

Cancellation Report

The **Cancellations Report** displays cancelled bookings by arrival date or cancellation date on a specific date you choose. This includes Online Bookings made through the website, OTA channels and GDS.

Use this report to quickly get a list of cancellations with a summary of the booking details including Room, Room Type, Guest Name, Payment Type and Arrival/Departure Dates. etc.

This report can be run for dates in the past or future for review and planning purposes.

To create an Cancellations Report:

- Go to **REPORTS | DAILY REPORTS**
- Click on **Cancellations**
- **Date Type:** To see a list cancelled bookings by cancellation date of booking, choose "Canceled on". To see a list of cancellations by arrival date of booking, choose "Arrival Date".
- **Choose Date:** Choose a single date. This can be in the past or future.
- Choose the report format: HTML, Excel or Text.
- Click **Generate Report**

The Cancellations Report displays the following information:

- **Booking ID:** Confirmation # of booking
- **Name:** Name of Guest
- **Cancelled Date:** Date cancellation occurred
- **Arrival :** Arrival date of booking.
- **Departure:** Departure date of booking
- **Cancellation:** This is the unique number given as a 'cancellation Number' to each cancellation event.
- **User:** Either a User who is logged into the PMS is making the cancellation; else the Guest is canceling themselves as part of [Self Check-in/out/cancellation process](#).
- **Cancelled Days Prior:** This is the number of days *prior to the arrival date* when the cancellation occurs. This allows one to easily view whether staff is correctly assigning a "cancellation penalty" within the penalty period. "0" means cancelled on day of arrival. Any negative number means *days prior to arrival*. For example "-2" means 2 days prior to arrival.
- **Cancellation Fee Collected:** This is the amount posted to the Folio using the [Inventory Item](#) 'CANC' as detailed in the [Self Check-in/out /cancellation process](#).
- **Remarks:** Whatever remarks were added by the User who was logged into the PMS making the cancellation; or the Guest canceling their own booking is displayed here

See an example: [Cancellation Report](#)

Daily Reports

- [Arrivals Report](#)
- [Batch Settlements](#)
- [Booking Comments Report](#)
- [Bookings with Unassigned Rooms](#)
- [Cancellation Report](#)
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- [High Balance](#)
- [In-House Guest Ledger](#)
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- [Item Analysis](#)
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- [Print All Reg Cards](#)



Tip

Use [Search Bookings](#) to create detailed list of bookings filtered by search criteria such as, room type, rates, etc.