Pass On Log

The Pass On Log offers a simple tool for 'passing along' reminders to staff and guests, or setting 'reminders' for future needs.

The Pass On Log on the Front Desk displays the title, text preview, date and created by. A Pass On Log will 'appear' on the Front Desk on the 'Show on" date saved when adding or editing the Pass On Log.

Each Pass On Log stays on the Front Desk for 3 days until it automatically removes itself and can then be found by either 'searching' for it or viewing it in the Pass On Log area.

The Pass On Log is useful for many common hospitality tasks, such as:

a. 'Wait List' guests wishing to book a room at a future date. To do this, set the Show On date to bring the Guest details to the fore at a specific date to see if availability has opened up and use the 'Message' body to record the Guest name, contact info, and room details. Then, set the Show Date to be a few days earlier than the guest wanted to see if availability opened up - get back to them if it did.
b. Schedule Maintenance. A great use to remind yourself (and staff) to maintain the property's such as when to oil the hardwood floors or 'snake' a sewage line. Take look at MyGuest for an even more robust to track and schedule maintenance requests with a distributed staff.
c. Remind staff to sell particular rates or packages on specific dates.
d. Alert staff to perform actions such as contact a guest, request maintenance, housekeeping, etc.

There are literally hundreds of uses for the Pass On Log to make reminding and notifying staff and guests easier.

Front Desk Tab

The Pass On Log on the Front Desk displays the title, text preview, date and created by. A Pass On Log will 'appear' on the Front Desk on the 'Show on" date saved when adding or editing the Pass On Log.

To Add A Message

- **Click on Pass On Log in the Front Desk menu.** A screen will appear with a list of your messages and comments. New messages will appear at the top of the list and in the pass on log in the Frontdesk.

- **Click on Add Message.** A new window will open with a message window.
- **Show Date**: Choose today's date or a date in the future on which you want the message to appear on the front desk.
- Click Save. The message will appear at the top of the Pass On Log list on the front desk.

To Add A Comment:

Click on Add Comment next to the message. The comment will appear below the original message.

A new window will open with a message window. Choose today's date or a date in the future. Click Save. The message will appear at the top of the Pass On Log list on the front desk.

Search and View all Messages

Use the Search area to search for any Pass On Logs for text in the title and/or Message. The search works on 2 different dates:

- **Show Date** - the 'System Datem' date that the Pass On Log was saved to 'appear' on the Front Desk
- **Created Date** - the 'clock date' (i.e., the actual day, *not* the System Date) that the Pass On Log was created or last saved.

Once you have 'searched' for Pass On Logs, you can view a list of all messages and click to Edit one or delete it. Note that the page will only show 50 messages at a time, so click NEXT and PREV to paginate through a selection.

To Delete a Message

Open any message by clicking on it. Then click delete.