

# Out of Order Rooms

When a room is marked as Out of Order status, the room is not available for bookings. Additionally, the room will not be counted in your occupancy statistics. The room will be indicated as XXXX status and labeled Out of Order on the Housekeeping reports.

Use Out of Order Room OOO on the Tape Chart to close Rooms for maintenance or simply to take it out of availability.

This fastest and easiest way to take a single room out of availability or a group of rooms of rooms for short time period. If you need to take a booking for the out of order room(s), the room will first need to be made available on the Tape Chart.

To see a list of Out of Order Rooms over a date range, go to **REPORTS | HOUSEKEEPING REPORTS** . Choose the [Out of Order Room report](#).



To block availability for a specific time period or group of rooms go to [Blocking out rooms for a specific time period](#)

To change the status, follow these steps.

- Click on the Room in the left column of the Tape Chart and a pop-out window will open with options.
- Click on **Mark Out of Order**

### Tape Chart

Show: --ALL ROOMS-- 19-Jul-2014 15 Refresh

	19-Jul	Today	21-Jul
	Sat	Sun	Mon
562	38	38	39
108 (Standard Room-2 Queen)	4	5	5
STE (108)	4	5	5
	4	5	5
	4	5	5
	Cartman, eric	5	5
	22	22	23
	22	22	23
	22	22	23
209 (King with fireplace)	22	22	23

- A new window will open with a date range picker and optional notes in Reason.
- Click **Save**.

110 (Standard Room-2 Queen)

STE (110)

\* From Date: 24-Jul-2014 \* To Date: 25-Jul-2014

Damage to shower. |

Reason:

Save Cancel

562

- The Tape chart will refresh and you will see the corresponding cell(s) change to a grey color and say Out of Order.

## Tape Chart

Show: --ALL ROOMS-- 30-Jul-2014 15 Refresh

Pr

	30-Jul	Today	01-Aug	02-Aug	03-Aug	04-Aug	05-Aug	06-Aug	07-Aug	08-Aug	09-Aug
	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
179	14	13	11	12	12	12	12	11	11	11	11
101 (Queen with a view)	4	3	3	3	3	3	4	3	3	3	3
102 (Queen with a view)	4	3	3	3	3	3	4	3	3	3	3
103 (Queen with a view)	4	Smith, John				3	4	Leaf, Green			
104 (Queen with a view)	4	3	3	3	3	Johnson, Erica	4	3	3	3	3
105 (Large Room with 1 King Bed)	3	3	Out of Order								
106 (Large Room with 1 King Bed)	3	3	2	2	2	2	1	1	1	1	1
107 (Large Room with 1 King Bed)	3	3	2	2	2	2	Out of Order				
200 (Suite - 2 bedroom Room)	4	4	Out of Order		4	4	4	4	4	4	4
220 (Suite - 2 bedroom Room)	4	4	3	4	4	4	4	4	4	4	4
300 (Suite - 2 bedroom Room)	4	4	3	4	4	4	4	4	4	4	4