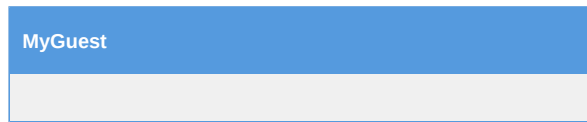


MyGuest | Request Reports

The Reports section gives you the ability to create a **Requests Report** using different parameters. Once the Report is created, it can be exported to a CSV. file (thus opened in a program such as Microsoft's *Excel* or Apple's *Numbers*).

The Request Report can be created using one or a combination of the following parameters:

- **User:** Created, updated, or closed a Request by a specific USER.
- **Department:** Request reported by Department. For example, Housekeeping or Dining.
- **Category:** Enter a category name like "Wake up Call" which is under the Department "Front Desk".
- **"Created From:" and "Created To:"**: Select the Date Range for when the Requests were created or submitted. Note: both date ranges must be filled out to create a Request Report.



To create a Request Report, follow these steps:

- Click on "Requests Report" in the left Menu Bar.
- Then, choose the parameters for the Report. You can choose to enter a specific User, Department or Category or leave on "All".
- Then, select the Date Range to create a report by when the Requests were create or submitted.

A screenshot of the MyGuest web application interface. On the left is a dark sidebar menu with options: Dashboard, Requests, Reports (selected), Requests Report, Visitors, and Management. The main content area has a breadcrumb "Listing > Request Report" and a heading "reports / Requests". Below this is a "Requests Report" form with fields for User (All), Department (All), Category (All), Created From (02 / 19 / 2019), and Created To (02 / 19 / 2019). At the bottom of the form are "Submit" and "Cancel" buttons.

The Report will list the Requests with the following information:

- **Id:** This is the Id number for the Request. Click on the Id to open the Request Details.
- **Guest Name:** Displays Guest Name
- **Status:** Displays status of Request . Ie. New or Completed
- **Department:** Displays the Department . Ie. Front Desk Request
- **Category:** Displays the specific Category of the Request in the Department Ie. "Wake up Call" which is under the Department "Front Desk".
- **Created On:** Displays the date that the Request was created or submitted.
- **Last Modified:** Displays the date and time that the Request was last modified. Ie. Jan 09, 2019 00:36:38
- **Staff:** Displays the Staff member if the Request was added by a Staff Member.

Click on "Export to CSV" at the top right corner to export the Report to your Computer.

Sample Request Report

BOOKINGCENTER

Dashboard

Requests

Reports

Visitors

Management

A MyPMS Demo Hotel

support@bookingcenter.com

Listing > Requests Report

Request Report Details

Export to CSV

Requests Created On From: 01/01/2019 Created On To: 02/19/2019

Id	Guest Name	Status	Department	Category	Created On	Last Modified	Staff
264	Erica Johnson	Completed	Transportation Request	Taxi	Jan 15, 2019 09:17:22	Jan 15, 2019 09:32:37	
265	Dave Martin	New	Front Desk Request	Wake Up Call	Jan 15, 2019 09:17:51	Jan 15, 2019 09:17:51	
268	Erica Johnson	New	House Keeping Request	Maintenance	Jan 15, 2019 09:47:08	Jan 15, 2019 09:47:08	
282	Joe Banks	New	Interfaces	Self Checkin	Jan 16, 2019 17:02:36	Jan 16, 2019 17:02:36	
294	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:16:34	Jan 22, 2019 08:16:34	
295	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:17:06	Jan 22, 2019 08:17:06	
296	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:20:03	Jan 22, 2019 08:20:03	
297	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:21:08	Jan 22, 2019 08:21:08	
298	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:21:32	Jan 22, 2019 08:21:32	
299	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:22:13	Jan 22, 2019 08:22:13	
300	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:23:53	Jan 22, 2019 08:23:53	
301	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:24:21	Jan 22, 2019 08:24:21	
302	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:25:04	Jan 22, 2019 08:25:04	
303	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:25:52	Jan 22, 2019 08:25:52	
304	jason trrms	New	Interfaces	Self Checkin	Jan 22, 2019 08:27:19	Jan 22, 2019 08:27:19	

Click image to enlarge

Sample Request Details (Click on the Id to open the Request Details)

BOOKINGCENTER	A MyPMS Demo Hotel	support@bookingcenter.com
Dashboard	Listing > Details	
Requests	Requests / Details	
Reports		
Visitors		
Management		
282 Self Checkin a month ago		
Joe Banks / 32 / 7075551414 Guest Name / ROOM / Phone Number		
1332025-4X Booking Number		
No In room dining discount?		
Request entered by: Request directly by Guest Staff member assigned: Not assigned		
Details credit card declined		
Set request status New		
Assign request (optional) Not Assigned		
Comments For Guest Email Staff Only Notes (Not for guest)		
Empty Comments		

Click image to enlarge

Unknown macro: 'page-turner'