



# LOBBI PMS

powered by **lobbi**  
[www.lobbi-pms.com](http://www.lobbi-pms.com)

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# 1. Access Lobbi PMS

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## 1.1 Login

Access Lobbi PMS by entering the provided URL in your web browser and bookmark it for future use.  
Log in with your manager-provided username and password, or reach out to them if you've forgotten your credentials.

The screenshot illustrates the login process in a web browser. The address bar contains the URL `lobbidemo.mancloud.eu`, highlighted by a callout labeled "1 Enter the provided URL." The browser toolbar shows the star icon for bookmarks, highlighted by a callout labeled "2 Bookmark the page." The main content area displays the Lobbi login page, which includes the Lobbi logo, the URL `lobbidemo.mancloud.eu`, and input fields for "Username" and "Password". A "Signin" button is located below the password field, and a link to "Check our support pages for more information" is at the bottom. A callout labeled "3 Enter username, password and click Sign in." points to the login fields.



For optimal performance, please use **Chrome** or **Firefox** instead of Safari.

## 1.2 Customise account preferences

Adjust your account settings by clicking the screw and hammer icon in the top right corner. Choose your preferred language and start page for quick access to information.

The screenshot shows the Lobbipms interface with the 'Account preferences' dialog box open. The dialog is divided into 'Preferences' and 'Account' sections. The 'Preferences' section includes fields for Platform title (ManCloud PMS), Language (British English), Start page (Home), Apply settings (checkbox), and Encryption key (eyJjdCI6IiBPOHI4MVdnt'). The 'Account' section includes fields for Username (Demo), Password (masked with dots), and Password (again). At the bottom of the dialog are buttons for Save, Save and close, and Close. Three numbered callouts provide instructions: 1. Click in the hammer and screw icon. 2. Select preferred language and startpage. 3. Select a unique password and enter it twice for confirmation.

Click in the hammer and screw icon 1

2 Select preferred language and startpage.

3 Select a unique password and enter it twice for confirmation.

**Account preferences**

**Preferences**

Platform title: ManCloud PMS

Language: British English

Start page: Home

Apply settings:

Encryption key: eyJjdCI6IiBPOHI4MVdnt

**Account**

Username: Demo

Password: .....

Password (again):

Save Save and close Close

Demo Hotel Lobbi

Booking

Housekeeping

Out of order

Search

Cash payment

Load Template

Unallocated bookings (1 total)

Week 12

De Windt David #179

**Booking status 2023**

New	18
Expired	7
Modified	0
Pending	4
Confirmed	12

## 2. Addressbook



## 2. Addressbook

In the Addressbook tab, you can swiftly search for or create contacts with a few clicks.

You can also merge duplicate contacts for better data organization.

Once you find a contact, easily access their booking history and invoices.

For all corporate contacts, go to **Addressbook > Companies**.

The screenshot displays the Lobbibot Addressbook interface. At the top, there is a navigation bar with tabs for Dashboard, Mailbox, Addressbook, Room Rack, Administration, Management, Reports, Configuration, Support, and News. The Addressbook tab is active, and a sub-tab for 'Companies' is selected. A search bar is located at the top right, and a status bar shows 'Roomrack · (2) · Search ...' and 'changelog · Demo · Cash €1,164.00 · Signout'.

The main content area shows a list of contacts. The 'Companies' sub-tab is highlighted with a red box, and a callout box points to it with the text 'Access all corporate contacts.' The list of contacts includes:

Company/Name	ID	Code	Address	Nat	#
<b>Mancloud - De Bleye Peter</b>					
Mancloud - De Bleye Peter	1	-	François Benardstraat 2/201, BE-9000 Gent	BE 0549 988 515 BE	20
<b>Van Artevelde Geoff</b>					
Van Artevelde Geoff	2	-	François Benardstraat 2/201, BE-9000 Gent	BE	35
<b>De Vlieger Jo</b>					
De Vlieger Jo	3	-	François Benardstraat 2/201, BE-9000 Gent	BE	11
<b>Willem Jo</b>					
Willem Jo	4	-	,-	-	-
<b>Verreck Sofie</b>					
Verreck Sofie	5	-	,-	-	-
Verreck Sofie	6	-	,-	-	-
<b>Katje Patje</b>					
Katje Patje	7	-	,-	-	1
<b>Tros Veronica</b>					
Tros Veronica	8	-	,-	-	-

On the right side of the interface, there is a sidebar with a dropdown menu for 'Demo Hotel Lobbi'. Below the dropdown are buttons for 'Back to list' and 'Contact'. The 'Contact' button is highlighted with a red box, and a callout box points to it with the text 'Create a contact.' Below the sidebar, there are three callout boxes pointing to specific icons in the contact list:

- A red box highlights the edit icon (pencil) for the contact 'De Vlieger Jo', with a callout box pointing to it that says 'Edit a contact.'
- A red box highlights the merge icon (two arrows pointing to a plus sign) for the contact 'Verreck Sofie', with a callout box pointing to it that says 'Merge contacts.'
- A red box highlights the delete icon (minus sign) for the contact 'Katje Patje', with a callout box pointing to it that says 'Delete a contact.'

## 3. Room rack

- 3.1 Detail room rack
- 3.2 Booking status
- 3.3 Unit status
- 3.4 Inventory grid
- 3.5 Allotment grid





### 3.1 Detail room rack

The screenshot displays the 'Room Rack' interface for 'Demo Hotel Llobi'. The top navigation bar includes 'Dashboard', 'Mailbox', 'Addressbook', 'Room Rack', 'Administration', 'Management', 'Reports', 'Configuration', 'Support', and 'News'. A search bar is located at the top right. The main area is a calendar grid showing reservations for 'Floor 1' from April 1st to 14th, 2023. The calendar is divided into sections for 'Standard Single' (SS1, SS2) and 'Standard Double' (SD1-SD7). Reservations are represented by colored bars with guest names and booking numbers. A right-hand sidebar contains a list of actions (Booking, Housekeeping, Out of order, Search, Cash payment, Load Template), unallocated bookings, and booking status statistics. Numbered callouts (1-12) point to specific UI elements.

- Left arrows to go back 1 or 2 weeks in the calendar.
- Default view of 2 weeks for a comprehensive overview.
- Calendar for viewing reservations on specific dates.
- Right arrows to advance 1 or 2 weeks in the calendar.
- The large search bar enables you to search by guest or company name, booking number, or invoice number.
- A drop-down menu is available to switch between multiple properties.
- Room status is shown with a colored square before the room name (green for clean, red for dirty, and orange for inspection).
- The current day is highlighted in yellow.
- The weekends are displayed in a darker grey.
- Booking status is shown with a square in the reservation.
- Unit statuses are represented by specific colors, filling the entire rectangle.
- List of unallocated bookings.

### 3.2 Booking status

Lobbi PMS provides various booking statuses to assist in managing your reservations.

These statuses are associated with distinct colors.

Each status has a link that takes you to a follow-up list for the respective status.

The screenshot shows the Lobbi PMS interface with a navigation menu at the top. The 'Room Rack' tab is active, and a sub-menu is open showing various booking statuses: New, Expired, Modified, Pending, Confirmed, Advance, Completed, and Cancelled. A dark blue overlay box provides detailed information for each status, including its color and a brief description. To the left, a 'Booking status 2023' summary table lists the counts for each status. To the right, a sidebar shows a list of actions like Booking, Housekeeping, Out of order, Search, Cash payment, and Load Template, along with another 'Booking status 2023' summary and a 'Unit status' section.

Status	Count
New	16
Expired	8
Modified	0
Pending	7
Confirmed	13
Advance	14
Completed	21
Cancelled	9
Closed	0
Out of order	0

- New** (Blue square) New bookings, which are those with no prior actions taken, are shown in blue. Click the status to access an overview of all new bookings and perform the necessary actions.
- Expired** (Grey square) When adding a new booking, you can set an expiry date. If the reservation remains unconfirmed, you can cancel the booking or contact the guest to request a signed offer, credit card number, or advance payment.
- Modified** (Red square) The booking status turns red when a reservation is modified by the guest through an online booking website.
- Pending** (Orange square) A reservation is marked as pending when the guest receives an offer or request to pay an advance payment.
- Confirmed** (Yellow square) The reservation has been confirmed.
- Advance** (Green square) The hotel has received an advance payment.
- Completed** (White square) The full payment for the booking has been received.
- Cancelled** (Dark grey square) The reservation has been cancelled.
- Closed** (Black square) This status is only used during the initial stages of set-up when past bookings are uploaded into Lobbi PMS.
- Out of order** (Dark grey square) The unit is not available for booking as it is marked as "Out of Order" or OOO.

Booked
Pre-checked in
In house
Checked out
Cancelled

### 3.3 Unit status

Lobbi PMS provides five distinct unit statuses that correspond to various stages of the guest experience. These statuses are color-coded for easy identification and include booked, pre-checked-in, in-house, checked-out, and cancelled.

The screenshot displays the Lobbi PMS interface with a room rack calendar for the week of April 1-15, 2023. The calendar shows various room statuses: 'Booked' (blue), 'Pre-checked in' (yellow), 'In house' (green), 'Checked out' (red), and 'Cancelled' (grey). A central dark blue box provides detailed explanations for each status:

- Booked** (blue): Upon new booking registration or import from the channels, rooms are labeled **Booked**, shown in blue.
- Pre-checked in** (yellow): When the guest completes self-check-in, the booking status changes to **pre-checked-in** in yellow.
- In house** (green): After check-in, the status becomes **In-house**, shown in green.
- Checked out** (red): When the guest completes their stay and checks out of the unit, the booking status changes to **Checked-out**, highlighted in red.
- Cancelled** (grey): Upon cancellation, the room status changes to **Cancelled** and takes on the colour grey.

On the left side, a 'Unit status' legend lists the five statuses with their corresponding color-coded boxes. On the right side, a sidebar shows a 'Booking status 2023' summary table:

Booking status 2023	Count
New	16
Expired	8
Modified	0
Pending	7
Confirmed	13
Advance	14
Completed	21
Cancelled	9
Closed	0
Out of order	0



### 3.5 Allotment grid

Manage room inventory and sales effectively with the Allotment grid tool. It offers a clear view of room availability by type and facilitates simple adjustments to prices and stay requirements. The tool's flexibility allows quick alterations to individual room types and rate plans, including bulk modifications through the Wizard feature.

The screenshot displays the Llobi Room Rack interface. At the top, there is a navigation bar with the Llobi logo and a search bar. Below this is a menu with various options like Dashboard, Mailbox, Addressbook, Room Rack, Administration, Payments, Management, Reports, Configuration, Support, and News. The Room Rack section is active, showing a calendar view for the period from 18 January to 1 February 2023. The calendar is organized by floor (Floor 1) and room type (Standard Single, Standard Double). The interface includes a sidebar with actions like Booking, Housekeeping, Out of order, Search, Cash payment, Stripe Terminal Folio, and Load Template. A highlighted section shows a detailed price grid for various room types over the specified period.

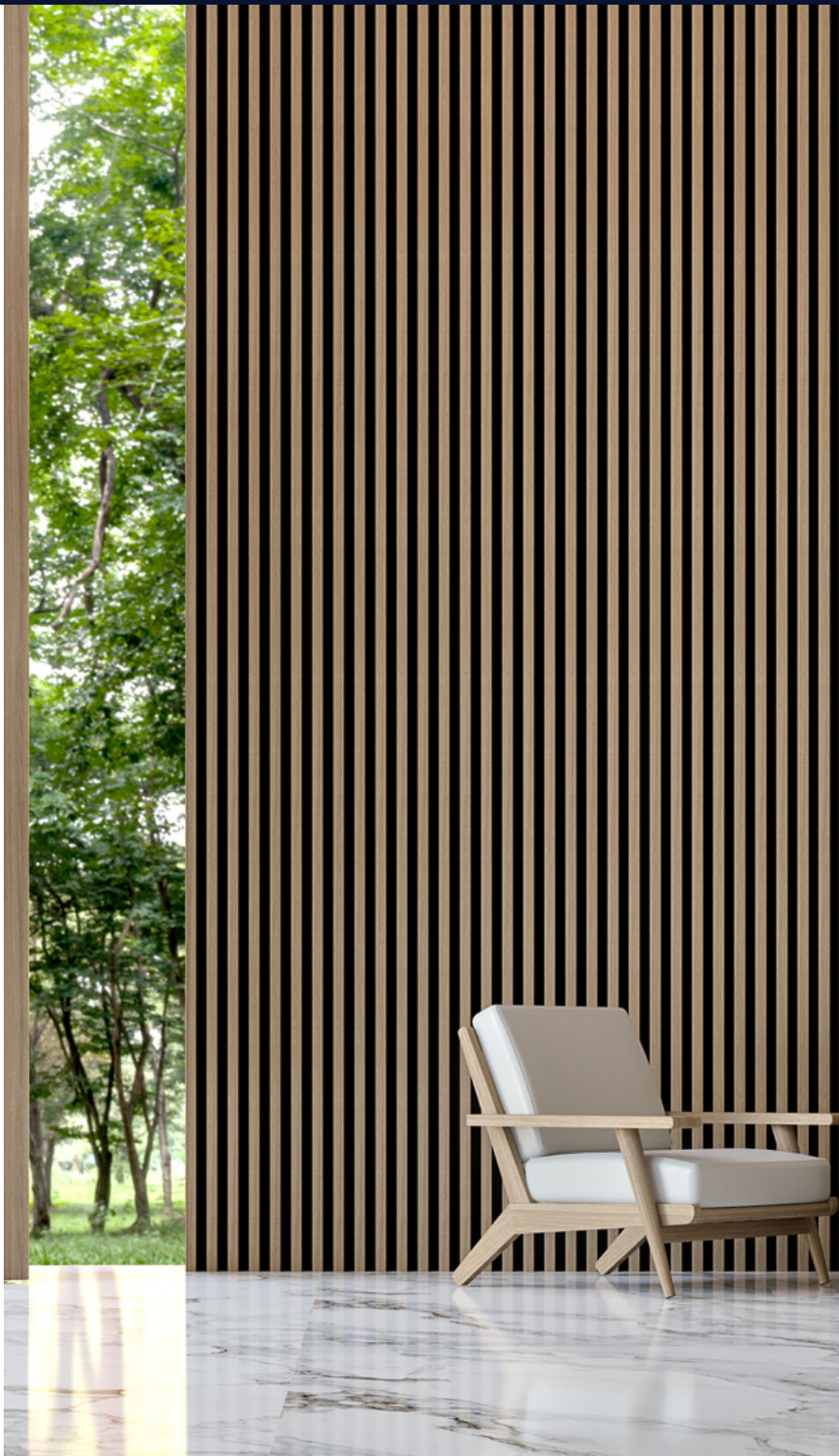
	Wed 18 Jan	Thu 19 Jan	Fri 20 Jan	Sat 21 Jan	Sun 22 Jan	Mon 23 Jan	Tue 24 Jan	Wed 25 Jan	Thu 26 Jan	Fri 27 Jan	Sat 28 Jan	Sun 29 Jan	Mon 30 Jan	Tue 31 Jan
Standard Single	125	125	125	125	125	125	125	125	125	125	125	125	125	125
Standard Double	140	140	140	140	150	150	150	260	140	140	140	140	140	260
Deluxe Double	170	170	170	170	170	170	170	170	170	170	170	170	170	170
Junior Suite Double	220	220	220	220	220	220	220	220	220	220	220	220	220	220
Water View Double	220	220	220	220	220	220	220	220	220	220	220	220	220	220



Controlling online sales through the allotment grid is a user-level setting. Managers have the authority to specify which users can make changes to the allotment grid.

## 4. Booking details page

- 4.1 Contact details
- 4.2 Related contacts
- 4.3 CRM
- 4.4 Booking transfer details
- 4.5 Booking details
- 4.6 Guests
- 4.7 Accommodations & allocations
- 4.8 Administration
- 4.9 E-mails
- 4.10 Other bookings



## 4. Bookings details page

To access all pertinent reservation details of a booking, including guest and room information, booking dates, and other relevant data, navigate to the booking details page. To reach this page, simply locate the magnifying glass icon, found in various sections like the room rack, invoice list, and reports.



The screenshot displays the Llobbi software interface. At the top, there is a navigation bar with the Llobbi logo, user information (#193 - Thomas Maarten), a search bar, and various utility icons. Below the navigation bar, there are tabs for different sections: Dashboard, Mailbox, Addressbook, Room Rack (selected), Administration, Management, Reports, Configuration, Support, and News. The main area shows a room rack for Floor 1, with columns for dates from Saturday, April 8 to Friday, April 21, 2023. The room rack is organized into sections: Standard Single (SS1, SS2) and Standard Double (SD1, SD2, SD3, SD4). A pop-up window is open over the room rack, displaying details for 'Unit SD1 - Standard Double - New #213'. The pop-up includes contact information for 'Doe Jane', arrival and departure dates, rateplan, and balance. A magnifying glass icon is positioned over the pop-up window. On the right side, there is a sidebar with a dropdown menu for 'Demo Hotel Llobbi' and several buttons: Booking, Housekeeping, Out of order, Search, Cash payment, and Load Template. At the bottom right, it shows 'Unallocated bookings (1 total)'.

The booking details page is divided into 10 sections. Each containing crucial information related to the reservation.

1. Contact details
2. Related contacts
3. CRM
4. Booking transfer details
5. Booking details
6. Guests
7. Accommodations & allocations
8. Administration
9. E-mails
10. Other bookings

## 4.1 Contact details

This section displays all relevant information about the guest, including their name, e-mail, phone number, address, language and any other contact information.

The screenshot shows the Llobbi PMS interface. At the top, there's a navigation bar with the Llobbi logo, a search bar, and user information (change log, Demo, Cash €1,164.00, language, and Signout). Below the navigation bar are tabs for Dashboard, Mailbox, Addressbook, Room Rack, Administration, Management, Reports, Configuration, Support, and News. Under Room Rack, there are sub-tabs for Check-in, Check-out, Inhouse, New, Expired, Modified, Pending, Confirmed, Advance, Completed, Cancelled, Templates, and Out of order. The main content area shows 'Current Bookings' for '#189 Doe Jane' with dates 'Tuesday, 28 March 2023 15:00 - Monday, 03 April 2023 11:00'. A 'Contact details' tab is highlighted with a red box. Below this tab is a table of contact information:

Name	Doe Jane	Email	janedoe@lobbi-pms.com
Language / Currency	French / Euro	Nationality	Belgium
Phone		Mobile	032 123 12 34 56
VAT		Club card	
Identification	383838383838383838	Note	
Address	Avenue 12345	Belgium 1000	Brussels

On the right side, there's a 'Demo Hotel Llobbi' sidebar with buttons for Re-confirm, Mail payment link, Mail Self-Checkin now, Mail contact, Cancel booking, and Check-in. A pencil icon is highlighted with a red circle and a line pointing to the 'Edit contact' button.

To make any changes, either click on the pencil icon or start typing directly in the field you want to modify.



This is where you edit the contact sheet. Changes here apply to all associated bookings. If you need to link a different contact, we'll explain this later.



## 4.2 Related contacts

If a guest wants to book and pay for themselves but also requires an invoice with their company's details, hotel staff can quickly add the company as a related contact on the booking details page. This feature facilitates the creation of a separate invoice with the company's information, ensuring a smooth experience for all parties involved.

The screenshot displays the Llobbi PMS interface. At the top, there is a navigation bar with the Llobbi logo, a search bar, and various menu items like Dashboard, Mailbox, Addressbook, Room Rack, Administration, Management, Reports, Configuration, Support, and News. Below this is a secondary navigation bar with filters for booking status: Check-in, Check-out, Inhouse, New, Expired, Modified, Pending, Confirmed, Advance, Completed, Cancelled, Templates, and Out of order. The main content area shows a booking for 'Doe Jane' on 'Friday, 14 April 2023 15:00 - Monday, 17 April 2023 11:00'. There are two sections for contact information: 'Contact details' and 'Related contacts'. The 'Related contacts' section is highlighted with a blue box. A callout box with a green plus icon and the text 'Add related contact' points to a plus icon in the 'Related contacts' section header. Another callout box with a blue plus icon and the text 'Add related contact' points to a plus icon in the top right corner of the interface. A dark blue box at the bottom contains the text: 'Click on this icon, and a pop-up will appear prompting you to fill in the related contact's information.'

**Current Bookings**

#213 Doe Jane Friday, 14 April 2023 15:00 - Monday, 17 April 2023 11:00

**Contact details** Edit contact

Name	Doe Jane	Email	janedoe@lobbi-pms.com		
Language / Currency	French / Euro	Nationality	Belgium		
Phone		Mobile	032 123 12 34 56		
VAT		Club card			
Identification	383838383838383838		Note		
Address	Avenue 12345 Belgium 1000 Brussels				

**Related contacts** Add related contact

Name	Email	Club card	Identification	Date of birth	Nationality
ABC BV	administration@abc.com				BE
ABC BV Finance	abc.finance@abc.com				BE

**Demo Hotel Lobbi**

- Confirm
- Mail payment link
- Mail Self-Checkin now
- Mail contact
- Cancel booking
- Comment
- Guest Registration
- Print booking
- Function sheet

Click on this icon, and a pop-up will appear prompting you to fill in the related contact's information.

### 4.3 CRM

In the CRM section, you can

- add different types of CRM notes
- review imported notes from booking engine and OTA's
- review logs related to the specific booking.

The screenshot shows the lobbibot CRM interface. At the top, there's a navigation bar with 'Room Rack' selected. Below it, a 'Current Bookings' section shows a booking for 'ABC BV' from Friday, 27 October 2023 15:00 to Monday, 30 October 2023 11:00. A 'CRM' tab is highlighted in the left sidebar. A callout box points to the '+ Add comment' button in the top right. Another callout points to the '+ Add comment' button in the CRM section. Below, a table lists CRM comments with columns for date, allocation, user, access, and created at. Three callout boxes highlight specific rows: 'Example of manually added comments.', 'Example of imported comments.', and 'Example of logs.'

**Example of manually added comments.**

19/10/2023	Allocation	User	Access	Created At
Extra 2 pillows	SS2	Demo	housekeeping - To do	09:34:11
PO 12345TL	SD1	Demo	administration	09:33:18

**Example of imported comments.**

08/10/2023	Allocation	User	Access	Created At
Booking processing started on 2023-10-08 22:10:11 Valid status check for status 'Book'			channel	22:10:15
** THIS RESERVATION HAS BEEN PRE-PAID ** Approximate time of arrival: between 17:00 and 18:00 BOOKING NOTE : Payment charge is EUR 4.20368, booker_is_genius			external	22:10:15
smoking preference: Non-Smoking, The amount the guest prepaid to Booking.com is EUR 323.36			external	22:10:15

**Example of logs.**

19/10/2023	Allocation	User	Access	Created At
Cancelled	SD4	Demo	log	10:56:57
Supplement 'Dîner 3 services' added for date 30/10/2023 00:00	SD1	Demo	log	10:56:11
Supplement 'Wine tasting 6 tasting glasses ' added for date 29/10/2023 00:00	SD1	Demo	log	10:56:11

## 4.3 CRM

To add a CRM note, just click the + Comment button.

Choose the access type (internal, housekeeping, administration, function sheet, meal report).

Enter your comment with as much detail as needed for clarity. Select the room, and then click Save and Close.

The screenshot displays the Llobbi CRM interface. At the top, there is a navigation bar with the Llobbi logo and a search bar. Below this is a menu with various options: Dashboard, Mailbox, Addressbook, Room Rack (selected), Administration, Payments, Management, Reports, Configuration, Support, and News. A secondary menu lists booking statuses: Check-in, Check-out, Inhouse, New, Expired, Modified, Pending, Confirmed, Advance, Completed, Cancelled, Templates, and Out of order. The main content area shows 'Current Bookings' for room #174, ABC BV, with a date range from Friday, 27 October 2023 15:00 to Monday, 30 October 2023 11:00. A 'CRM' tab is highlighted in the left sidebar. A callout box points to the '+ Add comment' button in the top right corner. Another callout points to the '+ Add comment' button in the booking details area. A modal window titled 'Add a new comment to this booking' is open, showing a rich text editor and dropdown menus for 'Access' (set to 'internal') and 'Allocation'. The modal has 'Save', 'Save and close', and 'Close' buttons at the bottom.

**Internal**  
Only visible to your team and are used to share relevant information about the main booker or booking with colleagues

**External**  
Information imported from booking engine and OTA's.

**Housekeeping**  
Create a manual task, it will instantly appear on the Housekeeping App for follow-up

**Administration**  
This note will appear on the invoice, e.g., a specific reference number, upon customer request.

**Function sheet**  
Relevant notes to display on the function sheet.

**Meal report**  
Relevant notes to display on the meal report.

**Channel**  
Comments imported from booking engine and OTA's.

## 4.3 CRM

To review the changes made within a booking, simply select Logs within the CRM section. You'll have an overview of all changes made, along with indications of the user, date, and time.

The screenshot shows the Llobbi CRM interface. At the top, there is a navigation bar with the Llobbi logo and a search bar. Below the navigation bar, there are several tabs: Dashboard, Mailbox, Addressbook, Room Rack (selected), Administration, Payments, Management, Reports, Configuration, Support, and News. Under the Room Rack tab, there are sub-tabs for Check-in, Check-out, Inhouse, New, Expired, Modified, Pending, Confirmed, Advance, Completed, Cancelled, Templates, and Out of order. A search bar is also present with the text "Search ...".

The main content area shows the "Current Bookings" section for a booking with ID #393 at Lobbi PMS Demo Hotel. The booking dates are Friday, 20 October 2023 15:00 - Monday, 23 October 2023 11:00. There are options to "Edit contact" and "Add related contact". A "CRM" section is visible with a "Log" button. A callout box points to the "Log" button with the text "Select Log as access type." The "Filter on access type" dropdown is set to "log".

23/10/2023	Allocation	User	Access	Created At
Meal added: 'Breakfast walk-in voor volwassenen' . Amount 1 & price 24.00 for date 2023-10-20 00:00:00	WVD2	troppus	log	10:44:41
Change Stay Amount (2023-10-23) from 1 to 0	SD4	troppus	log	10:24:23
Change Supplement 'City Tax' Amount (2023-10-23) from 1 to 0	SD4	troppus	log	10:24:23
Allocation departure date changed from 2023-10-24 to 2023-10-23.	SD4	troppus	log	10:24:23
Checked out	WVD2	troppus	log	10:07:39
Checked out	WVD1	troppus	log	10:07:39
Checked out	SS2	troppus	log	10:07:39
In house	WVD2	troppus	log	10:07:11

On the right side, there is a sidebar for "Demo Hotel Lobbi" with various actions: Re-confirm, Mail payment link, Stripe Terminal Payment, Mail Self-Checkin now, Mail contact, SMS contact, Cancel booking, Check-in, Check out, Comment, Guest Registration, and Print booking.



## 4.5 Booking details

Is a section with information like pick-up, drop-off, and flight details. Make sure to review your input for accuracy before saving. This section offers a complete summary of the reservation, including dates, booking channel, creation and update dates, reservation number, status, and guest count by category, along with other useful information.

**Current Bookings**

#213 Doe Jane

▶ Contact details

▶ Related contacts

- Booking details

Arrival Fri 14 April 2023

Departure Mon 17 April 2023

Booking channel Hotel

Category Leisure individual

Created on Tue 11 Apr 2023 12:56:46 | Demo

Updated on Tue 11 Apr 2023 12:56:48 | Demo

Guarantees & material Add

Friday, 14 April 2023 15:00 - Monday, 17 April 2023 11:00

Show in room rack Translations Reset all prices Edit

Reservation New | #213

Arrival	Departure	#	Arrangement	Adults	Juniors	Babies
14-04-2023	17-04-2023	3 x	Standard Double	6	0	0
<b>Total</b>		3		6	0	0

Demo Hotel Llobbi

- Confirm
- Mail payment link
- Mail Self-Checkin now
- Mail contact
- Cancel booking
- Comment
- Guest Registration

### Show in room rack

When you click the Show in room rack icon, it will take you to the room rack view.

### Translations

If you've updated the guest's language and want to make sure the invoice content matches that language, click on the **Translation** icon.

### Reset all prices

To undo any price changes and revert all items to their default settings, click the Reset all prices button.

### Edit

The pencil icon is for modifying a booking, allowing changes like updating the main booker, adjusting arrival/departure dates or times, modifying the guest count or stays, and adding additional units to the same reservation.

### Green tick

The green tick icon can be used to quickly confirm a reservation, changing its status from New to Confirmed without sending a confirmation e-mail.

## 4.6 Guests

The booking details page includes a Guests section for specifying and adding individuals to each room, whether it's a single or group booking. Lobbi PMS provides icons for easy guest management.

The screenshot shows the Lobbi PMS interface. The top navigation bar includes the Lobbi logo, a search bar, and various menu items like Dashboard, Mailbox, Addressbook, Room Rack, Administration, Management, Reports, Configuration, Support, and News. The main content area displays 'Current Bookings' for a specific booking (#213) by Doe Jane, with details for Friday, 14 April 2023 15:00 - Monday, 17 April 2023 11:00. The 'Guests (1)' section is highlighted, showing a table with columns for Name, Language, Email, and Unit. A dark blue callout box provides a legend for the icons used in the interface:

- Print guests**: Simplifies guest list printing.
- E-mail guest(s)**: For sending an e-mail to a guest.
- Add guest**: For adding a new guest.
- Pencil icon**: For modifying guest information.
- Euro sign**: For adding a payment for a specific guest and room.
- Envelope icon**: To send individual e-mails to guests.
- Prohibition sign**: Can be used to delete a guest from the list.

## 4.7 Accommodations & allocations

This section offers a comprehensive view of reservations for stays, supplements, and meals. It serves as a hub for various tasks, such as check-in, managing supplements, adding or removing guests, activating digital keys, processing payments, generating invoices, and facilitating check-outs, in addition to many other functions.

The screenshot displays the Lobb software interface. At the top, there is a navigation bar with the Lobb logo, a search bar, and user information (Roomrack, (2), changelog, Demo, Cash €1,164.00, and Signout). Below the navigation bar are tabs for Dashboard, Mailbox, Addressbook, Room Rack (selected), Administration, Management, Reports, Configuration, Support, and News. Underneath are sub-tabs for Check-in, Check-out, Inhouse, New, Expired, Modified, Pending, Confirmed, Advance, Completed, Cancelled, Templates, and Out of order.

The main content area shows a booking for #213, Doe Jane, for Friday, 14 April 2023 15:00 - Monday, 17 April 2023 11:00. A sidebar on the left lists various actions: Contact details, Related contacts, CRM, Booking transfer details, Booking details, and Guests (2). The 'Accommodations & allocations' section is highlighted with a red box and contains a sub-menu with options: Add allocation(s), Add guestlist, Check-in all units, and Check-out all units.

The booking details are as follows:

- Room:** SD1 (Standard Double / Standard rate), Arrival: Fri 14 Apr 2023 15:00, Departure: Mon 17 Apr 2023 11:00, Guests: A 2 | J 0 | B 0, Guest: Doe Jane
- Stay (3 stays €648.00):**

Description	#	Date	Total
Standard double	1	14/04/2023	€256.00
Standard double	1	15/04/2023	€256.00
Standard double	1	16/04/2023	€136.00
- Supplements & varia (3 supplements €12.00):**

Description	#	Date	Total
City Tax	2	14/04/2023 00:00	€4.00
City Tax	2	15/04/2023 00:00	€4.00
City Tax	2	16/04/2023 00:00	€4.00
- Meals:** no meals €0.00

At the bottom, the total amount is €660.00, with a balance of €660.00. There are buttons for Payment, Print, Invoice, and Edit.

On the right side, there is a 'Demo Hotel Lobb' sidebar with various actions: Confirm, Mail payment link, Mail Self-Checkin now, Mail contact, Cancel booking, Comment, Guest Registration, Print booking, Function sheet, Create Template, and Transfer. Below this is a 'Booking status 2023' summary:

Booking status	Count
New	21
Expired	8
Modified	0
Pending	5
Confirmed	16
Advance	15
Completed	21
Cancelled	9
Closed	0



## 4.8 Administration

The administration section on the booking details page provides a comprehensive overview of the outstanding amount, payment status, registered payments with their corresponding payment methods, as well as created invoices and credit notes for your reference and management.

The screenshot displays the Lobb software interface. At the top, there is a navigation bar with the Lobb logo, a search bar, and a user profile section showing 'Roomrack' and '(3)' notifications. Below the navigation bar, there are several tabs: Dashboard, Mailbox, Addressbook, Room Rack (selected), Administration, Payments, Management, Reports, Configuration, Support, and News. Under the 'Room Rack' tab, there are sub-tabs for booking statuses: Check-in, Check-out, Inhouse, New, Expired, Modified, Pending, Confirmed, Advance, Completed, Cancelled, Templates, and Out of order. A 'Self Checkins' section is also visible.

The main content area is titled 'Current Bookings' and shows a booking for '#174 ABC BV' on 'Friday, 27 October 2023 15:00 - Monday, 30 October 2023 11:00'. The 'Administration' tab is highlighted with a red box. Below this, there is a table with columns: Stay, Supplements, Meals, Receipts, Total, Payments, Deposit, and Balance. The table shows a total balance of €0.00.

Below the table, there are sections for 'Credit cards', 'Payments', and 'Invoices'. The 'Payments' section shows a payment of €420.00 made via VISA on 31/10/2023. The 'Invoices' section shows three invoices with their respective allocations, dates, and amounts.

On the right side of the interface, there is a sidebar for 'Demo Hotel Llobbi' with various action buttons: Re-confirm, Mail payment link, Stripe Terminal Payment, Mail Self-Checkin now, Mail contact, SMS contact, Cancel booking, Check out, Comment, Guest Registration, Print booking, Function sheet, and Create Template.

Stay	Supplements	Meals	Receipts	Total	Payments	Deposit	Balance
Open	-	-	-	-	-	-	€0.00
Invoiced	€408.00	-	-	€408.00	€420.00	-	€0.00
Folio	€6,708.00	€342.00	-	€7,050.00	-	-	€7,050.00
Totals	€7,116.00	€342.00	-	€7,458.00	€420.00	€0.00	€0.00

User	Contact / Guest	Date	Allocation	Document	Folio	Method	Paid
Demo		31/10/2023 16:12	-	23-00154		VISA	€420.00

Number	To	Allocation	Pdf	Date	Due date	Total	Paid	Remaining
23-00156		SS2	↓ 📄 🔍	31/10/2023	14/11/2023	€420.00	€0.00	€420.00
23-00155		SS2	↓ 📄 🔍	31/10/2023	31/10/2023	-€420.00	€0.00	-€420.00
23-00154		SS2	↓ 📄 🔍	31/10/2023	14/11/2023	€420.00	€420.00	€0.00

## 4.9 E-mails

The E-mails section in Lobbi PMS offers a complete e-mail history for the main booker, including dates, subjects, booking numbers, and message previews. You can also send new e-mails to guests from this section.






The screenshot displays the Lobbi PMS interface. At the top, the 'lobbi' logo is on the left, and a search bar and user information (Roomrack, Demo, Cash €1,164.00) are on the right. Below the logo is a navigation menu with tabs: Dashboard, Mailbox, Addressbook, Room Rack (selected), Administration, Management, Reports, Configuration, Support, and News. Under 'Room Rack', there are sub-tabs for booking statuses: Check-in, Check-out, Inhouse, New, Expired, Modified, Pending, Confirmed, Advance, Completed, Cancelled, Templates, and Out of order. The main content area shows 'Current Bookings' for booking #397, 'Doe Jane', with dates from Monday, 23 October 2023 15:00 to Wednesday, 25 October 2023 11:00. A sidebar on the left lists options: Contact details, Related contacts, CRM, Booking transfer details, Booking details, and Emails (highlighted with a red box). On the right, there are actions: Edit contact, Add related contact, Add comment, Add transfer details, Show in roomrack, Translations, Reset all prices, Edit, and Mail contact. Below this is a table of email history:

Subject	To	From	Booking	Date	
Bevestiging van uw reservering #397	info@lobbi-pms.com	Demo	#397 - Doe Jane	24-10-2023 08:59	
Confirm your reservation #397	info@lobbi-pms.com	Demo	#397 - Doe Jane	24-10-2023 09:02	
Online inchecken voor uw verblijf bij Hotel Demo	info@lobbi-pms.com		#397 - Doe Jane	24-10-2023 08:59	



At the bottom, it says 'Displaying 1 - 3 of 3' and 'Show All entries 1'.

## 4.10 Other bookings

This section offers a quick overview of prior bookings connected to the main contact, including status indicators. Use the magnifying glass icon for detailed review and modifications.



Roomrack • (3) •changelog • Demo → • Cash €0.00 •  •  •  •  Signout

Dashboard Mailbox Addressbook Room Rack Administration Payments Management Reports Configuration Support News

Check-in Check-out Inhouse New Expired Modified Pending Confirmed Advance Completed Cancelled Templates Out of order  


Self Checkins

### Current Bookings









#174  ABC BV 

Friday, 27 October 2023 15:00 - Monday, 30 October 2023 11:00

Contact details Edit contact

Name	ABC BV	Email	info@abc.com 
Language / Currency	Dutch / Euro	Nationality	Belgium
Phone		Mobile	
VAT	BE 1234 454 566	Club card	
Identification		Note	TEST
Address	ABC lane 55	Belgium	1000 Bruxelles
		Vehicle	

Other bookings

Code	Name	Arrival	Departure	Channel
  #358	ABC BV -	15/09/2023	21/09/2023	Hotel
  #207	ABC BV -	09/04/2023	12/04/2023	Hotel
  #164	ABC BV -	16/03/2023	18/03/2023	Hotel
  #160	ABC BV -	11/03/2023	13/03/2023	Hotel

## 5. From booking to check-out

- 5.1 Create a booking
- 5.2 Edit a booking
- 5.3 Cancel a booking
- 5.4 Cancel a room
- 5.5 Add a supplement
- 5.6 Add a meal
- 5.7 Edit prices
- 5.8 Confirm a booking
- 5.9 Perform a check-in
- 5.10 Perform a check-out



## 5.1 Create a booking

To create a booking in Lobbi PMS, you have two ways to proceed.

Firstly, you can use the + Booking button located on the right-hand side of the room rack.

Alternatively, you can click on the + icon situated on the desired date in the room rack, and then select a specific room.

The screenshot displays the Lobbi PMS interface. At the top, the navigation menu includes Dashboard, Mailbox, Addressbook, Room Rack (highlighted), Administration, Management, Reports, Configuration, Support, and News. Below the menu, the Room Rack shows a calendar view for the period 4 April - 18 April 2023. The room rack is organized by floor (Floor 1, Floor 2, Floor 3) and room type (Deluxe Double). A callout box points to a specific date (10/04/2023) and room type (DD4) with the text "Create booking on: 10/04/2023 in: DD4".

Two inset windows illustrate the booking process:

- 1** By selecting the first method, you will have access to a detailed list containing all the available rate plans for every room type.
- 2** If you decide to go for the second option, and you have already chosen a specific room, you will only be shown the rate plans that are applicable to the room type linked to the selected room.

## 5.1 Create a booking

Upon creating a booking, a pop-up will emerge, prompting you to fill out several required fields.

The screenshot shows a 'Create a new booking' form with the following fields and callouts:

- 1. Contact:** A search box with a green plus icon and a pencil icon.
- 2. Category:** A dropdown menu currently showing 'Leisure individual'.
- 3. Code:** An empty text input field.
- 4. Booking channel:** A dropdown menu currently showing 'Hotel'.
- 5. Expires at:** A date input field showing '06/04/2024'.
- Icon:** A dropdown menu.

Below the form is an 'Allocations' table with the following structure:

#	Arrangement	Unit	Start	#	End	Adults	Juniors	Babies	
1	<b>6</b>	<b>7</b>	<b>8</b> 07/04/2023 15:0	1	08/04/2023 11:0	<b>9</b> 0	0	0	<input type="checkbox"/>
Totals								0	

Below the table is a 'Guestlist' section with input fields for 'Adults' (0) and 'Juniors' (0). At the bottom are buttons for 'Save', 'Save and close', and 'Close'.

### 1. Contact

You can select an existing contact, add a new one using the **+ icon**, or edit an existing one using the **pencil icon**.

### 2. Category

You can select between leisure individual, leisure group, business individual, and business group.

### 3. Code

A reservation code will be automatically created.

### 4. Booking channel

Is by default set on **Hotel**.

Online bookings will have automatically assigned booking channels.

### 5. Expires at

Direct bookings with an option can have an expiry date until definitive confirmation, pre-payment, or awaiting confirmation.

### 6. Arrangement

Select the rate plan from the drop-down menu that you want to book.

### 7. Unit

Once you have selected the rate plan, you will be presented with a list of available rooms in the selected room type. Choose the room you want to book from the list

### 8. Start and end

Select the start and end dates for your stay.

### 9. Adults, juniors, and babies

Enter the number of guests per guest category - adults, juniors, and babies - who will be staying in the room.

## 5.1 Create a booking

When creating a new booking in Lobbi PMS, you will notice several icons that can assist you in the booking process. These icons are designed to help you manage the booking efficiently and ensure that the guest's preferences are met.

**Create a new booking**

Contact + Search for a contact

Category Leisure individual

Code

Booking channel Hotel

Expires at 06/04/2024

Icon

**Allocations**

#	Arrangement	Unit	Start	#	End	Adults	Juniors	Babies	
1	<input type="text"/>	<input type="text"/>	07/04/2023 15:0	<input type="text" value="1"/>	08/04/2023 11:C	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="checkbox"/>
<b>Totals</b>						0	0	0	

**Guestlist**

Adults	Juniors	Babies
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

Save Save and close

**Callout 1:** The **+ add allocation** icon is used to add multiple units to a group booking.

**Callout 2:** The **warning triangle** is used to select the same room for different dates.

**Callout 3:** The **lock icon** is used to ensure a guest's specific room preference is reserved.

## 5.2 Edit a booking

Editing a booking is a straightforward process that can be done in two ways. The first option is through the room rack, while the second option is through the booking details page.



**Option 1**  
From the room rack, click on the pencil icon located next to the booking you want to edit.

**Option 2**  
In the booking details page, scroll down to the Booking details section and click on the pencil icon.

**Edit booking**

Contact: Doe Jane  
Category: Leisure individual  
Code: #213  
Booking channel: Hotel  
Expires at: 13/04/2023  
Icon: [Dropdown]  
Payment reference: +++000/3600/21358+++

Allocations

#	Arrangement	Unit	Start	#	End	Adults	Juniors	Babies
1	Standard Double - Standard rate	--- SD1	14/04/2023 15:0	3	17/04/2023 11:0	2	0	0
2	Standard Double - Standard rate	--- SD2	14/04/2023 15:0	3	17/04/2023 11:0	2	0	0
3	Standard Double - Standard rate	--- SD3	14/04/2023 15:0	3	17/04/2023 11:0	2	0	0
Totals						6	0	0

Guestlist

Adults	Juniors	Babies
6	0	0

Save Save and close Close View Edit pricing

**Choose any option, and you'll see the same pop-up for easy editing of the booking.**



## 5.3 Cancel a booking

To cancel a booking, either use the search bar or click the magnifying glass on the room rack to locate it. Click **Cancel booking** and provide a reason for future reference.

1. Use the search bar or click on the magnifying glass to locate the booking.

2. Click Cancel booking

3. Provide a reason and click Save and close. Optional: send a cancellation e-mail to the guest.

When a booking is cancelled, it's removed from the room rack and availability is updated. To see all cancelled bookings, check the "Cancelled" tab in the room rack.

## 5.4 Cancel a room

If you have a multi-room booking, you can cancel individual rooms as needed without canceling the entire reservation.

The screenshot shows the lobbipms interface with the 'Room Rack' menu selected. The 'Accommodations & allocations' section is highlighted with a red box. Below this, two room entries are shown: a 'Booked' room (SD1) and a 'Cancelled' room (SD2). The 'Cancelled' room is highlighted with a red box. A red box highlights the 'Book Room' icon in the actions for the cancelled room.

**Go to the Accommodation & allocations section, click on the Cancel Room icon.**

**The room status changes to Cancelled and appears in grey.**

**To rebook a cancelled room, simply click the Book Room icon.**

Name	Doe Jane	Email	info@lobbi-pms.com					
<b>Accommodations &amp; allocations</b>								
#1	Booked	Arrangement / Rateplan	Arrival	Departure	Guests	Guest		
SD1	Standard Double / Standard rate	Sat 11 Feb 2023 15:00	Tue 14 Feb 2023 11:00	A 2   J 0   B 0	+			
Stay	3 stays €408.00	Check-in	Cancel Room	Issue key				
Supplements & varia	3 supplements €12.00	+	Supplements					
Meals	no meals €0.00		Meals					
Total €420.00 • Paid €0.00 • Invoiced €0.00 • Balance €420.00				+	Payment	Print	Invoice	Edit
#2	Cancelled	Arrangement / Rateplan	Arrival	Departure	Guests	Guest		
SD2	Standard Double / Standard rate	Sat 11 Feb 2023 15:00	Tue 14 Feb 2023 11:00	A 2   J 0   B 0	+			
Stay	3 stays €408.00	Book Room	Issue key					
Supplements & varia	3 supplements €12.00	+	Supplements					
Meals	no meals €0.00		Meals					
Total €420.00 • Paid €0.00 • Invoiced €0.00 • Balance €420.00				+	Payment	Print	Invoice	Edit

## 5.5 Add a supplement

To add a supplement to a booking, navigate to the **Accommodation & Allocation** section. Next, click the **+ supplement** icon, triggering a pop-up window. From there, you can easily select and add the desired supplement to the booking.

The screenshot shows the lobb software interface. The top navigation bar includes 'Roomrack' and a search bar. The main menu has 'Accommodations & allocations' highlighted. The booking details for '#1 Booked' show a 'Standard Double' room with a total of €420.00. A pop-up window titled 'Add supplements to this booking' is open, showing a list of supplements. The list has columns for Quantity, Supplement, Description, Allocation, Needed at, Needed till, and Price. The 'City Tax' supplement is listed with a quantity of 2 and a price of 2.00. The '3 course menu' supplement is listed with a quantity of 2 and a price of 30.00. Annotations with arrows point to the '+ Supplement' icon, the 'Quantity' column, the 'Price' column, and a delete icon.

**Select the desired supplement.**

**Adjust the quantity, needed at date and price if necessary.**

**Use this icon to delete a supplement.**

**Adjust the price as necessary.**



## 5.7 Edit prices

To modify the price in a booking, go to **Accommodation & Allocation**, use the pencil icon to open a pop-up for price modification. The system will automatically update VAT and the total amount. Confirm changes by clicking **Save and Back**.

The screenshot shows the Llobi system interface. The top navigation bar includes 'Roomrack' and a search bar. The main menu has 'Accommodations & allocations' highlighted. The booking details for #406 are shown, including the stay and supplements. A pop-up window for editing the invoice is open, showing a table of stay items. The 'Price' column for the first row is highlighted with a red box. A red arrow points from the 'Edit' button in the background to this price field. A callout box explains that clicking the link icon in the 'Price' column applies changes to all lines.

Description	Room	Date	Quantity	Price	Discount %	VAT %	VAT	Total	Transfer
Standard double	SD1	30/10/2023	1	100	0	6.00	5.66	100.0	[-]
Standard double	SD1	31/10/2023	1	136.00	0	6.00	7.70	136.00	[-]
Standard double	SD1	01/11/2023	1	136.00	0	6.00	7.70	136.00	[-]

Description	Room	Date	Quantity	Price	Discount %	VAT %	VAT	Total	Transfer	
City Tax	City Tax	SD1	30/10/2023 00:00	2	2.00	0.00	6.0	0.2	4.00	[-]
City Tax	City Tax	SD1	31/10/2023 00:00	2	2.00	0.00	6.0	0.2	4.00	[-]

If you want to apply changes to all lines, use the link icon.

## 5.8 Confirm a booking

To confirm a booking, click the **Confirm** button on the right side of the booking details page. This will change the booking status to **Confirmed** in yellow.

The screenshot displays the Lobb software interface. At the top, there is a navigation bar with the Lobb logo, a search bar, and various menu items like 'Roomrack', 'Administration', 'Payments', etc. Below this is a sub-navigation bar with filters for booking status such as 'Check-in', 'Check-out', 'Inhouse', 'New', 'Expired', 'Modified', 'Pending', 'Confirmed', 'Advance', 'Completed', 'Cancelled', 'Templates', and 'Out of order'. The main content area shows 'Current Bookings' for a specific booking (#406) by 'ABC BV' for the dates 'Monday, 30 October 2023 15:00 - Thursday, 02 November 2023 11:00'. A modal window titled 'Confirm booking #406 - ABC BV' is open, showing options for confirmation. A red box highlights the 'Confirm booking' option, and a blue box highlights the 'Request €840.00 payment' and 'Request €1,680.00 payment' options. A dark blue callout box points to the 'Confirm booking' option with the text: 'Select Confirm Booking for the standard confirmation e-mail.' Another dark blue callout box points to the payment options with the text: 'Choose one of these alternatives to solicit payment or pre-authorization. A connection with a payment provider is required.' On the right side of the main interface, there is a vertical toolbar with various actions like 'Confirm', 'Mail payment link', 'Stripe Terminal Payment', etc. The 'Confirm' button is highlighted with a green checkmark.

## 5.8 Confirm a booking

You can confirm a booking without sending an e-mail by using the **Quick Confirm Booking** button.

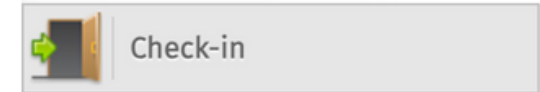
The screenshot shows the Llobbi management interface. At the top, there is a navigation bar with the Llobbi logo, a search bar, and various menu items like 'Room Rack', 'Administration', 'Payments', etc. Below the navigation bar, there are tabs for 'Current Bookings' and 'Contact details'. The 'Current Bookings' section shows a booking for #406, ABC BV, with dates from Monday, 30 October 2023 15:00 to Thursday, 02 November 2023 11:00. The 'Contact details' section shows the contact information for ABC BV, including name, email, language/currency, phone, VAT, identification, and address. A 'Quick confirm booking' button is highlighted with a red box and a red arrow pointing to it. The button is located in the 'Booking details' section, next to the 'Reservation' information. The button is labeled 'Quick confirm booking' and has a green checkmark icon. The 'Reservation' information shows the arrival date (30-10-2023) and departure date (02-11-2023) for a Standard Double room, with 4 adults and 0 juniors/babies. The 'Total' row shows 4 adults and 0 juniors/babies.

Arrival	Departure	#	Arrangement	Adults	Juniors	Babies
30-10-2023	02-11-2023	4 x	Standard Double	8	0	0
Total		4		8	0	0

This option ensures that the booking is marked as confirmed without triggering an e-mail notification.

## 5.9 Perform a check-in

To perform a check-in, you'll find the same icon regardless of where you access it. The first option is within the booking details page.



**lobbi** Roomrack • (3) • Search ... changelog • Demo • Cash €0.00 • • • Signout

Dashboard Mailbox Addressbook **Room Rack** Administration Payments Management Reports Configuration Support News

Check-in Check-out Inhouse New Expired Modified Pending Confirmed Advance Completed Cancelled Templates Out of order  
Self Checkins

### Current Bookings

#406 ABC BV Monday, 30 October 2023 15:00 - Thursday, 02 November 2023 11:00

Contact details Edit contact

Name	ABC BV	Email	info@abc.com
Language / Currency	Dutch / Euro	Nationality	Belgium
Phone		Mobile	
VAT	BE 1234 454 566	Club card	
Identification		Note	TEST
Address	ABC lane 55 Belgium 1000 Bruxelles	Vehicle	

Accommodations & allocations Add allocation(s) Add guestlist Check-in all units Check-out all units

#	Booked	Arrangement / Rateplan	Arrival	Departure	Guests	Guest
SD1		Standard Double / Standard rate	Mon 30 Oct 2023 15:00	Thu 2 Nov 2023 11:00	A 2   J 0   B 0	
			3 stays €408.00	Check-in	Cancel Room	Issue key
Stay						
Supplements & varia						
Meals						

**Click the check-in button in the Accommodation & Allocations section to change the room status to green, signifying the guest is in-house.**

#	In_house	Arrangement / Rateplan	Arrival	Departure	Guests	Guest
SD1		Standard Double / Standard rate	Mon 30 Oct 2023 14:09	Thu 2 Nov 2023 11:00	A 2   J 0   B 0	

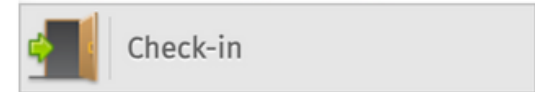
### Demo Hotel Lobbi

- Confirm
- Mail payment link
- Stripe Terminal Payment
- Mail Self-Checkin now
- Mail contact
- SMS contact
- Cancel booking
- Check-in
- Comment
- Guest Registration
- Print booking
- Function sheet
- Create Template



## 5.9 Perform a check-in

The second option is to use the Check-in button on the right-hand side of the screen. A pop-up will appear, select the rooms you want to check-in.



The screenshot shows the Lobi hotel management system interface. At the top, there is a navigation bar with the Lobi logo on the left and a search bar on the right. Below the navigation bar, there are several tabs: Dashboard, Mailbox, Addressbook, Room Rack (selected), Administration, Payments, Management, Reports, Configuration, Support, and News. Under the Room Rack tab, there are sub-tabs for Check-in, Check-out, Inhouse, New, Expired, Modified, Pending, Confirmed, Advance, Completed, Cancelled, Templates, and Out of order. A sidebar on the right contains a list of actions for "Demo Hotel Lobbi": Confirm, Mail payment link, Stripe Terminal Payment, Mail Self-Checkin now, Mail contact, SMS contact, Cancel booking, Check-in (highlighted with a blue line), Comment, Guest Registration, and Print booking. The main content area shows "Current Bookings" for "#406" and "ABC BV" from Monday, 30 October 2023 15:00 to Thursday, 02 November 2023 11:00. Below this is a "Contact details" section with fields for Name, Language / Currency, Phone, VAT, Email, Nationality, Mobile, and Club card. A "Check-in" pop-up window is open in the foreground, titled "Check-in" and "Select the allocations to check in". It contains a table with columns "Check in", "Unit", and "Guests". The table has four rows, each with a checked checkbox, a unit number (SD1, SD2, SD3, SD4), and the unit name "Standard Double". The "Guests" column contains empty input fields. At the bottom of the pop-up, there are three buttons: "Check in", "Check in and close", and "Close".

Roomrack • (3) • Search ... changelog • Demo → Cash €0.00 • • • Signout

Dashboard | Mailbox | Addressbook | **Room Rack** | Administration | Payments | Management | Reports | Configuration | Support | News

Check-in | Check-out | Inhouse | New | Expired | Modified | Pending | Confirmed | Advance | Completed | Cancelled | Templates | Out of order

Self Checkins

**Current Bookings**

#406 | ABC BV | Monday, 30 October 2023 15:00 - Thursday, 02 November 2023 11:00

Contact details | Edit contact

Name	ABC BV	Email	info@abc.com
Language / Currency	Dutch / Euro	Nationality	Belgium
Phone		Mobile	
VAT	BE 1234 454 566	Club card	

Identification

Address

Related c

Name	Doe Jane
------	----------

CRM

**Check-in**

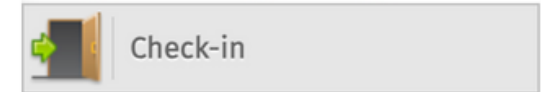
Select the allocations to check in

Check in	Unit	Guests
<input checked="" type="checkbox"/>	SD1 Standard Double	<input type="text"/>
<input checked="" type="checkbox"/>	SD2 Standard Double	<input type="text"/>
<input checked="" type="checkbox"/>	SD3 Standard Double	<input type="text"/>
<input checked="" type="checkbox"/>	SD4 Standard Double	<input type="text"/>

Check in | Check in and close | Close

## 5.9 Perform a check-in

The third option is to perform a check-in from the Check-in List. Here, you'll also see the same icon, allowing you to perform check-ins room by room in group bookings or check-in all units.



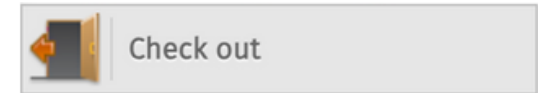
The screenshot shows the Lobb software interface. At the top, there is a navigation bar with the Lobb logo on the left and a search bar on the right. Below the navigation bar, there are several tabs: Dashboard, Mailbox, Addressbook, Room Rack (highlighted with a red box), Administration, Payments, Management, Reports, Configuration, Support, and News. Below these tabs, there is a sub-menu with options: Check-in (highlighted with a red box), Check-out, Inhouse, New, Expired, Modified, Pending, Confirmed, Advance, Completed, Cancelled, Templates, and Out of order.

The main content area is titled "Check-in". It features a table with columns: Booking, Guests, #, Arrival, Departure, Channel, Package, Unit, Created at, A, J, B, and Balance. The table contains three rows of data. The first row is a summary row for a booking with a balance of €1,680.00. The second and third rows are individual unit entries, each with a balance of €420.00. A red box highlights the "Check-in" icon in the action column of the first unit row, with a callout box that says "Perform the check-in for all units in 1 click within a groupbooking." Another red box highlights the "Check-in" icon in the action column of the second unit row, with a callout box that says "Perform the check-in room by room within a groupbooking." Below the table, there is a summary row showing "Bookings:1" and "Units:3".

On the right side of the interface, there is a sidebar with a dropdown menu for "Demo Hotel Lobbi" and several buttons: Print Report, Transfers list, Booking, Housekeeping, and Cash payment. Below these buttons, there is a section titled "Booking status 2023" with a list of status categories and their counts: New (47), Expired (22), Modified (0), Pending (8), Confirmed (33), Advance (58), Completed (62), Cancelled (49), Closed (0), and Out of order (3).

## 5.10 Perform a check-out

To perform a check-out, you'll find the same icon regardless of where you access it. The first option is within the booking details page.



**lobbi** Roomrack • (3) • Search ... changelog • Demo • Cash €0.00 • • • Signout

Dashboard Mailbox Addressbook **Room Rack** Administration Payments Management Reports Configuration Support News

Check-in Check-out Inhouse New Expired Modified Pending Confirmed Advance Completed Cancelled Templates Out of order  
Self Checkins

### Current Bookings

#406 ABC BV Monday, 30 October 2023 15:00 - Thursday, 02 November 2023 11:00

**Contact details** Edit contact

Name	ABC BV	Email	info@abc.com
Language / Currency	Dutch / Euro	Nationality	Belgium
Phone		Mobile	
VAT	BE 1234 454 566	Club card	
Identification		Note	TEST
Address	ABC lane 55 Belgium 1000 Bruxelles	Vehicle	

**Accommodations & allocations** Add allocation(s) Add guestlist Check-in all units Check-out all units

#1	In_house	Arrangement / Rateplan	Arrival	Departure	Guests	+ Guest
	WVD1.2	Deluxe Double / Standard rate	Sat 28 Oct 2023 14:09	Tue 31 Oct 2023 11:00	A 2   J 0   B 0	

3 stays €468.00 Check-out Book Room Cancel Room Issue key

Supplements & varia  
Meals

Total €480.00 • Paid €0.00 • Invoiced €0.00 • Balance €480.00 Payment Print Invoice Edit

#1	Checked_out	Arrangement / Rateplan	Arrival	Departure	Guests	+ Guest
	WVD1.2	Deluxe Double / Standard rate	Sat 28 Oct 2023 14:09	Tue 31 Oct 2023 14:59	A 2   J 0   B 0	

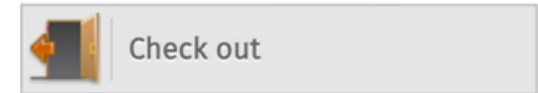
**Demo Hotel Lobbi**

- Confirm
- Mail payment link
- Stripe Terminal Payment
- Mail Self-Checkin now
- Mail contact
- SMS contact
- Cancel booking
- Check out
- Comment
- Guest Registration
- Print booking
- Function sheet
- Create Template

Click the check-out button in the Accommodation & Allocations section to change the room status to red, signifying the guest is checked-out.

## 5.10 Perform a check-out

The second option is to use the Check-out button on the right-hand side of the screen. A pop-up will appear, select the rooms you want to check-out.



**lobbi** Roomrack (3) Search ... changelog Demo Cash €1,920.00 Signout

Dashboard Mailbox Addressbook **Room Rack** Administration Payments Management Reports Configuration Support News

Check-in Check-out Inhouse New Expired Modified Pending Confirmed Advance Completed Cancelled Templates Out of order Self Checkins

**Current Bookings**

Saturday, 28 October 2023 14:09 - Tuesday, 31 October 2023 11:00

Contact details Edit contact

Name	ABC BV	Email	info@abc.com
Language / Currency	Dutch / Euro	Nationality	Belgium
Phone		Mobile	
VAT	BE 1234 454 566	Club card	

Identification

Address

Related c

Name	Doe Jane
------	----------

CRM

No comments fo

**Check out**

Select the allocations to check out

✔ The balance of this booking is: €0.00

Check out	Unit	Guests
<input checked="" type="checkbox"/>	Deluxe Double WVD1.2	2 Guests
<input checked="" type="checkbox"/>	Deluxe Double DD6	2 Guests
<input checked="" type="checkbox"/>	Deluxe Double DD4	2 Guests
<input checked="" type="checkbox"/>	Deluxe Double DD5	2 Guests

Check out Check out and close Close

Add related contact

Add comment

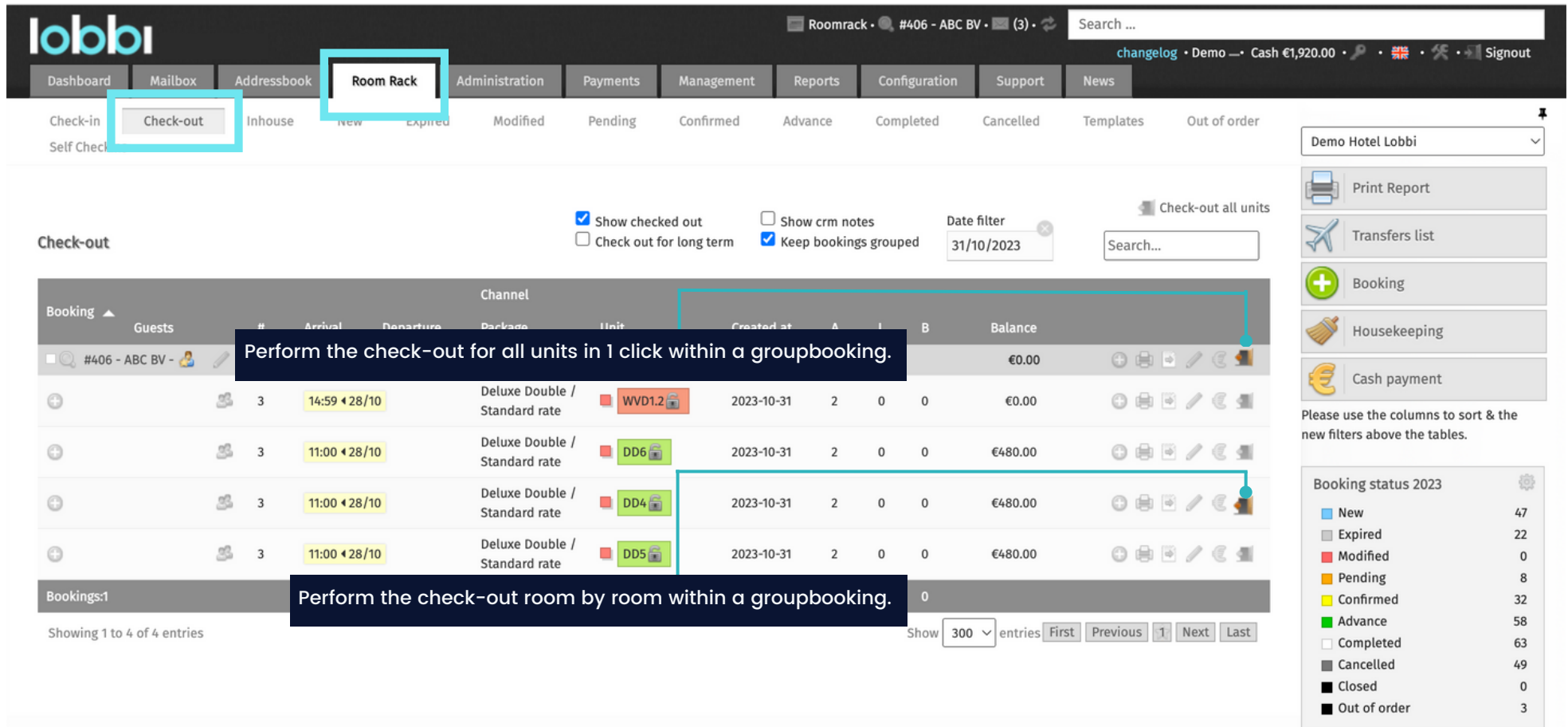
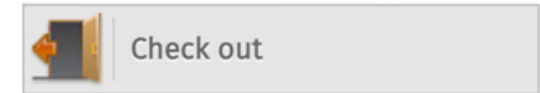
all

**Demo Hotel Lobbi**

- Re-confirm
- Mail payment link
- Stripe Terminal Payment
- Mail Self-Checkin now
- Mail contact
- SMS contact
- Cancel booking
- Check-in
- Check out
- Comment
- Guest Registration
- Print booking

## 5.10 Perform a check-out

The third option is to perform a check-out from the Check-out List. Here, you'll also see the same icon, allowing you to perform check-outs room by room in group bookings or check-out all units.



**Room Rack**

**Check-out**

Roomrack • #406 - ABC BV • (3) • Search ... changelog • Demo — Cash €1,920.00 • Signout

Dashboard Mailbox Addressbook **Room Rack** Administration Payments Management Reports Configuration Support News

Check-in Self Check-in Inhouse New Expired Modified Pending Confirmed Advance Completed Cancelled Templates Out of order

**Check-out**

Show checked out  Show crm notes  Check out for long term  Keep bookings grouped Date filter 31/10/2023 Search...

Booking	Guests	#	Arrival	Departure	Package	Unit	Created at	A	L	B	Balance	
#406 - ABC BV											€0.00	<input type="button" value="Check-out all units"/>
		3	14:59 • 28/10		Deluxe Double / Standard rate	WVD1.2	2023-10-31	2	0	0	€0.00	<input type="button" value="Check-out"/>
		3	11:00 • 28/10		Deluxe Double / Standard rate	DD6	2023-10-31	2	0	0	€480.00	<input type="button" value="Check-out"/>
		3	11:00 • 28/10		Deluxe Double / Standard rate	DD4	2023-10-31	2	0	0	€480.00	<input type="button" value="Check-out"/>
		3	11:00 • 28/10		Deluxe Double / Standard rate	DD5	2023-10-31	2	0	0	€480.00	<input type="button" value="Check-out"/>

Bookings:1

Showing 1 to 4 of 4 entries Show 300 entries First Previous 1 Next Last

**Booking status 2023**

- New 47
- Expired 22
- Modified 0
- Pending 8
- Confirmed 32
- Advance 58
- Completed 63
- Cancelled 49
- Closed 0
- Out of order 3

## 6. Administration

- 6.1 Register a payment
- 6.2 Register a payment per room in a group booking
- 6.3 Print a receipt
- 6.4 Generate an invoice
- 6.5 Generate an invoice per room in a group booking
- 6.6 Generate a credit note



## 6.1 Register a payment

To add a payment to a booking, access the **Administration** section within the booking details page. Click on the **Add a payment to this booking** icon, and the total outstanding amount will be autofilled. Choose the appropriate payment method and click **Save and Close** to complete the process.

The screenshot displays the Llobbi PMS interface. At the top, there is a navigation bar with the Llobbi logo and various menu items: Dashboard, Mailbox, Addressbook, Room Rack, Administration, Payments, Management, Reports, Configuration, Support, and News. Below this, there are sub-menus for Check-in, Check-out, Inhouse, New, Expired, Modified, Pending, Confirmed, Advance, Completed, Cancelled, Templates, and Out of order. A search bar and user information (Roomrack, (3), changelog, Demo, Cash €1,920.00, Signout) are also visible.

The main content area shows the 'Current Bookings' section for booking #408, Doe Jane. The 'Administration' section is highlighted with a red box. The 'Add payment' modal is open, showing the following details:

- Payment: Allocation, Document, Contact, Amount (1260), Is guarantee (unchecked), Payment method (Cash).
- Total amount payable: €1,260.00
- Note: Check this box if this payment is a guarantee payment that should be refunded on check-out.
- Buttons: Save and close, Close.

The 'Payments' section at the bottom shows a table with the following data:

User	Contact / Guest	Date	Allocation	Document	Folio	Method	Paid
Demo		31/10/2023 16:01	-	-		Banktransfer	€1,260.00

The 'Paid' column value is highlighted with a red box. A red arrow points from the 'Add a payment to this booking' button in the top right to the 'Paid' column in the table.

**The payment will be displayed in the administration section.**

## 6.2 Register a payment per room in a group booking

In group bookings, choose to register a payment for the entire booking or per room in the **Accommodation & Allocation** section. Click **+ payment**, select the payment method, and save to complete the process.

The screenshot displays the Llobbi hotel management system interface. The top navigation bar includes the Llobbi logo, a search bar, and various menu items like Roomrack, Administration, Payments, Management, Reports, Configuration, Support, and News. The main content area shows the 'Current Bookings' section for a booking with ID #408, guest Doe Jane, and a stay of 3 nights for €408.00. The 'Accommodations & allocations' section is highlighted with a red box, and the 'Add payment' modal is open, showing a payment of €420.00 for allocation SD2. The 'Payments' table at the bottom shows a payment of €420.00 for allocation SD2, with the 'Paid' amount highlighted in a red box. A blue text box with an arrow points to the 'Paid' amount in the table, stating: "The payment will be displayed in the administration section."

**Current Bookings**

#408 Doe Jane

Contact details

Name: Doe Jane  
Language / Currency: Dutch / Euro  
Phone:  
VAT:  
Identification: 215546813213  
Address: Belgium 1000 Brussels

Accommodations & allocations

SD2 Standard Double / Standard rate

Stay: 3 stays €408.00  
Supplements & varia: 3 supplements €12.00  
Meals: no meals €0.00

Total €420.00 • Paid €420.00 • Invoiced €0.00 • Balance €0.00

**Add payment**

Payment

Allocation: SD2  
Document: ...  
Contact: ...  
Amount: 420  
Total amount payable: €420.00  
Is guarantee:   
Payment method: Cash

**Payments**

User	Contact / Guest	Date	Allocation	Document	Folio	Method	Paid
Demo		31/10/2023 16:01	SD2	-		AMEX	€420.00



## 6.3 Print a receipt

Before generating a final invoice, you can always print a receipt. To do so, click on the **Print receipt** icon.

The screenshot displays the Lobbipms Room Rack interface. At the top, the navigation bar includes 'Room Rack', 'Administration', 'Payments', 'Management', 'Reports', 'Configuration', 'Support', and 'News'. A search bar and user information (Roomrack, 3, changelog, Demo, Cash €1,920.00) are also visible.

The main content area shows 'Current Bookings' for '#408 Doe Jane'. The booking details include contact information, language/currency (Dutch / Euro), phone, VAT, identification (215546813213), and address (Belgium 1000 Brussels). A receipt modal window is open, showing a table of charges:

Description	#	Price	Total
SD2 31 Oct 23 - 03 Nov 23			
Standard double - Standard rate	3170	1	€140.00
Standard double - Standard rate	01711	1	€140.00
Standard double - Standard rate	02711	1	€140.00
SD3 31 Oct 23 - 03 Nov 23			
Standard double - Standard rate	3170	1	€140.00
Standard double - Standard rate	01711	1	€140.00
Standard double - Standard rate	02711	1	€140.00
SD4 31 Oct 23 - 03 Nov 23			

The booking summary shows a total of €420.00, with a balance of €0.00. The 'Administration' menu item is highlighted with a red box. A blue callout box points to the 'Print receipt' icon in the bottom right corner of the interface.

**In case you wish to print a receipt at room level in case of a group booking, use the same icon at room level.**

The right sidebar contains various actions for the booking, including 'Confirm', 'Mail payment link', 'Stripe Terminal Payment', 'Mail Self-Checkin now', 'Mail contact', 'SMS contact', 'Cancel booking', 'Check out', 'Comment', 'Guest Registration', 'Print booking', and 'Function sheet'.

## 6.4 Generate an invoice

Once the entire booking has been checked and all payments have been registered, the invoice can be generated. To do so, click the **Generate invoice** icon, a pop-up will open. Here, you can still choose to generate a general invoice or invoice an individual room.

The screenshot shows the Llobbi PMS interface. A 'Create invoice' pop-up is open, allowing the user to select departments (Lodging, City Tax) and allocations (SD2, SD3, SD4). The main booking details show a payment of €420.00 AMEX - (SD2) and a total balance of €0.00. A 'Generate invoice' button is highlighted in the main interface.

**Current booking details:**

- Room: #408
- Name: Doe Jane
- Language: English
- Phone: +32 123 12 34 56
- VAT: 23-00157
- Document date: 31/10/2023
- Document due date: 15/11/2023

**Payments:**

User	Contact / Guest	Date	Allocation	Document	Folio	Method	Paid
Demo		31/10/2023 16:01				Banktransfer	€1,260.00

**Invoices:**

Number	To	Allocation	Pdf	Date	Due date	Total	Paid	Remaining
23-00157	Doe Jane	SD2		31/10/2023	15/11/2023	€1,260.00	€1,260.00	€0.00

**Generate invoice pop-up details:**

- Departments:  Lodging,  City Tax
- Allocations:  SD2,  SD3,  SD4
- Receipts: (empty)
- Payments:  €420.00 AMEX - (SD2)
- Invoice:
- Payment reference: +++000/3600/15702+++
- Contact: Doe Jane
- Invoice number: 23-00157
- Document date: 31/10/2023
- Document due date: 15/11/2023
- Reference: (empty)

**Summary table:**

	Total	Payments	Deposit	Balance
Open	€1,224.00	€36.00	-	€1,260.00
Invoiced	-	-	-	€0.00
Folio	-	-	-	€0.00
Totals	€1,224.00	€36.00	-	€1,260.00

**Actions:**

- Generate invoice
- Edit BQ
- Edit rooms
- Edit
- Print receipt

**Right sidebar (Demo Hotel Llobbi):**

- Confirm
- Mail payment link
- Stripe Terminal Payment
- Mail Self-Checkin now
- Mail contact
- SMS contact
- Cancel booking

**Bottom right callout:** After generating the invoice, an envelope icon will appear. Clicking this icon allows you to seamlessly send the invoice through e-mail.

**Bottom left callout:** The invoice will be displayed in the administration section.

## 6.5 Generate an invoice per room in a group booking

Once the entire booking has been checked and all payments have been registered, the invoice can be generated. To do so, click the Generate invoice icon, a pop-up will open. Here, you can still choose to generate a general invoice or invoice an individual room.

The screenshot displays the Llobbi PMS interface. A 'Create invoice' pop-up is open, showing the following details:

- Departments:** Lodging, City Tax
- Allocations:** SD2, SD3, SD4
- Payments:** €420.00 AMEX - (SD2)
- Invoice details:** Payment reference: +++000/3600/15702+++; Contact: Doe Jane; Invoice number: 23-00157; Document date: 31/10/2023; Document due date: 15/11/2023.

The main booking details show the following summary:

	Total	Payments	Deposit	Balance
Open	€1,224.00	€36.00	-	-
Invoiced	-	-	-	-
Folio	-	-	-	-
Totals	€1,224.00	€36.00	-	-
	€1,260.00	€1,260.00	€0.00	€0.00

The 'Paid' amount of €1,260.00 is highlighted in the 'Payments' table below:

User	Contact / Guest	Date	Allocation	Document	Folio	Method	Paid
		31/10/2023 16:01				Banktransfer	€1,260.00

The 'Generate invoice' button is highlighted in the main interface. The 'Paid' amount of €1,260.00 is also highlighted in the 'Payments' table.

The invoice will be displayed in the administration section.

The 'Pdf' icon in the 'Invoices' table is highlighted:

Number	To	Allocation	Pdf	Date	Due date	Total	Paid	Remaining
23-00157	Doe Jane	SD2		31/10/2023	15/11/2023	€1,260.00	€1,260.00	€0.00

## 6.6 Generate a credit note

In Lobbi PMS, correcting a wrong invoice is easy. Go to the booking's administration, and click the cross icon to create a credit note for the entire invoice. Make the necessary changes to the booking, then generate a new invoice for accurate records.

The screenshot shows the Lobbi PMS interface. At the top, there's a navigation bar with 'lobbi by ManCloud' logo, a search bar, and user information: 'Roomrack • (3) • Search ...', 'changelog • Demo ...', 'Cash €1,440.00', and 'Signout'. Below the navigation bar are tabs for 'Dashboard', 'Mailbox', 'Addressbook', 'Room Rack', 'Administration', 'Payments', 'Management', 'Reports', 'Configuration', 'Support', and 'News'. Under 'Room Rack', there are sub-tabs for 'Check-in', 'Check-out', 'Inhouse', 'New', 'Expired', 'Modified', 'Pending', 'Confirmed', 'Advance', 'Completed', 'Cancelled', 'Templates', and 'Out of order'. The main content area shows 'Current Bookings' for '#522 Boop Betty' on 'Monday, 29 January 2024 15:00 - Wednesday, 31 January 2024 11:00'. The 'Administration' section is active, displaying a table with columns: Stay, Supplements, Meals, Receipts, Total, Payments, Deposit, and Balance. The table shows an 'Open' booking with a total of €0.00 and a 'Paid' amount of €680.00. A 'Create credit note' dialog box is open, allowing selection of invoice items to credit. The dialog lists several items, all of which are checked. A blue arrow points from the 'Generate online payment' button in the 'Payments' section to the 'Add a payment to this booking' button in the 'Payments' section. The 'Invoices' section at the bottom shows a table with columns: Number, To, Allocation, Pdf, Date, Due date, Total, Paid, and Remaining. The first row shows invoice number 23-00194 for 'Boop Betty' with a total of €680.00 and a remaining amount of €0.00.

Stay	Supplements	Meals	Receipts	Total	Payments	Deposit	Balance
Open	-	-	-	-	-	-	€0.00
Invoiced					€680.00		€0.00
Folio					-		€0.00
Totals					€680.00	€0.00	€0.00

Number	To	Allocation	Pdf	Date	Due date	Total	Paid	Remaining
23-00194	Boop Betty	SD3.2		31/01/2024	14/02/2024	€680.00	€680.00	€0.00

The credit note will be displayed in the administration section.