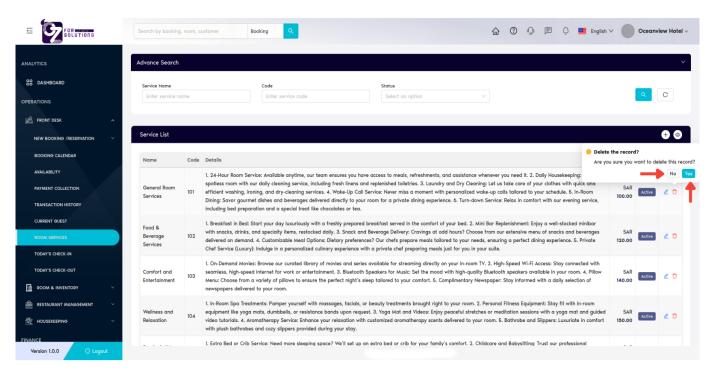
6. EDIT OR DELETE AN EXISTING SERVICE

- To **Edit**: Click the / icon beside the service row.
- Update any field and click Save, or click on Refresh to clear all data.
- To **Delete**: Click the icon.
- Confirm deletion in the popup dialog.









Sample Services Table (as shown)

Name	Code	Details Summary	Amount	Status
General Room Services	101	24-hour room service, laundry, in-room dining, etc.	SAR 100.00	Active
Food & Beverage Services	102	Breakfast in bed, minibar, dining preferences	SAR 120.00	Active
Comfort & Entertainment	103	Wi-Fi, streaming access, newspapers, pillows	SAR 140.00	Active
Wellness & Relaxation	104	Spa, fitness equipment, bathrobes, yoga	SAR 160.00	Active

Best Practices

- ✓ Regularly update service details and pricing
- Weep descriptions informative but guest-friendly
- ullet Only Admin should have delete permissions
- Monitor service trends via transaction data to adjust offerings

! Troubleshooting

Issue	Solution
Service not displaying	Ensure it's marked as Active and refresh the page
Unable to delete service	Only Admin roles can remove services
Price not updating	Make sure the form was saved properly after editing
Fields missing on add/edit form	Refresh browser or check for UI loading errors

Related Modules

- New Booking / Reservation
- Check-In Services
- Transaction History

Support Support

Need assistance managing room services?

- Contact the System Administrator
- Email: hello@cistechltd.com
- ▲ Enhance guest satisfaction through personalized and well-maintained service offerings.

3.1.8 Today's Check-In - Front Desk

Module: Front Desk
Section: Today's Check-In

Location: Operations > Front Desk > Today's Check-In

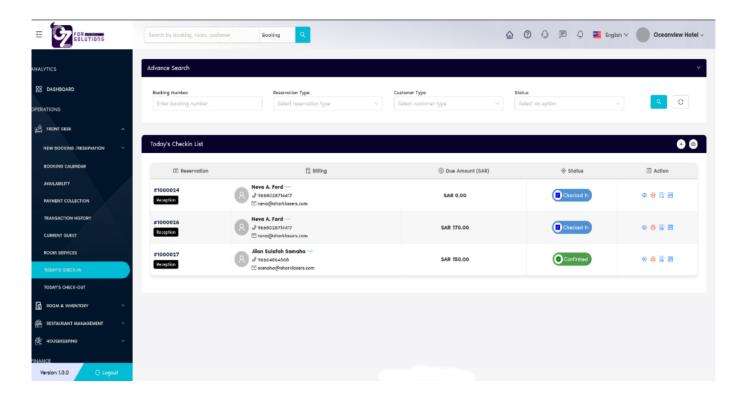
Version: 1.0.0

Last Updated: July 2025

Overview

The **Today's Check-In** page enables front desk staff to view and manage all guests checking in on the current date. The table includes reservation details, guest information, payment status, and check-in confirmation actions. It streamlines the check-in process for efficient guest service.

Interface Snapshot



11 Access Permissions

Role	Access Rights
Admin	Full Access
Manager	View & Confirm
Receptionist	View & Confirm
Staff	View Only (Optional)

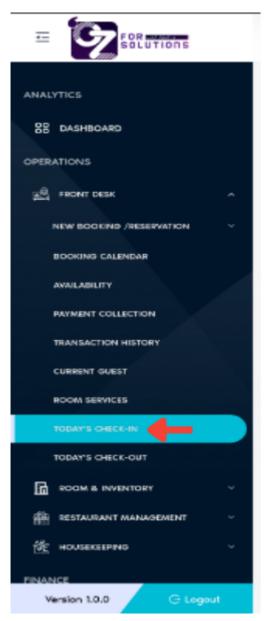
★ Key Features

- \wp using booking number, reservation type, customer type, or status to search
- ✓ Real-time guest check-in status
- = Billing and due amount view
- = Printable check-in confirmation
- 🖺 Quick access to guest contact info
- 🏟 Action icons for view, edit, print, and cancel

How to Manage Today's Check-In - Step by Step

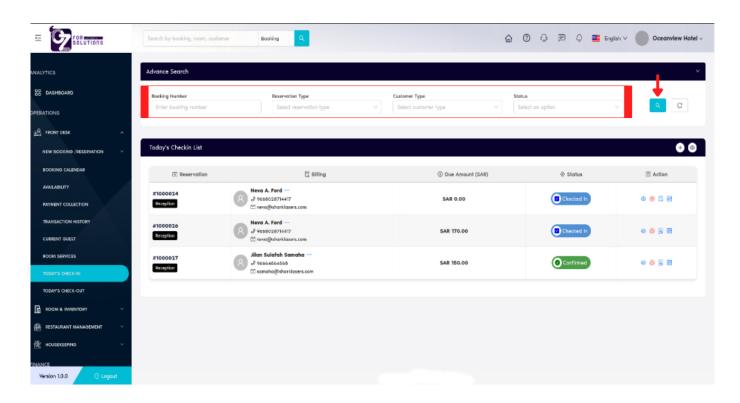
1. NAVIGATE TO TODAY'S CHECK-IN

- \bullet Go to Front Desk > Today's Check-In from the sidebar.
- A complete list of reservations scheduled for check-in today will be displayed.



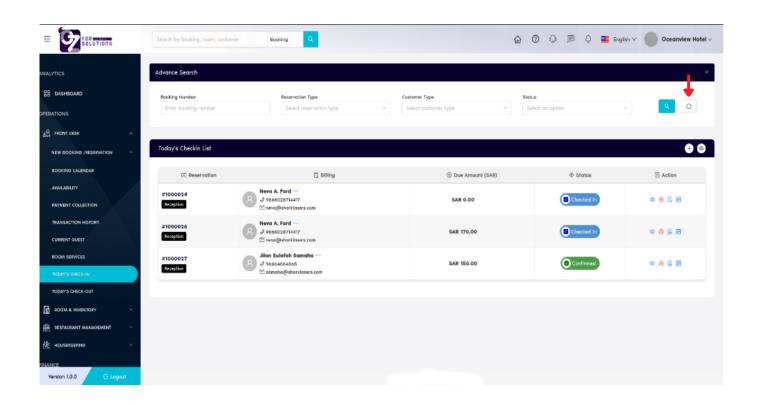
2. FILTER RESERVATIONS

- Use filters in the Advanced Search bar:
- Booking Number
- Reservation Type
- Customer Type
- Status
- \bullet Click the $\bf Search$ icon to apply filters and load matching records.



3. USE PAGE REFRESH OPTION

• Click the **Refresh** button to reload and reflect the latest reservation data.



4. UNDERSTAND KEY COLUMNS - RESERVATION LIST

• Reservation ID: Unique booking reference

• Source: Booking origin (e.g., Reception, Online)

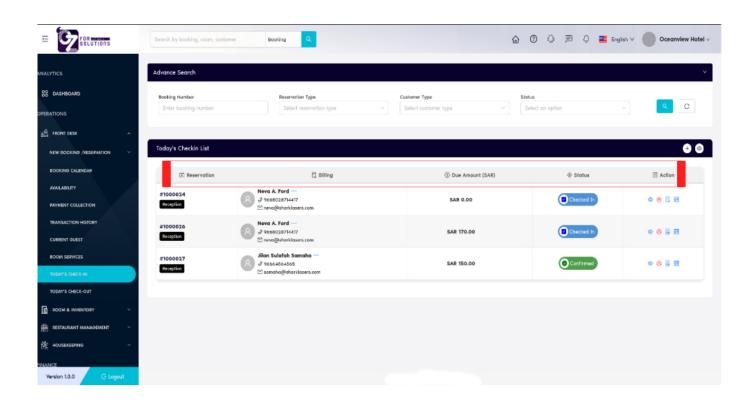
• Guest Name: Full name of the customer

• Contact Info: Guest's phone/email

• Due Amount: Amount payable at check-in (SAR)

• Check-In Status: Displays if the guest is Confirmed, Checked-In, or Pending

• Action: Perform reservation-level actions



5. PERFORM ACTIONS

- \bullet Use the icons in the \boldsymbol{Action} column to manage reservations:
- Print Check-In Confirmation Generate a printable slip
- W Contract See full contract details
- ✓ Guest Check-in: Trigger guest check-in

Action Column

Irroubleshooting

Issue	Solution
Guest not listed	Confirm the booking is for today's check-in
Cannot confirm check-in	Ensure dues are paid and billing info is entered
Due amount not accurate	Recheck payment collection status or adjustments

⊗ Related Modules

- Today's Check-Out
- Reservation List
- Payment Collection

Support

For assistance with check-in tasks:

- le hello@cistechltd.com
- Contact your front desk supervisor

Ensure a seamless and quick check-in experience for all guests using this module.

3.1.9 in Today's Check-Out - Front Desk

Module: Front Desk
Section: Today's Check-Out

Location: Operations > Front Desk > Today's Check-Out

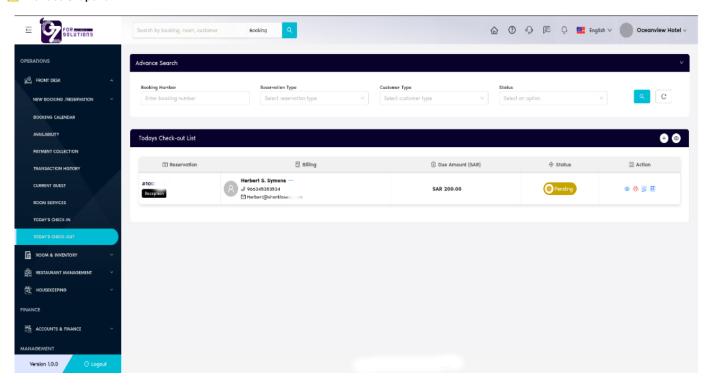
Version: 1.0.0

Last Updated: July 2025

Overview

The **Today's Check-Out** page allows the front desk team to manage all guest check-outs scheduled for the current day. It displays key details such as reservation ID, guest contact, due amounts, and checkout status. This ensures timely departures and accurate billing.

Interface Snapshot



11 Access Permissions

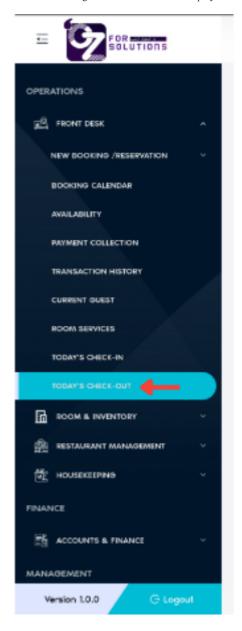
Role	Access Rights
Admin	Full Access
Manager	View & Confirm
Receptionist	View & Confirm
Staff	View Only (Optional)

★ Key Features

- Pilter guests by booking number, reservation type, customer type, or status
- & Quick guest contact overview
- = Billing summary & due amount
- 🖨 Printable checkout documents
- Manage reservations with action icons

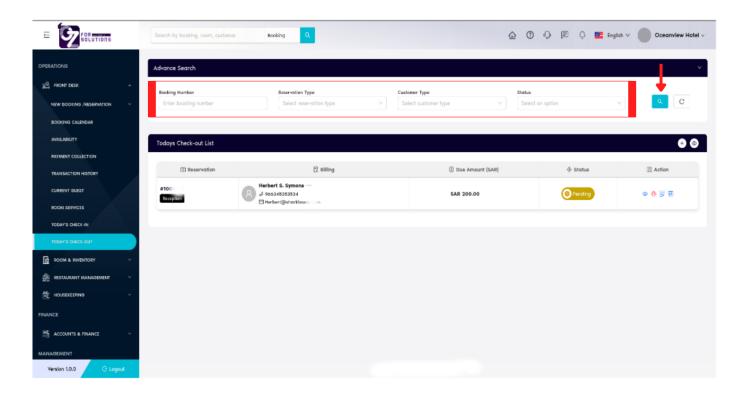
How to Manage Today's Check-Out - Step by Step

- 1. NAVIGATE TO TODAY'S CHECK-OUT
 - \bullet Go to Front Desk > Today's Check-Out from the sidebar.
 - A full list of scheduled guest check-outs will be displayed.



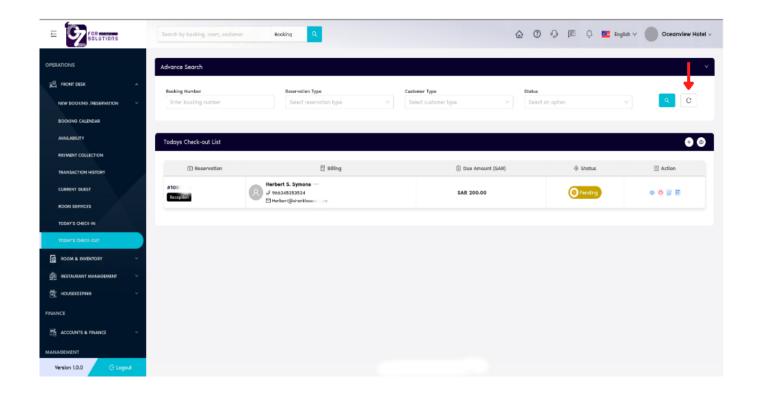
2. FILTER RESERVATIONS

- Use filters in the Advanced Search bar:
- Booking Number
- Reservation Type
- Customer Type
- Status
- \bullet Click the $\bf Search$ icon to apply filters and load matching records.



3. USE PAGE REFRESH OPTION

 \bullet Click the $\bf Refresh$ button to reload and display the latest list.



4. UNDERSTAND KEY COLUMNS - RESERVATION LIST

• Reservation ID: Booking reference number

• Source: Reservation origin (e.g., Reception, Online)

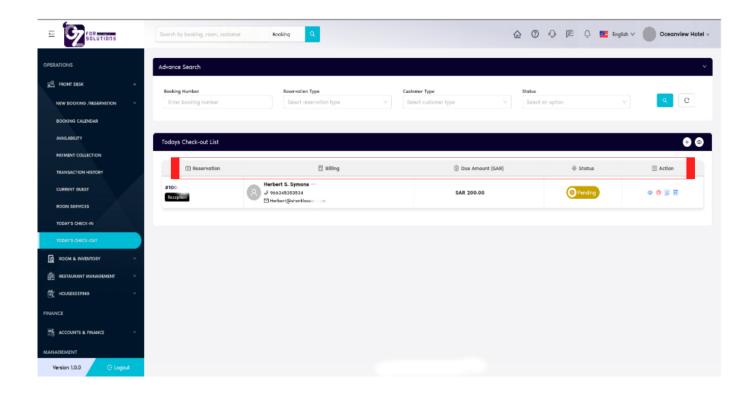
• Guest Name: Name of the checking-out guest

• Contact Info: Phone and email of the guest

• Due Amount: Final payable amount (in SAR)

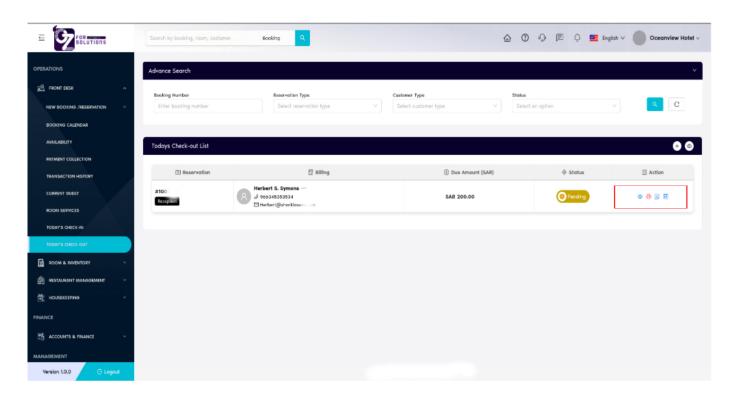
• Check-Out Status: Displays if the check-out is Pending or Completed

• Action: Manage each reservation entry



5. PERFORM ACTIONS

- 🖨 Print Check-Out Slip Generate a printable receipt
- Dontract View terms or billing agreement
- **✓ Guest Check-Out** Finalize guest departure



Troubleshooting

Issue	Solution
Guest not appearing	Ensure reservation is scheduled for today's check-out
Unable to check-out guest	Confirm billing is settled and payment info is updated
Incorrect due shown	Recheck with payment collection or update room charges

⊘ Related Modules

- Today's Check-In
- Reservation List
- Payment Collection

Support

For support during guest check-out:

- land hello@cistechltd.com
- Contact your front desk supervisor

Ensure a smooth, accurate, and professional check-out experience for departing guests.

3.2 Room & Inventory

3.2.1 MR Room Rate Setup - Room & Inventory

Module: Room & Inventory **Section:** Room Rate Setup

Location: Operations > Room & Inventory > Room Rate Setup

Version: 1.0.0

Last Updated: June 2025

Overview

The **Room Rate Setup** page allows admins and managers to configure and manage pricing for different room types across the week. This ensures transparency and consistency in rate structures applied during the booking process.

Users can define base prices, minimum and maximum values, day-wise rates, discounts, and tax percentages.

Interface Preview

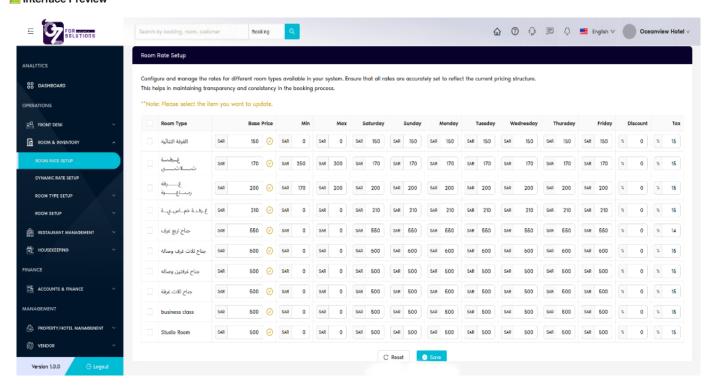


Image: Editable grid for entering room rates for each day of the week.

■ Who Can Access

Role	Access Level
Admin	Full access
Manager	View/Edit
Receptionist	View only (optional)
Staff	No access

Table Columns Explained

Column	Description
Room Type	Name of the room (supports multilingual names, including Arabic)
Base Price	Standard rate applied by default
Min / Max	Minimum and maximum rate limits allowed
Days (Sat–Fri)	Daily custom rate values
Discount (%)	Discount percentage applied to base/daily rates
Tax (%)	Tax percentage applied (e.g., 15%)

Supported Room Types

Examples (as seen in image)	
(Double Room) الغوقة الثثانية	
business class	
Studio Room	
(3-Bedroom Suite) جناح ثلاث غرف وصاله	
(5-Bed Room) غرفة خماسية	

How to Use

- 1. Navigate to Room & Inventory > Room Rate Setup.
- 2. Select the checkbox beside the room type you wish to update.
- 3. Enter values for:
- 4. Base Price
- 5. Min/Max Range
- 6. Daily Rates
- 7. Discount and Tax \mathbf{T}
- 8. Save changes to apply new pricing across the system.

! Troubleshooting

Issue	Resolution
Fields not editable	Make sure the room type is selected using the checkbox
Tax not applied correctly	Confirm the global tax rate in system settings
Rates not reflected in booking	Refresh availability and clear browser cache

⊘ Related Pages

- Dynamic Rate Setup
- Room Type Setup
- Add Reservation

Support

For rate calculation errors or UI issues on this page:

- Contact your inventory manager
- Or email: support@yourcompany.com

 ${\it Maintain\ pricing\ accuracy\ across\ the\ property\ with\ structured\ room\ rate\ control.}$

3.2.2 / Dynamic Rate Setup - Room & Inventory

Module: Room & Inventory
Section: Dynamic Rate Setup

Location: Operations > Room & Inventory > Dynamic Rate Setup

Version: 1.0.0

Last Updated: June 2025

Overview

The **Dynamic Rate Setup** page allows users to configure flexible room pricing based on demand, availability, and business rules. It helps hotels maximize revenue through automated adjustments while maintaining control over inventory.

Users can view daily pricing across multiple room types and adjust parameters such as base rates, revenue maximizer triggers, and minimum night requirements.

Interface Preview

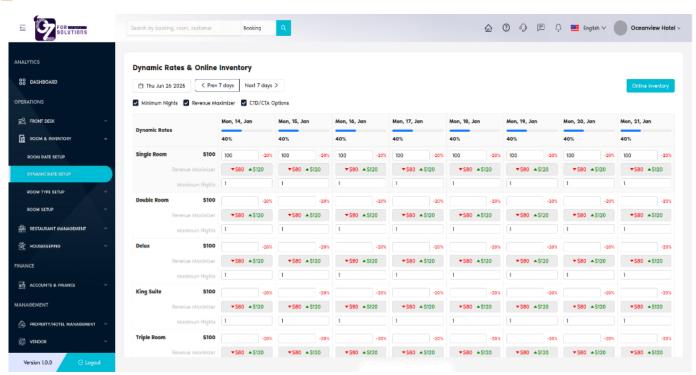


Image: Calendar-based dynamic pricing table showing daily rate adjustments, revenue range, and minimum night stays.

Who Can Access

Role	Access Level
Admin	Full access
Manager	View/Edit
Revenue Team	Full access
Receptionist	View only

7 Date Controls

- Use the left/right arrows to navigate weekly ranges.
- Select the current or future start date (e.g., Thu Jun 26, 2025).
- Toggle visibility of:
- ✓ Minimum Nights
- ✓ Revenue Maximizer
- ✓ CTD/CTA Options (Closed to Departure/Arrival)

I Room Types

Room Type	Description
Single Room	Standard single occupancy
Double Room	Two-person capacity
Deluxe	Premium room class
King Suite	High-end suite with king bed
Triple Room	Large room for three guests

II Dynamic Rate Table Breakdown

Field	Description
Base Rate	Default starting price for the room
Dynamic Rate (%)	% adjustment applied to base price (e.g., 40%)
Revenue Maximizer	Targeted price range (e.g., \$80 to \$120) to optimize income
Min Nights	Minimum nights required for a booking on that day

All cells are editable and saved automatically upon update.

Weekly Columns

Each day (Mon, Tue...) shows the adjustable rates for each room:

- Blue bar represents demand or occupancy
- Green/red markers show **price range**
- Percentage labels (e.g., -20%) indicate discount or markup logic

✓ How to Use

- 1. Navigate to Room & Inventory > Dynamic Rate Setup
- 2. Select a date range or use arrows to browse weeks
- 3. Adjust dynamic rates, minimum nights, and revenue targets for each room
- 4. Click "Online Inventory" to sync changes to booking platforms (if integrated)

! Troubleshooting

Issue	Resolution
Rates not applying	Ensure "Dynamic Rate Setup" is enabled in system configuration
Can't edit certain cells	User role may not have edit permission
Revenue Maximizer not working	Check minimum and maximum values are logical and non-zero

⊘ Related Pages

- Room Rate Setup
- Online Inventory Control
- Add Reservation

Support

For issues configuring dynamic rates or syncing to inventory:

- Contact the revenue manager
- Or email: support@yourcompany.com

 ${\it Use Dynamic Rate Setup to automate pricing strategies and boost profitability based on demand.}$

3.2.3 Room Type Setup

Add Room Type - Room & Inventory

Module: Room & Inventory **Section:** Add Room Type

 $\pmb{Location:} \text{ Operations > Room & Inventory > Add Room Type}$

Version: 1.0.0

Last Updated: June 2025

OVERVIEW

The **Add Room Type** page allows hotel administrators to define new room types by specifying detailed information such as room capacity, amenities, pricing structure, and associated media.

This form is essential for expanding or updating inventory listings within the PMS system.

INTERFACE PREVIEW

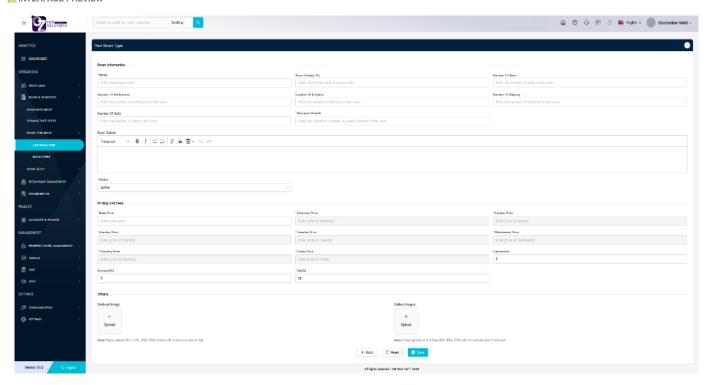


Image: Form layout to create or configure a new room type with weekly pricing and tax setup.

■ WHO CAN ACCESS

Role	Access Level
Admin	Full access
Manager	Add/Edit
Staff	View only

III ROOM INFORMATION FIELDS

Field	Description
Name	Name of the room type (e.g., Deluxe King)
Room Size (Sq. Ft)	Area in square feet
Number of Beds	Total beds available
Number of Bathrooms	Count of attached bathrooms
Number of Kitchens	Count of kitchens included
Number of Balconies	Total number of balconies (if any)
Number of Sofas	Optional sofa count
Maximum Guests	Guest capacity allowed
Description	Rich text field to describe room features

M PRICING AND FEES

Field	Description
Base Price	Standard base rate for the room
Saturday–Friday	Daily custom rates for each day of the week
Discount (%)	Percentage discount (optional)
Tax (%)	Tax rate applicable (default: 15%)
Commission	Commission to be applied per booking (if any)

MEDIA UPLOADS

Field	Description
Featured Image	Upload a main photo representing the room (JPG/PNG, max 1MB)
Gallery Images	Upload up to 6 additional images for the room type

MOW TO USE

- 1. Navigate to Room & Inventory > Add Room Type.
- 2. Fill in ${\bf Room\ Information}$ fields such as name, capacity, and description.
- 3. Enter the **Pricing and Fee** details for each day of the week.
- 4. Add tax, commission, and discount (if applicable).
- 5. Upload a featured image and optional gallery photos.
- 6. Click **Save** to create the new room type.

! TROUBLESHOOTING

Issue	Solution
Cannot save room type	Ensure all required fields (e.g., price, name) are filled
Image upload failed	Verify file size is under 1MB and correct format
Field reset on submit	Click Save, not Reset

⊘ RELATED PAGES

- Room Rate Setup
- Dynamic Rate Setup
- Room Type List

SUPPORT

For help with adding or editing room types:

- Contact hotel system administrator
- Or email: support@yourcompany.com

 $\label{thm:configure} \textit{Easily configure diverse room types with detailed pricing and specifications for improved reservation management.}$

Room Types - Room & Inventory

Module: Room & Inventory **Section:** Room Types

 $\boldsymbol{Location:} \text{ Operations > Room & Inventory > Room Types}$

Version: 1.0.0

Last Updated: June 2025

⊘ OVERVIEW

The **Room Types** page displays a list of all configured room types within the hotel PMS. It provides details such as room size, amenities, pricing for each day of the week, tax, commission, and room status. Users can edit or delete room types directly from this interface.

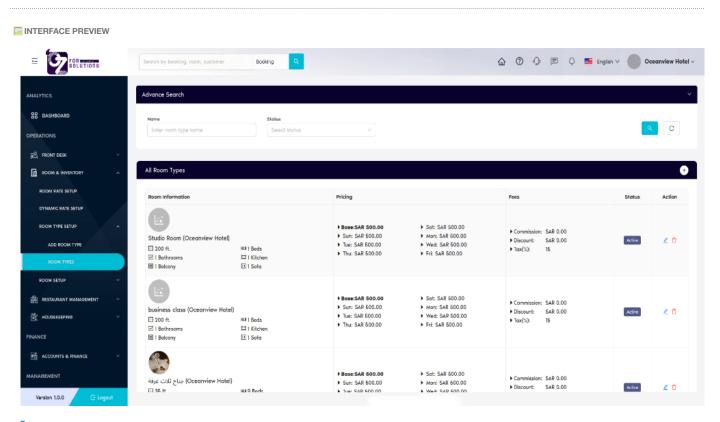


Image: View of all configured room types, including pricing, tax, and basic features.

WHO CAN ACCESS

Role	Access Level
Admin	Full access
Manager	View/Edit/Delete
Staff	View only

III DISPLAYED ROOM INFORMATION

Field	Description
Room Name	Name of the room type (e.g., Studio Room, Business Class)
Room Size	Size in square feet (e.g., 200 ft²)
Beds	Number of beds available
Bathrooms	Count of bathrooms
Kitchen	Number of kitchens
Balcony	Number of balconies
Sofa	Sofa count (if any)
Image	Room image or placeholder if not uploaded

PRICING AND FEES

Field	Description
Base Price	Default pricing used unless overridden by daily rates
Day-wise Rates	Custom pricing per day (Sat-Fri)
Discount	Discount amount (if applicable)
Tax (%)	Tax percentage (default shown is 15%)
Commission	Commission charged on bookings (e.g., SAR 0.00)

ROOM STATUS AND ACTIONS

Field	Description
Status	Current state of the room type (e.g., Active, Inactive)
Edit	Allows modifying existing room type details
Delete	Permanently removes the room type from the list

✓ HOW TO USE

- 1. Navigate to Room & Inventory > Room Types.
- 2. Review the list of available room types with detailed specifications.
- 3. Use the **Edit** icon to modify any room type.
- 4. Use the **Delete** icon to remove outdated or unused room types.
- 5. Click the \boldsymbol{Add} \boldsymbol{Room} \boldsymbol{Type} button to create a new room configuration.

! TROUBLESHOOTING

Issue	Solution
Room not showing in booking	Ensure status is set to Active
Incorrect price showing	Verify daily rates override base price correctly
Missing room image	Upload a featured image during room type creation

⊘ RELATED PAGES

- Add Room Type
- Room Rate Setup
- Dynamic Rate Setup

SUPPORT

For assistance with managing room types:

- Contact your hotel system administrator
- $\bullet \ {\rm Or \ email:} \ {\bf support@yourcompany.com}$

Easily manage multiple room types with customizable pricing and feature sets for improved operational efficiency.

3.2.4 Room Setup

Add Room - Room & Inventory

Module: Room & Inventory

Section: Add Room

 $\boldsymbol{Location:} \text{ Operations > Room & Inventory > Add Room}$

Version: 1.0.0

Last Updated: June 2025

OVERVIEW

The **Add Room** page is used to assign and register individual rooms under predefined room types. This interface captures room-specific data like room name, number, location (building/floor), status, detailed description, and associated images.

INTERFACE PREVIEW

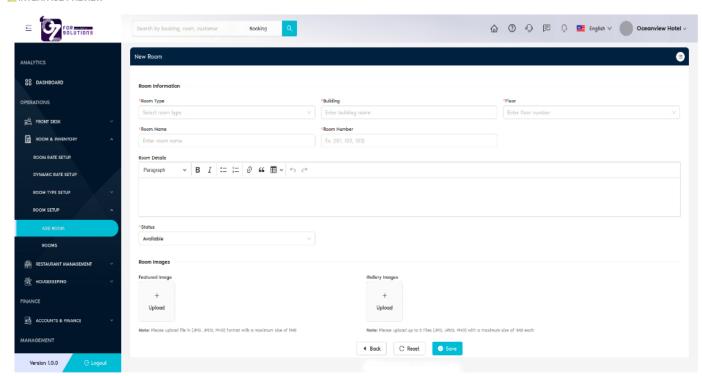


Image: Form for adding individual room details under a selected room type with optional media upload.

■ WHO CAN ACCESS

Role	Access Level
Admin	Full access
Manager	Add/Edit
Staff	View only

III ROOM INFORMATION FIELDS

Field	Description
Room Type	Dropdown to select an existing room type
Room Name	Name or identifier of the room (e.g., Ocean View Deluxe 101)
Room Number	Unique number of the room (e.g., 101, 202, etc.)
Building	Enter the building name housing the room
Floor	Select the floor number
Room Details	Rich text box for detailed description of room amenities/features
Status	Dropdown to set room status (e.g., Available, Maintenance, etc.)

ROOM IMAGES

Field	Description
Featured Image	Upload one main image representing the room (JPG/PNG, max 1MB)
Gallery Images	Upload up to 5 gallery images (JPG/PNG, max 1MB each)

MOW TO USE

- 1. Navigate to Room & Inventory > Add Room.
- 2. Select an existing Room Type.
- 3. Fill in room name, number, building, and floor.
- 4. Provide a detailed description in the **Room Details** field.
- 5. Set the room **Status**.
- 6. Upload a **Featured Image** and optional **Gallery Images**.
- 7. Click **Save** to complete room registration.

! TROUBLESHOOTING

Issue	Solution
Cannot save room	Ensure all required fields (e.g., Room Name, Room Type) are filled
Image not uploading	Ensure image file type is JPG, JPEG, or PNG and ≤1MB
Room number conflict	Use unique numbers for each room within the hotel

⊗ RELATED PAGES

- Room Types
- Room Rate Setup
- Room Setup

SUPPORT

For help adding or managing rooms:

- Contact your hotel system administrator
- Or email: support@yourcompany.com

Use the Add Room page to populate your hotel's inventory with individually configured rooms for more accurate room-level tracking and availability.

Rooms - Room & Inventory

Module: Room & Inventory

Section: Rooms

Location: Operations > Room & Inventory > Rooms

Version: 1.0.0

Last Updated: June 2025

OVERVIEW

The **Rooms** page provides a visual grid of all rooms listed in the PMS, including essential information like room number, occupancy, status, and actions. Users can search, filter, edit, or delete rooms from this central dashboard.

INTERFACE PREVIEW

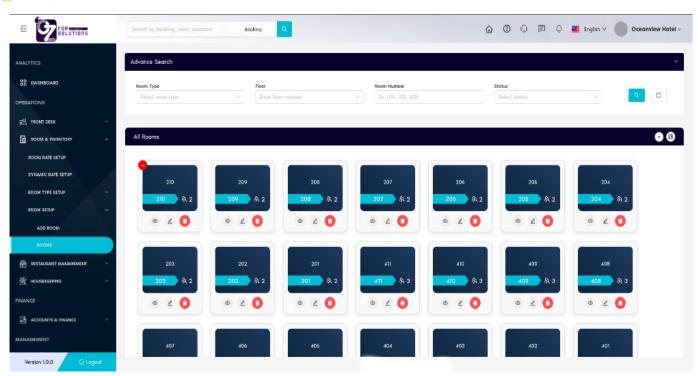


Image: Visual grid showing all rooms with details like number, capacity, and action buttons.

■ WHO CAN ACCESS

Role	Access Level
Admin	Full access
Manager	View/Edit/Delete
Staff	View only

SEARCH & FILTER OPTIONS

Filter	Description
Room Type	Filter rooms based on predefined room types
Floor	Filter by the floor number
Room Number	Search for a specific room using its number
Status	Filter by room status (Available, Maintenance, etc.)

I ROOM CARD DETAILS

Each room is displayed in a card format with the following information:

Element	Description
Room Number	Displayed prominently on each card
Occupancy Icon	Indicates the room's capacity (e.g., 2 or 3 guests)
Status Marker	Color-coded indicator (e.g., red dot for unavailable)
Actions	Buttons to Edit, View, or Delete the room

X AVAILABLE ACTIONS

Action	Icon Description
View	Eye icon – View room details
Edit	Pencil icon – Modify room configuration
Delete	Trash icon – Remove the room

MOW TO USE

- 1. Navigate to **Room & Inventory > Rooms**.
- $2. \ Use \ filters \ at the top to narrow down rooms by type, floor, or number.$
- 3. Click the **View** icon to inspect room details.
- 4. Use the \mathbf{Edit} icon to update information.
- 5. Use the \boldsymbol{Delete} icon to remove rooms (confirmation required).
- 6. Click the + icon (top-right) to add a new room.
- 7. Click the **Bulk Add Rooms** icon (beside the + button) to open the *Multiple Room Add* page and register multiple rooms at once.

! TROUBLESHOOTING

Issue	Solution
Room not showing	Verify if filters are excluding it
Cannot delete room	Room may be linked to current booking – check status
Edit not saving	Ensure all required fields are valid and complete

⊘ RELATED PAGES

- Add Room
- Room Types
- Room Setup

SUPPORT

For issues with room listings:

- Contact your hotel system administrator
- $\bullet \ {\rm Or \ email:} \ {\bf support@yourcompany.com}$

 $\label{thm:eq:and-manage} \textit{Easily monitor and manage all room assets visually for efficient inventory tracking and guest readiness.}$

3.3 Restaurant Management

3.3.1 POS

3.3.2 Sales History

3.3.3 Category

3.3.4 Menu List

3.3.5 Tables

3.3.6 Kitchen

3.3.7 Staff

3.4 Housekeeping

3.4.1 Service Request

3.4.2 Request History

3.4.3 Houskeeper/Staff

Add

View

3.4.4 Housekeeping Items

Add Items

View Items

3.4.5 Item Type

3.4.6 Item Purchase / Receive

Add Item

View Item

3.4.7 Inventory Report

Product Wise Purchase Report

Current Stock

Stock In Logs

Stock Out Logs

3.4.8 Task Group

Add Task Group

View Task Group

3.4.9 Task

Add Task

View Task

4. Management

4.1 Property/Hotel Management

4.1.1 Property

Add Property

View Property

4.1.2 Property Type

Add Type

View Type

4.1.3 Bill & Invoice

Add Bill

View Bill

4.1.4 Module Setup by Property

4.2 Vendor

4.2.1 Type

4.2.2 Vendors

Add Vendors

View Vendors

4.3 CRM

4.3.1 Guest Profile

Add Guest

Guests

4.4 User

4.4.1 User Information

Add User

View User

4.4.2 User Roles

Add Role

View Role

4.4.3 Audit

Activity Log

Login History

Change Log

Deleted History

5. Finance

5.1 Accounts & Finance

5.1.1 Chart of Accounts

Add Account

View Account

5.1.2 Transactions

Receive

Payout

5.1.3 Transaction Report

5.1.4 Journal

Add Journal

View Journal

5.1.5 General Ledger

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