

# Oracle® Hospitality Hotel Mobile

## Tablet User Guide



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# Preface

Oracle Hospitality Hotel Mobile brings the power of Oracle Hospitality property management systems to the hotel industry, empowering hotel associates to serve guests anywhere on property using commercially available smart phones and tablets.

## Purpose

This guide explains how to use the iOS and Microsoft Windows versions of the app.

## Audience

This document is intended for hotel personnel.

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/>.

## Revision History

Date	Description of Change
September 2018	Initial publication.
December 2018	Version number to 1.3. Please note that the versions on <a href="https://edelivery.oracle.com/">https://edelivery.oracle.com/</a> and in all our documentation are listed as version 1.X.0.0 (1.3.0.0). The installed hotel mobile apps show version 1.X0 (1.30).

# 1

## Getting Started

Welcome to the Oracle Hospitality Hotel Mobile app! Hotel Mobile brings the proven power of Oracle Hospitality property management systems to the hotel industry, empowering hotel associates to serve guests anywhere on property using a Microsoft Windows-based tablet or an Apple iPad. The app enables hoteliers to improve guest satisfaction and loyalty by enhancing the guest experiences they offer in their properties. The app also enables hoteliers to improve operating efficiency by providing hotel associates with the technology capabilities they need to maintain properties and deliver guest services.

The app dashboard appears after you sign in. The dashboard shows summary information such as expected check-ins and check-outs, resolved and incomplete room maintenance issues, and completed and remaining housekeeping tasks.

Make sure to review the app tutorial for navigation tips and descriptions of icons that appear in the app. Need help using the app? Select a category for more information:

[Housekeeping](#)

[Maintenance](#)

[Reservations](#)

# Housekeeping

Tasks:

- Filtering Rooms
- Understanding Room Status Filters
- Understanding Housekeeping Status Filters
- Sorting Rooms
- Searching Rooms
- Changing Room Status
- Changing Housekeeping Status
- Viewing Out of Order Rooms
- Viewing Out of Service Rooms
- Viewing Queued Rooms
- Viewing Discrepant Rooms

## Filtering Rooms

You can filter rooms by housekeeping status and room status.

1. On the Housekeeping screen, tap  **Filter**
2. Tap the filters to select them. The rooms appear as you select a filter.



Selected filters are highlighted, for example:



indicates the number of filters selected.

3. Swipe up or tap  **Filter** to close the filter selection.
4. To clear all the filters, tap  **Filter** and select **Clear All**.

## Understanding Room Status Filters



**Inspected:** Inspected rooms



**Clean:** Clean rooms



**Pickup:** Rooms to be touched up rather than fully cleaned



**Dirty:** Dirty rooms



**Do not Disturb:** Rooms where guests have activated do not disturb



**Queued:** Rooms which have checked in and are waiting on a room



**Out of Order:** Rooms which are out of order



**Out of Service:** Rooms which are out of service



**VIP:** Rooms with a VIP guest

## Understanding Housekeeping Status Filters



**Exp. Arrival:** Rooms which are due to arrive today



**Checked In:** Rooms which checked in today



**In House:** Rooms which are in house, they did not check in today, and are not due to leave today



**Exp. Departure:** Rooms which are due to depart today



**Departed:** Rooms which checked out today



**Exp. Day Use Arrival:** Day use rooms which are due to arrive today. Day use rooms are rented for a period of time which is less than an overnight stay. For example, airport hotels often rent rooms for day use to guests with layovers.



**Day Use In house:** Day use rooms which are in house



**Exp. Day Use Departure:** Day use rooms which are due to depart today



**Day Use Departed:** Day use rooms which checked out today

## Sorting Rooms

1. On the Housekeeping screen, tap
2. Tap **Low- High** to sort the rooms starting with the lowest number.
3. Tap **High - Low** to sort the rooms starting with the highest number.



indicates a sorted list of rooms.

## Searching Rooms

1. On the Housekeeping screen, tap
2. Tap the search bar, and then enter search text.



indicates that search criteria has been entered.

3. To clear the search filter, tap the search bar, and then tap
4. Swipe up or tap
- Search to remove the search bar.

## Changing Room Status

1. On the Housekeeping screen, select the room.
2. Tap a status:



**Inspected**



**Clean**



**Pickup**



**Dirty**

## Changing Housekeeping Status

You can change the housekeeping status to either vacant or occupied.

1. On the Housekeeping screen, tap the room.

2. Tap  **Vacant** or  **Occupied**.
3. If the housekeeping status you select and the property management system status do not match, a conflicting room status appears:



**Skip:** Vacant rooms according to housekeeping and occupied according to the front office.



**Sleep:** Occupied rooms according to housekeeping and vacant according to the front office.

## Viewing Out of Order Rooms

Out of order rooms are not available for sale.

1. On the Housekeeping screen, tap  **Filter**.
2. Tap  **Out of Order**.
3. Tap the room to view the dates and the reason the room is out of order.

## Viewing Out of Service Rooms

Out of service rooms are temporarily unavailable. They can be made available at any time, for example, rooms on a closed floor.

1. On the Housekeeping screen, tap  **Filter**.
2. Tap  **Out of Service**.
3. Tap the room to view the dates and the reason the room is out of service.

## Viewing Queued Rooms

Reservations are placed in a queue when rooms are not available at check-in. Rooms can then be cleaned in the order in which they are required.

1. On the Housekeeping screen, tap  **Filter**.
2. Tap  **Queued**. The rooms appear by the length of time in the queue.
3. Tap the room to see housekeeping, maintenance, and guest information.

## Viewing Discrepant Rooms

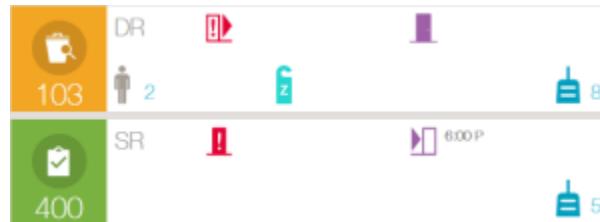
The app assigns a status of **Skip** or **Sleep** when the physical room status and the front office status do not match.

1. On the Housekeeping screen, tap  **Filter**.

2. Tap  **Skip** and/or  **Sleep**.

In the following example:

- Room 103 has the status **Skip** because it is occupied according to the front office and vacant according to housekeeping.
- Room 400 has the status **Sleep** because it is vacant according to the front office and occupied according to housekeeping.



3. Tap the room to see housekeeping, maintenance, and guest information.

# 3

## Maintenance

Tasks:

- Filtering Tasks
- Understanding Maintenance Filters
- Sorting Tasks
- Searching Tasks
- Adding Maintenance Tasks
- Viewing Out of Order Rooms
- Viewing Out of Service Rooms
- Resolving Maintenance Tasks
- Marking Maintenance Tasks as Unresolved

### Filtering Tasks

You can filter tasks by either task status, locality, and room status.

1. On the Maintenance screen, tap  Filter.
2. Tap the filters to select them.



Selected filters are highlighted, for example:



indicates the number of filters selected.

3. Swipe up or tap  Filter to close the filter selection.
4. To clear all the filters, tap  Filter and select **Clear All**.

### Understanding Maintenance Filters



**Resolved:** Resolved maintenance tasks



**Unresolved:** Unresolved maintenance tasks



**Room:** Includes rooms



**Function Spaces:** Spaces such as ball rooms, meeting rooms, conference rooms, and restaurants



**Location:** Locations such as in the room and out of the hotel



**Public Spaces:** Public spaces such as lobby, hotel bar, and spa



**Queued:** Rooms which have checked in and are waiting on a room



**Do not Disturb:** Rooms where the guest has activated do not disturb



**Out of Order:** Includes rooms which are out of order



**Out of Service:** Rooms which are out of service



**Skip:** Vacant rooms according to housekeeping, but are listed as occupied by the front office



**Sleep:** Occupied rooms according to housekeeping, but are listed as vacant by the front office



**VIP:** Rooms with a VIP guest

## Sorting Tasks

1. On the Maintenance screen, tap  **Sort**.
2. Tap **Low- High** to sort the tasks starting with the lowest number.
3. Tap **High - Low** to sort the tasks starting with highest number.
4. Tap **New - Old** to sort the tasks starting with the newest task.
5. Tap **Old - New** to sort the tasks starting with the oldest task.
6. Tap **Reset** to sort the tasks by room number.



indicates a sorted list.

## Searching Tasks

1. On the Maintenance screen, tap  **Search**.
2. Tap the search bar, and then enter search text.



indicates that search criteria has been entered.

3. To clear the Search filter, tap the search bar and then tap .
4. Swipe up or tap  **Search** to remove the search bar.

## Adding Maintenance Tasks

1. On the Maintenance screen, tap  **New**. **Maintenance** task is the default.
2. To add a cleaning task, tap **Cleaning**.
3. Select a location type. The default is **Room**.
4. Enter or select a location.
5. Select the task reason.
6. Select the task priority. The default is normal.
7. Tap  to take a picture.
8. Add any additional task details, and then tap **Submit**.

## Viewing Out of Order Rooms

Out of order rooms are not available for sale.

1. On the Maintenance screen, tap  **Filter**.
2. Tap  **Out of Order**.
3. Tap the room to view the dates and the reason the room is out of order.

## Viewing Out of Service Rooms

Out of service rooms are temporarily unavailable but can be brought back at any time, for example, rooms on a closed floor.

1. On the Maintenance screen, tap  **Filter**.
2. Tap  **Out of Service**.
3. Tap the room to view the dates and the reason the room is out of service.

## Resolving Maintenance Tasks

1. On the Maintenance screen, locate the room.

A plus sign followed by a number  indicates the number of additional tasks for the room.

2. Tap  to see the additional tasks.
3. Tap **Resolved** .

## Marking Maintenance Tasks as Unresolved

1. On the Maintenance screen, tap  **Filter**.
2. Tap  **Unresolved** to clear, and then tap  **Resolved**.
3. Tap **Resolved** .
4. Select the room.
5. Select the task to be unresolved, and then tap  **Unresolved**.

# Reservations

## Tasks:

- Understanding Reservations Basics
- Understanding Reservation Filters
- Filtering Reservations
- Sorting Reservations
- Searching Reservations
- Viewing Reservation Details
- Viewing Share Reservations
- Viewing Guest Details
- Viewing Room Details
- Billing Details
- Updating Guest Profiles
- Adding Addresses
- Adding Communication Methods
- Adding Personal Documents
- Understanding Room Filters
- Selecting Rooms
- Changing Rooms
- Adding Reservations to the Queue
- Checking In
- Printing Registration Cards
- Printing New or Duplicate Key Cards
- Cancelling Reservations
- Routing Instructions
- Previewing Folios
- Viewing Charges
- Moving Charges Between Windows
- Posting Charges
- Paying Folios
- Checking Out

# Understanding Reservations Basics

A party reservation can link individual reservations without creating a group reservation, for example, where several rooms are booked for a family event such as a birthday party.

A group reservation groups reservations with similar needs, such as a group of people all arriving on the same day and staying through the same period of time, such as a wedding or a company meeting.

A block reservation manages flexible group reservations such as allotments or tour groups, and convention bookings with a variety of room types and a range of arrival and departure dates.



You can view reservations by **Arrivals**, **In House**, or **Departures**.

The reservations appear alphabetically with the following details:

- Room number, if allocated, and the room status
- Guest name
- Number of adults and children. Icons indicate if the guest is a VIP, has stay history, or a membership card:



- Number of nights
- Arrival Date A grey arrow pointing right.
- Departure Date A grey arrow pointing left.
- Room type
- If the reservation is on the check in queue A pink clock icon.
- Company name
- Travel agent name if there is no company name
- Expected arrival time
- Expected departure time

- Block A 3x3 grid of grey squares.  
+ block name
- A cluster of grey dots.  
+ group name

- Party  + party name

- Share reservation 

If the environment uses Oracle Hospitality Suite8, the values for group, block, party, and share can be different.

If the environment uses Oracle Hospitality OPERA, the group and block values are the same.

## Understanding Reservation Filters



**VIP**



**Stay History**



**Membership**



**Group**



**Block**



**Party**



**Share**



**Departed:** Rooms which checked out today. The icon appears only when reservations are listed by departures.



**Expected Departure:** Rooms which are due to depart today. The icon appears only when reservations are listed by departures.

## Filtering Reservations

1. On the reservation screen, tap  Filter.
2. Tap the filters to select them.

The reservations appear as you select a filter.

Selected filters are highlighted, for example: 

 indicates the number of filters selected.

The filters are grouped. Within the grouping, it is an **or** selection. Between the groups, there is an **and** selection. For example, selecting **VIP** and **Stay History** lists all reservations with either VIP or Stay History. Selecting **VIP** and **Group** only lists all reservations which are VIP and part of a group.

3. Swipe up or tap  Filter to close the filter selection.
4. To clear all the filters, tap  Filter, and then select **Clear All**.

## Sorting Reservations

You can sort by arrival time, departure time, or last name when the app shows arrivals, in-house, or departure reservations.

1. On the reservation screen, tap  Sort.
2. Tap **Earliest- Latest** to sort the reservations starting with the earliest arrival/earliest departure.
3. Tap **Latest - Earliest** to sort the reservations starting with the latest arrival/latest departure.
4. Tap **A - Z** to sort the reservations by last name starting with A.
5. Tap **Z - A** to sort the reservations by last name starting with Z.
6. Swipe up or tap  Sort to close the sort selection.
7. To clear the sort selection, tap  Sort, and then **Reset**.
8. Tap **Reset** to sort the reservations by last name.

 indicates the list was sorted.

## Searching Reservations

1. On the reservation screen, tap  Search.
2. Tap the search bar and enter your search text, such as name, room number, or room type.
3. To clear the search filter, tap the search bar and then tap .

4. Tap **Advanced Search** to show more search options.
5. Enter your search criteria and tap **Search**.
6. To clear the search criteria tap **Reset**.
7. Tap **Back to Search** to return to the search bar.
8. Swipe up or tap  **Search** to remove the search bar.

## Viewing Reservation Details

On the reservations screen, select a reservation to view the following information:

- Company name
- Travel agent name
- Rate code and rate
- Total amount of the stay
- Packages
- CRS number
- Group name
- Children according to child categories
- Current open balance
- Share icon if reservation has sharing guest reservations

## Viewing Share Reservations

On the reservations screen within the Reservation Details, select the share icon to show a filtered list of all share reservations associated with that reservation.



### **Note:**

In the filtered list panel, the reservation status that shows depends on the reservation whose share icon is selected. For example, if the shared icon is selected in an In House reservation and another shared reservation is an Arrival reservation, the list shows the In House icon. If the shared icon is selected in the Arrival reservation, then the filtered list panel shows the Arrival icon.

## Viewing Guest Details

1. Select the reservation.
2. Tap the **Guest Details** tab to view the following information:
  - Stay History for the last three years

- Address
- Room preferences
- Profile notes
- Loyalty or bonus points membership card number

⋮

3. Tap ⋮ to view the following additional information:

- Communicate methods
- Language
- Nationality
- Profile Category
- VIP Code
- Date of Birth (DOB)
- Gender
- ID, such as passport or driver's license
- Comments

## Viewing Room Details

1. Select the reservation.
2. Tap the **Room Details** tab to view guest preferences and additional room features.

Guest room preference requests which have been met are shown in bold type. Guest room preference requests which have not been met are shown in red bold type.

## Billing Details

1. Select the reservation.
2. Tap the **Billing Details** tab to view:
  - Billing windows with the balance per window
  - Payment method and billing address per window
3. To create a billing window, tap +.
4. To assignment a payment method to a billing window, tap the billing window, and then select the payment method.
5. To update a billing address, tap **Edit** in the Billing Address panel.

## Updating Guest Profiles

1. Select the reservation.
2. Tap the **Guest Details** tab.

3. Tap **Edit**.
4. Update profile details.  
Examples of details you can update include name, VIP code, address greeting, and letter greeting.
5. Tap **Update Profile**.

## Adding Addresses

You can add multiple addresses to a guest profile.

1. Select the reservation.
2. Tap the **Guest Details** tab.
3. Tap **Edit**.  
The number of addresses linked to the profile appears.
4. Tap **Address**.
5. Select an address to update or tap **+** and add the new address details.
6. Tap **+** to add the address.
7. Tap **Save Address**.

If there are multiple addresses, you can select one to be the primary address.

To delete an address, click **Delete** .

## Adding Communication Methods

You can add multiple communication methods to a guest profile.

1. Select the reservation.
2. Tap the **Guest Details** tab.
3. Tap **Edit**.  
The number of communication methods linked to the profile appears.
4. Tap **Communication/Marketing**.
5. Select a communication method to update or tap **+** to add the new communication details.
6. Tap **+** and add the communication details
7. Tap **Save Communication**.

If there are multiple communication methods, you can select one to be the primary method.

To delete a communication method, click **Delete** .

## Adding Personal Documents

You can add personal documents such as passports, drivers licenses, and ID cards to a guest profile.

1. Select the reservation.
2. Tap the **Guest Details** tab.
3. Tap **Edit**.

The number of personal documents linked to the profile appears.

4. Tap **Personal Documents**.
5. Select a document to update or tap  to add the new personal document details.
6. Tap  to add the document details.
7. Tap **Save Document**.

If there are multiple personal documents, you can select one to be the primary document.

To edit a document, tap  **Edit**.

To delete a document, tap  **Delete**.

## Understanding Room Filters



: Vacant rooms regardless of room type



: Inspected rooms (default)



: Clean rooms (default)



: Pickup rooms



: Dirty rooms



: Rooms that are expected to depart today

**Room #:** Limits the search to the entered room number. You can enter partial numbers.

**Room Type:** Limits the search to a specific room type. The reservation room type is the default.

**All Floors:** Limits the search to the selected floor numbers. By default, all floors are selected.

**Room Preferences:** Room preferences entered on the guest profile or reservation are selected by default.

## Selecting Rooms

1. Select the reservation.
2. Tap the **Room Details** tab.

Guest room preference requests are listed under **Guest Preferences**.

3. Tap **Select Room**.

Clean and inspected rooms meeting the reservations requirements are listed. Guest room preference requests which have been met appear in bold type.

4. Select one or more filters to change the default selection criteria.
5. Select the required room, and then tap **Select Room**.
6. Tap **Continue** on the confirmation message.

## Changing Rooms

1. Select the reservation.
2. Tap the **Room Details** tab.

Guest room preference requests are listed under **Guest Preferences**.

Guest room preference requests which have been met appear in bold type.

Guest room preference requests which have not been met are shown in red bold type.

All additional features for the room are listed under **Additional Features**.

3. Tap **Change Room**.

Clean and inspected rooms meeting the reservation requirements appear.

4. Select one or more filters to change the default selection criteria.
5. Select the room, and then tap **Select Room**.
6. Tap **Continue** on the confirmation message.

To remove a pre-allocated room on an arrival reservation, tap **Release Room**.

 **Note:**

**Change Room** and **Release Room** are not available if the room on the reservation is flagged **Do Not Move (DNM)** in the PMS system.

## Adding Reservations to the Queue

You can place reservations in the check-in queue when there are no rooms available at the time of arrival.

1. On the reservations screen, tap the reservation.
2. Tap **Add to Queue**.
3. Tap **Continue**.



07:26 on the room details tab indicates the amount of time the reservation has been in the queue.

## Checking In

1. Select the reservation.
2. Tap **Check In**.
3. Select a payment method, if required.
4. Add a billing address, if required.
5. If **Add credit card** payment method is selected, select the credit card type, then tap **Continue**:
  - a. Select either **Chip and Pin Pad** or **Default Chip and Pin**, and then tap **Continue**.
  - b. Follow the instructions on the payment terminal.
  - c. Tap **Confirm Payment**.
  - d. Repeat these steps for each billing window.
6. Tap **Confirm Payment**:
  - a. Select either **Chip and Pin Pad** or **Default Chip and Pin**, and then tap **Continue**.
  - b. Follow the instructions on the payment terminal.
7. To print the registration card, tap **Print**, complete the printer details, and then tap **OK**.
8. To sign the registration card, tap **Sign**, and once the guest has signed, tap **Accept**.
9. Tap **Continue** to close the registration card screen.
10. Follow the instructions on the payment terminal to complete the check-in.
11. Tap **Return to Arrivals** on the Successfully checked in message

## Printing Registration Cards

1. Select the reservation.
2. Tap **Registration Card**.

You can print the registration card or the guest can sign directly on the tablet.

3. To print the registration card, tap **Print**, complete the printer details, and then tap **OK**.
4. To sign the registration card, tap **Sign**. After the guest signs, tap **Accept**.

## Printing New or Duplicate Key Cards

1. Select the reservation.
2. Tap the **Key card** tab.

The default **Encoder** is selected and the **Number of Keys** defaults to the number of adults entered in the reservation.

You can change the encoder and the number of keys to be printed.

3. Tap **New Key** or **Duplicate Key**.

The keys print and a success message appears.

## Cancelling Reservations

1. Select the reservation to be cancelled.
2. Tap **Cancel**.
3. Enter the reason for cancelling the reservation.
4. Tap **Continue** to cancel the reservation.

## Routing Instructions

1. Select the reservation.
2. Tap the **Billing Details** tab.
3. Tap **Routing Instructions** to show routing information such as dates and billing and department codes.
4. To add a routing instruction:
  - a. Tap **Routing Instructions**, and then tap **+**.
  - b. Specify the billing window. For example, you can use one billing window for reimbursable charges such as meals and another window for non-reimbursable charges such as movie rentals.
  - c. In the **Valid From** and **Valid To** fields, specify the routing start and end dates.
  - d. Specify the department or billing code. For example, a company books several rooms for a conference. You can route the charges from all the rooms to a single room for corporate payment.
  - e. If necessary, update the name, and then tap **Save**.

## Previewing Folios

A folio lists all debit and credit transactions for a guest, such as charges for billable services and payments.

1. Select the reservation.
2. Tap the **Billing Details** tab.
3. Tap **Preview Folio**.
4. To print the folio, tap **Print**, complete the printer details, and then tap **Print**.
5. To email the folio, tap **Email**, select the email address, and then tap **Continue**.

## Viewing Charges

1. Select the reservation.
2. Tap the **Billing Details** tab.
3. Tap **View Charges**.
4. Select the required billing window to see the charges.
5. Tap **Post Charges** to post any additional charges.

## Moving Charges Between Windows

1. Select the reservation.
2. Tap the **Billing Details** tab.
3. Select the billing window the charges are to be moved from.
4. Tap **Move Charges**.
5. Tap the charges to select them.
6. Tap the **Destination** window.
7. Tap **Move Charges**.

## Posting Charges

1. Select the reservation.
2. Tap the **Billing Details** tab.
3. Tap **Post Charges**.
4. Select the required billing window.
5. Select **Department Code or Article**.
6. Enter at least three characters of the code name or number.
7. Select the department code or article.
8. Select the quantity.

9. Enter the price, and then tap **Post**.
10. Tap **Done**.

## Paying Folios

1. Select the reservation.
2. Tap the **Billing Details** tab.
3. Tap **Pay**.
4. Select the required billing window.
5. Review the folio charges, and then tap **Accept Charges**.
6. Select a payment.
7. Tap **Pay**.

## Checking Out

1. Select the reservation.
2. Tap **Check Out**.
3. Tap **Continue Check Out**.
4. Review the folio charges, and then tap **Accept Charges**.
5. Tap **Pay**.
6. Print the folio or send it to an email address.
7. To show the folio, tap **View Folio**.
8. Tap **Continue**.
9. Tap **Return to Departures** on the successful check-out message.