RESERVATION STATUSES

You will learn:

1. What reservation statuses are available in the program
2. How to create additional reservation statuses

1. Default reservation statuses in KWHotel

There are 12 reservation statuses available by default.
When creating a reservation, KWHotel will show you the only logical possibilities that can be used at the moment.

Pay attention:
What criteria does KWHotel use?
- date (past, present, future)
- payment details

Below you will find an overview of default statuses:

PAST STATUSES:
- Customer not arrived: displayed when customer has not appeared in your hotel
- Finished not settled: displayed when customer has already left but hasn`t paid yet
- Finished: displayed when customer has already left and paid for the whole stay
- Finished excess payment: when customer has already left and paid too much

PRESENT STATUSES:
- Occupied not paid: displayed when customer stays in the hotel but hasn`t paid for the stay yet
- Occupied advance paid: displayed when customer stays in the hotel and paid the advance
- Occupied and paid: displayed when customer stays in the hotel and paid for the whole stay
- Occupied excess payment: displayed when customer stays in the hotel and paid too much
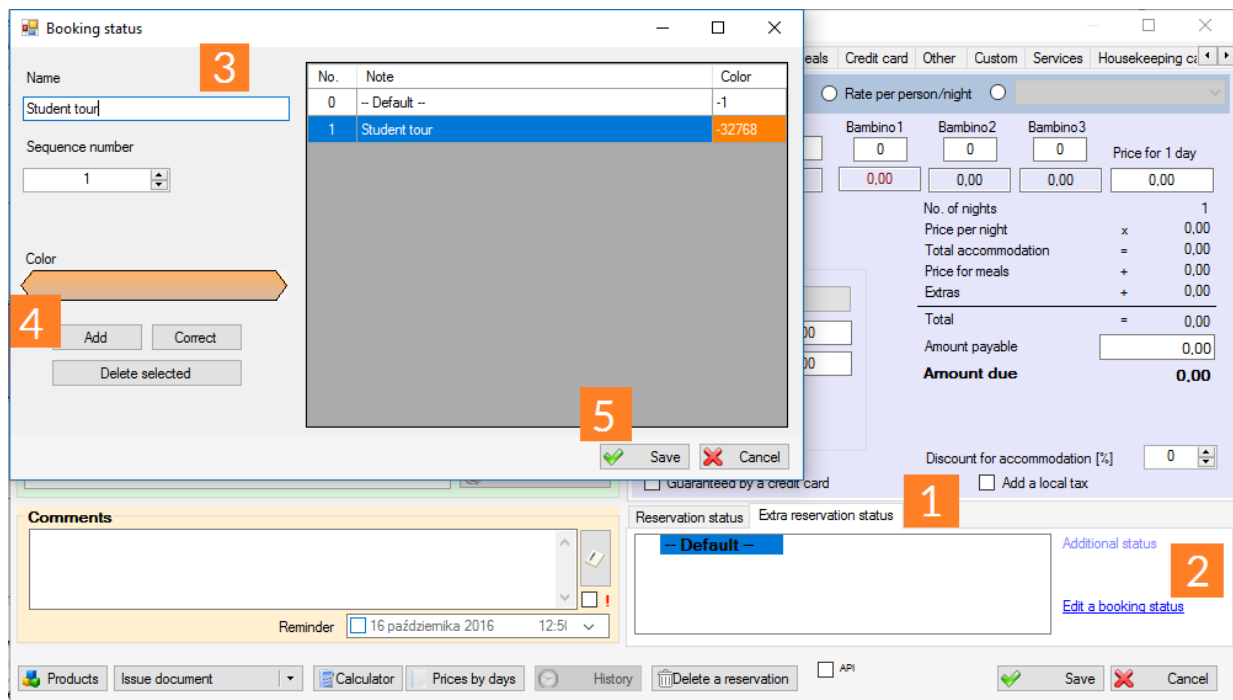
FUTURE STATUSES:
- Reservation scheduled: customer will arrive in the future and no payment was made yet
- Reservation confirmed: customer will arrive in the future and paid some money
- Advance paid: customer will arrive in the future and paid an advance
- Reservation paid: customer will arrive in the future and paid for the whole stay

2. How to create additional statuses?

Step by step guide to create additional reservation statuses:

1. Click "Extra reservation status" tab
2. Select "Edit a booking status"
3. Type a name of the status, its` order on the list and color
4. Click "Add"
5. Click "Save"

Pay attention:

If you want to modify such status, double click it in the right part of the screen; its` data will appear on the left. Modify the status and click "Correct".