

# Motel Management System User Guide

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*This management system is meant to make managing the motel easier and clearer for others to understand by automatically performing a lot of common and repeating tasks in the background while making sure you're entering correct and valid information. It is in no way meant to make managing a motel harder. With that in mind let's get started!*

**Link to Management System:** <https://admins.bigskylodge.com/staff/login>

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## General Overview

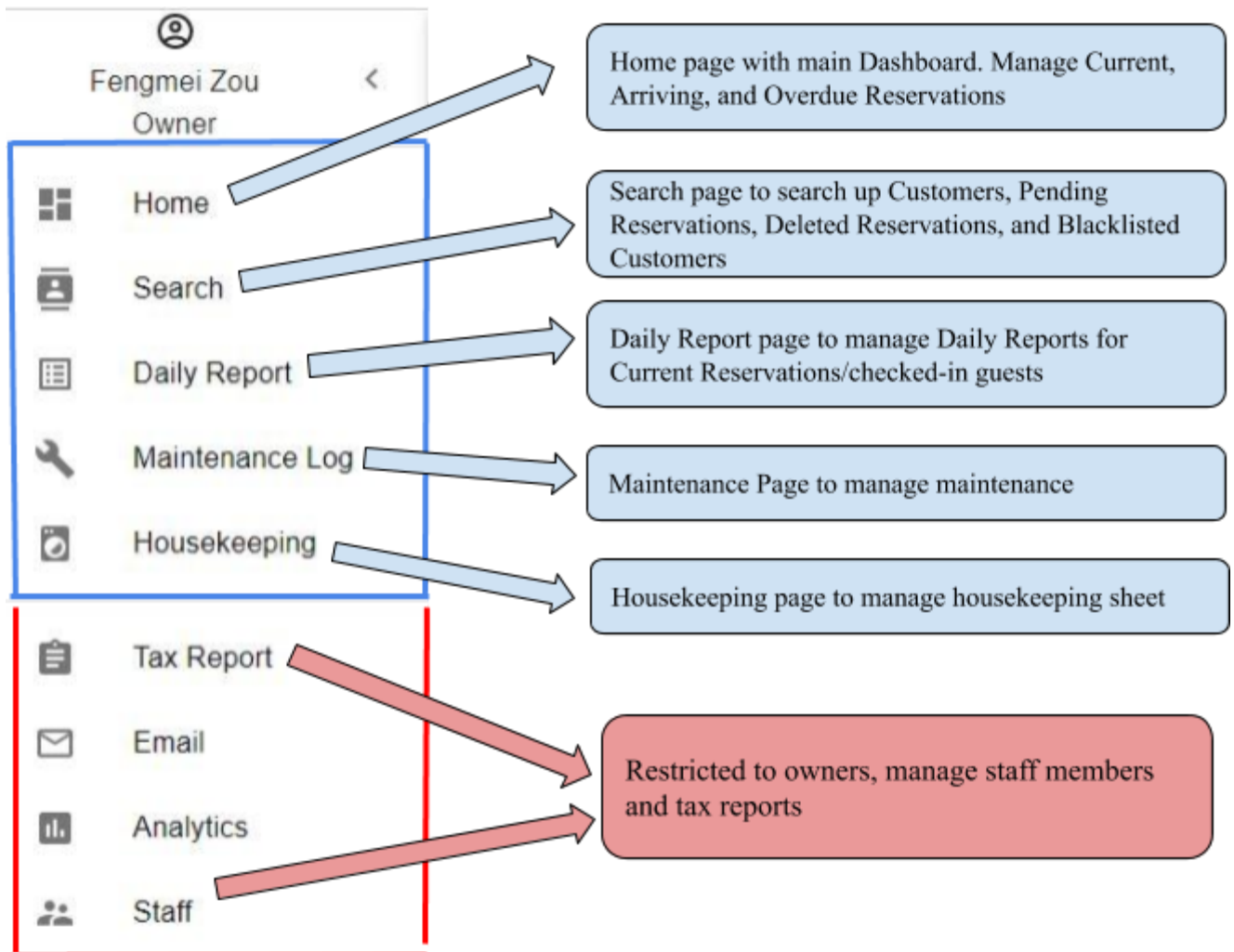
This system divides the guests of the motel into 6 categories, and each category is displayed differently in the management system. Please keep in mind these words and their definitions as they will be used throughout this guide.

- **Pending Reservations:** these are guests who have a reservation in the future with their check-in date beyond 48-hours of the current day.
    - For example, if today is 12/02/2020 and the reservation's check-in date is 12/05/2020, then that reservation is considered a **Pending Reservation**.
  - **Arriving Reservations:** these are guests who have NOT checked in but are due to arrive within 48-hours of the current day.
    - For example, if today is 12/02/2020 and the reservation's check-in date is 12/04/2020, then that reservation is considered a **Arriving Reservation**.
    - Another example, if today is 12/02/2020 and the reservation's check-in date is 12/02/2020 and the reservation has not checked in, then that reservation is still considered a **Arriving Reservation**.
  - **Current Reservations:** these are guests who have checked in and are occupying their rooms
  - **Overdue Reservations:** these are guests who had a reservation but have failed to show up or failed to arrive for whatever reason
  - **Deleted Reservation:** these are guests who's reservation had been deleted either due to cancellation or being moved to from **Overdue Reservation**
  - **Customers:** these are guests who have checked out of their rooms and left
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## Navigation and Display:



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## Home Page (Main dashboard):

The Home Page (Main dashboard) displays a list of rooms on the left and reservation statistics on the right. The room list includes columns for Room, Check-in, Check-out, Name, and Price Paid. The reservation statistics section includes a calendar for December 2020, a table for 48 HOUR ARRIVALS, and a table for OVERDUE RESERVATIONS. Annotations include a blue box around the room list, a green box around the 48 HOUR ARRIVALS table, a red box around the OVERDUE RESERVATIONS table, and callout boxes explaining the overdue and arriving reservations.

**Room List:**

Room	Check-in	Check-out	Name	Price Paid
101				
102				
103				
104				
105				
106	Dec 1 2020	Dec 7 2020	A	8
107				
108				
109				
110				
111				
112				
114				
201				
202				
203				
204				
205				
206				
207				
208				
209				
210				
211				
212				

**Reservation Statistics:**

**48 HOUR ARRIVALS:**

Check-in	Name	Total
Dec 21 2020	A	889
Dec 20 2020	A	90
Dec 1 2020	A	889

**OVERDUE RESERVATIONS:**

Check-in	Name	Total
Dec 1 2020	A	3
Dec 1 2020	A	889

**Annotations:**

- Overdue Reservation:** Reservation that have failed to show up
- Arriving Reservations:** Reservation set to check-in within 48-hours of current day

## Search Page:

The Search Page features a search form with fields for BookingID/Name, Start (December 22nd), and End (December 23rd). A dropdown menu shows search options: Customer, Reservation, Deleted Reservation, and BlackList. A 'SEARCH' button is present. To the right is a calendar for December 2020 with the 22nd highlighted. A 'NEW RESERVATION' button is at the bottom. A callout box explains the search criteria.

**Search Form:**

BookingID/Name:

Start: December 22nd End: December 23rd

Search By: BookingID

Customer  
Reservation  
Deleted Reservation  
BlackList

**Calendar:** December 2020

MON	TUE	WED	THU	FRI	SAT	SUN
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

**Search Criteria:** Search for Pending, Deleted Reservation or Customers by BookingID, First Name, or check-in/check-out period.

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## Daily Report Page:

**Daily Report for Tuesday, December 22nd 2020**  
End Date is always one Day Before Check-Out

Room	T	P	Status	Paid	Notes
101				—	
102				—	
103				—	
104				—	
105				—	
106	50		1000.000	—	
107				—	
108				—	
109				—	
110				—	

Search for previous Daily Reports but won't be able to search for future ones as they haven't been created

**Refund:**  
Edit the total refund as well as comments of the refund for the current day. Make sure to hit submit to save the refund and refund details (comments).  
If processed two different refunds, add their total and specify the amount of each in the comments section

## Maintenance Page:

**Maintenance: General**

Room	Entries	Uncompleted
101	2	0
102	2	2
103	1	1
104	1	1
105	0	0
106	0	0

Search and add new Maintenance logs. As of now can't deleted previously added maintenance sheets

Log entry for each individual room of the motel. Can view, add, update, or delete these log entries








## Housekeeping Page:


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HouseKeeping Report for Tuesday, December 22nd 2020

Date: December 22nd

Actions	Room	Type	Status	HouseKeeper	Notes
	101	W	C		
	102	W	R		stff
	103	S	O	Shelly	
	104	S	C		
	105	S	C		
	106	S	O		
	107	S	R		

 Edit each housekeeping record for each room of motel

 Search for previous housekeeping sheets

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## Reservation/Customer Information:

Every guest has its own information to store and when a user creates a new reservation, they'll have to enter these information to identify the guest. The following are all the important information of a guest in this management system that a user/manager should be aware of. Every guest that has yet to arrive, checked-in, checked-out, or deleted has these information for the user/manager to identify them.

- *BookingID:*

This is an ID for any guest's stay at the motel, including guests that have checked-out, checked-in, yet to arrive, and deleted. Any guest that is created in the system will have a BookingID created for them by the system, even if that guest has stayed here before.

For example: if a guest has stayed at the motel two different times (checked-out twice), they will have two BookingIDs, with each ID relating to the two different dates that they've stayed here before.

- *First Name (REQUIRED):* first name of the guest
- *Last Name (REQUIRED):* last name of the guest
- *Guests (REQUIRED):* number of people to stay in the room
- *Email (OPTIONAL):* email of the guest
- *Phone (OPTIONAL):* phone number of the guest
- *State (OPTIONAL):* state which guest came from
- *Check In (REQUIRED):* the first time the guest checks in
- *Check Out (REQUIRED):* check-out date of the guest
- *Price Paid (REQUIRED):*
  - The TOTAL price that guest paid for the room (including all weeks if weekly)
- *Tax (REQUIRED):*
  - The TOTAL taxes that guest paid for the room (including all weeks if weekly)
- *Reservation (REQUIRED):* how the guest reserved the room
  - *Booking.com:* reserved through Booking.com
  - *Expedia Partners:* reserved through Expedia
  - *Phone:* reserved by calling the motel office phone
  - *Walk-In:* no reservation
  - *Others:* any other type of reserving a room not listed
- *Payment (REQUIRED):* how the guest paid for the room. For making future reservation, choose any option and update it when guest checks in
  - Credit Card: paid/will pay by credit card
  - Cash: paid/will pay by cash



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- Check: paid/will pay by check
  - Others: paid/will pay by other type not listed
  
  - **Room (REQUIRED):** the room number that guest is/will be staying in. For making future reservations, choose any option and update it when a guest checks in to make sure the room isn't occupied.
  
  - **Room Style (REQUIRED):** the type of room guest has reserved. For making future reservations, choose any option and update it when a guest checks in.
    - Single King: single king bedroom
    - Single Queen: single queen bedroom
    - Double Queen: two queen bedroom
    - Kitchenette: a kitchen bedroom
    - Triple Queen: three queen bedroom
  
  - **Comments:** any notes about the guest
-

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## Creating New Guests:

There are 2 different ways to create a new reservation into the system.

1. When the guest is checking in right now and the reservation hasn't been created before (walk-ins).
  - a. The user can simply click on the *Search* icon located next to the room that the guest is checking in
  - b. Enter the reservation data.
  - c. Once data is entered, click *New Reservation* located in the bottom right to check the guest into the selected room.
  - d. Navigate to the **DailyReport Page**
  - e. Find the matching room record that just checked in
  - f. Select *Pen* icon to edit your initial into the initial (In) field

*Once you create this checked-in guest, an automatic record will be created in the **Daily Report Page** under the room number and the room status in the **Housekeeping Page** will be set to occupied (O)*

2. When guests check in the future or some other time during the day, the user will need to go to the *Search* page in the menu on the left.
  - a. The user will need to go to the *Search* page in the menu on the left.
  - b. Once there, they can click on the *New Reservation* button on the right.
  - c. From there, they can enter the reservation data.
  - d. Once data is entered, click *New Reservation* located in the bottom right to create the new reservation

*If the check-in date is beyond 48 hours of the current day, the reservation data will be stored under Pending Reservation which is visible by searching.*

*If the check-in date is within 48 hours of the current day, the reservation data will be stored as an Arriving Reservations which is visible under 48 Hour Arrivals in the **Home Page**.*

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## Check-In Guests:

This option is ONLY available to guests stored as *Arriving Reservations* under the 48-hours arrival table in home who have a reservation.

1. Here, when a guest shows up to check in, the user can click on the *Search* button next to the record
2. Navigate to the bottom right
3. Click the *Check-In* button where they will then be moved to the *Current Reservations* table based on their checked-in room number.
4. Navigate to the **DailyReport Page**
5. Find the matching room record that just checked in
6. Select *Pen* icon to edit your initial into the initial (In) field

*If the room is currently occupied, the check-in request will fail with an error.*

*When checking in a guest, the user can update the guest's info and click on the Check-In button to both update the guest record as well as check them in.*

*If the check-in request is successful, a new user record will be created in the **DailyReport Page** under the room number and the room record in the **Housekeeping Page** will have their room status set to *Occupied(O)*.*

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## Check-Out Guests:

This option is available to guests stored as *Current Reservations* under the main table in the **Home Page** who are currently occupying their rooms.

1. Here, when a guest is going to check-out, the user can click on the *Search* button next to the record
2. Navigate to the bottom right
3. Click the *Check-Out* button where they will be checked out and stored as a *Customer*.

*If the check-out request is successful, the user record will be removed from the **DailyReport page** and the room record in the **Housekeeping sheet** will have their room status set to *Clean(C)* and be labeled as red.*

*When checking-out a guest, please do not change the room number of the guest as this will affect the system a bit. If you do accidentally do this, simply just refresh the page to get an accurate representation in the **DailyReport Page** and **Housekeeping Page** of the recently checked-out guest*

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When checking-out a guest, you're free to update any of the guest's information and the result will be saved. However, as stated above please **DO NOT** change the guest's room number. If you wish to change the guests' room number, update the guest first before checking out.

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## Updating Checked-In/Current Guests:

1. To update a guest, the user can click on the *Search* button next to the record
2. Update the guests' information, navigate to the bottom right
3. Click the *Update* button to update the reservation record.

If the user updates the room to another room, the guest's **DailyReport Page** room record will be moved to the new room. In the **Housekeeping Page**, the old room record will have its room status set to Clean(C) and the updated room record will have its room status set to Occupied(O). However if the updated room is currently occupied, the request will fail with error.

If you update the guest's check-in field, this **WILL NOT** change the guest's startDate field in the **DailyReport Page** of his/her room record. If you want to change the startDate field of a guest's room record in the **DailyReport Page**, you'll have to do so there

If you update the guest's check-out field, this **WILL** change the guests' endDate field in the **DailyReport Page** of his/her room record.

If you update the guest's Payment Type (Card/Credit) or type of stay (Nightly, Stayovers, weekly, etc) by changing the check-in and check-out dates, this **WILL NOT** change the guest's Payment and Type fields in the **DailyReport Page** of his/her room record. If you want to update them you'll have to do so in the **DailyReport Page**.

If you update the PricePaid/Taxes field, the DailyReport for the current day will adjust the room record's Rate/Tax field to match it. Or if the guest is a weekly or has paid before, the DailyReport will change the room record's Rate/Tax field to balance the newly updated PricePaid/Tax of the Current Guest so that the PricePaid/Tax field of the Current Guest is the total amount he/she has paid for the entirety of his/her stay

- For example, if a guest has paid \$200 last week to stay for 7 nights. And you change the PricePaid field to \$250 someday within 7 days of the guest check-in date, then the room record for the current day's DailyReport will have a Rate field of \$50 to account for the additional change. So if you search for the DailyReport when the guest first checked-in, it'll show \$200 under the rate field, and if you search for the current day's DailyReport, it'll show \$50 under the rate field such that the total the guest has paid for the entirety of his/her stay is \$250.

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## Managing Arriving Reservations:

These are guests who are due to check-in within 48 hours of the current day or there for organization reasons. Guests stored here cannot be deleted, however, they can be moved over to **Overdue Reservations** to be deleted. They're visible under the 48 Hour Arrivals section in the **Home page**. Users/managers can update, check-in, or move the guests to **Overdue Reservations**. This is meant to be flexible.

- **Updating Arriving Reservations:**

1. Click on the *Search* button next to the record you want to update
2. Update the guest's info and click the *Update* button in the bottom right to save the changes.

*If you update the check-in date of the Arriving Reservation to beyond 48 hours of the current day, this reservation will be moved from **Arriving Reservation** into **Pending Reservation** and will ONLY be visible by searching for the **Pending Reservation** in the **Search Page** discussed below in the next few sections.*

- **Checking-In Arriving Reservations:**

1. Click on the *Search* button next to the record you want to check-in
2. Click the *Check-In* button in the bottom to check in the guest.
3. Navigate to the **DailyReport Page**
4. Find the matching room record that just checked in
5. Select *Pen* icon to edit your initial into the initial (In) field

*When checking in a guest, the user can update the guest's info and click on the **Check-In** button to both update the guest record as well as check them in.*

- **Move To Overdue Reservation:**

1. Click on the *Search* button next to the record you want to move
2. Click the *Move To Over* button in the bottom to move the guest over to **Overdue Reservations** where it can be deleted.

*You're free to change any of the guest's information before you click the button and the new guest information will be saved*

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## Managing Overdue Reservations:

These are guests who have failed to check-in or there for organization reasons. They're visible under the Overdue Reservation section in the **Home page**. Users/managers can delete or move these guests back to the Arrivals section if they do show up again for whatever reason. This is meant to be flexible. If you do want to update these guests stored under here, you have to move them to **Arriving Reservations** to update them first and move them back.

- **Delete Overdue Reservations:**

1. Click on the *Search* button next to the record you want to delete
2. Update/change the guest's info if needed
3. Click the *Delete* button in the bottom right to delete the guest/reservation.

- **Move to Arrivals:**

1. Click on the *Search* button next to the record you want to delete
  2. Update/change the guest's info if needed
  3. Click the *Move To Arrivals* button in the bottom right to move the guest/reservation.
- 

## Managing Pending Reservations:

These are guests who are due to check-in beyond 48-hours of the current day. You do not need to worry about moving them to the **Home Page** when their check-in date is within 48-hours of the current day as the management system will automatically move any reservations within 48-hours of the current day every morning at 12 AM the current day. However, a user/manager is in control of updating or deleting these **Pending Reservations** in case the guest has cancelled or needs to change their reservation.

- **Updating Pending Reservations:**

1. To first find these guests, go to the **Search Page**.
2. Then, under the *Search For* input, select *Reservation*.
3. Next determine how you want to find these reservations. You can find them by
  - BookingID: a single reservation with matching BookingID
  - First Name: all guest with matching first name
  - Check-In Period: all guest with check-in date within specified date period
  - Check-Out Period: all guest with check-out date within specified date period
4. After, click search and the matching guest reservations will show up in the table below.
5. Click on the *Search* button next to the record you want to update

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6. Enter the updated fields
7. Click on the *Update* button in the bottom right to save the changes.

*If you update the guest's check-in date to within 48 hours of the current day, the guest will be moved from Pending Reservations to Arriving Reservations and will be visible under the 48 Hour Arrivals section in the **Home page**.*

- **Delete/Cancel Pending Reservations:**

1. To first find these guests, go to the **Search Page**.
2. Then, under the *Search For* input, select *Reservation*.
3. Next determine how you want to find these reservations. You can find them by
  - BookingID: a single reservation with matching BookingID
  - First Name: all guest with matching first name
  - Check-In Period: all guest with check-in date within specified date period
  - Check-Out Period: all guest with check-out date within specified date period
4. After, click search and the matching guest reservations will show up in the table below.
5. Click on the *Search* button next to the record you want to delete
6. Click on the *Delete* button in the bottom right. This reservation is now stored under **Deleted Reservations**

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## Managing Deleted Reservations:

These are reservations that have been deleted either due to cancellation or other reasons. Users/managers can only delete or update these reservations if needed but otherwise they're stored to track the number of cancellations.

- **Updating Deleted Reservations:**

1. To first find these guests, go to the **Search Page**.
2. Then, under the *Search For* input, select *Deleted Reservation*.
3. Next determine how you want to find these reservations. You can find them by
  - BookingID: a single reservation with matching BookingID
  - First Name: all guest with matching first name
  - Check-In Period: all guest with check-in date within specified date period
  - Check-Out Period: all guest with check-out date within specified date period
4. After, click search and the matching guest reservations will show up in the table below.
5. Click on the *Search* button next to the record you want to update

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6. Enter the updated fields and click on the *Update* button in the bottom right to save the changes.
- **Delete Deleted Reservations:**
    1. To first find these guests, go to the **Search Page**.
    2. Then, under the *Search For* input, select *Deleted Reservation*.
    3. Next determine how you want to find these reservations. You can find them by
      - BookingID: a single reservation with matching BookingID
      - First Name: all guest with matching first name
      - Check-In Period: all guest with check-in date within specified date period
      - Check-Out Period: all guest with check-out date within specified date period
    4. After, click search and the matching guest reservations will show up in the table below.
    5. Click on the *Search* button next to the record you want to delete
    6. Click on the *Delete* button in the bottom right to delete the reservation forever.
-



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## Managing Customers/Checked-out Guests and BlackLists:

These are guests who have checked-out. Users/managers can update these guests or move them to the BlackList if necessary. Please NOTE that only guests who have checked-out can be added to the BlackList.

- **Updating Customers:**

1. To first find these guests, go to the **Search Page**.
2. Under the *Search For* input, select *Customer*.
3. Next determine how you want to find these reservations. You can find them by
  - BookingID: a single reservation with matching BookingID
  - First Name: all guest with matching first name
  - Check-In Period: all guest with check-in date within specified date period
  - Check-Out Period: all guest with check-out date within specified date period
4. After, click search and the matching customers will show up in the table below.
5. Click on the *Search* button next to the record you want to update
6. Enter the updated fields
7. Click on the *Update* button in the bottom right to save the changes.

*For guests who have stayed at the motel on 2 or more occasions, they'll have multiple records with each record related to the different times they stayed at the property. Note that these records all share the same following fields*

- *FirstName*
- *LastName*
- *Email*
- *Phone*
- *State*

*So if the user updates any of the above fields, they will be saved and used for all the other stays of that guest. Any other fields are specific to that guest's specific stay.*

- **Adding to BlackList:**

You must first search for the customer so that you can add that customer to the BlackList.

1. Go to the **Search Page**.
2. Under the *Search For* input, select *Customer*.
3. Next determine how you want to find these reservations. You can find them by
  - BookingID: a single reservation with matching BookingID
  - First Name: all guest with matching first name
  - Check-In Period: all guest with check-in date within specified date period
  - Check-Out Period: all guest with check-out date within specified date period

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4. After, click search and the matching customers will show up in the table below.
5. Click on the *Search* button next to the record you want to blacklist.
6. Enter any comments relating to the BlackList
7. Click on the *Add To BlackList* button in the bottom right corner to add the guest to the BlackList.

*All BlackList records have a FirstName, LastName, and Comments field information.*

*If you add an existing customer stay to the BlackList, it'll error*

*You can only add each guest's individual stay to the BlackList as of now. So if the guest has stayed at the motel multiple times, you would only need to add one of their stay records to the BlackList so that their names can be searched up in the BlackList*

*By default, when adding a customer to a BlackList, the system will copy whatever is listed in the comments field of the guest's customer record, or what is displayed in the comments field when you open up the customer info. However when you update a BlackListed customer's comments field, this will be updated separately from the customer's comments field.*

- *For example, if I update the comments field of the customer then click Add To BlackList, the newly updated comments will be saved to this guest's BlackList record's comments but the newly updated comments won't be saved to Customer comments field for that guest*
  - *For example, if I just click Add To BlackList without updating whatever is in the comments field, then the BlackList record will just copy whatever is in the comments field of the Customer to the guest's BlackList record*
- **Updating BlackList Comments:**
    1. To first find these guests, go to the **Search Page**.
    2. Then, under the *Search For* input, select *BlackList*.
    3. Next select *First Name* under the *Search By* input
    4. Enter the name you want to search in the BlackList
    5. Press the *Search button*. After matching blacklisted customers will show up in the table below.
    6. Click on the *Search* button next to the record you want to update
    7. Enter the updated comments of about the guest
    8. Click on the *Update* button in the bottom right to save the changes.

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*Any updates to the BlackList comments will not affect the corresponding customer's comments section and is saved ONLY to the BlackList record.*

- **Removing From BlackList:**

1. To first find these guests, go to the **Search Page**.
2. Then, under the *Search For* input, select *BlackList*.
3. Next select *First Name* under the *Search By* input
4. Enter the name you want to search in the BlackList
5. Press the *Search button*. After matching blacklisted customers will show up in the table below.
6. Click on the *Search* button next to the record you want to remove. If multiple records of the name exist, you would need to remove all of them.
7. Click on the *Remove* button in the bottom right to remove the guest from the BlackList

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## Managing DailyReport:

The **DailyReport Page** keeps track of all the current/checked-in guests. A room's record in the DailyReport has the following fields:

- **Stay Type (T):** type of stay the guest is paid for. Either one of the following
  - N: nightly
  - S/O: stayovers
  - WK1: Week 1
  - WK2: Week 2
  - WK3: Week 3
  - NO: No tax
- **Payment Type (P):** how the money was paid. Either one of the following
  - C: Cash
  - CC: Credit Card
  - If other, chose C and specify in notes field
- **StartDate (Start):** the start date of the room. (For weekly, start of the week)
- **EndDate (End):** the end date of the room. (For weekly, end of the week when they're due) Note it is always one day before Guest's check-out date
- **Paid:** whether guest is paid for the stay or not
- **Notes:** any notes associated with the room record
- **Rate:** the total amount collected including tax
- **Tax:** the total tax collected
- **Initials (In):** Initial of user who collected the payment if there is one

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The user/managers do not need to worry about creating these DailyReports as the management system generates a new DailyReport based on the previous day's DailyReport everyday at 12am. For users/managers, the DailyReports are to be used mostly for extending a guest's stay, such as extending another week, or another day or two.

- **Extending a Guest's Stay:**

By default, every guest that is due or overdue the current day has their record in the DailyReport but WITHOUT an *endDate* specified, *paid* set to false, as well as their record highlighted in red. If that guest checks out, their record is removed but if the user needs to extend the guest, perform the following

1. Click the *pen* button next to the record
2. Specify an *endDate* field
3. Specify the Payment, Type, Rate, Tax, and Initial fields
4. Check the Paid Box for whether the guest is paid or not
5. Click on the *check* button on the left to save or if need to cancel, clock the *X*

*By extending the guest's day, the system will automatically add the additional price, tax, and check-out date to the guest's record in the Current Reservation table in the **Home Page**.*

- **Editing Other Records:**

The user can freely edit other room records of the DailyReport if necessary. If they change either the *rate, tax, or endDate* field of any other record in the DailyReport, then the matching guest record in the Current Reservation table in the Home Page will be updated as well, adding the rate/tax to the PricePaid/Tax field or changing the check-out based on updated *endDate* field. Any other fields updated in the DailyReport will not have their changes reflected in the matching guest record in the Current Reservation table in the Home Page.

- **Editing Previous DailyReports:**

1. Navigate to the search bar in the top right corner
2. Select a Date to search for a Daily Report
3. Enter search

*Editing a room record of a guest that has checked-out will result in an error.*

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*If you update the startDate/endDate field of any room record on a previous day's Daily Report, the matching guest's record in the Current Reservation table in the **Home Page** will update ONLY its check-out date field. However, you MUST also update startDate/endDate fields for all the DailyReports that come after that day so that the changes will be reflected.*

*If you update the Rate/Tax field of any room record on a previous day's Daily Report, the matching guest's record in the Current Reservation table in the **Home Page** will update its PricePaid/Tax field to add those changes.*

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## Managing Housekeeping Sheet:

The **Housekeeping Page** keeps track of all the current/checked-in guests. A room's record in the Housekeeping Sheet has the following fields:

- **Room Linens (Type):** Choose from the following options
  - *Summer (S)*: summer room with summer linens
  - *Winter (W)*: winter room with weekly linens
- **Room Status (Status):** Choose from the following options
  - *Ready(R)*: the room is ready to be sold
  - *Occupied (O)*: room is currently occupied
  - *Clean(C)*: room needs to be cleaned
- **Housekeeping:** housekeeper who will be working on the room
- **Notes:** notes to know about the room in terms of housekeeping

The Housekeeping sheet's Room Status field is updated by the system itself whenever a guest check-ins, moves, or check-outs out of the appropriately that are defined above in each separate operation. But they're very logical such as when a guest is moved to another room, their previous room's housekeeping record's status field is set to Clean(C), while their newly changed room's housekeeping record's status is set to Occupied (O). As a user, you can always override these updates performed by the system if situations require.

- **Updating Housekeeping Room Record**
    1. Click on the *Pen* button next to the room record that you want to update
    2. Update the fields
    3. Click on the *check* button to the right to save
  
  - **Updating Previous Day's Housekeeping Room Record**
    1. Navigate to the search bar in the top right corner
    2. Select a Date to search for a Housekeeping Sheet
    3. Enter search
-



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## Managing Maintenance Sheet:

The maintenance sheet can be used to record maintenance done to each room as well as general facilities. A user can also create new maintenance logs to track unrelated maintenance such as cleaning air conditioners, etc.


Different maintenance sheets can be searched or added in the right hand side but users CANNOT delete existing maintenance sheets as of now.

- **Create New Maintenance Sheet:**
  1. Navigate to the bar in the far right side
  2. Select the input field next to *Add* button
  3. Enter the name of the new maintenance
  4. Click on the *Add* button and the new maintenance sheet will be displayed
  
- **Search for Maintenance Sheet:**
  1. Navigate to the bar in the far right side
  2. Select the input field next to *Search* button
  3. Select the name of the maintenance sheet
  4. Click on the *Search* button and the maintenance sheet will be displayed
  
- **Add a new log entry for a Room:**
  1. Click on the  button next to the room record
  2. Click on the + button in the right corner (*you can always hover to determine button*)
  3. Edit the fields of new maintenance log
  4. Click on the *check* button on the left to save
  
- **Update a log entry for a Room:**
  1. Click on the  button next to the room record
  2. Click on the *pen* button on the left of the log entry you want to update (*you can always hover to determine button*)
  3. Update the fields
  4. Click on the *check* button on the left to save

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- **Delete a log entry for a Room:**

1. Click on the  button next to the room record
2. Click on the *trash* button on the left of the log entry you want to delete(*you can always hover to determine button*)
3. Click on the *check* button on the left to delete

- **Delete a Maintenance Sheet (Owner):**

as of now, you can't actually delete a maintenance sheet but for the owner:

1. Log into Mongo Atlas Account
2. Select MotelManagementOfficial Project
3. Select LazyUDB Cluster
4. Go to Collections Tab
5. Select Maintenance Log Table
6. Select "Show More Field" to see Maintenance Sheet Name
7. Find Maintenance Log to Delete
8. Click on the Trash button in the top right of the Maintenance Sheet Document

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## Managing Tax Report (Owner):

To generate a tax report, select the month and year and click the Generate button and an excel file will be downloaded to your browser containing summaries for each day as well as total. Tax Report will only be generated based on the current number of Daily Reports for the specified month and year.

So if you generate a tax report at the end of the current month, you will get all necessary records of each day but if you generate a tax report only a few days into the current month, you'll only get records up until the current day.

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## Managing Staffs (Owner):

An owner can control the staff of a specific motel and limit their access to the management system based on the staff member's position

- **Creating New Staff:**
    1. Click on the *Create New Staff* button on the top right
    2. Enter the fields. Make sure no duplicate username/email or system will error
    3. Click *Create New Staff* button in the bottom right
  
  - **Updating Staff:**
    1. Click on the *Person* button next to the staff member
    2. Update the fields.
    3. Click *Update* button in the bottom right to save changes
  
  - **Deleting Staff:**
    1. Click on the *Person* button next to the staff member
    2. Click *Delete* button in the bottom right to delete staff member
  
  - **Forgot Password:** if a staff member forgets their password, it's best to just delete that staff member and create a new account for that member with a new password. If the owner forgets the password, please contact the software engineer to reset the password. As of now there is no password reset email/link
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## Deleting DailyReports (Owner):

If for whatever reason there is a need to delete the DailyReport generated for the day, please do the following. HOWEVER, only do this if you need to regenerate the DailyReport for the current day. If you need to generate a DailyReport for a previous day, please contact the developer.

1. Login to MongoDB Atlas Account
2. Select MotelManagementOfficial Project
3. Select LazyUDB Cluster
4. Go to Collections Tab
5. Select the corresponding DailyReport Table to delete
6. Find the Date of the DailyReport to delete
7. Make sure you find the CURRENT Day's DailyReport to Delete
8. Click on the Trash button on the top right of the DailyReport Document to delete
9. Go back to the management system
10. Click on the **Email Page** from the navigation bar.

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11. Find the job that that generates the DailyReport for the motel
  12. Click on the requeue button on the right of the job label. The button should be blue. You can always hover to determine the button.
  13. After, a new DailyReport will be generated for the current day within 5 minutes
- 

## **Reservation Confirmation Emails:**

This page is restricted to owners only. When a new reservation is created, if their email address is specified, an email job will be queued in the Agenda Dashboard to be sent. Also if any jobs fail to run when scheduled, they can be requeued to be rerun again.

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## **Live Updates:**

As of now, this system is not recommended to handle real-time updates and concurrent users. However the following features are implemented for real-time updates.

- Any actions in the Main Dashboard Page
- Any actions in the DailyReport and Housekeeping sheet
- If a user is updating a record in the Main Dashboard page, all other concurrent users will be notified of the user updating the record.

The following pages do not support real-time updates:

- Maintenance Log Page
  - Staff Page
  - Search Page
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## Best Practices:

- **Logging In/Logging Out:** Every login will expire from 1 hour since the last login attempt. So if a user hasn't logged out from the page and tries to access something, they'll be automatically logged out and forced to log back in.

Best practice is to logout when not in use and log back in when using so users won't get automatically logged out if their session expires while they're working on something.

- **Editing Maintenance Entry/DailyReport Record/Housekeeping Record:** there is an issue that arises if you attempt to search or go to another page while in the middle of editing a DailyReport/Housekeeping Record or Maintenance Entry for a room. If you do this, subsequent visits will block out all the records or maintenance entries for the room.

Best practice is to finish or cancel the edit when you're editing a DailyReport/Housekeeping Record or Maintenance Entry for a room before navigating to another page or searching for a previous DailyReport/Housekeeping/Maintenance Sheet.

- **DO NOT Use The Management System Between 12:00 AM and 12:05 AM:** This is the time period that the new DailyReport is generated and the previous day's DailyReport will become invalid so you will most likely not be able to see the reservations in the management system as they'll not render properly. If you need to perform any changes, at this moment, perhaps write it on a piece of paper and you can view and perform the operation after 12:05 AM. **Also make sure you refresh the page before the operation.**
- **Browser Time:** As the management system is based heavily on time, please MAKE SURE your computer and browsers are set to Standard MOUNTAIN time or else the system will likely have some issues displaying in your browser.
- **Updating Previous DailyReports/Housekeeping Sheets:** As of now, there is an issue with many users accessing the same application and a problem that'll arise if one of the users updates a current day's Housekeeping sheet or DailyReport, then all the other user's Housekeeping or DailyReport sheet will be updated to that one user's updated Housekeeping sheet or DailyReport regardless of if any of the other users were on a previous day's report. However this should happen very rarely due to the rare number of multiple users. Again as a user, if something doesn't seem right, simply just refresh the page.

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Best practice if you are updating a previous day's DailyReport or Housekeeping sheet, it is best to always go back to the current day's DailyReport or Housekeeping sheet after you're done updating. Or simply just refresh as refreshing will set the DailyReport and Housekeeping sheets to the current day.

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## **Troubleshooting:**

If any errors or unexpected events occur, the best course of action is just to refresh the page as all data is persisted in a database. If that doesn't work, try removing all cookies and browser cache and refresh.