

HMS – How to Check out Guests

Quick Reference Guide



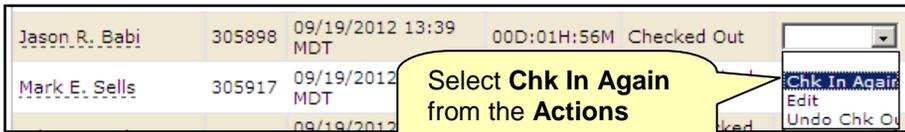
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For assistance, please contact Online System Services at 544-5555 (Opt.1, Opt. 1) *Instructional Technologies & Implementation Services*

How to Check In Again

If an employee returns to a hotel, but their room is no longer available, they will need to be checked in again.

1. Select **Chk In Again** from the **Actions** dropdown menu. The **Guest Chk In Again** window appears.



2. Enter a room number in the **Room Number** field.

3. If the guest had to wait for a room to be prepared, enter in the hours and minutes they had to wait to get their room in the **Hotel Lobby Wait Time** field.

4. Enter any comments regarding the check in or Hotel Lobby Wait Time in the **Comments** field.
5. Check the box next to **Employee Did NOT Present UP ID** if the employee did not show a Union Pacific ID when checking in.
6. Click **<Check In>**. The guest is now checked in again.

How to Edit a Check Out

1. To edit an employee's **Check Out**, select **Edit** from the **Actions** dropdown menu.



The **Edit** window appears.

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2. Edit the **Check In Time**. You may update the date and time. Use the **Calendar** icon to select a date.
3. Verify that the correct Time Zone is selected.
4. Edit the **Check Out Time**. You may update the date and time. Use the Calendar icon to select a date.
5. Select a time zone from the time zone dropdown menu.
6. Edit the comments.
7. Edit the time a crew member waited to be checked out in the **Hotel Lobby Wait Time (HH/MM)**.
8. Click **<Save>** to save the edits.