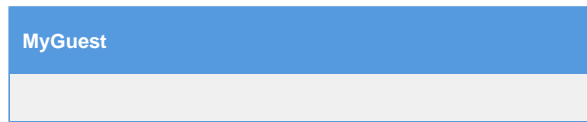


MyGuest | Request Reports

The Reports section gives you the ability to create a **Requests Report** using different parameters. Once the Report is created, it can be exported to a CSV file (thus opened in a program such as Microsoft's *Excel* or Apple's *Numbers*).

The Request Report can be created using one or a combination of the following parameters:

- **User:** Created, updated, or closed a Request by a specific USER.
- **Department:** Request reported by Department. For example, Housekeeping or Dining.
- **Category:** Enter a category name like "Wake up Call" which is under the Department "Front Desk".
- **"Created From:" and "Created To:"**: Select the Date Range for when the Requests were created or submitted. Note: both date ranges must be filled out to create a Request Report.



To create a Request Report, follow these steps:

- Click on "Requests Report" in the left Menu Bar.
- Then, choose the parameters for the Report. You can choose to enter a specific User, Department or Category or leave on "All".
- Then, select the Date Range to create a report by when the Requests were create or submitted.

A screenshot of the MyGuest Booking Center web application. The left sidebar contains a menu with options: Dashboard, Requests, Reports (selected), Requests Report, Visitors, and Management. The main content area shows the "Request Report" form. At the top, it says "Listing > Request Report" and "reports / Requests". The form has fields for "User" (All), "Department" (All), "Category" (All), "Created From:" (02 / 19 / 2019), and "Created To:" (02 / 19 / 2019). At the bottom of the form are "Submit" and "Cancel" buttons.

The Report will list the Requests with the following information:

- **Id:** This is the Id number for the Request. Click on the Id to open the Request Details.
- **Guest Name:** Displays Guest Name
- **Status:** Displays status of Request . Ie. New or Completed
- **Department:** Displays the Department . Ie. Front Desk Request
- **Category:** Displays the specific Category of the Request in the Department Ie. "Wake up Call" which is under the Department "Front Desk".
- **Created On:** Displays the date that the Request was created or submitted.
- **Last Modified:** Displays the date and time that the Request was last modified. Ie. Jan 09, 2019 00:36:38
- **Staff:** Displays the Staff member if the Request was added by a Staff Member.

Click on "Export to CSV" at the top right corner to export the Report to your Computer.

Sample Request Report

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Click image to enlarge

Sample Request Details (Click on the Id to open the Request Details)

BOOKINGCENTER	A MyPMS Demo Hotel	support@bookingcenter.com
Dashboard	Listing > Details	
Requests	Requests / Details	
Reports		
Visitors		
Management		
<div>282 Self Checkin</div> <div>a month ago</div>		
<div>Joe Banks / 32 / 7075551414</div> <div>Guest Name / ROOM / Phone Number</div>		
<div>1332025-4X</div> <div>Booking Number</div>		
<div>No</div> <div>In room dining discount?</div>		
<div>Request entered by: Request directly by Guest</div> <div>Staff member assigned: Not assigned</div>		
<div>Details credit card declined</div>		
<div>Set request status</div> <div>New</div>		
<div>Assign request (optional)</div> <div>Not Assigned</div>		
<div>Comments For Guest Email</div> <div>Staff Only Notes (Not for guest)</div>		
<div>Empty Comments</div>		

Click image to enlarge

Unknown macro: 'page-turner'