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 Checkin/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**
- Departures Reports
- High Balance
- In-House Guest Ledger
- In-House
- Item Analysis
- Items Included Report
- Print All Reg Cards

Tip \oslash

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