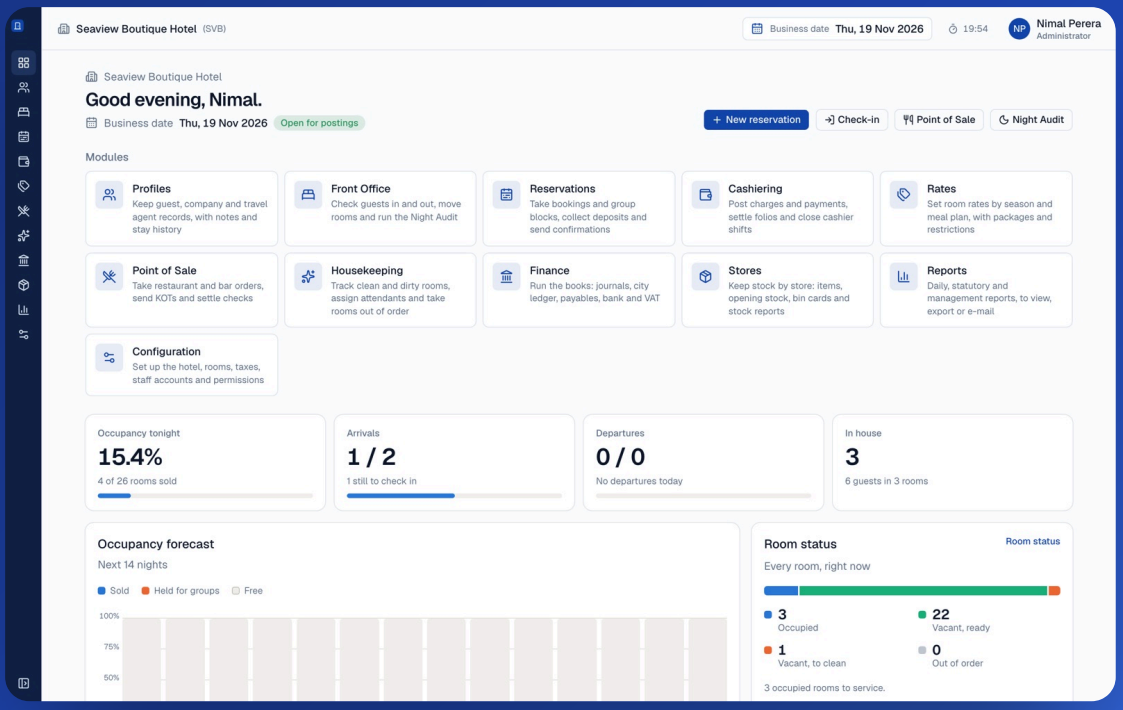
StayDesk Hotel User Manual

Cloud property management and point of sale for Sri Lankan hotels, villas and guest houses. Every module, step by step: reservations, front office, cashiering, night audit, rates, POS, housekeeping, finance, stores and recipe costing, reports and configuration.

Edition 2: 23 November 2026, with Stores and Help & support · Screens shown from the StayDesk demo property “Seaview Boutique Hotel”



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CHAPTER 1

Introduction

StayDesk is one system for the whole property: the reservation that the front desk confirms is the folio the cashier settles, the room housekeeping cleans, the restaurant bill posted to the room and the revenue that reaches the ledger. This manual explains how to use every part of it.

1.1 Who this manual is for

The manual is written for the people who use StayDesk every day. Each chapter starts with what the module is for and then gives step-by-step procedures.

If you are...	Start with
Front desk / reception	2 Getting started, 3 Profiles, 4 Reservations, 5 Front office, 6 Cashiering
Night auditor / duty manager	6 Cashiering, 7 Night audit, 13 Reports
Reservations / revenue manager	4 Reservations, 8 Rates & availability
Restaurant and bar staff	9 Point of sale
Housekeeping supervisor	10 Housekeeping
Storekeeper / purchasing / chef	12 Stores, 9 Point of sale
Accountant	11 Finance, 12 Stores, 13 Reports
General manager / system administrator	14 Configuration, then the whole manual

1.2 Key ideas you will meet everywhere

Business date

Every posting belongs to the property's **business date**, shown at the top of every screen. It is not the calendar date: it changes only when the night audit closes the day. A closed day can never be changed, so yesterday's bills stay exactly as printed.

Folio

The running bill of a stay. Room charges, restaurant bills, extras, payments and refunds are all postings on a folio. A stay can have several billing windows, for example room to the company and extras to the guest.

Tax profile

The taxes and levies the property charges: service charge, SSCL, VAT and TDL, each with a rate, a base and whether it is charged to the guest or absorbed. Profiles have effective dates, so a tax change on the 1st takes effect on the 1st.

Cashier shift

Money is taken inside an open cashier shift. A shift opens with a float and closes with a counted drawer, so every rupee and dollar can be traced to a person and a time.

Supervisor approval

Sensitive actions (large discounts, voids, refunds over a limit) can require a supervisor. The supervisor types their own e-mail and password on your screen and gives a reason; the approval is used once and logged.

Audit trail

Every change is recorded with who, when and what. History is never deleted: a void or a refund is a new posting that reverses the original.

1.3 Conventions in this manual

- Buttons, tabs and menu items are shown in bold, for example **Save reservation**.
- A path such as **Front office › Cashier › Settlement** means: open the Front office module, choose the Cashier tab, then the Settlement sub-tab.
- Numbered lists are procedures; follow the steps in order.

> **Tip.** Tips give a faster way to do something.

Important. Warnings point out something that cannot be undone or that affects money.

Note. Notes explain why StayDesk behaves the way it does.

The screens in this manual come from the demo property *Seaview Boutique Hotel*. Your property's names, rooms and rates will differ, and you will see only the modules and buttons your role allows.

CHAPTER 2

Getting started

How to sign in, find your way around the screen and use the home dashboard.

2.1 Signing in

StayDesk runs in a web browser (Chrome, Edge, Safari or Firefox) on a PC, laptop or tablet. Your administrator gives you the web address and creates your account.

1. Open the StayDesk address. The **Sign in** page appears.
2. Enter your **E-mail** and **Password**, then click **Sign in**.
3. If your account uses two-step sign-in, open your authenticator app and enter the 6-digit code for StayDesk. If you do not have your phone, choose **Use a backup code instead** and type one of the backup codes you saved when you set it up. Each backup code works once.
4. The home dashboard opens.

First sign-in

New staff receive an e-mail invitation. Open the link, choose a password on the **Set password** page and sign in. Never share an account: every posting carries the name of the person who made it.

> **Automatic sign-out.** On shared front-desk PCs StayDesk signs you out after a period without activity. The countdown is shown next to the clock in the top bar and turns amber in the last two minutes. Any click or key press resets it.

> **Code not accepted?** Authenticator codes depend on the phone's clock. Check that the phone's time is set automatically, then try the next code.

2.2 The screen layout

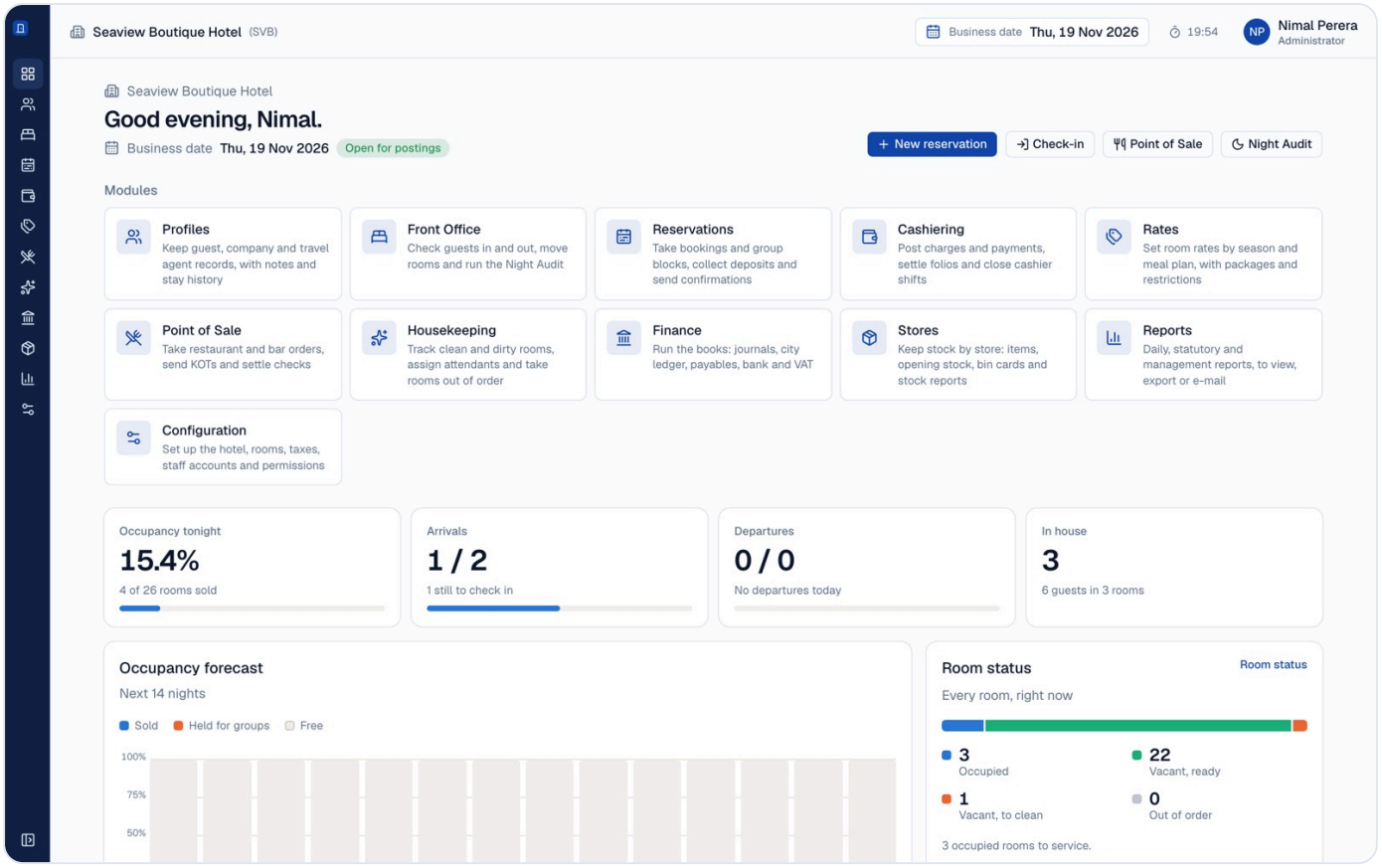


Figure 2.1 — The home dashboard: navigation rail on the left, workspace bar on top, module cards, today's figures and charts.

Area	What it shows
Navigation rail (left, dark blue)	One icon per module: Home, Profiles, Front office, Reservations, Cashiering, Rates, Point of sale, Housekeeping, Finance, Stores, Reports and Configuration. Hover over the rail to see the names.
Property (top left)	The property you are working in and its code. Users with access to several properties can switch here.
Business date (top right)	The date every posting is made on. It changes only after the night audit.
Sign-out timer	Time left before automatic sign-out.
User menu	Your name and role. Open it to switch between light, dark and system theme, to open Help & support, or to sign out.
Module tabs	Inside each module, tabs across the top (or a side menu) lead to its screens.

2.3 The home dashboard

The dashboard greets you with the business date and whether it is **Open for postings**. From here:

- **Quick actions**: **New reservation**, **Check-in**, **Point of Sale** and **Night Audit**.
- **Module cards**: a short description of each module; click a card to open it.
- **Today's figures**: occupancy tonight (rooms sold of rooms available), arrivals and departures (done / expected), and guests in house.
- **Occupancy forecast**: the next 14 nights split into sold, held for groups and free.
- **Room status**: occupied, vacant ready, vacant to clean and out of order, right now.

2.4 Working tips

- **Search settings**: in Configuration press `/` to jump to the settings search.
- **Several windows**: StayDesk updates in real time. When a colleague checks a guest in or housekeeping marks a room clean, your screen updates within a second without reloading.
- **Printing**: invoices, vouchers and reports open as print-ready pages; use the browser's print dialog or **Print** buttons. Restaurant tickets print automatically through the print bridge (see 9.8).
- **Read-only mode**: if the property's StayDesk subscription is suspended, a banner says so. You can still view and print everything, check guests out and settle their bills.

CHAPTER 3

Profiles

Guest, company and travel-agent records. Profiles are shared by every property in your organisation, so a returning guest is recognised wherever they stay.

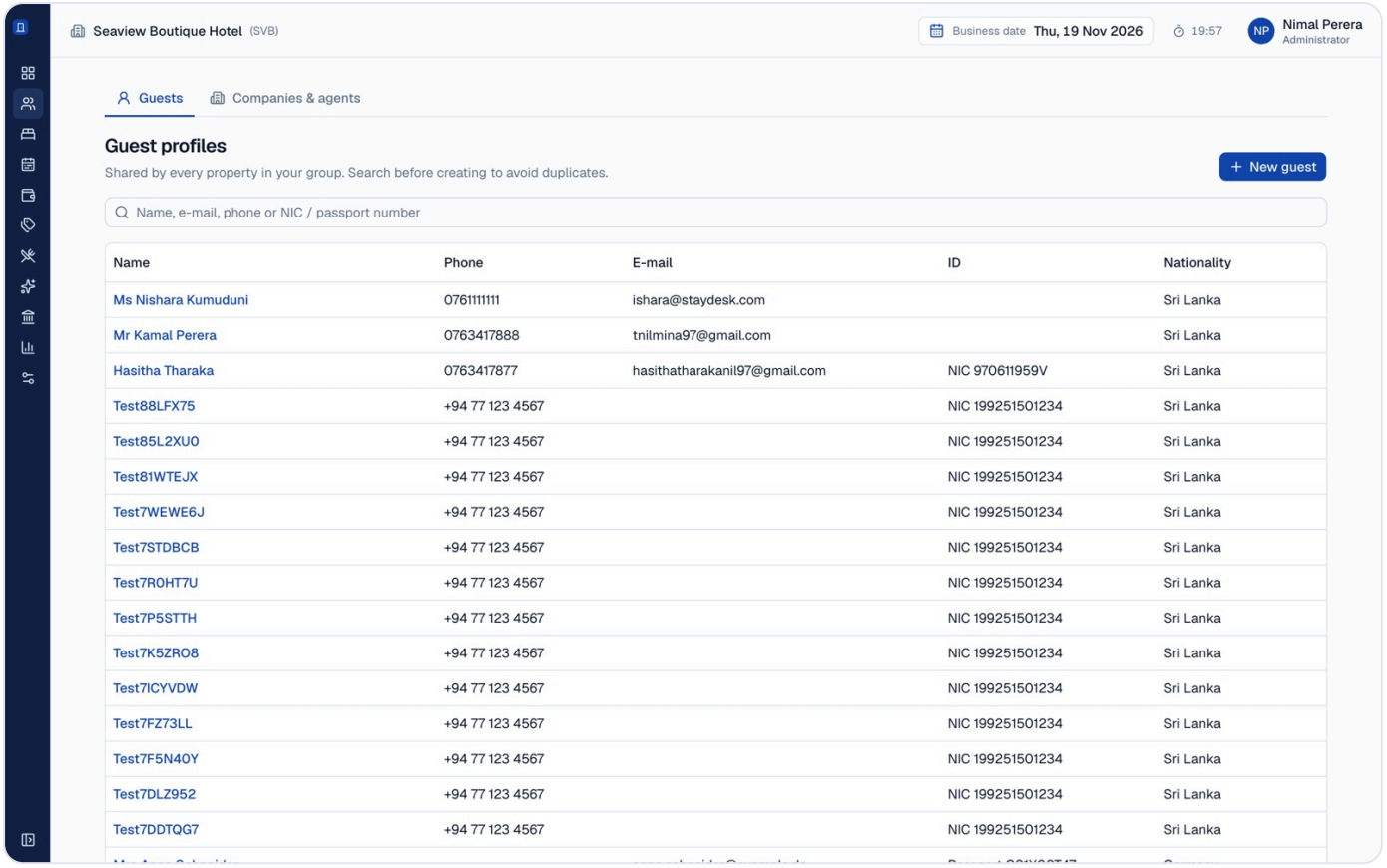


Figure 3.1 — Profiles › Guests: search, filter and open guest records.

3.1 Finding a profile

1. Click **Profiles** on the navigation rail. The **Guests** tab opens.
2. Type part of a name, phone number, e-mail or document number in the search box.
3. Click the guest to open the profile. The profile shows personal details, identity document, notes and preferences, stay history and data-protection actions.

> **Tip.** You can also find or create a guest without leaving a reservation: the **Booking contact** field searches profiles as you type.

3.2 Creating a guest profile

1. In **Profiles › Guests** click **New guest**.
2. **Personal details**: title, first, middle and last name, gender, date of birth and anniversary (used by the Birthday list report), nationality.
3. **Contact**: mobile/phone (local numbers get +94 automatically), e-mail and address.
4. **Identity document**: document type (passport, NIC, driving licence…), number, issuing country and expiry date. Foreign guests' passport details feed the police foreign guest register.
5. Tick **VIP** and add a **VIP note** if needed. VIPs are highlighted on arrivals and on the room grid.
6. Tick **Agrees to marketing** only if the guest has agreed; the date is recorded.
7. Click **Create guest**.

> **Possible duplicates.** If a profile with the same name and phone or document already exists, StayDesk warns you before creating a second one. Open the existing profile instead whenever it is the same person.

3.3 Notes and preferences

On a guest profile, add notes of type **Preference** (for example "high floor"), **Allergy**, **Dislike** or general **Note**. Allergies and preferences are shown to the front desk at check-in and on the stay screen.

3.4 Companies and travel agents

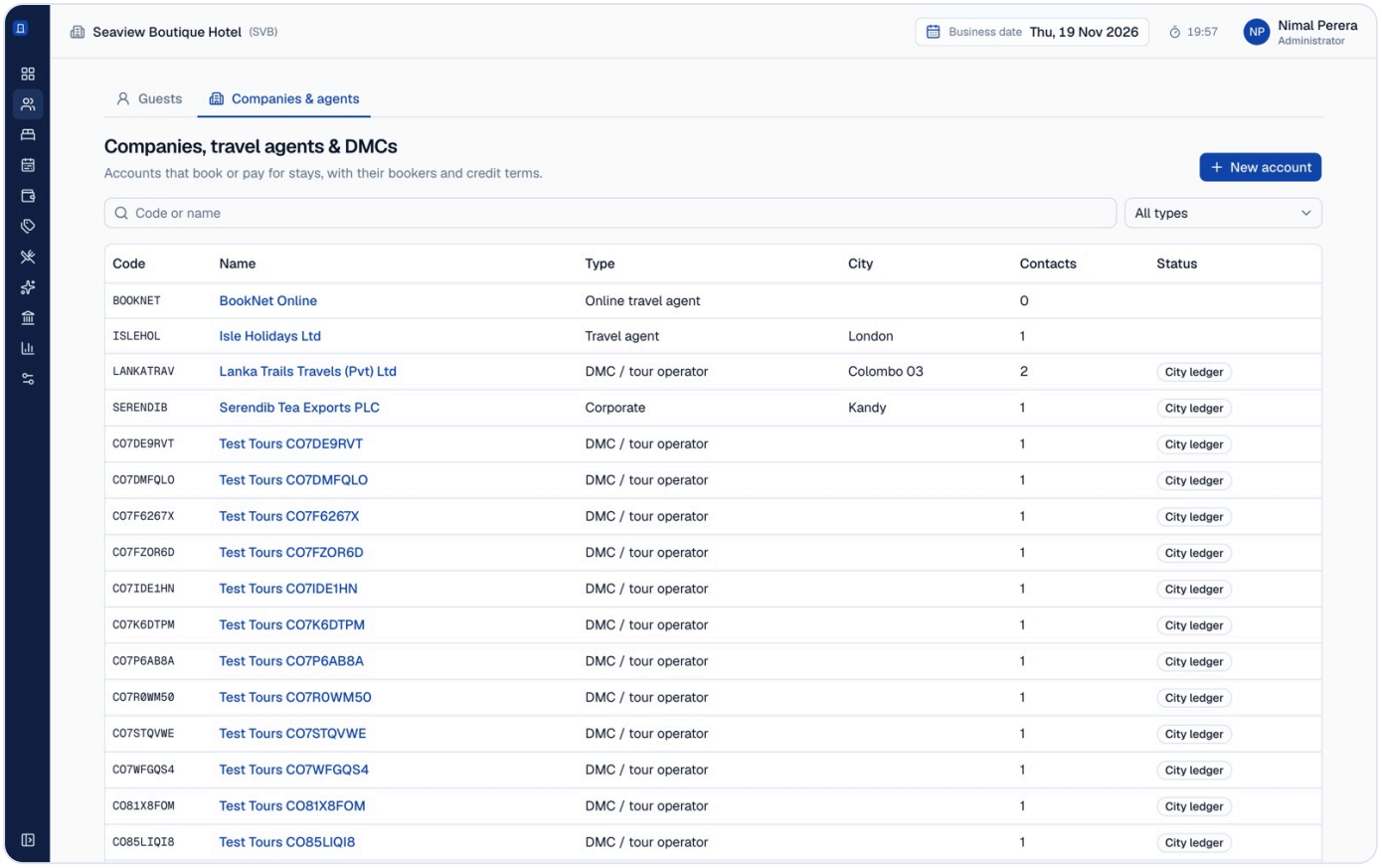


Figure 3.2 — Profiles › Companies & agents.

Companies, travel agents and DMCs are kept under **Profiles › Companies & agents**.

1. Click **New ...** and choose the profile type: company, travel agent, or an internal account (house use, complimentary or staff).
2. Enter a short unique **Code** (for example JETWING; codes cannot change once created), the **Name** and short name.
3. Enter the **VAT registration no.** and **Business registration no.** — the VAT number is printed on tax invoices — and the billing address.
4. For credit customers tick **City ledger (credit) account** and set the **Credit limit (LKR)** and **Payment terms (days)**. For travel agents set the **Commission %** paid on room revenue.
5. Optionally link a **Parent account** (group head office or wholesaler), mark the profile a **Prospect** (sales lead, not yet contracted), put it on the **Watch list** with a note that warns staff when booking, or mark it **Blacklisted** to block new reservations.
6. Under **Contacts & bookers** add the people who make bookings and the finance contact. Bookers appear in the **Booker** list on reservations.
7. Click **Create company**. The profile can now be used on reservations, as a bill-to on folios and as a receivables account in Finance.

Negotiated rates are linked the other way round: a rate code's **Applicable to** setting lists the companies and agents that may book it (see Chapter 8).

3.5 Data protection

The **Data protection** section of a profile lets an authorised user:

- **Export** the guest's personal data when they ask for a copy.
- **Erase** personal data when the guest asks to be forgotten. The guest's name and details are removed; the financial records (bills, tax invoices) are kept as the law requires, but no longer identify the person.
- Mark a profile **Inactive** to hide it from booking search without erasing it.

> **Important.** Erasure cannot be undone. Retention periods are set in **Configuration › Privacy**, where every request is logged.

CHAPTER 4

Reservations

Taking bookings for individuals, families and groups; deposits and pay links; amending, cancelling and reinstating; room blocks and group billing.

4.1 The reservation dashboard

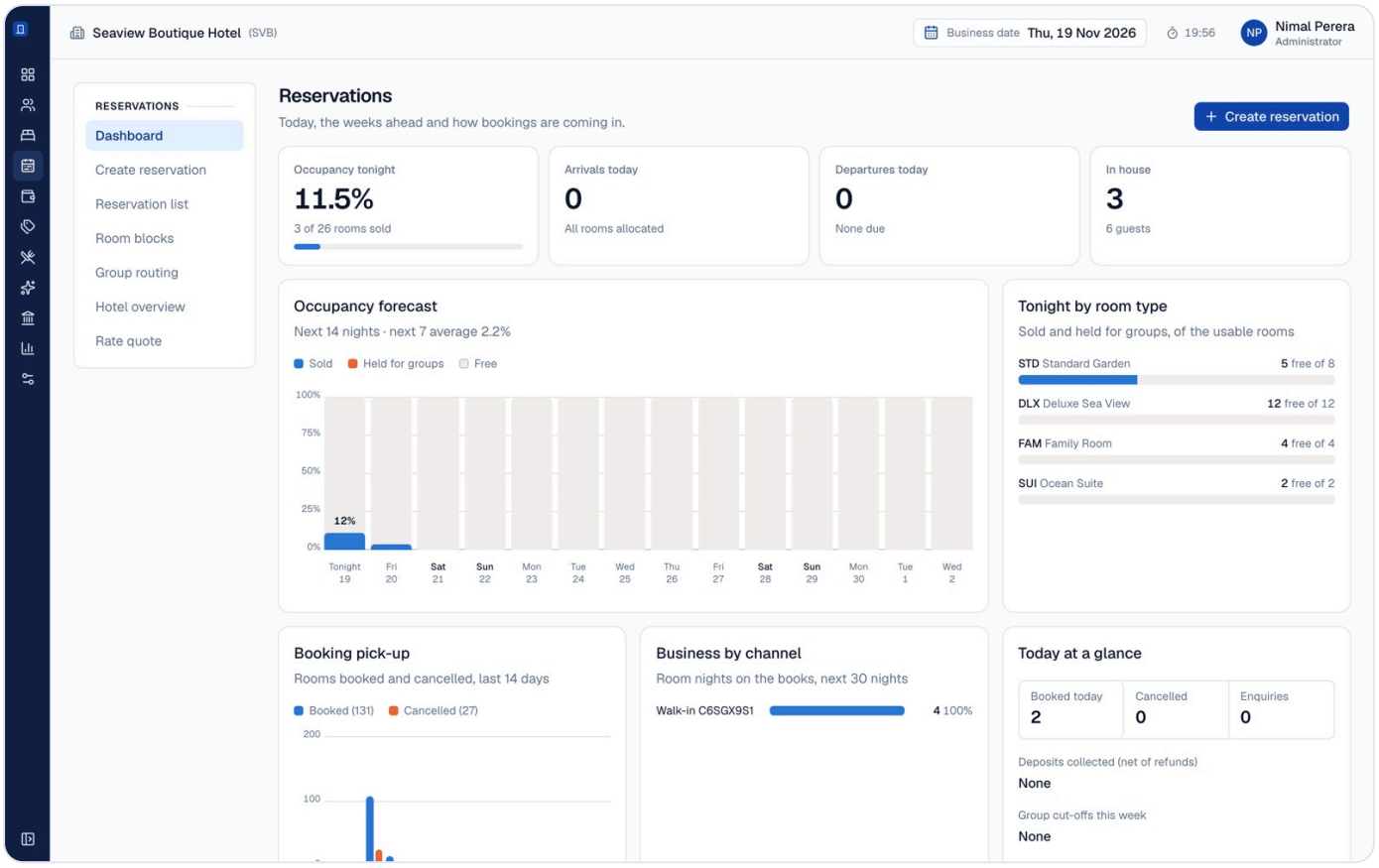


Figure 4.1 — Reservations › Dashboard.

The dashboard summarises what is on the books: rooms booked and cancelled, occupancy for the coming days, arrivals and the split between definite, tentative and group (held) business. Use it at the start of the day to see what needs following up.

4.2 Creating a reservation

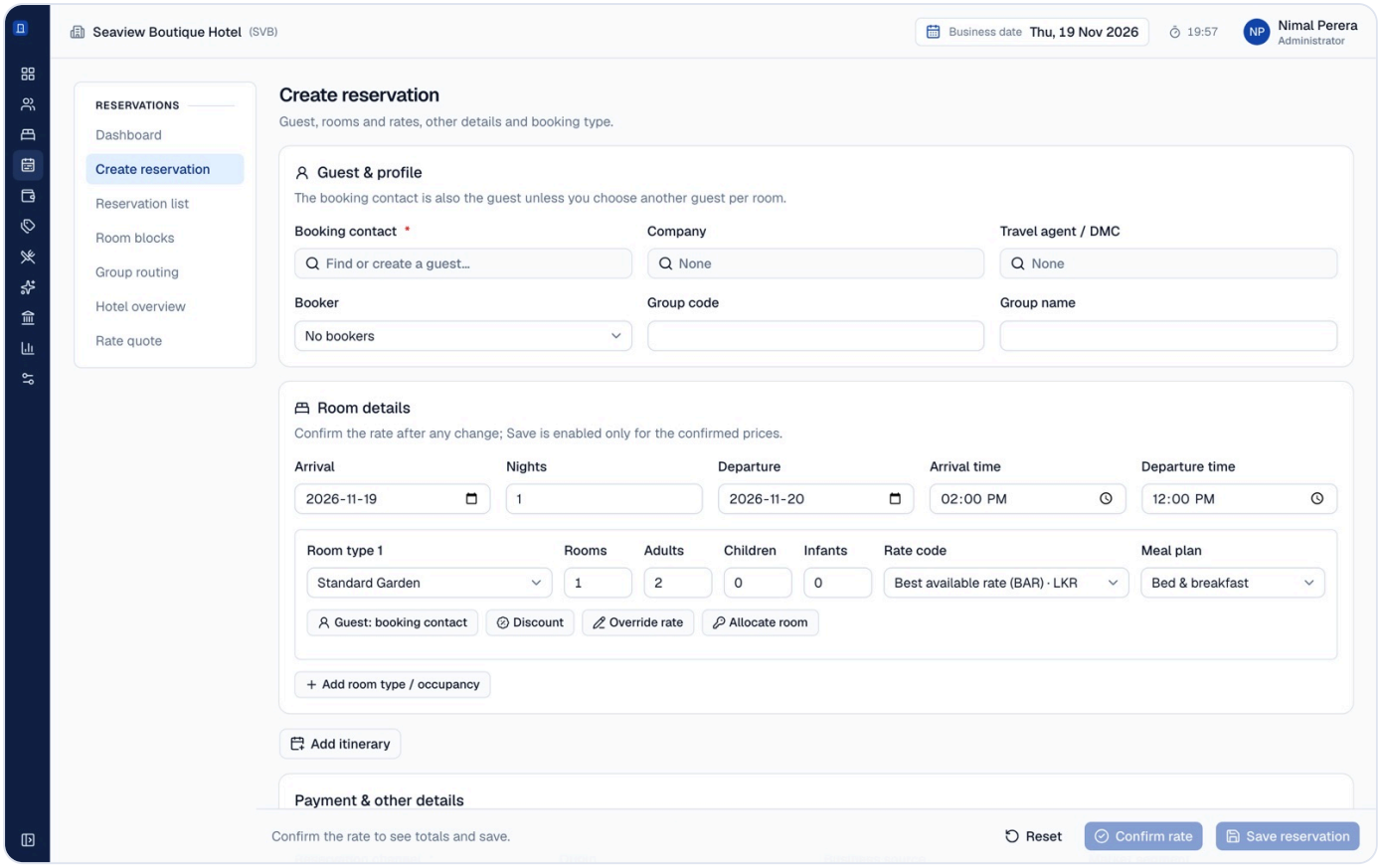


Figure 4.2 — Create reservation: guest and profile, room details, payment and other details. The bar at the bottom shows totals and the Save button.

Open **Reservations › Create reservation**, use **New reservation** on the dashboard, or drag across empty nights on the Look & Book grid (the room and dates are filled in for you).

1. Guest & profile

1. In **Booking contact** start typing the guest's name, phone or e-mail and pick the profile. If the guest is new, choose the option to create a profile and fill in the essentials.
2. If a company pays or booked, pick it in **Company**; for an agency booking pick the **Travel agent / DMC**. Their negotiated rates become available.
3. Optionally choose the **Booker** (the person at the company or agency who made the booking) and, for groups, enter a **Group code** and **Group name**.

> **Note.** The booking contact is also the guest in each room unless you choose another guest per room with the **Guest** button on the room line.

2. Room details

1. Set **Arrival** and either **Nights** or **Departure**; the other updates automatically. Adjust arrival and departure times if needed.
2. On the room line choose the **Room type**, number of **Rooms**, **Adults**, **Children** and **Infants**.
3. Choose the **Rate code** and **Meal plan** (room only, bed & breakfast, half board…). Only rates open for these dates, the room type and the company or agent are listed.
4. Optional buttons on the room line:
   - **Guest**: a different guest for this room.
   - **Discount**: an amount per night or a percentage, with a reason. Large discounts may need supervisor approval.
   - **Override rate**: type the nightly rate manually (permission required).
   - **Allocate room**: assign a room number now. You can also leave it unallocated and allocate later or at check-in.
5. For several room types or occupancies click **Add room type / occupancy**.
6. For a stay that changes room type or dates part-way (for example 2 nights in Colombo then 3 nights in a villa room), click **Add itinerary**. All itineraries share one reservation number.

3. Payment & other details

Choose the **Booking type** (confirmed, tentative…), channel, business source, market segment and purpose of visit (these drive the reports), the payment instruction (who pays for what), and add remarks, pick-up or drop details and special requests.

4. Confirm and save

1. Click **Confirm rate**. StayDesk prices every night, applies the meal plan, discounts and taxes and shows the total in the bottom bar. Use the rate breakup to see each night's room and meal portions.
2. Click **Save reservation**. The reservation number (for example `RES/000084`) is shown and the reservation page opens.

> **Why confirm?** Any change to dates, rooms or rates clears the confirmed price, so **Save reservation** is only enabled for prices you have seen. **Reset** clears the form.

> **Restrictions.** If the dates break a rate restriction (minimum stay, closed to arrival, stop-sell) the rate is not offered. Users with permission can choose **Book against rate restrictions**, which is logged.

4.3 The reservation page

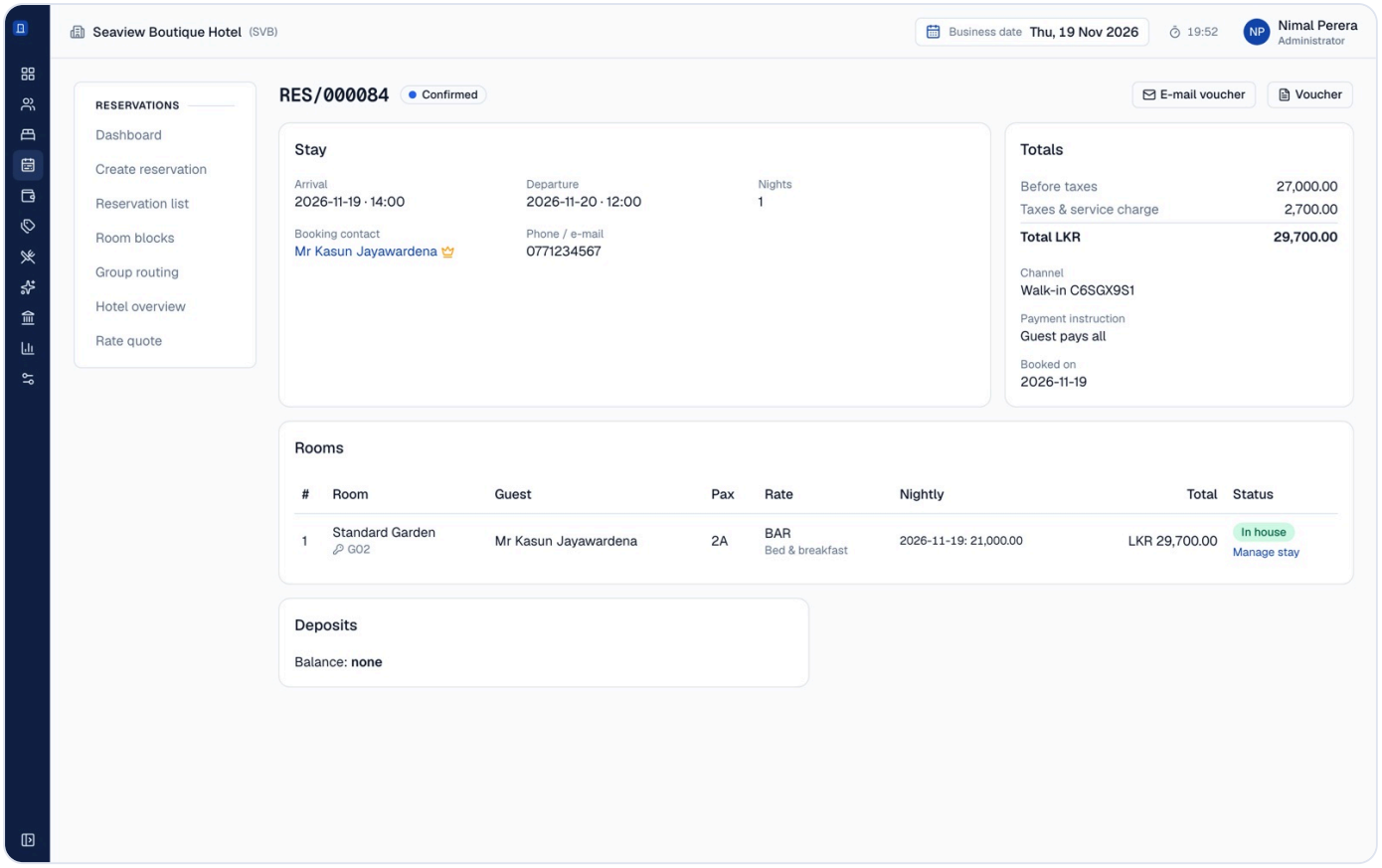


Figure 4.3 — A reservation: rooms, stay dates, rate, deposits, history and actions.

The reservation page shows the stay, booking contact, totals (before taxes, taxes & service charge, total), channel, payment instruction, each room with its status (*Expected*, *In house*, *Checked out*, *Cancelled*, *No-show*), the guest, room number, rate and totals. The buttons offered depend on the status — an expected booking can be amended, cancelled, checked in or take a deposit; an in-house room shows **Manage stay**. From here you can:

Action	What it does
Amend	Change dates, rooms, occupancy, rate or guest. The price is re-confirmed and the change is kept in the history.
Check in now	Opens check-in for rooms arriving today (see 5.3).
Collect deposit	Takes an advance payment with a numbered deposit receipt.
Pay Now link	Creates a secure online payment link (see below).
E-mail voucher	Sends the confirmation voucher to the guest, booker or agent. Separate several addresses with commas.
Voucher / print	Confirmation voucher, agent voucher, deposit receipt or cancellation voucher.
Cancel reservation	Cancels some or all rooms (see below).
Trace	A dated to-do for a department, for example "confirm airport pick-up".

4.4 Deposits and online pay links

Recording a deposit

1. Open the reservation and click **Collect deposit**. A cashier shift must be open.
2. Enter the **Amount**, **Currency** and **Payment mode** (cash, card, bank transfer…). For cards and transfers add the **Card / transfer reference**.
3. Click **Collect**. The deposit is recorded on today's business date with a numbered receipt, which you can print.

At check-in the deposit moves to the guest's folio automatically.

Sending a pay link

1. On the reservation click **Pay Now** (available when online payments are enabled in **Configuration › Online payments**).
2. Enter the **Amount to pay online** and how many days the link is **Valid for**.
3. Click **Copy link** and send it by e-mail or WhatsApp. When the guest pays through PayHere, the payment is recorded on the reservation as a deposit; the link shows *Received* (or *Failed*).

Refunding a deposit

Choose **Refund deposit**, enter the amount and how it is refunded (**Refund by**). A refund voucher is produced.

4.5 Guest pre-arrival link

Each reservation can send the guest a personal link. Guests open it on their phone to see their booking and complete their registration details (including passport for foreign guests) before arrival, which shortens check-in.

4.6 Finding reservations

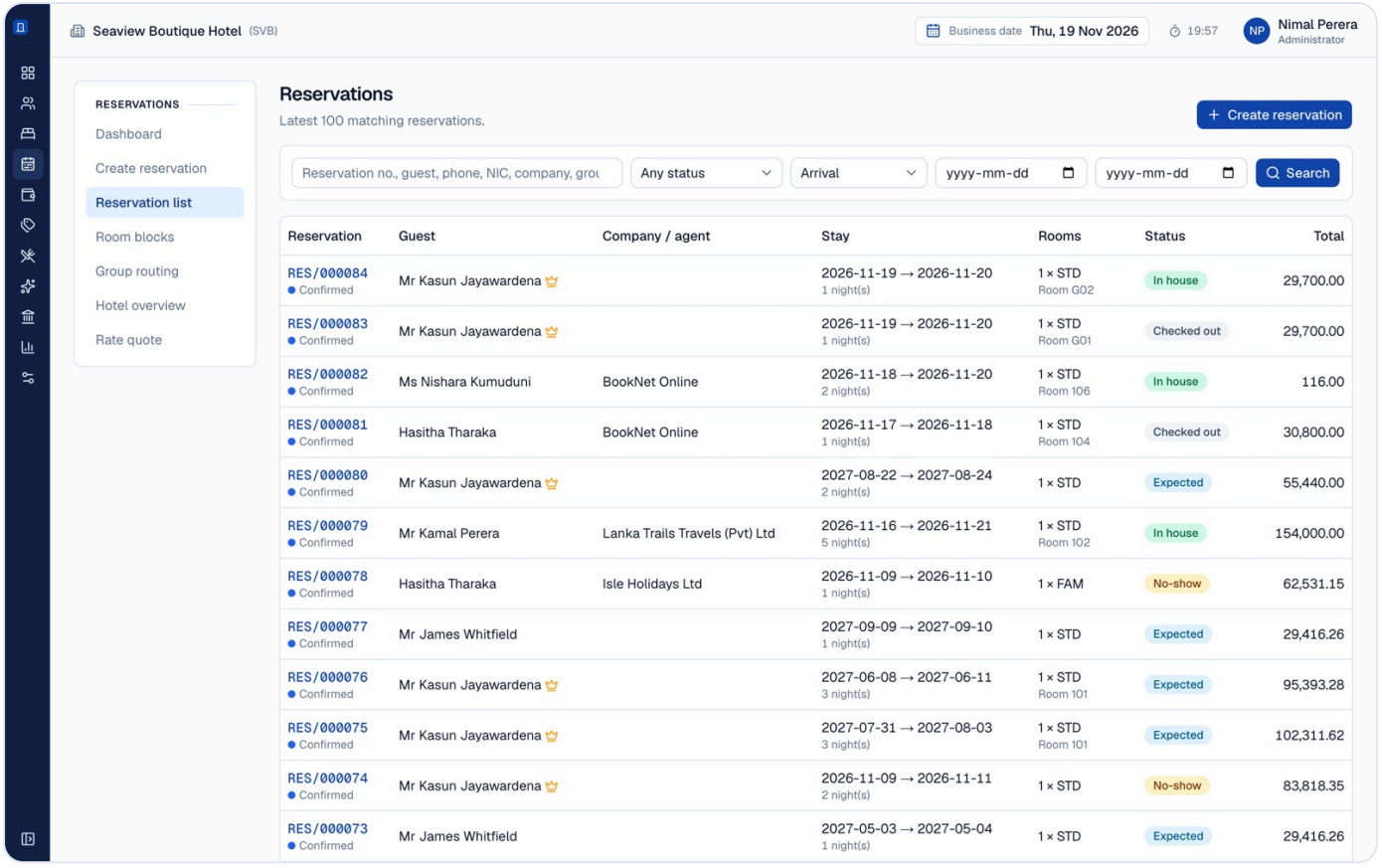


Figure 4.4 — Reservations › Reservation list with filters.

Use **Reservations › Reservation list** to search by guest, reservation number, company, agent, group, arrival or booking dates and status. Click a row to open the reservation. The Look & Book screen also has a **Reservations** panel for quick searching while you look at the room grid.

4.7 Cancelling, no-shows and reinstating

1. Open the reservation and click **Cancel reservation**.

2. Select the rooms to cancel and a reason. StayDesk calculates the cancellation charge from the rate's cancellation policy; deposits are retained or refunded accordingly.
3. Confirm. A cancellation voucher can be printed or e-mailed.

Guests who do not arrive are marked *No-show* by the night audit (see Chapter 7). A cancelled or no-show reservation can be brought back with **Reinstate**, provided the rooms are still available.

4.8 Room blocks (groups and allotments)

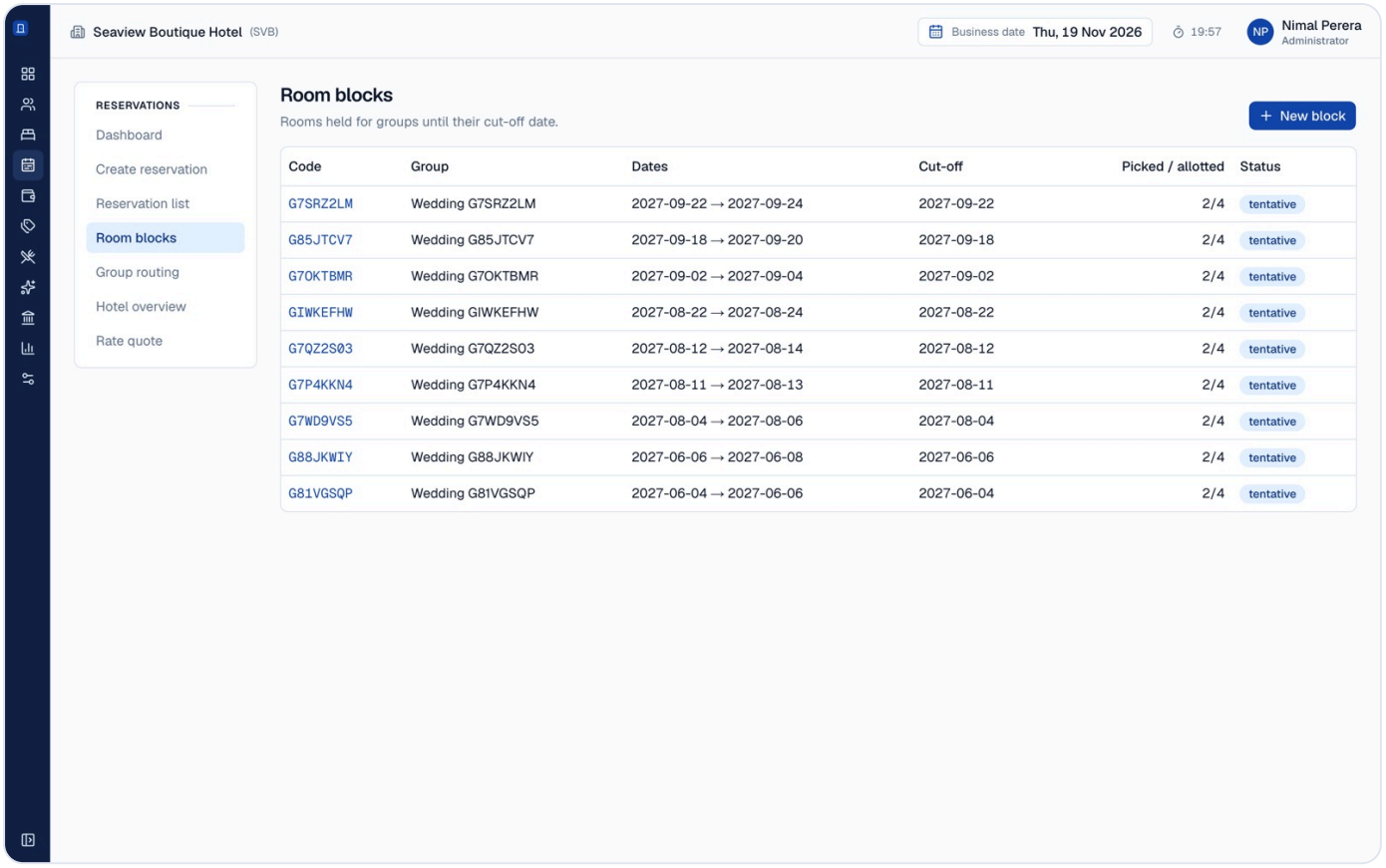


Figure 4.5 — Reservations › Room blocks.

A room block holds rooms for a group, a wedding or an agent's allotment before the names are known.

1. Open **Reservations › Room blocks** and click **New block**.
2. Enter the block name, company or agent, dates, rate code and the number of rooms per room type per night. Set the cut-off date after which unpicked rooms are released.
3. Save. The rooms show as *Held for groups* on the forecast and are no longer sold to others.
4. As names arrive, create reservations against the block, or upload a **Rooming list file** to create them in one go. The block shows rooms held, picked up and left.

> **Tip.** The *Room block status* report lists every block with its pick-up and cut-off.

4.9 Group routing (master billing)

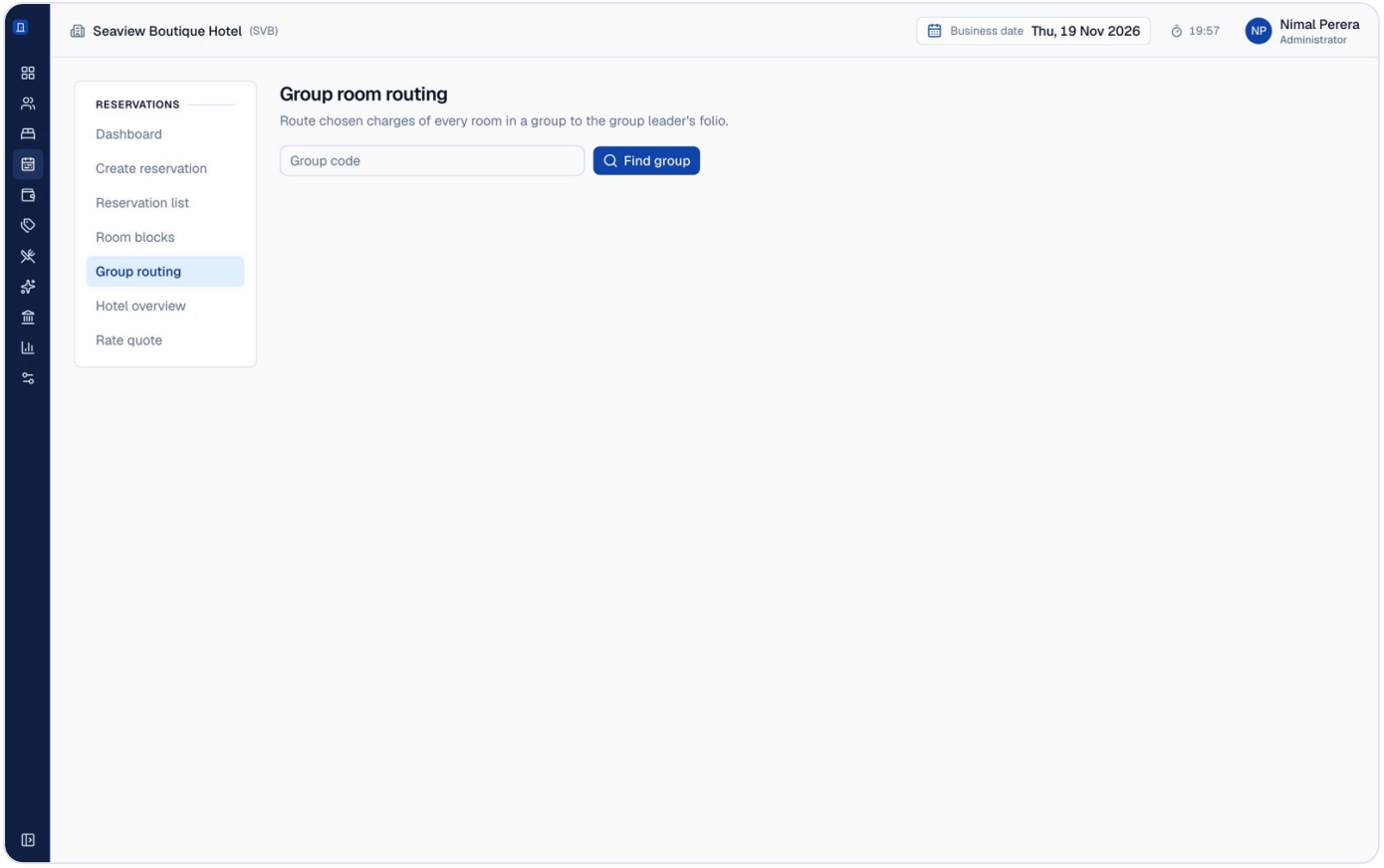


Figure 4.6 — Reservations › Group routing.

For groups where the organiser pays, use **Group routing** to route chosen charges (for example room and breakfast) from every member's folio to the group leader's folio, while extras stay with each guest. The routing applies to postings from then on.

4.10 Hotel overview and rate quote

Hotel overview shows availability and rates by room type for the coming weeks, ideal for answering a phone enquiry. **Rate quote** prices any stay with the nightly breakdown, meal plan and taxes without creating a booking. Both are described in Chapter 8.

CHAPTER 5

Front office

The room grid, today's arrivals and departures, checking guests in, and managing the stay: amending, moving rooms, adding guests, wake-up calls and more.

5.1 Look & Book

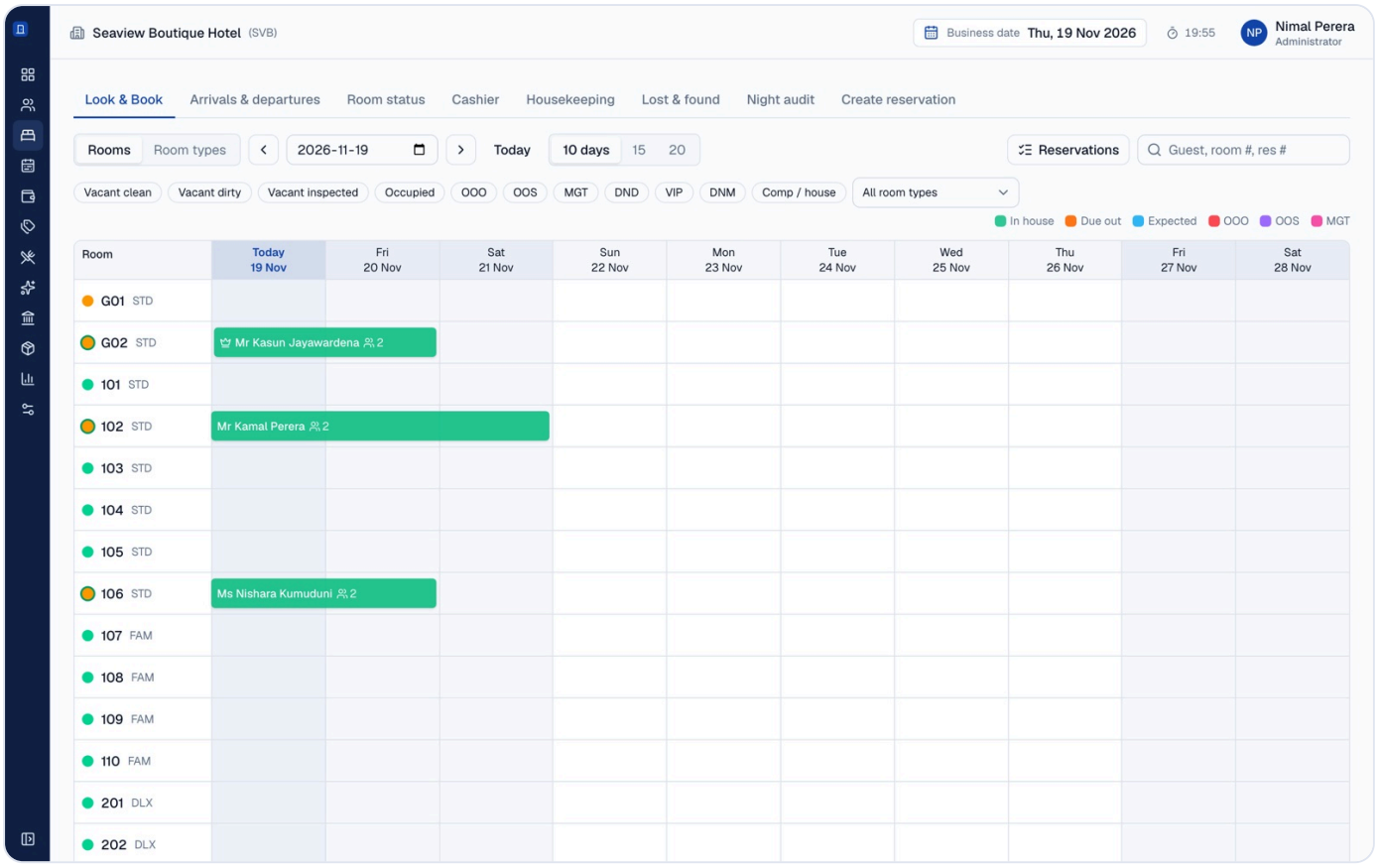


Figure 5.1 — Front office › Look & Book: one row per room, one column per day.

Look & Book is the front desk's main screen. Each room is a row, each day a column, and every booking is a coloured bar with the guest's name and number of guests.

Control	Use
Rooms / **Room types**	Show individual rooms, or availability counted by room type.
‹ date ›, **Today**	Move the window back or forward, pick a start date, or return to the business date.
10 days / **15** / **20**	How many days are shown.
Status chips	Filter rooms: Vacant clean, Vacant dirty, Vacant inspected, Occupied, OOO, OOS, MGT, DND, VIP, DNM, Comp / house.
All room types	Show one room type only.
Reservations	Opens a searchable reservation list beside the grid.
Search	Find a guest, room number or reservation number.

Colours: **green** in house, **orange** due out, **blue** expected, **red** out of order, **purple** out of service, **pink** management block. The dot beside each room number shows its housekeeping status; a crown marks a VIP.

Booking from the grid

1. Click (or drag across) the empty nights you want on a room's row.
2. Click **Create reservation**. The reservation form opens with the room, arrival and nights filled in.
3. Complete the booking as in 4.2.

Working with a booking bar

Click a bar to open its menu: **Open reservation**, **Manage stay** (in-house guests), check in (arrivals) or **Check out** (departures).

5.2 Arrivals & departures

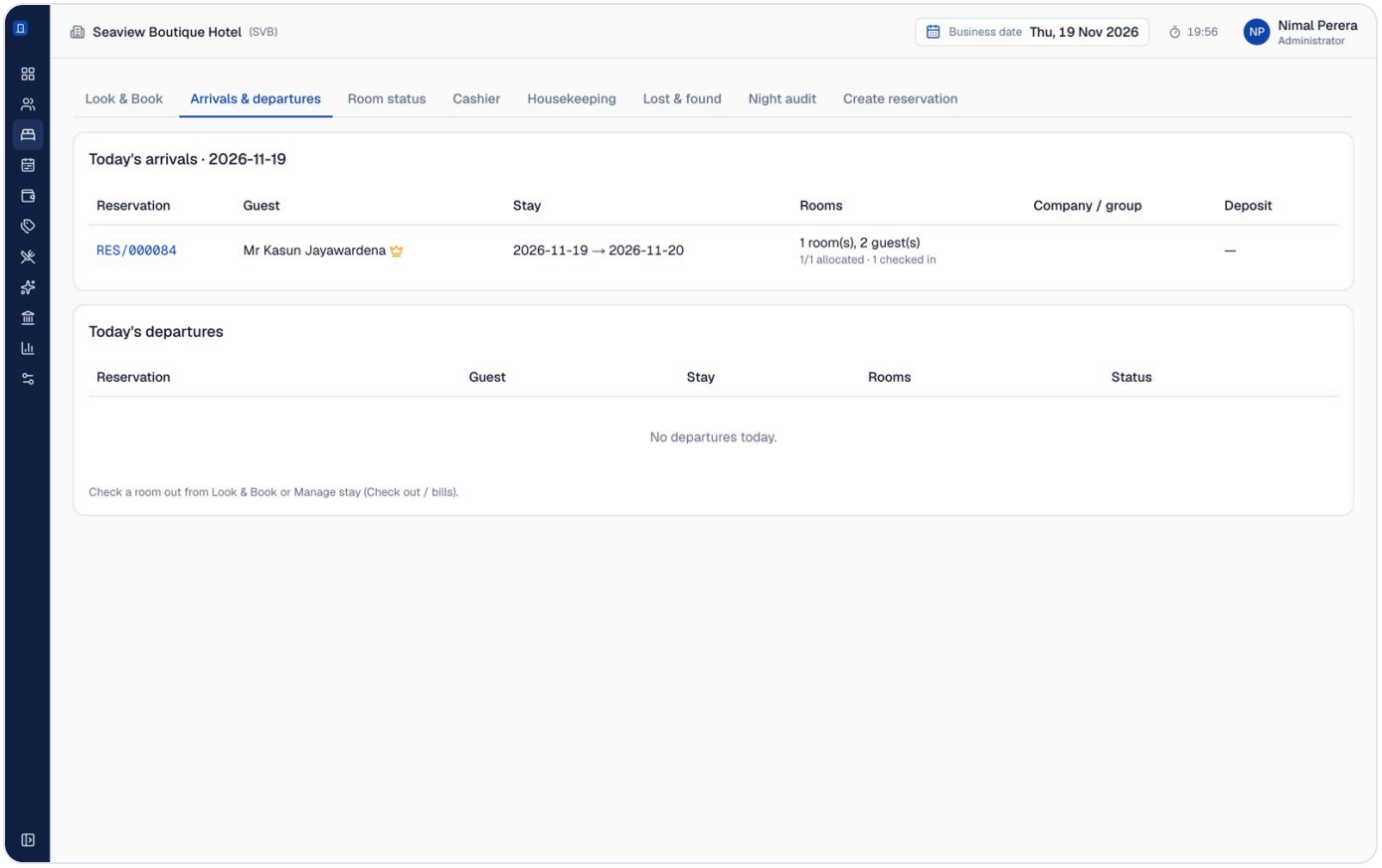


Figure 5.2 — Front office › Arrivals & departures.

Lists today's expected arrivals (with room allocation, VIP flags, deposits and special requests) and today's departures (with balances). Work through the list during the day; the dashboard shows how many are done.

5.3 Checking guests in

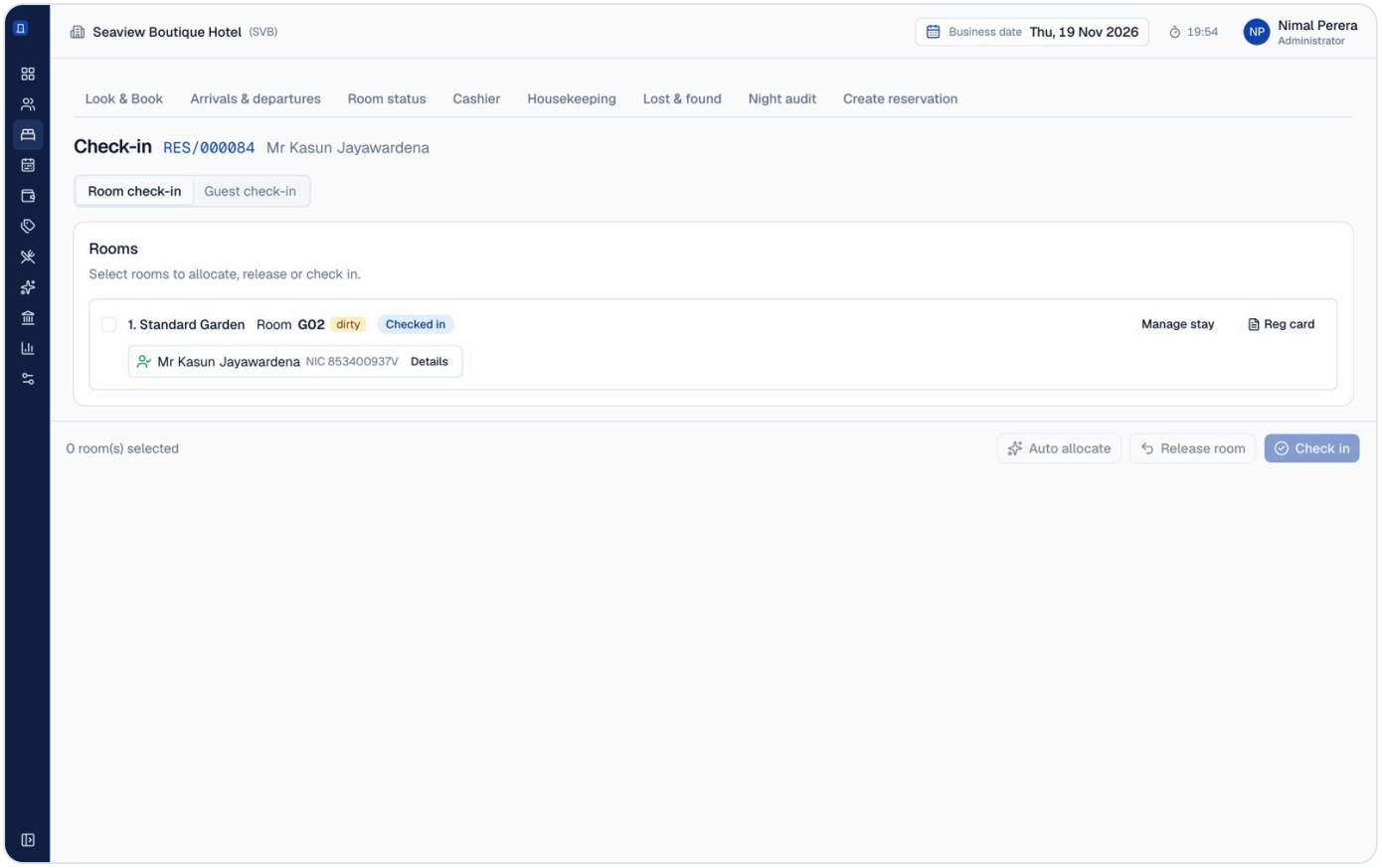


Figure 5.3 — Check-in: select rooms to allocate, release or check in.

1. Open the arrival from **Arrivals & departures**, the dashboard's **Check-in**, the Look & Book bar, or **Check in now** on the reservation.
2. On **Room check-in**, each room of the reservation is listed with its room type, allocated room and that room's housekeeping status.
3. If a room is not allocated, select it and click **Auto allocate** (StayDesk picks a suitable clean room) or allocate a specific room. **Release room** removes an allocation.
4. Click **Details** on each guest to confirm their registration details: nationality, identity document (passport, NIC, driving licence…) and, for foreign guests, the visa type. These are recorded for the police guest register.
5. Read any **Check-in instructions** on the booking and confirm you have read them.
6. Select the rooms and click **Check in**. "Checked in successfully." appears; the folio opens and the room shows as occupied everywhere.
7. Print the registration card with **Reg card** for the guest to sign.

> **Guest check-in.** When several guests share a room and arrive at different times, use the **Guest check-in** tab to check in the guests who have arrived; the others follow later.

> **Walk-ins.** For a guest without a booking, drag across tonight on a free clean room in Look & Book, create the reservation, then click **Check in now**.

5.4 Managing a stay

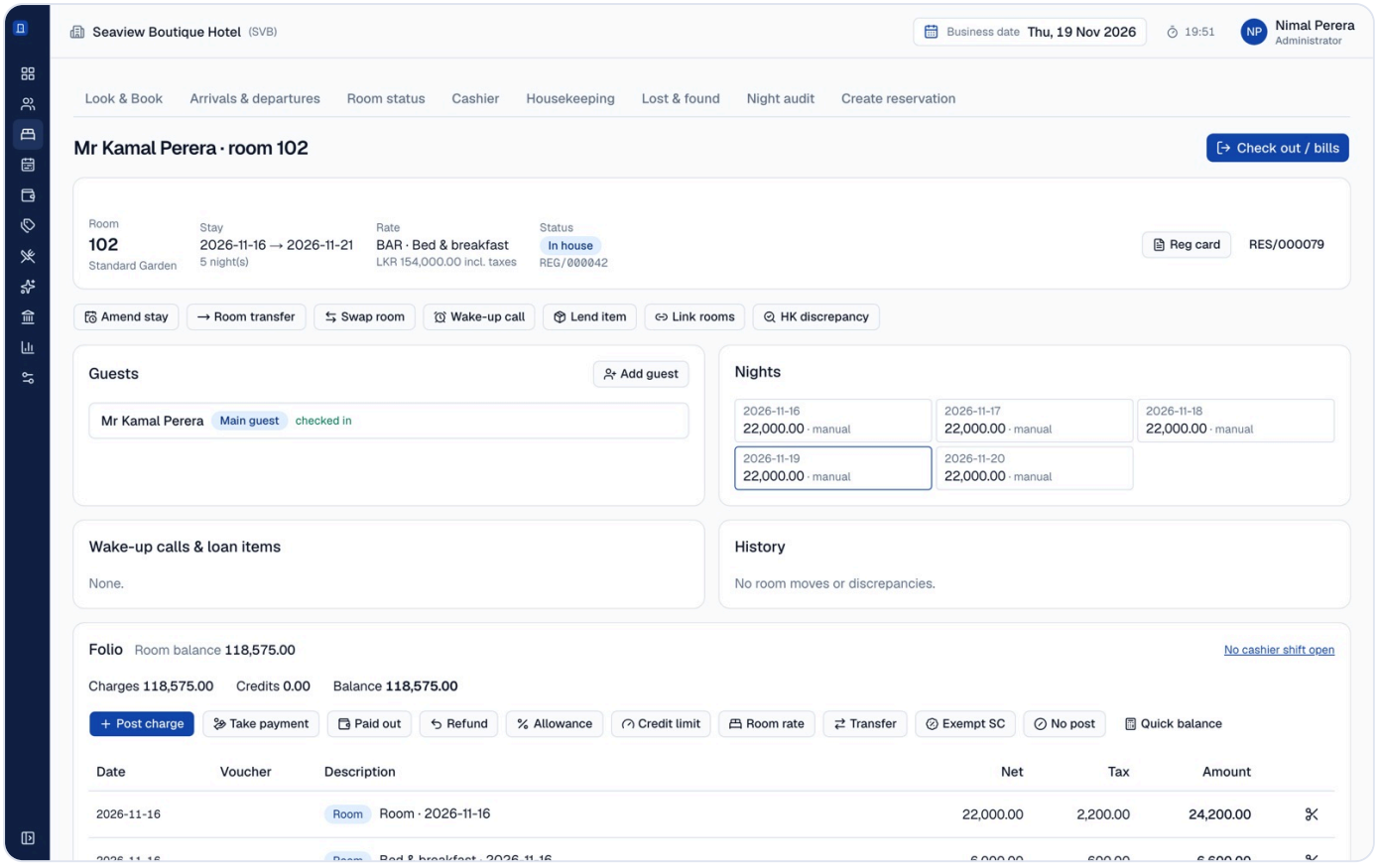


Figure 5.4 — The stay screen: room, stay, rate and status at the top; actions; guests; nights; wake-up calls and loan items; history; and the folio.

Open an in-house guest from Look & Book (**Manage stay**), the cashier's guest ledger, or the reservation. The stay screen shows the room, dates, rate and registration number, and these actions:

Action	What it does
Amend stay	Extend or shorten the stay, change occupancy, or change the rate from a given night (with the new nightly rate).
Room transfer	Move the guest to another room, with a reason. Mark **Upgrade (same rate)** to keep the rate. The old room's status is set (usually dirty).
Swap room	Exchange rooms between two in-house guests.
Wake-up call	Date and time for a wake-up call; listed on the Wake-up calls report.
Lend item	Record an item lent to the guest (iron, adaptor…). Unreturned items are flagged at check-out.
Link rooms	Link rooms of a family or group; this room becomes the master of the link.
HK discrepancy	Record what housekeeping found in the room when it differs from the front-office record.
Add guest	Add a sharer to the room (with their registration details).
Reg card	Print the registration card.
Check out / bills	Go to check-out (see 6.4).

The **Nights** panel shows the rate for every night of the stay; **History** lists room moves and discrepancies. **Cancel check-in** returns the room to expected; it is only possible on the day of check-in and before anything has been posted.

CHAPTER 6

Cashiering

Cashier shifts, the guest folio, check-out and settlement, and the cashier's other tools: reinstate, passer-by sales, currency exchange, fixed charges, proforma invoices and voucher reprints.

6.1 Cashier shifts

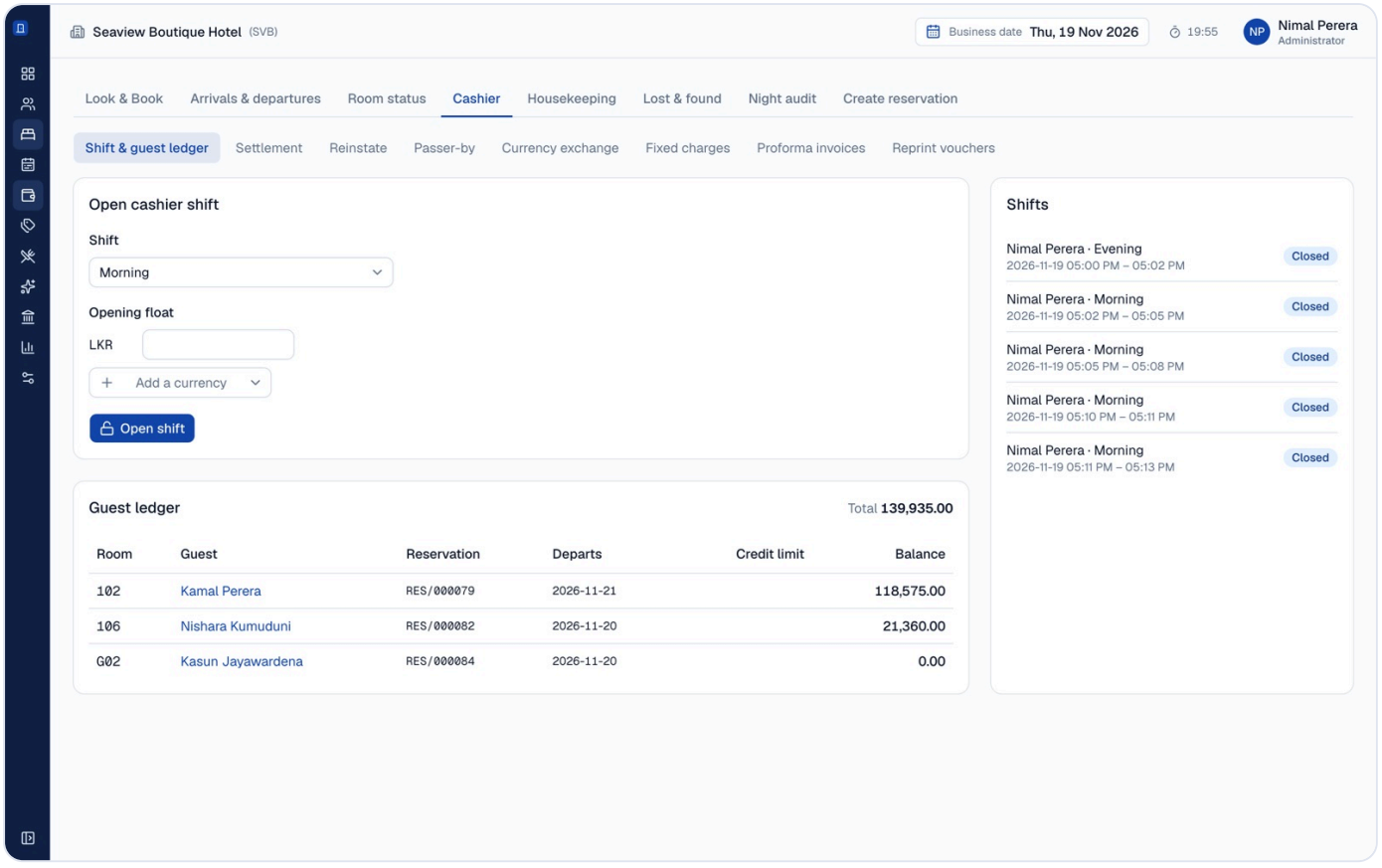


Figure 6.1 — Front office › Cashier › Shift & guest ledger.

Opening a shift

1. Open **Front office › Cashier**. Under **Open cashier shift** choose the **Shift** (Morning, Evening, Night…).
2. Enter the **Opening float** in LKR. If your drawer also holds foreign currency, use **Add a currency** and enter that float too.
3. Click **Open shift**. The shift report replaces the form.

Closing a shift

1. Count the drawer. In the shift report, enter the counted amount for each payment mode and currency.
2. Close the shift. Any difference between expected and counted is recorded. Print the shift (cashier) report and hand it over with the cash.

The **Shifts** list shows each shift with its user and times; open a past shift to reprint its report. The **Guest ledger** lists every in-house room with the guest, reservation, departure, credit limit and balance, and the total owed by guests in house.

> **Why shifts?** Deposits and folio payments need an open shift so every rupee is traced to a person and a time (property setting).

6.2 The folio

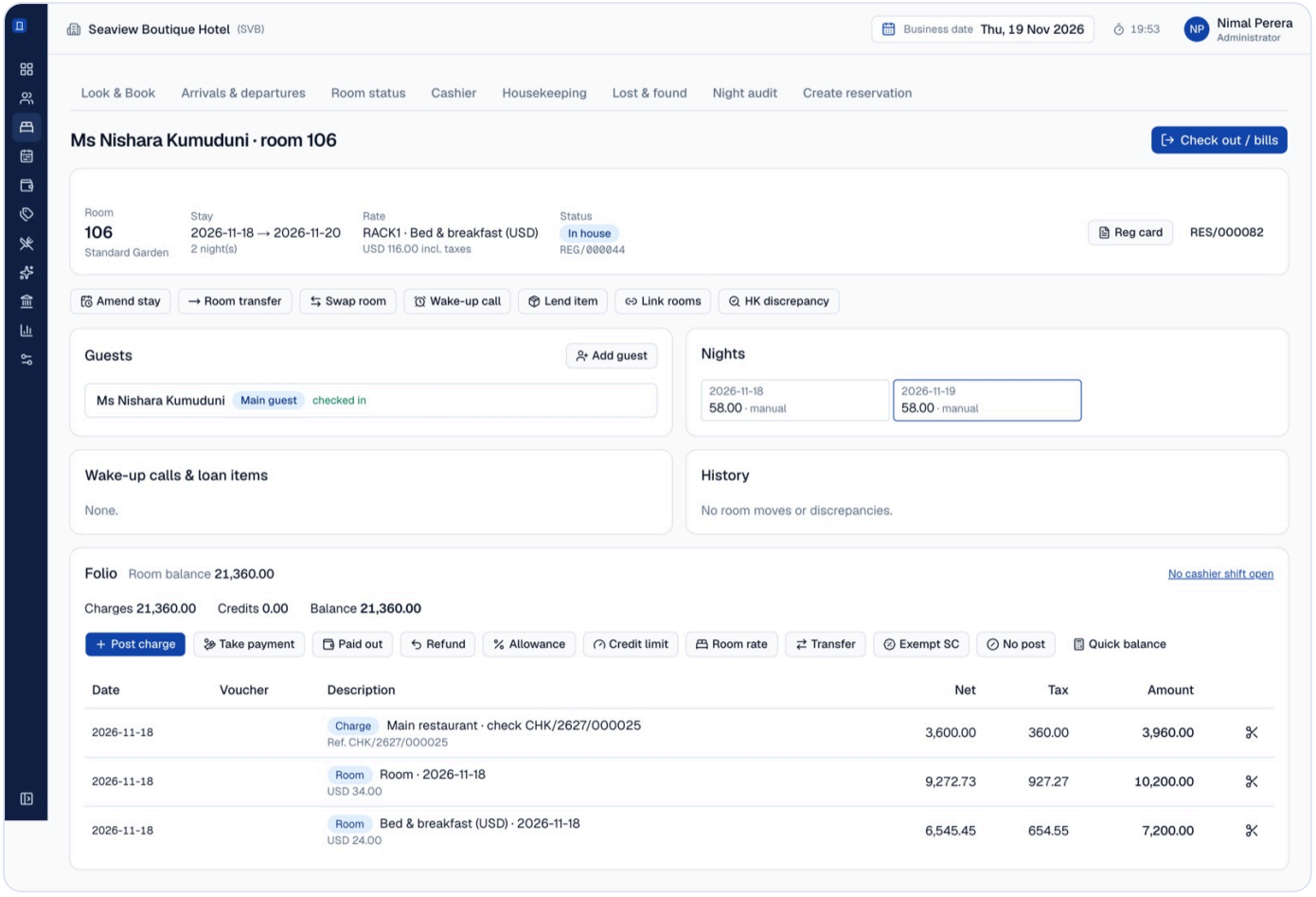


Figure 6.2 — The folio on the stay screen: charges, credits, balance and folio actions.

The folio lists every posting on the stay with date, voucher, description, net, tax and amount, and the totals for charges, credits and balance. Room and meal-plan charges are posted by the night audit; restaurant checks charged to the room appear automatically with their check number.

Action	Use it to...
Post charge	Post a charge (laundry, minibar, transport...): choose the revenue, enter the amount and quantity. Tick **Price includes taxes** if the amount you type is the final price.
Take payment	Receive cash, card, transfer or foreign currency against the balance.
Paid out	Pay cash on the guest's behalf (for example a taxi) and charge it to the folio.
Refund	Refund a credit balance.
Allowance	Reduce a charge from a previous day (a complaint or a correction), with a reason.
Credit limit	Set the guest's credit limit; postings above it warn the cashier or need approval.
Room rate	Post a room rate manually, for example a day-use or an additional rate.
Transfer	Move charges to another room's folio or to another billing window.
Exempt SC	Exempt service charge on chosen postings.
No post	Stop restaurant and other charges being posted to this room (for example a guest who pays cash for everything).
Quick balance	Show the unsettled postings by revenue at a glance.
Split (scissors icon)	Split one posting into two, for example to share a dinner between rooms.
Void (circle icon)	Void a posting made today in error. A void is a new reversing posting; the original stays visible.

> **Voids and allowances.** Today's mistakes are voided; earlier days are closed, so mistakes from previous days are corrected with an allowance. Large amounts may need supervisor approval.

6.3 Billing windows and payment instructions

A stay can have several billing windows, for example *1. Guest* and *2. Company*. The reservation's **payment instruction** ("Guest pays all", "Company pays room and breakfast, guest pays extras"...) routes each posting to the right window automatically. Use **Transfer** to move a posting between windows.

6.4 Checking out

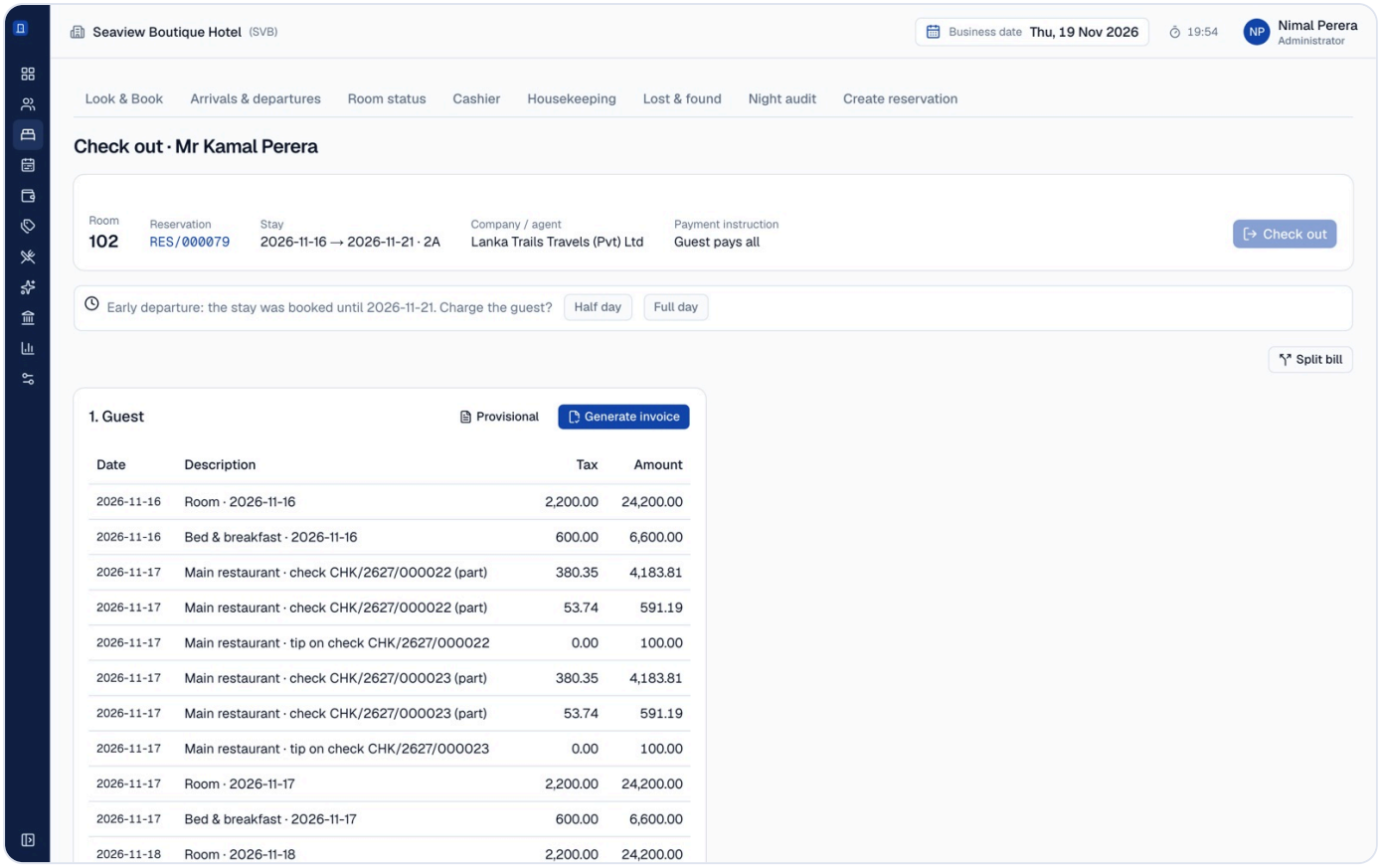


Figure 6.3 — Check out: stay summary, early-departure charge, billing windows with Provisional and Generate invoice.

1. From the stay click **Check out / bills** (or **Check out** on the Look & Book bar or the departures list).
2. Check the summary: room, reservation, stay, company or agent and payment instruction.
3. If the guest leaves before the booked departure, StayDesk asks *Charge the guest?* — choose **Half day**, **Full day** or no charge. Late check-outs are offered a late charge the same way.
4. For each billing window, click **Provisional** to show the guest a draft bill.
5. To divide the bill differently, click **Split bill** (by entry, by revenue, equally or a custom split).
6. Click **Generate invoice**. The tax invoice is numbered without gaps and postings to that window stop.
7. Settle the invoice: choose the payment mode(s) — cash, card, foreign currency, or **company / city ledger** to send it to the company's account in Finance — and confirm. Print or e-mail the invoice.
8. When every window is settled, click **Check out**. The room becomes vacant dirty and housekeeping sees it immediately. If the thank-you e-mail is enabled, it is sent.

> **Loan items.** If an item lent to the guest has not been returned, StayDesk warns you before check-out.

6.5 Settlement (bills list)

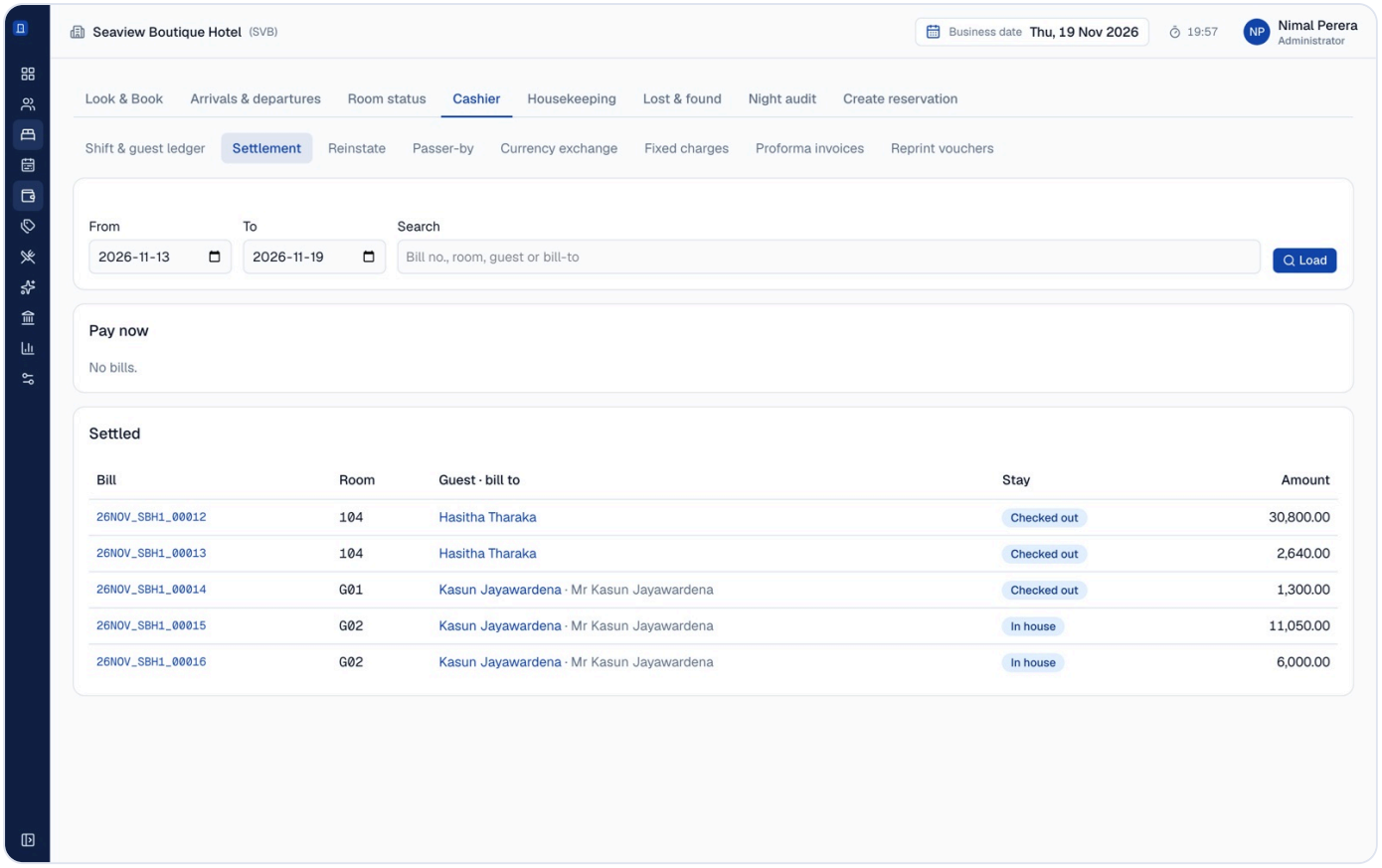


Figure 6.4 — Front office › Cashier › Settlement.

Search bills between two dates by bill number, room, guest or bill-to and click **Load**. **Pay now** lists generated bills waiting for settlement; **Settled** lists settled bills. Open a bill to settle it, reprint it, resettle it (change how it was paid), or cancel it with a credit note so the stay can be billed again.

6.6 Reinstate

If a guest was checked out by mistake, or comes back the same day, **Reinstate** brings the checked-out stay back to in house with its folio, provided the room is still free.

6.7 Passer-by sales

For a customer who is not staying (a day visitor using the pool, a function guest), **Passer-by** creates a sale with charges and payment and prints a receipt, without a room.

6.8 Currency exchange

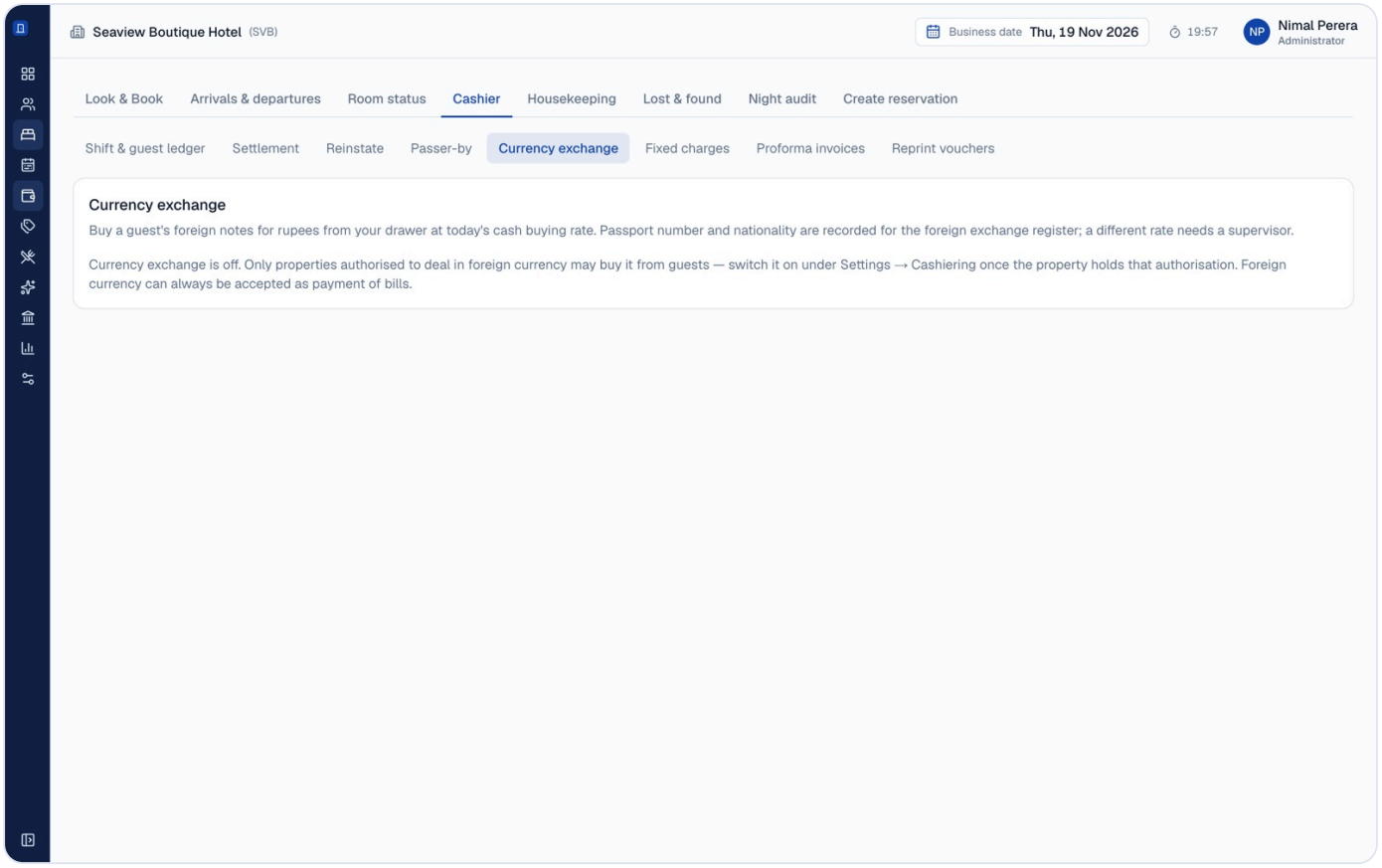


Figure 6.5 — Front office › Cashier › Currency exchange.

Buy foreign currency from guests: choose the guest or passer-by, the currency and amount; StayDesk uses the day's buying rate (cash or TT/card) and shows the rupee amount to pay out. Each exchange is numbered and listed in the *Currency exchange register* and *Foreign exchange* reports.

6.9 Fixed charges

Charges that repeat during a stay, such as a daily car hire or a package extra: set the revenue, amount and frequency (*Daily* or once for the *Entire stay*), and the night audit posts them automatically.

6.10 Proforma invoices

Issue a proforma invoice before arrival — for a company that pays in advance, or a guest who needs a quotation — from the reservation's expected charges. Proformas are numbered separately and can be cancelled.

When you click **Generate** you can choose the currency: the booking's own, the base currency, or any currency with a rate today. Amounts are converted line by line at today's posting rate and the document states the rate used. A reprint never changes. The tax invoice still uses each night's own rate.

6.11 Reprint vouchers

Reprint any receipt, deposit receipt, paid-out, refund or exchange voucher by number or date.

CHAPTER 7

Night audit

The night audit closes the business day: it posts tonight's room charges, deals with no-shows, balances the guest ledger, freezes the day's statistics, sends the day-end reports, posts the day to the accounts and opens the next business date.

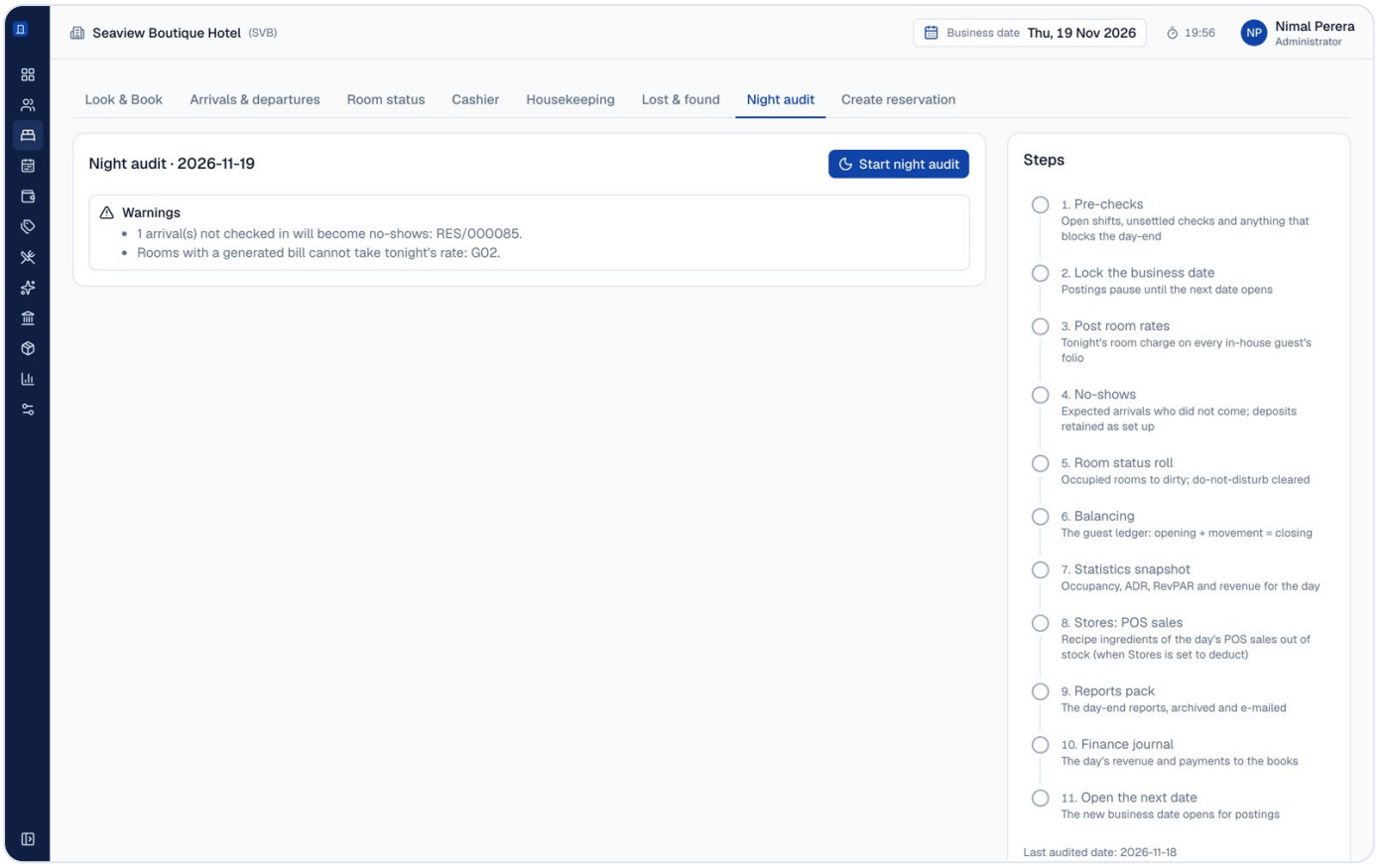


Figure 7.1 — Front office › Night audit: warnings on the left, the eleven steps on the right.

7.1 Before you start

Open **Front office › Night audit**. StayDesk checks the day and lists:

- **Fix before the audit** — things that stop the audit, for example open cashier shifts, unsettled POS checks, or guests due out today who have not checked out. Each item links to the screen where you fix it.
- **Warnings** — things the audit will go past but you should know about, for example "Rooms with a generated bill cannot take tonight's rate: G02".

Pre-audit checklist

1. All of today's arrivals are checked in, or you are sure they are no-shows.

2. All of today's departures are checked out, or extended if the guest is staying on.
3. Every POS outlet is closed and every check settled.
4. Every cashier has closed their shift with a counted drawer.
5. Room status is up to date (housekeeping has reported).

7.2 Running the audit

1. Click **Start night audit**.
2. Follow the progress as each step completes. Leave the screen open until it finishes.
3. When **Night audit complete** appears, the next business date is open and the top bar shows the new date.

Step	What happens
1. Pre-checks	Open shifts, unsettled checks and anything else that blocks the day-end.
2. Lock the business date	Postings pause until the next date opens.
3. Post room rates	Tonight's room charge (and meal plan and taxes) on every in-house guest's folio.
4. No-shows	Expected arrivals who did not come are marked no-show; deposits are retained as set up in the cancellation policy.
5. Room status roll	Occupied rooms become dirty for tomorrow's service; do-not-disturb is cleared.
6. Balancing	The guest ledger is proved: opening + movement = closing.
7. Statistics snapshot	Occupancy, ADR, RevPAR and revenue for the day are frozen.
8. Stores: POS sales	Recipe ingredients of the day's POS sales come out of stock, when Stores is set to deduct. Skipped otherwise; it never blocks the audit (see 12.15).
9. Reports pack	The day-end reports are archived and e-mailed (see Day-end mail).
10. Finance journal	The day's revenue and payments are posted to the books.
11. Open the next date	The new business date opens for postings.

> **Important.** A closed day can never be reopened or changed. Corrections after the audit are made on the new business date (for example an allowance or a credit note), which keeps the audit trail intact.

7.3 If the audit stops

If a step fails, the screen shows **The audit stopped** with the reason. Fix the cause (for example settle the check it names) and start the audit again. If you cannot resolve it, contact StayDesk support with the message shown before trying anything else.

7.4 Archived night audit packs

Below the audit, **Archived Night Audit packs** lists every closed day with its report pack, so you can re-open the exact reports as they were printed that night.

CHAPTER 8

Rates & availability

Base and derived rate codes, seasons, meal plans, bulk rate changes, restrictions, the hotel overview and the rate quote.

8.1 How rates are organised

Term	Meaning
Rate code	A named price list, for example *BAR* (best available rate), *CORP* or *FIT-AGENT*, in LKR or USD.
Base rate	A rate code with its own prices per room type, entered by season.
Derived rate	A rate that follows a parent rate: more or less than the parent by an amount or a percentage. When the parent changes, the derived rate changes with it.
Season	A date range (with optional weekday/weekend prices) for which a set of prices applies.
Meal plan	Room only, bed & breakfast, half board, full board, all inclusive… priced per adult and child and shown separately in the rate breakup.
Add-on	An extra included in or sold with a rate, for example airport transfer or spa credit.
Rate category	A grouping of rate codes for reports (for example Rack, Corporate, Wholesale).

8.2 Base rates

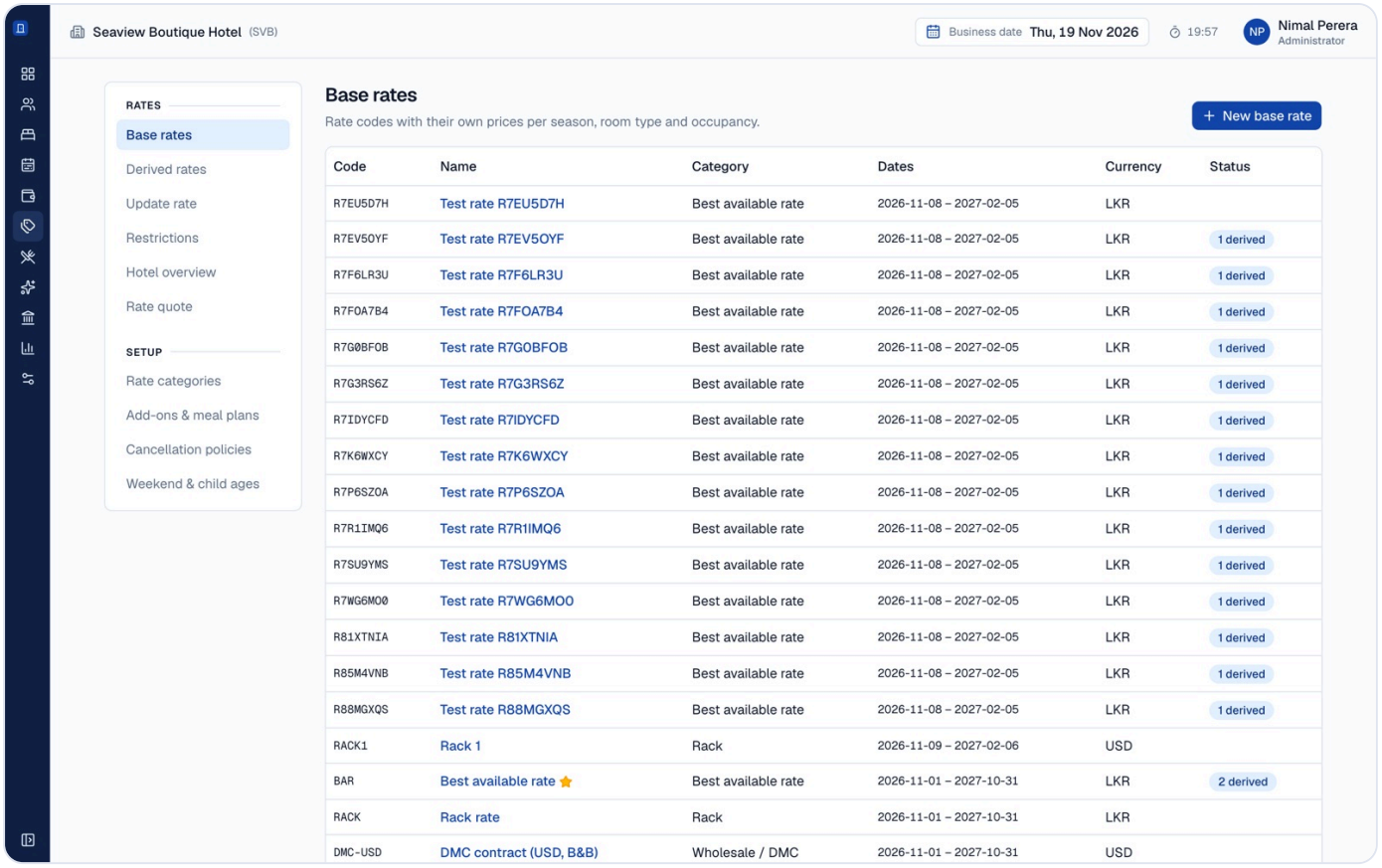


Figure 8.1 — Rates › Base rates.

1. Open **Rates › Base rates** and create a new rate, or open an existing rate.
2. **Basic details**: code, name, currency, rate category and whether the price is tax *inclusive* or *exclusive*.
3. **Booking rules**: who may book it and when (minimum and maximum nights, booking window, cancellation policy).
4. **Applicable to**: leave open for everyone, or restrict it to particular companies, agents or channels for negotiated rates.
5. **Room rate inclusions**: meal plans and add-ons included in the price.
6. **Seasons**: add a season with its dates and enter the price per room type for single, double and extra adult/child. Use **Weekdays** and **Weekends** for different weekend prices (the weekend days are set in **Weekend & child ages**).
7. Save.

8.3 Derived rates

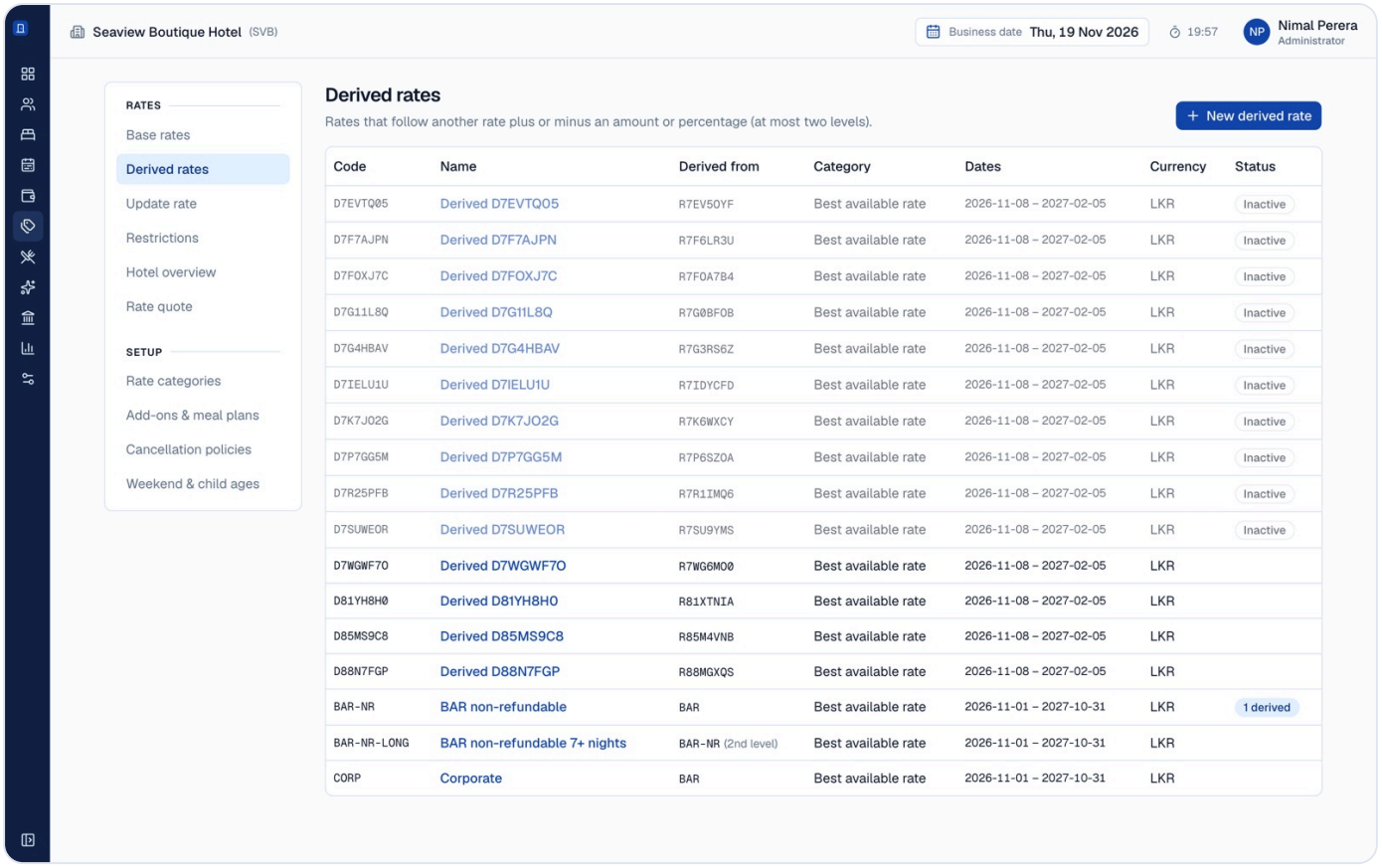


Figure 8.2 — Rates › Derived rates.

1. Open **Rates › Derived rates** and create a rate.
2. Choose the parent rate and the adjustment: **+ More than parent** or **– Less than parent**, by **Amount** or **Percent**.
3. Choose its own meal plan, booking rules and who it applies to. Save.

> **Tip.** Build a small number of base rates and derive the rest. One change to the base then updates every corporate, agent and package rate.

8.4 Update rate (bulk changes)

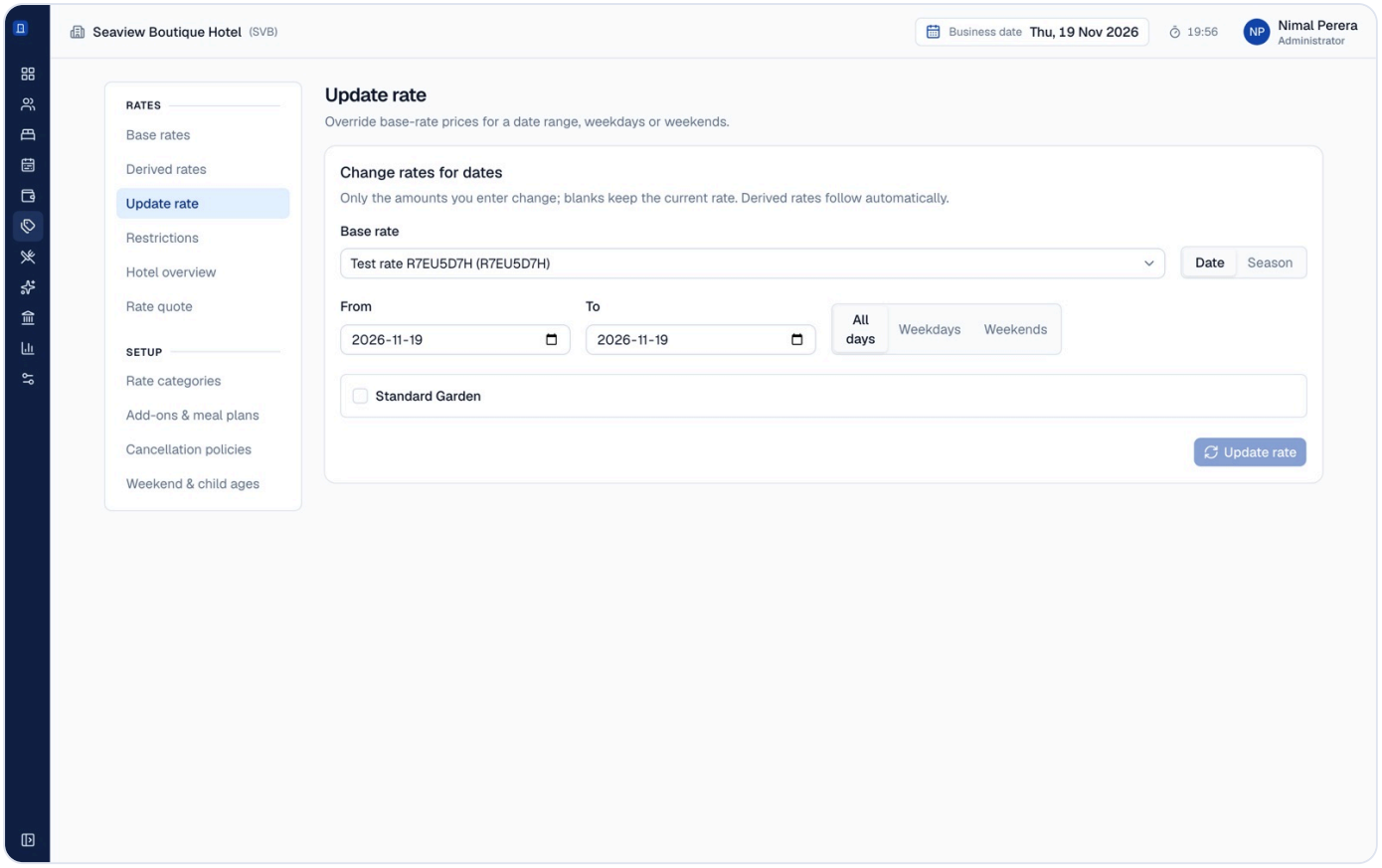


Figure 8.3 — Rates › Update rate: change prices for a date range in one go.

1. Open **Rates › Update rate** and choose the **Base rate**.
2. Choose **Date** (a date range) or **Season**, then **From** and **To**.
3. Choose **All days**, **Weekdays** or **Weekends**.
4. Tick the room types to change and type the new amounts. Only the amounts you enter change; blanks keep the current rate.
5. Click **Update rate**. Derived rates follow automatically.

8.5 Restrictions

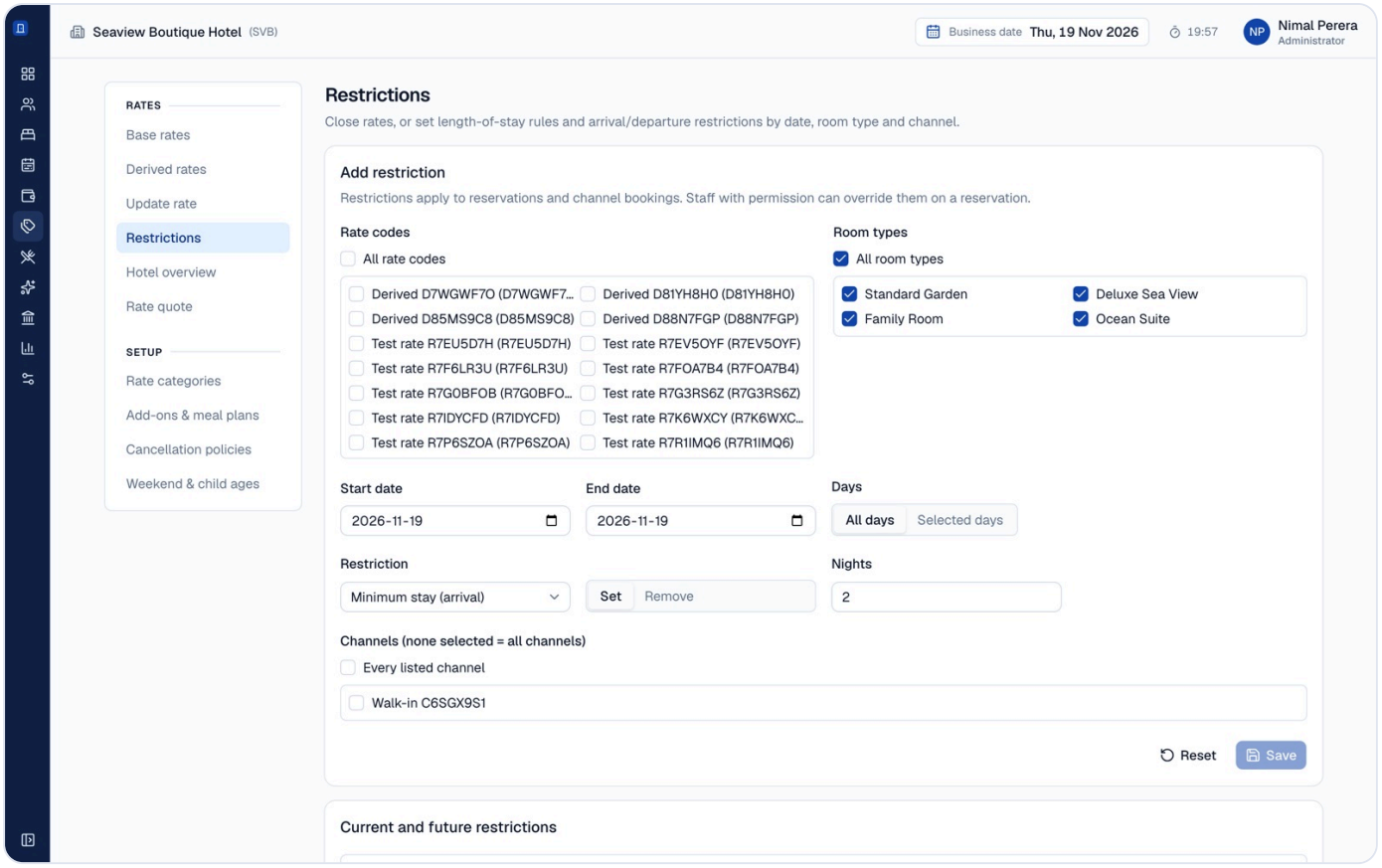


Figure 8.4 — Rates › Restrictions.

Restrictions control when a rate may be sold, per rate code, room type and date:

- **Minimum / maximum stay** — for example a 3-night minimum over New Year.
- **Closed to arrival / departure** — no arrivals (or departures) on that date.
- **Stop sell (closed)** — the rate is not available.

1. Open **Rates › Restrictions** and click **Add restriction**.
2. Choose the rate codes, room types, dates and days of the week, then the restriction and its value.
3. Save. **Current and future restrictions** lists what is in force; remove a restriction to lift it.

8.6 Hotel overview

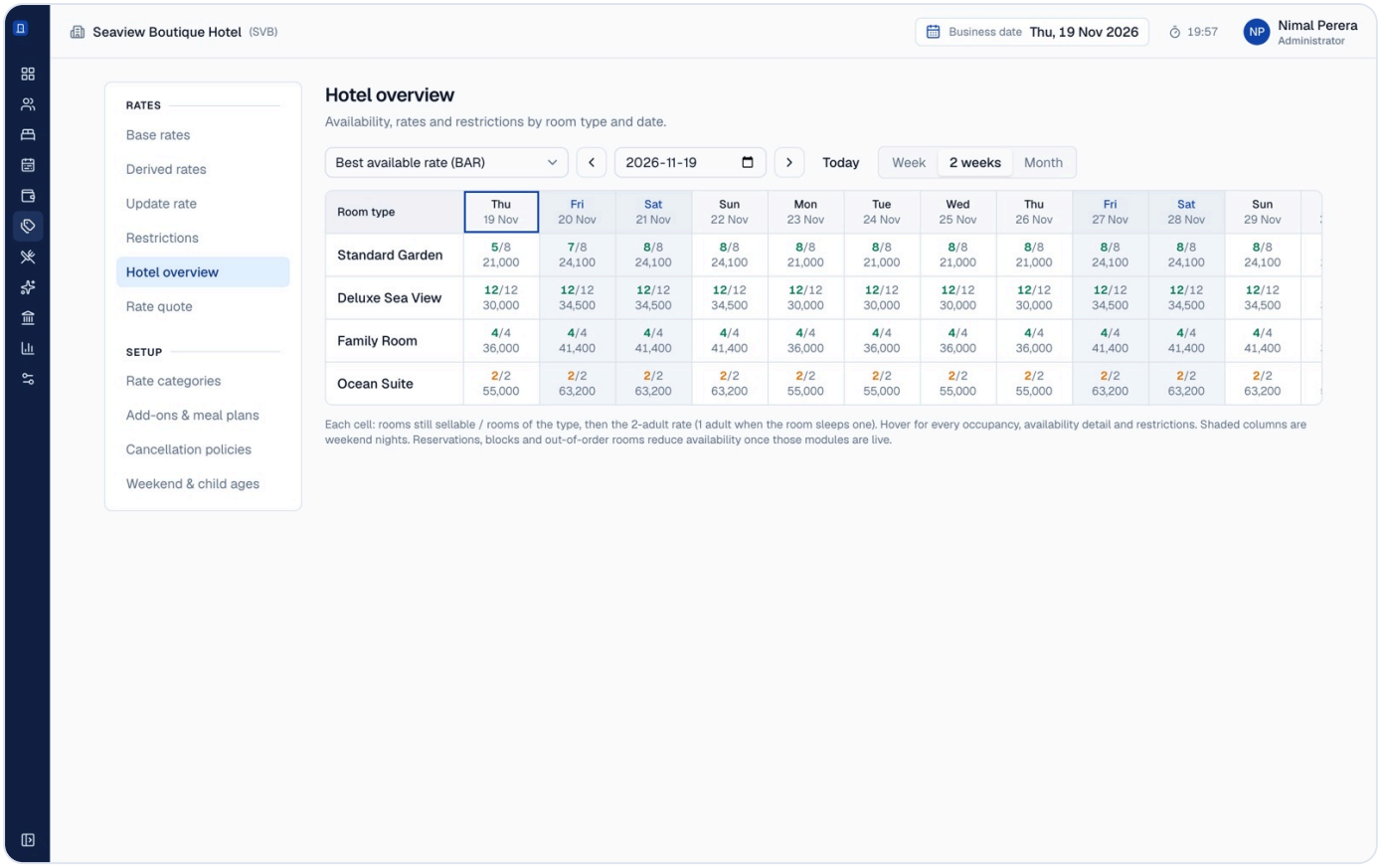


Figure 8.5 — Rates › Hotel overview.

The hotel overview shows, for each room type and day, how many rooms are left and the price of each rate, for one week, two weeks or a month. Closed dates are marked. Use it for phone and walk-in enquiries.

8.7 Rate quote

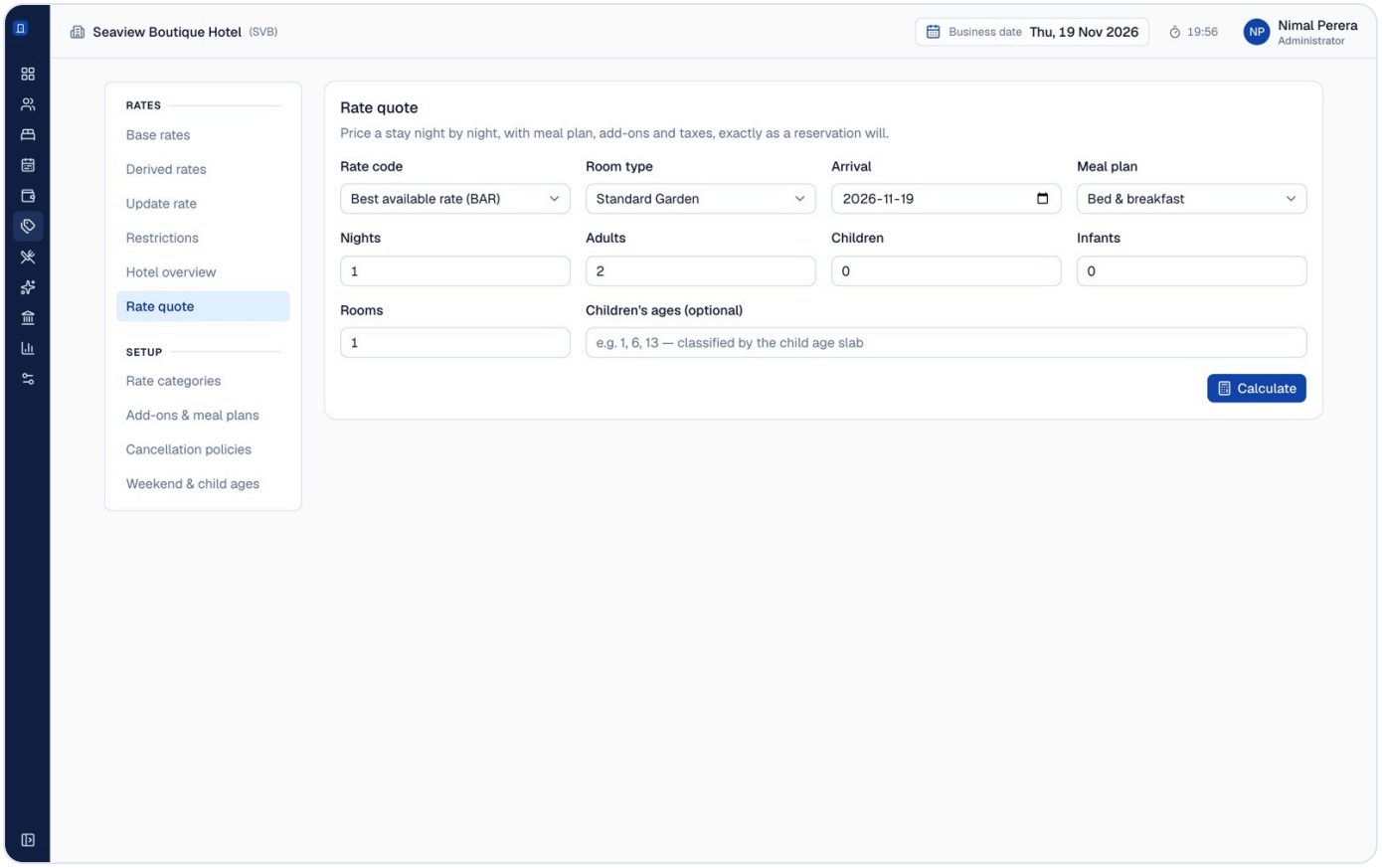


Figure 8.6 — Rates › Rate quote.

Enter arrival, nights, room type, occupancy and rate code to see the price of each night with the meal plan and taxes, and the total. Nothing is booked. From the quote you can continue to create the reservation.

8.8 Rate setup

- **Rate categories** — groupings for reports.
- **Add-ons & meal plans** — meal plans and extras with adult/child prices and the revenue they post to.
- **Cancellation policies** — how much is charged when a booking is cancelled or a guest does not arrive (for example first night, or a percentage within N days of arrival).
- **Weekend & child ages** — which days are weekend days and the age slabs for children and infants.

CHAPTER 9

Point of sale

Restaurant, bar and room-service orders: shifts and sessions, the table plan, kitchen order tickets (KOTs), checks, settlement and posting to rooms.

9.1 How the POS is organised

Term	Meaning
Outlet	A place that sells: Main restaurant, Pool bar, Room service. Each has its own menu, tables, kitchens and printers.
Shift	The staff working period, for example Night shift 15:00–23:59. Open a shift before taking orders.
Session	The outlet's service period, for example Breakfast, Lunch or All day. Menu prices can differ by session.
KOT	Kitchen order ticket: the items sent to a kitchen or bar printer.
BOT	Bar order ticket: the same for a bar, with its own numbers (BOT/000001). Each kitchen is set to print KOTs or BOTs in Configuration › Kitchens.
Check	The guest's bill. It stays a draft while the order changes and becomes a numbered check when generated.

9.2 Opening a shift and an outlet

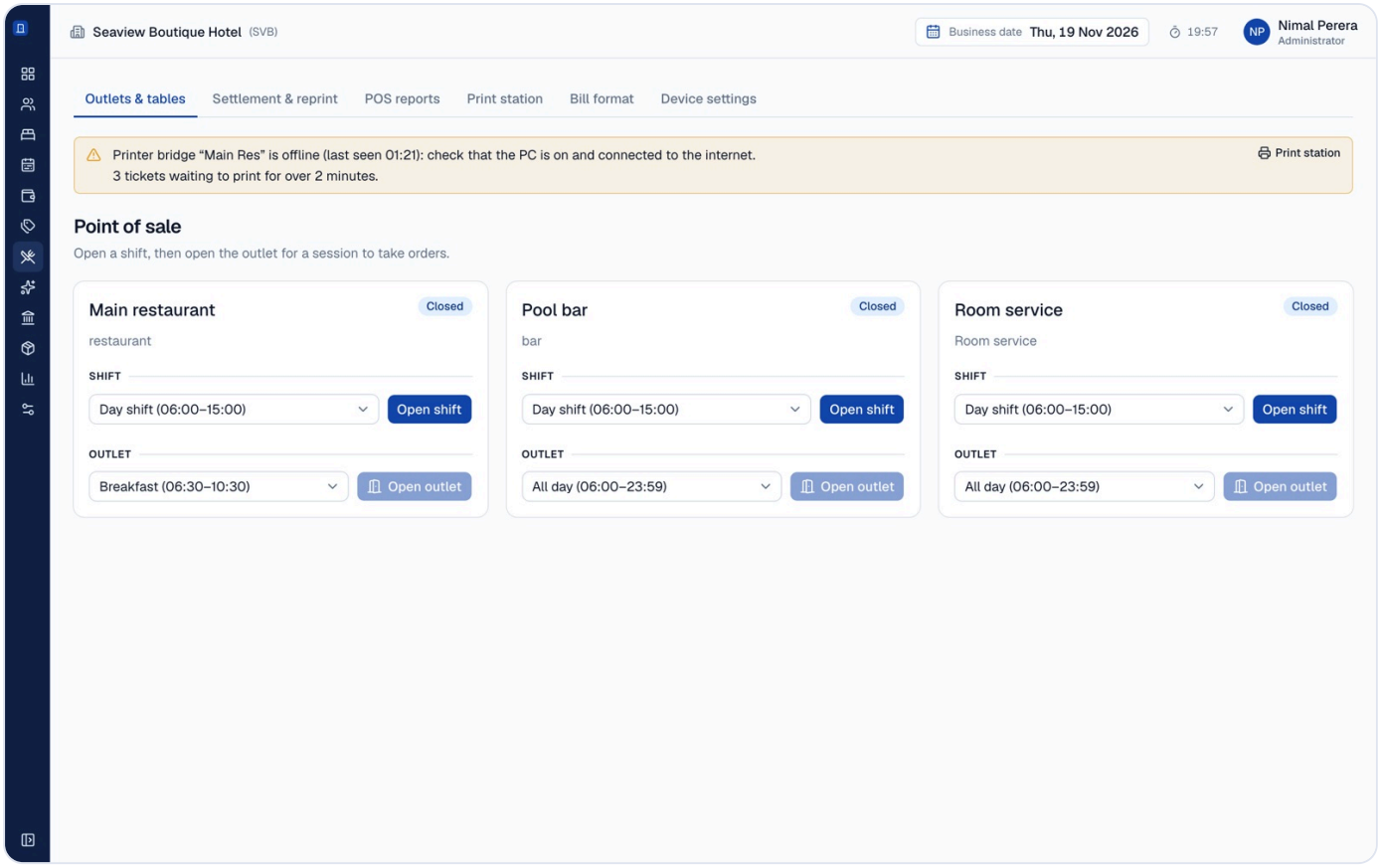


Figure 9.1 — Point of sale › Outlets & tables. The banner warns when the print bridge is offline (see 9.8).

1. Click **Point of sale** on the navigation rail. Every outlet you may use is shown as a card.
2. Under **Shift**, choose your shift and click **Open shift**.
3. Under **Outlet**, choose the session and click **Open outlet**. The table plan opens.

9.3 Taking an order

1. On the **Table plan** tap a free table, enter the number of covers and the steward. For room service choose the room instead of a table.
2. Tap menu groups and items to add them. Use **Repeat** to add the same item again and the quantity buttons to change it.
3. Add modifiers and a **Special instruction** (for example "no chilli") to an item. For something not on the menu use **Open item** with a name and price (permission required).
4. Click **Send KOT**. A KOT prints at the right kitchen or bar station, and the items are marked as sent.
5. Add more items at any time and send again; each send produces a new KOT.

Sold out? Under **Item availability** tap items to mark them sold out today, or available again, so nobody can order them.

Printing when you send. Each outlet is set (Configuration › Outlets › Printing) to print always, to ask each time, or never. If asked and you choose not to print, the order is still sent and the ticket can be reprinted later.

Changing an order

- **Cancel ordered item** / **Cancel quantity** — after an item is sent, a reason is required and the kitchen gets a cancellation slip.
- **Delete KOT** — cancels every item on the ticket.
- **Reprint KOT** — prints the ticket again (recorded in the KOT audit report).
- **Transfer table** — moves the order to another table; **Link tables** joins tables for one party; **Unlink table** separates them.

9.4 Checks: preview, discount, split and generate

1. When the guest asks for the bill, click **Preview** to show the draft, or **Generate check** to number it and print it.
2. To give a discount, choose **Discount**: a predefined discount, a percentage or an amount, with a reason. Items marked as not discountable keep their price.
3. To split the bill, choose **Split check**: by item, equal share, or a custom split.
4. For diplomats or other exempt guests choose **Tax exemption** and tick the taxes the check is exempt from.

Note. Draft checks change with the order until they are generated. Once a check is generated you must cancel it (with a reason) to add items.

9.5 Settling a check

1. Click **Settle** on the generated check.
2. Choose how it is paid: cash, card (with **Card / ref no.**), another currency, **Room charge** (choose the room — the amount posts to the guest's folio), company (city ledger), or complimentary / staff with a reason.
3. Split the payment across several modes if needed. Use **Round off** for small change.

4. Confirm. The check is *Settled* and the table is released.

> **Credit limit.** If a room charge would take the guest above their credit limit, StayDesk warns you; posting anyway (**Charge to room above the credit limit**) needs permission.

9.6 Settlement & reprint

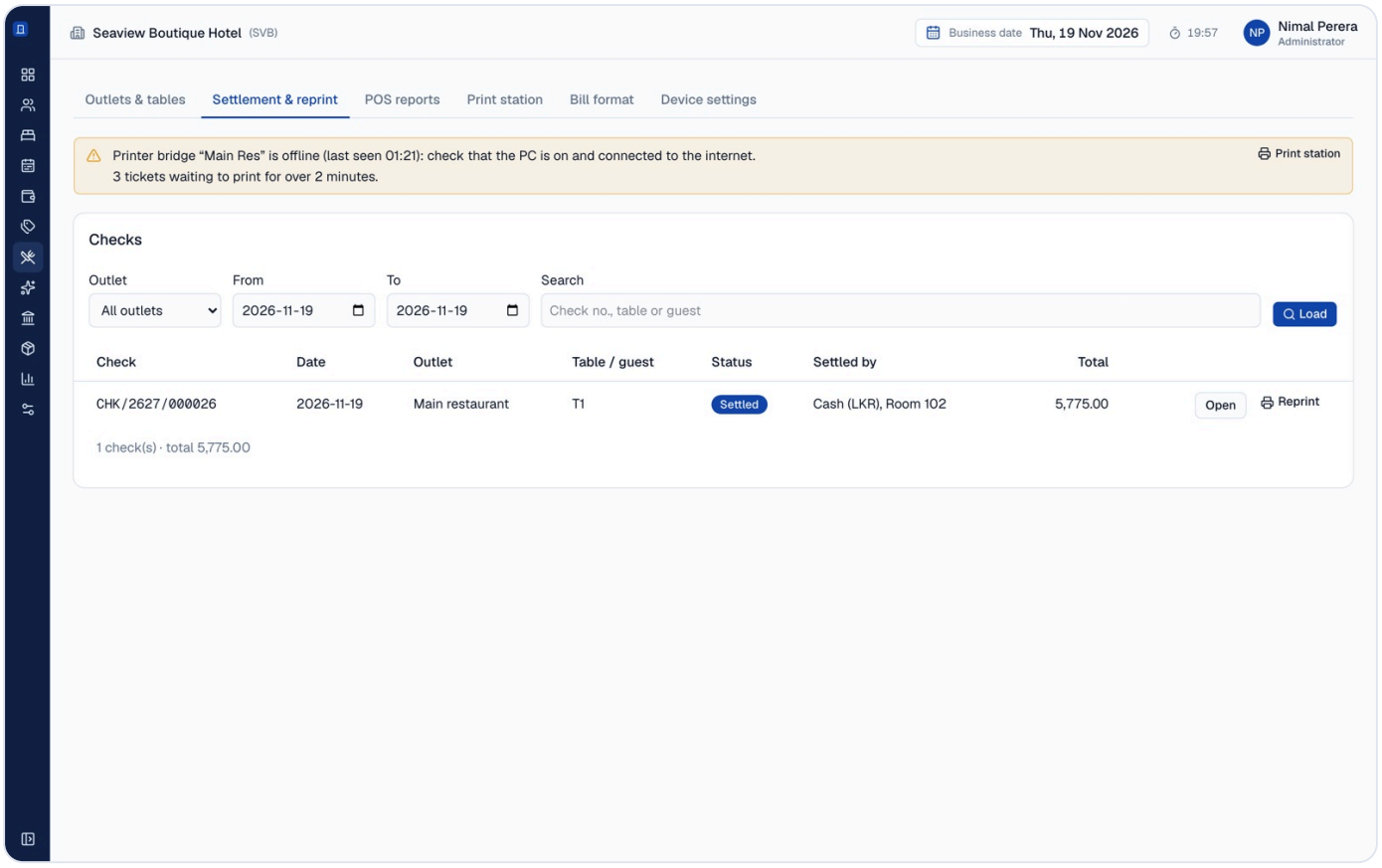


Figure 9.2 — Point of sale › Settlement & reprint.

Find any check by number, table or guest to **Reprint check**, **Resettle check** (change how it was paid) or cancel it. Unsettled checks must be settled before the outlet can be closed.

9.7 Closing the outlet and shift

1. Settle every open check (the screen shows "Every check is settled." when done).
2. Click **Close outlet**. Open tables can be carried over to the next session with **Carry over and close**.
3. Close your shift. Run the *POS collection summary* and *Outlet sales summary* reports for the cashier handover.

9.8 Printing: print station and bridge

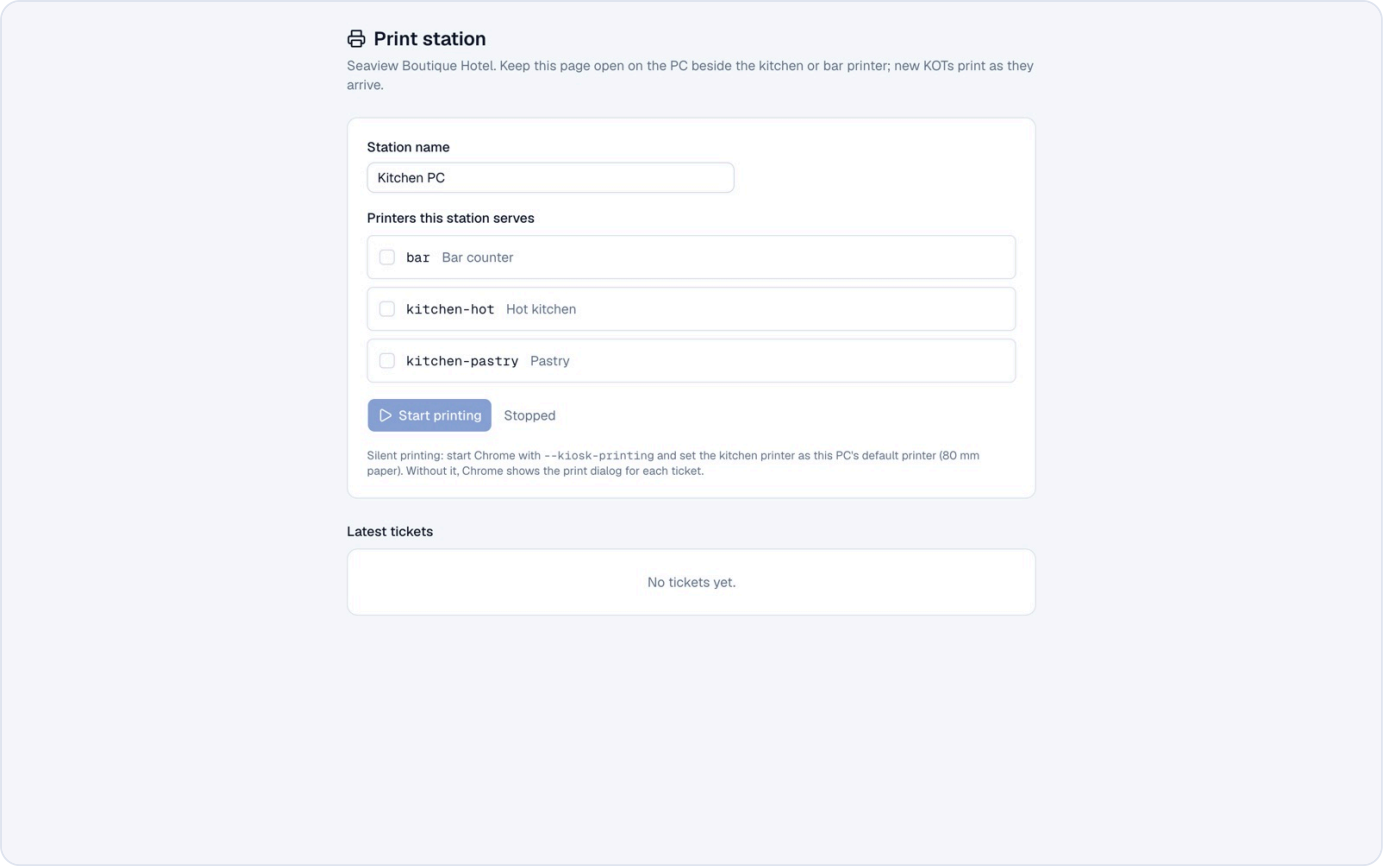


Figure 9.3 — Point of sale › Print station.

KOTs and checks print on ordinary ESC/POS receipt printers through the **StayDesk print bridge**, a small program on a Windows PC at the property that talks to the printers on the local network or USB.

- **Print station** shows each station, the printers it serves and the latest tickets (*Waiting*, *Printing*, *Printed*, *Failed*). Use **Start printing** on a kitchen PC to make it a station.
- If the bridge PC is off or offline, a banner on the POS home says so and how many tickets are waiting. Switch the PC on and check its internet connection; waiting tickets then print in order.

9.9 Bill format

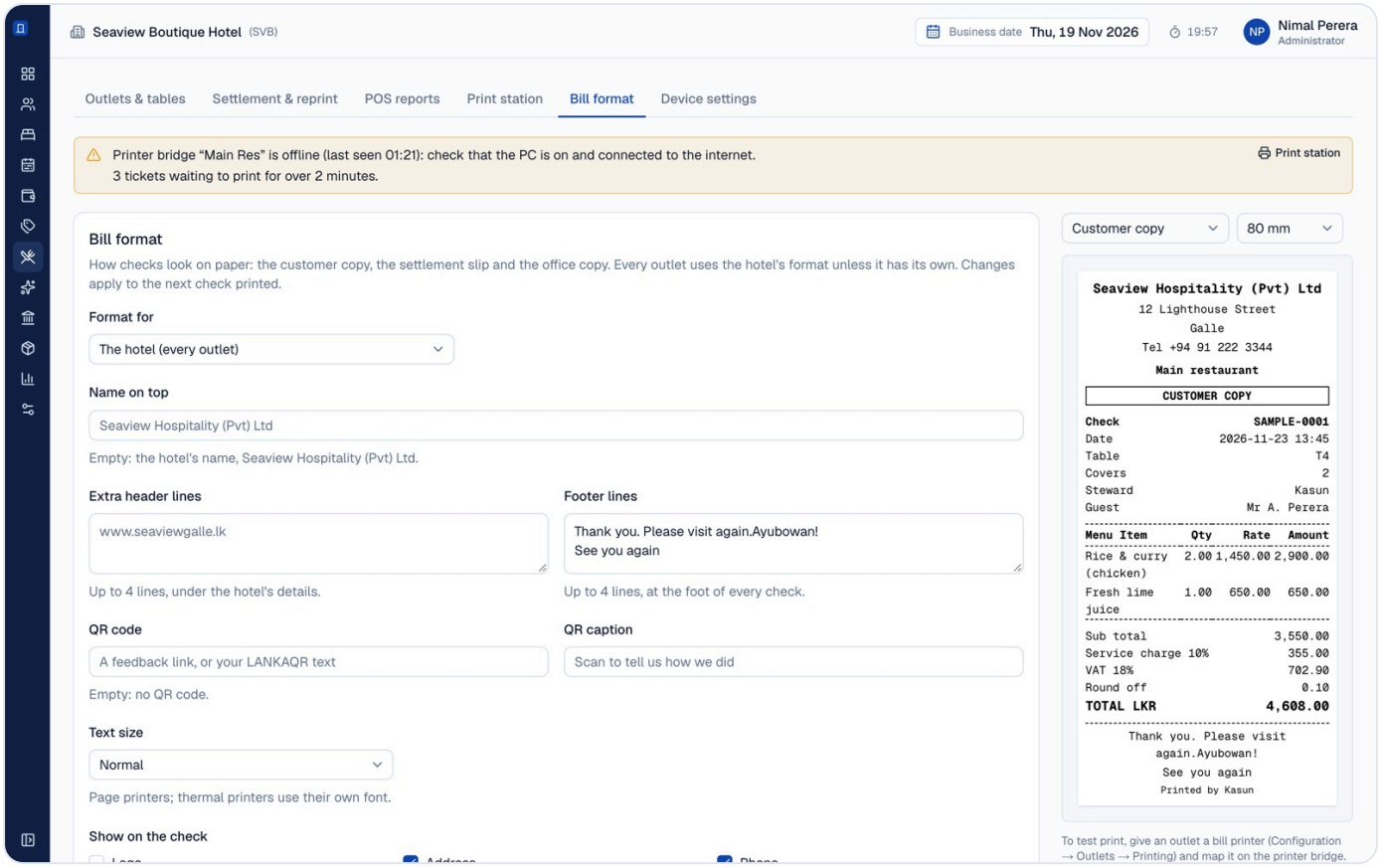


Figure 9.4 — Point of sale › Bill format.

Design the printed check: logo, address, phone, VAT/TIN, which details to show (table, covers, steward, time, printed by), the tax lines and a footer message. The preview updates as you change it.

- **Taxes** print one per line with their rate, for example Service Charge 10%, SSCL 2.5%, VAT 18%. A percentage discount prints as "Discount 25%".
- **Qty & rate columns** (on by default) list items as Menu Item, Qty, Rate and Amount. Turn it off for compact lines.
- **Guest signature area** (off by default) prints Room No, Name and Signature lines on the customer copy. Checks charged to a room or company keep their own signature line.

Tickets from the printer bridge need bridge version 0.1.4 or later for BOT headings and discount percentages.

9.10 Device settings

Device settings registers each tablet, laptop or kitchen PC used for the POS, the outlet it opens by default and its order panel layout.

9.11 When the internet is down

The order screen shows whether the device is *Connected* or has *No connection*. KOTs taken while the connection is down wait on the device under **KOTs waiting to be sent** and are sent automatically when the connection returns (every 15 seconds), or immediately with **Send now**. Each KOT keeps its own id, so a ticket is never sent twice. If the server refuses a waiting KOT (for example the check was generated meanwhile, or an item sold out) it stays in the list with the reason until you send it again or discard it.

CHAPTER 10

Housekeeping

Room status, the housekeeping board, attendant assignment, out-of-order rooms, discrepancies and lost property.

10.1 Room statuses

Every room has two statuses that StayDesk keeps in step:

Front-office status	Housekeeping status
Vacant — nobody is staying **Occupied** — a guest is in house **Due out** — departing today **Expected** — arriving today	**Dirty** — needs cleaning **Clean** — cleaned, not yet checked **Inspected** — checked by a supervisor, ready to sell

A room can also be **Out of order (OOO)** — not usable and removed from inventory — or **Out of service (OOS)** — usable but not to be sold for now (for example a minor repair). Other markers: **DND** (do not disturb), **DNM** (do not move the guest), **VIP**, **MGT** (management block), **Comp / house** (complimentary or house use).

At check-out an occupied room becomes vacant dirty. The night audit turns every occupied room dirty for the next day's service and clears DND.

10.2 The housekeeping board

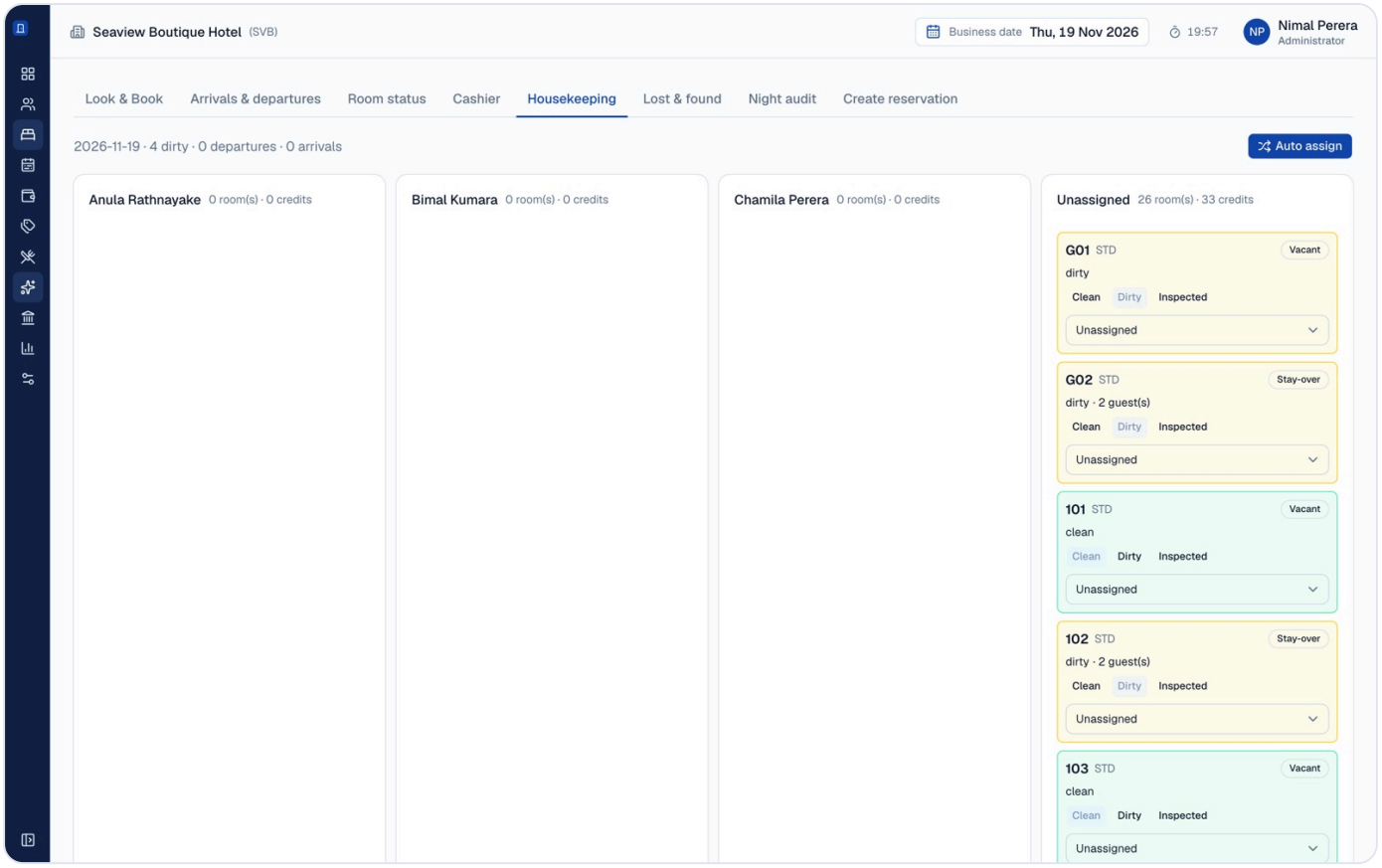


Figure 10.1 — Front office › Housekeeping: one column per attendant plus Unassigned.

The header shows the day's workload: dirty rooms, departures and arrivals. Each room card shows the room, type, whether it is vacant or a stay-over, the number of guests and its housekeeping status.

1. Click **Auto assign** to share the rooms among the attendants on duty by workload credits, or assign a room by choosing an attendant on its card.
2. As rooms are cleaned, tap **Clean** on the card (from a phone or tablet). Supervisors tap **Inspected** after checking.
3. The front desk sees the change immediately on Look & Book and Room status.

> **Workload credits.** Each room type carries cleaning credits (a suite more than a standard room); departures count more than stay-overs. Attendants and their capacity are set in **Configuration › Room attendants**.

10.3 Room status (bulk changes)

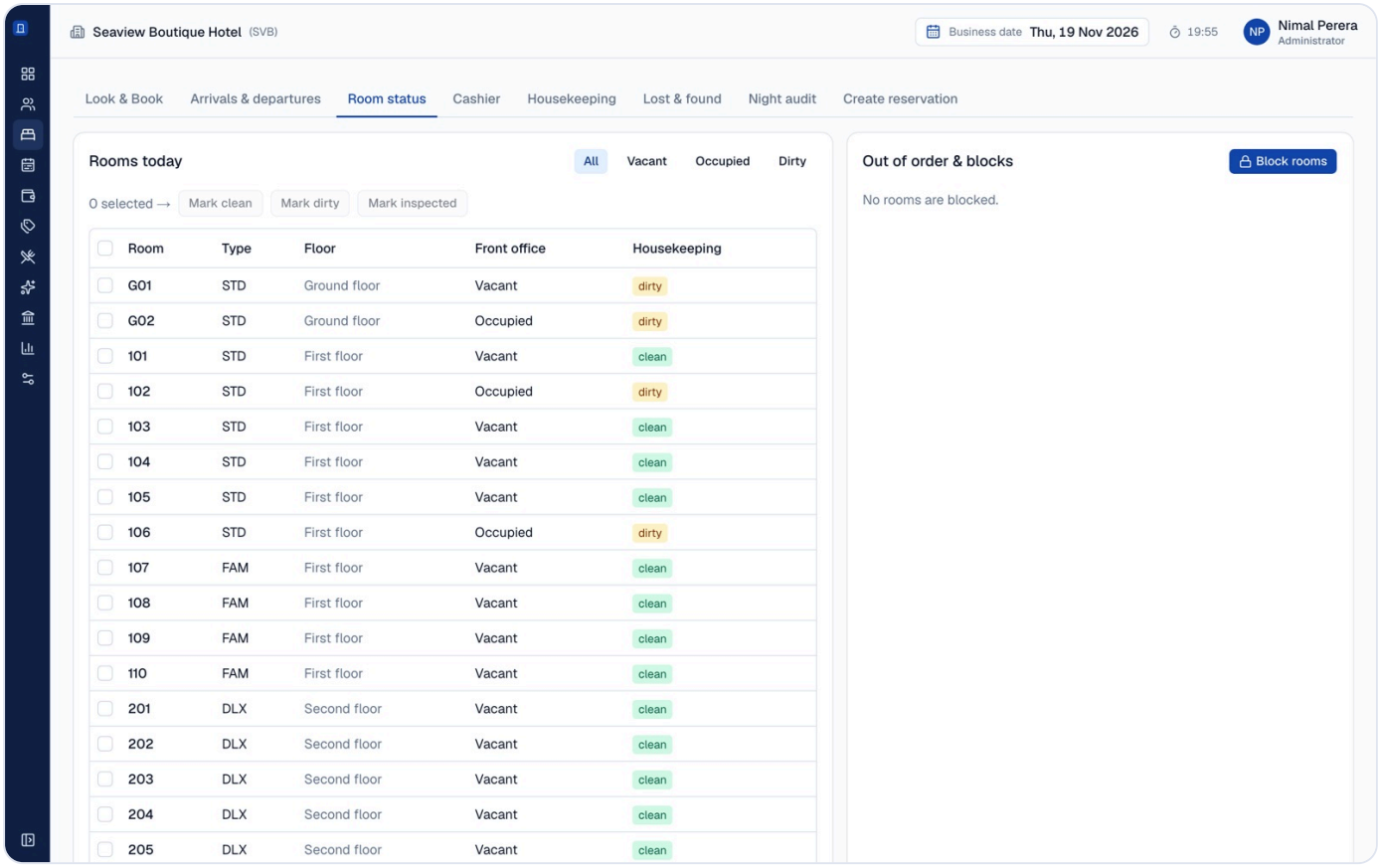


Figure 10.2 — Front office › Room status.

1. Open **Front office › Room status**. Filter by **All**, **Vacant**, **Occupied** or **Dirty**.
2. Tick rooms and click **Mark clean**, **Mark dirty** or **Mark inspected**.

10.4 Out of order and room blocks

1. In **Room status** click **Block rooms**.
2. Choose the rooms, the hold type (out of order, out of service or management), **From** and **Until (back in use)**, and add **Remarks** (for example "AC compressor replacement").
3. Save. OOO rooms are removed from availability for those dates. Release the hold early from the **Out of order & blocks** list when the room is ready.

> **Important.** A room allocated to a reservation on those nights cannot be blocked: StayDesk names the reservation, and you move that stay to another room first. A block cannot start before the business date.

10.5 Discrepancies

When housekeeping finds a room different from the front-office record — a "vacant" room that is occupied, or an "occupied" room with nobody in it (sleep-out or skipper) — record a discrepancy on the stay or from the board. **Open discrepancies** lists them until the front office resolves them. **Scanty baggage** can be flagged on a stay so the cashier watches the balance.

10.6 Lost & found

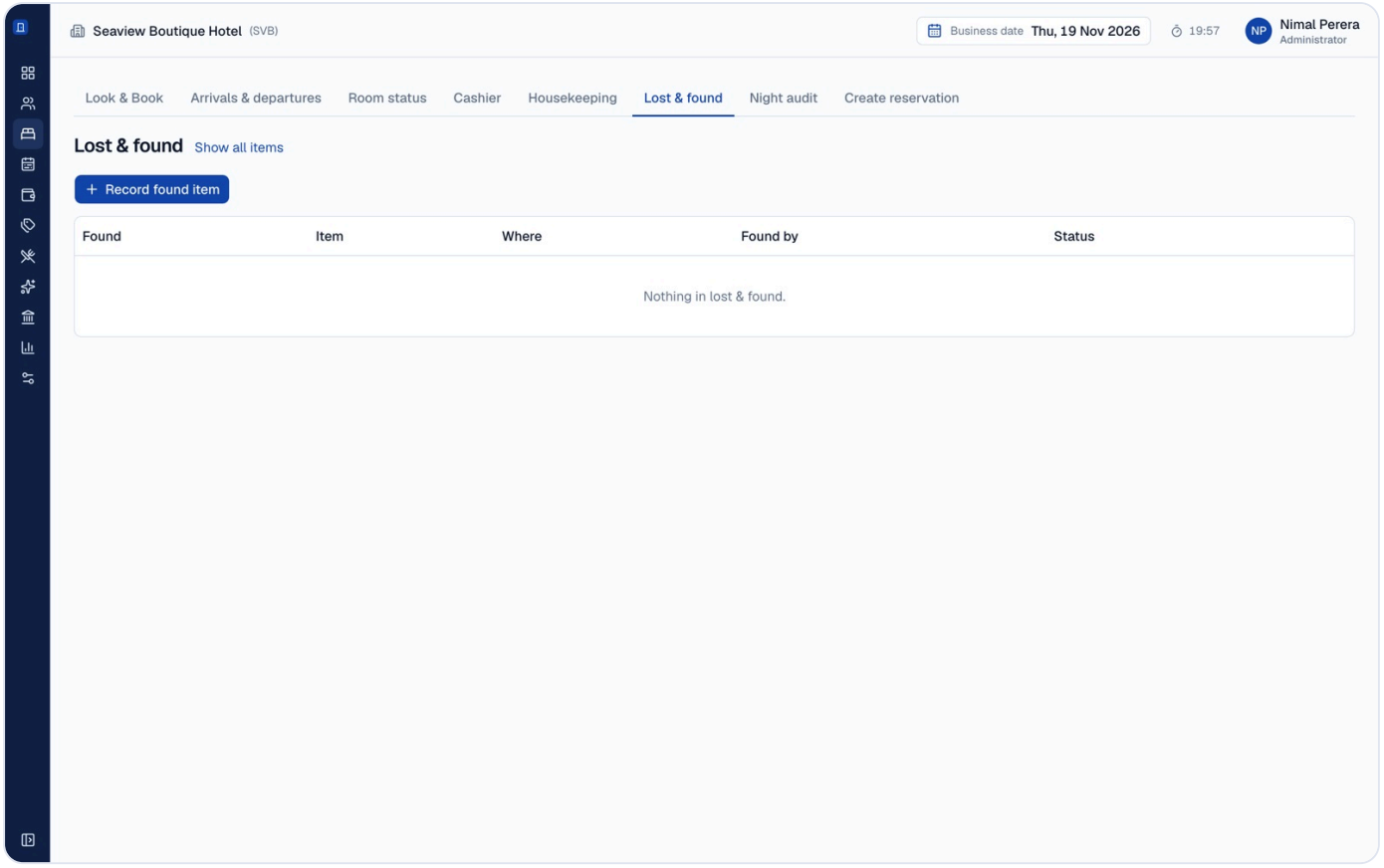


Figure 10.3 — Front office › Lost & found.

1. Open **Front office › Lost & found** and click **Record found item**.
2. Describe the item, where it was found (a room, or "Not a room" with the place), who found it and when.
3. Save. When the owner collects it, or it is disposed of, open the item and set the **Outcome** (*Claimed*, *Disposed*…).

The *Lost & found register* report lists every item and its outcome.

10.7 Items lent to guests

Irons, adaptors, umbrellas: on the stay screen use **Lend an item**. Unreturned items are flagged at check-out, and the *Items lent to guests* report shows what is out.

CHAPTER 11

Finance

The general ledger, receivables (city ledger), payables, bank, budgets, VAT, period locks and the year-end close. Front-office and POS revenue reach the ledger through the daily sales interface.

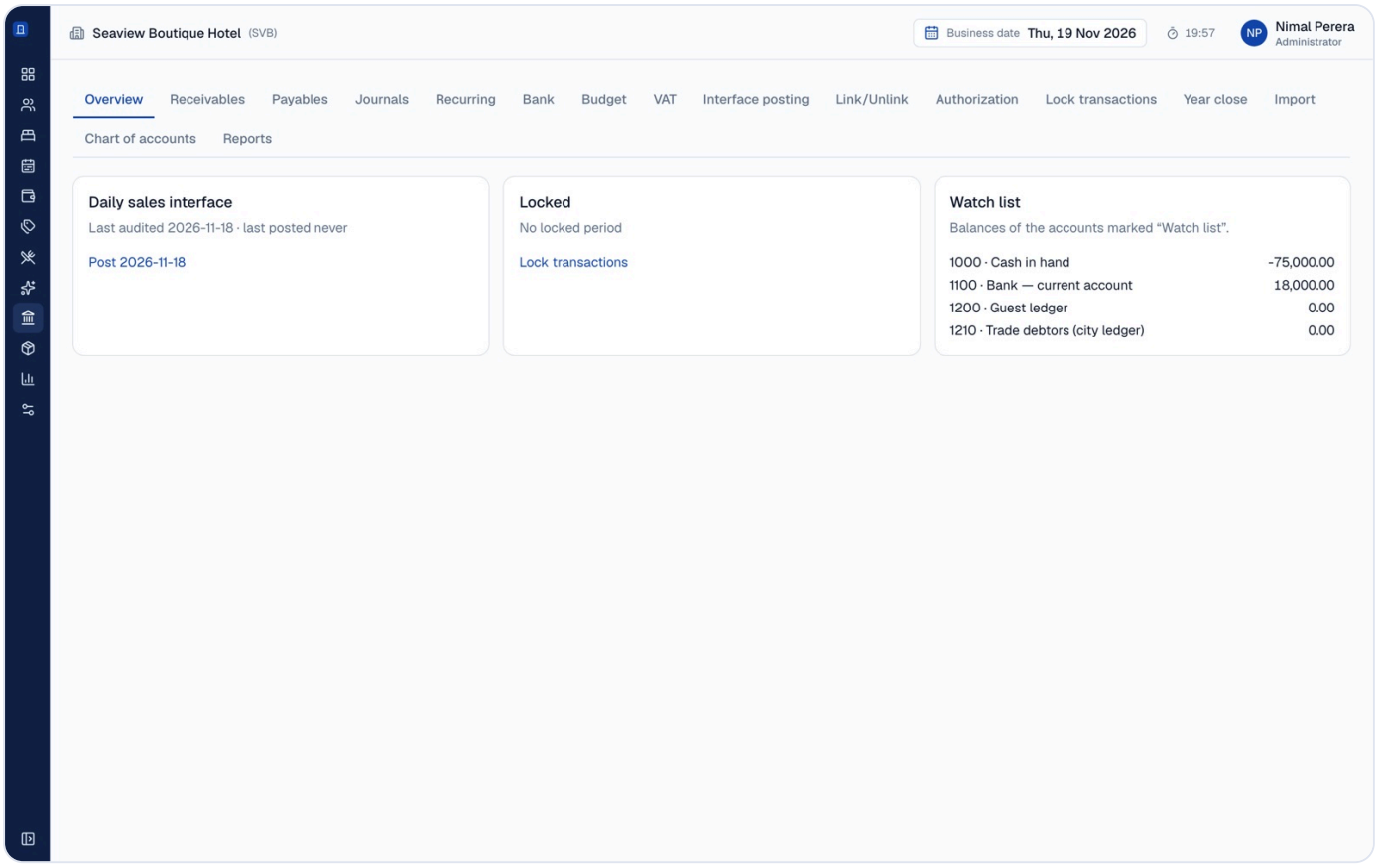


Figure 11.1 — Finance › Overview: daily sales interface, locked period and the watch list.

11.1 Overview

- **Daily sales interface** — the last audited date and the last date posted to the ledger. Click **Post** to post an audited day that has not been posted yet.
- **Locked** — the period that is closed to changes (see 11.11).
- **Watch list** — balances of the accounts marked "Watch list" in the chart of accounts, for example cash in hand, the bank and the guest ledger.

11.2 Chart of accounts

Accounts are grouped (assets, liabilities, income, expenses…) and may have cost centres. A starter chart can be installed in one click and then adapted. **Link/Unlink** maps each revenue, payment mode, tax and

POS item group to the account it posts to, so the daily interface knows where everything goes. Stores uses its own controls here for inventory, consumption, variance and opening stock.

11.3 Interface posting

After the night audit, the day's revenue, taxes, payments and guest-ledger movement are posted to the general ledger as one balanced journal (the night audit's *Finance journal* step does this automatically). **Interface posting** shows each day's interface and lets you **Repost** a day after correcting a link.

11.4 Receivables (city ledger)

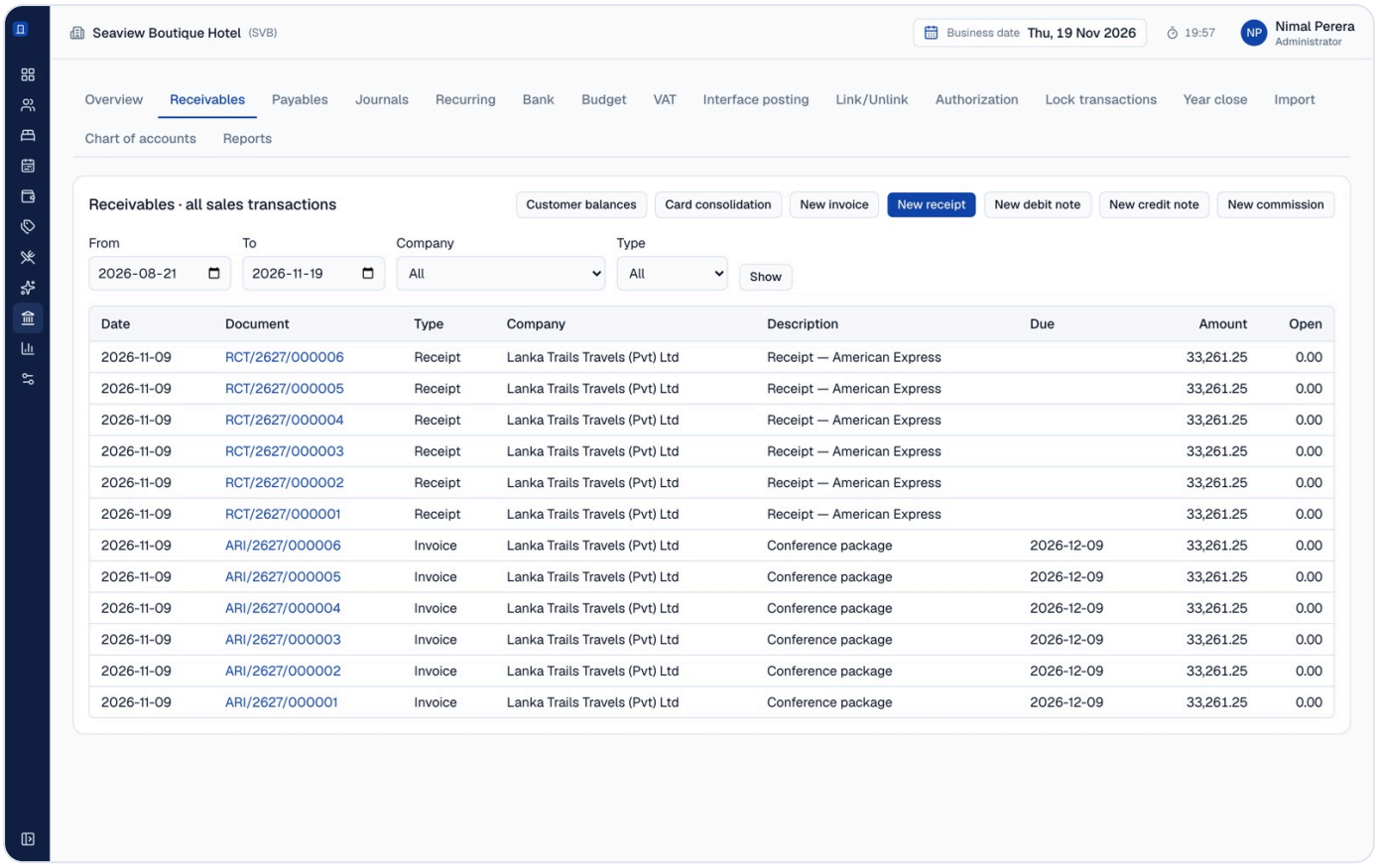


Figure 11.2 — Finance › Receivables.

When a guest's bill is settled to a company or agent, it becomes an open invoice on that company's account. In **Receivables** you can:

- Record a **Customer receipt**: money received from the company, applied to its open invoices (**Settle open invoice**) or held as an advance. Excess amounts are carried forward.
- Raise a **Sales invoice** for non-room business (revenue lines are taxed like folio charges).
- Raise a **Debit note** (charges the company more) or **Credit note** (reduces what it owes).
- Record **Commission** to an agent or card company.
- Print statements and see ageing (*Receivable ageing* and *Customer balance list* reports).

11.5 Payables

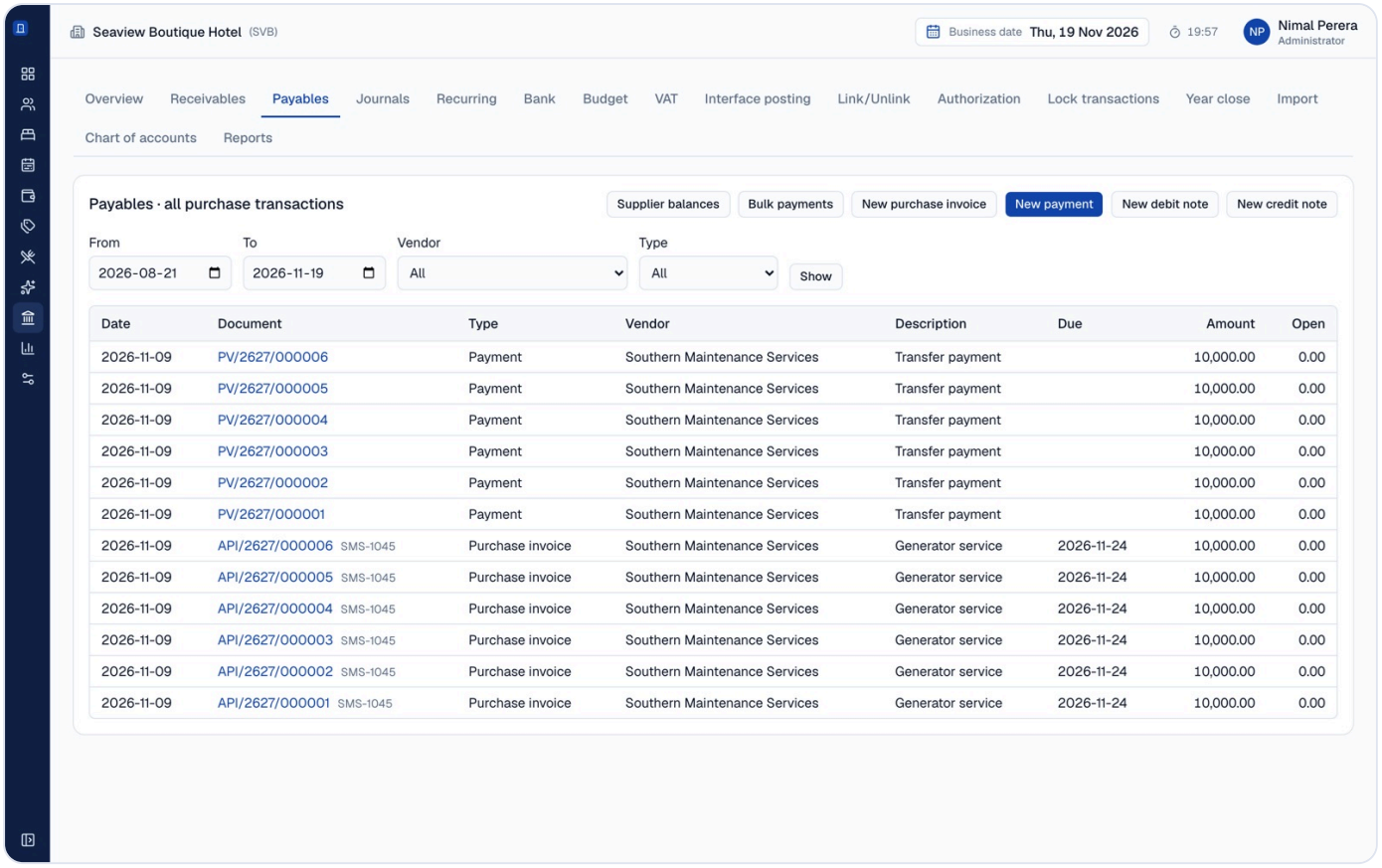


Figure 11.3 — Finance › Payables.

1. Record a **Purchase invoice**: vendor, invoice number and date, expense lines with accounts and cost centres, and input VAT (unless the vendor is not VAT-registered).
2. Record a **Vendor payment**: choose the vendor and pay by **Cash**, **Cheque** (with cheque number and date, including post-dated) or **Bank transfer**, applied to open invoices. Withholding tax (WHT) is deducted where it applies.
3. Use **Bulk payment** to pay several vendors at once and produce a bank transfer file.

Goods received in Stores raise the supplier's bill here automatically, and goods returned raise a debit note matched to it. Do not enter those invoices again.

11.6 Journals and recurring entries

Journals records general journal entries (debits must equal credits) and **Contra** entries between cash and bank. A posted journal is reversed with **Reverse**, never edited. **Recurring** holds entries or invoices that repeat monthly (rent, maintenance contracts) and creates them on schedule.

11.7 Bank

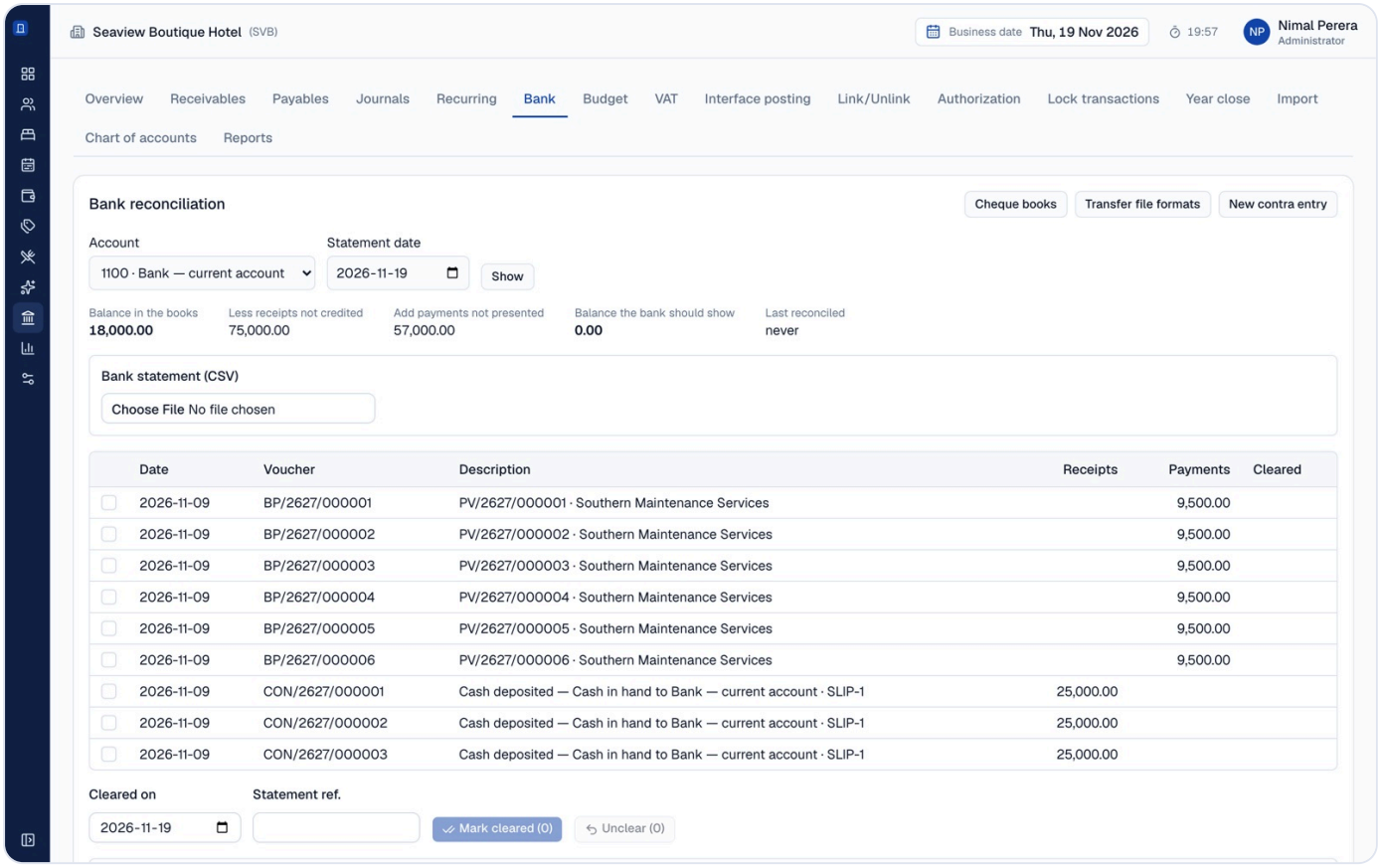


Figure 11.4 — Finance › Bank.

- **Bank reconciliation**: choose the bank account and statement date, enter the closing balance on the statement, tick the items that have cleared (with the cleared date) and save when it agrees with the reconciled balance. Statements can be imported.
- **Bank transfer file**: set up your bank's upload format once (each bank's layout differs) and download payment files for upload to internet banking.
- **Cheque books** and **card batches**: track cheque leaves and card settlements from the bank.

11.8 Budget

Enter a monthly budget per account (and the MIS budget for rooms, occupancy and revenue). The *Budget vs actual* and *MIS report* compare actuals with it.

11.9 VAT

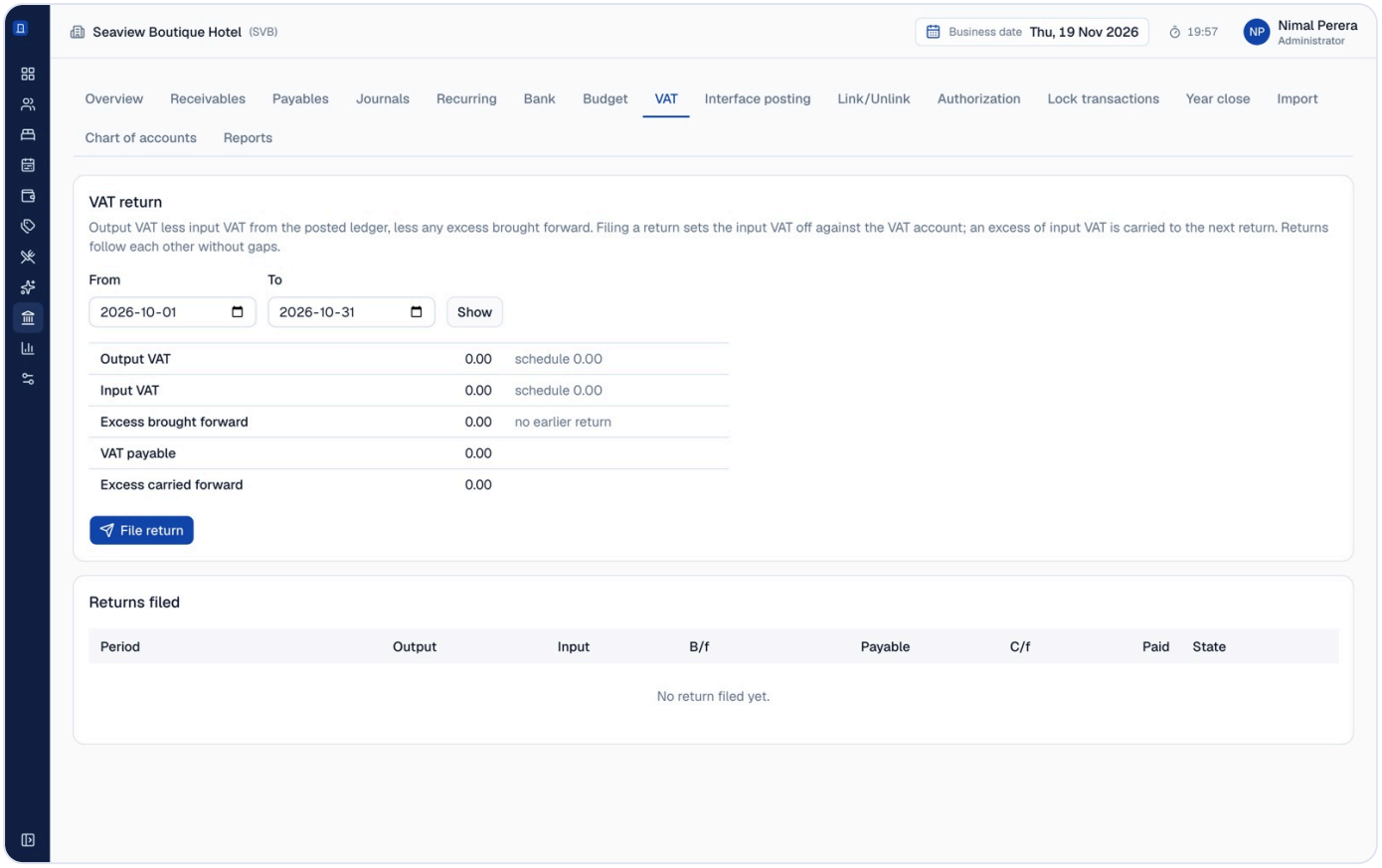


Figure 11.5 — Finance › VAT.

The VAT screen brings together output VAT (from bills and invoices) and input VAT (from purchase invoices) for the period, the VAT payable, and the schedules the return needs (*Output VAT schedule*, *Input VAT schedule*, *New VAT report (purchaser schedule)*).

11.10 Authorization

Set approval rules by transaction type and amount (for example payments over LKR 500,000 need a second approval). Vouchers waiting for you are listed; approve or reject them. You cannot approve your own voucher.

11.11 Lock transactions

When a month's accounts are final, **Lock up to** that date. Nothing can be posted or changed on or before a locked date. Unlocking requires permission and is logged.

11.12 Year close

At the end of the financial year, **Year close** transfers income and expense balances to retained earnings and carries balance-sheet accounts forward. Close the year only after all adjustments are posted and the

period is locked.

11.13 Import

Opening balances, the chart of accounts, vendors and open invoices from the previous system can be imported from spreadsheets during setup.

CHAPTER 12

Stores

Purchasing, stock control and recipe costing: what the hotel buys, what is on the shelves, what each department uses and what every dish costs.

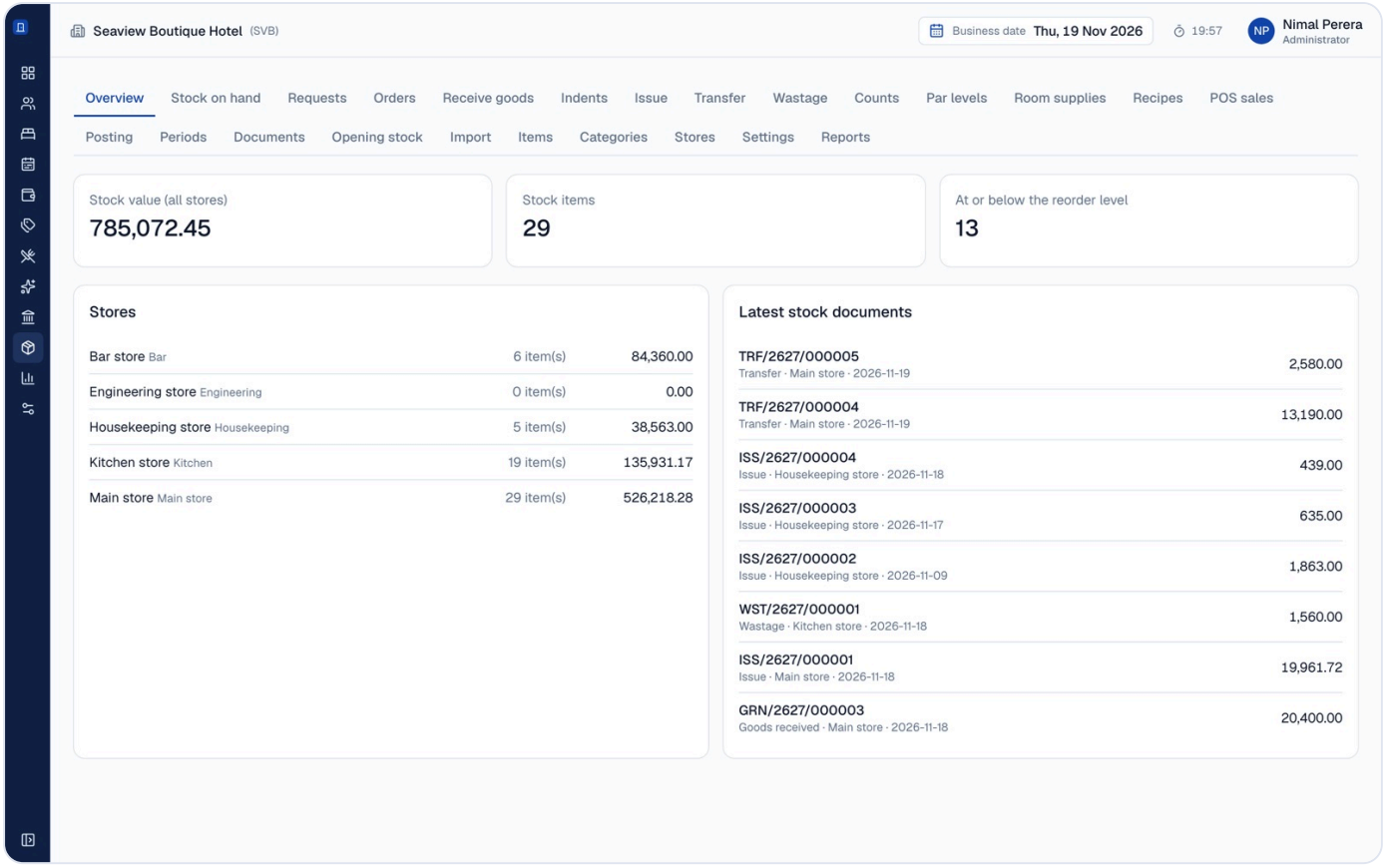


Figure 12.1 — Stores › Overview: stock value, items at or below the reorder level, value by store and the latest documents.

12.1 How Stores works

Idea	Meaning
Store	A place that keeps stock: main, kitchen, bar, housekeeping, engineering…
Stock document	Every movement is a numbered document: opening stock, goods received (GRN), return to supplier, issue, issue return, transfer, wastage, adjustment or POS sales. Stock on hand is the sum of the documents; nobody types over a balance.
Weighted average cost	Each item has an average cost in each store. Deliveries change it; stock goes out at it.
Three units	Purchase unit (case), stock unit (bottle) and recipe unit (ml), with a conversion between them.
Cost centre	Who used the stock, for example Rooms or Food and beverage.

The usual flow is: **request → quotation → order → goods received → issue or transfer → count → posting → month-end**. You see only the steps your hotel uses and your role allows.

12.2 Switching Stores on and choosing how it works

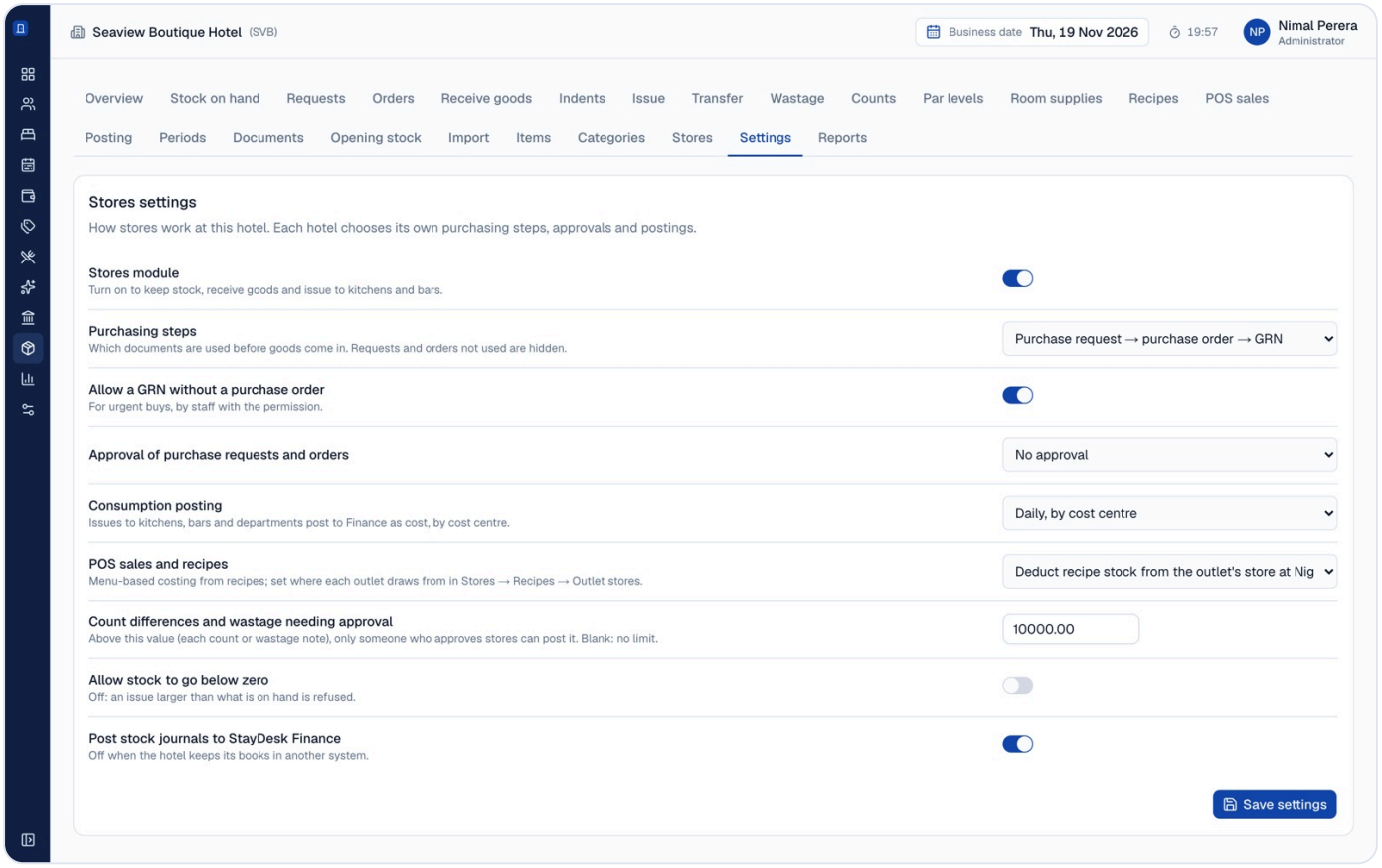


Figure 12.2 — Stores › Settings.

Setting	Choices
Stores module	On or off for this hotel
Purchasing steps	Purchase request → purchase order → GRN; purchase order → GRN; or GRN only. Documents not used are hidden.
Allow a GRN without a purchase order	For urgent buys, by staff with the permission
Approval of purchase requests and orders	None, every one, or only above an amount. The approver cannot be the person who raised it.
Consumption posting	Daily or monthly, by cost centre
POS sales and recipes	Off, reports only, or deduct recipe stock at the night audit
Count differences and wastage needing approval	Above this value only someone who approves stores can post. Blank means no limit.
Allow stock to go below zero	Off: an issue larger than what is on hand is refused
Post stock journals to StayDesk Finance	Off when the hotel keeps its books elsewhere

Click **Save settings**.

12.3 Setting up stores, categories and items

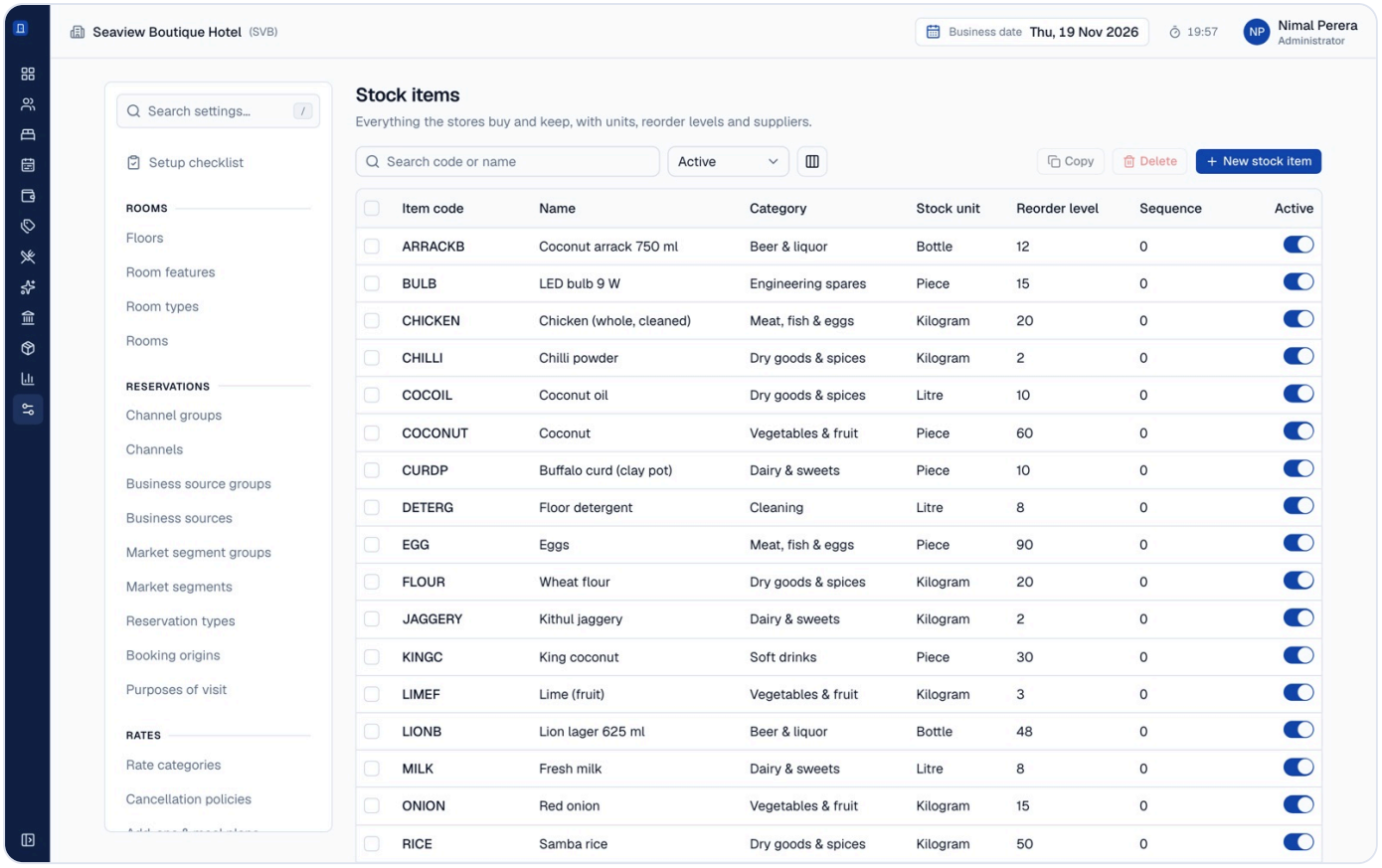


Figure 12.3 — Stores › Items (Configuration).

1. **Stores**: add each store and its cost centre.
2. **Categories**: add item categories (Dry goods, Beer & liquor, Cleaning…) with their inventory, consumption and variance accounts.
3. **Items**: add each item with its code, name, category, stock unit, purchase and recipe units with their factors, reorder and maximum levels, barcode, preferred supplier and the stores that keep it.
4. If StayDesk Finance is used, the accountant checks the stock controls in **Finance › Link/Unlink**: inventory, consumption, variance and opening stock.

12.4 Importing items

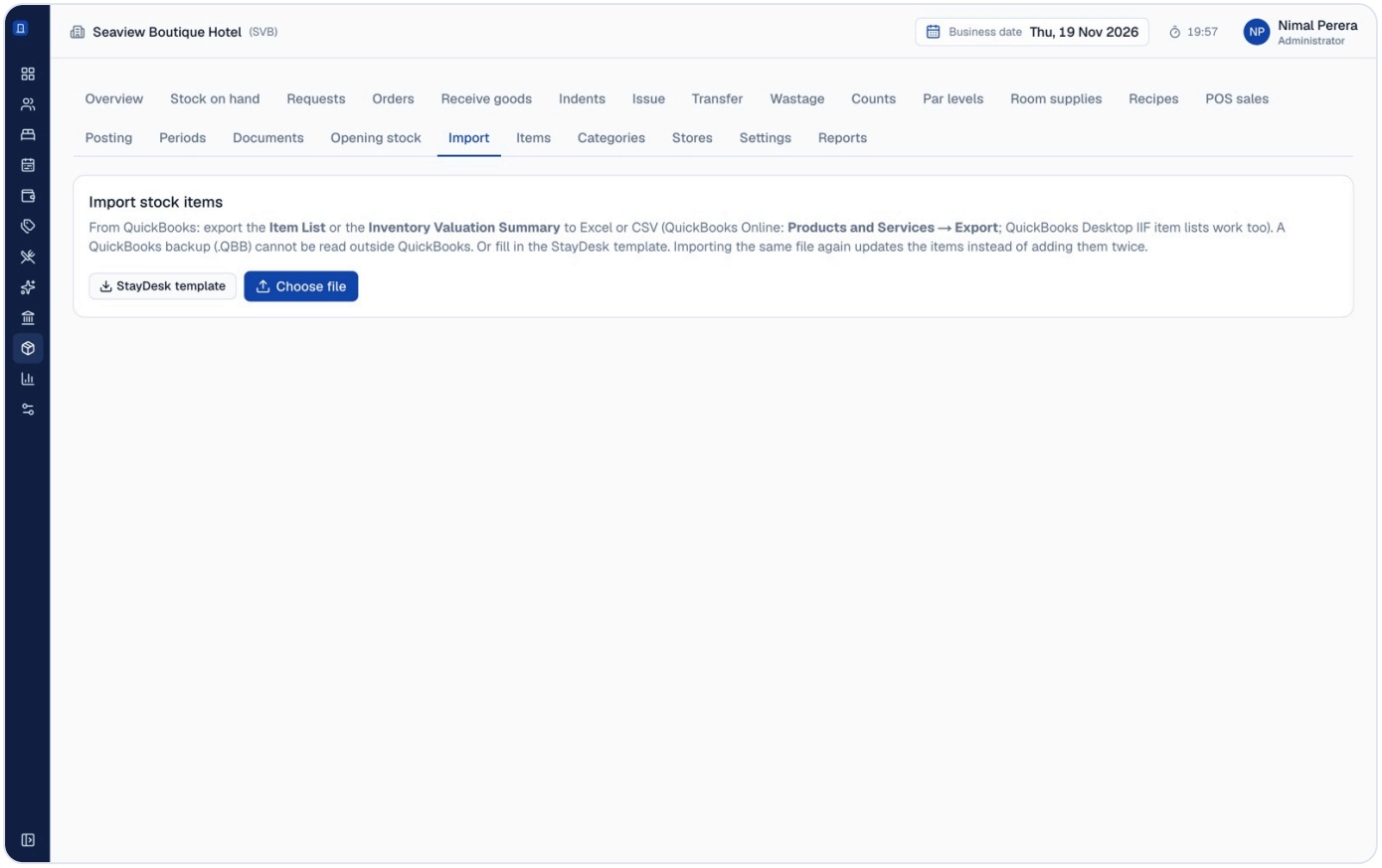


Figure 12.4 — Stores › Import.

1. Export the Item List or Inventory Valuation Summary from QuickBooks to Excel or CSV (QuickBooks Online: Products and Services → Export; Desktop IIF item lists also work), or fill in the **StayDesk template**.
2. In **Stores › Import** click **Choose file**, match the columns and check the result.
3. Import when it is clean. Importing the same file again updates the items instead of adding them twice.

> **Note.** A QuickBooks backup (.QBB) cannot be read outside QuickBooks. Use an export.

12.5 Opening stock

In **Stores › Opening stock** choose the store and date, enter each item's quantity and cost per stock unit, and click **Save opening stock**. Each item opens once per store. It posts Dr Inventory, Cr the opening stock offset. A mistake is corrected by voiding the document, which reverses the stock and the journal.

12.6 Stock on hand and bin cards

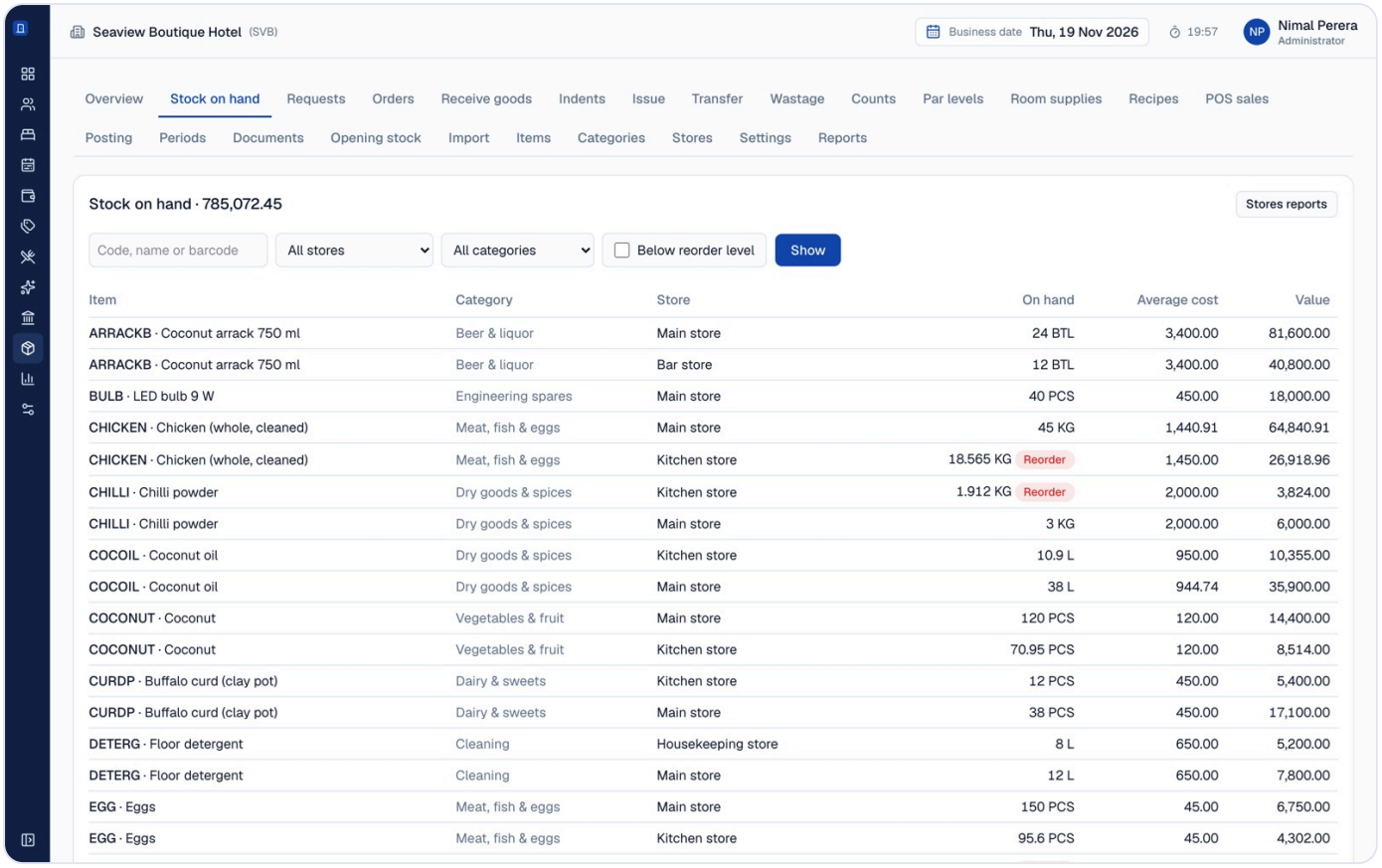


Figure 12.5 — Stores › Stock on hand.

Search by code, name or barcode, filter by store or category, or tick **Below reorder level**, then click **Show**. Items to buy carry a *Reorder* badge. Click an item for its **bin card**: every movement with document, quantity in and out, rate, running balance and value.

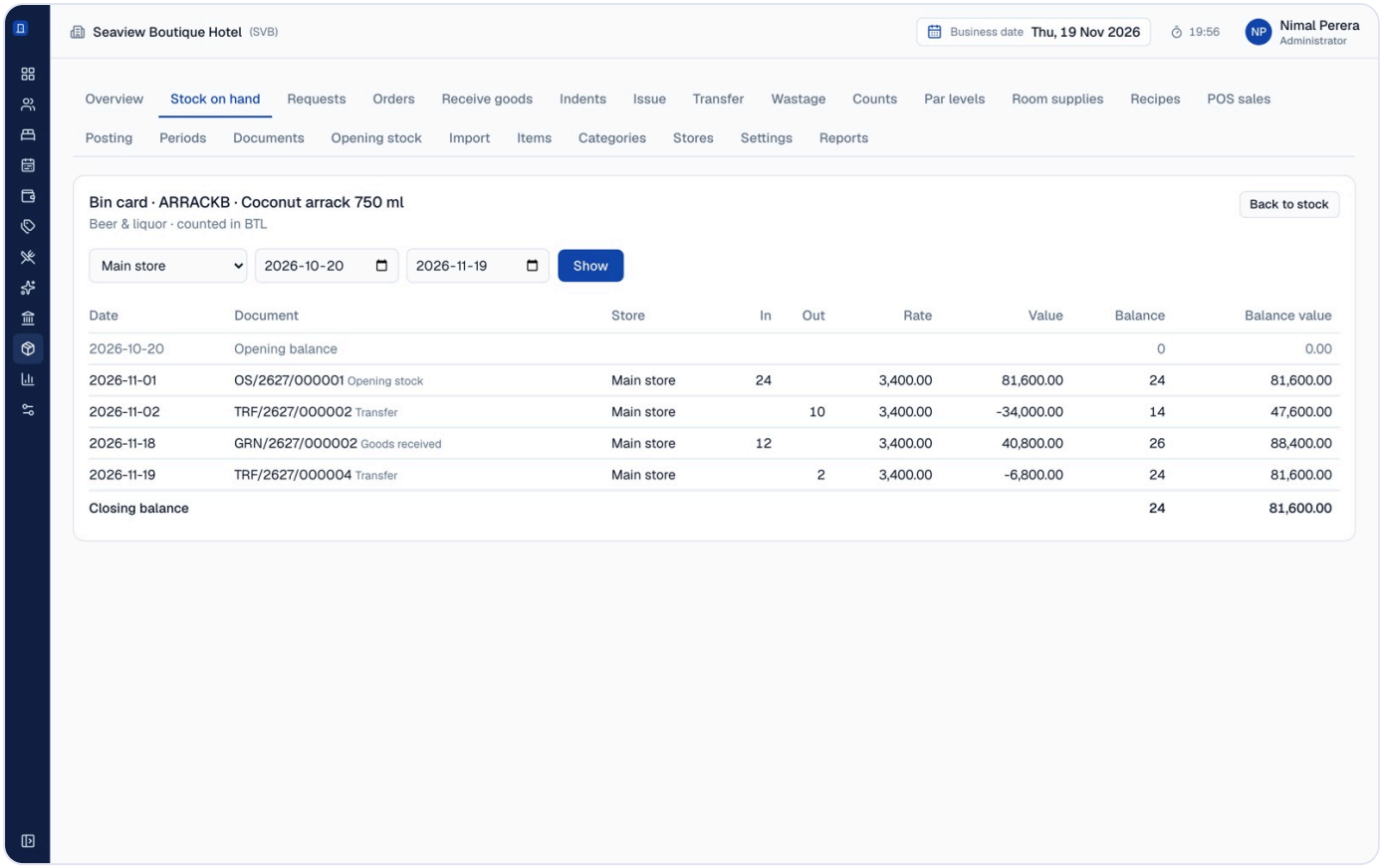


Figure 12.6 — The bin card of one item.

12.7 Purchase requests and quotations

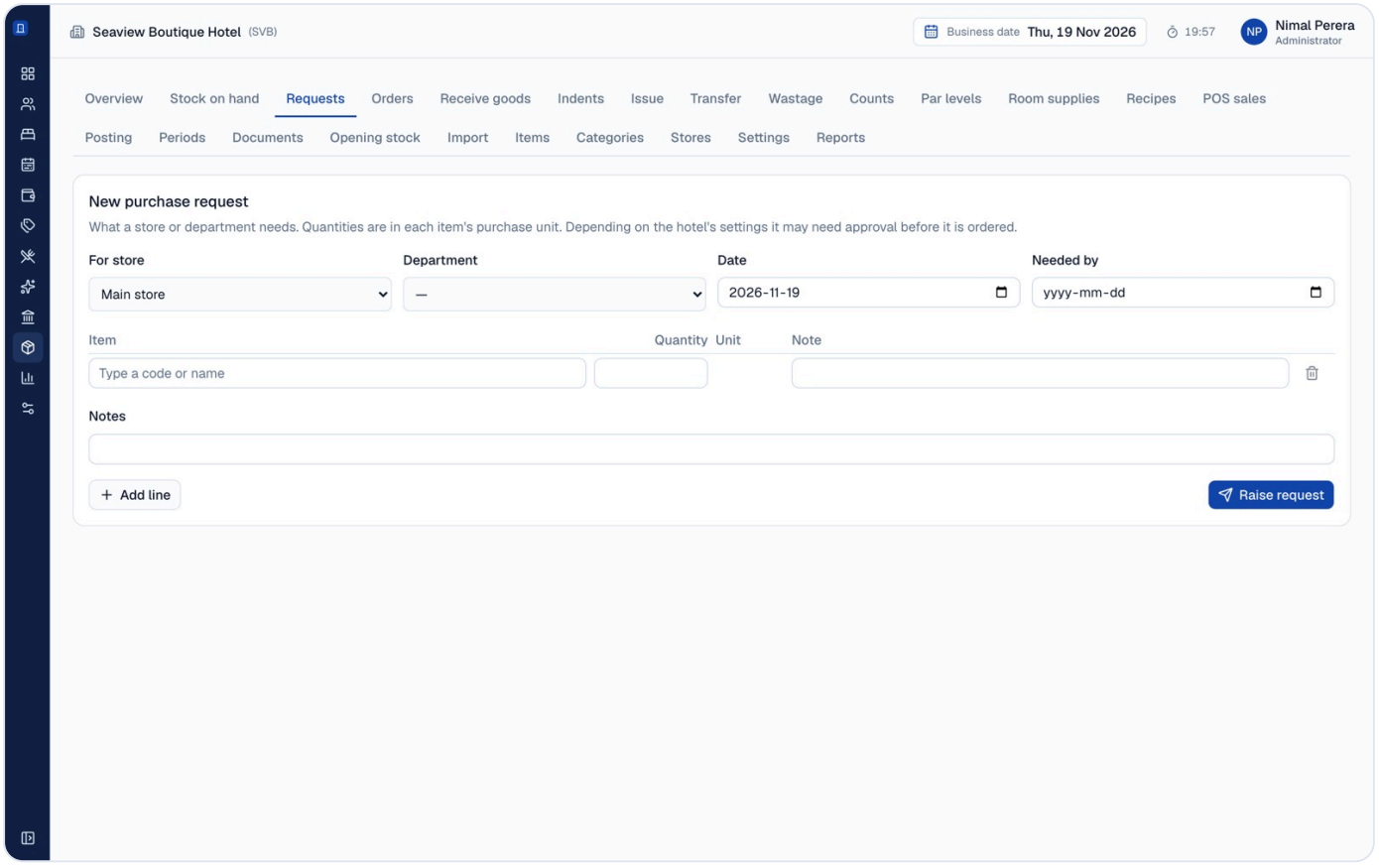


Figure 12.7 — A new purchase request.

1. In **Stores › Requests** start a new request: the store, department, date needed, items and quantities.
2. If approval is on, an approver approves or rejects it.
3. On the request, use quotations to enter each supplier's prices with their reference, lead days and valid-until date. The comparison marks the best offer: the lowest net rate, then the quickest.
4. Order the chosen offers. StayDesk makes one purchase order per supplier.

> **Tip.** Items at or below their reorder level can be turned into a request, up to the maximum level and in whole purchase units.

12.8 Purchase orders

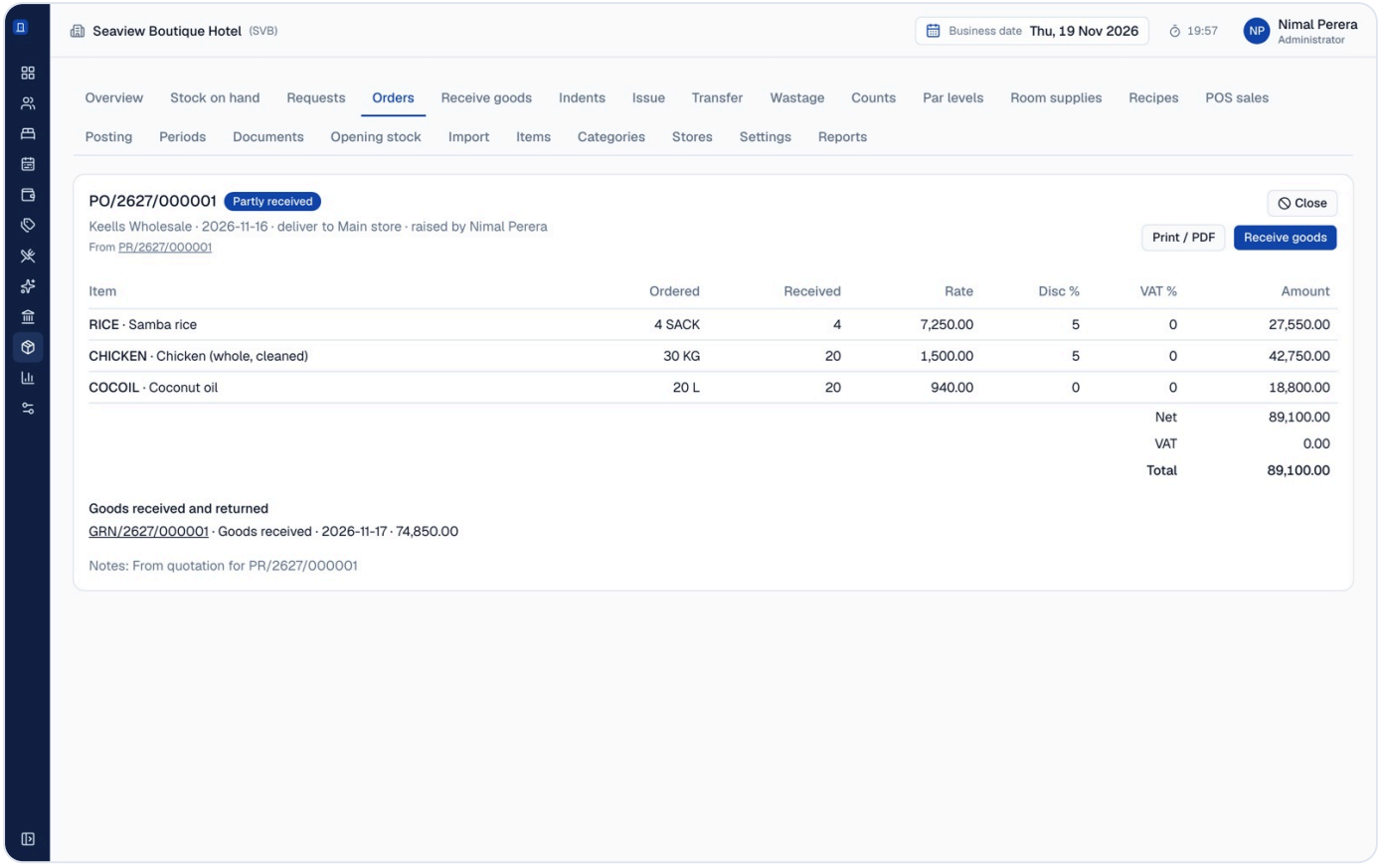


Figure 12.8 — A purchase order that has been partly received.

1. In **Stores › Orders** click **New order**: supplier, store to deliver to, order date and expected delivery.
2. Pick up approved requests or add lines, with rate, discount % and VAT % per purchase unit. Add notes and terms.
3. Click **Create order**, then **Print / PDF** to send it to the supplier.

An order is *Open*, then *Partly received* until everything has come. **Close** an order that will not be completed; its unreceived quantities go back to the request.

12.9 Receiving goods (GRN)

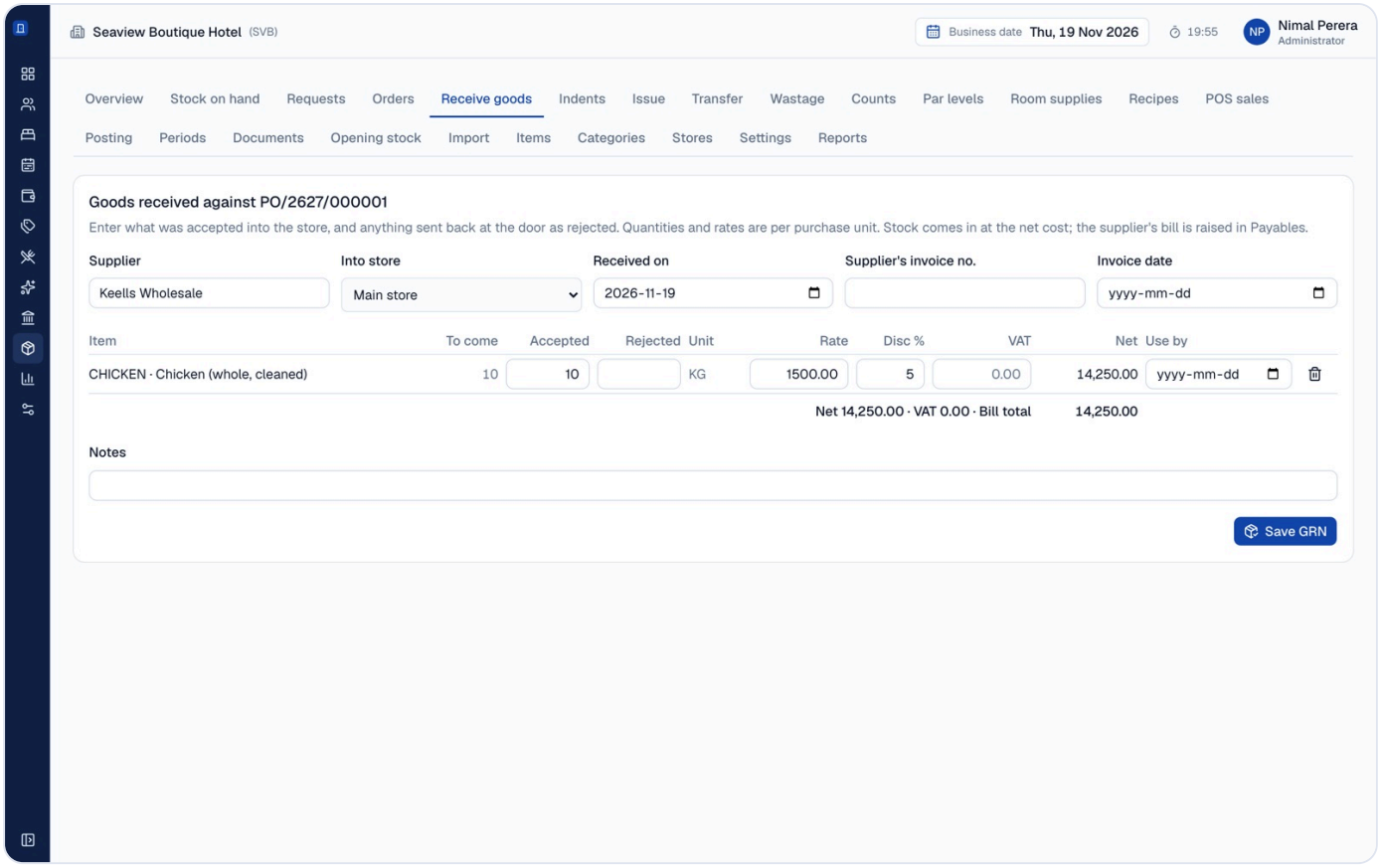


Figure 12.9 — Receiving goods against a purchase order.

1. In **Stores › Receive goods** click **Receive** beside the order, or **Without an order** if the hotel allows it.
2. Enter the date, the supplier's invoice number and the invoice date.
3. For each item enter what was **Accepted** and **Rejected**, check the rate, discount and VAT, and add a **Use by** date for perishables.
4. Check the bill total against the invoice and click **Save GRN**.

Stock comes in at the net cost, the average cost is recalculated and the supplier's bill is raised in Payables. VAT goes to the bill, not to the stock value.

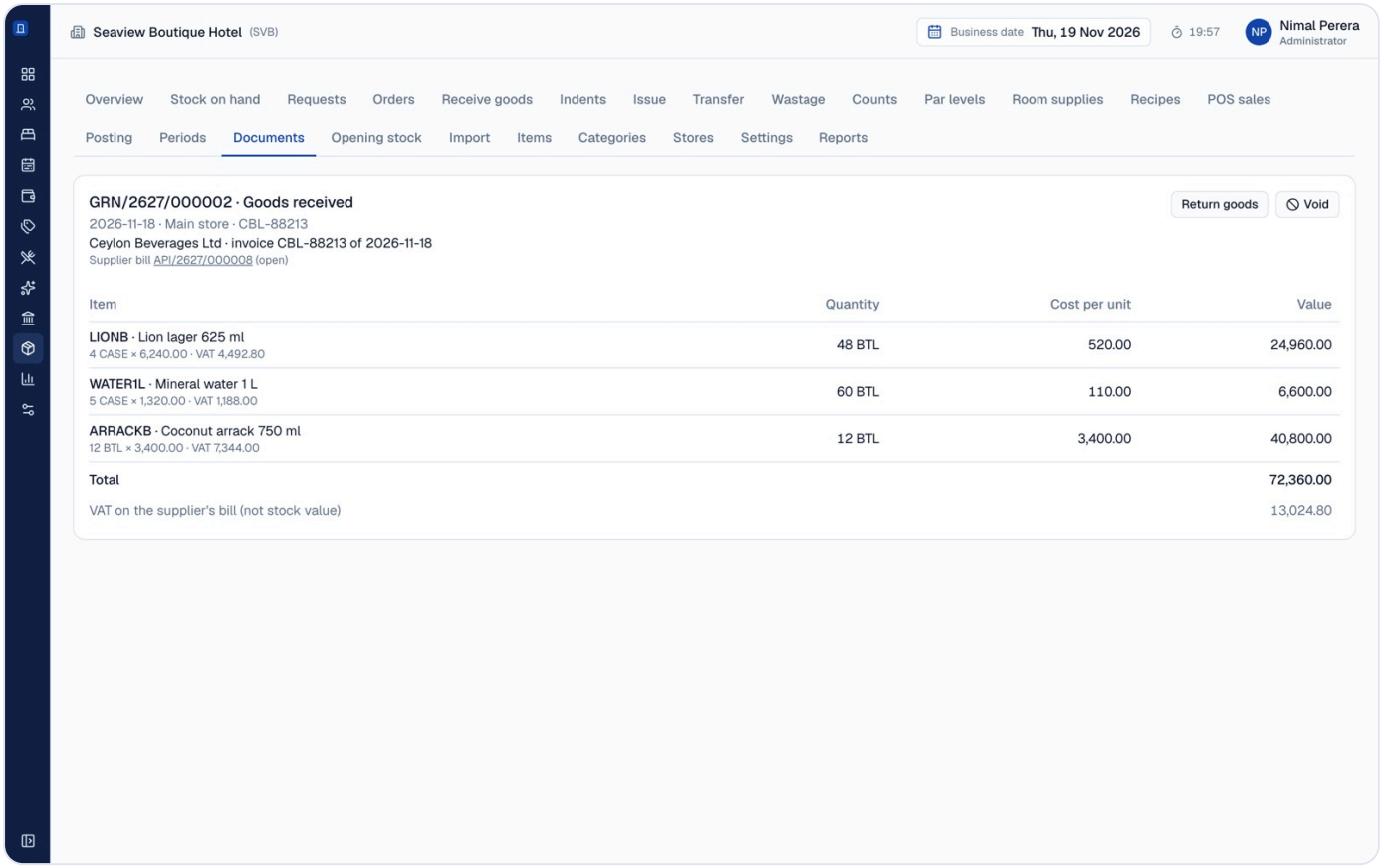


Figure 12.10 — A saved GRN with its supplier bill.

Returning goods: open the GRN and click **Return goods**. They leave at the cost they came in at, and a debit note is matched to the bill.

12.10 Indents and issues

An **indent** is a kitchen's, bar's or department's request to a store.

1. In **Stores › Indents** click **New indent**: store, cost centre, date needed and items, then **Raise indent**.
2. The storekeeper opens **Stores › Issue**, clicks **Issue** beside the indent, enters what is given and issues it. An indent can be issued in parts, or closed.
3. For an issue without an indent, fill in the form on the same screen.

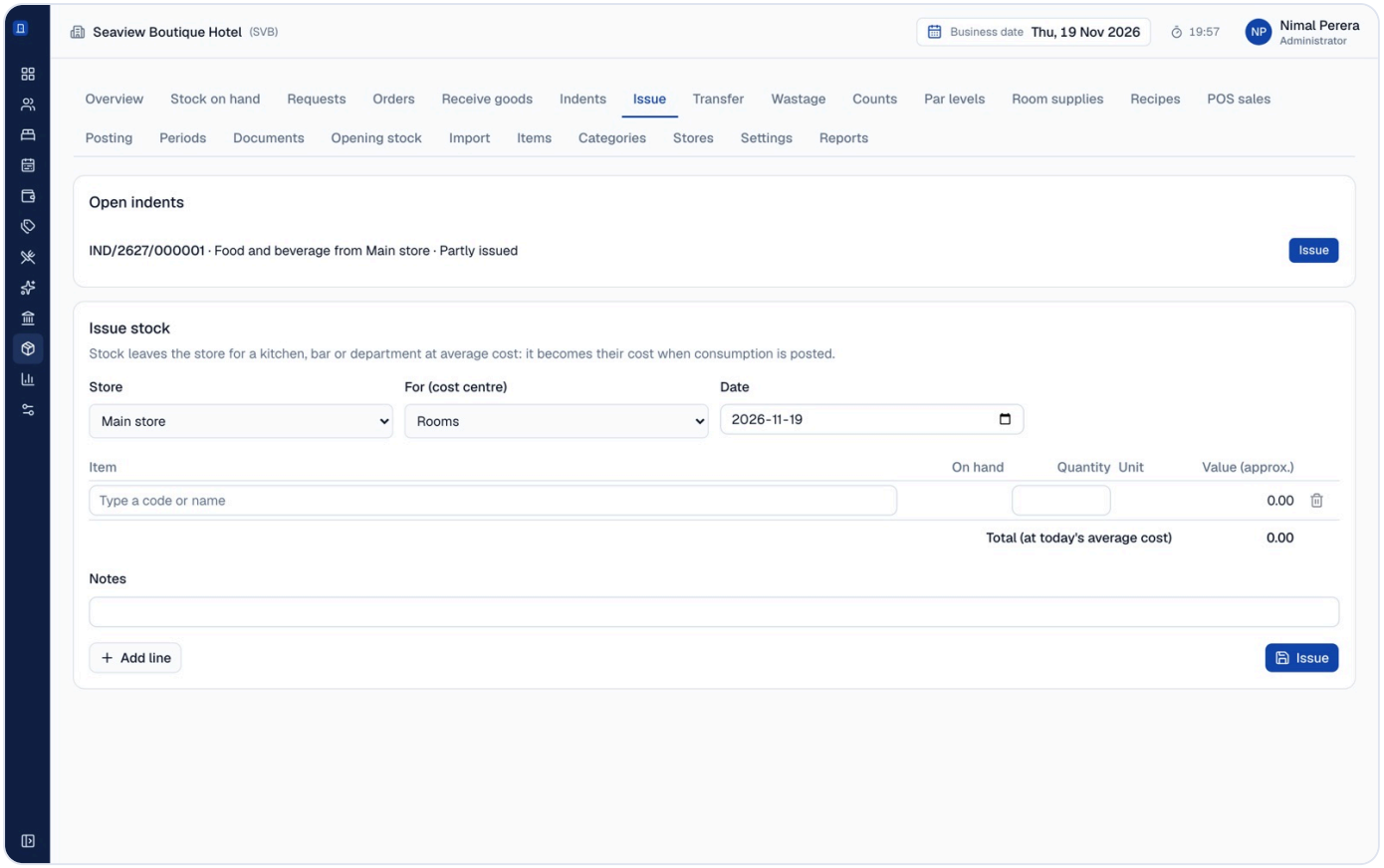


Figure 12.11 — Stores › Issue.

Stock leaves at average cost and becomes the cost centre's cost when consumption is posted. Unused goods come back with a return from the issue, at the issue cost.

12.11 Transfers and wastage

- **Transfer** moves stock between stores at the sending store's average cost. It is not an expense.
- **Wastage** writes stock off with a reason (*Expired, Damaged, Spoiled, Breakage, Other*). It goes to stock variance and may need approval above a value.

12.12 Stock counts

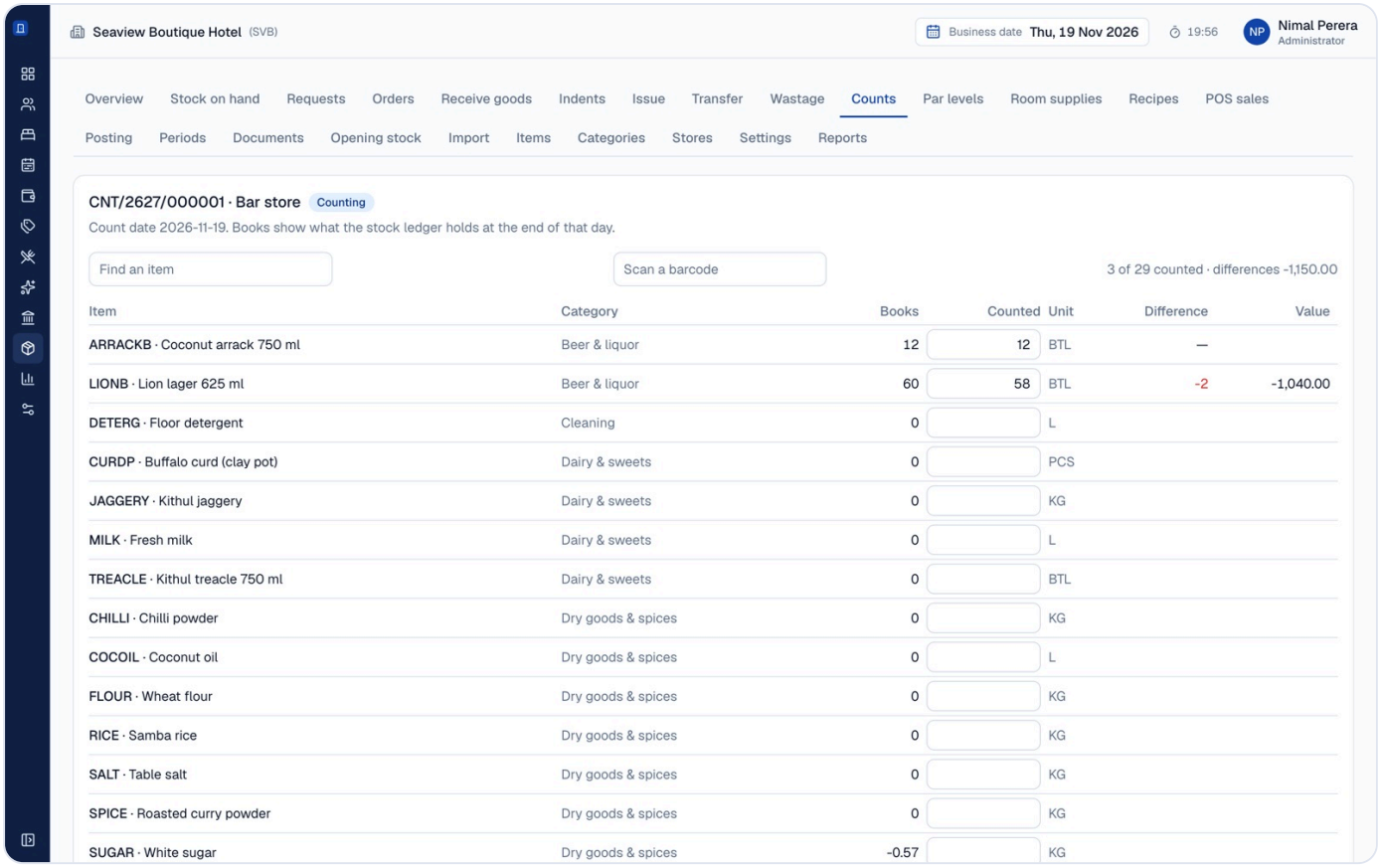


Figure 12.12 — A count sheet in progress.

1. In **Stores › Counts** choose the store, all or one category, and the count date, then click **Start count**.
2. Enter what is on the shelf, or put the cursor in **Scan a barcode** and scan: each scan counts one more. Save as you go.
3. Review the differences and their value, then post. Differences become an adjustment in stock variance. Voiding the adjustment reopens the count.

12.13 Par levels and room supplies

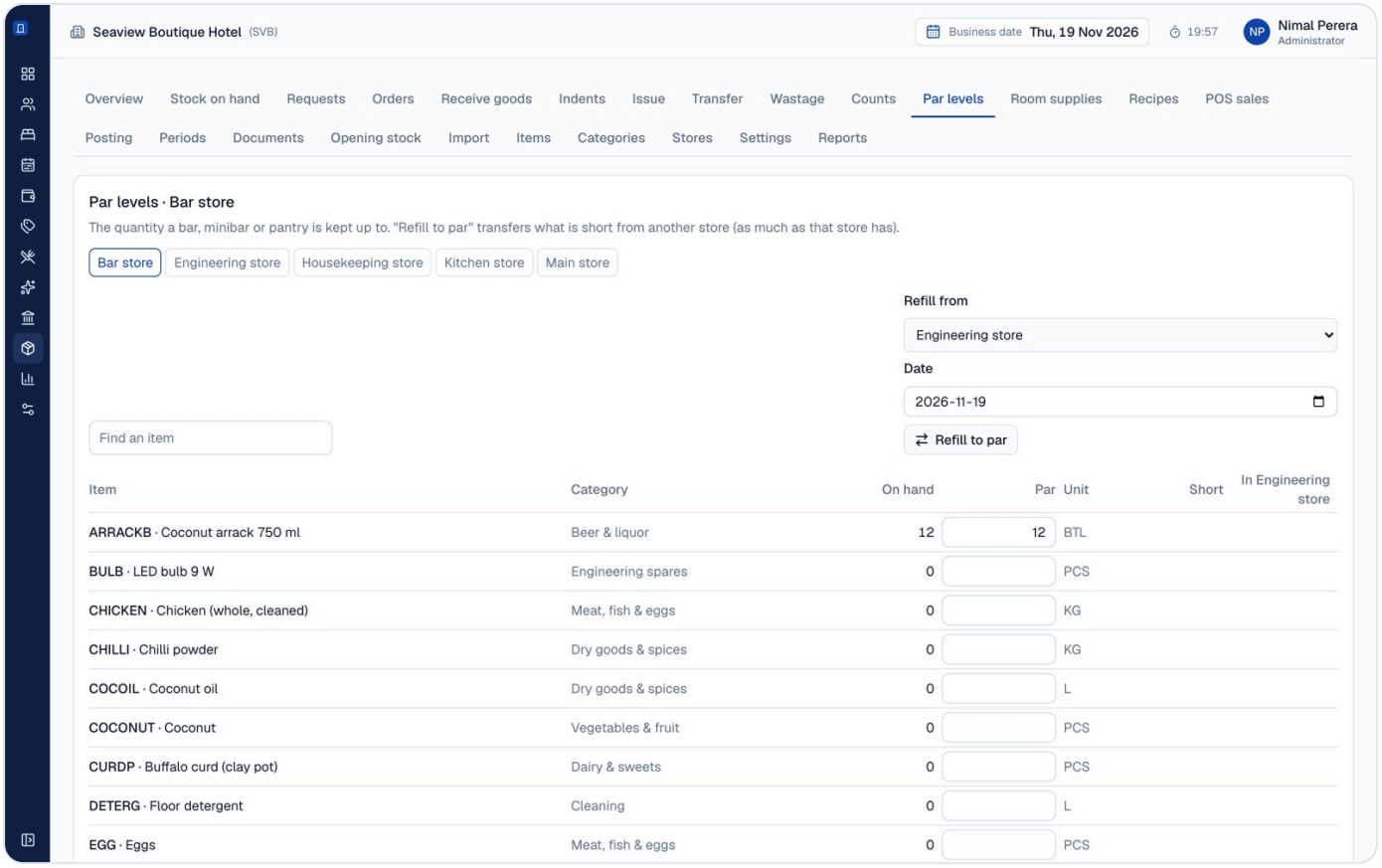


Figure 12.13 — Stores › Par levels.

- **Par levels**: set the quantity a bar, minibar or pantry is kept up to. **Refill to par** transfers what is short from another store, as much as that store has.
- **Room supplies**: set how much soap, shampoo or tea a room should use per occupied room night, guest night, arrival or departure. The report *Guest supplies: standard vs actual* compares it with what was issued.

12.14 Recipes and menu costing

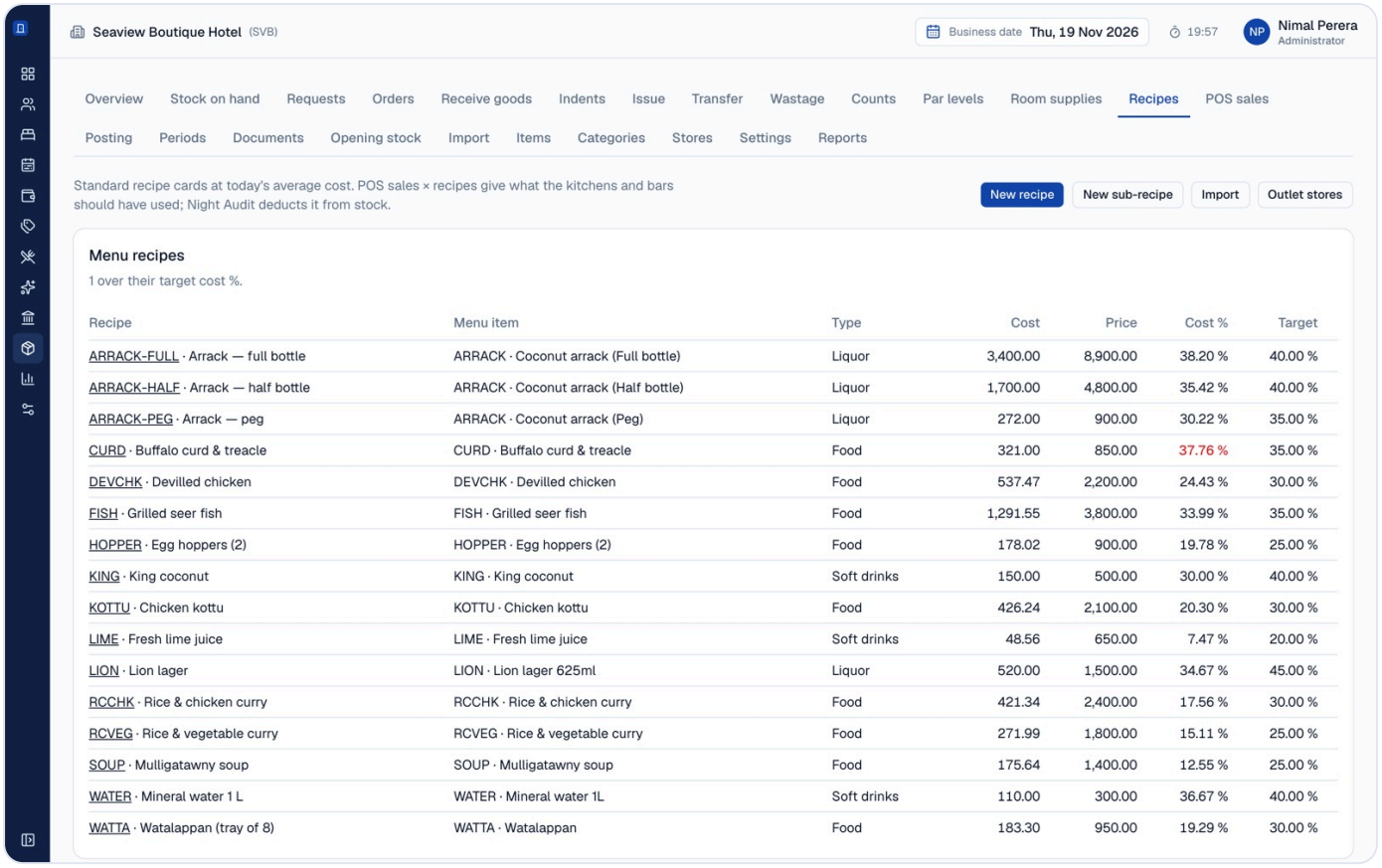


Figure 12.14 — Stores › Recipes: cost, price, cost % and target. Dishes over target are shown in red.

1. Click **New recipe** and choose the menu item and, if it has portions (peg, half bottle, full bottle), the portion.
2. Enter the portions it makes and the target cost %.
3. Add the ingredients in their recipe unit with a **yield %**, the usable share after trimming or cooking loss: 200 g usable at 80 % takes 250 g from the store.
4. Check the cost of one portion and the cost %, add the method and save.

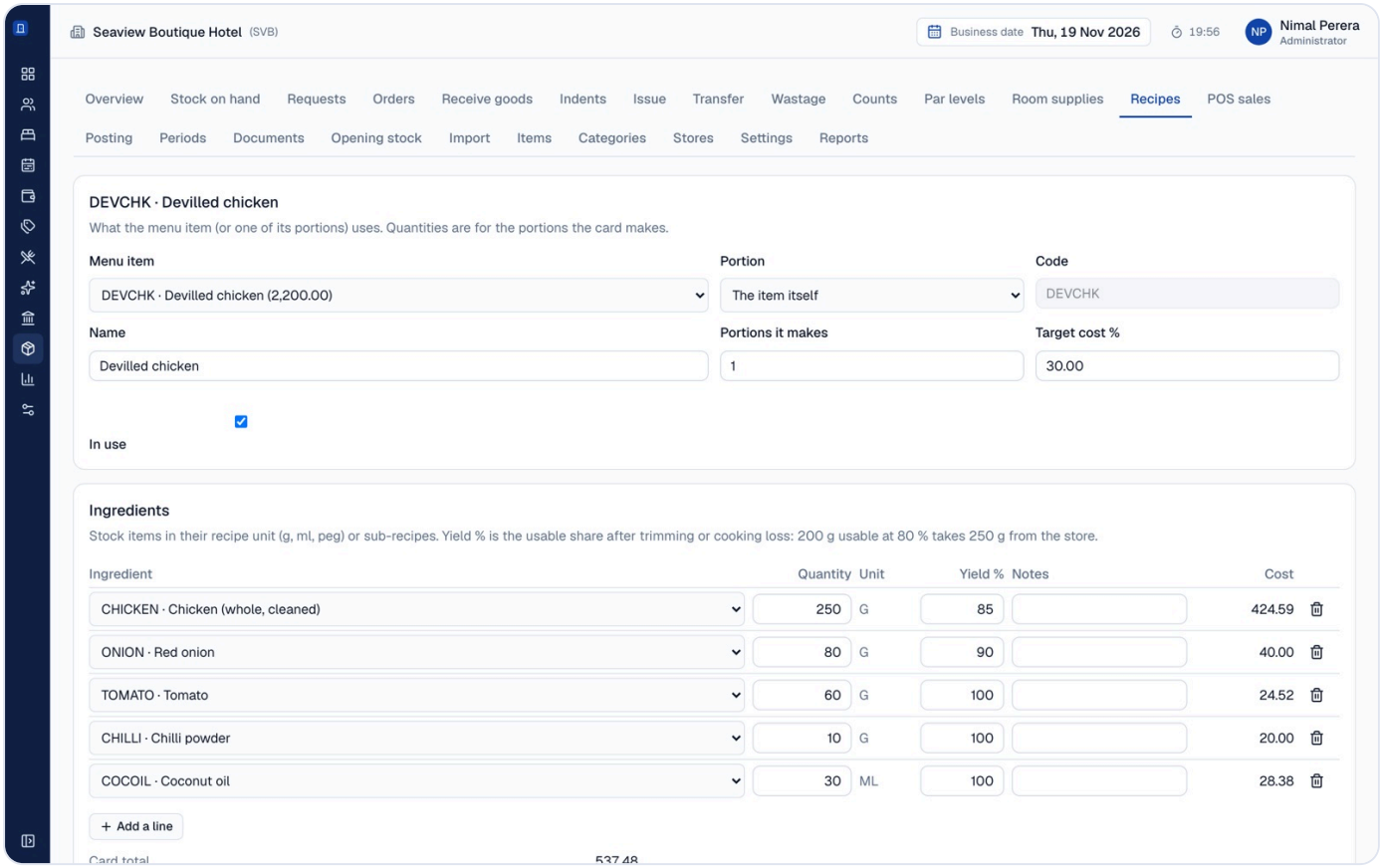


Figure 12.15 — A recipe card with live costs.

- **New sub-recipe**: a sauce, dough or base made in batches and used inside other recipes.
- **Import**: load recipes from a workbook, one row per ingredient. A recipe that exists is replaced.
- **Outlet stores**: where each outlet's sales take their ingredients from, one store for everything or a store per menu type (food from the kitchen, liquor from the bar).

12.15 POS sales against recipes

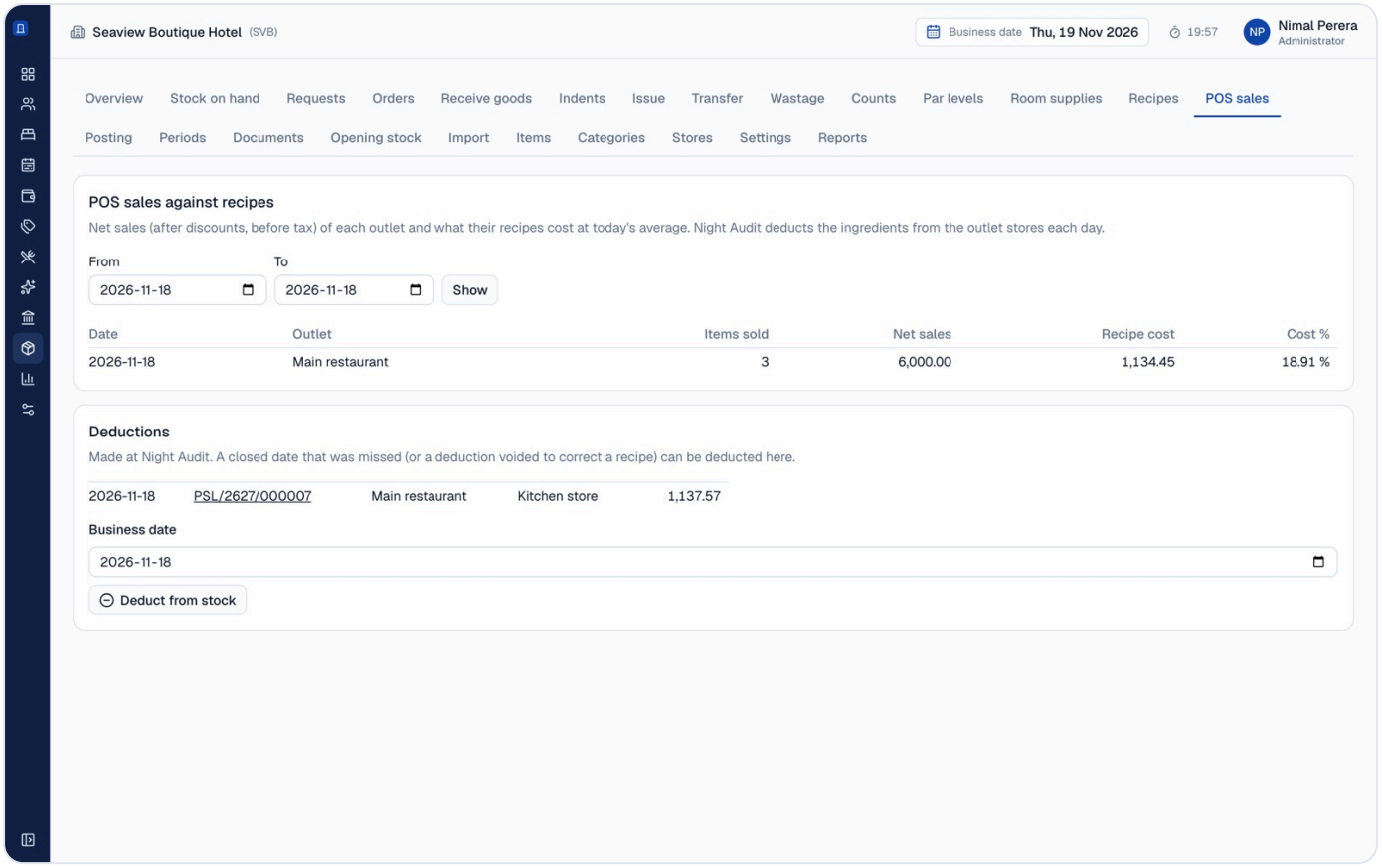


Figure 12.16 — Stores › POS sales.

Shows each outlet's net sales and what its recipes cost, with the cost %. When the hotel is set to deduct, the night audit takes each day's ingredients out of the outlet stores. A closed date that was missed, or a deduction voided to correct a recipe, can be done here with **Deduct from stock**.

12.16 Posting consumption to Finance

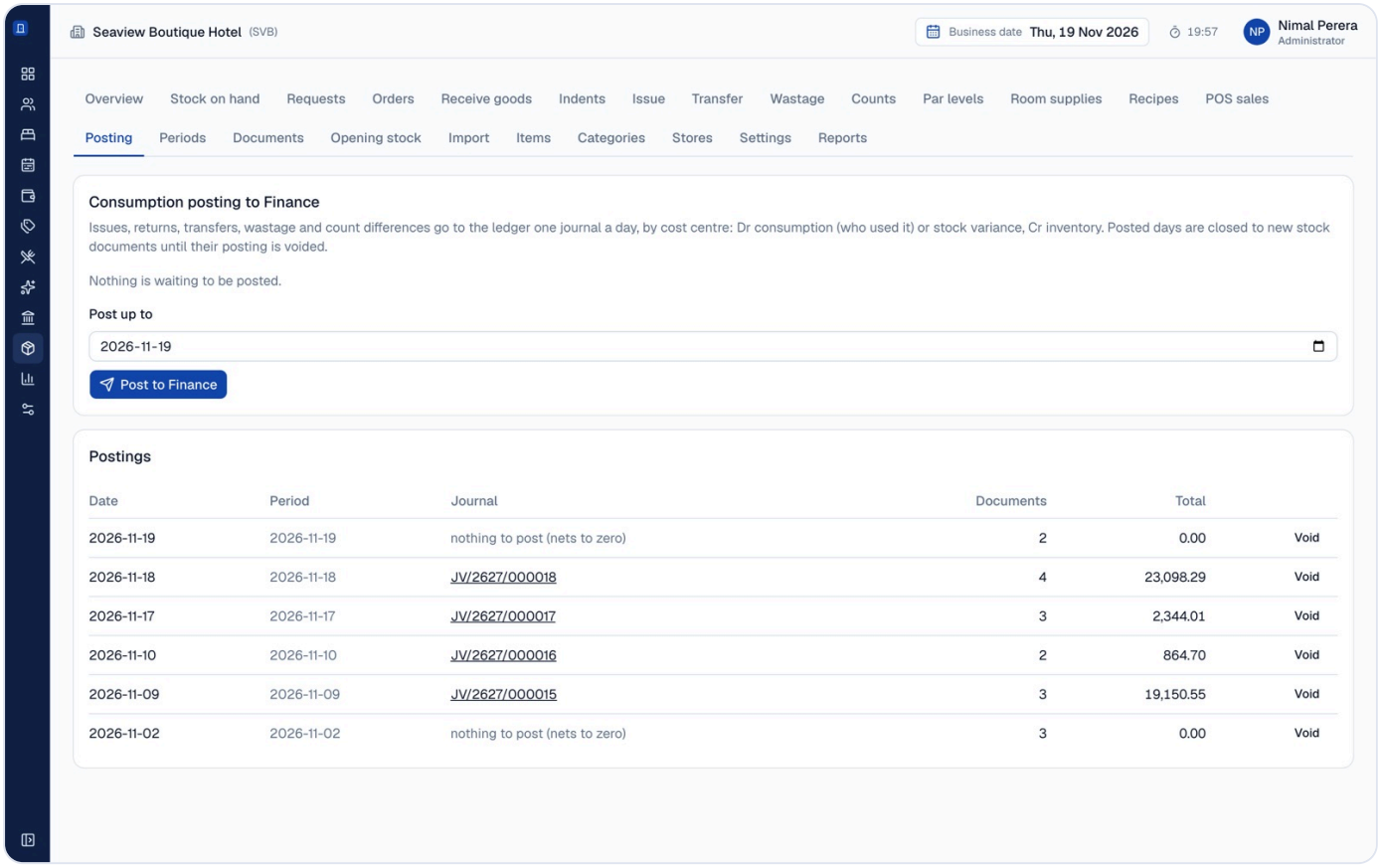


Figure 12.17 — Stores › Posting.

Choose **Post up to** and click **Post to Finance**. Issues, returns, transfers, wastage and count differences go to the ledger by cost centre: Dr consumption or stock variance, Cr inventory. Posted days take no new stock documents until their posting is voided.

12.17 Month-end

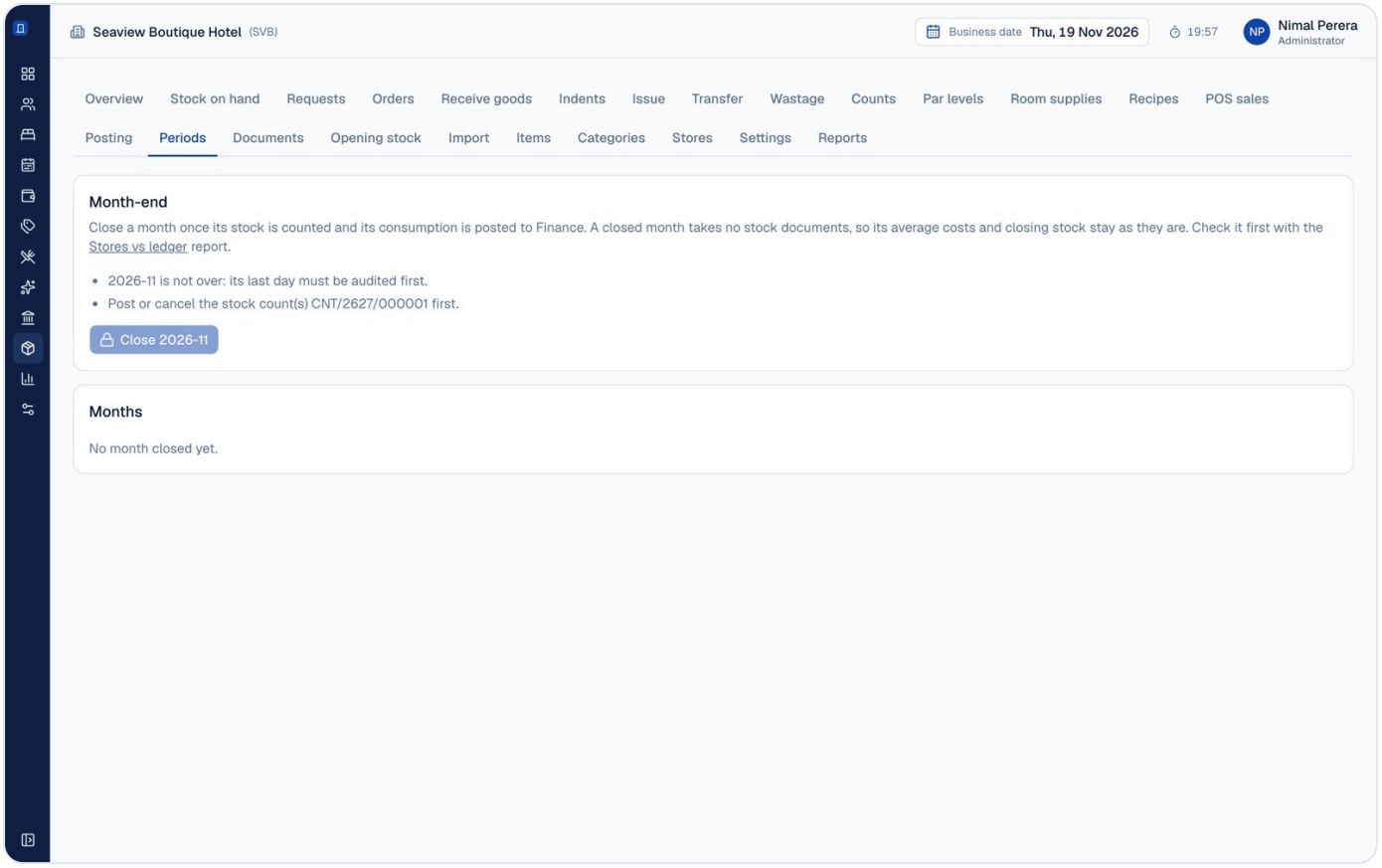


Figure 12.18 — Stores › Periods.

1. Post or cancel every stock count of the month.
2. Post consumption to Finance to the last day of the month.
3. Run *Stores vs ledger* and explain any difference.
4. In **Stores › Periods** close the month. Months close oldest first, once the last day has been audited.

> **Important.** A closed month takes no stock documents, voids included. Only the last closed month can be reopened, by someone with that permission and with a reason, which is recorded.

12.18 Stores reports

Twenty reports are under **Reports › Stores**:

Area	Reports
Stock	Stock position and valuation, Stock movement summary, Bin card, Reorder list, Stock document register, Expiring stock, Stock count variance, Wastage
Purchasing	Purchase register (GRN), Pending purchase orders, Purchase price variance, Purchase request register
Recipes and food cost	Recipe costing sheet, Menu engineering, F&B cost % (POS sales), Actual vs theoretical consumption
Use and control	Consumption by cost centre, Guest supplies: standard vs actual, Stores vs ledger (GL reconciliation), Stores month summary

CHAPTER 13

Reports

119 ready-made reports for every department, exported to PDF or Excel, e-mailed on demand, scheduled, or sent in the day-end mail after the night audit.

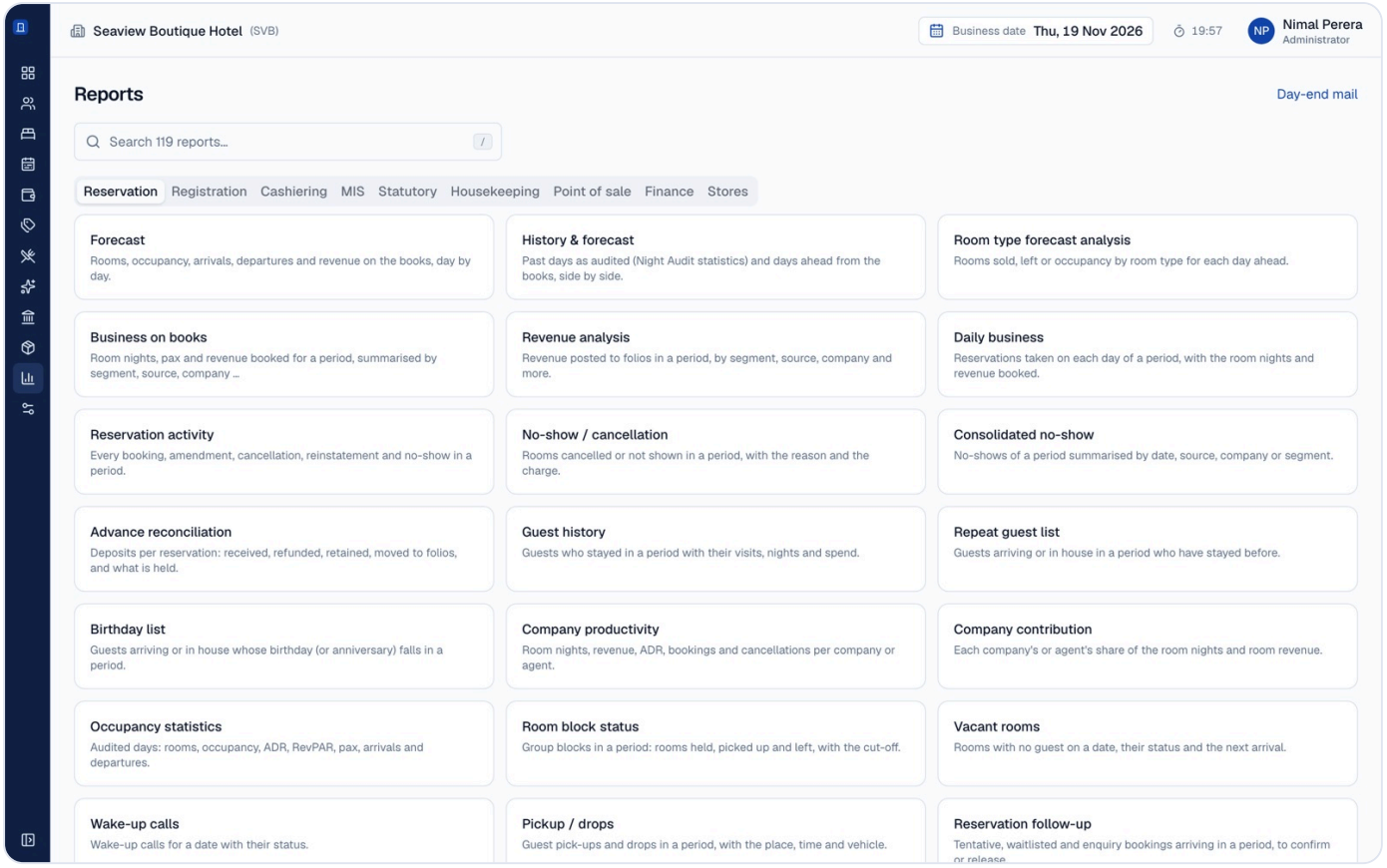


Figure 13.1 — Reports: search and report categories.

13.1 Running a report

1. Click **Reports** on the navigation rail. Press `/` and type part of a name, or choose a category tab.
2. Click the report. Set its options in the toolbar: date or period, property, filters (room type, company, outlet...) and grouping.
3. The report appears on screen. Use the toolbar to **print**, **export** (PDF or Excel), or **e-mail** it.
4. Tick **Open this report with these settings next time** to save your options.

13.2 Report categories

Category	Examples
Reservation	Forecast, History & forecast, Room type forecast analysis, Business on books, Revenue analysis, Daily business, Reservation activity, No-show / cancellation, Advance reconciliation, Guest history, Repeat guest list, Birthday list, Company productivity, Occupancy statistics, Room block status, Vacant rooms, Wake-up calls, Pickup / drops, Reservation follow-up
Registration	Arrival list, Arrival register, Guest in-house, Departure list, Departure extended, Room transfer, Long-stay guest, Foreign guest register (police), Foreigners' verification
Cashiering	Cashier report, Guest ledger balance, High balance, Front-office trial balance, Currency exchange register, Discounts and tax exemptions, Credit note, Service charge distribution
MIS	Manager flash, MIS report, MIS budget, Matrix report, Meal plan breakup, Rate check
Statutory	SLTDA monthly return, Output VAT schedule, Input VAT schedule, New VAT report (purchaser schedule)
Housekeeping	Room status, Audit room status, Attendant workload, Out-of-order rooms, Lost & found register, Items lent to guests, Minibar consumption
Point of sale	Daily sales, Item-wise sales, Outlet sales summary, Covers analysis, Pax-wise sales summary, POS collection summary, POS tax register, KOT audit, NC and staff orders, Cancelled and resettled checks
Finance	General ledger, Profit and loss, Balance sheet, Cash flow, Budget vs actual, Receivable ageing, Payable ageing, Customer balance list, Outstanding snapshot, Sales register
Stores	Stock position and valuation, Bin card, Reorder list, Purchase register, Consumption by cost centre, Recipe costing sheet, Menu engineering, F&B cost %, Stores vs ledger, Stores month summary and more (see 12.18)

13.3 Day-end mail and subscriptions

Click **Day-end mail** (top right of Reports) to choose which reports are archived and e-mailed to whom when the night audit finishes, for example the manager flash and occupancy statistics to the general manager and owners. Individual reports can also be subscribed to on a schedule.

Audited figures. Reports about past days (occupancy statistics, history, manager flash) use the statistics frozen by the night audit, so they never change after the day is closed. Forecasts use what is on the books now.

CHAPTER 14

Configuration

Setting up the property: the setup checklist, property details, taxes, rooms, revenues and payment modes, currencies, users and roles, online payments, guest messages, privacy and data import. Usually done by the general manager or system administrator.

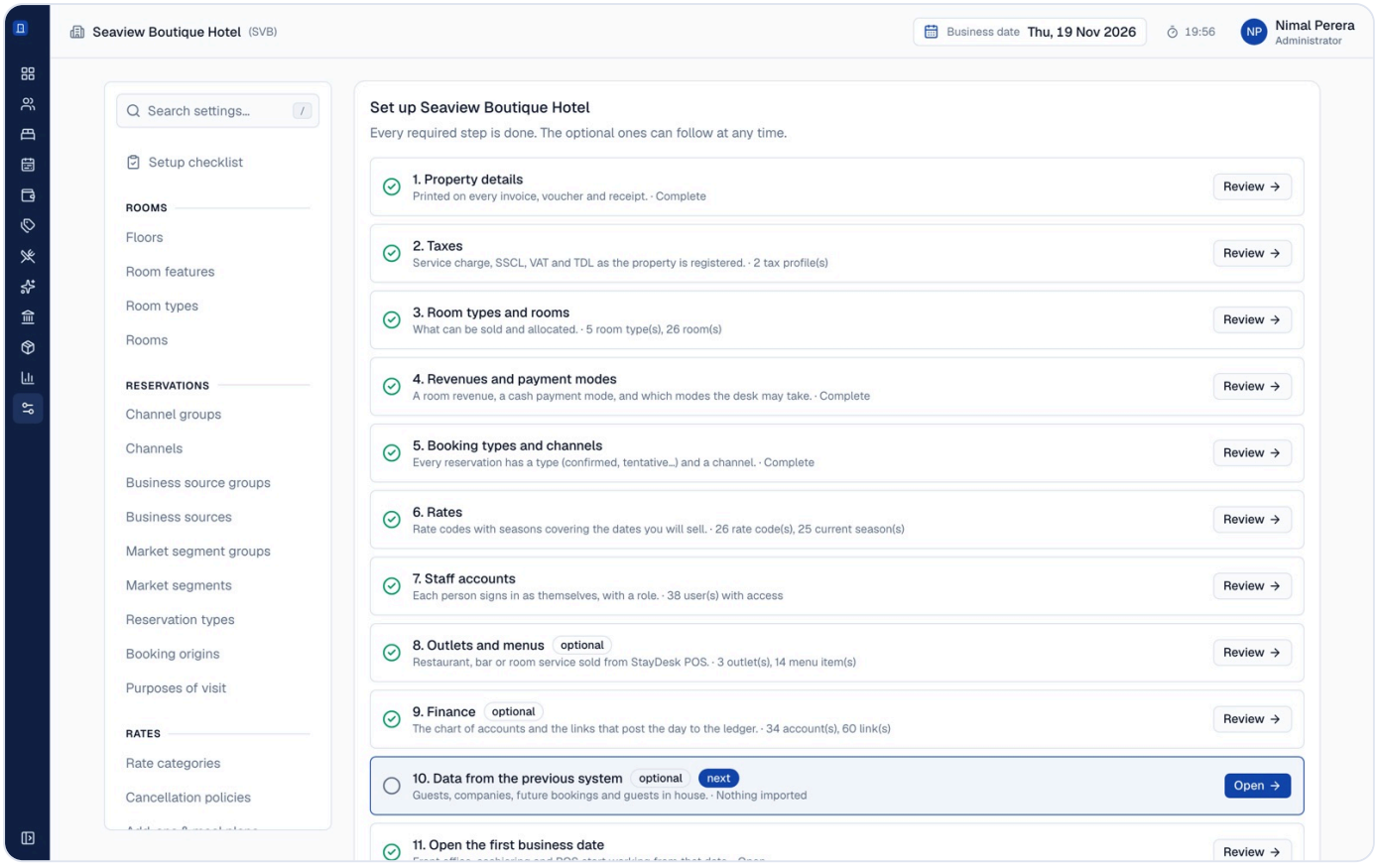


Figure 14.1 — Configuration › Setup checklist.

14.1 The setup checklist

A new property is set up by following the checklist from top to bottom. Each step shows whether it is complete and opens the right screen with **Open** or **Review**.

#	Step	What to do
1	Property details	Legal and trading name, address, phone, e-mail, logo, VAT number — printed on every invoice, voucher and receipt.
2	Taxes	The tax profile: service charge, SSCL, VAT and TDL as the property is registered.
3	Room types and rooms	What can be sold and allocated.
4	Revenues and payment modes	At least a room revenue and a cash payment mode, and which modes the desk may take.
5	Booking types and channels	Every reservation has a type (confirmed, tentative…) and a channel.
6	Rates	Rate codes with seasons covering the dates you will sell.
7	Staff accounts	Each person signs in as themselves, with a role.
8	Outlets and menus *(optional)*	Restaurant, bar or room service sold from StayDesk POS.
9	Finance *(optional)*	The chart of accounts and the links that post the day to the ledger.
10	Data from the previous system *(optional)*	Guests, companies, future bookings and guests in house.
11	Open the first business date	Front office, cashiering and POS start working from that date.

Search settings. Press `/` in Configuration and type what you are looking for, for example "meal plan" or "VAT".

14.2 Property & settings

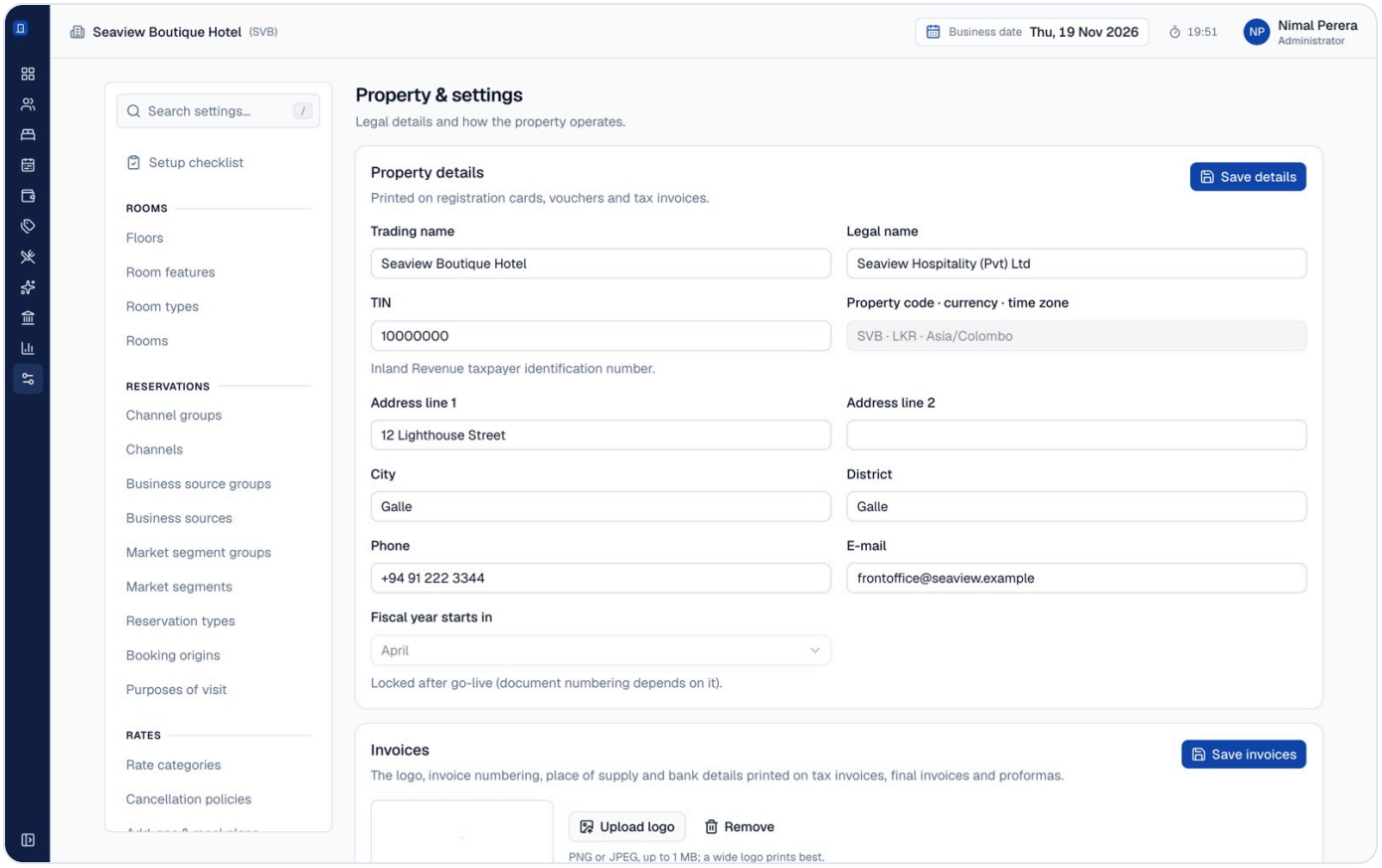


Figure 14.2 — Configuration › Property & settings.

- **Property details** — trading name, legal name, TIN (Inland Revenue taxpayer identification number), address, city, district, phone and e-mail, printed on registration cards, vouchers and tax invoices. Click **Save details**. The property code, currency and time zone are fixed. The **Fiscal year starts in** month is locked after go-live because document numbering depends on it.
- **Invoices** — the logo (**Upload logo**: PNG or JPEG up to 1 MB; a wide logo prints best), invoice numbering, place of supply and the bank details printed on tax invoices, final invoices and proformas. Click **Save invoices**.
- **Advanced settings** — how the property operates, for example which nights count as the weekend (Friday & Saturday, Saturday & Sunday…, or no weekend rates), the order rooms are listed in (by floor, number or type), which room status may be checked into (clean or inspected, inspected only, any status), and rounding. Open the business date before changing settings.

14.3 Tax profiles

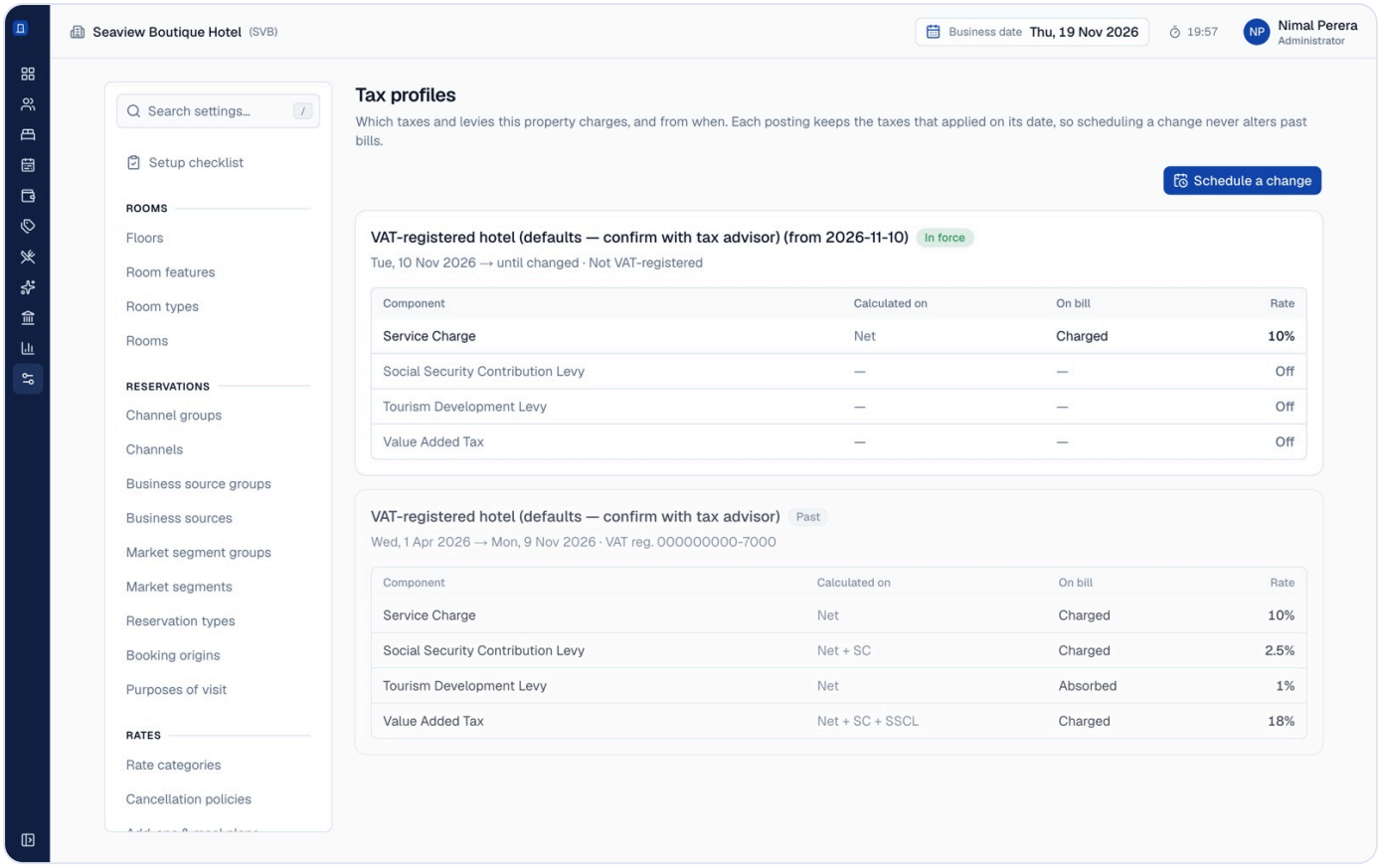


Figure 14.3 — Configuration › Tax profiles.

A tax profile lists each component with what it is calculated on, whether it is charged to the guest or absorbed by the hotel, and its rate. A typical VAT-registered hotel:

Component	Calculated on	On bill	Example rate
Service charge	Net	Charged	10%
Social Security Contribution Levy (SSCL)	Net + SC	Charged	2.5%
Tourism Development Levy (TDL)	Net	Absorbed	1%
Value Added Tax (VAT)	Net + SC + SSCL	Charged	18%

1. To change a rate or registration, click **Schedule a change**.
2. Choose the date from which the new profile applies and edit the components.
3. Save. The profile shows as *Scheduled* until that date, then *In force*; the old one becomes *Past*.

> **Important.** The example rates are defaults only. Confirm your rates and registration with your tax advisor. Each posting keeps the taxes that applied on its date, so scheduling a change never alters past bills.

14.4 Masters (lists)

The left-hand menu of Configuration lists the master lists, grouped as follows. Each list works the same way: **New** to add, click a row to edit, and deactivate rather than delete anything that has been used.

Group	Lists
Rooms	Floors, room features, room types (with cleaning credits and maximum occupancy), rooms
Reservations	Channel groups, channels, business source groups, business sources, market segment groups, market segments, reservation types, booking origins, purposes of visit
Rates	Rate categories, cancellation policies, add-ons and meal plans
Cashiering	Currencies, revenue groups, revenues (with tax and service-charge rules), payment instructions
Housekeeping	Room attendants, items lent to guests
Point of sale	POS shifts and sessions, outlets, kitchens, menu groups, display groups, units, menu levels, menu items, modifiers, discounts, tables, NC types and departments, stewards
Finance	Account groups, chart of accounts, cost centres, transaction types, vendors
Stores	Stores, item categories, stock items (see 12.3)
General	Instruction types, departments, guest statuses

14.5 Payment modes

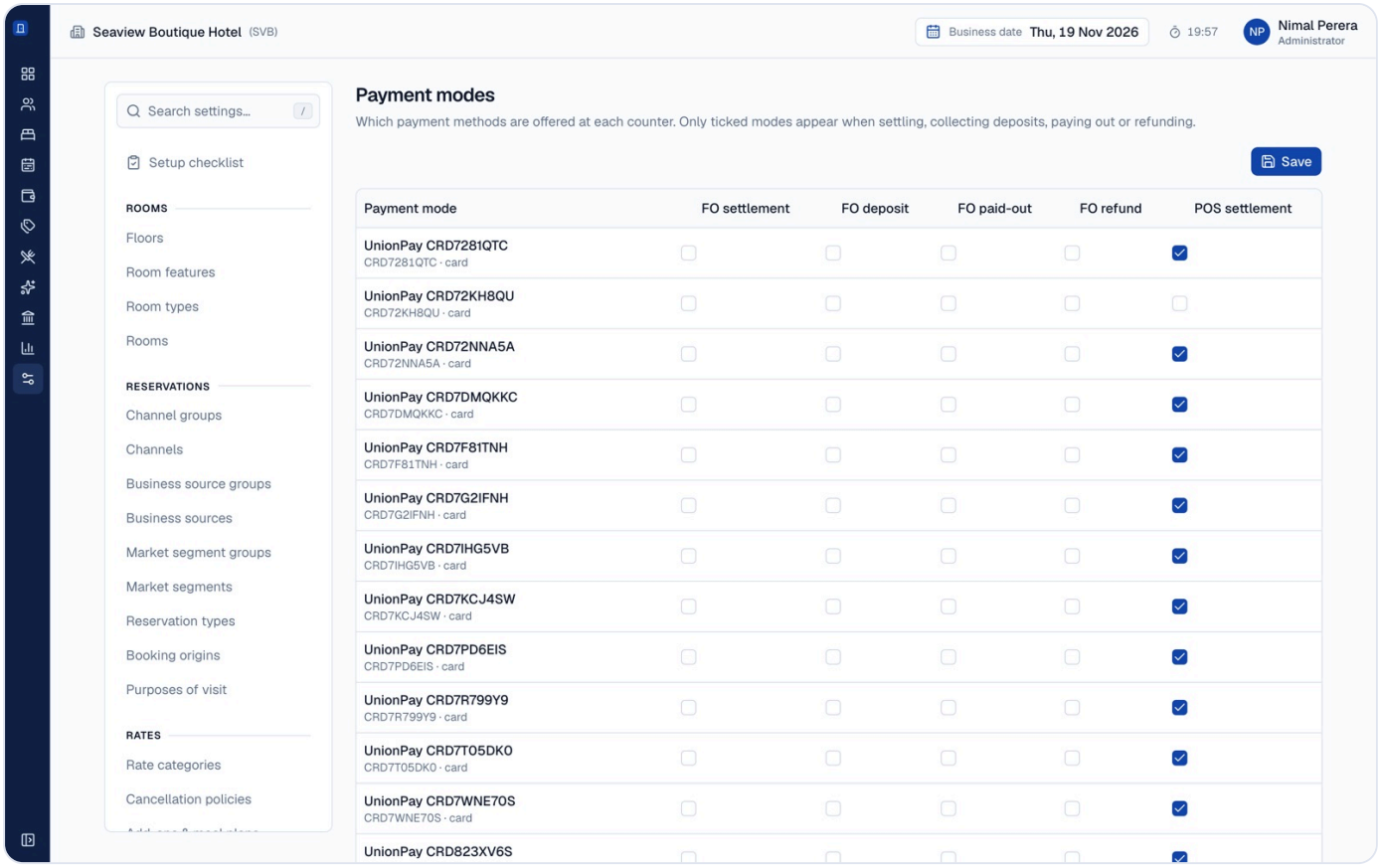


Figure 14.4 — Configuration › Payment modes.

Choose which payment methods are offered at each counter by ticking the columns **FO settlement**, **FO deposit**, **FO paid-out**, **FO refund** and **POS settlement**, then **Save**. Only ticked modes appear when settling, collecting deposits, paying out or refunding.

14.6 Currencies and exchange rates

Add the currencies you accept (USD, EUR, GBP…) under the Currencies master. In **Exchange rates** enter the day's rates: buying (cash), buying (TT / card), selling and posting rates, each with the date from which it is *In force*. Rates can be scheduled ahead.

14.7 Users and roles

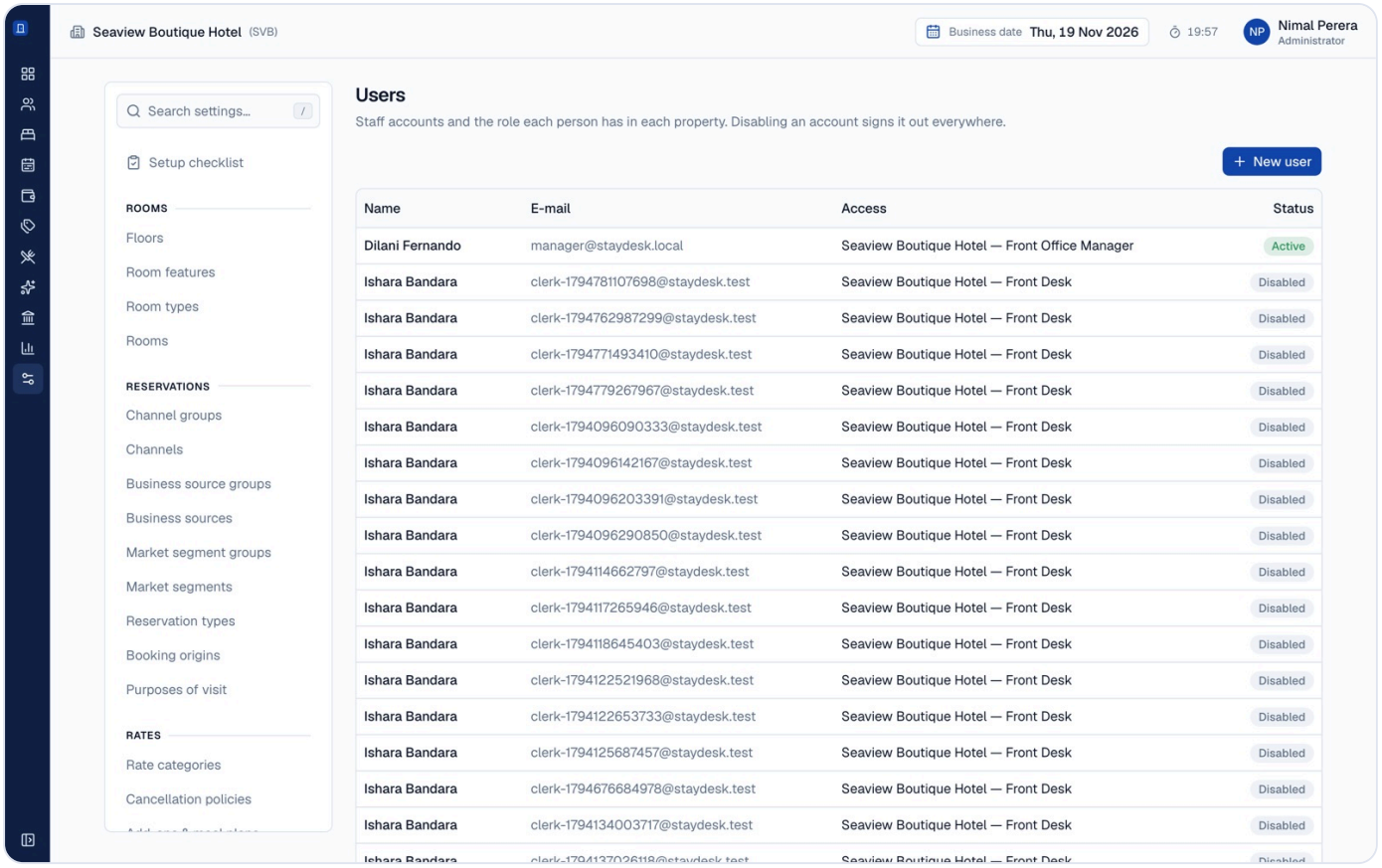


Figure 14.5 — Configuration › Users.

1. Open **Users** and click to add a user: name, e-mail and role. StayDesk e-mails an invitation to set a password.
2. To stop someone signing in, deactivate the user. Their history stays.

Roles bundle permissions. Four system roles come ready: **Administrator** (everything), **Front Office Manager**, **Front Desk** and **Accountant**. In **Roles** you can create your own roles and tick exactly which screens and actions each may use. Stores has its own permissions, so a storekeeper, a buyer, an approver and a chef can each have only their part: view, set up, opening stock, request, order, approve, receive, receive without an order, indent, issue, count, recipes, post, close and reopen a month, and void. Some permissions can be granted on the spot by a supervisor (see supervisor approval).

14.8 Online payments

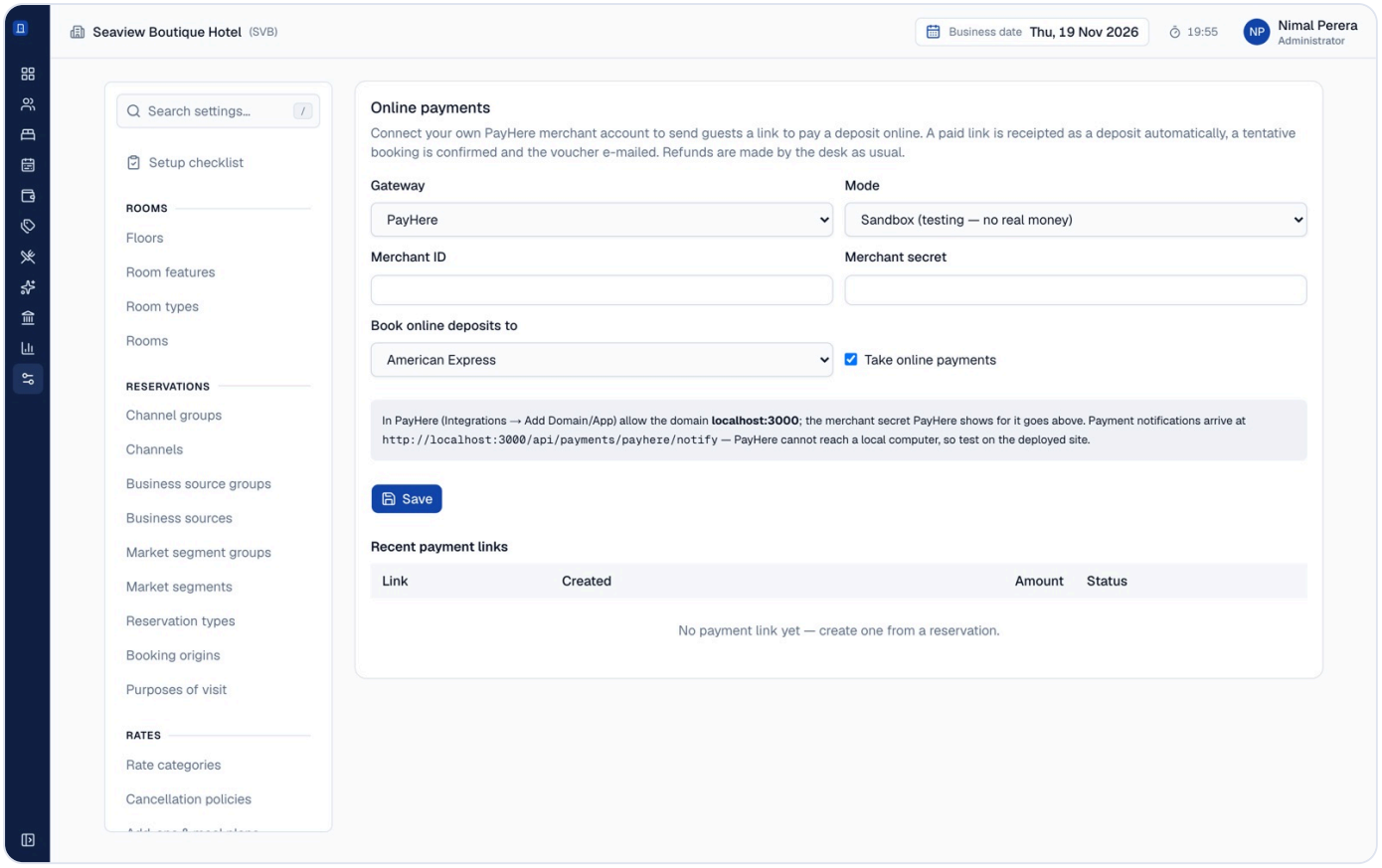


Figure 14.6 — Configuration › Online payments.

Connect the property's own PayHere merchant account so guests can pay a deposit online. A paid link is receipted as a deposit automatically, a tentative booking is confirmed and the voucher e-mailed. Refunds are made by the desk as usual.

1. Choose the **Gateway** (PayHere) and the **Mode**: *Sandbox* for testing with no real money, or live.
2. Enter the **Merchant ID** and **Merchant secret**. In PayHere (Integrations → Add Domain/App) allow your StayDesk domain; the secret PayHere shows for that domain goes here.
3. Choose the payment mode to **Book online deposits to**, tick **Take online payments** and click **Save**.

Recent payment links lists each link with its amount and status.

14.9 Guest e-mails

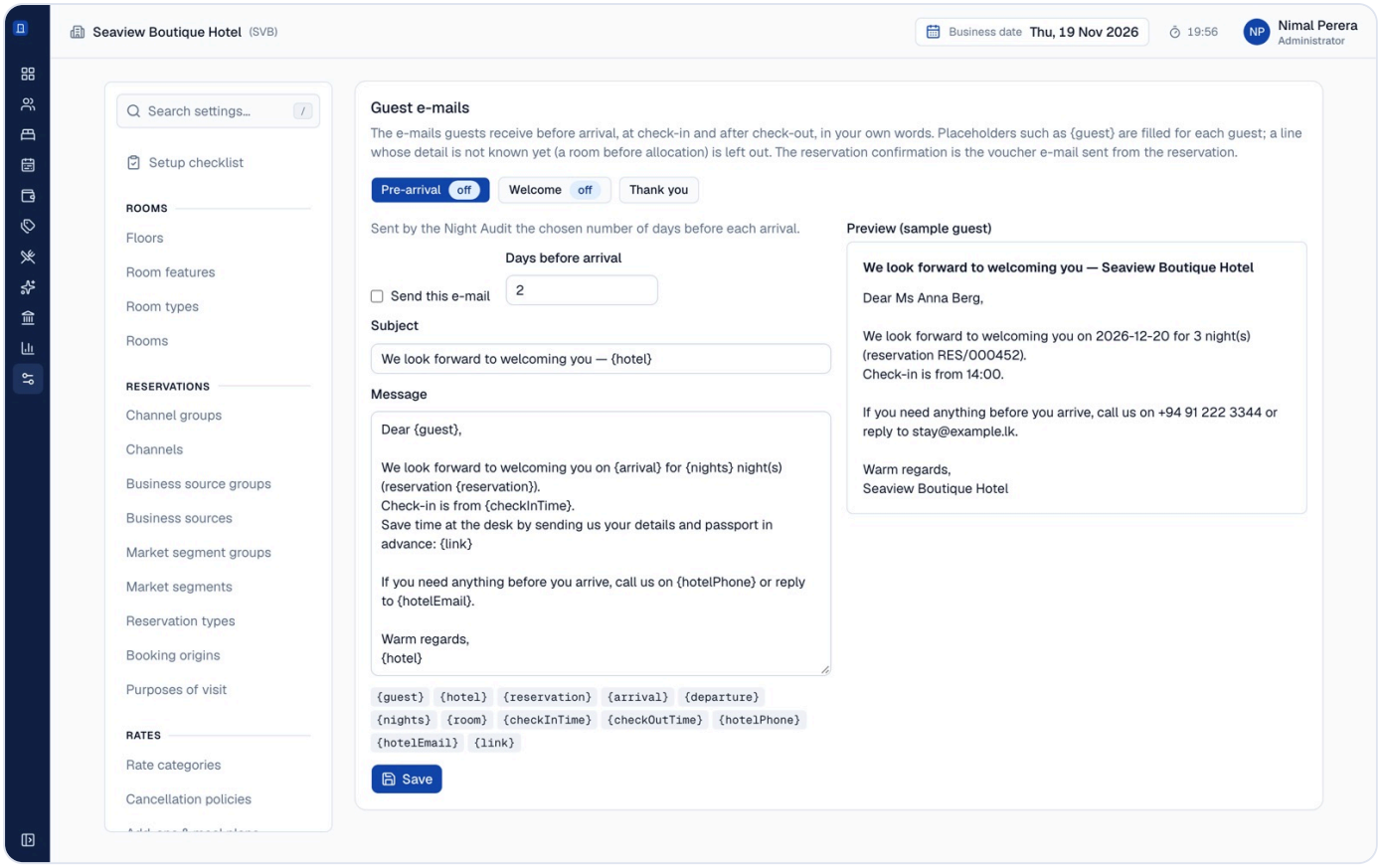


Figure 14.7 — Configuration › Guest messages.

Write the e-mails guests receive in your own words: **Pre-arrival** (sent by the night audit a chosen number of days before arrival, with the guest's pre-arrival link), **Welcome** (at check-in) and **Thank you** (after check-out). For each, tick **Send this e-mail**, edit the **Subject** and **Message**, and click **Save**. The preview shows the message for a sample guest.

Placeholders are filled in for each guest: `{guest}`, `{hotel}`, `{reservation}`, `{arrival}`, `{departure}`, `{nights}`, `{room}`, `{checkInTime}`, `{checkOutTime}`, `{hotelPhone}`, `{hotelEmail}`, `{link}`. A line whose detail is not known yet (for example the room before allocation) is left out. The reservation confirmation itself is the voucher e-mail sent from the reservation.

14.10 Staff alerts

Staff alerts sends short messages to managers' phones by SMS or WhatsApp, for example when a guest's balance reaches a set amount. Choose the provider and sender ID, enter the phone numbers, and use **Test channel** to send a test message.

14.11 Data protection

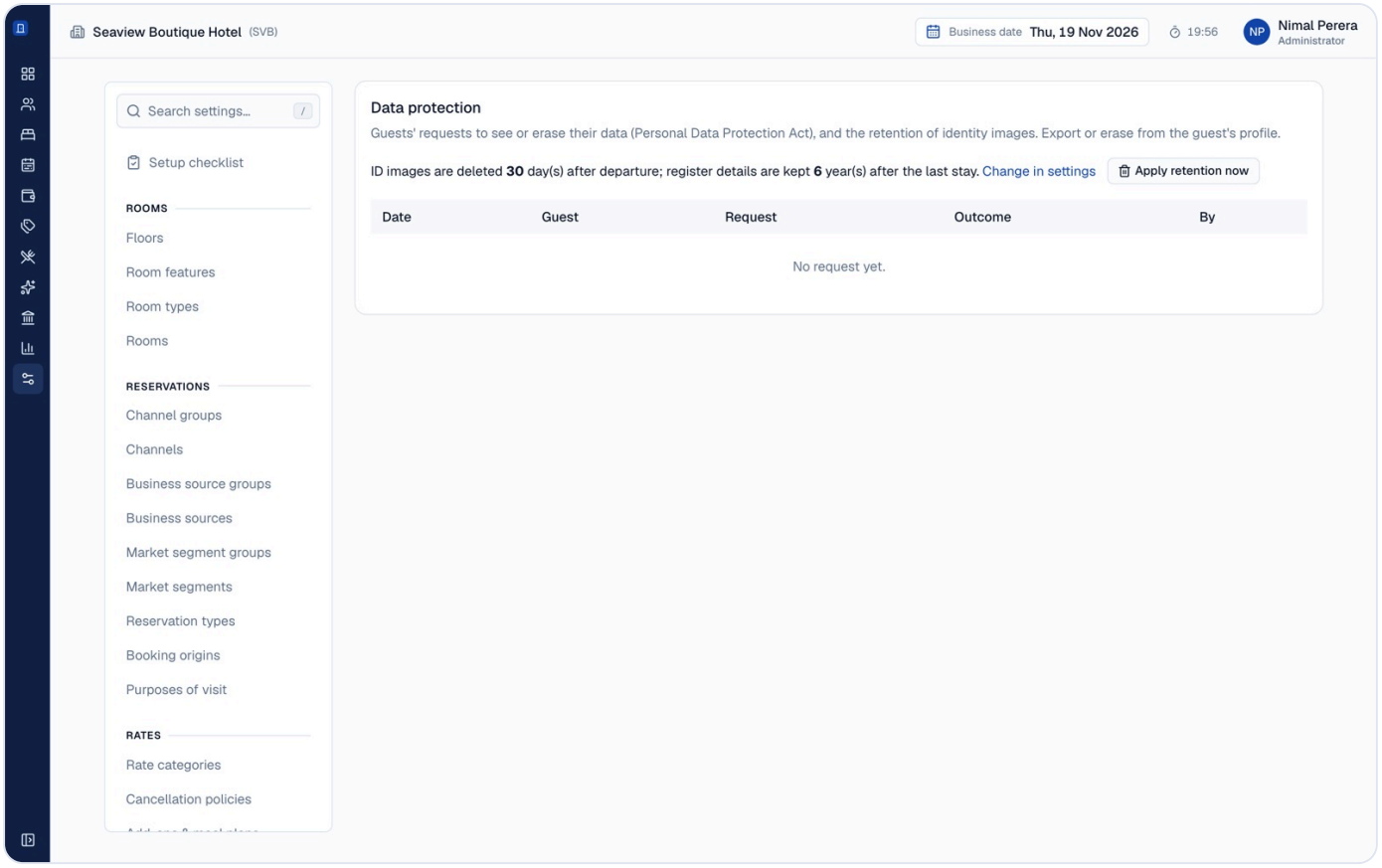


Figure 14.8 — Configuration › Privacy (Data protection).

This page records guests' requests to see or erase their data under the Personal Data Protection Act, and shows the retention rules: for example, ID images are deleted 30 days after departure and register details are kept 6 years after the last stay. Change the periods with **Change in settings**; **Apply retention now** deletes whatever is past its period immediately. Exports and erasures themselves are made from the guest's profile (see 3.5), and each appears here with its date, outcome and who did it.

14.12 Data import

Import loads guests, companies, future reservations and guests in house from spreadsheets exported by the previous system. Download the template, fill it in, upload it and check the preview before confirming.

CHAPTER 15

Daily routines

Checklists for each role. Print this chapter and keep it at the desk.

15.1 Front desk — morning shift

1. Sign in and check the business date in the top bar (it should be today).
2. Open your cashier shift with the float you were given (**Front office › Cashier**).
3. Review **Arrivals & departures**: VIPs, special requests, unallocated rooms, balances due.
4. Allocate rooms to today's arrivals; check housekeeping's progress on clean and inspected rooms.
5. Check out departures: settle each folio, print or e-mail the invoice, collect keys and loan items.
6. Follow up traces and tentative bookings (*Reservation follow-up* report).
7. At the end of the shift, close your cashier shift with an exact count and hand over the drawer.

15.2 Front desk — evening shift

1. Open your shift; review late arrivals and guarantees.
2. Check in arrivals; take deposits or card guarantees.
3. Watch the *High balance* report and ask guests above their credit limit for a payment.
4. Record wake-up calls and any discrepancies from housekeeping's evening check.

15.3 Night auditor

1. Confirm every arrival is checked in or will be a no-show, and every departure is checked out or extended.
2. Make sure every POS outlet is closed and every check settled.
3. Make sure every cashier shift is closed; close your own.
4. Review the night audit warnings and fix what you can.
5. Run the night audit (Chapter 7) and check that the day-end mail went out.
6. Open your shift on the new date if you will take payments before the morning shift.

15.4 Restaurant and bar

1. Open your POS shift and the outlet for the session.
2. Mark sold-out items under **Item availability**.
3. Take orders and send KOTs; check the print station if tickets are not printing.
4. Settle every check (charge to room only for in-house guests within their limit).
5. At the end of service close the outlet and shift; print the collection summary for the cashier.

15.5 Housekeeping supervisor

1. Open the housekeeping board, click **Auto assign** and adjust.
2. Prioritise departures and rooms for early arrivals.
3. Inspect cleaned rooms and mark them **Inspected**.
4. Report out-of-order rooms with a return date, and record lost property and discrepancies.

15.6 Storekeeper

1. Check items at or below the reorder level and raise requests.
2. Receive deliveries against their orders the same day, with the invoice number and use-by dates.
3. Issue open indents; refill bars and pantries to par.
4. Record wastage when it happens, with the reason.
5. Count high-value items (liquor, meat, seafood) weekly and every store at month-end.
6. Month-end: post counts, post consumption, check Stores vs ledger, close the month.

15.7 Accountant — daily and month-end

1. Daily: check the Finance overview shows yesterday's sales interface posted; review the cashier reports and bank deposits.
2. Daily: record supplier invoices and payments; record company receipts against open invoices.
3. Monthly: reconcile every bank account; review receivable and payable ageing; post accruals and recurring entries.
4. Monthly: run the VAT schedules and prepare the return; run the SLTDA monthly return.

5. Monthly: run Profit and loss, Balance sheet and Budget vs actual; then lock the month.

CHAPTER 16

Help, troubleshooting and glossary

16.1 Help & support

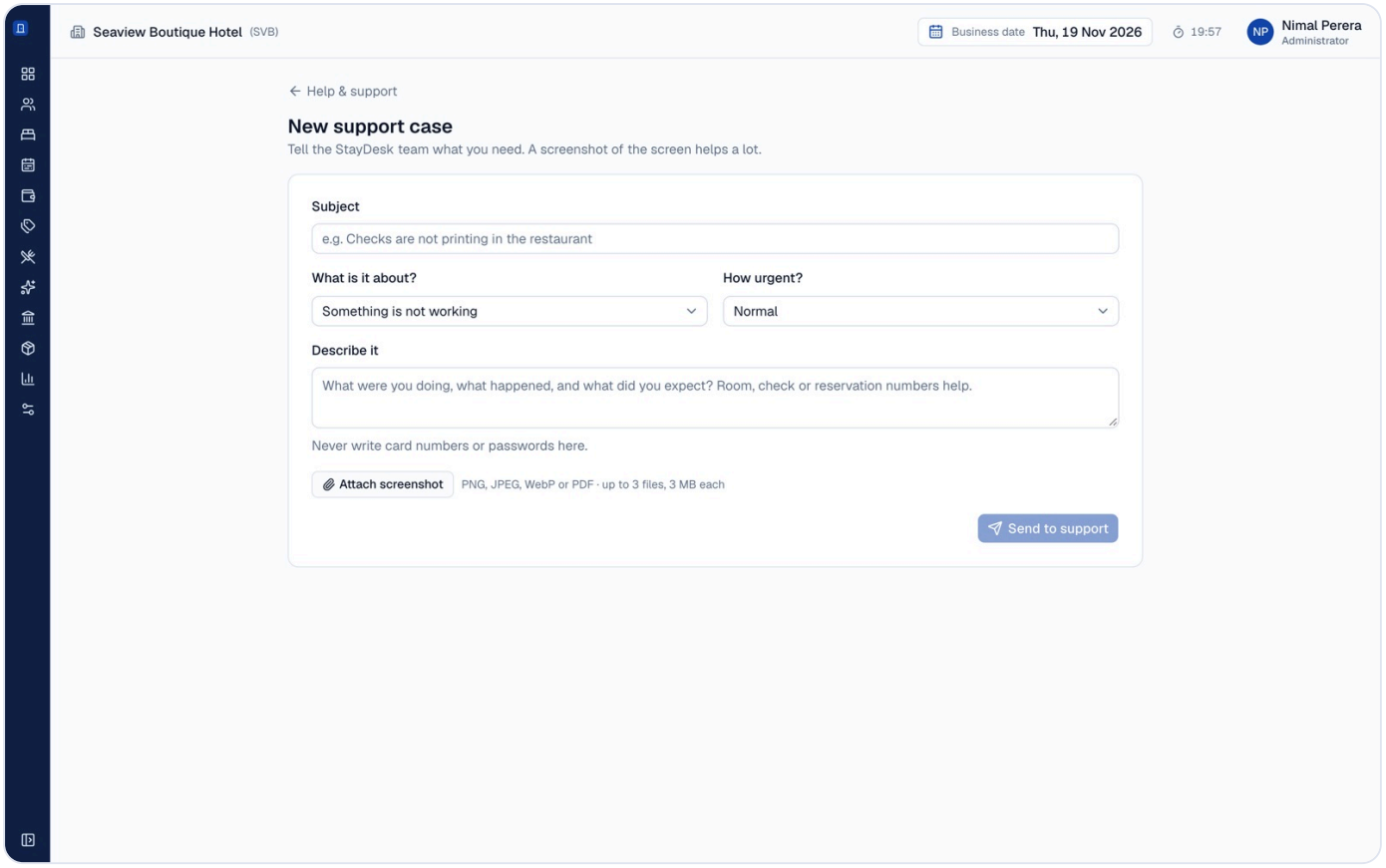


Figure 16.1 — A new support case.

1. Open your account menu (top right) and choose **Help & support**, then **New case**.
2. Enter the subject, what it is about and how urgent it is. Choose *Urgent: we cannot work* only when work has stopped.
3. Describe what you did, what happened and what you expected. Room, check or reservation numbers help.
4. Attach up to three screenshots or PDFs (3 MB each) and click **Send to support**.

Cases move through *Open, In progress, Waiting for the hotel, Resolved* and *Closed*. You get an e-mail when StayDesk replies. Reply to a resolved case to open it again, or click **Close case** when all is well; a closed case stays closed.

> **Important.** Never write card numbers or passwords in a case.

16.2 Common questions

Problem	What to do
"Save reservation" is greyed out.	Click **Confirm rate** first. Any change to dates, rooms or rate needs the price confirmed again.
A rate is missing from the list.	The rate may be closed by a restriction, not cover those dates (no season), or be limited to certain companies or agents. Check **Rates › Restrictions** and the rate's seasons and **Applicable to**.
I cannot take a payment or deposit.	Open your cashier shift first (**Front office › Cashier**). Also check that the payment mode is ticked for that counter in **Configuration › Payment modes**.
I cannot post to a folio after printing the bill.	Once a bill is generated, postings to that billing window are stopped so the printed bill stays correct. Post to another window, or cancel the bill (credit note) and generate it again.
A room cannot be checked into.	The room may not be clean or inspected (depending on the property setting), may be out of order, or may be occupied. Check **Room status**.
An action asks for a supervisor.	Ask a supervisor to enter their e-mail and password on your screen with a reason. The approval is used once.
Kitchen tickets are not printing.	Check the banner on the POS home and **Print station**. Make sure the print-bridge PC is on and online and the printer has paper and power. Waiting tickets print in order once the bridge is back.
An issue is refused: not enough stock.	Check Stock on hand for that store. Receive or transfer the goods first, or correct the count. The hotel can allow stock below zero in Stores settings.
A stock document's date is refused.	The day has been posted to Finance or the month is closed. Use a later date, or void the posting (or have the last month reopened) with permission.
A menu item has no recipe cost.	Add its recipe card, and for portions a card per portion. Check that each ingredient has a cost.
The night audit will not start.	Fix every item under **Fix before the audit**: open shifts, unsettled checks, pending departures.
I was signed out.	StayDesk signs you out after a period without activity on shared PCs. Sign in again; nothing you saved is lost.

A screen or button is missing.	Your role does not include that permission. Ask your administrator.
Screens look out of date.	StayDesk updates in real time; if your connection dropped, reload the page.

16.3 Glossary

Term	Meaning
ADR	Average daily rate: room revenue ÷ rooms sold.
Allowance	A reduction posted to a folio to correct or compensate a charge from a previous day.
Billing window	A separate bill within one folio, for example company and guest.
Business date	The hotel's trading day; changes only at the night audit.
Bin card	The list of every movement of one stock item, with its running balance.
BOT	Bar order ticket.
City ledger	Money owed by companies and agents after check-out (receivables).
Comp / house use	A room given free (complimentary) or used by the hotel.
Covers	The number of diners at a table.
Derived rate	A rate that follows a parent rate by an amount or percentage.
DND / DNM	Do not disturb / do not move (the guest must not be moved to another room).
Folio	The running bill of a stay.
GRN	Goods received note: the delivery taken into a store.
Guest ledger	The total owed by guests currently in house.
Indent	A department's request to a store.
KOT	Kitchen order ticket.
No-show	A guaranteed arrival who did not come.
OOO / OOS	Out of order (not usable, removed from inventory) / out of service (usable but not to be sold for now).
Paid-out	Cash paid on a guest's behalf and charged to their folio.
Par level	The quantity a bar, minibar or pantry is kept up to.
Passer-by	A customer who is not staying, billed at the front desk.

Proforma invoice	A quotation-style invoice issued before the stay.
RevPAR	Revenue per available room: room revenue ÷ rooms available.
Routing	Sending chosen charges automatically to another folio (for example the group leader's).
SC	Service charge.
SLTDA	Sri Lanka Tourism Development Authority (monthly return report).
SSCL	Social Security Contribution Levy.
TDL	Tourism Development Levy.
VAT	Value Added Tax.
Weighted average cost	The average cost of an item in a store, updated by each delivery.
WHT	Withholding tax deducted from supplier payments where it applies.
Yield %	The usable share of an ingredient after trimming or cooking loss.