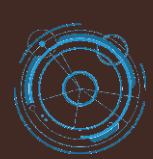


HotelVpf, Front Desk Quick Guide v1.0

Windows Application 





HotelVpf, Front Desk Quick Guide v1.0


Windows Application 


Contents

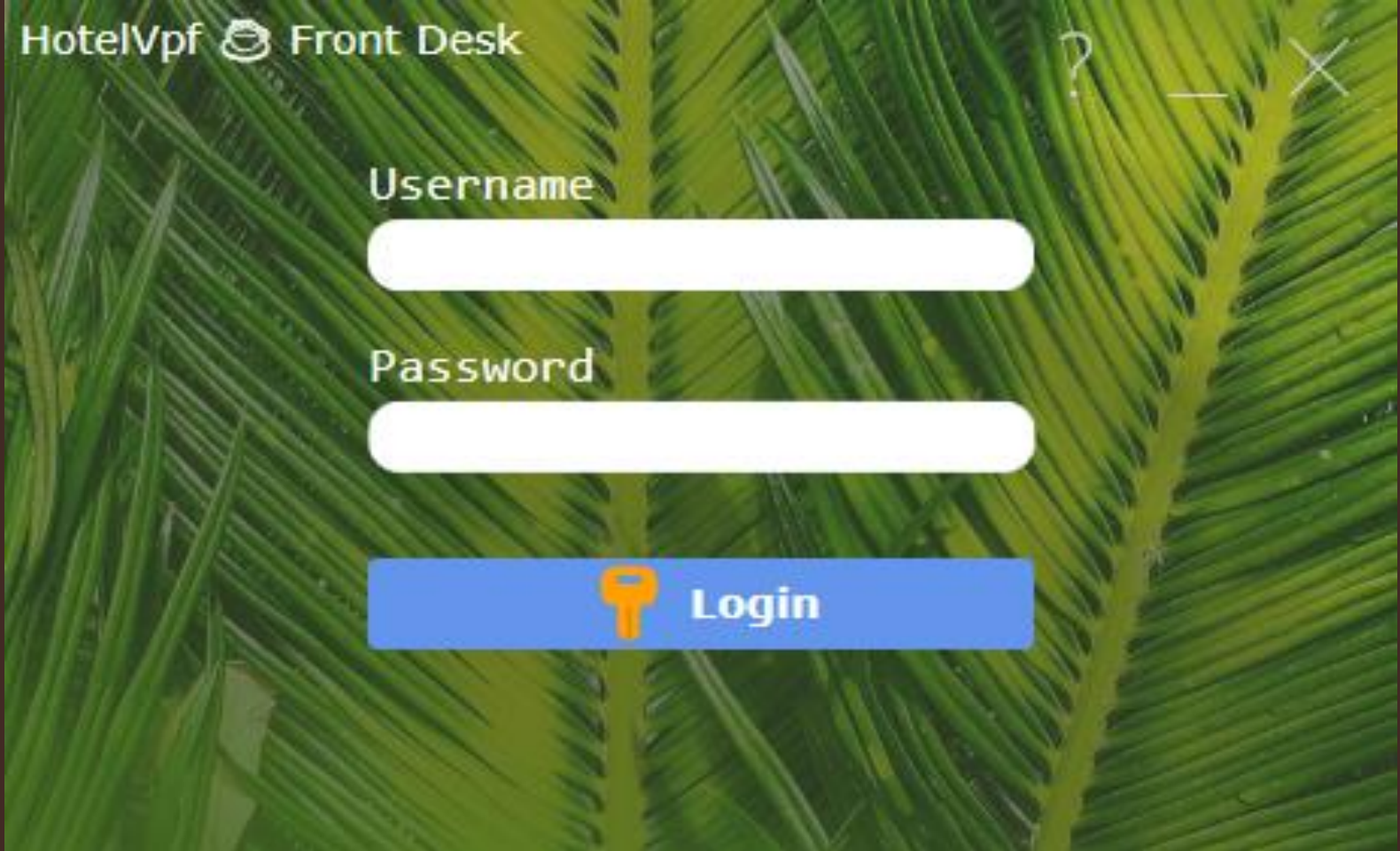
- (1) **Login**
- (2) **Rooms Management**
 - (2.1) Property Rooms
 - (2.2) Booking Form (A)
 - (2.3) Booking Form (B)
 - (2.4) Reservation Form
 - (2.5) Extra Charges
 - (2.6) Payments
 - (2.7) Refunds
 - (2.8) View/Cancel Payment
 - (2.9) View/Cancel Reservations
 - (2.10) Available Rooms
 - (2.11) Booked Rooms
 - (2.12) Check-In Today Rooms
 - (2.13) Check-Out Today Rooms
 - (2.14) Housekeeping Rooms
 - (2.15) Scheduler Housekeeping Rooms
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- (3) **Bookings & Reservations**
 - (3.1) Bookings
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- (4) **Reports**
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 - (4.6) Extra Charges Report
 - (4.4) Payments Report
 - (4.5) Refunds Report



(2) Login

 Download and install Front Desk application;


 Sign In Front Desk → type Username and Password created by Manager (Back Office app. group Authorization → Receptionists)



HotelVpf Front Desk

Username

Password

 Login

(2) Rooms Management

(2.1) Property Rooms

- Display of the hotel structure in a dynamic tree interface: Buildings → Floors → Rooms;
- Show rooms by status colors; example Room No. 100:
- Yellow = Booked,
- Stripe Blue = Maintenance,
- Stripe Pink = Housekeeping.
- Click Room display Booking Type View, choose one of the actions:
 - Check In / Check Out,
 - New Reservation,
 - View/Cancel Reservations.

Front Office Desk

Rooms Management | Bookings & Reservations | Reports

Property Rooms | Available Rooms | Booked Rooms | CheckIn Today Rooms | CheckOut Today Rooms | Housekeeping Rooms | Maintenance Rooms

Rooms Management

Property Rooms	Available Rooms	BuildingA	100	101	103
Booked Rooms	CheckIn Today Rooms	Floor1			
CheckOut Today Rooms	Housekeeping Rooms	Floor2			
Maintenance Rooms					

Bookings & Reservations

Reports

Room No: 101

What you want to do?

CheckIn | New Reservation

View/Cancel Reservations | Cancel

(2) Rooms Management (2.2) Booking Form (A)

(A) Features that can be added to the invoice:

- Room Rate;
- Room Type;
- No of Guests;
- No Of Nights;
- Tax;
- Discount;
- Deposit;
- Extra Charges;
- Payments;
- Refunds;

Booking Id: 1

Room Number: 100
Room Type: RoomType_1
Room Status: Available
Floor: Floor_1
Building: Building_A

Save CheckOut Invoice

Home Extra Charges Payments Refunds Guests Report Extra Charges Report Payments Report Refunds Report

Guest

Guest Type
 Regular Guest New Guest

Search Guest
 by Name by Contact No by IC/PP

Guest Info
 Title: Mr Miss
 First Name:
 Middle Name:
 Family Name:

Guest Contact Info
 Phone:
 Email:
 Address:
 City:
 District:
 Zip Code:
 Country:

Guest Documents
 Identity Card:
 Passport:

Guest Vehicle
 Car Brand:
 Vehicle plate:

Edit Guest

Room Number: 100 Room Type: RoomType1

No Adults:

No Child A: No Child B:

Arrival:

Night(s):

Departure:

Room Rate:

Average Price Per Night: 20.00 EUR - Euro

Taxes(%) T1

Bill Information Room 100

Currency	EUR - Euro
Total Rate	2140.00
Total Tax	3%
Extra Charges	0.00
Subtotal	2204.20
Discount	3.00 %
Total	2138.07
Deposit	100.00
Refunds	0.00
Amount Paid	0.00
Balance	2138.07

Discount1:
 Deposit1:

Remarks Room 100

New Remark

Remark Title	Remark Done	Date Created

Other Informations Room 100

Release Date	20 March, 2021
Release Time	12:00:00 AM
Next Reservation	21 March, 2021
Folio	
Registration	

- Invoice calculated automatically
- Print Invoice or Save As .Pdf file.

(B) Features that can be added to the invoice:

- Extra Charges;

- Payments;

- Refunds;

• Invoice calculated automatically.

(2) Rooms Management (2.3) Booking Form (B)

Booking Id: 1

Save CheckOut Invoice Room Number: 100 Room Type: RoomType_1 Room Status: Available Floor: Floor_1 Building: Building_A

Home Extra Charges Payments Refunds Guests Report Extra Charges Report Payments Report Refunds Report

★ Stay Information ★ Room 100 ★

Room Number: 100 Room Type: RoomType1

No Adults: 1 No Child A: 0 No Child B: 0

Arrival: Thursday, December 3, 15

Night(s): 107

Departure: Saturday, March 20, 26

Room Rate: RoomRate_1

Average Price Per Night: 20.00 EUR - Euro

Taxes(%): T1

★ Bill Information ★ Room 100 ★

Currency	EUR - Euro
Total Rate	2140.00
Total Tax	3%
Extra Charges	0.00
Subtotal	2204.20
Discount	3.00 %
Total	2138.07
Deposit	100.00
Refunds	0.00
Amount Paid	0.00
Balance	2138.07

Discount1: discount
Deposit1: deposit

★ Remarks ★ Room 100 ★

New Remark

Remark Title	Remark Done	Date Created

★ Other Informations ★ Room 100 ★

Release Date	20 March, 2021
Release Time	12:00:00 AM
Next Reservation	21 March, 2021
Folio	
Registration	

Guest Type: Regular Guest New Guest

Search Guest: by Name by Contact No by IC/PP

Search Guest:

Guest Info: Title Mr Miss

First Name: Denis Middle Name: Crown Family Name: Roy

Guest Contact Info: Phone: 2112 Email: denis56@gmail.com Address: 8950 Sulphur Springs St. Corona, NY 11368 City: Amsterdam District: New York Zip Code: 11368 Country: USA

Guest Documents: Identity Card: 54354353224 Passport: fgsqffidsg434

Guest Vehicle: Car Brand: Vehicle plate:

Edit Guest

(2) Rooms Management (2.4) Reservation Form

- Identical to the Booking Form except for the reservation date which can be set only in the future.

Booking Id: 7

Save Reserve Invoice Room Number: 100 Room Type: RoomType_1 Room Status: Available Floor: Floor_1 Building: Building_A

Home Extra Charges Payments Refunds Guests Report Extra Charges Report Payments Report Refunds Report

Guest

Guest Type
 Regular Guest New Guest

Guest Info
 Title Mr Miss
 First Name
 Middle Name
 Family Name

Guest Contact Info
 Phone
 Email
 Address
 City
 District
 Zip Code
 Country

Guest Documents
 Identity Card
 Passport

Guest Vehicle
 Car Brand
 Vehicle plate

Stay Information * Room 100 *

Room Number: 100 Room Type: RoomType1

No Adults
 No Child A No Child B
 Arrival
 Night(s)
 Departure
 Room Rate
 Average Price Per Night: 0.00 EUR - Euro
 Taxes(%) T1

Bill Information * Room 100 *

Currency	EUR - Euro
Total Rate	--- Select Pricing Plan ---
Total Tax	0.00%
Extra Charges	0.00
Subtotal	0.00
Discount	0.00
Total	0.00
Deposit	0.00
Refunds	0.00
Amount Paid	0.00
Balance	0.00

--- Select --- discount
 --- Select --- deposit

Remarks * Room 100 *

Remark Title	Remark Done	Date Created

Other Informations * Room 100 *

Release Date	
Release Time	
Next Reservation	
Folio	
Registration	

(2) Rooms Management (2.5) Extra Charges

- Add extra charges to invoice;

Booking Id: 1

Save CheckOut Invoice Room Number: 100 Room Type: RoomType_1 Room Status: Available Floor: Floor_1 Building: Building_A

Home Extra Charges Payments Refunds Guests Report Extra Charges Report Payments Report Refunds Report

Extra Charges

Quantity	Product	Price	Tax
3	✓ fds	45.00	3.00

Update Extra Charges 139.05

Guest

Guest Type
 Regular Guest New Guest

Search Guest
 by Name by Contact No by IC/PP
Search Guest

Guest Info
Title Mr Miss
First Name
Middle Name
Family Name

Guest Contact Info
Phone
Email
Address
City
District
Zip Code
Country

Guest Documents
Identity Card
Passport

Guest Vehicle
Car Brand
Vehicle plate



(2) Rooms Management (2.6) Payments

- Add new payments to invoice;

Payment


New Payment

Guest	Denis Crown Roy
Booking ID	1
Payment ID	0
Amount Paid	<input type="text" value="0.00"/>
Payment Method	--- Select ---
Payment Date	Wednesday, December 16, 2020
Receptionist	<input type="text"/>
Notes	<input type="text"/>

(2) Rooms Management (2.7) Refunds

- Add new refunds to invoice;

 Refund

New Refund

Guest

Booking ID

Refund ID

Refund Type Booking Cancellation Deposit



Refund Amount

Refund Method

Refund Date

Receptionist

Notes

 Save  Close

- View or Cancel Payment.



(2) Rooms Management

(2.8) View/Cancel Payment

Payment

View / Cancel Payment

Room No	100
Guest	Denis Roy
Payment ID	1
Booking ID	1
Amount Paid	10.20
Payment Method	MASTER CARD
Payment Date	12/16/2020 5:47:54 PM
Receptionist	
Notes	

(2) Rooms Management (2.9) View or Cancel Reservation

- Show all reservation for the selected room;
- Print all reservations for the selected room;
- Create new reservation.

Reservations

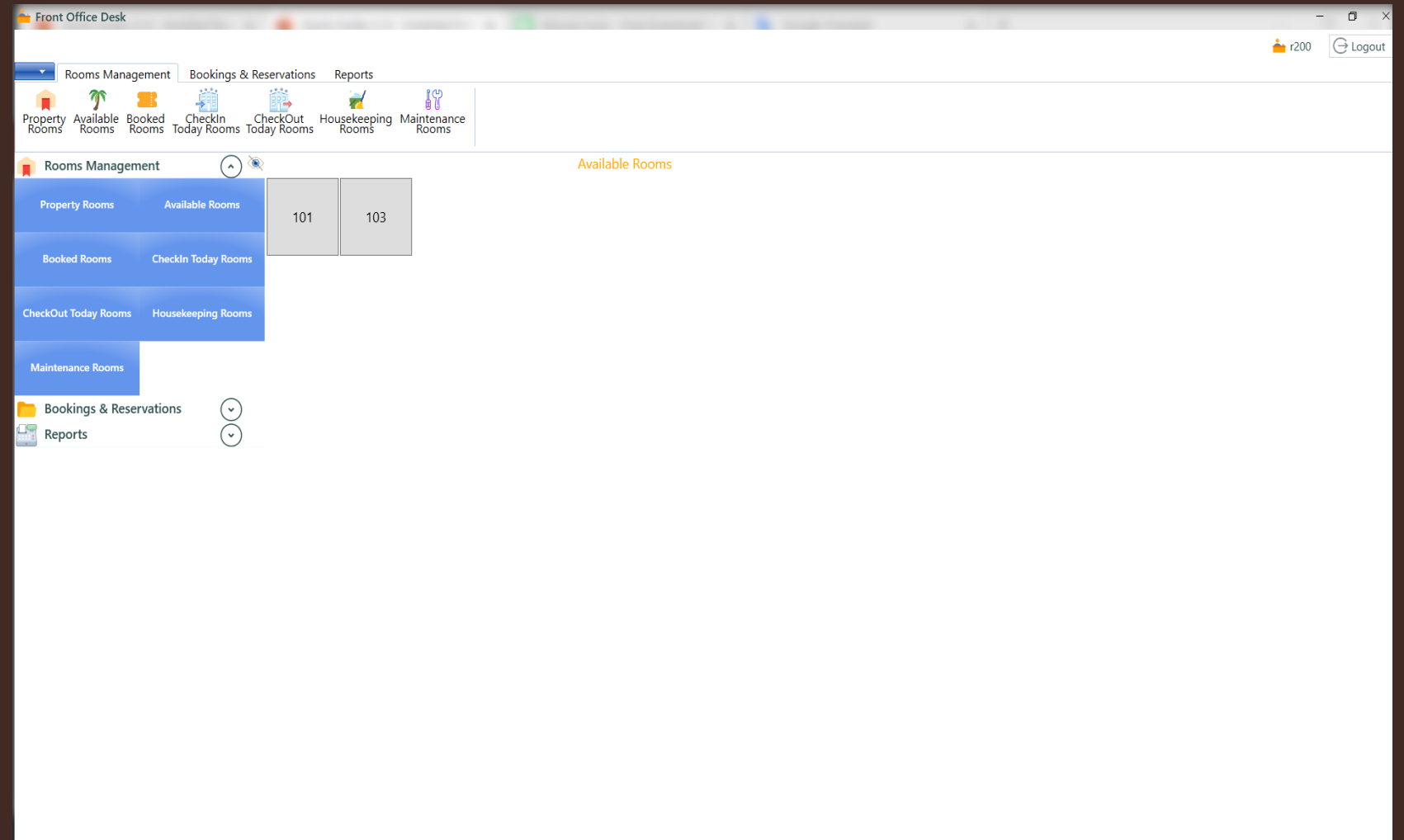
View/Cancel Reservations ⇨ Room No: 100

[New Reservation](#) Print

	Room No	Guest	Reservation ID	Reservation Fr	Reservation To	Receptionist	
1	100	Denis Roy	3	21 May 2021	25 July 2021		View Details New Reservation

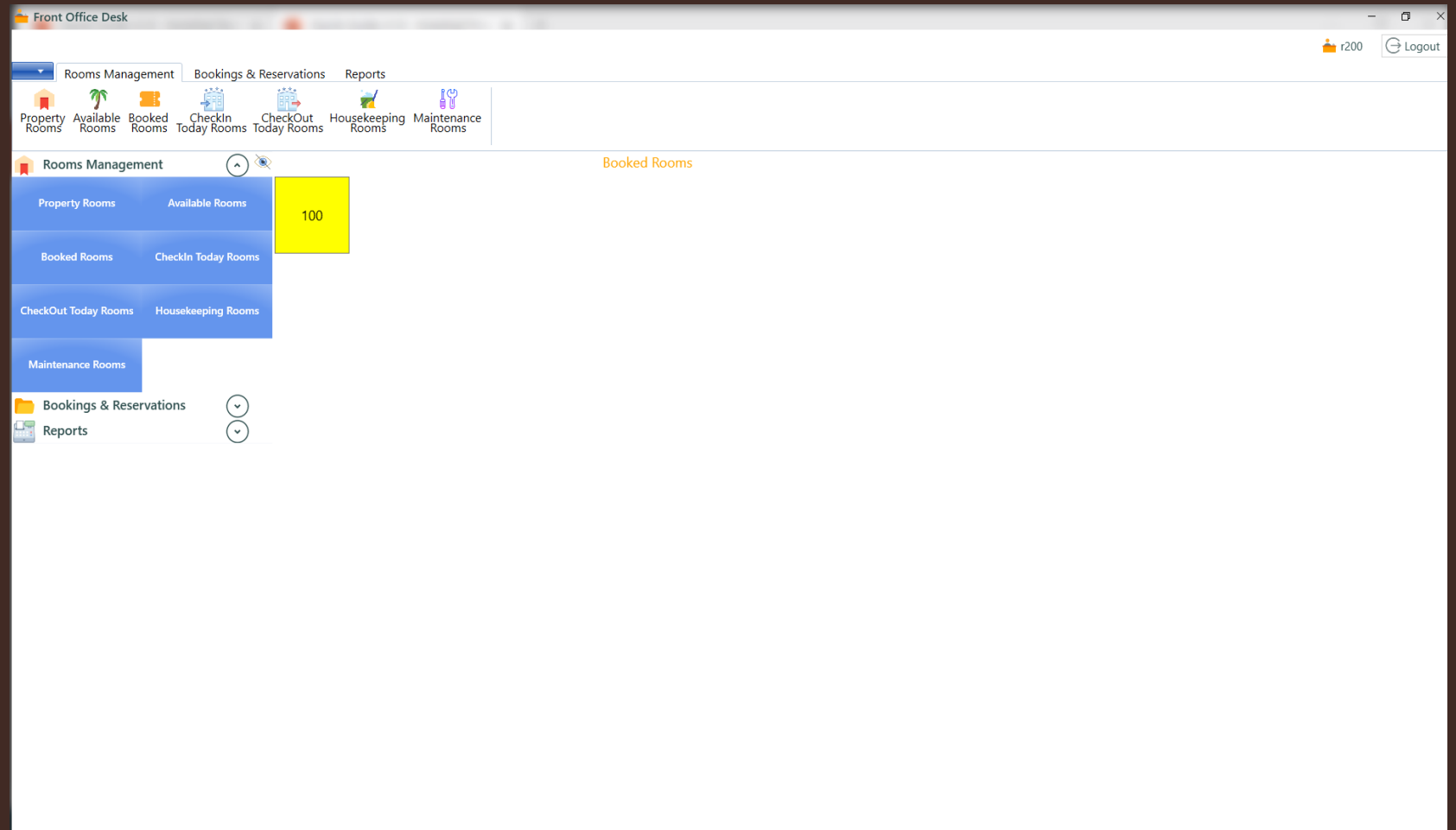
(2) Rooms Management (2.10) Available Rooms

- Display only Available Rooms.



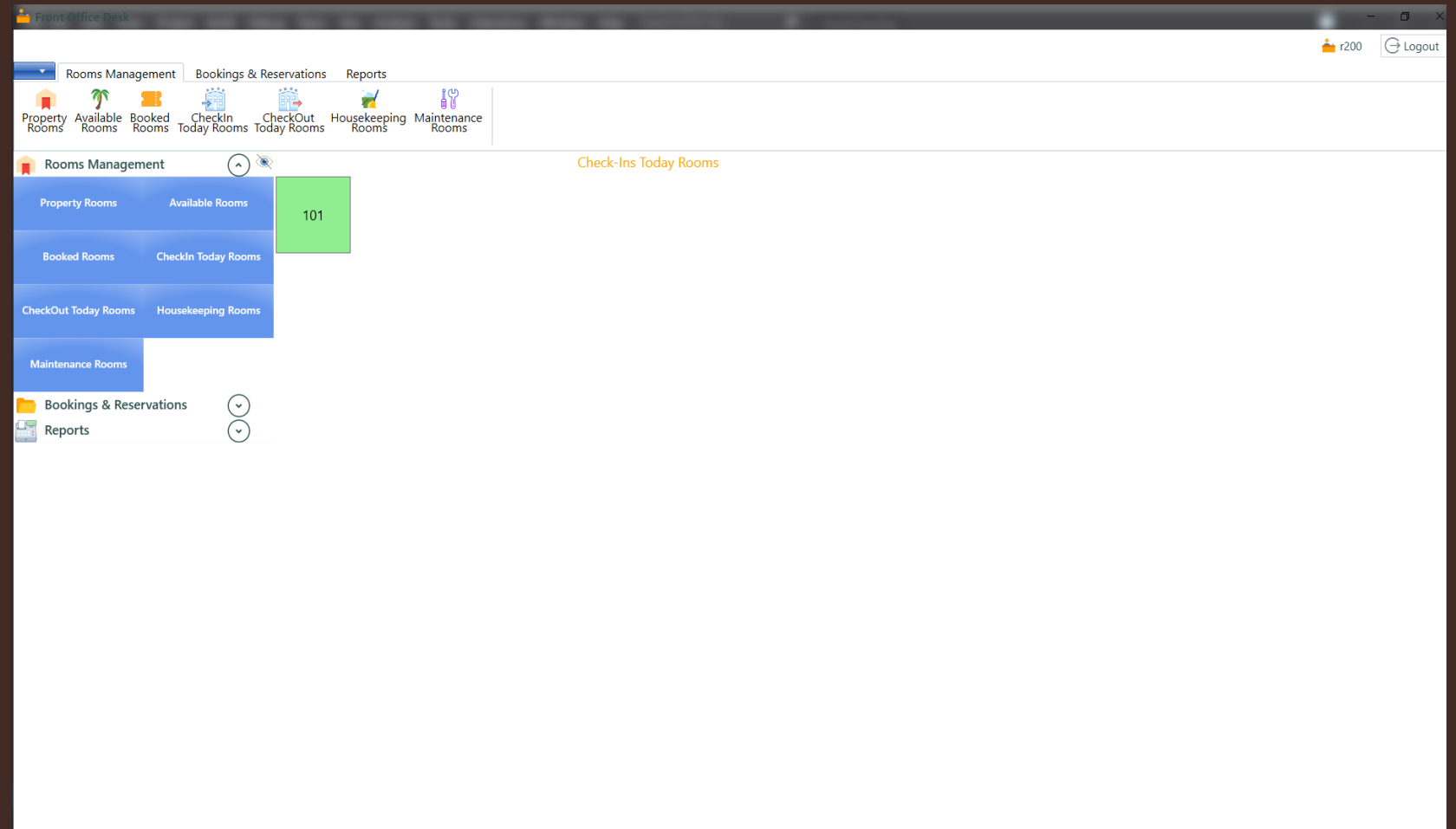
(2) Rooms Management (2.11) Booked Rooms

- Display only Booked Rooms.



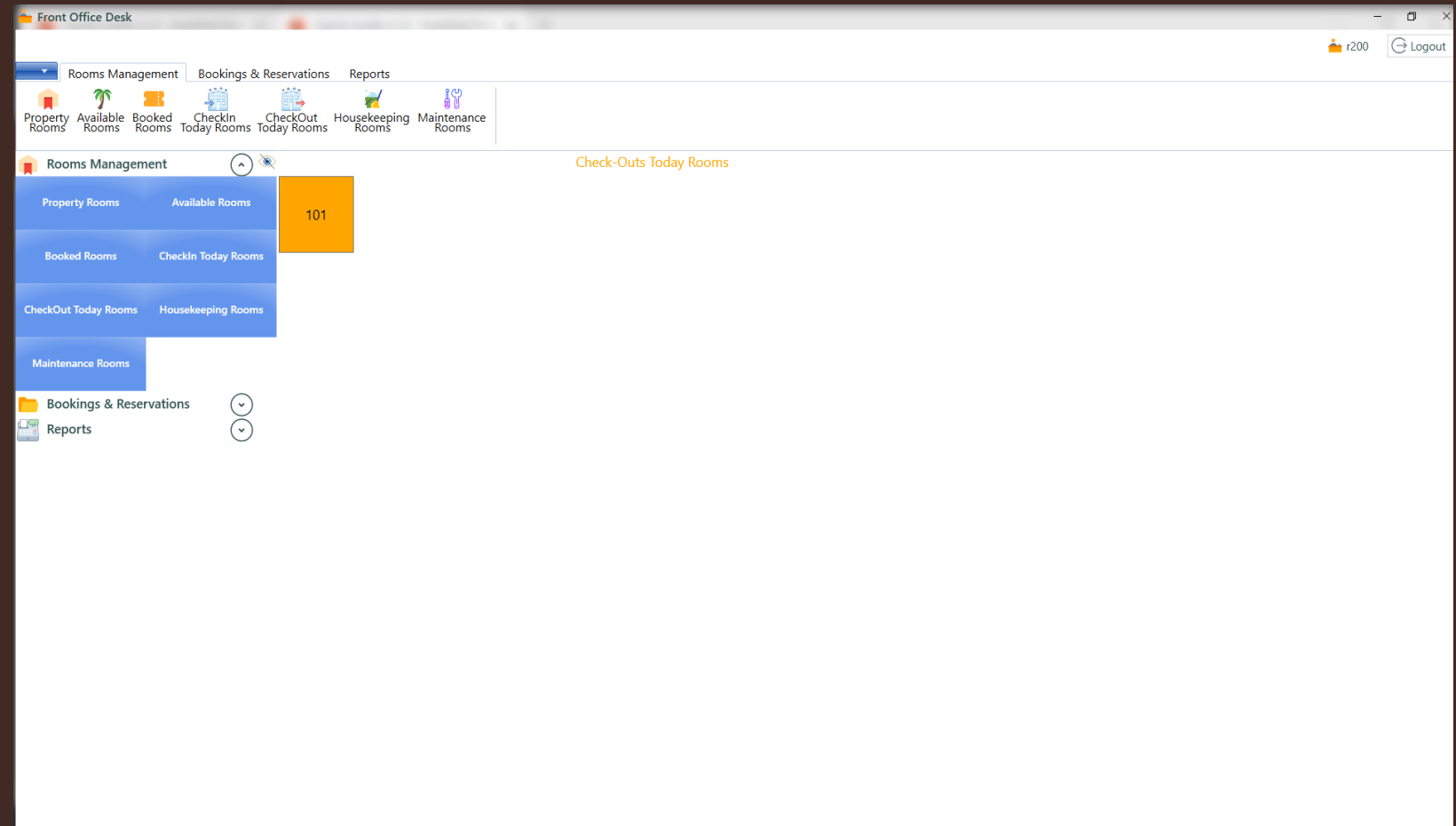
(2) Rooms Management (2.12) Check-In Today Rooms

- Display only Check In Today Rooms.



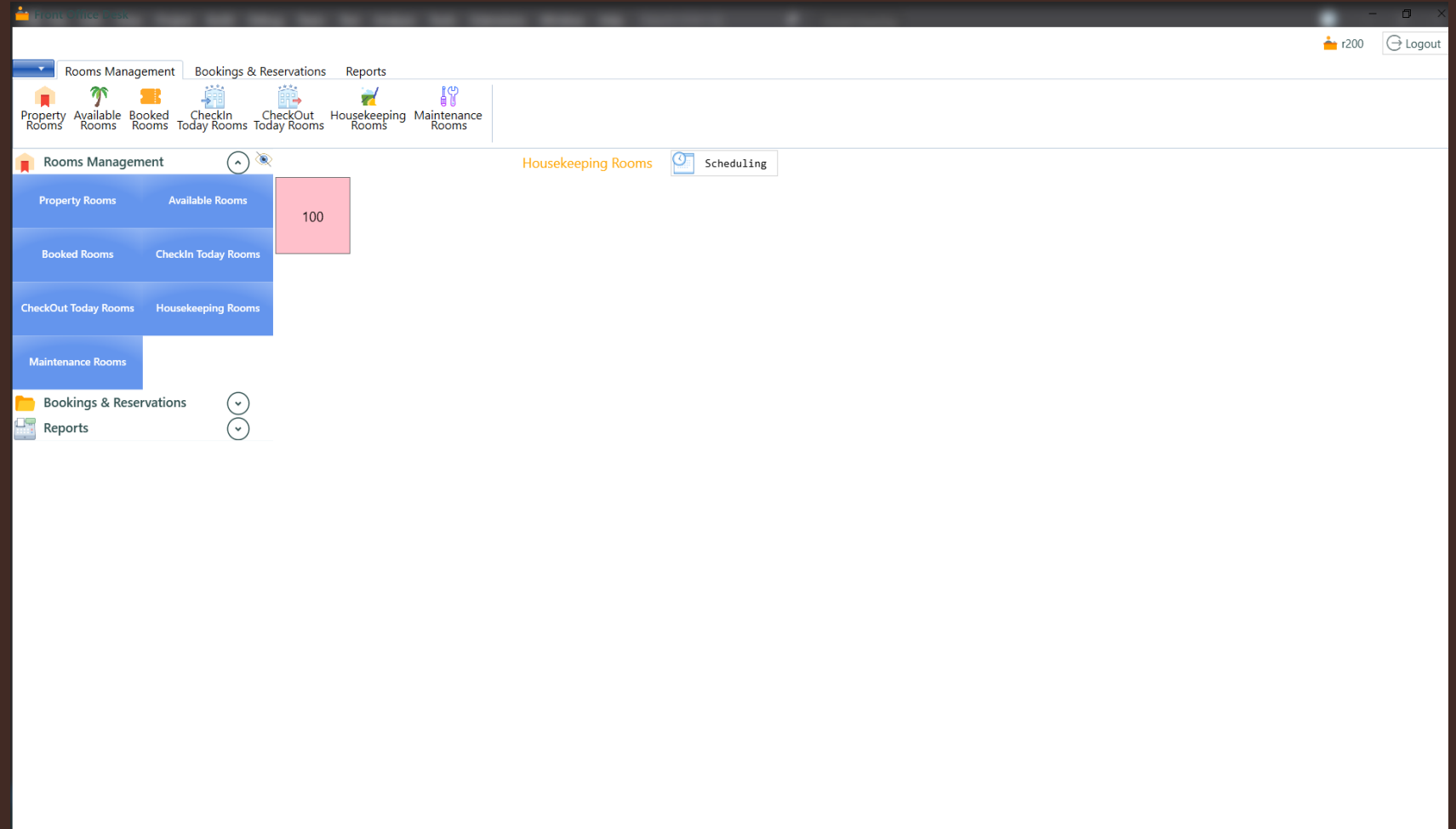
(2) Rooms Management (2.13) Check-Out Today Rooms

- Display only Check Out Today Rooms.



(2) Rooms Management (2.14) Housekeeping Rooms

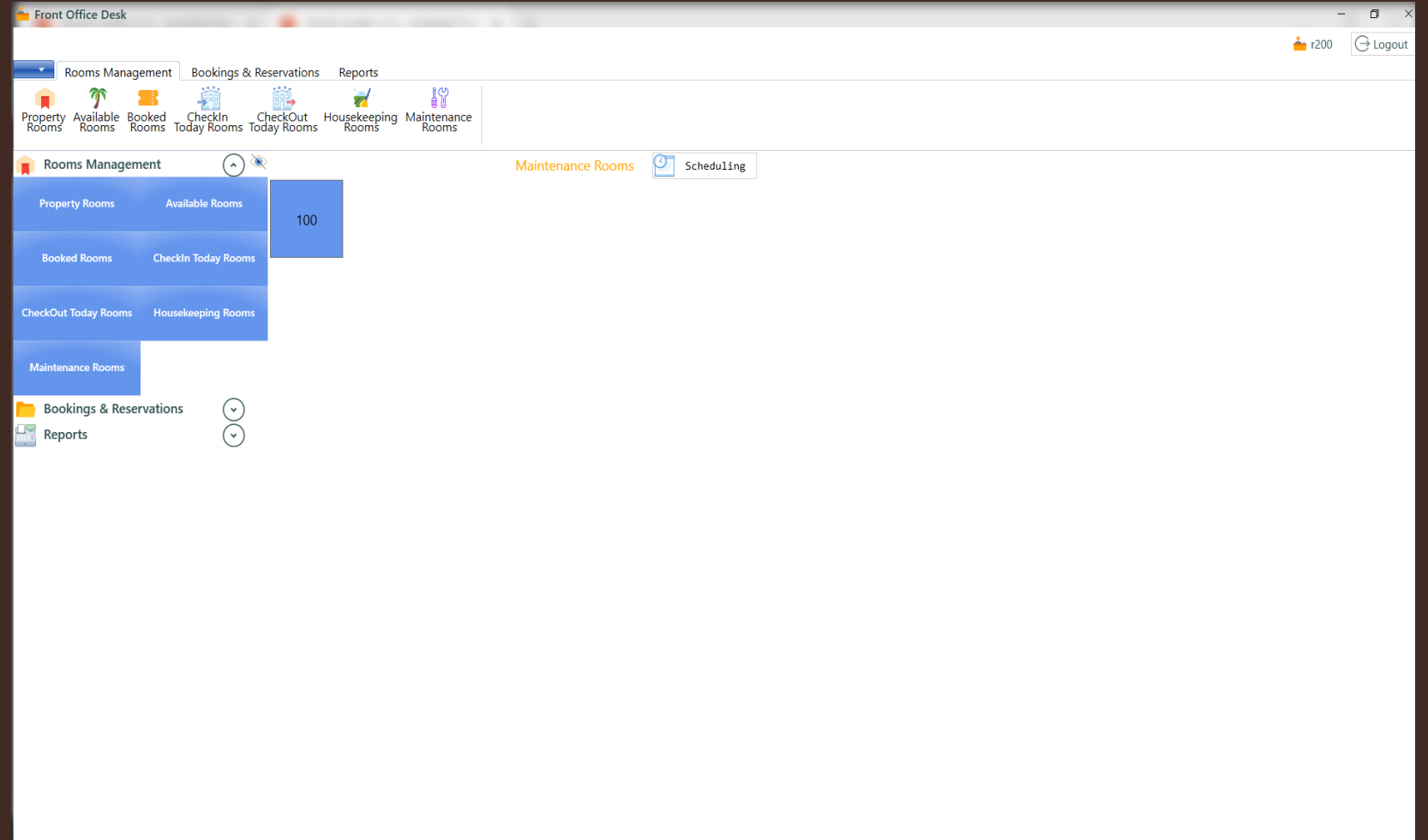
- Display only Housekeeping Rooms.



(2) Rooms Management

(2.16) Maintenance Rooms

- Display only Maintenance Rooms.



(2) Rooms Management

(2.17) Scheduler Maintenance Rooms

- Display Scheduler Maintenance Rooms (read-only form, can be modified only from Back Office app).

The screenshot shows a window titled "Maintenance Rooms Scheduling" with a blue plus icon in the top left corner. The window contains two rows of scheduling data, each with four fields: Room, From, To, and Active.

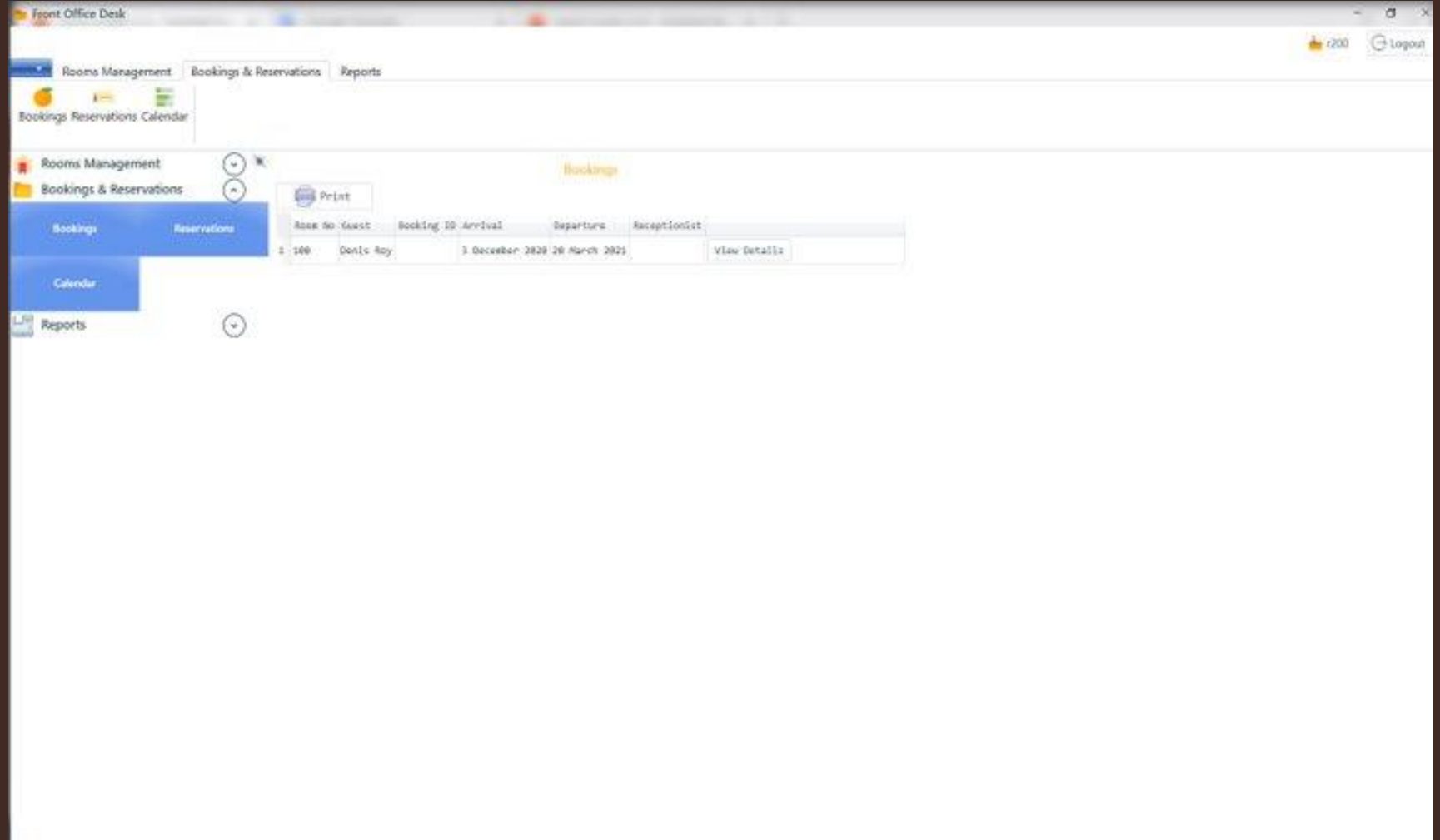
Room	From	To	Active
100	Wednesday, December 2, 2020 11:22:42 AM	Thursday, April 8, 2021 11:22:42 AM	Yes
--- Select ---	Wednesday, December 2, 2020 11:22:43 AM	Wednesday, December 2, 2020 11:22:43 AM	No

(3) Bookings & Reservations

(3.1) Bookings

- Displaying all bookings in tabular form;

 Print Bookings.



The screenshot shows the 'Front Office Desk' application interface. The main content area displays a table of bookings. The table has the following columns: Room No, Guest, Booking ID, Arrival, Departure, and Receptionist. A single booking is listed with the following details:

Room No	Guest	Booking ID	Arrival	Departure	Receptionist
100	Denis Roy		3 December 2020	28 March 2021	View Details

Additional interface elements include a 'Print' button above the table, a 'Bookings & Reservations' menu on the left, and a 'Logout' button in the top right corner.

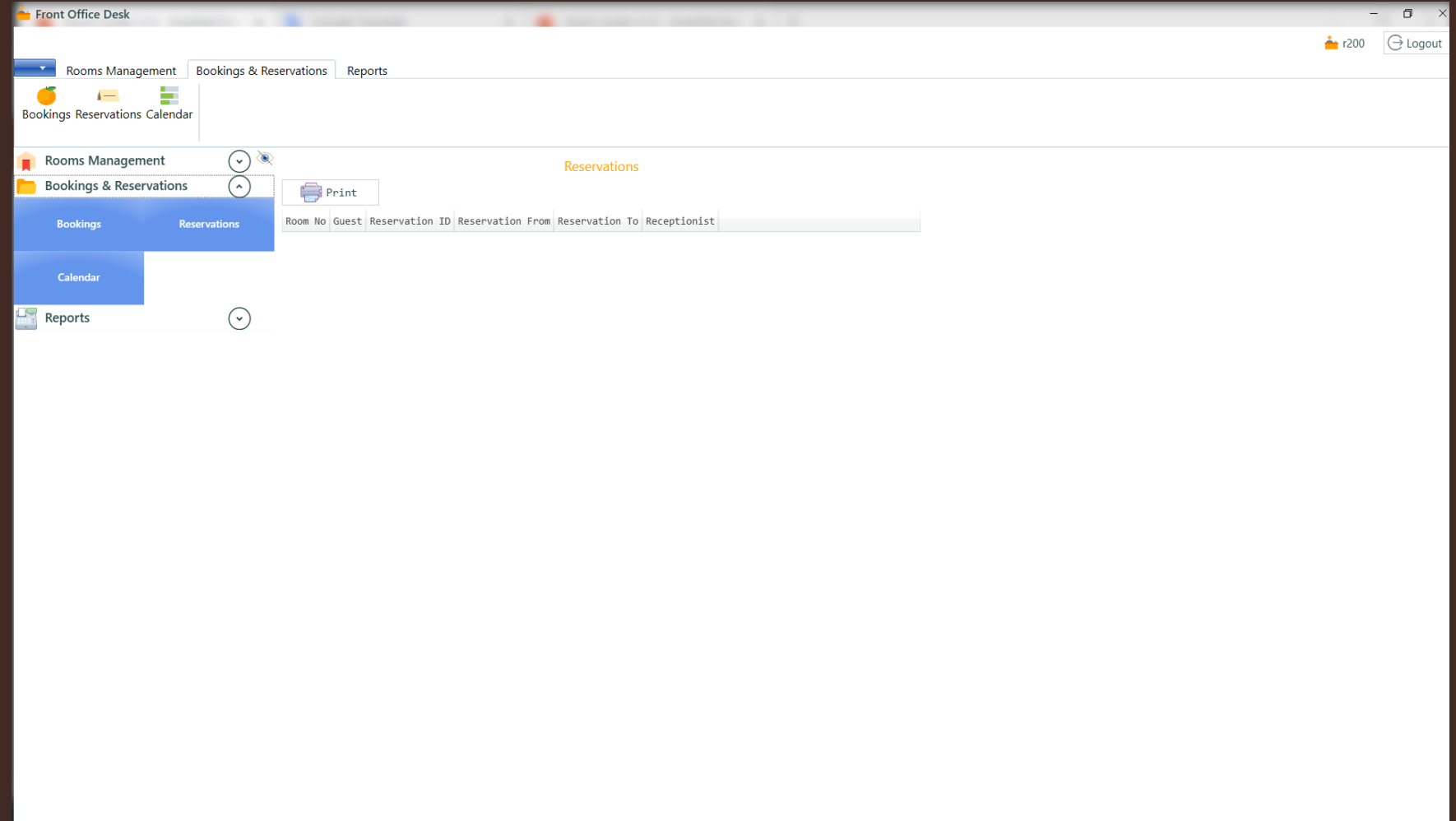
(3) Bookings & Reservations

(3.2) Reservations

- Displaying all reservations in tabular form;





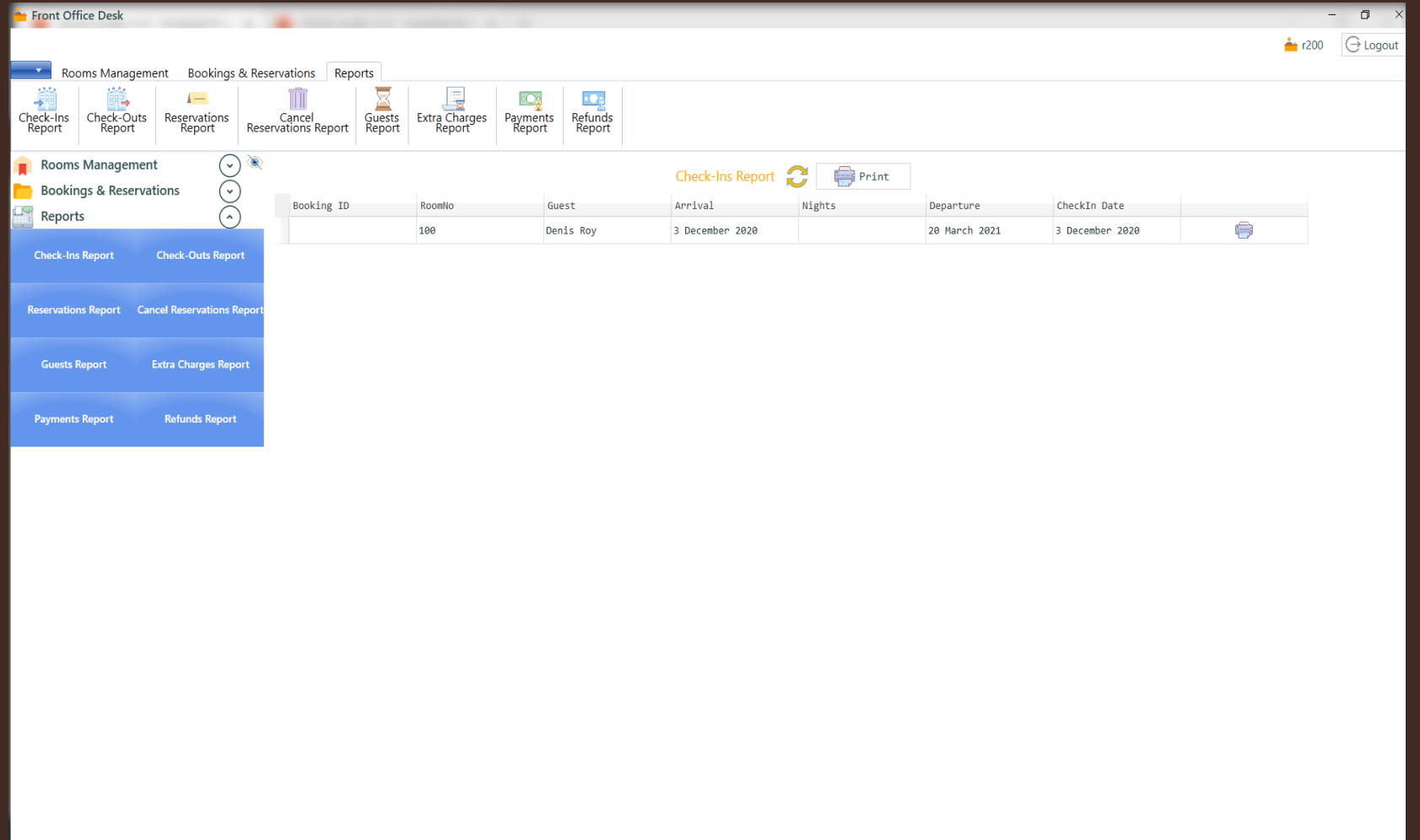
Print Reservations.



The screenshot displays the 'Front Office Desk' application interface. The top navigation bar includes 'Rooms Management', 'Bookings & Reservations', and 'Reports'. Below this, there are icons for 'Bookings', 'Reservations', and 'Calendar'. The main content area is titled 'Reservations' and features a 'Print' button. A table with the following headers is visible: 'Room No', 'Guest', 'Reservation ID', 'Reservation From', 'Reservation To', and 'Receptionist'. The table body is currently empty.

(4) Reports (4.1) Check Ins Report

- Show all bookings
-  Print all bookings;
-  Print each booking separately.



The screenshot displays the 'Front Office Desk' application interface. The top navigation bar includes 'Rooms Management', 'Bookings & Reservations', and 'Reports'. The 'Reports' menu is expanded, showing options for 'Check-Ins Report', 'Check-Outs Report', 'Reservations Report', 'Cancel Reservations Report', 'Guests Report', 'Extra Charges Report', 'Payments Report', and 'Refunds Report'. The 'Check-Ins Report' is selected, and a table of booking data is displayed. The table has columns for Booking ID, RoomNo, Guest, Arrival, Nights, Departure, and CheckIn Date. A single booking is listed with RoomNo 100, Guest Denis Roy, Arrival 3 December 2020, and CheckIn Date 3 December 2020. A 'Print' button is visible next to the table header.

Booking ID	RoomNo	Guest	Arrival	Nights	Departure	CheckIn Date
	100	Denis Roy	3 December 2020		20 March 2021	3 December 2020

(4) Reports

(4.2) Check Outs Report

- Show Check-Out Report

- Print CheckOut Report;

- Print each booking.



The screenshot shows the 'Front Office Desk' application interface. At the top, there are navigation tabs for 'Rooms Management', 'Bookings & Reservations', and 'Reports'. Below these are icons for various reports: Check-Ins Report, Check-Outs Report, Reservations Report, Cancel Reservations Report, Guests Report, Extra Charges Report, Payments Report, and Refunds Report. A left-hand navigation pane is open, showing a tree view with 'Reports' selected. The main content area displays a table with the following data:

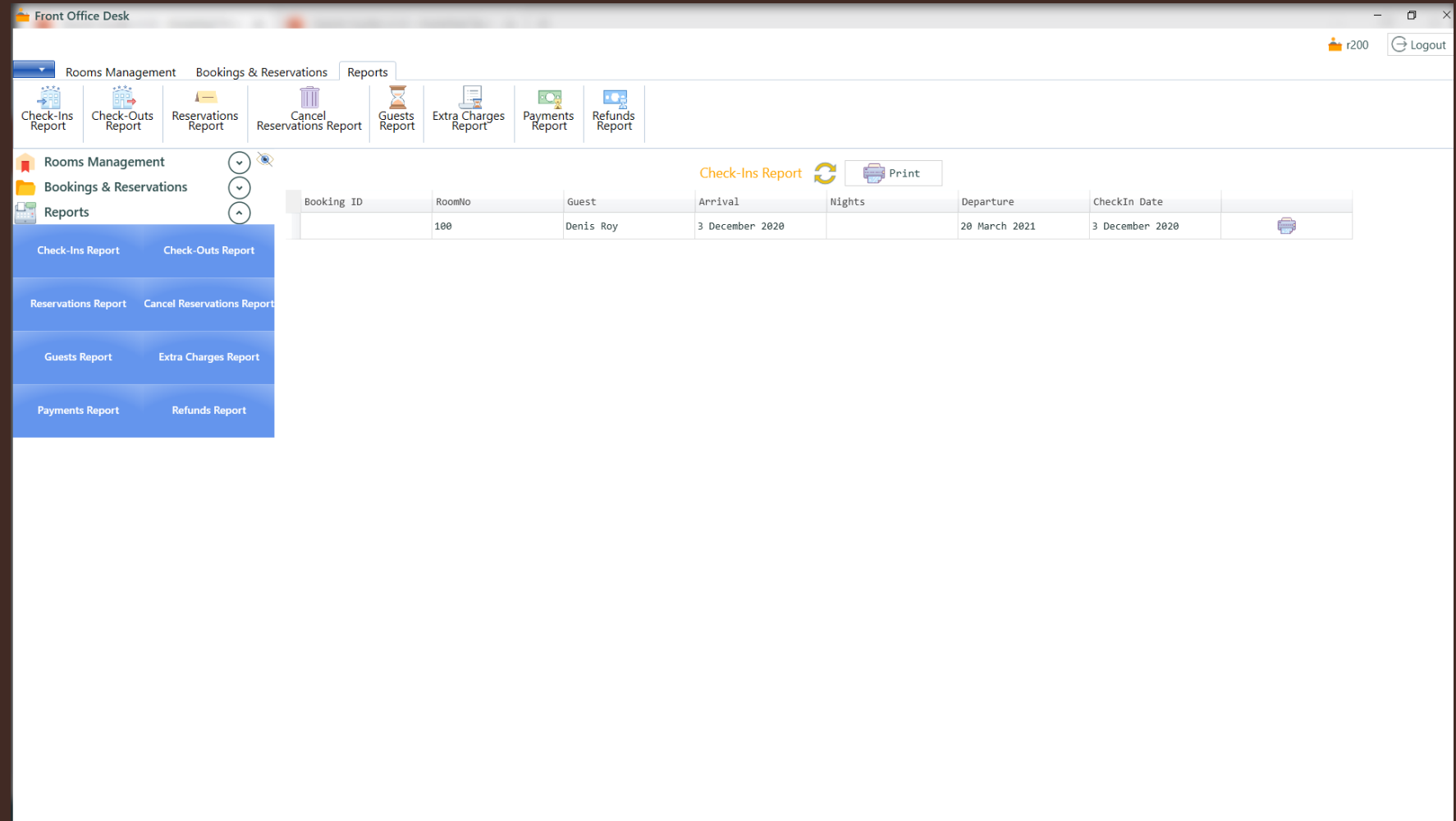
Booking ID	RoomNo	Guest	Arrival	Nights	Departure	CheckIn Date	
	100	Denis Roy	3 December 2020		20 March 2021	3 December 2020	

Additional UI elements include a 'Check-Ins Report' button with a refresh icon and a 'Print' button above the table. The user's name 'r200' and a 'Logout' button are visible in the top right corner.

(4) Reports

(4.3) Reservations Report

- Show all Reservations
-  Print all Reservations;
-  Print each Reservation.



The screenshot displays the 'Front Office Desk' application window. The top navigation bar includes 'Rooms Management', 'Bookings & Reservations', and 'Reports'. The 'Reports' menu is expanded, showing options for 'Check-Ins Report', 'Check-Outs Report', 'Reservations Report', 'Cancel Reservations Report', 'Guests Report', 'Extra Charges Report', 'Payments Report', and 'Refunds Report'. The 'Check-Ins Report' is selected, and a table of data is visible. The table has columns for Booking ID, RoomNo, Guest, Arrival, Nights, Departure, and CheckIn Date. A single row of data is shown for Booking ID 100, Guest Denis Roy, Arrival 3 December 2020, and CheckIn Date 3 December 2020. A 'Print' button is located next to the table header.

Booking ID	RoomNo	Guest	Arrival	Nights	Departure	CheckIn Date
	100	Denis Roy	3 December 2020		20 March 2021	3 December 2020

(4) Reports

(4.4) Cancel Reservations Report

- Show all Canceled Reservations



- Report all Canceled Reservations;

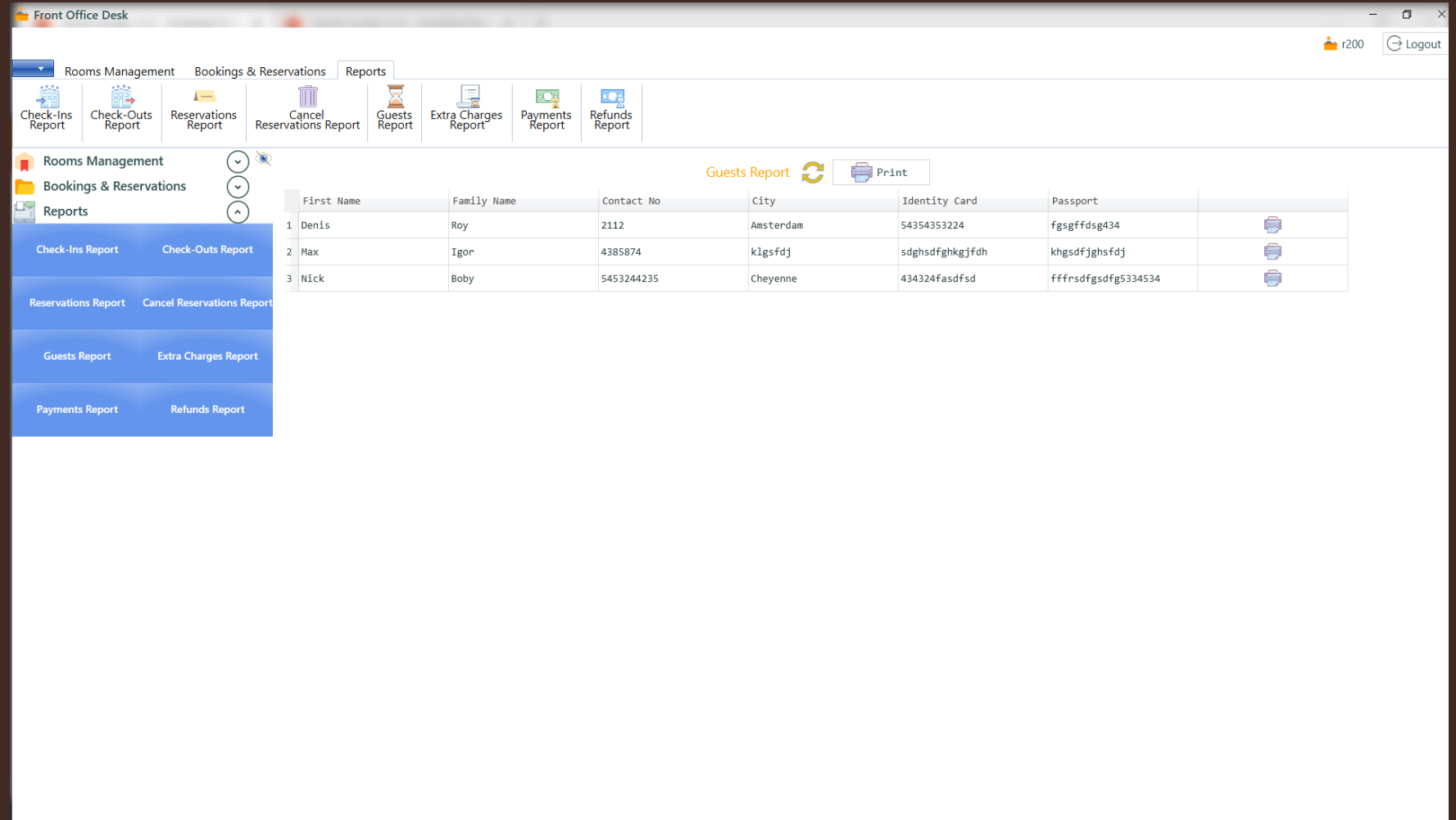
- Report each Cancel Reservation.

The screenshot shows the 'Front Office Desk' application interface. At the top, there are tabs for 'Rooms Management', 'Bookings & Reservations', and 'Reports'. Below these tabs is a navigation bar with icons for various reports: Check-Ins Report, Check-Outs Report, Reservations Report, Cancel Reservations Report, Guests Report, Extra Charges Report, Payments Report, and Refunds Report. A left-hand menu is open, showing 'Reports' selected, with sub-items for Check-Ins Report, Check-Outs Report, Reservations Report, Cancel Reservations Report, Guests Report, Extra Charges Report, Payments Report, and Refunds Report. The main content area displays a table with the following data:




Booking ID	RoomNo	Guest	Arrival	Nights	Departure	CheckIn Date	
	100	Denis Roy	3 December 2020		20 March 2021	3 December 2020	

(4) Reports (4.5) Guests Report

- Show all Guests
-  Print all Guests;
-  Print each Guest.



The screenshot displays the 'Front Office Desk' application interface. The 'Reports' menu is active, showing a list of report options: Check-Ins Report, Check-Outs Report, Reservations Report, Cancel Reservations Report, Guests Report, Extra Charges Report, Payments Report, and Refunds Report. The 'Guests Report' is selected and highlighted in blue. Below the menu, a table displays the following data:

	First Name	Family Name	Contact No	City	Identity Card	Passport	
1	Denis	Roy	2112	Amsterdam	54354353224	fgsgffds434	
2	Max	Igor	4385874	klgsfdj	sdghsdfghkgjfdh	khgsdfjghsfdj	
3	Nick	Boby	5453244235	Cheyenne	434324fasdfsd	fffrsdfgsdfg5334534	

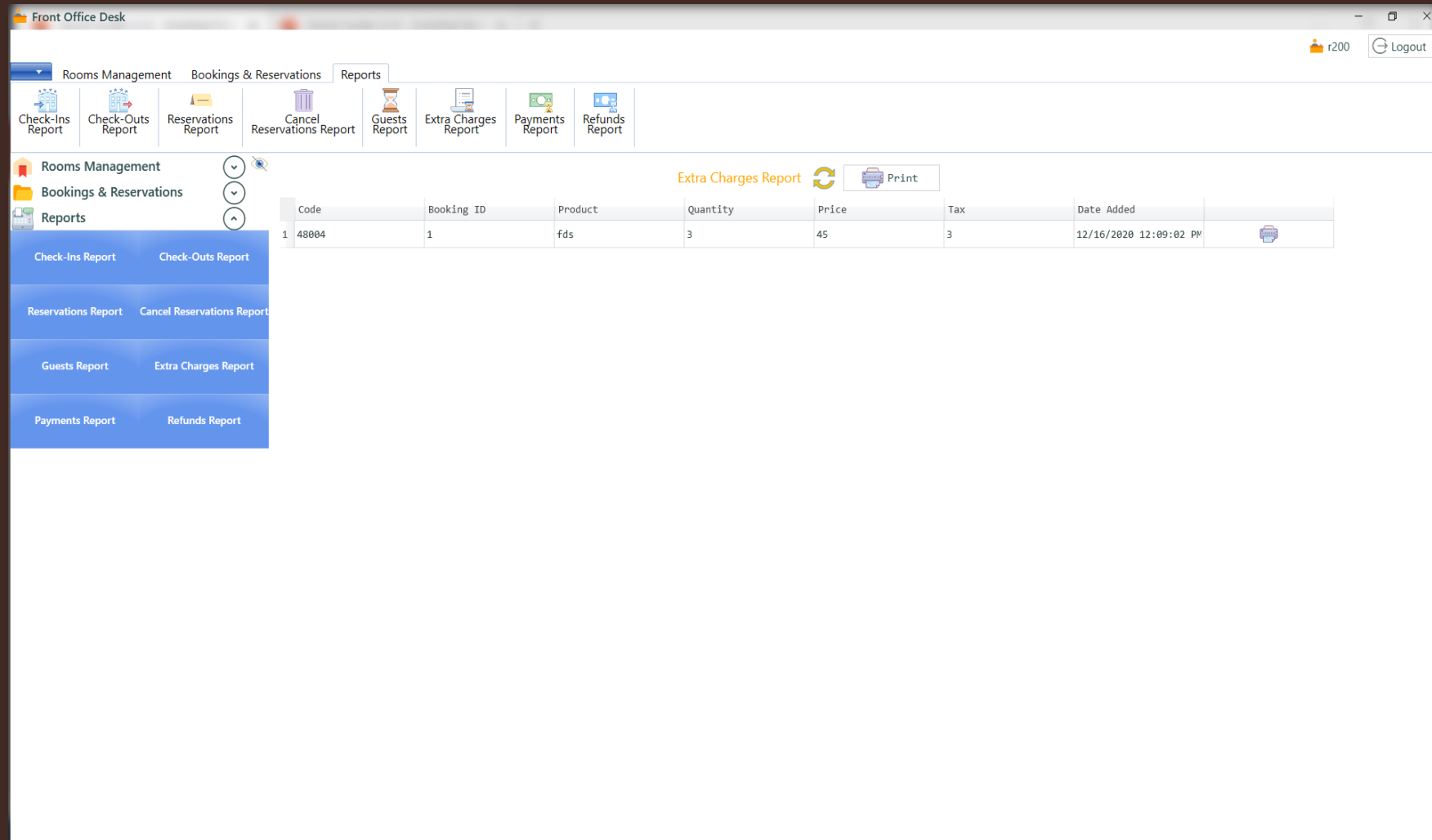
(4) Reports

(4.6) Extra Charges Report

- Extra Charges

-  Report all Extra Charges;

-  Report each Extra Charge.





The screenshot displays the 'Front Office Desk' application interface. The top navigation bar includes 'Rooms Management', 'Bookings & Reservations', and 'Reports'. The 'Reports' section is active, showing a list of report types: Check-Ins Report, Check-Outs Report, Reservations Report, Cancel Reservations Report, Guests Report, Extra Charges Report, Payments Report, and Refunds Report. The 'Extra Charges Report' is selected, and a dropdown menu is open, listing the following reports: Check-Ins Report, Check-Outs Report, Reservations Report, Cancel Reservations Report, Guests Report, Extra Charges Report, Payments Report, and Refunds Report. The main content area shows a table with the following data:

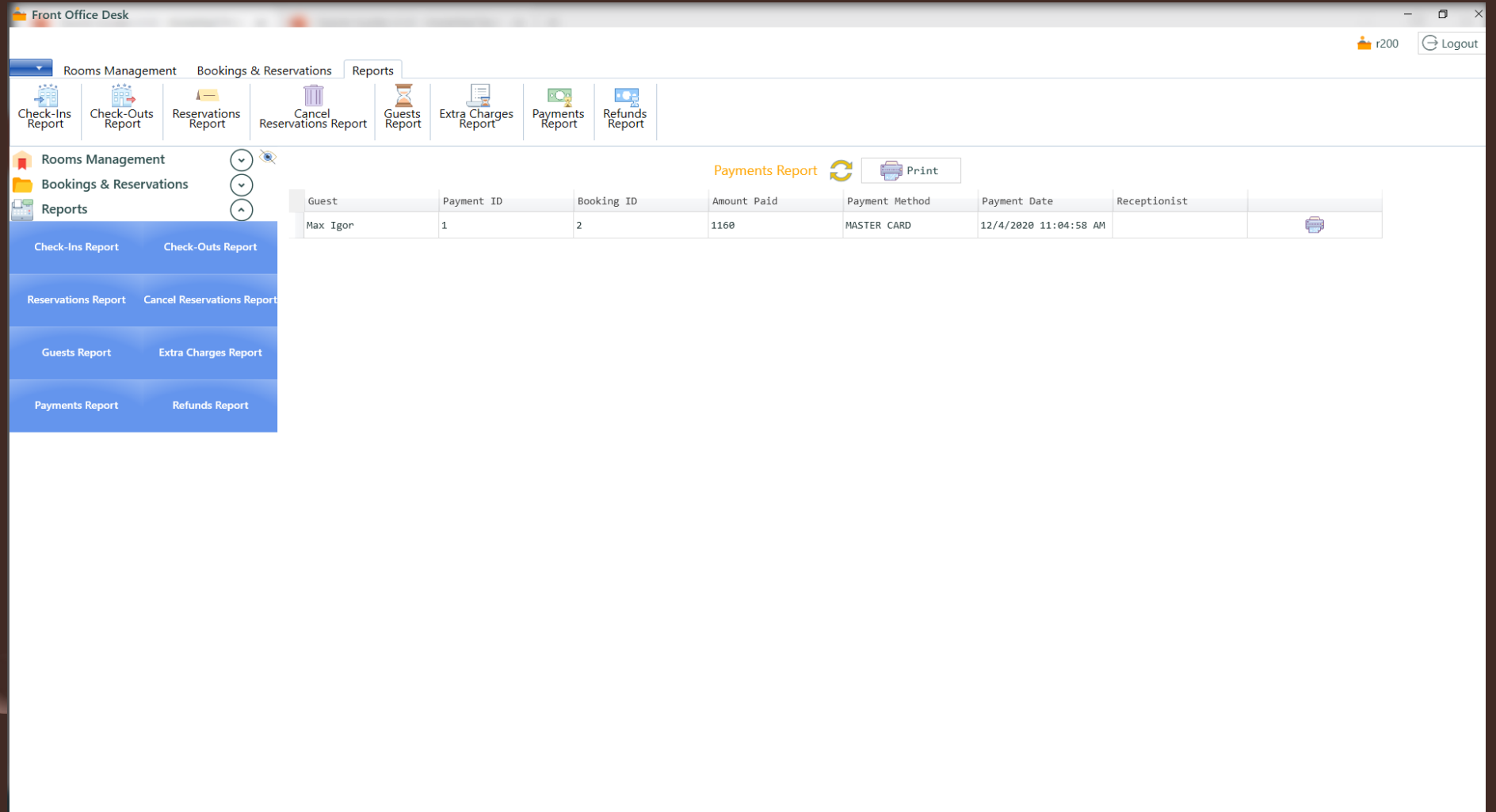
Code	Booking ID	Product	Quantity	Price	Tax	Date Added
1 48804	1	fds	3	45	3	12/16/2020 12:09:02 PM

Additional interface elements include a 'Print' button and a 'Logout' button in the top right corner. The user's name 'r200' is visible in the top right corner.

(4) Reports

(4.6) Payments Report



- Show all Payments
-  Print all Payments;
-  Print each Payment.

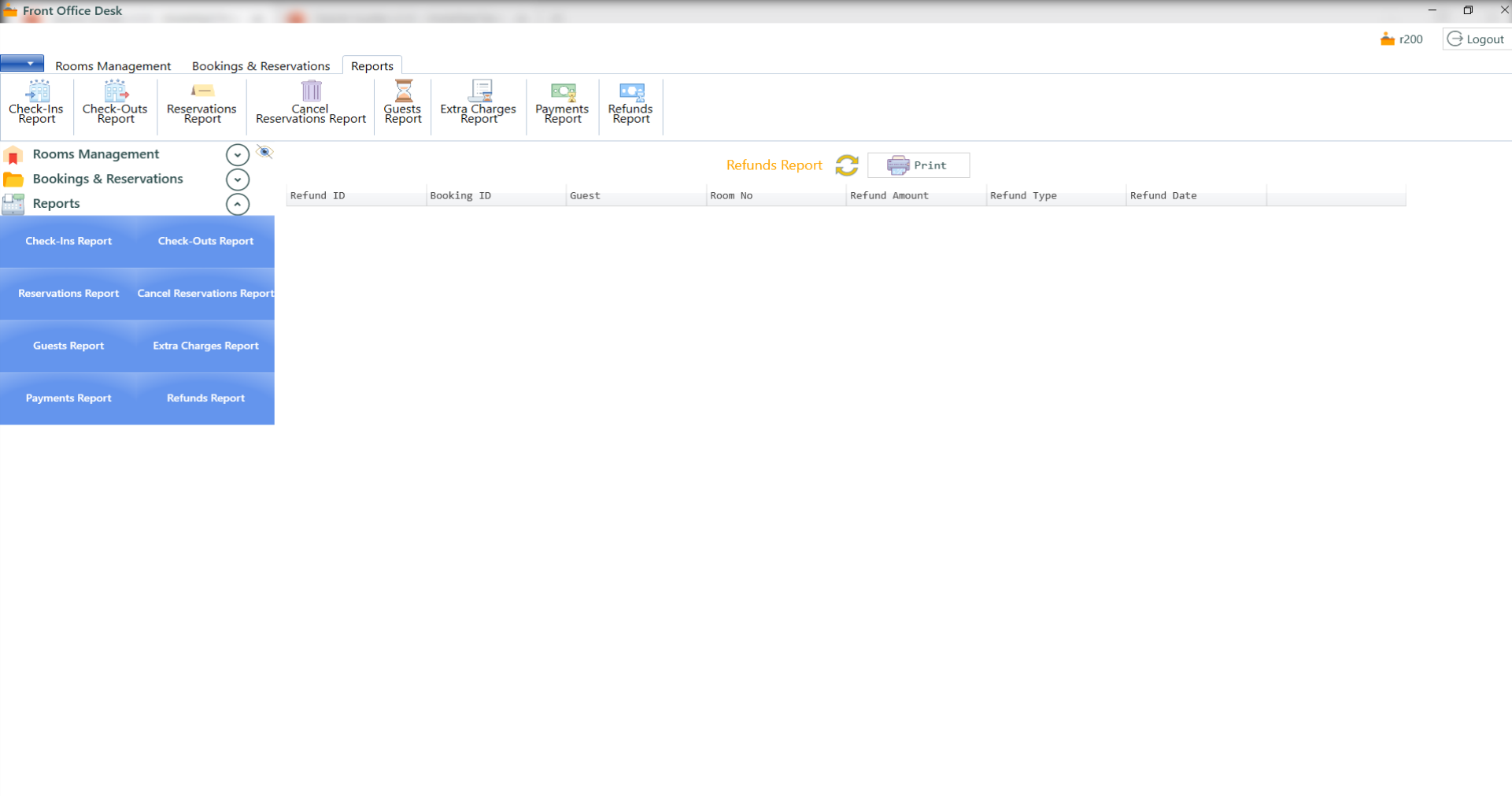


The screenshot displays the 'Front Office Desk' application interface. The top navigation bar includes 'Rooms Management', 'Bookings & Reservations', and 'Reports'. The 'Reports' section is active, showing a list of report types: Check-Ins Report, Check-Outs Report, Reservations Report, Cancel Reservations Report, Guests Report, Extra Charges Report, Payments Report, and Refunds Report. The 'Payments Report' is selected, and a 'Print' button is visible. Below the navigation, a table displays the payment data for a guest named Max Igor.

Guest	Payment ID	Booking ID	Amount Paid	Payment Method	Payment Date	Receptionist
Max Igor	1	2	1160	MASTER CARD	12/4/2020 11:04:58 AM	

(4) Reports (4.6) Refunds Report

- Show all Refunds
-  Print all Refunds;
-  Print each Refund.



The screenshot displays the 'Front Office Desk' application interface. The top navigation bar includes 'Rooms Management', 'Bookings & Reservations', and 'Reports'. The 'Reports' section is active, showing a grid of report icons: Check-Ins Report, Check-Outs Report, Reservations Report, Cancel Reservations Report, Guests Report, Extra Charges Report, Payments Report, and Refunds Report. The 'Refunds Report' icon is highlighted. Below the navigation bar, a sidebar menu lists 'Rooms Management', 'Bookings & Reservations', and 'Reports'. The 'Reports' menu is expanded, showing a grid of report options: Check-Ins Report, Check-Outs Report, Reservations Report, Cancel Reservations Report, Guests Report, Extra Charges Report, Payments Report, and Refunds Report. The 'Refunds Report' option is selected. The main content area displays the 'Refunds Report' header with a 'Print' button. Below the header, a table structure is visible with columns: Refund ID, Booking ID, Guest, Room No, Refund Amount, Refund Type, and Refund Date.

Refund ID	Booking ID	Guest	Room No	Refund Amount	Refund Type	Refund Date
-----------	------------	-------	---------	---------------	-------------	-------------