

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*).

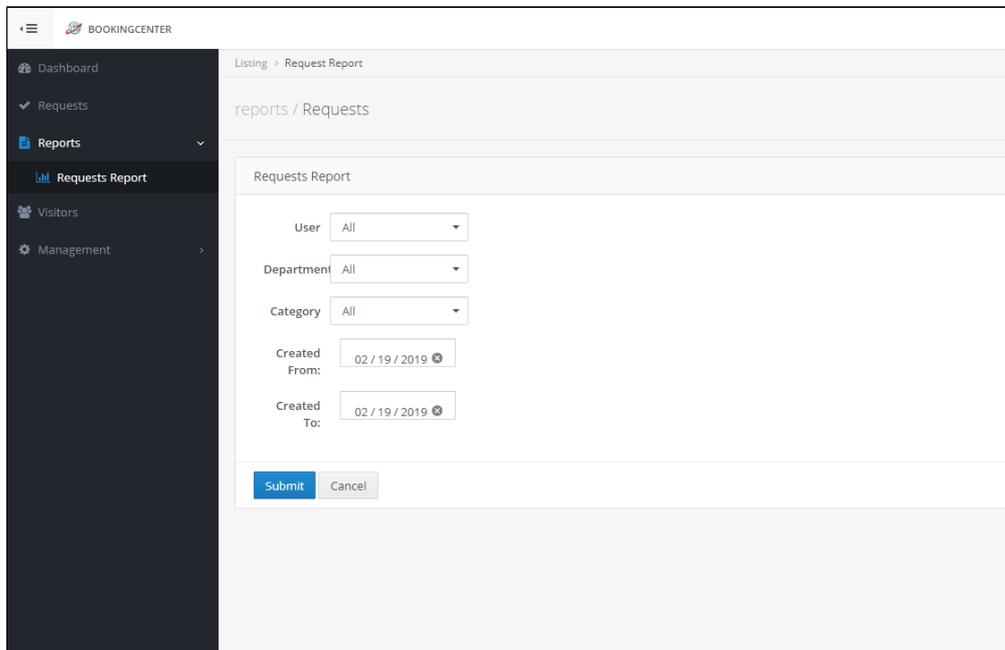
The Request Report can be created using one or a combination of the following parameters:

- **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.



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

BOOKINGCENTER A MyPMS Demo Hotel support@bookingcenter.com

Listing > Requests Report

Request Report Details [Export to CSV](#)

Requests Created On From: 01/01/2019 Created On To: 02/19/2019

Id	Guest Name	Status	Department	Category	Created On	Last Modified	Staff
264	Erica Johnson	Completed	Transportation Request	Taxi	Jan 15, 2019 09:17:22	Jan 15, 2019 09:32:37	
265	Dave Martin	New	Front Desk Request	Wake Up Call	Jan 15, 2019 09:17:51	Jan 15, 2019 09:17:51	
268	Erica Johnson	New	House Keeping Request	Maintenance	Jan 15, 2019 09:47:08	Jan 15, 2019 09:47:08	
282	Joe Banks	New	Interfaces	Self Checkin	Jan 16, 2019 17:02:36	Jan 16, 2019 17:02:36	
294	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:16:34	Jan 22, 2019 08:16:34	
295	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:17:06	Jan 22, 2019 08:17:06	
296	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:20:03	Jan 22, 2019 08:20:03	
297	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:21:08	Jan 22, 2019 08:21:08	
298	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:21:32	Jan 22, 2019 08:21:32	
299	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:22:13	Jan 22, 2019 08:22:13	
300	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:23:53	Jan 22, 2019 08:23:53	
301	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:24:21	Jan 22, 2019 08:24:21	
302	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:25:04	Jan 22, 2019 08:25:04	
303	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:25:52	Jan 22, 2019 08:25:52	
304	jason tmms	New	Interfaces	Self Checkin	Jan 22, 2019 08:27:19	Jan 22, 2019 08:27:19	

Click image to enlarge

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

BOOKINGCENTER A MyPMS Demo Hotel support@bookingcenter.com

Listing > Details

Requests / Details

282 Self Checkin
a month ago

Joe Banks / 32 / 7075551414 <small>Guest Name / ROOM / Phone Number</small>	1332025-4X <small>Booking Number</small>	No <small>In room dining discount?</small>
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Request entered by: Request directly by Guest
Staff member assigned: Not assigned

Details credit card declined

Set request status: Assign request (optional):

[Comments For Guest Email](#) [Staff Only Notes \(Not for guest\)](#)

Empty Comments

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