

Room booking

Room bookings can generally be made as bookings with room categories or with immediate allocation of a room number. Both are possible independently of each other and can also be combined.

If you enter bookings with room categories (without assigning room numbers), the night run automatically assigns the room number.

The room booking: Single/double room

Double-click on a specific room on the desired day or the button **New booking** button in the various hotel dialogues opens the booking screen:

The screenshot shows a hotel booking interface with the following elements and numbered callouts:

- 1:** Arrival date field (15.09.21)
- 2:** Nights field (1)
- 3:** Room count field (+1)
- 4:** Reference field (#HHKUSCA3)
- 5:** Free text field for customised information
- 6:** Room category dropdown (DS Doppelzimmer)
- 7:** Room number field (DS Doppelzimmer)
- 8:** Guest selection field (Gast)
- 9:** Article selection field (Artikel)
- 10:** Second name field for double room booking

The interface also includes a sidebar with buttons: OK (F12), Sichern (F11), Storno, Drucken (F8), Check in, Verbuchen, Check out, Abrechnen, Kasse, and Abbruch.

1. select the corresponding arrival and departure dates.
2. enter the number of nights accordingly (default is 1 night).
3. enter the number of rooms accordingly (default is 1 room).
4. For reference bookings (e.g. via companies), integrate the company's data record.
5. Free text field for customised information.
6. the category is displayed by default, select accordingly in case of changes or/and
7. select the room number (it is not absolutely necessary to assign a room number immediately - see section below)
8. Select the guest or create a new guest (if not already present).
9. select the article (if you want to create a new article, please read [Article](#))
10. for a double room booking, either enter the second name or click on the button **2** button.
11. with **OK** to confirm and finalise the booking.

The room booking could look like this, for example:

Room for Heike Richter, 2 nights 15.09. to 17.09.2021

The screenshot shows a booking system interface with the following details:

- Referenz: #HHKUSCA3
- Anreise: Mi 15.09.21
- Abreise: Fr 17.09.21
- Nächte: 2
- Zimmer: 1
- Personen: 0
- Ratecode: RACK
- Quelle (Source)
- individuelle An-/Abreisen einzelner Zimmer der Buchung
- 1. DS E01 ✓ 1 Richter, Heike 15.09.21 17.09.21
- Zimmer: E01
- Anreise: Mi 15.09.21
- Abreise: Fr 17.09.21
- Nächte: 2
- Kategorie gebucht: DS Doppelzimmer
- Kategorie Zimmer: DS Doppelzimmer
- 1. rihe Richter, Heike
- 2. Artikel
- 3. Artikel
- 4. Artikel
- 5. Artikel
- 6. Artikel

1. The overnight stay of Heike Richter is covered by the company PC CADDIE AG (reference field).
2. The note of the invoice transfer is provided as information in the free text field.
3. Double room was selected as the room category
4. A room number with E01 has also already been assigned (the booking can also remain as a room category booking only. The room number can be assigned, but is not mandatory).
5. The guest's name has been entered.
6. The article..... is missing

Zusatz-Information: 15.09.21 Richter, Heike (E01) ☐ ✕

Buchung | Zahlung | Marshal | **Artikel** | Details | Exchange

✓ OK
✕ Abbruch

Hauptartikel: ☰ ...

Preis: **HOTEL Übernachtung EZ** N

3-Gang

Artikel: 3-Gang Menü ☰ ...

Preis:

Greenfee Hotel

Artikel: Hotel Greenfee ☰ ...

Preis:

Option

Artikel:

Preis:

weitere Art.:

Artikel: ☰ ...

▶ Liste der 'No Show'-Einträge F6

▶ Zugehörige Datensätze F7

🖨️ Buchungsübersicht / Drucken F8

Enter the article for this booking in the field **main article** field or via the list button on the right-hand side. If the guest has booked half board and/or green fee, please tick the corresponding boxes (or price changes).

The room booking for a single room with half board for 2 nights is complete and looks as follows:

Referenz: #HHKUSCA3 pcc PC CADDIE AG

Anreise: Mi 15.09.21 rihe Richter, Heike

Abreise: Fr 17.09.21

Nächte: 2

Zimmer: 1

Personen: 1

bestätigt

Ratecode: RACK

Quelle (Source)

individuelle An-/Abreisen einzelner Zimmer der Buchung

1. DS E01 ✓ 1 Richter, Heike 15.09.21 17.09.21

Zimmer: E01

Anreise: Mi 15.09.21

Abreise: Fr 17.09.21

Nächte: 2

Kategorie gebucht: DS Doppelzimmer

Kategorie Zimmer: DS Doppelzimmer

1 rihe Richter, Heike

Richter Heike

147.00: Übernachtung EZ, 3-Gang Menü

2

3

4

Artikel

Info F6

F7

F7

F7

F7

F7

F7

OK F12

Sichern F11

Storno

Drucken F8

Check in

Verbuchen

Check out

Abrechnen

Kasse

Abbruch

If, for example, half board is only booked for the first evening, the 3-course menu for the second night can be removed.

The room booking for a double room can look like this:

Referenz: #HHKUSCA3 pcc PC CADDIE AG

Anreise: Mi 15.09.21 rihe Richter, Heike

Abreise: Fr 17.09.21

Nächte: 2

Zimmer: 1

Personen: 2

bestätigt

Ratecode: RACK

Quelle (Source)

individuelle An-/Abreisen einzelner Zimmer der Buchung

1. DS E01 ✓ 2 Richter, Heike / Doç 15.09.21 17.09.21

Zimmer: E01

Anreise: Mi 15.09.21

Abreise: Fr 17.09.21

Nächte: 2

Kategorie gebucht: DS Doppelzimmer

Kategorie Zimmer: DS Doppelzimmer

1 rihe Richter, Heike

Richter Heike

219.00: Übernachtung DZ, 3-Gang Menü

2

Doppelbelegung

35.00: 3-Gang Menü

3

4

Artikel

Info F6

F7

F7

F7

F7

F7

F7

OK F12

Sichern F11

Storno

Drucken F8

Check in

Verbuchen

Check out

Abrechnen

Kasse

Abbruch

If the name of the second guest is not available, simply click on **2** to mark the double occupancy.

The booking looks like this in the timetable:

Hotel		Mi, 15.09.21	Do, 16.09.21	Fr, 17.09.21	Sa, 18.09.21	So, 19.09.21
✓ Y →	E01 DS		(R) (i) Richter, Heike (--), PC CADDIE Gast D (R) (i) Doppelbelegung			
✓	E02 DS					
✓	E03 DS					
✓	E04 DS					
✓	E05 DS					
✓	E06 DS					

Through the **i** you can recognise the additional information (entered in the free text field).

The room booking (groups)

For a possible group booking, for example, 11 rooms (10 double rooms and 1 suite) are required. With the help of the button **+** button to select the rooms:

#HSVUV5A4
Zimmer hinzufügen ✕

Referenz: #HSVUV5A4

Anreise: Do 16.09.21 Aktualisieren

Abreise: So 19.09.21

Nächte: 3

Zimmer: - 1 +

Personen: 0

bestätigt

individuelle An-/Abreisen einzl

1. DS Zi.+1 ✓ 1

Anreise: Do 16.09.21 Aktualisieren

Abreise: So 19.09.21

Verfügbar

	1	2	3	4
37 DS	0	10	0	0
1 JS	1	0	0	0
0				

Kategorie: Zimmer

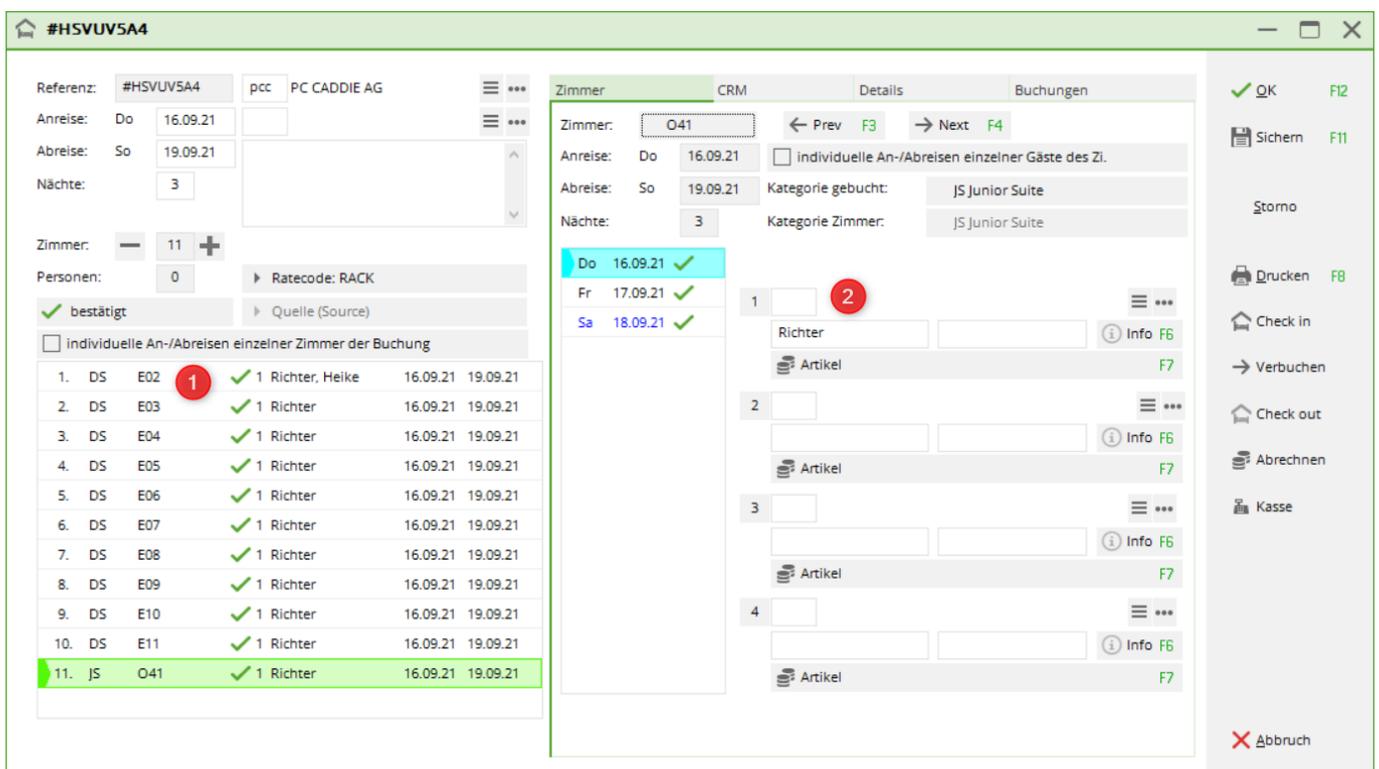
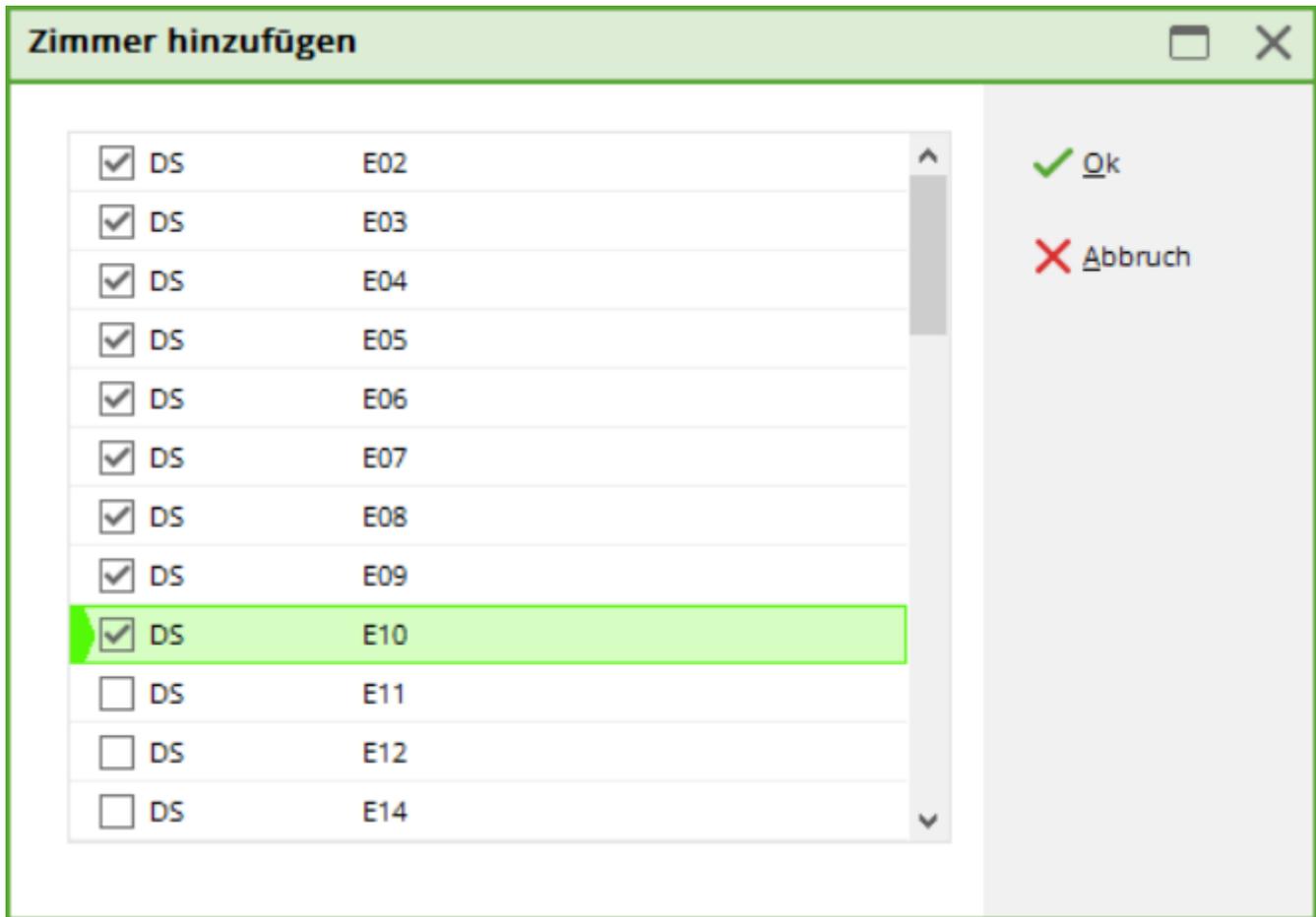
Doppelzimmer

Junior Suite

Preise

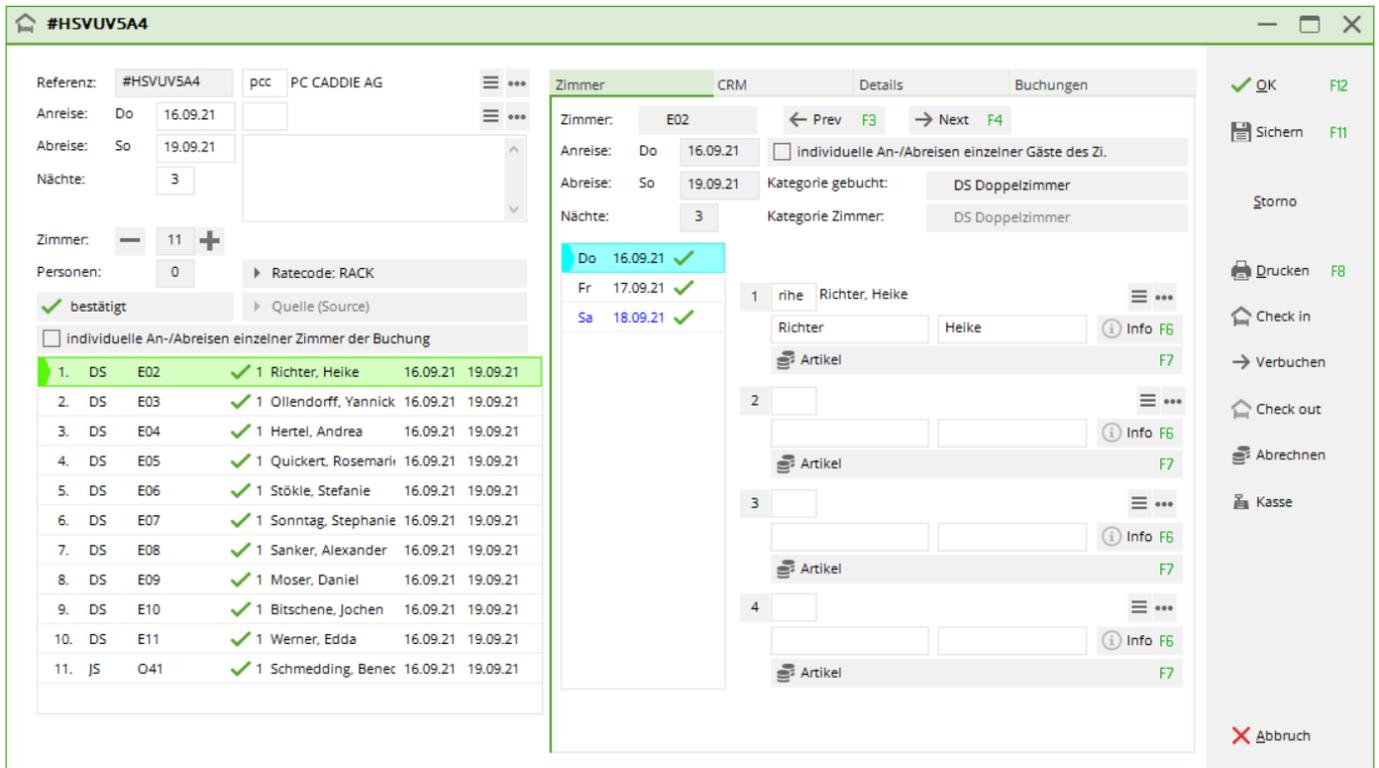
OK F12

With the help of the click on **Room** the room numbers could be assigned immediately if required.

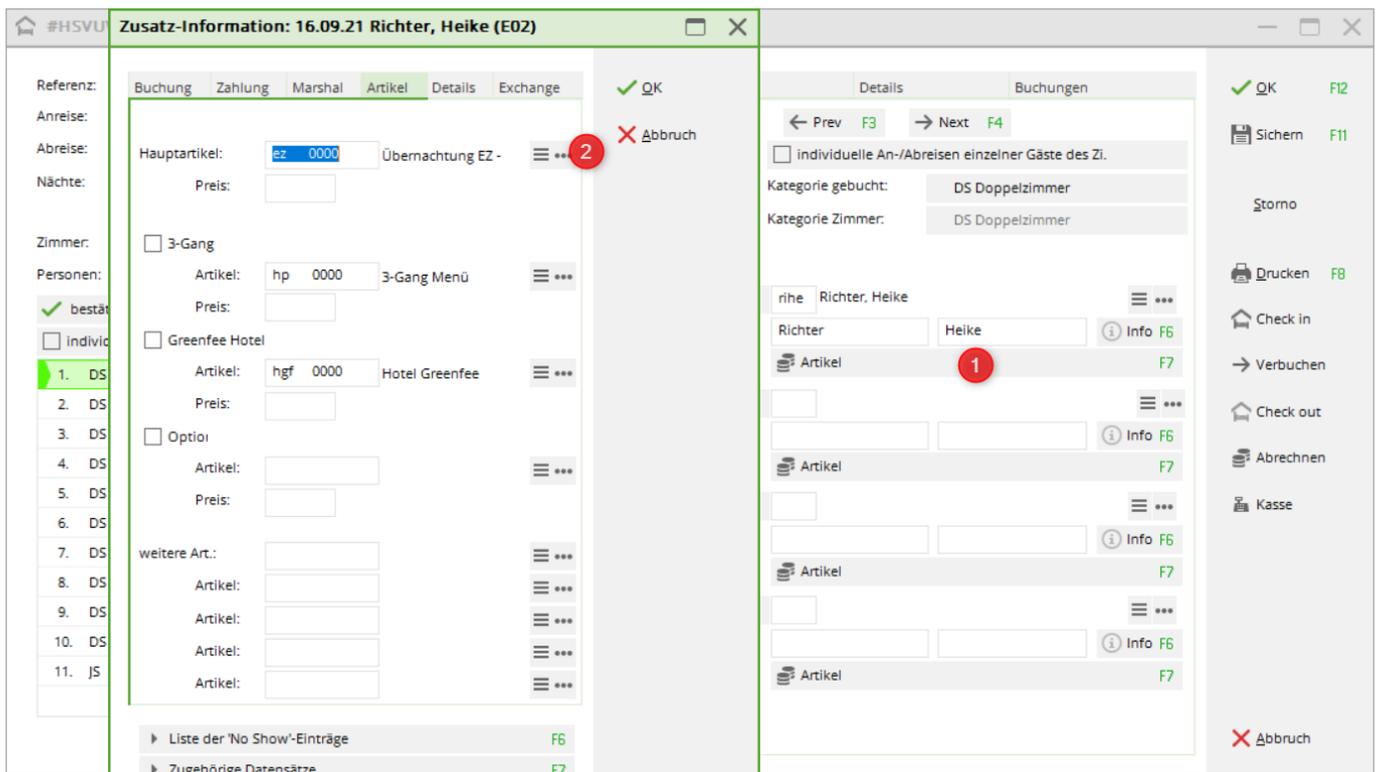


1. The names of the various guests can now be assigned to the rooms by marking the respective room number on the left and entering the names on the right....
2. the names are entered.

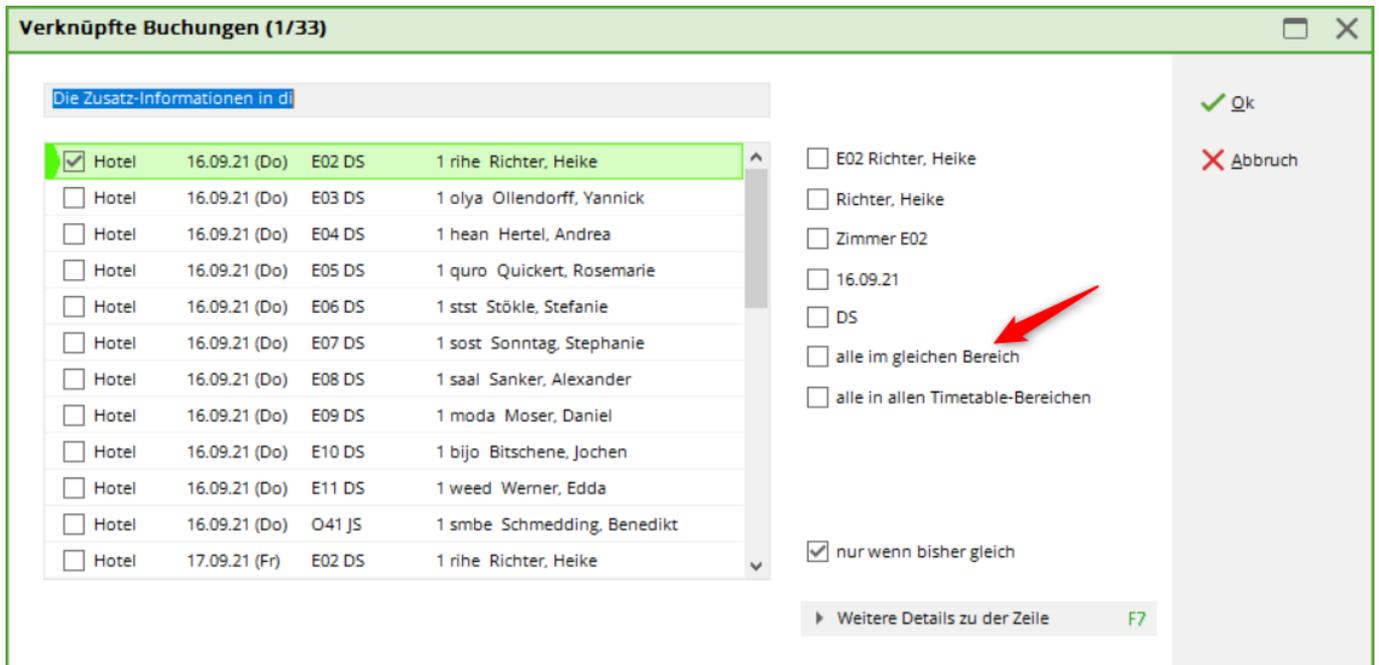
The group booking is complete.....



However, the articles are still missing.....

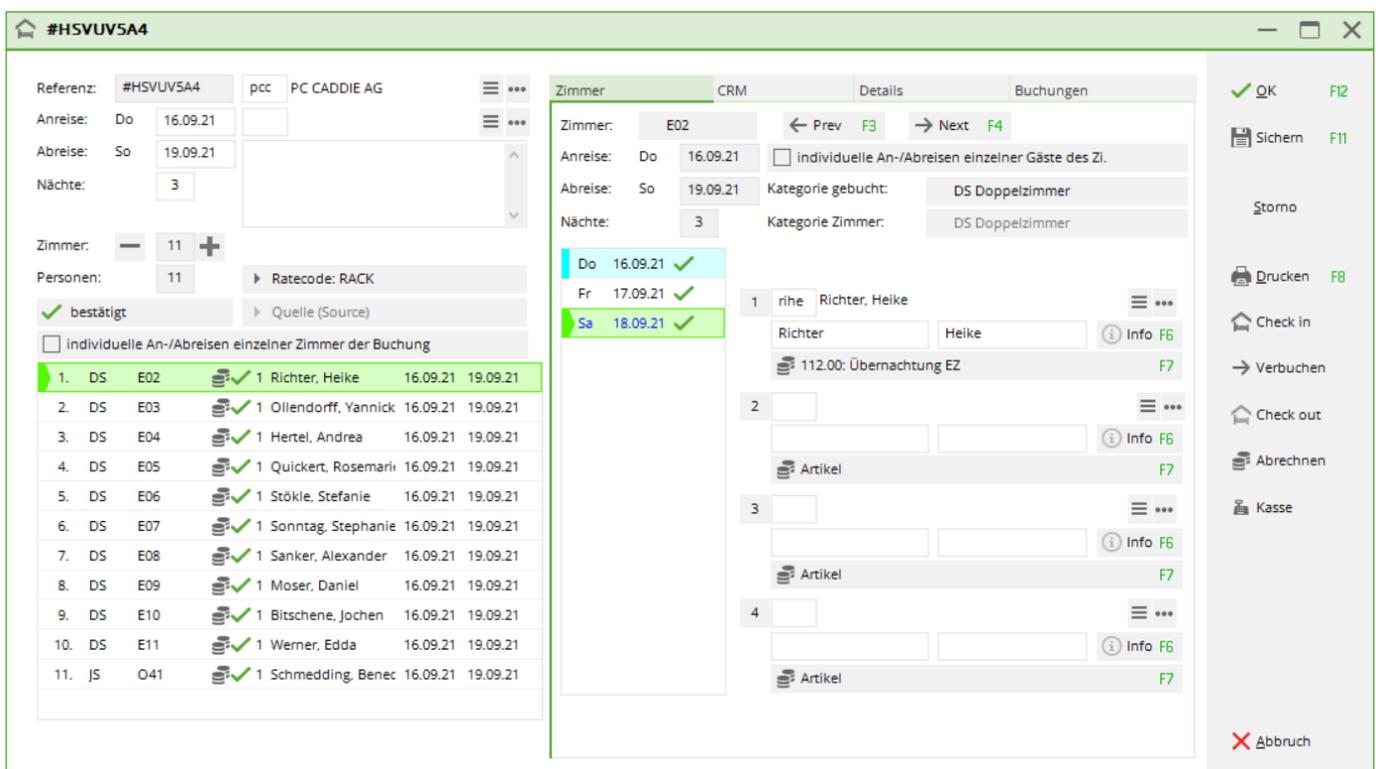


1. By clicking on the button **article** and
2. after selecting the correct accommodation article and **OK** the following window opens:



With the help of the tick **All in the same area** this item is applied to all rooms listed here. Or - if desired - only tick the relevant rooms.

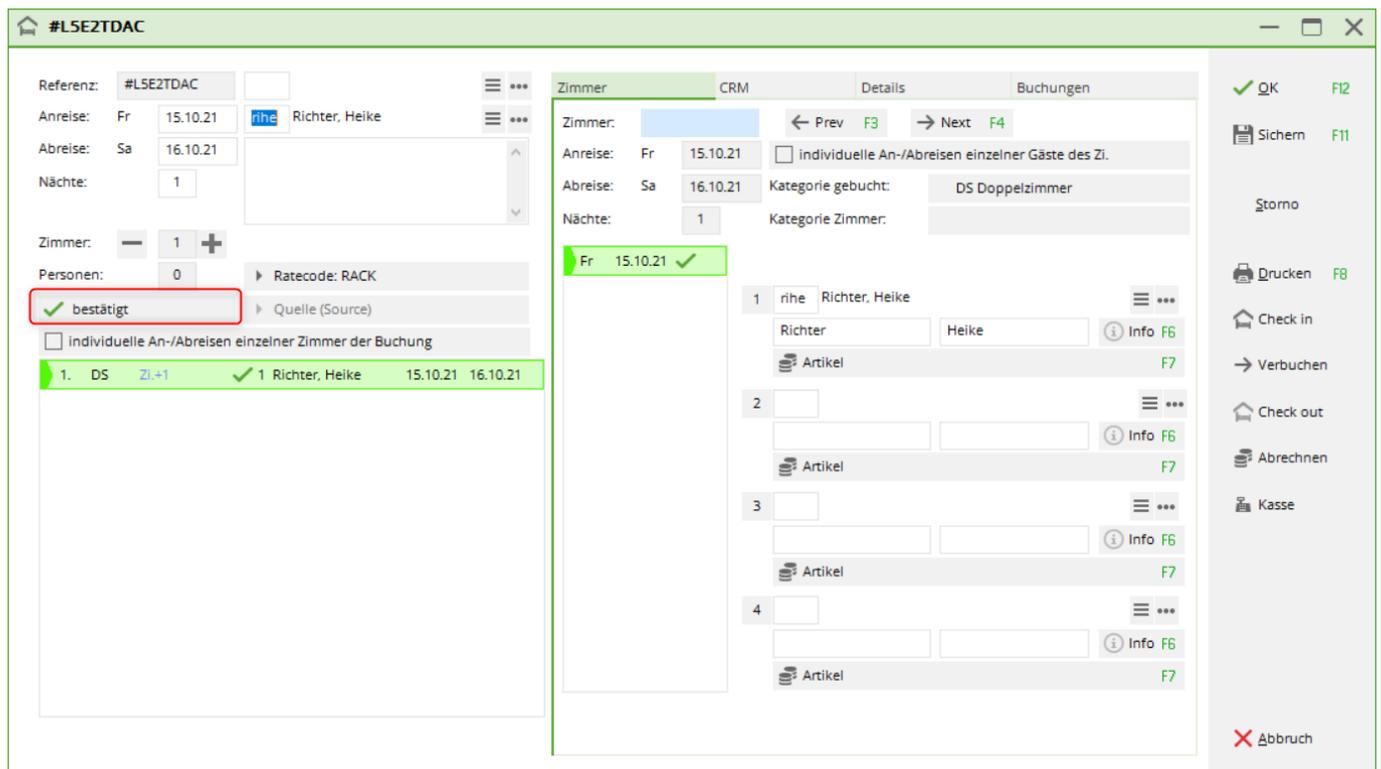
The group booking is complete: all names, all room numbers and all items have been assigned:



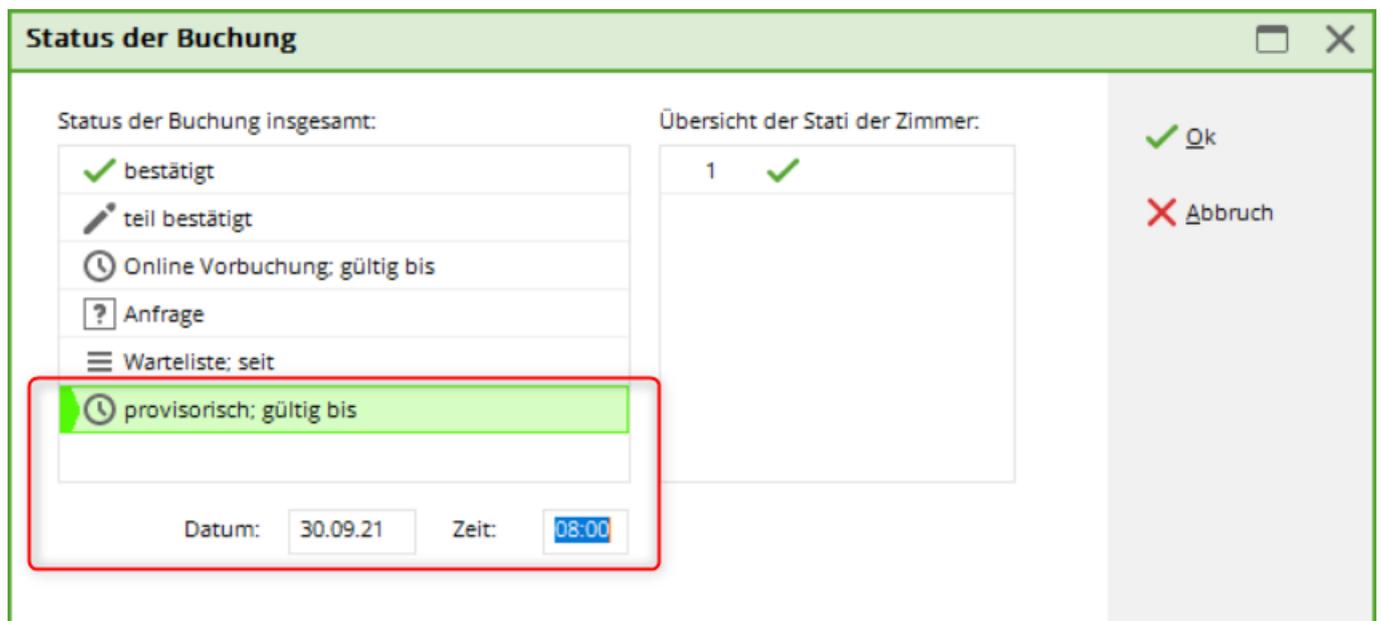
The provisional room booking

A room booking is a confirmed booking by default. If you would like to turn the booking into a provisional booking, this can be done by clicking on the **confirmed** button on the left-hand side. Please note that provisional bookings must always be processed manually. They are not automatically

deleted after the expiry date, nor is the status automatically changed to „confirmed“:

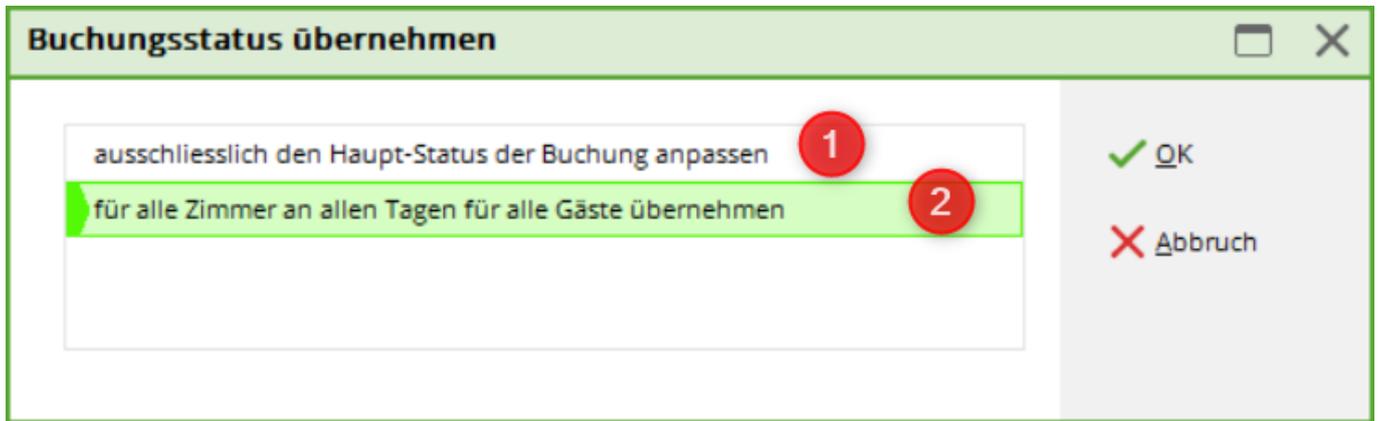


This window opens:



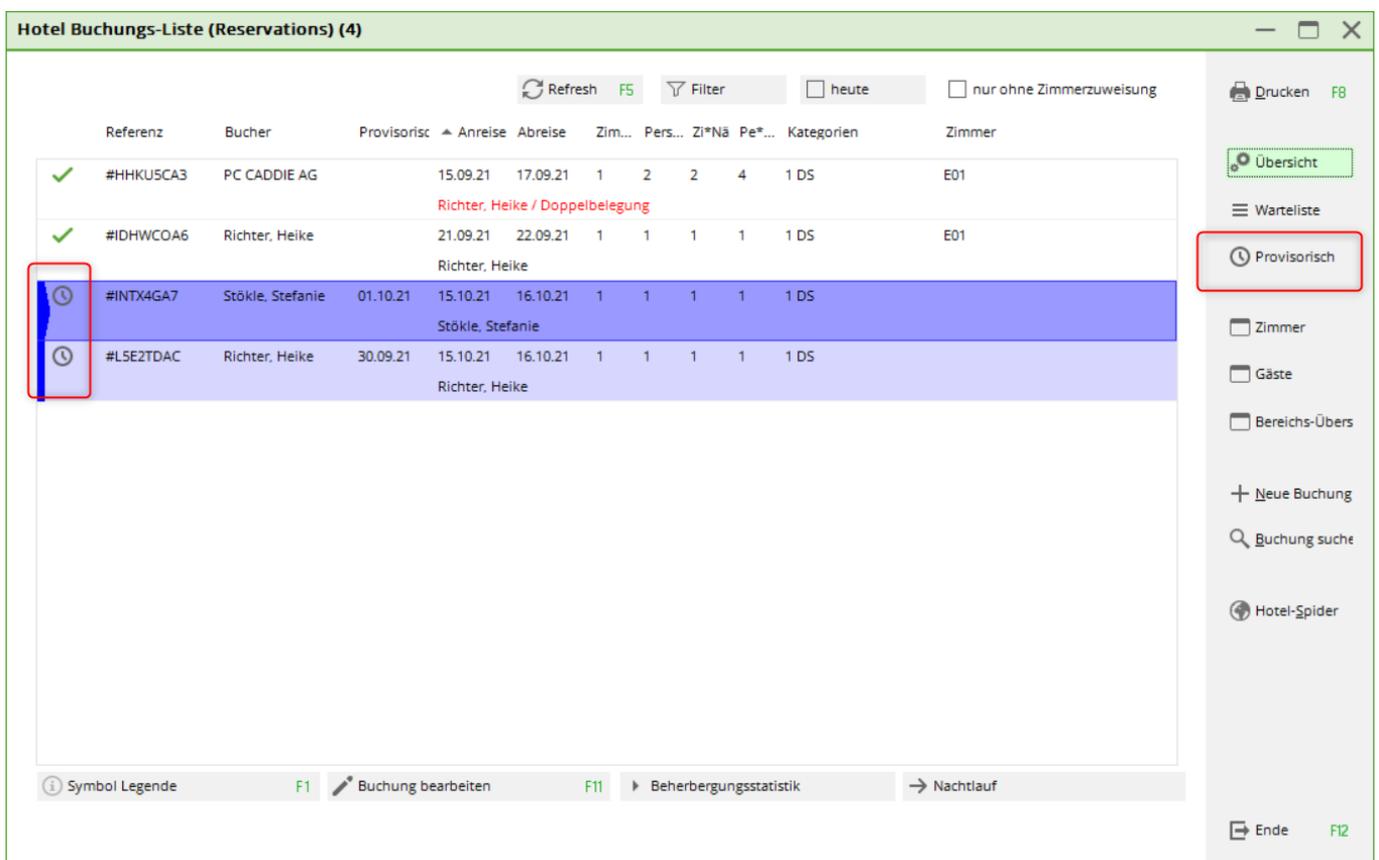
Please select the category „Provisional, valid until“ and fill in the date field.

You will then be asked whether you only want to give this ONE room the status provisional or the ENTIRE booking:



1. only THIS ONE room booking is provisional
2. ALL rooms in the booking are provisional

In the window **Hotel bookings** window, you can recognise the provisional booking by the icon.



You can also make a provisional booking at any time using the **Provisional** button to display these bookings only.

The room booking on the waiting list

A room booking is a confirmed booking by default. If your hotel is fully booked, the new booking is automatically set to waiting list status.

Please note that waiting list bookings must always be processed manually. They are not automatically

deleted after the expiry date, nor is the status automatically changed to „confirmed“:

The screenshot shows a software interface for managing a reservation. The main window is titled "#KU6ZFCIT Richter, Heike". On the left, there are fields for "Referenz:", "Anreise:" (Fr 29.07.22), "Abreise:" (So 31.07.22), "Nächte:" (2), "Zimmer:" (40), and "Personen:" (78). A "bestätigt" button with a green checkmark is highlighted with a red box. Below this is a table of room details:

Room No.	Room Type	Status	Guests	Start Date	End Date
1.	DS Zi.+1	✓	Richter, Heike	29.07.22	31.07.22
2.	DS Zi.+2	✓	Richter / Doppelbel	29.07.22	31.07.22
3.	DS Zi.+3	✓	Richter / Doppelbel	29.07.22	31.07.22
4.	DS Zi.+4	✓	Richter / Doppelbel	29.07.22	31.07.22
5.	DS Zi.+5	✓	Richter / Doppelbel	29.07.22	31.07.22
6.	DS Zi.+6	✓	Richter / Doppelbel	29.07.22	31.07.22
7.	DS Zi.+7	✓	Richter / Doppelbel	29.07.22	31.07.22
8.	DS Zi.+8	✓	Richter / Doppelbel	29.07.22	31.07.22
9.	DS Zi.+9	✓	Richter / Doppelbel	29.07.22	31.07.22
10.	DS Zi.+10	✓	Richter / Doppelbel	29.07.22	31.07.22
11.	DS Zi.+11	✓	Richter / Doppelbel	29.07.22	31.07.22
12.	DS Zi.+12	✓	Richter / Doppelbel	29.07.22	31.07.22

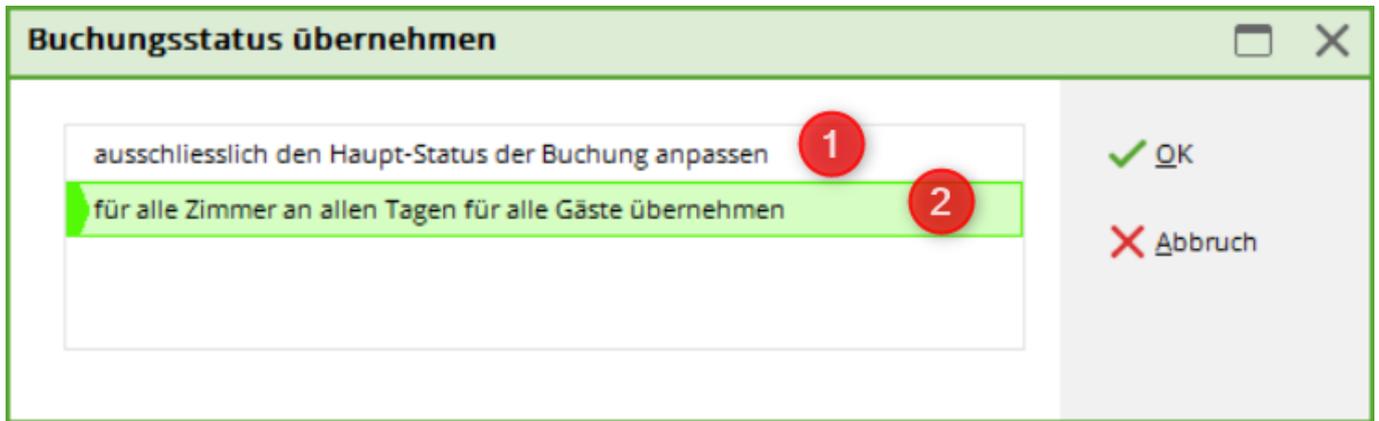
On the right, there are tabs for "Zimmer", "CRM", "Details", and "Buchungen". The "Zimmer" tab is active, showing "Anreise:" (Fr 29.07.22), "Abreise:" (So 31.07.22), "Nächte:" (2), and "Kategorie gebucht:" (DS Doppelzimmer). A "bestätigt" button with a green checkmark is also highlighted with a red box. Below this is a list of room details for each night, with the first night (Fr 29.07.22) highlighted in green and having a checkmark. The interface also includes a sidebar with various actions like "OK", "Sichern", "Storno", "Drucken", "Check in", "Verbuchen", "Check out", "Abrechnen", "Kasse", "ERP", and "Abbruch".

This window opens when the „Confirmed“ button is edited manually:

The screenshot shows a dialog box titled "Status der Buchung". It has two main sections: "Status der Buchung insgesamt:" and "Übersicht der Stati der Zimmer:". The "Status der Buchung insgesamt:" section lists several status options: "bestätigt" (with a green checkmark), "teil bestätigt", "Online Vorbuchung; gültig bis", "Anfrage", "Warteliste; seit" (highlighted with a green bar and a red box), and "provisorisch; gültig bis". Below this section, there are input fields for "Datum:" (23.09.21) and "Zeit:" (16:00), both highlighted with a red box. The "Übersicht der Stati der Zimmer:" section shows a table with one row: "1" and a green checkmark. On the right side of the dialog, there are two buttons: "Ok" (with a green checkmark) and "Abbruch" (with a red X).

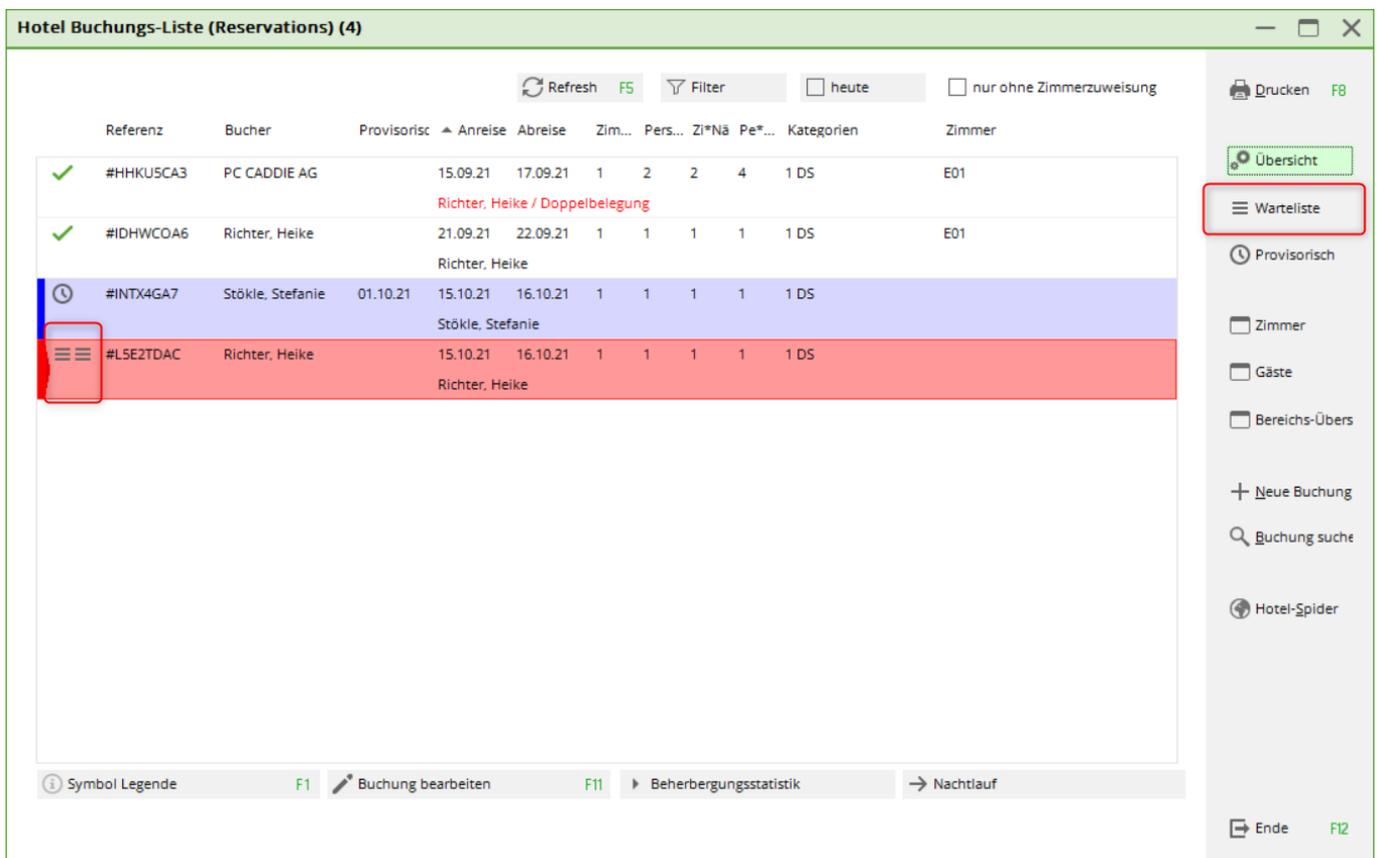
Please select the category „Waiting list;since“ and fill in the date field.

You will then be asked whether you only want to give this ONE room waiting list status or the ENTIRE booking:



1. only THIS ONE room booking is provisional
2. ALL rooms in the booking are provisional

In the window **Hotel bookings** window, you can recognise the waiting list booking by the icon.



You can also make a waiting list booking at any time using the **Waiting list** button to display only these bookings.

The booking will also be listed in the waiting list line in the availability overview.

← früher F3 Mi 27.07.22 Refresh F5 → später F4 ★ heute

Tag	Mi 27.07.	Do 28.07.	Fr 29.07.	Sa 30.07.	So 31.07.	Mo 01.08.	Di 02.08.
Zimmer insgesamt	36	36	36	36	36	36	36
✗ unbenutzbar (out)	0	0	0	0	0	0	0
🚨 nicht in Ordnung (0	0	0	0	0	0	0
Bestand	36	36	36	36	36	36	36
✓ gebucht	0	0	40	40	0	0	0
☰ Warteliste	0	0	1	0	0	0	0
🕒 provisorisch	0	0	0	0	0	0	0
reserviert insgesamt	0	0	41	40	0	0	0
☐ Verfügbarkeit nach Ka							
DS Doppelzimmer	39	39	-1	0	39	39	39
JS Junior Suite	1	1	0	0	1	1	1
-- unbekannt	0	0	0	0	0	0	0

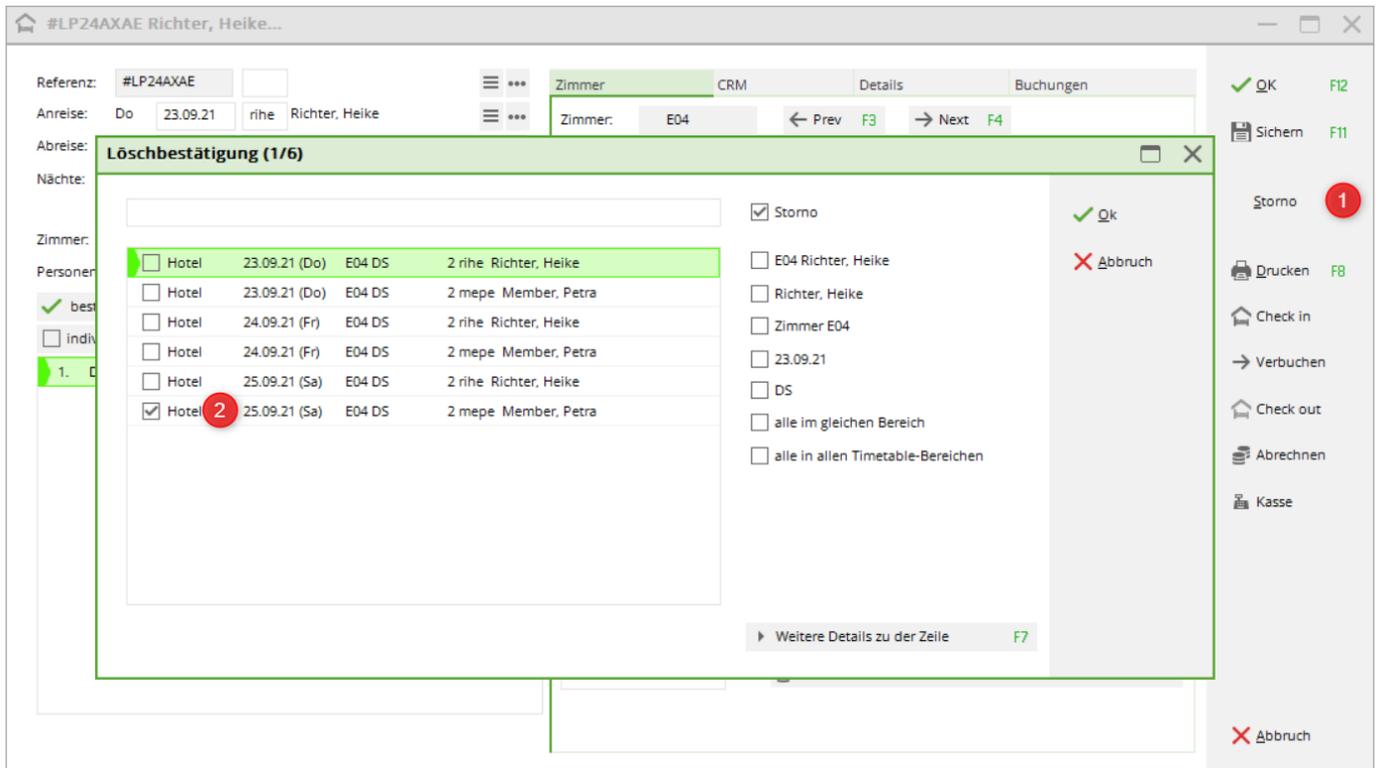
The room booking (individual arrivals/departures)

First of all, make a normal booking for the desired period:

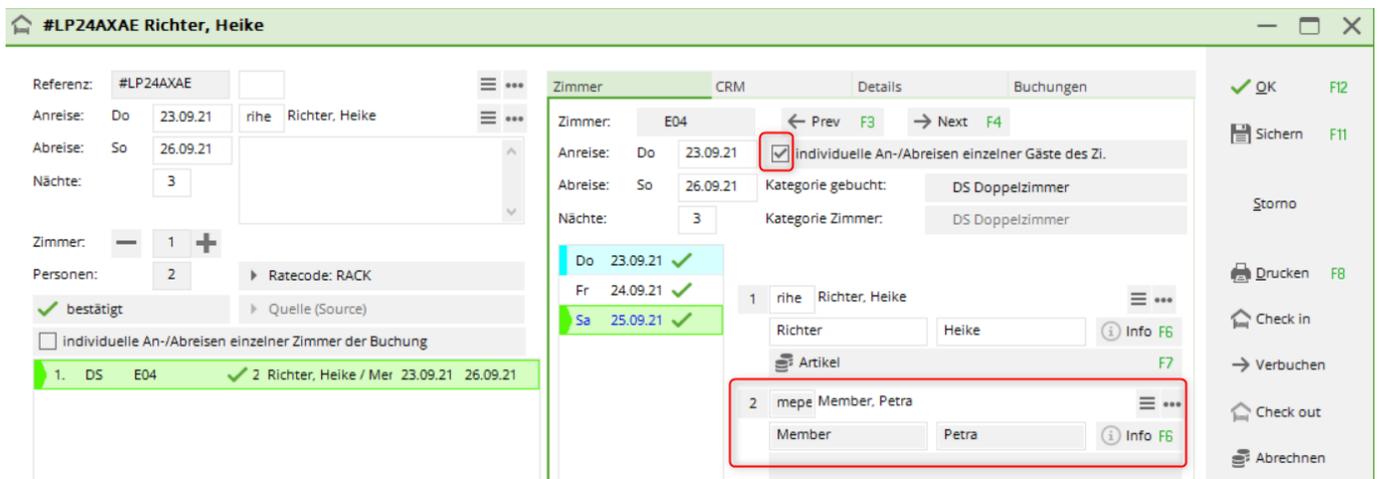
For example: a double room for 2 people for 3 nights:

E03 DS				
★ E04 DS	<div style="border: 1px solid black; padding: 2px;"> Richter, Heike (--), PC CADDIE Gast D Member, Petra (--), MITGLIED </div>			
E05 DS				

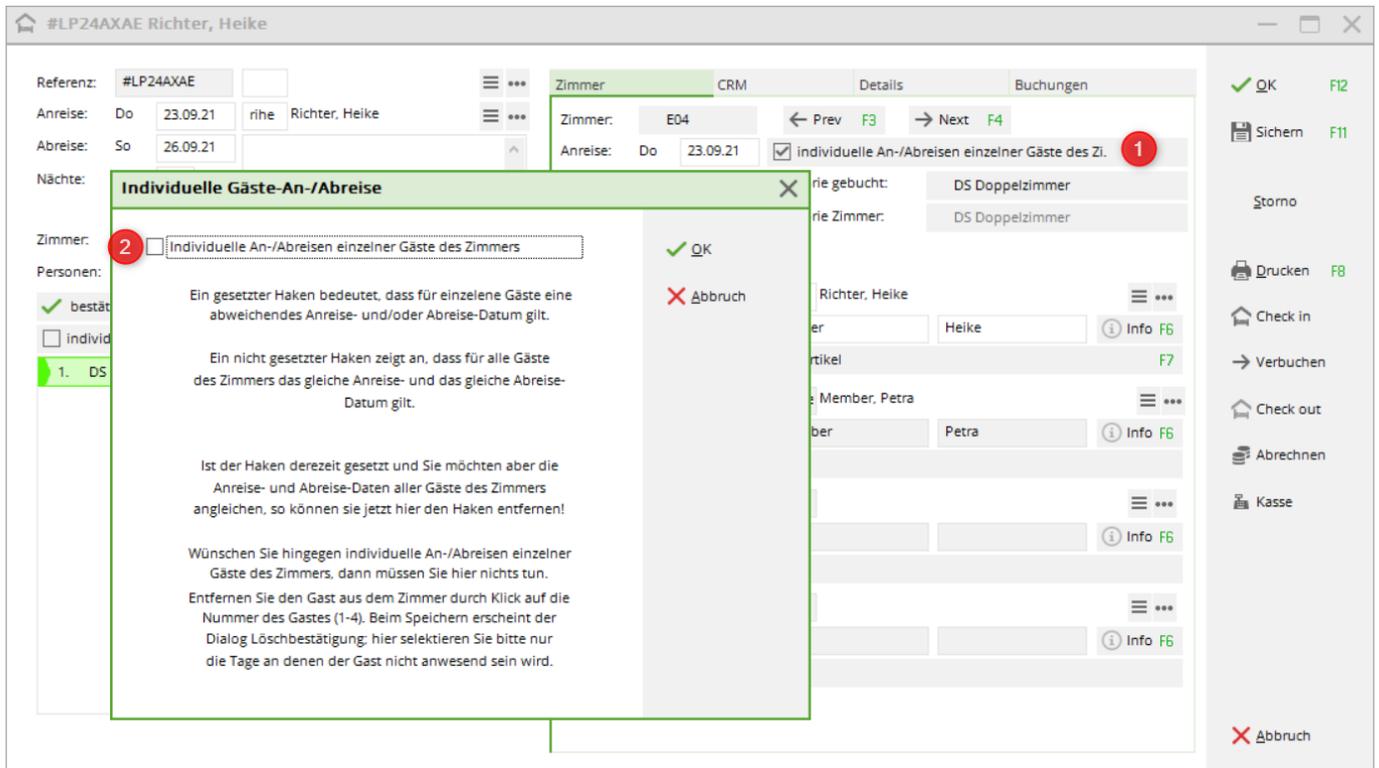
If, for example, Mrs Petra Member is no longer staying in this room for the last night, click on **cancellation** and cancel the last night:



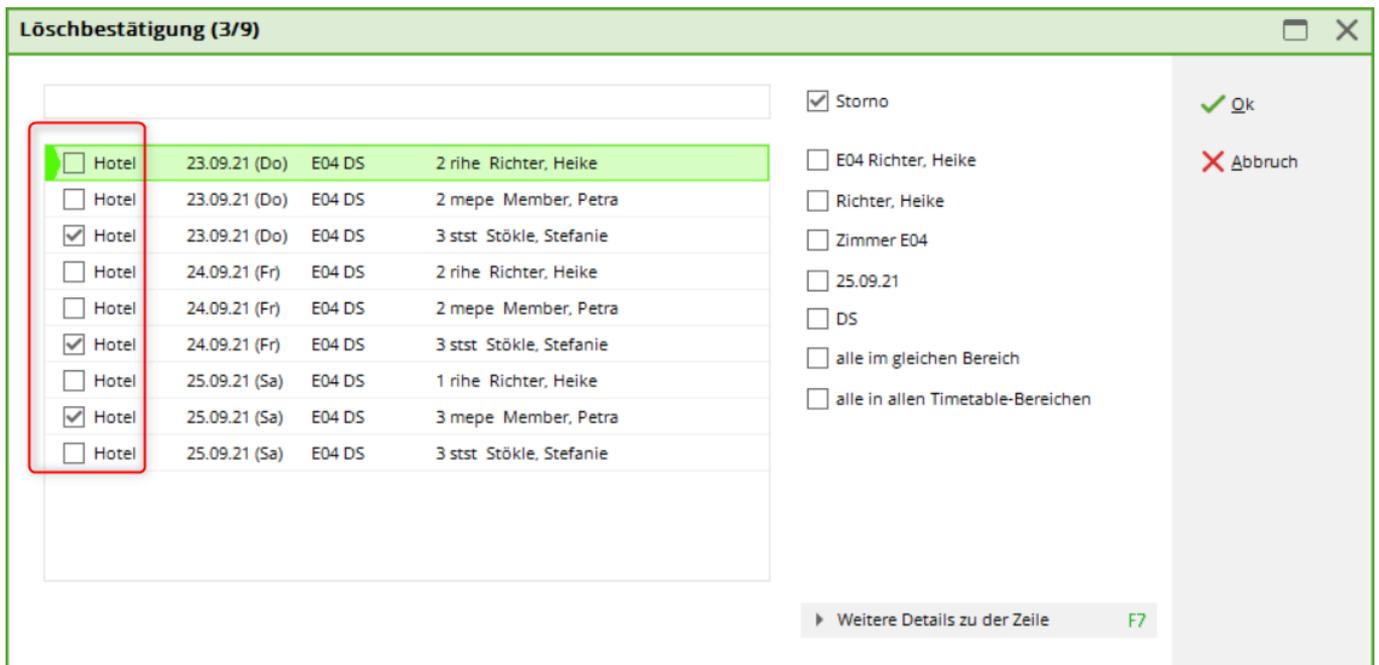
As soon as you click **OK** the button is activated **Individual arrivals/departures of individual guests in the room** and the name of the guest - in our example Petra Member - is only displayed in grey:



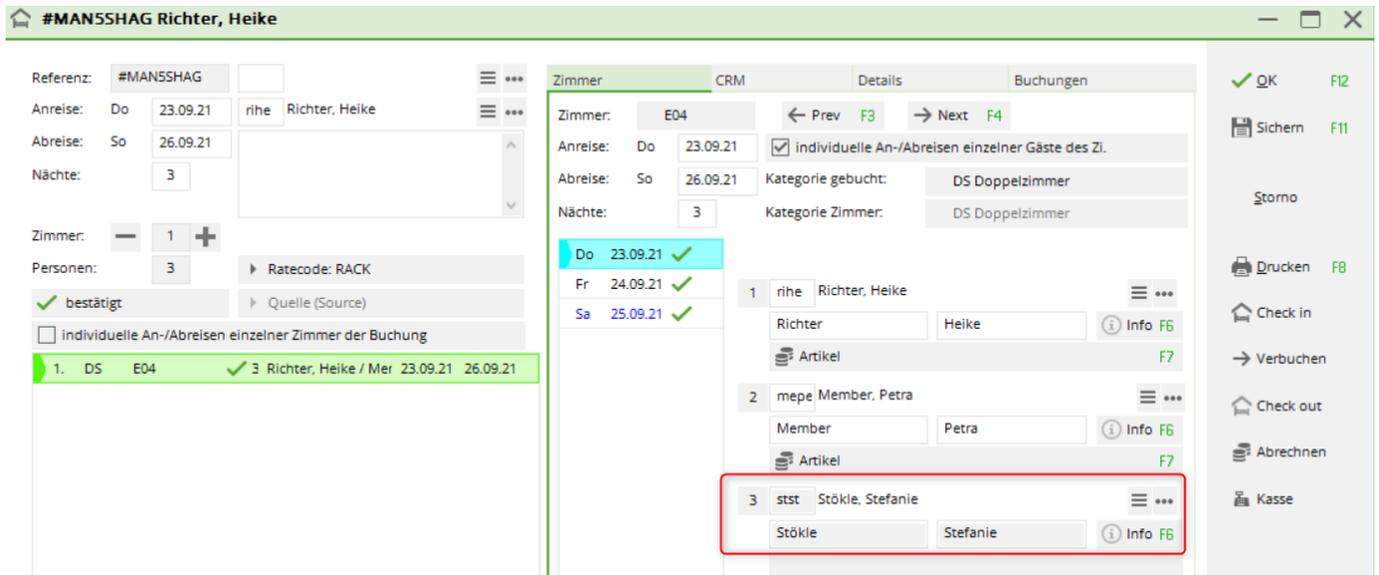
Now another person would like to spend this night (from 25 to 26.09.21) in room E04. Here the button **individual arrivals/departures of individual guests of the room must first be deactivated**. must first be deactivated:



Then you can enter the name of the guest, in our example Stefanie Stökle as the 3rd name in the booking mask in order to activate the deletions accordingly via the cancellation button:



Stefanie Stökle is now also shown in grey as the 3rd guest for the first two nights - she is only arriving for the last night:



The room booking WITHOUT immediate allocation of the room number

It is common practice in the hotel industry to only book room categories and only assign room numbers on the day of arrival (or the day before). This handling is also possible in PC CADDIE.

The current room situation can be viewed at any time using the Availability overview. How many rooms in which category are booked or still available. See also paragraph [Availability overview](#).

Bereichs-Übersicht - Hotel

← früher F3 Do 23.09.21 Refresh F5 → später F4 ★ heute

Tag	Do 23.09.	Fr 24.09.	Sa 25.09.	So 26.09.	Mo 27.09.	Di 28.09.	Mi 29.09.
Zimmer insgesamt	36	36	36	36	36	36	36
✗ unbenutzbar (out of c	0	0	0	0	0	0	0
🔔 nicht in Ordnung (out	0	0	0	0	0	0	0
Bestand	36	36	36	36	36	36	36
✓ gebucht	1	1	1	0	0	0	0
☰ Warteliste 1	0	0	0	0	0	0	0
🕒 provisorisch	0	0	0	0	0	0	0
reserviert insgesamt	1	1	1	0	0	0	0
☑ Verfügbarkeit nach Kateg							
DS Doppelzimmer	38	38	38	39	39	39	39
JS Junior Suite 2	1	1	1	1	1	1	1
-- unbekannt	0	0	0	0	0	0	0
mindestens verfügbar	35	35	35	36	36	36	36
maximal verfügbar	35	35	35	36	36	36	36
mindestens belegt	2,8%	2,8%	2,8%	0%	0%	0%	0%
maximal belegt	2,8%	2,8%	2,8%	0%	0%	0%	0%
Personen im Haus	2	2	2	0	0	0	0
Erwachsene	2	2	2	0	0	0	0
Kinder	0	0	0	0	0	0	0
Anreise Personen	2	0	0	0	0	0	0

Drucken F8 Export Optionen Zimmer Buchungen Gäste + Neue Buchung Hotel-Spider Sperren/Freigel Einstellungen Ende F12

In the Hotel bookings window (**Timetable - Hotel bookings**), the bookings without room allocations are easily visible.

Referenz	Bucher	Provisorisc	Anreise	Abreise	Zim...	Pers...	Zi*Nä	Pe*...	Kategorien	Zimmer
✓ #HHKUSCA3	PC CADDIE AG		15.09.21	17.09.21	1	2	2	4	1 DS	E01
			Richter, Heike / Doppelbelegung							
✓ #IDHWCOA6	Richter, Heike		21.09.21	22.09.21	1	1	1	1	1 DS	E01
			Richter, Heike							
✓ #LP24AXAE	Richter, Heike		23.09.21	26.09.21	1	2	3	6	1 DS	E04
			Richter, Heike / Member, Petra							
✓ #LZC52PAF	Moser, Daniel		24.09.21	25.09.21	1	1	1	1	1 DS	
			Moser, Daniel							
🕒 #INTX4GA7	Stökle, Stefanie	01.10.21	15.10.21	16.10.21	1	1	1	1	1 DS	
			Stökle, Stefanie							
☰ #L5E2DAC	Richter, Heike		15.10.21	16.10.21	1	1	1	1	1 DS	
			Richter, Heike							

They are labelled blue and the room number on the right is missing.

The night run ensures that the rooms are assigned automatically every night (before the guest arrives).

Of course, you can also allocate the room manually at any time. It is also possible to mix bookings with fixed room numbers (for regular guests, for example) and category bookings at any time.

Deleted room bookings

You can delete deleted room bookings in the **Hotel bookings** window using the filter, but they can no longer be reactivated.

Hotel Buchungs-Liste (Reservations) (6)

Refresh F5 Filter 1 heute nur ohne Zimmerzuweisung Drucken F8

Referenz	Bucher	Zimmer
✓ #HHKU5CA3	PC CADDIE AC	01
✓ #IDHWCOA6	Richter, Heike	01
✓ #MAN5SHAG	Richter, Heike	04
✓ #LZCS2PAF	Moser, Daniel	
🕒 #INTX4GA7	Stökle, Stefan	
☰ #L5E2TDAC	Richter, Heike	

Hotel-Buchungen Filter

Datum 2 von 01.09.21 bis 30.09.21 OK

Referenz

nur ohne Zimmerzuweisung (Kategorien-Buchungen)

Status:

- bestätigt
- 🕒 Online Vorbuchung
- ? Anfrage
- ☰ Warteliste
- 🕒 provisorisch

Datensatz

- Normale Buchungen
- ↶ Storno
- 🚫 No Show
- 🗑️ Gelöscht 3

OK

📄 Symbol Legende F1 Buchung bearbeiten F11 Beherbergungsstatistik Nachlauf Ende F12

Übersicht
Warteliste
Provisorisch
Zimmer
Gäste
Bereichs-Übers
+ Neue Buchung
🔍 Buchung suche
🌐 Hotel-Spider