

# Resolving Tape Chart Availability Issues

Availability issues on the Tape Chart are typically the result of **Bookings with Unassigned Rooms** or **Group Booking Allocations**. Because of this, the available number of rooms displayed on the Tape Chart may be less than what you thought or display a 0 or -1 on the Tape Chart. See [Tape Chart](#)

All availability is based on Room Type and the number of available rooms in that room type. This means that when a booking is made either at the Front Desk or booked online channel, it is assigned Room Type, but not necessarily given a room assignment.

Since availability is reserved by Room Type, the number of remaining available rooms in the Room Type is displayed on the Tape Chart. For example, the QUEEN Room Type has a total of 6 Rooms. Today, 2 are booked, leaving 4 available on the Tape Chart.

Remember, only bookings with an assigned room will appear on the Tape Chart. If a booking is not assigned a room, then the availability will be deducted from the number displayed on the Tape Chart.

Some properties will choose not to assign a Room until closer to check in or the room assignment may have been inadvertently missed at time of booking. This is usually it's due to a reservation that has been booked into a Room Type, but no *Room Assignment* has been made. See [Room Assignment](#)

In addition, Group Booking allocations change the number of rooms available displayed on the Tape Chart. If a group booking is created and allocated room types, but no individual bookings have been added, then the availability displayed on the Tape Chart will reflect those allocations.

Tape Chart Management
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MyPMS User Manual

## Resolve Tape Chart Availability issues

To resolve any issues with availability appearing on the Tape Chart, search for both Individual bookings unassigned rooms and review allocations for Group Bookings.

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### Individual Bookings with Unassigned Rooms

There are two ways to find Individual Bookings with no Room assignment:

- **Option 1: Booking with Unassigned Rooms Report** To easily locate bookings that have unassigned rooms and are not appearing on the Tape Chart, use the [Bookings with Unassigned Rooms Report](#)
- **Option 2: Use Search Bookings** Start by going to **BOOKINGS | SEARCH BOOKINGS** See [Search Bookings](#)
  - First, go to the field called Room in the left column. Choose No Room from the drop downlist. Click Search. The resulting list will display all bookings that are not assigned a room. Click on the booking to open it and go to the Room Assignment Tab to assign a room.
  - To see a list of bookings that begin and end on specific dates. Use the fields, 'Begins on:' and 'Ends on:' with the dates you need to check. The resulting list will show the bookings that begin and end for that date range.
  - If you are simply trying to decide which bookings have not had a Room assigned between specific dates, use , use the 'Arrival Date Begins' and then 'Arrival Date Ends' for date range desired. The results will display bookings arriving within that date range with no rooms assigned.
  - You can also search by Room Type to see a list of bookings in a room type or choose "no room" from the Room field to see a list of bookings with no room assignments.

Once you have created the list you need:

- Look under the column Room to see if it is blank and it will show you quickly which bookings have no room assigned. This list shows the same number of available rooms as shown on the Tape Chart, but the bookings won't be visible on the Tape Chart until a Room assignment has been made.
- Click to open the booking and assign a room.

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### Review Group Booking Hard Allocations

If there is still a question about availability, then it's also a common situation that a Group Booking has a Hard Allotment that is pulling availability. See [Hard and Soft Allocations](#)

This will show on a Search using 'Begins on:' and 'Ends on:' as well. But if you wish to only view Groups, go to **Bookings | Group Bookings** and search on all Groups to see what dates of a Group might be holding back availability for the dates you are analyzing. See [Group Bookings: Rooms Allocated Exceed Available Rooms](#).