TROUBLESHOOTING FOR COMMON ISSUES

HOTELLO BY mingus

I am not able to change a room type or room number in Hotello...

The guest has already arrived. The reservation status is *In House*.

→ Go to the *Availability chart* (*Front desk* > *Availability chart*) and choose the *Room number*.

→ Make a right click on the reservation you wish to change and select *Move room*.

→ Select the new room and press *Next*.

→ Select the rates options and click *Next*. *

* Untick *Keep the existing rate* if you wish for the rates to update with the new room type. If you leave this box ticked the rate will not change.

→ The red alert informs you that all charges charged in advance will be deleted. Click *Next* and *Finish*.

The guest is not yet in house. The booking status is *Reservation*.

→ Open the reservation.

→ Make sure that the *Lock* box is unticked. Cut the room number with the cisorsbutton.

→ You can now choose a new room type or room number.