HMS – How to Check in Guests
Quick Reference Guide

*For assistance, please contact **O**nline **S**ystem **S**ervices at 544-5555 (Opt.1, Opt. 1)   **Instructional Technologies & Implementation Services***
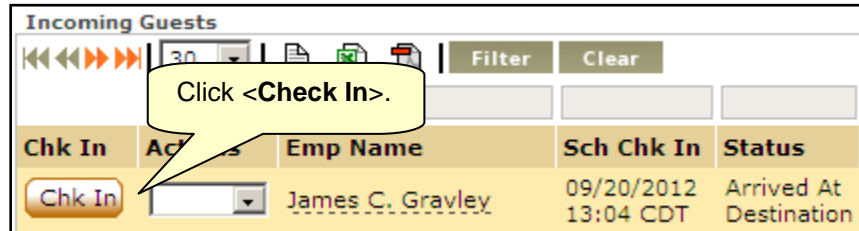
Introduction

The Hotel Management System features several functions to help users check in Union Pacific employees. HMS enables users to:

- **Check in employees.**
- **Edit comments about a check in.**
- **Manage an overflow situation.**
- **Manage a Guest Walk.**
- **Undo a Check In**

How to Check In Guests

1. Click <**Check In**> to check in an employee.

The **Guest Check In** window appears (as shown on the right).

2. Enter a room number in the **Room Number** field. This is **Required**.
3. Anytime a guest has to wait for a room, enter the time they had to wait in the **Hotel Lobby Wait Time** field.
4. Enter any comments regarding the Hotel Lobby Wait Time (or more general comments about the check in) in the **Comments** field.
5. Check the box next to **Employee Did NOT Present UP ID** if the employee did not show a UP ID when checking in.
6. Click <**Check In**>.
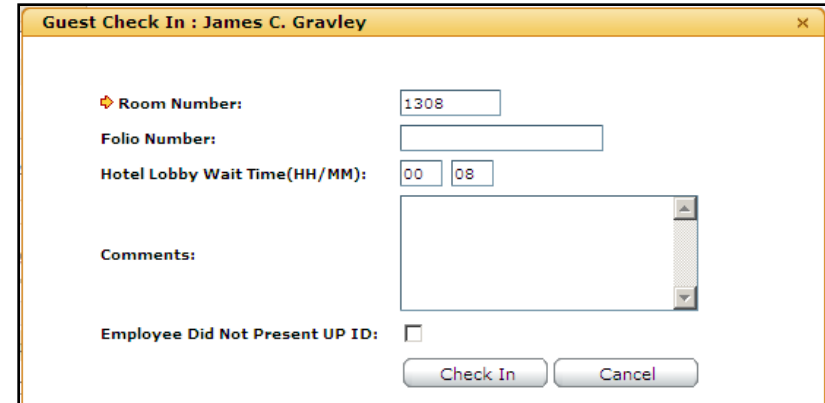
How to Edit a Check In
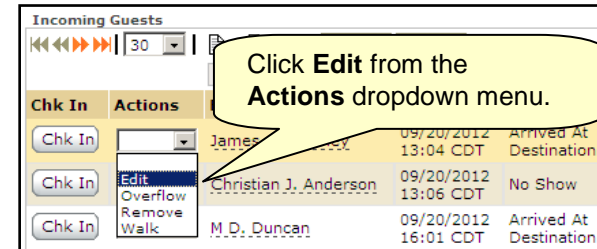
1. To edit an employee's **Check In**, select **Edit** from the **Actions** dropdown menu.

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The **Edit** window appears.

Edit James C Gravley

Comments:

[Save] [Cancel]

2. Enter any comments regarding the guest's stay in the **Comments** field.
3. Click <**Save**> to save the edits.

How to Manage an Overflow
If the hotel is at capacity, the stay will need to be assigned to a secondary hotel. This is called an **Overflow**. HMS allows users to manage overflow situations.

1. Select **Overflow** from the Actions drop down menu to send the stay to a secondary hotel.

Incoming Guests

Chk In	Actions		
Chk In		James	09/20/2012 13:04 CDT Arrived At Destination
Chk In	Edit Overflow Remove Walk	Christian J. Anderson	09/20/2012 13:06 CDT No Show
Chk In		M. D. Duncan	09/20/2012 16:01 CDT Arrived At Destination

Click **Overflow** from the **Actions** drop down menu.

The **Guest Overflow** window appears.

Guest Overflow

Employee Name: James C Gravley
Hotel: Motel 6
Overflow Reason:

Overflow Comment:

Street Address Line1:
Street Address City:
Street Address State:
Hotel Phone Number:
Crew Members:
☑   Christian J Anderson
☑   James C Gravley

[Save] [Next Hotel] [Cancel]

2. The default Overflow hotel is selected for you. If necessary, you can select a different secondary hotel from the **Hotel** dropdown menu.
3. Select a reason for the overflow move from the **Overflow Reason** dropdown menu.
4. Enter any comments regarding the overflow move in the **Overflow Comment** field.
5. Check the boxes next to the **Crew Members** that were sent to the secondary hotel.
6. Click <**Save**> to complete the overflow event. If you need to use another hotel other than the secondary hotel, click <**Next Hotel**>.

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How to Manage a Guest Walk

A walk occurs when a UP employee on the incoming list arrives at the front desk, does not check in, but walks to another hotel, due to the primary hotel having no rooms available, or employee refusal. HMS allows users to manage guest walks.

1. Select **Walk** from the **Actions** dropdown menu.
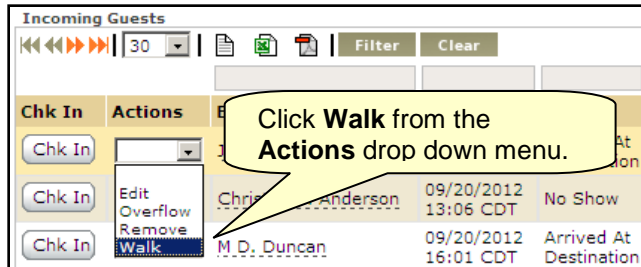
The **Guest Walk** window appears.

2. Select a secondary hotel from the **Hotel** dropdown menu if the listed hotel is also taken.
3. Select a reason for the walk from the **Walk Reason** dropdown menu.
4. Enter any comments regarding the overflow move in the **Walk Comment** field.
5. Click <**Save**> to complete the walk.

Removing a Guest

Only certain users have the authority to remove guests.

1. Select **Remove** from the **Actions** dropdown menu.
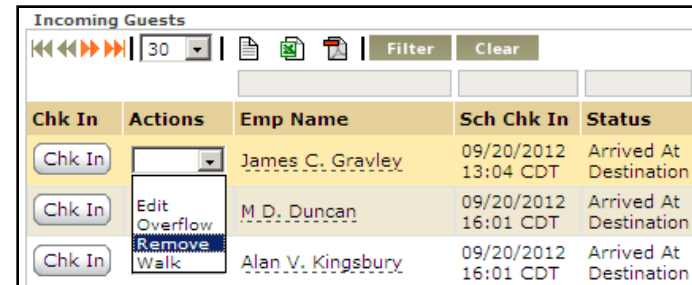
Undo a Check In

HMS allows users to easily undo the check ins, moving the guest from the Outgoing Guests list back to the incoming Guests list.

1. To undo a check in, locate the guest in the Outgoing Guests lists and click **Undo Chk In** from the guest's **Actions** dropdown menu.

For more information, click **Additional Help**.