# User Manual

## ZKBio CVSecurity (Hotel Module)

Software Version: 5.3.0_R-HLMS_3.1.1_R

Date: February 2024

Doc Version: 1.1

English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.

For further details, please visit our Company's website www.zkteco.com.

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## About the Company

ZKTeco is one of the world's largest manufacturer of RFID and Biometric (Fingerprint, Facial, Finger-vein) readers. Product offerings include Access Control readers and panels, Near & Far-range Facial Recognition Cameras, Elevator/floor access controllers, Turnstiles, License Plate Recognition (LPR) gate controllers and Consumer products including battery-operated fingerprint and face-reader Door Locks. Our security solutions are multi-lingual and localized in over 18 different languages. At the ZKTeco state-of-the-art 700,000 square foot ISO9001-certified manufacturing facility, we control manufacturing, product design, component assembly, and logistics/shipping, all under one roof.

The founders of ZKTeco have been determined for independent research and development of biometric verification procedures and the productization of biometric verification SDK, which was initially widely applied in PC security and identity authentication fields. With the continuous enhancement of the development and plenty of market applications, the team has gradually constructed an identity authentication ecosystem and smart security ecosystem, which are based on biometric verification techniques. With years of experience in the industrialization of biometric verifications, ZKTeco was officially established in 2007 and now has been one of the globally leading enterprises in the biometric verification industry owning various patents and being selected as the National High-tech Enterprise for 6 consecutive years. Its products are protected by intellectual property rights.

## About the Manual

This manual introduces the operations of **ZKBio CVSecurity (Hotel Module)**.

All figures displayed are for illustration purposes only. Figures in this manual may not be exactly consistent with the actual products.

Features and parameters with ★ are not available in all devices.


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## Document Conventions

Conventions used in this manual are listed below:

GUI Conventions

| For Software | |
|---|---|
| **Convention** | **Description** |
| **Bold font** | Used to identify software interface names e.g. **OK**, **Confirm**, **Cancel**. |
| **>** | Multi-level menus are separated by these brackets. For example, File > Create > Folder. |
| **For Device** | |
| **Convention** | **Description** |
| **< >** | Button or key names for devices. For example, press <OK>. |
| **[ ]** | Window names, menu items, data table, and field names are inside square brackets. For example, pop up the [New User] window. |
| **/** | Multi-level menus are separated by forwarding slashes. For example, File/Create/Folder. |

Symbols

| Convention | Description |
|---|---|
| | This represents a note that needs to pay more attention to. |
| | The general information which helps in performing the operations faster. |
| | The information which is significant. |
| | Care taken to avoid danger or mistakes. |
| | The statement or event that warns of something or that serves as a cautionary example. |


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# 1 Statistic

## 1.1 Statistic

### 1.1.1 Statistic Interface Description

The interface is divided into four statistics charts, as shown in Figure 1.1-1.

The statistical charts have three dimensions: Week, Month, and Year.

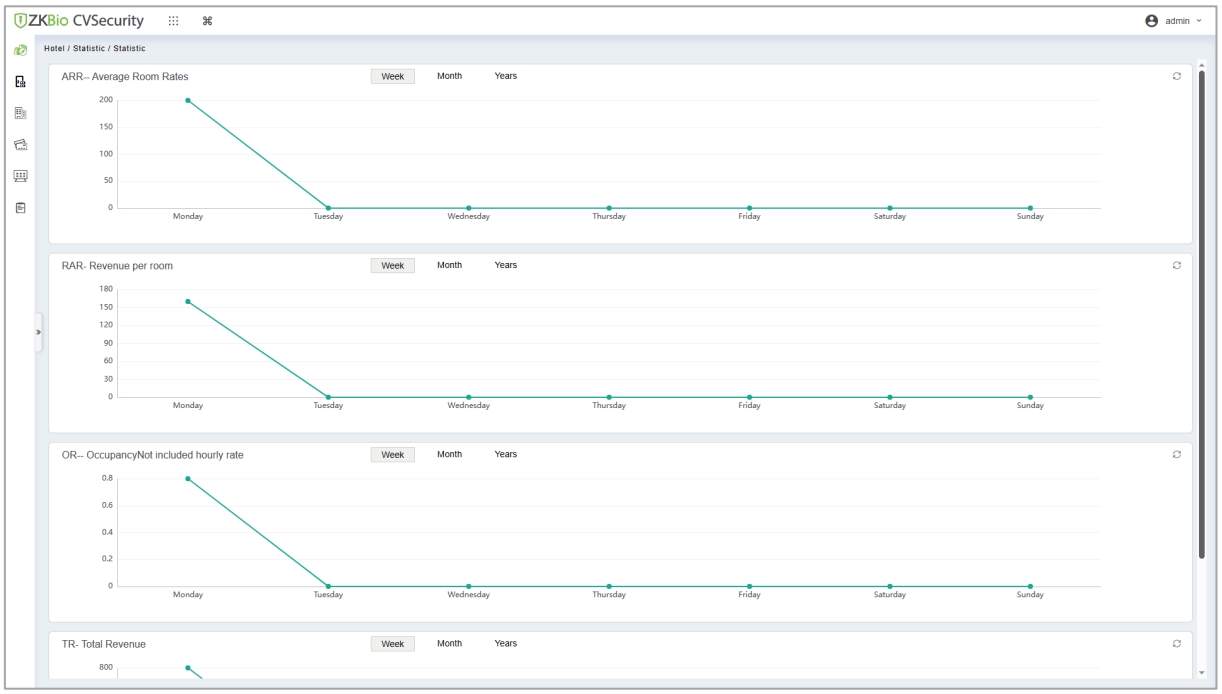


Figure 1.1-1

#### 1.1.1.1 ARR-Average Room Rates

- ARR-Average Room Rates only measure the average of the charges incurred during daily non-hourly check-out.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

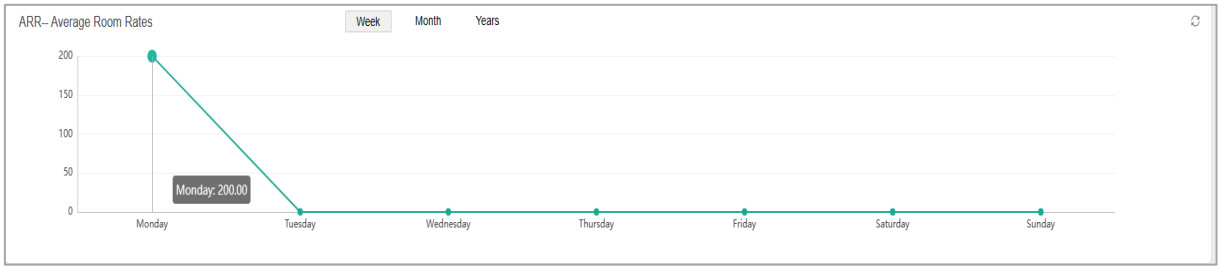


Figure 1.1-2


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#### 1.1.1.2 RAR-Revenue Per Room

- RAR-Revenue per room is the non-hourly check-out fee/total number of rooms for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

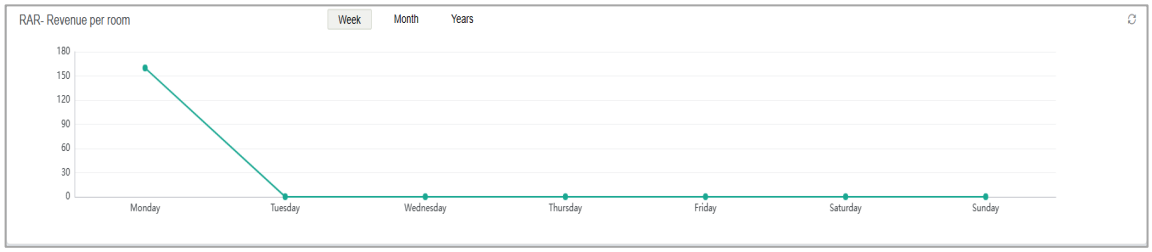


Figure 1.1-3

#### 1.1.1.3 Occupancy Not Included Hourly Rate

- Occupancy rate, excluding hourly rates, is calculated by dividing the number of non-hourly room stays by the total number of rooms for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

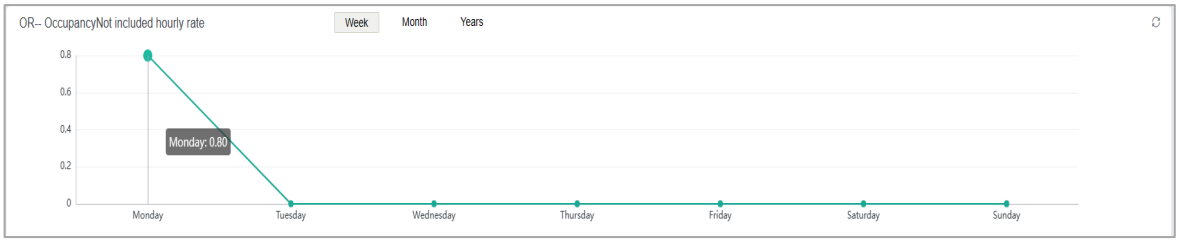


Figure 1.1-4

#### 1.1.1.4 Total Revenue

- Total Revenue is the sum of all check-outs generated for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

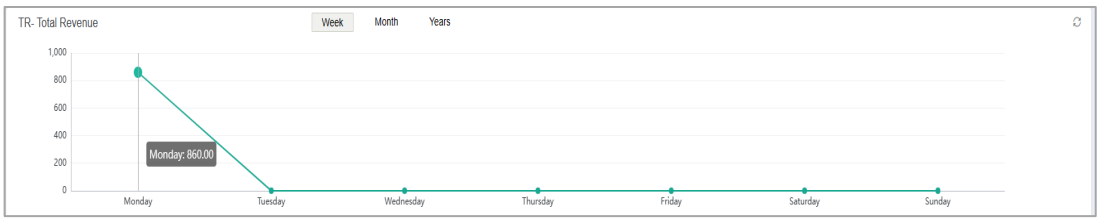


Figure 1.1-5


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# 2 Device Management

## 2.1 Device Interface Description

Device management is the interface for managing the hotel lock and its gateway. The following explains how to add a gateway and a hotel lock to the system.

- As shown in Figure 2.1-1, the interface is divided into the gateway device list on the left and the lock list of the gateway device on the right.
- You can resize the display area by dragging the divider in the middle.

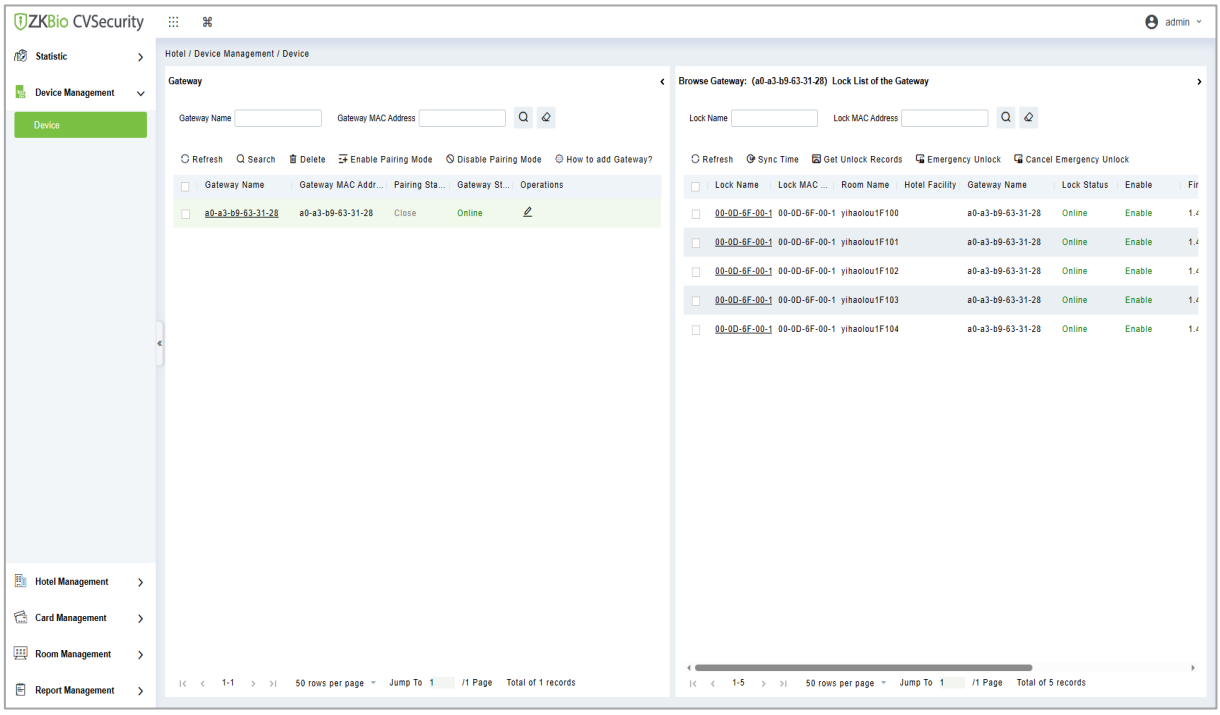


Figure 2.1-1

### 2.1.1 Gateway

#### 2.1.1.1 Add A Gateway by Searching

1. Using a mobile device, connect to the Wi-Fi network using the information provided on the back of the gateway, log in, configure the Remote Server address, and save the settings, as shown in Figure 2.1-2.


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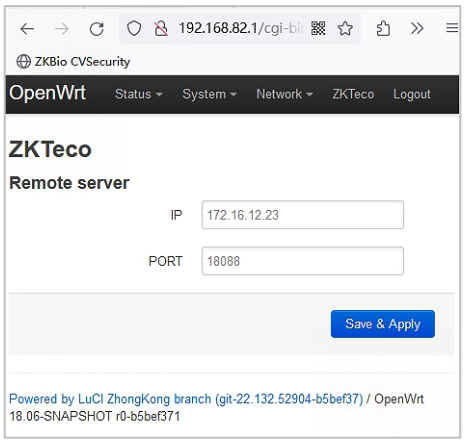


Figure 2.1-2

2. In **Hotel > Device Management > Device** module, click **Search**, find the gateway information, and click **Add** to complete the gateway addition, as shown in Figure 2.1-3.

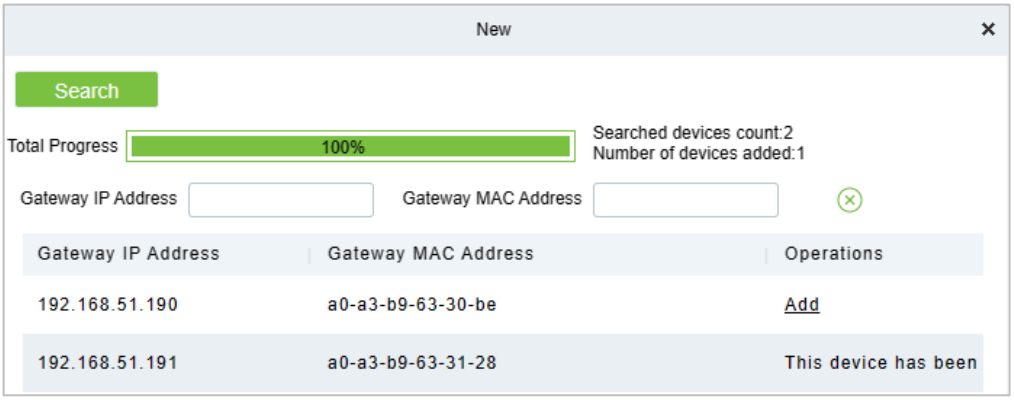


Figure 2.1-3

### 2.1.1.2 Other Function Description

- In the upper search bar, you can search for a Gateway device by Gateway Name and Gateway MAC Address, as shown in Figure 2.1-4.

Figure 2.1-4

- The middle row is the operation bar. To Delete, Enable Pairing Mode, or Disable Pairing Mode, select the desired gateway first, as shown in Figure 2.1-5.

Figure 2.1-5

- **Refresh** button is used to refresh the gateway device list when the data in the gateway device list is not synchronized.
- **Search** button is used to search for a new gateway device and add it to the gateway device list.


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- Users can click the **Edit** icon or gateway name at the end of the Gateway device list to enter the gateway editing window, and you can modify the gateway name for easy identification. In addition, the gateway MAC address cannot be edited. As shown in Figure 2.1-6.

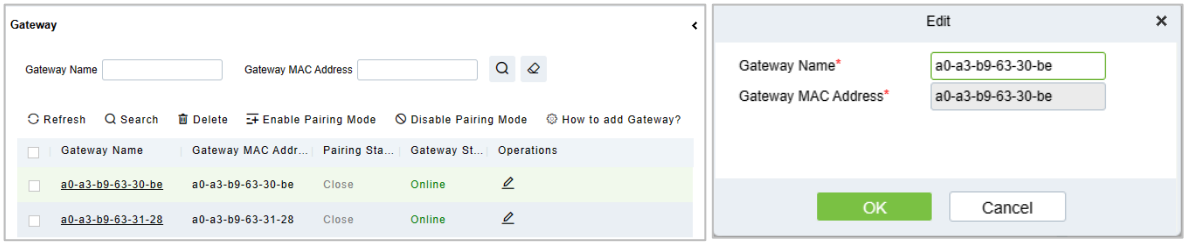


Figure 2.1-6

- After selecting the gateway and clicking the **Delete** button, the system will confirm whether to delete the gateway device again. (Are you want to perform the Delete operation?) In addition, if the gateway is connected and the lock device is in use, the gateway cannot be deleted, users must delete the lock device first, as shown in Figure 2.1-7.

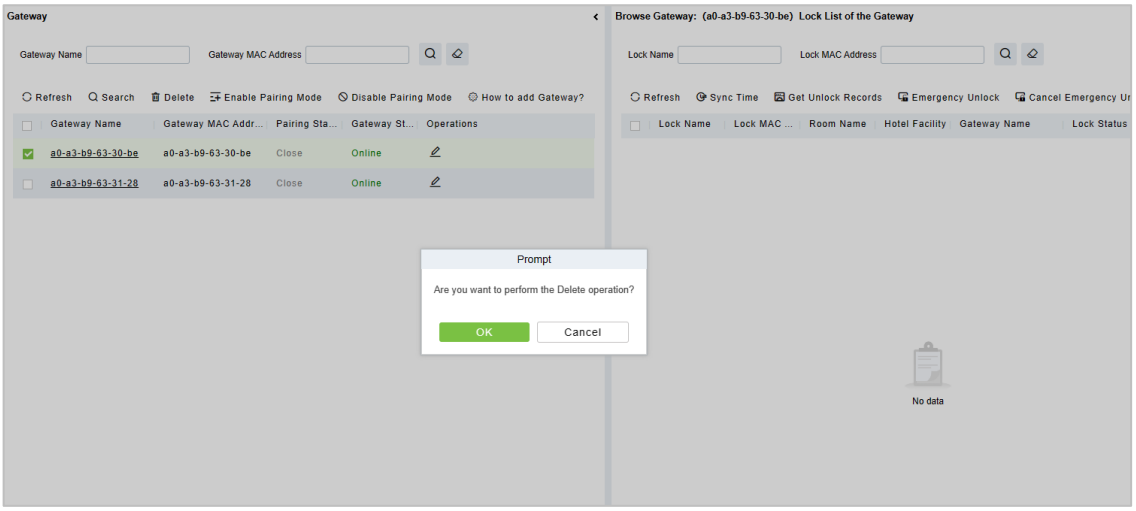


Figure 2.1-7

- After selecting the gateway and clicking the **Enable Pairing Mode** button, the gateway will enable the pairing mode. In the list, the **Pairing Status** will display as **Open** after refresh. This mode automatically closes after 1 hour, as shown in Figure 2.1-8.

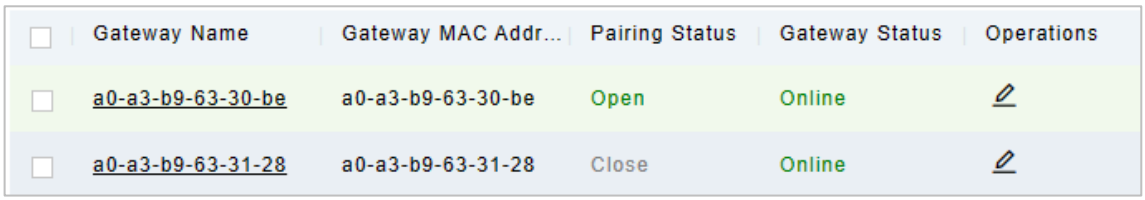


Figure 2.1-8

- **Pairing Status** displaying as **Open** indicates that the gateway allows the addition of hotel lock devices via the Default Net Card currently; **Close** indicates that the gateway does not allow the addition of hotel lock devices through the Default Net Card currently.


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- Check whether the network status of the gateway is normal by **Gateway Status**. **Online** indicates that the network status of the gateway is normal. **Offline** indicates that the gateway is offline, as shown in Figure 2.1-9.

| Gateway Name | Gateway MAC Address | Pairing Status | Gateway Status | Operations |
|---|---|---|---|---|
| a0-a3-b9-63-31-28 | a0-a3-b9-63-31-28 | Open | Online | |
| a0-a3-b9-63-30-be | a0-a3-b9-63-30-be | Close | Offline | |

Figure 2.1-9

**Note:** Pairing Status simply indicates whether the gateway allows new hotel locks to join. Normal communication between the gateway and the added hotel lock is not affected.

- Click **How to add Gateway?** to open a description document, users can view how to configure the gateway local IP, server IP, and port.

## 2.1.2 Lock List of the Gateway

### 2.1.2.1 Hotel Lock Binding Gateway

1. Connect to the card reader and register a Default Net Card in **Room Management** > **Hotel Settings** module, as shown in Figure 2.1-10.

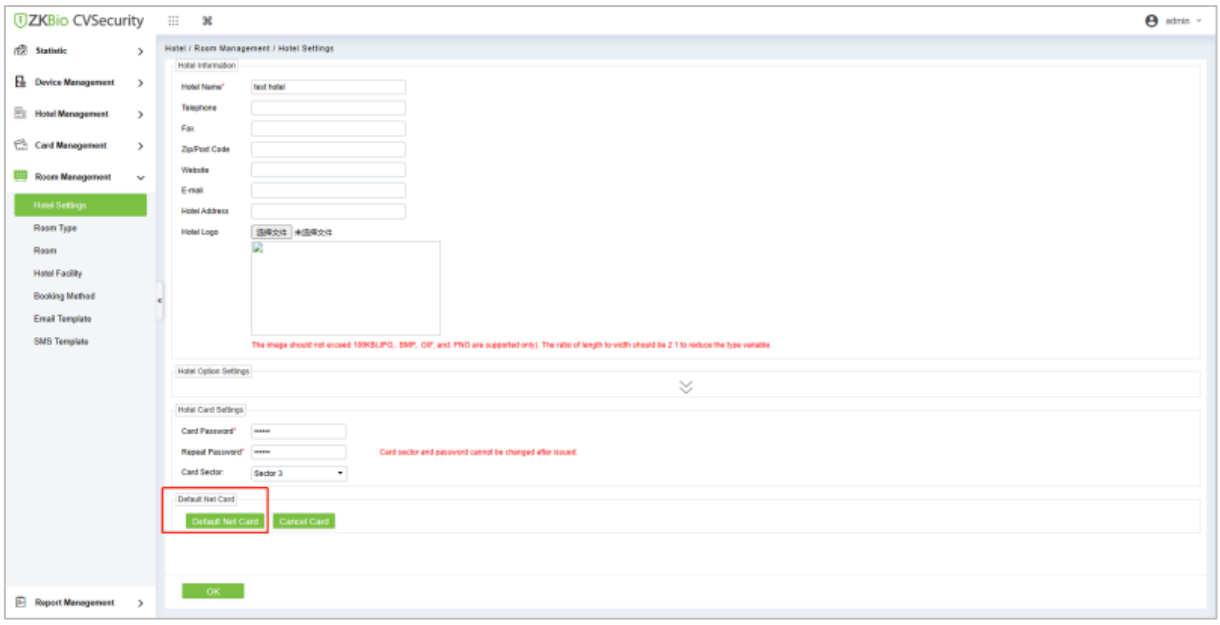


Figure 2.1-10

2. Enable the **Enable Pairing Mode** on the gateway side and swipe the Default Net Card in the card reading area of the hotel lock. After hearing two prompts and hearing the same prompt again, the addition is successful, as shown in Figure 2.1-11.

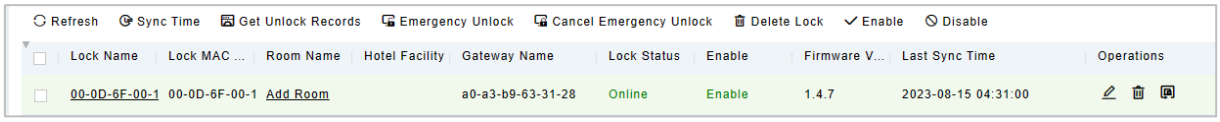


Figure 2.1-11


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### 2.1.2.2 Hotel Lock Binding Room

1. After the hotel lock is added, click the lock name, click the **Edit** icon in Operation, or click the room name to add room, and the lock editing interface will pop up, as shown in Figure 2.1-12.

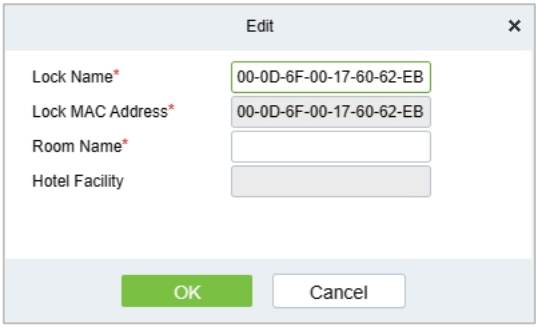


Figure 2.1-12

2. Click room name, select the room to be bound, click **>** or double click the room name, and click **OK** to finish, as shown in Figure 2.1-13.

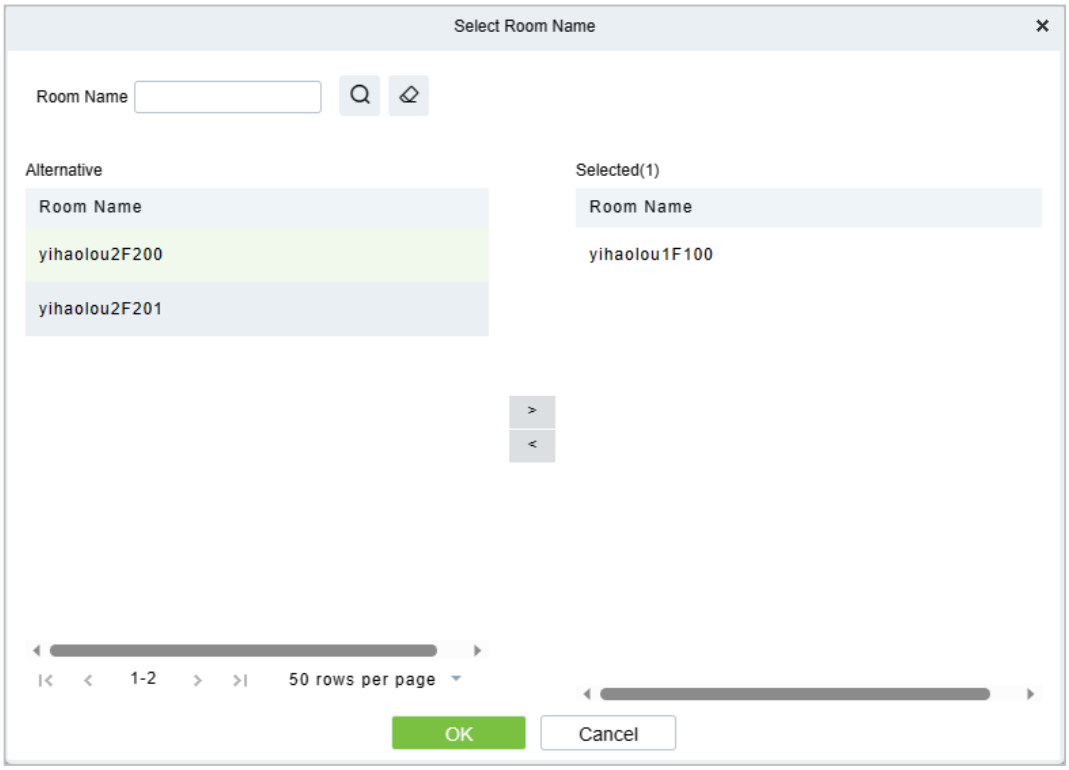


Figure 2.1-13

3. When the selected room is bound to the public room of the hotel, the system will automatically identify the hotel facility to which the room number belongs and display it in the column of **Hotel Facility**, which cannot be edited, as shown in Figure 2.1-14.


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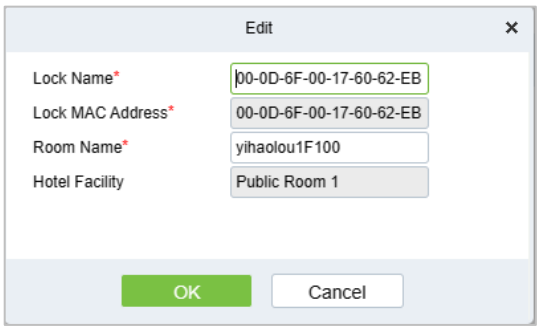


Figure 2.1-14

4. Click **OK** again to complete room binding, as shown in Figure 2.1-15.

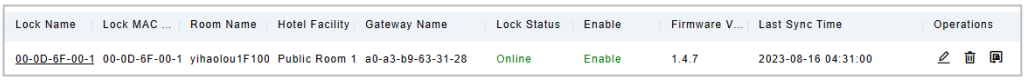


Figure 2.1-15

### 2.1.2.3 Hotel Lock Unbinding Room

1. Users can click **Reset** icon in **Operations** module to unbind the room, as shown in Figure 2.1-16.

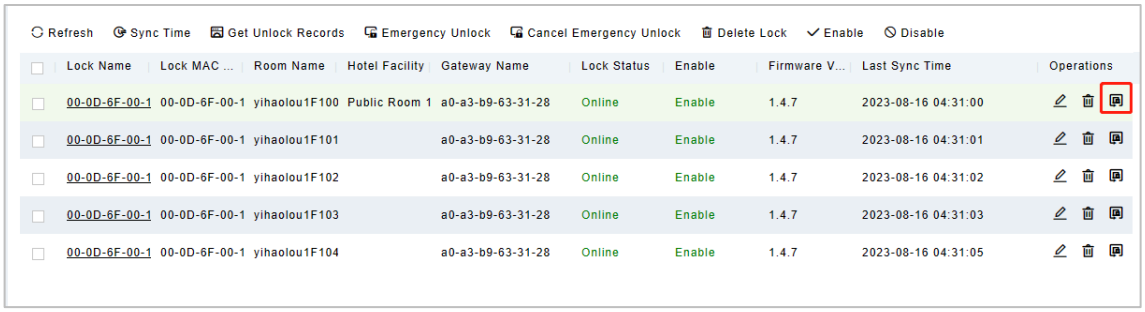


Figure 2.1-16

2. After the processing is complete, the room is unbound and the room status is displayed as unbound, as shown in Figure 2.1-17.

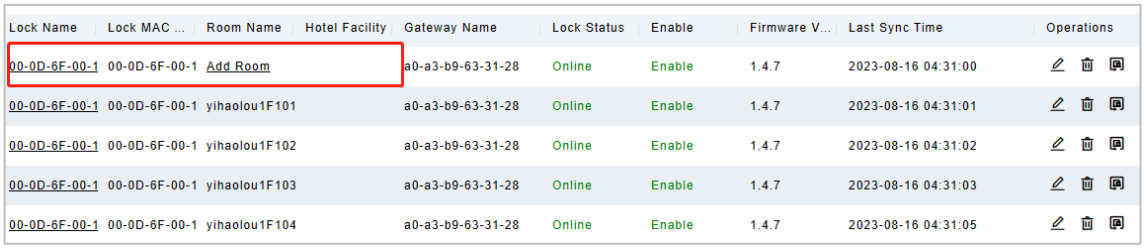


Figure 2.1-17

### 2.1.2.4 Other Functions Description

- The list of hotel lock devices displays all the added hotel locks by default. When you select a gateway on the left, all hotel locks under this gateway will be automatically screened out on the right, as shown in Figure 2.1-18.


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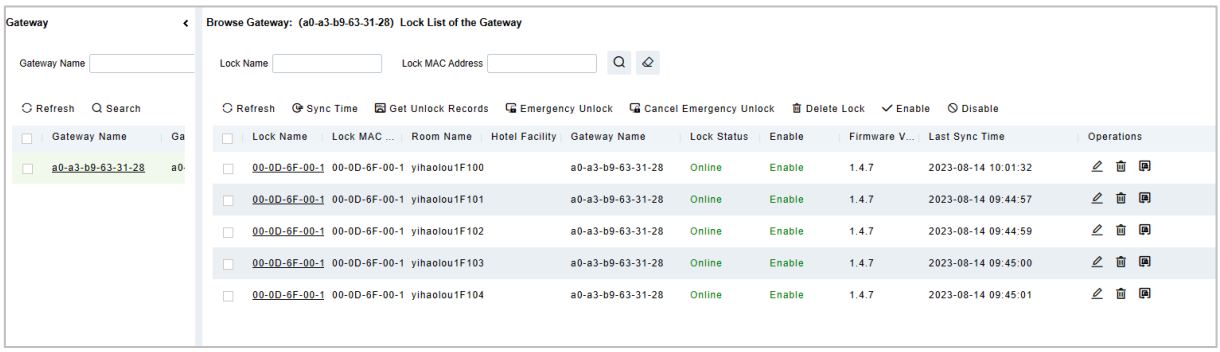


Figure 2.1-18

- In the search bar, users can search for a hotel lock device by lock names and lock MAC address, as shown in Figure 2.1-19.

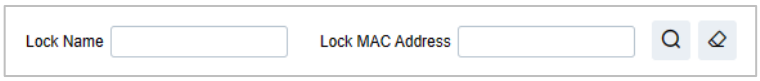


Figure 2.1-19

- The middle row is the operation bar. To perform operations, select the hotel lock to be operated, as shown in Figure 2.1-20.

Figure 2.1-20

- The **Refresh** button can refresh the list of hotel lock devices. When a new hotel lock is added to the network, the interface may not refresh in time. Users can manually click the **Refresh** button to refresh the list and see the newly added hotel lock.
- Clicking **Delete Lock** button can delete the selected lock, click the **Delete** icon behind each lock in the lock list is the same function.

  **Note:** When the hotel lock is deleted, the gateway will remove the hotel lock out of the Zigbee network. If the hotel lock wants to be added again, it is necessary to swipe the **Default Net Card** to enter the network again (the gateway has enabled the **Enable Pairing Mode** firstly). Swipe the Default Net Card directly at the bound hotel lock, the lock can be forcibly deleted, and if the **Enable Pairing Mode** is enabled, it will be added again after deletion.
- **Sync Time** manually synchronize the time. If the last Sync Time of a lock has not been updated for a long time, users can use this button to manually synchronize the time.

  **Note:** Last Sync Time means the point in time when the system was last synchronized with the hotel lock. Under normal circumstances, the system and the hotel lock will automatically synchronize the time at 4:00 am every day, but the actual time after the scheduled task is completed is about 4:30 am every day, as shown in Figure 2.1-21. The hotel will automatically synchronize the time when the power is off and restarted. When the hotel lock is added to the network, it synchronizes the time once.


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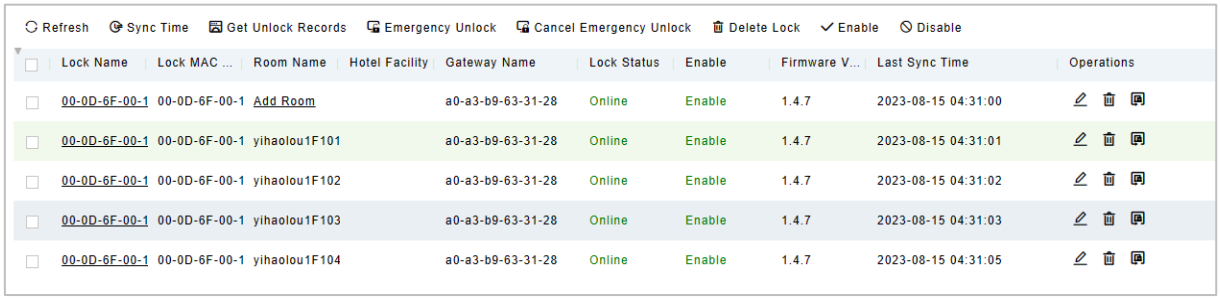


Figure 2.1-21

- **Get Unlock Records:** When users find that the unlock records of a hotel lock are not complete, can manually fetch all the unlock records saved by the hotel lock device through **Get Unlock Records** button (the device can save a maximum of 200 unlock records).
- **Emergency Unlock:** When requiring an emergency unlock, users can use **Emergency Unlock** button to keep the lock normally open. In normally open state, the hotel lock can directly press down the handle to open the door, without swiping the card. At the same time, on the **Room Monitor** interface, the normally open icon is displayed in the room status corresponding to the hotel lock, as shown in Figure 2.1-22.

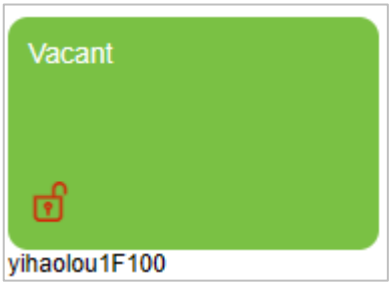


Figure 2.1-22

- **Cancel Emergency Unlock:** If users need to restore the lock to normal after the emergency is lifted, clicking the **Cancel Emergency Unlock** button to restore the hotel lock to normal state. On the **Room Monitor** interface, the normally open icon corresponding to the room status disappears, as shown in Figure 2.1-23.

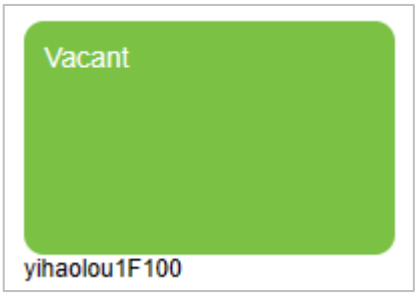


Figure 2.1-23

- **Disable:** When the hotel lock needs to be disabled for some reasons, users can click **Disable** button to set the hotel lock to the suspended state. In the suspended state, the system will suspend communication with the hotel lock.


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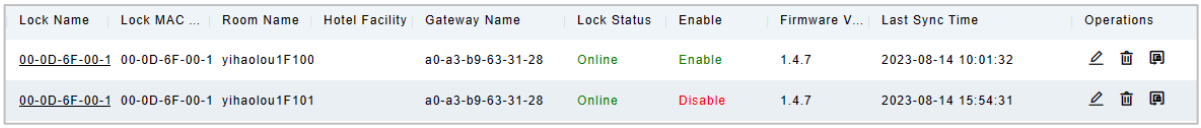
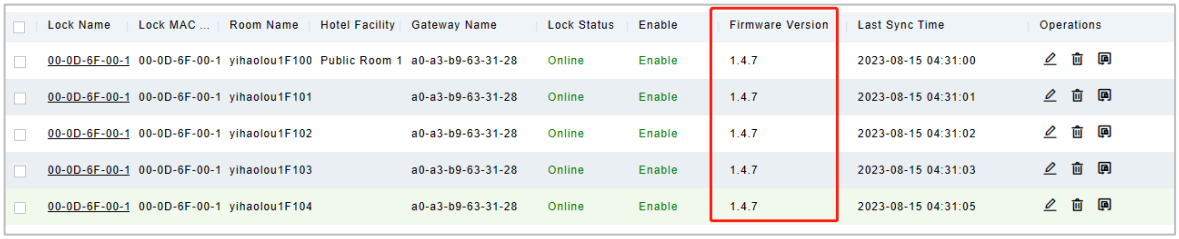
- **Enable:** If users want to cancel the suspended use of the hotel lock, clicking **Enable** button to re-enable the hotel lock. The system recovers the communication with the hotel lock and sends the synchronization time and basic lock settings to the hotel lock again, as shown in Figure 2.1-24.



| Lock Name | Lock MAC ... | Room Name | Hotel Facility | Gateway Name | Lock Status | Enable | Firmware V... | Last Sync Time | Operations |
|---|---|---|---|---|---|---|---|---|---|
| 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihaolou1F100 | | a0-a3-b9-63-31-28 | Online | Enable | 1.4.7 | 2023-08-14 10:01:32 | |
| 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihaolou1F101 | | a0-a3-b9-63-31-28 | Online | Disable | 1.4.7 | 2023-08-14 15:54:31 | |

Figure 2.1-24

- **Firmware Version**: The firmware version of the hotel lock. After the hotel lock is added to the network, the firmware version information will be displayed synchronously. This function is used to provide the firmware version information when the hotel lock requires after-sales support, as shown in Figure 2.1-25.



| Lock Name | Lock MAC ... | Room Name | Hotel Facility | Gateway Name | Lock Status | Enable | Firmware Version | Last Sync Time | Operations |
|---|---|---|---|---|---|---|---|---|---|
| 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihaolou1F100 | Public Room 1 | a0-a3-b9-63-31-28 | Online | Enable | 1.4.7 | 2023-08-15 04:31:00 | |
| 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihaolou1F101 | | a0-a3-b9-63-31-28 | Online | Enable | 1.4.7 | 2023-08-15 04:31:01 | |
| 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihaolou1F102 | | a0-a3-b9-63-31-28 | Online | Enable | 1.4.7 | 2023-08-15 04:31:02 | |
| 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihaolou1F103 | | a0-a3-b9-63-31-28 | Online | Enable | 1.4.7 | 2023-08-15 04:31:03 | |
| 00-0D-6F-00-1 | 00-0D-6F-00-1 | yihaolou1F104 | | a0-a3-b9-63-31-28 | Online | Enable | 1.4.7 | 2023-08-15 04:31:05 | |

Figure 2.1-25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# 3 Hotel Management

## 3.1 Room Monitor

On Room Monitor interface allows users to view and change room status, including displaying room details, performing both individual and team check-ins and check-outs, and making room reservations simultaneously., as shown in Figure 3.1-1.

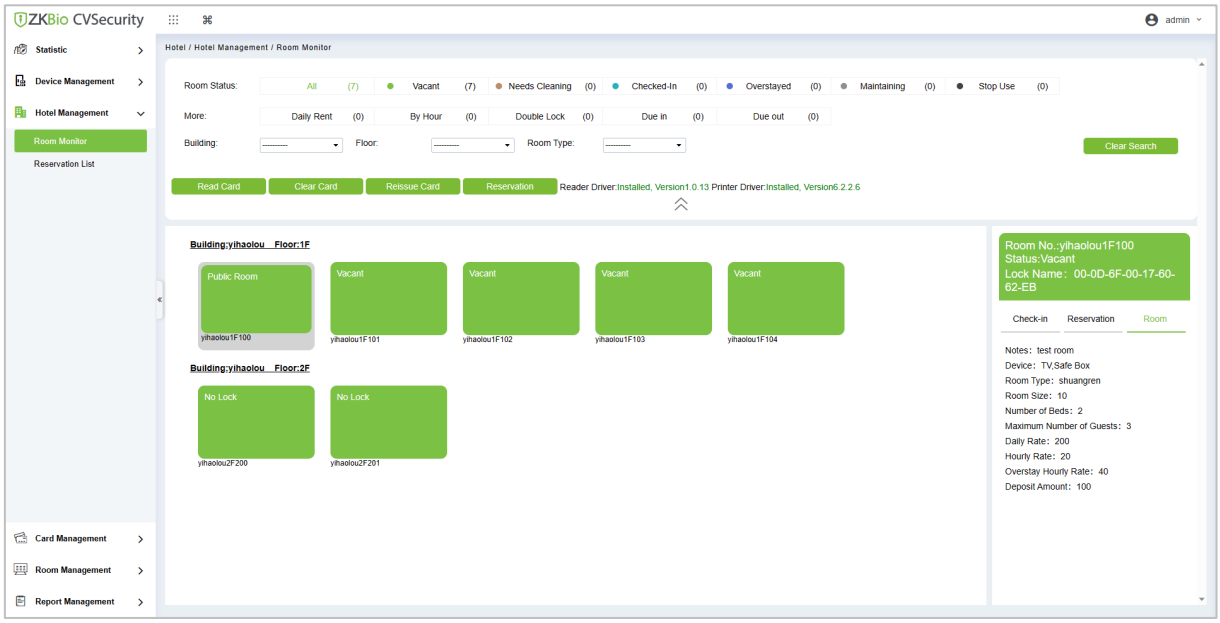


Figure 3.1-1

### 3.1.1 Search

- **Building and Floor search bar:** Select the name of the building and floor through the drop-down list, and the following room list will be synchronized to screen out eligible rooms. Click the **Clear Search** button to clear the filter criteria.

  **Note:** Users need to select the building first, and then select the floor, as shown in Figure 3.1-2.

Figure 3.1-2

- **Room Type search bar:** Select the room type name through the drop-down list, the following room list will be synchronized to screen out eligible rooms. Click the **Clear Search** button to clear the filter criteria, as shown in Figure 3.1-3.

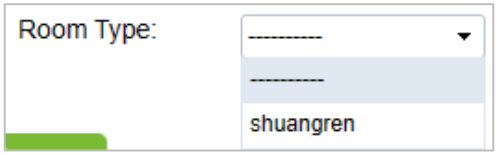


Figure 3.1-3


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- **Room Status and More search bar:** Clicking the corresponding room status, eligible rooms will be automatically selected from the following room list, as shown in Figure 3.1-4.

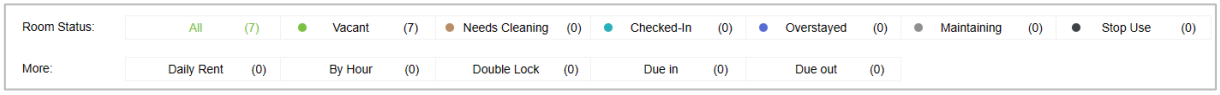


Figure 3.1-4

1) **All:** Screen All rooms, click **All** button, the system will screen all rooms. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-5.

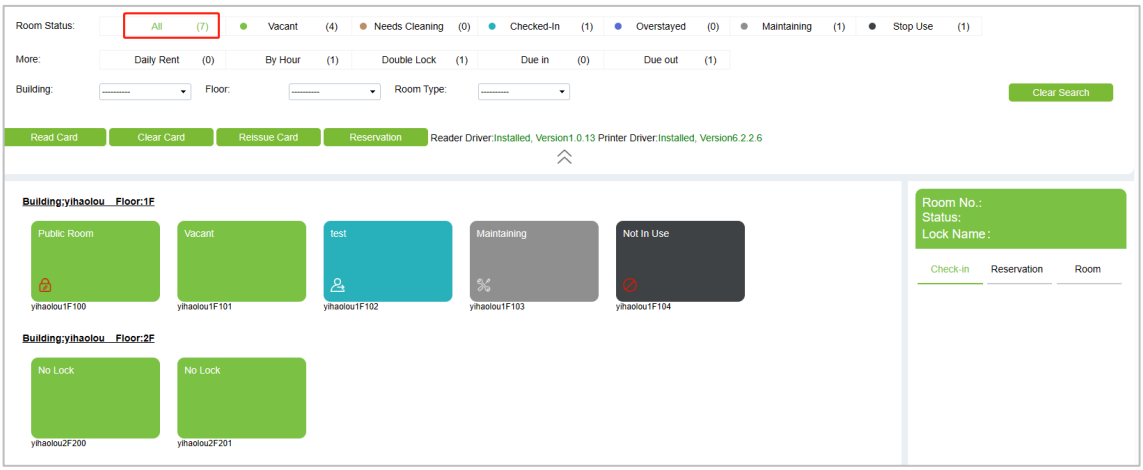


Figure 3.1-5

2) **Clean (Vacant)**: Click **Vacant** button, the system will screen out all unoccupied rooms. The following brackets represent the number of rooms that match the status of the room Empty rooms are displayed in green, as shown in Figure 3.1-6.

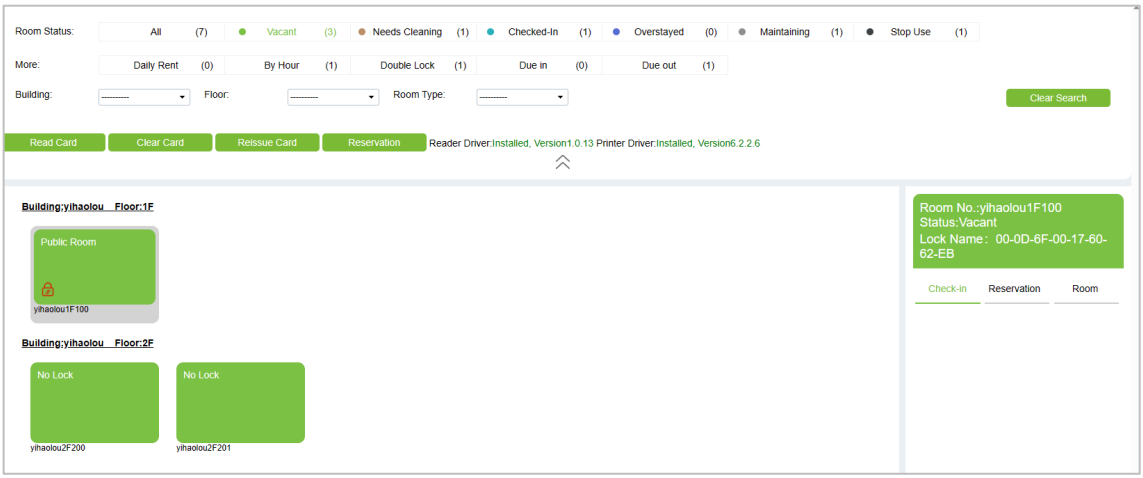


Figure 3.1-6

3) **Dirty Room (Need Cleaning)**: Click **Need Cleaning** button will filter out rooms that require cleaning. The number in brackets indicates the count of dirty rooms, which are displayed in an earthy yellow color, as shown in Figure 3.1-7.


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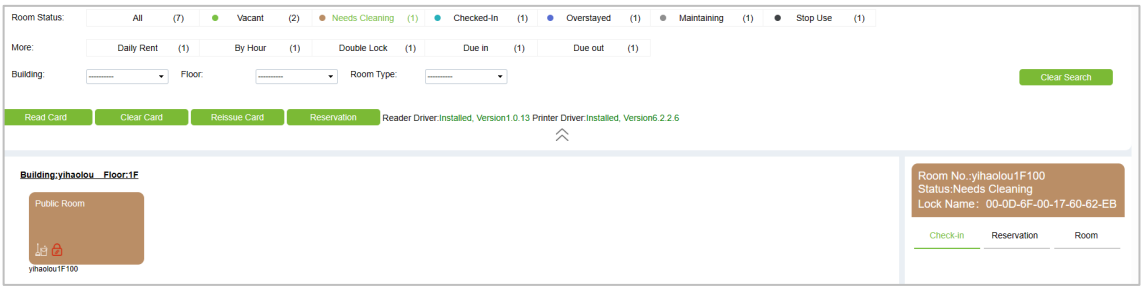


Figure 3.1-7

4) **Checked-In**: Click **Checked-in** button, the system will screen out all occupied rooms. The following brackets represent the number of rooms that match the status of the room. The room is displayed in sky blue, as shown in Figure 3.1-8.

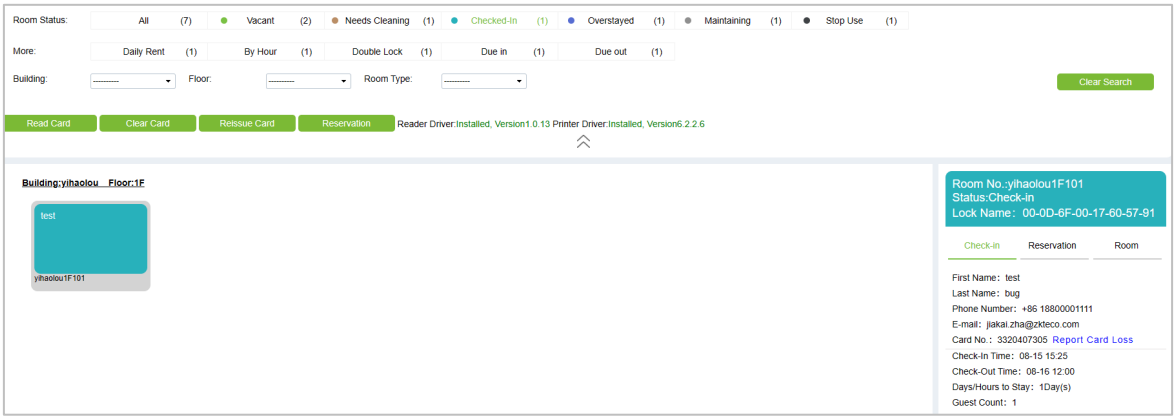


Figure 3.1-8

5) **Overstayed:** Click this button, the system will screen out all late check-out rooms. The following brackets represent the number of rooms that match the status of the room. Delayed rooms are shown in blue-purple, as shown in Figure 3.1-9.

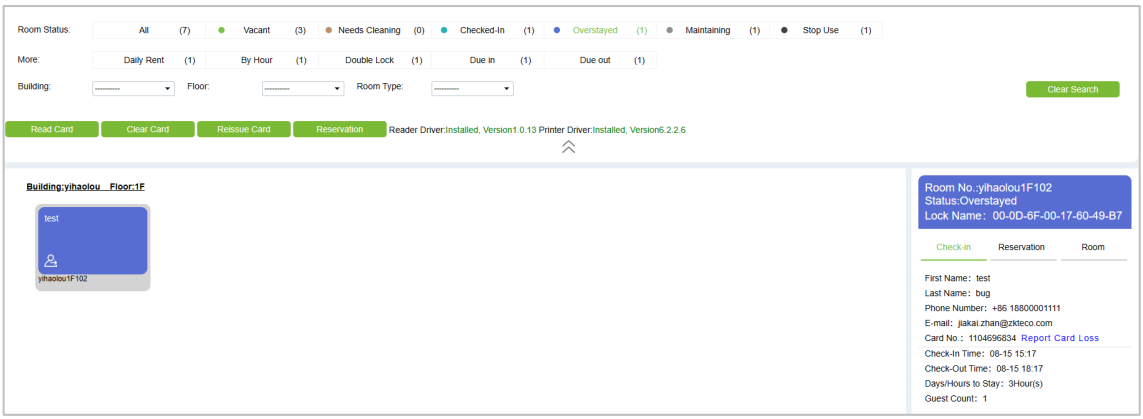


Figure 3.1-9

6) **Maintaining:** Click this button, the system will screen out all the rooms to be maintained. The following brackets represent the number of rooms that match the status of the room. The room to be repaired is displayed in gray, as shown in Figure 3.1-10.


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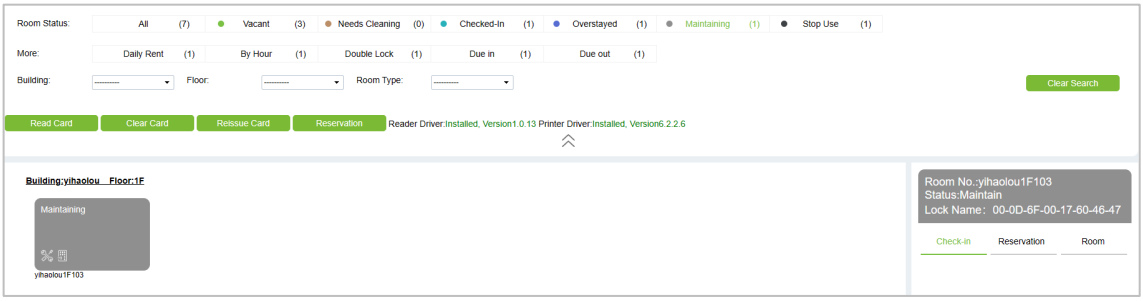


Figure 3.1-10

7) **Stop Use:** Click this button, the system will screen out all the suspended rooms. The following brackets represent the number of rooms that match the status of the room. The suspended room is displayed in dark gray, as shown in Figure 3.1-11.

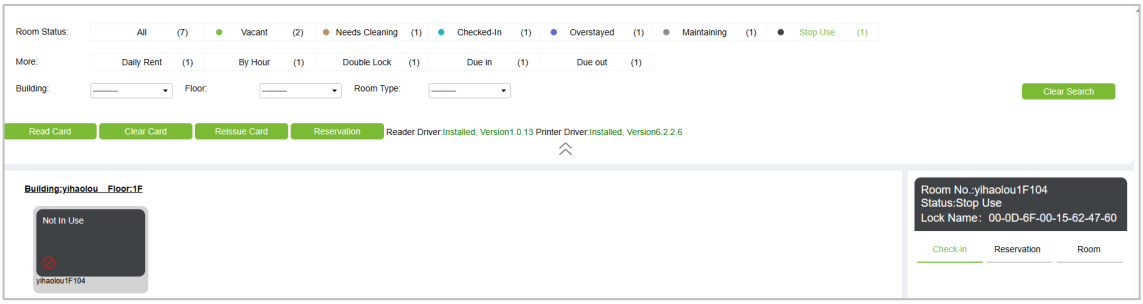


Figure 3.1-11

8) **Daily Rent**: Click this button, the system will screen all the rooms rented by the day after clicking. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-12.

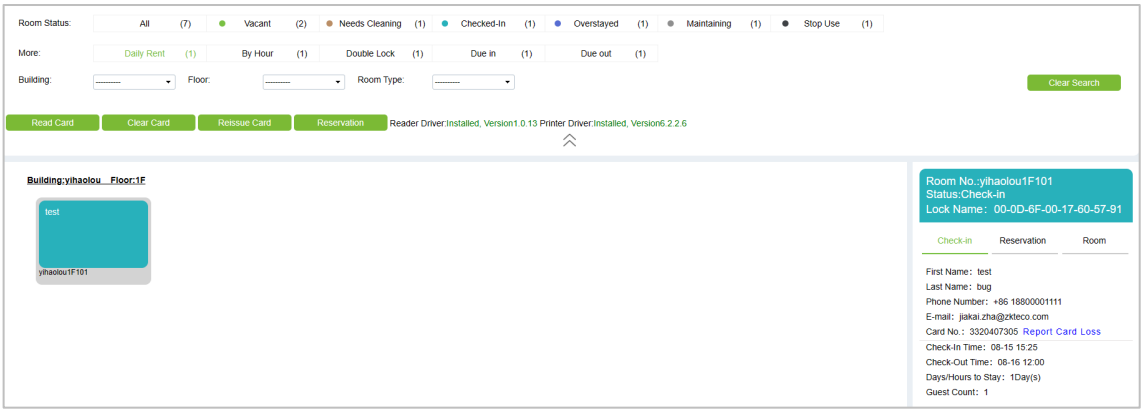


Figure 3.1-12

9) **By Hour**: Click this button, the system will screen all rooms rented by the hour. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-13.


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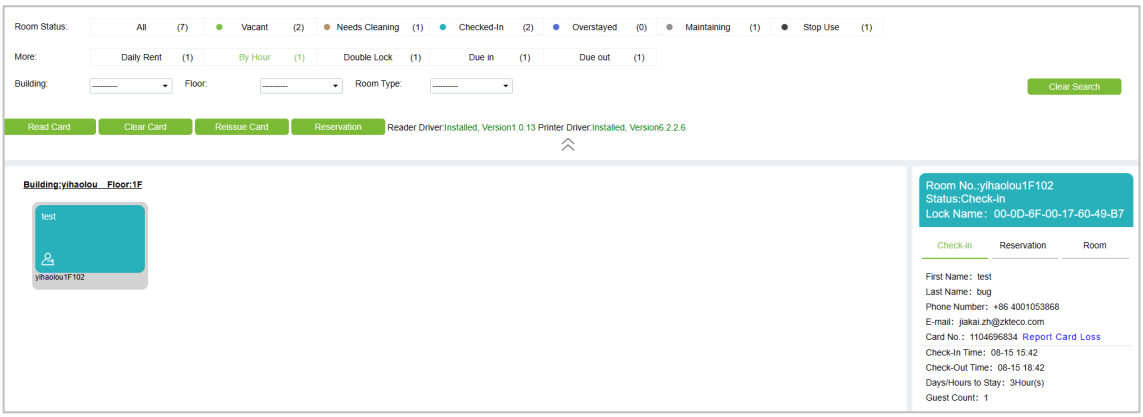


Figure 3.1-13

10) **Double Lock:** Click this button, the system will screen out all the unlocked rooms. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-14.

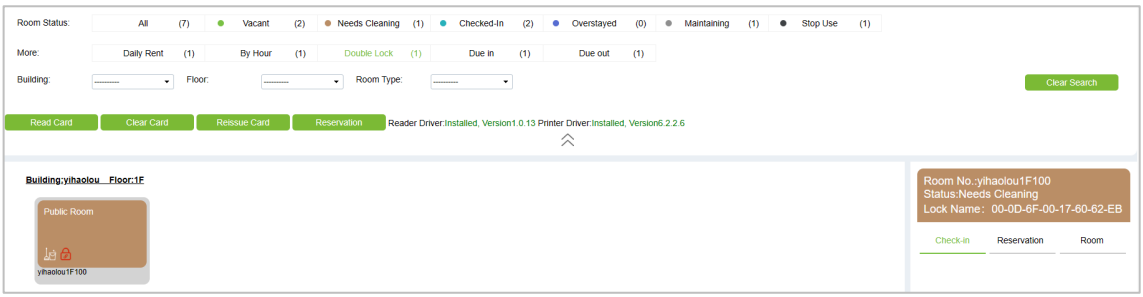


Figure 3.1-14

11) **Due in:** Click this button, the system will screen out all the rooms booked for today. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-15.

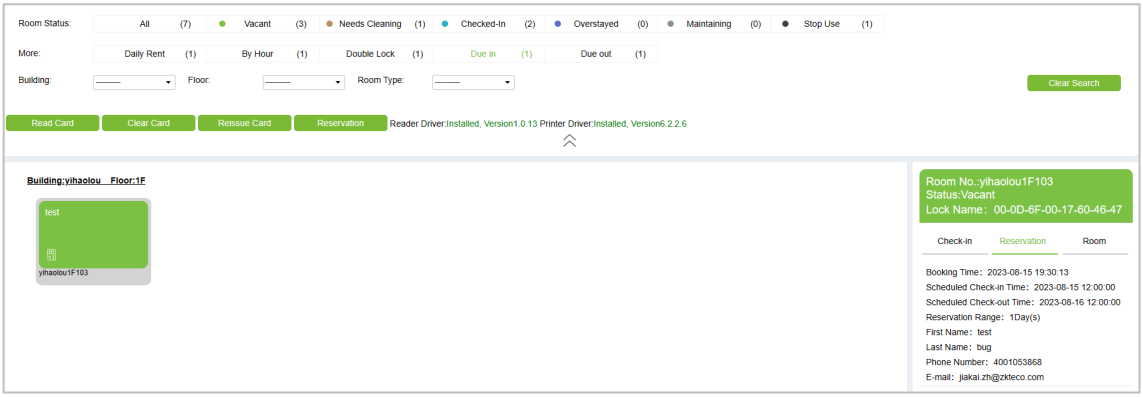


Figure 3.1-15

12) **Due out:** Click this button, the system will screen out all the rooms that are expected to check out today. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-16.


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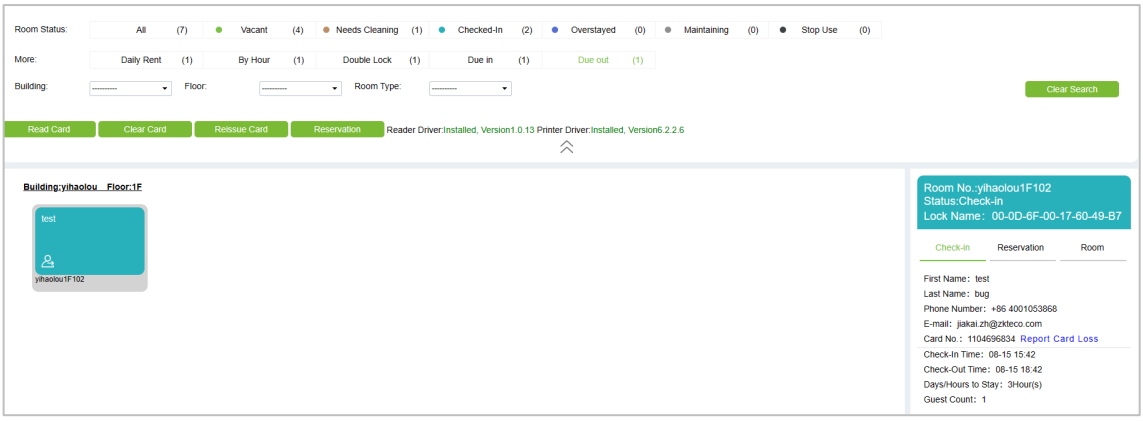


Figure 3.1-16

## 3.1.2 Room Status

The **Room Status** button pops up by clicking the room icon with the right mouse button. The operable options are shown in Figure 3.1-17.

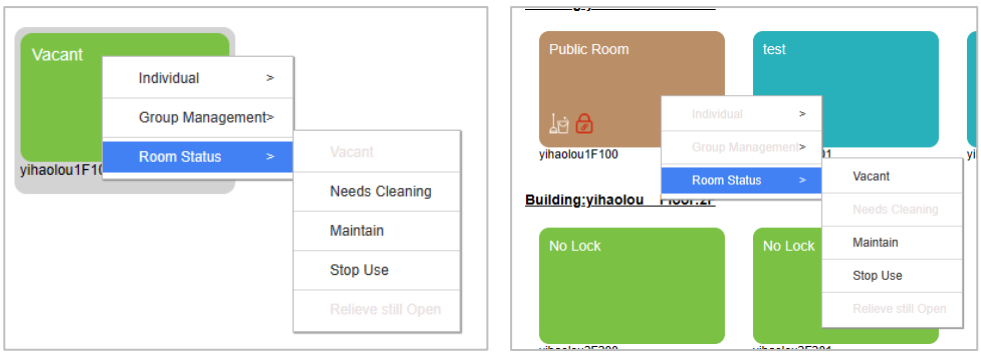


Figure 3.1-17

- **Vacant:** Restore the normal use of the room, when the room is set to a special room status (to be cleaned, to be repaired, suspended), users can use this function to restore the room status.
- **Needs Cleaning**: The room needs to be cleaned.
- **Maintain:** The room need to be maintained.
- **Stop Use:** The room is not in use.
- **Relieve still Open**: When the door is opened by swiping the card and the door is not closed for more than 1 minute, the alarm will be triggered (10 buzzer sounds), and the alarm icon will be displayed in the room list. Hotel personnel can only close the alarm icon of the unlocked door through this function. As shown in Figure 3.1-18.


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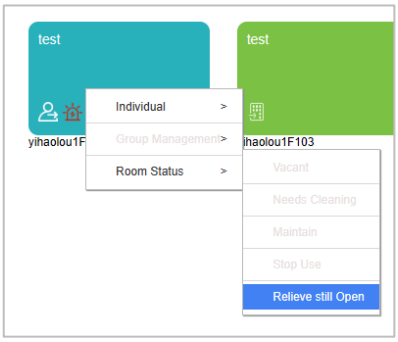



Figure 3.1-18

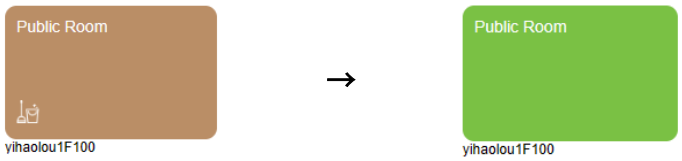
### 3.1.3 Main Status Change Process of Rooms

- Vacant > Due in > Checked-in > Due out > Overstayed > Needs Cleaning.
- Vacant > Individual > Checked-in > Due out > Overstayed > Needs Cleaning.
- Vacant > Group Management > Checked-in > Due out > Overstayed > Needs Cleaning.

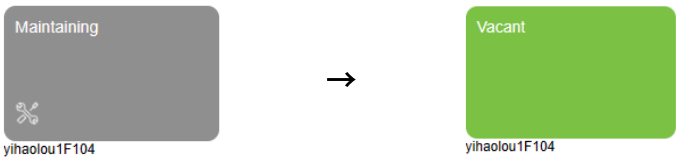
### 3.1.4 Other Status Change Process of Rooms

Call for Room services Close the call

Door open alarm Turn off alarm




Needs cleaning Clean up




Maintenance Complete maintenance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### 3.1.5 Room Status and Check-in Reservation

When the room is in a "Stop Use" or "No Lock" state, it cannot be booked and checked in. Similarly, the room will not appear in the **Room Monitor** interface. If in the "Maintaining" state, room cannot be checked in, but can be booked.

When you right-click these types of room in the real-time room list, it will be found that the **Individual** and **Group Management** services in the menu are gray and not optional, as shown in Figure 3.1-19.

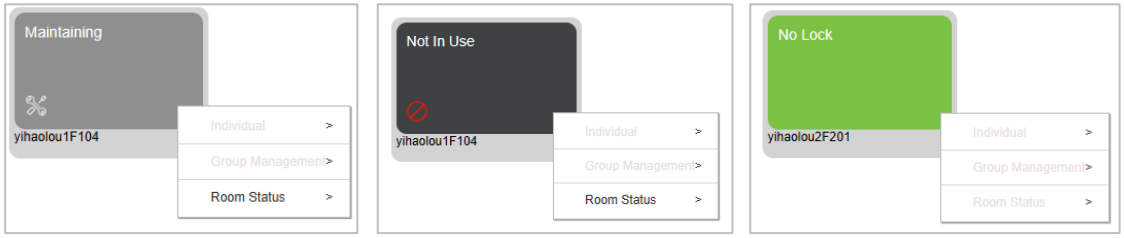


Figure 3.1-19

The room may be reserved while it is in the state of “Uncleaned”, but not cleaned. The room will still appear in the reservation management list, as shown in Figure 3.1-20.

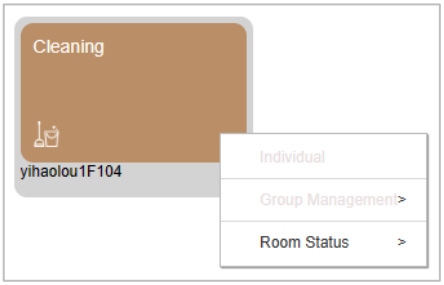


Figure 3.1-20


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### 3.1.6 Room Information

In the Room list, on the right side of the room page, select any room to display the current room information, including Room No., Status and Lock Name in the header. The tabs are Check-in information, Reservation information, and Room information, as shown in Figure 3.1-21.

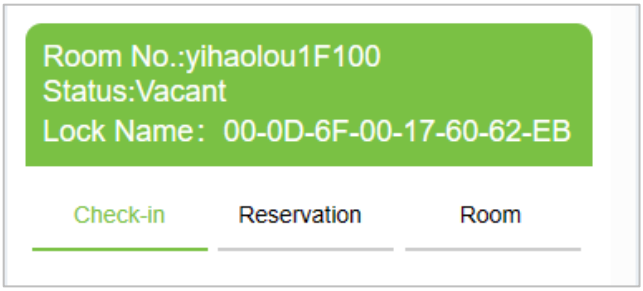


Figure 3.1-21

- When one of the rooms in the list is selected, the room information bar will be refreshed according to the latest information.
- It contains basic information such as Room Number, Room State, and the name of the hotel lock, as shown in Figure 3.1-22.

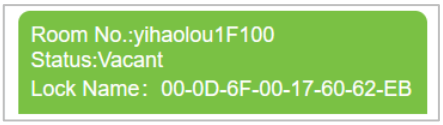


Figure 3.1-22

- Also, it shows the room reservation information or the room check-in information, as shown in Figure 3.1-23.

Figure 3.1-23

- In the room check-in information, users can see the name, contact number, check-in time, expected check-out time, the number of days (hours), and the number of people who have checked-in already, as shown in Figure 3.1-24.

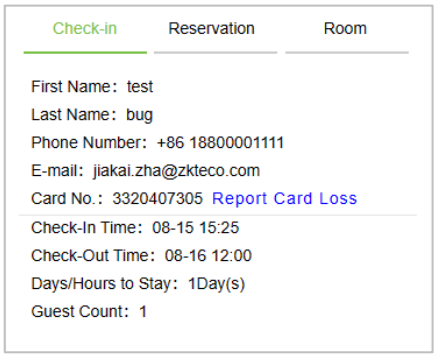


Figure 3.1-24


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In the room check-in information, the user can also see how many room cards have been issued to the current room. There is a **Report Card Loss** button on the back of each room, click this button to Report the Lost Card immediately. After reporting the loss, click the **Clear Lost Card Report** button to cancel the loss report of this room card.

- In the room reservation information, users can see the booked guest name, contact number, scheduled check-in time, scheduled check-out time, number of days (hours), and number of guests, as shown in Figure 3.1-25.

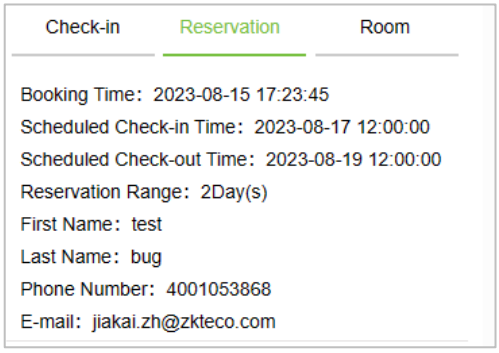


Figure 3.1-25

- In the room information, users can see the room type name, room size, the number of beds, maximum occupancy, daily room rate, and the furniture and facilities, as shown in Figure 3.1-26.

Figure 3.1-26

## 3.1.7 Printer and Reader Driver

### 3.1.7.1 Printer Driver

The status bar of the printer driver makes it easy for users to know whether the printer driver is installed on the current system and whether the version of the printer driver is up to date.

When the status of the printer driver is displayed as shown in Figure 3.1-27, it represents that the printer driver is installed and is the latest version, the version number is Ver 6.2.2.6.


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Figure 3.1-27

#### 3.1.7.2 Reader Driver

The status bar of the reader driver makes it easy for users to know whether the reader driver has been installed on the current system and whether the version of the reader driver is the latest.

When the status of Reader's Driver is displayed as shown in Figure 3.1-28, it means the reader's driver is installed and is the latest version, version number: Ver 1.0.13.

Figure 3.1-28

### 3.1.8 Read, Clear and Reissue Card

#### 3.1.8.1 Read Card

After installing the driver and plugging the reader into the system, click the **Read Card** button, and the card information display window will pop up, as shown in Figure 3.1-29.

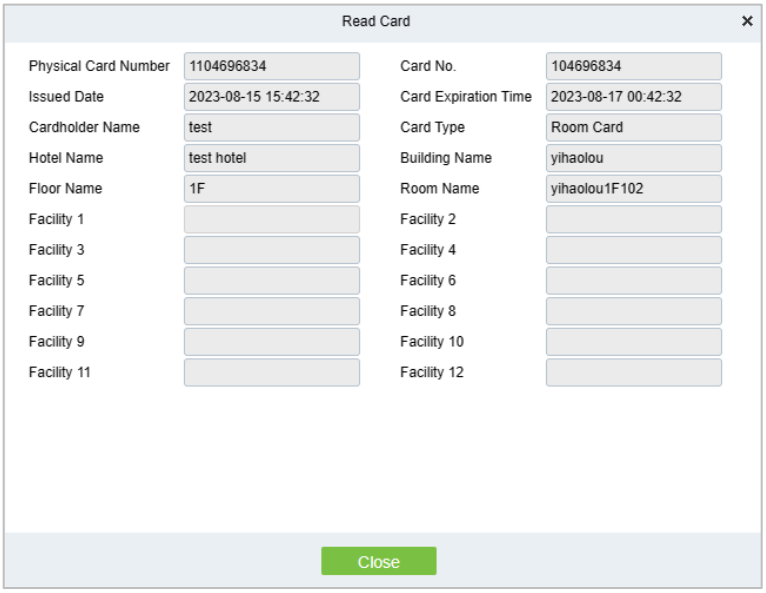


Figure 3.1-29

**Note:** If the latest driver is not installed, or the reader is not plugged in, or there is no card on the reader, click the **Read Card** button and the system will report "The Operation Failed!" as shown in Figure 3.1-30.


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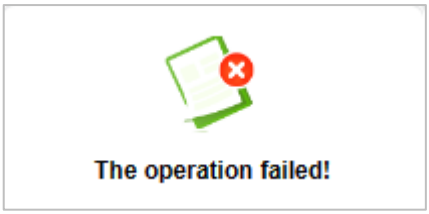



Figure 3.1-30

### 3.1.8.2 Cancel Card

The **Cancel Card** button is used to clear the card data. When clicked, the system will confirm again, as shown in Figure 3.1-31.

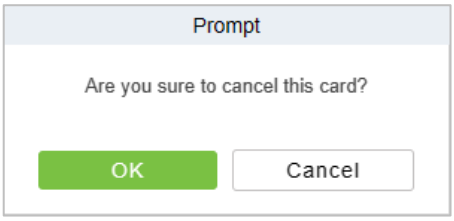
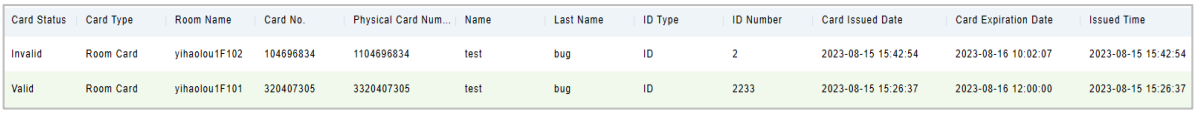



Figure 3.1-31

After clicking the **OK** button, the card data will be cleared, and the card status will become invalid in the card-issuing table, as shown in Figure 3.1-32.



| Card Status | Card Type | Room Name | Card No. | Physical Card Num... | Name | Last Name | ID Type | ID Number | Card Issued Date | Card Expiration Date | Issued Time |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Invalid | Room Card | yihaolou1F102 | 104696834 | 1104696834 | test | bug | ID | 2 | 2023-08-15 15:42:54 | 2023-08-16 10:02:07 | 2023-08-15 15:42:54 |
| Valid | Room Card | yihaolou1F101 | 320407305 | 3320407305 | test | bug | ID | 2233 | 2023-08-15 15:26:37 | 2023-08-16 12:00:00 | 2023-08-15 15:26:37 |

Figure 3.1-32

The user information is deleted from the check-in information, as shown in Figure 3.1-33.

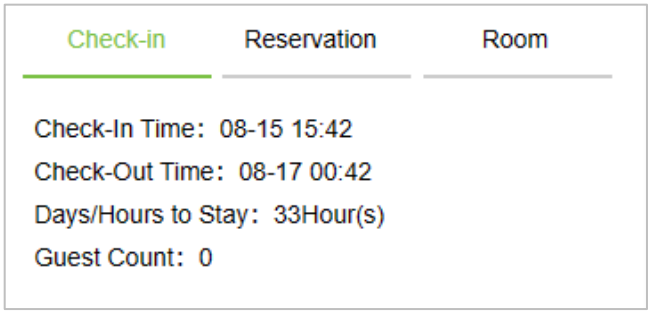



Figure 3.1-33

Note: The blocklist card cannot clear the card.

### 3.1.8.3 Reissue Card

It is used when the user's room card is cancelled abnormally or the room card is reported lost or the peer reissues it.

1. Select the room where the room card needs to be reissued, click **Reissue Card**, and the reissue room card window will pop up, as shown in Figure 3.1-34.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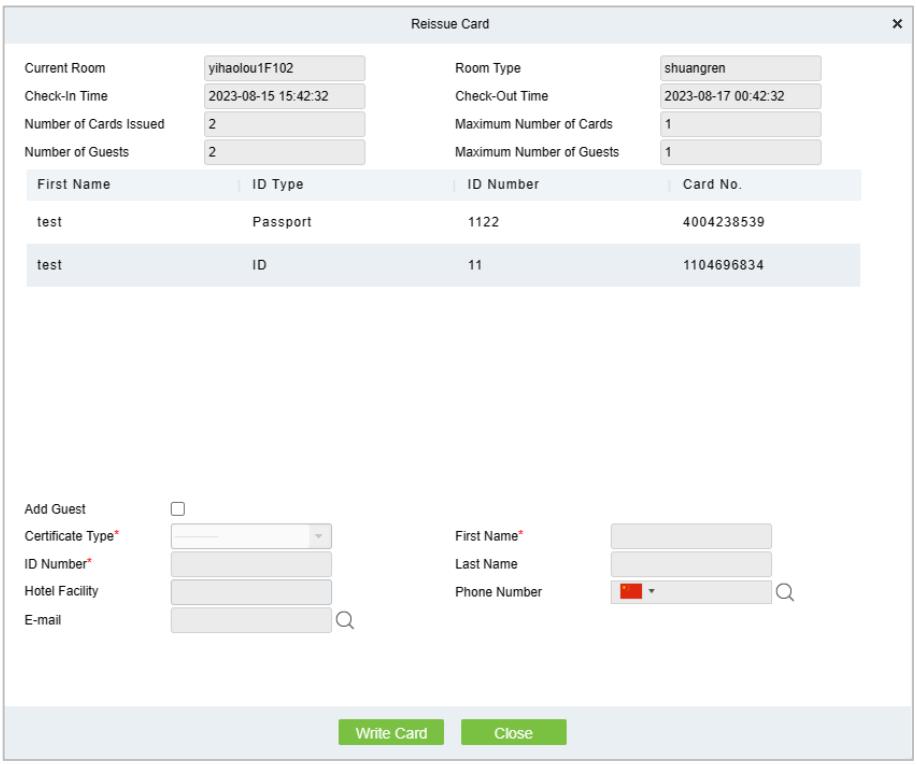


Figure 3.1-34

2. Check **Add Guest**, fill in the guest information, and click **Write Card**, as shown in Figure 3.1-35.

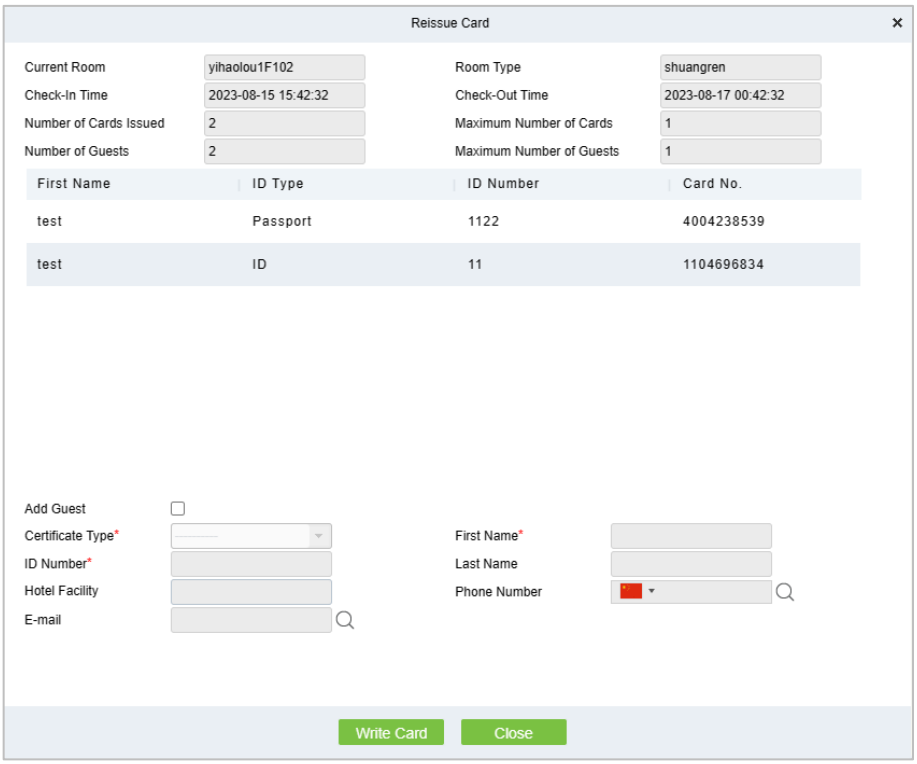


Figure 3.1-35


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### 3.1.9 Reservation

Make individual or group hotel reservations.

1. Click the **Reservation** button on the Room Monitor interface, and a reservation window pops up, as shown in Figure 3.1-36.

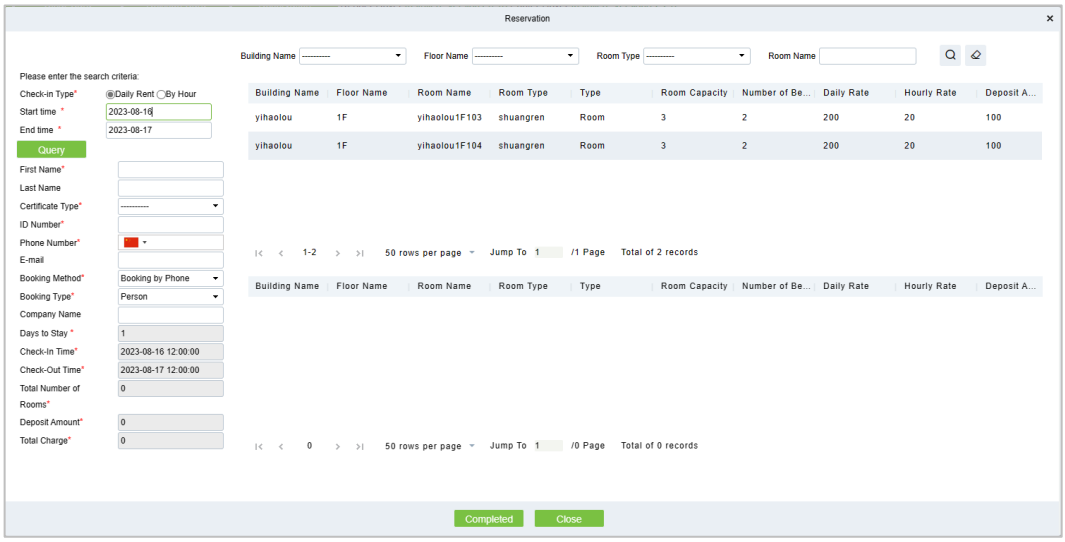


Figure 3.1-36

2. Select the booking type "Daily Rent" or "By Hour", select the start time and end time, click **Query**, and the available rooms within the time range of the current query conditions will be displayed in the list on the top right. As shown in Figure 3.1-37.

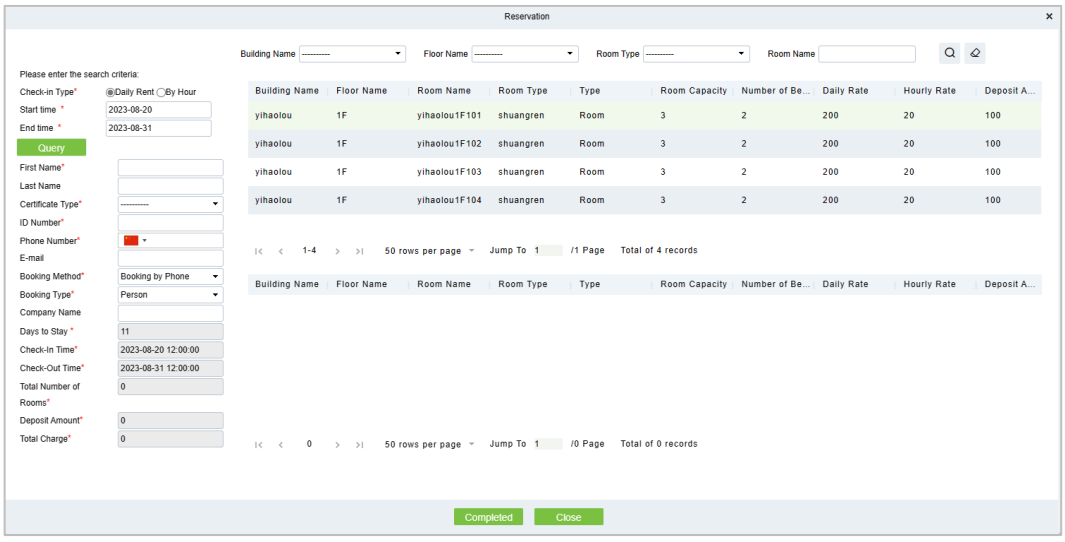


Figure 3.1-37

3. Select building name, floor name, room type and room name, and fill in the required items. Click **Completed**, as shown in Figure 3.1-38.


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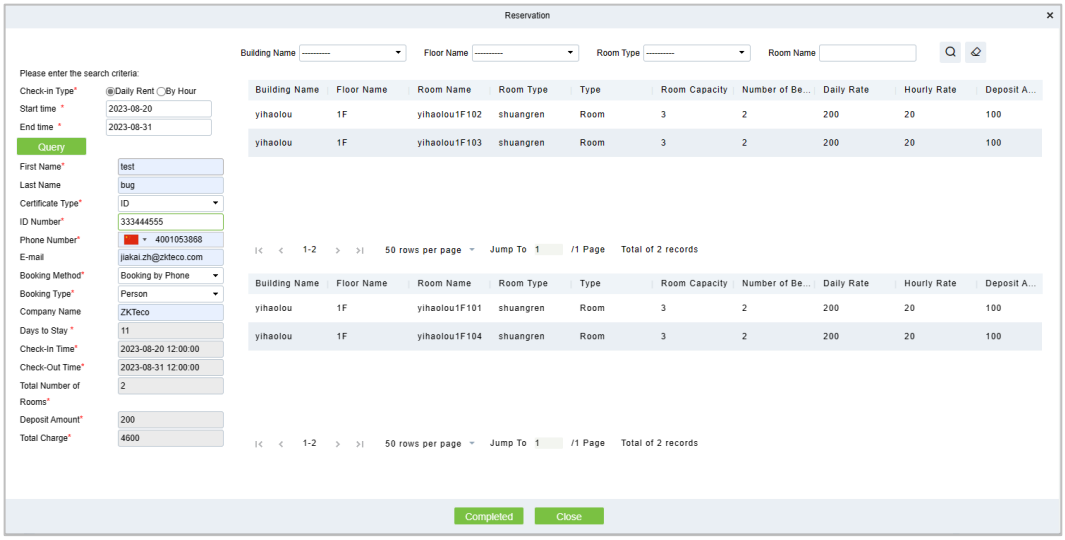


Figure 3.1-38

4. After a Reservation is made, users can view the reservation record in the **Reservation List**, as shown in Figure 3.1-39.

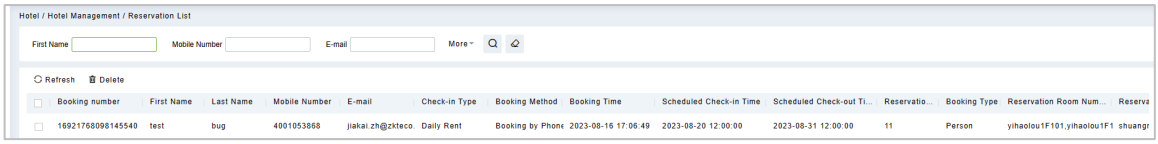


Figure 3.1-39

5. The reservation information is displayed in the room information, as shown in Figure 3.1-40.

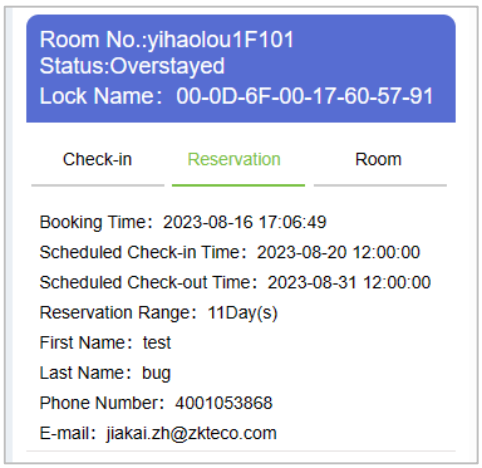


Figure 3.1-40


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## 3.1.10 Individual Business

### 3.1.10.1 Check-in

1. Right-click the available rooms and select **Individual-> Individual check-in** function from the pop-up menu to check-in as shown in Figure 3.1-41.

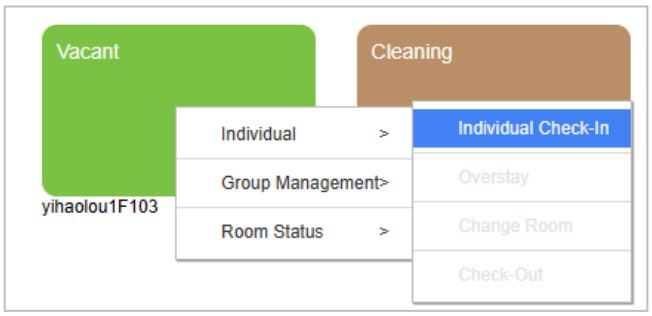


Figure 3.1-41

2. The individual check-in window will be displayed, after filling in the check-in information, as shown in Figure 3.1-42.

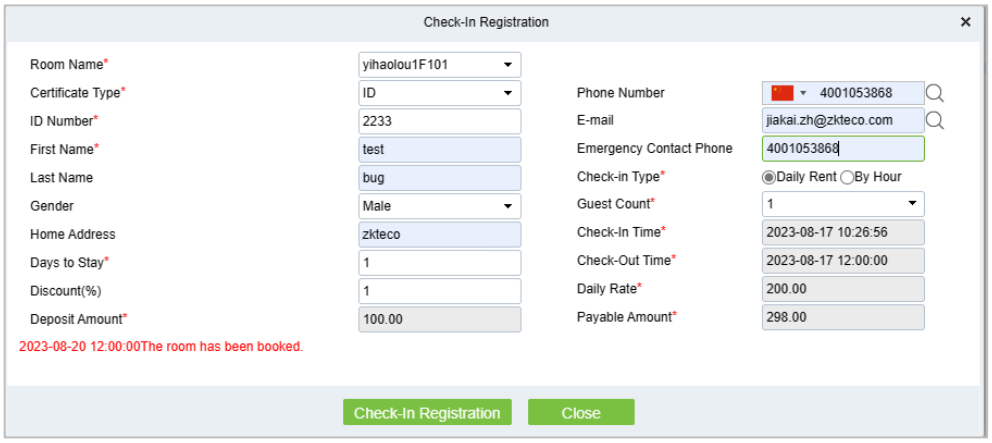


Figure 3.1-42

- **Room Name**: The default Room Name is the previously selected or booked Room number. The Room number cannot be changed when registering.
- **Certificate Type**: The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number**: The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name**: Enter the first name of the guest, required fields.
- **Last Name**: Enter the last name of the guest, non-required fields.
- **Gender**: Select the gender from the drop-down list.
- **Home Address**: Not required.


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- **Phone Number**: If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
- **E-Mail**: The email address of guests is not required, but can be used to send consumption bills.
- **Emergency Contact Phone**: Enter the Emergency Contact Number.
- **Check-in Type**: The options are Daily Rent and Hourly Rent.
- **Guest Count**: The Guest count must be within the limits of room regulations.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Deposit Amount**: Automatically fills according to the rental deposit set on Room Type.
- **Daily Rate**: Automatically calculates the rate according to the estimated number of days and the room fee set on Room Type.
- **Payable Amount**: Rental cost + deposit. Guests should pay the room fee in advance including the total deposit. **Note:** This system is only responsible for the auxiliary calculation of rents according to preset rules and does not involve POS business of cash collection.

3. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-43.


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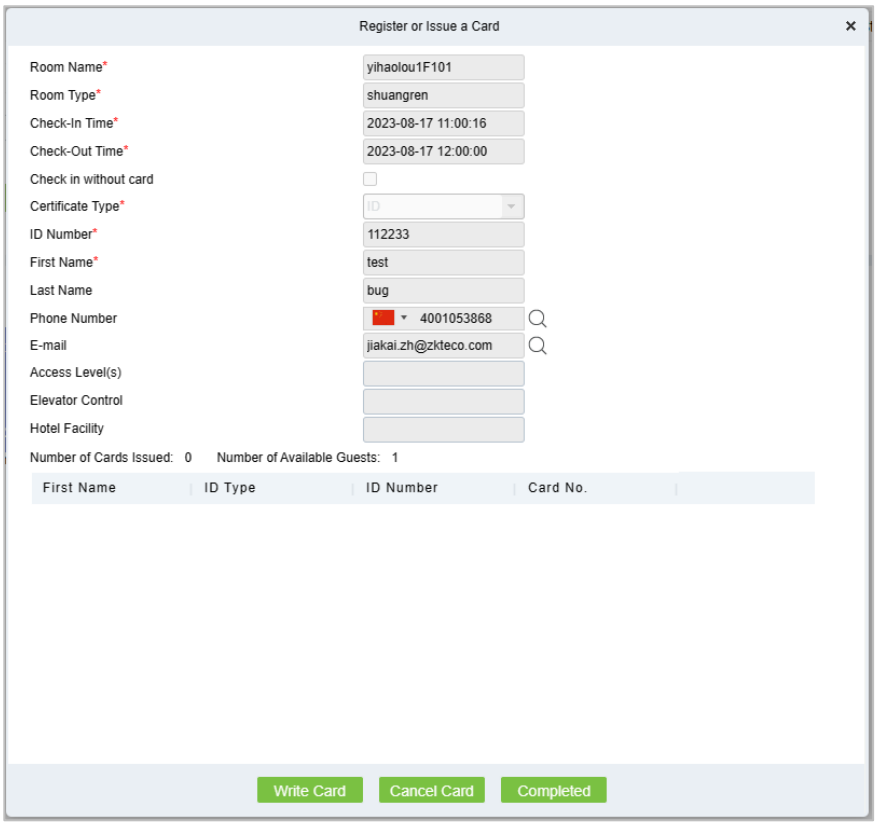


Figure 3.1-43

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Check in without card**: The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type**: The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
- **ID Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.


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- **Last Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Phone Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Access Level(s)**: Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
- **Elevator Control**: Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
- **Hotel Facility**: Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
- **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.

4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-44.

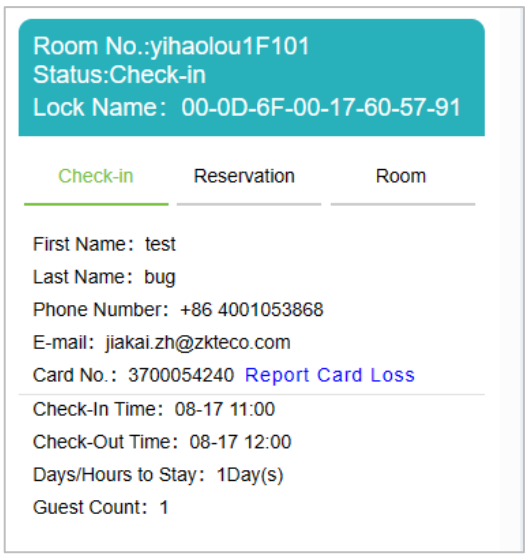


Figure 3.1-44


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### 3.1.10.2 Reservation Check-in

1. In the **Reservation List**, locate the person who is checking in today, and click **Check-In Registration** after the earliest check-in time is met, as shown in Figure 3.1-45. Or right-click the reservation room in the **Room Monitor** interface and click the **Individual** button.

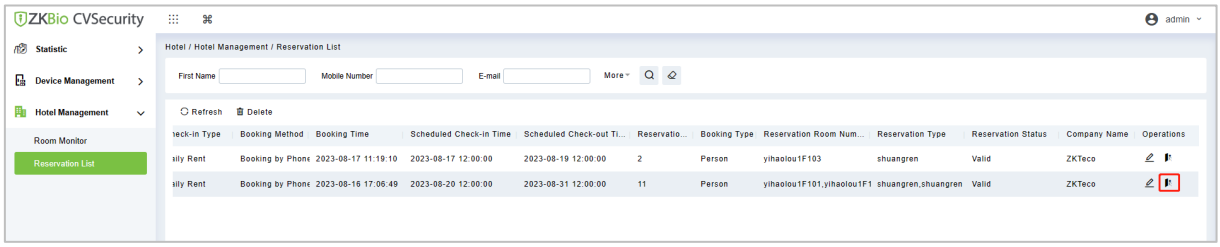


Figure 3.1-45

2. In the Check-In pop-up window, the corresponding information will be automatically filled in according to the reservation information, as shown in Figure 3.1-46.

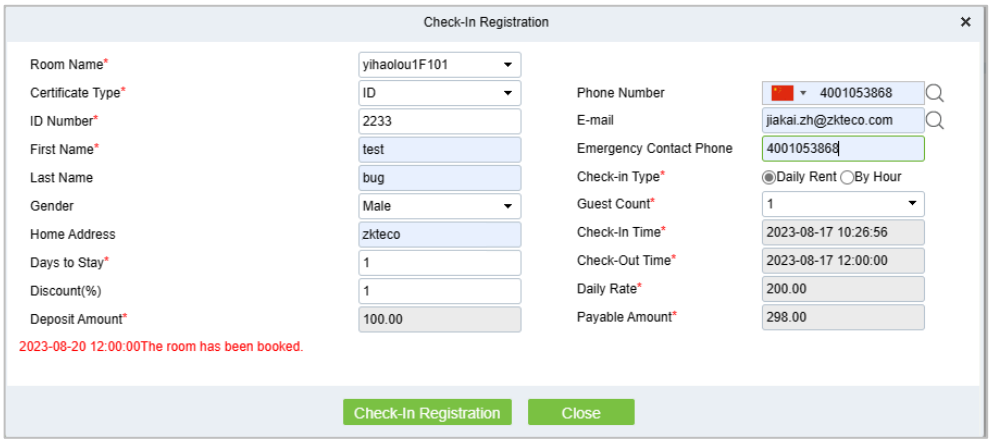


Figure 3.1-46

- **Room Name**: The default Room Name is the previously selected or booked Room number. The Room number cannot be changed when registering.
- **Certificate Type**: The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number**: The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name**: Enter the first name of the guest, required fields.
- **Last Name**: Enter the last name of the guest, non-required fields.
- **Gender**: Select the gender from the drop-down list.
- **Home Address**: Not required.
- **Phone Number**: If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and


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the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.

- **E-Mail**: The email address of guests is not required, but can be used to send consumption bills.
- **Emergency Contact Phone**: Enter the Emergency Contact Number.
- **Check-in Type**: The options are Daily Rent and Hourly Rent.
- **Guest Count**: The Guest count must be within the limits of room regulations.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Deposit Amount**: Automatically fills according to the rental deposit set on Room Type.
- **Daily Rate**: Automatically calculates the rate according to the estimated number of days and the room fee set on Room Type.
- **Payable Amount**: Rental cost + deposit. Guests should pay the room fee in advance including the total deposit. **Note:** This system is only responsible for the auxiliary calculation of rents according to preset rules and does not involve POS business of cash collection.

3. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-47.


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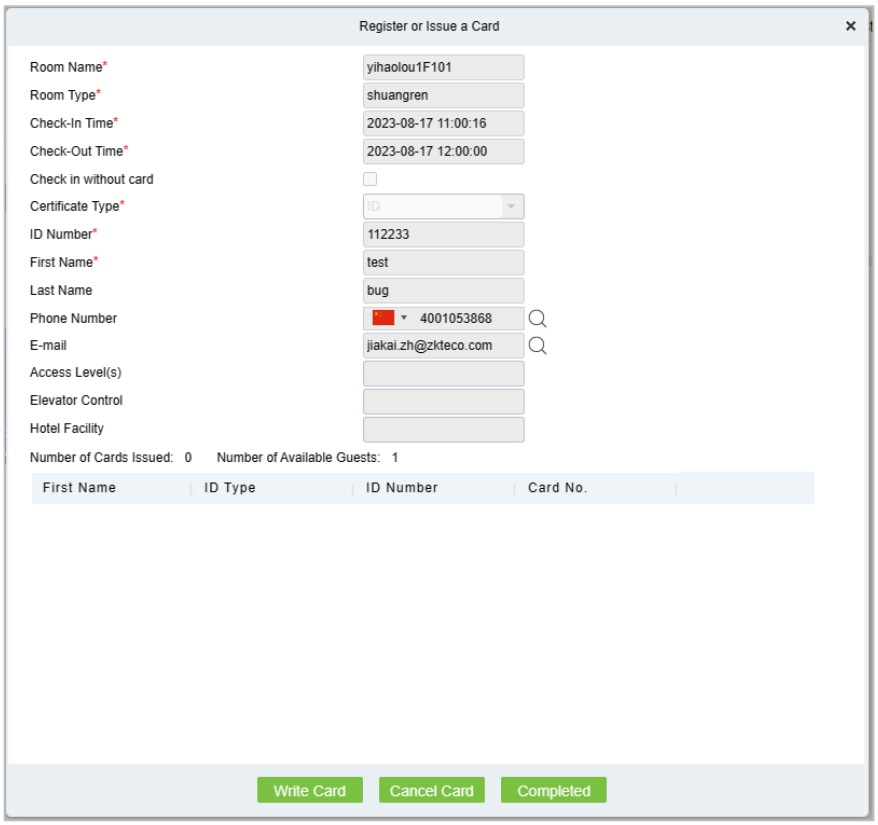


Figure 3.1-47

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Check in without card**: The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type**: The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
- **ID Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.


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- **Last Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Phone Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Access Level(s)**: Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
- **Elevator Control**: Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
- **Hotel Facility**: Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
- **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.

4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-48.

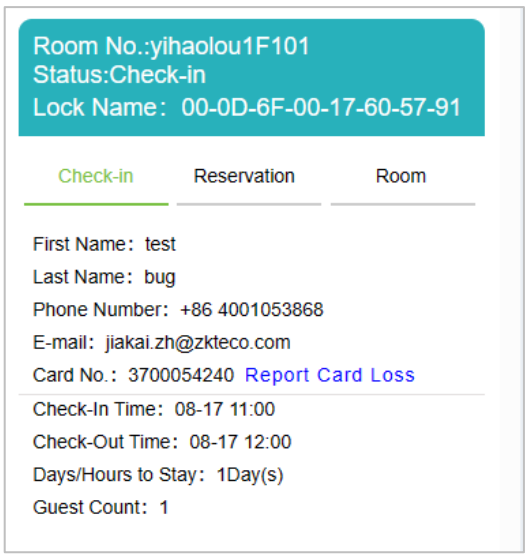


Figure 3.1-48


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### 3.1.10.3 Overstay

1. Right-click the room in the **Room Monitor** interface and select **Individual** > **Overstay** in the pop-up window, as shown in Figure 3.1-49.

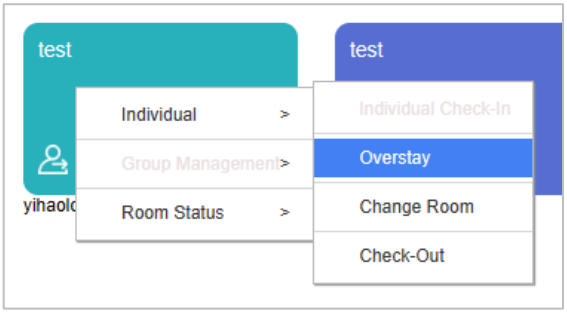


Figure 3.1-49

2. In the pop-up window of overstay registration, users can view the name of the person staying in the current room, registration certificate and card number, as shown in Figure 3.1-50.

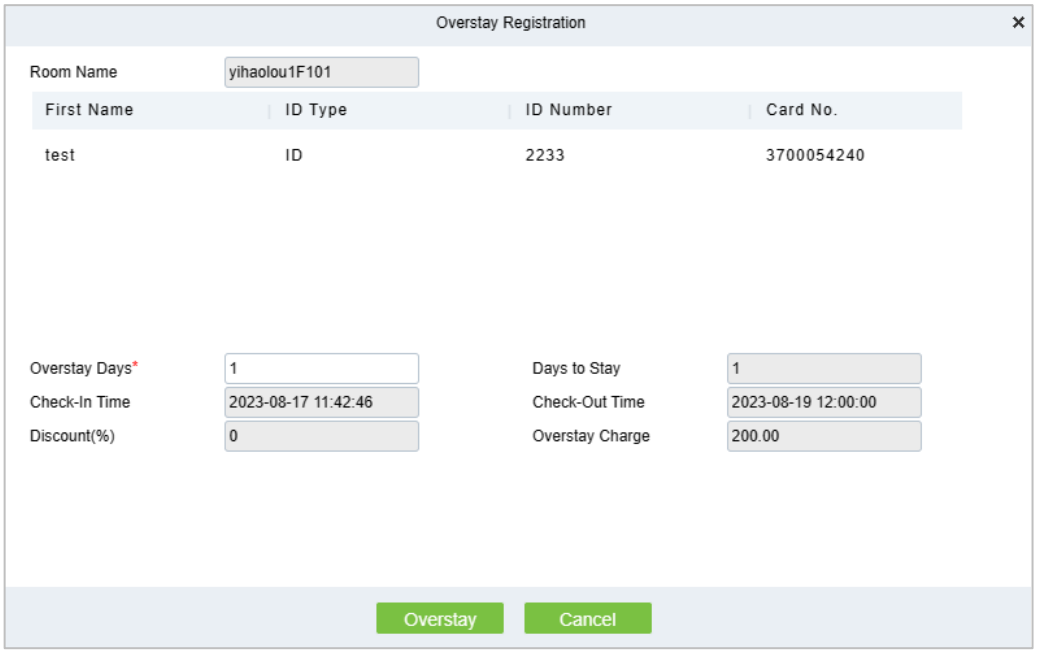


Figure 3.1-50

- **Overstay Days**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which cannot be changed.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.


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- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Overstay Charge**: Automatically calculated according to the daily rate multiplied by the number of days of overstay.

3. Click **Overstay** and pup up the **issued for Overstay** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-51

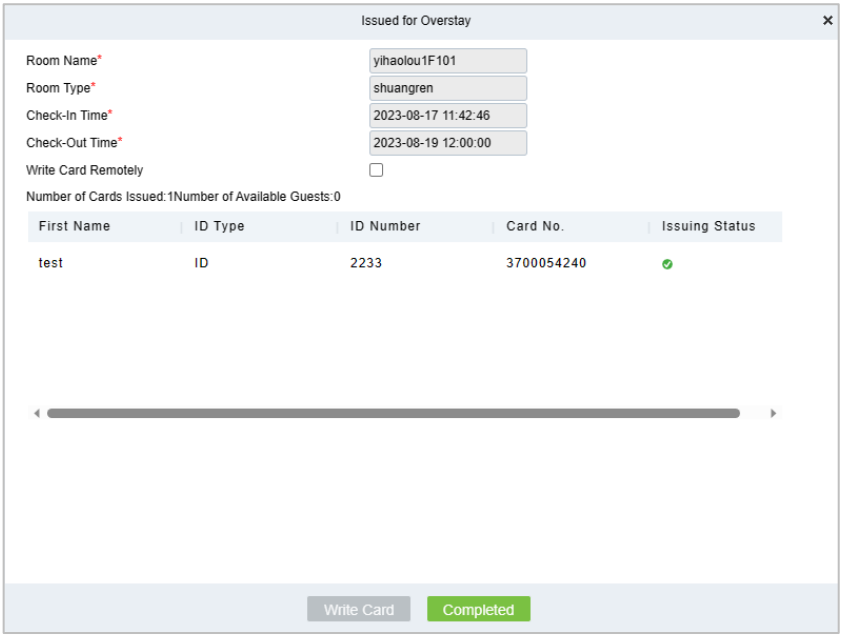


Figure 3.1-51

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed after writing the card successfully.
- **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.


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- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.

4. After the overstay, close the overstay interface and the check-out date in the room information will update automatedly, as shown in Figure 3.1-52.

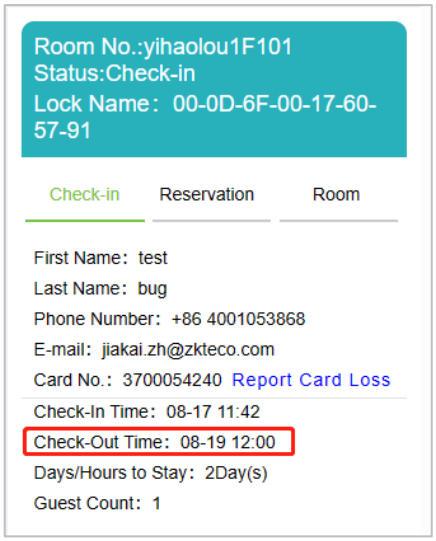


Figure 3.1-52

### 3.1.10.4 Change Room

1. Right-click the room in the **Room Monitor** interface and select **Individual > Change Room** in the pop-up window, as shown in Figure 3.1-53.

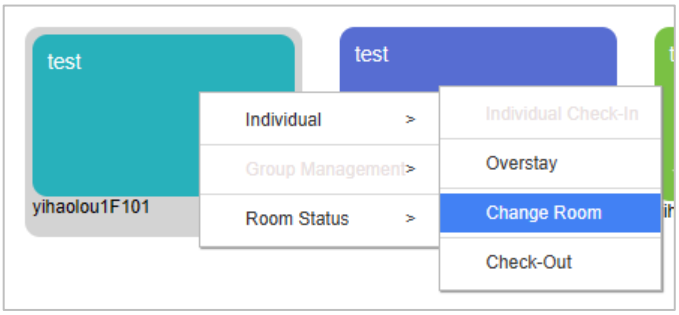


Figure 3.1-53

2. In the pop-up window of change registration, users can view the room information of the current staff and the room information after changing rooms, as shown in Figure 3.1-54.


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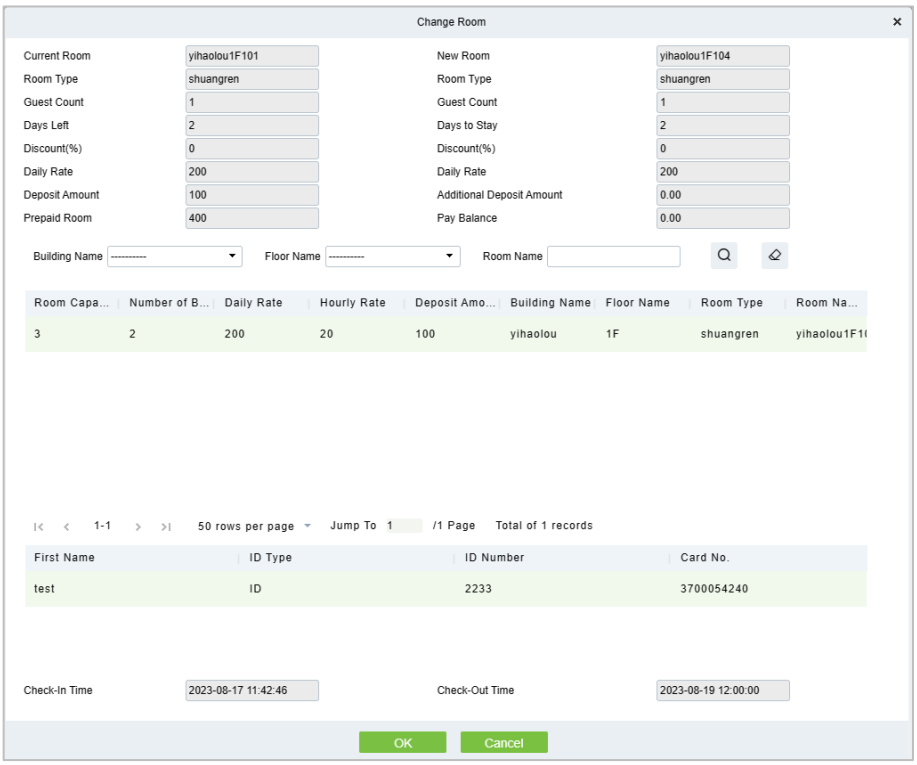


Figure 3.1-54

- **Current Room**: The current room name will only be displayed here, and cannot be modified.
- **Room Type**: The current room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Guest Count**: The current total number of guest. The guest count must be within the limits of room regulations.
- **Days Left**: Remaining stay days for current occupant. The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Discount (%)**: Discount for current occupancy. Select the discount percentage as per the norms and the range is 0% to100%.
- **Daily Rate**: Current room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **Deposit Amount**: Deposit fee for the current room. Automatically fills according to the rental deposit set on room type.
- **Prepaid Room**: Automatically calculated according to the daily rate multiplied by the number of days of checked-in.
- **New Room**: The new room name is displayed after the room is selected, and it is empty if it is not selected.


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- **Room Type**: The new room type is displayed after the room is selected, and it is empty if it is not selected.
- **Guest Count**: The number of guests shown is consistent with the data on the left.
- **Days of Stay**: The number of days shown is consistent with the data on the left.
- **Discount (%)**: The discount shown is consistent with the data on the left.
- **Daily Rate**: New room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **Additional Deposit Amount**: Automatically calculated the difference of deposit according to different rooms, more refund less make up, and it is empty if it is not selected new room.
- **Pay Balance**: Automatically calculated the difference of rate according to different rooms, more refund less make up, and it is empty if it is not selected new room.

**Note:**

- Users can query by building and floor, and need to select the building in turn before you can select the floor.
- Users can search by room name.
- Users can select a room directly with the left mouse button in the result list.

3. Click **OK** and pup up the **issued for Room Change** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-55.

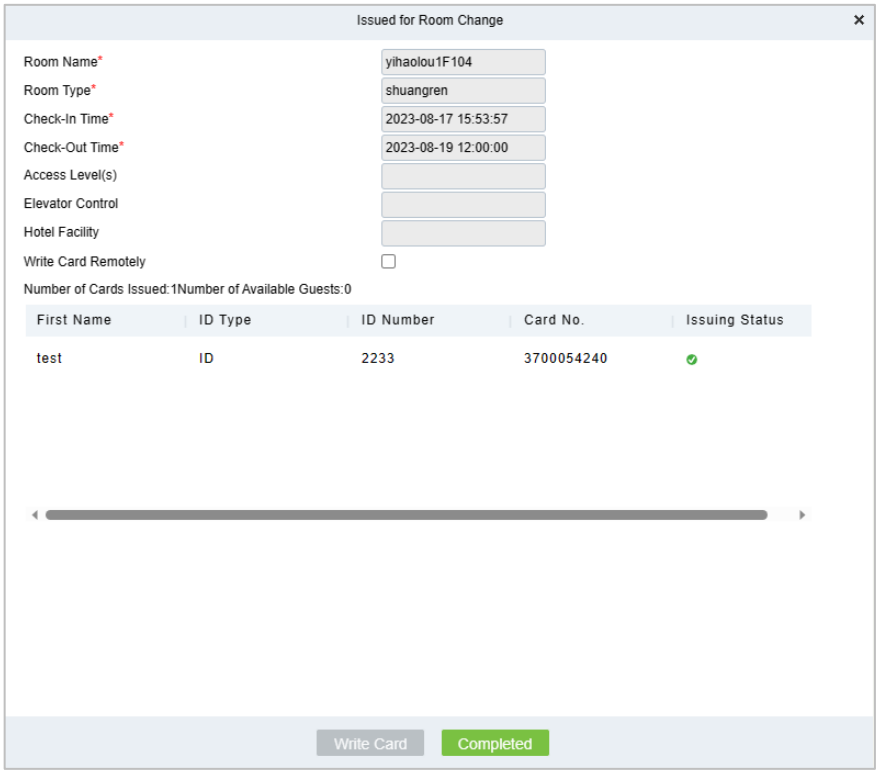


Figure 3.1-55


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- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed after writing the card successfully.
- **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.

4. After the room change is completed, close the room change interface, and the old room becomes “Cleaning” and the target room becomes “check-in”, as shown in Figure 3.1-56. The check-in information is the same as before the room change.

Figure 3.1-56


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### 3.1.10.5 Check-out

1. Right-click the room in the **Room Monitor** interface and select **Individual > Check-Out** in the pop-up window, as shown in Figure 3.1-57.

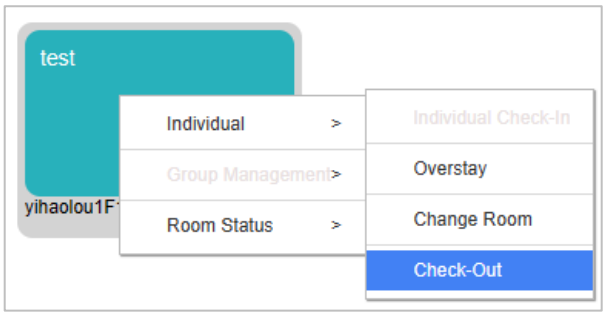


Figure 3.1-57

2. In the pop-up window of check-out, users can view the information of current room, after card cleaned, check-out can be completed, as shown in Figure 3.1-58.

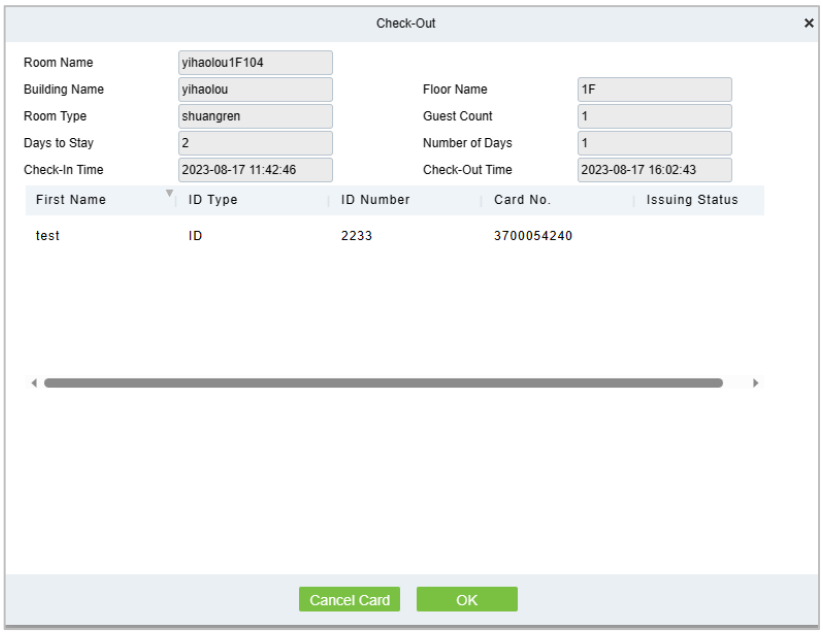


Figure 3.1-58

- **Room Name**: The current room name, will only be displayed here, and cannot be modified.
- **Building Name**: The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name**: The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Room Type**: The room type will be automatically displayed according to the selected guest room, and cannot be modified.


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- **Guest Count**: The current total number of guest. The guest count must be within the limits of room regulations.
- **Days of Stay**: Total number of days of stay booked. The default value is displayed according to the hotel parameter settings.
- **Number of Days**: Number of days already stayed. The default value is displayed according to the hotel parameter settings.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

**Note**: If users check-out directly without cancelling the card, the room card will be added to the blocklist.

3. After the card is cancelled, the bill interface pops up, under which users can print invoices or bills, as shown in Figure 3.1-59.

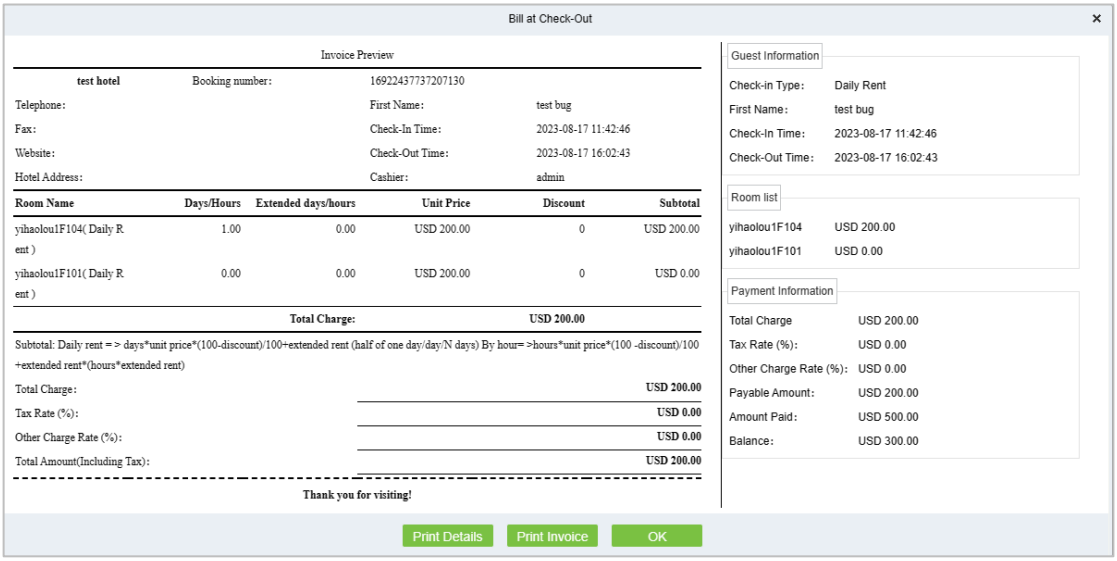


Figure 3.1-59

**Note:** The hotel information section is filled out in **Hotel Setting**, including tax rates.


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## 3.1.11 Group Business

### 3.1.11.1 Check-in

1. Right-click the available rooms and select **Group Management > Group check-in** function from the pop-up menu to check-in as shown in Figure 3.1-60.

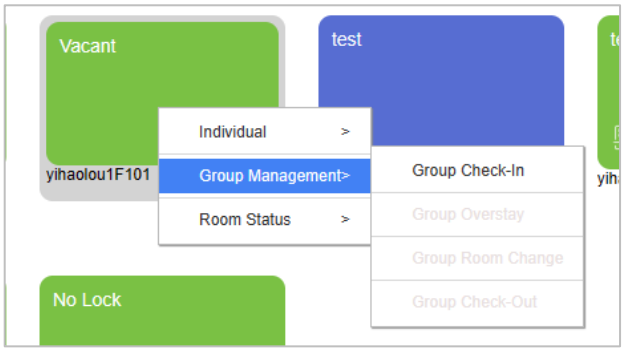


Figure 3.1-60

2. The individual check-in window will be displayed, after filling in the Check-In information, as shown in Figure 3.1-61.

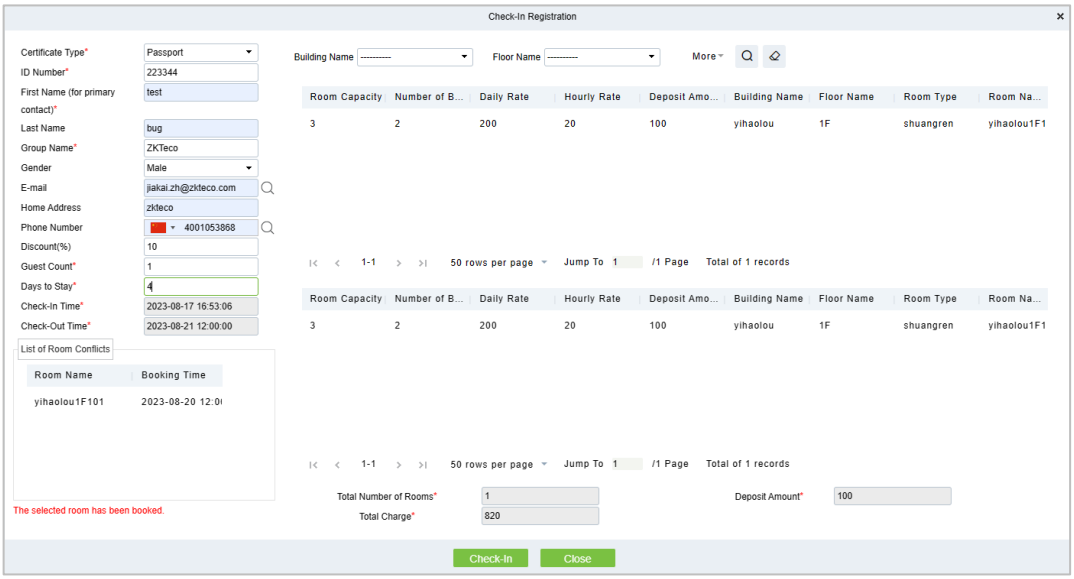


Figure 3.1-61

- **Certificate Type**: The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number**: The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name (for primary contact)**: Enter the first name of the primary contact guest, required fields.
- **Group Name**: Enter the name of the group, non-required fields.


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- **Gender**: Select the gender from the drop-down list.
- **E-Mail**: The email address of guests is not required, but can be used to send consumption bills.
- **Home Address**: Not required.
- **Phone Number**: If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Guest Count**: The Guest count must be within the limits of room regulations.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Total Number of Rooms**: The total number of rooms the group stays in.
- **Deposit Amount**: Automatically fills according to the rental deposit set on room type.
- **Total Charge**: Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **List of Room Conflicts:** When the reservation room time conflicts with the group check-in time of the day, the conflicting room is indicated on this interface.

3. After filling in the required information above, click the **Check-in** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-62.


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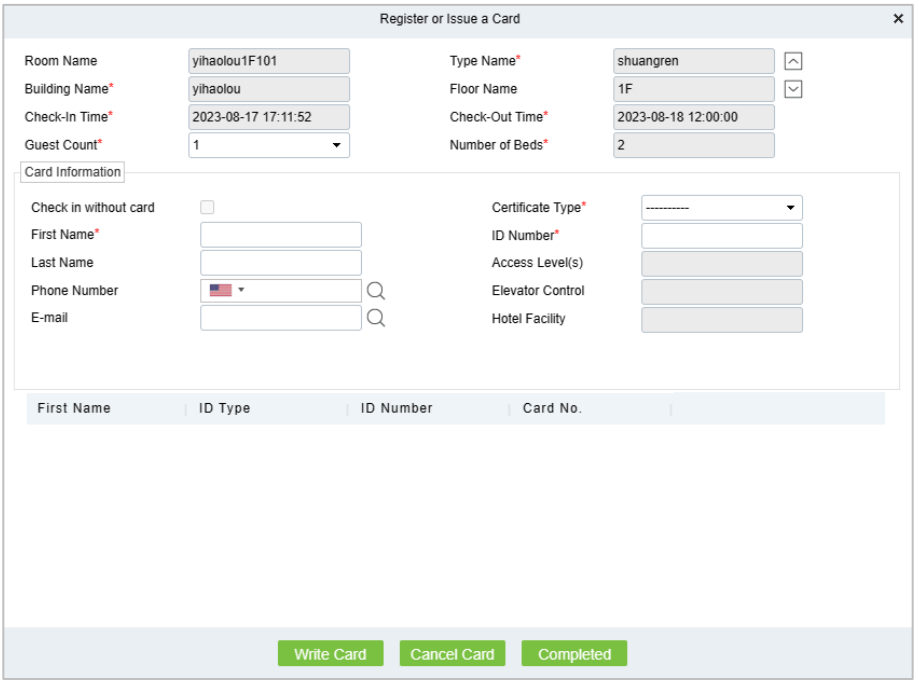


Figure 3.1-62

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Type Name**: The room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Building Name**: The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name**: The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Guest Count**: Set the total number of guest staying in the current room The guest count must be within the limits of room regulations.
- **Number of Beds**: The number will be automatically displayed according to the selected guest room, and cannot be modified.
- : The room can be switched to facilitate the arrangement of group members.
- **Check in without card**: The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type**: The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.


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- **ID Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Last Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Phone Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **E-Mail**: The email address of guests is not required, but can be used to send consumption bills. The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Access Level(s)**: Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
- **Elevator Control**: Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
- **Hotel Facility**: Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.

4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-63.


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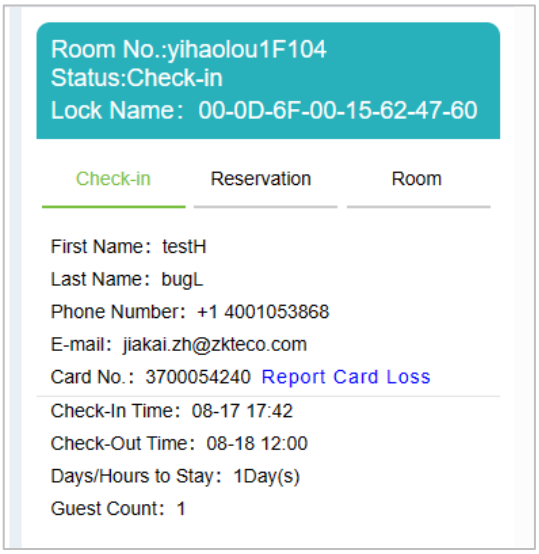


Figure 3.1-63

### 3.1.11.2 Reservation Check-in

1. In the **Reservation List**, locate the person who is checking in today, and click **Check-In Registration** after the earliest check-in time is met, as shown in Figure 3.1-64. Or right-click the reservation room in the **Room Monitor** interface and click the **Group Management** button.

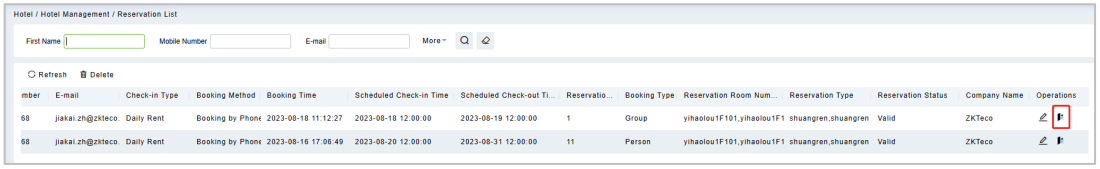


Figure 3.1-64

2. In the Check-In pop-up window, the corresponding information will be automatically filled in according to the reservation information, as shown in Figure 3.1-65.

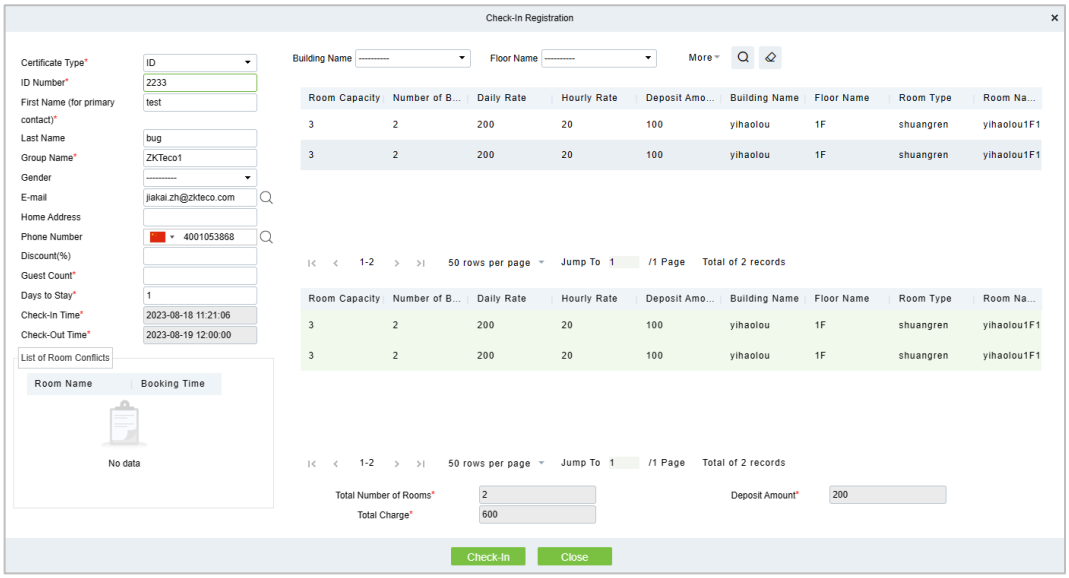


Figure 3.1-65


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- **Certificate Type**: The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number**: The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name (for primary contact)**: Enter the first name of the primary contact guest, required fields.
- **Group Name**: Enter the name of the group, non-required fields.
- **Gender**: Select the gender from the drop-down list.
- **E-Mail**: The email address of guests is not required, but can be used to send consumption bills.
- **Home Address**: Not required.
- **Phone Number**: If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Guest Count**: The Guest count must be within the limits of room regulations.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Total Number of Rooms**: The total number of rooms the group stays in.
- **Deposit Amount**: Automatically fills according to the rental deposit set on room type.
- **Total Charge**: Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **List of Room Conflicts:** When the reservation room time conflicts with the group check-in time of the day, the conflicting room is indicated on this interface.

5. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-66.


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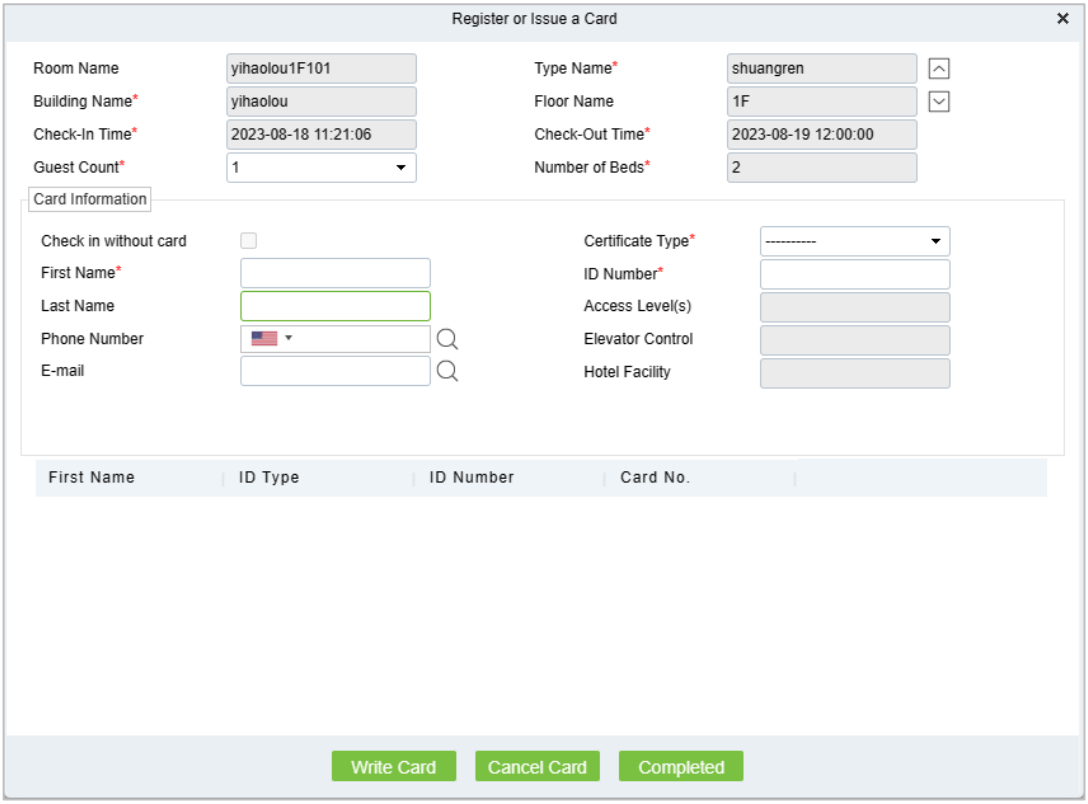


Figure 3.1-66

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Type Name**: The room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Building Name**: The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name**: The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Guest Count**: Set the total number of guest staying in the current room The guest count must be within the limits of room regulations.
- **Number of Beds**: The number will be automatically displayed according to the selected guest room, and cannot be modified.
- : The room can be switched to facilitate the arrangement of group members.
- **Check in without card**: The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.


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- **Certificate Type**: The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
- **ID Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Last Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Phone Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **E-Mail**: The email address of guests is not required, but can be used to send consumption bills. The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Access Level(s)**: Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
- **Elevator Control**: Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
- **Hotel Facility**: Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.

6. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-67.


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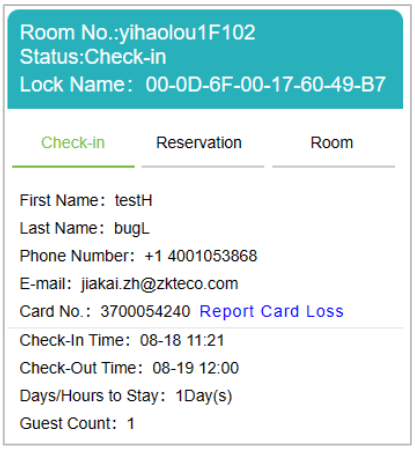


Figure 3.1-67

### 3.1.11.3 Overstay

1. Right-click the room in the **Room Monitor** interface and select **Group Management > Group Overstay** in the pop-up window, as shown in Figure 3.1-68.

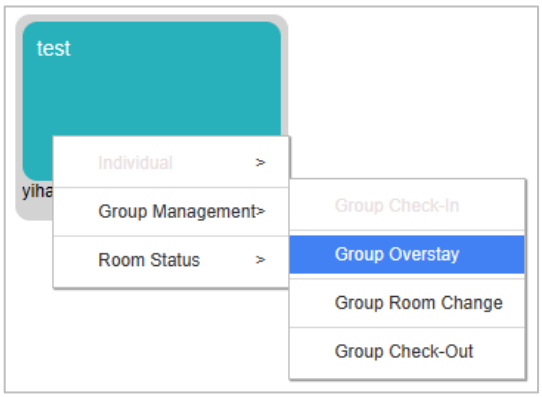


Figure 3.1-68

2. In the pop-up window of overstay registration, users can check the check-in information of all the group members and overstay the room together, as shown in Figure 3.1-69.

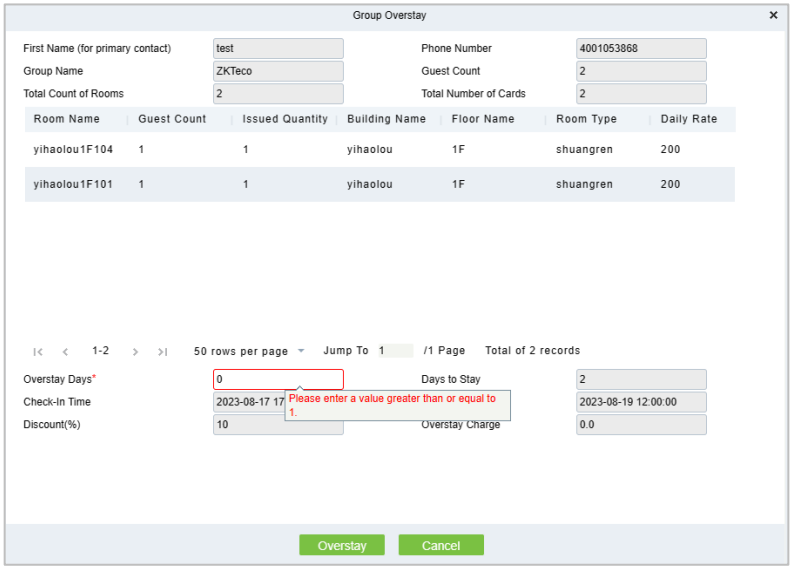


Figure 3.1-69


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- **Overstay Days**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which cannot be changed.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Overstay Charge**: Automatically calculated according to the daily rate multiplied by the number of days of overstay.

3. Click **Overstay** and pup up the **issued for Overstay** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-70.

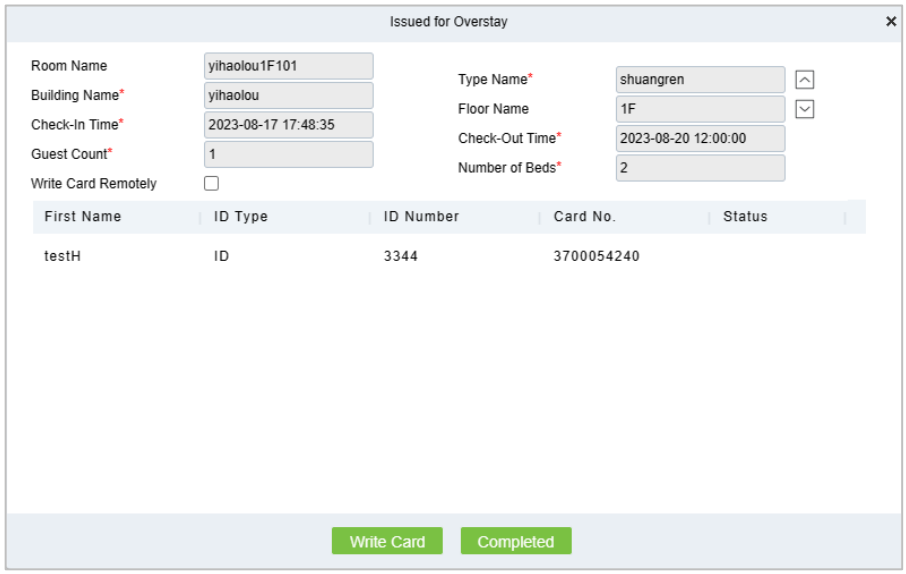


Figure 3.1-70

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Building Name**: The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name**: The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Type Name**: The room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.


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- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Guest Count**: Set the total number of guest staying in the current room The guest count must be within the limits of room regulations.
- **Number of Beds**: The number will be automatically displayed according to the selected guest room, and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed after writing the card successfully.

4. After the overstay, close the overstay interface and the check-out date in the room information will update automatedly, as shown in Figure 3.1-71.

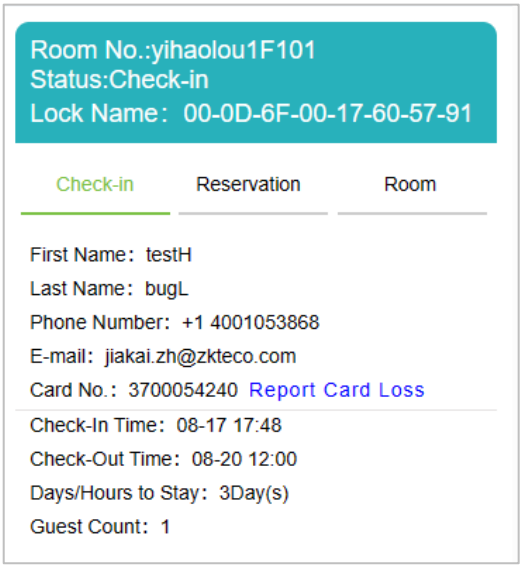


Figure 3.1-71

### 3.1.11.4 Change Room

1. Right-click the room in the **Room Monitor** interface and select **Group Management > Group Change Room** in the pop-up window, as shown in Figure 3.1-72.

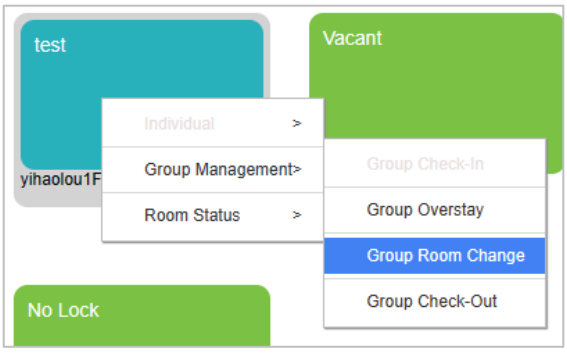


Figure 3.1-72


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2. In the pop-up window of change registration, users can view the room information of the current staff and the room information after changing rooms, as shown in Figure 3.1-73.

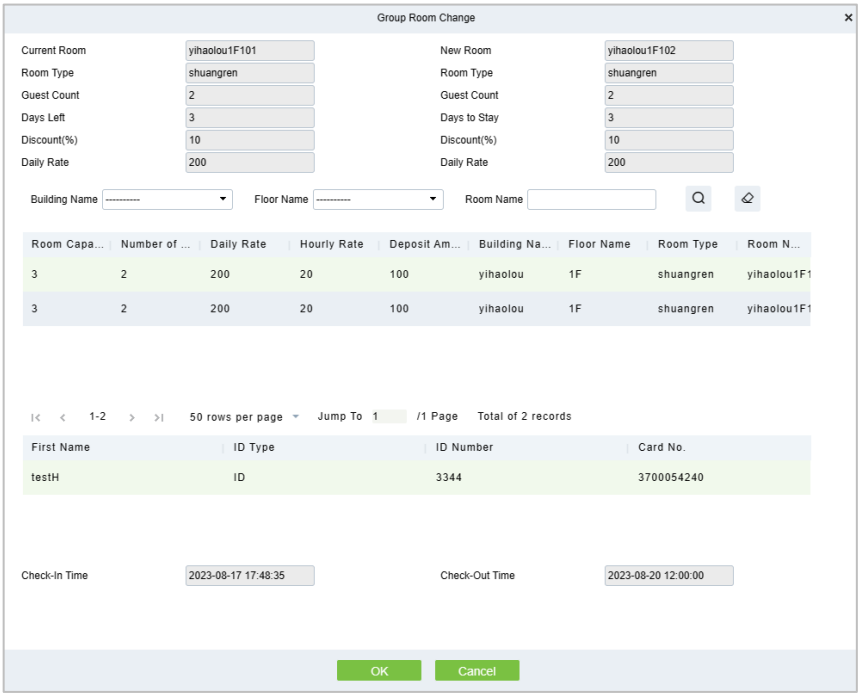


Figure 3.1-73

- **Current Room**: The current room name, will only be displayed here, and cannot be modified.
- **Room Type**: The current room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Guest Count**: The current total number of guest. The guest count must be within the limits of room regulations.
- **Days Left**: Remaining stay days for current occupant. The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Discount (%)**: Discount for current occupancy. Select the discount percentage as per the norms and the range is 0% to100%.
- **Daily Rate**: Current room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **New Room**: The new room name is displayed after the room is selected, and it is empty if it is not selected.
- **Room Type**: The new room type is displayed after the room is selected, and it is empty if it is not selected.
- **Guest Count**: The number of guests shown is consistent with the data on the left.
- **Days of Stay**: The number of days shown is consistent with the data on the left.


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- **Discount (%)**: The discount shown is consistent with the data on the left.
- **Daily Rate**: New room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.

**Note:**

- Users can query by building and floor, and need to select the building in turn before you can select the floor.
- Users can search by room name.
- Users can select a room directly with the left mouse button in the result list.
- Group room change, only the same type of room can be replaced.

3. Click **OK** and pup up the **issued for Room Change** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-74.

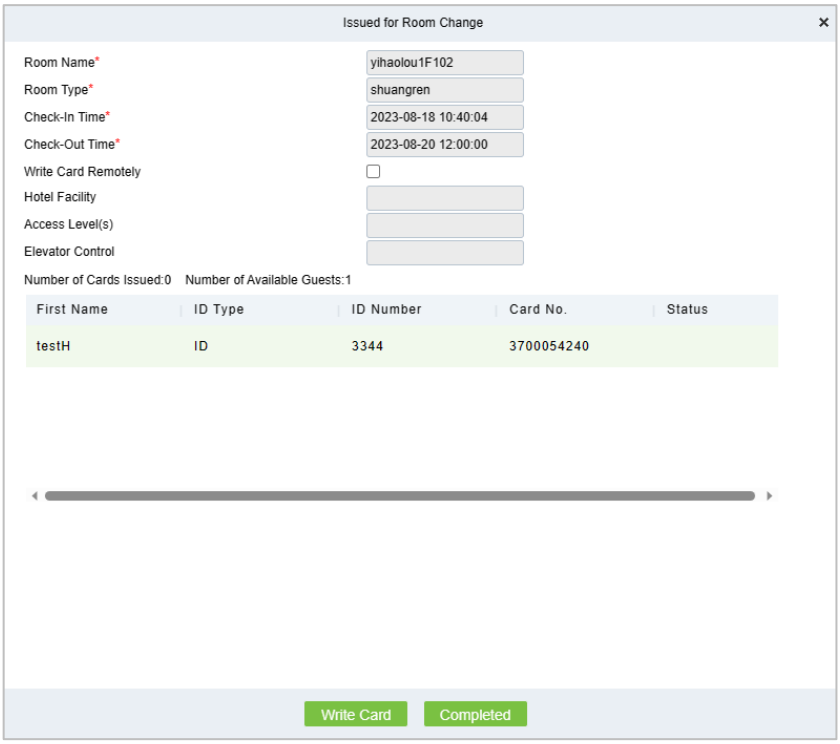


Figure 3.1-74

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card


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directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed after writing the card successfully.

- **Hotel Facility**: Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
- **Access Level(s)**: Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
- **Elevator Control**: Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
- **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.

4. After the room change is completed, close the room change interface, and the old room becomes “Cleaning” and the target room becomes “check-in”, as shown in Figure 3.1-75. The check-in information is the same as before the room change.

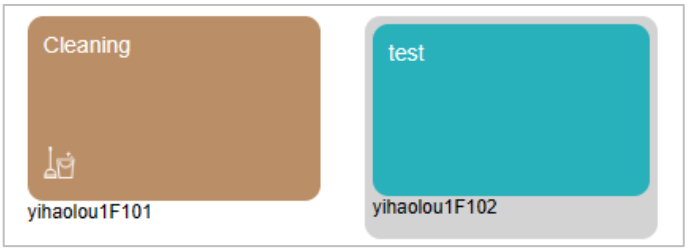


Figure 3.1-75


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### 3.1.11.5 Check-out

1. Right-click the room in the **Room Monitor** interface and select **Group Management > Group Check-Out** in the pop-up window, as shown in Figure 3.1-76.

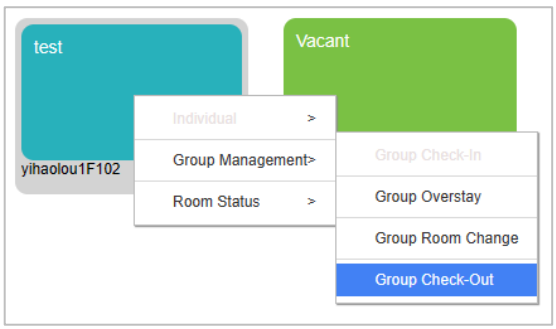


Figure 3.1-76

2. In the pop-up window of check-out, users can view all rooms information of group, after card cleaned, check-out can be completed, as shown in Figure 3.1-77.

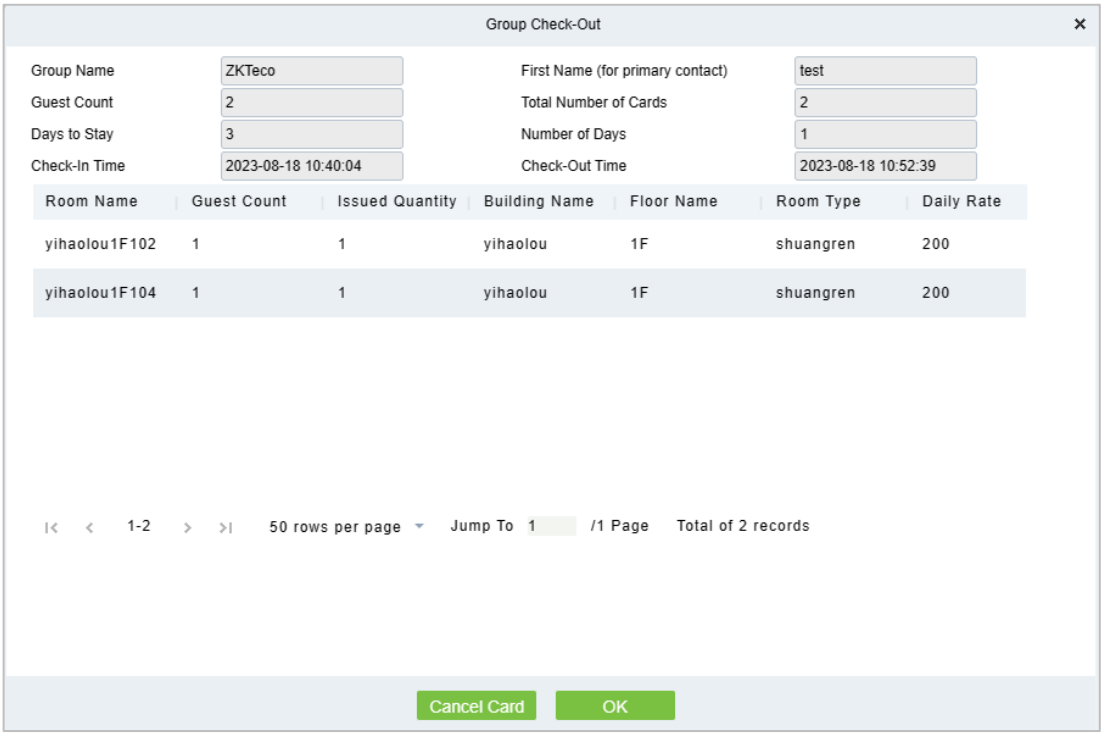


Figure 3.1-77

- **Group Name**: Enter the name of the group, non-required fields.
- **First Name (for primary contact)**: Enter the first name of the primary contact guest, required fields.
- **Guest Count**: The current total number of guest. The guest count must be within the limits of room regulations.
- **Total Number of Cards**: The total number of cards registered by the group at check-in.
- **Days of Stay**: Total number of days of stay booked. The default value is displayed according to the hotel parameter settings.


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- **Number of Days**: Number of days already stayed. The default value is displayed according to the hotel parameter settings.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

**Note**:

- If check-out directly without cancelling the card, the room card will be added to the blocklist.
- Group check-out is all check-out, no single room will be checked out.

3. After the card is cancelled, the bill interface pops up, under which users can print invoices or bills, as shown in Figure 3.1-78.

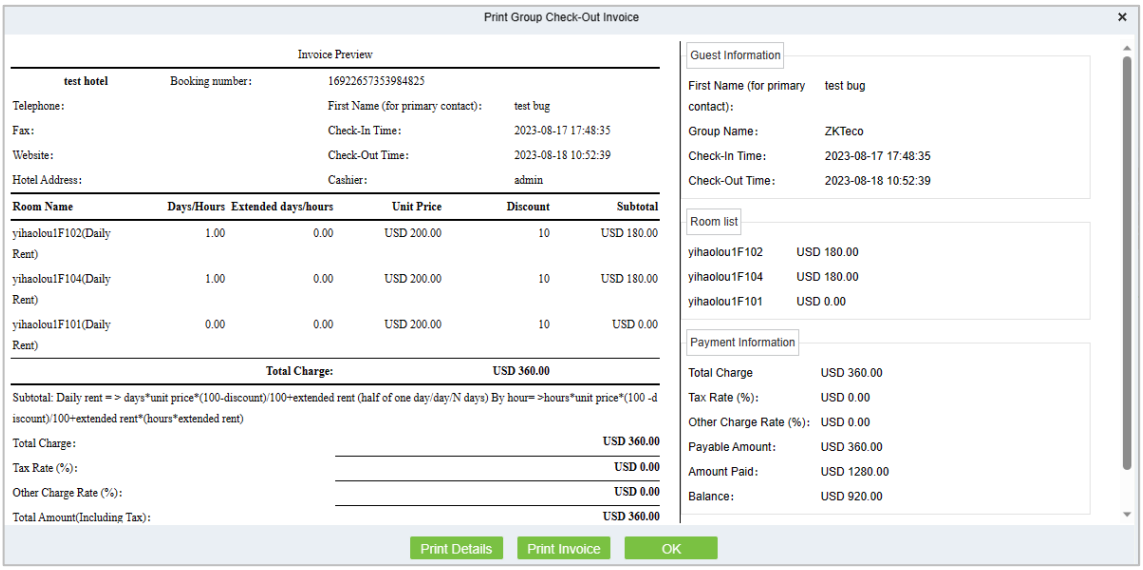


Figure 3.1-78

**Note:**

- The hotel information section is filled out in **Hotel Management**, including tax rates.
- After group check-out, the bill shows all room charges for the group.

## 3.2 Reservation List

All reservation records are displayed in the **Reservation List**, and the missed reservation records can be modified according to needs. After arriving at the check-in time, users can directly check in through the reservation record, and invalid reservation records can be deleted, as shown in Figure 3.2-1.


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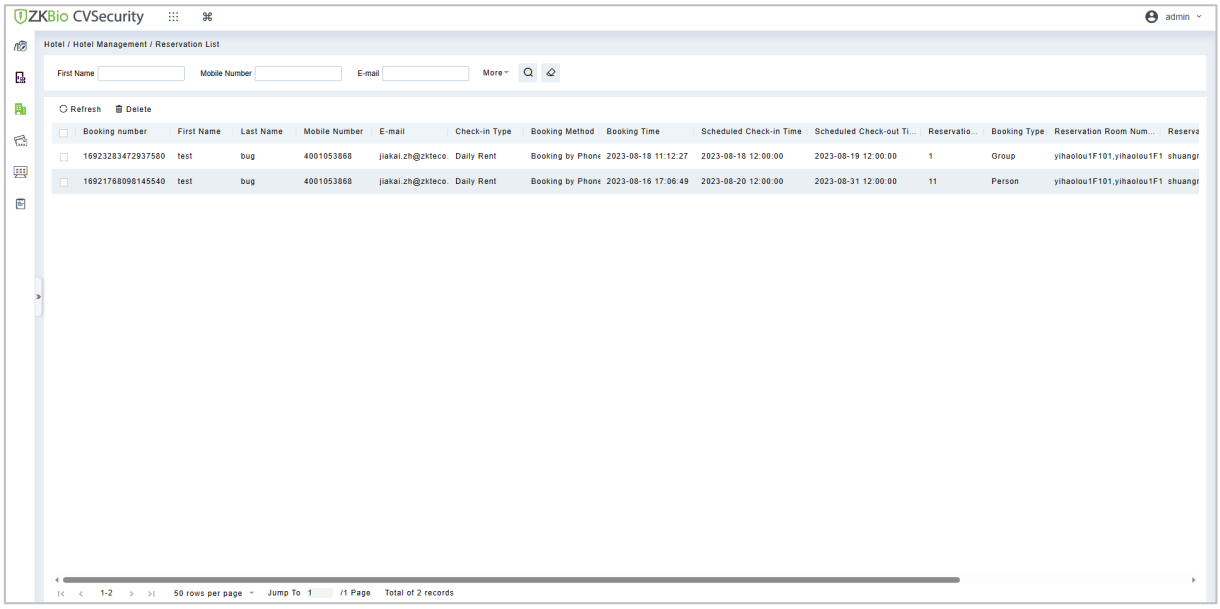


Figure 3.2-1

### 3.2.1 Search

The basic search criteria are divided into guest name, mobile number, and email, as shown in Figure 3.2-2.

Figure 3.2-2

Booking Method is displayed in the configured booking method. By default, three booking methods are displayed, as shown in Figure 3.2-3.

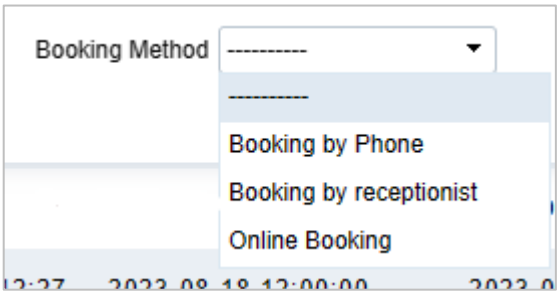


Figure 3.2-3

Reservation Status includes Valid, Invalid, and Checked-In, as shown in Figure 3.2-4.

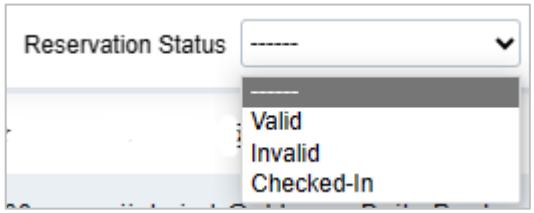


Figure 3.2-4


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## 3.2.2 Edit, Check-in and Delete

### 3.2.2.1 Edit

The editing function can only edit records whose Reservation Status is Valid, as shown in Figure 3.2-5.

Figure 3.2-5

Click icon to enter the **Reservation** interface, and the contents of the reservation will be automatically filled in, as shown in Figure 3.2-6.

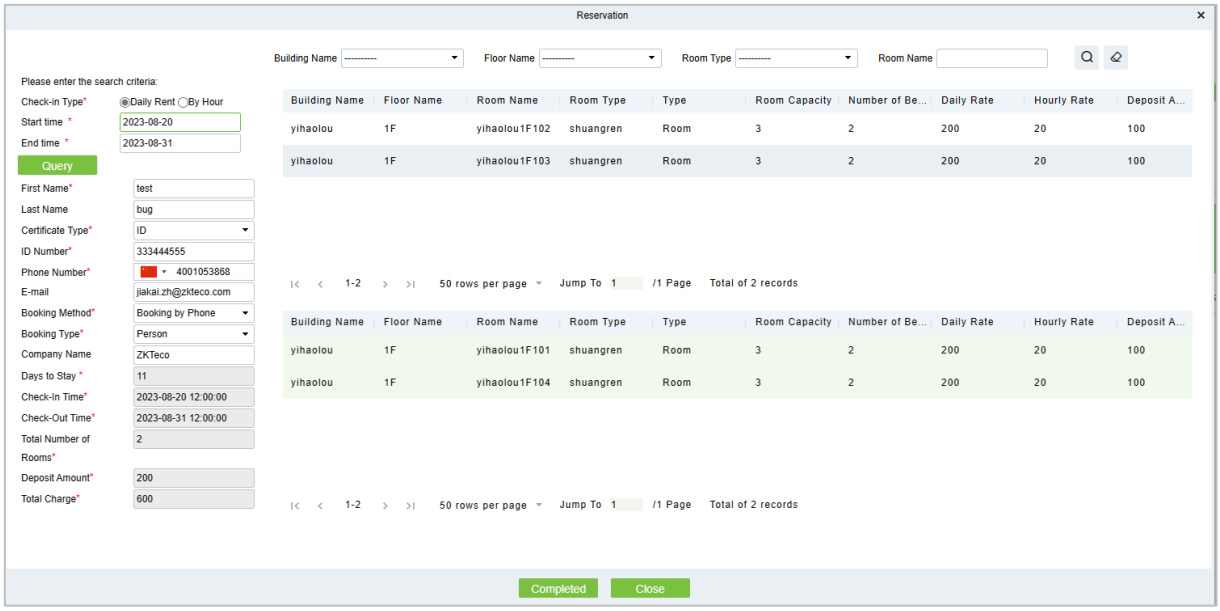


Figure 3.2-6

### 3.2.2.2 Check-in Registration

The check-in time cannot be earlier than the earliest check-in time set by the hotel, otherwise the prompt "It's too early to check-in, please try later." will be displayed, as shown in Figure 3.2-7.

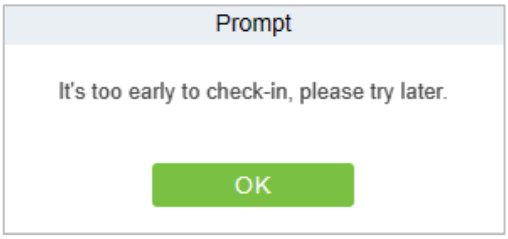


Figure 3.2-7

After the check-in time meets the hotel requirements, click **Check-in Registration** to check-in, as shown in Figure 3.2-8.


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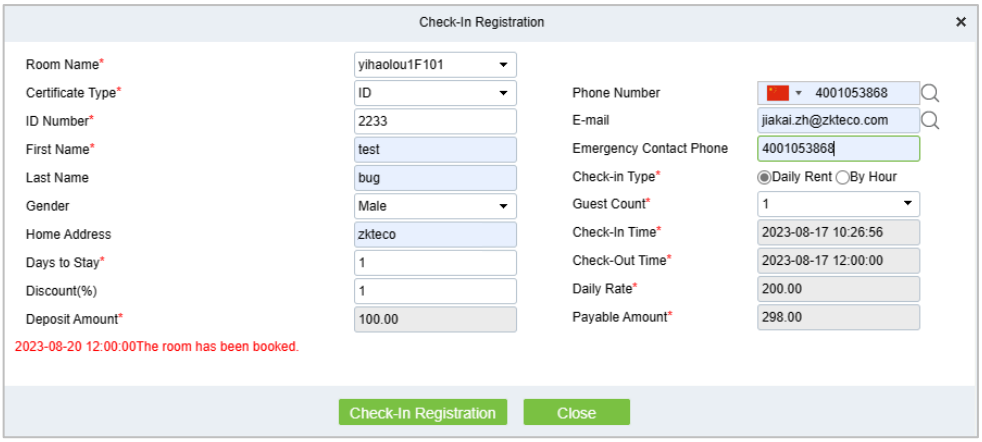


Figure 3.2-8

### 3.2.2.3 Delete

Select the reservation record to be deleted and click **Delete**, no matter whether the record is valid or not, as shown in Figure 3.2-9.

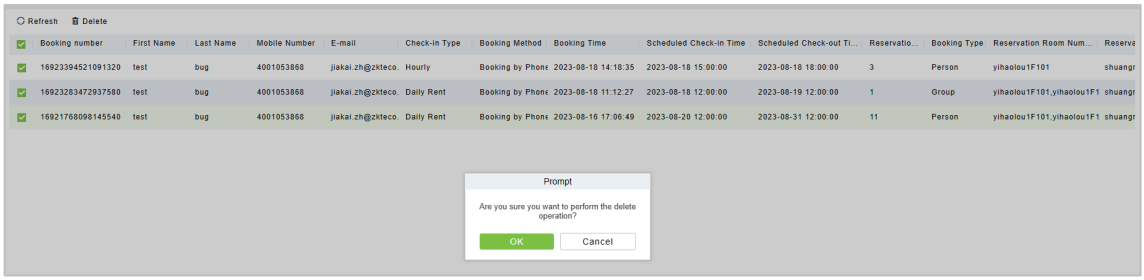


Figure 3.2-9

### 3.2.2.4 Scheduled Task

The scheduled task is executed once every minute. The scheduled task changes the status of expired reservations to invalid.

**Note:** When the reservation status is invalid, this reservation record cannot be edited and checked in.


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# 4 Card Management

## 4.1 Card Management Interface

**Card Management** is the management center of Emergency Card, Housekeeper Card, Maintenance Card, Room Area Card, users can make card printing for the above 4 cards on this interface, as shown in Figure 4.1-1.

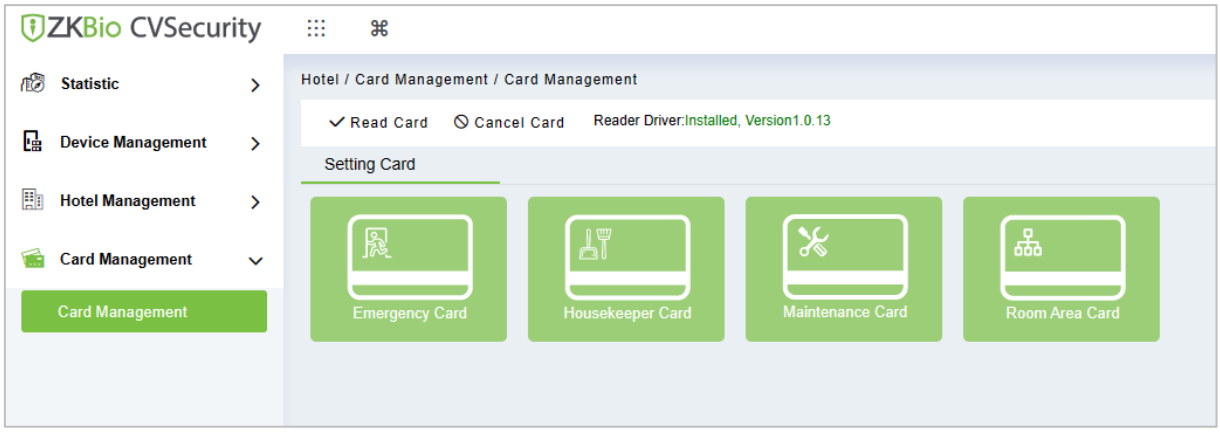


Figure 4.1-1

## 4.2 Read Card and Cancel Card

### 4.2.1 Read Card

Place the card on the card reader and click **Read Card** to read the information of the card, as shown in Figure 4.2-1.

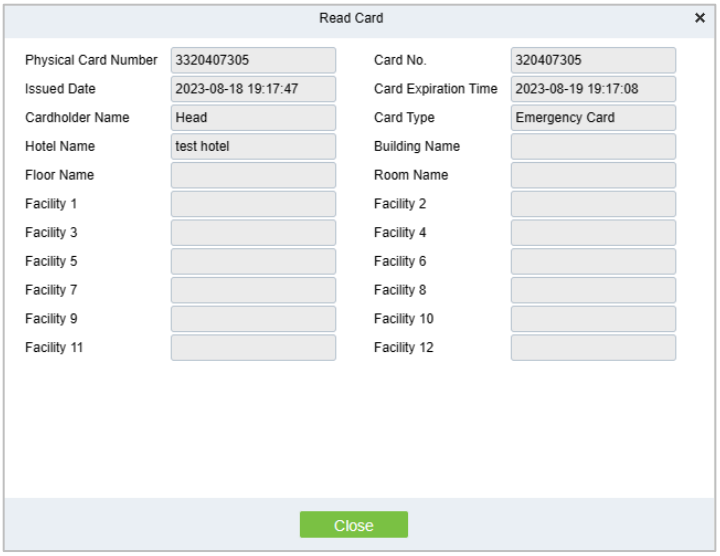


Figure 4.2-1


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### 4.2.2 Cancel Card

Place the card on the card reader, click **Cancel Card**, and the card information will be cleared after the second confirmation, as shown in Figure 4.2.-2.

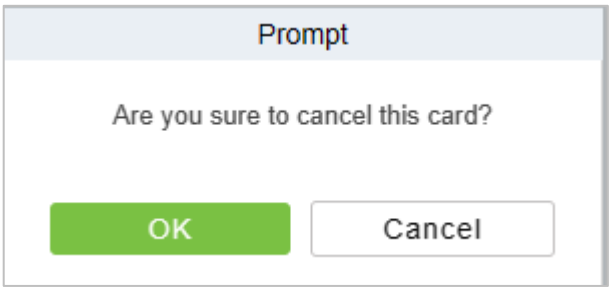


Figure 4.2-2

## 4.3 Setting Card

### 4.3.1 Emergency Card

- Emergency Card has the highest authority and can open all the hotel locks of the hotel, including manual locks and always closed locks.
- Emergency Card needs to be associated with personnel.
- Emergency Card can be set a validity period. During the validity period, all hotel locks of the hotel can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-1.
- After the hotel opens the access control and ladder control parameters, the emergency card can be added the access control and ladder control area rights.

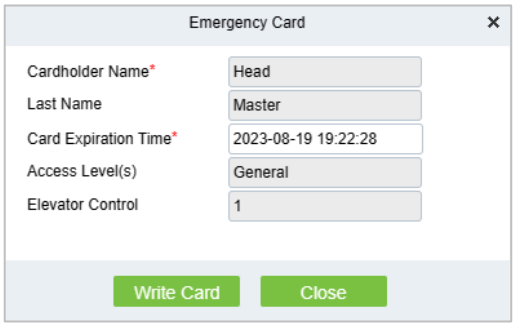


Figure 4.3-1

### 4.3.2 Housekeeper Card

- Housekeeper Card assigns permissions to buildings and floors according to the settings, and can open all hotel locks on the corresponding buildings and floors.
- Housekeeper Card cannot open internal locked and often-closed rooms.


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- The validity period of the Housekeeper Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-2.
- After the hotel opens access control and ladder control parameters, the Housekeeper Card can be added access control ladder control area rights.

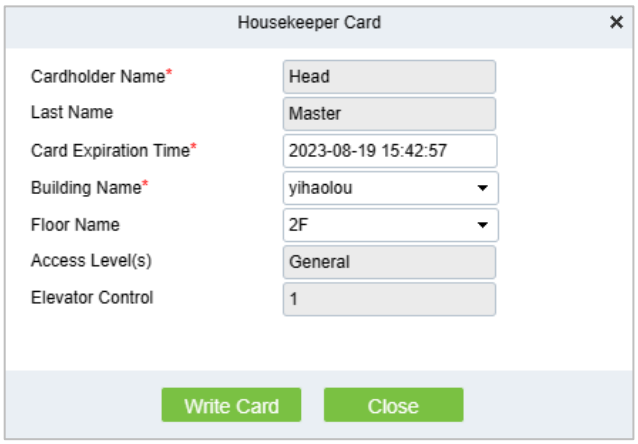


Figure 4.3-2

### 4.3.3 Maintenance Card

- Maintenance Card assigns permissions to buildings and floors according to the settings, and can open all hotel locks on the corresponding buildings and floors.
- Maintenance Card cannot open internal locked and often-closed rooms.
- The validity period of the Maintenance Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-3.
- After the hotel opens access control and ladder control parameters, the Maintenance Card can be added access control ladder control area rights.

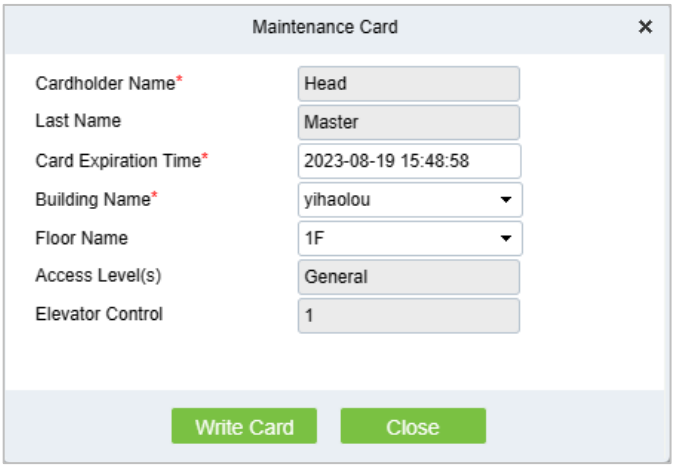


Figure 4.3-3


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### 4.3.4 Room Area Card

- Room Area Card assigns permissions to buildings and floors according to the settings, and can open all hotel locks on the corresponding buildings and floors.
- Room Area Card cannot open internal locked and often-closed rooms.
- The validity period of the Room Area Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-4.
- After the hotel opens access control and ladder control parameters, the Room Area Card can be added access control ladder control area rights.
- A maximum of 12 room areas are allocated to one card.

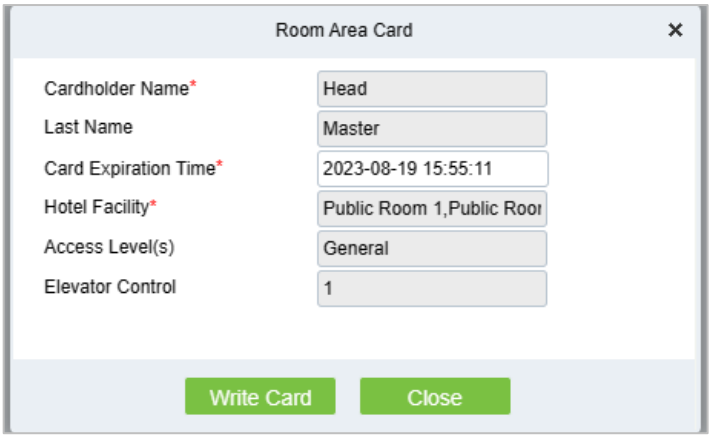


Figure 4.3-4


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# 5 Room Management

## 5.1 Hotel Settings

### 5.1.1 Hotel Information

- The name of the hotel is mandatory. Other information is optional, as shown in Figure 5.1-1.
- The hotel's name, telephone, fax, website, address and zip code will be displayed on the check-out bill.
- The hotel's name, phone number and website address will be used for email and SMS notifications.

Figure 5.1-1

### 5.1.2 Hotel Option Settings

#### 5.1.2.1 Check-in Time

Check-in Time is divided into 3 times, Earliest Check-in Time, Default Check-in Time, and Latest Check-in Time, as shown in Figure 5.1-2.

Figure 5.1-2

- Check-in Time is only used for reservation check-in and not limit for the check-in directly.


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#### 5.1.2.2 Check-out Time

Check-out Time is divided into 3 periods, Default Check-out Time, Half-day Overstay Check-out Time, Full-day Overstay Check-out Time, as shown in Figure 5.1-3.

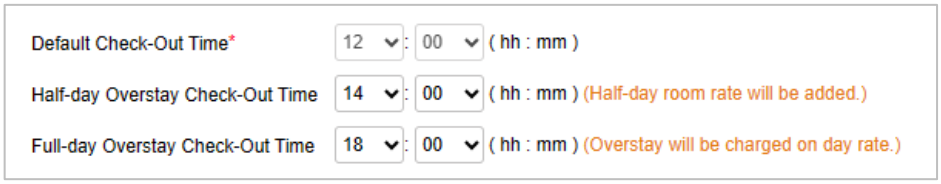


Figure 5.1-3

- The default check-out time cannot be modified.
- If the guest does not check out beyond the default check-out time and date, it will be counted as overstay check-out, and the system will mark the overstay check-out room on the interface.
- In case of overstay check-out, an additional room fee will be charged according to the rules set by the room type.
- Overstay check-out for guests who exceed the half-day check-out period will be charged according to the half-day overstay fee set by room type.
- Overstay check-out for guests who exceed the full day check-out period will be charged according to the full day rate set by room type.

#### 5.1.2.3 Maximum Booking Days

The maximum booking days of the same guest in the same reservation and the same room cannot exceed the maximum booking days, as shown in Figure 5.1-4.

Figure 5.1-4

- The maximum value is 99 days, minimum value is 1 day.

#### 5.1.2.4 Days to Stay by Default

Days to Stay by Default only affects express check-in room (daily rental). The default number of days can be modified during the check-in process according to the situation, as shown in Figure 5.1-5.


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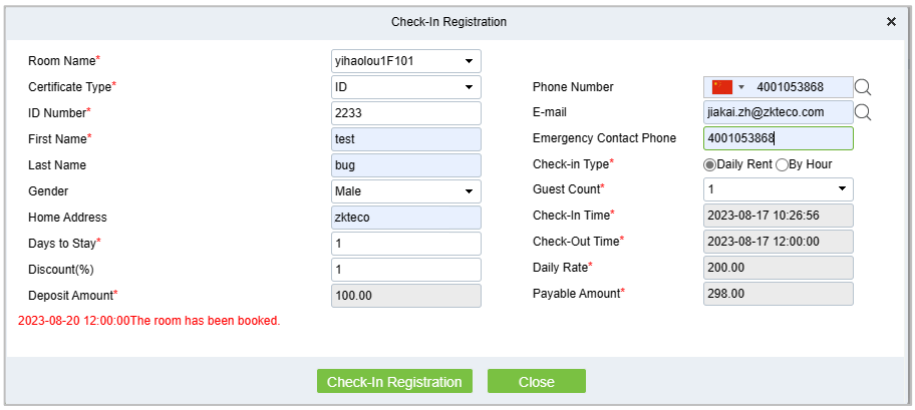


Figure 5.1-5

- The maximum value is 99 days, minimum value is 1 day.

### 5.1.2.5 Housekeeping Window Hours

Housekeeping Window Hours are blank by default, as shown in Figure 5.1-6.

Figure 5.1-6

- When this time is set, the "Cleaning" status room will become "vacant" after the setting time. If it is empty, the "Cleaning" status will not change except manual change.
- Room cleaning time can be set from 1 to 59 minutes.

### 5.1.2.6 Currency Type and Unit of Room Acreage

The default currency type is US dollars and the default unit of room acreage is inch, as shown in Figure 5.1-7.

Figure 5.1-7

Currency type is used to settle the room rate, and unit of room acreage is used for room dimensions in Room Type.

### 5.1.2.7 Tax Type and Tax Rate

Tax Type, Tax Rate, Other Charge Type and Other Charge Rate are blank by default, as shown in Figure 5.1-8.

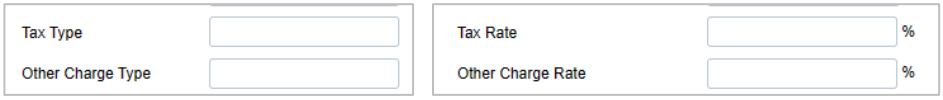


Figure 5.1-8


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- After setting the content of this field, guests will pay the corresponding percentage of taxes when they settle the room rate.

#### 5.1.2.8 Hidden the Search Criteria

Hidden the search criteria is not selected by default and can be used to hide search criteria in **Room Monitor**, as shown in Figure 5.1-9.

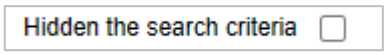


Figure 5.1-9

- After this function is selected, the search criteria are hidden by default in **Room Monitor**, and user need to click icon to expand the display. If this function is not checked, the search criteria will be displayed by default.

#### 5.1.2.9 Elevator and Access Control

Elevator/Access Control is not selected by default, and is used to determine whether to display elevator and access control options, as shown in Figure 5.1-10.

Figure 5.1-10

- After this function is selected, the elevator and access control options are displayed on all card issuing interfaces.

#### 5.1.2.10 Hotel Card Setting

**Card Password:** Set the sector password for the dedicated sector of the hotel room card. The default password is ciphertext 123456.

**Repeat Password:** Repeat input the above card sector password for a second confirmation, in case of input errors.

**Card Sector:** Set the dedicated sector of the hotel's hotel room card. The default is 3 sectors. Usera can select sectors 1 to 15, as shown in Figure 5.1-11.

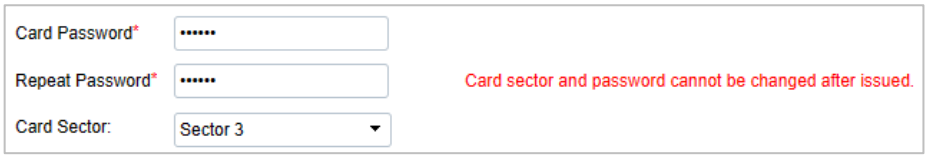


Figure 5.1-11

**Note:**

- Once the card issuing function is used in the hotel system, the system will lock the card sector and the sector password, which cannot be modified.


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- When setting the card sector, pay attention to distinguish it from the card issuing sector of other modules such as access control, elevator control, consumption and so on, to avoid repetition.

#### 5.1.2.11 Default Net Card

- Default Net Card function is only used for issuing default net cards. Room cards or other type of card cannot be written after issuing default net card.
- Click **Default Net Card** to issue default net card.
- Click **Cancel Card** to cancel the default net card. This function can only be used to cancel the default net card, as shown in Figure 5.1-12.

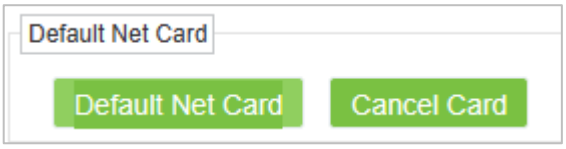


Figure 5.1-12

- Once everything is set, click **OK** to save the parameter settings.

## 5.2 Room Type

### 5.2.1 Add Room Type

Add a room type, enter the details in required fields and save. Room type is used to bind rooms and provide different room types for guests. The parameter description is referred to as follows.

- **Room Type**: Customize the room type for subsequent binding.
- **Room Size**: Customize the room size, and the units are displayed according to Unit of Room Acreage, which is convenient for subsequent binding use.
- **Number of Beds**: The total number of beds in room, can be displayed upon check-in.
- **Maximum Number of Guest**: The maximum number of guests in a room, which is limited to the number of guests at check-in.
- **Daily Rate**: Customize the daily room rate for a room to be settled at check-out.
- **Hourly Rate**: Customize the hourly room rate for a room to be settled at check-out.
- **Overstay Hourly Rate**: Customize the overstay hourly room rate for a room to be settled at check-out.
- **Deposit Amount**: Customize the security amount for a room to be settled at check-in and check-out.
- **Overstay Rate (Half Day):** Customize the overstay half-day room rate for a room to be settled at check-out.


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- **Overstay Rate (Full Day):** Customize the overstay full day room rate for a room to be settled at check-out.
- **Amenities:** Includes Air Conditioner, Bath and Shower, TV, Wireless Internet, Refrigerator, Telephone, and Safe Box and Shower are optional and can be displayed in the room information after being selected.

Click **New** to add a room type, enter the details in the required items. Click **Save and New** to continue adding, click **OK** to save and close, click **Cancel** to not save and close, as shown in Figure 5.2-1.

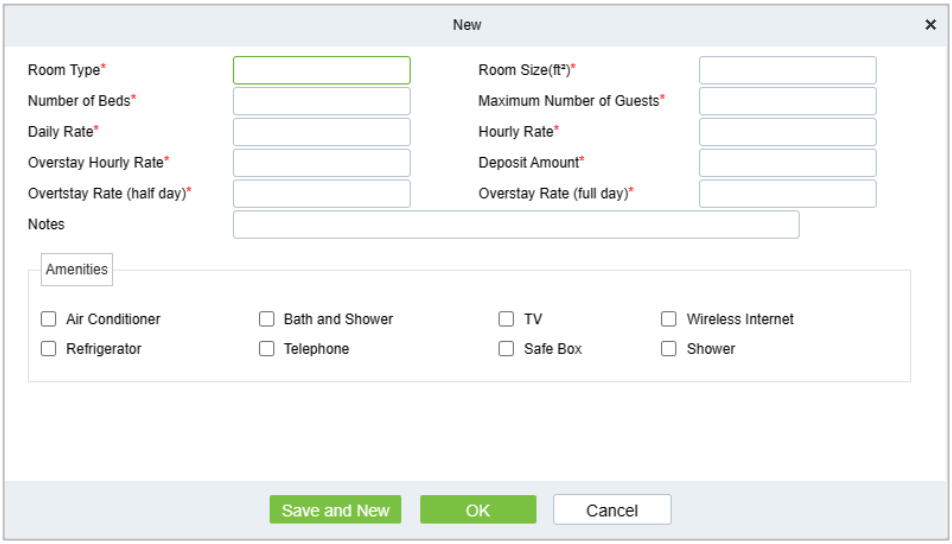


Figure 5.2-1

## 5.2.2 Edit Room Type

- Click the room type name or icon in the action list to enter the editing interface.
- The edit interface content is the latest edited interface content.
- All content can be edited normally.
- When the room type is in use, it cannot be saved after editing, click the save page will give a prompt, as shown in Figure 5.2-2.


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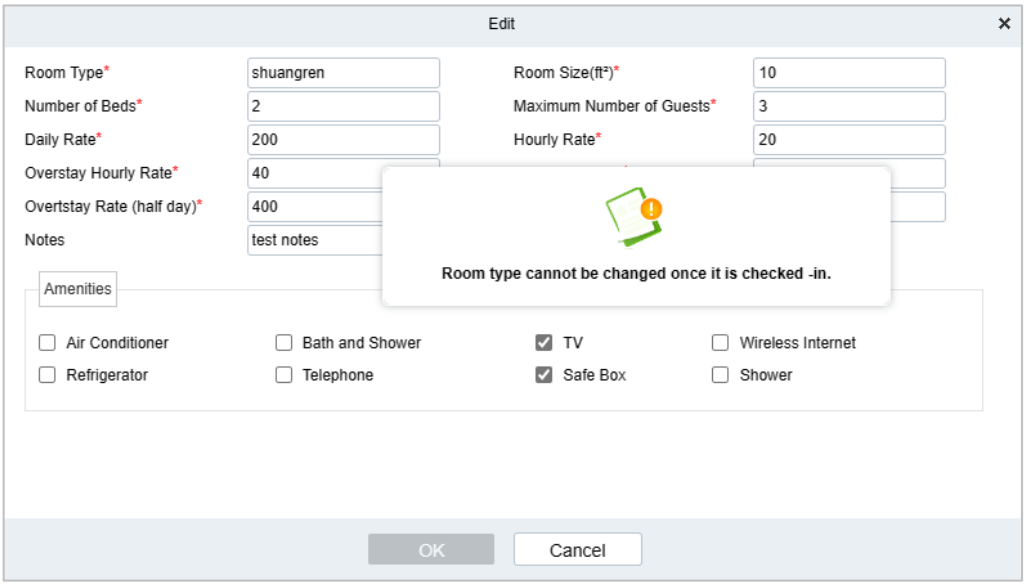


Figure 5.2-2

### 5.2.3 Delete Room Type

Select the room type need to be deleted and click the icon in the Operations list or the **Delete** button to delete it.

When the room type is in use, it cannot be deleted. Clicking **Delete** will give a prompt, as shown in Figure 5.2-3.

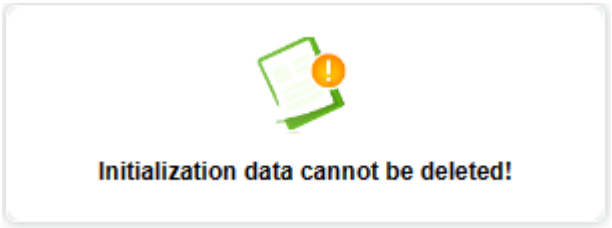


Figure 5.2-3

## 5.3 Room

### 5.3.1 Add Room

Add a room, fill in the required fields, and save. Then users can create a building, floor, and room. The parameter description is referred to as follows.

- **Building Name:** Customize the building name, which will be displayed in the **Room Monitor**, used to splice room name.
- **Floor Name:** Customize the floor name, which will be displayed in the **Room Monitor**, used to splice room name.
- **Room Type:** Bind the room type in 5.2 Room Type to the room.


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- **Room Count:** The total number of rooms to be created.
- **Remarks:** Remark notes.

After selecting the building and floor in the New node, the name of the building and floor will be automatically filled in, as shown in Figure 5.3-1. If in the hotel node, it will be empty by default.

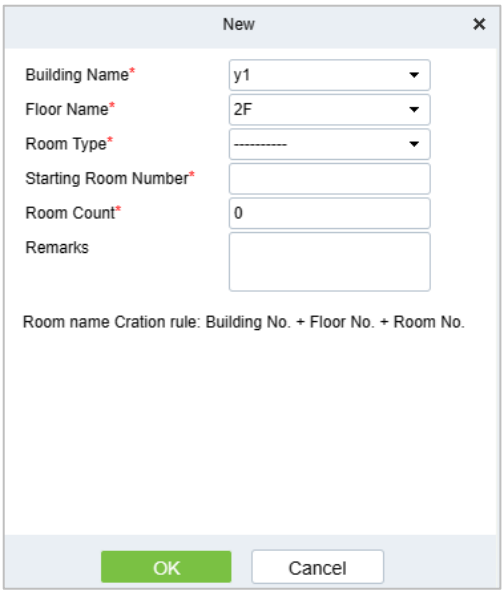


Figure 5.3-1

## 5.3.2 Edit Room

- To edit the name of the building and floor, select the corresponding node and click **Edit** button, as shown in Figure 5.3-2.

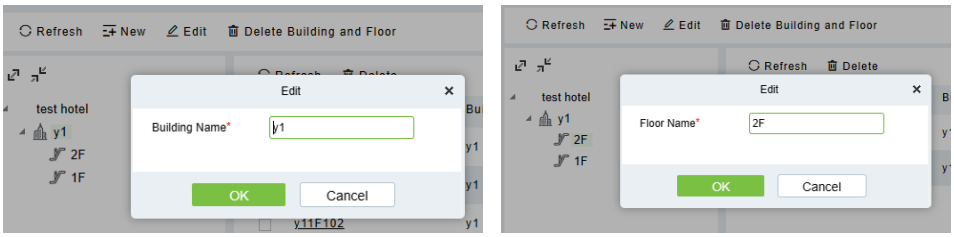


Figure 5.3-2

- To edit the room name, select the corresponding room and click the room name. The remarks in the current field are the remarks of the room information in the **Room Monitor** interface, as shown in Figure 5.3-3.


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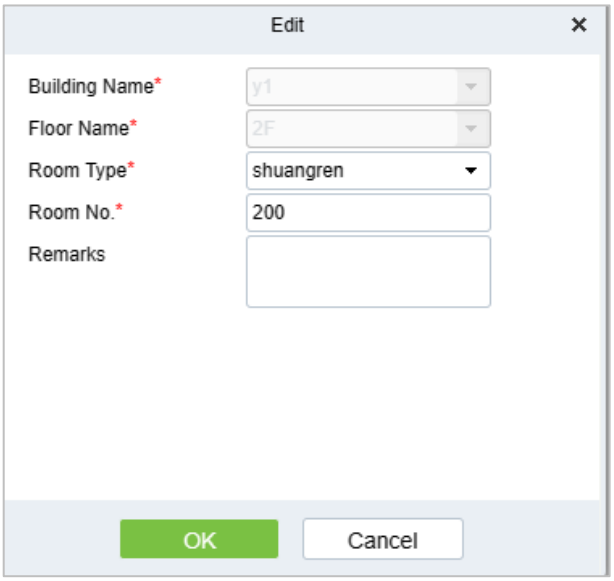


Figure 5.3-3

- If the room is in use, it cannot be edited, and click **Edit** will give a failure pop-up.

### 5.3.3 Delete Room

- Select the room to be deleted, and click icon in the Operations list or **Delete** button, as shown in Figure 5.3-2.
- If the room is in use, it cannot be deleted, and click **Delete** will give a failure pop-up, as shown in Figure 5.3-4.

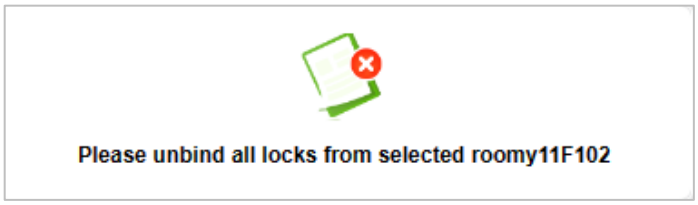


Figure 5.3-4

- Delete buildings and floors use the **Delete Building and Floor** button.
- If users want to delete the floor, they need to delete the room under the floor first, otherwise it will fail and give a failure pop-up. Similarly, users need to delete the floor before deleting the building, as shown in Figure 5.3-5.

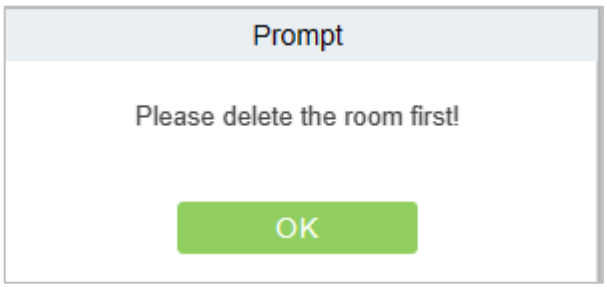


Figure 5.3-5


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## 5.4 Hotel Facility

- The room area is divided into two parts, and the left side provides editing for a preset 50 public areas.
- Click Public Room on the left or click icon to edit the name and remarks.
- Click + icon on the left to add a public room, as shown in Figure 5.4-1.

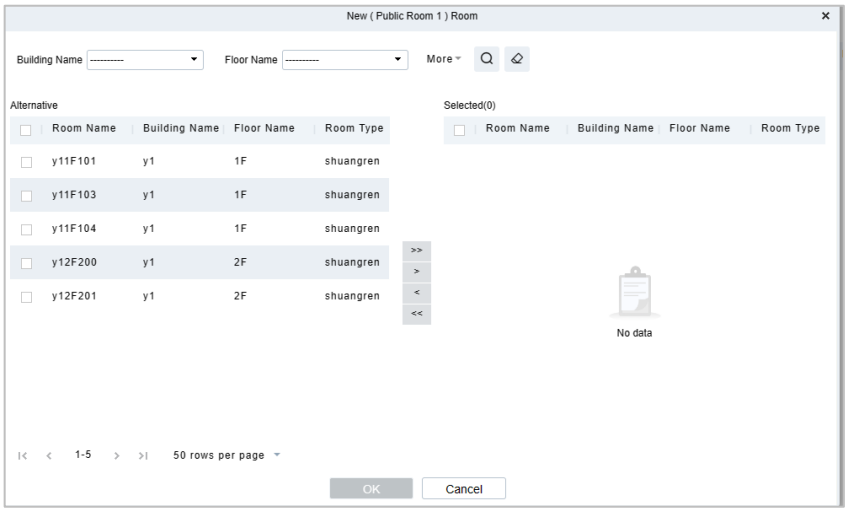


Figure 5.4-1

- Users can only view and delete the public rooms, as shown in Figure 5.4-2.

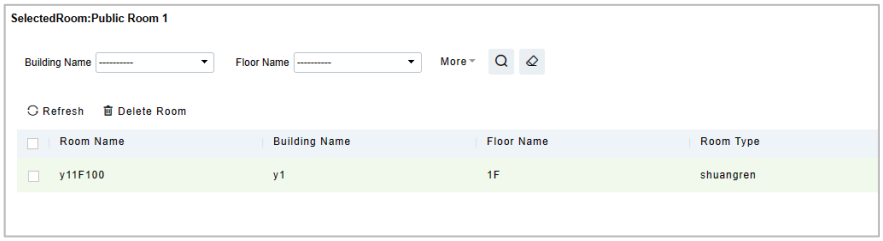


Figure 5.4-2

## 5.5 Booking Method

- By default, there are three options: Online Booking, Booking by receptionist, and Booking by Phone, as shown in Figure 5.5-1.

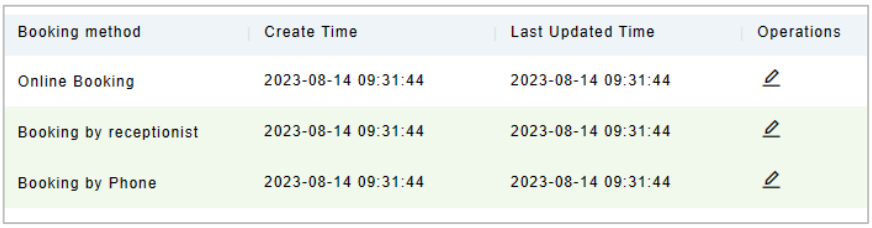


Figure 5.5-1

- The preset reservation method can only be edited and cannot be deleted.


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- The new reservation method can be edited and deleted normally, as shown in Figure 5.5-2.

Figure 5.5-2

## 5.6 Email Template

- Email template is used for sending emails, including check-in, check-out, reservation success, and reservation cancellation templates, as shown in Figure 5.6-1.

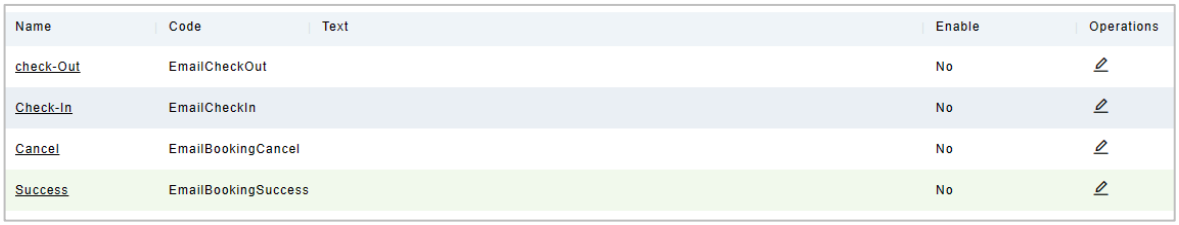


Figure 5.6-1

- The default template can only be edited and cannot be deleted.
- Table 5.6-1 lists the key fields of an email template.

| Parameter | Description |
|---|---|
| {name} | Name of check-in personnel or reservation personnel, obtained from the input data. |
| {lastName} | The last name of the check-in or reservation personnel, obtained from the input data, is empty if it is empty. |
| {order} | The order number generated by the hotel is obtained from the data generated after entry. |
| {checkInTime} | Check-in time, obtained from the input data. |
| {roomName} | Room name, obtained from the input data. |
| {checkOutTime} | Check-out time, obtained from the input data. |
| {roomType} | Room type, obtained from input data. |
| {phone} | Guest phone numbers, obtained from the input data. |
| {address} | Address information, obtained from the input data. |
| {hotelName} | Hotel name, obtained from hotel settings. |
| {officePhone} | Hotel phone, obtained from hotel settings. |
| {website} | Hotel URL, obtained from hotel settings. |

Table 5.6-1


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### 5.6.1 Send Email Template

1. To send emails, set the email server in **System Management**, as shown in Figure 5.6-2.

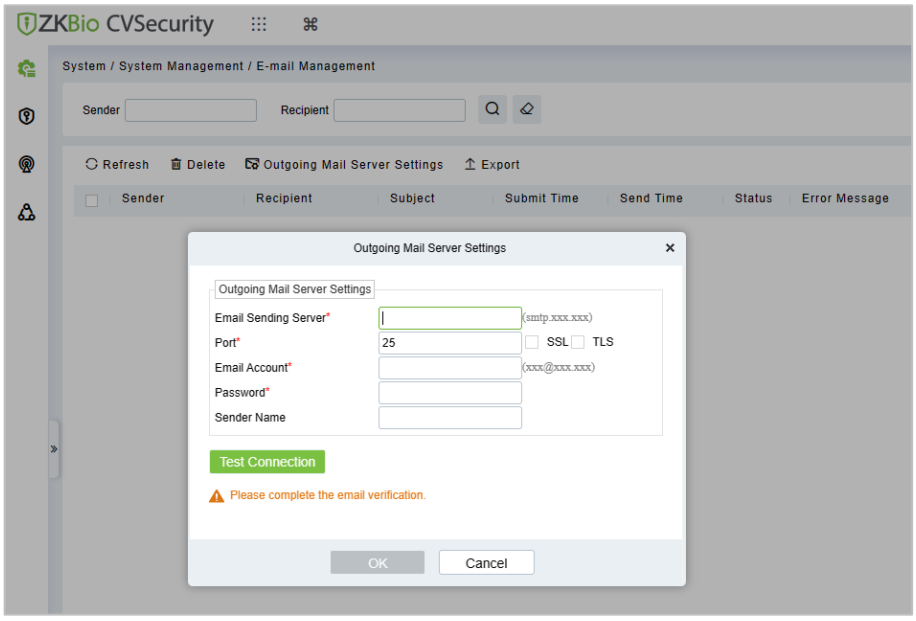


Figure 5.6-2

2. After the configuration is complete, enable the template, configure related fields, and text content, as shown in Figure 5.6-3.

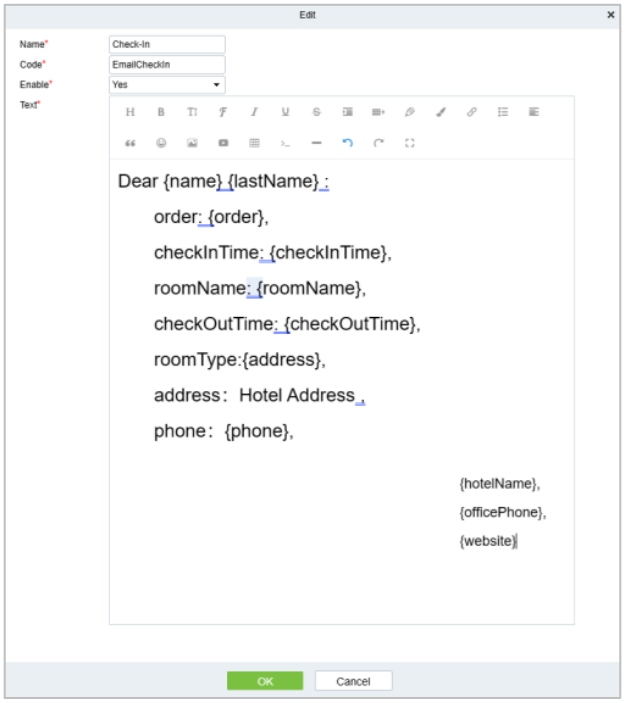


Figure 5.6-3

3. Then complete the corresponding operations and receive the corresponding template email, as shown in Figure 5.6-4.


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Figure 5.6-4

## 5.7 SMS Template

- SMS template is used for sending emails, including check-in, check-out, reservation success, and reservation cancellation templates, as shown in Figure 5.7-1.

| Name | Code | Text | Type | Enable | Operations |
|---|---|---|---|---|---|
| check-Out | SmsCheckOut | | | No | |
| Check-In | SmsCheckIn | Dear {name} {lastName} : order: {order}, checkInTime: {checkInTime}, roomName: {roomName | | Yes | |
| Cancel | SmsBookingCancel | | | No | |
| Success | SmsBookingSuccess | | | No | |

Figure 5.7-1

- The default template can only be edited and cannot be deleted.
- Table 5.7-1 lists the key fields of an SMS template.

| Parameter | Description |
|---|---|
| {name} | Name of check-in personnel or reservation personnel, obtained from the input data. |
| {lastName} | The last name of the check-in or reservation personnel, obtained from the input data, is empty if it is empty. |
| {order} | The order number generated by the hotel is obtained from the data generated after entry. |
| {checkInTime} | Check-in time, obtained from the input data. |
| {roomName} | Room name, obtained from the input data. |
| {checkOutTime} | Check-out time, obtained from the input data. |
| {roomType} | Room type, obtained from input data. |
| {phone} | Guest phone numbers, obtained from the input data. |
| {address} | Address information, obtained from the input data. |
| {hotelName} | Hotel name, obtained from hotel settings. |
| {officePhone} | Hotel phone, obtained from hotel settings. |
| {website} | Hotel URL, obtained from hotel settings. |

Table 5.7-1


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### 5.7.1 Send WhatsApp Template

1. Select third-party integration in the system, and fill in the corresponding parameters of WhatsApp, as shown in Figure 5.7-2.

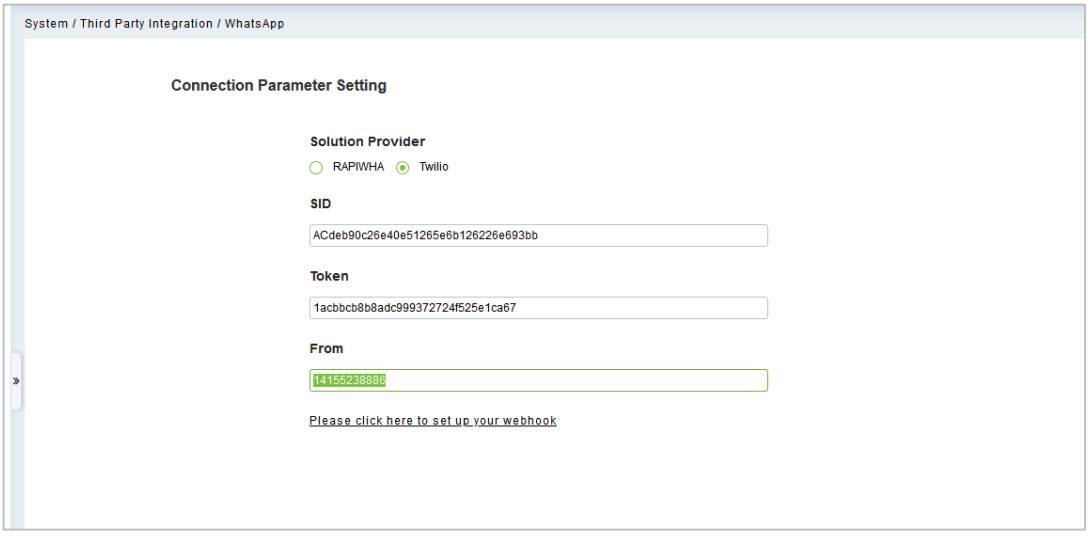


Figure 5.7-2

2. After the configuration is complete, enable the template, configure related fields, and text content, and select WhatsApp as shown in Figure 5.7-3.

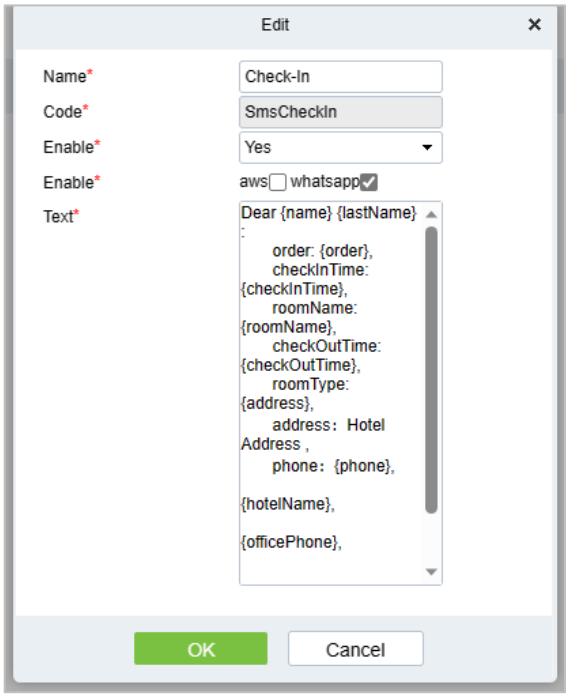


Figure 5.7-3

3. Then complete the corresponding operations and receive the corresponding template message, as shown in Figure 5.7-4.


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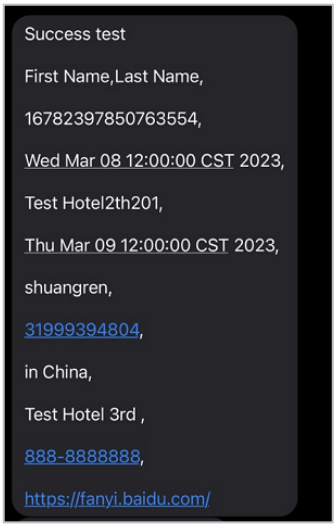


Figure 5.7-4

### 5.7.2 Send AWS Template

1. Select third-party integration in the system, and fill in the corresponding parameters of SMS, as shown in Figure 5.7-5.

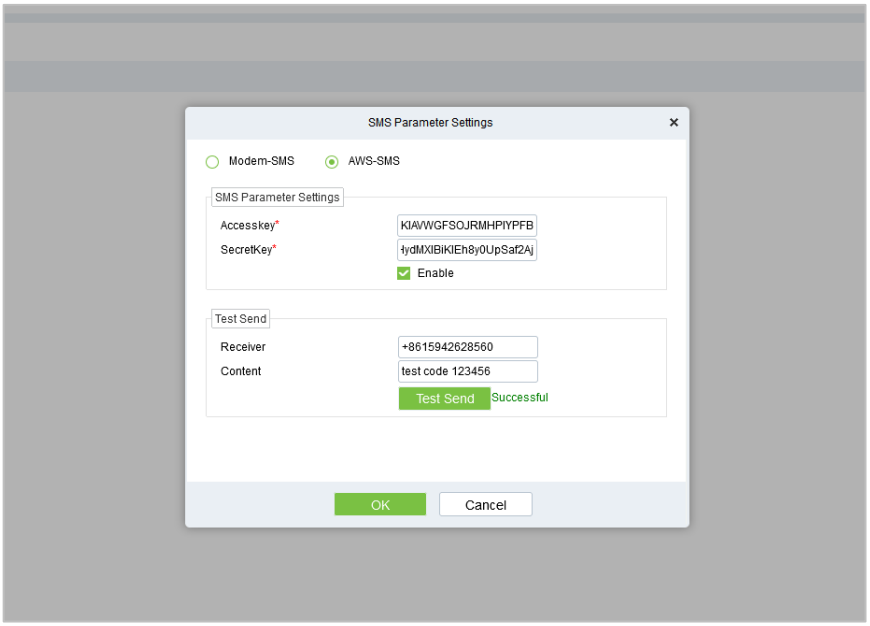


Figure 5.7-5

2. After the configuration is complete, enable the template, configure related fields, and text content, and select AWS as shown in Figure 5.7-6.


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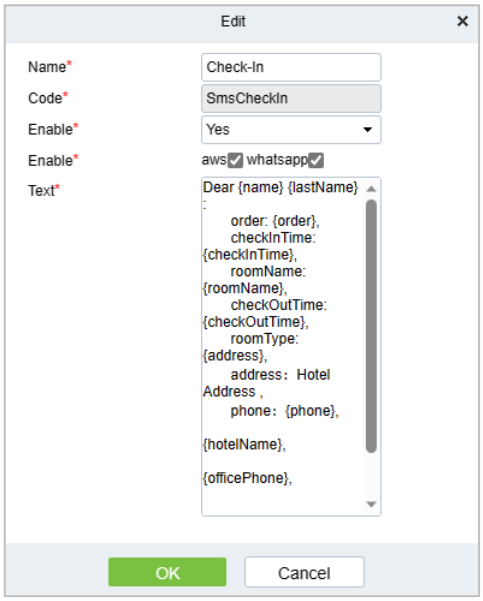


Figure 5.7-6

3. Then complete the corresponding operations and receive the corresponding template message, as shown in Figure 5.7-7.

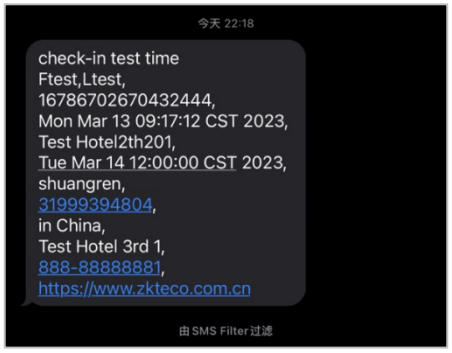


Figure 5.7-7


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# 6 Report Management

## 6.1 Guest Check-in Report

In the search bar, users can choose the order number, mobile phone number, guest name, or other criteria to perform a quick search for guest check-in records, as shown in Figure 6.1-1.

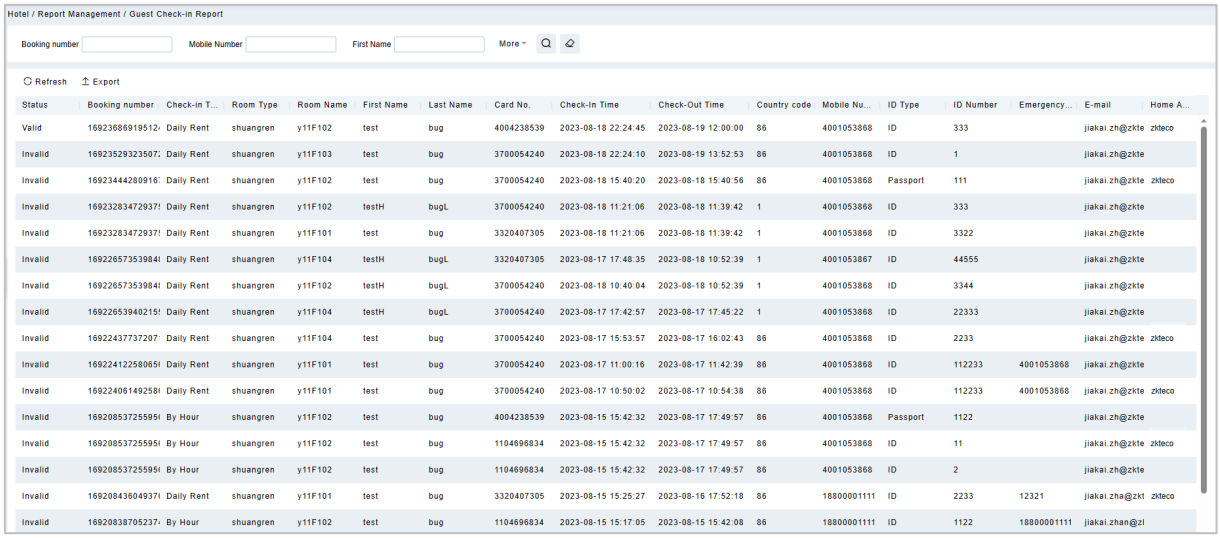


Figure 6.1-1

- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- If the status is valid, the guest is still checking in. If the status is invalid, the guest has checked out.

## 6.2 Room Occupancy Report

In the search bar, users can choose the building, floor, room name, check-in time, check-out time, or other criteria to perform a quick search for guest check-in records, as shown in Figure 6.2-1.

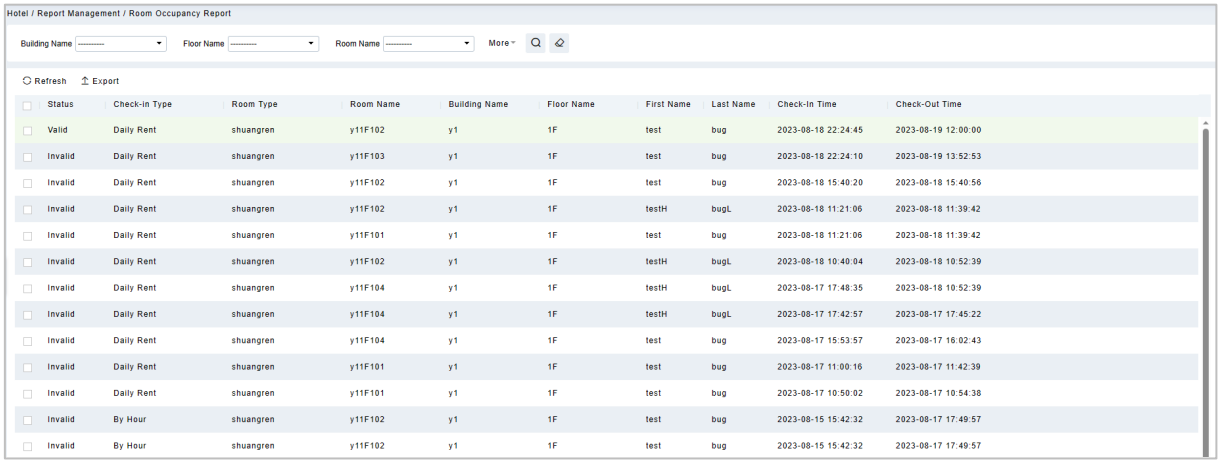


Figure 6.2-1


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- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- If the status is valid, the guest is still checking in. If the status is invalid, the guest has checked out.

## 6.3 Room Charges Report

In the search bar, user can select the time, guest name, room name, room type or other criteria to search for room charge records, as shown in Figure 6.3-1.

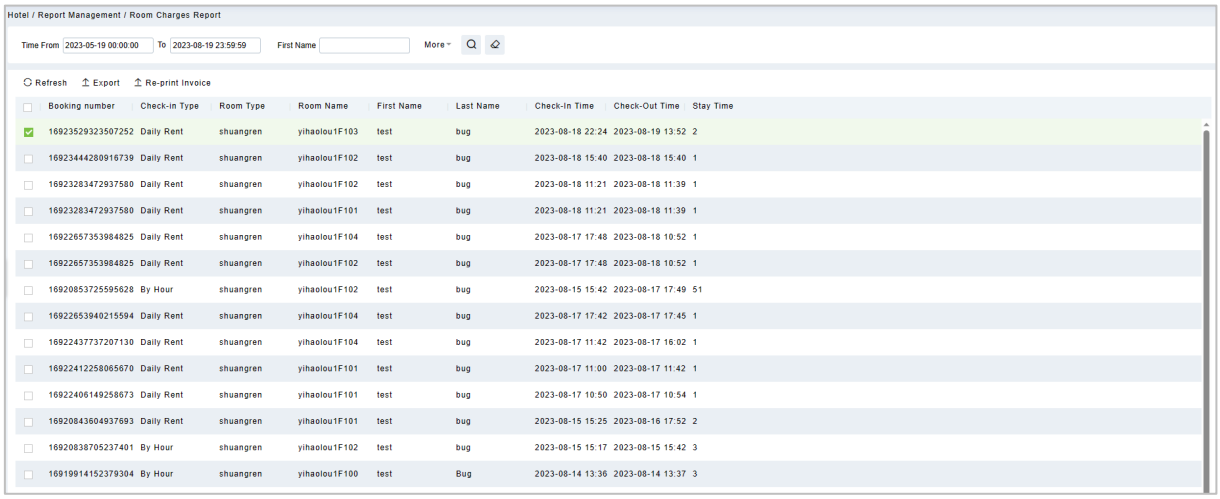


Figure 6.3-1

- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- Re-print Invoice is primarily used when a guest loses their invoice. Users can locate the record for which they need to reprint the invoice, select it, and then click the **Re-print Invoice** option, as shown in Figure 6.3-2.

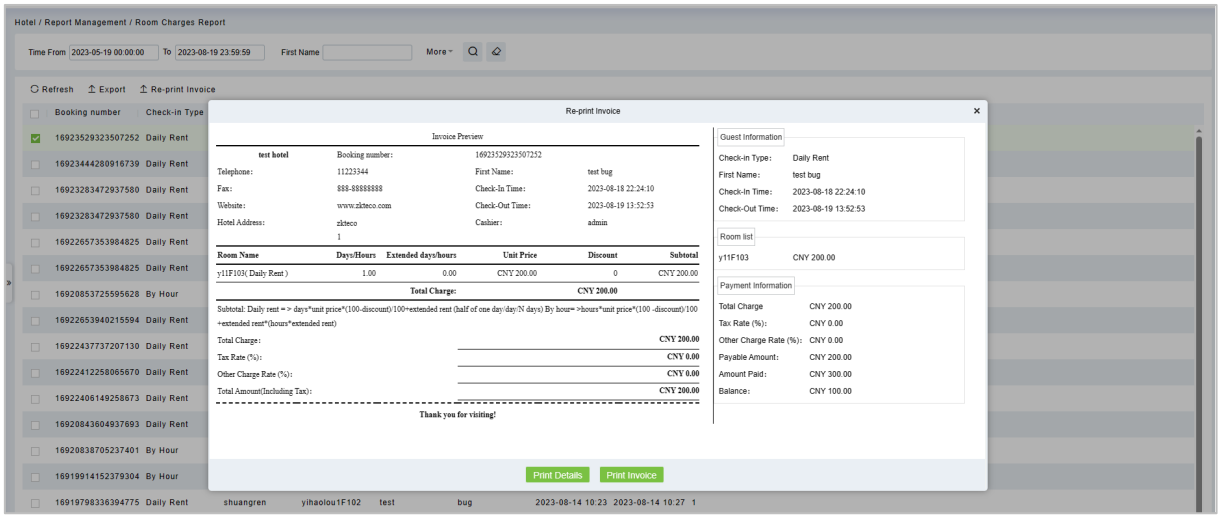


Figure 6.3-2


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## 6.4 Issued Card Report

In the search bar, users can select the card issuance time, card number, effective start time or other criteria to search for the card issuance record, as shown in Figure 6.4-1.

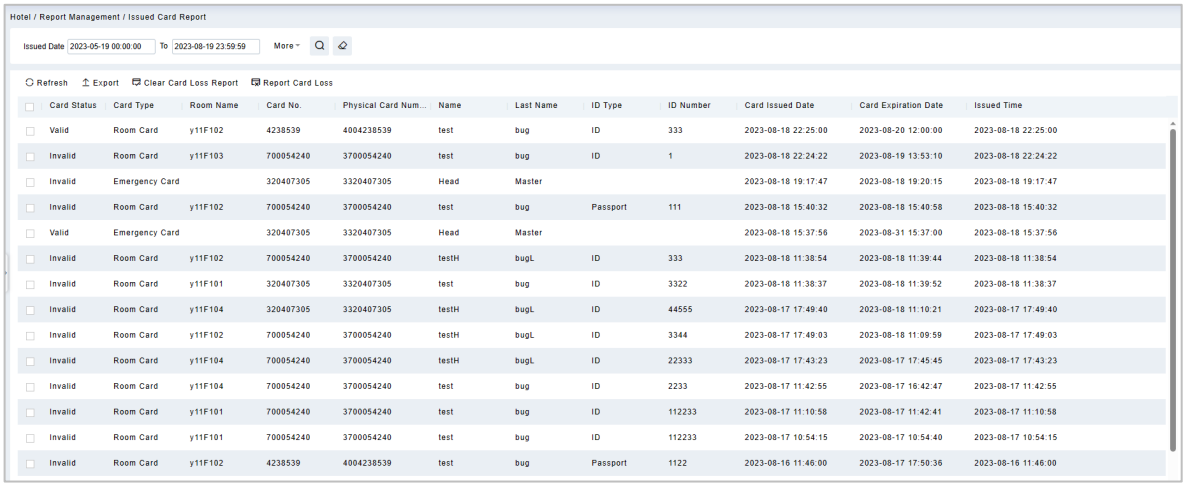


Figure 6.4-1

- Reports can be exported.
- All data in the report derived from the card issuing operation of the hotel, including the administrator, housekeeping card, maintenance card, and room area card.
- The report supports **Report Card Loss** or **Clear Card Loss Report** for all cards.
- After the card is reported loss, the card information will be synchronized to the blocklist of all locks, and the card will not be swiped to open any door.
- After the card loss report is cleared, the card information will be deleted from the blocklist of all locks, and the registered room can be opened normally.

## 6.5 Write Card Record Remotely

In the search bar, users can select the time, card number, card validity period or other criteria to search for remote card write records, as shown in Figure 6.5-1.

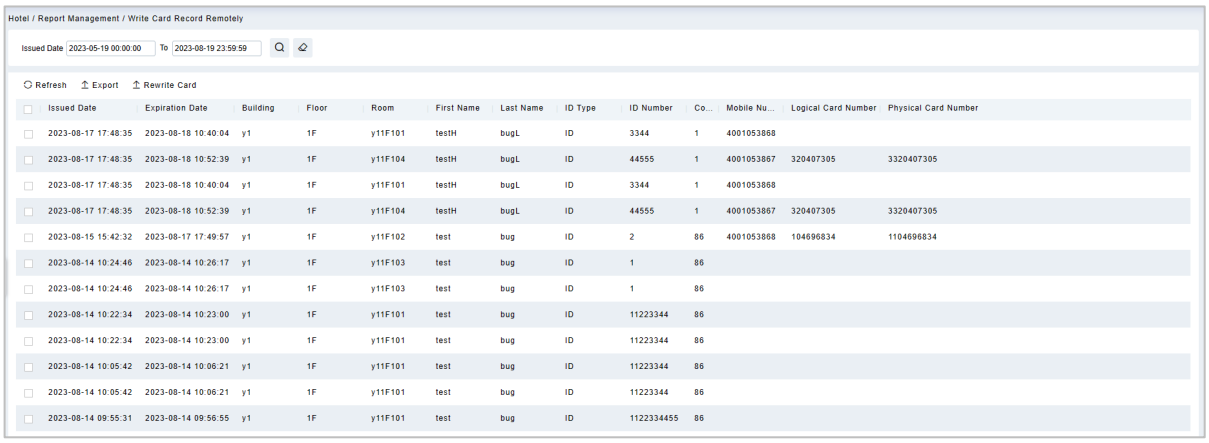


Figure 6.5-1


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- Reports can be exported.
- All data in the report is derived from the remote card writing operation of the hotel during card issuance.
- Rewrite Card function is used if the remote write card command fails to be delivered or is lost.

## 6.6 Unlock Log Report

In the search bar, users can select building name, floor name or other criteria to search for hotel unlock records, as shown in Figure 6.6-1.

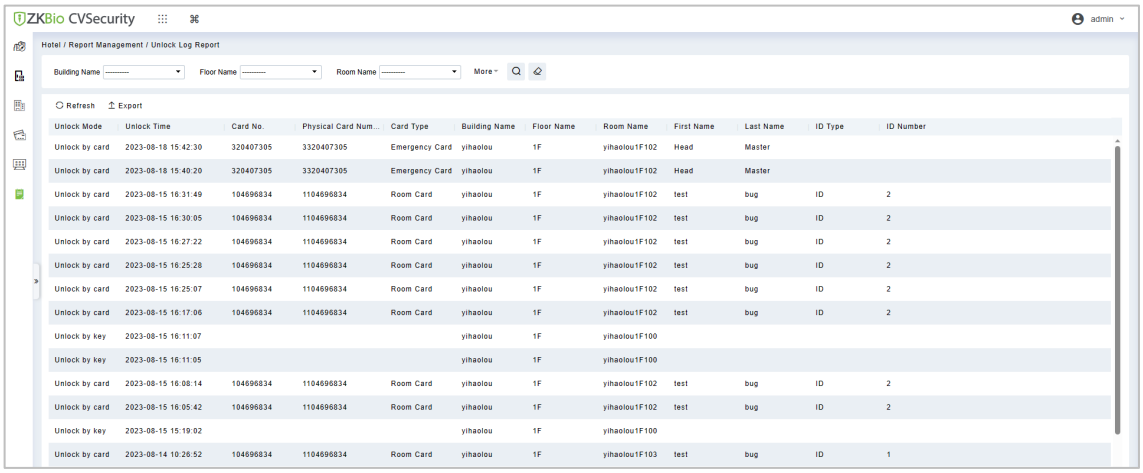


Figure 6.6-1

- Reports can be exported.
- All data in the report is derived from opening door.

## 6.7 Device Command List

In the search bar, users can select the lock MAC address, time or other criteria to search for communication logs of the gateway or hotel lock, as shown in Figure 6.7-1.

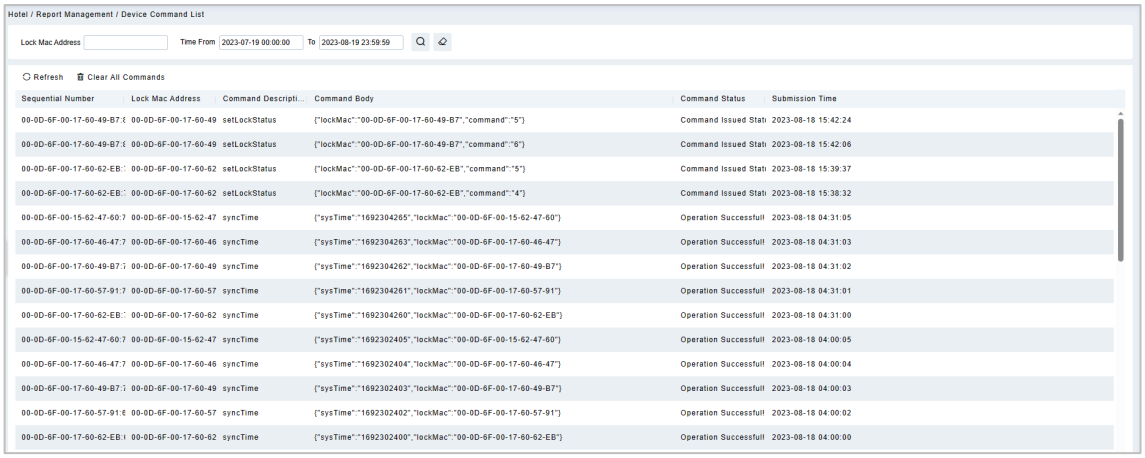


Figure 6.7-1

- All data in the report is derived from the communication between devices and software.


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- Technical personnel use communication log records to check the communication status between the gateway and hotel lock.
- Clicking **Clear All Commands** can clear all communication commands.
- The communication command automatically deletes data older than one month.

## 6.8 Lost Card List

In the search bar, users can select the card number, serial number or other criteria to quickly search for lost card information, as shown in Figure 6.8-1.

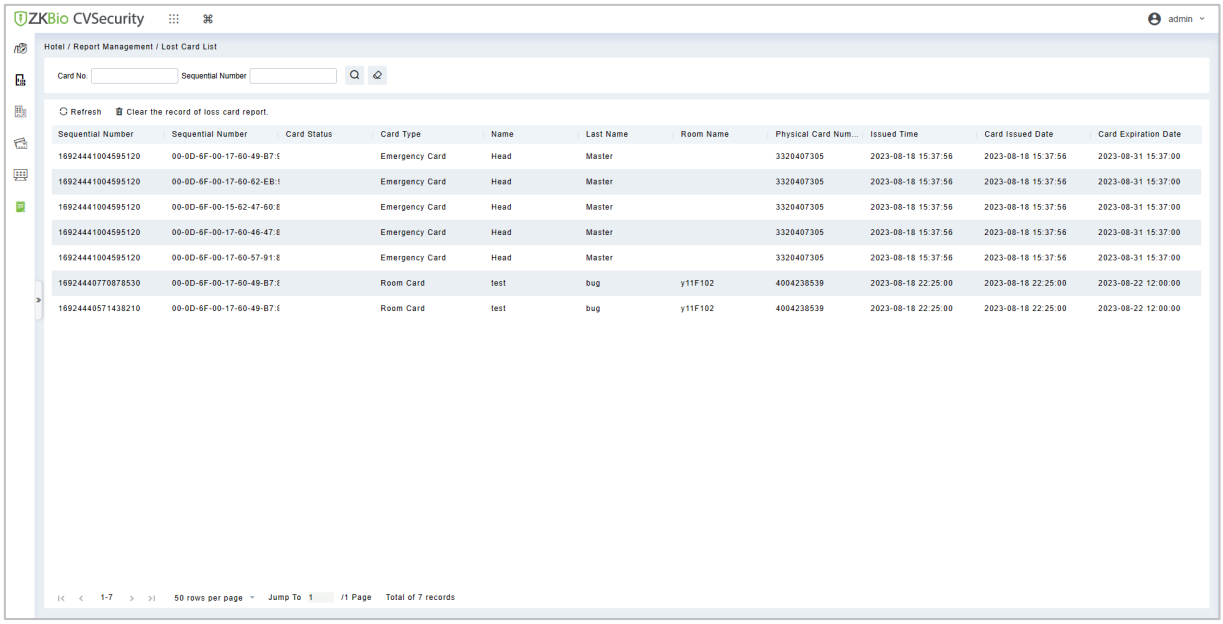


Figure 6.8-1

- All data in the report is derived from the lost card.
- Click **Clear the record of loss card report** can clear all records.


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